iP G +

golmar

G2Call+

USER MANUAL

INDEX

1. APP G2CALL+ INSTALLATION

Install the "G2CALL+" application in your smartphone.
You can download it from Google Play or Apple Store depending on your smartphone operating system.
Below, you have quick link QR:

Play Store QR
(Android)

Apple Store QR
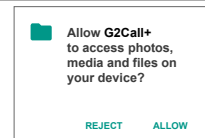(IOS)

2. BEFORE STARTING

Once installed on the smartphone, start the application.
When starting the application, it will ask for various permissions, which must be accepted.
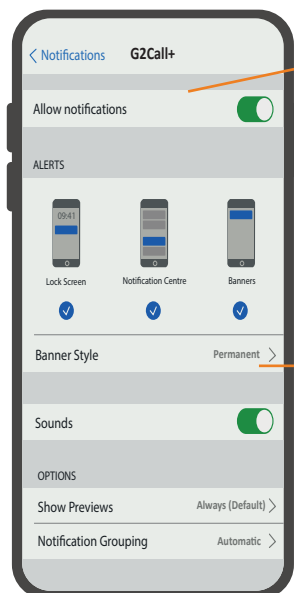
IMPORTANT

The application asks for permissions to use certain phone functions, like the speaker, the microphone, ... In case of not accepting these permissions, the application will not work properly.

Allow **G2Call+** to access photos, media and files on your device?

REJECT   ALLOW

Example of permission requested by the APP on an Android device.

If you have rejected some permission by mistake or the application doesn't work properly check the application settings. To do this, see the APP permissions and notifications sections on Android and IOS devices:
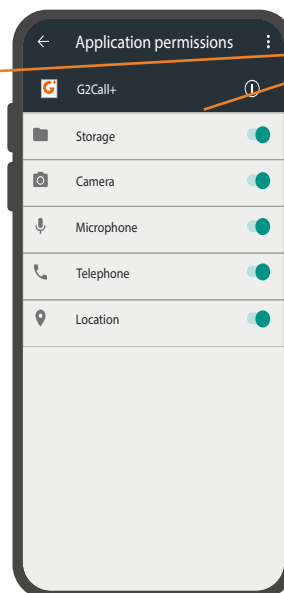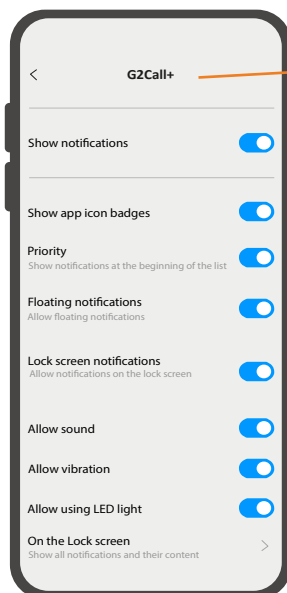
Settings screen on IOS devices

< Notifications   **G2Call+**

Allow notifications

ALERTS

Lock Screen   Notification Centre   Banners

Banner Style   Permanent >

On IOS permanent notification provides a better experience of using the APP..

Sounds

OPTIONS

Show Previews   Always (Default) >

Notification Grouping   Automatic >

<   **G2Call+**

Show notifications

Show app icon badges

Priority
Show notifications at the beginning of the list

Floating notifications
Allow floating notifications

Lock screen notifications
Allow notifications on the lock screen

Allow sound

Allow vibration

Allow using LED light

On the Lock screen
Show all notifications and their content

←   Application permissions   ⋮

G2Call+   ⓘ

Storage

Camera

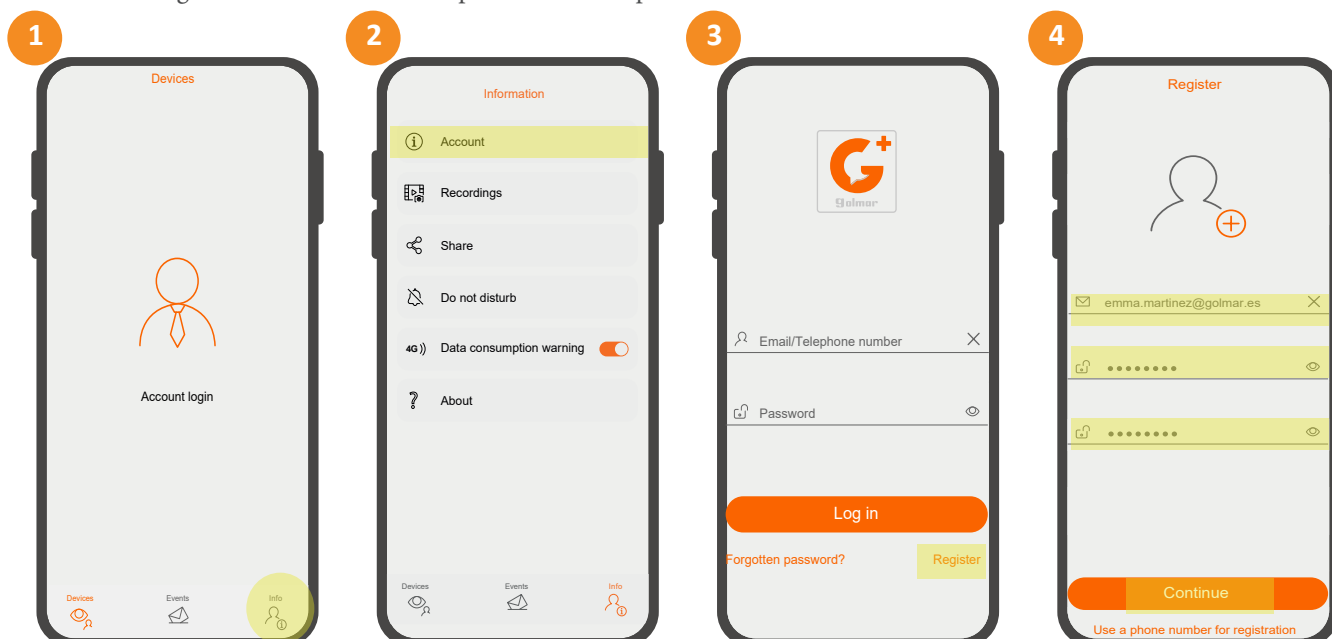Microphone

Telephone

Location

Settings screen on Android devices.

3. USER REGISTRATION BY E-MAIL

To be able to manage an installation through the App, first it will be necessary to create an user. This will be possible to create it using an e-mail address or SMS.

The different steps to create an user with an e-mail account are described below:

1 - Select "info" option located at the bottom right of the home screen.

2 - Select "account" option of the information screen. On the new screen press "log in".

3 - Press "register" option .

4 – At this moment, the APP will request to fill in the fields: e-mail and password (twice). Once completed press the "continue" option".

IMPORTANT: Register an e-mail address that is easy for you to access. In the next step you will need to enter a validation code which will be received at the registered e-mail address. Keep in mind the set password.

