



Nortel Communication Server 1000

IP Softphone 3456 Administration Guide

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New in this release

The following sections detail what's new in *IP Softphone 3456 Administration Guide* (NN43080-300) for Nortel Communication Server 1000 Release 6.0:

- [Features \(page 4\)](#)
- [Other changes \(page 4\)](#)

Features

The *IP Softphone 3456 Administration Guide* (NN43080-300) is new for CS 1000 Release 6.0.

Other changes

Revision history

June 2009	Standard 01.01. This document is a new NTP for Communication Server 1000 Release 6.0.
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Introduction

IP Softphone 3456 Administration Guide (NN43080-300) describes the tasks that an administrator must complete before a user can install and use IP Softphone 3456.

Navigation

- [Planning and Engineering \(page 8\)](#)
- [IP Softphone 3456 requirements \(page 8\)](#)
- [Troubleshooting \(page 11\)](#)

Administration fundamentals

This section describes basic information about IP Softphone 3456 that an administrator should know.

Navigation

- [Dialing plan \(page 6\)](#)

Dialing plan

Using the IP Softphone 3456, you can dial outgoing numbers in several formats. IP Softphone 3456 automatically modifies several phone number formats for proper operation dialing with the CS 1000. For example, if you dial 6-555-5172, IP Softphone 3456 removes the hyphens (-) characters as well trims any spaces before placing the call. Depending on the CS 1000 configuration, a typical North American setup may require users to dial a 9 before local calls and a 6 before long distance or internal ESN calls. For example, if you dial someone at 5172 (local 6135555172), that person may be reached using the following ways:

- 4 digit DN dialing = 5172 (some locations may have 5 digit DNs)
- Local 10 digit calling = 96135555172
- Local 7 digit dialing = 95555172
- Long distance dialing = 616135555172
- ESN dialing = 65555172
- E.164 dialing = +16135555172

IP Softphone 3456 has a configurable dialing plan field which performs the preconfigured normalization on the number before placing the call. Under the Account Settings tab a dialing plan may be provided, for example, *Dialing plan = xxxxT/3xxxxxxxT/+x.T;match=2;pre"6"*

This example tries to match the number provided to three rules which are separated by the pipe symbols (|). The first rule is xxxxT which matches a 4-digit extension but allows more time to receive digits in case the user does not complete entering the number. No modification is performed on 4-digit numbers. The second rule is 3xxxxxxxT which matches a 7-digit number

starting with 3. This indicates a typical ESN number such as 3555172. If the user does not enter more numbers a 6 is prepended to the front of the number making it dialed as 65555172. The last rule matches any length number starting with + (E.164). No modification is performed to these E.164 numbers.

Depending on the CS 1000 configuration, some variation of these rules may need to be configured to add the correct outbound prefix to the number. For example, if a site requires users to enter "8" before a UDP number, the rule must be modified as follows: *Dialing plan = xxxT/3xxxxxxT/4xxxxxxT/+x.T;match=2;pre"8"; match=3;pre"8".*

For more information about dialing plan syntax and descriptions, see the IP Softphone 3456 help documentation.

Planning and Engineering

This section describes planning and engineering requirements for IP Softphone 3456.

Navigation

- [IP Softphone 3456 requirements \(page 8\)](#)
- [Recommended Audio Devices \(page 8\)](#)
- [Network Requirements \(page 9\)](#)
- [CS 1000 Server Configuration \(page 9\)](#)
- [Limitations \(page 9\)](#)

IP Softphone 3456 requirements

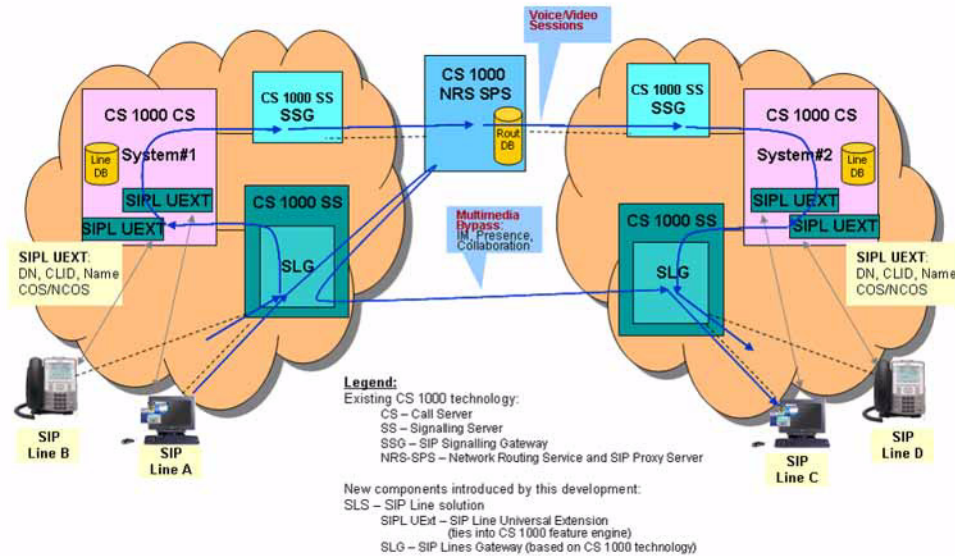
The following are required for the IP Softphone 3456 soft client.

