Product Release Notice
Synapse 3.1.1 Software

Release Date: September 13, 2013

This document contains the release notes for AT&T Synapse® version 3.1.1. This upgrade release includes significant enhancements; therefore, users of previous Synapse releases are encouraged to upgrade. The following topics are detailed below.

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What's new?

With the release of 3.1.1, the following features have been added.

Line Appearance Improvements:

- When transferring an external call, or retrieving an external call from the Held Calls list, the line slot the call is on will be used, versus the Intercom line in previous versions. The Intercom line will only be used if/when the deskset is not subscribed to the line that the external call is on.
- Extension Monitoring (including Remote Call Pickup) is now supported in Line Appearance mode on the SB67080 Expansion Module and the SB67025 Deskset.
- Ring Groups are now supported for incoming call management; enabling the ability to configure the system to ring specific desksets assigned to a ring group.
- Trunk Routing is now supported enabling the ability to bypass the Auto Attendant and send calls on a specific line directly to any destination, including extensions, external numbers, ring groups or group mailboxes.

Copy / Replace Function:

Replacing a deskset with a new one is now simple and hassle-free. With the new Copy function deskset settings are easily copied from one device to another for quick deskset replacements. Then, using the Replace function, deskset settings remain intact, including extension number and gateway ID.

How to upgrade

Please refer to the Synapse 3.1 Administrator's Guide for complete system installation steps.

Version compatibility

Version 3.1.1 is not compatible with previous software versions. Users must update all Synapse devices. Synapse devices with different software versions cannot co-exist on the same Synapse site.

Recent Changes

SB67020, SB67025, SB67030, and SB67031 Desksets:

Description	Reference Number
In Line Appearance mode, a highlighted number can now be dialed from the Call Log, Messages, or using Redial by lifting the corded handset, or by pressing SPEAKER or HEADSET, in addition to pressing a programmable feature key, SELECT, or the [Call] soft key.	#4178
Pressing the volume keys while recording a Call Queue Announcement no longer aborts the recording / playback.	#5038
The Extension Status feature has been improved to display the correct status when a deskset is busy or on a call.	#5246
A caller now continues to hear a ringback tone after being transferred to a call queue.	#5292
The Call Queue Announcement now always plays when a call is forwarded to a call queue.	#5335
In Line Appearance mode, the Transfer behavior has been revised to use the attended method correctly and prevent error conditions when a line is not available.	#5348
In Line Appearance mode, the Transfer operation has been resolved so the Deskset hangs up successfully after transferring a call.	#5380
When navigating through an auto attendant or ring group list in the Transfer operation, the lists now cycle properly when pressing the UP or DOWN keys.	#5394
In Line Appearance mode, the playback of the ringback tone and error voice prompts is resolved; in the case where no lines are available when an incoming call is forwarded.	#5411
The up and down arrow icons are no longer shown when there is only one paging zone.	#5418
In Line Appearance mode, using Intercom Auto Answer now properly routes the call to the cordless headset if it is set as the preferred audio.	#5424
In Line Appearance mode, continuous hold Ringback now reverts to two short rings if the ringer is turned off.	#5456
For Ring Groups that are set to ring "when idle" only; any ring group subscriber not on an active call will now ring, including ringing and on hold desksets.	#5758
In Line Appearance mode, intermittent call termination has been fixed, when using the TL7600 or TL7800 accessory cordless headsets.	#6223
The Current Audio mode, versus the Preferred Audio mode, is now used when handling another call while an active or held call is in progress.	#6424

Description	Reference Number
The missing first second of audio issue, when playing back a voicemail message using the TL7600 or TL7800 accessory cordless headset, has been resolved.	#6464
In Line Appearance mode, the call waiting tone now plays even if the ringer is off.	#6481
In Line Appearance mode, the TL7600 or TL7800 accessory cordless headset no longer rings if the user is on an active call.	#6482

SB67030 and SB67031 Desksets only:

Description	Reference Number
Primary or Alternate voicemail greetings can now be deleted.	#996
The Mailbox list screen now shows if a Group Mailbox is full.	#5375
In Line Appearance mode, pressing the [Flash] key now clears the number and replaces it with an "F".	#6218
In Line Appearance mode, the "Transfer to Voicemail" header no longer persists after the phone hangs up.	#6401
In Line Appearance mode, the [Flash] soft key now appears when retrieving a call from the Held Calls list.	#6429

SB67020 and SB67025 Desksets only:

Description	Reference Number
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
In Line Appearance mode, an incoming call timer has now been added.	#5064
In Line Appearance mode, unplugging the corded headset now switches to the default audio source.	#5337
Extension Monitoring now continues successfully; when configuring programmable feature keys on the WebUI.	#5367
The backlight of a monitored extension now turns off when another deskset answers the call and then hangs up.	#5378
The Call Log header bar issue where the date was cut off is resolved.	#5388
The Call Queue menu item issue where text was cut off is resolved.	#5414
The Callback header typo is resolved.	#5421
In Line Appearance mode, when one line is ringing, DTMF tones sent on another line now transmit properly.	#6281

SB67010 PSTN Gateway:

Description	Reference Number
Line calibrations, or any calls in progress, now terminate properly when Line 4 on the PSTN Gateway is disconnected.	#5016

SB67050 Analog Terminal Adapter (ATA):

Description	Reference Number
The ATA now re-routes calls properly if/when changes are made to the PLAR destination extension number. If the destination is unavailable the call will be sent to the Operator.	#4067

SB67070 SIP Gateway:

Description	Reference Number
Default outbound trunk priority is now followed correctly when the SIP Gateway has multiple registered accounts.	#4946
The loss of audio issue on some outgoing calls is resolved.	#5393
The SIP authentication issue, where a call could not always be terminated, is resolved.	#5549
The SIP Account Name maximum length has been extended from 16 to 32 characters.	#6264

SB67080 Expansion Module:

Description	Reference Number
When using an expansion module to monitor a deskset, answering a remote incoming call will no longer create a redial entry to the monitored deskset.	#5389
The arrow icon now displays, instead of the idle icon, when Extension Monitoring is disabled for a feature key assigned to an extension.	#5398
A flashing orange LED, for monitored extensions with Do Not Disturb enabled, has been added.	#5401
The Expansion Module no longer displays deleted monitored extensions and deleted monitored extensions are unassigned from the Feature key.	#5402

Web User Interface (WebUI):

Description	Reference Number
The WebUI navigation menu links now remain orange when going to the recording page from the Auto Attendant or Hold Settings menus.	#5361
For Overhead Paging systems, the "paging delay" parameter has been revised to "global paging delay" so that it is a site-wide parameter.	#5377
When using Firefox, the default sans-serif font is now always used.	#5685
The issue in Internet Explorer 6, when assigning an Intercom programmable feature key that changes the default to "None", has been resolved.	#6356
The extension list on the System Information page now updates properly when an extension is deleted, and then added back later.	#6408
All password fields on the WebUI are masked out (to adopt PCI security standard).	#6537

Known problems and workarounds

None

Manuals

For more information on the features described herein, please reference the Synapse manuals and technical documents located at: 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)