GO Active! GPS Plan - User Guide

Updated July 2024

Important information

If you have a pacemaker, the Chiptech GO™ device must not be worn as a pendant around your neck. The Chiptech GO™ device (and the charging cradle) must be kept at least 25cm away from your pacemaker at all times.

Please note, the Chiptech GO™ device produces safety voice announcements. Once you have placed a test call, your Chiptech GO™ pendant will search your location for 20 minutes. It will let you know once it has completed by announcing 'cancelled'.

Clean your device with a damp cloth and a non-corrosive, non-abrasive cleaner. Do not insert anything into the microphone or speaker holes.

Your emergency calls will be directed to our 24/7 monitoring team who will endeavour to get you the help that you need as quickly as possible. When you alert us we'll speak to you via the microphone in your Chiptech GO™.

When it's not an emergency, for example - you want to discuss your account with us, our customer service team are available on 0800 180 82 20 - we're open 9 am to 5 pm Monday to Thursday and 9 am to 4:30 pm on Fridays.

From time to time, we may remotely update your device in order to keep it maintained. If you hear the GO™ say "Update complete" (accompanied with a brief white light) this means it has been successfully updated. During an update there is a short period of about 10 seconds when the device will not respond to any button press. Wait 10 seconds and then try again.

The included wireless charging cradle, USB cable, and 3-pin plug are specifically designed to work with the Chiptech GO™ only. Do not change any of these parts or use them to charge other devices.

We have a comprehensive FAQ section on our website at **telecare24.co.uk/faqs**

What's in the box?

In the box you'll find; the Chiptech GO™, a charging cradle, charging cable, a UK plug and a hypoallergenic neck chain.

Chiptech GO™

Charging Cradle

Charging cable

UK plug

Neck chain

Setting up your Chiptech GO™

Getting started

1. Place the charging cradle down on a flat surface near a power source (such as your bedside table). Now take the cable and connect the smaller end to the back of the cradle. Now, connect the larger end to the 3-pin plug. Finally, insert the 3-pin plug into your power source - making sure it is switched on.

2. Your Chiptech GO™ will be in Flight Mode when it arrives. This is to prevent the device from accidentally sending alert calls during shipping. To disable Flight Mode place the Chiptech GO™ on charge.

3. To charge your Chiptech GO™, simply place it down on the cradle with the 'walking person' symbol facing up at you. When it is seated correctly, the LED lights around the cradle will turn blue - indicating that it is now charging. When it is fully charged, the LED light around the Chiptech GO™ will turn green.

4. Once the device is fully charged (the lights around the device will turn green), you need to perform a System Check. **See Performing a System Check.**

5. Now you need to place a test call to check that your equipment is working correctly. **See Placing a test call / How to call for help.**

Make sure to charge your Chiptech GO™ after every call.

Charging your Chiptech GO™

⚠️ Chiptech GO™ has a rechargeable lithium-ion battery. The battery life between charges is up to 1 month with standard use. Chiptech GO™ will need to be charged after every alert for help as this uses more power.

How to charge your Chiptech GO™ pendant

1 Make sure the charging cradle is on a flat surface and is plugged into power. (If you need to do this again, see **Setting up your Chiptech GO™).**

2 Place the GO™ down on the cradle with the 'walking person' symbol facing up at you. When it is seated correctly, the LED lights around the cradle will turn blue - indicating that it is now charging. The GO™ will announce "Charging " when placed on the charger.

3 A full charge takes approximately 3-5 hours from a low battery status. When the GO™ is fully charged, the lights around the Chiptech GO™ will turn **green**

4 If you need to send an alert while the device is charging, simply remove the GO™ from the cradle to use it.

🚫 **Important charging notes:**
- Do not use the charger if any parts are damaged.
- Do not charge the GO™ every day as this will reduce battery life.
- Do not place anything metal on top of the charger.
- Do not cover the charger with any material, including the chain.
- Do not place the charger in direct sunlight.
- Do not open the GO™ as it contains a lithium coin cell battery.

During charging, the Chiptech GO™ can become warm to the touch. This is normal.

Performing a system check

⚠️ To perform a system check, with the Chiptech GO™ in your hand, press a single button on either side of the device. You should hear it announce 3 things; the battery status, the mobile signal coverage, and the GPS status.

Battery

LED	Voice Announcement	What's happening?
🟢	My battery is excellent or good	Battery significantly charged
🟠	My battery is low	Place on charge today
🔴	My battery is critically low	Place on charge immediately

Mobile Network

🟢	Selecting mobile network	Locking location
🟢	The connection is excellent or good	Good connection
🟠	The connection is poor	Poor connection
🔴	The connection is unavailable	Take your pendant outside, to refresh the connection

GPS Coordinates

Current location has been sent	GPS sent successfully
Location check unsuccessful	Take your pendant outside, to refresh the connection

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.

Placing a test call / How to call for help

1.Press and hold both buttons at the same time on either side of the Chiptech GO™. This will start the short pre-alarm sound and the device will vibrate.

