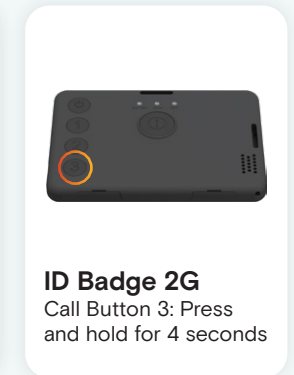
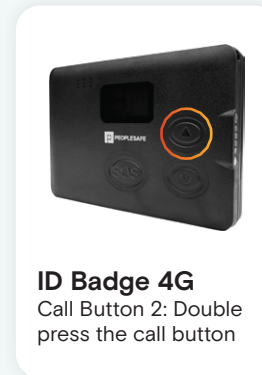
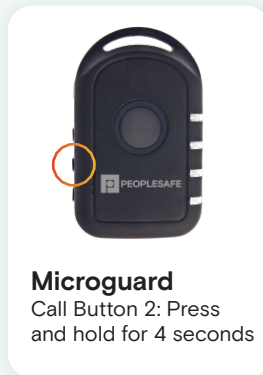
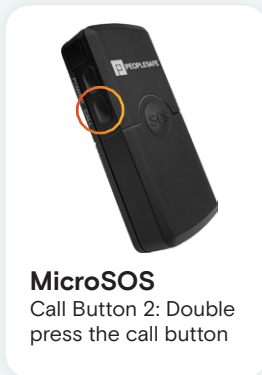
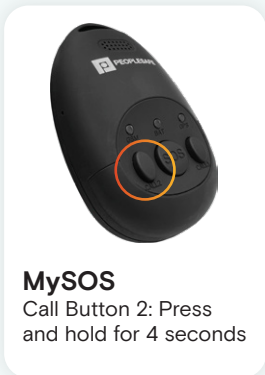


We've upgraded our device test line which means that you should **no longer test your device by pressing the SOS button**. We recommend that you test your device once a month using the device test line.

How to test your device

Step 1: Access the Test Line

Press the test line button as per the instructions below for your device:



Step 2: Test Microphone and Speaker

Record a message after the tone.



Step 3: Playback

Listen to your recording. If you hear your message played back, the microphone and speaker on your device is working.



Step 4: Test GPS Location

The test line will ask if you want to confirm your GPS. If so, press the Power Button to log your location.



Step 5: Text Confirmation

Check for a text message showing your location.



What should I do if the test is unsuccessful?

Audio Test Failure

If you don't hear your message played back, contact our Customer Support team. They will perform a remote test, assess the device and either reconfigure or replace as needed.

GPS Test Failure

If you don't receive an SMS message with your location check with your Peoplesafe administrator to confirm your mobile number is assigned as the Primary Contact number on your profile.

If your location is incorrect, take the device outside where it has a clear view of the sky and give it a couple of minutes to update. For further assistance, contact our Customer Support Team.