



Philips Lifeline AutoAlert Help Button

Instructions for Use

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Lifeline

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Welcome

If you are new to Lifeline and need to set up your service, please refer to the Quick Start Guide and User's Manual that came with your Communicator.

If you are upgrading to the AutoAlert Help Button and your Lifeline service is already set up, please refer to the Help Button Programming Instructions sheet that came with your new button in order to activate it.

The AutoAlert Help Button is only compatible with the following Philips Lifeline Communicators:

- DT1000 series Philips Lifeline Cordless Phone Communicator
- 6900 series Philips Lifeline CarePartner Communicator

Thank you for choosing Philips Lifeline with our new AutoAlert Help Button (FD100).

The AutoAlert Help Button has all of the features of our standard Help Button, allowing you to summon assistance when you need it. Your AutoAlert Help Button also provides an added layer of protection – automatically calling for help if you fall and are unable to push the button.

These Instructions for Use will provide you with all the information you need to know about the AutoAlert Help Button. Please read the manual carefully, and if you have questions, call Lifeline at any time. Please remember that you can always push the AutoAlert Help Button or the Help Button located on the side of your Communicator if you need help.

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Warnings and Cautions

Warnings

Possible injury, death, or other serious adverse reactions may occur with use or misuse of the AutoAlert Help Button.

WARNING

The AutoAlert, Slimline and Classic Pendants are worn around the neck; this helps make the button accessible by either of your hands.

To reduce any risk of strangulation, Philips Lifeline neck cords are designed to break apart under certain conditions. However, any cord worn around the neck can pose a strangulation risk, including the possibility of death and serious injuries. This may be of more concern to wearers in wheelchairs, using walkers, using beds with guard rails, or who might encounter other protruding objects upon which the cord can become tangled.

Cautions

Device malfunction, device failure, damage to the device, or damage to other property may occur with use or misuse of the AutoAlert Help Button.

CAUTION

The AutoAlert Help Button is a radio frequency (RF) device that transmits a signal to a compatible Lifeline Communicator. The Communicator must be properly set up, and the coverage range of the AutoAlert Help Button must be tested prior to use. Please see the Quick Start Guide included in the box with the Communicator for instructions on how to set up your system and test the coverage range of your AutoAlert Help Button.

The signal range may be affected by environmental factors, including building materials, large masses covering the AutoAlert Help Button (e.g., a person

falling on top of it), and submersion in liquid. Be sure to thoroughly test the coverage range of the Help Button in all areas of your home, including the bathroom, basement, and garage.

In certain situations, the AutoAlert Help Button may not detect a fall. A gradual slide from a seated position – such as from a wheelchair – may not register as a fall and would not be detected. If you fall and need help, **always push the Help Button if you are able to.**

The vent located on the back of the AutoAlert Help Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products). A continuous flow of water (e.g., a shower) hitting the vent directly may also temporarily obstruct the vent. However, your AutoAlert Help Button is waterproof and should be worn at all times – even when bathing or showering.

The AutoAlert Help Button may interfere with certain medical equipment, such as magnetic resonance imaging (MRI). It may also interfere with aircraft communications, so do not take the AutoAlert Help Button aboard an airplane. You may pack the AutoAlert Help Button in checked luggage.

There are no user-serviceable parts inside the AutoAlert Help Button. Do not attempt to open or modify the device.

To conserve battery power for Help Calls, the sensors that are used to detect falls will be disabled when there are approximately 7 days of battery life remaining.

The AutoAlert Help Button contains a lithium battery that must be disposed of properly. Do not discard the Help Button in the trash or expose it to flames or intense heat, and be sure to return it to Lifeline.

The AutoAlert Help Button is not suitable for use in the presence of flammable mixtures.

AutoAlert Help Button Overview

The AutoAlert Help Button works in conjunction with a compatible Lifeline Communicator. When you push your AutoAlert Help Button, it transmits a signal to the Communicator. The Communicator automatically calls the Lifeline Response Center, and a Personal Response Associate will come on the line to see if you need assistance.

The AutoAlert Help Button provides an added layer of protection by detecting most falls. If you fall and can't get up or are unable to push your Help Button, the AutoAlert Help Button will automatically transmit a signal to the Communicator. The Communicator will then call the Lifeline Response Center for help.

