

VNC Viewer Installation Guide

The Smart Connect User Interface is an application that runs on the CPU (Central Processing Unit) of any Q2 or iQ2 G-Force or Easy Arm. This Interface can be accessed with a Windows, iOS or Android computer or tablet running a VNC (Virtual Network Connection) viewer and connected to the G-Force or Easy Arm using either a wired or wireless connection.

There are many VNC viewers available for download. Some are paid and some are free. The person who is connecting to the G-Force or Easy Arm may use any VNC viewer they prefer as long as it will allow them to connect, view, and interact with the G-Force Smart Connect User Interface. The user is responsible for ensuring their computer or tablet is compatible with the VNC viewer they choose. The user is also responsible for ensuring the settings and configuration of their computer or tablet is compatible with both the VNC viewer they choose and the G-Force or Easy Arm. Below are some recommendations and requirements.

Basic requirements:

- Computer or tablet running one of the following operating systems
 - Windows 10 or higher
 - iOS - current version
 - Android - current version
- Computer or tablet must have Wi-Fi capability to wirelessly connect to a G-Force or Easy Arm
- For a wired connection, the computer or tablet must have the ability to connect via Ethernet
- For a wired connection, the user must have administrator rights to change TCP/IP settings to TCP/IP v4 (TCP/IP v6 will not work)

Helpful information and tips:

- For the best experience, Gorbel recommends using a Windows based computer. There are more VNC viewer choices for the Windows operating system and Gorbel's software development and testing was done using Windows based computers.
- Apple and Android based devices, including cell phones, have been used by customers in the field with varying degrees of success. If the user is able to find the right combination of Apple or Android device and a VNC viewer that works with both their device and the G-Force/Easy Arm, then using it is OK.
- No other operating systems, other than Microsoft Windows, Apple iOS and Android are known to be compatible with the G-Force and Easy Arm Smart Connect User Interface application and are not recommended by Gorbel.

★ **Important Tip:** VNC viewers are third party software applications. Gorbel has no control over updates to these applications that may affect their functionality. Gorbel will maintain overall familiarity with the functions and use of **Tight VNC**. **Before calling Gorbel for help connecting to a G-Force or Easy Arm, please download and install the Tight VNC viewer on a windows-based computer capable of connecting to the unit you are working with.**

Below are several VNC viewers that Gorbel knows to be compatible with the G-Force/Easy Arm and customers have used with success.

- Tight VNC for Windows (64bit) <https://www.tightvnc.com/download.php> - Gorbel's preferred choice. This is a free VNC viewer for Windows operating systems only.
- Ultra VNC <https://www.uvnc.com/downloads/ultravnc.html> - This is a free VNC viewer for Windows operating systems only.
- Mocha VNC http://www.mochasoft.com/iphone_vnc.htm - This VNC viewer has been successfully used with Apple iPads and iPhones. Mocha VNC is a paid app but does have a lite version (Mocha VNC Lite) that is free as a trial version.
- bVNC https://play.google.com/store/apps/details?id=com.iordanov.freebVNC&hl=en_US&gl=US - This viewer has been used with success by customers with Android based devices.