

TxGo

Mobile Security System

User Manual

Overview

The TxGo extends the capability to trigger an emergency call outside the home, beyond the range of the Carephone. It enables users to call for help from anywhere, provided their internet-connected mobile phone is within range.

Utilising Bluetooth Low Energy (BLE) technology, the TxGo ensures long battery life. It can be used with any Carephone device from the TA74 series and can be paired with both Android and iOS mobile phones.

PIN & access code

When pairing the TxGo with its mobile application, you will be prompted to enter a PIN code. An access code is also required to modify the application settings.

PIN & access code: 008946

For security reasons, it is not recommended to share this code with end users.

LED indicator on the TxGo

Startup

At startup, the TxGo LED behaviour is the following:

- The LED switches from red to green to blue.
- Then, the LED blinks turquoise during about 4 seconds.
- Finally, green light is again briefly switched on, then the LED switches off

Pairing mode

To pair the TxGo with its mobile application, open the app and follow the on-screen instructions. When pairing mode is activated, the LED turns blue. If the pairing is successful, the LED blinks three times in green and if the pairing failed, it blinks three times in red.

Please note that you have 90 seconds to complete the pairing process. Past this delay, the TxGo goes automatically out of the pairing mode and the LED switches off.

Normal mode

When the push-button is pressed, it flashes red once. It then flashes green to confirm that the alarm has been sent.

Registration of the TxGo

To register the TxGo to your TA74, please use the

serial number on the back of your TxGo. The Use of Configuration Manager Software or Cloud Services platform is required.

⚠ The maintenance menu of the TA74 unit does not allow for the registration of TxGo devices.

Application Setup



To setup your TxGo with your TxGo application, simply follow the step-by-step setup wizard by tapping on the *Setup* button.



TxGo assistant

Welcome to the TxGo setup wizard. The TxGo is configured in the following steps.



Pairing with the application



To pair the TxGo with its application, press and hold the button for over 5 seconds to put it in pairing mode. Then, click on the detected device. If you are prompted for a PIN code, refer to the dedicated section at the beginning of this manual. Finally, click on the button of the TxGo again to confirm the pairing.

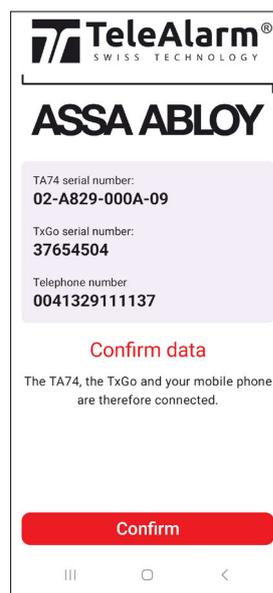
If already paired, the pairing mode is locked. You must reset the TxGo by removing the battery and putting it back.

After the reset, you have 15 minutes to pair the device. Past this delay, the pairing mode will be locked again.

Assignment on the TA74



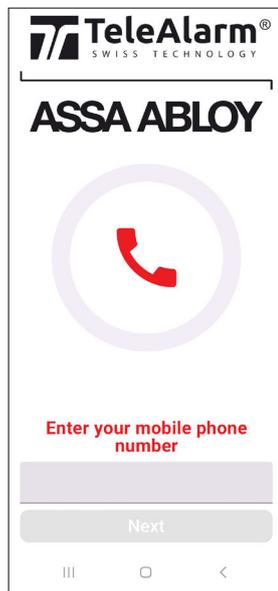
Confirmation and Start-up



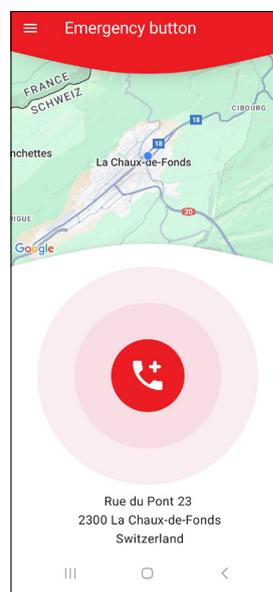
To assign the TxGo to its TA74, you can either scan the QR-code at the back of the TA74 by tapping on **Scan now** button or manually enter the serial number by tapping on the corresponding field. Then, tap on the **Next** button.

Check the parameters and tap on the **Confirm** button. Then, tap on the **Start** button. To fully configure the application, you will need to add at least one recipient. To do this, access to **Settings** page of the application (See **Menu** and **Settings** section).

Phone Number



Emergency button



Enter your mobile phone number and tap on **Next**.

This is the main page of the application. An alarm can be triggered by either tapping the emergency button (red button in the center of the screen) in the application or pressing the button of the TxGo device. Accidentally triggered emergency calls can be cancelled within 8 seconds if activated in the application, or within 21 seconds if activated with the TxGo, by tapping on emergency call button again.

