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## Genesys Softphone

9.0.015.03

12/18/2025

# 9.0.015.03

## 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	Solaris	Windows	Mac OS
03/25/21	General					X	X

### What's New

This release contains the following new features and enhancements:

- Support for macOS 11 (Big Sur) operating system. The Apple M1 processor is supported through the macOS 11 Rosetta 2 compatibility feature. 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-1018)
- Genesys Softphone now ships with several ringing tones corresponding to the same sound but with different levels of loudness. These files can be used in the Softphone ringing tone configuration. Also, the legacy default **ringing.wav** file is now 10dB lower than previously. (SOFTPHONE-1041)
- In a macOS environment, it is now possible to install Genesys Softphone so that it runs automatically when the agent is opening the OS session. (SOFTPHONE-948)

### 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:

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In macOS environments, the audio quality interactive alerts now show up as configured. (SOFTPHONE-1035)

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In a macOS environment, when configured in **connector** mode, Genesys Softphone now automatically recycles at the end of a Registration session to preserve long-term stability in cases of long-running OS sessions. This behavior is controlled in the configuration file by the option **policy.connector.auto\_restart=1**. (SOFTPHONE-951)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.03.