

PHILIPS

319PHB
319PHW

Personal Help Button

Instructions for use



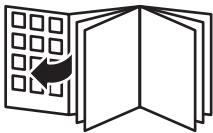
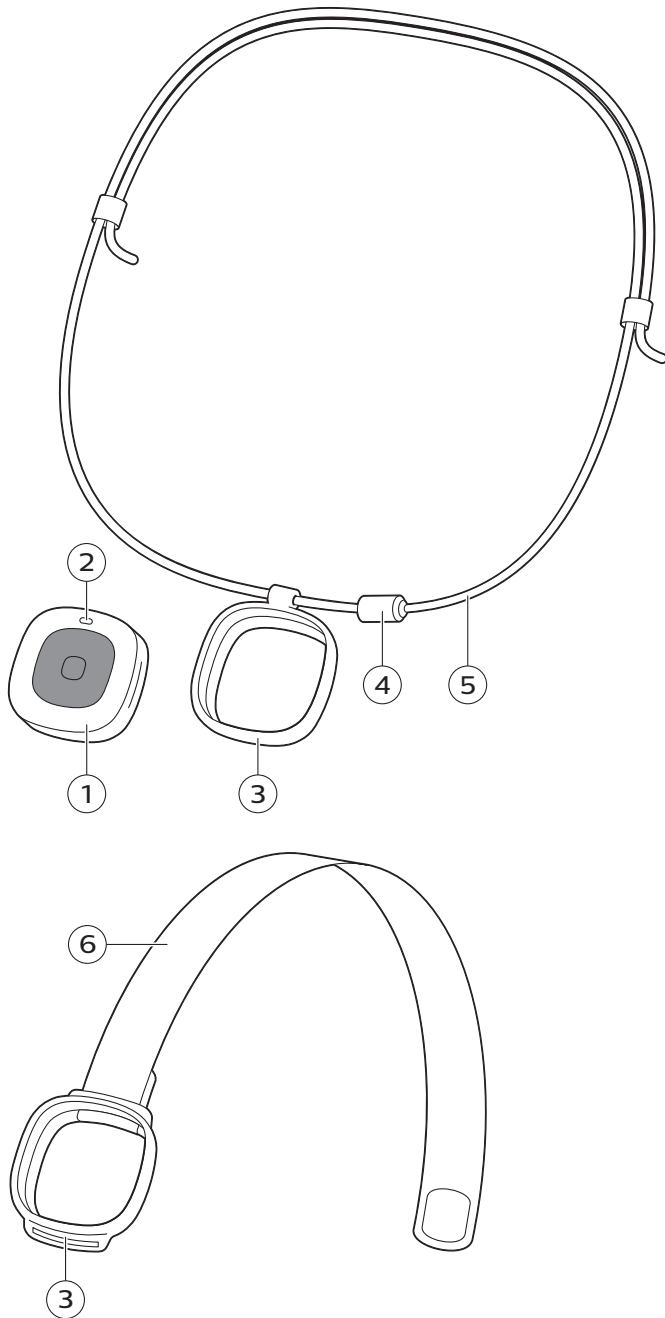


Fig. 1



English 6

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General description (Fig. 1)

- 1 Personal Help Button
- 2 Indicator light
- 3 Personal Help Button holder
- 4 Neck cord breakaway feature
- 5 Neck cord (pendant)
- 6 Wristband

Introduction



Thank you for choosing Philips Lifeline. The Philips Lifeline service allows you to summon assistance when you need it by pushing the Personal Help Button.

Note: If you want to replace an existing Personal Help Button, let your community caregiver take care of this (see 'Replacement').

Compatible Receivers

When you press your Personal Help Button, it sends a signal to the receiver. The signal is sent with radio frequency (RF). The Personal Help Button needs to be used with a compatible Philips Lifeline receiver. This Personal Help Button is compatible with:

- The Senior Living 7000R receiver and the legacy wireless monitors with part numbers 1900516, 1900517, 1900757 and 1900754.

Intended use

The Personal Help Button is a body-worn personal device to manually signal for help using the Philips Lifeline Carepoint System when within range of a compatible Philips Lifeline Receiver. It is intended to be used by seniors and/or adults, living in an independent or assisted living community.

Explanation of warning symbols

The following warning symbols are used in this user manual.



Warning

A **WARNING** alerts you to a potential serious outcome, adverse event or safety hazard. Failure to observe a warning may result in death or serious injury to the user or patient.



Caution

A **CAUTION** alerts you to where special care is necessary for the safe and effective use of the product. Failure to observe a caution may result in minor or moderate personal injury or damage to the product or other property, and possibly in a remote risk of more serious injury and/or cause environmental pollution.



