



## IP Softphone 2050v2 Vista Compatibility Configuration - BCM

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### Background:

A product issue has been identified with the IP Softphone 2050v2, which is the currently supported softclient for the Business Communication Manager (BCM) phone system. This product issue (CR Q01863946) results in impaired audio performance when the 2050v2 client is used on a PC running the Microsoft Vista operating system. This bulletin details the necessary configuration steps to prevent audio quality problems when using the IP Softphone 2050v2 on a Vista PC.

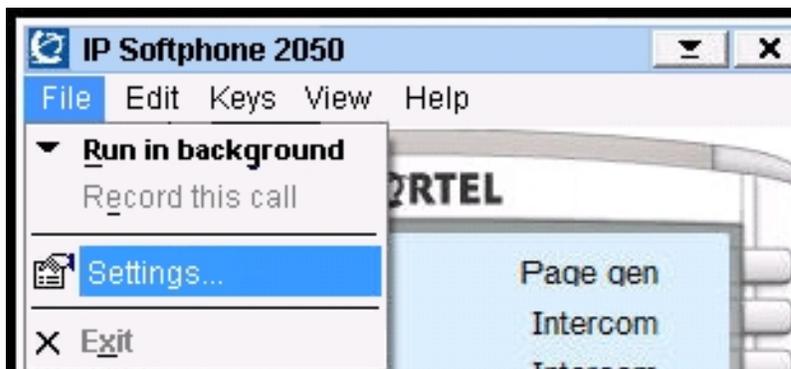
### Analysis:

The IP Softphone 2050v2 has been found to experience significant impairment of the audio channel when run on a PC using the Microsoft Vista operating system. In order to ensure clear audio when using the Softphone on a PC running Vista, follow the steps provided in RECOMMENDATIONS.

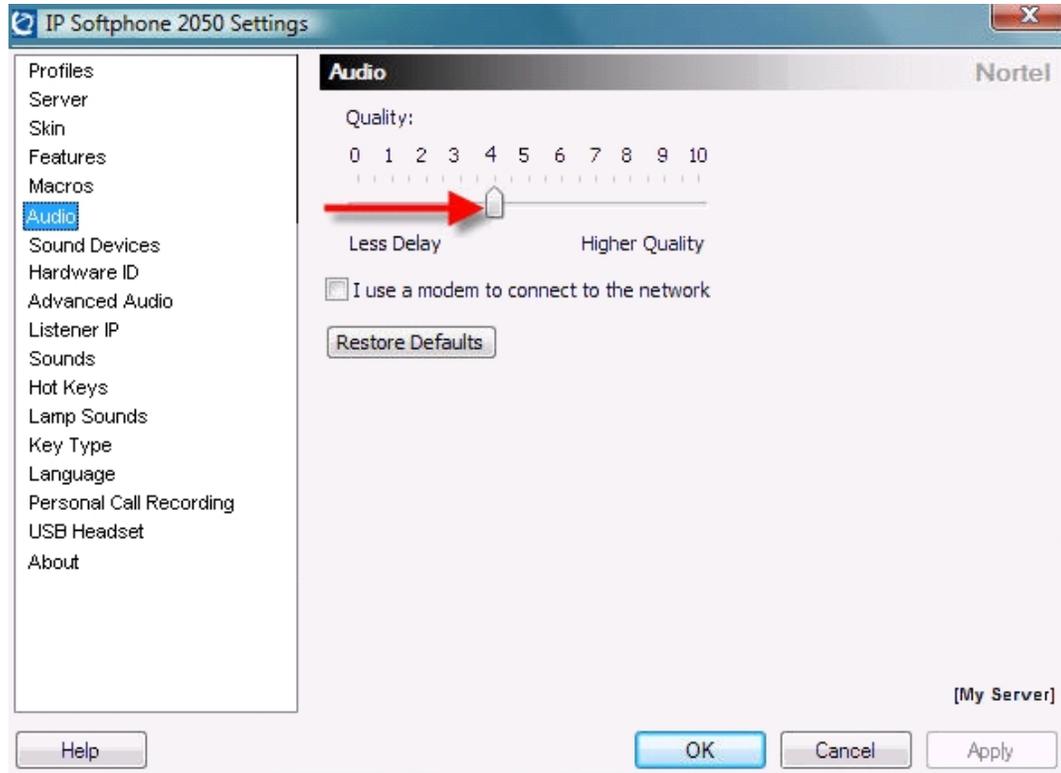
### Recommendations:

The IP Softphone 2050v2 has been found to experience significant impairment of the audio channel when run on a PC using the Microsoft Vista operating system. In order to ensure clear audio when using the Softphone on a Vista machine, the following steps need to be taken.

1. From the options at the top of the 2050 client, select File, Settings.



- From the settings list, select Audio.  
Using the sliderbar, increase the Quality setting to 4 or higher



Note that for the IP Softphone 2050v1.4 the same steps should be taken, but a third step is also required.

### 3. IP Softphone 2050v1.4 ONLY

If using an IP Softphone 2050v1.4 on a Vista PC, after setting the audio quality to 4 or higher (step 2), QoS must be turned off on the PC itself.

Use the Vista Service Manager to disable QoS on the PC.

### Required Actions:

See RECOMMENDATIONS.

### Attachments:

There are no attachments for this bulletin

### Products and Releases:

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

| PRODUCT                                   | RELEASE |
|---|---------|
| BCM-BCM-BCM1000 Global                    |         |
| BCM-BCM-BCM1000 N.A.                      |         |
| BCM-BCM-BCM200 Global                     |         |
| BCM-BCM-BCM200 N.A.                       |         |
| BCM-BCM-BCM400 Global                     |         |
| BCM-BCM-BCM400 N.A.                       |         |
| BCM-BCM-BCM50 Global                      |         |
| BCM-BCM-BCM50 N.A.                        |         |
| BCM-BCM-BCM50 R2 Global                   |         |
| BCM-BCM-BCM50 R2 N.A.                     |         |
| BCM-BCM-BCM50 R3 Global                   |         |
| BCM-BCM-BCM50 R3 N.A.                     |         |
| BCM-BCM-BCM50a Global                     |         |
| BCM-BCM-BCM50a N.A.                       |         |
| BCM-BCM-BCM50a R2 Global                  |         |
| BCM-BCM-BCM50a R2 N.A.                    |         |
| BCM-BCM-BCM50a R3 Global                  |         |
| BCM-BCM-BCM50a R3 N.A.                    |         |
| BCM-BCM-BCM50b R2 Global                  |         |
| BCM-BCM-BCM50b R3 Global                  |         |
| BCM-BCM-BCM50ba R2 Global                 |         |
| BCM-BCM-BCM50ba R3 Global                 |         |
| BCM-BCM-BCM50be R2 Global                 |         |
| BCM-BCM-BCM50be R3 Global                 |         |
| BCM-BCM-BCM50e Global                     |         |
| BCM-BCM-BCM50e N.A.                       |         |
| BCM-BCM-BCM50e R2 Global                  |         |
| BCM-BCM-BCM50e R2 N.A.                    |         |
| BCM-BCM-BCM50e R3 Global                  |         |
| BCM-BCM-BCM50e R3 N.A.                    |         |
| Phones & Accessories-IP-IP Softphone 2050 |         |

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