Product Release Notice
Synapse 2.0 Software
SB67070 SIP Gateway

Release Date: January 16, 2012

This document contains the release notes for AT&T Synapse version 2.0 and the Synapse SIP Gateway. This is a major release with many new features. Users of previous releases should check the "Version Compatibility" section below for instructions on how to use existing data with this new release. The following topics are detailed below.

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What's New?

With the release of 2.0, a new Gateway and seven new productivity-enhancing features have been added.

Call Restriction:

> To avoid charges, certain kinds of outgoing calls (such as long distance calls) can now be blocked on a Deskset. Each user is assigned a unique permissions profile and can be granted permission to override restricted calls on any Deskset. For more information, see "Call Restriction Configuration" in the Synapse Administrator's Guide.

Configurable Dial Plan:

> A Dial Plan controls where outgoing calls will be routed. By using a written notation of the system's dialing rules, the Administrator can now fully customize the Dial Plan. For example, entering a prefix before a phone number can send the call through a specified device (such as an analog or SIP Gateway). For more information, see "Dial Plan Settings" in the Synapse Administrator's Guide.

Inbound Call Routing:

> Incoming calls can now be directed to a number of new destinations, greatly enhancing the flexibility of the system. For the PSTN Gateway, the Trunk Routing feature includes additional options. For the T1 or SIP Gateway, Direct Inward Dial (DID) numbers can also be routed to additional destinations. For more information, see "Trunk Routing (Incoming Calls)" and "DID Assignments" in the Synapse Administrator's Guide.

Multiple Auto Attendants:

Up to four Auto Attendants can now be created, each with its own scheduler (including a holiday schedule). Each Auto Attendant can be assigned a manager (any Deskset). In addition, Auto Attendant menus can forward Incoming Calls to more destinations than before. For more information, see "Configuring the Auto Attendant" in the Synapse Administrator's Guide.

Voicemail to Email:

For users who are on the go, their voicemail can now be delivered as email attachments (WAV file). Alternatively, they can skip the attachment and be notified via email when new voicemail is available. The system also sends users an email notification when their voicemail is full. For more information, see "Voicemail to Email" in the Synapse Administrator's Guide.

Extension Status (Busy Station Signalling):

If this feature is enabled, internal calls will not go through immediately if the Extension being called is busy or on a call. Users can choose whether to make the call anyway, or to transfer directly to the busy Extension's voicemail instead. For more information, see "Calling a Busy Extension" in the SB67020 Deskset User Guide, and the SB67030-031 Deskset and Accessories User Guide.

SIP Gateway:

The SIP Gateway is a new addition to the Synapse product line. This device allows the system to make and receive external calls via a SIP Trunk Service Provider. For more information, see the Synapse Installation Guide and "SIP Gateway Settings" in the Synapse Administrator's Guide.

Remote Site:

The new SIP Gateway allows the configuration of remote sites so that users can direct dial Extensions in another geographical location. Remote Sites allow businesses to unify their telecommunication infrastructure and avoid long distance charges. For more information, see "System Installation Overview for Remote Sites" in the Synapse Installation Guide and "Configuring Remote Sites" in the Synapse Administrator's Guide.

How to Upgrade

Please refer to the [Synapse 2.0 Administrator's Guide](#) for complete system installation steps.

Version Compatibility

Version 2.0 is not compatible with previous software versions. You must update all your devices. Devices with different software versions cannot co-exist on the same Synapse site.

Recent Changes

SB67030 Deskset only:

Description	Reference Number
Pressing the SELECT hard key while viewing the Parked Calls list will now retrieve the parked call.	#4071
In Line Appearance mode, removed [Conf] soft key from all Active Calls when a conference is in progress.	#4093
In Line Appearance mode, the Directory name will now be displayed in the Caller ID for outgoing external calls.	#4095
In Line Appearance mode, pressing the HEADSET hard key during an Active Call will switch to the speakerphone if the Cordless Headset is not available, not put the call on hold.	#4103
In Line Appearance mode, fixed the call timer so that the correct Active call time is displayed after CFNA setting forwards an internal call to an external number.	#4122
In Line Appearance mode, pressing the CANCEL hard key will now dismiss the current Incoming Call interaction screen only, not all Incoming Calls.	#4152
In Line Appearance mode, the rules determining which call is automatically highlighted after a system event (such as ending a call) have been revised to that they match Call Appearance mode.	#4156
In Line Appearance mode, DTMF digits (pressing digit keys during an Active Call) will now be displayed for outgoing calls only, not incoming calls.	#4168
In Line Appearance mode, DTMF digits (pressing digit keys during an Active Call) will no longer disappear off the edge of the screen when running out of space.	#4171
Adjusted position of "Incoming Call" header text in Call Appearance mode so that it's easier to read.	#4282
Users can now enter their password once to listen to additional messages instead of entering it every time they listen to a message when accessing the Messages feature via the New Missed Calls notification on the Idle screen.	#3956
In Line Appearance mode, if the Preferred Audio is set to Headset but the Headset is not available, the Deskset will switch to speakerphone instead of trying to connect to the headset continuously.	#4296
Removed the Do Not Disturb (DND) confirmation screen when enabling DND.	#4326
Fixed the two-line help text on the Admin Settings screen so that the correct menu numbers are listed.	#4473

