

Self-Testing Your StandbyU 4G Watch With the Back2Base Monitoring Centre

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 Watch is turned on by briefly pressing the Power button on the bottom right side of the watch. The home screen will display if the watch is turned on.
- If your watch won't turn on, charge it for at least 1-2 hours.
- Let your Responders know that you'll be testing SOS Alert function of the Shield Watch, 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 let them know that you're going to test your Safety Device.
- Tell the Operator the Device ID.

Activate the SOS Alarm

- Have your Shield Watch where you would normally wear it.
- The SOS button is the top button on the right side of the watch.
- Press and hold the SOS button for 5 seconds.
 - The Watch will vibrate 5 times: 2 x 2 vibrations to let you know the SOS call has started, and a 5th vibration to let you know the call is being made to the Monitoring Centre.
- Speak clearly for about 30 seconds. This gives the Monitoring Centre time to answer the call.
 - You could say your name; that you're testing your Shield Device, and then count to 30 slowly or go through alphabet.
 - Let the Monitoring Centre know the test is complete by speaking into the watch.
- 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 let them know that you've just tested your Shield Watch.
- 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.