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Synapse™

Synapse™ Administrator's Guide



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This administrator's guide provides instructions for setting up your Synapse system with software version 1.5.xx or later. See [page 138](#) for instructions on checking the software version on the Gateway, the Deskset, and the ATA. We recommend that you make one person the System Administrator (SA) who is responsible for controlling the system-wide features described in this guide.

Before using this AT&T product, please read "[Appendix D: Important Safety Instructions](#)" on [page 226](#) of this manual. Please read this administrator's guide thoroughly for all the information necessary to install and operate your new AT&T product.



NOTE

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

This electronic document must be viewed using Adobe Reader 9.2 or newer. You can download the reader free from Adobe at <http://get.adobe.com/reader>.

Using This Guide

The following sections provide instructions for using this guide:

- "[Topic Navigation](#)" on [page 8](#)
- "[Text Conventions](#)" on [page 10](#)
- "[Deskset and Cordless Handset Menu Navigation](#)" on [page 11](#).



NOTE

Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen, in others, full size text conveys the intended information.



Topic Navigation

This administrator's guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions within the administrator's guide.

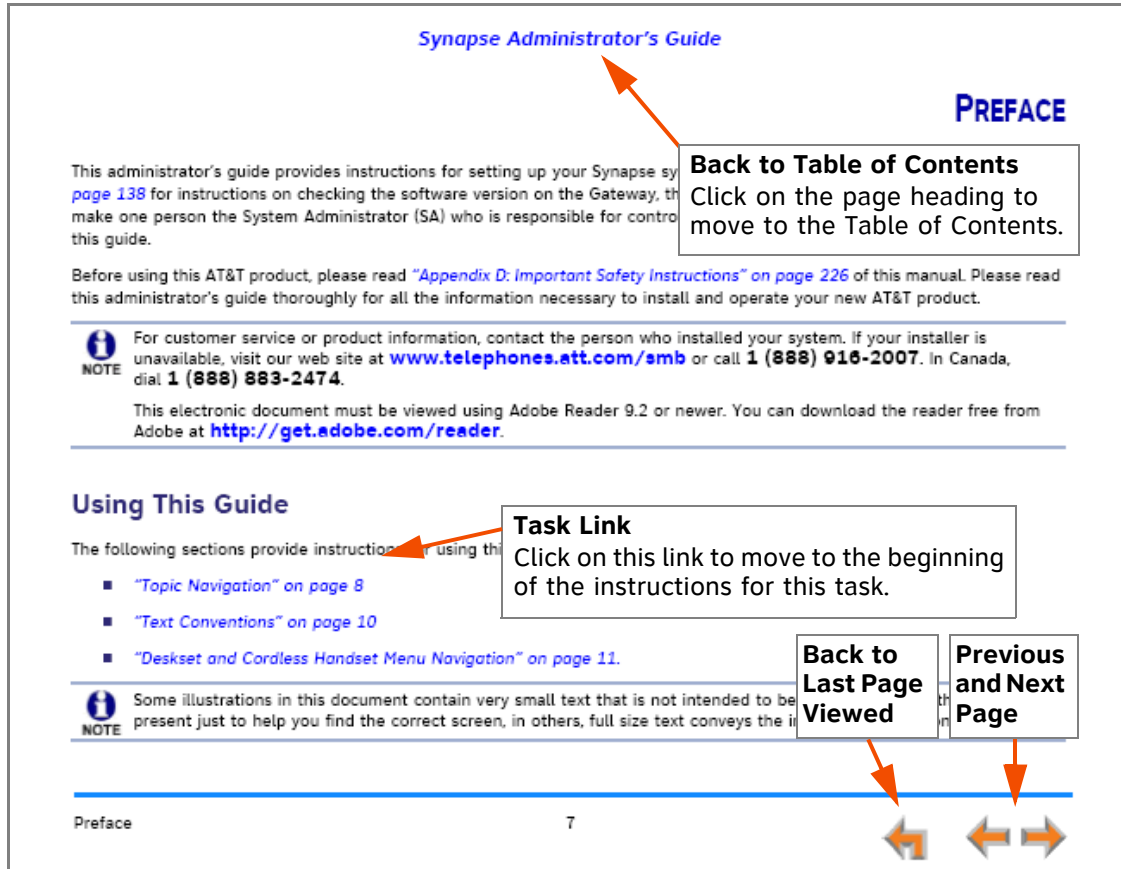


Figure 1. Administrator's Guide Navigation



Synapse Administrator's Guide

Figure 2 illustrates the navigation features of Adobe® Reader.

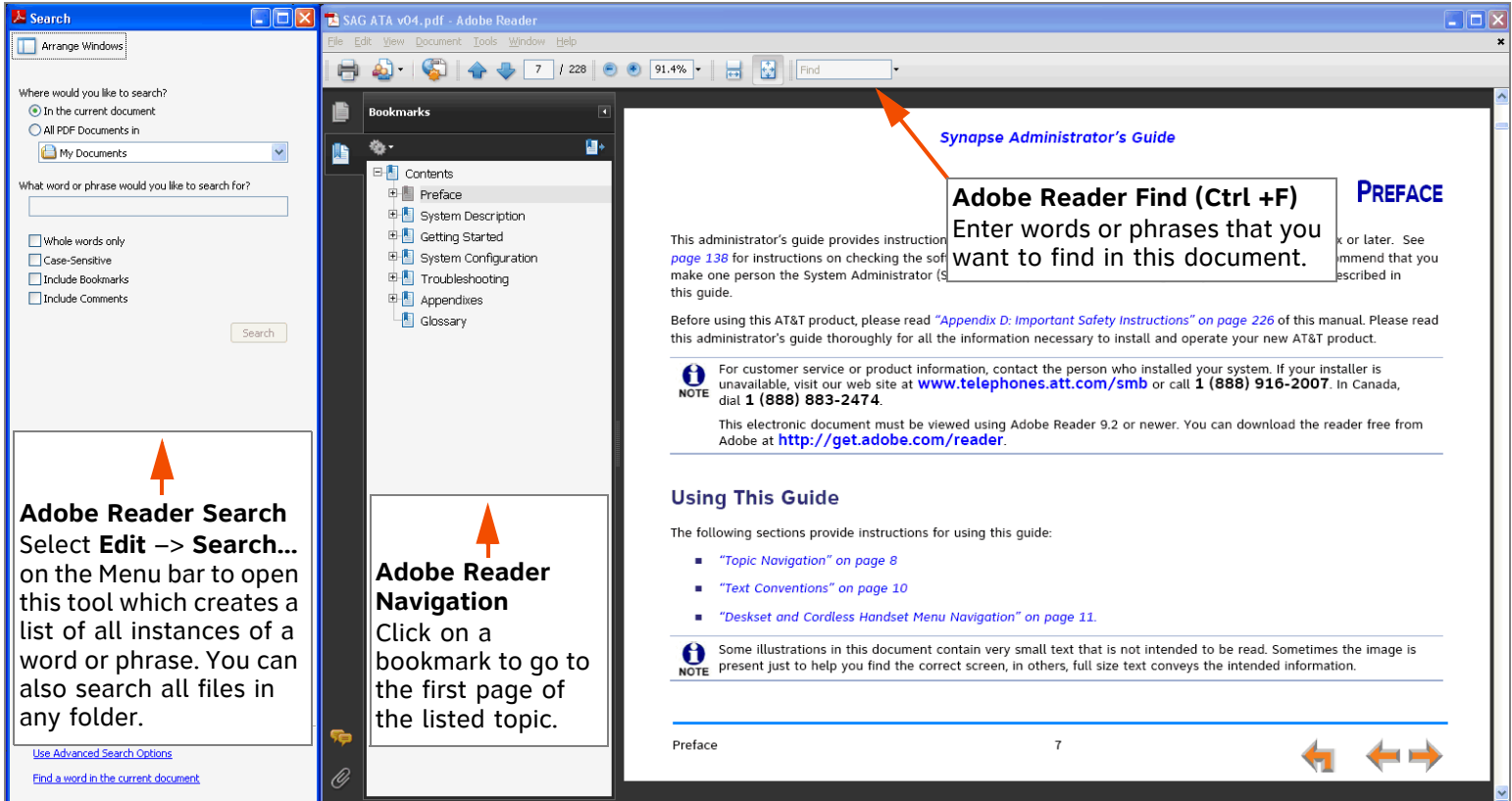





Figure 2. Acrobat Reader Navigation



Text Conventions

Table 1 lists text formats and their uses.

Table 1. Description of Text Conventions

Text Format	Description
<p>Screen</p>	<p>Identifies text that displays on the screen in a menu or prompt.</p>
<p>HARD KEY or DIAL-PAD KEY</p>	<p>Identifies a hard key, including the Dial-Pad keys.</p>
<p></p>	<p>Identifies a soft key.</p>
<p>Figure 1, Table 1</p>	<p>Identifies a figure or table.</p>
<p>"Topic Navigation" on page 8</p>	<p>Identifies a hyperlink to another part of this document or, if it begins with "www", an Internet web site. You need Internet access to view web sites.</p>
<p>[ATA], [Handset], [Headset]</p>	<p>Identifies information predominately about an optional Synapse device. See "System Description" on page 12.</p>
<hr/> <p> NOTE Notes give more information, usually in a procedure.</p> <hr/>	<p>Example of a Note.</p>
<hr/> <p> CAUTION <i>A caution means that loss of data or unintended circumstances may result.</i></p> <hr/>	<p>Example of a Caution.</p>



Deskset and Cordless Handset Menu Navigation

To access items in the menus, you can either use the Navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric keypad entry as the preferred method for selecting a function.

Additional Documentation



Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and quick-start guides, are available at www.telephones.att.com/synapseguides.



SYSTEM DESCRIPTION



The Synapse™ Business Phone System from AT&T is for businesses that need up to 50 extensions. This system is scalable from 1 to 16 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

Each system needs a person to perform system administration functions such as setting up and modifying system configurations. This system administrator (SA) can be an employee or your telephone equipment provider.

Someone may also be designated the system operator. This is the extension that outside callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero). When the Auto Attendant is disabled, all outside calls default to go to the system operator.

This chapter provides an overview of the functions and features of the Synapse system:

- [“System Overview” on page 14](#)
- [“Network Configuration” on page 16](#)
- [“Gateway Operation” on page 21](#)
- [“\[ATA\] ATA Operation” on page 23](#)
- [“Recovery After Power Failure” on page 26.](#)



Synapse Administrator's Guide

The Synapse system includes:

1. **AT&T SB67010 PSTN Gateway** — The Gateway provides access to outside phone lines.
2. **AT&T SB67030 Deskset** — The system supports up to 50 Desksets.
3. **AT&T SB67040 Cordless Accessory Handset (Optional)** — The Cordless Handset duplicates many of the Deskset features and provides a high degree of mobility.
4. **AT&T TL7600 Cordless Headset (Optional)** — The Headset lets you work while you talk.
5. **AT&T SB67050 Analog Terminal Adapter (ATA - Optional)** — The ATA allows the integration of non-Synapse devices, such as analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.
6. **Web User Interface (WebUI)** — The WebUI provides the ability to customize your system for your business from a PC that is on the same Local Area Network.



Install these system components using the instructions in the Synapse Installation Guide at www.telephones.att.com/synapseguides. When your installation is complete, back up the Deskset and system settings. See *"Back Up and Restore Settings"* on page 131.

6

at&t

Logout
Extension Settings
Basic Settings
Extension Directory
Quick Dial Keys
Help

Basic Settings for Extension: 201

Extension Name: Graham Bell

Call Forward All Settings:

Call Forwarding: Off On

Target Type: Voicemail: Personal
 Extension: Operator
 Outside Phone Number: _____

Auto Answer Settings:

Delay: 5 Seconds

Set Password:

User Password: _____

Apply Cancel



System Overview

If you install one SB67010 PSTN Gateway and then one Deskset, the feedback described in this administrator's guide matches what you see on your system devices. The first Deskset is assigned as Extension 200. Subsequent Desksets are assigned sequential Extension numbers. Figure 3 illustrates the minimum components needed to make the system work (blue line = telephone; red lines = Ethernet).



The system uses a Local Area Network (LAN) for system communication. It uses Public Switched Telephone Network (PSTN) connections for outside calls.

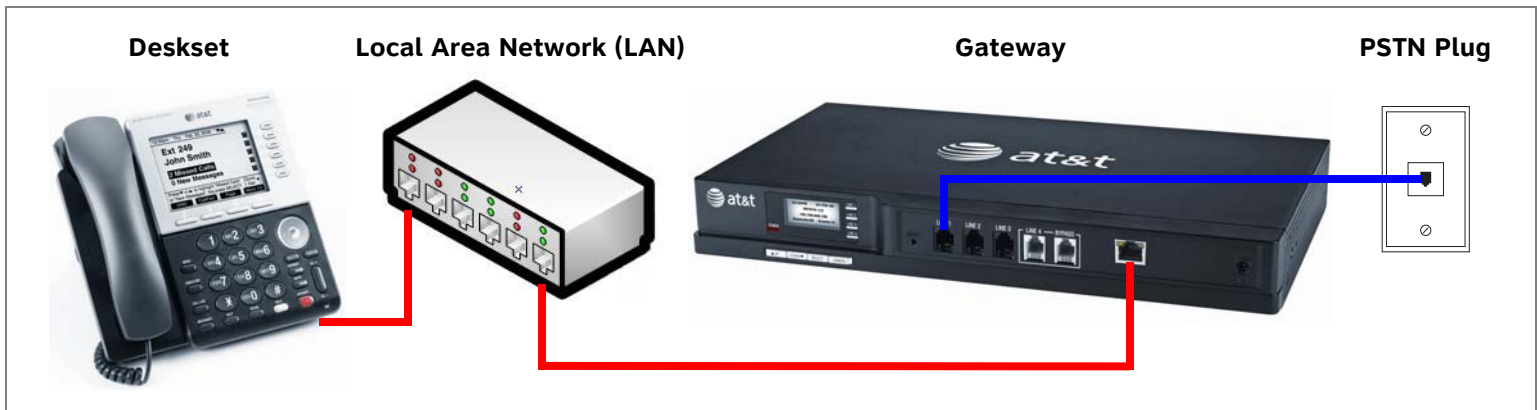


Figure 3. Simplified System



You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a Deskset, and up to a maximum of five Desksets can have cordless accessories. When a Deskset has cordless accessories, they are all part of the same extension, and only one extension device can be used at a time.



To integrate the Headset into the system, see "User Settings" in the Synapse User's Guide at www.telephones.att.com/synapseguides, rather than the manual that is packaged with the Headset.



[ATA] System Installation Overview with Optional Analog Terminal Adapter

If you have non-Synapse devices that you want to attach to the System, you will need an AT&T SB67050 Analog Terminal Adapter (ATA). The ATA allows you to attach hardware such as conference phones, overhead paging equipment, a fax machine, or a source for Music On Hold (MoH) to Synapse. Figure 4 illustrates a more complex installation (blue lines = telephone; red lines = Ethernet; orange lines = audio), but there are different options for attaching some of the equipment to the ATA.

Install the ATA after you have installed the PSTN Gateway and the Desksets.

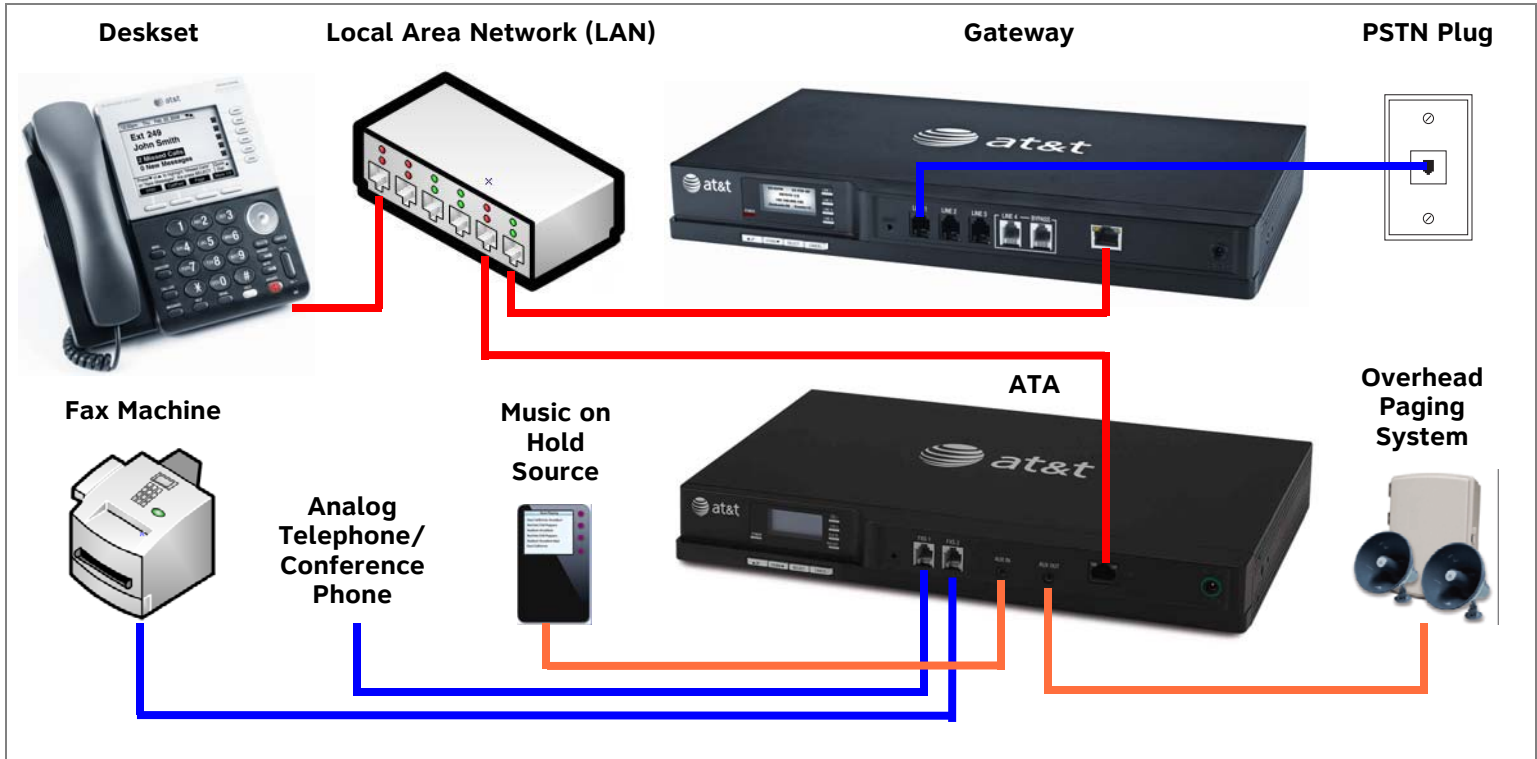


Figure 4. Example of a System Featuring an ATA

Network Configuration

The system shown in Figure 5 differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, the system uses a distributed control system over a new or existing LAN.

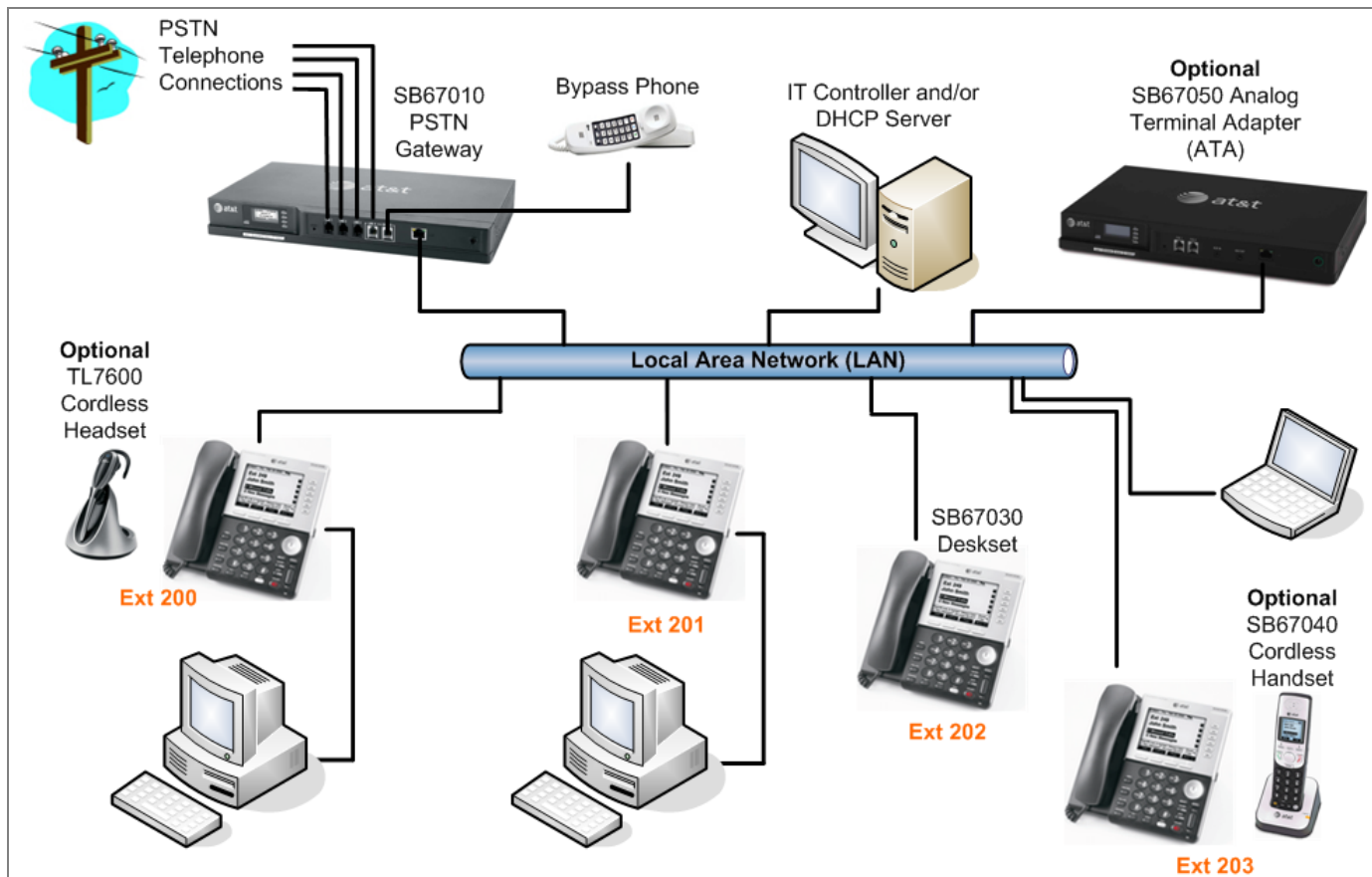


Figure 5. Sample System Network

System Communication Overview

Synapse system devices are connected to a LAN so they can communicate with each other. Gateways are connected to PSTN lines for outside calls. All devices require AC power.

Within-System Communication

When two or more Synapse devices are connected to the same subnet of a LAN, they automatically recognize each other and synchronize with each other. You can view the connection status of a Deskset by pressing **MENU**, then **4** on the Deskset dial pad to display the Deskset Information screen. The second line of the screen shows the synchronization status, as shown in Figure 6. The third line shows the Deskset IP address.

The system also assigns each device a local Internet protocol (IP) address (a link-local address, which starts with 169.254), as shown in Figure 7. The local address is used for communication among the devices in the Synapse system. All local addresses are self-managed at each device.

Communication with Telephone Lines

To connect to outside telephone lines, connect up to four Synapse Gateways to the same subnet of the LAN. When a Gateway has both power and a LAN connection, it searches for and synchronizes with other Synapse devices on the LAN (Desksets and other Gateways), and then displays an Idle screen as shown in Figure 8.

The Gateway routes calls between outside PSTN lines and the internal IP-based Synapse system. The Gateway provides four PSTN jacks for plugging in up to four phone lines and one 10/100 Ethernet port for connecting to the Ethernet network. Up to four SB67010 PSTN Gateways providing up to 16 PSTN lines and 50 Desksets can be connected to the network, for a total of 54 devices.

The Gateway's PSTN lines are assigned as lines 1 through 4. If a second Gateway is connected to the network, it is assigned lines 5 through 8.

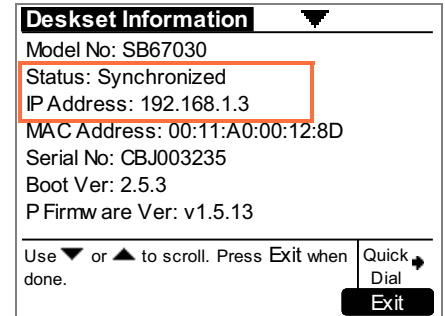


Figure 6. Deskset Information, Top

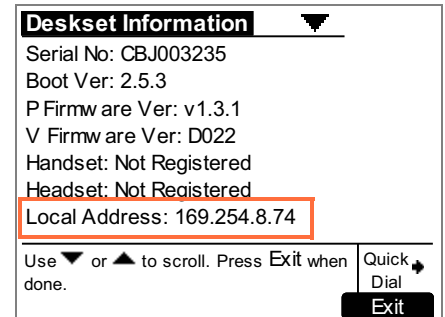


Figure 7. Deskset Information, Bottom

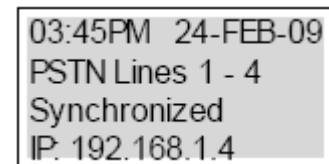


Figure 8. Gateway Idle Screen



IP Addresses and Connectivity

An IP address is an individual numeric identification assigned to devices on a computer network. At least one Synapse device needs a network-assigned IP address on the subnet shared with any computers that will allow access to the WebUI. Valid IP addresses on the same subnet allow devices on the network to identify each other and enable communication.

This IP address may be assigned from a Dynamic Host Configuration Protocol (DHCP) server, or set statically to the same subnet, and will be separate from the self-assigned 169.254.xxx.xxx link-local address that the Synapse devices use to communicate with each other. When setting up the IP address on a Synapse device, this network IP address used for WebUI connectivity is the only address that the SA can change.

The network IP addresses can be assigned in two ways:

1. The Synapse device can request a network server to automatically assign an IP address. This IP address is a dynamic assignment; the address is on lease from the server. The lease is renewed as long as the device remains connected and there is no change to the network. However, if the device is disconnected, or if there is a network or AC power interruption, the lease may not be renewed (i.e., the IP address expires) and a new IP address may be assigned.

Most LANs use servers to automatically assign IP addresses. Synapse defaults to assuming that this automatic assignment will occur.



Some servers have default settings that limit the number of network IP addresses assigned to devices on the network. You should log in to your server to confirm that the IP range is sufficient to accommodate at least one of the Synapse devices that you are adding as at least one Synapse device needs an assigned IP address to enable WebUI configuration activities. Consult the IT department or the person that installed this system if you need help checking the server.

2. The Synapse Administrator can manually assign a static system IP address. This IP address does not change, even when there are network or AC power interruptions. Some installations will require manual, static IP assignment.

A switched-network topology is recommended. This topology refers to the network virtual shape or structure and does not necessarily reflect the physical layout. Switched networks involve connecting the network components to switches rather than hubs; this improves network communication.



Extension Assignments

The system assigns the first Deskset to join the network as extension 200. The system then assigns each additional Deskset an extension number in ascending order. Even if you unplug a unit, its extension number is reserved. If you want to remove an extension from the network, the extension number must be deleted by the SA. Deletion ensures that the Deskset does not tie up an extension. Extension numbers can be changed or deleted by the SA using the WebUI.

See ["Basic Settings" on page 116](#).

Once the Desksets are connected to the same network, they find each other through Peer-to-Peer (P2P) discovery protocols and automatically self-configure. Additional telephony and network configuration is administered through the WebUI.



[ATA] If a non-Synapse device is connected to one of the Foreign Exchange Station (FXS) ports on the ATA before a Deskset is connected, that device will be assigned extension 200, which is not desirable, since extension 200 is the default assignment for the system operator.

Analog Line Bypass Jack

The SB67010 PSTN Gateway has an additional RJ-11 bypass jack into which a regular analog phone can be plugged to get direct access to an analog line for emergency calls when the Gateway loses power. See ["Using the Analog Line Bypass Jack" on page 27](#).

Accessories

In addition, you can register SB67040 Cordless Handsets and TL7600 Cordless Headsets to a maximum of five Desksets. Each of these five Desksets can support one each SB67040 Cordless Handset and TL7600 Cordless Headset. These cordless devices share the extension number of the host Deskset and only one device with that extension number can be active.



Telephone Line Configuration

You can connect up to four telephone lines to each PSTN Gateway. If your telephone lines are part of a hunt group (a telephone company feature that allows calls to a busy phone number to roll over to the next available telephone line), connect the line with your main telephone number to PSTN Gateway **LINE 4**. This line, connected via the **BYPASS** port to an analog telephone, provides emergency telephone service to the analog telephone during power failures.



Gateway Operation

Figure 9 illustrates the Gateway features and connections.

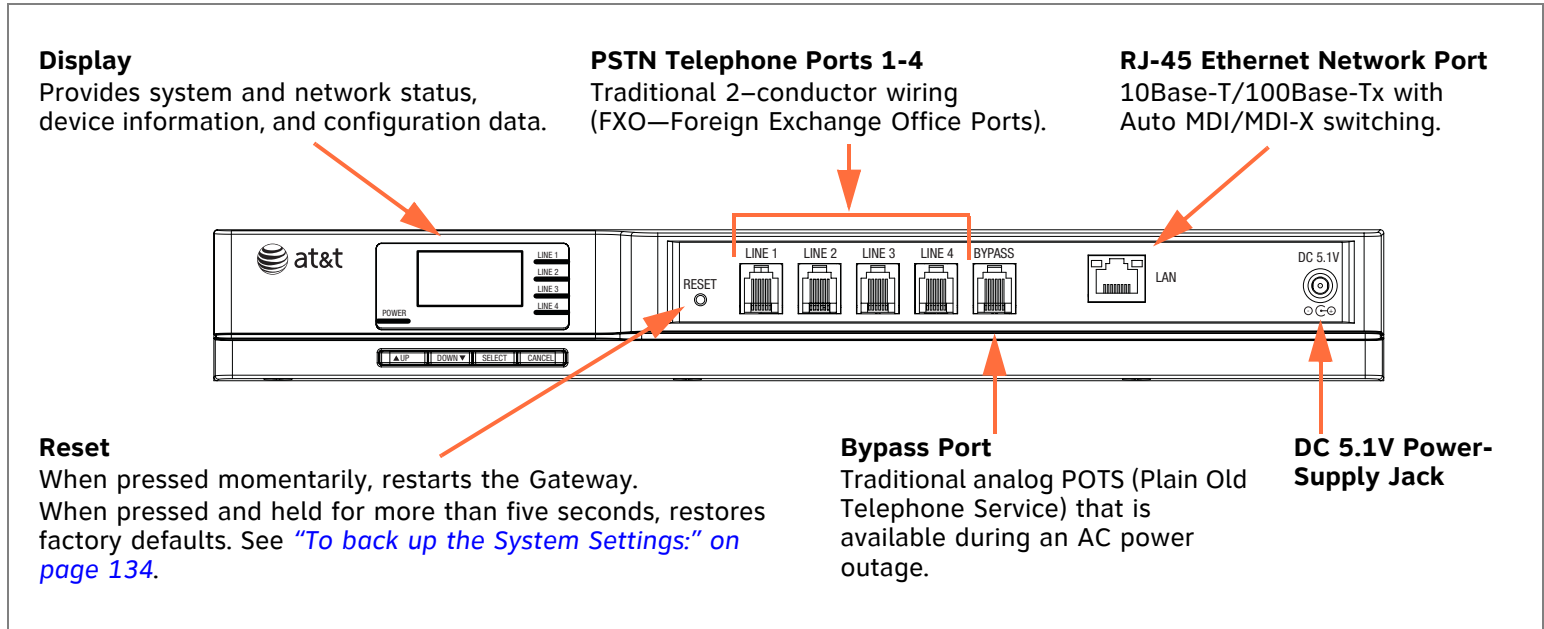


Figure 9. Gateway Features and Connections

When the Gateway power fails, calls on Line 4 are routed to the bypass line. See [“Using the Analog Line Bypass Jack” on page 27.](#)

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Figure 10 provides an illustration and description of the Gateway front panel.

