🚶 Overview

Chiptech GO is a wearable device with 3G cellular and GPS technology. When activated it sends an alert along with your GPS location data to the Alarm Receiving Centre (ARC). You will be able to talk with the operator over the speakerphone, and they will organise assistance if required.

Stainless steel
Hypoallergenic chain

Split ring

Speaker

Light ring illuminates around Chiptech GO

Microphone

• **Requesting Help**: press and hold both buttons.
• **System Check**: press and hold one button.
• **Cancel**: press and hold one button.

Wearing Chiptech GO with a Pacemaker:
If you have a pacemaker you cannot wear Chiptech GO as a pendant. Instead, attach Chiptech GO to the supplied split ring, which can be attached to a belt clip or keys. Chiptech GO must be kept at a minimum distance of 25cm from your pacemaker at all times.

If you have a Chiptech Base Unit at Home:
When you send an alert, and Chiptech GO is in range of your base unit, it will report that you are 'Home' to the ARC so they quickly know where you are located. Once the ARC has received your alert, they will speak with you over Chiptech GO's speakerphone system, no matter where you are on the property. In the unlikely event that Chiptech GO cannot communicate with the ARC, the base unit will take over and try to send the alert for help.

📍 Requesting Help

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

2 The light-ring around Chiptech GO will flash red to let you know an alert is being sent to the Alarm Receiving Centre (ARC). A voice message will play, "Help alert in progress."

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

4 An ARC operator will call back; Chiptech GO will ring and automatically answer. Chiptech GO has a hands-free speakerphone system; speak clearly and slowly to the operator.
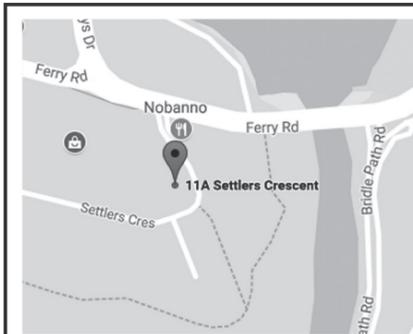
5 While you are speaking with an operator, Chiptech GO will work in the background to obtain your current location and send it to the ARC.

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

7 When an operator ends the call Chiptech GO will flash green to indicate that the ARC can still call back, and your location continues to be sent.
Chiptech GO automatically stops reporting your location after a period of time, the green lights will no longer appear.

Cancelling an alert
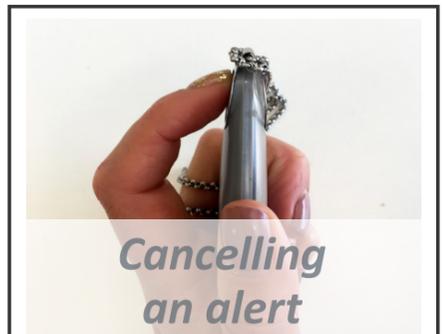
During the pre-alarm sequence you can press and hold one button on Chiptech GO to cancel your request for help. Chiptech GO will announce: "Cancelled." If the alarm has proceeded to the Alarm Receiving Centre, simply speak to the operator and let them know you do not require assistance.

⚡ Charging and Battery Notifications

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 Chiptech GO will illuminate blue to indicate that charging has started.
3. Charging duration is approximately three to five hours from low battery.
4. When Chiptech GO is charged its light ring will illuminate green. If Chiptech 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.
5. To use your device at any time, simply remove it from the wireless charger.

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

Chiptech 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. Chiptech GO will also need to be charged if you have recently sent an alert for help, as this event uses more battery power.

Low Battery Notifications:
• When your battery is low, Chiptech 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, Chiptech 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.

Important Charging Notes:
• If you have a pacemaker, you should be sure to keep the wireless charger and Chiptech GO at least 25cm away from your pacemaker during charging.
• 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.
• Do not cover the charger with any material, including the chain.
• Do not place the charger in direct sunlight, recommended charging temperature between 10°C to 35°C.
• During charging Chiptech GO can become warm to the touch.

