

# Partner Release Document for Switchvox SMB 4.5

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Created: Thursday, October 08, 2009

## Revision History

Revision	Date	By	Notes
0.1	October 08, 2009	Malcolm Davenport	Begin Initial Draft
0.2	November 20, 2009	Malcolm Davenport	Updates for Dates
0.3	December 10, 2009	Justine Witt	Updates to most content
0.4	December 15, 2009	Justine Witt	Production edits
0.5	January 18, 2010	Justine Witt	Final edits

## Notice to Digium Partners

All information in this document is to remain **CONFIDENTIAL** until **Wednesday, January 20<sup>th</sup>, 2010** as noted in the **Release Schedule** section. Failure to adhere to the confidentiality of this information **WILL RESULT IN YOUR IMMEDIATE AND PERMANENT TERMINATION** as a Digium channel partner.



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# Product Synopsis

Switchvox SMB 4.5 is focused on the user experience. New features include:

- New Phone Feature Packs (previously called 'Phone Provisioning Tokens') offer a great set of tools for Polycom phones. For example, Distinctive Ringtones and Ring Rules let users define how their phone rings based on who is calling.
- Phone Feature Packs also give Switchvox administrators more control of the snom and Polycom phones on their phone system.
- New language settings let users and administrators interact with Switchvox in the language of their choice: US English, UK English, Castilian Spanish, Latin American Spanish, and Italian. Also, sound packs are available for each of those languages.
- An SNMP agent allows remote monitoring of the Switchvox PBX and server functions.
- Many new Extend API methods offer increased access to Switchvox.

# Release Schedule

All dates are tentative and subject to change.

## Tuesday, December 15th, 2009

### Distributor Notification

- Digium notifies Distribution partners of product information and release schedule.
- A draft of this document is distributed.
- An updated price list containing new part numbers is distributed.

## Tuesday-Wednesday, January 5-6th, 2010

### Distributor Training

- Digium conducts web-based training for Distribution partners.

### Reseller Notification

- Digium notifies Reseller partners of product information and release schedule.
- This document, inclusive of updated part numbers, is distributed.

## Week of January 11th, 2010

### Reseller Training

- Digium conducts web-based training for Reseller partners.

## Wednesday January 20th, 2010

### Product Announcement

- Digium makes public announcement of product at Digium|Asterisk World conference, co-located with IT Expo East in Miami, FL.
- Press releases are distributed.
- Web material goes live.

### Software Release

- Digium makes the Switchvox SMB 4.5 update available for existing customers who have active subscriptions.



# New Features

The following sections describe each of the new features of Switchvox SMB 4.5.

## Phone Feature Packs

Phone Feature Packs were previously called 'Phone Provisioning Tokens'. Like their predecessors, Phone Provisioning Tokens, Phone Feature Packs let Switchvox administrators easily set up the phones on their PBX. But Phone Feature Packs offer a whole new level of tools, giving extension owners many new features, and giving administrators more control over the phones.

**Important:** Phone Feature Packs have new SKUs, a set for Polycom phones and a set for snom phones. The existing SKUs for Phone Provisioning Tokens will be retired when the new SKUs are available. Phone Feature Packs are sold with the same pricing as Phone Provisioning Tokens.

## Phone Features for SIP Extensions on Polycom Phones

### *Phone Options*

- Line labels (so you can label your Line key with something other than your extension).
- Auto-answer for Switchboard-initiate calls (so you don't have to pick up your phone to connect a Switchboard-initiated call).
- Hide missed calls (so you don't have to see that notification on your phone).
- Line keys per registration (so you can have multiple Line keys with your extension).
- Show caller profile on incoming and outgoing calls (so you can see the profile of the person you are talking to).

### *Distinctive Ringtones*

Extension owners can see the ringtones added by the Switchvox administrator, and add ringtones for their extension.

