

# 5 Minute Introduction to Spectralink

Enterprise Mobility Solutions



# We make mobility work

Spectralink has decades of game-changing solutions under our belt. We've been at the forefront of mobility innovation and technology since 1990, and we are proud of our comprehensive, reliable mobility solutions. Our people, commitment to innovation, and our passion have long been our foundation for success.

Your mobile device is a crucial part of how you do business. And we make sure it's a perfect fit. Our customers are diverse. But they all have global workforces who need to work on the go. We give you mobile communication on your terms. Whenever, wherever and however your business needs to communicate, we find your ideal solution. **We're with you.**

We empower your mobile workers with a solution to improve communication, collaboration, engagement, productivity, and safety. And with Spectralink, it just works.

## The Spectralink Differentiators



**1** We have a market-leading reputation for **secure, best-in-class voice communication.**



**2** **Integration with leading UC platforms and world class ecosystem of mobile application providers** makes Integration and Interoperability our specialty.



**3** We are **experts in migration.** We've been doing it for over 30 years across all industries, regions, and degrees of complexity.



**4** **Spectralink is your complete end-to-end solution.** Our device management tools answer the biggest questions post-deployment so you get the most out of your investment.



**5** Our people help your team succeed. **Our best-in-the-business Sales and Solutions teams** will help every step of the way.

# What Problems Does a Spectralink Solution Solve?

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**I am not an expert in mobile technologies and need help working within my budget!**

- **Our expert team** can help evaluate your existing infrastructures and work within your budgets

**I have different users with different communication needs and don't want to be forced to pick a one-size-fits-all solution.**

- **You don't need to pick one product - we offer mixed deployments.** Our portfolio of purpose-built DECT, Feature phones, and Smartphone solutions ensure you can offer the right set of communication and information tools to the right users

**I need always-on communications.**

- Spectralink solutions feature **superior mobile voice and data communications** with uninterrupted coverage and the **best voice Wi-Fi and DECT** roaming solutions in the industry

**My employees have too many tools to carry around that they need to do their jobs.**

- Our **purpose-built, all-in-one smartphones** eliminate the need for multiple devices by integrating paging, scanning, telephony, and data tools

**I need handsets that resist being dropped, bumped, and sanitized.**

- **Devices that can stand up to harsher environments than the competition**, eliminating user stress and leading to a **longer product life cycle** than consumer-grade devices

**I need greater control and visibility into my mobility solution as well as an easy deployment.**

- **Easily deploy your large-scale enterprise network** and get **complete device management support** both through our Services portfolio and our AMIE™ (Advanced Mobile Intelligence for Enterprises) dashboard so you can optimize how your devices are working at all times

**I want to future-proof my mobility investment.**

- We **constantly adapt, align, and certify** with the right people, from leading UC platforms both on-prem and in the cloud to strategic Applications partners to ensure your device can work how you need it to, even as your requirements change.

# Industry Solutions

Spectralink solutions are used in demanding, voice-critical industries such as healthcare, retail, manufacturing, and hospitality. We understand that every working environment is different and that each solution is individual; we're the experts at making mobility work for you; wherever that may be.



## HEALTHCARE

Spectralink empowers hospitals to deliver better patient care with our clinical mobility solutions that integrate seamlessly with hospital networks and leading healthcare applications, including Nurse Call Systems, Patient Monitoring, EHR integration, Text Messaging, and Clinical safety and workflows. With 30+ years of experience serving the healthcare market, our solutions offer superior voice quality and secure, compliant data access throughout a healthcare facility.



## RETAIL

Customers should always come first – getting the answers they need and the attention they deserve right away. Spectralink's cost-effective solutions for retail allow store managers and employees to stay in constant communication, delivering improved employee productivity and improved customer service. Retail assistants can use a barcode scanner to check stock, prices, or online offers to boost customer satisfaction or respond quickly to in-store incidents and security issues. And our leading voice quality connects your employees to your customers on an emotional and personal level.



## MANUFACTURING

Hundreds of industrial facilities depend on Spectralink's durable, lightweight, and cost-effective wireless solutions, with integrated safety alarms to instantly notify maintenance personnel to respond to a machine alarm or a safety 'man down incident. By offering uninterrupted voice quality across millions of square feet and push-to-talk capabilities to support group calling, there are no weak links or miscommunications – maximizing uptime and improving personnel safety.



