

# Zebra Enterprise Messaging Service

Workcloud Communication



**ZEBRA**

## **Client User Guide**

2025/03/31

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# About this Guide

This guide describes how to use the Workcloud Communication PTT Pro apps with the Zebra Enterprise Messaging Service (ZEMS). ZEMS provides text messaging across sites and includes broadcast messaging. The configuration of the clients is described in the Zebra Enterprise Messaging Service Customer Administrator Guide.



**NOTE:** The screens and windows pictured in this guide are samples and can differ from actual screens.

## Chapter Descriptions

Topics covered in this guide are as follows:

- [About this Guide](#)—Describes this document.
- [Enterprise Messaging](#)—Describes the functions and features of the Zebra Enterprise Messaging Service, including broadcast messaging.
- [ZEMS Messaging with Zebra Pro for Android](#)—Provides information about using PTT Pro for Android with ZEMS.
- [ZEMS Messaging with Zebra PTT Pro for iOS](#)—Provides information about using PTT Pro for iOS with ZEMS.
- [ZEMS Messaging with the Zebra Web Client](#)—Provides information about using the web interface for ZEMS.

## Notational Conventions

The following notational conventions make the content of this document easy to navigate.

- **Bold** text is used to highlight the following:
  - Dialog box, window, and screen names
  - Dropdown list and list box names
  - Checkbox and radio button names
  - Icons on a screen
  - Key names on a keypad
  - Button names on a screen

- Bullets (•) indicate:
  - Action items
  - List of alternatives
  - Lists of required steps that are not necessarily sequential
- Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

## Related Documents

- Workcloud Communication PTT Pro Installation Guide—Describes the installation and activation of all Workcloud Communication PTT Pro applications.
- Workcloud Communication PTT Pro for Android User Guide—Describes PTT Pro for Android features and operation.
- Workcloud Communication PTT Pro for iOS User Guide—Describes PTT Pro for iOS features and operation.
- Zebra Enterprise Messaging Service Customer Administrator Guide—Describes the configuration of Workcloud Communication PTT Pro clients to use ZEMS.

## Icon Conventions

The documentation set is designed to give the reader more visual clues. The following visual indicators are used throughout the documentation set.



**NOTE:** The text here indicates information that is supplemental for the user to know and that is not required to complete a task.



**IMPORTANT:** The text here indicates information that is important for the user to know.



**CAUTION:** If the precaution is not heeded, the user could receive a minor or moderate injury.



**WARNING:** If danger is not avoided, the user CAN be seriously injured or killed.



**DANGER:** If danger is not avoided, the user WILL be seriously injured or killed.

## Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: [zebra.com/support](https://zebra.com/support).

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software/firmware type and version number

Zebra responds to calls by email, telephone, or fax within the time limits set forth in support agreements.

## About this Guide

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

## Revision History

Change	Date	Description
MN-004512-01 Rev A	May 2022	First version is for early access.
MN-004512-02 Rev A	June 2022	Internal release.
MN-004512-03 Rev A	September 2022	GA release. Added description of ZEMS Customer Administrator Console.
MN-004512-04 Rev A	December 2022	Updated new client versions and icons for messages from external applications.
MN-004512-05 Rev A	March 2023	Updated screenshots to reflect changes in PTT Pro for Android.
MN-004512-06 Rev A	October 2023	Added steps for sending urgent messages using PTT Pro for Android and the ZEMS Web Client.
MN-004512-07EN Rev A	April 2024	Rebranded to Workcloud Communication.
MN-004512-08EN Rev A	August 2024	Updated for the Expiry Days option in MOTD and other broadcast messages.
MN-004512-09EN Rev A	December 2024	Updated for the new ZEMS Broadcast Warning Message for Android and using First Name Last Name in web client History view.
MN-004512-10EN Rev A	March 2025	Updated ZEMS Broadcast Warning Message for iOS, added note about removing the Contacts option from the ZEMS Web Client.

# Supported PTT Pro Clients

The Zebra Enterprise Messaging Service (ZEMS) includes text messaging with the ability to send video, audio, and images to one or more contacts and groups. Users with the manager role can send broadcast messages to regions, child regions, and departments (sites).

The following PTT Pro clients support ZEMS messaging:

- PTT Pro for Android version 3.3.10196 or later
- PTT Pro for iOS version 1.0.11088 or later
- ZEMS Web Client version 2.1.22307 or later



**NOTE:** The PTT Pro PC Client does not support ZEMS.



**NOTE:** Workcloud Communication PTT Pro clients can use ZEMS messaging or legacy messaging, but not both at the same time.



**NOTE:** The PTT Pro client versions listed above are required for ZEMS version 2.1.22309 or later.

## Broadcast Messages

Broadcast messages enable managers to send one-way messages to specific groups of users. Managers are Workcloud Communication PTT Pro users configured with the manager role in the ZEMS server.

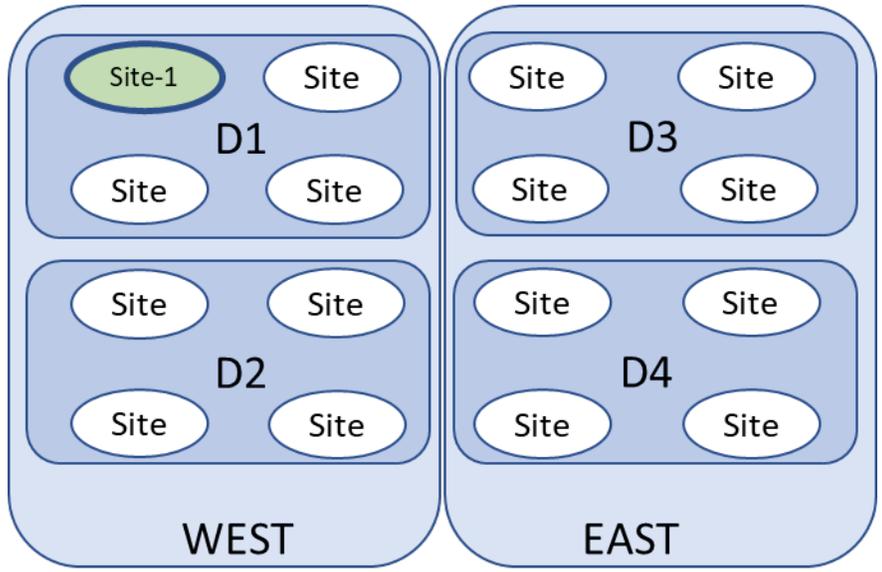
The organizational hierarchy and the managers are defined in ZEMS, and each ZEMS user must have a Workcloud Communication PTT Pro user account.

Refer to the Zebra Enterprise Messaging Customer Administrator Guide for information about creating regions and assigning managers.

### Regions Example

In this example, an enterprise has divided its operations into East and West regions. Each region has a manager who runs the operation. The East and West regions are further divided into child regions and sites.

**Figure 1** Regions in a ZEMS Deployment



Site-1, highlighted in green, belongs to the West region, but it also belongs to the D1 child region. PTT Pro users in Site-1 receive broadcast messages sent to either the West region or the D1 child region.

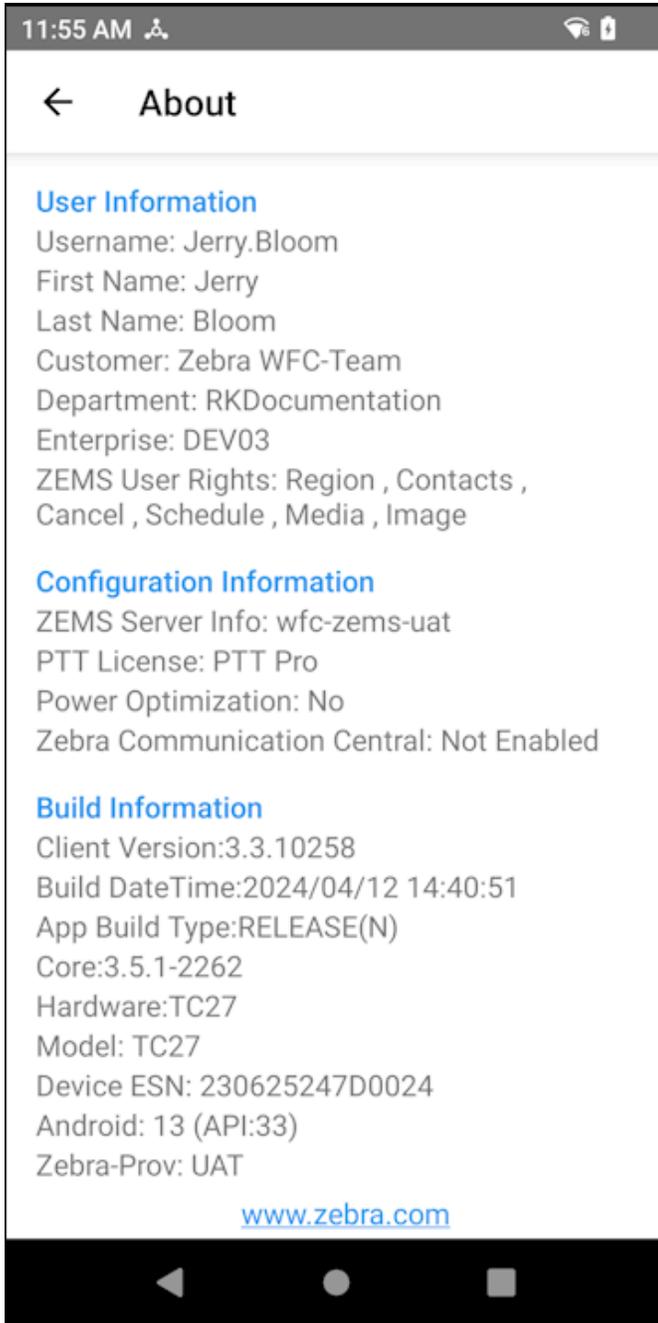
# Using ZEMS with PTT Pro for Android

PTT Pro for Android supports ZEMS messaging features such as sending and scheduling broadcast messages, messaging to users and groups, and sending messages through webhooks.

## About Screen for Zebra PTT Pro for Android

The **About** screen describes what messaging service the user is configured to use.

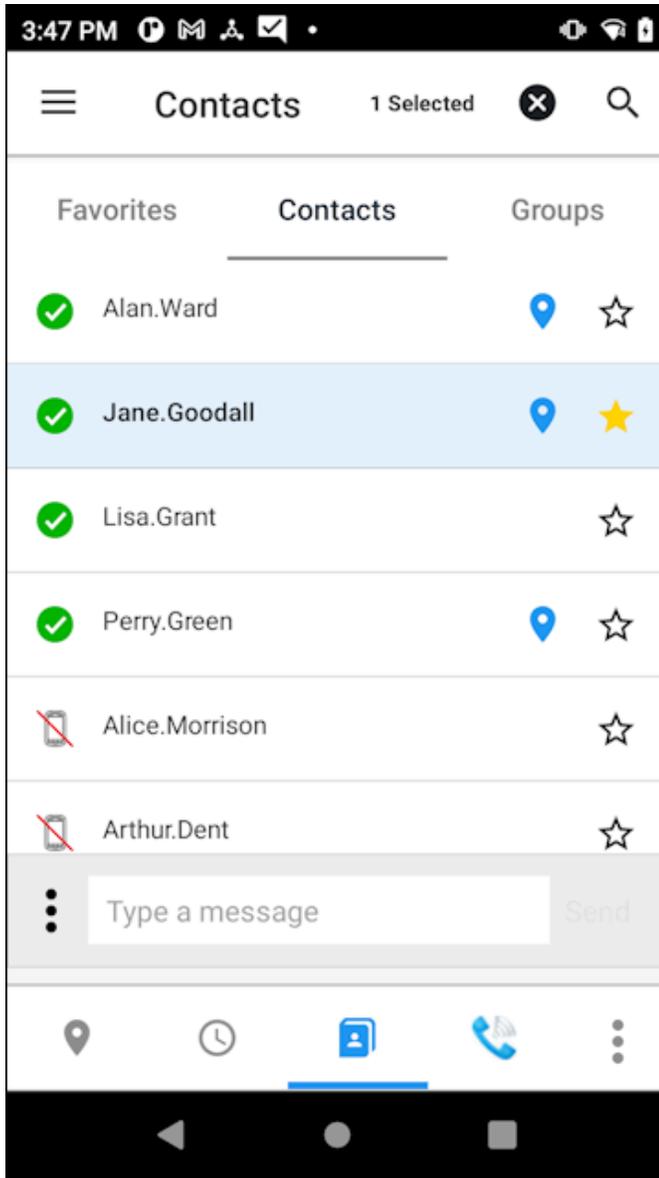
**Figure 2** User Configured for ZEMS Messaging Service



## Messaging Contacts

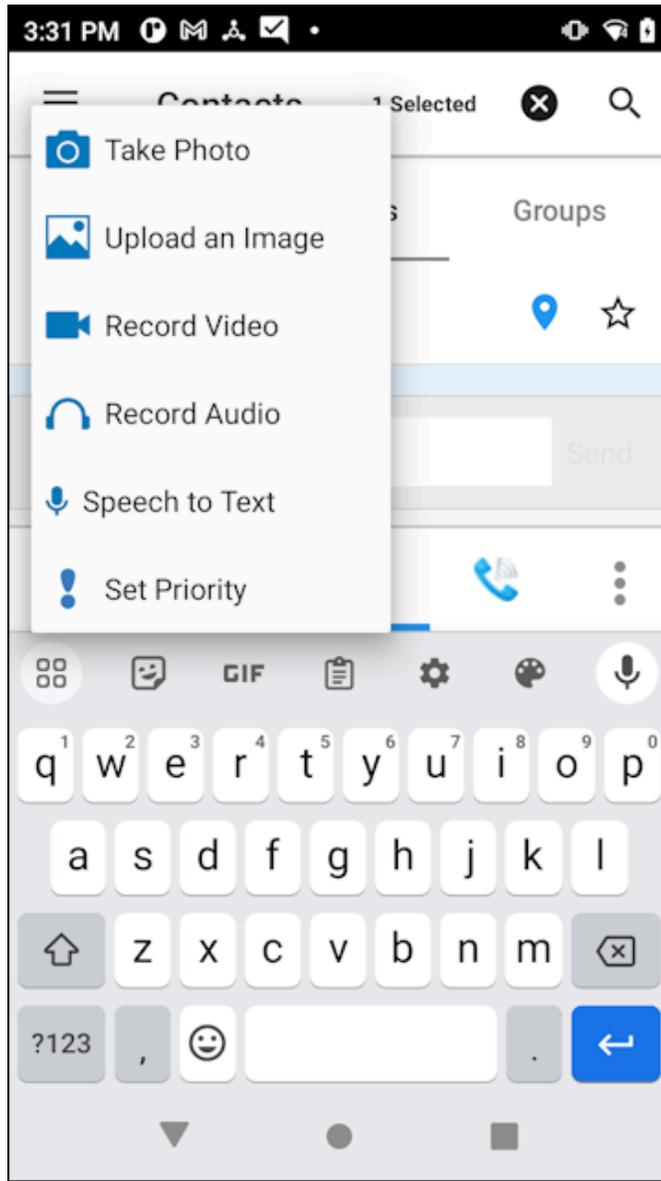
Select one or more contacts to send a message. Your message can include a photo, video, or audio.

1. Select a contact:
  - from the **Contacts** tab,
  - from the **Contacts** in the navigation drawer,
  - or by [search for a contact](#).



2. Tap Message .
3. Enter the message text.
4. (Optional) Select additional message recipients by tapping the additional name(s) desired.

5. (Optional) Add a photo, image, video, audio, speech-to-text, or priority to the message by selecting .



- Select **Take Photo** to take a picture using the device camera.
- Select **Upload an Image** and select an image from the device.
  - Tap  to rotate right or  to rotate left.
  - Tap  to remove changes made to the image.
  - Tap  to remove the image.



**NOTE:** Image compression is applied during save and share, resulting in a five percent reduction in quality.

- Select **Record Video** to record video using the device camera.
- Select **Record Audio** to record audio using the device microphone.

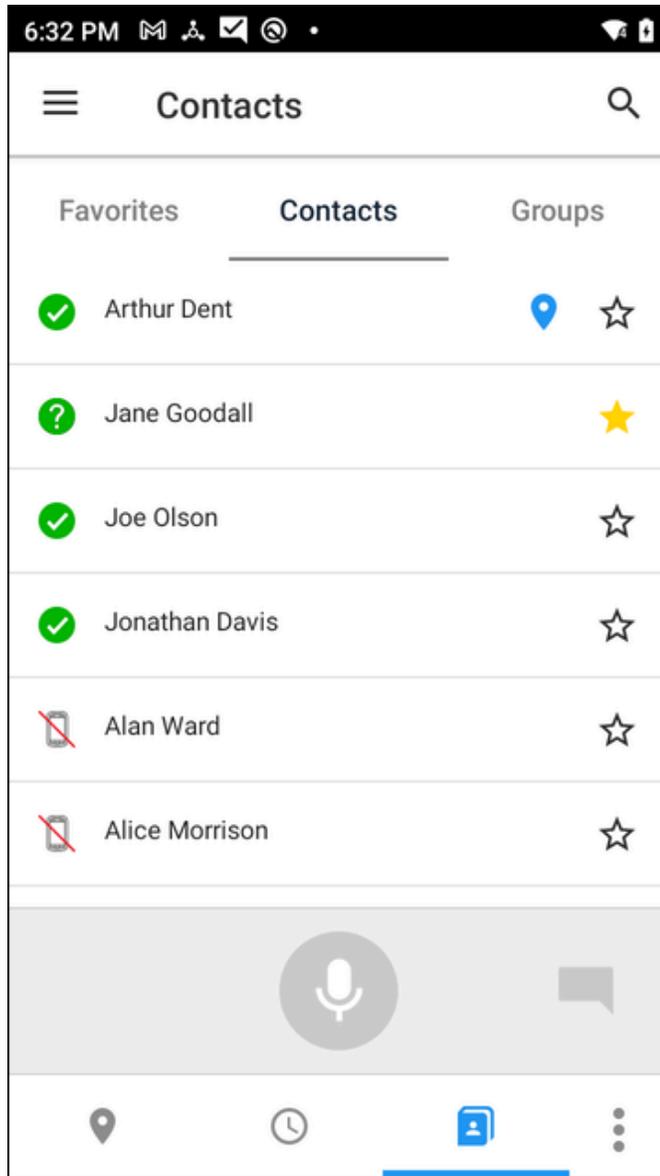
- Select **Speech to Text** to record a message. This option requires that the Voice Command setting is enabled.
- Select **Set Priority** to change the priority of the message to **Important** or **Urgent**.

6. Tap **Send**.

### Searching for a Contact

You can search the device and the PTT Pro server to locate a contact.

1. Tap the magnifying glass icon (🔍) to search for a contact on the device.



2. Begin entering a contact name.

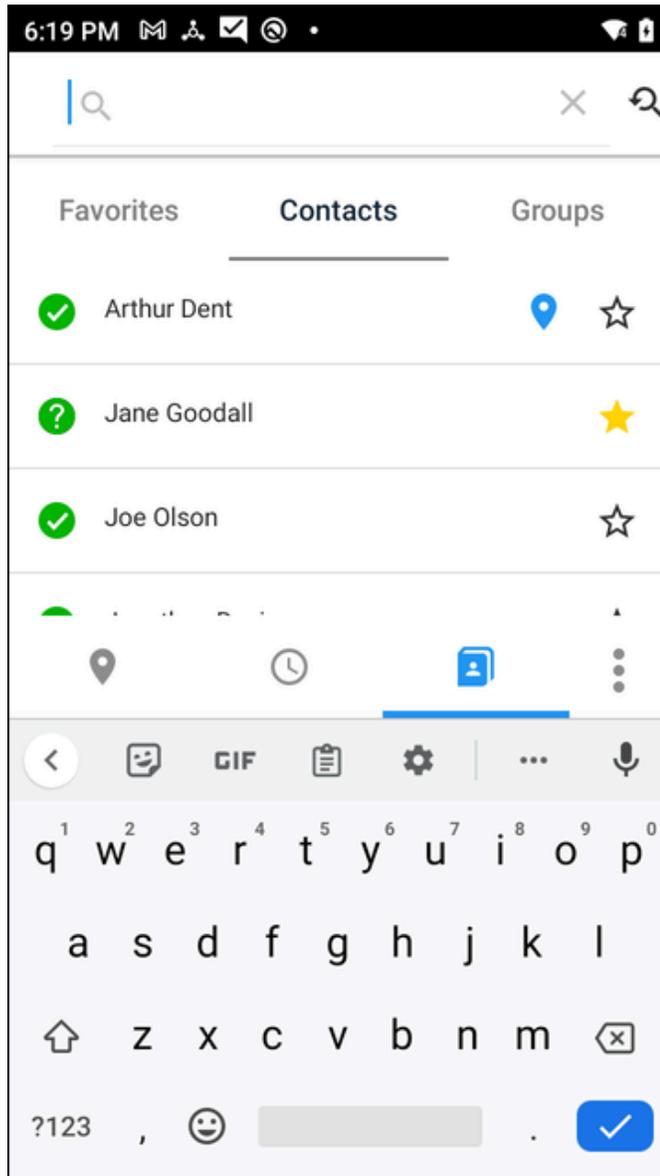
As each letter is entered, the relevant matches are displayed in the contact list.

3. Keep entering letters until you find a match.

The contact search string is a sticky search, meaning the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed.

4. If the search does not find a contact, you can search the server.

Tap the magnifying glass with an arrow (🔍).