### *Distinctive Ring Rules*

Extension owners can set up distinctive ring rules so that their phone rings differently depending on who is calling. Different types of rings include:

- A specific ringtone
- Auto answer
- A specific ringtone with auto answer
- Mute the phone (do not ring, do not auto answer)

The ring rule is based on one of these conditions:

- The type of call: Queue, Direct, Internal, External (or all types)
- A list of extensions
- A caller ID number range, or number pattern
- A caller ID name pattern
- A ring hint (managed by the Switchvox administrator)

For example, if a call comes in from a Premium Technical Support queue, the phone could ring with the *Alarm* ringtone. Or, if a call comes in from the CEO's extension, the phone could ring with the *Chimes* ringtone, and auto-answer.

#### ***The Switchvox Applications key (right on the phone itself)***

- Directory – Access the Switchvox Directory.
- Voicemail – Scroll through your voicemail messages and listen to the one you want.
- Parking Lots – Scroll through the parked calls and pick up the one you want.
- Phonebooks – Scroll through your phonebooks, find contacts, and make calls.
- Record Call – Record your current call.

### **Phone Features for Extension Owners on snom Phones**

Extension owners can set several Phone Options (these are the same as the Polycom phones):

- Line labels (so you can label your Line key with something other than your extension)
- Auto-answer for Switchboard-initiate calls (so you don't have to pick up your phone to connect a Switchboard-initiated call)
- Hide missed calls (so you don't have to see that notification on your phone)

### **Phone Setup Preferences**

A new advanced option specifies that phones can only receive phone calls from the PBX. This is on by default, but the Switchvox administrator can turn it off. Also, the administrator can define a custom NTP server and Digit Map Timeout values.

### **Phone Setup Multiple-Extension Management**

Configured phones can now include one or two additional extensions (depending on what the phone supports) in addition to the main extension. The additional extensions can be on the local PBX, another Switchvox, or an entirely different SIP server.



## Extension Profiles

Extensions now include a Profile: Title, Location, and a picture.

Profiles can be displayed in the Switchboard Profile Panel, and on Polycom phones with a Phone Feature Pack.

## Language Setting (Localization)

Switchvox administrators and extension owners can choose their own language for interaction with Switchvox. When a language is set, the Switchvox Web Suite is displayed in that language, and the appropriate sound pack is used (if installed). Language selection: US English, UK English, Castilian Spanish, Latin American Spanish, and Italian.

## Distinctive Ringtones and Ring Hints Management

Switchvox administrators can add ringtones for use by all extension owners (with permission).

An administrator can also use new IVR actions to set and remove Ring Hints, which are used by extension owners' Ring Rules.

## Extension Permissions

Phone-type extensions have new permission settings for

- Editing Language, Title, Location, or Picture
- Recording Calls
- Using the SIP Phone Applications (the **Applications** key on the phone)
- Using the Mobile Applications (coming soon)
- Adding Ringtones
- Using Ring Rules

## Digium Addon Products

The **Digium Addon Products** page now offers access to sound packs for the following languages:

- UK English
- Castilian Spanish
- Latin American Spanish
- Italian

There are also several other sound packs for other languages that are not supported in the Web Admin Suites.

## SNMP Monitoring

SNMP (Simple Network Management Protocol) is used to monitor devices on an IP network. The Switchvox SNMP agent publishes an extensive set of OIDs that you can use to monitor the PBX and the server itself. For more information about SNMP, you may want to read the Wikipedia article:  
[http://en.wikipedia.org/wiki/Simple\\_Network\\_Management\\_Protocol](http://en.wikipedia.org/wiki/Simple_Network_Management_Protocol).

## Switchvox Extend API

There are many new methods available for the Extend API. For details, please to go  
<http://developers.digium.com/switchvox>.



# General Information

## Release Notes

The Release Notes for Switchvox SMB 4.5 will be available with the release of the software. To find release notes for each software update, see the Admin Suite's **Machine Admin > Updates** page.

