

Spectralink Applications Management (SAM)

Release Notes

AMIE Essentials:
SAM Software 1.11.0.xxx.1302

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Introduction to Spectralink Applications Management (SAM)

The primary tool for administering a volume of Spectralink devices is SAM: Spectralink Application Management. SAM runs on a browser using a GUI interface. It provides an easy and intuitive way to configure and manage the deployment of many Versity smartphones.

An administrator can configure any Versity administrative setting in SAM. These settings can be configured at the Device level for a single device, at a Group level for a subset of devices or at an Enterprise level for every device deployed within a facility. These settings are picked up by all registered devices when they heartbeat into SAM.

An administrator can view devices in the Device list. Each device provides information as part of its heartbeat and this information enables an administrator to check on activity and usage information.

SAM is designed to be the exclusive configuration method for Admin menu options. Because SAM has no way of knowing Admin menu configurations done manually on an individual device, at the next heartbeat SAM's settings will overwrite any manual changes made on the device.



Admin Tip ***SAM is designed for one administrator at a time***

If more than one administrator is logged into SAM, a collision of configuration parameters might occur.

If one administrator is making changes to SAM parameters and another administrator is also making changes in the same page, you will see a message like this: **New configuration changes: Click here to load settings.**

Clicking will refresh the page with the other administrator's settings, overwriting your changes. You may enter them again but conflicts may occur.

See the *Spectralink Applications Management (SAM) Guide* for information on SAM settings. See *Spectralink Applications Administration Guide* for complete information on each Versity app managed by SAM.

[SAM documents and software](#) on the Support Site.

App Permissions (97 Series only)

Android 13, the OS of our 97 Series phones, handles permissions differently from Android 10, the OS for the rest of the Versity lineup.

The following chart shows the permissions that must be granted for Versity software to run properly in Android 13. In your EMM set these permissions to “Grant all” within the configuration profile or inside the specific application configuration.



Admin Tip
Are you administering 97 Series phones without an EMM?

If you're not using an EMM but are administering 97 Series phones, SAM provides a QR code you can scan with the phones to automatically set the permissions shown in the chart below. The *97 Series DPC Initial Enrollment QR Code* can be found in the About section of SAM. See the *Versity Applications Administration Guide* for step-by-step instructions on how to set up 97 Series phones using the QR code.

App	Permissions
AMIE Agent	android.permission.READ_PHONE_STATE android.permission.ACCESS_FINE_LOCATION android.permission.ACCESS_COARSE_LOCATION android.permission.POST_NOTIFICATIONS
Barcode	android.permission.CAMERA android.permission.READ_PHONE_STATE android.permission.CALL_PHONE android.permission.POST_NOTIFICATIONS android.permission.READ_EXTERNAL_STORAGE android.permission.WRITE_EXTERNAL_STORAGE
BattLife	android.permission.POST_NOTIFICATIONS
BizPhone	android.permission.READ_CALL_LOG android.permission.WRITE_CALL_LOG android.permission.CAMERA android.permission.READ_CONTACTS android.permission.WRITE_CONTACTS android.permission.RECORD_AUDIO android.permission.CALL_PHONE android.permission.READ_PHONE_STATE android.permission.POST_NOTIFICATIONS android.permission.USE_SIP
Device Settings	android.permission.BLUETOOTH_CONNECT android.permission.POST_NOTIFICATIONS android.permission.READ_PHONE_STATE android.permission.READ_MEDIA_IMAGES android.permission.READ_EXTERNAL_STORAGE
Diagnostics	android.permission.CAMERA android.permission.ACCESS_FINE_LOCATION android.permission.ACCESS_COARSE_LOCATION android.permission.BLUETOOTH_SCAN android.permission.BLUETOOTH_CONNECT android.permission.RECORD_AUDIO android.permission.READ_EXTERNAL_STORAGE android.permission.WRITE_EXTERNAL_STORAGE

Logger	android.permission.READ_PHONE_STATE android.permission.POST_NOTIFICATIONS
SAFE	android.permission.POST_NOTIFICATIONS
SamClient	android.permission.CAMERA android.permission.ACCESS_FINE_LOCATION android.permission.ACCESS_COARSE_LOCATION android.permission.POST_NOTIFICATIONS
SoundStage+	android.permission.POST_NOTIFICATIONS
SSO	android.permission.POST_NOTIFICATIONS
Sys Updater	android.permission.READ_PHONE_STATE android.permission.POST_NOTIFICATIONS android.permission.WRITE_EXTERNAL_STORAGE android.permission.READ_EXTERNAL_STORAGE
Web API	android.permission.ACCESS_FINE_LOCATION android.permission.READ_PHONE_STATE android.permission.POST_NOTIFICATION android.permission.ACCESS_COARSE_LOCATION android.permission.CALL_PHONE
AppUrl Barcode Lab Buttons Port Manager PTT <i>(not available on V97)</i> SKeyBoard VQO	(No permission requested)

Chapter 1: SAM Software 1.11

SAM Version: 1.11.0.xxx.1302

For use with Versity versions:

- Versity 92 Series R1.9 using Android 10
- Versity 95/96 Series R2.9 using Android 10
- Versity 97 Series R13.3 using Android 13

Upgrading to SAM 1.11

Upgrade paths for SAM 1.11

- *If you're running SAM 1.10*
1.10 → 1.11
- *If you're running SAM 1.9.1 or 1.9.2*
1.9.1 or 1.9.2 → 1.10 → 1.11
- *If you're running SAM 1.9.0*
1.9.0 → 1.9.2 → 1.10 → 1.11
- *If you're running SAM 1.4.1 to 1.8*
1.4.1 through 1.8.0 → 1.9.0 → 1.9.2 → 1.10 → 1.11
- *If you're running a version of SAM before 1.4.1*
1.4.0 or earlier → 1.4.1 → 1.9.0 → 1.9.2 → 1.10 → 1.11



Admin Tip

When upgrading to SAM 1.10, use the same FQDN and IP address used in your prior SAM system

When upgrading to SAM 1.10, use the same FQDN and IP address configured in your prior SAM system. If for some reason you need to change the IP address during a migration to 1.10 from your previous system, contact Spectralink Support for assistance, because your prior certificates will not work in the new system. (SAM-1419)

Enhancements

Enhancements marked *Versity 97 Series* below are only available on the new Versity 97 Series phones running Android 13.

AMIE Agent

Cloud Communication Enrollment ID

Cloud Communication URI

Use AMIE Gateway Communication

These settings have been added to the SAM UI to support future app development. They should be left in their default configurations for now. (X1-5757)

Biz Phone

Video calls

Video calling on Versity phones is “one-way”: a Versity phone can receive video if an incoming call offers it but does not transmit video from the phone’s camera to the other party.

Video call settings are in the *SIP Registration 1* section of the BizPhone app.

Allow Video Calls

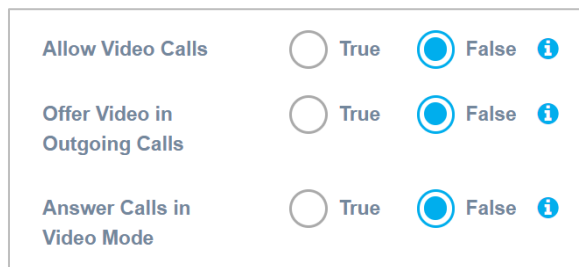
Allow video calls enables the handset to receive video calls. (Disabled by default, and when disabled the following two video call settings are grayed out.) (SAM-1253)

Offer Video in Outgoing Calls

When enabled, a Versity phone will offer to establish a video connection whenever making a call. If the remote end agrees, the video connection is established: the Versity user will be able to see video if it’s being transmitted, and the Versity phone will transmit color bars to the remote phone to indicate a video connection is established. When disabled, a video connection will not automatically be established if video is offered by the remote phone. (SAM-1253)

Answer Calls in Video Mode

If enabled, a Versity phone will show video automatically when answering a call offering video. If disabled, the user will have to switch to video mode on the call screen to see video. (SAM-1253)



Server Contact Search

Server Contact Search is a new setting in the *SIP Registration 1* section of the Biz Phone app. When enabled, Cisco® UCM contacts will be included in contact search results if a phone’s registered call server is a CUCM. (SAM-1414)

Device Settings

Allow Desktop Mode (DEMO ONLY)



Desktop mode, in the *Display* section of the Device Settings app, is a demo feature (see *Caution below*) for Versity 97 Series phones that lets a user connect their phone to a monitor, mouse, and keyboard via a USB docking station.



Caution

Desktop mode is a demo feature!

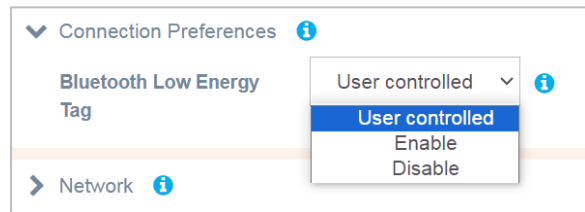
Demo features are new capabilities being considered for integration into the Spectralink lineup. They have not been fully tested, so there may be some unexpected behaviors and limits to functionality.

Administrators can allow or disallow *Desktop mode* in the *Display* section of the Device Settings app. (It's disallowed by default.) For more information regarding *Desktop mode*, see the *Demo Features* section of the *Versity Applications Administration Guide*. (SAM-1442)

Connection Preferences > Bluetooth Low Energy Tag



This new section/setting in the Device Settings app controls the phone's functionality as a Bluetooth Low Energy beacon. Three configurations are possible: User controlled (default), Enable, or Disable. (SAM-1432)



SKeyboard



SKeyboard (pronounced *skiboard*) is

Spectralink’s secure keyboard. It’s secure because it doesn’t interface with the internet: it doesn’t require an internet connection for auto-prediction and auto-correction.

Starting with SAM 1.11 administrators can find SKeyboard listed on SAM’s *Applications* page, making it possible to configure an entire fleet of phones with settings that were previously accessible only through each individual phone’s Android Settings menu.

Unlike the other apps shown on SAM’s *Applications* page, by default SKeyboard is a

hidden app on Versity phones. (When the app is hidden users can access SKeyboard’s settings by going to Settings > System > Languages & input > On-screen keyboard > SKeyboard.)

Most of SKeyboard’s features and settings are familiar Android keyboard options. Refer to the following chart for SKeyboard’s defaults and for the specifics of Spectralink’s implementation of these features. (SAM-1420)

SKeyboard (Versity 97 Series Only)

Auto-Capitalization	<input checked="" type="radio"/> True <input type="radio"/> False i
Double-Space Period	<input checked="" type="radio"/> True <input type="radio"/> False i
Vibrate on Keypress	<input type="radio"/> True <input checked="" type="radio"/> False i
Sound on Keypress	<input type="radio"/> True <input checked="" type="radio"/> False i
Popup on Keypress	<input checked="" type="radio"/> True <input type="radio"/> False i
Voice Input Key	<input checked="" type="radio"/> True <input type="radio"/> False i
Theme	Spectralink v i
Block Offensive Words	<input checked="" type="radio"/> True <input type="radio"/> False i
Auto-Correction	<input checked="" type="radio"/> True <input type="radio"/> False i
Show Correction Suggestions	<input checked="" type="radio"/> True <input type="radio"/> False i
Personalized Suggestions	<input checked="" type="radio"/> True <input type="radio"/> False i
Suggest Contact Names	<input checked="" type="radio"/> True <input type="radio"/> False i
Key Popup Dismiss Delay	Default v i
Keypress Vibration Duration	-1 <input type="range" value="50"/> 100 -1
Keypress Sound Volume	-1 <input type="range" value="50"/> 100 -1
Key Long Press Delay	100 <input type="range" value="300"/> 700 300
Emoji for Physical Keyboard	<input checked="" type="radio"/> True <input type="radio"/> False i
Show App Icon	<input type="radio"/> True <input checked="" type="radio"/> False i

Setting	Allowed Values	Notes
Auto-Capitalization	True , False	
Double-Space Period	True , False	
Vibrate on Keypress	True, False	
Sound on Keypress	True, False	
Popup on Keypress	True , False	
Voice Input Key	True , False	
Theme	Material Light Material Dark Holo White Holo Blue Spectralink Spectralink Blue	
Block Offensive Words	True , False	
Auto-Correction	True , False	
Show Correction Suggestions	True , False	
Personalized Suggestions	True , False	
Suggest Contact Names	True , False	
Key Popup Dismiss Delay	No delay Default	
Keypress Vibration Duration	(see Note)	Set to -1 to use the system default, or create a custom setting by choosing a value from 0 to 100 (milliseconds) (-1 is default)
Keypress Sound Volume	(see Note)	Set to -1 to use the system default, or create a custom setting by choosing a value from 0 to 100 (-1 is default)
Key Long Press Delay	(see Note)	Choose value in milliseconds (300 is default)
Emoji for Physical Keyboard	True , False	Physical Alt key shows the emoji palette
Show App Icon	True, False	Display app icon in the launcher

Batch Configuration

To help administrators keep track of unused or spare phones in their fleet, the Batch Configuration page now includes a table of devices whose MAC addresses have been uploaded in a CSV configuration file but have not yet been presented to SAM via Sam Client configuration. (SAM-1328)

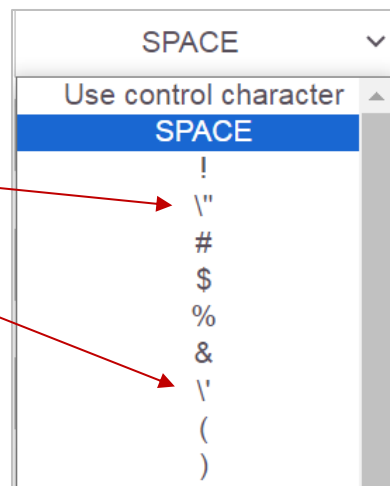
Fixes & Minor Enhancements

Key	Summary
SAM-1396	Low Battery Threshold in the Batt Life app has additional configuration values available (5% and 10%).
SAM-1411	Removed obsolete Wi-Fi Calling setting from the Network section of Device Settings app.
SAM-1412	Removed obsolete setting from Logcat in Logging app.