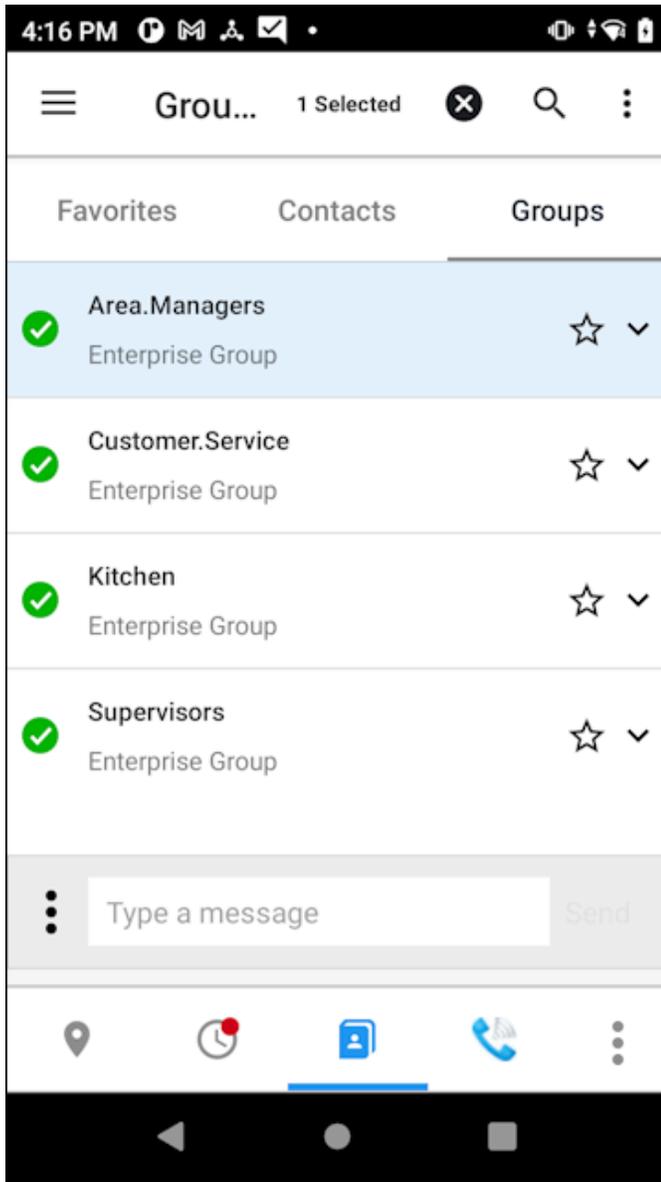
5. Tap **X** to cancel the search and return to the list of contacts.

## Messaging to Groups

Send a text message with an optional attachment to a group.

1. Tap the **Groups** tab.

2. Select the desired group, and then tap the Message  icon.



3. (Optional) Add video, audio, image, photo, or speech-to-text to the message by selecting 
  - Select **Take Photo** to take a picture using the device camera.
  - Select **Upload an Image** and select an image from the device.
    - Tap  to rotate right or  to rotate left.
    - Tap  to remove changes made to the image.
    - Tap  to remove the image.



**NOTE:** Image compression is applied during save and share, resulting in a five percent reduction in quality.

- Select **Record Video** to record video using the device camera.
  - Select **Record Audio** to record audio using the device microphone.
  - Select **Speech to Text** to record a message. This option requires that the Voice Command setting is enabled.
  - Select **Set Priority** to change the priority of the message to **Important** or **Urgent**.
4. Tap **Send**.

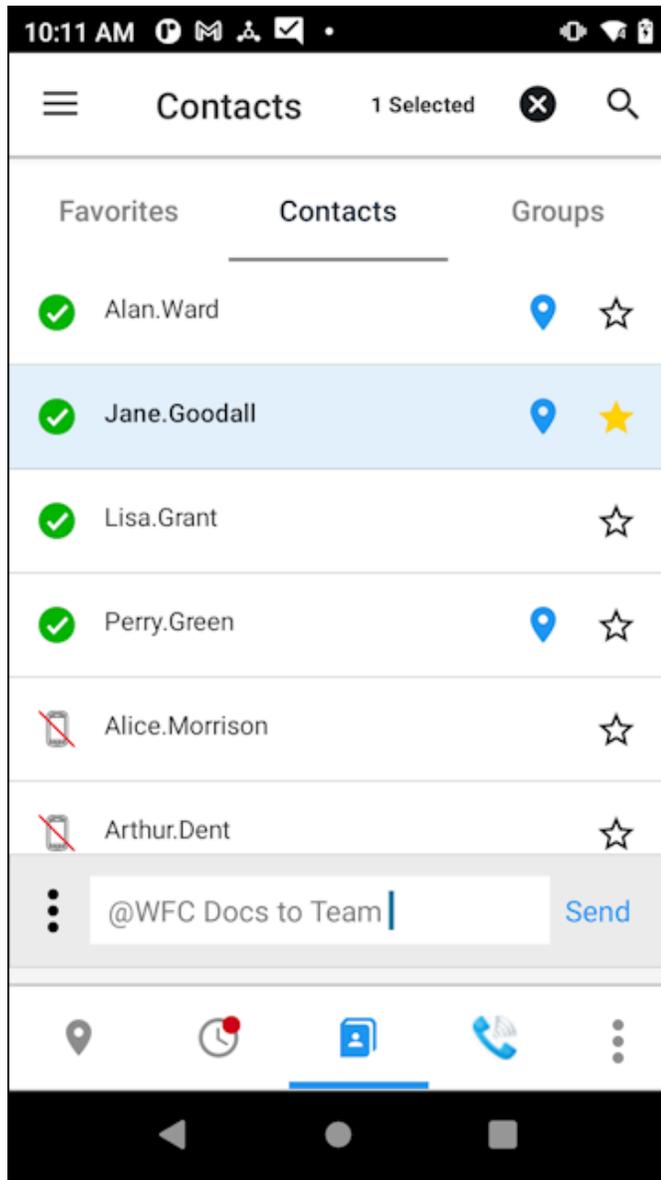
## Sending a Message to a Webhook

Webhooks are an optional feature of ZEMS that enables communication between Workcloud Communication PTT Pro clients and an external application. Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for information about creating webhooks.

1. Select a contact or group.

A contact or group must be selected to send a message through a webhook.

2. Enter a @ in the message field to display the list of available webhooks.



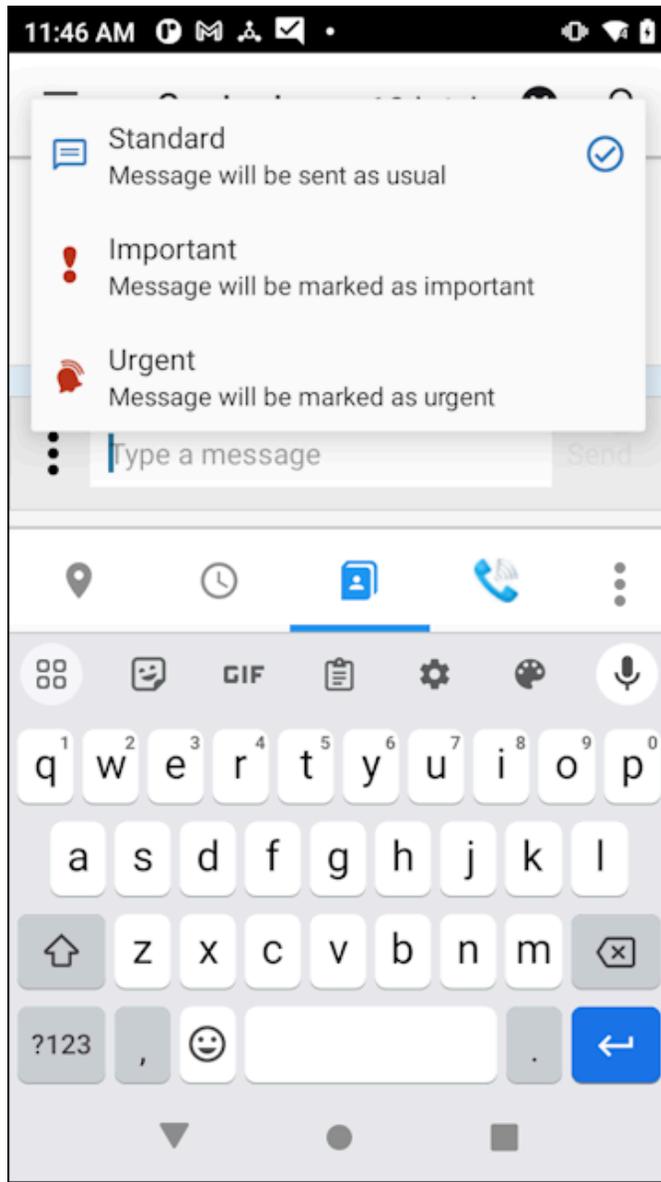
3. Select a webhook and enter a message.  
The message is sent to the contact or group and the webhook.

## Sending a Prioritized Message

You can send an important or urgent message to contacts or a group. If you are a manager, you can send an important or urgent broadcast message.

1. Select one or more contacts or a group.
2. Enter the message text.
3. Tap the ellipsis  $\dots$  next to the message field.

4. Select **Set Priority** to display the priority options.



5. Select the appropriate priority for the message.

Standard is the default priority for messages. **Important** and **Urgent** increase the priority of the message.

6. Tap **Send**.

A manager can follow a similar process to send a broadcast message from the **Compose** screen from the broadcast message interface.

## Priority Message Descriptions

You can add a priority to messages sent through PTT Pro for Android. Priority can be assigned to messages to contacts and messages to groups. If you are a manager, you assign a priority to broadcast messages. Sending priority messages requires PTT Pro for Android version 3.3.1023 or later.

Messages marked as Important or Urgent include a banner in the message view and an icon in the **Recent** and message views. The icons and banners are displayed on the lock screen, in the **Recent** view, and in the message. After the messages are read, the banners and icons no longer display in the **Recent** view.

The notification for an urgent message repeats every two minutes for a period of 10 minutes. These intervals can be configured using [JSON parameters](#).

**Table 1** ZEMS Message Priorities

Priority	Description
	A normal message.
	A message marked as important.
	A message marked as urgent. When a user receives an urgent message, an alert sound occurs every two minutes until the message is marked read. The urgent message alert is repeated for a specified interval. The default interval for PTT Pro for Android is 10 minutes. The default interval for the ZEMS Web Client is 20 minutes.

Examples

Figure 3 Urgent Message on the Lock Screen

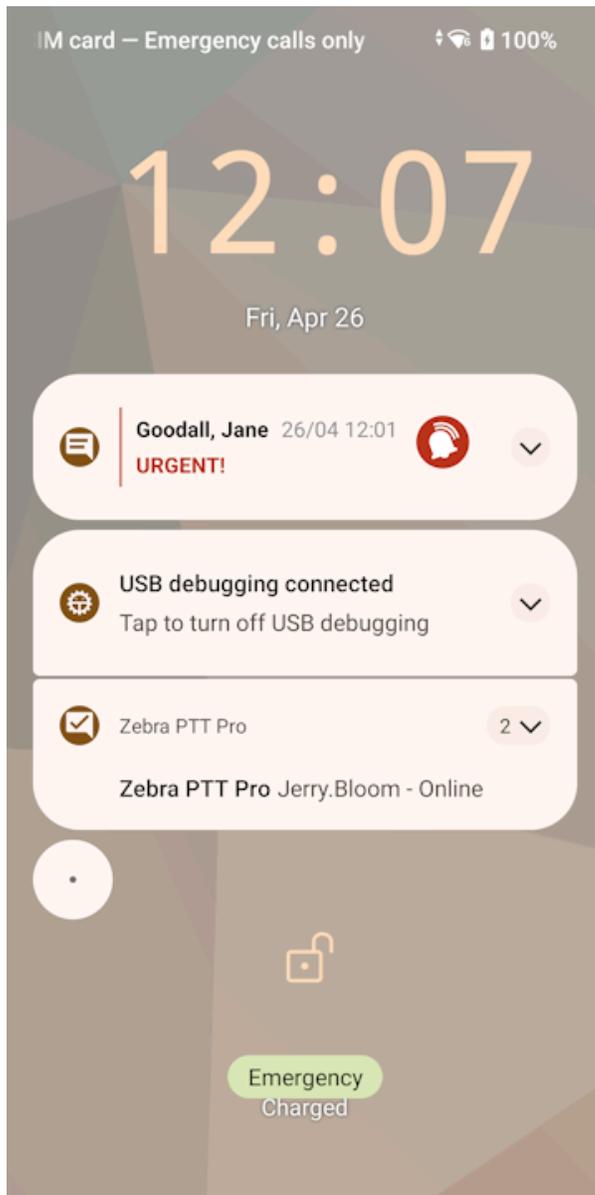
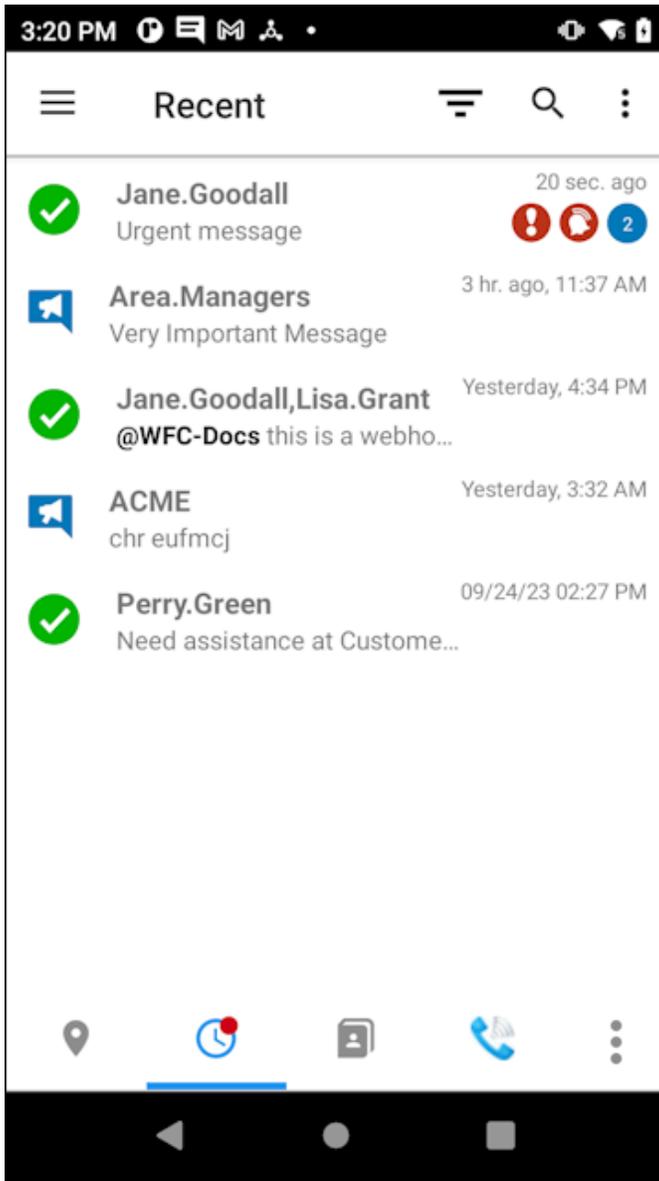
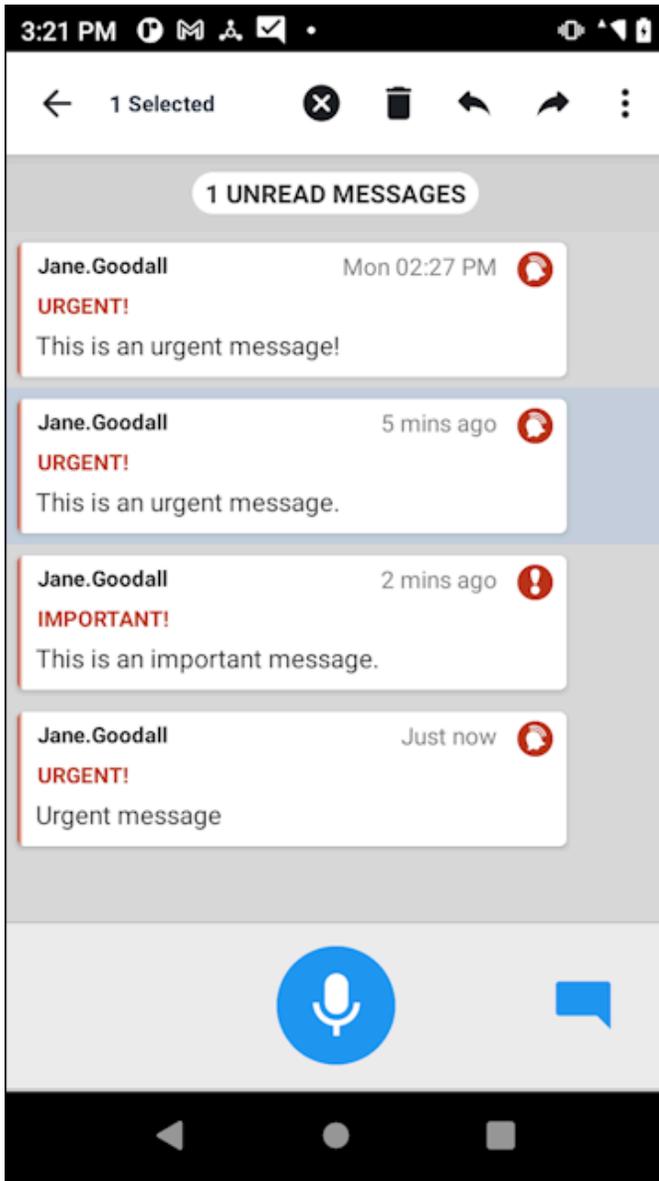


Figure 4 Recent View Displays Priority Icons



**Figure 5** Messages with a Priority Banner and Icon



## Urgent Message Parameters

Use configuration parameters to control how often the notification for an urgent message displays and the duration over which the notifications continue to display. The notifications for an urgent message stop after the user reads the message.

Requires PTT Pro 3.3.10233 or later.

**Table 2** Urgent Message Parameters

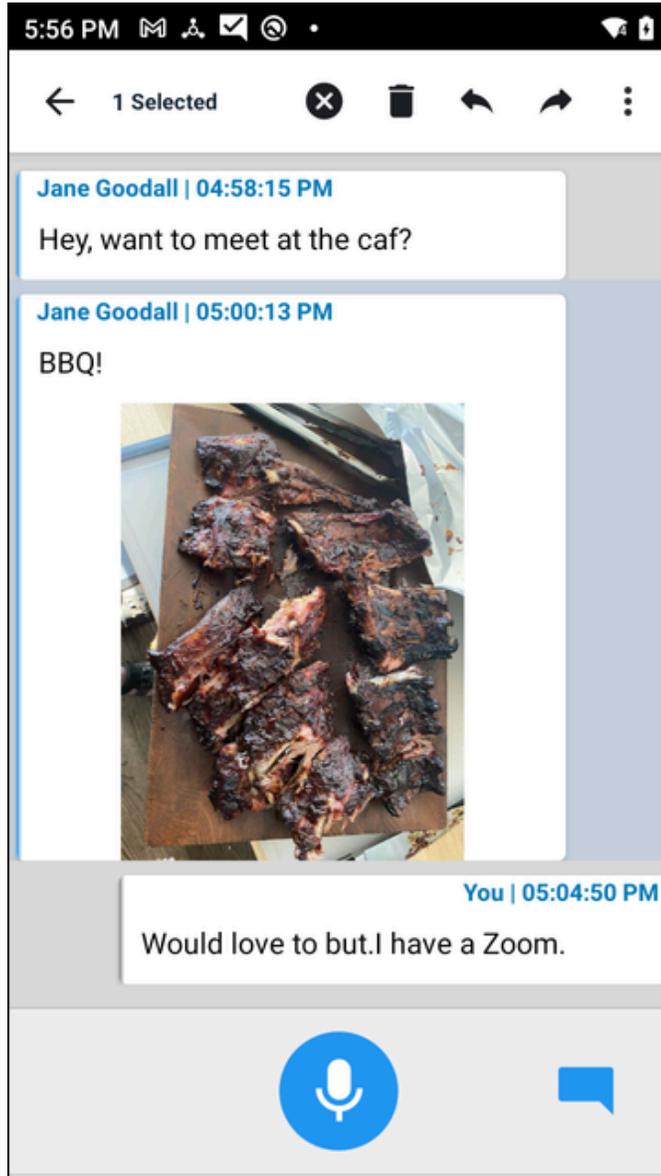
Parameter	Description	Type	Default value	Configurable Value
zems_urgent_msg_notify_interval	Determines how often, in minutes, the urgent message notification occurs.	int	2 minutes	An integer between 2 and 60.
zems_urgent_msg_notify_iteration	Determines the number of minutes the urgent message notification is active.	int	10 minutes	Any integer.

## Responding to Messages

Messages are organized into conversations, with the most recent conversations at the top of the screen. To read messages, tap the conversation.

1. Tap a message to select.

2. You can reply (↩), forward (➦), or delete the message (🗑).



3. Replying to a message behaves differently for one-to-one and one-to-many messages.
- In a one-to-one message, you select a message, tap , and enter a reply.
  - In a one-to-many message, select a message and use the icons in the top panel to reply, forward, or delete the message.

