

Launch Product Marketing Bulletin – PMB-10400 Rev B

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Business Segment: EMC DCS Printers Supplies
 Solutions Service

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Description:	Workforce Connect Push-To-Talk Express rel 3.1: Launch Announcement & changes in pricing of PTT Express – Updated with Instructions for no-charge licenses for existing devices.
Reason for Change:	PMB-10400 Rev B: Announcing the Launch of Workforce Connect Push-To-Talk Express rel 3.1, with licensing control and 90 day evaluation period & pricing changes - Updated with Instructions for no-charge licenses for existing devices.

- i. Rev B. Scope – This update, identified as Rev A changes nothing that was presented in PMB-10400. It includes only additional information about applying for and acquiring no-charge WFC PTT Express licensing for existing devices (grandfathered devices). It also includes an additional Part Number for larger unit quantities (Section 2).

1. Introduction

Zebra is releasing the latest version of Workforce Connect Push-To-Talk Express release 3.1 which monetizes PTT Express, and requires a license to use the software in Zebra Android based Mobile Devices. The PTT Express software will continue to be available in the BSP (see below for details) – with a license (Activation ID) being required to enable the PTT Express software. This latest release includes Zebra Software Library Licensing Control, and offers a no-charge, 90 day Evaluation License. For Production deployment, a purchase order is required for perpetual licensing per the part numbers and pricing provided.

1.1 Why is this being done?

In the past, PTT Express was provided at no-charge and without license control. Due to the deployment issues of PTT Express and WiFi network changes, it has been determined that Zebra will monetize PTT Express to be able to fund and provide the support required to make the customer deployments successful. Zebra is pricing PTT Express, licensing it, and offering it as a stand-alone, Zebra Product with all the support and deployment services available to our licensed software products

1.2 What is Push-To-Talk Express?

PTT Express is a software application that loads onto a Zebra Android device. It includes secure push-to-talk (PTT) peer-to-peer communications to a wide variety of Zebra devices, creating a powerful instant voice connection between your workers — without requiring the purchase of new devices or network/telephony infrastructure. Part of the Workforce Connect portfolio, PTT Express allows workers to initiate a broadcast PTT call, and call recipients can respond either to the entire group — or only to the original caller via the private response key.

- Group Talk Only with Private Reply
- User Capacity: 64 recommended; up to capacity of single subnet
- Groups: 32
- Minimal client configuration
- Network configuration requirements
- Multi-cast protocol
- Peer-To-Peer
- Devices supported – Zebra Mobile Android devices

1.3 What is changing?

Workforce Connect Push-To-Talk Express (PTT Express) software will continue to be included in the BSP, but will be licensed independent of the BSP (see Timing below). With this announced release, Customers wanting to use the PTT Express software will need to acquire and install a license.

1.4 Timing:

- Commencing in Q3 2020, Zebra is bundling an updated version of PTT Express software (PTT Express release 3.1) in the BSP. That release of PTT Express (Rel 3.1 and above) will include licensing control. It will be part of the BSP built into the Zebra device OS starting with Android Q. For Android P and Android O, it will be available via LG/MR updates from Q3/2020.
- Customers purchasing Zebra Devices before June 30, 2020 will have access to PTT Express at no charge. Customers purchasing Zebra Devices on or after July 1, 2020 will need to order/acquire/install a license to enable PTT Express on their device.
- Existing customers using PTT Express on currently deployed devices can continue to use PTT Express at no charge. If customers want to upgrade their devices to the latest Android O or P BSP, they may request license keys through the standard Zebra procurement process, Zebra CAM or Zebra Account Manager to enable Push To Talk Express release 3.1.