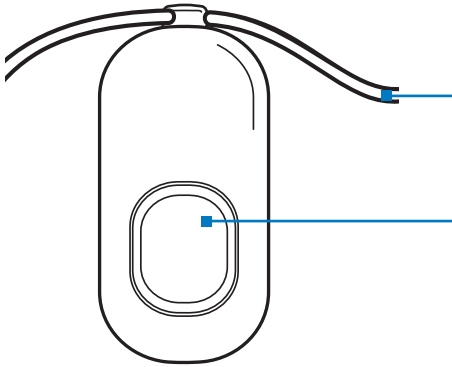
- ▶ ***Always wear your AutoAlert Help Button. Your AutoAlert Help Button is waterproof and should be worn at all times – even when bathing and sleeping.***
- ▶ *Push your AutoAlert Help Button whenever you need help or if you have fallen.*
- ▶ *If you fall and cannot push your AutoAlert Help Button, the AutoAlert Help Button will automatically send a Help Call to the Lifeline Response Center within one minute.*

Compatible Communicators

The AutoAlert Help Button is only compatible with the following Philips Lifeline Communicators:

- DT1000 series Philips Lifeline Cordless Phone Communicator
- 6900 series Philips Lifeline CarePartner Communicator

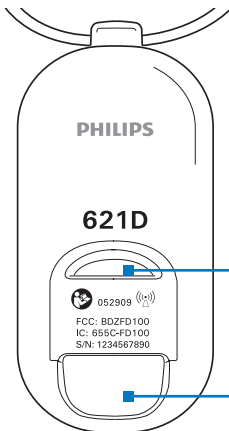
Front View



Button

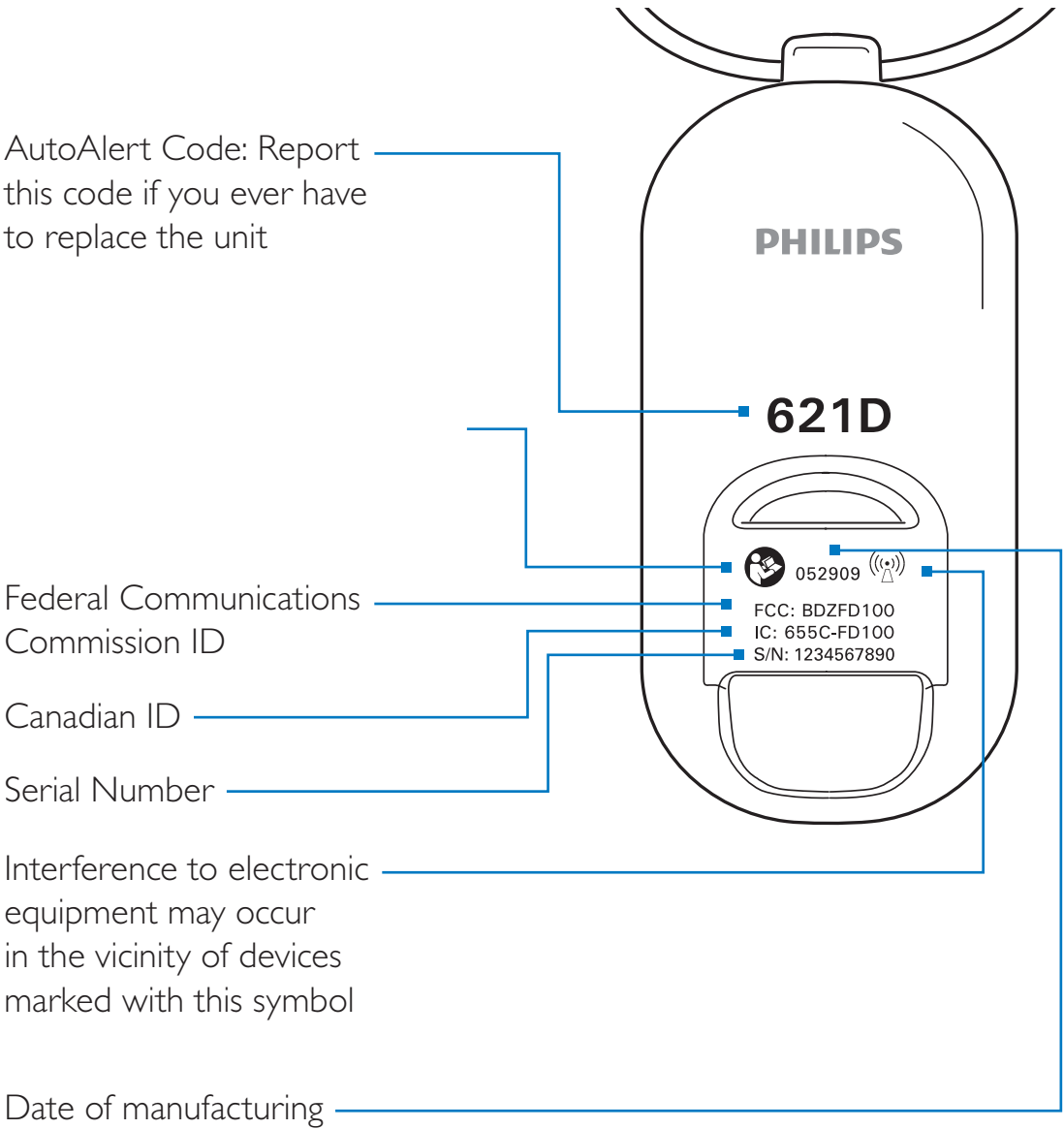
Push here to send a Help Call to the Lifeline Response Center.

