

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:

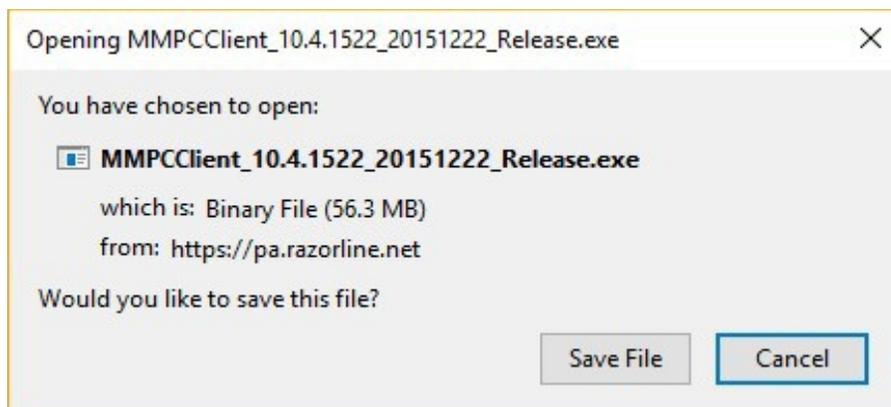
- 3.0-GHz (or higher) Pentium-4 or equivalent processor
- Windows 7 or higher
- high-speed network connection (10base-T Ethernet or better)
- 64-MB free RAM (This requirement is in additions to the memory requirements of the OS and other concurrent applications.)
- 50-MB free hard disk space
- 800x600 @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

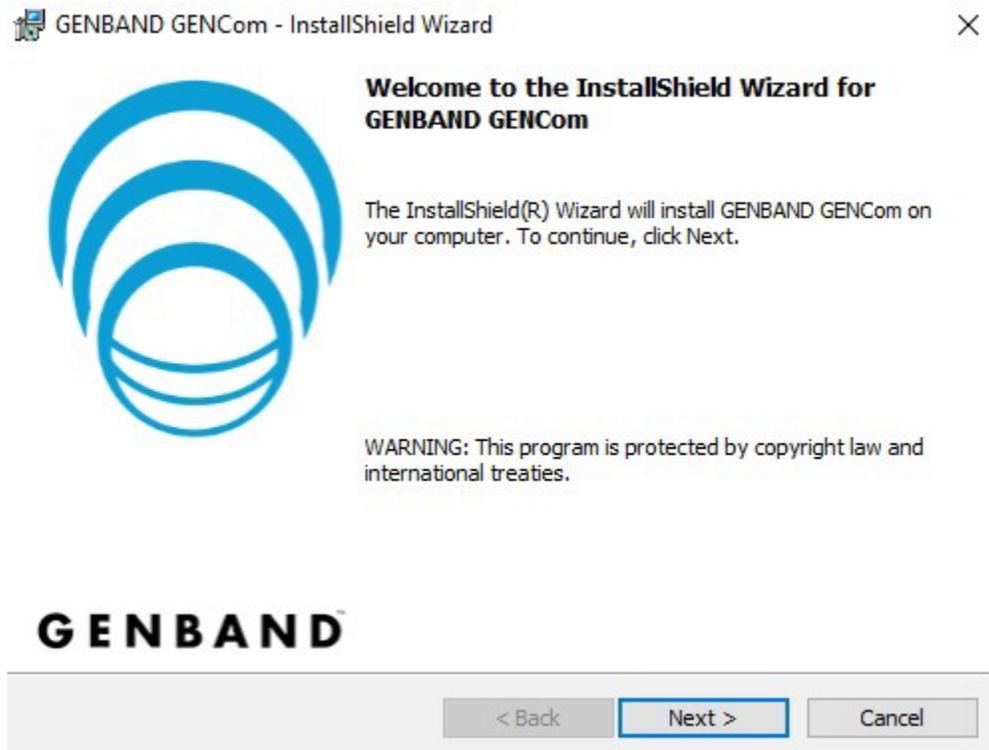


Note: The file name/version release will vary.

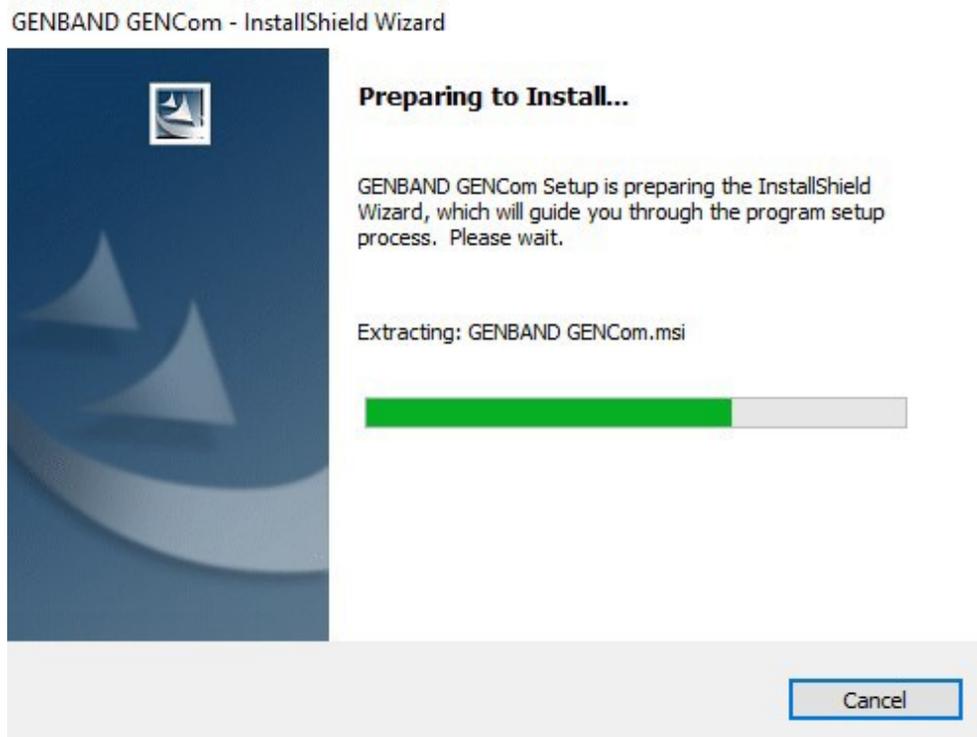
5. Double click the executable file to start the installation process.



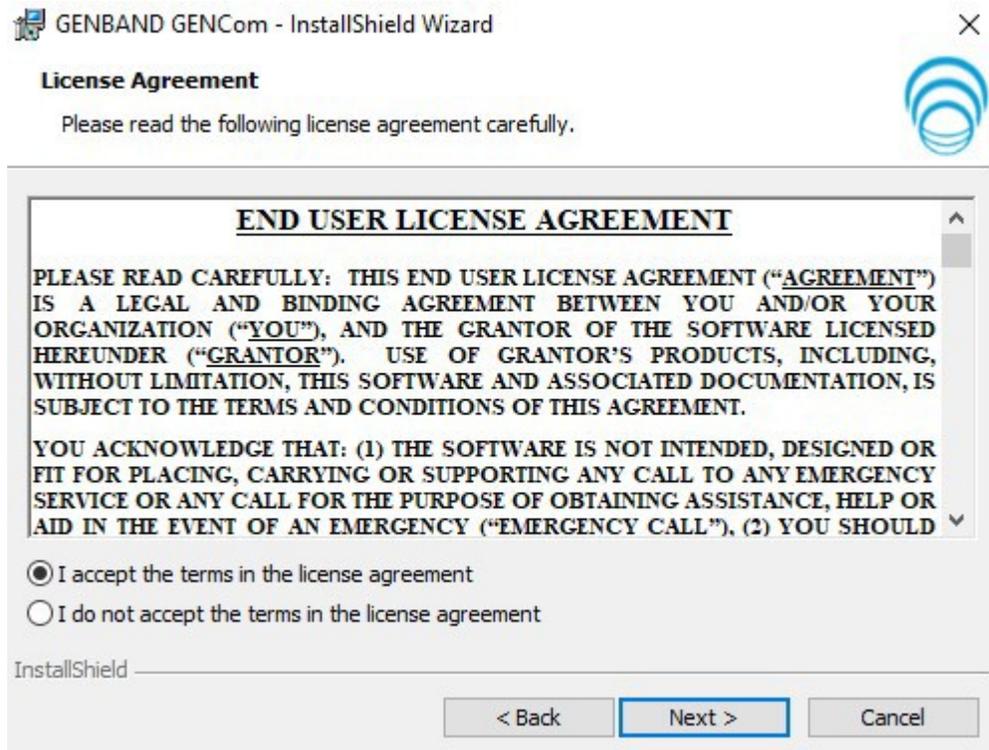
- Installation starts. Click NEXT to continue.



