



# G2 VISUAL COMMUNICATOR INSTALLATION

G2 Communicator

## DOCUMENT PURPOSE

The purpose of this document is to instruct the G2 Communicator user how to create Visual Communicator Alerts, Announcements and Visual Bells as well as installing as configuring the Visual Communicator application for Android, Windows, Macintosh, and Chromebook computers.

*Note: These instructions apply to Standard and Admin users.*

This document assumes the reader has the appropriate user credentials, (username and password), as well as the IP address or DNS name of the G2 Communicator system.

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## GETTING STARTED

To get started, a plan is always recommended. It is best worked out on paper, or an electronic worksheet and the following items should be included in the plan:

- Name – A friendly name associated with the device. Example: RM 101 Panel, RM 101 Computer, Mrs. Smith Computer
- G2 Visual Communicator file for Android panels:  
[http://help.g2com.online/software/G2\\_Communicator\\_3\\_1.3.apk](http://help.g2com.online/software/G2_Communicator_3_1.3.apk)
- G2 Communicator.ext file for Windows PC: <http://help.g2com.online/software/G2%20Communicator.exe>
- G2 Communicator.dmg file for Macintosh <http://help.g2com.online/software/G2%20Communicator.dmg>
- Chrome - <https://play.google.com/store/apps/details?id=com.visualalerts.activator>

**Note: The most up to date files can always be found at <http://help.g2com.online>.**

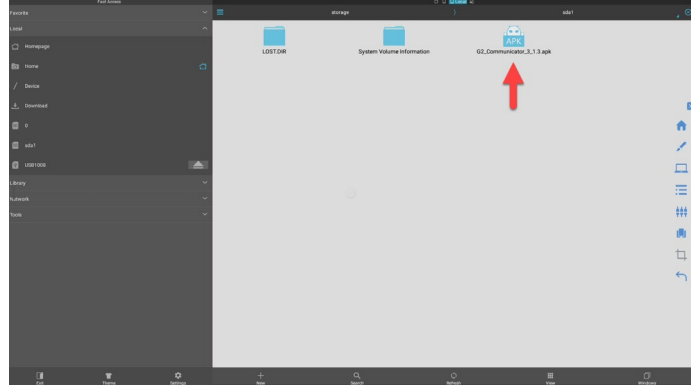
## INSTRUCTIONS

Read this set of instructions completely prior to starting. Follow the instructions below. The images shown throughout this document are examples. Images on your system may appear differently.

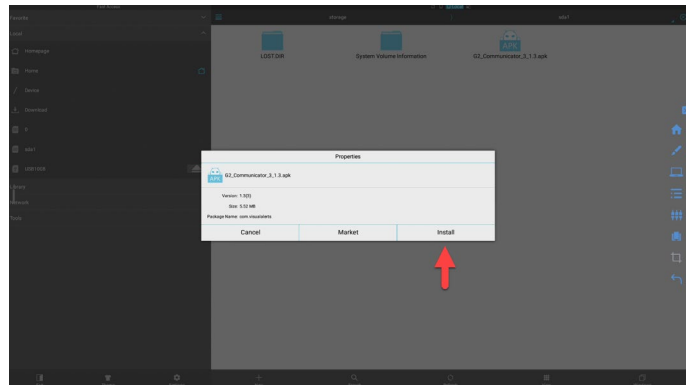
CONFIGURING VISUAL COMMUNICATOR CLIENT – ANDROID PANEL, PC, MAC, CHROMEBOOK

CONFIGURING VISUAL COMMUNICATOR INSTALLATION – ANDROID PANEL

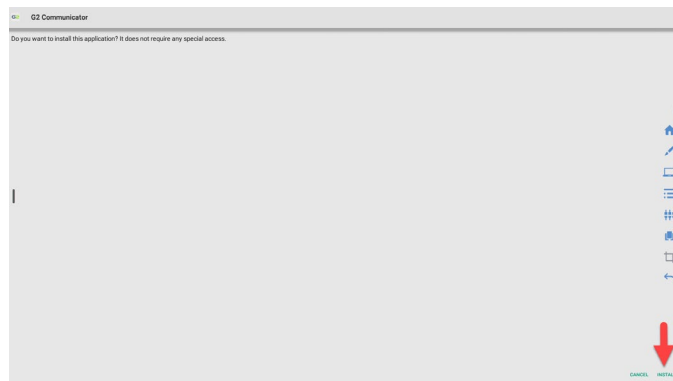
- 1. **Copy** the “G2\_Communicator\_3\_1.3.apk” file to a **flash drive**.
- 2. **Insert the flash drive** and navigate to the “G2\_Communicator\_3\_1.3.apk” file.
- 3. **Double tap** the “G2\_Communicator\_3\_1.3.apk” file.



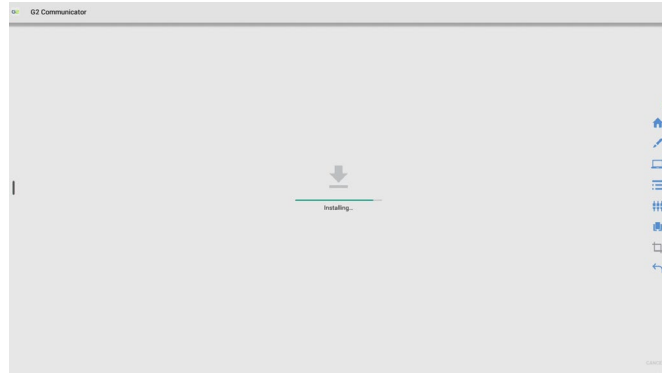
- 4. In the **Properties** dialog box, tap the text reading **Install**.



