



GENESYS CLOUD

End User Requirements and Troubleshoot

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1 CONFIGURING A HEADSET

Before connecting your headset, download the appropriate software depending on your device model.

This ensures your headset is kept up to date with the latest firmware, allows you to manage your device preferences, and guarantees you have the latest features, bug fixes and updates.

Jabra

<https://www.jabra.com.au/software-and-services/jabra-direct>

Yealink

<https://www.yealink.com/en/product-detail/usb-connect-management>

Poly

<https://www.poly.com/be/en/support/downloads-apps/hub-desktop>

1.1 JABRA & YEALINK

You can use Jabra and Yealink headsets in the Genesys Cloud desktop app, embedded clients or when you run Genesys Cloud from the Chrome web browser. (Genesys Cloud does not support Jabra and Yealink headsets in other browsers).

<https://help.mypurecloud.com/articles/configure-a-jabra-headset/>

<https://help.mypurecloud.com/articles/configure-a-yealink-headset/>

1.1.1 Genesys Cloud Desktop App

To use a Jabra or Yealink headset in the Genesys Cloud desktop app, you must be using the latest version of the app.

1. Open the desktop app.
2. In the title bar, click the Genesys Cloud icon.
3. Select Check For Updates.

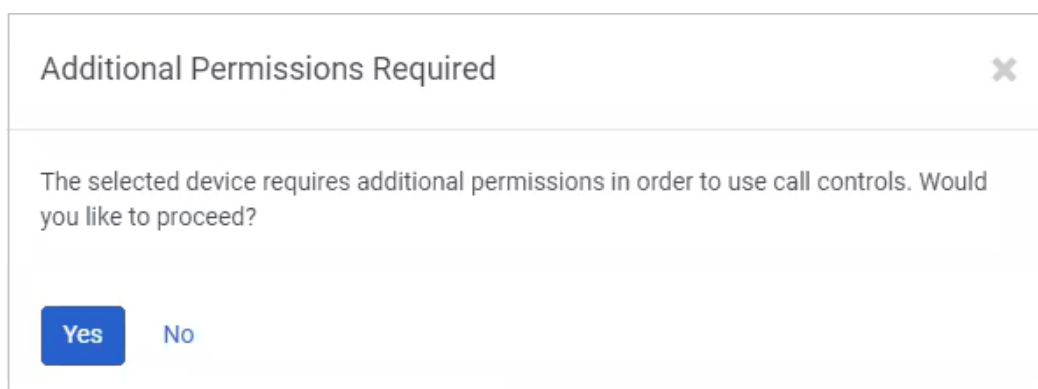
After making sure that you are using the latest version of the Genesys Cloud desktop app, follow these steps.

1. From the sidebar, click **Calls** . The Phone Details panel opens.
2. From the Phone Details panel, click **Settings** . The Phone Settings panel opens. In the Audio Controls – Profile Name box, **Use Computer settings** appears.
3. Connect your headset to a USB port on your computer.
4. When Genesys Cloud prompts you to create a device profile, click **Yes**.
5. In the microphone and speaker boxes, verify that your headset appears as the default selection.
6. In the **Audio Controls – Profile** Name box, enter a name for the headset.
7. Click Save.

