

Self-Testing your StandbyU Shield Pendant Device Monitoring Centre Plan

Preparing to Test

We recommend you test your StandbyU Shield device once a month – it only takes between 5 and 10 minutes. Choose a date that works for you – it could be the first of each month.

- Make sure your Shield Device is turned on by pressing the small silver button on the side of the device. If it's turned on, the blue LED light will show.
 - *Note: If your Shield Device has been turned off, it may need to reconnect to a GPS, so place it near a window where it has line of sight to the sky (this helps it connect to GPS faster) for at least 15 minutes before testing.*
- If your Shield Device won't turn on, place it on charge for at least 30 minutes; and then place it near a window for at least 15 minutes.
- Have your Shield Device where you would normally wear it.
- 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 let them know that you're going to test your Safety Device.
- Tell the Operator the Device ID, which you'll find on the back of the device, or the box it came in.

Activate the SOS Alarm

- Press the SOS button 3 times quickly and firmly.
 - The SOS button is the large white button with the blue circle around it.
 - You'll feel 5 vibrations: the first 4 vibrations let you know the SOS call has started and the 5th short vibration lets 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.
 - We recommend you say your name; that you're testing your Shield Device; and then count to 30 slowly or go through alphabet. Then let the Monitoring Centre know that the test is complete.
 - 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 the Monitoring Centre on (07) 3865 6178.
- Tell the Operator your name and the Device ID 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 any issues during 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.