



PC Client Installation and Configuration Instructions

Table of Contents

System Requirements.....	3
Minimum hardware and operating system requirements.....	3
Recommended hardware and operating system requirements.....	3
Best performance hardware and operating system requirements	3
Downloading the Genband GenCom Client.....	5
Config Wizard.....	11
Configuring the Genband GenCom Client.....	15
Launching the Genband GenCom Client	21

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:

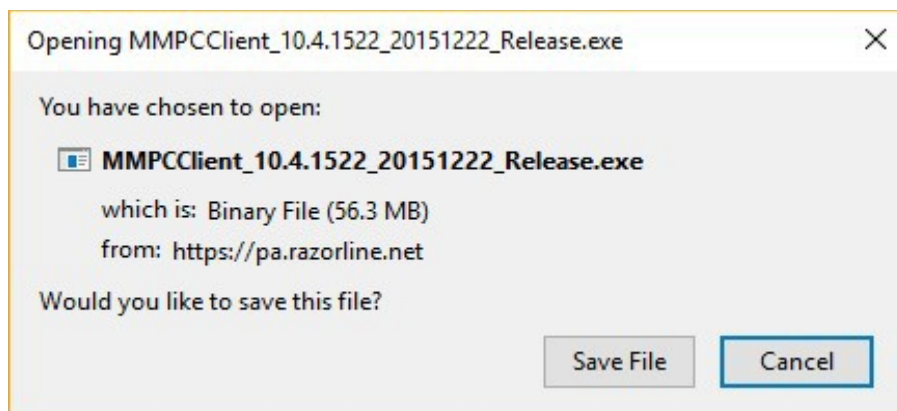
- ☐ 3.0-GHz (or higher) Pentium-4 or equivalent processor
- ☐ Windows 7 or higher
- ☐ high-speed network connection (10base-T Ethernet or better)
- ☐ 64-MB free RAM (This requirement is in additions to the memory requirements of the OS and other concurrent applications.)
- ☐ 50-MB free hard disk space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

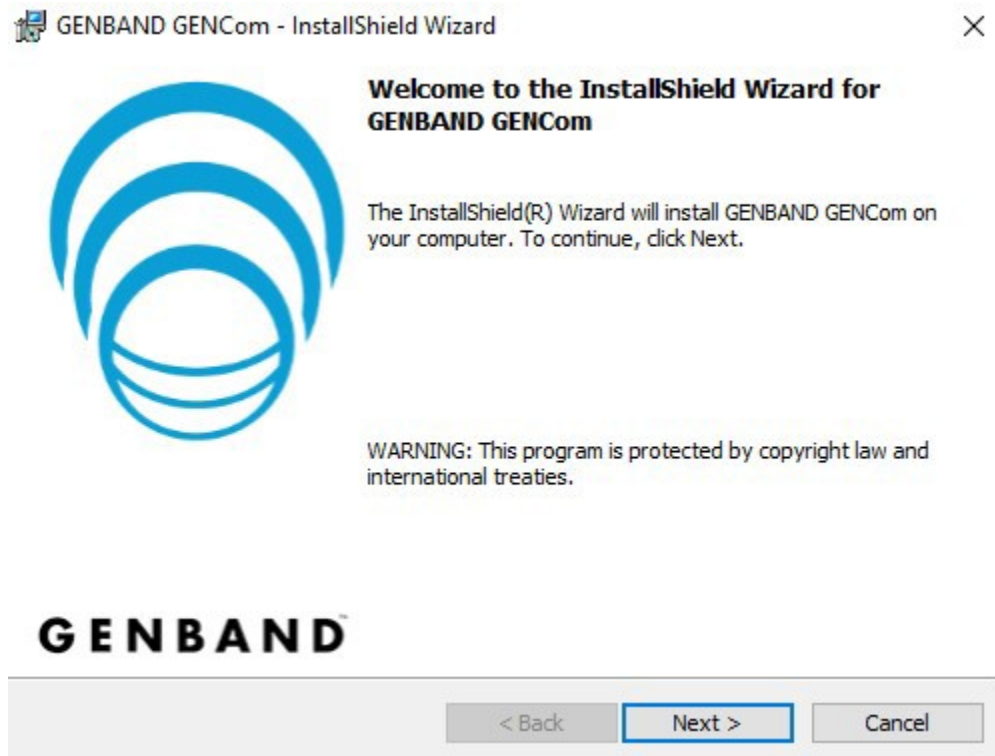


Note: The file name/version release will vary.

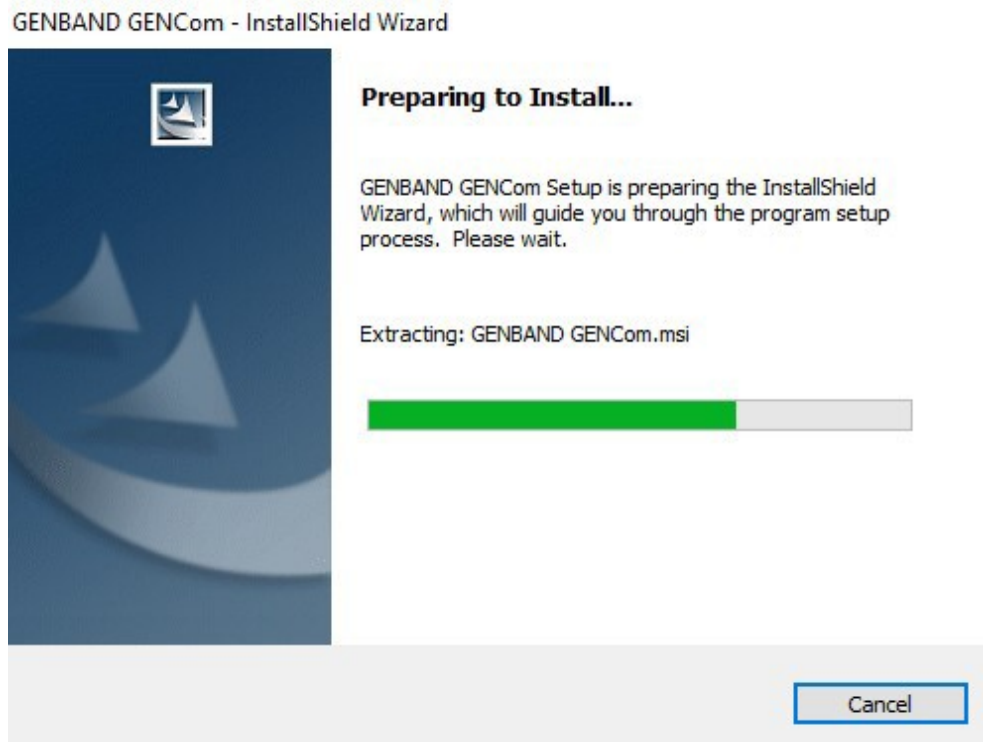
5. Double click the executable file to start the installation process.



6. Installation starts. Click NEXT to continue.



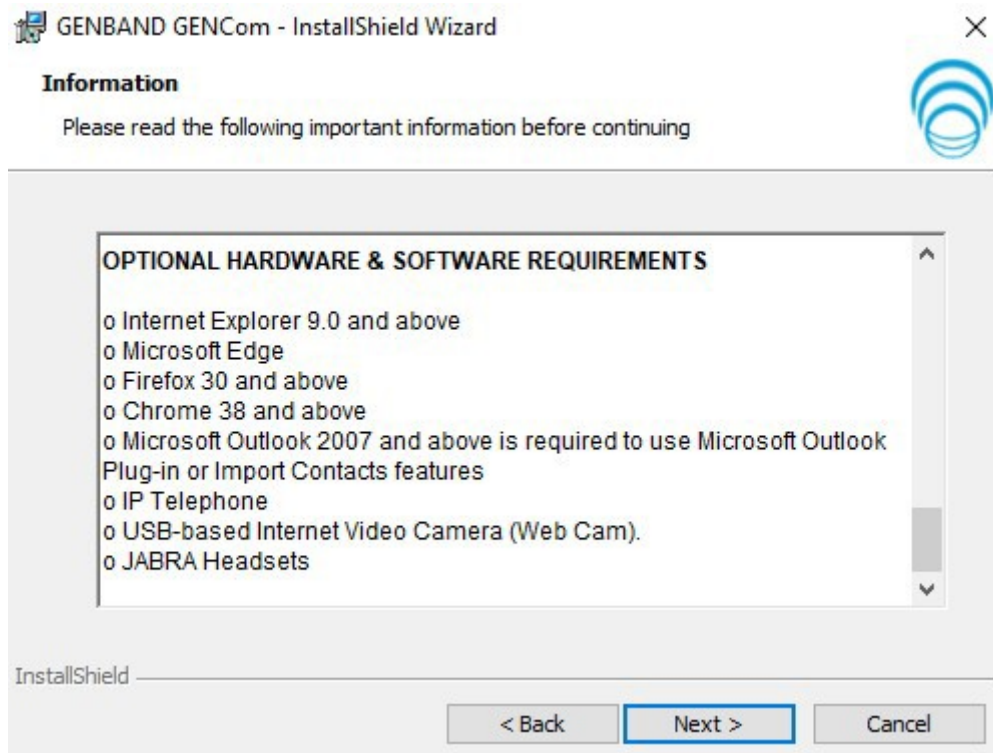
7. Installation process may take a while to validate resources.