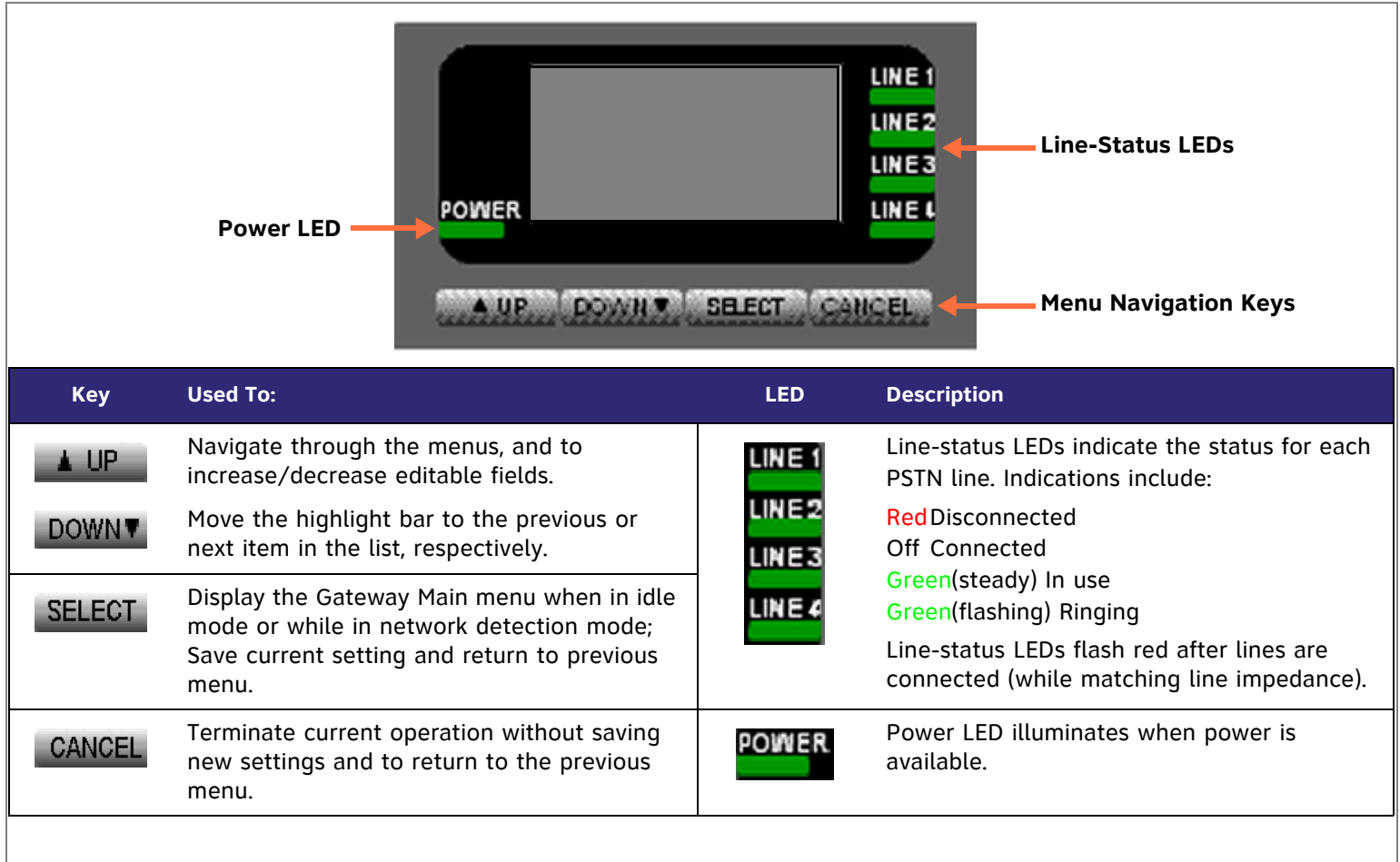


Figure 10. Gateway Front Panel Description

[ATA] ATA Operation

The optional ATA allows the integration of non-Synapse analog devices into the Synapse system and provides the Group Mailbox feature. Only one ATA can be used with a Synapse system. The ATA allows:

- One or two analog phones (POTS) to share the phone lines and wiring with the Synapse system
- The Synapse system to share the phone lines and wiring with one fax machine
- Deskset control of a single- or multi-zone overhead paging (OHP) system
- Routing MoH audio input to outside held and parked calls
- Storage of Group Mailbox messages and access of these message from Desksets.

When the ATA is initially powered and connected to your LAN, the two FXS ports are assigned the next available extension numbers. ATA extension numbers do not appear in the Extension list on Deskset screens. They do, however, appear on Call Logs, Redial lists, and Message lists. If no telephone or fax is connected to the jack, then any caller to that extension will hear a ringback tone. The two ATA extensions do not count toward the 50-extension limit of the Synapse system.

Configure the interface to all of these devices through the WebUI. See ["System Settings" on page 61](#).

In addition, one 10/100BT Ethernet port is provided for communication with the Synapse network. The front panel LCD and buttons allow network configuration, firmware upgrades, and information functions.



Figure 11 illustrates the ATA features and connections.

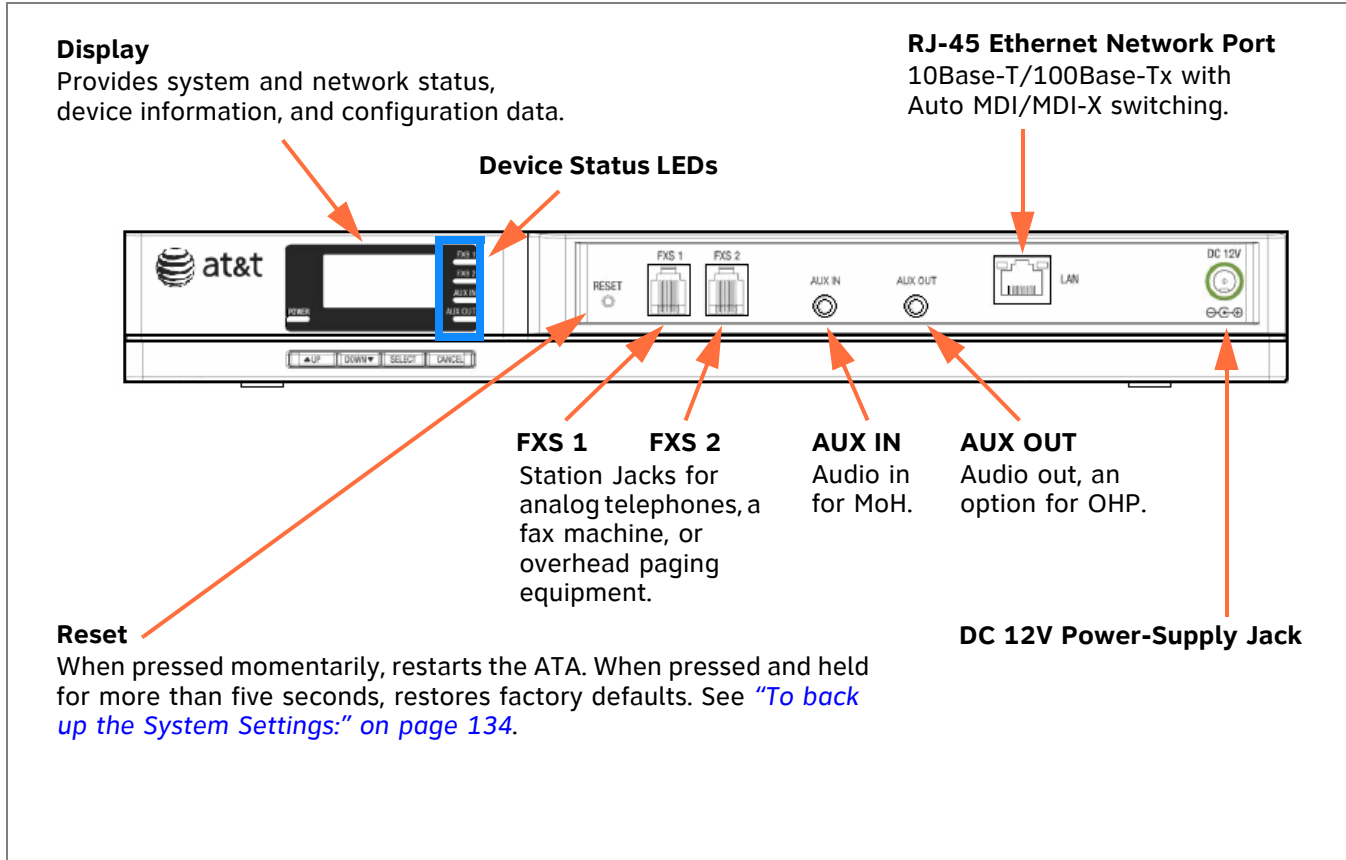


Figure 11. ATA Features and Connections

Synapse Administrator's Guide

Figure 12 provides an illustration and description of the ATA front panel.

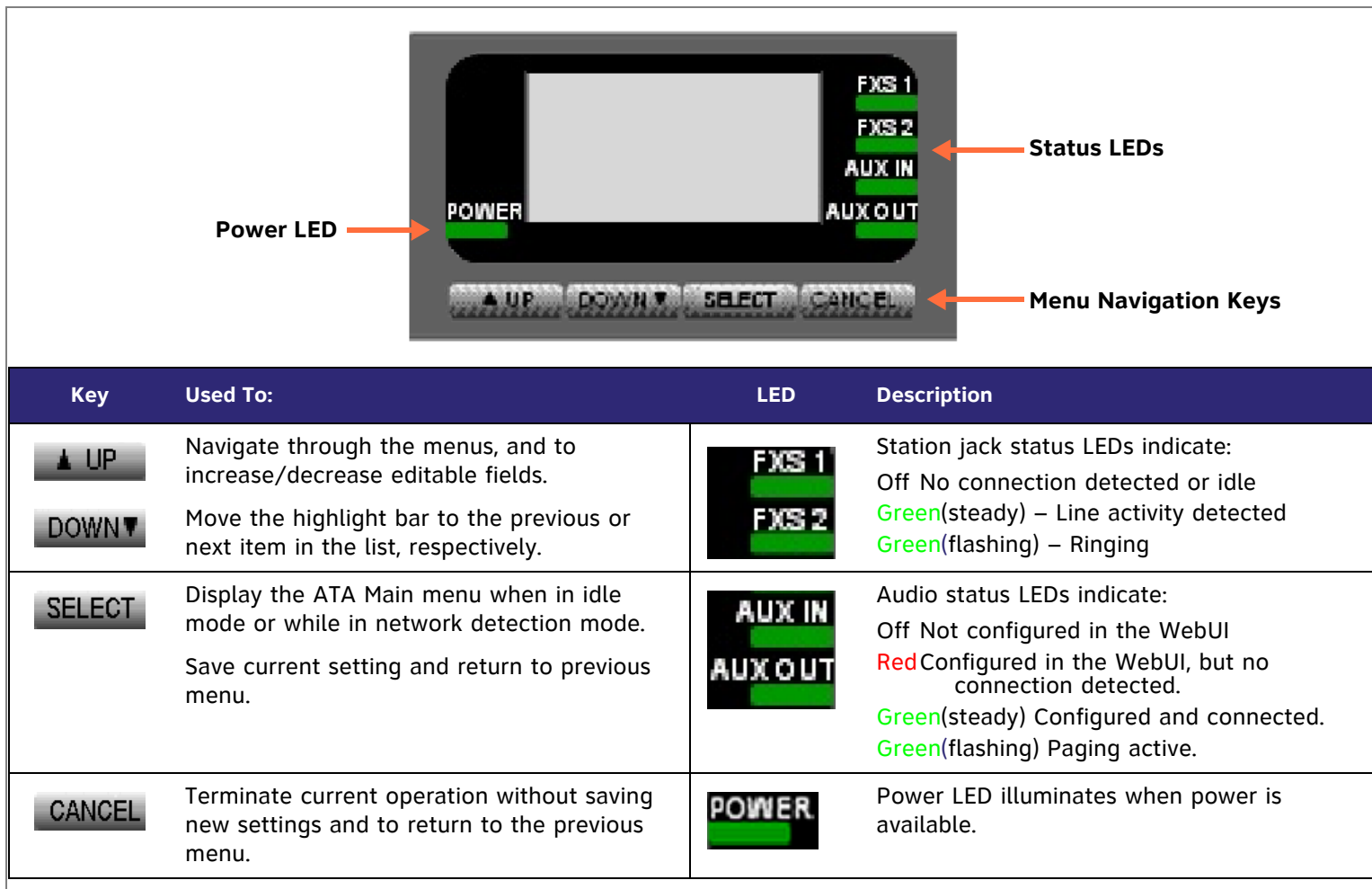


Figure 12. ATA Front Panel Description

Recovery After Power Failure



To help prevent the loss of system data during power outages, plug the AC power plug into an uninterruptible power supply (UPS).

► To restore the system after an AC power failure:

```
03:45PM 24-FEB-09
PSTN Lines 1 - 4
Synchronizing...
```

Figure 13. Synchronizing

```
03:45PM 24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4
```

Figure 14. Synchronized

Allow about a minute for the Gateway to boot up after a power failure. The Gateway power-up sequence follows:

1. About 20 seconds after turning on power to the Gateway, the POWER LED turns on.
2. When the Gateway finds the network, **Synchronizing...** momentarily displays to indicate that the Gateway is in the process of detecting and synchronizing with other system devices, as shown in Figure 13.
3. Once the Gateway has successfully finished synchronizing with the rest of the system, **Synchronized** displays, as shown in Figure 14.

This is the Idle screen that shows the time, date, system status, and IP address.



The time and date may not be correct. The time and date are set using the WebUI [“Basic Settings” on page 64](#).

[ATA] The optional ATA also automatically restarts and synchronizes after an AC power failure.



▶ To restore the system after an AC power failure: (Continued)



Figure 15. Idle Screen

The system assigns a link-local address, which starts with 169.254.

Check each Deskset and Gateway to confirm that each has started up properly. A Deskset screen similar to the one shown in Figure 15 displays. If any of the system devices report **Sync Failed** or **Synchronizing...** for more than a few minutes, refer to [“Reintroducing a Deskset Into the System” on page 148](#) and [“Reintroducing a Gateway or ATA Into the System” on page 150](#) for probable causes and recovery methods from these states.



NOTE

Some systems will take longer than others depending on the network topology.

Using the Analog Line Bypass Jack

The SB67010 PSTN Gateway has an additional RJ-11 bypass jack into which a non-system analog phone can be plugged to get direct access to an analog line for emergency calls when the Gateway loses power. The Gateway uses a relay to disconnect this emergency bypass line when the system is up and running so that the emergency bypass line cannot be used to eavesdrop on normal calls. If you have a PSTN line plugged into Line 4, an analog telephone plugged into the bypass jack provides communication during AC power outages.



GETTING STARTED



03:45PM 24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

This section gets you started with configuring the Synapse system. This section covers:

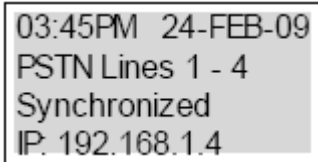
- *"Gateway Front Panel Interface" on page 29*
- *"Deskset Admin Settings" on page 34*
- *"Call Forward All and Call Fwd-NA (No Answer)" on page 36*
- *"Fwd/Trans to Outside Line" on page 41*
- *"IP Settings" on page 42*
- *"Reset User Password" on page 46*
- *"Upgrade Deskset Software" on page 47*
- *"[ATA] ATA Front Panel Interface" on page 50.*



Gateway Front Panel Interface

The Gateway provides an interface to access basic information and to perform some configuration tasks at the Gateway's front panel. Most of these tasks are easier to do using the WebUI. See *"The Web User Interface (WebUI)" on page 56.*

The Gateway displays the Idle menu upon completion of the power-up sequence. Use the Gateway Main menu to perform some system operations.

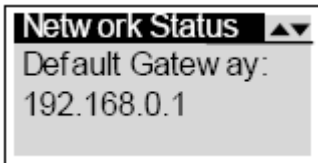


03:45PM 24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

Figure 16. Gateway Idle Screen



Device Information
Network Status
Configuration



Network Status ▲▼
Default Gateway:
192.168.0.1

Figure 17. Gateway Menu Screens

To access the Gateway Main menu from the idle screen, as shown in Figure 16, press the **SELECT** key. The menu provides the following functions:

- **Device Information**
- **Network Status**
- **Configuration**

Press the **DOWN** key to highlight an entry, as shown in Figure 17, then press **SELECT** to see information about your Gateway or your Network. Select **Configuration** to view or modify some Gateway settings. Here is the information you can see in Device Information and Network Status:

Device Information

- Model #
- Serial #
- Boot Version
- Software Version
- Firmware Version

Network Status

- IP Address
- Subnet Mask
- Default Gateway
- DNS Server X
- MAC Address
- Network Port
- Local Address



Gateway Configuration

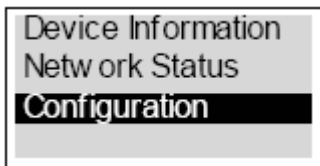


Figure 18. Gateway Configuration

Press **▲ UP** / **▼ DOWN** in the Gateway Main menu until **Configuration** is highlighted, as shown in Figure 18, and press **SELECT** to display the Configuration menu. The current setting is indicated with **[X]**. You can use this interface or the WebUI to upgrade software. Here are the configuration settings:

Configuration — Current Gateway settings.

- **Auto IP** — Is set automatically.
- **Static IP** — You can change the static IP only from the Gateway. Although the Gateway prompts you through the process, using a static IP address can have serious effects; contact your installer if static IP address editing is required.
- **Restore Defaults** — Highlight **Restore Defaults** and press and hold **SELECT** for two seconds when prompted to restore the Gateway to factory defaults. See [“Back Up and Restore Settings” on page 131](#) before restoring factory defaults.
- **Upgrade Software** — Highlight **Upgrade Software**, and press **SELECT**. If new software is available, you are prompted to press **SELECT** again to accept the upgrade.



Upgrade Gateway Software

If you have system settings that you want to retain, back up the settings before upgrading the system software. See [“To back up the System Settings:” on page 134.](#)

► **To upgrade the Gateway software to the latest version:**

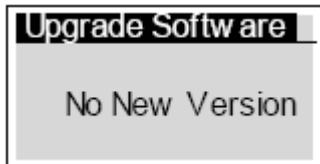
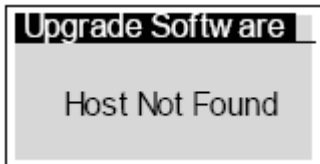


Figure 19. Upgrade Software

1. Press **▲ UP** / **▼ DOWN** in the Gateway Main menu until **Configuration** is highlighted and press **SELECT** to display the Configuration menu, as shown in Figure 19.
2. Press **▼ DOWN** to highlight **Upgrade Software** and press **SELECT** to initiate the software upgrade process. The device initiates a link to the Synapse Software Updates web site host and any new software.

- If a host cannot be found or the server name cannot be resolved, **Timeout** or **Host Not Found** displays. Upgrade the software from the PC, which can offer more information about connection issues. See [“To manually upgrade a Deskset, Gateway, or ATA to the latest software version:” on page 140.](#)
- If the host is found, but there is no new software available, then the **No New Version** message displays.



NOTE

If the device is sluggish or unresponsive during the upgrade process, refer to [“Device becomes sluggish or unresponsive during or immediately after software upgrade.” on page 158.](#)



► To upgrade the Gateway software to the latest version: (Continued)

Upgrade Software

Upgrade available.
Press SEL/SET
to download.

Programming Flash...
10% complete. Device
will reboot upon
completion.

Programming Flash...
100% complete.
Device will reboot
upon completion.

Figure 20. Downloading Software

3. If new software is available, you are prompted to initiate the upgrade by pressing **SELECT**, or abort by pressing **CANCEL**.
 - Once the downloading starts, the display indicates the progress as shown by the percentage indicator, as shown in Figure 20.
 - If the upgrade process is interrupted by removing the server connection, no restart occurs. The Gateway remains on the xx% complete screen, until an action is taken at that Gateway. The process does not resume even after the server connection is reestablished.
 - Pressing **CANCEL** during the programming process terminates the download midstream and returns you to the Configuration menu. The previous software version remains in effect.
 - When the upgrade is complete, the screen briefly displays **100% complete**, then **0% complete** for few seconds, before restarting the Gateway.
4. Press **CANCEL** repeatedly until you return to the Gateway Main menu.



Gateway Reset

Press the **RESET** button shown in Figure 21 by inserting a pen or paper clip into the hole and applying pressure to the button.

- To reset the Gateway (your user settings are unaffected), press the **RESET** button for less than five seconds. You can get the same result by unplugging the power cord, then plugging it back in. You might do this to cause the Gateway to initialize without losing any settings or data.
- To reset the Gateway to factory defaults, press the **RESET** button for more than five seconds. You might do this if your Gateway is not synchronized or you want to completely clear the system of all settings (Auto Attendant, Ring Groups, hold message, and System Directory) and voicemail messages.

If this is the only Gateway, but there are still Desksets connected, then only the voice prompts and hold messages are deleted; the rest of the Auto Attendant settings are maintained on the Desksets. If there is another Gateway, the other Gateway maintains all system configuration settings. If there are no other devices connected, then the system configuration is cleared along with any voicemail messages.

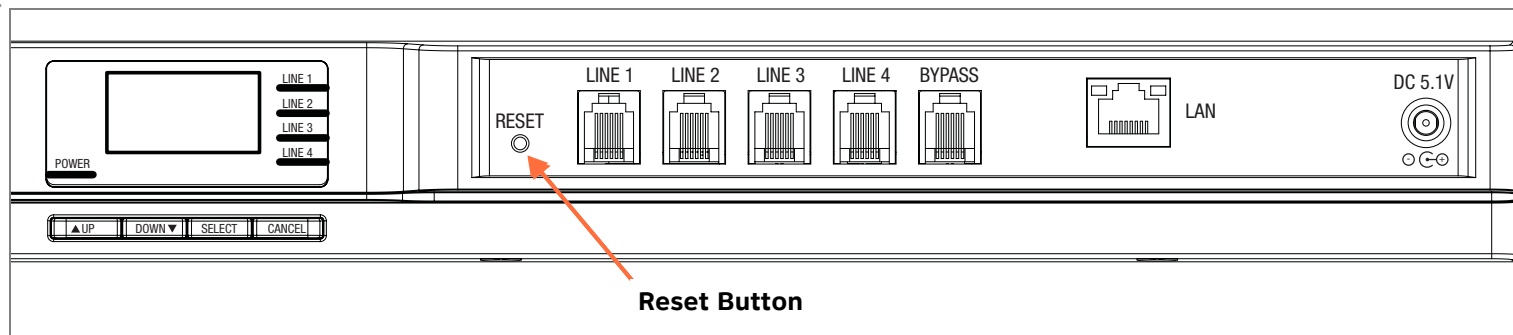


Figure 21. Gateway Reset Button



If you have already set up the system, see [“Back Up and Restore Settings” on page 131](#) to back up the Deskset and system settings before resetting the device to factory defaults.



Deskset Admin Settings

The WebUI provides an interface for setting up your system. See [“The Web User Interface \(WebUI\)” on page 56](#). You can also use a Deskset to set up some system features, based on a menu structure presented on the Deskset display.

► **To display the Admin Settings menu:**

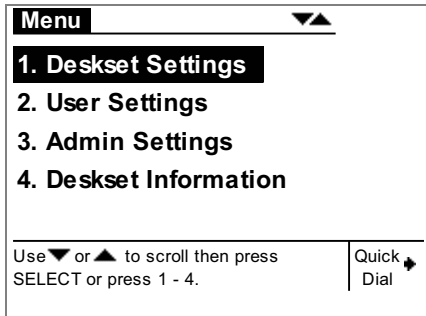


Figure 22. Menu Screen

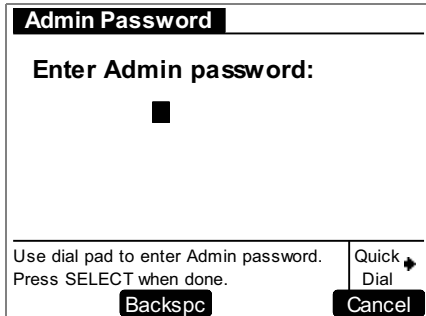


Figure 23. Admin Password

1. Press **MENU** to display the Menu screen shown in Figure 22.
2. Press **3** on the dial pad to display the Admin Settings screen shown in [Table 2, “Admin Settings,” on page 35](#).
3. Enter the Admin password, as shown in Figure 23, and press **SELECT**.



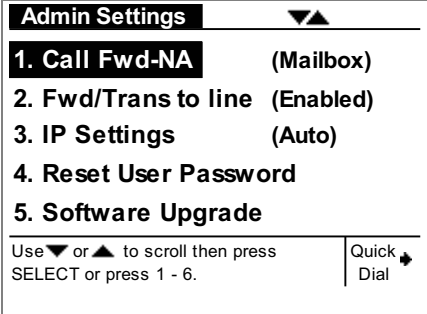
NOTE

The operator's Deskset has a fifth choice, **Auto Attendant Settings**, on the Menu screen.

The default **Admin** password is **12345**. The Synapse Administrator should change this password. See [“Basic Settings” on page 64](#).



Table 2. Admin Settings

Example Screens	Function	Submenu
 <p>Admin Settings ▼▲</p> <p>1. Call Fwd-NA (Mailbox)</p> <p>2. Fwd/Trans to line (Enabled)</p> <p>3. IP Settings (Auto)</p> <p>4. Reset User Password</p> <p>5. Software Upgrade</p> <p>Use ▼ or ▲ to scroll then press SELECT or press 1 - 6. Quick Dial →</p> <p style="text-align: center;">Figure 24. Admin Settings</p>	<p>1. <i>“Call Forward All and Call Fwd-NA (No Answer)” on page 36.</i></p>	<p>Call Fwd-NA Delay <5/10/15/20...45></p> <p>Call Fwd-NA Target <Ext/Mailbox/Phone #></p> <p>to Ext: xxx</p> <p>to Phone #: xxx-xxx-xxxx</p>
	<p>2. <i>“Fwd/Trans to Outside Line” on page 41.</i></p>	
	<p>3. <i>“IP Settings” on page 45.</i></p>	<p>1. IP Configuration <Auto/Static></p> <p>2. Set/Edit Static IP</p> <p>3. IP Status</p>
	<p>4. <i>“Reset User Password” on page 46.</i></p>	
	<p>5. <i>“Upgrade Deskset Software” on page 47.</i></p>	<p>Software upgrade screen</p>



Call Forward All and Call Fwd–NA (No Answer)

Call Forward All and Call Forward–No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension. Call Forward All settings override the Call Forward–No Answer Settings.

- **Call Forward All** is a user setting to redirect calls. Calls are immediately redirected to the assigned phone number, extension, or Voicemail; the calls cannot be answered at the Deskset.

The Deskset does not ring but a message screen appears to confirm that the call was forwarded. The Deskset does not record the call in its Call Log. Your company phone number is the caller ID information sent to outside numbers with the forwarded call. Users set Call Forward All by pressing **CallFwd** when the telephone is idle or in the WebUI.

- **Call Forward–No Answer** is an administrator setting to handle unanswered calls. The default is to send all calls to Voicemail after they ring for 15 seconds. The SA can change the target destination to another extension or to an outside phone number, or the SA can turn off call forwarding when there is no answer. You can change the delay to a number between 5 and 45 seconds. The Call Forward All setting on a Deskset overrides the System Administrator's Call Forward–NA Setting for that Deskset.



NOTE

If **Fwd/Trans to line** is disabled, you cannot change the target destination to an outside phone number. See ["To toggle the Forward/Transfer to an outside line:" on page 41.](#)



▶ **To set up Call Forward–NA:**

Call Fwd-NA Settings ▼▲

Delay: [15 sec]

Target ◀ Mailbox ▶

to Mailbox: [Personal]

Use ▼ or ▲ to move highlight. Quick Dial ▶
 Use ◀ or ▶ to cycle through options.

Save

Figure 25. Call Fwd–NA Settings

Call Fwd-NA Settings ▼▲

Delay: [15 Sec]

Target: ◀ OFF ▶

Use ▼ or ▲ to move highlight. Quick Dial ▶
 Use ◀ or ▶ to cycle through options.

Save

Figure 26. Call Fwd–NA Off

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the Call Fwd–NA Settings screen shown in Figure 25.
3. Press the ◀ or ▶ Navigation key to toggle the setting to one of the following target destinations:
 - ◀ Mailbox ▶. See *“Call Forward–NA to a Mailbox” on page 38.*
 - ◀ Ext ▶. See *“Call Forward–NA to an Extension” on page 39.*
 - ◀ Phone# ▶. See *“Call Forward–NA to an Outside Phone Number” on page 40.*
 - ◀ OFF ▶, as shown in Figure 26. Calls will not be forwarded.



NOTE If Call Forward All is on, these settings do not apply. Call Forward All is enabled in the User Settings menu of each individual Deskset.



Call Forward–NA to a Mailbox

► **To forward all unanswered calls to a Mailbox:**

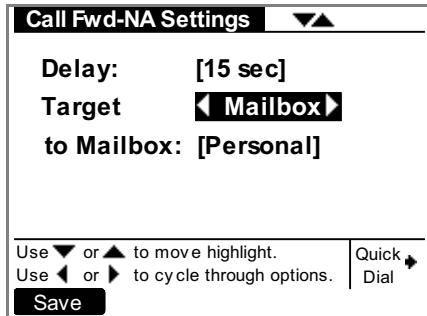


Figure 27. Call Fwd–NA Settings

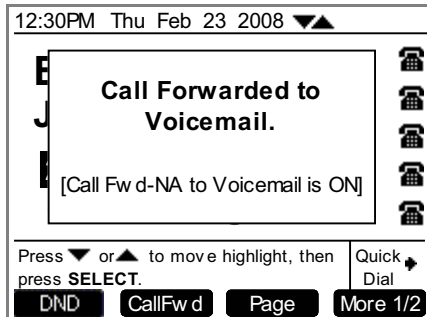


Figure 28. Call Forward Confirmation

1. Access the Admin Settings menu. Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the Call Fwd–NA Settings screen shown in Figure 27.
3. Press the ◀ or ▶ Navigation key until ◀Mailbox▶ is highlighted.
4. Press the △ Navigation key to highlight **Delay**.
5. Press the ◀ or ▶ Navigation key to adjust the delay time in five-second increments.



NOTE The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 10 seconds.

6. Press **Save** to accept the change and display the Admin Settings screen.



NOTE After each call is forwarded, the Deskset displays the screen shown in Figure 28.



Call Forward–NA to an Extension

► **To forward all unanswered calls to an extension:**

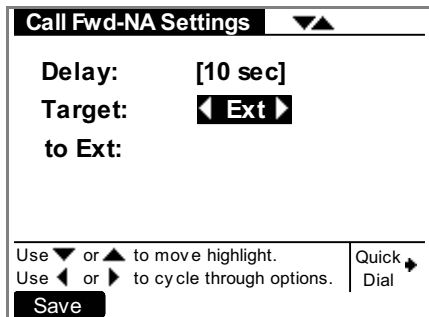


Figure 29. Call Fwd–NA Settings

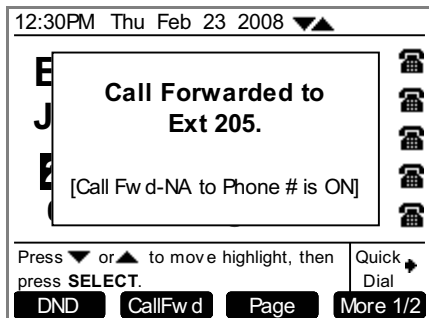


Figure 30. Call Forward Confirmation

1. Access the Admin Settings menu. Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the Call Fwd–NA Settings screen shown in Figure 29.
3. Press the ◀ or ▶ Navigation key until ◀ Ext ▶ is highlighted.
4. Press the ▾ Navigation key to move to the **to Ext:** editable field. A cursor appears in the number field.
5. Enter a valid extension.
6. Press the ▲ Navigation key to highlight **Delay**.
7. Press the ◀ or ▶ Navigation key to adjust the delay time in five-second increments.
8. Press **Save** to accept the change and display the Admin Settings screen.



NOTE

After each call is forwarded, the screen shown in Figure 30 displays.



Call Forward–NA to an Outside Phone Number

► **To forward all unanswered calls to a phone number:**

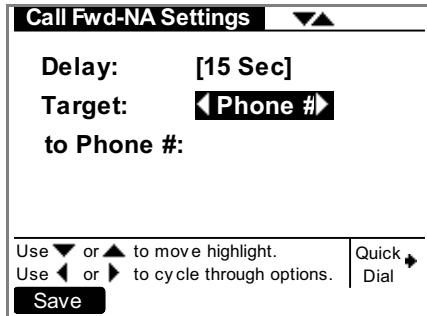


Figure 31. Call Fwd–NA Settings

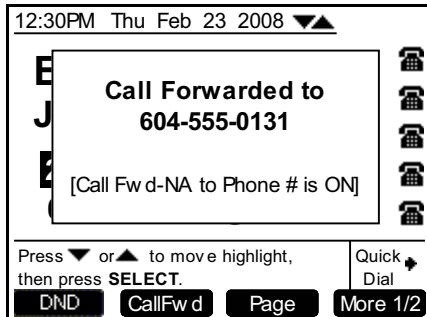


Figure 32. Call Fwd Confirmation

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the Call Fwd–NA Settings screen shown in Figure 31.
3. Press the ◀ or ▶ Navigation key until ◀Phone#> is highlighted.
4. Press the ▾ Navigation key to move to the **to Phone #:** editable field. A cursor appears in the number field.
5. Enter a valid phone number. A call to an outside phone number has already been specified, so there is no need to dial a **9** before the phone number.
6. Press the ▲ Navigation key to highlight **Delay**.
7. Press the ◀ or ▶ Navigation key to adjust the delay in five–second increments.
8. Press **Save** to accept the change and display the Admin Settings menu.

