



Synapse™ Administrator's Guide



POPULAR TOPICS

Click on any of these shortcuts to get to one of these frequently used topics.

- [“Recommended Installation Sequence” on page 24](#)
- [“Call Forward All and Call Fwd–NA \(No Answer\)” on page 82](#)
- [“Log in as Administrator” on page 110](#)
- [“Auto Attendant” on page 123](#)
- [“Ring Groups” on page 180](#)
- [“Updating Devices” on page 228](#)



CONTENTS

Popular Topics.....	2
Preface.....	10
Using This Guide	10
Topic Navigation	11
Text Conventions	13
Deskset and Cordless Handset Menu Navigation	14
Additional Documentation	14
Installation.....	15
System Overview	16
Software Version Compatibility	18
System Installation Overview	19
[ATA] System Installation Overview with Optional Analog Terminal Adapter	20
Network Configuration.....	21
IP Addresses and Connectivity	22
Extension Assignments.....	23
Analog Line Bypass Jack	23
[ATA] Analog Telephones	23
Recommended Installation Sequence.....	24
Site Preparation.....	26
Network requirements	26
Placement Considerations	27
[ATA] Placement Considerations.....	27
Power Considerations	27
Other Preparations	28



Synapse Administrator's Guide

Assigning Telephone Lines and Extensions.....	29
Providing Limited Telephone Service During AC Power Outages.....	29
PSTN Gateway.....	29
T1 Gateway.....	29
Analog Line Connection Order on PSTN Gateways.....	29
[ATA] Fax Line Configuration.....	30
PSTN Gateway.....	30
T1 Gateway.....	30
Call Queue Considerations.....	31
Gateway and ATA Placement.....	32
Rack Mounting.....	33
Wall Mounting.....	34
Grounding.....	35
Gateway Installation.....	38
020 Deskset and 030 Deskset Installation.....	42
[ATA] SB67050 ATA Installation.....	49
[ATA] Connecting Analog Devices.....	51
[ATA] Connecting Analog Telephones.....	52
[ATA] Connecting a Fax Machine.....	53
[ATA] Connecting an Overhead Paging System (OHP).....	54
[ATA] Connecting a Music on Hold Source.....	56
[Handset] SB67040 Cordless Handset Installation.....	57
[Handset] Charger Installation.....	57
[Handset] Battery Installation.....	58
[Handset] Battery Charging.....	59
[Handset] Low Battery Notification.....	60
[Handset] Power Save Mode.....	60
[Headset] TL7600 Cordless Headset Installation.....	61
[Headset] Charger Installation.....	61
[Headset] Battery Installation.....	62
[Headset] Battery Charging.....	63
[Headset] Installation.....	64



Getting Started	67
PSTN Gateway Operation	68
[T1] T1 Gateway Operation	70
Gateway Front Panel Interface	72
Gateway Configuration	74
Upgrade Gateway Software	75
Gateway Reset	77
Recovery After Power Failure	78
[PSTN] Using the Analog Line Bypass Jack	79
Deskset Admin Settings	80
Call Forward All and Call Fwd-NA (No Answer)	82
Call Forward-NA to a Mailbox	84
Call Forward-NA to an Extension	85
Call Forward-NA to an Outside Phone Number	87
Fwd/Trans to Outside Line	89
IP Settings	91
Set/Edit Static IP	93
IP Status	94
Reset User Password	95
Upgrade Deskset Software	96
Deskset Reset	98
[ATA] ATA Operation	99
[ATA] ATA Front Panel Interface	102
[ATA] Configuration	103
[ATA] Upgrade ATA Software	104
[ATA] Reset	106
 System Configuration	 107
The Web User Interface (WebUI)	108
WebUI Overview	109
Log in as Administrator	110



Synapse Administrator's Guide

Error Handling	112
System Settings	113
System Information and WebUI Menus	114
System Basic Settings	118
Auto Attendant	123
Auto Attendant Timing	124
Auto Attendant Main Menu Selection	126
Auto Attendant Schedule	127
Creating Auto Attendant Menus	128
Auto Attendant Voice Prompts	132
Auto Attendant Menu Choices	134
[020] Name Recording for Auto Attendant Directory	135
[030] Name Recording for Auto Attendant Directory	136
Call Queue Settings	139
Dial Plan Settings	143
[T1] Direct Inward Dial (DID)	147
[T1] DID Configuration	147
[T1] DID Assignments	151
[ATA] Fax Overview	153
[ATA] Fax Configuration	154
[ATA] Fax Settings	155
[ATA] Group Mailbox	156
[ATA] Group Mailbox Quotas	156
[ATA] Group Mailbox Custom Greeting	162
Hold Settings and [ATA] Music on Hold (MoH)	164
[ATA] Overhead Paging Overview	168
[ATA] Single-Zone Paging	169
[ATA] Multi-Zone Paging	171
[ATA] Verified Overhead Paging Devices	172
[ATA] Setting Up Overhead Paging	173
[ATA] Single-Zone Overhead Paging	174



Synapse Administrator's Guide

[ATA] Multi-Zone Overhead Paging	176
Paging Zones	177
Ring Groups	180
System Directory	185
Trunk Naming	186
Trunk Reservation (Outgoing Calls)	187
[PSTN] Trunk Routing (Incoming Calls)	188
Reconfiguration of an Existing System	189
Considerations:	189
Results	189
Extension Settings	191
Extension Basic Settings	192
Extension Directory	196
[020] Programmable Feature Keys (PFKs)	199
[020] Quick-Dial Keys	200
[030] Programmable Feature Key (PFK)	201
[030] Quick-Dial Keys	202
Voicemail Distribution	203
[ATA] ATA Settings	207
[ATA] FXS Ports	207
[T1] T1 Settings	209
[T1] Configure T1 Settings	210
[T1] T1 Diagnostics	214
Device Management	215
Deleting Devices	216
Deleting an Extension (Deskset)	216
Considerations when deleting a Gateway or an ATA	216
[T1] Deleting a T1 Gateway	217
[ATA] Deleting an ATA	217
Delete a Device	218
Change an Extension Number	219



Synapse Administrator's Guide

Back Up and Restore Settings	220
Back Up and Restore Extension Settings.....	221
Back Up and Restore System Settings.....	224
Updating Devices.....	228
Device Log	233
Help	234
Product Registration	235
Troubleshooting.....	236
Common Troubleshooting Procedures.....	237
[PSTN] Resolving Audio Echoes.....	240
Resolving General Audio Issues.....	242
Reintroducing a Deskset Into the System.....	243
Reintroducing a Gateway or ATA Into the System.....	246
Power Failure Recovery Procedure	248
Display Messages.....	249
[T1] T1 Gateway Indicators	253
Initial Installation	256
[PSTN] PSTN Gateway Setup	257
WebUI	258
Administrator WebUI	258
System Upgrade	264
User WebUI.....	265
Deskset Menu	266
PC/Deskset Interaction	267
Calls.....	268
Calls Generally.....	268
Incoming Calls.....	272
Outgoing Calls	279
Voicemail	282
Other Deskset Features.....	284



Synapse Administrator's Guide

[Handset] SB67040 Cordless Handset.....	288
[Headset] TL7600 Cordless Headset.....	295
[ATA] SB67050 Analog Terminal Adapter	301
[ATA] General Troubleshooting	301
[ATA] Music on Hold (MoH).....	303
[ATA] Overhead Paging (OHP)	306
[ATA] OHP General Troubleshooting.....	306
[ATA] Single-Zone OHP Connected to AUX OUT Jack	308
[ATA] Single-Zone OHP Connected to an FXS Port.....	311
[ATA] Multi-Zone OHP Connected to an FXS Port	314
[ATA] Fax Configuration	317
[ATA] Analog Phone.....	321
[ATA] Group Mailbox	323
Appendixes	324
Appendix A: Technical Specifications	324
Appendix B: Default Settings.....	327
Appendix C: Part Lists	331
SB67010 PSTN Gateway Parts List	331
SB67060 T1 Gateway Parts List	332
SB67020 Deskset Parts List.....	333
SB67030 Deskset Parts List.....	334
[ATA] SB67050 Analog Terminal Adapter (ATA) Parts List.....	335
[Handset] SB67040 Cordless Handset Parts List	336
[Headset] TL7600 Cordless Headset Parts List.....	337
Appendix D: Maintenance.....	338
Appendix E: Important Safety Instructions	339
Appendix F: Limited Warranty.....	341
Glossary.....	345



PREFACE

This administrator's guide provides instructions for installing and setting up your Synapse system with software version 1.7.10 or later. See [page 18](#) for instructions on checking the software version on the Gateway, the Deskset, and the ATA.

We recommend that you make one person the system administrator (SA) who is responsible for controlling the system-wide features described in this guide.

Before using this AT&T product, please read *"Appendix E: Important Safety Instructions"* on [page 339](#) of this manual. Please read this administrator's guide thoroughly for all the information necessary to install and operate your new AT&T product.



For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Using This Guide

The following sections provide instructions for using this guide:

- *"Topic Navigation" on page 11*
- *"Text Conventions" on page 13*
- *"Deskset and Cordless Handset Menu Navigation" on page 14.*



Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen, in others, full size text conveys the intended information.



Topic Navigation

This administrator's guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions within the administrator's guide.

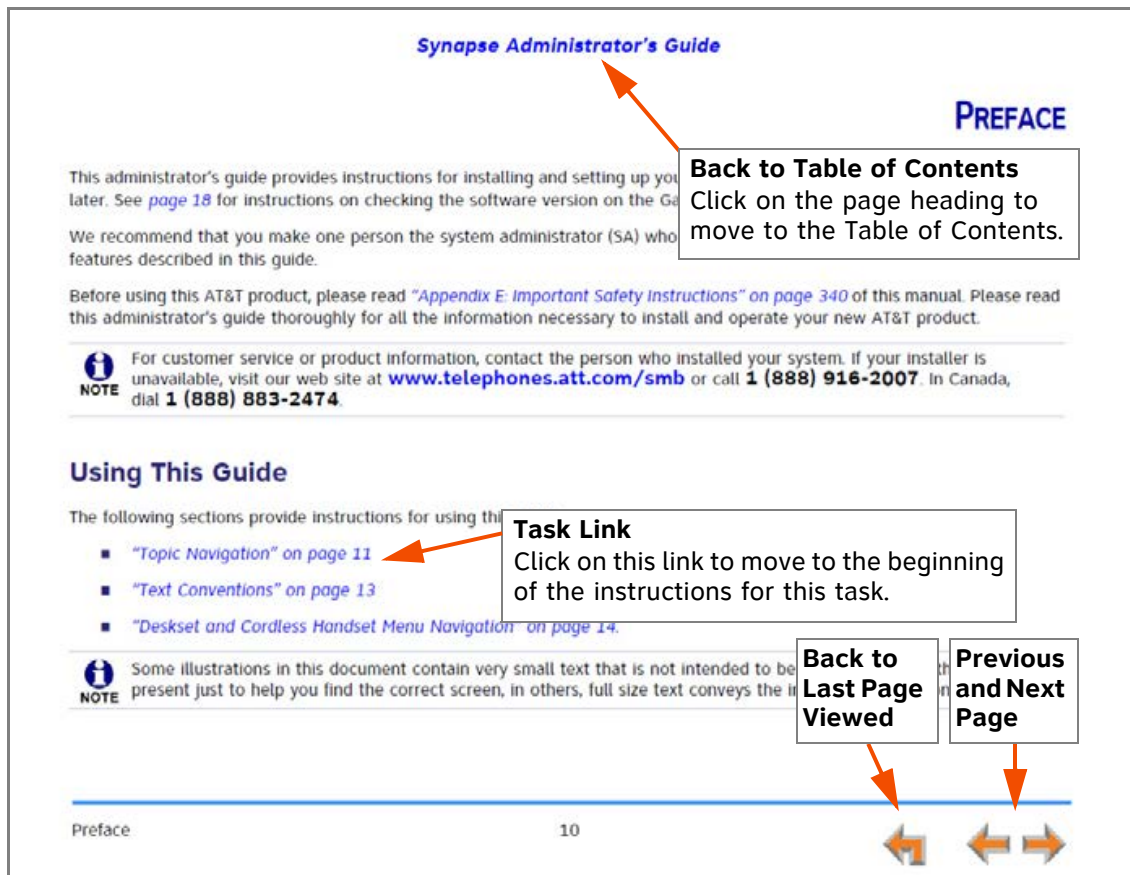


Figure 1. Administrator's Guide Navigation

Synapse Administrator's Guide

Figure 2 illustrates the navigation features of Adobe® Reader.

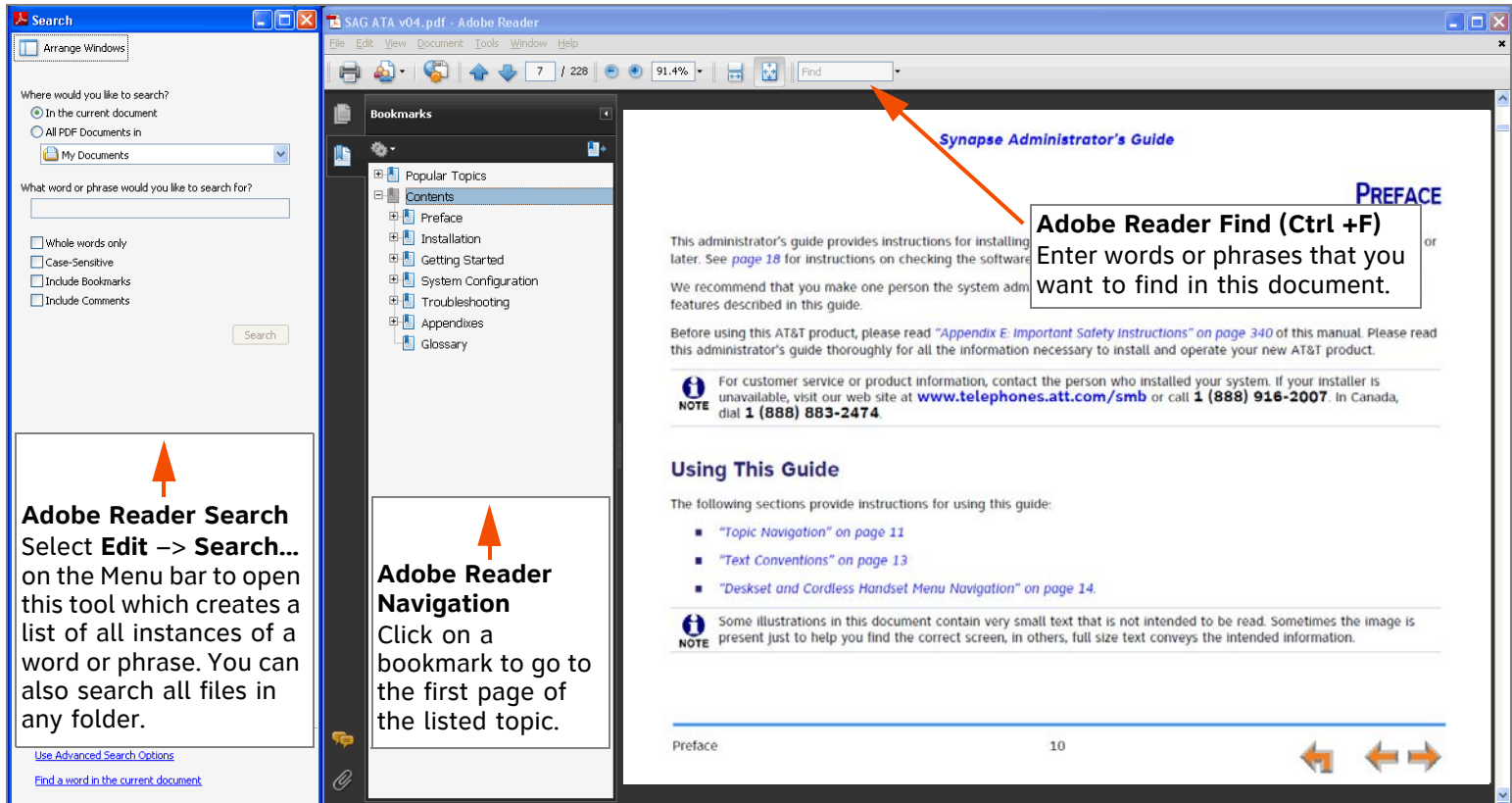





Figure 2. Acrobat Reader Navigation



Text Conventions

Table 1 lists text formats and their uses.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that displays on the screen in a title, menu, or prompt.
HARD KEY or DIAL-PAD KEY	Identifies a hard key, including the dial-pad keys.
	Identifies a soft key.
Figure 1, Table 1	Identifies a figure or table.
"Topic Navigation" on page 11	Identifies a hyperlink to another part of this document or, if it begins with "www", an Internet web site. You need Internet access to view web sites.
[PSTN], [T1], [ATA], [Handset], [Headset]	Identifies information predominately about devices and capabilities beyond the basic configuration of a Gateway and Desksets. See "System Overview" on page 16 .
 NOTE Notes give more information, usually in a procedure.	Example of a Note.
 CAUTION <i>A caution means that loss of data or unintended circumstances may result.</i>	Example of a Caution.

Deskset and Cordless Handset Menu Navigation

To access items in the menus, you can either use the Navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric keypad entry as the preferred method for selecting a function.

Additional Documentation



Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and quick-start guides, are available at www.telephones.att.com/synapseguides.



INSTALLATION



This section describes the physical installation of the Synapse devices. Each system must include at least one Gateway, and it can be either a PSTN or T1 Gateway. Each PSTN Gateway supports up to four analog telephone lines. Up to four PSTN Gateways can support up to 16 analog telephone lines. The T1 Gateway supports up to 23 T1 PRI voice channels.

- ["System Overview" on page 16](#)
- ["Network Configuration" on page 21](#)
- ["Recommended Installation Sequence" on page 24](#)
- ["Site Preparation" on page 26](#)
- ["Assigning Telephone Lines and Extensions" on page 29](#)
- ["Gateway and ATA Placement" on page 32](#)
- ["Gateway Installation" on page 38](#)
- ["020 Deskset and 030 Deskset Installation" on page 42](#)
- ["\[ATA\] SB67050 ATA Installation" on page 49](#)
- ["\[Handset\] SB67040 Cordless Handset Installation" on page 57](#)
- ["\[Headset\] TL7600 Cordless Headset Installation" on page 61.](#)



You can view Synapse installation videos at www.telephones.att.com/smb. In the left navigation menu, click on **Product Support** and then **Video Gallery**.

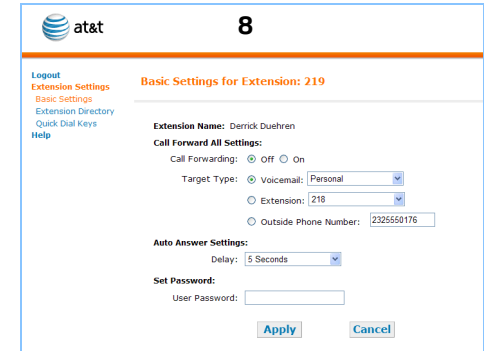


System Overview

1. **AT&T SB67010 PSTN Gateway** — Each PSTN Gateway provides access to up to four analog outside telephone lines. The system can have up to four PSTN Gateways, supporting up to 16 telephone lines. Information that is only about the PSTN Gateway is designated by **[PSTN]** in this administrator's guide.
2. **AT&T SB67060 T1 Gateway** — The T1 Gateway supports the T1 PRI (Primary Rate Interface) that provides access to up to 23 voice channels to support up to 23 simultaneous calls. The system can have only one T1 Gateway. Information that is only about the T1 Gateway is designated by **[T1]** in this administrator's guide.
3. **AT&T SB67020 Deskset** — A Deskset with a standard screen and Programmable Feature Keys. The system can have up to 100 Desksets, and you can combine SB67020 and SB67030 Desksets. Information that is only about the SB67020 Deskset is designated by **[020]** in this administrator's guide.
4. **AT&T SB67030 Deskset** — A Deskset with a large screen and a DECT 6.0 radio to host the optional Cordless Handset and Headset accessories. The system can have up to 100 Desksets, and you can combine SB67030 and SB67020 Desksets. Information that is only about the SB67030 Deskset is designated by **[030]** in this administrator's guide.
5. **AT&T SB67040 Cordless Accessory Handset** (Optional, requires SB67030 Deskset) — The Cordless Handset duplicates many of the SB67030 Deskset features and provides a high degree of mobility. Information that is only about the Cordless Handset is designated by **[Handset]** in this administrator's guide.
6. **AT&T TL7600 Cordless Accessory Headset** (Optional, requires SB67030 Deskset) — The Headset lets you work while you talk. Information that is only about the Cordless Headset is designated by **[Headset]** in this administrator's guide.



7. **AT&T SB67050 Analog Terminal Adapter (ATA - Optional)** — The ATA allows the integration of non-Synapse devices, such as analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox. The system can have only one ATA. Information that is only about the ATA is designated by [ATA] in this administrator's guide.
8. **Web User Interface (WebUI)** — The WebUI provides the ability to customize your system for your business from a PC that is on the same Local Area Network. The WebUI resides on the Gateways, ATA, and Desksets, and is updated with device software updates. See *"Updating Devices" on page 228*.



You can register only one AT&T SB67040 Cordless Handset and only one AT&T TL7600 Cordless Headset to a SB67030 Deskset. Up to five SB67030 Desksets can have cordless accessories, although this number can increase depending on your office environment. Factors such as proximity of Desksets, number of simultaneous calls, and structural obstacles affect how many Desksets can have cordless accessories. When a SB67030 Deskset has cordless accessories, they are all part of the same extension, and only one extension device can be used at a time.




To integrate the Headset into the system, see "User Settings" in the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides, rather than the manual that is packaged with the Headset.



Software Version Compatibility

Systems with software versions 1.7.10 and newer support the features described in this guide. **All Gateways, ATAs and Desksets must have compatible software versions installed.**

- To determine the software version of Gateways and the ATA from the device front panel, from idle, press **SELECT**, **SELECT**, and then **DOWN**. The software version displays, as shown in Figure 4.
- To determine the 020 Deskset software version, press **MENU**, then **4**, and then the  Navigation key to display the software version as shown in Figure 5.
- To determine the 030 Deskset software version, press **MENU**, then **4**. See the P Firmware version as shown in Figure 6.
- To determine the software version of all installed devices, log in as administrator. See ["Log in as Administrator" on page 110](#). Then click [Detailed Site Information](#) to see the software versions and other information, as shown in Figure 3. There may be a delay as the system gathers this information.

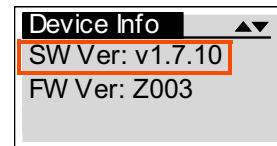


Figure 4. Gateway Software Version

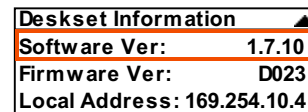


Figure 5. 020 Deskset Software Version

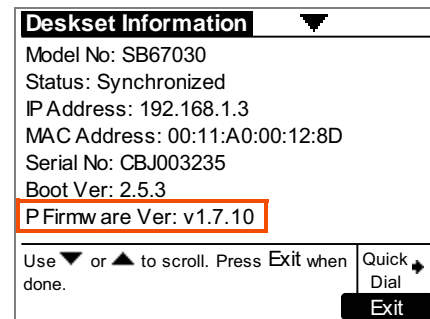


Figure 6. 030 Deskset Software Version

Detailed Site Information				
PSTN GATEWAYS			MODEL: SB67010a	
Device ID	Lines Connected	IP Address	Software Version	Connected
PSTN GW-1	1,2,3	192.168.0.129	1.7.10	Yes
DESKSETS			MODEL: SB67xxx	
Ext Number	Model Name	IP Address	Software Version	Connected
200	030 Graham Bell	192.168.0.125	1.7.10	Yes
201	020 Mary Williams	192.168.0.130	1.7.10	Yes

Figure 3. Detailed Site Information



System Installation Overview

If you install one SB67010 PSTN Gateway or SB67060 T1 Gateway and then one Deskset, the feedback described in this administrator's guide matches what you see on your system devices.

The first Deskset defaults to being assigned as extension 200. Subsequent Desksets are automatically assigned sequential extension numbers.

A system must have at least one PSTN Gateway or one T1 Gateway. There can be up to four PSTN Gateways, and a system can include both a T1 Gateway and PSTN Gateways. Figure 7 illustrates the minimum components needed to make the system work (blue line = telephone; red lines = Ethernet).



The system uses a Local Area Network (LAN) for system communication. It uses Public Switched Telephone Network (PSTN) connections for outside calls.

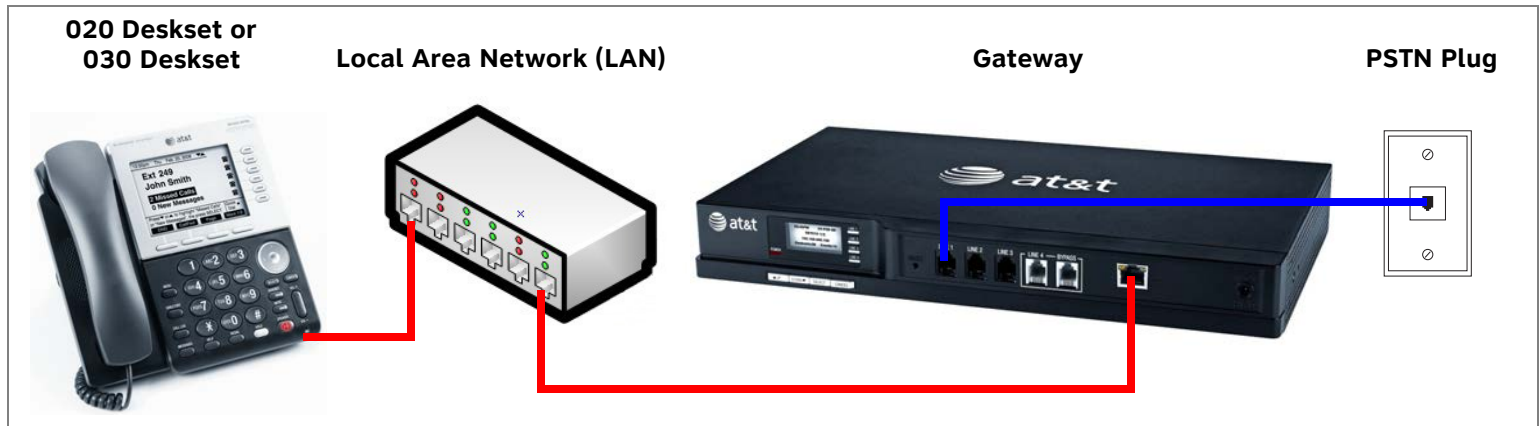


Figure 7. Simplified System (PSTN Gateway Shown)



[ATA] System Installation Overview with Optional Analog Terminal Adapter

If you have analog devices that you want to attach to the system, you will need an AT&T SB67050 Analog Terminal Adapter (ATA). The Synapse system supports one ATA per system. The ATA allows you to attach hardware such as conference phones, overhead paging equipment, a fax machine, or a source for Music On Hold (MoH) to Synapse. Figure 8 illustrates a more complex installation (blue lines = telephone; red lines = Ethernet; orange lines = audio), but there are different options for attaching some of the equipment to the ATA.

Install the ATA after you have installed at least one Gateway and the Desksets.

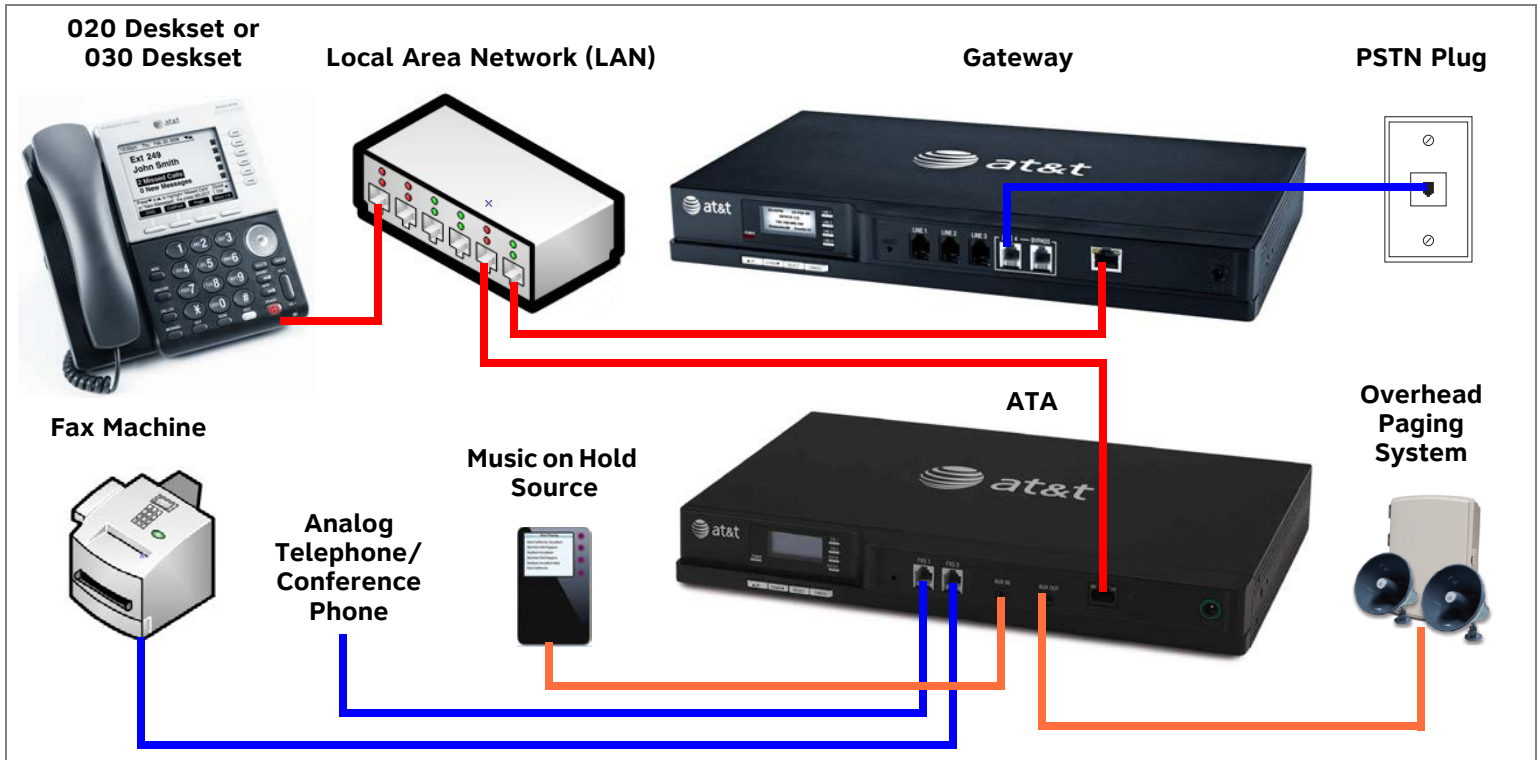


Figure 8. Example of a System Featuring an ATA

Network Configuration

Figure 9 illustrates how the Synapse system differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, the system uses a distributed control system over a new or existing LAN.

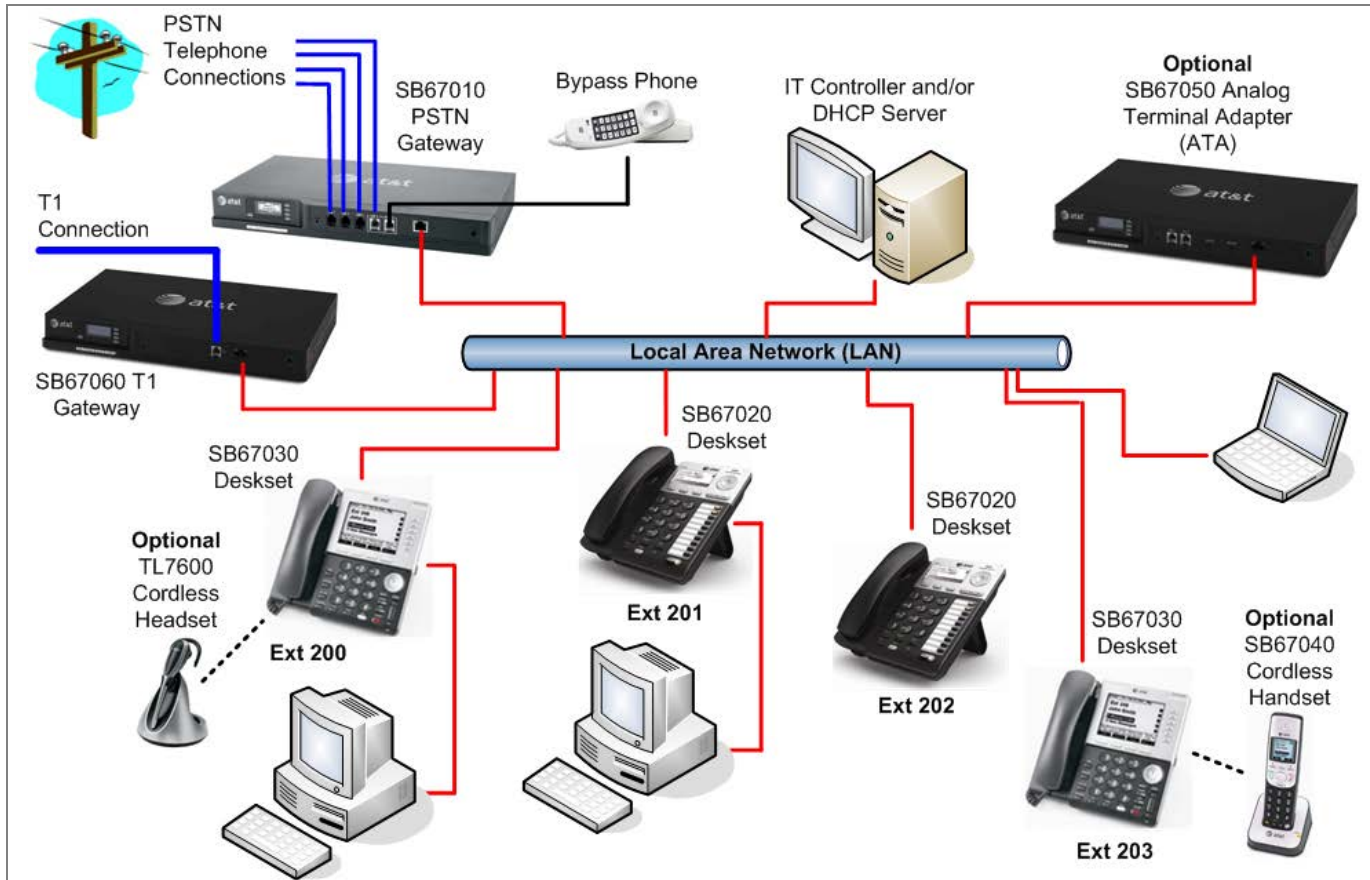


Figure 9. Sample System Network

IP Addresses and Connectivity

An IP address is an individual numeric identification assigned to devices on a computer network. At least one Synapse device needs a network-assigned IP address on the subnet shared with any computers that will allow access to the WebUI. Valid IP addresses on the same subnet allow devices on the network to identify each other and enable communication.

This IP address may be assigned from a Dynamic Host Configuration Protocol (DHCP) server, or set statically to the same subnet, and will be separate from the self-assigned 169.254.xxx.xxx link-local address that the Synapse devices use to communicate with each other. When setting up the IP address on a Synapse device, this network IP address used for WebUI connectivity is the only address that the SA can change.

The network IP addresses can be assigned in two ways:

1. The Synapse device can request a network server to automatically assign an IP address. This IP address is a dynamic assignment; the address is on lease from the server. The lease is renewed as long as the device remains connected and there is no change to the network. However, if the device is disconnected, or if there is a network or AC power interruption, the lease may not be renewed (i.e., the IP address expires) and a new IP address may be assigned.

Most LANs use servers to automatically assign IP addresses. Synapse defaults to assuming that this automatic assignment will occur.



Some servers have default settings that limit the number of network IP addresses assigned to devices on the network. You should log in to your server to confirm that the IP range is sufficient to accommodate at least one of the Synapse devices that you are adding as at least one Synapse device needs an assigned IP address to enable WebUI configuration activities. Consult the IT department or the person that installed this system if you need help checking the server.

2. The Synapse Administrator can manually assign a static system IP address. This IP address does not change, even when there are network or AC power interruptions. Some installations will require manual static IP assignment.

A switched-network topology is recommended. This topology refers to the network virtual shape or structure and does not necessarily reflect the physical layout. Switched networks involve connecting the network components to switches rather than hubs; this improves network communication.



Extension Assignments

Once the Desksets are connected to the same network, they find each other through Peer-to-Peer (P2P) discovery protocols and automatically self-configure. Additional telephony and network configuration is administered through the WebUI.

The system defaults to assigning the first Deskset to join the network as extension 200. You can use the WebUI to set a different first extension-number digit for Desksets that are installed after this change and to change the number of digits from three to four. The system automatically assigns each additional Deskset an extension number in ascending order as it is connected to the LAN. Even if you unplug a unit, its extension number is reserved. If you want to remove an extension from the network, the extension number must be deleted by the SA. Deletion ensures that the Deskset does not tie up an extension. Extension numbers can be changed or deleted by the SA using the WebUI. See ["Extension Basic Settings" on page 192](#).



[ATA] If a non-Synapse device is connected to one of the Foreign Exchange Station (FXS) ports on the ATA before a Deskset is connected, that device will be assigned extension 200 or 2000 (depending if three- or four-digit extensions are being used). This is not desirable, because extension 200 or 2000 is the default assignment for the system operator.

Analog Line Bypass Jack

The SB67010 PSTN Gateway has an additional RJ-11 bypass jack into which a regular analog phone can be plugged to get direct access to an analog line for emergency calls when the Gateway loses power. See ["\[PSTN\] Using the Analog Line Bypass Jack" on page 79](#).

[ATA] Analog Telephones

The FXS ports can provide plain old telephone service (POTS) support for up to two analog phones. These are commonly speakerphones and legacy telephones. One of these ports can also be used to connect a fax machine or some models of Overhead Paging equipment. When you connect analog telephones, they can be assigned using the WebUI to some telephone features, such as Ring Group, Auto Attendant menus, and Call Forward–No Answer targets.

Advanced system features such as Hold, Call Forward, and Transfer are not supported on analog phones.



Recommended Installation Sequence

Each system needs a person to perform system administration functions such as setting up and modifying system configurations. This system administrator (SA) can be an employee or your telephone equipment provider.

Someone may also be designated the system operator. This is the extension that outside callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero). When the Auto Attendant is disabled, all outside calls default to go to the system operator.

1. Prepare your site for installation. See *"Site Preparation" on page 26*.
2. Install the Gateways. See *"Gateway Installation" on page 38*.
3. If you have only one Gateway, install the first Deskset. See *"020 Deskset and 030 Deskset Installation" on page 42*. This Deskset is assigned extension number 200 with no Direct Inward Dialing.
4. **Optional:** Configure the Dial Plan Settings and Direct Inward Dialing (DID). Unless you do this, the first Deskset is assigned the default extension number 200 and the subsequent Desksets are assigned sequential three-digit extension numbers starting with 201 and without DID numbers.

To use DID, see *"Dial Plan Settings" on page 143* and *"[T1] Direct Inward Dial (DID)" on page 147*.

Use the WebUI to change the Dial Plan Settings if you want the first extension number to be something other than 200, possibly to correspond to the DID numbers, or if you want the parked-call extension numbers to start with a digit other than 1.


After changing the Number of Digits and Default Phone Extension Prefix, manually change the extension number of the first Deskset you installed, and manually set its DID number.

Changing the number of extension digits after installing some Desksets may result in undesired extension number re-assignment, where the last three digits of previous extension numbers may not be preserved.

5. Install the other Desksets. See *"020 Deskset and 030 Deskset Installation" on page 42*.



Synapse Administrator's Guide

6. Optional: Install the AT&T SB67050 Analog Terminal Adapter (ATA). See “[ATA] SB67050 ATA Installation” on page 49. If you install the ATA with phones or a fax machine connected to an FXS port before installing a Deskset, that device will default to being the operator. Install the ATA after installing at least one Deskset so that a Deskset is the default operator.
7. Continue configuring the system using the WebUI. See “System Configuration” on page 107.
8. Complete post-installation tasks.
 - Ask all users to record their user names on their Desksets.
 See “Name Recording” in the SB67030 Deskset and Accessories User’s Guide and the SB67020 Deskset User’s Guide at www.telephones.att.com/synapseguides.
 - Distribute and register any Cordless Handsets or Headsets. See “[Handset] SB67040 Cordless Handset Installation” on page 57 and “[Headset] TL7600 Cordless Headset Installation” on page 61.
 - Check for software upgrades and register your Synapse system products. See “Updating Devices” on page 228.



Site Preparation

This section describes how to prepare your site for a successful Synapse system installation.

Network requirements



For more information on the network configuration, see [“Network Configuration” on page 21](#).

- A switched network topology is recommended for your LAN (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).
- The office LAN infrastructure should use Cat.-5 or better cable.
- The LAN connections to Synapse devices should all be wired. However, wireless connections to other devices (such as laptops) in your office network that are not part of the Synapse system will not impede performance.
- All devices in the Synapse system must reside on a single subnet.
- A DHCP server is recommended and must be on the same subnet as the Synapse system so that IP addresses can be auto-assigned. If no DHCP server is present, then static IPs must be assigned. Desksets will self-assign link-local IP addresses.
- Unless you want to manually set the Synapse clock and upgrade Synapse software, an Internet connection to the LAN is required.
- A DNS server is recommended to resolve the path to the Internet and to the AT&T server for software upgrades.
- If a routing path to the Internet is not available, the system administrator can download the upgrade files and use the WebUI to upgrade the software manually.
- For users whose computers require a GigE Ethernet frame rate (a gigabit per second), use separate Ethernet connections for the Deskset and the computer because the Ethernet connection through the Deskset is limited to 100 Mbits/s.



Placement Considerations

Avoid placing any Synapse component too close to the following:

- Communication devices, such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources, such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources, such as a workshop or garage
- Excessive moisture
- Extremely low temperature
- Mechanical vibration or shock, such as on top of the washing machine or workbench.

[ATA] Placement Considerations

You can install the optional ATA near the Gateway, or near one of the third-party devices that are being used with it. For example, it might be easier to connect the ATA to the fax machine in the room with the fax machine instead of running a telephone line connection from the fax to an ATA located in a telephone equipment cabinet.

Power Considerations

Ensure that there is an electrical outlet not controlled by a wall switch within 6 feet of each device location.

020 Desksets are also compatible with Power over Ethernet (PoE). To use PoE, your network needs a switch that provides PoE. Using PoE simplifies your installation by eliminating the need to route separate power cords. It also allows you to protect your system from power outages by connecting an Uninterruptible Power Supply (UPS) to your PoE switch, Gateways, and ATA.

Ensure that the PoE switch output power is set to Class 2.



Other Preparations

Before installing the Gateway and Desksets, the following preparations may need to be taken:

- All PSTN lines must be gathered into one access point situated no more than 9 feet from the Gateway location. If rewiring is required, contact your telephone service provider and request the help of a qualified technician.
- You may need one or more network switches set up to ensure there are sufficient ports available for other devices in the network (such as a DSL modem).
- If you plan to use the emergency bypass feature on the PSTN Gateway, you will need an analog phone.
- An Ethernet Port must be available within 9 feet from each Deskset location. Each Deskset is capable of sharing an Ethernet port with a PC. If one Ethernet port already exists at a workstation, another port is not necessary unless you need a GigE Ethernet frame rate. Use a separate Ethernet connection for the Deskset and the computer.



Assigning Telephone Lines and Extensions

This section discusses various telephone line configuration issues to consider.

Providing Limited Telephone Service During AC Power Outages

PSTN Gateway

You can connect up to four telephone lines to each PSTN Gateway. The fourth line on each PSTN Gateway is a Bypass port which works during AC power failures. If you have a PSTN line plugged into **LINE 4**, connect a line-powered analog telephone to the RJ-11 jack labeled **BYPASS** for telephone service during AC power failures. When power returns, a relay disconnects this emergency bypass line so that the bypass line cannot be used to eavesdrop on normal calls.

If you use this bypass port and your telephone lines are part of a hunt group (a telephone company feature that allows calls to a busy phone number to roll over to the next available telephone line), connect the line with your main (pilot) telephone number to PSTN Gateway LINE 4. Only a telephone connected to the bypass port works during the power outage, unless all devices and the LAN are connected to an Uninterruptible Power Supply (UPS).

If your system features both PSTN and T1 Gateways, outbound calls are placed first through the T1 channels.

T1 Gateway

The T1 Gateway provides no analog bypass port. To provide telephone communication during power outages, either subscribe to at least one analog phone line and install a PSTN Gateway or use uninterruptible power supplies to provide power to your computer network, the Synapse T1 Gateway, and one or more system Desksets.

Analog Line Connection Order on PSTN Gateways

For outgoing calls, the system first seizes the lowest idle PSTN port numbers (as labeled on the PSTN Gateway). PSTN phone lines should be connected to your system with your busiest incoming line placed in the highest port number on the highest numbered PSTN Gateway, so that incoming calls are less likely to receive busy signals. For instance, if your customer service team receives many calls, you would want to plug their phone lines into higher-numbered PSTN ports.



[ATA] Fax Line Configuration

To support fax on the Synapse system, you should consider where the fax is, and which telephone line that will be used for incoming faxes. Fax line configuration for the Synapse system differs depending on whether you are using a PSTN Gateway or a T1 Gateway.

PSTN Gateway

The PSTN fax line can be connected to any FXO port (**LINE 1–4**) on the PSTN Gateway. However, trunks for outgoing calls are seized in ascending order (**LINE 1** then **LINE 2**, and so on). To avoid using the fax line for outgoing voice calls, make the fax line the highest numbered line on the highest numbered Gateway. Use the **Fax Configuration** page in the WebUI to select a telephone line on the PSTN Gateway as the fax line. See “[ATA] Fax Configuration” on page 154.

If your office has heavy fax volume, the fax line should be a separate dedicated line, and not part of a hunt group.

If your office has low fax volume, you may be able to include your fax line in the hunt group. This way, you can save on the expense of a separate fax line. In this scenario, you can maximize your system for voice usage while maintaining the capacity to send or receive the occasional fax.

You should consider the following issues when fax and voice calls share a PSTN Gateway line:

- Incoming calls that get routed through the PSTN Gateway fax line are automatically checked by the system for a fax signal. Voice callers will experience a delay of up to eight seconds before the call is connected to the Auto Attendant or Operator.
- For outgoing calls, the caller ID of the fax number may be sent instead of the primary business telephone number. If the recipient returns a missed call via their caller ID log, the caller will then experience the eight-second delay mentioned above.

T1 Gateway

When a T1 Gateway is installed, you must assign a DID number for the fax machine on the **Fax Configuration** WebUI page. See “[ATA] Fax Configuration” on page 154. Incoming faxes are routed directly to that DID number (with no eight-second delay), and outgoing faxes are sent with the DID number as their caller ID.



Call Queue Considerations

When you set up a Call Queue and have set the Auto Attendant to **Off – Forward all calls to Call Queue**, you can still direct incoming calls to a specific extension, bypassing the Call Queue.

To direct incoming T1 Gateway calls to a specific extension and bypass the Call Queue, assign a DID number to a designated extension. Installing a T1 Gateway gives you DID capability. See [“\[T1\] Direct Inward Dial \(DID\)” on page 147](#).

To route incoming PSTN Gateway calls to a specific trunk and have incoming calls ring at an extension, Group Mailbox, or Ring Group (bypassing the Call Queue), see [“\[PSTN\] Trunk Routing \(Incoming Calls\)” on page 188](#). A PSTN Gateway is required for trunk routing.



Gateway and ATA Placement

You can place the Gateway or ATA on a tabletop, mount it into a standard 19-inch metal rack, or wall mount it. The PSTN Gateway must be installed within three feet of the building ground point. Install each device using the following instructions.

Rack Mounting

► To mount the Gateway or ATA into a standard 19-inch rack:

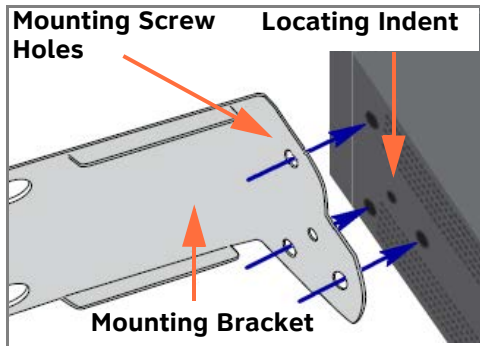


Figure 10. Rack-mount Bracket



Figure 12. Rack Installation

1. Remove the two mounting brackets and six screws from the packing tissue.
2. Position the right bracket at the front of the device, as shown in Figure 10.
3. To align the screw holes, place the bracket on the device so that the locating indent on the bracket matches the indent on the device.
4. Insert each of the three screws into the holes provided and tighten securely as shown in Figure 11. Repeat the process for the left bracket.
5. Position the chassis into the 19-inch metal rack, as shown in Figure 12.
6. Insert a top mounting screw (not included) in one side and turn it several turns to establish support. Repeat for the other side.
7. Tighten the screws.

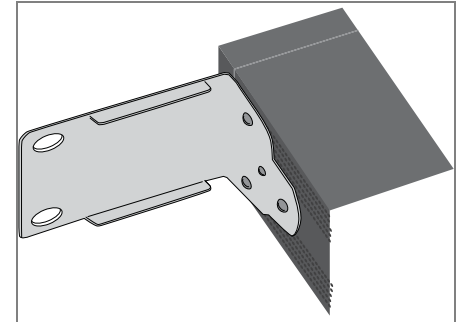


Figure 11. Bracket Installed

Wall Mounting

► **To mount the Gateway or ATA to a wall:**

You can mount the Gateway or ATA to a wall using the two mounting slots on the bottom of the device. The mounting slots allow you to mount the device in any orientation, but ensure that the device is oriented to give you easy access to the front panel.

1. Install two pan-head screws (with $\frac{1}{4}$ -inch diameter head) $7\frac{7}{8}$ inches (20 cm) apart. The screw shaft diameter should be $\frac{1}{8}$ -inch (3.2 mm). Ensure you use anchors appropriate for your mounting surface. Leave about 0.04 inches (1 millimeter) clearance between the screw head and the wall.
2. Position the device with the mounting slot centers aligned over the mounting screws. Carefully bring the device down onto the screws.
3. Slide the device downwards so that the screws go into the mounting slots on the device. Ensure the device is secure.



Grounding

The SB67010 PSTN Gateway, the SB67060 T1 Gateway, and the SB67050 Analog Terminal Adapter must be connected to reliable earth ground.

► To ground the PSTN Gateway:

The SB67010 PSTN Gateway must be connected to reliable earth ground using the supplied ground wire connected to a terminal on the back of the Gateway chassis. The connection to earth ground must be verified by qualified personnel.

1. Locate the PSTN Gateway within three feet (91.44 centimeters) of the building ground point, usually located at the electrical breaker box.



If you are unsure about the location of the building ground point or how to ground the PSTN Gateway, contact the facilities manager.

2. Loosen the screw retaining the silver grounding terminal on the back of the Gateway, as identified in Figure 13.
3. Insert the spade/fork end of the grounding cable under the grounding terminal.
4. Tighten the screw.
5. Connect the alligator clip end of the grounding cable to the building ground point, usually located at the electrical breaker box.

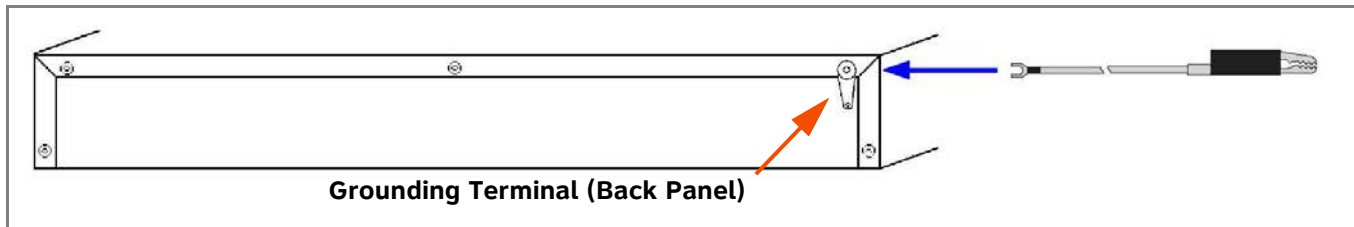


Figure 13. PSTN Gateway Grounding



► To ground the T1 Gateway:

The SB67060 T1 Gateway must be connected to reliable earth ground through a separate ground wire (not provided) connected to a terminal on the back of the Gateway chassis before connecting the T1 cable. The connection to earth ground must be verified by qualified personnel.

1. Acquire a grounding cable of 18 AWG or greater gauge.
2. Locate the T1 Gateway near the building ground point, usually located at the electrical breaker box.



WARNING *If you are unsure about the location of the building ground point or how to ground the T1 Gateway, contact the facilities manager.*

3. Loosen the grounding terminal screw on the back of the Gateway, as identified in Figure 14.
4. Insert one end of the grounding cable under the grounding terminal.
5. Tighten the screw.
6. Connect the other end of the grounding cable to the building ground point, usually located at the electrical breaker box.

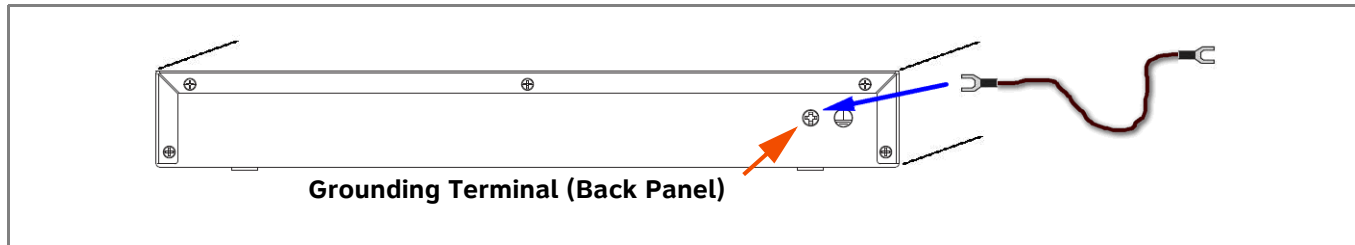


Figure 14. T1 Gateway Grounding



► To ground the ATA:

The SB67050 Analog Terminal Adapter is connected to earth ground through a properly grounded wall outlet. Additional grounding may be necessary for the ATA if you need to improve immunity to Electrostatic Discharge (ESD) and to minimize the possibility of electrical interference when using third-party audio equipment.

To provide additional grounding, the ATA can be connected to reliable earth ground through a separate ground wire (not provided) connected to a terminal on the back of the ATA chassis. The connection to earth ground should be verified by qualified personnel.

1. Acquire a grounding cable of 18 AWG or greater gauge.
2. Locate the ATA near the building ground point, usually located at the electrical breaker box.



WARNING If you are unsure about the location of the building ground point or how to ground the ATA, contact the facilities manager.

3. Loosen the grounding terminal screw on the back of the ATA, as identified in Figure 15.
4. Insert one end of the grounding cable under the grounding terminal.
5. Tighten the screw.
6. Connect the other end of the grounding cable to the building ground point, usually located at the electrical breaker box.

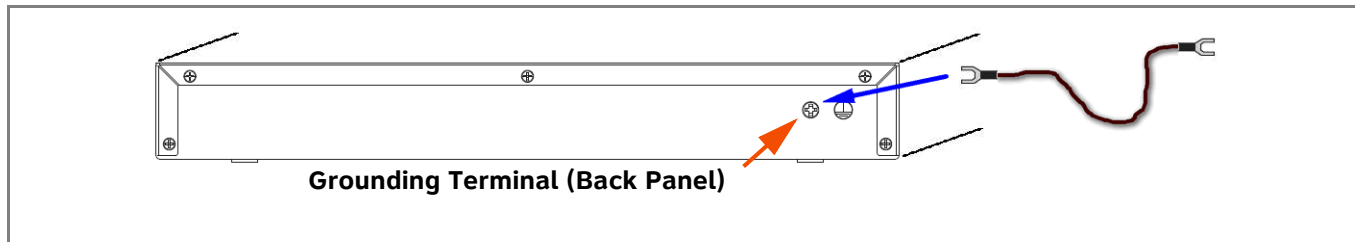


Figure 15. ATA Grounding



Gateway Installation

► **To install the Gateway:**

1. Install a Gateway first. Plug the AC plug into an electrical outlet not controlled by a wall switch and the DC plug into the DC jack, as shown in Figure 16. Wait up to one minute until the screen lights up.
2. Plug a grey Cat.-5 LAN cable for the PSTN Gateway or yellow Cat.-6 LAN cable for the T1 Gateway into the Ethernet port marked LAN. Use the supplied cables or a comparable substitute. Plug the other end of the cable into your office LAN. The T1 Gateway is Gigabit Ethernet (GigE) capable, so it has a Cat.-6 LAN cable. The Desksets and other devices require only Cat.-5 cables.

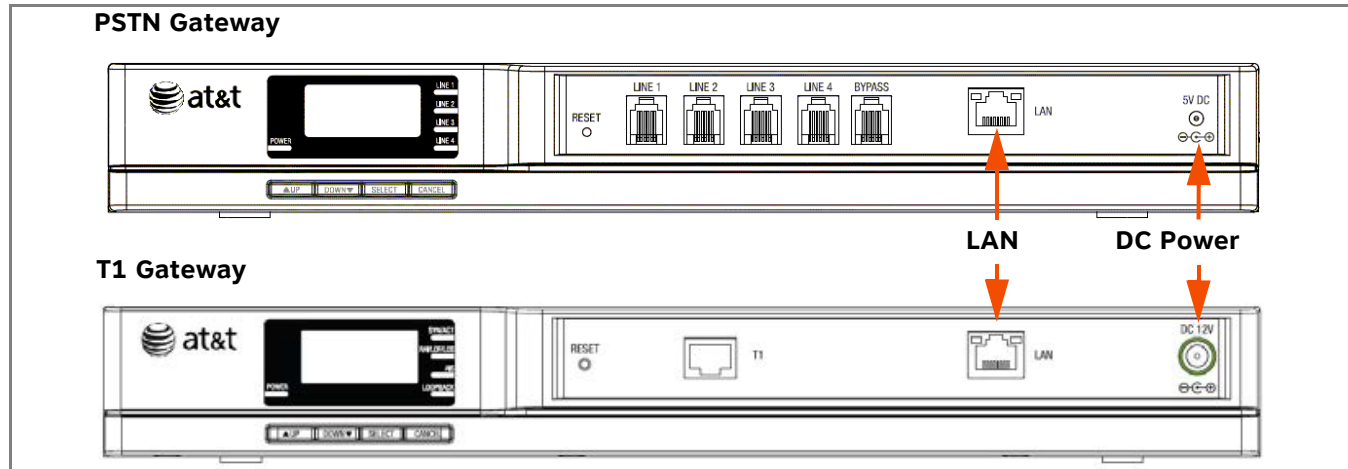


Figure 16. Gateway Power and LAN Connections



► To install the Gateway: (Continued)

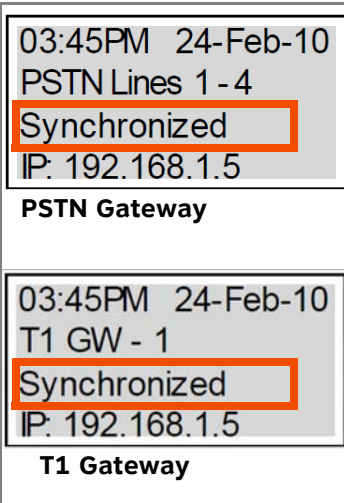


Figure 17. Synchronized

The Gateway takes about a minute to power up.

