

Overview

Requesting Help

Charging and Battery Notifications

Tunstall 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 24/7 monitoring team. You will be able to talk with the operator over the speakerphone, and they will organise assistance if required.



Wearing Tunstall GO with a Pacemaker:

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

Optional Fall Detection:

When enabled, Tunstall GO uses sophisticated fall detection technology to detect a significant fall, subsequent impact, and a period of no movement. When Tunstall GO detects a fall has occurred, it will play the pre-alarm sequence and announce, "Fall detected." Red lights will flash around your Tunstall GO to let you know the fall alert is in progress. The red lights will stop once the Alarm Receiving Centre (ARC) 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. Tunstall GO will announce; "Cancelled" and the alert will be stopped. Expect false activations in the first few days as you get used to wearing Tunstall GO.

Tunstall GO must be worn as a pendant around the neck for the fall detection algorithm to work as intended.

Charging and Battery Notifications

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 Tunstall GO will illuminate blue to indicate that charging has started.
3. Charging duration is approximately three to five hours from low battery.
4. When Tunstall GO is charged its light ring will illuminate green.
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 Tunstall GO has coverage for any automatic updates. If Tunstall GO is kept in a location where there is no coverage for an extended period, it will continue trying to send reports and this can drain the battery faster.

Tunstall GO will need a charge approximately once every month with regular use, however, it will inform you when it needs to be placed on the charger. Tunstall GO will also need to be charged if you have recently sent an alert for help, as this event uses more battery power. Having fall detection enabled will consume more battery, and you will notice that you have to charge your device more frequently.



To send an alert for help, any time of the day or night, press and hold both buttons on your Tunstall GO. This will start the short pre-alarm period.

1



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

2



Once the alert 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."

3



A Tunstall operator will answer; Tunstall GO will ring and automatically answer. Tunstall GO has a hands-free speakerphone system; speak clearly and slowly to the operator.

4



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

5



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

6



When an operator ends the call Tunstall GO will flash green to indicate that the Tunstall operator can still call back and your location continues to be sent. Tunstall GO automatically stops reporting your location after 30 minutes.

7



Canceling an alert

To cancel an alert, press and hold one button on Tunstall GO during the pre-alarm period. Tunstall GO will say "cancelled." If the alert has already been sent, simply speak to the operator and let them know you do not require assistance.

Charging Components

Low Battery Notifications:

- When your battery is low, Tunstall 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, Tunstall 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 Tunstall 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 Tunstall GO can become warm to the touch.



Plug Pack

Charging Cord

Charger

Blue when charging

3G System Check




A system check allows you to determine Tunstall GO's status for battery level, cellular coverage, check that you can obtain a GPS location and log the coordinates from your current 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.

- Press and hold one button on either side of Tunstall GO. Please do not press both buttons together, as this will send a request for help.
- A chime will play and Tunstall GO will illuminate blue.
- A voice message will play to inform you of Tunstall GO's battery status; "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

- Tunstall GO will then announce; "Checking cellular connection." Tunstall GO will check the cellular coverage of your location and will then announce after a few seconds; "The connection is" (then one of the following) "Excellent", "Good", "Poor" or "Unavailable."

 Excellent or Good  Poor  Unavailable

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

- Following successful cellular check, and if configured to do so, Tunstall GO will check if your GPS coordinates can be obtained.
- Tunstall 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, Tunstall 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 Tunstall 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

- Tunstall 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, Tunstall 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 Tunstall GO beeps continually, this indicates it is not functioning as expected. Please contact Tunstall immediately.

! Flight Mode & Lost Mode

Flight Mode: If you are going to be taking Tunstall GO on an aircraft, you must enable Flight Mode before takeoff. To enable Flight Mode, press and hold one button on either side of Tunstall 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 Tunstall GO (this will start a System Check), or place Tunstall 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 Tunstall GO is located.

! Important Notes

Cleaning and Maintenance:

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

Charging Tunstall GO:

The charging system is designed specifically for Tunstall GO. Please do not change any parts of the charging system and do not use the charger with any other devices. Your Tunstall 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 Tunstall GO to ensure it is functioning as expected, send an alert (as described in 'Requesting Help'). When you hear the operator speak, let them know that you are testing.

Cellular, GPS and RF Limitations:

Tunstall 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.

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

- If it is in an area with no coverage from the 3G cellular network of the telecommunications provider(s) it has been set up with, or if there is a network failure, your Tunstall GO device may not be able to perform a System Check, send an alert, establish voice contact, or send your location.
- Your Tunstall GO has been set up on the Telstra network and will not work on any other cellular network.
- You cannot take Tunstall GO overseas, because there is no guarantee it will 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 delay or prevent Tunstall GO from working.
- 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 Tunstall if the location mapping service (SmartCare® Locate by Chiptech) is unavailable.

Fall Detection Limitations:

- Tunstall 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 Tunstall 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, the manufacturer of Tunstall 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 Tunstall 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 Tunstall GO. If there is any part of it that you do not understand, then please discuss it with Tunstall before you use your Tunstall GO.

Due to continual product development this user guide may change without notice. The manufacturer does not accept responsibility for any errors or omissions contained within this document. Chiptech®, SmartCare™ and the GO™ symbol are trademarks of Chiptech Limited.

✓ Standards

GO 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.

If you have any questions about the functions of Tunstall GO, please contact Tunstall for more information.

Wireless Charger: 8305-UG-40
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.

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Oh, the places you will GO!

Whether you are heading to the shops, walking on the beach, or visiting friends, Tunstall GO has your safety covered. Tunstall GO is a wearable device for summoning help any time, and from anywhere there is 3G cellular and GPS coverage.

Tunstall

Worry no more.



Designed and Manufactured in New Zealand by Chiptech Limited