GENESYS™

Genesys Softphone

9.0.018.06

12/19/2025

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Genesys Softphone Release Notes

9.x **Genesys Softphone** is part of 9.x starting in 9.0.001.01.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/21	General				X		X

What's New

This release includes the following new features or functionality:

- Support for Windows 11 operating system. See the Genesys Softphone page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (SOFTPHONE-1120)

- You can now specify whether audio feedback is to be played locally when a DTMF signal is sent. A new option called **dtmf_feedback** is added to the **session** section of the **policy** domain to control the playing of feedback for all types of DTMF methods. Previously, DTMF feedback was played locally only for **rfc2833** and **inband** DTMF methods. (SOFTPHONE-1134)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Softphone

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

A new option called **exclude_headset** is added to the **device** section of the **policy** domain. This option can be used in environments where options **use_headset**=1 and **headset_name**=* to mitigate possible automatic device selection ambiguities when the built-in audio devices of the agent

workstation are named according to headset naming policies (e.g. "Microphone (Realtek(R) Audio)" and "Speakers (Realtek(R) Audio)"). Previously, in this type of configuration, the built-in device could be selected by default instead of the header. (This option is applicable to Windows OS deployments.) (SOFTPHONE-1132)

The default value of the **sip_transaction_timeout** option is now 32000 instead of 4000. With this new value, Genesys Softphone connectivity to the SIP Server is more resilient in deployments where multiple SIP Proxies are configured in the SIP DNS SRV record specified in Softphone configuration for Disaster Recovery considerations. (SOFTPHONE-1144)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.06.