

# **Umps Link**

Personal Alarm User Guide



## **Introducing Umps.**

We're team of innovators passionate about making care at home seamless. We've built the Umps Link Personal Alarm to support people's independence at home, enabling them to get emergency support at any time.

As you'll see, your Umps Link Personal Alarm is intuitive to use and everything you need to get started is in the Quick Start Guide. However, this User Guide provides more information on your Personal Alarm, including a complete overview of how the system operates.





## About your Umps Link

With your Umps Link Personal Alarm, you can call for help from anywhere in your home.

When you activate your personal alarm, an operator will contact you through your Umps Link Hub and provide you with assistance. This could be as simple as contacting your family or neighbour, or in cases where you need urgent support calling emergency services.

In the box, you will have received:

- 1 x Umps Link Hub
- 1 x Umps Link Pendant
- 1 x Umps Link Power Adaptor
- 1 x This User Guide

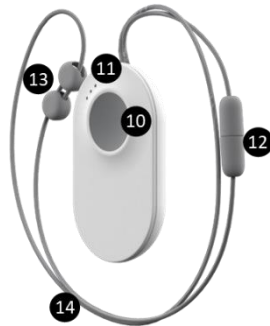
## Your Umps Link Hub



- |   |                     |   |                    |
|---|---------------------|---|--------------------|
| 1 | Hub Alert Button    | 6 | Ethernet Port      |
| 2 | Cancel Button       | 7 | Antenna Port (SMA) |
| 3 | Notification Button | 8 | Volume Buttons     |
| 4 | Power Jack          | 9 | Wall Mounts        |
| 5 | Status LEDs         |   |                    |

Your Umps Link Hub operates like a phone and controls any Pendants you have paired to it. The Hub has been designed to operate 24 x 7 and should always be connected to power. It also includes a backup battery that will operate for more than 40 hours in the event of a power outage.

## Your Umps Link Pendant



- 10 Pendant Alert Button
- 11 Pendant LEDs
- 12 Magnetic Breakaway
- 13 Lanyard Adjusters
- 14 Lanyard

Your Umps Link Pendant is worn around the neck and allows you to activate an alert from anywhere in your home by pressing the Pendant Alert Button. It's completely waterproof, discreet and comfortable to wear 24 x 7.

An Umps Link Pendant is paired to your Umps Link Hub and will reliably operate within 100 metres of your Hub. It doesn't require any charging and will operate for approximately 2 years.

# Installing your Umps Link

## Step 1 — Choose a location for your Hub

Your Umps Link Hub should operate from nearly anywhere in your home. However, you can maximise the performance of your Hub by installing it:

1. **In a central location.**

By placing your Hub at the centre of the home, you make it more likely that the Pendant is within range when activated. Additionally, it will maximise the likelihood that you can hear the Umps Link Hub in other rooms.

2. **Away from metal and concrete.**

Certain materials like metal and concrete walls can inhibit mobile connectivity signal strength.

3. **Away from heat and moisture.**

Excessive heat and moisture can reduce the lifespan of your Umps Link. Avoid placing the Umps Link Hub near a heat source or anywhere it could get wet.

4. **Somewhere quiet.**

If an alert is raised, an operator will call you through the Umps Link Hub. It may be hard for the operator to hear you if the device is placed next to something loud, like a TV or radio.



## Setting Up your Umps Link

### Step 2 — Plug in your Umps Link Hub

Connect the Power Adapter to the Power Jack, located on the underside of the Umps Link Hub. Then, plug the Umps Link Hub into a wall socket. Once connected to power, the Alert Button of the Umps Link Hub will illuminate.


*NOTE: Only use the power adapter provided with the Umps Link Hub.*

*NOTE: We recommend plugging this directly into a wall socket rather than a power board or double adapter.*



### Step 3 — Check Connectivity

After being plugged in, your Umps Link Hub will automatically attempt to connect to the mobile telephone network and internet. This can take up to 2 minutes. Once the Hub has connected to the network, the Umps Link Hub will notify you that it has successfully connected by announcing “Your Umps Link is Online”.

You can check the signal strength of the Umps Link Hub by viewing the ‘Cellular Status LED’ () on the underside of the Hub. This will show:

- **Flashing Green**, indicating that the Hub is attempting to connect to the cellular network.
- **Solid Green**, indicating 4G connectivity with Excellent or Very Good signal strength.
- **Solid Yellow**, indicating 4G connectivity with Good or Poor signal strength.
- **Flashing Yellow**, indicating 3G connectivity only
- **Flashing Red**, indicating the Hub cannot connect to the cellular network.

*NOTE: If the Cellular Status Light is yellow or red, try to relocate the Umps Link Hub to another location.*

### Step 3 — Pair your Umps Link Pendant

You're now ready to pair your Umps Link Pendant.

To pair your Pendant:

1. Hold down the Notification Button for three seconds. Your Hub will notify you that it is now in pairing mode.
2. Press the button on your Pendant.

When pairing is complete, your Hub will notify you that a Pendant has been paired.

You can pair multiple Pendants to the one Umps Link Hub by repeating this process. Additional Pendants can be purchased from Umps.

*NOTE: Once paired with an Umps Link Hub a Pendant can only be 'unpaired' by contacting Umps.*



Umps Link Pendant Cases sold separately.