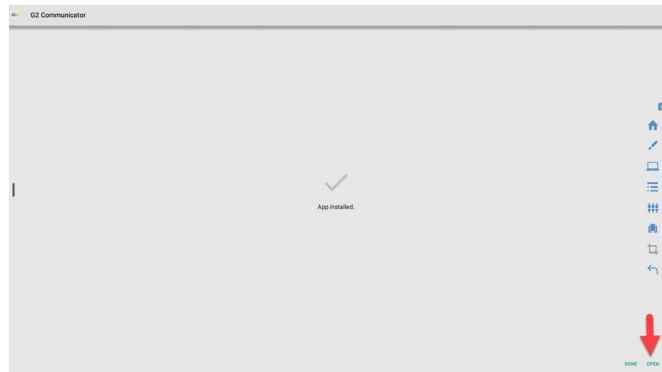
- 5. **Review the device access page**.
- 6. Tap the text reading **Install**.



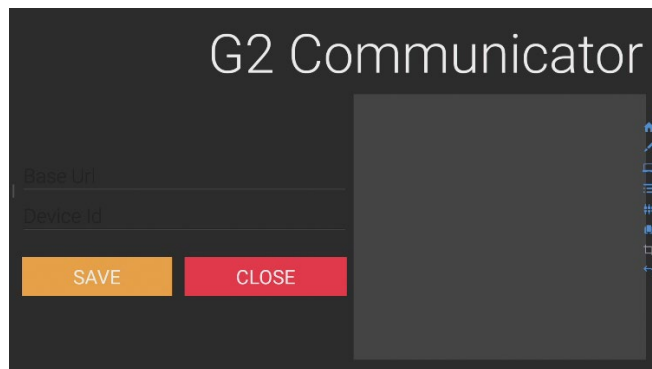
7. **Wait while the software installs on the panel.**



8. Once the application is installed, tap the text reading **Open**.



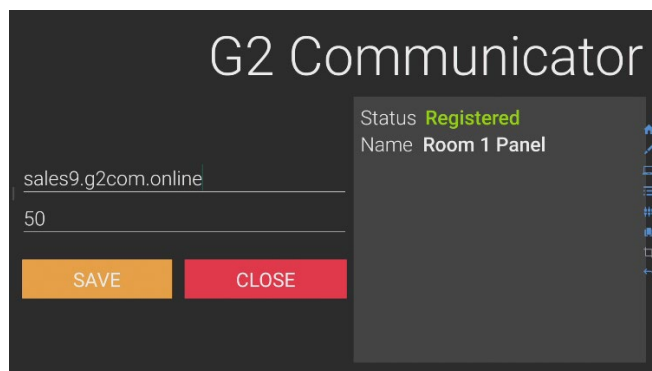
9. In the **Base URL** field, type the **URL of the G2 Communicator server**.
10. In the **Device ID** field, type the **ID assigned to this computer** in the **Devices** screen on the server.
11. Click the **Save** button.



12. The **G2 Communicator** screen will refresh showing the panel is **registered with the G2 Communicator server**.

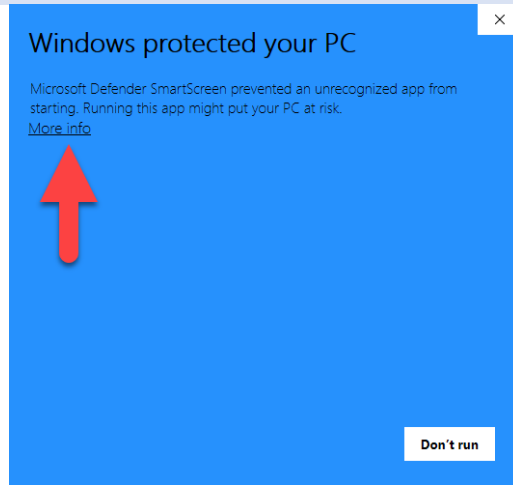
**Note the Device name will display the name provided in the Devices tab.**

13. **Close this window.**

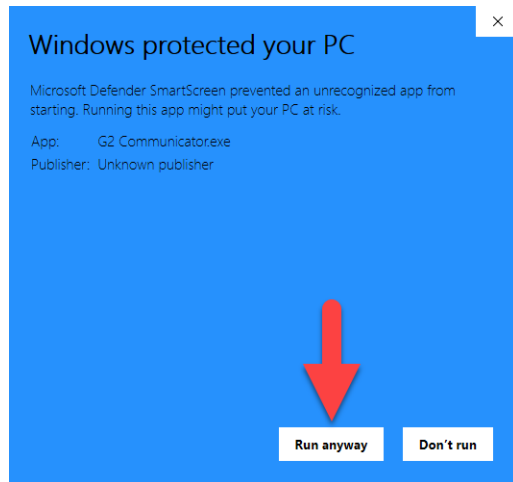


VISUAL COMMUNICATOR CLIENT INSTALLATION (WINDOWS)

