



Spectralink

Device Management
Solutions for Enterprise
Deployment

When deploying an enterprise mobile solution like the Spectralink 84-Series or the PIVOT, the IT department needs an enterprise-class system that provides easy deployment, management and visibility of devices on their networks. Two Spectralink device management products, Quick Network Connect (QNC) automates getting the mobile devices onto your WLAN network and Configuration Management Server (CMS) centrally manages the devices on your network.

Benefits:

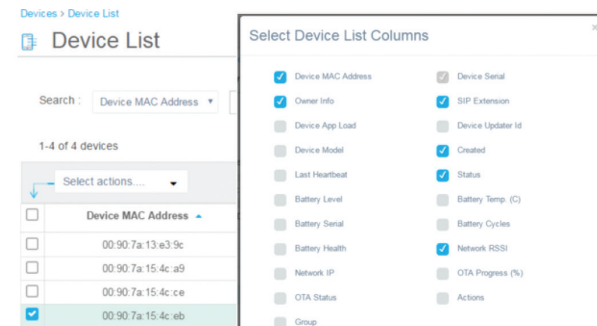
- Simplifies device management
- Facilitates troubleshooting
- Reduces downtime
- Improves user experience
- Saves administration time

Making Life Easier

CMS uses a Web-based platform that acts as a provisioning server. It provides a window into all your devices after deployment and is your tool to keep them functioning properly. Having more insight into and control over your network can help eliminate administrative headaches, improve service levels and reduce downtime - thus saving money.

Device Visibility

CMS puts day-to-day device management information at your fingertips. A variety of selectable information is available for each device such as battery information, IP and MAC addresses, model type and more. You can even view when a device sent its last heartbeat poll and its current status.



It's also easy to configure device-specific values for many Spectralink devices by configuring and uploading a simple comma separated values (CSV) file. And to make device configuration easy for similar use cases, simply use CMS to create enterprise-wide or department-based groups.

When it's necessary to make changes, remote over-the-air provisioning simplifies software updates, configuration changes and feature updates saving significant administration time by not having to retrieve devices from users.

Downtime Reduction

CMS allows you to configure system logs (syslog) for each Spectralink device on the network. The information captured in the log files will allow you to anticipate, diagnose and more quickly resolve issues.

CMS also makes device replacement quick and simple. For example, if a Spectralink mobile device requires maintenance, it's simple to clone the configuration on a new smartphone, deliver it and ultimately eliminate any downtime for the user while the original smartphone is being repaired. It's nearly transparent to the end-user.

Spectralink developed CMS as part of the family of WorkSmart solutions because just as PIVOT is designed to enable end users to work smart, the people who support it can work smart too.

Automated Wireless Provisioning

The Spectralink Quick Network Connect (QNC) significantly speeds the roll-out process by automatically connecting to Spectralink mobile devices to CMS over the wireless network.

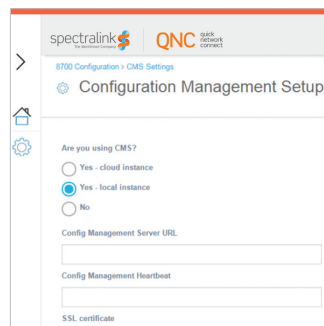
QNC is a small, portable unit which connects to your wired network and then is accessed through a browser on your PC. The GUI steps through a few essential configuration parameters which are then loaded onto PIVOT either wirelessly or via USB cable. PIVOT is then able to access CMS for the rest of its configuration parameters.



QNC MANAGEMENT OPTIONS

QNC simplifies the wireless provisioning of your Spectralink mobile devices. It steps you through the wireless configuration parameters you need to set in order for the devices to associate with the Wi-Fi network. With QNC you can:

- Specify which frequency band(s) you want to use
- Configure proxy settings for access to the Internet
- For PIVOT smartphones, upload MDM/EMM client and manage your apps through the MDM/EMM
- For PIVOT smartphones, control access to the Google Play™ Store.



Once the mobile device associates with the Wi-Fi network, it communicates with CMS to retrieve the rest of its feature configuration. This can be done whether the device is on a local or remote network.

LEARN MORE

Learn more about how the CMS can help IT departments work smarter while deploying Spectralink mobile devices on the [Spectralink Support Portal](#). Browse to the Spectralink CMS Administration Guide.

CMS MANAGEMENT OPTIONS*

CMS enables you to manage Spectralink mobile devices without leaving your desk. The GUI interface opens in a browser and provides an easy and intuitive way to configure the devices and manage the deployment of many handsets or smartphones at once.

- Use QNC to connect to the wireless LAN and find the CMS by IP address. CMS securely recognizes the handset or smartphone as a valid device and it then becomes visible on the Pending Device List
- Manages passwords and permissions to perform specific configurations or deactivate users
- Imports and uploads CSV files to bulk provision customized SIP service requirements for devices
- Creates groups and assigns features to devices by groups
- Adds certificates to wireless profile configurations and configures multiple wireless profiles
- Provides software updates to Spectralink mobile devices (over the air provisioning)



Note: For PIVOT smartphones, you can use QNC to load the EMM/MDM application. Once loaded, EMM/MDM manages applications on the PIVOT.

Hardware Requirements

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

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