Workspace Desktop Edition Help

Launching Workspace

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Contents

Launching Workspace

> ## Tip
>
> Are you experiencing any of the following issues? Contact your supervisor, Genesys administrator, or IT personnel. These issues are related to your organization's settings or network.
>
> - Cannot login.
> - Channels out of service.
> - Servers out of service.
> - No ring tone when a new interaction is directed to you.
> - Calls dropping.
>
> For other issues, check the FAQ below.

> ## Tip
>
> Are you looking for **tutorials** to help you learn how to use this feature? Check out the Related Resources section at the bottom of this article.

Before you launch Workspace, **make sure that your headset is plugged in** if you are using a softphone (a headset connected to your workstation).

Double-click the **Workspace** icon on your desktop to launch the application.

The Workspace Login Window is displayed. Enter your credentials and other login information. After you log in, you might have to set your status to **Ready**.

Headsets

When you log in to Workspace, the application is enabled for any headsets that are plugged into your workstation. If you want to use a different headset, exit Workspace, plug in the new headset, then relaunch Workspace.

Depending on the configuration of your environment, if you log in to a SIP Voice channel and your

configured USB headset is not plugged in, you might be logged in to Workspace but not the SIP Voice channel. To complete login to the SIP Voice channel, plug in your USB headset.

Auto-update

When you launch the application, Workspace might automatically update. Depending on how your system is configured, you might have the opportunity to reject the update. If you do not accept the update, it will be offered to you again the next time that you login.

What do I do if I see: "Cannot start Workspace SIP Endpoint"

If you receive the error message "Cannot start Workspace SIP Endpoint", it is possible that the SIP Endpoint is not installed or was not installed correctly on your workstation.

To see if it is installed, go to the Windows **Start** menu and search for the **Workspace SIP Endpoint** application there. Try launching it from the **Start** menu. If it does not launch or you get the same error message, ask your administrator to review the installation of SIP Endpoint on your workstation. You can give them this link to the document that describes how to install it: https://docs.genesys.com/Documentation/IW/8.5.1/Dep/InstallingTheIWSIPEndpoint

If, after installing or reinstalling the SIP Endpoint you still get the error, please ask your administrator to contact Genesys Customer Care as there might be other issues with your installation, and they can help to troubleshoot the problem.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- Log In
- Main Window Basics
- Workspace Windows and Views
- Basic Use-Case Summary

Related topics

- Functionality Overview
- Components, Features, and Controls
- Workspace Desktop Edition Help

Top 10 pages

1. Workspace Desktop Edition Help