

# RAZORLINE



## PC Client Installation and Configuration Instructions

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# System Requirements

## Minimum hardware and operating system requirements

The following configuration allows for voice-only sessions:

- 550- MHz Pentium-III or equivalent processor
- Windows 7 or higher
- Broadband interconnection of sufficient speed
- microphone and full-duplex sound card
- 48-MB free RMA (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard-disk space
- 640x480 @8bpp (256 colors) VGA graphics card
- mouse
- PC speakers internally or externally connected to the sound card

If a separate microphone and speakers are used instead of the recommended headset, then users must select the Echo Reducer option. Otherwise, other parties may experience an echo while on a call.

## Recommended hardware and operating system requirements

The following configuration allows for Medium-Bandwidth video and simultaneous voice and sharing sessions:

- 2.0 (or higher) GHz Pentium-4 or equivalent processor
- Windows 7 or higher
- Broadband internet connection of sufficient speed
- 64-MB free RMA (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard disk space
- 800x600 @16bpp (65,536 colors) VGA or better video graphics card
- mouse
- full-duplex sound card with speakers (external or built-in)
- separate USB headset or analog headset with built-in microphone

With speakers connected to the PC sound card, you will be able to send the ringing (alerting sounds) through the PC's speakers and use a USB headset for voice and audio while on a call. This will enable you to be away from your desk and still be able to hear an incoming call with this combination. Otherwise, the alerting tones would only get played through the headset if this combination is not used, or if an analog headset (non-USB headset) that connects directly to your PC's sound card is used.

## Best performance hardware and operating system requirements

The following configuration allows for high-bandwidth or customer-configured video and simultaneous voice, sharing and web collaboration (point-to-multi-point application sharing) sessions:

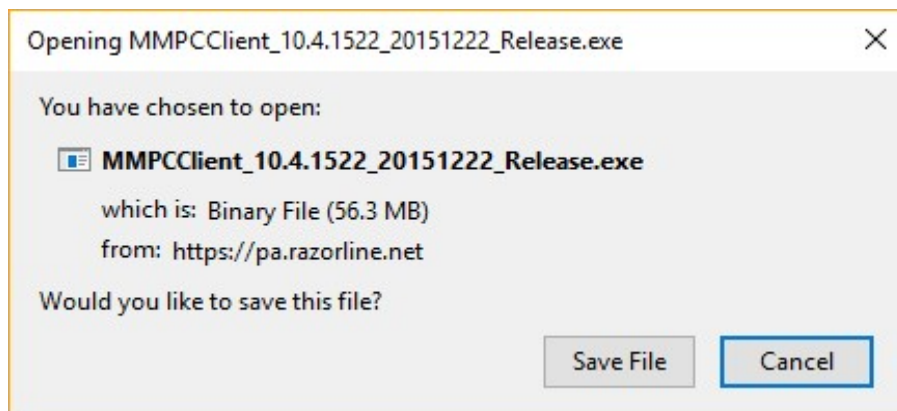
- 3.0-GHz (or higher) Pentium-4 or equivalent processor
- Windows 7 or higher
- high-speed network connection (10base-T Ethernet or better)
- 64-MB free RAM (This requirement is in additions to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard disk space
- 800x600 @16bpp (65,536 colors) VGA or better video graphics card
- mouse
- full-duplex sound card with speakers (external or built-in)
- separate USB headset or analog headset with built-in microphone

## Downloading the Genband GenCom Client

1. Using a web browser that supports Adobe Flash (i.e. Microsoft IE, Mozilla Firefox, Microsoft Edge), paste or click the underlined link: <https://pa.razorline.net>
2. Login with your username. This is your ten-digit phone number@yourdomain.net.
3. When logged in, navigate to “Download Genband GenCom” at the top right of the page.

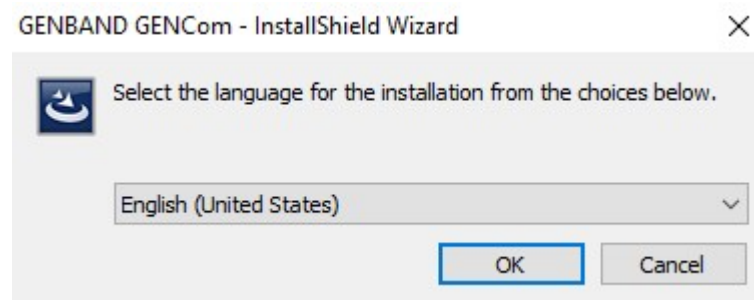


4. Save the file

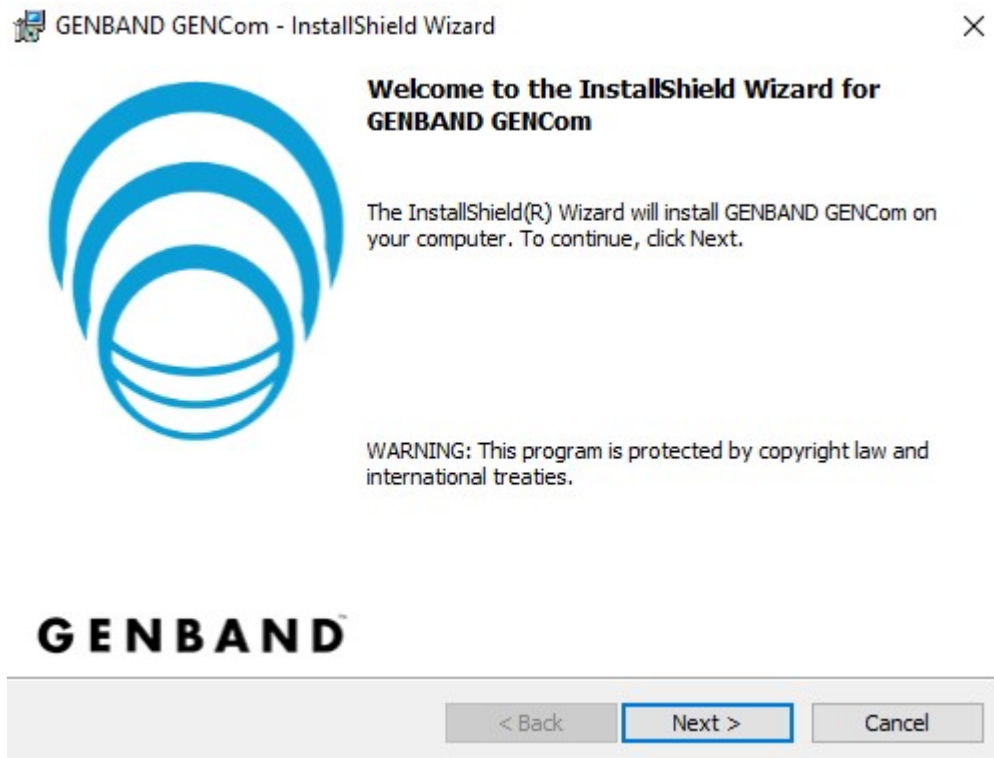


**Note:** The file name/version release will vary.

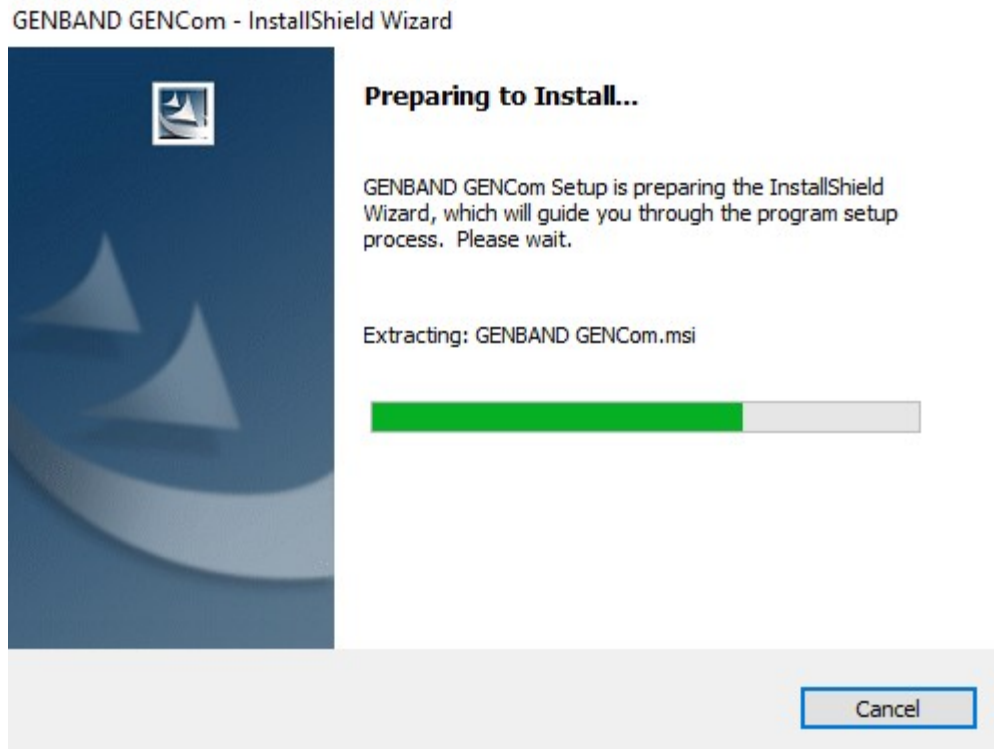
5. Double click the executable file to start the installation process.



