

Softphone Client instructions

Here are the instructions for setting up a phone extension at home using a Softphone client. You will need to be connected to Exeter's VPN for the phone to work – go here to get connected. <u>https://www.exeter.ac.uk/it/howdoi/vpn/</u>

Downloading the Softphone client

The software is currently version 4.4 service pack 9

To download the software – you'll need to be connected to the internet. Click on this link or copy and paste it into your browser.

https://download.avaya.com/tsoweb/2050/4.4 SP9/setup 404217.exe

The file will request to be downloaded onto your pc. Do this and then run it.

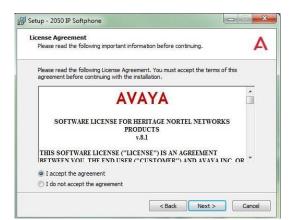
Installing the programme

Choose Next.



Select "Accept".

Click on "Next".



Leave destination folder as is.

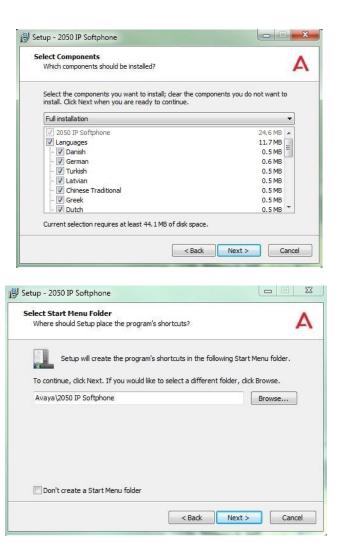
Click on "Next".

Where should 2050 IP Softphone be installed?	4
N	
Setup will install 2050 IP Softphone into the following fold	er.
To continue, click Next. If you would like to select a different folder	r, dick Browse.
C:\Program Files (x86)\Avaya\2050 IP Softphone	Browse
At least 33.2 MB of free disk space is required.	

Choose any language required.

Click on "Next".

Click on "Next".



Е

Α

< Back Install Cancel

< Back Next >

Select both tick boxes if you want shortcuts.

Click on "Next".

Select Additional Tasks	
Which additional tasks should be performed?	F
Select the additional tasks you would like Setup to perfore Softphone, then dick Next.	rm while installing 2050 IP
Additional icons:	
📝 Create a desktop icon	
Create a Quick Launch icon	
< Back	Next > Cancel
< Back	Next > Cancel
< Back	Next > Cancel
- Kack	Next > Cancel
	Next > Cancel
Setup - 2050 IP Softphone	

Destination location: C:\Program Files (x86)\Avaya\2050 IP Softphone

2050 IP Softphone Select a theme for main interface for Avaya 2050 IP Softphone

Setup type: Full installation

elected components: 2050 IP Softphone Languages Danish German Turkish Latvian

\iint Setup - 2050 IP Softphone

Skinned mode
Accessibility mode

Select both tick boxes if you want shortcuts.

Click on "Next".

You may be asked for a theme: leave as skinned unless you need an accessibility based display.

This will complete your installation of the software.

Click Finish.

Setup - 2050 IP Softphone	
> AVAYA 2050 IP SOFTPHONE AVAYA	Completing the 2050 IP Softphone Setup Wizard Setup has finished installing 2050 IP Softphone on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup.
	< Back Finish

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Running the Softphone Client

From your home you'll need to be connected to Exeter University Network via a VPN client,

Click Start > Programs > Avaya > IP Softphone 2050 IP > Softphone 2050

2050 IP Softphone

You should have a desktop icon as well.

Double click the icon on to run the program



To configure the phone.

Click on the top left hand corner.

A menu will appear. Select "Settings".



Go to the Server tab,

Un-tick "Automatic (DHCP)" and enter the following settings and click "Apply".

- Server: Primary
- IP: 10.201.1.6
- Type: CS 1000

in the new server prompt enter

norteltm.ex.ac.uk

Now click "Add".