After another Synapse device is installed, and after the Gateway has found the network and the other Synapse device, **Synchronized** displays on the third line of the display, as shown in Figure 17. This is the Idle screen.

The time and date may not be correct. The time and date are set using the WebUI. See [“System Basic Settings” on page 118](#).

► To connect the PSTN Gateway telephone lines:

1. Remove the plastic covers from the Gateway PSTN (telephone) jacks to be used, marked **LINE 1** through **LINE 4** and **BYPASS**, as shown in Figure 18.

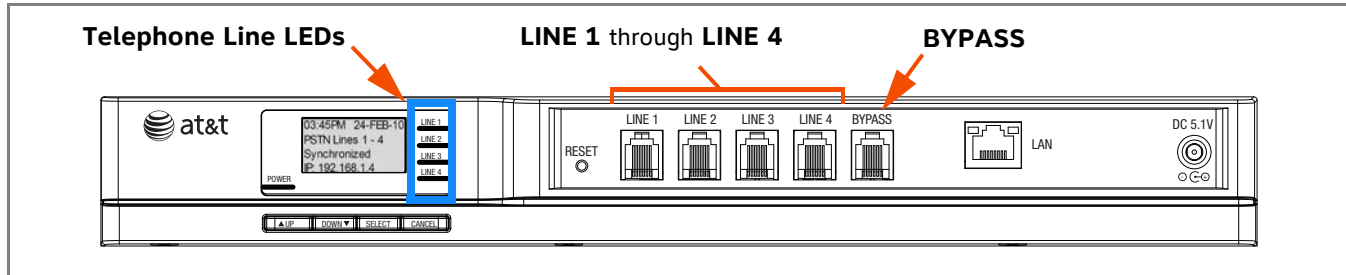


Figure 18. PSTN Gateway Telephone Line Connections

2. Plug up to four telephone lines from the telephone wall jacks into the Gateway. The line LEDs blink for up to 15 seconds during initialization.



If you subscribe to Digital Subscriber Line (DSL) high-speed Internet service through your telephone line, you must plug each telephone line with DSL service into a DSL filter. Then plug the DSL filter into the telephone wall jack, as identified in Figure 19.

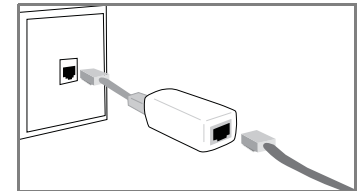


Figure 19. DSL Connection



For customer service or product information, contact the installer at the number on the cover of this guide. If your installer is unavailable, visit our website at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.



► To connect the T1 Gateway T1 cable:

Plug the black T1 cable into the Gateway, as shown in Figure 20, and into your T1/PRI network device from your service provider.

Do not make any calls until the POWER and the SYN/ACT LEDs are green. See “[T1] T1 Gateway Operation” on page 70.



CAUTION The SB67060 T1 Gateway must use only No.26 AWG or larger Telecommunications line cord to reduce the risk of fire.



NOTE For customer service or product information, contact the installer at the number on the cover of this guide. If your installer is unavailable, visit our website at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

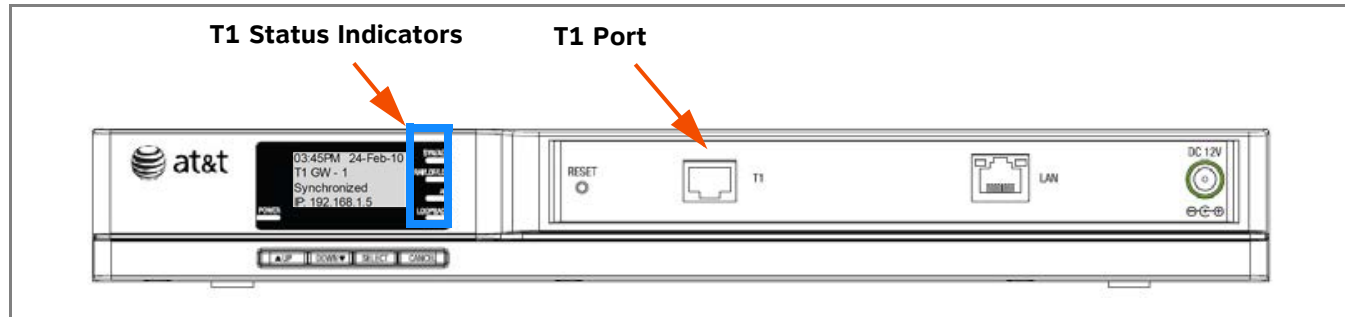


Figure 20. T1 Gateway Line Connections



020 Deskset and 030 Deskset Installation

Figure 21 identifies the features on the bottom and side of the Deskset. You can install the SB67020 and SB67030 Deskset on a desktop or mount it on a wall. Figure 21 represents the SB67030. Although the SB67020 is slightly different, its features have the same basic layout.

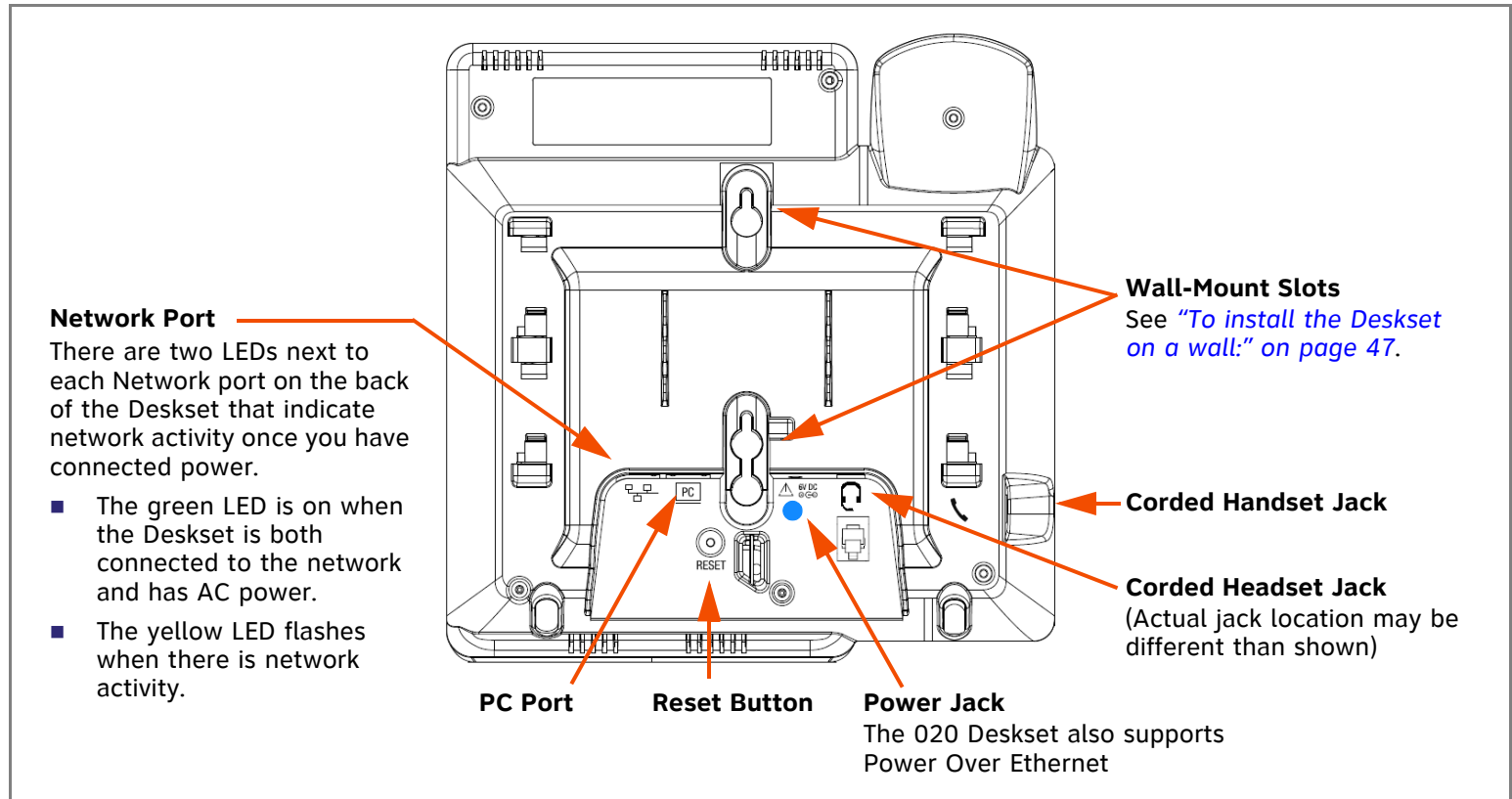


Figure 21. Deskset Connections

To attach the Desktop Stand for desktop installation:

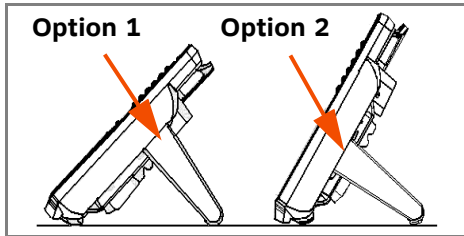


Figure 22. Deskset Stand Options

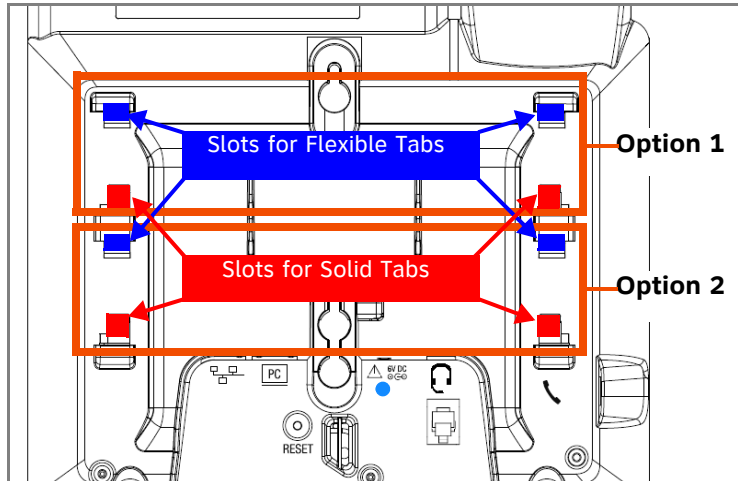


Figure 23. Deskset Stand Installation

1. Select a Deskset position. The desktop setup requires the Deskset Stand and provides two positions, Option 1 at 45° and Option 2 at 60°, as shown in Figure 22. If you use Option 2, rotate the Handset tab as explained in [“To rotate the Handset tab for wall and Deskset Option 2 installation:”](#) on page 44
2. Place the Deskset on a flat surface with the power and network ports facing you, as illustrated in Figure 23.
3. Place the stand, illustrated in Figure 24, on the base with the flexible tab side away from you.
4. Insert the solid tabs of the stand into the Option 1 or Option 2 slots on the base that are marked in red in Figure 23.
5. Rotate the stand away from you until it rests against the base and you hear a click as the flexible tabs lock into place.

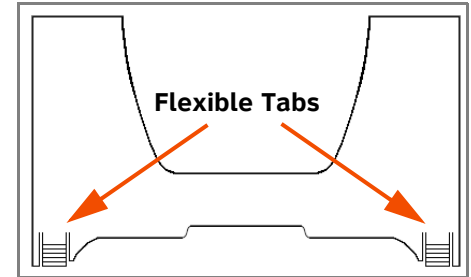


Figure 24. Deskset Stand Tabs

► **To rotate the Handset tab for wall and Deskset Option 2 installation:**

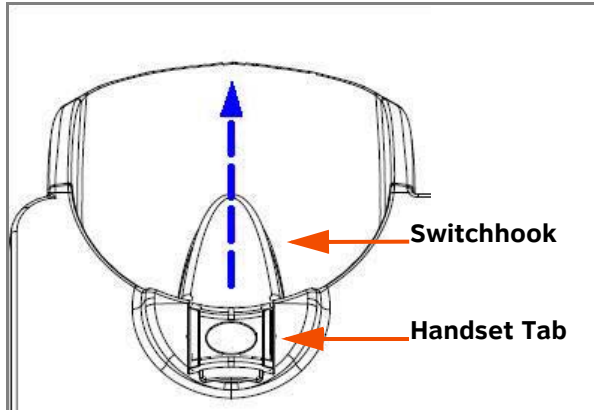


Figure 25. Handset Tab

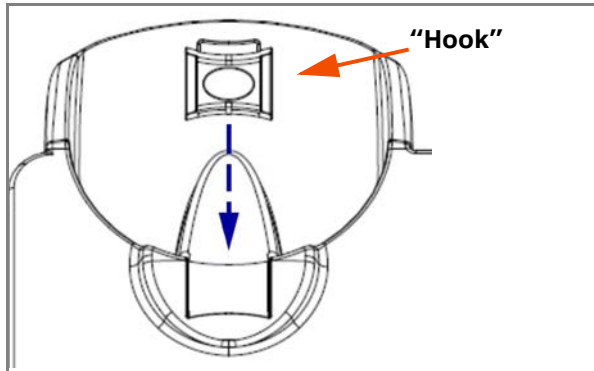


Figure 27. Replace Handset Tab

1. Press the switch hook and slide the Handset Tab toward the top of the base, as shown in Figure 25.
2. Rotate the Handset Tab 180°, as shown in Figure 26, so that the "hook" is at the top.
3. Replace the Handset Tab back on the base, as shown in Figure 27.

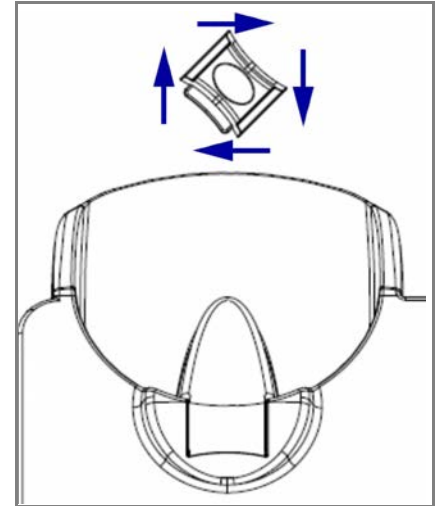


Figure 26. Handset Tab Rotation

► **To connect the Cat.-5 LAN cable to the Deskset:**

► **With a PC:**

If there is a networked computer and no extra Ethernet wall jacks near the Deskset, then plug the PC Ethernet cable into the Deskset so the Deskset and PC share the same network connection.

1. Unplug the Cat.-5 Ethernet cable from your computer.
2. Plug that Cat.-5 Ethernet cable into the Network port on the back of the Deskset, as indicated in Figure 28.
3. Plug another Cat.-5 Ethernet cable into the PC port on the Deskset.
4. Plug the other end of the second Cat.-5 Ethernet cable into your computer.

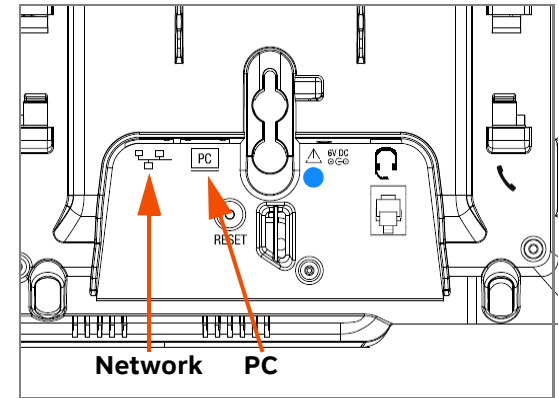


Figure 28. Network Connections

- If a GigE network is being used, a computer connected through the Deskset will be limited to 100 Mbits/s. If you require a GigE Ethernet rate, use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the greater bandwidth.
- If a PC is connected to your LAN through a Deskset, any Deskset resets and power or network interruptions will disrupt the PC's connection to the network.



The PC port on the Deskset is intended for connection to an end-user PC only.

- *Do not use the PC port to connect to a PC with a heavy bandwidth load (such as a network server PC or a hub, switch, or router).*
- *Do not use the PC port to extend the network. The end-user PC should be the final point. Do not use the PC port to connect to other system devices.*



► To connect the Cat.-5 Ethernet cable to the Deskset: (Continued)

► Without a PC

If the Deskset has a dedicated network connection, then connect the Deskset to the network connection only.

1. Plug a Cat.-5 Ethernet cable into the Network port on the back of the Deskset, as indicated in [Figure 28 on page 45](#).
2. Plug the other end into the Ethernet wall jack.

► To connect power:

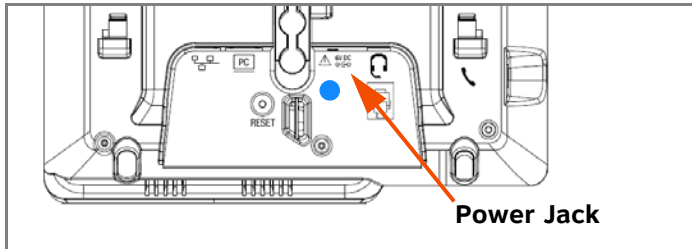


Figure 29. Power Connector

[020] If you are using PoE, connecting the Deskset to the network also connects the power.

If you are using the supplied power adapter:

1. Plug the power adapter (blue tag) into the DC Power jack on the back of the Deskset, as identified in Figure 29 and on the Deskset by a blue dot.
2. Plug the power adapter into an outlet not controlled by a wall switch. The display screen illuminates within about a minute.

If the user's computer is plugged into an uninterruptible power supply (UPS), consider plugging the Deskset into it, too.



► **To install the Deskset on a wall:**

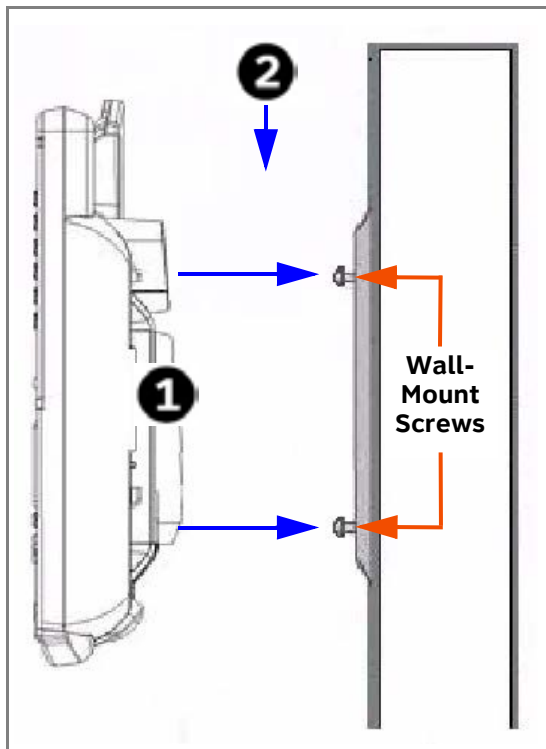


Figure 30. Deskset Wall Mount

1. Plug the Ethernet cable into the port on the back of the deskset. (See ["To connect the Cat.-5 LAN cable to the Deskset:"](#) on page 45.)
2. Plug the power adapter into the jack on the back of the deskset. Skip this step if using POE for an 020 Deskset. (See ["To connect power:"](#) on page 46.)
3. Place the Deskset base over the mounting plate above the mounting studs as shown in **1**.
4. Slide the Deskset base down as shown in **2**.
5. Plug the Ethernet cable into the wall jack.
6. Plug the power adapter into a power outlet not controlled by a wall switch. Skip this step if using PoE for an 020 Deskset.
7. Make sure the Handset Tab is in Wall position, as described in ["To rotate the Handset tab for wall and Deskset Option 2 installation:"](#) on page 44.
8. Connect the corded handset.

► To connect the corded handset and an optional corded headset

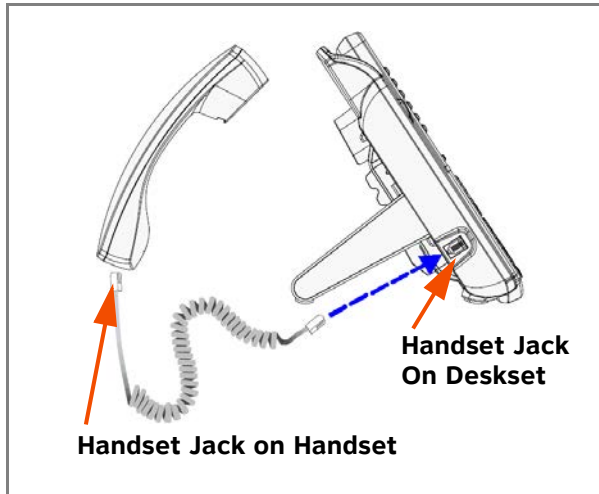


Figure 31. Handset Cord Connection

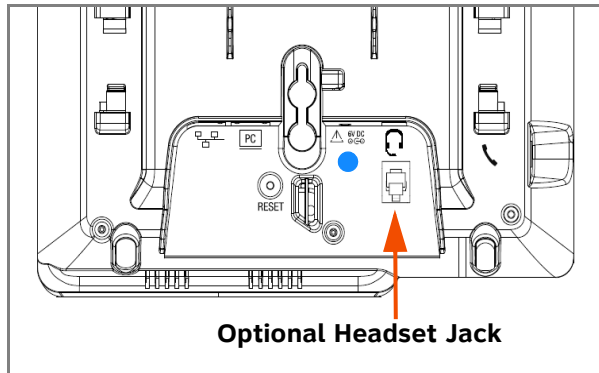


Figure 32. Install Optional Headset

► **Connect the corded handset:**

1. Plug the coiled end of the handset cord into the handset jack on the left side of the telephone, as identified in Figure 31.
2. Plug the end of the handset cord with the five-inch straight line into the handset, then hang up.

► **Connect an optional corded headset:**

Plug an optional corded headset or cordless headset base into the RJ-9 connector on the bottom of the Deskset, as indicated in Figure 32.

[030] A headset plugged into this jack takes precedence over a registered AT&T TL7600 cordless Headset.



CAUTION

Do not plug a headset into the jack for the corded handset.



[ATA] SB67050 ATA Installation

► **To install the ATA:**

1. After installing at least one Deskset, plug the AC plug into an electrical outlet not controlled by a wall switch and the DC plug into the DC jack, as shown in Figure 33. Wait up to one minute until the screen lights up.



To prevent the loss of ATA-supported services during power outages, plug the AC power plug into an Uninterruptible Power Supply (UPS).

2. Plug a Cat-5 Ethernet cable into the port marked LAN. Plug the other end of the Ethernet cable into your office LAN.

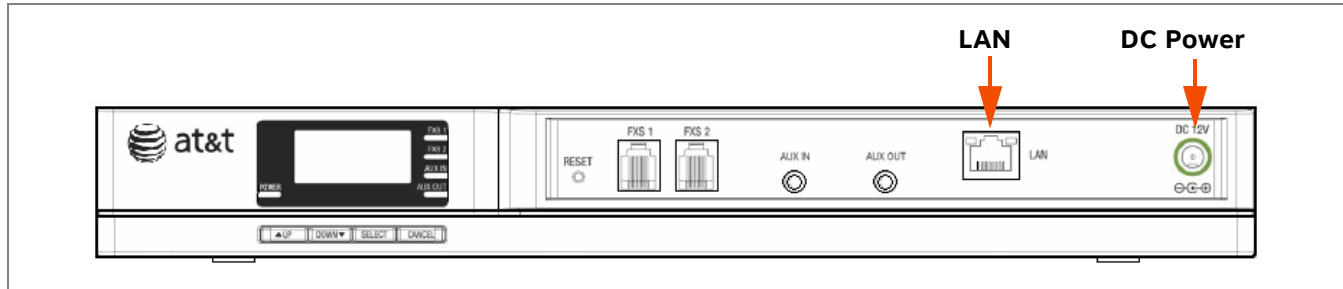


Figure 33. ATA Power and LAN Connections



► To install the ATA: (Continued)

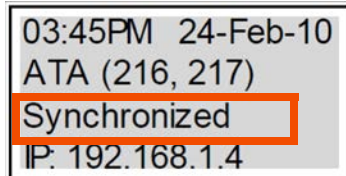


Figure 34. ATA Synchronized

The ATA takes about a minute to power up.

After the ATA has found the network and the gateway, **Synchronized** displays on the third line of the display, as shown in Figure 34. This is the Idle screen.

The time and date may not be correct. The time and date are set using the WebUI. See [“System Basic Settings” on page 118](#).

3. Remove the plastic covers from the FXS station ports that you are using, as shown in Figure 35.

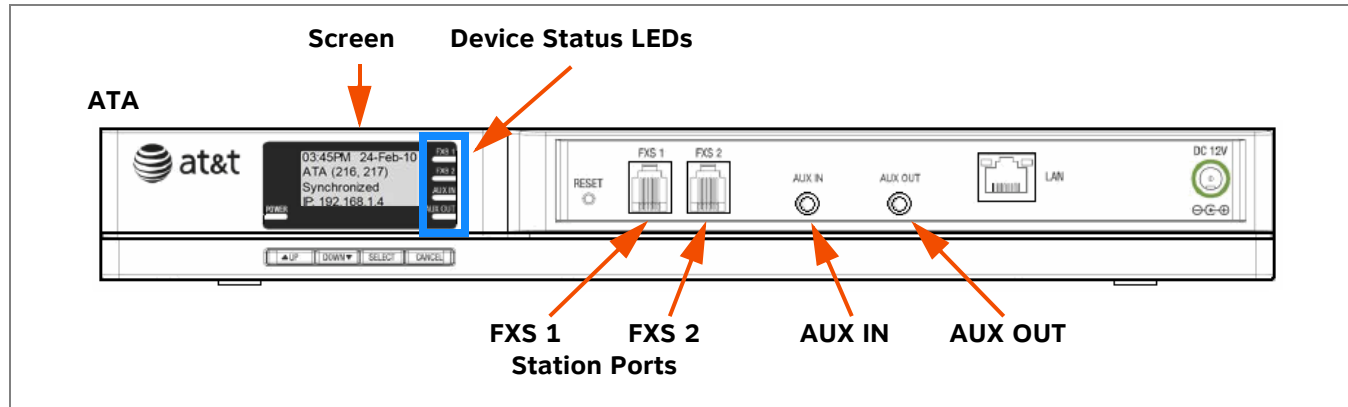


Figure 35. ATA Line Connections



[ATA] Connecting Analog Devices

The ATA allows you to attach the following analog devices to the ports and jacks identified in [Figure 35 on page 50](#). Most options require the system administrator to configure the feature in the WebUI. If you are planning to install more than one type of analog equipment, make sure there are adequate ATA ports.

- Analog telephones, including conference phones

If not used for a fax machine or for Overhead Paging, the two FXS station ports on the ATA allow for connecting standard POTS (Plain Old Telephone Service) analog telephones and conference phones. When an ATA is added to the Synapse system, the FXS ports are automatically assigned extension numbers that can be changed by the system administrator using the WebUI. Users can make and receive calls on those analog telephones, but some features, such as call forward and call transfer, are not supported.

- A fax machine to share your general telephone lines instead of using a dedicated fax line

One of the two FXS station ports can be configured to support a fax machine. The system administrator must configure the Fax mode in the WebUI.

- Overhead Paging Equipment (OHP)

The ATA provides three options to connect OHP. The system administrator must configure the OHP in the WebUI.

- Single zone paging with OHP equipment connected to the ATA Aux Out jack
- Single zone paging with OHP equipment connected to one of the FXS station ports
- Multi zone paging with OHP equipment connected to one of the FXS station ports.

- A source for Music On Hold (MoH)

The ATA can be configured so that when external callers are placed on hold, they hear the audio source provided by the MoH input. The system administrator must configure the MoH in the WebUI.

See [“The Web User Interface \(WebUI\)” on page 108](#) for information on configuring and using third-party devices.



[ATA] Connecting Analog Telephones

► **To install analog telephones:**

1. Remove the plastic covers from the **FXS 1** and **FXS 2** (telephone) ports to be used on the ATA.
2. Plug up to two telephone lines from analog telephones into the ATA **FXS 1** and **FXS 2** ports, as shown in Figure 36.

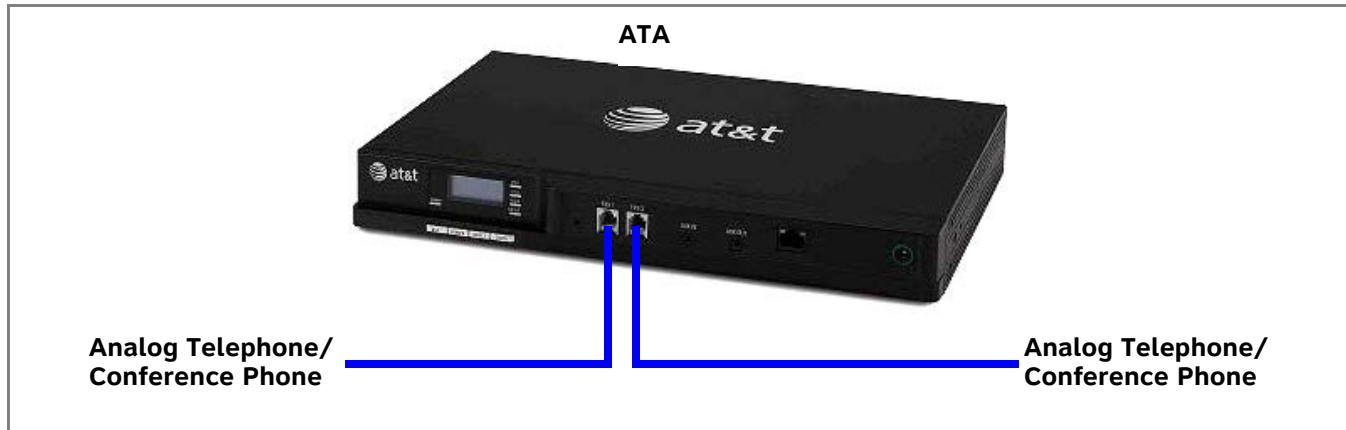


Figure 36. ATA Analog Telephone Installation

[ATA] Connecting a Fax Machine

► To install a fax machine:

1. Remove the plastic covers from the **FXS 1** or **FXS 2** (telephone) port to be used on the ATA.
2. Plug a telephone line from the fax machine into the ATA **FXS 1** or **FXS 2** port, as shown in Figure 37.
3. Configure the fax connection in the WebUI.

See “[\[ATA\] Fax Settings](#)” on page 155” for information on configuring the ATA to work with your fax machine.



Figure 37. ATA Fax Machine Installation



NOTE

If you are connecting your fax machine to the ATA, you will have to tell the employees that they may need to dial a trunk prefix, such as a 9, because the fax is now integrated into the Synapse system.



[ATA] Connecting an Overhead Paging System (OHP)

A Single Zone or Multi-Zone system can be integrated into an existing Synapse network. The control unit or analog amplifier for the Overhead Paging system connects directly to the ATA via an FXS or the AUX OUT jack, depending on the type of paging system. Synapse supports most OHP systems that support PBX station ports or auxiliary audio-out connections to a PBX. Some settings for the OHP may have to be changed to work with Synapse. The following OHP systems have been verified to work with Synapse.

Single Zone

Aux Out Jack

- Bogen TPU35B

FXS Port

- Bogen TAMB
- Bogen TPU15A
- Bogen TPU35B (alternate to TPU15A)
- Valcom 1030c
- Viking CPA-7B
- Valcom V-9940 (expandable for multi-zone)
- Valcom V-9941A (with talkback)

Multi-Zone

FXS Port

- Bogen PCM 2000
- Bogen PCM TAMB
- Bogen TPU15A or TPU35B
- Bogen ZPM3



If you don't know whether your OHP is Single Zone or Multi Zone, see [“\[ATA\] Overhead Paging Overview” on page 168](#). There are so many types of paging equipment that you may need to contract with a communications equipment professional to install the OHP.



NOTE

Whether you are replacing a phone system and using an existing (already working) OHP, or installing a new OHP, the paging system may have settings that need to be adjusted to work with Synapse.

OHPs that are “Line Mode” that cannot be set to “Station Mode” cannot be used with Synapse.

It is likely that if you are using a Single Zone Paging System that you want to attach to the AUX OUT jack, you will need to create your own cable.



► To install an overhead paging system:

1. Remove the plastic covers from the **FXS 1** or **FXS 2** (telephone) port to be used on the ATA.
2. Plug the telephone line from the OHP device into the ATA **FXS 1** or **FXS 2** port, or plug an audio cable from the OHP device into the Synapse **AUX OUT** jack, as shown in Figure 38, depending on the requirements of the paging system.
3. Enable the OHP device in the WebUI.



See the *"The Web User Interface (WebUI)" on page 108* for information on configuring an OHP device.

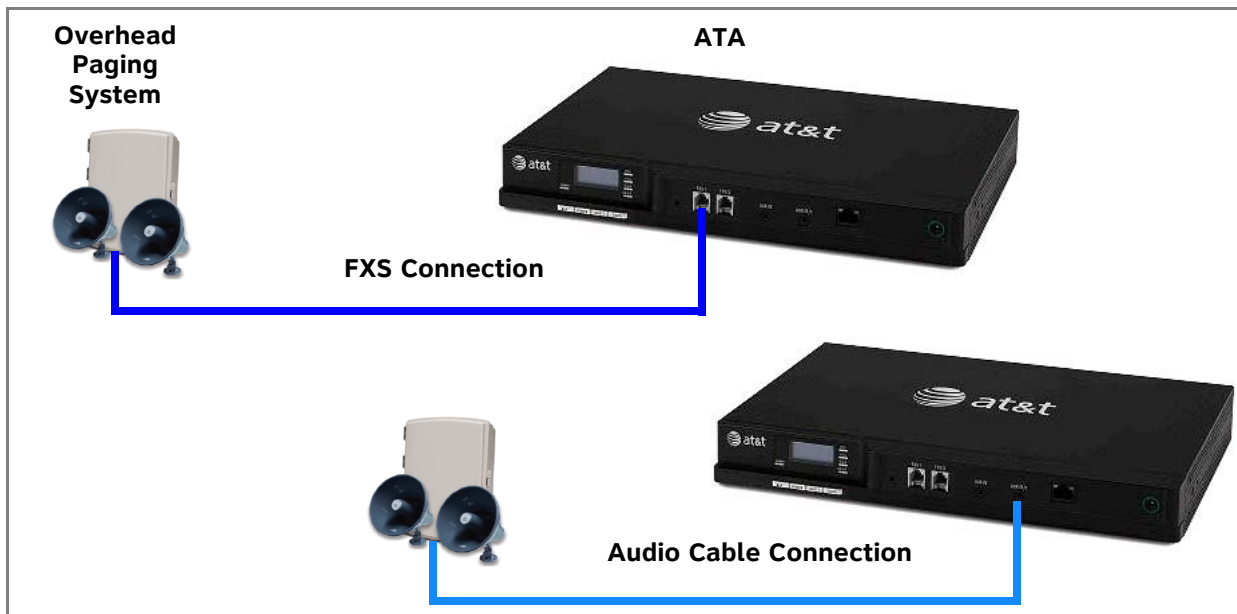


Figure 38. ATA Overhead Paging System Installation



[ATA] Connecting a Music on Hold Source

► To install a music on hold source:

1. Use the supplied Auxiliary Audio Cable to plug a streaming audio source, such as a radio or MP3 music player, into the ATA **AUX IN** jack as shown in Figure 39. If the supplied cable does not connect to your music source, use another cable that will connect your device to the 3.5 mm **AUX IN** jack. This audio source must have a volume control. The volume adjustment on the audio device should be set to obtain the preferred level of music on hold within the system.



The ATA **AUX IN** jack is set up to receive headset-out audio signals. Do not connect to a “Line-Out” audio source or to speaker outputs.

On-hold music functionality should only be used in conjunction with music specifically licensed for on-hold use. Licensed on-hold music is available from many third party suppliers. AT&T disclaims any liability arising from the failure to obtain such a license.

2. Enable Music on Hold in the WebUI.

See [“The Web User Interface \(WebUI\)” on page 108](#) for information on configuring an OHP device.



Figure 39. ATA Music on Hold Source Installation



[Handset] SB67040 Cordless Handset Installation



The SB67040 Cordless Handset requires registration to an SB67030 Deskset. The SB67020 does not support the SB67040 Cordless Handset.

[Handset] Charger Installation

Place the Handset in the charger when not in use.

► **To plug the Handset charger into AC power:**

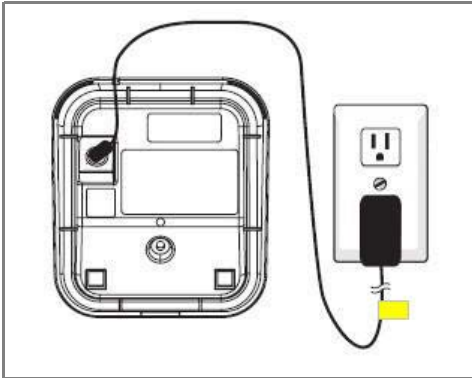


Figure 40. Handset Charger Power Connect

1. Plug the power adapter into an electrical outlet not controlled by a wall switch.
2. Plug the small end of the power adapter into the jack on the underside of the charger.
3. Route the cord through the slot, as shown in Figure 40.



[Handset] Battery Installation

The Handset uses a rechargeable 2.4v nickel-metal hydride cell (NiMH) battery pack and comes with a battery charger.

► **To install the Handset battery:**

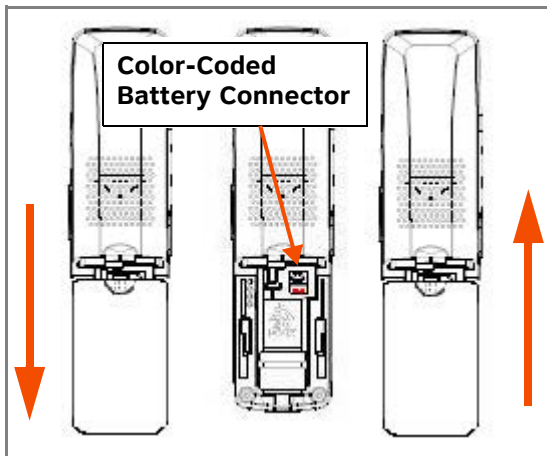


Figure 41. Install Handset Battery

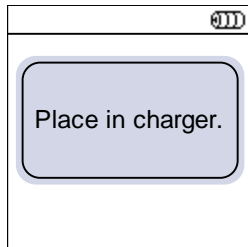


Figure 42. Place in Charger

1. Remove the battery cover by pressing and sliding the cover downward, as shown in Figure 41.
2. Plug the battery connector securely into the plug inside the Handset battery compartment, matching the color-coded label.



Use only the supplied rechargeable battery or replace it with battery model BT8001. To obtain a replacement battery, visit our website at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

3. Place the battery in the compartment with THIS SIDE UP facing up.
4. Align the cover flat against the battery compartment, then slide it upward until it clicks into place.

If the battery has enough charge, within 10 seconds the LCD displays the Place in charger screen shown in Figure 42. If there is no charge, the screen remains blank.

5. Place the Handset in the charger.



[Handset] Battery Charging

Charge the Handset battery for at least 16 hours before use. When fully charged, the Handset battery provides approximately five hours of talk time or three days of standby time.

► To charge the Handset battery:

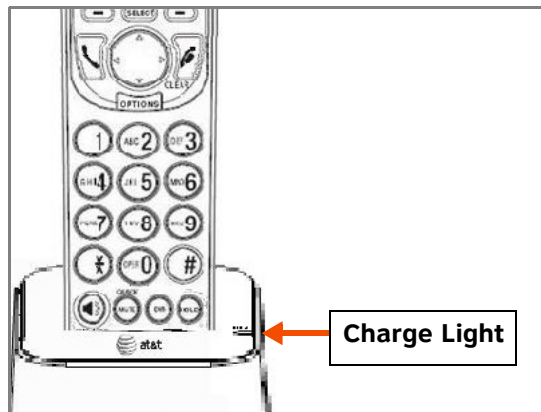


Figure 43. Handset in Charger

Place the Handset in the charger, as shown in Figure 43.

- The **CHARGE** light is on when the Handset is charging.
- If the Handset has not yet been registered, the Register screen shown in Figure 44 displays within 15 seconds.



Figure 44. Register Screen



See the “Handset Registration” section in the AT&T SB67040 Cordless Accessory Handset Quick Start Guide that was packaged with the Handset and available at www.telephones.att.com/synapseguides.



NOTE

NOTE: Place the Handset in the charger when not in use.



[Handset] Low Battery Notification

When the battery is low, the Handset emits an alert tone and displays the notification screen shown in Figure 45.

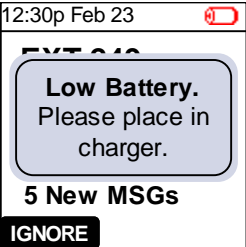

▶ To handle low battery notification:	
	<ol style="list-style-type: none">1. Press IGNORE to exit the notification screen.2. Place the Handset into the charger. <hr/> <p> NOTE: If the Handset stops working when you are on a call because of low battery charge, that call is auto-held on the Deskset.</p> <hr/>

Figure 45. Low Battery

[Handset] Power Save Mode

If you are not on an active call and press no keys for 30 seconds, the system goes into Power Save mode.

- In this mode, the backlight turns off.
- Press any key to end Power Save mode.

[Headset] TL7600 Cordless Headset Installation



The TL7600 cordless headset requires registration to an SB67030 Deskset. The SB67020 does not support the TL7600 cordless headset.

[Headset] Charger Installation

► **To install the TL7600 charger:**

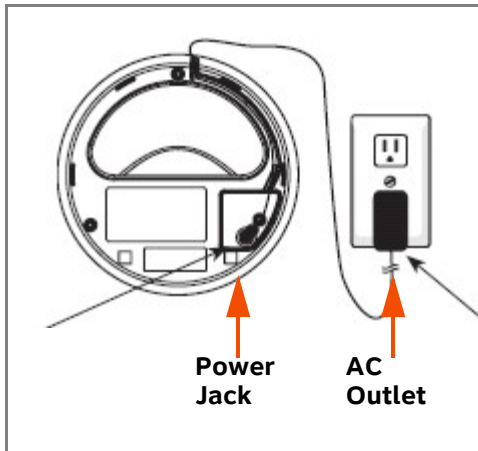


Figure 46. Charger Installation

1. Plug the small end of the charger power adapter into the jack on the underside of the charger, then route the cord through the slot as shown in Figure 46.
2. Plug the large end of the charger power adapter into an AC wall outlet not controlled by a wall switch.



[Headset] Battery Installation

Install the battery as shown below. For optimal performance, charge the Headset battery for at least six hours before use. When not in use, recharge the Headset by returning it to the Headset charger.

► To install a battery:

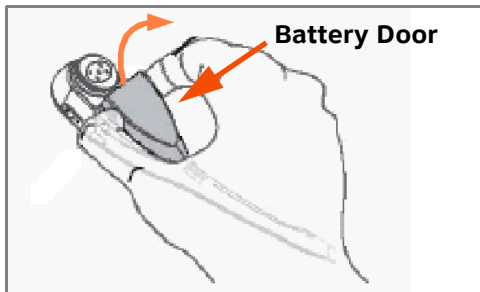


Figure 47. Remove Battery Door

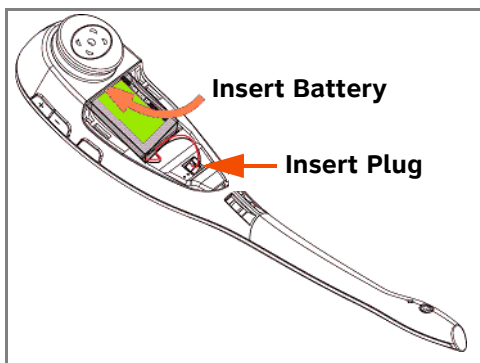


Figure 48. Insert Battery and Plug

1. If the battery door is attached, press on both sides of the battery compartment cover and lift the cover up and off as shown in Figure 47.
2. Insert the battery into the battery compartment with the label **THIS SIDE UP** facing up as shown in Figure 48.

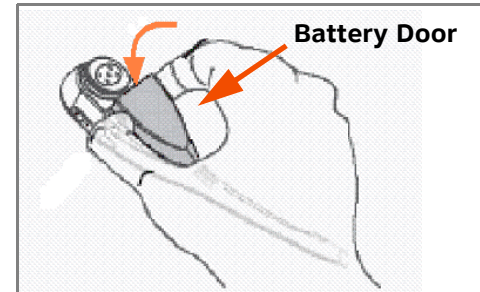


Figure 49. Replace Battery Door

3. Push the battery plug into the connector inside the compartment according to the color-coded label and place the wires neatly inside the compartment as shown in Figure 48.
4. Insert the tab on the bottom of the battery cover into the battery compartment. Press down gently on the battery cover until it snaps into place as shown in Figure 49.



NOTE

Remove the ear hook from the Headset before battery replacement.

Use only the supplied rechargeable battery or replace it with battery model BT191545. To obtain a replacement battery, visit our website at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.



[Headset] Battery Charging

After installing the battery, charge the Headset by placing it in the Headset charger as shown below. Before registration, the Headset **ON/OFF** light flashes twice every five seconds whether the Headset is charging or not. After registration, the Headset **ON/OFF** light is on when the Headset is charging.

► To charge the battery:

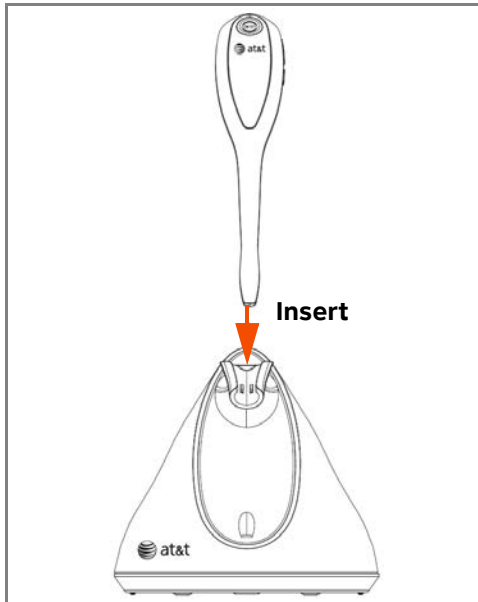


Figure 50. Insert Headset

1. Insert the Headset into the charger as shown in Figure 50.
2. Push the Headset downward until the **ON/OFF** light on the Headset turns on as shown in Figure 51.

If the Headset has not yet been registered, the **ON/OFF** light flashes blue and orange.



To register the headset, use the process described in "Registering an Optional Cordless Headset" in the AT&T SB67030 Deskset User's Guide at www.telephones.att.com/synapseguides.

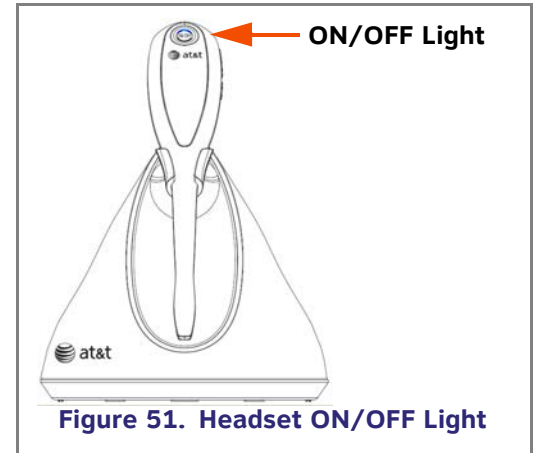


Figure 51. Headset ON/OFF Light



NOTE

Place the Headset in the charger when not in use.



[Headset] Installation

► To attach the over-the-ear hook to the Headset:

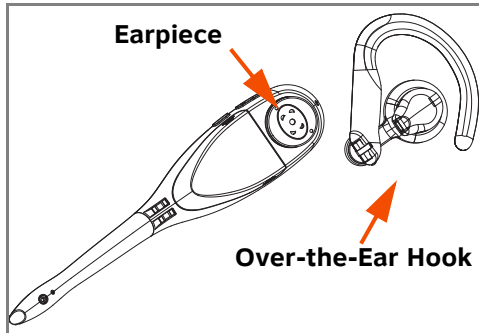


Figure 52. Ear Hook and Headset

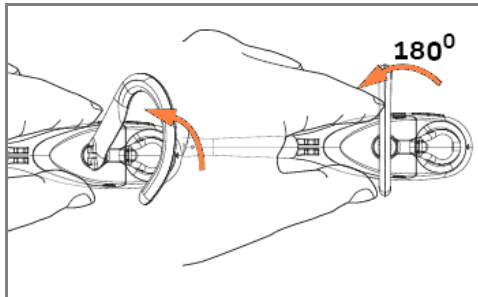


Figure 53. Adjust Ear Hook

1. Insert the earpiece into the over-the-ear hook as shown in Figure 52, and press the ear hook onto the earpiece.
2. To adjust the Headset to wear on the left or right ear:
 - a. Firmly grip the earpiece and the Headset in your hand.
 - b. Lift the hook upward as shown in Figure 53.
 - c. Twist the hook 180° counterclockwise and push the hook downward.

3. Hook the Headset onto the desired ear.
4. Adjust the angle of the Headset until the microphone is pointing towards your mouth as shown in Figure 54.

Firmly grip the earpiece with one hand whenever adjusting the Headset microphone up or down.

5. To remove the ear hook, hold the Headset with one hand and the ear hook with the other hand. Lift the ear hook up until it separates from the earpiece.

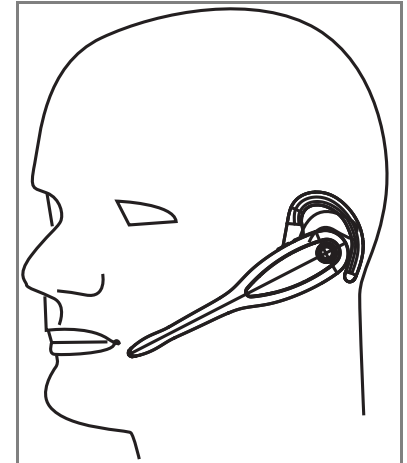


Figure 54. Adjust Microphone

► To attach the over-the-head band to the Headset:

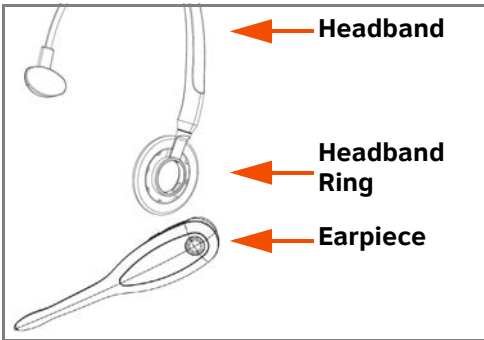


Figure 55. Headband and Earpiece

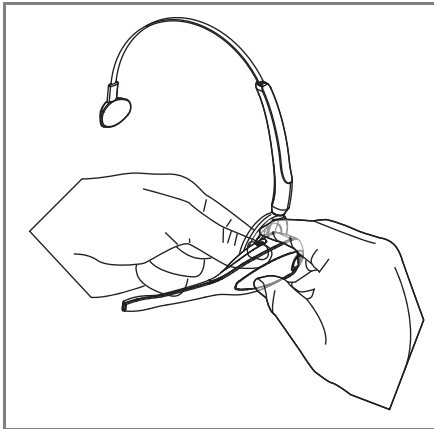


Figure 56. Insert Earpiece

1. Identify the earpiece and headband as shown in Figure 55.
2. Push the earpiece towards the headband ring until it clicks into place as shown in Figure 56.
3. Adjust the headband to fit your head as shown in Figure 57.
4. Adjust and rotate the angle of the Headset until the microphone is pointing toward your mouth as shown in Figure 57.
5. To wear on the other ear, rotate the Headset within the headband ring.

Firmly grip the earpiece with one hand whenever adjusting the Headset microphone up or down.

6. To remove the Headset from the headband:
 - a. Hold the Headset with one hand and the headband ring with the other hand.
 - b. Twist and pull the Headset until it separates from the ring of the headband.

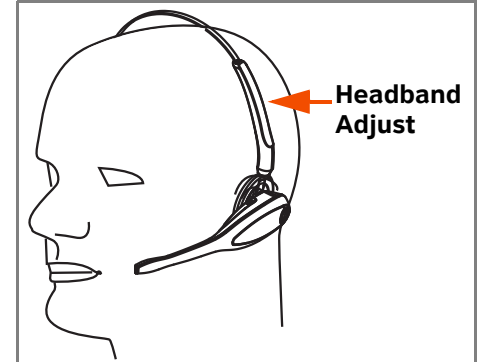


Figure 57. Adjust Headband and Microphone

► To attach the behind-the-neck band to the Headset:

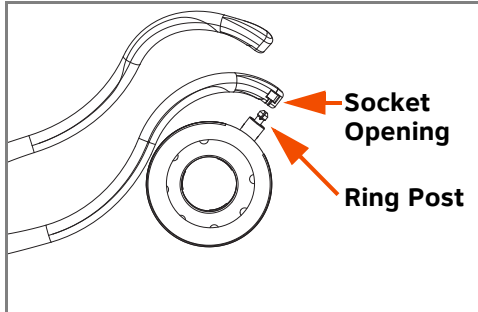


Figure 58. Headband and Earpiece

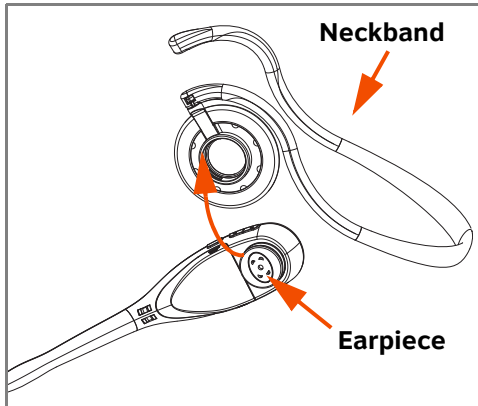


Figure 59. Insert Earpiece

The neckband ring is positioned for wearing on the right ear when shipped.

1. To wear the Headset on your left ear:
 - a. Rotate the ring post up and through the small socket opening, as shown in Figure 58.
 - b. Snap the ring into the small socket under the end of the left arm of the neckband.

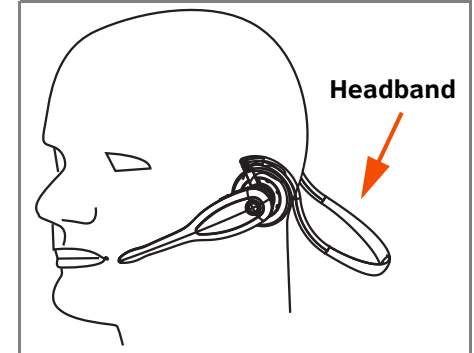


Figure 60. Adjust Microphone

2. Insert the earpiece into the neckband ring as shown in Figure 59.
3. Adjust and rotate the angle of the Headset until the microphone is pointing toward your mouth as shown in Figure 60.

Firmly grip the earpiece with one hand whenever adjusting the Headset microphone up or down.

4. To remove the Headset from the neckband:
 - a. Hold the Headset with one hand and the headband ring with the other hand.
 - b. Twist and pull the Headset until it separates from the ring of the headband.

GETTING STARTED



03:45PM 24-FEB-10
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

This chapter gets you started with configuring the Synapse system from the devices. Most of these functions are duplicated in the easier-to-use WebUI described in the next chapter, but if you need to assign static IP addresses, they must be set at each device. You can only directly reset a device from the device, although some functions in the WebUI include device resets.

This chapter covers:

- *"PSTN Gateway Operation" on page 68*
- *"[T1] T1 Gateway Operation" on page 70*
- *"Gateway Front Panel Interface" on page 72*
- *"Recovery After Power Failure" on page 78*
- *"Deskset Admin Settings" on page 80*
- *"Call Forward All and Call Fwd-NA (No Answer)" on page 82*
- *"Fwd/Trans to Outside Line" on page 89*
- *"IP Settings" on page 91*
- *"Reset User Password" on page 95*
- *"Upgrade Deskset Software" on page 96*
- *"[ATA] ATA Front Panel Interface" on page 102.*



PSTN Gateway Operation

Figure 61 illustrates the PSTN Gateway features and connections.

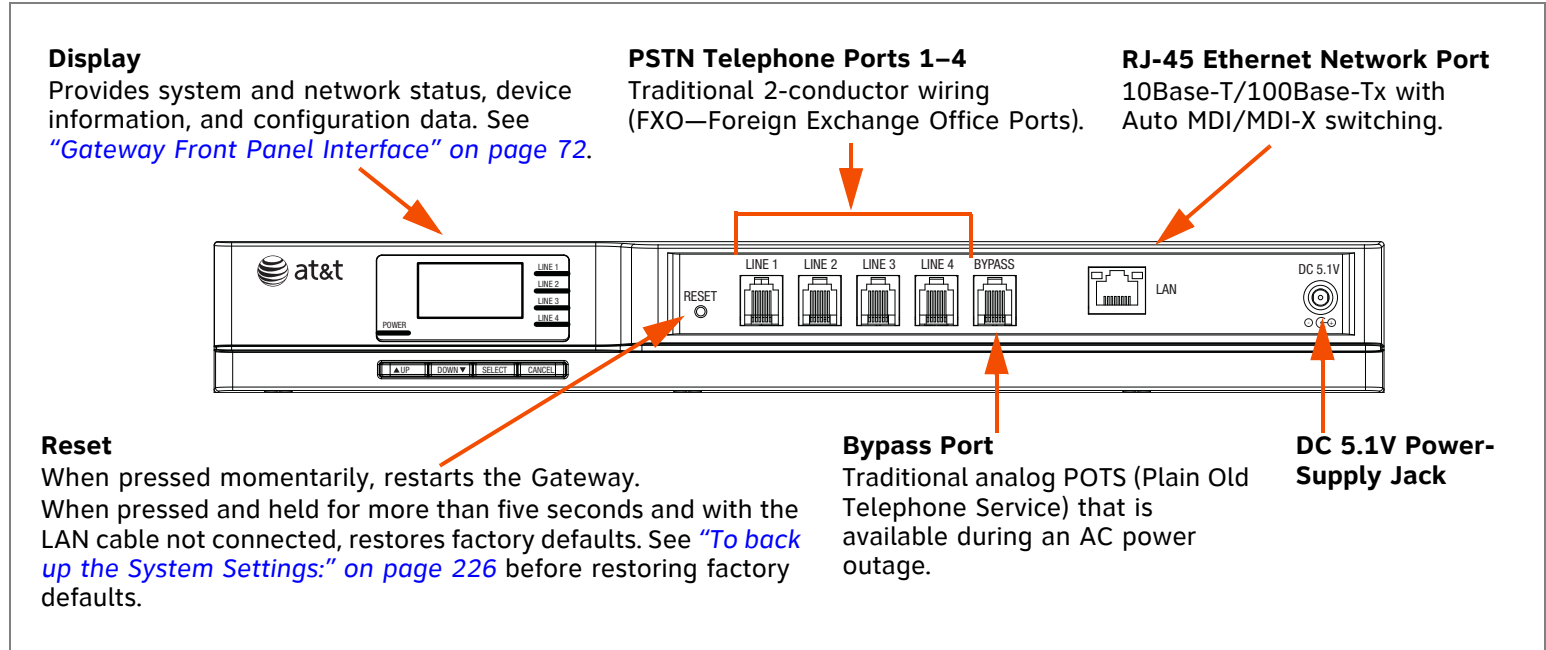


Figure 61. PSTN Gateway Features and Connections

When the Gateway power fails, calls on Line 4 are routed to the bypass line. See ["\[PSTN\] Using the Analog Line Bypass Jack" on page 79.](#)



Figure 62 provides an illustration and description of the PSTN Gateway front panel.

