

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.

<https://www.exeter.ac.uk/it/howdoi/vpn/>

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.

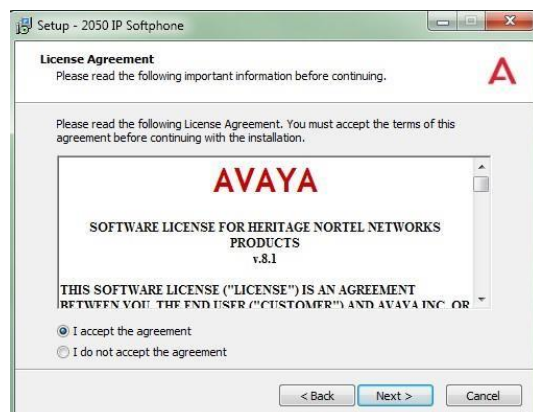
Installing the programme

Choose **Next**.



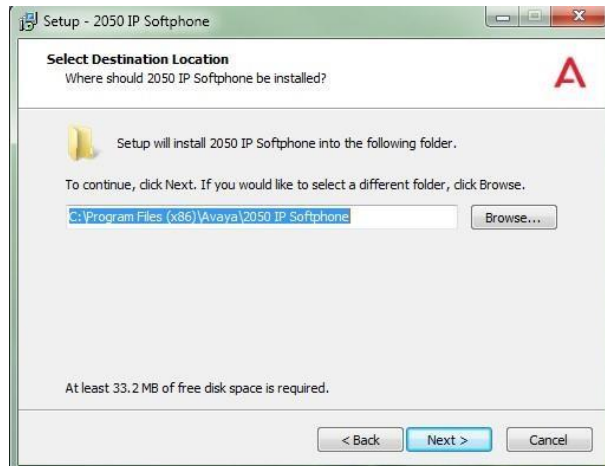
Select **“Accept”**.

Click on **“Next”**.



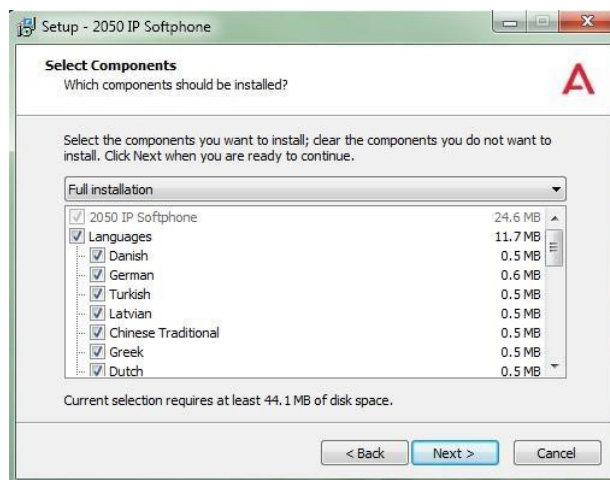
Leave destination folder as is.

Click on **"Next"**.



Choose any language required.

Click on **"Next"**.



Click on **"Next"**.



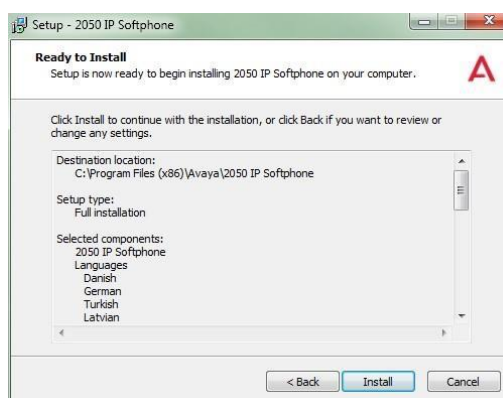
Select both tick boxes if you want shortcuts.

Click on **“Next”**.

