

nexVortex Setup Guide AT&T SYNAPSE



May 2012

510 SPRING STREET | HERNDON VA 20170 | +1 855.639.8888



Introduction

This document is intended only for nexVortex customers and resellers as an aid to setting up the Synapse Small & Medium Business Phone System from AT&T to connect to the nexVortex Business Grade SIP Trunking Service.

- Related Synapse documents include:
 - Synapse Installation Guide i17 or later
 - Synapse Administrator's Guide i15 or later

You can view and download these documents from <u>www.telephones.att.com/synapseguides</u>.

- Further AT&T Synapse information can be found at telephones.att.com/smb or call 1 (888) 916-2007. In Canada dial 1 (888) 883-2474.
- Further help may be obtained by emailing support@nexvortex.com.

If you find any errors in this document or have any suggestions, please email us at support@nexvortex.com so that we can make updates to this document.

Important! Your DNS Address

Your specific DNS address was provided in the Account Set Up email you received the day you opened your account. Your Authentication User ID and password are also in this email. If you need assistance locating this information, please contact support@nexvortex.com.

Note: For all instructions throughout this Guide, you must substitute your DNS address wherever xx.xx.xxx is referenced.



System and Network Components Required for SIP Trunking Service

The necessary components and setup for Synapse using NexVortex SIP Trunking are shown in Figure 1. All Synapse Desksets and Gateways must be running the same software versions (2.2.0 or later).



Figure 1 Synapse with SIP Trunking

General network requirements

Router

To provide NAT traversal, use a SIP ALG (Application Gateway Layer)-capable router.

Two ALG-capable routers have been tested for use with the Synapse SIP Gateway.

1. Cisco RV180 SW V1.0.0.30 or later with ALG enabled. Note: Enable SIP ALG on the router before you connect the SIP Gateway to the network.

2. Cisco 1921 (ISR) SW V15.0 or later with ALG enabled. Please consult your IT engineer and make sure that SIP ALG is enabled.

Internet Connection

It is recommended to order Static IPs from your Internet provider.

Ensure that your Internet connection has sufficient bandwidth to handle your projected VOIP call traffic. In general, each simultaneous call requires 100 kb/s on the uplink.



Configuration

This section describes how to configure the SIP Gateway Account Settings to support nexVortex SIP Trunking.

Software Version Compatibility

Synapse systems with software versions 2.2.0 and later support the features described in this guide. All Gateways and Desksets must have the same software versions installed.

• To determine the software version of the SB67070 SIP Gateway from the device front panel, press SELECT, SELECT, and then DOWN. The software version appears.

Device Info	
SW Ver:	2.2.0
FW Ver:	Z003
S-Series:	1.11.0

• To determine the SB67020 Deskset software version, press MENU, then 4, and then to display the software version.

Deskset	Information	$\checkmark\blacktriangle$
Software	Ver:	2.2.0
Firmware	Ver:	D023
S-Series:		1.11.0

• To determine the SB67030/031 Deskset software version, press MENU, then 4. See the P Firmware version.

Deskset Information	•
Model No:	SB67030
Status:	Synchronized *
IP Address:	192.168.0.102
MAC Address:	00:11:A0:11:EA:4D
Serial No:	GG20013043
Boot Ver:	2.5.3
P Firmware Ver:	2.2.0
Use 🔻 or 🔺 to scroll. P done.	ress Exit when Quick
	Exit

To determine the software version of all installed devices, log in as administrator (see Logging In to Synapse as Administrator on page 5), then click **Detailed Site Information** to see the software versions and other information. There may be a delay as the system gathers this information.



