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Spectralink
Product Guide / Decision Tree

Start here

Quick Spectralink Intro

Spectralink is where voice, data, and handheld mobility converge on industry-leading enterprise devices, outperforming the competition when it comes to battery capabilities, voice quality, portability, ruggedness, device management, professional services, and the people behind our products to ensure we make mobility work for you.

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.

Choosing a Mobility Tool

Spectralink's complete range of wireless solutions based on traditional DECT, IP-DECT, and Wi-Fi, when combined with our broad Interoperability ecosystem, empowers your mobile workforce.

Unified Communications systems (UC) gives deskless workers access to the same tools as office and remote workers, securely uniting voice, data, and people for greater collaboration.

Certified | CISCO Partner — Solution Partner | ZOOM Certified | RingCentral Certified

Which Spectralink Product is Right for Your Business?

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 based on your existing infrastructure, UC platform of choice, and budget.

You can be sure that whichever device you choose, you will benefit from:

- Best-in-class voice quality constantly perfected by our amazing team of Engineers

- The durability, ruggedness, and pocket-friendly weight only available in a Spectralink device

- Broad Interoperability ecosystem across all key verticals

- The expertise of our Sales, Services, and Solutions Architects teams to help you through the entire process

Your mobility solution is supported by the entire Spectralink team to protect your investment for the long term. It's a promise that we boil down to three words:

We're with you.

This is an interactive document with three options for navigating through the information.

Start by exploring options for voice platforms or voice versus data centric solutions. From your answers to these key decisions we will guide you through our device portfolio to ensure the right people have the right device at the right time.

If you would like to explore all available options, read through the document page by page without clicking on prompts.

I want to make my choices based on which voice platform will be best for my environment

I want to make my choices based on whether I need voice or data centric communications

I want to read page by page

DECISION TREE #1

Which voice platform

Mobile voice – how you make a call - is delivered to a device by a range of different wireless methods. Each method has a specific type of access point and a dedicated frequency range. DECT phones use a base station that connects to a legacy PBX, or to an IP-PBX to send/receive phone calls.
Wi-Fi voice, also called Voice over WLAN (VoWLAN), uses a data wireless network to transmit voice and relies on connecting to a local access point.

How your various user groups will use their mobility devices will help determine whether you need a DECT or Wi-Fi solution.

First, evaluate the mix of voice and data workflows necessary for each of your critical end-user groups to do their jobs.

- heavy voice, no data aside from critical alarms
- voice and light data applications
- voice and moderate data applications
- a mix of critical voice and critical data requiring the highest processing power and largest display

Once you establish the amount of voice and data your key end user groups require, we can help evaluate your existing infrastructure and how it can best be used to achieve those goals.

QUESTIONS TO ASK YOURSELF

- Are you migrating or transitioning from a legacy PBX or analogue and digital cabling to new hybrid VoIP and UC Cloud based infrastructures?
- Have you already invested substantially in existing Wi-Fi infrastructure or is an upgrade to Wi-Fi is planned soon?

Considerations	DECT	Wi-Fi
Convergence Strategy	Dedicated voice-only network • Separate networks for voice and data • Highly secure • Guaranteed QoS • Simple management • Reduced interference	Converged voice/data network • One network for voice and data • Common infrastructure • Low cost of ownership • Greater IP PBX integration
Voice	Dedicated voice frequency, so voice is never competing for resources This means call quality is high, consistently available and can be evenly distributed across a large space. Comes with built in QoS (Quality of Service) using TDMA.	Because Wi-Fi networks support both data and voice, calls must compete for the same network access point, which can lead to call quality degradation. Properly configured wireless networks are critical to support consistent and reliable voice quality.
Use of applications	Workplace-specific functionality: • enterprise voice systems • alarms • messaging • lone worker applications • UC integration	• voice • secure messaging • lone worker applications • data-intensive workflow application integration • UC integration
Building layout	Can operate in densely constructed buildings with heavy steel and concrete.	Works best in buildings designed with wide open, unobstructed spaces.
Security	Closed system requiring minimal IT efforts to maintain security on the wireless network, as DECT Security Step A is supported. On the LAN connections, DECT supports at least: TLS 1.3 (& older), SSRTP/ SRTP/ RTP, STUN/TURN/ICE, HTTPS.	Security varies based on the system configuration and sophistication of the IT department. Wi-Fi networks can be configured to be very secure by using long random passphrases or using more advanced security options like PMF and WPA2-Enterprise.