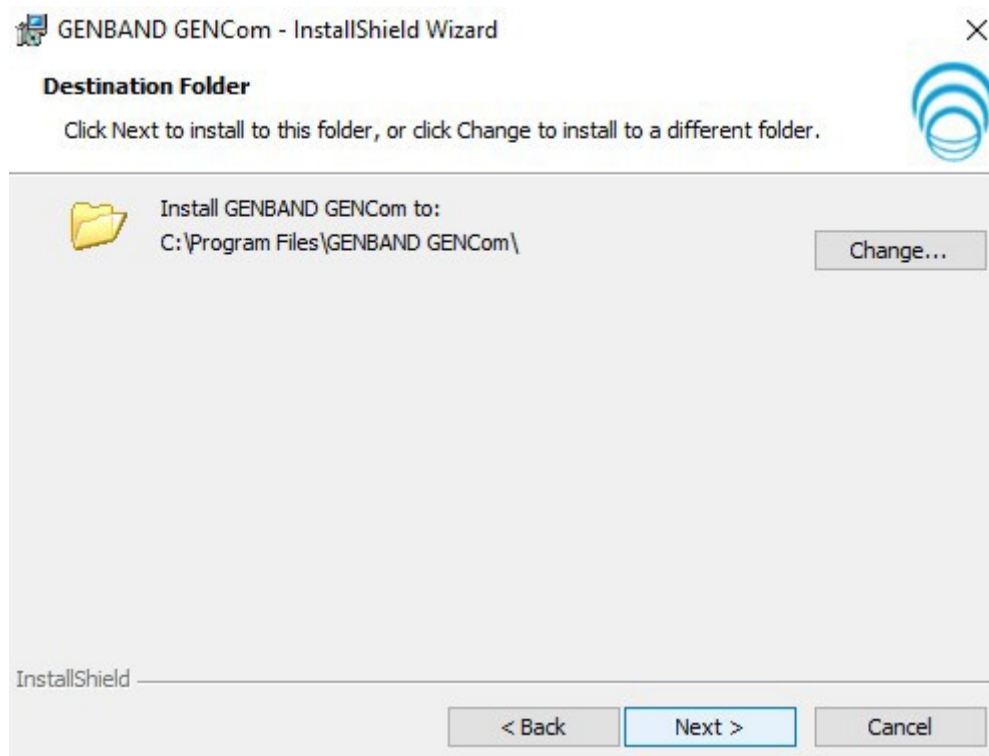
8. Accept the terms in the license agreement.



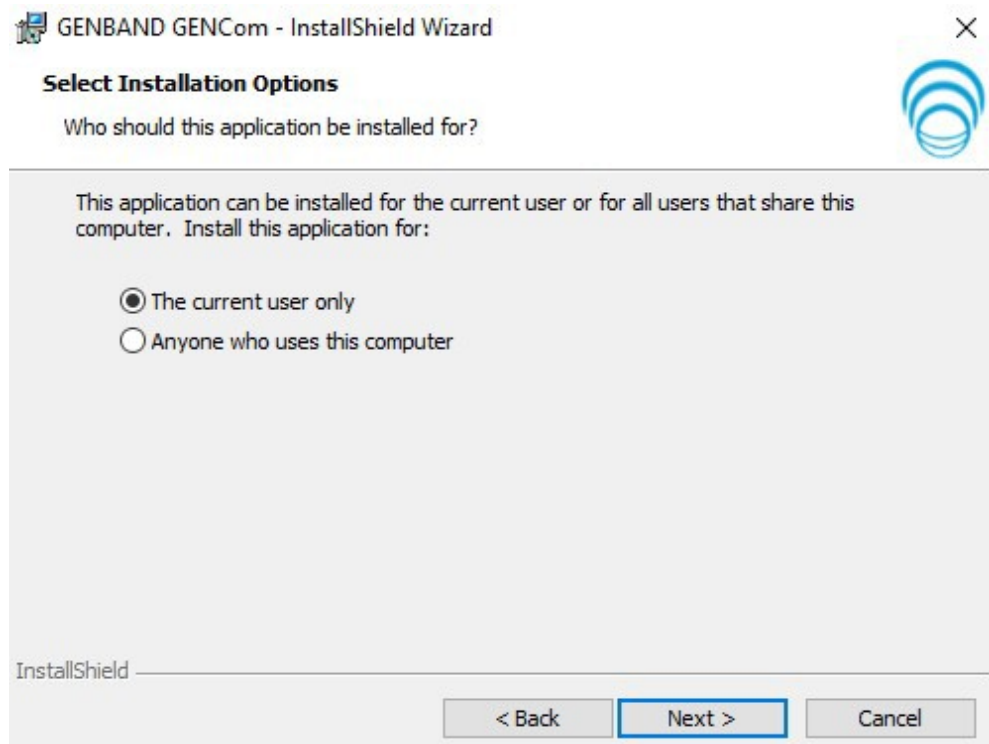
9. Optional Hardware and Software Requirements.



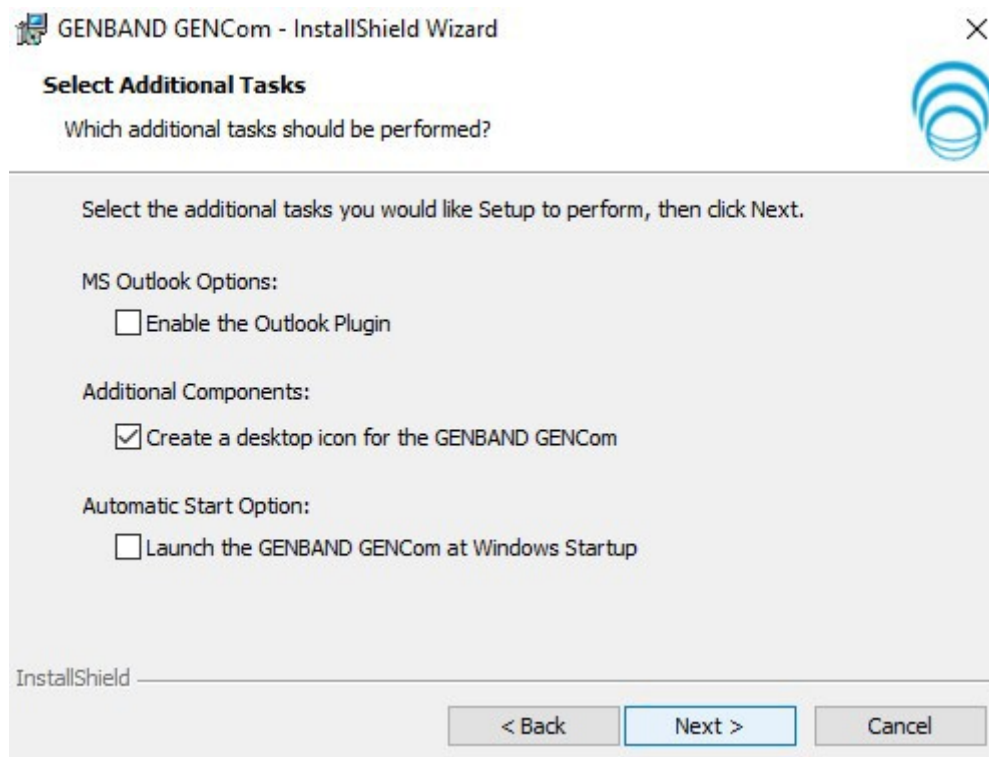
10. Default installation destination path/folder.



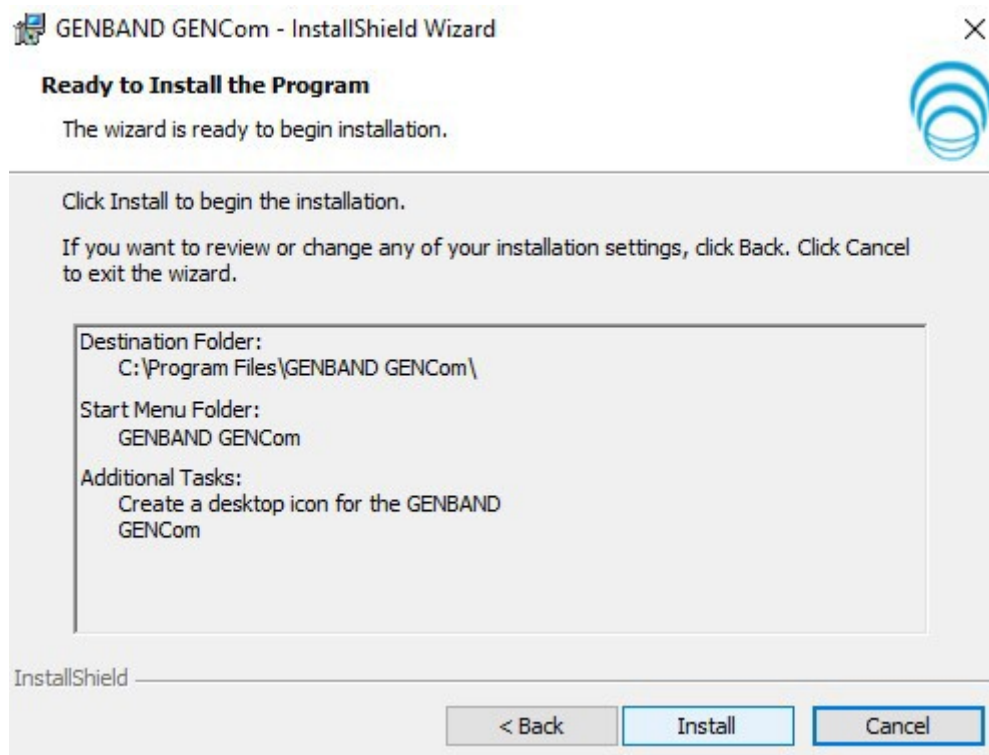
11. Select installation options for “The current useronly”.