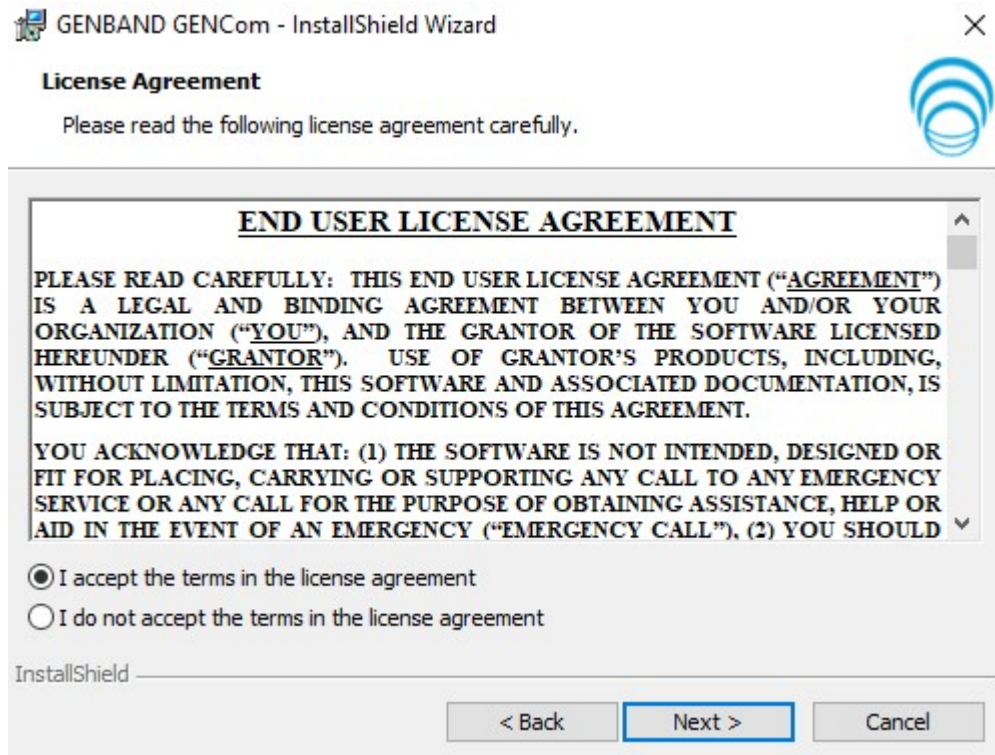
- Installation starts. Click NEXT to continue.



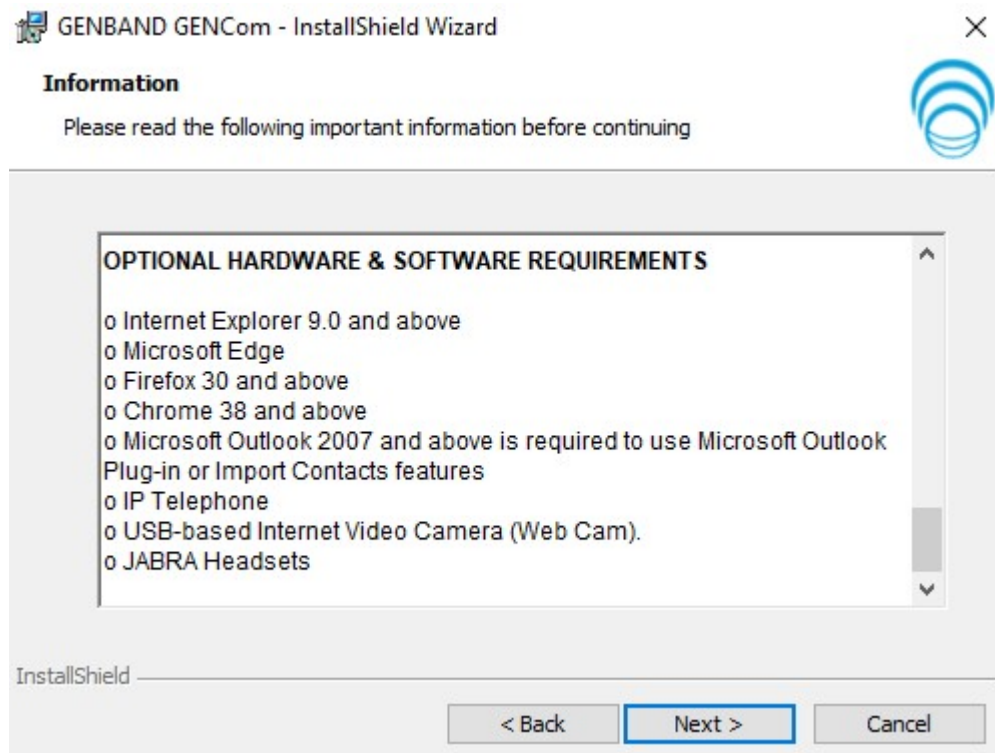
- Installation process may take a while to validate resources.



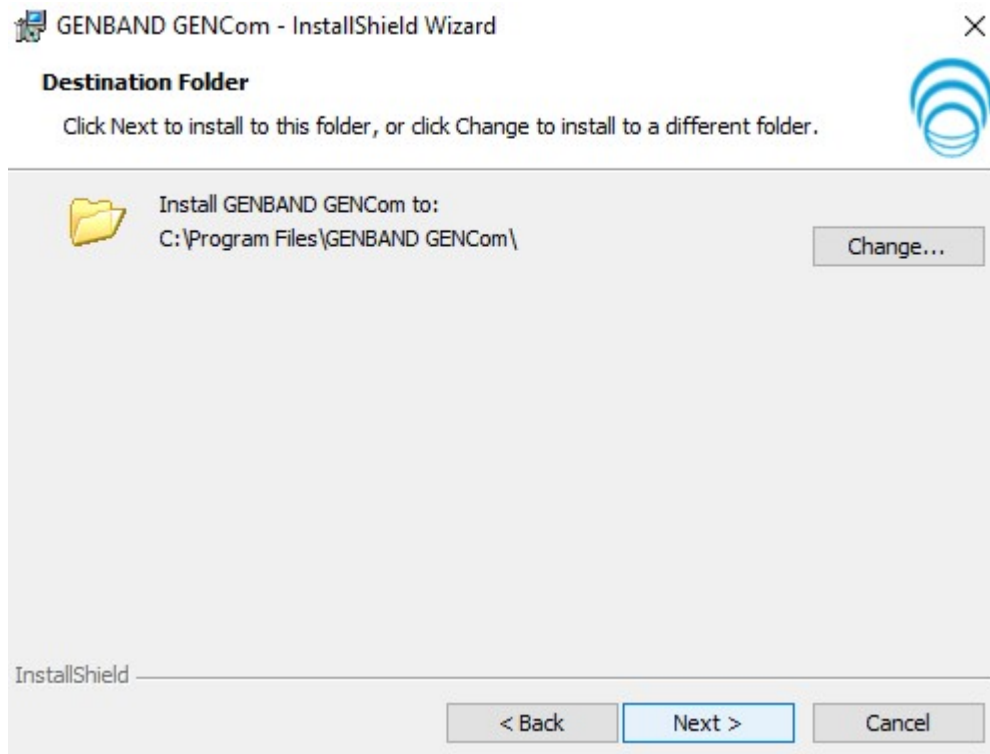
8. Accept the terms in the license agreement.



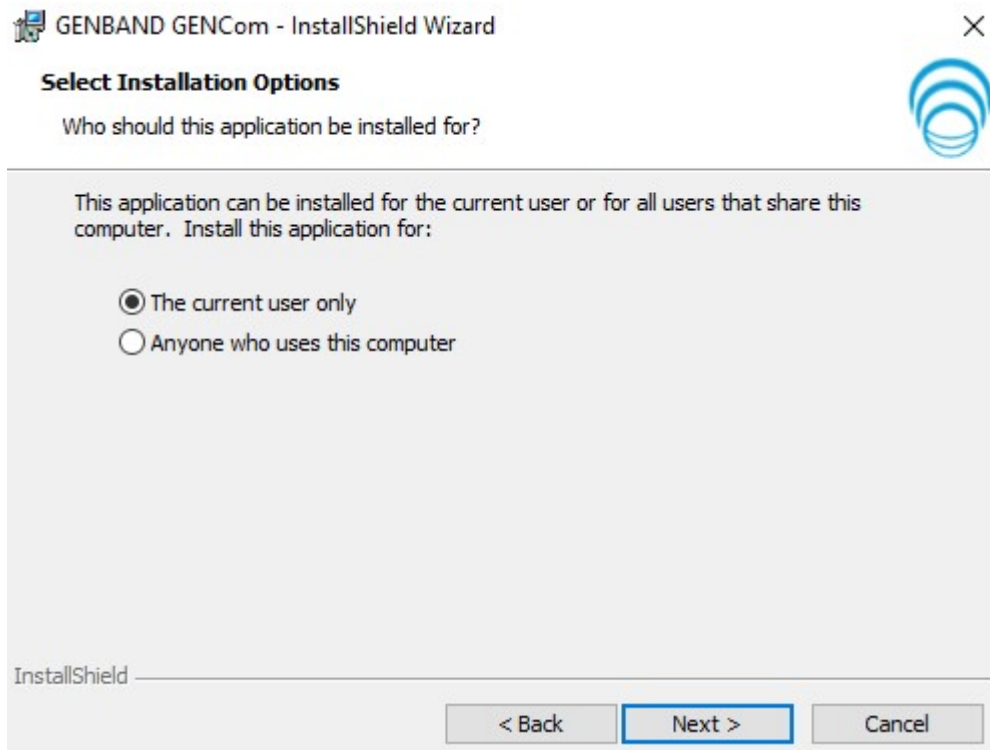
9. Optional Hardware and Software Requirements.



