



Product Release Notice

Synapse 3.0 Software

Release Date: September 17th, 2012

This document contains the release notes for AT&T Synapse version 3.0. 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 3.0, a new Expansion Module and many new productivity-enhancing features have been added. These new additions are available in both Call Appearance and Line Appearance modes, unless otherwise noted.

Expansion Module:

The Expansion Module is a new addition to the Synapse product line. The device is paired with a Deskset and provides an LCD screen with 12 Programmable Feature Keys. The Expansion Module allows you to monitor the call activity of up to 24 other Extensions (BLF). By pressing a Feature Key on the Module, you can dial a monitored Extension, or even intercept incoming calls that are ringing at the monitored Extension. A Quick Dial function is also provided for easy dialing of external numbers. In Line Appearance mode, only the Quick Dial function is available.

Entry Level Deskset Extension Monitoring (BLF):

Customers with SB67020 Entry Level Desksets can now configure up to nine of their Programmable Feature Keys to monitor an Extension's call activity. The LED on the key indicates the Extension's status. Pressing the key will dial the monitored Extension. If the Extension is receiving an incoming call, pressing the key will answer the monitored Extension's incoming call on your Deskset. This is available in Call Appearance mode only.

Multiple Analog Terminal Adapters (ATAs):

Up to four ATAs can now be connected to a Synapse site. This increase allows up to four Overhead Paging Systems and up to eight analog phones. In addition, up to 40 Group Mailboxes are available with multiple ATAs. Note that a Synapse site is still limited to one shared Voice/Fax line and one Music-on-Hold source.





Group Mailbox memory increase:

The maximum recording time for Group Mailboxes has increased from one hour to three hours per ATA. This increase will greatly simplify management of multiple mailboxes and ensure that there is plenty of space for callers to leave messages.

Guest Mailbox:

Another new feature for customers with an ATA - Group Mailboxes can now be assigned a virtual Extension number so that employees without a Deskset can access a guest Mailbox. In addition, through the use of virtual extension number, Group Mailboxes can now be accessed remotely by employees who are off-site.

Direct Intercom:

This feature allows a Deskset to intercom with another Deskset. The receiving Deskset answers the intercom call automatically. The system administrator can configure the receiving Deskset to accept intercom calls from selected Desksets only. In addition, external calls can be excluded so that they ring as usual. This is available in Call Appearance mode only.

Call Transfer and Call Forward enhancements:

Users can now forward or transfer calls to Ring Groups, and Auto Attendants. This enhancement applies to the Transfer, CFNA, and Call Forward All features. In Line Appearance mode, forward/transfer to Auto Attendants only has been added – Ring Groups are not supported in Line Appearance mode.

Voicemail to Email encryption support:

With email encryption support, any free email service (such as Gmail) is now supported by the Voicemail to Email feature. Users can now receive copies of their voicemail at home or on the go using their preferred email server/service.

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.

Hold and Park Ringback configuration:

In Call Appearance mode, the Park and Hold Ringback delays can now be adjusted. In Line Appearance mode, the Hold Ringback delay and the Ringback tone can be configured.

Auto Attendant script storage:

When recording a voice prompt using the WebUI, the System Administrator can enter the prompt's script into a text box on the web page. To improve usability, this text can now be saved.

Line Appearance improvements:

Numerous improvements to Line Appearance include: the ability to transfer calls through Intercom, Auto Attendant support, Automatic Line Selection, and Hook Flash support.





How to Upgrade

Please refer to the [Synapse 3.0 Administrator's Guide](#) for complete system installation steps.

Version Compatibility

Version 3.0 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

SB67030/31 Desksets and SB67020 Deskset:

