

Spectralink Voice Experience



Spectralink engineers design Wi-Fi devices for best-in-class voice performance.

Why is Voice so Important

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 that just can’t be done through messaging. Through leading voice capabilities, Spectralink’s Wi-Fi solutions enable the emotional connection between people — both among teammates and with patients or customers — which leads to improved communication and loyalty from your employees and customers.

How Do We Do It?

Spectralink sets the gold standard for voice quality and call experience, surpassing consumer smartphones and competitive enterprise devices. Our engineers’ focus on innovation, quality, and continuous improvement in key technical aspects like chipsets, microphones, and network optimization set us apart as a leader in delivering the most reliable call quality on the market.



Why Spectralink Voice Quality is Superior

Engineering-optimized chipsets

- Minimizes the risk of call degradation and ensures communication remains seamless and uninterrupted in critical environments like patient care or customer service where every second counts
- Unstable chipsets lead to seconds of lost audio, a delayed ring, or a missed ring altogether, which negatively impacts voice-critical environments

Enhanced roaming and scanning between access points

- Spectralink Versity smartphones constantly communicate with access points (AP) on the Wi-Fi network and will quickly roam to different APs for the best connection
- Spectralink Versity smartphones have two Wi-Fi antennas, so scanning and roaming happen on a dedicated antenna to have the least impact possible on call quality
- Spectralink Wi-Fi devices offer QoS (Quality of Service) and can identify active calls to ensure that voice is prioritized over data
- Competitive devices briefly interrupt calls when roaming to another AP

Optimized microphone design and placement

- Spectralink devices are equipped with multiple microphones and advanced noise suppression and echo cancellation for crystal-clear audio on every call
- Strategically placed microphones prevent clogging

Voice Experience Tracking Technology through AMIE®

- Spectralink is the ONLY wireless device vendor that can provide true call experience analytics through the AMIE analytics platform
- Spectralink Versity smartphones act as network probes to provide a continuous view of call performance
- Unique Voice Experience Tracking Technology measures the quality of calls in near real-time to support efficient troubleshooting and determine if issues are device or network-related
- View trends across devices and APs for call quality, dropped calls, signal strength, packet loss, and more

Strong partnerships

- Spectralink's network infrastructure partners are an elite group of Wi-Fi AP vendors who share our commitment to delivering exceptional enterprise WLAN deployments
- Network infrastructure partners undergo rigorous testing to ensure their Wi-Fi products meet enterprise-grade performance criteria for voice quality, security, capacity, and roaming
- Together, we deliver excellent voice quality, seamless AP handoff, efficient bandwidth management, and robust network security that competitors' non-optimized devices cannot typically achieve

Outpacing the competition

- Most consumer smartphones or rugged hand-held computer vendors do not specialize in voice over Wi-Fi and do not optimize device design and performance to the same degree as Spectralink
- Competitors are not able to achieve seamless roaming resulting in choppy audio and dropped calls, leading to poorer experiences among users and with customers or patients
- Spectralink Versity smartphones are equipped with a native SIP application, Biz Phone, while competitors charge add-on fees to enable telephony



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.com

info@spectralink.com

+1 800-775-5330 North America

+45 7560 2850 EMEA