10. Default installation destination path/folder.

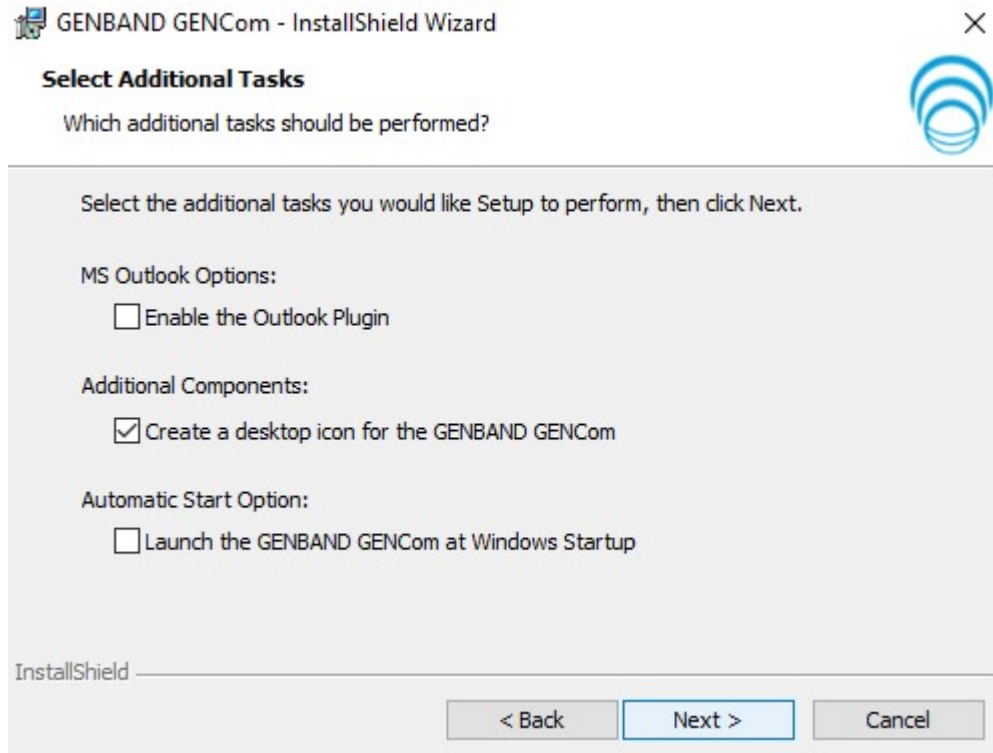


11. Select installation options for "The current user only".

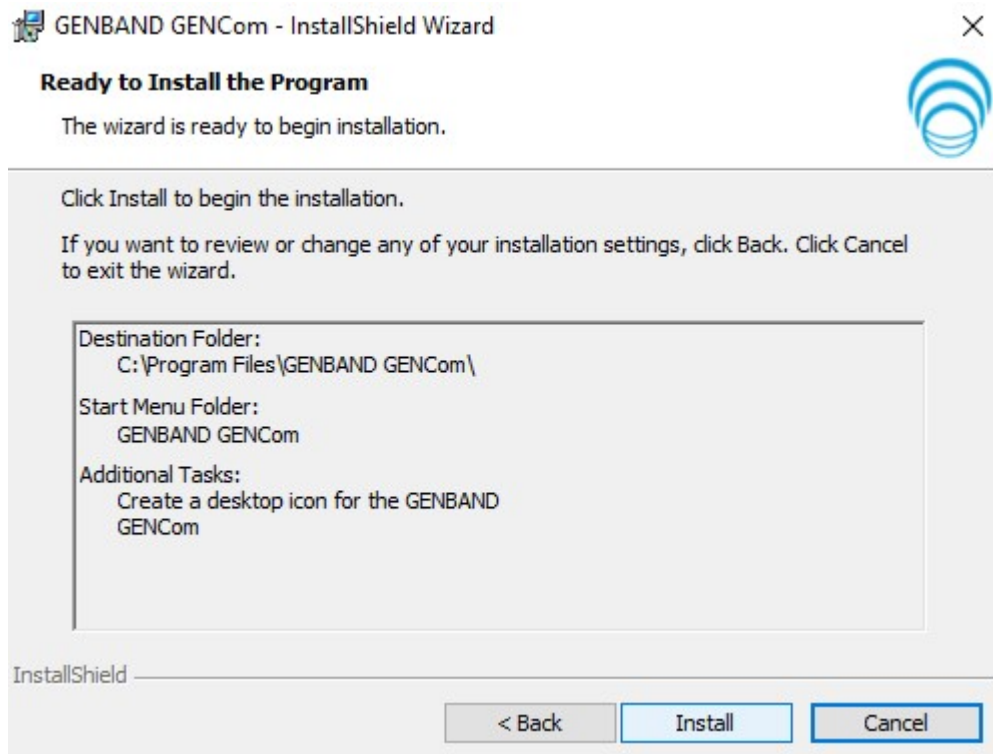




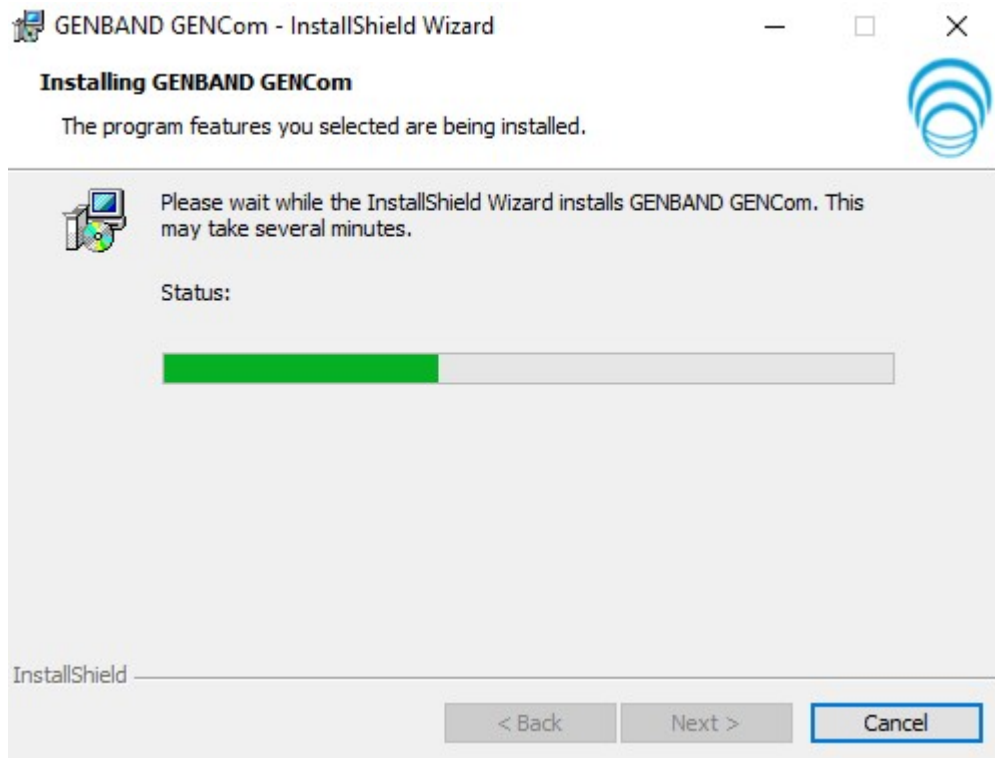
12. De-Select "Enable the Outlook Plugin" and select "Create a desktop icon for the Genband GenCom."



