

# GENCom for Windows

Turning every PC into a Smart Office

**GENCom for Windows delivers a rich communications experience to PCs or tablets, in or out of the office. Make and receive audio and/or video calls, send instant messages and collaborate with video and screen sharing directly from Windows-based devices. Employees can turn any workspace into a virtual office; ideal for telecommuters and mobile employees.**

**The same powerful GENCom client delivers a unified company directory, presence indication, instant messaging, call logs, voice and video conferencing and screen sharing. It's easy to find co-workers fast and get more done.**

GENCom for Windows clients are a key element of a complete GENBAND Smart Office solution and fully integrated with the Unified Communications (UC) services provided by the GENBAND Application Server. Users can access a rich set of UC services from a variety of additional Smart Office clients for their smartphones, tablets, Macs or simply access those services from a WebRTC-compliant web browser. GENCom for Windows also seamlessly integrates with Microsoft Outlook via an Outlook plug-in.

The GENCom for Windows client is purposefully designed for touch screen PCs/tablets running Windows 10 as well as prior OS versions. Users have the freedom to choose the windows-based device they prefer.

## UC at Your Fingertips

GENCom for Windows offers a full UC experience with corporate directory access, instant messaging (IM), presence, HD voice/HD video, call logs, messaging services, and Meet Me conferencing integration. Never miss an important call or instant message and always have access to the company directory; quickly make calls, send an instant message or send email.

Incoming business calls ring on the PC – complementing or replacing a desk phone. Outbound calls show the user's office number in Caller ID so it's easy to maintain a consistent business identity from the road or home office.

## Move Live Calls Between Clients and Devices

Easy access to the Call Grabber service allows users to seamlessly move live calls between different clients; start a call on the GENCom for Windows client and then move it to a desk phone or take it on the road with GENCom for Mobile client on a smartphone.

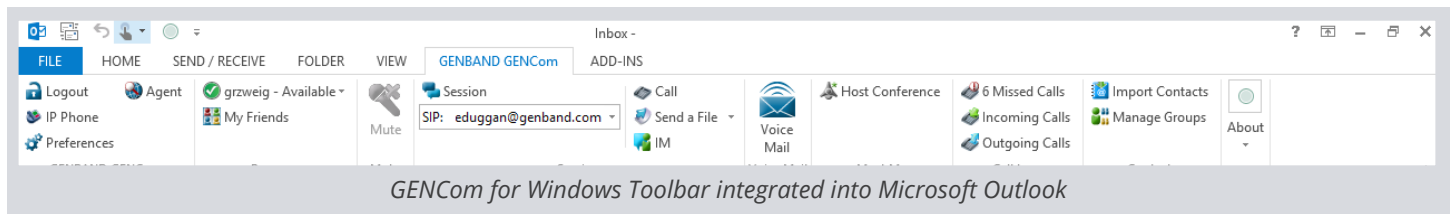
Callers can't tell if you've gone to grab a cup of coffee or headed out of the office to get to another meeting. The same services are supported on wired, Wi-Fi and 3G/4G/LTE connections.



## Key Capabilities

*IM, Presence, Voice, Video and Collaboration from Your Desktop*

Data Sheet



- Presence
- Instant Messaging
- Click-to-dial voice and video
- Microsoft Outlook integration
- Multi-party voice and video conferencing
- Screen and content sharing
- E-mail, IM and Calendar collaboration invitation
- User programmable feature buttons
- Instant Messaging and Call Logs
- Boss-Secretary call appearance & management
- Global and personal address book (cloud-based)
- Dynamic call handling including Presence-based routing
- Federated Instant Messaging with Yahoo, Google and AOL
- File sharing
- Clipboard sharing

## Features

- Single number reach for desk phone and Windows client, including inbound and outbound calls – all Smart Office devices/clients share the same number and only the office number appears on the receiver's Caller ID display
- Boss/secretary bridged line appearances with live call management
- Extension dialing – short code dialing from GENCom client to other enterprise extensions
- Integrated access to Meet Me conference moderator services
- Multi-call management
- User programmable feature buttons
- Presence support across other GENCom for Windows and Smart Office users as well as federation with XMPP-based Instant Messaging services from Yahoo, Google and AOL
- Robust call management features such as: hold/resume, call park, do not disturb, call forwarding, redial, ad-hoc conference calling, transfer, etc.
- Calling party picture display
- Network-based Global & Personal directories
- Click-to-email
- Click-to-instant-message from the directory list or call history
- Support for Voice calling with G.711 & G.729 codecs
- Support for point to point Video calling with H.264 SD/HD,

MPEG4 Part 2, H.263, H.263+ video codecs

- TLS security support
- Support for multi-party video conferencing with H.264 SD/HD SVC

## Collaboration Capabilities

- Multi-party voice and video conferencing
- Screen and content sharing
- Multi-party chat
- Moderator controls
- Dynamic bandwidth use via SVC video support

## End User Benefits

- One business identity – use a single office number for consistent access everywhere; no need to give out a personal mobile number
- Stay connected – use Call Grabber service to seamlessly moves live calls between office phone, computer and mobile device
- Be more productive – find and collaborate with co-workers and customers more effectively, more rapidly. No need to wait to get back to the office to get work done

## Supported Operating Systems

- Windows 10
- Windows 7/8/8.1

## Smart Office Experience

- Part of a complete Smart Office experience. Service providers and enterprises can deploy GENCom for Windows in concert with other GENCom clients and IP phones. Users can choose the communication experience that meets their work environment

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