

For a safe environment at home



Index

1. Packaging content	4
2. Product overview/features	4
3. Safety instructions	4
4. First use	6
5. Wrist/neck transmitter	7
6. Other sensors	7
7. Button functions	8
8. Create an alarm	8
9. Change configuration	8
10. Possible notifications	10
11. Technical information	10
12. Recycle information	11

Introduction

Thank you very much for using one of our SafetyTracer solutions. We have developed this application with the utmost care to enable you to raise the alarm if necessary. Unfortunately, despite all the precautions, you may find yourself in a situation where you need help.

SafetyTracer helps in such situations. You can easily inform others and enlist help. This manual has been prepared with the utmost care. If there are imperfections in it or if you have other improvements or comments, please let us know.

The Kompy Home is a versatile personal alarm system for the inpatient and outpatient care sector. It can be applied in any home. With a simple press of the wireless alarm button, a notification is made to an emergency worker. This immediately calls for assistance and creates a hands-free speaking/listening connection. The Kompy Home promotes longer independent living. The system is successfully applied in the home situation, nursing homes and residential complexes.

General

The Kompy Home is virtually maintenance-free. The automatic control notification, radio route control and battery monitoring of the transmitter ensure that the device is constantly checked for functionality. The internal rechargeable NiMH battery must be replaced at least once every 3 years to ensure sufficient backup time.

1. Packaging content

1. Kompy Home
2. Kompy Home wrist/neck transmitter with accessories (if included)
3. Ac adapter
4. 2 screws and plugs

2. Product overview/features



1. Speaker
2. Yellow button
3. Green action button
4. Red alarm button
5. Battery backup
6. RJ45 connector for IP connection (optional)
7. Connection of main power supply
8. Sim card holder
9. Wall mounting

3. Safety instructions

Please read these safety instructions and user manual carefully before using the Kompy Home. Keep this user manual to consult it if necessary.

Information

Follow the safety instructions and instructions set out in this manual. If there are any questions or uncertainties, you can contact your supplier with a question.

General information can be found on www.safetytracer.eu

Safety measures

To install and use the Kompy Home correctly and safely it is essential that you observe the generally accepted safety measures, in addition to the additional safety information in this manual. Additional warnings and safety notes, if applicable, are included in this manual. Warning and safety texts and/or symbols are affixed to the equipment if necessary.

Liability

SafetyTracer reserves the right to change data and/or specifications of any device or software mentioned in this publication without prior notice. Despite all the care that has been taken in the correctness of this publication, SafetyTracer is not liable for damage caused by improper use or contempt of this publication.

Important safety instructions

- Please read all safety instructions and manuals carefully before using them.
- Keep all safety instructions and manuals for future reference.
- All warnings on the equipment and in the manuals must be followed for personal safety reasons.
- Never clean the Kompy Home with liquid cleaning agents or cleaning agents from an aerosol can, but use a damp cloth to clean.
- The Kompy Home may only be used with a mains voltage of 100V-240V/50-60Hz.
- Always make a preferred connection for the alarm device so that alarming is always possible independently of the other connected telephones.
- The device can be delivered fully according to customer specifications.
- Never attempt to open or repair the device (except the battery compartment) or transmitter (power shock). There are no parts in the device that you can replace yourself. Repairs may only be carried out by authorised personnel.
- Do not make any changes to the appliance yourself, the warranty will then expire.
- If there is visible damage to the device or moisture has penetrated the device, it must be deactivated to be asked. Liquid damage is not covered by the warranty.
- Only use attachments/accessories recommended by the manufacturer.
- Objects and liquids: Never push objects through the openings in the appliance, as they may come into contact with dangerous voltage points or cause a short circuit, which may result in electric shock. Do not expose the appliance to water droplets or splashing water, nor place objects with a liquid in them, such as a flower vase, on the appliance. Do not place candles or other burning objects on the appliance.
- The device is equipped with an internal backup battery to continue to function for some time in the event of a power failure.
- Batteries, rechargeable batteries and supercaps, warning: never attempt to open them for any reason. Do not store them in places where temperatures can exceed 40 °C. Only recharge in the ambient temperature between 4 °C and 40 °C. If you want to dispose of the battery, follow the instructions in the "Recycle information" section.

4. First use

Before the Kompy Home can be used, follow the steps below.

The power connection

Connect the supplied power adapter with modular RJ10 connector to the DC connection of the alarm device. The cable can be routed to the top or bottom of the device via the cable guide.



Testing the Kompy Home

Make an alarm call with the alarm button to test the device. The call must be visible in the Kompy app within a few seconds. The message you see is alarm: "Alarm button pressed". After handling the alarm (see the manual - responder app) the Kompy Home is ready for use.