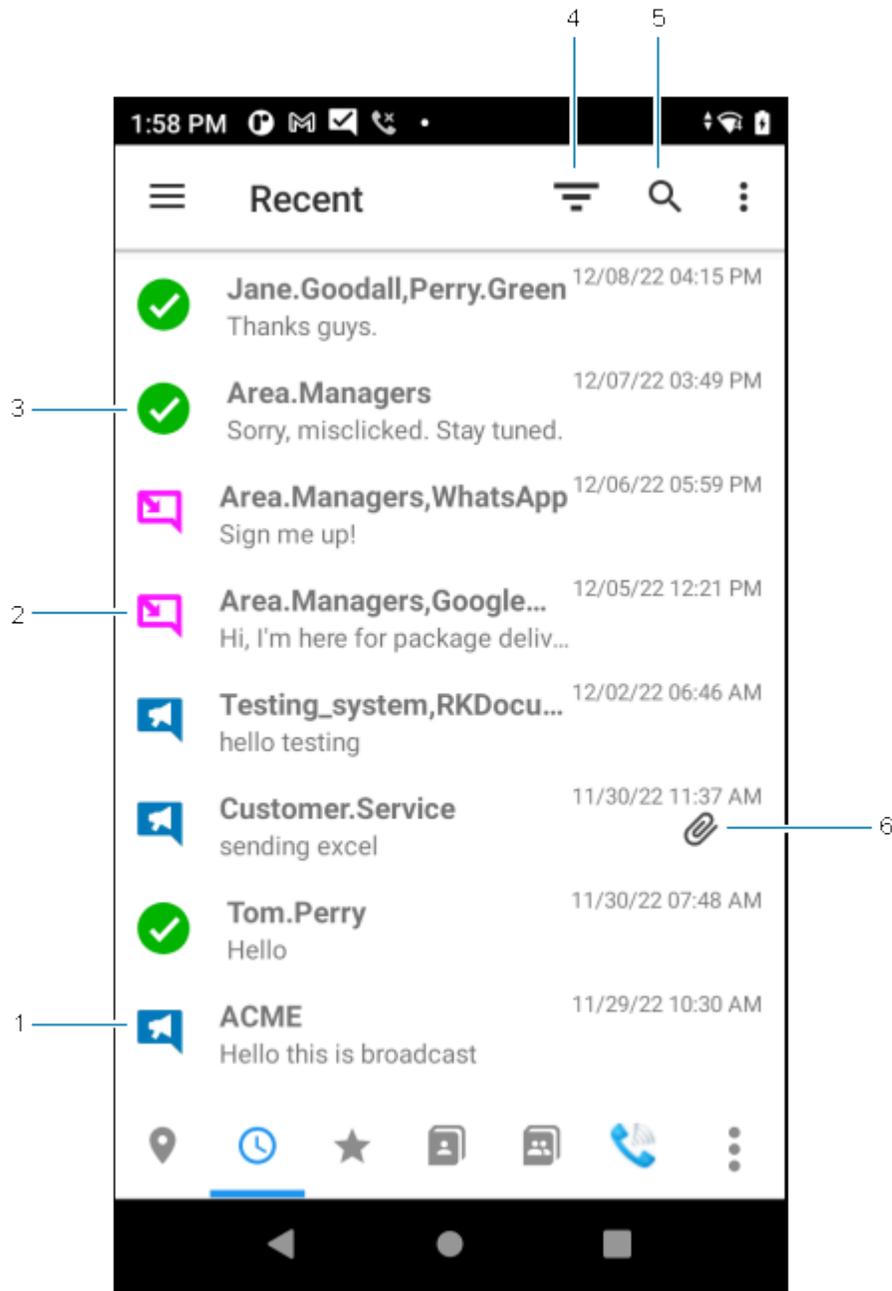
## Recent View

The **Recent** view displays incoming and outgoing calls and messages. You manage messages and calls through the **Recent** view.

### Recent View Elements

The **Recent** view organizes messages by conversation. All messages from a contact or group are listed under the conversation.

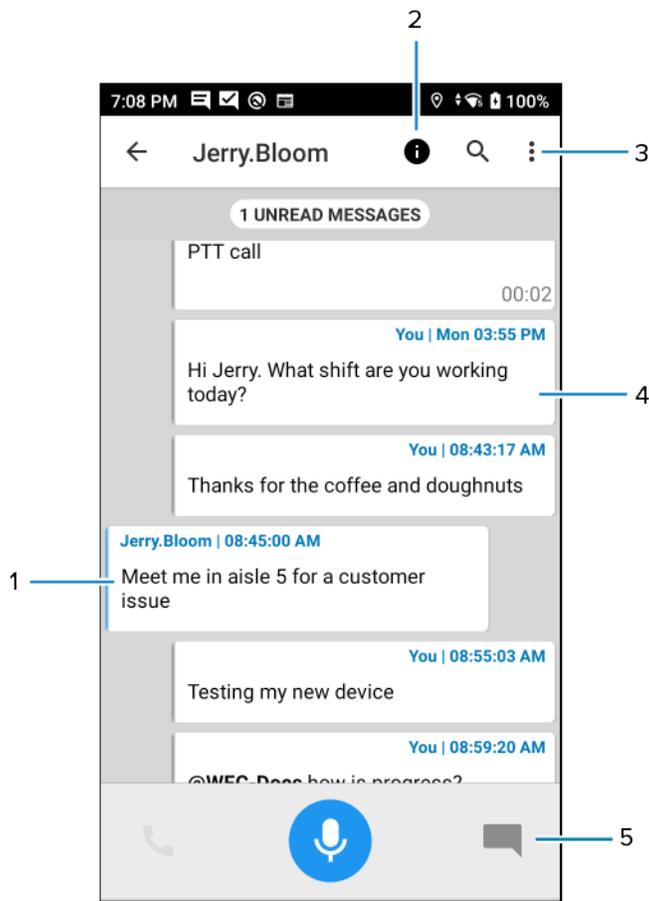
**Figure 6** Recent View for PTT Pro for Android



1	Icon indicates a broadcast message. You cannot reply to a broadcast message.
2	Icon indicates a message from an external source.
3	Icon indicates a Workcloud Communication PTT Pro user conversation or group conversation.
4	Filter that enables you to list all messages and calls (the default), list recent calls and messages, list broadcast messages, or list messages from external applications.
5	Search messages by sender or recipient.
6	Paperclip icon indicates a message with an attachment.

## Message View Elements

When you select a contact or group from the **Recent** view, all of the messages and calls to and from that user or group display.



1	Incoming messages are left-aligned. A blue bar on the left edge indicates a read message, and a red bar indicates an unread message.
2	Tap the information icon to see the recipients of an outgoing message or the sender of an incoming message.

3	For conversations, the ellipsis provides <b>Remove All</b> and <b>Mark All As Seen</b> for messages in the conversation. For individual messages, the ellipsis provides <b>Reply</b> , <b>Forward</b> , <b>Delete Message</b> , and <b>Copy</b> ..
4	Outgoing messages are right-aligned.
5	Message icon. Tap to reply to the message.

## Supported Message Attachments

Zebra PTT for Android supports sending and receiving audio, video, and data files attached to ZEMS messages.

PTT Pro for Android can send, receive, and display or play the following media types:

- `audio/ogg` and `audio/mpeg` for audio
- `video/mp4` for video
- `image/png`, `image/jpeg`, and `image/jpg` for images

In addition, PTT Pro for Android can download and view the following file types:

- `application/pdf` for Adobe Acrobat files
- `text/vcard` for virtual contact files

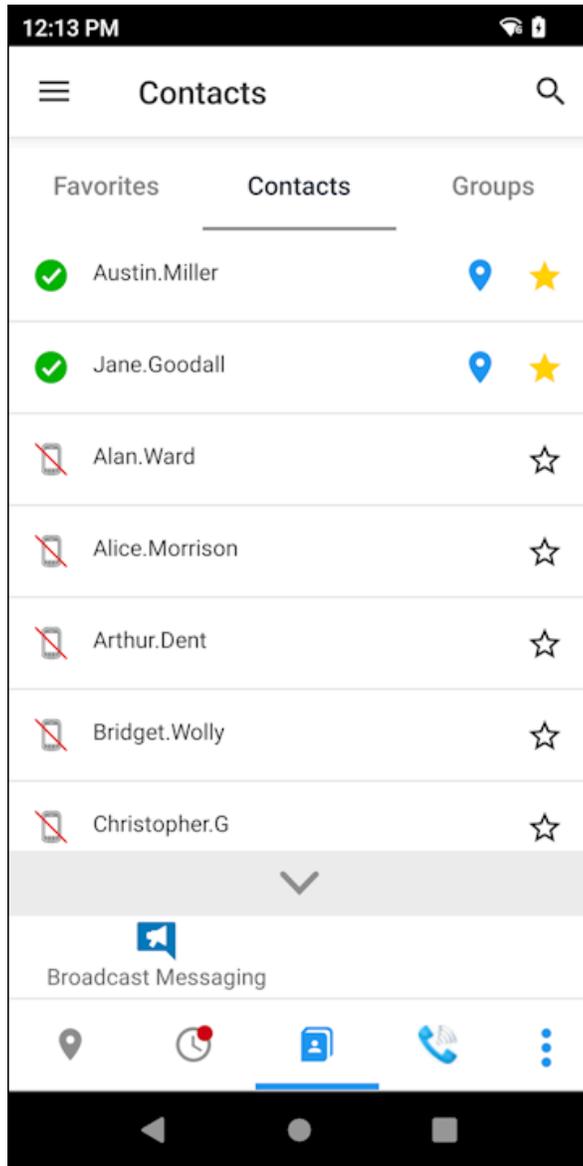
PTT for Android does not support the viewing of file types such as `.doc` (Microsoft Word) or `.ppt` (Microsoft PowerPoint). For the file types listed below, a viewer application is required to view the file content:

- `application/msword` for Microsoft Word
- `application/vnd.openxmlformats-officedocument.presentationml.presentation` for Microsoft PowerPoint
- `text/csv` for comma-separated value files
- `application/vnd.ms-excel` for Microsoft Excel

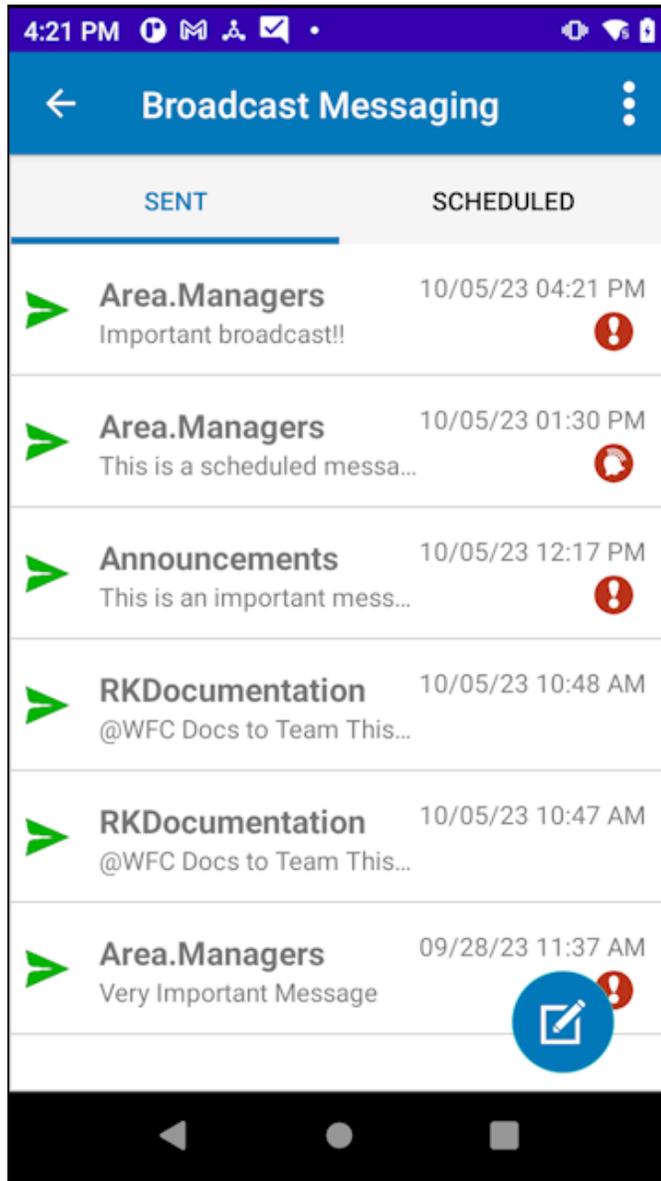
## Accessing Broadcast Messaging

Users with permission to send broadcast messages can open the ZEMS screens in the PTT Pro for Android app to create and schedule broadcast messages.

1. Tap the ellipses  in the tab bar to reveal the **Broadcast Messaging** icon.



2. Tap **Broadcast Messaging** to open the **SENT** messages screen.



Broadcast messages sent as important or urgent include the priority icon in the **SENT** screen.

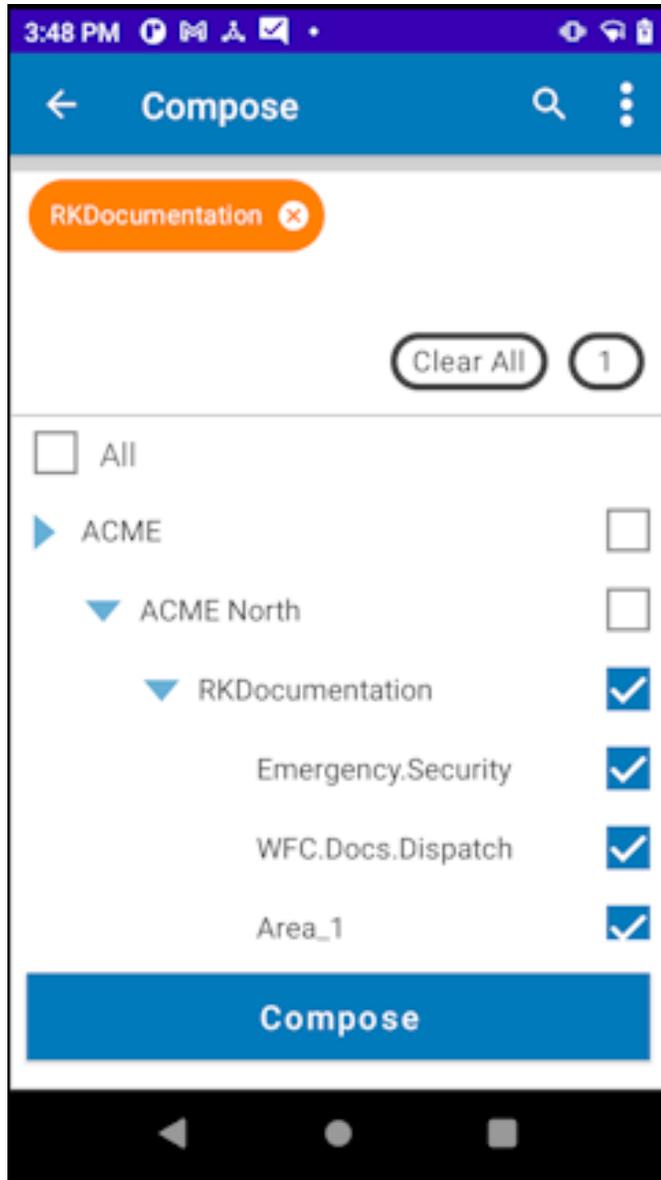
## Composing a Broadcast Message

Sending a broadcast message requires selecting the recipients and composing the message. Your message can include photos, images, video, and audio. You can also choose to schedule the message to be delivered at a specific time.

Broadcast messages from PTT Pro for Android are not sent to users with WS50 Android Mobile Wearable Computer.

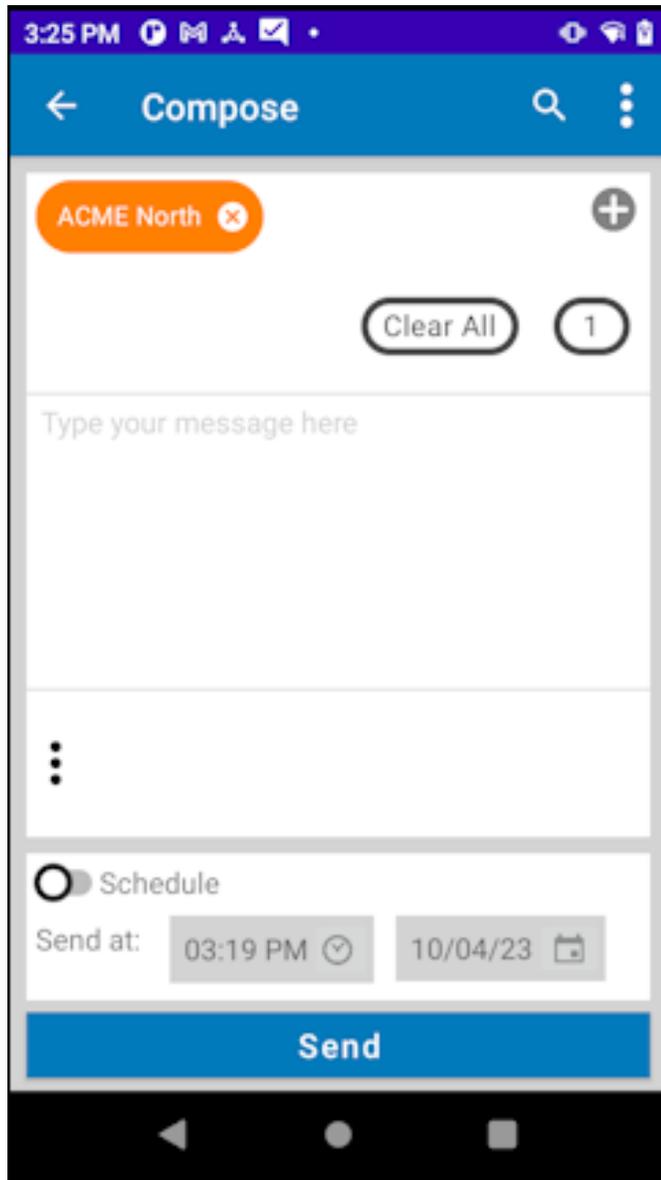
1. Tap **Compose** to select the message recipients.

Select the regions, districts, and sites for the message. Select **All** to send the message to all users or expand the districts or sites to target a specific group of recipients. Selected recipients are displayed at the top of the screen.

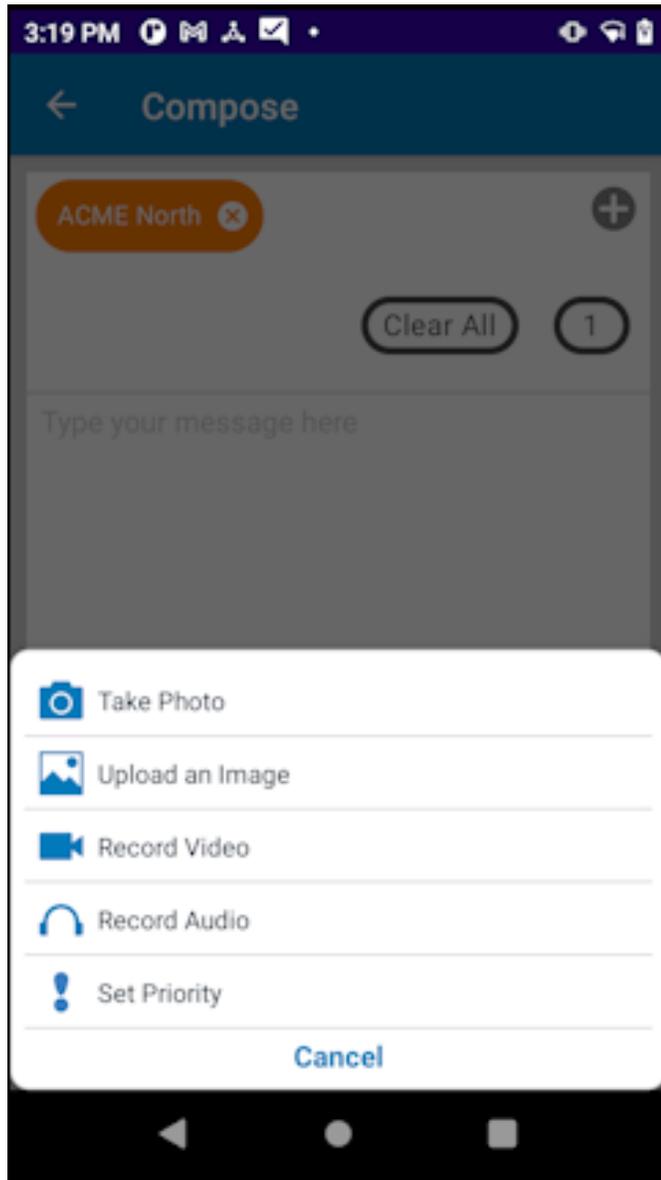


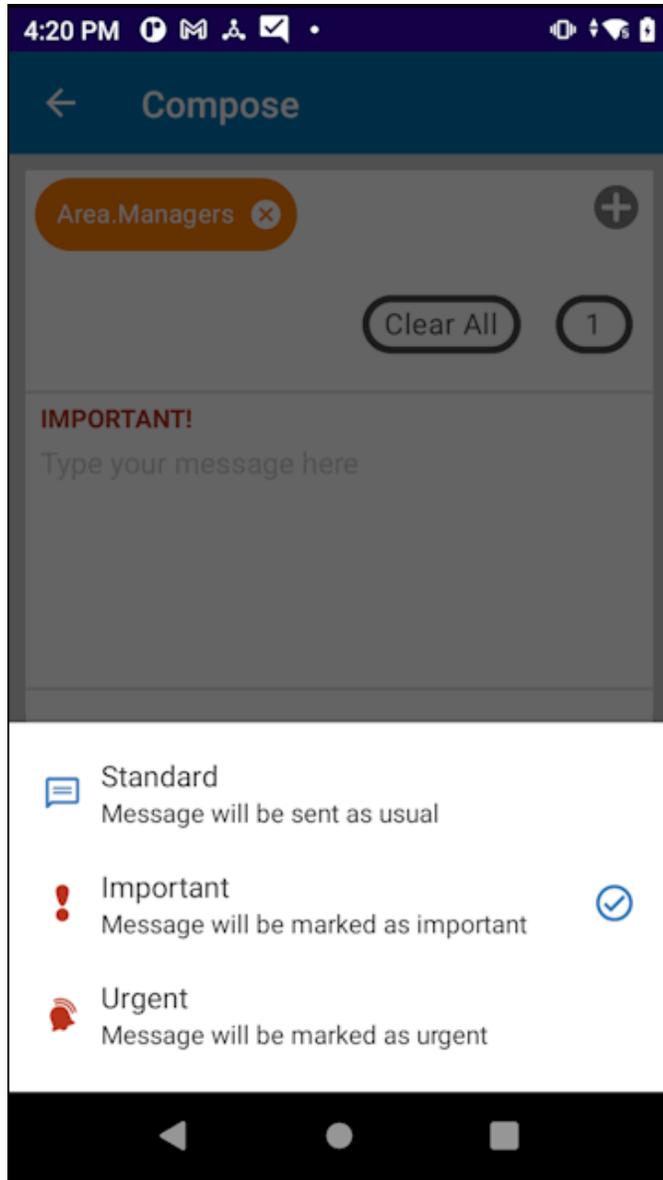
2. Tap **Compose** to enter a message.