Detailed Site Information						
PSTN GATE	WAYS		мо	DEL: SB67010a		
Device ID	Lines Conne	cted IP Address	Software Version	Connected		
PSTN GW-1	1,2,3	192.168.0.12	9 2.2.0	Yes		
DESKSETS			мс	DEL: SB67xxx		
Ext Number M	odel Name	IP Address	Software Version	Connected		
200 03	0 Graham Bell	192.168.0.12	5 2.2.0	Yes		
201 02	0 Mary Williams	192.168.0.13	0 2.2.0	Yes		

To update device software, see "Updating Devices" in the Synapse Administrator's Guide, available at <u>www.telephones.att.com/synapseguides</u>.

Logging In to Synapse as Administrator

The Synapse WebUI allows you to configure the SIP Gateway for nexVortex SIP Trunking.

To access the Synapse WebUI and log in:

- 1. Connect your computer to the same IP subnet as the Synapse system, or ensure that devices on different subnets are able to communicate. For example, you can connect your computer to the PC port on the back of a Deskset.
- 2. On the Deskset, press **MENU** then **4**. The Deskset Information screen appears.

		Deskset Information	•
		Model No:	SB67030
		Status:	Synchronized *
		IP Address:	192.168.0.102
		MAC Address:	00:11:A0:11:EA:4D
		Serial No:	GG20013043
		Boot Ver:	2.5.3
Deskset Info	ormation 🔻	P Firmware Ver:	2.2.0
Miodel No:	SB67020	Use 🔻 or 🔺 to scroll.	Press Exit when Quick
Status:	Synchronized	done.	Dial 🔻
IP Address:	192.168.1.3		Exit

- 3. Find the IP address on the Deskset Information screen.
- 4. Open a browser. Depending on your browser, some of the pages presented here may look different and have different controls.
- 5. Type the Deskset IP Address in the browser address bar and press Enter. The Login page appears.



😂 at&t	
Login	
Login Name:	Login Name: Users should enter the extension number. Administrators should enter the Administrator ID.
Password:	Password: If there is an Extension password, the User should enter that password. If there is no Extension password, the User should leave the password field blank. Administrators should enter the administrator password.

- 6. Enter your login credentials. If logging in for the first time, enter admin in the **Login Name** field and 12345 in the **Password** field, then click **Login**. You can change your Admin ID and password once you are logged in.
- 7. Click topics from the navigation list on the left side of the WebUI to see them. For your security, the WebUI times out after being idle for 10 minutes, after which you must log in again.



Configuring the SIP Gateway

To configure SIP Account Settings:

1. In the navigation menu at left, click **SIP Gateway Settings**. The **SIP Account Settings** page appears as shown in Figure 2.

nex	
Vort	ex 🤊

Select Account to Edit:	nexVortex 💌	Delete Account
Account Type:	SIP Trunking ○ Re C Re C	emote Site
Basic Settings:		
Account Enabled:	O Disabled 🖲 Enabl	ed
Account Name:	nexVortex	
Max Calls:	16	
Display Name:	Acme Co.	
User Name:	11235551234	
Auth User Name:	Password123	
Auth User Password:	Password1234	
Registration Settings:		
Periodic Registration:	60	
Registration Status	Pagistarad	
.		
Server Settings: SIP Server:		
Address or Url: px3.n	exvortex.com	
Port: 5060		
Registrar Server:		
Address or Url:		
Port:		
Outbound Proxy Se	rver:	
Address or Url:		
Port:		
Codec Configuration:		
Disabled Codecs	I	Enabled Codecs
G.711a 🔺		G.711u
	Add >	G./29
	1.	
	< Remove	

Figure 2 nexVortex SIP Account Settings

- 2. Set the Account Type as **SIP Trunking**.
- 3. Select **Create New Account**, or select an account to edit. If you have already created an account, a **Delete Account** button appears on the page. Clicking **Delete Account** deletes the account and loads an empty account page.
- 4. Enter the rest of the SIP Account Settings. Refer to the example shown in Figure 2 for the location of each setting.



