

The g2gConnect System

Welcome to the g2gConnect visual communication system. It is designed to be simple to use for your senior relative. They will access the system through a picture-driven, touch-screen unit. The system has been designed to be easy to use for you as a family member as well. To get started simply go to www.g2gconnect.com.

There is no need to download any software, just use the Internet and your standard computer. To utilize the video call feature you will need to have a webcam attached to your computer, a headset, and the latest version of [Adobe Flash Player](http://www.adobe.com/flashplayer/)™ * for your browser.

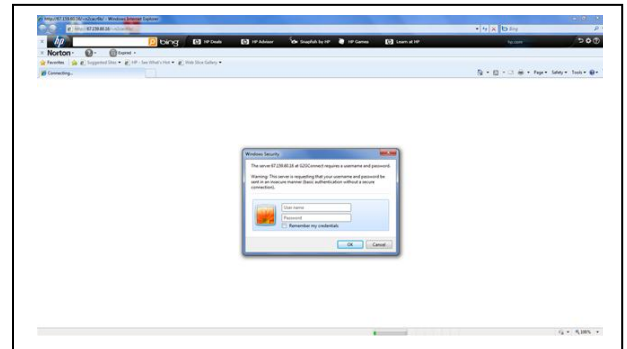
If you have questions feel free to contact us any time and we will get back to you shortly.
Enjoy seeing and visiting with your senior!

*<http://get.adobe.com/flashplayer/>

Step 1 – Login

At www.g2gconnect.com click on the Family Login button, you will be prompted to enter your username and password. These will be provided to you upon registering for the system. You may register by downloading and completing the [Family Registration Form](#) ** and returning it to the senior community or emailing it to info@g2gconnect.com

http://www.g2gconnect.com/uploads/g2gConnect_Family_Registration_Form.pdf



Step 2 – Family Portal

You are now at the Family Portal. From this page you can either:

- Enter and manage the Photo Album, or
- Start a video call with your senior

Let's start with the photo album. Touch the button at the lower right corner that says 'Photo Album'



Step 3 – Photo Album

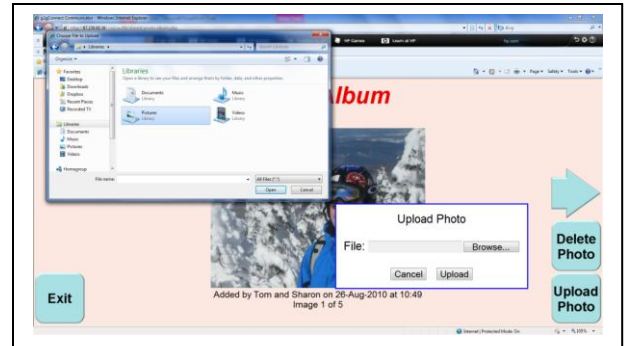
You are now in your photo album where you can view photos and manage the photos viewable by your senior. All registered family members can upload photos and delete the photos they have uploaded. As more photos are uploaded they appear in sequence and can be viewed one at a time using the arrow buttons.



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Step 3 – Photo Album - continued

To upload a picture, click on the upload photo button. You will be prompted to browse within your computer for the picture you want to upload. To delete a picture you uploaded, go to that picture using the arrows and click the Delete button.



Step 4 – Video Call

To initiate a video call with your senior we start at the g2gConnect Family Portal screen (described in Step 2). Simply click the Call button at the lower left corner of the screen at the time you have arranged to talk. Once you have clicked on the Call button and your senior has done the same on the community's Touch-Screen device, you will be connected. The 'Ringing' indicator will be displayed on your screen until the senior presses their Call button.



Once you are connected their image will display on your monitor. You will see them in the big screen. The view they will see of you is displayed in the small screen at the upper right-hand corner. During the call it is recommended you use headphones to avoid audio echo and interference. At the conclusion of your call click the End Call button located in the lower left corner of the screen.



That's all there is to it. You can ask additional family members to register for the system by downloading and filling out the [Family Registration Form](http://www.g2gconnect.com/uploads/g2gConnect_Family_Registration_Form.pdf).^{*} We would love to hear your thoughts, suggestions and experience.

^{*}http://www.g2gconnect.com/uploads/g2gConnect_Family_Registration_Form.pdf

What if I have a problem?

1. If the video or audio starts to skip unacceptably during a video call simply agree with your family member to end the call, wait about 30 seconds, and try the call again.
2. Don't hesitate to contact us:
Tel. 508.471.3710 support@g2gconnect.com

