

## Self-Testing Your StandbyU Shield Pendant With the Back2Base Monitoring Centre – Team Plan

### Preparing to Test

We recommend that StandbyU Shield devices are tested at least once a month – it only takes between 5 and 10 minutes. Speak to your organisation's Shield Coordinator to work out a date that's suitable.

- Make sure your Shield Pendant is turned on by pressing the small silver 'Stop' button on the side of the device. The blue LED light will show if the device is turned on.
  - If your Shield Pendant has been turned off, it needs to recalibrate so place it near a window with clear line of sight to the sky (to connect to GPS faster) for at least 15 minutes.
- If your Shield Pendant won't turn on, charge it using the charging cradle for at least 30 minutes; and then place it near a window for 15 - 20 minutes.
- Let your Responders know that you'll be testing SOS Alert function of the Shield Pendant, as they'll receive a location text and/or email.

### Call the Back2Base Monitoring Centre

- Call (07) 3865 6178 – this is the direct line to the Monitoring Centre Operators.
- Tell the Operator your name and your organisation's name and let them know that you're going to test your Safety Device.
- Tell the Operator the Device ID and Moncode.

### Activate the SOS Alarm

- Have your Shield Pendant where you would normally wear it.
- The SOS button is the large button in the middle of the device.
- Press the SOS button 3 times quickly and firmly.
  - The SOS Button is the large button in the middle of the device.
  - You'll feel 5 vibrations: 2 x 2 vibrations to let you know the SOS call has started and a 5th short vibration to let you know the call is being made to the Monitoring Centre.
- Speak clearly for about 20 seconds. This gives the Monitoring Centre time to answer the call.
  - You could say your organisation's name and that you're testing your Safety Device, then count to 20 slowly or go through alphabet.
- The call will remain active for 10 minutes after you've pressed the SOS button and keeps recording during that time.

### Check Back with the Back2Base Monitoring Centre Operator

- Call Back2Base back on (07) 3865 6178.
- Tell the Operator your name, the Device ID and MonCode and let them know that you've just tested your Safety Device.
- The Operator will let you know whether the call and alarm were received, or if there has been an issue with testing.
- If there were any issues, let the Operator know you'll test again in 10 minutes and ask them to keep the device in test/offline mode.
- Follow the Activate the SOS Alarm steps again.
- If you require support or there are issues which continue after testing a second time, call the StandbyU Shield Team on 1800 069 010 during business hours.