

Technical Bulletin CS-20-13

## Versity 95/96-Series Deployment Q&A

This technical bulletin lists Question and Answers a customer may have regarding their 95/96-series deployment after the launch of the 92-Series device.

### *System Affected*

Spectralink Versity 9540/9553/9640/9653 products

### *Description*

This document considers field impact and potential concerns to 95/96-series deployments after the launch of the Versity 92-series device. Topics include Spectralink's app versions, SAM server versions, device management, and mixed fleet deployments.

Although the 95-series Android 10 Operating System software release is discussed, this document is not a Operating System (OS) migration document, and this topic will be considered in greater detail in a subsequent document.

Notes:

- The 10<sup>th</sup> major Android Operating System release is called "[Android 10](#)". This term is used throughout the document. Versity 95/96 devices were launched on an earlier Android operating system version, Android 8.1.
- For clarity and simplicity, the document refers to 95-series, however it applies to all 95 and 96 series devices, i.e. 9540, 9553, 9640, & 9653.

### *Android 10*

#### **Why is the 92-Series on Android 10 and 95-Series on Android 8.1?**

Google mandates new devices are released on the latest OS device versions. This required the 92-series launch on Android 10. The 95-series software release that will support Android 10 is still undergoing Spectralink's rigorous testing.

## **When will Android 10 be available for 95-Series?**

The 95-Series Android 10 software release (version 2.1) is targeted to be available in mid-Q1 2021.

New production 95-series devices and refurbished (RMA) devices shall continue to be manufactured/supplied on Android 8.1 software (version 1.4) until a to-be-determined (TBD) date. At which time these devices will ship on an Android 10 software release.

## **Why upgrade to Android 10?**

Google continues to enhance and improve the Android operating system with each release. These include app functionality, user interface, and security enhancements. It is beneficial for Versity users to adopt the latest software to take advantage of these new capabilities.

## **How often should I update my 95-Series device software?**

Spectralink recommends to update to new software releases in an expedient manner. This allows users to benefit from enhancements and bugfixes. Spectralink advises customers update devices to run the latest release or prior-to-latest release.

Like any technology update, when updating software, a progressive rollout across a fleet is sensible, to minimize risk (and exposure) in case of any unexpected issues.

## ***Spectralink App Versions in the Google Play Store***

### **Will the Spectralink apps in the Google Play Store support 92-series and 95/96-series?**

Simply put, Yes. The Spectralink apps are designed to run on both 92-series and 95-series devices.

For the more technically minded, a more detailed answer:

- Spectralink will configure the Google Play Store to retain both the latest Android 8.1 Spectralink apps on the Play Store, as well as publish new versions of the Spectralink apps that support Android 10 (API level 29+) onwards.
- In effect there will be two versions of each app, one for Android 8.1, and one for Android 10. Both versions use the same package name. The Android 10 apps being newer, incorporate additional features and bugfixes.
- The device shall “automatically” determine which app version to download based on the OS version on the device. This means a 95-series device running Android 8.1 will download the Android 8.1 app variant, and Spectralink devices running Android 10 will download the Android 10 app.

- So in practical terms:
  - o 95-series devices on SW 1.x (Android 8.1) will download the retained Android 8.1 app from the Play Store. A device on 1.x SW will not download run the Android 10 version of the app.
  - o 92-series devices (that use Android 10) will download the Android 10 app version from the Play Store. It will not download the 8.1 app version.
  - o A 95-series device updated to Android 10 (once available) release will download the Android 10 app.
- Once the 95-series Android 10 software release is available, then both 92-series and 95-series devices running Android 10 can download, install, and run the same Android 10 Spectralink app APK file from the Google Play Store.

### **Can an Administrator control whether apps get downloaded from the Google Play Store or not?**

Yes. Most EMMs provide administrators with a policy to control if and when apps automatically download. This does allow an admin to control when apps get updated. However, many EMM policies are not at per-app granularity, instead it is an all-apps-or-nothing, which may not be ideal. By default, most of these policies enable automatic updates.