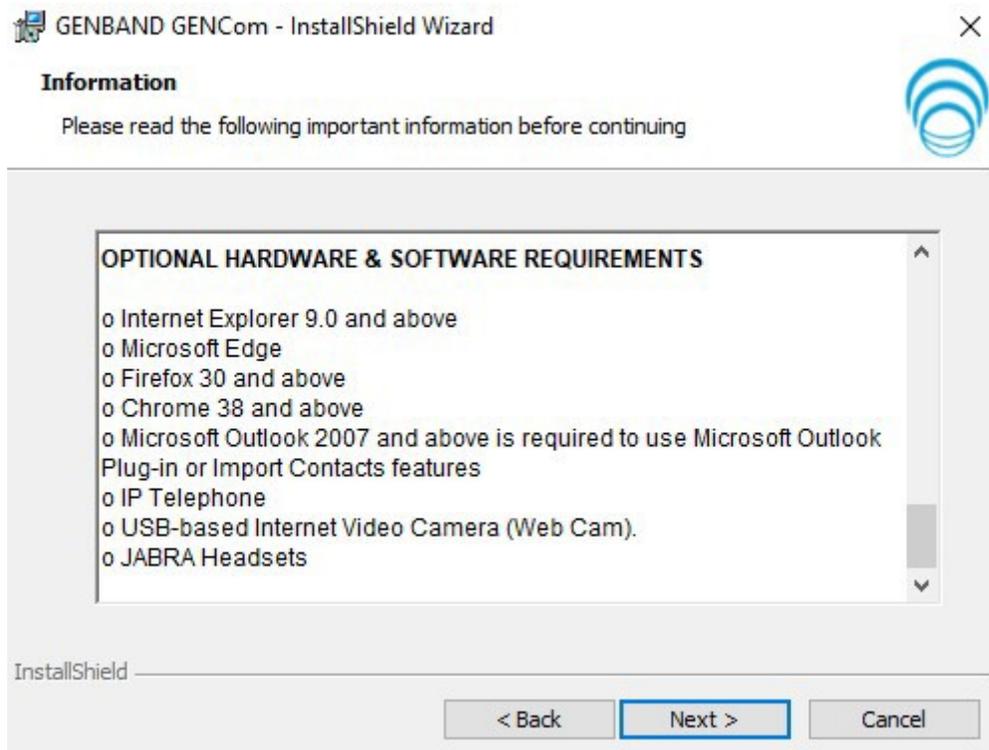
- Installation process may take a while to validate resources.



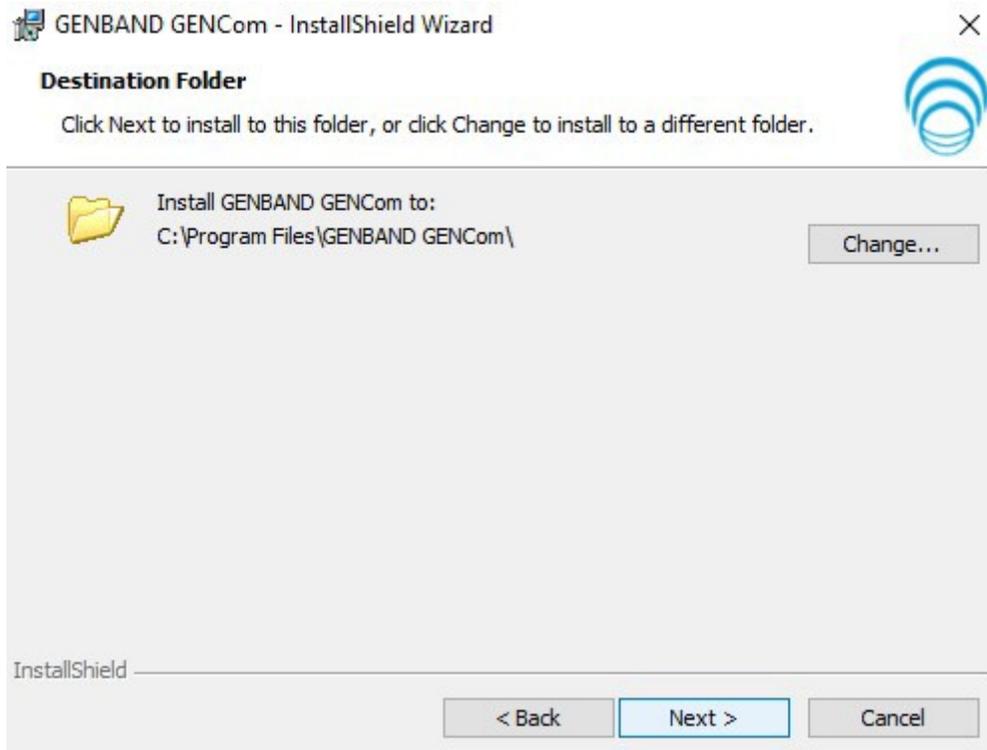
8. Accept the terms in the license agreement.



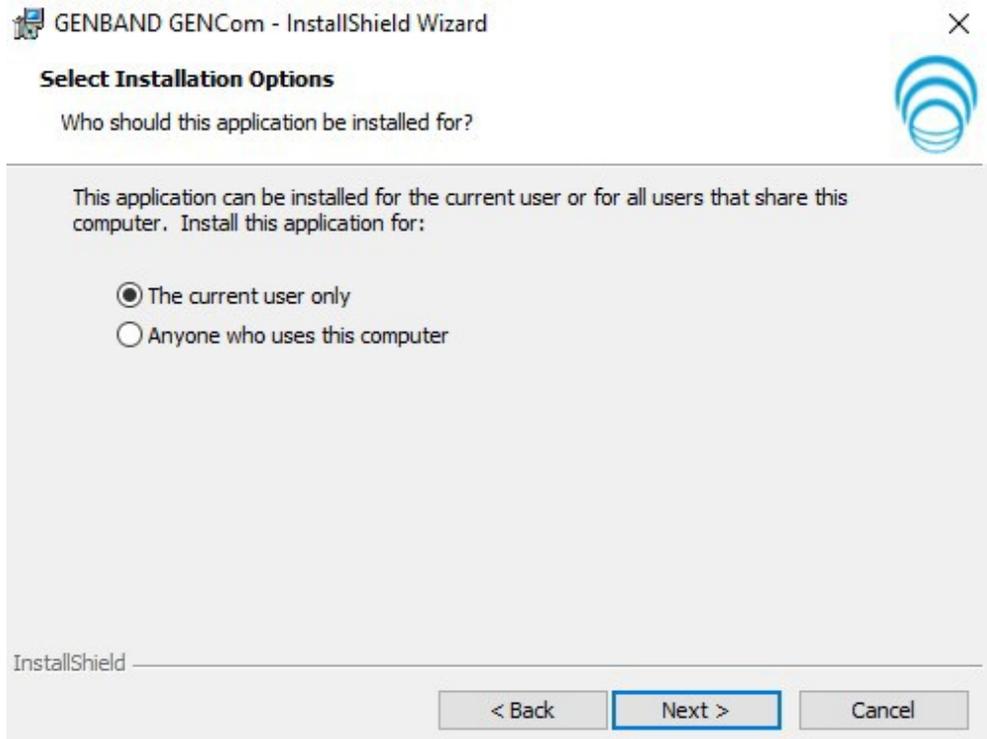
9. Optional Hardware and Software Requirements.



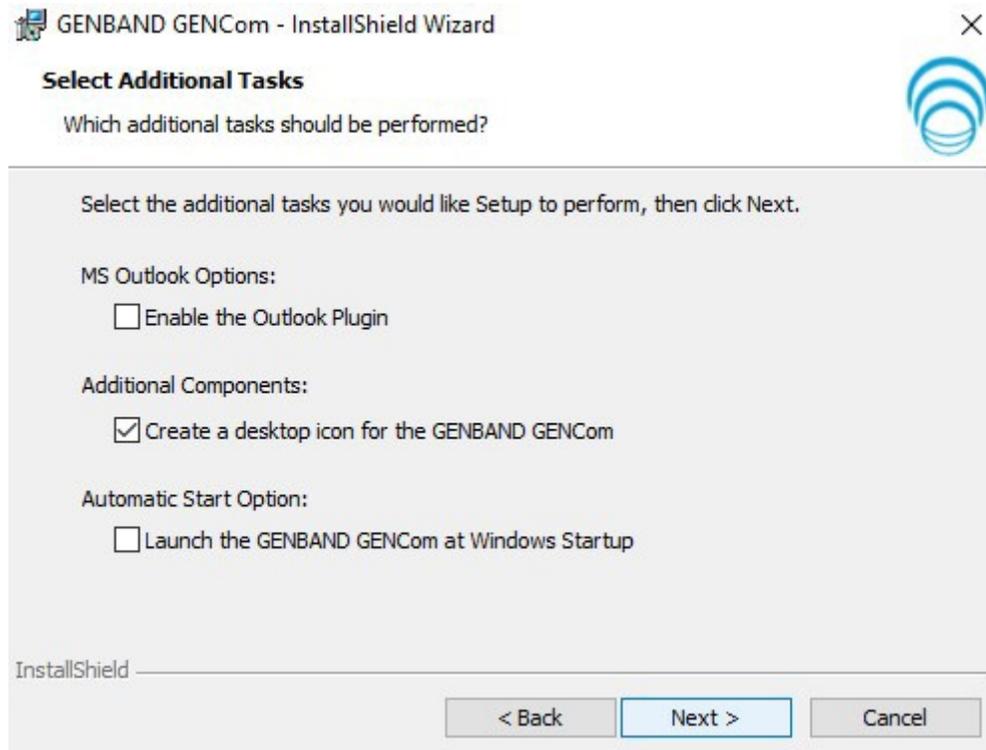
10. Default installation destination path/folder.



