PHILIPS
Lifeline
Medical Alert Service

Includes: GoSafe Mobile Systems and HomeSafe Systems with 7200C and 7000L Communicators

Instructions for use

Agency Submission File

Contents

Philips Lifeline Service

Welcome to Philips Lifeline

Thank you for choosing the Philips Lifeline Medical Alert Service.

Please refer to the Quick Setup Guide provided for instructions on setting up your equipment. These Instructions for Use will provide you with information about your equipment and the Lifeline Medical Alert Service. Please read this manual and the Quick Setup Guide carefully, and note the Warnings and Cautions. If you have questions, call Lifeline at any time using the number at the bottom of the page. Please save this manual in case you need to refer to it later.

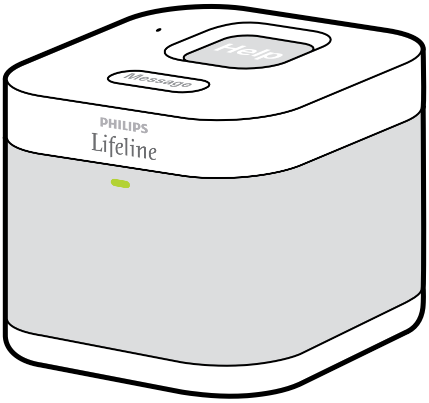
Please pay special attention to all the instructions provided in the **Warning** and **Caution** sections.

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

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

These Instructions for Use and the Quick Setup Guide describe the most extensive configuration of the product, with the maximum number of options and accessories. Not every function described may be available on your product.

This manual covers the following:

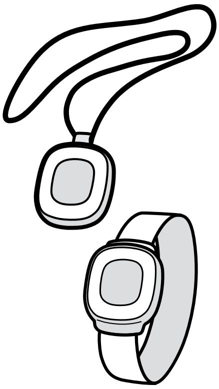
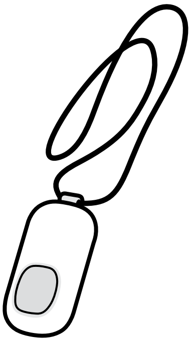


Landline Communicator (7000L)

A Communicator that connects to Lifeline using your home’s existing landline telephone service. Compatible landline telephone service is required for proper operation.

Wireless Communicator (7200C)

A Communicator that connects to Lifeline using the AT&T wireless network. Wireless service is provided as part of your Lifeline Service; no additional wireless equipment is needed.

	HomeSafe Personal Help Button (7000PHB and 7000PHW)	**HomeSafe AutoAlert Button (7000AHB)**	**GoSafe Mobile Buttons (7000MHB/ 7100MHB)**
			
Works within the range of your Communicator	✓	✓	✓
Works outside* your home and outside the range of your Communicator			✓
Can be worn around neck as a pendant	✓	✓	✓
Can be worn on a wristband	✓		
Can detect falls** in your home		✓	✓
Can detect falls** outside* your home			✓
Has a built-in speaker and microphone			✓

* When access to the AT&T wireless network is available.

**The HomeSafe AutoAlert Button and GoSafe Mobile Buttons provide an extra layer of protection by placing a Help Call if a fall is detected and you can't push the Button. Not all falls can be detected. If you need help, press your Help Button.

Setting up your Lifeline Service

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

Responders and People to Notify

What is a "Responder"?

If you should need emergency assistance and activate your Pendant, a responder is someone you want Philips Lifeline to contact to physically go to you and help you. 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. Responders may also be called upon to help address issues with your system. 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
- Is physically capable of assisting you.

If you are using the GoSafe Mobile 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. Most importantly, if you list someone as a Responder, make sure you tell that person that you have done so, and that they agree to act as a Responder.

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

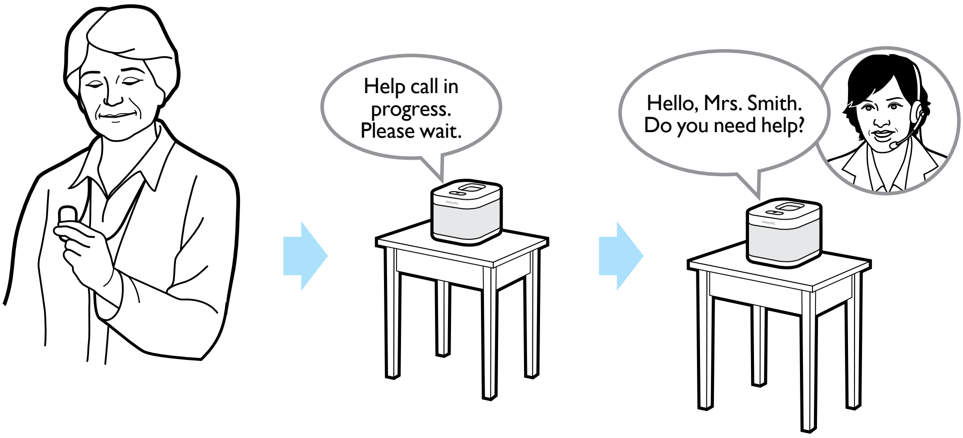
Who are "People to Notify"?

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 while inside your home

1. **Press the Help Button that you wear or the gray Help button on the top of your Communicator.** You can press either button, but you do not need to press both. The 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.


Help call in progress. Please wait.
Hello, Mrs. Smith. Do you need help?

2. **The Communicator calls the Response Center.** When it dials the Response Center, the 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; Lifeline will be right with you.”
3. **The Response Center will answer the call.** A Response Associate will speak to you through the Communicator’s built-in speaker and hear you through the 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 no help is 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 Responders or emergency services. If you are using GoSafe, the Response Associate will first call the Communicator. If they cannot hear you, they will try calling the GoSafe Mobile Button. If they still cannot hear you, they will contact your Responders or emergency services.

4. **The Response Center will assess the situation.** If help is needed, the Response Associate will contact your list of Responders (i.e., a caregiver, neighbor, loved one) or emergency services in accordance with your request.*
5. 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 confirm that you received the help that you needed.
6. Once Lifeline confirms that you have been assisted, a Response Associate will make reasonable efforts to contact the "People to Notify" you've designated, letting them know you needed and received help.

Note: 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

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* In the case of a fall detected, if the Response Associate cannot hear you and/or is unable to contact you through your System or your alternate contact numbers such as your home or cell phone, emergency services will be contacted to respond. Please contact Philips Lifeline if you wish to opt out of this response protocol.

do not need assistance. Don’t be concerned that you are bothering Lifeline; we just want to be sure that you are alright.

Signal Range

⚠ **Caution**

Please see the Quick Setup Guide located in the box for instructions on how to set up your system and test the signal range of your Help Button. The Communicator must be properly set up, and the signal range of the Help Button must be tested prior to use. The Help Button is a Radio Frequency (RF) device that transmits a signal to a compatible Lifeline Communicator. A Signal Range Test is required to determine the areas in and around your home from which your Help Button can signal to the Communicator. Be sure to thoroughly test the Signal Range of your system from all areas in and around your home. **Your system will not send a help call while in Signal Range Test mode.**

Your Help Button and 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).

The signal range may be affected by environmental factors, including building materials, large masses covering the Help Button (i.e. a person falling on top of it) and submersion in liquid.

The Signal Range Test will determine your coverage range, which is the distance you can move away from your

Communicator and still call for help. If you press your Help Button outside of your apartment, but still within the range of the Communicator, help will be sent to the location of the Communicator. Lifeline links your home address on-file in your subscription to your Communicator equipment identification number. **Do not move your Communicator to a new address without first notifying Lifeline and providing the new address.** See page 14 for more information.

Note: If you have the GoSafe Mobile Button you can call for help outside the range of your Communicator as well, when the AT&T Wireless network is available. Help will be sent to your location. Please refer to page 47 for further information. GoSafe is the only one of these three buttons designed to allow you to call for help when outside of the signal range of the Communicator.

Signal Range Test

You should conduct a Signal Range Test during system installation, and if you move your Communicator to a different location in your home.

1. Make sure that your Communicator is powered ON and that you have your Help Button in hand.
2. PRESS and HOLD DOWN the Message button on the Communicator. The 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 Communicator will announce: “Please press the flashing orange Message button after you have completed the range test. Begin Signal Range Test.” The Communicator is now in Signal Range Test mode. Proceed to step 4. You will exit this mode in step 6.
4. Press your wearable Help Button. The Communicator will beep and play a voice message and the light on your Help Button will flash green to indicate that the Communicator has received the signal.
5. Move to other parts of your home and press your wearable 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 Communicator and press the flashing orange Message button. Your system will exit range test mode and return to normal operation.

Battery information

All Philips Lifeline equipment contains batteries that can only be replaced by Philips Lifeline in the factory, or in some cases, by a qualified technician in the field. No batteries in the equipment are user-serviceable. The equipment will automatically send a silent maintenance signal to Lifeline when the battery needs to be replaced. Philips Lifeline or its representative will contact you directly to make arrangements for a replacement.