1

Devices

Account login

Devices   Events   Info

2

Information

ⓘ Account

Recordings

Share

Do not disturb

4G)) Data consumption warning

About

Devices   Events   Info

3

G+
golmar

Email/Telephone number   ✕

Password   👁

Log in

Forgotten password?   Register

4

Register

emma.martinez@golmar.es   ✕

•••••••••   👁

•••••••••   👁

Continue

Use a phone number for registration

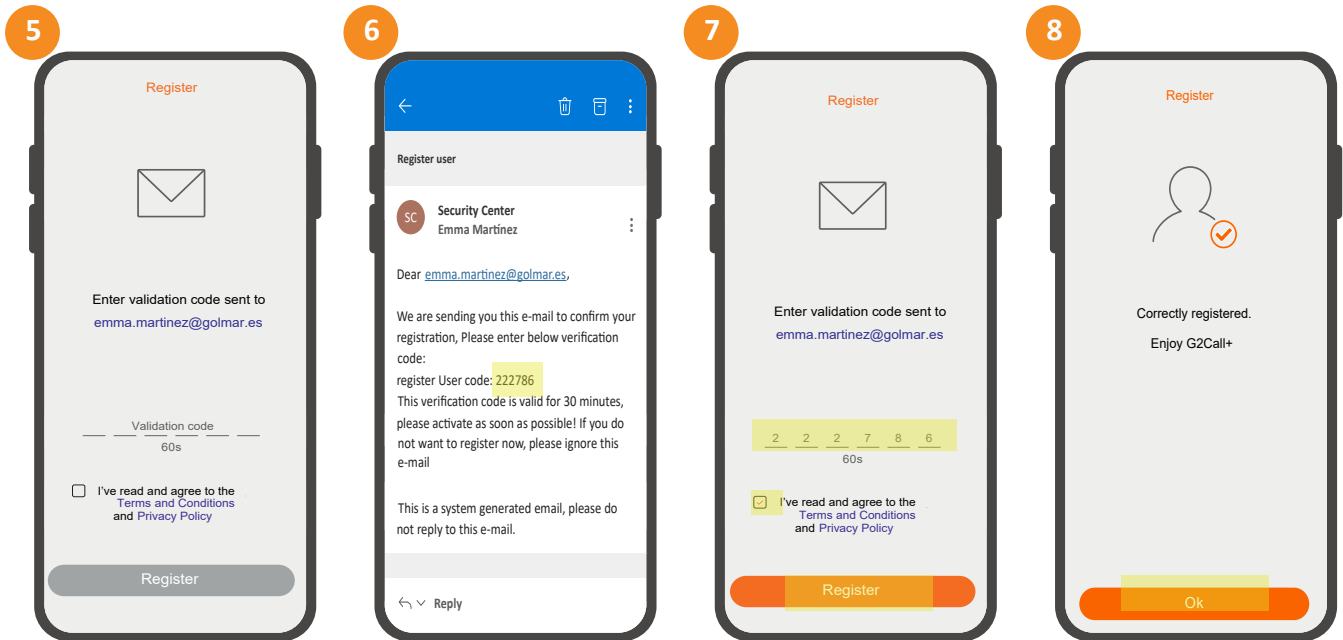5 - Validation code request by the App.

6 - Check the incoming mail to know the code to enter (if you check it with your Smartphone, don't close the APP, keep this in the background).

7- Enter the validation code and accept the terms, conditions and privacy policy of the application. Then press "register".

     IMPORTANT

In case of non-compliance, the user registration will not be completed.

8 - Registration concluded. Press "OK". The user will be created and logged in (started session).

5

Register

Enter validation code sent to
emma.martinez@golmar.es

___ ___ Validation code ___ ___
60s

☐ I've read and agree to the
Terms and Conditions
and Privacy Policy

Register

6

Register user

SC **Security Center**
Emma Martínez

Dear emma.martinez@golmar.es,

We are sending you this e-mail to confirm your registration, Please enter below verification code:
register User code: 222786
This verification code is valid for 30 minutes, please activate as soon as possible! If you do not want to register now, please ignore this e-mail

This is a system generated email, please do not reply to this e-mail.

↩ ∨ Reply

7

Register

Enter validation code sent to
emma.martinez@golmar.es

2 2 2 7 8 6
60s

☑ I've read and agree to the
Terms and Conditions
and Privacy Policy

Register

8

Register

Correctly registered.

Enjoy G2Call+

Ok

4. USER REGISTRATION BY SMS

- For user registration by SMS perform the steps 1,2 and 3 described in the user registration by e-mail.

1 - Once in registration screen, select "Use a telephone number for registration".
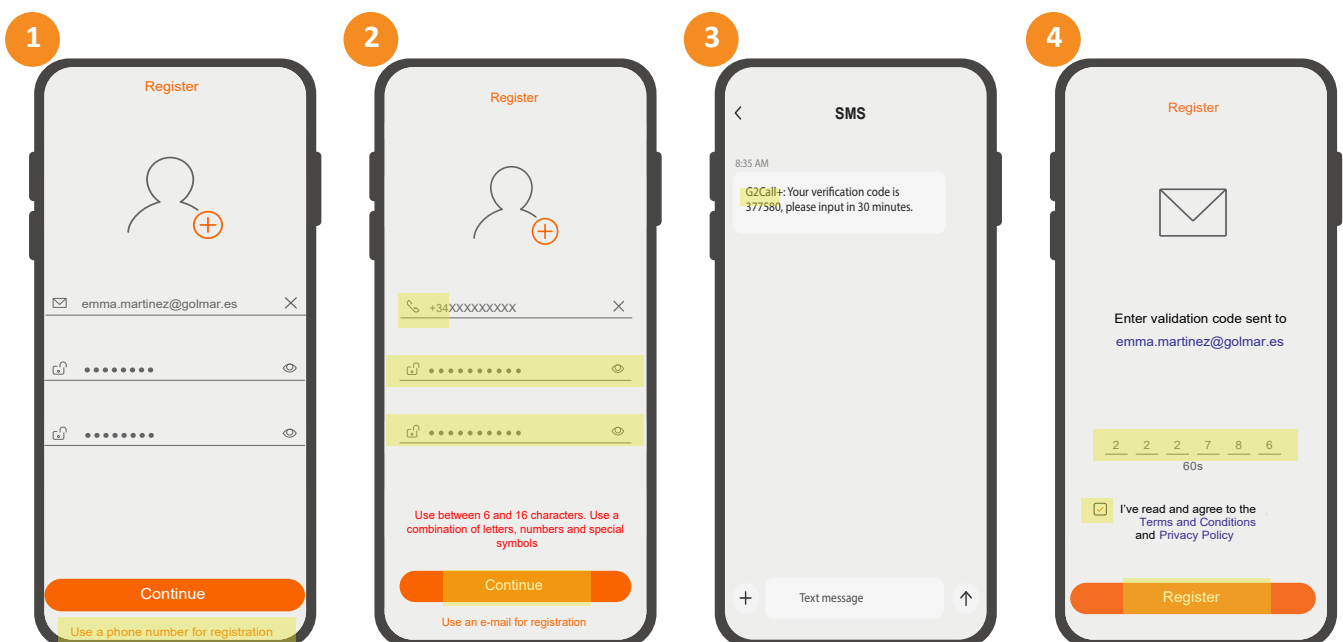
2 - Fill in the fields: telephone number and password (twice). Once completed press "continue" option.
       It is necessary to add international prefix + mobile number.