## ***Mixed Fleet (92- & 95-Series) Deployments***

### **Can I deploy a system (“mixed fleet”) of 92-Series and 95-Series devices?**

Yes. To minimize any unexpected deployment issues please contact your Spectralink representative for guidance.

### **Does 92-series share the same Wi-Fi interoperability as 95-series?**

No. The 92-series uses a different chipset, and the required Wi-Fi infrastructure configuration requirements differ from the 95-series. For example, the 92-series requires WMM PowerSave (WMM-PS) to be enabled, whereas 95-series does not. Please refer the [VIEW configuration documents](#), and your Spectralink representative for further guidance.

### **What SAM Server Version will I need?**

92-series devices require SAM server version 1.3. This version supports both 92- and 95-series devices. The SAM version 1.3 UI/UX is optimized for Android 10 apps, so we recommend discussing with Spectralink prior to installation.

## How does a mixed fleet impact my MDM/EMM configuration?

Ideally it doesn't. However, there can be subtle configuration nuances that may create issues such as failing to push configurations to devices. These can be difficult to troubleshoot. Spectralink recommends reviewing your configuration with our EMM consultant.

## “Greenfield” (New) 95-Series Deployments

For experienced installers of 95-series systems, there should be no significant changes to the 95-series deployment and management process after 92-series product launch. Mixed fleet (92-series and 95-series) is considered in the prior section.

## What SAM Server Version should I use for a new deployment?

If using SAM, we recommend deploying SAM version 1.2 for 95-series, unless:

- You plan to deploy 92-series devices using the same SAM server in 2020.
- You plan to start to deploy 95-series in 2021.

In the above cases, deploy SAM version 1.3. If your deployment meet this criteria, please contact your Spectralink Sales representative or Spectralink Support for guidance on obtaining the software.

## Use 1.2? Why not just start with the latest SAM Server version 1.3?

SAM 1.3 was designed with Android 10 apps in mind. 92-series devices MUST use SAM 1.3. However, for 95-series only customers on Android 8.1, they will have a better management user experience (UX) using SAM1.2. Therefore we recommend starting with SAM1.2 and migrating to SAM 1.3 either when moving to Android 10, once available, or when a customer starts to deploy 92-series.

If you have to deploy SAM 1.3 with 95-series devices running Android 8.1 (i.e 1.x SW), the system will operate satisfactorily, but the administrator will be presented with configuration parameters in the GUI that only apply to Android 10 apps. 95-series devices running Android 8.1 which receive unsupported parameters from SAM1.3 simply ignore them.

## What may I experience, if my site shall not use SAM, i.e. “EMM-only”?

If using an MDM/EMM for application configuration, and thus not using the Spectralink SAM server, most EMMs shall present application configuration parameters from the Android 10 Spectralink app versions on the Google Play Store. These app versions may include parameters that are not supported on the older 8.1 apps installed on 95-series devices.

However, apps will ignore any unsupported parameters when pushed by the EMM. Spectralink advises leaving parameter values as default unless there is a reason to change from default.

## ***Existing 95-Series Deployments***

### **What does this mean for me, administrating an existing 95-series deployment?**

With the launch of 92-series and posting of Android 10 apps to the playstore, Spectralink does not expect any impact to your deployment.

### **Should I update my site to the latest SAM server 1.3?**

No. Spectralink recommends remaining on SAM server 1.2 until the 95-series Android 10 release is available and a site is ready to use the 95-series Android 10 release. The exception to this guideline would be if the site is planning to deploy 92-series devices prior to that date, and the site shall manage the 92-series using the same SAM server. If that is the case, please contact Spectralink.

### **I don't use SAM, but manage my fleet exclusively via an MDM/EMM?**

If using an MDM/EMM for application configuration, and thus not using the Spectralink SAM server, EMMs shall present application configuration parameters from the Android 10 Spectralink app versions on the Google Play Store. These app versions may include parameters that are not supported on the older Android 8.1 apps installed on 95-series devices. However, apps will ignore any unsupported parameters when pushed by the EMM. Spectralink advises leaving parameter values as default unless there is a reason to change from default.

