

**PHILIPS**

324PHB  
324PHW

Personal Help Button

Instructions for use



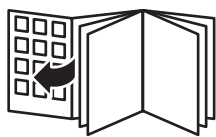
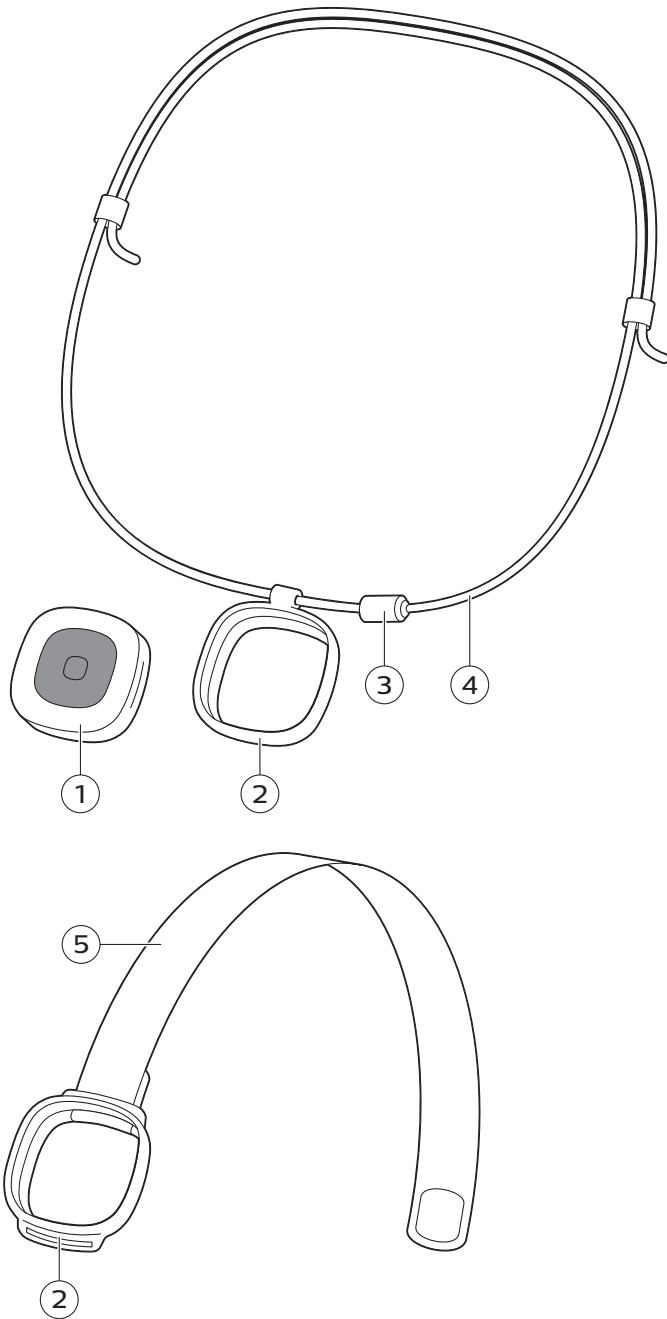


Fig. 1





## English 6

# Contents

General description (Fig. 1)	6
Introduction	6
Intended use	7
Explanation of warning symbols	7
IMPORTANT SAFETY INSTRUCTIONS	8
WARNINGS	8
CAUTION	8
SAVE THESE INSTRUCTIONS	9
Preparing for use	9
Using the device	9
Cleaning	11
Storage	12
Maintenance	12
Replacement	13
Disposal	14
Assistance	14
Troubleshooting	15
Frequently asked questions	16
Industry Canada Compliance Statement	17
FCC Compliance Information	18
Radio interference	18
Specifications	19
Explanation of symbols	19

## General description (Fig. 1)

- 1 Personal Help Button
- 2 Personal Help Button holder
- 3 Neck cord breakaway feature
- 4 Neck cord (pendant)
- 5 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 your home communicator has already been set up and you are replacing an existing Personal Help Button, follow the instructions to activate your replacement button (see 'Replacement').

