Philips Lifeline AutoAlert Help Button

Instructions for Use

Model: FD100

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Lifeline

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Welcome

The Lifeline Service allows you to summon assistance when you need it by pushing the AutoAlert Help Button. The AutoAlert Help Button provides an added level of protection by calling for help when it detects a fall.

- If you are new to Lifeline and need to set up your service for the first time, please refer to the *Quick Setup Guide* which will walk you through the steps to set up both your Help Button and your Lifeline Communicator.
- If your Communicator has already been set up and you are replacing an existing Help Button, please refer to the *Instructions to activate your replacement Personal Help Button*.

Please read and save these instructions

This manual describes how the Lifeline Service with AutoAlert works and provides important warnings and instructions on using the AutoAlert Help Button. 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.
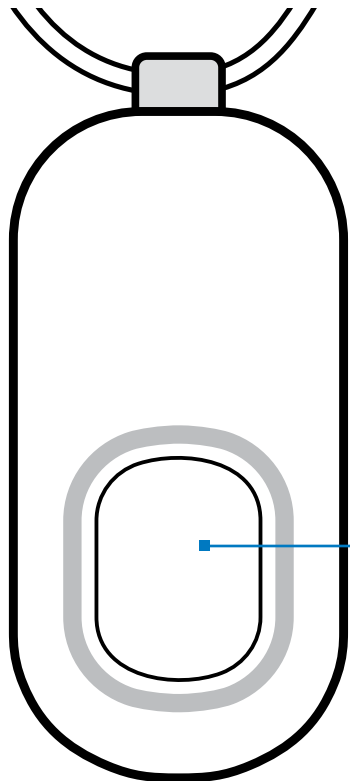
Contents

Warnings and Cautions

⚠ **WARNINGS**

Potentially hazardous situations which could result in injury, death, or other serious adverse reactions if these instructions are not followed.

Always push your AutoAlert Button if you need help

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

The AutoAlert Help Button may not detect every fall

- In certain situations, the AutoAlert Help Button may not detect a fall. Some movements may not register as a fall and would not be detected. Examples include, but are not limited to:
  - A gradual slide such as from a seated position
  - Lowering oneself slowing to the ground (to brace the impact of a fall)
  - A fall from a height of less than 20 inches (0.5 meters)
- Certain conditions can affect the ability of the AutoAlert Help Button to detect a fall:
  - If you live at an altitude above 6,600 feet (2000 meters)
  - If you are less than 4 feet 6 inches in height (1.4 meters)
  - If you weigh less than 88 pounds (40 kilograms)

  However, the ability to send a help call by pressing the button is not affected by such conditions.

Getting up from a fall will cancel the automatic Help Call

- If you get up in less than approximately 30 seconds of a fall being detected, a Help Call will not be generated. Do not attempt to stand up if you feel unable to. If you think you need assistance, push your Help Button immediately to initiate the Help Call.

Neck cord strangulation risk

- 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.

- The neck cord provided on the AutoAlert Help Button is designed to break apart under certain conditions to reduce the risk of strangulation. If the neck cord breaks apart, contact Lifeline for a replacement.

- Do not use any other neck cord than the one provided by Lifeline. Other neck cords may not provide the feature to break apart therefore increasing the risk of strangulation.

The AutoAlert Help Button will not work when outside the coverage range of the Lifeline Communicator

- The AutoAlert Help Button is a radio frequency (RF) device that transmits a signal to a compatible Lifeline Communicator. It is important to test that the signal range covers all areas of your home including the bathroom, basement, and garage. The Help Button will not provide coverage outside of the range determined by the signal range test. Refer to the Lifeline Communicator User Manual for instructions on how to properly setup the AutoAlert Help Button with the Communicator and test the coverage range.

- 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.