Equipment service

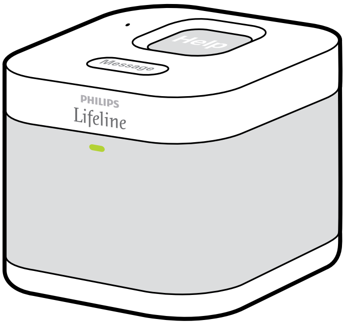
Every Communicator and Help Button is manufactured to high quality standards. Philips Lifeline equipment can only be factory-serviced by Philips Lifeline. The HomeSafe/GoSafe devices perform periodic diagnostic self-tests to verify their functionality. If you ever experience issues with your equipment, or if it becomes damaged, please contact Philips Lifeline or your representative.

Contact Philips Lifeline or your representative

- **If you would like to transfer your service to a new or second home.** If you want to transfer you service to a different address, you must first call Philips and tell us the address to which you want it transferred. For the change to take effect, you must call Philips to confirm that you are residing at the new address.
- **If your Responder or People to Notify list needs to be updated.** It is important that your list is up to date with the correct people and telephone numbers.
- **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



⚠ Caution

Safety information regarding the Communicator

1. The 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 Communicator into a power outlet that is controlled by a wall switch because someone could accidentally turn off the wall switch – interrupting ac power to your Communicator.
3. Do not place anything on top of the Communicator. The Help button and the Message button must always be visible and accessible.
4. The 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. See p. 18–19.
5. Make sure your Communicator is away from any clutter or any object that might block its ability to receive a signal from the Help Button. The Communicator should not be placed on or near your refrigerator or any type of metal cabinet or bookcase, since this may limit the overall Signal Range of the system.

6. To reduce the risk of electrical shock or fire, do not place the Communicator in or near water or other liquids.
7. Never carry the Communicator by the cord or yank on the cord to disconnect the plug from a power outlet. Instead, grasp the plug and pull to disconnect. Periodically inspect electrical cords and cables for damage or signs of wear.

Cleaning

Keep the 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 Communicator to the OFF position and unplug the power cord from the power outlet. If you have the Landline Communicator, unplug the telephone cord from the wall jack.

⚠ **Warning**

Always unplug the Communicator from the power outlet before cleaning to prevent electric shocks.

⚠ **Caution**

Note: You cannot call for help while the Communicator is off. Accordingly, you may wish to have a family member or caregiver present while you are cleaning your Communicator. Be sure to switch your Communicator “on” again in Step 3.

2. Slightly dampen a soft cloth with a mild soap and water and gently wipe the surfaces clean. Do not spray cleaners directly on the Communicator. Do not use detergent or abrasive cleaners on your 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 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 and that no help is needed.

⚠ **Caution**

Never allow water or other liquids to enter the product, since these may cause electrical short-circuits or metal corrosion. Do not spray water or cleaners directly on your Communicator. Excessive moisture could get inside the Communicator and cause damage.

Backup battery

Your Communicator uses a factory-installed battery back up. If you lose power, the backup battery begins to work automatically*. The Communicator will send a silent signal to Lifeline to indicate that the Communicator is using its backup battery. The backup battery can last for up to 30 hours, depending on the battery age, charge condition at point of ac power loss and environmental conditions.

If your Communicator battery needs to be replaced, a silent signal will be sent to Lifeline, and Lifeline or your representative will contact you to arrange for a replacement.

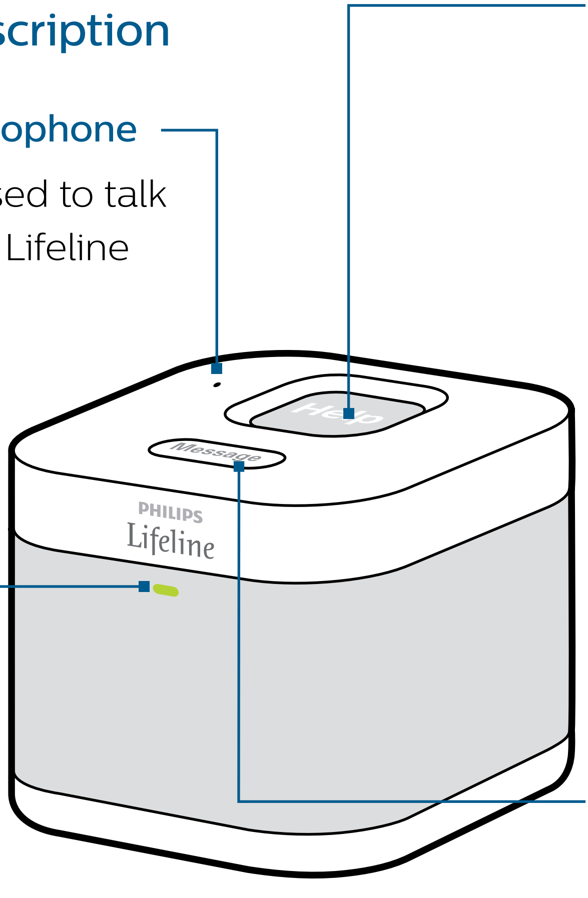
* For 7000L Communicators, if the land line phone service is interrupted by the power outage, the Communicator will not be able to send any signals to Lifeline until power is restored. For 7200C, to conserve power, the Signal Strength Indicator is not illuminated when running on battery power to help prolong battery operation.

Landline Communicator (7000L)

Description

Microphone

- Used to talk to Lifeline



Green status light

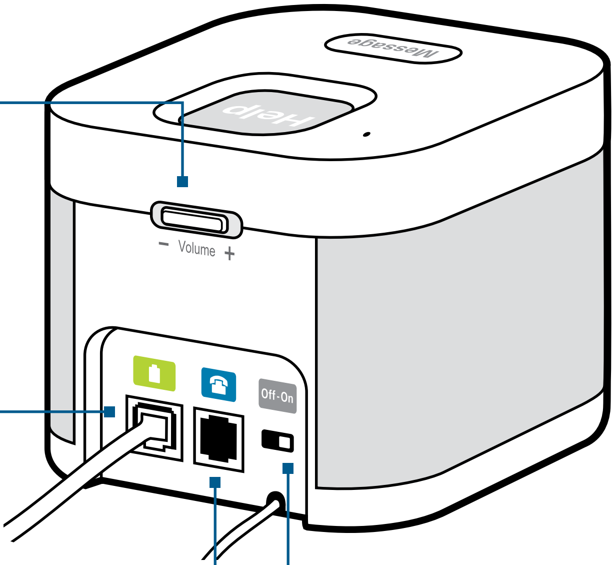
- Steady green when the Communicator is powered ON. Flashes green when the Communicator is running on backup battery (indicating ac power loss).

Help button

- Press to send a Help Call to the Response Center
- Flashes red while a Help Call is connecting and after Lifeline has contacted your Repsonders or emergency services
- Steady red when a Help Call is connected

Message button

- Used during the setup process
- When the button is flashing orange, press to hear a status message



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

Allows you to connect a telephone 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.

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* Only use the phone cord provided with your 7000L Communicator to connect it to your home phone jack. Do not use a standard phone cord. The system will not work properly if a standard phone cord is used for this purpose.

⚠ Caution

Safety information

1. If you have multiple phones in your home, and any of them are left off the hook, the Communicator will not be able to place a Help Call. This problem can be addressed by plugging the Communicator phone cord into an RJ31X/CA38A type jack, sometimes referred to as a “line seizure jack”, on your main phone line. Contact your phone company or a local home security system provider for further assistance with this option. If (and only if) there is only one phone jack in your home, there is an RJ31X jack in the Communicator that is designed to seize the line if installed properly. Please refer to the *Customer Premises Equipment and Wiring diagram* on page 72 in the Safety and Regulatory Compliance section. For the 7000L Communicator to function properly with an RJ31X/CA38A type jack, a special phone cord is required. The phone cord shipped with the 7000L Communicator will not support this function. If you plan to use your system with this type of jack, please call Lifeline technical support to order the proper cord to support this function.
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 Communicator. Contact your phone company to obtain a DSL filter or purchase one from a local electronics store.