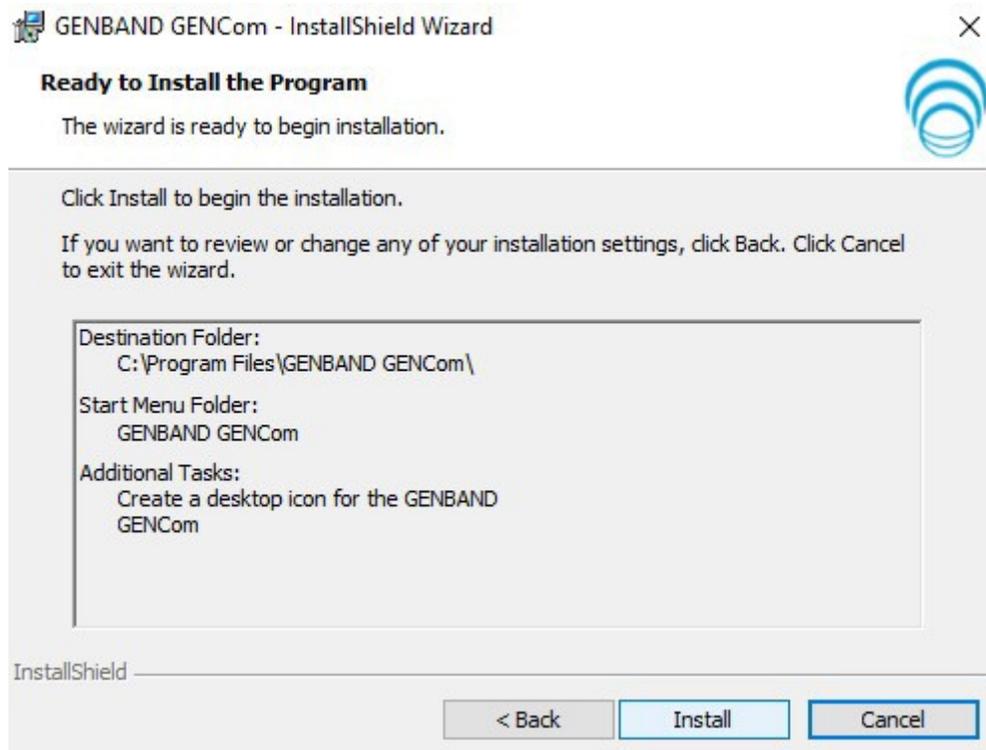
11. Select installation options for “The current user only”.



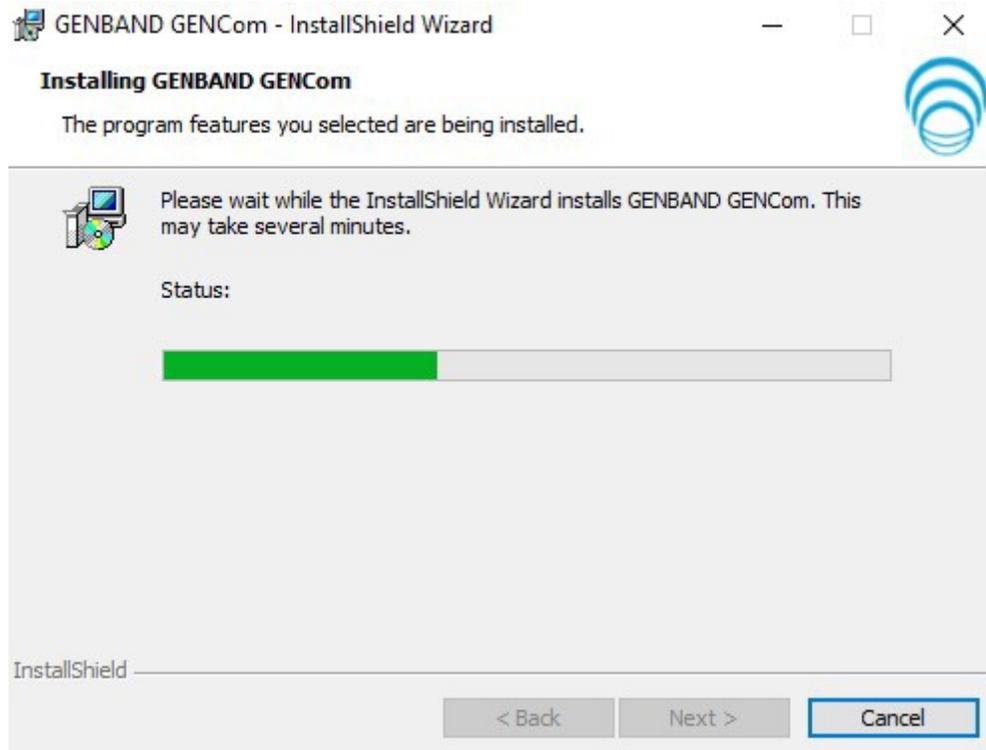
12. De-Select “Enable the Outlook Plugin” and select “Create a desktop icon for the Genband GenCom.



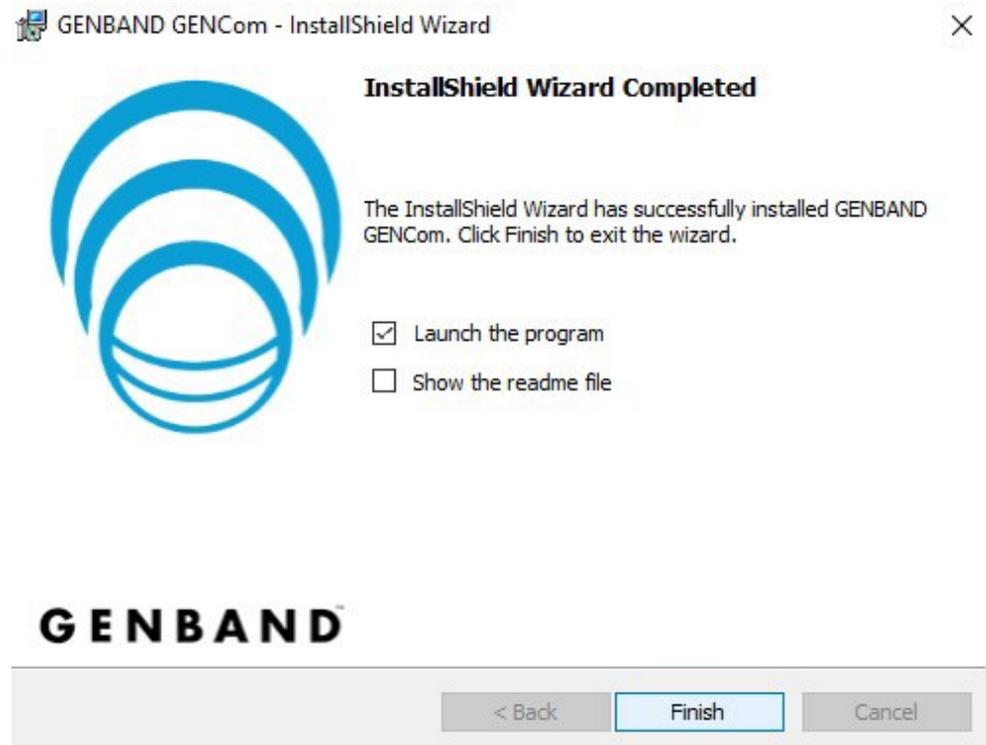
13. Ready to install the Genband GenCom with select installation settings.



14. Installing the Genband GenCom with selected program features.

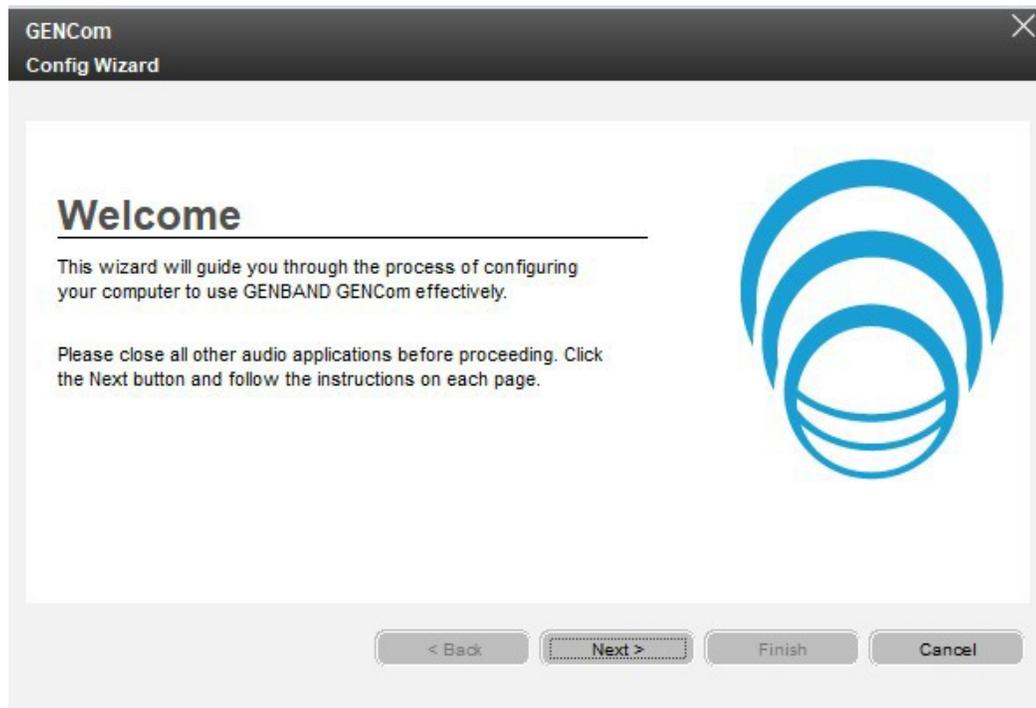


15. The Genband GenCom installation wizard has completed. Select “Launch the program” to start the “Config Wizard” and set up preferences.



