Upgrading to Android 13

This document describes the processes and procedures used to upgrade a Spectralink 95 or 96 Series handset from any prior software release to the latest Android 13 software release.

System Affected

Spectralink Versity 9540/9553

Spectralink Versity 9640/9653

Description

With the release of Android 13 on the Spectralink Versity 95 and 96 Series handsets, customers have the opportunity to bring their device fleet up to the latest Android Enterprise software offered by Spectralink. Due to some of the inherent complexities introduced with Android 13, Spectralink wants to prepare customers for the upgrade and ensure they have all the knowledge and tools they will need to complete this process. But most of all, to understand the reasons for why this upgrade is so different from prior upgrades that Spectralink has ever offered in the past.

You may have already been told by your Spectralink Partner or Sales Representatives that this upgrade will require you to interact with each of the handsets in your fleet. This is unfortunately true and for customers with very large device fleets, we understand the impact this will have on the upgrade process for you. That is why this document exists. It may seem daunting, but let us help you understand the best way to approach this and achieve success quickly and with the least amount of effort on your part.

Warning

You should be aware that the upgrade to Android 13 will require a factory default of your device. You will lose all data storeThere is also no mechanism to return to Android 10 once your device is upgraded to Android 13. We highly recommend that you thoroughly test the procedure, your workflows and any applications and other software you use with these device before perform this upgrade to a large number of devices to ensure complete compatibility. If you're unsure, or have question, please contact Spectralink Technical Support.

What's Required?

Software

As with any Spectralink software upgrade, you will need a web server to host the software for the clients. Ideally, you already have this in your environment and won't need to do anything more on this topic. But if you haven't experienced or needed to perform a Spectralink software update on your Versity handsets in the past, now would be a good time to review the technical bulletin "CS-19-01 Versity Software Update Overview & Server Requirements". Once you've got a server setup to act as your software update server let's move on the next requirement.

SAM or EMM/MDM

To make this process smooth and easier for you, we highly recommend that you leverage either your SAM server (AMIE Essentials) or your EMM/MDM, if you don't have SAM. We'll go into details later on how either of these servers will be leveraged, but without one or the other, it will be extremely difficult to stage the software update to your handsets to prepare for the upgrade and redeployment process.

QR Code or NFC Card

You will need to have either a QR Code or an NFC Card with the enrollment information for your network and EMM ready for the redeployment step post upgrade. Once the upgrade completes, the handset will be sitting at the "Hi There" screen and ready for deployment back into your environment. Having the QR Code or NFC Card to quickly scan to devices to get them onto the Wi-Fi network and enrolled back into the EMM will greatly speed up the process. We'll cover more details later.

Resources & Logistics

This is likely to be the most difficult component for any customer and the aspect of this upgrade that creates the most heartburn. Every environment has its own challenges and unique requirements which would make it impossible for us to capture all possible scenarios of what you might need to plan for. But we will do our best to identify the key resources you will need, the individual(s) that must be involved and/or informed and what we recommend for the fastest process for upgrading devices once you start.

Spectralink recommends
Based on our own experiences, we estimate that a single person, under ideal circumstances, should be able to program and deploy a minimum of 80 handsets in a single day. That could mean one person with a very large fleet may require a significant time investment to complete the upgrade. But we believe preparation is everything! And cooperation counts!

For example, a large healthcare facility might have 1500 devices across their campus. For a single person under those ideal conditions, it would likely take 19 days to complete the upgrade. But with preparation, staging and user cooperation, we might be able to drive that down even further.

You will know your environment and users better than anyone else and how easy or difficult it will be to gain cooperation from your user base. But consider if you can arrange times and places where users can perform device swaps or periods where you will know where devices will be located. Coordinate with leaders and individuals who are promoters in your environment to help keep things on track.