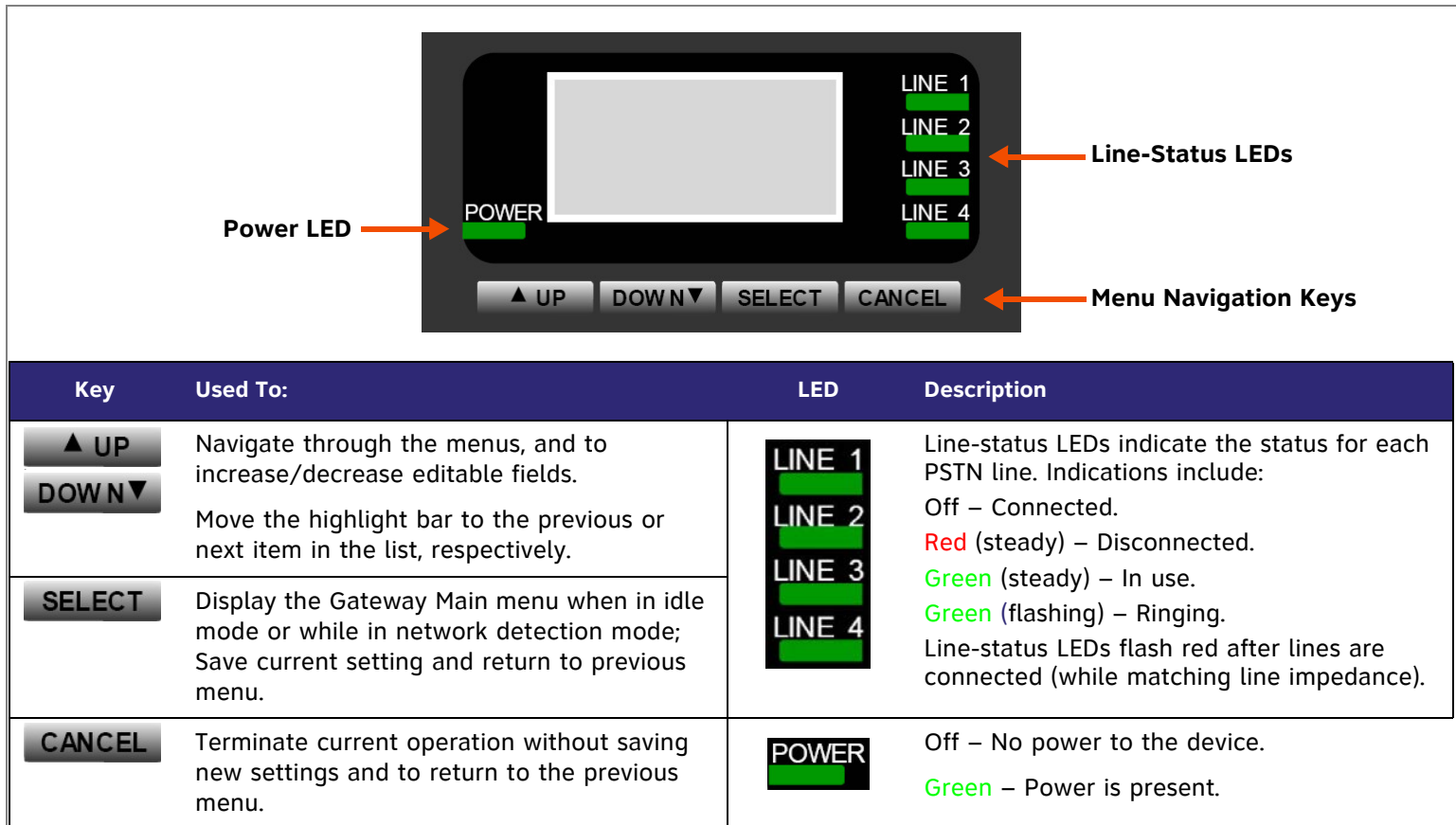


Figure 62. PSTN Gateway Front Panel Description

[T1] T1 Gateway Operation

Figure 63 illustrates the T1 Gateway features and connections.

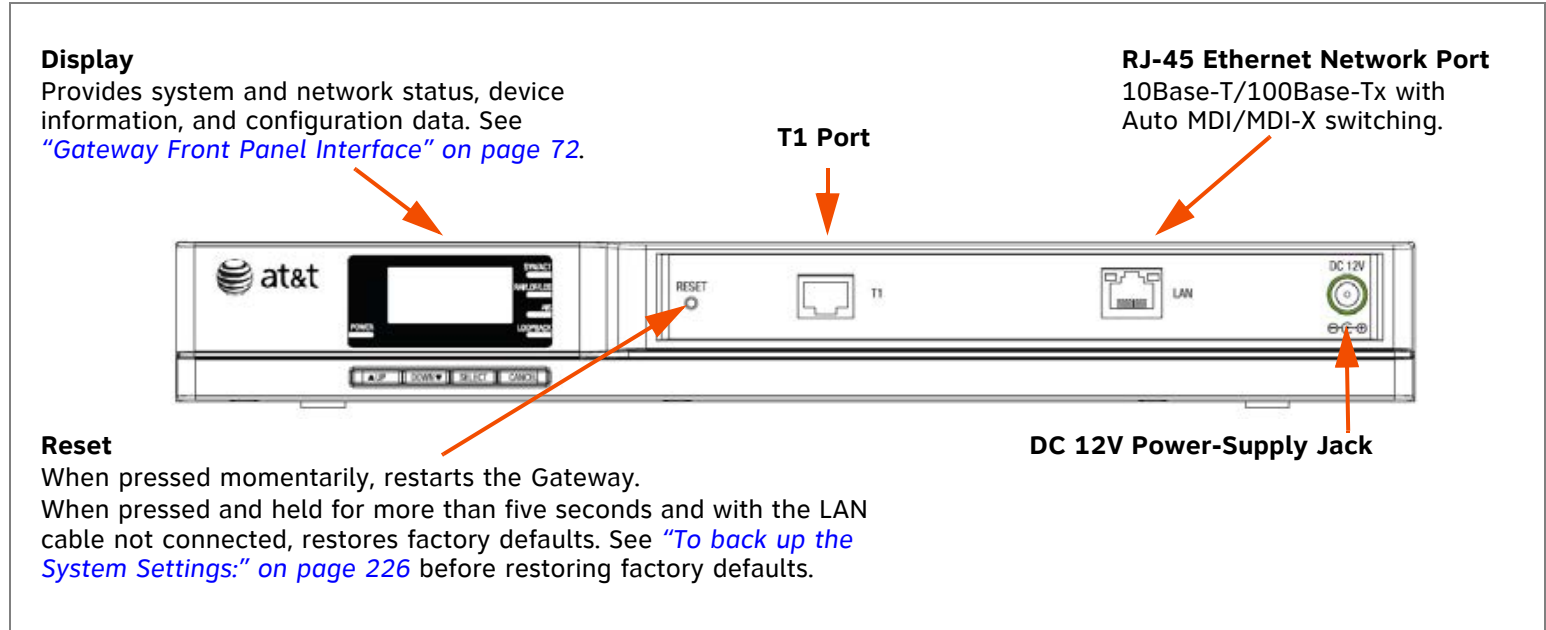


Figure 63. T1 Gateway Features and Connections

Synapse Administrator's Guide

Figure 64 provides an illustration and description of the T1 Gateway front panel.

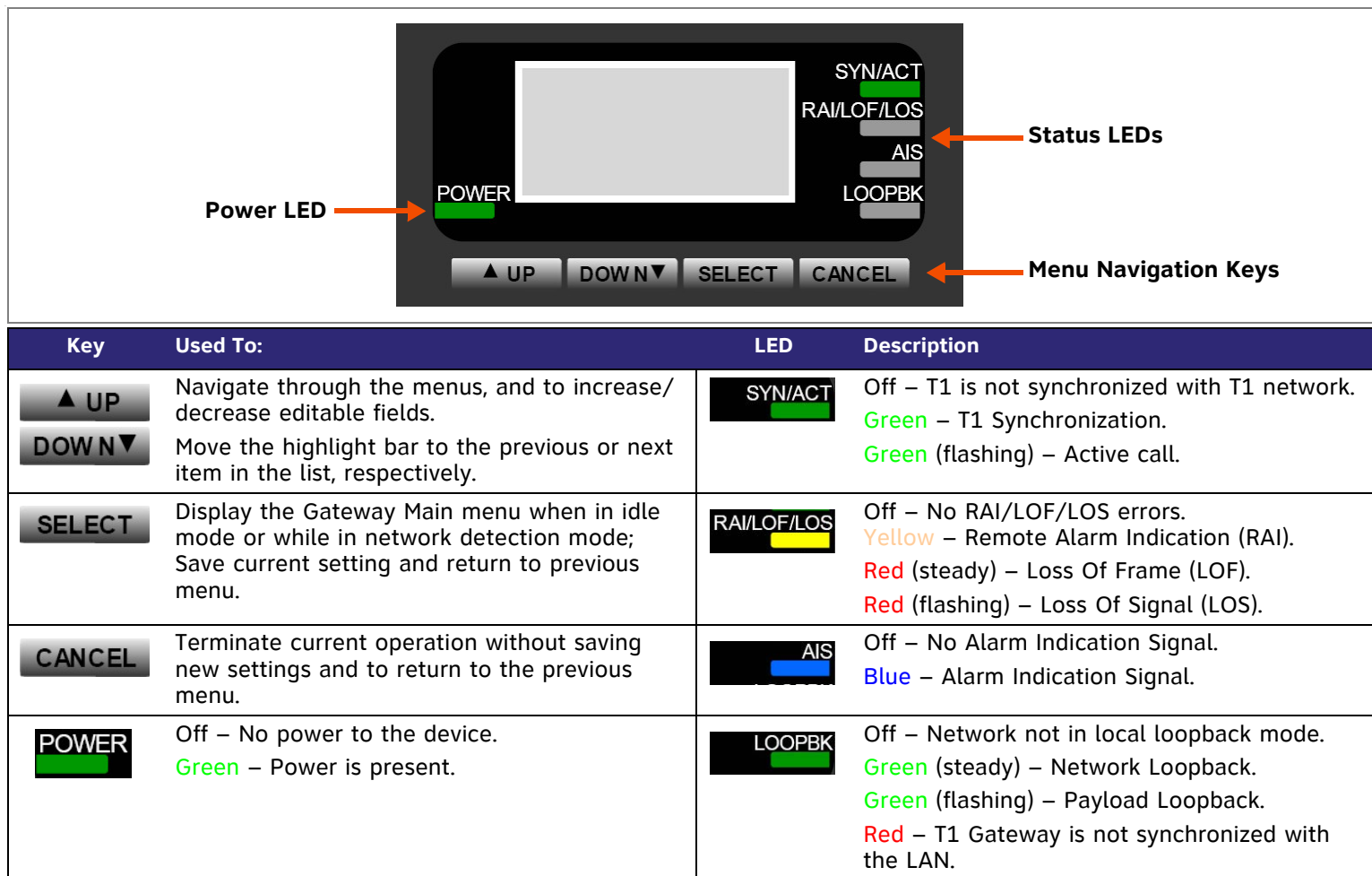


Figure 64. T1 Gateway Front Panel Description



Gateway Front Panel Interface

The Gateway provides an interface to access basic information and to perform some configuration tasks at the Gateway's front panel. Most of these tasks are easier to do using the WebUI. See [“The Web User Interface \(WebUI\)” on page 108](#).

The Gateway displays the Idle menu upon completion of the power-up sequence. Use the Gateway Main menu to perform some system operations.

03:45PM 24-FEB-10
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

PSTN Gateway

03:45PM 24-Feb-10
T1 GW - 1
Synchronized
IP: 192.168.1.5

T1 Gateway

Figure 65. Gateway Idle Screens

- To access the Gateway Main menu from the Idle screen, as shown in Figure 65, press the **SELECT** key. The menu provides the following functions:
 - **Device Information**
 - **Network Status**
 - **Configuration**



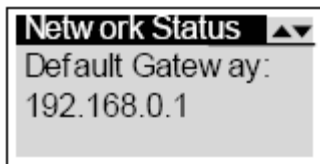


Figure 66. Gateway Menu Screens

- Press the **DOWN** key to highlight an entry, as shown in Figure 66, then press **SELECT** to see information about your Gateway or your Network. Select **Configuration** to view or modify some Gateway settings. Here is the information you can see in Device Information and Network Status:

Device Information

- Model #
- Serial #
- Boot Version
- Software Version
- Firmware Version



NOTE

The T1 Gateway does not display its firmware version.

Network Status

- IP Address
- Subnet Mask
- Default Gateway
- DNS Server X
- MAC Address
- Network Port
- Local Address



Gateway Configuration

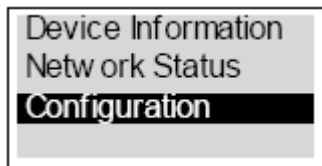


Figure 67. Gateway Configuration

Press **▲ UP** / **▼ DOWN** in the Gateway Main menu until **Configuration** is highlighted, as shown in Figure 67, and press **SELECT** to display the Configuration menu. The current setting is indicated with **[X]**. You can use this interface or the WebUI to upgrade software. Here are the configuration settings:

Configuration — Current Gateway settings.

- Auto IP — Is set automatically.
- Static IP — You can change the static IP only from the Gateway. Although the Gateway prompts you through the process, using a static IP address can have serious effects; contact your installer if static IP address editing is required.
- Restore Defaults — Highlight **Restore Defaults** and press and hold **SELECT** for two seconds when prompted to restore the Gateway to factory defaults. See [“Back Up and Restore Settings” on page 220](#) before restoring factory defaults.
- Upgrade Software — Highlight **Upgrade Software**, and press **SELECT**. If new software is available, you are prompted to press **SELECT** again to accept the upgrade.



Upgrade Gateway Software

If you have system settings that you want to retain, back up the settings before upgrading the system software. See [“To back up the System Settings:” on page 226.](#)

► To upgrade the Gateway software to the latest version:

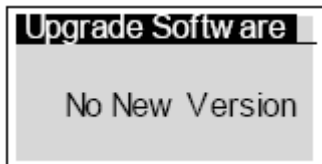
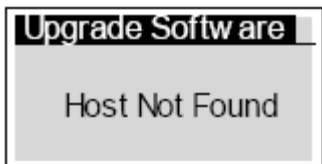
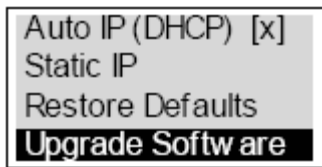


Figure 68. Upgrade Software

1. Press **▲ UP** / **▼ DOWN** in the Gateway Main menu until **Configuration** is highlighted and press **SELECT** to display the Configuration menu, as shown in Figure 68.
2. Press **▼ DOWN** to highlight **Upgrade Software** and press **SELECT** to initiate the software upgrade process. The device initiates a link to the Synapse Software Updates web site host and any new software.
 - If a host cannot be found or the server name cannot be resolved, **Timeout** or **Host Not Found** appears. Upgrade the software from the PC, which can offer more information about connection issues. See [“To manually update a device to the latest software version:” on page 231.](#)
 - If the host is found, but there is no new software available, then the **No New Version** message appears.



NOTE

If the device is sluggish or unresponsive during the upgrade process, see [“A Synapse device becomes sluggish or unresponsive during or immediately after software upgrade.” on page 264.](#)



► To upgrade the Gateway software to the latest version: (Continued)

Upgrade Software
Upgrade available.
Press SEL/SET
to download.

Programming Flash...
10% complete. Device
will reboot upon
completion.

Programming Flash...
100% complete.
Device will reboot
upon completion.

Figure 69. Downloading Software

3. If new software is available, you are prompted to initiate the upgrade by pressing **SELECT**, or abort by pressing **CANCEL**.
 - Once the downloading starts, the display indicates the progress as shown by the percentage indicator, as shown in Figure 69.
 - If the upgrade process is interrupted by removing the server connection, no restart occurs. The Gateway remains on the xx% complete screen, until an action is taken at that Gateway. The process does not resume even after the server connection is reestablished.
 - Pressing **CANCEL** during the programming process terminates the download midstream and returns you to the Configuration menu. The previous software version remains in effect.
 - When the upgrade is complete, the screen briefly displays **100% complete**, then **0% complete** for few seconds, before restarting the Gateway.
4. Press **CANCEL** repeatedly until you return to the Gateway Main menu.



Gateway Reset

Press the **RESET** button shown in Figure 70 by inserting a pen or paper clip into the hole and applying pressure to the button. The T1 Gateway (not shown) has a **RESET** button in the same location on the front panel.

- If you have already set up the system, see [“Back Up and Restore Settings” on page 220](#) to back up the Deskset and system settings before resetting the device to factory defaults.
- Press the **RESET** button for less than five seconds to reset the Gateway (your user settings are unaffected). You can get the same result by unplugging the power cord, then plugging it back in. You might do this to cause the Gateway to initialize without losing any settings or data.
- Unplug the LAN cable and press the **RESET** button for more than five seconds to completely reset the Gateway to factory defaults. See [“Appendix B: Default Settings” on page 327](#). You might do this if your Gateway is not synchronized.

If this is the only Gateway, but there are still Desksets connected, then only the voice prompts and hold messages are deleted; the rest of the Auto Attendant settings are maintained on the Desksets. If there is another Gateway, the other Gateway maintains all system configuration settings.



NOTE

To reset your entire system to factory defaults and completely clear the system of all settings (Auto Attendant, Ring Groups, hold message, and System Directory) and Voicemail messages, unplug the LAN cables from all devices and press the **RESET** button for more than five seconds on each device. Then reconnect all devices to the LAN.

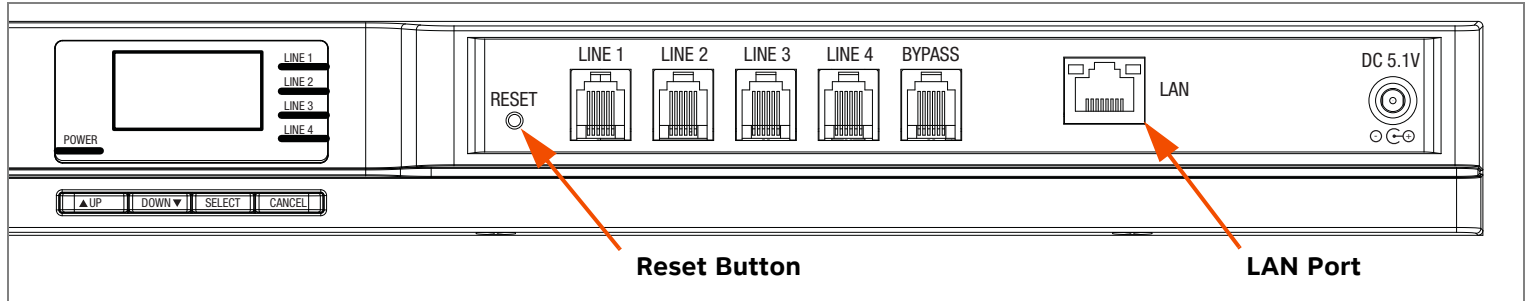


Figure 70. PSTN Gateway Reset Button



Recovery After Power Failure

The Synapse system automatically recovers after a power failure. The following describes the recovery process.

Allow about a minute for the Gateways and ATA to boot up when power returns after a power failure. The power-up sequence for the Gateways and ATA follows:

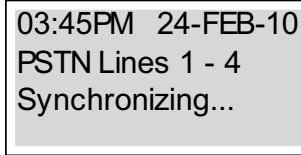
1. About 20 seconds after turning on power to the device, the POWER LED turns on.
2. When the device finds the network, **Synchronizing...** momentarily displays to indicate that the device is in the process of detecting and synchronizing with other system devices, as shown in Figure 71.
3. Once the device has successfully finished synchronizing with the rest of the system, **Synchronized** displays, as shown in Figure 72.

This is the Idle screen that shows the time, date, system status, and IP address.



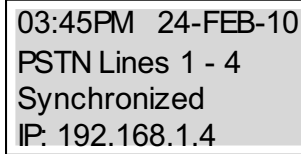
The time and date may not be correct. The time and date are set using the WebUI *"System Basic Settings"* on page 118.

The Desksets also automatically restart and synchronize after an AC power failure.



```
03:45PM 24-FEB-10
PSTN Lines 1 - 4
Synchronizing...
```

Figure 71. Synchronizing



```
03:45PM 24-FEB-10
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4
```

Figure 72. Synchronized

The system assigns a link-local address, which starts with 169.254.



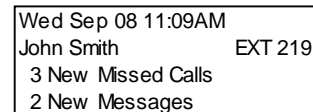
Synapse Administrator's Guide

Check each Deskset, Gateway, and the ATA to confirm that each has started up properly. A Deskset screen similar to the one shown in Figure 73 [020] or Figure 74 [030] appears. If any of the system devices report **Synch Failed** or **Synchronizing...** for more than a few minutes, see *"Reintroducing a Deskset Into the System" on page 243* and *"Reintroducing a Gateway or ATA Into the System" on page 246* for probable causes and recovery methods from these states.



NOTE

Some systems will take longer than others depending on the network topology.



Wed Sep 08 11:09AM
John Smith EXT 219
3 New Missed Calls
2 New Messages

Figure 73. 020 Deskset Idle Screen



Figure 74. 030 Deskset Idle Screen

[PSTN] Using the Analog Line Bypass Jack

Plug a non-system analog phone into the RJ-11 jack labeled **BYPASS** for direct access to an analog telephone line for emergency calls when the Gateway loses power. If you have a PSTN line plugged into Line 4, an analog telephone plugged into the bypass jack provides communication during AC power outages. When power returns, a relay disconnects this emergency bypass line so that this bypass line cannot be used to eavesdrop on normal calls.



Deskset Admin Settings

The WebUI provides an interface for setting up your system. See *"The Web User Interface (WebUI)" on page 108*. You can also use a Deskset to set up some system features, based on a menu structure presented on the Deskset display.

► To display the Admin Settings menu:

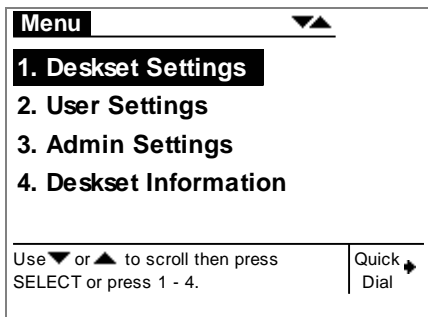


Figure 75. 030 Menu Screen

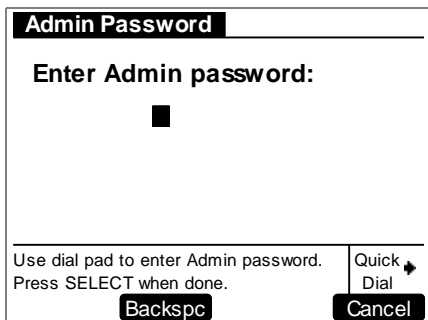


Figure 76. 030 Admin Password

1. Press **MENU** to display the **Menu** screen shown in Figure 75 and Figure 77.
2. Press **3** on the dial pad to display the **Admin Settings** screen shown in *Table 2 on page 81*.
3. Enter the Admin password, as shown in Figure 76 and Figure 78, and press **SELECT**.

The default **Admin** password is **12345**. The Synapse Administrator should change this password. See *"System Basic Settings" on page 118*.



NOTE The operator's Deskset has a fifth choice, **Auto Attendant Settings**, on the Menu screen.



See "Operator Auto-Attendant Settings" in the SB67020 Deskset User's Guide or the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides.

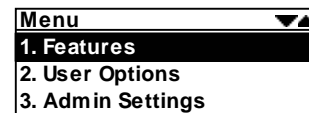


Figure 77. 020 Menu Screen

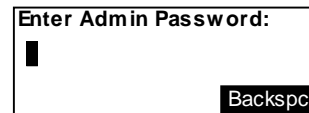
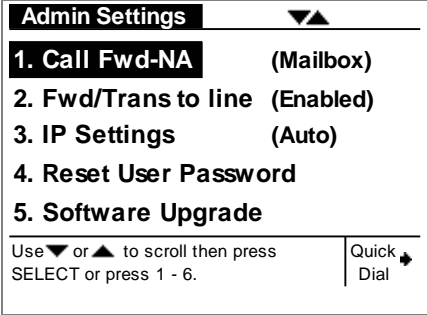
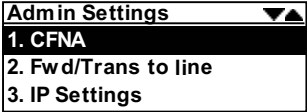
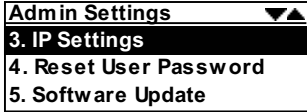


Figure 78. 020 Admin Password



Table 2. Admin Settings

Example Screens	Function	Submenu
 <p>Figure 79. 030 Deskset Admin Settings</p>  <p>Figure 80. 020 Deskset Admin Settings 1</p>  <p>Figure 81. 020 Deskset Admin Settings 2</p>	1. "Call Forward All and Call Fwd-NA (No Answer)" on page 82.	Call Fwd-NA Delay <5/10/15/20...45> Call Fwd-NA Target <Ext/Mailbox/Phone #> to Ext: xxx to Phone #: xxx-xxx-xxxx
	2. "Fwd/Trans to Outside Line" on page 89.	
	3. "IP Settings" on page 91.	1. IP Configuration <Auto/Static> 2. Set/Edit Static IP 3. IP Status
	4. "Reset User Password" on page 95.	
	5. "Upgrade Deskset Software" on page 96.	Software upgrade/update screen

Call Forward All and Call Fwd-NA (No Answer)

Call Forward All and Call Forward-No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension. Call Forward All settings override the Call Forward-No Answer Settings.

- **Call Forward All** is a user setting to redirect calls. Calls are immediately redirected to the assigned phone number, extension, or Voicemail; the calls cannot be answered at the Deskset.

The Deskset does not ring but a message screen appears to confirm that the call was forwarded. The Deskset does not record the call in its Call Log. Your company phone number is the caller ID information sent to outside numbers with the forwarded call. Users set Call Forward All in the WebUI or by pressing **CallFwd** [030] or **MENU** → **1** → **6** [020] when the telephone is idle.

- **Call Forward-No Answer** is an administrator setting to handle unanswered calls. The default is to send all calls to Voicemail after they ring for 15 seconds. The SA can change the target destination to another extension or to an outside phone number, or the SA can turn off call forwarding when there is no answer. You can change the delay to a number between 5 and 45 seconds. The Call Forward All setting on a Deskset overrides the system administrator's Call Forward-NA Setting for that Deskset.



NOTE

If **Fwd/Trans to line** is disabled, you cannot change the target destination to an outside phone number. See *["To toggle the Forward/Transfer to an outside line:" on page 89.](#)*



► To set up Call Forward–NA:

Figure 82. 030 Call Fwd–NA Settings

Figure 83. 030 Call Fwd–NA Off

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the screen shown in Figure 82 or Figure 84.
3. Press the ◀ or ▶ Navigation key to toggle the setting to one of the following target destinations:
 - ◀ Mailbox ▶. See *"Call Forward–NA to a Mailbox" on page 84.*
 - ◀ Ext ▶. See *"Call Forward–NA to an Extension" on page 85.*
 - ◀ Phone# ▶. See *"Call Forward–NA to an Outside Phone Number" on page 87.*
 - ◀ OFF ▶, as shown in Figure 83 and Figure 85. Calls will not be forwarded.



NOTE

If Call Forward All is on, these settings do not apply. Call Forward All is enabled in the User Settings menu of each individual Deskset.

Figure 84. 020 Call Fwd–No Answer Settings

Figure 85. 020 Call Fwd–No Answer - Off



Call Forward–NA to a Mailbox

► To forward all unanswered calls to a Mailbox:

Figure 86. 030 Call Fwd–NA Settings

Figure 87. 030 Call Forward Confirmation

1. Access the **Admin Settings** menu. Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the screen shown in Figure 86 or Figure 88.
3. Press the ◀ or ▶ Navigation key until ◀ Mailbox ▶ is highlighted.
4. Press the △ or ▽ Navigation key to highlight **Delay** as shown in Figure 89.
5. Press the ◀ or ▶ Navigation key to adjust the delay time in five-second increments.



NOTE

The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 15 seconds.

6. Press **Save** to accept the change and display the **Admin Settings** menu.



NOTE

After each call is forwarded, the Deskset displays the screen shown in Figure 87 and Figure 90.

Figure 88. 020 Call Fwd–No Answer Settings

Figure 89. 020 Call Fwd–No Answer Delay

Figure 90. 020 Call Forwarded



Call Forward–NA to an Extension

► *To forward all unanswered calls to an extension:*

Call Fwd-NA Settings ▼▲

Delay: [10 sec]

Target: < Ext >

to Ext:

Use ▼ or ▲ to move highlight.
Use ◀ or ▶ to cycle through options. Quick Dial ➔

Save

Figure 91. 030 Call Fwd–NA Settings

1. Access the **Admin Settings** menu. Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the screen shown in Figure 91 or Figure 92.
3. Press the ◀ or ▶ Navigation key until < Ext > is highlighted.
4. Press the ▽ Navigation key to move to the **to Ext:** editable field. A cursor appears in the number field.
5. Enter a valid extension.



NOTE

Analog telephones connected through the ATA are eligible as targets.

Call Fwd - No Answer ▼▲

Target: < Ext >

to Ext:

Save

Figure 92. 020 Call Fwd–No Answer Settings



► **To forward all unanswered calls to an extension: (Continued)**

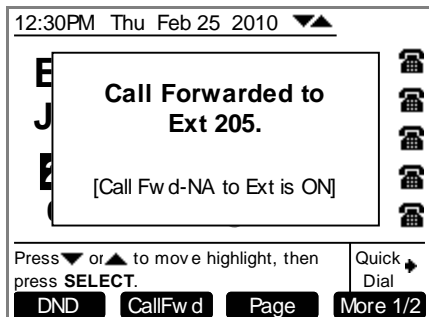


Figure 93. 030 Call Forward Confirmation

6. Press the \triangle or ∇ Navigation key to highlight **Delay**.
7. Press the \triangleleft or \triangleright Navigation key to adjust the delay time in five-second increments.
8. Press **Save** to accept the change and display the **Admin Settings** menu.



NOTE

After each call is forwarded, the screen shown in Figure 93 and Figure 94 appears.

Call forwarded to Ext 205

Figure 94. 020 Call Forward Confirmation



Call Forward–NA to an Outside Phone Number

► *To forward all unanswered calls to a phone number:*

Call Fwd-NA Settings ▼▲

Delay: [15 Sec]

Target: ◀ Phone # ▶

to Phone #:

Use ▼ or ▲ to move highlight.
Use ◀ or ▶ to cycle through options. Quick Dial ➔

Save

Figure 95. 030 Call Fwd–NA Settings

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **1** on the dial pad to display the screen shown in Figure 95 or Figure 96.
3. Press the ◀ or ▶ Navigation key until ◀ Phone # ▶ is highlighted.
4. Press the ▽ Navigation key to move to the **to Phone #**: editable field. A cursor appears in the number field.
5. Enter a valid phone number. A call to an outside phone number has already been specified, so do not enter whatever digit, if any, that must be dialed first for an outside call.

Call Fwd - No Answer ▼▲

Target: ◀ Phone # ▶

to Phone #:

Save

Figure 96. 020 Call Fwd–No Answer Settings



► **To forward all unanswered calls to a phone number: (Continued)**

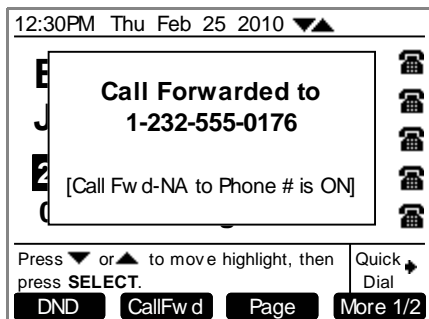


Figure 97. 030 Call Forward Confirmation

6. Press the \triangle or ∇ Navigation key to highlight **Delay**.
7. Press the \triangleleft or \triangleright Navigation key to adjust the delay in five-second increments.
8. Press **Save** to accept the change and display the **Admin Settings** menu.

Whenever a call is forwarded, the screen shown in Figure 97 or Figure 98 appears.



You can use the **Timer for Forwarded and Transferred Outside Calls** to limit the duration of calls transferred to outside lines because they use two of your telephone lines. See **Timer for Forwarded and Transferred Outside Calls** *"System Basic Settings" on page 118*. You can also disable **Call Forward / Transfer to Line** individually for each extension. See *"Extension Basic Settings" on page 192*.

Call forwarded to
1-232-555-0176

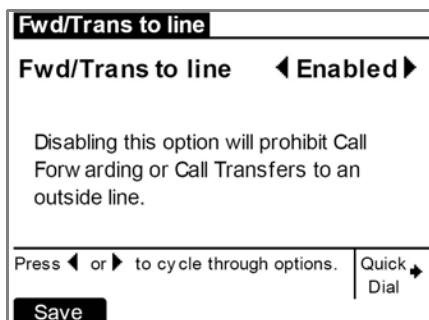
Figure 98. 020 Call Forward Confirmation



Fwd/Trans to Outside Line

The SA may enable or disable the ability of each Deskset to forward or transfer a call to an outside line because these features use two of your telephone lines. This function is enabled by default. Disabling this function prohibits the user from sending a call to an outside line via the Gateway.

► **To toggle the Forward/Transfer to an outside line:**



Fwd/Trans to line

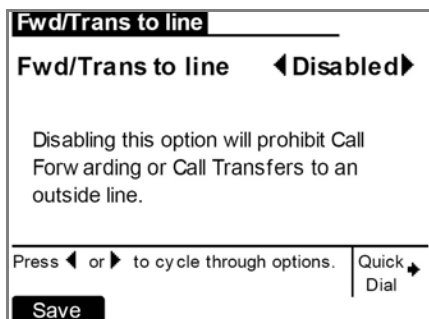
Fwd/Trans to line ◀ Enabled ▶

Disabling this option will prohibit Call Forwarding or Call Transfers to an outside line.

Press ◀ or ▶ to cycle through options. Quick Dial ▶

Save

Figure 99. 030 Fwd/Trans to Line



Fwd/Trans to line

Fwd/Trans to line ◀ Disabled ▶

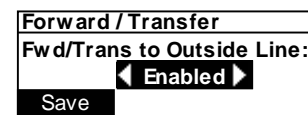
Disabling this option will prohibit Call Forwarding or Call Transfers to an outside line.

Press ◀ or ▶ to cycle through options. Quick Dial ▶

Save

Figure 100. 030 Toggle Fwd/Trans

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **2** on the dial pad to display the screen shown in Figure 99 and Figure 101, with the current setting displayed.
3. Press the ◀ or ▶ Navigation key to toggle the setting between **Enabled** and **Disabled**, as shown in Figure 99 and Figure 102.
4. Press **Save** to accept the changes and return to the **Admin Settings** menu.

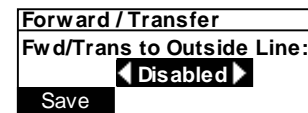


Forward / Transfer

Fwd/Trans to Outside Line: ◀ Enabled ▶

Save

Figure 101. 020 Forward/Transfer to Outside Line



Forward / Transfer

Fwd/Trans to Outside Line: ◀ Disabled ▶

Save

Figure 102. 020 Toggle Forward/Transfer to Outside Line



► **To toggle the Forward/Transfer to an outside line: (Continued)**

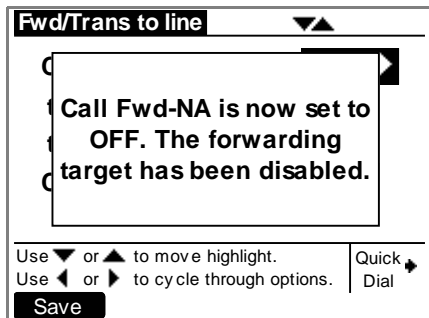


Figure 103. 030 Fwd/Trans to Line Disabled



If Call Fwd-NA is set to ◀Phone#▶, pressing **Save** after changing the Forward/Transfer to line from **Enabled** to **Disabled** causes the screen shown in Figure 103 or Figure 104 to appear.

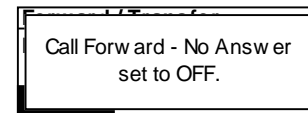


Figure 104. 020 Forward/Transfer to Outside Line Disabled



IP Settings

Synapse system devices are connected to a LAN so they can communicate with each other. See [“System Installation Overview” on page 19](#) for a discussion of the Synapse network configuration and IP settings.

► To display the IP Settings screen:

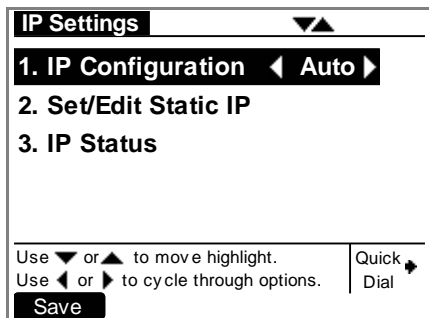


Figure 105. 030 IP Settings

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **3** on the dial pad to display the **IP Settings** screen shown in Figure 105 and Figure 106.
3. Perform one of the following:
 - a. Press **1** to select **IP Configuration**. See [“To set the IP Configuration:” on page 92](#).
 - b. Press **2** to select **Set/Edit Static IP**. See [“To set and edit static IP Address:” on page 93](#).
 - c. Press **3** to select **IP Status**. See [“To view the IP status:” on page 94](#).

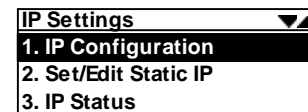


Figure 106. 020 IP Settings



► **To set the IP Configuration:**

The screenshot shows the 'IP Settings' menu with three options: '1. IP Configuration', '2. Set/Edit Static IP', and '3. IP Status'. The 'IP Configuration' option is highlighted with a left arrow and the word 'Static' is displayed to its right. At the bottom, there is a 'Save' button and a 'Quick Dial' button. Instructions at the bottom left state: 'Use ▼ or ▲ to move highlight. Use ◀ or ▶ to cycle through options.'

Figure 107. 030 IP Configuration - Static

The screenshot shows the 'IP Settings' menu with three options: '1. IP Configuration', '2. Set/Edit Static IP', and '3. IP Status'. The 'IP Configuration' option is highlighted with a left arrow and the word 'Auto' is displayed to its right. At the bottom, there is a 'Save' button and a 'Quick Dial' button. Instructions at the bottom left state: 'Use ▼ or ▲ to move highlight. Use ◀ or ▶ to cycle through options.'

Figure 108. 030 IP Configuration - Auto

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **3** on the dial pad to display the **IP Settings** menu shown in Figure 107 and Figure 109.
3. On the 020 Deskset, press **1** to select **IP Configuration**.

The screen shown in Figure 108 or Figure 110 displays.
4. Press the ◀ or ▶ Navigation key to toggle between ◀ **Auto** ▶ and ◀ **Static** ▶, as shown in Figure 108 and Figure 111.
5. Press **Save** to accept the changes and return to the **Admin Settings** menu.

The screenshot shows the 'IP Settings' menu with three options: '1. IP Configuration', '2. Set/Edit Static IP', and '3. IP Status'. The 'IP Configuration' option is highlighted.

Figure 109. 020 IP Settings

The screenshot shows the 'IP Configuration' screen with 'Set IP to:' followed by a left arrow, the word 'Static', and a right arrow. At the bottom is a 'Save' button.

Figure 110. 020 IP Configuration - Static

The screenshot shows the 'IP Configuration' screen with 'Set IP to:' followed by a left arrow, the word 'Auto', and a right arrow. At the bottom is a 'Save' button.

Figure 111. 020 IP Configuration - Auto



Set/Edit Static IP

If your business requires a static IP address, contact your network administrator.

► To set and edit static IP Address:

Figure 112. 030 IP Settings

Figure 113. 030 Set/Edit Static IP

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **3** on the dial pad to display the **IP Settings** screen shown in Figure 112 and Figure 114.
3. Press **2** to display screen shown in Figure 113 or Figure 115.
4. Enter digits:
 - There is a 12-digit limit on the number field (not including dots).
 - On the 030, pressing the pound key (**#**) inserts a dot. On the 020, pressing **""** inserts a dot.
 - Pressing **Backspace** when the cursor is positioned next to a dot deletes the dot and the digit to the left of the dot.
5. Press the **△** or **▽** Navigation key to cycle through the four fields.
6. Press **Save** to accept the changes and return to the **Admin Settings** menu.

Figure 114. 020 IP Settings

Figure 115. 020 Set/Edit Static IP



IP Status

This screen is for informational purposes only.

► To view the IP status:

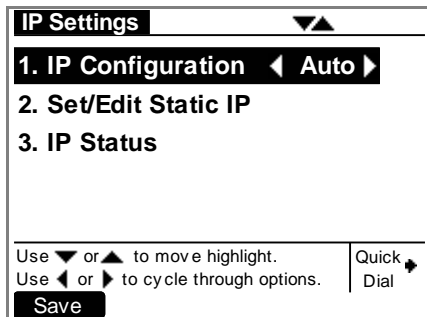


Figure 116. 030 IP Settings

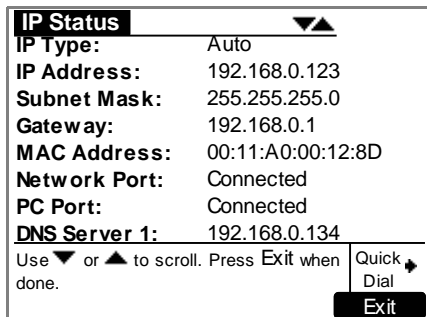


Figure 117. 030 IP Status

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **3** on the dial pad to display the **IP Settings** screen shown in Figure 116 and Figure 118.
3. Press **3** to display the **IP Status** screen shown in Figure 117 and Figure 119.
4. Press the \triangle or ∇ Navigation key to view status entries that are not shown on-screen, such as those shown in Figure 120 and Figure 121.



NOTE

The list is not circular, so when you reach the end of the available text, pressing the ∇ Navigation key has no effect. If you are at the top of the screen, pressing the \triangle Navigation key has no effect.

5. Press **Exit** to return to the **Admin Settings** menu.

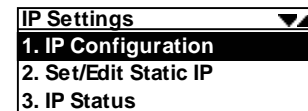


Figure 118. 020 IP Settings

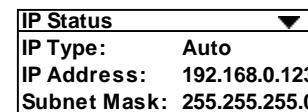


Figure 119. 020 IP Status 1

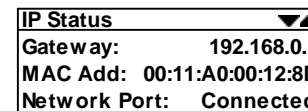


Figure 120. 020 IP Status 2

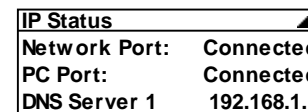


Figure 121. 020 IP Status 3



Reset User Password

Having a user password is not required. If users forget their passwords, or you want to eliminate the need for a password, or to enter a new user password, you need to reset the user password.

► To reset the user password:

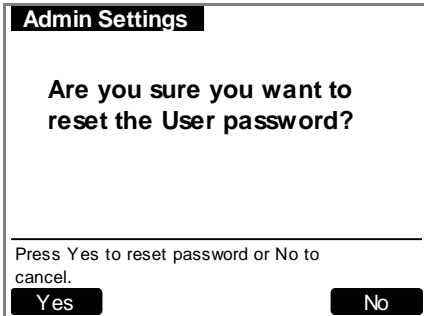


Figure 122. 030 Reset User Password

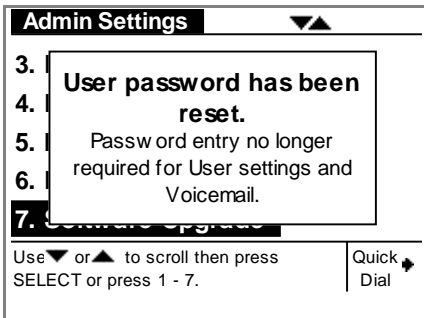


Figure 123. 030 User Password Cleared

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **4** to begin the password reset process. The confirmation screen shown in Figure 122 or Figure 124 appears.
3. Press **Yes** to confirm password reset.

The screen shown in Figure 123 or Figure 125 appears informing you that the password has been reset.



NOTE

You can now access the settings menus and Voicemail without entering a password.

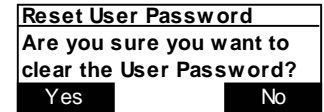


Figure 124. 020 Reset User Password

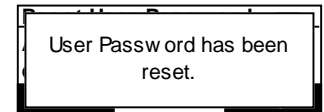


Figure 125. 020 User Password Cleared



Upgrade Deskset Software

► To access the Deskset Software Upgrade feature:

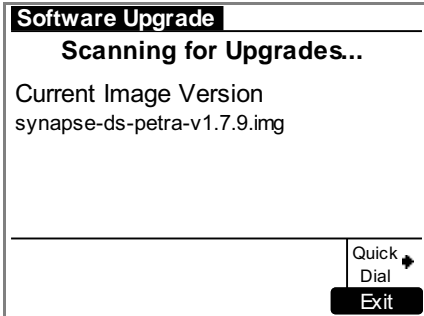


Figure 126. 030 Software Upgrade

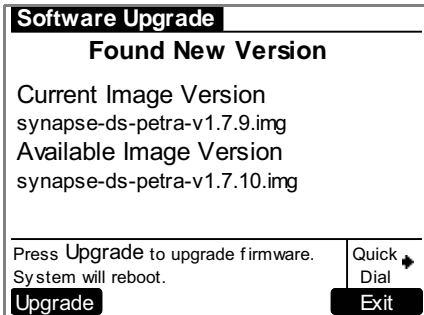


Figure 127. 030 Upgrade Available

1. Access the **Admin Settings** menu: Press **MENU**, then press **3** on the dial pad, then enter the Admin password, and press **SELECT**.
2. Press **5** to display the screen shown in Figure 126 or Figure 128. The system scans for an upgrade.
 - If an upgrade is available, the screen shown in Figure 127 or Figure 129 appears. Press **Exit** [030] or **Cancel** [020] to return to the Admin Settings menu.
 - If no upgrade is available, the screen shown in [Figure 131 on page 97](#) or Figure 130 appears.

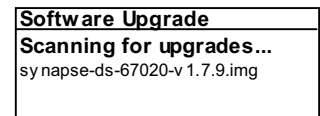


Figure 128. 020 Software Upgrade

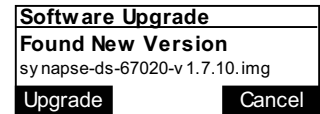


Figure 129. 020 Upgrade Available

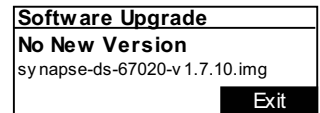


Figure 130. 020 No New Version



► **To access the Deskset Software Upgrade feature: (Continued)**

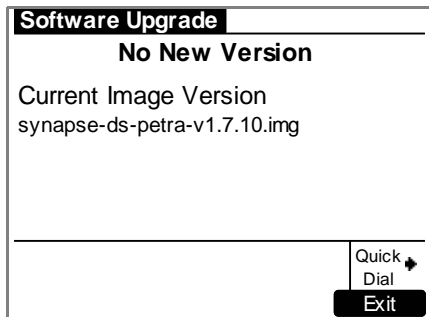


Figure 131. 030 No New Version

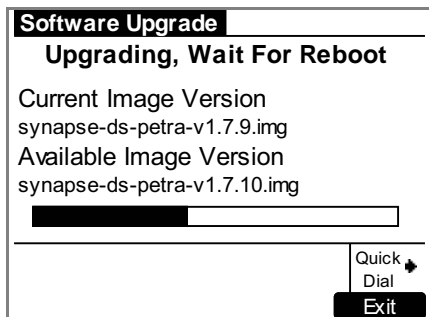


Figure 132. 030 Upgrading

3. Press **Upgrade** to install the upgrade. The screen shown in Figure 132 or Figure 133 appears.



NOTE

If the device is sluggish or unresponsive during the upgrade process, see [“A Synapse device becomes sluggish or unresponsive during or immediately after software upgrade.” on page 264.](#)

The Deskset automatically resets at the end of the software upgrade process. If a PC is connected to the Deskset that you are using, any network traffic involving that PC halts until the Deskset has resumed operation. Avoid updating the Deskset when the user is likely to be at the workstation.

See [“Updating Devices” on page 228](#) to update the Deskset software from the WebUI.

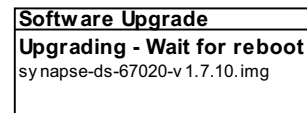


Figure 133. 020 Upgrading



Deskset Reset

The Deskset has a reset button underneath that allows you to restart the Deskset or to clear most of the Deskset configuration. Press the **RESET** button shown in Figure 134 by inserting a pen or paper clip into the hole and applying pressure to the button. Although Figure 134 shows the 030 Deskset, the 020 Deskset reset button is in the same location.

- Before resetting the Deskset, you might want to back up its settings. See [“To back up the Extension Settings:” on page 222](#).
- Press the **RESET** button for less than five seconds to restart the Deskset (your user settings are unaffected). You can get the same result by unplugging the power cord, then plugging it back in. You can use this partial reset to restart if the Deskset does not respond or fails to synchronize with the system.
- Unplug the LAN cable and press the **RESET** button for more than five seconds to reset the Deskset to factory defaults. See [“Appendix B: Default Settings” on page 327](#). The system configuration (your user settings and Personal directory) and Voicemail messages, Call Log, and the Redial list are all deleted. You can use this complete reset when assigning Desksets to new users. If you do not disconnect the LAN cable before pressing the **RESET** button, the extension number is retained.

During the reset, any PC connected to the PC port momentarily loses network connectivity.

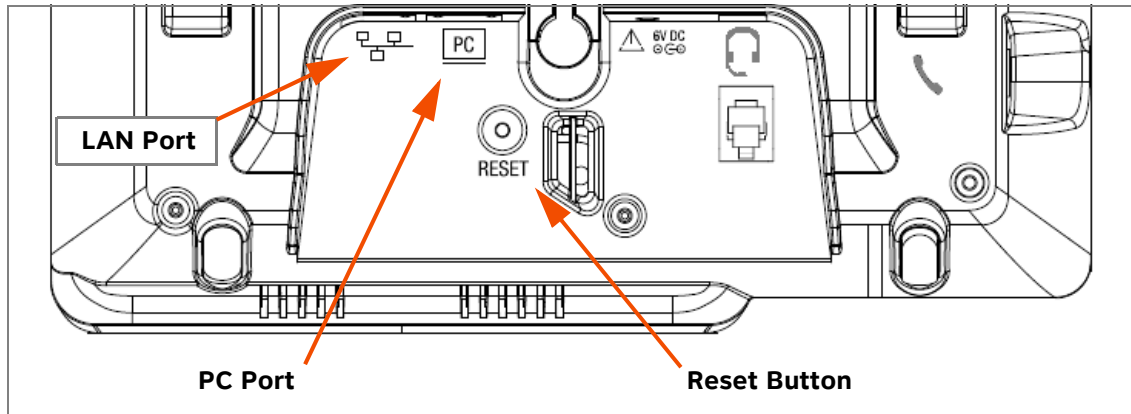


Figure 134. Deskset Reset Button

[ATA] ATA Operation

The optional ATA allows the integration of non-Synapse analog devices into the Synapse system. Only one ATA can be used with a Synapse system. The ATA allows:

- One or two analog phones (POTS) to share the phone lines and wiring with the Synapse system
- The Synapse system to share the phone lines and wiring with one fax machine
- Paging of a single- or multi-zone overhead paging (OHP) system from a Deskset
- Routing MoH audio input to outside held and parked calls
- Storage of Group Mailbox messages and access of these message from Desksets.

When the ATA is initially powered and connected to your LAN, the two FXS ports are configured as POTS phone lines and assigned the next available extension numbers. ATA extension numbers do not appear in the Extension list on Deskset screens. They do, however, appear on Call Logs, Redial lists, and Message lists. The two ATA extensions do not count toward the 100-extension limit of the Synapse system.

Configure the interface to these analog devices through the WebUI. See [“System Settings” on page 113](#).

In addition, one 10/100BT Ethernet port is provided for communication with the Synapse network. The front panel LCD and buttons allow network configuration, firmware upgrades, and information functions.



Figure 135 illustrates the ATA features and connections.

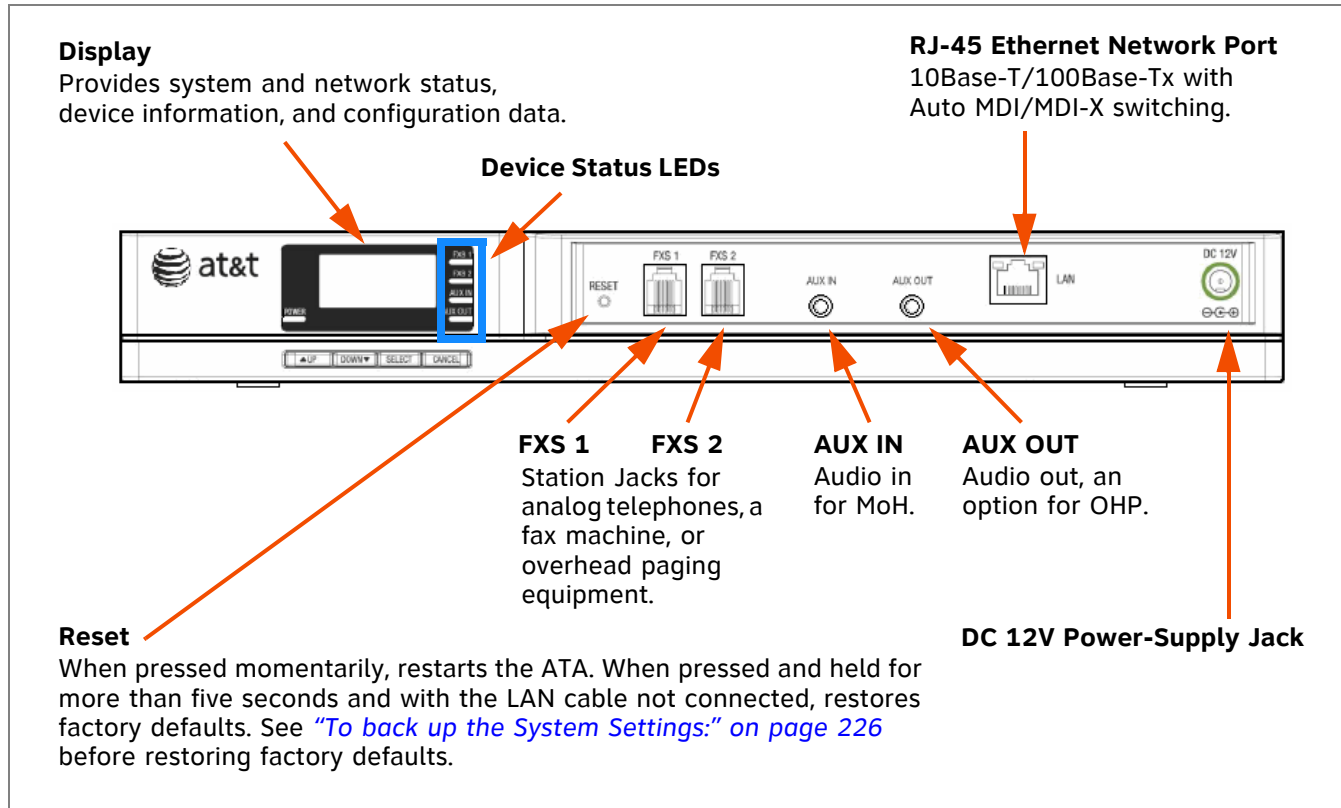


Figure 135. ATA Features and Connections

Figure 136 provides an illustration and description of the ATA front panel.

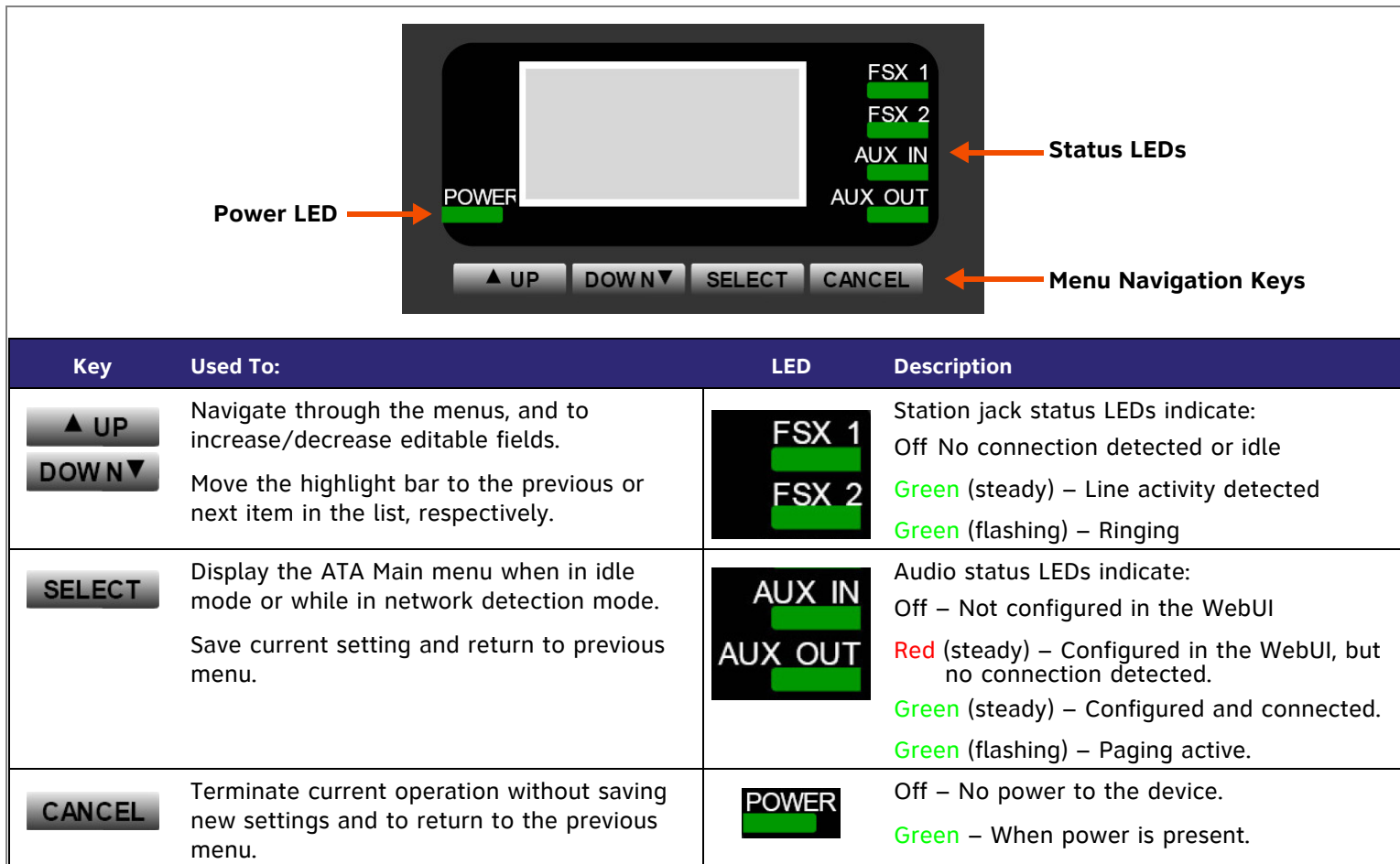
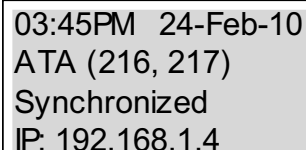


Figure 136. ATA Front Panel Description

[ATA] ATA Front Panel Interface

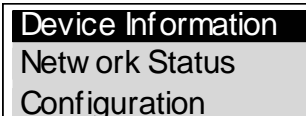
The ATA provides an interface to access basic information and to perform some configuration tasks at the ATA front panel. These tasks are easier to do using the WebUI. See [“The Web User Interface \(WebUI\)” on page 108](#).