Known Issues

Key	Summary
SAM-1301	<p>In the <i>Replace Control Characters</i> section of the Barcode app, SAM's dropdown menus incorrectly display a backslash before certain characters:</p> <p>In these situations the backslash can be ignored—only the character following the backslash is sent to the phone, as shown below:</p>

Dropdown displays	Character sent to phone
\"	"
\'	'
\?	?
\@	@
\\	\



SAM-1440	<p>In the <i>Sounds</i> section of the Device Settings app, if an administrator deletes any sounds from the sets of available Ringtone, Notification, or Alarm sounds, the administrator must ensure that the value selected in the default dropdown menu is not one of the deleted sounds. The default dropdown menu is not automatically updating to reflect changes to the available set of sounds—this will be fixed in a subsequent release.</p>
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Chapter 2: SAM Software 1.10

SAM Version: 1.10.0.xxx.1257

For use with Versity versions:

- Versity 92 Series R1.8 using Android 10
- Versity 95/96 Series R2.8.1 using Android 10
- Versity 97 Series R13.2 using Android 13

Upgrading to SAM 1.10

Upgrade paths for SAM 1.10

- *If you're running **SAM 1.9.1 or 1.9.2***
You can upgrade directly to 1.10:
1.9.1 or 1.9.2 → 1.10
- *If you're running **SAM 1.9.0***
You should first upgrade to 1.9.2:
1.9.0 → 1.9.2 → 1.10
- *If you're running **SAM 1.4.1 to 1.8***
You should first upgrade to 1.9.0, then upgrade to 1.9.2:
1.4.1 through 1.8 → 1.9.0 → 1.9.2 → 1.10
- *If you're running a version of **SAM before 1.4.1***
You should first upgrade to 1.4.1, then upgrade to 1.9.0, then to 1.9.2:
1.4.0 or earlier → 1.4.1 → 1.9.0 → 1.9.2 → 1.10



Spectralink recommends

Back up and take a snapshot of your current configuration before updating SAM!

Always back up and take a snapshot of the current SAM installation prior to upgrading the SAM software.



Admin Tip

SAM server components will be restarted after upgrade

Upgrading the SAM software will interrupt SAM's operation while the server restarts, but this has no effect on the attached phones: your users will not experience any interruption during the upgrade.

**Admin Tip****SSH is *disabled* by default in SAM 1.10**

To enhance the security posture of the SAM server, SSH is disabled by default in SAM 1.10.0. See [Enabling/Disabling SSH](#) for further information.

Upgrading to SAM 1.10 is different from previous SAM releases

The following section only applies if you are upgrading from an earlier SAM version.

As part of security updates delivered in the application, SAM 1.10 uses a new operating system. To upgrade to SAM 1.10 you must deploy the SAM 1.10 image as a new VM, then import your old SAM configuration data into this system.

The following instructions cover upgrading using either the same IP address you currently use or a different IP address. These steps assume some familiarity with SAM provisioning.

If you're not familiar, most of these steps are explained in greater detail in the SAM Administration Guide, *Chapter 1: Install SAM Server*, Steps 1-3, although some procedures differ.

Upgrading from SAM 1.9.1 or 1.9.2 to SAM 1.10 **using the same IP address**

- 1 Navigate to the *About SAM* page of your existing SAM 1.9.1/1.9.2 instance and click **Backup Now** (near the bottom of the page). Take note of your account number.
- 2 After waiting approximately 60 seconds and refreshing the page, you should see a new backup file appear. Click the Download icon to save it to your hard drive. Shut down the VM using the VMware console or CLI:


```
sudo shutdown -h now
```
- 3 If you haven't already done so, download the SAM 1.10 software image from the Spectralink support site. Unzip the image zip which contains OVF and VMDK files.
- 4 Deploy the new SAM OVF in the VMware console. In the console navigate to the new VM and authenticate using the default credentials of **sam** for username and **sam** for password. Navigate to the bin directory:


```
cd bin
```
- 5 Run the network configuration script


```
sudo python network_init.py
```

 to set the static IP address, netmask, DNS, and Gateway. Use the same values as your old SAM 1.9.1/1.9.2 server.
- 6 Run the application configuration script


```
sudo python application_init.py
```

 to start the SAM application running. Set up the AD as appropriate.
- 7 Open your web browser to the SAM login URI: **https://[IP address or server name]/sam/**.

- 8 Proceed through the dialogs to enter your account number and create an admin account. Navigate to the *About* page. Click **Browse File**, then select the backup file from your hard drive that you saved in Step 2. Wait for that file to upload.
- 9 If you plan to use SSH for configuration access, enable SSH using the steps [here](#).
- 10 In the console (or via SSH [if enabled](#)), run the import script:

```
./import.sh
```

Remember that your SAM web browser login authentication credentials will be the SAM 1.9.1/1.9.2 system's credentials after import.

- 11 Log back into the SAM web UI after the system restarts. Navigate to the *About* page again. Click **Browse File** and select the SAM 1.10 *artifacts.zip* file you previously downloaded from the Spectralink Support site.
- 12 After upload is complete, go back to the console (or via SSH [if enabled](#)) and run the upgrade command:

```
./upgrade.sh
```
- 13 After another restart your upgrade to SAM 1.10 will be complete. Your phones will communicate with the new instance without having to change certificates.

Upgrading from SAM 1.9.1 or 1.9.2 to SAM 1.10 **using a different IP address**

- 1 Navigate to the *About SAM* page of your existing SAM instance and click **Backup Now** (near the bottom of the page).
- 2 After waiting approximately 60 seconds and refreshing the page, you should see a new backup file appear. Click the Download icon to save it to your hard drive. Shut down the VM using the VMware console or CLI:

```
sudo shutdown -h now
```
- 3 If you haven't already done so, download the SAM 1.10 software image from the Spectralink support site. Unzip the image zip which contains OVF and VMDK files.
- 4 Deploy the new SAM OVF in the VMware console. In the console navigate to the new VM and authenticate using the default credentials of **sam** for username and **sam** for password. Navigate to the bin directory:

```
cd bin
```
- 5 Run the network configuration script

```
sudo python network_init.py
```

to set the static IP address, netmask, DNS, and Gateway for your new desired SAM IP static address.

- 6 Run the application configuration script

```
sudo python application_init.py
```

to start the SAM application running. Set up the AD as appropriate.
- 7 Open your web browser to the SAM login URI: **https://[IP address or server name]/sam/**.
- 8 Proceed through the dialogs to enter your account number and create an admin account. Navigate to the *About* page. Click **Browse File**, then select the backup file from your hard drive that you saved in Step 2. Wait for that file to upload.
- 9 If you plan to use SSH for configuration access, enable SSH, using the steps [here](#).
- 10 In the console (or via SSH [if enabled](#)), run the import script:

```
./import.sh
```

Remember that your authentication credentials will change to the old system's credentials after import.

- 11 Log back into the SAM web UI after the system restarts. Navigate to the *About* page again. Click **Browse File** and select the SAM 1.10 *artifacts.zip* file you previously downloaded from the Spectralink Support site.
- 12 After upload go back to the console (or via SSH [if enabled](#)) and run the upgrade command:

```
./upgrade.sh
```
- 13 The backup will load the old SAM 1.9.1/1.9.2 certificate based on the old network information in SAM. To generate the SAM certificate with the server new IP/FQDN, run the application configuration script again:

```
sudo python application_init.py
```

Enter the new network information. This will generate a new certificate.
- 14 In the web UI navigate to the *About* page. Click **Copy Certificate to Clipboard** in the *SAM Server Certificate* section to obtain the new certificate. Paste the clipboard into a file and save it.
- 15 This new certificate file will need to be sent to the SAM client app on your Versity devices using your EMM.
 - a. Note: If you've enabled beta features in your SAM preferences you can install the certificate file on an individual phone without using an EMM: open the *Connect to SAM with QR code* section on SAM's *About* page to display the QR code, then launch the SAM Client app on the phone and click **ENROLL DEVICE** to scan the code.
- 16 Your upgrade to SAM 1.10 is complete. Your phones will communicate with the new instance once they have the new certificate in their certificate store if you used the self-signed certificate. If you signed the original SAM certificate with a private root or public CA, you can download the CSR from the *About* page and sign it in the same

manner for the new SAM instance (see the admin guide for instructions on how to upload the signed certificate). This would resolve the encrypted communication issue, but you would still need to update the SAM IP/account key info in the phones.

Enhancements

Enhancements marked *Versity 97 Series* below are only available on the new Versity 97 Series phones running Android 13.

General

Enhanced security

The SAM1.10.0 software has been widely updated to address important security vulnerabilities. These changes include updating the operating system to Ubuntu 22, and extensive updates of core application frameworks and libraries.

SSH is Disabled by Default

To enhance the security posture of the SAM server, SSH is disabled by default in SAM 1.10.0. You can enable or disable SSH in two ways: via the command line, or within the SAM UI. See [Enabling/Disabling SSH](#).

Enabling/Disabling SSH



Admin Tip
SSH is *disabled* by default in SAM 1.10.0

This section covers how to enable or disable SSH in your deployment.

To enhance the security posture of the SAM server, SSH is disabled by default in SAM 1.10.0. You can enable or disable SSH in two ways: via the command line, or within the SAM UI.

Enabling/Disabling SSH via the command line

To enable SSH via the command line, run the following script:

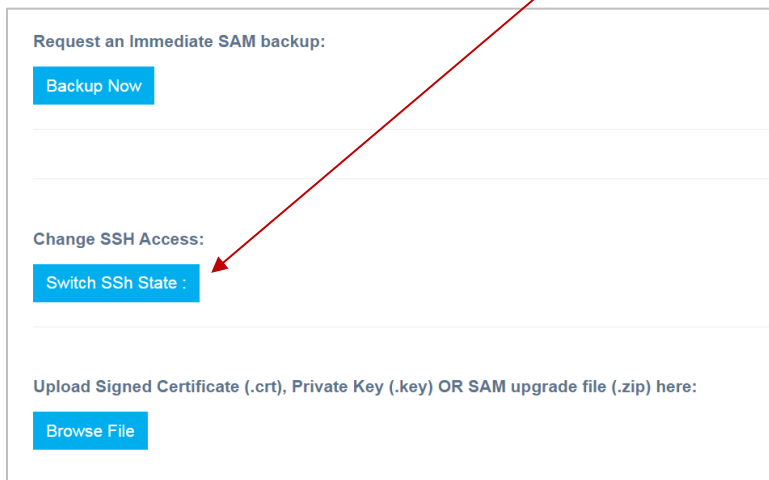
```
./change-state-of-ssh.sh
```

This script toggles SSH on or off. Since SSH is off by default, the first time you run this script SSH will be enabled, and you'll see this message in the terminal: *Service not running, starting service*. If you run the script again, SSH will be disabled, and the terminal will report *Service is running, stopping service*.

Enabling/Disabling SSH from SAM's About page

To enable SSH using the SAM UI, go to SAM's *About* page and click **Switch SSH State**.

This button toggles SSH on or off: since SSH is off by default, the first time you click this button SSH will be enabled. If you click it again, SSH will be disabled. (Note that it takes a few minutes after clicking the button for the toggle to occur when using this approach.)