⚠ **Warning**

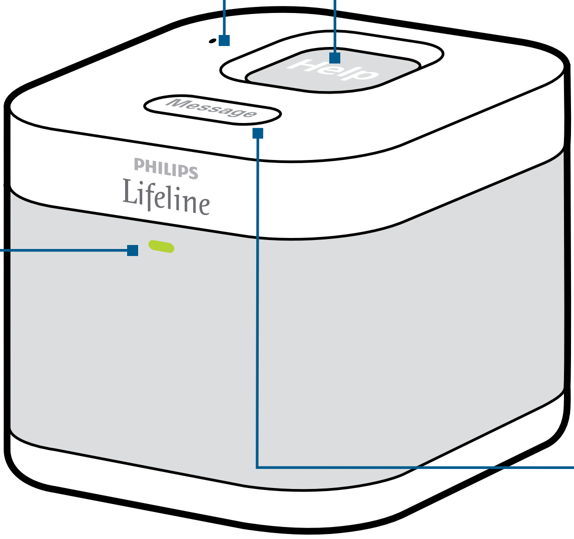
Using telephone services provided via the internet, broadband, VoIP, or any other nontraditional telephone service presents additional risks for non-transmission of signals from the Equipment, and the Equipment may not operate as intended. Contact Lifeline if you have questions in this regard. If your landline phone service is deemed not compatible with the 7000L Communicator, a 7200C Wireless Communicator may possibly be used to provide Lifeline service, depending on cellular signal strength and coverage in your area.

Wireless Communicator (7200C)

Description

Microphone

- Used to talk to Lifeline



Green status light

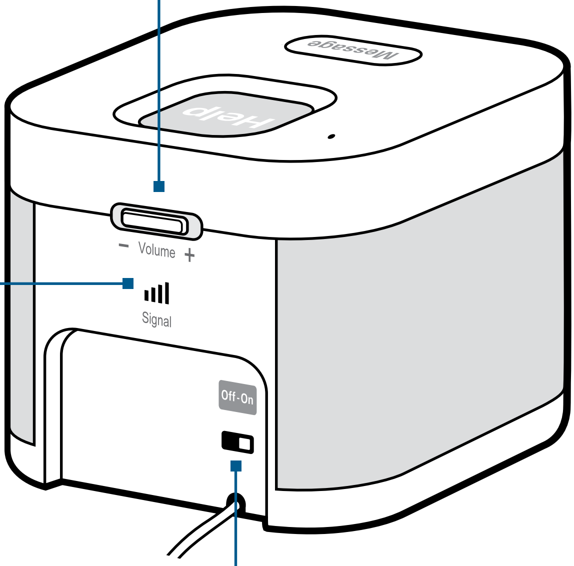
- Steady green when the Communicator is ON. Flashes green when the Communicator is running on backup battery (indicating ac power loss).

Help button

- Press to send a Help Call to the Response Center
- Flashes red while a Help Call is connecting and after Lifeline has contacted your Repsonders or emergency services
- Steady red when a Help Call is connected

Message button

- Used during the setup process
- When the button is flashing orange, press to hear a status message



Volume control

Controls the volume of the speaker on the Communicator

Signal strength

Indicates the strength of the cellular signal available to the Communicator.*

Power switch

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

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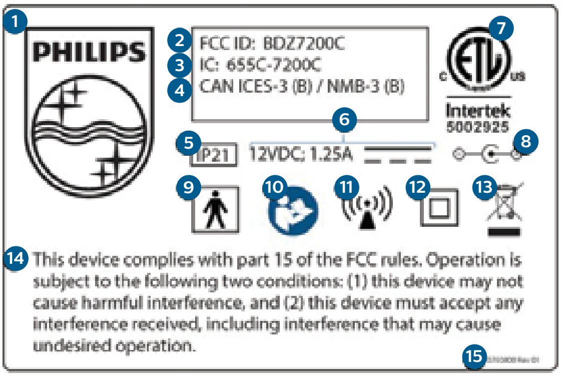
* Signal strength may vary due to environmental factors. Proper function is dependent on availability of the AT&T wireless network at a sufficient signal strength in the installation environment.

7200C/7000L Label information

1. Philips brand mark
2. Federal Communications Commission identification #
3. Industry Canada identification #
4. Reference to Industry Canada Class B RF Limits
5. Ingress Protection Rating
6. Operating power requirements
7. Engineering Test Labs mark and identification #
8. dc power plug polarity
9. Type BF applied part symbol
10. Refer to manual symbol
11. Non-ionizing radiation symbol
12. Class 2/ double insulated electrical device
13. Waste electrical and electronic equipment symbol
14. FCC Part 15 statement
15. Label part number & revision



This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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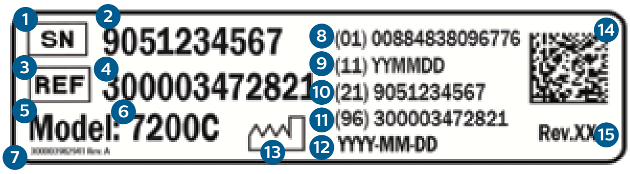
1. Serial Number Symbol ISO
2. Serial Number (Variable)
3. Reference Number Symbol ISO
4. Material (REF) Number
5. Model Designator
6. Model Number
7. Label Part Number and Rev.
8. (01) GTIN Number (Human Readable)
9. (11) Date of Manufacture (Human Readable)
10. (21) Serial Number (Human Readable)
11. (96) Material Number (Human Readable)
12. Date of Manufacture:
13. Factory Symbol ISO
14. UDI (GS1 compliant) 2-D Datamatrix Barcode contains (8,9,10,11)
15. Revision of (REF) Material Number



Safety information

The Wireless Communicator (7200C) uses the AT&T wireless (cellular) network to communicate with the Lifeline Response Center.

1. The strength of the wireless signal may be stronger in some areas of your home than others. When you set up your Communicator, look at the signal strength indicator on the back of the Communicator. The number of green bars that are glowing indicate the signal strength; the more bars you see, the stronger the signal. Place your Communicator in a location where you spend the majority of your time, and the signal strength indicator shows *two or more bars*.
2. If the AT&T wireless network experiences an outage or the Communicator has insufficient signal to operate properly, the Message button on top of the Communicator will flash. The Communicator will not be able to send a Help Call to Lifeline during this time. If you press your Button and the AT&T wireless network is not available, you will hear a message saying: "Your call cannot be connected. There is no signal strength. Move your Communicator to a different location." Try moving the 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. If you have an emergency and your home communicator cannot connect to the wireless network, dial 911 from your home phone.

HomeSafe System and GoSafe Mobile System Help Buttons

General Information

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

Compatible Communicators

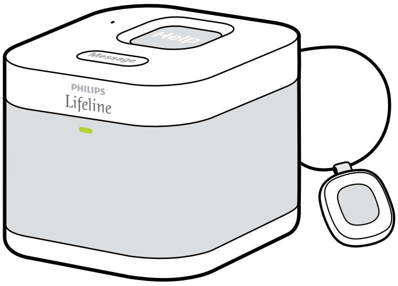
The HomeSafe Personal Help Buttons, the HomeSafe AutoAlert Button, and the GoSafe Mobile Buttons (p. 6) are compatible only with the following Philips Lifeline Communicators:

- Landline Communicator (7000L)
- Wireless Communicator (7200C)

Setting up a replacement Help Button

If you lose the Help Button provided with your System, or if the battery in it runs low, a replacement may be provided. If you receive a replacement Help Button, you will need to set it up to work with your Communicator. You'll need to be within arm's reach of the Communicator to set up your replacement Help Button. If you have any concerns about being able to complete this process, you may wish to have a friend or family member present to assist, or you can call Philips Lifeline for assistance.

If more than one Help Button is used in your home (e.g. – if you and your spouse both have the Lifeline service), gather them all for this process. You will need to reprogram all of them, even if you are only replacing one of them. Be sure to set aside the Help Button that is being replaced (your old button) to avoid confusing new and old Help Buttons.



1. Make sure that your Communicator is powered ON and that you have your replacement Help Button in hand.
2. PRESS and HOLD DOWN the Message button on the Communicator. The 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 4.
3. Continue to hold down the Message button on your Communicator. With your other hand, press the wearable Help Button. You will hear a long beep and a voice message saying: “Your Lifeline Help Button is now auto-learned and ready to use.” The Communicator will also announce the four large digits that appear on the back of your Help Button. This will indicate that the Help Button is working with the Communicator. If the AutoLearn process fails, please contact Philips Lifeline or your representative.
4. Repeat step 3 to reprogram all the other Help Buttons in your home. Then, release the Message button on the Communicator. The Communicator will announce: “Please press the flashing Message button after you have completed the range test. Begin Signal Range Test.” (see p. 11)

5. Press your Help Button. The Communicator will beep and the light on your Help Button will flash green to indicate that the Communicator has received the signal.
6. 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 on the Button is flashing.
7. Once you have tested different locations in your home and immediately outside your home, return to the Communicator and press the flashing orange Message button.
8. Press your help button to place a test call to the response center. When the response associate answers, tell them: "No help is needed. I just replaced my help button and am testing to make sure it is working properly".

Cleaning

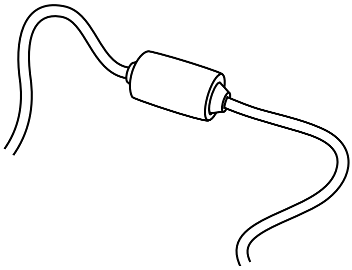
Your Help Button is waterproof (IPX7, 1 meter for 30 minutes), so you can submerge it in warm water for easy cleaning.