To send the broadcast message to a webhook, type @ in the message window to display the list of available webhooks.



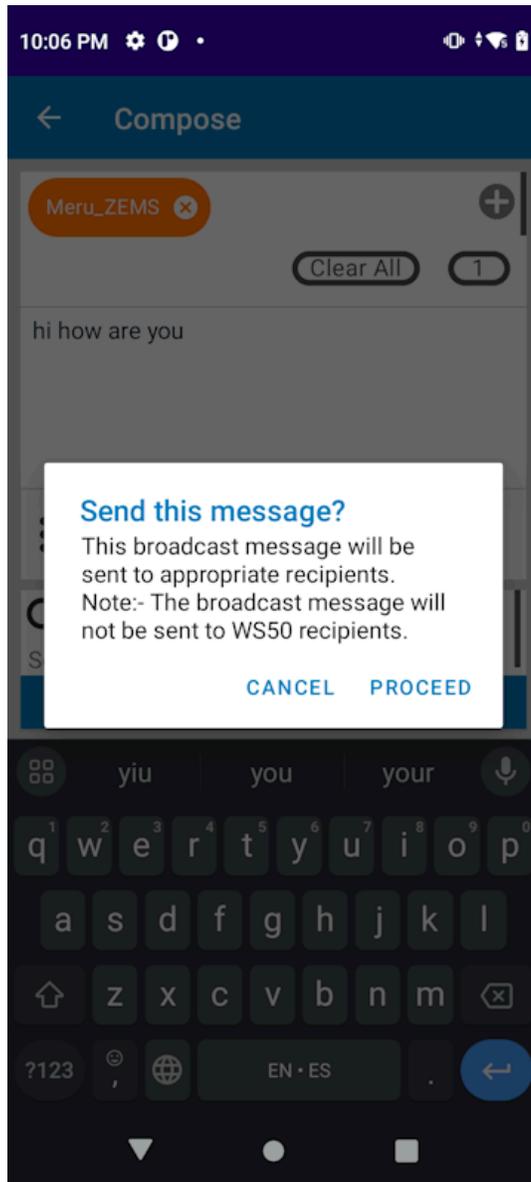
3. (Optional) Tap the ellipsis  to **Take Photo**, **Upload an Image**, **Record Video**, **Record Audio**, or **Set Priority**.





#### 4. Tap **Send**.

A warning message asks for confirmation before sending the broadcast message, helping you know who can receive this message. Tap **Read more** if the full message does not display.



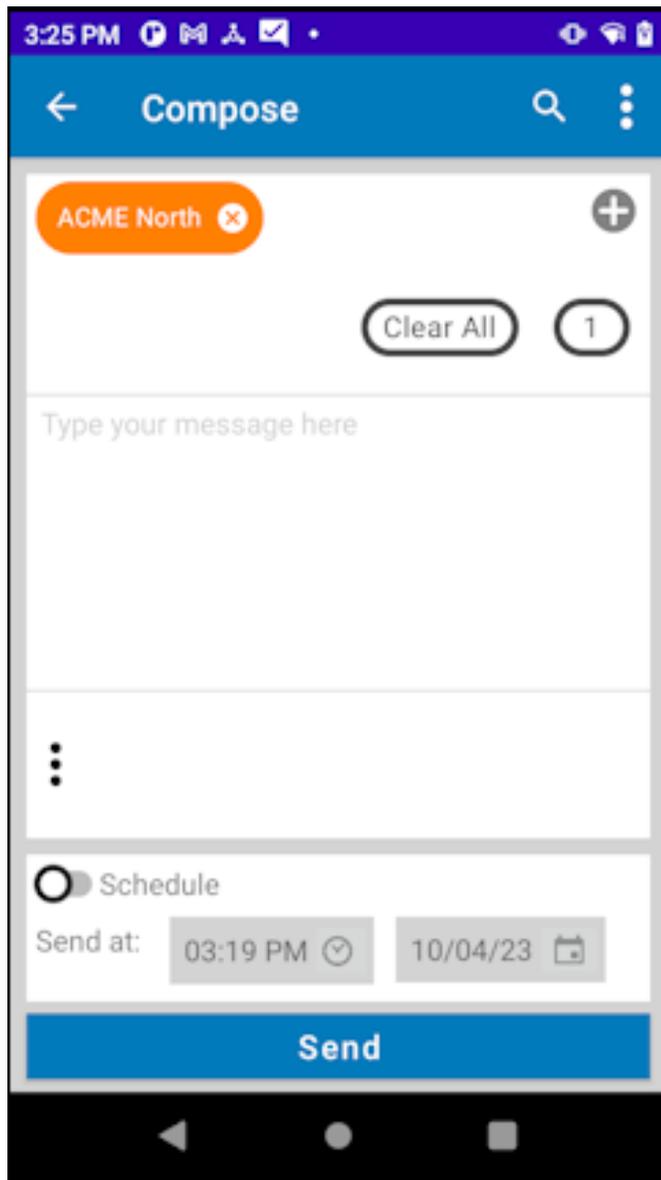
#### 5. Tap **Proceed** to send the broadcast message.

## Scheduling a Broadcast Message

You can schedule a broadcast message to be sent at a specified date and time. Scheduled messages are listed under the **Scheduled** tab on the **Broadcast Messaging** screen.

1. Open Broadcast Message and select recipients for the broadcast message.
2. Tap **Compose** to enter a message.

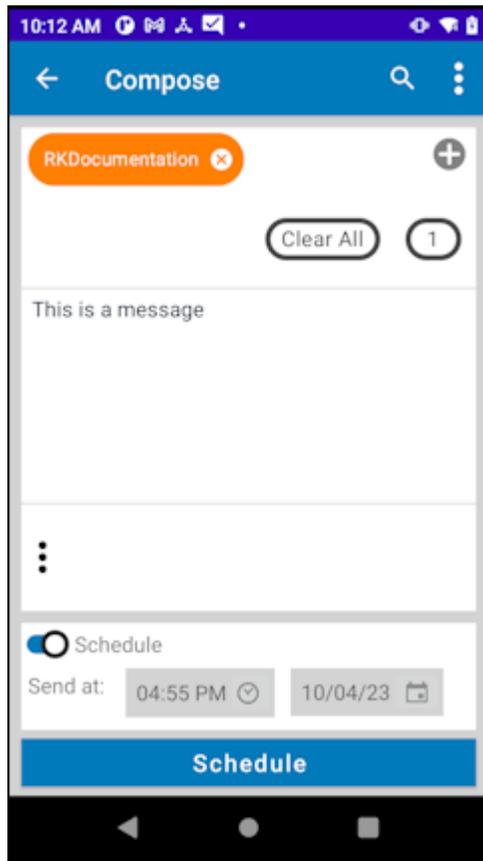
3. (Optional) Tap the ellipsis  to **Take Photo, Upload an Image, Record Video, Record Audio, or Set Priority.**



4. Tap  to hide the keyboard.

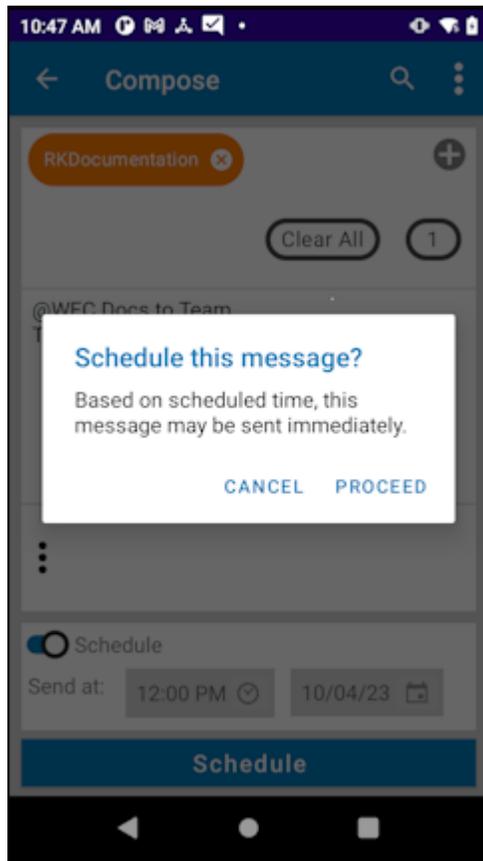
5. Swipe the **Schedule** slider to enable the scheduling option.

The **Send** button changes to **Schedule**.



6. Specify the time and date of the broadcast message.

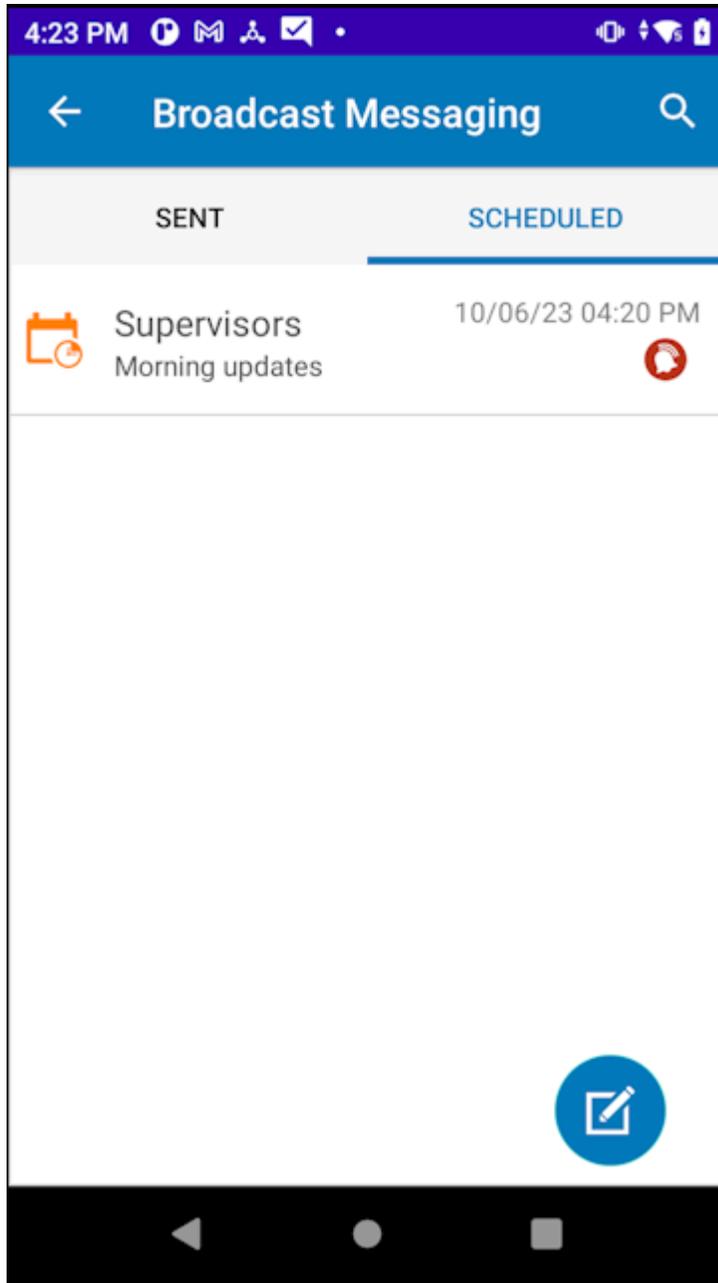
7. Tap **Schedule** and then **PROCEED** to schedule the message.



The message is listed in the Scheduled list.

8. Tap the scheduled message to cancel or update the message.

The scheduled broadcast message is listed under the **Scheduled** tab.

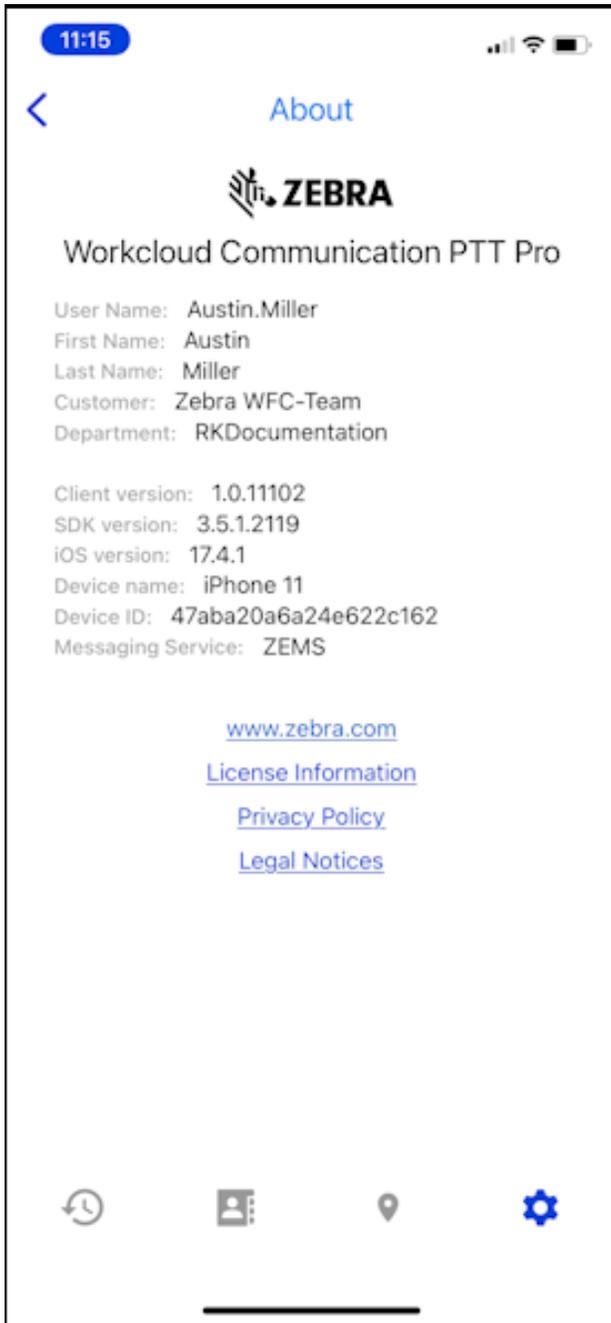


# Using ZEMS with PTT Pro for iOS

PTT Pro for iOS supports ZEMS messaging features such as sending and scheduling broadcast messages, messaging to users and groups, and sending messages through webhooks.

## About Screen for PTT Pro for iOS

The **About** screen describes what messaging service the user is configured to use.

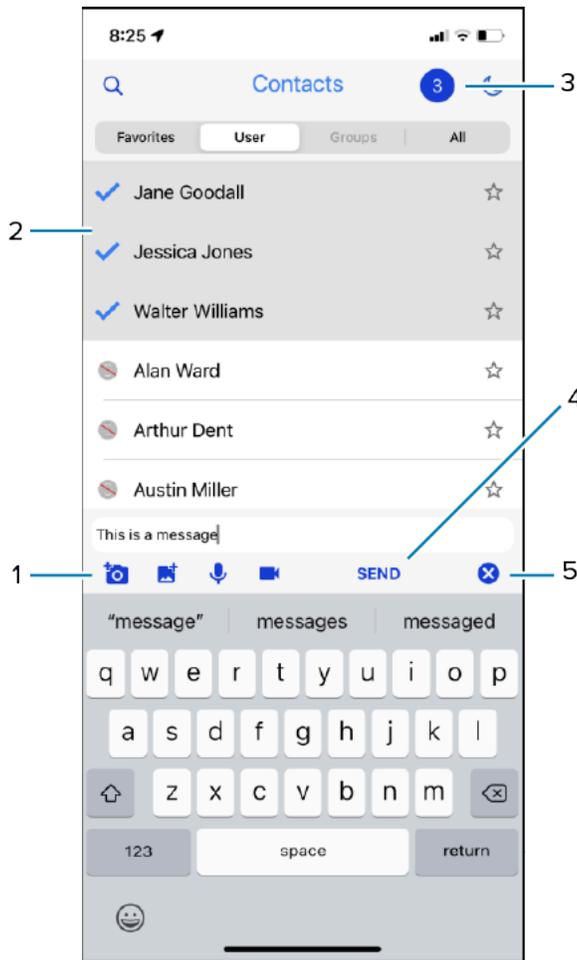


## Sending a Message to One or More Contacts

You can send a message to one or more contacts. Messages can include photos or images.

1. Tap **Contacts**.

2. Locate and select the recipients.
3. Tap **Message**.
4. Enter the message.
5. (Optional) Add an attachment to your message.
  - Tap **Camera** to take a photo.
  - Tap **Image** to choose an image.
  - Tap **Microphone** to record audio.
  - Tap **Video** to record a video.



1	Tap a multimedia icon to take a photo, upload an image, record audio, or record a video and attach it to the message.   <b>NOTE:</b> Image compression is applied during save and share, resulting in a five percent reduction in quality.
2	Selected message recipients.
3	Count of selected recipients.
4	Tap to send the message.

5	Tap to cancel the message.
---	----------------------------

6. Tap **Send**.

## Sending a Message to a Group

You can send a message to a group.

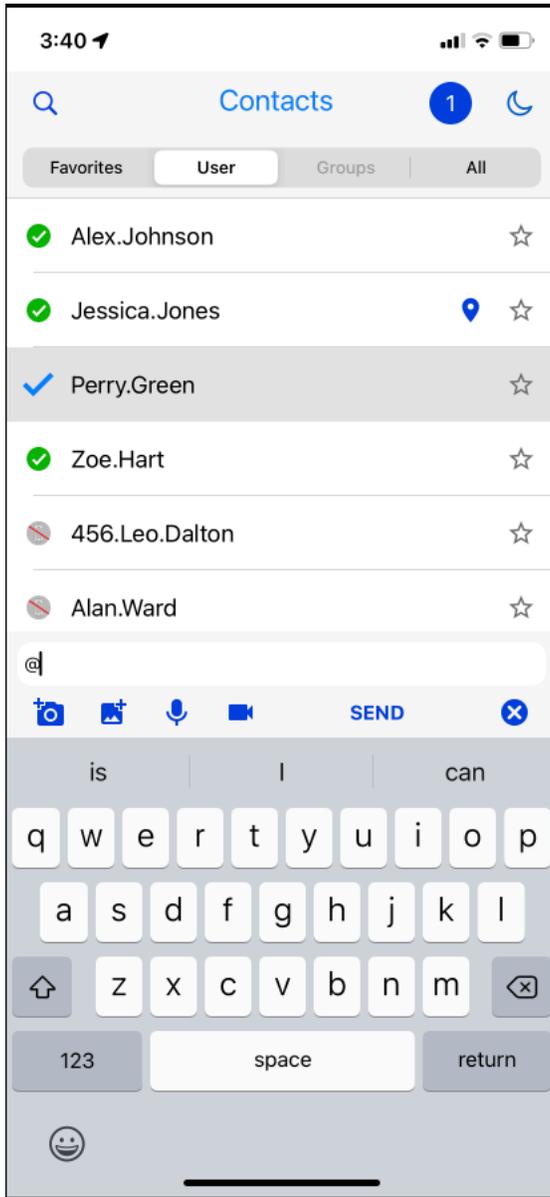
1. Tap **Contacts** and select the **Groups** tab.
2. Select a group.  
You can send a message to a single group.
3. Enter the message.
4. (Optional) Add an attachment to your message.
  - Tap **Camera** to take a photo.
  - Tap **Image** to choose an image.
  - Tap **Microphone** to record audio.
  - Tap **Video** to record a video.
5. Tap **Send**.

