spectralink

Spectralink
Product Guide / Decision Tree

Start here

Quick Spectralink Intro

Spectralink has decades of game-changing solutions under our belt. We've been on the forefront of mobility innovation and technology for 30+ years and we are proud of our comprehensive, reliable, complete mobility solutions. Our people, commitment to innovation, and our passion have long been our foundation for success. There are five key differentiators for why our customers and partners choose Spectralink:

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

Businesses are turning to Unified Communications (UC) systems to equip their employees with mobile tools that will allow them to work intelligently. Because of Spectralink's 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 based on your existing infrastructure, UC platform of choice, and budget.

Which Spectralink Product is Right for Your Business?

It's not always an easy task to determine which solution to choose. Each serves a specific purpose, brings value, and optimizes efficiency and communications for your various end-users.

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

- Our 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

And 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.

Solution Mix and Match Capabilities

With Spectralink, you can mix and match your mobility solution to meet your organization's specific needs. 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 for IT and telecommunications administrators.
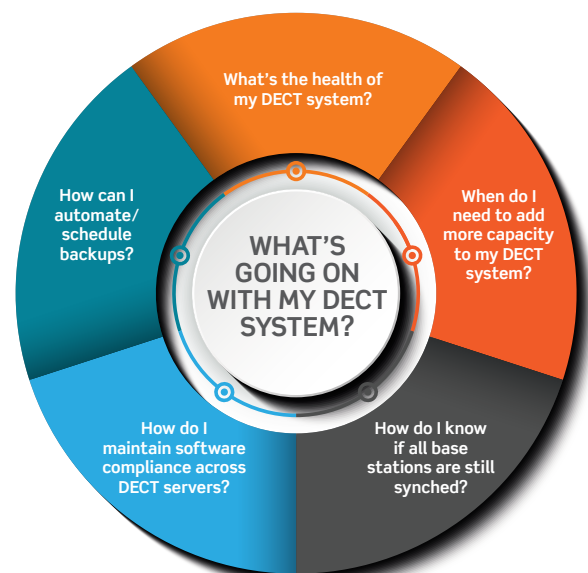
Solution Management

Complete your mobility solution with Spectralink Services and our AMIE platform.

AMIE (Advanced Mobile Intelligence for Enterprise)

We developed the AMIE platform to provide answers and solutions to the biggest post-deployment questions. Through AMIE, IT and Telecommunications administrators can easily manage and deploy their fleet of smartphones or DECT solution. Diagnose issues, assess call performance, check battery status, locate their devices and much more to keep their mobile workflows operating smoothly, increasing efficiency, and getting the most out of their investment from one centralized dashboard.

COMPREHENSIVE SERVICES AND SUPPORT

From Design and Deployment to Optimization and Maintenance, **Spectralink Services** augment enterprise mobility success and business results, leading to better ROI. Our comprehensive Services maximize the power of mobility and are tailored to organizational needs and workflows. At Spectralink, the experience and expertise of our Professional Services team is the difference between us and the competition.

WHAT'S GOING ON WITH MY DEVICES?

- Do batteries need replacing, and how do I remove bad batteries from circulation?
- Are any devices missing, and how do I find lost devices?
- Do I need more devices, or can I move devices from one department to another?
- How do I investigate claims of poor call quality or drops from a user?
- How do I know if problems are device or network related?

WHAT'S GOING ON WITH MY DECT SYSTEM?

- What's the health of my DECT system?
- When do I need to add more capacity to my DECT system?
- How do I know if all base stations are still synched?
- How do I maintain software compliance across DECT servers?
- How can I automate/ schedule backups?

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

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.

By deciding how your various user groups will use their mobility devices, you can begin to decide whether you need a DECT or Wi-Fi solution and ultimately, the device type(s) to purchase.

First, evaluate the mix of voice and data workflows (heavy voice, no data aside from critical alarms; voice and light data applications; voice and moderate data applications; or a mix of critical voice and critical data requiring the highest processing power and largest display) necessary for each of your critical end-user groups to do their jobs. Once you know just how much 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 analog 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 planned soon?

