

# Collateral Standards for the Philips Lifeline Cordless Phone Communicator

## IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.

## SAVE THESE INSTRUCTIONS

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.

## Federal Communications Commission (FCC):

### *Specific Absorption Rate (SAR):*

Caution - To maintain the compliance with the FCC's RF exposure guideline, place the base unit and voice extension unit at least 20 cm from nearby persons.

For body worn operation, this handset has been tested and meets the FCC RF exposure guidelines. Use of accessories may not ensure compliance with FCC RF exposure guidelines.

### *47 CFR 15:*

Privacy of communications may not be ensured when using this phone.

Note: 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

### *47 CFR 68:*

This equipment is hearing aid compatible.

### Alarm Dialers:

### WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO

### EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Caution - To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions.

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## IMPORTANTES MESURES DE SÉCURITÉ

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures. En voici quelques-unes:

1. Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une baignoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.
2. Éviter d'utiliser le téléphone (sauf s'il s'agit d'un appareil sans fil) pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.
3. Ne pas utiliser l'appareil téléphonique pour signaler une fuite de gaz s'il est situé près de la fuite.

CONSERVER CES INSTRUCTIONS

## Industry Canada (IC):

### ICES-003:

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### CS-03:

This product meets the applicable Industry Canada technical specifications. / Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.

The Ringer Equivalence Number (REN = 0.1) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five. / L'indice d'équivalence de la sonnerie (IES = 0.1) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.



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# Philips Lifeline Cordless Phone Communicator

User's Manual

**PHILIPS**  
Lifeline

**PHILIPS**

# Important Phone Numbers

## List of My Responders and People to Notify:

**Responders** are people whom Lifeline will call in case of an emergency.

**People to Notify** are people who will be notified that you required help but who are not involved in coming to your assistance.

Please see page 6 for more information.

Name	Phone Number(s)	Do They Have a Key?
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>

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# Welcome

Thank you for choosing Philips Lifeline. We are leaders in the medical alert industry, having served more than 6 million people since 1974. We are committed to developing innovative products that help people maintain their independence. We strive to develop products that are attractive, practical, and easy to use. You'll find that your new Philips Lifeline Cordless Phone Communicator provides access to our reliable medical alert service and also delivers great features for your everyday phone use.

This new Lifeline Cordless Phone lets you place and receive calls throughout your home. It also functions as your Lifeline Communicator, which works seamlessly with your Lifeline Help Button. Should you need assistance, simply press your Help Button at any time of day or night, and the Lifeline Communicator will dial the Lifeline Response Center. Personal Response Associates are available 24 hours a day, 7 days a week.

We have included a **Quick Start Guide**, which will make it easy to begin using your new Lifeline Cordless Phone. You'll find clear, step-by-step instructions guided by voice prompts. You control the pace of the setup and move to the next step only when you are ready.

Once again, thank you for choosing Philips Lifeline!





# Chapter 1

## Lifeline Service

Topics described in this chapter include:

Getting Started.....	4
Lifeline Help Button .....	4
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## Getting Started

The **Quick Start Guide**, included in the box, provides simple, step-by-step instructions on how to set up your equipment and test the coverage range of your Lifeline Help Button. If you have any questions, please contact Lifeline.

## Lifeline Help Button

Your Lifeline Help Button provides a direct connection to Lifeline and allows you to summon assistance 24 hours a day, 7 days a week. When you press your Lifeline Help Button, it transmits a signal to your Lifeline Cordless Phone. The phone automatically calls the Lifeline Response Center, and a Personal Response Associate will come on the line to see if you need assistance.

### ◆ **Always wear your Lifeline Help Button.**

*Your Lifeline Help Button is waterproof and should be worn at all times – even when bathing and sleeping. It is your direct connection to Lifeline.*

## Important Reminders

- Wear your Lifeline 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 Lifeline Help Button is waterproof and should be worn in the shower or bath.
- Your Lifeline Help Button is not a microphone, so you don't talk into it. Instead, press the Help Button and speak into the handset or in the direction of the base speakerphone or optional Voice Extension.
- You may order additional Lifeline Help Buttons for other members of your household. For more information, please contact Lifeline.
- Be sure to test the range of your Lifeline Help Button when you set up the system. See the **Quick Start Guide** for instructions.

- Test your Lifeline Help Button every month by pressing it and placing a check-in call to the Lifeline Response Center. See page 22 for instructions.
- Do not remove the label on the back of your Lifeline Help Button. The label ensures that your Lifeline Help Button remains waterproof. If the label is removed, peeling off, or damaged in any way, please contact Lifeline.
- Do not put your Lifeline Help Button through the clothes washer, dryer or dishwasher.
- Your Lifeline Help Button can only be serviced in the factory. There are no user-replaceable parts inside of it.
- Like all cordless phones, your Lifeline Cordless Phone requires AC power to operate. However, in the event of a power outage, your Lifeline Cordless Phone will provide up to 1 hour of backup power for regular phone calls and 30 hours of backup power for Help Calls. Your Lifeline Service will not work if there is a power outage of more than 30 hours.
- It is typically recommended that Lifeline subscribers also have a corded phone in their home, which can function throughout a power outage.
- The Lifeline Cordless Phone relies on electrical and telephone service that is wholly beyond the control of Lifeline. If your telephone service is out of order or disconnected, your equipment will not operate.
- If you have another phone in a different area of your home and it is left off-hook, your Lifeline Cordless Phone will not be able to place a Help Call. To make sure that your Lifeline Cordless Phone can place a Help Call when needed, plug the other phone(s) into the phone accessory jack on the back of your Lifeline Cordless Phone's base. If you need assistance, please call Lifeline.

## 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 lockbox).
- Could come to help you at different times of the day or night.
- Lives or works within 10 minutes of where you live.
- Is physically capable of assisting you if you need help.

## Information Lifeline Needs About Responders

Please ensure that 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 – home, work and cell phone
- Whether or not the Responder has a key to your home

# Chapter 2

## Your Lifeline Cordless Phone

Topics described in this chapter include:

- Phone Base ..... 8
- Cordless Handset ..... 12
- Voice Extension ..... 14
- Additional Handset with Charger ..... 16

## Phone Base

As the heart of your system, the phone base has several functions. First and foremost, it is your Lifeline Communicator, which means that it receives the signal when you press your Lifeline Help Button and automatically calls Lifeline. Additionally, it is the speaker and microphone you use to communicate with the Personal Response Associate. It is also the base and charging station for your handset.

### Find button

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Press Find to locate your handset by making it beep. Any handset that is sitting in the optional charger will not beep. Do not hold down the Find button for longer than two seconds or the phone will enter registration mode. If you need assistance, please call Lifeline.

### Speaker

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This function is used for hands-free phone calls.

### Redial button

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Press Redial to call the most recently dialed number.

### Hold button

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Used for call waiting, Hold is pressed to put one call on hold and answer a second incoming call.

### Reset button

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The Reset button will blink if there is any condition that requires your attention.

### Power indicator

A green light indicates that the phone is on.

### Speaker button

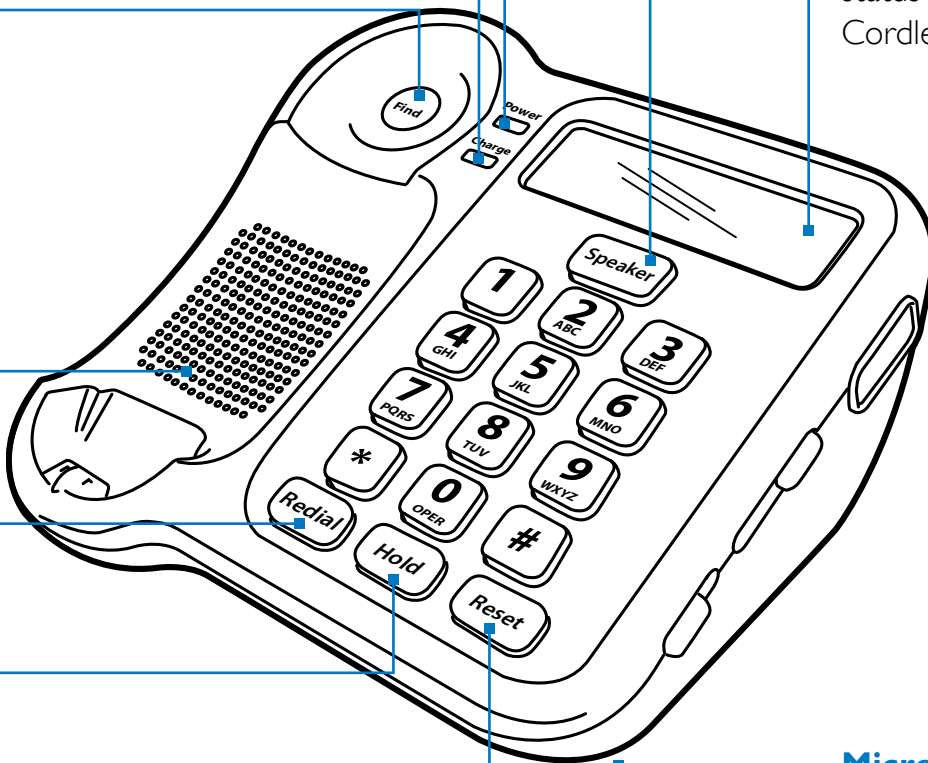
Press Speaker to make or receive a hands-free call or to terminate a call.

