



# Umbrella

## Mobile Personal Emergency Response System (mPERS)

User Guide



November 2024



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## 1. Introduction

The Umbrella Mobile Personal Emergency Response System (mPERS) is an emergency signaling device with built-in fall detection and two-way LTE cellular communications.

Features include:

- Lightweight, cellular and wearable device
- LTE-M data network
- Two-way voice communication over cellular or Wi-Fi networks
- Geolocation and indoor location
- Fall detection when worn around the neck or on a belt over the belt clip. Fall detection is an optional feature. Consult the reseller from whom you purchased the Umbrella to determine whether the fall detection in your Umbrella has been activated.
- Panic button alert
- LED and haptic status indication
- IP67 water resistant for showering, swimming, and outdoor use (do not submerge the Umbrella)
- Wireless charging of the Umbrella using a charging cradle
- False alert cancellation

## 2. Umbrella Package Contents

The Umbrella package contains the following items:

|  |   |
|--|---|
| The Umbrella mPERS device                                      |    |
| A cradle for charging  |     |
| A charging adapter and cable for connecting to a power supply. |   |
| A clip for carrying Umbrella on a belt.                        |  |
| A lanyard for wearing Umbrella around your neck.               |  |

## 3. Plugging In and Charging Umbrella

### 3.1. Plugging In the Cradle

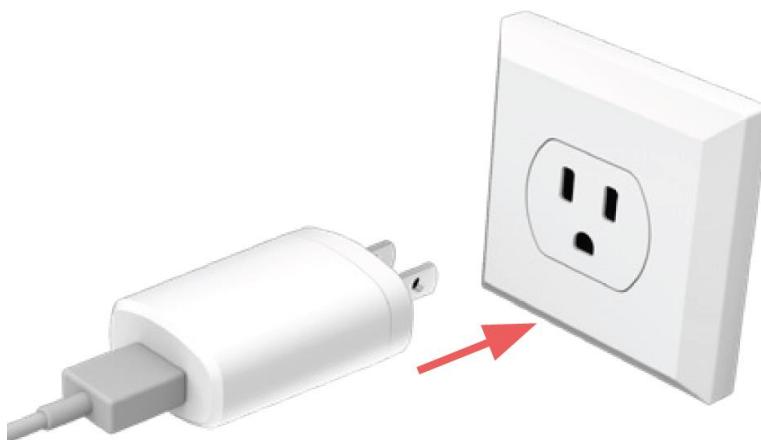
1. Insert the large end of the USB charging cable into the charging adapter.



2. Insert the small end of the charging cable into the charging cradle.



3. Plug the charging adapter into an electrical socket.



**NOTE:** To avoid accidentally turning off your charging cradle, do not plug the adapter into a socket controlled by a light switch.

## 3.2. Charging Umbrella



**NOTE:** Before using the Umbrella for the first time, it is important to charge the Umbrella in its cradle as described in this section and in the Umbrella Getting Started Guide.

To charge the Umbrella:

1. Connect the cradle to the power supply (as described in Section 3.1 [Plugging In the Cradle](#)).
2. Place the Umbrella in the cradle, as shown below.

A “charging” audio announcement sounds while the Umbrella is charging.



Note the following while charging:

- Charge the Umbrella for at least six hours to receive a full charge. Umbrella automatically stops charging when the battery level is very high.



**NOTE:** There is no voice announcement or LED indication when the Umbrella becomes fully charged. When removing Umbrella from the cradle there will be a LED indication and an audio announcement of the battery level.

- The Umbrella will power on while charging. This may take some time.
- Do not use the device while charging.
- After charging your Umbrella, prior to your first-time use and then periodically, follow the instructions in section 6.4.3 [Test Call to the Monitoring Service](#) to test your Umbrella and ensure that your Umbrella has been configured to dial and connect to your monitoring service.