DECISION TREE #1

Considerations	DECT	Wi-Fi
Convergence Strategy	Dedicated voice-only network • Separate networks for voice and data • Highly secure • Guaranteed Quality of Service (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	DECT runs on dedicated voice frequency, so voice is never competing for resources with other data or a lower priority communication. This means call quality is high, consistently available and, with a well-planned network of base stations, can be evenly distributed across a large space. Comes with built in QoS using TDMA.	Wi-Fi is for both data and voice communications. Wi-Fi clients have to compete with other devices that want to connect with the same access point, which can lead to QoS problems. Organizations must have a wireless network solution that is properly configured to support good voice QoS.
Use of applications	DECT enables workplace-specific functionality, such as integration with enterprise voice systems, as well as different alarms, messaging and lone worker applications.	Wi-Fi enables users to go far beyond voice by offering much more extensive data-intensive workflow applications to increase productivity and efficiency.
Building layout	Handles the radio challenges with buildings densely constructed with heavy steel and concrete.	Works best in buildings designed with wide open, unobstructed spaces.
Security	DECT functions on a closed system, minimizing 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 as simple as using long random passphrases or using more advanced security options like PMF and WPA2-Enterprise.

DECISION TREE #1

When it comes to the question of DECT or Wi-Fi, there is no easy answer; it is very 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 picking which voice technology is going to work best in your environment:
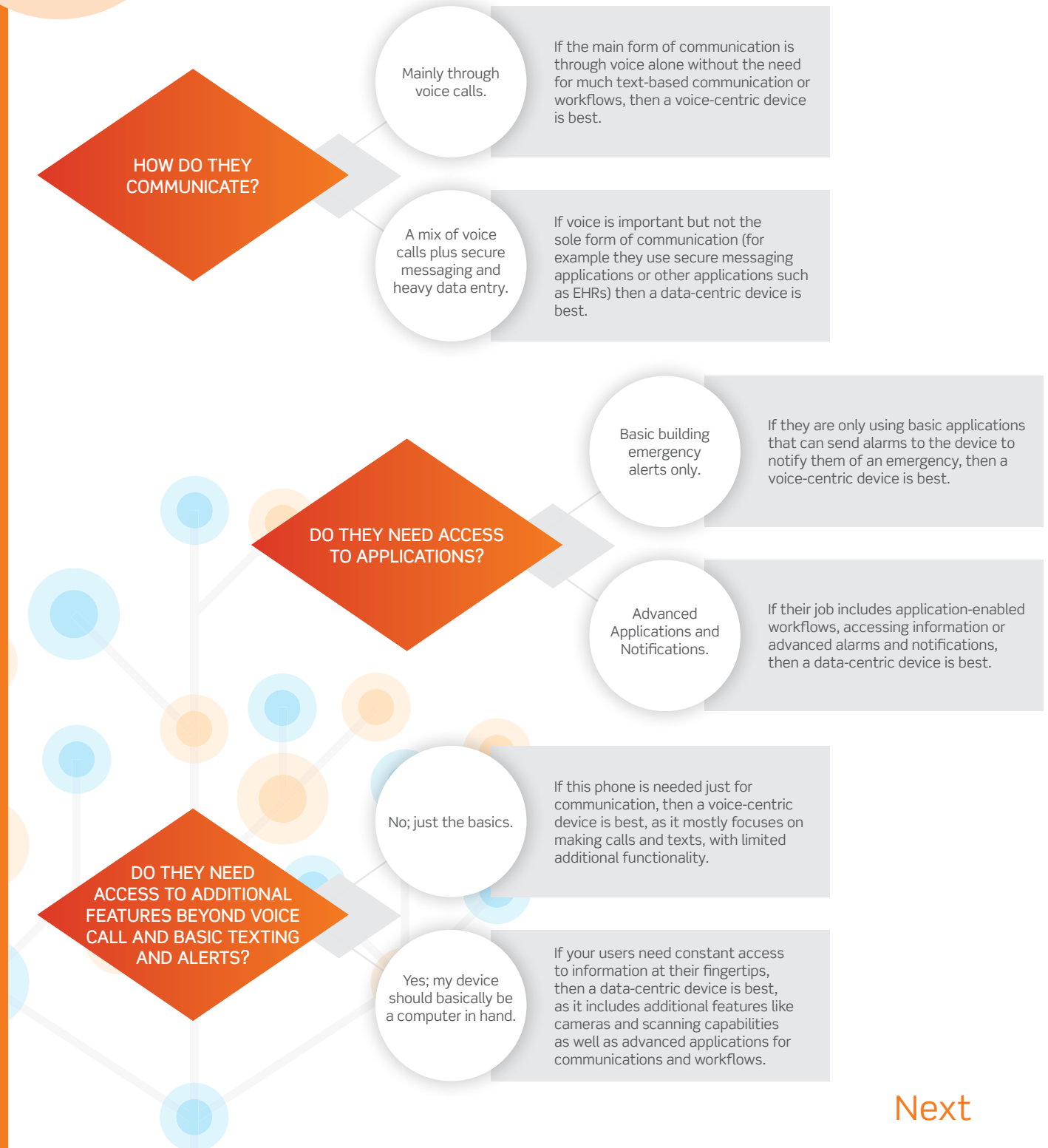
I am interested in DECT voice platform