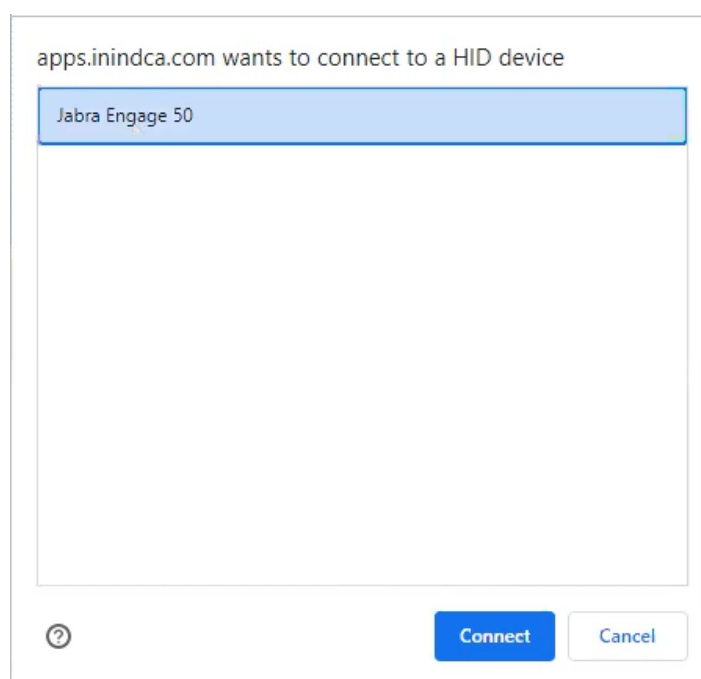
1.1.2 Chrome web browser

The Jabra headset can now take advantage of the WebHID feature that is built into Chrome (version 89.x or later).

1. From the sidebar, click **Calls** . The Phone Details panel opens.
2. From the Phone Details panel, click **Settings** . The Phone Settings panel opens. In the Audio Controls – Profile Name box, **Use Computer settings** appears.
3. Connect your headset to a USB port on your computer.
4. When the Additional Permissions Required prompt appears, click **Yes**.



When Chrome displays the WebHID connection prompt, select your device and click **Connect**.



5. When Genesys Cloud prompts you to create a device profile, click **Yes**.
6. In the microphone and speaker boxes, verify that your headset appears as the default selection.
7. In the **Audio Controls – Profile** Name box, enter a name for the headset.
8. Click **Save**.

1.2 POLY

Genesys Cloud WebRTC supports the built-in call controls on Plantronics/Poly headsets that use the Plantronics Hub software. This feature enables you to use the controls on the headset to perform basic call operations.

<https://help.mypurecloud.com/articles/configure-a-plantronics-headset/>

Note: You must have the Plantronics Hub software installed on your computer.

After you install the Plantronics Hub software on your computer, you can set up the headset.

1. From the sidebar, click **Calls** . The Phone Details panel opens.
2. From the Phone Details panel, click **Settings** . The Phone Settings panel opens. In the Audio Controls – Profile Name box, **Use Computer settings** appears.
3. Connect your headset to a USB port on your computer using the appropriate connector (USB cable or USB transceiver).
4. When Genesys Cloud prompts you to create a device profile, click **Yes**.
5. Verify that your headset appears as the default selection in the microphone and speaker boxes. In the **Audio Controls – Profile Name** box, enter a name.
6. Click Save. Below the Audio Controls – Profile Name box, a **Headset Software – Running** message appears.

1.3 GENERIC HEADSET CONFIGURATION

For any generic headsets, refer to the below configurations for the default headset setting.

1. From the sidebar, click **Calls** . The Phone Details panel opens.
2. From the Phone Details panel, click **Settings** . The Phone Settings panel opens. In the Audio Controls – Profile Name box, confirm the **Use Computer settings** appears.
3. Connect your headset to a USB port on your computer using the appropriate connector (USB cable or USB transceiver).
4. When Genesys Cloud prompts you to create a device profile, click **No**.
5. Refer to the **Computer Settings** section and confirm the connected headset is the default input and output in the **Sound** settings.

