

Technical Bulletin CS-16-13

PIVOT & 84-Series Interoperability with 802.11k

This technical bulletin explains what you need to know about PIVOT & 84-Series Handsets on WLAN's that have 802.11k enabled.

System Affected

Spectralink 87-Series Handsets

Spectralink 84-Series Handsets

Description

Many customers have begun leveraging 802.11k in their WLAN's. Particularly customers that have chosen to develop a BYOD model. For environments that will also be deploying Spectralink WiFi handsets it is important to understand the implications.

Spectralink handsets do not utilize the messages that are generated by WLAN's using 802.11k. However, PIVOT handsets that are running release 2.2 or later and 84-Series handsets running release 5.0 or later will operate without issue in WLAN's where both 802.11k are enabled.

This is important to note as customers with Cisco WLAN's begin to upgrade to release 8.3 where both 802.11k are available and enabled by default. If your handset is running a prior release it may not be able to properly associate to the WLAN. It may be necessary to disable 802.11k to allow the handsets to associate to the WLAN and be upgraded to a release that interoperates properly. You can then re-enable 802.11k and expect your Spectralink handsets to operate properly.

Please refer to the VIEW guide for your WLAN controller for a complete list of recommended configurations. VIEW guides can be found here: <http://support.spectralink.com/view>

If you need assistance upgrade your Spectralink handsets, please contact of technical support team by calling 800-775-5330 or emailing to technicalsupport@spectralink.com.

Document Status Sheet

Document Control Number: CS-16-13

Document Title: PIVOT & 84-Series Interoperability with 802.11k

Revision History: I01 – Released *December 12, 2016*
I02 – Released
I03 – Released

Date: *December 12, 2016*

Status: Draft Issued Closed

Distribution Status: Author Only Internal Partner Public

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