I am interested in Wi-Fi voice platform

DECISION TREE #2

Voice- or Data- Centric Communications

When it comes to selecting a device, there are two key paths that you can take dependent on how your employees will mainly use their device. Here are some questions to ask yourself about each of your teams or user types.

HOW DO THEY COMMUNICATE?

Mainly through voice calls.

If the main form of communication is through voice alone without the need for much text-based communication or workflows, 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, as it mostly focuses on making calls and texts, with limited additional functionality.

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

If your users need constant access to information at their fingertips, then a data-centric device is best, as it includes additional features like cameras and scanning capabilities as well as advanced applications for communications and workflows.

Next

DECISION TREE #2

The above questions will help you decide if you need a voice- or data-centric device to equip your workers to best do their job; and it might be a different answer across different user types in your organization. At Spectralink, we have you covered by offering both solutions.

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

Feature phones can make and receive calls, send text messages, and provide some advanced features. A feature phone has a much smaller screen and a more limited text entry mechanism using a physical alpha-numeric keyboard. A feature 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 big 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, and a whole lot more.

At Spectralink we have you covered by offering both solutions. Select your choice below and we will help you determine which of our devices is going to be best for your organization and teams.

I am interested in voice-centric features phones

I am interested in data-centric smartphones

Voice-centric phones

If you've decided that a voice-centric device is best for your users,
Spectralink offers two options: DECT or a Wi-Fi Feature Phone (84 Series).

	DECT Solution	84 Series Feature Phone
Interoperability	Integrates with leading unified communications (UC) platforms Uniquely able to migrate customers who have old cabling based upon Analog 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	Spectralink Voice Quality Optimization™ (VQO), is an engineered system that delivers superior voice quality through improved chipsets, enhanced roaming and scanning between APs, and optimized microphone design
Messaging	Supports 180-character messaging or advanced and task messaging (model dependent) Icons	Supports text alerts and instant messaging
Use of Applications	Enables third-party application integration through an open XML-RPC protocol as Application Programming Interfaces, or APIs Solutions include alarms and text messaging functionality that deliver safety and service benefits to users	Access to a wide range of basic applications through the inbuilt Web & XML APIs enabling broad application integration and even greater productivity for mobile employees Through APIs, we deliver a wide range of communication and industry-specific applications that enable mobile workers efficiency and productivity
Durability	Handsets have rugged designs and are more durable than non-enterprise devices High IP ratings protect against dust and water Exceed drop test standards and hold up to daily cleaning with disinfectants	IP64 rated, resistant to dust, shock and liquid damage and can be cleaned with most commonly available cleaning agents without degrading the device
Personal Safety	Personal safety and lone worker features, such as alarm button, pull-cord, and motion detection alarms (model dependent)	Personal Safety Alarms (e.g., 'man-down') Panic/Duress button, PTT System-wide programmable emergency speed dial
Key features	3 model options to support user needs Provides unified business telephony, messaging, and alarms Lightweight design that is easy to carry and use during long shifts Programmable side button (model dependent)	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" decision tree). Both options are durable, reliable phones you can count on 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