Whenever a call is forwarded, the screen shown in Figure 32 displays.



NOTE You can use the **Timer for Forwarded and Transferred Outside Calls** to limit the duration of calls transferred to outside lines because they use two of your telephone lines. See **Timer for Forwarded and Transferred Outside Calls "Basic Settings" on page 64**. You can also disable **Call Forward / Transfer to Line** individually for each extension. See **"Basic Settings" on page 116**.



Fwd/Trans to Outside Line

The SA may enable or disable the ability of each Deskset to forward or transfer a call to an outside line because these features use two of your telephone lines. This function is enabled by default. Disabling this function prohibits the user from sending a call to an outside line via the Gateway.

► **To toggle the Forward/Transfer to an outside line:**

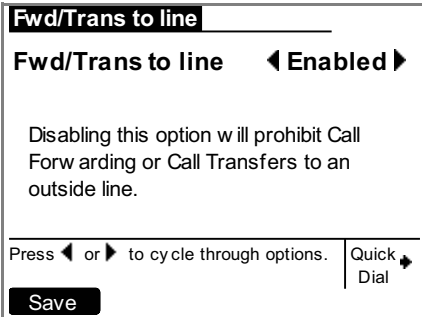


Figure 33. Fwd/Trans to Line

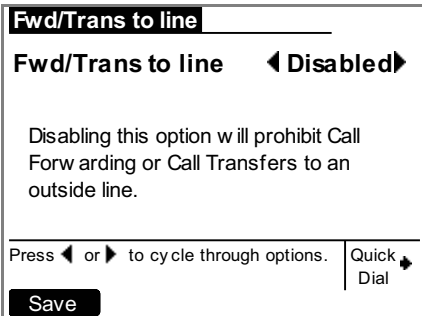


Figure 34. Toggle Fwd/Trans

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **2** on the dial pad to display the Fwd/Trans to Line screen shown in Figure 33, with the current setting displayed.
3. Press the ◀ or ▶ Navigation key to toggle the setting between **Enabled** and **Disabled**, as shown in Figure 33 and Figure 34.
4. Press **Save** to accept the changes and return to the Admin Settings screen.



NOTE If Call Fwd-NA is set to ◀Phone#▶, pressing **Save** after changing the **Fwd/Trans to line** from **Enabled** to **Disabled** causes the screen shown in Figure 35 to appear.

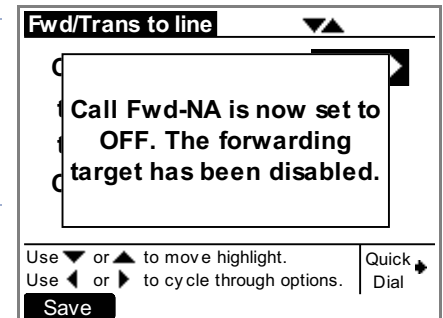


Figure 35. Fwd/Trans to Line Disabled



IP Settings

Synapse system devices are connected to a LAN so they can communicate with each other. See “[ATA] System Installation Overview with Optional Analog Terminal Adapter” on page 15 for a discussion of the Synapse network configuration and IP settings.

► **To display the IP Settings screen:**

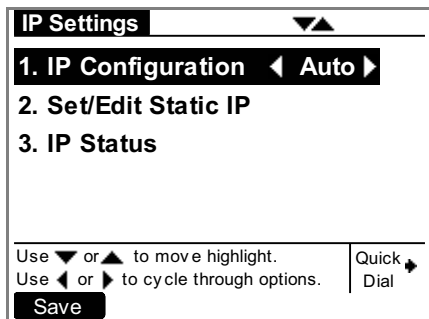


Figure 36. IP Settings

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **4** on the dial pad to display the IP Settings screen shown in Figure 36.
3. Perform one of the following:
 - a. Press **1** to select **IP Configuration**. See below.
 - b. Press **2** to select **Set/Edit Static IP**. See “[To set and edit static IP Address:” on page 44.
 - c. Press **3** to select **IP Status**. See “[To view the IP status:” on page 45.



► **To set the IP Configuration:**

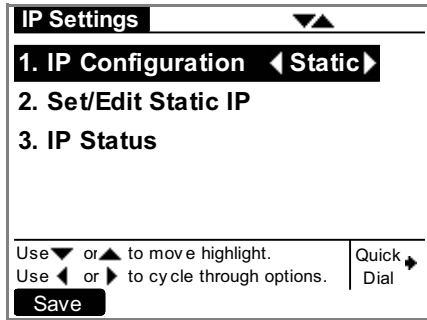


Figure 37. IP Configuration

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **4** on the dial pad to display the IP Settings menu shown in Figure 36.
3. Press **1** to select **IP Configuration**.
4. Press the ◀ or ▶ Navigation key to toggle between ◀ Auto ▶ and ◀ Static ▶, as shown in Figure 36 and Figure 37.
5. Press **Save** to accept the changes and return to the Admin Settings screen.



Set/Edit Static IP

If your business requires a static IP address, contact your network administrator.

► **To set and edit static IP Address:**

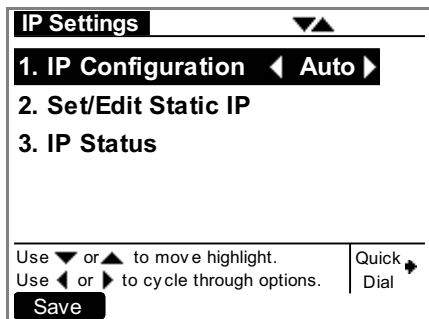


Figure 38. IP Configuration

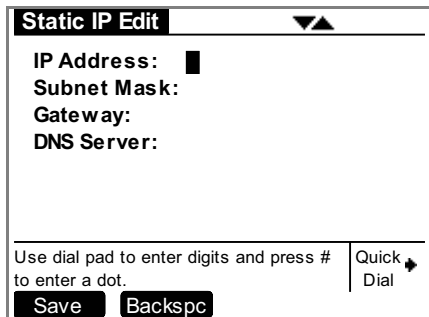


Figure 39. Set/Edit Static IP

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **4** on the dial pad to display the IP Settings screen shown in Figure 38.
3. Press **2** to display the **Static IP Edit** screen shown in Figure 39.
4. Enter digits:
 - There is a 12-digit limit on the number field (not including dots)
 - Pressing the pound key (#) inserts a dot.
 - Pressing **Backspc** when the cursor is positioned next to a dot deletes the dot and the digit to the left of the dot.
5. Press the **△** or **▽** Navigation key to cycle through the four fields.
6. Press **Save** to accept the changes and return to the Admin Settings screen.



NOTE

IP Address format: Each octet of the IP address ranges from 0 to 255. You can enter single or double digits and do not need to use zeros as place-markers. For example, enter "192.168.0.1" instead of "192.168.000.001".



IP Settings

This screen is for informational purposes only.

► **To view the IP status:**

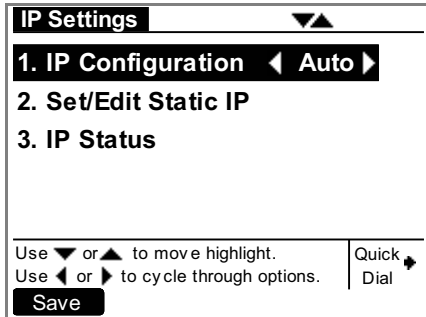


Figure 40. IP Settings

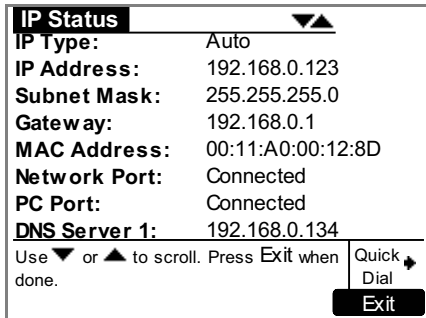


Figure 41. IP Status

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **4** on the dial pad to display the IP Settings screen shown in Figure 40.
3. Press **3** to display the IP Status screen shown in Figure 41.
4. Press the ▲ or ▼ Navigation key to view status entries that are not shown on-screen.



NOTE

The list is not circular, so when you reach the end of the available text, pressing the ▼ Navigation key has no effect. If you are at the top of the screen, pressing the ▲ Navigation key has no effect.

5. Press **Exit** when your review is complete.



Reset User Password

Having a user password is not required. If you want to eliminate the need for a password or enter a new one, you need to reset the user password.

▶ **To reset the user password:**

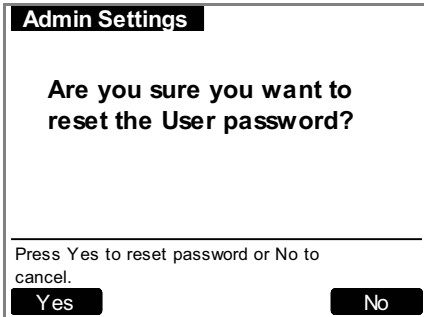


Figure 42. Reset User Password

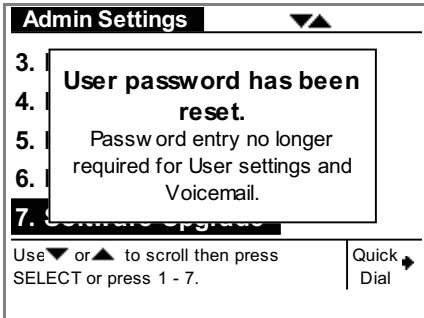


Figure 43. User Password Cleared

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **5** to begin the password reset process. The confirmation screen shown in Figure 42 displays.
3. Press **Yes** to confirm password reset.

The screen shown in Figure 43 appears informing you that the password has been reset.



NOTE You can now access the settings menus and Voicemail without entering a password.



Upgrade Deskset Software



The Admin Settings menu contains six entries. To view the Software Upgrade entry, it is necessary to press the **Navigation** key.

► **To access the Deskset Software Upgrade feature:**

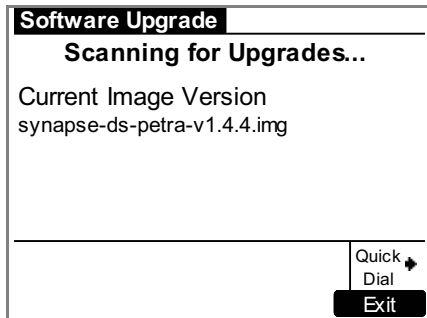


Figure 44. Software Upgrade

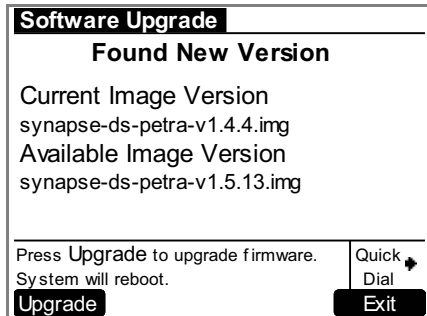


Figure 45. Upgrade Available

1. Access the Admin Settings menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **6** to display the screen shown in Figure 44. The system scans for an upgrade.
 - If an upgrade is available, the screen shown in Figure 45 displays.
 - If no upgrade is available, the screen shown in Figure 46 displays.

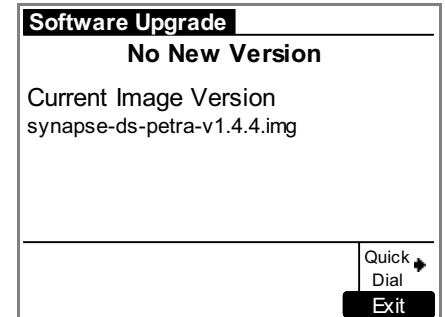


Figure 46. No New Version



▶ To access the Deskset Software Upgrade feature: (Continued)

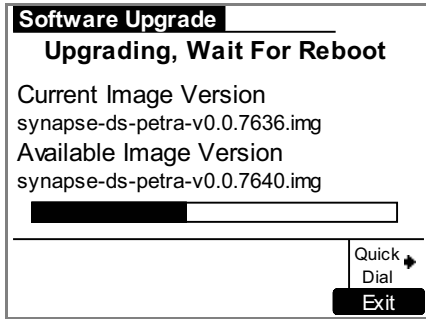


Figure 47. Upgrading

3. Press **Upgrade** to install the upgrade. The screen shown in Figure 47 displays.



If the device is sluggish or unresponsive during the upgrade process, refer to ["Device becomes sluggish or unresponsive during or immediately after software upgrade." on page 158.](#)

4. If necessary, press **Exit** when the upgrade is complete to return to the Admin Settings menu.

The Deskset automatically resets at the end of the software upgrade process. If a PC is connected to the Deskset that you are using, any network traffic involving that PC halts until the Deskset has resumed operation. Avoid updating the Deskset when the user is likely to be at the workstation.



Deskset Reset

The Deskset has a reset button underneath that allows you to restart the Deskset or to clear most of the Deskset configuration. Press the **RESET** button shown in Figure 48 by inserting a pen or paper clip into the hole and applying pressure to the button.

- Press the **RESET** button for less than five seconds to restart the Deskset (your user settings are unaffected). You can get the same result by unplugging the power cord, then plugging it back in. You can use this partial reset to restart if the Deskset does not respond or fails to synchronize with the system.

Press the **RESET** button for more than five seconds to completely reset the Deskset. The Deskset is reset to factory defaults. See [“Appendix B: Default Settings” on page 220](#). The system configuration (your user settings and Personal directory) and Voicemail messages, Call Log, and the Redial list are all deleted. If the Deskset is not connected to the Synapse system, the extension number is also cleared. You can use this complete reset when assigning Desksets to new users.

During the reset, any PC connected to the PC port momentarily loses network connectivity.

- Before resetting the Deskset, you might want to back up its settings. See [“To back up the Deskset settings:” on page 132](#).

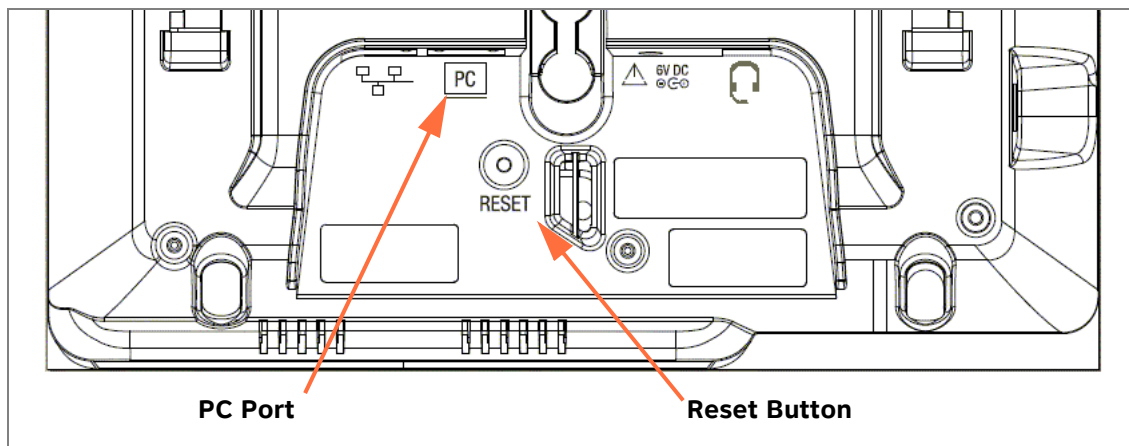
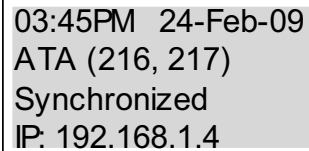


Figure 48. Deskset Reset Button

[ATA] ATA Front Panel Interface

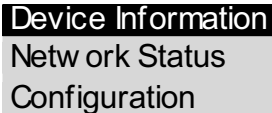
The ATA provides an interface to access basic information and to perform some configuration tasks at the ATA's front panel. These tasks are easier to do using the WebUI. See *"The Web User Interface (WebUI)" on page 56.*

The optional ATA displays the Idle menu upon completion of the power-up sequence. Access the ATA Main menu to perform the system operation functions. The Idle screen is different, but the menus are the same as that of the PSTN Gateway. See *"Gateway Front Panel Interface" on page 29.*

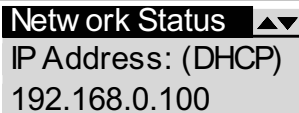


03:45PM 24-Feb-09
ATA (216, 217)
Synchronized
IP: 192.168.1.4

Figure 49. ATA Idle Screen



Device Information
Network Status
Configuration



Network Status ▲▼
IP Address: (DHCP)
192.168.0.100

Figure 50. ATA Menu Screens

To access the Gateway Main menu from the idle screen, as shown in Figure 49, press the **SELECT** key. The menu provides the following functions:

- Device Information
- Network Status
- Configuration

Press the **DOWN** key to highlight an entry, then press **SELECT** to see information about your ATA or your network, as shown in Figure 50. Select **Configuration** to view or modify some ATA settings. Here is the information you can see in Device Information and Network Status:

Device Information

- Model #
- Serial #
- Boot Version
- Software Version
- Firmware Version

Network Status

- IP Address
- Subnet Mask
- Default Gateway
- DNS Server X
- MAC Address
- Network Port
- Local Address

[ATA] Configuration

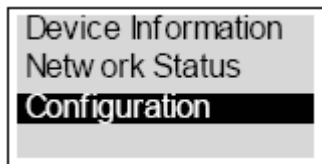


Figure 51. ATA Configuration

Press **▲ UP** / **▼ DOWN** in the ATA Main menu until **Configuration** is highlighted, as shown in Figure 51, and press **SELECT** to display the Configuration menu. The current setting is indicated with **[X]**. You can use this interface or the WebUI to upgrade software. Here are the configuration settings:

Configuration — Current ATA settings:

- Auto IP — Is set automatically.
- Static IP — You can change the Static IP only from the ATA. Although the ATA prompts you through the process, using a static IP address can have serious effects; contact your installer if Static IP editing is required.
- Restore Defaults — Highlight **Restore Defaults** and press and hold **SELECT** for two seconds when prompted to restore the ATA to factory defaults. See [“Back Up and Restore Settings” on page 131](#) before restoring factory defaults.
- Upgrade Software — Highlight **Upgrade Software**, and press **SELECT**. If new software is available, you are prompted to press **SELECT** again to accept the upgrade.



[ATA] Upgrade ATA Software

If you have system settings that you want to retain, back up the settings before upgrading the system software. See [“To back up the System Settings:” on page 134.](#)

► **To upgrade the ATA software to the latest version:**

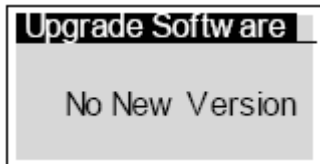
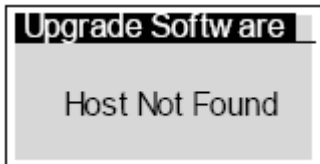
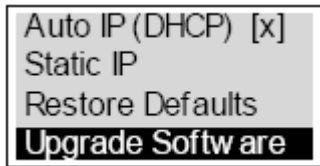


Figure 52. Upgrade Software

1. Press **▲ UP** / **▼ DOWN** in the ATA Main menu until **Configuration** is highlighted and press **SELECT** to display the Configuration menu, as shown in Figure 52.
2. Press **▼ DOWN** to highlight **Upgrade Software** and press **SELECT** to initiate the software upgrade process. The device initiates a link to the Synapse software updates web site host and any new software.

- If a host cannot be found or the server name cannot be resolved, **Timeout** or **Host Not Found** displays. Upgrade the software from the PC, which can offer more information about connection issues. See [“To manually upgrade a Deskset, Gateway, or ATA to the latest software version:” on page 140.](#)
- If the host is found, but there is no new software available, then the **No New Version** message displays.



NOTE

If the device is sluggish or unresponsive during the upgrade process, refer to [“Device becomes sluggish or unresponsive during or immediately after software upgrade.” on page 158.](#)



► To upgrade the ATA software to the latest version: (Continued)

Upgrade Software

Upgrade available.
Press SEL/SET
to download.

Programming Flash...
10% complete. Device
will reboot upon
completion.

Programming Flash...
100% complete.
Device will reboot
upon completion.

Figure 53. Downloading Software

3. If new software is available, you are prompted to initiate the upgrade by pressing **SELECT**, or abort by pressing **CANCEL**.
 - Once the downloading starts, the display indicates the progress as shown by the percentage indicator, as shown in Figure 53. The device restarts automatically once the programming is completed.
 - If the programming process is interrupted by removing the server connection, no restart occurs. The process does not resume even after the server connection is reestablished. The ATA remains on the xx% complete screen until an action is taken at the ATA.
 - Pressing **CANCEL** during the programming process terminates the download midstream and returns you to the Configuration menu. The previous software version remains in effect.
 - When the upgrade is complete, the screen briefly displays **100% complete**, then **0% complete** for few seconds, before restarting the ATA.
4. Press **CANCEL** repeatedly until you return to the ATA Main menu.



[ATA] Reset

Press the **RESET** button shown in Figure 54 by inserting a pen or paper clip into the hole and applying pressure to the button.

- To restart the ATA (your user settings are unaffected), press the **RESET** button for less than five seconds. You might do this to cause the ATA to initialize without losing any settings or data. You can get the same result by unplugging the power cord, then plugging it back in.
- To reset the ATA to factory defaults, press the **RESET** button for more than five seconds. You might do this if your ATA is not synchronized or you want to reset the IP address settings to Auto (DHCP). Any static IP configurations are lost.

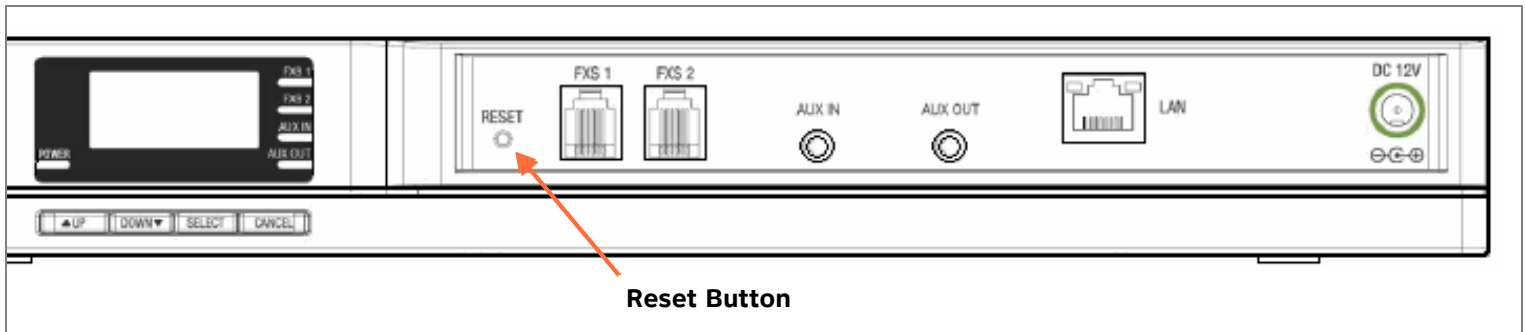


Figure 54. ATA Reset Button

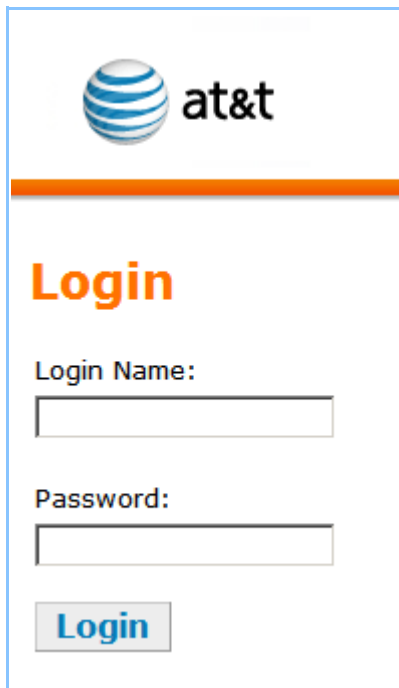


NOTE

If you have already set up the system, see [“Back Up and Restore Settings” on page 131](#) to back up the Deskset and system settings before resetting the device to factory defaults.



SYSTEM CONFIGURATION



at&t

Login

Login Name:

Password:

Login

The WebUI shown in [Figure 61 on page 62](#) allows you to configure certain system functions such as global settings and the System Directory. The WebUI is embedded in every SB67010 PSTN Gateway, SB67030 Deskset, and optional SB67050 Analog Terminal Adapter (ATA). When you access the WebUI, you are accessing it on the device, not on the Internet.

If you have an optional ATA installed, use the WebUI to configure analog phone support, fax routing, external overhead paging, and Music on Hold.



After completing the configuration of the system, back up the System settings. See ["Back Up and Restore Settings" on page 131](#).



The Web User Interface (WebUI)

The WebUI consists of web pages with editable settings that allow you to administer the system. See *"System Configuration" on page 55* for more details. The WebUI consists of:

"WebUI Overview" on page 57

"System Settings" on page 61

- *"System Information" on page 62*
- *"Basic Settings" on page 64*
- *"Auto Attendant" on page 68*
- *"[ATA] Fax Overview" on page 83*
- *"[ATA] Group Mailbox" on page 86*
- *"Hold Settings and [ATA] Music on Hold (MoH)" on page 94*
- *"[ATA] Overhead Paging Overview" on page 98*
- *"Paging Zones" on page 107*
- *"Ring Groups" on page 110*
- *"System Directory" on page 114*

"Extension Settings" on page 115

- *"Basic Settings" on page 116*
- *"Extension Directory" on page 120*
- *"Quick-Dial Keys" on page 123*

"[ATA] ATA Settings" on page 124

"Device Management" on page 128

- *"Considerations when Deleting Devices" on page 128*
- *"Back Up and Restore Settings" on page 131*
- *"Update Device" on page 137*
- *"Device Log" on page 141*

"Help" on page 143.



Pictures of the WebUI screens are in this document to help you find the correct screen; look at the WebUI itself to read the information on the screens.

The sample screens in this chapter show a system that includes the optional ATA. If your system does not include the ATA, the Fax Configuration, Group Mailbox, and Overhead Paging items do not appear in the WebUI menu.



WebUI Overview

If two Synapse devices have ever been connected to the LAN, and as long as one Synapse device is currently on the same subnet as a PC, you can use the WebUI to administer the system. Only one person should log in as SA at a time to prevent accidentally overwriting and losing intended changes. This guide provides WebUI access information for SAs.

Any PCs used for configuring the WebUI must be connected to the same IP subnet as devices they will manage, or to other subnets that the PCs can communicate with. Confirm either that all devices are connected to the same router, or that the first three octets of the IP address are the same for all system devices. The Gateway displays its IP address in the Idle mode as shown in Figure 55. To determine the Deskset IP address, press **MENU**, then **4** on the Deskset dial pad to display the Deskset Information screen shown in Figure 56.

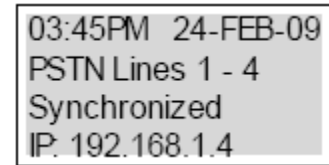


Figure 55. Gateway Idle Screen



*In most cases there are multiple settings on one screen. Changing a setting does not instantly apply the new value. Click **Apply** on the WebUI to save all changes on that screen.*



Changes made on the WebUI are transmitted to all connected devices when applied. If changes are being made at the Deskset and WebUI simultaneously, a first-come-first-served policy on resource allocation applies. System configuration changes are transmitted globally when the session ends, either by pressing **Save** on the Deskset or clicking **Apply** on the WebUI.

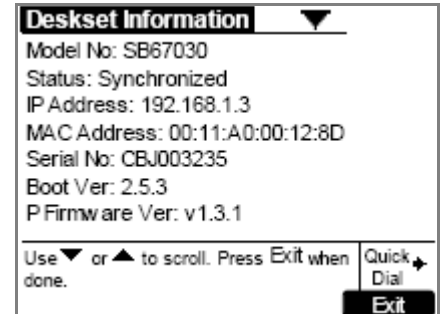


Figure 56. Deskset Information



WebUI information for individual users is contained in “Web Interface” of the Synapse User’s Guide at www.telephones.att.com/synapseguides.



Log in as Administrator

► **To access the browser interface and log in:**

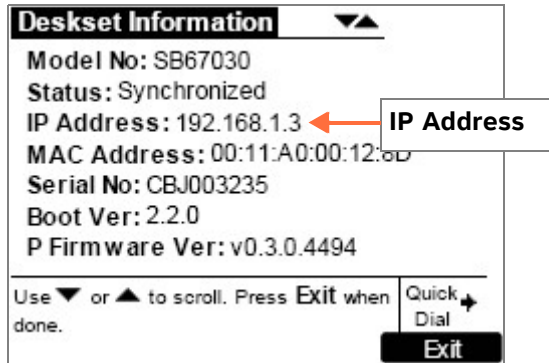


Figure 57. Deskset Information Screen

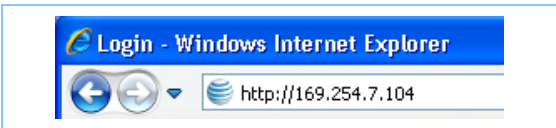


Figure 58. Browser Entry

1. Press **MENU** on the Deskset.
2. Press **4** on the dial pad to display the Deskset Information screen shown in Figure 57.
3. Find the IP address on the Deskset Information screen.
4. Open a browser. AT&T recommends Internet Explorer 6 or higher for best performance. (If you are using a different browser, some of the screens presented here may look different and have different controls). The PC must be on the same subnet as the Deskset, or your network administrator must have set it up so that devices on different subnets are able to communicate.
5. Type the Deskset IP address in the address bar, as shown in Figure 58, and press **ENTER**. The browser displays a login screen as shown in [Figure 59 on page 59](#).



You can also use a Gateway IP address (shown in [Figure 55 on page 57](#)) to log into the WebUI. You can log in as the administrator and make changes to the System or to individual Desksets whether you are logged in using the IP address of a Gateway or Deskset.



► **To access the browser interface and log in: (Continued)**

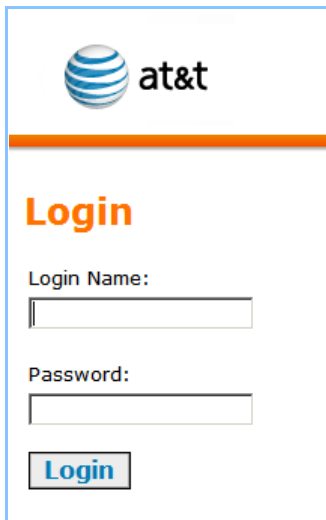


Figure 59. Login

6. Enter **admin** in the **Login Name** field and **12345** in the **Password** field, then click **Login**. You may change your Admin ID and password once you are logged in.

Click topics from the navigation list on the left side of the WebUI to see them. You view and change settings in two different types of fields: drop-down lists and entry fields into which you type information. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log in again.



Only one person at a time should log in as the SA to prevent unintentional overwriting of changes.

*In most cases there are multiple settings on one screen. Changing a setting does not instantly apply the new value. Clicking the **Apply** button saves all changes on that screen.*



Error Handling

If you type an invalid value into one of the WebUI fields and click **Apply**, the screen is not saved. The WebUI displays an error message at the top of the screen. The field with the incorrect value is highlighted in yellow, as shown in Figure 60.

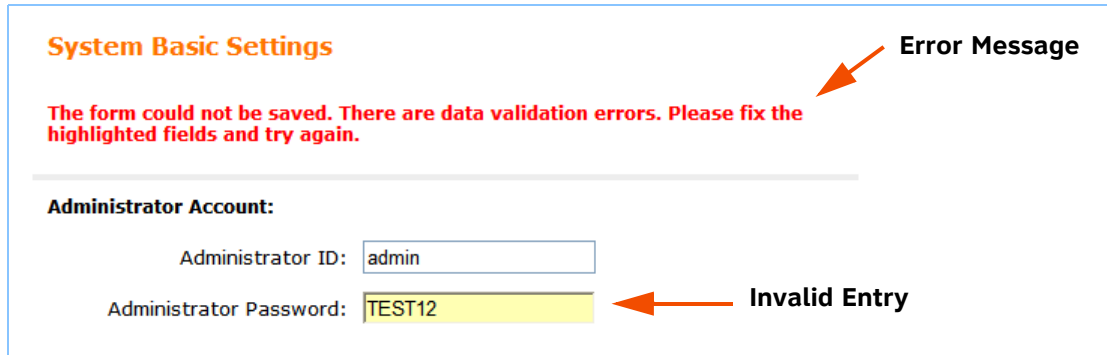


Figure 60. WebUI Error Indication

System Settings

You can use a Gateway, Deskset, or ATA IP address to log into the WebUI as the administrator and make changes to the system or to individual Desksets.



