

# Softphone Client instructions

Here are the instructions for setting up the Softphone client. If you are setting this up at home you will need to be connected to the Exeter University VPN – go here to get connected.

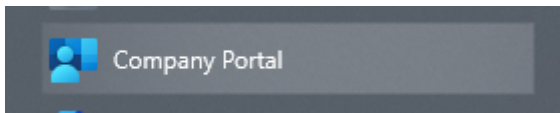
<https://www.exeter.ac.uk/departments/it/howdoi/vpn/>

## Downloading the Softphone client

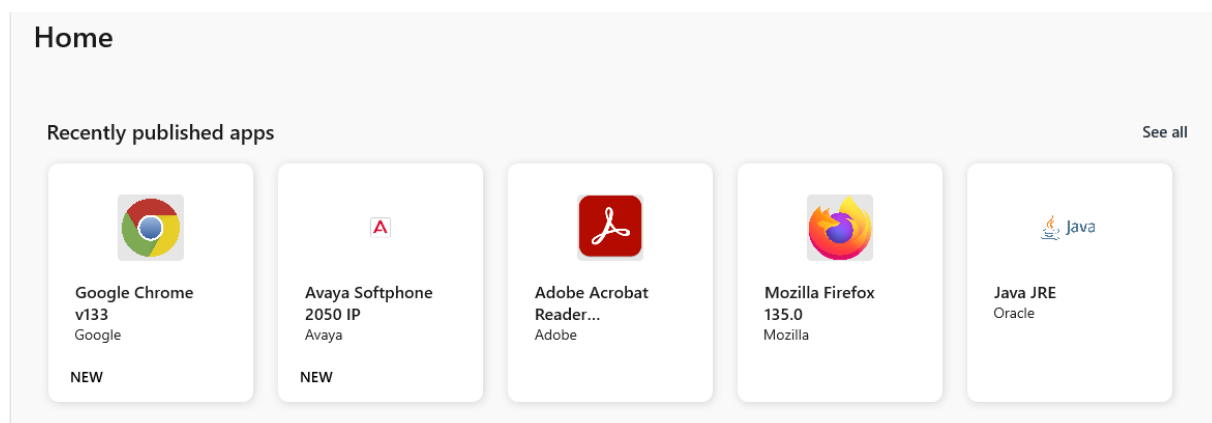
To download the software – connect to the company portal



Left click on the windows icon and then scroll down to



click on it to open it. It will display the below.



Locate the program



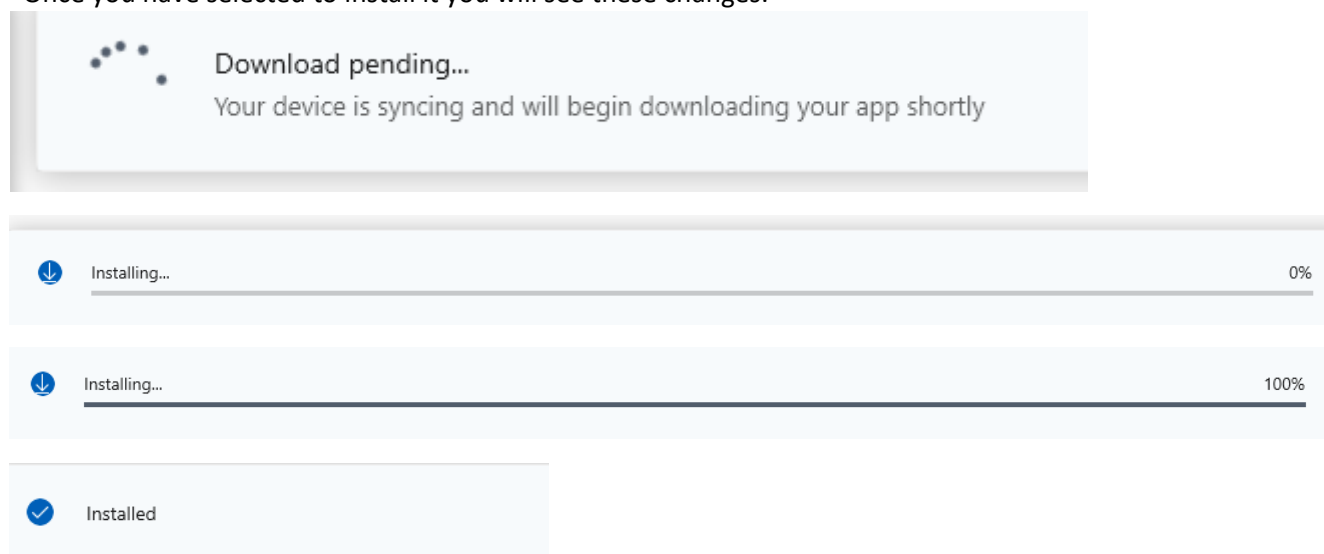
**Avaya Softphone**  
**2050 IP**  
Avaya

