

## Performing a System Check

The System Check informs you of the battery level, cellular coverage at your location and checks that you can obtain GPS coordinates to log your current location.

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

Press **one button** on either side of GO for two seconds. A chime will play and GO will illuminate blue to let you know that the System Check has started.

**Battery:** 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  Low  Critically Low

**Cellular Connection:** GO will then announce: "Checking for cellular connection." GO will check the cellular coverage of your location and will then announce: "The connection is..." (then one of the following): "Excellent", "Good", "Poor" or "Unavailable." If unavailable, GO will return to normal operation.

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.

 Excellent  Poor  Unavailable

**GPS Coordinates:** Following a successful cellular check, and if configured to do so, GO will announce: "Finding your location." When successful, a voice message will announce: "Current location has been sent," and GO will return to normal operation. If GPS is unavailable in your location, GO will announce: "Location check unsuccessful." GO will automatically time out.

You can cancel the System Check by pressing one button on either side of GO for two seconds. A voice message will let you know it has been "Cancelled."

**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.

## If you have a Chiptech Base Unit at Home:

When you send an alert, and GO is in range of your base unit, it will report that you are 'Home' to the monitoring team so they quickly know where you are located.

Once the monitoring team has received your alert, they will speak with you over GO's speakerphone system, no matter where you are on the property. In the unlikely event that GO cannot communicate with the monitoring team, the base unit will take over and try to send the alert for help.

## Cleaning & Maintenance

- Your device can be cleaned with a damp cloth and a non-corrosive, non-abrasive cleaner.
- Please do not stick objects into either the microphone hole or speaker hole.
- GO has a dust proof casing and is water resistant (rated IP67).

## Testing

To test GO to ensure it is functioning as expected, send an alert (as described in 'Requesting Help'). When the operator calls, let the operator know that you are testing.

## Cellular, GPS and RF Limitations:

GO requires access to a 3G cellular network to communicate, and the availability of the GPS satellite network to determine its location.

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

- In an area with no coverage from the 3G cellular network of the telecommunications provider it has been set up with, or if there is a network failure
- It will not work on any other cellular network
- You cannot take GO overseas as it will not 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 block GO connecting to GPS satellites. Your location information may not be available if the GPS satellites are unavailable, or the GPS signal is blocked.
- Location information will not be able to be displayed to SECURELY® if the location mapping service used by SECURELY® is unavailable
- Communication between GO and a Chiptech base unit may be affected by distance or radio frequency interference.

## 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 being 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. You are always able to press and hold both buttons to activate an alert for help in this situation.

## Disclaimer

To the maximum extent permitted by law, neither Electra Services trading as SECURELY® nor Chiptech Limited (the manufacturer of GO product/s) will 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 SECURELY before using your GO.

Due to continual product development, the User guide may change without notice so please check our website regularly. Chiptech does not accept responsibility for any errors or omissions contained within this document.

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## Standards

GO-1 complies with the following standards:

### Pendant:

AS/CA S042.1:2015 (General).  
AS/CA S042.4:2015.  
AS/NZS 60950.1:2015.  
AS/NZS CISPR 32:2015 (ITE, Class B).  
AS/NZS 4268:2014 (869.2125MHz and 916.585MHz).  
EN 62209-2 (Body SAR).  
IP67.  
PERS TSANZ compliant when paired with a Chiptech base unit.

### Wireless Charger:

AS/NZS CISPR 11:2011 (Group 1, Class B)  
AS/NZS 60950.1:2015.  
Qi Complaint.

### Plug Pack:

AS/NZS 60950.1:2011 Inc A1.

RoHS R-NZ



Designed and manufactured in New Zealand by Chiptech Limited



# SECURELY®

Enabling you to live with  
confidence and independence

## GO User Manual

Call **0800 865 865**  
Email **info@securely.nz**  
**www.securely.nz**

## What is GO?

GO is a wearable device with 3G cellular and GPS technology. When activated it sends an alert along with your GPS location data to our monitoring centre. You will be able to talk with our operator over the speakerphone, and we will organise assistance if required.



## Wireless Charging

1. Connect the plug pack and supplied cable to the charging base, plug into power.
2. Place your device on the wireless charger. Be sure to check that the 'walking person' symbol faces upwards; the charger and GO will illuminate blue to indicate that charging has started.

Charging duration is approximately three to five hours from low battery.

3. When charged the light ring will illuminate green. If GO has automatically updated during charging, it will flash white and if setup to do so, it will announce: "Update completed," when removed from the charger.

4. To use your device at any time, simply remove it from the wireless charger

**Please Note:** GO will need a charge approximately every month with regular use, however, it will inform you when it needs to be placed on the charger. GO will also need to be charged if you have recently sent an alert for help, as this event uses more battery power.