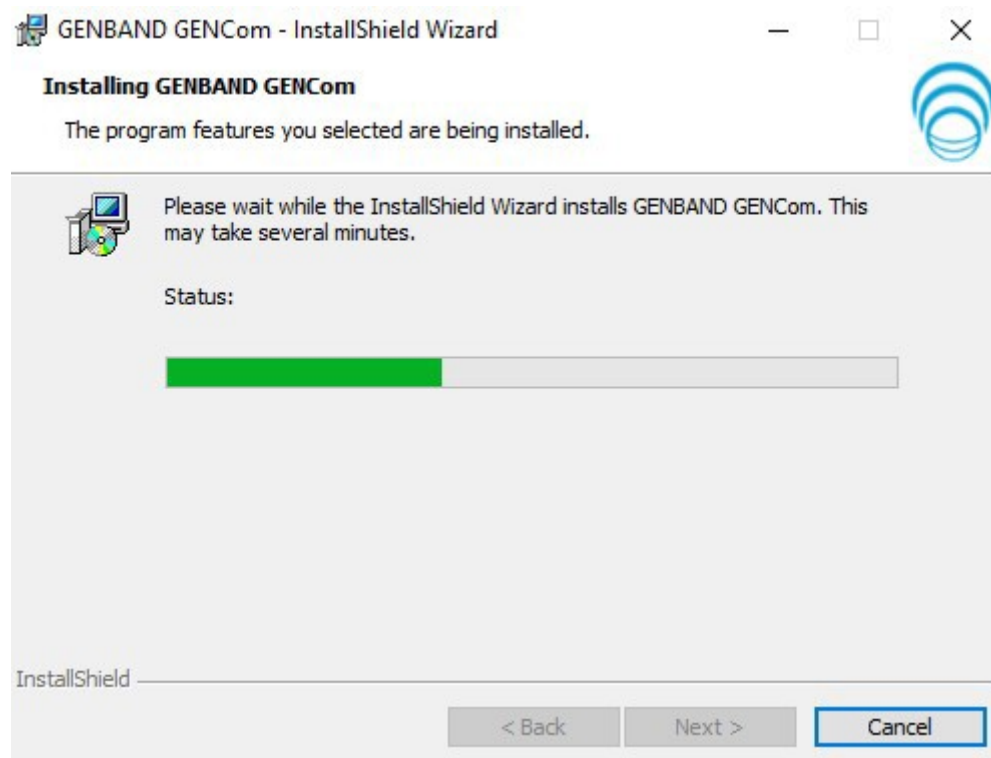
12. De-Select “Enable the Outlook Plugin” and select “Create a desktop icon for the Genband GenCom.



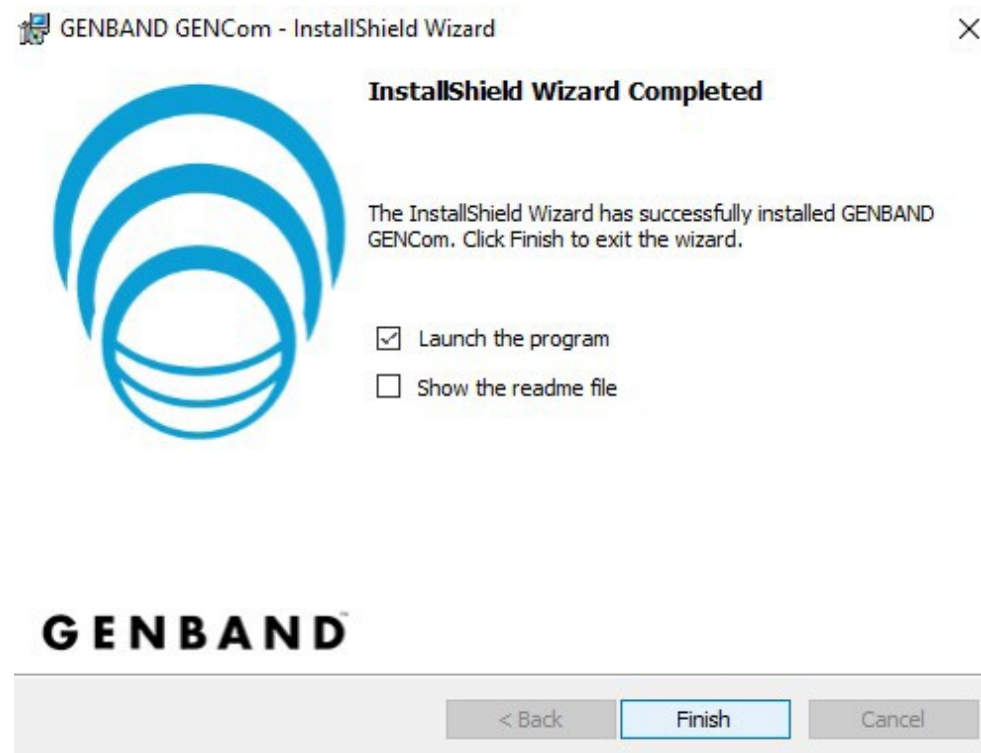
13. Ready to install the Genband GenCom with select installation settings.



14. Installing the Genband GenCom with selected program features.

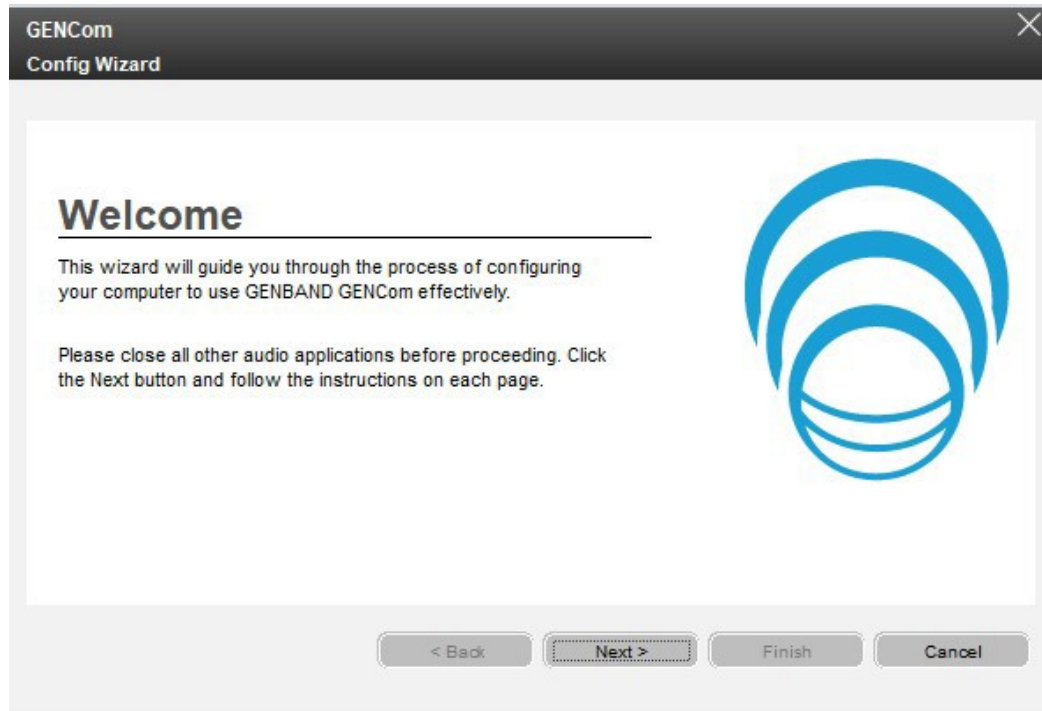


15. The Genband GenCom installation wizard has completed. Select “Launch the program” to start the “Config Wizard” and set up preferences.



