



## Nortel IP Softphone 2050 Maintenance Release 3.4

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### Background:

Nortel is pleased to announce the general availability of a maintenance release for the IP Softphone 2050 Release 3.4 (Build 3.4.003) for Windows PC. This maintenance release delivers several minor enhancements to the IP Softphone 2050 as well as a large number of fixes.

### Analysis:

Nortel IP Softphone 2050 Maintenance Release 3.4 delivers enhancements to Nortel's IP Telephony Solution and delivers general quality improvements.

The enhancements available with the Nortel IP Softphone 2050 Maintenance Release 3.4:

- Support for Microsoft Windows 7
- Log file improvements

For complete details on the new enhancements please refer to the attached bulletin P-2009-0149-Global

In addition to delivering the enhancements listed above, the IP Softphone 2050 Maintenance Release 3.4 also continues to improve the overall quality of the Softphone firmware through the delivery of ongoing resolution of CRs and closed cases. Numerous quality improvements have been delivered, and 7 customer cases have been closed in IP Softphone 2050 Maintenance Release 3.4.

### Recommendations:

Nortel recommends an upgrade to this maintenance release at the earliest opportunity. This software release is compatible with the following Nortel Call Servers:

- CS 1000 Release 6.0
- CS 1000 Release 5.5
- CS 1000 Release 5.0
- CS 1000 Release 4.5
- CS 2100 CICM 10.1 MR on Release SE10, SE11 and SE13

### Required Actions:

Those users who have purchased and installed Release 3.0 and later may proceed to download the upgrade version of

3.4. If the software has not been installed, the full 3.0 installation must be done first:

**Full Software Download Instructions:**

To download the complete software file from the Nortel web site, follow these instructions:

Note: You will need to login to complete the steps below.

1. Access the [www.nortel.com/support](http://www.nortel.com/support) web site.
  2. Select "Phones, Clients & Accessories".
  3. Select "IP Softphone 2050" on the Phones, Clients & Accessories page.
  4. Select "Software Downloads" on the IP Softphone 2050 page. Select "Major Release"
  5. Select the "IP Softphone 2050 Release 3.0" link.
  6. Download either the .exe file or the Windows MSI file as required for the IP Softphone 2050 client software which is installed on each PC.
  7. Download the "Licence Server Software" which is installed on a customer-provided PC and provides licences to each installed IP Softphone 2050 client.
  8. Refer to the applicable NTP for instructions on installing and configuring.
- Release 3.4 Maintenance Upgrade Software Download Instructions:

To download the upgrade file from the Nortel web site, follow these instructions:

Note: You will need to login to complete the steps below.

1. Access the [www.nortel.com/support](http://www.nortel.com/support) web site.
2. Select "Phones, Clients & Accessories".
3. Select "IP Softphone 2050" on the Phones, Clients & Accessories page.
4. Select "Software Downloads" on the IP Softphone 2050 page. Select "Maintenance Release"
5. Select the "IP Softphone 2050 R3.04.0003" link.
6. Download either the .exe file or the Windows MSI file as required for the IP Softphone 2050 client software which is installed on each PC.
7. Refer to the applicable NTP for instructions on installing and configuring.

**Attachments:**

[Click here to access attachments \(1 attachments\)](#)

**Products and Releases:**

The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Phones & Accessories-IP-IP Softphone 2050	3.0 Build 197
Phones & Accessories-IP-IP Softphone 2050	3.1
Phones & Accessories-IP-IP Softphone 2050	3.2
Phones & Accessories-IP-IP Softphone 2050	3.3

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**REFERENCE:  
PRE-REQUIRED PATCH:  
PATCH ID:**

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Nortel recommends any maintenance activities, such as those outlined in this bulletin, be completed during a local maintenance window.

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