### Charge indicator

An orange light indicates that the handset is being charged.

### LCD display

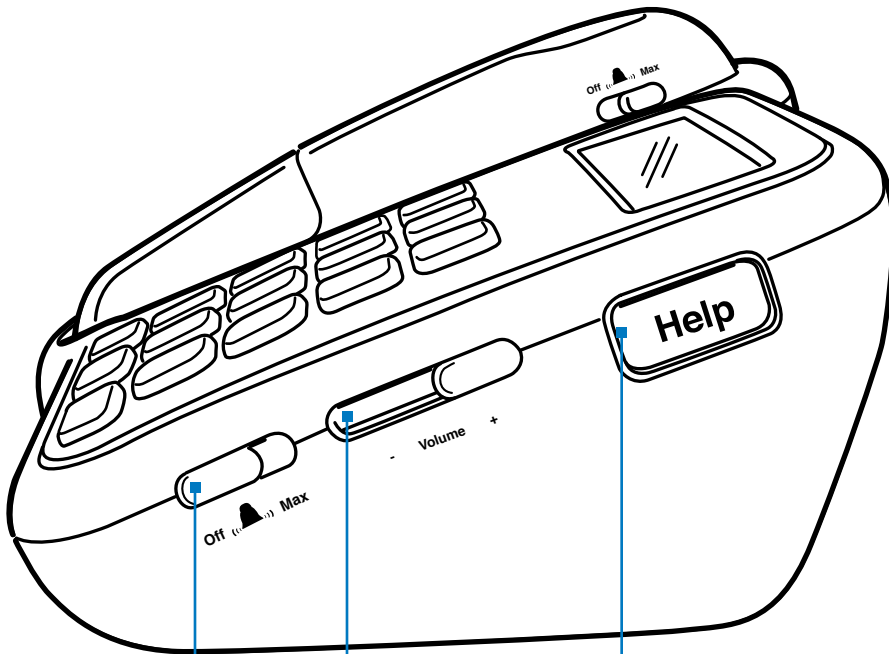
This easy-to-read display shows information about your phone calls and the status of the Lifeline Cordless Phone.



### Microphone

The microphone that is used to hear your voice is located on the bottom of the phone base.

## Phone Base, Side View



### **Help button**

Press Help to send a Help Call to the Lifeline Response Center.

### **Speaker volume switch**

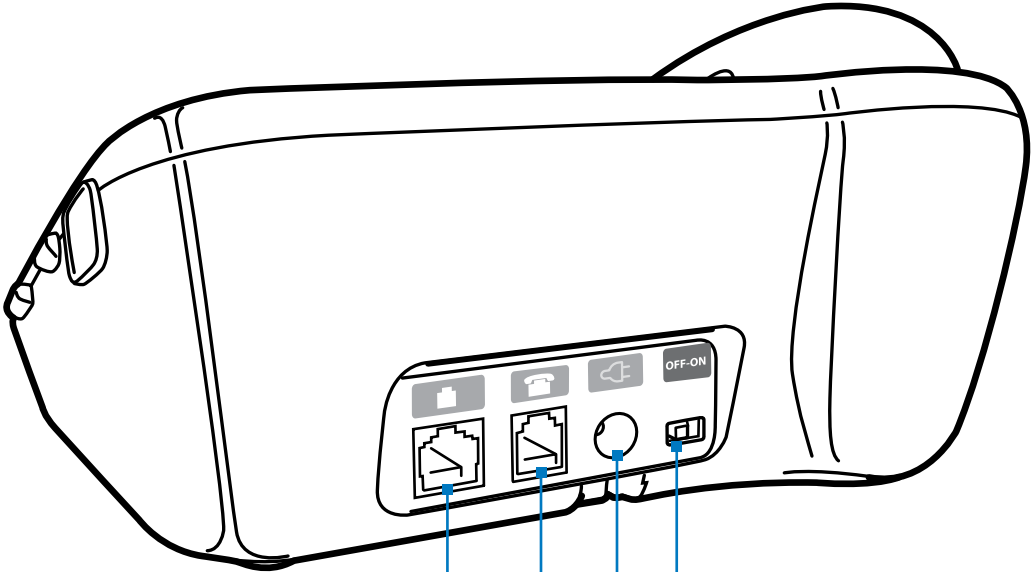
This controls the volume of the speaker on the phone base.

### **Ringer volume switch**

This controls the volume of the ring on the phone base.



# Phone Base, Back View



**Phone cord jack**

This is used to connect the phone to a jack on the wall.

**Phone accessory jack**

Answering machines or other phone accessories are plugged in here.

**Power switch**

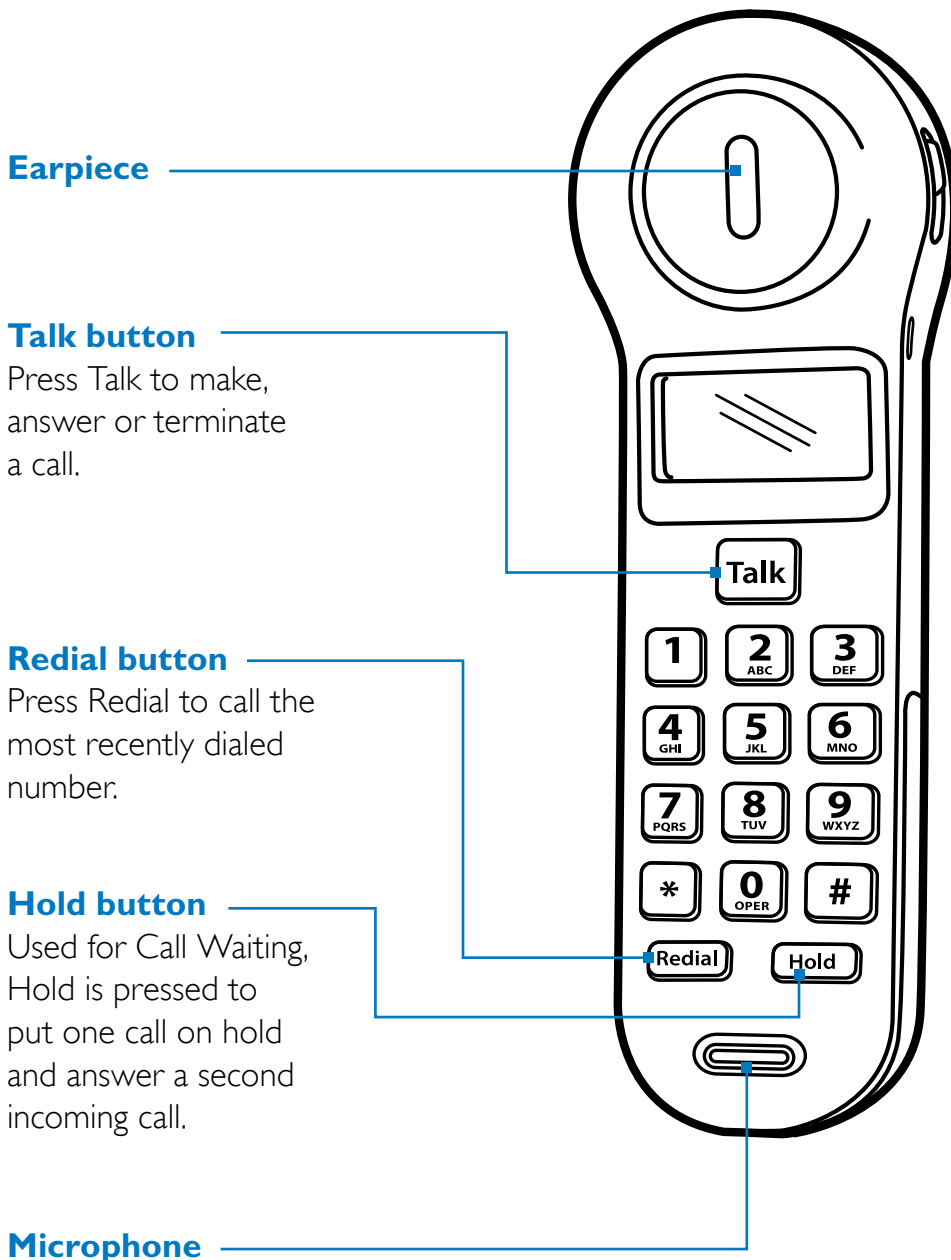
This allows the Lifeline Cordless Phone to be turned on or off.

