



# SBU Shield Button User Manual



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# Safety Information

For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a few minutes, but it will save you time later and will allow you to enjoy all the features on your Shield Button.

## **THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested was 1.710 W/kg\*.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the

power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a 'hands-free' device to keep the mobile device away from the head and body.

Additional Information can be found on the website of the World Health Organization

\*The tests are carried out in accordance with international guidelines for testing.

## **WARNING**

**The included Lanyard can be used to hang the Shield Button around your neck.**

**PLEASE NOTE: This is NOT recommended for people with a pacemaker AND NOT recommended to be worn around your neck while sleeping.**

# How to handle and preserve your Shield Button

Trying to modify, disassemble or repair the Shield Button or the charger yourself will make the warranty invalid. Only certified repairers may install or repair device equipment.

Avoid hitting or shaking your Button.

The warranty of this device may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your Button working properly use only the battery charger and Micro USB cable that originally comes with the device.

Do not use your Button when entering areas that are near flammable liquids.

Observe all local laws and regulations on the use of mobile devices. Turn off the Button before entering petrol stations, oil refineries or chemical plants.

This product should not be used in extremely hot, cold, dusty or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.

**If you have a pacemaker keep the device at least 20cm away from the place it is located. This device may cause interference to some hearing aids and other electronic devices.**

Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.

Switch off the Button when entering an aircraft.

## Safety recommendations for accessories

Use only accessories or chargers that came with the Shield Button.

**CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. ENSURE YOU ALWAYS ONLY USE THE BATTERY THAT IS SPECIFIED FOR THIS BUTTON. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.

In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact StandbyU Relationship Team as soon as possible for assistance.

## Usage conditions and restrictions

All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.

This Button is not a toy and not designed for children. Strict adult supervision must be adhered to at all times. Keep the Button and the accessories beyond children's reach.

This Button can be recycled and any unwanted Shield Buttons can be returned to StandbyU. To do so, please contact us to discuss the process. The battery in the Shield Button must never be disposed of in a fire.

If this Button is lost or has been stolen, please notify StandbyU as soon as possible and ask for the SIM card to be deactivated.

For all features on this Button to work it requires a network signal. We do not take any responsibility if the device is unable to obtain a network signal due to poor network signals or network outages.

The Shield Button does not have a screen, we recommend you charge the Button daily to ensure it is always fully charged.

In any event we are not liable for any direct or indirect personal injury or death liability damages due to the performance of the Button or the Telecommunication



service, if your Button is not working as its intended, we recommend you stop using it immediately and contact the StandbyU Relationship Team for support.

# Overview of the Shield Button

Inside the box: Shield Button, Charging Cradle, Micro USB Cable, Magnetic USB Charging Cable, USB Power adaptor, SIM Cover with Screws, Screwdriver, Tweezers for SIM Card insertion, Lanyard, Waterproof Pouch, Belt Clip Pouch and YourShield card.





**CHARGER**



**MAGNETIC CHARGING**

## Quick Guide – How to Use

Function	Steps	Vibrate	LED Light
<b>Turn on device</b>	Hold Power/ Stop button for 3 seconds	1 x long vibrate	Yes – Lights will circle middle SOS button
<b>Turn off device</b>	Press Power/Stop button 10 times quickly	1 x long vibrate	-
<b>Check on/off status</b>	Press Power/Stop button once	No	Yes - if powered on No - if off
<b>Low battery warning (20%)</b>	Automatic	3 x short vibrate	-
<b>SOS alert</b>	Press SOS button 3 times quickly	Yes – see below	-
<b>SOS call starts</b>	Automatic	2 x 2 short vibrate	-
<b>SOS call is connected</b>	Automatic	1 x short vibrate	-
<b>SOS call has ended</b>	Automatic	-	-
<b>Incoming call</b> <i>(Only if number is provided)</i>	Press SOS button once	1 x long vibrate	No
<b>Charging</b>	Place in charging cradle	1 x short vibrate	Yes

## **Charging the Shield Button**

The Shield Button does not have a screen, we recommend you charge the device daily to ensure it is always fully charged. The quickest way to charge your Shield Button is by using a power plug adapter.

### **Steps - Cradle**

1. Charge the Shield Button for at least 3hrs prior to its first use.
2. Place the Shield Button onto the charging cradle making sure the gold plates on the Shield Button align to the gold pins on the charging cradle.
3. The Shield Button will vibrate and show a blue light when connected to the charger.