- Processor:
 - Minimum: Intel Pentium III 1.3GHz or equivalent
 - Optimal: Pentium 4 2.4 GHz or equivalent
- Memory— 512 MB RAM
- Hard Disk Space—50 MB
- Operating system:
 - Windows 2000
 - Windows XP
 - Windows Vista
- Connection—IP network connection (broadband, LAN, wireless)
- Sound Card— Full-duplex, 16-bit
- Licence Key—IP Softphone 3456 Licence Key

Recommended Audio Devices

Any headset with a microphone and speakers will work; however, for optimal audio experience, a USB headset is recommended.

The following graphic shows the Communication Server 1000 Release 6.0 or later with SIP Line feature.



To use the IP Softphone 3456, you must configure CS 1000 Release 6.0 and confirm that the basic functions of the switch are working. For detailed installation, configuration, and upgrade information, see the CS 1000 Release 6.0 documentation. Also, ensure that you apply all the latest deplist patches to the system.

Simultaneous Ring (SimRing) can be used for both the IP Softphone 3456 and other phone sets.

Limitations

This section describes the limitations of IP Softphone 3456.

MWI DN Settings for CallPilot Mailbox

For CallPilot 3.1 and earlier, only one Message Waiting Indicator Directory Number (MWI DN) is supported. From MWI, you can select UEXT (L0 DN) or non-UEXT (primary DN). This limitation also exists with third-party voicemail systems.

One SIP phone supported for each user

Only one SIP phone is supported at a time for each user. For example, a SIP hard phone and a SIP soft client cannot be logged on at the same time for same user account. Call forking at SIP level is not supported. Only a single SIP client can run on a single IP address. Same user cannot be logged in more than one place.

Attention: If you start up and log onto a second SIP client, the first client is automatically logged out.

Name Dialing

Name Dialing is not supported.

Localization

Localization is not available.

Troubleshooting

This section describes troubleshooting tips.

Navigation for troubleshooting

- [Configuration changes do not work \(page 11\)](#)
- [Call Detail Reporting \(page 11\)](#)
- [Enabling SIP tracing \(page 11\)](#)

Configuration changes do not work

When making configuration or preference changes, ensure that you first select the account to which to apply the change. By default, the first account in the list is selected (not the default enabled account) when you open the preferences and account settings.

Call Detail Reporting

Call Detail Reporting (CDR) is available for all universal extensions (UEXT) and Session Initiation Protocol (SIP) trunks. This is preexisting CS 1000 functionality.

Enabling SIP tracing

IP Softphone 3456 has SIP trace capability to assist in debugging. To enable tracing, complete the following procedure.

Procedure steps

Step	Action
1	Open the Preferences window.
2	In the right pane, click Telephony Preferences .
3	In the left pane, click the Diagnostics tab.
4	On the Diagnostics page, from the Log Level list select one of the following logging levels: • None

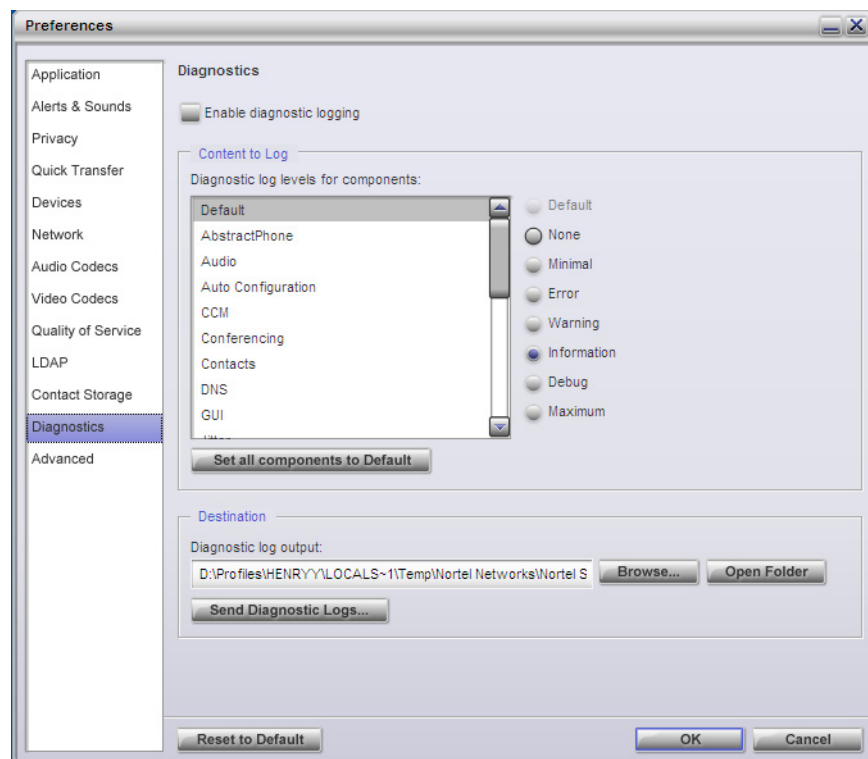
- **Failures**
- **Errors**
- **Warnings**
- **Status Messages**
- **Debug Message**
- **Trace Messages**

- 5 Click **Apply** to save your changes.
- 6 Click **OK** to close the **Preferences** window.

--End--

The following figure is an example of the Diagnostics page.

Telephony Preferences - Diagnostics



Procedure job aid

To view trace logs, on the Diagnostics page, click Open Log Folder. This takes you to the file location which is C:\Documents and Settings\<username>\Local Settings\Application Data\Nortel Networks\Notes Nortel IP Softphone 3456\Diagnostics.

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