Genesys Softphone Deployment Guide

Genesys Softphone Deployment and User Guide

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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.

Architecture

Features and functionality

Deployment

This section explains how to deploy Genesys Softphone.

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.

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.