Barcode

Allow URL Redirection to Browser

By default the Barcode app redirects QR code data that begins with *http://* or *https://* to the phone's browser. This setting allows administrators to change that behavior, to enable the scanner to work properly with certain third-party apps. (SAM-1327)



Device Settings

New Quick Settings Tiles

There are 8 new Quick Settings Tiles available for the Versity 97 Series phones running the upcoming Versity 13.2 (or higher) release:



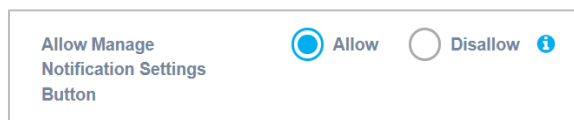
- Calculator
- Live Caption
- Color Correction
- QR Scan
- Extra Dim
- Screen Record
- Device Control
- Alarm

Unlike the other Quick Settings Tiles, these are disabled (and therefore not visible to the user) by default. (SAM-1312)

Allow Manage Notification Settings Button



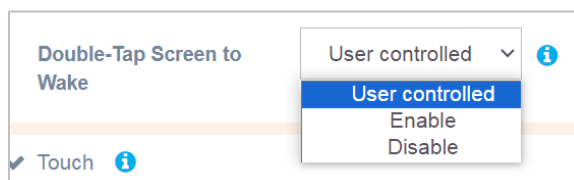
This setting makes it possible to hide the **Manage** button that appears in Android’s Notification Shade, for administrators who don’t want users to have access to the Notifications Settings on their phones. It’s set to *Allow* by default; if set to *Disallow* the button will not appear in the Shade. (This setting only applies to Versity 97 Series phones; the button does not appear in the other models.) (SAM-1321)



Double-Tap Screen to Wake



This feature, available for the Versity 97 Series phones, gives the user the option to double-tap the screen to wake the phone. By default the user can choose whether to enable or disable this feature; alternatively, an administrator can control its availability. (SAM-1329)



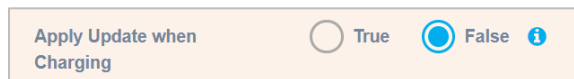
Default Notification Sound and Default Alarm Sound can now be set to “None”

If you’re in an environment where you want notifications and alarms to just trigger a vibration in the phone with no sound, you can now set Default Notification Sound and Default Alarm Sound to “None”. (SAM-1336)

Sys Updater

Apply Update when Charging

When this setting is enabled, if a phone is charging and a software update is available, a notification will appear on the screen displaying a 30-second countdown. If the user does not cancel the operation during the countdown, the phone will reboot and apply the update. This setting is disabled by default. (APPS-5686)



Fixed Issues

Key

Summary

SAM-991 If an administrator attempts to apply a backup from an incompatible previous version of SAM, a warning will appear and the backup will be prevented.

SAM-1013 The Decode Session Timeout slider in the Barcode app automatically increments in multiples of 5.

Known Issues

Key	Summary
SAM-1099	During the upgrade process the web UI may occasionally not be operational, and communication between SAM and devices may be paused.
SAM-1378	When SAM is reverted to a backed-up version, in some circumstances the backed-up version's configurations will be out of sync with phones even after they heartbeat into SAM. <i>Workaround:</i> Administrators should select their phones from SAM's Device List and choose Re-apply Config from the <i>Select actions</i> dropdown.

Chapter 3: SAM Software 1.9.2

SAM Version: 1.9.2.xxx.XXXX

For use with Versity versions:

- Versity 92 Series R1.8 using Android 10
- Versity 95/96 Series R2.8 using Android 10
- Versity 97 Series R13.1 using Android 13

SAM 1.9.2 is a patch designed to address a specific problem encountered by some users when upgrading to R1.9.1. It replaces R1.9.1, which is no longer available.

Upgrading to SAM 1.9.2

You must be running SAM 1.9.0 to upgrade to SAM 1.9.2. (If you haven't upgraded to SAM 1.9.0 yet, see [Upgrading to SAM 1.9.0.](#))



Admin Tip

If you are already running SAM 1.9.1, DO NOT UPGRADE to 1.9.2

SAM 1.9.2 provides a fix for users who are unable to successfully upgrade to 1.9.1. If you have already successfully upgraded to 1.9.1, you should not upgrade to 1.9.2.

Fixed Issue

Key	Summary
SAM-1383	Fixed an issue where in certain circumstances upgrading to 1.9.1 failed.

Chapter 4: SAM Software 1.9.1

SAM Version: 1.9.1.xxx.1211

For use with Versity versions:

- Versity 92 Series R1.8 using Android 10
- Versity 95/96 Series R2.8 using Android 10
- Versity 97 Series R13.1 using Android 13

Upgrading to SAM 1.9.1

You must be running SAM 1.9.0 to upgrade to SAM 1.9.1. (If you haven't upgraded to SAM 1.9.0 yet, see [Upgrading to SAM 1.9.0.](#))



Admin Tip
Regarding PHY Mode in the VQO app

Administrators should not change this setting except under the guidance of a Spectralink representative. This parameter will be supported in a future release. (SAM-1286, X1-4946)

Enhancements

Active Directory (AD) Enhancements

Multiple UPN suffixes

SAM 1.9.1 allows administrators to login using multiple User Principal Name (UPN) suffixes. When using AD, SAM now requires the entire UPN to be entered (not just the username) at the login dialog to authenticate with the AD server. This means users can login as, for example, *richard@spectralink.com* if the AD server has users set up with those UPN suffixes.



Admin Tip
If you're using Active Directory for authentication in SAM 1.9.1, you need to type your full User Principal Name (UPN) at login

When using Active Directory authentication with SAM 1.9.1 (either after upgrading or in a new installation) administrators need to type their full UPN (for example, *richard@spectralink.com*) instead of just the username at login. This is a new requirement in SAM 1.9.1 that differs from previous SAM versions. (SAM-962)

(If you're using standard local database authentication, you can log in as with previous versions of SAM, without providing the full UPN.)

For more information regarding additional UPN suffixes, see [https://learn.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2003/cc756018\(v=ws.10\)](https://learn.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2003/cc756018(v=ws.10))

Organization Unit (OU)

SAM 1.9.1 supports an optional Organization Unit (OU). If an OU is configured during SAM setup, SAM will authenticate users within that OU. If a user is not part of that OU, that user will not successfully authenticate.

Example AD setup using an Organization Unit (OU)

```

Use Active Directory ? (y/n) --> y
Active Directory Server FQDN (Ex:172.28.20.10 or xyz.spectralink.com --> mylab.com
Use Secure Authentication (requires certificate) y/n --> n
Are users within an Organizational Unit? (y/n) --> y
Enter OU for the organization --> AMIE_Essentials_Users
Active Directory Domain: (Ex: spectralink.com) --> mylab.com
Active Directory Groups (comma separated) --> Admin Group Name(s) --> SAM_OU_Admin
User Group Name(s) --> SAM_OU_Users
Read-only User Group Name(s) --> SAM_OU_Read_Only
    
```



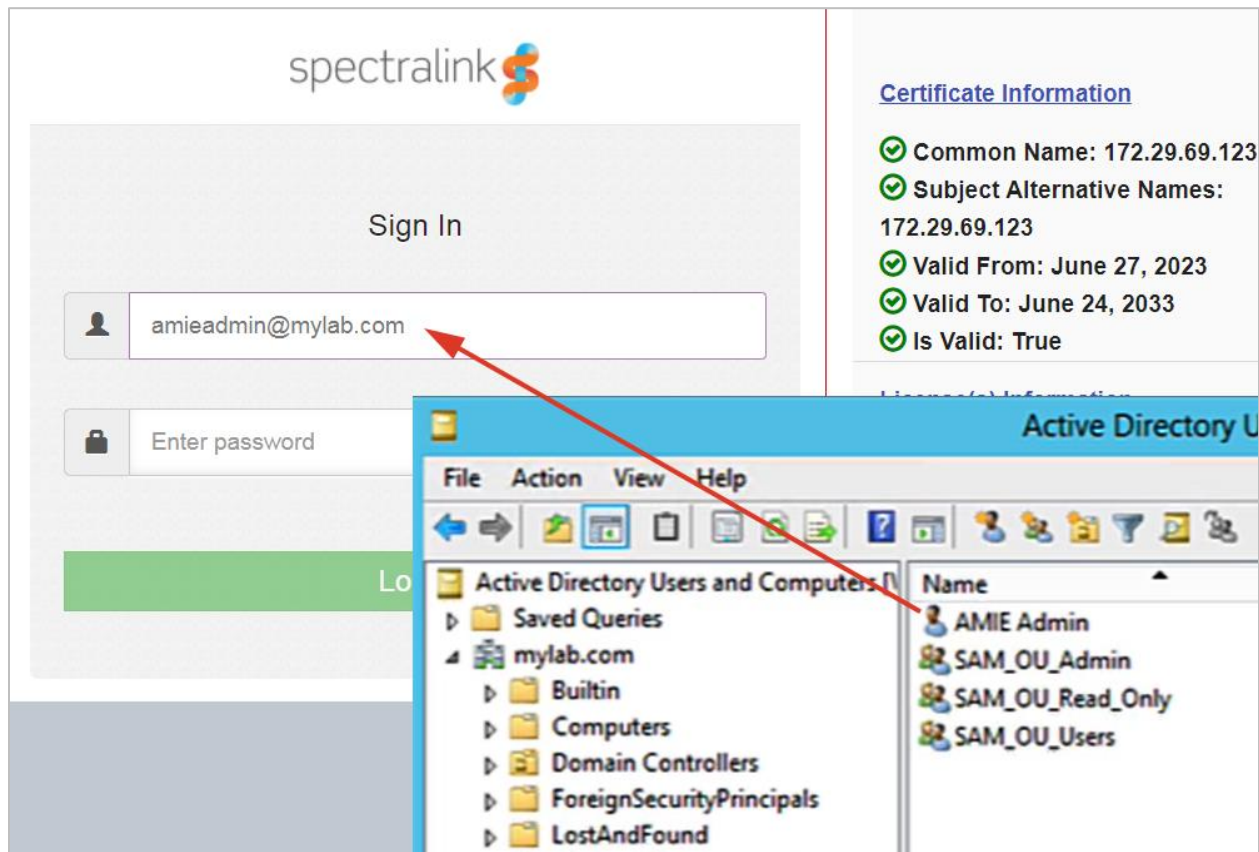
Admin Tip

Do not use Secure LDAP (LDAPS) if using an OU

Secure LDAP (LDAPS) with an OU is not supported in SAM 1.9.1. Please contact Spectralink support if you have any questions regarding this.

At login after the setup above, the administrator needs to enter their full UPN – in the example below, **amieadmin@mylab.com** instead of **amieadmin**:

Login using the full UPN in SAM 1.9.1



Fixes & Minor Enhancements

Key	Summary
SAM-997	Settings from lower hierarchy groups in multiple group configurations are now applied correctly.
SAM-1268	Backup files now append SAM version information to the file name.
SAM-1276	In Advanced Logging in the Logger app <i>Enable Logcat</i> set to true is shown to be the default setting.
SAM-1279	New or updated app parameters are now handled correctly.
SAM-1286	The new PHY mode setting in the VQO app is successfully integrated into SAM.
SAM-1287	Device info settings in the Device Settings app are now handled correctly.

Chapter 5: SAM Software 1.9.0

SAM Version: 1.9.0.xxx.1152

For use with Versity versions:

- Versity 92 Series R1.8 using Android 10
- Versity 95/96 Series R2.8 using Android 10
- Versity 97 Series R13.0 using Android 13

SAM 1.9.0 includes settings for the upcoming Versity 97 Series release

This SAM release includes new settings for features supported only by the upcoming 97 Series devices. These settings will be ignored by the current 92/95/96-Series phones.

Upgrading to SAM 1.9.0

If you're running SAM 1.4.1 or later you can upgrade directly to SAM 1.9.0.

If you're running a version of SAM before 1.4.1 you'll need to upgrade to 1.4.1 and then to 1.9.0.



Admin Tip ***Custom Attributes are no longer supported***

Because all configurable parameters are accessible within the Graphical User Interface screens in SAM 1.9, Custom Attributes are no longer supported. (SAM-1219, SAM-1233)



Caution ***Apply backups to the same version of SAM!***

A backup should only be applied to the version of SAM it was derived from. For example, a backup from SAM 1.4.1 should only be applied to SAM 1.4.1. (ESCSAAS-124)

Enhancements

Enhancements marked *Versity 97 Series* below are only available on the new Versity 97 Series phones running Android 13.

About

97-Series DPC Initial Enrollment QR Code



If you are administering 97 Series phones and are not using an EMM, you can scan this QR code to automatically set the permissions needed for Spectralink apps to run on the phone. (SAM-1232).

Biz Phone

Select Announce Caller ID UI State Announce Caller ID



If enabled the phone will speak the name of the caller (or the caller's number if the name is not available) when an incoming call arrives. The available settings are *Never* (default), *Always*, and *Only when using Headset*. (SAM-1042)

Video Calls

This is a BETA feature not currently supported in Versity phones. (SAM-1253)

Buttons

Configure specific buttons to Wake Up Device



Pressing the power button will always wake up the phone. The new *Wake up Device* setting allows administrators (and users) to designate any other button (or multiple buttons) to also wake up the phone. The Top (Alarm) button is set True by default. (X1-4105)

Wake up Device ⓘ			
Left Button	<input type="radio"/> True	<input checked="" type="radio"/> False ⓘ	DEFAULT
Right Button	<input type="radio"/> True	<input checked="" type="radio"/> False ⓘ	DEFAULT
Top Button	<input checked="" type="radio"/> True	<input type="radio"/> False ⓘ	DEFAULT
Rear Button	<input type="radio"/> True	<input checked="" type="radio"/> False ⓘ	DEFAULT
Volume up Button	<input type="radio"/> True	<input checked="" type="radio"/> False ⓘ	DEFAULT
Volume Down Button	<input type="radio"/> True	<input checked="" type="radio"/> False ⓘ	DEFAULT

Device Settings

Use Location to Set Time Zone

When enabled the time zone will be set automatically based on the location of the phone. (X1-4107)



VQO

New 6 GHz channels are available in Channel Selection, for Wi-Fi 6
Verity 97 Series phones can use 6GHz channels available in Wi-Fi 6.