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)

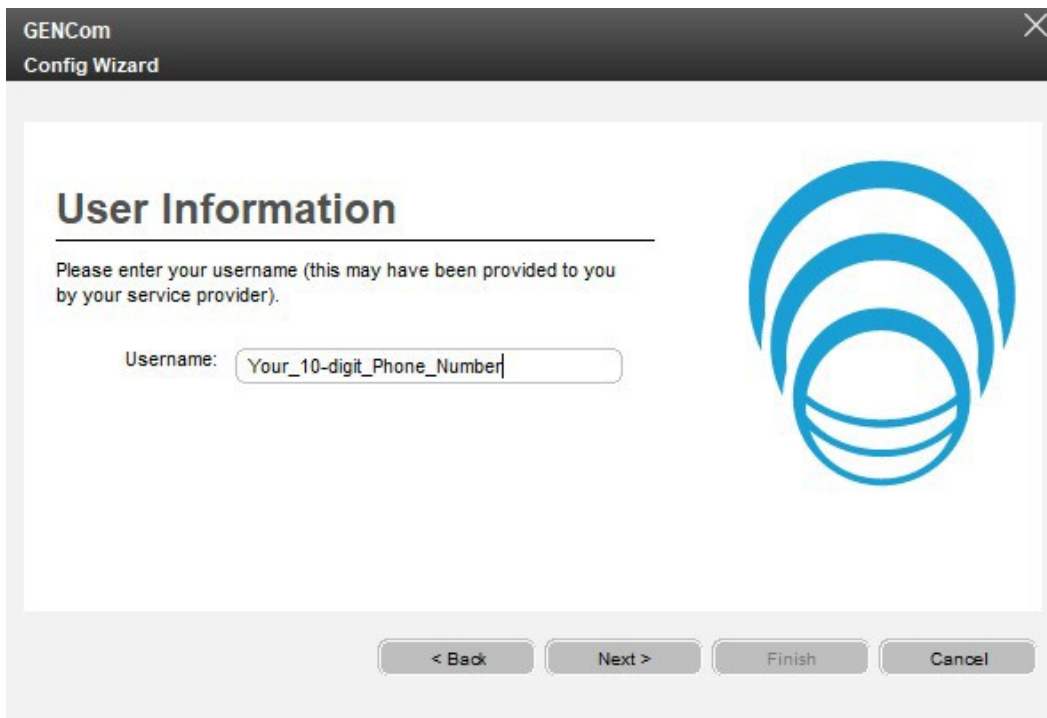
Proxy Address = a2.razorline.net (resolves to 204.11.8.163)

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

Password = Use your new, changed password.

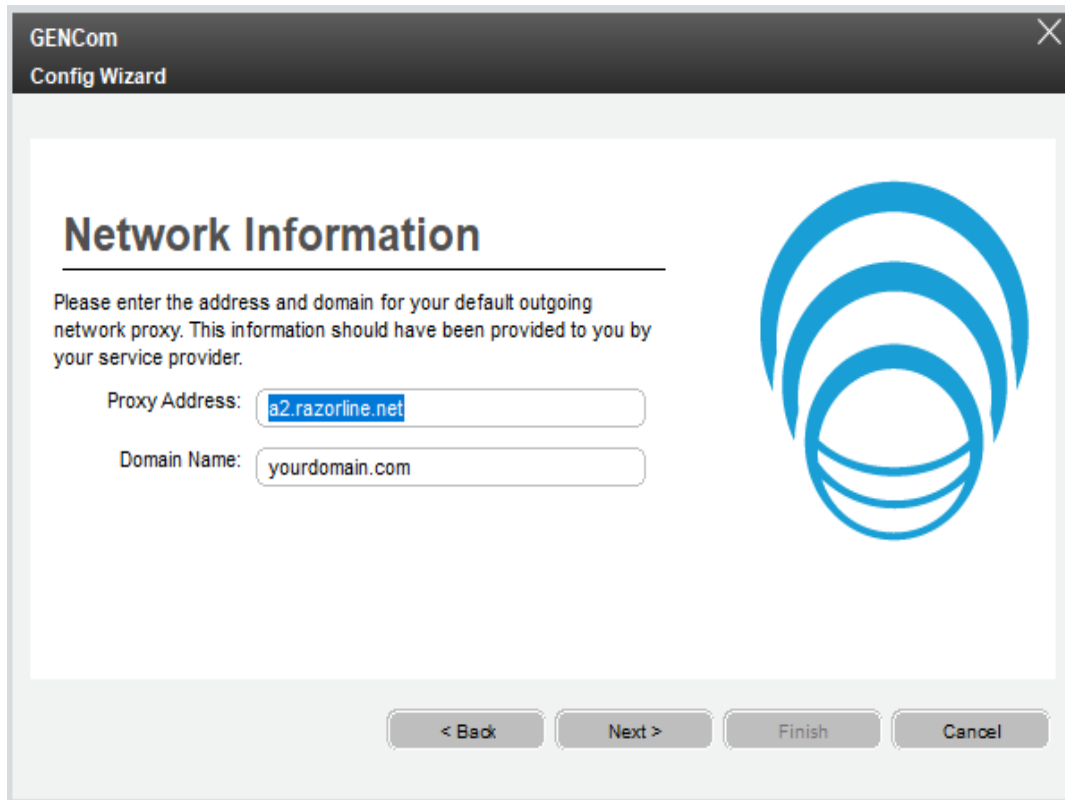
Automatically sign me in at startup = Enable or Disable depending on your preference.

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



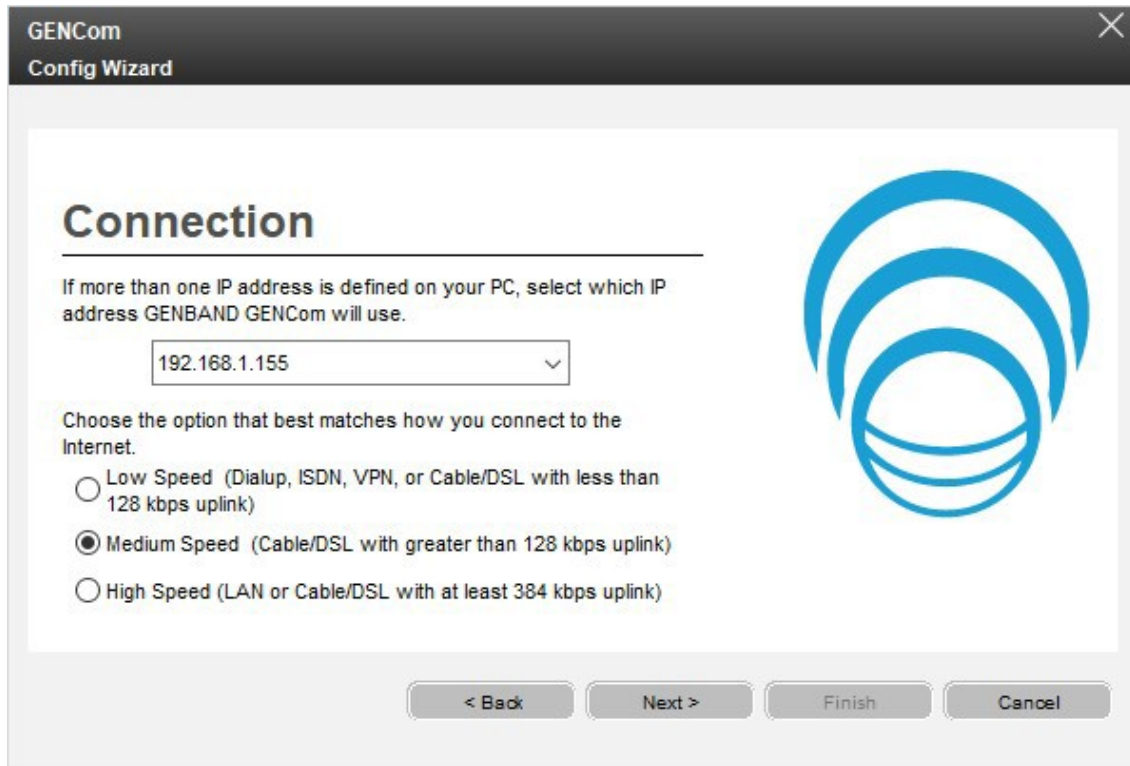
The screenshot shows the 'User Information' screen of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The main heading is 'User Information'. Below the heading, a message states: 'Please enter your username (this may have been provided to you by your service provider)'. There is 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 arcs. 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.



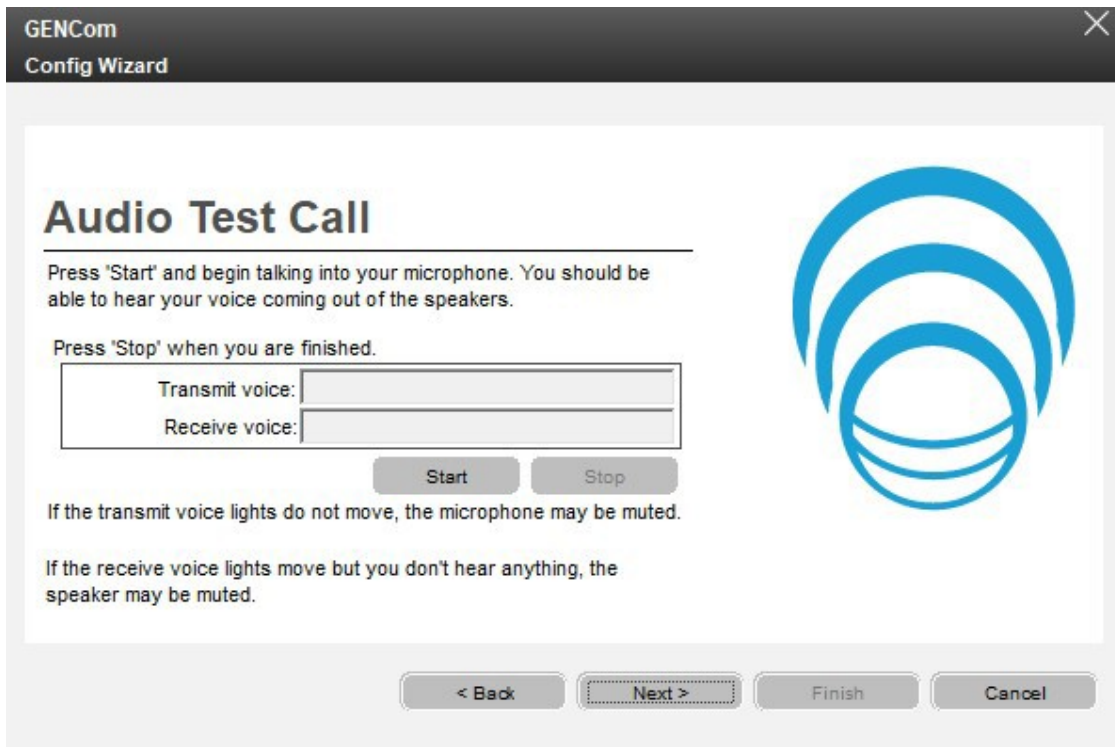
The screenshot shows the 'Network Information' screen of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The main heading is 'Network Information'. Below the heading, a message states: 'Please enter the address and domain for your default outgoing network proxy. This information should have been provided to you by your service provider.' There are two text input fields: 'Proxy Address:' with the value 'a2.razorline.net' 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 arcs. 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.