Back View



Important: The vent located on the back of the AutoAlert Help Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products).

Explanation of Symbols



What to Expect If You Fall

If you fall and can't get up or are unable to push your Help Button, the AutoAlert Help Button will automatically send a Help Call within one minute. The Personal Response Associate will know that you have fallen and will come on the line to see if you need assistance. If you cannot speak or if you cannot be heard, the Personal Response Associate will try calling you back. If you cannot answer the phone or if the Personal Response Associate cannot hear you, we will contact Emergency Medical Services (EMS).

The AutoAlert Help Button detects standing up in the same way it detects falls. If you fall and stand up in less than 30 seconds, a Help Call will not be automatically generated. This allows you to recover from falls that are not serious enough to require help. **However, if you think you need assistance, wait to speak to the Personal Response Associate. As always, you should still push your AutoAlert Help Button any time you need help.**

Adjusting the Neck Cord



To shorten: With a tab between your first finger and thumb of each hand, slide both tabs apart in line with your shoulders.



To lengthen: Pull one strand of the neck cord while sliding the tab to the back. Repeat on the other side.

Important Reminders

- Push your AutoAlert Help Button any time you need help. If you fall and are able to, you should still push the AutoAlert button to send a Help Call right away.
- Wear your AutoAlert Help Button in your home at all times, especially while sleeping and bathing. The bathroom is often a place where people fall and need help.
- Your AutoAlert Help Button is waterproof and should be worn in the shower or bath.
- Your AutoAlert Help Button is not a microphone, so you don't talk into it. Instead, push the AutoAlert Help Button and speak in the direction of your Communicator.
- You may order additional AutoAlert Help Buttons for other members of your household. For more information, please contact Lifeline.
- Be sure to test the range of your AutoAlert Help Button when you set up the system.
- Test your AutoAlert Help Button every month by pushing it and placing a check-in call to the Lifeline Response Center.
- Do not put your AutoAlert Help Button through the clothes washer or dryer.
- Your AutoAlert Help Button can only be serviced in the factory. There are no user-replaceable parts.
- Do not throw or toss the AutoAlert Help Button onto a bed, table, or other surface because it may accidentally send a Help Call.

Recommended Usage

The AutoAlert Help Button is completely waterproof (will not get damaged by water) and should be worn at all times, even when bathing.

The AutoAlert Help Button and Communicator provide coverage inside your home and may provide coverage in the area immediately outside (in the yard, etc.). A signal range test is required to determine which areas in your home will be covered and if there are any environmental conditions that will affect the signal.

The signal range may be adversely affected by:

- Use in an elevator
- A body or other large mass covering the AutoAlert Help Button (e.g., a person falling on top of it)
- Building materials (e.g., concrete, metal, etc.)
- Submersion in liquid (while the AutoAlert Help Button itself is waterproof, the signal it sends may be adversely affected if the button is submerged in liquid)

If you live in an apartment building or assisted living facility, your AutoAlert Help Button may provide coverage in areas immediately outside your apartment (e.g., the hallway, stairway, or another floor of the building). A signal range test will determine which areas are covered. If you push your AutoAlert Help Button outside of your apartment, help will be sent to the location of the Communicator (your apartment), not to the location of the AutoAlert Help Button (your location).

You may continue to wear your AutoAlert Help Button when leaving your home. However, the Help Button will not provide coverage outside of the range determined by the signal range test.

If you travel to a second home and want to transfer your Lifeline Service to it, please contact Lifeline.

If you are traveling on an airplane and need to bring your AutoAlert Help Button with you, do not take the AutoAlert Help Button aboard the airplane. Instead, pack it in your checked luggage.