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)

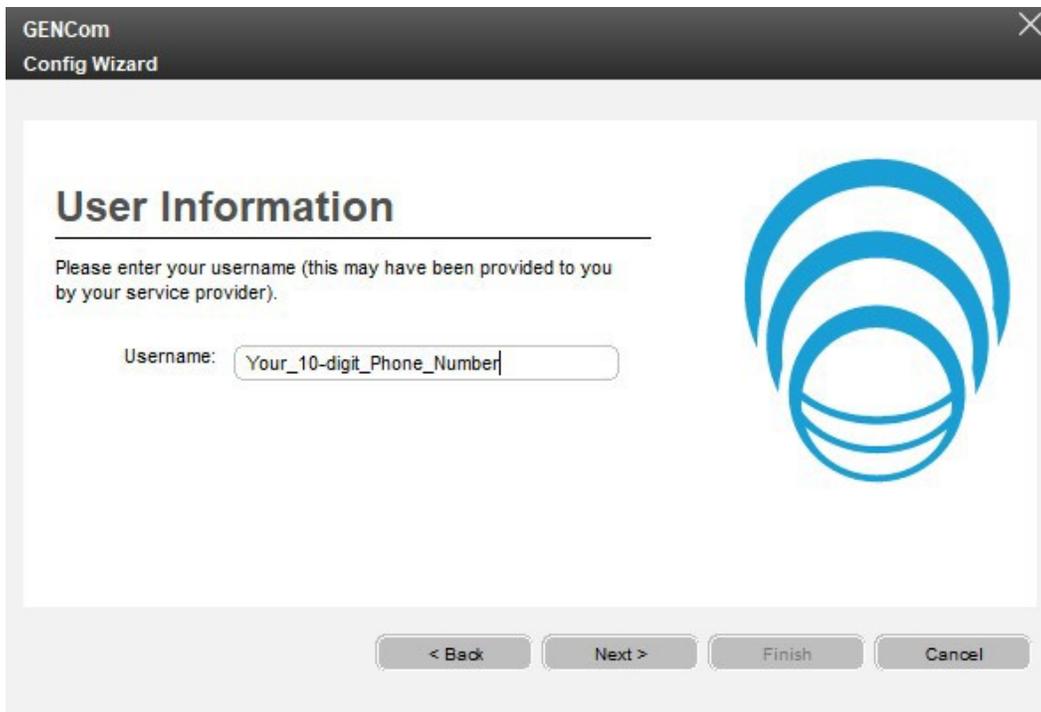
Proxy Address = a2.razorline.net (resolves to 204.11.8.163)

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

Password = Use your new, changed password.

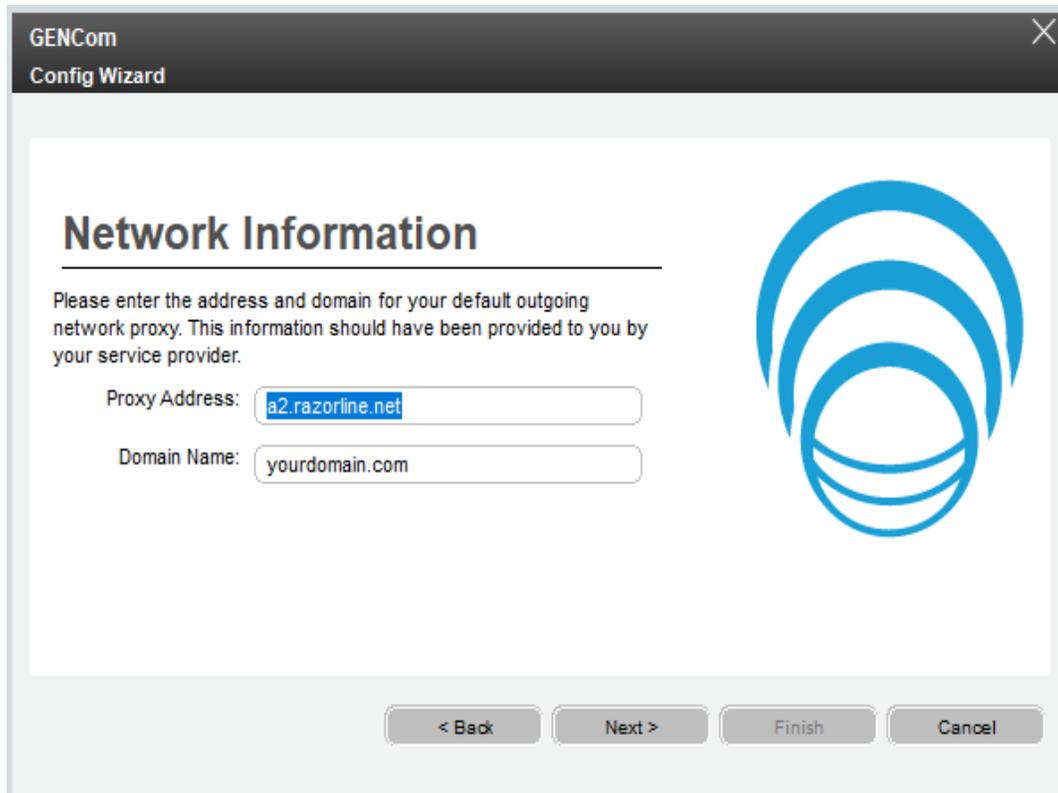
Automatically sign me in at startup = Enable or Disable depending on your preference.

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



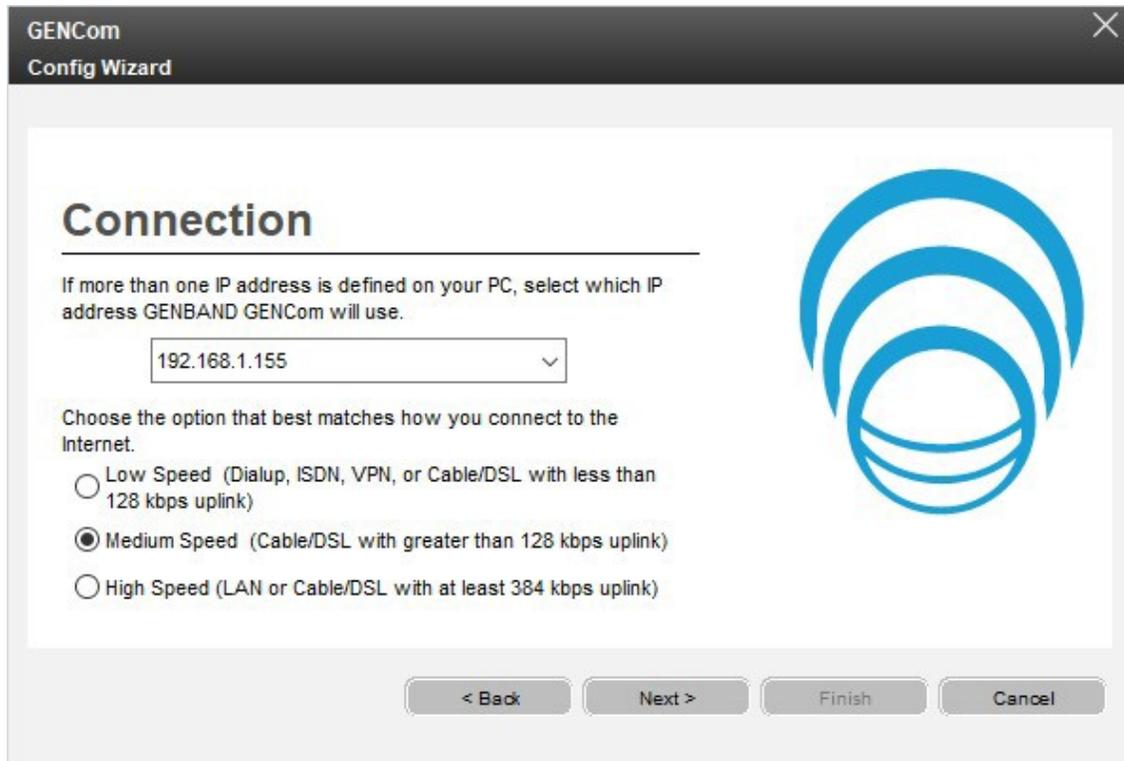
The screenshot shows a window titled "GENCom Config Wizard" with a close button in the top right corner. The main heading is "User Information". Below the heading, there is a sub-heading and a paragraph: "Please enter your username (this may have been provided to you by your service provider)." To the right of this text is a large blue logo consisting of several overlapping, curved lines. Below the paragraph is a text input field labeled "Username:" with the placeholder text "Your_10-digit_Phone_Number". At the bottom of the window, there are four buttons: "< Back", "Next >", "Finish", and "Cancel".