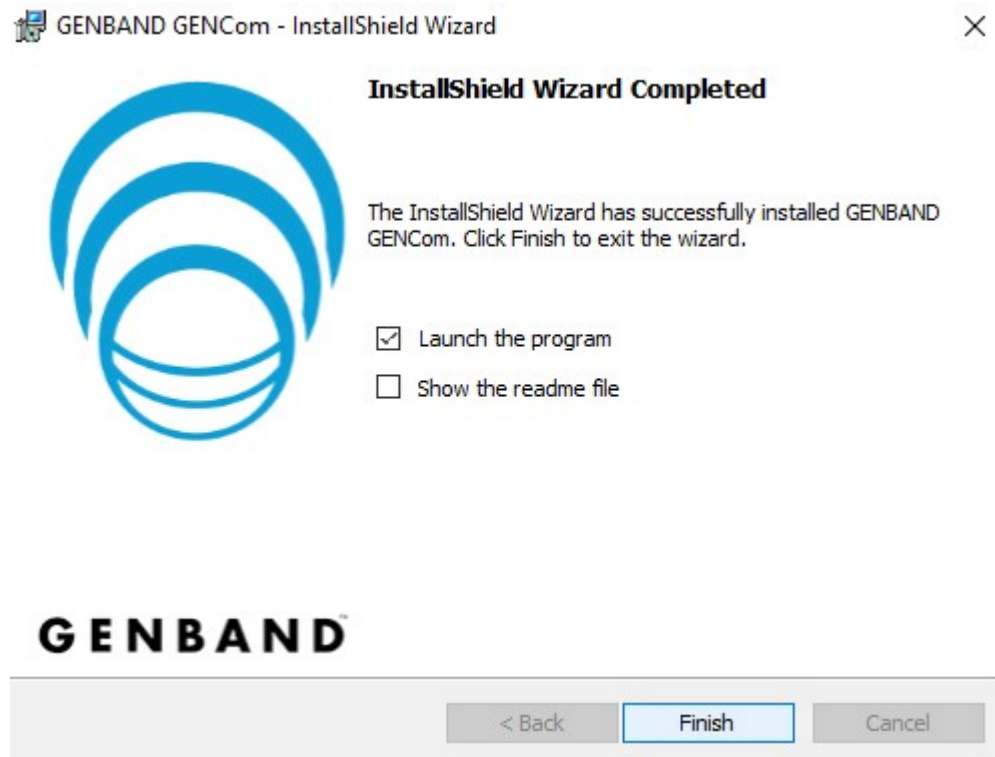
13. Ready to install the Genband GenCom with select installation settings.



14. Installing the Genband GenCom with selected program features.

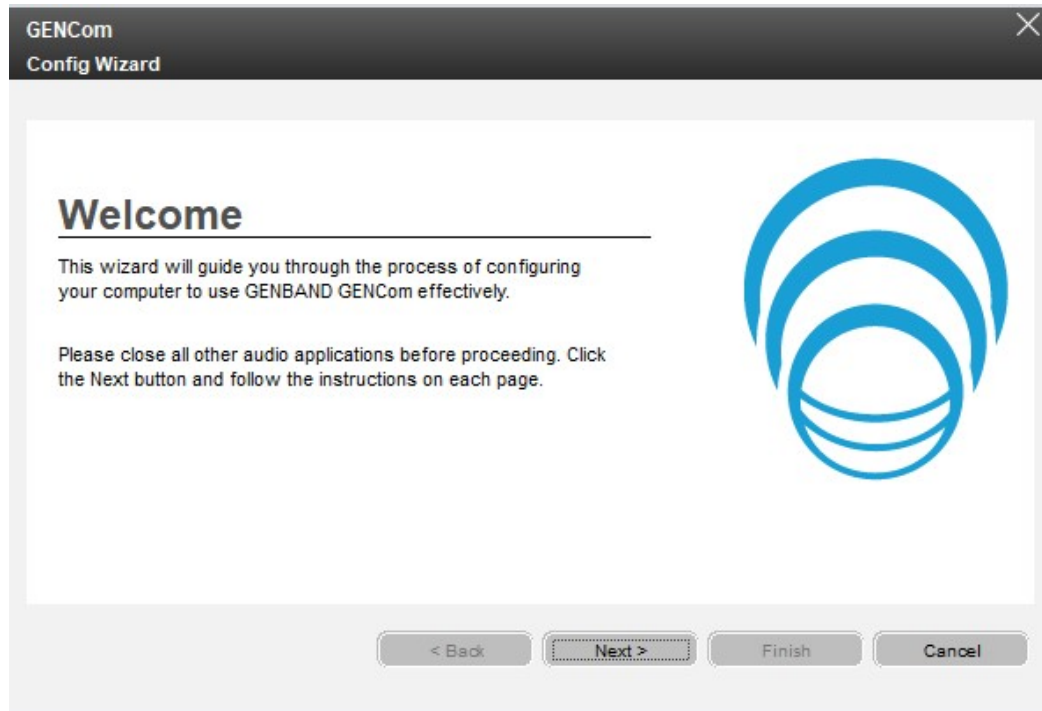


15. The Genband GenCom installation wizard has completed. Select "Launch the program" to start the "Config Wizard" and set up preferences.



# Config Wizard

## 1. Config Wizard



**Note:** During the configuration process you will be asked to enter the following:

Username = ***Your assigned ten-digit extension*** (i.e. 5042741700)

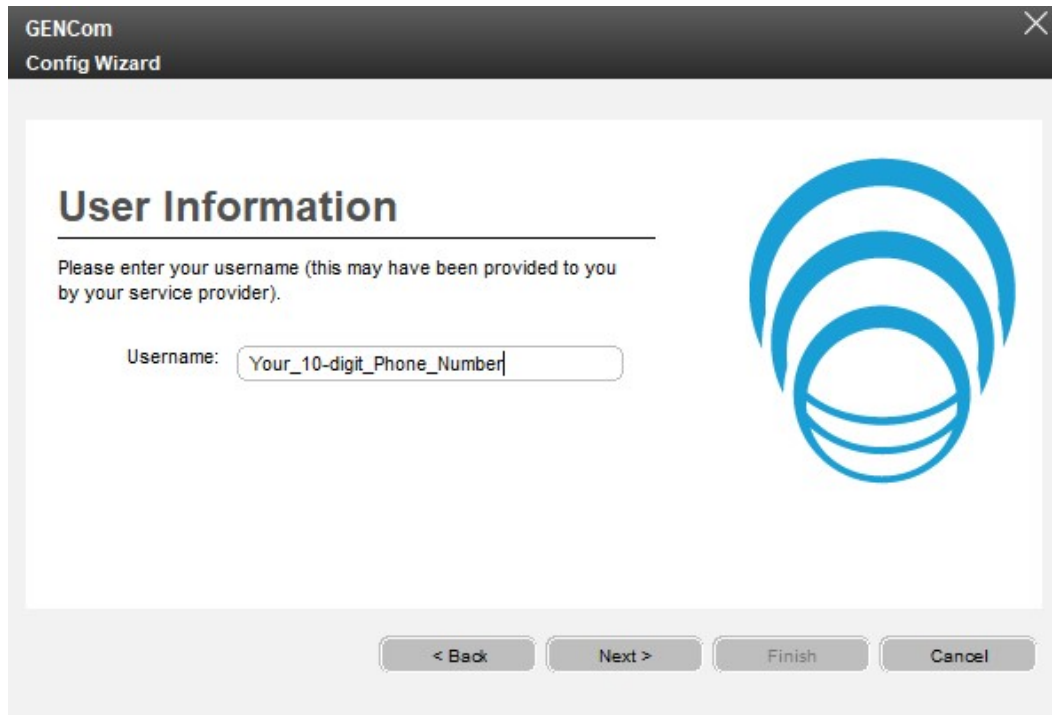
Proxy Address = **204.11.8.163**

Domain Name = ***Yourdomain.net*** (i.e. razorline.net)

Password = Use your new, changed password.

Automatically sign me in at startup = Enable or Disable depending on your preference.

2. Your username is your assigned ten-digit extension.



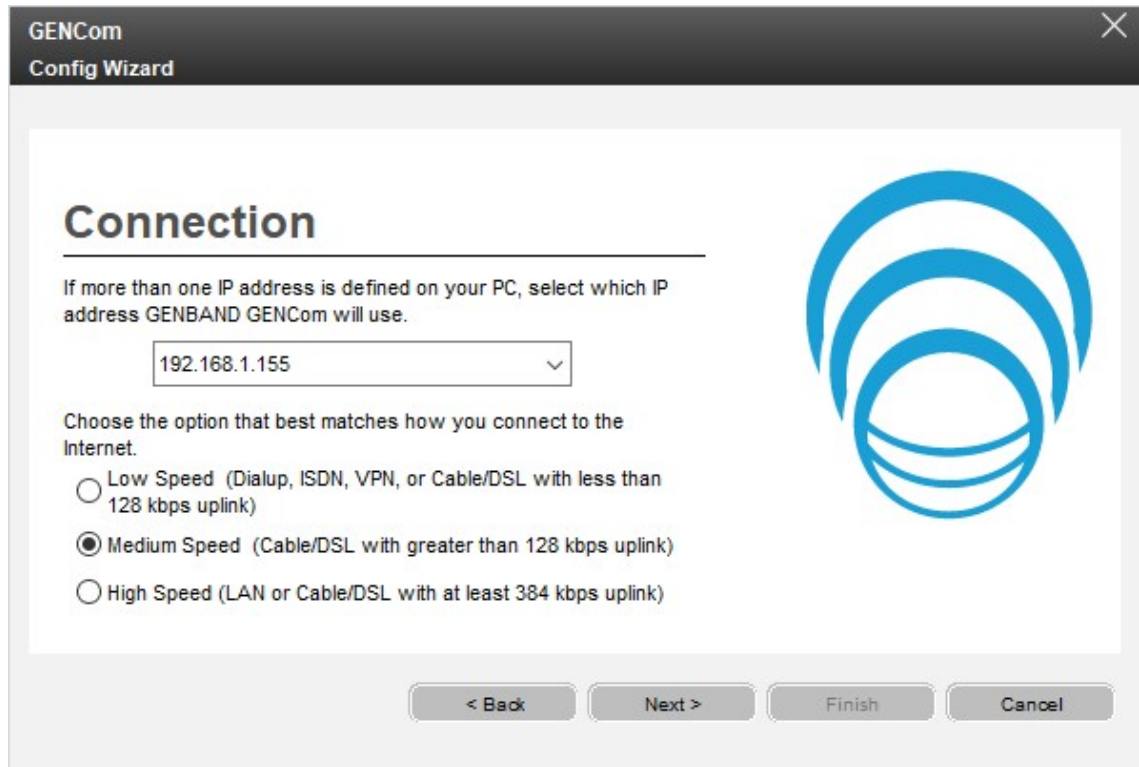
The screenshot shows the 'User Information' screen of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The main heading is 'User Information'. Below the heading, there is a sub-heading and a paragraph: 'Please enter your username (this may have been provided to you by your service provider)'. There is a text input field labeled 'Username:' with the placeholder text 'Your\_10-digit\_Phone\_Number'. To the right of the input field is a large blue logo consisting of several concentric, overlapping curved lines. At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