To cancel an alert, you have 10 seconds to press and hold one of the buttons on the Chiptech GO™ until you hear it announce "Cancelled"

2.The light-ring around the Chiptech GO™ will turn red. The device will say: "Help alert in progress" as you wait a few moments to be connected to our monitoring team.

3.When our team have received your alert a voice message will play and repeat: "The alert has been received by monitoring; you will soon be contacted by an operator."

4.The Chiptech GO™ has a hands-free built-in speakerphone, so you can talk to our team directly through the device. When we connect to you, we will ask you if you are okay and if you need any assistance.

If you are simply testing your equipment, just let us know you are making a test call.

What happens when I call for help?

If the call disconnects at any point, our monitoring team will automatically attempt to re-establish the connection. If we cannot speak to you via the Chiptech GO™ for whatever reason, we will try contacting you by phone.

1. When you raise an alert, the Chiptech GO™ will announce "Help alert in progress", while it vibrates and flashes red. Moments later, you'll be connected to our team who will speak to you via the built-in speakerphone.

To cancel an alert, you have 10 seconds to press and hold one of the buttons on the Chiptech GO™ until you hear it announce "Cancelled".

2. We will ask you if you are okay and if you need assistance. Should you need us to, we will notify your emergency contacts or, if necessary, the emergency services of your location.

In the background, the Chiptech GO™ has sent us your location.

3. While you are waiting for help to arrive, our monitoring team will advise you that they will initially hang up the call to manage your emergency. They will periodically check in with you via the Chiptech GO™ until assistance arrives.

The Chiptech GO™ has a built-in fall sensor, meaning that it will trigger if you take a fall. If you attempt to move after your fall the alert will be cancelled automatically, so please ensure to press both buttons if the alert has not been raised.

Wearing the Chiptech GO™

⚠️ As the Chiptech GO™ is a life-saving device, we recommend performing a System Check once a week **(see Performing a System Check).**

Wearing your Chiptech GO™

Wear the device around the neck using the hypoallergenic chain. Please be advised that it must be worn over clothing.

If you have a pacemaker, the Chiptech GO™ device must not be worn as a pendant around your neck. The Chiptech GO™ device (and the charging cradle) must be kept at least 25cm away from your pacemaker at all times.

Battery notifications

⚠️ The Chiptech GO™ will automatically update itself while charging.

The Chiptech GO™ will automatically let you know when it needs charging. The lights will change colour, and the device will verbally announce low and critically low battery notifications during daytime hours only (7am-9pm).

Battery is low:
The device will flash orange and repeatedly say:

"Low battery. Please place me on the charger today."

Battery is critically low:
The device will flash red and repeatedly say:

"Critically low battery. Please place me on charge immediately. An alert may fail."

Chiptech GO™ modes

Flight mode

Flight Mode is used to prevent the device from emitting mobile communication signals in order to comply with aviation regulations. If you catch a flight and you have your Chiptech GO™ with you, you should put it in Flight Mode while traveling.

To enable Flight Mode, press and hold a single button on either side of the Chiptech GO™ for 10 seconds, until you hear it announce "Flight Mode enabled".

To disable Flight Mode, press a single button on the Chiptech GO™ (this will also start System Check) or place the Chiptech GO™ on charge.

If you require help and you are not aboard an airplane, press and hold the two buttons on either side of the Chiptech GO™ to send an alert for help. This will override Flight Mode.

Lost mode

If no movement is detected for 72 hours, the device will send its GPS location to Telecare24. If you lose your Chiptech GO™, contact us on 0800 180 82 20. We may be able to locate your device using GPS.

Night mode

So that you will not be disturbed, the Chiptech GO™ automatically enters Night Mode between the hours of 9pm and 7am. During this time, voice messages will not sound. If you send an alert for help, the Chiptech GO™ will operate as normal.

Frequently asked questions

What network does the device use?

The Chiptech GO™ has a roaming SIM card, which means it will automatically connect to the strongest available network at your location.

How long does it take to connect to the monitoring centre?

It can take anywhere from a few seconds up to a minute to connect to our monitoring team, as the Chiptech GO™ first tries to search for the best mobile connection.

Can I wear it in the bath or shower?

The Chiptech GO™ is rated as IP67. An IP67 rating means that the alarm can be dropped into a body of water up to a meter deep for as long as half an hour.

How often should I charge my Chiptech GO™?

The Chiptech GO™ will alert you when the battery is getting low and needs to be charged. See **Important information.**

We recommend charging the device after you have made a request for help as this uses more battery power.

Do not charge the device every day as this will decrease the life of the battery.

There will be a fee to pay if you need a new device because the Chiptech GO™ has been overcharged.

The Chiptech GO™ is really hot while charging - is it safe?

Yes. The Chiptech GO™ can get warm to the touch whilst charging, don't worry this is normal and will stop charging if it gets too hot.