3 - Check the SMS messaging to know the code to enter. (do not close the APP, keep this in the background).

4- Enter the validation code and accept terms, conditions and privacy policy of the App. Then press "register".

At this moment registration will be concluded User will be created and logged in (session started).

1

Register

✉ emma.martinez@golmar.es ✕

🔓 •••••••• 👁

🔓 •••••••• 👁

Continue

Use a phone number for registration

2

Register

📞 +34XXXXXXXXX ✕

🔓 •••••••••• 👁

🔓 •••••••••• 👁

Use between 6 and 16 characters. Use a combination of letters, numbers and special symbols

Continue

Use an e-mail for registration

3

< **SMS**

8:35 AM

G2Call+: Your verification code is 377580, please input in 30 minutes.

+   Text message   ↑

4

Register

Enter validation code sent to
emma.martinez@golmar.es

2 2 2 7 8 6
60s

☑ I've read and agree to the
Terms and Conditions
and Privacy Policy

Register

5. INITIAL REGISTRATION OF A MONITOR TO A WI-FI NETWORK

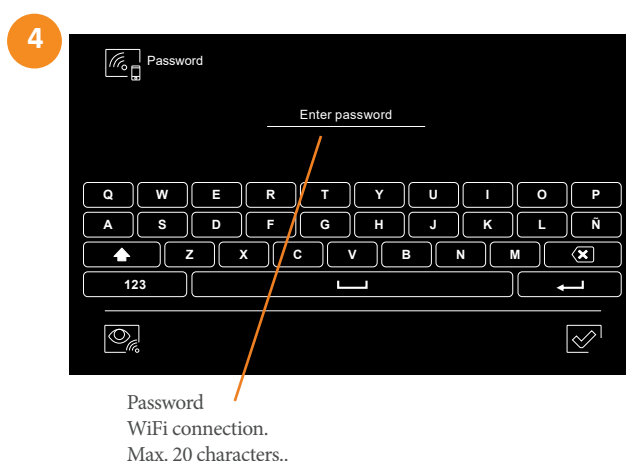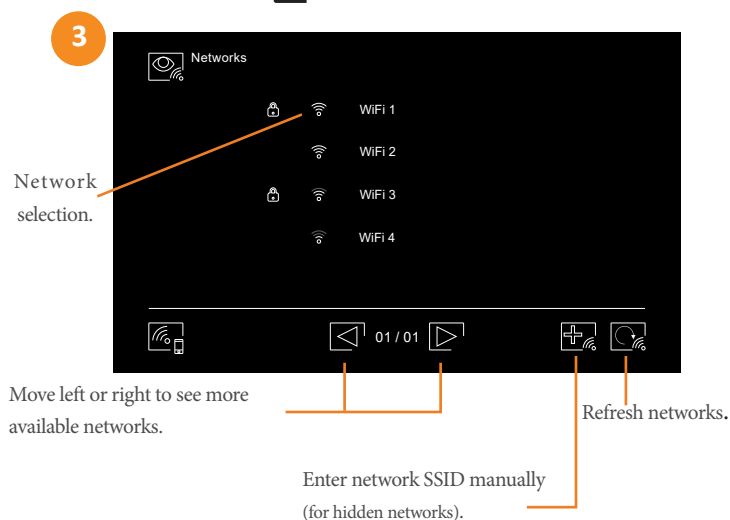IMPORTANT: For a correct pairing with the App, do not disconnect the mobile data.

5.1. Monitor connection to a Wi-Fi network

Before adding a monitor in the application, will be necessary to connect this to the WiFi network to be used:

1 - Activate the WiFi functionality of the monitor   . from Settings\Wi-Fi.

2 - Press over Network field.
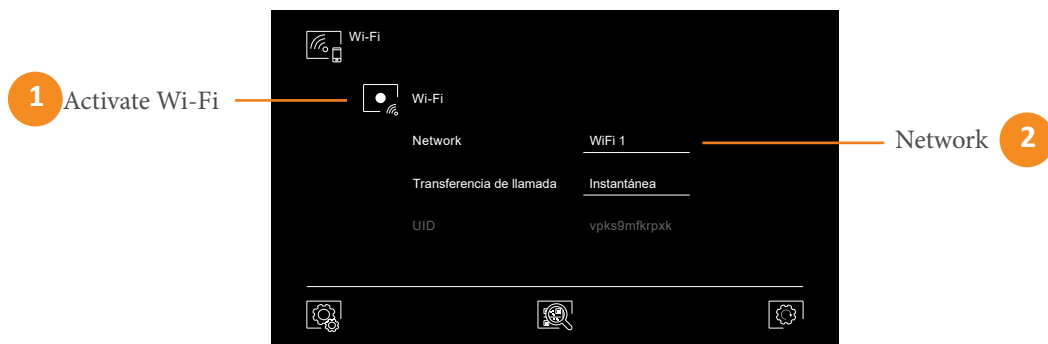
3 - When selecting "Network" a new screen will open with the list of visible WiFi networks. Select the WiFi network to be used.

4 - Enter the WiFi connection password and press   .

Network selection.

Move left or right to see more available networks.

Refresh networks**.**

Enter network SSID manually (for hidden networks).

Password WiFi connection. Max. 20 characters..

5.2. Monitor pairing with App

Once the monitor is connected to a WiFi network, the next thing to do is to PAIR the monitor with the APP. To do this, scan the monitor QR code:

Pairing by QR

1 - Press "+" option on the main screen.