## Compatible Communicators

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

- 6900AT, 6900, 6800AT, 6800, 6700 and 6600 series Philips Lifeline HomeSafe communicators.

## Intended use

The Personal Help Button is a body-worn personal device to manually signal for help using the Philips Lifeline Medical Alert Service when within range of a compatible Philips Lifeline Communicator or Receiver. It is intended to be used by seniors and/or adults with medical conditions or disabilities, living in a private home or residing in an assisted senior 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.



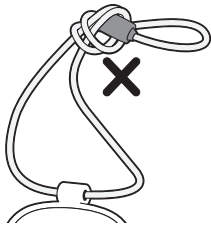
Note

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 324PHB and 324PHW devices. Otherwise, degradation of the performance of this equipment could occur.
- 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 Lifeline communicator. When you are out of range of the communicator your help call might not be answered when you press the button. It is important to test that the signal range covers all areas of your home. Refer to the Lifeline Communicator User Manual for instructions on how to test the coverage range.
- If your Personal Help Button is not set up in the correct way, your help call might not be answered when you press the button. Refer to the Lifeline Communicator User Manual for instructions on how to properly setup the AutoAlert Help Button with the Communicator.

## SAVE THESE INSTRUCTIONS

### Preparing for use

If you are new to Lifeline and need to set up your service for the first time, refer to the Lifeline home communicator user manual. There you can find instructions on how to properly set up the Personal Help Button with the home communicator.

When you setup the system, be sure to test if your Personal Help Button is within coverage range of the Lifeline communicator. It should be in range in all areas of your home, such as the bathroom, basement and garage. Refer to the Lifeline home communicator user manual for instructions on how to test the signal range.

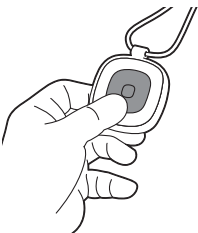


**Warning: The Personal Help Button will not work when outside the coverage range of the Lifeline communicator.**



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.**

The Lifeline Medical Alert Service provides 24/7 access to Lifeline's response center. To summon help, simply push your Personal Help Button. This connects you to a Lifeline response associate.

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

- 1 When you press your Personal Help Button, it sends a signal to your Lifeline communicator. The signal is sent with radio frequency (RF).

- 2 Your communicator will dial the Lifeline response center.
- 3 Once connected, a personal response associate will access your profile and assess the situation. The associate speaks with you through the communicator.
- 4 If you need help, our associate will contact your list of responders (i.e., a caregiver, neighbor, loved one) or emergency services in accordance with your request.
- 5 The response center will then follow up to confirm that help has arrived.

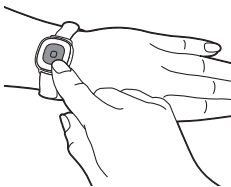
**What to expect if voice communication with a Lifeline Response Associate is not established.**

If we are not able to assess your condition, then our standard procedure is to contact your listed responders. This can happen when you are not able to speak or we cannot hear you.

**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 outside of the range determined by the signal range test.
- Your Personal Help Button is not a microphone, so you don't talk into it. Instead, press the Personal Help Button. Your communicator hears your voice.
- You may order additional Personal Help Buttons for other members of your household. You can add the additional buttons to your Lifeline Monitoring Service.

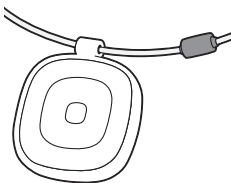
**Note:** Your Personal Help Button is water resistant and dust resistant.

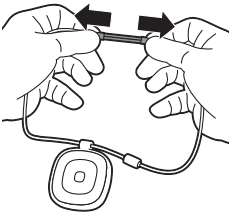


## Using the Personal Help Button with the neck cord

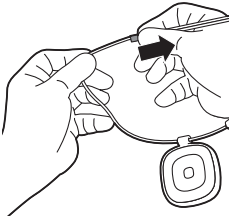
**The following section is only applicable if you ordered a pendant.**

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 Philips Lifeline or your representative 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.

