



## A-MIS GO Installation and operation manual



# Installation

## Important

Read these user instructions before installing and using the AiviaGO. Read this section carefully and follow the instructions. **The warranty does not apply to damage caused by non-compliance with the instructions.**

Installation must be carried out by a qualified operator or one who is accredited by the manufacturer of the AiviaGO.

The tradename AIVIA is a registered trademark.

## Precautions for use

In order to avoid all risks of fire or electric shock, open flames must not be placed near the AiviaGO.

Maintain the AiviaGO at a distance from radiators or any other source of heat. Ensure that the AiviaGO is not placed above any other devices that may heat it.

Do not expose the AiviaGO to water, rain, condensation or any other liquid that conducts electricity.

Do not insert objects into the orifices.

## Warranty

Do not disassemble the parts that make up the AiviaGO. Do not insert objects into the orifices. Only accredited personnel are authorised to repair the AiviaGO.

Non-compliance with this instruction will lead to cancellation of all warranties, both explicit or automatic. All operations that are expressly prohibited, or all assembly procedures that are not recommended by this manual, result in cancellation of the warranty.

The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

## Environmental information

In the event that you return the AiviaGO, you must use the complete original packaging.

Do not throw the AiviaGO and its packaging away as household waste. Use the collection system in effect in your region. By using collection systems, the environment and health can be preserved.

The AiviaGO is fitted with batteries that are compliant with European Directives 2006/66/CE and 2008/103/CE. These cannot be thrown away with everyday household waste. Please find out about the collection system for used batteries that is in effect in your region. By correctly disposing of collection systems, the environment and health can be preserved.



## Maintenance

Only an accredited operator is authorised to carry out maintenance operations, in particular replacement of the battery.

Metallic surfaces block electromagnetic waves. If you install the AiviaGO near metallic surfaces you will probably encounter radio communications problems and a reduction in battery life.

## Handling the battery

### WARNING

The AiviaGO contains a Lithium battery that is capable of producing strong electric currents.

When the AiviaGO stops due to a discharged battery, you must replace the battery within the month following the stoppage. You must not leave the discharged battery in the AiviaGO even if the latter has stopped operating.

The battery of the AiviaGO is a waterproof device that is not dangerous when it is used under normal conditions of use in compliance with the manufacturer's recommendations. Under normal use, the integrity of the battery is conserved and the active components that it contains are not exposed to the outside.

Do not open, crush or perforate the battery.

Do not subject the battery to excessive mechanical loadings.

Do not short-circuit the battery terminals by means of conductive elements.

Do not inverse the polarity.

Do not use the battery without its system of electronic management.

Do not expose the battery to water or to condensation.

Do not heat, solder or throw the battery onto a fire.

Do not replace the battery with a different type that is not amongst those specified in the "Technical Specifications" section.

These unsuitable uses can cause leaks or sprays of vaporised electrolytes, or even a fire or explosion.

**IN CASE OF RETURN, THE CELL MUST NOT BE SHIPPED ALONG WITH THE AIVIAGO.**

## Prerequisites for installation

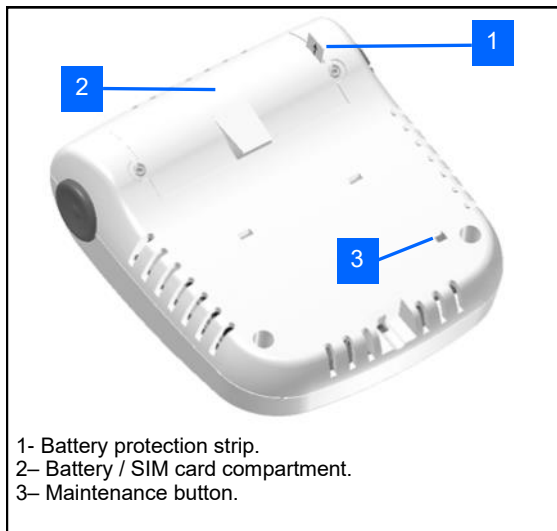
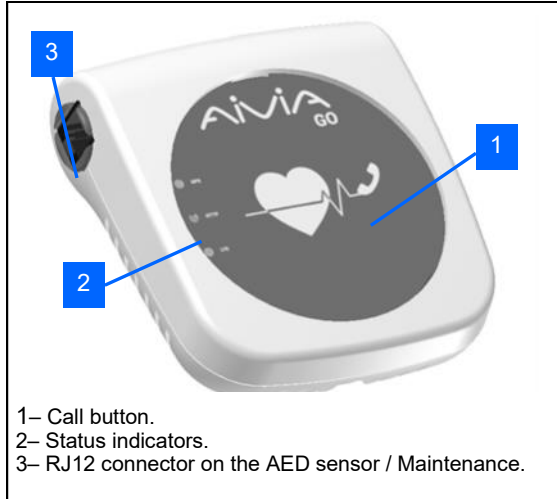
To properly commissioning, you must have:

- A SIM card in MICRO SIM format, configured with the code PIN 0000.
- The APN code linked to the SIM card.
- The telephone number of the SIM card.
- A size "00" cross-head screwdriver.

# Installation

## • Presentation of the AiviaGO

The AiviaGO is equipped with a Lithium battery. You must take precautions when handling the battery and refer to the recommendations of the battery manufacturer.



## • Operation of the AiviaGO

The AiviaGO remains mostly in sleep mode in order to save energy. Every 24 hours the status of the AED is measured and transmitted to the AIVIANet server.

If an event occurs, such as removal of the AED or a temperature alert, this is immediately transmitted to the AIVIANet server.

## • Operation of movement tracking\*:

When the AiviaGO is moved, it sends an initial SMS at the beginning of the movement and informs the AIVIANet server. It seeks its position using its GPS and as soon as this is obtained, it sends a second SMS containing the GPS position to mark the beginning of movement, then informs the AIVIANet server.

Approximately every thirty seconds a GPS position is sent to the AIVIANet server so that you can follow the movement in real time.

If the AiviaGO no longer moves for more than a minute, it considers that the movement tracking has finished. In this case, it sends an initial SMS marking the end of movement and informs the AIVIANet server. It seeks its GPS position. If this is obtained it sends a second SMS with the new GPS coordinates to mark the end of movement. If the new position has not been obtained within twenty seconds, it sends the SMS with the last known GPS position.

If you have data access on your smartphone, when the SMS messages are sent with the GPS coordinates you can click on the link to display the position on a map.

## • Operation of the Telephone call\*:

You can contact the emergency services at any time by pressing the call button. The GPS is then activated and as soon as the GPS position is obtained an SMS containing the position is sent. To end your call, press the call button three times.

After a telephone call or movement tracking, the AiviaGO remains active for fifteen minutes. As long as the AiviaGO is active it is possible to call it back by dialling the telephone number of its SIM card. The call picks up automatically.

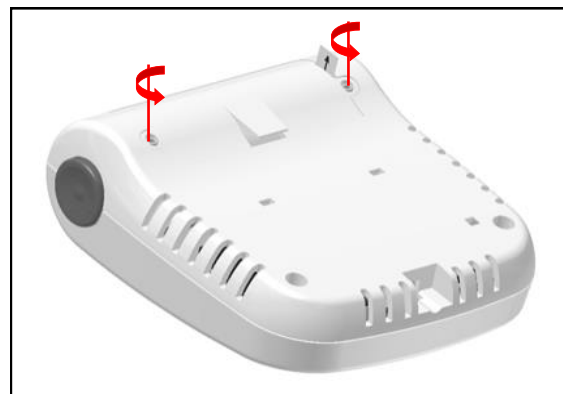
\*If network coverage is not sufficient, the alerts sent to the AIVIANet server, the SMS messages and telephone calls may not connect successfully.

## • Commissioning of the AiviaGO

**When commissioned for the first time, the AiviaGO is configured with the code PIN 0000. If the default PIN code of your SIM card is different, use a smartphone to modify it to 0000. Also ensure that you have the telephone number of your SIM card to hand.**

**In order to avoid any access attempts with malicious intent and overcharging of your contract, the APN code must be private.**

Open the battery compartment by unscrewing the two cross-head screws located on the back using a screwdriver.