## Sending a Message to a Webhook

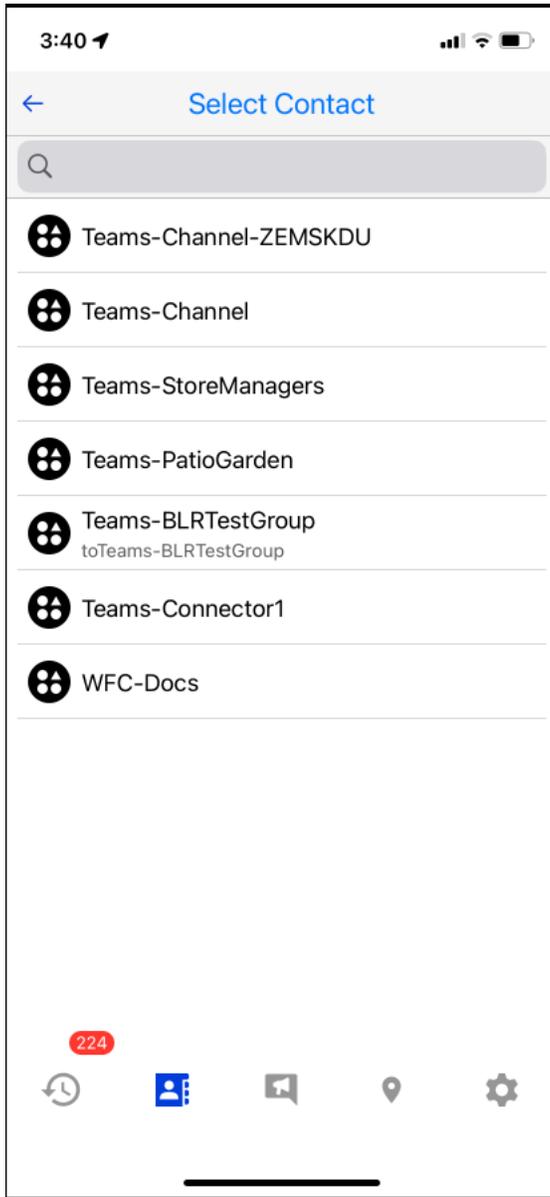
Webhooks are an optional feature of ZEMS that enables communication between Workcloud Communication PTT Pro clients and an external application. Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for information about creating webhooks.

1. Select a contact or group.  
A contact or group must be selected to send a message through a webhook.

2. Enter a @ in the message field to display the list of available webhooks.



3. Select a webhook and enter a message.



The message is sent to the contact or group and to the webhook.

## Responding to Messages

Missed messages are listed under the **Missed** tab of the **Recent** screen. You can also respond to messages under the **All** tab by locating the sender.

1. Tap **Recent** and select **Missed**.

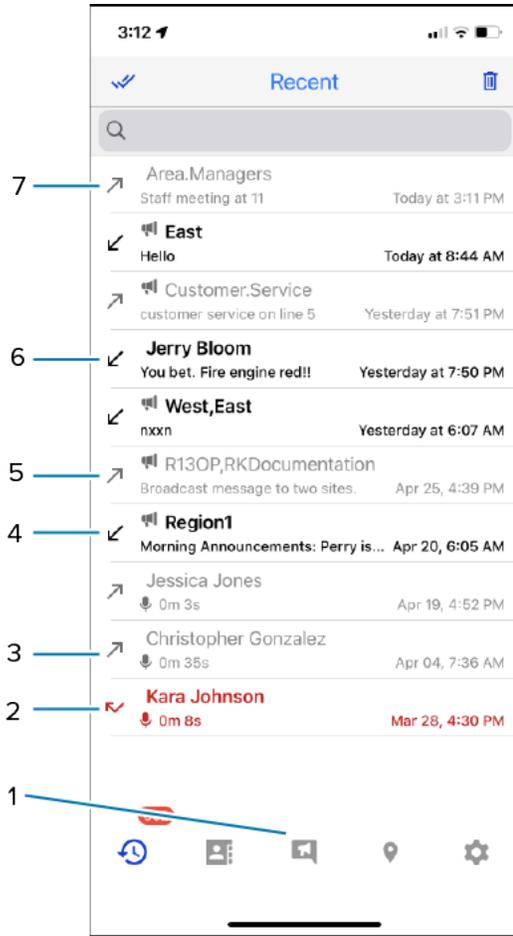
Messages that you have not read are listed under **Missed**.

2. Select the message. PTT Pro for iOS displays all of the previous messages and calls with that contact or group.
  - Tap **Message** to respond to the sender.
  - Tap the arrow under the message to forward the message and any attachment to another contact or group.
  - Tap the paperclip to view an attachment.
3. Enter a response.
4. (Optional) Add an attachment to your message.
  - Tap the **Camera** to take a photo.
  - Tap **Image** to choose an image.
  - Tap the **Microphone** to record audio.
  - Tap **Video** to record a video.
5. Tap **Send**.

### Recent View

The **Recent** view displays incoming and outgoing calls and messages. You manage messages and calls through the **Recent** view.

The **Recent** view organizes messages by sender. All of the messages from a contact or group are listed under the contact or group name.



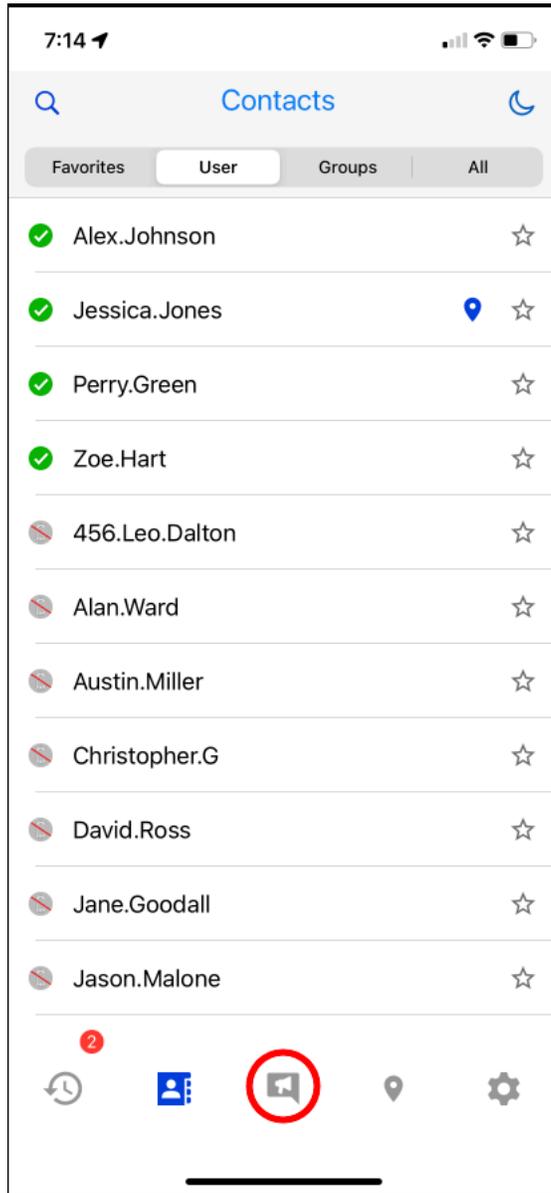
1	Broadcast Message icon. Only appears for users with permission to send broadcast messages.
2	Missed incoming PTT call.
3	Outgoing PTT call.
4	Incoming broadcast message.
5	Outgoing broadcast message.
6	Incoming message.
7	Outgoing group message.

## Accessing Broadcast Messaging

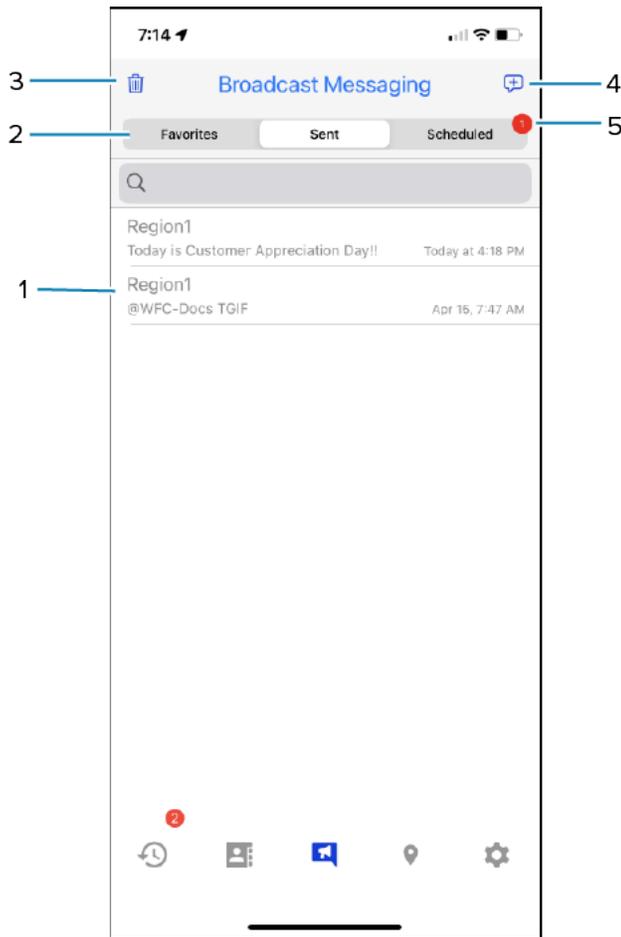
Users with permission to send broadcast messages can open the ZEMS screens in the PTT Pro for iOS app to create and schedule broadcast messages.

1. Tap the **Broadcast Message** icon in the tab bar to access the broadcast messaging screens.

The app opens to the **Sent** screen for Broadcast Messaging.



2. Use the controls to enter, send, or schedule a broadcast message.



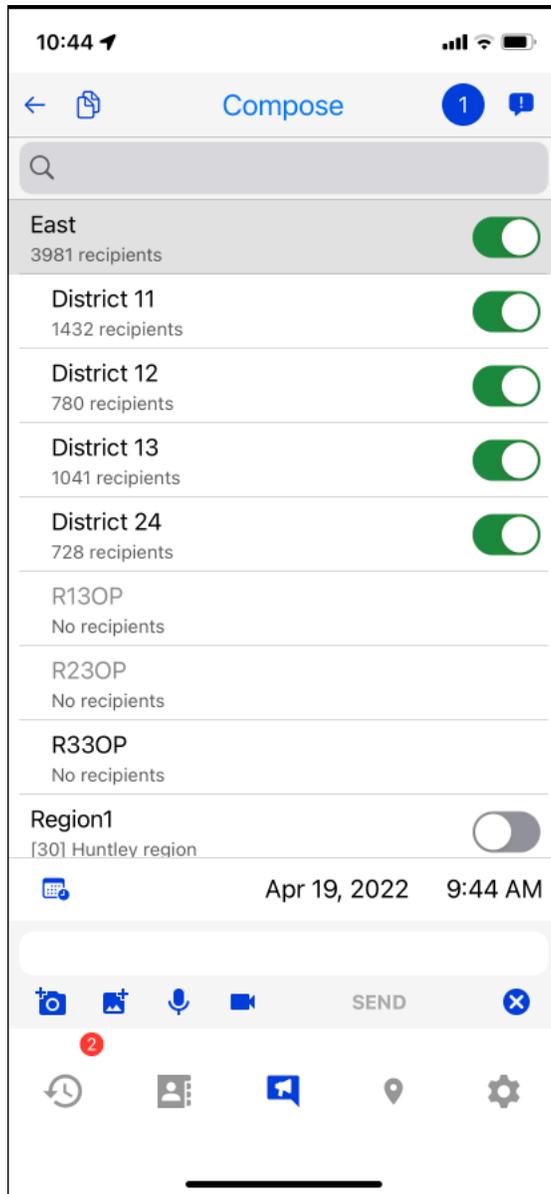
1	Sent broadcast messages.
2	Favorites, Sent, and Scheduled tabs. Use Scheduled to send a broadcast message at a specified time. Use Favorites to save regions or sites to which you often send broadcast messages.
3	Delete sent broadcast messages.
4	Compose a broadcast message. Tap to select recipients and enter a broadcast message.
5	The number of scheduled broadcast messages.

## Composing a Broadcast Message

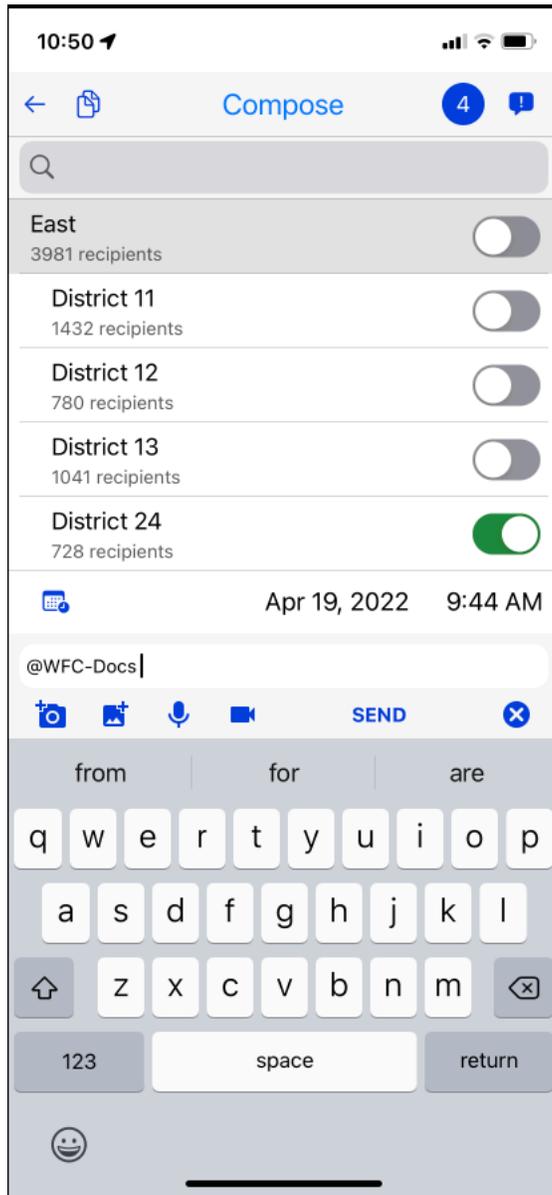
Sending a broadcast message requires selecting the recipients and composing the message. Your message can include photos, images, video, and audio. You can also choose to schedule the message to be delivered at a specific time.

1. Tap **Compose** to select the message recipients.

All districts are automatically selected when you choose the regions. Tap a region or district to view sites or departments.



2. Use the sliders to select a specific site for the broadcast message. Optionally, enter a webhook address.

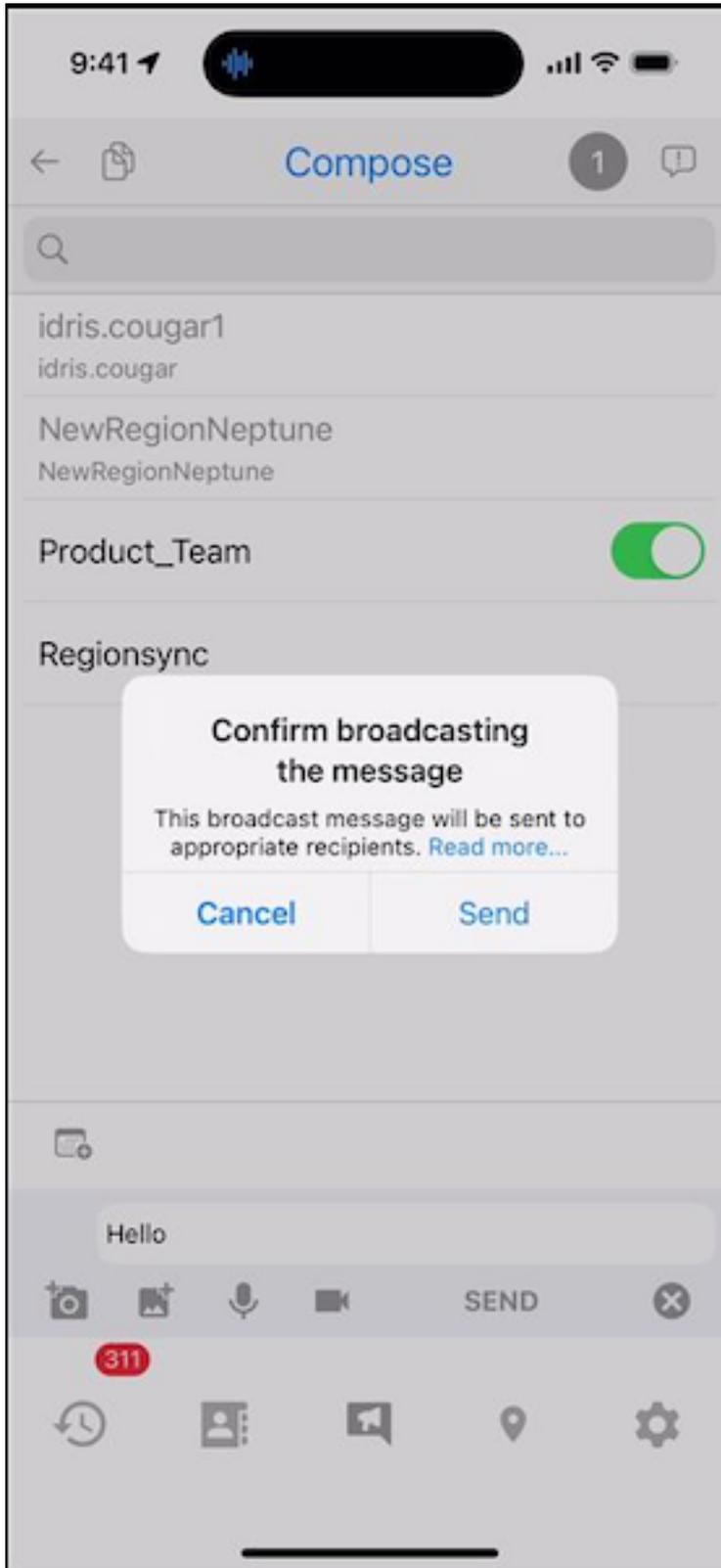


To send the broadcast message to a webhook, type @ in the message field to display the list of available webhooks.

3. Enter the broadcast message in the message field.
4. (Optional) Tap the camera, photo, audio, or video icon to add media to the broadcast message.

5. Tap **Send**.

A pop-up message asks for confirmation before sending the broadcast message.



6. Tap **Read More** to read the full message, which notes that broadcast messages are not sent to WS50 devices.



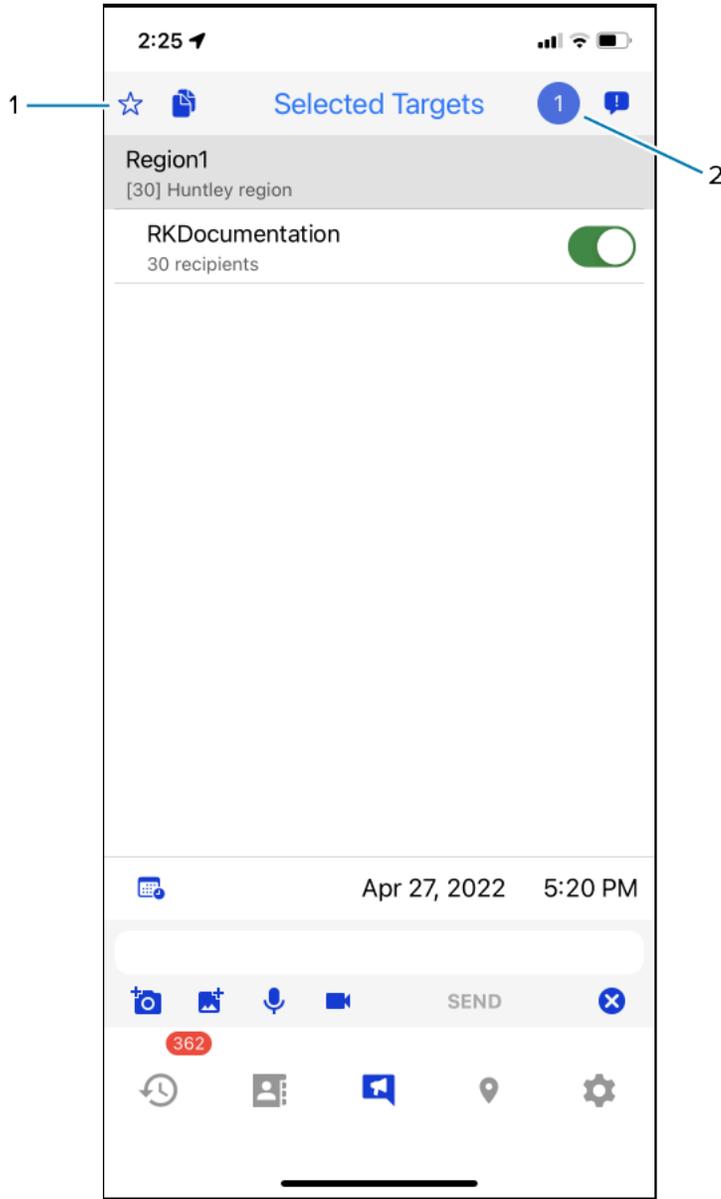
7. Tap **Send**.

## Creating a Favorite

You can create favorites for the regions and sites that you frequently message. The option to create a favorite is available when you select the recipients for a broadcast message. If you compose a broadcast message to multiple regions or sites, you can save the collection of regions and sites as a favorite.

