

# AMIE™ Advanced for Wi-Fi

Device Management and Call Performance Monitoring



ADVANCED MOBILE  
INTELLIGENCE  
FOR ENTERPRISES

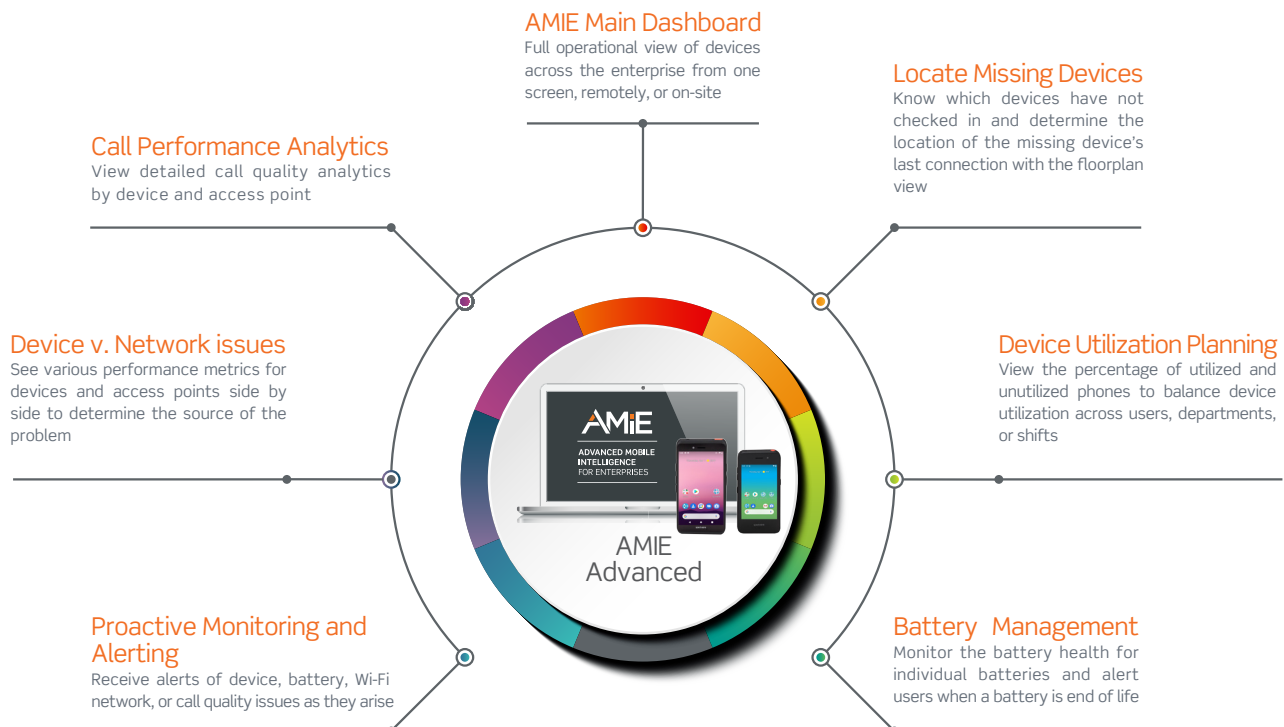
A cloud-based solution management platform for IT and Telecommunication Administrators to monitor battery health, troubleshoot call performance issues, analyze device versus network performance, locate missing devices, balance device utilization, and receive proactive alerts from one centralized dashboard.

Your employees need reliable communication devices and networks that are always up and running, without dropped calls, poor voice quality, or other issues interfering with the ability to do their job. You've put the right Spectralink devices in their hands, but how do you manage them all in the most efficient way to avoid downtime and interruption, proactively troubleshoot any issues with your fleet, and get the most out of your solution and investment?

AMIE™ (Advanced Mobile Intelligence for Enterprises) Advanced supports mission-critical mobility for optimal team performance and workflow efficiencies, and provides visibility into the most common concerns in mobility management of shared and non-shared devices that other tools do not provide to quickly identify and resolve issues.

## Benefits

- Save time and money with the ability to provide better support and an overall picture of how devices are performing on the network; not just troubleshooting
- Increase operational efficiency
- Mitigate risks in service disruption
- Decrease problem resolution time
- Avoid unnecessary disruption in communications



AMIE Advanced is available through an annual subscription per device.

## What is AMIE Advanced?

AMIE Advanced is Spectralink's premier cloud-based device management and mobile analytics dashboard for IT and Telecommunication Administrators. This revolutionary dashboard provides complete visibility into device and network performance across your entire enterprise so data can be turned into actionable insights. In addition, AMIE Advanced provides tools to help you get the most value out of your Versity Smartphones.

AMIE Advanced is a license upgrade from AMIE Essentials and includes call performance analytics, device utilization metrics, and proactive alerts in addition to AMIE Essentials features like battery management, Spectralink Application Management (SAM), and a web-based user interfaces for software updates and logging.