Basic Settings		
Menu Item	Description	Recommended setting
Account Enabled	Enables or Disables the account. You must enable the account before it can be used. Disabling the account does not erase the settings associated with the account.	Enabled
Account Name	The SIP account name appears on the Dial Plan Settings page and the Trunk Reservation page.	As desired
Max Calls	Enter the number of simultaneous call sessions you purchased. The maximum value is 16. Setting the Max Calls to a value that is less than the current number of Trunk Reservations for the SIP Account will generate an error.	As purchased
Display Name	The Display Name is the text portion of the Caller ID that is displayed for outgoing calls.	As desired
User Name	User Name as provided by nexVortex. The User Name, also known as the Account ID, is usually the assigned primary telephone number that nexVortex has provided to you. Synapse will only accept digits for a User Name.	As specified by nexVortex
Auth User Name	Provided by nexVortex.	As specified by nexVortex
Auth User Password	Provided by nexVortex.	As specified by nexVortex
Registration Setting	gs	
Menu Item	Description	Recommended setting
Static Registration		Blank (unchecked)
Registration Expires	Applies to dynamic registration. It is a re-registration timeout value sent to the SIP Provider. This is usually overridden by a re-registration interval determined by the service provider's response. The default setting is 3600 seconds.	60
Server Settings		
Menu Item	Description	Recommended setting
SIP Server Address or URL		As specified by nexVortex
SIP Server Port	Port 5060, the default setting, is typically used for SIP transmission.	5060





Codec Configuration						
Menu Item	Description	Recommended setting				
Disabled Codecs	The SIP Gateway uses the audio codecs in the order they are listed on a per call basis. You can choose codecs based on the speed versus audio performance required.	G.711a				
Enabled Codecs		G.711u, G.729				

5. Click **Apply** to save your changes.

The SIP Gateway Registration LED should turn green when the SIP Gateway has successfully registered to nexVortex SIP Trunking.

Configuring the Dial Plan

Before configuring the Dial Plan, see "Dial Plan Settings" in the Synapse System Administrator's Guide i15 or later available at http://telephones.att.com/synapseguides.

To configure Synapse Dial Plan settings:

1. In the navigation menu at left, click **Dial Plan Settings**. The **Dial Plan Settings** page appears.



ARNING: Erroneous setup o perations. Please refer to th	of these parameters will result in inco e Synapse Administrator's Guide	onsistent	system
Number	r of Digits: 🖲 3 🔘 4		
Default Phone Extens	ion Prefix: 2 💌		
Park Extens	sion Prefix: 1		
Default Routing Priority			
Excluded Trunks	Included Trunks	s	
	nexVortex		
	T1 GW-1		
	Add > PSTN GW-1 Line PSTN GW 1 Line	e1	
	PSTN GW-1 Line	33	
	< Remove PSTN GW-1 Line	e 4	
Dialing Rules			
Dialing Rules Pattern:	Route:		
Dialing Rules Pattern: 911 I9:I911 Warning: Ensure the Emergency	Route: Emergency Number does not conflict with an Extension Numb	v.	
Dialing Rules Pattern: 911 9:1911 Warning: Ensure the Emergency 19:1/2-91/xxxxxxxxx	Route: Emergency Number does not conflict with an Extension Numb	v per.	
Dialing Rules Pattern: 911 9191 Warning: Ensure the Emergency 19:1[2-9]xxxxxxxT	Route: Emergency Number does not conflict with an Extension Numb Default Routing Priority Default Routing Priority	v Per.	
Dialing Rules Pattern: 911 9:911 Wanning: Ensure the Emergency 9:9[2-9]xxxxxxxx 9:1[2-9]xxxxxxx 9:1[2-9]xxxxxx 19:1[2-9]1	Route: Emergency Number does not conflict with an Extension Numb Default Routing Priority Default Routing Priority Default Routing Priority	ver.	
Dialing Rules Pattern: 91(19:911 Warning: Ensure the Emergency 19:1(2-9)xxxxxxT 19:1(2-9)xxxxxxT 19:1(2-8)1 19	Default Routing Priority Default Routing Priority Default Routing Priority Default Routing Priority	Ver.	
Dialing Rules Pattern: 911 9:1911 Warning: Ensure the Emergancy 19:1[2-9]xxxxxxxx 19:1[2-9]xxxxxxx 19:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxx 19:1[01][2-9]xxxxx 19:1[01][2-9]xxxxx 19:1[01][2-9]xxxxx 19:1[01][2-9]xxxx 19:1[01][2-9]xxxx 19:1[01][2-9]xxx 19:1[01][2-9]xxx 19:1[01][2-9]xx 19:1[01][2-9]x 19:1[1][2-9]x 19:1[1][2-	Boute: Emergency Number does not conflict with an Extension Number Default Routing Priority	ver.	
Dialing Rules Pattern: 911 9:9911 Warning: Ensure the Emergency 19:1[2-9]xxxxxx 19:1[2-9]xxxxx 19:1[2-8]11 19:1[2-9]xxxxxx 19:1[0:1]2-9]xxxxxxx 19:1[0:1]2-9]xxxxx	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority	ver. v	
Dialing Rules Pattern: 911 9:911 Warning: Ensure the Emergency 19:1[2-9]xxxxxxxx 19:1[2-9]xxxxxxxx 19:1[2-9]xxxxxxxx 19:1[01][2-9]xxxxxxx 19:1[01][2-9]xxxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxxx	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority	ver.	
Dialing Rules Pattern: 911(9:911) Waning: Ensure the Emergency 19:1[2-9]xxxxxxxx 19:1[2-9]xxxxxxx 19:1[2-9]1 19:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1011x.T 19:10112,1xxx	Boute: Emergency Number does not conflict with an Extension Number Default Routing Priority	N N N N N N N N N N	
Dialing Rules Pattern: 911(9:911 Warning: Ensure the Emergency 19:1(2-9)xxxxxxT 19:1(2-9)xxxxxT 19:1(2-8)11 19:1(2-9)xxxxxX 19:1(01)[2-9)xxxxxX 19:1(01)[2-9)xxxxXX 19:1(01)[2-9)xxxxX 19:1(01)[2-9)xxxXX	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority	N N N N N N N N N N N	