## Frequently Asked Questions: Switchvox SMB 4.5

- Q: Does Switchvox SMB 4.5 support new Polycom SoundPoint IP VoIP phones made available since SMB 4.0 was released?  
A: Yes. Switchvox SMB 4.5 supports all Polycom SoundPoint IP VoIP phones that have been released after the release of SMB 4.0 last year. For more specific information, please contact your Digium Inside Channel Account Manager.
- Q: Does Switchvox SMB 4.5 support new Polycom VVX1500 Video VoIP phone?  
A: Yes, for audio. Video calling is not supported.
- Q: Does Switchvox SMB 4.5 allow customization of the logo displayed on phones that are configured using Switchvox Phone Setup?  
A: No. Switchvox SMB 4.5 pushes Digium's Switchvox logo to Polycom phones. It does not provide any logo to snom phones.
- Q: Can I upgrade my Switchvox SMB 4.0 system to Switchvox SMB 4.5?  
A: Yes. If you maintain active Subscriptions and Software Maintenance for Switchvox, you can retrieve the update to 4.5 using the **Machine Admin > Updates** section of the Switchvox web interface. If you do not maintain active Subscriptions and Software Maintenance, you may purchase those from your Reseller.
- Q: Can I upgrade an old Switchvox version to SMB 4.5?  
A: Yes. Switchvox SMB systems prior to 3.0 must first be upgraded to 3.0. Switchvox systems beginning with release 3.0 may be upgraded directly to SMB 4.5 with a single-click.
- Q: Do I need to buy the new Phone Feature Packs if I already have the old Phone Tokens?  
A: No. Phone Provisioning Tokens are automatically updated to Phone Feature Packs when you apply the SMB 4.5 update.
- Q: Will upgrading to SMB 4.5 modify any of my existing configurations such as my IVRs, Queueing, or other Call Routing?  
A: No. Upgrading to SMB 4.5 will not modify any of your existing IVRs, Queues, or other call routing. Your system should function just as it did before the upgrade.



- Q: I created custom Switchboard panels in SMB 4.0, will I need to make any changes when I upgrade to SMB 4.5?  
A: No. Custom Switchboard panels that you built in SMB 4.0 will continue to work exactly the same after you upgrade to SMB 4.5.
- Q: Does Switchvox SMB 4.5 support SNMP traps and alarms?  
A: No. The Switchvox SNMP agent publishes a set of OIDs that can be added to your SNMP network management system.
- Q: I created custom applications using the Extend API in Switchvox SMB 4.0, will I need to make any changes with I upgrade to SMB 4.5?  
A: No. Applications that you have built using the Extend API to not need to be modified after you upgrade to SMB 4.5.
- Q: Can Switchvox SMB 4.5 be run on all of the current Switchvox Appliances?  
A: Yes. Switchvox SMB 4.5 is supported on all of the current Switchvox Appliances – the AA65, AA305, and AA355. It also works on older Switchvox appliances, including the Tower, the AA350NR, the AA60, the AA300, and the AA350.
- Q: When will the public Switchvox demo server be upgraded to SMB 4.5?  
A: The public-facing Switchvox demonstration server will be upgraded to SMB 4.5 when the update is made generally available.
- Q: What version of Asterisk is used by Switchvox SMB 4.5?  
A: Switchvox SMB 4.5 uses a version of Asterisk Business Edition derived from the 1.4 code release.
- Q: Does Switchvox SMB 4.5 include support for Digium's Skype For Asterisk?  
A: No.
- Q: I sent a request for a new feature to [features@switchvox.com](mailto:features@switchvox.com) and I do not see my feature in this new 4.5 release. Why?  
A: We use the e-mail address [features@switchvox.com](mailto:features@switchvox.com) to collect suggestions for features and improvements to Switchvox from our customers. We read each and every submission. From the requests submitted, we attempt to make the best business decisions about what features we do add to the product. Sometimes, those decisions mean that we were not able to include your feature in this release, even if it was requested by many people. We absolutely value your opinion as our customer and we want to serve you as best we can. Please continue to send us suggestions, and we will continue to read and consider each and every one of them.



## Frequently Asked Questions: Digium Partners

- Q: Are there any pricing changes associated with SMB 4.5?