## HOSPITALITY

Spectralink solutions mobilize hospitality employees, enabling the delivery of superior customer service to guests 24/7. For your customers, understanding their needs and preferences, and acting accordingly to deliver personalized service is the key to great reviews, repeat business, and operational efficiencies. Customer knowledge delivered through Spectralink solutions and purpose-built applications ensures staff can instantly respond to all requests, transforming the guest experience.

# What we do



# Quality Voice Communications

Voice brings the “people” element back into the equation. Voice is the first way we learn to communicate; it’s how we convey tone and empathy in a way you just can’t do through data and texting that are prioritized on other rugged hand-held computers.

Through our leading voice capabilities, Spectralink’s Wi-Fi solutions enable the emotional connection between people — both among teammates and your patients or customers — which can lead to improved loyalty from your employees and to your brand. **But what makes our best-in-class voice better than the competition?**

How Our Engineers Empower Voice	What Does it Mean for Call Quality?	Who is this Important to?
<p><b>Improved chipsets</b> instead of baseline versions out of the box — our competitors don’t do this!</p>	<p>Unstable chipsets lead to seconds of lost audio, a delayed ring, or a missed ring altogether</p>	<p>Patient care providers where any delay in receiving information could mean disaster in a critical situation</p> <p>Users providing customer service</p>
<p><b>Enhanced Roaming and Scanning between access points (APs):</b> our devices constantly communicate with APs to understand if they have a good connection, and if not, roaming to a new AP as quickly as possible</p> <p>Unlike most competitive devices that interrupt calls to look for other APs, scanning and roaming happens on a <b>dedicated 2nd antenna</b> to have the least impact possible</p> <p>Proprietary <b>Voice Quality Optimization™ (VQO)</b> software that tightly links Spectralink’s hardware and software with in-building Wi-Fi structure to <b>ensure seamless handoff between APs</b>, even mid-call</p>	<p>Ensures a robust and reliable call that’s not going to crash</p>	<p>Mobile employees moving throughout large campuses, plants or stores that can’t drop calls on the move between access points</p>
<p><b>Multiple microphones in each device</b>, with <b>optimized placement</b> and quality phone engineering</p>	<p>Quality microphones and leading noise suppression and echo cancellation on every call</p>	<p>Workers in fast paced environments who don’t need to worry about sweat or makeup clogging a device</p> <p>Users in loud environments who rely on voice-critical communications</p>

# An Unbeatable Ecosystem

At Spectralink, we know that achieving the best and most successful outcomes for customers requires a collaborative partnership approach that extends beyond our organization alone.

We've created one of the most extensive partner ecosystems in the enterprise mobility industry consisting of leading-edge application providers, call control manufacturers, systems integrators, and UC platforms to ensure we can provide the best possible solutions to our users to make mobility work.

We understand that every environment is different, from budgets to infrastructure. We can work with what you have to get you to what you want to achieve for your mobility solution:

- Our team members are experts in knowing how to leverage and get the most out of your current infrastructure
- If you're migrating, we can support the end you are coming from to the end you are going to; we are certified and interoperate with all leading call and UC platforms
- We future-proof your decisions because we give you the flexibility to make changes on EMR, secure messaging, PBX, and access point environments because we work with all of them and constantly adapt, align, and certify with the right people to keep up with changing tech and needs
- Our comprehensive portfolio is built to work with many infrastructures, and its ability to be deployed as a mixed fleet means communication is possible for everyone in the organization
- Our broad range of application partners means you have access to tested and certified mobility solutions that ensures individual users have what they need to deliver their job



# Mobile Analytics Platform

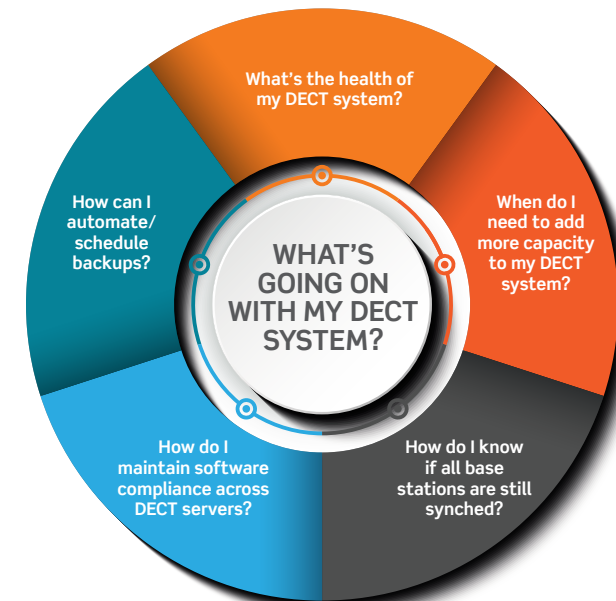
Complete your solution with our mobile intelligence dashboard for IT Managers and Telecom Administrators.