Dialing Rules Pattern: 91(19:911 Warning: Ensure the Emergency 19:1(2-9)xxxxxxT 19:1(2-9)xxxxxXT 19:1(2-9)xxxxxXT 19:1(2-9)xxxxxXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXXX 19:1(2-9)xXXXX 19:1(2-9)xXXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXXX 19:1(2-9)xXX 19:1(2-9)xXX 19:1(2-9)xXX 19:1(2-9)xXX 19:1(2-9)xXX 19:1(2-9)xXX 19:1(2-9)xX 19:1(2-9)xX 19:1(2-9)xX 19:1(2-9)x 19:1(Route: Emergency Number does not conflict with an Extension Numb Default Routing Priority	V V V V V V V V V	
Dialing Rules Pattern: 911 9:1911 Warning: Ensure the Emergancy 19:1[2-9]xxxxxxx 19:1[2-9]xxxxxxT 19:1[2-9]xxxxxxT 19:1[01][2-9]xxxxxxxX 19:1[01][2-9]xxxxxxX 19:1[01][2-9]xxxxxX 19:1[01][2-9]xxxxxX 19:1[01][2-9]xxxxX 19:1[01][2-9]xxxXX 19:1[01][2-9]xxXXX 19:1[01][2-9]xxXXX 19:1[01][2-9]xxXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xX 19:1[01][2-9]xX 19:1[01][2-9]x 19:1[2-9]x 19:1[Route: Emergency Number does not conflict with an Extension Number Default Routing Priority	V V V V V V V V V V V	
Dialing Rules Pattern: 911 9:1911 Warning: Ensure the Emergency 19:1[2-9]xxxxxxx 9:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1[01][2-9]xxxxx 19:110[12]xxxx 19:110[12]xxxx 19:110[12]xxxx 10:110[12]xxxx 10:110[12]xxx 10:110[12]xxx 10:110[12]xx 10:110[12]x 10:110[12]	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority	Ver	
Dialing Rules Pattern: 911[9:911 Warning: Ensure the Emergency 19:1[2-9]xxxxxxxx 19:1[2-9]xxxxxxx 19:1[2-9]1 19:1[2-9]xxxxxxx 19:1[2-9]xxxxxx 19:1[2-9]xxxxxx 19:1[01][2-9]xxxxxx 19:1011x.T 19:10[12]xxxxxx	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority		
Dialing Rules Pattern: 911(9:911 Warning: Ensure the Emergency 19:1(2-9)xxxxxT 19:1(2-9)xxxxxT 19:1(2-8)11 19:1(2-1)2-9)xxxxxXT 19:1(01)(2-9)xxxxXT 19:1(01)(2-9)xxxxXT 19:1011x.T 19:10112)xxxXT	Boute: Emergency Number does not conflict with an Extension Number Default Routing Priority		
Dialing Rules Pattern: 911(9):911 Warning: Ensure the Emergency 9:1(2-9)xxxxxxT 9:1(2-9)xxxxxxT 9:1(2-8)xxxxxT 9:1(2-8)11 9:1(2-8)xxxxxxT 19:1(01](2-9)xxxxxxxT 19:1011x,T 19:110[12)xxxxXT	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority		
Dialing Rules Pattern: 911(9-9)11 Warning: Ensure the Emergency 19:1(2-9)20000000X 19:1(2-9)20000000X 19:1(2-9)20000000X 19:1(01]2-9)20000000X 19:1(01]2-9)2000000X 19:1(01]2-9)2000000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)200000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)20000X 19:1(01]2-9)2000X 10:1(01]2-9)2000X 19:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)20000X 10:1(01]2-9)20000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9)2000X 10:1(01]2-9	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority		
Dialing Rules Pattern: 9119:1911 Warning: Ensure the Emergancy 19:1[2-9]xxxxxxT 19:1[2-9]xxxxxT 19:1[01][2-9]xxxxxXT 19:1[01][2-9]xxxxxXT 19:1[01][2-9]xxxxxXT 19:1[01][2-9]xxxxXT 19:1[01][2-9]xxxxXXT 19:1[01][2-9]xxxxXX 19:1[01][2-9]xxxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xxXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xXX 19:1[01][2-9]xX 10:1[2-9]xX 10:1[2-9]xX 10:1[2-9]x	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority		
Dialing Rules Pattern: 91(19:911 Warning: Ensure the Emergency 19:[2-9]0000007 19:[2-9]1 19:[2-9]1 19:[2-9]1 19:[2-9]1 19:[01][2-9]0000007 19:1011x.T 19:110[12]00000.T	Route: Emergency Number does not conflict with an Extension Number Default Routing Priority Default Routing Priority		