The choice between DECT and Wi-Fi is also dependent on the call server platform and your requirements:

- Dedicated or converged infrastructure
- PBX and network strategy
- Voice and data requirements
- Security considerations
- Application requirements
- Need for high-end graphical interface

The value proposition of DECT is compelling, allowing incredible voice quality and availability for a comparatively smaller investment than required for Wi-Fi. However, those looking to go beyond voice, into data-rich applications, will find Wi-Fi a logical choice, especially those looking to future-proof their investments and constantly evolve with changing technology application trends.

The next step in this guide is selecting which voice technology will work best in your environment:
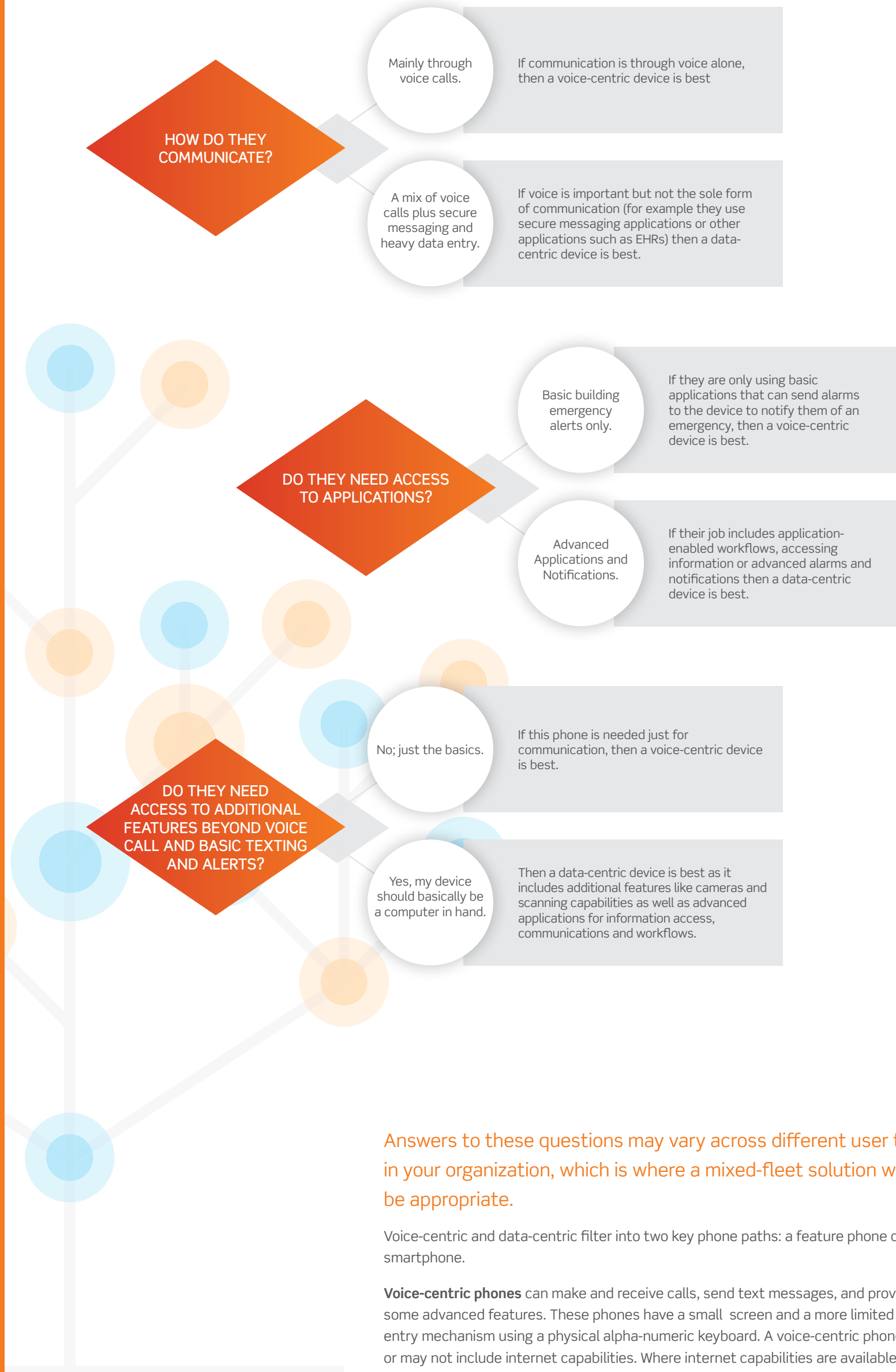
I am interested in DECT voice platform