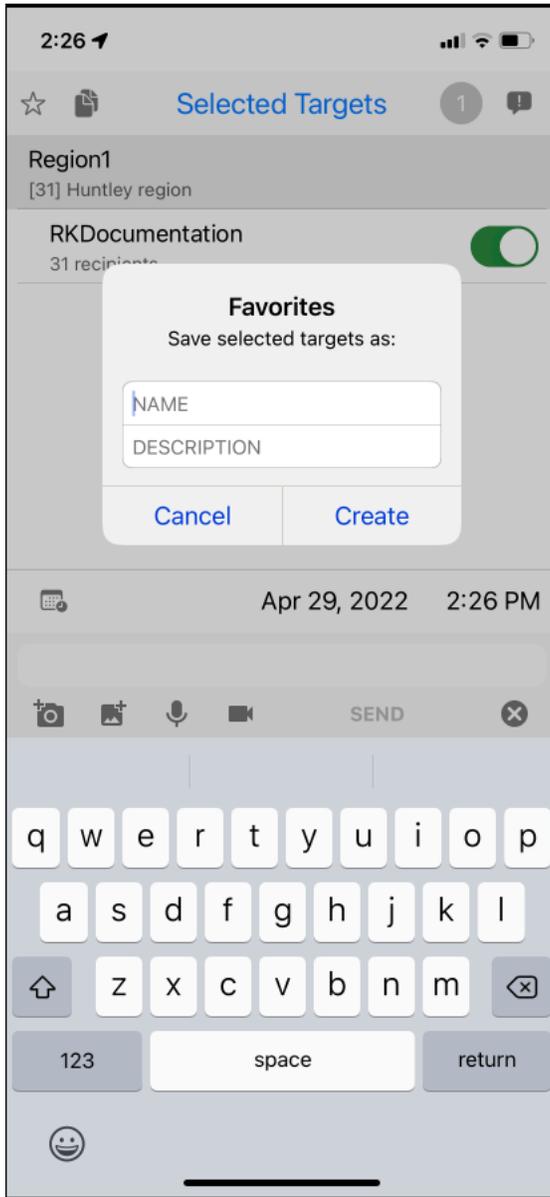
1. Tap **Compose** and select one or more broadcast message recipients.

2. Tap the icon with the number of recipients and the favorites icon displays.



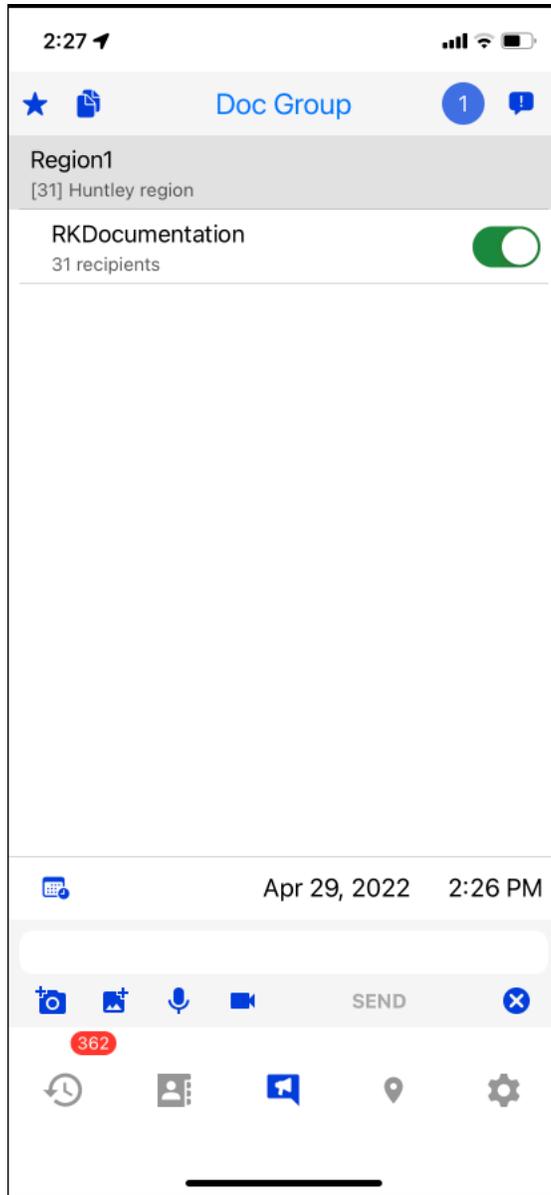
1	Tap the <b>Favorites</b> icon to create a favorite of the selected recipients.
2	Tap the number of recipients to display the <b>Favorites</b> icon.

3. Tap the **Favorites** icon and the **Favorites** name pop-up appears.



4. Enter a name and an optional description and tap **Create**.

After you create the favorite, the **Favorites** icon is a solid color and the name of the favorite is displayed at the top of the screen. The favorite is also listed under the **Favorites** tab on the **Broadcast Messaging** screen.



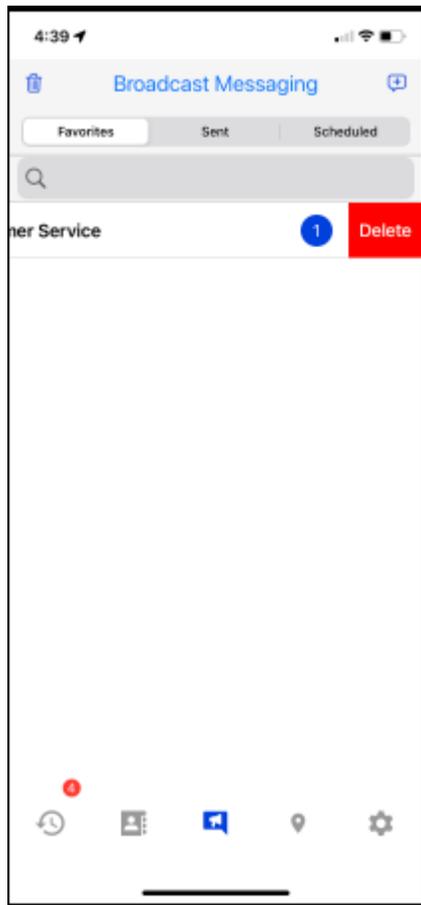
5. Enter a message and click **SEND**.

## Removing a Favorite

You can remove broadcast message favorites.

1. Tap **Broadcast Message**.
2. Tap the **Favorites** tab.

3. Select the favorite you want to remove and swipe left to display the **Delete** button.



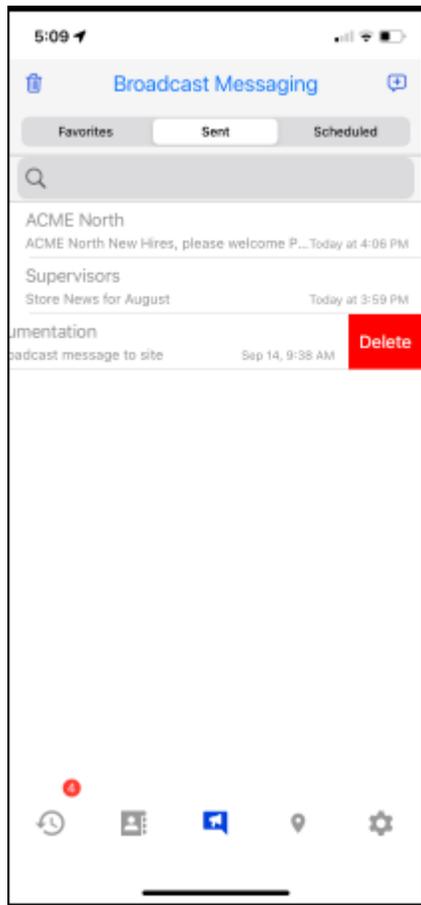
4. Tap **Delete** to remove the favorite.

### Deleting a Sent Broadcast Message

You can delete sent broadcast messages.

1. Tap **Broadcast Messages**.
2. Tap the **Sent** tab.

3. Select the message you want to delete and swipe left to display the **Delete** button.



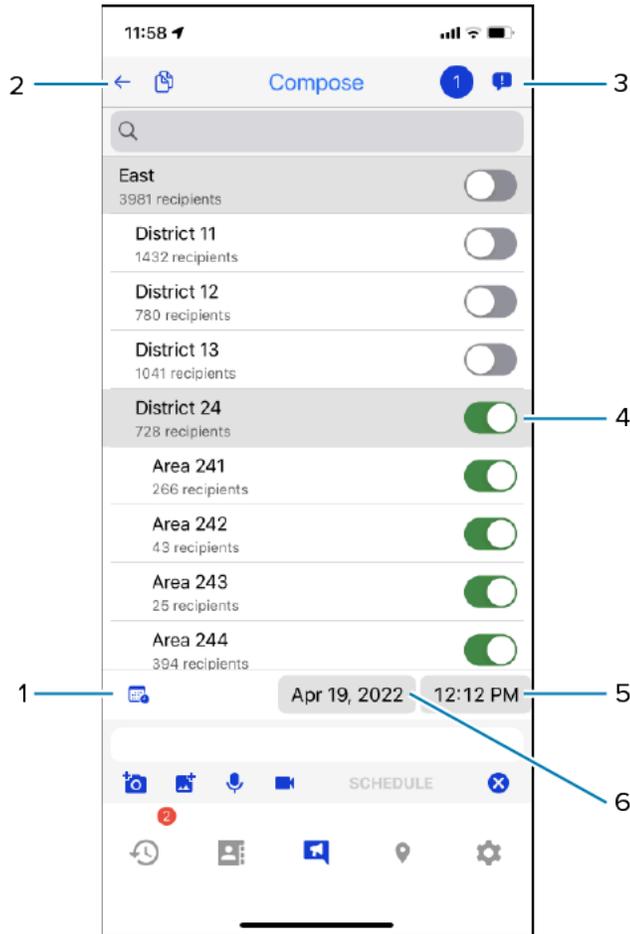
4. Tap **Delete** to remove the message.

## Scheduling a Broadcast Message

You can schedule a broadcast message to be sent at a specified date and time. Scheduled messages are listed under the **Scheduled** tab on the **Broadcast Messaging** screen.

1. Tap **Compose** to select the message recipients.

Select the regions, child regions, and sites for the message.

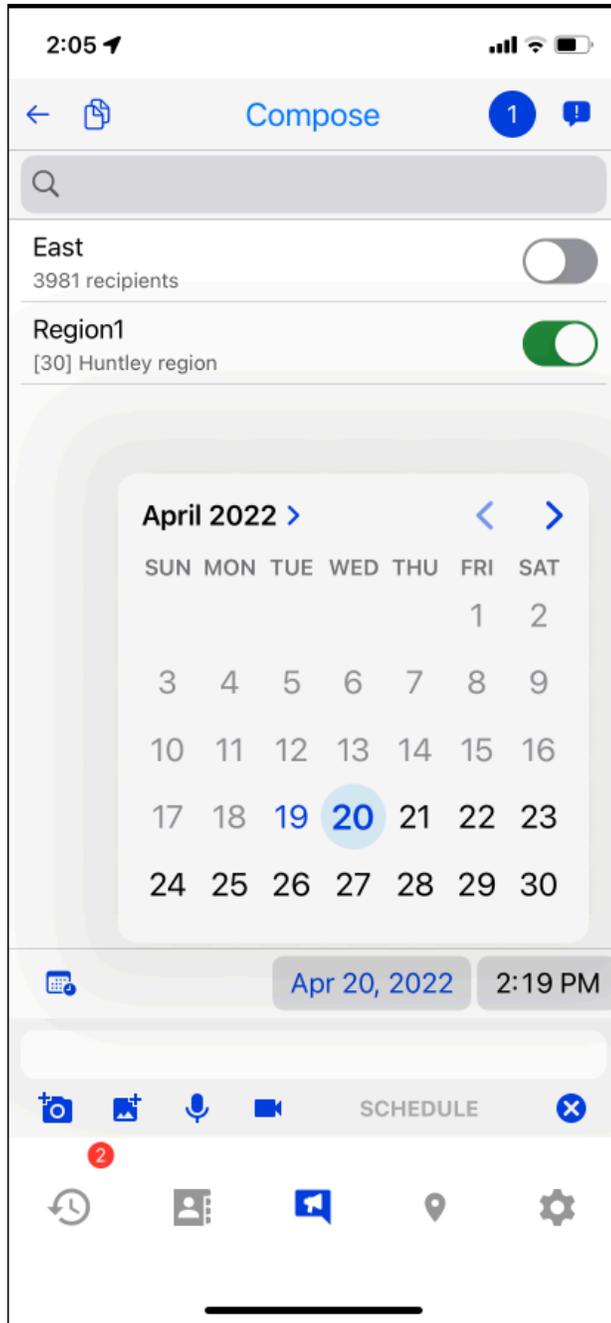


1	Calendar icon. Tap to enable the date and time controls to schedule the broadcast message. The <b>SEND</b> button changes to <b>SCHEDULE</b> .
2	Tap to return to the <b>Broadcast Messaging</b> screen.
3	Tap the Compose icon to create a broadcast message. The number indicates the number of message recipients, such as regions, sites, and groups.
4	Selected recipients for the broadcast message.
5	Select the time when the broadcast message should be sent.
6	Select the day when the broadcast message should be sent.

2. Enter the broadcast message in the message field.

To send the broadcast message to a webhook, type @ in the message window to display the list of available webhooks.

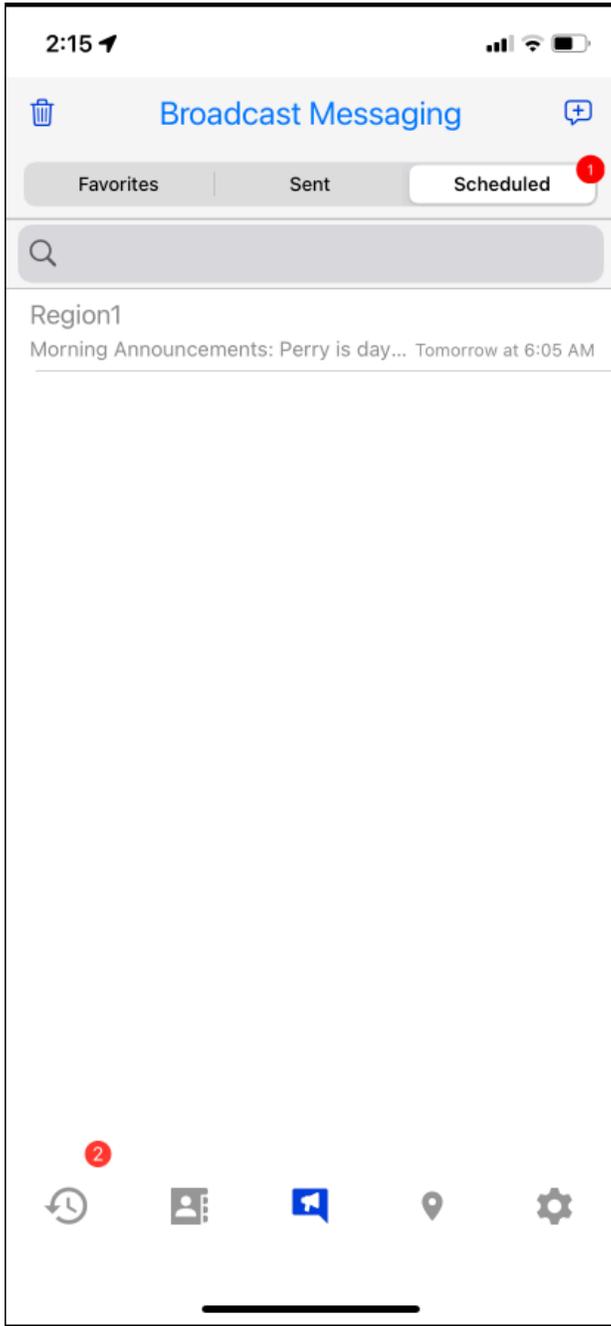
3. Tap the calendar icon to schedule the message.



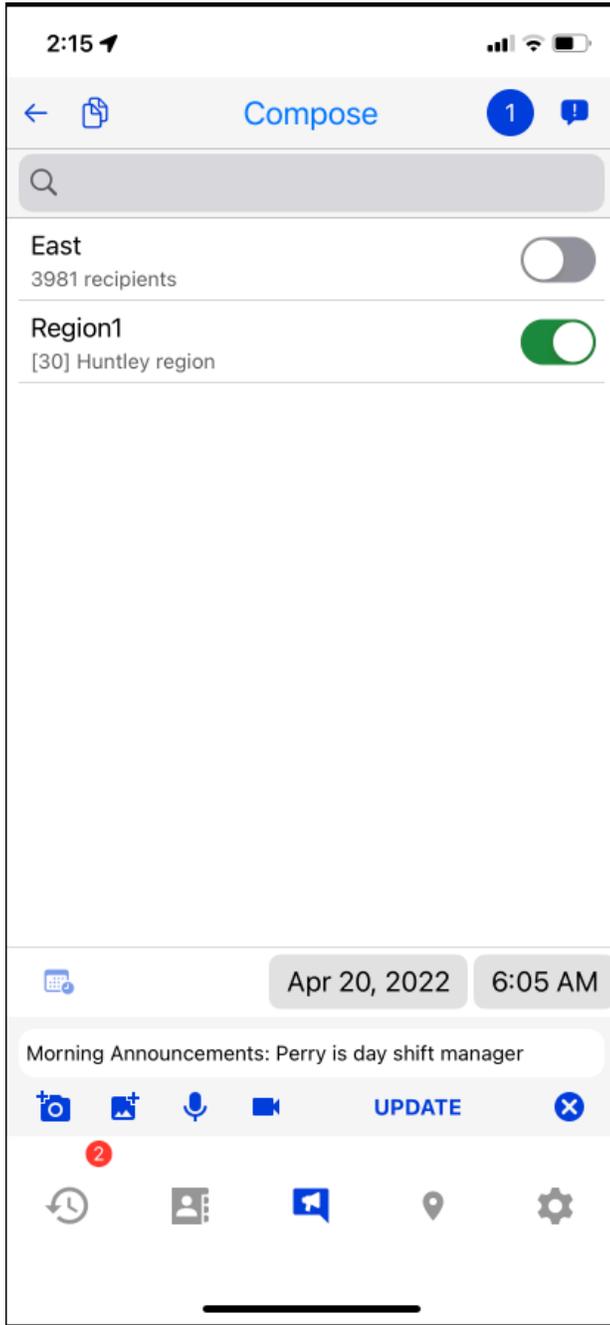
A broadcast message cannot be sent within 10 minutes after it is created.

4. (Optional) Tap the camera, image, audio, or video to add media to the broadcast message.
5. Tap **SCHEDULE**.

The message is listed in the **Scheduled** list.



6. Tap the scheduled message to return to the **Compose** screen to update the list of recipients or the message.



# Using ZEMS Messaging with the ZEMS Web Client

The ZEMS Web Client provides a browser-based interface to ZEMS. Users can access the ZEMS Web Client from a browser on a desktop PC, laptop, or mobile device.

The ZEMS Web Client supports the following features:

- One-to-one messages
- Group messages
- Broadcast messages for managers
- Message history
- Contacts
- Users can send and receive ZEMS messages with the ZEMS Web Client while also logged into a mobile device with ZEMS messaging.



**NOTE:** The ZEMS Web Client requires OAuth. To use the ZEMS Web Client, the PTT Pro user account must be configured to use OAuth. The user can also log in to their PTT Pro for Android and PTT Pro for iOS clients using their OAuth credentials.



**NOTE:** The ZEMS Web Client does not report the presence status of a contact. You can send a message to a contact with an offline presence status, and ZEMS will deliver the message when the contact is online.

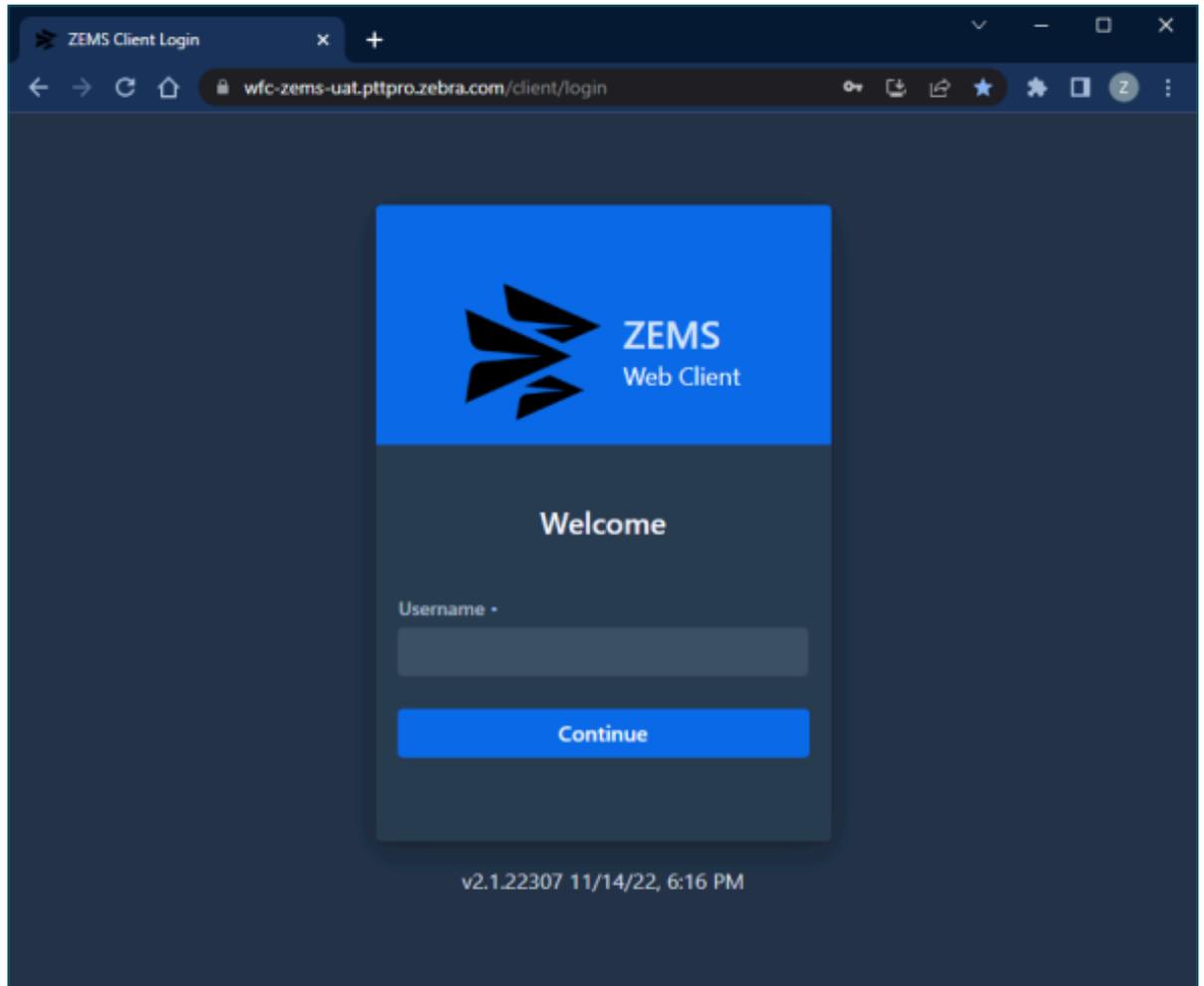
## Accessing the ZEMS Web Client

Accessing the ZEMS Web Client through a web browser is a two-step process. You must first enter your OAuth2 user name and then authorize your OAuth2 user name and password.