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

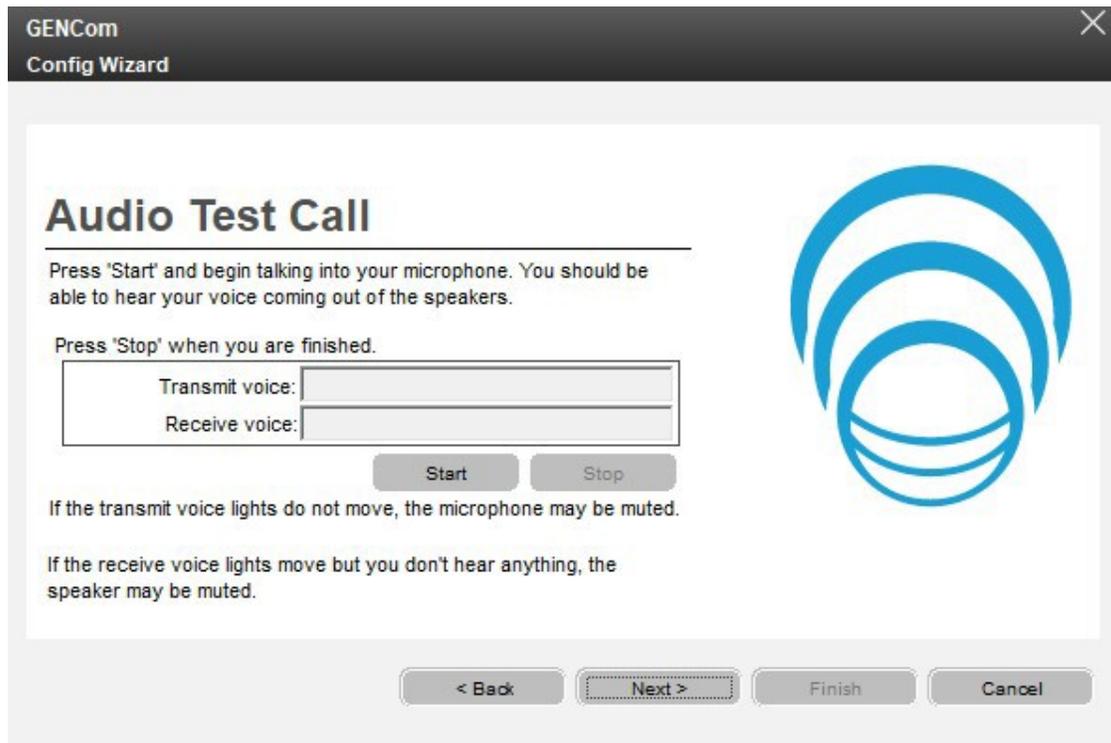


The screenshot shows a window titled "GENCom Config Wizard" with a close button in the top right corner. The main heading is "Network Information". Below the heading, there is a sub-heading and a paragraph: "Please enter the address and domain for your default outgoing network proxy. This information should have been provided to you by your service provider." To the right of this text is a large blue logo consisting of several overlapping, curved lines. Below the paragraph are two text input fields. The first is labeled "Proxy Address:" and contains the text "a2.razorline.net". The second is labeled "Domain Name:" and contains the text "yourdomain.com". At the bottom of the window, there are four buttons: "< Back", "Next >", "Finish", and "Cancel".

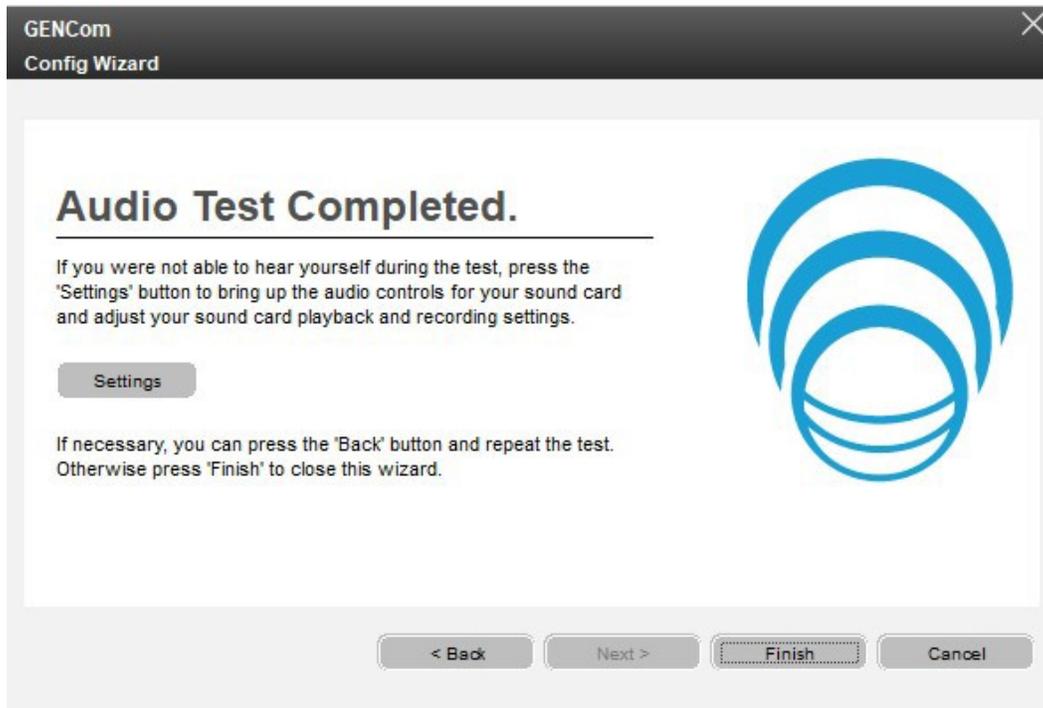
- In the Connection page, verify that your IP address is shown. Your IP will vary. Select “medium Speed.



- 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.

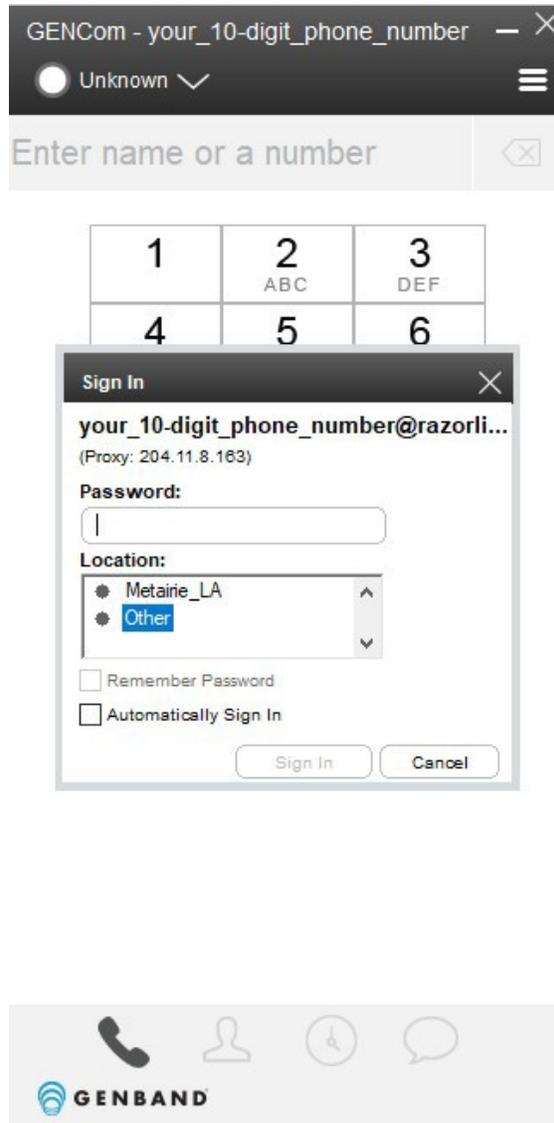


Configuring the Genband GenCom Client

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



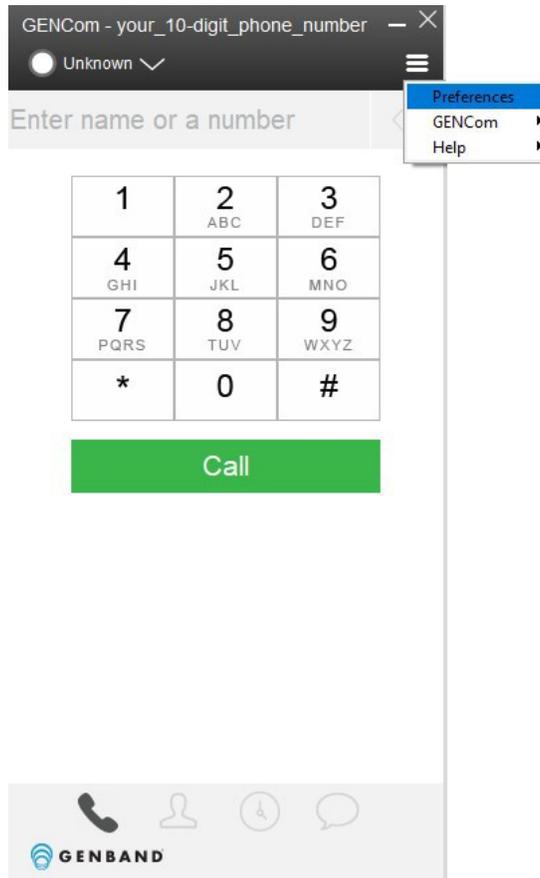
2. At the "Sign In" press "Cancel".



