

Philips Lifeline AutoAlert Help Button

User's Manual

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Welcome

Thank you for choosing Philips Lifeline and 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 anytime you need help. Your AutoAlert Help Button also provides an added layer of protection – automatically calling for help if you fall and are unable to press the button.

We have designed the AutoAlert Help Button to help you live safely and independently in your home. This User's Manual will provide you with all the information you need to know about the AutoAlert Help Button. Please read the manual carefully and, if at any point you have a question, feel free to call Philips Lifeline.

For additional information regarding the Lifeline service and how your Communicator functions, please see the User's Manual that came with your Communicator.

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 Help Button neck cord is not designed to break away. Therefore, it can pose a choking risk, including the possibility of death and serious injuries. This may apply 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. Instructions for testing the coverage range are also included in this manual (see the section entitled Signal Range Test.)

The signal range may be affected by environmental factors including building materials (e.g., concrete, metal), large masses covering or obstructing the Help Button, or 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.

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 flow of water (e.g., a shower) hitting the vent directly may also obstruct the vent. Therefore, in certain rare situations, the Help Button may not detect a fall in the shower. It is recommended that you wear your AutoAlert Help Button at all times, especially when bathing or showering. If you fall and need help, always press the Help Button if you are able.

The AutoAlert Help Button may interfere with aircraft communications and medical equipment such as magnetic resonance imaging (MRI.) 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.

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.

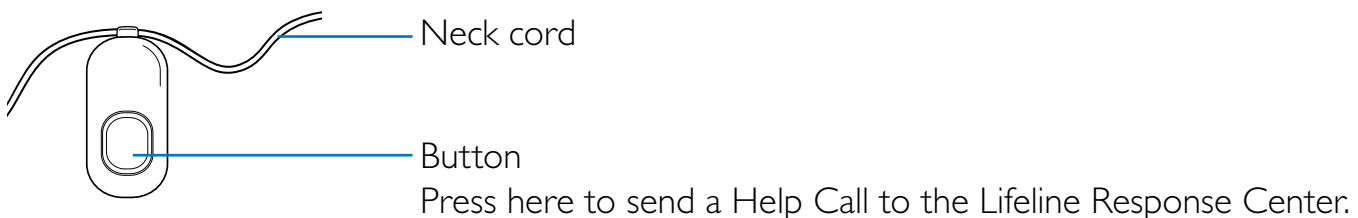
AutoAlert Help Button

The AutoAlert Help Button is your direct connection to Lifeline and allows you to summon assistance 24 hours a day, 7 days per week. The AutoAlert Help Button works in conjunction with a compatible Lifeline Communicator. When you press 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.

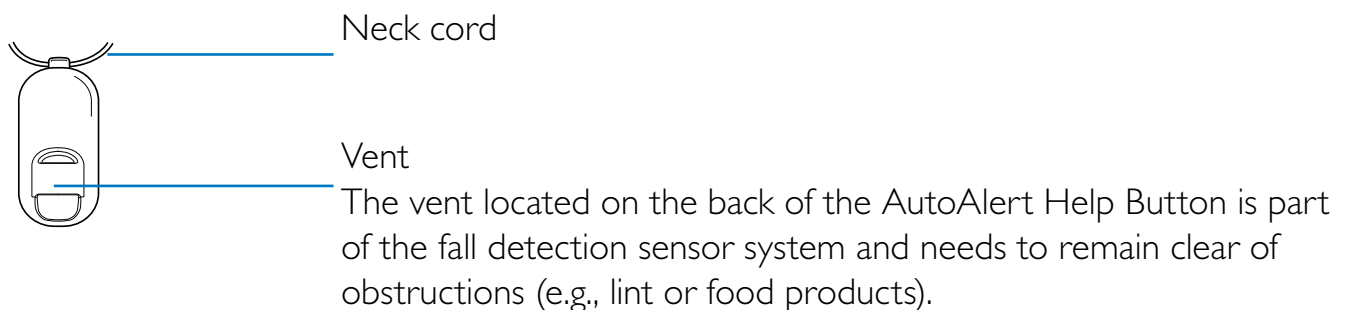
The AutoAlert Help Button provides an added layer of protection by detecting falls. If you fall and can't get up, the AutoAlert Help Button will automatically transmit a signal to the Communicator. The Communicator will then call the Lifeline Response Center for help.

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

Front View



Back View



What to Expect if you Fall

If you fall and can't get up, 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, help will be sent to your home.