1.5 Acquiring the WFC Push-To-Talk (PTT Express) Software

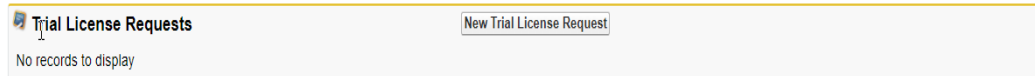
The WFC PTT Express software will only be available as part of the BSP – it will not be available to side-load. Therefore, to get a copy of this release – the device BSP must be updated to one that includes PTT Express rel 3.1

1.6 Licensing

1.7 Evaluation Licensing

- Ordering

- Evaluation Licensing will be made available to Zebra Account Managers, SE's, Channel Managers, and other Sales personnel, by requesting an evaluation license through an opportunity in Zebra's SFDC Portal. A 90 day Evaluation License will be offered at no charge for the software or license.
- Go to Zebra SFDC
- Open the opportunity for the customer



- Scroll down in the opportunity to the Section entitled: Trial License Request
- Click on “New Trial License Request”
- Follow the prompts to complete and Submit the New Trial License Request
- The request will be quickly processed, and a License Activation ID will be emailed to the email address provided within the request.
 - Note – A 90 day Evaluation will be provided
 - Extensions are not available
- Installing
 - The License Activation ID can be distributed/installed onto each device either manually, via an MDM, StageNow or a Zebra Software Licensing local server.

1.8 Production Licensing

- Quoting
 - The SKU's available for quoting or booking are identified in the “Configurations Available for Booking” section.
 - The Reseller should use these SKU's to quote PTT Express licensing
- Ordering
 - Once a valid PO is received and accepted, a Sales Order will be routed to the Zebra Software Licensing group, and an email with instructions and Activation ID's will be sent to the Customer/Reseller – as identified on the Purchase Order.
- Downloading
 - See PMB 10123 for more information about using the Zebra Software Licensing Portal for downloading software and licensing.
 - The Zebra Licensing Portal can be accessed via:

<https://zebra-licensing.flexnetoperations.com/>

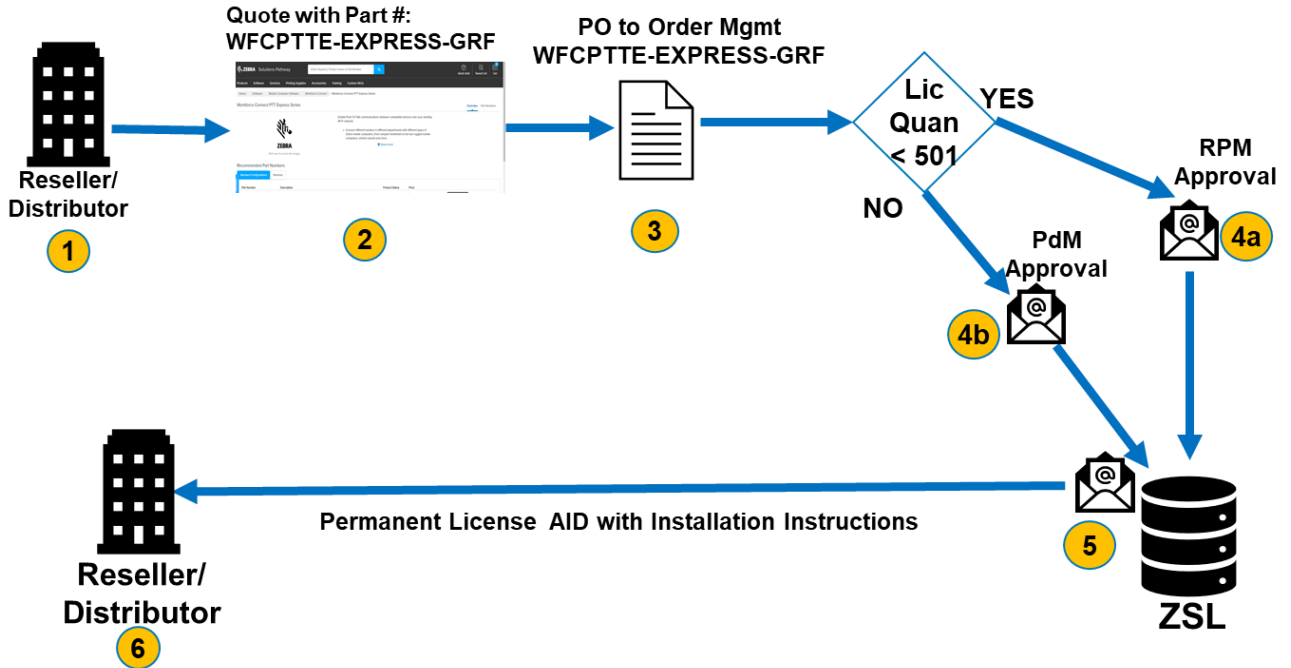
If you do not have access to this portal, please reference PMB 10123 for further instructions.