General

Updating SAM

SAM 1.9 has improvements to enhance the robustness of the update process. (ESCSAAS-113, ESCSAAS-114, ESCSAAS-125, ESCSAAS-126, ESCAAS-127)

Fixes & Minor Enhancements

- ESCSAAS-74 The device and license counts are now correctly reported on the login page.
- ESCSAAS-120 Group and Enterprise settings are now correctly applied when registering new devices.
- ESCSAAS-121 When restoring from a backup, SAM 1.9 now checks to make sure the backup was originally created in SAM 1.9.
- SAM-1009 In the Buttons app, the Custom Intent Details fields are only available if a button is set to Custom in the dropdown menu.
- SAM-1019 Downloading automatic backups now works properly.
- SAM-1177 The option to use automatic backups is restored.
PLEASE NOTE: You should always take a manual backup just prior to updating SAM, rather than relying on an automatic backup that might have been taken almost a day ago.
- SAM-1187 In Device Settings, deleting APN Configurations now works correctly.
- SAM-1229 In the VQO app, FT and CCKM options have been restored to the Wi-Fi Preferences section.



Admin Tip
Regarding Android 8 phones and FT and CCKM settings

Versity 95/96-series phones running Android 8 (1.x Varsity releases) may experience a 5-10 second disconnect from Wi-Fi when FT and CCKM configuration settings are received from SAM (or an EMM). This disconnect will occur regardless of the setting values.

Workaround: Upgrade your phones to Android 10 (Varsity 2.x).

If you cannot upgrade to Android 10, it is recommended that you avoid pushing these 2 settings unnecessarily, to minimize these disconnects.

Avoid using the *Re-apply Config* setting from the SAM device list, which will push the settings to a device regardless of setting changes.

Instead use the *Save Configuration* and *Send Configuration Now* buttons in SAM, which will only send application settings that have changed.

Known Issues

- SAM-1243 The labeling of some of the settings in Device Settings is inconsistent.
- SAM-1244 When you create a Web Application Shortcut in Web API, SAM doesn't validate the URL you enter. Make sure you enter a valid URL.



Note
Notification sound changes affecting Android 8 users

The Rebidium sound is no longer supported, because Google has removed it from Android 10. Spectralink recommends upgrading your phones to Android 10 for the best performance with SAM 1.9. (APPS-4484)

Chapter 6: SAM Software 1.8.0

SAM Version: 1.8.0.xxx.1108

For use with Versity versions:

- Versity 92 Series R1.5 using Android 10
- Versity 95/96 Series R2.5 using Android 10



Admin Tip

Only SAM 1.7.1 may be upgraded to SAM 1.8.0

You must be running SAM 1.7.1 before you upgrade to SAM 1.8.0.



Note

SAM compatibility

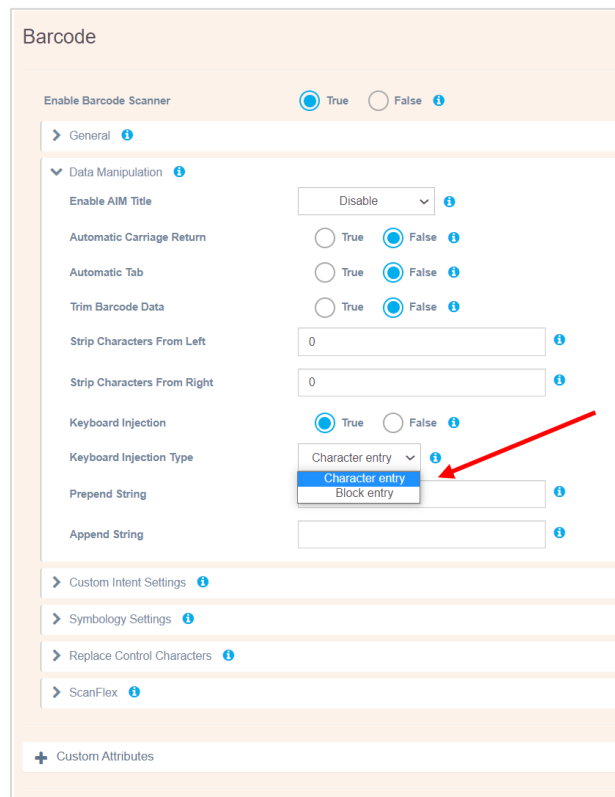
SAM 1.8.0 was tested with Versity 92 Series 1.6 and Versity 95/96 Series 2.6. However, this version of SAM should work with any version of the Versity smartphone software. Any options that appear in SAM that are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM, unless programmed through Custom Attributes.

Enhancements

Barcode

Block entry keyboard injection

An administrator can now choose between 2 different types of keyboard injection for barcode scanning: *Character entry* or *Block entry*. Block entry often enables faster scanning.



Buttons

Intent injections capability

The ability to perform intent injections was added, to allow button presses and releases to trigger intents with custom intent details. The intent details vary depending on the app you're triggering.

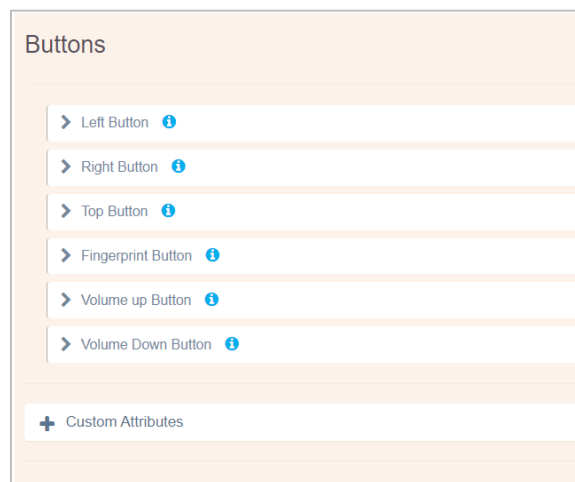
Configuring the new Custom Intent option

Here's an example of how to use the new Custom Intent option to program a button on your Versity phones to automatically initiate MS Teams Walkie Talkie Push-to-Talk calls – *without* needing to open the Teams app and navigate to the Walkie Talkie function:

- 17 From the Applications list, choose *Buttons*.

For the following example we'll configure the Right button to have MS Teams Walkie Talkie functionality (allowing the user to hold the button to transmit and release the button to stop transmitting):

- 18 Click *Right Button* in the Buttons list to expand its configuration menu, then choose *False* for *Enable User Control of Right Button*.



- 19 In the dropdown menu that appears, select *Custom*. Expand the *Custom Intent Details* section:

The screenshot shows the 'Buttons' configuration interface. Under the 'Right Button' section, the 'Enable User Control of Right Button' toggle is set to 'False'. The 'Right Button' dropdown menu is set to 'Custom'. The 'Custom Intent Details' section is expanded, showing four input fields: 'Button Down Action', 'Button Down Extras', 'Button up Action', and 'Button up Extras', all of which are currently blank.



Warning
Known Issue with Custom Intent Details in SAM 1.8.0

There is a Known Issue in SAM 1.8.0 where the Custom Intent Details section is visible regardless of a button’s settings.

This section should only be used when you set *Enable User Control* of a button to *False*, and then select the *Custom* option from the resulting dropdown menu.

The following steps should only be done after you’ve selected the *Custom* option (and NOT Custom 1, Custom 2, Custom 3, or Custom 4) from the dropdown menu. For any choice other than Custom, leave the fields blank.

For more information, see the *Known Issues* section below.

- 20** Enter the custom MS Team PTT parameters in the *Button Down Action* and *Button Up Action* fields:

The screenshot shows the 'Buttons' configuration interface. The 'Right Button' section is expanded, revealing the following settings:

- Enable User Control of Right Button:** Radio buttons for 'True' and 'False', with 'False' selected.
- Right Button:** A dropdown menu set to 'Custom'.
- Custom Intent Details:**
 - Button Down Action:** Text input field containing 'com.microsoft.teams.action.PTT_DOWN'.
 - Button Down Extras:** Empty text input field.
 - Button up Action:** Text input field containing 'com.microsoft.teams.action.PTT_UP'.
 - Button up Extras:** Empty text input field.

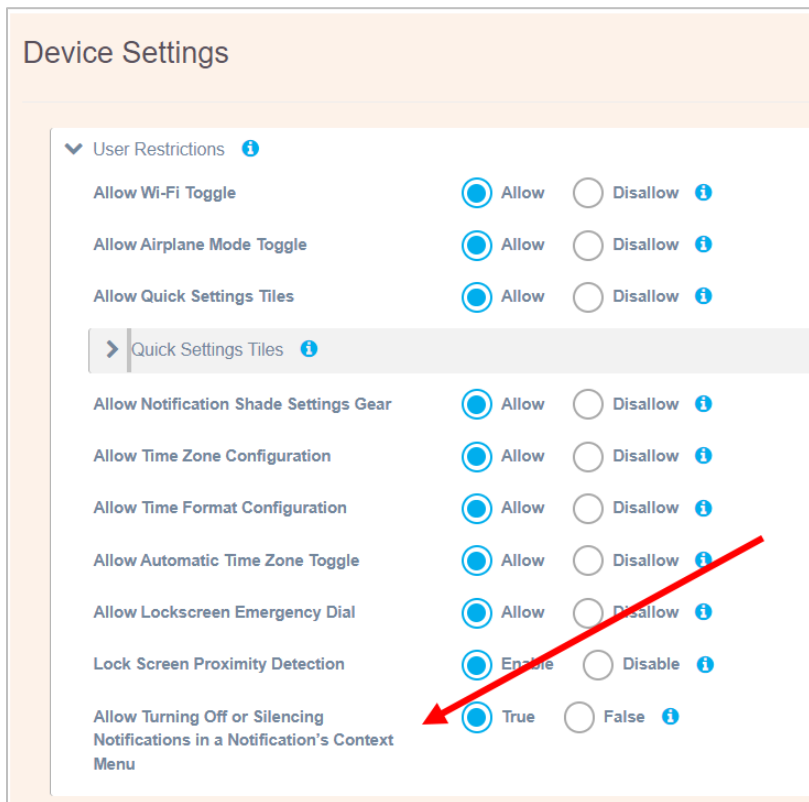
Below the 'Right Button' section, there are collapsed sections for 'Top Button', 'Fingerprint Button', 'Volume up Button', and 'Volume Down Button'. At the bottom, there is a '+ Custom Attributes' section.

- 21** Once your SAM configurations are sent to your phones, they will have MS Teams Walkie Talkie functionality whenever users press the Right button.

Device Settings

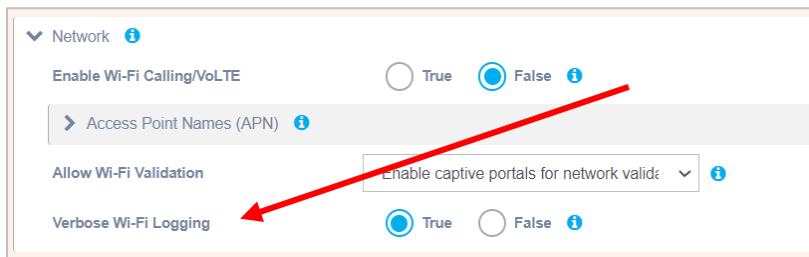
More administrative control over notifications

An administrator can disable a user's ability to access the "Alerting", "Silent", and "Turn off notifications" options from the long-press menu of a notification.



Verbose Wi-Fi logging

Verbose Wi-Fi logging is now available as an option. It is needed to troubleshoot the majority of wireless issues reported by administrators, and is therefore enabled by default to speed up the troubleshooting process. Verbose Wi-Fi logging is controllable via the phone, AMIE Essentials, or an EMM.



