

VitalCALL Go

User Guide



Whether you are heading to the shops, walking on the beach, or visiting friends, the VitalCALL GO™ gives you peace of mind every step of the way.

The VitalCALL GO™ pendant is a mobile personal emergency pendant with 4G cellular and GPS technology for summoning help any time, and from anywhere there is 4G cellular and GPS coverage.

For further information

1300 848 252 | vitalcall.com.au
customer.service@vitalcall.com.au

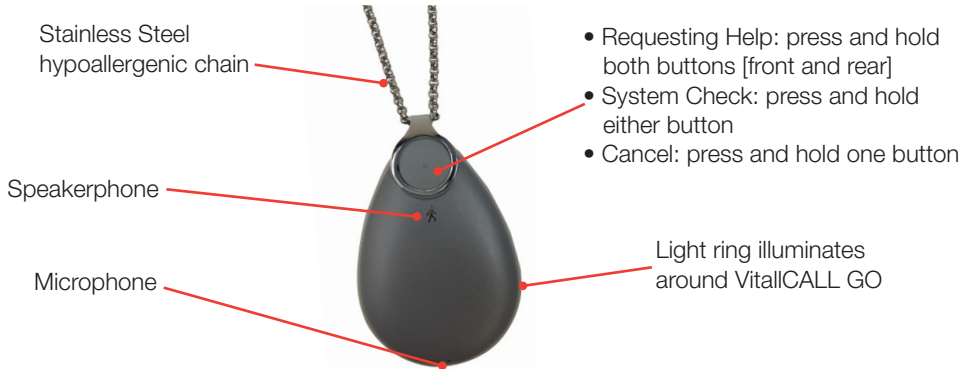


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Manufactured in New Zealand by Chiptech Limited



Overview

The VitalCALL GO™ (pendant) by VitalCALL is a mobile personal emergency pendant with 4G cellular and GPS technology. When you press it, the VitalCALL GO sends an alert to our 24/7 monitoring centre via the 4G telecommunications network, along with your GPS location data. You will be able to talk with a VitalCALL operator over the speakerphone, and they will organise assistance if required.



Wearing your VitalCALL GO with a pacemaker



Warning: If you have a pacemaker you cannot wear the VitalCALL GO around your neck. Instead, attach the VitalCALL GO to the supplied split ring, which can be attached to a belt clip. The VitalCALL GO must always be kept at a minimum distance of 25cm from your pacemaker. You should also be sure to keep the charger and the VitalCALL GO at least 25cm away from your pacemaker during charging.

If you have a VitalCALL base unit at home

You can use VitalCALL GO at home with your base unit by following the instructions on page 3. If your VitalCALL GO is connected to your base unit, it will communicate with it and report that you are 'home'. When activated your VitalCALL GO will manage your alert for help. Once the VitalCALL monitoring team has received your alert, they will speak with you through the VitalCALL GO's built-in speaker and phone, no matter where you are on the property. In the unlikely event that the VitalCALL GO cannot communicate with monitoring, the base unit will take over and try to send the alert for help.

What's in the box?

- Plug pack
- Charging cord
- Charger
- VitalCALL GO on charger
(model shown may not be actual colour)



Installation and First Use

After you unbox the VitalCALL GO please connect the plug pack to the charging cord and insert the cord into the charger. Place the VitalCALL GO on the charger. The rubber molding on the charger is there to make sure the pendant is in the best possible position for charging. The VitalCALL GO must be placed on the charger with the small speaker hole facing up. The charger will glow blue when the VitalCALL GO is correctly placed on top. If the charger does not glow blue, then the VitalCALL GO is probably upside down. Simply flip the pendant around so the charger glows blue and the pendant will have a faint blue glow when it is charging. If the pendant battery is good (i.e. above 80% charged) the VitalCALL GO will glow green.

Once the VitalCALL GO has reached a good battery level (when the pendant glows green) please take it off the charger and press either of the two buttons on the pendant. This will start the self- test mode. Please refer to page 5.

The VitalCALL GO pendant can be worn on top of clothes or under clothes like any normal necklace pendant. You need to be sure no matter how you wear the pendant that you can press both buttons at the same time in case of an emergency. VitalCALL GO is water-resistant and may be worn in the shower or bath.