### **Steps – Magnetic USB Charging Cable**

1. Charge the Shield Button for at least 3hrs prior to its first use.
2. Connect the magnetic pins onto the gold plates. These will click into place once connected. Connect the USB port into a power adapter.
3. The Shield Button will vibrate and show a blue light when connected to the charger.

## **Power on /Power off**

1. Hold down the Power/Stop button for 3 seconds, the Shield Button will do one long vibration and lights will circle around the SOS button.
2. Please note: If the Shield Button is already on you'll see the light flash when you press the Power/Stop button once.
3. To turn the Shield Button off, press the Power/Stop button 10 times quickly. The light around the SOS Button will flicker for 5 seconds then the Button will vibrate once to power off.
4. To check if the Shield Button is powered off, press the Power/Stop button once. If the light around the SOS button does not flash, the device is off.

### **NOTE:**

Your Shield Button will automatically turn on when being charged.

## **Activating the SOS Alert**

Press the SOS button 3 times within 3 seconds to activate the SOS Alert sequence. The Button will vibrate twice x 2 to indicate your alert has been activated. It will then vibrate once to indicate the SOS call has been connected. Your Plan will now commence with calls and location being sent to your Connections Network.

Once an alert has been activated, the Shield Button is designed so that the call cannot be stopped. The alert will be active for 10 minutes and will automatically hang up. You cannot turn the Button off during this period.

Be sure to follow the Plan you have developed with your Connections Network. Please contact StandbyU if you wish to make any amendments to your Plan or have any questions.

## **Low Battery Alert**

Your Shield Button will quickly vibrate 3 times when your battery percentage reaches 20%. Recharge your Shield Button immediately to ensure it is always active. We recommend charging your Shield Button daily.

You can check the battery's charge on your tracker portal using your login and password. Contact StandbyU Relationship Team for assistance.

## **Using the Shield Button in water**

Your Shield Button is IP67 rated, which means:

- You can submerge the Button in up to 1 metre of deep freshwater for no longer than 30mins.
- Do not submerge the Button in saltwater or chlorine. The button is not designed to withstand these types of water and chemical elements.
- For baths and showers, use the water resistance bag (included in the box) to avoid damage from soaps and detergents.



## Using the included accessories

Your Shield Button comes with accessories to help you use it.

1. The Lanyard can be used to hang the Shield Button around your neck.

**(Not recommended for people with a pacemaker)**

**(Not recommended to be worn around your neck while sleeping)**

2. The Belt Clip Pouch is perfect to secure the Shield Button on a belt or an item of clothing.
3. The Water-Resistant Pouch is designed to be used for when showering, bathing in baths or spas, swimming in salt/chlorine pools or oceans to further protect your Button. Ensure you close both seals of the pouch to ensure water resistant tightness.
4. The Charging cradle is designed for ease of charging. Place your Shield Button on the charging cradle to charge.

# Troubleshooting and Support

If you are experiencing difficulties with your Shield Button, please go through the following troubleshoots:

## **The Shield Button will not power on**

1. Ensure you are pressing and holding the Power/Stop button for 3 seconds to turn it on.
2. Ensure you have charged it for at least 3hrs.
3. Using the small pin provided, press the "Reset Button" on the back of the device.

## **Battery is draining quickly**

Ensure you charge your Shield Button for at least 3 hours so it is fully charged.

## **No network connection**

1. Your network signal may be weak or out of range. Try the Shield Button in a different location to check your signal and reach out to StandbyU if problems persist.
2. After the Shield Button is switched on, press the Power/Stop button once to check the device status. (Light will flash on the SOS button is on; no light if off)

## **Shield Button won't charge**

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on.
2. Ensure the wall power socket is working by testing another device or a separate power socket.
3. Ensure you have inserted the micro-USB cord into the charging cradle.
4. Ensure you have left the Shield Button on charge for at least 3hrs as the battery may have run out of charge.

## Support & Questions

For support with your StandbyU Shield Button, you can contact the Shield Relationship Team (Mon-Fri, 9am-5pm) on:

[yourshield@standbyu.org.au](mailto:yourshield@standbyu.org.au)

1800 069 010 [Press 2]

For more information and FAQs, go to

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



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