



Philips Lifeline Medical Alert Service

Includes: GoSafe Mobile System and HomeSafe System

Instructions for use

PHILIPS
Lifeline

PHILIPS
For Internal Use

Contents

Philips Lifeline Servicex

- Welcome to Philips Lifeline
- Setting up your Lifeline Service
- Responders and People to Notify
- Calling for help inside your home
- Setting up a new Help Button
- Signal Range
- Battery information
- Equipment service
- Important notes

HomeSafe System and GoSafe Mobile System Communicators – General Information xx

- Safety information regarding the Home Communicator
- Cleaning
- Backup battery

Landline Communicator (7000L) xx

- Description
- Safety information

Wireless Communicator (7000C) xx

- Description
- Safety information

HomeSafe System and GoSafe Mobile System Help Buttons – General Information xx

- Warnings and Cautions
- Cleaning

**HomeSafe Personal Help Buttons
(7000PHB or 7000PHW) xx**

Description
Using the Wrist Strap
Recommended usage

HomeSafe AutoAlert Button (7000AHB) xx

Cautions
Features
Compatible Home Communicators
What to expect if you fall
Battery
Recommended usage

GoSafe Mobile Button (7000MHB) xx

Cautions
Features
Calling for help away from home
What to expect if you fall
Charging the battery
Sleep mode
Recommended usage
Mobile Button warranty

Regulatory Compliance xx

FCC Regulations
Explanation of symbols
Requirements for the United States
Additional Warnings and Cautions

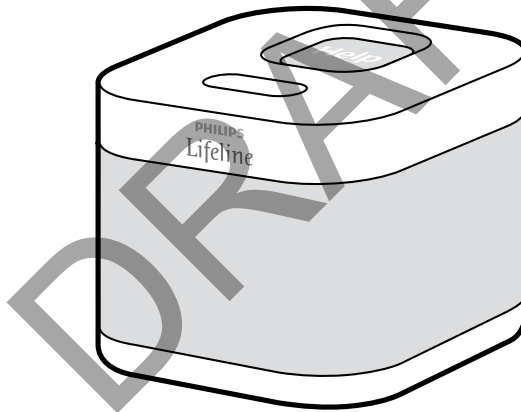
Philips Lifeline Service

Welcome to Philips Lifeline

Thank you for choosing the Philips Lifeline Medical Alert Service.

These Instructions for Use will provide you with information about your equipment and the Lifeline Medical Alert Service. Please read the manual carefully, and if you have questions, call Lifeline at any time. Please save this manual in case you need to refer to it later.

This manual covers the following:

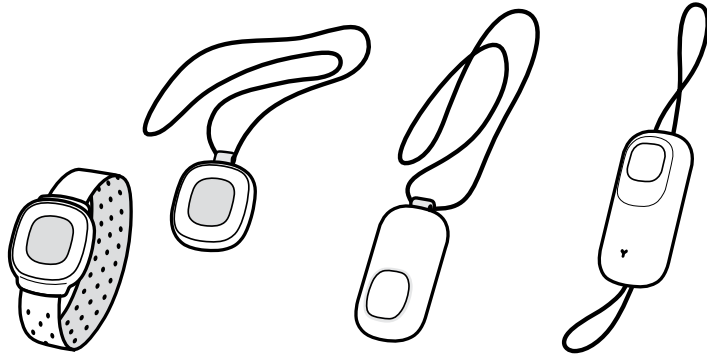


Landline Communicator (7000L)

A Home Communicator that connects to Lifeline using your home's existing landline telephone service. Landline telephone service is required.

Wireless Communicator (7000C)

A Home Communicator that connects to Lifeline using a cellular network. Cellular service is provided as part of your Lifeline Service and is dependant upon cellular network coverage.



	HomeSafe Personal Help Button (7000PHB and 7000PHW)	HomeSafe AutoAlert Button (7000AHB)	GoSafe Mobile Button (7000MHB)
Works inside your home	✓	✓	✓
Works outside* your home			✓
Can be worn as a pendant	✓	✓	✓
Can be worn on a wristband	✓		
Detects falls** in your home		✓	✓
Detects falls** outside* your home			✓
Has a built-in speaker and microphone			✓

* When access to a cellular network is available.

**Not all falls can be detected. If you fall and need help, press your Help Button.

Setting up your Lifeline Service

Before you can use your system, your Home Communicator must be properly set up, and the coverage range of your Help Button must be determined for your Lifeline Service. Please see the Quick Setup Guide for instructions on how to set up your system and test the coverage range of your Help Button. If you have any questions, please contact Lifeline.

Responders and People to Notify

What is a “Responder”?

As a Lifeline subscriber, you should have designated people who have agreed to be “Responders.” These are people whom Lifeline should call in an emergency, when appropriate. Examples include: neighbors, friends, relatives, your current nursing aide, etc.

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
- Has a phone, preferably a cell phone
- Ideally has a driver’s license and access to a vehicle

If you are using the GoSafe System, choose a Responder who can also:

- Drive to your location, whether you are at home or away from home, and provide help if needed

Information Lifeline needs about Responders

Please ensure that Lifeline has the following information about each person acting as a Responder:

- Name
- Phone numbers – home, work and cell phone.
- Whether or not the Responder has a key to your home.

It's very important that you keep your Responders and their contact information up to date. Remember to contact Lifeline if one of your Responders is no longer able to assist you or if they get a new telephone number.

Please contact Lifeline for any questions about selecting or being a Responder.

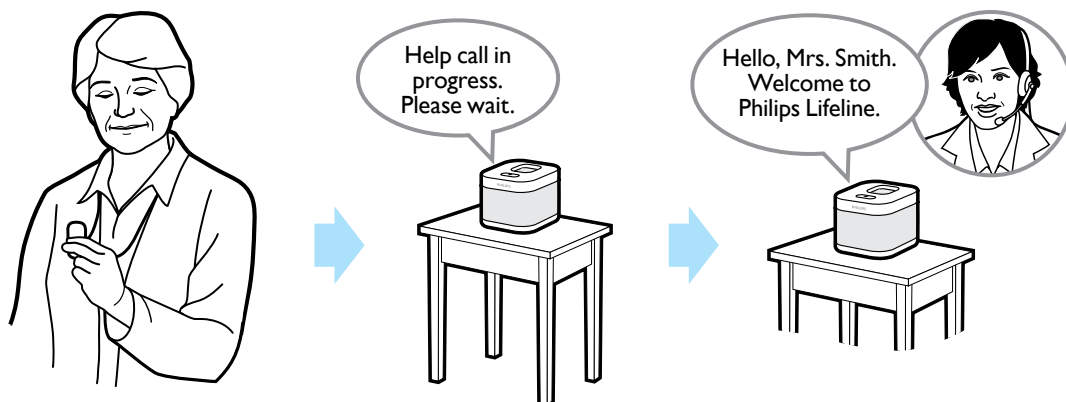
Who are “People to Notify”?