AMIE Advanced takes the frustration and guess-work out of troubleshooting device and network issues with the intuitive and user-friendly dashboard. Mobile communication management is made simpler, allowing Telecommunications Administrators and IT to separate responsibilities and optimally manage the communication solution. Telecommunications Administrators can easily configure devices and troubleshoot device concerns without accessing the complicated interface of Enterprise Mobility Management (EMM) systems or relying solely on IT.

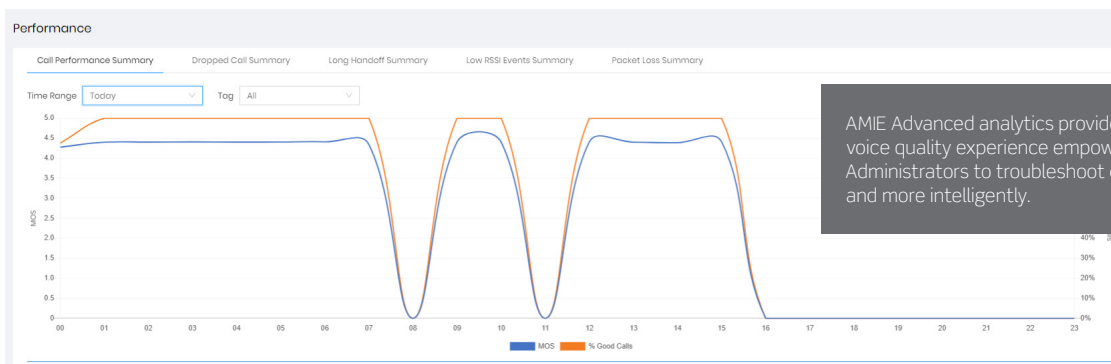
Designed specifically for managing shared devices, AMIE Advanced helps avoid common issues among fleets, filling in the gaps of EMMs, like actively monitoring battery health and sending alerts when a battery is at the end of its usable life so bad batteries are removed from circulation. AMIE Advanced also provides detailed Wi-Fi analytics, compared to generic device data collected by EMMs, providing visibility into real end-user call experience so issues can be proactively addressed for consistent communication across the enterprise.

## AMIE Advanced Answers IT Administrators' Biggest Concerns

### 1. Achieve reliable device and call performance, minimizing downtime

**Call performance monitoring: Visibility into the true call experience.** Spectralink devices are equipped with best-in-class voice and AMIE Advanced adds even more value with Voice Experience Tracking Technology (VETT). VETT measures the voice quality and network quality of each call in near real-time, assessing if call quality degradation occurs and correlating issues to either the device or network by showing where in the network and what network factors led to the degradation. With VETT, you can deep dive into a single call or view call performance trends across devices and access points for call quality, dropped calls, access point roaming, signal strengths, packet loss, and more. AMIE Advanced and VETT turn your mobile devices into Wi-Fi network probes that provide a continuous view into the Wi-Fi call and provide data to quickly assess if issues are device or network related. Calls can be analyzed with the call performance metrics and MOS showing call quality for each call on each device.

**MOS Call Quality Score.** AMIE Advanced monitors and scores each call by MOS (Mean Opinion Score), a standard for measuring call quality, illustrated through a graph in the call performance dashboard. MOS ranges between 0 and 5, a call score of 4 or higher is considered good quality, 3.6- 4 is fair, and 3.6 and below are various degrees of poor quality,



indicating a prolonged disturbance of voice quality. MOS typically represents average call quality over the duration of a call. While many tools simply measure call quality, Spectralink’s AMIE Advanced goes one step further and provides insight into the exact details of an in-call user experience.

## 2. Decrease support time spent assessing device versus network issues with metrics filtered by device, access point, and network

If a mobile worker informs IT of repeated dropped calls or poor voice experience in a specific area, the device is often blamed. Without AMIE Advanced, administrators rely on Wi-Fi tools that use an estimation of network performance from neighboring access points. Neighboring access points, normally positioned on the ceiling, are a poor way to test network performance because they do not accurately represent the users’ experience at floor level. AMIE Advanced presents side-by-side metrics for access points and devices aggregated over a selected time period, providing the easiest and most accurate way to identify device versus network issues. Detailed metrics include call quality (MOS), dropped calls, roaming time, low signal strength, and packet loss from the end-user device while in a call. Alternatively, view any performance metric from the floorplan to quickly identify network problems.

