



**STANDBYU SHIELD**

Wearable Device  
User Guide

Version 1.1, 07/21

 **SPARK A  
CONNECTION**

[www.standbyu.org.au](http://www.standbyu.org.au)

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## Shield Wearable Device

Your Shield Wearable is a wearable safety device that's similar in appearance to an ordinary watch and works using the same 3G technology as a mobile phone. It lets you call for help immediately and discreetly, including when using your mobile phone isn't possible or practical.

Your Shield Safety Plan, including your safety networks' details, has been programmed into your Shield Wearable Device. When you press the SOS button, an alert call is placed to your safety network's mobile phones. A live audio stream, a text message containing your location is sent directly to your safety network who can make an informed response to ensure your immediate safety, including whether to include emergency services in the response.

## Set Up and Getting Started

### What's in the Box?

The following items are included in your Shield device box:

- Your Shield Wearable device;
- Magnetic charging cable;
- A full-service, post-paid SIM card (already installed in the device);
- A QR Code support card with links to supporting documents;
- Your unique six-digit device code (on the lid).



*The magnetic charging cable is located inside the cardboard packaging that holds the watch in place.*

## Turning On and Off

### Turning On

1. Press and hold the top right button for three seconds until you see a yellow banana on the screen.
2. The home screen appears when the device is on.



### Turning Off

1. Press and hold the top right button for three seconds until the yellow banana appears on the screen.
2. The home screen will turn black when the device is off.

### Waking Up

- To save battery, the device display will go to sleep within a few seconds if it's not in use.
- To wake your Shield device, press any button once.



*Tip: To avoid accidentally activating an SOS Alert, press buttons on the right-hand side of the watch to wake it.*

*Tip: If your Shield device doesn't wake, it may need charging*

## Charging

### Set up the Charger

- Plug the USB end of the charging cable into a USB charging adapter and plug the charging adapter into a power outlet, or plug the USB end of the charging cable into a USB power outlet on a computer or similar;
- Connect the charging cable to your Shield device by lining up the magnetic pins on the back of the device and clicking into place. The charging cable will only connect to the device the right way up, with the cable running down.

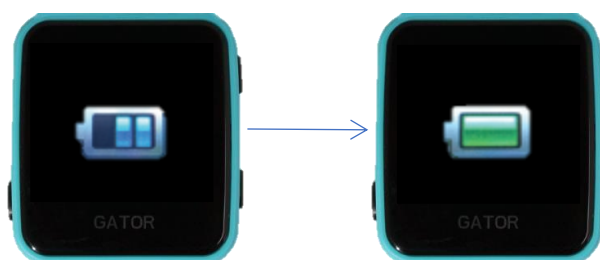


*When correctly positioned, the charging clip will click into place*

### Charging your Shield device

*The first time you charge your device, make sure your watch is turned off. Check that the magnets on the device are clean and free of oil and dirt and that the pins on the charging pad are clean and free of first by gently wiping with a lint free cloth whilst disconnected from the power source.*

1. Turn the power outlet on. A blue charging icon will appear on the watch screen.
2. The screen will go into sleep mode after a few seconds. To check the charging progress, lightly press the On/Off button.
3. When fully charged the battery icon will remain a solid green. It takes approximately two (2) hours to fully charge the device.



### Remember:

- *Only use the charging cable included with your device.*
- *You may use a third party USB charging adapter.*



*Tip: Charge the device on its side to avoid damaging the screen.*



*Remove the device from the charger once it's fully charged. Overcharging can reduce battery life.*

### Check Remaining Battery Power

- The battery power level indicator is located at the top right of the home screen.
- When the battery is fully charged, it will remain a solid green.
- As battery power drops, the power level indicator will change from green to white and finally red.
- When the battery charge drops below ten (10) percent, your device will alert you with a tone and a 'Warning Battery Low' icon will appear on the screen.

### Fit Your Shield device wrist-band

- It's important that your device fits closely on your wrist, both for comfort and so that you can quickly activate the SOS Alert button in an emergency.
- The band is adjustable with multiple sizing holes.
- The right fit for your Shield device is not too tight or too loose. It should fit comfortably, with room for your skin to breathe.
- Your watch is too loose if it doesn't stay in place, so tighten the band a little.



A band that's too tight can cause skin irritation.

# Shield Wearable Device Functions



## Change the Home Screen Display

1. Press and hold the middle of the screen.
2. Swipe right or left to view the different home screens available.
3. Tap 'OK' when you see the home screen you would like.

## Check Step Counter

- Tap the 'walking person' icon. Your daily steps will be displayed.
- The Step Counter on your Shield device tracks your steps for one day only, and resets at midnight each day.

## Settings

- The functions within the 'Settings' menu are for configuration purposes only and are not accessible. The QR codes displayed in the settings menu are for programming use only.
- If you accidentally tap the Settings icon, return to the Home Screen by swiping up, or pressing the On/Off button once.

## Return to Home Screen

You can return to the home screen by:

- Pressing On/Off button once, or;
- Swiping up from bottom of the screen to the top.

## Contacts Button

- The Shield system platform and your personalised safety plan have been programmed into your device. The landline telephone number

displayed on the device in the 'contacts' menu is for system use only and cannot be contacted or deleted.

- You cannot make calls or send text messages from the contact displayed.
- If you accidentally press the Contacts Button, return to the Home Screen by swiping up, or pressing the On/Off button once.



