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# Genesys Softphone Deployment Guide

Genesys Softphone Deployment and User Guide

4/16/2025

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Version 9.0.020.10

**9.x Genesys Softphone** is part of 9.x, which can include component releases from both 9.1.x, 9.0.x, and 8.5.x code streams. See **Genesys Softphone** to check which component releases are part of 9.x.

Welcome to the Genesys Softphone Deployment Guide. This document describes how to deploy and use Genesys Softphone in your environment.

## About this document

The following topics are covered in this document:

### Overview

This section introduces you to the features of Genesys Softphone.

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**Architecture**

**Features and functionality**

### Deployment

This section explains how to deploy Genesys Softphone.

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**Installation**

**Configuration**

**Configuration Options Reference**

**Configuring Workspace Desktop Edition to use Genesys Softphone**

**Single sign on with Workspace Web Edition**

**Audio device settings**

### How to use

This section explains how to use Genesys Softphone.

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**Using the Genesys Softphone**



## What's new in Genesys Softphone?

Here is a list of major changes for each specified release of Genesys Softphone:

### Genesys Softphone 9.0.020.10

The following content has been added to the Genesys Softphone Deployment Guide for 9.0.020.10:

- To support the call waiting tone, the following options have been added to the **Genesys Softphone options**:
  - `callwait_tone_enabled`
  - `callwait_tone_file`
- To support improved automatic headset selection, the following option is added to the **Genesys Softphone options**:
  - `policy.device.include_headset`
- Support for **VMWare Horizon 8 support on HP Thinclient with ThinPro OS deployment**.
- Support for **64-bit deployment** of Genesys Softphone.
- Refer to the ***Supported Operating Environment Reference Guide*** for information about discontinued support Microsoft Windows 7 and 8, and Windows Server 2012 and 2016.

### Genesys Softphone 9.0.007.09

The following content has been added to the Genesys Softphone Deployment Guide for 9.0.007.09:

- Support for the Genesys Softphone VDI Adapter in an **eLux environment**.

### Genesys Softphone 9.0.006.02

The following content has been added to the Genesys Softphone Deployment Guide for 9.0.006.02:

- **`policy.endpoint.defer_device_release`** to control the delay period for releasing audio devices after the audio stream has stopped.

### Genesys Softphone 9.0.002.06

The following content has been added to the Genesys Softphone Deployment Guide for 9.0.002.06:

- `policy.endpoint.public_address:$net:<subnet>` to support dynamic VPN connections.
- `policy.session.rx_agc_mode` to enable and disable Receiving-side Automatic Gain Control (Rx AGC)
- `policy.security.use_srtp` has been extended with new valid values.

## Contacting Genesys Customer Care

If you have purchased support directly from Genesys, please contact [Genesys Customer Care](#). Before contacting Customer Care, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.