- Installing
 - Instructions for Configuring the WFC Push-To-Talk Express software and license can be found within the WFC PTT Express Admin Guide, posted on www.zebra.com.

1.9 “Grandfathered” Device Licensing

Devices that had PTT Express, prior to it being licensed are eligible to receive a no-charge license for the PTT Express rel 3.1.x, to be used on that same device. Use the following process to acquire that no-charge license:

PTT Express Grandfather Licensing Request



1. Reseller/Distributor submits order for WFCPTTE-EXPRESS-GRF. There is no-charge for this SKU for existing devices. (GMSS OneCare purchased separately)
2. PO Submitted to Zebra Order Management (Solution Pathways, EDI or Siebel)
3. ZSL puts Order on Hold, pending RPM or PdM approval (OM to reach out to RPM/PdM for approvals)
- 4a. License quantity is 500 or less – Approval request to RPM Sends approval email to ZSL – RPM verifies existing device count and approves to ZSL
- 4b. License quantity is more than 500 – Approval request to PdM – PdM verifies existing device count and approves to ZSL
4. ZSL Emails PTT Express Activation ID to reseller/distributor and customer email address
5. Reseller/Distributor works with customer to install Activation ID

2. Configurations Available for Booking

Part Number	Description	Discount Group	List Price	Planned First Book Date	Comments
WFCPTTE-EXPR-T1-PRD	WORKFORCE CONNECT PTT EXPRESS - PRODUCTION LICENSE-PRICING TIER 1 - SINGLE DEVICE LICENSE - PERPETUAL LICENSE. SEPARATE MANAGED SERVICES AGREEMENT REQUIRED FOR SOFTWARE SUPPORT AND TECH SUPPORT.	Z3-1	\$ 45	May 1, 2020	No Minimum.
WFCPTTE-EXPS-T2-PRD	WORKFORCE CONNECT PTT EXPRESS-PRODUCTION LICENSE-PRICING TIER 2 - SINGLE DEVICE LICENSE - MINIMUM ORDER OF 5,000 LICENSES - PERPETUAL LICENSE.SEPARATE MANAGED SERVICES AGREEMENT REQUIRED FOR SOFTWARE SUPPORT AND TECH SUPPORT.	Z3-1	\$ 30	May 1, 2020	Quantity on Order is a Minimum of 5,000 licenses to qualify for this price.
WFCPTTE-EXPS-T3-PRD	WORKFORCE CONNECT PTT EXPRESS – PRODUCTION LICENSE – PRICING TIER 3 – SINGLE DEVICE LICENSE. MINIMUM ORDER OF 25,000 LICENSES. PERPETUAL LICENSE. SEPARATE MANAGED SERVICES QUOTE AND AGREEMENT REQUIRED FOR SOFTWARE SUPPORT AND TECH SUPPORT	Z3-1	\$8	May 1, 2020	Quantity on Order is a Minimum of 25,000 licenses to qualify for this price.
WFCPTTE-EXPRESS-GRF	WORKFORCE CONNECT PTT EXPRESS-PERMANENT SINGLE DEVICE PRODUCTION LICENSE. FOR GRANDFATHERED DEVICES WITH PTT EXPRESS PRIOR TO IT REQ. A LICENSE. SEPARATE MANAGED SERVICES AGREEMENT REQ FOR SOFTWARE SUPPORT AND TECH SUPPORT.	Z3-1	No Charge	June 20, 2020	Order only for devices with PTT Express ordered before July 1, 2020 BSP

3. Country Release Schedule

Global release – First Ship Date is planned for July 1, 2020

4. Future Configurations

Additional SKUs may be added post launch. Please consult Solutions Pathway.

Migration from WFC PTT Express to WFC PTT Pro

WFC PTT Express and WFC PTT Pro are separate products. There is no upgrade SKU to migrate from WFC PTT Express to WFC PTT Pro. If a customer is seeking to upgrade from a licensed WFC PTT Express to WFC PTT Pro, a Price Concession should be submitted to incentivize the customer to upgrade.