⚠ CAUTIONS

CAUTION indicates the potential of device malfunction, device failure, damage of the device, or damage to other property. And, if these instructions are not followed, may result in minor or moderate injury

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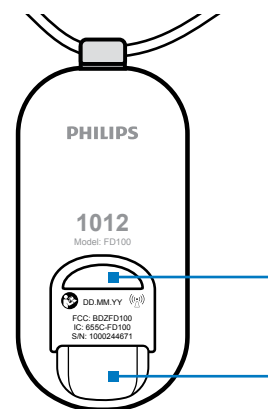
The vent located on the back of the AutoAlert Help Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products). A continuous flow of water (e.g., a shower) hitting the vent directly may also temporarily obstruct the vent. However, your AutoAlert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

AutoAlert Help Button is waterproof

- Your AutoAlert Help Button is waterproof and should be worn at all times – even when bathing or showering.

- The AutoAlert Help Button has a water resistance rating of IPX7 which means that it can withstand being submerged up to a depth of 39 inches (1 meter) for 30 minutes.

Electromagnetic interference

- The AutoAlert Help Button may interfere with certain electrical equipment, such as magnetic resonance imaging (MRI) medical equipment. 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.

Servicing the device

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

Device battery

- The AutoAlert has a built-in lithium battery that provides a long service life without the need for replacement or recharging by the user. The user does not need to monitor the battery life as this is done automatically by the AutoAlert Help Button. The AutoAlert Help Button will automatically send a signal when the battery will soon need to be replaced, and Lifeline will contact you to replace it with a new button.

- 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.

- It is important to start using your replacement button as soon as you receive it. Return your old button to Lifeline using the envelope provided.

- The AutoAlert Help Button should never be exposed to flames or intense heat and is not suitable for use in the presence of flammable mixtures.

- The lithium battery within the AutoAlert Help Button must be disposed of properly. Do not discard the Help Button in the trash. **Always return the AutoAlert Help Button to Lifeline for proper disposal.**

Overview of the Lifeline Service with AutoAlert

Push your AutoAlert Help Button whenever you need help

Push here to send a Help Call to the Lifeline Response Center.
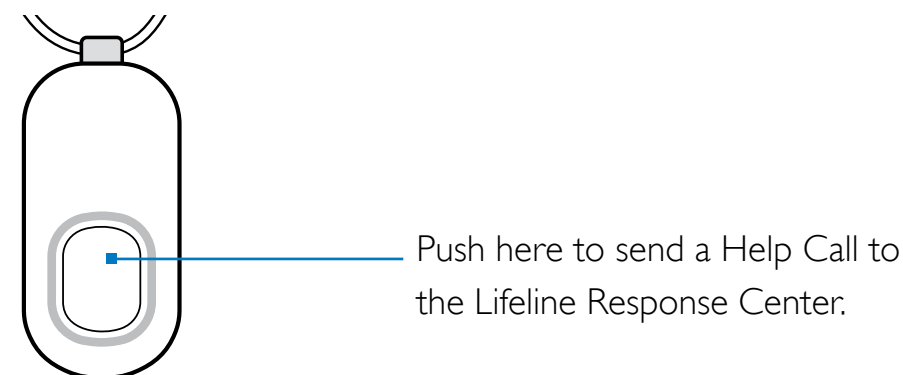
The Lifeline Medical Alert Service provides quick access to help when you need it. To summon help, simply push your AutoAlert Help Button to connect to a Lifeline Response Associate.

What to expect when you push your button to call for help (a Help Call)

- Your Communicator will dial the Lifeline Response Center

- Once connected, a Personal Response Associate will access your profile and assess the situation by speaking with you through the Communicator.

- If help is needed, our associate will contact your list of Responders (i.e., a caregiver, neighbor, loved one) or emergency services based on you specific needs and situation.

- The Response Center will then follow up to confirm that help has arrived.

The AutoAlert Help Button can detect most falls, providing an added layer of protection

The AutoAlert Help Button provides an added layer of protection by placing a Help Call if a fall is detected and you can't push the button.

Note: not all falls can be detected. Please consult the "Warnings" section for further details.