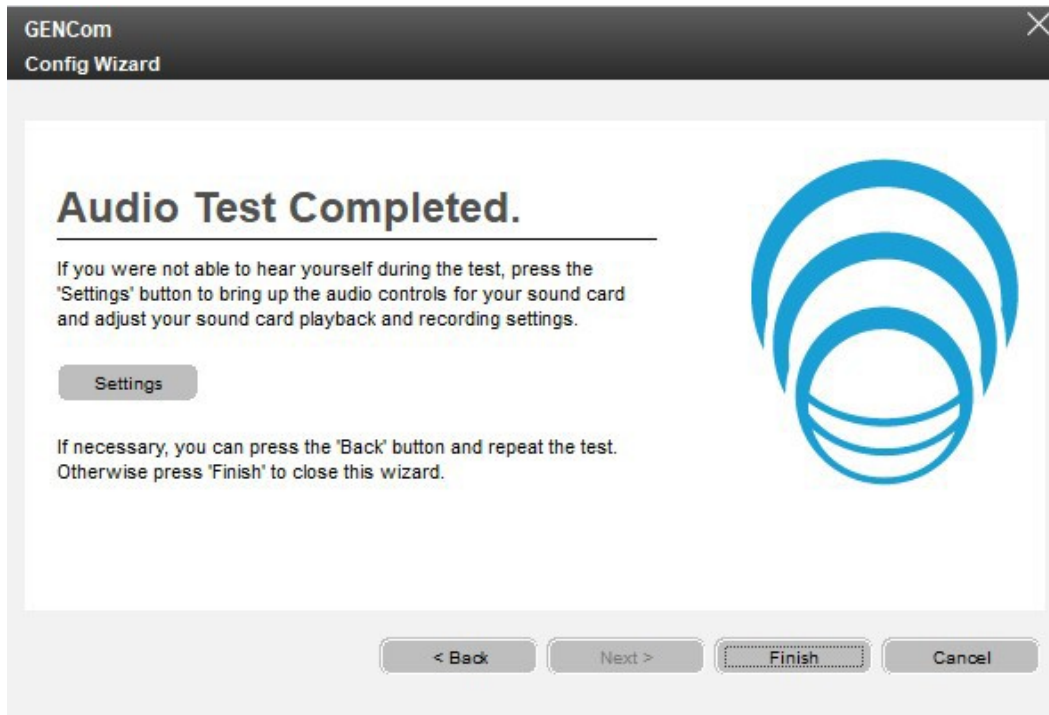
The screenshot shows the 'Connection' page of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The page has a blue logo on the right consisting of three concentric arcs. The main heading is 'Connection'. Below it, a text box says: 'If more than one IP address is defined on your PC, select which IP address GENBAND GENCom will use.' There is a dropdown menu showing '192.168.1.155'. Below this, another text box says: 'Choose the option that best matches how you connect to the Internet.' There are three radio button options: 'Low Speed (Dialup, ISDN, VPN, or Cable/DSL with less than 128 kbps uplink)', 'Medium Speed (Cable/DSL with greater than 128 kbps uplink)' (which is selected), and 'High Speed (LAN or Cable/DSL with at least 384 kbps uplink)'. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

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



The screenshot shows the 'Audio Test Call' page of the GENCom Config Wizard. The window title is 'GENCom Config Wizard'. The page has a blue logo on the right consisting of three concentric arcs. The main heading is 'Audio Test Call'. Below it, a text box says: 'Press 'Start' and begin talking into your microphone. You should be able to hear your voice coming out of the speakers.' Below this, another text box says: 'Press 'Stop' when you are finished.' There are two input fields: 'Transmit voice:' and 'Receive voice:'. Below these fields are two buttons: 'Start' and 'Stop'. Below the buttons, there are two lines of text: 'If the transmit voice lights do not move, the microphone may be muted.' and 'If the receive voice lights move but you don't hear anything, the speaker may be muted.' At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

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

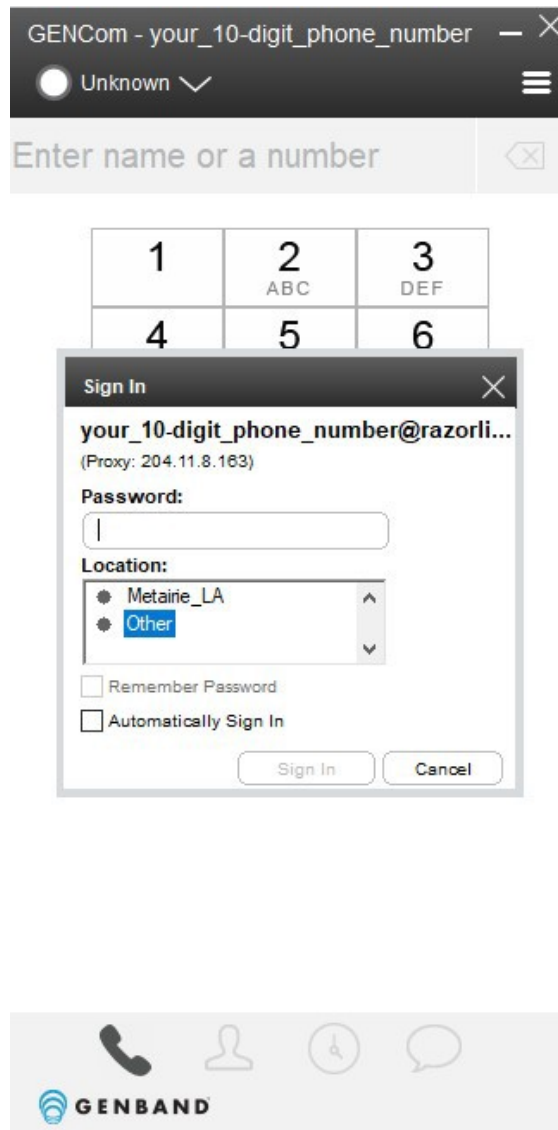


Configuring the Genband GenCom Client

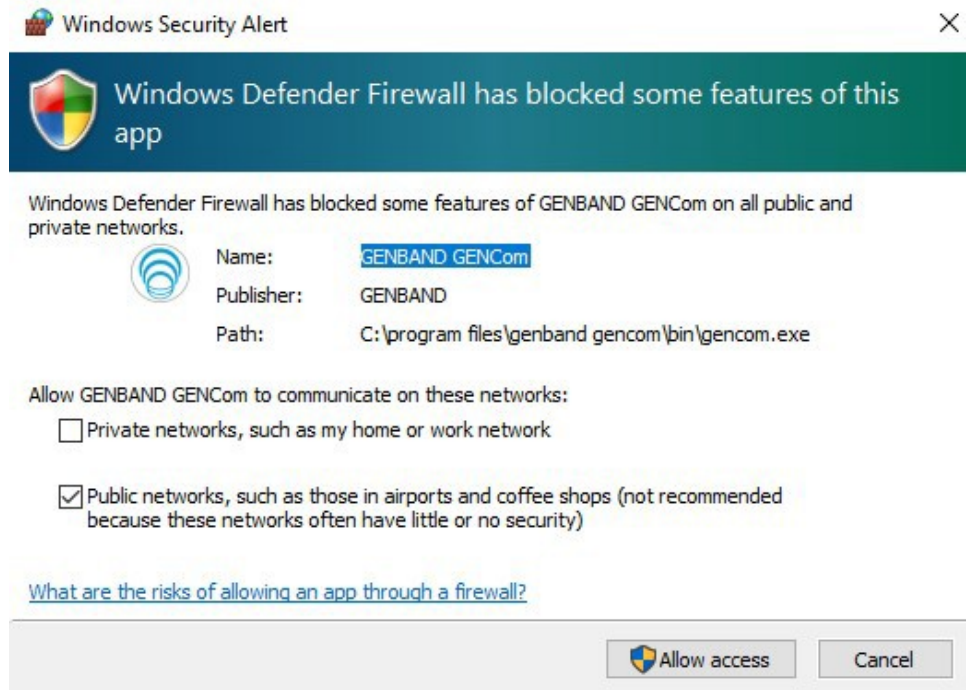
1. Double Click the Genband GenCom desktop icon to start the GENBAND GenCom application.



