

**This reference card is designed to support the successful set-up and use of your Smartrak Health & Safety 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 132 390.**

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

- 2. Test your device**

Tell the operator you'd like to conduct a test on your device.

*\*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.*

- 3. We recommend you test your Health & Safety 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.

- 4. 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.

- 5. 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.

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