Connecting your VitalCALL GO Pendant

If you need to pair your VitalCALL GO to your existing base unit please call VitalCALL Customer Service 1300 848 252.

Cleaning and Maintenance

- The VitalCALL GO pendant is an electronic device and should be cared for as such.
- Your VitalCALL GO 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.
- The VitalCALL GO has a dust proof casing, is rated IP67 and is water-resistant. Please refer to Technical Specifications on page 12.
- Avoid spraying the pendant directly with perfume, aerosol, insect repellent, or similar chemicals.



Charging and Battery Notifications

1. Connect the plug pack and supplied cable to the charger; plug into a power socket.
2. Place your device on the charger. Be sure to check that the 'walking person' symbol faces upwards; the charger and the VitalCALL GO will illuminate blue to indicate that charging has started.
3. Charging duration is approximately three to five hours from low battery.
4. When the VitalCALL GO is charged to a 'good' level; typically, 80% of full battery, its light ring will illuminate green.
5. Once your pendant is sufficiently charged, you can simply remove it from the charger and start to use the device.

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

Your VitalCALL GO needs regular, overnight charging, however, it will inform you when it needs to be placed on the charger. Your VitalCALL 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:

- When your battery is low, the VitalCALL GO will periodically play the following voice message: **“Low battery, please place me on the charger today.”** Your VitalCALL GO will flash orange.
- When your battery is critically low, the VitalCALL GO will periodically play the following voice message: **“Critically low battery, please place me on the charger immediately. An alert may fail.”** the VitalCALL GO will flash red.

Please Note:

- If you have a pacemaker, you should be sure to keep the charger and the VitalCALL 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, the VitalCALL GO can become warm to the touch.



Flight Mode

If you are going to be taking your VitalCALL GO on an aircraft, you must enable Flight Mode before takeoff. To enable Flight Mode, press and hold either button 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 a button on your VitalCALL GO (this will start a system check), or place your VitalCALL GO on a charger. If you require help, press and hold two buttons to send an emergency alert, this will override Flight Mode.

A system check allows you to determine your VitalCALL GO' status for battery level, cellular coverage, and GPS location.

It is a good idea to check places that you commonly visit to ensure that the cellular coverage is excellent or good if an alert for help is needed, by performing a system check.

- Press and hold one button on either side of VitalCALL GO. Please do not press both buttons together, as this will send a request for help.
- A chime will play and your VitalCALL GO will illuminate blue to indicate you have activated system check.
- A voice message will play to inform you of your VitalCALL GO battery status; **“My battery is...”** (then either 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.
- Your VitalCALL GO will then announce; **“Checking cellular connection.”** Your VitalCALL GO will check the cellular coverage of your location and will then announce after a few seconds; **“The connection is”** (then either one of the following) **“Excellent”, “Good”, “Poor”** or **“Unavailable.”**



= Excellent & Good



= Poor



= Unavailable

Please note: Good cellular coverage is required in order for your VitalCALL GO to function as intended and send alerts to VitalCALL's monitoring centre over the 4G network. If signal strength is Unavailable it will not communicate, and your location will also not be sent.

- Following successful cellular check your VitalCALL GO will check if your GPS coordinates can be obtained.
- Your VitalCALL GO will announce **“Finding your location”**.
- When successful, a voice message will announce; **“Current location has been sent”**. If GPS is unavailable in your location, your VitalCALL GO will announce; **“Location check unsuccessful”**.

If at any time you would like to cancel the system check, press and hold one of the buttons on your VitalCALL 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

The VitalCALL GO is programmed to provide its voice messages only during daytime hours, so that you will not be disturbed at night. If you send an alert for help during the night, your VitalCALL 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.

If your VitalCALL GO beeps continually this indicates it is not functioning as expected, please contact VitalCALL immediately.



A Guide to Requesting Help



1

To send an **alert for help**, any time of the day or night, press and hold firmly both buttons on the VitalCALL GO.

This will start the short pre-alarm period.



