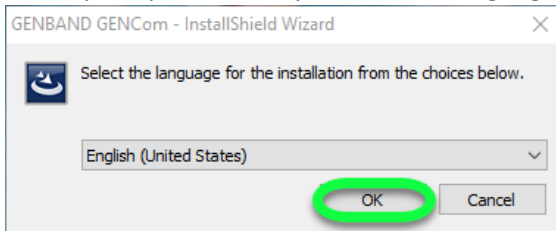


Before you begin

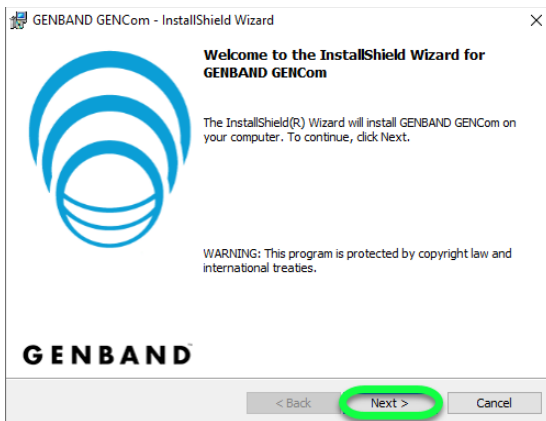
- You will need to submit a [remote desk phone activation request](#) to get your username and password

Get Started

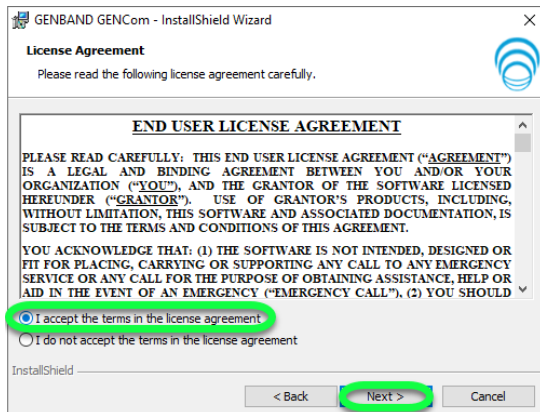
1. First things first, you will need to [download the application file](#)
2. Once the file has downloaded, open it.
3. When prompted, select your desired language and click **OK**



4. Then click **Next >**

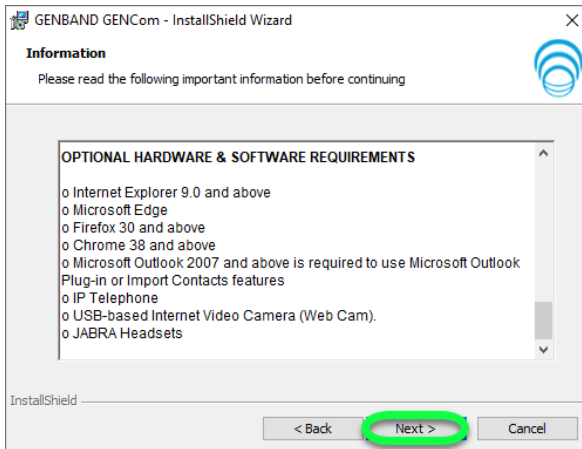


5. Once you've read the license agreement, select **I accept the terms in the license agreement** and click **Next >** to continue