**Power cord jack/plug**

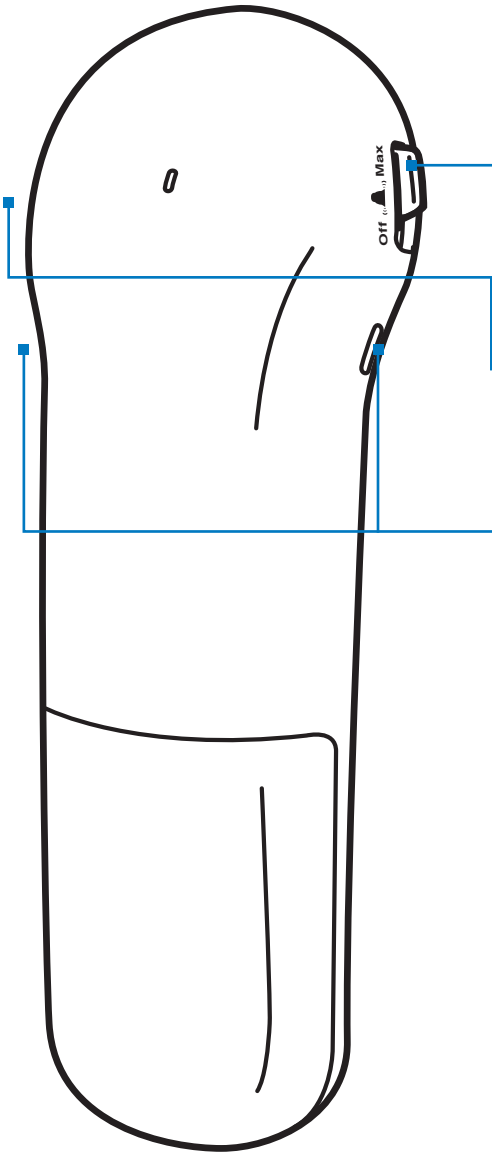
This is used to connect the phone to an electrical outlet on the wall.

## Cordless Handset, Front View

The handset allows you to place or receive calls within and around your home. But remember, it is not a cellular phone, so it will not work away from your home.



# Cordless Handset, Back View



### Ringer volume switch

This controls the volume of the ring on the handset.

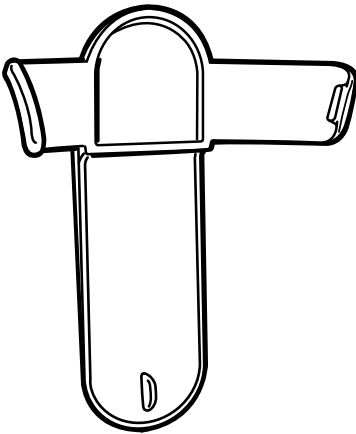
### Earpiece volume switch

This controls the volume of the earpiece.

### Belt clip connectors

### Belt clip

The belt clip attaches to the back of the handset.



## Voice Extension, Front View

The Voice Extension provides another speakerphone from which you can speak with Lifeline or anyone else. Ideal for large and multi-floor homes, it has a microphone to pick up your voice and a speaker so you can clearly hear the other party.

◆ *This is an optional item. If you would like to order the Voice Extension, please contact Lifeline.*

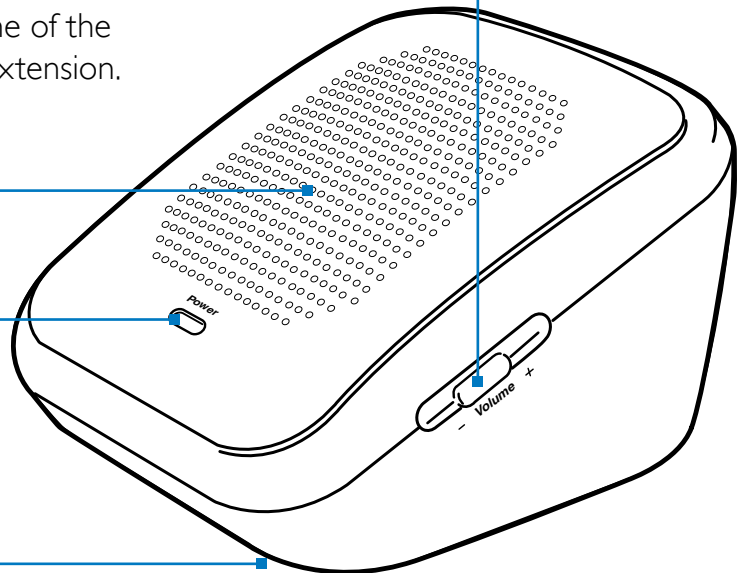
### Speaker volume switch

This controls the volume of the speaker on the Voice Extension.

### Speaker

### Power indicator

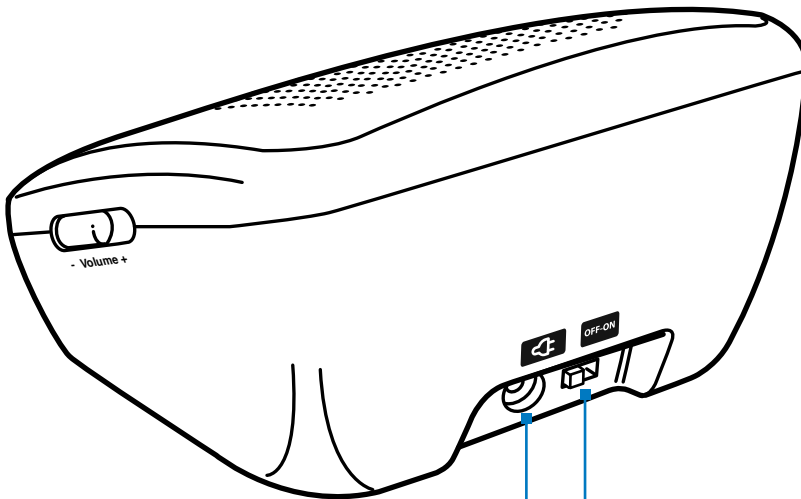
A green light indicates when the Voice Extension is powered on.



### Microphone

The microphone that is used to hear your voice is located on the bottom of the Voice Extension.

## Voice Extension, Back View



### Power cord jack/plug

This is used to connect the voice extension to an electrical outlet on the wall.

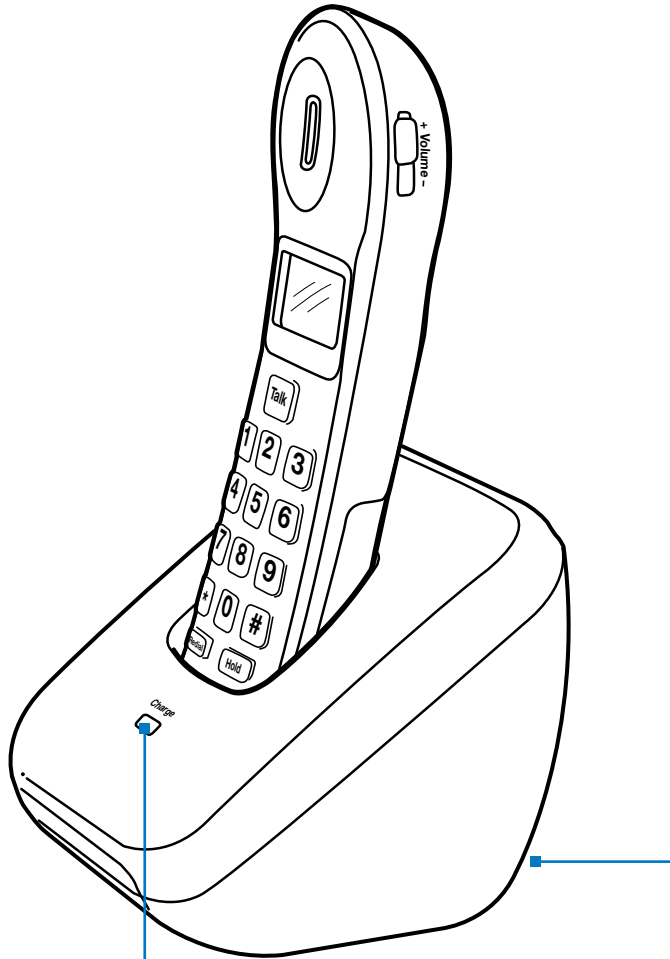
### Power switch

This allows the Voice Extension to be turned on or off.