Ask your administrator for the URL to ZEMS Web Client

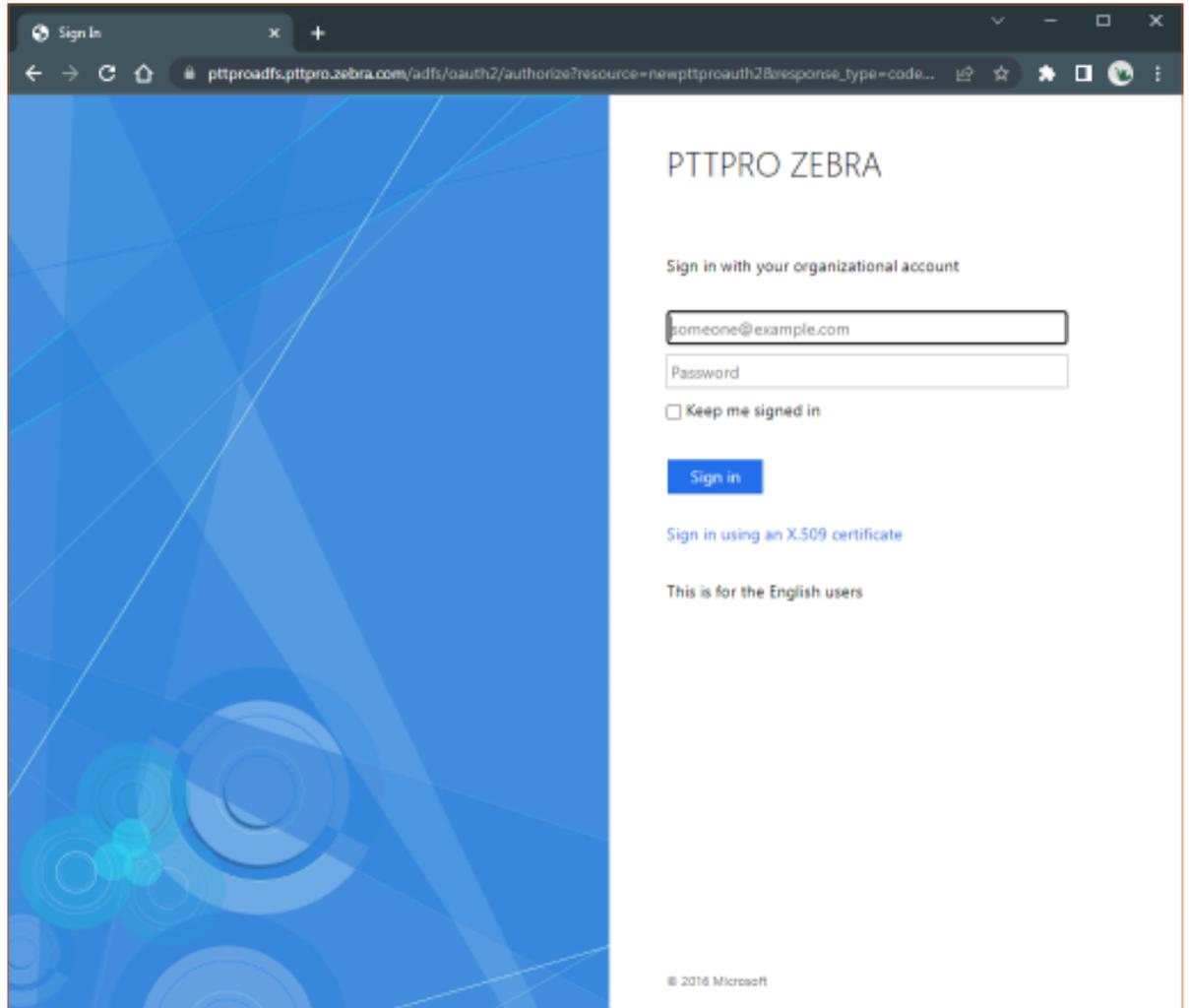
## Using ZEMS Messaging with the ZEMS Web Client

1. Open the ZEMS Web Client in your web browser.



2. Enter your OAuth2 user name in the **Username** field and click **Continue**.

The OAuth2 login page is displayed.



3. Enter your OAuth2 user name and your OAuth2 password.

The OAuth2 domain must be appended to your user name. In the following example, pttpro is the OAuth2 domain: Jerry.Bloom@pttpro.

4. Click **Sign in** to open the ZEMS Web Client

## ZEMS Web Client User Interface

The ZEMS Web Client supports one-to-one, one-to-many, one-to-group, and broadcast messaging. You can access your message history, contacts, and, if you are a manager, broadcast messaging. The **History** view is the default view when you access the web client.

The ZEMS Web Client view includes the following options:

### **History**

Displays the message and call history. The ZEMS Web Client shows your call history but does not provide the ability to make PTT calls.

## Contacts

Displays contacts and groups. You can select a contact or group from the list and send a message. The list of contacts and groups is from the PTT Pro Server and is identical to the list of contacts and groups visible in the Workcloud Communication PTT Pro apps.



**NOTE:** The **Contacts** tab may not appear depending on your configuration.

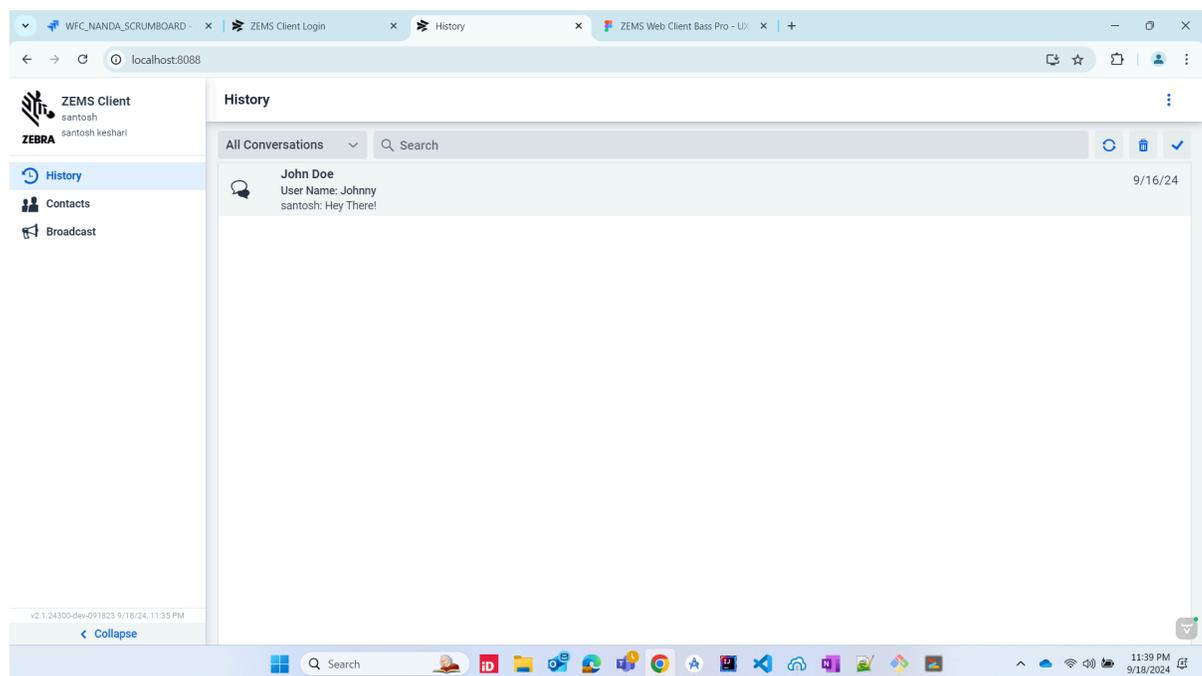
## Broadcast

Displays sent or scheduled broadcast messages or to compose a new broadcast message. This is visible only to users defined as managers in ZEMS.

## History View

The **History** view displays when you log in to the ZEMS Web Client. By default, the view lists all conversations and messages. Use this view to open conversations, read and respond to messages, and delete messages and conversations. The **History** view displays the first name and last name, as well as the user name for contacts. The first name and last name are specified for the user in the PTT Pro Server.

**Figure 7** History View in the ZEMS Web Client



**Table 3** History View Interface Icons

	Click to collapse the left navigation pane.
	Click to refresh message data from the PTT Pro Server.
	Click to delete all of the conversations in the <b>History</b> view or select a conversation to delete individual messages.
	Click to mark all conversations as read. Open a conversation to mark individual messages as read.

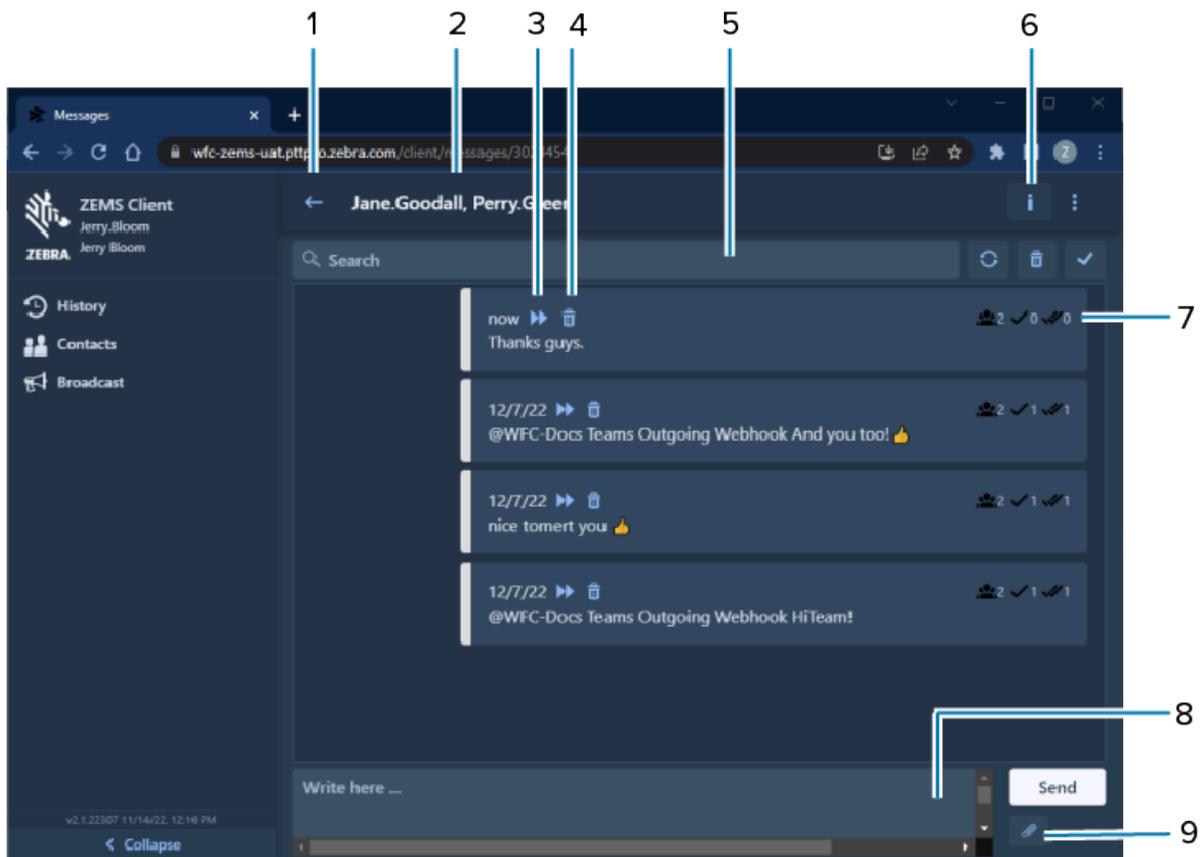
**Table 3** History View Interface Icons (Continued)

	PTT message.
	Message from an external source.
	Broadcast message. The paperclip icon indicates an attachment.

## Conversation View

When you select a conversation, the messages in the conversation display. The most recent message is at the top. You can respond to individual messages, respond to the conversation, forward messages, and delete messages.

**Figure 8** Messages in a Conversation



1	Click to return to the <b>History</b> view.
2	Users or groups in the conversation.
3	Click to forward the message to another user or group.
4	Click to delete the message.

5	Search the conversation for a user name or group name.
6	Click to list the recipients of the conversation.
7	Icons indicate the total number of recipients, the number of recipients who have received the message, and the number of recipients who have read the message.
8	Enter text to respond to all recipients in the conversation.
9	Click to attach media or a file to the message.

## Messaging Contacts and Groups

You can message your PTT Pro contacts and groups using the ZEMS Web Client. Create a new message from the Contacts view or reply to a message from the History view.

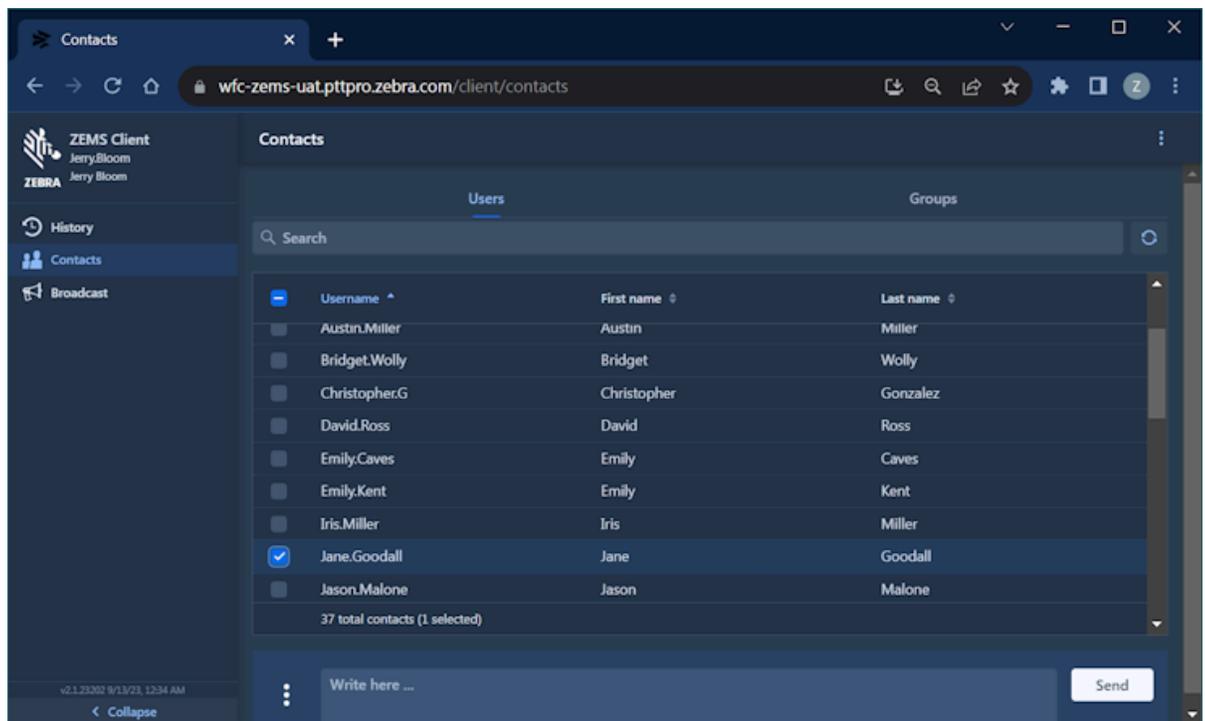
The ZEMS Web Client does not display the presence of contacts and groups. When a contact is offline, ZEMS delivers the message when the contact is back online.



**NOTE:** If you want to remove **Contacts** from the ZEMS Web Client, contact your Zebra representative. This requires a change to the configuration of your tenant.

1. Click **Contacts**.
2. Click the **Users** or **Groups** tab.

You can message one or more contacts or one or more groups, but you cannot send a message to both contacts and groups.



3. Choose one or more contacts or select one or more groups.

You can choose contacts and groups by clicking the select box or clicking on the row. Use the refresh  to clear all of your selections.

4. Enter a message in the text field at the bottom.
5. (Optional) Click the ellipsis  $\dots$  to set the priority or add a file.

The ZEMS Web Client supports the following media formats:

- Image: jpeg, png, gif
- Audio: mp3, ogg, wav, webm
- Video: mp4, mkv, mov, webm



**NOTE:** Image compression is applied during save and share, resulting in a five percent reduction in quality.

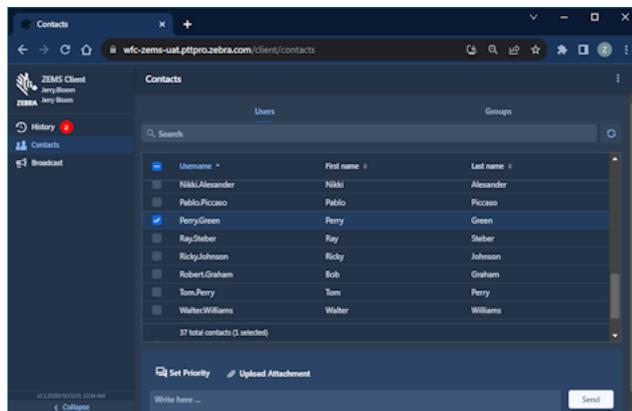
6. Click **Send**.

## Sending a Prioritized Message

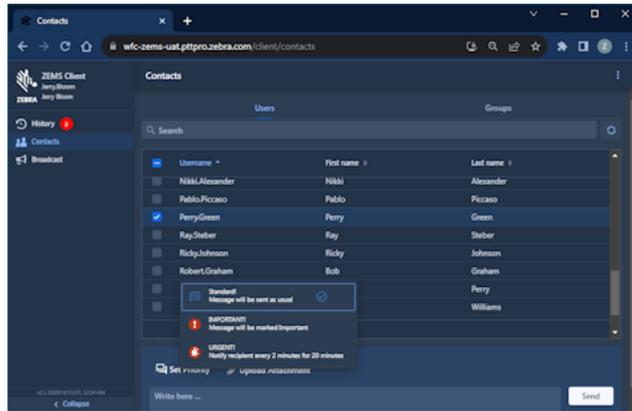
You can use the ZEMS Web Client to send important or urgent messages to contacts and groups. If you are a manager, you can send an important or urgent broadcast message to regions and sites.

1. Click **Contacts**.
2. Select **Users** or **Groups** to choose the recipient.  
Use the **History** view to reply to a message.
3. Click the ellipsis  $\dots$  to display the **Set Priority**  and **Upload Attachment** options.

If you do not choose a priority, the message is sent as a standard message.



- Click **Set Priority** and choose a priority.



- Enter the message and click **Send**.