1. Wash your wrist strap or adjustable neck cord with a mild liquid dishwashing detergent.
2. Wash the Help Button under warm running 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.
3. Blot excess moisture with a towel and allow the Help Button to finish air-drying while you're wearing it.

Note: If you accidentally push your Help Button during cleaning, please simply tell the Personal Response Associate that you accidentally pressed the Button.

⚠ Warnings

- Any cord worn around the neck can pose a strangulation risk, including the possibility of death and serious injuries. 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.
- Philips Lifeline neck cords contain a special fuse (see image on right) designed to break away under certain conditions to reduce the remote risk of strangulation. If this fuse breaks apart, contact Philips Lifeline or your representative for a replacement neck cord, as the fuse cannot be repaired or re-used.



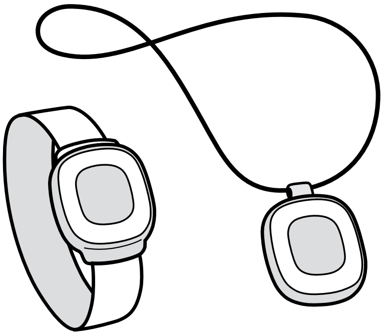
- Do not use any neck cord other than the one provided by Philips Lifeline or your representative. Other neck cords may not provide the feature to break apart therefore increasing the risk of strangulation.
- Do not tie a knot in your neck cord since this may prevent the break away feature from working properly.
- 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 anesthetic mixtures with air or with oxygen or nitrous oxide.

- 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.
- Excessive heat may damage your Help Button. Do not leave your Help Button on the dashboard of your car or on a windowsill that receives direct sunlight. Likewise, do not wear your Help Button into a hot tub or sauna. Normal bathing and showering temperatures WILL NOT damage your Help Button.
- Do not use your Help Button in a swimming pool or hot tub. The chlorine concentrations in the water can damage your pendant. Chlorine levels such as those typically found in municipal (city/town-supplied) tap water will not damage your pendant.

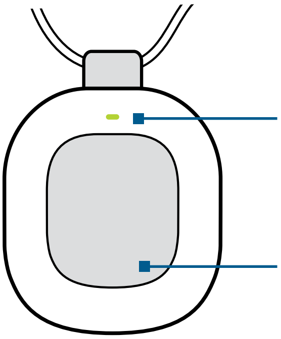
⚠ Caution

- Your Help Button may interfere with certain medical equipment, such as magnetic resonance imaging (MRI), X-ray machines, as well as metal detectors.

HomeSafe Personal Help Buttons (7000PHB, 7000PHW)



The HomeSafe Personal Help Button can be configured to be worn on the neck (PHB) or wrist (PHW) and allows you to connect to the Lifeline Response Center 24 hours a day, 7 days a week. When you press your Help Button, it transmits a signal to your Communicator. The Communicator then calls the Lifeline Response Center for you. You must be within the range of the Communicator for your Help Call to be placed. This range is established during the range test portion of the installation procedure. and is variable based on the environment.



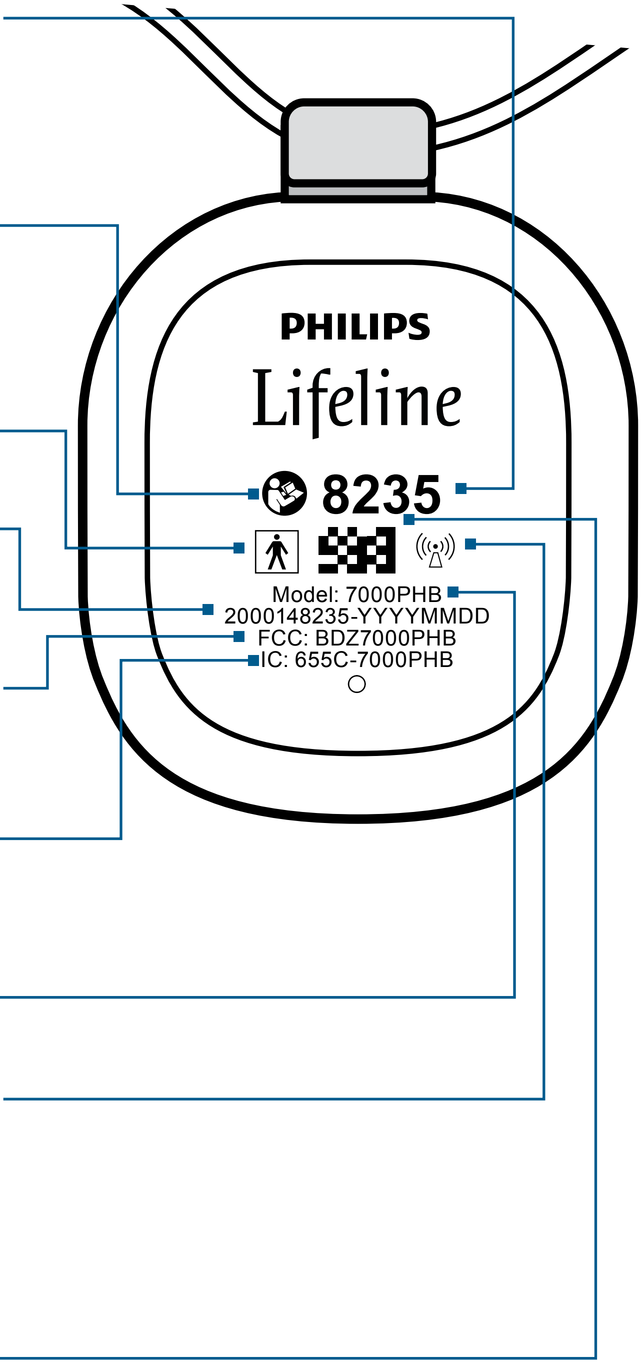
Front view

Indicator light – Flashes green during range testing. Flashes red when the Communicator has received a Help Call signal.

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

Explanation of symbols

Rear view



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

Attention: Read the Instructions for Use for important information

Type BF applied part

Serial number and date of manufacture

Federal Communications Commission ID

Industry Canada ID

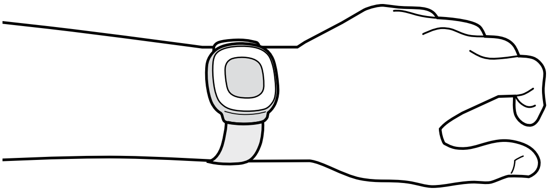
Model Number

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

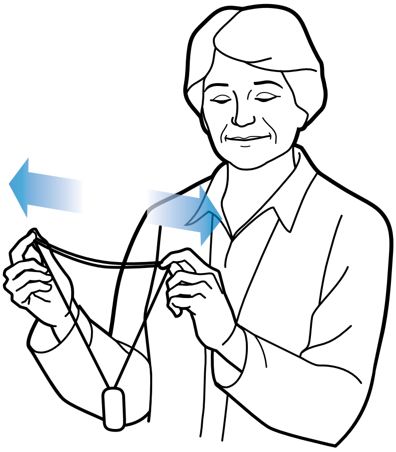
Barcode

Using the wristband

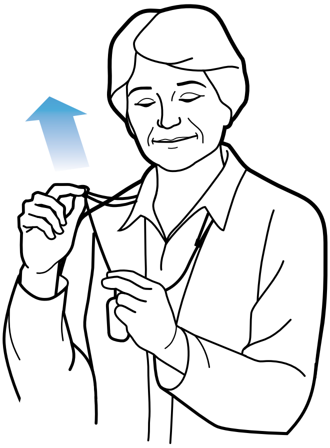
To wear the HomeSafe Personal Help Button on your wrist, place it on your wrist and adjust the strap so that it is snug but comfortable.



Adjusting the neck cord



To shorten: With a tab between your first finger and thumb of each hand, slide both tabs apart in line with your shoulders.



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

Battery

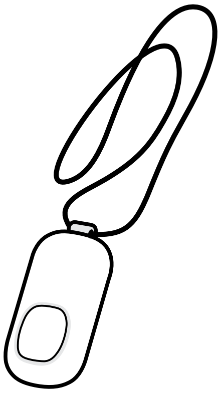
The HomeSafe Personal Help Button has a non-rechargeable battery that can only be replaced at the factory. The HomeSafe Personal Help Button will send a low battery maintenance signal to Lifeline when there are approximately 30 days of battery life remaining. Lifeline or its representative will contact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

Recommended usage

- Wear your Help Button in your home at all times, especially while sleeping and bathing. The bathroom is a place where people often fall and need help.
- Your Help Button is waterproof (IPX7, 1 meter for 30 minutes) and should be worn in the shower or bath.
- Do not use your Help Button in a swimming pool or hot tub. The chlorine concentrations in the water can damage your pendant. Chlorine levels such as those typically found in municipal (city/town-supplied) tap water will not damage your pendant.
- 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 Communicator.