SB67020 Entry Level Deskset only:

Description	Reference Number
In Line Appearance mode, dialing zero on the intercom line will now display the Operator Extension (e.g. Ext. 200) instead of "0".	#4054
A "Please wait..." screen will now display if a delay is set when paging an overhead paging system.	#4199
Pressing the HOLD hard key will now always put an Active Call on hold, even if the user is in another screen.	#4216

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Fixed the IP Status screen so that oversized text will be displayed properly.	#4246
In Line Appearance mode, attempting to retrieve a held call that is no longer available from the Held Calls List will now display an error splash screen instead of picking up a different held call.	#4249
In Line Appearance mode, calling an Extension number stored in the user's Personal Directory will now use the Intercom line instead of an external PSTN line.	#4266
Ringer will now remain silent when turning DND off during an Incoming Call when the ringer volume is set to zero.	#3428
Fixed the backlight timeout so that it no longer remains on indefinitely in the Idle screen after being idle on the Play Message screen for two minutes.	#3433
Storing a Call Log entry via the Callback feature with a PRIVATE or UNKNOWN number will now go directly to the Directory Edit screen instead of generating a "Personal Directory Full" error splash.	#4313
Pressing the UP or DOWN key on the first or last message while playing all voicemail messages will return to the Messages list instead of cycling back to the last or first message.	#4423
Message playback will now continue until all messages have been played when deleting a message while playing all voicemail messages.	#4426
Fixed an issue where a Deskset would sometimes erroneously show a "Network Down" status after rebooting.	#4537

SB67030 Deskset and SB67020 Deskset:

Description	Reference Number
Fixed the Message Playback progress bar so that fast forwarding past the end of a message on pause does not show an empty bar.	#4050
Calling the Operator Extension from the Redial list will now automatically use the intercom line instead of the external PSTN line.	#4058
In Line Appearance mode, dialing digits in Pre-Dial on the Intercom line then selecting an Extension from the Extension List will now dial the Extension on a second Intercom line (if available) instead of generating an "Invalid Extension" error.	#4076
The Voicemail Full icon will no longer disappear when switching from Call Appearance to Line Appearance mode.	#4107
Dialing an external number (such as 401-555-1234) will now appear correctly as an external call in the Redial list, not as an existing Extension number (e.g. Ext. 401) when the numbers overlap.	#4179
The default Extension name (Ext) will now appear in the Messages list and Call Log when the Extension is forwarded to Voicemail.	#4349
Pressing a feature hard key (such as MENU, DIRECTORY, CALL LOG, etc.) while in a sub-menu of that feature (for example, pressing MESSAGES while in Messages) will now do nothing instead of going back to the root menu of that feature.	#3507
Pressing the VOL + key while volume is at maximum will now emit the ringer sound.	#4020
Pressing the HOLD hard key while in the Paging Zones screen and on an Active Call will no longer exit the screen.	#4035
Corrected the PC Port status in the IP Status screen so that is shows "Connected" when an Ethernet cable is plugged into port.	#4532
External numbers dialed when no line is available are now correctly displayed in the Redial List.	#4568

	#4763
The correct number of rings will now be used in situations where the ring cadence is non-standard.	#4763

Web User Interface (WebUI):

