

GO 4G

Personal Alarm



User Guide

01553 616200
careline-cs.org.uk



Careline
COMMUNITY SERVICE

Borough Council of
**King's Lynn &
West Norfolk**



Welcome to Careline

We hope you are happy with your new Careline GO 4G personal alarm, and we're delighted to welcome you as a client.

The GO 4G is a wearable device with 4G cellular and GPS technology. When activated it sends an alert along with your GPS location to our monitoring centre, and you will be able to speak to an operator over speakerphone. They will then arrange assistance for you, if required. Our monitoring centre is available 24 hours a day, every day of the year.

If you have any queries at all about the GO 4G, please call the Careline Community Service team directly on 01553 616200 (option 1). We are available 9am–5pm Monday to Thursday and 9am–4:45pm on Friday.

Please keep this guide in a safe place.



Safety restrictions

Please read this document before using your Careline GO 4G. Neglecting the rules may be dangerous or illegal. Further detailed information is given in this manual.



Do not switch on the GO 4G when wireless phone use is prohibited or may cause interference or danger.



Do not use the GO 4G in hospitals. Follow the hospital regulations or rules. Switch off the GO 4G near medical equipment.



Do not use the GO 4G at a refueling point. Do not use the GO 4G near fuel or chemicals.



Do not use the GO 4G on an aircraft. Wireless devices can cause interference in aircrafts.



Do not use the GO 4G where blasting is in progress. Observe restrictions and follow any regulations or rules.



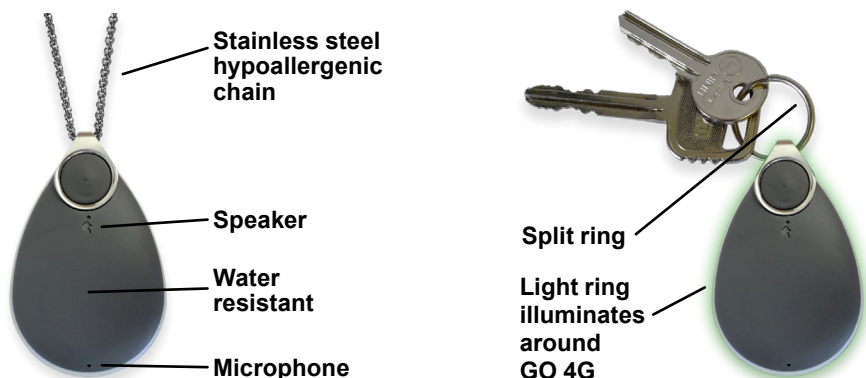
If you have a pacemaker, the GO 4G must be worn on your belt, not as a pendant, and must be kept at least 25cm away from your pacemaker at all times.

Never try to disassemble or service the GO 4G. Use only approved accessories. Do not connect an incompatible battery charger or charge other devices with the GO 4G charger. A wrong charger may damage the device.

If you experience any problems please contact Careline Community Service on 01553 616200 (option 1).

Getting to know your GO 4G

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



Charging your GO 4G

1. Connect the plug pack and supplied cable to the charging base, and plug into power.
2. Place the GO 4G on the wireless charger. Be sure to check that the 'walking person' symbol faces upwards; the charger and the GO 4G will illuminate blue to indicate that charging has started.
3. Charging duration is approximately three to five hours from low battery.
4. When the GO 4G is charged, its light ring will illuminate green. If the GO 4G 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 the GO 4G 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 the GO 4G has coverage for any automatic updates.

The GO 4G will need a charge approximately every month with regular use, however, it will inform you when it needs to be placed on the charger. The GO 4G will also need to be charged if you have recently sent an alert for help, as this event uses more battery power.

Wearing the GO 4G with a pacemaker

If you have a pacemaker, you cannot wear the GO 4G as a pendant. Instead, attach the GO 4G to the supplied split ring, which can be attached to a belt clip or keys. The GO 4G must be kept at a minimum distance of 25 cm from your pacemaker at all times.

Low Battery Notifications

- When your battery is low, the GO 4G 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, the GO 4G 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 the GO 4G at least 25 cm 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 the GO 4G can become warm to the touch.

Charging components



Plug pack



Charging cord



Charger



**Blue when
charging**

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 GO 4G. This will start the short pre-alarm sequence with a distinct tone and vibration.

2



The light-ring around the GO 4G will flash red to let you know an alert is being sent to the Monitoring Centre. 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 operator will call back; the GO 4G will ring and automatically answer. The GO 4G has a hands-free speakerphone system; speak clearly and slowly to the operator.

5



While you are speaking with an operator, the GO 4G will work in the background to obtain your current location and send it to the monitoring centre.

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, the GO 4G will flash green to indicate that the monitoring centre can still call back, and your location continues to be sent. The GO 4G will automatically stop reporting your location after a period of time, and the green light will no longer appear.

Cancelling an alert

During the pre-alarm sequence you can press and hold one button on the GO 4G to cancel your request for help. The GO 4G will announce: “Cancelled”. If the alarm has proceeded to the monitoring centre, simply speak to the operator and let them know you do not require assistance.

System check

Press one button on either side of the GO 4G. Please do not press both buttons together, as this will send a request for help. A chime will play and the GO 4G 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

A voice message will play “Checking cellular connection”. The GO 4G 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 the GO 4G 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 the GO 4G will announce; “Finding your location.” When successful, a voice message will announce; “Current location has been sent,” and the GO 4G will return to normal operation. If GPS is unavailable in your location, the GO 4G will announce; “Location check unsuccessful”, the GO 4G will automatically time out. This may commonly happen if the GPS check is undertaken indoors.

4. Cancellation

To cancel the system check at any time, press and hold one of the buttons on either side of the GO 4G. A voice message will play and the light ring will flash red to let you know that this function has been “Cancelled”.



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