The Spectralink DECT Portfolio consists of wireless DECT handsets, servers, and other infrastructure to support mobile communication across many industries. The modular and scalable infrastructure supports the needs of small to very large organizations.

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	4,096	1,024	1,024
Handsets	12	60	4,096	16,000	1,008	4,095
Simultaneous call	12	12	1,024	16,384	1,008	1,024

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 integrate with leading third-party applications and be customized to your business needs.
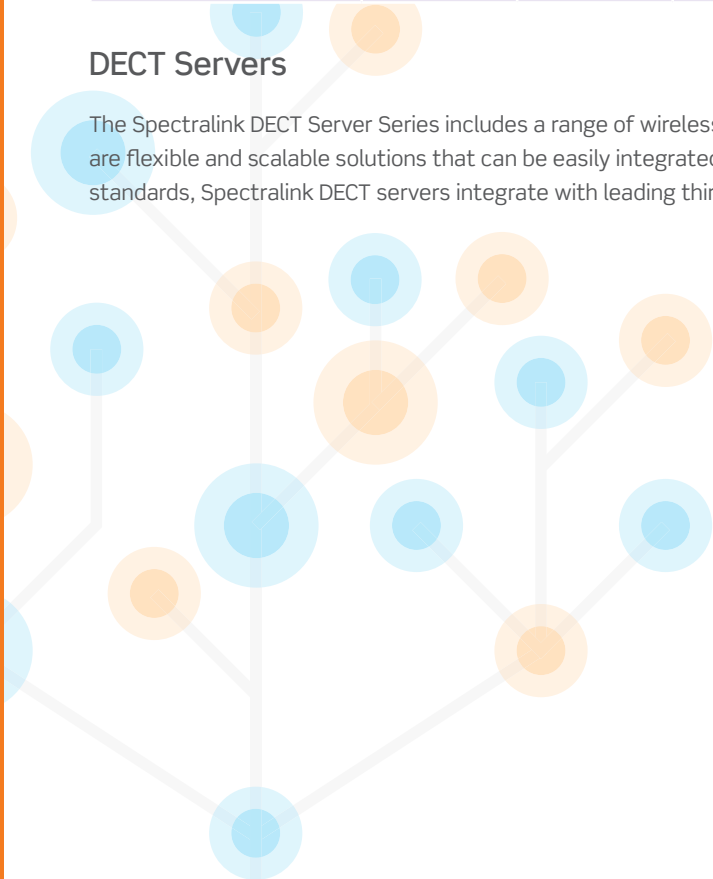
DECT Handsets

The Spectralink S Series DECT Handsets provide best-in-class voice technology, large displays, rugged designs, and support for messaging, alerts, and lone worker security features to empower in-building mobile workforces. Available in three model options, choose the handset that supports your industry-specific needs.

	S33	S35	S37
Needs	Enterprise Telephony and Basic Messaging	Enterprise Telephony, Advanced Messaging, and Security	Enterprise Telephony, Advanced Messaging, and Advanced Security
Messaging	Basic Messaging	Advanced & Task Messaging	Advanced & Task Messaging
Dust-proof and water-resistant IP rating	IP 54	IP 65	IP 67
Bluetooth 5.1, headset and handsfree profiles	Yes	Yes	Yes
Talk/Standby time	Up to 16h/120h	Up to 24h/200h	Up to 24h/200h
Programmable sidekey	No	Yes	Yes
Alarm button	No	Yes	Yes
Detection alarms (Motionless, Running, Man down)	No	No	Yes
Pull-cord alarm	No	No	Yes
LED flashlight	No	No	Yes

Spectralink offers the industry's most versatile DECT solutions for the workplace. Through our solution partners, we offer a wide range of functional and industry-specific applications that enable enterprise mobile workers to do their job better by becoming more productive wherever they may be. With the right in-building DECT solution, you can dramatically improve responsiveness, productivity, and customer to solve your everyday needs – helping you to focus on your business.

