

Self-Testing your StandbyU Shield 4G Watch Family&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 StandbyU 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 2 hours.
- Let your Responders know that you'll be testing SOS Alert function of the Shield Watch.
 - *Remind them:*
 - *They can talk to each other during the test, but you won't be able to hear them.*
 - *Not to escalate the call during the test.*

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 your Responders.
- Speak clearly for about 20-30 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.
 - *Note: The call will remain active for 10 minutes after you've pressed the SOS button and keeps recording during that time.*
- Let your Responders know by talking into the watch that the test is complete, and they can hang up the call.

Check Back with Your Responders

- Ask your Responders to call or text to confirm they received the call, and the location text and/or email.
- If there were any issues with testing, wait 10 minutes after you pressed the SOS button and test 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.