If you call for help, Lifeline will contact the “People to Notify” to let them know that you received assistance. “People to Notify” will not be contacted to help you, unless they are also on your list of “Responders.”

Calling for help inside your home

1. **Press the Help Button that you wear or the gray Help Button on the top of your Home Communicator.** You can press either button, but you do not need to press both. The Home Communicator will beep and dial the Lifeline Response Center.

Note: The Response Center is available 24 hours a day, 365 days a year. A trained Personal Response Associate is always available to assist you.



2. **The Home Communicator calls the Response Center.** When it dials the Response Center, the Home Communicator will repeatedly say: “Your Help Call is in progress; please wait.” Once it connects with the Response Center, it will say: “Your call has been connected; someone will be right with you.”

3. **The Response Center will answer the call.** A Response Associate will speak to you through the Home Communicator’s built-in speaker and hear you through the Home Communicator’s highly sensitive microphone. He/she will ask if you need help. If you do not need help, just tell the Response Associate that help is not needed.

Note: If you cannot speak or be heard, the Response Associate will try calling you back. If you cannot answer or if the Response Associate cannot hear you, Lifeline will contact your Responder or emergency services.

4. **The Response Center will assess the situation.** The Response Associate will assess the situation and determine what type of assistance you need.

5. **Lifeline will contact Responders.** As needed, Lifeline will contact either Responders from the list you have provided, or, emergency services to assist you. If Lifeline cannot reach any of the Responders you’ve listed, they will contact emergency services to send help to your home.

6. Once your Responder or the emergency service arrives, they should press your Help Button to let Lifeline know that help has arrived. The Response Associate will contact the household to confirm that you received the help that you needed.

7. **Once Lifeline confirms that you have been assisted, a Response Associate will contact the “People to Notify” you’ve designated, letting them know you needed and received help.**

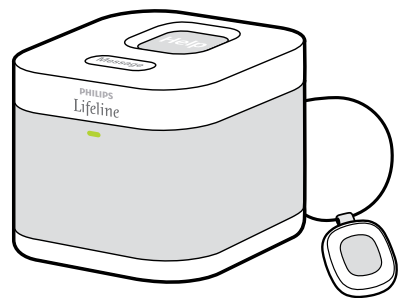
Accidental help calls: If you accidentally press your Help Button, a Response Associate will respond to your call and ask if you need help. Just tell them that it was pressed accidentally and that you do not need assistance. Don't be concerned that you are bothering Lifeline; we just want to be sure that you are all right.

Setting up a new Help Button

If you receive a replacement Help Button, you will need to set it up to work with your Home Communicator. You'll need to be within arm's reach of the Home Communicator to set up your replacement Help Button.

If more than one Help Button is used in your home, gather them all for this process. You will need to reprogram them all, even if you are only replacing one of them.

1. Make sure that your Home Communicator is ON and that you have your replacement Help Button in hand.
2. PRESS and HOLD DOWN the Message button on the Home Communicator. The Home Communicator will beep and announce: "Continue to hold the Message button for AutoLearn. When you are ready for Range Test, please release the Message button."



Do not release the Message button until you get to Step 5.

3. Continue to hold down the Message button on your Home Communicator. With your other hand, press the Help Button until you hear a long beep and a voice announcement saying: “Your Lifeline Help Button is now auto-learned and ready to use.” This will indicate that the Help Button is working with the Home Communicator.
4. After you’ve heard the announcement, release the Help Button.
5. Repeat steps 3 and 4 to reprogram all the other Help Buttons in your home. Then, release the Message button on the Home Communicator. The Home Communicator will announce: “Please press the flashing green Message button after you have completed the range test. Begin Signal Range Test.”
6. Press your Help Button. The Home Communicator will beep and the light on your Help Button will flash green to indicate that the Home Communicator has received the signal.
7. Move to other parts of your home and press your Help Button again. Listen for the beep and check to see if the green light is flashing.
8. Once you have tested different locations in your home and immediately outside your home, return to the Home Communicator and press the flashing green Message button.

Signal Range

CAUTION

The Help Button is a radio frequency (RF) device that transmits a signal to a compatible Lifeline Home Communicator. The Home Communicator must be properly set up, and the coverage range of the Help Button must be tested prior to use. Please see the Quick Start Guide included in the box with the Home Communicator for instructions on how to set up your system and test the coverage range of your Help Button.

Your Help Button and Home Communicator provide coverage inside your home and may provide coverage in the area immediately outside (in the yard, etc.). If you live in an apartment building or condominium, you may have coverage in areas immediately outside your apartment (e.g., the hallway, stairway, or another floor of the building). A Signal Range Test is required to determine which areas are covered. Be sure to thoroughly test the coverage range of the system in all areas of your home.

The signal range may be adversely affected by many things, including:

- Use in an elevator
- A body or other large mass covering the Help Button (e.g., a person on top of it)
- Building materials (e.g., concrete, metal, etc.)
- Submersion in liquid (while the Help Button itself is waterproof, the signal it sends may be adversely affected if the Button is activated while submerged in liquid)

A Signal Range Test will determine your coverage range, which is the distance you can move away from your Home Communicator and still call for help. If you press your Help Button outside of your apartment, but still in range of the Home Communicator, help will be sent to the location of the Home Communicator (i.e., your apartment).

Note: If you have the GoSafe Mobile Button you can call for help outside the range of your Home Communicator. Help will be sent to your location. Please refer to page **xx** for further information.

Signal Range Test

You should conduct a Signal Range Test if you move your Home Communicator to a different location in your home

1. Make sure that your Home Communicator is ON and that you have your Help Button in hand.
2. PRESS and HOLD DOWN the Message button. The Home Communicator will beep and announce: "Continue to hold the Message button for AutoLearn. When you are ready for Range Test, please release the Message button."
3. Release the Message button. The Home Communicator will announce: "Please press the flashing green Message button after you have completed the range test. Begin Signal Range Test."
4. Press your Help Button. The Home Communicator will beep and the light on your Help Button will flash green to indicate that the Home Communicator has received the signal.
5. Move to other parts of your home and press your Help Button again. Listen for the beep and check to see if the green light is flashing.
6. Once you have tested different locations in your home and immediately outside your home, return to the Home Communicator and press the flashing green Message button.