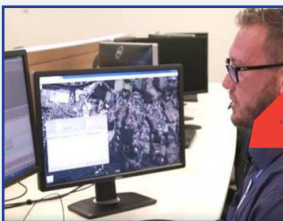
2

The light-ring around your VitalCALL GO will flash red to let you know an alert is being sent to VitalCALL's 24/7 monitoring centre. You will hear the following prerecorded message through the speaker on your VitalCALL GO, "**Help alert in progress.**"



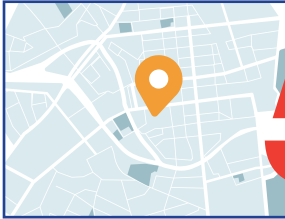
3

Once the alarm has been received by VitalCALL's 24/7 monitoring centre, a voice message will play and repeat: "**The alert has been received by monitoring, you will soon be contacted by an operator.**"



4

A VitalCALL operator will call your VitalCALL GO; the pendant will ring two times and then you will hear the operator through the speaker; speak clearly and slowly to the operator to explain your situation.



5

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

***GPS location is dependent on coverage as per page 5**



6

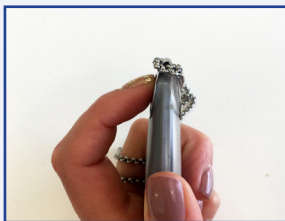
Once your GPS location has been received, the VitalCALL operator will send assistance, or organise emergency services if required, to your location.

***GPS location is dependent on coverage as per page 5**



7

When an operator ends the call, the VitalCALL GO will flash green to indicate that VitalCALL can still call back and your location continues to be sent. Your VitalCALL GO automatically stops reporting your location after a period of time.



Cancelling an alert

To cancel an alert, press and hold firmly either button on your VitalCALL GO during the pre-alarm period. It will say **“Cancelled.”** If the alert has already been sent, simply speak to the VitalCALL operator and let them know you do not require assistance.



Fall Detector Option

If you have chosen the fall detection option, please read the following important information. Please note, if you have a pacemaker, the VitalCALL GO cannot be worn around the neck and therefore you will not be able to use the VitalCALL GO with Fall Detection - Please refer to page 2.

When enabled with fall detection, the VitalCALL GO which is equipped with sophisticated fall detection technology, will automatically sound an alert for help when it detects a fall, and if a significant impact has occurred.

Your VitalCALL GO must be worn as a pendant around the neck for the fall detection algorithm to work as intended. Using or attaching the VitalCALL GO in any other manner to your body or clothing will not provide accurate fall detection and could result in a fall not being detected.

How it works

The VitalCALL GO must be worn as a pendant on a chain around the neck. You can expect false activations in the first few days as you get used to wearing your VitalCALL GO. Getting dressed and undressed may also lead to false alarms if caught in clothing.

Wearing the VitalCALL GO around your neck with the chain and placing it into a breast pocket of your clothing can minimise false alarms, especially if you are gardening or working around the house.

When your VitalCALL GO detects that a fall has occurred, it will sound the pre-alarm sound and then announce, **“Fall detected.”** Red lights will flash around the VitalCALL GO to let you know the fall alert is in progress. The red lights will stop once monitoring has made voice contact.

Cancelling an alert

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. The VitalCALL GO will announce **“Cancelled”** and the alert will be stopped.



Caring For Your Unit

- The VitalCALL GO pendant is an electronic device and should be cared for as such.
- Your VitalCALL GO 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.
- The VitalCALL GO has a dust proof casing, is rated IP67 and is water-resistant. Please refer to Technical Specifications on page 12.
- Avoid spraying the pendant directly with perfume, aerosol, insect repellent, or similar chemicals.
- Care must be taken to ensure the VitalCALL GO is kept in good working order. For example, do not let it drop directly onto hard surfaces or be thrown onto a table. Damaged VitalCALL GO units can be replaced as per the terms and conditions of use which are available on our website at www.vitalcall.com.au.

Important notes

The VitalCALL GO fall detector pendant is designed to detect a significant fall, and subsequent impact. 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 automatically detect a fall has occurred.

You are always able to press and hold both buttons to activate an alert for help in this situation. Please ensure this is firmly understood. Advanced technology is applied to process and report events, however, due to some rare occurrences such as network outages or other circumstances, it is not always possible to notify all events immediately. Use of this product confirms acceptance of these limitations.