## Additional Handset with Charger

Many of our subscribers enjoy the convenience of having an additional handset elsewhere in the home. This allows you to keep the handsets charging and available in two locations.

- ◆ *This is an optional item. If you would like to order an additional handset with charger, please contact Lifeline.*



### Charge indicator

An orange light indicates that the handset is being charged.

### Power cord jack/plug

This is used to connect the charger to an electrical outlet on the wall.

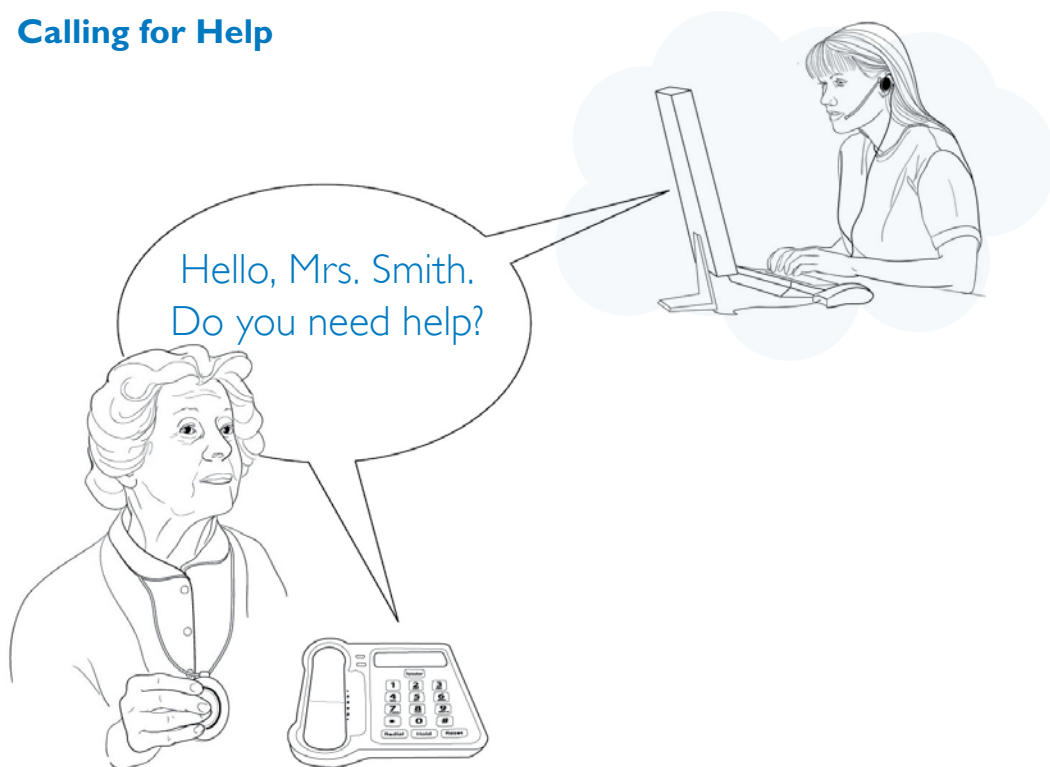
# Chapter 3

## Calling for Help

Topics described in this chapter include:

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## Calling for Help



If you need help, press your Lifeline Help Button or press the Help button on the side of the phone base. You will hear beeping and the Speaker button will start blinking red.

◆ *If you are on a telephone call and need help, press your Lifeline Help Button to end the call and automatically send a Help Call.*

### 1. The phone calls the Lifeline Response Center.

While it dials the Lifeline Response Center your phone will play a message saying: *"Your Help Call is in progress; please wait."* This message will be repeated three times. The display will show: **"Help Call in Progress."**

Once connected with the Lifeline Response Center, your phone will ring one time and play a message saying: *"Your call has been connected; someone will be right with you."* The display will show: **"Call Connected."**



## **2. The Lifeline Response Center will answer the call.**

A Personal Response Associate will speak to you through the phone's built-in speaker and microphone. If you are using the optional Voice Extension, you will hear the Personal Response Associate's voice from both the phone base and the Voice Extension, and your voice will be picked up by either one of the units.

You can also use your handset to communicate with the Personal Response Associate. Press the Talk key on the handset and speak into it as you normally would.

▶ *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.*

## **3. The Lifeline Response Center will listen to you and send help if needed.**

The Personal Response Associate will speak with you and send the help you want. If you are unable to speak or if the Personal Response Associate cannot clearly hear you, Responders will be called in the order that you listed them when you signed up with Lifeline. If you accidentally press your Lifeline Help Button, just tell the Personal Response Associate that you are okay.

## **4. 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.

## **5. At your request, Lifeline will remain on the line with you until help arrives.**

## **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, Lifeline will contact your People to Notify to let them know that you needed help.**



# Chapter 4

## Monthly Check-in Call

Topics described in this chapter include:

- Check-in Call.....22
- Check-in Reminder.....22

## Check-in Call

Lifeline wants you to check in every month to confirm that your phone and your Lifeline 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.

◆ *The monthly check-in call is the ideal time to tell Lifeline about any changes to your health or contact information.*

1. Press your Lifeline 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 household, phone numbers, health conditions, medications or the list of people you want to respond or to be notified in case of an incident.

## Check-in Reminder

If you have not pressed your Lifeline Help Button for 32 consecutive days, your Lifeline Cordless Phone will remind you to check in with the Lifeline Response Center. The yellow Reset button on the phone will start blinking, and both the phone base and the handset will display: **“Time to Test Your Lifeline.”**

◆ *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 or hang up the phone, your phone 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 Lifeline Help Button and let the Personal Response Associate know that you are checking in and do not need any help.

# Chapter 5

## Making Telephone Calls

Topics described in this chapter include:

Making Calls with the Handset.....	24
Making Calls with the Phone Base.....	24
Switching Between the Handset and the Phone Base.....	25
Redialing Calls.....	25

## Making Calls with the Handset

With the handset, you can make calls from any location in your home.

To make a phone call using the handset:

1. Press the Talk button on the handset. The Talk button will light up and you will hear a dial tone through the earpiece.
2. Dial the number you want to call. You can press the keys either on the handset or on the phone base. Once all the numbers have been dialed, your call will be placed.
3. When you have finished your call, press the Talk button again to hang up.

## Making Calls with the Phone Base

You can make hands-free telephone calls directly from the phone base.

To make a call from the phone base:

1. Press the Speaker button. The Speaker button will light up and you will hear a dial tone.
2. Dial the number you want to call. Once all the numbers have been dialed, your call will be placed.
3. When you have finished your call, press the Speaker button again to hang up.

◆ *If you are having difficulty hearing the person you are speaking with, you may need to adjust the volume. Move the volume switch on the side of the phone base or the handset towards “+” to make the sound louder or towards “-” to make the sound softer.*

◆ *Your phone has the ability to announce each number as it is pressed. This is called Enunciated Dialing. To turn on this feature, please refer to page 44.*

## Switching Between the Handset and the Phone Base

During a call you can easily switch between the handset and the phone base. If you have made a call with the phone base and want to switch to the handset:

- Press the Talk button on the handset. There will be a very short delay while the call is switched. Continue your call using the handset.

If you have made a call with the handset and want to switch to the phone base:

- Press the Speaker button on the phone base. There will be a very short delay while the call is switched. Continue your call using the phone base.

## Redialing Calls

The Redial feature will automatically call the most recently dialed phone number. There is a Redial button on both the phone base and the handset.

- 1. Press the Redial button. You will hear a series of tones as the number is redialed. Once all the numbers have been dialed, your call will be connected.**
- 2. When you have finished your call, press the Talk button on the handset or the Speaker button on the phone base to hang up.**





# Chapter 6

## Answering Telephone Calls

Topics described in this chapter include:

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Answering Calls with Your Lifeline Help Button .....	28
Answering Calls with the Phone Base .....	29
Caller ID .....	29
Call Waiting.....	30
Switching Between the Handset and the Phone Base.....	30

## Answering Calls with the Handset

If the handset is off the phone base, it will ring and the Talk button will start blinking when there is an incoming call. If you subscribe to Caller ID through your telephone service provider, the caller's name and number will be displayed on the handset. If you do not have Caller ID, then **“Caller Unknown”** will be displayed.

### To answer a call with the handset:

1. Press the Talk button and begin conversation. The Talk button will stop blinking but still be lit up.
2. When you have finished your call, press the Talk button again to hang up.

## Answering Calls with Your Lifeline Help Button

You can also use your Lifeline Help Button to answer a phone call. This feature is useful when you are close enough to the phone base to have a conversation, but you can't get there quickly enough to answer the call.