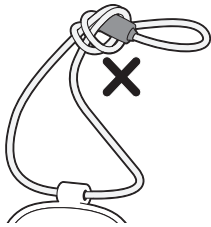
Note

A note indicates usage tips, additional information or a note.

IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using this device

WARNINGS



- Any cord worn around the neck can pose a strangulation risk, including the possibility of death and serious injuries. This risk may be of more concern to wearers in wheelchairs, using walkers, or using beds with guard rails, or who might encounter other objects with which the cord can become tangled.
- Do not use any neck cord other than the one provided. Other neck cords may not provide the feature to break apart. This may increase the risk of strangulation. If your neck cords needs replacement, check the support section in this user manual for information.
- Do not tie a knot in your neck cord. This may prevent the breakaway feature from working properly.
- Only use the accessories and parts authorized by the manufacturer. Other parts may cause damage to the device or injury to the user.
- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the 319PHB and 319PHW devices. Otherwise, degradation of the performance of this equipment could result.
- Do not modify this device. This could affect the performance and lifetime of the device and voids your warranty.

CAUTION



- When you wear the Personal Help Button, follow these instructions. This is to reduce the risk of skin irritation.
 - Wear the device on healthy skin.
 - Clean the device often.
 - Clean the skin underneath the device often.
 - Always dry the device when it has become wet.
 - Do not wear the device too tight, to ensure it is still comfortable to wear.
- To avoid injury, be careful when you handle tools.
- Do not put your Personal Help Button in the dishwasher, clothes washer or dryer. Remove your Personal Help Button from your cloths that are being dry-cleaned.

- The Personal Help Button will not work outside the range of the Carepoint System. Your help call will not be answered when you press the button and you are out of range of the receiver. If you press your button, it will show a blinking light, even when you are out of range. This only means you pressed the button.

SAVE THESE INSTRUCTIONS

Preparing for use

The Personal Help Button will be set up for use by your community caregiver. The button should be within coverage range of the Carepoint system in all areas of your home, such as the bathroom, basement and garage.



Warning: The Personal Help Button will not work when you are outside the coverage range of the Carepoint System.



Note: The signal range may be affected by environmental factors, including building materials, large masses covering the Personal Help Button (e.g. a person falling on top of it) etcetera.

Using the device



Always push your Personal Help Button if you need help.

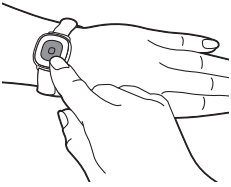
Your community caregiver will receive your help call and respond.

What to expect when you push your Personal Help Button to call for help (a help call).

- 1 You will see a blinking light on the Personal Help Button for 5 seconds. This light shows that the button was pushed.
- 2 Your community caregiver will receive your help call and respond.

Tips:

- Wear your Personal Help Button in your home at all times, especially while sleeping, bathing or showering. The bathroom is often a place where people fall and need help.



- You can wear your Personal Help Button when you leave your home. However, the Personal Help Button will not work when you are outside the coverage range of the Carepoint System.
- Your Personal Help Button is not a microphone, so you don't talk into it. Instead, press the Personal Help Button. Your community caregiver will receive your help call and respond.

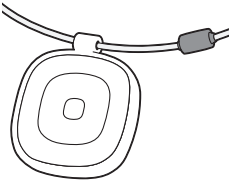


Note: Your Personal Help Button is water resistant and dust resistant.

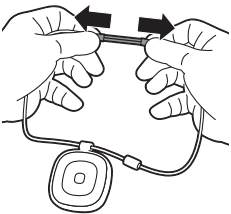
Using the Personal Help Button with the neck cord

The following section is only applicable if you ordered a pendant.

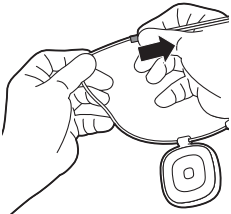
Philips Lifeline neck cords has a special fuse. This fuse breaks away under certain conditions. This break-away fuse reduces the remote risk of strangulation. If the neck cord breaks apart, contact your community caregiver for a replacement right away.



Adjust the length of the neck cord with the two tabs on the cord. Shorten the neck cord by pulling on both tabs.



To lengthen the neck cord, hold the cord and pull one tab away from the Personal Help Button.

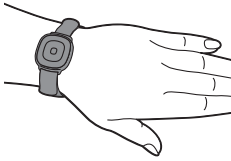


Warning: Do not tie a knot in your neck cord. This may prevent the breakaway feature from working properly.

Using the Personal Help Button with the wristband

The following section is only applicable if you ordered a wristband.

Place the wristband on your wrist. Adjust it, so that the fit is snug but comfortable.