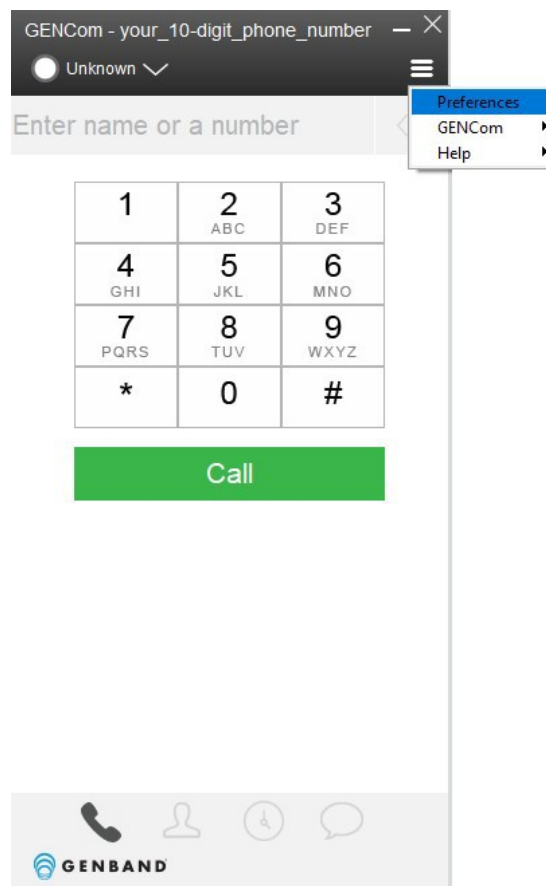
2. At the “Sign In” press “Cancel”.



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 contains a 'Username' field with the placeholder text 'your_10-digit_phone_numbe' and an 'IP Address' field with the value '192.168.1.155'. The 'Location' section has a 'Current Location' dropdown menu set to 'Other' and a 'Change' button. The 'User' tab is highlighted in the left sidebar, and 'OK' and 'Cancel' buttons are at the bottom right.

GENCom Preferences

User

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

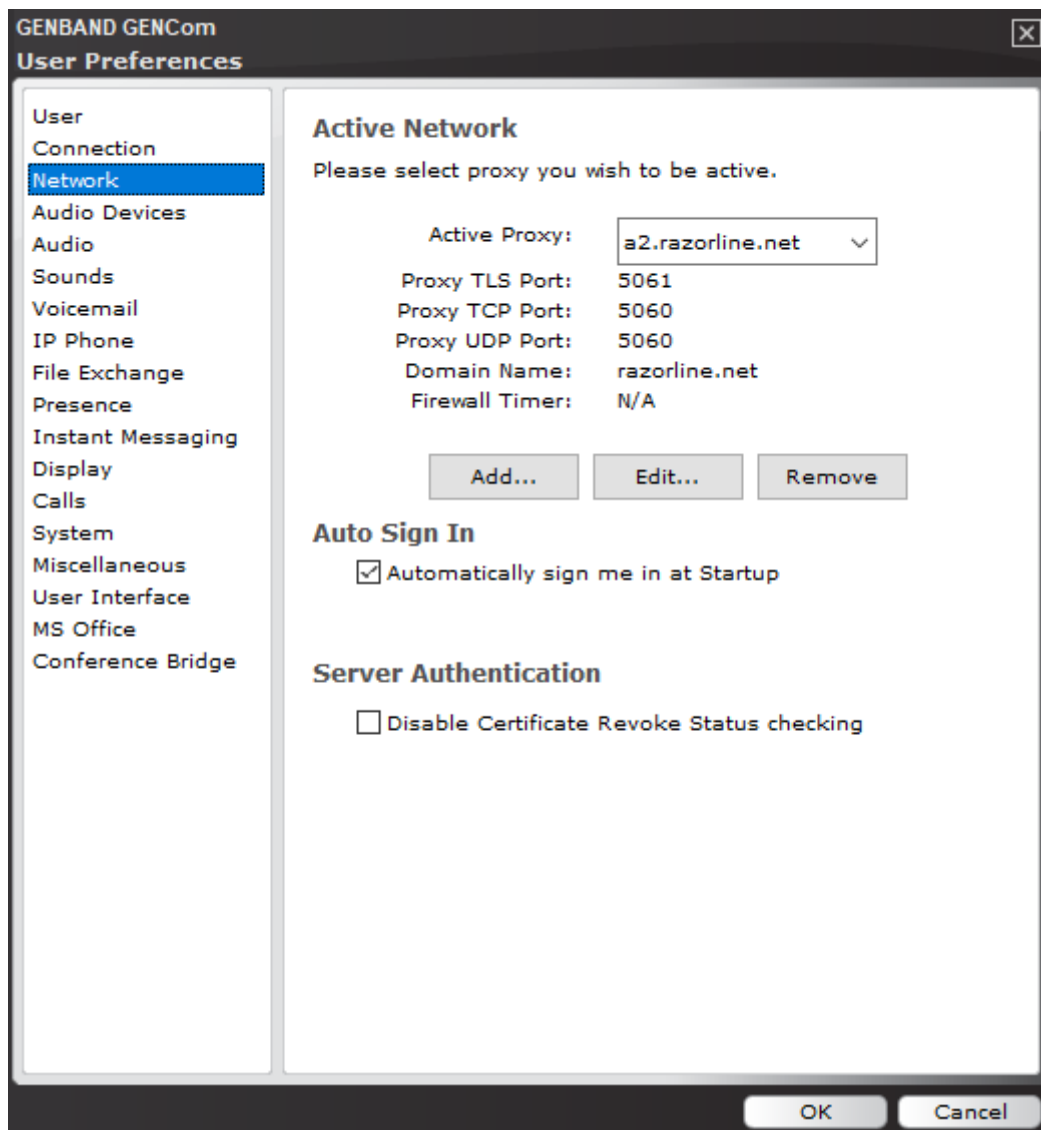
Username: your_10-digit_phone_numbe IP Address: 192.168.1.155