Battery information

All Philips Lifeline equipment contains batteries that can only be replaced by Philips Lifeline in the factory. The equipment will automatically send a signal to Lifeline when the battery needs to be replaced. Lifeline will contact you directly to make arrangements for a replacement.

Equipment service

Every Home Communicator and Help Button is manufactured to high quality standards. Philips Lifeline equipment can only be factory-serviced by Philips Lifeline. If you need service or a repair, please contact Lifeline.

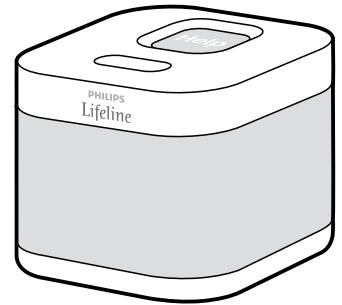
Important notes

- Contact Lifeline if you would like to transfer your service to a new or second home.
- Contact Lifeline if your list of Responders needs to be updated. It is important that your list is up to date with the correct people and telephone numbers.
- Contact Lifeline if someone else in your home needs to use the Lifeline Service. More than one person living in the same household can have the service.

HomeSafe System and GoSafe Mobile System Communicators – General Information

Safety information regarding the Home Communicator

1. The Home Communicator must be placed in an indoor living area. Please keep in mind that sunlight may make it difficult to see the status lights.
2. Make sure that you do not plug your Home Communicator into a power outlet that is controlled by a wall switch because someone could accidentally turn off the wall switch and shut off the power to your Home Communicator.
3. Do not place anything on top of the Home Communicator. The Help Button and the Message button must always be visible and accessible.
4. The Home Communicator contains a speaker and microphone. Take care not to block these, since doing so will make it difficult for you to communicate with Lifeline.
5. Make sure your Home Communicator is away from any clutter or any object that might block its ability to receive a signal from the Help Button. The Home Communicator should not be placed on or near your refrigerator or any type of metal cabinet or bookcase, since this may limit the overall range of the System.
6. To reduce the risk of electrical shock or fire, do not place the Home Communicator in or near water or other liquids.
7. Do not abuse the cords. Never carry the Home Communicator by the cord or yank the cord to disconnect it from a power outlet. Instead, grasp the plug and pull to disconnect.



Cleaning

Keep the Home Communicator free of dust by wiping it with a soft cotton cloth. If additional cleaning is required, follow the steps below:

1. Move the power switch on the back of the Home Communicator to the OFF position and unplug the power cord from the power outlet. Unplug the telephone cord from the wall jack.

Note: You cannot call for help while the Home Communicator is off. Accordingly, you may wish to have a family member or caregiver present while you are cleaning your Home Communicator.

2. *Slightly* dampen a soft cloth with a mild soap and water and gently wipe the surfaces clean. Do not use detergent or abrasive cleaners on your Home Communicator.
3. Reconnect the power cord to the power outlet. If you have the Landline Communicator, reconnect the telephone cord to the wall jack, and then move the power switch on the back of the Home Communicator to the ON position.
4. Test your system by pressing your Help Button. Tell the Response Associate that you are just testing your equipment after cleaning it.

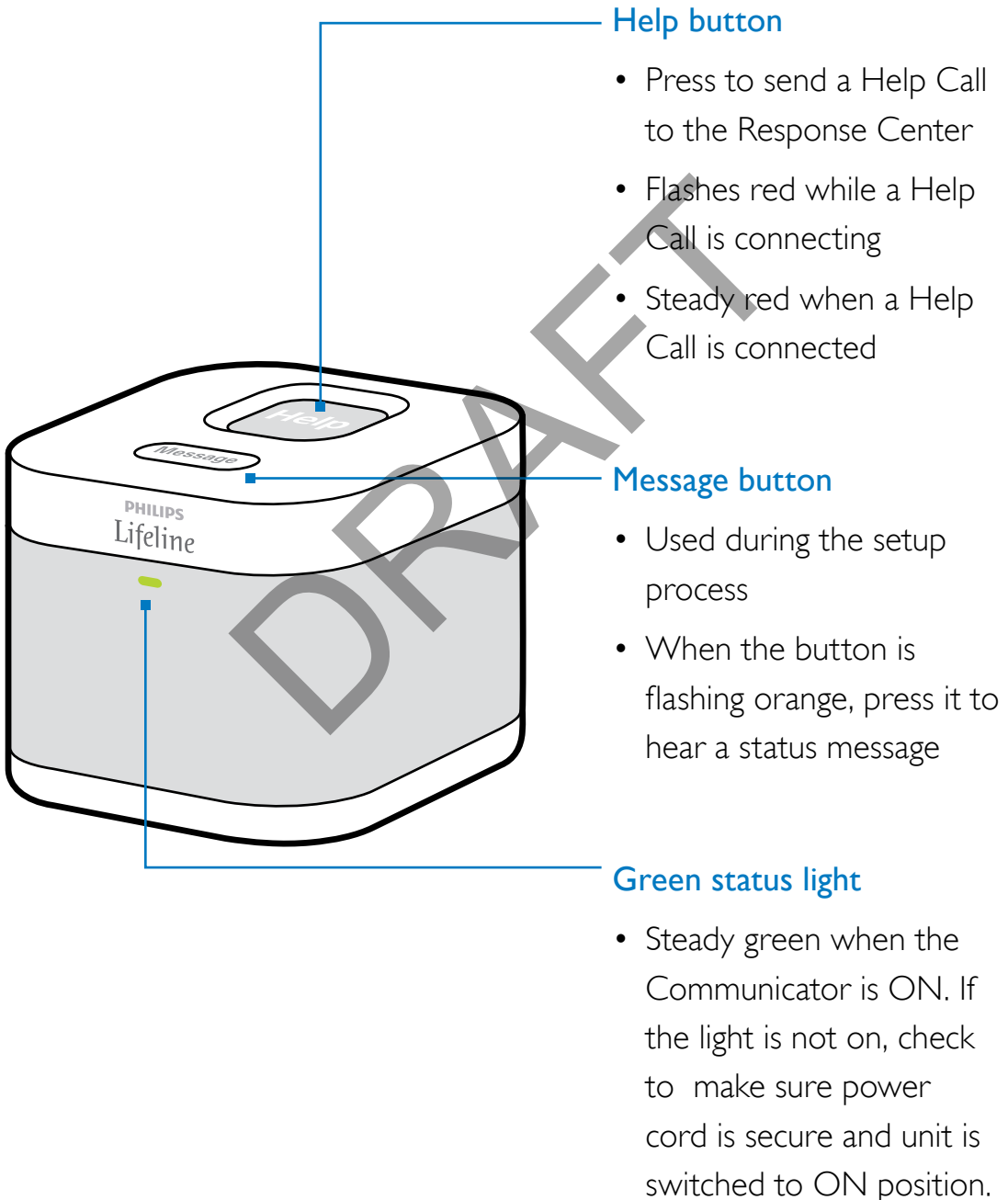
Caution: Do not spray water or cleaners directly on your Home Communicator. Excessive moisture could get inside the Home Communicator and cause damage.

