



GO with confidence



# Overview

GO is a speech pendant with 4G/3G cellular and GPS<sup>†</sup> location technology. It is designed for safety and to summon help beyond the boundaries of the home.

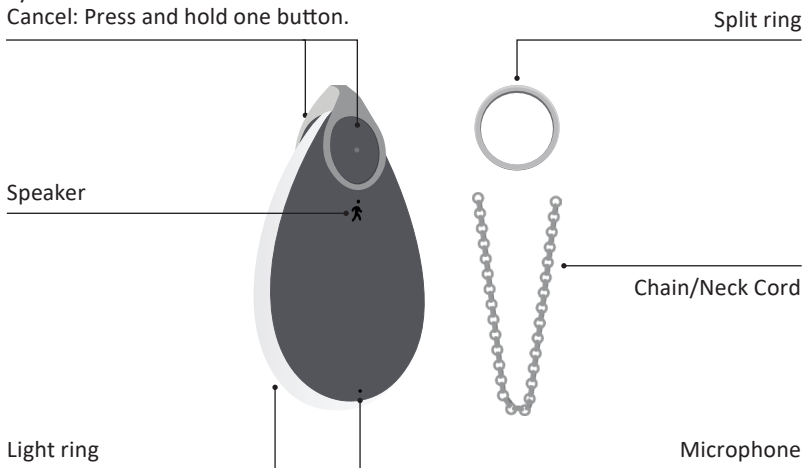
When activated by pressing both buttons, GO will sound a short alarm and flash red, it will play pre-recorded voice messages to keep you up to date while it requests help and sends your location. When GO rings, you will be able to talk over the speakerphone.

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.

Requests for Help: Press and hold both buttons.

System Check: Press and hold one button.

Cancel: Press and hold one button.

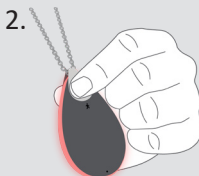


<sup>†</sup>GO 4G uses the GNSS (Global Navigation Satellite System) which includes the GPS network.

# Request For Help

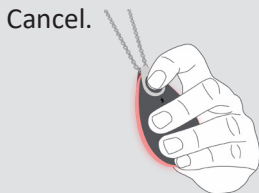
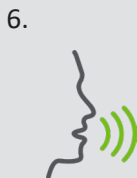
1. To request help at any time, press and hold both buttons on GO at the same time. This will start the short loud alarm sequence with a distinct tone and vibration (or press one button 5 times quickly).
2. The light ring around GO will flash red to let you know a request for help has been sent. A voice message will play, *"Help alert in progress."*
3. Once the alert has been received, a voice message will repeat: *"The alert has been received; you will be contacted soon."*

Voice notifications such as *"There is an issue sending your alert, trying again"* or *"Selecting mobile network, please wait"* suggest there is an issue sending your request for help. GO will automatically try again until it is successful.



4. GO will flash green while ringing and then automatically connect the call. You should try to speak loudly and clearly.
5. While you are in a voice call, GO will work in the background to obtain and send your location periodically.
6. When the phone call is complete, GO will continue to flash green to indicate it can still receive another call. 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 during the loud alarm, it will announce *“Cancelled.”* and quickly flash red. If the alert has already been sent, it is recommended to wait for the voice call and let the responder know you do not require assistance.



# System Check

To activate a 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 flash white and then announce; *"Checking cellular signal."* GO will check the cellular coverage at your current location and will announce; *"The connection is..."*, then one of the following: *"Excellent"* or *"Good"*. If coverage is low, GO will check for alternate networks and announce *"Selecting mobile network, please wait"* followed by the best cellular signal result it can obtain.

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



Excellent or Good



Poor



Unavailable

If *"Unavailable"*, GO will exit System Check and return to normal operation.

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

If location is unable to be obtained within 2 minutes\* at your current location, GO will announce; *"Unable to find your current location"* and 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**

It is recommended that you check that your GO has adequate battery before going out. 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 and holding 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 cellular coverage will be excellent or good, in case you need to make a request for help.

**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 that may be applied during charging. Signal should be *"Excellent"* or *"Good"* for System Updates to be successful.

