



# Product Release Notice

## Syn248 1.3 Software

Release Date: Sep 1, 2013

This document contains the release notes for AT&T Syn248® version 1.3. This upgrade release includes significant enhancements; therefore, users of previous Syn248 releases are encouraged to upgrade. The following topics are detailed below.

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### What's new?

With the release of 1.3, the new SB35025 deskset replaces the SB35020 deskset and a new SB35031 feature deskset has been added to the Syn248 product portfolio. In addition, new productivity-enhancing features are now available with the Syn248 system as follows.

#### **SB35025 Basic Deskset:**

The SB35025 basic deskset is a new addition to the Syn248 product line; replacing its predecessor the SB35020. The SB35025 adds music on hold (MoH) and overhead paging capabilities to the Syn248 system. This new deskset also includes a built-in DECT 6.0 radio for pairing an AT&T TL7600 or TL7800 cordless accessory headset.

#### **SB35031 Feature Deskset:**

The SB35031 feature deskset offers a large five-inch LCD display that lets users view and manage up to five calls simultaneously and includes one-touch access to many features. This new deskset also features a built-in DECT 6.0 for pairing an AT&T TL7600 or TL7800 cordless accessory headset.

#### **Incoming Call improvements:**

The line call forward no answer (CFNA) delay now has a zero-second option so that incoming calls can be forwarded without ringing any desksets. In addition, there is an option to ignore incoming calls on a specific line. Ignored calls will not ring or interrupt ongoing active calls, but the line key will still flash.



## Call Waiting Tone Options:

The call waiting tone can now be turned on or off by using the phone's Deskset Settings menu. This option will prevent users from being interrupted by a tone when there is an incoming call while on a call.

## Transfer to Voicemail:

You can now transfer calls to your personal voicemail, as well as other extensions' voicemail.

## Advanced PSTN Settings:

A new WebUI page is now available for configuring the PSTN gateway. A system administrator can now perform line calibration, as well as configure advanced line attributes, such as loop length and echo suppression.

## How to upgrade

When adding a new device to an existing Syn248 system, it may require a software upgrade in order to enable the latest Syn248 system features.

Software version 1.3 and higher includes support for the SB35025 basic deskset feature enhancements including music on hold and overhead paging.

### How to Upgrade Device Software

Upgrading Syn248 software is simple and requires a reliable Internet connection for the system network.

After connecting a new device, the screen prompts to upgrade the software. If more than one device is being installed, connect them all and wait for the upgrade prompt to appear on all devices.

If [Upgrade] is pressed:

- All Syn248 devices in the system will be upgraded. If multiple devices are being installed, pressing [Upgrade] is only necessary from one of the devices.
- After the upgrade, all Syn248 devices will reboot. Wait approximately five minutes for the reboot process to complete.
- Once the entire system is upgraded, any device with old software that is connected in the future will be upgraded automatically.

If the upgrade is deferred and [Exit] is pressed:

- The device will work with the current software version on all devices, but with no enhanced features.
- The device(s) will no longer prompt to upgrade.
- Users can perform a site-wide software upgrade later. To learn how to perform a site-wide upgrade, refer to the Installation and Configuration Guide.

For more information about software upgrades, see the Syn248 Installation and Configuration Guide, available at <http://smbtelephones.att.com/product-support/product-documentation/manuals>.

## Version compatibility

Version 1.3 is not compatible with previous software versions. You must update all of your Syn248 devices if you want the latest features. Your phone may prompt you to upgrade, or you can upgrade manually later.

## Recent Changes

Refer to the following table for a detailed list of bug fixes.

<i>Description</i>	<i>Reference Number</i>
The ability to delete voicemail greetings by pressing the [Delete] soft key now works properly.	#3230
If Voicemail is full, the prompt "Voicemail is full" is played and voicemail waits two seconds before ending the call.	#3249
External calls are no longer dropped when changing certain settings on the WebUI.	#4033
Call Progress Detection has been added to stop continuous ringing when the CO fails to send a proper disconnect signal.	#4206
An Error splash screen has been added to properly indicate when a call transfer to a mailbox fails.	#4459
All Paging Zones can now be paged after a System Restore.	#4720
Answering an incoming call when a Transfer is in progress now aborts the Transfer process.	#4939
The issue where the Mute LED turned off if the deskset is muted during an outgoing page, and receives an incoming call at the same time, has been resolved.	#4987
Audio no longer switches to the "preferred audio" mode when another party joins or drops out of the conference.	#5002
Line calibration, or any calls in progress, are now terminated properly when Line 4 on the PSTN Gateway is disconnected.	#5016
In the Hold List, lines that are renamed by the administrator now appear instead of the default line names.	#5027

Pressing CANCEL now cancels the transfer or conference process.	#5031
The incoming call ringer is now always audible when managing multiple calls.	#5037
Attempting to save a call log entry with an unknown number to the directory will display a blank in the number field instead of the text "UNKNOWN NUMBER".	#5043
An incoming call timer has been added.	#5064
The soft keys during an outgoing call now behave consistently when the far end has not picked up yet.	#5077
Several remote voicemail prompts have been revised and new voicemail prompts have been added to improve usability.	#5096
The issue where line audio quality was affected under certain conditions has been resolved.	#5144
Audio quality of some remote voicemail prompts, when using G.729 encoding, has been improved.	#5169
After canceling a conference call setup, the held call is now successfully moved from an exclusive hold to the Hold List.	#5183
Up to eight paging zones can now be created.	#5263
The correct caller ID is now displayed when retrieving an external outgoing call that has been held by another extension.	#5271
The generic error voice prompt, for cases when an external caller cannot reach their destination, has been improved.	#5312
The prompt "end of messages" now plays after listening to all of your voicemail messages.	#5314
Unplugging the corded headset now switches to the default audio source.	#5337
The WebUI navigation menu links now remains orange when going to the recording page from the Auto Attendant or Hold Settings menus.	#5361
The call logs header bar issue where the date was cut off is resolved.	#5388

The playback of the ringback tone and error voice prompts, in the case where no lines were available when an incoming call was forwarded, has been resolved.	#5411
The up and down arrow icons no longer show when there is only one paging zone.	#5418
The callback header typo has been resolved.	#5421
When upgrading software, the default language is now applied if the new software does not support the current language.	#5440
The TL7800 DECT cordless accessory headset now hangs up properly.	#5948
The deskset now properly transmits DTMF tones at the same time as an incoming call.	#6281

## Known problems and workarounds

None

## Manuals

For more information on the features described herein, please reference the Syn248 manuals and technical documents located here: <http://smbtelephones.att.com/smb/index.cfm/product-support/manuals/>

## Product support

For additional questions, please visit our website at

[www.smbtelephones.att.com](http://www.smbtelephones.att.com)

or call 1 (888) 386-2006 (Mon – Fri, 6:00 AM - 5:00 PM Pacific Time)

In Canada, call 1 (888) 469-2005 (Mon – Fri, 6:00 AM - 5:00 PM Pacific Time).