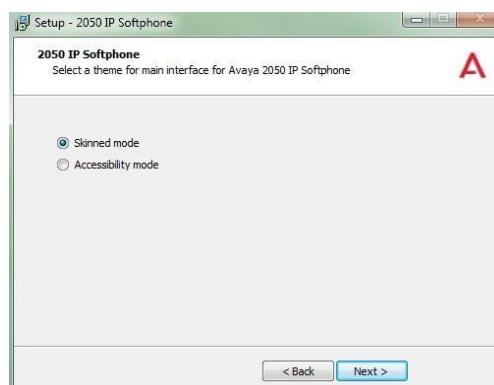


Select both tick boxes if you want shortcuts.

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**.



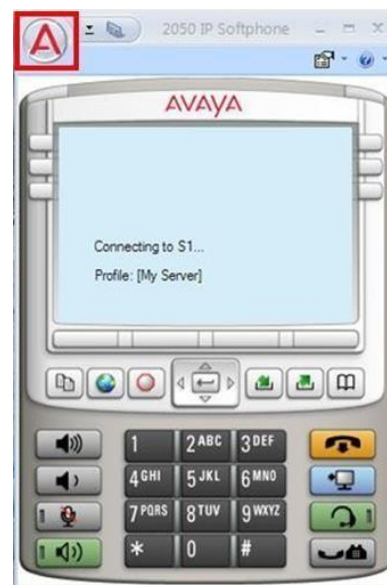
Running the Softphone Client

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

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.

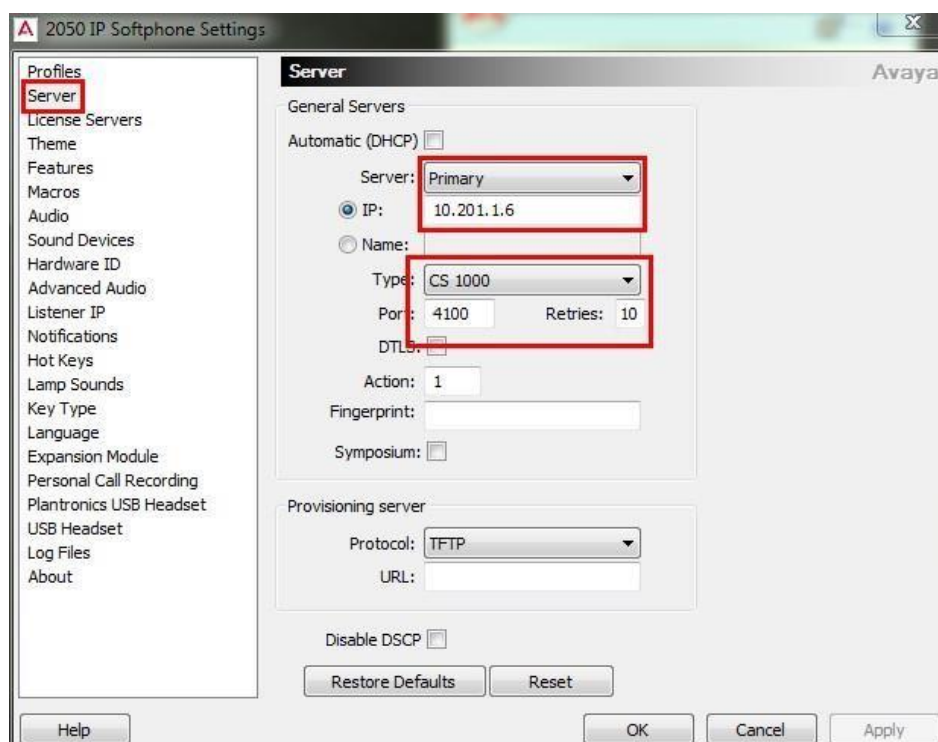
A menu will appear. Select **“Settings”**.



