Integration Note

g!Mobile 6 Android App	
Manufacturer:	Various
Model Number(s):	**Android SmartPhones and Tablets**
Minimum Core Module Version:	**g! 6.0**
Comments:	g!Mobile 6 App or later Android 4.0 or above -- *See Android Devices table for compatibility information*
Document Revision Date:	2/14/2013

OVERVIEW

g! Mobile is a native viewer interface application for the Android devices that is downloadable via the Google Play Store. The g!Mobile 6 App provides touch sensitive view and control of the **g!** System both locally and remotely via WiFi or cellular networks. g!Mobile 6 uses a standard Viewer license when connecting to a local system.

The g!Mobile 6 app offers all the features of an Elan Touch Screen on a Android device, except as form factor and third-party OS ecosystem require minor differences.

THE FOLLOWING FEATURES ARE SUPPORTED BY g!Mobile 6

All Supported Tabs and Controls: g!Mobile 6 uses a new display method to offer a user experience as close to an Elan Touch Screen (such as TS7) as possible. Minor differences due to form factor and operating conditions may be present, but all possible features of an Elan Touch Screen are supported and available.

Local g!System Control: The Android Device can connect locally via WiFi connection to a g! Controller.

Remote g!System Control: Android devices may connect remotely to a g!Controller via cellular networks or WiFi connection with Internet access as applicable.   Note that Remote connections via the iPhone's cellular networks or on the Relay Server will experience a slower connection, particularly when viewing video streams, due to connection limitations. **Port Forwarding to the g!Controller is strongly recommended when using remote connections.**

Last Location Memory: g! Mobile will attempt to recall the last page viewed in the app if the Android device goes to sleep or otherwise loses connection while logged into to a system. Note the login screen may appear if the connection was interrupted while the device was "asleep".

Rotation: All Android devices include full rotation support for all tabs, including the login screen. The Login Screen will launch rotated to match current orientation, but will stay in that orientation until a system connection is made. See note below on **Rotation Resolutions**.

Hibernation/Multi-Tasking: The g!Mobile 6 app supports "hibernation" during multi-tasking. If another Android App is opened in front of g!Mobile 6, you may experience a short re-connection delay or even need login to the system again when returning to the g!Mobile 6 app, particularly if connected remotely.

Real Time Update for Configurator Changes: g!Mobile 6 will automatically refresh when changes are made to interfaces or devices in Configurator, similar to Elan touch screens. Note that changes made while the device is asleep or the app is in the background may not reflect, and an app restart may be required.

Custom Display Settings: The g!Mobile 6 app allows the use of custom Display Settings (color schemes, etc) and in general settings apply to all interfaces including Android. *See Online Help (F1 in Configurator) for full details and disclaimer.*

THE FOLLOWING FEATURES ARE **NOT** SUPPORTED BY **g!Mobile 6**

Docked Control: Elan does not support using g! Mobile while the Android Device is docked in an music dock or other cradle.

DVR Clip Saving: Clips may not be saved from g!Mobile 6 when viewing DVR.

Interface/Event Map Options: A limited set of Interface and Event Map options compared to Elan touch screens is available. Unsupported features include but are not limited to: Announce Security Events, Screen Saver and Display time out features.

Interface Sounds: Due to feedback from the Elan dealer base in earlier releases, support for interface sounds such as button press/release has been removed from g!Mobile.

Android devices not compatible with Android version 4.0+: Android 4.0 or above is recommended on all Android devices for compatibility. Earlier Android hardware running older Android versions may not be compatible.

Earlier Core Module Versions: g!Mobile 6 is only compatible with g! 6.0 and above. Connections to controllers running earlier Core Modules are not supported.

Any feature not specifically noted as "supported" is not supported.

ROTATION RESOLUTIONS

All Android devices include full rotation support for all tabs, including the login screen. For full compatibility, ensure any custom tabs or Home Pages have proper arrangements for all orientations in both Large Format (iPad, Elan Touch Screens, PC Viewer, Android Tablet), and Small Format (iPod Touch, iPhone, Android Phone).

HIBERNATION

In Android, the default behavior for all apps is to hibernate and keep running when the Home button is pressed or another app is opened. g!Mobile 6 will continue to run in the background, but severs all network connections when inactive (so network bandwidth will not be utilized). When the app is next opened, it will attempt to pick up where it left off. If you desire to connect to a different system, simply use the android "Back" key to go to the login screen again.

See the documentation on your android device for information on fully closing the app, as there may be a way with the default software package to do this. It may be required to install a third-party Task Manager/Task Killer to close apps, and many free options exist on the Google Play store.

ANDROID DEVICES

One of the strengths and challenges of the Android ecosystem is the wide variety of devices running the free, open source software and the variations each manufacturer may place on the Android build for each device. Elan has tested a sampling of Android devices for compatibility with g!Mobile 6. While devices not listed in this table may offer some degree of functionality, issues should be expected with devices that have not been tested by Elan. Additionally, Android 4.0+ is the target platform and older Android OS may have unforeseen limitations. It is strongly recommended that dealers report their experience with android hardware to Elan Technical Support or on the Elan Dealer Forum so issues may be investigated and the list of supported devices may eventually grow.

