When deploying a WorkSmart device like PIVOT, the IT department should be working smart too. That’s why Spectralink offers tools to make PIVOT easy to deploy and manage. Two Spectralink products are used for the fastest and easiest deployment solution. Quick Network Connect (QNC) gets PIVOT onto the wireless network with minimum effort. Configuration Management Server (CMS) allows you to customize your deployment for your facility.

**Making Life Easier**

CMS uses a Web-based platform that acts as a provisioning server. It provides a window into all your PIVOT smartphones after deployment and is your tool to keep them functioning properly. Having more insight into and control over your network can help eliminate administrative headaches, improve service levels and reduce downtime – thus saving money.

**Simple Device Management**

CMS puts day-to-day device management information at your fingertips. A variety of selectable information is available for each device such as IP and MAC addresses, model type and more. You can even view when a device sent its last heartbeat poll and its current status.

It’s also easy to configure device-specific values for many PIVOT smartphones by configuring and uploading a simple comma separated values (CSV) file. And to make device configuration easy for similar use cases, simply use CMS to create enterprise-wide or department-based groups.

When it’s necessary to make changes, remote over-the-air provisioning simplifies software updates, configuration changes and feature updates saving significant administration time by not having to retrieve devices from users.

**Downtime Reduction**

CMS allows you to configure system logs (syslog) for each PIVOT on the network. The information captured in the log files will allow you to anticipate, diagnose and more quickly resolve issues.

CMS also makes device replacement quick and simple. For example, if a PIVOT requires maintenance, it’s simple to clone the configuration on a new smartphone, deliver it and ultimately eliminate any downtime for the user while the original phone is being repaired. It’s nearly transparent to the end-user.

Spectralink developed CMS as part of the family of WorkSmart solutions because just as PIVOT is designed to enable end users to work smart, the people who support it can work smart too.
Automated Wireless Provisioning

The Spectralink Quick Network Connect (QNC) significantly speeds the roll-out process by automatically connecting PIVOT devices to CMS over the wireless network.

QNC is a small, portable unit which connects to your wired network and then is accessed through a browser on your PC. The GUI steps through a few essential configuration parameters which are then loaded onto PIVOT either wirelessly or via USB cable. PIVOT is then able to access CMS for the rest of its configuration parameters.

QNC MANAGEMENT OPTIONS

QNC simplifies the wireless provisioning of your PIVOT smartphones. It steps you through the wireless configuration parameters you need to set in order for the PIVOTs to associate with the Wi-Fi network. With QNC you can:

- Specify which frequency band(s) you want to use
- Configure proxy settings for access to the Internet
- Upload MDM/EMM client and manage your apps through the MDM/EMM
- Control access to the Google Play™ Store

Once the PIVOT associates with the Wi-Fi network, it communicates with CMS to retrieve the rest of its feature configuration. This can be done whether the smartphone is on a local or remote network.

LEARN MORE

Learn more about how the CMS can help IT departments work smarter while deploying PIVOT on the Spectralink Support Portal. Browse to the Spectralink CMS Administration Guide.

CMS MANAGEMENT OPTIONS

CMS enables you to manage deployed PIVOT smartphones without leaving your desk. The GUI interface opens in a browser and provides an easy and intuitive way to configure the smartphones and manage the deployment of many PIVOTs at once.

- Configures smartphones using QNC to connect to the wireless LAN and find the CMS by IP address. CMS securely recognizes PIVOT as a valid device and it then becomes visible on the Pending Device List
- Manages passwords and permissions to perform specific configurations or deactivate users
- Imports and uploads CSV files to bulk provision customized SIP service requirements for PIVOTs
- Creates groups and assign features to devices by groups
- Adds certificates to wireless profile configurations and configure multiple wireless profiles
- Provides software updates to PIVOTs (over the air provisioning)
- Deploys applications to PIVOT smartphones using Enterprise Mobile Management (EMM) or Mobile Device Management (MDM) system, offered by Spectralink partners. Use QNC to load the EMM/MDM client application

Hardware Requirements

CMS is a virtualized software image which is deployed on a customer-provided server. The minimum server requirements are:

- VMWare® ESXi™ server 5.0 (or later) host machine with two virtual CPU Cores
- 2GB RAM
- 20GB Hard drive
- One NIC

Google Play is a trademark of Google, Inc.