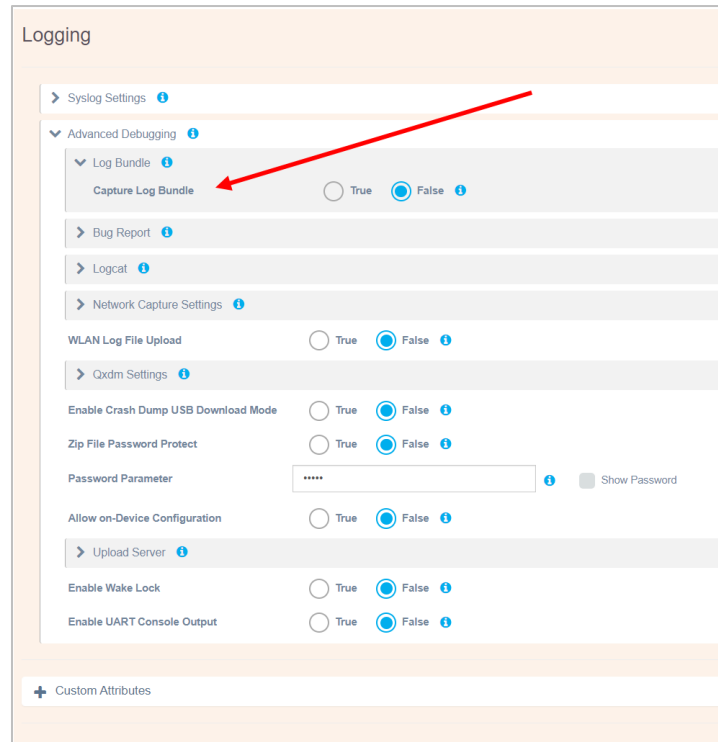
Logging

Capture log bundle

A new menu option in the advanced logging menu, “Capture log bundle”, behaves the same as “Capture bug report”, but with several enhancements.

In addition to triggering and collecting a bug report, it collects the following logging components (if they are enabled):

- The most recent logcat (if logcat is enabled)
- The most recent slnkdump (if slnkdump is enabled)
- The most recent QXDM logs (if QXDM logging is enabled)
- ANRs (if applicable)



The collected logs are zipped into a zip file that will be 50MB or less, which is then uploaded to the Upload server (if configured).

SoundStage+

SoundStage+ is a new app replacing the original SoundStage app, offering more administrative control options and an improved user interface. It enables administrators and users to control the volumes of various system and application sounds using five profiles: Normal, Loud, Soft, Silent, and Personal. All profiles are enabled by default; the administrator can disable any profile, which is then hidden from the user.

An administrator can configure each profile with minimum, maximum, and default volume levels for system sounds (alarm, ringer, media, and call) and app sounds (Web API, PTT, Batt Life). The user can change the volume level for the currently active profile only within the minimum and maximum ranges set by the administrator.

The volume levels of the Normal, Loud, Soft, and Silent profiles can be fully or partially controlled by SAM or an EMM. If the Personal profile is enabled by the administrator, its volume levels are set by the user.

Rules can be configured to apply a given profile at a specific time: for example, you can make a rule for the Silent profile to engage from 6 p.m. to 9 a.m., with the Normal profile operating from 9 a.m. to 6 p.m.)

SoundStage+ provides NFC options to scan and associate NFC tags to a profile. When configured, profiles can be switched by tapping the phone to something like a badge on the door of a conference room — a handy way to switch to the Silent profile when entering a meeting.

Upgrading to SoundStage+ from SoundStage



Warning

Upgrade to SAM 1.8.0 *before* upgrading your phones to Versity 2.6/1.6 and SoundStage+

To avoid losing your previously configured SoundStage settings, you must upgrade to SAM 1.8 and configure SoundStage+ there *before* upgrading your phones to Versity 2.6/1.6 and SoundStage+.

Follow these steps to retain your previously configured settings from SoundStage when upgrading to Versity 2.6/1.6 and SoundStage+:

- 1 Upgrade to SAM 1.8.0.
- 2 Manually configure SoundStage+ in SAM 1.8.0, using your SoundStage settings as a reference.
- 3 Update your Spectralink phones to Versity 2.6 (1.6 for the V92 series). During the upgrade, Versity will automatically copy your SoundStage settings to SoundStage+.
- 4 In the Device List in SAM 1.8.0, select all devices. From the “Select actions...” dropdown menu, choose “Re-apply config”.



Admin Tip

If you use an EMM to manage your phones

You'll need to whitelist SoundStage+, and delist SoundStage. Consult your EMM references or vendor for more information.

General options

Enable Sound Stage +	<input type="radio"/> True	<input checked="" type="radio"/> False	i	DEFAULT
Enable Sound Profile Switch +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable Personal Profile +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Persist Active Profile Notification +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable NFC Beam +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable Normal Profile +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable Loud Profile +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable Soft Profile +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Enable Silent Profile +	<input checked="" type="radio"/> True	<input type="radio"/> False	i	DEFAULT
Switch Profiles Silently +	<input type="radio"/> True	<input checked="" type="radio"/> False	i	DEFAULT
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> > Profile Normal i </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> > Profile Loud i </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> > Profile Soft i </div> <div style="border: 1px solid #ccc; padding: 5px;"> > Profile Silent i </div>				

Enable SoundStage+

Type	Radio button
Default	Disabled
Unique?	No
Required?	Yes, for SoundStage+ profiles
Level	Any
Notes:	

Enable Sound Profile Switch

Type	Radio button
Default	Enabled
Unique?	No

Required?**Level** Any**Notes:** Allows the user to switch between profiles*Enable Personal Profile***Type** Radio button**Default** Enabled**Unique?** No**Required?****Level** Any**Notes:** Allows the use of a personal profile configurable by the user; if disabled, it is hidden from the user*Persist Active Profile Notification***Type** Radio button**Default** Enabled**Unique?** No**Required?** No**Level** Any**Notes:***Enable NFC Beam***Type** Radio button**Default** Enabled**Unique?** No**Required?****Level** Any**Notes:***Enable Normal Profile***Type** Radio button**Default** Enabled**Unique?** No**Required?****Level** Any**Notes:** Hidden from user if disabled*Enable Loud Profile***Type** Radio button**Default** Enabled**Unique?** No**Required?****Level** Any**Notes:** Hidden from user if disabled

Enable Soft Profile

Type	Radio button
Default	Enabled
Unique?	No
Required?	
Level	Any
Notes:	Hidden from user if disabled

Enable Normal Profile

Type	Radio button
Default	Enabled
Unique?	No
Required?	
Level	Any
Notes:	Hidden from user if disabled

Enable Silent Profile

Type	Radio button
Default	Enabled
Unique?	No
Required?	
Level	Any
Notes:	Hidden from user if disabled

Switch Profiles Silently

Type	Radio button
Default	Disabled
Unique?	No
Required?	
Level	Any
Notes:	

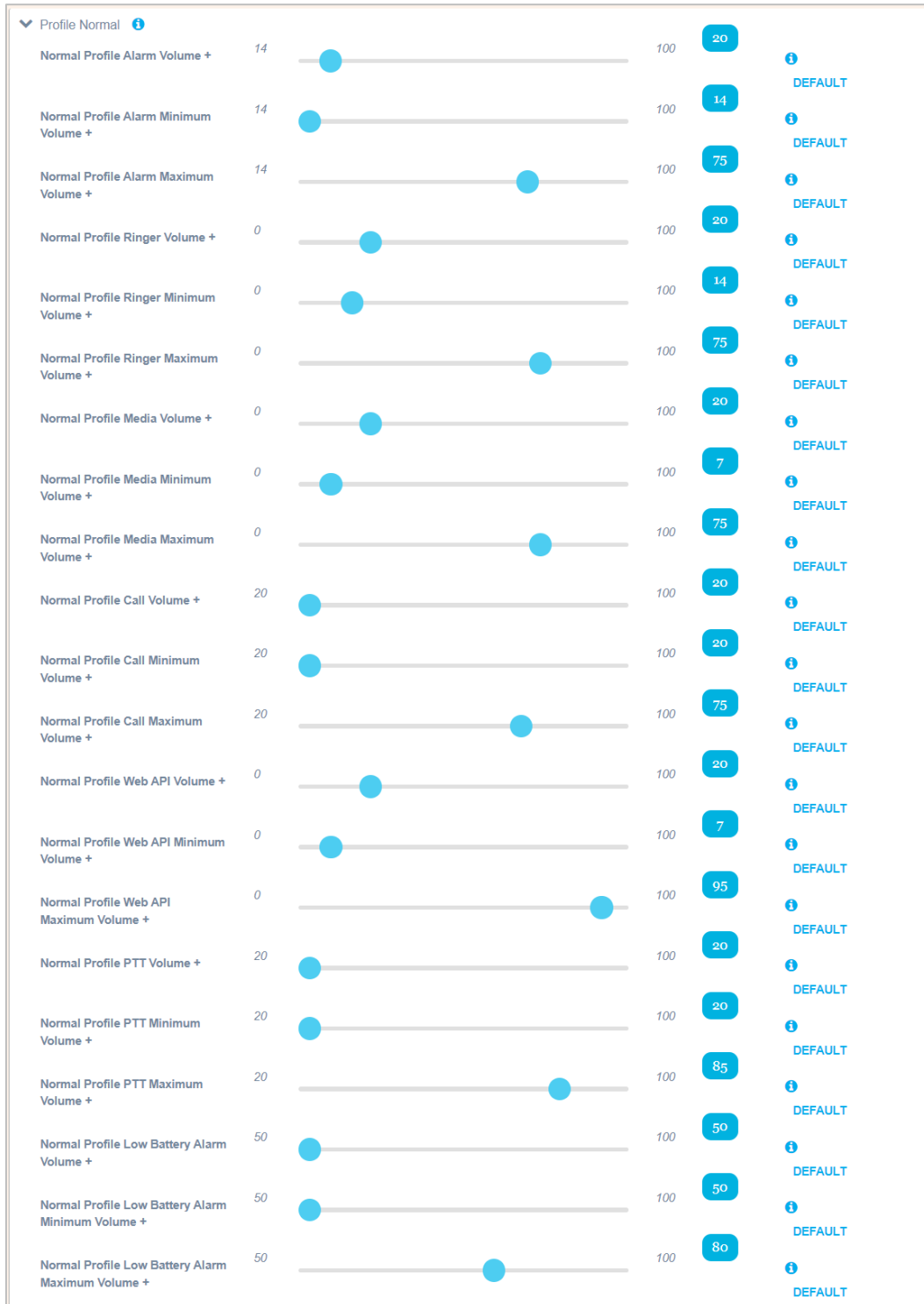
Profile options

Profiles: Normal, Loud, Soft, Silent

The administrator controls the parameters for the Normal, Loud, Soft, and Silent profiles. Each profile can be configured with minimum, maximum, and default volume levels for system sounds (alarm, ringer, media, and calls), and apps (Web API, PTT, and Batt Life). When a profile is selected on the phone, all of these settings are applied at once.

The screenshot below shows the configuration options for the Normal profile, with all the settings at Default. (The Loud, Soft, and Silent profiles provide the same configuration options, but have different Default settings.)

When the profiles are configured in SAM, they are set for the user in the SoundStage+ app on the phone. The user can change a volume level on their phone only within the minimum and maximum range set by the administrator.



Rules options

An administrator can define up to 5 rules. Rule 1 is reserved for the Charging profile, to be used when the phone is in the charger. Rules 2 through 5 are defined by setting a time for a specific profile to be applied.

SoundStage+ changes profile behavior when a phone's status changes:

- When the phone is removed from the charger, the profile rule in effect for current time will be applied.
- If the user changes the current profile manually or by NFC tap, this change will apply until the next scheduled profile rule becomes active.

SoundStage+ will choose an active profile from the enabled rules whenever any of the following happens:

- The app first starts (on boot, after force-stop and restart, etc.).
- The phone is placed in the charger.
- The phone is removed from the charger.
- A new rule is enabled, or an existing enabled rule is modified.

The screenshot below shows the default settings for Rules 1 and 2. Rules 3, 4, and 5 permit setting times for profiles, like Rule 2, but have different defaults.

The screenshot displays the configuration interface for two rules. Rule 1 is expanded, showing three settings: 'Apply Rule 1 +' with radio buttons for 'True' and 'False' (False is selected), 'Select Profile to Switch for Rule 1 +' set to 'Loud', and 'Type for Rule 1 +' set to 'Charging'. Rule 2 is also expanded, showing four settings: 'Apply Rule 2 +' with radio buttons for 'True' and 'False' (False is selected), 'Select Profile to Switch for Rule 2 +' set to 'Normal', 'Type for Rule 2 +' set to 'Time', and 'Select Time Slot for Rule 2 +' set to '08:00 AM'. Each setting has a 'DEFAULT' label to its right.

Rule	Setting	Value	Default
Rule 1	Apply Rule 1 +	False	DEFAULT
	Select Profile to Switch for Rule 1 +	Loud	DEFAULT
	Type for Rule 1 +	Charging	DEFAULT
Rule 2	Apply Rule 2 +	False	DEFAULT
	Select Profile to Switch for Rule 2 +	Normal	DEFAULT
	Type for Rule 2 +	Time	DEFAULT
	Select Time Slot for Rule 2 +	08:00 AM	DEFAULT

Apply Rule n

Type	Radio button
Default	False
Unique?	No
Required?	No
Level	Any
Notes:	Rule 1 is reserved for the Charging profile, to be used while charging the phone. Rules 2-5 are used for setting times to trigger specific profiles.