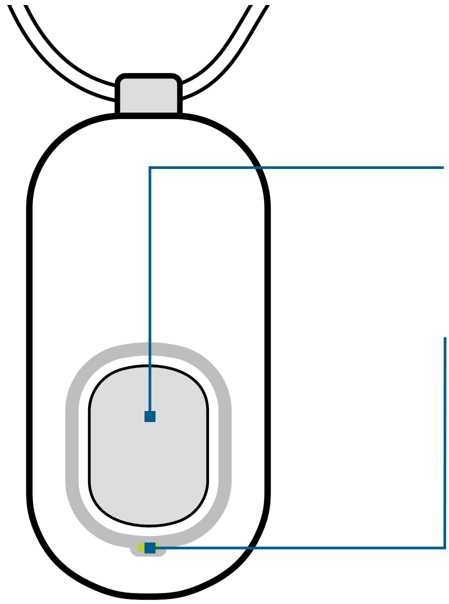
- You may continue to wear your Help Button when you leave your home. However, the Help Button will not provide coverage outside of the range determined by the Signal Range Test.
- If you are traveling on an airplane and need to bring your HomeSafe System with you, do not take it into the cabin of the airplane. Instead, pack the Help Button in your checked luggage along with your Communicator. Please remember to contact Lifeline before moving the HomeSafe System to a new address.

HomeSafe AutoAlert Button (7000AHB)



The 7000 HomeSafe AutoAlert Button allows you to connect to the Lifeline Response Center 24 hours a day, 7 days a week. When you press your Help Button, it transmits a signal to your Communicator. The Communicator then calls the Lifeline Response Center for you. You must be within the range of the Communicator for your Help Call to be placed.

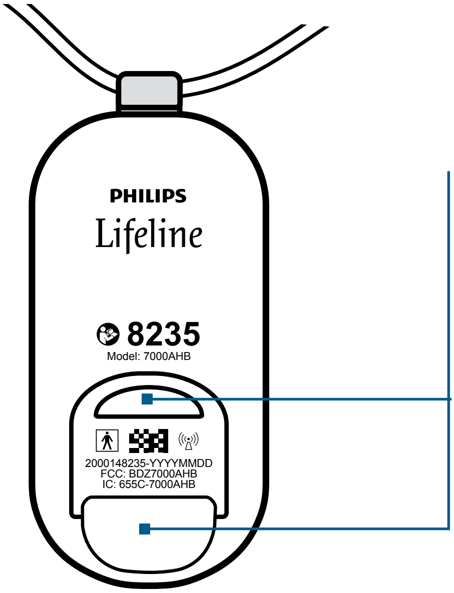
This Button provides an added layer of protection by automatically calling for help if a fall is detected. The HomeSafe AutoAlert Button does not detect 100% of falls. If you are able, you should always press your Button when you need help. The HomeSafe AutoAlert Button is designed to be worn as a pendant, and must be worn as such for proper operation.



Front view

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

Indicator light – Flashes green during range testing. Flashes red when the Communicator has received a Help Call signal.

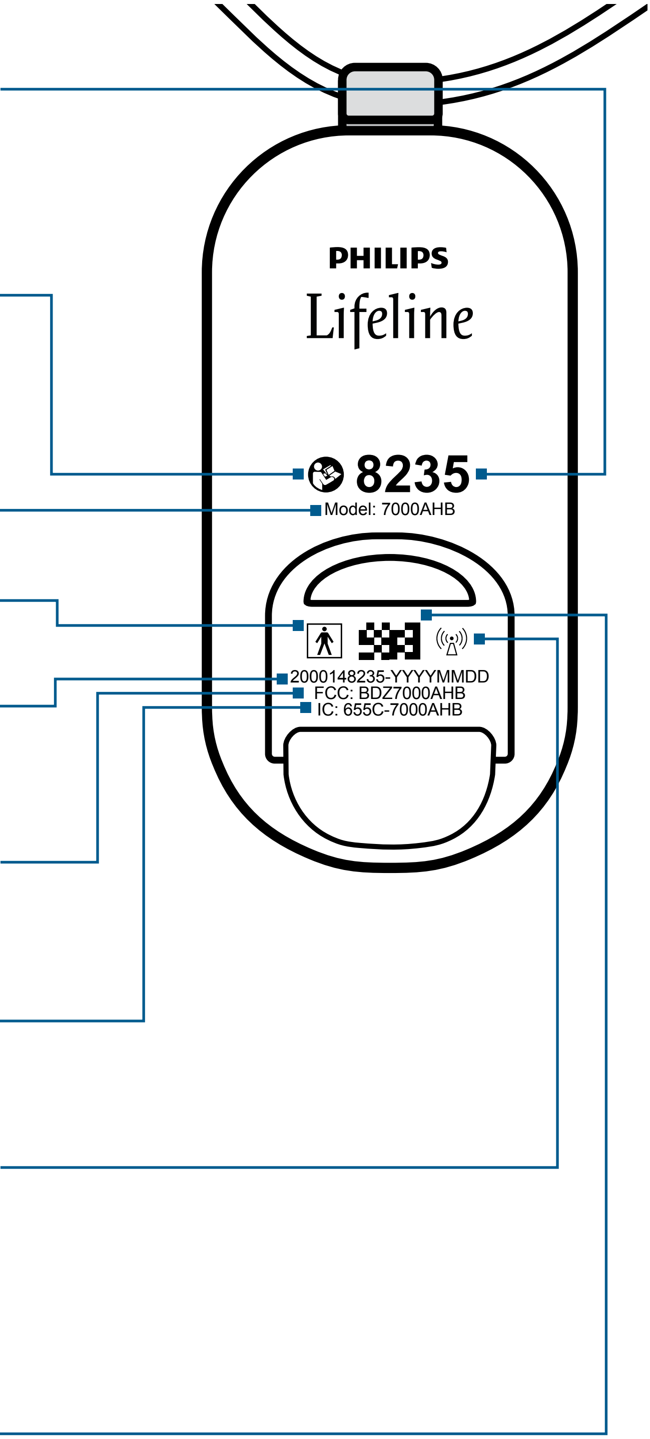


Back view

Important: The vent area 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

Rear view



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

Attention: Read the Instructions for Use for important information

Model Number

Type BF applied part

Serial number and date of manufacture

Federal Communications Commission ID

Industry Canada ID

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

Barcode

What to expect when the AutoAlert fall detection technology in your HomeSafe AutoAlert Button detects a fall

- A Help Call is automatically generated after approximately 30 seconds of a fall being detected. While the fall may be detected in only a few seconds, the 30 second period is provided for users to “self-recover” from a fall if able.
- If the Help Button detects that you have self-recovered from the fall, within 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.
- Regardless of whether you have fallen or not, if you think you need assistance, always push the Help Button to initiate the Help Call if you are able to do so. Pushing the Help Button generates the Help Call promptly. If your Help Button has detected a fall but 30 seconds have not yet passed, pressing the Help Button WILL NOT cancel the help call. It will send the help call promptly.

About Fall Detection

⚠ **Warning**

The AutoAlert fall detection technology does not detect every 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 – such as from a wheelchair.
- Lowering oneself slowly to the ground

- A fall from a height of less than 20 inches (0.5 meters)
- Bracing the impact of a fall or interrupting the fall in-process, such as by holding-on to a piece of furniture during the fall.

⚠ Caution

Certain conditions can affect the ability of the AutoAlert Technology 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)

Any of these conditions can reduce the fall detection capability of the AutoAlert technology. However, the ability to send a help call by pressing the Help Button is not affected by such conditions.

If you fall and need help, always press the Help Button if you are able to. Note that if your Help Button did detect the fall and is already in-process of calling Lifeline, pressing the button WILL NOT cancel or interrupt the call already in-progress, and will not interfere with system operation in any way.

False "fall detected" alarms may occasionally occur

While the AutoAlert technology is designed to generate very few false alarms, a fall detected alarm might occasionally occur when there was not a fall (i.e., a false alarm). This is considered normal operation. If this occurs, don't panic. Allow the call to connect. A Lifeline Response Associate will answer the call when it connects. Simply tell them that "No help is needed", and confirm to them that you are OK. There are no additional charges for false alarms.

Note: Occasional false alarms do not indicate that the Help Button is malfunctioning.

The vent area located on the back of the HomeSafe AutoAlert Button (p.37) 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.

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. It will, however, continue to function as a Help Button, which you can press if you need help. See the Battery section below for further information.

