

NOVO Go

Portable Carephone

USER MANUAL

Declaration of Conformity

Hereby Legrand AB declares that this device is in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at

www.neat-group.com/downloads/declarations-of-conformity

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1 About NOVO Go

NOVO Go is a portable carephone with integrated SIM card and GPS that gives information about the position of the device. Send an alarm with the easy-to-press button and have a two-way voice communication with the alarm receiver. You can wear **NOVO Go** with a wristband or as a necklace.

Use **NOVO Go** as follows:

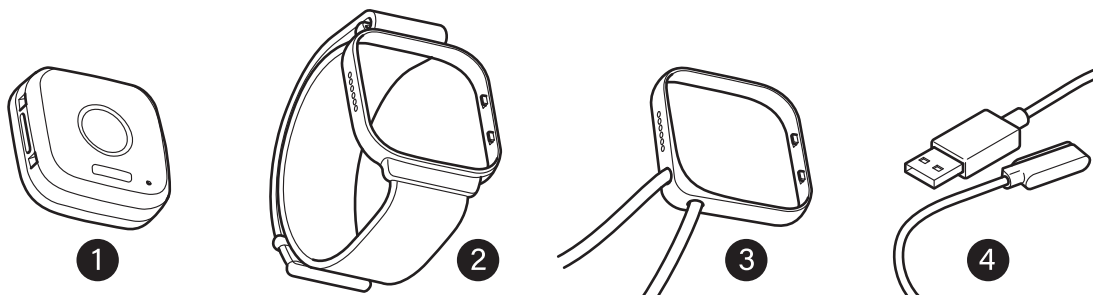
- stand-alone carephone.
- together with **NOVO Go DOCK**.
- together with a Legrand Care Stationary Carephone.

For information about **NOVO Go DOCK** and the Legrand Care Stationary Carephone, refer to their related user manuals.

NOVO Go has radio extension to other devices and is fully integrated with Pulse CMP and the IoT Telecare ecosystem supplied by Legrand Care.

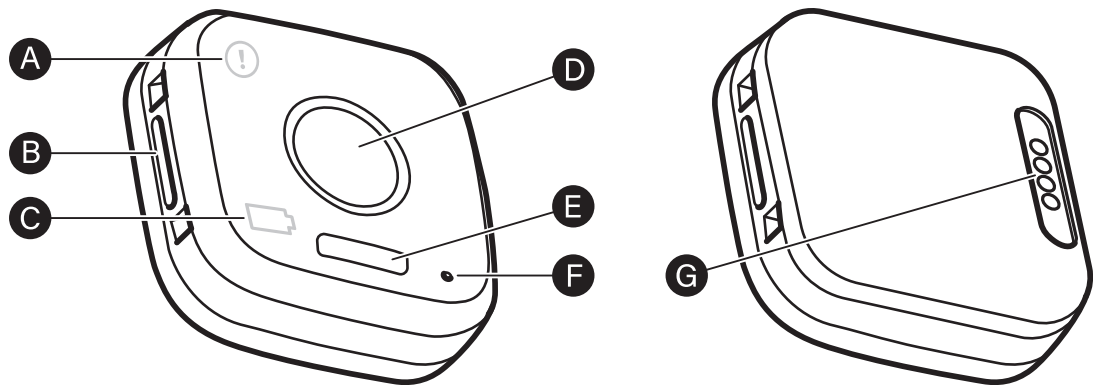
This manual gives the basic usage of **NOVO Go**. For more information on how to do adjustments and configurations, refer to **NOVO Go** Technical Handbook or speak with your Legrand Care distributor.