Subscriber Identity Module

The Kompy Home comes standard with a SIM card. You don't have to do anything else. When the Kompy Home is connected, the SafetyTracer platform is automatically contacted.

Watch it!

The included SIM card only works in this specific Kompy Home supplied to you. If the SIM card is used in combination with another device, the SIM card is automatically blocked and unusable. Even after being put back in the Kompy Home, the Kompy Home will no longer alarm. If this happens, please contact your partner who supplied the Kompy Home.

5. Wrist/neck transmitter

The transmitter ensures that an alarm is transmitted wirelessly to the Kompy Home, which then alerts the caregiver.

The moment the alarm is triggered, the red LED in the transmitter will light up briefly.

The transmitter is waterproof so you can also use it in the shower.

There's a battery in the transmitter. The battery has a lifespan of about 3-5 years depending on the use. If the battery weakens due to the many uses, a notification will automatically be sent via the Kompy Portal to the care provider so that the transmitter can be replaced.

6. Other sensors

The following additional sensors can be logged on to the Kompy Home

1. Motion detector
2. Call puller
3. Door contact
4. Wall alarm
5. Table alarm
6. Smoke detector
7. Contact transmitter

For more information about the optional sensors see: www.safetytracer.eu/my-kompy/kompy-home-en.

7. Button functions



The red button is the alarm button. With the red alarm button you can activate an alarm on the Kompy Home and make an assistance call.



With the yellow button, a repeated call can stop (if activated) and report to the room as an aid worker (if activated).

In addition, the yellow button serves to indicate malfunctions such as fault network voltage, malfunction mobile/Ethernet connection and battery failure.



The green button allows you to stop an alarm.

8. Create an alarm

Create an alarm by pressing the red button on the Kompy Home or the hand transmitter supplied. The red alarm button now lights up. An alarm is automatically triggered when, for example, the motion detector, door contact, etc. are used.

The alarm is sent from the Kompy Home to the Kompy platform, which then forwards it to your caregiver. The caregiver can then set up a speaking/listening connection with the Kompy Home. A conversation can be made, as with a regular phone. If the caregiver calls the Kompy Home, a conversation will be automatically set up between you and the caregiver.

A conversation between the caregiver and you is only possible if you have pressed the alarm button. In all other cases, no telephone contact can be made with the Kompy Home.

9. Change configuration

The Kompy Home can be configured remotely by changing the base profiles. Changing the basic profiles can be done in the Kompy Portal on <https://portal.kompy.eu>

Login as an administrator of your organization. Then click on "Alarm devices" on the left side of the menu bar.



Then click on  to change the settings of the Kompy Home.



If the desired basic configuration is selected, click Save.

The configuration in the Kopmy Home is adjusted after the Kopmy Home has returned to the Kopmy Portal by means of the control notification (by default every 25 minutes) or by making an alarm with the red alarm button.

On the moment the new configuration is loaded into the Kopmy Home, the yellow button starts blinking. This will take between 5 and 10 minutes. After the configuration is loaded into the Kopmy Home, the Kopmy Home will be restart and the new configuration is active.

10. Possible notifications

Mains failure

There's a power outage to the CT2. Make sure that the cable and plug of the power adapter are not damaged and that the adapter is plugged in. In the event of a break in the mains voltage, the appliance will operate on the built-in emergency power supply for another 72 hours.

Battery failure

The ct2's internal battery is not connected or defective. Check that the battery is connected or replace the battery.

Mobile connection failure

No cell phone connection is possible for more than 10 minutes. Check that there is sufficient GSM range with the respective provider. If necessary, move the device to receive a better GSM signal.

11. Technical information

Dimensions	4180 x 180 x 31 mm
Weight	Ca. 820 gram
Unit Battery	NiMh 3,6V / 2200mAh
Battery operating time	72 hours with recharged battery
Power supply	Input 100-240V/50-60Hz - Output 5V
Maximum of wireless transmitters	32
Approvals	CE, RoHS
Available Languages	Dutch and German
Connectivity	LAN/Ethernet connection GSM connection 2 Internal input (optional) 1 Internal output (optional)
Programming options	Remote programming from Kompy Portal only

12. Recycle information



This symbol on the product or packaging means that this product must be disposed of separately from ordinary household waste at the end of its life. Please note that it is your own responsibility to return electronic equipment to the designated recycling centres.

For more information about collection points for electronic equipment, please contact or consult the website of the local municipality.

- Do not dispose of the Kompy Home with the household waste.
- Batteries are not part of the household waste and must be collected separately.
- Disposal of the packaging and your Kompy Home must be done in accordance with local regulations.