

This reference card is designed to support the successful set-up and use of your Smartrak TrakSafe device and SMC monitoring service.

QUICK START TIPS

1. To activate your device you must complete commissioning with an SMC operator via phone. Ph 1300 363 537

To complete this process, simply dial the number above and tell the operator that you want to commission the device. Make sure you have the unique SMA identifier and voice code handy for this part of the process.

**Note: It is recommended you take the device outside with direct line of sight to the sky to ensure GPS lock. Refer to the User Guide for further details.*

2. We recommend you test your TrakSafe device on a monthly basis with SMC to ensure your safety in case of an emergency

Simply call 1800 633 125 and tell the operator you'd like to conduct a test on your device.

3. For all monitoring service inquiries please contact SMC

SMC can be reached via phone at 1800 633 125, 24/7 to address any needs or concerns.

4. Do you need a new device? Have a faulty unit? Need to modify/update an escalation procedure for an existing device?

Contact Smartrak using the convenient Online Support Portal. Go to the following URL:

<https://smartrak.atlassian.net/servicedesk/customer/portals>

If you have never used our Online Support Portal before, contact our Customer Service Team on (03) 9600 0477 so they can take you through your first request.

The Online Support Portal is your first point of call for all your device needs. We also understand that these devices are safety critical, so feel free to follow up the creation of an online support request with a phone call to our team.

We are always happy to hear from you so please give us a call.