I want to find out more about Spectralink DECT solutions

Wi-Fi Feature Phone or Wi-Fi Smartphone

Wi-Fi voice phones are available in two main types: smartphones controlled by a touch screen and feature phones controlled by physical key pad.

Need/Requirement	84 Series (Wi-Fi Feature Phone)	Versity Family (Wi-Fi Smartphone)
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	No	Yes
SAFE features	Limited	Yes
Applications	Limited	Yes
Android operating system	No	Yes
Durability	Durable	Rugged
IP rating	IP64	IP68
EMM/MDM needed	No	Yes

Once you've decided on a Wi-Fi device, the choice really 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, a Versity smartphone is the right solution.

I am interested in a Versity Smartphone

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

Versity Smartphone Family

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

	Versity 95/96 Series	Versity 97 Series
Device Summary	The premium all-in-one mobile solution for improved communication, task management, and staff safety.	The ultimate all-in-one next-gen solution with a class-leading processor for advanced productivity, enhanced mobile communication, demanding application use, and staff safety.
Operating System	Android 10	Android 13
Processor	Qualcomm 660 octa-core	Qualcomm QCS6490 octa-core
Screen	5.2-inch high-res touch screen	5.2-inch high-res touch screen with antimicrobial coating
Telephony	Native dialer; noise cancellation	Native dialer; AI-enhanced noise cancellation
Camera	8/13MP	8/16MP
Buttons	Red alarm button, 6 configurable buttons	
Safety Features	Red alarm button, Motion detection alarms	
Scanner	Industrial-grade scanner with red aiming beam	Industrial-grade scanner with green aiming beam
Durability	Rugged; IP68 rating for water and dust resistance, Exceeds drop test standard 810G at 1.8 meters	
Battery	Hot-swappable battery	
Application Support	Supports complex applications and data driven workflows	
Other Features	LTE: Versity 96 only (not available in the US)	Docks to workstation, BLE Beacon, Wi-Fi 6/6E

Next

Versity 95 Series

Versity 95 is the premium smartphone option to support frontline workers with reliable information and communication access. Featuring a large touchscreen display, hot swappable battery, rugged design, 13MP camera, and optional scanner Versity 95 is loaded with features for productivity on the move.

Versity 96 Series

Versity 96 Series is the premium LTE-enabled enterprise-grade smartphone. Offering all the same functionality and specifications as the Versity 95 Series, Versity 96 also enables communication and collaboration inside and outside the four walls. Not available in the US.

Versity 97 Series

Revolutionizing the way mobile workers communicate and collaborate, Versity 97 Series is the ultimate communication solution for demanding 24x7 environments. Featuring a class-leading processor, advanced noise suppression, large touch screen display with anti-microbial coating, rugged design, hot swappable battery, 16MP camera, optional scanner, and other leading technologies to increase worker productivity and efficiency.

Versity smartphones put knowledge and information into the hands of mobile workers to increase efficiency, improve communications, and promote a better work environment with a user-friendly and rugged solution.

I want to find out more about the Versity 95 Series

I want to find out more about the Versity 96 Series

I want to find out more about the Versity 97 Series
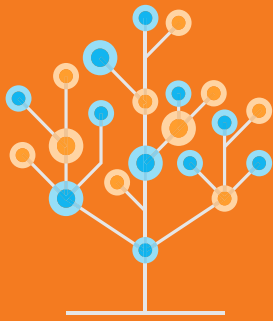
Our dedication to listening and understanding the needs of our customers is the foundation of our industry-leading solutions. This combined with a robust ecosystem of technology and applications enables Spectralink to continuously deliver superior voice quality, data messaging and collaboration tools 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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