Test Conditions

The AutoAlert Help Button has been tested under the following conditions:

- Subscribers who are at least 4 feet, 6 inches (137 cm) tall
- Subscribers who weigh at least 88 pounds (40 kg)
- Mattresses that are at least 17 inches (43 cm) off the floor (measured from the top of the mattress to the floor)
- Stairways with a vertical distance of less than 13 feet (4 m)

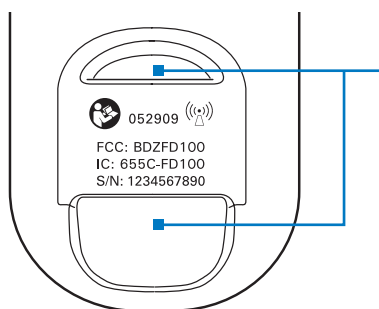
Recommended Environmental Conditions

Altitude	6,600 feet (2 km) maximum
Operating Temperature	32°F (0°C) to 122°F (50°C)
Storage Temperature	-4°F (-20°C) to 158°F (70°C)
Humidity	10% to 90%

Cleaning

Your AutoAlert Help Button is completely waterproof, so you can submerge it in warm water for easy cleaning. But first, please turn off your Communicator to avoid sending a false Help Call.

1. Move the power switch on the back of the Communicator to the OFF position. **Note: You cannot use your Lifeline Service to call for help while the Communicator is off. Accordingly, you may wish to have a family member or caregiver present while you are cleaning your AutoAlert Help Button.**
2. Wash your neck cord with a mild liquid dishwashing detergent.
3. Wash the AutoAlert Help Button under warm running water. You may also gently wipe your AutoAlert Help Button with an isopropyl (rubbing) alcohol wipe or a cotton pad moistened with alcohol. However, do not soak it in the alcohol.
4. Blot excess moisture with a towel and allow the AutoAlert Help Button to finish air-drying while you're wearing it.
5. **Be sure to move the power switch on the back of the Communicator to the ON position.**
6. Test your system by pushing your AutoAlert Help Button. Tell the Personal Response Associate that you are just testing your equipment after cleaning it.



The vent located on the back of the AutoAlert Help Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products).

Maintenance

Batteries

The AutoAlert Help Button has a non-rechargeable battery that can only be replaced at the factory.

The battery in the AutoAlert Help Button should last for approximately 18 months. The AutoAlert Help Button will send a low battery signal to Lifeline when there are approximately 30 days of battery life remaining. Lifeline will contact you to arrange for a replacement.

To conserve battery power for Help Calls, the sensors that are used to detect falls will be disabled when there are approximately 7 days of battery life remaining. During this time, the AutoAlert Help Button will not be able to detect falls but will continue to function as a Help Button that you can push if needed.

Equipment Service

The Communicator and the AutoAlert Help Button are manufactured to high quality standards. Philips Lifeline equipment can only be factory-serviced by Philips Lifeline. For information on obtaining service or repairs, please call Lifeline.

Troubleshooting

The Communicator and AutoAlert Help Button conduct self-tests on a regular basis. If a problem is identified, the Reset button on the Communicator will start to blink. To find out what is wrong, press the Reset button. The Communicator will announce the problem and tell you what to do.

If you have any questions about your Communicator, AutoAlert Help Button, or other aspects of the Lifeline Service, please push your AutoAlert Help Button or call Lifeline.

Frequently Asked Questions

Can I have more than one AutoAlert Help Button for myself?

No, we have learned that subscribers are best served by having one AutoAlert Help Button.

Can I wear my AutoAlert Help Button in the shower or bath?

Yes, the AutoAlert Help Button is completely waterproof and should be worn at all times. However, please note that when the AutoAlert Help Button is fully submerged, the signal is weakened and may not be received by the Communicator.

Can I wear my AutoAlert Help Button in bed?

Yes, we ask that you wear your AutoAlert Help Button at all times when you are in your home. The button was designed to provide adequate protection against sending an accidental signal, even if you roll over on it.

Can I wear my AutoAlert Help Button under my clothes?

Yes, you can wear the AutoAlert Help Button under your clothes, but please make sure that you can easily reach it in case you need to call for help.

What if I accidentally hit my AutoAlert Help Button?

If you accidentally push your AutoAlert Help Button, a Personal Response Associate will respond to your call to make sure that everything is okay. Just tell the Associate that it was pushed accidentally and that you do not need assistance. Don't be concerned that you are bothering Lifeline; we just want to be sure that you are all right.

Will my AutoAlert Help Button call Lifeline if I accidentally drop it?

In most situations, the AutoAlert Help Button sensors can tell that it has been dropped, and it will not generate a Help Call. However, if a Help Call is sent, tell the Personal Response Associate that the Help Button was dropped and that you do not need assistance.