When making changes to the System Settings through the WebUI, ensure that no one is using the system. You might need to make the changes after normal office hours.

The System Settings consist of:

- [“System Information” on page 62](#)
- [“Basic Settings” on page 64](#)
- [“Auto Attendant” on page 68](#)
- [“\[ATA\] Fax Overview” on page 83](#)
- [“\[ATA\] Group Mailbox” on page 86](#)
- [“Hold Settings and \[ATA\] Music on Hold \(MoH\)” on page 94](#)
- [“\[ATA\] Overhead Paging Overview” on page 98](#)
- [“Paging Zones” on page 107](#)
- [“Ring Groups” on page 110](#)
- [“System Directory” on page 114.](#)



System Information

▶ **To view System Information:**

1. Log in as administrator. See *“Log in as Administrator” on page 58*. The System Information screen shown in Figure 61 displays.
2. Click **System Information** in the navigation menu at left to display the count of Desksets, Gateways, ATAs, and Lines.
3. Click [Detailed Site Information](#) to see the MAC addresses and other information specific to each device, as shown in *Figure 62 on page 63*. There may be a delay as the system gathers information.

Logout
System Settings
System Information
Basic Settings
Auto Attendant
Fax Configuration
Group Mailbox
Hold Settings
Paging Configuration
Paging Zones
Ring Groups
System Directory
Extension Settings
ATA Settings
Device Management
Help

System Information

The following devices are registered at this site:

Desksets: 6
ATAs: 1
Gateways: 2
Lines: 2

For detailed information regarding this site, press the button below. The report could take up to 10 seconds to generate.

[Detailed Site Information](#)

Figure 61. Menu – System Information



► **To view System Information: (Continued)**

Detailed Site Information				
Device Type	Ext/Line Numbers	Mac Address	Model	Connected
Deskset	201	00:11:A0:0D:28:C7	SB67030	Y
Deskset	202	00:11:A0:0D:28:4D	SB67030	Y
Deskset	210	00:11:A0:0D:24:44	SB67030	Y
Deskset	220	00:11:A0:0D:E6:EF	SB67030	Y
Deskset	230	00:11:A0:0D:24:47	SB67030	Y
Deskset	240	00:11:A0:0D:28:28	SB67030	N
ATA	203,204	00:11:A0:15:B8:F9	SB67050	N
Gateway	5,6	00:11:A0:10:5F:0D	SB67010a	Y
Gateway		00:11:A0:0F:57:00	SB67010a	Y

Figure 62. Expanded System Information



NOTE

The “Connected” column indicates whether or not the listed device is connected to the system.



Basic Settings

► To view or modify the Basic Settings:

System Basic Settings

Administrator Account:

Administrator ID:

Administrator Password:

Operator Extension:

Assign Operator "0" Extension:

Timer for Forwarded and Transferred Outside Calls:

Maximum Call Duration:

Figure 63. System Basic Settings Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#)).
2. Click **System Information**, then **Basic Settings** in the navigation menu at left to access the System Basic Settings screen shown in Figure 63.
3. Change the **Administrator User ID** and/or **Administrator Password**. The **Administrator User ID** and **Administrator Password** are limited to four to six digits. Values outside this range generate an error message.
4. Any Deskset can be designated as the system operator. Incoming calls are forwarded to the operator extension if the caller presses **0** (zero) after the Auto Attendant answers. If the Auto Attendant is not enabled, the system defaults to having all incoming calls ring as specified by the SA.
 - a. Click the drop-down list under **Operator Extension**.
 - b. Select the extension to assign as operator; the default is 200.
 - c. To change where incoming calls ring when the Auto Attendant is off, see [“Auto Attendant Timing” on page 69](#).



► **To view or modify the Basic Settings: (Continued)**

Timer for Forwarded and Transferred Outside Calls:

Maximum Call Duration: 30 Minutes ▼

Figure 64. System Basic Settings Menu, Part 2

5. Select a **Maximum Call Duration** for the **Timer for Forwarded and Transferred Outside Calls** feature to limit the duration of forwarded incoming calls when they are forwarded to non-system phone numbers, such as to cell phones. When you forward these calls, two of your phone lines are in use for the duration of the forwarded call: one for the incoming call and one for the call to the forwarded line. The default time is 30 minutes, adjustable from 15 to 120 minutes.



► To view or modify the system Basic Settings: (Continued)

System Time/Date Options:

If you are changing the time settings, please ensure the system is idle and not in use before continuing.

Set Time by NTP Server

NTP Server:

Default

Custom Time Server:

Time Zone:

Daylight Savings Time: Yes No

Figure 65. System Basic Settings Menu, Part 3

- The time can be automatically set from the online Network Time Protocol (NTP) Server (recommended), a custom time server, or within the WebUI.



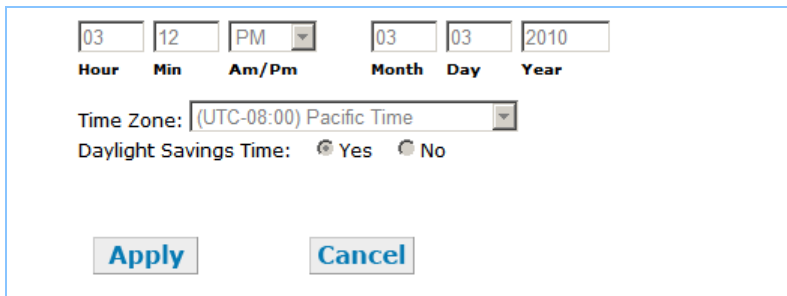
NOTE

Before changing the system time or date, make sure that there are no calls in progress to ensure all Desksets are updated.

- Click the **Set Time by NTP Server** button, as shown in Figure 65:
 - Click the **Default** button to set the time automatically from the Network Time Protocol (NTP) server.
 - Click the **Custom Time Server** button if you have your own preferred time server, then enter the server's URL into the field.
 - Select your time zone from the **Time Zone** drop-down list.
 - Click the **Yes** or **No** button for **Daylight Savings Time**.



► To view or modify the system Basic Settings: (Continued)



Hour: 03 Min: 12 Am/Pm: PM Month: 03 Day: 03 Year: 2010

Time Zone: (UTC-08:00) Pacific Time

Daylight Savings Time: Yes No

Figure 66. System Basic Settings Menu, Part 4

- Click the **Manual** button.
 - a. Enter the current time and date information.
 - b. Select your time zone from the **Time Zone** drop-down list.
 - c. Click the **Yes** or **No** button for **Daylight Savings Time**.

7. Click to save these settings when you are done.

OR

Click to return to refresh the screen without saving the changes.



Auto Attendant

Use the Auto Attendant to automatically answer incoming calls and to determine where calls will ring when the Auto Attendant is turned off. Depending on your system setup, callers hear the Auto Attendant main menu. This menu tells how to use a touch-tone telephone to reach the appropriate person, Ring Group, Auto Attendant Directory, operator, or message (such as a voice prompt to announce hours of operation, location, special sales, etc.). This menu can be set up to change at different times of the day (day, lunch, and night).

Figure 67 shows the Auto Attendant General Settings screen.



If no digit keys are pressed a few seconds after the voice prompt, the voice prompt replays. After replaying the voice prompt a few times, the Auto Attendant hangs up the call.

If the caller hangs up the phone, the Auto Attendant stops.

Auto Attendant General Settings

Enable Auto Attendant:

Scheduled (Day and Night menus are scheduled as defined below)
 Manual - Use the: Day Menu
 Off - Forward all calls to: FAQ line

Main Menu Selection:

The Main Menu is the first menu that callers hear when the auto attendant answers.

Day Main Menu: Time_Test_Main

Lunch Main Menu: Default Menu

Night Main Menu: Default Menu

Schedule for Day/Night Menus:

	Day Start	Night Start
Mon	08 00 AM	05 00 PM
Tue	08 00 AM	05 00 PM
Wed	08 00 AM	05 00 PM
Thu	08 00 AM	05 00 PM
Fri	08 00 AM	05 00 PM
Sat	... 00 AM	... 00 AM
Sun	... 00 AM	... 00 AM

Apply
Cancel

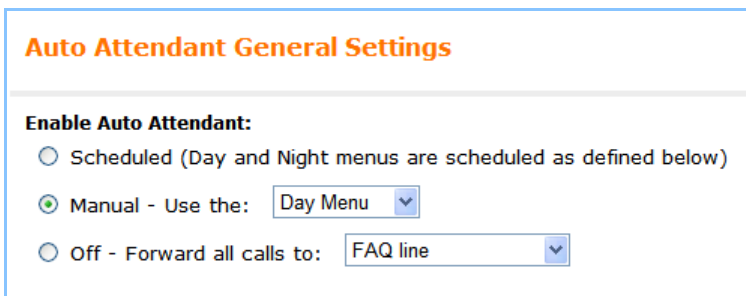
Figure 67. Auto Attendant General Settings



Auto Attendant Timing

To set the system to automatically answer calls and to set the times for different opening messages to callers, or to determine where incoming calls ring.

► **To set up the Auto Attendant timing:**



Auto Attendant General Settings

Enable Auto Attendant:

Scheduled (Day and Night menus are scheduled as defined below)

Manual - Use the:

Off - Forward all calls to:

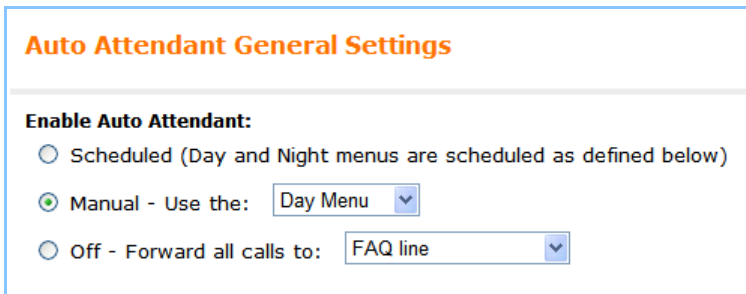
Figure 68. Enable Auto Attendant

1. Log in as administrator. See [“Log in as Administrator” on page 58.](#)
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the navigation menu at left.
3. Locate **Enable Auto Attendant**, shown in Figure 68.
4. Click one of the **Enable Auto Attendant** buttons:
 - To automatically change the message according to the schedule you set up, click the **Scheduled** button. See [“Auto Attendant Schedule” on page 72.](#)
 - To immediately change to a different time mode, click the **Manual** button.

To choose a mode, click on the drop-down list beside this option and select **Day Menu**, **Lunch Menu**, or **Night Menu**. The default is **Day Menu**.



► To set up the Auto Attendant timing: (Continued)



Auto Attendant General Settings

Enable Auto Attendant:

- Scheduled (Day and Night menus are scheduled as defined below)
- Manual - Use the: Day Menu
- Off - Forward all calls to: FAQ line

Figure 69. Enable Auto Attendant

- To have all incoming calls ring at a specific Ring Group or extension, click the **Off** button shown in Figure 69.

Then select the target from the **Off** drop-down box. All outside calls will be forwarded to that target as soon as they arrive.

You can have outside calls ring at the operator, a Ring Group, or any extension. This option can be used by small businesses that do not have a receptionist or where all employees share call answering duties. Since you can set a Ring Group to contain any or all extensions, you can have incoming calls ring wherever you want them to ring.



NOTE

Note: If the call is not picked up, the Call Forward–No Answer settings for either the extension or the Ring Group apply.

5. When you are done, click **Apply** to save these settings.

OR

Click **Cancel** to refresh the screen without saving the changes.



Auto Attendant Main Menu Selection

The Auto Attendant main menu is what callers hear when the Auto Attendant answers an incoming call. If you have not created custom Auto Attendant main menus (see [“Creating Auto Attendant Menus” on page 73](#)), the Auto Attendant main menu for each mode is set to the default menu, as shown in Figure 70. The default prompt is: “Enter the extension number or enter 0 for the operator”.

Once you have created an Auto Attendant main menu (see [“Creating Auto Attendant Menus” on page 73](#)), you can select it to play for callers.

▶ To select the Main Menus:

Main Menu Selection:
The Main Menu is the first menu that callers hear when the auto attendant answers.

Day Main Menu: ▼

Lunch Main Menu: ▼

Night Main Menu: ▼

Figure 70. Auto Attendant Main Menu Selection

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the navigation menu at left.
3. Locate **Main Menu Selection**, as shown in Figure 70, and choose the menu for that time from the drop-down box.
 - You can select a custom menu regardless of the intended mode (Day, Lunch, or Night).
 - You can also create other menus that callers can choose by pressing dial keys on their phone. For instance, callers might choose to access a menu announcing your hours of operation.
4. When you are done, click to save these settings.

OR

Click to refresh the screen without saving the changes.



Auto Attendant Schedule

You can accept the default Day and Night Start times or use the bottom portion of the Auto Attendant General Settings screen to set the day and night start times for each day of the week.

► **To set the Auto Attendant schedule:**

Schedule for Day/Night Menus:

	Day Start	Night Start
Mon	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Tue	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Wed	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Thu	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Fri	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Sat	... ▾ 00 ▾ AM ▾	... ▾ 00 ▾ AM ▾
Sun	... ▾ 00 ▾ AM ▾	... ▾ 00 ▾ AM ▾

Figure 71. Auto Attendant Schedule for Day/Night Menus

1. Log in as administrator. See [“Log in as Administrator” on page 58.](#)
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the navigation menu at left.
3. Locate **Schedule for Day/Night Menus**, as shown in Figure 71.
4. Click on the drop-down boxes to adjust the time in five-minute increments. Use the three dots (...) entry to continue the setting for the previous time period. In Figure 71, for example, the weekend will use the time settings of the Friday night setting.
5. When you are done, click to save these settings.

OR

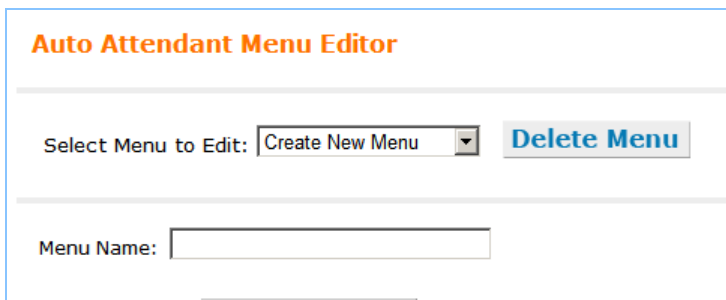
Click to refresh the screen without saving the changes.



Creating Auto Attendant Menus

You can create up to 20 menus that consist of the recordings that the callers hear and lists of actions they can take. To create the menus, plan what you want callers to be able to do. In preparation for recording, write down the announcements you want callers to hear during daytime, lunchtime, and nighttime calls.

► **To create or edit a menu:**



Auto Attendant Menu Editor

Select Menu to Edit:

Menu Name:

Figure 72. Auto Attendant Menu Editor, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the navigation menu at left to display the screen shown in Figure 72.



NOTE

This screen may take up to 10 seconds to load. Please wait until you see **Press 1** below **Enable Operator** before editing the menu.

3. You can add or edit a menu.
 - To add a new menu (you can define up to 20 menus):
 - a. Click on the **Select Menu to Edit** drop-down box and select **Create New Menu**.
 - b. Give the menu a name that will help you remember its purpose. For instance, if you create a menu listing your business hours, you might call it “Hours”.



► **To create or edit a menu: (Continued)**

Auto Attendant Menu Editor

Select Menu to Edit:

Menu Name:

Voice Prompt:

Figure 73. Auto Attendant Menu Editor, Part 2

- To edit an existing menu:
 - a. From the **Select Menu to Edit** drop-down box, select the menu that you want to edit.
 - b. Change the name, if desired.
- 4. Optional: Click to record a menu voice prompt. The **Auto Attendant Voice Prompts** screen shown in [Figure 76 on page 77](#) appears.
 - a. Select an extension to be used for recording the prompt.
 - b. Follow the procedure on the screen to record a prompt. Hang up before you click or your recording will not be saved.



► To create or edit a menu: (Continued)

Voice Prompt: **Play/Record**

Enable Direct Dial: On Off

Enable Operator: On Off

Press 1: None Press 2: None

Press 3: None Press 4: None

Press 5: None Press 6: None

Press 7: None Press 8: None

Press 9: None Press 0: None

Press *: None Press #: None

Apply **Cancel**

Figure 74. Auto Attendant Menu Editor, Part 3

5. Set Enable Direct Dial:

Click the **Enable Direct Dial On** button shown in Figure 74 to allow callers to directly dial extensions. When Direct Dial is enabled, callers cannot press **2** for other actions.

6. Enable the operator:

Click the **Enable Operator On** button to allow callers to press zero (**0**) to reach the operator. (The default operator extension is 200.) When **Enable Operator** is **On**, callers cannot press **0** for other actions.

7. Set the numeric key values:

Program an action for each digit as needed by selecting the action from each digit's drop-down list.

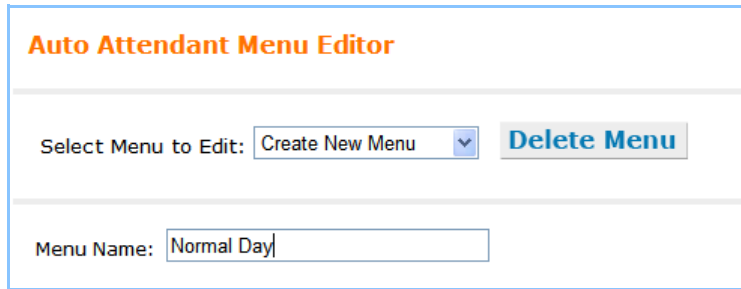
8. When you are done, click **Apply** to save these settings.

OR

Click **Cancel** to refresh the screen without saving the changes.



► **To delete a current menu:**



Auto Attendant Menu Editor

Select Menu to Edit:

Menu Name:

Figure 75. Auto Attendant Menu Editor

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the navigation menu at left to display the screen shown in Figure 75.
3. Select the menu name from the drop-down list. The selected menu name appears in the **Menu Name** dialog box.
4. Click . The menu is deleted and the screen refreshes.



Auto Attendant Voice Prompts

► **To record Auto Attendant voice prompts:**

Auto Attendant Voice Prompts

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice prompt.

Script Editor

Figure 76. Auto Attendant Voice Prompts, Part 1

1. Log in as administrator. See *“Log in as Administrator” on page 58.*
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the navigation menu at the left side of the screen.
3. Click to display the screen shown in Figure 76.
4. Record the voice prompt.
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press . The selected extension rings.
 - c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - Press **1** on the Deskset keypad to record the message.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.



▶ To record Auto Attendant voice prompts: (Continued)

1. Select the extension to be used for recording:

Select Extension ▾

2. OPTIONAL - Use the box on the right to write a script for your recording.

3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.

4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.

5. After you've completed recording the prompt, hang up the handset.

6. Now press the Save Recording button to save the new voice prompt.

7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording **Save Recording** **Cancel**

Figure 77. Auto Attendant Voice Prompts, Part 2

- d. Hang up when you are finished recording.
- e. Press **Save Recording**, as shown in Figure 77. You return to the Auto Attendant Menu Editor so that you can add actions to the menu. If you press **Save Recording** before you hang up, the recording is not saved.

Here is an example of a daytime script that could be part of the Opening Day menu:

"This is the Widget Company. If you know your party's extension, dial it now. For Sales, press 1. For Customer Service, press 3. To hear a recording of our office hours, press 9. To hear our company directory, press 0."

Then if the caller selects **1**, they may hear, "For North America, press **1**; For Asia, press **3**." When you record this menu, you might want to call it the Sales Team menu.

OR

Click **Cancel** to return to the previous screen without saving the changes.



Auto Attendant Menu Choices

To associate an action with a digit key (**Press 1, Press 2, Press 3**), select the action from the drop-down list described in Table 3. When the caller presses that key, the described action occurs. Create as many actions as you wish. Click Apply when done.

Table 3. Auto Attendant Menu Choices

Menu Choice	Action
None	No action.
Replay	Replays the current message.
Auto Attendant Directory	Accesses the Auto Attendant Directory. See "Name Recording for Auto Attendant Directory" on page 80 and "Basic Settings" on page 116 .
Previous Menu	Plays the previous menu.
Main Menu	Plays the Auto Attendant main menu.
Default Menu	Plays the assigned default menu.
<AA Menus>	Accesses other menus that you have created and named. Select any menu that you have created to establish a structure of nested menus.
<Ring Groups>	Sends calls to a Ring Group that you have created and named. When callers select a Ring Group, every extension in that group rings.
<Group Mailboxes>	Sends calls to the Group Mailbox you have created and named.
<Extensions>	Sends calls directly to a specific extension.



If no digit keys have been pressed five seconds after the voice prompt, the voice prompt replays. After replaying the voice prompt three times, the Auto Attendant says "Goodbye" and hangs up the call.

If the caller hangs up the phone, the Auto Attendant stops.



Name Recording for Auto Attendant Directory

The administrator and individual users can create name recordings at the Desksets. When callers access the Directory through the Auto Attendant, the name recordings play to confirm the selection.

▶ To record a personal name:

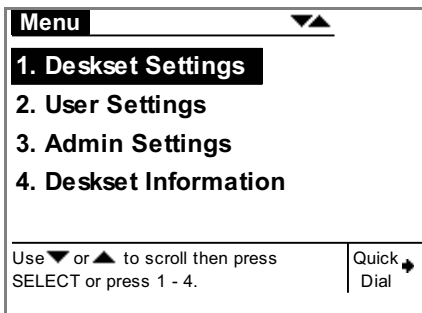


Figure 78. Menu

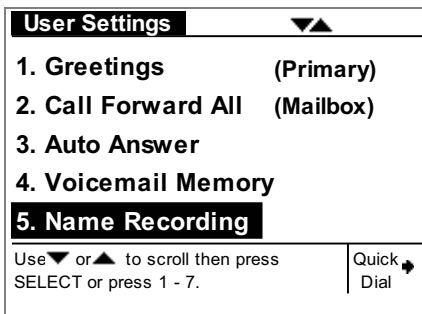


Figure 79. User Settings

1. Press **MENU** to display the Menu screen shown in Figure 78.
2. Press **2** to display the User Settings menu shown in Figure 79.
If you have set a user password, enter it, and press **SELECT**.
3. Press **5** to display the Name Recording menu shown in Figure 80.

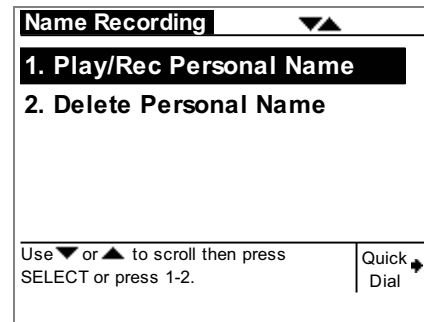


Figure 80. Name Recording



▶ **To record a personal name: (Continued)**

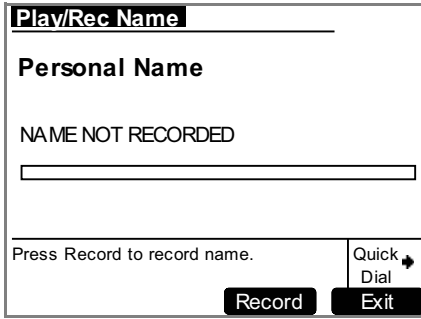


Figure 81. Play/Rec Name

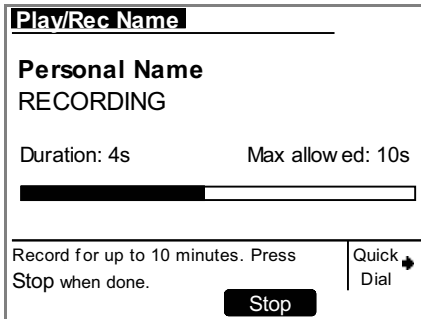


Figure 82. Recording a Name

4. Press **1** to display the Play/Rec Name screen shown in Figure 81.
5. Press **Record** to record a personal name. The screen shown in Figure 82 displays.

You are limited to a 10-second recording; recording stops automatically if you exceed the limit.
6. When you are finished recording, press **Stop**. The screen changes to display **Play** and **Record** as shown in Figure 83.
7. Press **Play** to review the name recording.
8. To return to the User Settings screen shown in [Figure 79 on page 80](#), press **Exit**.

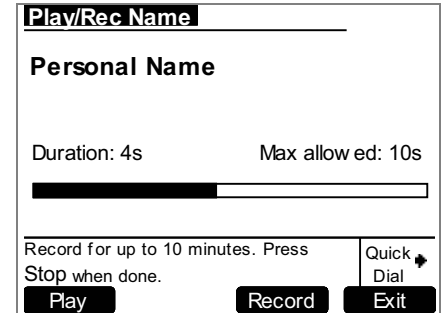


Figure 83. Recording Complete



► **To delete a personal name:**

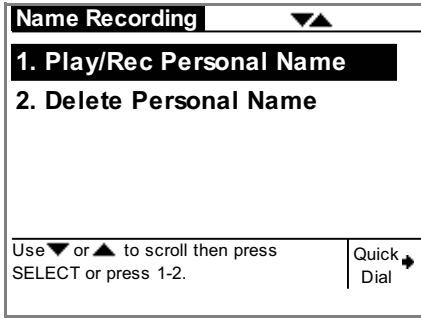


Figure 84. Name Recording

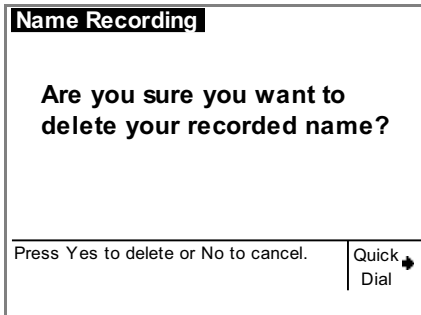


Figure 85. Delete Confirmation

1. Follow steps 1 through 3 of *"To record a personal name:"* on page 80 to display the Name Recording screen shown in Figure 84.
2. Press **2**. The confirmation screen shown in Figure 85 displays.
3. Press **Yes** to confirm. After the screen in Figure 86 briefly appears, you return to the Name Recording menu shown in Figure 84.

The extension number will play to callers when they look up your name in the Auto Attendant Directory.

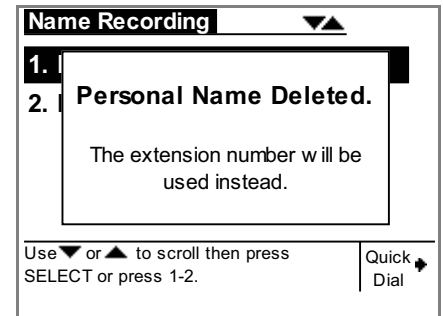


Figure 86. Personal Name



[ATA] Fax Overview

This section describes how to configure the optional AT&T SB67050 ATA device for fax reception and transmission.

If you have a dedicated fax line and low fax volume, the optional ATA offers fax switching so that you can use the fax line for both voice calls and faxes. If you are already using fax switching equipment, the ATA can replace that equipment.

Considerations with Using the Fax Line for Voice Calls

If your business has a lot of fax traffic, using a fax line for incoming voice calls is not recommended because each incoming call is automatically checked by the system for a fax signal. This fax detection mode results in a delay of up to eight seconds before connecting an incoming voice call to the Auto Attendant or Operator. In addition, during the delay, the Ring Back tone generated by the CO (Central Office) is no longer heard by the caller. Instead, the caller hears the Ring Back tone generated by the Gateway.

If the fax line is already in use when an incoming fax call arrives, the sending fax machine receives a standard busy signal.

Using the fax line for outgoing calls is not restricted, but the caller ID of the fax number, not the primary business telephone number, will be sent to the receiving fax machine. This may result in some confusion if the recipient returns a missed call via their caller ID Log as they will then experience the eight-second delay mentioned above.

If your fax machine has an integrated telephone, you cannot use that telephone for incoming or outgoing phone calls.

If your fax machine is connected to the Synapse system, you cannot start a call in voice mode and then switch to fax mode; you cannot change voice calls into fax calls.



You must dial a 9 before dialing a fax number.

NOTE



[ATA] Fax Configuration

A fax machine can be connected to one of the FXS ports on the ATA, as shown in Figure 87. Incoming fax transmissions are routed from an analog line on the PSTN gateway over your LAN and through the ATA to your fax machine. Similarly, faxes travel from your fax machine through the ATA and over the LAN to the PSTN gateway for transmission to the far-end fax machine.

The PSTN fax line can be connected to any FXO port on the PSTN Gateway, but if you have a hunt group (a telephone company feature that allows calls to a busy phone number to roll over to the next available telephone line), you should connect the last phone line in the hunt group to Gateway PSTN **LINE 3** and use that line for the fax machine, so that the fax will be unlikely to receive incoming calls. The telephone line should be plugged into the highest numbered FXO port on the PSTN Gateway to minimize the likelihood of using the fax line for outgoing voice calls.

The ATA supports two modes for fax transmission: G.711 and T.38. G.711 is a pass-through method that is the simpler fax protocol. It has been used for over 30 years. G.711 mode provides the best compatibility with most fax machines and therefore is the default mode. T.38 is the standard protocol for faxing over IP networks and is more resilient to network impairments. However, fax machine compatibility issues are not uncommon. If you use T.38 mode, you may not hear ringing and busy tones when sending faxes from a fax machine connected to the Synapse system. The best mode for your installation is dependant on both your fax machine and your telephone line. In case of any fax issues, see [“ATA Troubleshooting” on page 191](#) for more details.

You must also specify which PSTN Gateway and line is being used as the fax line in the WebUI.



Figure 87. Fax Machine Connected to FXS Port

[ATA] Fax Settings

► **To configure the fax settings:**

Fax Configuration

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,208)	FXS 1	203	Voice
ATA (203,208)	FXS 2	208	Voice

Fax: Enable Disable

Fax Mode: T.38 G.711

Fax Destination:

Fax Line:

Figure 88. Fax Configuration

1. Log in as administrator. See *“Log in as Administrator” on page 58.*
2. Click **Fax Configuration** in the navigation menu at left. The screen shown in Figure 88 appears.
The current ATA FXS Port settings are shown.
3. **Enable** or **Disable** the fax. When disabled, the incoming fax calls are directed like any other incoming calls, but faxes cannot be received.
4. Select the **Fax Mode, T.38** or **G.711**.
The Fax default setting is G.711, which should work for most installations. If the fax fails to work in G.711 mode, it is likely that there are network impairments. Then the T.38 setting might work better for your system configuration.
5. Select the **Fax Destination**. This is the ATA FXS port to which the fax machine is connected.
6. Select the **Fax Line**. This is the Gateway telephone line to be used for fax communications.
7. When you are done, click to save these settings.
OR
Click to return to the previous screen without saving the changes.



[ATA] Group Mailbox

Group Mailboxes enable general delivery of Voicemail messages to a group of people within an organization. Assign extensions as subscribers to Group Mailboxes as needed. Extensions can be assigned to one or more Group Mailboxes. Only subscribers can access and act on messages stored in Group Mailboxes.

All Group Mailbox messages are stored on the ATA. Up to ten Group Mailboxes can be created through the WebUI.

[ATA] Group Mailbox Quotas

The ATA provides 60 minutes of Group Mailbox recording time. This time can be flexibly shared among the mailboxes, or a quota can be set for each mailbox. A mailbox quota is the maximum amount of time that a mailbox is allocated. However, the quota does not reserve the time. If the Sales mailbox has a 10-minute quota that is enabled and the Accounts mailbox quota is disabled, it is possible that Accounts could take up all 60 minutes of record time, leaving Sales with none.

The quotas can be set up to total more than 60 minutes and each mailbox quota can be enabled or disabled. If the quotas are all enabled and the total time does not exceed 60 minutes, then each mailbox quota becomes reserved space.

See ["To create a Group Mailbox:" on page 88](#).



► **To view Group Mailbox settings:**

Group Mailbox Summary

<u>Name</u>	<u>Subscribers</u>	<u>Quota</u>	<u>Used</u>	
Accounts	4	15	0	View/Edit
Customer Service	5	30	0	View/Edit
Sales	3	15	0	View/Edit

Total Space Available: 60 out of 60 minutes.

[Create New Group Mailbox](#)

Figure 89. Group Mailbox Summary

1. Log in as administrator. See *“Log in as Administrator” on page 58.*
2. Click **System Settings**, then **Group Mailbox** in the navigation menu at left to display the Group Mailbox Summary screen, as shown in Figure 89. The list is initially empty.

