



Spectralink Applications Management (SAM)

Release Notes

SAM Software 1.4.1.xxx.721

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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 settings 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 “see” 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. If devices are configured manually through their Admin menus, SAM will not “know” about these changes. Existing SAM configuration settings will overwrite any manual changes at the next heartbeat.



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 can be found at <https://support.spectralink.com/SAM>

Chapter 1: 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

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.

If you have already updated to R1.4.0 and do not use LDAPS, you may continue using R1.4.0 without issue.

If you have already updated to R1.4.0 and do use LDAPS, please contact your Spectralink service representative for a fix.

If you have not yet updated to R1.4.0, please update to 1.4.1. R1.4.0 is no longer available.

Chapter 2: 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.

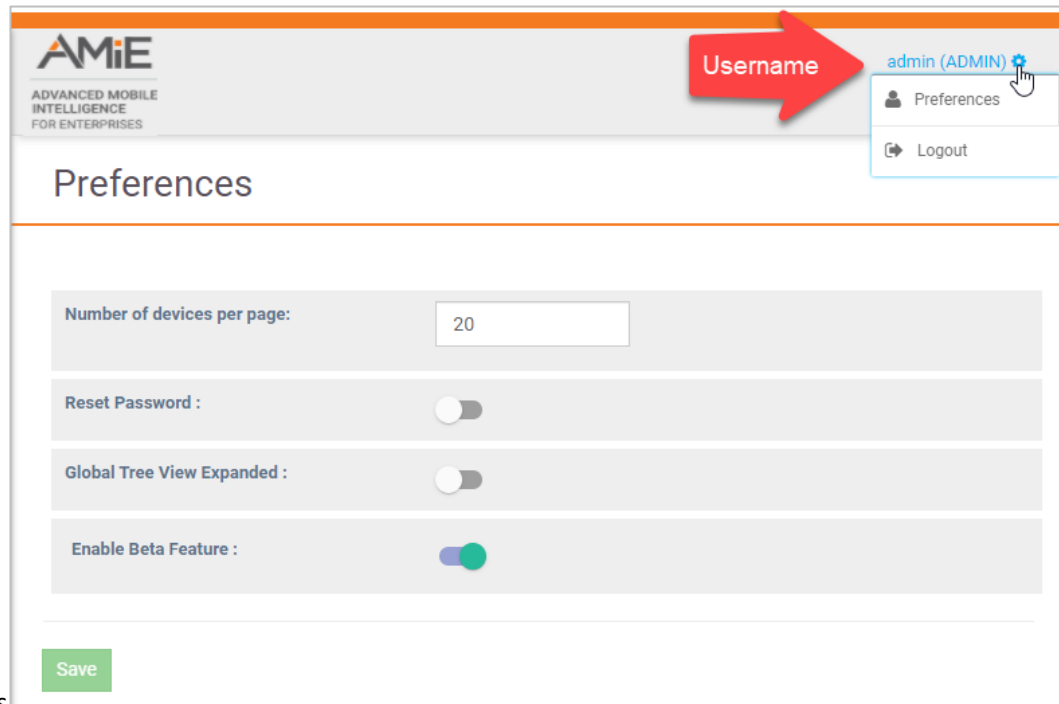
New Features

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 3: 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 4: SAM Software 1.2

SAM Version: 1.2.0.xxx.591

For use with all Varsity versions.



Note: SAM compatibility

SAM 1.2 was tested with Varsity 1.7. However, this version of SAM should work with any Varsity 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 5: 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.

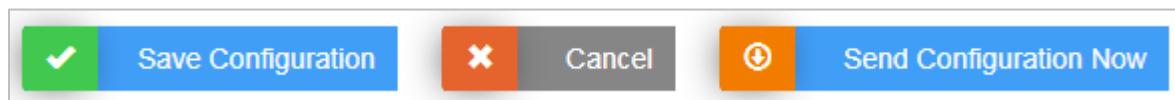
Custom App beta version (330)

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:

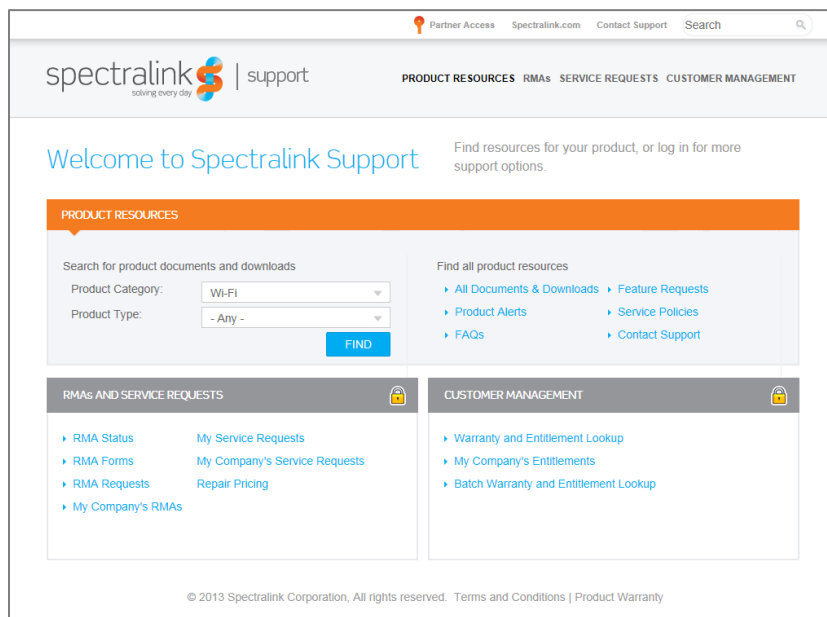
Note: Disabling channels can result in the loss of network connectivity for each affected device, requiring them to be reset to factory defaults. Review the channels in use at the intended location before making changes

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 <http://support.spectralink.com>.



To go to a specific product page:

Select the Product Category and Product Type from the dropdown lists and then select the product from the next page. All resources for that particular product are displayed by default under the All tab. Documents, downloads and other resources are sorted by the date they were created so the most recently created resource is at the top of the list. You can further sort the list by the tabs across the top of the list to find exactly what you are looking for. Click the title to open the link. PIVOT documents are available at <http://support.spectralink.com/pivot>.

Specific Documents

Spectralink Versity software and support documents are available on the Spectralink support site at <http://support.spectralink.com/versity>.

Spectralink SAM software and support documents are available on the Spectralink support site at <http://support.spectralink.com/sam>.

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 Guide The 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.

White Papers

Spectralink White Papers are available at <https://www.spectralink.com/resources/white-papers-ebooks?page=1>.

For details on RF deployment please see *The Challenges of Ensuring Excellent Voice Quality in a Wi-Fi Workplace* and *Deploying Enterprise-Grade Wi-Fi Telephony*.

These White Papers identify issues and solutions based on Spectralink's extensive experience in enterprise-class Wi-Fi telephony. They provide recommendations for ensuring that a network environment is adequately optimized for use with Spectralink devices.

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