GO® 4G

GO with confidence

chiptech

Overview

GO is a wearable mPERS device with 4G cellular and GPS locating technology, designed for safety, to summon help beyond the boundaries of the home.
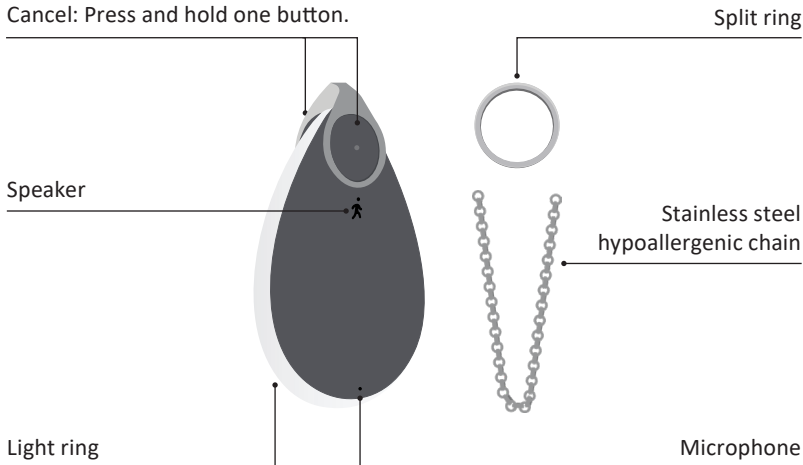
Activated by pressing both buttons, GO will sound a short alarm and flash red, it will play pre-recorded voice messages to keep you up to date while it sends an alert and GPS location updates. When GO rings, you will be able to talk over the GO speakerphone, and a Responder will organise any assistance required.

GO features a unique system check where you can press a single button to hear the battery level, cellular signal strength, and 'check in' your current location; traffic light colours indicate the status.

Requesting Help: Press and hold both buttons.
System Check: Press and hold one button.
Cancel: Press and hold one button.

Split ring

Speaker

Stainless steel
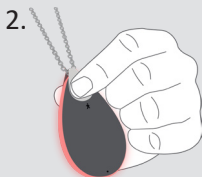hypoallergenic chain

Light ring

Microphone

Requesting Help

1. To request help at any time of the day or night, press and hold both buttons on GO at the same time. This will start the short loud alarm sequence with a distinct tone and vibration.

2. The light ring around GO will pulse red to let you know an alert is being sent. A voice message will play, "*Help alert in progress.*"

3. Once the alert has been received, a voice message will play and repeat: "*The alert has been received; you will be contacted soon.*"

   If there is an issue sending your alert, GO will automatically try again and announce *"There is an issue sending your alert, trying again"* until the alert is received.

4. GO will ring and automatically connect the call, try to speak loud and clear. GO will flash green when ringing.

5. While you are in a voice call, GO will work in the background to obtain your current location and send it, the location will be periodically updated.

6. Once located, assistance or emergency services will be sent to your location.

7. When the phone call is complete, GO will continue to flash green to indicate it can still receive another call, and the location continues to be updated. GO automatically stops reporting your location after a period of time, and the green lights will stop flashing.

To cancel a request for help, press and hold one button on GO, it will announce: "*Cancelled.*" and quickly flash red. If the alert has already been sent, it is best to wait for the voice call and let the responder know you do not require assistance.

5. 6. 7. Cancel.

System Check

Press one button on either side of GO (Do not press both buttons together, as this will send a request for help). A chime will play and GO will illuminate white to let you know that the System Check has started.

1. A voice message will play: "*My battery is…*" (then one of the following): "*Excellent*", "*Good*", "*Low battery; please place me on the charger today,*" or, "*Critically low battery; please place me on the charger immediately. An alert may fail.*" This will also be accompanied by a status light.

Excellent or Good   Low   Critically Low

2. GO will then announce; "*Checking cellular signal.*" GO will check the 4G cellular coverage at your current location and will announce; "*The connection is...*" (then one of the following): "*Excellent", "Good", "Poor*" or "*Unavailable*."

Excellent or Good   Poor   Unavailable

If GO indicates that cellular coverage is "*Poor*" or "*Unavailable*", and you send an alert for help from that location, it may not be successful.

If "*Unavailable*", GO will return to normal operation.

3. Following a successful cellular connection, GO will announce; "*Finding your location.*" When GPS location has been obtained and sent, a voice message will announce; "*Current location has been sent,*" and GO will return to normal operation.

   If GPS is unable to be obtained within 2 minutes* at your current location, GO will announce; "*Unable to find your current location*" and GO will return to normal operation.