The optional ATA displays the Idle menu upon completion of the power-up sequence. Access the ATA Main menu to perform the system operation functions. The Idle screen is different, but the menus are the same as that of the PSTN Gateway. See [“Gateway Front Panel Interface” on page 72](#).

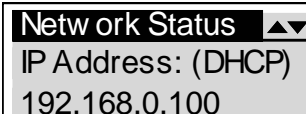


03:45PM 24-Feb-10
ATA (216, 217)
Synchronized
IP: 192.168.1.4

Figure 137. ATA Idle Screen



Device Information
Network Status
Configuration



Network Status ▲▼
IP Address: (DHCP)
192.168.0.100

Figure 138. ATA Menu Screens

To access the Gateway Main menu from the Idle screen, as shown in Figure 137, press the **SELECT** key. The menu provides the following functions:

- **Device Information**
- **Network Status**
- **Configuration**

Press the **DOWN** key to highlight an entry, then press **SELECT** to see information about your ATA or your network, as shown in Figure 138. Select **Configuration** to view or modify some ATA settings. Here is the information you can see in Device Information and Network Status:

Device Information

- Model #
- Serial #
- Boot Version
- Software Version
- Firmware Version

Network Status

- IP Address
- Subnet Mask
- Default Gateway
- DNS Server X
- MAC Address
- Network Port
- Local Address



[ATA] Configuration

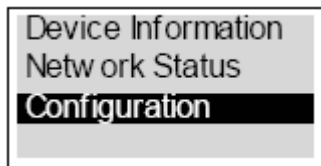


Figure 139. ATA Configuration

Press **▲ UP** / **▼ DOWN** in the ATA Main menu until **Configuration** is highlighted, as shown in Figure 139, and press **SELECT** to display the Configuration menu. The current setting is indicated with **[X]**. You can use this interface or the WebUI to upgrade software. Here are the configuration settings:

Configuration — Current ATA settings:

- Auto IP — Is set automatically.
- Static IP — You can change the Static IP only from the ATA. Although the ATA prompts you through the process, using a static IP address can have serious effects; contact your installer if Static IP editing is required.
- Restore Defaults — Highlight **Restore Defaults** and press and hold **SELECT** for two seconds when prompted to restore the ATA to factory defaults. See [“Back Up and Restore Settings” on page 220](#) before restoring factory defaults.
- Upgrade Software — Highlight **Upgrade Software**, and press **SELECT**. If new software is available, you are prompted to press **SELECT** again to accept the upgrade.



[ATA] Upgrade ATA Software

If you have system settings that you want to retain, back up the settings before upgrading the system software. See [“To back up the System Settings:” on page 226.](#)

► To upgrade the ATA software to the latest version:

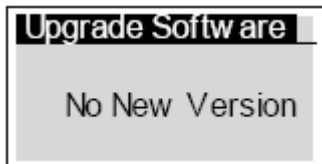
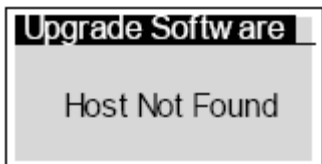
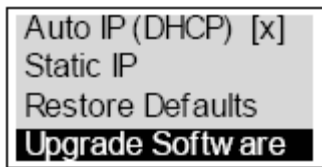


Figure 140. Upgrade Software

1. Press **▲ UP / ▼ DOWN** in the ATA Main menu until **Configuration** is highlighted and press **SELECT** to display the Configuration menu, as shown in Figure 140.
2. Press **▼ DOWN** to highlight **Upgrade Software** and press **SELECT** to initiate the software upgrade process. The device initiates a link to the Synapse software updates web site host and any new software.

- If a host cannot be found or the server name cannot be resolved, **Timeout** or **Host Not Found** appears. Upgrade the software from the PC, which can offer more information about connection issues. See [“To manually update a device to the latest software version:” on page 231.](#)
- If the host is found, but there is no new software available, then the **No New Version** message appears.



NOTE

If the device is sluggish or unresponsive during the upgrade process, see [“A Synapse device becomes sluggish or unresponsive during or immediately after software upgrade.” on page 264.](#)



► To upgrade the ATA software to the latest version: (Continued)

Upgrade Software
Upgrade available.
Press SEL/SET
to download.

Programming Flash...
10% complete. Device
will reboot upon
completion.

Programming Flash...
100% complete.
Device will reboot
upon completion.

Figure 141. Downloading Software

3. If new software is available, you are prompted to initiate the upgrade by pressing **SELECT** , or abort by pressing **CANCEL** .
 - Once the downloading starts, the display indicates the progress as shown by the percentage indicator, as shown in Figure 141. The device restarts automatically once the programming is completed.
 - If the programming process is interrupted by removing the server connection, no restart occurs. The process does not resume even after the server connection is reestablished. The ATA remains on the xx% complete screen until an action is taken at the ATA.
 - Pressing **CANCEL** during the programming process terminates the download midstream and returns you to the Configuration menu. The previous software version remains in effect.
 - When the upgrade is complete, the screen briefly displays **100% complete**, then **0% complete** for few seconds, before restarting the ATA.
4. Press **CANCEL** repeatedly until you return to the ATA Main menu.



[ATA] Reset

Press the **RESET** button shown in Figure 142 by inserting a pen or paper clip into the hole and applying pressure to the button.

- Press the **RESET** button for less than five seconds to restart the ATA (your user settings are unaffected). You might do this to cause the ATA to initialize without losing any settings or data. You can get the same result by unplugging the power cord, then plugging it back in.
- Unplug the LAN cable and press the **RESET** button for more than five seconds to reset the ATA to factory defaults. You might do this if your ATA is not synchronized or you want to reset the IP address settings to Auto (DHCP). Any static IP configurations are lost.

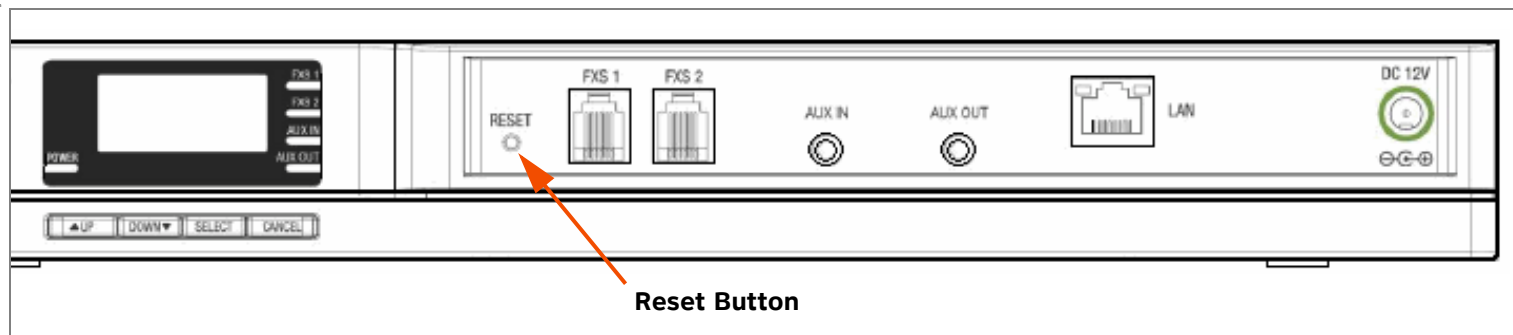


Figure 142. ATA Reset Button

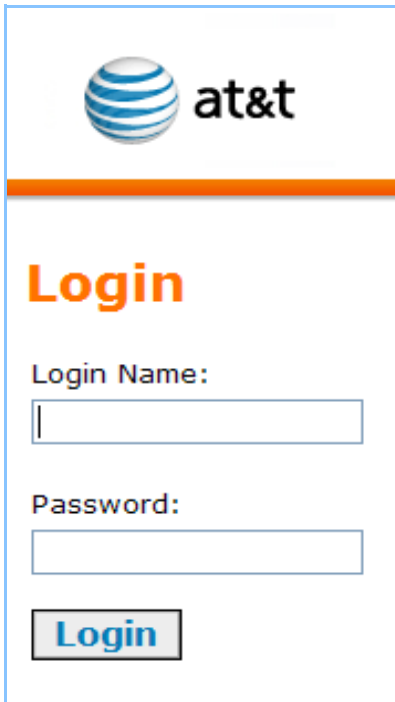


NOTE

If you have already set up the system, see [“Back Up and Restore Settings” on page 220](#) to back up the Deskset and system settings before resetting the device to factory defaults.



SYSTEM CONFIGURATION



The WebUI shown in [Figure 151 on page 114](#) allows you to configure certain system functions such as global settings and the System Directory. The WebUI is embedded in every SB67010 PSTN Gateway, SB67020 Deskset, SB67030 Deskset, and optional SB67050 Analog Terminal Adapter (ATA). When you access the WebUI, you are accessing it on the device, not on the Internet.

If you have an optional ATA installed, use the WebUI to configure analog phone support, fax routing, external overhead paging, and Music on Hold.

**NOTE**

After completing the configuration of the system, back up the System settings. See [“Back Up and Restore Settings” on page 220](#).



The Web User Interface (WebUI)

The WebUI consists of web pages with editable settings that allow you to administer the system. The WebUI consists of:

- [“System Settings” on page 113](#)
- [“Extension Settings” on page 191](#)
- [“\[ATA\] ATA Settings” on page 207](#)
- [“\[T1\] T1 Settings” on page 209](#)
- [“Device Management” on page 215](#)
- [“Help” on page 234.](#)

Please register your Synapse system to keep your system up to date with the latest upgrades and ensure timely warranty support. See [“Product Registration” on page 235.](#)



NOTE

Pictures of the WebUI screens are in this document to help you find the correct screen; look at the WebUI itself to read the information on the screens.

The feature descriptions and sample screens in this chapter demonstrate a system that includes optional devices. Your Deskset and WebUI screens may be different. For example, if your system does not include the ATA, the Fax Configuration, Group Mailbox, Overhead Paging, and ATA Settings items do not appear in the WebUI menu and on the Deskset screen.



WebUI Overview

If two Synapse devices are connected to the LAN, and as long as one Synapse device is currently on the same subnet as a PC, you can use the WebUI to administer the system. Only one person should log in as SA at a time to prevent accidentally overwriting and losing intended changes.

Any PCs used for configuring the WebUI must be connected to the same IP subnet as devices they will manage, or to other subnets that the PCs can communicate with. Confirm either that all devices are connected to the same router, or that the first three octets of the IP address are the same for all system devices. The Gateway displays its IP address in the Idle mode as shown in Figure 143. To determine the Deskset IP address, press MENU, then **4** on the Deskset dial pad to display the Deskset Information screen shown in Figure 144 and Figure 145.



*In most cases there are multiple settings on one screen. Changing a setting does not instantly apply the new value. Click **Apply** on the WebUI to save all changes on that screen.*



Changes made on the WebUI are transmitted to all connected devices when applied. If changes are being made at the Deskset and WebUI simultaneously, a first-come-first-served policy on resource allocation applies. System configuration changes are transmitted globally when the session ends, either by pressing **Save** on the Deskset or clicking **Apply** on the WebUI.



WebUI information for individual users is contained in “Web Interface” of the SB67020 Deskset User's Guide and the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides.

03:45PM 24-FEB-10
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

Figure 143. Gateway Idle Screen

Deskset Information ▼	
Model No:	SB67020
Status:	Synchronized
IP Address:	192.168.1.3

Figure 144. 020 Deskset Information

Deskset Information ▼	
Model No: SB67030	
Status: Synchronized	
IP Address: 192.168.1.3	
MAC Address: 00:11:A0:00:12:8D	
Serial No: CBJ003235	
Boot Ver: 2.5.3	
P Firmw are Ver: v1.7.10	
Use ▼ or ▲ to scroll. Press Exit when done.	Quick Dial Exit

Figure 145. 030 Deskset Information



Log in as Administrator

► **To access the browser interface and log in:**

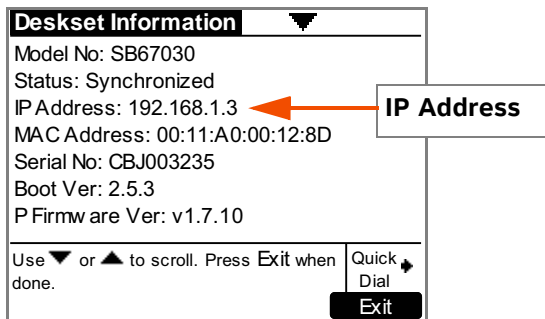


Figure 146. 030 Deskset Information Screen

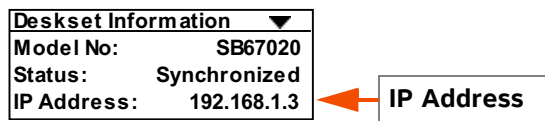


Figure 147. 020 Deskset Information Screen

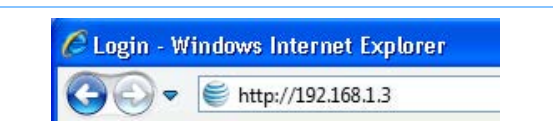


Figure 148. Browser Entry

1. Press **MENU** on the Deskset.
2. Press **4** on the dial pad to display the **Deskset Information** screen shown in Figure 146 or Figure 147.
3. Find the IP address on the **Deskset Information** screen.
4. Open a browser. AT&T recommends Internet Explorer 6 or higher for best performance. (If you are using a different browser, some of the screens presented here may look different and have different controls.) The PC must be on the same subnet as the Deskset, or your network administrator must have set it up so that devices on different subnets are able to communicate.
5. Type the Deskset **IP Address** in the address bar, as shown in Figure 148, and press **ENTER**. The browser displays a login screen as shown in [Figure 149 on page 111](#).



NOTE

You can also use a Gateway IP address (shown in [Figure 65 on page 72](#)) to log into the WebUI. You can log in as the administrator and make changes to the System or to individual Desksets whether you are logged in using the IP address of a Gateway or a Deskset.



► **To access the browser interface and log in: (Continued)**

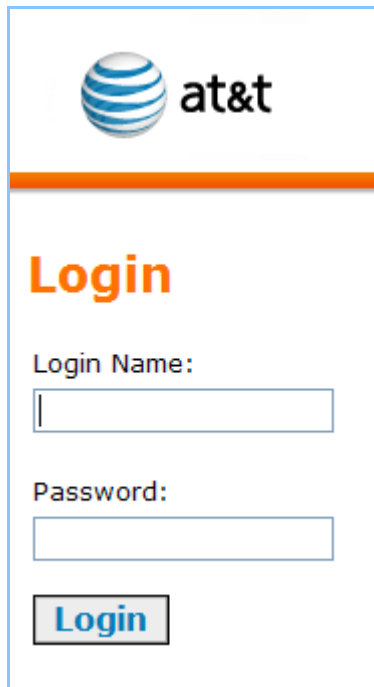


Figure 149. Login

6. Enter **admin** in the **Login Name** field and **12345** in the **Password** field, then click [Login](#). You may change your Admin ID and password once you are logged in.

Click topics from the navigation list on the left side of the WebUI to see them. You view and change settings in two different types of fields: drop-down lists and entry fields into which you type information. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log in again.



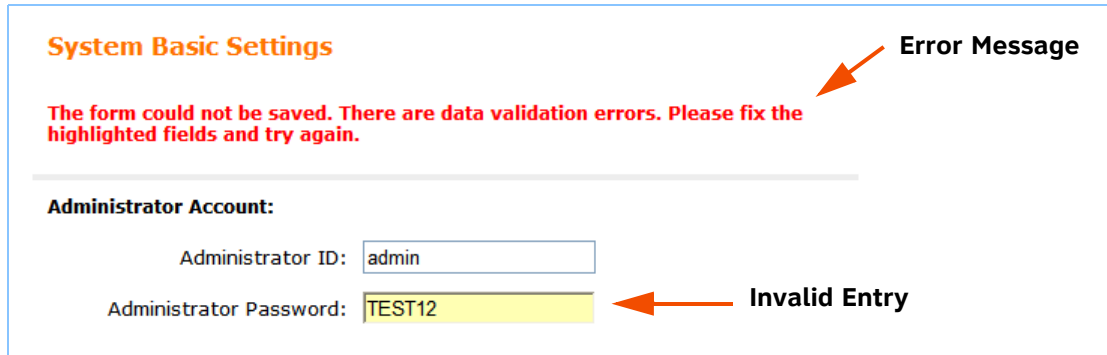
Only one person at a time should log in as the SA to prevent unintentional overwriting of changes.

In most cases there are multiple settings on one screen. Changing a setting does not instantly apply the new value. Clicking the [Apply](#) button saves all changes on that screen.



Error Handling

If you type an invalid value into one of the WebUI fields and click **Apply**, the screen is not saved. The WebUI displays an error message at the top of the screen. The field with the incorrect value is highlighted in yellow, as shown in Figure 150.



The screenshot displays the 'System Basic Settings' form. At the top, an orange error message states: 'The form could not be saved. There are data validation errors. Please fix the highlighted fields and try again.' Below this, the 'Administrator Account' section contains two input fields. The 'Administrator ID' field contains the text 'admin'. The 'Administrator Password' field contains the text 'TEST12' and is highlighted in yellow. An orange arrow points from the text 'Invalid Entry' to the yellow-highlighted password field. Another orange arrow points from the text 'Error Message' to the red error message at the top of the form.

System Basic Settings

The form could not be saved. There are data validation errors. Please fix the highlighted fields and try again.

Administrator Account:

Administrator ID:

Administrator Password:

Figure 150. WebUI Error Indication

System Settings

You can use a Gateway, Deskset, or ATA IP address to log into the WebUI as the administrator and make changes to the system or to individual Desksets.



When making changes to the System Settings through the WebUI, ensure that no one is using the system. You might need to make the changes after normal office hours.

The System Settings consist of:

- [“System Information and WebUI Menus” on page 114](#)
- [“System Basic Settings” on page 118](#)
- [“Auto Attendant” on page 123](#)
- [“Call Queue Settings” on page 139](#)
- [“Dial Plan Settings” on page 143](#)
- [“\[ATA\] Fax Overview” on page 153](#)
- [“\[ATA\] Group Mailbox” on page 156](#)
- [“Hold Settings and \[ATA\] Music on Hold \(MoH\)” on page 164](#)
- [“\[ATA\] Overhead Paging Overview” on page 168](#)
- [“Paging Zones” on page 177](#)
- [“Ring Groups” on page 180](#)
- [“System Directory” on page 185](#)
- [“Trunk Naming” on page 186](#)
- [“Trunk Reservation \(Outgoing Calls\)” on page 187](#)
- [“\[PSTN\] Trunk Routing \(Incoming Calls\)” on page 188.](#)



T1 and ATA settings and features are only available and visible in the WebUI when those devices are installed.



System Information and WebUI Menus

► **To view System Information of a system with a PSTN Gateway:**

1. Log in as administrator. See ["Log in as Administrator" on page 110](#). The **System Information** screen shown in Figure 151 appears.

The screen changes as Synapse devices are added or removed from the system as this and the following three screens show.

2. Click **System Information** in the Navigation Menu at left to display the count of Desksets, Gateways, and the ATA.



Figure 151. Menu – System Information with a PSTN Gateway and No ATA or T1 Gateway



► **To view System Information of a system with a PSTN Gateway and an ATA:**

1. Log in as administrator. See [“Log in as Administrator” on page 110](#). The screen shown in Figure 152 appears. The screen changes as Synapse devices are added or removed from the system.
2. Click **System Information** in the Navigation Menu at left to display the count of Desksets, Gateways, and the ATA.

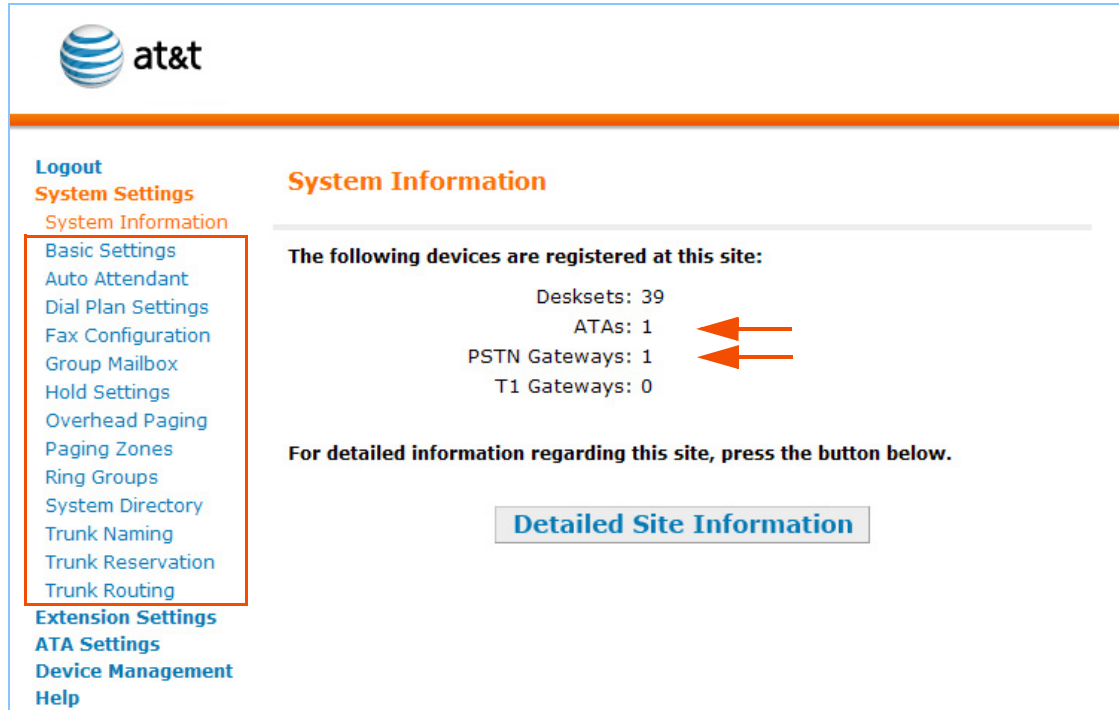


Figure 152. Menu – System Information with a PSTN Gateway and an ATA



► **To view System Information of a system with a T1 Gateway and an ATA:**

1. Log in as administrator. See [“Log in as Administrator” on page 110](#). The screen shown in Figure 153 appears. The screen changes as Synapse devices are added or removed from the system.
2. Click **System Information** in the Navigation Menu at left to display the count of Desksets, Gateways, and the ATA.

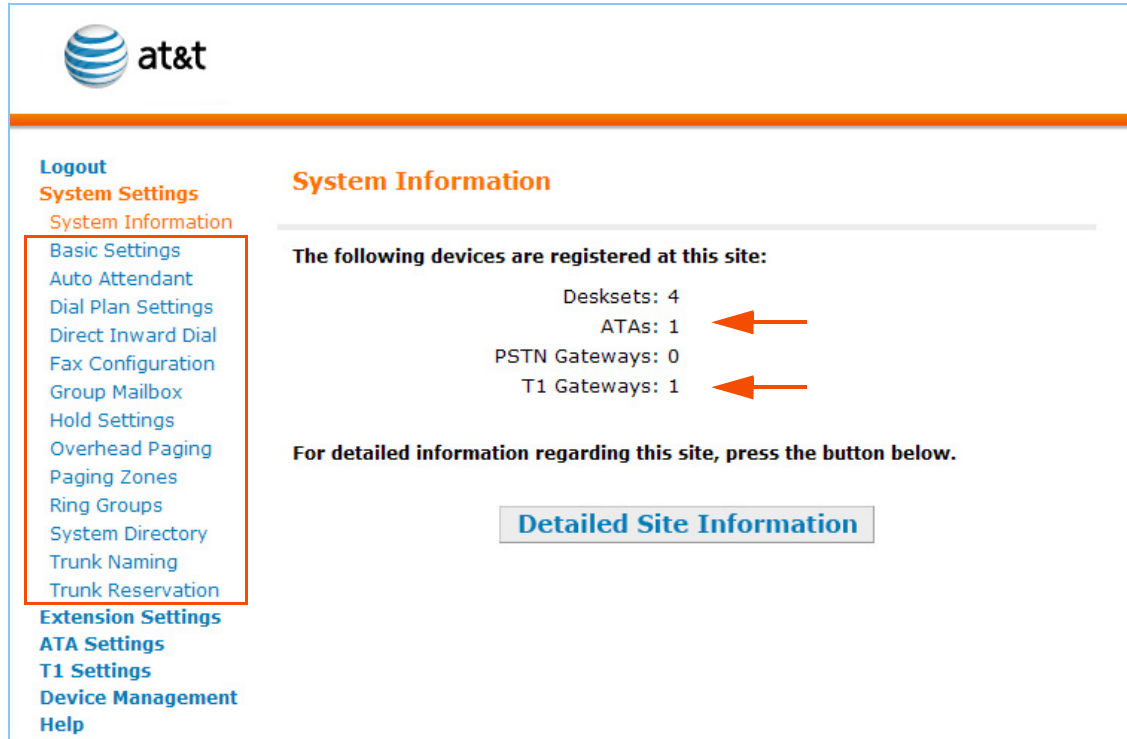


Figure 153. Menu – System Information with a T1 Gateway and an ATA

► **To view System Information of a system with PSTN and T1 Gateways and an ATA:**

1. Log in as administrator. See [“Log in as Administrator” on page 110](#). The screen shown in Figure 154 appears. The screen changes as Synapse devices are added or removed from the system.
2. Click **System Information** in the Navigation Menu at left to display the count of Desksets, Gateways, and the ATA.

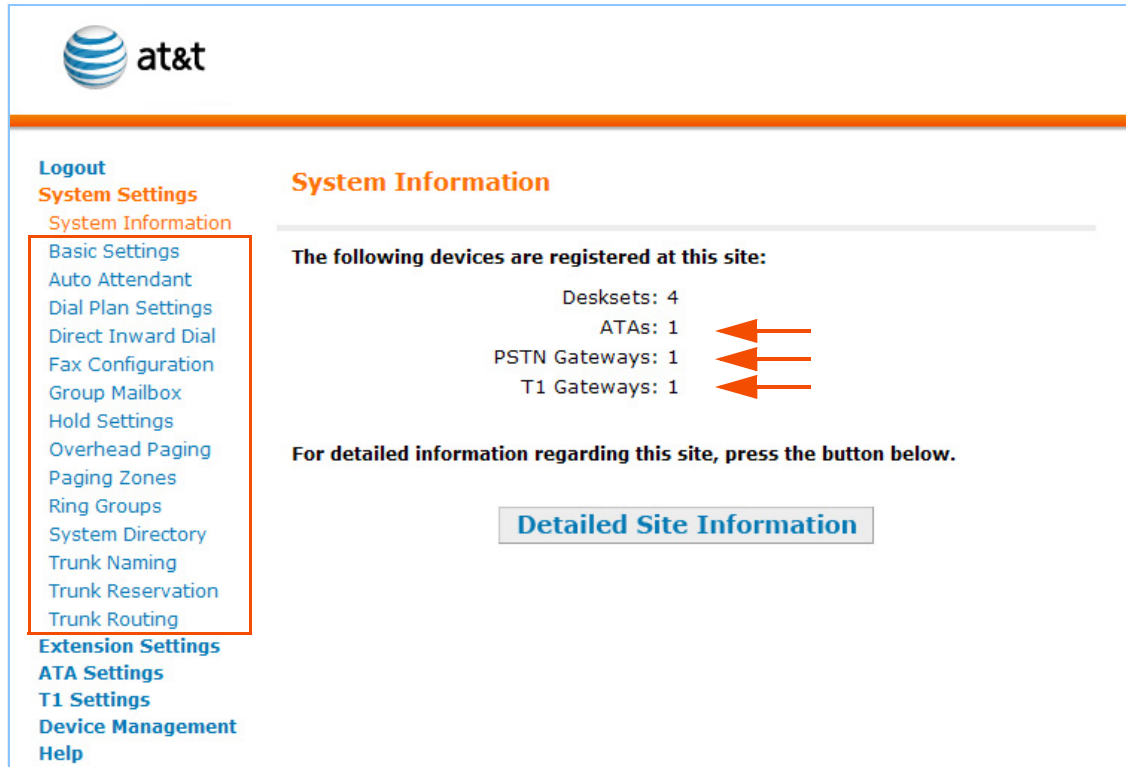


Figure 154. Menu – System Information with PSTN and T1 Gateways and an ATA



System Basic Settings

► To view Detailed System Information:

Detailed Site Information

ANALOG TERMINAL ADAPTERS			MODEL: SB67050		
Device ID	MAC Address	IP Address	Software Version	Connected	
ATA (202,203)	00:11:A0:15:BB:16	192.168.0.122	1.7.10	Yes	

PSTN GATEWAYS			MODEL: SB67010a		
Device ID	Lines Connected	IP Address	Software Version	Connected	
PSTN GW-1	1,2,3	192.168.0.129	1.7.10	Yes	

T1 GATEWAYS			MODEL: SB67060		
Device ID	Trunk Status	IP Address	Software Version	Connected	
T1 GW-1	Up	192.168.0.126	1.7.10	Yes	

DESKSETS			MODEL: SB67xxx		
Ext Number	Model	Name	IP Address	Software Version	Connected
200	030	Graham Bell	192.168.0.125	1.7.10	Yes
201	030	Angela Martin			No
204	020	Mary Williams	192.168.0.130	1.7.10	Yes
205	020	Charlie Johnson	192.168.0.131	1.7.10	Yes

Figure 155. Detailed Site Information of a System with PSTN and T1 Gateways, an ATA, and Four Desksets Installed

1. Log in as administrator. See *“Log in as Administrator” on page 110*.

A screen similar to the screen shown in *Figure 151 on page 114* appears.

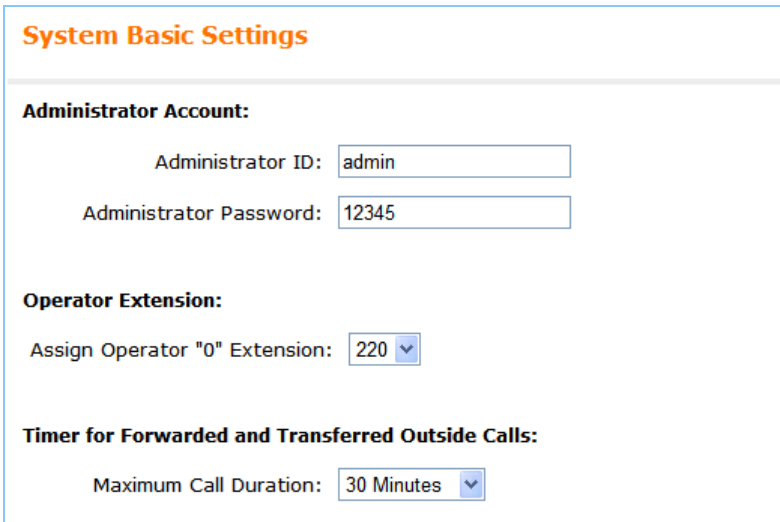
2. Click **Detailed Site Information** to see the PSTN lines connected, a list of all extensions, and other information specific to each installed device (such as the **Software Version**), as shown in Figure 155. There may be a delay as the system gathers this information.



The **Connected** column indicates whether or not the listed device is synchronized with the system, so that communication can occur. **No** means the device is registered with the system, but not currently powered on or detected.



► To view or modify the System Basic Settings:



System Basic Settings

Administrator Account:

Administrator ID:

Administrator Password:

Operator Extension:

Assign Operator "0" Extension: ▼

Timer for Forwarded and Transferred Outside Calls:

Maximum Call Duration: ▼

Figure 156. System Basic Settings Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#)).
2. Click **System Settings**, then **Basic Settings** in the Navigation Menu at left to display the screen shown in Figure 156.
3. Change the **Administrator User ID** and/or **Administrator Password**. The **Administrator User ID** and **Administrator Password** are limited to four to six digits. Values outside this range generate an error message.
4. Any Deskset can be designated as the system operator. Incoming calls are forwarded to the operator extension if the caller presses **0** (zero) after the Auto Attendant answers. If the Auto Attendant is not enabled, the system defaults to having all incoming calls ring as specified by the SA.
 - a. Click the drop-down list under **Operator Extension**.
 - b. Select the extension to assign as operator; the default is 200 for systems with three-digit extension numbers.
 - c. To change where incoming calls ring when the Auto Attendant is off, see [“Auto Attendant Timing” on page 124](#).



► **To view or modify the System Basic Settings: (Continued)**

Timer for Forwarded and Transferred Outside Calls:

Maximum Call Duration: 30 Minutes ▼

Figure 157. System Basic Settings Menu, Part 2

5. Select a **Maximum Call Duration** for the **Timer for Forwarded and Transferred Outside Calls** feature to limit the duration of forwarded incoming calls when they are forwarded to non-system phone numbers, such as to cell phones. When you forward these calls, two of your phone lines are in use for the duration of the forwarded call: one for the incoming call and one for the call to the forwarded line. The default time is 30 minutes, adjustable from 15 to 120 minutes.

► **To view or modify the System Basic Settings: (Continued)**

System Time/Date Options:

If you are changing the time settings, please ensure the system is idle and not in use before continuing.

☒ **Set Time by NTP Server**

NTP Server:

☒ **Default**

☐ **Custom Time Server:**

Time Zone: ▼

Daylight Savings Time: ☒ **Yes** ☐ **No**

Figure 158. System Basic Settings Menu, Part 3

6. The time can be automatically set from the online Network Time Protocol (NTP) Server (recommended), a custom time server, or within the WebUI.

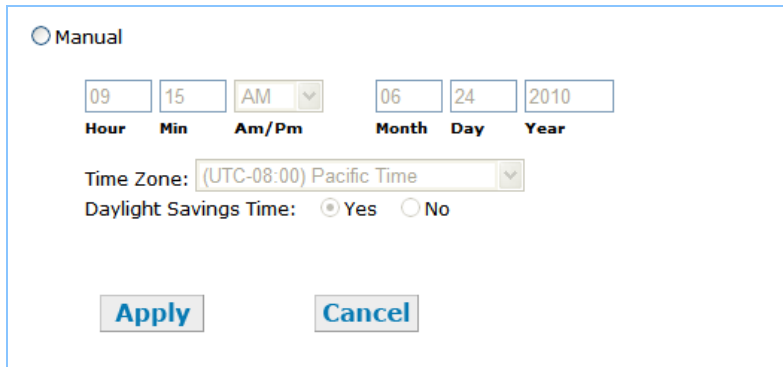


Before changing the system time or date, make sure that there are no calls in progress to ensure all Desksets are updated.

- Click the **Set Time by NTP Server** button, as shown in Figure 158:
 - a. Click the **Default** button to set the time automatically from the Network Time Protocol (NTP) server.
 - b. Click the **Custom Time Server** button if you have your own preferred time server, then enter the server's URL into the field.
 - c. Select your time zone from the **Time Zone** drop-down list.
 - d. Click the **Yes** or **No** button for **Daylight Savings Time**.



► To view or modify the System Basic Settings: (Continued)



The screenshot shows a configuration window titled "Manual" with a radio button selected. It contains input fields for time and date: Hour (09), Min (15), Am/Pm (AM), Month (06), Day (24), and Year (2010). Below these is a "Time Zone" dropdown menu showing "(UTC-08:00) Pacific Time" and a "Daylight Savings Time" section with "Yes" selected. At the bottom are "Apply" and "Cancel" buttons.

Figure 159. System Basic Settings Menu, Part 4

- Click the **Manual** button.
 - a. Enter the current time and date information.
 - b. Select your time zone from the **Time Zone** drop-down list.
 - c. Click the **Yes** or **No** button for **Daylight Savings Time**.
- 7. Click **Apply** to save these settings when you are done or click **Cancel** to return to refresh the screen without saving the changes.

Auto Attendant

The Auto Attendant automatically answers incoming calls. Use the **Auto Attendant General Settings** to set up the Auto Attendant and to determine where calls will ring when the Auto Attendant is turned off. Depending on your system setup, callers hear the Auto Attendant main menu. This menu tells how to use a touch-tone telephone to reach the appropriate person, Ring Group, Auto Attendant Directory, operator, or message (such as a voice prompt to announce hours of operation, location, special sales, etc.). This menu can be set up to change at different times of the day (day, lunch, and night).

Figure 160 shows the **Auto Attendant General Settings** screen.



If no digit keys are pressed a few seconds after the voice prompt, the voice prompt replays. After replaying the voice prompt a few times, the Auto Attendant hangs up the call.

If the caller hangs up the phone, the Auto Attendant stops.

Auto Attendant General Settings

Enable Auto Attendant:

☐ Scheduled (Day and Night menus are scheduled as defined below)

☒ Manual - Use the: Day Menu

☐ Off - Forward all calls to: FAQ line

Main Menu Selection:

The Main Menu is the first menu that callers hear when the auto attendant answers.

Day Main Menu: Time_Test_Main

Lunch Main Menu: Default Menu

Night Main Menu: Default Menu

Schedule for Day/Night Menus:

	Day Start	Night Start
Mon	08 00 AM	05 00 PM
Tue	08 00 AM	05 00 PM
Wed	08 00 AM	05 00 PM
Thu	08 00 AM	05 00 PM
Fri	08 00 AM	05 00 PM
Sat	... 00 AM	... 00 AM
Sun	... 00 AM	... 00 AM

Apply
Cancel

Figure 160. Auto Attendant General Settings



Auto Attendant Timing

Use Auto Attendant Timing to set the system to automatically answer calls, set the times for different opening messages to callers, and to determine where incoming calls ring.

► To set up the Auto Attendant timing:

Auto Attendant General Settings

Enable Auto Attendant:

- ☐ Scheduled (Day and Night menus are scheduled as defined below)
- ☒ Manual - Use the:
- ☐ Off - Forward all calls to:

Figure 161. Enable Auto Attendant

1. Log in as administrator. See [“Log in as Administrator” on page 110.](#)
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the Navigation Menu at left.
3. Locate **Enable Auto Attendant**, shown in Figure 161.
4. Click one of the **Enable Auto Attendant** buttons:
 - To automatically change the message according to the schedule you set up, click the **Scheduled** button. See [“Auto Attendant Schedule” on page 127.](#)
 - To immediately change to a different time mode, click the **Manual** button.

To choose a mode, click on the drop-down list beside this option and select **Day Menu**, **Lunch Menu**, or **Night Menu**. The default is **Day Menu**.



► To set up the Auto Attendant timing: (Continued)

Auto Attendant General Settings

Enable Auto Attendant:

- ☐ Scheduled (Day and Night menus are scheduled as defined below)
- ☒ Manual - Use the: ▼
- ☐ Off - Forward all calls to: ▼

Figure 162. Enable Auto Attendant

- To have all incoming calls ring at a specific Ring Group, Call Queue, or extension, click the **Off** button shown in Figure 162.

Then select the target from the **Off** drop-down box. All outside calls will be forwarded to that target as soon as they arrive.

You can have outside calls ring at the operator, any extension, a Ring Group, a Ring Group of all extensions, or the Call Queue. This option can be used by small businesses that do not have a receptionist or where all employees share call answering duties. Since you can set a Ring Group to contain any or all extensions, you can have incoming calls ring wherever you want them to ring.



NOTE

Note: If the call is not picked up, the Call Forward–No Answer settings for either the extension or the Ring Group apply.

5. When you are done, click **Apply** to save these settings or click **Cancel** to refresh the screen without saving the changes.



Auto Attendant Main Menu Selection

The Auto Attendant main menu is what callers hear when the Auto Attendant answers an incoming call. If you have not created custom Auto Attendant main menus (see [“Creating Auto Attendant Menus” on page 128](#)), the Auto Attendant main menu for each mode is set to the default menu, as shown in Figure 163. The default prompt is: “Enter the extension number or enter 0 for the operator”.

Once you have created an Auto Attendant main menu (see [“Creating Auto Attendant Menus” on page 128](#)), you can select it to play for callers.

► To select the Main Menus:

Main Menu Selection:

The Main Menu is the first menu that callers hear when the auto attendant answers.

Day Main Menu: ▼

Lunch Main Menu: ▼

Night Main Menu: ▼

Figure 163. Auto Attendant Main Menu Selection

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the Navigation Menu at left.
3. Locate **Main Menu Selection**, as shown in Figure 163, and choose the menu for that time from the drop-down box.
 - You can select a custom menu regardless of the intended mode (Day, Lunch, or Night).
 - You can also create other menus that callers can choose by pressing dial keys on their phone. For instance, callers might choose to access a menu announcing your hours of operation.
4. When you are done, click to save these settings or click to refresh the screen without saving the changes.



Auto Attendant Schedule

You can accept the default Day and Night Start times or use the bottom portion of the Auto Attendant General Settings screen to set the day and night start times for each day of the week.

► To set the Auto Attendant schedule:

Schedule for Day/Night Menus:

	Day Start	Night Start
Mon	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Tue	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Wed	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Thu	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Fri	08 ▾ 00 ▾ AM ▾	05 ▾ 00 ▾ PM ▾
Sat	... ▾ 00 ▾ AM ▾	... ▾ 00 ▾ AM ▾
Sun	... ▾ 00 ▾ AM ▾	... ▾ 00 ▾ AM ▾

Apply **Cancel**

Figure 164. Auto Attendant Schedule for Day/Night Menus

1. Log in as administrator. See [“Log in as Administrator” on page 110.](#)
2. Click **System Settings**, then **Auto Attendant**, then **General Settings** in the Navigation Menu at left.
3. Locate **Schedule for Day/Night Menus**, as shown in Figure 164.
4. Click on the drop-down boxes to adjust the time in five-minute increments. Use the three dots (...) entry to continue the setting for the previous time period. In Figure 164, for example, the weekend will use the time settings of the Friday night setting.
5. When you are done, click **Apply** to save these settings or click **Cancel** to refresh the screen without saving the changes.



Creating Auto Attendant Menus

You can create up to 20 menus that consist of the recordings that the callers hear and lists of actions they can take. To create the menus, plan what you want callers to be able to do. In preparation for recording, write down the announcements you want callers to hear during daytime, lunchtime, and nighttime calls.

► **To create or edit a menu:**

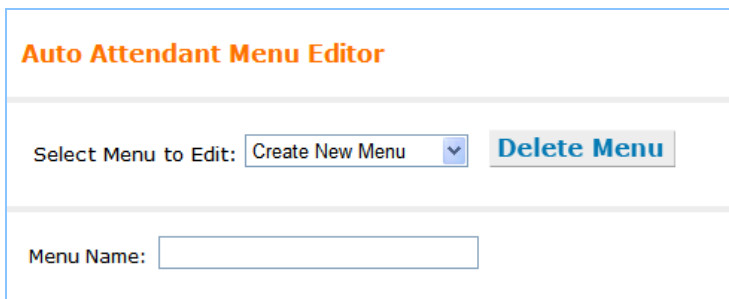


Figure 165. Auto Attendant Menu Editor, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the Navigation Menu at left to display the screen shown in Figure 165.

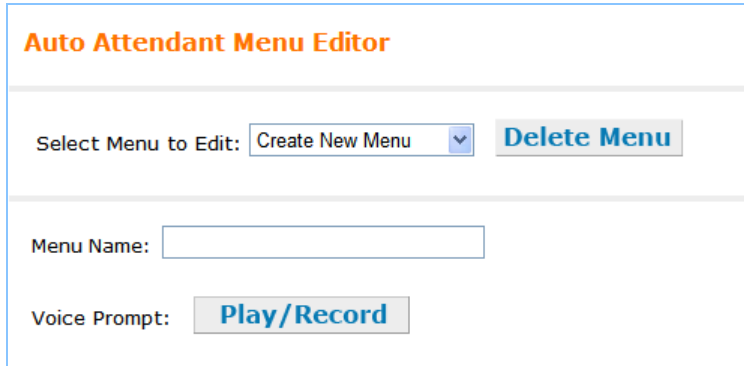


This screen may take up to 10 seconds to load. Please wait until you see **Press 1** below **Enable Operator** before editing the menu.

3. You can add or edit a menu.
 - To add a new menu (you can define up to 20 menus):
 - a. Click on the **Select Menu to Edit** drop-down box and select **Create New Menu**.
 - b. Give the menu a name that will help you remember its purpose. For instance, if you create a menu listing your business hours, you might call it “Hours”.



► To create or edit a menu: (Continued)



The screenshot shows the 'Auto Attendant Menu Editor' interface. At the top, the title 'Auto Attendant Menu Editor' is displayed in orange. Below the title, there is a section with a label 'Select Menu to Edit:' followed by a dropdown menu currently showing 'Create New Menu' and a 'Delete Menu' button. Below this, there is a 'Menu Name:' label followed by a text input field. At the bottom, there is a 'Voice Prompt:' label followed by a 'Play/Record' button.

Figure 166. Auto Attendant Menu Editor, Part 2

- To edit an existing menu:
 - a. From the **Select Menu to Edit** drop-down box, select the menu that you want to edit.
 - b. Change the name, if desired.
- 4. Optional: Click **Play/Record** to record a menu voice prompt. The **Auto Attendant Voice Prompts** screen shown in [Figure 169 on page 132](#) appears.
 - a. Select an extension to be used for recording the prompt.
 - b. Follow the procedure on the screen to record a prompt. Hang up before you click **Save Recording** or your recording will not be saved.

► To create or edit a menu: (Continued)

Enable Direct Dial: ☒ On ☐ Off

Enable Operator: ☒ On ☐ Off

Press 1: Press 2:

Press 3: Press 4:

Press 5: Press 6:

Press 7: Press 8:

Press 9: Press 0:

Press *: Press #:

Figure 167. Auto Attendant Menu Editor, Part 3

5. Set Enable Direct Dial:

Click the **Enable Direct Dial On** button shown in Figure 167 to allow callers to directly dial extensions.

6. Enable the operator:

Click the **Enable Operator On** button to allow callers to press zero (0) to reach the operator. (The default operator extension is 200 for systems with three-digit extension numbers.) When **Enable Operator** is **On**, callers cannot press **0** for other actions.

7. Set the dial key values:

Program an action for each digit as needed by selecting the action from each digit's drop-down list.



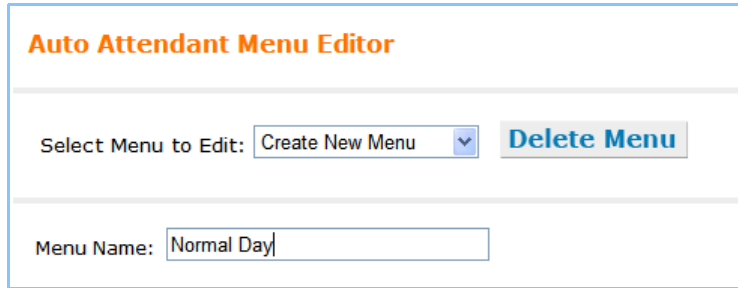
CAUTION

If you assign dial key values that are the same as the first digit of any extension, callers will be unable to dial those extensions. Instead, they will be connected to the menu action associated with that key value. See ["Extension Settings" on page 191](#).

8. When you are done, click to save these settings or click to refresh the screen without saving the changes.



► **To delete a current menu:**



Auto Attendant Menu Editor

Select Menu to Edit: Create New Menu ▼ Delete Menu

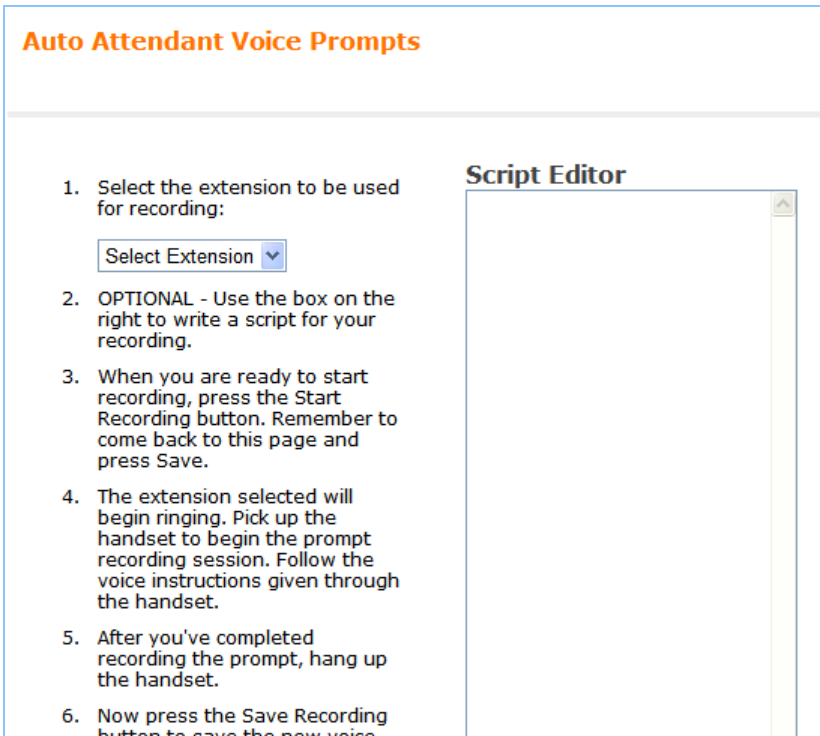
Menu Name:

Figure 168. Auto Attendant Menu Editor

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the Navigation Menu at left to display the screen shown in Figure 168.
3. Select the menu name from the drop-down list. The selected menu name appears in the **Menu Name** dialog box.
4. Click Delete Menu. The menu is deleted and the screen refreshes.

Auto Attendant Voice Prompts

► To record Auto Attendant voice prompts:



Auto Attendant Voice Prompts

Script Editor

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice.

Figure 169. Auto Attendant Voice Prompts, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Auto Attendant**, then **Menus** in the Navigation Menu at the left side of the screen.
3. Click **Play/Record** to display the screen shown in Figure 169.
4. Record the voice prompt.
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press **Start Recording**. The selected extension rings.
 - c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - Press **1** on the Deskset keypad to record the message.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.



► To record Auto Attendant voice prompts: (Continued)

The screenshot shows a window titled "Script Editor". On the left, there is a list of seven numbered instructions for recording a voice prompt. Below the instructions are three buttons: "Start Recording", "Save Recording", and "Cancel". On the right, there is a large text area for writing the script, with a small upward arrow icon at the top right and a downward arrow icon at the bottom right.

1. Select the extension to be used for recording:
 ▼
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice prompt.
7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Figure 170. Auto Attendant Voice Prompts, Part 2

- d. Hang up when you are finished recording.
- e. Press , as shown in Figure 170. You return to the Auto Attendant Menu Editor so that you can add actions to the menu. If you press before you hang up, the recording is not saved.

Here is an example of a daytime script that could be part of the Opening Day menu:

"This is the Widget Company. If you know your party's extension, dial it now. For Sales, press 1. For Customer Service, press 3. To hear a recording of our office hours, press 9. To hear our company directory, press 0. To reach someone by spelling their name, followed by the pound sign, press 7."

Then if the caller selects **1**, they may hear, "For North America, press **1**; For Asia, press **3**." When you record this menu, you might want to call it the Sales Team menu.

OR

Click to return to the previous screen without saving the changes.

Auto Attendant Menu Choices


To associate an action with a digit key (**Press 1, Press 2, Press 3**), select the action from the drop-down list described in Table 3. When the caller presses that key, the described action occurs. Create as many actions as you wish. Click  when done.

Table 3. Auto Attendant Menu Choices

Menu Choice	Action
None	No action.
Replay	Replays the current message.
Auto Attendant Directory	Accesses the Auto Attendant Directory, which allows callers to spell a name, followed by the pound (#) sign. See "[020] Name Recording for Auto Attendant Directory" on page 135 and "Extension Basic Settings" on page 192 .
Previous Menu	Plays the previous menu.
Main Menu	Plays the Auto Attendant main menu.
Default Menu	Plays the assigned default menu.
<AA Menus>	Accesses other menus that you have created and named. Select any menu that you have created to establish a structure of nested menus.
<Ring Groups>	Sends calls to a Ring Group that you have created and named. When callers select a Ring Group, every extension in that group rings.
<Group Mailboxes>	Sends calls to the Group Mailbox you have created and named.
<Extensions>	Sends calls directly to a specific extension.



NOTE

If no digit keys have been pressed five seconds after the voice prompt, the voice prompt replays. After replaying the voice prompt three times, the Auto Attendant says "Goodbye" and hangs up the call.

If the caller hangs up the phone, the Auto Attendant stops.



[020] Name Recording for Auto Attendant Directory

The administrator and individual users can create name recordings at the Desksets. When callers access the Directory through the Auto Attendant, the name recordings play to confirm the selection.

► **To record, play, or delete a personal name:**

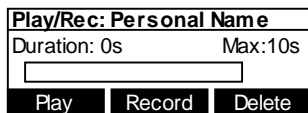


Figure 171. Name Recording

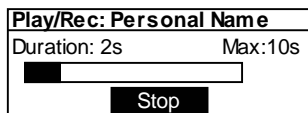


Figure 172. Record Name

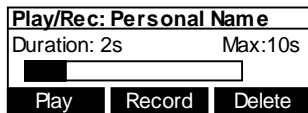


Figure 173. Recording Stopped

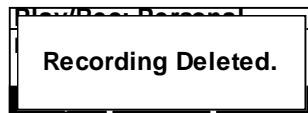


Figure 174. Recording Deleted

1. Press **MENU**, then **2**, then **1**, and then **2** to display the **Name Recording** menu shown in Figure 171. The **Play** and **Delete** soft keys do not appear if your name has not already been recorded.
2. Press **Record** to record a personal name. The screen shown in Figure 172 appears and the **Record** key changes to **Stop**.



NOTE

You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

3. Press **Stop** when you are finished. The screen shown in Figure 173 displays.
4. Press **Play** to review the recorded name.

OR

Press **Delete** to delete the greeting. The screen shown in Figure 174 briefly displays.

5. Press **CANCEL** to return to the **Message Greetings** menu.



[030] Name Recording for Auto Attendant Directory

The administrator and individual users can create name recordings at the Desksets. When callers access the Directory through the Auto Attendant, the name recordings play to confirm the selection.

► To record or play a personal name:

Menu ▼▲

- 1. Deskset Settings**
- 2. User Settings
- 3. Admin Settings
- 4. Deskset Information

Use ▼ or ▲ to scroll then press
SELECT or press 1 - 4.

Quick Dial ➔

Figure 175. Menu

User Settings ▼▲

- 1. Greetings (Primary)
- 2. Call Forward All (Mailbox)
- 3. Auto Answer
- 4. Voicemail Memory
- 5. Name Recording**

Use ▼ or ▲ to scroll then press
SELECT or press 1 - 7.

Quick Dial ➔

Figure 176. User Settings

1. Press **MENU** to display the **Menu** screen shown in Figure 175.
2. Press **2** to display the **User Settings** screen shown in Figure 176.
If you have set a user password, enter it, and press **SELECT**.
3. Press **5** to display the **Name Recording** screen shown in Figure 177.

Name Recording ▼▲

- 1. Play/Rec Personal Name**
- 2. Delete Personal Name

Use ▼ or ▲ to scroll then press
SELECT or press 1-2.

Quick Dial ➔

Figure 177. Name Recording



► To record a personal name: (Continued)

Figure 178. Play/Rec Name

Figure 179. Recording a Name

4. Press **1** to display the **Play/Rec Name** screen shown in Figure 178.
5. Press **Record** to record a personal name. The screen shown in Figure 179 appears.

You are limited to a 10-second recording; recording stops automatically if you exceed the limit.
6. When you are finished recording, press **Stop**. The screen changes to display **Play** and **Record** as shown in Figure 180.
7. Press **Play** to review the name recording.
8. To return to the **User Settings** screen shown in [Figure 176 on page 136](#), press **Exit**.

Figure 180. Recording Complete

► **To delete a personal name:**

Figure 181. Name Recording

Figure 182. Delete Confirmation

1. Follow steps 1 through 3 of *"To record or play a personal name:"* on page 136 to display the **Name Recording** screen shown in Figure 181.
2. Press **2**. The confirmation screen shown in Figure 182 appears.
3. Press **Yes** to confirm. After the screen in Figure 183 briefly appears, you return to the **Name Recording** screen shown in Figure 181.

The extension number will play to callers when they look up your name in the Auto Attendant Directory.

Figure 183. Personal Name



Call Queue Settings

If the Auto Attendant is off, the system administrator can forward Incoming Calls to a Call Queue. See [“Call Queue Considerations” on page 31](#). Create the Call Queue using the **Call Queue Summary** screen. On Desksets that you assign as Call Agents to answer Call Queue calls, set a Programmable Feature Key as the Call Queue key to give users quick access to the Queued Calls list.

On the 020 Deskset, set one of the ten Programmable Feature Keys (see [“\[020\] Programmable Feature Keys \(PFKs\)” on page 199](#)). If you do not set an 020 Deskset Programmable Feature Key as a Call Queue key, users can access the Call Queue using the 020 Deskset menu.

On the 030 Deskset, set the Programmable Feature Key (see [“\[030\] Programmable Feature Key \(PFK\)” on page 201](#)) as the Call Queue key. If you do not set the Programmable Feature Key as the Call Queue key, the 030 Deskset can answer Call Queue calls, but it cannot access the Queued Calls list.

► To create the Call Queue:

Call Queue Summary

Name

Agents

Create New Call Queue

Figure 184. Create New Call Queue

Call Queue Summary

Name

Agents

Orders

5

View/Edit

Figure 185. Existing Call Queue

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Call Queue** in the Navigation Menu at left. The screen shown in Figure 184 appears.
3. Press **Create New Call Queue**. The screen shown in [Figure 186 on page 140](#) appears.

Once you have created the Call Queue, this summary screen appears as shown in Figure 185.



► To create the Call Queue: (Continued)

Create Call Queue

Call Queue Name:

Call Agents:

Available Extensions

200
204
207

Add >

< Delete

Call Agents


201
202
203
205
206

Ring: ☐ All Extensions ☒ Idle Extensions Only


Call Wrap-Up Time: Minute(s)

Figure 186. Call Queue Configuration, Part 1

4. Enter a **Call Queue Name**.
5. Assign **Call Agents** to the Call Queue, as shown in Figure 186.

Select one or more extensions from the **Available Extensions** list and click  .

OR

Select one or more extensions to remove from the **Call Agents** list and click  .
6. Select the option to enable incoming calls to ring **All Extensions** or **Idle Extensions Only** in the Call Queue.
 - When set to **All Extensions**, Call Queue calls ring at Call Agent Desksets if they are idle or busy on a non-Call Queue call.
 - When set to **Idle Extensions Only**, Call Queue calls ring at idle Call Agent Desksets only.
7. Enter a **Call Wrap-Up Time** between 0 to 60 minutes. Set the amount of time after ending a call before a Call Agent can receive another call from the Queue.