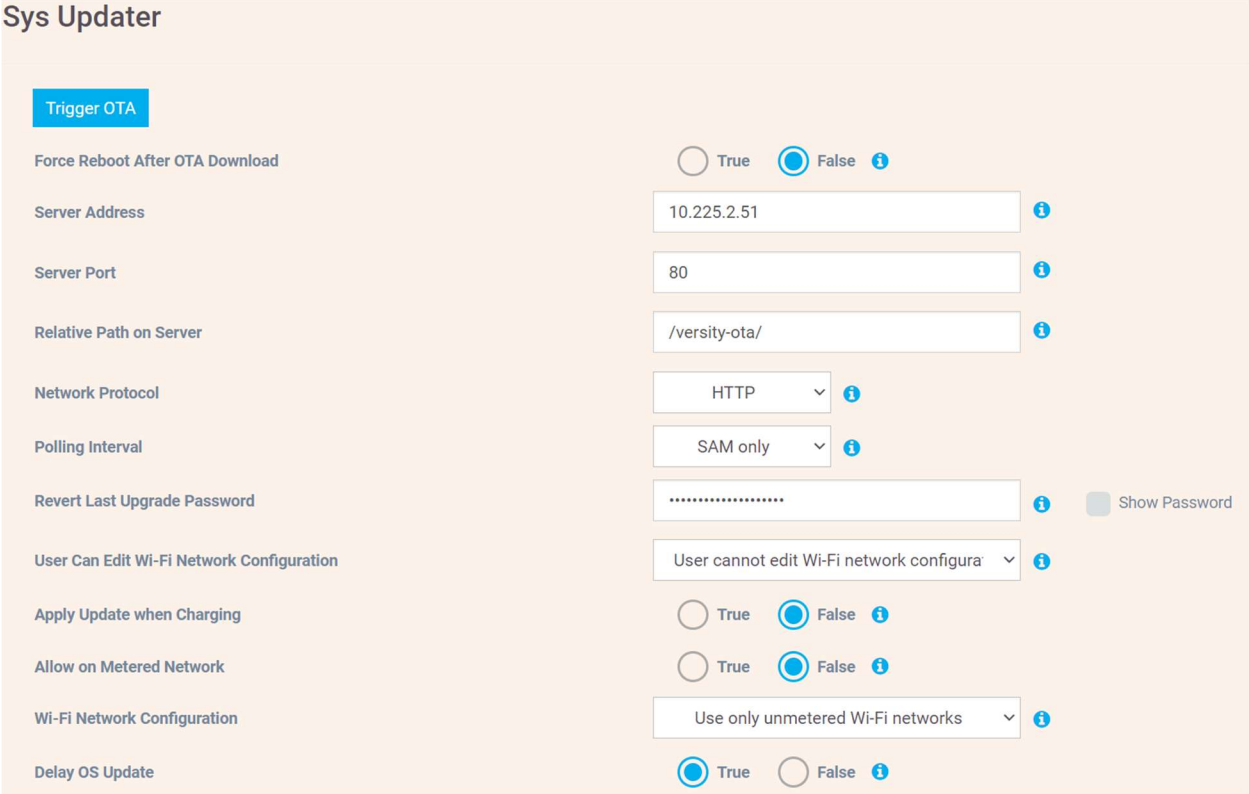
Process

The bulk of this section will be broken up into the steps required to complete the upgrade and what we recommend you do for each step. We will provide screenshots, where appropriate, and provide examples to help guide you through the process. But remember, you know your environment best!

