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# Genesys Softphone Deployment Guide

Using the Genesys Softphone

12/17/2025

# Using the Genesys Softphone

[**Modified:** 8.5.4]

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This topic describes how to use the Genesys Softphone.

## Starting the Genesys Softphone

[**Modified:** 8.5.4]

You can start the Genesys Softphone in one of two ways:

- If your administrator has set up Genesys Softphone to automatically launch when Windows starts up, you do not have to start Genesys Softphone yourself. [**Added:** 8.5.4]
- Double-click the Genesys Softphone shortcut in your **Start** Menu.

To open the Genesys Softphone UI, right-click the Genesys Softphone ([link=](#)) icon from the Icon Tray:  
[center](#)

and select **Open**.

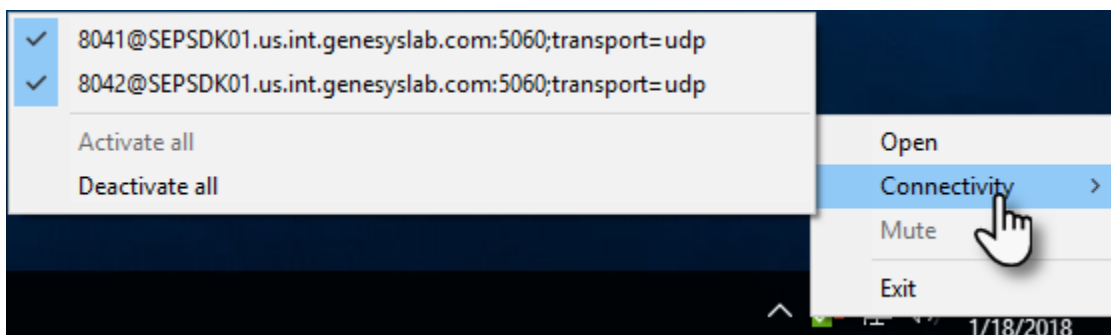
### Important

The Genesys Softphone UI is not available in [Connector Mode](#).

## Activating and Registering the User

When the Genesys Softphone first starts, it reads the user's information from the `Softphone.cfg` file, and automatically registers the user.

To verify that the user is registered, after starting the Genesys Softphone, right-click the softphone icon from the Icon Tray and hover over the **Connectivity** menu. You can register or un-register a connection by clicking and toggling the check marks. The notification area shows that the Softphone is active and ready to take calls.



## Selecting the Input and Output Devices

The Genesys Softphone configures the input and output devices during start-up when it reads the list of devices from the **Softphone.config** file. However, if required, the softphone user can change the brand of device used while the Genesys Softphone is running.

To select an input or output device:

1. In the application, click the **devices** tab. **center**
2. Select the appropriate microphone from the **Input Device** drop-down list.
3. Select the appropriate speaker from the **Output Device** drop-down list.

## Viewing the Softphone Users and Status

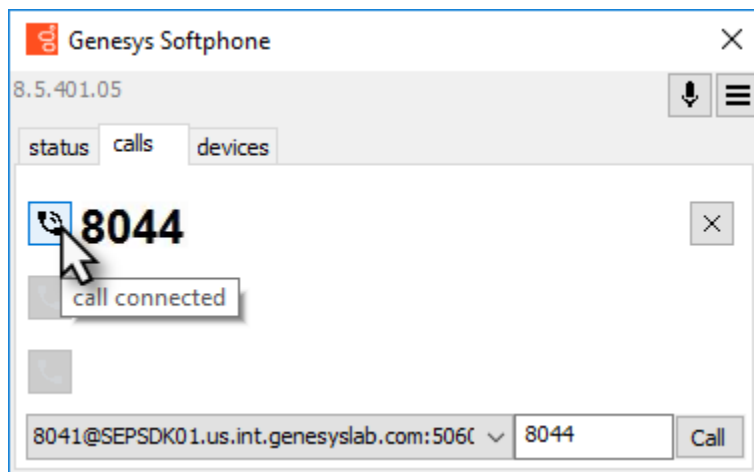
Each Genesys Softphone instance can have up to six SIP user accounts configured.