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

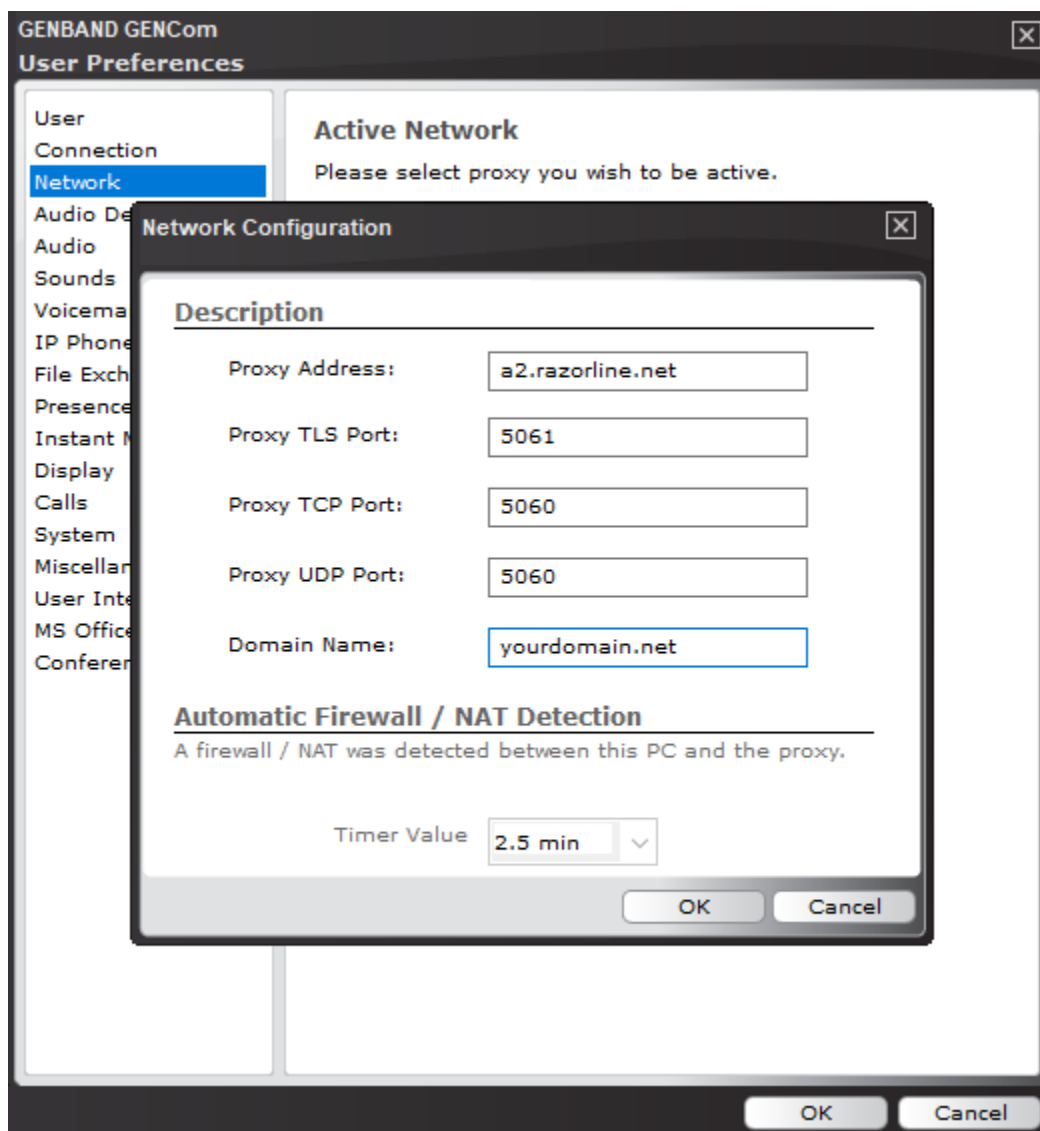
Current Location: Other Change

OK Cancel

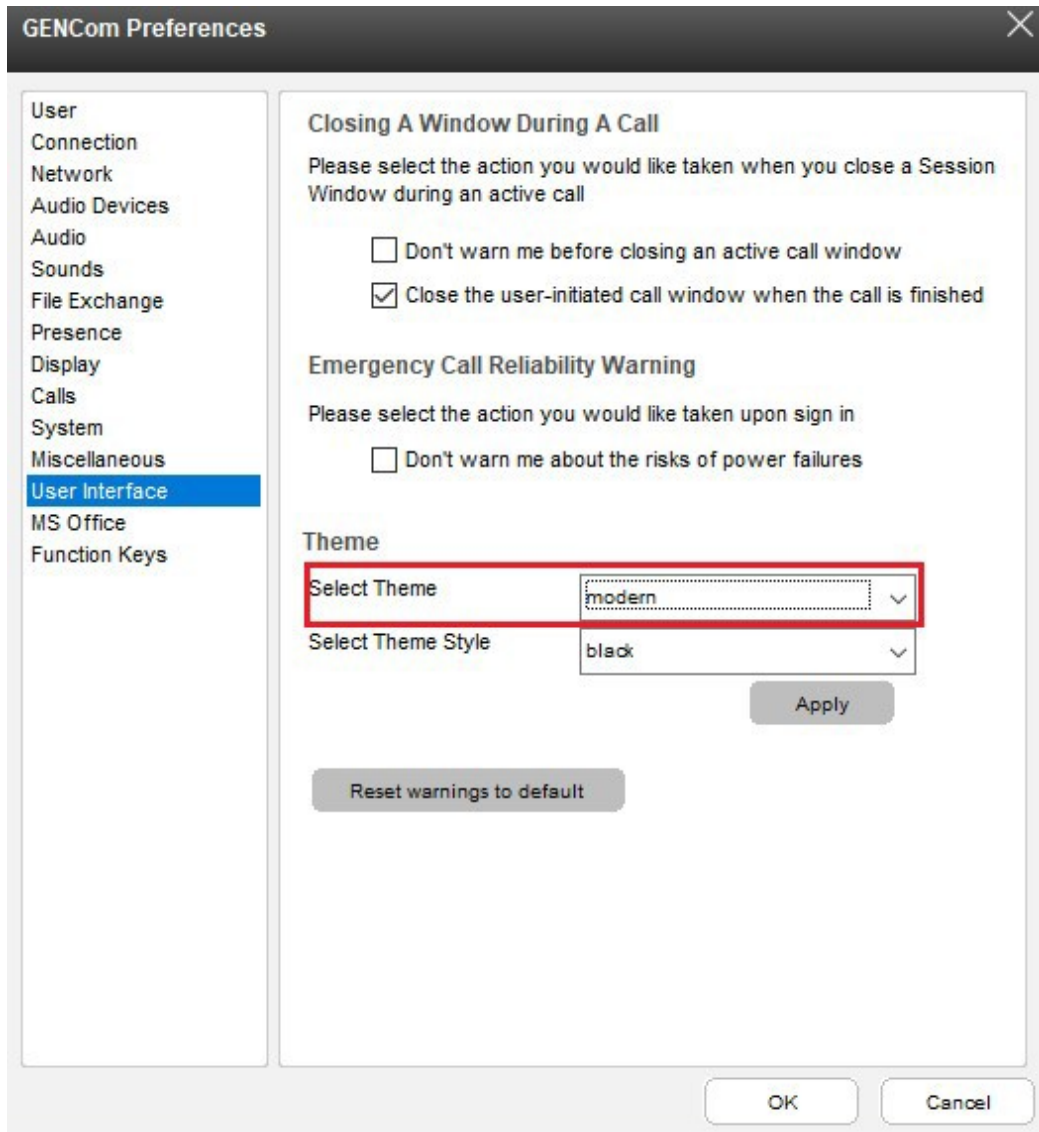
- Click on Network preferences to review settings. Select "Edit" to make any changes.