*Personal information of yours or your safety network is not visible or accessible from your device.*



# SOS Alert

## Sending an SOS Alert

1. Wake your device by pressing any button once.
2. Press and hold the SOS Alert button on the bottom left of the device for approximately three (3) seconds, until a red S appears at the top of the screen.



3. Your Safety Plan will now automatically be activated.



*The Red S will disappear after five (5) minutes, however the alert and audio recording will remain active for ten (10) minutes. During this ten minute period, your device is unable to be turned off.*

*Your device will not make any noise during the SOS Alert.*



*Your Commsync device will become physically warm when an SOS Alert is activated. This is normal and no cause for alarm. Your device will cool down within ten (10) minutes after the SOS Alert ends.*

## Cancelling an SOS Alert

Your Shield device has been programmed *not* to cancel an SOS Alert once it's been activated.

If you Accidentally Activate an SOS Alert

Make sure you are familiar with your Safety Plan and the process you've put in place to let your Safety Network know that the SOS Alert has been activated by accident.



*Once an SOS Alert has been activated, your Shield device cannot be turned off for 10 minutes.*

## SOS Alert Testing

- Testing of the SOS Alert needs to be scheduled with your Safety Network and/or the Commsync Monitoring Centre.
- Make sure you carefully read the Shield Self-Guided Testing Procedure guide before SOS Alert testing.



*Tip: regular testing of your Shield SOS alert and safety plan will assist you to ensure your Safety Plan is up to date and effective.*

## Device Care

### Exposure to Liquids

Your Shield device is water-resistant, however not waterproof. It will still operate if:

- if it's splashed with water (for example, whilst you are washing your hands)
- if you're caught out in light rain
- during exercise (for example, exposure to sweat).

Dry your Shield device and band thoroughly if exposed to water with a soft, clean cloth. Your device isn't designed to be worn swimming, bathing or being fully submerged in water.

### Things to Avoid

To preserve the appearance of your device and to avoid possible skin irritation, we recommend avoiding contact with the following:

- insect repellents
- moisturising lotions
- oils and solvents
- perfumes and makeup
- sanitisers, soaps and detergents
- sunscreens, and;
- salt water.

## Cleaning

### Device

- Keep your Shield device clean and dry.
- To prevent a build-up of sweat and other particles or residue, we recommend cleaning the device and band every day.
- Never use harsh cleaning agents or chemicals to clean either the device or band.
- Always allow the device and band to fully dry before wearing.

### Watch Band

- Rinse the device band with clean water and allow the band to fully dry before wearing.
- Take care not to wet the watch body whilst cleaning the band.
- To remove build-up from lotions and oils (such as sunscreen, moisturiser and, make-up) that can be trapped beneath the band, we recommend that you use a soap-free cleanser like Cetaphil Gentle Skin Cleanser or QV Gentle Watch, and rinse thoroughly and dry fully.

### Avoiding skin irritation

If you experience any redness, irritation, swelling or itchiness on your skin beneath or around your device, discontinue wearing it until your skin has healed. Make

sure you clean your Shield device and band and if the symptoms persist, consult your doctor.

## Safety

It's important that you follow the safety instructions below, as failure to do so may result in injury or damage to your device.

### Handling

- Handle your Shield device with care, as it can be damaged if dropped, punctured, crushed or burned.
- The device screen is made of Corning glass – a toughened glass made to withstand normal every-day use. Similar to a Smartphone screen, it's durable, however may crack or break if there is forcible contact with a hard surface or object.
- Do not use your Shield device if it is damaged (eg., a cracked case or screen, or if liquid has penetrated the casing).

### Storing

Store your Shield device in a safe, dry place where no one else can access it whenever you take it off.

### Repairs

- Do not attempt to open the screen or the back casing of the device at any time. You may damage the battery or other sensitive electronic components inside the device.
- Do not attempt to repair the device yourself, as any modifications to the watch will affect its use.



*If your Shield device requires repair, please contact StandbyU by emailing [admin@standbyu.org.au](mailto:admin@standbyu.org.au) or by phoning 1800 069 010, Monday-Friday, 8am-6pm AEST.*

### Battery

- Do not leave your battery on the charger for more than two (2) consecutive days;
- Do not attempt to replace the device battery yourself. You may damage the battery which can cause overheating and injury.

### Medical Device Interference

Your Shield device contains components that emit electromagnetic fields. Shield devices are RCM Certified so should not interfere with medical devices such as pacemakers, however ensure check with your medical professional for information specific to your medical device and whether it is safe for you to wear the Shield device.

### Air Travel

Your Shield device uses the same 3G Technology as a mobile phone, so please follow the airline's mobile phone guidelines and power off the device when requested.

## Prolonged Heat Exposure

Do not leave the device exposed to a heat source or in a high-temperature location, such as in the sun or in an unattended vehicle.

## Support and Assistance

- All of the resources and documents that assist you to use the Shield device can be accessed by using your mobile phone camera to scan the QR code on the card in the box of your device, or using your internet browser to access [www.standbyu.org.au/yourshield](http://www.standbyu.org.au/yourshield)
- For Technical Support within the hours of 8am-6pm AEST, Monday-Friday, please contact our technical team by emailing [admin@standbyu.org.au](mailto:admin@standbyu.org.au) or calling 1800 069 010.



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