Call Queue Announcement:

Enabled: ☒ Yes ☐ No

Delay Before Playing: Seconds

Delay Before Repeating: Seconds

Announcement Recording: [Play/Record](#)

Music on Hold: Configure Music on Hold on the [Hold Settings](#) page.

[Apply](#) [Cancel](#)

Figure 187. Call Queue Configuration, Part 2

8. Enable or Disable the **Call Queue Announcement**, which is separate from the system Hold Announcement.
 - If you select **Yes**, callers hear the Call Queue Announcement.
 - If you select **Yes**, but do not record an announcement, callers hear only ringback tones. If Music on Hold is enabled, callers hear hold music.
 - If you select **No**, callers hear ringback tones. If Music on Hold is enabled, callers hear hold music.
9. Specify the **Delay Before Playing** the Call Queue Announcement for the first time and the **Delay Before Repeating** the Call Queue Announcement.
 - Callers hear ringback tones during the **Delay Before Playing** unless the delay is set to 0. Callers hear silence between repeating Call Queue Announcements unless you set **Delay Before Repeating** to 0.
 - **[ATA]** If Music on Hold is enabled, callers hear hold music during the **Delay Before Playing** unless the delay is set to 0. Callers hear hold music between repeating Call Queue Announcements unless you set **Delay Before Repeating** to 0.
10. Click [Play/Record](#). The **Call Queue Announcement Greeting** screen appears, as shown in [Figure 188 on page 142](#).



► To create the Call Queue: (Continued)

Call Queue Announcement Greeting

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the announcement recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the announcement, hang up the handset.
6. Now press the Save Recording button to save the new announcement.
7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Select Extension ▼
Script Editor

▲

▼

Start Recording
Save Recording
Cancel

Figure 188. Record Call Queue Announcement

11. Follow the procedure on the screen shown in Figure 188 to record a Call Queue Announcement.

12. **[ATA]** On the **Create Call Queue** screen, click the **Hold Settings** link to configure Music on Hold (see [Figure 187 on page 141](#)).

All Call Queue settings are saved and the **Hold Settings** screen appears (see [“Hold Settings and \[ATA\] Music on Hold \(MoH\)” on page 164](#)).

13. When you are done, click Apply to save the Hold settings or click Cancel to return to the previous screen without saving the changes.

System Configuration

142

⏮
⏪
⏩

Dial Plan Settings

You can set up extension numbers for the Synapse system as either three- or four-digit extension numbers in the range of 100–999, or 1000–9999. You can also select the Prefix (initial digit) for the following:

- The **Default Phone Extension Prefix** determines the first digit to use for extension auto assignment.
- The **Park Extension Prefix** determines the first digit to use for parked calls.
- The **PSTN Trunk Prefix** determines the digit to dial before dialing outside calls.

Since two devices must be connected to the LAN before you can use the WebUI, you may need to install a Deskset before setting the Dial Plan. In this case, modify that Deskset's settings after you set the Dial Plan. To change existing extension number settings, see [“Extension Basic Settings” on page 192](#).

► To set the Dial Plan:

Dial Plan Settings

WARNING: Erroneous setup of these parameters will result in inconsistent system operations. Please refer to the Synapse Administrator's Guide

Number of Digits: ☒ 3 ☐ 4

Default Phone Extension Prefix:

Park Extension Prefix:

PSTN Trunk Prefix:

Apply

Cancel

Figure 189. Dial Plan Settings

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Dial Plan Settings** in the Navigation Menu at left. The screen shown in Figure 189 appears.
3. Select the **Number of Digits** for all of your extension numbers.



NOTE

When changing an existing system from 3-digit to 4-digit extensions or from 4-digit to 3-digit extensions, the system automatically attempts to convert all existing extensions. This process takes up to two minutes, depending on how many extensions you have. All errors or extension number discrepancies are reported on the WebUI screen. A table of all changed extension numbers displays when the process is complete.



► To set the Dial Plan: (Continued)

Dial Plan Settings

WARNING: Erroneous setup of these parameters will result in inconsistent system operations. Please refer to the Synapse Administrator's Guide

Number of Digits: ☒ 3 ☐ 4

Default Phone Extension Prefix:

Park Extension Prefix:

PSTN Trunk Prefix:

Apply
Cancel

Figure 190. Dial Plan Settings

4. Select the **Default Phone Extension Prefix** to be the initial digit used for automatically assigned extension numbers. For example, if set to 3, and you have existing extensions 2000 and 2001, the next automatically assigned extension numbers will increment beginning with 3000. The **Default Phone Extension Prefix** should not match the **PSTN Trunk Prefix**.

You can still manually assign an extension with a different prefix number. See ["Change an Extension Number" on page 219](#).



CAUTION

If you assign an extension number whose first digit is the same as an Auto Attendant menu dial key, callers will be unable to dial that extension. Instead, they will be connected to that Auto Attendant menu action. See ["Auto Attendant" on page 123](#).

5. Select the **Park Extension Prefix** to be the initial digit used for parked calls, as shown in Figure 190. For example, if set to 8, the park extension range would be from 800 to 899. The **Park Extension Prefix** should not match the **PSTN Trunk Prefix**.
 - If the **PSTN Trunk Prefix** is set to **none**, ensure that the **Park Extension Prefix** does not conflict with the first digit needed to dial long-distance calls. For example, if the **Park Extension Prefix** is 1, then a PSTN call beginning "1-60" is not completed because the system instead looks for a parked call at extension 160.



► To set the Dial Plan: (Continued)

Dial Plan Settings

WARNING: Erroneous setup of these parameters will result in inconsistent system operations. Please refer to the Synapse Administrator's Guide

Number of Digits: ☒ 3 ☐ 4

Default Phone Extension Prefix:

Park Extension Prefix:

PSTN Trunk Prefix:

Figure 191. Dial Plan Settings

6. Select the **PSTN Trunk Prefix** to determine the digit to have users dial to access an outside line.

- If you manually assign an extension that overlaps with the **PSTN Trunk Prefix**, then dialing an external call dials that extension instead.

For example: If the **PSTN Trunk Prefix** = **8**, dialing 8-1-6 will ring extension 816.

The **PSTN Trunk Prefix** should not match the **Default Phone** or the **Park Extension Prefix**.

Results of setting **PSTN Trunk Prefix** to **none**:

- A user can dial just by entering the outside phone number, such as 232-555-0176.
- When auto-assigning extensions, the system skips all x11 numbers (such as 411, 611, and 911), as these are used for telephone network services.
- If the first few digits of an area code (e.g., 232-555-0176) match an extension (e.g., Ext. 232), the extension is dialed. Ensure that commonly used area codes are not being used as extension numbers.
- If the **Park Extension Prefix** is the default **1**, no long-distance calls can be completed, because the system tries to find a parked call for that number.



► To set the Dial Plan: (Continued)

Dial Plan Settings

WARNING: Erroneous setup of these parameters will result in inconsistent system operations. Please refer to the Synapse Administrator's Guide

Number of Digits: ☒ 3 ☐ 4

Default Phone Extension Prefix:

Park Extension Prefix:

PSTN Trunk Prefix:

Apply

Cancel

Figure 192. Dial Plan Settings



Users will not be able to dial international calls that start with **0** (zero) because the calls will go to the system Operator.

- When you are done, click **Apply** to save these settings or click **Cancel** to refresh the screen without saving the changes.
- If you installed any Desksets before applying the Dial Plan settings in the WebUI, and if you changed the **Default Phone Extension Prefix**, individually change those desksets' extension numbers. See ["Change an Extension Number" on page 219](#).



[T1] Direct Inward Dial (DID)

Use the **Direct Inward Dial** screen to assign unique telephone numbers to specific Desksets. Callers can bypass the Call Queue, Auto Attendant, or Operator by using those telephone numbers. The T1 Gateway uses the DID data from your Telephone Service Provider to automatically route incoming calls.

[T1] DID Configuration

► **To set up Direct Inward Dial numbers:**

Direct Inward Dial Configuration

Automatically assign DIDs to new Extensions:

☐ Enable ☒ Disable

Figure 193. DID Configuration, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings** and then **Direct Inward Dial** in the Navigation Menu at left. The screen shown in Figure 193 and [Figure 195 on page 149](#) appears.
3. Choose to **Enable** or **Disable** automatically assigning DIDs to new extensions. When enabled, newly added Desksets are automatically assigned the lowest available extension number and, if available, the corresponding DID number. If there are no available extension numbers with corresponding DID numbers, the new extension is created with no DID number.



► To set up Direct Inward Dial numbers: (Continued)

Direct Inward Dial Configuration

Automatically assign DIDs to new Extensions:

☐ Enable ☒ Disable

Figure 194. DID Configuration, Part 1

For example, if a new Deskset were connected under the following conditions, the new Deskset would be assigned extension 204 and no DID number.

Current Extensions: 201-203 taken, 204 and up available

Current DIDs: 232-555-5201 available

232-555-5202 available

232-555-5203 taken

You can also manually assign DID numbers. See [“\[T1\] DID Assignments” on page 151](#).

If automatic assignment is enabled, FXS extensions on a connected ATA are also included unless the FXS port has been assigned to an Overhead Paging System (OHP).



DID numbers are not retroactively assigned to Desksets or ATAs already present in the system. If possible, set this feature up before physically installing the Desksets.



► To set up Direct Inward Dial numbers: (Continued)

Outgoing Caller ID for all Extensions:

☒ Per Extension (local setting) ☐ System Pilot Number (global setting)

System Pilot Number:

232-555-0176

Add Direct Inward Dial Range:

232-555-2000

to:

232-555-2010

Add

Current DID Ranges:



(232) 555-2000 - (232) 555-2010

Delete Selected Entries

Apply

Cancel

4. As shown in Figure 195, select the **Outgoing Caller ID for all Extensions**. The outgoing caller ID is the Synapse user's name and phone number that displays on the destination telephone if it is set up to receive and display the information.

Select **Per Extension (local setting)** to have each extension send either the DID or System Pilot Number for the caller ID number. To set the phone number, see ["Extension Basic Settings" on page 192](#).

Select **System Pilot Number (global setting)** to have each extension send the System Pilot Number for the caller ID number.

5. Enter the **System Pilot Number**. The System Pilot Number is usually the company's main telephone number.

Figure 195. DID Configuration, Part 2



► To set up Direct Inward Dial numbers: (Continued)

Outgoing Caller ID for all Extensions:

☒ Per Extension (local setting) ☐ System Pilot Number (global setting)

System Pilot Number:

232-555-0176

Add Direct Inward Dial Range:

232-555-2000

to:

232-555-2010

Add

Current DID Ranges:



(232) 555-2000 - (232) 555-2010

Delete Selected Entries

Apply

Cancel

Figure 196. DID Configuration, Part 2

6. Enter the DID range into the boxes beneath **Add Direct Inward Dial Range**. Click **Add** to enter the phone number range into the **Current DID Ranges** list. These ranges describe the DID numbers that your service provider assigned to you. The system cannot check whether you have subscribed to these DID numbers, but it checks that all numbers are ten digits long, with no spaces or hyphens, and that there are no more than 200 DID numbers.

To add only one DID number, enter it into both range fields.

You can define up to 50 ranges.



If you assign Direct Inward Dial numbers with the first digit of any extension that overlaps an Auto Attendant menu numeric key value, callers will be unable to dial those extensions. Instead, they will be connected to that Auto Attendant menu action. See ["Auto Attendant" on page 123](#).

7. Optional: To delete unwanted DID number ranges, select the unwanted DID number range in the **Current DID Ranges** list and click **Delete Selected Entries**.
8. When you are done, click **Apply** to save these settings or click **Cancel** to refresh the screen without saving the changes.



[T1] DID Assignments

If you did not enable automatic assignment (see “[T1] DID Configuration” on page 147), you must manually assign DID numbers. In addition to the manual assignment process described in this section, you can also manually assign DID numbers on the **Extension Basic Settings** screen (see “Extension Basic Settings” on page 192), and if an optional ATA is present, on the **ATA Settings** screen (see “[ATA] ATA Settings” on page 207).

If you are reconfiguring an existing system, see “Reconfiguration of an Existing System” on page 189.

The **Direct Inward Dial Assignments** screen, shown in Figure 195 on page 149, displays all DID numbers and their assignments.

► To manually assign Direct Inward Dial numbers:

Direct Inward Dial Assignments

Click the column headings to change the sort order:

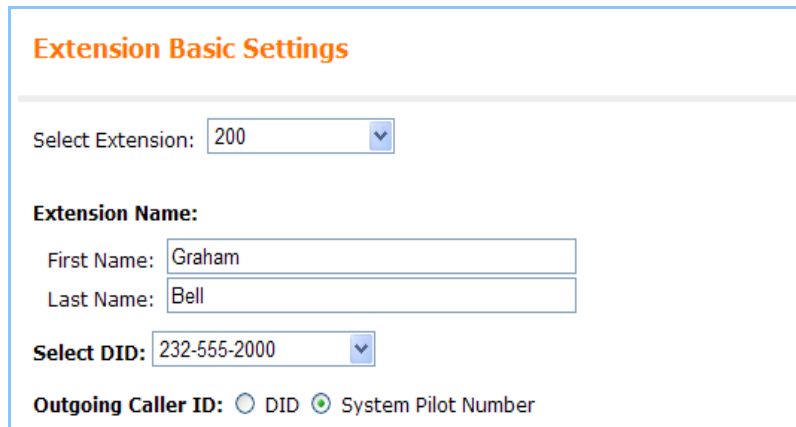
Did Number ▴	Extension	First Name	Last Name	
<Unassigned>	200	Graham	Bell	[Edit]
<Unassigned>	201	Angela	Martin	[Edit]
<Unassigned>	202			[Edit]
<Unassigned>	203			[Edit]
<Unassigned>	204	Mary	Williams	[Edit]
<Unassigned>	205	Charlie	Johnson	[Edit]

Figure 197. DID Assignments, Part 1

1. Log in as administrator. See “Log in as Administrator” on page 110.
2. Click **System Settings, Direct Inward Dial**, and then **DID Assignments** in the Navigation Menu at left. The screen shown in Figure 197 appears.
3. Sort the fields in the **Direct Inward Dial Assignments** table as desired. Clicking the buttons above each column changes which column the information is sorted by. Press the button again to change between ascending and descending order.
4. Click the [Edit] button to display the **Extension Basic Settings** screen for that extension, as shown in Figure 198 on page 152.



► To manually assign Direct Inward Dial numbers: (Continued)



Extension Basic Settings

Select Extension: 200

Extension Name:

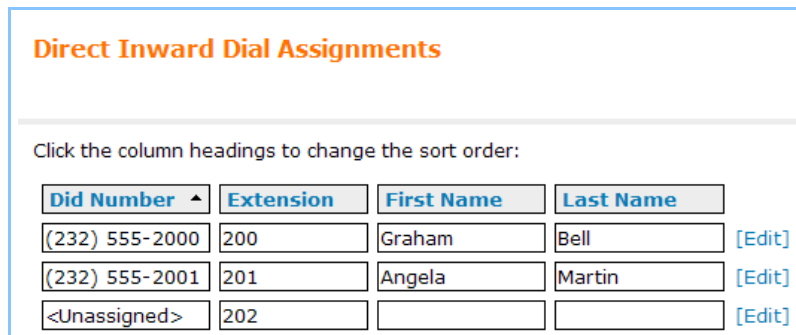
First Name: Graham

Last Name: Bell

Select DID: 232-555-2000

Outgoing Caller ID: ☐ DID ☒ System Pilot Number

Figure 198. DID Assignment on Extension Basic Settings Screen



Click the column headings to change the sort order:

Did Number ▲	Extension	First Name	Last Name	
(232) 555-2000	200	Graham	Bell	[Edit]
(232) 555-2001	201	Angela	Martin	[Edit]
<Unassigned>	202			[Edit]

Figure 199. DID Assignments, Part 2

- In the center of the screen, use the **Select DID** drop-down list to select a DID Number. Only available DID Numbers appear in the list.

Select **Unassigned** to release the DID Number and make it available.

If you assign a DID Number to an extension that already has a DID Number assigned to it, the new number is assigned; the old DID Number is released.

- When you are done, click **Apply** to save these settings or click **Cancel** to refresh the screen without saving the changes.
- To edit the DID numbers of other extensions, select another extension from the **Select Extension** drop-down list and repeat steps 5 and 6.
- To return to the **Direct Inward Dial Assignments** screen, as shown in Figure 199, press **System Settings**, then **Direct Inward Dial**, and then **DID Assignments**.



[ATA] Fax Overview

This section describes how to configure the optional AT&T SB67050 ATA device for fax reception and transmission.

If you have a dedicated fax line and low fax volume, the optional ATA offers fax switching so that you can use the fax line for both voice calls and faxes. If your fax does not have a DID number, when configured, the system detects incoming fax tones and routes those calls through the configured ATA FXS port to the fax machine. If you are already using fax switching equipment, the ATA can replace that equipment.

[T1] If the fax machine has a DID number, incoming faxes will come directly to the fax machine. Incoming voice calls should not share that channel since the fax machine will answer incoming calls.

Considerations with Using the Fax Line for Voice Calls

If your business uses a fax line for incoming voice calls, unless the fax telephone number has DID, each incoming call on that line is automatically checked by the system for a fax signal. This fax detection mode results in a delay of up to eight seconds before connecting an incoming voice call to the Auto Attendant or Operator. In addition, during the delay, the ringback tone generated by the CO (Central Office) is no longer heard by the caller. Instead, the caller hears the ringback tone generated by the Gateway.

[T1] When fax machines have DID numbers, there is no eight-second delay.

Using the fax line for outgoing calls is not restricted, but the caller ID of the fax number, not the primary business telephone number, will be sent as caller ID. This may result in some confusion if the recipient returns a missed call via their caller ID Log as they will then experience the eight-second delay mentioned above. Callers who return calls to DID telephone numbers will be calling your fax machine.

If your fax machine has an integrated telephone, you cannot use that telephone for incoming or outgoing phone calls.

You cannot start a call in voice mode then switch to fax mode.



NOTE

Before dialing a fax number, you must dial a 9 or whatever digit, if any, that must be dialed first for an outside call.



[ATA] Fax Configuration

A fax machine can be connected to one of the FXS ports on the ATA, as shown in Figure 200. Incoming fax transmissions are routed from a telephone connection on the Gateway over your LAN and through the ATA to your fax machine. Similarly, faxes travel from your fax machine through the ATA and over the LAN to the Gateway for transmission to the far-end fax machine.

You must select a PSTN Gateway line or a DID number as your fax line. This is done in **Fax Configuration** in the WebUI.

The ATA supports two modes for fax transmission: G.711 and T.38.

- G.711 is a pass-through method that is the older, simpler fax protocol. G.711 mode provides the best compatibility with most fax machines and therefore is the default mode.
- T.38 is the standard protocol for faxing over IP networks and is more resistant to network impairments. However, users will not hear Call Progress Tones (CPT) such as ringback and busy signals. Fax machine compatibility issues are common. T.38 is not available if the fax telephone number is through the T1 Gateway.

The best mode for your installation depends on both your fax machine and your telephone line. In case of any fax issues, see ["\[ATA\] SB67050 Analog Terminal Adapter" on page 301](#) for more details.

Use the WebUI to specify the Gateway and line being used as the fax line.



Figure 200. Fax Machine Connected to FXS Port

[ATA] Fax Settings

► To configure the fax settings:

Fax Configuration

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,208)	FXS 1	203	Voice
ATA (203,208)	FXS 2	208	Voice

Fax: ☐ Enable ☒ Disable

Fax Mode: ☒ G.711 ☐ T.38

Fax Destination:

Fax Line:

Figure 201. Fax Configuration



NOTE T1 channels cannot be set as fax lines unless they have DID numbers.

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Fax Configuration** in the Navigation Menu at left. The screen shown in Figure 201 appears.
The current ATA FXS Port settings are shown.
3. **Enable** or **Disable** the fax. When disabled, the incoming fax calls are directed like any other incoming calls, but faxes cannot be received.
4. **[PSTN]** Select the **Fax Mode: G.711** or **T.38**.
The Fax default setting is G.711. If the fax fails to work in G.711 mode, switch to T.38.
5. Select the **Fax Destination** from the drop-down list. This is the ATA FXS port to which the fax machine is connected.
6. Select the **Fax Line** from the drop-down list. This is the DID number or one of the PSTN Gateway telephone lines to be used for fax communications.
7. When you are done, click to save these settings or click to return to the previous screen without saving the changes.



[ATA] Group Mailbox

Group Mailboxes enable general delivery of Voicemail messages to a group of people within an organization. Assign extensions as subscribers to Group Mailboxes as needed. Extensions can be assigned to one or more Group Mailboxes. Only subscribers can access and act on messages stored in Group Mailboxes.

All Group Mailbox messages are stored on the ATA. Up to ten Group Mailboxes can be created through the WebUI.

The ATA supports a maximum of 32 simultaneous sessions. A session could consist of a subscriber accessing a Group Mailbox at a Deskset or an outside caller leaving a message.

[ATA] Group Mailbox Quotas

The ATA provides 60 minutes of Group Mailbox recording time. This time can be flexibly shared among the mailboxes, or a quota can be set for each mailbox. A mailbox quota is the maximum amount of time that a mailbox is allocated. However, the quota does not reserve the time. If the Sales mailbox has a 10-minute quota that is enabled and the Accounts mailbox quota is disabled, it is possible that Accounts could take up all 60 minutes of record time, leaving Sales with none.

The quotas can be set up to total more than 60 minutes and each mailbox quota can be enabled or disabled. If the quotas are all enabled and the total time does not exceed 60 minutes, then each mailbox quota becomes reserved space.

When a quota or the Group Mailbox is full, callers are told that Voicemail is full.

See *["To create a Group Mailbox:" on page 158.](#)*



► To view Group Mailbox settings:

Group Mailbox Summary

Name	Subscribers	Quota	Used	
Accounts	4	15	0	View/Edit
Customer Service	5	30	0	View/Edit
Sales	3	15	0	View/Edit

Total Space Available: 60 out of 60 minutes.

[Create New Group Mailbox](#)

Figure 202. Group Mailbox Summary

1. Log in as administrator. See [“Log in as Administrator” on page 110.](#)
2. Click **System Settings**, then **Group Mailbox** in the Navigation Menu at left. The screen shown in Figure 202 appears. The list is initially empty.

The **Group Mailbox Summary** screen shows a list of configured Mailboxes in alphabetical order with the number of subscribers, the time quota assigned (if any), and the actual amount of space used.



NOTE

Only if the quotas are all enabled and the total time does not exceed 60 minutes, does each mailbox quota become reserved space.



► To create a Group Mailbox:

Figure 203. Create Group Mailbox Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110.](#)
2. Click **System Settings**, then **Group Mailbox** in the Navigation Menu at left to display the **Group Mailbox Summary** screen.
3. Click [Create New Group Mailbox](#) to create a new Group Mailbox. The **Create Group Mailbox** screen displays, as shown in Figure 203.
4. Enter an appropriate **Name** for the new Group Mailbox.
5. Select the **Greeting**. The preset message is “Please leave a message after the tone”.

If you want a custom greeting, click **Custom**, then press [Play/Record Greeting](#). The **Group Mailbox Custom Greeting** screen appears. See [“\[ATA\] Group Mailbox Custom Greeting” on page 162.](#)
6. Set a **Quota**. Click **Enabled** or **Disabled**. If enabled, specify the **Minutes** (0 through 60) for this mailbox.



NOTE

If you set the **Quota** to 5 minutes or less, **< 5 Min** [030] or **< 5M** [020] constantly appears on the Deskset screen.



► To create a Group Mailbox: (Continued)

Subscribers:

Available Extensions

200
201
202
204
205
206
207
209

Mailbox Subscribers

Add >

< Remove

Apply

Cancel

Figure 204. Create Group Mailbox Menu, Part 2

7. Assign **Subscribers**, as shown in Figure 204.

Select one or more extensions that you want in this Group Mailbox from the **Available Extensions** list and click

Add > .

OR

Select one or more extensions to remove from this Group Mailbox from the **Mailbox Subscribers** list and click

< Remove .

8. Click **Apply** to save these settings when you are done or click **Cancel** to return to the previous screen without saving the changes.

The new Group Mailbox appears on each subscribed Deskset when **MESSAGES** is pressed.



► **To edit or delete a Group Mailbox:**

Edit Group Mailbox

Name:

Greeting: ☒ Pre-Set ☐ Custom

[Play/Record Greeting](#)

Quota: ☒ Enabled ☐ Disabled

Minutes:

Subscribers:

Available Extensions

200
201
202
204
205
206
207
209

[Add >](#)

[< Remove](#)

Mailbox Subscribers

219
244
245

[Apply](#)
[Cancel](#)
[Delete Mailbox](#)

Figure 205. Edit Group Mailbox Menu

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Group Mailbox** in the Navigation Menu at left to display the **Group Mailbox Summary** screen.
3. Select the Group Mailbox you want to edit. Click the associated [View/Edit](#) button. The **Edit Group Mailbox** screen displays, as shown in Figure 205.

OR

Click [Delete Mailbox](#) to delete this Group Mailbox.

- All messages are removed and the memory freed up for use by other mailboxes.
- If the deleted mailbox was an Auto Attendant menu destination, the destination field reverts to **None**. See [Figure 167 on page 130](#). If the deleted mailbox was a Ring Group Call Forward No Answer (CFNA) target, the target field reverts to “Off”. See [Figure 226 on page 182](#).
- If any Desksets have set their Call Forward or CFNA targets set to the deleted mailbox, they are removed and the setting reverts to the Personal mailbox.



► To edit or delete a Group Mailbox: (Continued)

Edit Group Mailbox

Name:

Greeting: ☒ Pre-Set ☐ Custom
[Play/Record Greeting](#)

Quota: ☒ Enabled ☐ Disabled
Minutes:

Subscribers:

Available Extensions		Mailbox Subscribers
<div>200 201 202 204 205 206 207 209</div>	<div>Add > < Remove</div>	<div>219 244 245</div>

[Apply](#) [Cancel](#) [Delete Mailbox](#)

Figure 206. Edit Group Mailbox Menu

4. Select one or more extensions that you want in this Group Mailbox from the **Available Extensions** list and click [Add >](#).

OR

Select one or more extensions to remove from this Group Mailbox from the **Mailbox Subscribers** list and click [< Remove](#).

5. When you are done, click [Apply](#) to save these settings or click [Cancel](#) to return to the previous screen without saving the changes.

The new Group Mailboxes appear on each subscribed Deskset when the user presses **MESSAGES**.



[ATA] Group Mailbox Custom Greeting

► To record a Group Mailbox custom greeting:

Group Mailbox Custom Greeting

Script Editor

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording

Figure 207. Group Mailbox Custom Greeting, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Group Mailbox** in the Navigation Menu at left, then click [Create New Group Mailbox](#) to create a new Group Mailbox. The **Create Group Mailbox** screen appears.
3. Press [Play/Record Greeting](#). The **Group Mailbox Custom Greeting** screen appears, as shown in Figure 207.
4. Record the greeting:
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press [Start Recording](#). The selected extension rings.

► To record a Group Mailbox custom greeting: (Continued)

1. Select the extension to be used for recording:

Select Extension ▼
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice prompt.
7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Script Editor

Start Recording

Save Recording

Cancel

Figure 208. Group Mailbox Custom Greeting, Part 2

- c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - Press **1** on the Deskset keypad to record the message. You can record for up to 60 seconds.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.
- d. Hang up when you are finished recording.
- e. Press Save Recording, as shown in Figure 208. You return to the **Create Group Mailbox** screen. If you press Save Recording before you hang up, the recording is not saved.

OR

Click Cancel to return to the **Edit Group Mailbox** screen without saving the greeting.

5. Click Apply to save these settings or click Cancel to return to the previous screen without saving the Group mailbox changes.



Hold Settings and [ATA] Music on Hold (MoH)

You can create a hold announcement for callers to hear when they are on hold or on a parked call. The default is silence.

[ATA] If you have an optional ATA installed, you can also play music on hold (MoH) with or without a hold announcement. If there is a hold announcement, the music is periodically interrupted to play the announcement.

- The MoH input accommodates audio sources with standard 3.5mm headset jack output with a volume adjustment.
- Set the volume of the audio device to obtain the desired level of background music on hold.
- Using other non adjustable audio source outputs such as RCA "Line Out" jacks may result in unacceptable music volume levels and should be avoided.
- Some forms of music do not play well over a telephone line.



See the Synapse Installation Guide for ATA installation instructions at www.telephones.att.com/synapseguides.



Figure 209. Music on Hold Source Connected to the AUX IN Jack



Speaker outputs should not be used as MoH audio sources as they can damage the ATA.



The hold announcement and MoH do not play when placing a conference on hold, or if one of the parties drops out of the conference.



► To configure Hold Settings:

Hold Settings

Hold Music

Music On Hold: ☐ Enable ☒ Disable

Select Port:

Hold Announcement

Hold Announcement: ☒ Enable ☐ Disable

Delay Before Playing: seconds

Delay Before Repeating: seconds

Hold Announcement Recording:

Figure 210. Hold Settings

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Hold Settings** in the Navigation Menu at left. The screen shown in Figure 210 appears.
3. **[ATA]** If you have an ATA installed, complete the Hold Music section:
 - **Enable or Disable Music on Hold.**
 - Select the ATA jack used: **AUX IN**.
4. If you want a hold announcement, complete the Hold Announcement section:
 - **Enable or Disable Hold Announcement.**
 - If you are combining the announcement with Music on Hold, specify the amount of delay before playing the announcement and the delay before it repeats. Your message will periodically interrupt the music and play.

To play, record, or delete the announcement, press .



► To configure Hold Settings: (Continued)

Hold Announcement

Record Hold Announcement

1. Select the extension to be used for recording:
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the announcement recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the announcement, hang up the handset.

Script Editor

Figure 211. Record Hold Announcement, Part 1

5. Follow the procedure on the screens shown in Figure 211 and Figure 212 to record a prompt.
 - a. Identify an extension from which to record the voice prompts so you can use the telephone microphone for recording. Choose an extension that is not set up to automatically forward calls.
 - b. Press **Start Recording**. The selected extension rings.
 - c. Lift the Handset or press **SPEAKER** to hear instructions for making the recording.
 - d. Press **1** on the Deskset keypad to record a message that can be up to two minutes in length.
 - Press **5** to stop recording.
 - Press **2** on the Deskset keypad to play the just recorded announcement. Press **1** to record it again.
 - e. Hang up when you are finished recording.
 - f. Press **Save Recording**. If you press **Save Recording** before you hang up the phone, your recording is not saved.



► To configure Hold Settings: (Continued)

2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the announcement recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the announcement, hang up the handset.
6. Now press the Save Recording button to save the new announcement.
7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording

Save Recording

Cancel

Delete existing Hold Announcement

To delete the existing Hold Announcement and use the default Hold tones, press the Delete Recording button.

Delete Recording

OR

Press **Delete Recording** to delete the announcement.

6. When you are done, click **Apply** to save these settings or click **Cancel** to return to the previous screen without saving the changes.
7. **[ATA]** Test the Music on Hold audio quality. Call an extension from an outside telephone. At the extension, place the call on hold. At the outside telephone, listen to the hold music as you or someone adjusts the volume.
 - Set the MoH output volume level by adjusting the playback volume of the music source device connected to the ATA. You may need to set the volume near the maximum.
 - Some MoH sources without volume controls, such as those with audio-out jacks, are usually very loud and might be too loud.
 - Synapse limits the volume of the sound delivered to the phone line. Because of this, there may be audio clipping (missing sounds) for some sources.
 - Some forms of music do not play well over a telephone line.

Figure 212. Record Hold Announcement, Part 2



[ATA] Overhead Paging Overview

You can set up either single or multi-zone external overhead paging (OHP), as shown in Table 4, but only one OHP system can be connected to the ATA. Synapse supports most OHP systems that can connect to PBX Analog Station (FXS) ports connections as well as those that support direct Audio Input detection, also known as VOX Detect. If you already have an OHP, you need to figure out the necessary configuration before installation and setup. This introduction may help you figure out your system. If not, refer to your OHP system's product documentation for installation and configuration instructions or contact your OHP equipment provider.

Table 4. [ATA] Single- vs. Multi-Zone Overhead Paging Systems

Single-Zone Paging	Multi-Zone Paging
Broadcasts to all overhead speakers at once.	Broadcasts to speakers grouped into separate zones.
Can be included in a Synapse Paging Zone. See “Paging Zones” on page 177 .	Cannot be included in a Synapse Paging Zone because the multi-zone OHP cannot be paged together with Desksets.
Does not appear in the Deskset Paging Zones menu unless the SA has programmed as a zone.	Automatically appears in the Deskset Paging Zones menu as Overhead Paging .
Requires no additional user input to initiate a page.	Requires using the Deskset dial pad to enter digits to address the OHP paging zone.
For a connection through a FXS port, requires the SA to set a delay determined by trial and error. This delay, which starts after the user presses Start , gives the paging equipment time to prepare to broadcast the message. It is required for every page, even if the OHP is not the chosen paging zone. See “[ATA] Single-Zone Overhead Paging Delay” on page 175 .	There is no programmed delay as the paging equipment provides feedback to the user when to start speaking.
Can be connected to an FXS port or the AUX Out jack.	Must be connected to the FXS port.



If your OHP is single-zone, you will have to decide whether it requires an FXS connection or and AUX OUT connection. You can only connect a multi-zone OHP to an ATA FXS port, i.e. a multi-zone OHP system cannot be connected to the AUX OUT port.

Equipment that can interface with the AUX OUT jack can be “dumb” in its audio output. It doesn't require any exchange of signals to be ready to broadcast.

Equipment that uses an FXS port must be able to go on and off hook, because the FXS ports use telephone signals to exchange information. The OHP generally includes some sort of controller or telephone interface, which often requires setting up things like “PABX loop start trunk port access”, or “RJ-11 for Tip and Ring connections”.



Even though the OHP has no RJ-11 jack, it may still have a Tip/Ring interface, requiring hard wiring. Whenever possible, try both the AUX OUT jack and an FXS port to find the best configuration for your needs.

There are three possible OHP configurations.

[ATA] Single-Zone Paging

Single-zone paging means that all speakers connected to the OHP system are activated together (i.e they are in the same zone).

Single-Zone OHP equipment connected to the AUX OUT jack:

Use this configuration to connect single-zone paging equipment that uses a 3.5mm audio jack as input. For example, use this configuration if the OHP device is just an amplified speaker. Verify that the OHP input levels are compatible with ATA level. See [“Appendix A: Technical Specifications” on page 324](#). Only single-zone paging is supported in this configuration.



Figure 213. Single-Zone Overhead Paging on AUX OUT Jack



Single-Zone OHP equipment connected to one of the FXS ports:

Use this configuration to connect paging equipment that interfaces through a telephone line. Typically, any OHP that connects to an FXS port has some intelligence to go off and on hook or otherwise send a signal back to the pager. These are generally controllers or telephone interfaces with controls and settings.



Figure 214. Single-Zone Overhead Paging on FXS Port

In this configuration, you can specify a paging delay to compensate for the fixed delay introduced by the OHP system. This delay ensures that the paging tone is played simultaneously on both Desksets and on the OHP system. See [“\[ATA\] Single-Zone Overhead Paging Delay” on page 175](#).

[ATA] Multi-Zone Paging

Broadcasts to speakers grouped into separate zones. Since the multi-zone OHP systems require zone selection, they cannot be combined into one zone together with Synapse Desksets.

Multi-Zone OHP equipment connected to one of the FXS ports:

When paging is configured as a multi-zone OHP, a dedicated **Overhead Paging** zone automatically appears as the last entry in the Deskset paging menu.



Overhead paging can not be added to Synapse specific paging zones (see “[ATA] Multi-Zone Overhead Paging” on [page 176](#)) because the multi-zone OHP can not be paged together with Desksets.



Figure 215. Multiple-Zone Overhead Paging on FXS Port





The OHP system may have settings that need to be adjusted to work with Synapse. Refer to your OHP system's product documentation for installation and configuration instructions.

See “[ATA] ATA Operation” on page 99 for more information on making connections to the ATA.

Desksets and single-zone OHPs can be included in the same zone. In the case of a single-zone OHP connected to the FXS port, this Paging System and the Desksets generate different paging tones. Note that users hear both tones at the same time if the paging delay is set properly in the WebUI settings.

[ATA] Verified Overhead Paging Devices

Table 5 lists OHP systems that have been demonstrated to work with the Synapse System as of the publication of this document. More OHP systems may also have qualified for this list. For more information, contact the person who installed your system. If your installer is unavailable call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Table 5. [ATA] Verified Overhead Paging Devices

Single Zone	Multi Zone
Aux Out Jack <ul style="list-style-type: none">• Bogen TPU35B• Valcom 1030c	FXS Port <ul style="list-style-type: none">• Bogen PCM 2000• Bogen PCM TAMB• Bogen TPU15A or TPU35B• Bogen ZPM3
FXS Port <ul style="list-style-type: none">• Bogen TAMB• Bogen TPU15A• Bogen TPU35B (alternate to TPU15A)• Viking CPA-7B• Valcom V-9940• Valcom V-9941A	



[ATA] Setting Up Overhead Paging

► To set up external overhead paging:

Paging Configuration

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,208)	FXS 1	203	Voice
ATA (203,208)	FXS 2	208	Voice

Paging: ☐ Enable ☒ Disable

Paging System Type: ☒ Single Zone ☐ Multi Zone

Select Paging Port:

Paging Delay:

Figure 216. Paging Configuration

1. Log in as administrator. See [“Log in as Administrator” on page 110.](#)
2. Click **Overhead Paging** in the Navigation Menu at left. The screen shown in Figure 216 appears.
The current ATA FXS port settings are shown.
3. **Enable** or **Disable** the overhead **Paging**.
4. Select the **Paging System Type**.
5. Select the **Paging Port**. This is the FXS port or AUX OUT jack into which the OHP is connected
6. Select the **Paging Delay**.
If you have a single-zone system connected to an FXS port, select an appropriate delay. See [“\[ATA\] Single-Zone Overhead Paging Delay” on page 175.](#)
If not, this setting is ignored.
7. Click to save these settings when you are done or click to return to the previous screen without saving the changes.



[ATA] Single-Zone Overhead Paging

A single-zone overhead paging system issues a one-way broadcast to all overhead speakers. These speakers cannot be grouped into separate zones. A single OHP can be connected to either the AUX OUT jack or an FXS port. Single-zone OHP is automatically included when you page all extensions.

► To create a single overhead paging zone:

Create Paging Zone

Paging Zone Name: Warehouse

Paging Zone Members:

Available Members

- Overhead Page
- 201
- 202
- 204
- 205
- 206
- 207
- 209

Paging Zone Members

- Overhead Page

Add >

< Delete

Apply Cancel

Figure 217. Create Paging Zone

1. Follow the instructions in [“Paging Zones” on page 177](#) to either **Create New Paging Zone**, or **View/Edit** an existing Page Zone.
2. Select **Overhead Page** from the **Available Members** list and click **Add >**.
3. Click **Apply** to save these settings when you are done or click **Cancel** to return to the previous screen without saving the changes.



[ATA] Single-Zone Overhead Paging Delay

When attached to an FXS port, single-zone overhead paging may require the Page tone to be delayed. If this delay is too short, the beginning of the Page heard through the OHP speakers may be cut off. The system installer or the SA need to experiment to find the correct delay for the system. Set the delay in the WebUI. See “[ATA] Overhead Paging Overview” on page 168.

The delay starts after the user presses **Start** on the Deskset, as shown in Figure 218. Once the delay ends, the page tone sounds and the display switches to the **Page** screen, as shown in Figure 219.



NOTE

When OHP is enabled, the delay is used even if a single **Overhead Paging** zone is not included in the page (i.e. even if there are only Desksets in the paging zone).

On the Deskset, the **All Extensions** option in the Paging Zones selection screen includes the single **Overhead Paging** zone automatically.

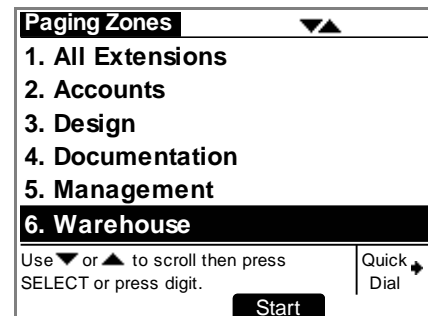


Figure 218. Paging Zones Including Single Overhead Zone

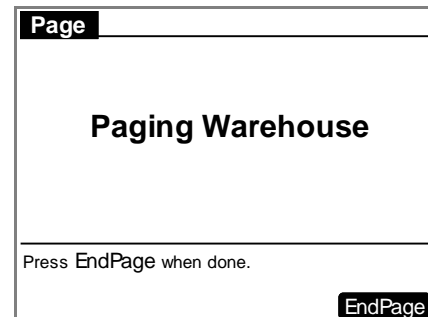


Figure 219. Page to a Single Overhead Zone



[ATA] Multi-Zone Overhead Paging

Unlike single-zone Paging, multi-zone Paging requires user input. In a multi-zone system, overhead speakers are grouped into zones. Each zone is assigned a number. The user pages the zone by starting a page and then entering the zone number (the exact method may vary depending on the third-party OHP system being used). Refer to your OHP system's product documentation for installation and configuration instructions.

Because the multi-zone OHP requires the OHP to signal the user to begin speaking, it must be connected to an FXS port and will not work if connected to the AUX OUT jack.

Unlike single-zone Paging, multi-zone Paging systems cannot be included in the Synapse paging zones described in *"Paging Zones" on page 177*.

A multi-zone Page will, however, automatically appear at the bottom of the list of paging zones on the Deskset **Paging Zones** screen, as shown in Figure 220.

When users select overhead paging, the **Overhead Page** screen shown in Figure 221 appears.



Note that the third-party Paging System uses its own tones, so there is no local Deskset paging tone accompanying this screen.

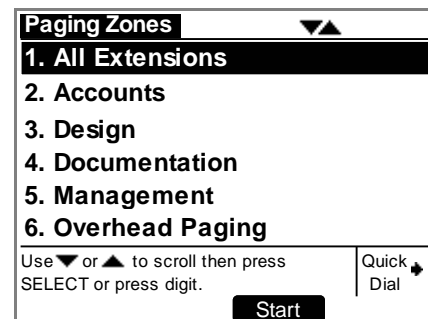


Figure 220. Paging Zones Including Overhead Paging

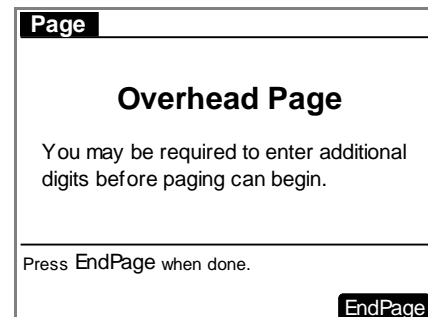


Figure 221. Overhead Page



Paging Zones

Use paging zones to set up extensions that can be paged as a group. For example, all extensions in the sales department could be defined as a paging zone. Any Deskset user can initiate a page to all extensions or only to the members of a paging zone. You can configure up to six paging zones, each with one or more members. You can place every extension in a paging zone.

► To create a paging zone:

Paging Zones Summary

<u>Name</u>	<u>Members</u>	
Accounting	2	View/Edit
Marketing	2	View/Edit
Sales	4	View/Edit

[Create New Paging Zone](#)

Figure 222. Paging Zones Summary

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Paging Zones** in the Navigation Menu at left. The screen shown in Figure 222 appears.
3. Click [Create New Paging Zone](#) to create a new paging zone. The **Create Paging Zone** screen displays, as shown in [Figure 223 on page 178](#).

OR

To view or edit a paging zone, click [View/Edit](#). The **Edit Paging Zone** screen displays, as shown in [Figure 224 on page 179](#).



► **To create a paging zone: (Continued)**

Create Paging Zone

Paging Zone Name:

Paging Zone Members:

Available Members

201
202
210
220
230
240

Add >

< Delete

Paging Zone Members

Apply

Cancel

Figure 223. Create Paging Zone

4. Enter an appropriate name for the new paging zone, as shown in Figure 223.
5. Select one or more extensions that you want in this paging zone from the **Available Members** list and click Add >.

OR

Select one or more extensions to remove from this paging zone from the **Paging Zone Members** list and click < Delete.

6. Click Apply to save these settings when you are done or click Cancel to return to the previous screen without saving the changes.

The new paging zone appears on each Deskset when the Page soft key is pressed.



Single-zone overhead paging speakers can be included in a paging zone. Select **Overhead Page** from the **Available Members** list and click Add >. Multi-zone overhead paging speakers cannot be included in a paging zone.



► **To edit or delete a paging zone:**

Edit Paging Zone

Paging Zone Name:

Paging Zone Members:

<p>Available Members</p> <div style="border: 1px solid black; padding: 5px;"> 201 230 </div>	<p>Add ></p> <p>< Delete</p>	<p>Paging Zone Members</p> <div style="border: 1px solid black; padding: 5px;"> 202 210 220 240 </div>
--	------------------------------------	--

Figure 224. Edit Paging Zone

1. Do steps 1 and 2 of *"To create a paging zone:"* on [page 177](#).
 2. Select the paging zone you want to edit from the Paging Zones Summary. Click the associated [View/Edit](#) button. The **Edit Paging Zone** screen displays, as shown in Figure 224.
 3. Select one or more extensions that you want in this paging zone from the **Available Members** list and click [Add >](#).
- OR**
- Select one or more extensions to remove from this paging zone from the **Paging Zone Members** list and click [< Delete](#).
- OR**
- Click [Delete Paging Zone](#) to delete this paging zone.
4. When you are done, click [Apply](#) to save these settings or click [Cancel](#) to return to the previous screen without saving the changes.



Ring Groups

Extensions can be grouped together to form up to 10 Ring Groups. For example, all extensions in the sales department can be defined as a "Sales" Ring Group. All extensions at your location can be in a "Ring All" group. Incoming calls may be forwarded to a particular Ring Group through the Auto Attendant. When the Auto Attendant is off, you can have all incoming calls go to a Ring Group.

Use the WebUI to configure the Ring Group so when the call is forwarded, all extensions assigned to the group ring at the same time (**All Ring**), or in sequence (**Linear**), or in sequence from the last-called extension (**Round Robin**). Ring Groups can be called hunt groups when the extensions ring sequentially.

In order for Round-Robin Ring Group distribution to work correctly, the time and date must be synchronized on all devices.

See ["System Basic Settings" on page 118](#) for information on time and date configuration.

You can set one extension, personal mailbox, or group mailbox to forward to when no one answers a Ring Group call. The extension can then ring or the caller can be sent directly to Voicemail.

An extension can be in more than one Ring Group.

Internal callers cannot call Ring Groups.

See ["Auto Attendant Menu Choices" on page 134](#) for information on using Ring Groups in the Auto Attendant.



► **To create, edit, or delete a Ring Group:**

Ring Groups Summary		
<u>Name</u>	<u>Members</u>	
Accounting	3	View/Edit
FAQ line	2	View/Edit
Front Desk	1	View/Edit
Sales	3	View/Edit
Create New Ring Group		

Figure 225. Ring Groups Summary

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Information**, then **Ring Groups** in the Navigation Menu at left. The screen shown in Figure 225 appears.
3. Click [Create New Ring Group](#) to create a new Ring Group. The **Create Ring Group** screen displays, which is similar to the **Edit Ring Group** screen shown in [Figure 226 on page 182](#). For a new Ring Group, enter an appropriate **Ring Group Name**.

OR

To view or edit a Ring Group, click [View/Edit](#). The **Edit Ring Group** screen displays, as shown in [Figure 226 on page 182](#).

OR

To delete this Ring Group, click [Delete Ring Group](#), as shown in [Figure 228 on page 184](#).

Before you delete a Ring Group, delete references to the Ring Group in the Auto Attendant. See [“Auto Attendant Menu Choices” on page 134](#).



► **To create, edit, or delete a Ring Group: (Continued)**

Edit Ring Group

Name:

Type: All Ring ▼

Ring Time: 15 Seconds ▼

Ring: ☐ All Extensions ☒ Idle Extensions Only

Figure 226. Edit Ring Group, Part 1

4. Select the **Type** of Ring Group.
 - **All Ring:** All available Desksets in the Ring Group ring simultaneously for the amount of time set for the **Ring Time**. The call is then be forwarded to the Ring Group Call Forward No Answer (CFNA) destination.
 - **Linear:** The lowest numbered extension in the group rings for the amount of time set in the **Ring Time**. If this Deskset does not answer, the next Deskset in numerical order rings, and so on until all Desksets have been rung. If the last Deskset does not answer, the call is forwarded to the Ring Group CFNA destination.
 - **Round Robin:** The extension that has the next higher extension number after the last-called extension rings. If this Deskset does not answer, the next Deskset in numerical order rings. This continues until all Desksets have been rung. If the last Deskset does not answer, the call is forwarded to the Ring Group CFNA destination.
5. Select the **Ring Time**; how long each extension rings before moving on to the next extension.
6. Select if **All Extensions** or **Idle Extensions Only** (Desksets being used are skipped) will ring.



► To create, edit, or delete a Ring Group: (Continued)

Call Forward No Answer Settings:

- Target: ☐ Off
- ☒ Voicemail: ▼
- ☐ Extension: ▼
- ☐ Outside Phone Number:
- ☐ Auto Attendant / Operator (if auto attendant is off)
- ☐ Ring Group: ▼

Figure 227. Edit Ring Group, Part 2

7. Select the Call Forward No Answer (CFNA) **Target** destination, as shown in Figure 227. When no one in a Ring Group answers a call, the call is sent to the selected **Target**, as listed below:
- **Off.** Let the Ring Group ring until the call is answered or the caller hangs up.
 - **Voicemail.** Forward the call to a Group or Personal Mailbox which you select from the drop-down list.
 - **Extension.** Forward the call to an extension which you select from the drop-down list.
 - **Outside Phone Number.** Forward the call to a telephone number. Enter the phone number.
 - **Auto Attendant / Operator.** Forward the call to the Auto Attendant main menu.
 - **Ring Group.** Forward the call to a Ring Group, which you select from the drop-down list.



► **To create, edit, or delete a Ring Group: (Continued)**

Ring Group Members:

Available Extensions

201
207
213
214
215
218
219
220

Add >

< Delete

Apply

Cancel

Delete Ring Group

Figure 228. Edit Ring Group, Part 3

8. Select the **Ring Group Members** for the Ring Group, one at a time, from the **Available Extensions** list, as shown in Figure 228. Analog phones connected to the ATA can be members of Ring Groups.

Click **Add >** to add the highlighted extensions.

OR

Click **< Delete** to remove the highlighted extensions.

9. Click **Apply** to save these settings when you are done or click **Cancel** to return to the previous screen without saving the changes.

The new Ring Group appears on the **Ring Groups Summary** screen, as shown in [Figure 225 on page 181](#).



System Directory

Create a list of phone numbers (referred to as System list on the Deskset) that people at your business frequently call. These numbers are available to all of the extensions.

► To set up the System Directory:

System Directory List

Add New Entry

Delete Selected Entries

Sort By Last Name

<input type="checkbox"/>	ABC Accountants	9-503-555-0194	[Edit]
<input type="checkbox"/>	Angela Martin	9-732-555-7318	[Edit]
<input type="checkbox"/>	Charlie Johnson	9-888-883-2445	[Edit]

Figure 229. System Directory

Add System Directory List Entry

First Name: ABC Accountants

Last Name:

Phone Number: 9-503-555-0194

For outside phone numbers, enter a Trunk Prefix first.

Apply

Cancel

Figure 230. Edit System Directory

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Directory** in the Navigation Menu at left. The screen shown in Figure 229 appears.
3. Click [Add New Entry](#).
4. Complete the form shown in Figure 230 with the information indicated.

Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.
5. Click [Apply](#) to save the entry. The System Directory menu appears with the entry added.

OR

Click [Cancel](#) to return to the previous screen without saving the changes.



NOTE

To edit an entry, click [\[Edit\]](#) as shown on right side of Figure 229. A screen similar to the screen shown in Figure 230 appears with the fields populated with the entry to be edited.



Trunk Naming

You can name the system trunks for easier identification. For PSTN Gateways, all 4 lines can be named. For the T1 Gateway, there is only one physical trunk, so only that one trunk can be named regardless of how many slots the T1 trunk supports.

Renaming Gateway trunks can be useful when reserving trunks. See [“Trunk Reservation \(Outgoing Calls\)” on page 187](#).

► To name a trunk:

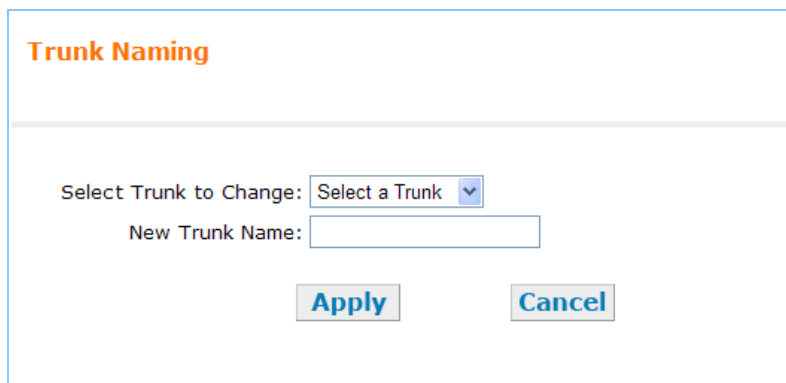


Figure 231. Trunk Naming

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Trunk Naming** in the Navigation Menu at left. The screen shown in Figure 231 display.
3. **Select a Trunk to Change** from the drop-down list. All trunks are listed.
4. Enter the **New Trunk Name** using up to 16 characters.
5. Click **Apply** to save the entry or click **Cancel** to refresh the screen without saving the changes.



Trunk Reservation (Outgoing Calls)

You can reserve a PSTN telephone line or a T1 channel for an extension, so that only that extension can use that telephone line (or channel) for outgoing calls. Trunk reservations apply only to outgoing calls. A user with a reserved trunk will not be able to make outgoing calls if all lines and channels are busy with incoming calls. If necessary, 911 calls use trunks that are reserved for other extensions

► To reserve a trunk:

Trunk Reservation

TRUNK RESERVATIONS	
Extension	Trunk
200	T1 Mainline
201	T1 Mainline
204	NBY Line 1
205	NBY Line 2

Select Extension:

Trunk Assigned:

Figure 232. Trunk Reservation



NOTE

To route an incoming call directly to an extension, see “[T1] Direct Inward Dial (DID)” on page 147 (for a T1 Gateway) or “[PSTN] Trunk Routing (Incoming Calls)” on page 188 (for a PSTN Gateway).

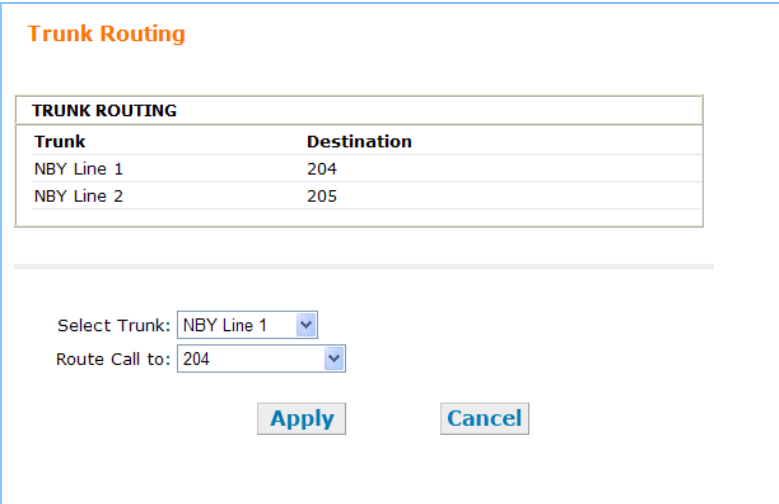
1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **Trunk Reservation** in the Navigation Menu at left. The screen shown in Figure 232 displays with the current list of trunk reservations.
3. Select an **Extension** from the first drop-down list. All extensions are listed, including FXS ports on the optional ATA that have been assigned to a telephone or Fax. Only one telephone line/channel can be reserved for each extension.
4. Select an available **Trunk** from the second drop-down list. Trunks that are fully reserved for other extensions do not appear in the list. The T1 has up to 23 channels, but the channels may not be individually reserved; therefore, the T1 Gateway appears in the list as one trunk, but it can be reserved as many times as there are channels.
5. Click to save the entry or click to return to the previous screen without saving the changes.



[PSTN] Trunk Routing (Incoming Calls)

With a PSTN Gateway, all incoming calls to a specific telephone number can go directly to a specific destination. Calls to that phone number can be routed to an extension, Group Mailbox, or Ring Group. The **Trunk Routing** WebUI screen only appears if there is a PSTN Gateway connected to the system. Route calls on the T1 Gateway through Direct Inward Dialing. See “[T1] DID Assignments” on page 151. If both a PSTN Gateway and a T1 Gateway are connected, then both options are available. Any destination can have more than one trunk routed to it.

► To route calls to a trunk:



Trunk Routing

TRUNK ROUTING	
Trunk	Destination
NBY Line 1	204
NBY Line 2	205

Select Trunk: NBY Line 1 ▼

Route Call to: 204 ▼

Apply Cancel

1. Log in as administrator. See “[Log in as Administrator](#)” on page 110.
2. Click **System Settings**, then **Trunk Routing** in the Navigation Menu at left. The screen shown in Figure 233 displays with the current list for trunk routing appears.
3. Select an available **Trunk** from the first drop-down list.
4. Select a destination to **Route Call** to from the second drop-down list.
5. Click **Apply** to save the entry or click **Cancel** to return to the previous screen without saving the changes.

Figure 233. Trunk Reservation



Reconfiguration of an Existing System

Considerations:

- Ensure that the first digit of any extensions do not match one of the Auto Attendant commands. If Direct Dial has been enabled in an Auto Attendant menu, and a menu action key matches the new Extension Prefix, the Direct Dial will not work, because the Auto Attendant command occurs before the extension number can be dialed.
- Ensure that the first digit of any extensions do not match the park extension prefix.
- If you set the PSTN Trunk Prefix to none, ensure that the first digits of the Extension Prefix and the Park Extension Prefix do not match the first digits of phone numbers that might be dialed from your location.
- If you change from 3- to 4-digit extensions or from 4- to 3-digit extensions, AT&T strongly recommends setting up the desired number of digits for extensions before all the Desksets are installed. Doing so enables the correct auto-assignment of extension numbers as each additional Deskset is installed. Changing the number of extension digits after installing all the Desksets may result in undesired extension number re-assignment, where the last three digits of previous extension numbers may not be preserved.

Results

- If the **Dial Plan Settings** are changed when Desksets are already connected, a warning message appears and the Synapse system does not change any existing extension numbers. Manually change any existing extension numbers.
- If the **Extension Prefix** is changed, all newly connected Desksets' assigned extension numbers begin with that prefix. Desksets already connected keep their current extension numbers. The Administrator can manually adjust any extension numbers.
- If the **Park Extension Prefix** is changed to a value currently being used by a Deskset, the extension number in conflict remains assigned to the Deskset and will not be used for Parked calls.
- If the **PSTN Trunk Prefix** is changed, the Call Log prepends the new Prefix (or **none**) to numbers when dialing. In addition, Call Fwd and Call Forward No Answer (CFNA) outside phone number targets automatically use the correct Prefix. However, all entries in the System and Deskset Directory and Quick-Dial list must be manually edited to update the Prefix.
- If the **PSTN Trunk Prefix** is set to **none** and any x11 extensions already exist (such as 411, or 611), then the extensions takes precedence. Dialing 411 calls extension 411, not the 411 directory service.
- Changing an extension number, even if it was related to a DID number, does not automatically change the DID number.