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”



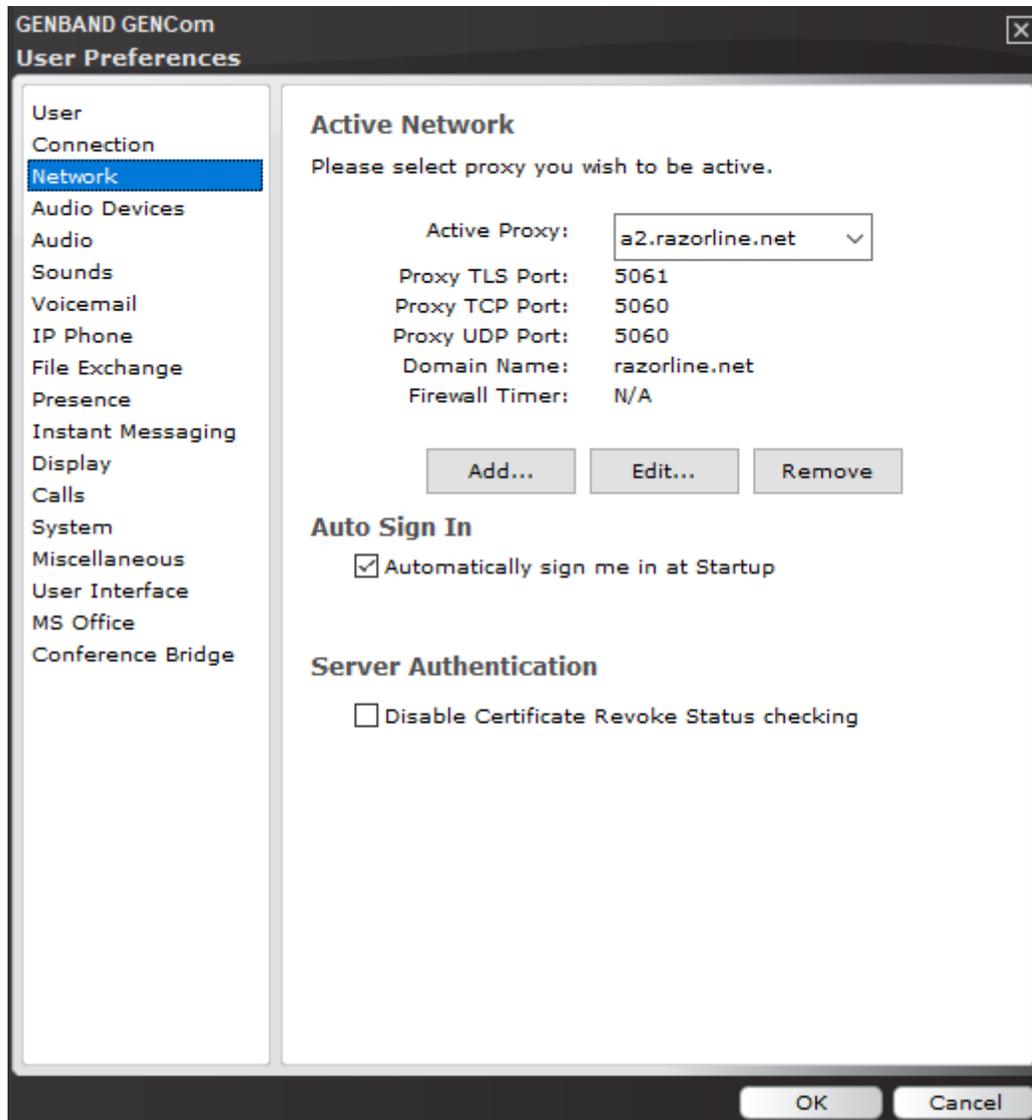
5. Click on “User” preferences:
 - a. In the “Username” box, enter your 10-digit telephone number.
 - b. In the “Current Location” box, select the proper location that you work from. This is used for emergency calling purposes.

The screenshot shows the GENCom Preferences dialog box. The 'User' tab is selected in the left-hand menu. The main area is titled 'User Profile Settings' and contains the following information:

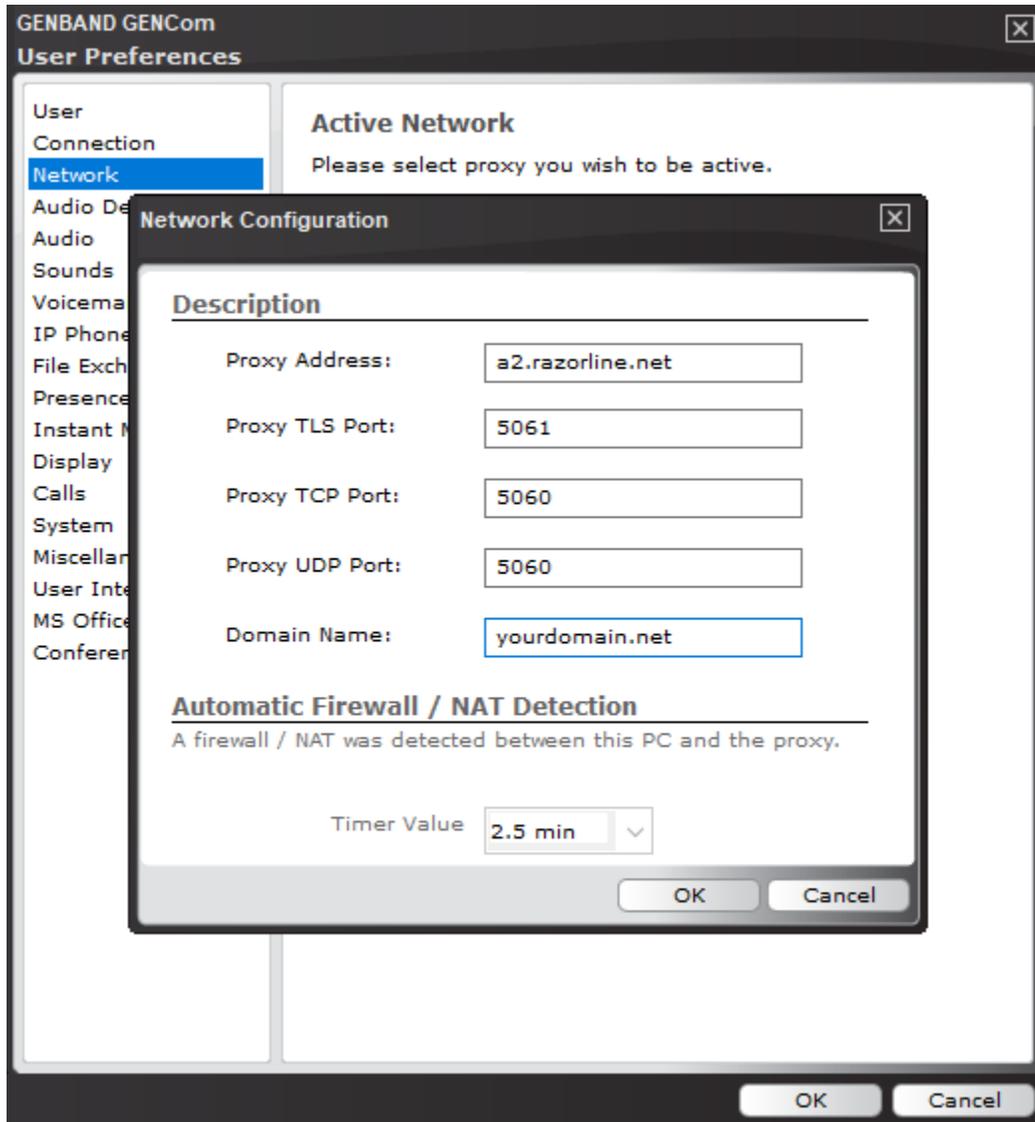
- User Profile Settings:** Provide your username (e.g., your first initial and last name). Your IP Address is displayed below.
- Username:** A text box containing 'your_10-digit_phone_numbe' (partially obscured).
- IP Address:** 192.168.1.155
- Location:** If the location indicated below is not correct, use the "Change" button to bring up the location dialog and choose another location from the location list.
- Current Location:** A dropdown menu showing 'Other'.
- Change:** A button to the right of the Current Location dropdown.