Backup battery

Your Home Communicator uses a factory-installed battery for back-up. If you lose power, the back-up battery begins to work automatically.

Landline Communicator (7000L)

Description



Volume control

Controls the volume of the speaker on the Communicator

Green phone jack

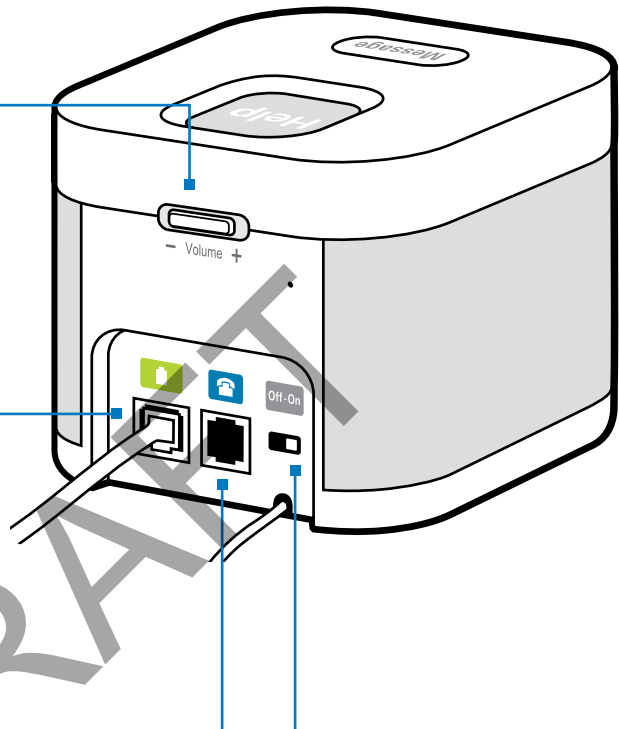
Used to connect the Communicator to your household phone jack

Blue phone jack

Used to connect your own phone to the Communicator (optional)

Power switch

Used to turn the Communicator ON or OFF. The Communicator must be ON for your Lifeline service to work.

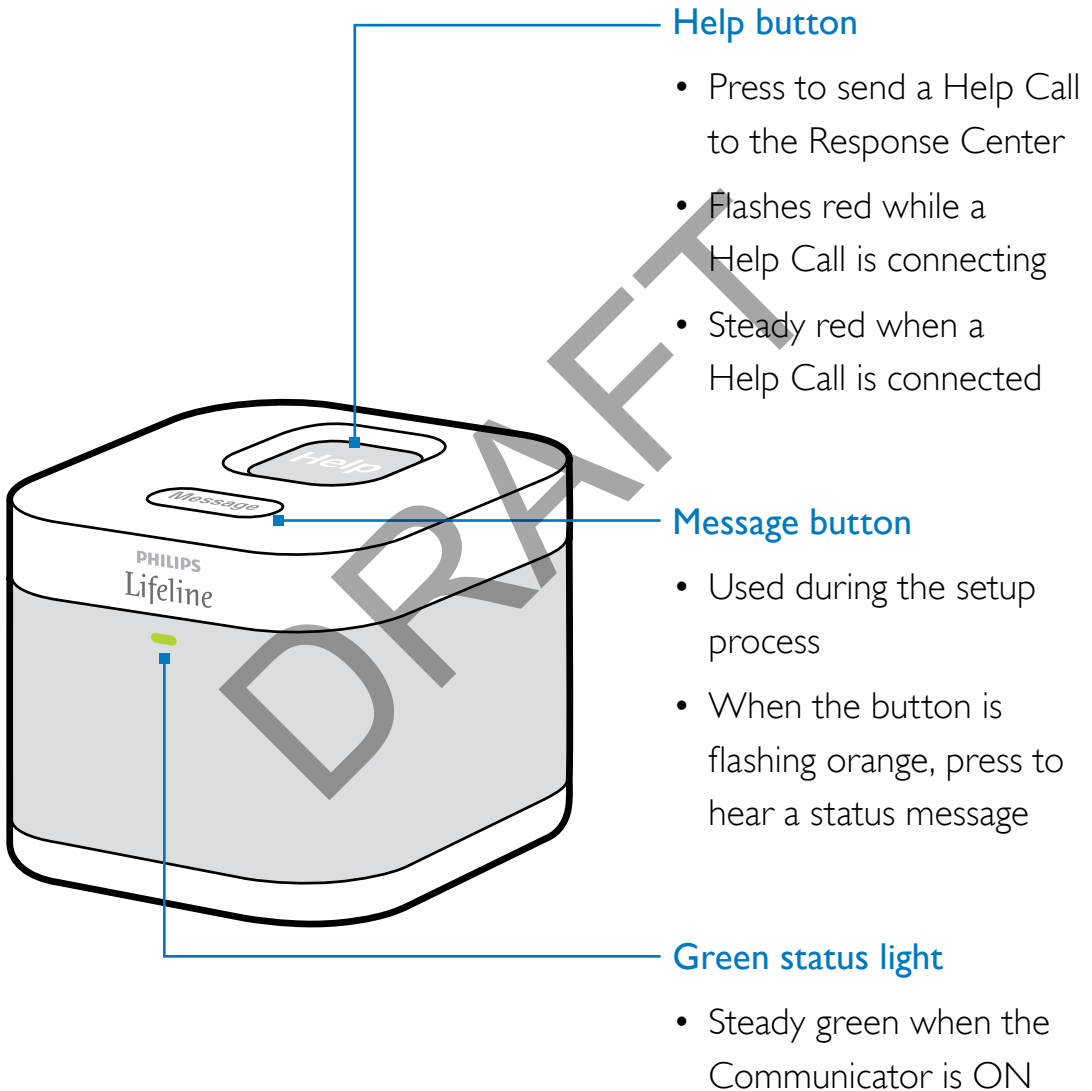


Safety information

1. If you have multiple phones in your name, and any of them are left off the hook, the Home Communicator will not be able to place a Help Call. This problem can be addressed by plugging the Home Communicator phone cord into an RJ31X/CA38A type jack, on your main phone line, which your phone company may be able to assist you with. If there is only one phone jack in your home, the RJ31X jack in the Home Communicator should be able to seize the line.
2. This product cannot be used on party lines/shared service lines.
3. If you have DSL Internet service, you will need to install a DSL filter between your phone jack and the Home Communicator. Contact your phone company to obtain a DSL filter or purchase one from a local electronics store.
4. Your Lifeline Service can be used with digital or Internet-based (VoIP) phone service. But please be prudent with the provider you choose. There are differences in the quality of service from different providers, and not all providers are required to uphold the regulated standards of service. If there are service interruptions on your phone service, you may not be able to place a Help Call to Lifeline