3. In the Network Information page, provide the IP address and domain for the default proxy server. *Refer to information provide above.*

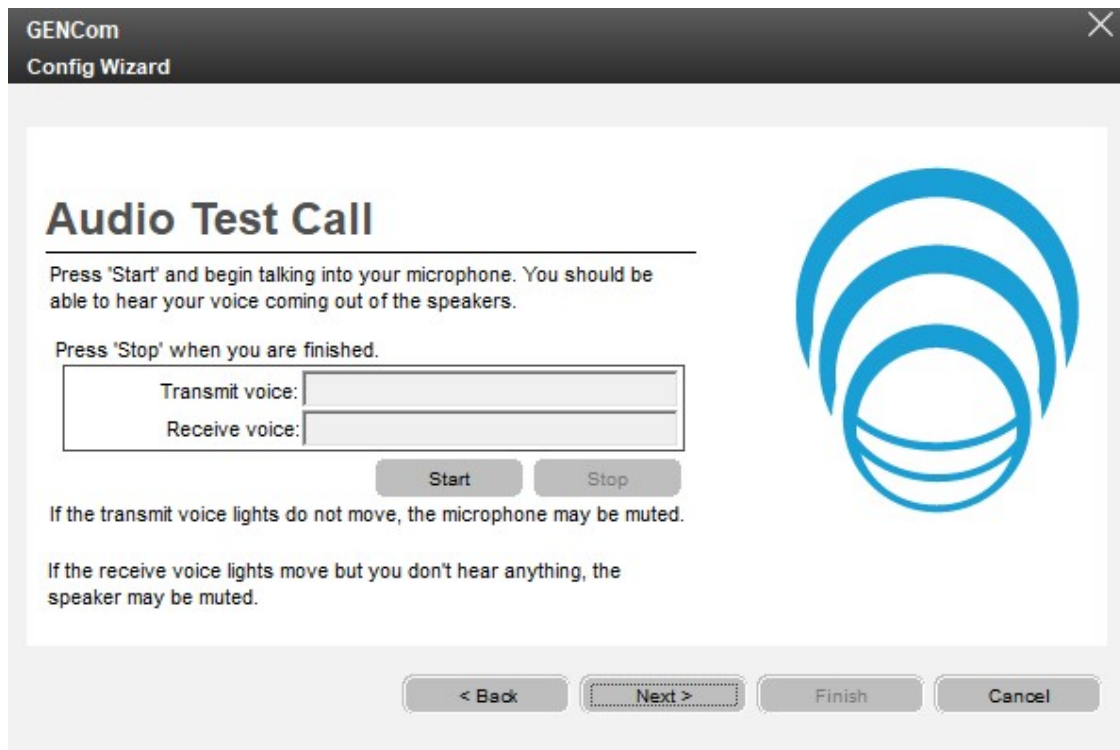


The screenshot shows the 'Network Information' screen of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The main heading is 'Network Information'. Below the heading, there is a sub-heading and a paragraph: 'Please enter the address and domain for your default outgoing network proxy. This information should have been provided to you by your service provider.' There are two text input fields: 'Proxy Address:' with the value '204.11.8.163' and 'Domain Name:' with the value 'yourdomain.com'. To the right of the input fields is a large blue logo consisting of several concentric, overlapping curved lines. At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

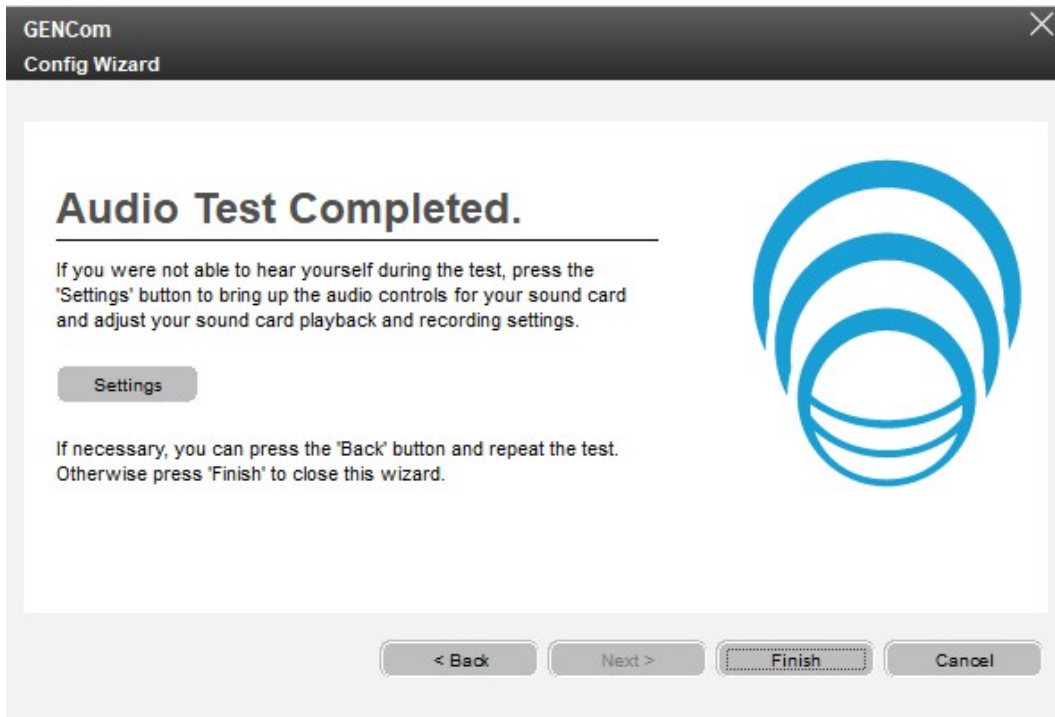
4. In the Connection page, verify that your IP address is shown. Your IP will vary. Select “medium Speed.



5. The Audio Test Call page is where you can test your microphone and speakers to ensure proper send and receive audio levels.