1.1 Contents in the Box



- 1 NOVO Go
 - 2 Wristband Accessory
 - 3 Necklace Accessory
 - 4 USB Charger (included AC Power Adapter for EU or UK)
- NOVO Go Quick Reference Guide

2 Your NOVO Go



- A** Network Icon
- B** Loudspeaker
- C** Battery Icon
- D** Alarm Button
- E** Extra Button
- F** Microphone
- G** Charge Connector

RELATED CHAPTER(S)

[5 Send Alarm with NOVO Go](#)

[8 Operational Functions](#)

3 Get Started with NOVO Go

1. Remove **NOVO Go** from the box.
2. Examine the contents for missing or defective items. If something is missing or defective, speak with your Legrand Care distributor.
3. Attach an accessory to **NOVO Go**, refer to [4 Accessory](#).
4. Charge **NOVO Go**, refer to [7.1 Charge with USB Charger](#).
5. The software updates automatically. The Alarm button flashes yellow and the Network icon flashes green for up to 10 minutes.
6. After the Alarm button goes off, continue with step 7.
7. Do a status check of **NOVO Go**, refer to [8.2 Status Check](#).
8. Do an operational test of **NOVO Go**, refer to [5 Send Alarm with NOVO Go](#).
9. If the test result is unsatisfactory, speak with your Legrand Care distributor.
10. If the test result is satisfactory, you are good to go!

3.1 Get started with NOVO Go + NOVO Go DOCK

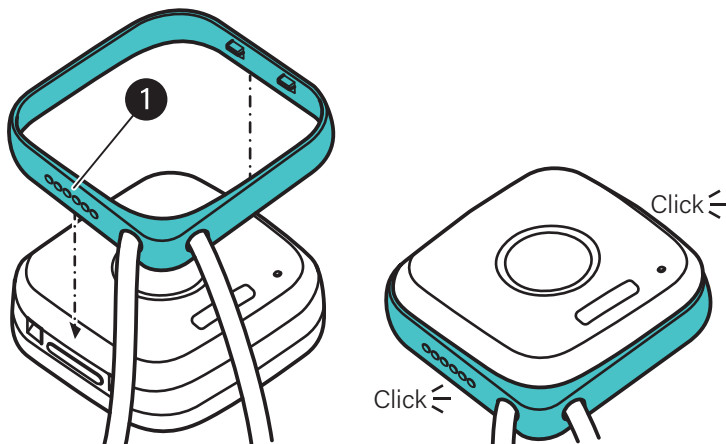
Refer to **NOVO Go DOCK** User Manual.

4 Accessory

The same procedure is applicable to the two accessories.

4.1 Attach Accessory

1. Put **NOVO Go** on something stable, with the alarm button side up.
2. Position the accessory above **NOVO Go**.
3. Make sure that the holes on the side **1** point in the direction of the loudspeaker **B**.
4. Push until you hear clicks on the two sides.

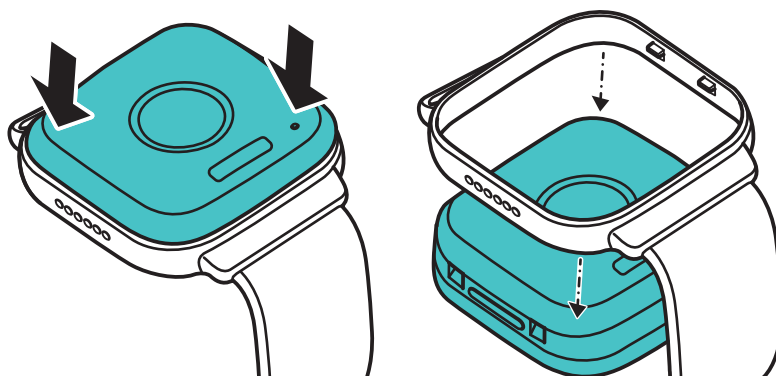


RELATED CHAPTER(S)

[3 Get Started with NOVO Go](#)

4.2 Remove Accessory

1. Hold **NOVO Go** with your hands.
2. Use your thumbs and push the device down.



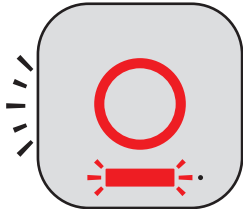
5 Send Alarm with NOVO Go

In the basic configuration **NOVO Go** sends an alarm with a pre-call. To change the pre-call configuration, refer to **NOVO Go** Technical Handbook.

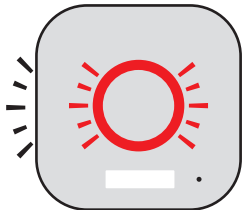
5.1 Send Alarm with Pre-Call

In this configuration an incorrect alarm can be canceled, refer to [5.2 Cancel Alarm](#).