⚡ Charging Components

Plug Pack   Charging Cord   Charger   Blue when charging
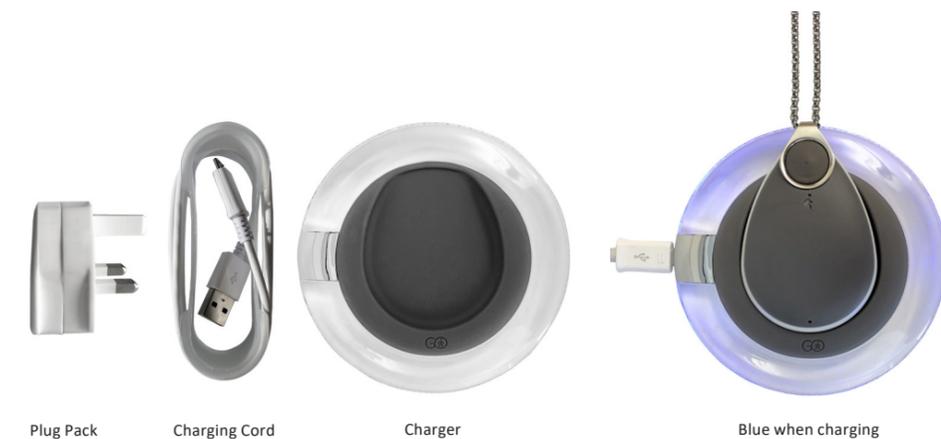
3G System Check

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. Before going out always **check that your Chiptech GO has adequate battery.** To do this, press a single button on either side of Chiptech GO, which will start the System Check. The battery level is announced first, and a voice message will tell you if it is excellent, good , low or critically low (**see 1. Battery**). You can cancel the remaining System Check by pressing one button on either side of Chiptech 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, if you need to send an alert for help.

Performing a Full System Check:
Press one button on either side of Chiptech GO. Please do not press both buttons together, as this will send a request for help. A chime will play and Chiptech GO will illuminate blue to let you know that the System Check has started. It will announce battery level first.

1. 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 or good   🟠 Low   🔴 Critically low

2. Cellular Connection: Chiptech GO will then announce; "Checking cellular connection." Chiptech 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, Chiptech GO will return to normal operation.

🟢 Excellent or good   🟠 Poor   🔴 Unavailable

If Chiptech GO indicates that cellular coverage is poor or unavailable, and you send an alert for help from that location, it may not be successful.

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

To cancel the System Check at any time, press and hold one of the buttons on either side of Chiptech GO. A voice message will play and the light ring will flash red to let you know that this function has been "Cancelled."

📞 Voice Messages and Sounds

- GO is designed to provide voice messages only during day time hours, so that you will not be disturbed at night. If you send an alert for help during the night, Chiptech GO will operate as per usual with the pre-alarm sequence and voice messages.
- 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 your Chiptech GO beeps continually, this indicates it is not functioning as expected. Please contact your provider immediately.

⚠️ Flight Mode & Lost Mode

Flight Mode: If you are going to be taking Chiptech GO on an aircraft, you must enable Flight Mode before takeoff. To enable Flight Mode, press and hold one button on either side of Chiptech 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 Chiptech GO (this will start a System Check), or place Chiptech GO on a charger. If you require help, press and hold two buttons to send an emergency alert, this will override Flight Mode**.**

Lost Mode: Lost Mode sends GPS coordinates to the ARC when no movement has been detected over a period of time, so it can be found. If lost, contact your provider to check where your Chiptech GO is located.

💧 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.
- Chiptech GO has a dust proof casing and is water resistant (rated IP67).

⚠️ Important Notes

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

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

Testing:
To test Chiptech 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:
Chiptech GO requires access to a 3G cellular network to communicate, and the availability of the GPS (Global Positioning System) satellite network to determine its location.

Chiptech GO may not function correctly, or at all, in any of the following situations:
- Your Chiptech GO device will not be able to send an alert, or your location, if it is 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 transmission failure.
- It will not work on any other cellular network.
- You cannot take Chiptech GO overseas as it will not work in any other country.
- GPS technology can be affected by certain atmospheric conditions, radio interference, buildings, or other forms of interference that can block Chiptech 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 also not be able to be displayed to your provider if the location mapping service used by your provider is unavailable.
- Communication between Chiptech GO and a Chiptech base unit may be affected by distance or radio frequency interference.

Disclaimer:
To the maximum extent permitted by law, the manufacturer of Chiptech 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 Chiptech 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.

If you have any questions about the functions of Chiptech GO, please contact your service provider for more information.

✅ Standards

GO-1 complies with the following standards:
EN 55032
EN 50130-4
EN 301489 (-1,-3-19,-52)
EN 301908-1
EN 300220-3-1
EN 62209-2
EN 60950-1
EN 60529 (IP67 compliant).

Plug pack: UK v1
EN 60950.

Wireless Charger:
EN 55011
EN 60950
Qi Compliant.

chiptech

Oh, the places you will GO!

Whether you are heading to the shops, walking through the park or going to visit friends, Chiptech GO has your safety covered every step of the way.

Chiptech GO encourages you to have more independence in your day to day activities, either at home or when you are out and about. You can be confident knowing that help is at your fingertips.

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GO™