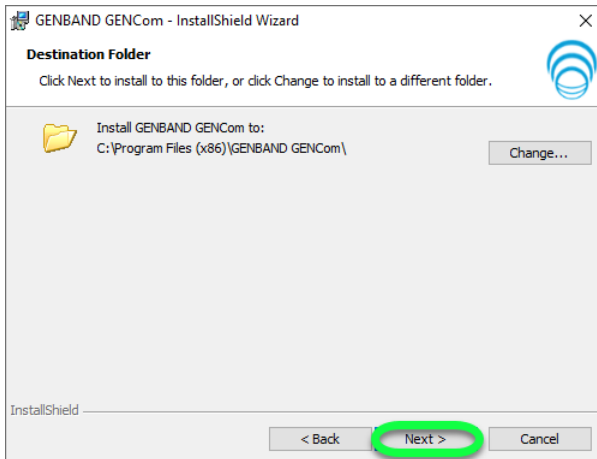


Setting up GENcom on your Windows Computer

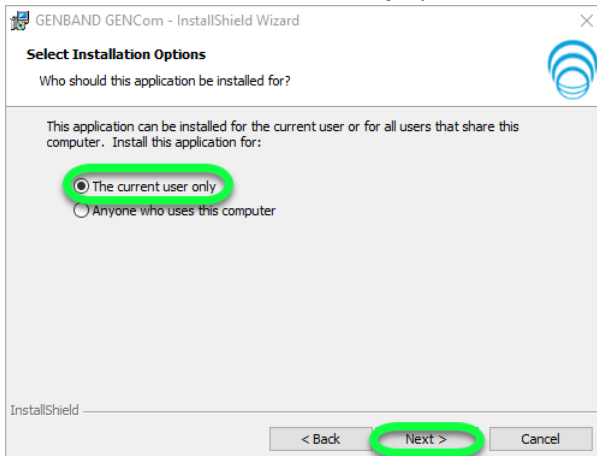
6. Click **Next >** again



7. Click **Next >** one more time

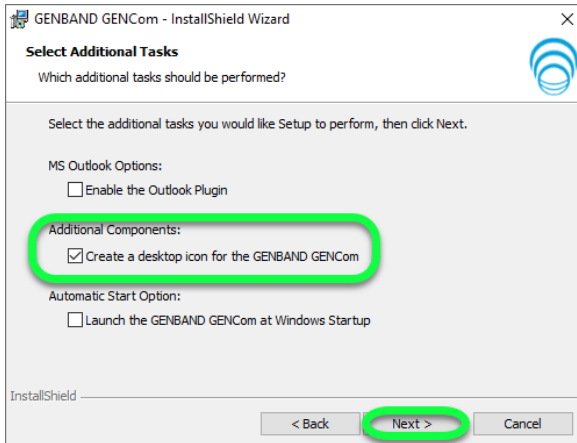


8. Make sure **The current user only** option is selected, and click **Next >**

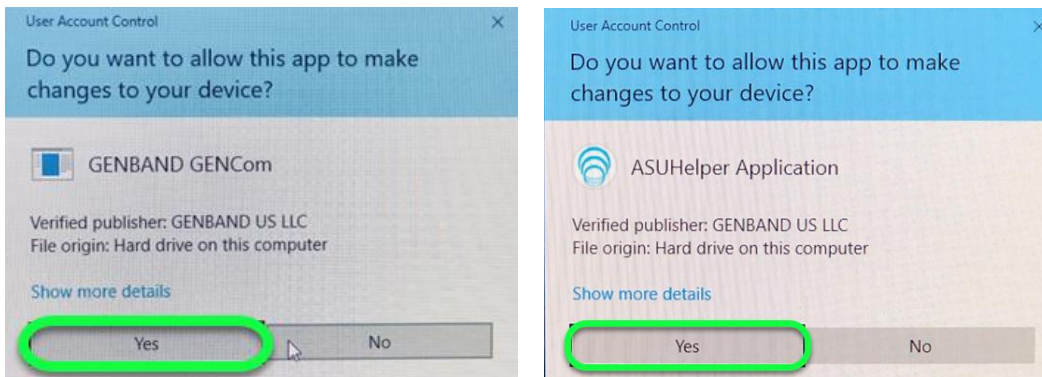


Setting up GENcom on your Windows Computer

- Now, deselect everything except the **Create a desktop icon for the GENBAND GENcom** option and click **Next >**



- You will be prompted twice to allow the app to make changes to your device, click **Yes** both times to continue

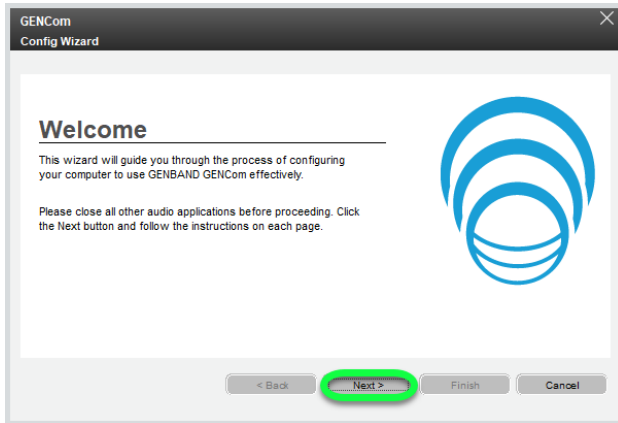


- Make sure to check **Launch the Program** and click **Finish**. Your installation is now complete!