### To answer a call using your Lifeline Help Button:

1. When you hear the telephone ring, press your Lifeline Help Button to answer the call.
  2. Speak in the direction of the phone base or the optional Voice Extension.
  3. When you have finished your conversation, press your Lifeline Help Button again to end the call.
- ◆ *If you need help while you're on a telephone call that was answered using your Lifeline Help Button, press the Lifeline Help Button to end the call and press it again to send a Help Call.*

## Answering Calls with the Phone Base

You can answer a call and have a hands-free conversation using the phone base. When there is an incoming call, the phone will ring and the Speaker button will start blinking. If you subscribe to Caller ID through your telephone service provider, the caller's name and number will be displayed. If you do not have Caller ID, then “**Caller Unknown**” will be displayed.

### To answer a call from the phone base:

1. Press the Speaker button and begin your conversation. The Speaker button will stop blinking but still be lit up.
2. When you have finished your call, press the Speaker button again to hang up.

### ◆ **Visible Ringer**

*If your hearing is impaired or you choose to turn off the telephone ringer, you can still tell when you have an incoming telephone call. The Talk button on the handset and the Speaker button on the phone base will both start blinking when you have an incoming call.*

## Caller ID

When there is an incoming call, the phone will ring and the caller's name and number will be displayed on both the phone base and the handset. If the name is not available or the number is restricted, “**Caller Unknown**” will be displayed.

- ◆ *Caller ID is a service offered by many telephone companies. If you subscribe to Caller ID, the caller's name and number will be displayed.*

**John Smith**  
**1-598-988-9321**

## Call Waiting

You can put one call on hold and answer a second incoming call by pressing the Hold button. There is a Hold button on both the phone base and the handset.

◆ *Call Waiting is a service offered by many telephone companies. If you are on a call and have Call Waiting, you will hear a tone when a second call comes in.*

1. When you hear the Call Waiting tone, ask the person you are talking with to please hold on.
2. Press the Hold button. The first call is automatically put on hold, and you will be connected to the second call. Begin your conversation.
3. To return to the first call, press the Hold button again.

If you subscribe to both Caller ID and Call Waiting, the caller's name and phone number will be displayed when a second call comes in. After you hear the Call Waiting tone, look at the display to see who is calling. You can then decide whether you want to answer the second call.

## Switching Between the Handset and the Phone Base

During a call, you can easily switch between the handset and the phone base. If you have answered a call with the phone base and want to switch to the handset:

- Press the Talk button on the handset. There will be a very short delay while the call is switched. Continue your call using the handset.

If you have answered a call with the handset and want to switch to the phone base:

- Press the Speaker button on the phone base. There will be a very short delay while the call is switched. Continue your call using the phone base.

# Chapter 7

## Charging the Handset

Topics described in this chapter include:

- Low Battery Message..... 32
- Recharging the Handset ..... 33

## Low Battery Message

The handset has a rechargeable battery that arrives charged. When fully charged, it provides up to 6 hours of talk time or 96 hours of standby time before it requires recharging.

Your Lifeline Cordless Phone will automatically test the battery power in the handset and inform you when the handset battery needs to be recharged.

If the battery needs to be recharged:

- The yellow Reset button will start blinking.
- **“Handset Battery Low”** will be displayed on the phone base.
- **“Low Battery”** will be displayed on the handset.

## Recharging the Handset

To recharge the handset, place it in the phone base cradle or in the optional charger. When this is done:

- You will hear a beep.
- The orange charge indicator on the phone base or the optional charger will light up.
- **“Handset Charging”** will be displayed on the phone base and the handset.

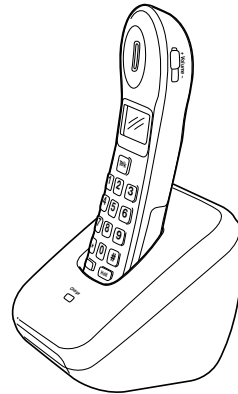
It can take up to 15 hours to fully charge a completely discharged handset battery.

► *It is a good idea to place the handset on the phone base or the optional charger each night. This will ensure that the handset is fully charged and ready to use in the morning.*



Phone base

OR



Additional handset  
with charger





# Chapter 8

## Adjusting the Volume

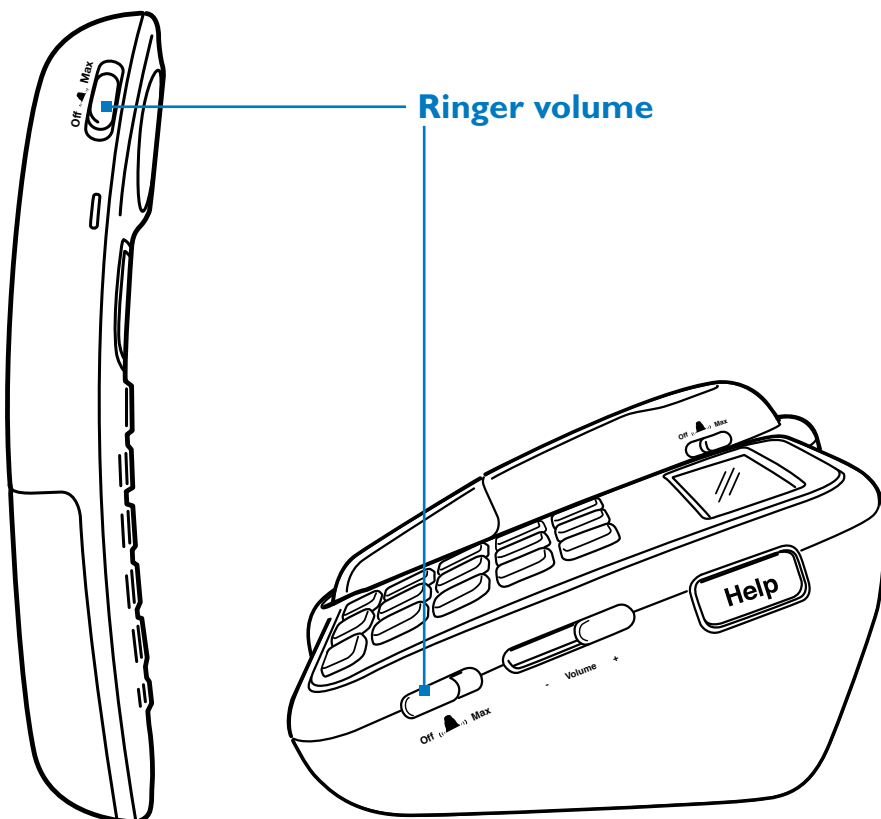
Topics described in this chapter include:

- Ringer Volume .....36
- Speaker Volume.....37

## Ringer Volume

You can adjust the volume of the ringer on both the phone base and the handset. The ringer volume switch is indicated by a bell symbol and has three positions: Off, Standard and Maximum.

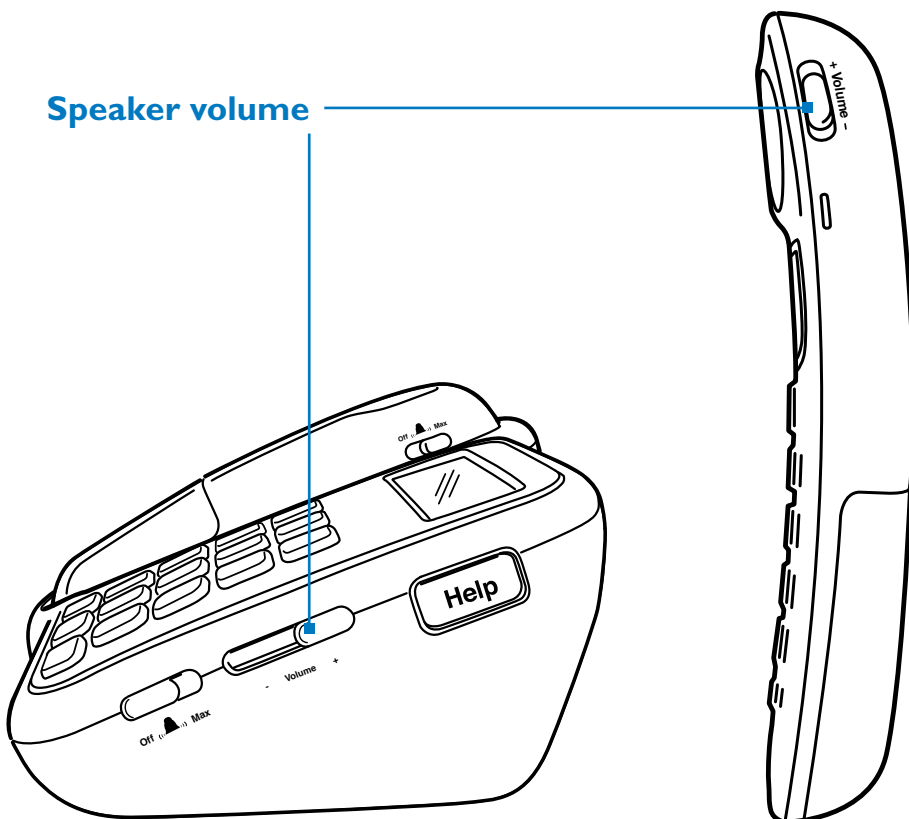
- To set the ring as loud as possible, move the switch to Max.
  - To set the ring to a standard volume, move the switch to the middle position.
  - To turn off the ringer, move the switch to Off.
- ◆ *If you turn off the ringer volume, your phone will not ring for an incoming phone call. However, the Talk button on the handset and the Speaker button on the phone base will both start blinking when you have an incoming call.*



## Speaker Volume

You can adjust the volume of the speaker on the phone base, handset and optional Voice Extension. The speaker volume control is a sliding switch, indicated by the word “Volume.”