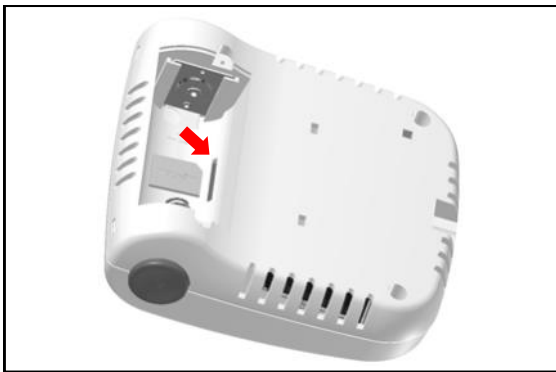


# Installation

Remove the battery then the protection strip.



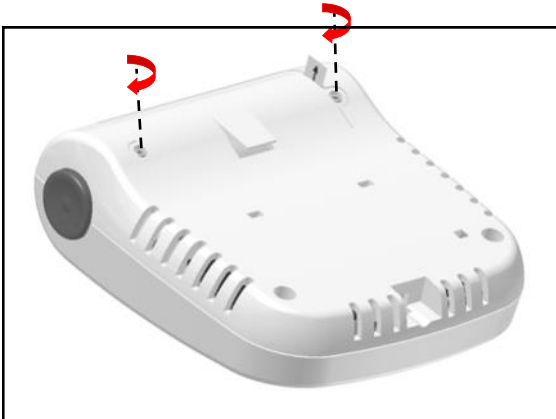
Insert the SIM card, taking care that it does not fall inside the AiviaGO.



Replace the protection strip then the battery, ensuring that the battery is placed in the correct direction of polarity.



Close the battery compartment, allowing the protection strip to protrude, screw the two screws back into place without forcing them.

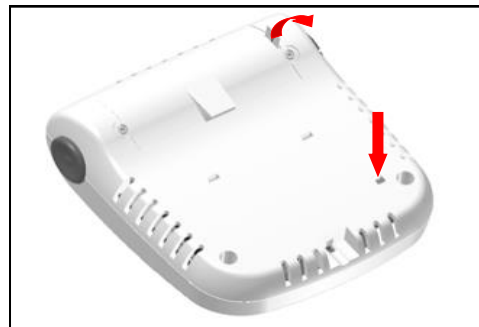


## • Configuration of the AiviaGO

To allow the AiviaGO to connect to the AIVIANet server, you must at a minimum configure the APN code of your SIM card. If you do not know it, contact your service provider to obtain it.

When the AiviaGO is in "Maintenance" mode, it is possible to send it an SMS to provide the APN code and modify the default PIN code.

Turn on the AiviaGO by removing the battery protection strip. Using a thin object or your screwdriver, briefly press the Maintenance button, without force.



The AiviaGO enters "Maintenance" mode for 3 minutes. After initializing all the systems the LTE indicator remains on, colored yellow, signifying maintenance mode.

Send the configuration SMS to the telephone number of the SIM card that is inserted into the AiviaGO, in the following format and maintaining capital letters:

**#PIN#[NEWPIN]**  
**#APN#[APN CODE]**

For example to change the PIN code to 1234 and provide the APN code apn. internet send the SMS:

**#PIN#=1234**  
**#APN#=apn.internet**

On receipt of the SMS, the AiviaGO beeps once to validate the configuration of the PIN code with green indicators lit, and twice with green indicators lit to validate the configuration of the APN code. If the indicators light up red this is because the PIN code or the APN code has not been registered.

If configuration by SMS does not work, you can configure the AiviaGO using the software AiviaGOTech and the maintenance cable (Ref: C-1000124). The software is available on the server AIVIANet in the "Help" menu.

# Configuration

## • Parameters of the AiviaGO (AiviaGOTech or AIVIANet)

### Phone:

**Em.Num 1:** Emergency Telephone number for phone call.

**Em.Num 2:** Back-up telephone number in case the first number fails.

**VoLTE:** Activate VoLTE Call (4G Voice Call).

Warning: If you configure a telephone number that has voicemail and it takes the call, the call will be considered a success and the second number will not be called. If you do not wish to activate the telephone calls, leave the fields Emergency 1 and Emergency 2 empty.

**PIN Code:** PIN Code of the SIM card.

**Call On Movement:** Automatic call when the AiviaGO is moved (the accelerometer must be activated).

**Call On AED Taken OFF:** Automatic call when the AED is removed.

### Accelerometer:

Allows the sensitivity of the accelerometer to be adjusted to activate movement tracking. The cursor in position 0 deactivates the accelerometer and therefore the movement tracking. The maximum sensitivity is adjusted with the cursor on position 15. The default accelerometer adjustment is to a median sensitivity. If false movements appear, reduce the sensitivity slightly.