X A 2050 IP Softphone Settings Profiles Server Avaya Server General Servers License Servers Automatic (DHCP) Theme Features Server: Primary Macros 10.201.1.6 O IP: Audio Sound Devices O Name: Hardware ID Type: CS 1000 -Advanced Audio Listener IP 4100 Retries: 10 Por Notifications DTI Hot Keys Action: 1 Lamp Sounds Кеу Туре Fingerprint: Language Symposium: Expansion Module Personal Call Recording Plantronics USB Headset Provisioning server USB Headset Protocol: TFTP Log Files URL: About Disable DSCP Restore Defaults Reset Help OK Cancel Apply A 2050 IP Softphone Settings Now go to the License Servers tab and Profiles License Servers Avaya Server License Servers Server Address Theme Features Macros Audio Sound Devices Hardware ID Advanced Audio Increase Priority Decrease Priority Remove Listener IP Notifications Hot Keys New server: Lamp Sounds norteltm.ex.ac.uk Add Key Type Language Expansion Module Personal Call Recording Plantronics USB Headset USB Headset Loa Files About Help OK Cancel Apply

After entering all of these settings on the Server and License Server tab and clicking OK.

You will be prompted to restart the soft phone. Click "Yes" to restart the application.

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1. Click the Answer / Handsfree button or click on the line key beside your extension number.

Click **OK** at the bottom of the display to begin using the soft phone client.

Connecting to the Phone network

Enter a node of 2000 and TN of (XXXXXXXXX) This will be

To make / take calls.

Making a phone call

a node and TN.

allocated to you via email.

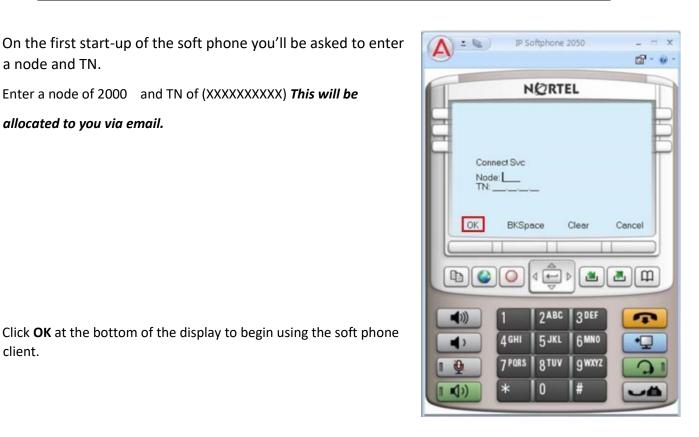
Before making a call, ensure you are wearing your headset.

- 1. Click the Answer / Handsfree button or click on the line key beside your extension number.
- 2. Enter the phone number using the number pad on your keyboard or using the mouse and the soft phone dial pad.

Answering a phone call

To answer a call, ensure you are wearing your headset. When you receive a call, you will hear the soft phone ringer through the ringing speaker and you will see caller ID (if available) on the display area.

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Hold a call

To manage calls, ensure you are wearing your headset. To put a call on Hold, or take a call off Hold:

- 1. Click the Hold button.
- 2. Click the line key beside your extension number to return to the caller.

Some troubleshooting help

To access the settings do the following: Click on the red A – select File choose Settings:



Phone appears to disconnect and reconnect – may happen occasionally- try this:

- Choose Hardware ID
- Now click Auto-create several times
- Click ok

The softphone will restart and hopefully now not reconnect.

Hardware ID	
73-53-DC-41-FB-4D	
Auto-Create	
Restore Defaults	Reset
irmware Version:	
040217	

Audio issues:

- Go into settings as shown above
- Choose the sound devices and look for those matching your headsets etc. or Laptop

Profiles	Sound Devices		Ava
Gerver	Headset or Hapo	feet device	
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udio	Speaker:	Use Windows Default Speaker	×
ound Devices			
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anguage	-		1000
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Personal Call Recording		Ø M	h
Plantronics USB Headset			lute
JSB Headset			
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About	Input sampling i	ate: 48 kHz (default) v	
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		Restore original values	
		Restore original values	
	-		

Profiles			
Server			
License Servers			
Theme			
Features			
Macros			
Audio			
Sound Devices			
Hardware ID			
Advanced Audio			
Listener IP			
Notifications			
Hot Keys			
Lamp Sounds			
Кеу Туре			
Language	OK	Cancel	Apply
Expansion Module	45.45		TF
Personal Call Recording			
Plantronics USB Headset			
USB Headset			
Log Files			

About