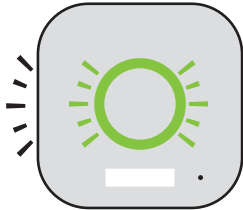
1. Press the Alarm button **D**.
 - The Alarm button goes red.
 - The Extra button flashes red.
 - A pre-call alarm operates.
 - It is possible to cancel the alarm.



2. After the pre-call alarm **NOVO Go** sends the alarm.
 - The Alarm button flashes red.
 - **NOVO Go** makes a sound.



3. When the alarm is received, the Alarm button changes to green.



4. Speak with the person who receives your alarm. The call ends when the person who receives the alarm hangs up.

RELATED CHAPTER(S)

[2 Your NOVO Go](#)

[3 Get Started with NOVO Go](#)

5.2 Cancel Alarm

During the pre-call alarm, press the Extra button **E**. The sound stops and the Extra button and the Alarm button go off.

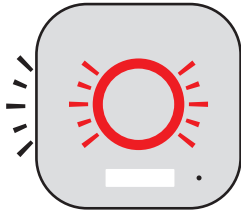
RELATED CHAPTER(S)

[2 Your NOVO Go](#)

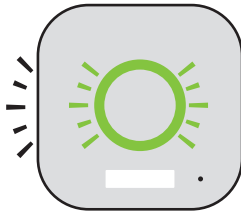
[5.1 Send Alarm with Pre-Call](#)

5.3 Send Alarm without Pre-Call

1. Press the Alarm button **D**.
2. **NOVO Go** makes a short sound and sends the alarm.
3. During the transmission of the alarm:
 - The Alarm button flashes red.
 - **NOVO Go** makes a sound.



4. When the alarm is received, the Alarm button changes to green.



5. Speak with the person who receives your alarm. The call ends when the person who receives the alarm hangs up, or if the extra button on **NOVO Go** is pressed.

RELATED CHAPTER(S)

[2 Your NOVO Go](#)

[3 Get Started with NOVO Go](#)

6 Incoming Voice Call

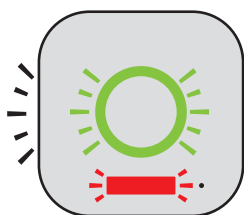
NOVO Go can receive voice calls from approved phone numbers.

6.1 Answer Voice Call Manually

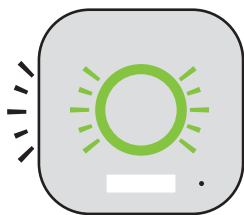
In this configuration an incoming voice call can be rejected, refer to

6.2 Reject Incoming Voice Call.

1. NOVO Go gives a call signal. The Alarm button flashes green and the Extra button flashes red.



2. Press the Alarm button. The Alarm button stays green and the Extra button goes off.

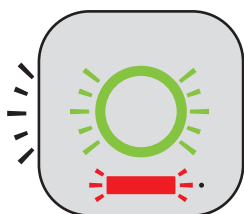


3. Speak with the person who calls. The voice call ends when the person who called hangs up, or if the extra button on NOVO Go is pressed.

6.2 Reject Incoming Voice Call

Reject an incoming voice call as follows:

1. NOVO Go gives a call signal. The Alarm button flashes green and the Extra button flashes red.



2. Press the Extra button.
 - The call signal stops.
 - The Alarm button and the Extra button go off.

7 Charge NOVO Go

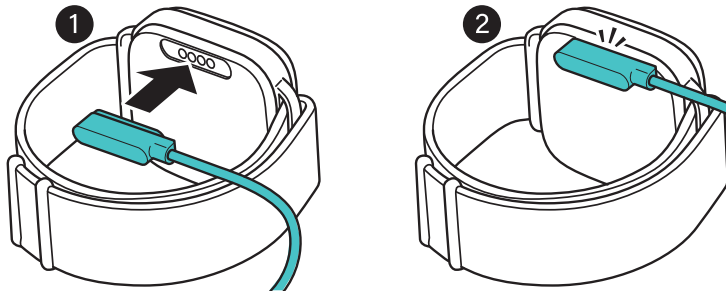
If **NOVO Go** is set to off (for example if the battery has not been charged), it automatically sets to on when you connect to a charger.