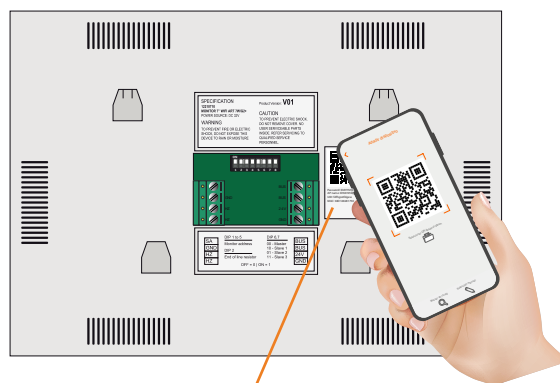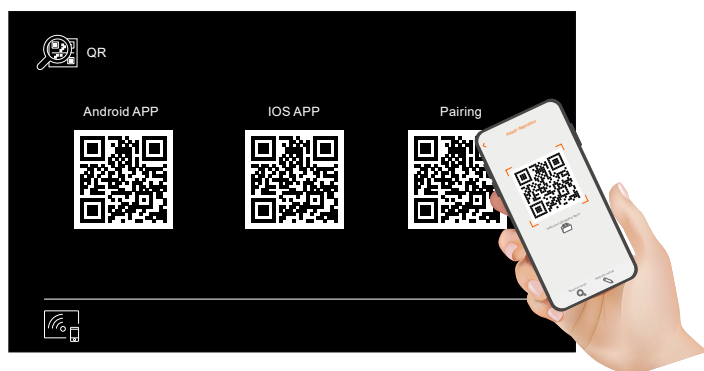2 - Then, search the monitor by using the QR code.
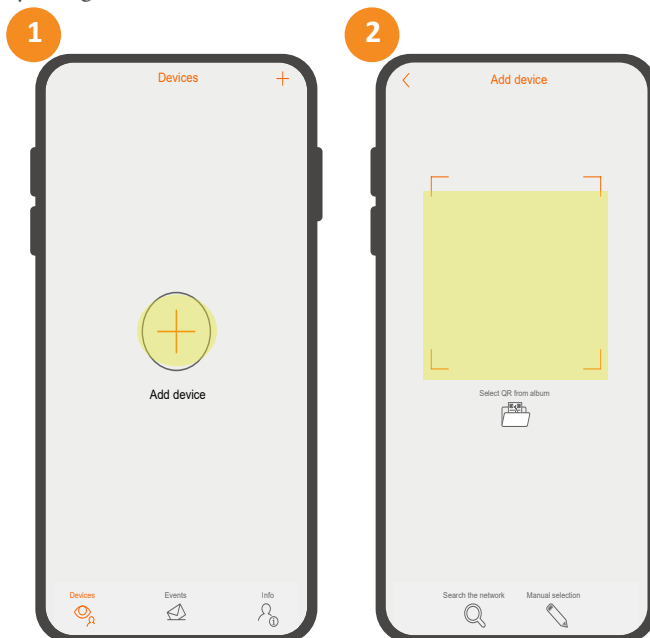
To do this, capture with your smartphone camera the QR on screen, making it fit inside the box.

To display the QR on screen, press the icon shown at WiFi settings screen.
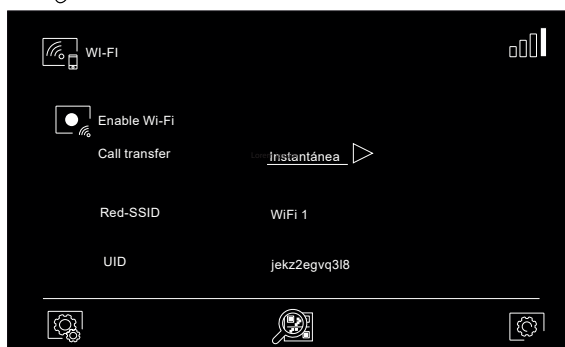
Read the QR "pairing" code.

It is also possible to read the QR code of the label on the back of the monitor.

NOTE: It is possible to perform the pairing manually or by searching for the device on the network, see next section "other methods of linking the monitor with the APP".

5.3. Cloud connection

1 - Once paired the monitor, APP starts the process to connect the device with the cloud.

2 - Then, after the monitor is connected with the cloud, register a name with which to identify the device and press "Save".
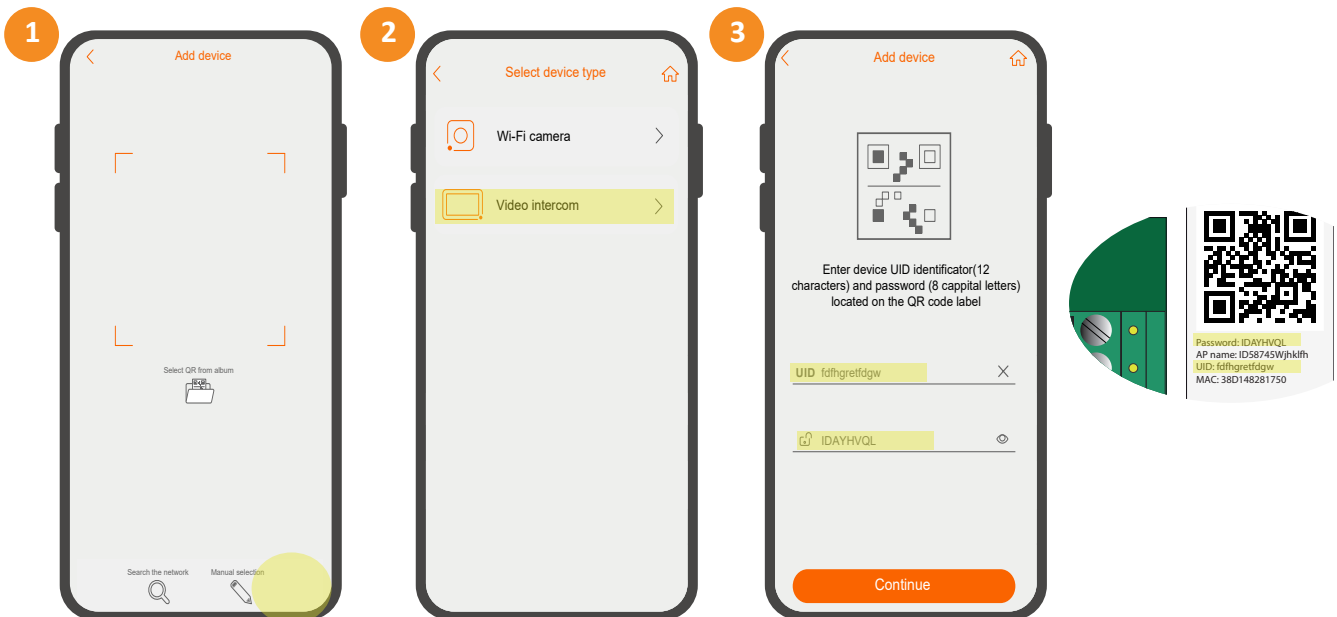
3 - Device added to the main screen of the APP.
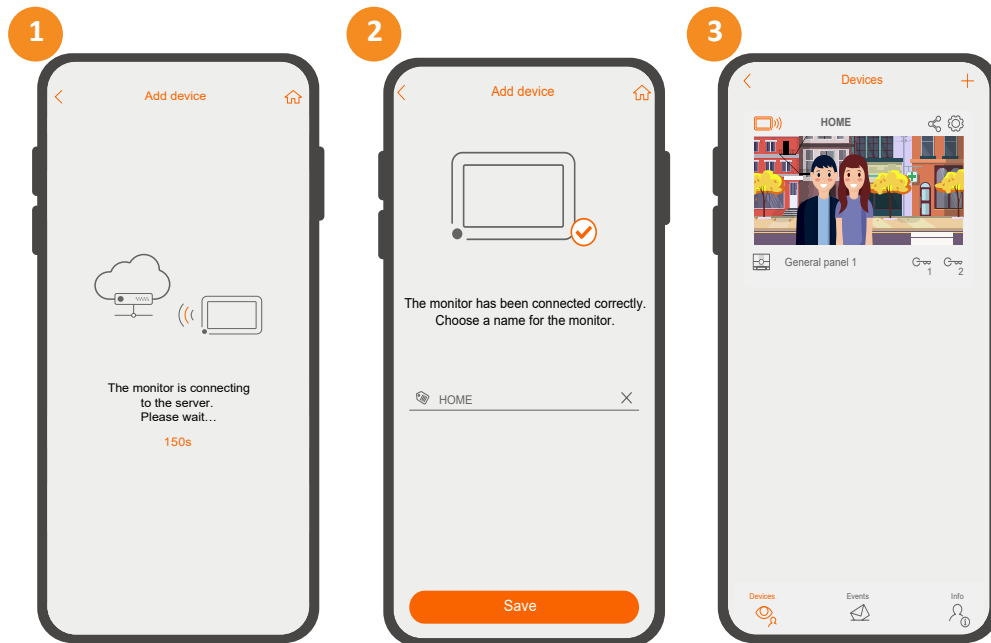
6. OTHER METHODS OF PAIRING THE MONITOR WITH THE APP

