



# Umps Home Alarm

## Family Response Plan

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A simple guide on setting up and using your Umps Home Alarm with the Family Response Plan



# About

## Your Umps Home Alarm

With your Home Alarm, you can access immediate help from anywhere in your home. In the box, you will have received:

- Umps Hub
- Umps Button (worn as a Pendant or Wrist strap)
- Umps Power Adaptor
- User Guide
- Indoor Antenna

## Family Response Plan

When you activate your Home Alarm, your Hub will automatically call and message your nominated family members and friends. There's more on how this works on page 5.



# Your Hub

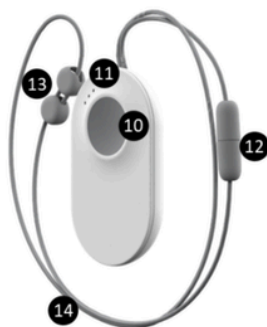


- |   |                     |   |                    |
|---|---------------------|---|--------------------|
| 1 | Hub Alert Button    | 6 | Ethernet Port      |
| 2 | Cancel Button       | 7 | Antenna Port (SMA) |
| 3 | Notification Button | 8 | Volume Buttons     |
| 4 | Power Jack          | 9 | Wall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

Your Hub operates like a phone and controls any Buttons you have paired to it.

It also has a battery, meaning it can run for more than 40 hours during a power outage.

# Your Pendant Button



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

Your Pendant Button is worn around the neck or wrist and allows you to activate an alert from anywhere in your home by pressing the Pendant Alert Button. It's water resistant, discreet, and comfortable to wear 24/7.

A Pendant Button is paired to your Hub and will reliably operate within 100 metres of the Hub. It doesn't require any charging and will function for approximately two years. We will let you know when it needs replacing.

# How your Family Response Plan works.

Your Family Response Plan can include up to five contacts – family members or friends who have agreed to be there for you. When you raise an alert, your Hub texts and calls each contact in order:

1

Your Hub texts and calls your first contact twice, ringing for about 10 seconds each time.

2

When a contact answers, they can speak with you through your Hub.

3

If they don't answer, your Hub moves on to your second contact, then your third, and so on.

4

If a contact misses both calls, they can call the number back and get connected to your Hub (for up to 60 minutes after the alert was raised)

Your Hub's Phone Number

**0480 045 567**

Your Hub always calls from this number.

# Information for your contacts

Save your Hub's phone number.

Ask your contacts to save 0480 045 567 as  
"[Your name] personal alarm", so they know why their phone is ringing.

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Turn voicemail off, or lengthen the ring time.

Your Hub rings each contact twice for about 10 seconds – enough to reach them, but shorter than most voicemail configurations. If voicemail picks up early, it can hold up the sequence.

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Treat silence as an emergency.

If a contact answers and cannot hear you, they should assume the worst and act on it.

## Being a nominated contact is a significant responsibility

Your contacts are your first responders. They need to be available to answer their phone whenever an alert is raised – day or night, and know what to do. It's important you discuss this with each of your contacts.



If that's more than your contacts can take on, you can switch to our Professional Monitoring plan at any time.

Your alerts will be answered first by our trained operators, 24/7. They speak with you, work out what is needed, and call your family or emergency services as required. **To discuss professional monitoring, call Umps on 1300 907 272.**

# Installing your Home Alarm

## Step 1 – Choose a location for your Hub

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

### 1 In a central location

By placing your Hub at the centre of the home, the Pendant is more likely to be within range when activated.

### 2 Away from metal and concrete

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

### 3 Away from heat and moisture

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

### 4 Somewhere quiet

It may be hard for your contacts to hear you if the Hub is next to something loud, such as a TV or radio.

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## Step 2 – Plug in your Hub

Connect the Power Adaptor to the Power Jack, located on the underside of your Hub. Then, plug the Hub into a wall socket. Once connected to power, the Status LEDs under the Hub will illuminate.



Only use the power adaptor provided with your Home Alarm. We recommend plugging the Hub directly into a wall socket rather than a power board or double adaptor.

### Step 3 – Check Connectivity

After being plugged in, your Hub will automatically attempt to connect to the mobile network. This can take up to two minutes. While this occurs, the 'Cellular Status LED' () on the underside of the Hub will flash green .

After the Hub LED stops flashing green, you can use the Cellular Status LED to check the signal strength and connection status of the Hub. This will show:

-  **Solid Green:** Good signal strength.
-  **Solid Yellow:** Moderate signal strength. Moving the Hub or adding an external antenna may improve signal strength.
-  **Solid Red:** Poor signal strength. Move the Hub to another location with better signal strength, or add an antenna (see page 11).
-  **Flashing Red:** No connection. Move the Hub to another location with better signal strength, or add an antenna (see page 11).
-  **Flashing Yellow:** 3G connectivity only. Move the Hub to another location with better signal strength, or add an antenna (see page 11).
-  **Flashing Pink:** Problem with the network or Hub. Please contact Umps for further support.



