



# Product Release Notice

## Synapse 2.3 Software

Release Date: July 30, 2012

This document contains the release notes for AT&T Synapse software version 2.3. This is an upgrade release with some significant enhancements. Users of previous releases are encouraged to upgrade. The following topics are detailed below.

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### What's New?

French language support is now available. System Administrators can select the French software upgrade on the Update Device WebUI page. After the upgrade, a new Language WebUI page will appear where French can be enabled site-wide. The user interface on all Desksets and on the WebUI will then be displayed in French.

### How to Upgrade

Please refer to the [Synapse 2.2 Administrator's Guide](#) for complete system installation steps.

### Version Compatibility

Version 2.3 is compatible with the previous software version 2.2. We recommended upgrading to version 2.3 to benefit from the bug fixes outlined below.

### Recent Changes

SB67030 Deskset and SB67020 Deskset:

<i>Description</i>	<i>Reference Number</i>
Revised and added remote voicemail prompts to improve usability.	#5096
Improved audio quality of some remote voicemail prompts when using g.729 encoding.	#5169
In the Voicemail to Email feature, authentication with the email server has been improved.	#5003
When voicemail is full, the proper voice prompt is now played to the caller.	#3249





SB67020 Entry Level Deskset only:

<i>Description</i>	<i>Reference Number</i>
In Line Appearance mode, the incoming call ringer is now always audible when managing multiple calls.	#5037

Web User Interface (WebUI):

<i>Description</i>	<i>Reference Number</i>
The DID Assignments page now loads properly when more than 85 Desksets are on the site.	#5127

SB67010 PSTN Gateway:

<i>Description</i>	<i>Reference Number</i>
Fixed the issue where line audio quality was affected under certain conditions.	#5144

SB67070 SIP Gateway:

<i>Description</i>	<i>Reference Number</i>
Fixed the error where additional SIP accounts could not be created, especially after a software upgrade.	#5173
Prevented the SIP Gateway from registering then immediately de-registering a SIP Account under certain conditions.	#5107
The SIP Gateway will now correctly handle incoming calls that prefix a "1" to the number.	#4912
Added a "Refresh Status" button to the SIP Accounts WebUI page to improve usability.	#4996
The "Contact" header field is now correctly populated for Remote Site calls.	#4859
Revised IP header so that priority queuing mechanisms can be used by the IP network.	#4839
The registration expiry time no longer resets under certain conditions.	#5008

SB67040 Cordless Handset:

<i>Description</i>	<i>Reference Number</i>
When dialing out using the Call Log or Messages feature, the proper Trunk Access Code will now be prefixed to the number.	#5028

## Known Problems and Workarounds

Synapse does not currently support the email TLS/SSL encryption required by some email services. Email services that do not require encryption will be compatible with Synapse. For example, one of the more popular free email services is Yahoo. Yahoo's email servers do not need encryption and can be used readily with Synapse's Voicemail to Email feature.





If the SIP Gateway loses the internet connection for more than one and a half minutes, it will no longer exchange registration information with the service provider and will need a power cycle to recover.

## 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)