### Status Time To Fix:

Time in seconds allowed to perform a GPS Fix before sending the status. Recommended 50s. This option may reduce battery life. To deactivate it, set the value to 0.

### AED Sensor:

**Model:** Select the model of AED to be monitored.

If you wish to deactivate the monitoring of the AED status, select the empty value. Monitoring of the presence of the AED will remain active.

**Interval:** Allows adjustment of the time interval, in hours, for measuring the status of the AED. The default interval is a measurement once every 24h. If you reduce the value of this parameter, there will be an impact on the battery life.

**Low Temperature:** Low temperature alert. Between 0 (32°F) and 100 (212°F).

**High Temperature:** High temperature alert. Between 0 (32°F) and 100 (212°F).

If you do not wish to activate the temperatures alerts, set low and high temperatures to 0 (32°F).

### Sms:

**Tel.Num. 1:** First telephone number used to send SMS messages.

**Tel.Num 2:** Second telephone number used to send SMS messages.

**Start of Movement SMS:** Message to send at the beginning of movement.

**End of Movement SMS:** Message to send at the end of movement .

**Calling Position SMS:** Message to send at the time of a telephone call as soon as the GPS position is obtained.

**Removal of AED SMS:** Message to send when the AED sensor is removed from its socket. If the GPS is active, the GPS coordinates will be sent.

If you wish to deactivate the SMS sending features, leave the fields Tel.Num. 1 and Tel.Num. 2 empty.

### Network:

**Main DNS:** Indicate the IP address of the DNS server. If you leave this field empty, the AiviaGO will use the DNS server of your telephone operator.

**APN Code:** fill in the APN code that is linked to your SIM card.

**NTP Server:** Indicate the domain name of an NTP server. The AiviaGO uses the NTP server to synchronise its GPS.

**URL:** Address of the AIVIANet server.

**Interval:** Allows adjustment of the time interval, in hours, for sending status reports about the AiviaGO to the AIVIANet server. The default interval is a status reading sent once every 24h. If you reduce the value of this parameter, there will be a significant impact on the battery life.

**Connection Hour:** Hour at which the AiviaGO will connect to the AIVIANet server. Please note that the connection hour is not precise and may vary by more or less than thirty minutes.

To immediately download the new configuration from the AIVIANet server, press and hold the button on the AED sensor for 5 seconds, with the socket removed.

# Installation

## • Turning off the AiviaGO

To turn off the AiviaGO, transfer the AiviaGO into "Maintenance" mode by briefly pressing the maintenance button. Press the maintenance button again until the indicators light up red. The AiviaGO has turned off.



If you need to leave the AiviaGO turned off for a long time, replace the battery protection strip or remove the battery.

## • Installation of the AiviaGO

Attach the AiviaGO to the AED using the strap by making a loop around the handle of the AED. Allow the AiviaGO to hang freely or insert it into the AED cover.



## • Installation of the AED sensor

To enable the AED sensor to directly control the status of your AED indicator, the AED must be operational and the indicator must be in good working condition. For further information on this subject refer to the instructions for your defibrillator.

Plug the AED status sensor into the RJ12 connector.



For installation of the adhesive socket onto the AED and the sensor calibration procedure, please refer to the document A-MICDW that corresponds to your AED model.

## • Indications of the status indicators

### • LTE Indicator:

#### Flashing Yellow:

Initialization of the LTE system in progress.  
Initialization of the network connection.

#### Flashing Green:

Initialization of the LTE system in progress.

#### Flashing Red:

SIM card error:  
No card or card incorrectly inserted, incorrect PIN code.

Flashing Red fast: Update in progress.

**Do not switch off the AiviaGO.**

Continuous Red: System error (Timeout LTE).

### • HTTP Indicator:

#### Flashing Yellow:

Data transmission in progress.

#### Flashing Green:

Data successfully transmitted.

#### Flashing Red:

Data transmission error.

### • GPS Indicator:

#### Flashing Yellow:

GPS acquisition in progress.

