



Product Bulletin

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## Introducing the IP Softphone 2050 Release 3.0

### REVISION HISTORY

Date	Revision #	Summary of Changes
8-February-2008	Original bulletin	This is the original publication

#### ***Introduction***

Nortel\* is pleased to announce the general availability of Release 3.0 for the IP Softphone 2050. Release 3.0 of the IP Softphone 2050 delivers new functionality and enhancements including enhanced security with both signaling and media encryption, expanded wired and wireless headsets, intra-office mobility with Bluetooth and long range wireless headsets, click to call from TAPI applications, automated screen pops for incoming calls, scalability with soft expansion modules, expanded language support, and 30 day try and buy with software licensing.

IP Softphone 2050 Release 3.0, with its initial general availability, is supported on Nortel Communication Server 1000 Release 3.0 and later. IP Softphone Release 1.0 and Release 2.0 will continue to be available for other Nortel Communication Servers where support is offered for the Release 1.0 and Release 2.0 client today. Consult your Nortel representative for further details on support plans for other Nortel Communication Servers with IP Softphone 2050 Release 3.0.

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## ***New Features/Enhancements with IP Softphone 2050 Release 3.0***

### **IP Softphone 2050 RLS 3.0 for Windows PC**

#### **Enhanced Security**

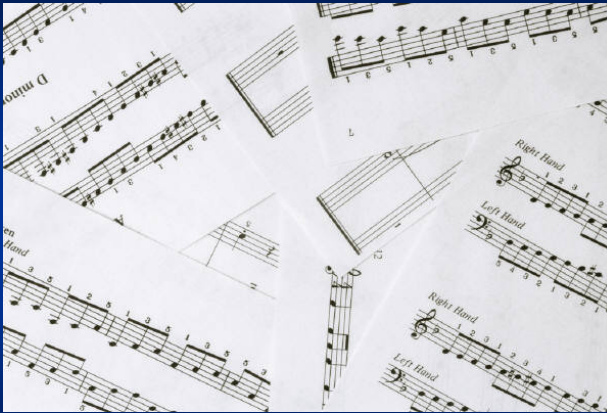
- > Signaling and Media-path encryption added
- > Signaling Encryption
  - Advanced Encryption Standard (AES)128-bit for signaling encryption (call setup, teardown)
  - Requires deployment of Nortel Secure Multimedia Controller 2450 (SMC 2450) on Communication Server 1000
  - Supported on CS 1000 Release 4.5 and later
- > Media Encryption
  - Secure Real Time Protocol (sRTP) support of public key infrastructure (PKI)
    - Interoperable with other IP phones and gateways (RFC 3711)
  - Robust security to address encryption of IP Softphone 2050 media path
    - Prevents eavesdropping, call recording, substitution of voice path
  - Supported on CS 1000 Release 5.0 and later



## IP Softphone 2050 RLS 3.0 for Windows PC Audio Quality Enhancements

- > Global IP Sound (GIPS) Full Voice Engine embedded within client as standard offer
  - State-of-the-art Audio Voice Engine
    - Addresses packet loss concealment up to 30%
      - Invoked as required – no user interaction needed
    - Embedded echo cancellation
  - Increases flexibility
    - Eliminates need for Nortel Enhanced Desktop /Mobile USB Headset Adapter to address audio QoS
    - Expands range of headsets available to customers
- > Voice quality monitoring
  - Supports Proactive Voice Quality Management (PVQM)
    - Aids in troubleshooting and diagnostics with statistical capture
    - Can be disabled by administrator at Nortel Telephony Proxy Server (Communication Server)
- > Automatic Gain Control

**Audio Quality**



- Enhances Communications
- Adds Choice in Headsets

**IP Softphone 2050 RLS 3.0 for Windows PC**  
**Extended freedom at the desktop**

- > Release 3.0 will support standard Bluetooth and Digital Wireless headset profiles
  - Bluetooth Power Class 2 headsets
- > Software integration with Plantronics Voyager 510 & Audio 910 (both Bluetooth) and Plantronics CS 55 Digital Wireless
  - Tighter call control (i.e., call initiate, call release, volume control) at time of GA
    - Maintenance Release (post-GA) will include Plantronics headsets in menu selection
      - Planned for 60-90 days post-GA