Select Profile to Switch for Rule n

Type	Dropdown menu of profiles
Default	Normal
Unique?	No
Required?	No
Level	Any
Notes:	

Type for Rule n

Type	Rule 1 is reserved for setting the profile to be used while charging the phone. Rules 2-5 are used for setting times to trigger specific profiles.
Default	Normal
Unique?	No
Required?	No
Level	Any
Notes:	

Select Time Slot for Rule n

Type	Dropdown menu of selectable times
Default	Normal
Unique?	No
Required?	No
Level	Any
Notes:	

Fixes & Minor Enhancements

- SAM-1029** The process for generating a self-signed certificate has been improved, to give you more flexibility when setting up the SAM Client app.
- While running the `application_init` script you will be prompted for various pieces of information, such as the hostname of your SAM appliance. This information will be used to generate a self-signed certificate and/or a Certificate Signing Request (CSR). Both of those specify a Subject

Alternative Name field (SAN). The `application_init` script will prompt you for a DNS hostname (and other DNS names, if relevant), which will all be placed in the SAN field. Now, by default, the IP address to which the DNS hostname resolves will also be added to the certificate or CSR SAN.

SAM-1076 Fixed an issue where in some circumstances adding more than one license key generated an error message.

Known Issues

SAM-997 *(For users who followed this upgrade path: SAM 1.6 or 1.7 → 1.7.1 → 1.8.0)*
In certain rare multiple-group configurations, when the lower-priority group sets an attribute that is not set in the higher-priority group, the phone will receive the default values instead of the configured values from the lower-priority group.

SAM-1004 We are investigating an issue with Auto Generated backup files (files named *backup.zip*, created when an administrator changes app configurations in SAM and saves), and have temporarily disabled the ability to download them.

Workaround: Manual backups can still be downloaded and used. Create a manual backup by going to the About page and clicking “Backup Now”. Manual backups in SAM are designated as “User Triggered”, and their file names include the date they were created – for example: *backup.2021.04.07-10.18.13.zip*.

SAM-1009 In the Buttons app settings, the Custom Intent Details fields (Button Down Action, Button Down Extras, Button Up Action, Button Up Extras) should only be available when “Enable User Control” of the button is set to “False” and “Custom” is selected from the resulting dropdown menu.

Currently the fields are visible regardless of the button’s configuration – however, unless you’ve selected the “Custom” option (and NOT “Custom 1”, “Custom 2”, “Custom 3”, or “Custom 4”), you should leave those fields blank. because except for the “Custom” option any parameters entered in those fields are ignored by the app.

Workaround: the Custom Intent Details fields should be left blank unless you do not enable user control and you choose “Custom” from the dropdown menu. (NOTE: “Custom” only – **NOT** “Custom 1”, “Custom 2”, “Custom 3”, or “Custom 4”)

SAM-1013 In the Barcode app General settings, while the Decode Session Timeout slider will let you enter any value between 5 and 99, **the value you enter MUST BE an increment of 5** or the handset will stay at the default value.

SAM-1020

Copy Configuration, used to copy device-level settings from one Versity phone to another, is not available in SAM 1.8.0. This functionality will be restored in a future release.

Workaround: Manually configure a new device with another device's settings.

Chapter 7: SAM Software 1.7.1

SAM Version: 1.7.1.xxx.1067

R1.7.1 is a patch designed to address a specific and limited problem encountered with R1.7.0. It replaces R1.7.0, which is no longer available.

For use with Versity versions:

- Versity 92 Series R1.5 using Android 10
- Versity 95/96 Series R2.5 using Android 10

Upgrading to SAM 1.7.1

Upgrade requirements

- SAM versions 1.4.0 through 1.7.0 may be upgraded to SAM 1.7.1

Upgrading to SAM 1.7.1



Caution

Take a snapshot of the VM prior to upgrading to 1.7.1!

Before upgrading to SAM 1.7.1, take a snapshot of the VM, in case you need to roll back from an upgrade failure.



Admin Tip

SAM server components will be restarted after the upgrade

Upgrading the SAM software will interrupt the SAM operation while the server restarts, but this has no effect on the attached phones. Your Versity phones will operate as normal while SAM is being upgraded.

Before starting the upgrade process, obtain the *artifacts.zip* upgrade file from Spectralink, then follow these steps:

- 5 Login to SAM, then navigate to the About page. Click the “Browse file” button at the bottom of the page. Navigate to the .zip file location and select the *artifacts.zip* file that you obtained from Spectralink. Monitor the progress bar to verify upload completion.
- 6 From the console or using SSH to access the VM host, log in (sam/sam). Navigate to the “bin” directory [“cd bin”]. Run the upgrade script from the sam account [“upgrade.sh”].

- 7 In rare cases a SAM configuration might have Custom Attributes, used when an organization has unique requirements that are not part of the standard SAM configuration.

The upgrade script will check for Custom Attributes before it attempts the upgrade. If it doesn't find any, the upgrade will proceed, and you can go to Step 4.

If the upgrade script finds Custom Attributes in your SAM configuration, you'll be notified in the terminal, and you'll be asked if you want to proceed with the upgrade.

```

*****
*****
***** Checking for custom attributes *****
*****
*****
*****
Custom Attributes were identified during the upgrade process.
These may have been added as a result of prior device software requirements or as
directed by Spectralink Technical Support.

We recommend that you contact Spectralink Technical Support (800-775-5330 or
technicalsupport@spectralink.com) to discuss Custom Attributes and whether they are
still necessary.

If you proceed with the upgrade, all custom attributes will be deleted. Do you want to
proceed with the upgrade?

*****
Enter Y or y- Proceed with the upgrade and delete custom attributes.
Enter N or n- Abort the upgrade to leave the custom attributes intact and
contact Spectralink Technical Support.

Your Selection -->
    
```



Warning
Custom Attributes?

Spectralink recommends you **abort the upgrade** and contact Spectralink Technical Support (800-775-5330 or technicalsupport@spectralink.com) if you are notified that your configuration has Custom Attributes, because proceeding with the upgrade will permanently delete them! Spectralink Support will help you determine if you still need the Custom Attributes and will walk you through the rest of your upgrade process.

If you have Custom Attributes and choose YES to continue with the upgrade, **they will be permanently deleted**, the upgrade will proceed, and you can go to Step 4.

If you choose NO the upgrade process will stop and your database and Custom Attributes will remain intact. Contact Spectralink Technical Support (800-775-5330 or technicalsupport@spectralink.com) for further instructions.

- 8 *If you don't have Custom Attributes, or if you choose YES to continue the upgrade after being notified you have them:* Monitor the output. Near the end you should see messages saying Tomcat is being restarted.

- 9 If you have a browser tab open to SAM, click the Logout button at the bottom left, close the tab, and open a new one. This should clear the browser cache. You can also hold the control key and click the browser refresh button to further ensure the cache is cleared.



Spectralink recommends

Take a new VM snapshot after you've upgraded to SAM 1.7.1

Once you've confirmed your upgrade to SAM 1.7.1 was successful, and that your data is present and accessible, take a VM snapshot. This is best practice, and will help ensure the integrity of your data for the long term.



Admin Tip

When restoring from a backup, the backup file must be from the same version of SAM

A reminder: when restoring your SAM database from a backup, the backup file must be from the same version of SAM as you're currently running.

For example, if you're running SAM 1.6, you cannot restore your database using a backup file that was created in SAM 1.5 or 1.4; your backup file must have been created in SAM 1.6.

Known Issues

- | | |
|----------|---|
| SAM-997 | <i>When upgrading to SAM 1.7.1 from 1.6 or 1.7.0:</i> In certain rare group hierarchy configurations a higher-priority group's empty fields will overwrite (and therefore erase) a lower-priority group's settings in those fields. |
| SAM-1004 | We are investigating an issue with Auto Generated backup files (files named <i>backup.zip</i> created when an administrator changes app configurations in SAM and saves), and have temporarily disabled the ability to download them. <i>Workaround: Manual backups can still be downloaded and used. Create a manual backup by going to the About page and clicking "Backup Now". Manual backups in SAM are designated as "User Triggered", and their file names include the date they were created – for example: backup.2021.04.07-10.18.13.zip.</i> |
| SAM-1013 | In the Barcode app General settings, while the Decode Session Timeout slider will let you enter any value between 5 and 99, the value you enter MUST BE an increment of 5 or the handset will stay at the default value. |
| SAM-1020 | Copy Configuration, used to copy device-level settings from one Versity phone to another, is not available in SAM 1.7.1. This functionality will be restored in a future release. <i>Workaround: Manually configure a new device with another device's settings.</i> |

Chapter 8: SAM Software 1.7.0

SAM Version: 1.7.0.xxx.860

For use with Versity versions:

- Versity 92 Series R1.5 using Android 10
- Versity 95/96 Series R2.5 using Android 10



Admin Tip: upgrading anomaly

When upgrading to 1.7 and if using FQDN and also updating phones to R2.1 or above, you must generate a new CSR/cert and then push it to the phones in order for the phones to connect to SAM.



Note: SAM compatibility

SAM 1.7 was tested with Versity 92 Series 1.5 and Versity 95/96 Series 2.5. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number above. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. SAM build versions change but VM versions do not change upon SAM software upgrade.



Settings: Updating SAM to the current release

You will see two files for this and future releases. The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version. The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different account number is used to configure the SAM server and it is not the assigned number, the installation of the SAM license will fail and the entire server must be reinstalled.

Enhancement

Barcode

Keyboard injection

A new Data Manipulation setting for general and ScanFlex configuration. Formerly always on and not configurable, keyboard injection (barcode capture to a text field) can now be turned off. It is on by default.

Fixes

Key	Summary
SAM-942	Corrected upgrade version
SAM-899	Log4j Security Fixes

Chapter 9: SAM Software 1.6.0

SAM Version: 1.6.0.xxx.832

For use with Versity versions:

- Versity 92 Series R1.4 using Android 10
- Versity 95/96 Series R2.3 using Android 10



Admin Tip: upgrading anomaly

When upgrading to 1.6 and if using FQDN and also updating phones to R2.1 or above, you must generate a new CSR/cert and then push it to the phones in order for the phones to connect to SAM.



Note: SAM compatibility

SAM 1.6 was tested with Versity 92 Series 1.4 and Versity 95/96 Series 2.3. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number above. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. SAM build versions change but VM versions do not change upon SAM software upgrade.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

Enhancement

The SAM heartbeat is now faster which allows for better performance of SAM at scale.

New App Features

SAM supports a number of new options that have been added to Versity 95/96 R2.3 and Versity 92 R1.4. For complete information consult the Release Notes for those products and the *Versity Apps Administration Guide*.

AMIE Agent

AMIE Agent now provides an option to allow metered Wi-Fi networks. The metered Wi-Fi setting (available in SAM) allows the admin to select whether or not to allow the phone to upload software updates using Wi-Fi over the facility's VPN network.

Buttons

Run application

A programmable button can be configured to open any app or specified screen (activity) in any app that is installed on the phone. AP-7746

The ability to program extras has been added so that pressing the button will perform a specified function within that activity. Extras can be strings, Booleans and integers. The Run Application feature will support as many extras as are required. Use the following format:

```
com.example.app/com.example.app.activity/string:param1=exampleString  
,boolean:param2=true,integer:param3=42
```

Device

Battery percentage

Now the battery percentage remaining will appear in the status bar and can be user controlled or admin controlled to appear or not. When enabled either by the user or by the administrator, the battery's current percentage is displayed in the status bar.

Auto-rotate screen

Now the user or admin can control if the screen auto-rotates from portrait to landscape in response to the screen being rotated. If Auto-rotate screen setting is set to User controlled, the Android settings will be available to the user to change the setting. If the setting is NOT User controlled, the corresponding Android settings will be grayed out and EMM/SAM settings will be used. The screenshots here show the Android settings menu with user control enable.

Allow Wi-Fi validation

Previous to R2.3.0, Versity smartphones used a "captive portal" to validate Wi-Fi connectivity which required an external internet connection. The "Allow Wi-Fi validation", offers the option to use the captive portal method or to disable captive portal and allow the smartphone to validate the Wi-Fi connection internally. The default behavior disables the captive portal method and the smartphone validates Wi-Fi through pinging internal servers. ESC-1570

Logging

Advanced logging

Network configuration options for metered networks have been added. The default settings are the settings used in prior releases. The new settings are the added options as noted below. ESC-1569

- Use only unmetered Wi-Fi connections (default)
- Use all Wi-Fi connections, just not LTE connections
- Use all connections regardless of metered/unmetered

When configured with SAM/EMM, user settings are available.

- User cannot edit network configuration settings (default)
- User can edit the network configuration settings

Network capture

Adds the ability to capture Layer 1 packets. There is no separate setting. Layer 1 information is now included in log results. ESC-1594

Increase snaplen to 262.144 for larger Layer 1 packets. AP-5189

In order to preserve battery life and prevent the SIM card from filling up with log data, network capture will not function while VPN is enabled.

