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Genesys Softphone Administrator's Guide

Audio device settings

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How to set up your audio devices, such as headsets, to work with Genesys Softphone.

Related documentation:

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Genesys Softphone uses the following criteria to select its audio input and output devices:

- Basic Settings—the basic settings for audio input and output devices
- Selection Rules—the rules used to select an audio device, auto-answer a call, and reject a call
- Combinations of settings—different combinations of settings affect audio device selection, auto-answer, and call rejection

Basic settings

Headsets and other audio input devices are configured by using the following parameters:

- `headset_name`
- `audio_in_device`
- `audio_out_device`

If none of the audio devices that are accessible to the endpoint match the device names in the configuration file, the Genesys Softphone will pick up the first available devices from the WebRTC lists for audio devices.

Tip

The `headset_name`, `audio_in_device`, and `audio_out_device` options support both device proper names and regular expressions.

Selection rules

The following rules are used to select an audio device, auto-answer a call, and reject a call.

Audio device selection

The procedure for audio device selection is applied on startup and every time any changes are made to device presence (such as when a new device is plugged in or an existing device is removed):

1. The first device in the applicable list that is present in the system is selected when possible. This device (or devices) will either be specified by `headset_name` or by `audio_in_device` and `audio_out_device`, depending on whether `use_headset` has been enabled.
2. If none of the configured devices are present (or if the configuration list is empty), then the Genesys Softphone will select the audio devices using the priority that has been provided by WebRTC, based on the order of the available devices in its device list.

Auto-answer

In cases where either of the following conditions is met, the auto-answer functionality is blocked (a policy of `should_answer` returns `unknown`, although a manual answer is still possible):

- `use_headset` is set to 1, and none of the devices listed in the `headset_name` settings is currently present (but session rejection is not applicable, that is, `reject_session_when_headset_na` has been set to 0)
- The Genesys Softphone was unable to find any usable microphone or speaker device (applicable to cases when `use_headset` is set to 0)

Finally, when `auto_answer` is set to 1 and the auto-answer functionality is not blocked (and the call was not already rejected), the Genesys Softphone answers the incoming call automatically (the `should_answer` policy returns `true`).

Rejecting a call

For backward compatibility with previous releases, a call can only be rejected when both of the following conditions are met (a policy of `should_answer` returns `false`):

- Both `use_headset` and `reject_session_when_headset_na` are set to 1
- None of the devices listed in the `headset_name` settings is currently present

When these conditions are met using Genesys Softphone with SIP, an incoming call is rejected with a SIP response code as configured in the `sip_code_when_headset_na` setting. If the setting is missing or the value does not belong to the valid range of 400 to 699, then the default of 480 (Temporarily Unavailable) is used.

In addition, when these conditions are met, the Genesys Softphone will refuse to initiate any new calls, that is, it will reject outgoing calls.

Note that the availability of a fallback device (selected by Step 2 in the Audio Device Selection section) does not affect call rejection.

Combinations of settings

The following combinations of settings affect audio device selection, auto-answer, and call rejection in the ways described below.

use_headset=1

<p><u><i>Headset is Available</i></u></p> <p>The Genesys Softphone considers a headset to be available if a headset was found by name in the list of headset_name entries. (The highest priority device in the list is selected).</p> <p>Outgoing calls can be initiated.</p>	auto_answer=1	Incoming calls are answered automatically.
	auto_answer=0	Incoming calls are answered manually.
<p><u><i>Headset is Not Available</i></u></p> <p>The Genesys Softphone decides that no headset is available if a headset was not found by name in the list of headset_name entries.</p> <p>An audio device is still assigned, if possible (that is, if any supported devices are present in the system), using the first available audio input and output devices from the list compiled by WebRTC.</p>	No auto-answer is possible in this sub-case, so the auto_answer setting is not used	reject_session_when_headset_na=1
		reject_session_when_headset_na=0
		<ul style="list-style-type: none"> Incoming calls are automatically rejected Outgoing calls are blocked
		<ul style="list-style-type: none"> Incoming calls can be answered manually—it is assumed that the agent will plug the headset in (or use an available non-headset device, if applicable) before answering the call Outgoing calls can be initiated—it is the agent's responsibility to ensure that the appropriate audio devices are available before the call is answered by the remote side

use_headset=0

Audio devices are configured using the names from the audio_in_device and audio_out_device settings. The Genesys Softphone selects the highest-priority input and output devices from that list or, if no valid devices are found in that list, from the first available devices in the list compiled by WebRTC. Outgoing calls can be initiated.

<p><u><i>Both microphone and speaker are available</i></u></p>	auto_answer=1	Incoming calls are answered automatically.
	auto_answer=0	Incoming calls are answered manually.
<p><u><i>Either microphone or speaker is not available</i></u></p>	No auto-answer is possible in this sub-case, so the auto_answer setting is not used	Auto-rejection is not applicable, so the reject_session_when_headset_na setting is not used

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| <ul style="list-style-type: none">• Incoming calls can be answered manually—it is assumed that the agent will plug in the headset (or use an available non-headset device, if applicable) before answering the call• Outgoing calls can be initiated—it is the agent's responsibility to ensure that the appropriate audio devices are available before the call is answered by the remote side | | |
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