**Extended Freedom**



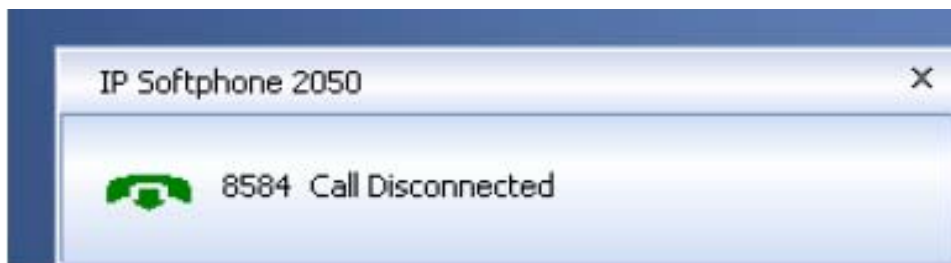
**• “Untethers” the Desktop**  
**• Enhanced User Experience**

## **IP Softphone 2050 RLS 3.0 for Windows PC TAPI Support/Drag and Drop Dialing**

- > Release 3.0 adds Microsoft Telephone Applications Protocol Interface (TAPI 3) support
- > Confined to basic call handling (Make Call, Answer, Release).
  - Provides only the Assisted and Basic Telephony levels of TAPI
    - See TAPI Levels of Service in the MSDN library
  - Refer to Microsoft's TAPI documentation for specific API descriptions
- > What is NOT supported
  - Supplementary IP Softphone 2050 telephony functionality such as Hold, Transfer, Conference, Park etc are NOT supported with this feature
  - Extended IP Softphone 2050 telephony functionality such as the Call Recording feature is NOT accessible from this feature
- > Convenience of Drag and Drop Dialing
  - Ability to Drag and Drop (or copy and paste) a number onto the Call Control Window (the display) to dial it
  - Supported from MS Outlook, Word, Excel applications

## IP Softphone 2050 Release 3.0 for Windows PC Screen Pops

- > Provides incoming call and call disconnect notification
  - When IP Softphone 2050 is minimized to taskbar system tray
- > Shows active directory number, calling party name (if available) and calling party number (if available)
  - Answer icon to answer call
  - Open icon maximizes 2050 application
  - Close icon ignores call and removes screen pop
- > Supported in both Release 3.0 and Release 2.2.264 or later
  - Supported on CS 1000 4.5 and later
  - CS 1000 patch MPLR24248 required

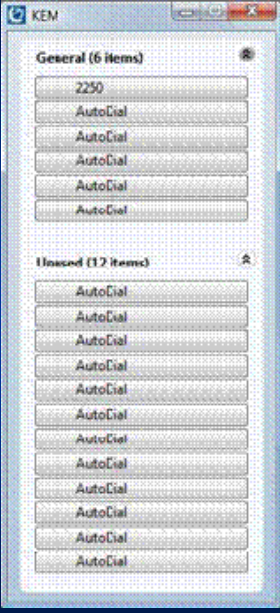


## IP Softphone 2050 RLS 3.0 for Windows PC

### Added Scalability

- > Soft Expansion Module for added scalability
  - 18 user-programmable line/feature appearances per module
    - 10 character fields per line for entry
- > Ideal for workgroups, contact center agents wishing to add “human touch points”
- > Up to three modules supported per IP Softphone 2050 for Windows PC client
- > Up to 54 additional appearances
  - Modules do not support CS 1000 shift function
- > Flexible Ergonomics
  - Can be flexibly located anywhere on the PC
    - Attached to or detached from the 2050 PC client
  - Grouping of keys by users supported
- > Platform support
  - CS 1000 Release 5.0 and later

## Scalability



The screenshot displays a software window titled 'KEM' with a 'General (6 items)' section containing one text field with '2250' and five 'AutoDial' buttons. Below it is a 'Trunked (12 items)' section containing twelve 'AutoDial' buttons.

- **Enhances Service Levels**
- **Adds Flexibility at Desktop**



## IP Softphone 2050 RLS 3.0 for Windows PC Expanded Language Support

- > Release 3.0 expands language support
  - Prompts and Help Menus
- > IP Softphone 2050 for Windows PC:
  - Simplified and Traditional Chinese
  - Traditional Japanese (Kanji)
  - Greek
  - Hebrew
  - Arabic
  - Korean
- > Platform support:
  - CS 1000 Release 5.0
- > Localized Help Menus (EMEA)
  - Support planned with post-GA Maintenance Release