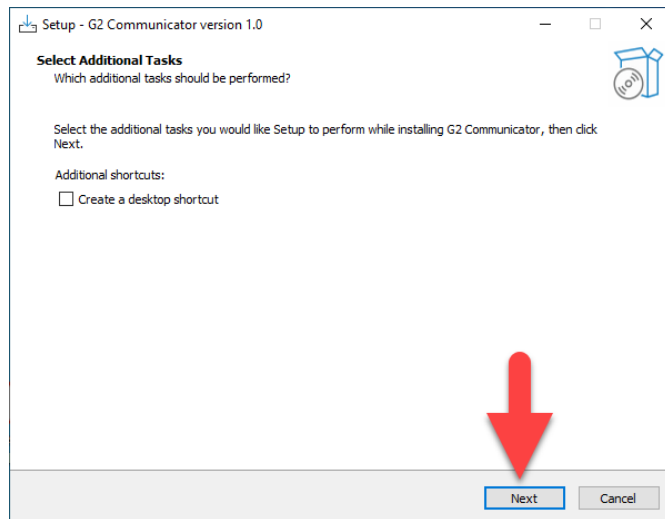
- 1. **Download** the **G2 Communicator.exe** file.
- 2. **Double click** the G2 Communicator.exe file.
- 3. In the Windows protected your PC window, **click the text reading More info**.



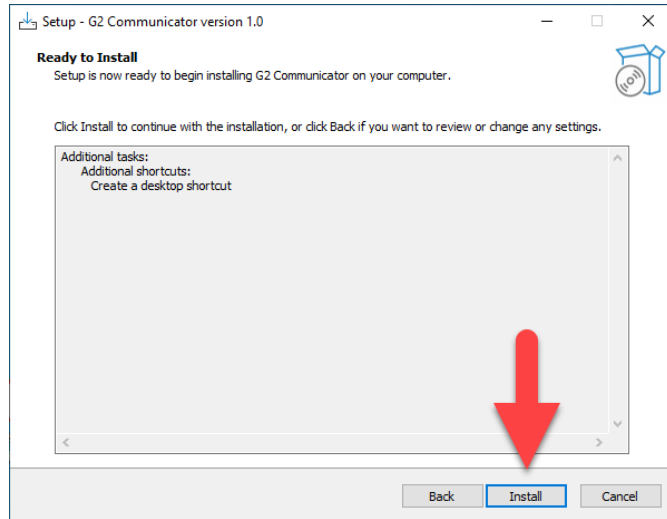
- 4. Click the **Run anyway** button



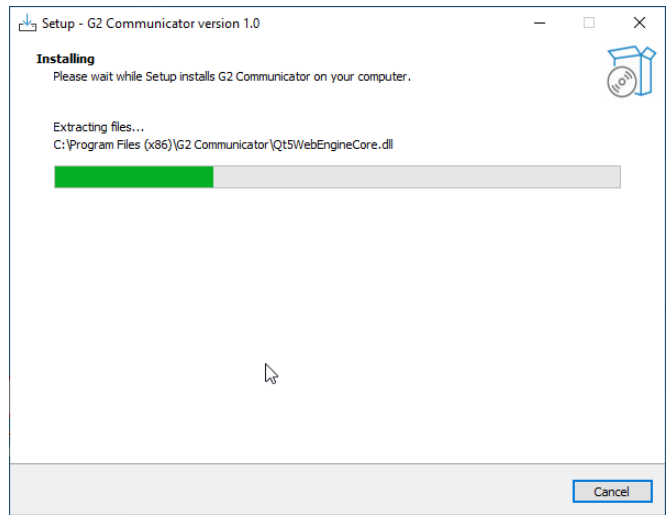
- 5. Click the **Next** button.  
**Note: Click the optional desktop shortcut check box if you wish to have the G2 Communicator shortcut on your desktop.**



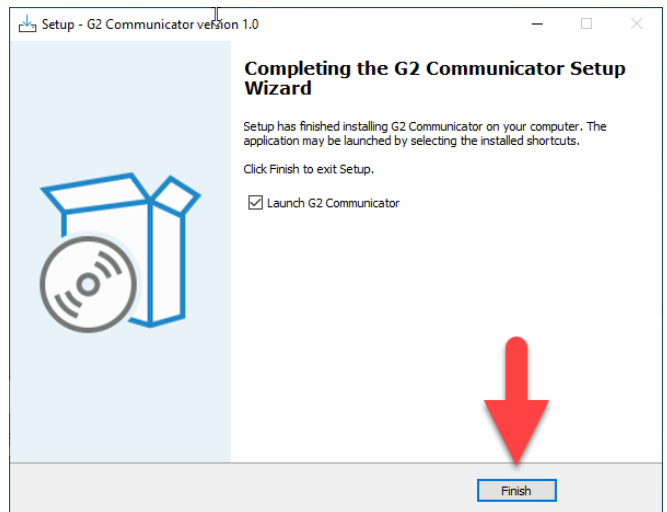
6. Click the **Next** button.



7. **Allow** the software to install.

