Spectralink's QNC and CMS Device Management Solutions for 84 Series Deployment

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IT or Telecom Administrators deploying an 84 Series enterprise mobile phone solution need a set of tools to support them through deployment and device management.

Spectralink provides two device management solutions to help IT and Telecom Administrators by streamlining device deployment and management of 84 Series for easy and quick solution set-up. Quick Network Connect (QNC), which automates the process of connecting new devices to an enterprise's WLAN network, and Configuration Management Server (CMS) to centrally provision and manage 84 Series fleets.

Provisioning with CMS

Deploying 84 Series devices involves complex settings such as security certificates and various device groups. To make this easier, CMS uses a Web-based platform that acts as a provisioning server to simplify the provisioning process. The GUI interface opens in a browser and provides an easy and intuitive way to configure and manage the deployment of many 84 Series devices at once with the ability to:

- Manage passwords and permissions to perform specific configurations or deactivate users
- Import and upload CSV files to bulk-provision customized SIP service requirements for devices
- Create groups and assign features to devices by groups
- Add certificates to wireless profile configurations and configure multiple wireless profiles
- Provide software updates with OTA (over the air) provisioning

AUTOMATED WIRELESS PROVISIONING WITH QNC

Spectralink Quick Network Connect (QNC) significantly accelerates and improves the efficiency of the provisioning process by automatically connecting 84 Series devices to CMS over the wireless network. QNC allows administrators to:

- Specify which frequency band(s) to use
- Configure proxy settings for access to the Wi-Fi network

QNC is a small, portable unit that connects to the Ethernet port of a PC and can be accessed through a web browser. The QNC GUI guides IT or Telecom Administrators through the wireless configuration parameters needed to associate 84 Series devices with the Wi-Fi network. After the devices are associated with the Wi-Fi network, CMS can be located by the IP address. CMS will recognize the devices and they will become visible on the 'Pending Device List'. The devices will retrieve the remaining feature configurations from CMS.

On-Going Fleet Management with CMS

CMS puts day-to-day device management information at the fingertips of IT and Telecom Administrators. A variety of information is available for each device from the CMS GUI such as release information, IP and MAC addresses, model type and more. Information about individual device status including when a device sent its last heartbeat pulse and its current status can also be viewed in CMS.

OTA Configuration and Software Updates

Easily configure device-specific values for many devices by uploading a simple comma separated values (CSV) file and create enterprise-wide or group-based configurations. When it's necessary to make changes, remote over-the-air provisioning can be done with a few clicks, simplifying software updates, configuration changes, and feature updates. A significant amount of time is saved by performing updates OTA and not having to retrieve devices from users.

Troubleshooting

CMS allows Administrators to configure where their Syslog server and path is located. Information captured in the log files allows Administrators to anticipate, diagnose, and quickly resolve issues.
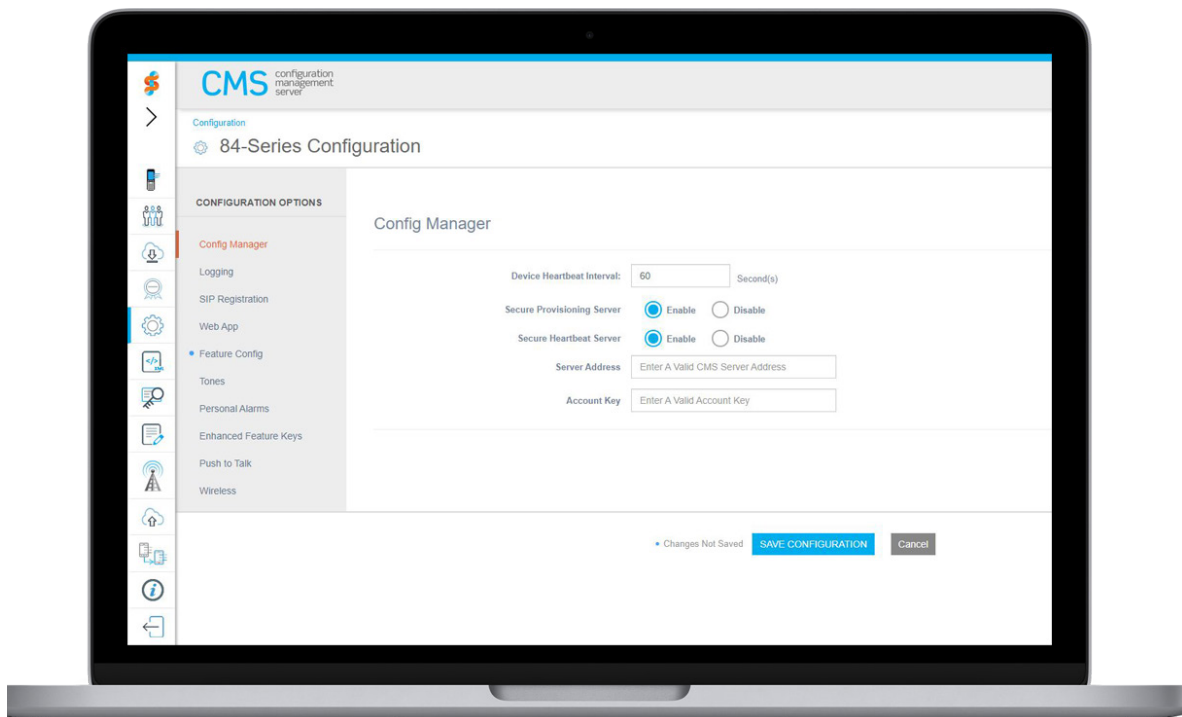
Copy Configuration

CMS makes device replacement quick and simple. If a device requires maintenance, Administrators can simply copy the configuration of the out-of-service phone to a replacement device, limiting downtime for end-users when a device needs to be repaired.

Benefits of CMS:

- Simplifies 84 Series device management
- Improves Administrator efficiency and deployment experience
- Facilitates configuration and software updates

CMS considerably reduces the challenges associated with 84 Series configuration and deployment, saving time and money, eliminating administrative headaches, improving the ability to troubleshoot issues, and reducing device downtime.

Hardware Requirements for CMS

Operating System

- VMWare ESXi server 5.0 (or later) host machine capable of running 64-bit guest OS Virtual Machines (VM)

- ESXi VM is a OS and will take over the HW

- Utility – Processor Check for 64-Bit Compatibility

- 100GB free on ESXi server datastore

- CMS Virtual Machine requires the following resources from the ESXi host server: 4 virtual CPU

For more information about how QNC and CMS support IT and Telecom Administrators while deploying and managing Spectralink mobile devices, visit the **Spectralink Support site** or reference the Spectralink CMS Administration Guide.

For visibility into the performance of your 84 Series fleet after deployment, Spectralink offers **AMIE®(Advanced Mobile Intelligence for Enterprises).** AMIE offers features including proactive alerts, call performance analytics, battery health monitoring, and more.

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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