Manual pairing

1 - Press over "manual selection" option.

2 - Select the device to be added, in this case "Video intercom".

3 - Identify the monitor UID and the password on the label and complete with these data the fields manually. Press "continue" to start the search.
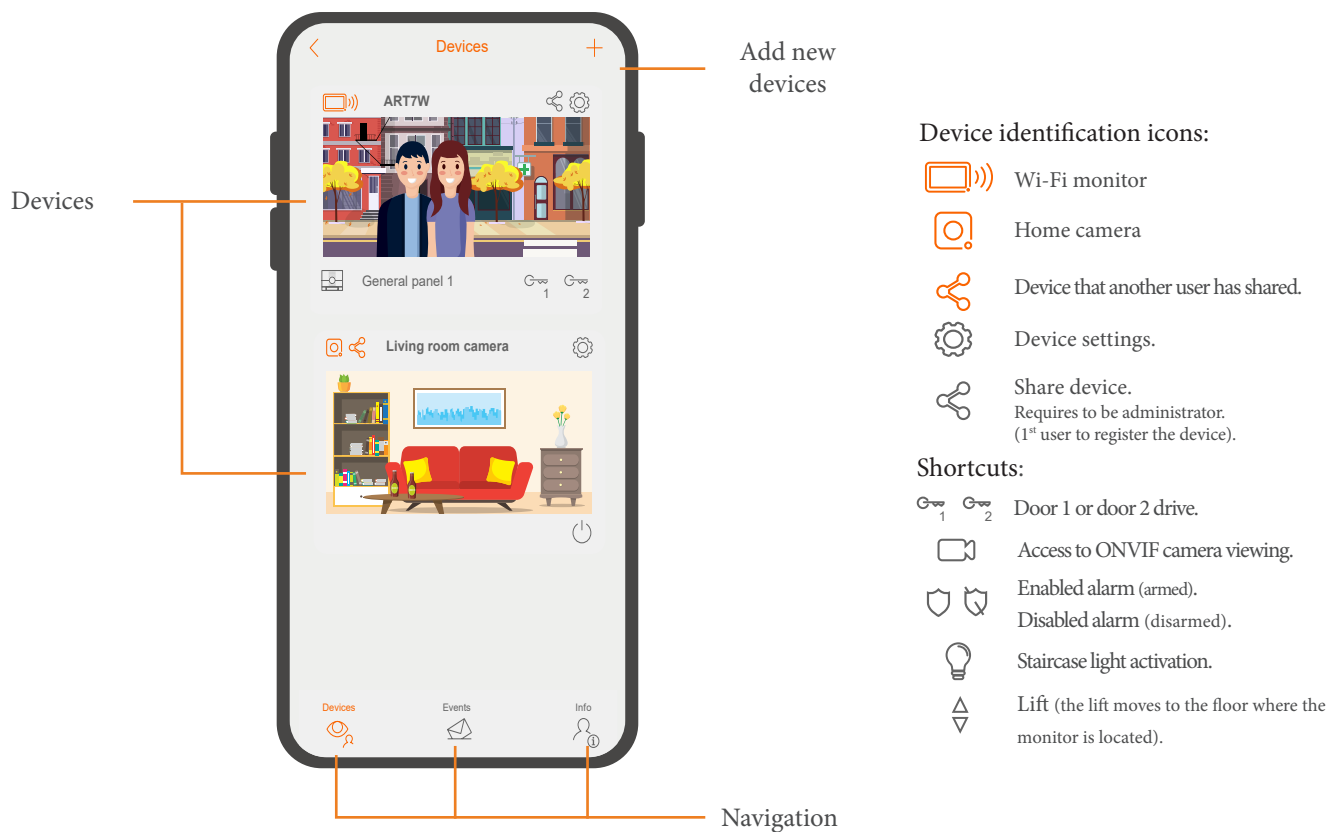
Pairing via network search

1 - Press over "search on the network".
2 - Select the ID of the device to be paired found in the network.
3 - Enter the device password (password on the back of the monitor).

1

Add device

Searching for connected devices
on the network.
Please wait...

2

Add device

ART 7W/G+

Search again

Password: IDAYHVQL
AP name: ID58745Wjhklfh
UID: fdfhgretfdgw
MAC: 38D148281750

3

Add device

Enter the device password. Factory password
is located on the
QR label (8 capital letters)

Password

Continue

7. HOME SCREEN (Devices)

The home screen gives you quick access to the various paired devices as well as the essential functions and menus.

Add new devices

Devices

Navigation

Devices

ART7W

General panel 1

Living room camera

Devices   Events   Info

Device identification icons:

Wi-Fi monitor

Home camera

Device that another user has shared.

Device settings.

Share device.
Requires to be administrator.
(1st user to register the device).

Shortcuts:

Door 1 or door 2 drive.

Access to ONVIF camera viewing.

Enabled alarm (armed).
Disabled alarm (disarmed).

Staircase light activation.

Lift (the lift moves to the floor where the monitor is located).

IMPORTANT: The shortcut icons will only appear if they are connected and activated on the monitor.

8. COMMUNICATION / PREVIEW SCREEN

If you activated monitor call transfer and notifications are enabled on the application, you will receive calls made on the door panel. A pop-up screen will show you the origin of the call. You can accept the call pressing the icon　　, or can decline pressing　　. Once the call has been accepted, you will be able to establish audio communication pressing the icon　　on next screen.