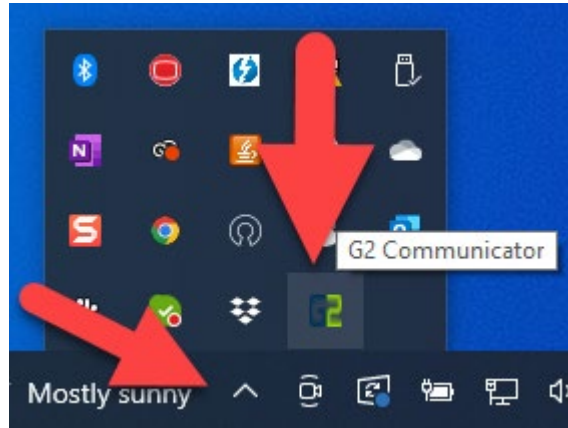


8. Click the **Finish** button to complete the installation.

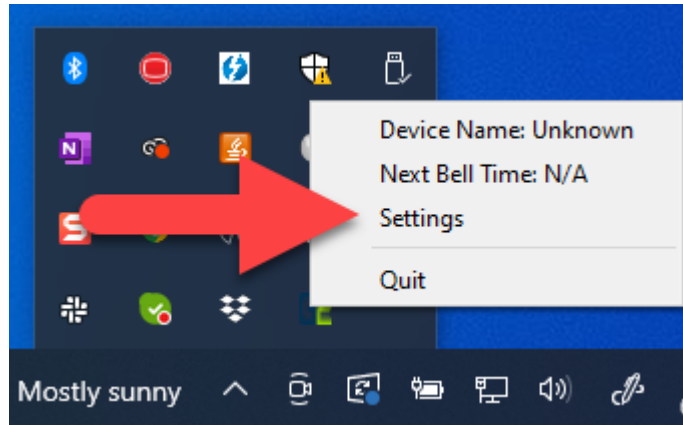


CONFIGURING G2 COMMUNICATOR ON YOUR COMPUTER

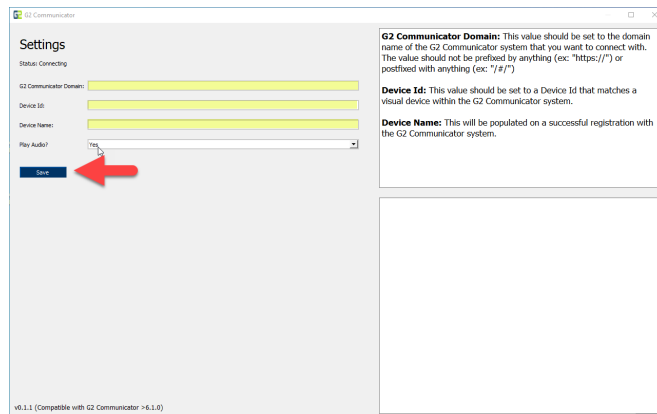
9. Click the **chevron** in the Windows System Tray and located the G2 Communicator icon.



10. Right click the **G2 Communicator** icon.  
11. Select **Settings**.



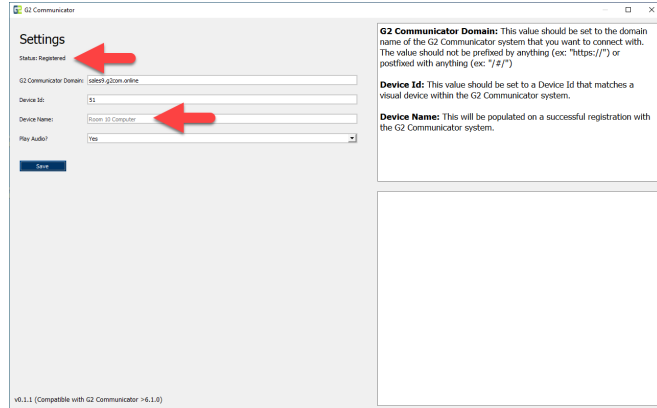
12. In the **G2 Domain** field, type the **URL of the G2 Communicator server**.  
13. In the **Device ID** field, type the **ID assigned to this computer** in the **Devices** screen on the server.  
14. In the **Play Audio** field, click the **drop arrow** and select **Yes to hear the bell audio**, select **No** if the user does not wish to hear the bell audio.  
15. Click the **SAVE** button.



16. The G2 Communicator screen will refresh showing the **computer is registered with the G2 Communicator server.**

***Note the Device name will display the name provided in the Devices tab.***

17. **Close** this window.

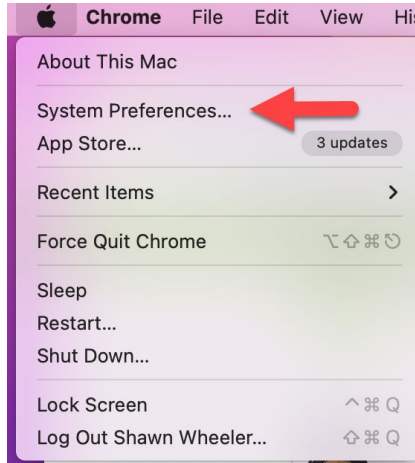




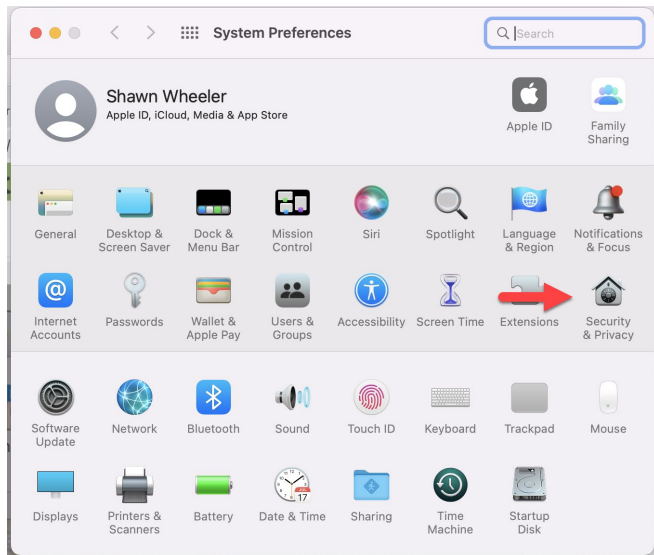
VISUAL COMMUNICATOR CLIENT (MAC)