- To make the volume louder, slide the control towards “+.”
- To make the volume softer, slide the control towards “-.”





# Chapter 9

## Tips and Techniques

Topics described in this chapter include:

- Finding the Handset.....40
- Attaching the Belt Clip to the Handset.....40
- Adjusting Your Lifeline Help Button Neck Cord .....41
- Cleaning.....42
- Turning On Enunciated Dialing.....44

## Finding the Handset

To locate your handset, press the Find button on the phone base. The handset will start to beep and will continue beeping for up to 5 minutes. Once you have located the handset, press any key on it to stop the beeping.

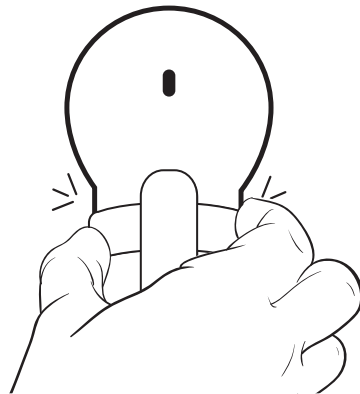
◆ *The handset will not beep if it is in the optional charger or if the handset battery has completely discharged.*

## Attaching the Belt Clip to the Handset

The belt clip attaches to the back of the handset and allows you to hang the handset from your belt or pocket.

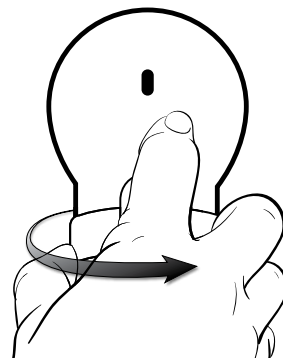
### To attach the belt clip:

1. Align the sides of the belt clip with the connectors on the handset.
2. Gently push the belt clip towards the back of the handset.
3. The belt clip will snap into place.



### To remove the belt clip:

1. Press down gently on the center of the belt clip.
2. Pull the left edge away from the handset.
3. Remove the belt clip from the back of the handset.



## Adjusting Your Lifeline Help Button 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.



Help Button not actual size – enlarged to show detail.

### To lengthen:

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



## Cleaning

### Lifeline Help Button

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

1. Move the power switch on the back of the phone base to the OFF position.
2. Wash your wrist strap or adjustable neck cord with a mild liquid dishwashing detergent.
3. Gently wipe your Lifeline 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 Help Button to air-dry.
5. Be sure to move the power switch on the back of the phone base to the ON position.
6. Test your system by pressing your Lifeline Help Button. Tell the Personal Response Associate that you are just testing your equipment after cleaning.



## Phone Base and Handset

You should keep your equipment free of dust by occasionally wiping it with a soft cotton cloth. If additional cleaning is required, you should first turn off the power and then disconnect the cords from the wall. This will prevent false button presses and possible damage to the equipment.

1. Slide the power switch to the **OFF** position and unplug the power cord from the electrical outlet. Unplug the telephone cord from the wall jack.
  2. Slightly dampen a soft cloth with a mild all-purpose cleaner and gently wipe the surfaces clean. Never use detergents, excess water, treated cloths or sprays. Do not spray or pour any cleaner directly onto the equipment, as excessive moisture will damage it. Do not use aerosols on or near the phone base.
  3. Reconnect the power cord to the electrical outlet, reconnect the telephone cord to the wall jack, and then turn the power switch back to **ON**.
  4. Test your system by pressing your Lifeline Help Button. Tell the Personal Response Associate that you are just testing your equipment after cleaning.
- ◆ *Remember to turn the power OFF and disconnect all cords before cleaning.*
  - ◆ *Do not spray cleaners directly onto equipment because moisture could get inside and cause damage.*

## Turning On Enunciated Dialing

Your Lifeline Cordless Phone has the ability to announce each number as it is pressed. With this feature, you can be sure that you are dialing correctly. To turn the enunciated dialing feature on or off, please follow these instructions:

To turn ON enunciated dialing:

1. Press these keys on the phone base: **“##051#.”**
2. The display will show: **“##051# Voice Keys On.”**
3. After 10 seconds, the phone will return to its normal state and **“Ready”** will be displayed.
4. When you dial your next call, each key that you press will be audibly announced. That is, you will hear the word **“one,”** instead of a tone for the number one.

To turn OFF enunciated dialing:

1. Press these keys on the phone base: **“##050#.”**
2. The display will show: **“##050# Voice Keys Off.”**
3. After 10 seconds, the phone will return to its normal state and **“Ready”** will be displayed.
4. When you dial your next call, you will hear a tone for each key that you dial.

If you have any questions, please contact Lifeline.

# Chapter 10

## Reference

Topics described in this chapter include:

Troubleshooting .....	46
Equipment Service .....	48
Batteries.....	49
Safety Information.....	50

## Troubleshooting

If you have any questions about your Lifeline Cordless Phone, Lifeline Help Button or other aspects of the Lifeline Service, please press your Lifeline Help Button, press the Help Button on the side of your phone base or call Lifeline.

### Blinking Reset Button

Your Lifeline Cordless Phone automatically tests the system on a regular basis. If a problem is identified, the Reset button on the phone base will start to blink. To find out what is wrong, press the Reset button. The phone will announce the problem and tell you what to do. Please refer to the following chart for further information.

- ◆ *If you have made a Help Call, the Reset button will start to blink. Once your Responder or emergency services arrive, they will press the Reset button to indicate that help has arrived.*

Phone Base Display	Handset Display	Press Reset and You Will Hear...	What to Do
Time to Test Your Lifeline	Time to Test Your Lifeline	Time to test your Lifeline. Please press the Lifeline button that you are wearing. Thank you. This is a recording.	Press your Lifeline Help Button to perform your monthly check-in.
Handset Battery Low	Handset Battery Low	Your handset battery is low. Please place in charger.	Return the handset to the phone base or optional charger to charge battery.
Check Phone Cord	No Phone Line	Your phone line is not connected. Please check the phone cord.	Make sure that the phone cord is plugged into an active phone jack.
Check Power Cord  *green power light will also be blinking	Check Base Power	No power is detected. Please check the power cord.	Make sure that the power cord is plugged in and that the outlet is not controlled by a wall switch.
Check Voice Extension Power		Please check Extension power adapter and connections.	Make sure that the power cord is plugged in and that the outlet is not controlled by a wall switch.
A Phone Is Off-Hook	A Phone Is Off-Hook	A phone is off-hook. Please check other phones in your home.	Make sure that all phones in your home are hung up.
Base Battery Low		Phone base battery low.	The battery in your phone base is low and needs to be replaced. Lifeline will contact you to arrange for a replacement.
Button Battery Low		Button battery low.	The battery in your Lifeline Help Button is low and needs to be replaced. Lifeline will contact you to arrange for a replacement.
Extension Battery Low		Extension speakerphone battery low. Please contact Lifeline.	The battery in your Voice Extension is low and needs to be replaced. Please contact Lifeline to request a replacement.

## Indicator Lights

The lights on the phone base, handset, optional charger, and optional Voice Extension indicate the current status of the system. Please refer to the table below.

Indicator Light	Location	Status	What It Means
Green Power Indicator	Phone Base, Voice Extension	ON	The power cord is connected properly and power is being provided.
		Blinking	There is no power but the backup battery is okay.
		OFF	The power switch is in the OFF position or there is no power, and the battery in the base is low.
Orange Charge Indicator	Phone Base, Optional Charger	ON	The handset is being charged.
		OFF	The handset is not placed on the base or is seated incorrectly.
Speaker Button	Phone Base	Red - Blinking	A Help Call is in progress.
		White - Blinking	There is an incoming call.
		White - ON	A telephone call is in progress.
White Talk Button	Handset	ON	A telephone call is in progress.
		Blinking	There is an incoming call.
Reset Button	Phone Base	Blinking	A problem has been identified. Refer to the chart above.