Sys Updater

Wi-Fi network configuration

Options to support metered and unmetered connections. AP-7843

Delayed update

A new feature for situations where an update should be downloaded but not applied until a later time. Also called “silent download”. When activated the update is downloaded onto the phone but is not applied. The current version is used until the admin triggers the update at which time the user will be prompted to reboot the phone at which time the update will be applied.

VQO

Channels

Channel 14 for 2.4 GHz has been deprecated.

Chapter 10: SAM Software 1.5.0

SAM Version: 1.5.0.xxx.757

For use with Versity versions:

- Versity 92 Series R1.3 using Android 10
- Versity 95/96 Series R2.2 using Android 10



Admin Tip: upgrading anomaly

When upgrading to 1.5 and if using FQDN and also updating phones to R2.1 or above, you must generate a new CSR/cert and then push it to the phones in order for the phones to connect to SAM.



Note: SAM compatibility

SAM 1.5 was tested with Versity 92 Series 1.3 and Versity 95/96 Series 2.2. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number above. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. SAM build versions change but VM versions do not change upon SAM software upgrade.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

New Features

Device Automatic Approval

A new Preferences setting that allows the administrator to auto-approve new devices. Devices immediately go from the Pending List to the Device List when they heartbeat into SAM. This feature is handy when deploying many phones as the admin does not have to stop and approve each individual device. Spectralink recommends using the .csv file method to bulk upload a large number of devices. We also recommend turning off the auto-approve feature after the deployment of phones has been completed. SAM-766

Multiple backup files, secure access

Only a user that is logged into SAM, can view and download backup files. SAM-258

SAM now displays backup files and stores up 10Gb of available storage. Purge once a month and removes oldest backup file(s) until the directory size is below the 10Gb limit. SAM-762

A selectable list of available backup files is provided when restoring from a backup. SAM-783

User settings “UI State”

Certain applications have settings that may be controlled with by the user or by the administrator. These settings have a corresponding UI State setting in SAM. The UI state may be set to Enabled, Disabled or Not Visible. ESC-1460

- Enabled--user-settable and default.
- Disabled--Admin settable, visible to the user but not settable, UI gets disabled.
- Not visible--Admin settable, not visible to the user, so not settable.

Settings and the resulting preference will be NOT maintained through upgrades in SAM. Therefore, such settings configured on previous version of SAM will be deleted when SAM is upgraded to R1.5 and the administrator must reset the desired configuration. The application affected is PTT and the two “UI State” settings.

The Biz Phone “UI State” settings are new to SAM R1.5 and must be set (or deliberately left at the default) as they have not been visible or settable in SAM in prior versions.

See *Versity Application Administration Guide* for complete information about UI State settings.

PTT: New option “Allow PTT when phone is locked”

See *Versity Applications Admin Guide* for information.

Fixes

Key	Summary
SAM-709	Copying configuration from one approved phone to another is working correctly, including to a MAC address. This mechanism is used for copying a configuration from a broken phone to a future phone, provided the mac address is known. Once the configuration is copied and a phone is approved with the same mac address, the configuration is automatically applied to it.

Known Issues

SAM-769	Persistent incorrect Default label for WebAPI--Telephone Event Notifications
ESC-1568	Phone not heartbeating into SAM after upgrade from SAM R1.1 due to non-matching addresses. Solution: Check the SAM cert prior to updating to A10. Contact your Spectralink support representative for assistance. If affected, create new CSRs/Certs using the SAM 1.4 system and push the new cert to their devices prior to upgrading to SAM R1.5 / Android 10.

Chapter 11: SAM Software 1.4.1

SAM Version: 1.4.1.xxx.721

R1.4.1 is a patch designed to address a specific and limited problem encountered with R1.4.0. It replaces R1.4.0 which is no longer available.

It can be used with all Versity versions:

- Versity 92 Series R1.2 using Android 10
- Versity 95/96 Series R2.1 using Android 10



Note: SAM compatibility

SAM 1.4.1 was tested with Versity 92 Series 1.2 and Versity 95/96 Series 2.1. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. The version number will replace the “xxx” after install as displayed on the SAM About page.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

Fixes

Key	Summary
ESC-1531	<p>SAM R1.4 was found to have a conflict with LDAPS caused by a Java exception that prevented a user from logging in after updating from an earlier version. Spectralink removed SAM R1.4 from distribution and this update replaces it with R1.4.1.</p> <p>If you have already updated to R1.4.0 and do not use LDAPS, you may continue using R1.4.0 without issue.</p> <p>If you have already updated to R1.4.0 and do use LDAPS, please contact your Spectralink service representative for a fix.</p> <p>If you have not yet updated to R1.4.0, please update to 1.4.1. R1.4.0 is no longer available.</p>

Chapter 12: SAM Software 1.4

SAM Version: 1.4.0.xxx.708

For use with all Versity versions:

- Versity 92 Series R1.2 using Android 10
- Versity 95/96 Series R2.1 using Android 10



Note: SAM compatibility

SAM 1.4 was tested with Versity 92 Series 1.2 and Versity 95/96 Series 2.1. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. The version number will replace the “xxx” after install as displayed on the SAM About page.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

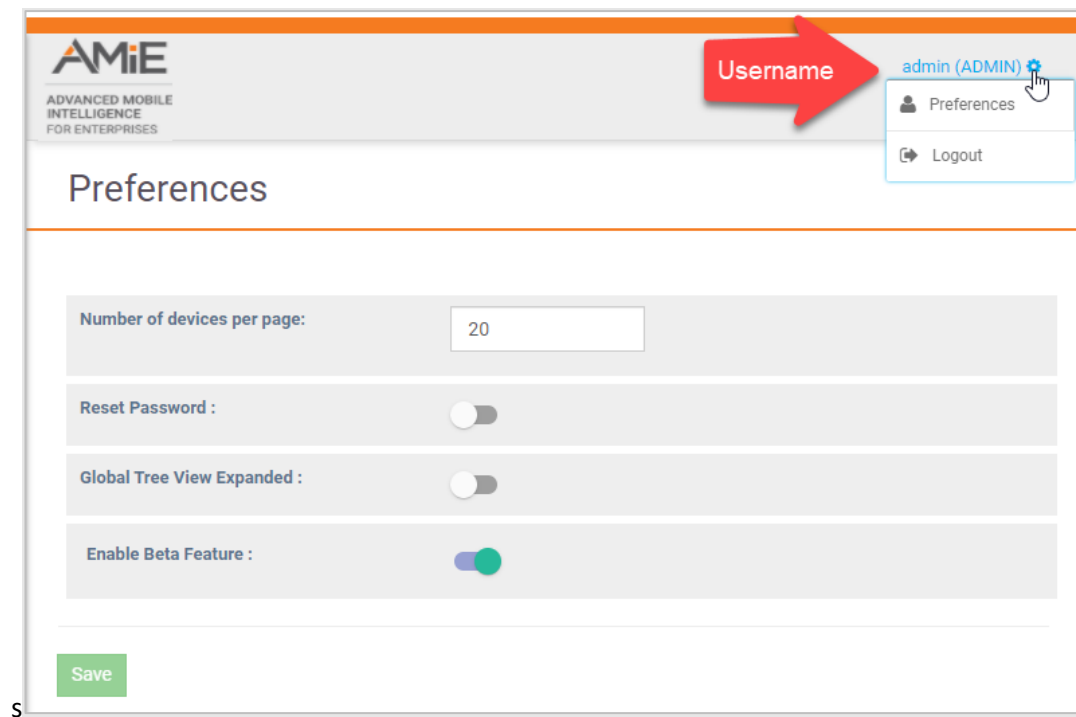
New Features

Improved UI

Continuing improvements in the UI to enhance legibility and option organization.

Activate Beta features

Beta features can be displayed in the SAM UI. In the banner, navigate to [username]> Preferences> Enable Beta Features.



Use of QR code to associate smartphones

Currently offered as a Beta feature, SAM displays a QR code that can be used to associate a Versity smartphone running R2.1 or above. The QR code can be printed or directly scanned by a phone using the same Wi-Fi network as SAM. On the Versity smartphone, activate the QR scan by opening the SAM Client app. Tap the Spectralink logo five times in rapid succession and the scanner will open. Point the scanner at the QR code. The phone will begin to associate with SAM. Note that the phone should not be controlled by an EMM when using this feature.

Apps Enhancements

The Versity Applications Administration Guide details new and improved enhancements made to Spectralink applications. The Release Notes for Versity 95/96 R2.1 and Versity 92 R1.2 provides more information about the changes to these apps:

- Barcode
- Batt Life
- Biz Phone
- Buttons
- Device Settings
- Logging
- Sound Stage

Fixes and Minor Enhancements

Key	Summary
SAM-709	Copying configuration from one approved phone to another is working correctly. Copy an approved phone's configuration to a mac address is not. This mechanism is used for copying a configuration from a broken phone to a future phone, provided the mac address is known. Once the configuration is copied and a phone is approved with the same mac address, the configuration is automatically applied to it. There seems to be some validation used for the source phone since it is displaying this icon: . After entering a target mac address and selecting a category, and either entering a reason or not, the "COPY CONFIG" button fails to produce any result. No config is copied.

Known Issues

Admin Tip: FT and CCKM temporarily disabled

To prevent inadvertent enabling of FT and CCKM these options have been disabled in the SAM 1.4 version. If FT/CCKM has been enabled previously, it will be disabled automatically by SAM during the upgrade to 1.4.

Contact your service representative for assistance. Custom attributes can be used to program FT and CCKM in SAM.

Refer to the *Versity Applications Administration Guide* and the *SAM Administration Guide* for complete information.

Chapter 13: SAM Software 1.3

SAM Version: 1.3.0.xxx.680

For use with all Versity versions:

- Versity 92 Series R1.1 using Android 10
- Versity 95/96 Series R1.8 using Android 8 “Oreo” (and earlier)



Note: SAM compatibility

SAM 1.3 was tested with Versity 92 Series 1.1. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. The version number will replace the “xxx” after install as displayed on the SAM About page.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Caution: Your account number is critical to SAM setup

Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

New Features

Improved UI

With R1.3 Spectralink introduces an improved apps UI to ensure fast and convenient display of all configurable options. The SAM version is closely synchronized with the most recent Versity software version so that all the latest app developments are included in the SAM UI.

Refined update/downgrade process

Development requirements for SAM R1.3 increased the URI length to more than 100 characters. Therefore, if you revert from SA R1.3 to SAM R1.2 the different URI length will cause the phones to stop communicating. An interim build has been created to avoid the consequences of the mismatch during a downgrade. SAM-1.2.0R1 --> Build #765. It can be obtained from your support representative.

For a new install

Simply install R1.3.

To update from R1.2 to R1.3

- a Install SAM-1.2.0R1 --> Build #765
- b Upgrade to SAM R1.3.

To reverse the R1.3 update and go back to R1.2

Install SAM-1.2.0R1 --> Build #765

If you have installed R1.3 or downgraded to R1.2 and the phones stop communicating

Install SAM-1.2.0R1 --> Build #765

Fixes and Minor Enhancements

Key	Summary
SAM-707	Downgrade (or revert) causes phones to require reset after upgrading to 1.3
SAM-681	Removing default channel from PTT
SAM-675	Biz Phone shows changes pending when there are none
SAM-564	SAM GA5 design issue: local storage
SAM-550	"Enable Device Settings" is confusing
SAM-532	Audit Orion 1.0 & 1.1 Config Parameters to SAM
SAM-530	Add Versity ScanFlex config parameters

Chapter 14: SAM Software 1.2

SAM Version: 1.2.0.xxx.591

For use with all Versity versions.



Note: SAM compatibility

SAM 1.2 was tested with Versity 1.7. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “xxx” stand for?

You will notice an “xxx” in the version number. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. The version number will replace the “xxx” after install as displayed on the SAM About page.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.



Due to repeated situations where the SAM server was installed with a phony customer account number, a caution note is added here to help all installers understand that the correct customer account number will prevent future configuration and installation problems.

Caution: Your account number is critical to SAM setup

Spectralink assigns a unique account number to each customer which is linked to your SAM license. If a different number is used to configure the SAM server and it is not the assigned number, the SAM license will fail and the entire server must be reinstalled.

New Features

Please refer to the *Spectralink Application Administration Guide* for complete information about all features mentioned here.

Support added for AMiE and SSO

The AMiE Analytics system enables administrators to keep track of real time device metrics on a management console.

Single sign-on is an authentication system that allows one Versity smartphone to be shared by multiple users, each with their own login.

Remove security vulnerabilities

Spectralink conducted a comprehensive security scan to identify and correct any security vulnerabilities. E-1159

Add support for encrypted Active Directory integration

Installations can now specify the SSL port and the associated encryption used for Active Directory. E-1212

Add support for SAN

Installations can specify one or more Subject Alternative Names (SAN) as part of the SAM setup process. When the CSR is generated, the SAN names are included. S-317

Add support for wildcard certificates

Wildcard certificates are now supported for domain certificates allowing use of a single certificate for all servers in the environment. E-1313

Barcode app—add support for setting supplemental options

A conflict between EAN and UPC values prompted a new value for EAN supplementals. S-277

Add support for Cisco advanced contact search in Biz Phone

S-457 Add Cisco Contact Search and Advanced contact search enable to the Cisco Solution Partner Program settings.