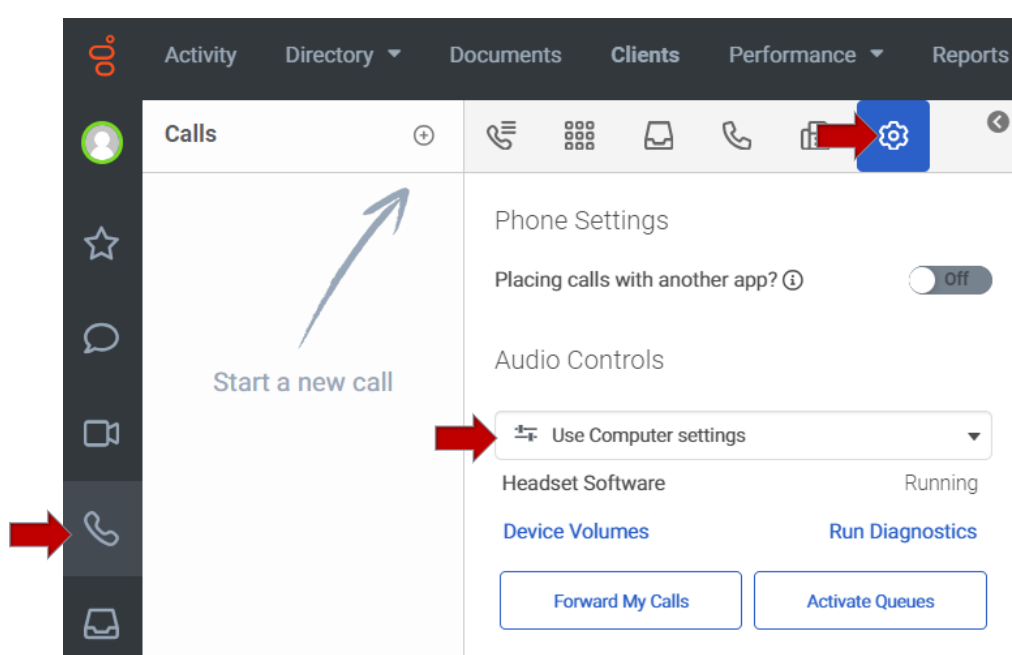
2 GENESYS CLOUD AUDIO DEVICE PROFILE

Creating an audio device profile allows you to use your headsets speakers, microphone and call controls (specific brands only).

<https://help.mypurecloud.com/articles/create-a-new-audio-profile/>

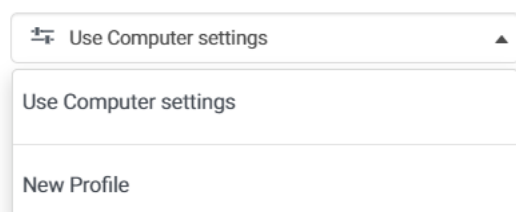
To add a new audio profile and connect your headset speakers, or microphone to your computer, perform the following steps:

1. From the sidebar, click **Calls** . The Phone Details panel opens
2. From the Phone Details panel, click **Settings** . The Phone Settings panel opens. In the Audio Controls – Profile Name box, **Use Computer settings** appears.



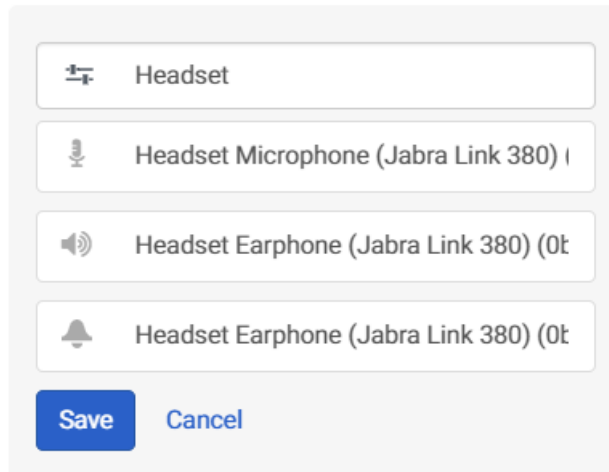
3. Click the drop down arrow and click **New Profile**.

Audio Controls



4. In the **Profile Name** box, type the name for your new audio device profile.
5. To select an audio input and output, next to the microphone and speaker icons click the list and select your headset.
6. For audio notifications, select the relevant device from the drop down list.

Audio Controls



Headset

Headset Microphone (Jabra Link 380) (0t

Headset Earphone (Jabra Link 380) (0t

Headset Earphone (Jabra Link 380) (0t

Save Cancel

Set your 'Ring Alert Notification' to either a headset or computer speakers for alerting interactions.