The Group Mailbox Summary screen shows a list of configured Mailboxes in alphabetical order with the number of subscribers, the time quota assigned (if any), and the actual amount of space used.



NOTE

Only if the quotas are all enabled and the total time does not exceed 60 minutes, does each mailbox quota become reserved space.



► To create a Group Mailbox:

Create Group Mailbox

Name:

Greeting: Pre-Set Custom
Play/Record Greeting

Quota: Enabled Disabled
Minutes:

Subscribers:

Available Extensions: 200, 201, 202, 204, 205, 206, 207, 209

Mailbox Subscribers

Add > **< Remove**

Apply **Cancel**

Figure 90. Create Group Mailbox Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Group Mailbox** in the navigation menu at left to display the Group Mailbox Summary screen.
3. Click **Create New Group Mailbox** to create a new Group Mailbox. The Create Group Mailbox screen displays, as shown in Figure 90.
4. Enter an appropriate name for the new Group Mailbox.
5. Select the Greeting. The preset message is “Please leave a message after the tone”.

If you want a custom greeting, click **Custom**, then press **Play/Record Greeting**. The Group Mailbox Custom Greeting screen appears. See [“\[ATA\] Group Mailbox Custom Greeting” on page 92](#).

6. Set a **Quota**. Click **Enabled** or **Disabled**. If enabled, specify the **Minutes** (0 through 60) for this mailbox.



► To create a Group Mailbox: (Continued)

Subscribers:

Available Extensions

200
201
202
204
205
206
207
209

Add >

< Remove

Mailbox Subscribers

Apply

Cancel

Figure 91. Create Group Mailbox Menu, Part 2

7. Assign **Subscribers**, as shown in Figure 91.

Select the extensions that you want in this paging zone from the **Available Extensions** list and click **Add >** for each.

OR

Select the extensions to remove from this Group Mailbox from the **Mailbox Subscribers** list and click **< Remove** for each.

8. Click **Apply** to save these settings when you are done.

OR

Click **Cancel** to return to the previous screen without saving the changes.

The new Group Mailbox appears on each subscribed Deskset when **MESSAGES** is pressed.



► **To edit or delete a Group Mailbox:**

Edit Group Mailbox

Name:

Greeting: Pre-Set Custom

Play/Record Greeting

Quota: Enabled Disabled

Minutes:

Subscribers:

Available Extensions		Mailbox Subscribers
<div style="border: 1px solid gray; padding: 5px;"> 200 201 202 204 205 206 207 209 </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Add ></div> <div style="border: 1px solid gray; padding: 5px;">< Remove</div>	<div style="border: 1px solid gray; padding: 5px;"> 211 219 </div>

Figure 92. Edit Group Mailbox Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Group Mailbox** in the navigation menu at left to display the Group Mailbox Summary screen.
3. Select the Group Mailbox you want to edit. Click the associated **View/Edit** button. The Edit Group Mailbox screen displays, as shown in Figure 92.

OR

Click **Delete Mailbox** to delete this Group Mailbox.

- All messages are removed and the memory freed up for use by other mailboxes.
- If the deleted mailbox was an Auto Attendant menu destination, the destination field reverts to “None”. See [Figure 74 on page 75](#). If the deleted mailbox was a Ring Group Call Forward No Answer target, the target field reverts to “Off”. See [Figure 113 on page 112](#).
- If any Desksets have set their Call Forward or Call Forward No Answer targets set to the deleted mailbox, they are removed and the setting reverts to the Personal mailbox.



► To edit or delete a Group Mailbox: (Continued)

Edit Group Mailbox

Name:

Greeting: Pre-Set Custom

Quota: Enabled Disabled

Minutes:

Subscribers:

Available Extensions

200
201
202
204
205
206
207
209

Mailbox Subscribers

211
219

Figure 93. Edit Group Mailbox Menu, Part 2

4. Select the extensions that you want in this Group Mailbox from the **Available Extensions** list and click for each.

OR

Select the extensions to remove from this Group Mailbox from the **Mailbox Subscribers** list and click for each.

5. When you are done, click to save these settings.

OR

Click to return to the previous screen without saving the changes.

The new Group Mailboxes appear on each subscribed Deskset when the user presses **MESSAGES**.



[ATA] Group Mailbox Custom Greeting

► **To record a Group Mailbox custom greeting:**

Group Mailbox Custom Greeting

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice prompt.

Script Editor

Figure 94. Group Mailbox Custom Greeting, Part 1

1. Log in as administrator. See *“Log in as Administrator” on page 58.*
2. Click **System Settings**, then **Group Mailbox** in the navigation menu at left, then click to create a new Group Mailbox. The Create Group Mailbox screen displays.
3. Press . The Group Mailbox Custom Greeting screen appears, as shown in Figure 94.
4. Record the greeting:
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press . The selected extension rings.

▶ To record a Group Mailbox custom greeting: (Continued)

1. Select the extension to be used for recording:

Select Extension ▼

2. OPTIONAL - Use the box on the right to write a script for your recording.

3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.

4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.

5. After you've completed recording the prompt, hang up the handset.

6. Now press the Save Recording button to save the new voice prompt.

7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording **Save Recording** **Cancel**

Figure 95. Group Mailbox Custom Greeting, Part 2

- c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - Press **1** on the Deskset keypad to record the message.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.
- d. Hang up when you are finished recording.
- e. Press **Save Recording**, as shown in Figure 95. You return to the Create Group Mailbox screen. If you press **Save Recording** before you hang up, the recording is not saved.

OR

Click **Cancel** to return to the Edit Group Mailbox screen without saving the greeting.

5. Click **Apply** to save these settings.

OR

Click **Cancel** to return to the previous screen without saving the Group mailbox changes.



Hold Settings and [ATA] Music on Hold (MoH)

You can create a hold announcement for callers to hear when they are on hold or on a parked call. The default is silence.

[ATA] If you have an optional ATA installed, you can also play music on hold (MoH) with or without a hold announcement. If there is a hold announcement, the music is periodically interrupted to play the announcement.

- The MoH input accommodates audio sources with standard 3.5mm headset jack output with a volume adjustment.
- Set the volume of the audio device to obtain the desired level of background music on hold.
- Using other non adjustable audio source outputs such as RCA "Line Out" jacks may result in unacceptable music volume levels and should be avoided.
- Some forms of music do not play well over a telephone line.



Figure 96. Music on Hold Source Connected to the AUX IN Jack



See the Synapse Installation Guide for ATA installation instructions at www.telephones.att.com/synapseguides.



Speaker outputs should not be used as MoH audio sources as they can damage the ATA.



The hold announcement and MoH do not play when placing a conference on hold, or if one of the parties drops out of the conference.



► To configure Hold Settings:

Hold Settings

Hold Music

Music On Hold: Enable Disable

Select Port:

Hold Announcement

Hold Announcement: Enable Disable

Delay Before Playing: seconds

Delay Before Repeating: seconds

Hold Announcement Recording:

Figure 97. Hold Settings

1. Log in as administrator. See *“Log in as Administrator” on page 58.*
2. Click **System Settings**, then **Hold Settings** in the navigation menu at left. The Hold Settings screen displays, as shown in Figure 97.
3. [ATA] If you have an ATA installed, complete the Hold Music section:
 - **Enable or Disable Music on Hold.**
 - Select the ATA jack used: **AUX IN.**
4. If you want a hold announcement, complete the Hold Announcement section:
 - **Enable or Disable Hold Announcement.**
 - If you are combining the announcement with Music on Hold, specify the amount of delay before playing the announcement and the delay before it repeats. Your message will periodically interrupt the music and play.

To play, record, or delete the announcement, press .



► To configure Hold Settings: (Continued)

Hold Announcement

Record Hold Announcement

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the announcement recording session. Follow the voice instructions given through the handset.

Script Editor

Figure 98. Record Hold Announcement, Part 1

5. Follow the procedure on the screens shown in Figure 98 and Figure 99 to record a prompt.
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press **Start Recording**. The selected extension rings.
 - c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - d. Press **1** on the Deskset keypad to record the message.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.
 - e. Hang up when you are finished recording.
 - f. Press **Save Recording**. If you press **Save Recording** before you hang up the phone, your recording is not saved.



► To configure Hold Settings: (Continued)

3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.

4. The extension selected will begin ringing. Pick up the handset to begin the announcement recording session. Follow the voice instructions given through the handset.

5. After you've completed recording the announcement, hang up the handset.

6. Now press the Save Recording button to save the new announcement.

7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording **Save Recording** **Cancel**

Delete existing Hold Announcement

To delete the existing Hold Announcement and use the default Hold tones, press the Delete Recording button.

Delete Recording

Figure 99. Record Hold Announcement, Part 2

OR

Press **Delete Recording** to delete the announcement.

6. When you are done, click **Apply** to save these settings.

OR

Click **Cancel** to return to the previous screen without saving the changes.

7. **[ATA]** Test the Music on Hold audio quality. Call an extension from an outside telephone. At the extension, place the call on hold. At the outside telephone, listen to the hold music as you or someone adjusts the volume.

- Set the MoH output volume level by adjusting the playback volume of the music source device connected to the ATA. You may need to set the volume near the maximum.
- Some MoH sources without volume controls, such as those with audio-out jacks, are usually very loud and might be too loud.
- Synapse limits the volume of the sound delivered to the phone line. Because of this, there may be audio clipping (missing sounds) for some sources.
- Some forms of music do not play well over a telephone line.



[ATA] Overhead Paging Overview

You can set up either single or multi-zone external overhead paging (OHP), as shown in Table 4, but only one OHP system can be connected to the ATA. Synapse supports most OHP systems that can connect to PBX Analog Station (FXS) ports as well as those that support direct Audio Input detection, also known as VOX Detect. If you already have an OHP, you need to figure out the necessary configuration before installation and setup. This introduction may help you figure out your system. If not, refer to your OHP system's product documentation for installation and configuration instructions or contact your OHP equipment provider.

Table 4. [ATA] Single- vs. Multi-Zone Overhead Paging Systems

Single-Zone Paging	Multi-Zone Paging
Broadcasts to all overhead speakers at once.	Broadcasts to speakers grouped into separate zones.
Can be included in a Synapse Paging Zone. See “Paging Zones” on page 107 .	Cannot be included in a Synapse Paging Zone.
Does not appear in the Deskset Paging Zones menu unless the SA has programmed as a zone.	Automatically appears in the Deskset Paging Zones menu as Overhead Paging .
Requires no additional user input to initiate a page.	Requires using the Deskset dial pad to enter digits to address the OHP paging zone.
For a connection through a FXS port, requires the SA to set a delay determined by trial and error. This delay, which starts after the user presses Start , gives the paging equipment time to prepare to broadcast the message. It is required for every page, even if the OHP is not the chosen paging zone. See “[ATA] Single-Zone Overhead Paging Delay” on page 105 .	There is no programmed delay as the paging equipment provides feedback to the user when to start speaking.
Can be connected to an FXS port or the AUX Out jack.	Must be connected to the FXS port.



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If your OHP is single-zone, you will have to decide whether it requires an FXS connection or an AUX OUT connection on the ATA. You can only connect a multi-zone OHP to an ATA FXS port, i.e. a multi-zone OHP system cannot be connected to the AUX OUT port.

Equipment that can interface with the AUX OUT jack can be “dumb” in its audio output. It doesn't require any exchange of signals to be ready to broadcast.

Equipment that uses an ATA FXS port must be able to go on and off hook, because the FXS ports use telephone signals to exchange information. The OHP generally includes some sort of controller or telephone interface, which often requires setting up things like “PABX loop start trunk port access”, or “RJ11 for Tip and Ring connections”.



Even though the OHP has no RJ-11 jack, it may still have a Tip/Ring interface, requiring hard wiring. Whenever possible, try both the AUX OUT jack and an FXS port on the ATA to find the best configuration for your needs.

There are three possible OHP configurations.

[ATA] Single-Zone Paging

Single-zone paging means that all speakers connected to the OHP system are activated together (i.e they are in the same zone).

Single-Zone OHP equipment connected to the AUX OUT jack:

Use this configuration to connect single-zone paging equipment that uses a 3.5mm audio jack as input. For example, use this configuration if the OHP device is just an amplified speaker. Verify that the OHP input levels are compatible with ATA level. See [“Appendix A: Technical Specifications” on page 217](#). Only single-zone paging is supported in this configuration.



Figure 100. Single-Zone Overhead Paging on AUX OUT Jack



Single-Zone OHP equipment connected to an ATA FXS port:

Use this configuration to connect paging equipment that interfaces through a telephone line. Typically, any OHP that connects to an FXS port has some intelligence to go off and on hook or otherwise send a signal back to the pager. These are generally controllers or telephone interfaces with controls and settings.



Figure 101. Single-Zone Overhead Paging on FXS Port

In this configuration, you can specify a paging delay to compensate for the fixed delay introduced by the OHP system. This delay ensures that the paging tone is played simultaneously on both Desksets and on the OHP system. See “[ATA] Single-Zone Overhead Paging Delay” on page 105.

[ATA] Multi-Zone Paging

Multi-zone overhead paging equipment broadcasts to speakers grouped into separate zones. Since the multi-zone OHP systems require zone selection, they cannot be combined into one zone together with Synapse Desksets.

Multi-Zone OHP equipment connected to one of the FXS ports:

When paging is configured as a multi-zone OHP, a dedicated **Overhead Paging** zone automatically appears as the last entry in the Deskset paging menu.



Overhead paging can not be added to Synapse specific paging zones (see [“\[ATA\] Multi-Zone Overhead Paging” on page 106](#)) because the multi-zone OHP can not be paged together with Desksets.



Figure 102. Multiple-Zone Overhead Paging on FXS Port





The OHP system may have settings that need to be adjusted to work with Synapse. Refer to your OHP system's product documentation for installation and configuration instructions.

See “[ATA] ATA Operation” on page 23 for more information on making connections to the ATA.

Desksets and single-zone OHPs can be included in the same zone. In the case of a single-zone OHP connected to the FXS port, this Paging System and the Deskset s will generate different global tones. Note that users will hear both tones at the same time if the paging delay is set properly in the WebUI settings.

[ATA] Verified Overhead Paging Devices

Table 5 lists OHP systems that have been demonstrated to work with the Synapse System as of the publication of this document. More OHP systems may also have qualified for this list. For more information, contact the person who installed your system. If your installer is unavailable call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Table 5. [ATA] Verified Overhead Paging Devices

Single Zone	Multi Zone
Aux Out Jack	FXS Port
<ul style="list-style-type: none">• Bogen TPU35B• Valcom 1030c	<ul style="list-style-type: none">• Bogen PCM 2000• Bogen PCM TAMB• Bogen TPU15A or TPU35B• Bogen ZPM3
FXS Port	
<ul style="list-style-type: none">• Bogen TAMB• Bogen TPU15A• Bogen TPU35B (alternate to TPU15A)• Viking CPA-7B• Valcom V-9940• Valcom V-9941A	



[ATA] Setting Up Overhead Paging

► To set up external overhead paging:

Paging Configuration

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,208)	FXS 1	203	Voice
ATA (203,208)	FXS 2	208	Voice

Paging: Enable Disable

Paging System Type: Single Zone Multi Zone

Select Paging Port:

Paging Delay:

Figure 103. Create Paging Zone

1. Log in as administrator. See [“Log in as Administrator” on page 58.](#)
2. Click **Overhead Paging** in the navigation menu at left. The screen shown in Figure 103 appears.
The current ATA FXS port settings are shown.
3. **Enable** or **Disable** the overhead **Paging**.
4. Select the **Paging System Type**.
5. Select the **Paging Port**. This is the FXS port or AUX OUT jack into which the OHP is connected
6. Select the **Paging Delay**.
If you have a single-zone system connected to an FXS port, select an appropriate delay. See [“\[ATA\] Single-Zone Overhead Paging Delay” on page 105.](#)
If not, this setting is ignored.
7. Click to save these settings when you are done.

OR

Click to return to the previous screen without saving the changes.



[ATA] Single-Zone Overhead Paging

A single-zone overhead paging system issues a one-way broadcast to all overhead speakers. These speakers cannot be grouped into separate zones. A single OHP can be connected to either the AUX OUT jack or an FXS port. Single-zone OHP is automatically included when you page all extensions.

► To create a single overhead paging Zone:

Create Paging Zone

Paging Zone Name: Warehouse

Paging Zone Members:

Available Members

- Overhead Page
- 201
- 202
- 204
- 205
- 206
- 207
- 209

Paging Zone Members

- Overhead Page

Add >

< Delete

Apply

Cancel

Figure 104. Create Paging Zone

1. Follow the instructions in [“Paging Zones” on page 107](#) to either **Create New Paging Zone**, or **View/Edit** an existing Page Zone
2. Select **Overhead Page** from the **Available Members** list and click **Add >**.
3. Click **Apply** to save these settings when you are done.

OR

Click **Cancel** to return to the previous screen without saving the changes.



[ATA] Single-Zone Overhead Paging Delay

When attached to an FXS port, single-zone overhead paging may require the Page tone to be delayed. If this delay is too short, the beginning of the Page heard through the OHP speakers may be cut off. The system installer or the SA need to experiment to find the correct delay for the system. Set the delay in the WebUI. See “[ATA] Overhead Paging Overview” on page 98.

The delay starts after the user presses **Start** on the Deskset, as shown in Figure 105. Once the delay ends, the page tone sounds and the display switches to the Page screen, as shown in Figure 106.



When OHP is enabled, the delay is used even if a single **Overhead Paging** zone is not included in the page (i.e. even if there are only Desksets in the paging zone).

On the Deskset, the **All Extensions** option in the Paging Zones selection screen includes the single **Overhead Paging** zone automatically.

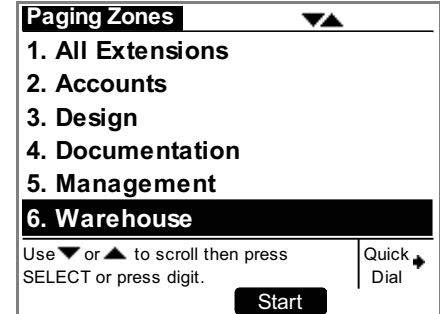


Figure 105. Paging Zones Including Single Overhead Zone

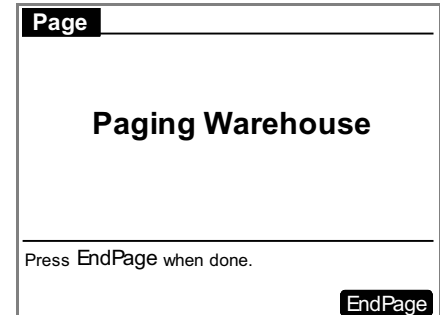


Figure 106. Page to a Single Overhead Zone



[ATA] Multi-Zone Overhead Paging

Unlike single-zone Paging, multi-zone Paging requires user input. In a multi-zone system, overhead speakers are grouped into zones. Each zone is assigned a number. The user pages the Zone by starting a page and then entering the zone number (the exact method may vary depending on the third-party OHP system being used). Refer to your OHP system's product documentation for installation and configuration instructions.

As the multi-zone OHP is a two-way system, it must be connected to an FXS port and will not work if connected to the AUX OUT jack.

Unlike single-zone Paging, multi-zone Paging systems cannot be included in the Synapse paging zones described in *"Paging Zones" on page 107*. In other words, a multi-zone system cannot become a paging zone member to be included with Desksets. A programmed paging delay is thus unnecessary.

A multi-zone Page will, however, automatically appear at the bottom of the list of paging zones on the Deskset Page Setup screen, as shown in Figure 107.

When users select overhead paging, the Overhead page screen shown in Figure 108 appears.



Note that the third-party Paging System uses its own tones, so there is no local Deskset paging tone accompanying this screen.

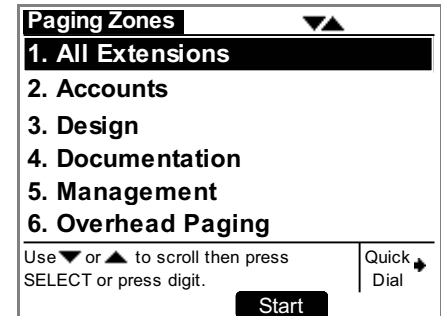


Figure 107. Paging Zones Including Overhead Paging

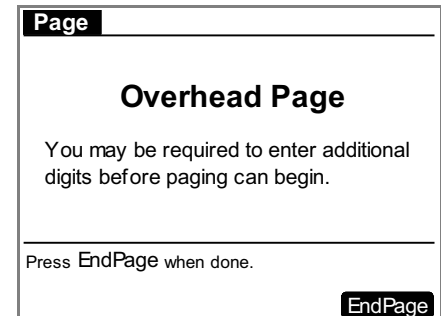


Figure 108. Overhead Page



Paging Zones

Use paging zones to set up extensions that can be paged as a group. For example, all extensions in the sales department could be defined as a paging zone. Any Deskset user can initiate a page to all extensions or only to the members of a paging zone. You can configure up to six paging zones, each with one or more members. You can place every extension in a paging zone.

► **To create a paging zone:**

Name	Members	
Accounting	2	View/Edit
Marketing	2	View/Edit
Sales	4	View/Edit

[Create New Paging Zone](#)

Figure 109. Paging Zones Summary

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Settings**, then **Paging Zones** in the navigation menu at left to access the **Paging Zones Summary**, as shown in Figure 109.
3. Click [Create New Paging Zone](#) to create a new paging zone. The Create Paging Zone screen displays, as shown in [Figure 110 on page 108](#).

OR

To view or edit a paging zone, click [View/Edit](#). The Edit Paging Zone screen displays, as shown in [Figure 111 on page 109](#).



► To create a paging zone: (Continued)

Create Paging Zone

Paging Zone Name:

Paging Zone Members:

Available Members		Paging Zone Members
201	<input type="button" value="Add >"/> <input type="button" value="< Delete"/>	
202		
210		
220		
230		
240		

Figure 110. Create Paging Zone

4. Enter an appropriate name for the new paging zone, as shown in Figure 110.
5. Select the extensions that you want in this paging zone from the **Available Members** list and click for each.

OR

Select the extensions to remove from this paging zone from the **Paging Zone Members** list and click for each.

6. Click to save these settings when you are done.

OR

Click to return to the previous screen without saving the changes.

The new paging zone appears on each Deskset when the soft key is pressed.



NOTE

Single-zone overhead paging speakers can be included in a paging zone. Select **Overhead Page** from the **Available Members** list and click . Multi-zone overhead paging speakers cannot be included in a paging zone.



► **To edit or delete a paging zone:**

Edit Paging Zone

Paging Zone Name:

Paging Zone Members:

Available Members		Paging Zone Members
201	<input type="button" value="Add >"/>	202
230	<input type="button" value="< Delete"/>	210
		220
		240

Figure 111. Edit Paging Zone

1. Do steps 1 and 2 of *"To create a paging zone:"* on page 107.
2. Select the paging zone you want to edit from the Paging Zones Summary. Click the associated button. The Edit Paging Zone screen displays, as shown in Figure 111.
3. Select the extensions that you want in this paging zone from the **Available Members** list and click for each.
OR
Select the extensions to remove from this paging zone from the **Paging Zone Members** list and click for each.
OR
Click to delete this paging zone.
4. When you are done, click to save these settings.
OR
Click to return to the previous screen without saving the changes.



Ring Groups

Extensions can be grouped together to form up to 10 Ring Groups. For example, all extensions in the sales department could be defined as a Ring Group. Incoming calls may be forwarded to a particular Ring Group through the Auto Attendant. When the Auto Attendant is off, you can have all incoming calls go to a Ring Group. When the call is forwarded, all extensions assigned to the group ring. See ["Auto Attendant Menu Choices" on page 79](#) for information on using Ring Groups in the Auto Attendant.

You can set one extension, personal mailbox, or group mailbox to forward to when no one answers a Ring Group call. The extension can then ring or the caller can be sent directly to Voicemail.

Internal callers cannot call Ring Groups.



► **To create, edit, or delete a Ring Group:**



Name	Members	
Accounting	3	View/Edit
FAQ line	2	View/Edit
Front Desk	1	View/Edit
Sales	3	View/Edit

[Create New Ring Group](#)

Figure 112. Ring Groups Summary

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **System Information**, then **Ring Groups** in the navigation menu at left to access the Ring Groups Summary, as shown in Figure 112.
3. Click [Create New Ring Group](#) to create a new Ring Group. The Create Ring Group screen displays, which is similar to the Edit Ring Group screen shown in [Figure 113 on page 112](#). For a new Ring Group, enter an appropriate **Ring Group Name**.

OR

To view or edit a Ring Group, click [View/Edit](#). The Edit Ring Group screen displays, as shown in [Figure 113 on page 112](#).

OR

To delete this Ring Group, click [Delete Ring Group](#), as shown in [Figure 114 on page 113](#).

Before you delete a Ring Group, delete references to the Ring Group in the Auto Attendant. See [“Auto Attendant Menu Choices” on page 79](#).



► To create, edit, or delete a Ring Group: (Continued)

Edit Ring Group

Ring Group Name:

Call Forward No Answer Settings:

Target: Off

Voicemail:

Extension:

Seconds before Forwarding:

Figure 113. Edit Ring Group, Part 1

4. You can set a Target destination for the Ring Group so that when no one in a Ring Group answers a call, the call is sent to a Group Mailbox or Personal Mailbox or to another extension. Select the **Target**, as shown in Figure 113.

- Select **Off** to let the Ring Group ring until the call is answered or the caller hangs up.
- Select **Voicemail** to forward the call to a Group Mailbox or Personal Mailbox when no one in the Ring Group answers. Select a Mailbox and enter and the number of **Seconds before Forwarding** from the drop-down list.

After no one in the Ring Group answers, the target extension does not ring. The call goes directly to Voicemail.

- Select **Extension** to forward the call to an extension when no one in the Ring Group answers. Enter the **Target Extension Number** and the number of **Seconds before Forwarding**.

After no one in the Ring Group answers, the target extension rings.



► **To create, edit, or delete a Ring Group: (Continued)**

Ring Group Members:

Available Extensions		Ring Group Members
200	Add >	210
201		211
202		218
204		219
205		221
206		225
207		
209		
	< Delete	
Apply	Cancel	Delete Ring Group

Figure 114. Edit Ring Group, Part 2

5. Select the **Ring Group Members** for the Ring Group, one at a time, from the **Available Extensions** list, as shown in Figure 114.

Click **Add >** to add each extension.

OR

Click **< Delete** to remove each extension.

6. Click **Apply** to save these settings when you are done.

OR

Click **Cancel** to return to the previous screen without saving the changes.

The new Ring Group appears on the Ring Groups Summary screen, as shown in [Figure 112 on page 111](#).



System Directory

Create a list of phone numbers (referred to as System list on the Deskset) that people at your business frequently call. These numbers are available to all of the extensions.

► **To set up the System Directory:**

System Directory List

[Add New Entry](#)

[Delete Selected Entries](#) [Sort By Last Name](#)

<input type="checkbox"/>	ABC Accountants	9-503-555-0194	[Edit]
<input type="checkbox"/>	Angela Martin	9-732-555-7318	[Edit]
<input type="checkbox"/>	Charlie Johnson	9-888-883-2445	[Edit]

Figure 115. System Directory

Add System Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a 9 first.

[Apply](#) [Cancel](#)

Figure 116. Edit System Directory

1. Log in as administrator. See [“Log in as Administrator” on page 58.](#)
 2. Click **System Directory** in the navigation menu at left to display the menu shown in Figure 115.
 3. Click [Add New Entry](#).
 4. Complete the form shown in Figure 116 with the information indicated.
- For outside phone numbers, enter a **9** first.
5. Click [Apply](#) to save the entry. The System Directory menu appears with the entry added.

OR

Click [Cancel](#) to return to the previous screen without saving the changes.



NOTE

To edit an entry, click [\[Edit\]](#) as shown on the right side of Figure 115. A screen similar to the screen shown in Figure 116 appears with the fields populated with the entry to be edited.



Extension Settings

Use the WebUI to configure basic extension settings:

- ["Basic Settings" on page 116](#)
- ["Extension Directory" on page 120](#)
- ["Quick-Dial Keys" on page 123.](#)



CAUTION

Change phone settings on only one Deskset at a time.

When making configuration changes to a device using the IP address of another Deskset, ensure that that Deskset is not in use or the configuration changes may fail.



Basic Settings

The **Basic Settings** screen displays the settings for an individual extension.



Individual users have different phone setting screens. They are described in “Web Interface” of the Synapse User’s Guide at www.telephones.att.com/synapseguides.

► **To set the Phone Settings – Basic Settings for the administrator:**

Extension Basic Settings

Select Extension: 202

Extension Name:

First Name: Angela

Last Name: Martin

Figure 117. Basic Extension Settings, Part 1

1. Log in as administrator. See “[Log in as Administrator](#)” on page 58.
2. Click **Extension Settings**, then **Basic Settings** in the navigation menu at left to display the screen shown in Figure 117.
3. Select an extension from the **Select Extension** drop-down list to display the current settings for that extension.
4. **Extension Name** displays the name for the current extension. This name is used in two ways: on the Idle screen of the Deskset, and with the Auto Attendant Directory. Callers spell the Extension Name using their touch-tone phone when they search for extensions in the Auto Attendant Directory.
 - a. Enter a new name into the **First Name** and **Last Name** fields.
 - b. Press **Apply** to save the entry or click **Cancel** to refresh the screen without saving the changes.



► **To set the Phone Settings – Basic Settings for the administrator: (Continued)**

Change Extension Number to:

Please make sure the extension is not in use before changing the extension number.

Call Forward / Transfer to Outside Telephone Number: Off On

Figure 118. Basic Extension Settings, Part 2

5. If you want to change an extension number, ensure that the extension is not in use and enter the new number into the **Change Extension Number to** box, as shown in Figure 118.



NOTE

Desksets do not lose their assigned extensions even if a Deskset is disconnected and unplugged for a substantial length of time. If you want to remove a Deskset from the network, the extension must be deleted. (See [“To delete an extension, Gateway, or ATA:” on page 129.](#)) This ensures that the Deskset does not tie up an extension.

6. Select **Call Forward/Transfer to Outside telephone Number** to enable or disable forwarding or transferring of calls to an outside telephone via the PSTN phone lines plugged into the Gateway. This function is enabled by default and uses two phone lines when calls are forwarded. Disabling this function prohibits the user from forwarding or transferring a call to an outside phone number.



► **To set the Phone Settings – Basic Settings for the Administrator: (Continued)**

Call Forward No Answer Settings:

Target: Off

Voicemail: ▼

Extension: ▼

Outside Phone Number:

Seconds before Forwarding: ▼

Auto Answer Settings:

Delay: ▼

Set Password:

User Password:

Figure 119. Basic Extension Settings, Part 3

7. To change the **Call Forward No Answer Settings** shown in Figure 119:



NOTE

The Call Forward All settings on each Deskset override these Call Forward–NA Settings. See *“Call Forward All and Call Fwd–NA (No Answer)” on page 36.*

a. Select the **Target** for unanswered calls:

- **Off.** The extension rings until the call is answered or the caller hangs up.



NOTE

Conference room extensions typically have **Call Forward No Answer Settings** set to **Off** and have their ringers set very low or off.

- **Voicemail.** The call is sent to Voicemail.
 - **Extension.** The call is sent to the specified extension.
 - Enter the **Target Extension Number.**
 - **Outside Phone Number.** The call is sent to the specified outside phone number.
 - Enter the **Telephone Number.**
- b. Enter the number of **Seconds before Forwarding** from the drop-down list.



► To set the Phone Settings – Basic Settings for the Administrator: (Continued)

Call Forward No Answer Settings:

Target: Off

Voicemail: ▼

Extension: ▼

Outside Phone Number:

Seconds before Forwarding: ▼

Auto Answer Settings:

Delay: ▼

Set Password:

User Password:

- Optional: Enter up to six digits to create a voicemail pass code for this extension.
- Click to save any changes or click to return to the previous screen without saving the changes.

Figure 120. Basic Extension Settings, Part 4



Extension Directory

Extension Directories (referred to as a Personal list on the Deskset) are only available at the extensions for which they were created. They can be created by the administrator or by a Deskset user.

► **To manage the Extension Directory:**

Directory List for Extension: 202

Add New Entry

Delete Selected Entries Sort By Last Name

<input type="checkbox"/>	ABC Accountants	9-1-503-555-0194	[Edit]
<input type="checkbox"/>	Alex Graham	9-1-706-555-0162	[Edit]
<input type="checkbox"/>	Charlie Johnson	9-1-888-883-2445	[Edit]
<input type="checkbox"/>	Davis Carterer	9-1-317-555-0129	[Edit]
<input type="checkbox"/>	Robert Brown	9-1-732-555-7318	[Edit]

Figure 121. Extension Directory

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Extension Settings**, then **Extension Directory** in the navigation menu at left to access the Directory List for Extension screen shown in Figure 121. (The default extension displays in the dialog box.)
3. Select the desired extension number from the drop-down list.