Wireless Communicator (7000C)

Description



Volume control

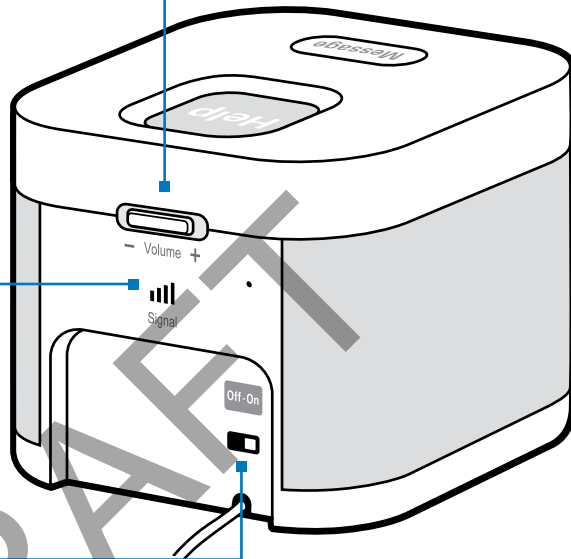
Controls the volume of the speaker on the Communicator

Signal strength

Indicates the strength of the cellular signal*

Power switch

Used to turn the Communicator ON or OFF. The Communicator must be ON at all times for your Lifeline service to work.



* Signal strength may vary

Safety information

The Wireless Communicator (7000C) uses a cellular network to communicate with the Lifeline Response Center.

1. The strength of the cellular signal may be stronger in some areas of your home than others. When you set up our Home Communicator, look at the signal strength indicator on the back of the Home Communicator. The more green bars, the stronger the signal. Place your Home Communicator in a location where the signal is strongest
2. If the cellular network experiences an outage or the Home Communicator loses its signal, the Message button on top of the Home Communicator will flash and it will not be able to send a Help Call to Lifeline. If you press your Button and the cellular network is not available, you will hear a message saying: "Your call cannot be connected. There is no signal strength. Move your Home Communicator to a different location." Try moving the Home Communicator to a different location in your home. Once the signal is restored, you will hear a message saying: "Connection has been restored." Your Help Call will then be dialed.

HomeSafe System and GoSafe Mobile System Help Buttons—General Information

Warnings and Cautions

The information in this section applies to all types of wearable Help Buttons.

Warnings

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

WARNING

Any cord worn around the neck can pose a strangulation risk, including the possibility of death and serious injuries. To reduce any risk of strangulation, Philips Lifeline neck cords are designed to break apart under certain conditions. This may be of more concern to wearers in wheelchairs, using walkers, using beds with guard rails, or who might encounter other protruding objects upon which the cord can become tangled.

Cautions

Device malfunction, device failure, damage to the device, or damage to other property may occur with use or misuse of the Help Button.

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

The 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.

The Help Button is not suitable for use in the presence of flammable mixtures.

Do not put your Help Button through the dishwasher, clothes washer or dryer. Please be sure to remove your Help Button from articles of clothing that are being dry-cleaned.

Do not leave your Help Button on the dashboard of your car or on a windowsill that receives direct sunlight since the excessive heat may damage it. Likewise, do not wear your Help Button into a whirlpool bath, hot tub or sauna.

Recommended environmental conditions

These environmental conditions apply to the HomeSafe AutoAlert Button (7000AHB) and GoSafe Mobile Button (7000MHB).

Altitude	6,600 feet (2 km) maximum
Operating Temperature	32°F (0°C) to 122°F (50°C)
Storage Temperature	-4°F (-20°C) to 158°F (70°C)
Humidity	10% to 90%

The HomeSafe AutoAlert Button may not detect every fall

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

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

Cleaning

Your Help Button is waterproof (IPX7 or up to 1 meter or 3 feet), so you can submerge it in warm water for easy cleaning. But first, please turn off your Home Communicator to avoid sending a false Help Call.

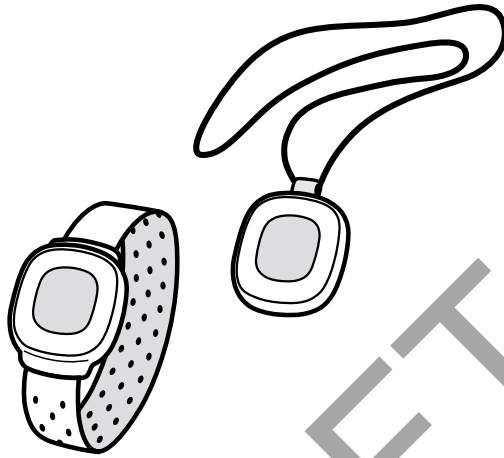
1. Move the power switch on the back of the Home Communicator to the OFF position.

Note: You cannot call for help while the Home Communicator is turned off. Accordingly, you may wish to have a family member or caregiver present while you are cleaning your Help Button.

2. Wash your wrist strap or adjustable neck cord with a mild liquid dishwashing detergent.
3. Wash the Help Button with warm water. You may also gently wipe it with an isopropyl (rubbing) alcohol wipe or a cotton pad moistened with alcohol. However, **do not soak** it in alcohol.
4. Blot excess moisture with a towel and allow the Help Button to finish air-drying while you're wearing it. Do not use a hair dryer on the Help Button or put it in an oven of any kind.
5. **Be sure to move the power switch on the back of the Home Communicator to the ON position.**
6. Test your system by pressing your Help Button. Tell the Response Associate that you are just testing your equipment after cleaning it.

HomeSafe Personal Help Buttons (7000PHB, 7000WHB)

Description

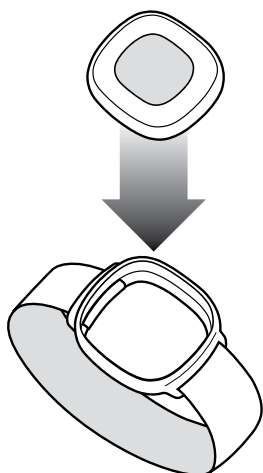


- The HomeSafe Personal Help Button is waterproof
- The HomeSafe Personal Help Button can be worn on the neck or wrist

The Help Button allows you to summon assistance anytime. When you press your Help Button, it transmits a signal to your Home Communicator. The Home Communicator then calls the Lifeline Response Center for you. You must be in the range of the Home Communicator for your Help Call to be placed. See the Signal Range Test section on page **xx**.