5. Reference Material on the Web

Workforce Connect Push-To-Talk Express product information and marketing assets can be found on the Partner Gateway (Search term: “PTT Express”) and on Zebra.com (Search term: “PTT Express”) including, but not limited to:

- **PTT Express Specifications sheet**
- **PTT Express Facts sheet**
- **PTT Express – Links to Users Guide and additional resources**

For Zebra associates, product information will be available on [The SOURCE](#). Use search term: “PTT EXPRESS”.

- **Software Support:** at <http://www.zebra.com/support> and search “PTT Express”

More information can be found at the [Zebra Software Licensing](#) (<https://www.zebra.com/us/en/support-downloads/software-licensing.html>) **web site, including**

- [How to access the Portal](#), [Zebra Licensing Portal Overview](#), [User Registration](#)
- [Managing Downloads & Devices, and Licenses](#)
- [License Manager](#) and Portal User Guides
- [Partner Administrator / User Job Aid: Software License Management](#)
- [Partner Gateway](#) for helpful videos on registration, order management, and an overview on the Licensing Portal

6. LifeGuard for Android

Recently Zebra introduced LifeGuard™ for Android™ (LG) representing an Operating System (OS) security support model for select Zebra Android products covered by a Zebra OneCare active contract. (Read about LifeGuard as part of our [Mobility DNA Solution](#)).

LG is available on the [*insert product family*] and for devices covered by a Zebra OneCare active contract, it includes the following support:

- 1) **Extended Security Service Life** - Security updates under LG is based on the device life cycle. Under LG, security patches are made available for the product hardware service life. For Zebra products that is either 6, 8, or 10 years. This is well beyond the security support provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.

- 2) **Timely, Periodic Security Updates** – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.
- 3) **Security Support Through OS transitions** - when Zebra releases a new Android OS, quarterly, LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.

For more information about LifeGuard, please click [here](#).

7. Zebra Services

There are no associated services for PTT Express – except for the those in Section 8.

8. Software Support and Entitlement Process

Push-To-Talk Express is licensed through the Zebra Software Library Portal (ZSL Portal) See PMB 10123 Rev A for more information about the Zebra Software Licensing Portal

Support Part Number	Service Description	Length of Coverage	Group Discount Code	List Price
Z1B5-PTEXP5-3000	Technical and Software Support for PTT Express only 3 year- for more than 5,000	3 years	Z3-1	\$ 6.00
Z1R5-PTEXP5-2000	Technical and Software Support Renewal for PTT Express only for 2 years- for more than 5,000	2 Year (renewal only)	Z3-1	\$ 5.00

Support Part Number	Service Description	Length of Coverage	Group Discount Code	List Price
Z1B5-PTTEXP-3000	Technical and Software Support for PTT Express only 3 year	3 years	Z3-1	\$ 11.25
Z1R5-PTTEXP-2000	Technical and Software Support Renewal for PTT Express	2 Year (renewal only)	Z3-1	8.25

Except for warranty coverage, which will be as specified below, End User Customers are required to have a valid Zebra OneCare Technical and Software Support (TSS) agreement, Special Value, Essential or Select service agreement in place to be entitled to any restricted software (not a Repair agreement) including Printer Profile Manager Enterprise, Enterprise Connector, LifeGuard, telephone and e-mail

support. End user Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require restricted software and/or support.

End User Customers who wish to purchase a services agreement can do so through the normal channels that they currently use to purchase Zebra products and services. Requests to download restricted software releases are completed through Support and Downloads pages at <https://www.zebra.com/us/en/support-downloads.html>. For purposes hereof End User Customer means the original user of the product

9. Other Information

NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTIONS PATHWAY LINK WILL BE UNDER “CONNECTING TOOLS”.

Zebra Associates: [Click Here](#)

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10. Frequently Asked Questions

Q: How will a customer get evaluation software and licensing?

A: The PTT Express software will continue to be part of the device BSP, as of Q3 2020. However, it will require the installation of a valid Activation ID into the PTT Express client to make that licensed software operable. That Activation ID is provided via the Zebra Software Licensing Portal. Details on how to acquire licensing see PMB 10123 Rev A, that discusses the Zebra Software Licensing Portal.

