



User Guide

Umps Home Alarm

A simple guide on setting up and using your
Umps Home Alarm



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:

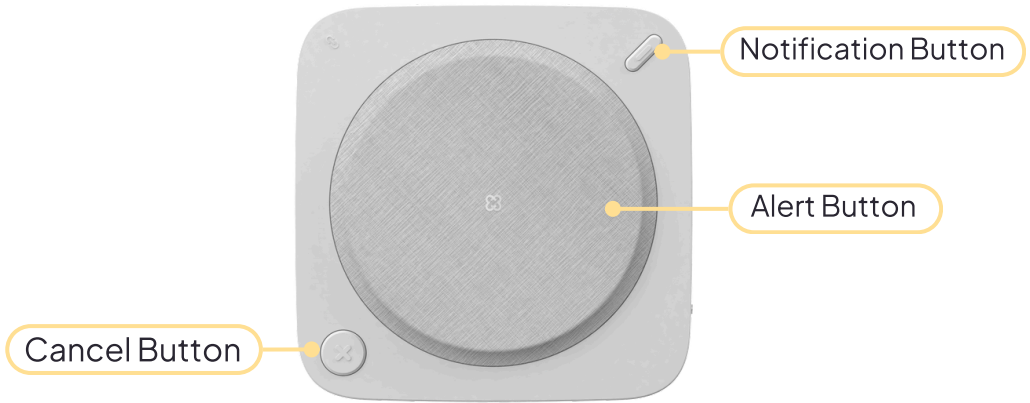
- Umps Hub
- Pendant or Fall Detection Pendant
- Umps Power Adaptor
- User Guide
- Indoor Antenna

In this guide

This guide provides you with everything you need to know to set up and operate your Umps Home Alarm.

- Your equipment: page 2
- Your response plan: page 6
- Setting up: page 8
- Using your Home Alarm: page 13
- Support: page 16
- Technical information: page 17

Home Alarm Hub



Your Hub works like a phone. When you raise an alert, it calls for help, and you can speak to a responder through your Hub.

You can raise an alert by pressing the Alert Button, and cancel it with the Cancel Button.

- **Pair up to 20 pendants.** Add Pendants, Fall Detection Pendants and Wall Buttons (page 11).
- **Operates over 4G and Wi-Fi.** Your Hub has its own mobile connection, so you don't need home internet or a phone line. You can also connect it to your home internet (page 12).
- **Backup battery.** If the power goes out, your Hub has a backup battery that will continue to operate for at least 40 hours.

Umps Pendant Button



Press the Alert Button on your Pendant to call for help from anywhere in your home.

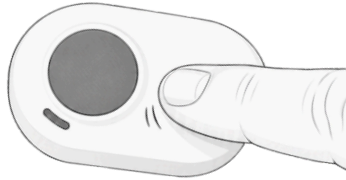
- **Wear it your way.** Can be worn around your neck, on your wrist with a Wrist Adapter, or on the wall as a Wall Button (page 5).
- **Works around your home.** Works up to 100 metres from your Hub in open air. Walls reduce this, so test it where you'll use it (page 11).
- **Shower-safe.** Can be worn in the shower, but not in the bath, a pool or under water for long periods.
- **No charging.** Battery lasts up to 4 years, depending on use. You'll receive a notification when it needs replacing.

Umps Fall Detection Pendant

Your Fall Detection Pendant raises an alert when pressed, or when it detects a fall. It can only be worn around your neck using a lanyard or chain.



- **Cancelling a fall alert.** You can cancel an alert from your Fall Detection Pendant by tapping it several times until the lights and sounds stop.



Tap repeatedly to cancel an alert

- **Shower-safe.** Can be worn in the shower, but not in the bath, a pool or under water for long periods.
- **No charging.** Battery lasts up to 2 years. We recommend replacing after 18 months of use. You'll receive a notification when it needs replacing.
- **Adjusting the sensitivity.** Contact Umps to adjust the sensitivity of your Fall Detection Pendant, or turn off Automatic Fall Detection.



- Won't detect every fall. Press the button if you can.
- Not suitable for people with a pacemaker.

Umps Wall Buttons



A Wall Button is a Pendant in a Wall Mount. It stays in one place, so help is within reach even when you're not wearing your pendant. Many people have one beside the bed or in the bathroom, as well as a pendant they wear. The Fall Detection Pendant doesn't fit the Wall Mount.

- **Choose a location.** Put it where you might need help, low enough to reach from the floor. Run a range test there before fixing to the wall (page 11).
- **Fixing it to the wall.** The adhesive on the back suits smooth, clean, dry surfaces. It's permanent and may lift paint. On textured walls, use two 6g screws and wall plugs (not included).

Response Plans

Alerts work differently depending on your plan. Not sure which you have? Call 1300 907 272.