In today's mobile world, it's hard to keep things simple and moving. More devices, more users, more applications. How do you manage it all? AMIE® (Advanced Mobile Intelligence for Enterprises) keeps your Spectralink Wi-Fi solution and IP-DECT infrastructure running smoothly with easy deployment and centralized administration, analytics for proactively diagnosing issues, and managed services to increase efficiency and keep you focused on your core business.

**AMIE Essentials for Wi-Fi** empowers your team to take charge of your Spectralink smart devices and feature phones with fast deployment, centralized device administration, and application control.

**AMIE Advanced for Wi-Fi** empowers your team to keep your Spectralink smart devices and feature phones running smoothly with device configuration management, health monitoring, utilization metrics, battery health management and call performance analytics.

**AMIE Advanced for IP-DECT** optimizes IP-DECT operations and allows IT and telecom teams to focus on uptime. AMIE Advanced for IP-DECT provides centralized administration and control for IP-DECT servers, base stations, and DECT handsets. It also gives a detailed look at the system's performance and alerts when areas need attention.





# Services and Support

We want you to succeed. Delivering superior value and the highest quality solutions one of our core values, and it represents the foundation upon which our brand was built.

This extends into our Professional Services team who will partner with you to ensure the success of your solution and help you reduce risk and complexity, lower costs and accelerate time to value for your Spectralink investment. **We ensure it just works when you need it.**

We take great pride in our Professional Services team; again, and again, we hear how our people make the difference – and that the services and support we offer our customers is unparalleled in the industry. Our Professional Services team goes above and beyond to deliver on that value, providing that personal touch to solve problems quickly.

Our technical expertise is unrivalled. We are the experts of our own products as we live and breathe them 24/7; Spectralink devices are the only products we work with daily, meaning we are the most qualified pair of hands to help you. Our superior knowledge also means that we are more qualified to figure it out if a problem occurs and help fix it, meaning a quicker resolution for you.



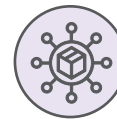
## Design

Site surveys and design services to optimize the performance of your investment.



## Optimize

Proactive monitoring and configuration via AMIE, Spectralink's cloud-based management system.



## Deploy

On-site and remote deployment services, all from Spectralink's own certified engineering teams.



## Maintain

Enhanced services providing access to the latest software, troubleshooting, tech support and hardware replacements



## Purpose-built solutions

We've been on the forefront of mobility innovation and technology since 1990 and we are proud of our comprehensive, reliable mobility solutions. We focus on making the best purpose-built devices possible so it can do everything you want it to, allowing you to put the RIGHT device in your workers' hands.

Businesses worldwide are turning to unified communications (UC) systems to equip their employees with mobile tools that will allow them to work intelligently. Because of our broad Interoperability ecosystem, we can enable a complete range of wireless solutions based on traditional DECT, IP-DECT, and Wi-Fi to empower your mobile workforce.

With Spectralink, you are free to choose whichever one solution best fits your needs or a combination of devices. **We are happy to help you choose the right solution for your specific teams based on your existing infrastructure, UC platform of choice, and budget.**

# Versity Smartphone Family

Spectralink's Versity Family of Wi-Fi enterprise-grade smartphones ensure your critical mobile workers have constant access to the data they need with reliable, durable, uninterrupted communication around the clock.



## Versity 95/96 Series

A premium enterprise-grade smartphone solution designed with industry-optimized capabilities including built-in Push-to-Talk, scanning options, and our SAFE™ functionality adds instant security for suspicious activity or lone workers at the push of a button. Versity 95/96 Series is perfect for voice critical, zero downtime, rugged environments, with application heavy workflows.

### Features:

- Ideal for data-driven workflows (lengthier communications, patient records) and more complex applications
- Rugged; toughest device in the market with IP68 for water and dust resistance and 3X military drop standard at 1.5 meters
- Large 5.2" display for better worker experience for users of heavy data application
- True hot-swappable batteries for zero downtime
- Android Enterprise recommended



## Versity 92 Series

A compact enterprise-grade smartphone solution designed with industry-optimized capabilities including built-in Push-to-Talk, scanning options, and SAFE™ functionality adds instant security for suspicious activity or lone workers at the push of a button. Versity 92 Series is perfect for voice-critical communication with straightforward task management and simple data entry workflow applications.