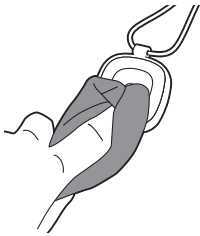
Cleaning



Caution: Clean the device and skin underneath the device regularly to reduce the risk of skin irritation.

Your Personal Help Button is water resistant. You can submerge it in warm water for easy cleaning. Clean it regularly to prevent skin issues.

- 1 Wash your neck cord with a mild soap.
- 2 Wash the Personal Help Button under warm running water. Be careful not to accidentally press the help button. You may also gently wipe your Personal Help Button with isopropyl (rubbing) alcohol or a cotton pad moistened with alcohol. Do not soak the Personal Help Button in alcohol.
- 3 Remove excess moisture with a towel. Allow the Personal Help Button to finish air-drying while you are wearing it.
- 4 If you accidentally push your Personal Help Button during cleaning, a help call is placed. Your community caregiver will receive your help call and respond. Just tell the community caregiver that you accidentally pressed the button.



Storage

Store the device in a dry, dust-free place. Store it away from direct sunlight or other heat sources. If you do not follow the storage specifications (see 'Specifications'), it could lead to reduced operating time of the button.

- When you stored the device at a low temperature, let the device warm up at room temperature for approximately 15 minutes before you use it.
- When you stored the device at a high temperature, let the device cool down at room temperature for approximately 15 minutes before you use it.

Maintenance

Batteries

The Personal Help Button has a built-in lithium battery. The battery 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. This is done automatically by the Personal Help Button. The button will send a low battery signal to your community caregiver when there are about 30 days of battery life left. Your caregiver will contact you to arrange a replacement button.



Note: The lithium battery within the Personal Help Button must be disposed of properly. Do not discard the Personal Help Button in the trash. Always return the Personal Help Button to your community caregiver for proper disposal.

Device service

The Personal Help Button is manufactured to high quality standards. Philips Lifeline equipment can only be factory-serviced by Philips Lifeline. Contact your community caregiver for information on service or repairs.

Replacement

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

When your Personal Help Button, neck cord or wristband is broken, contact your community caregiver to request a replacement. You can request a larger wristband if you need it.

Disposal

The lithium battery within the Personal Help Button must be disposed of properly. Do not discard the Personal Help Button in the trash. Always return the Personal Help Button to your community caregiver for proper disposal.

Assistance

Always contact your community caregiver first.

USA residents: If needed you can also contact Philips Lifeline Customer service and technical support at **1-800-816-4885**, select option 3.

Philips Lifeline
 111 Lawrence Street
 Framingham, MA 01702-8156
www.lifeline.philips.com

Canada residents: If needed you can also contact Philips Lifeline Customer service and technical support at **1-800-387-8120**.

Philips Lifeline Canada
 95 Barber Greene Road, Suite 105
 Toronto, Ontario, Canada M3C 3E9
www.lifeline.ca

Online information is available 24 hours a day, 7 days a week.

Troubleshooting

If you have any questions about your Personal Help Button or other aspects of the Philips Lifeline service, push your Personal Help Button or contact your community caregiver.

Problem	Possible cause / solution
My neck cord is worn out / broken.	Do not use any neck cord or accessories other than the one provided by your community caregiver(s). Other neck cords may not provide the feature to break apart, therefore increasing the risk of strangulation. If your breakaway function is broken, do not tie a knot in your neck cord but order a replacement. Contact your community caregiver to request a replacement of your neck cord.
My wristband is worn out / broken.	For replacement of your wrist band, please contact your community caregiver.
My wristband is too small.	Please contact your community caregiver to order a larger wristband.

Frequently asked questions

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

No, we have learned that residents are best served when they have one Personal Help Button.

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

Yes, the Personal Help Button is water resistant and should be worn at all times. However, when the Personal Help Button is fully submerged, the signal is weakened. The signal may not be received by the community caregiver.

Can I wear my Personal Help Button in bed?

Yes, we ask that you wear your Personal 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 Personal Help Button under my clothes?

Yes, you can wear the Personal Help Button under your clothes. Make sure that you can easily reach it if you need to call for help.

What if I accidentally hit my Personal Help Button?

If you accidentally push your Personal Help Button, your community caregiver will respond to your call. This is to make sure that everything is okay. Just tell the caregiver that you it pushed accidentally and that you do not need assistance. Do not worry that you are bothering anyone; we just want to be sure that you are all right.

Does the Personal Help Button have a battery?

Yes, the Personal Help Button has a built-in battery. The battery provides a long service life without the need for a replacement or recharging by the user. The Personal Help Button will send a signal to your community caregiver when the battery is low. Your community caregiver will contact you about a replacement.

Do I use the Personal Help Button to speak with my community caregiver?