**NEW**

Select the Avaya Softphone. Click on the install button

## Installing the programme

Once you have selected to install it you will see these changes:



## Running the Softphone Client

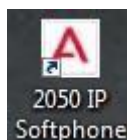
There are still a few settings you need to add to get the phone to be registered to your extension.

*If work from home you'll need to be connected to Exeter University Network via a VPN client)*

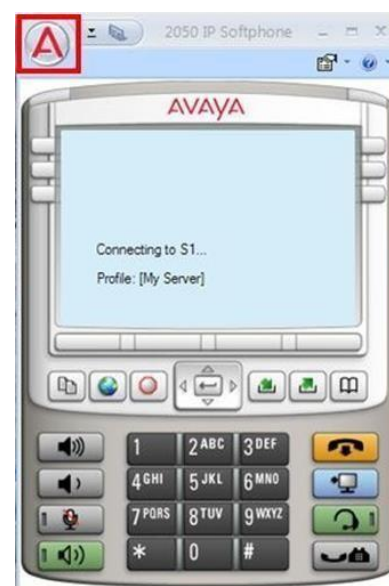
Click Start > Programs > Avaya > IP Softphone 2050 IP > Softphone 2050

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.

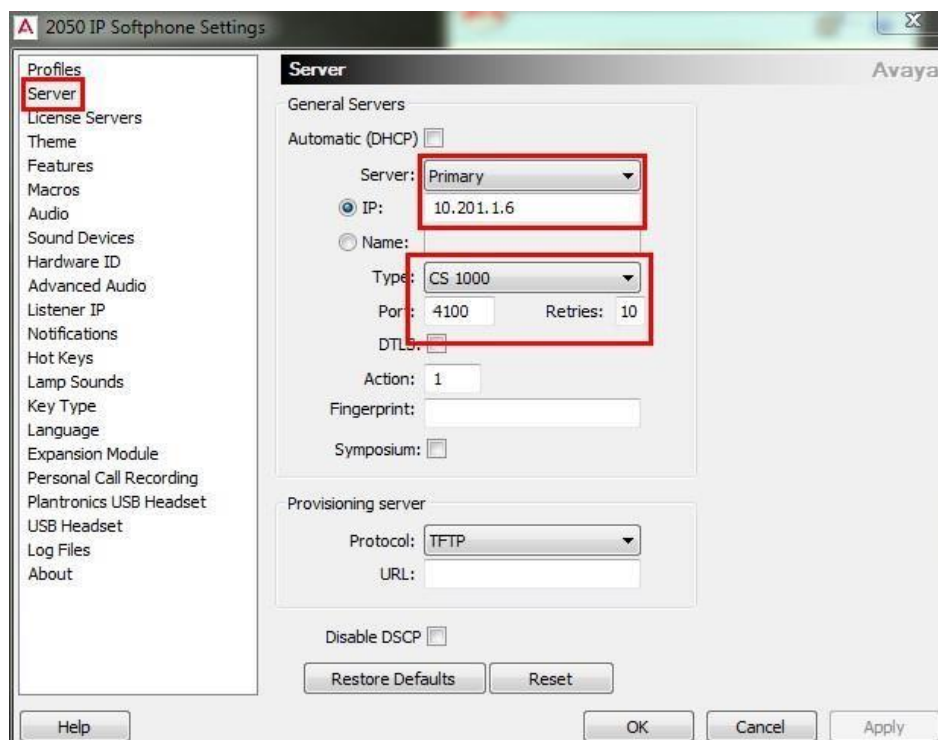
A menu will appear. Select “**Settings**”.