Does the AutoAlert Help Button have a battery?

Yes, the AutoAlert Help Button has a battery that can only be replaced at the factory. The AutoAlert Help Button will automatically send a signal to Lifeline when the battery needs to be replaced, and your Lifeline provider will contact you about the replacement.

Can I get the AutoAlert Help Button on a wrist strap?

No, the AutoAlert Help Button is only available as a pendant.

Do I use the AutoAlert Help Button to speak with Lifeline?

No, the AutoAlert Help Button is not a microphone. You do not speak into it. Rather, the button sends a signal to the Communicator, which then calls Lifeline. You should speak in the direction of the Communicator.

What happens if I make a Help Call and the Response Center can't hear me?

The Personal Response Associate will probably be able to hear you through the highly sensitive microphone of your Communicator. However, if you cannot be heard or if you cannot speak, Lifeline will place a telephone call to your home. If no one answers, help will be contacted.

What happens if I push my AutoAlert Help Button and can't hear the Response Associate?

Stay where you are. The Personal Response Associate will probably be able to hear you, but if not, he or she will place a telephone call to your home. If no one answers, help will be contacted.

If I fall and stand up, will the button automatically send a Help Call?

It might. The AutoAlert Help Button is designed to provide time for you to recover from falls that are not serious. However, if you do not stand up within 30 seconds, a Help Call will be automatically sent. If you do not need help, tell the Personal Response Associate that you have fallen but that you are okay.

What if I've fallen but do not need help?

If a Help Call has been automatically sent, tell the Personal Response Associate that you have fallen but that you do not need help.

Regulatory Compliance

Safety Standards

The AutoAlert Help Button complies with the following safety standards for medical devices and home healthcare equipment:

UL1637 – Home Healthcare Signaling Equipment

CSA C22.2 NO 205-M1983 – Signal Equipment

IEC60601-1 2005 (3rd Edition) – Medical Electrical Equipment – General Requirements for Basic Safety and Essential Performance

IEC60601-1-1 – System Safety

IEC60601-1-2 – Electromagnetic Compatibility

IEC Regulations

The AutoAlert Help Button is medical electrical (ME) equipment. Medical electrical equipment can either generate or receive electromagnetic interference. This product has been evaluated for electromagnetic compatibility (EMC) with the appropriate accessories according to IEC 60601-1-2:2003, the international standard for EMC for medical electrical equipment.

The AutoAlert Help Button must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.

FCC Regulations

The AutoAlert Help Button complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) The AutoAlert Help Button may not cause harmful interference, and (2) the AutoAlert Help Button must accept any interference received, including interference that may cause undesired operation. Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Philips Lifeline may cause harmful interference.

Essential Performance

The AutoAlert Help Button provides essential performance (EP) under normal operating conditions (includes EMC exposure) only as a complete system, consisting of the AutoAlert Help Button and the DT1000 series or 6900 series CarePartner Communicator. The system achieves its essential performance by sending Help Calls to the Lifeline Response Center. If the system is incapable of sending Help Calls, it will periodically send a status alarm to the Lifeline Response Center.

System Classification

The AutoAlert Help Button is an FDA Class II device. It is an internally powered device for continuous operation, with a water resistance classification of IPX7.

Radio Specifications

The AutoAlert Help Button has a radiofrequency transmitter with the following characteristics: maximum power over an antenna load: 12 dBm, frequency: 312 MHz \pm 75 KHz, modulation: OOK. It fully complies with FCC Part 15, Section 15.231 for periodic operation above 70 MHz.

Electromagnetic Immunity

The AutoAlert Help Button is intended for use in an electromagnetic environment in which RF disturbances are controlled. The user of the AutoAlert Help Button can help prevent electromagnetic interference by maintaining a minimum distance between portable and RF communications equipment (transmitters) and the AutoAlert Help Button, as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of the transmitter	Separation distance according to frequency of the transmitter		
	150 KHz to 80 MHz	80 MHz to 800 MHz	800 MHz to 2.5 GHz
0.01 W	4.6" (12 cm)	4.6" (12 cm)	9.2" (23 cm)
0.1 W	14.5" (37 cm)	14.5" (37 cm)	20" (74 cm)
1 W	3ft 10" (1.17 m)	3ft 10" (1.17 m)	7ft 8" (2.33 m)
10 W	12ft 1" (3.7 m)	12ft 1" (3.7 m)	24ft 2" (7.4 m)
100 W	38ft 4" (12 m)	38ft 4" (12 m)	76ft 8" (23.3 m)



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