# Installing your Home Alarm (continued)

## Step 4 – Test the range of your Pendant

To test the range of your Pendant:

### 1 Press the Notification Button five times.

The Hub will flash yellow and announce that Range Test Mode has been activated.

### 2 Activate your Pendant

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 when it has reached maximum range for reliable operation.

To exit Range Test Mode, press the Cancel Button.

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## Step 5 – Test your Home Alarm

After installing your Home Alarm, it's important you place a test call. This confirms that your alarm is set up and ready to go.

To test your Home Alarm, please follow the steps outlined on page 13 under 'Activating an Alert'.



# Adding an Antenna

Your Alarm comes with an external antenna that can improve signal once installed correctly.

## 1 Attach the antenna to your Hub.

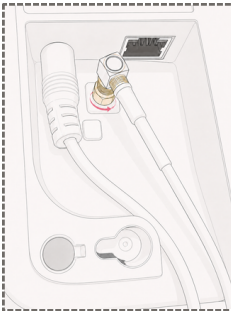
Screw the antenna cable onto the Antenna Port on the underside of your Hub. Turn it clockwise until it's firm, but don't force it or you may damage your Hub.

## 2 Find the best spot for it.

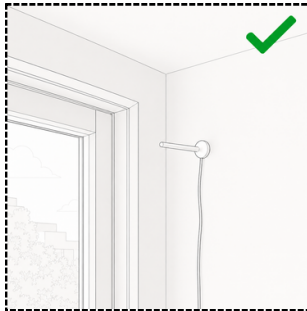
The antenna works best high up, and close to an external window or door. With it attached, watch the Cellular Status LED as you hold the antenna in different spots (see Page 8 for information on Cellular Status).

## 3 Fix it in place.

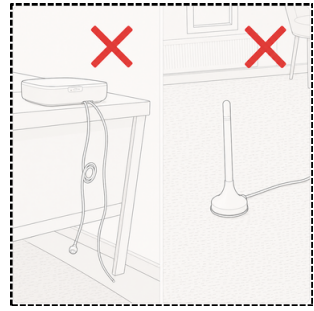
The base of the antenna has double-sided adhesive. Peel off the backing and attach it to your chosen location.



Attach the antenna



Place up high and near a window



Not dangling or on the floor



If you cannot obtain Moderate or Good Signal Strength after adding an external antenna, please contact Umps

# Connecting your Hub to your internet

Your Hub normally connects over the mobile network, and for most homes that is all it needs. If you have poor connectivity in your home, you can also connect your Hub to your home internet by Wi-Fi or Ethernet as well as the mobile network.

## Ethernet

Plug an Ethernet cable from your Hub straight into your internet router.

## Wi-Fi

Call Umps on 1300 907 272 and we'll set this up for you over the phone. Have your Wi-Fi name and password on hand before you call.



### **If your Hub is on home internet only**

If your Hub has no mobile signal and is running on your home internet, you can still raise an alert and your Hub still texts and calls your contacts, but you won't be able to speak to them through your Hub.

In this case, your contacts should treat all activations as an emergency.

# Using your Home Alarm

## Activating an alert

- 1 Press the alert button on your Pendant or Hub.
  - 2 Your Hub gives you 10 seconds to change your mind. During this period, you can cancel an alert by pressing the flashing red cross.
  - 3 After 10 seconds, your Hub will raise the alert to your contacts. See Page 5 for details.
  - 4 When a contact answers, they can speak with you through your Hub. Your Hub is loud, and its microphone usually picks up your voice from one room away.
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## Pairing extra Buttons to your Hub

To pair extra Buttons to your Hub:

- 1 Press the Notification Button four times. Your Hub will notify you that it is now in Pairing Mode.
- 2 Press the button on your Pendant.

Your Hub will notify you when a Pendant has been paired. You can pair multiple pendants to your Hub. Pendants can be purchased from Umps.

# Notifications

Your Hub will play audio announcements in certain situations. These notifications are not played overnight (between 9pm and 9am).

## **Backup Battery & Power Losses**

Your Hub has a 40 hour backup battery. If it loses power, your Hub will notify you it is using battery.

## **Connectivity Disconnection**

Your Hub connects to the Telstra 4G network. If it loses connectivity (for example, if there is a mobile outage), a red light will appear on the top of the Hub.