Battery

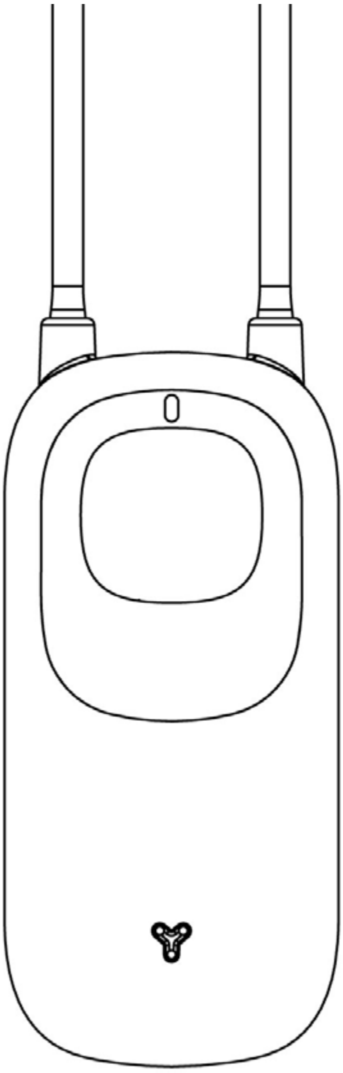
The HomeSafe AutoAlert Button has a non-rechargeable battery that can only be replaced by Philips Lifeline. The HomeSafe AutoAlert Button will send a low battery signal to Lifeline when there are approximately 30 days of battery life remaining. Lifeline or your representative will contact you to arrange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

**Waterproof to IPX7 standard. Up to 1 meter submersion in water for up to 30 minutes.*

Recommended usage

- Wear your AutoAlert Help Button in your home at all times, especially while sleeping and bathing. The bathroom is a place where people often fall and need help.
- Your AutoAlert Help Button is waterproof (IPX7, 1 meter for 30 minutes) and should be worn in the shower or bath.
- Do not use your Help Button in a swimming pool or hot tub. The chlorine concentrations in the water can damage your pendant. Chlorine levels such as those typically found in municipal (city/town-supplied) tap water will not damage your pendant.
- Press your AutoAlert Help Button any time you need help – even if you fall.
- Your AutoAlert 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 Communicator.
- Do not throw or toss the AutoAlert Help Button onto a bed, table, or other surface because it may accidentally send a Help Call.
- You may continue to wear your AutoAlert Help Button when leaving your home. However, it 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 the Help Button in your checked luggage along with your Communicator. **Please remember to contact Lifeline before moving the HomeSafe System to a new address.**

GoSafe Mobile Button 7000MHB/7100MHB



The GoSafe Mobile Button allows you to connect to the Lifeline Response Center 24 hours a day, 7 days a week. It can be used at home, or from any other location in the United States where the AT&T wireless network is available.

This button also includes Philips AutoAlert fall detection technology, which provides an added layer of protection for the user by automatically calling for help if a fall is detected. AutoAlert technology is highly accurate, but does not detect 100% of falls. If you are able, you should always press your Button when you need help.

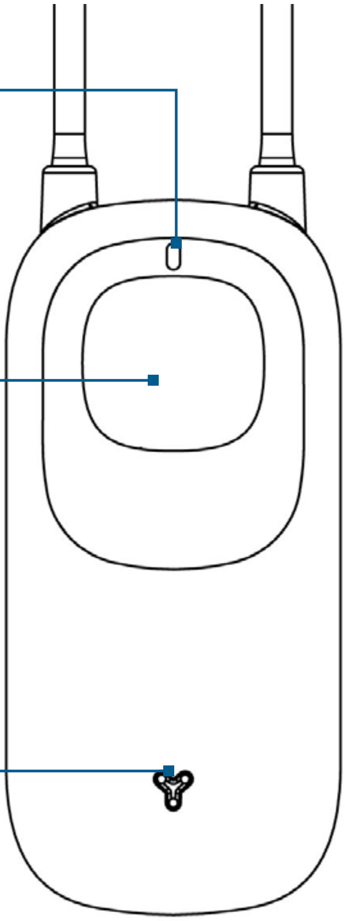
GoSafe Mobile Button (7000MHB/7100MHB)

Front view

Indicator light – This light will indicate the status of the GoSafe Mobile Button. (see: Alarm Descriptions / Summary Tables section.)

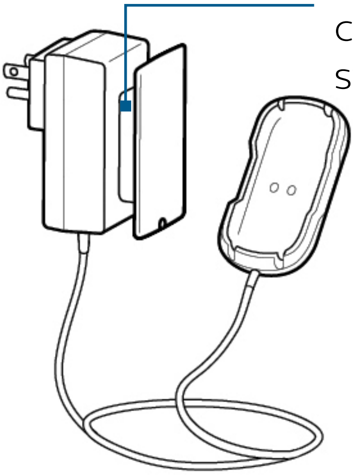
Help Button – Press here to send a Help Call to the Lifeline Response Center.

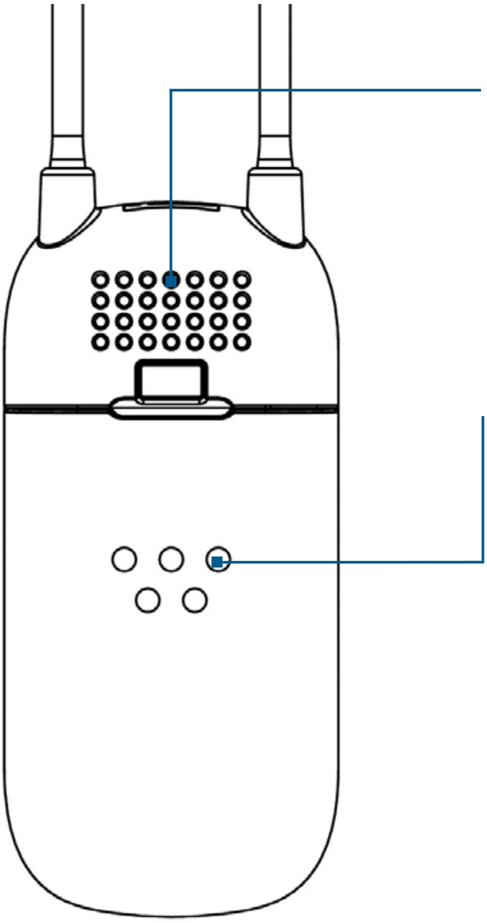
Microphone – The GoSafe Mobile Button has a microphone that is used to talk to the Response Associate



Charger – The GoSafe Mobile Button has a rechargeable battery. Use only the charger provided with your GoSafe system to recharge your Button when the light & voice prompts indicate that the Mobile Button needs to be charged. See the Charging the battery section on page 51.

