

## Tips on Getting Started and Getting the Most from the g2gConnect System

### USE HEADSETS

Always use a headset. This will ensure that your senior does not hear any feedback and echos of their own voice resulting from your computer's speaker/microphone interaction.

If your senior is not wearing a headset, you may hear a slight echo of your own voice. This is natural. To eliminate the echo, ask your senior to put on the headset

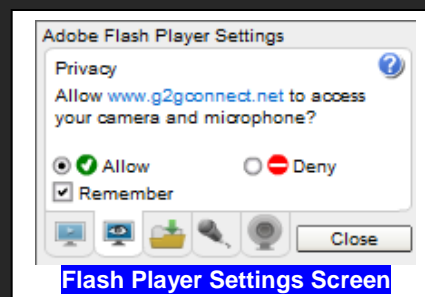
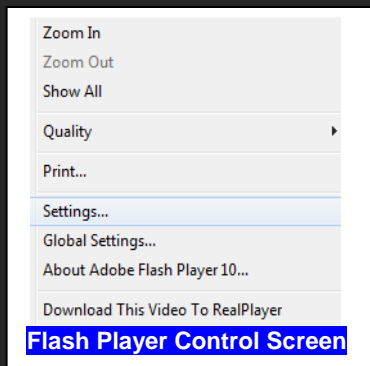
### THE FIRST TIME YOU LOG IN AND CLICK ON THE CALL BUTTON

If you don't see your senior's image appearing on the screen, make sure:

- they have clicked/touched your picture in their screen
- your webcam is operational and
- you have downloaded the latest version of Adobe Flash Player™ for your browser  
(<http://get.adobe.com/flashplayer/>)

### USING ADOBE FLASH PLAYER

For your security, Adobe Flash Player will ask permission to access your camera so you can be seen by your senior. Click "Allow" to enable video transmission. To avoid repeating this step every time, you can have Flash Player "remember" this setting. You need do this only once now, and occasionally other times as our server gets updated. Bring up the Adobe Flash Player Control Screen (below left) by right-clicking (Control-Click on Mac) on the small image of yourself at the top right of the screen. Select Settings, and you will see the Settings screen (below right). On the Settings screen, click on the "Eye" (second icon from bottom left) then click on Allow and Remember, then click on Close. If you have questions feel free to contact us at 508.471.3710, or email [support@g2gconnect.com](mailto:support@g2gconnect.com)



### SCHEDULING TIPS

- Schedule calls in advance - perhaps at the end of your current video call, or
- Set a standard daily or weekly call time
- Connect via phone 10 minutes ahead of time to reconfirm, then again at the appointed time