Using the wrist strap

To wear the HomeSafe Personal Help Button on your wrist, remove the Button from its neck cord and snap it into place on the wristband. Place on your wrist and adjust the strap so that it is snug and comfortable.



Recommended usage

- Wear your Help Button in your home at all times, especially while sleeping and bathing. The bathroom is often a place where people fall and need help.
- Your Help Button is waterproof and should be worn in the shower or bath.
- Your Help Button does not contain a microphone, so you don't talk into it. Instead, press the Help Button and speak in the direction of your Home Communicator.
- You may continue to wear your Help Button when you leave your home. However, the Help Button will not provide coverage outside of the range determined by the Signal Range Test.

HomeSafe AutoAlert Button (7000AHB)

Cautions

Cautions

Device malfunction, device failure, damage to the device, or damage to other property may occur with use or misuse of the HomeSafe AutoAlert Button.

CAUTION

In certain situations, the HomeSafe AutoAlert Button may not detect a fall. A gradual slide from a seated position – such as from a wheelchair – may not register as a fall and would not be detected. **If you fall and need help, always press the Help Button if you are able to.**

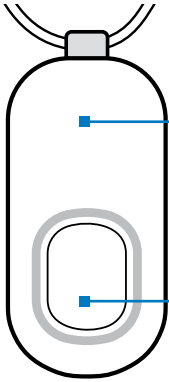
The vent located on the back of the HomeSafe AutoAlert Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products). A continuous flow of water (e.g., a shower) hitting the vent directly may also temporarily obstruct the vent. However, your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

The HomeSafe AutoAlert Button may interfere with certain medical equipment, such as magnetic resonance imaging (MRI), X-ray machine as well as metal detectors. It may also interfere with aircraft communications, so do not take the HomeSafe AutoAlert Button aboard an airplane. You may pack the HomeSafe AutoAlert Button in checked luggage.

To conserve battery power for Help Calls, the sensors that are used to detect falls will be disabled when there are approximately 7 days of battery life remaining. During this time, the HomeSafe AutoAlert Button will not detect falls. But, it will continue to function as a Help Button, which you can press if you need help. See page **xx** for more on battery life and replacements.

Features

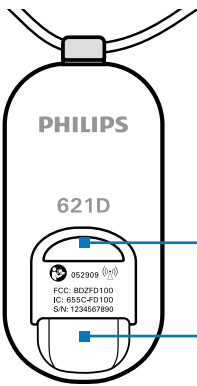
- The HomeSafe AutoAlert Button allows you to summon assistance anytime, day or night. When you press your Help Button, it transmits a signal to your Home Communicator. The Home Communicator then calls the Lifeline Response Center for you. You must be in the range of the Home Communicator for your Help Call to be placed. See the Signal Range Test section on page **xx**.
- The HomeSafe AutoAlert Button provides an added layer of protection by automatically calling for help if it detects you have fallen. The HomeSafe AutoAlert Button does not detect 100% of falls. If you are able, you should always press your Button when you need help.
- The HomeSafe AutoAlert Button contains a confirmation light. The light will flash red when a Help Call has been placed.



Front view

Confirmation light – This light will flash red when a Help Call has been placed.

Button – Press here to send a Help Call to the Lifeline Response Center.



Back view

Important: The vent located on the back of the HomeSafe AutoAlert Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products).

Explanation of symbols

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

Attention: Read the Instructions for Use for important information

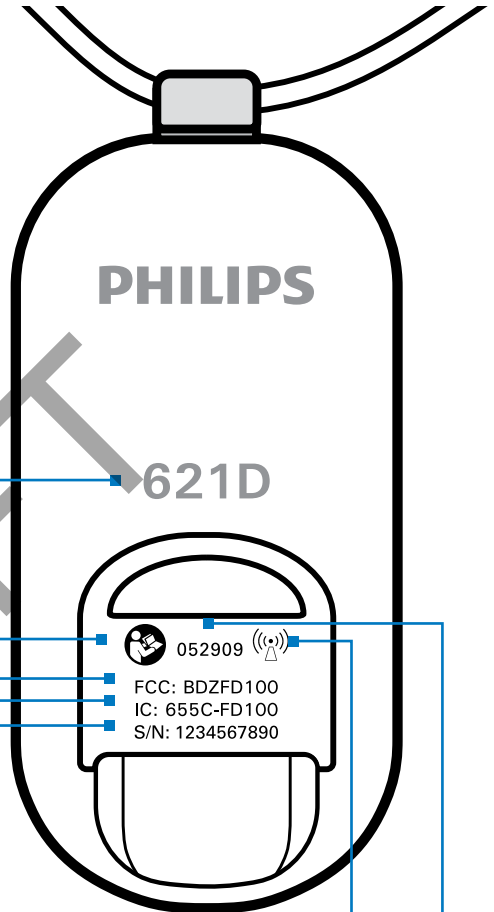
Federal Communications Commission ID

Canadian ID

Serial Number

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

Date of manufacture



Compatible Home Communicators

The HomeSafe AutoAlert Button is only compatible with the following Philips Lifeline Home Communicators:

- Landline Communicator (7000L)
- Wireless Communicator (7000C)

What to expect when the AutoAlert Button detects a fall

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

Battery

The HomeSafe AutoAlert Button has a non-rechargeable battery that can only be replaced at the factory. The HomeSafe AutoAlert Button will send a low battery signal to Lifeline when there are approximately 30 days of battery life remaining. Lifeline will contact you to arrange for a replacement.

To conserve critical battery power for Help Calls, the sensors that are used to detect falls will be disabled when there are approximately 7 days of battery life remaining. During this time, the HomeSafe AutoAlert Button will not be able to detect falls but will continue to function as a Help Button that you can press if needed.

Recommended usage

- Wear your Help Button in your home at all times, especially while sleeping and bathing. The bathroom is often a place where people fall and need help.
- Your Help Button is waterproof and should be worn in the shower or bath.
- Press your Help Button any time you need help.
- Your Help Button does not contain a microphone, so you don't need to talk into it. Press the Help Button and speak in the direction of your Home Communicator when using your alarm system.
- Do not throw or toss the Help Button onto a bed, table, or other surface because it may accidentally send a Help Call.
- You may continue to wear your 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 are traveling on an airplane and need to bring your HomeSafe System with you, do not take it into the cabin of the airplane. Instead, pack it in your checked luggage, with your Home Communicator. Please remember to contact Lifeline before moving the HomeSafe System to a new address.