Whether you access to the communication screen via incoming call, or from the main screen, the options below will be the same.
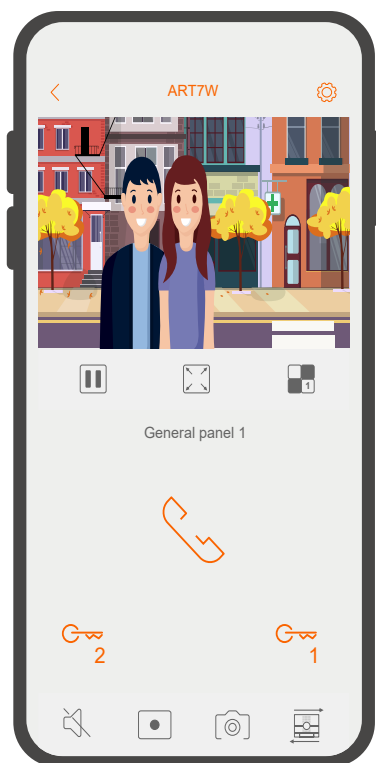
Vertical view

Panoramic view

The application allows to visualise the content to be reproduced in a panoramic way. To do this, simply rotate your phone.
Make sure you have enabled the rotation option in your Smartphone.

Starts or ends audio communication with displayed panel. Communication has a maximum duration of 90 seconds.

Activates door 1 or door 2.

Enables or disables audio from panel during the display process.

Starts the video recording. This will last for 90s.

Take a picture.

Allows the display of other panels and cameras connected to the system.

Stops or resumes display.

Allows you to expand or contract the image displayed on the screen.

Modifies the number of channels to be displayed at the same time.
For example, display the image of the door panel and domestic cameras installed in the house at the same time.
NOTE: ONVIF cameras cannot be added as a channel and therefore cannot be displayed simultaneously.

Monitor settings. See next section "Monitor settings".

9. MONITOR SETTINGS

The different possible monitor settings are listed below.

9.1. Thumbnail and labels

If you press "background image", you will be able to set a specific image to easily identify the device. This can be imported by pressing "browse" from different sources of your phone: Gallery, file manager... If you press "Delete" you will delete the established image, but you can assign a different one again.

From this section you will be able to "modify the label" of the device, for this you only need to press on the exiting name, indicate a new one and press "Save".
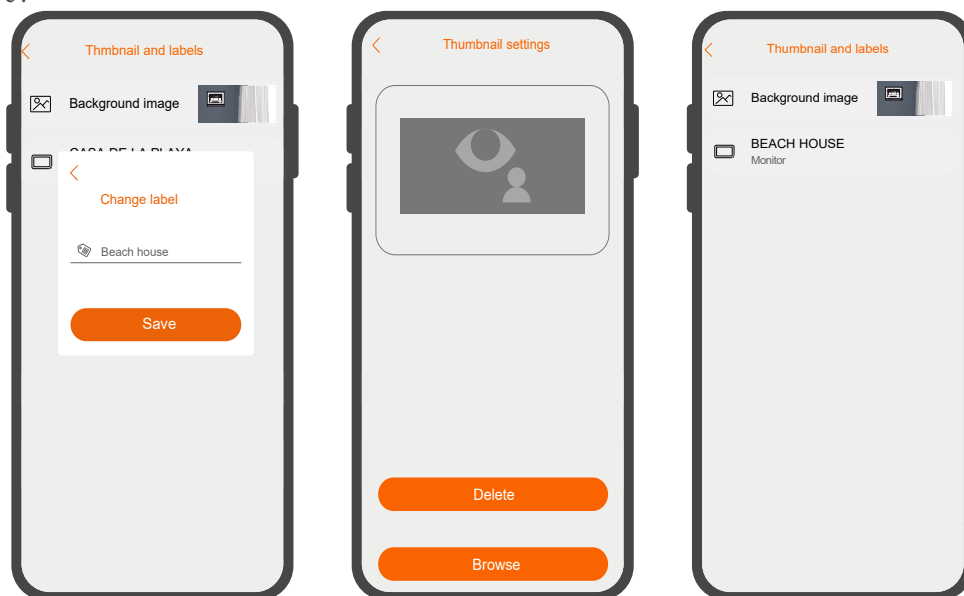
9.2. Security

Enables a confirmation request, to avoid unintentional activation of shortcuts.
This way a confirmation pop-up window will always be displayed:
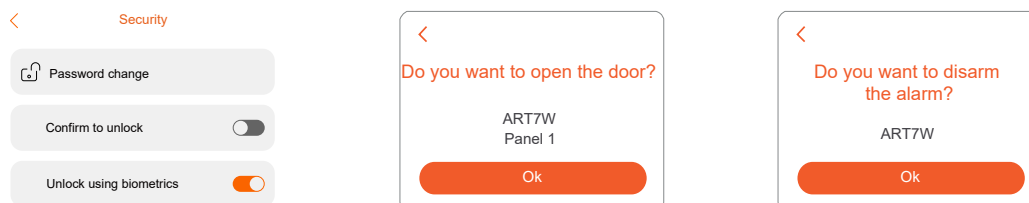
IMPORTANT: The alarm must be activated on the monitor to be able to use "confirm to arm/disarm" function".

9.3. Shortcuts

Allows you to show and hide shortcuts on main screen.

For example, if your system has an acces panel and a private call panel (PCM/G+), it can display the shortcut for each of them, to activate the lock from the home page, without the need to access the monitor.
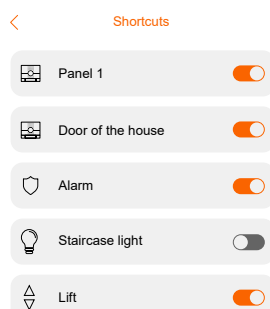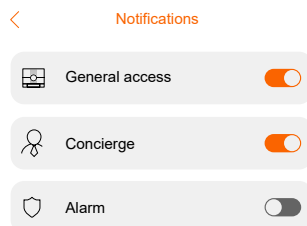

IMPORTANT: External devices shortcuts will only appear if these are connected and activated in the monitor.

9.4. Notifications

Choose what type of notifications want to receive in the application: calls from the door panel, concierge, alarm inputs…

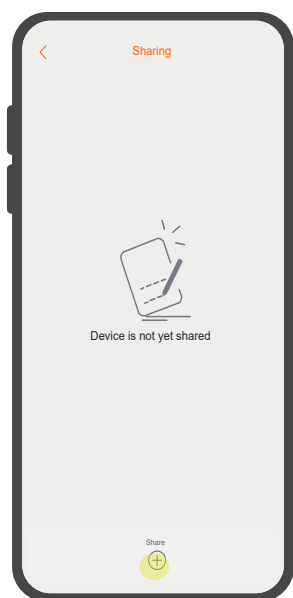| Notifications	
General access	⬤
Concierge	⬤
Alarm	○

9.5. Share

The administrator account, that is the first user account to pair the monitor, can share the monitor with other users.
To do this, press on "share" option. Then a QR of temporary validity (30 minuts) will appear. Press now on "Capture and share" option and simply send the QR to the recipient via one of the different platforms: Gmail, Whatsapp…

The recipient shall have access to G2Call+ app and having logged in to his user session, press "add device". Then, the invited user will be able to get the device importing the QR image by "Select QR from album" option or reading QR directly.
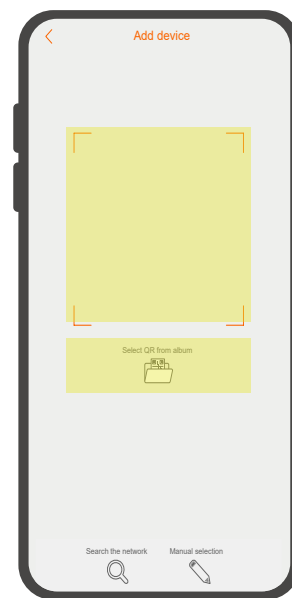
Once these steps have been completed, this second user will have the device on the main screen and will be able to use it.