7. To save your new profile, click **Save**.

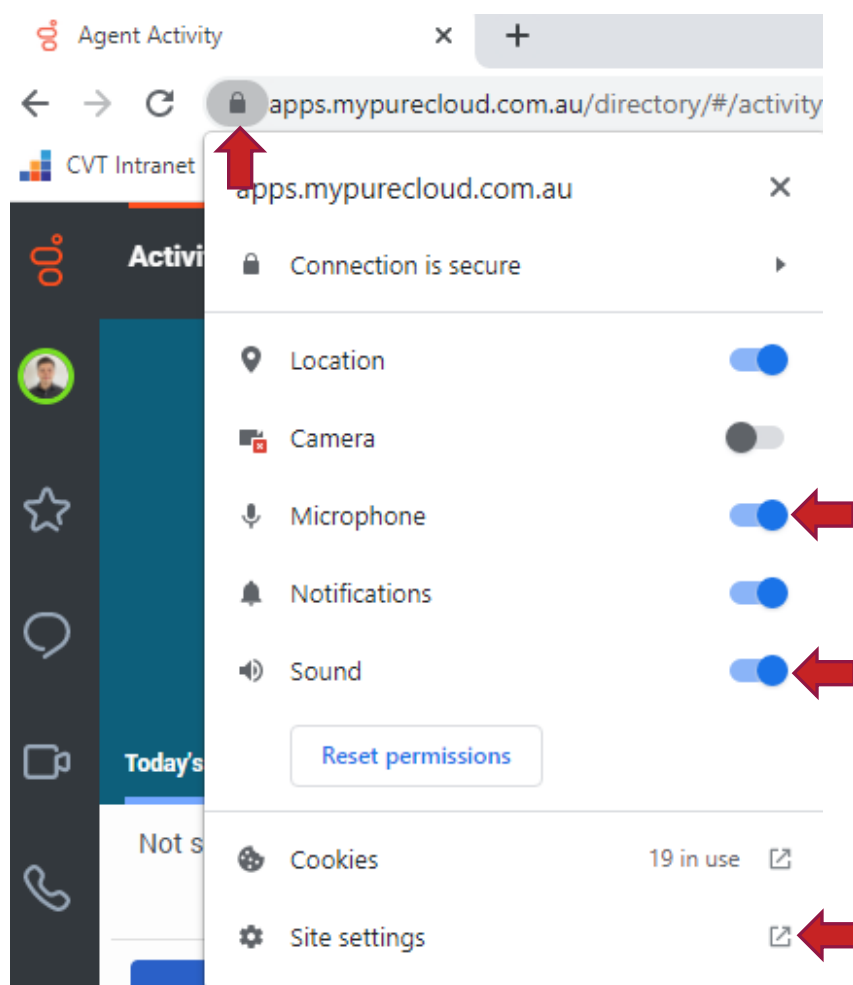
Note: Profile may be dropped for various systematic or disconnect reasons so may need to be re-applied by the user.

3 WEB BROWSER SETTINGS

Recommended browser: Chrome.

When using Genesys Cloud through a web browser, please make sure the correct browsers permissions have been switched to allow.

1. Navigate to the padlock  next to the browser URL and check if the 'Microphone' and 'Sound' permissions are switched on, if not click **Site Settings** and update these permissions.



2. Locate the **Microphone** and **Sound** permissions and set both to Allow by clicking the drop-down arrow. Once completed, close the tab and return to the Genesys Cloud page.

← apps.mypurecloud.com.au

Usage

2.1 MB [Clear data](#)

Permissions [Reset permissions](#)

Location	Allow
Camera	Block
Microphone	Allow
Motion sensors	Allow (default)
Notifications	Allow
JavaScript	Allow (default)
Images	Allow (default)
Pop-ups and redirects	Block (default)
Ads Block if site shows intrusive or misleading ads	Block (default)
Background sync	Allow (default)
Sound	Allow
Automatic downloads	Automatic (default)

- Genesys Cloud will prompt you to **Reload** the web browser.