To cancel the System Check at any time, press and hold one of the buttons on either side of GO, the lights will flash red and the voice message will let you know the function has been "*Cancelled.*"

When to use System Check
Before going out check that your GO has adequate battery. To start the System Check press a single button on either side of GO. GO will chime and the battery level is announced first. You may choose to cancel the remaining System Check by pressing one button on either side of GO. It will tell you it has been "*Cancelled.*"

You should perform a full System Check in places that you commonly visit to ensure that the 4G cellular coverage will be excellent or good, in case you need to send an alert for help.

Automatic Battery Notifications

The GO has a rechargeable battery, when it is low, GO will periodically play a voice message: "*Low battery, please place me on the charger today,*" and flash orange.

When the battery is critically low, GO will play a voice message every hour: "*Critically low battery, please place me on the charger immediately. An alert may fail,*" and flash red.

Voice Messages and Sound

GO is designed to provide automatic battery notifications only during day time hours, so that you will not be disturbed at night. If the battery is detected as being low at night it will flash orange. It will not vibrate or make any sounds. Voice messages will resume in the morning.

If you send an alert for help during the night, GO will operate as per usual with the loud alarm sequence and voice messages.

If your GO beeps continually, this indicates it is not functioning as expected. Please contact your supplier immediately.
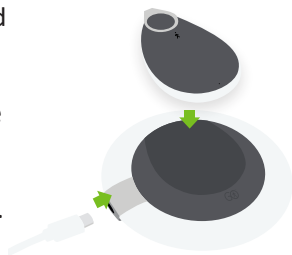
Wearing GO with a Pacemaker

If you have a pacemaker you cannot wear GO as a pendant. Instead, attach GO to the supplied split ring, which can be attached to a belt clip or keys. Like a cellular phone, GO must be kept at least 15cm from your pacemaker at all times.
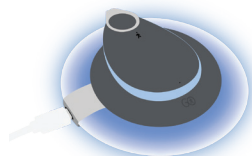
Wireless Charging

GO will inform you when it is getting low and needs to be charged, this will occur approximately once a month with regular use. It will need to be charged after you have sent an alert for help as this uses more battery power. GO will send a report when the battery is getting low and when it is charged. Do not charge GO every day as this will decrease the life of the battery.

1. Connect the charging base to the supplied USB cable and plug pack, then plug it into power.
2. Place GO on the wireless charger with the 'walking person' symbol facing upwards. GO and the outer edge of the charger will turn blue to indicate charging has started. GO will beep* or announce "*Charging*"* when placed on the charger.
3. Charging duration is approximately two to three hours from low battery.
4. When GO is charged its light ring will illuminate green, and a battery charging report is sent.
   - If GO has automatically updated during charging, it will flash white and it will announce: "*Update completed*"* when removed from the charger.
5. To use GO at any time, simply remove it from the wireless charger.

Connect USB cable to charging base

Blue when charging

Please Note: You will need to perform a System Check at the location of your charger to ensure GO has coverage for any automatic updates.

Additional Functions

📍 **Inactivity Report**

GO will send a 'Inactive' report with its current location coordinates when no movement has been detected over a few days. If you have lost your GO, contact your responder to check where your GO is located.

✈ **Flight Mode**

If you are going to be taking GO on an aircraft, you must enable Flight Mode before take-off. To enable Flight Mode, press and hold one button on either side of GO for 10 seconds, until this voice message plays: "*Flight Mode enabled. All functions suspended until button press or placed on a charger.*"

To disable Flight Mode press one button on either side of GO (this will start a System Check), or place GO on a charger. If you require help press and hold two buttons to send an emergency alert, this will override Flight Mode.

📟 **If you have a GO Paired with a Chiptech Base Unit**

When you send an alert, and GO is in range of your base unit, it will report that you are 'Home' immediately instead of waiting for the GPS location. The responder will speak with you over the GO speakerphone system, no matter where you are on the property. In the unlikely event that GO cannot send the alert, the alert will be passed to the base unit and it will try to send the alert for help, and GO will play a message to keep you informed of the alerts progress.

Optional Fall Detection

GO uses sophisticated fall detection technology to detect a significant fall from standing, subsequent impact, and a period of no movement. When enabled and GO detects a fall has occurred an alarm sequence will sound and announce, "*Fall detected.*" Red lights will flash around your GO to let you know the fall alert is in progress. The red lights will stop when you are voice connected with a responder. If you have not experienced a fall or there has been a false activation, you can cancel the alert during the alarm sequence by holding a single button. GO will announce; "*Cancelled*" and the alert will be stopped. Expect false activations in the first few days as you get used to wearing GO.

GO must be worn as a pendant around the neck for the fall detection algorithm to work as intended.

Having fall detection enabled will consume more battery, and you will notice that you have to charge your device more frequently.

Fall Detection Limitations
GO must be worn as a pendant around the neck for the fall detection algorithm to work as intended.

