

# Zebra Enterprising Messaging Service (ZEMS)

## ZEMS Server Version 3.0.22406 with Web Client Version v2.1.22307

### Release Notes - March 2023

## Highlights

Zebra is proud to announce general availability of the Zebra Enterprise Messaging Service (ZEMS) version 3.0.22406 which provides the following features:

- Interworking Gateway (IWG) Integration
- Maintenance updates

## Device Support

- ZEMS server v2.1.22309 or later works with following PTT Pro Clients:
  - PTT Pro for Android version 3.3.10199 or later
  - PTT Pro for iOS version 1.0.11088 or later
  - ZEMS Web Client version 2.1.22307 or later
- **IMPORTANT:** Earlier versions of PTT Pro Android are not compatible with this version of the ZEMS server.

## Features in ZEMS v3.0.22406

### Interworking Gateway (IWG) Integration

The ZEMS IWG provides the ability for customers to send text messages (with optional image attachment) and audio announcements to PTT Pro groups or users in the same way that the existing stand-alone IWG does.

Integrating the IWG functionality with ZEMS provides the following advantages:

- 1) Modern architecture for high-availability services
- 2) Providing an initial step toward transitioning to ZEMS messaging
- 3) Reuse of the ZEMS admin portal for improved portal user management, event management, and more
- 4) Automatic synchronization of PTT Pro information such as sites, groups, and users, eliminating the requirement for customers to contact Zebra for site configuration.

## Usage Notes

- ZEMS is only available to PTT Pro customers. ZEMS is alternative to PTT Pro messaging. A PTT Pro client may use ZEMS or PTT Pro messaging but may not use both at the same time.
- Zebra must configure the customer for ZEMS before ZEMS can be used. Contact Zebra Support to be configured for ZEMS.

- In order for the PTT Pro client to use ZEMS, the client must be configured with ZEMS parameters including the ZEMS Server URL and a customer-specific API key. These parameters are provided by Zebra.
- Messages sent using ZEMS will not reach PTT Pro clients using PTT Pro messaging and vice versa. This includes the Windows PTT Pro Desktop client users who need to communicate with ZEMS users must use the ZEMS Web client.
- ZEMS Web Client users are required to be OAuth enabled. Android and iOS users may be OAuth enabled but are not required to be.
- ZEMS Webhooks have been validated with Microsoft Teams version 1.5.00.2164.
- Twilio interoperability has been validated with SMS and Whatsapp.
- Existing IWG customers will be migrated to the ZEMS IWG by Zebra. Contact Zebra Support if you have questions.

## Known Issues

- None

## Documentation

- ZEMS documentation is available on the Zebra PTT Pro support site at <https://www.zebra.com/us/en/support-downloads/software/productivity-apps/push-to-talk-pro.html>. Documentation at this location includes the following:
  - MN-004513-03EN: ZEMS Customer Administration Guide
  - MN-004512-02EN: ZEMS Client User Guide

## About WFC ZEMS

The Zebra Enterprise Messaging Service provides advanced messaging services to PTT Pro users, including sending messages to regions or corporate-wide, scheduling messages, seeing how many users have read the messages, integration with SMS, and other state-of-the-art messaging features.

## Release History

Release v2.1.22307 of ZEMS offered the following features:

- Twilio support
- Improved security between client and server

Release 1.0.21 of ZEMS offered the following features:

- Messaging to PTT Pro individual and group contacts
- Seamless integration with PTT Pro clients
- Attachments such as images, video, and audio
- Broadcast messages to regions that span the enterprise
- Teams messaging integration

- Automatic sync of groups, users, and sites between PTT Pro and ZEMS