To apply your updated settings to this site, reload this page

[Reload](#)

- Once completed, the web browser will now show the correct web browser permissions as switched on.

apps.mypurecloud.com.au/directory/#/activity

apps.mypurecloud.com.au ×

Connection is secure ▶

Location	On
Microphone	On
Notifications	On
Sound	On

[Reset permissions](#)

Cookies 18 in use [\[icon\]](#)

Site settings [\[icon\]](#)

5. **Disable browser sleep mode:** Browsers putting tabs to sleep can drop the connection.

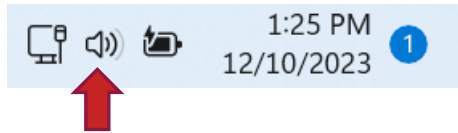
In Google Chrome, you can disable sleep mode for specific sites.

1. Start Google Chrome.
2. Click Customize and control Google Chrome
3. Click Settings. The Settings tab appears.
4. Click Performance.
5. On the General tile, locate the Always keep these sites active setting and click Add. The Add sites dialog appears.
6. Click Add sites manually.
7. Type your region domain in the Site box. For example, mypurecloud.com.au.
8. Click Add.

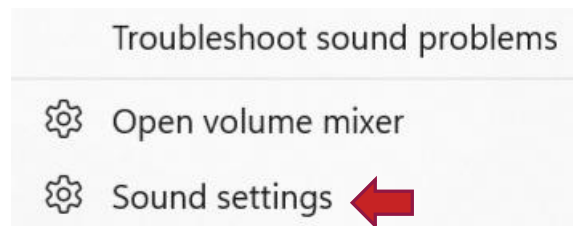
4 COMPUTER SETTINGS

When your headset is connected, check your Computer Sound Settings to verify that your headset is selected for the Sound Output and Input.

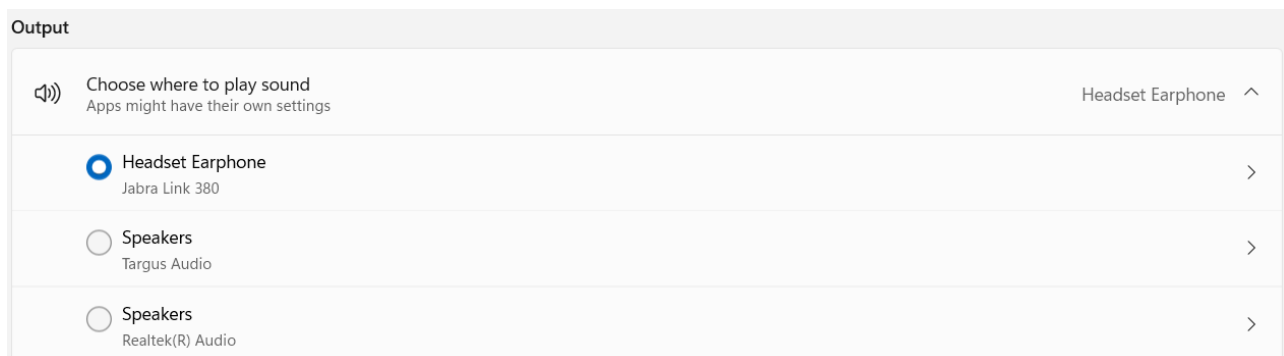
1. Located in the bottom right of your Desktop, right click the **Sound** icon.