If the battery icon slowly flashes red, it is necessary to charge the battery.



7.1 Charge with USB Charger

1. Connect the USB cable to the AC power adapter and attach the magnetic charger to the back of **NOVO Go**.



2. Connect the AC power adapter to the wall socket. **NOVO Go** gives a short sound. The battery icon flashes green until the battery is fully charged.



3. If necessary, do a check of the status during the charging, refer to [8.2 Status Check](#).
4. When **NOVO Go** is fully charged, the battery icon stays on for 1 minute and then it goes off.



RELATED CHAPTER(S)

[3 Get Started with NOVO Go](#)

8 Operational Functions

8.1 Standby Mode

When **NOVO Go** is in standby mode, all lights are set to Off.

After a procedure, **NOVO Go** goes back to standby mode after 2 to 5 seconds.

8.2 Status Check

Do a status check of **NOVO Go** as follows:

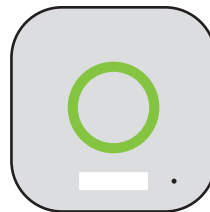
1. Press the Extra button **E**.
2. The Alarm button shows one condition as follows:



Red: Battery charged 21-40 %



Yellow: Battery charged 41-60 %



Green: Battery charged 61-100 %

RELATED CHAPTER(S)

[2 Your NOVO Go](#)

[3 Get Started with NOVO Go](#)

[7.1 Charge with USB Charger](#)

8.3 Mobile Network Connection Status

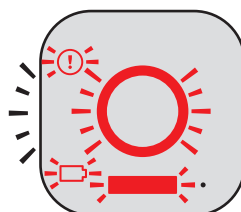
If the Network icon flashes, **NOVO Go** cannot find connection to the mobile network and no alarm can be sent.



The Network icon goes off when **NOVO Go** finds connection.

8.4 Device Temperature

If **NOVO Go** gets too hot, all LED lights start to flash and most functions go off. Correct functionality is restored when **NOVO Go** gets a lower temperature.



8.5 Set NOVO Go to On

1. Press and hold the Alarm button **D** and the Extra button **E** at the same time for 5 seconds.
2. The Alarm button comes on with a green light for a period of 2 seconds.
3. The Network icon slowly flashes for a period of 5 seconds, refer to [8.3 Mobile Network Connection Status](#).

8.6 Set NOVO Go to Off

NOTE! If you set **NOVO Go** to off, it does not receive radiosignals from connected devices, for example smoke detectors and **NOVO Go DOCK**.

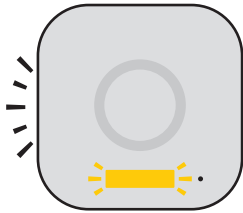
1. Press and hold the Alarm button **D** and the Extra button **E** at the same time. **NOVO Go** makes a sound.
2. After 5 seconds the Alarm button comes on with a red light and then slowly goes off.

9 More Functions

9.1 Passive Alarm (Optional)

If **NOVO Go** has not sensed any movement during a period of time (usually for 24 hours), it operates as follows:

1. The Extra button flashes yellow for 60 seconds and **NOVO Go** tells you to press the Extra button.

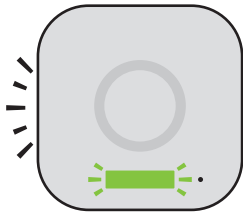


2. Press the Extra button. The alarm cancels.
3. If you do not press the Extra button, **NOVO Go** sends an alarm.

9.2 Reminder (Optional)

In this configuration **NOVO Go** tells you to do a task (for example to take medication). **NOVO Go** operates as follows:

1. A voice tells you a task. The Extra button flashes green.



2. Do the requested task.
3. Press the Extra button. The voice stops and the Extra button goes off.

9.3 Find My NOVO Go

This configuration is only available together with **NOVO Go DOCK**, refer to **NOVO Go DOCK User Manual**.