What to expect when the AutoAlert Button detects a fall

- A Help Call is automatically generated after approximately 30 seconds of a fall being detected

- If you get up in approximately 30 seconds of a fall being detected, a Help Call will not be generated.

- Do not attempt to stand if you feel unable to.

- If you think you need assistance, push your Help Button immediately to initiate the Help Call. Pushing the Help Button generates the Help Call immediately.

What to expect if voice communication with a Lifeline Response Associate is not established

If we are not able to assess your condition because either you are not able to speak or we cannot hear you, then our standard procedure is to contact your Responders. If we cannot speak with you and have detected a fall, then our standard procedure is to call emergency services first.

False "fall detected" alarms may occasionally occur

- While the AutoAlert Help Button is designed to have very few false alarms, it might occasionally trigger a fall detected alarm when there was not a fall (i.e., a false alarm)

- If this occurs, please simply tell the Response Associate that it was a false alarm.

- Occasional false alarms do not indicate that the AutoAlert Help Button is malfunctioning.
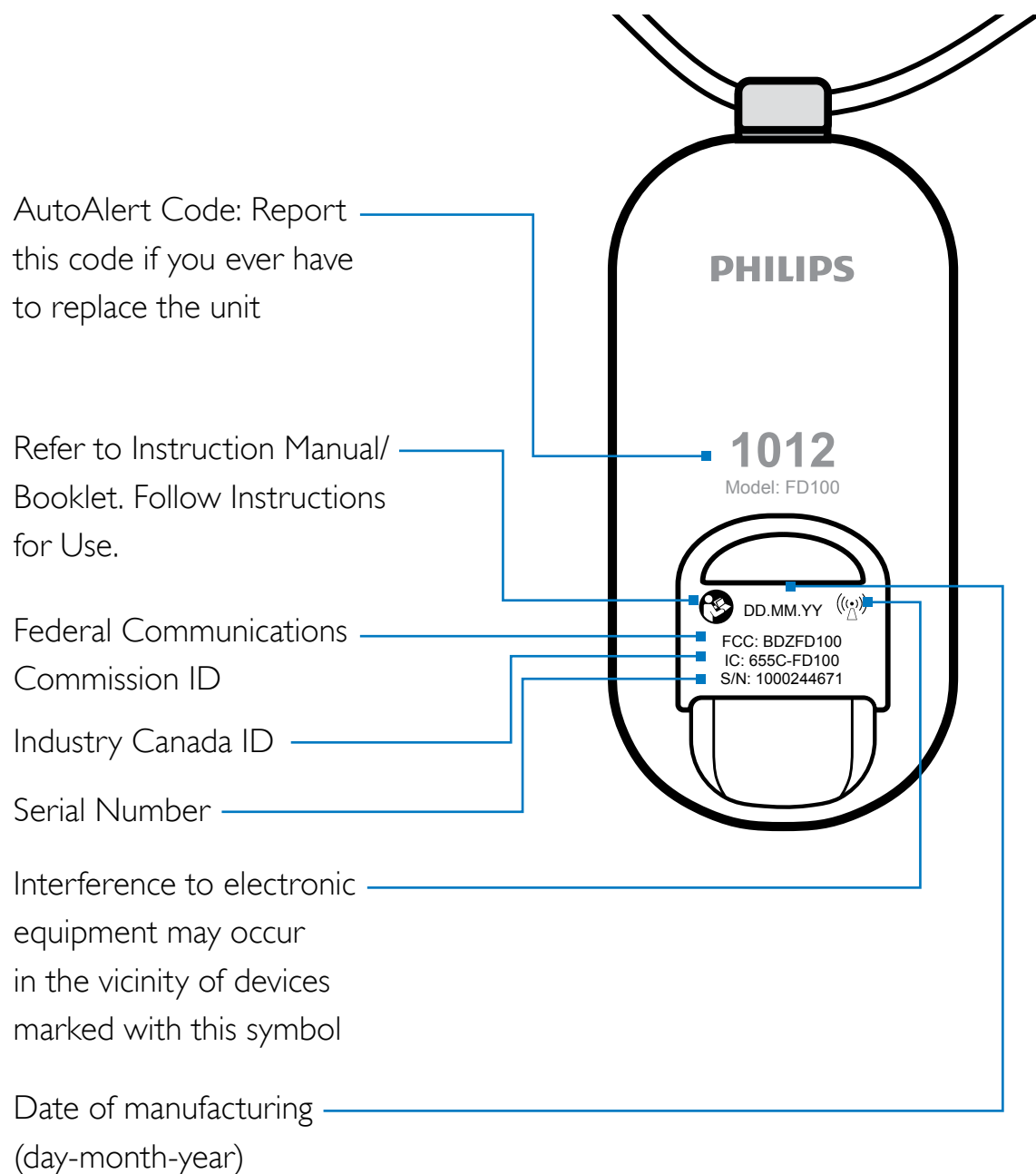
Adjusting the neck cord
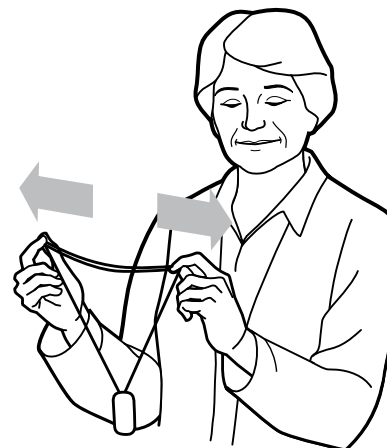
To shorten: With a tab between your first finger and thumb of each hand, slide both tabs apart in line with your shoulders.