## Charging GO

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. Your GO may not function, or may stop functioning during an alert for help, if it does not have sufficient battery level.

### Important Charging Notes:

- Do not use the charger if any parts are damaged
- Do not cover the charger with any material, including the chain
- Do not place anything metal on top of the charger
- Do not place the charger in direct sunlight, recommended charging temperature between 10°C to 35°C.
- Place charger on a flat surface and ensure all parts are properly connected before use
- During charging GO can become warm to the touch.

## Charging Components

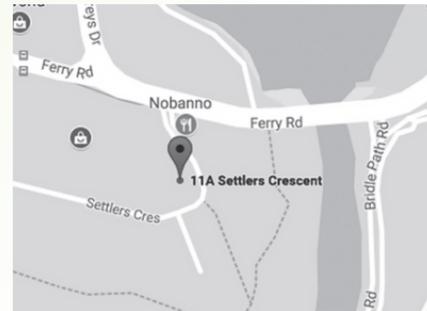


## Wearing GO with a Pacemaker

If you have a pacemaker, you should only wear GO using the supplied split ring, attached to a belt clip or keys. Be sure to keep the wireless charger and GO at least 25cm away from your pacemaker at all times.



To send an alert for help, at any time of the day or night, press and hold both buttons at the same time on your GO. This will start the short pre-alarm sequence with a distinct tone and vibration.



While you are speaking with an operator, GO will work in the background to obtain your current location and send it to monitoring.



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



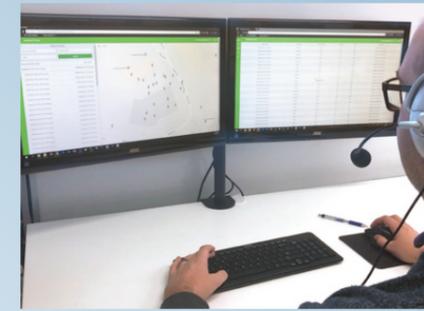
Once you have been located, the operator will send assistance, or organise emergency services to your location, if required.



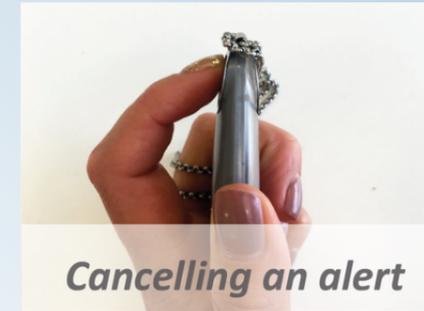
Once the alert has been received, a voice will play and repeat: "The alert has been received by monitoring; you will soon be contacted by an operator."



When an operator ends the call GO will flash green to indicate that monitoring can still call back, and your location continues to be sent. GO automatically stops reporting your location after a period of time, and the green lights will stop flashing. Our default is 20 minutes after the last call.



A monitoring operator will call back; GO will ring and automatically answer. GO has a hands-free speakerphone system, speak loudly and clearly to the operator.



**Cancelling an alert:** During the loud pre-alarm sequence you can press and hold one button on GO to cancel your request for help, it will announce: "Cancelled." If the alert has proceeded to monitoring, let the operator know you do not require assistance.

## Low Battery

- When your battery is low, GO will periodically play the following voice message: "Low battery, please place me on the charger today," and will flash orange.'
- When your battery is critically low, GO will periodically play the following voice message: "Critically low battery, please place me on the charger immediately. An alert may fail," and will flash red.
- Automated voice messages will only play during day time hours.

## Flight Mode & Lost Mode

**Flight Mode:** If you are going to be taking GO on an aircraft, you must enable Flight Mode before take-off. 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. However, a fall alert will not override Flight Mode.

**Lost Mode:** Lost Mode sends GPS coordinates to monitoring when no movement has been detected after 72 hours, so it can be found. If lost, contact SECURELY® to check where your GO is located.

## Voice Messages and Sounds

- GO is designed to provide voice messages only during daytime hours, so that you will not be disturbed at night. However, if you send an alert during the night, GO will operate as per usual.
- If the battery is detected as being low at night, it will flash orange.
- If your GO beeps continually, it is not functioning as expected. Please contact SECURELY® immediately.

## Optional Fall Detection

When enabled, GO uses sophisticated fall detection technology to detect a significant fall, subsequent impact, and a period of no movement. When GO detects a fall has occurred, it will play the pre-alarm sequence 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 once monitoring has made voice contact. If you have not experienced a fall or there has been a false activation, you can cancel the fall alert by pressing 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.**