At the time the G2 Communicator application for Macintosh is unsigned. **Follow these instructions to install and configure G2 Communicator.**

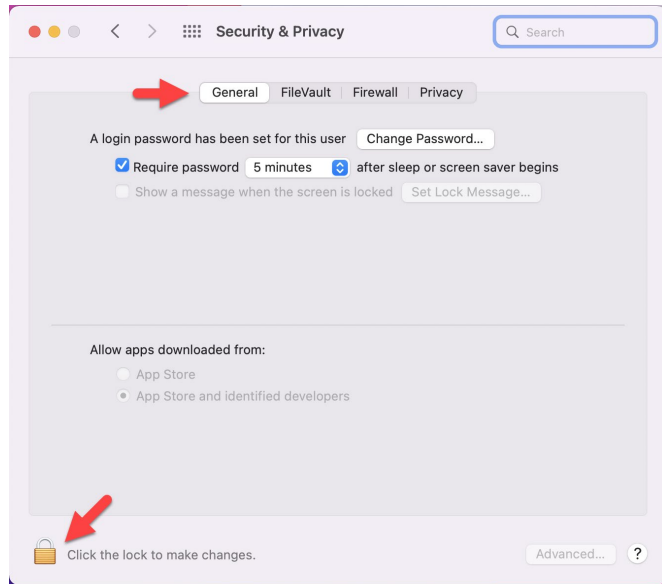
- 1. Click the **Apple** in the **upper left corner**.
- 2. Click **System Preferences**.



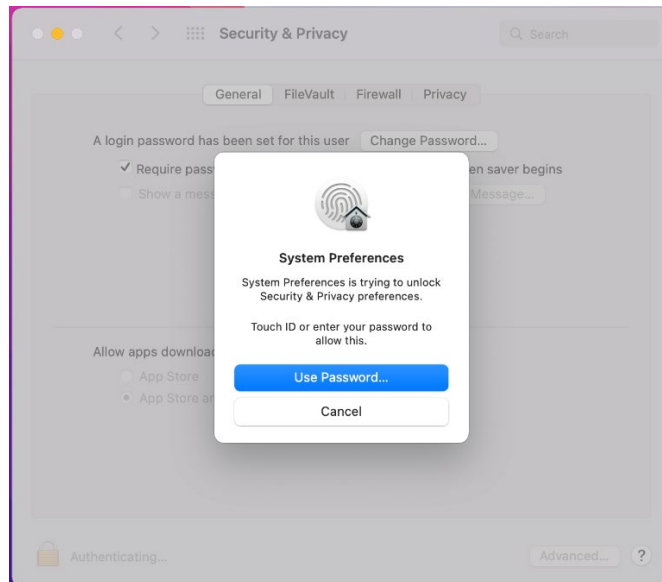
- 3. Click the **Security & Privacy** icon.



- 4. Click the **General** tab.
- 5. Click the **Lock** in the **lower left corner**.

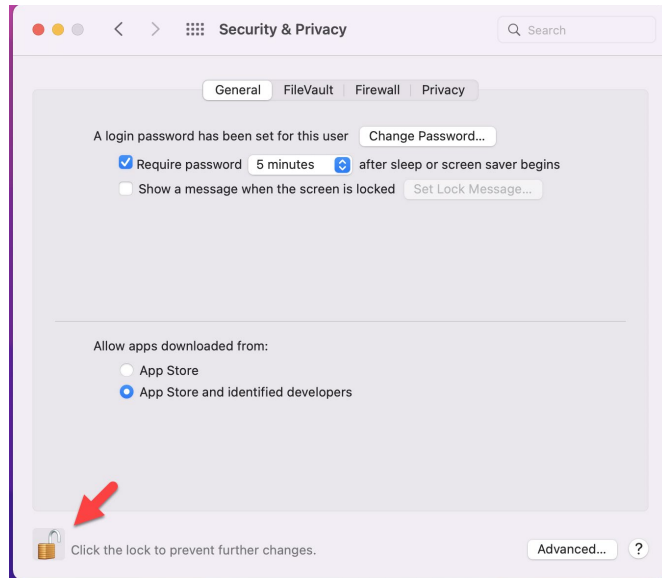


- 6. **Authenticate** your user to your computer.



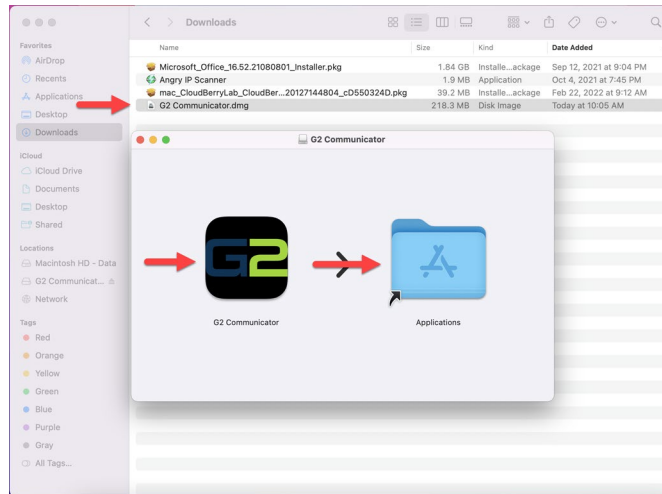
7. The Lock is now open.