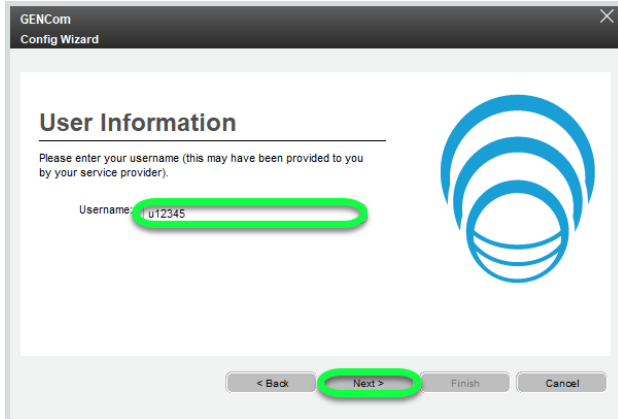


Setting up GENcom on your Windows Computer

12. You will now be prompted to configure the application. Click **Next >** to continue

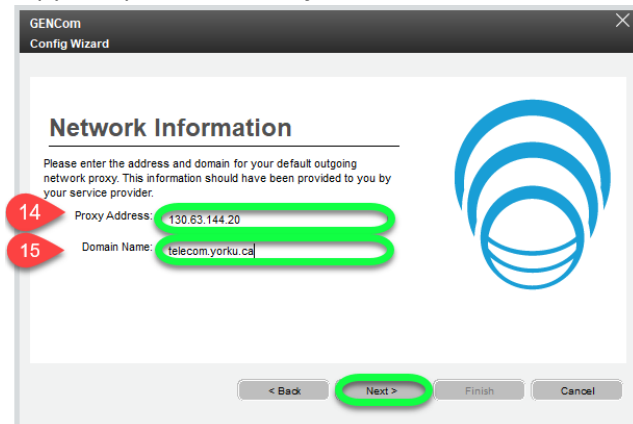


13. On the "User Information" screen, enter the **username** Telecom provided you as a result of your remote desk phone activation request and click **Next >**. *If you have not submitted a remote desk phone activation request or received a username and password, [click here!](#)*



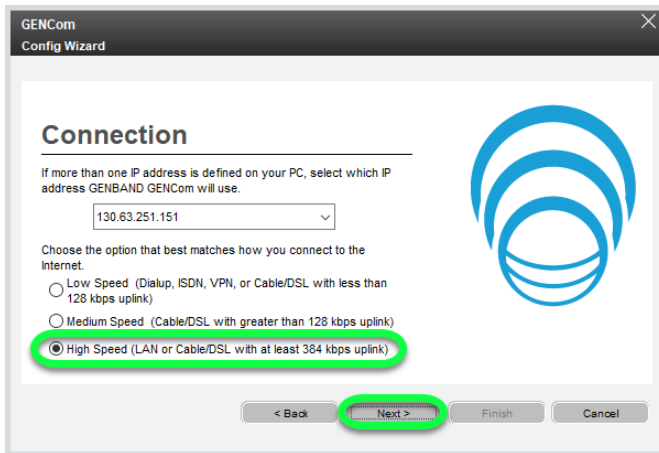
14. Copy and paste **130.63.144.20** into the **Proxy Address** field