A: No. All pricing for Switchvox SMB remains the same from the 4.0 release to the 4.5 release.

- Q: Are there any SKU changes associated with SMB 4.5?

A: Yes. All SKUs associated with Phone Provisioning will be retired. New SKUs will be available for Phone Feature Packs, a set for Polycom phones, and a set for snom phones. Please refer to the Part Numbers and List (MSRP) Pricing section.

- Q: Will my customers be able to upgrade to SMB 4.5?

A: Yes. All of your customers who have active Subscriptions and Software Maintenance (meaning they've purchased their Switchvox Appliance system or Renewals for both within the past 12 months) will be able to upgrade with a single-click and a reboot of their Switchvox system. Users who are not up to date with their Subscriptions and Software Maintenance will need to renew.

- Q: Do my customers need User Subscriptions and Software Maintenance to upgrade?

A: Yes. User Subscription *and* Software Maintenance are required to upgrade to SMB 4.5. Customers who have purchased a Switchvox Appliance or Switchvox SMB software in the 12 months prior to the release of SMB 4.5 are still covered and may upgrade. Customers outside of their one year period will need to renew their Subscriptions and Software Maintenance if they want to upgrade to SMB 4.5.

- Q: I have a Switchvox Appliance with SMB 4.0 software on it. Do I need to return it to Digium for an update to 4.5?

A: No. Do not return a Switchvox Appliance with SMB 4.0 software on it to Digium with the request that it be upgraded to SMB 4.5. Digium will not honor such returns or requests. When your customer activates their system during installation time, they will be able to retrieve access to the 4.5 update from the Updates page once SMB 4.5 is available (see the Release Schedule section of this packet).

- Q: Can I order a Switchvox Appliance to come specifically loaded with SMB 4.5 instead of SMB 4.0?

A: No. Digium strives to maintain a tight control on its inventory, but the lead times associated with the manufacture of Switchvox Appliances mean that for a time, upon the release of SMB 4.5, Switchvox Appliances will continue to be shipped from Digium with SMB 4.0. Once the supply of already-manufactured Switchvox Appliances has been exhausted, all Switchvox Appliances will manufacture and ship Switchvox Appliances with SMB 4.5. Citing the other questions in this FAQ, SMB 4.0 Appliances that you order can be upgraded to SMB 4.5 immediately following installation and product registration.

- Q: Can I order a Switchvox Appliance to come specifically loaded with SMB 4.0 instead of SMB 4.5?

A: No. Once Digium begins manufacture of and shipment of Switchvox Appliances with SMB 4.5 preloaded, Digium will not manufacture Switchvox Appliances with SMB 4.0.



- Q: Will Digium continue to provide support for SMB 4.0 once SMB 4.5 is released?

A: Yes. For customer issues that can be addressed merely with configuration changes in the administration or user web tools, Digium will continue to provide support. Digium will, though, encourage users to upgrade to SMB 4.5.

- Q: Will Digium continue to provide bug fixes for SMB 4.0 once SMB 4.5 is released?

A: No. Once SMB 4.5 is released, Digium will not continue to make bug fixes to the SMB 4.X software line. Customers seeking bug fixes will be required to upgrade to the SMB 4.X software line.

## Part Numbers and List (MSRP) Pricing

The following new SKUs, Descriptions, and MSRP pricing are associated with Switchvox SMB 4.5:

1SWXPPFPPCOM1	1 Switchvox SMB Phone Feature Pack, Polycom Phone	\$30.00
1SWXPPFPPCOM5	5 Switchvox SMB Phone Feature Packs, Polycom Phones	\$150.00
1SWXPPFPPCOM25	25 Switchvox SMB Phone Feature Packs, Polycom Phones	\$750.00
1SWXPPFPPCOM100	100 Switchvox SMB Phone Feature Packs, Polycom Phones	\$3,000.00
1SWXPPROVSNOM1	1 Switchvox SMB Phone Feature Pack, snom Phone	\$30.00
1SWXPPROVSNOM5	5 Switchvox SMB Phone Feature Packs, snom Phones	\$150.00
1SWXPPROVSNOM25	25 Switchvox SMB Phone Feature Packs, snom Phones	\$750.00
1SWXPPROVSNOM100	100 Switchvox SMB Phone Feature Packs, snom Phones	\$3,000.00