No, the Personal Help Button is not a microphone. You do not speak into it. The button sends a signal to your community caregiver. Your caregiver will respond.

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

Yes, but the Personal Help button service is not available if you are outside the range of the receiver.

Electromagnetic fields (EMF)

This Philips device complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

Electromagnetic emissions and immunity

The device is approved according to EMC safety standard EN 60601-1-2, edition 4, emission class B, group 1 and is tested according to the following immunity test levels:

Immunity test	IEC 60601-1-2:2014
	Home Healthcare
ESD IEC61000-4-2	±8 kV contact discharge ±2, 4, 6, 8, 15 kV air discharge
Radiated RF fields IEC 61000-4-3	10 V/m 80 MHz - 2.7 GHz 80% AM 1 kHz

Immunity test	IEC 60601-1-2:2014
Proximity fields from wireless transmitters IEC 61000-4-3	9 V/m to 28 V/m 15 Spot frequencies (MHz): 385, 450, 710, 745, 780, 810, 870, 930, 1720, 1845, 1970, 2450, 5240, 5500, and 5785 MHz
50/60 Hz magnetic fields IEC 61000-4-8	30 A/m - 50 or 60Hz

It is designed to be used in typical domestic environments.

Industry Canada Compliance Statement

This device complies with Industry Canada's licence-exempt RSSs. 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.

RF exposure statement

This device complies with the safety requirements for RF exposure in accordance with RSS-102 Issue 5 for portable use conditions.

FCC Compliance Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.

Radio interference

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.

Do not attempt to repair or modify this equipment. Any repairs or alterations made by the user to the equipment may void the warranty and compliance of the equipment. Changes or modifications made to this equipment not expressly approved by Philips may void the FCC authorization to operate this equipment.

RF Radiation exposure statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. For wrist-worn operation, this equipment has been assessed and meets the FCC RF exposure guidelines for portable devices.

Communication network statement










The emergency call system must not share its communication network with any other network or system. All devices connected directly to the wiring of a hardwired system, and all transmitters using the same frequency or channel and that are within range of a receiver of a wireless system, must be compatible with the emergency call system and evaluated for the intended purpose. Supplementary devices not evaluated for the intended purpose are permitted only if their connection to the network utilizes a compatible device evaluated for the purpose.

Specifications

Operating temperature	From 5 °C to + 40 °C (From 41 °F to 104 °F).
Relative operating humidity	From 15 % to 90 % (non-condensing).
Operating pressure	From 700 hPa to 1060 hPa.
Storage temperature	From -25 °C to +70 °C (-13 °F to +158 °F).
Relative storage humidity	Up to 90 % (non-condensing).
Mode of operation	Continuously
Battery	Internally powered, CR2032 Lithium 3V battery, non-replaceable.
Service life	5 years
Frequency	319.5 MHz

Transmit Power	+5 dBm
Modulation	On-Off Keying
Materials	Button: ABS, TPE Neck cord: Latex-free Nylon POM Bracelet: Velcro
LED indicator	(color red) when button pressed

Explanation of symbols

Symbol	Description
	This symbol indicates the part of the device that comes into physical contact with the user (also known as the applied part) is of type BF (Body Floating) according to IEC 60601-1. The applied part is the Personal Help Button.
IP27	This symbol indicates that the parts inside the device cannot be touched by fingers or with objects larger than 12.5 mm and the device is protected against water ingress up to 1 m submersion.
	This symbol (which may be black or blue) means that you have to read the user manual carefully before you use the device. Save the user manual for future reference. This symbol may appear in blue.
	This symbol indicates the manufacturer. For US: Manufactured for: Philips Lifeline, 111 Lawrence Street, Framingham, MA 01702 USA; For Canada: Manufactured for: Philips Lifeline Canada, 95 Barber Greene Road, Suite 105, Toronto, Ontario, Canada M3C 3E9.
	Indicates manufacturer's catalog number of the device.
	Indicates the manufacturer's serial number so that a specific device can be identified.
	Indicates manufacturing date.
	This symbol indicates the storage and transportation temperature limits to which the device can be safely exposed: -25°C to +70°C (-13 °F to +158 °F).
	This symbol indicates the relative humidity range for storage: up to 90 % (non-condensing).
	The ETL Listed Mark is proof that your product has been independently tested and meets the applicable published standard.

Symbol

Description



UL listing mark for Canada and the United States.

Specifications are subject to change without notice.
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Signal range may vary due to environmental factors.
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In US manufactured for:
Philips Lifeline, 111 Lawrence Street, Framingham,
MA 01702 USA;

In Canada manufactured for:
Philips Lifeline Canada, 95 Barber Greene Road, Suite 105,
Toronto, Ontario, Canada M3C 3E9.

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