At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

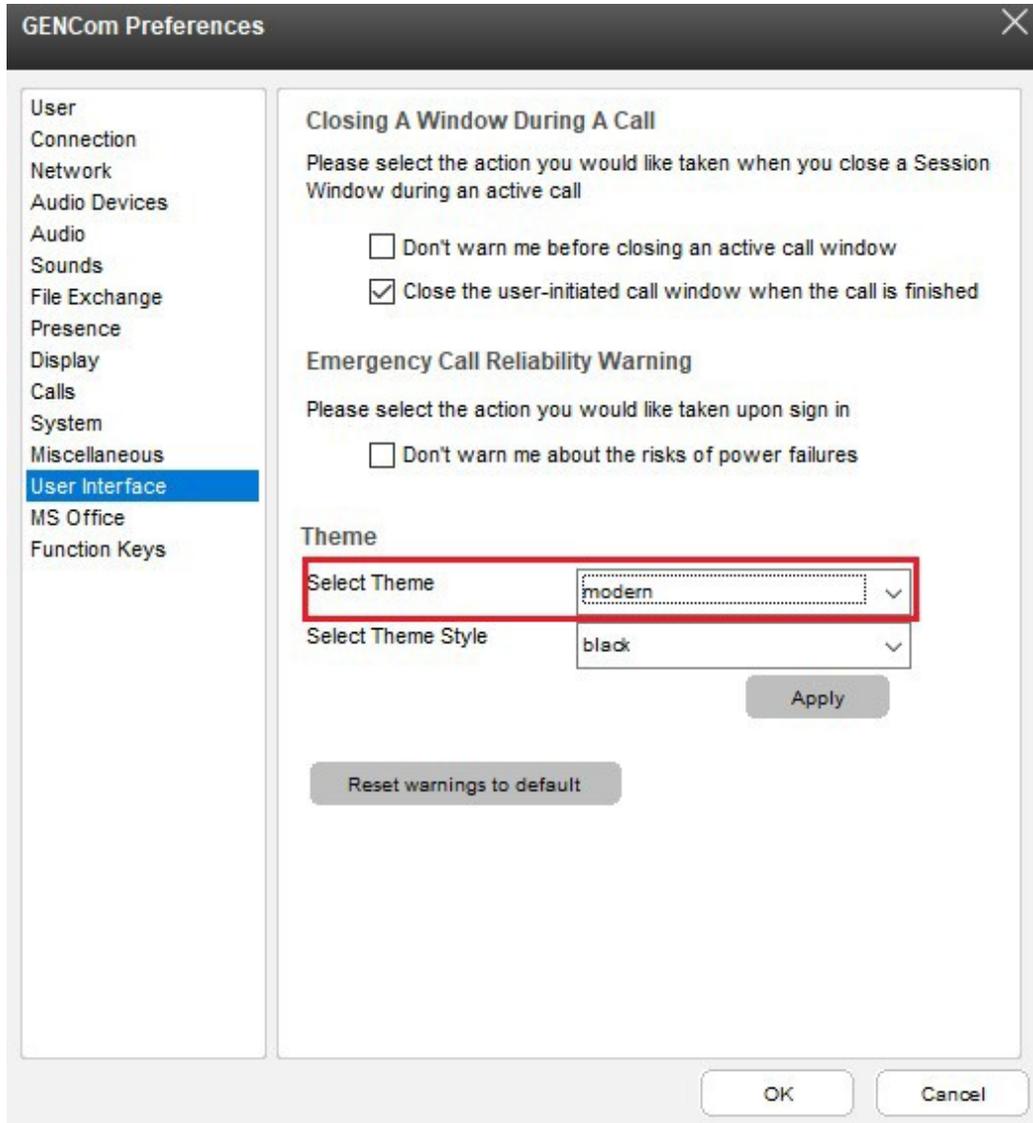
6. Click on Network preferences to review settings. Select "Edit" to make any changes.



7. In the Network Configuration preferences, change the following if not already done:
 - a. Domain Name: Enter your RazorLine assigned domain name.