Professional Response Plan

With a Professional Response Plan, alerts are escalated directly to our 24/7 response centre. Our response centre retains details like your address, how to access your property, relevant medical conditions and contact details of your family and friends so they can support an effective response.

1 Activate your Alarm

Press your pendant or the Alert Button on your Hub, or your Fall Detection Pendant detects a fall.

2 You have 10 seconds to cancel

After 10 seconds, your Hub sends the alert to our response centre.

3 Speak to an operator

An operator speaks with you through your Hub and works out what you need.

4 Support is provided

They can send an ambulance or other emergency services, or contact your emergency contacts. If the operator can't hear you, they'll treat it as an emergency.

Family Response Plan

With a Family Response Plan, your Hub calls and texts up to 5 family members or friends who have agreed to be there for you.

1 Activate your Alarm

Press your pendant or the Alert Button on your Hub, or your Fall Detection Pendant detects a fall.

2 You have 10 seconds to cancel

After 10 seconds, your Hub texts your first contact, then calls them twice, ringing for about 10 seconds each time.

3 Speak to your contact

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

4 If they don't answer

Your Hub moves on to your next contact. A contact who misses both calls can call back within 60 minutes and be connected to your Hub.

With Family Response, your Hub always calls from **0480 045 567**. It's important your contacts save this number, and are always prepared to answer a call from it. They should also turn off voicemail, or make the ring time longer. If your contacts receive a call and can't hear you, they should treat this as an emergency.

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

Your Hub isn't water-resistant, so keep it dry and away from heaters.

4 Somewhere quiet

It may be hard for the person who answers to hear you if the Hub is near a TV or radio.

Step 2 - Plug in your Hub

Connect the power adaptor to the Power Jack under your Hub, then plug it into a wall socket. The Status Lights under the Hub will light up.



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

Your Hub connects to the mobile network by itself. This can take up to two minutes, and the Cellular Status Light under the Hub flashes green while it connects. Once it stops flashing, the light shows your signal:

-  **Solid Green:** Good signal strength.
-  **Solid Yellow:** Moderate signal strength. Moving the Hub or adding the Indoor 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 10).
-  **Flashing Red:** No connection. Move the Hub to another location with better signal strength, or add an antenna (see page 10).
-  **Flashing Yellow:** 3G connectivity only. Move the Hub to another location with better signal strength, or add an antenna (see page 10).
-  **Flashing Pink:** Problem with the network or Hub. Please contact Umps for further support.

Adding an Antenna

Your Alarm comes with an Indoor Antenna that can improve signal once installed correctly.

1 Attach the antenna to your Hub.

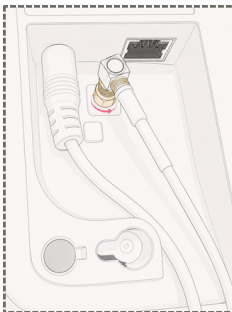
Screw the antenna cable onto the Antenna Port on the underside of your Hub. Turn it clockwise until it's firm, but don't force it or you may damage your Hub.

2 Find the best spot for it.

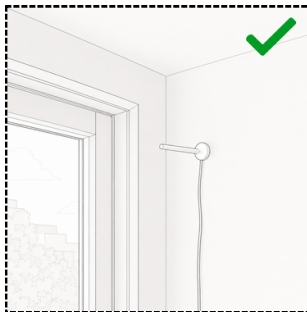
The antenna works best high up, and close to an external window or door. With it attached, watch the Cellular Status Light as you hold the antenna in different spots (see page 9).

3 Fix it in place.

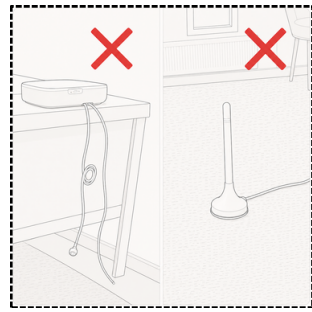
The base of the antenna has double-sided adhesive. Peel off the backing and attach it to your chosen location.



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 the Indoor Antenna, please contact Umps.

Step 4 – Pairing your Pendant or other Button

To pair a Pendant, Fall Detection Pendant or Wall Button:

- 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 say “Pendant paired”. A Pendant’s lights flash four times and a Fall Detection Pendant’s flash green when paired.

Step 5 – Test your Pendant Range

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.

Step 6 – 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'. Tell the person who answers that it's a test.

Connecting your Hub to the internet

Your Hub has its own mobile connection. If the mobile signal is weak, you can also connect your Hub to your home internet.

- **Professional Response:** Your Hub can send alerts and calls over your internet, and uses the mobile network if your internet is down.
- **Family Response:** Your Hub still needs mobile signal to call your contacts. If it only has internet, it will text and call them, but you won't be able to speak through your Hub. Your contacts should treat every alert as an emergency.

To set up your Hub using your home internet, contact Umps.

