

Recommended Procedures

GO and GOcard Event Reporting - Contact ID



Contact ID codes that can be sent from GO or GOcard devices are described along with a recommended urgency and response process for monitoring to follow.

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1 Disclaimer

Even though every attempt has been made to compile correct information, there is always the risk that information is transposed, omitted or incorrect. This information is for guidance only. Any system should not rely solely on this information and should be tested with the actual equipment.

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3 Introduction

This document details all events that GO or GOCARD can send through to the monitoring centre. Each event is given a 'Priority' based on the importance and nature of the event code that has been reported.

The 'Description' provides a brief background detailing the reason for the occurrence of the event. 'Immediate' and 'Service' actions can be used to help determine your monitoring centre's procedures and guidelines. This document is a guide and should not be used as your monitoring centre's response procedures.

* **Donates a configurable option** and the values mentioned may differ depending on the configuration file that has been applied to the base unit.



GO mPERS



GOCARD Lone Worker



4 Events

The following sections detail each event, what it is, and a recommended course of action. Each signal is given a priority level of URGENT, HIGH, LOW or IGNORE. This priority level should be used to determine your response level in your monitoring centre processes.

4.1 1100 OR 1103 - HELP ACTIVATION

Priority	URGENT
Description	The user has activated a 'HELP' alert on GO, or GOcard, and the monitoring centre has received the signal. If GPS location can be obtained the device will start sending GPS coordinates to either SmartCare Locate, or monitoring mapping software, on a regular basis until the event is cancelled or times out.
ContactID Code	1100 or 1103
Immediate Action	The customer should be telephoned. If there is no reply or contact over the speakerphone then the emergency response procedure should be followed.
Service Action	None

4.2 1121 OR 1122 - DURESS ACTIVATION

Priority	URGENT
Description	The user has activated a 'DURESS' alert on GO, or GOcard, and the monitoring centre has received the signal. When calling back into the device ensure that the microphone on the operator's side is muted to prevent sound being transmitted. If GPS location can be obtained the device will start sending GPS coordinates to either SmartCare Locate, or monitoring mapping software, on a regular basis until the event is cancelled or times out.
ContactID Code	1121 Duress or 1122 Silent – depending on the device configuration
Immediate Action	The customer should be telephoned, with mute applied. The operator should listen into the device and determine the response required. Then the duress response procedure should be followed.
Service Action	None

4.3 1101 OR 1199 - FALL DETECTION ACTIVATION

Priority	URGENT
Description	GO with fall detection enabled has detected a fall and subsequent impact and the monitoring centre has received the event. If GPS location can be obtained GO will start sending GPS coordinates to SmartCare Locate on a regular basis until GO is cancelled. Not available on GOcard.
ContactID Code	1101 or 1199
Immediate Action	The customer should be telephoned. If there is no reply or contact over the speakerphone then the emergency response procedure should be followed.
Service Action	None



4.4 1602 - TEST SIGNAL

Priority	IGNORE
Description	GO or GOcard have sent through a 3G periodic test signal, this can be configured to occur daily to weekly.
ContactID Code	1602
Immediate Action	None
Service Action	None

4.5 NO CODE – MISSING TEST SIGNAL 'FAILED TO TEST'

Priority	HIGH
Description	GO or GOcard has not sent a test signal within the expected allocated time frame. The time frame chosen is dependent on the test signal time configured in either the GO or GOcard. Monitoring software can be automatically setup to alert a missing signal after the pre-set time frame. This is an indication that something is wrong, potentially the battery is flat or there is no cellular coverage, and an emergency signal may not work.
ContactID Code	Receiving system event, no code from the device sent.
Immediate Action	None
Service Action	Check report <u>daily</u> . Every customer failing to test should be contacted; the full system tested, and if not working a replacement should be scheduled immediately.

4.6 1302 - LOW BATTERY

Priority	LOW
Description	GO battery is low. Periodic low battery messages are played which requests the user to place GO on the charger. If a 'Duress' setting is applied, GO or the device is a GOcard it will not play the low battery or critically low battery warning messages.
ContactID Code	1302
Immediate Action	If the restore signal (3302 - battery charging) hasn't been received within 72 hours then the customer should be contacted and asked to place their GO on the charger to ensure continued operation.
Service Action	None

4.7 3302 - BATTERY CHARGING

Priority	IGNORE
Description	This is the restore code for 1302 and should clear the Low Battery alert in the monitoring software. When this report is received it means that the GO battery has previously been reported as low and is now charging.
ContactID Code	3302
Immediate Action	None
Service Action:	None



4.8 1551 – FLIGHT MODE

Priority	LOW
Description	The user has pressed and held a single button on GO or GOcard for ten seconds and enabled flight mode. All functions will cease until button press or placed on the charger. GO should not be left in flight mode for a prolonged period of time while still in use; the 3G test signal, lost mode and RF test signals to base units will not be reported. Warning: low battery reports will not occur while flight mode is enabled.
ContactID Code	1551
Immediate Action	None
Service Action	If GO is still in use and flight mode is affecting reports being received, call the customer and ask them to perform a 'System Check' (single button press on GO) this will disable flight mode.

4.9 3551 – FLIGHT MODE RESTORE

Priority	IGNORE
Description	This is the restore code for 1551. Restore code is sent within the hour of the user disabling flight mode on GO. This will be disabled by a single button press, or GO being placed on the charger, or after an activation.
ContactID Code	3551
Immediate Action	None
Service Action	None

4.10 1601 – CHECK IN

Priority	LOW
Description	Reported to GPS monitoring destination; secondary report type. The user has pressed a button on GO or GOcard to perform a system check, and check that there is GPS coverage from their current location. The 'Check In' location is reported to either SmartCare Locate, or monitoring mapping software, depending on the device setup and monitoring capabilities.
ContactID Code	1601
Immediate Action	None
Service Action	None



4.11 2222 – LOST MODE	
Priority	LOW
Description	Reported to GPS monitoring destination; secondary report type. GO has not detected any movement over a period of time, typically set to 72 hours. GO will send a GPS coordinate along with this report to either SmartCare Locate, or monitoring mapping software. This will repeat every 1-24 hours (depending on GO's configuration) until GO has been moved, or activated. Not available on GOcard.
ContactID Code	2222
Immediate Action	None
Service Action	If a GO is reported missing check for the account number (CSID) on SmartCare Locate or monitoring mapping software to see if the location has been reported.

5 Group and Zone Codes

By default group and zone codes used in reporting from GO or GOcard are set to 00. These can be changed in the configuration files so the GO device can share the same account number as a base unit it is paired with, while still being easily distinguishable for the monitoring centre. The configuration change(s) need to take place in conjunction with changes in the monitoring centre software.

For more information and recommendations on how to setup monitoring for efficient GO mPERS monitoring please contact the Chiptech support team via email support@chiptech.co.nz

Chiptech

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