Go to the Server tab,

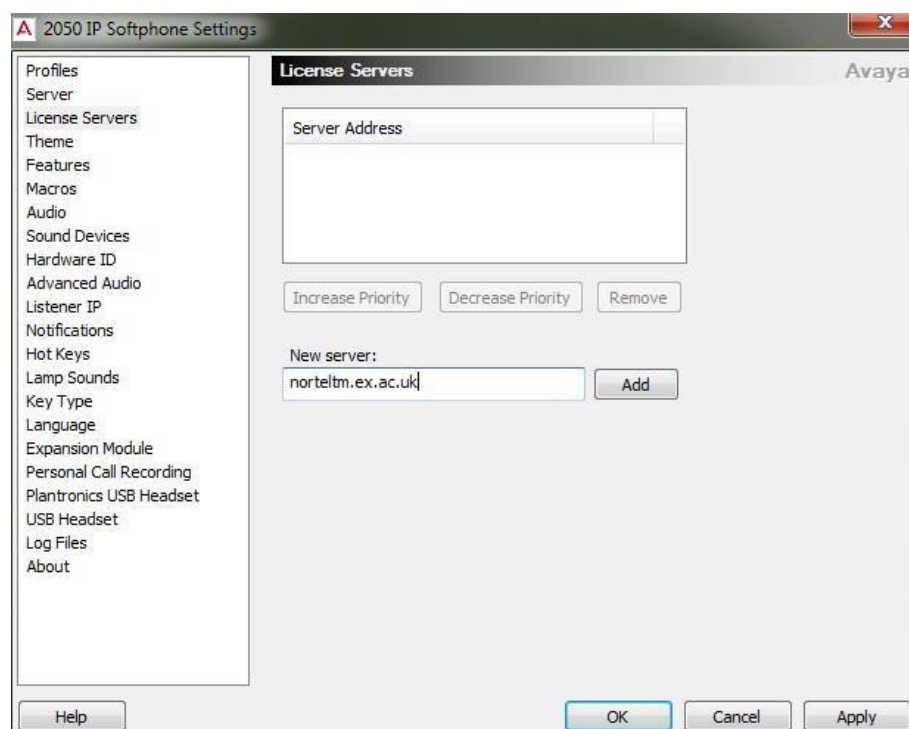
Un-tick “Automatic (DHCP)” and enter the following settings and click “Apply”.

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



Now go to the License Servers tab and in the new server prompt enter **norteltn.ex.ac.uk**

Now click “Add”.



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.

Connecting to the Phone network

On the first start-up of the soft phone you'll be asked to enter a node and TN.

Enter a node of 2000 and TN of (XXXXXXXXXX) ***This will be allocated to you via email.***



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

To make / take calls.

Making a phone call

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.

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

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:

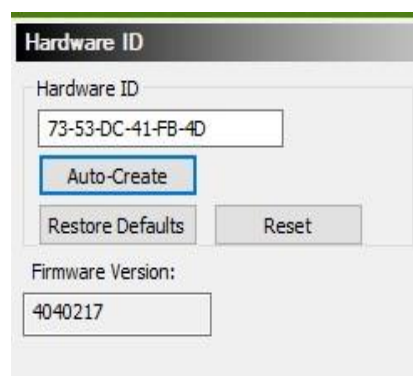
Click on the red A – select File choose Settings:



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

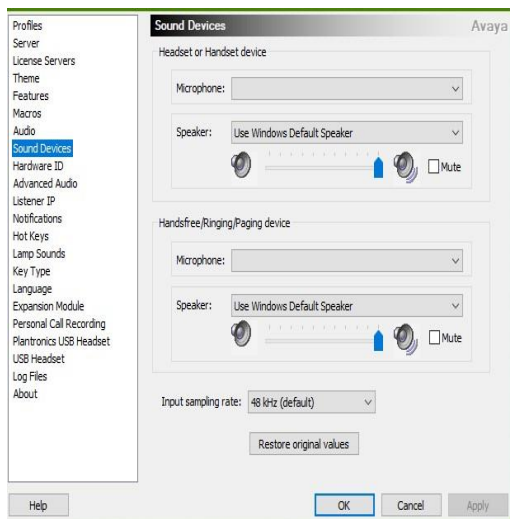
- Choose Hardware ID
- Now click Auto-create several times
- Click ok

The softphone will restart and hopefully now not reconnect.



Audio issues:

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



Profiles
Server
License Servers
Theme
Features
Macros
Audio
Sound Devices
Hardware ID
Advanced Audio
Listener IP
Notifications
Hot Keys
Lamp Sounds
Key Type
Language
Expansion Module
Personal Call Recording
Plantronics USB Headset
USB Headset
Log Files
About

