Integration Note

g!Mobile 6 iOS App	
Manufacturer:	Apple
Model Number(s):	**iPhone, iPod Touch, iPad**
Minimum Core Module Version:	**g!** 6.0
Comments:	Apple iOS software 5 **g!**Mobile 6 App 6
Document Revision Date:	2/14/2013

OVERVIEW

g! Mobile is a native viewer interface application for the Apple iOS devices that is downloadable via the Apple App 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 iOS device, except as form factor and third-party OS ecosystem require minor differences.

> **IMPORTANT: THE g!MOBILE 6 APP IS ONLY FOR CORE MODULE 6.X SYSTEMS. USE g!MOBILE 5 FOR EARLIER CORE MODULES.**

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 iOS Device can connect locally via WiFi connection to a **g!** controller.

Remote g! System Control: iOS 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 iOS 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 iOS 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 iOS 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 iOS. *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 iOS Device is docked in an iPod 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.

Apple iOS devices not compatible with iOS version 5: iOS5 is required on all Apple devices for compatibility. Earlier Apple hardware running older iOS 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 iOS 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).

INSTALLATION AND BASIC USE

g! Mobile may be downloaded for free through the Apple App Store in the "Lifestyle" section under the name "**g!**Mobile 6". You may either use the App Store icon on an internet connected iOS Device, or use iTunes on your PC to locate the application. Some search strings to locate the app include "**g!**Mobile", or "Elan". Once you have located **g!** Mobile, follow the prompts in the App Store to install the program, and if using iTunes, sync the application to your device.

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 App Store.

HIBERNATION

In iOS5.1 and up, 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). This is different than earlier iOS versions where pressing the Home key would exit the current app. All versions of **g!**Mobile 6 will utilize this behavior in iOS5.1 and do not close when the exit key is pressed. If you wish to exit the app, you must perform the following:

- Press the Home button to display the home screen.

- Double Tap the Home button--the tray with currently running applications appears at the bottom of the screen.

- To exit any app in the currently running tray, press and hold on the app tile until the tiles "vibrate" and a small red "-" appears on the corner of each running app.

- Tap the "-" icon on any desired app tile to exit that application.

Note: you may need to exit the app to break connection to a local system and make a new system connection.

COMMON MISTAKES

1. Trying to connect to a system with insufficient licenses. The **g!** controller must have a Viewer license available for an iOS 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. The iPhone/iPod Touch uses the Small Format resolutions. The iPad uses 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 iOS 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 iOS 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.