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

Explanation of symbols

AutoAlert Code: Report
this code if you ever have
to replace the unit

Refer to Instruction Manual/
Booklet. Follow Instructions
for Use.

Federal Communications
Commission ID

Industry Canada ID

Serial Number

Interference to electronic
equipment may occur
in the vicinity of devices
marked with this symbol

Date of manufacturing
(day-month-year)

PHILIPS

1012
Model: FD100

DD.MM.YY

FCC: BDZFD100
IC: 655C-FD100
S/N: 1000244671

Type BF Applied Part. This symbol indicates this product complies with
requirements for the BF type applied part according to IEC 60601-1.

Recommended Usage

- Push your AutoAlert Help Button any time you need help.

- Always wear the AutoAlert Help Button. It is waterproof and should
  be worn in the shower or bath. The bathroom is often a place where
  people fall and need help.

- You may continue to wear your AutoAlert Help Button when leaving
  your home. However, the Help Button will not be able to place a Help
  Call if it is outside the range of the Lifeline Communicator.

- If you move to a new or second home and want to transfer your Lifeline
  Service to it, please contact Lifeline to ensure you're able to get help
  sent to the right location when you need it.

- You may order additional AutoAlert Help Buttons for other members of
  your household. For more information, please contact Lifeline.

- Do not put your AutoAlert Help Button through the clothes washer
  or dryer as this may damage the device. Do not use a hair dryer on the
  Help Button or put it in an oven of any kind.

- Handle your AutoAlert Button with care. Do not throw or toss the
  AutoAlert Button onto a bed, table, or other surface because it may
  accidentally send a Help Call.

- 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.

Recommended environmental conditions

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%

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

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.

> **Warning**
> **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.

Maintenance

Batteries

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

The AutoAlert Help Button monitors its own battery level and 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.

Neck cord

The neck cord provided on the AutoAlert Help Button is designed to break apart under certain conditions to reduce the risk of strangulation. If the neck cord does ever break apart it cannot be reused and you will need to immediately contact Lifeline for a replacement.

The fall detection feature of the AutoAlert Help Button is dependant on the device being worn around the neck.

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, push 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 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.

Can I wear my AutoAlert Help Button outside of my home?