The AutoAlert Help Button detects standing up in the same way it detects falls. If you fall and stand up in less than one minute, 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 - do not attempt to get up - wait to speak to the Personal Response Associate. As always, you can still press your AutoAlert Help Button at any time.

Compatible Communicators

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

◆ *DT1000 Philips Lifeline Cordless Phone Communicator*

◆ *6900 Philips Lifeline Communicator*

Important Reminders

- Press your AutoAlert Help Button any time you need help. If you fall and are able, you should still press 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 the 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, press the AutoAlert Help Button and speak in the direction of 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. See the Signal Range Test section for instructions.
- Test your AutoAlert Help Button every month by pressing it and placing a check-in call to the Lifeline Response Center. See page x for instructions.
- 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.

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
- Body or other large mass covering the AutoAlert Help Button, e.g., a person falling on top of the AutoAlert Help Button
- 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.)

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

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, you should pack it in your checked luggage.

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

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
- Temperature:
 - 32°F (0°C) minimum
 - 122°F (50°C) maximum

Getting Started

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

◆ *DT1000 Philips Lifeline Cordless Phone Communicator*

◆ *6900 Philips Lifeline Communicator*

The Communicator must be properly set up and the coverage range of your AutoAlert Help Button must be determined prior to use. Please see the **Quick Start Guide** included in the box with your Communicator for instructions on how to set up your system. See the section below for instructions on how to test the signal range of your AutoAlert Help Button. If you have any questions, please contact Lifeline.

Setting up a new AutoAlert Help Button

If you received your AutoAlert Help Button separately from your Communicator, you will need to program the Button to work with the Communicator. Please follow the instructions below to ensure the AutoAlert Help Button is properly programmed.

1. Press and hold the Reset button located on the Communicator for 3 seconds.
2. While still holding down the Reset button, press and hold down the new AutoAlert Help Button. The Communicator will announce that the Help Button is now programmed.
3. If you have other Help Buttons that need to be programmed, continue to hold down the Reset button and repeat the same process.
4. When you receive the indication of a successful activation, release the Reset button on the Communicator.
5. Once the Reset button is released, the unit will enter Signal Range Test Mode. Conduct a signal range test as mentioned in the steps below (since you already pressed the Reset button, start from step “2”).

Signal Range Test

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

1. Press the Reset button when you are ready to begin.
2. Place your AutoAlert Help Button around your neck and walk around your home. In each room, press the AutoAlert Button to see if the Communicator responds with a “beep.” The “beep” indicates that your Help Button will work from that location.

3. Continue checking all of the areas in and around your home. Be sure to check the bathroom, basement and garage.
4. Press the Reset Button on the communicator to exit Signal Range Test mode. If you do not press the Reset Button, the test will automatically end after 4 minutes.
5. At this point, any press of the AutoAlert Help Button should send a signal to the Lifeline Response Center. Press your Help Button to send a test call to the Lifeline Response Center and confirm that everything is working properly.

Caution: The signal range may be affected by environmental factors including building materials (e.g., concrete, metal), large masses covering or obstructing the Help Button, or 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.

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.

Calling for Help

1. **If you need help, press the AutoAlert Help Button or press the Help Button on the side of the Communicator.** If you fall and can't get up, a Help Call will be automatically sent within one minute. The Communicator will beep and dial the Lifeline Response Center.

2. **The Communicator calls the Lifeline Response Center.**

While it dials the Response Center, the Communicator will play a message saying: "Your Help Call is in progress; please wait." This message will be repeated three times.



Once connected with the Lifeline Response Center, your Communicator will play a message saying: "Your call has been connected; someone will be right with you."

3. **The Lifeline Response Center will answer the call.**

A Personal Response Associate will speak to you through the Communicator's built-in speaker and microphone.

If you cannot speak or 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, help will be sent to your home.

4. **The Lifeline Response Center will assess the situation and send help.**

The Personal Response Associate will speak with you and assess the type of help you need, determining whether to send someone from your list of Responders or to dispatch emergency services to your home. If you have accidentally pressed your AutoAlert Help Button or if you have fallen and do not need help, just tell the Personal Response Associate that you are OK.

5. **Lifeline will send help.**

If needed, Lifeline will contact your Responders until they reach someone who is available to help you. If Lifeline cannot reach any of your Responders, they will dispatch emergency services to your home.