6. Once the audio test is complete, click **Finish** to end the configuration wizard.

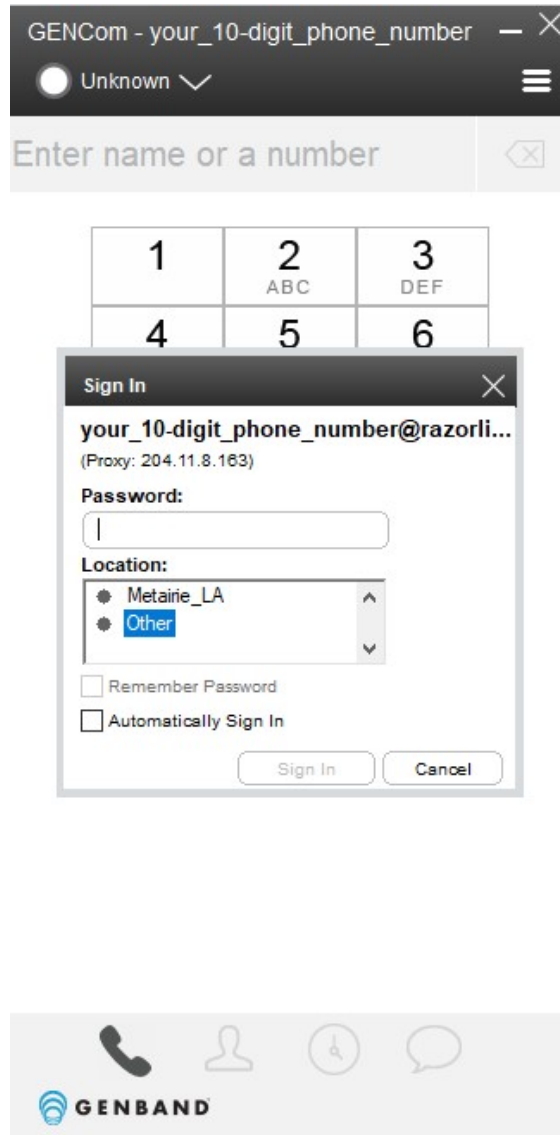


## Configuring the Genband GenCom Client

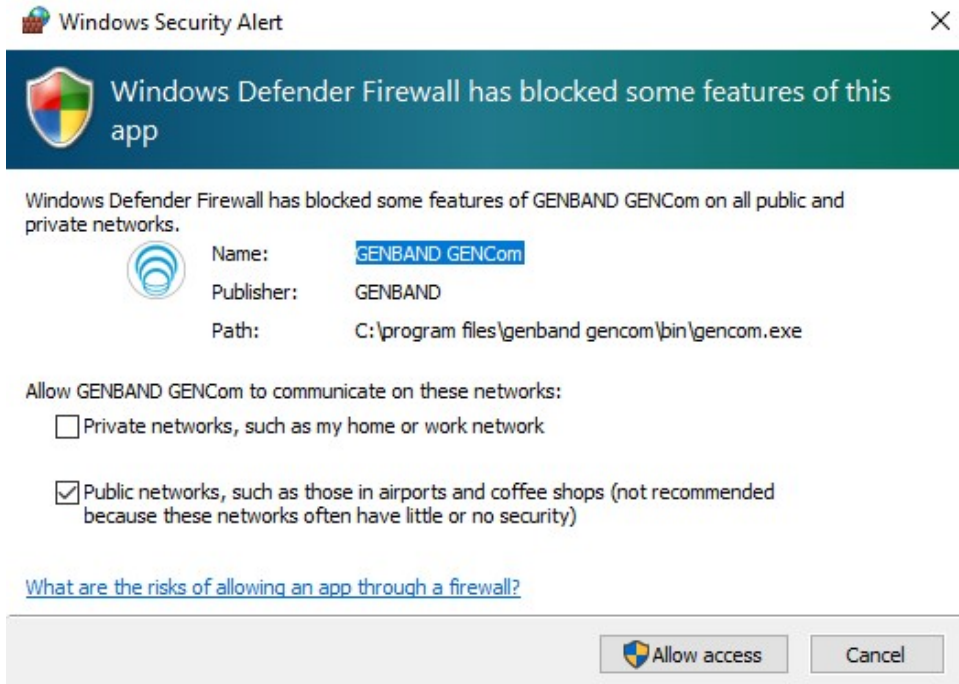
1. Double Click the Genband GenCom desktop icon to start the GENBAND GenCom application.



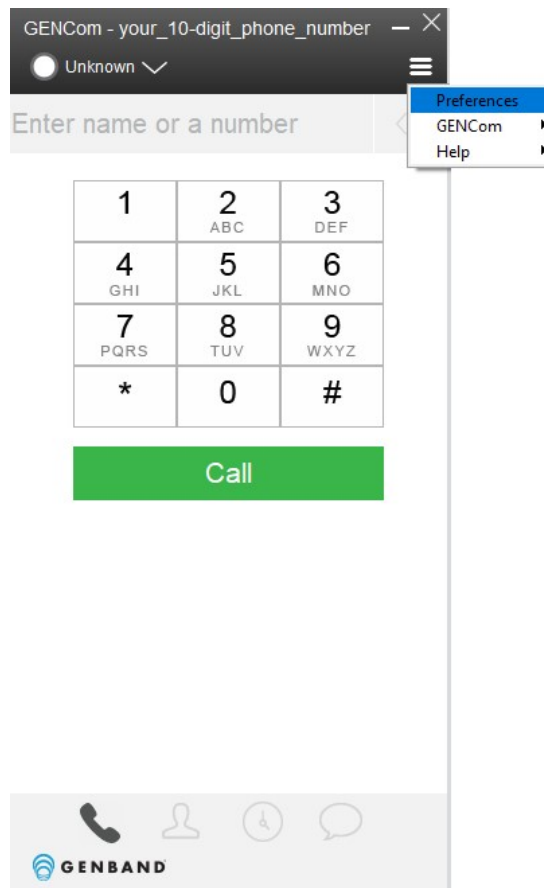
2. At the "Sign In" press "Cancel".



3. If you have Windows Firewall running on your computer, grant the Genband GenCom application to “Public Networks”.



4. At the upper right corner, press the menu icon then click “Preferences”





5. Click on **“User”** preferences:
  - a. In the “Username” box, enter your 10-digit telephone number.
  - b. In the “Current Location” box, select the proper location that you work from. This is used for emergency calling purposes.

The screenshot shows the 'GENCom Preferences' dialog box with the 'User' tab selected. The 'User Profile Settings' section is active, displaying a 'Username' field with the placeholder text 'your\_10-digit\_phone\_numbe' and an 'IP Address' field with the value '192.168.1.155'. Below this, the 'Location' section is visible, featuring a 'Current Location' dropdown menu set to 'Other' and a 'Change' button. The dialog box includes a sidebar with various preference categories and 'OK' and 'Cancel' buttons at the bottom.

**GENCom Preferences**

**User**

- Connection
- Network
- Audio Devices
- Audio
- Sounds
- File Exchange
- Presence
- Display
- Calls
- System
- Miscellaneous
- User Interface
- MS Office
- Function Keys

**User Profile Settings**

Provide your username (e.g., your first initial and last name). Your IP Address is displayed below.

Username: your\_10-digit\_phone\_numbe IP Address: 192.168.1.155

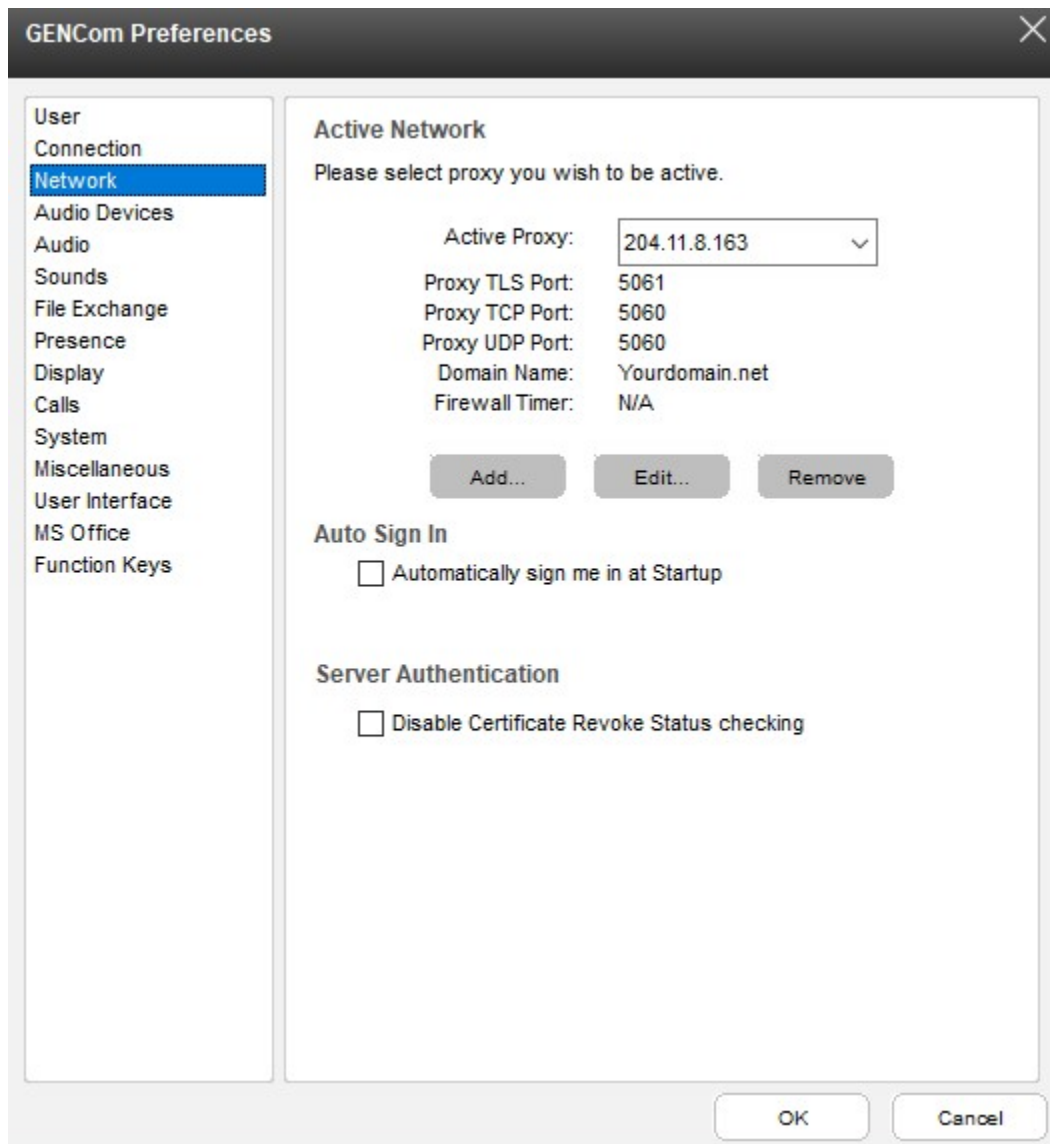
**Location**

If the location indicated below is not correct, use the "Change" button to bring up the location dialog and choose another location from the location list.