I am interested in Wi-Fi voice platform

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Voice- or Data- Centric Communications

Review the following questions about how your teams will use the devices.

HOW DO THEY COMMUNICATE?

Mainly through voice calls.

If communication is through voice alone, then a voice-centric device is best

A mix of voice calls plus secure messaging and heavy data entry.

If voice is important but not the sole form of communication (for example they use secure messaging applications or other applications such as EHRs) then a data-centric device is best.

DO THEY NEED ACCESS TO APPLICATIONS?

Basic building emergency alerts only.

If they are only using basic applications that can send alarms to the device to notify them of an emergency, then a voice-centric device is best.

Advanced Applications and Notifications.

If their job includes application-enabled workflows, accessing information or advanced alarms and notifications then a data-centric device is best.

DO THEY NEED ACCESS TO ADDITIONAL FEATURES BEYOND VOICE CALL AND BASIC TEXTING AND ALERTS?

No; just the basics.

If this phone is needed just for communication, then a voice-centric device is best.

Yes, my device should basically be a computer in hand.

Then a data-centric device is best as it includes additional features like cameras and scanning capabilities as well as advanced applications for information access, communications and workflows.

Answers to these questions may vary across different user types in your organization, which is where a mixed-fleet solution would be appropriate.

Voice-centric and data-centric filter into two key phone paths: a feature phone or a smartphone.

Voice-centric phones can make and receive calls, send text messages, and provide some advanced features. These phones have a small screen and a more limited text entry mechanism using a physical alpha-numeric keyboard. A voice-centric phone may or may not include internet capabilities. Where internet capabilities are available, the features are very basic – email client and web browser with limited capabilities.

Smartphones have a large touch screen and advanced functions similar to a personal computer. The computing functions include an operating system, ability to install and run downloaded apps, email, and web browsing. As such, you can create and edit documents, run inventory software, run health monitors and medical software. Also provides optional features like scanning.

Select your choice below and we will help you determine which of our devices is best for your organization.

I am interested in voice-centric phones

I am interested in data-centric smartphones

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Voice-centric phones

If you've decided that a voice-centric device is best for your users, Spectralink offers two options: DECT Handsets or a Wi-Fi Feature Phone.

	DECT Handsets	84 Series Feature Phone
Interoperability	Works with all leading unified communications (UC) platforms Uniquely able to migrate customers who have old cabling based upon Analogue and Digital moving to cloud services and Hosted Voice platforms	Built on open standards interoperability: Integrate with all WLAN infrastructure and all telephony platforms Supports leading SIP telephony platforms Connects to legacy analog and digital PBXs
Voice	Superb sound quality without any echo, delay, interruptions, or interference	Industry-leading voice quality, telephony and WLAN interoperability
Messaging	Broadcast messaging Icons MSF I/II/III Full 2-way messaging (select models)	Supports text alerts and instant messaging
Use of Applications	Third-party application integration through an open XML-RPC protocol as Application Programming Interfaces, or APIs Solutions include alarms and text messaging	Access to a wide range of basic applications through the inbuilt Web & XML API's enabling broad application integration
Durability	More resistant to drops and shocks than non-enterprise devices Several handset models are IP54 or IP64 rated making them dust protected, resistant to splashing water and have a disinfectant-resistant surface	IP64 rated, resistant to dust, shock and liquid damage Can be cleaned with most commonly available cleaning agents without degrading the device
Personal Safety	Personal safety and lone worker features, such as tear off strings, running detector, no movement and man-down alarms	Personal Safety Alarms (e.g., 'man-down') Panic/Duress button, PTT, System-wide programmable emergency speed dial
Key features	76 Series offers specialized features for rough and noisy industrials and manufacturing environments 77 Series offers specialized features for healthcare	Allows user applications like calendar integration and Email Access to a wide range of basic applications through the inbuilt Web & XML APIs Simple form factor featuring physical buttons for an easy-to-use solution that enables immediate communication without a lock screen or sign on Glass free for clean environments

