



## MESSAGING G7X

---

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 or 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:

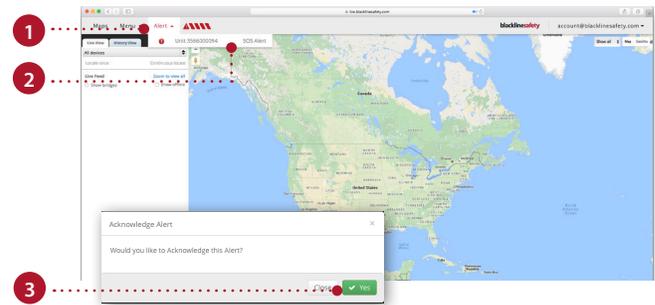
1. Messaging G7 after an alert
2. Messaging G7 while in normal working function
3. Messaging G7 Bridge
4. Sending pre-programmed messages from G7
5. Sending custom messages from G7

# 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.

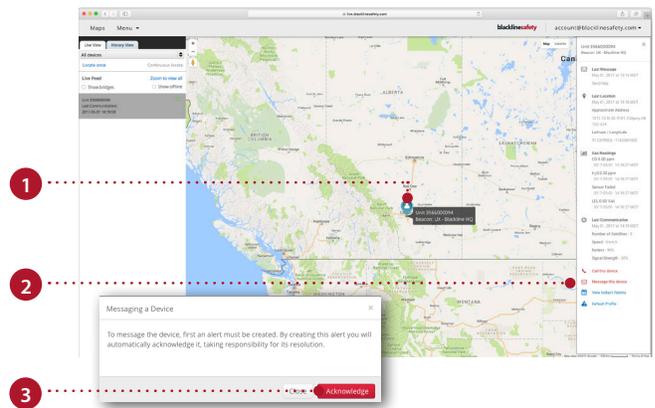
## MESSAGING G7 WHILE IN SOS ALERT

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

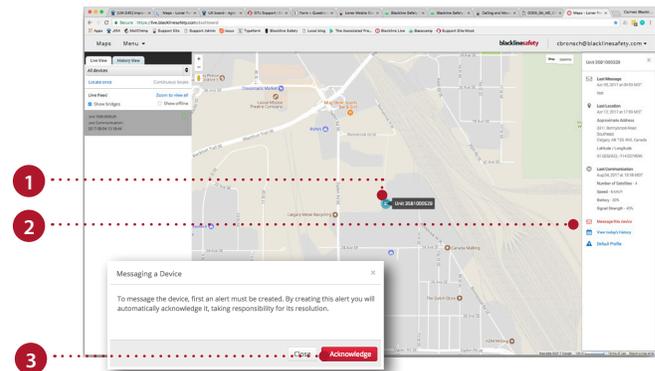
1. From any maps screen, select the map pin of the device user you would like to message
2. In the right hand info panel, select message this device
3. Select acknowledge
4. Type the message you wish to send
5. Select send
6. When you are finished messaging, select a reason to resolve the alert
7. Select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



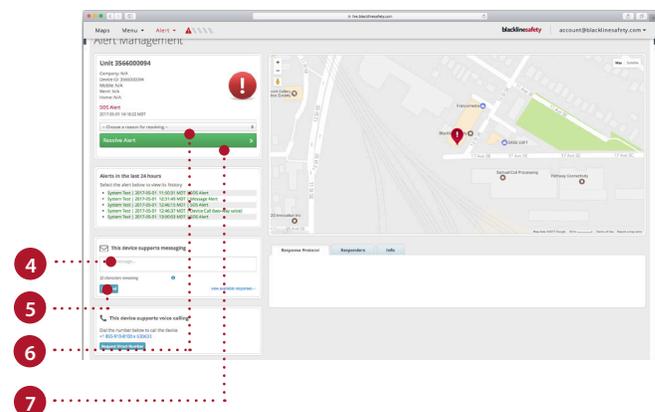
**NOTE:** G7 has the capability to message you back. If the device user sends you a message, it will be displayed in a dialogue box at the top of your screen and in the history pane.

## MESSAGING G7 BRIDGE

1. From any maps screen, select the map pin of G7 Bridge you would like to message. If you cannot see G7 Bridge, ensure *show bridges* is selected in the live feed.
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 Bridge 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