- 2. Set the **Default Routing Priority**. Ensure that the nexVortex SIP Trunking Account that you configured is included in the priority list. You can:
 - exclude a trunk by selecting it, then clicking < **Remove**. You may want to exclude a trunk if it is being used for a fax line or a door phone line, for example.
 - move a trunk up or down the priority list by selecting it, then clicking \blacktriangle or ∇ .
- 3. Set the Call Log/Messages Prefix according to your Dialing Rules. You can enter a maximum of eight digits using only the characters 0–9, #, *, or P. Leave the field blank if the Dialing Rules do not use a number for external line access.
- 4. Enter or modify Dialing Rule patterns. For more information, see "About Dialing Rules" in the Synapse System Administrator's Guide.
- 5. Select a Route for each Dialing Rule pattern as required. The list of routes includes all available trunks in the system, as well as the Default Routing Priority. You can route a Dialing Rule pattern to use the SIP Gateway only, or to use the Default Routing Priority.



6. Click Apply to save these settings.

Configuring the nexVortex Service

After ordering your nexVortex service and configuring the Synapse system, you must configure number routing in your nexVortex account.

- 1. From the nexVortex Account Setup email, obtain the 'WEBLOGIN UserName' and log in to your nexVortex account at www.nexvortex.com.
- 2. If you have a static IP address:
 - Click Settings on the left-hand side and then select Number Routing. The Settings > Number Routing page appears, showing the phone numbers that you ordered from nexVortex.
 - For each phone number, click the check box next to the number, then click the **EDIT** button. A number routing edit window appears.

Account:	User:	Status:	Active	Balance:			CHA	RGEUP 🕨
MyProfile 🗸	SETTINGS > N	UMBER ROUTIN	G					
MyAccount ^	This feature ena	bles you to change t	the route and	I the way the call i	s presented to y	our equipment.		
Snapshot	Vous Internet Co.	aios Oracidor villell	a nata unu a a	tolio ID oddrooo r	are depende (ch	ondine) ID oddre	ee The 'Deute'	field opp ho col
Account Details	to the static IP a	ddress (prefered cor	figuration) o	r the text authenti	cation ID used to	o Register with o	ur service (for d	vanamic IP
Service Terms	addresses). IF U	JSING THE DYNAMIC	CIP ADDRE	SS OPTION ENSU	JRE YOUR TELI	EPHONE SYSTE	M REGISTRATIO	ON TIMER IS
Order Hirton	SET TO BETWE	EN 5 and 10 MINUTE	ES). If you are	e using DNS to tra	anslate to a dyna	amic IP address,	your Term Type	' should be
Emails & Mercager	'Static' and your	IP Address/Contact s	should be yo	ur DNS name.				
Contribution A	The Translated	field allows you to c	hange how t	he call is present	led: for example	a call to 170357!	90200 can be d	elivered as
Settings A	17035790200 o	r 7035790200 or joh	nsmith or ex	tension234 for yo	ur telephone eq	uipment to route	on.	
E911								
International Calling	You must ensur	e that the route plan	of your telepl	none equipment r	matches the Tra	nslated field so t	he call is routed	i correctly.
Number Inventory								
Number Routing	Dheese	Number	Translati		Taxes Trees		ID Address /	Combrat
Disaster Recovery Routing	Phone	Number	Translati	on .	rem type		IP Address/	contact
Directory Assistance		T		T		T		T
Conferencing	127							
Notifications & Alerts			_	_			_	_
Billing ^					Static			
ChargeUp								
Payment Preferences		Routir	ng number is				×	
Payment History		Please	validate you	r primary address	s. This will be th	e address of reco	ord	
Statements		for the s	account For	most accounts, y	our primary add	ress is both your	1	
Reports ^		billing :	address and	your service add	ress. If needed,	additional		
Recent Calls		addres	ses can be a	added alter your a	iccount has bee	n setup.		
Order Reports				Translation:				
View Reports	_							
Order Services				Term Type:				
Plans		Stati	c	renti type.	-			
Numbers				1				
Number Ports		1	IP Ad	aress/Contact:				
Disaster Recovery Routing								
E911								
Directory Assistance					CANCEL	••		
Calling Name								

- In the **Translation** box, enter how you want the call presented to the Synapse system (e.g. 8015551234 can be presented as 8015551234 or 1234567890 or johnsmith).
- In the Term Type box, select Static.
- In the **IP Address/Contact** box, enter the static IP address you obtained from your Internet service provider.
- 3. If you have a dynamic IP address, please email support@nexvortex.com



4. Charge up your account by clicking the **CHARGEUP** button on the top right of the screen. nexVortex is a prepay service and once a positive balance is on your account it will be placed in the 'Active' state and you can make and receive calls.

Troubleshooting

Note: For customer service, repair, replacement, or warranty service for Synapse products, visit www.telephones.att.com/smb or call 1 (888) 916-2007. In Canada dial 1 (888) 883-2474.