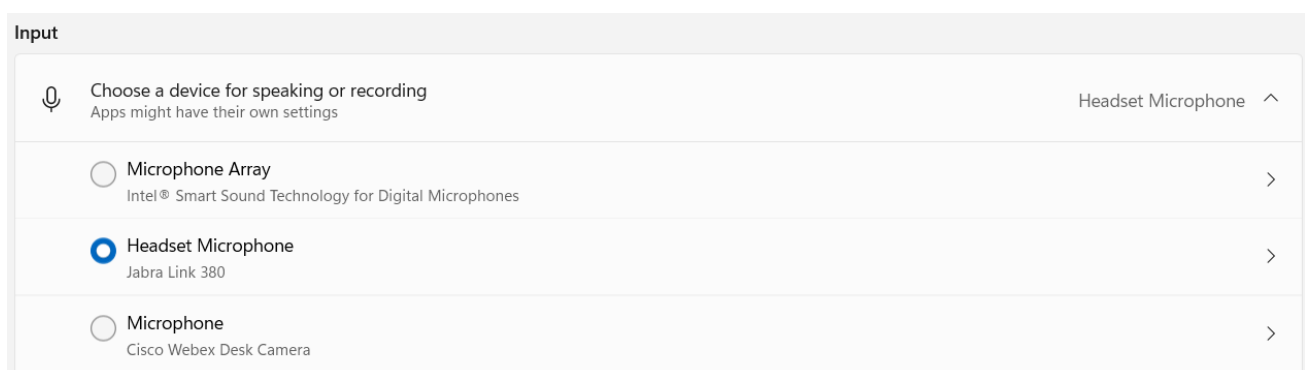
2. Select **Sound Settings**.



3. Choose your headset as the **Output** device.



4. Choose your headset as the **Input** device.



If experiencing audio issues, also check your app input and output devices through **Volume Mixer** to choose the headset as the input and output device for either Google Chrome or the Genesys Cloud desktop application.

Advanced

Troubleshoot common sound problems [Output devices](#) [Input devices](#)

 **All sound devices** [>](#)
Turn devices on/off, troubleshoot, other options

 **Volume mixer** [>](#)
App volume mix, app input & output devices

More sound settings [↗](#)

System

Volume  52 

 **Output device** Headset Earphone (Jabra Link 380) [v](#)

 **Input device** Headset Microphone (Jabra Link 380) [v](#)

Apps

 **System sounds**  100  [v](#)

 **CVT Support - Inbox - CVT Support - Outlook**  100  [v](#)

 **Genesys Cloud**  100  [^](#)

Output device Headset Earphone (Jabra Link 380) [v](#)

Input device Headset Microphone (Jabra Link 380) [v](#)

 **Google Chrome**  100  [^](#)

Output device Headset Earphone (Jabra Link 380) [v](#)

Input device Headset Microphone (Jabra Link 380) [v](#)

5 TROUBLESHOOTING

If you are experiencing audio issues with your Genesys Cloud WebRTC phone or Genesys User Interface connection issues such as slowness, please follow the troubleshooting steps below.

Step 1: Run the WebRTC Diagnostics Tool

Before troubleshooting, click the link below to run a WebRTC Diagnostic test and confirm if any other users are experiencing similar issues as this may indicate a network connectivity issue rather than a headset issue.

Built in WebRTC Diagnostics: <https://help.mypurecloud.com/articles/run-the-built-in-genesys-cloud-webrtc-diagnostics-app/>

and/or

WebRTC Diagnostics: <https://apps.mypurecloud.com.au/webrtc-troubleshooter/#/>

After the test runs, review the **Test Results** section. All test results should return PASS.

You can also try the following options to see if they make a difference:

1. **Clear Browser Cache and Cookies (for all time)** - Please have affected users clear browser cache and cookies completely, then restart the browser and test performance.
2. **Update Browser** - Verify that all affected users are running the latest version of Browser. Please check for and install any pending updates.
3. **Disable Browser Extensions** - Temporarily disable all browser extensions to rule out potential conflicts, then test if performance improves.
4. **Test in Incognito Mode** - Have users access Genesys Cloud in browser incognito mode to determine if the issue persists without cached data or extensions.
5. **Test Alternative Browser** - Please test accessing Genesys Cloud using alternate browser such as Chrome, Microsoft Edge or Firefox.
6. **Test Alternate Device and Network** – Use a different device and / or network to test use cases.