Sharing

Device is not yet shared

Share

Share

The Smartphone you want to share to must have G2Call+ installated.

Read the QR code using "Add device" function.

Can send QR codes with a validity of 30 min.

Capture and share

Devices

Add device

Devices   Events   Info

Add device

Select QR from album

Search the network   Manual selection
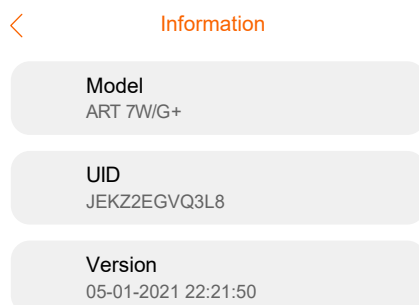
Share QR (Administrator)   Import QR (Recipient)

9.6. Information

The information section, will be useful to know the following data: monitor model, the user identifier corresponding to your model and the installed firmware version.

Information	
Model ART 7W/G+	
UID JEKZ2EGVQ3L8	
Version 05-01-2021 22:21:50	

10. EVENTS

The events screen shows the events list, like calls or movement detections of the domestic camera.

The display shows date and time of the event, name of the device and origin. These appear with a "pending" status as you press on the event it will change its status to "seen"

- The ▽▲ icon will sort in ascending or descending order or the type of event, name of device or date.
- Pressing ▽ icon, it will be able to generate a more specific list, selecting the period time and type of events to review. Complete the action pressing "apply filters".

- Finally, pressing 🗑 icon, it will be able to delete events individually selecting one by one with ☐ icon or all at the same time with the ☑ icon. Once selected the events to remove, you must press "Delete".
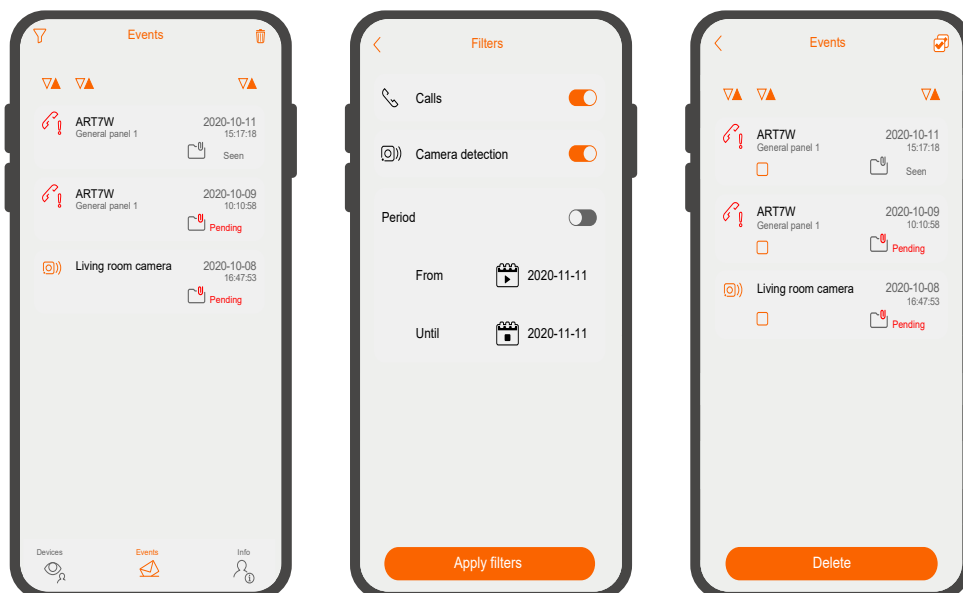
11. INFO

ℹ 11.1. Account

This section allows you to manage your user: modify user name, change your password and log in or log out.

If you like to remove your account request it by email to app_support@golmar.es

11.2. Recordings

The captures of images and recordings are registered in this section. When accessing a recording you can store 💾 (phone memory), delete 🗑 or play ▶ (in case of recording).

- Pressing ▽ icon, you will be able to generate a more specific list, selecting period of time and type of recording to be reviewed. Complete the action pressing "apply filters".
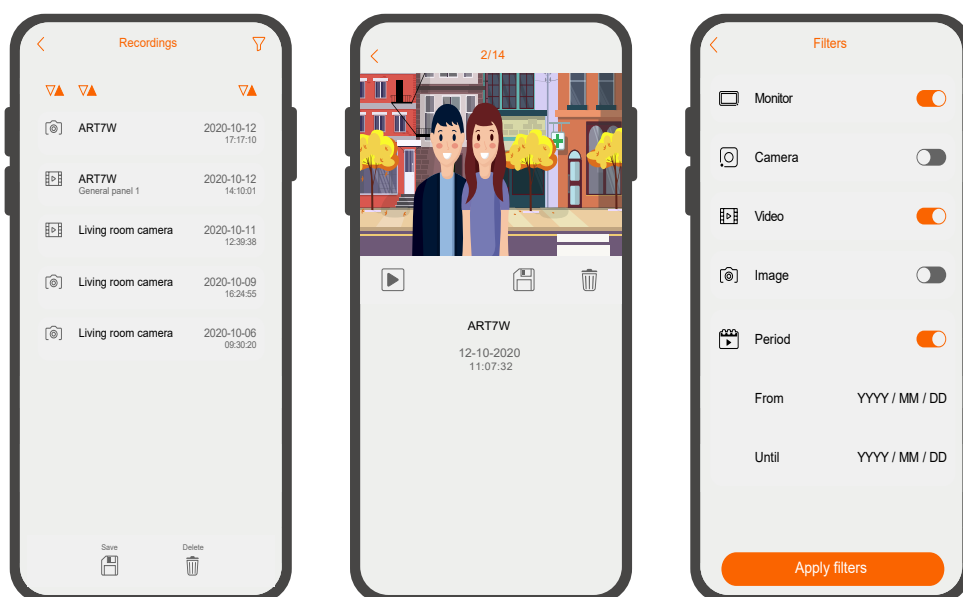
11.3. Share

From share screen you will be able to check which devices you have shared and which devices have been shared with you.

-The "Share with" tab will display those devices shared by your user. While the "Share from" tab will show those devices that other users have shared with you.