Charger





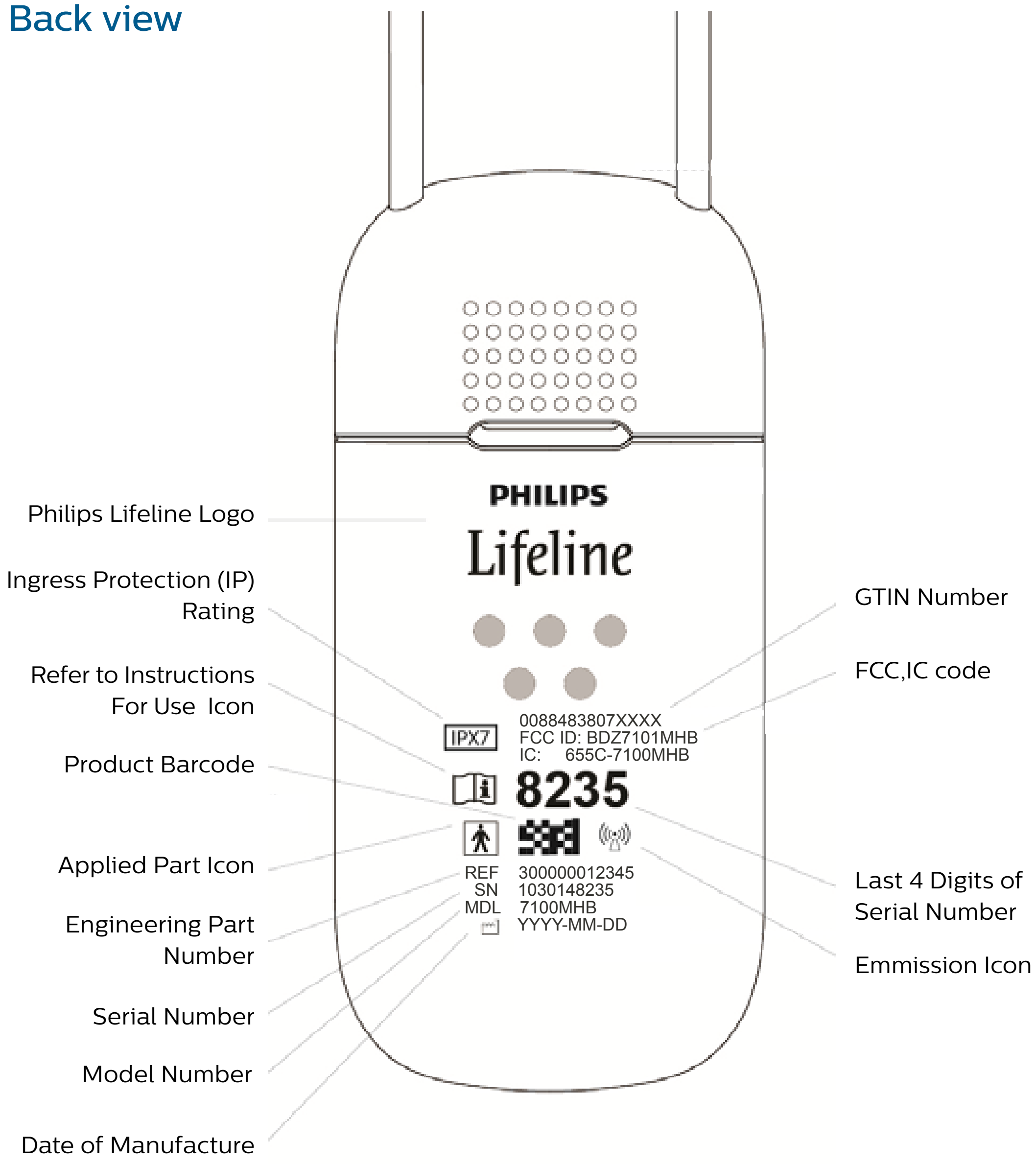
Back view

Speaker – The GoSafe Mobile Button has a built-in speaker that allows you to hear the Response Associate, voice prompts and alert sounds.

Charging Contacts – The gold circles on the back of the Mobile Button are the charging interface contacts. When you place your Mobile Button in the Charger, the Charger Pins engage with these contact points.

Note: *The pendant should be worn with this back surface against your body and the front surface with the help button facing away from you.*

Back view



Note:
For the 7000MHB, the following applies:
FCC ID: BDZ7000MHB
IC: 655C-7000MHB
MDL: 7000MHB

Determining your location

In Alarm State, GoSafe is designed to help identify your location, at or away from home. **However, you should always tell the Response Associate your exact location if you are able to do so**. If you are unable to speak or describe your exact location, Lifeline will contact help to find and assist you where you are. Lifeline cannot guarantee that your location can be determined at all times.

If your Responder or emergency services is having trouble locating you, Lifeline may activate the Audio Beacon feature. This is a very loud, siren-like noise that will come from the speaker on the button and will help responders to find you more easily. Each time the Audio Beacon is activated, it will sound for 5 minutes. Pressing the Help Button will silence the Audio Beacon and will not initiate another Help Call.

GoSafe Voice Response at Home

When using the GoSafe Mobile Button from within the range of the Communicator, it is important to know that the Response Center will always call the Communicator first. If the Response Associate cannot hear you, they will attempt to contact you using the speaker and microphone on the Help Button itself. Conversation over the Communicator and the Help Button is facilitated via independent communication paths. The fact that the Response Associate may be able to contact the Communicator does not mean that they are able to contact the Help Button in all cases. Regardless, Lifeline will ultimately contact a responder to go to your home and assist you.

What to expect when GoSafe detects a fall

- A Help Call is automatically generated after approximately 30 seconds of a fall being detected. While the fall may be detected in only a few seconds, the 30 second period is provided for users to “self-recover” from a fall if able.
- If GoSafe detects that you have self-recovered from the fall, within 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 do so.
- Regardless of whether you have fallen or not, if you think you need assistance, always push the Help Button immediately to initiate the Help Call if you are able to do so. Pushing the Help Button generates the Help Call promptly. If GoSafe has detected a fall but 30 seconds have not yet passed, pressing the Help Button WILL NOT cancel the help call.

About Fall Detection

GoSafe utilizes Philips AutoAlert fall detection technology, which provides an added layer of protection for the user by automatically calling for help if a fall is detected. AutoAlert technology is highly accurate, but does not detect all falls. If you are able, you should always press the Help Button if you need help.

⚠ **Warning:** The AutoAlert fall detection technology does not detect every fall. Some movements may not register as a fall and would not be detected. Examples include, but are not limited to:

- A gradual slide from a seated position - such as from a wheelchair.
- Lowering oneself slowly to the ground
- A fall from a height of less than 20 inches (0.5 meters)
- Bracing the impact of a fall or interrupting the fall in-process, such as by holding-on to a piece of furniture during the fall.

⚠ **Caution**

Certain conditions can affect the ability of the AutoAlert Technology 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)

Any of these conditions can reduce the fall detection capability of the AutoAlert technology. However, the ability to send a help call by pressing the Help Button is not affected by such conditions.

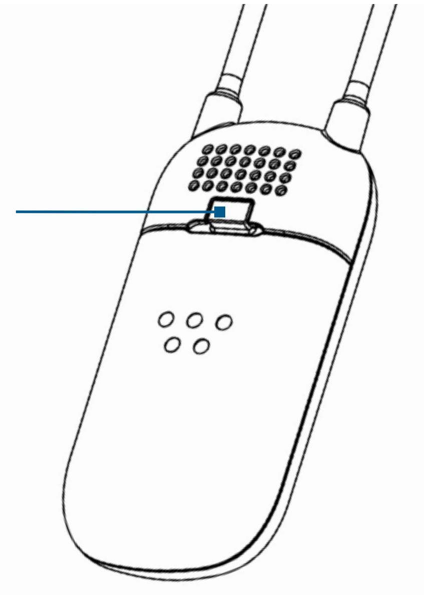
If you fall and need help, always press the Help Button if you are able to do so. Note that if your fall was detected and GoSafe is already in-process of calling Lifeline, pressing the button WILL NOT cancel or interrupt the call already in-progress, and will not interfere with system operation in any way.

False "fall detected" alarms may occasionally occur

While the AutoAlert technology is designed to generate very few false alarms, a fall detected alarm might occasionally occur when there was not a fall (i.e., a false alarm). This is considered normal operation. If this occurs, don't panic. Allow the call to connect. A Response Associate will answer the call when it connects. Simply tell them that "No help is needed", and confirm to them that you are OK. There are no additional charges for false alarms.

Note: Occasional false alarms do not indicate that GoSafe is malfunctioning.

This vent area is part of the AutoAlert 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 it. However, GoSafe should be worn at all times as it is waterproof* for showering and bathing.



Back view
vent area

⚠ Caution

Potential Interference

Do not use GoSafe if you have an implantable cardiac device, such as a defibrillator or pacemaker. GoSafe *may* interfere with certain medical equipment, such as magnetic resonance imaging (MRI), X-ray machines, Automatic External Defibrillators, cardiac monitors, pacemakers, insulin pumps, hearing aids, as well as metal detectors.

**Waterproof to IPX7 standard. Up to 1 meter submersion in water for up to 30 minutes.*

Air Travel

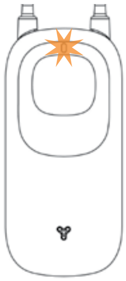
Because it is a cellular communication device, GoSafe may interfere with aircraft communications while in normal Stand-by mode. For this reason, GoSafe has a Sleep Mode. Be sure to place it in Sleep Mode during air travel. Please see instructions for in Sleep Mode on page 54.

The GoSafe Mobile Button can only place a Help Call when not in sleep mode, when it is sufficiently charged, and when the AT&T wireless network is available.

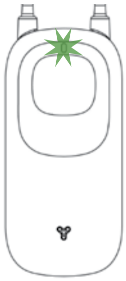
Charging the battery

Your GoSafe Mobile Button is powered by a rechargeable battery. This means that it must be re-charged regularly, as indicated, for proper function. It will chime once and the Indicator Light will flash orange whenever it initially needs to be charged. When in proximity of your Communicator, the message light on your Communicator will also illuminate. If you press the message button, the Communicator will play a voice message indicating that your GoSafe Mobile Button needs to be charged. Typically, it will take approximately 45 minutes to charge your GoSafe Mobile Button, if you put it in the charger at this initial charge indication point. It will take longer than this if you wait additional time after this indication point to put the Mobile Button in the charger. GoSafe is fully charged when it chimes and the Indicator Light turns to a steady green. If you do not charge it at the Initial Charge Indication, the battery will continue to deplete and the orange light will continue to blink. Once it reaches a critical power state, GoSafe will provide a Critical Charge Indication. When this happens, the Mobile Button will play a voice prompt: "Your Help

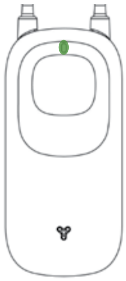
Button is now out of power and will shut down. Please charge your device as soon as possible". It may take more than one hour to charge your Mobile Button if it reaches this point, but will not cause damage to the device.