**Do not close this window**



- 8. **Download the “G2 Communicator.dmg” file.**
- 9. **Locate the file on your computer and double click.**
- 10. **Drag the “G2 Communicator application to the Application folder.**

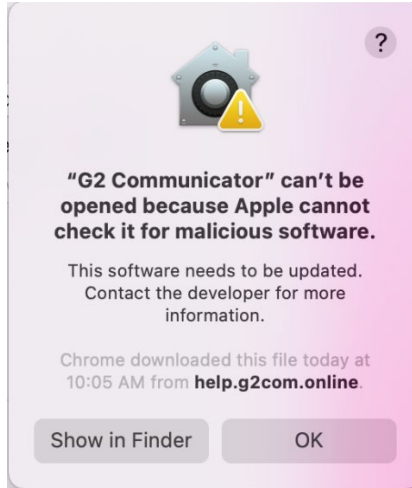
**Close this window**



- 11. **Locate the G2 Communicator application on your computers Launch Pad.**
- 12. **Click the icon. Wait 30 to 45 seconds for the next screen to appear.**

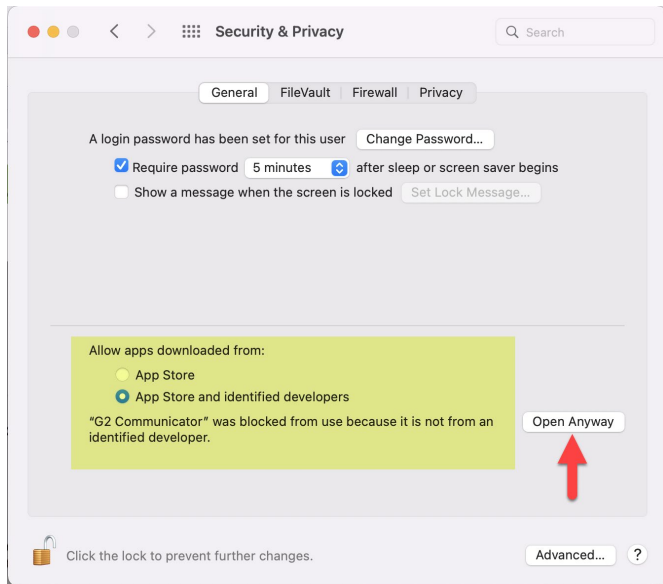


- 13. Your computer will **display a message stating Apple cannot check the file.**
- 14. Click the **OK** button.

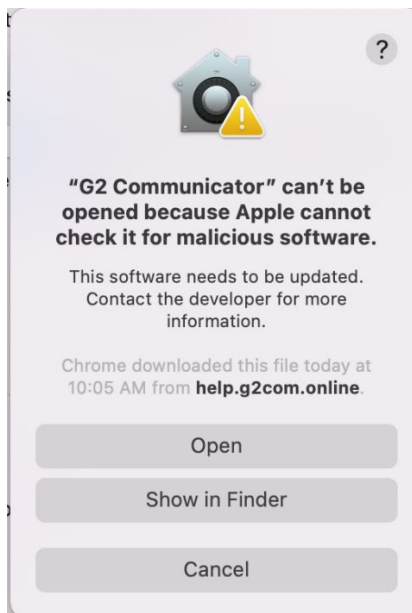


- 15. Return to the **Security & Privacy** window.
- 16. Click the **General** tab
- 17. In the **Allow app downloaded from:** section, note the sentence "G2 Communicator" was blocked from use because it is not from an identified developer.

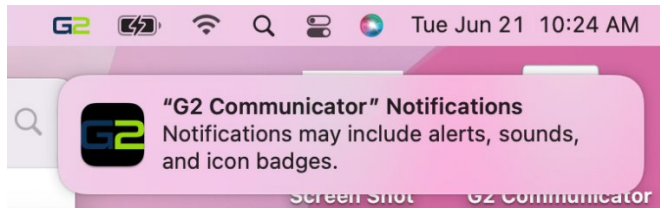
**Click the button reading Open Anyway.**



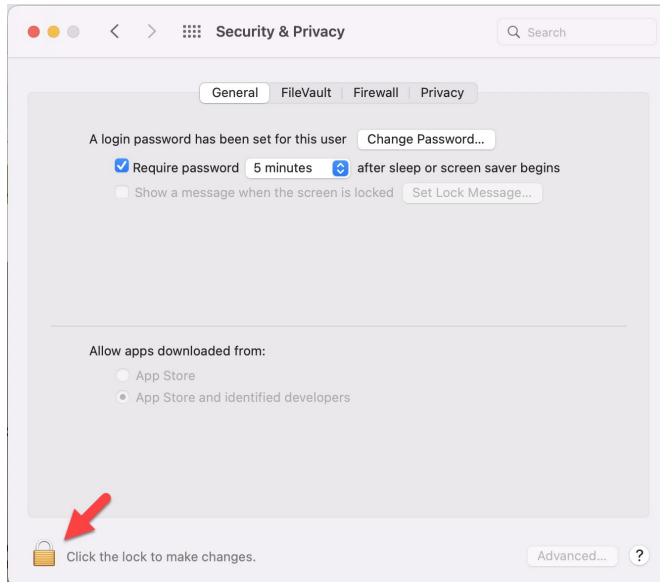
- 18. Click the **Open** button.