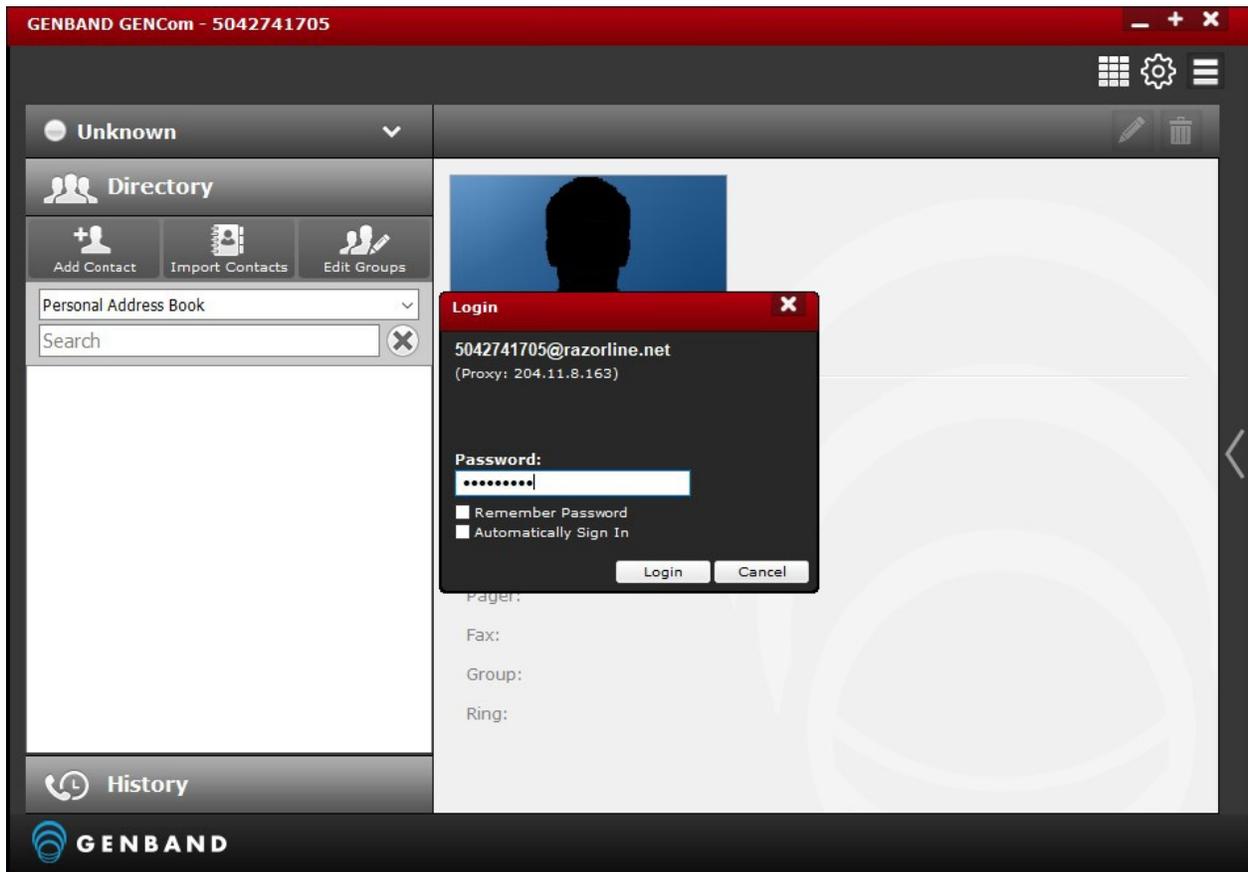


8. Click on “User Interface” preferences:
 - a. Select the “Modern” theme or whatever theme you prefer.



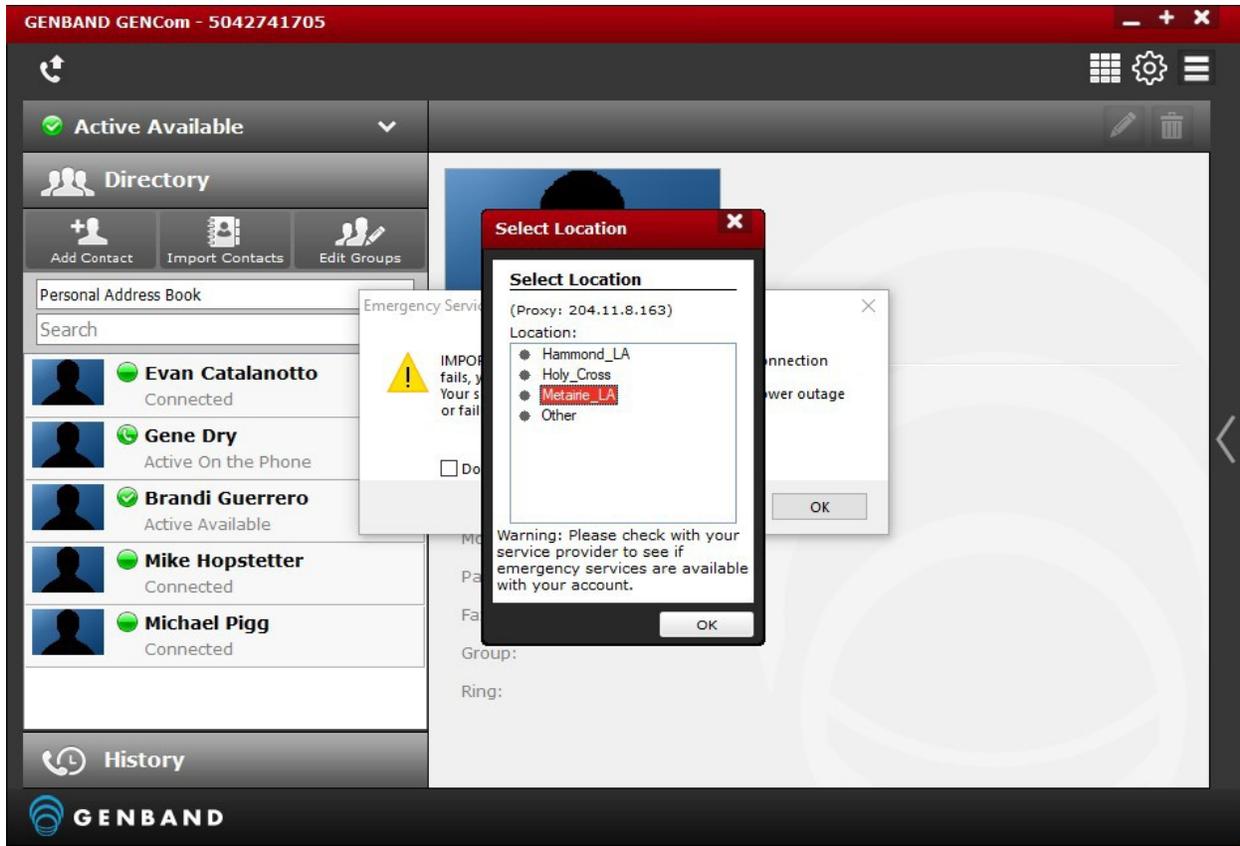
Launching the Genband GenCom Client

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

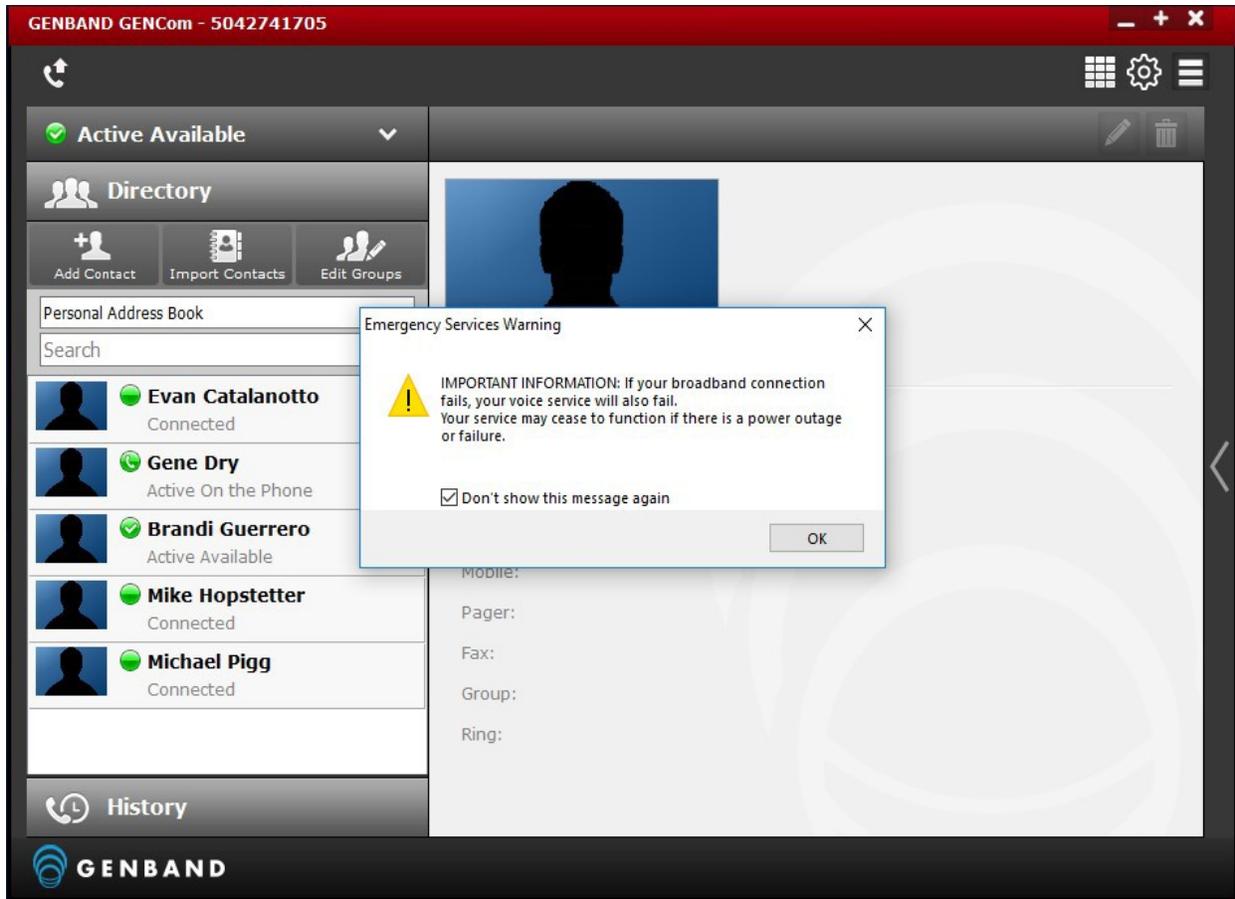


Enter your password into the “Password” box. Select the “Remember password” and “Automatically Sign In” boxes if desired. Click Login.

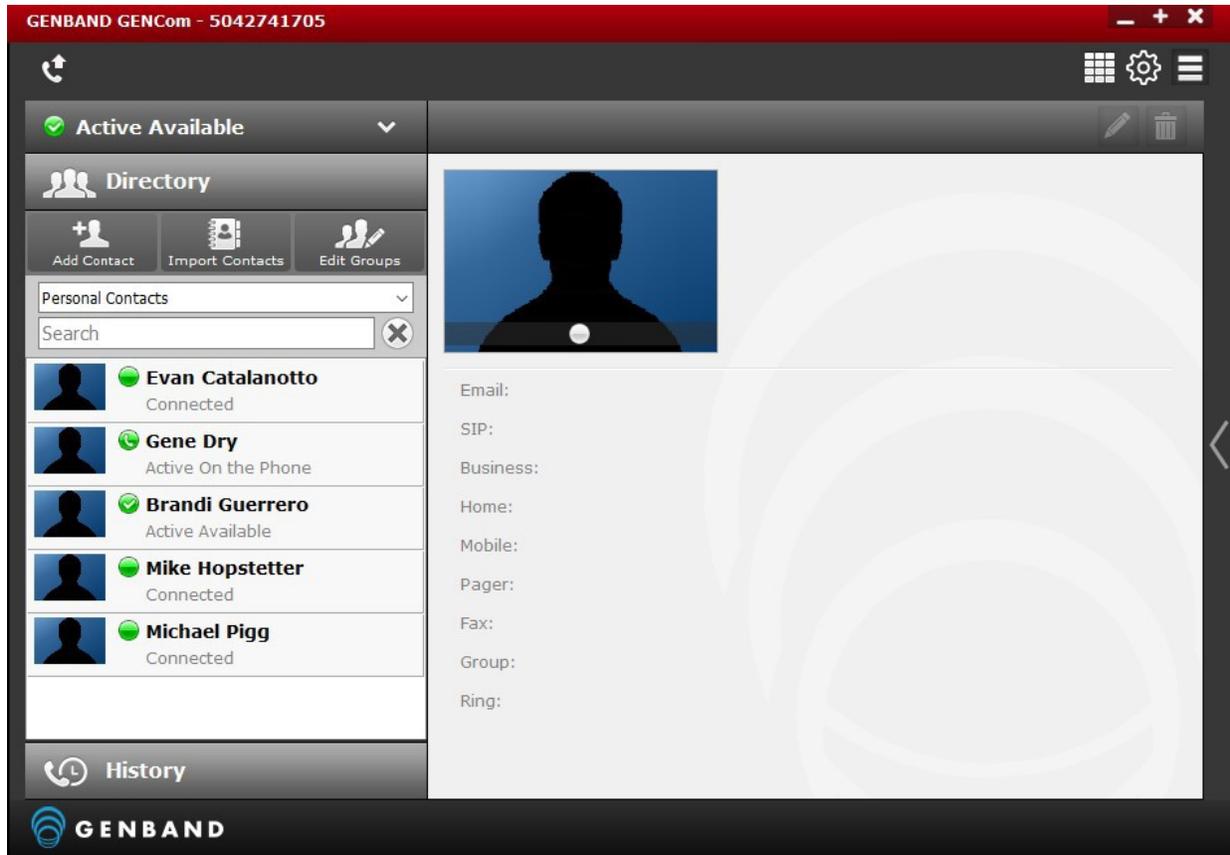
2. Select the proper location you work from and click OK.



3. Please read the “Emergency Services Warning”.



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



Please call RazorLine Support at 504-274-1700 for any questions you need answers to or any help you may need. An email can also be sent to our ticketing system at support@razorline.com.