The main difference between our DECT Solution and the 84 Series Feature Phone is that one uses a DECT voice platform and the other uses a Wi-Fi platform (to learn more about the differences in these voice platforms, see this "which voice platform" guide.) Both options are durable, reliable phones that deliver on the fundamental need for enterprise-grade voice and a dependable user experience with easy to use buttons and interfaces, no matter how tough your environment.

So, which solution sounds like it would work best for you?

I am interested in a DECT Solution

I want to find out more about an 84 Series Feature phone

DECT Solutions

Spectralink is consistently a market leader for DECT solutions, offering one of the only true enterprise multi-cell DECT solutions on the market. Our flexible, scalable, and durable world-class enterprise DECT solution delivers high-quality and secure voice communications to empower mobile workers with uninterrupted roaming in vast, complex environments.

The right in-building DECT solution can dramatically improve responsiveness, and productivity, to solve your everyday needs – helping you to focus on your business.

Handsets

Spectralink has a range of feature-rich, reliable, and durable DECT handsets that have been designed with exactly the right feature set and tools to empower your users– like highest quality voice connections, backlit displays for dimly lit areas, panic button, two-way text messaging and much more.

DECT handsets also have options for users who require specifically designed handsets for key vertical market needs and additional features like "Man Down" and alarm buttons for staff safety and lone/remote worker environments.

	7502	7202	7212	7522	7532	7622	7642	7722	7742
Needs	Voice standard telephony function + targeted messaging	Voice standard telephony, for shift operations	Voice standard telephony, for shift operations freedom to use both hands	Compact, lightweight, advanced telephony Headset - jack	Compact, lightweight, advanced telephony B/T Headset option	Icons, advanced telephony, headset option for shift operations	Icons, man-down, no movement, running with tear-off alarms for shift operations	Icons, advanced telephony, headset option for shift operations	Icons, headset option, man-down, no movement, running with tear-off alarms for shift operations
Solutions	Targeted messaging	Alarm, Handset Sharing	Alarm, Handset Sharing	2-way Messaging, Handset Sharing	2-way Messaging, Handset Sharing	Alarm, Handset Sharing	Automatic Alarm Call Handset Sharing	Alarm, Handset Sharing	Automatic Alarm Call Handset Sharing SAFE
Secure messaging	MSF I / Receive only (24 characters)	MSF I/II Full 2-way messaging	MSF I/II Full 2-way messaging	MSF I/II Full 2-way messaging	MSF I/II Full 2-way messaging	MSF I/II/III Full 2-way messaging	MSF I/II/III Full 2-way messaging	MSF I/II/III Full 2-way messaging	MSF I/II/III Full 2-way messaging
Durable	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes

ONE
VIP-DECT SERVER

	200	400	6500	VIP-DECT Server One	8000	
PBX Integration	IP (SIP)	IP (SIP)	IP (SIP)	IP (SIP)	Analog	IP (SIP)
Base Stations	1 (Built in)	1 +9	1,024	2048	1,024	1,024
Handsets	12	60	4,096	4,096	1,008	4,095
Simultaneous call	12	12	1,024	1,024	1,008	1,024

Servers

Our cloud-based IP and Virtual DECT servers are scalable up to 100,000 users to meet your organization's needs now and in the future. We offer a range of servers for businesses of all sizes that can easily integrate with existing phone systems, including both on-premise and hosted/cloud calling/UCaaS platforms. In addition, our system integrates with alarms/messaging platforms and many third-party applications.