- The G2 Application banner will appear. **You may close this banner.**

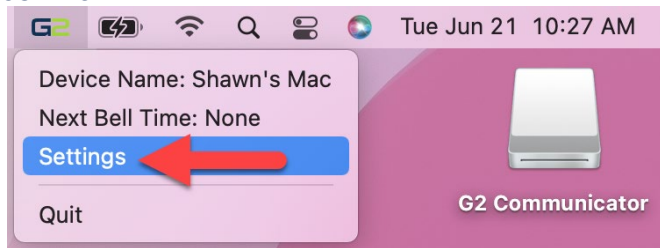


- Return to the **Security & Privacy** window.
- Click the **lock in the lower left corner** to lock your system.
- Close** this window.

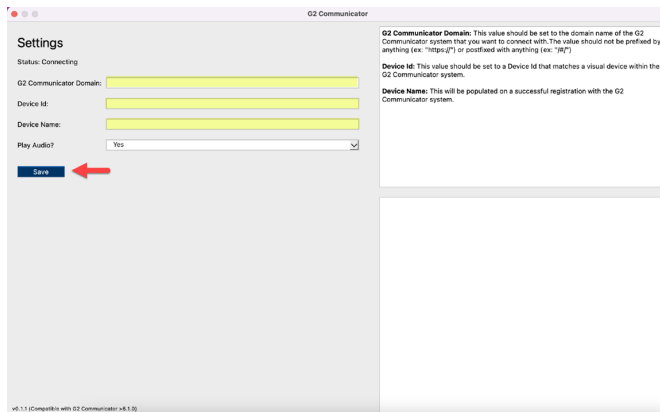


**CONFIGURING G2 COMMUNICATOR ON YOUR COMPUTER**

- Click the **G2 Communicator** icon in the System Tray.
- Click **Settings**



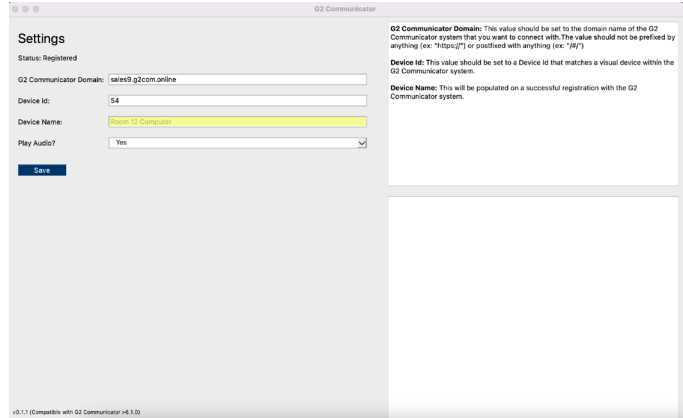
- In the **G2 Communicator Domain** field, type the **URL** of the **G2 Communicator server**.
- In the **Device ID** field, type the **ID assigned to this computer** in the **Devices** screen on the server.
- In the **Play Audio** field, click the **drop arrow** and select **Yes to hear the bell audio**, select **No** if the user does not wish to hear the bell audio.
- Click the **SAVE** button.



29. The G2 Communicator screen will refresh showing the **computer is registered with the G2 Communicator server.**

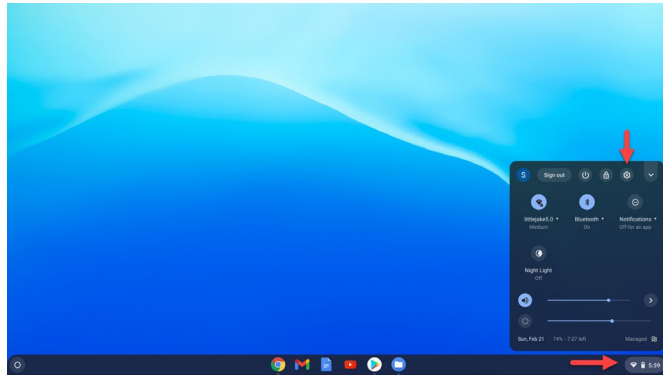
***Note the Device name will display the name provided in the Devices tab.***

30. **Close** this window.

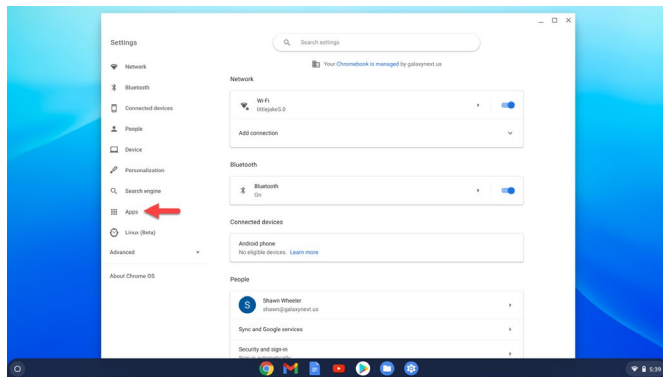


VISUAL COMMUNICATOR CLIENT (CHROME)

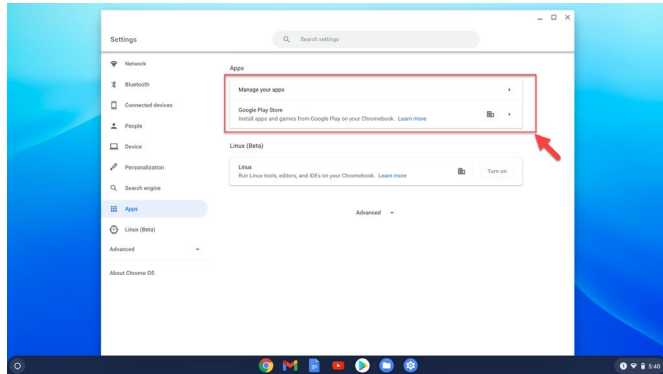
- 1. **Verify your Chromebook** allows **Google Play** Store apps to be installed.
- 2. Click the **clock** in the **lower right**.
- 3. Select the setting **cog wheel**.