Go to the Server tab,

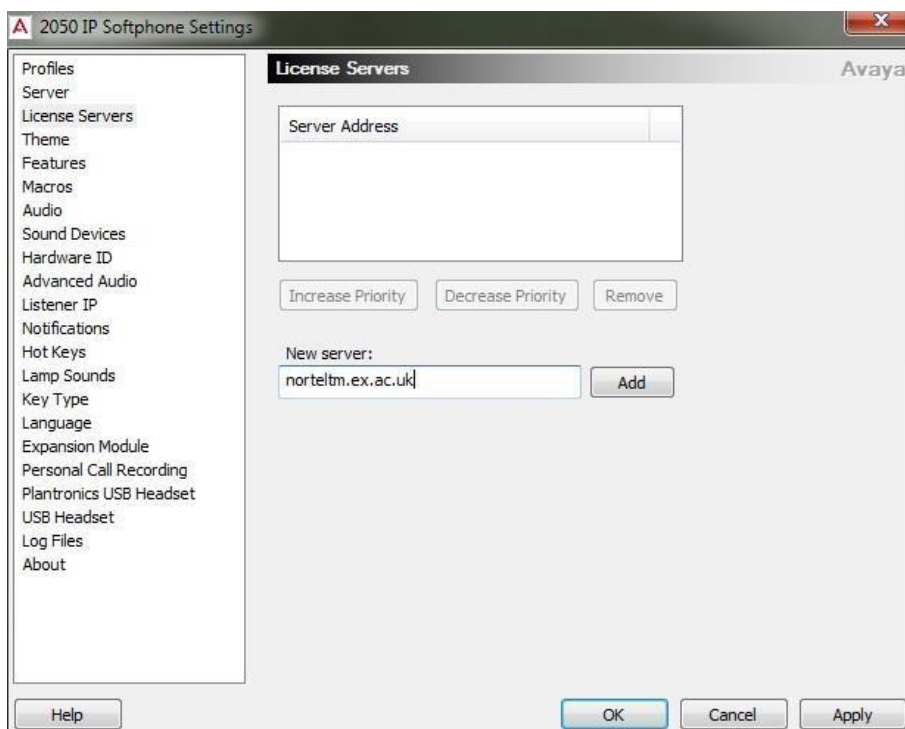
Un-tick “**Automatic (DHCP)**” and enter the following settings and click “**Apply**”.

- **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 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 from the Easy Vista Ticket you raised requesting Softphone access.*

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



Your extension number will be displayed on the right of the display.  
The below shows the functions of the keys.



## 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

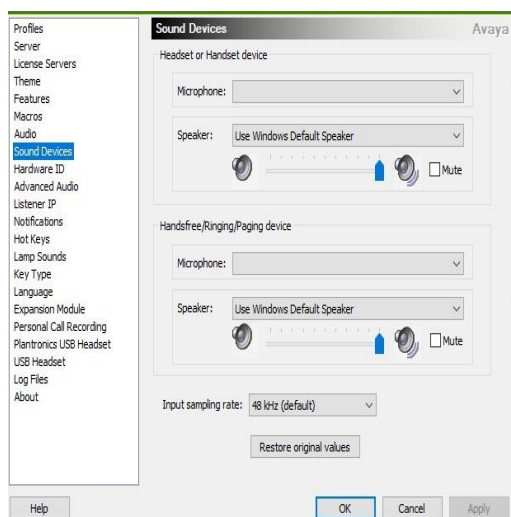
To access the settings, do the following:

Click on the red A – select File choose Settings:



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