The Directory list displays. You can add, edit, delete, and sort the entries, as described on the following pages.



► To manage the Extension Directory: (Continued)

Add Extension Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a 9 first.

Figure 122. Add Extension Directory List Entry

- To add a new entry, click . The screen shown in Figure 122 displays.

- a. Complete the form with the information indicated.

For outside phone numbers, enter a 9 first.

- b. Click to save the entry. The Extension Directory screen appears with the entry added as shown in [Figure 121 on page 120](#).

OR

Click to return to the previous screen without saving the changes.



► To manage the Extension Directory: (Continued)

Edit Extension Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a 9 first.

Figure 123. Edit Extension Directory List Entry

- To edit an entry, click [\[Edit\]](#) as shown on the right side of [Figure 121 on page 120](#). The screen shown in [Figure 123](#) appears with the fields populated with the entry to be edited.

Click to save the entry. The Extension Directory screen appears with the entry added as shown in [Figure 121 on page 120](#).

OR

Click to return to the previous screen without saving the changes.

- To sort entries by last name, click . The list updates and the button changes to . The button toggles between first and last name directory sort.
- To delete Extension Directory entries:
 - a. Mark the entries to delete by selecting the check box to the left of each entry as shown in [Figure 121 on page 120](#).
 - b. Click . All of the selected entries are removed.



Quick-Dial Keys

Quick-Dial entries are only available at the extensions for which they were created. They can be created by the administrator or by a Deskset user.

► **To create or edit Quick-Dial entries:**

Name	Number
Charlie	222
Mary	244
Robert	203
Linda	205
Richard Serling	9-1-305-555-0134
Angela Martin	9-1-732-555-7218

Figure 124. Quick-Dial Key Assignments

1. Log in as administrator. See [“Log in as Administrator” on page 58.](#)
2. Click **Extension Settings**, then **Extension Directory** in the navigation menu at left to access the Directory List for Extension screen shown in Figure 124. The default extension displays in the dialog box.

Select the desired extension number from the drop-down list.

3. Enter a name and number for every Quick-Dial entry you want to create. Any hyphens in phone numbers will be ignored.

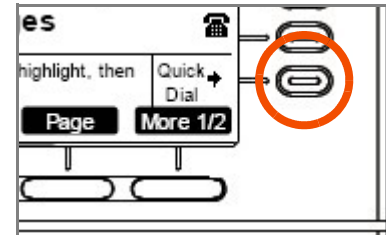


Figure 125. Location of Quick-Dial Key

For outside phone numbers, enter a **9** first.

4. Click **Apply** to save the entries or click **Cancel** to refresh the screen without saving the changes.
5. To verify that the entries have been created, on the Deskset, press the key to the right of **Quick Dial**, as shown in Figure 125, to display the Quick-Dial entries.



[ATA] ATA Settings

Use the WebUI to configure ATA settings:

- ["\[ATA\] FXS Ports" on page 125](#)

Once an ATA is connected to the Synapse network, the WebUI is updated to show all ATA-related menus and configuration items within menus. If the ATA is deleted (using the WebUI's Modify Device page), all these ATA-related menus and configuration items disappear. However, the device list continues to show a count of ATAs.



[ATA] FXS Ports

Use the ATA Settings page to configure the two ATA FXS ports.

► **To configure the two ATA FXS ports:**

ATA Settings

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,204)	FXS 1	203	Fax
ATA (203,204)	FXS 2	204	Voice

If Overhead Paging and Fax are disabled, the ATA extension will default to Voice.

Select an ATA Device:

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **ATA Settings** in the navigation menu at left. The screen shown in Figure 126 appears.
3. Select an ATA device from the drop-down list.

The rest of the ATA Settings screen displays, as shown in [Figure 127 on page 126](#).

Figure 126. ATA Settings, Part 1



► To configure the two ATA FXS ports: (Continued)

Select an ATA Device:

FXS 1:
Display Name:
Extension Number:

FXS 2:
Display Name:
Extension Number:

Figure 127. ATA Settings, Part 2

4. Enter the **Display Name** and **Extension Number** for each ATA FXS port as shown in Figure 127.

The **Display Name** is used as part of the caller ID when an analog phone connected to the FXS port is used for internal calls.

5. When you are done, click to save these settings.

OR

Click to return to the previous screen without saving the changes.



[ATA] Analog Telephone Overview

The FXS ports can provide plain old telephone service (POTS) support for up to two analog phones. Even though ATA Extensions do not appear in the Deskset Extension list, these Extensions can be directly dialed. A connected analog phone can pick up incoming calls and make outgoing calls. caller ID should work on analog sets that support it.

Advanced system features such as Hold, Call Forward, and Transfer are not supported on analog phones.



Device Management

Use the Device Management menu to delete devices from the system and to change Deskset extension numbers. If you unplug a Deskset from the system, such as when an employee leaves, the extension remains in the system database until you use the Device Management screen to delete the device. All local settings and personal information (Call Logs, Voicemail, etc.) remain stored in the Deskset. If you unplug a Gateway or ATA from the system, perhaps to replace it, delete the old Gateway or ATA before installing the new Gateway or ATA if you want the new line numbers to begin with Line 1.

Considerations when Deleting Devices

Deleting an Extension (Deskset)

- If you unplug a Deskset from the system, such as when an employee leaves, it remains in the system database until you use the Device Management screen to delete the device.
- It is necessary to disconnect the Deskset from the network before deleting an extension. If the Deskset is not disconnected, an error message appears and you are not be able to delete it.
- When you delete a Deskset, only the extension number is removed from the system database — All local settings and personal information (Call Logs, Voicemail, etc.) remain stored in the Deskset. To erase all data on the Deskset (if, for example, the Deskset is being given to another user), press the **RESET** switch on the Deskset for more than 5 seconds to return all settings to factory defaults. See [“Deskset Reset” on page 49](#).
- Deleted extensions disappear from defined Ring Groups and Paging Zones.
- If the Auto Attendant programming has set a far-end key press to ring that extension or leave a message in its personal voice mailbox, that key assignment reverts to “None”.
- If the operator extension is deleted, the lowest extension number is automatically assigned as operator.
- **[ATA]** The ATA extensions do not appear in the device list and cannot be individually deleted.



Deleting a Gateway

If you unplug a Gateway from the system, perhaps to replace it, delete the old Gateway before installing the new Gateway if you want the new line numbers to begin with Line 1.

[ATA] Deleting an ATA

Once an optional ATA is deleted from the system, all ATA-related configuration items and menus disappear.

If any Desksets have set their Call Forward or Call Forward–No Answer targets set to an FXS Extension, they are removed and the setting reverts to the default (Forward to personal voicemail). If the Extension was an Auto Attendant menu target, that setting reverts to default (None), and will no longer be searchable in the Auto Attendant Directory.

In addition, if a Group Mailbox was an Auto Attendant menu destination or a Ring Group Call Forward–No Answer target, it is removed. The Auto Attendant setting reverts to “None” and the Ring Group Call Forward–No Answer target reverts to “Off”. If any Desksets have set their Call Forward or Call Forward–No Answer targets to the deleted Mailbox, they are removed and the setting reverts to “Personal”.

► To delete an extension, Gateway, or ATA:

Device Management

Delete a device from the system

Select Device to be Deleted:

Delete Device

Figure 128. Delete Device

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Modify Device** in the navigation menu at left to access the Device Management screen shown in Figure 128.
3. Select the device and click **Delete Device**.



► **To change a Deskset extension number:**

Change Deskset Extension Number

Ensure the extension is not in use before changing the extension number.

Select Extension to Change: ▼

Name: Angela Martin

New Extension Number:

[Change Extension Number](#)

Figure 129. Change Extension Number

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Modify Device** in the navigation menu at left to access the Device Management screen shown in Figure 129.
3. Enter the **New Extension Number**, and click [Change Extension Number](#).



Back Up and Restore Settings

Back up individual Deskset settings and system settings so that they can be restored if the network or a Deskset loses its settings. You can also back up a Deskset to copy the settings to other Desksets. Although each Deskset has its own settings and must be backed up and restored individually, the system settings are distributed over all the Desksets, Gateways, and the optional ATA. System settings are globally backed up once, and restored to the whole system at one time.



Only back up one Deskset at a time. Only restore one Deskset at a time.

CAUTION

If you back up an extension less than one minute after creating another back up for that extension, you may overwrite the earlier one, since the file names may be identical.



Backup files are automatically saved on your computer using the following naming convention:

NOTE

backup_[device]_[extension number]_[year]-[month]-[day]_[time].cfg.

The device will be either "ds" for a Deskset or "system" for a system back up:

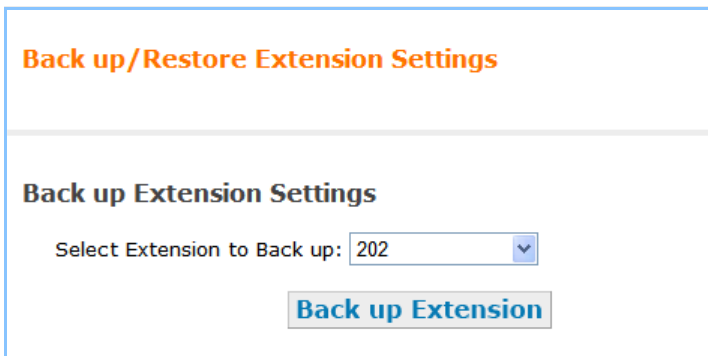
The backup file for extension 208 that was created at 4:29 PM on October 26, 2009 would be named **backup_ds_208_2009-10-26_1629.cfg.**

The backup file for system that was created at 4:35 PM on October 26, 2009 would be named **backup_system_208_2009-10-26_1635.cfg.**

If you are using Safari®, the backup file will be saved as a .tar file instead of a .cfg file. You will still be able to restore this file safely.



► **To back up the Deskset settings:**



Back up/Restore Extension Settings

Back up Extension Settings

Select Extension to Back up:

Back up Extension

Figure 130. Back Up Extension Settings

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Back up/Restore**, then **Extension Settings** in the navigation menu at left. The Back up/Restore Extension Settings screen shown in Figure 130 appears.
3. Select the extension to back up from the drop-down list.
4. Click **Back up Extension**.



NOTE

If the desired extension does not appear in the drop-down list, then you may need to reintroduce that extension. See [“Reintroducing a Deskset Into the System” on page 148](#).

5. Your web browser opens a window asking if you would like to save the backup file; click **Save**.



► To restore the Deskset settings:

Restore Extension Settings

Please make sure the extension is not in use. The deskset will reboot after restoration, so any call in progress will be dropped.

Select Extension to Restore:

Overwrite voicemail/call logs: Yes No

Restore Settings From File:

Figure 131. Restore Extension Settings

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Back up/Restore**, then **Extension Settings** in the navigation menu at left. The Restore Extension Settings screen shown in Figure 131 appears.



CAUTION

If you are restoring Deskset settings, ensure that there are no calls in progress or they will be dropped.

3. Choose the extension from the **Select Extension to Restore** drop-down list.
4. Select whether you want to overwrite voicemail and call logs.
5. Enter the file name or click and select a file.

Make sure you select the right file to restore. The restore file name includes your extension number and the date and time.



► **To restore the Deskset settings: (Continued)**

6. Click **Restore Extension**.

Deskset settings are restored and the Deskset restarts. You are then logged out of the WebUI.



NOTE

If a PC is installed in series with the Deskset, restarting the Deskset causes the PC's connection to the network to be briefly lost.

► **To back up the System Settings:**

Back up/Restore System Settings

Back up System Settings

Back up System Settings

Figure 132. Back Up/Restore System Settings, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left. The Back up/Restore System Settings screen shown in Figure 132 appears.
3. Click **Back up System Settings**.
 - Your web browser opens a window asking you if you would like to save the back up file. Click **Save**.
 - Save the file to a location on your computer so that you can restore your settings later.



► To restore the System Settings:

Restore System Settings

Please make sure the system is idle and not in use. The gateway(s) will reboot after restoration, so call(s) in progress will be dropped.

Select the system settings to restore:

Auto Attendant Configuration: Yes No

Fax Configuration: Yes No

Hold Announcement: Yes No

Music on Hold Configuration: Yes No

Overhead Paging Configuration: Yes No

Paging Zones: Yes No

Ring Groups: Yes No

System Directory List: Yes No

Select the file containing the system settings to be restored:

Restore Settings from File:

Figure 133. Back Up/Restore System Settings, Part 2

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).

If practical, unplug the PSTN lines from the Gateway while restoration is in progress to ensure you do not receive any incoming calls.

If you have more than one Gateway, and you log into one of the Gateways, you do not need to unplug all of the other PSTN lines from the other Gateways, just the one that you are logged onto.

2. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left. The Back up/Restore System Settings screen shown in Figure 133 appears.



NOTE

Only features that are applicable for your system configuration are listed. For example, **Music on Hold Configuration** only appears when an ATA is installed.

You cannot restore ATA Group Mailbox settings and messages once you have deleted a Group Mailbox.

3. Select the system settings to restore. The default is all settings.



► To restore the System Settings: (Continued)

Select the file containing the system settings to be restored:

Restore Settings from File:

Figure 134. Back Up/Restore System Settings, Part 3

4. Enter the name for the restore file or click , as shown in Figure 134, and select a system file.

Make sure you select the right file to restore. The restore file name includes "system" and the date and time.

5. Click . The system settings are restored and the Gateway restarts. You are then logged out of the WebUI.



If you are performing a system restore, ensure that there are no calls in progress or they will be dropped.



Update Device

New software versions improve system functionality. All Gateways, the optional ATA, and all Desksets should be running the same software version number. (The optional Cordless Handsets and Cordless Headsets have different software version numbers.) AT&T recommends automatic device software upgrades for installations with Internet access. This allows your system to obtain the latest upgrade from our server. If Internet access is not available, see ["To manually upgrade a Deskset, Gateway, or ATA to the latest software version:" on page 140.](#)



Although unlikely, some types of software upgrades could interfere with system settings and directories. Therefore, back up the system settings and Deskset settings before updating the system software. If you receive automatic updates, back up each device after each configuration change. See ["Back Up and Restore Settings" on page 131.](#)

The device restarts after a software upgrade. Ensure that there are no calls in progress or they will be dropped.



If a PC is installed in series with the Deskset, restarting the Deskset causes the PC's connection to the network to be briefly lost.

Upgrade the device whose IP address you used for logging into the WebUI after upgrading all other devices.



► **To automatically update a Deskset, Gateway, or ATA to the latest software version:**

Update Device: 202

Current Software Version

synapse-ds-petra-v1.5.7.img

Update Software from the Internet

[Check For Update](#)

Update Software From File

Software File: [Browse...](#)

[Install Software](#)

Figure 135. Upgrade Device Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Device Management**, then **Update Device** in the navigation menu at left. The Update Device screen shown in Figure 135 appears.
3. Select a Gateway, ATA, or Deskset to upgrade from the **Update Device** drop-down list.

The 98

Current Software Version for that device displays.



NOTE

You can only upgrade one device at a time. Only the selected device is updated.



► **To automatically update a Deskset, Gateway, or ATA to the latest software version: (Continued)**

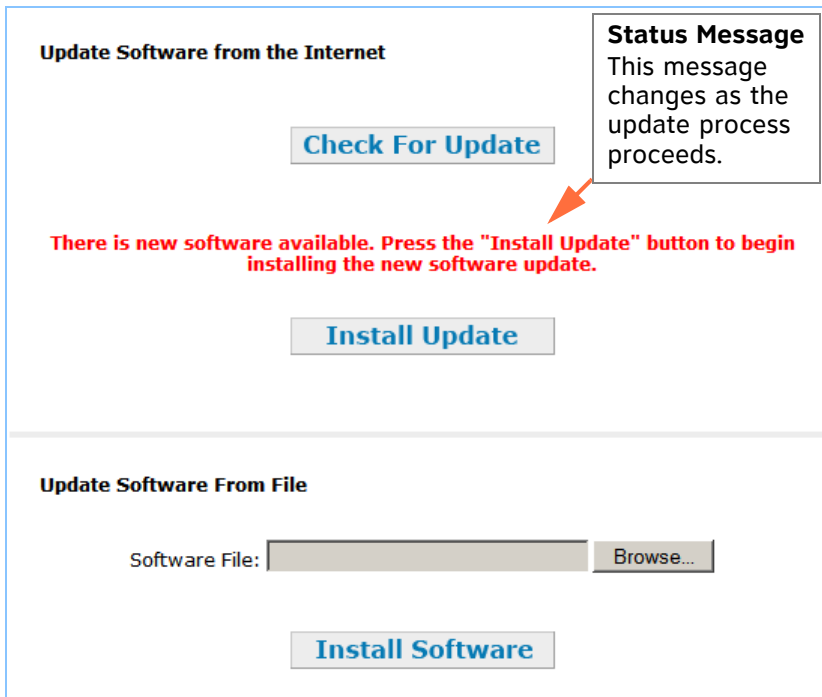


Figure 136. Upgrade Device Menu, Part 2

4. Click **Check For Update**.

If there is an update available, the message shown in Figure 136 appears. Click **Install Update**. The specified device restarts.

OR

In the **Update Software From File** section of the screen, enter a file name or click **Browse...** to select a previously acquired upgrade file. Once selected, click **Install Software**. The specified device restarts.

5. After the device restarts, check the software version number on the device to confirm that the upgrade was successful.

- On the Deskset: **MENU** → **Deskset Information** → **P Firmware Ver.**
- On the Gateway or ATA: **Main Menu** → **Device Information** → **Software.**



NOTE

If the device is sluggish or unresponsive during the upgrade process, refer to *"Device becomes sluggish or unresponsive during or immediately after software upgrade."* on page 158.



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If the automatic process does not work, you can manually upgrade the Deskset, Gateway, or ATA. Automatic upgrades may not work if your network's firewall prohibits connection to the AT&T servers, or if you do not have DNS services provided by your ISP.

► **To manually upgrade a Deskset, Gateway, or ATA to the latest software version:**

1. Contact the person who installed your system and obtain an upgrade file. If your installer is unavailable, visit our web site at www.telephones.att.com/smb on a non-firewall-protected workstation or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.
2. Copy the upgrade file to a computer on the same LAN and subnet, or one that can communicate with the subnet of the device you wish to upgrade.
3. Follow steps 1–3 in *"To automatically update a Deskset, Gateway, or ATA to the latest software version:" on page 138*.
4. In the **Update Software From File** section of the screen, enter a file name or click to select the upgrade file. Once selected, click . The specified device restarts.
5. Click .

The red status message on the screen changes as the update proceeds.

6. After the device restarts, check the software version number on the device to confirm that the upgrade was successful.
 - On the Deskset: **MENU** → **Deskset Information** → **P Firmware Ver.**
 - On the Gateway or ATA: **Main Menu** → **Device Information** → **Software**.



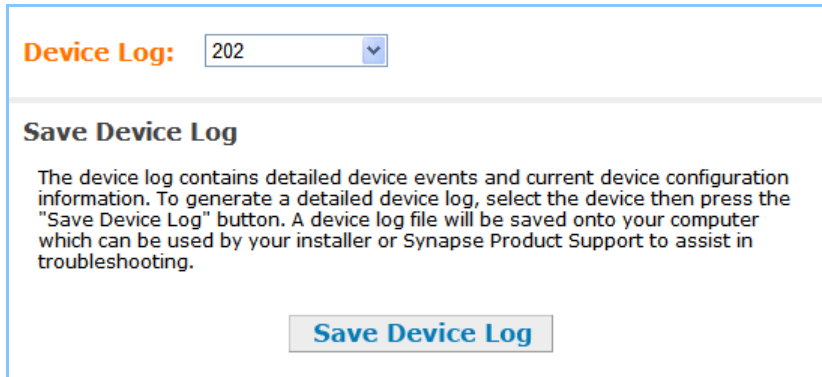
NOTE If the device is sluggish or unresponsive during the upgrade process, refer to *"Device becomes sluggish or unresponsive during or immediately after software upgrade." on page 158*.



Device Log

If you have trouble with your system and you contact the installer or customer service, they may need the Device Log for troubleshooting. You are not able to read the file.

▶ To generate the Device Log:



Device Log: 202

Save Device Log

The device log contains detailed device events and current device configuration information. To generate a detailed device log, select the device then press the "Save Device Log" button. A device log file will be saved onto your computer which can be used by your installer or Synapse Product Support to assist in troubleshooting.

Save Device Log

Figure 137. Device Log

1. Log in as administrator. See *"Log in as Administrator" on page 58.*
2. Click **Device Management**, then **Device Log** in the navigation menu at left. The Device Log screen shown in Figure 137 appears.
3. Select the desired device from the drop-down list and click **Save Device Log**.
4. It takes a minute for the file to generate. A pop-up box then asks you where to save the file on your computer.
5. After the download is complete you should provide the file to the installer or customer service.



NOTE

For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.



Product Registration

In order to keep your system up to date with the latest upgrades and ensure timely warranty support, it is extremely important to register your system. You can register your system online at <http://telephones.att.com/sb67030>.

► **To obtain the MAC address and register your product:**

System Information

The following devices are registered at this site:

Desksets: 6
 ATAs: 1
 Gateways: 2
 Lines: 2

For detailed information regarding this site, press the button below. The report could take up to 10 seconds to generate.

[Detailed Site Information](#)

Device Type	Ext/Line Numbers	Mac Address	Model	Connected
Deskset	201	00:11:A0:0D:28:C7	SB67030	Y
Deskset	202	00:11:A0:0D:28:4D	SB67030	Y
Deskset	210	00:11:A0:0D:24:44	SB67030	Y
Deskset	220	00:11:A0:0D:E6:EF	SB67030	Y
Deskset	230	00:11:A0:0D:24:47	SB67030	Y
Deskset	240	00:11:A0:0D:28:28	SB67030	N
ATA	203,204	00:11:A0:15:B8:F9	SB67050	N

Figure 138. System Information

1. Log in as administrator. See *“Log in as Administrator”* on page 58.
2. Click **System Settings**, then **System Information** in the navigation menu at left. The System Information screen shown in Figure 138 appears.
3. Click [Detailed Site Information](#) to display the MAC Address table shown in Figure 138.
4. Open a new browser tab and navigate to the <http://telephones.att.com/sb67030> web site.
5. Complete the form. To enter the Gateway, ATA, and Deskset MAC addresses, copy the information from the System Information screen and paste it into the System Registration form.
6. When the form is complete, click [Register Product](#).



Help

► **To display the Help menu:**

Help Menu

Startup

- Detecting System Elements
- Changing the Admin ID and Password
- Assigning Operator Extension
- Setting the Time Limit on Forwarded and Transferred Outside Calls
- Setting Time and Date

System Settings

- Auto Attendant
 - Setting up Auto Attendant
 - Setting the main menu
 - Creating / Editing menus
 - Deleting menus
 - Recording a voice prompt for a menu
 - Enabling Direct Dial
 - Enabling Operator
 - Assigning an action to digit keys
- Configuring your Fax Machine
- Group Mailbox
 - Creating a Group Mailbox
 - Recording a Custom Mailbox Greeting
- Hold Settings
 - Configuring Music on Hold
 - Configuring the Hold Announcement
 - Recording a Hold Announcement
- Configuring your Overhead Paging System
- Creating / Editing Paging Zones
- Creating / Editing Ring Groups
- System Directory List
 - Adding a new Directory entry
 - Editing a Directory entry
 - Deleting Directory entries
 - Sorting the Directory list by first or last name

1. Log in as administrator. See [“Log in as Administrator” on page 58](#).
2. Click **Help** in the navigation menu at left to display the menu shown in Figure 139.
3. Select the desired topic. The subject screen for that topic displays.

Figure 139. Help Menu



If you have difficulty operating your system, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 145*
- *"General Troubleshooting" on page 153*
- *"Gateway Troubleshooting" on page 163*
- *"Deskset Troubleshooting" on page 166*
- *"Cordless Handset Troubleshooting" on page 178*
- *"Cordless Headset Troubleshooting" on page 186*
- *"ATA Troubleshooting" on page 191.*



NOTE

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.



Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving Audio Echoes

The SB67010 PSTN Gateway uses automatic telephone line calibration to ensure optimal audio performance on outside calls. If excessive echo occurs on outside calls consistently, observe the Gateway line calibration data to understand any telephone line issues. Occasional echoes may be caused by the other person's phone.

► **To resolve audio echo issues:**

1. Log in as administrator. See ["Log in as Administrator" on page 58](#). Click **Device Management**, then **Device Log** in the navigation menu at left.
2. Select the Gateway from the drop-down list. Line Calibration Data appears as shown in Figure 140.
3. Check the loss numbers within the Line Calibration Data box for each telephone line on each Gateway. (A loss number above 10 indicates good audio performance.)

Line Calibration Data						
Port	VRMS	Loss	Index	Profile	RX Offset	TX Offset
1	1087	22.5	5	0	0	0
2	1231	21.4	5	0	0	0
3	954	23.6	6	0	0	0
4	5402	8.5	0	1	0	0

Figure 140. Line Calibration Data



▶ **To resolve audio echo issues: (Continued)**

4. If the loss number is below 10, the system will most often function normally, but there is an increased likelihood of audio performance issues like echo. If the loss number is below 10 the following procedures can be used to increase the loss value:
 - a. Unplug that telephone line at the Gateway.
 - b. After the line LED turns red, plug the line back in to recalibrate.
5. If the recalibration has no effect, a parallel device such as a fax adapter, alarm system, DSL modem, or DSL splitter/filter may be connected to the system. Parallel external devices may affect line calibration. Temporarily disconnect these devices from the telephone wall jacks that are connected to the same telephone lines, as follows:
 - a. Unplug these non-system external devices from their telephone wall jacks.
 - b. Unplug the telephone line connections from the Gateway.
 - c. After the Gateway Line-Status LEDs turn red, plug the telephone lines into the Gateway again to recalibrate.
 - d. If there is a significant increase in the loss number and improved audio performance on those lines after disconnecting a parallel device, consult your telephone service provider to either investigate the problem or to install separate lines for those parallel devices.



Resolving General Audio Issues

Check the following if you hear static, sudden silences, gaps in speech, echoes, distorted speech, or garbled speech.

▶ **To resolve general audio issues:**

You may be experiencing network problems.

- Your LAN administrator should ensure the following minimum guidelines are met:
 - A switched network topology, which requires attaching network components to switches rather than hubs, is recommended. The network should use standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s.
 - The office network infrastructure should use Cat5 wiring.
- Do not connect a network server PC to the PC port on the Deskset.

If you have Digital Subscriber Line (DSL) service, you may be experiencing telephone line problems.

- Make sure you have a DSL filter plugged in between each DSL line and the telephone wall jack.
- You may need a higher quality DSL filter than you are currently using. You can also try plugging in multiple DSL filters in sequence to decrease DSL interference.
- Move the DSL line to the lowest priority line, which is Line 4 on the highest numbered Gateway, as indicated on the Gateway display.

The Gateway might not have recognized a new PSTN line, so line calibration — which allows the Gateway to adjust its performance depending on the phone lines' characteristics — did not occur. After unplugging the telephone line, wait two full seconds for the LED to turn red before plugging the telephone line back into the Gateway.



Reintroducing a Deskset Into the System

If there are fewer than 51 Desksets in the system and a Deskset screen displays **Synch Failed** or **Synchronizing...** for a long time, you may need to remove the Deskset from the system and reintroduce it. This problem may have been caused by a network disruption, the Deskset having been part of a different network, or by an AC power failure.

▶ **To reintroduce a Deskset into the system:**

1. Ensure that the Deskset is connected to the same LAN subnet as other system Gateways and Desksets. Ensure that the PC you will use to access the WebUI is either on the same subnet as Synapse, or that the PC subnet can communicate with the Synapse subnet. Devices on the same subnet generally share the first three octets of their IP addresses. If the subnets are different, contact your installer.
2. If you want to retain the programming for a problem Deskset, back up the Deskset. See [“Back Up and Restore Settings” on page 131](#).
 - a. Log in as administrator. See [“Log in as Administrator” on page 58](#). Click **Device Management**, then **Back up/Restore**, and then **Extension Settings** in the navigation menu at left.
 - b. Select the extension from the **New Extension Number** drop-down list, and click **Back up Extension** to save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The default file name will be in the format:

backup_ds_[extension number]_[year]-[month]-[day]_[time].cfg.

If you back up the same extension less than one minute after creating the back up, you may overwrite the earlier backup file.



NOTE

If the desired extension number is not in the drop-down list, choose **Select Extension** from the drop-down menu. The WebUI defaults to backing up the extension whose IP address was used for logging into the WebUI.



▶ **To reintroduce a Deskset into the system: (Continued)**

3. Perform a complete factory reset to return to the values set at the factory. Insert a pen or the end of a paper clip into the reset switch, located on the underside of the Deskset, as shown in Figure 141. Hold until **Restoring to Factory Defaults** appears on the screen (approximately 5 seconds). After the Deskset restarts, it will rejoin the system. The Deskset will be given the lowest available extension number, which may be different than its previously assigned extension number.

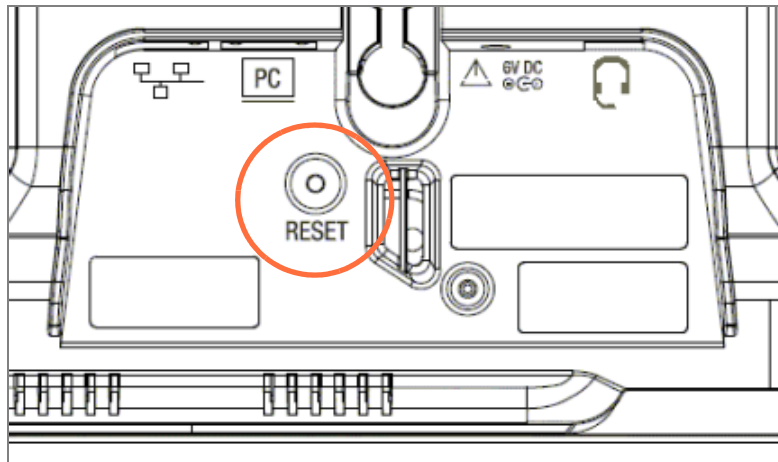


Figure 141. Deskset Reset Button

4. If you backed up the Deskset settings in Step 2, restore your settings.
 - a. Log onto the WebUI as the Administrator at the PC where you stored the back up file.
 - b. Click **Device Management**, then click **Back up/Restore**.
 - c. Under **Back up Deskset Settings**, select the Deskset's newly assigned extension number from the drop-down list. Refer to ["Extension Settings" on page 115](#) to change the extension number.
 - d. Select the back up file.
 - e. Click **Restore Extension**.
5. Synapse Desksets with static IP addresses need to have new addresses assigned if the Deskset IP addresses are to be used for logging into the WebUI. At the Deskset, press **MENU** → **3** → **4** → **2** to set the **IP address**.

Reintroducing a Gateway or ATA Into the System

If a Gateway or ATA screen displays **Synch Failed** or **Synchronizing...** for more than a few minutes, you may need to remove the Gateway or ATA from the system and reintroduce it. This problem may have been caused by the Gateway or ATA having been part of a different network or by a network disruption, which may have been caused by an AC power failure.

► **To reintroduce a Gateway or ATA into the system:**

1. Ensure that the Gateway or ATA is connected to the same LAN as other system Gateways, Desksets, and the PC you will use to access the WebUI. Confirm that the first three octets of the IP address match other devices in the system.
2. Back up the system if you are reintroducing a Gateway and this is the only Gateway.



NOTE

If you are reintroducing a Gateway or ATA, and there are other Gateways that are synchronized, this step is not necessary.

- a. Log in as administrator (see [“Log in as Administrator” on page 58](#)) using the Gateway or ATA **IP Address**, shown on the Gateway or ATA display.
- b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left.
- c. Click **Back up System Settings** and save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The file name will be in the format:

backup_system_[year]-[month]-[day]_[time].cfg.

If you back up the system less than one minute after creating another back up, you may overwrite the earlier file.

The system backup also saves ATA setup information.

3. Disconnect the Gateway or ATA from the network by unplugging the Ethernet cable from the Ethernet port located on the front of the Gateway.



▶ **To reintroduce a Gateway or ATA into the system: (Continued)**

4. Complete a factory reset to restore factory values. Insert a pen or the end of a paper clip into the reset switch (located on the front of the Gateway and ATA) and hold it for more than five seconds until the LCD displays **Restoring to factory defaults**.
5. Reconnect the Gateway or ATA to the network and ensure that it synchronizes with the other devices.
6. If you are reintroducing the only system Gateway, restore your settings.
 - a. Log in as administrator (see *"Log in as Administrator" on page 58*) at the PC where you stored the back up file.
 - b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the navigation menu at left.
 - c. Select the system settings to restore. The default is all settings.
 - d. Under **Restore System Settings**, click and select the correct back up file.
 - e. Click **Restore System Settings**.