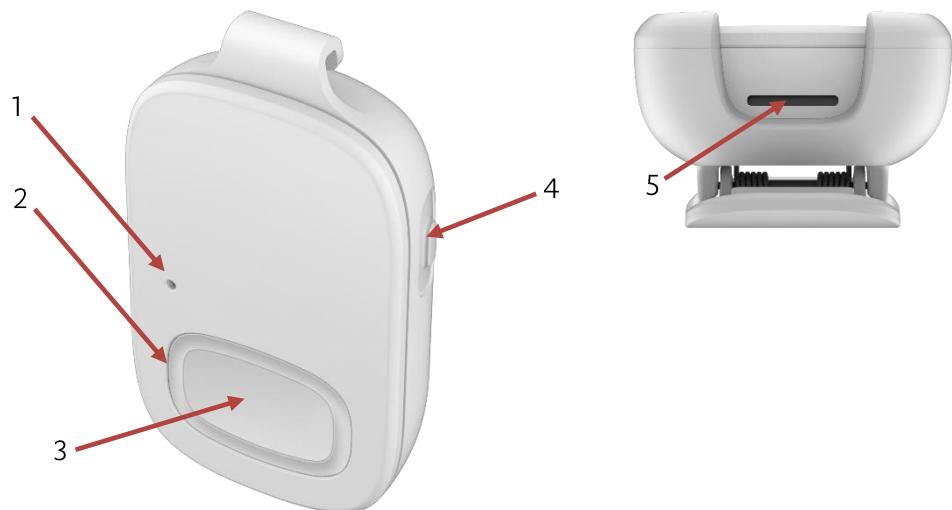


**NOTE:** Charge the Umbrella nightly or, if the battery level is low, charge as soon as possible.



**Caution:** THE UMBRELLA'S BATTERY IS NOT DESIGNED TO BE REMOVED OR REPLACED BY YOU. DO NOT ATTEMPT TO OPEN THE BATTERY COMPARTMENT OR REMOVE, REPLACE OR MANIPULATE THE BATTERY.

## 4. Umbrella Features



The Umbrella includes:

1. A **microphone** that picks up your voice to communicate with your monitoring service.
2. A **LED** that shows Umbrella indications and status.
3. A **panic button** for use in the case of an emergency. See Section 5 [LED and Alarm Indications](#) for details.
4. A **side button** for
  - a. Testing the state of the Umbrella. For more information, see Section 6.4 [Testing the Umbrella](#).
  - b. Canceling a call to your monitoring service. For more information, see Section 6.3 [Canceling or Hanging Up a Call](#).
5. A **speaker** (at the bottom of the Umbrella) for hearing inbound audio from your monitoring service.

## 5. LED and Alarm Indications



**NOTE:** Any reference in this User Guide to time intervals means approximate time intervals (for example, 5 seconds means approximately 5 seconds). Please use as reference only.

**Table 1: LED and Alarm Indications**

| Event/Info Sent    | LED   | Vibration              | Audio Announcement |
|--------------------|---|------------------------|--------------------|
| Umbrella power on  | <ol style="list-style-type: none"> <li>1. Blinks orange after power up, until connected to the cellular network.</li> <li>2. Lights green for 3 seconds when connected to the cellular network and continues to blink green for a few minutes during active communication with the monitoring service.</li> </ol> | Vibrates for 1 second. | "Device on"        |
| Umbrella power off |   | Vibrates for 1 second. | "Device off"       |

| Event/Info Sent   | LED  | Vibration               | Audio Announcement  |
|---|--|-------------------------|---|
| Placing the Umbrella in the cradle for charging           | <p>1. Lights orange for 5 seconds when placed in the cradle, or</p> <p>2. Blinks red for 5 seconds if the cradle is not connected to the AC power supply.</p> <p><b>Note:</b> When the cradle is connected to the AC power supply, placing the Umbrella while turned off in the cradle initiates the Umbrella power-up process. The device continues to blink green for a few minutes during active communication with the monitoring service.</p> |                         | <p>1. "Charging"</p> <p>2. "Not Charging"</p>   |
| Removing the Umbrella from the cradle (ending the charge) | Lights orange for 3 seconds.   |                         | <p>Battery level announcement:</p> <ol style="list-style-type: none"> <li>1. "Battery low",</li> <li>2. "Battery partially charged", or</li> <li>3. "Battery full"</li> </ol>   |
| Panic button pressed or fall detected                     | Lights red for 5 seconds.  | Vibrates for 3 seconds. | <p>"Emergency Call" or "Fall Detected"</p> <p>The Umbrella beeps every 5 seconds until the call is answered by your monitoring service. You can cancel a call as described in Section 6.3 <a href="#">Canceling or Hanging Up a Call</a>.</p> |

| Event/Info Sent   | LED  | Vibration                              | Audio Announcement  |
|---|--|--|---|
| Failed call   |  |  | <p>“Failed to contact the monitoring service, please press button again”</p> <p><b>Note:</b> A failed call can be the result of factors such as network errors, weak signals, interferences by electronic devices, or obstruction by walls or building materials. Accordingly, you may have to change your location or reposition Umbrella to place an emergency call.</p>                        |
| Emergency button pressed while alarm is in progress                 |  |  | “Emergency event is in process”   |
| Umbrella status test (after pressing the side button for 3 seconds) | Test passed – blinks green twice.<br>Test failed - blinks red twice. |  | <p>“Test started”.</p> <p>Battery level test can result in one of three options:</p> <ol style="list-style-type: none"> <li>“Battery low”</li> <li>“Battery partially charged”</li> <li>“Battery full”</li> </ol> <p>Reception level test can result in one of four options:</p> <ol style="list-style-type: none"> <li>“Poor”</li> <li>“Average”</li> <li>“Good”</li> <li>“Excellent”</li> </ol> |
| Belt clip is upside down (as detected by the Umbrella)              | Lights red for 3 seconds.  | Vibrates and LED blinks simultaneously | “Device detected is upside down in belt clip”   |