Add ability to export MAC addresses from Holding Area (.csv)

As a workflow improvement, the ability to export the device list as CSV file. The following values are included for each device. (S-266, S-301)

- MAC address
- Device serial
- Last heartbeat
- Groups
- SIP extension
- Device Info 1
- Device Info 2
- Device Info 3
- Device Info 4
- Status
- Device model
- Software
- AP SSID

Device Settings rearrangement, Quick Settings tiles support

User restriction settings (S-348) are added and grouped to support quick settings and other user restriction options. Several admin settings added: Edit device name (S-464), Application battery optimization whitelist (S-374), Allow battery saver (S-379), SKeyboard and Google Voice Typing (S-375), Sleep, Touch, Emergency, Camera and Network settings to align with Versity.

PTT

Edits to remove deprecated settings including Emergency and Priority channel designations and transmit audio frame size. S-483, 485, 486

Sys Updater

Add ability to update LTE models over a metered network by adding the “allow OTA over metered network” option. This option enables Versity to use a metered network to contact the facility system over a VPN connection in order to download a code update. Such service may be quite expensive and you should be aware of what data charges will be incurred before enabling this option. S-476

Revert last upgrade. Introduced in R1.6, Revert last upgrade allows an administrator to revert to a previous upgrade. S-380

Fixes and Minor Enhancements

Key	Summary
SAM-216	Implement backup strategy - take backup nightly when config changes
SAM-240	Add Custom Apps tab to support new apps being tested
SAM-299	Add reason fields for copy config (for future use)
SAM-305	Enhance SAM Security: Postgres
SAM-343	Add custom intents to Buttons app options
SAM-349	Password for database recovery (postgres) may not use special characters
SAM-351	Add ability to disable call waiting
SAM-352	Add new string to list package names for the "battery optimization" whitelist to SAM's device settings tab
SAM-353	SAM Custom Attribute shows correct values on upgrade
SAM-365	Document how to backup, retrieve backup and restore to a new SAM
SAM-374	Default value for new setting app_battery_opt_whitelist is now sent after upgrade
SAM-375	Spectralink secure keyboard key(s)
SAM-433	Add capability to manage SlnkSSO settings
SAM-451	Add support for full state name when generating certificate

Chapter 15: SAM Software 1.1.0.x.503

SAM Version: 1.1.0.x.503

For use with all Versity versions.



Note: SAM compatibility

SAM 1.1.0.x.503 was tested with Versity 1.4. However, this version of SAM should work with any Versity smartphone software version. Any options that appear in SAM and are not in the phone menus will be ignored by the phone. Any options that are in the phone but not in SAM will be ignored by SAM unless programmed through Custom Attributes.



Note: What does the “x” stand for?

You will notice an “x” in the version number. It signifies the build version of the VM the SAM software is installed on. When the SAM version is loaded at your site, the number will reflect the VM version in use at your site. The version number will replace the “x” after install as displayed on the SAM About page.



Settings: Updating SAM to the current release

You will see two files for this and future releases.

The upgrade version is an incremental release used to update code to the next released version. It is a smaller file with a faster download time and recommended for incremental updates. Always use the appropriate incremental file for your current release. i.e. Do not skip versions. Use the next released version.

The New install file contains the full code for a new SAM VM and software deployment.



Caution: The full release version will install a new instance of SAM on the VM

The New install version will install a new instance of SAM with an empty database. If SAM is already deployed in your facility, do not try to “upgrade” with the New install version. Use the upgrade version unless you intend to start over.

New Features

SAM R 1.1 is the second iteration of the widely acclaimed software introduced with the Versity smartphone. This version brings significant additional capabilities in response to our ever-expanding customer base.

About SAM

A Backup Now button now appears on the About page. Clicking it causes a popup notification to appear that confirms the request and informs when the backup will run, usually immediately. The backup process runs the export.sh script. (318)

Copy Configuration

The new Device Info fields have been added to the Copy Configuration feature to make it easier to find the Source and Target devices. (300)

Device List

Device created (263)

New option “Device Created” added to Device List column options. The date listed is the date the device was approved and added to the Device List.

Device Info fields (4) added to Device List.

See explanation under Device Settings below.

Export devices (301)

The Export All Devices option is added to the Select actions dropdown. Clicking it exports all devices to a .csv file with useful columns for parsing as needed with the spreadsheet file.

Feature License

SAM license management requires SAM to remain available even though SAM licenses are expired. When licenses expire, SAM becomes read-only and error messages appear. No configuration changes can be made until new licenses are purchased and installed. (204)

Applications

Custom attributes (242)

The Custom Attributes feature is used to deploy application parameters and features that have been developed by Spectralink but are not yet available in the SAM GUI. All custom attributes are listed under the application and may be edited and deleted as needed.

This software version delivers improvements in setting, changing and deleting custom attributes. Key-value pairs used by Custom attributes can be found in the *Applications Administration Guide*, available online at the Spectralink support site.

Custom App beta version (330)

Custom Application is a new app that is under beta trials which Spectralink is releasing in this version as it may prove useful to certain facilities. The UI is similar to Custom attributes.

Send Configuration Now button added (265)

Each SAM configuration page now has a set of Save/Cancel buttons at the bottom.

- Cancel—clears changes but remains in the page.
- Save Configuration—saves any changes to the database. Any affected phone will get the changes when it next heartbeats in.
- Send Configuration Now—saves any changes to the database and also triggers a heartbeat for the affected phones so they pick up the changes “Now”.



Barcode app (252)

Add symbology ISBT 128, used for medical products. Options added” Concatenation, Check ISBT Table for Valid Concatenation Pairs, Concatenation Redundancy. For key-pairs see *Spectralink Applications Administration Guide*.

Batt Life app (308)

Batt Life app added to SAM. The Batt Life application displays the current condition of the battery and allows the user to adjust charge alerts and other parameters and metrics. The configurable parameters are controlled by the user unless otherwise set in SAM.

Biz Phone app (268)

For support of the SPP phones licensed by Cisco, an option to use a vendor-licensed protocol is added for Registration 1 and 2 along with new menu options for Cisco CUCM COP file settings. For options and key-pairs see *Spectralink Applications Administration Guide*.

For non-SPP phones, a new call-forwarding option is added to Registration 1.

Buttons app (304)

The Buttons app allows users/administrators to program the buttons on Versity devices. User control can be disabled for all or any button.

Device Settings app

Time settings (273)

Add timezone and time format settings for Wi-Fi and LTE phones. See *Spectralink Applications Administration Guide*.

Device Info settings (227)

Four Device Info fields are added to replace the Owner Info field. New fields add three configurable fields to the Device List columns and are configurable in batch import/export .csv files

Logging app (244)

New Advanced Debugging tab with many options including Capture bug report added. See *Spectralink Applications Administration Guide*.

VQO app

RSSI threshold default value change from -75 to -67.

Wi-Fi channel list (238)

Extensive list and options for adjusting Wi-Fi bands and channels have been added. For complete information see *Spectralink Applications Administration Guide*.

Warning about loss of connectivity (339)

With SAM, it is possible to lose connection with the phone by disabling all channels, requiring a factory reset. Therefore a warning has been added to the Channels page:

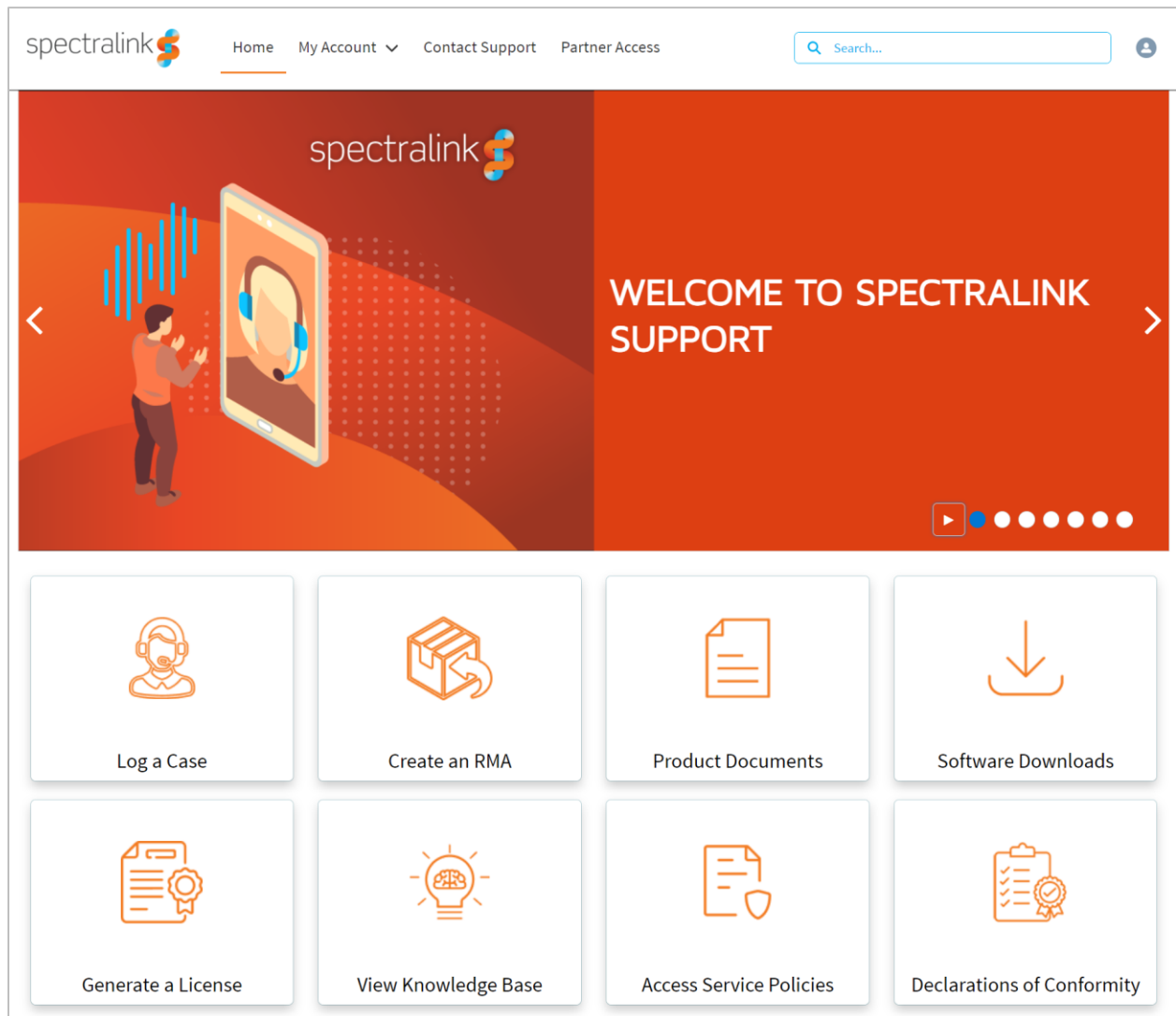
Note: Disabling channels can result in the loss of network connectivity for each affected device, requiring them to be reset to factory defaults. Review the channels in use at the intended location before making changes

Appendix A: Reference Documents

Please consult your support representative for all questions and issues about this product.

Spectralink References

All Spectralink documents are available at <https://spectralink.my.site.com>.



Specific Documents

[Spectralink Versity software and support documents](#) on the Spectralink support site.

[Spectralink SAM software and support documents](#) on the Spectralink support site.

[Spectralink PIVOT documents](#) on the Spectralink support site.

Release Notes accompany every software release and provide the new and changed features and resolved issues in the latest version of the software. Please review these for the most current information about your software.

Spectralink Versity Deployment Guide provides a high-level overview of the deployment process for Spectralink Versity smartphones. This includes the interface with an EMM, the method for getting Versity connected to the wireless LAN, and the interface with the Spectralink Application Management (SAM) server.

Spectralink Applications Management (SAM) Guide provides information about every setting and option for the Spectralink applications that are available to the administrator on the SAM server. Time-saving shortcuts, troubleshooting tips and other important maintenance instructions are also found in this document.

The *Spectralink Applications Administration Guide* describes each Spectralink app and lists each parameter configured for each app.

The *Spectralink Versity User Guide* offers comprehensive instructions for using each of the Spectralink Applications deployed on the handsets.

For information on IP PBX and soft switch vendors, see the *Spectralink Call Server Interoperability Guide*.

Technical Bulletins and Feature Descriptions explain workarounds to existing issues and provide expanded descriptions and examples.

AP Configuration Guides explain how to correctly configure access points and WLAN controllers (if applicable) and identify the optimal settings that support Spectralink Versity smartphone. You can find them on the *VIEW Certified* webpage.

****END OF DOCUMENT****