## **Step 4: Test the range of your Umps Link Pendant**

You can test the range of your Umps Link Pendant by placing your Hub in Range Test Mode. To test the range of your Pendant:

1. Hold the Volume Down Button and press the Notification Button twice. The Hub will flash Yellow and announce that Range Test Mode has been activated.
2. While in Range Test Mode, walk around your home and activate your Pendant. Your Hub will notify you when your Pendant is in range, and if the Pendant reaches the maximum range from the Hub for reliable operation.

To exit Range Test Mode, press the Cancel Button.

## **Step 5: Test your Umps Link Personal Alarm**

Your Umps Link Personal Alarm has now been set up. We recommend undertaking a test call to ensure you are familiar with the operation of the Pendant.

# Operating your Umps Link

## **Activating an alert**

You can activate an alert by pressing the Pendant Alert Button or the Hub Alert Button.

Once activated, the Umps Link Hub will escalate the Alarm to the Operating Centre. It may take up to 2 minutes for an Operator to contact you through the Umps Link Hub.

## **Cancelling an accidental alert**

If you activate your Umps Link accidentally, you can cancel the alert by pressing the Cancel Button. Alerts can be cancelled within 10 seconds of activation.



## **Notifications**

The Umps Link Hub will play helpful notifications about the status of the device. The Hub will play an audio notification when it loses or reconnects to mains power, when the Pendant battery is low and when the Hub battery is low. These notifications will not play between 9pm and 9am.

## **Shutting Down your Umps Link Hub**

The Umps Link Hub should always remain plugged in and powered on. However, it is important that you turn off your Umps Link Hub before shipping the device. To turn off your Umps Link Hub:

1. Unplug the Umps Link Hub
2. Hold the Cancel Button and then press the Notification Button.

The Umps Link Hub will automatically turn on when plugged into power.




# Technical Information

Hub Dimensions (W x L x H)	160 mm x 160 mm x 44 mm
Hub Weight	601 g
Power adaptor	Mains power: 120V-240VAC 50/60 Hz. DC output: 9V 3.35A
Backup battery	Lithium Ferrite Phosphate 3.2V 3000 mAh (continually internally charged). <u>Do not attempt to replace the battery yourself.</u> RISK OF EXPLOSION IF BATTERY IS PIERCED OR REPLACED BY AN INCORRECT TYPE.
Backup battery duration	45 hours
Cellular connection	LTE 4G (700, 1800, 2100 MHz)
Wireless connections	Wi-Fi 802.11 b/g/n (2.4 GHz) Bluetooth/Zigbee
External connections	DC power adapter with 1 m cable. SMA connector for external LTE antenna (optional). Ethernet IPv4 (intended for Umps use only)
Pendant frequency	915 MHz (LoRa)
Pendant dimensions	30.9 mm x 51.9 mm x 9.4 mm
Pendant weight	14 g (without lanyard)
Pendant battery	3V Lithium CR2430 enabling 2 years of operation or 4,000 activations. <u>The battery cannot be replaced.</u>

## Environmental Data

Temperature	Operating temperature (to perform to full specification) = 0°C to 50°C, storage = -10°C to 55°C
Humidity	Operating relative humidity (non-condensing to perform to full specification) = 0 to 90%, storage relative humidity (non-condensing) = 0 to 93%

## Standards

EMC	EN 55032
Safety	IEC 62368-1
Radio	EN 300 330 AS/NZS 4268:2012 + A1:2013
PERS	AS4607:1999
Pendant	IP68 (IEC60529) EN 62209-2 ARPANSA RPS S-1
Design manufacture	ISO 9001:2015
RCM	

## Battery Information

All batteries should be disposed of in accordance with the latest legislation.

**CAUTION:** Do not ingest battery, chemical burn hazard. The Pendant with this product contains a coin/button cell battery. If the coin/ button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment is not closed securely, stop using the product and notify your supplier. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

## Warnings

**Choke Hazard (Lanyard).** Your Umps Link Pendant has been supplied with a lanyard with a magnetic breakaway mechanism. This has been designed to 'break' in the event force is applied to minimise choking hazards. If you replace this lanyard for a third-party neck cord, you may increase the potential for choking to occur.

**Continuity of Service.** There are factors outside of our control that could impact the normal operation of your Umps Link. These include (but are not limited to) disruptions to the mobile network, power

surges, radio interference. These events are rare, but we cannot accept responsibility for damages or harm resulting from any failure.

**Obstructions.** Ensure your Umps Link Hub is always visible. Obstructions may impact your ability to hear or see the Hub, and any notifications displayed.

**Cleaning.** You can clean your Hub and Pendant with a warm, damp cloth. Do not:

- Use any abrasive cleaners.
- Immerse your Hub in liquid or spill any liquid onto your Hub.

**Maintenance.** Do not attempt to open any part of your Hub or Pendant, or cut or modify any of the cables connected to your Hub. If you suspect your Umps Link requires any maintenance, please contact Umps immediately.

## Liabilities

To the maximum extent permitted by law, Umps will not be liable or responsible to you for any damage, loss or injury, you may suffer or incur in connection with any failure of your system due to incorrect usage, and usage that is inconsistent with this User Guide, including a failure to follow the various warnings set out in this guide.



**Umps Health**

Ph. 1300 907 272

Email: [info@umps.com](mailto:info@umps.com)

L1 700 Swanston St

Carlton VIC 3053

Australia