15. Copy and paste **telecom.yorku.ca** into the **Domain Name** field and click **Next >**

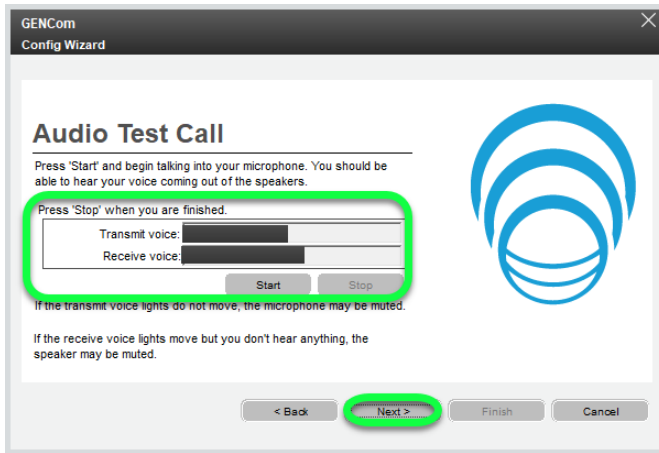


Setting up GENcom on your Windows Computer

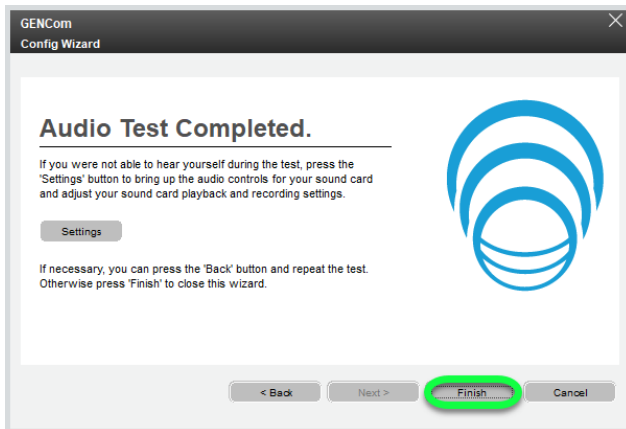
16. Ensure the **High Speed** option is selected and click **Next >**



17. Complete your **Audio Test Call** to make sure your audio is set up for calls and click **Next >**. *This is the last time you'll have to press "Next >" we promise 😊*



18. You're almost there! Click **Finish** to move to the authentication screen

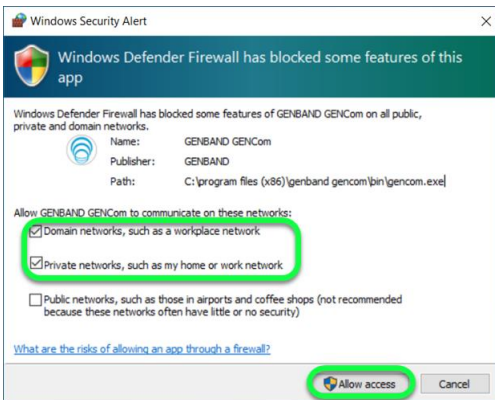


Setting up GENcom on your Windows Computer

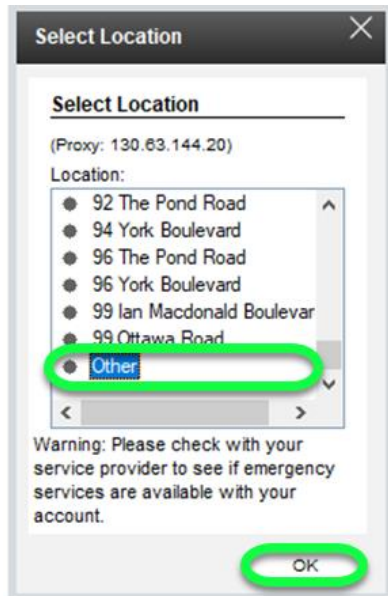
19. When prompted, **enter the password** Telecom provided you as a result of your remote desk phone activation request and click **Sign in**



20. When Windows defender prompts you, select both **Domain networks** and **Private Networks** and click **Allow Access**



21. On the "Select Location" screen, scroll down and select **Other** and **OK**



Setting up GENcom on your Windows Computer

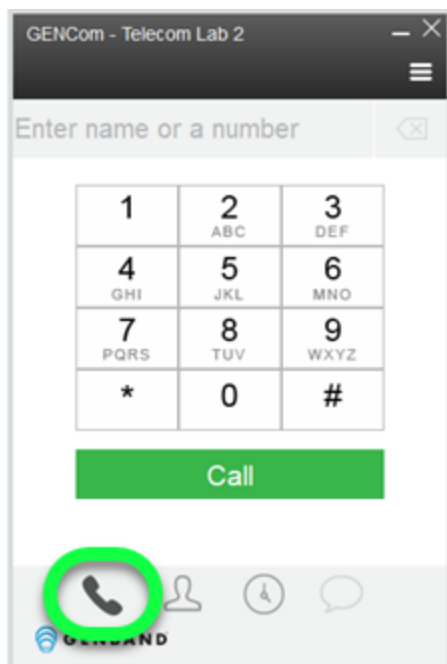
22. Select **OK**



Your remote desk phone configuration is complete, and you are now ready to send and receive your office phone calls from anywhere!

Quick Tips

- Select the phone icon to bring up the dial



- Enter York extensions to reach internal
- For external calls, press **9**, followed by the number you'd like to dial
 - For example, if you wanted to call your friend at (416)-123-4567, you'd dial 9-(416)-123-4567