<i>Description</i>	<i>Reference Number</i>
In both Call and Line Appearance modes, the soft keys during an outgoing call now behave consistently on both Desksets when the far end has not picked up yet.	#5077
In both Call and Line Appearance modes, pressing CANCEL will now cancel the Transfer or Conference process.	#5031
Added error splash screens to properly indicate when a call transfer to a mailbox fails.	#4459
An incoming Ring Group call will now stay silent for the duration of the ring event after pressing the [Ignore] soft key.	#2896
The silenced ringer icon will now appear on incoming calls if Do Not Disturb is on.	#3609
For parked calls, the CID number will be displayed instead of the CID name if the CID name is blank.	#3770
Configurable Dial Plan fixed so that Desksets will not remain off-hook under a special case when included trunks network is down but at least one excluded trunk is available.	#4780
In Call Appearance mode, fixed hyphenation inconsistency that occurred when forwarding to an external number.	#4785
The default boot-up year has been updated from 2009 to 2012 on all Synapse devices.	#4986
Answering an incoming call if you have a Transfer in progress will now abort the Transfer process.	#4939
In Line Appearance mode, audio will no longer switch to preferred audio mode when another party joins or drops out of the conference.	#5002
Desksets that are powered off before changing from Call Appearance to Line Appearance mode will now boot up in the correct mode.	#5015
Error splash screens for Line Unavailable or Busy revised to improve usability.	#4864
In Line Appearance mode, Music on Hold and / or the Hold Announcement are now played to callers who are placed on hold as part of a transfer or conference.	#3926
In Line Appearance mode, fixed a reverse dialing issue where pausing while entering digits will put the digits at the beginning of the dial string.	#4027
In Line Appearance mode, the Operator will now view an "Invalid Call" error splash screen when dialing zero.	#4283
When viewing an incoming call screen while also on an active call, pressing SPEAKER, HEADSET,	#4442



or lifting the corded handset will not answer the incoming call. Instead, the audio on the Active Call will be routed appropriately.	
In Line Appearance mode, exclusive hold is now supported for external calls that are placed on hold via the intercom line.	#4867
In Line Appearance mode, DTMF digits entered during an Active Call will now shift left when the digit string is too long to fit on the screen.	#4873
The characters # and * are now accepted in the phone number field when saving a Directory, Call Forward, or Call Forward-No Answer entry.	#4893
In Line Appearance mode, the “Voicemail Full” status indication will no longer incorrectly display after restoring to Factory Defaults while the Ethernet cable is unplugged.	#4902
To improve usability in Line Appearance mode, a new Call Log entry will now appear as soon as the call is answered, not after the call is hung up.	#4918
In Call Appearance mode, an arrow icon will now appear on the Call Appearance screen for calls forwarded to an external line via the PSTN Gateway.	#3577

SB67030/31 Desksets only:

<i>Description</i>	<i>Reference Number</i>
The Deskset will no longer return to the Idle screen occasionally during an incoming Ring Group call.	#3200
In Call Appearance mode, the held call Ringback on the cordless headset will now ring every 30 seconds instead of every 4 seconds.	#4081
The backlight will now turn off after 30 seconds of inactivity in Pre-Dial mode.	#4606
Fixed an issue with cut-off text in the “Transferring a call” section in the HELP menu.	#4862
Fixed issue with unexpected behaviour that occurred occasionally when pressing a Call Appearance key to go off-hook then immediately pressing a feature key (such as REDIAL).	#4993
Pressing the CANCEL hard key when receiving an incoming call at the same time as viewing the Extension Status screen will now exit and show the incoming call screen.	#4866

SB67020 Entry Level Deskset only:

<i>Description</i>	<i>Reference Number</i>
In Line Appearance mode, the correct Caller ID will now be displayed when retrieving an external outgoing call that has been held by another extension.	#5271
In Line Appearance mode, unplugging the corded headset will now switch to the default audio source.	#5337
The ability to delete voicemail greetings by pressing the [Delete] soft key now works properly.	#3230
Fixed an issue with the highlight bar disappearing in the HELP menu under certain conditions.	#4858
In Line Appearance mode, lines that are re-named by the Administrator will now appear in the Hold List instead of the default line names.	#5027
The up/down arrow icon now only appears if there is more than one entry in the Call Log.	#3111
In Line Appearance mode, fixed issue where the Mute LED would turn off if the Deskset is muted during an outgoing page and receives an incoming call at the same time.	#4987