In both cases it will be possible to stop sharing a device, pressing " 🗑 " icon of the device to be deleted and pressing "Confirm".
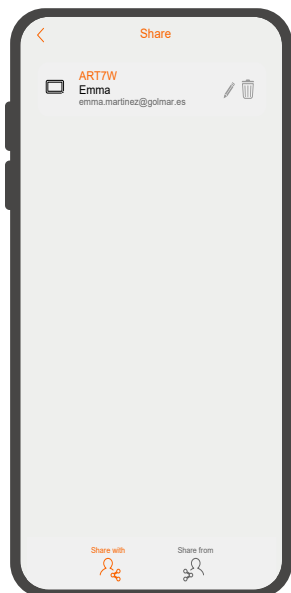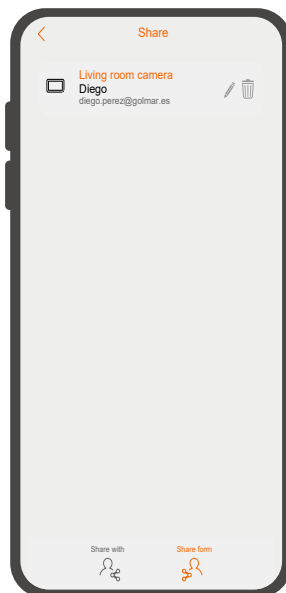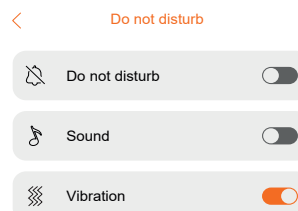

Shared devices   Shared devices with us

11.4. Do not disturb

Select "Do not disturb" option in order to enable or disable notifications of the system in the APP.
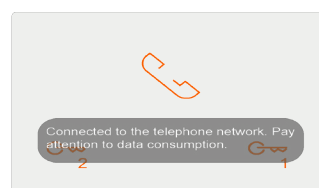
In case you have enabled notifications, you can set them to be by vibration and/or sound.


4G 》 11.5. Data consumption

The APP gives the possibility to alert when using the APP with mobile data.

In case this option is enabled, the APP will display a warning message when video communication is established and the connection is a data connection.


11.6. About

In this last menu you will be able to see the version and privacy policy of the application.
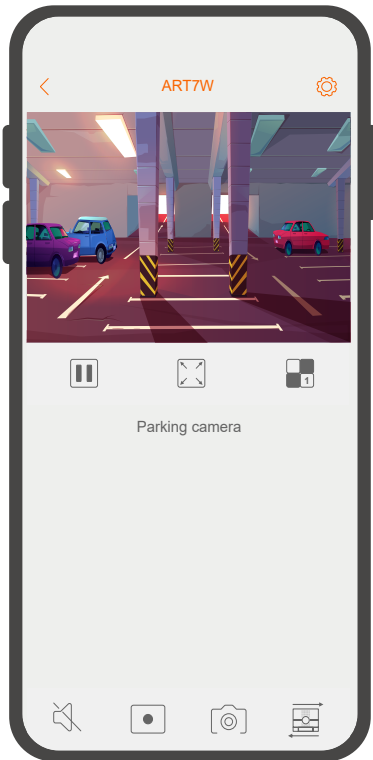
G2Call+
V1.3 (2021-02-07)

Privacy Policy
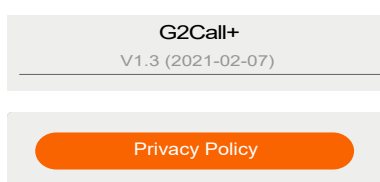
12. ONVIF CAMERAS

If your installation has ONVIF IP CCTV cameras and your installer has granted you viewing permissions, you will be able to monitor these through the application.

Cameras will appear as another element of the installation to be managed.
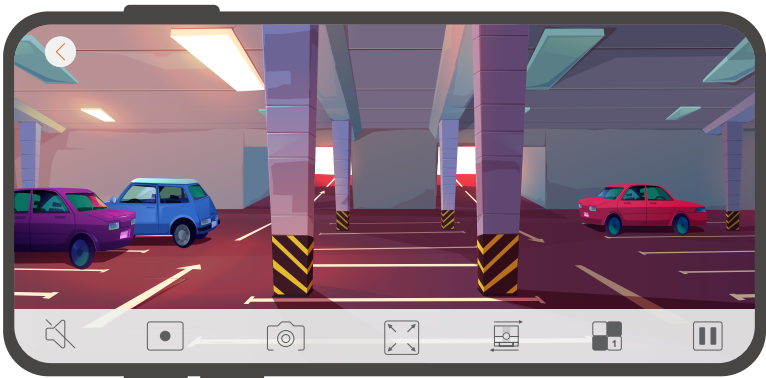

ONVIF Cameras
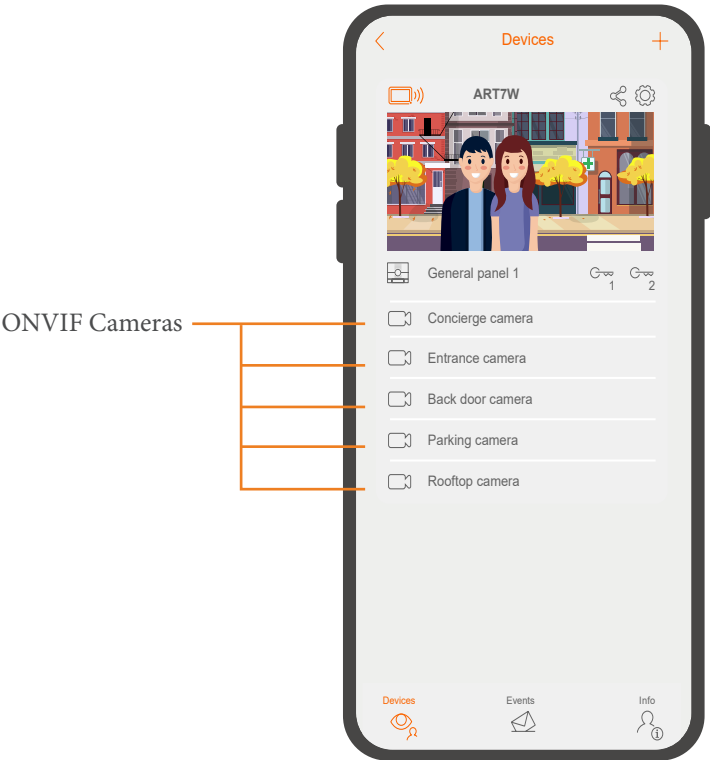
You can display or hide cameras viewing shortcuts from shortcuts section, as explained earlier in this manual.

The reproduction options will be the same as the ones mentioned in "communication/ preview screen" section, in exception that in the case of a camera, we will not have the possibility of activate the door lock.

Vertical view.

Panoramic view.

NOTES

iPG+

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Sistemas de comunicación S.A.