## IP Softphone 2050 RLS 3.0 for Windows PC Software Licensing

- > Software license will now be required on a per client basis
  - To connect to a Nortel Communication Server and make a call
- > IP Softphone 2050 RLS 3.0 supports “pool-of-users” concept licensing
  - Licensing server for “concurrent use” licensing
    - Example – 20 active users – purchase 20 (or more) software licenses
  - Runs on a PC which is customer supplied
    - Windows Vista, XP, 2000, 2003 Server, 2000 Server – not need be dedicated server
    - Licensing Server components: Licensing Manager, FlexNET Administration tools (command line tools that come with the installer), LMTool (a GUI based equivalent to Flexnet), and NortelIP.exe file for providing license rights to 2050 clients
- > Ordering entitlement and fulfillment is via Nortel Keycode Retrieval System
  - [www.nortel.com/support/tools/krs](http://www.nortel.com/support/tools/krs)
- > **Upon initial installation, client is active under a 30-day “evaluation” period**
  - Grace period for customers to enable their Licensing Server(s) infrastructure
- > Server redundancy
  - In event of an active License Server failure – reverts to standby
  - Rehosting of License Keys can be handled by local administrator for faster response
- > If IP Softphone 2050 is unable to connect to a License Server, an active License (referred to as a “checkout license”) is then cached for 5 days within the 2050 registry to provide connectivity
- > Ability to return both active and inactive licenses

## **IP Softphone 2050 RLS 3.0 for Windows PC Ordering Information/Pricing**

- > Release 3.0 Pricing
  - New client price:
    - NTDW84BA – N0160843 - IP Softphone 2050 RLS 3.0 New User License (CS 1000)
      - MSRP = \$50
  - Upgrade pricing (for installed base Release 1.0/2.0 upgrades to 3.0)
    - NTDW84CA – N0160844 - IP Softphone 2050 Upgrade License from RLS 1 and 2 (CS 1000)
      - MSRP = \$35
      - 30% discount off new client price at MSRP for installed base
        - Incentive for migration to new release for new feature content
  - IP Softphone 2050 Software CD Package (CS 1000)
    - NTDW82FA – N0160846 - IP Softphone 2050 Software CD Package (CS 1000)
    - Intended for customers wishing to have a CD copy of the IP Softphone 2050 Rls 3 install file and User's Guide (CS1000) on premise.
      - \* For unlimited installs, requires separate keycode license after 30 day trial period
      - \*\* CE will not be available for ordering until after February 18, 2008

## Where to locate more information

- > IP Softphone 2050 for Windows PC
  - Release 2.x
    - Nortel.com
      - [http://products.nortel.com/go/product\\_content.jsp?segId=0&catId=null&parId=0&prod\\_id=24043&locale=en-US](http://products.nortel.com/go/product_content.jsp?segId=0&catId=null&parId=0&prod_id=24043&locale=en-US)
    - PIC
      - [https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN\\_prodDoc.jsp?BkMg=0&prodID=24043&progSrcID=-8026&whereClause=23&curOid=12460](https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN_prodDoc.jsp?BkMg=0&prodID=24043&progSrcID=-8026&whereClause=23&curOid=12460)
  - Release 3.0
    - PIC: [https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN\\_prodDoc.jsp?BkMg=0&prodID=64641&progSrcID=-8026&whereClause=23&curOid=12460](https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN_prodDoc.jsp?BkMg=0&prodID=64641&progSrcID=-8026&whereClause=23&curOid=12460)
- > Secure Multimedia Controller 2450 (SMC 2450):
  - Nortel.com
    - [http://products.nortel.com/go/product\\_content.jsp?segId=0&parId=0&prod\\_id=54400&locale=en-US](http://products.nortel.com/go/product_content.jsp?segId=0&parId=0&prod_id=54400&locale=en-US)
  - PIC
    - [https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN\\_prodDoc.jsp?BkMg=0&prodID=54400&progSrcID=-8026&whereClause=23&curOid=12460](https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN_prodDoc.jsp?BkMg=0&prodID=54400&progSrcID=-8026&whereClause=23&curOid=12460)
- > Proactive Voice Quality Management (PVQM)
  - Nortel.com:  
[http://products.nortel.com/go/product\\_content.jsp?segId=0&parId=0&prod\\_id=52280&locale=en-US](http://products.nortel.com/go/product_content.jsp?segId=0&parId=0&prod_id=52280&locale=en-US)
  - PIC: [https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN\\_prodDoc.jsp?BkMg=0&prodID=52280&progSrcID=-8026&whereClause=23&curOid=12460](https://app12.nortelnetworks.com/cgi-bin/mynn/home/NN_prodDoc.jsp?BkMg=0&prodID=52280&progSrcID=-8026&whereClause=23&curOid=12460)