The following SKU, Description, and MSRP pricing for 'Phone Provisioning Tokens' will be retired when the new Phone Feature Pack SKUs are released:

1SWXPPROV1	1 Switchvox Phone Provisioning Token	\$30.00
1SWXPPROV5	5 Switchvox Phone Provisioning Tokens	\$150.00
1SWXPPROV25	25 Switchvox Phone Provisioning Tokens	\$750.00
1SWXPPROV100	100 Switchvox Phone Provisioning Tokens	\$3,000.00



## Product Certifications

Switchvox software does not require any specific certifications for its general use.

Digium's Switchvox Appliances maintain different certifications.

The AA65, AA305 and AA355 maintain Safety and EMC certifications for operation in Australia, Canada, the European Union, and the United States.

If you require certifications that Digium does not currently maintain, please speak with your Digium Channel Account Manager.

## Declaration of Conformity

This section does not apply to software products.

## Product Physical Characteristics

Switchvox SMB 4.5 is provided to customers via three methods:

- Software-only Download – Customer is responsible for burning a customer-provided CD-ROM from a Digium-provided Switchvox .iso file (available for customer download) and for registering the product with the registration key they obtain at purchase time. Digium provides no physical product.
- Software-only CD-ROM based distribution – Digium provides a CD-ROM containing a copy of the Switchvox software. The product registration key is provided as a label on the Switchvox CD-ROM. Digium provides one physical CD-ROM containing the software.
- Software contained on a Switchvox Appliance – Digium provides software pre-loaded onto a Switchvox Appliance and a CD-ROM containing a copy of the Switchvox software. The product registration key is provided as a label on the Switchvox CD-ROM. Digium provides, in addition to the purchased appliance, one physical CD-ROM containing the software.

## Data Sheet

No updated data sheets are available at this time.

## Digium Product Compatibility

Switchvox SMB 4.5 is compatible with the following Digium board products:

- TDM400P, Four port modular analog PCI 3.3/5.0V card (EOL, not supported in Switchvox Appliances)
- TDM410, Four port modular analog PCI 3.3/5.0V card
- AEX410, Four port modular analog PCI-Express x1 card
- TDM800, Eight port modular analog PCI 3.3/5.0V card
- AEX800, Eight port modular analog PCI-Express x1 card
- TDM2400, Twenty-four port modular analog PCI 3.3/5.0V card
- AEX2400, Twenty-four port modular analog PCI-Express x1 card
- TE110P, One span digital T1/E1/PRI PCI 3.3/5.0V card (EOL, not supported in Switchvox Appliances)
- TE120P, One span digital T1/E1/PRI PCI 3.3/5.0V card
- TE121, One span digital T1/E1/PRI PCI-Express x1 card
- TE122, One span digital T1/E1/PRI PCI 3.3/5.0V card
- TE205/TE207, Two span digital T1/E1/PRI PCI 5.0V card
- TE210/TE212, Two span digital T1/E1/PRI PCI 3.3V card
- TE220, Two span digital T1/E1/PRI PCI-Express x1 card
- TE405/TE407, Four span digital T1/E1/PRI PCI 5.0V card
- TE410/412, Two span digital T1/E1/PRI PCI 3.3V card
- TE420, Four span digital T1/E1/PRI PCI-Express x1 card
- B410P, Four span digital EuroISDN BRI PCI 3.3/5.0V card
- VPMADT032, Thirty-two channel hardware echo cancellation module
- VPMOCT064, Sixty-four channel hardware echo cancellation module
- VPMOCT128, One hundred and twenty-eight channel hardware echo cancellation module
- S110M, Single channel station (FXS) module
- S400M, Quad channel station (FXS) module
- X100M, Single channel trunk (FXO) module
- X400M, Quad channel trunk (FXO) module

\* Please note that not all Digium board products are compatible in all Switchvox Appliances. Please refer to information about a Switchvox Appliance to confirm compatibility with a particular Digium board.