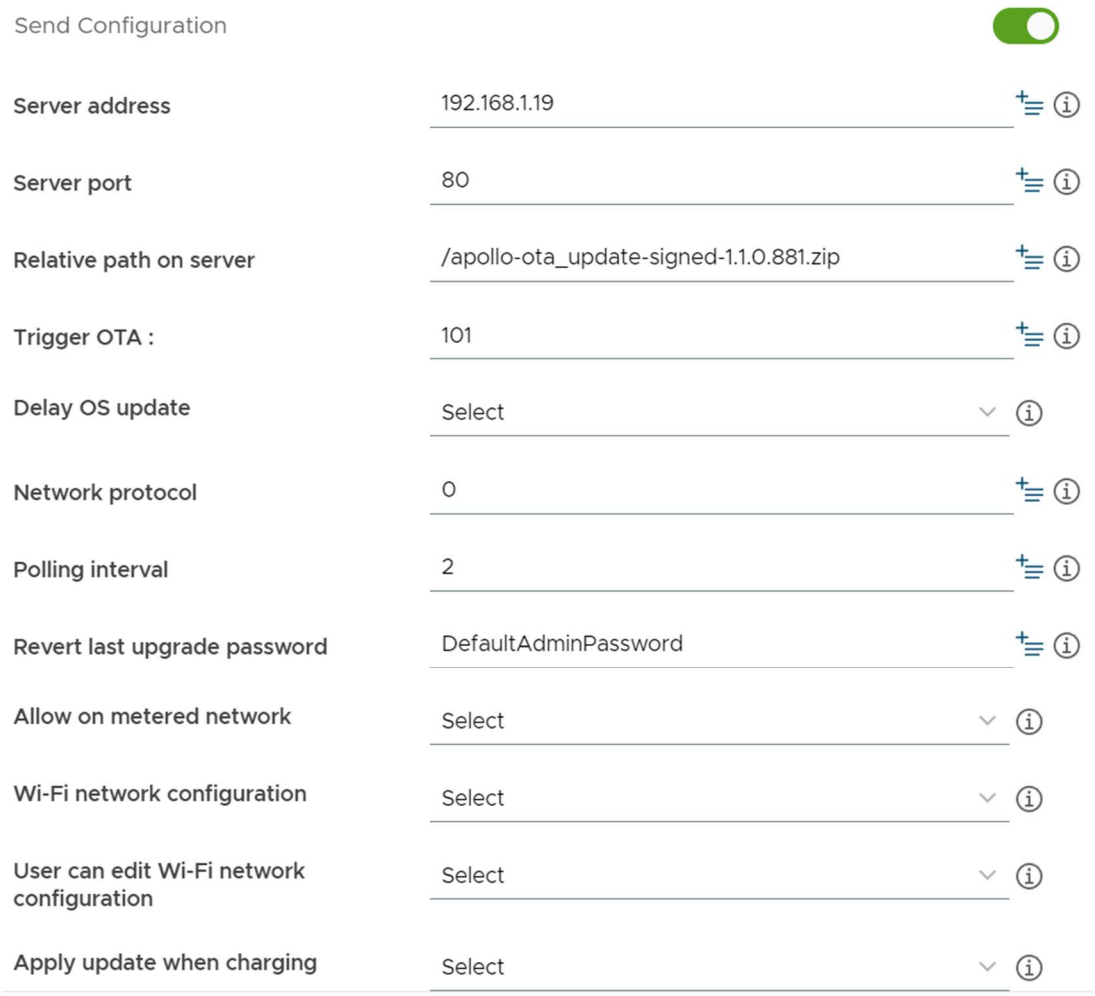
Software Staging

With the software uploaded to the web server acting as your update server, you should be ready to begin staging that software update to your handsets. The best thing about this approach is that you can push the software to the devices weeks in advance of any changes and know that these devices will be ready to apply the software when you are ready and not before. This single step will save you days of time and headaches.

If you haven't done so already, program the SysUpdater client via SAM or your EMM with the information of your web server that is hosting the Android 13 software. You can review the specific settings in the Spectralink Application Management (SAM) Administration Guide starting on page 165 for the SysUpdater for all the details of each field.



Complete the Server Address, Server Port, Relative Path on Server, and Protocol for now so they match your web server setup. You can do this at the Enterprise, Group or Device level in SAM depending on how you choose to deploy the software. But since these values are just for the update server alone, we would suggest doing this at the Enterprise level to simplify the process. The other settings for triggering the update and delaying the installation of the software would make more sense to do at the Group or Device level. Here is what these same settings might look like if you're using VMWare's Workspace ONE.



The staging of the software to the devices should be done leveraging the “Delay OS Update” feature available in SysUpdater. This value can be set to True in either management platform, SAM or EMM. Also make certain the “Force Reboot After OTA Download” is set to False. Now you can press the “Trigger OTA” button to start the software update. Again, this step can be done at any preferred configuration level, Enterprise, Group or Device. For larger deployments, it likely makes sense to use Groups to limit the impact to the network during software download to devices.

Timesaver

Once the software is loaded to the device, it will sit in storage until the “Delay OS Update” flag is set to False and “Trigger OTA” is pushed to the device again to indicate that it is time to apply the update that has been downloaded. At that point, the device will be ready to reboot and apply the update. We would suggest leveraging the “Force Reboot After OTA Download” at this point to help speed up the process as well by getting handsets to reboot automatically and apply the update. This will allow you to quickly identify them and start the redeployment process.

Redeployment

The handset should now be sitting at the “Hi There” screen. You can tap the screen seven times to open the QR Code scanner, scan your QR Code and complete the enrollment with your EMM. You devices will then pick up the settings automatically from the EMM that will allow it to rejoin with SAM. At that point, you will want to trigger SAM to Re-apply Config from the Device List. This will push all the SAM configuration back into the device and resychronize the device with SAM. Depending on how much time it typically takes for your EMM to complete its device enrollment process, you will have a device that is ready to return to service and is now on Android 13.

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Warranty

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

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