**IP Softphone 2050 Release 3.0  
Communication Server 1000 Dependencies**

**(Note: This table identifies what new i2050 3.0 features are supported on which CS1K version and/or any associated patches required to enable the feature)**

Feature Name	2050 for Windows PC	CS 1000 Rel 3.0	CS 1000 RLS 4.0	CS 1000 RLS 4.5	CS 1000 RLS 5.0	CS1000 RLS 5.5
SRTP (Media Encryption)	Yes	No	No	No	Yes	Yes
Signaling Encryption	Yes	No	No	Yes	Yes	Yes
Soft Expansion Module	Yes	No	No	No	Yes	Yes
Active Call Failover	Yes	No	No	Yes	Yes	Yes
Software Licensing	Yes	Yes	Yes	Yes	Yes	Yes
Telchemy (data capture for debugging)*	Yes	No	No	Yes MPLR24100	Yes MPLR24100	Yes
Headset Transducer **	Yes	No	No	Yes MPLR24100	Yes MPLR24100	Yes
Incoming Call Notification (pop-up)*,**	Yes	No	No	Yes MPLR24248**	Yes MPLR24248*	Yes MPLR24248*
New Supported Languages	Yes	No	No	No	Yes	Yes

\* CS 1000 software patch required – Three CS100 patches are available (MPLR24100, MPLR24248 and MPLR25221 (same as MPLR 24248 but for rel 4.5 systems))

\*\* Feature also supported on IP Softphone 2050 RLS 2.2

***Removed Features***

IP Softphone 2050 Release 1.0 and 2.0 features, which are no longer supported within IP Softphone 2050 Release 3.0 include: None.

***Deferred Features***

Headset interoperability with Plantronics mobile headsets has been deferred until Release 3.1. These headsets will still function with Release 3.0 but these headsets do not appear in the setup menu and local controls such as on/off hook from the headsets will not work until Release 3.1.

Localized Help files for French, German, Spanish, Portuguese, Swedish, Russian, Latvian, Finnish, Simplified and Traditional Chinese, Japanese, Greek, Hebrew, Arabic, and Korean will not be available until Release 3.1.

## Identification

This new software identifies itself as:

Version: 3000197  
IT Type: 0x20 (IP 2050 Softphone)  
PEC: 4457343331313030 (DW431100)  
UNIStim Version: 2.9  
Installation File Name: setup.exe  
Installation File Size: 32,479,031 bytes  
Nortel System Watch Utility Checksum for setup.exe: 3067964694

- Version 3 software can be identified by 3 at the beginning of the version string.  
Example 3000197.
- Minor releases can be identified by the 2<sup>nd</sup> and 3<sup>rd</sup> digit of the version string. Example 3000197
- Specific build numbers can be identified by the last 4 digits of the versions string.  
Example 3000197

### ***Advisements for Release 3.0 (Build 0197)***

Below are known issues that are unresolved in B0197. Although still unresolved, they are non-service affecting and are deemed not to be critical as to prevent this software release going to general availability. It is our intention to provide a maintenance release with these known issues resolved. Consult your Nortel representative for further details.

Q01794516 (P3): When the IP Softphone 2050 V3 is started you may experiences a delay when connecting to the CS 1000 via the SMC2450 when using the Secure Unistim feature. The set displays 'Server unreachable' and does a 30 sec time out. This issue will not be seen at sites not using the Secure Unistim feature.

Workaround:

If you press the “now” button on the Client display the Client will connect immediately. Alternatively you can wait 30 seconds and the client will connect automatically after the timeout.

## ***Acquiring the Software and Documentation***

The IP Softphone 2050 (Release 3.0) software is available from the Nortel website at [www.nortel.com](http://www.nortel.com) . The user may download it and install it for free on his or her PC. Once installed the user has a free 30 day trial period. At the end of thirty days the user must purchase a keycode license for his I2050 Release 3 in order to continue usage of the product.

For installed base customers with IP Softphone 2050 Release 1.0 or 2.0 wishing to upgrade to Release 3.0, a special upgrade keycode may be purchased at a reduced price.

Note that as Communication Server 1000 is the Nortel server supporting Release 3.0 at time of this bulletin, Release 2.0 remains available for purchase for other Nortel Communication Servers that support the client. Consult your Nortel representative for further details on client support.