While every effort is made to capture the range of falls that can occur, some people will fall in a manner that will not be automatically detected by GO. If a fall is not detected, press and hold both buttons to activate an alert for help in this situation.

Important Notes

If you have any concerns about how GO is functioning, send an alert (as described in 'Requesting Help'). When you hear the responder speak, let them know that you are testing.

Cellular, Location and Radio Frequency Limitations
GO requires access to a 4G cellular network to communicate, and the availability of the GNSS (Global navigation satellite system) to determine its location.

GO may not function correctly, or at all, in any of the following situations:

- If it is in an area with no coverage from the 4G cellular network of the telecommunications provider(s) it has been set up with, or if there is a network failure, your GO device may not be able to perform a System Check, send an Alert, establish voice contact, or send your location.
- If a service provided in conjunction with GO, such as cellular data or Caller ID, is unavailable for any reason then reports and alerts may be delayed or unable to be delivered.
- You cannot take GO overseas, because there is no guarantee it will work in any other country.
- GPS technology and cellular networks can be affected by certain atmospheric conditions, radio interference, buildings, or other forms of interference that can delay or prevent GO from working.
- Your location information may not be available if the GPS satellites are unavailable, or the GPS signal is blocked.
- Location information will not be available to your responder if the location mapping service being used is unavailable or not linked to GO.
- Communication between GO and a Chiptech base unit may be affected by distance or radio frequency interference.

Battery

GO may not work, or may stop functioning during an alert for help, if it does not have sufficient battery level. If GO is kept in a location where there is no coverage for an extended period, it will continue trying to send reports and this can drain the battery faster.

WARNING Do not try to open GO, it contains a lithium coin cell battery that can cause severe or fatal injuries in 2 hours or less if it is swallowed or placed inside any part of the body.

If you suspect a coin cell battery has been swallowed or otherwise placed inside any part of the body, contact Poisons Centre immediately: Australia 13 11 26, New Zealand 0800 764 766

Charging Notes

The charging system is designed specifically for GO. Please do not change any parts of the charging system and do not use the charger with any other devices.

Place the charger on a flat surface and please make sure all parts of the charger are properly connected before use.

- Do not use the charger if any parts of the charging system are damaged.
- Do not place anything metal on top of the charger (including the chain).
- Do not cover the charger with any material.
- Do not place the charger in direct sunlight, the recommended charging temperature is between 10°C to 35°C.
- During charging GO can become warm to the touch.
- If you have a pacemaker, you should keep the wireless charger at least 15cm away from your pacemaker during charging.

Updates

From time to time your GO may be updated when it is placed on the charger. An update can take between one to ten minutes to complete. During an update there is a small period of time, approximately ten seconds where GO will not respond to any button press. If GO does not respond, try again.

Cleaning and Maintenance

- GO can be cleaned with a damp cloth and only use non-corrosive, non-abrasive cleaner.
- Avoid spraying or exposing GO to chemicals, such as insect repellent, perfume, sunscreen, and moisturisers.
- Do not try to open GO or stick objects into either the microphone hole or speaker hole.
- Avoid exposing GO to iron sand beaches, small iron particles can damage the speakerphone.
- GO has a dust proof casing and is hot water resistant.

Disclaimer

To the maximum extent permitted by law, the manufacturer of GO will not be liable or responsible to you for any damage, loss or injury, you may suffer or incur in connection with any failure of your GO device due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the various warnings set out in this guide. It is important that you read and understand this guide before using your GO. If there is any part of it that you do not understand, then please discuss it with your service provider before you use your GO.

Due to continual product development this user guide may change without notice. The manufacturer does not accept responsibility for any errors or omissions contained within this document. Chiptech®, SmartCare® and the GO® symbol are trademarks of Chiptech Limited.

Standards

GO-4 complies with the following standards:

Pendant:

EN 301 489 -1,-3,-19,-52
EN 50130-4: 2014
EN 55032: 2020
IEC 62311
EN 62311
ARPANSA RPS3
EN 301 908-1
EN 300 220
EN 303 413

AS/NZS 4268
IEC 62368-1
AS/NZS 62368.1: 2018
IEC 62209-2
IEC 62311
IEC 60529 - IP67
AS/CA S042
PERS TSANZ: Compliant
IEC62133-2017

Wireless Charger:

Qi: Compliant
EN 50130-4: 2014
EN 55032: 2020
IEC 62311

EN 62311
ARPANSA RPS3
IEC 62368-1
AS/NZS 62368.1: 2018

Plug Pack:

IEC 62368: UL/cUL, SAA, PSE, UKCA
GB4943.1-2011: CCC

FCC Part 15 Class B, ICES-003 Issue 6,
EN55032, RCM, GB9254, GB17625.1,
J55032

R-NZ RoHS UKCA CE

Designed and Manufactured in New Zealand by Chiptech Limited.

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Keep them safe