



ZEBRA



**Workforce Connect — delivering on the promise of the truly unified enterprise device**

Workforce Connect adds powerful voice and messaging features to Zebra mobile devices, allowing you to provide all the capabilities your workers need to maximize productivity and minimize cycle times, all on one device. Processes are simplified since users can now perform all tasks on a single unified device. Voice and data workflows are integrated, reducing the number of steps required to complete a task and allowing you to achieve operational excellence.

This modular and customizable solution allows you to deploy the features you need today and easily add features to meet new business needs. Features include:

**PTT Express**

This complimentary client enables instant PTT group calling between Zebra mobile computers, two-way radios\* and more over your existing Wi-Fi network.

**Voice**

Turns Zebra mobile computers into fully-featured mobile PBX deskphones with advanced functionality and a customizable experience.

**PTT Pro**

This secure and robust cloud-based solution enables users to communicate one-to-one and one-to-many over Wi-Fi and/or cellular networks — your entire workforce connected, never more than the press of a button away.

**Enterprise Messaging**

When voice conversations aren't appropriate, this text messaging cloud-based solution enables users to communicate in a private or a group messaging conversation over Wi-Fi and cellular networks.

# Workforce Connect: PTT Pro

## THE EASY WAY TO EMPOWER YOUR WORKERS WITH INSTANT PUSH-TO-TALK (PTT) OVER WI-FI OR CELLULAR NETWORKS

Delivery drivers out in the field, associates on the retail floor, workers in the warehouse, housekeeping and events management staff in a hotel and nurses and lab technicians in a hospital all have one thing in common — they work in teams throughout the work day, and they often have questions that require an immediate answer from another team member in order to remain productive and deliver the best service. With Workforce Connect PTT Pro, a key application in the Workforce Connect solution, your workers can always reach the right person, right now, via PTT over Wi-Fi and cellular networks. The result? A single device with the rich communication and data features your workers need to complete every task as efficiently as possible. Your workforce has the constant and instant connection they need to reduce steps and cycle times for faster and better outcomes. The number of devices you need to purchase and manage is reduced, lowering the cost of mobility. And deployment couldn't be easier. With this cloud-based service, it's easy to get your users up and running quickly. And with support for select Zebra mobile computers and third party mobile phones today and more types of devices tomorrow, you get a solution that easily meets new business needs many years into the future.

### SYSTEM FEATURES

**Easy to deploy cost-effective cloud-based service**

Just activate your service and compatible devices with the PTT Pro client installed are ready to go. With a flat low monthly per-person cost per administered user, there are never any budget surprises. And since Workforce Connect delivers the client and the service, the need to manage another platform in your data center is eliminated.

**Enterprise reliability your business requires**

PTT services provide your workers with the instant answers they need to best serve your customers. That's why our cloud-based architecture is built for dependability, offering redundant servers, multiple routing options, 24x7x365 monitoring and more.

**Service anywhere in the world, over any wireless network — Wi-Fi and cellular**

No matter where your business is located, or whether users are in your facility or out in the field, with support for Wi-Fi and cellular networks, with PTT Pro, they are always connected.

**Scalable architecture**

Whether you have a small business with just a few workers, a mid-size business with hundreds of workers or a large distributed enterprise with thousands of workers, Workforce Connect PTT Pro provides affordable private and group communications to however many workers you have today, with the ability to easily scale up to meet your needs next year or ten years from now — providing superior investment protection.

**Boost efficiency and customer service with Workforce Connect’s PTT Pro in:**

**T&L**

- Delivery and transport drivers
- Warehouse workers
- Forklift drivers
- Dispatchers
- Managers

**Retail Stores**

- Store associates
- Regional specialists
- Headquarters
- Loss Prevention
- Security
- Maintenance
- Inventory/Stocking

**Retail Distribution**

- Warehouse workers/ forklift drivers
- Managers
- Engineering
- Maintenance

**Hospitality**

- Managers
- Housekeeping
- Security
- Front desk
- Engineering
- Events
- Food and Beverage
- Concierge

**Manufacturing**

- Production line
- Managers
- Engineers
- Shipping/Receiving
- Security
- Maintenance
- Quality
- Field service drivers
- Delivery drivers
- Sales

**Healthcare**

- Nurses
- Physicians
- Lab technicians
- Physical therapists
- Engineering
- Security
- Maintenance
- Patient transport
- Home healthcare
- ER staff and EMTs

**PTT FEATURES**

**Presence for visibility into user status**

Users can easily see the status of every PTT Pro user in their address book — if they are available to take a call; busy (on a phone call, for example); off line; or in Do Not Disturb mode, where PTT calls are logged, but audible alerts are silenced.