The respective part numbers for the IP Softphone 2050 Release are as follows:

IP Softphone 2050 Release 3.0 New User License (CS1000)	NTDW84BA – N0160843
IP Softphone 2050 Release 3.0 Upgrade License for Release 1.0/2.0 Users (CS1000)	NTDW84CA – N0160844
CD for disk copy of IP Softphone 2050 RIs 3.0 Install File and User's Guide (CS1000) *For unlimited installs, requires separate keycode license after 30 day trial period **Not available until Feb 18	NTDW82FA – N0160846

The use of the USB Audio Kit (similar to that of Release 1.0) is required to ensure the highest-audio quality performance and to receive Nortel technical support on this product if experiencing poor audio performance.

The headsets which are support by the Nortel USB Adapter supported are as follows:

GN Netcom DuraPlus Binaural Headset
GN Netcom DuraPlus Monaural Headset
GN Netcom GN2100 Monaural Headset
GN Netcom GN2115 ST Binaural Headset
GN Netcom GN2117 ST Monaural Headset
GN Netcom GN2125 NC Binaural Headset
GN Netcom GN2220 NC Monaural Headset
GN Netcom GN2225 NC Binaural Headset

All of these headsets are orderable directly from GNNetcom.

The new features introduced in the IP SoftPhone 2050 Release 3.0 software have resulted in updates to the IP Phone documentation suite to describe these new features. The updated *User Guide* is available in English, German, French, Japanese and Portuguese on the CD ROM.

The documentation can be found on Helmsman at

<https://app49.nortelnetworks.com/cgi-bin/HelmExpress/srchlite?Collection=IP2050&SEARCH=Power+Search&PF=m&srchTerm=&boolSelection1=AND&srchTerms1=&sl=&CollCount=1&SearchType=2&ShowMeta=1&ShowDates=2&SortOrder=1&startDoc=1&sl=@7.0/>

and at

<http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=10601> .

Specific documentation is as follows:

553-3001-368 Revision 14.0	IP Line: Description, Installation, and Operation
NN-43119-101, Revision 02.01	IP Softphone 2050 for Communications Server 1000 User Guide for
NN-10300-053 Revision 5.0	IP Softphone 2050 Call Center User Guide
NN-43001-368 Revision 02.02	IP Phones Fundamentals
NN-43119-105 Revision 01.01	IP Softphone 2050 for Communications Server 1000 Quick Reference Card
NN-43119-101 Revision 02.01	IP Softphone for Communications Server 1000 Call Center User Guide

### ***Compatibility and Enablement on Nortel Communication Servers***

As with other Nortel IP Phones, the IP Softphone 2050 Release 3.0 requires an IP Software User License to support the each phone deployment. The IP Software User License would be the same as for IP Phone 2004, IP Phone 2002, IP Phone 1140E, IP Phone 1120E, IP Phone 2007 or IP Softphone 2050 Release 1.0. Additionally, IP Softphone 2050 Release 3.0 requires a keycode license for the softphone itself to operate beyond the 30 day trial period.



IP Softphone 2050 Release 3.0, at time of introduction, shall be supported on Nortel Communication Server 1000 3.0 and later.

Plans for support on other Nortel servers including BCM, BCM 50, SRG and SRG 50 are under formulation at this time. These servers continue to support Release 1.0 and 2.0 of the IP Softphone 2050. Please contact your Nortel representative for further timing details on Release 3.0 support for Servers of interest.

### **Support**

Mechanisms for opening a Trouble Ticket:

Contact appropriate Call Center (High Priority/Business Critical issues)

- For EMEA, call 00 800 8008 9009 or use The Customer Service Request Web page on Nortel.com
- For NA, call 1800-4NORTEL or use The Customer Service Request Web page on Nortel.com
- For Asia Pacific, call 100-NORTEL

Raise Case via the Nortel Networks E-Service Portal

- For low priority issues such as documentation or feature enhancement requests
- For Channel Partners and customers with Service Agreements (requires Username and password)

Go to the web link below and select "Service Requests" from the left hand margin,

<https://app33.nortelnetworks.com/cgi-bin/eserv/cs/main.jsp>

Utilize the GA ERS code of 2234 when opening a trouble ticket to expedite handling of the ticket.

### **Training Courses**

Affected training courses:

Nortel Communication Server 1000E Installation and Commissioning – Release 5

CS1K 5.5 FCT 3/17/08 0763C

Nortel Communication Server 1000 5.0 Engineering and Network Design

CS1K 5.5 FCT 2/4/08 0767C

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