IMPORTANT: IT IS STRONGLY RECOMMENDED THAT ALL DEALERS THOROUGHLY TEST ANY ANDROID DEVICE THAT HAS NOT BEEN EVALUATED BY ELAN PRIOR TO RECOMMENDING IT FOR CUSTOMER USE.

FULL COMPATIBILITY AND RELIABILITY CANNOT BE GUARANTEED WITH ANY DEVICE NOT TESTED BY ELAN.

DEVICES RUNNING ANDROID SOFTWARE PRIOR TO 4.0 ARE NOT RECOMMENDED.

Device Name	Description	Android Version
Asus Eee Pad Transformer Prime (TF201)	Tablet	Android 4.1.1
Google Nexus 7 (by Asus)	Tablet	Android 4.2.1
Kindle Fire HD 7"	Tablet	Customized Android 4.0 (Build 7.2.1)
Samsung Galaxy Nexus (SCH-I515)	SmartPhone	Android 4.1.1
Samsung Galaxy Note (GT-N7000)	SmartPhone	Android 4.0.1
Samsung Galaxy S III (GT-I9300)	SmartPhone	Android 4.1.1
Samsung Galaxy Tab (GT-P7310)	Tablet	Android 4.0.4
Samsung Galaxy Tab 2 10.1 (GT-P5113)	Tablet	Android 4.0.3
Samsung Galaxy Tab 2 7.0 (GT-P3113TS)	Tablet	Android 4.0.4

INSTALLATION

g! Mobile may be downloaded for free through the Android App Store under the name "g!Mobile 6". You may either use the Play Store icon on an internet connected Android Device, or use a browser on a PC to access the Google Play store while logged into the correct Google account. Some search strings to locate the app include "g!Mobile", "Core Brands" or "Elan". Once you have located g! Mobile, follow the prompts in the App Store to install the program as needed.

Following install, the program may be launched by tapping the black and orange g! icon.

When launched, the program will display a Connection Type button that allows you to toggle between Local and Remote connections. Local will attempt to find local controllers via the WiFi connection on the local network. Tapping Remote will disable the local WiFi search and allow you to enter the System Name and Password to connect to a remote system either via WiFi with an internet connection or thru the cellular networks. The last login used will automatically be retained by the app.

Updates for g! Mobile will be automatically provided through the Play Store.

KINDLE FIRE INSTALLATION

At this time, the g!Mobile app is not available on the Amazon App Store. Follow the steps below to install:

1. To install the APK file directly, you must first enable Third Party Application Installs.

    a. Drag Down the top bar near the battery icon, and select More.

    b. Select Device

    c. Set Allow Installation of Applications from unknown sources to ON.

    d. Exit Settings with the Home button.

2. Download the APK. You must be connected via WiFi to the LAN that contains the HC Controller running Core Module 6.0 for this step.

    a. Open the web browser

    b. Enter the IP address of your local Home Controller in the address bar (typically http://192.168.0.2)

    c. Select "Android" under "Add g! to a Device".

3. Install g!Mobile 6 from the downloaded APK.

    a. Drag down the top bar to see notifications. The g!Mobile APK you just downloaded should be present as a Download Complete notification. Click on it to open.

    b. The g!Mobile 6 installation screen appears. Below the permissions information, press the "Install" button to start installation.

    c. Once the application is finished installing, you may press Open to launch directly. Otherwise the App will appear either in the Carousel or under the Apps>Device section.

COMMON MISTAKES

1. Trying to connect to a system with insufficient licenses. The g!Controller must have a Viewer license available for an Android Device to connect. The "Not supported by Lock Configuration" message indicates you are out of Viewer seats.

2. Creating/using interfaces without settings on the correct resolution. SmartPhones typically use the Small Format resolutions. Tablets typically use the Large Format resolution. Ensure to arrange items for both Landscape and Portrait views for best display.

3. Trying to connect to a g! Controller without a WiFi connection or the correct WiFi connection. When attempting to connect to local systems over WiFi or remote systems over WiFi with internet, ensure you are actually connected by looking for the radio icon at the top of the screen. Also ensure you are connected to the correct SSID if there are multiple WiFi networks available at your location.

4. Trying to connect to a remote system that is on the Relay Server, especially when the Android device is using cellular networks. The Relay Server is a backup method of connection and will always be slower and less reliable than a direct (ports open) connection. Combining the slow speed of Relay Server with Cellular connection typically will result in a connection too slow for acceptable use. In all cases where cellular networks will be used, the g!System should have proper ports open for best results. In addition, it should be noted that Direct Connection is always preferable to Relay Server for performance on the Android app, regardless of using WiFi or Cellular networks.

5. Incorrect System Name or Password. If you are connecting to a remote system, you must enter the full System Name, and both System Names and Passwords are case sensitive.

6. Using unsupported/tested Android Devices. For the best experience, refer to the Android Devices section.