Synapse Administrator's Guide

- When changing an existing system from 3-digit to 4-digit extensions or from 4-digit to 3-digit extensions, the system automatically attempts to convert all existing extensions. This process takes up to two minutes, depending on how many extensions you have. All errors or extension number discrepancies are reported on the WebUI screen. A table of all changed extension numbers displays when the process is complete.



The Synapse system does not allow 911 to be assigned as an extension so that emergency calls can still be dialed.



Extension Settings

Use the WebUI to configure basic extension settings:

- [“Extension Basic Settings” on page 192](#)
- [“Extension Directory” on page 196](#)
- [“\[020\] Programmable Feature Keys \(PFKs\)” on page 199](#)
- [“\[030\] Programmable Feature Key \(PFK\)” on page 201](#)
- [“Voicemail Distribution” on page 203.](#)



CAUTION

Change phone settings on only one Deskset at a time.

When making configuration changes to a device using the IP address of another Deskset, ensure that Deskset is not in use or the configuration changes may fail.



Extension Basic Settings

You can modify the settings for individual extensions from the **Extension Basic Settings** screen.



Individual users have different phone setting screens. They are described in “Web Interface” of the SB67030 Deskset and Accessories User’s Guide and the SB67020 Deskset User’s Guide at www.telephones.att.com/synapseguides.

► To set the Extension Basic Settings as the administrator:

Extension Basic Settings

Select Extension:

Extension Name:

First Name:

Last Name:

Figure 234. Basic Extension Settings, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Extension Settings**, then **Basic Settings** in the Navigation Menu at left. The screen shown in Figure 234 appears.
3. Select an extension from the **Select Extension** drop-down list to display the current settings for that extension.
4. **Extension Name** displays the name for the current extension. This name is used in two ways: on the Idle screen of the Deskset and with the Auto Attendant Directory. Callers spell the **Extension Name**, followed by the pound (#) sign, using their touch-tone phones when they search for extensions in the Auto Attendant Directory.

Enter a new name into the **First Name** and **Last Name** fields. Enter up to 16 characters for each, although only the first 18 characters from the entire name display on screen.



► **To set the Extension Basic Settings for the administrator: (Continued)**

Select DID: ▼

Outgoing Caller ID: ☐ DID ☒ System Pilot Number

Change Extension Number to:

Please make sure the extension is not in use before changing the extension number.

Call Forward / Transfer to Outside Telephone Number: ☐ Off ☒ On

Figure 235. Basic Extension Settings, Part 2



NOTE

Desksets do not lose their assigned extensions even if a Deskset is disconnected and unplugged for a substantial length of time. If you want to remove a Deskset from the system, the Deskset must be deleted using the WebUI. (See [“To delete an extension, Gateway, or ATA:” on page 218.](#)) This ensures that the Deskset does not tie up an extension.

5. [T1] You can assign or change a Direct Inward Dialing number for this extension using the **Select DID** drop-down list, as shown in Figure 235. Select **Unassigned** to release a previously assigned DID number.
6. [T1] If you selected a DID number for the extension, the **Outgoing Caller ID** option appears. Select whether the Outgoing Caller ID is the **DID** number or the **System Pilot Number**.
7. You can enter a new extension number in the range 100–999 or 1000–9999 into the **Change Extension Number to** box. The first digit of the extension number need not match the default extension number first digit.



CAUTION

Ensure that the extension is not in use and do not assign an extension number with the first digit of any extension that is the same as an Auto Attendant menu digit key value, as callers will be unable to dial that extension. Instead, they will be connected to that Auto Attendant menu action. See [“Auto Attendant” on page 123.](#)

8. You can select **Call Forward/Transfer to Outside Telephone Number** to enable or disable forwarding or transferring of calls to an outside telephone via the outside phone lines plugged into the Gateway. This function is enabled by default and uses two phone lines when calls are forwarded. Disabling this function prohibits the user from forwarding or transferring a call to an outside phone number.



► **To set the Extension Basic Settings for the Administrator: (Continued)**

Call Forward No Answer Settings:

Target: ☐ Off

☒ Voicemail: ▼

☐ Extension: ▼

☐ Outside Phone Number:

Seconds before Forwarding: ▼

Figure 236. Basic Extension Settings, Part 3

9. To change the **Call Forward No Answer Settings** shown in Figure 236:



NOTE

The Call Forward All settings on each Deskset override these Call Forward–NA Settings. See *“Call Forward All and Call Fwd–NA (No Answer)” on page 82.*

- a. Select the **Target** for unanswered calls:

- **Off.** The extension rings until the call is answered or the caller hangs up.



NOTE

Conference room extensions typically have **Call Forward No Answer Settings** set to **Off** and have their ringers set very low or off.

- **Voicemail.** The call is sent to Voicemail.
- **Extension.** The call is sent to the extension you set when you enter the **Target Extension Number**.
- **Outside Phone Number.** The call is sent to the specified outside phone number.
- Enter the **Telephone Number**.

- b. Enter the number of **Seconds before Forwarding** from the drop-down list.



► To set the Extension Basic Settings for the Administrator: (Continued)

Auto Answer Settings:

Delay: 5 Seconds ▼

Audible Ring Delay: 0 Seconds (Disabled) ▼

Set Password:

User Password:

Apply

Cancel

Figure 237. Basic Extension Settings, Part 4

10. You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, someone can speak to and be heard by the person who called. Select the Auto Answer **Delay** from the drop-down list.
11. You can delay audible ringing at some Desksets. Select the **Audible Ring Delay** from the drop-down list. Users can also set this delay at their Desksets. Setting the Delay to zero disables this feature.
12. You can enter up to six digits to create a WebUI and Voicemail pass code for this extension.
13. Click **Apply** to save any changes or click **Cancel** to return to the previous screen without saving the changes.



Extension Directory

Extension Directories (referred to as a Personal list on the Deskset) are only available at the extensions for which they were created. They can be created by the administrator or by a Deskset user.

► To manage the Extension Directory:

Directory List for Extension: ▼

Add New Entry

Delete Selected Entries **Sort By Last Name**

<input type="checkbox"/>	ABC Accountants	9-1-503-555-0194	[Edit]
<input type="checkbox"/>	Alex Graham	9-1-706-555-0162	[Edit]
<input type="checkbox"/>	Charlie Johnson	9-1-888-883-2445	[Edit]
<input type="checkbox"/>	Davis Carterer	9-1-317-555-0129	[Edit]
<input type="checkbox"/>	Robert Brown	9-1-732-555-7318	[Edit]

Figure 238. Extension Directory

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Extension Settings**, then **Extension Directory** in the Navigation Menu at left. The screen shown in Figure 238 appears. The default extension displays in the dialog box.
3. Select the desired extension number from the drop-down list.

The Directory list appears. You can add, edit, delete, and sort the entries, as described on the following pages.



► To manage the Extension Directory: (Continued)

Add Extension Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a Trunk Prefix first.

Apply

Cancel

Figure 239. Add Extension Directory List Entry

- To add a new entry, click **Add New Entry**. The screen shown in Figure 239 appears.

- a. Complete the form with the information indicated.

Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.

- b. Click **Apply** to save the entry. The **Extension Directory** screen appears with the entry added as shown in [Figure 238 on page 196](#).

OR

Click **Cancel** to return to the previous screen without saving the changes.



► To manage the Extension Directory: (Continued)

Edit Extension Directory List Entry

First Name:

Last Name:

Phone Number:

For outside phone numbers, enter a Trunk Prefix first.

Figure 240. Edit Extension Directory List Entry

- To edit an entry, click [\[Edit\]](#) as shown on the right side of [Figure 238 on page 196](#). The screen shown in Figure 240 appears with the fields populated with the entry to be edited.

Click [\[Apply\]](#) to save the entry. The **Extension Directory** screen appears with the entry added as shown in [Figure 238 on page 196](#).

OR

Click [\[Cancel\]](#) to return to the previous screen without saving the changes.

- To sort entries by last name, click [\[Sort By Last Name\]](#). The list updates and the button changes to [\[Sort By First Name\]](#). The button toggles between first and last name directory sort.
- To delete **Extension Directory** entries:
 - a. Mark the entries to delete by selecting the check box to the left of each entry as shown in [Figure 238 on page 196](#).
 - b. Click [\[Delete Selected Entries\]](#). All of the selected entries are removed.



[020] Programmable Feature Keys (PFKs)

Use the **Programmable Feature Keys** screen to set the PFKs on the 020 Desksets in your Synapse system.

► **To edit 020 Programmable Feature Key assignments:**

Programmable Feature Keys

Select an Extension: 202

For outside phone numbers, enter a Trunk Prefix first.

1	Call Appearance
2	Call Appearance
3	Park List
4	Page
5	Do Not Disturb
6	Call Forward All
7	Redial
8	Directory
9	Call Log
10	Messages

Apply Cancel

Figure 241. 020 PFK Assignments

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. In the Navigation Menu at left, click **Extension Settings**, then **Feature Keys**.
3. Select the desired 020 Deskset Extension from the drop-down list. The screen shown in Figure 241 appears showing the default PFK assignments.
4. Use the drop-down lists of keys 2 though 10 to reassign functions to each key (key 1 is fixed as a Call Appearance).
 - You can assign all PFKs as Call Appearance keys. Up to nine PFKs can be assigned as Quick Dial keys. You can assign all other features to one key only. After a feature has been assigned, it disappears from the drop-down list for the other PFKs.
 - Assigning the second Call Appearance key to another function prevents users from transferring calls and creating conference calls.
 - It is recommended to assign two Call Appearance keys to give users the option of retrieving a call from the Call Queue list while a Call Queue call is ringing the Deskset.
 - The Auto Attendant option only appears for Desksets assigned as an Operator station. Pressing the Auto Attendant PFK is a shortcut to the Auto Attendant Menu. If a Deskset with an Auto Attendant PFK ceases to be the Operator extension, pressing this PFK displays the message **This feature is only available to the operator**.
5. Click **Apply** to save the entries or click **Cancel** to refresh the screen without saving the changes.



[020] Quick-Dial Keys

On the 020 Deskset, Quick-Dial entries are only available if the system administrator has assigned PFKs as Quick-Dial keys. Then the administrator or a 020 Deskset user assigns phone numbers to the Quick-Dial keys.

► To edit 020 Quick-Dial entries:

Programmable Feature Keys for Extension: 201

For outside phone numbers, enter a Trunk Prefix first.

1	<input type="text"/>	Call Appearance		
2	<input type="text"/>	Call Appearance		
3	<input type="text"/>	Quick Dial	Name Angela Mart	Number 209
4	<input type="text"/>	Quick Dial	Name Davis Carter	Number 913175550129
5	<input type="text"/>	Quick Dial	Name Milford Taxi	Number 916045550182
6	<input type="text"/>	Call Forward All		
7	<input type="text"/>	Redial		
8	<input type="text"/>	Directory		
9	<input type="text"/>	Call Log		
10	<input type="text"/>	Messages		

Figure 242. 020 Quick-Dial Key Assignments

1. Log in, either as administrator (see [“Log in as Administrator” on page 110](#)) or a user (enter your extension number).
2. Click **Extension Settings**, then **Feature Keys** in the Navigation Menu at left.
3. If necessary, select the desired 020 Deskset extension number from the drop-down list. When logging in as a user, you cannot select a different extension.
4. In the screen shown in Figure 242, enter a name and number for every Quick-Dial entry you want to create. Any hyphens in phone numbers are ignored.

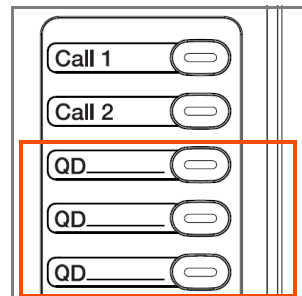


Figure 243. 020 Quick-Dial Key Location

Enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.

5. Click to save the entries or click to refresh the screen without saving the changes.
6. To verify the entries, try a Quick Dial key on the Deskset, as shown in Figure 243.



[030] Programmable Feature Key (PFK)

On the 030 Deskset, use the **Programmable Feature Keys** screen to set the PFK for a 030 Deskset in your Synapse system.

► **To set the Programmable Feature Key assignment:**

Programmable Feature Keys

Select an Extension: 200

1		Call Appearance
2		Call Appearance
3		Call Appearance
4		Call Appearance
5		Call Appearance
6		Quick Dial

Figure 244. 030 Programmable Feature Key Assignment

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Extension Settings**, then **Feature Keys** in the Navigation Menu at left. The screen shown in Figure 244 appears, showing the default PFK assignments.
3. Select the desired Extension from the drop-down list.
4. Click the drop-down list for key **6** and select a setting:
 - **Quick Dial** enables the Quick Dial feature. The **Quick Dial** label appears in the bottom right corner of the Deskset screen.
 - **Call Queue** enables the user to access the **Queued Calls** list. The **Call Queue** label appears in the bottom right corner of the Deskset screen.
 - **None** disables both Quick Dial and Call Queue on this Deskset.
5. Click to save the setting or click to refresh the screen without saving the changes.



[030] Quick-Dial Keys

On the 030 Deskset, Quick-Dial entries are only available at the extensions for which they are created. They can be created by the administrator or by a Deskset user.

► To create or edit 030 Quick-Dial entries:

Quick Dial Keys

Quick Dial Keys for Extension: 202

For outside phone numbers, enter a Trunk Prefix first.

Name	Number	
Charlie	222	▶
Mary	244	▶
Robert	203	▶
Linda	205	▶
Richard Serling	9-1-305-555-0134	▶
Angela Martin	9-1-732-555-7218	▶

Apply
Cancel

Figure 245. 030 Quick-Dial Key Assignments

1. Log in, either as administrator (see [“Log in as Administrator” on page 110](#)) or a user (enter an extension number and the user's password, if needed).
2. Click **Extension Settings**, then **Quick Dial Keys** in the Navigation Menu at left. The screen shown in Figure 245 appears. The default extension displays in the dialog box.

If necessary, select the desired extension number from the drop-down list. When logging in as a user, you cannot select a different extension.

3. Enter a name and number for every Quick-Dial entry you want to create. Any hyphens in phone numbers are ignored.

Enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.

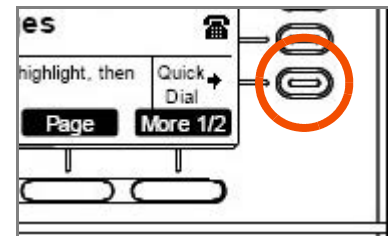


Figure 246. 030 Quick-Dial Key Location

4. Click Apply to save the entries or click Cancel to refresh the screen without saving the changes.
5. To verify that the entries have been created, on the Deskset, press the key to the right of Quick Dial ▶, as shown in Figure 246, to display the Quick-Dial entries.



Voicemail Distribution

Personal Voicemail Distribution Lists are available to each extension. Each user can create up to ten Voicemail Distribution Lists for use when leaving new or forwarding old Voicemail messages. These lists allow users to forward Voicemail messages to multiple extensions that have been added to a Distribution List. Users can also record and send new voice messages to these lists. This feature is disabled by default. If enabled, there will be an additional step every time the user plays Voicemail messages.

► **To enable and disable Voicemail Distribution Lists:**

Voicemail Distribution Lists for Extension: 200

Voicemail Distribution is currently: Disabled

Enable Voicemail Distribution

Figure 247. Enable Voicemail Distribution

Voicemail Distribution Lists for Extension: 200

Voicemail Distribution is currently: Enabled

Disable Voicemail Distribution

Figure 248. Disable Voicemail Distribution

1. Log in as a user. Enter an extension number and the user's password, if needed.
2. Click **Voicemail Distribution** in the Navigation Menu at left. The screen shown in Figure 247 or Figure 248 appears.
3. Click **Enable Voicemail Distribution** to enable or **Disable Voicemail Distribution** to disable Voicemail Distribution.



► **To view the Voicemail Distribution Lists:**

Voicemail Distribution Lists for Extension: 200

Voicemail Distribution is currently: Enabled

[Disable Voicemail Distribution](#)

<u>Name</u>	<u>Members</u>	
Product Development	7	View/Edit
Sales	5	View/Edit
Service	3	View/Edit
Warehouse	2	View/Edit

[Create New Distribution List](#)

1. Log in as a user. Enter an extension number and the user's password, if needed.
2. Click **Voicemail Distribution** in the Navigation Menu at left to access the screen to display the screen shown in Figure 249.

A list of the existing Voicemail Distribution Lists appears.

Figure 249. Voicemail Distribution Lists



► To create a Voicemail Distribution List:

Create Distribution List

Name:

Distribution List Members:

Available Extensions

- 201
- 207
- 213
- 214
- 215
- 218
- 219
- 220

Distribution List Members

Figure 250. Create Distribution List

1. Log in as a user. Enter an extension number and the user's password, if needed.
2. Click **Voicemail Distribution** in the Navigation Menu at left to access the screen to display the screen shown in [Figure 249 on page 204](#).
3. Click . The screen shown in Figure 250 appears.
4. Enter the Distribution List **Name**.
5. Assign **Distribution List Members**.

Select one or more extensions that you want in this list from the **Available Extensions** list and click .

OR

Select one or more extensions to remove from this list from the **Distribution List Members** list and click .

6. Click to save these settings when you are done or click to return to the previous screen without saving the changes.



► **To edit or delete a Voicemail Distribution List:**

Edit Distribution List

Name:

Distribution List Members:

<p>Available Extensions</p> <ul style="list-style-type: none"> 201 207 213 214 215 218 219 220 	<p>Add ></p> <p>< Delete</p>	<p>Distribution List Members</p> <ul style="list-style-type: none"> 227 229 235 240 241 243 244
--	--	--

Figure 251. Edit Distribution List

1. Log in as a user. Enter an extension number and the user's password, if needed.
2. Click **Voicemail Distribution** in the Navigation Menu at left to access the screen to display the screen shown in [Figure 249 on page 204](#).
3. Click **View/Edit**. The screen shown in Figure 251 appears.
4. Edit the Distribution List **Name** as needed.
5. Assign **Distribution List Members**.

Select one or more extensions that you want in this list from the **Available Extensions** list and click **Add >**.

OR

Select one or more extensions to remove from this list from the **Distribution List Members** list and click **< Delete**.

6. Optional: Click **Delete Distribution List** to delete this Distribution List.
7. Click **Apply** to save these settings or click **Cancel** to return to the previous screen without saving the changes.



[ATA] ATA Settings

Use the WebUI to configure the two FXS ports on the ATA. Once an ATA is connected to the Synapse network, the WebUI is updated to show all ATA-related menus and configuration items within menus. (The ATA must be running a compatible software version.) If the ATA is deleted (using the WebUI's **Modify Device** screen), all these ATA-related menus and configuration items disappear. However, the device list continues to show a count of ATAs.

[ATA] FXS Ports

Use the **ATA Settings** screen to configure the two ATA FXS ports.

► To configure the two ATA FXS ports:

ATA Settings

Current ATA Configuration:

Device	FXS Port	Extension	Assignment
ATA (203,204)	FXS 1	203	Fax
ATA (203,204)	FXS 2	204	Voice

If Overhead Paging and Fax are disabled, the ATA extension will default to Voice.

Select an ATA Device:

1. Log in as administrator. See ["Log in as Administrator" on page 110](#).
2. Click **ATA Settings** in the Navigation Menu at left. The screen shown in Figure 252 appears.
3. Select an ATA device from the drop-down list.

The rest of the **ATA Settings** screen displays, as shown in [Figure 253 on page 208](#).

Figure 252. ATA Settings, Part 1



► To configure the two ATA FXS ports: (Continued)

Select an ATA Device: ATA (200,202) ▼

FXS 1:

Display Name: FXS1

Extension Number: 200

Select DID: 604-555-5200 ▼

Outgoing Caller ID: ☐ DID ☒ System Pilot Number

FXS 2:

Display Name: FXS2

Extension Number: 202

Select DID: 604-555-5202 ▼

Outgoing Caller ID: ☐ DID ☒ System Pilot Number

Apply Cancel

Figure 253. ATA Settings, Part 2

4. For each FXS port shown in Figure 253:

- Enter the **Display Name**.

The **Display Name** is used as part of the caller ID when an analog phone connected to the FXS port is used for internal calls.

- Enter an **Extension Number**. Ensure that this is the same extension as selected in Fax Destination. See “[ATA] Fax Configuration” on page 154.

- Assign a Direct Inward Dialing number for this extension using the **Select DID** drop-down list. Select <Unassigned> to release a previously assigned DID number.

- Select whether the **Outgoing Caller ID** will be the **DID** number or the **System Pilot Number**.

5. When you are done, click Apply to save these settings.

OR

Click Cancel to return to the previous screen without saving the changes.



[T1] T1 Settings

You can modify the settings of your T1 connection. We expect that most installations will use the default settings.

- *["\[T1\] Configure T1 Settings" on page 210](#)*
- *["\[T1\] T1 Diagnostics" on page 214.](#)*

[T1] Configure T1 Settings

You can modify the settings of your T1 connection. Changing T1 settings resets the T1 Gateway and interrupts telephone service. To avoid disrupting service, AT&T recommends changing T1 settings outside of business hours.

► To configure the T1 settings:

T1 Basic Settings

Encoding: B8ZS
 Framing: ESF
 Signalling: PRI (NI-2) ▼
 Clock Source: ☒ Network ☐ Local
 Line Buildout: 0-133 feet/0 db ▼
 Number of Channels: 23 ▼
 Lowest Voice Channel: 1 ▼
 Outbound Channel Selection Order: ☒ Ascending ☐ Descending

Please reboot the T1 gateway after making any T1 configuration changes.

Apply

Cancel

Figure 254. T1 Settings

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **T1 Settings** in the Navigation Menu at left. The screen shown in Figure 254 appears.

The system assumes that your T1 circuit uses **B8ZS** (Bipolar with 8 Zeros Substitution) **Encoding**.

The system assumes that your T1 circuit uses **ESF** (Extended Super Frame), used in conjunction with B8ZS, for signaling and to control line **Framing**.

3. Select the **Signaling** protocol from the drop-down list. Signaling information is sent with the data to convey certain connection parameters. The default is Primary Rate Interface (PRI NI-2), which is the modern standard for carrying voice transmissions.

The other choices are Nortel Digital Multiplex Switch 100 (DMS-100), and Class 5 Electronic Switching System (5ESS). With these two protocols, only the caller ID number, not the caller ID name, is provided to the Desksets.



► To configure the T1 settings: (Continued)

T1 Basic Settings

Encoding: B8ZS
 Framing: ESF
 Signalling: PRI (NI-2) ▼
 Clock Source: ☒ Network ☐ Local
 Line Buildout: 0-133 feet/0 db ▼
 Number of Channels: 23 ▼
 Lowest Voice Channel: 1 ▼
 Outbound Channel Selection Order: ☒ Ascending ☐ Descending

Please reboot the T1 gateway after making any T1 configuration changes.

Figure 255. T1 Settings

4. Select the **Clock Source** for Gateway synchronization:
 - **Network.** The telephone network maintains an extremely accurate timing source.
 - **Local.** A clock source that is internally generated in the CSU (Channel Service Unit).

5. Select the **Line Buildout** value from the drop-down list. The value and its units are determined by whether the CSU is on your premises or not. The default value is **0-133 feet/ 0 db**.

For short haul installations, where a CSU is at your location, the T1 Gateway supports Line Equalization based on the distance between the T1 Gateway and the CSU in feet. Estimate the cable length and select accordingly.

For long haul installations, where the T1 Gateway connects directly to a Network Interface Device, the T1 Gateway supports Line Attenuation. Estimate the line loss and set the **Line Buildout** value accordingly.



► To configure the T1 settings: (Continued)

T1 Basic Settings

Encoding: B8ZS
Framing: ESF
Signalling: PRI (NI-2) ▼
Clock Source: ☒ Network ☐ Local
Line Buildout: 0-133 feet/0 db ▼
Number of Channels: 23 ▼
Lowest Voice Channel: 1 ▼
Outbound Channel Selection Order: ☒ Ascending ☐ Descending

Please reboot the T1 gateway after making any T1 configuration changes.

Figure 256. T1 Settings

6. Select the **Number of Channels**. The SA can set the number of voice channels available on the T1 trunk according to the current service subscription. Channel 24 is reserved for PRI signaling.
7. Select the **Lowest Voice Channel** in cases where some channels are reserved for data transfer or if there are limited slots available.
8. Select the **Outbound Channel Selection Order**, either **Ascending** or **Descending**.



► To configure the T1 settings: (Continued)

T1 Basic Settings

Encoding: B8ZS

Framing: ESF

Signalling: PRI (NI-2) ▼

Clock Source: ☒ Network ☐ Local

Line Buildout: 0-133 feet/0 db ▼

Number of Channels: 23 ▼

Lowest Voice Channel: 1 ▼

Outbound Channel Selection Order: ☒ Ascending ☐ Descending

Please reboot the T1 gateway after making any T1 configuration changes.

Figure 257. T1 Settings

9. Click to save any changes or click to return to the previous screen without saving the changes.



When you click , the T1 Gateway resets itself. If there are Active Calls on the system, the system waits until the last call ends and the system is Idle. No new incoming or outgoing calls can be made until the reset is complete. During the reset, all LEDs on the T1 Gateway front panel turn off for approximately five to ten seconds. **All Phone Lines Busy** message appears on all Desksets attempting to make a call.

10. Restart the T1 Gateway. Restarting the T1 Gateway hangs up any active calls that are using the T1 Gateway.

- Press **RESET** on the T1 Gateway front panel for less than 5 seconds.

OR

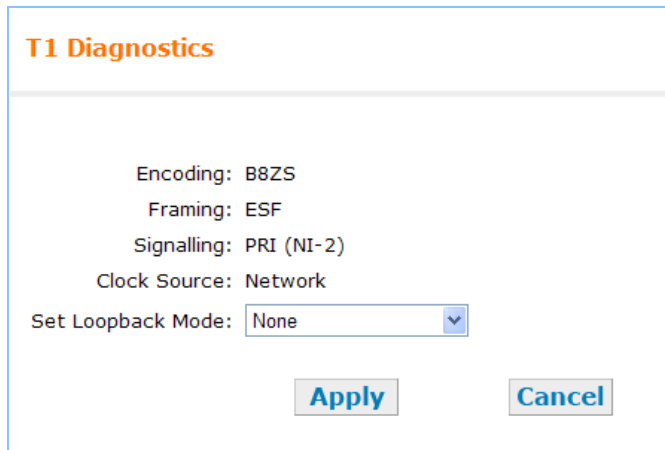
- Disconnect and reconnect T1 Gateway AC power.



[T1] T1 Diagnostics

You can check the status of the T1 Gateway and select a loopback mode. Setting the loopback mode terminates any phone calls that are using the T1 Gateway.

► To view the T1 Status:



T1 Diagnostics

Encoding: B8ZS
Framing: ESF
Signalling: PRI (NI-2)
Clock Source: Network

Set Loopback Mode: None

Apply Cancel

Figure 258. T1 Diagnostics

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **System Settings**, then **T1 Diagnostics** in the Navigation Menu at left. The screen shown in Figure 258 appears.

The current T1 configuration is shown.

3. Optional: Put the T1 in loopback test mode by selecting from the **Set Loopback Mode** drop-down list, then clicking Apply. Note that the Alarm State color changes accordingly.

Selecting **Network** loopback allows the service provider to test the T1 circuit.

Selecting **Payload** loopback allows the service provider to test both the circuit and the T1 Gateway's ability to encode and decode the T1 data.

Once loopback testing is completed, select **none**, then click Apply to cancel any loopback test mode.



Be sure to cancel loopback testing so that telephone calls can again occur.



Device Management

Use the **Device Management** screen to delete devices from the system and to change Deskset extension numbers. If you unplug a Deskset from the system, such as when an employee leaves, the extension remains in the system database until you use the **Device Management** screen to delete the device. All local settings and personal information (Call Logs, Voicemail, etc.) remain stored in the Deskset. If you unplug a Gateway or ATA from the system, perhaps to replace it, delete the old Gateway or ATA before installing the new Gateway or ATA if you want the new line numbers to begin with Line 1.

Device Management consist of:

- *[“Deleting Devices” on page 216](#)*
- *[“Change an Extension Number” on page 219](#)*
- *[“Back Up and Restore Settings” on page 220](#)*
- *[“Updating Devices” on page 228](#)*
- *[“Device Log” on page 233.](#)*



Deleting Devices

Deleting an Extension (Deskset)

- If you unplug a Deskset from the system, such as when an employee leaves, it remains in the system database until you use the **Device Management** screen to delete the device.
- It is necessary to disconnect the Deskset from the network before deleting an extension. If the Deskset is not disconnected, an error message appears and you are not be able to delete it.
- When you delete a Deskset, only the extension number is removed from the system database — All local settings and personal information (Call Logs, Voicemail, etc.) remain stored in the Deskset. To erase all data on the Deskset (if, for example, the Deskset is being given to another user), press the **RESET** switch on the Deskset for more than 5 seconds to return all settings to factory defaults. See [“Deskset Reset” on page 98](#). If the deleted extension had been assigned a DID number, that number is put back into the available pool of DID numbers and remains there even when the deleted extension number is restored. See [“Extension Basic Settings” on page 192](#) to assign the DID number to the extension.
- Deleted extensions disappear from defined Ring Groups and Paging Zones.
- If the Auto Attendant programming has set a far-end key press to ring that extension or leave a message in its personal voice mailbox, that key assignment reverts to **None**.
- If the operator extension is deleted, the lowest extension number is automatically assigned as operator.
- **[ATA]** The ATA extensions do not appear in the device list and cannot be individually deleted.

Considerations when deleting a Gateway or an ATA

If you unplug a Gateway from the system, perhaps to replace it, delete the old Gateway before installing the new Gateway if you want the new line numbers to begin with Line 1. System settings other than specific T1 and ATA settings and PSTN line numbers are stored in all devices, so deleting devices does not erase these settings.



[T1] Deleting a T1 Gateway

Once a T1 Gateway is deleted from the system, all T1-related menus and configuration items disappear, including the **T1 Settings**, **T1 Diagnostics**, **DID Configuration**, and the **DID Assignment** from the web screens. The DID and Outgoing Caller ID options on the **Extension Basic Settings** and **ATA Settings** screens also disappear.

Deleting the T1 Gateway does not delete DID ranges. When a new T1 Gateway is added, any existing DID ranges re-appear on the DID WebUI screens but you will need to re-enable automatic **DID Assignment**. If an extension is no longer eligible for DID assignment, that DID number is released.

[ATA] Deleting an ATA

Once an optional ATA is deleted from the system, all ATA-related configuration items and menus disappear.

If any Desksets have set their Call Forward or Call Forward–No Answer targets set to an FXS extension, they are removed and the setting reverts to the default (Forward to personal Voicemail). If the extension was an Auto Attendant menu target, that setting reverts to default (**None**), and will no longer be searchable in the Auto Attendant Directory.

In addition, if a Group Mailbox was an Auto Attendant menu destination or a Ring Group Call Forward–No Answer target, it is removed. The Auto Attendant setting reverts to **None** and the Ring Group Call Forward–No Answer target reverts to “Off”. If any Desksets have set their Call Forward or Call Forward–No Answer targets to the deleted Mailbox, they are removed and the setting reverts to “Personal”.



Delete a Device

You can delete any device in the system. Disconnect the device before deleting it from the system.

► **To delete an extension, Gateway, or ATA:**

Device Management

Delete a device from the system

Select Device to be Deleted:

Delete Device

1. Disconnect (unplug) the device to be deleted.
2. Log in as administrator. See [“Log in as Administrator” on page 110](#).
3. Click **Device Management**, then **Modify Device** in the Navigation Menu at left. The screen shown in Figure 259 appears.
4. Select the device and click **Delete Device**.

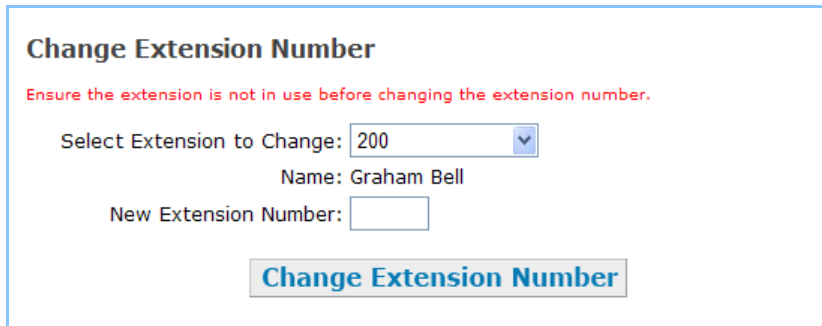
Figure 259. Delete Device



Change an Extension Number

You can change extension numbers. Ensure that the extension is not in use when you make the change.

► **To change a Deskset extension number:**



Change Extension Number

Ensure the extension is not in use before changing the extension number.

Select Extension to Change: 200

Name: Graham Bell

New Extension Number:

Change Extension Number

Figure 260. Change Extension Number

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Device Management**, then **Modify Device** in the Navigation Menu at left.
3. Enter the **New Extension Number**. The screen shown in Figure 260 appears.
4. Click **Change Extension Number**.

Back Up and Restore Settings

Back up individual Deskset settings and system settings so that they can be restored if the network or a Deskset loses its settings. You can also back up a Deskset to copy the settings to other Desksets.



Backup files are automatically saved on your computer using the following naming convention:

NOTE **backup_[device]_[extension number]_[year]-[month]-[day]_[time].cfg.**

The device will be either “ds” for a Deskset or “system” for a system backup:

The backup file for extension 208 that was created at 4:29 PM on October 26, 2010 would be named **backup_ds_208_2010-10-26_1629.cfg.**

The backup file for system that was created at 4:35 PM on October 26, 2010 would be named **backup_system_208_2010-10-26_1635.cfg.**

If you are using Safari®, the backup file will be saved as a .tar file instead of a .cfg file. You will still be able to restore this file safely.



Back Up and Restore Extension Settings

Each extension has its own settings and must be backed up and restored individually.

The following items are backed up:

- Calls: New Missed Calls, New Messages, Redial, and Call Logs
- Messages and Lists: Voicemail Messages, Personal Directory, Quick Dial, and Voicemail Distribution Lists
- Deskset Settings: Display, Sounds (including Audible Ring Delay), and Preferred Audio mode
- User Settings: Greetings, Call Forward All, Name Recording, and Auto Answer
- Admin Settings: CFNA, FWD/Trans Line, Programmable Feature Keys, and User Password.



SB67030 Deskset Cordless Registration and your extension number will NOT be backed up.



CAUTION

Only back up one Deskset at a time. Only restore one Deskset at a time.

Programmable Feature Keys and Quick Dial settings are not restored if you restore a 030 Deskset with a 020 Deskset backup file, or restore a 020 Deskset with a 030 Deskset backup file.

If you back up an extension less than one minute after creating another backup for that extension, you may overwrite the earlier one, since the file names may be identical.



► **To back up the Extension Settings:**

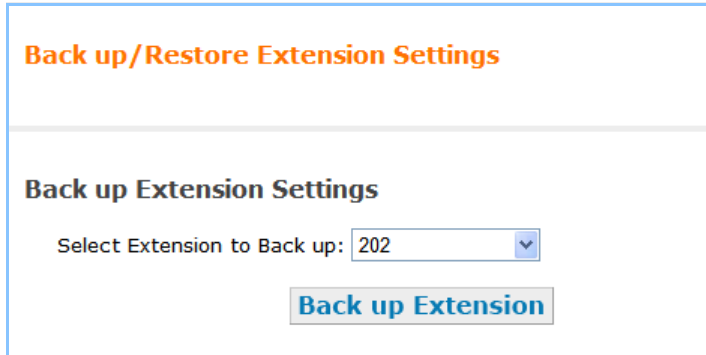


Figure 261. Back Up Extension Settings

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Device Management**, then **Back up/Restore**, then **Extension Settings** in the Navigation Menu at left. The screen shown in Figure 261 appears.
3. Select the extension to back up from the drop-down list.
4. Click **Back up Extension**.



If the desired extension does not appear in the drop-down list, then you may need to reintroduce that extension. See [“Reintroducing a Deskset Into the System” on page 243](#).

5. Your web browser opens a window asking if you would like to save the backup file; click **Save**.



► **To restore the Extension Settings:**

Back up/Restore Extension Settings

Back up Extension Settings

Select Extension to Back up: Select Extension ▼

Restore Extension Settings

Please make sure the extension is not in use. The deskset will reboot after restoration, so any call in progress will be dropped.

Select Extension to Restore: 200 ▼

Overwrite voicemail/call logs: ☐ Yes ☒ No

Restore Settings From File: Browse...

Restore Extension

Figure 262. Restore Extension Settings

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Device Management**, then **Back up/Restore**, then **Extension Settings** in the Navigation Menu at left. The screen shown in Figure 262 appears.



CAUTION *Ensure that there are no calls in progress or they will be dropped.*

3. Choose the extension from the **Select Extension to Restore** drop-down list.
4. Select whether you want to overwrite Voicemail and Call Logs.
5. Enter the file name or click Browse... and select a file.

Make sure you select the right file to restore. The restore file name includes your extension number and the date and time.

6. Click Restore Extension.

Deskset settings are restored and the Deskset restarts. You are then logged out of the WebUI.



NOTE If a PC is installed in series with the Deskset, restarting the Deskset causes the PC's connection to the network to be briefly lost.



Back Up and Restore System Settings

The system settings are distributed over all the Desksets, Gateways, and the optional ATA. System settings are globally backed up once, and restored to the whole system at one time. The following items are backed up and restored:

- Auto Attendant tree structure
- Auto Attendant user prompts
- Auto Attendant schedule
- Assigned Operator set
- Timer for Forwarded and Transferred Outside Calls
- System Time settings
- Number of digits in extensions
- Ring Group definitions
- Call Queue
- Paging Zones
- Hold Announcement
- System Directory
- Trunk Reservations
- Trunk Routing
- Trunk Labels (Naming)
- Extension and Trunk Prefixes.

The following items are not backed up:

- The extension list
- The assignment of line numbers to the PSTN lines.



CAUTION Do not use the system backup file to restore your system if you have changed the **Number of Digits** in the **Dial Plan Settings** after creating the system backup file. For example, if you restore a system that now uses three-digit extensions with a backup file created on a system that used four-digit extensions:

- Existing Desksets have three-digit extensions, and new Desksets will be assigned four-digit extensions.
 - If you change the Dial Plan Settings from four-digit extensions to three-digit extensions, all three-digit extension numbers are changed to different three-digit extension numbers.
-



[T1] If a T1 Gateway is connected, the following items are backed up and restored:

- Automatically assigned DIDs to new extensions
- Outgoing Caller ID
- System Pilot Number
- Current DID Ranges
- DID Assignments
- Line Encoding
- Line Framing
- Signalling
- Clock Source
- Line Buildout
- Number of Channels
- Lowest Voice Channel
- Outbound Channel Selection Order
- Loopback Mode on T1 Diagnostics screen.

The following items are not backed up:

- Static IP address on the T1 Gateway (configured through the front panel)
- Sort order on the **DID Assignments** screen.

[ATA] If an optional Analog Terminal Adapter is connected, the following items are backed up and restored:

- Enable / Disable status on Fax
- OHP and Music on Hold
- FXS device assignments (which port is being used for which device)
- Fax mode
- Fax line assignment
- Paging System Type
- Paging Delay.



► **To back up the System Settings:**

Back up/Restore System Settings

Back up System Settings

Back up System Settings

Figure 263. Back Up System Settings

1. Log in as administrator. See *"Log in as Administrator" on page 110*.
2. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the Navigation Menu at left. The screen shown in Figure 263 appears.
3. Click **Back up System Settings**.
 - Your web browser opens a window asking you if you would like to save the backup file. Click **Save**.
 - Save the file to a location on your computer so that you can restore your settings later.



► To restore the System Settings:

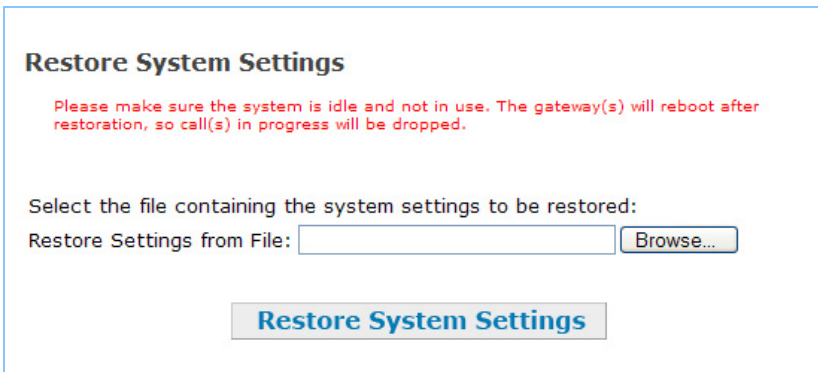
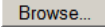


Figure 264. Restore System Settings


1. Log in as administrator. See [“Log in as Administrator” on page 110](#).

If practical, unplug the PSTN and T1 telephone lines from each Gateway while restoration is in progress to ensure you do not receive any incoming calls.

If you have more than one PSTN Gateway, and you log into one of the Gateways, you do not need to unplug all of the other outside lines from the other Gateways, just the one that you are logged onto.

2. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the Navigation Menu at left. The **Back up/Restore System Settings** screen shown in Figure 264 appears.
3. Enter the name for the restore file or click , as shown in Figure 264, and select a system file.

Make sure you select the right file to restore. The restore file name includes “system” and the date and time.

4. Click . The system settings are restored and the Gateway restarts. You are then logged out of the WebUI.



Updating Devices

New software versions improve system functionality. All Gateways, the optional ATA, and all Desksets should be running the same software version number. (The optional Cordless Handsets and Cordless Headsets have different software version number sequences.)

You can update all devices with one command, or you can update the Synapse devices individually.

AT&T recommends automatic device software upgrades for installations with Internet access. This allows your system to obtain the latest upgrade from our server. Automatic upgrades may not work if your network's firewall prohibits connection to the AT&T servers, or if you do not have DNS services provided by your ISP. If Internet access is not available, or you need to manually initiate updates, see ["To manually update a device to the latest software version: \(Continued\)" on page 232](#).



NOTE

Sometimes devices with different versions of software cannot detect each other in the WebUI. Some versions of Synapse software codes are incompatible, so that when you use one device's IP address for logging into the WebUI, only the devices with compatible code versions appear in the device lists. For this reason, if you are updating devices individually, wait until all other devices are updated before updating the software version of the device whose IP address was used for logging into the WebUI. As a device is updated, it restarts with the new software version so it may disappear from the device list.



NOTE

When you add a new "out of box" device to the system, the device automatically gets new software from the network and then restarts. Allow this process to complete before using the device. The process may take anywhere between 30 seconds to a few minutes, depending on server speed.



CAUTION

Although unlikely, some types of software upgrades could interfere with system settings and directories. Therefore, back up the system settings and Deskset settings before updating the system software. If you receive automatic updates, back up each device after each configuration change. See ["Back Up and Restore Settings" on page 220](#).

The device restarts after a software upgrade. Ensure that there are no calls in progress or they will be dropped.

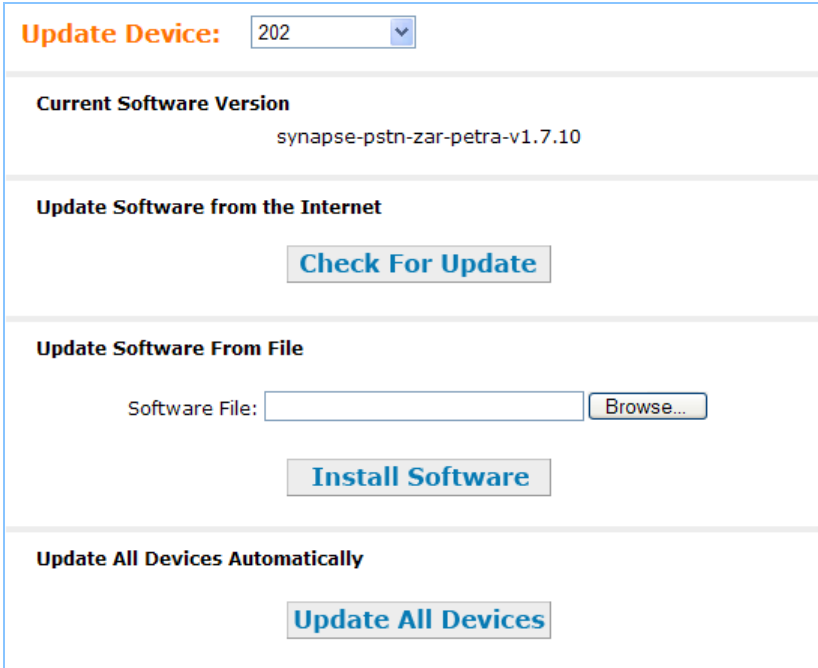


NOTE

If a PC is installed in series with the Deskset, restarting the Deskset causes the PC's connection to the network to be briefly lost.



► **To automatically update all devices to the latest software version:**



Update Device: 202 ▼

Current Software Version
synapse-pstn-zar-petra-v1.7.10

Update Software from the Internet
Check For Update

Update Software From File
Software File: **Browse...**
Install Software

Update All Devices Automatically
Update All Devices

Figure 265. Update Device

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Device Management**, then **Update Device** in the Navigation Menu at left. The screen shown in Figure 265 appears.
3. At the bottom of the screen, press **Update All Devices**. The system looks on the Internet for the latest software and systematically updates and then restarts each device. All calls are dropped.

A caution appears to remind you that all devices will be restarted as each is updated.



Any Desksets registered with the system but disconnected at the time of the update will be updated as soon as they are reconnected to the system.

After you have started an update using **Update All Devices**, attempts to manually update a device through the device itself or the WebUI may be interrupted by the system software update in progress.



► **To automatically update all devices to the latest software version:**

The screenshot shows the 'Update Device' interface. At the top, there is a label 'Update Device:' followed by a dropdown menu showing '202'. Below this is a section titled 'Current Software Version' with the text 'synapse-pstn-zar-petra-v1.7.10'. The next section is 'Update Software from the Internet', which contains a button labeled 'Check For Update'. Below that is the 'Update Software From File' section, featuring a 'Software File:' label, an empty text input field, and a 'Browse...' button. Underneath is an 'Install Software' button. The final section is 'Update All Devices Automatically', which contains a button labeled 'Update All Devices'.

Figure 266. Update Device



NOTE

Using [Update All Devices](#) requires a minimum Internet download bandwidth of 1 Mbps and an Internet router that can handle the same number of total simultaneous connections as the number of Synapse devices. Refer to your router specification. Performing an update without meeting the minimum requirement may cause some or all devices not to update correctly. See ["System Upgrade" on page 264](#).

The total time to update all the devices varies. The update time depends on Internet connection speed, the number of connections to the server, and the number of devices in the system. AT&T recommends conducting system updates overnight to reduce the impact on Deskset users.



Synapse Administrator's Guide

If the automatic process does not work, you can manually upgrade a Deskset, Gateway, or ATA individually. Automatic upgrades may not work if your network's firewall prohibits connection to the AT&T servers, or if you do not have DNS services provided by your ISP.

Update the device whose IP address you used for logging into the WebUI after updating all other devices. Some versions of Synapse software codes are incompatible, so that when you use one device's IP address for logging into the WebUI, only the devices with compatible code versions appear in the device lists. For this reason, wait until all other devices are updated before updating the software version of the device whose IP address was used for logging into the WebUI.

► To manually update a device to the latest software version:

Update Device: 202 ▼

Current Software Version
synapse-pstn-zar-petra-v1.7.10

Update Software from the Internet
[Check For Update](#)

Update Software From File
Software File: [Browse...](#)
[Install Software](#)

Update All Devices Automatically
[Update All Devices](#)

Figure 267. Update Device Menu, Part 1

1. Log in as administrator. See [“Log in as Administrator” on page 110](#).
2. Click **Device Management**, then **Update Device** in the Navigation Menu at left. The screen shown in Figure 267 appears.
3. Select a Gateway, ATA, or Deskset to upgrade from the **Update Device** drop-down list.

The Current Software Version for that device appears.



You can only upgrade one device at a time.
Only the selected device is updated.



► **To manually update a device to the latest software version: (Continued)**

Update Device: 202 ▼

Software successfully installed.
Please reload the login page once the device has restarted (in about 1 minute).

Current Software Version
synapse-pstn-zar-petra-v1.7.10

Update Software from the Internet
Check For Update

Update Software From File
Software File: E:\synapse-ds-petra-v1.7.5.img **Browse...**
Install Software

Update All Devices Automatically
Update All Devices

Figure 268. Upgrade Device Menu, Part 2

4. Click **Check For Update**.

If there is an update available on the Internet, the message shown in Figure 268 appears. Click **Install Update**. The specified device restarts.

OR

In the **Update Software From File** section of the screen, enter a file name or click **Browse...** to select a previously acquired upgrade file. Once selected, click **Install Software**. The specified device restarts.

5. After the device restarts, check the software version number at the device to confirm that the upgrade was successful.

- On the Deskset: **MENU** → **Deskset Information** → **P Firmware Ver [030] Software Ver [020]**.
- On the Gateway or ATA: **Main Menu** → **Device Information** → **Software**.



If the device is sluggish or unresponsive during the upgrade process, see *"A Synapse device becomes sluggish or unresponsive during or immediately after software upgrade."* on page 264.

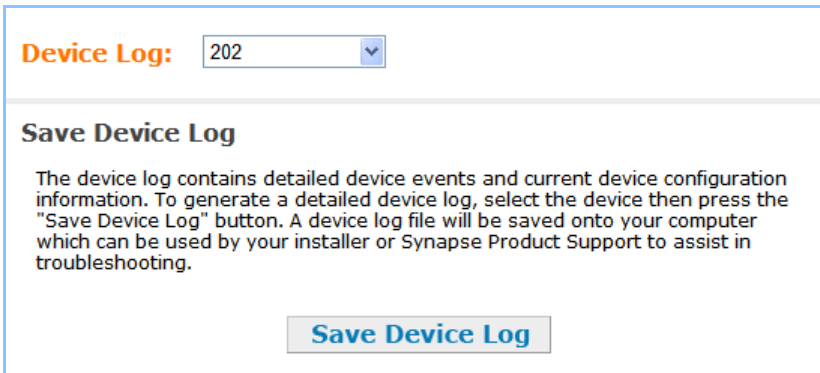
As a device is updated, it restarts with the new software version so it may disappear from the device list if its software version is incompatible with the device whose IP address was used for logging into the WebUI.



Device Log

If you have trouble with your system and you contact the installer or customer service, they may need the Device Log for troubleshooting. You are not able to read the file.

► To generate the Device Log:



Device Log: 202 ▼

Save Device Log

The device log contains detailed device events and current device configuration information. To generate a detailed device log, select the device then press the "Save Device Log" button. A device log file will be saved onto your computer which can be used by your installer or Synapse Product Support to assist in troubleshooting.

Save Device Log

Figure 269. Device Log

1. Log in as administrator. See *"Log in as Administrator" on page 110.*
2. Click **Device Management**, then **Device Log** in the Navigation Menu at left. The screen shown in Figure 269 appears.
3. Select the desired device from the drop-down list and click **Save Device Log**.
4. It takes a minute for the file to generate. A pop-up box then asks you where to save the file on your computer.
5. After the download is complete you should provide the file to the installer or customer service.



NOTE

For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.



Help

► To display the Help menu:

Help Menu

Online Resources

Accessing Synapse Demo Videos
Accessing Synapse Product Documentation

Extension Settings

Setting the User Password
Configuring Call Forward All
Configuring Auto Answer

Personal Directory

Adding a New Personal Directory entry
Editing a Directory entry
Deleting Personal Directory entries
Sorting the Personal Directory list by First or Last Name

Quick Dial

Adding / Editing Quick Dial entries

Figure 270. Help Menu

1. Log in as administrator. See *"Log in as Administrator" on page 110.*
2. Click **Help** in the Navigation Menu at left. The screen shown in Figure 270 appears.
3. Select the desired topic. The subject screen for that topic displays, as shown in Figure 271.

Online Resources

Accessing Synapse Demo Videos

You can view Synapse demo videos at <http://telephones.att.com/smb>. In the left navigation menu, click on **Customer Support**, then **Demo Videos**.

Accessing Synapse Product Documentation

For additional information on these features, see the "Synapse Administrator's Guide" at <http://telephones.att.com/synapseguides>.

Figure 271. Help Sample



Product Registration

In order to keep your system up to date with the latest upgrades and ensure timely warranty support, it is extremely important to register your system. You need the MAC address of each device to register them.

- For Desksets, at the Desksets, press **MENU**, then press **Deskset Information**. Look at the fourth line, as shown in Figure 272.
- For Gateways and ATAs, at the devices, press **SELECT**, and **DOWN** (to get to Network Status), and then **DOWN** until you get to MAC address, as shown in Figure 273.

To register your Synapse system:

1. Open a new browser tab and navigate to the product registration web site <http://smbtelephones.att.com/smbui/registration/index.cfm>.
2. Complete the form. To enter the Gateway, ATA, and Deskset MAC addresses, copy the information from the **System Information** screen and paste it into the System Registration form. See *"System Basic Settings" on page 118*.
3. When the form is complete, click [Register Product](#).

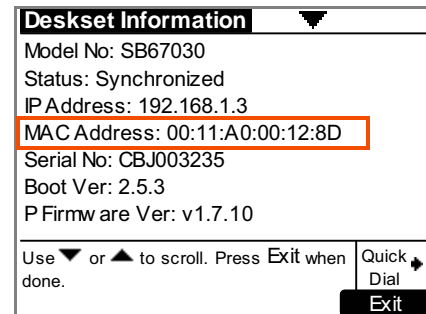


Figure 272. Deskset Information

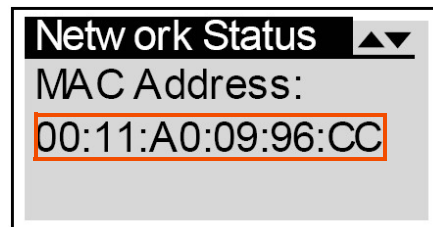


Figure 273. MAC Address



TROUBLESHOOTING

If you have difficulty operating your system, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 237*
- *"Display Messages" on page 249*
- *"Initial Installation" on page 256*
- *"WebUI" on page 258*
- *"Deskset Menu" on page 266*
- *"PC/Deskset Interaction" on page 267*
- *"Calls" on page 268*
- *"Voicemail" on page 282*
- *"Other Deskset Features" on page 284*
- *"[Handset] SB67040 Cordless Handset" on page 288*
- *"[Headset] TL7600 Cordless Headset" on page 295*
- *"[ATA] SB67050 Analog Terminal Adapter" on page 301.*



For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.



Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving General Functional Issues.

► **To resolve a blank screen or device that does not work at all:**

- Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch.
- Verify that the AC power outlet has power. Try plugging in some other AC device. If nothing works, contact an electrician or use another power outlet.
- Verify that the DC plug is plugged into the power jack on the device.
- The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.
- If this is a Gateway or ATA, check the LED status. The POWER LED should be **GREEN**.

► **To resolve a sluggish, unresponsive, or unusually behaving device:**

Reset the device by pressing the **RESET** button for less than five seconds or by removing and restoring AC power.



Pressing the **RESET** switch for more than five seconds will erase all data and settings.



► **To resolve an incorrect system clock:**

If the system clock displays the wrong time, the system lacks Internet access for acquiring current time data.

1. Log into the WebUI as administrator and click **System Basic Settings**.
2. In the **System Time/Date Options** section, specify a local Network Time Protocol (NTP) Server, or manually set the time. Then click **Apply**.

► **To restore a Deskset to factory defaults:**

To restore a Deskset to factory defaults, insert a pen or paper clip into the reset hole on the bottom of the Deskset and press for more than five seconds.



► To resolve problems with a cordless device:

For features or audio problems, make sure that the Deskset associated with the cordless device does not share the problem. If it does, look in Deskset Troubleshooting. See [“Other Deskset Features” on page 284](#).

1. Verify that the device battery has power.

- When removed from the charger, the Handset screen is lit for about 30 seconds.
- When removed from the charger, the Headset emits a dial tone or three beeps when you press **ON/OFF**.

If there is no power, see [“\[Handset\] SB67040 Cordless Handset Installation” on page 57](#) or [“\[Headset\] TL7600 Cordless Headset Installation” on page 61](#).

2. Verify that the Deskset **Cordless Settings** screen indicates that the device is registered.

- Press **MENU** → **2** → **6**.
- If the Handset is not registered, register it:
 - a. Place the Handset in the charger.
 - b. At the Deskset, press **MENU** → **2** → **6** → **1** → **Register**.
- If the Headset is not registered, register it:
 - a. Place the Headset in the charger.
 - b. At the Deskset, press **MENU** → **2** → **6** → **2** → **Register**.

3. See [“\[Handset\] SB67040 Cordless Handset” on page 288](#) or [“\[Headset\] TL7600 Cordless Headset” on page 295](#).



[PSTN] Resolving Audio Echoes

The SB67010 PSTN Gateway uses automatic telephone line calibration to ensure optimal audio performance on outside calls. If excessive echo occurs on outside calls consistently, observe the Gateway line calibration data to understand any telephone line issues. Occasional echoes may be caused by the other person's phone.

► **To resolve audio echo issues:**

1. Log into the WebUI as administrator. Click **Device Management**, then **Device Log** in the Navigation Menu at left.
2. Select the PSTN Gateway from the drop-down list. Line Calibration Data appears as shown in Figure 274.
3. Check the loss numbers within the Line Calibration Data box for each telephone line on each Gateway. (A loss number above 10 indicates good audio performance.)

Line Calibration Data

Port	VRMS	Loss	Index	Profile	RX Offset	TX Offset
1	1087	22.5	5	0	0	0
2	1231	21.4	5	0	0	0
3	954	23.6	6	0	0	0
4	5402	8.5	0	1	0	0

Figure 274. Line Calibration Data



► **To resolve audio echo issues: (Continued)**

4. If the loss number is below 10, the system will most often function normally, but there is an increased likelihood of audio performance issues like echo. If the loss number is below 10 the following procedures can be used to increase the loss value:
 - a. Unplug that telephone line at the Gateway.
 - b. After the line LED turns red, plug the line back in to recalibrate.
5. If the recalibration has no effect, a parallel device such as a fax adapter, alarm system, DSL modem, or DSL splitter/filter may be connected to the system. Parallel external devices may affect line calibration. Disconnect these devices from the telephone wall jacks that are connected to the same telephone lines, as follows:
 - a. Unplug these non-system external devices from their telephone wall jacks.
 - b. Unplug the telephone line connections from the Gateway.
 - c. After the Gateway Line-Status LEDs turn red, plug the telephone lines into the Gateway again to recalibrate.
 - d. If there is a significant increase in the loss number and improved audio performance on those lines after disconnecting a parallel device, consult your telephone service provider to either investigate the problem or to install separate lines for those parallel devices.



Resolving General Audio Issues

Check the following if you hear static, sudden silences, gaps in speech, echoes, distorted speech, or garbled speech.

► **To resolve general audio issues:**

You may be experiencing network problems.

- Your LAN administrator should ensure the following minimum guidelines are met:
 - A switched network topology, which requires attaching network components to switches rather than hubs, is recommended. The network should use standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s.
 - The office network infrastructure should use Cat.-5 wiring.
- Do not connect a network server PC to the PC port on the Deskset.

