

# Partner Release Document for Switchvox SOHO 4.5

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Released Tuesday, March 2, 2010

## Notice to Digium Partners

All information in this document is to remain **CONFIDENTIAL** until the Product Announcement 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 SOHO 4.5 adopts many new features from Switchvox SMB 4.5:

- New Phone Feature Packs 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.
- Video calling makes collaboration among different locations easier and less expensive.
- Custom voicemail greetings and a selection of notification templates offer flexible voicemail options.
- Many new administration options add a new level of control over Switchvox and your phones.
- Extend API methods offer increased access to Switchvox.
- The Switchvox SOHO AA60 Appliance is updated to offer the same graphics treatment and form factor as the Switchvox SMB AA65 Appliance.

# Release Schedule

*All dates are tentative and subject to change.*

## Tuesday March 2, 2010

### Distributor Notification

- Digium notifies Distribution partners of product information and release schedule.
- A draft of this document is distributed.

### Distributor Training

- Pre-recorded web-based training is available for Distribution partners.

## Wednesday, March 10, 2010

### Reseller Notification

- Digium notifies Reseller partners of product information and release schedule.

### Reseller Training

- Pre-recorded web-based training is available for Reseller partners.

## Tuesday, March 30, 2010

### Product Announcement

- Digium releases the Web material live on [digium.com/switchvox](http://digium.com/switchvox).

### Software Release

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

## Friday, April 30, 2010

### Hardware Release

- Digium begins to ship SOHO 4.5 on the updated AA60.

*All dates are tentative and subject to change.*



# New Features

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

**All features are subject to change.**

## Unified Communications

- Video calling. For video quality we recommend that you use the same kind of phone on both ends of the call.
- Unified messaging with IMAP Mailbox. Each extension has a one-stop IMAP Mailbox for voicemail notifications.
- Switchvox Extend API. The API is restricted to the features that are available in SOHO 4.5.

## Globalization

- Language support. The Switchvox Web Suite and Soundpacks are available in English for the US and UK, Spanish for Spain and Mexico, and Italian. Also, there are soundpacks available for Australia, French, and Canadian French.
- BRI: B410P Support.

## Extensions

- 6-digit extensions. Extensions can be 3, 4, 5, or 6 digits.
- Phone Feature Packs. (Not including Call Recording from your handset.)
- Profiles (Title, Location, Picture)
- Additional Numbers. You can set up your own 'Additional Numbers' so that co-workers can call you at the numbers you publish (e.g., your mobile phone, or an extension on the manufacturing floor). Co-workers can find your Additional Numbers in the Phonebook Application (on Polycom phones that have a Phone Feature Pack).

## Voicemail

- Voicemail Greetings. You can customize multiple voicemail greetings, specify which greeting should be active, and assign different greetings to play when you are unavailable versus on the phone.
- Voicemail notification templates. You can select from several different notification templates, so that your SMS notification looks different from your HTML email notification.

## Administration

- Access Control. You can set up multiple rules to limit network access to Switchvox services.
- SNMP. A set of SNMP OIDs is now published to monitor the PBX server, phone status, current calls, VOIP providers, and more.
- Disk-space Quotas. You can set a disk-space quota for voicemail usage for each extension and extension group. Also, you can see the voicemail disk-space usage, in total and for each extension.
- HD Voice G722 Support.
- Digium Addon Products. Admins can easily register Digium products for Switchvox (G729 and HPEC) and download soundpacks.
- Phone Setup for snom AG and Polycom, Inc.
- Extension Permissions: Phone-type extensions have new permission settings for
  - Editing Language, Title, Location, or Picture
  - Using the SIP Phone Applications in Phone Feature Packs (the **Applications** key on the phone)
  - Adding Ringtones
  - Using Ring Rules
- Advanced Debugging. You won't need to use these tools unless requested by a Switchvox Service Representative. It includes SIP and PRI debug, and Asterisk console viewer.
- Password-strength indicator. When an Admin or a User is creating a new password, a password strength-indicator lets him know how strong his new password is.
- Subscription-Expiration Alerts. New alerts let you know if your Subscription is expiring soon (or if it has already expired), and Renewal links help you easily get your Subscription renewed.

- Network and VOIP Provider Settings
  - Network Settings: IP ToS settings (audio and video)
  - VOIP Providers: RTP Port Range
  - SIP provider:
    - Caller-ID method
    - Include user=phone in SIP
    - Use Local Address in From Header
    - Enable Jitterbuffer
    - Allow Reinvite
  - Channel Admin:
    - Ring Debounce (for analog lines with FXO signaling)
    - Network Specific Facility Code (for PRI T1/E1 Bearer channels)
    - PRI Reset Interval (for PRI T1/E1 Bearer channels)

## IVR Menu Actions

- Set Distinctive Ring Hint
- Remove Distinctive Ring Hint
- Change Language

## Updates to the AA60 Appliance

The AA60's specifications are:

- Desktop/Rackmount/Wallmount form factor.
- Weight: 15 pounds.
- Dimensions: 16"W, 9.5"D, 2.875"H.
- Power Supply: single, internal 220W power supply.
- Two telephony card slots (only one TE122 is supported).