10 Safety and Handling Information

- Read the manual before use.
- Do not use the device if there is a risk of death, call 112 for applicable medical care.
- Do an operational test before use and after adjustments.
- Only use the device in temperatures between -20 to $+50$ °C. Avoid exposure to direct sunlight and do not use near fire.
- Only connect with devices, chargers and power adapters that are approved by Legrand Care.
- Make sure that the USB cable and the AC power cable cannot be stepped on, tripped over or otherwise subjected to damage or stress.
- Set the device to off if it will not be used for a longer period of time, refer to **8.6 Set NOVO Go to Off**.
- Be careful with the device. Do not hit, shake, twist or let it fall.
- Do not hold the device close to your ears or your hearing aid. The sound can be high and cause damage to you ears.
- Do not open the device. For repairs, speak with your Legrand Care distributor.
- Do not put **NOVO Go** and/or the USB charger near items that are sensitive to magnets, for example credit cards, bank cards and memory devices.
- This device contains a connection to the mobile network and should be treated in the same way as a mobile phone, for example in an airplane.
- To give the accurate location, the GPS signal needs to be available. The precision of the location is limited indoors.
- If you have a pacemaker or other implanted medical device, speak with your physician before you use **NOVO Go**.

10.1 Cleaning

- Use a weak soap solution or a surface disinfection and a moist cloth to clean the device.
- Do not use strong chemicals, grease and other harsh material.

10.2 Discard

When disposing the Novo Go unit make sure to remove the battery as follows:

- Remove the rubber bushings on the back plate.
- Unscrew the 4 screws behind the rubber bushings, using torx T5 screwdriver.
- Unplug the battery cable from the circuit board, or cut the cables.
- Dispose the battery, electronics and plastics according to local guidelines.



Do not put the used device and/or batteries in the household waste. If you put the device and/or batteries in the household waste, they can cause damage to the environment. To discard and recycle the device and/or batteries, refer to local regulations or your Legrand Care distributor.

11 Technical Data

Measures (W × H × D)	40 × 40 × 13 mm
Weight	33 g
Operating Temperature	Between -20 and +50 °C
Battery	Lithium Polymer, 370 mAh
Battery Charging Time	Up to 4.5 hours
Communication	2G/3G/4G, VoLTE, roaming SIM
Positioning	Assisted/standalone GPS, Galileo, GLONASS, BeiDou, QZSS
GPS Precision	~5 meters open sky
Frequency _{RF} (EU/UK)	869.200–869.250 MHz (Social Alarms) Category 1
Transmit Power _{max} (EU/UK)	869.2 MHz - 10 mW (EIRP)
IP Class	IP67
Power Supply	Magnetic USB connector, 5 Vdc, 1A
Supply Voltage	5 V
Battery performance	~24 hours in normal use.

APPENDIX 1 NOVO Go + Legrand Care Stationary Carephone

It is possible to use **NOVO Go** as a pendant to a Legrand Care Stationary Carephone when the user is at home, refer to the Technical Handbook of the carephone.

APPENDIX 2 Connect with Alarm Devices

NOVO Go can be connected with other alarm devices, for example **SMILE**, **TOUCH**, **DOOR** and **PIR II**, refer to NOVO Go Technical Handbook, or follow the steps below:

ADD A TRANSMITTER

1. Go Into Configuration Mode by pressing the buttons in the sequence as follows:
Extra Button – Alarm Button – Extra Button – Alarm Button.
2. NOVO Go says: "Speaker Volume".
3. Press the extra button again, Novo Go says: "Add Transmitter".
4. Press the alarm button, Novo Go gives a short tone and the alarm button starts to flash.
5. Press the alarm button on the alarm device that shall be paired.
A short confirmation sound is played and NOVO Go continues to the next configuration setting in the Configuration mode menu "Range test mode".
6. Press the Extra Button to exit the Configuration Mode, or wait 5 seconds to exit automatically.

A2.1 Send Alarm with Alarm Device

On the connected alarm device, press the alarm button. **NOVO Go** sends the alarm, with position details, to the alarm central, refer to [5 Send Alarm with NOVO Go](#).

A2.2 Answer Voice Call with Alarm Device

To answer an incoming voice call, press the alarm button on the connected alarm device, refer to [6 Incoming Voice Call](#).



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