## 6. Operating Umbrella

Umbrella offers two-way voice communication over cellular or Wi-Fi networks.

To connect the Umbrella to a Wi-Fi network, please contact your monitoring service with your Wi-Fi credentials, including network name and password. The monitoring service will configure your Umbrella to connect to your local Wi-Fi hub.



### WARNING!

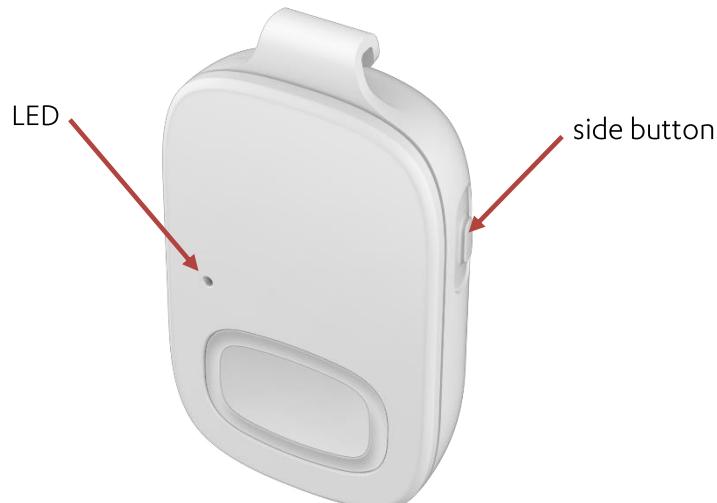
- A Wi-Fi network does not replace the need for cellular connectivity. When out of range from or not connected to your configured Wi-Fi hub, your Umbrella requires cellular connectivity to communicate with your monitoring service. Otherwise, your Umbrella may not, for example, be able to register your location or communicate with your monitoring service, including communicating your emergency or placing an emergency call.
- The quality of the cellular reception can vary depending on your location. It is important to test your Umbrella periodically as indicated in Section 6.4.1 [Umbrella Status Test](#) to check if you have adequate cellular reception. Poor cellular reception will limit the operation of your Umbrella and your Umbrella will not, for example, be able to register your location or communicate with your monitoring service, including communicating your emergency.
- The fall detection feature in your Umbrella will detect a fall only when the Umbrella is worn on the chest over the lanyard provided with the Umbrella package or on the hip over the belt clip provided with the Umbrella package. Do not tamper with or change the length of the lanyard as it may affect the operation of your fall detection feature.
- Anyone with a pacemaker, prior to wearing or using the Umbrella, should review their pacemaker materials or consult with their medical provider regarding interaction of cell phones with their pacemaker and follow the same directions and precautions for the Umbrella.
- THE PRODUCT IS NOT A MEDICAL DEVICE AND IS NOT INTENDED TO REPLACE YOUR KEEPING IN REGULAR CONTACT WITH YOUR HEALTHCARE PROVIDER[S], CAREGIVER[S], OR MAINTAINING ACCESS TO AN ALTERNATIVE MEANS OF PLACING AN EMERGENCY CALL.



**NOTE:** Umbrella utilizes magnetic sensors which may be activated accidentally if the Umbrella comes in (close) proximity of a magnet. This can trigger unintentional positioning announcements

## 6.1. Turning Umbrella On and Off

- Turn on the Umbrella by pressing the side button for two seconds.
  - The Umbrella vibrates for one second.
  - The Umbrella plays a “Device on” audio announcement.
  - The LED blinks orange from power up until the Umbrella is connected to the cellular network.
  - When connected, the LED lights green for three seconds.
- Turn off the Umbrella by pressing the side button until it turns off.
  - The Umbrella vibrates for one second.
  - The Umbrella plays a “Device off” audio announcement.



## 6.2. Use in an Emergency

1. To make an emergency call, press the panic button until you hear an “Emergency call” audio announcement, followed by “Press the side button twice to cancel”.