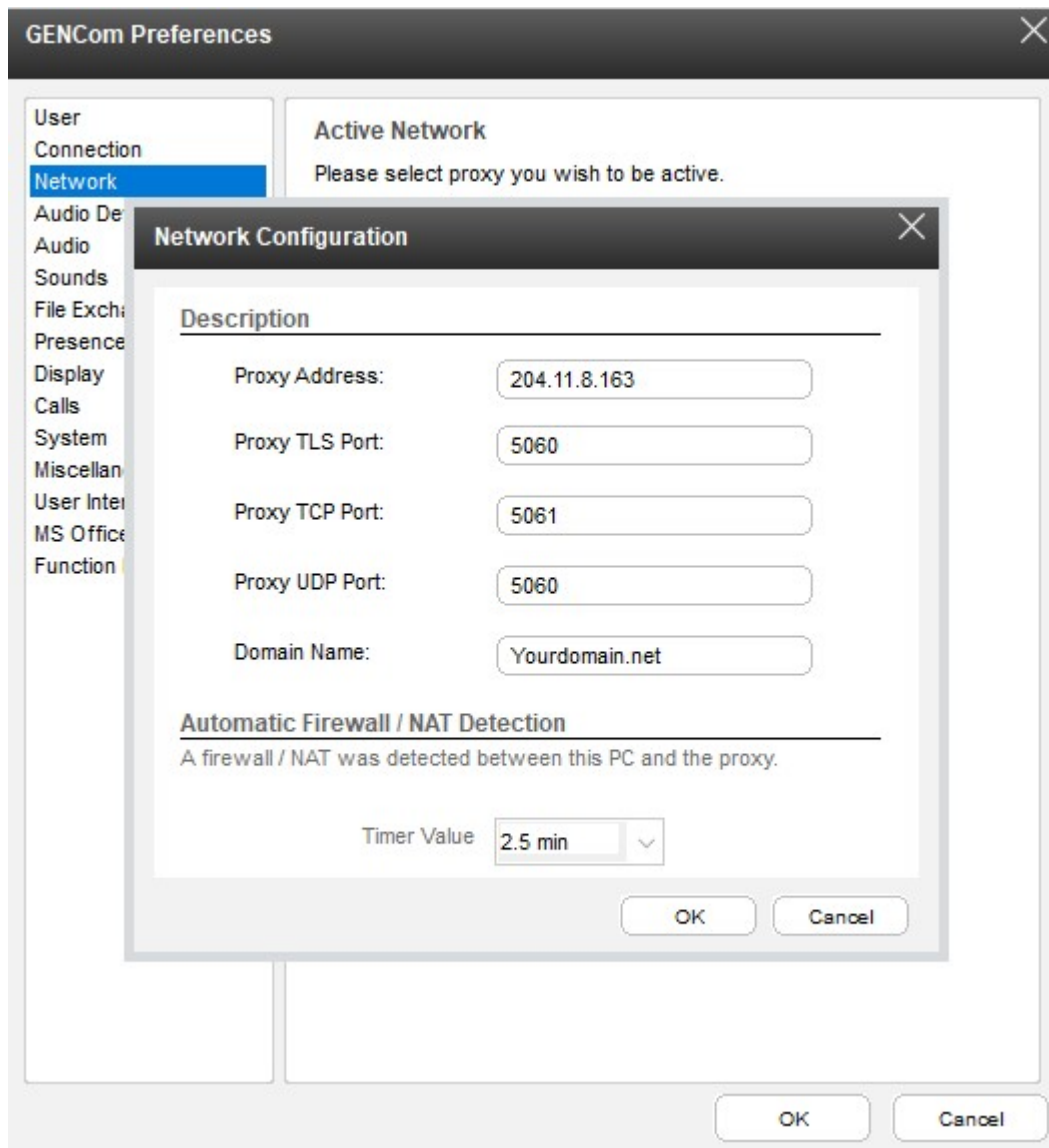
Current Location: Other Change

OK Cancel

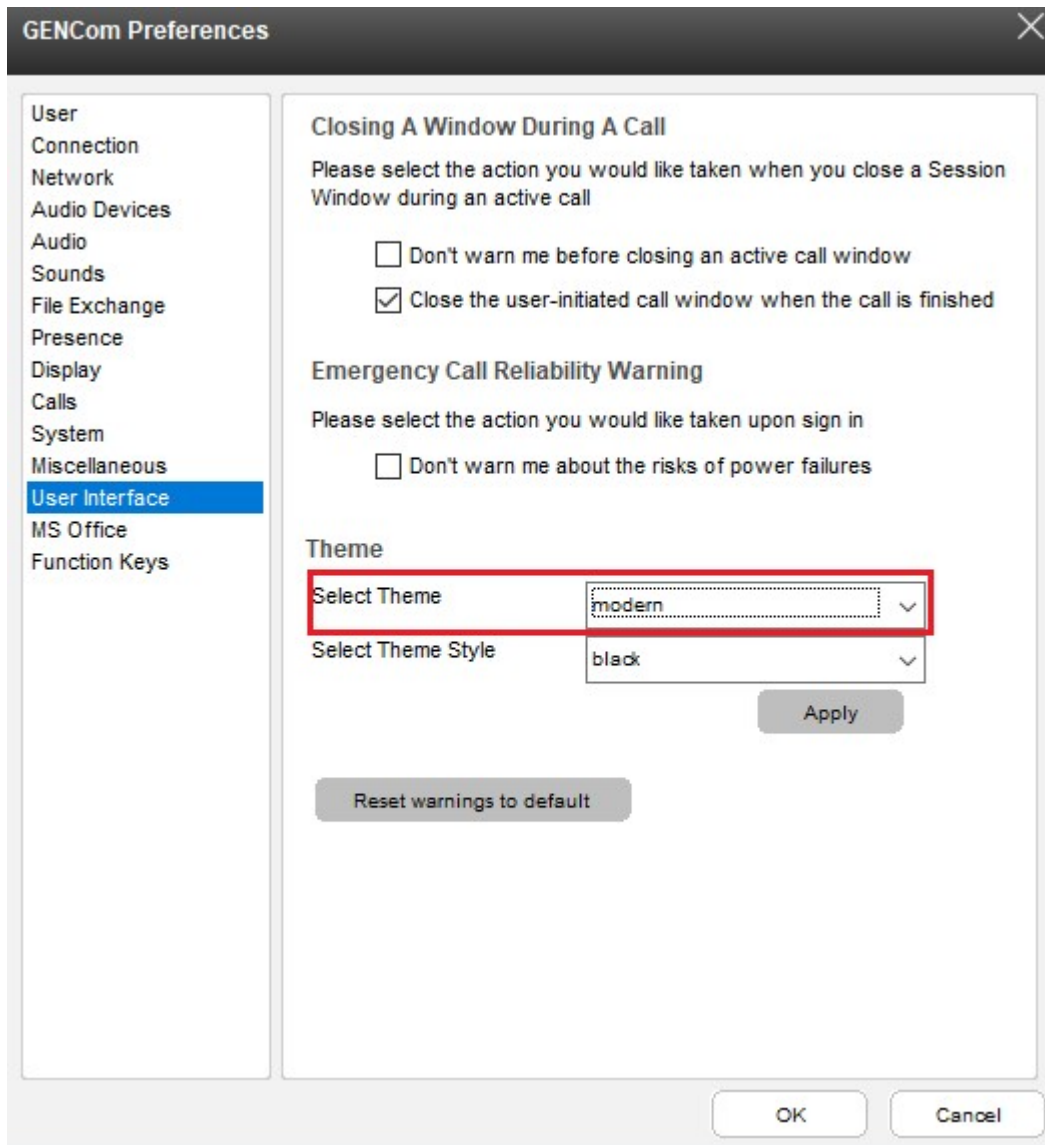
6. Click on Network preferences, then click on "Edit".



7. In the Network Configuration preferences, change the following:
  - a. Proxy TLS Port: 5060
  - b. Proxy TCP Port: 5061
  - c. Proxy UDP Port: 5060
  - d. Domain Name: Enter your RazorLine assigned domain name

