

Link Wireless Telephone System

Which frequency band does the Link WTS use?

The Link WTS utilizes the 902-928 MHz band, allocated by the FCC for Part 15 unlicensed use.

Most similar workplace systems operate in the 1920-1930 MHz band. Why do you operate in the 902-928 MHz band?

The Link WTS gets better performance at a lower system cost using the 902-928 MHz band. The 902-928 MHz band provides superior in-building coverage because radio signals propagate better at lower frequencies, and it allows us to use frequency hopping spread spectrum technology. Spread spectrum technology, which is not allowed in the 1920-1930 MHz band, is less susceptible to interference and provides better security. Our Base Stations also cover two to three times the area of those in the 1920-1930 MHz band. Frequency coordination and registration are not required before installation or before any modification of Base Station locations.

Our cell phones, radios, and even pagers don't work in parts of our facility. Will Link Wireless Telephones work?

The Link Wireless Telephones communicate with Base Stations that are strategically located throughout a facility to make sure users get the best voice quality anywhere in the workplace. Other technologies such as cellular phones, two-way radios, or pagers have poor indoor coverage because they communicate with transmitters that may be located too far away to provide sufficient signal strength to penetrate exterior and interior walls.

What is the size of the Link Wireless Telephone? Why doesn't it look like a typical cellular phone?

The Link Wireless Telephone weighs less than six ounces, and is approximately six inches long and two inches wide. The handset is designed specifically for use in commercial environments. Its monolithic construction makes it extremely durable with no flip or external antenna to break when the handset is dropped.

How are these phones different from cell phones? Do they work on the public cellular network?

Link Wireless Telephones are designed for in-building mobile workers within a building or campus setting. They connect to the PBX phone system and therefore do not incur costly cellular airtime charges or recurring monthly fees.

Why do these handsets cost more than cell phones?

The total ownership cost over the life of the product must be considered. When purchased with a service commitment, the cost of a cell phone is subsidized by the anticipated revenues from airtime charges. The average cellular phone airtime revenue for three years is more than \$1600. The Link Wireless Telephone System is sold directly to the customer and no recurring airtime or access charges are incurred.

How do users prevent incoming calls from interrupting meetings?

Most users simply turn the Wireless Telephone off when entering a meeting, so calls go directly to voicemail. Alternatively, Link Wireless Telephones come with an optional vibrate ring feature, and calls can be screened using caller ID if the Link WTS is digitally integrated with the company's phone system.

Can I access all the PBX features on Link Wireless Telephones?

The Wireless Telephone can access most PBX features if there is a digital interface available with the PBX or key system. If there is an analog connection, the phones can access system features via macros programmed into the Master Control Unit.

Do handsets require programming?

All integration and programming occurs in the Master Control Unit, so individual handsets do not need to be programmed. This is valuable in saving the system administrator's time. When a Wireless Telephone is added or replaced, PBX features are automatically available on the new handset.

Can I talk to several users at once?

Yes, the conferencing capabilities of the host switch are accessible from the Wireless Telephones.

How much does a Link Wireless Telephone System cost?

The list price can be as low as \$1,000 per user. System price is determined by the number of Wireless Telephones and supporting infrastructure (Master Control unit, Base Stations, system wiring, and ports required). These vary depending on the size of coverage area and building construction.

How do I get a quotation for a Link Wireless Telephone System?

To get a quotation for the system two things are needed: scaled copies of floor plans for those areas you want covered, and a completed one-page questionnaire about your facility (the Facility Survey). When you submit these items, you will get a quotation along with a guarantee that you will have comprehensive coverage of all specified areas or SpectraLink will add the necessary equipment at no additional cost to you.

How many square feet does one of your Base Stations cover?

The area covered by each Base Station depends on the building construction and the ceiling height. As a rough guide, each Base Station will cover between 10,000 and 200,000 square feet, with typical coverage in office areas of about 25,000 square feet.

Can I bridge Link Wireless Telephones to the current desk phone port, so an additional port is not needed?

Yes, Wireless Telephones can be bridged using an analog PBX port. Digital PBX interfaces require one digital port for each Wireless Telephone. With a digital interface, the desk phone and Wireless Telephone can be "twinned" so that they ring simultaneously and share the same voice mail box.

Can I start with a small system, and then expand it with more users or Base Stations later?

The Link Wireless Telephone System's modular design offers excellent scalability. You can start small, and add cards to the Master Control Unit as needs expand.

How are Wireless Telephones added or removed from the system?

The Link WTS is administered from the Master Control Unit (MCU). SpectraLink Wireless Telephones can be added or deleted simply by pushing a few buttons on the Link 150 MCU. The larger Link 3000 MCU is administered through a PC controller and software provided with the system. Wireless Telephones can be added or deleted by entering or deleting the serial numbers of the phones. This system can also be remotely administered through the operator's console by connecting modems to the PC and MCU.

Are there an adequate number of call paths to accommodate a concentration of users?

The four call paths provided by each Base Station are sufficient for most environments. SpectraLink assigns Base Station locations so overlapping coverage provides access to additional call paths. SpectraLink's ccLink WTS Base Station is specifically designed for call centers and other environments that experience high-density call traffic.

Can the Link Wireless Telephone System cover a campus with multiple buildings?

Yes, multiple MCUs can be networked via T1 connections. Multiple PBX platforms can also be utilized within the same system. Base Stations can be located up to 6,000 feet from the MCU to cover most campus environments without the need for T1 networking.

Will the Link Wireless Telephones interfere with our sensitive equipment?

The Link Wireless Telephones operate at very low power levels. In fact, Link Wireless Telephones are used in many businesses that have sensitive equipment, including hospitals, semiconductor manufacturing plants, and other high-tech manufacturing facilities. Link Wireless Telephones operate at an average output power of only 12.5 mW, about 50 times less than a typical cellular phone.

Our machinery produces a lot of radio interference. Will this cause problems for the Link Wireless Telephone System?

The system operates in the 902 – 928 MHz band. Frequencies outside this band do not interfere with our system. Our digital spread-spectrum technology offers interference immunity from most devices operating within the band.

What are the requirements for interference testing and licensing?

The 902-928 MHz band is designated by the Federal Communications Commission as a Part 15 unlicensed band. Unlike 1920-1930 MHz systems, no interference testing or licensing is required to install operate, or modify the system.

What is involved in installing the Link Wireless Telephone System?

The customer is responsible for installing standard telephone wire to the appropriate Base Station sites as provided on floor plans and providing one PBX port for each Wireless Telephone. A SpectraLink Reseller Partner may help you with wiring and port issues. The Link 3000 MCU also requires a 48-volt DC power supply.

How long does an installation take?

Once the PBX ports and the wiring to Base Stations are available, the typical installation requires only one or two days. This includes time for training of users.

How long does it take to train users?

Link Wireless Telephones are specifically designed to be user-friendly and to work much like a desk set. Training is usually done for groups of employees. Each session typically takes about 20 minutes. Streaming video instruction is also provided.

Where can I get more information?

For more information visit www.spectralink.com or call 800-676-5465