The LED lights red for five seconds and the Umbrella vibrates for three seconds.

The Umbrella beeps every five seconds until your monitoring service answers the call. The emergency call can also be canceled by you as indicated in Section 6.3 [Canceling or Hanging Up a Call](#).



**NOTE:** If you place the Umbrella in the cradle during an emergency call, the call will continue as normal.



**WARNING!**

- If your Umbrella is configured to operate in duress mode, the emergency call (including cases of a detected fall), will be a one-way call. In other words, when you press the panic button, you will not be able to hear the applicable audio announcement or your monitoring service. Contact your monitoring service to check if your Umbrella is configured to operate in duress mode.
- THE LOCATION FEATURE IN YOUR UMBRELLA MAY NOT OPERATE OR DETERMINE YOUR LOCATION AT ALL TIMES, IN ALL AREAS, LOCATIONS OR WEATHER CONDITIONS. FOR EXAMPLE, STRUCTURES OR UNDERGROUND AREAS MAY MAKE IT DIFFICULT FOR THE LOCATION FEATURE TO DETERMINE YOUR LOCATION. THEREFORE, WHEN SPEAKING TO YOUR MONITORING SERVICE, PROVIDE THE MONITORING SERVICE WITH ALL THE INFORMATION THAT YOU POSSIBLY CAN REGARDING YOUR LOCATION.

2. In the event of a fall, the Umbrella sounds a “Fall detected” audio announcement and an emergency call is initiated. You can cancel or hang up the call as indicated in Section 6.3 [Canceling or Hanging Up a Call](#).
3. A call is completed after the monitoring service ends the emergency call or when you cancel or hang up the call as indicated in Section 6.3 [Canceling or Hanging Up a Call](#).



**WARNING!** The fall detection feature in your Umbrella is not intended to and cannot prevent falls. In addition, fall detection technology cannot detect all falls, and Essence does not guaranty that the fall detection feature in your Umbrella will detect every fall. IN CASE OF A FALL, IF POSSIBLE, IMMEDIATELY MANUALLY PRESS THE PANIC BUTTON ON YOUR UMBRELLA.

## 6.3. Canceling or Hanging Up a Call

To cancel or hang up an emergency call to your monitoring service, including a call as a result of a fall detection or a test call, press the side button of your Umbrella twice.



**WARNING!** In case of an emergency, do not cancel or hang up the call before speaking with your monitoring service. Canceling or hanging up the call may cancel the emergency call with your monitoring service and prevent the monitoring service from providing you with their services, including, the dispatch of emergency services.

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## 6.4. Testing the Umbrella

Perform the following tests to make sure that the Umbrella is operating correctly:

- [Umbrella status test](#)
- [Free fall test](#)
- [Test call to the monitoring service](#)



**NOTE:** It is recommended that you test the Umbrella periodically. If the Umbrella does not test properly, call your reseller from whom you purchase the Umbrella immediately.

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### 6.4.1 Umbrella Status Test

This test checks the battery, reception levels, and the internal components operational status.

- Press and hold the side button continuously for three to five seconds.  
The Umbrella plays a “Test started” audio announcement.  
The tests return the following possible results:

**Table 2: Device Test Results**

| Test                                   | Results                              | LED Behavior  |
|--|--------------------------------------|---|
| Battery level                          | Low<br>Partially charged<br>Full     |   |
| Reception level                        | Poor<br>Average<br>Good<br>Excellent |   |
| Internal components operational status | Failed<br>Passed                     | <ul style="list-style-type: none"> <li>● If failed – red LED blinks twice. Immediately contact your monitoring service.</li> <li>● If passed – green LED blinks twice.</li> </ul> |

**NOTE:**

- Your Umbrella requires adequate cellular reception levels and battery level in order to operate properly. Check your battery level and reception regularly.
- Charge nightly or, as soon as possible, if the battery level is low.
- Reception level may vary depending on your location. If reception level at home or other commonly used location is poor, follow the troubleshooting direction in Section 9. If poor reception level persists, immediately contact your monitoring service.

**6.4.2 Free Fall Test**

Perform this test within two minutes of performing an Umbrella status test, as described in Section 6.4.1.

1. Hold the Umbrella in your hand and extend your arm at shoulder height at approximately 1.5 m from the ground.
2. Allow the Umbrella to fall vertically to the ground.



**NOTE:** Perform this test over a soft surface (such as carpet or a bed). Avoid hard floors.

3. The Umbrella will initiate a fall flow, as follows:

- a. The Umbrella sounds a “Fall detected” audio announcement and an emergency call is initiated.
- b. To cancel the emergency call, press the side button twice.