### Features:

- Ideal for task management workflows
- Durable design for demanding environments with IP65 for water and dust resistance and 1X military drop standard at 1.5 meters
- 4" display with narrow form factor for easy grip and one-hand use
- Swappable battery that can be separately charged and easily replaced

# Wi-Fi Feature phone

The 84 Series feature phone delivers secure unified communications with high-quality voice to meet the needs of mobile enterprise workers. It is powered by software that provides full integration with all major SIP call platforms.



## 8440 and 8441

Like a “desk phone in your hand,” the Spectralink 84 Series feature phone offers HD voice quality, durability, broad telephony, and WLAN interoperability. Perfect for voice-critical communication with Spectralink’s VQO™ providing echo suppression and noise cancellation for noisy workplace environments. The 84 Series also supports text alerts and instant messaging.

### Features:

- Rich call server feature integration
- Integrates directly into corporate voice mail, voice-activated dialling, and directories
- Combines mobile phone, pager, two-way radio, and voice-recognition badge in one device
- Long-life batteries with up to 12 hours of talk time
- Durable design, rubberized moulding, IP64 protection from dust or water spray contact.

### 84 Series is for mobile workers:

- With basic application needs such as inventory control, logistics management, and staying connected with the team
- With more voice communication needs than data (calls and texts instead of emails)
- Who need a reliable, durable device for harsher environments
- Who need a device with an extended battery life for uninterrupted communications

# DECT Servers

The Spectralink DECT Server Series includes a range of wireless servers for businesses of all sizes. Spectralink DECT Servers are flexible and scalable solutions that can be easily integrated with your IP-PBX / UC Call Control platforms. Running on open standards, Spectralink DECT servers can integrate with a long list of third-party applications, can be customized to your business needs, and are certified to the highest level of security on the market.



## VIP-DECT Server One

- Can fulfil in-building wireless telephony needs of over 16,000 mobile employees plus supports radio coverage with up to 4,096 IP-Base Stations
- Software-Only IP-DECT Server Solution designed for VM hypervisor environments
- Single centralized web portal for administration and maintenance
- Supports deployment within an enterprise data center to fit IT infrastructure

## IP-DECT Server 6500

- Rack solution - for unique assembly to meet customer needs
- Modular solution – extremely scalable
- Ideal to cover a large geographic area
- Up to 4,096 wireless users
- Up to 1,024 simultaneous calls

## IP-DECT Server 400

- Designed especially for small to medium-sized businesses
- Supports up to 24 simultaneous calls and 60 wireless users
- Acts as both a radio unit and a SIP integration unit to the UC platform. Also, it controls and handles all other infrastructure elements in the solution
- You can easily increase wireless coverage of a larger area using up to 9 additional Base Stations

## IP-DECT Server 200

- Supports 12 users and 6 simultaneous calls
- Interoperable with market-leading Unified Communications (UC/ UCaaS) platforms
- Delivers high-quality and secure voice communication
- Designed for “plug and play” deployment leveraging Spectralink redirection services to help provide near zero-touch provisioning

## DECT Server 8000

- Combines digital and SIP VoIP interfaces, which allows customers to use the two interfaces
- Supports up to 1,024 simultaneous calls and up to 4,095 wireless users with VoIP interface
- It runs on an open interface, which allows the server to integrate with third-party applications
- Has room for 1 CPU card and up to 8 interface cards. Up to 8 servers can be linked. With a total of 64 slots, there are numerous ways of combining base station cards, analog interface card, and VoIP interface card to assemble a customized solution.

# DECT Phones

The Spectralink S Series handsets are reliable, durable, and secure to support the daily demands of in-building mobile workforces. The large 2.4-inch color displays allow workers to easily view and act upon communications from telephony to messaging and alarms. Crystal-clear voice quality and reliable connectivity ensures mobile workers remain contactable anywhere on-site as well as the delivery of mission-critical communication. With rugged designs and high IP ratings, the S Series handsets are a reliable solution for demanding environments. Available in three models to provide the right solution for workers across many industries.