**Private and group calling**

Workers can place a private call to one user or a group call. Groups can be created by an administrator, pre-defined by a user or created on the fly. Groups can include up to 250 subscribers, while broadcast groups can contain up to 60,000 subscribers.

**Live locationing on an easy-to-view map**

Workers and managers can view a real-time map that pinpoints the location of all users and whether they are available for a call. When a call is in process, users can also view the map to see the location of all call participants.

And optional historical data provides valuable records that can help better manage the mobile workforce, provide proof of location and more.

**Extend calling features to PC users**

With the PC Dispatch client, your Windows computer users can use all the same push-to-talk features available to your mobile users, making it easy to connect your entire workforce.

**Web-based management portal**

Administrators can access our easy-to-use web-based administration portal for anywhere and anytime management of every aspect of Workforce Connect PTT Pro. And managers or supervisors can see the locations of all users at any time.

**Multi-language support for global deployment**

We speak your language. Workforce Connect PTT Pro is available in English, Spanish, French, French Canadian, Italian, German and Russian.

**GIVE YOUR WORKERS THE INSTANT CONNECTION THEY NEED TO MAXIMIZE EFFICIENCY AND PROVIDE THE VERY BEST SERVICE FOR YOUR CUSTOMERS WITH WORKFORCE CONNECT PTT PROFESSIONAL. FOR MORE INFORMATION, VISIT [WWW.ZEBRA.COM/WORKFORCECONNECT](http://WWW.ZEBRA.COM/WORKFORCECONNECT) OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT [WWW.ZEBRA.COM/CONTACTUS](http://WWW.ZEBRA.COM/CONTACTUS)**

**Workforce Connect PTT Pro Specifications**

PUSH-TO-TALK FEATURES		GROUP TYPES	
<b>Private Calling (one-to-one)</b>	The ability to select a user from your PTT Pro contact list and have a one-on-one PTT conversation.	<b>Personal Groups</b>	Created by a user and are only visible from the creator’s Group List. Only the creator may initiate a call to a Personal Group. (Group size limit is 255.)
<b>Group Calling (one-to-many)</b>	Active transmission of half-duplex audio directed from one member of a Group to two or more active members in a Group.	<b>Member Groups</b>	Groups that are visible to all users. Any group member can initiate a call to the group. (Group size limit is 255.)
<b>Ad-hoc Group Calling</b>	Ability to select various users in a contact list to conduct an instant group conversation without pre-planned configuration.	<b>Enterprise Open Groups</b>	Groups that are available for any user to join. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
<b>Barge Calling</b>	Enables users to barge into a call in process for urgent communications.	<b>Enterprise Closed Groups</b>	Groups that may be created by any user, where the owner/manager of the group must add members. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
<b>Alert Calling</b>	For non-urgent communications — recipients have the option to answer a call.	<b>Enterprise Dispatch Groups</b>	Groups that are defined by the time of day/day of the week to enable members of a group to change for different shifts. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
<b>Late Join/Re-join Group Calls</b>	Allows users to join a group call that is already in process.	<b>Broadcast Groups</b>	Designed for the delivery of high priority messages. Broadcast Group calls are high priority unicast voice messages that will override calls in process. Broadcast messages automatically re-try until all messages have been delivered. (Group size limit is 60,000.)
<b>In-Call Talker Override</b>	Users that are designated ‘Priority’ by administrators can override any non-priority user that is speaking on a group call by simply pressing the PTT button.	<b>Ad-hoc Groups</b>	Allows users to create a group on the fly by selecting the desired users from the Contact List. (Group size limit is 255.)
<b>Priority Call Override</b>	Users are assigned one of five levels of Priority. Higher level users calling lower level users can opt to override an existing call in process (For example, a manager would be able to always reach his or her team.)		
<b>Alerts</b>	Provides tones, vibration and visual indicators when inbound messages are received.		