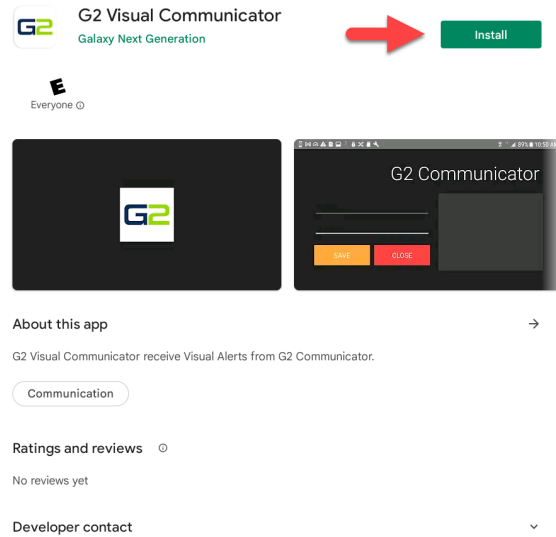
- 4. Click **Apps** in the left menu.



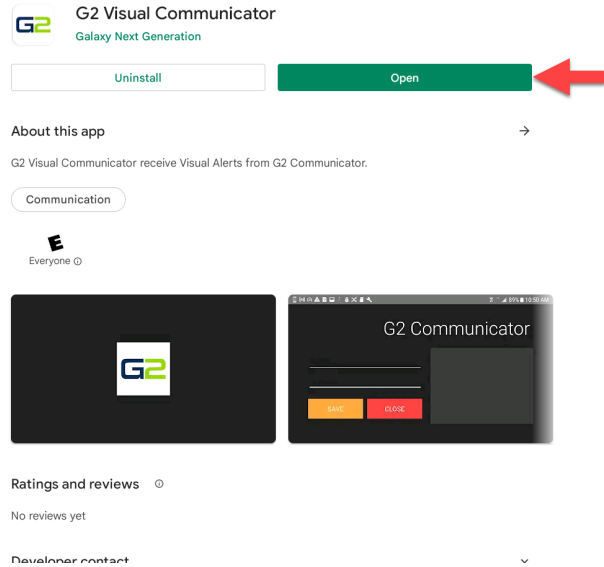
- 5. Verify **Play Store App** may be installed.



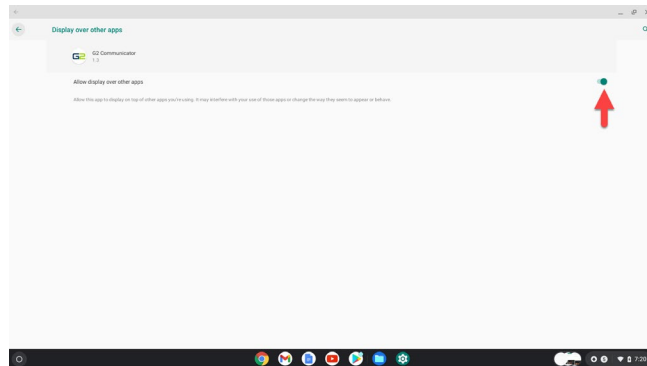
- 6. **Open Google Play Store**, search for “**G2 Visual Communicator**”.
- 7. Click the link to **G2 Visual Communicator**.
- 8. Click the **Install** button.



- 9. Click the **Open** button to open the app.



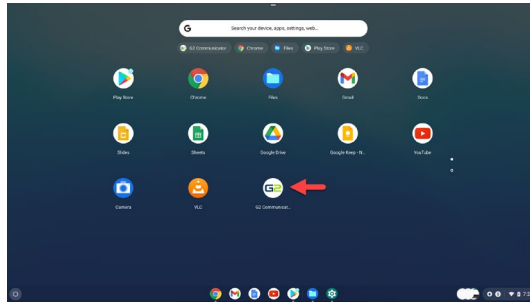
- 10. Set the **Allow** display over other apps to “**On.**”
- 11. **Close** the window.





CONFIGURING G2 COMMUNICATOR ON YOUR COMPUTER

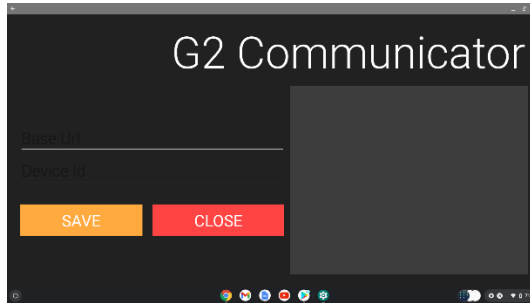
12. Locate and open the installed app “**G2 Communicator**”.



13. In the **Base URL** field, type the **URL** of the **G2 Communicator** server.

14. In the **Device ID** field, type the **ID assigned to this computer** in the **Devices** screen on the server.

15. Click the **Save** button.



16. The **G2 Communicator** screen will refresh showing the **panel is registered with the G2 Communicator** server.

*Note the Device name will display the name provided in the Devices tab.*

17. **Close** this window.