Step 2: Resolve Audio Issues

- Check device connections: Ensure your microphone and speakers/headset are properly connected. Unplug the headset from the USB port or restart the headset connection
- Use a different USB port for wired devices or remove the Bluetooth device from your list and add the device again
- Check whether the headset is working for other applications such as Microsoft Teams
- Check microphone permissions: When prompted by your browser, click Allow and select "Remember this decision" to prevent repeated prompts.
- Select correct devices: In Genesys Cloud phone settings, ensure the correct microphone and speaker are selected, especially if you have multiple devices
- Restart the workstation
- If the issue persists and you have confirmed it is the same issue, try a different headset or workstation.

- ***NB: Headset and device driver setup may require input from your organisation's IT department including the ongoing management and troubleshooting.***

Step 3: Fix Connectivity and Call Issues

If calls are dropping, failing to connect, or you see specific error messages, follow these steps.

Basic checks:

- Disconnect from VPN: VPNs can interfere with media paths. Disconnect and test again.
- Use a wired connection: Wired Ethernet is more stable than Wi-Fi.
- Clear cache and restart: Clear your browser's cache or quit and restart the desktop app.
 - To clear browser cache in Chrome:
 1. Open Chrome.
 2. On your browser toolbar, click More  **More Tools**  **Clear Browsing Data**.
 3. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**.
 4. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.
 5. Click **Clear browsing data**.
 - To clear browser cache in Edge:
 1. Click on the three dots (menu) in the top-right corner of the browser window.
 2. Select "Settings" from the dropdown menu.
 3. In the Settings panel, click on "Privacy, search, and services".
 4. Scroll down to Delete browsing data
 5. Under the "Clear browsing data now" section, click on "Choose what to clear".
 6. Select the time range for which you want to clear the cache. We recommend a minimum of the last 7 days.
 7. Ensure all of the boxes are checked.
 8. Click on "Clear now".

Prevent browser sleep mode: Browsers putting tabs to sleep can drop the connection.

Microsoft Edge

In Microsoft Edge, you can disable sleep mode for specific sites.

1. Start Microsoft Edge.
2. Click Settings and more....
3. Click Settings. The Settings tab appears.
4. Click System and performance.
5. Under Never put these sites to sleep, click Add. The Add a site dialog appears.
6. Type your region domain in the Site box using this format [*.]domain. For example, [*.]mypurecloud.com.
7. Click Add.

Google Chrome

In Google Chrome, you can disable sleep mode for specific sites.

9. Start Google Chrome.
10. Click Customize and control Google Chrome
11. Click Settings. The Settings tab appears.
12. Click Performance.
13. On the General tile, locate the Always keep these sites active setting and click Add. The Add sites dialog appears.
14. Click Add sites manually.
15. Type your region domain in the Site box. For example, mypurecloud.com.au.
16. Click Add.

Mozilla Firefox

In Mozilla Firefox, you must disable sleep mode for every tab you open; regardless of the site.

1. Start Mozilla Firefox
2. Type about:config in the Address bar and press Enter. The Advanced Preferences tab appears.
3. Click Accept the Risk and Continue.
4. Type browser.tabs.unloadOnLowMemory in the Search preference name box.
5. When the browser.tabs.unloadOnLowMemory setting appears, click Toggle to change the setting to False.

Handle error messages:

- "Unable to display WebRTC Phone window": Disable your browser's pop-up blocker for the Genesys Cloud site.
- "No permission to access microphone": Go to your browser's site settings (often in the address bar) and change the microphone permission for the site to "Allow"

