

Extreme Networks (Altitude/Summit)

Spectralink's Voice Interoperability for Enterprise Wireless (VIEW) Certification Program is designed to ensure interoperability and high performance between Spectralink Wireless Handsets and wireless LAN (WLAN) infrastructure products.

The Extreme Altitude/Summit controllers and APs tested with Spectralink phones are manufactured by Motorola. Extreme part numbers correspond to the Motorola part numbers as follows.

	<i>Extreme part number</i>	<i>Motorola part number</i>
Controllers	WM3400	RFS40x0
	WM3600	RFS60x0
	WM3700	RFS70x0
APs	AP4600 and AP4532	AP650
	AP4710 and AP4750	AP7131

Configuration information for version 5.5.5.0 is available in the VIEW Guide for Motorola: *VIEW Configuration Guide: Motorola Solutions with WLAN Controllers RFS40X0, RFS60X0, RFS70X0, NX9XX0 and Access Points AP650, AP7131 and AP8132* available at: <http://support.spectralink.com/products/wi-fi/view-certified-ap-configuration-guides>

Please use the corresponding Motorola part number to locate configuration information for the Extreme products you are using. Note that there are Motorola products in the referenced document that Extreme does not carry so be sure to identify the exact Extreme part numbers you are deploying.

Product Support

If you are having difficulty locating the information you need, contact:

Extreme Networks

Extreme Networks Technical Assistance Centers (TAC) provide 24x7x365 worldwide coverage. These centers are the focal point of contact for post-sales technical and network-related questions or issues. TAC will create a Service Request (SR) number and manage all aspects of

the SR until it is resolved. For a complete guide to customer support, see the Technical Assistance Center User Guide at: www.extremenetworks.com/go/TACUserGuide

The Extreme Networks eSupport website provides the latest information on Extreme Networks products, including the latest Release Notes, troubleshooting, downloadable updates or patches as appropriate, and other useful information and resources. Directions for contacting the Extreme Networks Technical Assistance Centers are also available from the eSupport website at: <https://esupport.extremenetworks.com>

When contacting TAC support, please provide the following information:

- Serial number of the unit
- Model number or product name
- Software type and version number

Extreme Networks responds to calls by email or telephone within the time limits set forth in support agreements.

Spectralink Product Support

Spectralink wants you to have a successful installation. If you have questions please contact the Customer Support Hotline at 1-800-775-5330.

The hotline is open Monday through Friday, 6 a.m. to 6 p.m. Mountain time.

For Technical Support: <mailto:technicalsupport@spectralink.com>

For Knowledge Base: <http://support.spectralink.com>

For Return Material Authorization: <mailto:nalarma@spectralink.com>

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