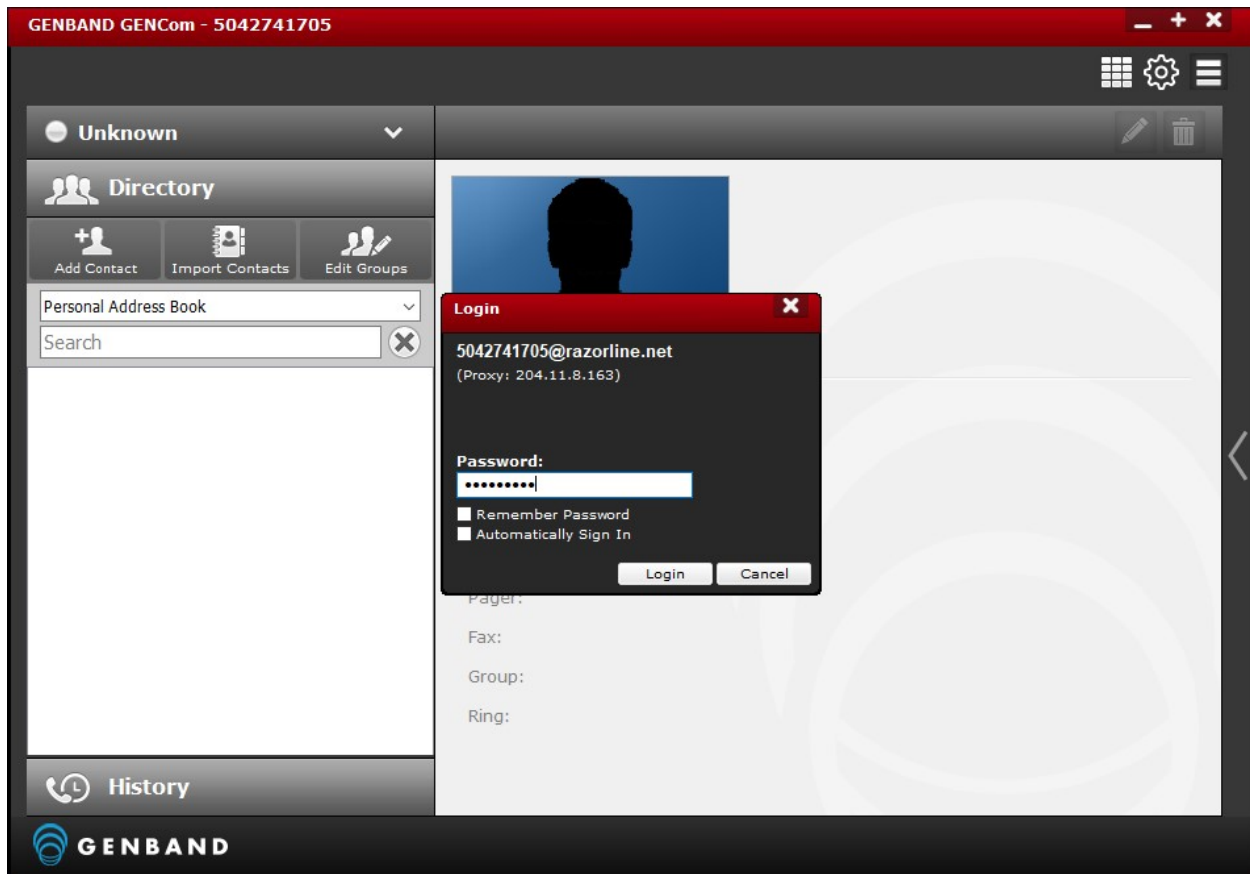


8. Click on “User Interface” preferences:
  - a. Select the “Modern” theme



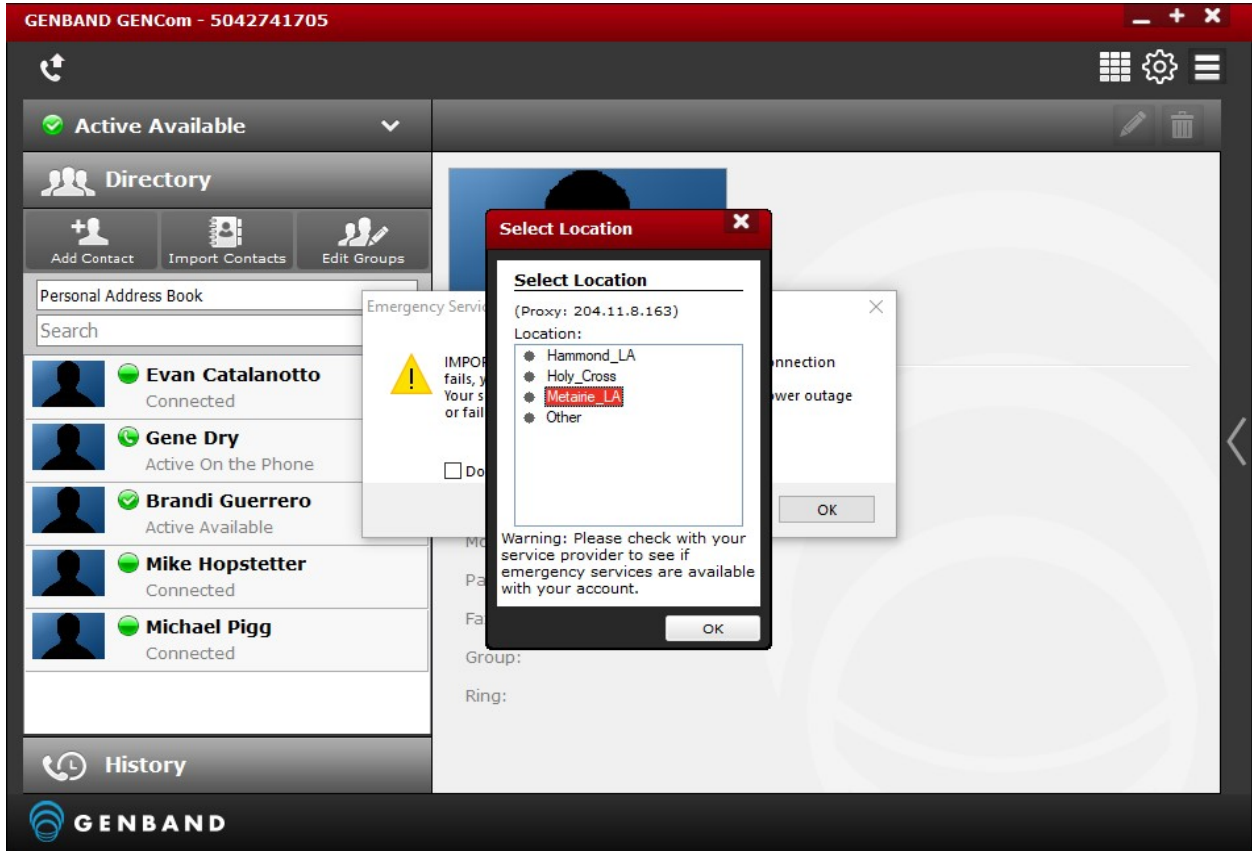
## Launching the Genband GenCom Client

1. Double Click the Genband GenCom desktop icon to start the GENBAND GenCom application.

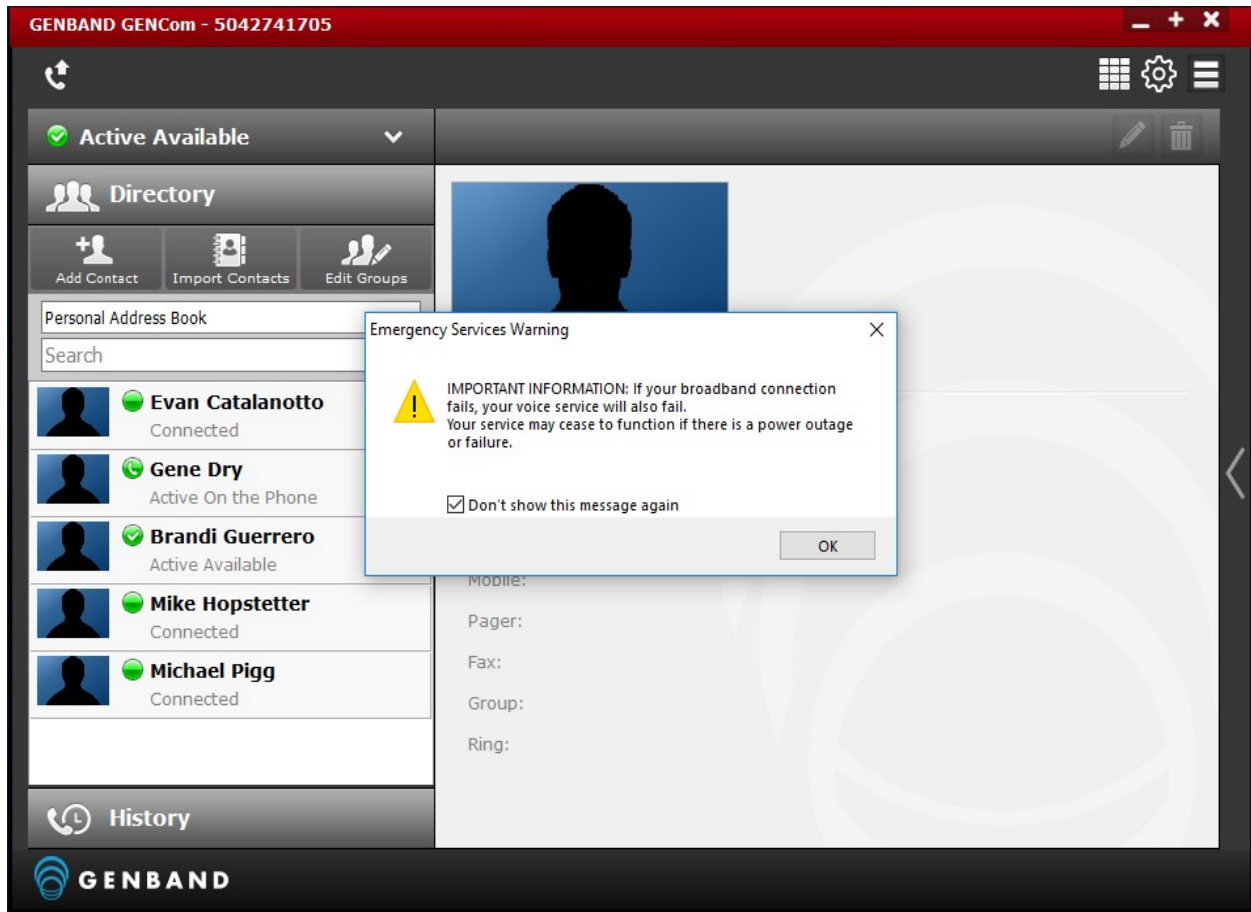


Enter your password into the “Password” box. Select the “Remember password” and “Automatically Sign In” boxes if desired. Click **Login**.

2. Select the proper location you work from and click **OK**.



3. Please read the “Emergency Services Warning”.



4. When you have successfully logged in, your Genband GenCom soft phone status will indicate a **GREEN** check and "Active/Available".