# 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, and a report will be sent.

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 daytime hours, so that you will not be disturbed at night. If the battery is detected as being low at night GO will flash orange. It will not vibrate or make any sounds. Voice messages will resume in the morning.

If you make a request 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.

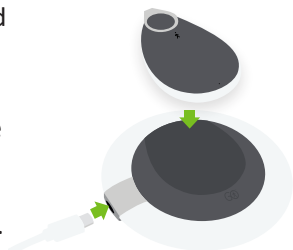
## Wearing GO with a Pacemaker

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 mobile phone, GO must be kept at least 15cm away from your pacemaker at all times.

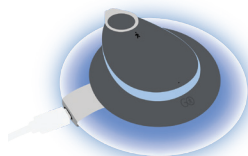
# Wireless Charging

GO will inform you when the battery is getting low and needs to be charged, this will occur approximately once a month with standard use. It will need to be charged after you have made a request 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, the 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



# Additional Functions



## Inactivity Report

GO will send an 'Inactive' report with its current location information when no movement has been detected after a preset number of hours/days\*. If you have lost your GO, contact your responder to check where it is currently located.



## Flight Mode

If you are going to be taking GO on an aircraft, you must enable Flight Mode before take-off. To do this, 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 (which will start a System Check), or place GO on a charger. To make a request for help, if this is required, press and hold two buttons which will override Flight Mode.

**Please Note:** GO has been setup to work in the United Kingdom, do not use it overseas, because there is no guarantee it will work in any other country.



## If you have a GO Paired with a Chiptech Base Unit

When you make a request for help, 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. When enabled and when a fall has been detected, an alarm sequence will sound, *“Fall detected”* will be announced, and red lights will flash. When connected with a responder the lights will flash green.

**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

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 make a request for help.

# 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 an IP67 rating for dust and water resistance and is also hot water resistant.

# Important Notes

If you have any concerns about how GO is functioning, send a request for help (as described in 'Request for 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/3G 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:

- In an area with no 4G/3G coverage or if there is a network failure. In these situations, such things as System Check, making a request for help, establishing voice contact or sending location, may be affected.
- If a service provided in conjunction with GO, such as cellular data or SMS, is unavailable for any reason then reports and alerts may be delayed or unable to be delivered.
- GPS technology<sup>†</sup> 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 GNSS satellites are unavailable or if their 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 after a request for help has been made, if it does not have sufficient battery level. If GO is kept in a location without cellular coverage for an extended period, it will continue trying to send reports and this can drain the battery faster.



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

## No Obvious Symptoms

Unfortunately it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:

- Cough, gag or drool a lot
- Appear to have a stomach upset or a virus
- Be sick, point to their stomach, have a pain in their abdomen
- Be tired or lethargic, be quiet or more clingy than usual or otherwise 'not themselves'
- Lose their appetite or have a reduced appetite or not want to eat solid food/be unable to eat solid food.

These sorts of symptoms vary or fluctuate with the pain increasing and subsiding. A specific symptom to button and coin cell battery ingestion is vomiting fresh (bright red) blood. If the child does this then seek immediate medical help. The lack of clear symptoms is why it is important to be vigilant.

## 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 cover the charger with any material and do not place anything metal on top of the charger (including the chain).
- 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 placed on a charger, and this takes between 1 and 10 minutes. During an update there is a short duration of about 10 seconds when GO will not respond to any button press. If GO does not respond, try again.

## **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 GO.

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\* An asterisk throughout this user guide denotes a configuration value.

# 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

EN 301 908-1

EN 300 220

EN 303 413

IEC 62368-1

IEC 62209-2

IEC 62311

IEC 60529 - IP67

IEC62133-2017

PAS7055:2021

**Wireless Charger:**

Qi: Compliant

EN 50130-4: 2014

EN 55032: 2020

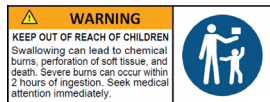
IEC 62311

EN 62311

IEC 62368-1

**Plug Pack:**

IEC 62368: UL/cUL, SAA, PSE, UKCA



**RoHS**



**UK  
CA**

**CE**

Designed and Manufactured in New Zealand by Chiptech Limited.