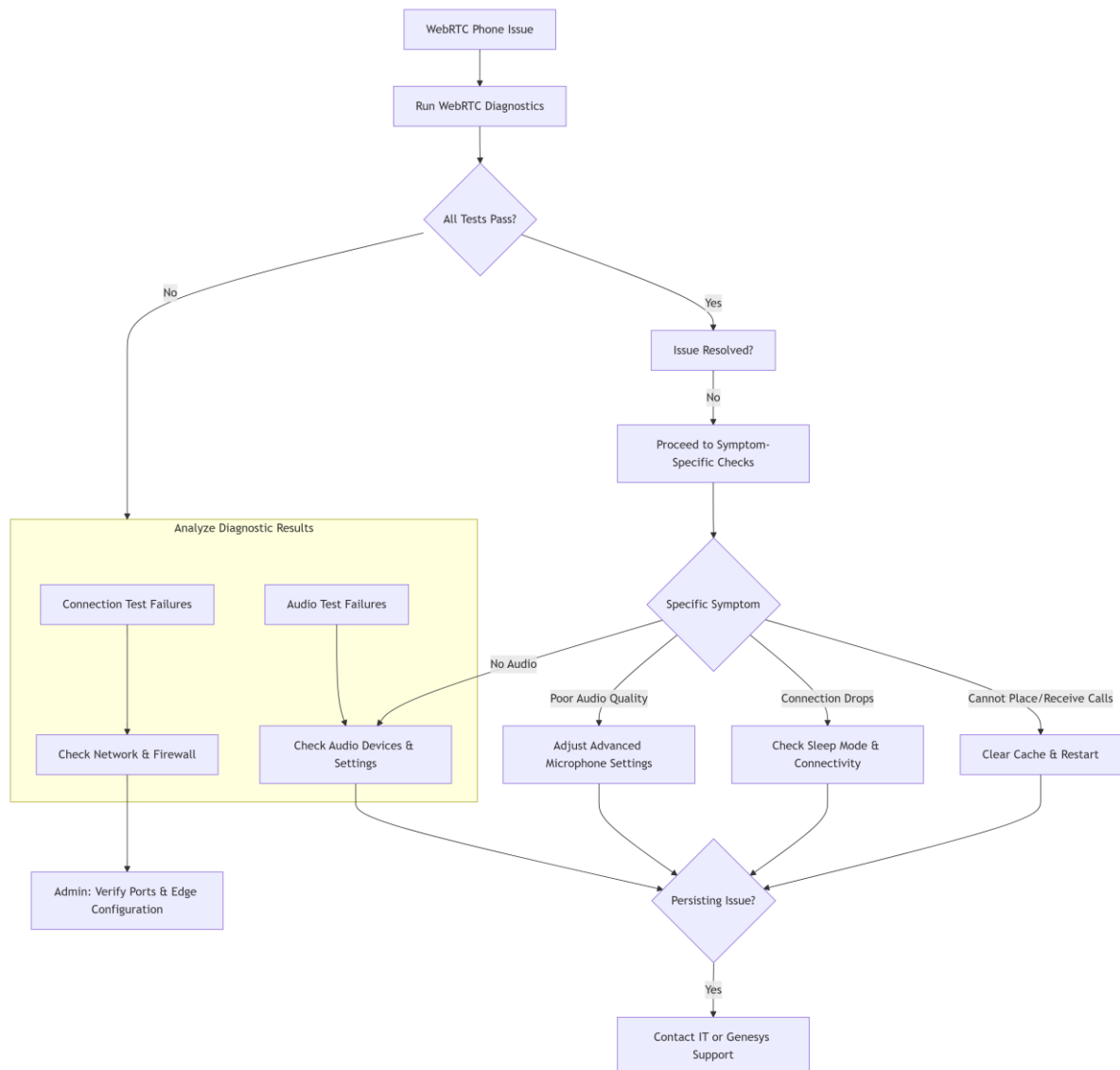
Step 4: Collect Log Files

If issues are not resolved, please escalate to your IT or Genesys support contacts. It is recommended that console and network logs are collected at the time the issue occurs and provided to support for analysis.

Gather Network Logs: <https://help.mypurecloud.com/articles/gather-network-logs/>

Gather Console Logs: <https://help.mypurecloud.com/articles/gather-console-logs/>

High Level Troubleshooting Flow Template:



CVT Genesys Support Contacts

Telephone: 1300 000 288

Email: support@cvt.com.au

Website: <https://www.cvt-cloud.com/contact>