More from VitalCALL and Chubb 

Seven (4G) Personal Emergency Device

VitalCALL
Personal Emergency Response

- Connects to the mobile network
- Up to 150m open range for pendant
- Available options can be worn as a necklace or wristband

Call VitalCALL on 1300 848 252 for more information



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Important Phone Numbers

Emergency contact name: _____

Emergency contact phone number: _____

Emergency contact name: _____

Emergency contact phone number: _____

Neighbour's name: _____

Neighbour's phone number: _____

Doctor's name: _____

Doctor's phone number: _____

Dentist's name: _____

Dentist's phone number: _____

Pharmacy: _____

Hospital: _____

Notes:



System:

- VitalCALL GO has an internal RFID chip which stores information to identify the device.

Dimensions:

- 67mm x 47mm x 13.5mm (L x W x H).
- Weighs 33g excluding attachment method (chain or split ring).
- VitalCALL GO is laser sealed, therefore no changes can be made to the SIM card or internal hardware

Environment:

- Operating temperature of 0°C to + 50°C.
- IP67 and water-resistant.

Battery and Charging:

- The lithium-ion battery is rechargeable and will run for approx one month with standard use before requiring a charge. VitalCALL GO's battery will need to be charged after an emergency activation.
- Recharging takes approximately three to five hours from low battery.
- Voice messages and lights indicate when battery is low, at approx 20% capacity, and the low battery is reported to monitoring.
- Battery life expectancy: approximately 80% capacity can be expected after 350-500 charges (when charged in temperature of 25°C and fully discharged between cycles), and when the battery is less than 3-5 years old.
- The inductive wireless charger, USB cable and plug pack supplied with each VitalCALL GO device are Qi compliant.

Settings:

- Contact ID reporting via CSV over cellular data (4 destination addresses, using a combination of static IP addresses and DNS).
- Automated self-testing and a test signal is sent on the 4G network at a defined period of time.
- Regular RF test transmission when learned into base unit.
- Installer menu and setting options are available when placed on charger. Flight Mode is available for transporting purposes.

Cellular:

- Single SIM with 4G data reporting on your selected network
- AUS operates on either Telstra, Vodafone, or Optus
- Telstra approved cellular module

GPS Location:

- Location provided through assisted and autonomous GPS methods.
- Periodic updates of GPS location are sent until the emergency event is completed.
- GPS co-ordinates are transmitted via cellular data.

RF technology:

- Up to 100m typically in open air, when paired with an In-Home base unit. VitalCALL GO two-way speakerphone will operate in place of the base unit.
- Frequency: Australia 916MHz.



Important Notes

Charging your VitalCALL GO

The charging system is designed specifically for the VitalCALL GO. **Please do not change any parts of the charging system** and do not use the charger with any other devices. Your VitalCALL GO device may not function or may stop functioning during an alert for help if it does not have enough battery level.

Testing

Test your VitalCALL GO **monthly** to ensure it is functioning as expected, send an alert (as described in “Requesting Help”). When the VitalCALL operator calls, let the operator know that you are testing. It will also check battery and cellular signal strength.

Cellular, GPS and RF limitations

The VitalCALL GO requires access to a 4G cellular network to communicate, and the availability of the Global Positioning System (GPS) satellite network to determine its location.

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

- Your VitalCALL GO device will not be able to send an alert, or your location, if it is in an area with no coverage from the 4G 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 your VitalCALL 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 your VitalCALL GO device’s connection to GPS satellites. Your location information may not be available if the GPS satellites are unavailable, or the GPS signal is blocked. VitalCALL recommends that a system check is performed before going into any building when you are out and about. See page 5.
- Location information will also not be able to be displayed to VitalCALL if the location mapping service used by VitalCALL is unavailable.
- Communication between your VitalCALL GO and a base unit may be affected by distance or radio frequency interference.

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To the maximum extent permitted by law, VitalCALL and 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 VitalCALL before you use your GO. This user guide has been prepared with all due care and diligence; however, we cannot guarantee that the information provided is complete or will remain accurate at all times. If you have any specific questions or would like updated information, please contact VitalCALL using the details provided.

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.

Wireless Charger:

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

Plug pack:

AS/NZS 60950.1:2011 Inc A1.

RoHS R-NZ