## Workforce Connect PTT Pro Specifications (continued)

PRESENCE FEATURES	
<b>Available</b>	The subscriber has successfully signed in and has authenticated with the PTT Pro server. They are now able to receive messages and audible alerts.
<b>Do Not Disturb</b>	This is a subscriber initiated status. PTT call messages are not received while in DND mode. No audible alerts are generated.
<b>Off Line</b>	A system generated status when the subscriber is out of range or has shut down the device/service. PTT calls cannot be initiated to devices in this state.

  

DEVICE SUPPORT	
<b>Zebra Enterprise-Class Android Mobile Devices</b>	MC40, MC67, TC55, TC70 and TC75 mobile computers running Jelly Bean or higher
<b>Consumer mobile devices</b>	Apple iOS mobile devices (iPhone, iPad); Samsung S5

  

NETWORKS	
3G, 4G, LTE, GSM, CDMA; Wi-Fi	

  

LOCATIONING	
Sending Location Information	
<b>Administrator Controlled</b>	Administrators can hard code location information to be ON or OFF, without giving individual users the ability to change settings.
<b>User Controlled (Android Only)</b>	Allows each individual user to select whether their device location is made available.
<b>Duty Mode</b>	Allows individuals to switch between "On Duty" with location information available and "Off Duty" with no location information available.
<b>Displaying Location Information</b>	Enterprise administrators can enable or disable the map display on smartphones that have Google Mobile Service (GMS) enabled.
Historical Location Information (optional)	
<b>Bread Crumb Interval</b>	The Interval for saving GPS position bread crumbs, which can be set from 30 seconds to 4.5 minutes.
<b>Upload Interval</b>	The interval when bread crumb information is uploaded from the mobile device to the cloud, which can be set from five to 12 minutes.
<b>Viewing Historical Location Information</b>	Bread crumbs tracks can be viewed using the PTT Pro web portal. Administrators can overlay bread crumbs for up to ten users simultaneously. Information included with each bread crumb includes: <ul style="list-style-type: none"> <li>• Date/Time stamp</li> <li>• Coordinates</li> <li>• Speed</li> <li>• Direction</li> </ul>

  

WEB ADMINISTRATION PORTAL	
<b>User Management</b>	Single user configuration includes deployment management, feature keys and client settings. Features include ability to: <ul style="list-style-type: none"> <li>• Add contacts to a user account</li> <li>• Manage group membership and permissions</li> <li>• View diagnostics for a user</li> <li>• Track messages and calls</li> <li>• Bulk user upload and management</li> </ul>
<b>Group Management</b>	<ul style="list-style-type: none"> <li>• Create new and modify existing groups</li> <li>• Add users to a group</li> </ul>
<b>RTP Gateways, Map and Associations</b>	<ul style="list-style-type: none"> <li>• Gateways are used for Land Mobile Radio integration, with preconfigured settings.</li> <li>• The Map tab shows department users that are currently logged in and reporting location.</li> <li>• The Association tab allows for contacts to be added/shared for enterprises that have multiple departments.</li> </ul>
<b>Tracks, Messages and Calls</b>	<ul style="list-style-type: none"> <li>• Historical Location Tracking allows an administrator to review the past location data from PTT Pro devices.</li> <li>• View the history of messages sent from and to a User, as well as the message text contents.</li> <li>• View the call history meta data (time, direction, initiator, recipient, group, type and end reason) for a user.</li> </ul>
<b>Usage</b>	The Usage tab displays three graphs to view usage for the enterprise: <ul style="list-style-type: none"> <li>• Number of users by date</li> <li>• Number of Calls by date</li> <li>• Call Duration (minutes) by date</li> </ul>
<b>Contacts</b>	The Account Contacts tab will show the authorized contact person(s) for an enterprise. Contacts can be assigned one of three roles to allow different levels of system access: <ul style="list-style-type: none"> <li>• Primary Role — the main contact for a company</li> <li>• Admin Role — has access to all departments within the Enterprise</li> <li>• Technical Role — has administrative access to one or more departments</li> </ul>

  

LAND MOBILE RADIO GATEWAY (TWO-WAY RADIOS)	
Conventional Land Mobile Radio (two-way radio) integration with P25, DMR, TETRA, MotoTRBO or other supported formats; interoperability with Zebra's PTT Pro application to easily integrate private and group PTT calls between Zebra supported mobile computers, third-party supported mobile computers and supported two-way radios.	



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