#### Flashing Green:

GPS position obtained, one flash per minute.

#### Flashing Red:

GPS system error.

Continuous Red: System error (Accelerometer).

## • Operation of the Maintenance button

### • In Normal mode:

Pressing the button briefly transfers the AiviaGO into Maintenance mode, all the indicators briefly light up yellow, then the LTE indicator remains on, colored yellow. Movement tracking is deactivated.

### • In Maintenance mode:

Quickly pressing the button transfers the AiviaGO into Normal mode, all the indicators light up briefly in green.

Pressing the button for longer triggers the procedure to turn off the AiviaGO. Press and hold until all the indicators light up red.

When the AiviaGO is turned off, pressing the button quickly will turn it on again.

# Specifications

## • Battery life of the AiviaGO

The battery life of the AiviaGO varies as a function of the network coverage, the frequency of events that are sent to the AIVIANet server, and its use.

With optimal 4G coverage, one status frame transmitted every 24h and movement tracking with a telephone call lasting for twenty minutes once per year, the battery life is longer than two years (battery of 5.5Ah).

If the network coverage is inferior or if the AiviaGO is used intensively there will be a significant impact on the battery life.

The AiviaGO notifies the AIVIANet server that the battery has discharged. In this situation you must change the battery rapidly. When the battery is discharged, the telephone capacities or data transmission and SMS can malfunction.

When the battery becomes too low, the AiviaGO stops working.

**For security reasons you must change the battery within the next month. You must not leave the discharged battery in the AiviaGO even if the latter has stopped operating.**

**It is recommended to replace the battery with a new battery every two years of use.**

**Do not replace the battery with a different type that is not amongst those specified in the “Technical Specifications” section.**

**For storage, store the battery in a cool place, at a controlled temperature preferably below +21°C (+70°F) and in every case below +30°C (+86°F). Battery performance will be degraded if these recommendations are not followed.**

Dispose of the used battery in compliance with the applicable legislation.



## Telephone Prerequisites

- Contract: 4G.


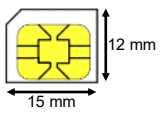
If the network coverage is not sufficient or if the connection technology is anything other than 4G, operational speed of the AiviaGO may reduce, and there may be losses of readings and SMS messages.

- Estimated data consumption:  
5MB per month excluding movement tracking.

The characteristics of the AiviaGO may be modified without prior notification.

The manufacturer of AiviaGO reserves the right to modify the product at any time, with no obligation to modify products that have been delivered prior to the changes.

## Technical Specifications

- Power source:  
1 Lithium battery, Type C 3.6V 5.5Ah, accredited IEC 60086-4 / UL.  
Recommended battery: SAFT LSH14.
- Battery life:  
Over 2 years: 4G network and 1 status frame / 24h, one movement tracking per year with a call of 20 minutes.
- Storage temperatures without battery:  
Minimum temperature: -30°C (-22°F).  
Maximum temperature: +70°C (+158°F).
- Operation temperatures and humidity:  
Minimum temperature: -20°C (-4°F).  
Maximum temperature: +50°C (+122°F).  
Relative humidity: 95% max. without condensation.
- GPS:  
Precision to 50 metres (164 feet).
- Maximum altitude:  
2000 m (656 feet) (795 hPa). 
- SIM card format:  
MICRO SIM.  
Private APN.  
Default PIN code: 0000 
- Dimensions: 103x94x37mm (HxWxD).
- Weight including battery: 200 g

## Compliances

The AiviaGO is compliant with the applicable EU harmonisation legislation. Directive 2014/53/UE (RED).

### Applied standards:

IEC 62368-1:2014  
EN 62368-1:2014  
UL 62368-1:2014  
CSA C22.2 N°62368-1:2014

EN 301 489-19 V2.1.2  
EN 301 489-52 V1.1.0  
EN 62 311:2008  
EN 301 511 V.12.5.1  
EN 301 908-1 V.11.1.1  
EN 303 413 V.1.1.1  
TS 151 010-1 V.12.8.0  
FCC 47 CFR Part 15: 2019  
ICES-003 / NMB-003 Ed. 6: 2016  
ANSI C63.4: 2014

### Model X2AG00-Q2010:

Contains FCC ID:XMR201606EC21A IC:10224A-201611EC21A

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

2022-09-01



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