Yes, but the Lifeline Service will be unavailable to you if you are outside the range of your Home Communicator.

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

CA/EN/US National Differences

IEC60601-1-2 – Electromagnetic Compatibility

RSS-210 - Low-Power License-Exempt Radiocommunication Device

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 60601-1-2:2007, 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 could void the user's authority to operate the equipment.

Industry Canada (IC)

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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.

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 ± 75 KHz, modulation: OOK. It fully complies with FCC Part 15, Section 15.231 for periodic operation above 70 MHz.

Collateral standards for IEC 60601-1

60601-1-2:2007 Electromagnetic Compatibility (EMC)

1. Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the Accompanying Documents.

2. Portable and Mobile RF Communications Equipment can affect Medical Electrical Equipment.

3. The use of accessories, transducers and/or cables other than those specified, with the exception of those sold by the manufacturer as replacement parts for internal components, may result in increased emissions or decreased immunity of the equipment or system.

4. The equipment or system should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, the equipment or system should be observed to verify normal operation in the configuration in which it will be used.

Informational tables

Guidance and Manufacturer's Declaration – Emissions

The AutoAlert is intended for use in the electromagnetic environment specified below. The customer or user of the AutoAlert should ensure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment – Guidance
RF Emissions CISPR 11	Group 2	The AutoAlert must emit Electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.
RF Emissions CISPR 11	Class B	
Harmonics IEC 61000-3-2	N/A	The EUT is Battery Powered The AutoAlert is suitable for use in all establishments, including domestic, and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Flicker IEC 61000-3-3		

Guidance and Manufacturer's declaration – Immunity

The AutoAlert is intended for use in the electromagnetic environment specified below. The customer or user of the AutoAlert should ensure that it is used in such an environment.

Immunity Test	EN/IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance
Electrostatic Discharge (ESD) EN/IEC 61000-4-2	±6kVContact ±8kV Air	±6kV Contact ±8kV Air	Floors should be wood, concrete or ceramic tile. If floors are synthetic the relative humidity should be at least 30%
Power Frequency 50/60Hz Magnetic Field EN/IEC 61000-4-8	3A/m	3A/m	Power frequency magnetic fields should be that of a typical commercial or hospital environment
Conducted RF EN/IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz	not applicable	$D=1.17\sqrt{P}$ $D=0.35\sqrt{P}$ 80 to 800 MHz $D=0.70\sqrt{P}$ 800 MHz to 2.5 GHz
Radiated RF EN/IEC 61000-4-3	10 V/m 80 MHz to 2.5 GHz	10V/m	Portable and mobile communications equipment should be separated from the AutoAlert by no less than the distances calculated/ listed below*: $D=(3.5/V1)(\sqrt{P})$ $D=(3.5/E1)(\sqrt{P})$ 80 to 800 MHz $D=(7/Eq)(\sqrt{P})$ 800 MHz to 2.5 GHz

NOTE: Conducted RF Immunity does not apply to an internal battery operated device.

* P is the max power in watts and D is the recommended separation distance in meters.
  Field strengths from fixed transmitters, as determined by an electromagnetic site survey, should be less than the compliance levels (**V1** and **E1**).
  Interference may occur in the vicinity of equipment containing a transmitter.

Recommended Separations Distances for the AutoAlert

The AutoAlert is intended for use in the electromagnetic environment in which radiated disturbances are controlled. The customer or user of the AuotAlert can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF Communication Equipment and AutoAlert as recommended below, according to the maximum output power of the communications equipment.

Max Output Power (Watts)	Separation (m) 150kHz to 80MHz $d = 1.17\sqrt{P}$	Separation (m) 80 to 800MHz $d = 0.35\sqrt{P}$	Separation (m) 800MHz to 2.5GHz $d = 0.70\sqrt{P}$
0.01	N/A	.035	.07
0.1	N/A	.11068	.22136
1	N/A	.35	.7
10	N/A	1.1068	2.2136
100	N/A	3.5	7

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.