Tunstall

Umps Link

Personal Alarm User Guide

Introducing Umps

Umps are a team of innovators passionate about making care at home seamless. They have built the Umps Link personal alarm to support people's independence at home, enabling them to access emergency support at any time.

Tunstall is proud to partner with Umps, combining our long-standing expertise in monitoring services with Umps' cutting-edge technology to bring you an intuitive, reliable solution for staying safe at home.

As you'll see, your Umps Link personal alarm is intuitive to use and simple to set up. This user guide provides information on your personal alarm, including a complete overview of how the system operates.

About Your Umps Link

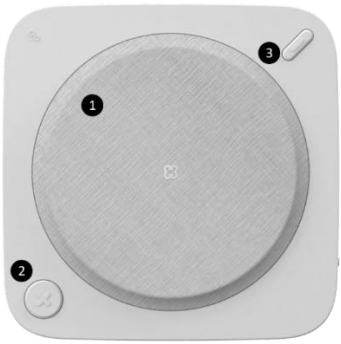
With your Umps Link personal alarm, you can access immediate help by activating your pendant from anywhere in your home.

When you activate your personal alarm, a Care Consultant 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. If you are by yourself, our friendly Care Consultant will stay on the line for as long as required

In the box, you will have received:

- 1 x Umps Link Hub
- 1 x Umps Link pendant
- 1 x Umps Link power adaptor

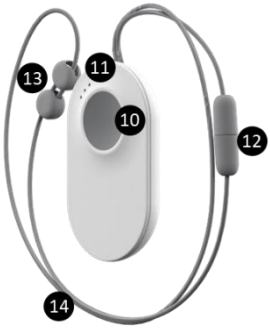
Your Umps Link Hub



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

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. Additionally, it has 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	13	Lanyard Adjusters
11	Pendant LEDs	14	Lanyard
12	Magnetic Breakaway		

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.

There is also a wrist band option available if preferred, as an additional cost. To purchase, please contact Tunstall.

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 function for approximately two 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 in a central location, the pendant is more likely to be within range when activated. Additionally, it will maximise the likelihood that you can hear the Umps Link Hub from other rooms.

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 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, a Care Consultant will call you through the Umps Link Hub. It may be hard for the Care Consultant to hear you if the device is placed next to something loud, such as a TV or radio.

Step 2 — Plug in your Umps Link Hub

Connect the power adaptor 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 adaptor provided with the Umps Link Hub.

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

Step 3 — Check connectivity

After being plugged in, your Umps Link Hub will automatically attempt to connect to the mobile network. This can take up to two minutes.

Check the signal strength and connection status of your Umps Link Hub by viewing the 'Cellular Status LED' ( ) on the underside of the Hub. This will show:

- **Solid Green**, indicating good signal strength.
- **Solid Yellow**, indicating moderate signal strength. The device is likely to function but moving the device or adding an extension antenna is recommended. These are available to purchase, please contact Tunstall for further information.
- **Solid Red**, indicating poor (**NO signal strength).** Moving the device or adding an extension antenna is required.

NOTE: If you cannot identify a location with moderate or good signal strength, please contact Tunstall for further support.

Troubleshooting

The ‘Cellular Status LED’ will also display:

- **Flashing Green**, while the Hub is turning on.
- **Flashing Red**, indicating that the Hub cannot connect to the mobile network. Attach an antenna or move the Hub to another location.
- **Flashing Yellow**, indicating 3G connectivity only (where 3G is still available).
- **Flashing Pink**, indicating there is a problem with the network or the Hub. Please contact Tunstall for further support.

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Step 4 — Test the range of your Umps Link pendant

Your Umps Link Pendant comes pre-paired to your Hub. 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. Press the Notification Button five times. 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 when it has reached maximum range 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. Please place a test call by pressing your pendant. Once pressed your Hub LED will illuminate and your Hub will announce "Alert activated to cancel the alert press the flashing red cross" followed by "Alert sent an operator will be with you shortly". You will then hear a ringing noise and shortly after a Care Consultant will speak to you via your Hub. Let them know you are testing.

Notifications

Your Umps Link Hub will play helpful notifications about the status of the device, and any required action. The Hub will play an audio notification when it loses or reconnects to mains power, when it disconnects or reconnects to the cellular network, when the Pendant battery is low and when the Hub battery is low. These notifications will not play between 9 pm and 9 am in your local time. If you have questions about a notification from your Hub, contact Tunstall for further support.

Shutting Down Your Umps Link Hub

Your 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, or when not in use for long periods of time. To turn off your Umps Link Hub:

1. Unplug the Umps Link Hub from the power point and wait for the device to announce it has been unplugged
2. Hold the Cancel Button and then press the Notification Button.

The Umps Link Hub will announce it is shutting down.

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

Pairing and unpairing pendants

If replacing an existing pendant, ensure you unpair the original pendant first. If the original pendant is lost, contact Tunstall to unpair it remotely.

Unpair existing pendant

1. Hold the Volume Down Button, then press the Notification Button four times. Wait for the hub LED to turn blue
2. While the hub LED is blue press the pendant to be unpaired
3. The Pendant LED's will flash
4. The hub will announce "Pendant Unpaired"

Pair the new pendant or an additional pendant

1. Press the Notification button four times. The Hub LED will turn Blue and the Hub will announce "Pairing mode activated. Press pendant to Pair."
2. Press the new Pendant
3. The Pendant LED's will flash
4. The Hub will announce "Pendant paired"

Repeat the process for additional pendants.

Contact Tunstall if you require assistance.

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). Do not attempt to replace the battery yourself. 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 adaptor 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. The battery cannot be replaced.

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.

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