Cleaned up Message Playback so that arrow icon is not highlighted after playing all messages. In addition, pressing the CANCEL hard key will now exit the delete confirmation screen.	#4219
On the Message Playback screen, the arrow icons will now only appear if there is more than one message available.	#4465
Removed the [HoldList] soft key from Conference Setup mode to improve usability.	#4880
Fixed unexpected key behaviour that occurred after viewing an "Invalid Time or Date" splash screen.	#4881
In Line Appearance mode, the call timer will now display correctly after changing the time or date while the Deskset is on an Active Call.	#4890
In Line Appearance mode, pressing SPEAKER or HEADSET or lifting the receiver will now start a new call, not answer an ignored incoming call.	#4896
Fixed minor typos in the help feature.	#4898
An error splash screen will now display when attempting to store a number in the Call Log, Redial list, or Messages list when the Personal Directory is full.	#4899
In Line Appearance mode, DTMF digits will now be displayed on-screen during an Active Call. This is consistent with Call Appearance mode.	#4924
When updating software via the Deskset, a "File Not Found" error splash will now appear if the software upgrade file is missing from the upgrade server.	#4929
Pressing a digit key while viewing an ignored incoming call will now go to Pre-Dial mode instead of doing nothing.	#4933
The shortcut key for help in the Features Menu is now zero.	#4943
Revised text of mismatched Passwords error splash to improve usability.	#4944
Corrected text of "CFNA set to off" splash screen that occurs when disabling forward to outside line.	#4945

Web User Interface (WebUI):

<i>Description</i>	<i>Reference Number</i>
Added Dynamic Registration radio button to the SIP Account Settings page to improve usability.	#5067
All Extensions associated with an ATA can now be changed on the Modify Device WebUI page.	#5111
Fixed memory management issue in the Voicemail to Email feature that occurred when continuously changing the "From" address.	#4842
All Paging Zones can now be paged after a System Restore.	#4720
Saving the DID Assignments page when there are up to 100 DID numbers assigned is now faster.	#5131
The Trunk Routing page now shows disabled SIP Accounts in the summary table.	#5247
On the Dial Plan Settings page, mouse-over text corrected for the Call Log / Messages Prefix box.	#4776
On the SIP Account Settings page, any white space in the fields under the Server Settings section will be removed to ensure no error will occur.	#4829
Fixed issue with transferring to a Ring Group and Ring Group CFNA that would occur when upgrading a site from software version 1.0.8 to a later version.	#4961
Added an option to enable or disable Voicemail to Email site-wide on the Voicemail to Email page.	#5019

Revised mouse-over text on Outside Phone Number text box on the Create/Edit Ring Group page to improve usability.	#4814
Revised warning text on the Update Device page to improve usability.	#4868
Phone numbers that include the characters * or # are now displayed correctly on the Edit System Directory List Entry page.	#4884

SB67010 PSTN Gateway:

<i>Description</i>	<i>Reference Number</i>
Added Call Progress Detection to stop continuous ringing in the Call Queue after the far end hangs up when the CO fails to send a proper disconnect signal.	#4206
Improved generic error voice prompt for cases when an external caller cannot reach their destination.	#5312
Changing from CA mode to LA with extension number from three digits to four digits will no longer drop the current active call.	#4033
In Line Appearance mode, a line configured for a door phone will now be excluded from automatic line selection when going off-hook.	#4210
In Line Appearance mode, external callers that are forwarded to an external number via CFNA will no longer hear a brief dial tone before the ring back tone.	#3835
DTMF tones are now relayed properly when external calls are forwarded to another external number (trunk-to-trunk calls) through the analog gateway.	#3856
Unplugging or plugging in an analog line will no longer orphan held calls on other lines.	#4025
If there is no name in the Caller ID for incoming calls, the Caller ID will now be shown as "UNKNOWN NAME X" where X is the Gateway Port line number (eg. Line 5).	#4707
Line LEDs will now flash during line calibration even when there is an error condition such as Network Down or Sync Failed.	#4985

SB67070 SIP Gateway:

<i>Description</i>	<i>Reference Number</i>
When a SIP call encounters an authentication error, the Deskset will no longer display the erroneous "All Lines Busy" error splash.	#4736
When dialing a number using the SIP Gateway, all undesirable digits are now removed from the dialing string (except for * and #) so that the call will still go through.	#4843
If the SIP Server port is something other than the default 5060, leaving the Proxy Server field blank on the SIP Account Settings page will no longer cause the default to be used for calls.	#4825

Analog Terminal Adapter (ATA):

<i>Description</i>	<i>Reference Number</i>
In Line Appearance mode, Call Restriction will now be properly disabled for calls made on FXS ports.	#4766
The default routing priority set in Call Appearance will no longer apply when switching to	#4772



Line Appearance mode.	
Internal calls on the FXS port (using an analog phone) that are transferred to another Extension will now play a Ringback tone until the Extension picks up.	#4995

Known Problems and Workarounds

None

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)