Power Failure Recovery Procedure

▶ **To recover after a power failure:**

When AC power returns after a power failure, the system self-assigns a link-local address to the Deskset beginning with number 169.254.

- If the Deskset is set for automatic IP address configuration, it searches for the DHCP server. If the DHCP server is found, it assigns an IP address.
- If the Deskset is set with static IP addresses, the address does not change.

Once power has resumed after a power failure, we recommend that you check each Deskset, Gateway and ATA to confirm that it has started up properly. If any of the system devices' screens report **Sync Failed** or **Synchronizing...** for more than 10 minutes, refer to ["Reintroducing a Deskset Into the System" on page 148](#) and ["Reintroducing a Gateway or ATA Into the System" on page 150](#) for recovery methods from these states. Log in as administrator (see ["Log in as Administrator" on page 58](#)) using the IP address of a synchronized device. Click **System Settings/System Information** and click **Detailed Site Information** to check system status. The table will show you which devices are currently connected to the system.



General Troubleshooting

Symptom	Probable Cause	Corrective Action	General Troubleshooting
<p>Unable to access the WebUI Log-in page from computer.</p>	<p>The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.</p> <hr/> <p>The local address, rather than the network IP address, was used in the address line of the browser.</p>	<ul style="list-style-type: none"> ■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press MENU → 4 to see the IP address displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate. <hr/> <ul style="list-style-type: none"> ■ Use the network IP address assigned through DHCP or manually in the address bar of the browser. 	



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Symptom	Probable Cause	Corrective Action	General Troubleshooting
WebUI reverts to Log-in page after clicking a navigation link.	The browser is not checking for newer version of pages.	<ul style="list-style-type: none"> ■ Ensure that your Internet browser is working normally. It may not be automatically caching pages. For example, in Internet Explorer 6, click Tools → Internet Options. Then under Temporary Internet files, click Settings. Under Check for newer versions of stored pages, select Automatically. 	
Changes made to System Configuration from WebUI are not saved.	More than one person is using the WebUI to change System Configuration at the same time.	<ul style="list-style-type: none"> ■ Make sure only one person logs on as the administrator at a time. 	
An extension number was not changed correctly.	That extension may have been on a call while the extension number was changed in the WebUI, or someone tried to change the extension number to a number that was already being used.	<ul style="list-style-type: none"> ■ Change the extension number again. Make sure no one is using that extension while you are changing its settings. ■ Make sure that new extension number is not already being used. 	
Outside caller cannot find extension in Company Directory.	The user for that Deskset has not recorded a Personal Name.	<ul style="list-style-type: none"> ■ Record a name at the Deskset. Press MENU → User Settings → Name Recording to record a Personal Name to be played to callers. 	
	A first and last name have not been entered into the Extension List.	<ul style="list-style-type: none"> ■ To enter a name, see "Basic Settings" on page 116. 	




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Symptom	Probable Cause	Corrective Action	General Troubleshooting
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	<ul style="list-style-type: none">■ Your LAN administrator should ensure the following minimum guidelines are met:<ul style="list-style-type: none">● A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).● The office network infrastructure should use Cat5 wiring.■ Do not connect a network server PC to the PC port on the Deskset.■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.	
Calls are dropped.	Restoring the Deskset settings while that extension is in use will cause all calls to be dropped.	<ul style="list-style-type: none">■ Avoid updating software or restoring the Deskset settings when a user is at the workstation.	
A call is forwarded or transferred to an outside telephone number and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines for the duration of the call. To avoid tying up two PSTN lines, these calls are on a timer.	<ul style="list-style-type: none">■ To set the timer, see "To view or modify the Basic Settings:" on page 64 and select the maximum call from the drop-down list (15 to 120 minutes).	






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Symptom	Probable Cause	Corrective Action	General Troubleshooting
You hear echoes, distorted speech, or static.	At least one of the PSTN lines has DSL, which is not properly filtered.	<ul style="list-style-type: none"> ■ Make sure you have a DSL filter plugged in between each DSL line and the telephone wall jack. ■ You may need a higher quality DSL filter than you are using. You can also try plugging in multiple DSL filters in sequence to decrease DSL interference. ■ Move the DSL line to the lowest priority line, which is Line 4 on any Gateway. 	
	There is a non-Synapse telephone device plugged into one of the telephone wall jacks.	<ul style="list-style-type: none"> ■ Remove any parallel systems from the PSTN line (connected through a splitter, for example) such as an analog phone, fax machine, or alarm system. 	
	The Gateway did not recognize a new PSTN line being plugged in, so line calibration — which allows the Gateway to adjust its performance depending on the phone lines' characteristics — did not occur.	<ul style="list-style-type: none"> ■ Confirm an Ethernet cable is plugged into the Deskset port marked . ■ Ensure that the line LED is solid red before plugging in the PSTN line. ■ When unplugging the line, wait two full seconds for the LED to turn red before plugging it back in. 	
Prompt created for Auto Attendant menu or Hold Announcement not saved.	You must hang up the extension before saving the recording.	<ul style="list-style-type: none"> ■ After recording a prompt for an Auto Attendant menu or for the Hold Announcement, hang up the extension before pressing Save Recording in the WebUI. 	
I cannot record a Hold Announcement or an Auto Attendant prompt.	Calls to the extension you want to use may be immediately forwarded.	<ul style="list-style-type: none"> ■ Choose an extension that is not set up to automatically forward calls. 	



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Symptom	Probable Cause	Corrective Action	General Troubleshooting
Internet connection or access to the local network on my computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	<ul style="list-style-type: none"> Check that the Ethernet cord from the computer is plugged into the Deskset port labeled . A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked  with the other end plugged into your LAN. 	
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	<ul style="list-style-type: none"> Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth. 	
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN will be temporarily lost.	<ul style="list-style-type: none"> If the PC is connected to the LAN through the Deskset, avoid updating software or restoring the Deskset settings when a user is at the workstation. If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. Use separate Ethernet connections for the Deskset and the computer. 	
Device does not connect with other Synapse devices.	Device has previous data and settings that are now inconsistent with current system settings.	<ul style="list-style-type: none"> Erase all Deskset data and settings by pressing the reset button on the bottom of the Deskset for more than five seconds. The Ethernet cable may be connecting the Network port on the bottom of the Deskset, marked , to another system device, rather than to the Network. Make sure the Ethernet cable is attached to the LAN. 	




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Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device becomes sluggish or unresponsive during or immediately after software upgrade.	Cannot connect to AT&T server or the device encountered unexpected problem.	<ul style="list-style-type: none">■ Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again.	
Device displays "Host Not Found" after user attempts a software upgrade.	The user attempted a software upgrade with no outside Internet connection.	<ul style="list-style-type: none">■ Ensure you have Internet connectivity and that your Internet Service Provider is operating normally.■ Ensure your firewall is not blocking http requests.■ Ensure that http requests are not being directed to a firewall log-in page.■ Ensure that your http requests are not being routed through a proxy server.	
Device displays an error message other than "Host Not Found" after user attempts a software upgrade.	The device encountered an unexpected problem.	<ol style="list-style-type: none">1. Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again.2. If the error message persists, contact the person who installed your system.3. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call 1 (888) 916-2007. In Canada, call 1 (888) 883-2474.	





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Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device is sluggish, unresponsive, or behaving unusually.	The device encountered an unexpected problem.	<ul style="list-style-type: none">■ Disconnect the power to the device, wait a few minutes, then reconnect the power and wait for the device to boot up. <p>OR</p> <p>Press the reset switch for less than five seconds.</p> <hr/> <p> <i>Pressing the switch for more than five seconds will erase all data and settings.</i></p> <hr/>	
WebUI is unresponsive.	The device encountered an unexpected problem.	<ol style="list-style-type: none">1. Close the unresponsive web browser, reopen the browser, and log back in.2. If this does not work, try again using the IP address of a Deskset that is connected to the PC you are using.3. If this does not work, try closing the browser and waiting 10 minutes before logging back in. <hr/>	
System clock displays incorrect time	Lack of Internet access for current time data.	<ol style="list-style-type: none">1. As administrator, log into the WebUI.2. Click System Basic Settings in the WebUI navigation menu at left.3. In the System Time/Date Options section, specify a local Network Time Protocol (NTP) Server, or manually set the time.4. Click <input type="button" value="Apply"/>. <hr/>	



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Symptom	Probable Cause	Corrective Action	General Troubleshooting
Device upgrade failed, the WebUI displays "Login to target device failed", and the WebUI and device screens display the old software version.	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	<ol style="list-style-type: none">1. As administrator, log into the WebUI using the IP address of a device that does not have updated software and is not having any problems. Click Device Management, then Update Device in the WebUI navigation menu at left.2. From the Update Device drop-down list, select the ATA or a Gateway or Deskset. Unless this is the last device to be updated, do not select the device whose IP address you are using.3. Click . The selected device updates its software and reboots.4. After the device reboots, check the software version number on the device to confirm that the upgrade was successful.<ul style="list-style-type: none">■ On the Deskset, press MENU → Deskset Information → P Firmware Ver.■ On the Gateway or ATA, press the  key to access the Main Menu. Then select Device Information, then Software Version.5. After updating all other devices, upgrade the device whose IP address you are using.	



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Symptom	Probable Cause	Corrective Action	General Troubleshooting
The WebUI displays "Login to target device failed."	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	<ol style="list-style-type: none"> As administrator, log into the WebUI using the IP address of the device that caused the problem. Click Device Management, then Update Device in the WebUI navigation menu at left. Click Install Update. The selected device updates its software and reboots. After the device reboots, check the software version number on the device to confirm that the upgrade was successful. <ul style="list-style-type: none"> ■ On the Deskset, press MENU → Deskset Information → P Firmware Ver. ■ On the Gateway or ATA, press the SELECT key to access the Main Menu. Then select Device Information, then Software Version. 	
	The device to be updated is unplugged.	<ul style="list-style-type: none"> ■ A device is unplugged; verify that the device is powered up. 	
	The device to be updated has failed to synchronize with the system.	<ul style="list-style-type: none"> ■ Verify that the other device says Synchronized. If it does not, refer to "Reintroducing a Deskset Into the System" on page 148 or "Reintroducing a Gateway or ATA Into the System" on page 150. 	




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Symptom	Probable Cause	Corrective Action	General Troubleshooting
Calls directed to the operator are misdirected.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the system operator assignment must be redone.	<ul style="list-style-type: none">■ If you remove a Deskset from the system, any system settings, such as operator assignment to that extension, will change to the lowest-numbered extension. See “Considerations when Deleting Devices” on page 128.	
The Auto Attendant does not send calls to the correct extension.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the Auto Attendant settings for that set were deleted.	<ul style="list-style-type: none">■ If you remove a Deskset from the system, any Auto Attendant menu assignment to that extension will revert to “None”. See “Considerations when Deleting Devices” on page 128.■ Review your Auto Attendant settings:<ol style="list-style-type: none">a. Log in as administrator. See “Log in as Administrator” on page 58.b. Click System Settings, then Auto Attendant, then General Settings in the navigation menu at left.	



Gateway Troubleshooting

Symptom	Probable Cause	Corrective Action	Gateway Troubleshooting
Gateway does not work at all.	There is no power to the device.	<ul style="list-style-type: none"> ■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. ■ Verify that the DC plug is plugged into the power jack marked DC 5.1V  on the front of the Gateway. 	
Gateway screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> ■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the Gateway and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port on the Gateway is green. If it is not, unplug the cable and plug it in again. ■ There may be a problem with the office network. Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator. 	
Gateway screen displays Synch Failed.	The Gateway was disconnected, then reconnected after configuration changes were made to the system.	<ul style="list-style-type: none"> ■ Refer to "Reintroducing a Gateway or ATA Into the System" on page 150. 	



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Symptom	Probable Cause	Corrective Action	Gateway Troubleshooting
Gateway screen displays Synch Failed . (Continued)	The Gateway was configured on another network or has returned to the system after being deleted from the system.	<ul style="list-style-type: none">Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See <i>"Reintroducing a Gateway or ATA Into the System"</i> on page 150.	
	The maximum number of Gateways for the site has been reached. A system can have only four Gateways.	<ul style="list-style-type: none">A Gateway must be removed from the network and deleted from the system before another Gateway can be added.	
Deskset cannot make or receive phone calls and the Gateway screen displays Synchronizing....	The Gateway and the Deskset are on different subnets.	<ul style="list-style-type: none">The Gateway may display Synchronizing... for a few seconds. This is normal and does not indicate a problem.If this Gateway is the first device on the network, Synchronizing... displays continuously until another device is connected to the network.If you need to use static IP addresses, ensure that all system devices and any PCs from which you access the WebUI have static IP addresses that are on the same subnet.	



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Symptom	Probable Cause	Corrective Action	Gateway Troubleshooting
<p>Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing.... (Continued)</p>	<p>The Deskset is the only device on the subnet.</p>	<ul style="list-style-type: none"> ■ Power cycle the Deskset by unplugging the power cord and plugging it back in. ■ If power cycling does not work, back up your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after restart. See "Back Up and Restore Settings" on page 131. 	
<p>Gateway is not active immediately after a power interruption.</p>	<p>The Gateway needs time to restore service.</p>	<ul style="list-style-type: none"> ■ Allow at least 30 seconds for the Gateway to boot up again after a power failure. 	
<p>Bypass jack does not work during power failure.</p>	<p>The PSTN line is not in the correct jack.</p>	<ul style="list-style-type: none"> ■ Make sure there is a PSTN line plugged into Line 4. ■ Make sure an analog phone is plugged into the bypass jack (using a modular line cord). 	
<p>Line-Status LEDs do not flash red when the telephone line cords are plugged into the Gateway after power is switched on.</p>	<p>Line calibration allows the Gateway to adjust its performance depending on the phone lines' characteristics. The Gateway may not have performed calibration.</p>	<ul style="list-style-type: none"> ■ Make sure an Ethernet cable is plugged into the port marked LAN. ■ Unplug the telephone line and wait two full seconds for the Gateway line LED to turn red before plugging it back in. 	



Deskset Troubleshooting



For more information about the corrective actions recommended in this troubleshooting section, see the Synapse User's Guide at www.telephones.att.com/synapseguides.

Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not work at all.	There is no power to the device.	<ul style="list-style-type: none"> Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. Verify that the AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. Verify that the DC plug is plugged into the DC 5.1V jack on the bottom of the Deskset labeled . 	
Deskset screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> Ensure that one end of the Ethernet cable is plugged into the Ethernet port beneath your Deskset labeled . Check that the other end is plugged into your office LAN. Confirm that the Ethernet port light next to the Ethernet port on the bottom of the Deskset turns green. If it does not, unplug the cable and plug it in again. If the Deskset still does not synchronize, there may be a problem with the office network. Reset or restart the router/server. 	
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	<ul style="list-style-type: none"> Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset screen displays Synch Failed .	The Deskset was disconnected, then reconnected after configuration changes were made to the system.	<ul style="list-style-type: none">■ Refer to <i>"Reintroducing a Deskset Into the System"</i> on page 148.	
	The Deskset has returned to the system after being deleted from the system.	<ul style="list-style-type: none">■ Refer to <i>"Reintroducing a Deskset Into the System"</i> on page 148.	
	The Deskset was configured on another network.	<ul style="list-style-type: none">■ To save your local settings, back up the Deskset. See <i>"Back Up and Restore Settings"</i> on page 131. Then reset the Deskset to factory defaults: insert a pen or paper clip into the reset hole and press for at least five seconds.■ Restore your settings after restarting.	
	The same Deskset extension number already exists.	<ul style="list-style-type: none">■ Reset the Deskset to factory defaults without the network cable connected.	
	A Deskset from another system was connected to the current system.	<ul style="list-style-type: none">■ Reset the Deskset to factory defaults without the network cable connected.	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Other Desksets do not appear in the extension list.	The Deskset is not connected to the same subnet as the other Desksets.	<ul style="list-style-type: none">■ Verify that the first two sections of the IP address (the portion before the second “dot”) match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press MENU and then 4 at a Deskset to find the IP address.■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.	
Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing....	The Deskset is the only device on the subnet, or is on a different subnet than any Gateways.	<ul style="list-style-type: none">■ The Deskset may temporarily display Synchronizing... for a few seconds. This is normal and does not indicate a problem.■ If this Deskset is the first device on the network, Synchronizing... displays continuously until another device is connected to the network.■ Confirm that the first three octets of the Deskset IP address match the IP addresses of other system devices.■ Power cycle the Deskset by unplugging the power cord and plugging it back in.■ If power cycling does not work, back up your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after restart. (See “Back Up and Restore Settings” on page 131.)	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing.... (Continued)	The Deskset may have an incompatible software version.	<ul style="list-style-type: none">Log into the WebUI using the IP address of the Deskset. Update the software. See "Update Device" on page 137.	
Unable to make outside calls.	An outside phone number cannot be accessed through the Gateway.	<ul style="list-style-type: none">Ensure that you enter a 9 before the telephone number to indicate this is an outside call. For example, 9-1-555-0123.If you see All Phone Lines Busy on the Deskset screen, try again later because all outside lines may be in use.Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or are unable to reach the Deskset.	<ul style="list-style-type: none">■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.■ Verify that Do Not Disturb is off. Make sure that DND is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys.■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys.■ If the Deskset does not ring on an incoming call, press the VOL+ key to increase ringer volume.■ Incoming calls may be directed to a Ring Group that you are not part of.	
Excessive echo heard at the Deskset on outside calls.	The automatic line calibration did not run properly.	<ul style="list-style-type: none">■ There may be non-system equipment connected in parallel to the telephone line. See "To resolve audio echo issues:" on page 145.	
Deskset is not active immediately after a power interruption.	The system needs time to restore service.	<ul style="list-style-type: none">■ Allow at least one minute for the system to boot up again after a power failure.	




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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN will be temporarily lost.	<ul style="list-style-type: none"> ■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into the UPS. ■ Use separate Ethernet connections for the Deskset and the computer. 	
Deskset does not receive Voicemail.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	<ul style="list-style-type: none"> ■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Check the Call Forward – No Answer setting (in Admin Settings). Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space. 	
Number of new messages or all messages does not match on Cordless Handset and Deskset.	Cordless Handsets registered to Desksets that have access to Group Mailboxes do not recognize the messages in the Group Mailboxes.	<ul style="list-style-type: none"> ■ None. The optional Cordless Handsets do not have access to Group Mailboxes. Therefore, Group Mailbox messages do not accrue on the Handset. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not automatically forward a call to another extension.	The Call Forward All settings are incorrect.	<ul style="list-style-type: none"> ■ Check that Call Forward All is on (FWD ON should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All Target is set to ◀ Ext ▶. 	
Calls dropped.	Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	<ul style="list-style-type: none"> ■ Avoid updating software or restoring Deskset settings when a user is likely to be using the phone. 	
	The network is down.	<ul style="list-style-type: none"> ■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN. 	
	The Deskset extension was changed during the call.	<ul style="list-style-type: none"> ■ Contact your system administrator. If changes were made to your extension while you were on a call, that call will be dropped. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset does not automatically forward a call to an outside phone number.	Forwarding to outside phone number has been disabled or Call Forward All settings are incorrect.	<ul style="list-style-type: none"> ■ Check that forwarding to an outside phone number has been enabled. See “Call Forward–NA to an Outside Phone Number” on page 40. ■ Check that Call Forward All is on (FWD ON should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid outside number has been entered as a destination number. Entering a 9 before the number is not necessary. ■ Confirm that Call Forward All Target is set to ◀Phone#▶. 	
Unable to manually forward a call to Voicemail.	Calls forwarded to a Ring Group cannot be forwarded to Voicemail by a Deskset user.	<ul style="list-style-type: none"> ■ The system administrator can designate a Deskset as a forwarding destination if the call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings. See “To create, edit, or delete a Ring Group:” on page 111. 	
Unable to transfer call to extension.	The extension is unavailable.	<ul style="list-style-type: none"> ■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Unable to transfer call to outside phone number.	Transferring to an outside phone number has been disabled, or no lines are available.	<ul style="list-style-type: none"> ■ Check that transferring to an outside phone number has been enabled. See <i>"Call Forward–NA to an Outside Phone Number"</i> on page 40. ■ Ensure that the Gateway is connected to the network. ■ All PSTN lines may be in use. If so, try again later. 	
Caller ID is not working. The display shows ◀Phone#▶ and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	<ul style="list-style-type: none"> ■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. 	
DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.	This system does not support DDN.	<ul style="list-style-type: none"> ■ DDNs in the Call Log are treated like all other caller ID phone numbers. 	
I am unable to record a prompt.	The selected Deskset is set up to forward all calls.	<ul style="list-style-type: none"> ■ Select a different Deskset to record the greeting. ■ Disable the call forwarding on the selected Deskset. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Incomplete Voicemail messages.	Recording interrupted by time-out or full memory.	<ul style="list-style-type: none">■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes.■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call.■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call.■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.	
System does not respond to remote Voicemail commands.	The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses Dial-Pad keys.	<ul style="list-style-type: none">■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#).■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code.■ There may be interference on the phone line you are using. Press the Dial-Pad keys firmly.	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Deskset soft keys have changed.	The highlight bar has moved to another line on the screen.	<ul style="list-style-type: none"> The soft keys reflect the call state and Deskset functions. They change depending on which line is highlighted. <p>For example, there may be a held call, an active call, or an incoming call on the screen. To view the soft keys for that call, move the highlight bar by pressing the \triangle or ∇ Navigation key.</p>	
Unable to add an entry to Quick-Dial list.	The Quick-Dial list is full — a maximum of six entries are allowed.	<ul style="list-style-type: none"> You can edit Quick-Dial entries on the Deskset or the WebUI. You cannot delete Quick-Dial entries. If you wish to replace an entry, edit the entry and replace the details. See "Quick-Dial Keys" on page 123. 	
Caller hears, "That key is not recognized." or "The key you have pressed is not recognized".	The caller pressed an invalid key when interacting with the Auto Attendant.	<ul style="list-style-type: none"> Confirm that your Auto Attendant main menu presents the correct options for the Auto Attendant flow you have created. 	
Caller hears, "Invalid extension." while interfacing with the Auto Attendant.	The caller entered an extension number that does not exist in your system.	<ul style="list-style-type: none"> Provide callers with the right extension number. 	
	The caller was forwarded to an extension number that does not exist in your system when interacting with the Auto Attendant.	<ul style="list-style-type: none"> A Deskset may have been unplugged since the Auto Attendant was set up. 	



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Symptom	Probable Cause	Corrective Action	Deskset Troubleshooting
Unable to locate the Cordless Handset from the Deskset.	The Cordless Handset's battery is dead or the Cordless Handset is out of range or not registered.	<ul style="list-style-type: none"> ■ Charge the Cordless Handset battery. ■ If LocateHS does not appear on the Deskset Idle screen, then the Cordless Handset is not registered. Register the Handset at the Deskset. Press MENU → User Settings → Cordless Settings → Handset → Register. 	
	You deregistered the Cordless Handset on the Handset, but the Deskset still indicates it is registered.	<ul style="list-style-type: none"> ■ Deregister the Cordless Handset on the Deskset. <p>On the Deskset, press MENU → User Settings → Cordless Settings. If the Handset is registered, the screen indicates 1. Handset (Registered). Press SELECT to deregister the Handset.</p>	
You are told to restore Deskset factory defaults.	The Deskset needs to be reset.	<ul style="list-style-type: none"> ■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds. 	
The menu does not work.	There may be no power or the Deskset may need to be reset.	<ul style="list-style-type: none"> ■ If the screen is blank, verify that power is applied. ■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds. 	
The screen displays Synch Failed .	The Deskset synch failed when trying to connect to the system.	<ul style="list-style-type: none"> ■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds. 	



Cordless Handset Troubleshooting



For more information about the corrective actions recommended in this troubleshooting section, see the Synapse User's Guide at www.telephones.att.com/synapseguides.

Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset does not work at all (LCD is black).	There is no power to the device.	<ul style="list-style-type: none">■ Confirm the battery is installed and charged correctly.■ Place the Handset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Charge LED on the accessory charger should light and the Handset display should indicate that the Handset is charging.■ Verify that the charger's AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet.■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen.	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Extension number does not match the Deskset.	The Handset has been registered to another Deskset.	<ol style="list-style-type: none"> 1. Check the Deskset to see if a Handset has been registered. If so, deregister it. On the Deskset, press MENU → User Settings → Cordless Settings → Handset → DeReg. 2. Deregister your Handset. On the Handset, press OPTIONS → Settings → Deregister. 3. Start the registration process again. Register the Handset at the Deskset. Press MENU → User Settings → Cordless Settings → Handset → Register. 	
Unable to create new Directory or Quick-Dial entry.	This feature is not supported on the Handset.	<ul style="list-style-type: none"> ■ Although you can access the Directory or Quick Dial on the Handset, creating, deleting, or editing entries can only be done on the Deskset or WebUI. 	
Handset registration is not working.	The Handset and the Deskset are not communicating with each other.	<ul style="list-style-type: none"> ■ Confirm you have placed the Handset in the charger and check that the screen on the Handset turns on before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the charger for a few seconds before placing it back. ■ The Handset may indicate that it is registered but the Deskset indicates that it is not registered. <ul style="list-style-type: none"> ● Deregister the Handset at the Handset. Press OPTIONS → Settings → Deregister. ● Register the Handset at the Deskset. Press MENU → User Settings → Cordless Settings → Handset → Register. 	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Unable to make outside calls.	The Handset cannot communicate with the Deskset.	<ul style="list-style-type: none">■ First, ensure that the Deskset can make outside calls. If it cannot, consult “Deskset Troubleshooting” on page 166.■ Confirm that your Handset is registered to your Deskset. On the Handset, press OPTIONS → Settings → Product ID and check that the bottom line reads Registered: YES.■ You might be out of range of the Deskset; try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset.	
Handset does not receive incoming calls.	The incoming call notifications have been suppressed.	<ul style="list-style-type: none">■ Ensure that the Deskset can receive incoming calls. If it cannot, consult “Deskset Troubleshooting” on page 166.■ Verify that Do Not Disturb is off. Make sure that DND ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys.■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys.	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset does not receive incoming calls. <i>(Continued)</i>	Incoming call notifications do not reach the Handset.	<ul style="list-style-type: none"> ■ Confirm that your Handset is registered to the Deskset. At the Deskset, press MENU → User Settings → Cordless Settings. If the Handset is registered, the screen displays 1. Handset (Registered). ■ At the Handset, verify that the Handset is registered. Press OPTIONS → Settings → Product ID and check that the screen displays Registered: YES. ■ Verify that the extension numbers are the same on both the Deskset and Handset Idle displays. If they do not match, the Handset is registered to another Deskset. ■ You might be out of range of the Deskset; move closer. ■ If the Handset does not ring for an incoming call, press ◀ Volume ▶ on the side of the Handset to increase ringer volume. 	
Unable to locate Handset using LocateHS on the Deskset.	The Handset is not registered.	<ul style="list-style-type: none"> ■ If the LocateHS soft key does not appear on the Deskset, then the Handset is not registered. On the Deskset, press MENU → User Settings → Cordless Settings → Handset → Register. 	
	The Handset battery is dead or the Handset is out of range.	<ul style="list-style-type: none"> ■ Move the Handset closer to the Deskset. ■ Place the Handset into the charger. 	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset shows screen telling me to register it, but Deskset screen says that the Cordless Handset is registered.	Sometimes, when you deregister a Cordless Handset from the Deskset, the Deskset does not reflect the Cordless Handset's new, unregistered status.	<ul style="list-style-type: none">■ At the Deskset, press MENU → User Settings → Cordless Settings → Handset and deregister the handset.■ Reregister the handset. On the Deskset, press MENU → User Settings → Cordless Settings → Handset → Register.	
Handset displays Deskset in Use when trying to place a call.	Either the Deskset or its registered Handset can be on a call, but not both.	<ul style="list-style-type: none">■ Hang up the call at the Deskset.■ Move the current call to the Handset:<ul style="list-style-type: none">● Press PHONE/FLASH on the Handset. The Handset asks if you wish to switch the current active call from the Deskset to the Handset.● Press SWITCH on the Handset to move the call to the Handset.	






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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Handset continuously displays Searching for Deskset....	The Handset is out of range or not registered.	<ul style="list-style-type: none">■ Verify that the Deskset is powered and fully functional. If the Deskset has no AC power, the Handset will not work.■ The Handset may be out of range of the Deskset; move closer.■ The Handset may have been deregistered when the Deskset was upgraded or reset. Deregister the Handset at the Handset; then, at the Deskset, register the Handset again:<ul style="list-style-type: none">● On the Handset, press OPTIONS -> Settings -> Deregister.● On the Deskset, press MENU -> User Settings -> Cordless Settings -> Handset -> Register.	
Caller ID is not working.	Your organization does not subscribe to this service or you have DSL phone lines without filters installed.	<ul style="list-style-type: none">■ Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone.■ The caller must be calling from an area that supports caller ID.■ Both you and your caller's telephone companies must use caller ID compatible equipment.■ If you have DSL phone lines, make sure you have a DSL filter plugged in between each DSL line and the wall jack.	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Calls dropped.	Restoring Deskset settings while that extension is in use causes all calls to be dropped.	<ul style="list-style-type: none"> ■ Update software and restore Deskset settings only in Idle mode with no calls pending. 	
	Cordless Handset lost link with the Deskset.	<ul style="list-style-type: none"> ■ Verify that your Cordless Handset battery is charged and that it is within range of the Deskset. ■ Update software and restore Deskset settings only in Idle mode with no calls pending. 	
	The network is down.	<ul style="list-style-type: none"> ■ Verify that your office network is active and that your Deskset has power. ■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN. 	
	The PSTN telephone line was disconnected while on an external call.	<ul style="list-style-type: none"> ■ Ask the system administrator to check that the Gateway PSTN telephone lines are connected. 	
Unable to find a way to turn on Do Not Disturb or Call Forward All.	These functions can only be enabled on the Deskset.	<ul style="list-style-type: none"> ■ To activate Do Not Disturb (DND) or Call Forward All, press  or  on the Deskset while in Idle mode. 	



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Symptom	Probable Cause	Corrective Action	Cordless Handset Troubleshooting
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	<ul style="list-style-type: none">■ You may be close to being out of range. Try moving closer to the Deskset.■ Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices, including other Handsets.■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to "Deskset Troubleshooting" on page 166 or "General Troubleshooting" on page 153 for solutions.	
My Handset does not receive a company-wide page.	This feature is not supported on the Handset.	<ul style="list-style-type: none">■ The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network.	



Cordless Headset Troubleshooting



For more information about the corrective actions recommended in this troubleshooting section, see the Synapse User's Guide at www.telephones.att.com/synapseguides.

Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
Headset not responding.	The Headset has lost connection to Deskset.	<ol style="list-style-type: none"> 1. Disconnect the Cordless Headset battery. 2. Wait three minutes. 3. Install the battery again and place the Cordless Headset into the charger. 4. Wait for the ON/OFF light on the Headset to display a blue light, indicating that the Headset was able to reestablish its connection with the Deskset. Allow up to one minute for this to take place. 	
The light on the Headset flashes orange and blue; the Headset does not work.	The Headset is not registered.	<ul style="list-style-type: none"> ■ Register the Headset at the Deskset. Press MENU -> User Settings -> Cordless Settings -> Headset -> Register. ■ Once the Headset is registered, the Headset light is blue when the Headset is placed in the charger. 	



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Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
The TL7600 Headset does not work at all.	The Headset is not getting power from its battery.	<ul style="list-style-type: none">■ Verify that the battery is installed and charged correctly.■ Place the Headset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Headset LED will light to indicate that the Headset is charging.■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery enough for the Headset to work even briefly. In this case, the ON/OFF LED will remain off and you will not be able to use the device. After 10 minutes of charging, remove the Headset from the charger and press ON/OFF on the Headset or HEADSET on the Deskset to turn on the Headset.■ Replace the Headset battery.	
Headset registration is not working.	The Headset and the Deskset are not communicating with each other.	<ul style="list-style-type: none">■ Confirm that you have placed the Headset in the charger before you press Register on the Deskset.■ If registration does not start, try lifting the Headset out of the charger for a few seconds before placing it back.	



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Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
Poor audio quality. Speech is cutting out.	The Headset is almost out of range or is experiencing interference.	<ul style="list-style-type: none"> ■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Headset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices. ■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to "Resolving Audio Echoes" on page 145 for solutions. 	
HEADSET key on Deskset does not work.	Headset is in the charger or powered down.	<ul style="list-style-type: none"> ■ Confirm that the Headset is out of its charger before you press HEADSET. ■ Confirm that the Headset has sufficient power. If the Headset does not respond and the blue light does not blink, the battery may have no charge. Place the Headset in the charger for at least six hours. 	
MUTE key on the Deskset does not mute the Headset.	MUTE keys on Deskset and Headset operate separately.	<ul style="list-style-type: none"> ■ Only the MUTE key on the Headset mutes calls. The MUTE key on the Deskset does not work with the Headset. 	
No dial tone.	Headset cannot communicate with Deskset.	<ul style="list-style-type: none"> ■ You may be out of range of the Deskset; move closer. ■ Verify that the Deskset can make outside calls. If it cannot, then consult "Deskset Troubleshooting" on page 166. ■ At the Deskset, confirm that your Headset is registered to the Deskset. Press MENU → User Settings → Cordless Settings. If the Headset is registered, the screen displays 2. Headset (Registered). 	