Device Log

If you have trouble with your system and you require customer service, they may need the device log for troubleshooting purposes. You can generate a device log on the **Device Log** page.

You can also configure a device log prior to generating the log. Your Synapse Product Support specialist may want to see specific information in the device log. If so, you must configure the device log using a configuration file that your Synapse support person provides.

To configure the Device Log:

- 1. In the navigation menu at left, click **Device Management**, then **Device Log**.
- 2. In the **Device Log** list, select the desired device.
- 3. Under **Configure Device Log**, click **Browse...** and select the Device Log Configuration file.

Configure Device Log	
The type of information sent to the device log is configurable by uploading a file containing the specific types of messages required. Please ask your installer or Product Support specialist to assist you.	
Device Log Configuration File:	Browse
Configure Device Log	

4. Click **Configure Device Log**. After configuration is complete, you can proceed with generating the Device Log, as described below.

To generate the Device Log:

1. In the navigation menu at left, click **Device Management**, then **Device Log**. The **Device Log** page appears.

Device Log: Ext. 202 V	
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	



- 2. In the **Device Log** list, select the desired device and click **Save Device Log**. It takes a minute for the file to generate.
- 3. When the file is complete, save the file on your computer.

After the download is complete you should provide the file to the installer or customer service.

General Troubleshooting Topics

General problems with setup, registration and calls.

Cause	Action
Causes can vary, but several issues can be corrected by restarting the router and the Gateway.	 Disconnect the SIP Gateway from the network by unplugging the cable from the Gateway LAN port. Power cycle the router and the SIP Gateway.
	3. Reconnect the LAN cable to the SIP Gateway.

SIP Gateway REG LED is RED or SIP Registration status on the WebUI is Unknown.

Cause	Action
Incorrect SIP account settings.	Make sure your SIP Account settings are set as per your SIP service provider's requirements.
	On the WebUI SIP Account Settings page, ensure Static Registration is not selected.
Network connection problems.	Make sure you have a reliable Internet connection for the SIP Gateway.
	Make sure the SIP service is not down.



SIP Gateway is not working.

Cause	Action
No power to the Gateway.	Check the front panel LEDs on the Gateway:
	Make sure the Power LED is on. If not, connect power to the Gateway.
	Make sure that the SYN/ACT and REGISTRATION LEDs are both on solid GREEN.
Incorrect SIP account settings.	Make sure your SIP account settings are set as per your SIP service provider's requirements.
Network connection problems.	Make sure the SIP Gateway is synchronized to the system. Check the WebUI Detailed System Information page.
	Make sure you have a reliable Internet connection for the SIP Gateway.
	Make sure the SIP service is not down.

Calls on the SIP Gateway terminate unexpectedly.

Cause	Action
Issues with SIP account settings.	Make sure that your SIP account is registered. The REGISTRATION LED on the SIP Gateway front panel should be solid GREEN and the Registration Status on the WebUI SIP Account Settings should show Registered. On the WebUI SIP Account Settings page, ensure Static Pagistration is not selected
Incorrect SIP account settings.	Make sure your SIP account settings are set as per your SIP service provider's requirements.
Network connection problems.	 Make sure the SIP Gateway is synchronized to the system. Check the WebUI Detailed System Information page. Make sure you have a reliable Internet connection for the SIP Gateway. Try port forwarding on the router, the port specified for the SIP Server to the SIP Gateway LAN address. Make sure the SIP service is not down.



Calls on the SIP Gateway have intermittent audio.

Cause	Action
Too many simultaneous calls approaching or exceeding available network bandwidth.	Enable G.729 codec, or give G.729 priority over G.711. Increase network bandwidth to allow for the maximum number of simultaneous calls you have purchased.

Calls on the SIP Gateway have one-way audio.

Cause	Action
Incorrect LAN configuration.	Check your LAN configuration for the Gateway. We recommend using the IP subnet 192.x.x.x.