## Equipment Service

The Lifeline Cordless Phone and the Lifeline 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.

## Batteries

The phone base, handset and Voice Extension all contain batteries that are factory installed.

The battery status of the phone base and Voice Extension is automatically tested on a regular basis. The Voice Extension battery should last up to eighteen months, while the phone base battery should last up to thirty six months, depending on usage. If either battery needs to be replaced, the yellow Reset button on the phone base will start to blink. When you press the Reset button, the phone will announce the problem and tell you what to do.

◆ *Please be sure to dispose of batteries properly.*

## Power Outages

The phone base battery will provide up to:

- 30 hours of backup power for Help Calls
- 1 hour of backup power for regular phone calls

The Voice Extension battery will provide up to:

- 5 hours of backup power for Help Calls

◆ *Important: Your Lifeline Service will not work if there is a power outage of more than 30 hours!*

## Handset Battery

The handset has a rechargeable battery. When fully charged, the handset provides up to 6 hours of talk time or 96 hours of standby time before it requires recharging. The rechargeable battery should last up to eighteen months, depending on usage. If the handset does not recharge or hold a charge, the battery may need to be replaced. Please contact Lifeline to arrange for a replacement.

## Safety Information

- The phone base, additional handset and optional Voice Extension must be placed in an indoor living area.
- Take care not to block the microphone hole located on the bottom of the phone base and the optional Voice Extension. For example, do not place them on a tablecloth or padded surface.
- Make sure that you do not plug your equipment into an electrical outlet that is controlled by a wall switch, because someone could accidentally turn off the power.
- Make sure that the phone base is away from any clutter or any object that might block its ability to receive a signal from your Lifeline Help Button. The phone should not be placed on or near your refrigerator or any type of metal cabinet or bookcase, since this may limit the effective range of the Lifeline Help Button.
- To reduce the risk of electrical shock or fire, do not place the equipment in or near water or other liquids.
- Never carry the equipment by the cord or yank the cord to disconnect it from an electrical outlet. Instead, grasp the plug and gently pull to disconnect.
- Do not spray cleaners directly onto your equipment because moisture could get inside and cause damage.



# Chapter 11

## Frequently Asked Questions

Topics described in this chapter include:

Lifeline Service.....	52
Your Lifeline Cordless Phone.....	54
Calling for Help .....	56
Monthly Check-in Call.....	56
Answering Telephone Calls .....	57
Charging the Handset.....	58

## Lifeline Service

### **What if I move to a different home or apartment?**

We can transfer your service to your new or second home. Just give Lifeline a few weeks' notice to make the change. Please contact Lifeline to arrange this.

### **What if I spend part of the year in another home?**

We can transfer your service for the time you are at your other home. Just give Lifeline a few weeks' notice to make the change. Please contact Lifeline to arrange this.

### **Can the Lifeline Service be used if I have DSL Internet service from the phone company on the same telephone line?**

Yes, but a simple filter must be installed on the phone line. Contact your phone company to obtain a DSL filter, or purchase one from a local electronics store (e.g., Radio Shack). Be sure to read the pamphlet we have included with your communicator: ***Important Information Regarding Your Telephone Service and Your Philips Lifeline Service***. This information is also available online at [www.lifelinesys.com/phoneservice](http://www.lifelinesys.com/phoneservice).

### **Can the Lifeline Service be used if I have broadband or Voice-over-IP (VoIP) phone service?**

The Lifeline Service is compatible with a wide variety of phone services, including broadband and VoIP. However, your Lifeline Service will work better with some telephones services than others. It is important that you understand how your Lifeline Service will work with your current phone service and any other phone service you may later switch to. Be sure to read the pamphlet we have included with your communicator: ***Important Information Regarding Your Telephone Service and Your Philips Lifeline Service***. This information is also available online at [www.lifelinesys.com/phoneservice](http://www.lifelinesys.com/phoneservice).

### **Can I plug my communicator into an RJ31X jack?**

Yes, if your house has been wired with a special phone jack (RJ31X), you can connect the Philips Lifeline Cordless Phone Communicator to it. However, this requires a special phone cord which was not included with the phone. Please contact Lifeline for assistance.

**Can two people in the same household both have the Lifeline Service?**

Yes, please contact Lifeline for more information.

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

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

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

Yes, the Lifeline Help Button is completely waterproof and should be worn at all times. But please note that the Lifeline Help Button cannot send a signal when it is fully submerged under water.

**Can I wear my Lifeline Help Button in bed?**

Yes, we ask that you wear your Lifeline 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.

**What if I accidentally hit my Lifeline Help Button?**

If you accidentally press your Lifeline 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.

**Does the Lifeline Help Button have a battery?**

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

**What's the difference between the "Slimline" and "Classic" Help Buttons?**

The difference between the Slimline™ and the Classic™ Lifeline Help Buttons is their appearance. Additionally, the "Slimline" Help Button can be worn on the wrist with a strap. The functionality of both is the same.

**How can I get a Lifeline Help Button on a wrist strap?**

When you received your Philips Lifeline Cordless Phone Communicator, you may have been given a neck cord, since that is the most popular way to wear the Lifeline Help Button. If you would like to order a wrist strap, please contact Lifeline.

## Your Lifeline Cordless Phone

### **Will the phone work during a power outage?**

Your Lifeline Cordless Phone has battery backup power, which means that it can function during a power outage, provided that your phone service is working. It will provide up to 30 hours of backup power for Help Calls and up to one hour for regular phone calls. For further information, please refer to page 49.

### **How can I be sure my Lifeline Cordless Phone is working?**

Your phone is working properly as long as the green power Indicator on the base is lit and the Reset button is not blinking. If the yellow Reset button is blinking, please press the Reset button to hear what is wrong.

### **How far away from the phone will the Lifeline Help Button work?**

Your Help Button provides coverage inside your home and may provide coverage in the area immediately outside (yard, porch, etc.). When you set up your Lifeline Cordless Phone, you should test your Lifeline Help Button's signal range to determine which areas of your home are covered. See the *Quick Start Guide* for instructions.

### **Why do I need to place the phone and the Voice Extension on a hard surface?**

It is important to place the phone and optional Voice Extension on a hard surface because the microphones that are used to hear your voice are located on the bottom. A hard surface is required in order to provide the best possible sound quality.

### **Why is the handset beeping?**

The Find button on the phone base may have been pressed. When Find is pressed, the handset will beep for up to 5 minutes to help you locate it. Press any key on the handset to stop the beeping.

### **Why don't I hear the handset beeping after pressing the Find button?**

There are a few possible explanations. The handset may be under a pillow, blanket or cushion that is muffling the sound. Or, the handset may be sitting in the optional charger. Or, the handset battery may be completely discharged.

**Do I need to change batteries?**

Lifeline will contact you when the battery in the phone base needs to be replaced. If the handset or Voice Extension cannot take a charge, please contact Lifeline.

**Is there a difference between the Help Button on the phone base and my Lifeline Help Button?**

No, they will both place calls to the Lifeline Response Center when pressed. The Lifeline Button that you wear around your neck (or on your wrist) is always with you, so it is more convenient to use since you are not always near your phone base.

**Do I need to test my Lifeline Cordless Phone?**

Lifeline wants you to check in once a month by pressing your Lifeline Help Button to confirm that your phone and your Help Button are working normally. If you forget to check in, the phone will remind you. Please refer to page 22.

**Are my two handsets from Philips Lifeline interchangeable?**

Yes, you can store and charge either handset on the phone base or in the optional charger.

**Why isn't my new handset working?**

You may have to "introduce" the new handset to your phone. Please contact Lifeline for assistance.

**Why isn't the Voice Extension working?**

You may have to "introduce" the Voice Extension to your phone. Please contact Lifeline for assistance.

## Calling for Help

### What happens if I make a Help Call and the Lifeline 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.

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

No, the Lifeline Help Button is not a microphone. You do not speak into it. Rather, the button sends a signal to the phone, which then calls Lifeline. You should speak into the handset or in the direction of the phone base or the optional Voice Extension.

### What happens if I press my Lifeline Help Button and can't hear the Personal 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.

## Monthly Check-in Call

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

No, you can check in at 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 Lifeline Cordless Phone will remind you. If you have gone 32 consecutive days without pressing your Lifeline Help Button, the yellow Reset button on the phone will start blinking, and both the phone base and the handset will display: **“Time to Test Your Lifeline.”**

## Answering Telephone Calls

**Why is the Talk button on the handset blinking?**

**Why is the Speaker button on the phone base blinking?**

You have an incoming phone call. If you do not hear a telephone ring, please check the volume level on the phone base and the handset.

**Why does the display say “Caller Unknown”?**

You have an incoming call, but you do not have Caller ID service.

**Why does the display say “Private Caller”?**

You have Caller ID, but the caller has requested that his/her information not be displayed.