GoSafe Mobile Button (7000MHB)

Cautions

Cautions

Device malfunction, device failure, damage to the device, or damage to other property may occur with use or misuse of the GoSafe Mobile Button.

CAUTION

In certain situations, the GoSafe Mobile Button may not detect a fall. A gradual slide from a seated position – such as from a wheelchair – may not register as a fall and would not be detected. **If you fall and need help, always press the Help Button if you are able to.**

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

Do not use the GoSafe Mobile Button if you have an implantable cardiac device, such as a defibrillator or pacemaker.

The GoSafe Mobile Button may interfere with certain medical equipment, such as magnetic resonance imaging (MRI) or X-ray machines, Automatic External Defibrillators, cardiac monitors, insulin pumps, hearing aides, as well as metal detectors. It may also interfere with aircraft

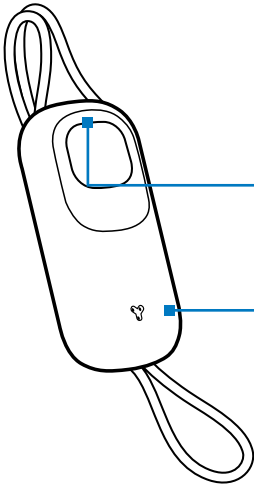
communications. Be sure to place your GoSafe Mobile Button in Sleep Mode when on an airplane. Please see instructions for putting your GoSafe Mobile Button in sleep mode on page **xx**.

The GoSafe Mobile Button can only place a help call if the cellular network is available.

Features

- The GoSafe Mobile Button is waterproof (IPX7 or up to 1 meter or 3 feet) and should be worn in the shower or bath.
- The GoSafe Mobile Button allows you to summon assistance at home, or, away from home.
- The GoSafe Mobile Button provides an added layer of protection by automatically calling for help when a fall is detected. The GoSafe Mobile Button does not detect 100% of falls. If you are able, you should always press your Button when you need help.
- The GoSafe Mobile Button can be used from any location in the United States where the cellular network is available.

Front view

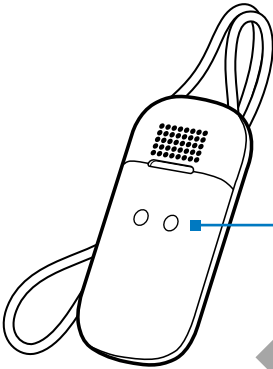


Speaker – The GoSafe Mobile Button has a built-in speaker.

Light – This light will indicate the status of the GoSafe Mobile Button.

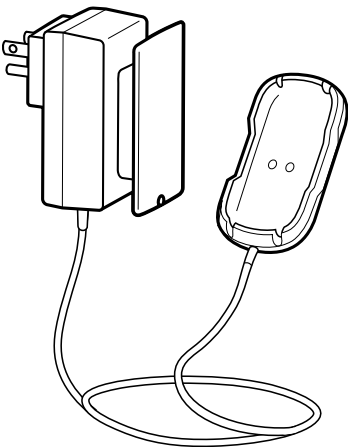
Microphone – The GoSafe Mobile Button has a microphone that you can use to talk to the Response Associate when you are not in range of the Home Communicator.

Back view



Important: The vent located on the back of the GoSafe Mobile Button is part of the fall detection sensor system and needs to remain clear of obstructions (e.g., lint or food products).

Charger



The GoSafe Mobile Button uses a rechargeable battery. Use the charger to recharge the button when the indicator states the button needs to be charged. See the Charging the battery section on page **xx**.

Explanation of symbols

{to be completed after CAD drawings of the buttons are received}

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Determining your location

The GoSafe Mobile Button is designed to identify your general location, at or away from home. You should always tell the Personal Response Associate your exact location if you are able to do so.

If you are unable to speak or explain your exact location, Lifeline will still contact help to find and assist you where you are.

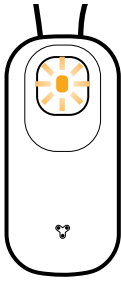
If your Responder or emergency services is having trouble locating you, Lifeline will activate an audio beacon. This is a very loud signal that will come from the GoSafe Mobile Button and will allow responders to find you more easily.

Lifeline cannot guarantee that your location can be determined exactly at all times. Depending on your location, accuracy is not guaranteed.

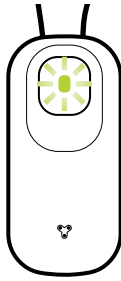
What to expect when the GoSafe Mobile Button detects a fall

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

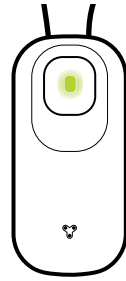
Charging the battery



Flashing orange light
= charging needed



Flashing green light
= charging in progress



When connected
to the charger, a
steady green light
= fully charged



The light on your GoSafe Mobile Button will flash orange whenever it needs to be charged. Typically, it will take less than 45 minutes to charge your GoSafe Mobile Button. It is fully charged when the light turns to a steady green.

1. Make sure the charger is plugged into a power outlet.
2. Attach your GoSafe Mobile Button to the charger.
3. Charge until the light turns to a steady green.
4. Remove from the charger. The green light will turn off, and the button is ready to use.

To determine if your Help Button is charged and on, set it on a table for 10 seconds. When you pick it up:

- A flashing green light means that the Button has battery power
- A flashing orange light means that the Button should be charged
- No light means that the battery is dead and needs to be charged

Important reminders

- You should continue wearing your GoSafe Mobile Button while it is being charged. Please be cautious not to trip on the cord.
- Do not charge your GoSafe Mobile Button while sleeping or bathing.
- You should charge your GoSafe Mobile Button at least once a week. It may be helpful to pick a specific day and time to complete the charging, e.g., Sundays at 4pm.

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Sleep mode

The GoSafe Mobile Button is a cellular device. If you need to turn off cellular service, you will need to put the GoSafe Mobile Button into sleep mode. This is required:

- When you are traveling by airplane
- If you are returning the GoSafe Mobile Button to Lifeline

To put the GoSafe Mobile Button into sleep mode, press and hold the Button for 10 seconds. It will say: "If you would like to turn off your Help Button, please press it again." Press again. The GoSafe Mobile Button will confirm it is entering sleep mode by saying: "Your Help Button is now turning off."

To exit sleep mode, press the Help Button. You will hear an increasing tone that indicates that the Help Button is resuming normal operation. Turning the Help Button on will not initiate a help call.

Note: You will not be able to send a Help Call when the GoSafe Mobile Button is in sleep mode. Please remember to exit sleep mode when you can, e.g., after the airplane has landed.