# General Information

## Release Notes

The Release Notes for Switchvox SOHO 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 SOHO 4.5

- Q: Does Switchvox SOHO 4.5 allow customization of the logo displayed on phones that are configured using Switchvox Phone Setup?  
A: No. Switchvox SOHO 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 SOHO 3.0 system to Switchvox SOHO 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 SOHO 4.5?  
A: Yes. Switchvox SOHO systems prior to 3.0 must first be upgraded to 3.0. Switchvox SOHO 3.0 can be upgraded directly to SOHO 4.5 with a single-click.
- Q: Will upgrading to SOHO 4.5 modify any of my existing configurations such as my IVRs, Queueing, or other Call Routing?  
A: No. Upgrading to SOHO 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: Does Switchvox SOHO 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: What version of Asterisk is used by Switchvox SOHO 4.5?  
A: Switchvox SOHO 4.5 uses a version of Asterisk Business Edition derived from the 1.4 code release.





- Q: I sent a request for a new feature to 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 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 SOHO 4.5?

A: No. All pricing for Switchvox SOHO remains the same.

- Q: Will my customers be able to upgrade to SOHO 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 SOHO 4.5. Customers who have purchased a Switchvox Appliance or Switchvox SOHO software in the 12 months prior to the release of SOHO 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 SOHO 4.5.

- Q: I have a Switchvox Appliance with a previous version of SOHO 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 a previous software version on it to Digium with the request that it be upgraded to SOHO 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 SOHO 4.5 is available (see the Release Schedule section of this packet).

- Q: Can I order a Switchvox Appliance to come specifically loaded with SOHO 4.5?

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 SOHO 4.5, Switchvox Appliances will continue to be shipped from Digium with a previous version. Once the supply of already-manufactured Switchvox Appliances has been exhausted, all Switchvox Appliances will manufacture and ship Switchvox Appliances with SOHO 4.5. Appliances that you order can be upgraded to SOHO 4.5 immediately following installation and product registration.



- Q: Can I order a Switchvox Appliance to come specifically loaded with a previous version instead of SOHO 4.5?  
A: No. Once Digium begins manufacture of and shipment of Switchvox Appliances with SOHO 4.5 preloaded, Digium will not manufacture Switchvox Appliances with previous versions.
- Q: Will Digium continue to provide support for previous versions once SOHO 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 SOHO 4.5.
- Q: Will Digium continue to provide bug fixes for previous versions once SOHO 4.5 is released?  
A: No. Once SOHO 4.5 is released, Digium will not continue to make bug fixes to previous releases. Customers seeking bug fixes will be required to upgrade to the SOHO 4.X software line.



## Part Numbers and List (MSRP) Pricing

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

1AS601000LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (North America)	\$1,890.00
1AS601001LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (Australia)	\$1,890.00
1AS601002LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (Europe)	\$1,890.00
1AS601003LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (UK)	\$1,890.00
1AS601004LF	Switchvox SOHO AA60 Appliance Cold Spare (North America)	\$795.00
1AS601005LF	Switchvox SOHO AA60 Appliance Cold Spare (Australia)	\$795.00
1AS601006LF	Switchvox SOHO AA60 Appliance Cold Spare (Europe)	\$795.00
1AS601007LF	Switchvox SOHO AA60 Appliance Cold Spare (UK)	\$795.00

The following SKUs, Descriptions, and MSRP pricing will be **retired** when Switchvox SOHO 4.5 is released:

1AS600001LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (North America)	\$1,890.00
1AS600003LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (Australia)	\$1,890.00
1AS600005LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (Europe)	\$1,890.00
1AS600007LF	Switchvox SOHO AA60 Appliance with 10 Silver Subscriptions (UK)	\$1,890.00
1AS600008LF	Switchvox SOHO AA60 Appliance Cold Spare (North America)	\$795.00
1AS600009LF	Switchvox SOHO AA60 Appliance Cold Spare (Australia)	\$795.00
1AS600010LF	Switchvox SOHO AA60 Appliance Cold Spare (Europe)	\$795.00
1AS600011LF	Switchvox SOHO AA60 Appliance Cold Spare (UK)	\$795.00

## Product Certifications

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

Digium's Switchvox Appliances maintain different certifications.

The AA60 maintains 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 SOHO 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 SOHO 4.5 is compatible with the AA60 Appliance. Switchvox SOHO 4.5 on the AA60 Appliance is compatible with the following Digium board products.

*Note that not all Digium board products are compatible in all Switchvox Appliances.*

- 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

Switchvox SOHO 4.5 on the AA60 Appliance 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



## Quick Start Guide

Switchvox SOHO Quick Start Guides will be available as a PDF at the time of the general product announcement.

## Product Information and Sales Training

Sales training for SOHO 4.5 is provided in webinars for Digium's partners prior to the general availability of Switchvox SOHO 4.5.

## Product Manual

The *Switchvox Administrator's Manual* and *Switchvox User Manual* are available 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

Not Available.

## Press Release

There is no press release scheduled for this release.

## Replaced Product and Upgrade Information

Switchvox SOHO 3.0 has been fully replaced by Switchvox SOHO 4.5.

Once Switchvox SOHO 4.5 is generally available according to the schedule outlined in this document, SOHO 3.0 will no longer be available as a new product offering. On the initial date of availability, SOHO 4.5 will be available as a software update in the Updates section of the Administration web utility to existing customers of SOHO who maintain current User and Software Maintenance Subscriptions.

Customers purchasing new Switchvox Appliances or new CD-ROM copies of Switchvox SOHO at or around the time of the general availability of SOHO 4.5 may find that their units were shipped with SOHO 3.0 software. Customers who receive a new Switchvox Appliance or a Switchvox SOHO CD-ROM loaded with SOHO 3.0 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 SOHO 3.0 to SOHO 4.5 is not mandatory. Digium, however, continuously works forward in its development and will not continue to develop the SOHO line with bug fixes or new features. Customers who contact Digium support with technical issues related to previous versions of SOHO 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 SOHO 4.5 updates.