Description	Reference Number
Trunk names must now be unique and cannot be used if another trunk already uses that name.	#4127
Special characters are no longer allowed in the Ring Group CFNA to external number field. In addition, any failed calls through the Ring Group will no longer crash the Gateway.	#4164
Fixed time and date settings so that a Factory Default system will access the NTP Server automatically.	#4202
In Line Appearance mode, removed instructions on WebUI concerning the trunk prefix (because this is not used in Line Appearance mode).	#4360
Fixed missing column sorting arrows on the Direct Inward Dial Assignments page when using Firefox.	#4420
Fixed display of DID numbers on the Direct Inward Dial Assignments page when using Firefox Ver. 7.	#4432
Fixed Auto Attendant Menu WebUI page so that a selected menu will appear in the menu name field when using Internet Explorer Ver. 8.	#4446
Fax can now be disabled when a DID number is assigned to a Fax line.	#4449
Added a summary table to the Trunk Naming WebUI page so that the Administrator can view all trunk names at a glance.	#4114
Renamed "Extension Directory" to "Personal Directory" on the WebUI to match the user interface on the Desksets.	#4190
The paging delay will no longer be in effect after disabling Overhead Paging.	#4285
Any overlapping Direct Inward Dial (DID) ranges will now generate an error message on the DID Configuration WebUI page.	#4471
If an FXS Extension number is set to Fax, it will no longer appear in the Extensions drop-down list on the Trunk Reservation WebUI page.	#4505
Changed System Basic Settings WebUI page so that the time settings will only be changed if the Administrator makes any changes in the "System Time/Date Options" section of the page.	#4170
Setting the time manually with Daylight Savings Time on and the time set to after 11PM will no longer cause an extra day to be added to the date.	#4555
The current Appearance mode can now be backed up and restored.	#4565

PSTN / T1 Gateway:

Description	Reference Number
Incoming Calls with oversized Caller ID information will no longer crash the Gateway when routed to a Ring Group.	#4242
In Line Appearance mode, when using four PSTN Gateways, Line 16 will now be available for use.	#4273
Call Queue Music on Hold now works when using a T1 Gateway.	#4281

Fixed T1 Gateway so that it can route to any destination via the Trunk Routing WebUI page when there are no DID numbers assigned on the DID Assignments WebUI page.	#4445
In the Auto Attendant voice prompt menu, callers will no longer be forwarded to an incorrect destination when entering an invalid Extension number.	#3602
Added a generic error voice prompt for cases when a caller is forwarded to a destination that is busy, not available, or invalid.	#4126
External callers that fail to be successfully forwarded to voicemail will now hear an appropriate error voice prompt.	#4592
Desksets that change their Extension number while members of a Ring Group or Paging Zone will no longer be called/paged once deleted from the group/zone.	#4086
All multiple rapid key presses during the Auto Attendant voice prompt menu are now registered correctly when using a T1 Gateway.	#4401
Disabling door-phone mode on a PSTN line will now trigger line calibration on that line only.	#4604
External callers will now hear the appropriate error prompt when attempting to reach an invalid four-digit Extension number.	#4611
Corrected position of text on the Device Information page so that "Software Version" text is not cut off.	#4691
Corrected small gain adjustment to improve echo cancellation performance for certain line conditions.	#4988

Analog Terminal Adapter (ATA):

Description	Reference Number
Changed the default ATA display name in the Caller ID string from "ATA Port X" to "Ext. XXX" so that the far-end can see which ATA Extension is calling.	#3964
In Line Appearance mode, the system will no longer try to find a parked call number when dialing an external number on an analog phone.	#4348
In Line Appearance mode, the attached introduction to a Group Mailbox message is now always present when forwarding the message to another Deskset.	#4533
Removed ATA FXS Extensions from the Auto Attendant Directory.	#4708
Voice support is now properly disabled after assigning an FXS port to Fax or Overhead Paging so that other Extensions cannot call the FXS port.	#4713

SB67040 Cordless Handset:

Description	Reference Number
The Deskset will now return to the Call Appearance screen after answering a call on the Cordless Handset while playing a message or recording an audio clip on the SB67030.	#4453

Known Problems and Workarounds

For SIP trunking service providers that support dynamic registration, the SIP settings page on the WebUI for that account should have the Static Registration box unchecked.

Manuals

For more information on the features described herein, please reference the Synapse manuals and technical documents located here: http://smbtelephones.att.com/smb/index.cfm/product-support/manuals/

Product Support

For additional questions please contact the SMB Partner Support team as follows:

US Partners: 1-888-916-2007 (Mon - Fri 6:00 AM - 5:00 PM Pacific Time)
Canadian Partners: 1-888-883-2474 (Mon - Fri 6:00 AM - 5:00 PM Pacific Time)

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