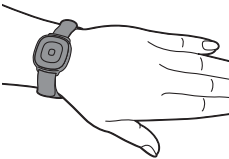


**Warning: Do not tie a knot in your neck cord. This may prevent the breakaway feature from working properly.**

## 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.



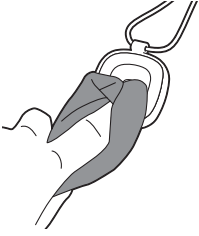
## Cleaning



**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 press your Personal Help Button during cleaning, a help call is placed. Just tell the Lifeline response associate 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 Personal Help Button will send a low battery signal to Philips Lifeline when there are about 30 days of battery life left. Philips Lifeline will contact you to arrange for a replacement button.

It is important to start using your button as soon as you receive it. If this is a replacement button, return your old button to Lifeline using the envelope provided.



**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 Lifeline for proper disposal.

### Device service

The home communicator and the Personal Help Button are manufactured to high quality standards. Philips Lifeline equipment

can only be factory-serviced by Philips Lifeline. Call Philips Lifeline 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.

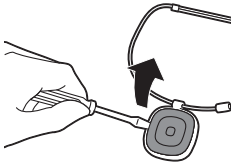
When your Personal Help Button, neck cord or wristband is broken, call Philips Lifeline (toll free **1-800-635-6156**) to arrange for a replacement. You can request a larger wristband if you need it.

### Removing the button from the holder

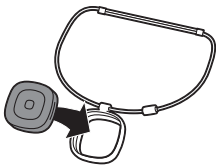
If you want to change the wearing position from pendant to wrist band or vice versa, you need to remove the button from the holder. If you have to replace your neck cord or wrist band, you also need to remove the button from the holder.



**Caution: To avoid injury, be careful when you handle tools. Call Lifeline if you need help (see 'Assistance').**



- 1 Remove the Personal Help Button from the holder using a small flat-head screwdriver. Insert the screwdriver between the button and the holder.
- 2 Gently wiggle the screwdriver to pry out the button.



- 3 Insert the button in the new holder of the wristband or pendant. Push it down into the holder.

### Replacing your Personal Help button

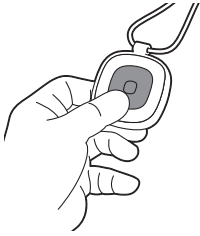
If you have received a replacement button from Philips Lifeline, you need to set it up to work with your home communicator.



**Warning: If your Personal Help Button is not set up correctly, your help call will not be answered when you press the Personal Help Button.**

### Activating your replacement button

- 1 Make sure that your home communicator is ON. Press and hold down the reset bar on the home communicator until it announces: "start test".
- 2 While holding down the reset bar on the home communicator with one hand, press and hold the Personal Help Button until you hear a long beep and the home communicator announces "Personal Help Button, code XXX, programmed", where XXX are the digits indicating the number of your Personal Help Button. Your Personal Help Button is now activated. You can stop holding down the reset bar on the home communicator.
- 3 Press the reset bar on the home communicator once to exit the test mode. The home communicator will beep three times and announce 'end test'. You have now programmed one Personal Help Button successfully.



Note: If you have two Personal Help Buttons in the home and are only replacing one of them, you will still need to set up both buttons when you are setting up the new button. Be sure to set up both buttons during the same setup process. If you have successfully set up two buttons, the ending message will be: 'End Test'. There are two Personal Help Buttons now programmed. Ready.

## 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 Philips Lifeline (see 'Device service') for proper disposal.

## Assistance

If you have any questions, please contact Philips Lifeline Subscriber Services at **1-800-635-6156** in the United States or **1-800-387-1215** in Canada.

Philips Lifeline  
111 Lawrence Street  
Framingham, MA 01702-8156  
[www.lifeline.philips.com](http://www.lifeline.philips.com)

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

The home communicator and Personal Help Button conduct self-tests on a regular basis. If a problem is identified, the reset button on the home communicator will start to flash. To find out what is wrong, push the reset button. The home communicator will announce the problem and tell you what to do.

If you have any questions about your home communicator, Personal Help Button, or other aspects of the Philips Lifeline service, please push your Personal Help Button or call Philips Lifeline.