To view the number of users configured and their statuses, right-click the softphone icon, and click **Open**. The **Genesys Softphone** window displays. Click the **status** tab.

**center**

## Making and Receiving Calls

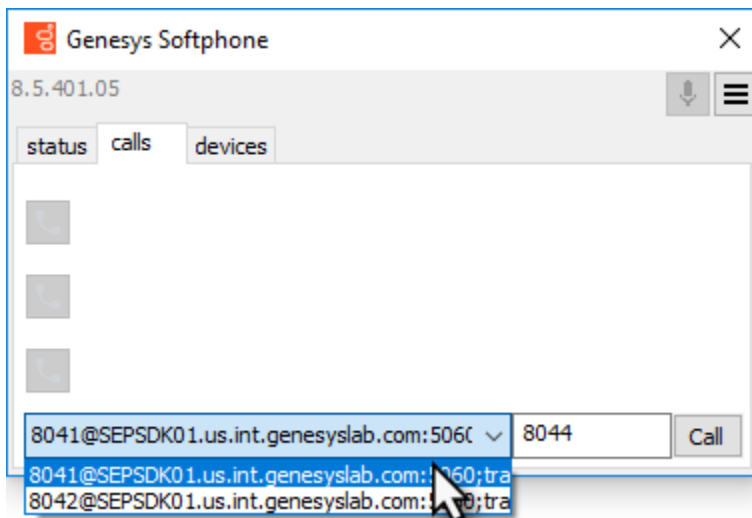
You can make and receive calls from the **calls** tab.



From this tab, you can perform the following operations:

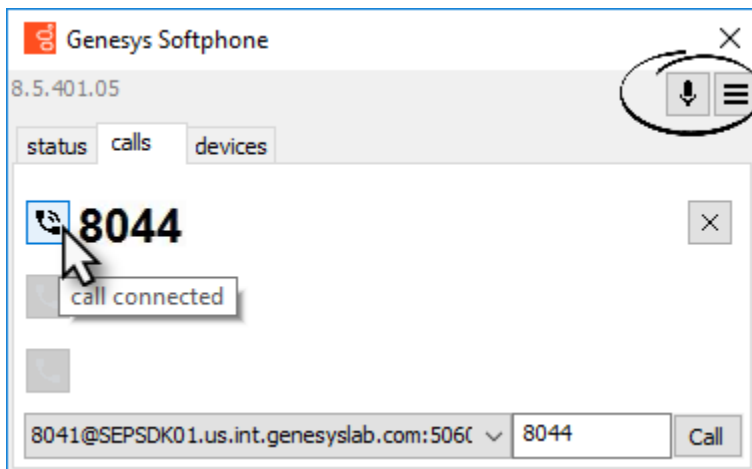
- Answer an incoming call—click the button of an *alerting* call to answer. If you were on another call, that call will be placed on hold.

- Hold a call—when you switch to another call, the currently active call is placed on hold.
- Retrieve a call—click the line button of a call on hold to retrieve that call.
- Hangup a call—click the hangup button to terminate a call. You can terminate calls that are on hold.
- Dial and make a call—you can make a call by selecting an originating account (connection) from the connections combo box, entering a destination number, and clicking **Call**. Making a new call while another call is active places the existing call on hold.



## Muting the Microphone

The microphone button shows the current mute status, either muted or un-muted. Clicking the microphone button changes the status.



Mute/un-mute functionality works on the application level and not the system level:

- The mute button is only available when there is an active call.
- Muting the microphone in the Softphone is done on the session level. The mute status does not depend on the selected devices nor on device presence and status. A session may be muted even if a microphone is not plugged in.

You may also mute/un-mute the microphone from the tray icon menu. To mute/un-mute the input device:

1. Right-click the Softphone icon, and click **Mute**.
2. From the same menu, click **Un-mute** un-mute the input device.

### Important

The mute menu item is clickable only when the Genesys Softphone is in an active session.