If you have Digital Subscriber Line (DSL) service, you may be experiencing telephone line problems.

- Make sure you have a DSL filter plugged in between each DSL line and the telephone wall jack.
- You may need a higher quality DSL filter than you are currently using. You can also try plugging in multiple DSL filters in sequence to decrease DSL interference.
- Move the DSL line to the lowest priority line, which is Line 4 on the highest numbered PSTN Gateway, as indicated on the Gateway display.

The PSTN Gateway might not have recognized a new outside telephone line, so line calibration — which allows the PSTN Gateway to adjust its performance depending on the phone lines' characteristics — did not occur. After unplugging the telephone line, wait two full seconds for the LED to turn red before plugging the telephone line back into the Gateway.



Reintroducing a Deskset Into the System

If there are no more than 100 Desksets in the system and a Deskset screen displays **Synch Failed** or **Synchronizing...** for a long time, you may need to remove the Deskset from the system and reintroduce it. This problem may have been caused by a network disruption, the Deskset having been part of a different network, or by an AC power failure.

► **To reintroduce a Deskset into the system:**

1. Ensure that the Deskset is connected to the same LAN subnet as other system Gateways and Desksets. Ensure that the PC you will use to access the WebUI is either on the same subnet as Synapse, or that the PC subnet can communicate with the Synapse subnet. Devices on the same subnet generally share the first three octets of their IP addresses. If the subnets are different, contact your installer.
2. If you want to retain the programming for a problem Deskset, back up the Deskset.
 - a. Log into the WebUI as administrator on the problem Deskset. Click **Device Management**, then **Back up/Restore**, and then **Extension Settings** in the Navigation Menu at left.
 - b. Select the extension from the **Select Extension to Back up** drop-down list, and click [Back up Extension](#) to save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The default file name will be in the format:

backup_ds_[extension number]_[year]-[month]-[day]_[time].cfg.

If you back up the same extension less than one minute after creating the backup, you may overwrite the earlier backup file.



NOTE

If the desired extension number is not in the drop-down list, choose **Select Extension** from the drop-down list. The WebUI defaults to backing up the extension whose IP address was used for logging into the WebUI. This is why it is recommended that you log into the problem Deskset.



► To reintroduce a Deskset into the system: (Continued)

3. Perform a complete factory reset to return to the values set at the factory.

- a. Unplug the LAN cable.
- b. Insert a pen or the end of a paper clip into the reset switch, located on the underside of the Deskset, as shown in Figure 275. Hold until **Restoring to Factory Defaults** appears on the screen (approximately 5 seconds).

After the Deskset restarts, the screen displays **EXT 0**.

- c. Reconnect the LAN cable.

The Deskset rejoins the system. Unless the entire system was reset, the Deskset retains its previous extension number. After the Deskset rejoins the system, the screen changes from **EXT 0** to the previous extension number.

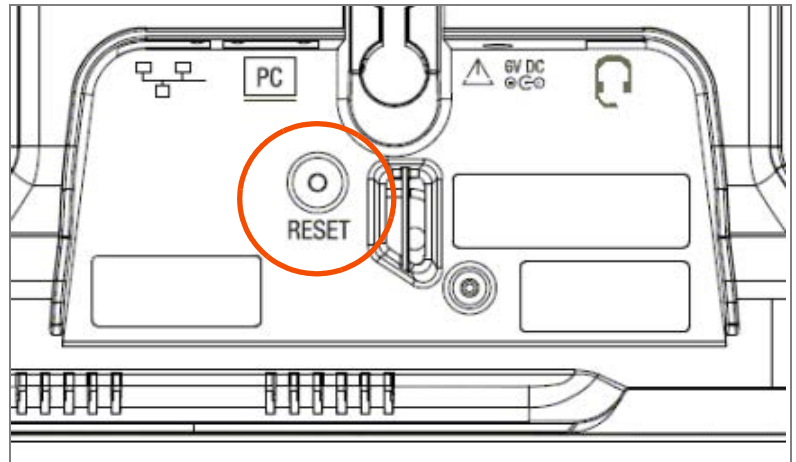


Figure 275. Deskset Reset Button

► **To reintroduce a Deskset into the system: (Continued)**

4. If you backed up the Deskset settings in Step 2, restore your settings.
 - a. Log onto the WebUI as the Administrator at the PC where you stored the backup file.

Synapse Desksets with static IP addresses need to have new addresses assigned if the Deskset IP addresses are to be used for logging into the WebUI. At the Deskset, press **MENU** → **3** → **3** → **2** to set the **IP address**.
 - b. Click **Device Management**, then click **Back up/Restore**.
 - c. Under **Restore Extension Settings**, select the Deskset's extension number from the **Select Extension to Restore** drop-down list. See ["Back Up and Restore Settings" on page 220](#).
 - d. Select the backup file.
 - e. Click **Restore Extension**.



Reintroducing a Gateway or ATA Into the System

If there are no more than five Gateways in the system (four PSTN Gateways and 1 T1 Gateway), and a Gateway or ATA screen displays **Synch Failed** or **Synchronizing**... for more than a few minutes, you may need to remove the Gateway or ATA from the system and reintroduce it. This problem may have been caused by the Gateway or ATA having been part of a different network or by a network disruption, which may have been caused by an AC power failure.

► **To reintroduce a Gateway or ATA into the system:**

1. Ensure that the Gateway or ATA is connected to the same LAN as other system Gateways, Desksets, and the PC you will use to access the WebUI. Confirm that the first three octets of the IP address match other devices in the system.
2. Back up the system if you are reintroducing a Gateway and this is the only Gateway.



If you are reintroducing a Gateway or ATA, and there are other Gateways that are synchronized, this step is not necessary.

- a. Log into the WebUI as administrator using the Gateway or ATA **IP Address** shown on the Gateway or ATA display.
- b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the WebUI Navigation Menu at left.
- c. Click **Back up System Settings** and save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. The file name will be in the format:

backup_system_[year]-[month]-[day]_[time].cfg.

If you back up the system less than one minute after creating another backup, you may overwrite the earlier file.

The system backup also saves ATA setup information.

3. Disconnect the Gateway or ATA from the network by unplugging the Ethernet cable from the Ethernet port located on the front of the Gateway.



► **To reintroduce a Gateway or ATA into the system: (Continued)**

4. Complete a factory reset to restore factory values. Insert a pen or the end of a paper clip into the reset switch (located on the front of the Gateway and ATA) and hold it for more than five seconds until the LCD displays **Restoring to factory defaults**.
5. Reconnect the Gateway or ATA to the network and ensure that it synchronizes with the other devices.
6. If you are reintroducing the only system Gateway, restore your settings.
 - a. Log into the WebUI as administrator at the PC where you stored the backup file.
 - b. Click **Device Management**, then **Back up/Restore**, then **System Settings** in the Navigation Menu at left.
 - c. Under **Restore System Settings**, click and select the correct backup file.
 - d. Click **Restore System Settings**.



Power Failure Recovery Procedure

► To recover after a power failure:

When AC power returns after a power failure, the system self-assigns a link-local address to the Deskset beginning with number 169.254.

- If the Deskset is set for automatic IP address configuration, it searches for the DHCP server. If the DHCP server is found, it assigns an IP address.
- If the Deskset is set with static IP addresses, the address does not change.

Once power has resumed after a power failure, we recommend that you check each Deskset, Gateway and ATA to confirm that it has started up properly. If any of the system devices' screens report **Synch Failed** or **Synchronizing...** for more than 10 minutes, see ["Reintroducing a Deskset Into the System" on page 243](#) and ["Reintroducing a Gateway or ATA Into the System" on page 246](#) for recovery methods from these states. Log into the WebUI as administrator using the IP address of a synchronized device. Click **System Settings/System Information** and click **Detailed Site Information** to check system status. The table will show you which devices are currently connected to the system.



Display Messages

Symptom	Probable Cause	Corrective Action	Display Messages
The Gateway screen is blank.	Many.	<ul style="list-style-type: none"> See <i>"To resolve a blank screen or device that does not work at all:" on page 237.</i> 	
The Gateway screen displays Joining Site... for more than one minute.	The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	<ul style="list-style-type: none"> Always disconnect the LAN cable before restoring factory defaults (by pressing the RESET button more than five seconds). 	
The device screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again. 	
	There may be a problem with the office network.	<ul style="list-style-type: none"> Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Display Messages
The device screen displays Synch Failed .	The device synch failed when trying to connect to the system.	<ul style="list-style-type: none"> Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds. 	
	The device was disconnected, then reconnected after configuration changes were made to the system.	<ul style="list-style-type: none"> See “Reintroducing a Deskset Into the System” on page 243 or “Reintroducing a Gateway or ATA Into the System” on page 246. 	
	The device was configured on another network or has returned to the system after being deleted from the system.	<ul style="list-style-type: none"> Reset to factory defaults by using a paper clip to press and hold the reset switch for more than five seconds. See “Reintroducing a Deskset Into the System” on page 243 or “Reintroducing a Gateway or ATA Into the System” on page 246. 	
	The maximum number of that type of device has been reached.	<ul style="list-style-type: none"> A device must be removed from the network and deleted from the system before another device can be added. 	
	The same Deskset extension number already exists.	<ul style="list-style-type: none"> Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Display Messages
The device screen displays Synchronizing....	Not enough time has elapsed.	<ul style="list-style-type: none"> ■ The device may display Synchronizing... for a few seconds. This is normal and does not indicate a problem. 	
	This device is the first Synapse device on the network.	<ul style="list-style-type: none"> ■ Connect another Synapse device to the network. 	
	The devices are on different subnets.	<ul style="list-style-type: none"> ■ If you use static IP addresses, ensure that the first three octets of the device IP address matches the IP addresses of the other system devices. See "Network requirements" on page 26. 	
	The device may have been configured on another network.	<ul style="list-style-type: none"> ■ Power cycle the Deskset by unplugging the power cord and plugging it back in. ■ If power cycling does not work, back up your Deskset and reset to factory defaults. <ol style="list-style-type: none"> Back up the Deskset. See "Back Up and Restore Settings" on page 220. Unplug the LAN cable Press the RESET button for at least five seconds. Restore your settings after the Deskset restarts. 	
Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing....	The Deskset may have an incompatible software version.	<ul style="list-style-type: none"> ■ Log into the WebUI using the IP address of the Deskset and update the software. See "Updating Devices" on page 228. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Display Messages
A Synapse device displays Host Not Found after a user attempts a software upgrade.	The user attempted a software upgrade with no outside Internet connection.	<ul style="list-style-type: none"> ■ Ensure you have Internet connectivity and that your connection to your Internet Service Provider is operating normally. ■ Ensure your firewall is not blocking http requests. ■ Ensure that http requests are not being directed to a firewall log-in page. ■ Ensure that your http requests are not being routed through a proxy server. 	
A Synapse device displays an error message other than Host Not Found after a user attempts a software upgrade.	The device encountered an unexpected problem.	<ol style="list-style-type: none"> 1. Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again. 2. If the error message persists, contact the person who installed your system. 3. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call 1 (888) 916-2007. In Canada, call 1 (888) 883-2474. 	



[T1] T1 Gateway Indicators

Symptom	Probable Cause	Corrective Action	T1 Gateway Indicators
I cannot make or receive phone calls and the T1 Gateway SYN/ACT LED is Green .	There are no T1 channels available to make the call.	<ul style="list-style-type: none"> ■ Check the T1 trunk configuration. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then T1 Settings. b. Verify that Number of Voice Channels and Lowest Voice Channel have been configured correctly according to your T1 service. c. Click Trunk Reservation and verify that the assignments are correct. 	
I cannot make or receive phone calls and the T1 Gateway RAI/LOF/LOS LED is YELLOW (yellow).	<p>The Yellow Alarm is a Remote Alarm Indication.</p> <p>Telephone equipment outside of your Synapse system is sending an alarm that signals that it is receiving unreliable signals.</p>	<ol style="list-style-type: none"> 1. Check the T1 Settings to confirm that the configuration parameters (Signaling type, Build out) correspond to the service provider's. 2. If the problem remains, contact your T1 service provider. 	
I cannot make or receive phone calls and the T1 Gateway RAI/LOF/LOS LED is RED .	<p>The Red Alarm indicates Loss of Frame. A signal is present, but its pattern cannot be interpreted.</p> <p>There is an error in the signal from the service provider.</p>	<ol style="list-style-type: none"> 1. Check the T1 Settings to confirm that the configuration parameters (Signaling type, Build out) correspond to the service provider's. 2. If the problem remains, contact your T1 service provider. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	T1 Gateway Indicators
I cannot make or receive phone calls and the T1 Gateway RAI/LOF/LOS LED is flashing RED .	<p>The Flashing Red alarm indicates Loss of Signal</p> <p>There is loss of valid signal from the service provider.</p>	<ol style="list-style-type: none"> 1. Verify that your T1 cable is connected to the equipment. 2. Check the T1 Settings to confirm that the configuration parameters (Signaling type, Build out) correspond to the service provider's. 3. If the problem remains, contact your T1 service provider. 	
I cannot make or receive phone calls and the T1 Gateway AIS LED is flashing BLUE .	<p>The Blue Alarm is an Alarm Indication Signal.</p> <p>The T1 circuit is operating correctly, but the service provider is not sending proper data.</p>	<ul style="list-style-type: none"> ■ Contact your T1 service provider. 	
I cannot make or receive phone calls and the T1 Gateway LOOPBK LED is GREEN or flashing GREEN .	<p>The system is in Local Network or Loopback test mode.</p>	<ul style="list-style-type: none"> ■ The LOOPBK LED should only be ON when you have activated a Loopback test. If this test should not be running, disable the Loopback Test in the Admin WebUI. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click T1 Settings, then T1 Diagnostics. b. Change the T1 in loopback test mode by selecting from the Set Loopback Mode drop-down list. c. Select none and then Apply to stop the test. 	
I cannot make or receive phone calls and the T1 Gateway LOOPBK LED is RED .	<p>The T1 Gateway is not synchronized with the Synapse system.</p>	<ul style="list-style-type: none"> ■ Check the Ethernet Connection to your Synapse T1 Gateway. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	T1 Gateway Indicators
I cannot make or receive phone calls and the T1 Gateway SYN/ACT LED is OFF and RAI/LOF/LOS LED is RED .	The T1 Gateway is not synchronized with the T1 service.	<ul style="list-style-type: none">■ Check the correct T1 cable is used and that it is properly connected to the T1 Gateway.	



Initial Installation

Symptom	Probable Cause	Corrective Action	Initial Installation
The device screen displays Synchronizing....	The device has previous data and settings that are now inconsistent with current system settings.	<ul style="list-style-type: none"> ■ Erase all Deskset data and settings by unplugging the LAN cable and pressing the reset button on the bottom of the Deskset for more than five seconds. ■ The Ethernet cable may be connecting the Network port on the bottom of the Deskset, marked , to another system device, rather than to the Network. Make sure the Ethernet cable is attached to the LAN. 	

[PSTN] PSTN Gateway Setup

Symptom	Probable Cause	Corrective Action	PSTN Gateway Setup
On a PSTN Gateway, Line-Status LEDs do not flash red when the telephone line cords are plugged into the Gateway after power is switched on.	Line calibration allows the PSTN Gateway to adjust its performance depending on the phone lines' characteristics. The Gateway may not have performed calibration.	<ul style="list-style-type: none"> ■ Make sure an Ethernet cable is plugged into the port marked LAN. ■ Unplug the PSTN telephone line and wait two full seconds for the Gateway line LED to turn red before plugging it back in. 	
On a PSTN Gateway, Bypass jack does not work during power failure.	The PSTN line is not in the correct jack.	<ul style="list-style-type: none"> ■ Make sure there is a PSTN line plugged into Line 4. ■ Make sure an analog phone is plugged into the Bypass jack (using a modular line cord). 	



WebUI

Administrator WebUI

Symptom	Probable Cause	Corrective Action	Administrator WebUI
The WebUI is unresponsive.	The web browser encountered an unexpected problem.	<ol style="list-style-type: none">1. Close the unresponsive web browser, reopen the browser, and log back in as administrator.2. If this does not work, try again using the IP address of a Deskset that is connected to the PC you are using.3. If this does not work, try closing the browser and waiting 10 minutes before logging back in.	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Administrator WebUI
The WebUI displays "Login to target device failed."	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	<ol style="list-style-type: none"> 1. Log into the WebUI as administrator using the IP address of the device that caused the problem. Click Device Management, then Update Device in the WebUI Navigation Menu at left. 2. Click Install Update . The selected device updates its software and reboots. 3. After the device reboots, check the software version number on the device to confirm that the upgrade was successful. <ul style="list-style-type: none"> ■ On the Deskset, press MENU → 4. Note the P Firmware Ver [030] or Software Ver [020] value. ■ On the Gateway or ATA, press the SELECT key to access the Main Menu. Then select Device Information, then Software Version. 	
	The device to be updated is unplugged.	<ul style="list-style-type: none"> ■ Verify that the device is powered up. 	
	The device to be updated has failed to synchronize with the system.	<ul style="list-style-type: none"> ■ Verify that the other device says Synchronized. If it does not, see "Reintroducing a Deskset Into the System" on page 243 or "Reintroducing a Gateway or ATA Into the System" on page 246. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Administrator WebUI
A Synapse device upgrade failed, the WebUI displays "Login to target device failed", and the WebUI and device screens display the old software version.	The software version of the device you are currently logged into is no longer compatible with the software version of other devices within the network.	<ol style="list-style-type: none"> 1. Log into the WebUI as administrator using the IP address of a device that does not have updated software and is not having any problems. Click Device Management, then Update Device. 2. Select a device from the Update Device drop-down list. Do not select the device whose IP address you are using. 3. Click Install Update . The selected device updates its software and reboots. 4. After the device reboots, check the software version number on the device to confirm that the upgrade was successful. <ul style="list-style-type: none"> ■ On the Deskset, press MENU -> 4. Note the P Firmware Ver [030] or Software Ver [020] value. ■ On the Gateway or ATA, press the SELECT key to access the Main Menu. Then select Device Information, then Software Version. 5. After updating all other devices, upgrade the device whose IP address you are using. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Administrator WebUI
.Some devices did not update after using Update All Devices .	Did not allow enough time for software to update due to a slow Internet connection.	<ul style="list-style-type: none"> ■ Wait 30 minutes, then check whether additional devices have been updated. If devices are still being updated, then the Internet connection is slow and you must wait for all the devices to complete the update process. ■ If the update has failed (you see a failure message), retry Update All Devices . Allow sufficient time for the upgrade process to complete. You may prefer to schedule a system update to take place overnight. ■ Update individual devices manually either through the front panel or through the WebUI for that particular device. <hr/> <p> NOTE If you are using the WebUI to upgrade the device, ensure that you log on using that device's IP address.</p> <hr/> <ul style="list-style-type: none"> ■ Power cycle each device that did not get upgraded. Unplug the power cord and plug it back in. As each device reboots, it automatically updates (if it detects updated software in the system). 	
The Outgoing Caller ID option does not appear on the Extension Basic Settings screen of the administrator WebUI.	A DID number has not been assigned.	<ul style="list-style-type: none"> ■ Assign a DID number to the extension. <ul style="list-style-type: none"> a. On the WebUI, click Extension Settings, then Basic Settings. b. Select a DID number from the Select DID drop-down list. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Administrator WebUI
An extension number was not changed correctly.	That extension may have been on a call while the extension number was changed in the WebUI, or someone tried to change the extension number to a number that was already being used.	<ul style="list-style-type: none"> ■ Change the extension number again. Make sure no one is using that extension while you are changing its settings. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click Extension Settings, then Basic Settings. b. Enter a new extension number in the range 100–999 into the Change Extension Number to box. 	
I changed an extension number, but the DID number did not change.	DID numbers do not change when extension numbers are changed.	<ul style="list-style-type: none"> ■ Assign a DID number to the extension. <ol style="list-style-type: none"> a. Log into the WebUI as administrator and click Extension Settings, then Basic Settings. b. Select a DID number from the Select DID drop-down list. 	
I cannot find the specific DID number for assignment on the DID Assignments screen or the Fax Configuration screen.	There may be a DID range error or the DID has been used.	<ul style="list-style-type: none"> ■ The DID is not within the DID ranges configured or the DID has been already assigned to another Deskset. Check the DID ranges configuration. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Direct Inward Dial. b. Verify the Current DID Ranges. 	
WebUI reverts to Log-in page after clicking a navigation link.	The browser is not checking for newer version of pages.	<ul style="list-style-type: none"> ■ Ensure that your Internet browser is working normally. It may not be automatically caching pages. For example, in Internet Explorer 6, click Tools → Internet Options. Then under Temporary Internet files, click Settings. Under Check for newer versions of stored pages, select Automatically. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Administrator WebUI
Changes I make to the T1 Settings WebUI screen do not change the system.	Pressing Apply alone may not perform the needed reset of the T1 Gateway.	<ul style="list-style-type: none"> After you make changes to the T1 Settings WebUI screen and press Apply, press the T1 Gateway RESET button for less than five seconds or remove and restore AC power to the T1 Gateway. 	
		 <p>CAUTION Pressing the RESET switch for more than five seconds will erase all data and settings.</p>	
Changes made to System Configuration from the WebUI are not saved.	More than one person is using the WebUI to change System Configuration at the same time.	<ul style="list-style-type: none"> Make sure only one person logs on as the administrator at a time. 	
	Apply must be pressed on each screen to confirm the changes.	<ul style="list-style-type: none"> Press Apply on each screen to confirm the changes. 	
Prompt created for Auto Attendant menu or Hold Announcement is not saved.	You must hang up the extension before saving the recording.	<ul style="list-style-type: none"> After recording a prompt for an Auto Attendant menu or for the Hold Announcement, hang up the extension before pressing Save Recording in the WebUI. 	
I cannot record a Hold Announcement or an Auto Attendant prompt.	Calls to the extension you want to use may be immediately forwarded.	<ul style="list-style-type: none"> Choose an extension that is not set up to automatically forward calls. 	
My hold announcement is cut off.	Hold announcements are now limited to two minutes.	<ul style="list-style-type: none"> Record your hold announcement again. Keep it under two minutes in length. 	



System Upgrade

Symptom	Probable Cause	Corrective Action	System Upgrade
A Synapse device becomes sluggish or unresponsive during or immediately after software upgrade.	Cannot connect to AT&T server or the device encountered unexpected problem.	<ul style="list-style-type: none"> ■ Disconnect the power to the device, wait a few minutes, then reconnect the power and try the upgrade process again. 	
During device upgrade one of the following messages appears: "UNKNOWN ERROR Current image version" or "UNKNOWN ERROR".	A communication error between the devices and the server.	<ul style="list-style-type: none"> ■ If this failure occurred after clicking Update All Devices, power cycle each device that did not get upgraded. Unplug the power cord and plug it back in. As each device reboots, it automatically updates (if it detects updated software in the system). ■ Wait 30 minutes to allow for the device to update. If the system has a very low bandwidth Internet connection, it may take up to 4 hours. ■ If this failure occurred during a manual single-device update, power cycle the device that did not get upgraded. Unplug the power cord and plug it back in. As the device reboots, it automatically updates (if it detects updated software in the system). 	



User WebUI

Symptom	Probable Cause	Corrective Action	User WebUI
Unable to access the WebUI Log-in page from my computer.	The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	<ul style="list-style-type: none"> ■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press MENU → 4 to see the IP address displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate. 	
	The local address, rather than the network IP address, was used in the address line of the browser.	<ul style="list-style-type: none"> ■ Use the network IP address assigned through DHCP or manually in the address bar of the browser. 	
Changes made to System Configuration from the WebUI are not saved.	Apply must be pressed on each screen to confirm the changes.	<ul style="list-style-type: none"> ■ Press Apply on each screen to confirm the changes. 	




Deskset Menu

Symptom	Probable Cause	Corrective Action Deskset Menu	Deskset Menu
The menu does not work.	There may be no power or the Deskset may need to be reset.	<ul style="list-style-type: none">■ If the screen is blank, verify that power is applied.■ Reset the Deskset. Insert a pen or paper clip into the reset hole and press for more than five seconds.	




PC/Deskset Interaction

Symptom	Probable Cause	Corrective Action	PC/Deskset Interaction
Internet connection or access to the local network on my computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	<ul style="list-style-type: none"> Check that the Ethernet cord from the computer is plugged into the Deskset port labeled PC. A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked  with the other end plugged into your LAN. 	
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	<ul style="list-style-type: none"> Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth. 	
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN is temporarily lost.	<ul style="list-style-type: none"> If the PC is connected to the LAN through the Deskset, avoid updating software or restoring the Deskset settings when a user is at the workstation. If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. Use separate Ethernet connections for the Deskset and the computer. 	



Calls

Calls Generally

Symptom	Probable Cause	Corrective Action	Calls Generally
Calls are dropped.	Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	<ul style="list-style-type: none"> Avoid updating software or restoring Deskset settings when a user is likely to be using the phone. 	
	The network is down.	<ul style="list-style-type: none"> Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN. 	
	The Deskset extension was changed during the call.	<ul style="list-style-type: none"> Contact your SA. If changes were made to your extension while you were on a call, that call is dropped. 	
Deskset cannot make or receive phone calls	Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	<ul style="list-style-type: none"> Do not run loopback tests while the T1 trunk is in use. 	
	Your Deskset is not connected to the LAN.	<ul style="list-style-type: none"> Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN. 	
On outside calls, I hear an excessive echo at the Deskset.	The automatic PSTN Gateway line calibration did not run properly.	<ul style="list-style-type: none"> There may be non-system equipment connected in parallel to the telephone line. See "To resolve audio echo issues:" on page 240. 	
I cannot retrieve parked calls.	The first digit of an extension number matches the first digit of parked calls.	<ul style="list-style-type: none"> Correct your Dial Plan. Do not have extension numbers whose first digits match the park extension prefix. Log into the WebUI as administrator, click System Settings, then Dial Plan Settings. 	



Synopsis Administrator's Guide

Symptom	Probable Cause	Corrective Action	Calls Generally
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	<ul style="list-style-type: none"> ■ Your LAN administrator should ensure the following minimum guidelines are met: <ul style="list-style-type: none"> ● A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). ● The office network infrastructure should use Cat5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted. 	
A call is forwarded or transferred to an outside telephone number and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	<ul style="list-style-type: none"> ■ Reset the timer. <ol style="list-style-type: none"> a. Log into the WebUI as administrator and click System Settings, then Basic Settings, then General Settings. b. Under the Timer for Forwarded and Transferred Outside Calls feature, select the maximum call from the Maximum Call Duration drop-down list (15 to 120 minutes). 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Calls Generally
I am unable to transfer a call to an extension.	The extension is unavailable.	<ul style="list-style-type: none"> ■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again. 	
My Deskset does not automatically forward a call to another extension.	The Call Forward All settings are incorrect.	<ul style="list-style-type: none"> ■ Check that Call Forward All is on (FWD ON [030] or FWD [020] should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All Target is set to ◀ Ext ▶. 	
I am unable to transfer a call to an outside phone number.	Transferring to an outside phone number has been disabled, or no lines are available.	<ul style="list-style-type: none"> ■ Check that transferring to an outside phone number is enabled. On the WebUI, go to Extension Basic Settings → Call Forward / Transfer to Outside Telephone Number. ■ Ensure that a valid outside number is shown in the to Phone # field. You do not need to enter a 9 (or whatever digit, if any, that must be dialed first for an outside call). ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Calls Generally
Deskset does not automatically forward a call to an outside phone number.	Forwarding to outside phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	<ul style="list-style-type: none"> ■ Check that Call Forward All is on. FWD ON [030] or FWD [020] should appear in the top right corner of the screen while in Idle mode. Press CallFwd [030] or MENU → 1 → 6 [020] to turn this feature on. ■ Check that forwarding to an outside phone number has been enabled. See “Call Forward–NA to an Outside Phone Number” on page 87. ■ Ensure that a valid outside number is shown in the to Phone # field. You do not need to enter a 9 (or whatever digit, if any, that must be dialed first for an outside call). ■ Confirm that the Call Forward All Target is set to ◀Phone#▶. On the Deskset, press MENU → 2 → 2 [030] or MENU → 2 → 2 → 1 [020]. 	
I am unable to manually forward a call to Voicemail.	Incoming Ring Group calls and incoming Call Queue calls cannot be forwarded to Voicemail by a Deskset user.	<ul style="list-style-type: none"> ■ The SA can designate a Deskset or as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings. See “To create, edit, or delete a Ring Group:” on page 181. 	



Incoming Calls

Symptom	Probable Cause	Corrective Action	Incoming Calls
My Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	<ul style="list-style-type: none"> ■ Verify that Do Not Disturb is off. Make sure that DND ON [030] or DND [020] is not in the top right corner of the Deskset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that FWD ON [030] or FWD [020] is not in the top right corner of the Deskset display. Press CallFwd [030] or MENU → 1 → 6 [020] to turn this feature off. ■ Verify that the Audible Ring Delay is not set too long. <ul style="list-style-type: none">  See "Sounds" in the SB67030 Deskset and Accessories User's Guide and SB67020 Deskset User's Guide at www.telephones.att.com/synapseguides ■ If the Deskset does not ring on an incoming call, press the VOL+ key to increase ringer volume. ■ Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing. 	
	The ringer volume is too low or a ring delay is set.	<ul style="list-style-type: none"> ■ Press the VOL+ key to increase ringer volume. ■ Verify that the Audible Ring Delay is off. Press MENU → 1 → 2 [030] or MENU → 2 → 3 → 2 [020] to adjust the ring delay. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
I receive only caller ID numbers, not caller ID names.	Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	<ul style="list-style-type: none"> Talk to the service provider about obtaining PRI-NI2 signaling. 	
Outside caller cannot find an extension in the Auto Attendant Directory.	The user for that Deskset has not recorded a Personal Name.	<ul style="list-style-type: none"> Record a name at the Deskset. Press MENU → 2 → 5 [030] or MENU → 2 → 1 → 2 [020] to record a Personal Name to be played to callers. 	
	A first and last name have not been entered into the Extension List.	<ul style="list-style-type: none"> To enter a name, see “Extension Basic Settings” on page 192. 	
	The outside caller may not be waiting long enough for the search.	<ul style="list-style-type: none"> Tell callers that after spelling the name, they can press the pound (#) sign to start the search. 	
Calls directed to the operator do not get there.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the system operator assignment must be redone.	<ul style="list-style-type: none"> If you remove a Deskset from the system, any system settings, such as operator assignment to that extension, will change to the lowest-numbered extension. See “Deleting Devices” on page 216. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
Caller fails to get through or hears <i>"Invalid extension"</i> when calling a Direct Inward Dial phone number.	There may be a DID settings error or the Deskset is not connected to the system.	<ul style="list-style-type: none"> ■ Verify that the Deskset status is Synchronized by pressing MENU → 4 and looking at the Status. ■ Verify that the DID has been assigned to the correct extension. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click Extension Settings, then Basic Settings. b. Verify the Select Extension number and select the DID number from the Select DID drop-down list. 	
Caller hears <i>"Extension unavailable"</i> when calling a Direct Inward Dial number.	The SA changed an analog phone or Fax FXS extension to an OHP extension without releasing the DID number.	<ul style="list-style-type: none"> ■ Release the DID number: <ol style="list-style-type: none"> a. On the WebUI, click Extension Settings, then Basic Settings. b. Verify the Select Extension number and select Unassigned from the Select DID drop-down list. c. Click Apply. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
Call does not Auto Answer.	The Deskset is set to Call Forward All.	<ul style="list-style-type: none"> Deactivate Call Forward All on the user's Deskset. On the idle screen, press CallFwd [030] or MENU → 1 → 6 [020]. 	
	The Deskset is in DND mode.	<ul style="list-style-type: none"> Deactivate DND on the user's Deskset. On the idle screen, press DND [030] or MENU → 1 → 5 [020]. 	
	Your Auto Answer delay is greater than your Call-Forward – No Answer delay.	<ul style="list-style-type: none"> Adjust the Auto Answer delay. On the Deskset, press MENU → 2 → 3 [030] or MENU → 2 → 2 → 2 [020]. 	
	Ring Group calls cannot be automatically answered.	<ul style="list-style-type: none"> If your location has a T1 Gateway and DID numbers, ask your SA to provide you a DID phone number and ask people whose calls you want auto answered to dial your DID number. 	
Caller ID is not working. The display shows Phone# and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	<ul style="list-style-type: none"> Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. The caller must be calling from an area that supports caller ID. Both you and your caller's telephone companies must use caller ID compatible equipment. If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. The DSL filter must be plugged into the wall jack, not the Gateway. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
A caller hears, <i>"That key is not recognized."</i> or <i>"The key you have pressed is not recognized"</i> .	The caller pressed an invalid key when interacting with the Auto Attendant.	<ul style="list-style-type: none"> Confirm that your Auto Attendant main menu presents the correct options for the Auto Attendant flow you have created. 	
A caller hears, <i>"Invalid extension."</i> while working with the Auto Attendant.	The caller entered an extension number that does not exist in your system.	<ul style="list-style-type: none"> Provide callers with the right extension number. 	
	The caller was forwarded to an extension number that does not exist in your system when interacting with the Auto Attendant.	<ul style="list-style-type: none"> A Deskset may have been disconnected from the network since the Auto Attendant was set up. 	
Incoming calls do not come in.	Caller dialed a DID fax number.	<ul style="list-style-type: none"> Use your Pilot number for your outgoing caller ID and make sure others know that your DID fax number should not be used for incoming calls. 	
The Auto Attendant does not send calls to the correct extension.	You deleted an old Deskset and replaced it with a new one. Even though you backed up the Deskset settings first and restored them to the new Deskset, the Auto Attendant settings for that set were deleted. If any Auto Attendant menus used that Deskset as a destination, those settings were erased.	<ul style="list-style-type: none"> If you remove a Deskset from the system, any Auto Attendant menu assignment to that extension revert to None. See "Deleting Devices" in the Synapse Administrator's Guide. Review your Auto Attendant settings. Log into the WebUI as administrator and click System Settings, then Auto Attendant, then General Settings. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
Outside callers cannot directly dial extensions after the Auto Attendant answers.	If any of the dial key values for Auto Attendant menu choices match the first digit of any extensions, callers will activate that menu choice, rather than completing dialing that extension when Direct Dialing is enabled.	<ul style="list-style-type: none"> Make sure that no extension prefixes match Auto Attendant menu choices. 	
Calls to the Auto Attendant are not directed to the selected extension.	Direct Dial is not enabled.	<ul style="list-style-type: none"> Enable Direct Dial. Log into the WebUI as administrator, click System Settings, then Direct Inward Dial. Then verify the Current DID Ranges and click Apply. 	
	The first digit of the extension matches an Auto Attendant Menu item.	<ul style="list-style-type: none"> Ensure that the first digits of the extension numbers do not match the Auto Attendant menu choices. Change the Auto Attendant menu choices or the first digits of the extensions so they do not match. 	
Direct Dial no longer works.	You updated your Extension Prefix, and that digit was already being used as an Auto Attendant menu option.	<ul style="list-style-type: none"> If you assign Direct Inward Dial numbers with the first digit of any extension that overlaps an Auto Attendant menu numeric key value, callers will be unable to dial those extensions. Instead, they will be connected to that Auto Attendant menu action. Select a different DID number. 	
Ring Group Round Robin extensions do not ring in the correct order.	The system time is not properly configured.	<ul style="list-style-type: none"> All devices' time settings need to be synchronized. <ol style="list-style-type: none"> Log into the WebUI as administrator, click System Information, then Basic Settings. Set the System Time/Date Options. Either set the System Time/Date Options to automatic (if the Internet is available) or to manual. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Incoming Calls
Incoming DID calls do not reach my extension.	Outside caller dialed the caller ID number that came with a fax or an outgoing voice call was made on the fax line. Outside calls placed to the DID fax number go directly to the fax machine.	<ul style="list-style-type: none">■ Ensure that fax line uses the Pilot Number for outgoing CID.<ul style="list-style-type: none">a. Log into the WebUI as administrator, click System Settings, then Direct Inward Dial.b. Set the Outgoing Caller ID for all Extension to System Pilot Number (global setting).c. Click Apply.	



Outgoing Calls

Symptom	Probable Cause	Corrective Action	Outgoing Calls
I cannot dial an outside number. I reach an extension instead.	The extension prefix matches the first digit of the outside phone number you tried to dial, and you don't have to dial a digit before dialing outside phone numbers.	<ul style="list-style-type: none"> Change the PSTN Trunk Prefix to something other than none. Log into the WebUI as administrator, click System Settings, then Dial Plan Settings. If you want to maintain the ability to dial outside phone numbers without a preceding digit, change the extension prefix to avoid matching the first digits of commonly called outside phone numbers. <ul style="list-style-type: none"> Log into the WebUI as administrator, click Extension Settings, then Basic Settings. Enter a new extension number in the range 100–999 or 1000–9999 into the Change Extension Number to box. 	
Unable to make outside calls.	An outside phone number cannot be accessed through the Gateway.	<ul style="list-style-type: none"> Ensure that you enter a 9 or whatever digit, if any, that must be dialed first for an outside call. For example, 9-1-555-0123. If you see All Phone Lines Busy on the Deskset screen, try again later because all outside lines may be in use. Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Outgoing Calls
I cannot make international long distance calls.	If no trunk prefix (digit entered before dialing outside calls) is set, phone numbers, including international or country codes, that start with 0 (zero) will go to the Synapse system operator.	<ul style="list-style-type: none"> Set the PSTN Trunk Prefix to something other than none. Log into the WebUI as administrator, click Dial Plan Settings, and then select a digit from the PSTN Trunk Prefix from the drop-down list. 	
I cannot access phone company services like 411.	If the PSTN Trunk Prefix is set to none and any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	<ul style="list-style-type: none"> Change the extension number. <ol style="list-style-type: none"> Log into the WebUI as administrator, click Extension Settings, then Basic Settings. Enter a new extension number in the range 100–999 or 1000–9999 into the Change Extension Number to box. Ensure that you enter a 9 or whatever digit, if any, that must be dialed first for an outside call. For example, 9-1-555-0123. 	
Even though I have a Trunk reservation, there is no outside line available for dialing calls.	Incoming calls can use reserved trunks or channels. All available channels may be busy with the incoming calls.	<ul style="list-style-type: none"> Wait for an available channel or contact your service provider to add more voice channels. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Outgoing Calls
The PTSN Trunk reservation is not being honored.	An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	<ul style="list-style-type: none">■ Set up Trunk Routing to reserve the incoming path to the "special" extension. On the administrator WebUI, click System Settings, then Trunk Routing.■ Forwarded call must end before the reserved trunk is available.	
I cannot make an outgoing call on a system with reserved trunks.	All lines and channels are being used for active or incoming calls, or are reserved for other extensions.	<ul style="list-style-type: none">■ If all trunks are reserved, extensions with trunk reservations cannot make calls. The SA can either remove the reservations from some trunks or arrange for additional analog telephone lines or T1 channels.	
DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.	This system does not support DDN.	<ul style="list-style-type: none">■ DDNs in the Call Log are treated like all other caller ID phone numbers.	



Voicemail

Symptom	Probable Cause	Corrective Action	Voicemail
Voicemail is not received at the called extension.	Target extension Voicemail is full.	■ Deletes messages.	
	Extension is unplugged.	■ Plug in the extension.	
	Distribution List error.	■ Verify the Distribution List. Log in as an individual user on the WebUI, click Voicemail Distribution .	
Deskset does not receive Voicemail.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	■ Verify that Call Forward All is off or is targeted to Voicemail.	
		<ul style="list-style-type: none"> ● Press CallFwd [030] or MENU → 1 → 6 [020] to turn this feature off. FWD ON [030] or FWD [020] will not be in the top right corner of the Deskset display. ● To set the Call Forward All target, log into the WebUI as a user. On the Basic Settings screen. Set the Target Type to Voicemail. Then click Apply. 	
		<ul style="list-style-type: none"> ■ Check the Call Forward – No Answer setting (in the Admin Settings on the Deskset). Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space. 	
Number of new messages or all messages does not match on Cordless Handset and Deskset.	Cordless Handsets registered to Desksets that have access to Group Mailboxes do not recognize the messages in the Group Mailboxes.	■ The optional Cordless Handsets do not have access to Group Mailboxes. Therefore, Group Mailbox messages do not accrue on the Handset.	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Voicemail
Incomplete Voicemail messages.	Recording interrupted by time-out or full memory.	<ul style="list-style-type: none"> ■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call. 	
The system does not respond to remote Voicemail commands.	The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.	<ul style="list-style-type: none"> ■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). ■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system. ■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. ■ There may be interference on the phone line you are using. Press the dial-pad keys firmly. 	



Other Deskset Features



For more information about the corrective actions recommended in this troubleshooting section, see the SB67030 Deskset and Accessories User's Guide and SB67020 Deskset User's Guide at www.telephones.att.com/synapseguides.


Symptom	Probable Cause	Corrective Action	Other Deskset Features
Other Desksets do not appear in the extension list.	The Deskset is not connected to the same subnet as the other Desksets.	<ul style="list-style-type: none"> Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press MENU → 4 at a Deskset to find the IP address. If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets. 	
I am unable to record a greeting.	The selected Deskset is set up to forward all calls.	<ul style="list-style-type: none"> Select a different Deskset to record the greeting. Disable the call forwarding on the selected Deskset. Press CallFwd [030] or MENU → 1 → 6 [020]. 	
There is no DistrList key so I cannot forward messages to Distribution list.	The DistrList key is not present unless the Distribution List feature is enabled and the extension user created at least one Distribution List.	<ul style="list-style-type: none"> Log into the WebUI as a user and click Voicemail Distribution. Enable Voicemail Distribution, and create one or more Distribution Lists. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Other Deskset Features
My Deskset soft keys have changed.	The highlight bar has moved to another line on the screen.	<ul style="list-style-type: none">■ The soft keys reflect the call state and Deskset functions. They change depending on which line is highlighted. For example, there may be a held call, an active call, or an incoming call on the screen. To view the soft keys for that call, move the highlight bar by pressing the \triangle or ∇ Navigation key.	



Symptom	Probable Cause	Corrective Action	Other Deskset Features
I am unable to add an entry to Quick-Dial list.	If you have an SB67030 Deskset, the Quick-Dial list is full — there are six entries available.	<ul style="list-style-type: none"> ■ Edit Quick-Dial entries on the Deskset to write over an existing entry: <ol style="list-style-type: none"> a. Press the button to the right of . b. Press Edit List to add or edit a Quick-Dial entry. ■ Edit Quick-Dial entries on the WebUI to write over an existing entry: <ol style="list-style-type: none"> a. Log into the WebUI as a user and click Quick Dial Keys. b. Edit the Quick-Dial entries. c. Press Apply. 	
	Your SB67030 Deskset has been configured for Call Queue and the Quick-Dial key and Quick-Dial list are unavailable.	<ul style="list-style-type: none"> ■ See the SA if you need to use Quick Dial instead of Call Queue. 	
	If you have an SB67020 Deskset, the SA must configure one or more Programmable Function Keys as Quick Dial keys before they can be used.	<ul style="list-style-type: none"> ■ Ask the SA to configure one or more Quick-Dial keys for your Deskset. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Other Deskset Features
I am unable to locate the Cordless Handset from the SB67030 Deskset.	The Cordless Handset's battery is dead.	<ul style="list-style-type: none"> Charge the Cordless Handset battery. 	
	The Cordless Handset is out of range or not registered.	<ul style="list-style-type: none"> If LocateHS does not appear on the Deskset Idle screen, then the Cordless Handset is not registered. Register the Handset at the Deskset. Press MENU → 2 → 6 → 1 → Register. 	
	You deregistered the Cordless Handset on the Handset, but the Deskset still indicates it is registered.	<ul style="list-style-type: none"> Deregister the Cordless Handset on the Deskset. On the Deskset, press MENU → 2 → 6. If the Handset is registered, the screen indicates 1. Handset (Registered). Press 1 → DeReg to deregister the Handset. 	
Cannot make or receive phone calls on the T1 channels.	Incoming or outgoing calls using the T1 trunk are attempted before the SYN/ACT LED is GREEN .	<ul style="list-style-type: none"> Press the RESET button on the front panel of the T1 Gateway for less than 5 seconds. Wait for the SYN/ACT LED to turn GREEN before making or receiving any T1 calls or receiving calls on the T1 Gateway. 	



[Handset] SB67040 Cordless Handset



For more information about the corrective actions recommended in this troubleshooting section, see the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides.

Symptom	Probable Cause	Corrective Action	Cordless Handset
Handset does not work at all (LCD is black).	There is no power to the device.	<ul style="list-style-type: none"> Confirm the battery is installed and charged correctly. Place the Handset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Charge LED on the accessory charger should light and the Handset display should indicate that the Handset is charging. Verify that the charger's AC power outlet has power, such as plugging in some other AC device. If nothing works, contact an electrician or use another power outlet. If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen. 	
Extension number does not match the SB67030 Deskset.	The Handset has been registered to another Deskset.	<ol style="list-style-type: none"> Check the Deskset to see if a Handset has been registered. If so, deregister it. On the Deskset, press MENU → 2 → 6. If the Handset is registered, the screen indicates 1. Handset (Registered). Press 1 → DeReg to deregister the Handset. Deregister your Handset. On the Handset, press OPTIONS → 5 → 4. Start the registration process again. Register the Handset at the Deskset. Press MENU → 2 → 6 → 1 → Register. 	



Synopsis Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Unable to create new Directory or Quick-Dial entry.	This feature is not supported on the Handset.	<ul style="list-style-type: none"> ■ Although you can access the Directory or Quick Dial on the Handset, create, delete, or edit entries only on the Deskset or WebUI. 	
Handset registration is not working.	The Handset and the Deskset are not communicating with each other.	<ul style="list-style-type: none"> ■ Confirm you have placed the Handset in the charger and check that the screen on the Handset turns on before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the charger for a few seconds before placing it back. ■ The Handset may indicate that it is registered but the Deskset indicates that it is not registered. <ul style="list-style-type: none"> ● Deregister the Handset at the Handset. Press OPTIONS → 5 → 4. ● Register the Handset at the Deskset. Press MENU → 2 → 6 → 1 → Register. 	
Unable to make outside calls.	<div>The Deskset cannot make outside calls.</div> <div>The Handset cannot communicate with the Deskset.</div>	<ul style="list-style-type: none"> ■ Ensure that the Deskset can make outside calls. If it cannot, consult <i>"Other Deskset Features" on page 284</i>. ■ Confirm that your Handset is registered to your Deskset. On the Handset, press OPTIONS → 5 → 5 and check that the bottom line reads Registered: YES. ■ You might be out of range of the Deskset; try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Handset does not receive incoming calls.	The Deskset cannot receive outside calls.	<ul style="list-style-type: none"> ■ Ensure that the Deskset can receive incoming calls. If it cannot, consult <i>"Other Deskset Features" on page 284.</i> 	
	The incoming call notifications have been suppressed.	<ul style="list-style-type: none"> ■ Verify that Do Not Disturb is off. Make sure that DND ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ Verify that Call Forward All is off. Make sure that FWD ON is not in the top right corner of the Handset display. Turn this feature off by using the Deskset Idle screen soft keys. ■ If the Handset does not ring for an incoming call, press ◀ Volume ▶ on the side of the Handset to increase ringer volume. 	
	Incoming call notifications do not reach the Handset.	<ul style="list-style-type: none"> ■ Confirm that your Handset is registered to the Deskset. At the Deskset, press MENU → 2 → 6. If the Handset is registered, the screen displays 1. Handset (Registered). ■ At the Handset, verify that the Handset is registered. Press OPTIONS → 5 → 5 and check that the screen displays Registered: YES. ■ Verify that the extension numbers are the same on both the Deskset and Handset Idle appears. If they do not match, the Handset is registered to another Deskset. ■ You might be out of range of the Deskset; move closer. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Unable to locate Handset using LocateHS on the Deskset.	The Handset is not registered.	<ul style="list-style-type: none"> ■ If the LocateHS soft key does not appear on the Deskset, then the Handset is not registered. On the Deskset, press MENU → 2 → 6 → 1 → Register. 	
	The Handset battery is dead.	<ul style="list-style-type: none"> ■ Place the Handset into the charger. 	
	The Handset is out of range.	<ul style="list-style-type: none"> ■ Move the Handset closer to the Deskset. 	
Handset shows screen telling me to register it, but Deskset screen says that the Cordless Handset is registered.	Sometimes, when you deregister a Cordless Handset from the Deskset, the Deskset does not reflect the Cordless Handset's new, unregistered status.	<ul style="list-style-type: none"> ■ Deregister the Handset, then reregister the handset. <ol style="list-style-type: none"> a. On the Deskset, press MENU → 2 → 6 → 1 → DeReg. b. On the Deskset, press MENU → 2 → 6 → 1 → Register. 	
Handset displays Deskset in Use when trying to place a call.	Either the Deskset or its registered Handset can be on a call, but not both.	<ul style="list-style-type: none"> ■ Hang up the call at the Deskset. ■ Move the current call to the Handset: <ul style="list-style-type: none"> ● Press PHONE/FLASH on the Handset. The Handset asks if you wish to switch the current active call from the Deskset to the Handset. ● Press SWITCH on the Handset to move the call to the Handset. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Handset continuously displays Searching for Deskset....	The Handset is out of range or not registered.	<ul style="list-style-type: none"> ■ Verify that the Deskset is powered and fully functional. If the Deskset has no AC power, the Handset will not work. ■ The Handset may be out of range of the Deskset; move closer. ■ The Handset may have been deregistered when the Deskset was upgraded or reset. Deregister the Handset at the Handset; then, at the Deskset, register the Handset again: <ol style="list-style-type: none"> a. On the Handset, press OPTIONS → 5 → 4. b. On the Deskset, press MENU → 2 → 6 → 1 → Register. 	
Caller ID is not working.	Your organization does not subscribe to this service.	<ul style="list-style-type: none"> ■ Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. 	
	You have DSL phone lines without filters installed.	<ul style="list-style-type: none"> ■ If you have DSL phone lines, make sure you have a DSL filter plugged in between each DSL line and the wall jack. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Calls dropped.	Restoring Deskset settings while that extension is in use causes all calls to be dropped.	<ul style="list-style-type: none"> ■ Update software and restore Deskset settings only in Idle mode with no calls pending. 	
	Cordless Handset lost link with the Deskset.	<ul style="list-style-type: none"> ■ Verify that your Cordless Handset battery is charged and that it is within range of the Deskset. ■ Update software and restore Deskset settings only in Idle mode with no calls pending. 	
	The network is down.	<ul style="list-style-type: none"> ■ Verify that your office network is active and that your Deskset has power. ■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled  and that the other end is plugged into your office LAN. 	
	The telephone line was disconnected while on an outside call.	<ul style="list-style-type: none"> ■ Ask the SA to check the connections between the Gateways and the telephone service. 	
	Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	<ul style="list-style-type: none"> ■ Do not run loopback tests while the T1 trunk is in use. 	
Unable to find a way to turn on Do Not Disturb or Call Forward All.	These functions can only be enabled on the Deskset.	<ul style="list-style-type: none"> ■ To activate Do Not Disturb (DND) or Call Forward All, press DND or CallFwd on the Deskset while in Idle mode. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Handset
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	<ul style="list-style-type: none"> You may be close to being out of range. Try moving closer to the Deskset. Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as televisions, microwaves, or other cordless devices, including other Handsets. 	
	The Handset audio is poor.	<ul style="list-style-type: none"> Check audio quality on the Deskset. If the Deskset audio quality is poor, see “Other Deskset Features” on page 284 for solutions. 	
My Handset does not receive a company-wide page.	This feature is not supported on the Handset.	<ul style="list-style-type: none"> The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network. 	
Unable to forward a Voicemail to another extension.	Voicemail forwarding using the Handset is not supported for systems that have been configured to use four-digit extension numbers.	<ul style="list-style-type: none"> None. You cannot forward messages to four-digit extension numbers. You can enter only three-digit extensions using the Handset dial pad. Selecting a four-digit extension from the Extension list returns you to the Message Forward screen. 	
Unable to Forward Voicemail to a Group Mailbox or Distribution List.	This feature is not supported on the Handset.	<ul style="list-style-type: none"> None. 	



[Headset] TL7600 Cordless Headset



For more information about the corrective actions recommended in this troubleshooting section, see the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides.

Symptom	Probable Cause	Corrective Action	Cordless Headset
The TL7600 Headset not responding.	The Headset has lost connection to SB67030 Deskset.	<ol style="list-style-type: none"> 1. Disconnect the Cordless Headset battery. 2. Wait three minutes. 3. Install the battery again and place the Cordless Headset into the charger. 4. Wait for the ON/OFF light on the Headset to display a blue light, indicating that the Headset was able to reestablish its connection with the SB67030 Deskset. Allow up to one minute for this to take place. 	
The light on the TL7600 Headset flashes orange and blue; the Headset does not work.	The Headset is not registered.	<ul style="list-style-type: none"> ■ Register the Headset at the SB67030 Deskset. On the Deskset, press MENU → 2 → 6 → 2 → Register. ■ Once the Headset is registered, the Headset light is blue when the Headset is placed in the charger. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Headset
The TL7600 Headset does not work at all.	The Headset is not getting power from its battery.	<ul style="list-style-type: none"> ■ Verify that the battery is installed and charged correctly. ■ Place the Headset into the accessory charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch. The Headset LED will light to indicate that the Headset is charging. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery enough for the Headset to work even briefly. In this case, the ON/OFF LED will remain off and you will not be able to use the device. After 10 minutes of charging, remove the Headset from the charger and press ON/OFF on the Headset or HEADSET on the SB67030 Deskset to turn on the Headset. ■ Replace the Headset battery. 	
The TL7600 Headset registration is not working.	The Headset and the SB67030 Deskset are not communicating with each other.	<ul style="list-style-type: none"> ■ Confirm that you have placed the Headset in the charger before you press Register on the SB67030 Deskset. ■ If registration does not start, try lifting the Headset out of the charger for a few seconds before placing it back. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Headset
Poor audio quality. Speech is cutting out.	The Headset is almost out of range or is experiencing interference.	<ul style="list-style-type: none"> You may be close to being out of range. Try moving closer to the SB67030 Deskset. Other electronic products can cause interference with your Headset. Try installing the SB67030 Deskset far away from devices such as televisions, microwaves, or other cordless devices. If the problem persists, check audio quality on the Deskset. If the SB67030 Deskset audio quality is poor, see "[PSTN] Resolving Audio Echoes" on page 240 for solutions. 	
HEADSET key on SB67030 Deskset does not work.	Headset is in the charger or powered down.	<ul style="list-style-type: none"> Confirm that the Headset is out of its charger before you press HEADSET. Confirm that the Headset has sufficient power. If the Headset does not respond and the blue light does not blink, the battery may have no charge. Place the Headset in the charger for at least six hours. 	
MUTE key on the SB67030 Deskset does not mute the Headset.	MUTE keys on SB67030 Deskset and Headset operate separately.	<ul style="list-style-type: none"> Only the MUTE key on the Headset mutes calls. The MUTE key on the SB67030 Deskset does not work with the Headset. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Headset
No dial tone.	Headset cannot communicate with SB67030 Deskset.	<ul style="list-style-type: none"> ■ Verify that the SB67030 Deskset can make outside calls. If it cannot, then consult "Other Deskset Features" on page 284. ■ You may be out of range of the SB67030 Deskset; move closer. ■ At the Deskset, confirm that your Headset is registered to the SB67030 Deskset. On the SB67030 Deskset, press MENU → 2 → 6. If the Headset is registered, the screen indicates 2. Headset (Registered). 	
Batteries do not hold a charge.	Bad battery or bad battery connection.	<ul style="list-style-type: none"> ■ Make sure that the Headset battery is installed and securely plugged into the connector. ■ Charge the battery for at least six hours. For optimum daily performance, return the Cordless Headset to the charger when not in use. ■ You may need a new battery. ■ Your Headset might be malfunctioning. Contact the headset manufacturer. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Headset
The SB67030 Deskset shows no indication that the Headset is on a call.	The Headset is registered to another SB67030 Deskset. If others are using Headsets in your vicinity, someone may have accidentally registered your Headset to their Deskset.	<ul style="list-style-type: none"> ■ If nearby people have Headsets, they may have accidentally registered your Headset to one of their SB67030 Desksets. <ol style="list-style-type: none"> a. Verify that a Headset is registered to your SB67030 Deskset. On the Deskset, press MENU → 2 → 6. If the Headset is registered, the screen indicates 2. Headset (Registered). b. If a Headset is registered, it may not be yours. Deregister your Headset from the Deskset, and ask all users in the vicinity to deregister their Headsets. At a Deskset, press MENU → 2 → 6 → 1 → DeReg. c. Start the registration process again, but with one user at a time registering a Headset. At a Deskset, press MENU → 2 → 6 → 2 → Register. 	
A buzzing sound on my TL7600 Headset.	Noise interference.	<ul style="list-style-type: none"> ■ Move the Headset at least 12 inches away from the SB67030 Deskset. ■ Other electronic products can cause interference with your Cordless Headset. Try using your Headset as far away from these types of electronic devices as possible: television sets, microwaves, or other cordless telephones. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	Cordless Headset
Unable to deregister TL7600 Headset.	The SB67030 Deskset is unavailable (powered off, out of range, or removed from the system).	■ Deregister the Headset at the Headset. Press: VOL+ -> MUTE -> VOL- -> MUTE -> VOL+ -> VOL- -> MUTE .	
	You cannot identify or locate the SB67030 Deskset the Headset is registered to.	■ If the Headset is registered to an unknown SB67030 Deskset which has AC power, you must carry the Headset out of range of the SB67030 Deskset and perform the Deregistration sequence described above. You will know when the Headset is out of range when you press ON/OFF and you hear three beeps and no dial tone.	



[ATA] SB67050 Analog Terminal Adapter

[ATA] General Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA General Troubleshooting
ATA does not work at all. The Power LED is off.	There is no power to the device.	<ul style="list-style-type: none"> ■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the AC power outlet has power. Plug in a lamp. If the lamp won't light, contact an electrician or use another power outlet. ■ Verify that the DC plug is a 12V 1500mA adapter and plugged into the power jack marked DC 12V  on the front of the ATA. 	
ATA screen displays Network Down .	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> ■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the ATA and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port on the ATA is green. If it is not, unplug the cable and plug it in again. 	
	There may be a problem with the office network.	<ul style="list-style-type: none"> ■ Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator. 	




Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA General Troubleshooting
ATA screen displays Synch Failed .	The ATA was disconnected, then reconnected after configuration changes were made to the system.	<ul style="list-style-type: none"> See “Reintroducing a Gateway or ATA Into the System” on page 246. 	
	The ATA was configured on another network or has returned to the Synapse system after being deleted from the system.	<ul style="list-style-type: none"> Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See “Reintroducing a Gateway or ATA Into the System” on page 246. 	
ATA is not active immediately after a power interruption.	The ATA needs time to restore service.	<ul style="list-style-type: none"> Allow at least 30 seconds for the ATA to boot up again after a power failure. 	