## Priority Messages in the Web Client

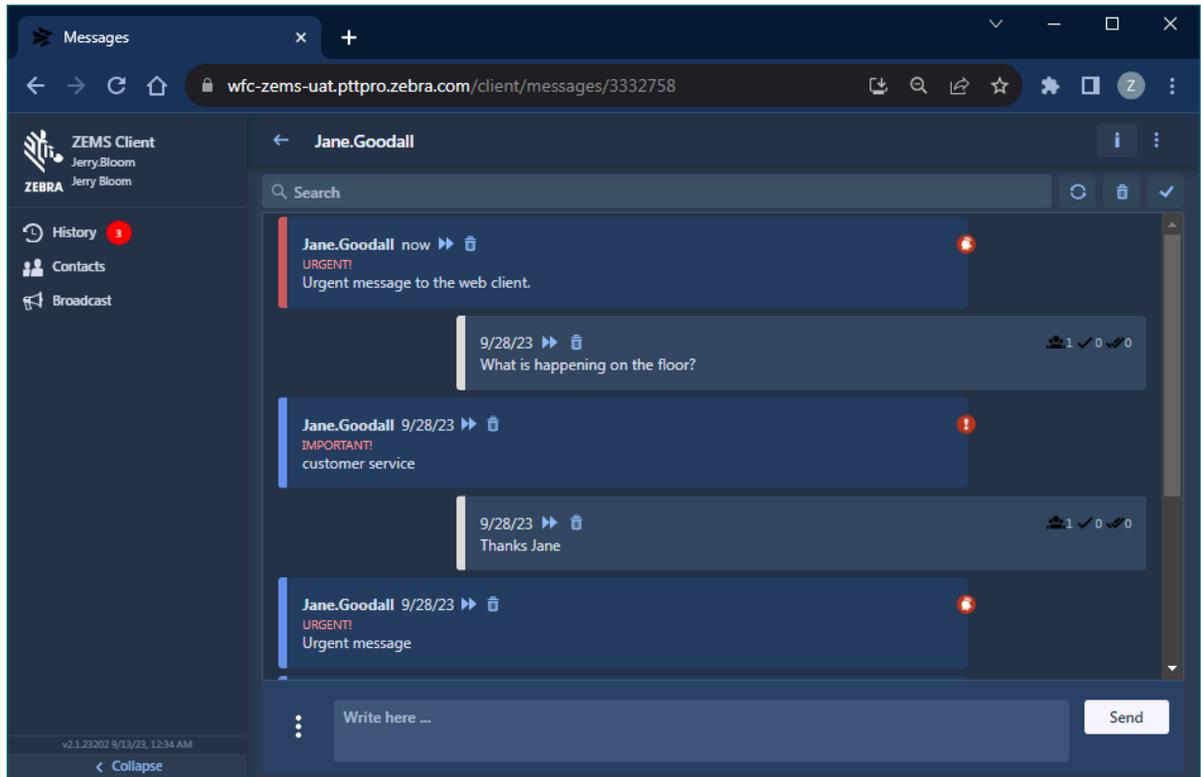
Important and urgent messages are displayed with an icon to indicate their importance. Conversations that contain a prioritized message display the appropriate icon. After the message is read, the icons are removed from the **Conversation** view.

**Table 4** ZEMS Message Priorities

Priority	Description
	A normal message.
	A message marked as important.
	A message marked as urgent. When a user receives an urgent message, an alert sound occurs every two minutes until the message is marked read. The urgent message alert is repeated for a specified interval. The default interval for PTT Pro for Android is 10 minutes. The default interval for the ZEMS Web Client is 20 minutes.

Urgent and important messages display icons when you view the messages in a conversation. The **History** view displays icons for each conversation that contains an important or urgent message. After the user reads the important or urgent message, the icons are removed from the **History** view.

**Figure 9** Messages with Important and Urgent Messages



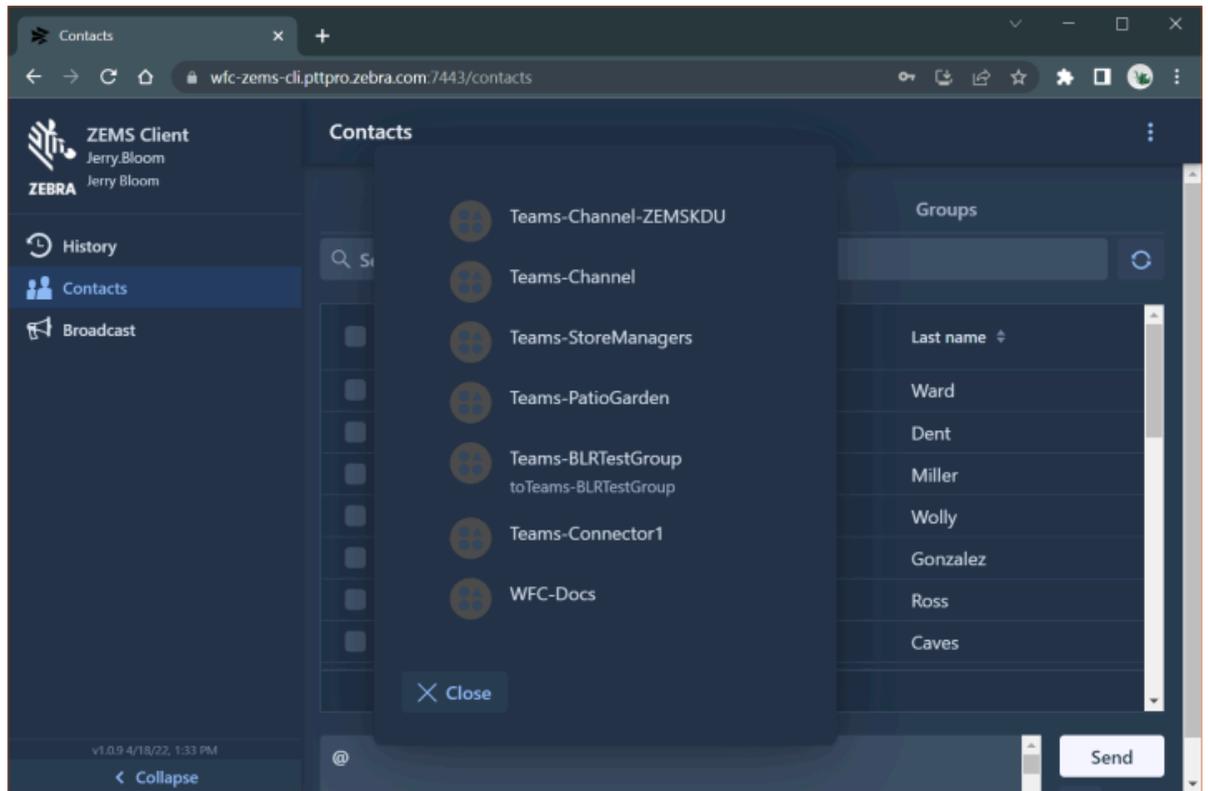
## Sending a Message to a Webhook

Webhooks are an optional feature of ZEMS that enables communication between Workcloud Communication PTT Pro clients and an external application. Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for information about creating webhooks.

You must first select a contact or a group to send a message through a webhook using the ZEMS Web Client.

1. Select **Contacts**.
2. Select one or more contacts or groups.

3. Enter an @ in the message field to display the list of available webhooks.



4. Select a webhook.
5. Enter your message after the webhook name.
6. (Optional) Click the attachment icon to include an attachment with your message.



**NOTE:** An application connected through a webhook might not be able to receive an attachment.

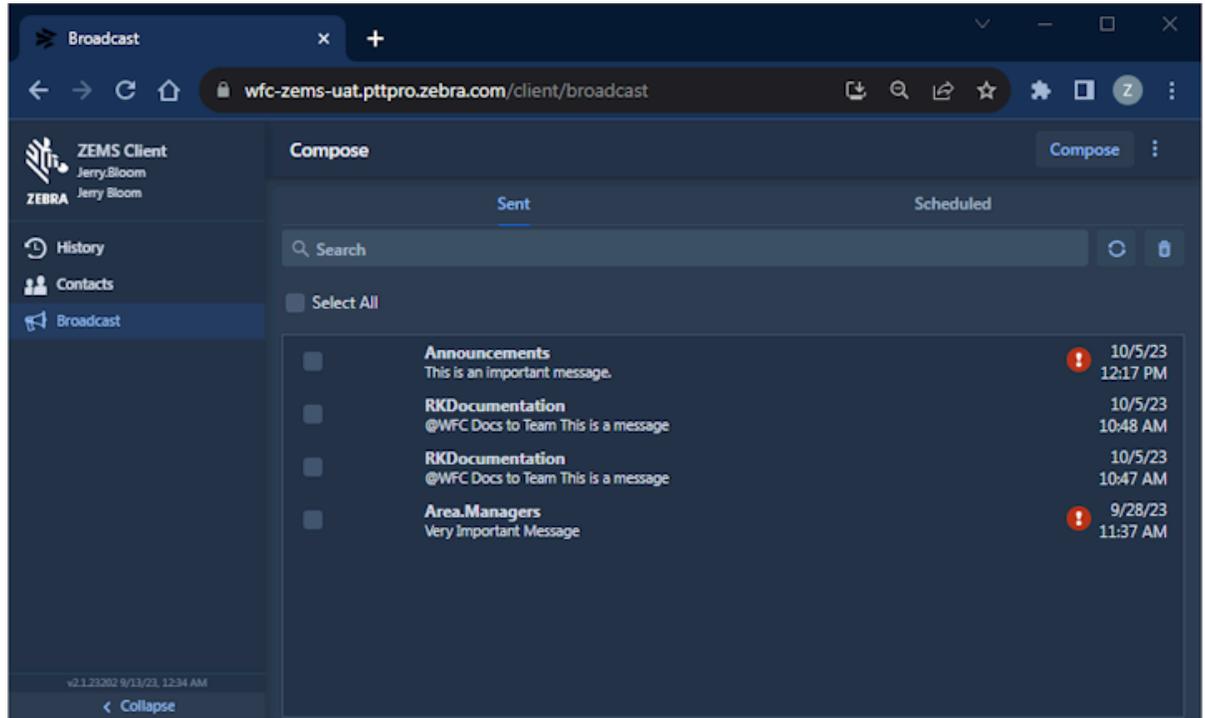
7. Click **Send**.

## Composing a Broadcast Message

You send a broadcast message by selecting recipients and composing the message. A broadcast message can include attachments and priority. You can also schedule the message to be sent at a specific time.

### 1. Click **Broadcast**.

The ZEMS Web Client opens a view that includes your history of sent broadcast messages and the **Scheduled** tab.



### 2. Click **Compose** to select the recipients of the broadcast message.



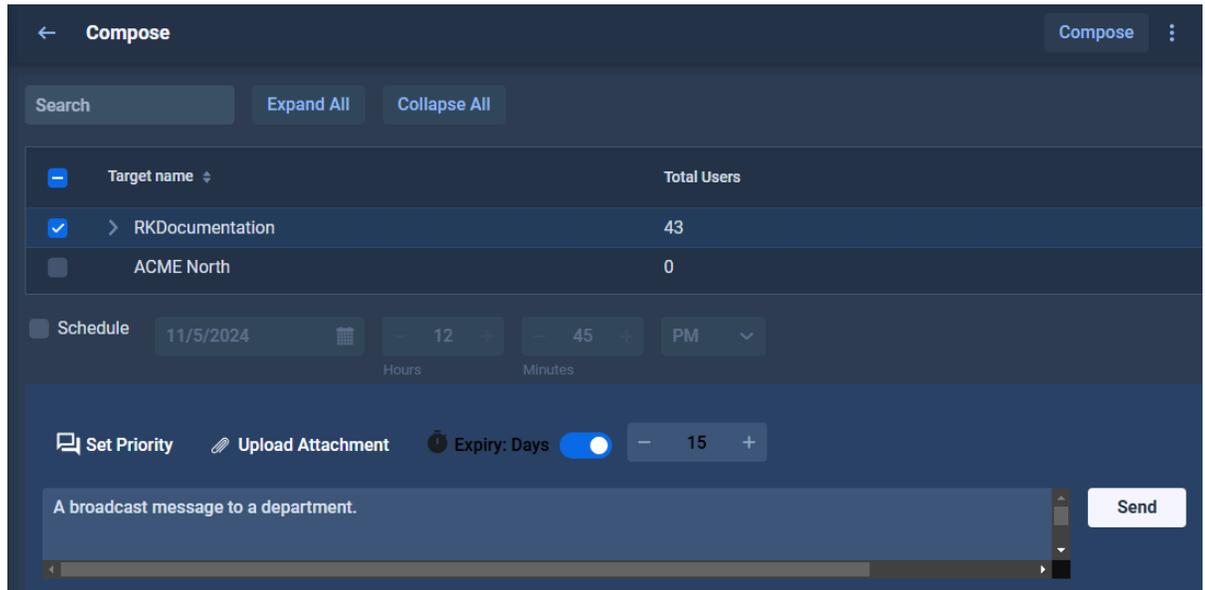
**NOTE:** You can also create a broadcast message from the **Sent** tab.

### 3. Select the broadcast message recipients using one of the following methods:

- Click **Expand All** to reveal all of the regions, child regions, and sites.
- Click the expansion arrows to reveal each level of the hierarchy.
- Use **Search** to find a specific recipient. Enter a search string and click **Expand All** to display matching regions, child regions, and sites.

### 4. (Optional) Enter an @ to display the list of webhooks and add a webhook recipient.

5. (Optional) Click the ellipsis  to set a priority, include an attachment, or set an expiration of the broadcast message.



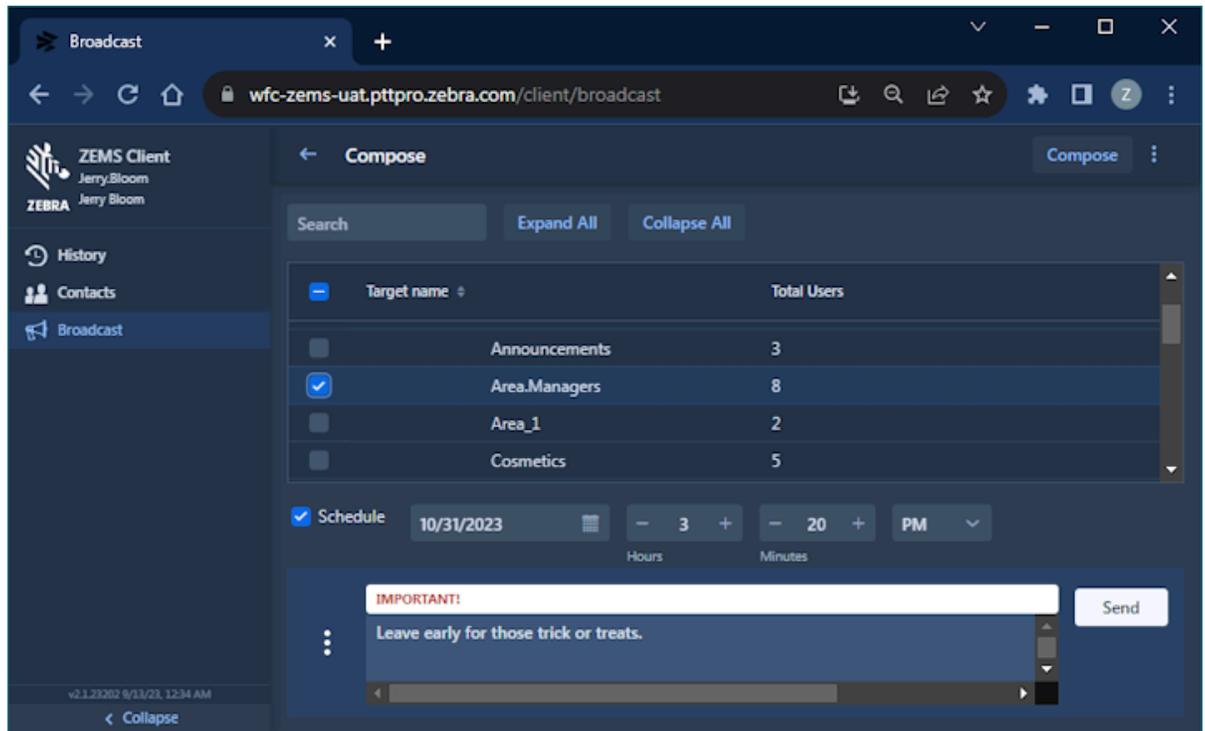
6. Enter a message.
7. Click **Send**.

## Scheduling a Broadcast Message

You can schedule a broadcast message to be sent at a specific date and time, but you should schedule it within the year. Scheduled messages are listed under the **Scheduled** tab.

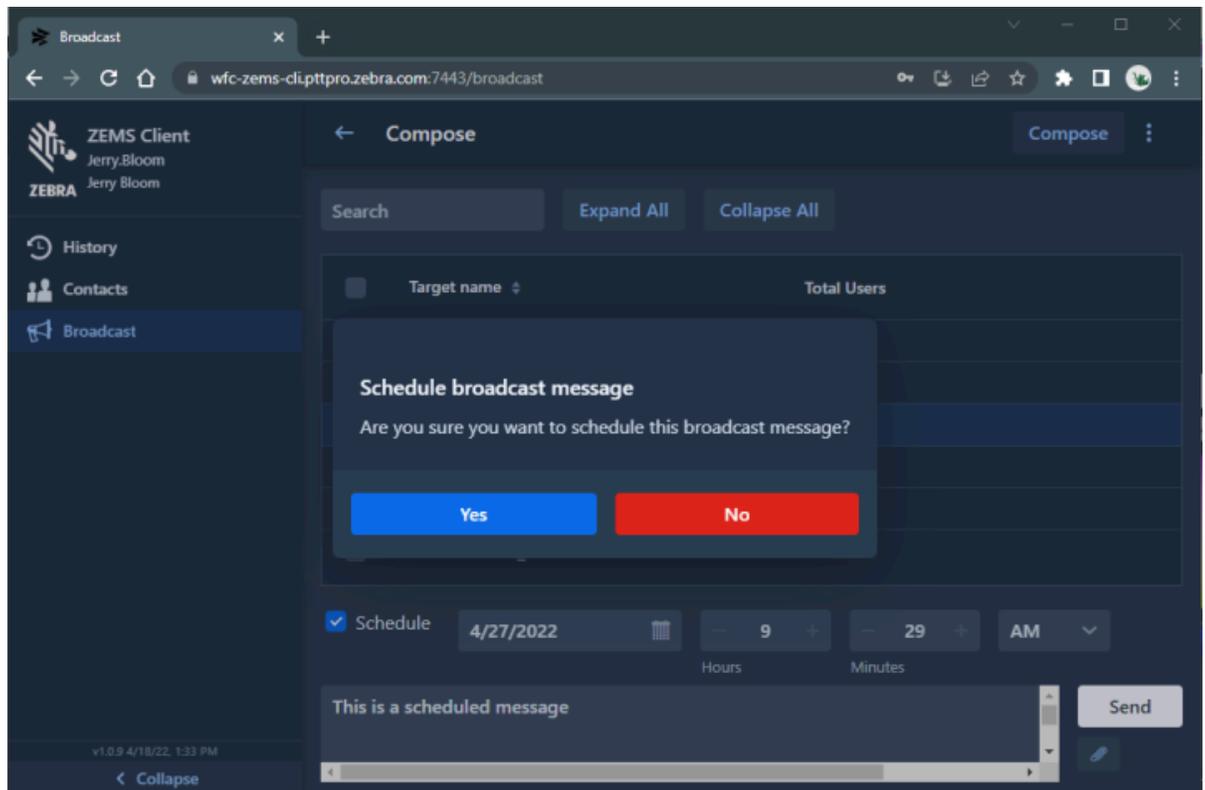
1. You schedule messages from the **Compose** screen.

2. Select **Schedule** to choose a date and time for the broadcast message.



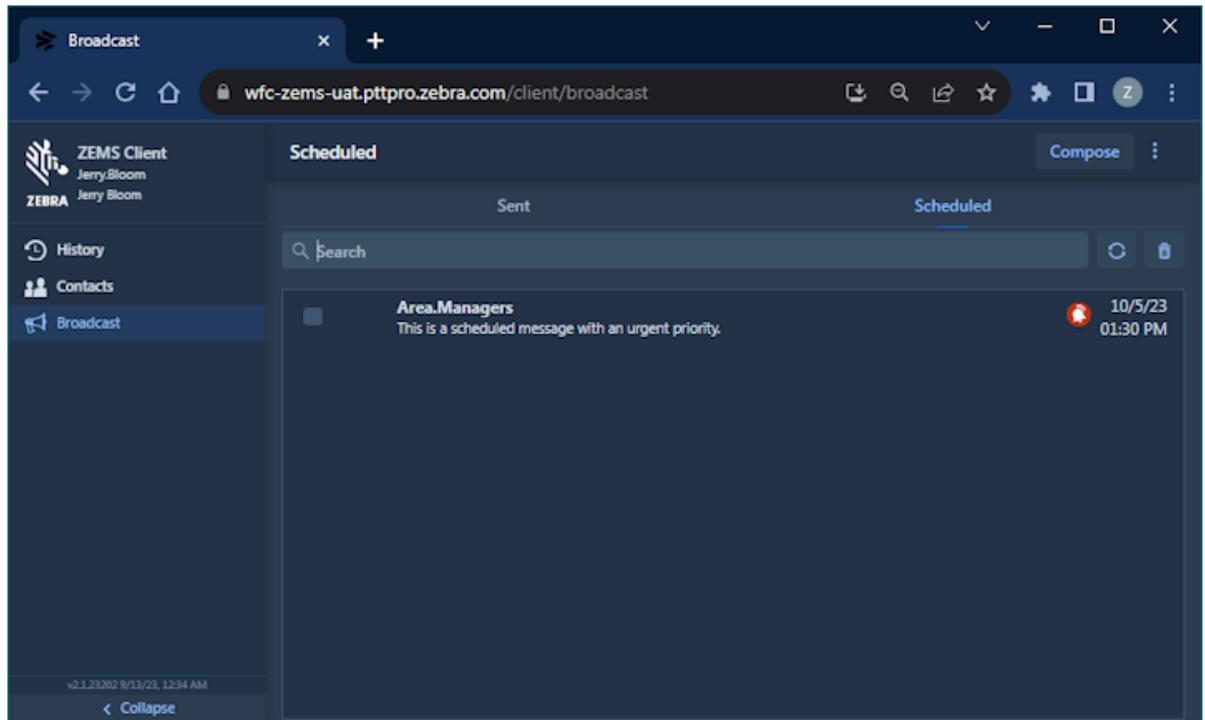
3. Click **Send** to schedule the message.

The ZEMS Web Client displays a message asking you to confirm the scheduled message.



4. Click **Yes** to confirm the schedule.

The ZEMS Web Client opens the **Scheduled** view that lists the scheduled message and its delivery time.



5. (Optional) You can select the scheduled message and click **Compose** to edit the message or change the delivery date and time.