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Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
Batteries do not hold a charge.	Bad battery or bad battery connection.	<ul style="list-style-type: none">■ Make sure that the Headset battery is installed and securely plugged into the connector.■ Charge the battery for at least six hours. For optimum daily performance, return the Cordless Headset to the charger when not in use.■ You may need a new battery.■ Your Headset might be malfunctioning.	
Deskset shows no indication that the Headset is on a call.	The Headset is registered to another Deskset. If others are using Headsets in your vicinity, someone may have accidentally registered your Headset to their Deskset.	<ul style="list-style-type: none">■ If nearby people have Headsets, they may have accidentally registered your Headset to one of their Desksets.<ol style="list-style-type: none">a. Verify that a Headset is registered to your Deskset. Press MENU -> User Settings -> Cordless Settings. If the Headset is registered, the screen displays 2. Headset (Registered).b. If a Headset is registered, it may not be yours. Deregister your Headset from the Deskset, and ask all users in the vicinity to deregister their Headsets. At a Deskset, press MENU -> User Settings -> Cordless Settings -> Headset -> DeReg.c. Start the registration process again, but with one user at a time registering a Headset. At a Deskset, press MENU -> User Settings -> Cordless Settings -> Headset -> Register.	



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Symptom	Probable Cause	Corrective Action	Cordless Headset Troubleshooting
A buzzing sound on my Headset.	Noise interference.	<ul style="list-style-type: none">■ Move the Headset at least 12 inches away from the Deskset.■ Other electronic products can cause interference with your Cordless Headset. Try installing your Headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones.	
Unable to deregister Headset.	The Deskset is unavailable (powered off, out of range, or removed from the system).	<ul style="list-style-type: none">■ Deregister the Headset at the Headset. Press: VOL+ -> MUTE -> VOL- -> MUTE -> VOL+ -> VOL- -> MUTE.	
	You cannot identify or locate the Deskset the Headset is registered to.	<ul style="list-style-type: none">■ If the Headset is registered to an unknown Deskset which has AC power, you must carry the Headset out of range of the Deskset and perform the Deregistration sequence described above. You will know when the Headset is out of range when you press ON/OFF and you hear three beeps and no dial tone.	




ATA Troubleshooting



For more information about the corrective actions recommended in this troubleshooting section, see the Synapse User's Guide at www.telephones.att.com/synapseguides.

[ATA] General Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA General Troubleshooting
ATA does not work at all. The Power LED is Off	There is no power to the device.	<ul style="list-style-type: none"> Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. Verify that the AC power outlet has power. Plug in a lamp. If the lamp won't light, contact an electrician or use another power outlet. Verify that the DC plug is a 12V 1500mA adapter and plugged into the power jack marked DC 12V  on the front of the ATA. 	
ATA screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the ATA and that the other end is plugged into your office LAN. Confirm that the Ethernet port light next to the Ethernet port on the ATA is green. If it is not, unplug the cable and plug it in again. There may be a problem with the office network. Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator. 	



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Symptom	Probable Cause	Corrective Action	ATA General Troubleshooting
ATA screen displays Synch Failed .	The ATA was disconnected, then reconnected after configuration changes were made to the system.	<ul style="list-style-type: none">Refer to <i>"Reintroducing a Gateway or ATA Into the System"</i> on page 150.	
	The ATA was configured on another network or has returned to the Synapse system after being deleted from the system.	<ul style="list-style-type: none">Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See <i>"Reintroducing a Gateway or ATA Into the System"</i> on page 150.	
ATA is not active immediately after a power interruption.	The ATA needs time to restore service.	<ul style="list-style-type: none">Allow at least 30 seconds for the ATA to boot up again after a power failure.	



[ATA] Music on Hold (MoH) Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
Music on Hold (MoH) is not playing and the AUX IN LED (right of the ATA LCD screen) is OFF.	MoH is disabled.	<ul style="list-style-type: none"> In the WebUI: Click System Settings -> Hold Settings, set Select Port to be ATA: AUX IN and click Apply. 	
MoH is not playing and the AUX IN LED (right of the ATA LCD screen) is solid RED , but MoH is enabled in the WebUI.	MoH not properly connected and no connected equipment is detected in AUX IN.	<ul style="list-style-type: none"> Verify that an audio source is connected to AUX IN on the ATA and power is applied. 	




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Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH is not playing and If the AUX IN LED (right of the ATA LCD screen) is GREEN.	MoH not properly configured.	<ul style="list-style-type: none">■ Verify that the audio source is playing and not muted.■ Set the MoH output volume level by adjusting the playback volume of the music source device connected to the ATA. You may need to set the volume near the maximum.■ Some MoH sources without volume controls, such as those with audio-out jacks, are usually very loud and might be too loud.■ Synapse limits the volume of the sound delivered to the phone line. Because of this, there may be audio clipping (missing sounds) for some sources.■ Some forms of music do not play well over a telephone line.■ Verify that the audio source meets the electrical specifications for ATA AUX IN. See "Appendix A: Technical Specifications" on page 217.■ Verify that Hold Announcement is not playing a silent message. See "Hold Settings and [ATA] Music on Hold (MoH)" on page 94 to play the recorded hold announcement.	



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Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH audio is too quiet, fluctuating, or dropping out.	The volume on the audio source is too low or too high. If the volume is too high, over driving the audio components may be causing short periods of sound to drop out (not be heard).	<ul style="list-style-type: none">■ If you can adjust the output volume of your audio source (like the headset jack of an MP3 player), call into your Synapse system, place the call on hold, listen to MoH on the outside line, and adjust the audio volume on your audio source up or down until the best sound quality is achieved.■ If your audio source does not have adjustable volume, such as the AUX OUT on a radio, verify that the audio source meets the electrical specs for ATA AUX IN. See "Appendix A: Technical Specifications" on page 217.■ If you created a recording to use as the audio source, try to adjust the recording volume by speaking louder or speaking closer to the microphone.■ Please note that some types of music sound better than others when played across a telephone line. For example, classical music with extreme volume fluctuations may not sound very good when used as MoH.	
	Use of audio source outputs whose levels are not adjustable, such as RCA "Line Out" may result in unacceptable background music levels and should not be used.	<ul style="list-style-type: none">■ Use an audio source with output volume control. <p> <i>Speaker outputs should not be used as the MoH audio source as they can exceed the ATA AUX IN input specifications. See "Appendix A: Technical Specifications" on page 217. Grossly exceeding these specifications can damage the ATA.</i></p>	



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Symptom	Probable Cause	Corrective Action	ATA MoH Troubleshooting
MoH audio is interrupted.	Hold Announcement is enabled.	<ul style="list-style-type: none">■ The Hold Announcement is a feature that repeats a recorded audio clip at regular intervals during MoH. See "Hold Settings and [ATA] Music on Hold (MoH)" on page 94.	
My audio player jack is not the same size as the supplied audio cable.	Your audio device does not have a 3.5mm audio out jack.	<ul style="list-style-type: none">■ Use a different audio cable with ends to fit your audio device and the 3.5mm AUX IN jack on the ATA.	



[ATA] Overhead Paging (OHP) Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Overhead paging (OHP) is not working.	You don't know whether your OHP is single- or multi-zone and whether it needs an FXS or an Audio-Out connection.	<ul style="list-style-type: none">■ There are three possible configurations for OHP:<ul style="list-style-type: none">● Single-zone paging connected to the AUX OUT jack.● Single-zone paging connected to one of the two FXS ports.● Multi-zone paging connected to one of the two FXS ports.■ Select the appropriate configuration for your specific paging equipment. For more information about the different configurations, see "[ATA] Overhead Paging Overview" on page 98.■ Refer to your OHP product documentation and the respective troubleshooting section below. The paging equipment, the jack it is plugged into, and the WebUI must all match.	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Overhead paging (OHP) is not working. <i>(Continued)</i>	The OHP may not be properly installed.	<ul style="list-style-type: none">■ For OHP equipment connected to an FXS port, verify WebUI configuration.<ol style="list-style-type: none">a. Connect a corded phone to the FXS port configured for paging.b. Verify that the phone rings when paged.c. If the phone does not ring, there is a problem with the WebUI configuration or the installation at the ATA.d. If the phone rings, the configuration allows communication with the OHP, verify your paging equipment:<ul style="list-style-type: none">□ Does it have power?□ Is it turned on?□ Refer to your paging equipment documentation if there are still problems.	
I cannot add a multi-zone paging zone to other paging zones.	Multi-zone paging does not allow a combination of OHP equipment and Desksets within one paging zone.	<ul style="list-style-type: none">■ Page multi-zone OHP zones separately from extensions.	
Unable to make phone calls on the extension configured for the FXS OHP jack.	System limitation.	<ul style="list-style-type: none">■ Once an FXS is configured for OHP, it cannot be used for audio calls, nor will it receive voice calls.	



Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-Zone OHP Connected to AUX OUT Jack			

For OHP equipment connected to the AUX OUT jack, this Troubleshooting refers to the ATA front-panel AUX OUT LED. This describes the behavior of these LEDs:

- **OFF**: There is a problem with the WebUI configuration for OHP. Either **Paging** is disabled, or the selected **Paging Port** is not AUX OUT.
- **RED**: Although the WebUI supports OHP, no connection is detected.
- Steady **GREEN**: A cable is connected to the AUX OUT jack.
- Flashing **GREEN**: An OHP is in progress.

We also use these LEDs to help diagnose problems.



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is OFF .	The OHP is not configured in the WebUI for use on AUX OUT or is not a member of a paging zone.	<ul style="list-style-type: none">■ Verify the OHP configuration:<ol style="list-style-type: none">a. As administrator, log into the WebUI.b. Click System Settings → Overhead Paging.c. Verify that Paging is Enabled. If not, select Enable.d. Verify that the Paging System Type is set to Single Zone.e. Verify that Select Paging Port is set to AUX OUT and that your OHP system is physically plugged into the AUX OUT jack.f. Click Apply■ Verify that the OHP equipment is part of the paging zone that you are trying to page. See “Paging Zones” on page 107.	
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is solid GREEN and the WebUI is configured for paging through the AUX OUT jack.	The ATA has detected a cable connected to the AUX OUT jack. There may be a problem with your paging equipment or its configuration.	<ul style="list-style-type: none">■ Refer to your OHP product documentation for installation and configuration instructions.	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on AUX OUT is not working and AUX OUT LED (right of the ATA LCD screen) is solid RED .	The OHP is configured for use, but no connector is detected in the jack.	<ul style="list-style-type: none">■ Verify that your paging equipment is connected to AUX OUT. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to an FXS port. See “[ATA] Overhead Paging Overview” on page 98 for background and for configuration instructions.■ To isolate OHP-related problems, connect PC speakers to the AUX OUT jack configured for paging. If the page is broadcast through the speakers when paged, refer to the documentation that came with your OHP.■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your VAR.	
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is flashing GREEN .	Paging is active (a user on the system is paging the OHP system). There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none">■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer.	



Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-Zone OHP Connected to an FXS Port			

For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs:

- **OFF**: There is no paging activity.
- Flashing **GREEN**: A user has initiated a page.
- Solid **GREEN**: The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded.

We also use these LEDs to help diagnose problems.

Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is **OFF**.

No signal is detected.

- There is no signal when no one is paging.
- Verify that your paging equipment is connected to **FXS 1** or **FXS 2**. If not, plug it in, and verify your OHP equipment connections.

The OHP is not a member of a paging zone.

- See ["Paging Zones" on page 107](#).
-



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid GREEN .	The ATA has detected a cable connected to an FXS port. The paging equipment should be broadcasting the announcement, so there could be a problem with the OHP equipment.	<ul style="list-style-type: none">■ Refer to your OHP product documentation for installation and configuration instructions.■ Verify the OHP configuration:<ol style="list-style-type: none">a. As administrator, log into the WebUI.b. Click System Settings → Overhead Paging.c. Verify that the Paging System Type is set to Single Zone.d. Verify that Select Paging Port is set to FXS 1 or FXS 2 and that your OHP system is physically plugged into the FXS port with the same number.e. Click Apply.	
	The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded.	<ul style="list-style-type: none">■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" on page 98 for background and for configuration instructions.■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse.	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Single-zone OHP on FXS is not working.	There may be a problem with the connection between the FXS port and the OHP system.	<ul style="list-style-type: none">■ Verify the connection between the FXS port and your OHP system. See “[ATA] Overhead Paging Overview” on page 98 for background and for configuration instructions.■ Verify that your paging equipment is connected to FXS 1 or FXS 2. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to the AUX OUT jack.■ Verify the OHP configuration:<ol style="list-style-type: none">a. As administrator, log into the WebUI.b. Click System Settings → Overhead Paging.c. Verify that Paging is set to Enable.d. Verify that the Paging System Type is set to Single Zone.e. Verify that Select Paging Port is set to FXS 1 or FXS 2 and that your OHP system is physically plugged into the FXS port with the same number.f. Click Apply.	
	There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none">■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer.	
	There may be a problem with the paging zone setup.	<ul style="list-style-type: none">■ Verify that the paging zone you are paging includes Overhead Page.	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
In single-zone paging, paging starts on Desksets before the paging starts on the OHP system.	Paging delay is too short.	<ol style="list-style-type: none">1. As administrator, log into the WebUI.2. Click System Settings -> Overhead Paging.3. Verify that the Paging Delay is set to an appropriate delay to work with your OHP system.4. Click <input type="button" value="Apply"/>.	



Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-Zone OHP Connected to an FXS Port			

For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs:

- **OFF:** There is no paging activity.
- Flashing **GREEN:** A user has initiated a page.
- Solid **GREEN:** The OHP has answered the page request and the page beep will soon sound, if it hasn't already sounded.
- We also use these LEDs to help diagnose problems.

With multi-zone paging, paging all extensions does not broadcast over my OHP equipment.

Multi-zone OHP can not be paged at the same time as Desksets.

- To page the OHP, the user must select the **Overhead Paging** zone from the Deskset Paging Zones selection screen. Selecting any other zone will not page the OHP system, even if paging zones did include **Overhead Page** prior to changing Paging System Type to multi-zone.



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-zone OHP is not working.	Inconsistent configuration.	<ul style="list-style-type: none"> ■ Verify the OHP configuration: <ol style="list-style-type: none"> a. As administrator, log into the WebUI. b. Click System Settings → Overhead Paging. c. Verify that Paging is set to Enable. d. Verify that the Paging System Type is set to Multi Zone. e. Verify that Select Paging Port is set to an FXS port and that your OHP system is physically plugged into that FXS port. f. Click Apply. 	
	The OHP can not be paged a the same time as the Desksets.	<ul style="list-style-type: none"> ■ Page the Desksets and OHP separately. 	
	There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none"> ■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer. 	
	There may be a problem with the paging zone setup.	<ul style="list-style-type: none"> ■ Verify that the paging zone you are paging is Overhead Paging. 	
	There may be a problem with the connection between the FXS port and the OHP system.	<ul style="list-style-type: none"> ■ Verify the connection between the FXS port and your OHP system. See "[ATA] Overhead Paging Overview" on page 98 for background and for configuration instructions. 	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is OFF .	No signal is detected.	<ul style="list-style-type: none">■ There is no signal when no one is paging.■ Verify that your paging equipment is connected to FXS 1 or FXS 2. If not, connect it, and check your OHP equipment connections.	
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid GREEN .	The ATA has detected a cable connected to an FXS port. The paging equipment should be broadcasting the announcement, so there could be a problem with the OHP.	<ul style="list-style-type: none">■ Refer to your OHP product documentation for installation and configuration instructions.■ Verify the OHP configuration:<ol style="list-style-type: none">a. As administrator, log into the WebUI.b. Click System Settings → Overhead Paging.c. Verify that the Paging System Type is set to Multi Zone.d. Verify that Select Paging Port is set to FXS 1 or FXS 2 and that your OHP system is physically plugged into the FXS port with the same number.e. Click Apply.	



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Symptom	Probable Cause	Corrective Action	ATA OHP Troubleshooting
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is flashing GREEN .	Someone has initiated a page, but the OHP equipment has not yet acknowledged the page request.	<ul style="list-style-type: none">■ Verify the connection between the FXS port and your OHP system. See “[ATA] Overhead Paging Overview” on page 98 for background and for configuration instructions.■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse.	



[ATA] Fax Configuration Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
While using T.38 mode, unable to receive faxes or having persistent fax transmission failures.	Incompatible Fax Mode setting.	<ol style="list-style-type: none"> 1. As administrator, log into the WebUI. 2. Click System Settings → Fax Configuration. 3. Set Fax Mode to G.711. 4. Click <input type="button" value="Apply"/>. 	
While using T.38 mode, fax usually works with occasional failures.	Network impairment issues.	<ul style="list-style-type: none"> ■ Resend the fax later or use the fax machine's retransmission feature. 	
While using G.711 mode, fax usually works with occasional failures.	Network impairment issues.	<ul style="list-style-type: none"> ■ Resend the fax later or use the fax machine's retransmission feature. ■ If the above does not work, try switching the Fax Mode setting. <ol style="list-style-type: none"> a. As administrator, log into the WebUI. b. Click System Settings → Fax Configuration. c. Set Fax Mode to T.38. d. Click <input type="button" value="Apply"/>. 	



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Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
The fax is not working and the FXS 1 or FXS 2 LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is OFF when the fax is attempting to send or receive a fax.	The Gateway and the fax are not communicating.	<ul style="list-style-type: none">■ Verify the connection between the FXS port and your fax machine. See “[ATA] Fax Overview” on page 83 for background and for configuration instructions to verify the fax configuration:<ol style="list-style-type: none">a. As administrator, log into the WebUI.b. Click System Settings → Fax Configuration.c. Verify that Fax is set to Enable.d. Verify that Fax Mode is set to the appropriate setting. see “[ATA] Fax Overview” on page 83.e. Verify that Fax Destination is set to the appropriate ATA FXS port and that the fax machine is physically connected to that jack.f. Verify that Fax Line is set to the correct Gateway line. Verify that the physical outside line on which incoming faxes are received is connected to the chosen Fax Line on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax.g. Click <input type="button" value="Apply"/>.h. Make sure the fax machine has power and is turned on.	



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Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is solid GREEN .	The ATA recognizes that someone is attempting to send or receive a fax. Check the fax machine settings.	<ul style="list-style-type: none">Verify the fax machine settings.	
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is flashing GREEN .	The ring voltage is present and your FXS configuration is likely wrong.	<ol style="list-style-type: none">As administrator, log into the WebUI.Click System Settings → Fax Configuration.Toggle the Fax Mode setting.Click Apply.Try again.	
The fax machine is connected to the telephone line through the Synapse system and the FXS LED indications appear correct, yet outgoing faxes fail.	Number dialed incorrectly.	<ul style="list-style-type: none">Remember to dial 9 to send faxes.	



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Symptom	Probable Cause	Corrective Action	ATA Fax Configuration Troubleshooting
Unable to receive incoming faxes.	Fax line not configured properly.	<ol style="list-style-type: none">1. As administrator, log into the WebUI.2. Click System Settings → Fax Configuration.3. Verify that Fax Line is set to the correct line. Verify that the physical outside line on which incoming faxes are received is connected to the chosen Fax Line on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax.4. Click <input type="button" value="Apply"/>.	
Unable to make phone calls on the telephone that is part of my fax machine.	System limitation.	<ul style="list-style-type: none">■ Once an FXS is configured for fax, its integrated telephone cannot be used for audio calls. If the fax machine has a corded handset, it will not receive voice calls, and even though a user may get a dial tone, dialing out is not possible.	



[ATA] Analog Phone Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA Analog Phone Troubleshooting
Analog phone connected to FXS port does not work as expected.	The WebUI configuration is incorrect.	<ul style="list-style-type: none"> ■ Verify that your telephone is connected to FXS 1 or FXS 2. If not, plug it in, or change the analog telephone configuration in the WebUI. Verify that your phone is connected to the correct FXS port and that phone is powered on. <ul style="list-style-type: none"> a. As administrator, log into the WebUI. b. Click ATA Settings. c. Verify that the desired FXS port has a Voice assignment. If not, try connecting the analog telephone to the other FXS port or disable the other assignment. Voice is the default setting when no other assignments are enabled: <p>If the desired FXS port is assigned to Fax:</p> <ul style="list-style-type: none"> i. Click System Settings → Fax Configuration. ii. Set Fax to Disable. iii. Click Apply. <p>If the desired FXS port is configured for Overhead Paging:</p> <ul style="list-style-type: none"> i. Click System Settings → Overhead Paging. ii. Set Paging to Disable. iii. Click Apply. 	



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Symptom	Probable Cause	Corrective Action	ATA Analog Phone Troubleshooting
Analog phone connected to FXS port does not work as expected.	Analog phone is working with Synapse, but does not have Deskset capabilities.	<ul style="list-style-type: none">■ Consider the analog phone limitations:<ul style="list-style-type: none">● To make outgoing calls on an analog phone connected to the FXS port on the ATA, the external phone number must be preceded by 9 (same as on a Deskset).● The analog phone connected to the FXS port on the ATA can pick up incoming calls and make outgoing calls. Idle, Ringing, Dial, caller ID, and Active states are all supported, but advanced features such as Call Waiting, Call Forward, Hold, Transfer, DND, Paging, Park, and Voicemail are not supported on analog phones. See “[ATA] Analog Telephone Overview” on page 127 for a complete list of features.	



[ATA] Group Mailbox Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA Group Mailbox Troubleshooting
Group Mailbox does not work.	Needs an ATA to be available.	<ul style="list-style-type: none"> ■ Group mailboxes reside on the ATA. The ATA must be connected. 	<p>See the Synapse Installation Guide at www.telephones.att.com/synapseguides.</p>
Group Mailbox is full even though it has not reached quota.	The sum of the quotas for individual Group Mailboxes may exceed 60 minutes or some Group Mailboxes do not have quotas enabled. In other words, quotas do not reserve recording time for a given Group Mailbox. Quotas only limit the maximum amount of recording time available for a Group Mailbox.	<ul style="list-style-type: none"> ■ The ATA allows for a total of 60 minutes of recording time for all Group Mailboxes. It is up to the system administrator to assign quotas for individual Group Mailboxes. Note that the sum of the quotas for individual Group Mailboxes may exceed 60 minutes. <ul style="list-style-type: none"> ● To free additional recording time for a Group Mailbox, delete messages on any of the Group Mailboxes. ● To prevent this problem from occurring again, reduce quotas to add up to 60 minutes or less, and make sure that all Group Mailboxes have quotas enabled. ● Note that personal messages reside on the specific desksets and do therefore not impact Group Mailboxes recording time. 	
Unable to find a message on Group Mailbox anymore.	Group Mailboxes are accessed by multiple users.	<ul style="list-style-type: none"> ■ Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users. 	
The number of new messages changed spontaneously.	Group Mailboxes are accessed by multiple users.	<ul style="list-style-type: none"> ■ Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users. 	



Appendix A: Technical Specifications

Table 6 lists the technical specifications for the SB67010 PSTN Gateway, SB67050 ATA, SB67030 Deskset, and SB67040 Cordless Handset.

Table 6. Technical Specifications

Feature	Specification
Frequency control	Crystal controlled PLL synthesizer
Transmit Frequency	Deskset, Cordless Handset, Cordless Headset: 1921.536–1928.448 MHz Deskset: 1921.536–1928.448 MHz
Nominal Effective Range	Maximum power allowed by FCC (Federal Communications Commission) and IC (Industry Canada). Actual operating range might vary according to environmental conditions at the time of use.
Voice Channels	Deskset, Cordless Handset, Cordless Headset: 5
Size	Cordless Handset: 6.9" x 1.8" x 1.4" (HxWxD) Deskset: 8.2" x 8.9" x 6.5" (HxWxD) Gateway and ATA: 1.8" x 13.5" x 7.9" (HxWxD)
Weight	Gateway: 88.18 oz. (2500g) (including adapter) ATA: 63.5 oz (1800g) (including adapter) Deskset: 59.96 oz. (1700g) (including adapter) Cordless Handset: 7.05 oz. (200g) (including battery)



Table 6. Technical Specifications (Continued)

Feature	Specification
Power Requirements	ATA: 12V @ 18 Watts Cordless Handset: 2.4V 550mA Ni-MH battery Cordless Handset, Cordless Headset charger: 6V DC @ 200mA Cordless Headset: 3.7V 240mAH battery Deskset: 5.1V DC @ 1700mA Gateway: 5.1V DC @ 1700mA
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
PSTN Gateway Telephone Jacks	1-4 and BYPASS (FXO ports) use traditional 2-conductor wiring
Gateway BYPASS	26mA loop current; REN 5; 100m max loop length
[ATA] FXS	26mA loop current; REN 5; 100m max loop length
[ATA] AUX In	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack Frequency range 300 to 3.4K Hz Input level -15dBm nominal Impedance greater than or equal to 10K ohms input AC coupling



Table 6. Technical Specifications (Continued)

Feature	Specification
[ATA] AUX Out	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack Frequency range 300 to 3.4K Hz Output level -15dBm nominal Output impedance less than or equal to 8 ohms AC coupling
Deskset Headset	Traditional corded handset jack type with 2-conductor wiring



Appendix B: Default Settings

Table 7 through Table 10 lists the default settings for the Synapse system, SB67030 Deskset, SB67040 Cordless Handset, and SB67050 ATA.

Table 7. System Default Settings

Parameter	Selection	Default
Admin Password	4 through 6 digits	12345
Administrator Login Name	16 characters max	Admin
Auto Attendant Day Start	12-hour clock	8:00AM
Auto Attendant Digit Assignment (1-9, *, #)	None, Replay, Directory, Previous Menu, Main Menu, Default Menu, (user created)	None
Auto Attendant Enable Direct Dial	On, Off	On
Auto Attendant Enable Operator	On, Off	On
Auto Attendant Main Day, Night, and Lunch Menu	Default Menu, User Created Menu	Default Menu
Auto Attendant Night Start	12-hour clock	5:00PM
Backup/Restore Settings	All Extensions	Nothing
Call Forward Unconditional	On, Off	Off
Call Forward Unconditional Target Type	Voicemail, Extension	Voicemail
Call Forward-No Answer	On, Off	On
Call Forward-No Answer Extension Number	200 through 299	Nothing
Call Forward-No Answer Seconds Before Forwarding	5 though 45	15
Call Forward-No Answer Target Type	Voicemail, Extension	Voicemail
Call Forward-No Answer Telephone Number	32 Digits Maximum	Nothing



Table 7. System Default Settings (Continued)

Parameter	Selection	Default
Delete Extension	All Extensions	Nothing
Directory First and Last Name Fields	20 Digits Maximum	Nothing
Directory Number Field	32 Digits Maximum	Nothing
Directory Sort	First Name, Last Name	First Name
Display First and Last Name	16 characters maximum	Nothing
Enable Auto Attendant	Scheduled, Manual, Off	Manual
Hold message: Extension for Recording	All Extensions	Nothing
Operator Extension	All Extensions	200
Ring Group No Answer Target Extension	All Extensions	0
Ring Group Seconds Before Forward	1 through 60 Seconds	15
System Time/Date Option	NTP Server, Custom Server, Manual	NTP Server
Timer for Forwarded and Transferred Outside Calls	15 through 120 (in 5 second increments)	30
User Password	6 digits maximum	Nothing



Table 8. Deskset Default Settings

Parameter	Selection	Default
Backlight	Hi, Lo, Off	Hi
Call Forward All Target	Ext, Mailbox, Phone #	Mailbox
Call Forward–No Answer Delay	5 through 45 (in 5 second increments)	15
Call Forward–No Answer Target	Mailbox, Ext, Phone #, OFF	Mailbox
Call Forward/Trans to outside line	Enabled/Disabled	Enabled
Contrast	1 through 9	5
Current Greeting	Primary, Alternate, Pre-Set	Pre-Set
Current Name	Personal, Pre-Set	Pre-Set
Date and Time (when server is not available)		12:00PM, January 1, 2009
Directory List	All, Personal, System, Extension	All
First Name/Last Name toggle	First Name, Last Name	First Name
Handset	Registered, Not Registered	Not Registered
Headset	Registered, Not Registered	Not Registered
IP Configuration	Auto, Static	Auto
Key Beeps	On, Off	On
Preferred Audio Mode	Speakerphone, Headset	Speakerphone
Ring Volume	0 through 9	3
Ringtones	1 through 9	1
User Password	0 through 6 Digits	Nothing



Table 9. [Handset] Default Settings

Parameter	Selection	Default
Contrast	1 through 9	5
Key Beeps	On, Off	On
Ring Volume	0 though 9	3
Ringtones	1 though 9	1

Table 10. [ATA] Default Settings

Parameter	Selection	Default
AUX IN	Enable, Disable	Disable
AUX OUT	Enable, Disable	Disable
Fax Enable	Enable, Disable	Disable
Fax Line	Line 1, 2, 3, 4	None. "Select a Fax Port" displays
Fax Mode	T.38, G.711	G.711
Fax Port	FXS 1, FXS 2	None. "Select a Fax Port" displays
FXS1	Voice, Fax, OHP	Voice
FXS2	Voice, Fax, OHP	Voice
Group Mailbox Greeting	Pre-Set, Custom	Pre-Set
Group Mailbox Quota	Enable, Disable	Disable
IP Address	Auto (DHCP), Static	Auto (DHCP)
Music on Hold Port	AUX IN	None. "Select a Port" displays
Overhead Paging Delay	0 though 5	0
Overhead Paging Enable	Enable, Disable	Disable



Table 10. [ATA] Default Settings (Continued)

Parameter	Selection	Default
Overhead Paging Port	FXS 1, FXS 2, AUX OUT	None. "Select a Port" displays
Overhead Paging System Type	Single Zone, Multi Zone	Single Zone



Appendix C: Maintenance



Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.



Appendix D: Important Safety Instructions



This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.



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Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.



Appendix E: Limited Warranty

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement PRODUCT to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.



4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.



5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.



Before calling for service, please review the user manual. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location.

The manufacturer will return any repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

- Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.



7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T-branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to, lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.



This glossary provides definitions that pertain to the Synapse telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Aux In: A 3.5 mm jack on the ATA that allows connection to a streaming audio source, such as a radio or MP3 music player. This jack is typically used to connect a music player for Music on Hold.

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (📞): A screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call



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BYPASS port: An RJ11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into the this jack.

Call Appearance: The five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. The keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on an optional Cordless Handset, each screen in the Call Deck represents and provides access to active and held calls, and calls that are being dialed or predialed. Display each screen by pressing the \triangle or ∇ Navigation key in Idle mode.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

call screening: Listening to a voicemail message while it is being recorded

Cat5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life.

default: The original product settings

deregister: To remove the association between a Deskset and a Cordless Handset or Cordless Headset

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers



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Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records for a domain name and responds with answers to queries against its database

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as “touch-tone”

dynamic IP address: An IP address that is automatically assigned by the server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as “Personal list” on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.



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FXO (Foreign Exchange Office): The gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

G.711: A digital fax protocol

gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset or Gateway. Examples include **MENU** and **1** on the Deskset; **PHONE** and **1** on the Handset; and **SELECT** and **CANCEL** on the Gateway.

hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

inside call: A phone call placed from one of your Synapse system extensions to another extension

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

IT Controller: Part of a computer network infrastructure that connects different parts of the network, so that different LANs and subnets can exchange information. Also known as a backbone network or a network backbone.



key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link loss: Occurs when the connection between two RF devices fail, such as between the system Deskset and the optional Cordless Headset or Cordless Handset

link-local address: A local address used for network address creation when no external source of network addressing information is available

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MDI/MDIX: (Medium-Dependent Interface Crossover): A computer networking technology

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been placed on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.



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off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to place a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

overwrite: Replace existing information

P2P (Peer-to-Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained web site data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to place a call

PSTN (Public Switched Telephone Network): The world's telephone network



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Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a Group Mailbox

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

ring group: Groups of extensions configured by the system administrator to all ring when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

standby time: The amount of time that a Cordless Handset or Cordless Headset can sit idle out of its charger while still capable of operating normally

static IP address: An IP address that is manually assigned to a computer by a system administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

subnet (subnetwork): Typically a LAN served by one router

subscriber: A user who can access messages in a Group Mailbox

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.



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system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T.38: An analog fax protocol that encodes fax-modem codes over VoIP

unhold: Removes a call from hold status

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

UPS (Uninterruptible Power Supply): A battery-powered emergency power supply device

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.