Through solution partners, we offer a wide range of functional and industry-specific applications to enable deskless workers to be productive anywhere on the job.

I want to find out more about Spectralink DECT solutions

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Wi-Fi Feature Phone or Wi-Fi Smartphone

There are two types of Wi-Fi voice phones: smartphones controlled by a touchscreen and feature phones controlled by a keypad.

Need/Requirement	84 Series (Wi-Fi Feature Phone)	Versity Versity 95/96 and Versity 92 (Wi-Fi Smartphones)
Keypad	Yes	No
Touchscreen	No	Yes
Scanning Capabilities	No	Yes
Larger screen for data heavy communications	No	Yes
Voice centric communications only	Yes	No
Value and functionality beyond voice	Limited	Yes
SAFE Features	Limited	Yes
Applications	Limited	Yes
Android Operating system	No	Yes
Durability	Durable	Rugged
IP Rating	IP64	IP 65 (Versity 92) and IP 68 (Versity 95)
EMM/MDM Needed	No	Yes

The choice between a Feature Phone and a Smartphone boils down to one thing: do you need mostly voice-critical communications (calls, Push-to-Talk, simple text messaging), or do you need access to leading applications for work-flow efficiency that go beyond voice? For more basic functionality in a trusted, cost-effective, highly durable device, 84 Series might be the right choice. However, if you require access to applications now or in the future, Versity smartphones are the direction to choose.

I am interested in a Versity Smartphone

I want to find out more about an 84 Series Feature Phone

Versity 95/96 Series or Versity 92 Series Smartphones

Spectralink's Versity Family of Wi-Fi enterprise smartphones puts best-in-class voice and industry-leading applications into a light, durable, all-in-one mobility solution for your mobile workers.

With different price points, processing power, and size, the Versity family of smartphones is designed to complement each other and provide the best Wi-Fi smartphone solution for all types of workers.

	Versity 95/96 Series	Versity 92 Series
Device Summary	The Versity 95/96 Series is Spectralink's premium enterprise-grade smartphone solution. This best-in-class device is perfect for voice-critical, zero downtime, rugged 24x7 environments that demand superior power and application functionality.	Spectralink's Versity 92 Series mobile solution delivers voice-critical communications and leading workflow applications in a sleek, compact, durable, and cost-effective enterprise-grade smartphone.
Capabilities		
Batteries	True hot swappable, separately chargeable batteries	Separately chargeable swappable battery
Application usage	Ideal for data driven workflows (lengthier communications, patient records) and more complex applications	Ideal for task management workflows (check lists and check box flows)
Durability	Rugged; toughest device in the market with IP68 rating for water and dust resistance and military drop standard 810G at 1.8 meters	Durable design for demanding environments with IP65 rating for water and dust resistance and military drop standard 810H at 1.5 meters
Screen	Large 5.2" display for better worker experience for users of heavy data application	4" display with narrow form factor for easy grip and one hand use

Versity 95 Series

Versity 95 is the premium smartphone option for voice-critical users who need 24x7 communication access and more powerful processing for complex applications. The large 5.2" screen provides an immersive experience to easily read text and review content. Versity 95 offers the strongest capabilities with the most powerful processor in the most rugged, enterprise smartphone on the market.

Versity 96 Series

Versity 96 Series enables true anywhere, anytime communication and collaboration inside and outside the four walls. With the same features as the Versity 95 Series but is LTE Cellular enabled. Only available in EMEA and APAC.

Versity 92 Series

Versity 92 Series is compact, affordable and durable. It features a 4" touchscreen and is designed for task management, voice communication, mid-range applications, and data access. Ideal for voice-critical users with task-based workflows and applications, customers who want to extend UC access and smartphones to more roles, and feature phone users upgrading to smartphones.

The Versity Family of enterprise grade smartphones puts knowledge and information into users' hands to increase efficiency, improve communications, and foster a better work environment with reliable, durable, uninterrupted communication around the clock.

I want to find out more about the Versity 96 Series

I want to find out more about the Versity 95 Series

I want to find out more about the Versity 92 Series

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Scanner or Non-scanner

Our Versity family of smartphones comes in two models, scanner and non-scanner, allowing you to put the right device in the right hands according to job function needs.