**If I use my Lifeline Help Button to answer a call, will it call the Lifeline Response Center?**

If you press your Lifeline Help Button while the phone is ringing, it will simply answer the incoming call. You will not be connected to the Lifeline Response Center.

**Why can the person on the other end of the line still hear me after I’ve pressed the Hold button?**

The Hold button is only used for Call Waiting. If you subscribe to Call Waiting, press the Hold button to put your primary phone call on hold and answer a second incoming call.

**Why do I hear beeping when I’m on the phone?**

If you subscribe to Call Waiting, you will hear a Call Waiting tone when another call comes in during a conversation.

**Why was nobody on the line after I heard a Call Waiting tone and pressed the Hold button?**

You may have waited too long before pressing the Hold button, and the other party simply hung up.

**Where is the Flash button for Call Waiting?**

The Hold button is the same as a Flash button on other phones.

## Charging the Handset

### How can I be sure that the handset is charged?

If **“Ready”** is displayed on the handset, then it is charged and ready for use. If the handset battery needs to be recharged, **“Low Battery”** will be displayed on the handset, and the yellow Reset button on the phone base will start blinking.

### Why isn't the handset recharging?

Make sure that the handset is correctly positioned in the phone base cradle or the optional charger. When the handset is correctly positioned, you will hear a short beep and the orange charge indicator will light up. If this doesn't work, please contact Lifeline for assistance.

### How long will the handset last before I have to recharge it?

When fully charged, the handset provides up to 6 hours of talk time or 96 hours of standby time before it requires recharging. However, it is a good idea to get in the habit of recharging your handset each night.

### Why isn't my handset working?

If you have just set up your new Lifeline Cordless Phone, you may have to activate the handset. Press the Talk button and **“Ready”** should be displayed on the handset. If this doesn't work, please contact Lifeline for assistance.



# Chapter 12

## Regulatory Compliance

Topics described in this chapter include:

FCC and Canadian ACTA Regulations.....	60
Requirements for the United States.....	60
Requirements for Canada.....	64

## **FCC and Canadian ACTA Regulations**

Your Philips Lifeline Cordless Phone Communicator has been registered with the U. S. Federal Communications Commission (FCC) and the Canadian Administration Council for Terminal Attachments (ACTA), in accordance with Part 15 and Part 68.

## **Requirements for the United States**

### **Notice**

The FCC requires that you connect your Lifeline Cordless Phone to the nationwide telephone network through a modular telephone jack (USOC RJ11C, R J11W or RJ14). This equipment may not be used with coin telephone lines or party lines. Contact the state public utility commission, public service commission or corporation commission for more information.

### **Notification for the Telephone Company**

Upon request of your local telephone company, you are required to provide them with the following information:

1. The “Line” to which you will connect your Lifeline Cordless Phone (that is, your phone number); and
2. The Lifeline Cordless Phone’s FCC Registration Number and Ringer Equivalence Number (REN). Those numbers are on the bottom of your Lifeline Cordless Phone. The REN is used to determine how many devices may be connected to a telephone line.

Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

### **Repair Information**

If trouble is experienced with this equipment, please contact Philips Lifeline for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **Rights of the Telephone Company**

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

### **Interference Information: FCC Rules Part 15**

Your Lifeline Cordless Phone 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.

**NOTE:** Your Lifeline Cordless Phone 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:

- Move the Lifeline Cordless Phone away from your radio or television.
- Plug the Lifeline Cordless Phone into a different power outlet than your radio or television.

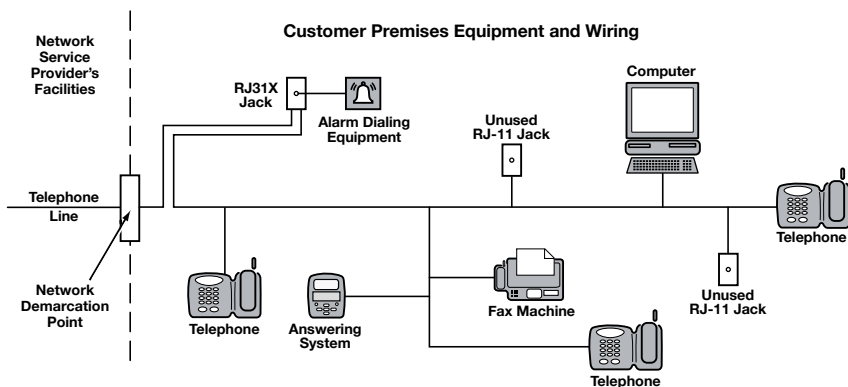
## **ACTA (Administration Council for Terminal Attachments) Information**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

If your home has specially wired alarm equipment connected to the telephone line, ensure that the installation of the Lifeline Cordless Phone does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**Caution:** In order for “alarm dialing equipment” to be able to seize the phone line to report an alarm or other event when other customer equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use, “alarm dialing equipment” must be connected to a properly installed RJ31X jack. The RJ31X jack must be connected in series with, and ahead of, all other equipment attached to the same phone line. Series installation of an RJ31X jack is depicted in the figure on the following page. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the necessary jack and “alarm dialing equipment” for you.



**Caution:** If the above diagram is not used, this equipment cannot report an alarm when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.

**NOTICE TO THE USER:** Any changes or modifications not expressly approved by Philips Lifeline for compliance could void your authority to operate the equipment.

## UL1637

The maximum separation (range) of the equipment, under test conditions and for comparative purposes only, is seven hundred feet. This range may be significantly reduced when the equipment is installed in a typical home.

## Patent Information

One or more of the following U.S. Patents may apply to this product: D277,465; 4,524,243; 4,760,593; 4,622,544; 4,908,602; 4,884,059; D313,363; D313,362; 4,064,368; 3,989,900; 5,091,930; 5,128,979.

## Requirements for Canada

### Department of Communications — Government of Canada Notice

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee that the equipment will operate to the user's satisfaction. Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. These precautions may be particularly important in rural areas. The manufacturer requires that you connect your Lifeline Cordless Phone to the nationwide telephone network through a modular telephone jack (USOC RJ11C, RJ11W or RJ14). This equipment may not be used with coin telephone lines or party lines. Contact the local public utility commission, public service commission or corporation commission for information.

### Notification for the Telephone Company

Upon request of your local telephone company, you are required to provide them with the following information:

1. The "Line" to which you will connect your Lifeline Cordless Phone (that is, your phone number); and
2. The Lifeline Cordless Phone's FCC Registration Number and Ringer Equivalence Number (REN). Those numbers are on the bottom of your Lifeline Cordless Phone. The REN is used to determine how many devices that may be connected to a telephone line.

Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ## TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

### Repair Information

If trouble is experienced with this equipment please contact Philips Lifeline for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **Rights of the Telephone Company**

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the Government of Canada if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

### **Interference Information: RSS-210 of Industry Canada**

Your Lifeline Cordless Phone complies with RSS-210 of Industry Canada. 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.

**NOTE:** Your Lifeline Cordless Phone has been tested and found to comply with the limits for a Class B digital device, pursuant to RSS-210 of Industry Canada. 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:

- Move the Lifeline Cordless Phone away from your radio or television.
- Plug the Lifeline Cordless Phone into a different power outlet than your radio or television.

## **ACTA (Administration Council for Terminal Attachments) Information**

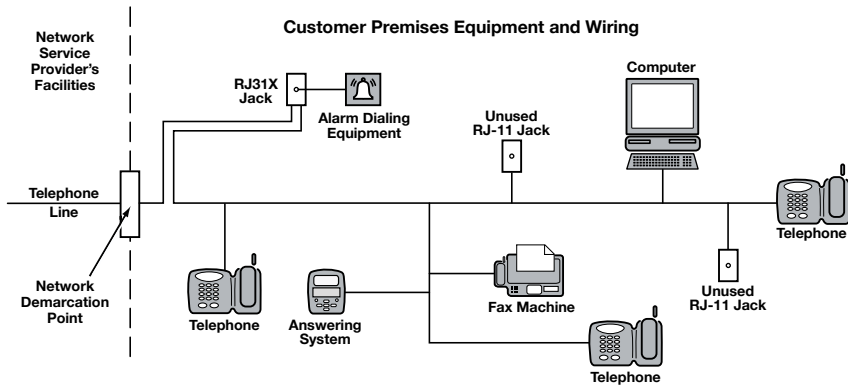
This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

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**Caution:** If the above diagram is not used, this equipment cannot report an alarm when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.

## UL1637

The maximum separation (range) of the equipment, under test conditions and for comparative purposes only, is seven hundred feet. This range may be significantly reduced when the equipment is installed in a typical home.

## Patent Information

One or more of the following Canadian Patents may apply to this product:  
1,274,930; 1,256,613.



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P/N 0940597, Rev. 03

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