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

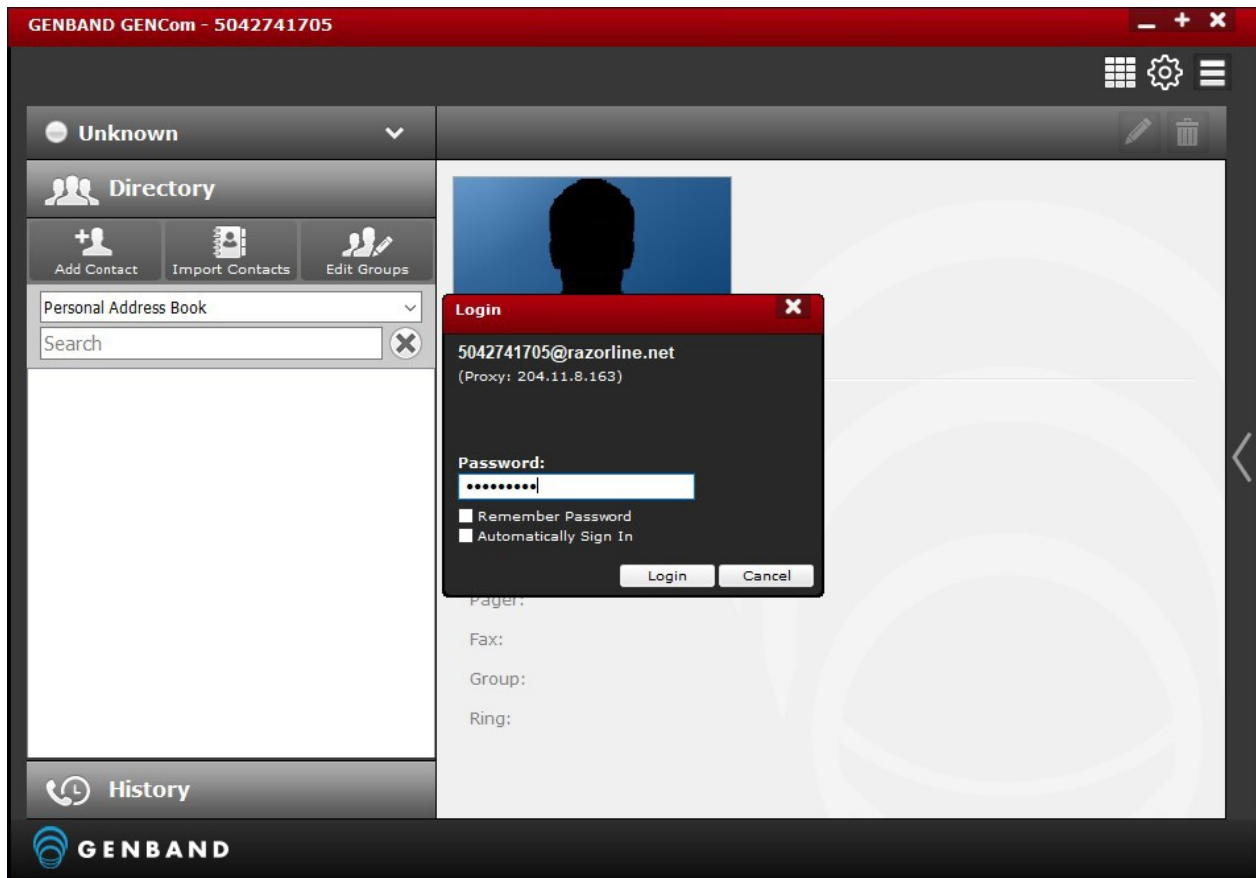


8. Click on “User Interface” preferences:
 - a. Select the “Modern” theme or whatever theme you prefer.



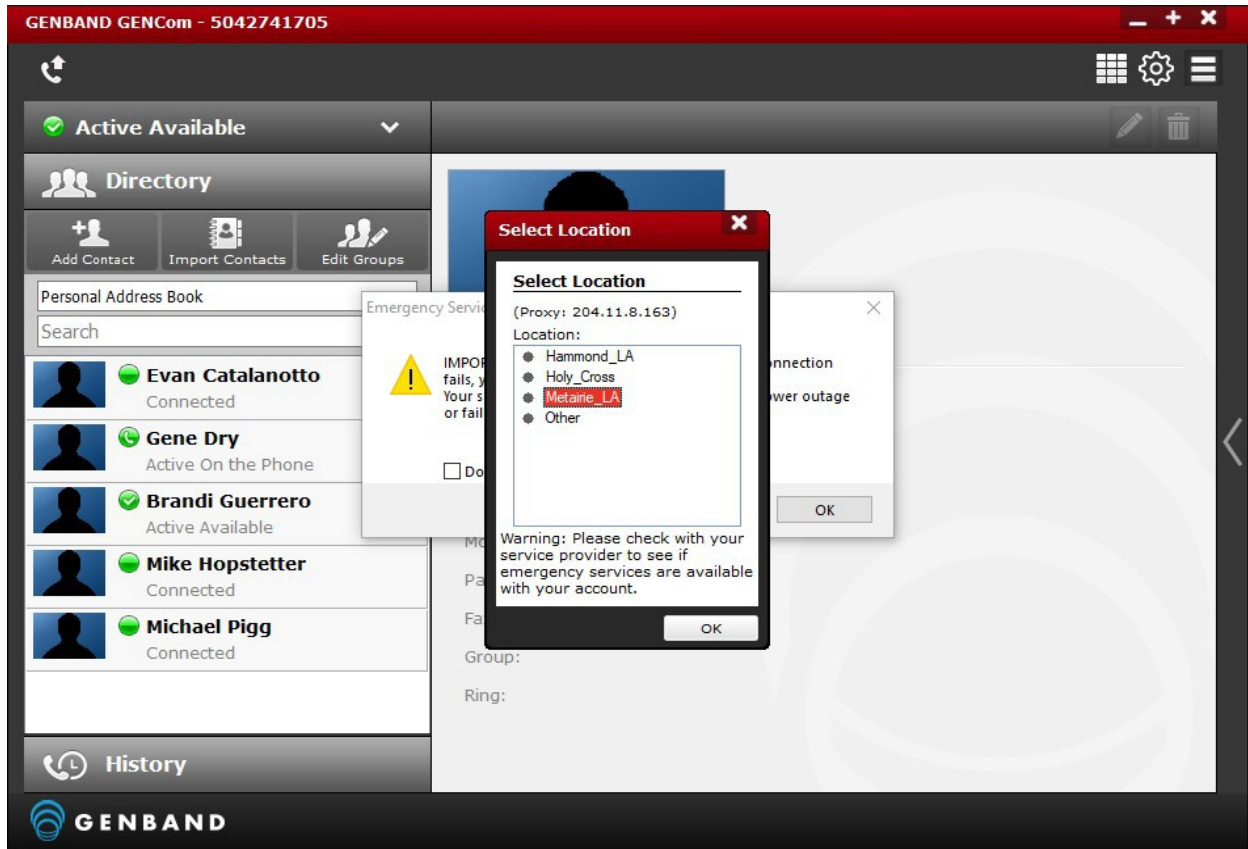
Launching the Genband GenCom Client

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

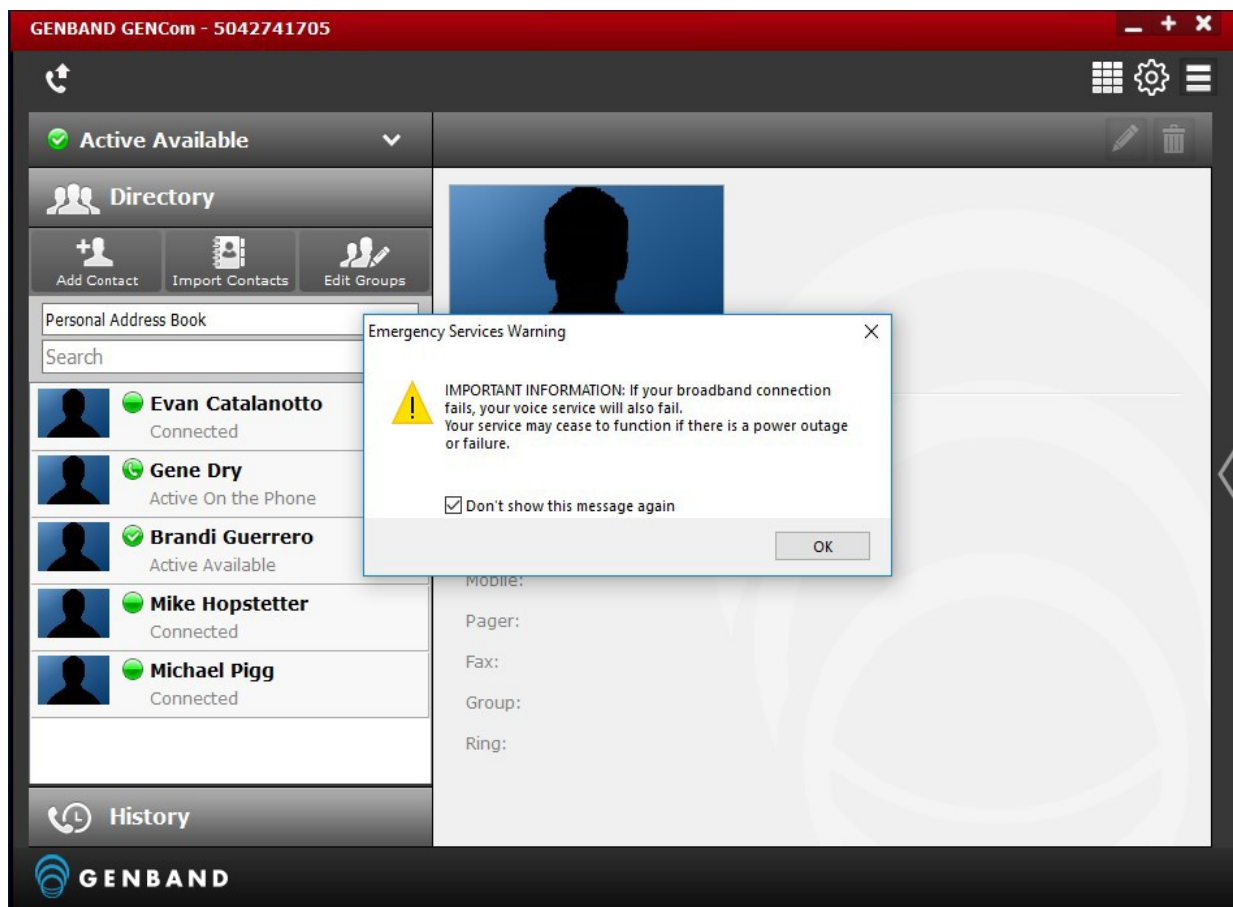


Enter your password into the “Password” box. Select the “Remember password” and “Automatically Sign In” boxes if desired. Click Login.

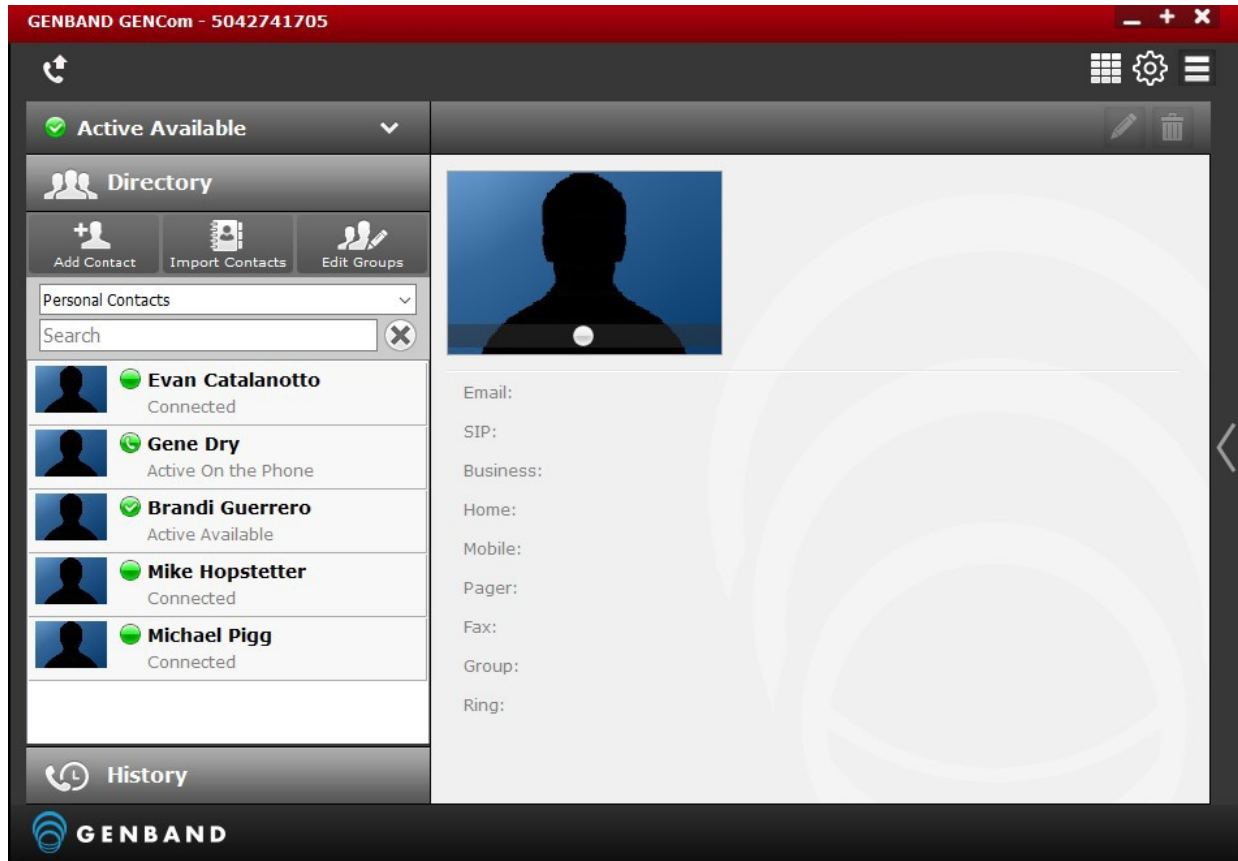
2. Select the proper location you work from and click OK.



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.