

Self-Testing your StandbyU Shield Pendant Device Family and Friends Plan

Preparing to Test

We recommend you test your StandbyU Shield device once a month – it only takes about 5 minutes. Choose a date that works for you and your Responders – it could be the first of each month.

- Make sure your Shield Device is turned on.
 - To check your Shield Device is turned on, press the small silver button on the side of the device. If it's already turned on, the blue LED light will show.
 - Note: If your Shield Device has been turned off, it may need to reconnect to a GPS, so place it near a window where it has clear line of sight to the sky (this helps it connect to GPS faster) for at least 15 minutes before testing.
- If your Shield Device won't turn on, place it on charge for at least 30 minutes; and then place it near a window for at least 15 minutes.
- Have your Shield Device where you would normally wear it.

Contact Your Responders

- Call or text your Responders and let them know that you'll be testing the SOS Alert function of your Shield device.
- Remind them:
 - They can talk to each other during the test, but you won't hear anything from the device.
 - Not to escalate the call during the test.

Activate the SOS Alarm

- Press the SOS button 3 times quickly and firmly.
 - The SOS button is the large white button with the blue circle around it.
 - You'll feel 5 vibrations: the first 4 vibrations let you know the SOS call has started and the 5th short vibration lets you know the call is being made to your Responders.
- Speak clearly for about 30 seconds. This gives your Responders time to answer the call.
 - We recommend you say your name; that you're testing your Shield Device; and then count to 30 slowly or go through alphabet.
- Let your Responders know, by talking into the Shield Device, that the test is complete, and they can hang up the call.
- The call will remain active for 10 minutes after you've pressed the SOS button and keeps recording during that time.

Check back with your Responders

- Ask your Responders to call or text to confirm they received the call, text and/or email with the link showing your location.
- If there were any issues with testing, wait 10 minutes and test again.
- If you require support or there are issues after testing a second time, call the StandbyU Shield Team on 1800 069 010 during business hours.