

Introducing your Umps Mobile Alarm

Your Umps Mobile Alarm allows you to access immediate help from anywhere in your home or the community.

It has been designed to be easy and accessible to use, and comes as either a watch or neck-worn pendant.



Signal: Mobile signal strength
Battery: Remaining charge
Date and Time: Set based on location
Alert Button: Used to raise an alert

Charging your Mobile Alarm

To charge your Mobile Alarm, connect the USB cable to the charging dock and power adaptor.

Then, place the alarm into the charging base. The charging ensuring the Charging Contacts align with the Charging Pins.



The Mobile Alarm is held securely onto the Charger using in-built magnets.

Once connected, your Mobile Alarm will notify you that your Mobile Alarm is charging, and the screen will display the charging screen. Your Mobile Alarm will take approximately one hour to charge.



We recommend charging your Mobile Alarm daily. If your Mobile Alarm battery falls below 10%, it will notify you through an audio and visual reminder.

Powering On

Turn on your Mobile Alarm by holding the Alert Button for 5 seconds. Your Mobile Alarm display will turn on.



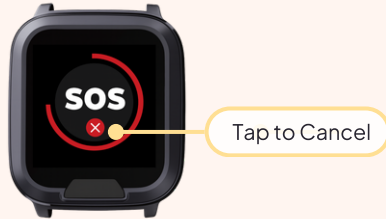
Powering Off

To turn off your Mobile Alarm, swipe right to navigate to the 'Settings' menu. Click on the 'System' menu and select Power Off



Raising an emergency alert with your Mobile Alarm

- 1 To activate your Mobile Alarm, press and hold the Alert Button for 1 second.
Once activated, your Mobile Alarm will play vibrate and play an audio prompt.



- 2 Your Mobile Alarm will wait for 15 seconds before raising the alert. During this time, you can cancel the alert by pressing the red cross or the Alert Button a second time.

- 3 Your Mobile Alarm will raise an alert in accordance with your your Response Plan.



Thank you for choosing Umps. Contact us for support with your Mobile Alarm, or to learn about our other products.

support@umps.com
www.umps.com
1300 907 272
0800 005 687

Included in this box

Your Umps Mobile Alarm includes everything you need to get started.



Automatic Falls Detection

Your Umps Mobile Alarm can automatically detect falls. If a fall is detected, your Mobile Alarm will vibrate, display a warning, and announce that a fall has been detected. You can cancel an automatic alert within 10 seconds of activation.



NOTE: Your Mobile Alarm will not detect all falls. Always activate your Mobile Alarm in the event of a fall.

Falls Detection may be activated during normal activity. If you experience a high number of false activations, contact Umps to adjust the sensitivity of your Mobile Alarm.

Other Features

Location Sharing

Upon activating an alert, your Mobile Alarm will share your location.

NOTE: Location services may be inaccurate, particularly when indoors. You should always confirm your location if possible.

Language

The Umps Mobile Alarm is available with voice prompts in English, Italian, Greek, Cantonese, Mandarin, Vietnamese, Arabic, Croatian and Macedonian. To exchange your Mobile Alarm for one in a difference language, contact Umps.

Do Not Disturb

Audio notifications will not be played during the hours of 9 pm and 9 am. The Do Not Disturb feature can be turned off by navigating to the Settings Menu.

Wandering Alerts

The Umps Mobile Alarm can be used to set a ‘Wandering’ Alert. This service is used to raise an alert if the Mobile Alarm leaves a defined area. Contact Umps to access this service.

NOTE: Wandering Alerts must not be used to restrain a person. Activating this feature requires the explicit permission of the user or a person with the appropriate decision making authority.

Response Plans

The Umps Mobile Alarm supports both Family or Professional Response.

1 Professional Response

A trained operator is on hand 24 x 7, and will contact emergency services or family members if required.

2 Family Response

Alerts are escalated directly to your family and friends by text message and a phone call.

To change your Response Plan or update your Emergency Contacts, contact Umps.

Important Information

Mobile Network Coverage

Your Mobile Alarm relies on the mobile network. If you experience issues with signal strength, contact Umps for further assistance. The SIM card in your Mobile Alarm should not be removed or replaced.

Fall Detection Limitations

Fall detection may not trigger under certain conditions, such as falls from a low height or slow, controlled falls. Because fall detection relies on the speed and impact of the fall, it may not always detect falls from sitting positions or slow movements.

Power Off in Prohibited Areas

Power off your Mobile Alarm when on an aircraft or in any situation where the use of mobile devices is prohibited.

Do Not Use While Driving

Do not use the Mobile Alarm while driving or in other hazardous situations where attention is needed.

Charging Equipment

Only charge your Mobile Alarm using the cradle, cable, and adapter provided. Use of third-party chargers or cables could damage the device or prevent it from functioning correctly.

Medical Devices

Interference

Your Mobile Alarm contains an RF transmitter and should be kept at least 20cm away from pacemakers or other implanted medical devices. If you have any concerns, consult with your healthcare provider about using your Mobile Alarm .

GPS Accuracy

GPS location may be unavailable or inaccurate in some locations (e.g., indoors or in heavily built-up areas). Always describe your location to the operator if you are able.

Not a Substitute for Medical Attention

Your Mobile Alarm is intended to assist with emergency support but is not a substitute for seeking medical attention in the event of a serious health concern. In an emergency, always contact local emergency services directly if possible.

Allergic Reactions

Some users may experience skin irritation or allergic reactions to the materials used in your Mobile Alarm or band. If you experience discomfort or irritation, discontinue use and contact Umps for alternative options.

Battery Charging and Care

Charge your Mobile Alarm every day. If the device is left with a discharged battery for an extended period, the battery may be permanently damaged. Ensure your Mobile Alarm is completely dry before charging. The battery is not replaceable. Do not attempt to open your Mobile Alarm.

Water Resistance

Your Mobile Alarm is water-resistant (IP67) and is suitable for everyday use, including exposure to rain or hand washing. However, do not submerge your Mobile Alarm in water for extended periods (e.g., pools, spas, oceans, or baths).

Heat and Cold Exposure

Do not expose your Mobile Alarm to extreme heat or cold, as this could damage the battery and other components of the device.

Impact Damage

Do not drop your Mobile Alarm or subject it to heavy impacts. If you believe your Mobile Alarm may be damaged, contact Umps.

Cleaning

Clean your Mobile Alarm with a soft, dry cloth only. Do not use chemicals, abrasive cleaners, or immerse your Mobile Alarm in water or other liquids.

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.

Compliance

The Umps Mobile Alarm meets all requirements for the Australian RCM and has been tested to:

- AS/NZS CISPR 32
- AS/NZS 62368
- AS/NZS 4268
- AS CA S042.4
- AS/NZS 2772.2
- IEC 60529
- EN 300 328 V2.2.2
- EN 301 908-1 V15.2.1
- ARPANSA RPS S-1
- EN 50566: 2017
- EN 50360: 2017
- EN 62479: 2010
- EN 50663: 2017
- IEC/IEEE 62209-1528:2020



Charging Cradle
5V==1A

The Umps Mobile Alarm is manufactured in China and complies with Australian standards.



Mobile Alarm / Watch User Guide

