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YOYOCare – FAQ

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1. What is YOYOCare?

YOYOCare is a small and very simple-to-use safety mobile that keeps track of where the user is. Apart from dialling and taking calls it can also send alarm messages by SMS which include YOYOCare's current position to one or several mobile phone numbers and to an e-mail address.

On request from another mobile phone YOYOCare can return a position, a photo as well as set up zones. This is done by simple SMS commands and the position is received as an SMS with a link that shows YOYOCare's position on Google Maps.

Only a SIM-card with a valid subscription is needed. The safety telephone is configured and managed from a common mobile telephone through simple SMS commands.

2. How does YOYOCare work?

Technically YOYOCare is a GSM mobile phone with a built-in GPS receiver and camera. Once connected to a mobile network it can make and take calls, send and receive text messages (via SMS), and it can take and send photos (via MMS) as well. YOYOCare will only communicate with predefined phone numbers.

YOYOCare knows its geographic position by receiving signals from GPS satellites (same technology as in e.g. car navigation equipment).

Incoming calls do not need to be "picked-up" as YOYOCare will do this automatically. Voice calls go through the speaker, i.e. the device does not need to be held against the ear. The speaker volume can be adjusted.

3. Who uses YOYOCare?

YOYOCare is intended for people who can not or will not use a regular phone, for example, small children, the elderly and people with dementia. It can also be used on larger pets.

It is also suitable for people who want to be able to quickly and easily let others know their position, or where relatives would be able to locate the wearer (of

YOYOCare). Good examples are people who operate alone in the terrain and want extra security, such as lone workers, hikers, riders etc.

4. How is YOYOCare different to a mobile phone?

Many mobiles have SMS, MMS, camera and GPS. Why YOYOCare?

The alone technology is the same that in a mobile+telephone. The biggest difference is part's how small and easy to carry YOYOCare is, and part's is it tailored in order to be very simple to use compared with today's mobiles. None konstigheter, only three buttons in order to small and one in order to larma.

Another big difference is that only a closed circuit of t.ex. relation or vårdgivare can communicate with YOYOCare and anytime to take to reda on where it is located.

5. How do you carry YOYOCare?

Preferably outside the clothes in carrying pouch, which attaches by a velcro strap around your arm, wrist, on your clothes, or a backpack. The case can also be attached to a belt, a shoulder strap or in braces.

YOYOCare also has a loophole in one of the corners, for attaching a lanyard or neck strap. Please note that YOYOCare does not withstand direct contact with water or moisture. When used outdoors it should be worn either in the special case, or in a water-protected pocket

6. What do I need to use YOYOCare?

YOYOCare just needs a SIM card with a valid mobile subscription that includes voice, data and MMS. It requires no 3G functionality, but it will also work with a 3G SIM card (provided the operator also supports 2G).

At least one of those who will manage and communicate with YOYOCare by SMS needs a regular cell phone.

To read the received position information the mobile phone needs a browser (all modern phones have a one by default). Alarm messages with position information can also be sent to one (only one) email address.

7. Can prepay SIM cards be used?

You can use a prepaid SIM card, but it is recommended to use a running subscription to ensure that it is always possible to make a call or to send SMSs from YOYOCare. One option is have automatic charging of the prepaid card.

8. How much does it cost to use YOYOCare?

Apart from the purchase price of YOYOCare there is a cost for the mobile subscription.

Look for the cheapest subscription (or prepaid SIM cards) that has voice, SMS, MMS and data services.

Typically YOYOCare consumes a very small amount of data traffic (1-3 kb each time YOYOCare is switched on), but a larger amount of SMSs. The amount of SMS and voice traffic is entirely dependent on the user. MMS is used only to send photos (on request) and to send alert messages to an e-mail address (when the alarm button is pressed). Has an e-mail address not been registered, then alerts will be sent by SMS only.

In addition to the purchase price for YOYOCare comes the cost for the mobile subscription.

9. Does YOYOCare work everywhere?

Just like with regular mobile phones YOYOCare will work wherever there is GSM coverage, anywhere in the world. Depending on the type of subscription calls abroad may be restricted.

Coverage can vary depending on which operator is chosen and how good the coverage is in the area where you want to use the safety phone. If the user

regularly move outside urban areas it may be appropriate to compare coverage maps of operators.

To determine the current position "line-of-sight" to the GPS satellites (ie the opportunity for the built-in GPS receiver to receive signals from GPS satellites) is required. This is especially important when you start up YOYOcare the first time. The clearer the view of the sky, the faster and more precise is the positioning.

NOTE: More information about the limitations of the GSM network and GPS system is available in the User Guide under the heading Important Information.

10. Does YOYOcare work indoors?

Making and receiving calls, as well as sending and receiving SMS do normally work without problem. However, the GPS signals have no or very limited indoor reach. Closest to the window, the chances are better. Also in e.g. road tunnels, under bridges, in very dense urban areas with tall buildings etc. it may be difficult or impossible to fix a new position. So, voice calls and alarm messages will normally work but the actual position may not be possible to determine.

NOTE: More information about the limitations of the GSM network and GPS system is available in the User Guide under the heading Important Information.

11. What happens if YOYOcare is out of mobile/cellular coverage?

Then YOYOcare cannot make or take calls nor send or receive SMS messages. In an alarm situation YOYOcare will try to send messages on and on again until it succeeds (or it is switched off). Is the ability to call 112 enabled, and then you can call the public emergency call center over any mobile network. It does not need to be your operator's network. 112 calls can be made even if your mobile subscription has no credit left.

12. What happens if YOYOCare is out of GPS-coverage?

In "normal mode" YOYOCare will try to fix its position every 5 minutes. In "alarm mode" (the alarm button has been pressed) the frequency will increase to every 30 seconds.