Menu



To access to the Menu, tap on the three bars on top corner of the application.

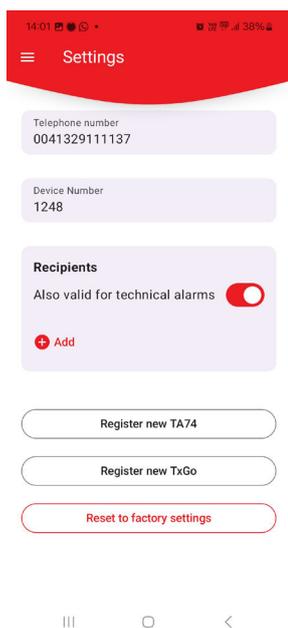
To the emergency button

Tap on this field to go to the [Emergency button](#) page.

Settings

If the settings need to be adjusted, tap on this field. You will be prompted to enter the access code (refer to the dedicated section at the beginning of this manual). Upon successfully entering the code, you will be directed to the [Settings](#) page.

Settings



Telephone number

Enter the phone number of the SIM card used. This number will be used by the alarm receiving centre to establish voice communication during an emergency call.

Device number

Set the device number that should be transmitted to the alarm receiving centre in the event of an emergency call.

Recipients

Click [Add](#) to add a new recipient. If you disable the [Also valid for technical alarms](#) switch, you will have a second list of recipients to fill.

Technical recipients

If you have disabled the [Also valid for technical alarms](#) switch, you can enter a new recipient for this type of alarm by clicking on [Add](#).

Register new TA74

Tap on this button to open the page to register a new Carephone for your application.

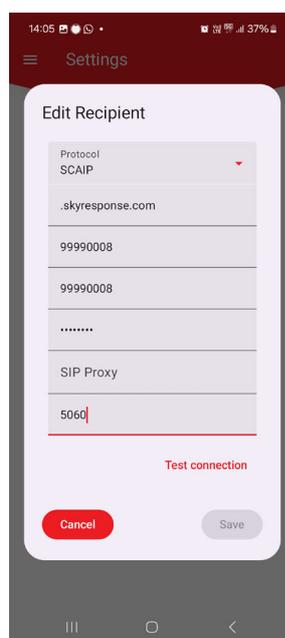
Register new TxGo

Tap on this button to register a new TxGo or unpair a device. If you intend to sever the Bluetooth connection between the TxGo and the application, simply tap on the connected TxGo. When the TxGo is no longer needed, it is recommended to remove it from your phone's Bluetooth settings.

Reset to factory settings

Tap on this button to reset all the parameters of your application.

Add a recipient



Protocol

Select the type of protocol to be used according to the alarm receiving centre prerequisite:

- SCAIP callback
- TS50134-9 callback

 The mobile application only supports an ARC with callback.

Recipient

Enter the SIP target address of the alarm receiving centre.

SIP User name

Enter the user name of the SIP account.

SIP authentication name

Enter the user authentication name of the SIP account.

SIP Password

Enter the authentication password of the SIP account.

SIP Proxy

Enter the proxy address of the SIP server.

SIP Proxy Port

Enter the proxy address port of the SIP server.

Test connection

Initiate a test call with the alarm receiving center. You have to make a test call to validate the recipient.

Notifications

The alarm triggered by pressing the alarm button is displayed on the lock screen of the phone. If the application is closed, a notification appears on the mobile phone prompting the user to reopen the application to allow the transmission of alarms.

Important advice

- To activate the mobile application, the TA74 must be registered with TeleAlarm's Cloud Services.
- A maximum of two mobile apps can be registered per TA74.
- A test of these settings must be carried out with each user by trained personnel.
- To allow the TxGo to work properly, the following conditions must be met:
 - The mobile phone must be switched on with a battery sufficiently charged.
 - The mobile phone must be registered on the cellular network and have sufficient signal strength to operate.
 - The mobile phone must have a mobile package allowing data transmission.
 - The Bluetooth capability of the mobile phone must be switched on.
 - The mobile phone must be at Bluetooth range of the TxGo.
 - The sound of the mobile phone must be activated, and the volume must be loud enough to be heard by the end-user
 - The TxGo application must be installed, configured, and remain running at all times.
- The application constantly transmits GPS coordinates whenever an alarm is triggered, leading to extra battery drain of the mobile phone.
- The battery of your TxGo device must be replaced as soon as the application indicates a low battery level.
- Always install the latest version from the application Store or Google Play.
- To pair the TxGo again, remove and reinsert the battery. Then, press and hold the button for 5 seconds to trigger Bluetooth pairing.