Switchvox SMB 4.5 is not compatible with the following Digium product:

- TC400B, VoIP Transcoding PCI 3.3/5.0V card for 120 G.729a or 92 mixed channels of G.729a/G.723.1

Switchvox SMB 4.5 is compatible with the following Switchvox Appliances:

- Switchvox Tower (No longer available)
- Switchvox AA60 (No longer available)
- Switchvox AA65
- Switchvox AA300 (No longer available)
- Switchvox AA305
- Switchvox SMB AA350NR (No longer available)
- Switchvox SMB AA350 (No longer available)
- Switchvox AA355

## Quick Start Guide

The Quick Start Guides are not changing for SMB 4.5.

## Product Information and Sales Training

Sales training for SMB 4.5 is provided in webinars for Digium's partners prior to the general availability of Switchvox SMB 4.5. A recorded copy of one of the webinars is available for viewing in the Digium Reseller Portal: <https://www.digium.com/en/users/resellers/>

## Product Manual

The updated *Switchvox Administrator's Manual* and *Switchvox User Manual* will be available when the software update is generally available. These documents can be found here:

<https://www.digium.com/en/supportcenter/documentation/viewdocs/SWVX>

## Pictures and Logos

No new product pictures or logos are provided specifically with this release.

## Other Documentation

No other documentation is provided with this release.



## Website Copy

This section of copy has been approved for use on Partner websites to describe Switchvox SMB 4.5:

Digium's Switchvox is a feature-rich, cost-effective unified communications (UC) solution for small to mid-sized businesses. Switchvox's unique web-aware capabilities offer integration with web and back office applications, turning the phone system into a powerful UC platform. Switchvox SMB 4.5 adds numerous Polycom-specific phone features, management capabilities, and localization.

Switchvox SMB is designed for businesses that want a full-featured voice over IP UC system for one to hundreds of employees per server at a fraction of the cost of traditional PBXs. With Switchvox SMB, Digium offers the power and functionality of Asterisk—the most downloaded open source telephony software in the world—combined with advanced yet easy-to-use administrative features and, with version 4.5, enhanced management.

## Press Release

The Switchvox SMB 4.5 press release will be available with the general product announcement.

## Replaced Product and Upgrade Information

Switchvox SMB 4.0 has been fully replaced by Switchvox SMB 4.5.

Once Switchvox SMB 4.5 is generally available according to the schedule outlined in this document, SMB 4.0 will no longer be available as a new product offering. On the initial date of availability, SMB 4.5 will be available as a software update in the Updates section of the Administration web utility to existing customers of SMB 4.0 who maintain current User and Software Maintenance Subscriptions.

Customers purchasing new Switchvox Appliances or new CD-ROM copies of Switchvox SMB at or around the time of the general availability of SMB 4.0 may find that their units were shipped with SMB 4.0 software. Customers who receive a new Switchvox Appliance or a Switchvox SMB CD-ROM loaded with SMB 4.0 software should not return the product to Digium for update. These customers, whose User Subscriptions and Software Maintenance are only activated on initial setup and are thus good for 12 months, may, after registering their software, browse to the Updates section of the Administration web utility in order to retrieve the 4.5 update.

Note that updating to 4.5, like all updates for all previous versions of Switchvox, does require Internet access in order to retrieve the new software. Also note that updating to 4.5 requires a system reboot to complete the update process. A system reboot will drop any active calls and completely restart the system.

Updating from SMB 4.0 to SMB 4.5 is not mandatory. Digium, however, continuously works forward in its development and will not continue to develop the SMB 4.0 line with bug fixes or new features. Customers who contact Digium support with technical issues related to SMB 4.0 may be asked to update their systems to 4.5 in order to resolve those issues. Customers who do not maintain active User and Software Maintenance Subscriptions will need to purchase those entitlements in order to access SMB 4.5 updates.