Q: Is there any difference between the “evaluation” version and production version of PTT Express?

A: There is no difference between the Evaluation version and the production version of the PTT Express application – the license for evaluation version lasts 90 days, and the paid-for production license is perpetual.

Q: If a customer gets the evaluation software and licensing and then purchases the production version and licensing – what changes will they need to make to load the production software and licensing.

A: After updating the BSP to the most current version (if required) the customer can input the Activation ID into the client. This Activation ID can be distributed via an MDM or entered via the license manage. See Section 5 above

Q: Can a customer (or reseller) extend an Evaluation beyond the 90 day licensing evaluation period?

A: No. It is envisioned that an evaluation of PTT Express can be satisfactorily completed within the 90 day period. And therefore, extensions are not available.

Q: My Customer has an MC3300 acquired in Nov 2019. They are already using PTT Express in their production environment that was made available as part of the BSP on the device. Can they continue to use the PTT Express they have?

A: Their current copy of PTT Express will stay operable until the BSP is updated to a BSP that requires PTT Express licensing. Once they upgrade to the BSP that requires software licensing – their PTT Express client will receive error messages – asking for the Activation ID/License Code to be installed (see below for graphic).

Q: How does a customer go about acquiring a 90 day evaluation license?

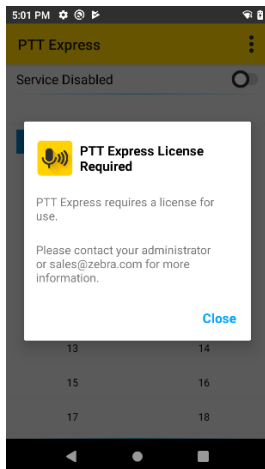
A: A customer who wants to evaluation PTT Express must contact their Zebra Account Manager – or Zebra CAM. The CAM or AM can then submit a request for PTT Express evaluation licensing through the SFDC opportunity.

Q: Can Stagenow be used to activate PTT Express?

A: Yes, Stagenow can be used to activate PTT Express

Q: What is the error message experience for a customer/user who has a device with PTT Express running – after they upgrade to a BSP requiring a license for PTT Express?

A: In anticipation of advancing to a BSP that requires licensing for PTT Express, the customer should purchase and install the required licensing. If they have not purchased/installed the required licensing – PTT Express will not start during boot up of the device, and when the PTT Express icon is selected (clicked), the user will see the following message. This indicates the need to install a valid license:



Q: Where can I find “Best Practices” for deploying WFC PTT Express?

A: See Installation Guide at:

https://www.zebra.com/content/dam/zebra_new_ia/en-us/manuals/mobile-computers/wfc_ptt/

Q: Does a customer running PTT Express on their Zebra device now, without a license for PTT Express need to install a PTT Express license after they update their LifeGuard or Maintenance Release (to one that includes PTT Express 3.1.x), if they want to continue to use PTT Express?

A: Yes – a PTT Express license needs to be installed to enable PTT Express to operate on all devices running BSP for Android 10, and/or the LifeGuard patch or Maintenance Release that is released after

July 1, 2020. However, that device (as defined in this question) is considered “Grandfathered” and therefore, eligible for a no-charge PTT Express license. See next question for more information.

Q: How does a customer running PTT Express on their Zebra device now, without a license for PTT Express get a license for that device? Do they need to pay for it?

A: Devices that had access to PTT Express, prior to in being licenses are “grandfathered” and therefore will receive a no-charge license – only to be used on those same devices. Once they install the LifeGuard update or Maintenance Release that includes the PTT Express 3.1.x in the BSP, they will need to have this no-charge Activation ID installed on that device. See Section 1.9 above for info on acquiring a Grandfathered (no-charge) license.

Q: Are licenses acquired as “Grandfathered” production licenses?

A: Yes – Grandfathered licenses are the same as those that would be acquired through a purchase of production licenses.

Q: If my customer first requests and acquires a 90 day evaluation Activation ID, then submits an order for either Grandfathered licenses or Production licenses – will they get a new/different AID?

A: No – as long as the Customer or Reseller identify the existing AID in the Order (for Grandfathered licenses or Production licenses) the evaluation AID will be used for the production licenses.

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