### **What do I do once the Android 10 release is available for 95-series?**

Spectralink shall provide additional guidance closer to the release being available.

### **Is there anything I can do in the meantime prior to the 95-series Android 10 release?**

Android 10 is a significant upgrade to the Android system and can impact app operation. It is recommended to verify any 3<sup>rd</sup> party apps currently installed, or planned to be installed, have been tested with Android 10. The suggested approach is to contact the app-developer for confirmation.

## ***SAM Server 1.3 Availability***

### **When will SAM Server version 1.3 be available?**

It will be released once the 92-Series device becomes Generally Available (GA). This is targeted for late-October 2020.

### **How will SAM Server 1.3 be available?**

Initially it shall not be posted to the public Spectralink Support website. Instead to obtain the software please contact your Spectralink Sales representative or Spectralink Support team. For Support contact information, please refer to <http://support.spectralink.com>.

### **When should I deploy SAM 1.3 instead of 1.2?**

SAM server 1.3 should be deployed if sites are using 92-series devices, or have a mixed fleet of 95-series and 92-series devices.

If customers only have 95-series devices, it is recommended to deploy SAM version 1.2 until the 95-series Android 10 release is available and the customer is ready to deploy the Android 10 release. Then upgrade from SAM 1.2 to SAM version 1.3 prior to updating device software.

# Document Status Sheet

**Document Control Number:** CS-20-13

**Document Title:** Versity 95/96-Series Deployment Q&A

**Revision History:** I01 – Released Oct 13, 2020  
I02 – Released Oct 21, 2020  
I03 – Released

**Date:** *October 18, 2020*

**Status:**  Draft  Issued  Closed

**Distribution Status:**  Author Only  Internal  Partner  Public

## Copyright Notice

© 2020 Spectralink Corporation All rights reserved. Spectralink™, the Spectralink logo and the names and marks associated with Spectralink's products are trademarks and/or service marks of Spectralink Corporation and are common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Spectralink.

All rights reserved under the International and pan-American Copyright Conventions. No part of this manual, or the software described herein, may be reproduced or transmitted in any form or by any means, or translated into another language or format, in whole or in part, without the express written permission of Spectralink Corporation.

Do not remove (or allow any third party to remove) any product identification, copyright or other notices.

Android is a trademark of Google LLC.

## Notice

Spectralink Corporation has prepared this document for use by Spectralink personnel and customers. The drawings and specifications contained herein are the property of Spectralink and shall be neither reproduced in whole or in part without the prior written approval of Spectralink, nor be implied to grant any license to make, use, or sell equipment manufactured in accordance herewith.

Spectralink reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult Spectralink to determine whether any such changes have been made.

NO REPRESENTATION OR OTHER AFFIRMATION OF FACT CONTAINED IN THIS DOCUMENT INCLUDING BUT NOT LIMITED TO STATEMENTS REGARDING CAPACITY, RESPONSE-TIME PERFORMANCE, SUITABILITY FOR USE, OR PERFORMANCE OF PRODUCTS DESCRIBED HEREIN SHALL BE DEEMED TO BE A WARRANTY BY SPECTRALINK FOR ANY PURPOSE, OR GIVE RISE TO ANY LIABILITY OF SPECTRALINK WHATSOEVER.

## Warranty

The *Product Warranty and Software License and Warranty* and other support documents are available at <http://support.spectralink.com>.

## Contact Information

### US Location

+1 800-775-5330

Spectralink Corporation  
2560 55th Street  
Boulder, CO 80301  
USA

[info@spectralink.com](mailto:info@spectralink.com)

### Denmark Location

+45 7560 2850

Spectralink Europe ApS  
Bygholm Soepark 21 E Stuen  
8700 Horsens  
Denmark

[infoemea@spectralink.com](mailto:infoemea@spectralink.com)

### UK Location

+44 (0) 20 3284 1536

Spectralink Europe UK  
329 Bracknell, Doncastle Road  
Bracknell, Berkshire, RG12 8PE  
United Kingdom

[infoemea@spectralink.com](mailto:infoemea@spectralink.com)