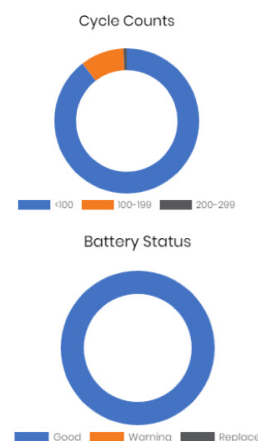
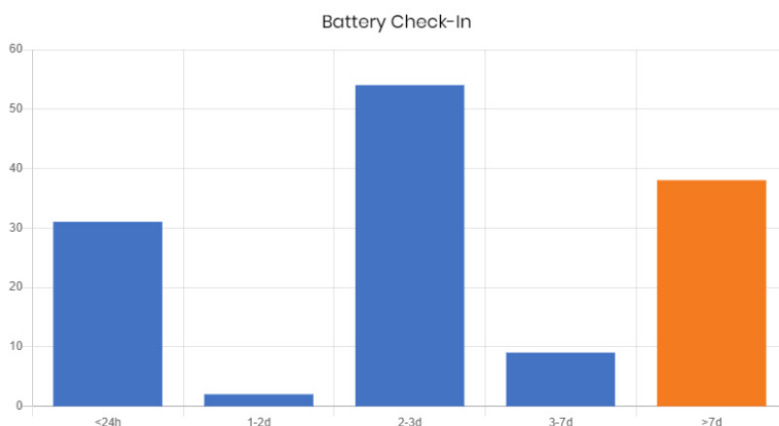
## 3. A proactive way to solve problems before they impact the business and affect day-to-day user experience

**Proactive Monitoring and Alerting.** Receive automated alerts for poor call quality, over-utilization of devices, battery health, or missing devices so problems can be quickly identified and easily investigated. AMIE Advanced also generates a monthly automated report so administrators receive an overview of monthly performance of the entire system without logging into the dashboard.

## 4. Avoid disruption from missing or lost devices, battery performance, and other complications with shared devices

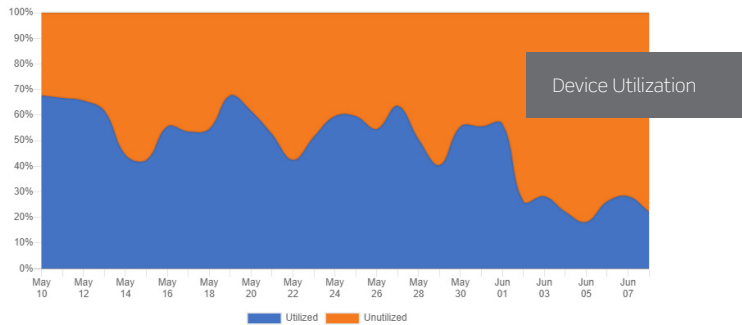
**Locating missing devices.** See the status of all devices in the AMIE Advanced dashboard or receive automated alerts when a device goes missing and find the date, time, and location of the device’s last use. With a single click, view precisely where and when the device was last used on the floorplan of your facility, making it easy to track and locate devices. This feature is especially beneficial to quickly locate devices in large buildings with many floors, minimizing security risk and reducing replacement costs.

**Battery Management.** Battery analytics are crucial to the management of shared devices. The battery dashboard provides visibility of battery health for individual batteries and allows administrators to alert users when a battery has reached the end of life, preventing it from being placed back into the charger and circulated among other mobile workers. This ensures workers are equipped with operational batteries that will last an entire shift, so they can focus on their job and not worry about stopping to charge a device or battery.



## 5. Increase operational efficiency by optimizing device utilization across locations and departments

**Device Utilization Planning.** View the percentage of utilized and unutilized devices by group or across the entire enterprise. If a group is at max utilization, administrators can determine how to load balance and then re-deploy devices from one group to another, avoiding unnecessary costs. Device utilization also provides the metrics to verify ROI for your communication solution.



## 6. Easily identify application performance issues

**Which apps are consuming the most power?** Know exactly how much power is consumed by the top applications and answer questions like, “Is the battery at end of useful life, or are certain applications draining batteries more quickly?”. This feature quickly identifies issues as either a faulty battery or heavy battery consumption from one or more applications.

**Software Updates and Device Logging** SysUpdater is an easy-to-use web browser that hosts Versity smartphone software updates so administrators can easily manage them across large fleets of devices. Logging service centrally stores device log files for quick access when troubleshooting and debugging.

**Spectralink Application Management (SAM)** AMIE reduces the complexity of device deployment and ongoing management by making it easy to configure Spectralink applications, like Push-To-Talk, BizPhone, SAFE, Barcode, Buttons, and more, at an enterprise, group, or device level. The intuitive and easy-to-navigate platform simplifies deployment with features like batch configuration, streamlined extension sync, and copy configuration, so that devices can be set up and in the hands of workers within minutes.

HEALTHCARE	RETAIL	KEY BENEFITS
<p>Optimize device performance, allocation, and availability to warrant mission critical clinical mobility</p> <p>Support critical voice communication uptime by monitoring call quality data to ensure that the device is experiencing optimal performance on the Wi-Fi network</p> <p>Protect investment of use and access to critical clinical applications</p>	<p>Optimize device performance, allocation, location, and availability across distributed store environments</p> <p>High-level overview of the operational status of your fleet by site or individual device</p> <p>Know when batteries need replacing or when devices need repair to get the most from your associates and daily productivity</p>	<p>Real-time call experience tracking; Device versus network issue analysis</p> <p>Real-time hot swappable battery health metrics (SN tracking, degradation events, check in, and more)</p> <p>Lost devices; visualization of where last checked-in</p> <p>Device utilization analytics</p>

For a demo of AMIE Advanced, contact your local sales representative or Spectralink partner.

## 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.

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