[ATA] Music on Hold (MoH)


Symptom	Probable Cause	Corrective Action	ATA Music on Hold
Music on Hold (MoH) is not playing and the AUX IN LED (right of the ATA LCD screen) is OFF.	MoH is disabled.	<ul style="list-style-type: none"> Log into the WebUI as administrator, click System Settings, then Hold Settings. Set Select Port to be ATA: AUX IN and then click Apply. 	
MoH is not playing and the AUX IN LED (right of the ATA LCD screen) is solid RED , but MoH is enabled in the WebUI.	MoH not properly connected and no connected equipment is detected in AUX IN.	<ul style="list-style-type: none"> Verify that an audio source is connected to AUX IN on the ATA and power is applied. 	
MoH audio is interrupted.	Hold Announcement is enabled.	<ul style="list-style-type: none"> The Hold Announcement is a feature that repeats a recorded audio clip at regular intervals during MoH. See "Hold Settings and [ATA] Music on Hold (MoH)" on page 164. 	
My audio player jack is not the same size as the supplied audio cable.	Your audio device does not have a 3.5mm audio out jack.	<ul style="list-style-type: none"> Use a different audio cable with ends to fit your audio device and the 3.5mm AUX IN jack on the ATA. 	
		<div>  CAUTION </div> <p>Do not exceed the ATA AUX IN input specifications. Grossly exceeding these specifications can damage the ATA. See "Appendix A: Technical Specifications" on page 324.</p>	

Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Music on Hold
MoH is not playing and the AUX IN LED (right of the ATA LCD screen) is GREEN .	MoH not properly configured.	<ul style="list-style-type: none"> ■ Verify that the audio source is playing and not muted. ■ Set the MoH output volume level by adjusting the playback volume of the music source device connected to the ATA. You may need to set the volume near the maximum. ■ Some MoH sources without volume controls, such as those with audio-out jacks, are usually very loud and might be too loud. ■ Synapse limits the volume of the sound delivered to the phone line. Because of this, there may be audio clipping (missing sounds) for some sources. ■ Some forms of music do not play well over a telephone line. ■ Verify that the audio source meets the electrical specifications for ATA AUX IN. See <i>"Appendix A: Technical Specifications" on page 324</i>. ■ Verify that Hold Announcement is not playing a silent message. See <i>"Hold Settings and [ATA] Music on Hold (MoH)" on page 164</i>. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Music on Hold
MoH audio is too quiet, fluctuating, or dropping out.	The volume on the audio source is too low or too high. If the volume is too high, overdriving the audio components may be causing short periods of sound to drop out (not be heard).	<ul style="list-style-type: none"> ■ If you can adjust the output volume of your audio source (like the headset jack of an MP3 player), call into your Synapse system, place the call on hold, listen to MoH on the outside line, and adjust the audio volume on your audio source up or down until the best sound quality is achieved. ■ If your audio source does not have adjustable volume, such as the AUX OUT on a radio, verify that the audio source meets the electrical specs for ATA AUX IN. See "Appendix A: Technical Specifications" on page 324. ■ If you created a recording to use as the audio source, try to adjust the recording volume by speaking louder or speaking closer to the microphone. ■ Please note that some types of music sound better than others when played across a telephone line. For example, classical music with extreme volume fluctuations may not sound very good when used as MoH. 	
	Use of audio source outputs whose levels are not adjustable, such as RCA "Line Out" may result in unacceptable background music levels and should not be used.	<ul style="list-style-type: none"> ■ Use an audio source with output volume control. <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><i>Do not exceed the ATA AUX IN input specifications. Grossly exceeding these specifications can damage the ATA. See "Appendix A: Technical Specifications" on page 324.</i></p> </div> </div>	



[ATA] Overhead Paging (OHP)

[ATA] OHP General Troubleshooting

Symptom	Probable Cause	Corrective Action	ATA OHP General Troubleshooting
Overhead paging (OHP) is not working.	You don't know whether your OHP is single- or multi-zone and whether it needs an FXS or an Audio-Out connection.	<ul style="list-style-type: none"> ■ There are three possible configurations for OHP: <ul style="list-style-type: none"> ● Single-zone paging connected to the AUX OUT jack. ● Single-zone paging connected to one of the two FXS ports. ● Multi-zone paging connected to one of the two FXS ports. ■ Select the appropriate configuration for your specific paging equipment. See "[ATA] Overhead Paging Overview" on page 168. ■ Refer to your OHP product documentation and the respective troubleshooting section below. The paging equipment, the jack it is plugged into, and the WebUI must all match. 	

Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA OHP General Troubleshooting
Overhead paging (OHP) is not working. <i>(Continued)</i>	The OHP may not be properly installed.	<ul style="list-style-type: none"> ■ For OHP equipment connected to an FXS port, verify WebUI configuration: <ol style="list-style-type: none"> a. Connect a corded phone to the FXS port configured for paging and verify that the phone rings when it is paged. b. If the phone does not ring, there is a problem with the WebUI configuration or the installation at the ATA. c. If the phone rings, the configuration allows communication with the OHP. Verify your paging equipment. Does it have power? Is it turned on? <p>Refer to your paging equipment documentation if there are still problems.</p> 	
I cannot add a multi-zone Paging Zone to other Paging Zones.	Multi-zone paging does not allow a combination of OHP equipment and Desksets within one Paging Zone.	<ul style="list-style-type: none"> ■ Page multi-zone OHP zones separately from extensions. 	
Unable to make phone calls on the extension configured for the FXS OHP jack.	System limitation.	<ul style="list-style-type: none"> ■ Once an FXS is configured for OHP, it cannot be used for audio calls, nor will it receive voice calls. 	



[ATA] Single-Zone OHP Connected to AUX OUT Jack

Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to AUX OUT Jack
---------	----------------	-------------------	-------------------------------------

For OHP equipment connected to the AUX OUT jack, this Troubleshooting refers to the ATA front-panel AUX OUT LED. This describes the behavior of these LEDs:

- **OFF**: There is a problem with the WebUI configuration for OHP. Either **Paging** is disabled, or the selected **Paging Port** is not AUX OUT.
- **RED**: Although the WebUI supports OHP, no connection is detected.
- Steady **GREEN**: The WebUI is configured for OHP on AUX OUT, it is enabled, and the ATA has detected that a cable is connected.
- Flashing **GREEN**: An OHP is in progress.

We also use these LEDs to help diagnose problems.

Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is OFF .	The OHP is not configured in the WebUI for use on AUX OUT.	<ul style="list-style-type: none"> ■ Verify the Single-Zone on AUX OUT WebUI configuration: <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Overhead Paging. b. Verify that Paging is Enabled. If not, select Enable. c. Verify that the Paging System Type is set to Single Zone. d. Verify that Select Paging Port is set to AUX OUT and that your OHP system is physically plugged into the AUX OUT jack. e. Click Apply
---	--	--



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to AUX OUT Jack
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is OFF . (Continued)	The OHP is not a member of a Paging Zone.	<ul style="list-style-type: none"> Verify that the OHP equipment is part of the Paging Zone that you are trying to page. See “Paging Zones” on page 177. 	
Single-zone OHP on AUX OUT is not working and AUX OUT LED (right of the ATA LCD screen) is solid RED .	The OHP is configured for use, but no connector is detected in the jack.	<ul style="list-style-type: none"> Verify that your paging equipment is connected to AUX OUT. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to an FXS port. For background information and configuration instructions, see “[ATA] Overhead Paging Overview” on page 168. 	
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is solid GREEN and the WebUI is configured for paging through the AUX OUT jack.	The ATA has detected a cable connected to the AUX OUT jack. There may be a problem with your paging equipment or its configuration.	<ul style="list-style-type: none"> Refer to your OHP product documentation for installation and configuration instructions. To isolate OHP-related problems, connect PC speakers to the AUX OUT jack configured for paging. If the page is broadcast through the speakers when paged, refer to the documentation that came with your OHP. Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your VAR. 	
Single-zone OHP on AUX OUT is not working and the AUX OUT LED (right of the ATA LCD screen) is flashing GREEN .	Paging is active (a user on the system is paging the OHP system). There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none"> Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to AUX OUT Jack
In single-zone paging, paging starts on Desksets before the paging starts on the OHP system.	Paging delay is too short.	<ul style="list-style-type: none">■ Verify that the Paging Delay is set to an appropriate delay to work with your OHP system.<ul style="list-style-type: none">a. Log into the WebUI as administrator, click System Settings, then Overhead Paging.b. Set the Paging Delay.c. Click Apply .	



[ATA] Single-Zone OHP Connected to an FXS Port

Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to an FXS Port
---------	----------------	-------------------	------------------------------------

For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs:

- **OFF**: There is no paging activity.
- Flashing **GREEN**: A user has initiated a page.
- Solid **GREEN**: A device other than an OHP (such as a fax machine) is connected to the FXS port and has gone off hook.

We also use these LEDs to help diagnose problems.

Single-zone OHP on FXS is not working.	The OHP may not be properly installed.	<ul style="list-style-type: none"> ■ Test basic OHP functionality. <ol style="list-style-type: none"> a. Connect a corded phone to the FXS port configured for paging. b. Page all extensions and verify that the phone rings when paged. c. If the phone does not ring, there is a problem with the WebUI configuration or the installation at the ATA. d. If the phone rings, the configuration allows communication with the OHP, verify your paging equipment: <ul style="list-style-type: none"> □ Does it have power? Is it turned on? □ Refer to your paging equipment documentation if there are still problems.
--	--	---



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to an FXS Port
Single-zone OHP on FXS is not working. (<i>Continued</i>)	There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none"> Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer. 	
	There may be a problem with the connection between the FXS port and the OHP system.	<ul style="list-style-type: none"> Verify that your paging equipment is connected to FXS 1 or FXS 2. If not, connect it, or change the OHP configuration in the WebUI if your OHP equipment is intended to be connected to the AUX OUT jack. For background information and configuration instructions, see “[ATA] Overhead Paging Overview” on page 168. Verify the Single-Zone on FXS WebUI configuration: <ol style="list-style-type: none"> Log into the WebUI as administrator, click System Settings, then Overhead Paging. Verify that Paging is set to Enable. Verify that the Paging System Type is set to Single Zone. Verify that Select Paging Port is set to FXS 1 or FXS 2 and that your OHP system is physically plugged into the FXS port with the same number. Click Apply. 	
	There may be a problem with the Paging Zone setup.	<ul style="list-style-type: none"> Verify that the Paging Zone you are paging includes Overhead Page. 	



Symptom	Probable Cause	Corrective Action	ATA Single-Zone OHP to an FXS Port
Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid GREEN .	A device other than an OHP (such as a fax machine) is connected to the FXS port and has gone off hook.	<ul style="list-style-type: none"> ■ Ensure that the OHP is connected to the correct ATA port. ■ Refer to your OHP product documentation for installation and configuration instructions. ■ Verify WebUI configuration (see “Verify the Single-Zone on FXS WebUI configuration:” on page 312). 	
Single-zone OHP on FXS is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is OFF .	No signal is detected.	<ul style="list-style-type: none"> ■ There is no signal when no one is paging or the FXS ports are not configured for overhead paging. ■ Verify that your paging equipment is connected to FXS 1 or FXS 2. If not, plug it in, and verify your OHP equipment connections. 	
	The OHP is not a member of a Paging Zone.	<ul style="list-style-type: none"> ■ See “Paging Zones” on page 177. 	
In single-zone paging, paging starts on Desksets before the paging starts on the OHP system.	Paging delay is too short.	<ul style="list-style-type: none"> ■ Verify that the Paging Delay is set to an appropriate delay to work with your OHP system. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Overhead Paging. b. Set the Paging Delay. c. Click Apply . 	



[ATA] Multi-Zone OHP Connected to an FXS Port

Symptom	Probable Cause	Corrective Action	ATA Multi-Zone OHP to an FXS Port
<p>For OHP equipment connected to an FXS port, this Troubleshooting refers to the ATA front-panel FXS LED for the FXS port you are using for the OHP equipment. When the equipment is properly installed, and everything is configured correctly, this is the behavior of these LEDs:</p> <ul style="list-style-type: none"> ■ OFF: There is no paging activity. ■ Flashing GREEN: A user has initiated a page. ■ Solid GREEN: A device other than an OHP (such as a fax machine) is connected to the FXS port and has gone off hook. ■ We also use these LEDs to help diagnose problems. 			
With multi-zone paging, paging all extensions does not broadcast over my OHP equipment.	Multi-zone OHP can not be paged at the same time as Desksets.	<ul style="list-style-type: none"> ■ To page the OHP, the user must select Overhead Paging from the Paging Zones selection screen on the Deskset. Selecting any other zone will not page the OHP system, even if the Paging Zones did include Overhead Paging prior to changing the Paging System Type to multi-zone. 	
Multi-zone OHP is not working.	Inconsistent configuration.	<ul style="list-style-type: none"> ■ Verify the Multi-Zone WebUI configuration: <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings → Overhead Paging. b. Verify that Paging is set to Enable. c. Verify that the Paging System Type is set to Multi Zone. d. Verify that Select Paging Port is set to an FXS port and that your OHP system is physically plugged into that FXS port. e. Click Apply . 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Multi-Zone OHP to an FXS Port
	The OHP can not be paged at the same time as the Desksets.	<ul style="list-style-type: none"> Page the Desksets and OHP separately. 	
	There may be a problem with the paging equipment or its setup.	<ul style="list-style-type: none"> Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse. Refer to your paging equipment documentation or to your installer. 	
	There may be a problem with the Paging Zone setup.	<ul style="list-style-type: none"> Verify that the Paging Zone you are paging is Overhead Paging. 	
	There may be a problem with the connection between the FXS port and the OHP system.	<ul style="list-style-type: none"> Verify the connection between the FXS port and your OHP system. For background information and configuration instructions, see "[ATA] Overhead Paging Overview" on page 168. 	
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is OFF .	No signal is detected.	<ul style="list-style-type: none"> There is no signal when no one is paging. Verify that your paging equipment is connected to FXS 1 or FXS 2. If not, connect it, and check your OHP equipment connections. 	
	Inconsistent configuration.	<ul style="list-style-type: none"> Verify the WebUI configuration. See "[ATA] Verified Overhead Paging Devices" on page 172. 	
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is solid GREEN .	A device other than an OHP (such as a fax machine) is connected to the FXS port and has gone off hook.	<ul style="list-style-type: none"> Refer to your OHP product documentation for installation and configuration instructions. Verify the WebUI configuration. See "[ATA] Verified Overhead Paging Devices" on page 172. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Multi-Zone OHP to an FXS Port
Multi-zone OHP is not working and the FXS LED (right of the ATA LCD screen) for the FXS port that is used for the OHP equipment is flashing GREEN .	Someone has initiated a page, but the OHP equipment has not yet acknowledged the page request.	<ul style="list-style-type: none">■ Verify the connection between the FXS port and your OHP system. See “[ATA] Overhead Paging Overview” on page 168.■ Verify your paging equipment configuration. Check to see if the OHP system has settings that need to be adjusted to work with Synapse.	



[ATA] Fax Configuration

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration
While using T.38 mode, unable to receive faxes or having persistent fax transmission failures.	Incompatible Fax Mode setting.	<ul style="list-style-type: none"> ■ Change the Fax Mode setting: <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Fax Configuration. b. Set Fax Mode to G.711. c. Click Apply. 	
While using T.38 mode, fax usually works with occasional failures.	Network impairment issues.	<ul style="list-style-type: none"> ■ Resend the fax later or use the fax machine's retransmission feature. 	
While using G.711 mode, fax usually works with occasional failures.	Network impairment issues.	<ul style="list-style-type: none"> ■ Resend the fax later or use the fax machine's retransmission feature. ■ If the above does not work, try switching the Fax Mode setting. <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Fax Configuration. b. Set Fax Mode to T.38. c. Click Apply. 	



Symptom	Probable Cause	Corrective Action	ATA Fax Configuration
The fax is not working and the FXS 1 or FXS 2 LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is OFF when the fax is attempting to send or receive a fax.	The Gateway and the fax are not communicating.	<ul style="list-style-type: none"> ■ Verify the connection between the FXS port and your fax machine. For background information and configuration instructions, see “[ATA] Overhead Paging Overview” on page 168. ■ Verify the fax configuration on the WebUI: <ul style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Fax Configuration. b. Verify that Fax is set to Enable and that Fax Mode is set to the appropriate setting. See “[ATA] Fax Overview” on page 153. c. Verify that Fax Destination is set to the appropriate ATA FXS port and that the fax machine is physically connected to that jack. d. Verify that Fax Line is set to the correct Gateway line. Verify that the physical outside line on which incoming faxes are received is connected to the chosen Fax Line on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax. e. Click Apply . f. Make sure the fax machine has power and is turned on. 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is solid GREEN .	The FXS port is configured for fax, and a phone connected to the FXS port is off hook.	<ul style="list-style-type: none"> ■ Verify the fax machine settings. 	
The fax is not working and the FXS LED (right of the ATA LCD screen) that corresponds to the jack you are using for connecting the fax machine is flashing GREEN .	The ring voltage is present but your FXS configuration may be wrong.	<ul style="list-style-type: none"> ■ Toggle the fax mode setting: <ol style="list-style-type: none"> a. Log into the WebUI as administrator, click System Settings, then Fax Configuration. b. Toggle the Fax Mode setting. Then click Apply. 	
The fax machine is connected to the telephone line through the Synapse system and the FXS LED indications appear correct, yet outgoing faxes fail.	Number dialed incorrectly.	<ul style="list-style-type: none"> ■ To send faxes, ensure that you enter a 9 or whatever digit, if any, that must be dialed first for an outside call. For example, 9-1-555-0123 	



Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Fax Configuration
Unable to receive incoming faxes.	Fax line not configured properly.	<ol style="list-style-type: none">1. Log into the WebUI as administrator, click System Settings, then Fax Configuration.2. Verify that Fax Line is set to the correct line.3. Verify that the physical outside line on which incoming faxes are received is connected to the chosen Fax Line on the Gateway. If not, outgoing faxes will work but incoming faxes will be directed to the Auto Attendant instead of being directed to the fax.4. Click Apply .	
Unable to make phone calls on the telephone that is part of my fax machine.	System limitation.	<ul style="list-style-type: none">■ Once an FXS is configured for fax, its integrated telephone cannot be used for audio calls. If the fax machine has a corded handset, it will not receive voice calls, and even though a user may get a dial tone, dialing out is not possible.	



[ATA] Analog Phone

Symptom	Probable Cause	Corrective Action	ATA Analog Phone
Analog phone connected to FXS port does not work as expected.	The WebUI configuration is incorrect.	<ul style="list-style-type: none"> Verify that your telephone is connected to FXS 1 or FXS 2. If not, plug it in, or change the analog telephone configuration in the WebUI. Verify that your phone is connected to the correct FXS port and that phone is powered on. <ul style="list-style-type: none"> Log into the WebUI as administrator, click ATA Settings. Verify that the desired FXS port has a Voice assignment. If not, try connecting the analog telephone to the other FXS port or disable the other assignment. Voice is the default setting when no other assignments are enabled: <p>If the desired FXS port is assigned to Fax:</p> <ul style="list-style-type: none"> Click System Settings, then Fax Configuration. Set Fax to Disable. Click Apply . <p>If the desired FXS port is configured for Overhead Paging:</p> <ul style="list-style-type: none"> Click System Settings, then Overhead Paging. Set Paging to Disable. Click Apply . 	

Synapse Administrator's Guide

Symptom	Probable Cause	Corrective Action	ATA Analog Phone
Analog phone connected to FXS port does not work as expected.	Analog phone is working with Synapse, but does not have Deskset capabilities.	<ul style="list-style-type: none">■ Consider the analog phone limitations:<ul style="list-style-type: none">● To make outgoing calls on an analog phone connected to the FXS port on the ATA, the outside phone number must be preceded by 9 or whatever digit, if any, that must be dialed first for an outside call (same as on a Deskset).■ The analog phone connected to the FXS port on the ATA can pick up incoming calls and make outgoing calls. Idle, Ringing, Dial, caller ID, and Active states are all supported, but advanced features such as Call Waiting, Call Forward, Hold, Transfer, DND, Paging, Park, and Voicemail are not supported on analog phones.	



[ATA] Group Mailbox

Symptom	Probable Cause	Corrective Action	ATA Group Mailbox
Group Mailbox does not work.	Needs an ATA to be available.	<ul style="list-style-type: none"> Group Mailboxes reside on the ATA. The ATA must be connected. See “[ATA] SB67050 ATA Installation” on page 49. 	
Group Mailbox is full even though it has not reached quota.	The sum of the quotas for individual Group Mailboxes may exceed 60 minutes or some Group Mailboxes do not have quotas enabled. In other words, quotas do not reserve recording time for a given Group Mailbox. Quotas only limit the maximum amount of recording time available for a Group Mailbox.	<ul style="list-style-type: none"> The ATA allows for a total of 60 minutes of recording time for all Group Mailboxes. It is up to the SA to assign quotas for individual Group Mailboxes. Note that the sum of the quotas for individual Group Mailboxes may exceed 60 minutes. <ul style="list-style-type: none"> To free additional recording time for a Group Mailbox, delete messages on any of the Group Mailboxes. To prevent this problem from occurring again, reduce quotas to add up to 60 minutes or less, and make sure that all Group Mailboxes have quotas enabled. Note that personal messages reside on the specific desksets and do therefore not impact Group Mailboxes recording time. 	
Unable to find a message.	Group Mailboxes are accessed by multiple users.	<ul style="list-style-type: none"> Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users. 	
The number of new messages changed spontaneously.	Group Mailboxes are accessed by multiple users.	<ul style="list-style-type: none"> Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users. 	



Appendix A: Technical Specifications

Table 6 lists the technical specifications for the SB67010 PSTN Gateway, SB67060 T1 Gateway, SB67050 ATA, SB67030 Deskset, SB67020 Deskset, and SB67040 Cordless Handset.

Table 6. Technical Specifications

Feature	Specification
Frequency control	Crystal controlled PLL synthesizer
Transmit Frequency	Deskset, Cordless Handset, Cordless Headset: 1921.536–1928.448 MHz
	Deskset: 1921.536–1928.448 MHz
Nominal Effective Range	Maximum power allowed by FCC (Federal Communications Commission) and IC (Industry Canada). Actual operating range might vary according to environmental conditions at the time of use.
Voice Channels	Deskset, Cordless Handset, Cordless Headset: 5
Size	Cordless Handset: 6.9" × 1.8" × 1.4" (H × W × D) 020 Deskset: 6.9" × 7.9" × 8.1" (H × W × D @ 57° angle), 7.9" × 7.9" × 7.1" (H × W × D @ 41° angle) 030 Deskset: 8.2" × 8.9" × 6.5" (H × W × D) Gateways and ATA: 1.8" × 13.5" × 7.9" (H × W × D)
Weight	PSTN Gateway: 88.18 oz. (2500 g) (including adapter) T1 Gateway: 63.5 oz (1800 g) (including adapter) ATA: 63.5 oz (1800 g) (including adapter) 020 Deskset: 35.59 oz. (1009 g) (including adapter) 030 Deskset: 59.96 oz. (1700 g) (including adapter) Cordless Handset: 7.05 oz. (200 g) (including battery)



Table 6. Technical Specifications (Continued)

Feature	Specification
Power Requirements	<p>PSTN Gateway: 5.1 V DC @ 1700 mA</p> <p>T1 Gateway and ATA: 12 V @ 18 Watts</p> <p>020 and 030 Deskset: 5.1 V DC @ 1700 mA</p> <p>Cordless Handset, Cordless Headset chargers: 6 V DC @ 200 mA</p> <p>Cordless Handset: 2.4 V 550 mA Ni-MH battery</p> <p>Cordless Headset: 3.7 V 240 mAH battery</p>
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
PSTN Gateway Telephone Jacks	1–4 and BYPASS (FXO ports) use traditional 2-conductor wiring
T1 Jack	<p>RJ48C jack on the supplied T1 cable:</p> <p>Pin 1: R pair, RX-Ring</p> <p>Pin 2: T pair, RX-Tip</p> <p>Pin 4: R1 pair, TX-Ring</p> <p>Pin 5: T1 pair, TX-Tip</p>
Gateway BYPASS	26 mA loop current; REN 5; 100 m max loop length
LAN Cable	Cat.-5 standard cable, except the T1 Gateway, which uses a standard Cat.-6 LAN cable
[T1] T1 Port	RJ48C standard T1 interface
	The T1 Gateway provides ITU G.168 compliant hardware-based echo cancellation.
[ATA] FXS	26 mA loop current; REN 5; 100 m max loop length

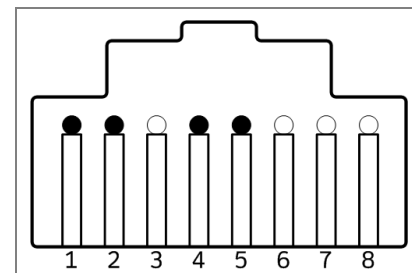


Figure 276. T1 Jack Pinouts

Table 6. Technical Specifications (Continued)

Feature	Specification
[ATA] AUX In	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack Frequency range 300 to 3.4 KHz Input level -15 dBm nominal Impedance greater than or equal to 10 K ohms input AC coupling
[ATA] AUX Out	3.5 mm Tip (Signal), Ring (NC) Sleeve (Ground) (TRS) jack Frequency range 300 to 3.4 KHz Output level -15 dBm nominal Output impedance less than or equal to 8 ohms AC coupling
Deskset Headset	Traditional corded handset jack type with 2-conductor wiring

Appendix B: Default Settings

Table 7 through Table 10 lists the default settings for the Synapse system, SB67030 Deskset, SB67040 Cordless Handset, and SB67050 ATA.

Table 7. System Default Settings

Parameter	Selection	Default
Admin Password	4 through 6 digits	12345
Administrator Login Name	16 characters max	Admin
Auto Attendant Day Start	12-hour clock	8:00AM
Auto Attendant Digit Assignment (1-9, *, #)	None, Replay, Directory, Previous Menu, Main Menu, Default Menu, (user created)	None
Auto Attendant Enable Direct Dial	On, Off	On
Auto Attendant Enable Operator	On, Off	On
Auto Attendant Main Day, Night, and Lunch Menu	Default Menu, User Created Menu	Default Menu
Auto Attendant Night Start	12-hour clock	5:00PM
Backup/Restore Settings	All extensions	Nothing
Call Forward Unconditional	On, Off	Off
Call Forward Unconditional Target Type	Voicemail, Extension	Voicemail
Call Forward-No Answer	On, Off	On
Call Forward-No Answer Extension Number	200 through 299	Nothing
Call Forward-No Answer Seconds Before Forwarding	5 though 45	15
Call Forward-No Answer Target Type	Voicemail, Extension	Voicemail
Call Forward-No Answer Telephone Number	32 Digits Maximum	Nothing
Delete Extension	All extensions	Nothing
Directory First and Last Name Fields	20 Digits Maximum	Nothing
Directory Number Field	32 Digits Maximum	Nothing
Directory Sort	First Name, Last Name	First Name



Table 7. System Default Settings (Continued)

Parameter	Selection	Default
Display First and Last Name	16 characters maximum	Nothing
Enable Auto Attendant	Scheduled, Manual, Off	Manual
Hold message: Extension for Recording	All extensions	Nothing
Operator Extension	All extensions	200
Ring Group No Answer Target Extension	All extensions	0
Ring Group Seconds Before Forward	1 through 60 Seconds	15
System Time/Date Option	NTP Server, Custom Server, Manual	NTP Server
Timer for Forwarded and Transferred Outside Calls	15 through 120 (in 5-second increments)	30
User Password	6 digits maximum	Nothing



Table 8. Deskset Default Settings

Parameter	Selection	Default
Backlight	Hi, Lo, Off	Hi
Call Forward All Target	Ext, Mailbox, Phone #	Mailbox
Call Forward–No Answer Delay	5 through 45 (in 5 second increments)	15
Call Forward–No Answer Target	Mailbox, Ext, Phone #, OFF	Mailbox
Call Forward/Trans to outside line	Enabled/Disabled	Enabled
Contrast	1 through 9	5
Current Greeting	Primary, Alternate, Pre-Set	Pre-Set
Current Name	Personal, Pre-Set	Pre-Set
Date and Time (when server is not available)		12:00PM, January 1, 2009
Directory List	All, Personal, System, Extension	All
First Name/Last Name toggle	First Name, Last Name	First Name
Handset	Registered, Not Registered	Not Registered
Headset	Registered, Not Registered	Not Registered
IP Configuration	Auto, Static	Auto
Key Beeps	On, Off	On
Preferred Audio Mode	Speakerphone, Headset	Speakerphone
Ring Volume	0 through 9	3
Ringtones	1 through 9	1
User Password	0 through 6 Digits	Nothing



Table 9. [Handset] Default Settings

Parameter	Selection	Default
Contrast	1 through 9	5
Key Beeps	On, Off	On
Ring Volume	0 though 9	3
Ringtones	1 though 9	1

Table 10. [ATA] Default Settings

Parameter	Selection	Default
AUX IN	Enable, Disable	Disable
AUX OUT	Enable, Disable	Disable
Fax Enable	Enable, Disable	Disable
Fax Mode	G.711, T.38	G.711
Fax Destination	FXS 1, FXS 2	None. "Select a Fax Port" displays
Fax Line	Line 1, 2, 3, 4, T1 DID numbers	None. "Select a Fax Line" displays
FXS1	Voice, Fax, OHP	Voice
FXS2	Voice, Fax, OHP	Voice
Group Mailbox Greeting	Pre-Set, Custom	Pre-Set
Group Mailbox Quota	Enable, Disable	Disable
IP Address	Auto (DHCP), Static	Auto (DHCP)
Music on Hold Port	AUX IN	None. "Select a Port" displays
Overhead Paging Delay	0 though 5	0
Overhead Paging Enable	Enable, Disable	Disable
Overhead Paging Port	FXS 1, FXS 2, AUX OUT	None. "Select a Port" displays
Overhead Paging System Type	Single Zone, Multi Zone	Single Zone



Appendix C: Part Lists

SB67010 PSTN Gateway Parts List

Figure 277 illustrates the PSTN Gateway parts.

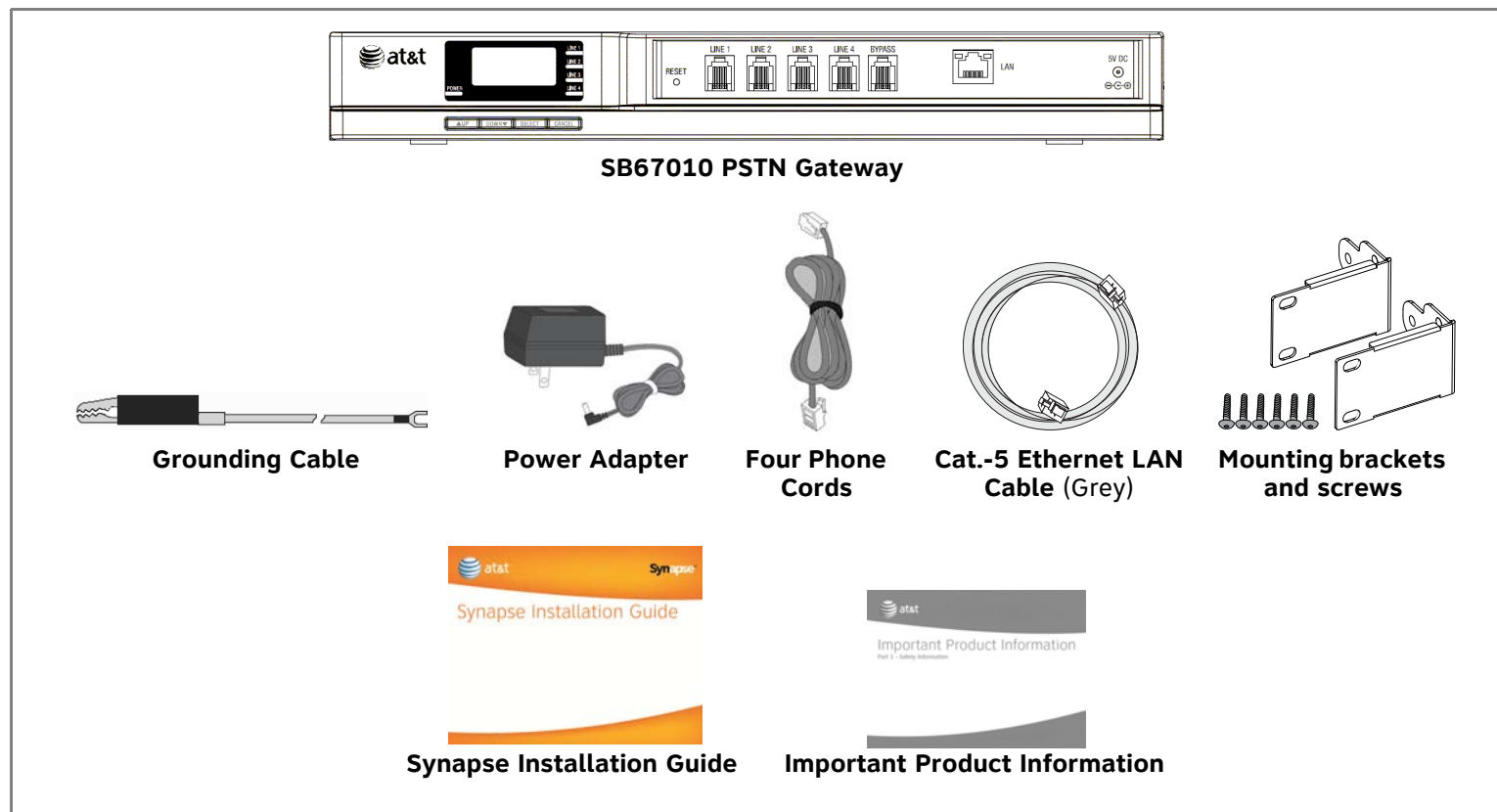


Figure 277. PSTN Gateway Parts List

SB67060 T1 Gateway Parts List

Figure 278 illustrates the T1 Gateway parts.

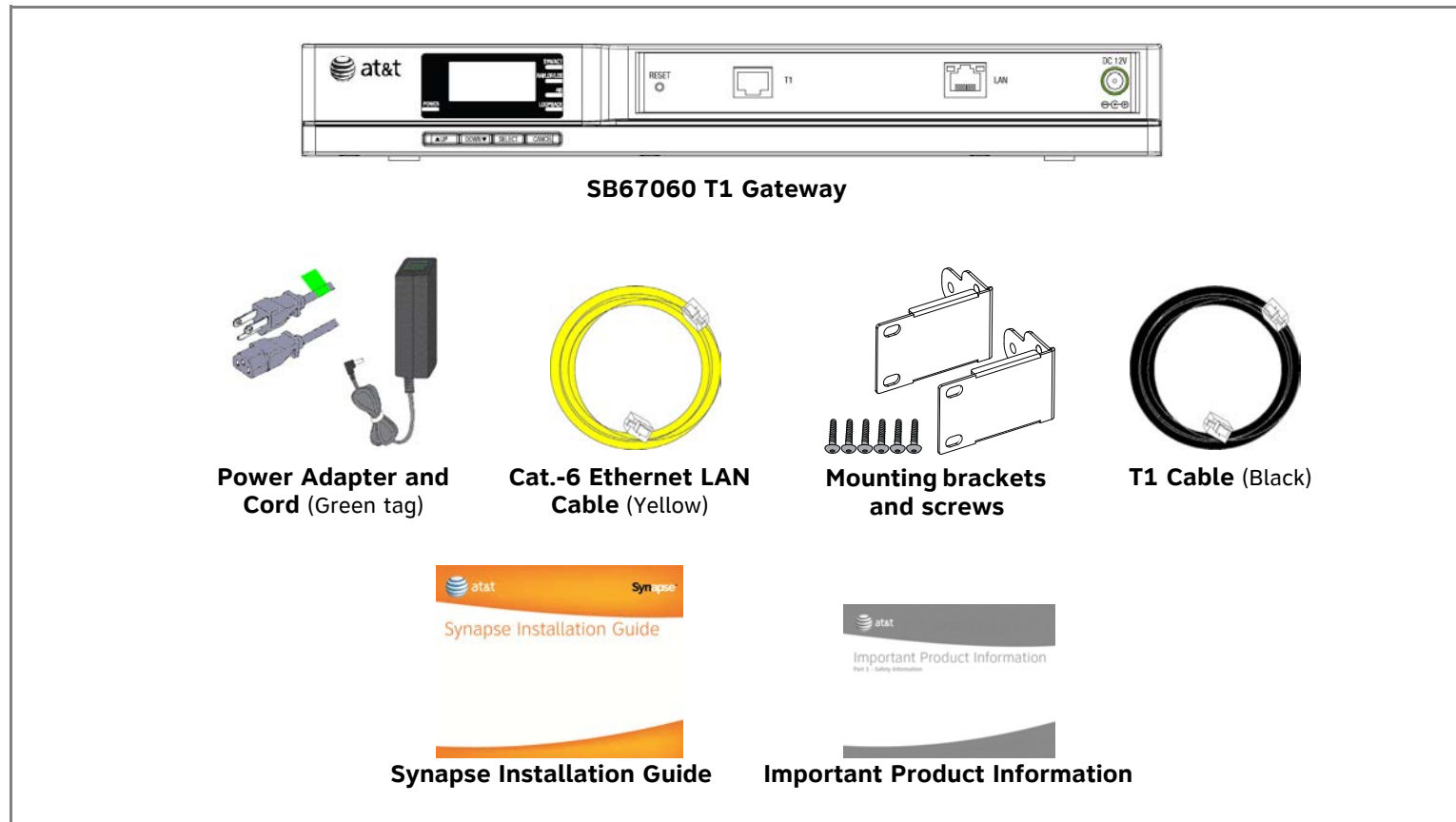


Figure 278. T1 Gateway Parts List

SB67020 Deskset Parts List

Figure 280 illustrates the Deskset parts.

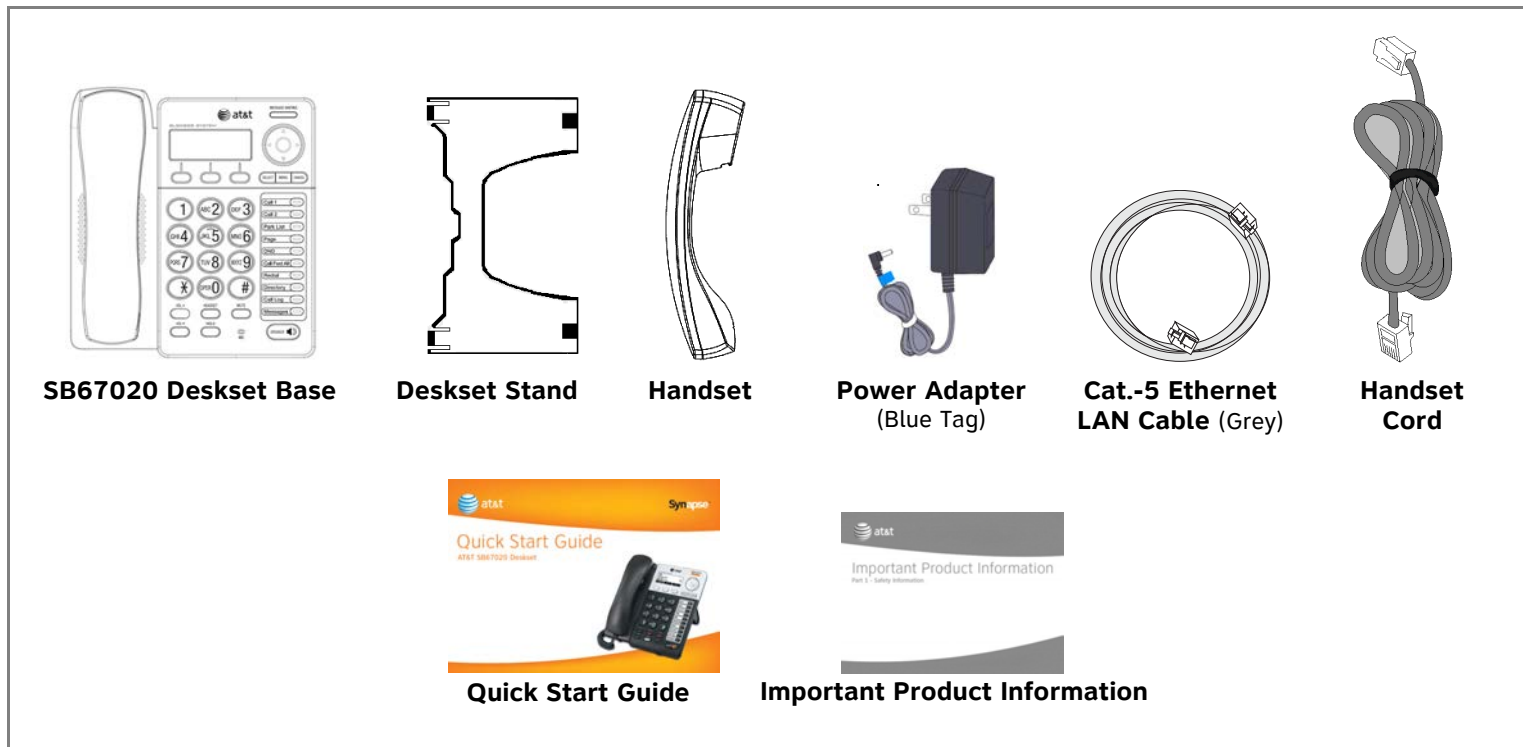


Figure 279. Deskset Parts List

SB67030 Deskset Parts List

Figure 280 illustrates the Deskset parts.

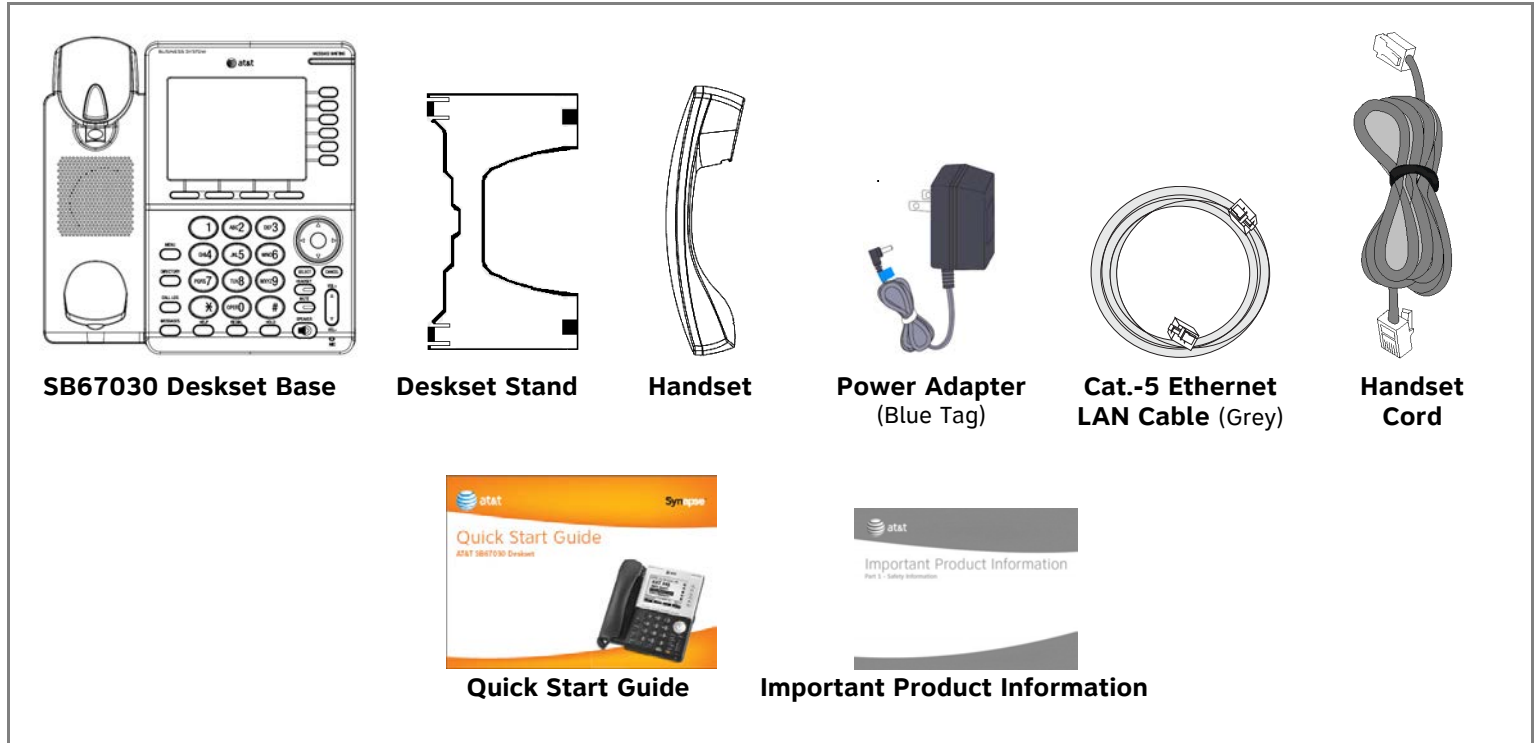


Figure 280. Deskset Parts List

[ATA] SB67050 Analog Terminal Adapter (ATA) Parts List

Figure 281 illustrates the ATA parts.

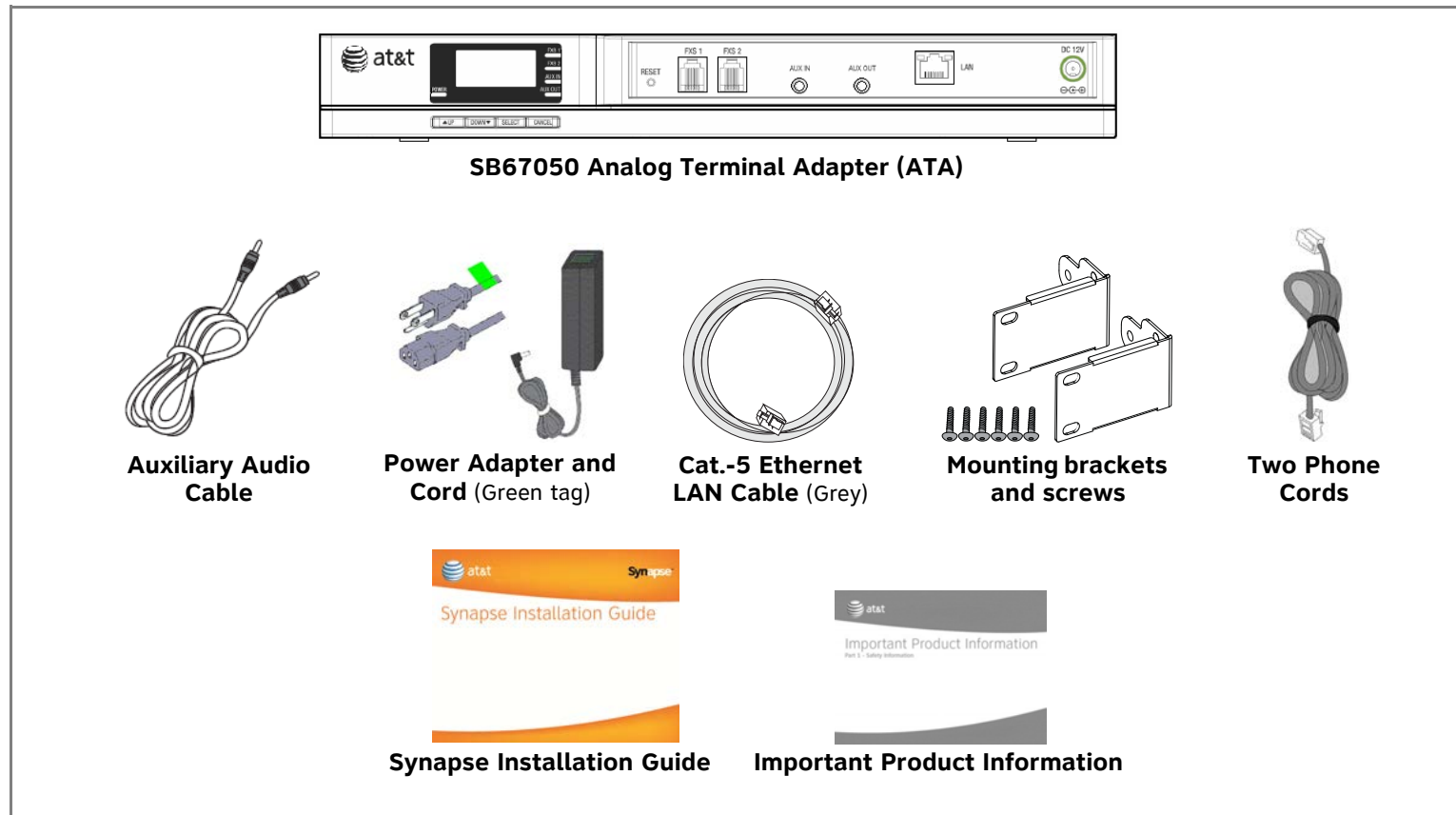


Figure 281. ATA Parts List

[Handset] SB67040 Cordless Handset Parts List

Figure 282 illustrates the Cordless Handset parts list.

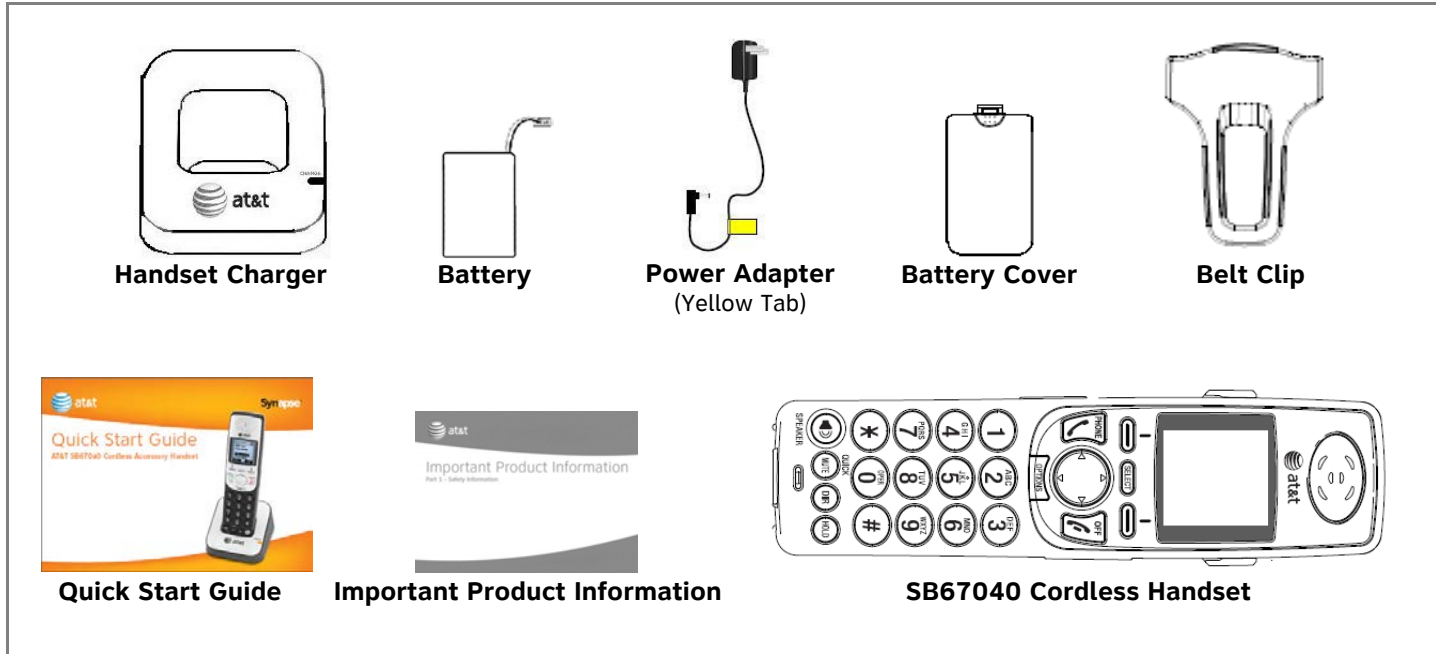


Figure 282. Cordless Handset Parts List

[Headset] TL7600 Cordless Headset Parts List

Figure 283 illustrates the TL7600 Cordless Headset parts list.

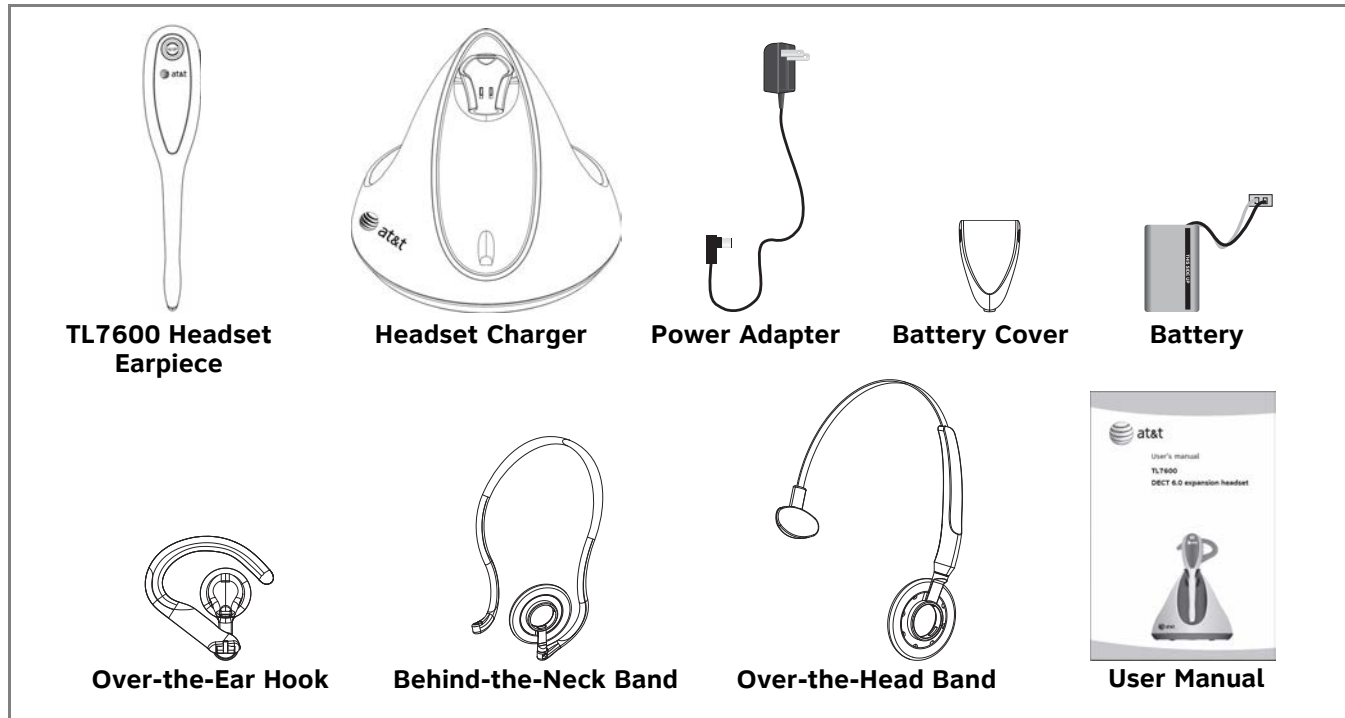


Figure 283. TL7600 Cordless Headset Parts List



The process for registering the TL7600 Cordless Headset with the SB67030 Deskset is different than the registration process described in the TL7600 manual that comes in the box with the Cordless Headset.



Use the registration process described in "Registering an Optional Cordless Headset" in the SB67030 Deskset and Accessories User's Guide at www.telephones.att.com/synapseguides.



Appendix D: Maintenance



Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.



Appendix E: Important Safety Instructions



This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.



Synapse Administrator's Guide

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.



Appendix F: Limited Warranty

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement PRODUCT to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.



4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.



5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.



Before calling for service, please review the user manual. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location.

The manufacturer will return any repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

- Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.



7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T-branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to, lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.



This glossary provides definitions that pertain to the Synapse telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Aux In: A 3.5 mm jack on the ATA that allows connection to a streaming audio source, such as a radio or MP3 music player. This jack is typically used to connect a music player for Music on Hold.

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): An SB67030 Deskset screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call



BYPASS port: An RJ-11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into the this jack.

Call Appearance: On the SB67020 Deskset, the Programmable Feature Keys identified as Call Appearance keys on the right side of the Deskset. On the SB67030 Deskset, the five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. These keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on the SB67020 Deskset or an optional Cordless Handset, each screen in the Call Deck represents and provides access to active, ignored, held calls, and calls that are being dialed. Display each screen by pressing the \triangle or ∇ Navigation key.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

call screening: Listening to a Voicemail message while it is being recorded

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

CPT (Call Progress Tones): Audible tones sent from the telephone company central office to indicate the status of phone calls such as ringback and busy tones

CSU (Channel Service Unit): A line-bridging device that is part of the PSTN, that resides on the customer premises and is connected to Synapse, and is also used to perform loopback and other tests on T1 connections. This device is typically provided by the T1 phone service provider.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life

default: The original product settings



deregister: To remove the association between an SB67030 Deskset and a Cordless Handset or Cordless Headset

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and the SB67040 Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DID: This feature allows outside caller to directly dial an extension, bypassing the Auto Attendant and the operator

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records for a domain name and responds with answers to queries against its database

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

ESD (Electrostatic Discharge): A sudden and momentary electric current that flows between two objects at different electrical potentials that may cause damage to electronic equipment

ESF (Extended Super Frame): A telecommunication standard for T1 framing that includes a cyclic redundancy check and a 4000 bit/s channel capacity for the data link channel



Synapse Administrator's Guide

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as “Personal list” on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit or four-digit number representing each individual Deskset

factory default: The original product settings

FDL (Facility Data Link): A 4-kbps channel provided by the Extended Super Frame (ESF) T1 framing format that allows a service provider to check error statistics on customer premises equipment without interfering with the customer premises

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.

FXO (Foreign Exchange Office): The Gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

G.711: A digital fax protocol

Gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of Voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset or Gateway. Examples include **MENU** and **1** on an SB67020 Deskset; **PHONE** and **1** on the SB67040 Handset; and **SELECT** and **CANCEL** on the SB67010 Gateway.



hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system Ring Group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

inside call: A phone call placed from one of your Synapse system extensions to another extension

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

ISDN (Integrated Services Digital Network): A set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

IT Controller: Part of a computer network infrastructure that connects different parts of the network, so that different LANs and subnets can exchange information. Also known as a backbone network or a network backbone.

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link loss: Occurs when the connection between two RF devices fail, such as between the SB67030 Deskset and the optional Cordless Headset or Cordless Handset



link-local address: A local address used for network address creation when no external source of network addressing information is available

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MDI/MDIX: (Medium-Dependent Interface Crossover): A computer networking technology

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been placed on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

Network Termination Unit (NTU): A device that terminates a network access point

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to place a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)



Synapse Administrator's Guide

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

overwrite: Replace existing information

P2P (Peer-to-Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained web site data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or the SB67040 Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

Pilot Number: Usually the company's main telephone number.

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to place a call

PRI (Primary Rate Interface): A standardized telecommunications service level within the ISDN specification for carrying multiple voice and data transmissions between a telephone network and a user.

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a using

reboot: Restart a device



Redial: Accesses the log of outgoing calls

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

Ring Group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the LCD displays the appropriate label for each key as the function of the key changes.

standby time: The amount of time that a Cordless Handset or Cordless Headset can sit idle out of its charger while still capable of operating normally

static IP address: An IP address that is manually assigned to a computer by a system administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

subnet (subnetwork): Typically a LAN served by one router

subscriber: A user who can access messages in a using

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)



System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T1: A digital signaling standard to transmit voice and data between devices

T.38: An analog fax protocol that encodes fax-modem codes over VoIP

trunk: A communications connection between the Synapse system and the telephone company

unhold: Removes a call from hold status

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

UPS (Uninterruptible Power Supply): A battery-powered emergency power supply device

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.