Using your Home Alarm

Activating an alert

- 1 Press your Pendant, Wall Button or Hub, or your Fall Detection Pendant detects a fall.
- 2 Your Hub gives you 10 seconds to change your mind. During this period, you can cancel an alert by pressing the Cancel Button (x).
- 3 After 10 seconds, your Hub raises the alert using your response plan.
- 4 When someone answers, they can speak with you through your Hub. If they cannot hear you, they will treat this as an emergency.

Cancelling an alert

If you accidentally activate an alert, you can cancel it:

- Within 10 seconds, by pressing the Cancel Button (x) on your Hub.
- For Fall Detection Pendants, by tapping your Fall Detection Pendant until the lights and sounds stop.

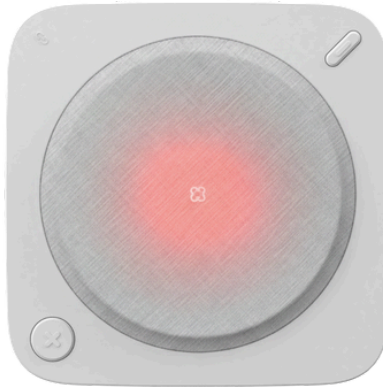
If you can't cancel an alert, tell the person who answers that it was a mistake.

Notifications

Your Hub makes spoken announcements in some situations. It doesn't play them overnight, between 9pm and 9am.

Power cuts. If the power goes out, your Hub says it's running on its battery. The battery lasts at least 40 hours.

Losing signal. If your Hub loses its mobile connection, for example during a network outage, a red light shows on 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.

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 posting it back to us, 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 the lights on your Hub will turn off. The Hub will automatically turn back on when plugged into power.

Support

Online help centre. Find answers to common questions at support.umps.com.

Customer Support and Accounts. Our support specialists are available Monday to Friday, 9am–5pm Melbourne time.

 1300 907 272

 support@umps.com

 www.umps.com

Your Privacy

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.

We share your information with our response centre, emergency services, your emergency contacts, and your village operator or care provider where needed. We don't sell your personal information.

You can access your information, ask for corrections, and ask how it's used by contacting us. Our full privacy policy is at www.umps.com/privacy-policy.

Hub Technical Information

Model	HU01-AUUM/01
Size	160 × 160 × 45 mm
Weight	520 g
Power adaptor	Input 100–240 V AC, 50/60 Hz. Output 9 V DC, 3 A
Backup battery	Lithium Iron Phosphate 3.2 V 3000 mAh. <i>Battery is not user-replaceable.</i>
Backup battery duration	At least 40 hours
Cellular connection	LTE 4G (700, 900, 1800, 2100 MHz)
Wireless connections	Wi-Fi 802.11 b/g/n (2.4 GHz)
External connections	DC power adaptor (1 m cable); SMA connector for external antenna (optional); Ethernet
Operating conditions	-5 °C to 50 °C, up to 90% relative humidity



All products outlined in this guide are compliant with all applicable Australian standards for electrical safety, electromagnetic compatibility & immunity, radio emissions, and telecommunications requirements.

Pendant Technical Information

Model	TR01-AUWH/04
Size	51 × 31 × 10 mm
Weight	14 g (without lanyard)
Range from Hub	Up to 100 m from the Hub in open air. Walls and other obstacles reduce this
Radio	915 MHz (LoRa), max. 21 dBm
Water resistance	IP67. Suitable for the shower. Not for baths or swimming.
Battery	3 V lithium manganese dioxide, 295 mAh. Lasts up to 4 years, depending on use. Battery is not user-replaceable.
Operating conditions	-5 °C to 50 °C, up to 90% relative humidity

Fall Detection Pendant

Model	TR04-AUWH/01
Size	57 × 35 × 13 mm
Weight	20.8 g (without lanyard)
Radio	915 MHz (LoRa), max. 21 dBm
Range	Up to 100 m from the Hub in open air. Walls and other obstacles reduce this
Battery	3 V CR2477 lithium manganese dioxide, 1000 mAh. Lasts up to 2 years, depending on use. Battery is not user-replaceable.
Water resistance	IP67. Suitable for the shower. Not for baths or swimming.
Operating conditions	-5 °C to 50 °C, up to 90% relative humidity

Battery information

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

CAUTION: Do not ingest battery, chemical burn hazard. Pendants with this product contain 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. The lanyard and Pendant Chain both have a magnetic breakaway clasp. This has been designed to 'break' in the event force is applied to minimise choking hazards. If you replace them with 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.

Pacemakers and implanted devices.

The lanyard and Pendant Chain contain magnets. Keep them at least 20 cm from a pacemaker or other implanted medical device, and check with your cardiologist. If you have a pacemaker, wear your Pendant on your wrist, not around your neck. The Fall Detection Pendant isn't suitable for people with a pacemaker.

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

🌐 www.umps.com