While the Hub has lost mobile connection your alarm may not be able to send alerts. If this happens, keep a phone nearby, let a neighbour or family member know, and arrange regular check-ins until your alarm is back online.

## Adjusting Hub Volume

You can adjust the volume of your Hub by using the volume buttons (+ / -) on the side of the Hub.



You cannot adjust the volume of an alert call. This is a safety feature.

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## Turning off your Hub

Your Hub should always remain plugged in and powered on. However, it is important that you turn off your Hub before shipping the device, or when not in use for long periods of time. To turn off your Hub:

- 1 Unplug the Hub
- 2 Hold the Cancel Button (x) then press the Notification Button (-).

The Hub will announce that it is shutting down. Once turned off, all LEDs on the back of the Hub will turn off. The Hub will automatically turn back on when plugged into power.

# Support

**Online Help Centre.** We maintain an online help centre with answers to many questions about your Home Alarm. Visit:  
<https://support.umps.com>.

**Customer Support and Accounts.** Our support specialists are available Monday to Friday, 9am to 5pm AEDT.

 1300 907 272

 [support@umps.com](mailto:support@umps.com)

 [www.umps.com](http://www.umps.com)

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## Your Privacy

This is a plain-language summary of how we handle your personal information.

To set up and monitor your alarm, we collect your name, address, contact details, and emergency contacts. We also collect relevant health information and details about your home that may help in an emergency. If you use the Mobile Alarm, we collect location data when an alert is raised.

We share your information with our Response Centre, emergency services, your emergency contacts, and your village operator or care provider where necessary. We do not sell your personal information.

You can access your information, request corrections, and ask how it is being used by contacting us. Our complete privacy policy is available at [www.umps.com/privacy-policy](http://www.umps.com/privacy-policy) and is updated from time to time. The version on our website is the most current.



## Technical Information

|                                |                                                                                                               |
|--------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>Hub Size</b>                | 160 mm x 160 mm x 44 mm                                                                                       |
| <b>Hub Weight</b>              | 520 g                                                                                                         |
| <b>Power adaptor</b>           | Mains power: 120V-240VAC<br>50/60 Hz.<br>DC output: 9V 3.35A                                                  |
| <b>Backup battery</b>          | Lithium Ferrite Phosphate 3.2V<br>3000 mAh <i>Battery is not user-replaceable.</i>                            |
| <b>Backup battery duration</b> | 40 hours                                                                                                      |
| <b>Cellular connection</b>     | LTE 4G (700, 900, 1800, 2100 MHz)                                                                             |
| <b>Wireless connections</b>    | Wi-Fi 802.11 b/g/n (2.4 GHz)                                                                                  |
| <b>External connections</b>    | DC power adaptor with 1 m cable SMA connector for external LTE antenna (optional)<br>Ethernet                 |
| <b>Pendant frequency</b>       | 915 MHz (LoRa)Max.<br>transmission power 21 dBm.                                                              |
| <b>Pendant size</b>            | 30.9 mm x 51.9 mm x 9.4 mm                                                                                    |
| <b>Pendant weight</b>          | 14 g (without lanyard)                                                                                        |
| <b>Pendant battery</b>         | 3V Lithium CR2430 enabling 2 years of operation or 4,000 activations. <i>Battery is not user-replaceable.</i> |

## Family Response Plan

|                            |                                                                               |
|----------------------------|-------------------------------------------------------------------------------|
| <b>Maximum contacts</b>    | Up to 5 nominated contacts                                                    |
| <b>Calling sequence</b>    | Calls each contact twice in order until answered                              |
| <b>Retry duration</b>      | Contacts can call back for up to one hour                                     |
| <b>Callback connection</b> | Direct connection to Hub for two-way communication (4G connectivity required) |

## Environmental Data

|                    |                                                                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Temperature</b> | Operating temperature (to perform to full specification) = -5°C to 50°C, storage = -10°C to 55°C                                                |
| <b>Humidity</b>    | Operating relative humidity (non-condensing to perform to full specification) = 0 to 90%, storage relative humidity (non-condensing) = 0 to 93% |

## Compliance



Compliant with all applicable Australian standards for electrical safety, electromagnetic compatibility & immunity, radio emissions, and telecommunications requirements.

## 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 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 Home Alarm.

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 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 Home Alarm 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.



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*“My Umps alarm provides my family and me with peace of mind when I’m at home alone. I love that I don’t have to charge it!”*

**Petra, Umps Client**

☎ 1300 907 272

✉ [support@umps.com](mailto:support@umps.com)

🌐 [www.umps.com](http://www.umps.com)