#### 6.4.3 Test Call to the Monitoring Service

Test call your Umbrella to ensure that it has been configured to dial and connect to your monitoring service, as follows:

1. Follow the instructions in Section 6.2 [Use in an Emergency](#).
2. When the call is answered by your monitoring service, inform your monitoring service that this is a test call.
3. To cancel or hang up the test call, follow the instructions in Section 6.3 [Canceling or Hanging Up a Call](#).

## 7. Specifications

Following are Umbrella technical specifications:

**Table 3: Technical Specifications**

| Category              | Data  |
|-----------------------|---|
| <b>Communications</b> | <ul style="list-style-type: none"> <li>● LTE cellular network</li> <li>● Wi-Fi</li> </ul>   |
| <b>Geolocation</b>    | <ul style="list-style-type: none"> <li>● Sends the device location to your monitoring service</li> </ul>  |
| <b>Power</b>          | <ul style="list-style-type: none"> <li>● <b>Battery:</b> Rechargeable</li> <li>● <b>Battery life:</b> Up to 48 hours of standby</li> </ul>  |
| <b>Dimensions</b>     | <p>Device:</p> <ul style="list-style-type: none"> <li>● <b>Size (H x W x D):</b> 60.7 x 35 x 15 mm (2.4 x 1.4 x 0.6 in.)</li> <li>● <b>Weight:</b> 24 g (0.8 oz.)</li> </ul> <p>Charging Cradle:</p> <ul style="list-style-type: none"> <li>● <b>Size (H x W x D):</b> 99.4 x 69.6 x 19 mm (3.9 x 2.7 x 0.75 in.)</li> <li>● <b>Weight:</b> 51 g (1.8 oz.)</li> </ul> |

## 8. Regulatory

### FCC and Industry Canada Information:

FCC ID: YXG-ES900BG77

Industry Canada ID: IC:11061A-ES900BG77

This device complies with FCC Rules Part 15 and with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) this device must accept any interference received including interference that may cause undesired operation.

For Industry Canada:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For Industry Canada:

- This Class B digital apparatus complies with Canadian ICES-003. - Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**Radiation Exposure Statement:** The product complies with portable RF exposure limit in Canada and the USA set forth for an uncontrolled environment and is safe for intended operation as described in this manual. Further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body.

**Déclaration d'exposition aux radiations:** Le produit est conforme aux limites d'exposition pour les appareils portables RF pour les Etats-Unis et le Canada établies pour un environnement non contrôlé. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur ou que le dispositif est réglé sur la puissance de sortie la plus faible si une telle fonction est disponible.

## 9. Troubleshooting

| Issue   | Description   | Suggested Action   |
|---|---|--|
| The Umbrella is not charging, or you do not receive a "Charging" audio announcement | You place the Umbrella in the cradle, but no audio announcement sounds.                 | <ul style="list-style-type: none"> <li>Make sure that the charging cable is connected correctly to the adapter and the cradle, as described in Section 3 <a href="#">Plugging In and Charging Umbrella</a>.</li> <li>Make sure that the adapter is connected to the power source, as described in Section 3 <a href="#">Plugging In and Charging Umbrella</a>.</li> <li>Make sure that you have placed the Umbrella in the cradle correctly, as described in Section 3 <a href="#">Plugging In and Charging Umbrella</a>.</li> <li>Test your Umbrella for battery level. A fully charged Umbrella will not announce "Charging" when placed in the cradle.</li> </ul> |
| Poor Wi-Fi reception at home  |   | <ul style="list-style-type: none"> <li>Try moving your router to a more central location in your home.</li> <li>If the problem persists, contact your monitoring service immediately.</li> </ul>   |
| No audio announcement after pressing Umbrella buttons                               | You have pressed the panic button or the side button, but no audio announcement sounds. | <ul style="list-style-type: none"> <li>The batteries may not be sufficiently charged.</li> <li>Charge the Umbrella in the cradle, as described in Section 3.2 <a href="#">Charging Umbrella</a>.</li> <li>Contact your monitoring service to check if your Umbrella is configured to operate in duress mode. If so and duress mode is not required, request the monitoring service to switch off the duress mode.</li> <li>If the problems persist, contact the reseller from whom you purchased your Umbrella.</li> </ul>   |

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For more information:

USA: <https://www.essence-usa.com>; [info@essence-usa.com](mailto:info@essence-usa.com); +1 888 440 0808

ROW: <https://www.essencesmartcare.com>; [info@essencesmartcare.com](mailto:info@essencesmartcare.com); +972 (0)73 2447777