6. Once your Responder or emergency services arrive, they will press the blinking Reset button to indicate that help has arrived.

The Personal Response Associate will contact the household to see if additional assistance is needed.

7. Once help is provided, Philips Lifeline will contact your People to Notify to let them know that you needed help.

Responders and People to Notify

As a Lifeline subscriber, you should identify one or more people who will agree to respond in the event of an incident. These are called Responders. Typically, Responders are family members, friends or neighbors who are nearby and can come to assist you.

Often, there are other people who are not available to assist you but who would like to know that you needed assistance. These could be family members in another area or healthcare professionals who are involved in your care. These people are referred to as People to Notify.

Choosing a Responder

It is best to choose a Responder who:

- Has a key to your home or knows where one is located (perhaps in a key box).
- Could come to help you at different times of the day or night.
- Lives or works within 30 minutes of where you live.
- Is physically capable of assisting you if you need help.

Information Lifeline Needs About Responders

Please ensure that Philips Lifeline has the following information about each person acting as a Responder. Also record the information inside the front cover of this User's Manual:

- Name
- Phone numbers (best number for contacting)
- Whether or not the Responder has a key to your home

Monthly Check-in Call

Check-in Call

Lifeline wants you to check in every month to confirm that your Communicator and your AutoAlert Help Button are working normally. Many people find it helpful to select the date of their birthday to make their monthly check-in call. For example, if your birthday is January 8th, you might make your check-in call on the 8th day of every month.

1. Press your AutoAlert Help Button just as you would for a Help Call.
2. Wait for the Personal Response Associate to speak to you. Explain that you are just checking in and do not need assistance.
3. Be sure to tell the Personal Response Associate about any changes regarding your home telephone number or address.

Check-in Reminder

If you have not pressed your AutoAlert Help Button for 32 consecutive days, your Communicator will remind you to check in with the Lifeline Response Center. The Reset button on the Communicator will start blinking.

◆ *If you are on the telephone, please complete your call and hang up before performing the monthly check-in.*

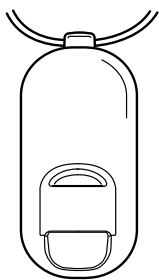
When you press the Reset button, your Communicator will play a message saying: "Time to test your Lifeline. Please press the Lifeline button you are wearing. Thank you. This is a recording."

When you hear this message, please press your AutoAlert Help Button and let the Personal Response Associate know that you are checking in and do not need any help.

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.
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. Do not soak it in the alcohol, however.
4. Blot excess moisture with a towel and allow the AutoAlert Help Button to air-dry.
- 5. Be sure to move the power switch on the back of the Communicator to the ON position.**
6. Test your system by pressing your AutoAlert Help Button. Tell the Personal Response Associate that you are just testing your equipment after cleaning.



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 17 months. The AutoAlert Help Button will send a low battery signal to Lifeline when there is 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 shut down when there is approximately 10 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 press 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 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. But please note 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 whenever 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.

Will the AutoAlert Help Button detect if I fall out of bed?

Yes, the AutoAlert Help Button will detect falls as long as the top of your mattress is at least 17 inches off the floor.

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 press 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 pressed 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 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 Philips Lifeline when the battery needs to be replaced, and someone from Lifeline 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.

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. However, if you cannot be heard or if you cannot speak, Lifeline will place another call to your home. If no one answers, help will be sent quickly.

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.

Do I use the AutoAlert Help Button to speak with Philips 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 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 another call to your home. If no one answers, help will be sent quickly.

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, a Help Call will be automatically sent if you do not stand up within a minute. If you do not need help, tell the Personal Response Associate that you have fallen but that you are OK.

Do I have to check in on a particular day or time?

No, you can check in any time that is convenient for you. Many people find it helpful to select the date of their birthday to make their check-in call. For example, if your birthday is January 8th, you might make your check-in call on the 8th of every month.

How will I remember when it is time for the monthly check-in?

Your Communicator will remind you. If you have gone 32 consecutive days without pressing your AutoAlert Help Button, the yellow Reset button on the Communicator will start blinking.

Regulatory Compliance

Safety Standards

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

UL1637 – Home Health Care Signaling 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 or 6900 Communicator. The system achieves its Essential Performance by generating help messages to the Philips Lifeline Response Center Responders. If the system is incapable of communicating help messages, it will generate an alarm that will be communicated periodically to the Philips Lifeline Responders.

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 75KHz, 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		
	150KHz 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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