# SafeTCard®

We exist to help keep people safe

# Testing 4G Companion

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Let your SafeTCard device protect you

**VALOUR**
SECURITY SERVICES

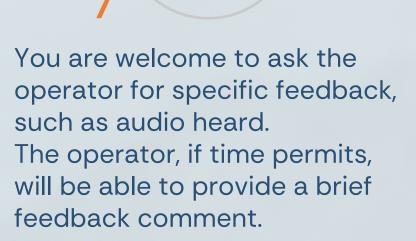# Test your device to make sure it is connected to the Alarm Receiving Centre (ARC)

Periodically, it is important you test your device with the ARC operated by Valour Security Services.

Simply follow the 7 steps:

Serial number, at the back of your device.

**1**

- Call the ARC on 07 4037 4888
- Press option 1 to speak to operators.

**2**

- Advise the operator that you require your SafeTCard device to be listed as testing.
- Provide the operator with the serial number of your SafeTCard.

**3**

3. Hang up from the operator.

**4**

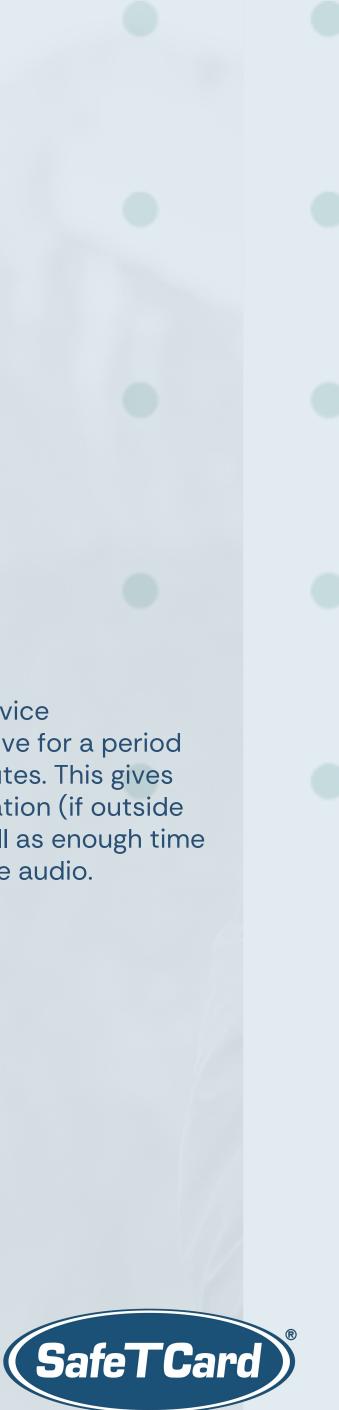- Complete testing on your device
- Allow the alert to remain active for a period of approximately 1 to 2 minutes. This gives sufficient time for a GPS location (if outside at the time of testing), as well as enough time to gain an appreciation of the audio.
- Cancel the alert.

**7**

You are welcome to ask the operator for specific feedback, such as audio heard.
The operator, if time permits, will be able to provide a brief feedback comment.

**6**

Advise operator that testing is now complete. They may ask you to repeat the serial number.

**5**

Once you completed your testing:
- Contact again the ARC on 07 4037 4888.
- Press option 1 to speak to the Monitoring Centre.

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# Good to know:

- To assist the ARC operators, who may be required to respond to a genuine alarm at any time, we request that testing actions are kept to 1 device at a time.

- If a SafeTCard device doesn't perform or pass testing, please call SafeTCard on 07 4037 4800 for further instruction, Monday to Friday 8:30am to 3:30pm AEST.

- A SafeTCard support request can also be lodged at any time, please see your supervisor or manager for further detail.

- Clients not wishing to contact the ARC to notify operators prior to testing may do so, following the following instructions (replacing steps 1 to 4 included):
  - An end user can activate an alarm and speak into the device to inform the operator it is an activation for testing purposes.
  - End user should state they are testing, their name, and their organisation. This will greatly assist operators when it comes time to provide feedback on testing.
  - Stating your name, organisation and that the alert is a test/training should be repeated a few times over the 1 to 2 minute testing period.
  - The steps from 5 onward can then be followed.

  Please note that it must be understood that operators can be busy with genuine events, and these will always be prioritised above testing devices.
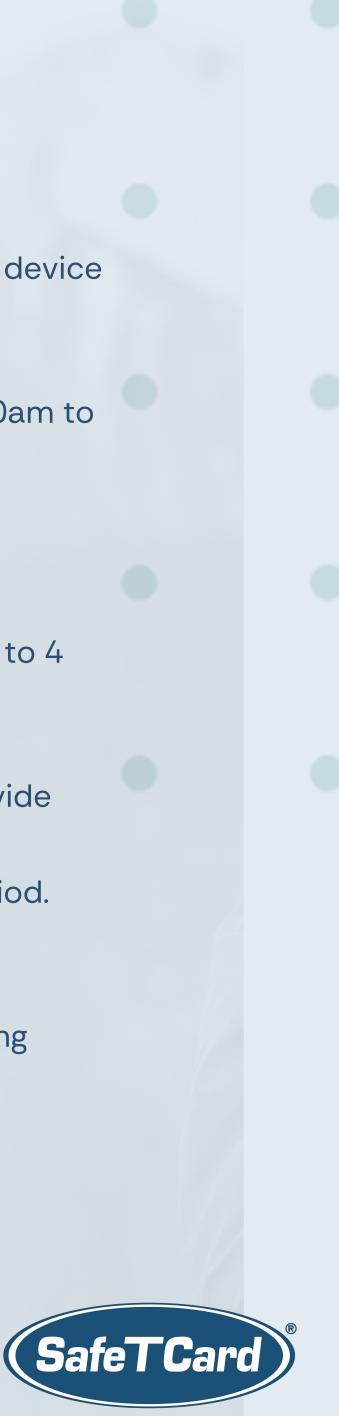
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# Thank you from SafeTCard.

## Useful Contact Numbers

• **SafeTCard Support: 07 4037 4800**
Please contact our support team if you have any queries regarding the functionality of your device or if you have any issues.

• **Alarm Receiving Centre (ARC): 07 4037 4888**
Valour Security will call from this number, please save it to your phone. The Alarm Receiving Centre should be contacted prior to any device testing or training to ensure our operators can prioritise any genuine alarms and place your devices into training mode.