## Spectralink S33

- Enterprise telephony and basic messaging
- Crystal-clear voice quality
- Supports Bluetooth 5.1 and wired headsets
- Loudspeaker and vibrate
- Local and centralized phone book
- Supports 3rd party messaging applications
- Software and configuration updates over-the-air
- Durable and lightweight design; IP54 rated



## Spectralink S35

- Enterprise telephony, advanced messaging and security
- Spectralink S33 functionality plus:
- Programmable side key and dedicated alarm key
- Supports 3rd party applications for advanced messaging, alerts, and alarms
- Rugged design to withstand daily use in industrial environments
- Non-slip casing and user interface is compatible with gloves
- IP65 rated



## Spectralink S37

- Enterprise telephony, advanced messaging, advanced security
- Spectralink S35 functionality plus:
- Pull-cord and motion detection alarms – running, no movement, man down
- LED Flashlight
- IP67 rated

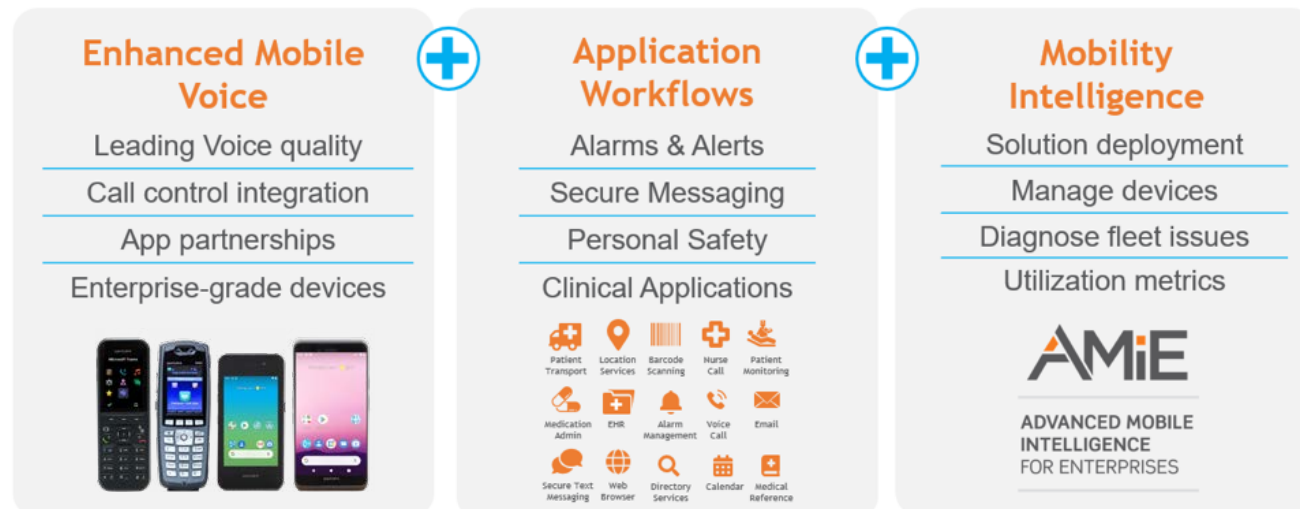
# How will you and your organization benefit from Spectralink Solutions?

To summarize, there are many reasons why Spectralink is the winning combination in providing you with cutting-edge mobility solutions.

With a robust portfolio of enterprise-grade durable handsets purpose-built, UC integrations with leading platforms both on-premise and in the cloud, and the industry's largest applications ecosystem for key verticals to improve end-user workflow and communications, plus the flexibility and knowledge of our expert teams always ready to help, you can be sure you are getting the best mobility solution on the market.

And, with AMIE, our fully integrated cloud-based management system, your IT Administrators will always have knowledge and insights into your mobility solution through real-time monitoring, troubleshooting, and deployment. That, combined with our comprehensive Services solution, means you get a complete end-to-end mobility solution with Spectralink.

## ENTERPRISE MOBILITY



Our dedication to listening and understanding the needs of our customers is the foundation of our industry leading solutions. This combined with a robust ecosystem of technology and applications enables Spectralink to continuously deliver superior voice quality, data messaging and collaboration tools to customers throughout the world.

If you're looking for support in unifying your mobile workforce, office employees and remote workers, we're with you.

Connectivity, productivity, and cost effectiveness are all at the top of the agenda. And it's through our capability, mobility, experience, trust and success that we help you achieve those goals. We empower your frontline workers with a mobile solution to improve communication, collaboration, engagement, productivity, and safety.

**Contact us to learn how Spectralink can help empower your mobile workforce.**

Talk to Sales

## ABOUT SPECTRALINK

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

spectralink 

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