Is a hybrid deployment the solution?

You will have workers in your business who need access to a scanner but others who do not. For example, in a hospital, clinicians and pharmacists have many workflows and apps that depend on scanning barcodes such as medication dispensing, but facilities management and EVS may not require this functionality. A hybrid deployment of devices ensures workers are equipped with the right device for their respective workflows and reduces the TCO of the investment. Chargers and accessories are interchangeable for scanner and non-scanner models (9540 and 9553 or 9240 and 9253) making a hybrid solution simple.

Things to consider

Android devices have scanning capabilities through the camera function, perfect for those who only need to scan occasionally. Ask yourself which workers could use the camera instead of an built-in scanner.

Consider staff workflows:

Do they handle inventory management/tracking?	
YES **9553 or 9253**	NO **9540 or 9240**

Are they tracking and monitoring medications?	
YES **9553 or 9253**	NO **9540 or 9240**

Do they work with patients and EHRs?	
YES **9553 or 9253**	NO **9540 or 9240**

How often is a user scanning?	
20+ scans per shift? **9553**	Less than 20 times in a shift? **9540**

Camera-based scanning (Versity 9240 or 9540)	Integrated scanner (Versity 9253 or 9553)
Using the phone's camera is a good solution for general-purpose usage, such as price checking or scanning a QR code.	A dedicated barcode scanner is the best for large quantities of scanning, efficiency, and cost-effectiveness.

Pros and cons	
• Is not ideal for more than 20 scans per day • More limited scanning range • Requires an additional app to scan multiple barcodes • More cost effective than buying integrated scanner devices • Interchangeable chargers and accessories for scanner and non-scanner models	• Can scan multiple barcode symbologies • Purpose-built to read complex barcodes at different ranges • Can be integrated into your existing system • Can create a dedicated hard key to launch the scanner

Next

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Solution Mix and Match Capabilities Through Spectralink

Once you've decided on DECT or Wi-Fi devices, which this guide will help you do, you can put any combination of those solutions throughout your campus. And, whichever solution you choose, you can easily deploy, optimize, and troubleshoot your Spectralink fleet with AMIE® our enterprise mobility intelligence platform.

AMIE® (Advanced Mobile Intelligence for Enterprise)

AMIE gives you the enterprise mobility intelligence you've been missing for real-time visibility and analytics on the health and usage of your enterprise mobility solution. The AMIE mobile analytics platform provides Telecom and IT administrators with critical information for managing fleets of shared enterprise devices in an easy-to-understand dashboard.

AMiE

ADVANCED MOBILE INTELLIGENCE FOR ENTERPRISES

WHAT'S GOING ON WITH MY PHONES?
- Do batteries need replacing?
- Are any phones missing?
- Do I need more phones?
- How much power are the devices consuming daily?
- What apps are using the most power and how much?
- Who was the last person to have a device?
- Where was the device last used?
- Can I redeploy devices from one department to another?
- How are my phones performing?

WHAT IS GOING ON WITH MY DECT SOLUTION?
- What's the health of my system?
- When do I need to add more capacity?
- How do I know if all base stations are still synch'd?
- How much are phones being utilized and when?
- How do I maintain s/w compliance across servers?
- Can I apply the backup of server to another?
- Can I automate/schedule backups?
- Can I make bulk changes to servers, base station and phones?
- How are my phones performing?

Comprehensive Services and Support

Experts with decades of experience in enterprise mobility, our Professional Services team work to make your complex projects simple, lower costs and accelerate time to value to make your mobility work for you.

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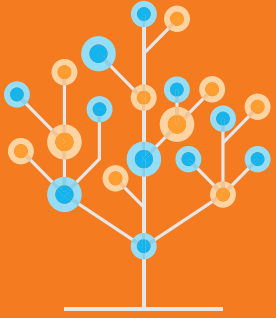
Our dedication to listening and understanding the needs of our customers is the foundation of our industry leading solutions. This combined with a robust ecosystem of technology and applications enables Spectralink to continuously deliver superior voice quality, data messaging and collaboration tools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

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