Note: If you are returning a GoSafe Mobile Button you must contact Lifeline before returning the button. Lifeline will provide you with special packaging and instructions for return.

Recommended usage

- Press your GoSafe Mobile Button any time you need help.
- Wear your GoSafe Mobile Button at ALL times, even when you are away from home. The GoSafe Mobile Button will send a Help Call from any location where the cellular network is available.

If you are outside the range of your Home Communicator, you can talk to Lifeline using the GoSafe Mobile Button's microphone and speaker. For best results, hold the Button up and away from your chest when you are speaking to Lifeline.



- Your GoSafe Mobile Button is waterproof (IPX7 or up to 1 meter or 3 feet) and should be worn in the shower or bath.
- Do not throw or toss the GoSafe Mobile Button onto a bed, table, or other surface because it may accidentally send a Help Call.
- When entering and exiting your vehicle, take care to prevent the GoSafe Mobile Button from hitting the steering wheel because it may accidentally send a Help Call.

Mobile Button warranty

Philips' warranty obligations for this hardware product are limited to the terms set forth below:

Philips warrants that the Philips Lifeline GoSafe Help Button (the "Product") is free from defects in materials and workmanship under normal use for a period of one (1) year from the date of Product installation (Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, Philips will, at its option, sole discretion, and to the extent permitted by law, either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of Philips. Parts provided by Philips in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. Products repaired or replaced under warranty are covered only for the remaining balance of the original Warranty Period. Product repair or replacement in no way extends the Warranty Term. If it is determined that a refund is warranted, said refund will only be transacted upon Philips' receipt of the Product. When a refund is given, the product for which the refund is provided becomes Philips' property.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to the Product. The Limited Warranty does not apply to any (a) Philips products or accessories other than the Philips Lifeline GoSafe Smart Button, or (b) non-Philips hardware products or accessories, even if packaged or sold with the Product. Philips does not warrant that the operation of the Product will be uninterrupted or error-free. Philips is not responsible for damage arising from failure to follow instructions relating to the Product's use.

This Limited Warranty does not apply: (a) to damage caused by use with non-Philips products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses or conditions described by Philips, including exposure to moisture, humidity, excessive temperatures or extreme environmental conditions; (d) to damage caused by service (including upgrades and expansions) performed by anyone who is not an authorized representative of Philips; (e) to a product or part that has been modified to alter functionality or capability without the written

permission of Philips; (f) to consumable parts (excluding batteries), unless damage has occurred due to a defect in materials or workmanship; (g) to cosmetic damage, including but not limited to scratches, dents and broken plastic; or (h) if any Philips serial number or other Product labeling or markings have been removed or defaced.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. PHILIPS' RESPONSIBILITY FOR HARDWARE DEFECTS IS LIMITED TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY PHILIPS IN ITS SOLE DISCRETION. NO WARRANTIES WILL APPLY AFTER THE EXPIRATION OF THE LIMITED WARRANTY PERIOD. PHILIPS SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND OF NONINFRINGEMENT.

The remedies provided by this Limited Warranty are Customer's sole and exclusive warranty remedies. No agent, employee, or representative of Philips or any other person is authorized to modify this warranty in any respect. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT REQUIRED BY LAW, PHILIPS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF ACTUAL OR ANTICIPATED PROFITS; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT (INCLUDING WITHOUT LIMITATION THE PRODUCT) AND PROPERTY, AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT OPERATE TO LIMIT PHILIPS' LIABILITY FOR DEATH OR PERSONAL INJURY CLAIMS IN CONTRAVENTION OF LAWS PROHIBITING SUCH DISCLAIMERS.

SERVICE RETURN

To obtain service under the Limited Warranty, Customer must (1) notify Philips of any defects before the expiration of the Limited Warranty term, and (2) contact Philips to obtain any such special return packaging that Philips may require. CUSTOMER IS SOLELY RESPONSIBLE FOR ENSURING THAT THE PRODUCT IS PACKAGED

FOR SHIPMENT IN ACCORDANCE WITH PHILIPS' INSTRUCTIONS, AND SHALL BEAR ANY AND ALL LIABILITY FOR DAMAGES (TO THE PRODUCT OR TO A THIRD PARTY) WHICH ARISE FROM CUSTOMER'S FAILURE TO PROPERLY PACKAGE THE PRODUCT FOR SHIPMENT. Customer shall be responsible for the safe transport of the Product to Philips; Customer shall retain responsibility for any loss or damage to Product until the Product is received by Philips. Product should be mailed to the address below or to such other address as Philips may designate from time to time:

Attn: Philips Lifeline
Respironics, Inc. (Philips)
203 Avenue B
Youngwood, PA 15697
RA #
(include Return Authorization number in address)

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Regulatory Compliance

FCC Regulations

US/CANADA	
Telephone	ACTA FCC Part 68 and Part 47
Batteries	UL 1725 = CTI Battery Certification program
Carrier by location	AT&T
EMC	EN60601-1, Safety EN60601-1-2 (EMC for Medical, includes emissions) IEC 60601, 3rd Edition Safety
PTCRB testing	Radiated spurious emissions, OTA (antenna performance), electrical SIM tests and MMI protocol tests if a MMI is supported. In case that Wi-Fi is supported as well converged device testing will become applicable.
Radio: SRD/ISM	FCC 47CFR 15C / AIRB - RSS 210 FCC Parts 22 and 24* IC: RSS132 and RSS133 – RSS-GEN includes RSS-210-
Social alarms	N/A
Safety	UL 1725 - UL1637 and UL 1635, IEC 60601, 3rd Edition - CAN/CSAC22.2 (#60950-1)
Design/MFG	ISO9001:2008 or ISO13485
Submission	Class II, 510k Exempted
Labeling	21 CFR 801, IEC 60878: 1998
Biocompatibility	ISO 10993-1:2009

* Applies to GoSafe Mobile Button only

Explanation of symbols

Symbol	Typical usage / comments
	Read and understand the operator's manual before using this equipment. Failure to follow operating instructions could result in death or serious injury.
	Non-ionizing electromagnetic radiation
	Do not discard in a trash can. Please return to Philips Lifeline to recycle.

Requirements for the United States

Additional Warning and Cautions

Philips Lifeline Subscriber
Services phone number:

1-800-635-6156 (U.S.)

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www.lifelinesystems.com

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95 Barber Greene Road, Suite 105
Toronto, Ontario, Canada M3C 3E9
Tel: 1-800-387-8120
www.lifeline.ca

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Signal range may vary due to environmental factors.
P/N 0940837, Rev.01

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