Problem	Possible cause / solution
My neck cord is worn out / broken.	<p>Do not use any neck cord, home communicator or accessories other than the one provided with your Philips HomeSafe Medical Alert system. Other neck cords may not provide the feature to break apart, therefore increasing the risk of strangulation.</p> <p>If your breakaway function is broken, do not tie a knot in your neck cord but order a replacement. Contact Philips Lifeline for a replacement of your neck cord.</p>
I do not get a response when I push my Personal Help Button.	<p>If you are in need of help, you can also push the help button on the home communicator or call for help using your phone.</p> <p>The home communicator and Personal Help Button conduct self-tests on a regular basis. If a problem with the button is identified, you will be contacted.</p> <p>For a replacement of your button, please contact Philips Lifeline.</p>
I do not get a response when I push my Personal Help Button.	<p>If you are in need of help, you can also push the help button on the communicator or call for help using your phone.</p> <p>The signal between the Personal Help Button and the communicator unit might be disturbed. Or you are using the button out of range of your home communicator (inside or outside of your home).</p> <p>To test the signal range in your home, you can perform a signal range test. Please refer to the Lifeline home communicator user manual for instructions on how to test the signal range, or contact Philips Lifeline for assistance.</p>
My wristband is worn out / broken.	<p>For replacement of your wrist band, please contact Philips Lifeline.</p>

Problem	Possible cause / solution
My wristband is too small.	Please contact Philips Lifeline to order a larger wristband.

## Frequently asked questions

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

No, we have learned that subscribers are best served by having 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 home communicator.

### **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, a Lifeline response associate will respond to your call. This is to make sure that everything is okay. Just tell the associate that you pushed it accidentally and that you do not need assistance. Do not worry that you are bothering Philips Lifeline; 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 Philips Lifeline when the battery is low. Your Lifeline service provider will contact you about a replacement.

### **Do I use the Personal Help Button to speak with Philips Lifeline?**

No, the Personal Help Button is not a microphone. You do not speak into it. The button sends a signal to the home communicator, which then calls Philips Lifeline. You should speak in the direction of the home communicator.

### **What happens if I make a help call and the response center can't hear me?**

The Lifeline response associate will probably be able to hear you through the highly sensitive microphone of your home communicator. However, if you cannot be heard or if you cannot speak, Philips



Lifeline will place a telephone call to your home. If no one answers, help will be contacted.

**What happens if I push my Personal Help Button and can't hear the response associate?**

Stay where you are. The 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.

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

Yes, but the Philips Lifeline service is not available if you are outside the range of your home communicator.

## Electromagnetic fields (EMF)

This Philips appliance 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
<b>ESD</b> IEC61000-4-2	±8 kV contact discharge ±2, 4, 6, 8, 15 kV air discharge
<b>Radiated RF fields</b> IEC 61000-4-3	10 V/m 80 MHz - 2.7 GHz 80% AM 1 kHz
<b>Proximity fields from wireless transmitters</b> 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
<b>50/60 Hz magnetic fields</b> 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.

## 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
Medical device classification	FDA Class II exempt (only in USA)
Frequency	312.0 MHz
Transmit Power	+5 dBm
Modulation	On-Off Keying
Materials	Button: ABS, TPE Neck cord: Latex-free Nylon, POM Bracelet: Velcro

## 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.

Symbol	Description
	<p>Indicates the manufacturer's serial number so that a specific device can be identified.</p>
	<p>Indicates manufacturing date.</p>
	<p>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).</p>
	<p>This symbol indicates the relative humidity range for storage: up to 90 % (non-condensing).</p>
	<p>The ETL Listed Mark is proof that your product has been independently tested and meets the applicable published standard.</p>
	<p>UL listing mark for Canada and the United States.</p>



Specifications are subject to change without notice.  
All rights reserved.  
Signal range may vary due to environmental factors.  
© 2018 Koninklijke Philips N.V.




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.

3000.023.2662.1 Rev 0.14 (7/31/2018)



 >75% recycled paper  
>75% papier recyclé