CALLING AND MESSAGING G7C

Self Monitored Customers may need to call or message G7 for many reasons. Some of these reasons include: checking if a device user is OK, following up on an alert.

This guide is only for Self Monitored Customers. If you have purchased the Gold Service Monitoring plan, the Blackline Safety Operations Center will monitor your devices for you.

This guide will walk you through the following:
1. Calling G7 after an alert
2. Calling G7 while in normal working function
3. Messaging G7 after an alert
4. Messaging G7 while in normal working function
5. Sending pre-programmed messages from G7
6. Sending custom messages from G7

TWO-WAY CALLING

G7 supports two-way voice calling. Depending on if the device user has initiated an SOS alert or if the device is in normal working condition, calling G7 is gone about in different ways.
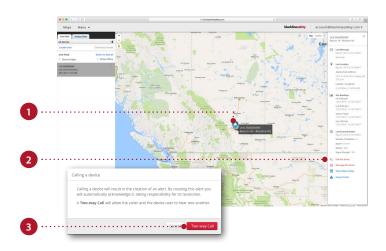
CALLING G7 WHILE IN SOS ALERT

1. Select the alert drop down
2. Select the SOS alert
3. Select yes to acknowledge the alert
4. Using a mobile or landline phone, call the number listed. Select additional numbers to choose a local number based on your location.
5. When prompted enter the 6-digit code
6. When the call is over, select a reason to resolve the alert
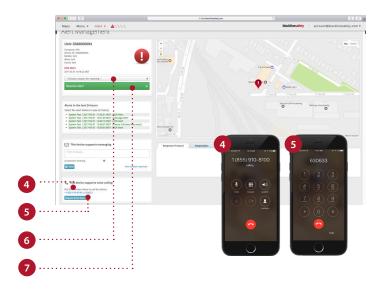7. Select resolve alert

NOTE: If you have silent SOS alert enabled, your voice calls will default to listen only. This means the device will show no indication you're listening. If you wish to un-mute the call, enter 37# after the call has connected.

CALLING G7 WHILE IN NORMAL WORKING FUNCTION

1. From any maps screen, select the map pin of the device user you would like to call
2. In the right hand info panel, select call this device
3. Select two-way call
4. Using a mobile or landline phone, call the number listed. Select additional numbers to choose a local number based on your location.
5. When prompted enter the 6-digit code
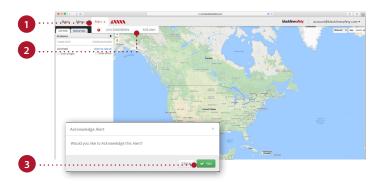6. When the call is over, select a reason to resolve the alert
7. Select resolve alert

MESSAGING

G7 supports two-way messaging. Depending on if the device user has initiated an SOS alert or if the device is in normal working condition, messaging G7 is gone about in different ways.
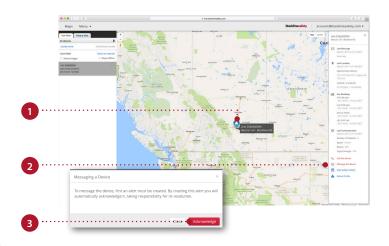
MESSAGING G7 WHILE IN SOS ALERT

1. Select the alert drop down
2. Select the SOS alert
3. Select yes to acknowledge the alert
4. Type the message you wish to send
5. Select send
6. When you are finished messaging, select a reason to resolve the alert
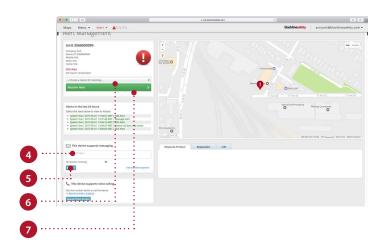7. Select resolve alert

MESSAGING G7 WHILE IN NORMAL WORKING FUNCTION

1. From any maps screen, select the map pin of the device user you would like to call
2. In the right hand info panel, select message this device
3. Select acknowledge
4. Type the message you wish to send
5. Select send
6. When you are finished messaging, select a reason to resolve the alert
7. Select resolve alert

NOTE: G7 has the capability to message you back. If the device user sends you a message, it will be displayed in a dialogue box at the top of your screen and in the history pane.

MESSAGING BLACKLINE LIVE FROM G7

Sending a pre-programmed message

1. Navigate to G7's main menu
2. Select send message

3. Navigate to your desired message with the up and down arrows

4. Select OK to send

Sending a custom message

1. Navigate to G7's main menu
2. Select create custom

3. Using the up, down and OK buttons, select your desired characters

4. Select OK twice to send