



Synapse Configuration Notes: October 2013

Dedicated Synapse Support Number: 610-524-9203, or email support@paramountpbx.com

What you need to get started

- A proper high speed internet connection with sufficient capacity and performance characteristics for your intended use. To test your internet connection go to the below websites:

Pingtest.net – you will be graded and also receive a MOS score. Please make note of each.
Speedtest.net- you will receive a download and upload speed. Please make note of each.
- We typically like to see enough bandwidth to support each path (line) at 64k each. A static or dynamic IP address may be used.
- When the internet connection is used for both the voice and data LAN's, an on premise router would be utilized to prioritize voice traffic, this is called QoS. We would work with your current IT vendor to see if your current router is capable of QoS or come up with a viable alternative.
- In some cases where there is an extreme amount of excess bandwidth available on a shared connection, a QoS device may not be required, contact Paramount to test and certify your particular situation.
- The Synapse SIP Gateway itself must be updated to the latest available firmware, refer to page 64 and 65 of the Synapse Installation Manual.

A Paramount SIP Trunk account; can be either basic or enhanced service. Enhanced service provides rapid failover to a second location, trunk, bank of outside numbers, or voicemail in the event of lost power or internet service.

Configuring your Synapse PBX

Your Paramount customer support representative will provide you with registration details to enter into your Synapse device, in the following format:

Type of Authentication: User name/Password or IP Address Based

SIP Username Type: Standard or Phone Number (choose phone number)

SIP Username: 610-123-1234

SIP Password: 4527c524d8271

SIP Registration Hostname: 64.94.178.77

Options

Most customers prefer to pass through Caller ID from the Synapse. If you prefer Paramount to assign Caller ID, let us know.

At least one valid US address for e911 is required; you may add as many locations as you choose.

We recommend using our optional PIN feature to authenticate international calls; simply enough, when you dial an international call our system will ask you for a four digit PIN before completing it. You can choose to have us “remember” your authentication for up to an hour, require it for each call, or choose not to restrict at all.

With Paramount’s Enhanced SIP Trunking feature, you can specify a secondary destination for calls that can’t reach your Synapse. This destination can be changed at any time by logging into your Paramount Portal account.

Please call our dedicated line for Synapse customers for support or sales, 610-524-9203, or email support@paramountpbx.com.