If YOYOCare in "alarm mode" or at a position request can not determine its current position (for example, located in a basement) it will send a message with the "last known position". If there is no "last known position" (e.g. if it has just been switched on) it will send a message that there is no last position.

13. How accurate is GPS?

A position statement from the GPS system can differ from the actual position between 10 and up to 100 meters.

The level of accuracy is mostly dependant of how many satellites that have been located by the GPS receiver. More identified satellites give better positioning. The satellite signals can be blocked by tall buildings, mountains etc., and may be weakened by heavy foliage of trees, thick clothing, etc. The rule of thumb is that the clearer view of the sky in all directions, the better precision.

NOTE: More information about the capabilities and limitations of the GPS system is in the instructions under the heading Important Information.

14. Can anyone call YOYOCare?

Incoming calls from telephone numbers which have not been previously registered in YOYOCare, will get a busy tone.

15. How many can call YOYOCare?

Up to 8 telephone numbers can be registered. This is done from the mobile telephone that administers and configures YOYOCare.

16. Can anyone send SMSs to YOYOCare?

YOYOCare reacts only on commands received by SMS from telephone numbers that have been registered in advance. YOYOCare can keep up to 8 telephone numbers in its registry. Phonenumbers are registered from the mobile telephone that administers and configures YOYOCare.

17. Is it possible to send SMSs from YOYOCare?

Alarm messages and current map position is sent via SMS from YOYOCare, but apart from auto generated messages the user cannot send own text messages.

18. Can YOYOCare communicate with another YOYOCare?

Yes, YOYOCare can have any phone number stored on one of the quick dial buttons e.g. to another YOYOCare. The receiving YOYOCare will only accept calls from one of 8 pre-registered numbers. The calling number must not be hidden.

19. Is YOYOCare connected to an Emergency operator or call center?

No, YOYOCare is not by default connected any emergency service centre. But, it is possible to dial 112 (112 is the single emergency telephone number for the European Union) with the numeric buttons, and thereby call the public Emergency operator in any country in the EU. It also possible to store a number of a specific emergency service on one of the quick dial buttons.

The possibility to dial 112 can also be turned off.

20. Can I get the map position to an e-mail account?

Yes, one (only one) email address can be registered as a recipient of alerts (including map position) from YOYOCare. Technically speaking the alarm message is sent as an MMS and is received as a regular e-mail which contains a Google Maps link.

Note: This feature requires that the GSM subscription and the operator provide the service that makes it possible to forward an MMS to an email address. Most operators do.

21. Can I be notified if YOYOCare leaves a predefined zone?

Yes, in YOYOCare temporary and up to 26 predefined zones can be set up. YOYOCare will notify by SMS when the wearer comes to or leaves the predefined zones. Leaving the wearer a temporary zone to get to know how far and in what direction the wearer moved.

Factory default of the zone radius is 200 meters but this can be changed to any distance between 50 and 1000 meters.

For more information see also the section on Zones in the manual.

22. How is YOYOCare charged?

YOYOCare is recharged with the included charger. It plugs into a wall outlet (110 or 220 volts) and the other end is connected to the mini-USB socket of YOYOCare. A car charger (available as accessory) can also be used or it can take charge from a USB port of e.g. a computer.

The battery is removable and replaceable..

23. How long does the battery last? How does the usage affect the battery time?

It is recommended that YOYOCare is fully charged once a day, to ensure that it always has sufficient battery life. In normal mode the battery will last at least two days, usually longer, but it will obviously depend on how many calls are made, how long they are, how often a position is fixed (by SMS requests or by pressing the alarm button).

In constant alarm mode the battery will last about 17 hours. Phone calls and SMS / MMS traffic while in Alarm-mode will reduce the up time.

YOYOCare is by default set to automatically make a position fix every 5 minutes (it also takes a new position when it receives an SMS request to do so, or when someone have pressed the alarm button). The frequency of getting new position fixes can be changed. At shorter intervals battery life is reduced.

If and when the battery reaches a critically low level an SMS message to all

registered users will inform that the battery is low. At this point there is about 1 hour left before the battery goes completely flat..

24. Is YOYOCare waterproof?

No, YOYOCare is robust, but it is not waterproof. If it is humid and rainy outdoors, it should be borne in the included carrying pouch or in an outer pocket. Also avoid using it without the pouch in dusty or sandy environments.

The warranty is void if YOYOCare is damaged by humidity inside.

25. Does YOYOCare radiate?

YOYOCare contains a GSM radio, and has basically the same characteristics as a normal mobile phone. It is tested and certified, and meets all European standards and safety requirements for mobile phones.

The GPS function does not radiate at all, YOYOCare only receives incoming signals from the GPS satellites.

26. Is it possible to track YOYOCare if it is lost?

Yes. As long as it is turned on and within GSM / GPS coverage YOYOCare can be tracked by any of the pre-registered users by sending an SMS with a location request. This works even if the SIM card is replaced.

27. Can YOYOCare be used for a boat or for a car?

Yes. As long as it is within GSM and GPS coverage it will work anywhere. In these cases a 12V charger (charger for the cigarette lighter) can be used to charge YOYOCare.

A 12-volt chargers are available.

28. Will YOYOCare interference other technical equipment?

Technically speaking, YOYOCare is a mobile phone. Therefore, the same recommendations that apply to mobile phones should be followed. Consequently

it should not be turned on where cell phones should be disabled (e.g. in airplanes).

It is not uncommon that mobile phones on e.g. incoming calls, can create a little noise in speakers nearby. This is not harmful. The same can happen with YOYOCare.

Please also read the information in this manual under the heading Important Information.