Flashing orange light = charging needed



Flashing green light = charging in progress



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

⚠ **Warning**: once the Critical Charge Warning is played and the Mobile Button shuts down, it cannot be used to make a help call of any type until it is re-charged. When charging:

1. Make sure the charger is plugged into a power outlet (wall plug) that is receiving power. For this reason, we do not recommend plugging the charger into outlets controlled by a

*Usage Dependent

wall switch, or power strips unless you can confirm that they are powered on.

2. Attach your Mobile Button to the charger. You will hear a chime and a voice prompt that says “I am now charging. My light will turn solid green when I am ready to use.” to acknowledge that you are charging. The Indicator Light will begin flashing green.
3. Charge until the light shines a steady green.
4. Remove from the charger. The green light will turn off, and the Mobile Button is ready to use.
5. To provide the user with the longest possible battery life between charges, there is no constantly illuminated power indicator. Instead, your GoSafe Mobile Button includes a “shake to indicate” feature. To determine if it is powered on, hold it in your hand and shake it briefly, watching the Indicator Light while shaking.
    - A flashing green light when shaken means that it has sufficient battery power for normal operation.
    - No flashing green light means that the battery is dead and needs to be charged, or that it is in sleep mode.

Important reminders

- You should continue wearing your GoSafe Mobile Button while it is being charged. Please be cautious not to trip on the charger cord while doing so.
- When you are charging your Mobile Button while wearing, be sure to remove it from the charger prior to standing up. Failure to do so may compromise the fall detection function.

- Do not charge your Mobile Button while sleeping or bathing.
- Battery life varies based on activity level, cellular signal strength in your area, battery age, and actual emergency use. Your GoSafe Mobile Button provides audible and visual reminders of when to charge. You should charge it when it indicates charging is needed. Depending on environmental conditions and your level of mobility, you will have to charge your GoSafe Mobile Button once every 5-7 days.

Sleep mode

The GoSafe Mobile Button utilizes cellular communication technology. As such, you must turn it off in the following circumstances:

- During Air Travel (when flying on an airplane) regardless of whether you are “carrying-on” the Mobile Button into the passenger cabin, or if you pack the Mobile Button in your checked luggage. Either way, it must be placed in Sleep mode.
- If you are returning the Mobile Button to Lifeline

The GoSafe Mobile Button has a Sleep Mode for these situations. To put it into sleep mode, press and *hold down* the Help Button for 10 seconds. It will say: “If you would like to turn off your Help Button, please press it again.” Release the Help Button and then press and release it again without holding it down. GoSafe will confirm it is entering sleep mode by saying: “Your Help Button is now turning off.”

You should take your Mobile Button out of Sleep Mode as soon as conveniently possible upon exiting the plane to allow it to re-orient to its new location. To exit Sleep Mode, press the Help Button *once* and release it. Your Mobile Button will say: “Your Help Button is now ready to use. If you need help, please press your Help Button again”. This initial button press that wakes the Mobile Button out of sleep mode will not initiate a Help Call. If you need help in this instance, be sure to press the Help Button a second time.

⚠ **Caution**

You will not be able to send a Help Call when your GoSafe Mobile Button is in Sleep Mode. Be sure to remember to exit Sleep Mode as soon as wireless/electronic device use is allowed, e.g., after the airplane has landed.

Note: If you are returning a GoSafe Mobile Button to Philips Lifeline for service, replacement or recycling, you must contact Lifeline at the number at the bottom of the page before returning it. Philips Lifeline will provide you with special packaging and instructions for return to help ensure that the button does not send Help signals while in-transit. Do not ship the GoSafe Mobile Button without notifying Philips Lifeline that you are doing so.

Recommended usage

- Press the Help Button any time you need help, or in situations/locations outside the home where you want to determine if the AT&T wireless network is available.
- Wear your GoSafe Mobile Button at ALL times, even when you are away from home. It is designed to send a Help Call to the Lifeline Response Center from any location where the AT&T wireless network is available.

During a mobile alarm, or if the Response Associate connects to your Help Button during an alarm at home, you can talk to a Response Associate using GoSafe's microphone and speaker. For best results, hold the Mobile Button up and away from your chest when you are speaking. Maintain a minimum separation distance of 10 mm/ 0.394 inches when operating the device in this manner. 10mm is less than the thickness of your finger.

- Your GoSafe Mobile Button should be worn while showering or bathing. It has an IPX7 waterproof rating. This means that it can be submerged to a depth of 1 meter (40") in water for up to 30 minutes. It is not designed for submersion in water deeper than 1 meter for any period of time, and should not be left submerged under water at any depth up to and including one meter for a period longer than 30 minutes.
- Do not use your GoSafe Mobile Button in a swimming pool or hot tub. The chlorine concentrations in the water can damage your pendant. Chlorine levels such as those typically found in municipal (city/town-supplied) tap water will not damage your pendant.

- Do not throw or toss the Mobile Button onto a bed, table, or other surface because it may interpret this as a fall and accidentally send a Help Call.
- Your Mobile Button may be worn outside of or underneath your clothing depending on your preference. Regardless, it must always be worn as a pendant to help ensure proper function.
- Your Mobile Button is safe to use while driving. However, when entering and exiting your vehicle, take care to prevent the Pendant from hitting the steering wheel because this activity may accidentally generate a Help Call.

Alarms

Communicator Alarms

Introduction

There are two types of alarms processed by the HomeSafe/GoSafe Communicator:

- High Priority – Require immediate response (by the Response Center)
- Medium Priority – Require prompt response (by the operator/user)

Additionally, the Communicator also displays informational messages and confirmation alerts that notify you of conditions that need attention but do not qualify as alarm conditions (e.g. installation prompts).

Note: If multiple alarms occur at the same time, all alarms are processed and displayed, but the alarms are ordered first by priority and then by occurrence, with the newest, highest priority alarms at the top of the list. The alarm precedence is in the following order: High priority, Medium priority, and Informational messages.

Note: Not all alarms are available in every mode (e.g. during installation); some alarms are mode-dependent.

Audible and Visual Alarm Indicators

When the device detects a High priority alarm: The Help button on the Communicator flashes red, the device audible alarm sounds and a recorded voice message is played.

When the device detects a Medium priority alarm: The Message button on the Communicator flashes yellow/orange. The operator must press the Message button to hear a recorded voice message describing the alarm condition and/or what to do about the alarm condition.

Silencing Alarms

Once a High Priority alarm is detected, it cannot be silenced. Lowering the volume slider on the Communicator will lower the volume of the voice prompts played, but the alarm messages will still play.

Medium Priority alarms are silent until the User presses the Message button to hear what the alarm condition is and how to act upon it. The recorded voice messages will continue to play each time the Message button is pressed, until the alarm condition is corrected.

Resetting an Alarm

High priority alarms are normally reset by the Response Center after the alarm has been responded to. Additionally, the Communicator may periodically poll the Response Center to see if the alarm should be reset and does so accordingly.

Note: Turning the Communicator OFF during the reporting of a high priority alarm will reset the device, but since the alarm has already been reported to the Response Center, the Response Center will likely attempt to contact the Subscriber. If an alarm is accidentally initiated by the User, they should not turn off the Communicator. Instead, they should wait for the Response Center to establish voice communication and simply state that the alarm was sent accidentally.

The Communicator self-cancels certain Medium Priority alarms if the cause of the alarm is corrected, shutting off the flashing message LED.

GoSafe Mobile Button Alarms

Introduction

There are two types of alarms processed by the GoSafe Mobile Button:

- High Priority – Require immediate response (by the Response Center)
- Medium Priority – Require prompt response (by the operator/user)

Additionally, the Mobile Button also plays informational messages and confirmation alerts that notify you of conditions that need attention but do not qualify as alarm conditions (e.g. installation prompts).

Note: If multiple alarms occur at the same time, all alarms are processed and displayed, but the alarms are ordered first by priority and then by occurrence, with the newest, highest priority alarms at the top of the list. The alarm precedence is in the following order: High priority, Medium priority, and Informational messages.

Note: Not all alarms are available in every mode (e.g. during installation); some alarms are mode-dependent.

Audible and Visual Alarm Indicators

When the device detects a High priority alarm: The light on the GoSafe Mobile Button flashes red, the device audible alarm sounds and a recorded voice message is played.

When the device detects a Medium priority alarm: The light on the GoSafe Mobile Button flashes orange, the device may play a sound and/or a recorded voice message.

Silencing Alarms

Once a High Priority alarm is detected, it cannot be silenced.

Medium Priority alarms play a sound and possibly a recorded voice message once upon detection of the alarm, but the light flashes until the alarm condition is corrected.

Resetting an Alarm

High Priority alarms are normally reset by the Response Center after the alarm has been responded to. Additionally, the GoSafe Mobile Button may periodically poll the Response Center to see if the alarm should be reset and does so accordingly. If the alarm is not reset by the Response Center, the GoSafe Mobile Button will automatically reset the alarm after 30 minutes.

Note: Putting the GoSafe Mobile Button to sleep during an active high priority alarm will reset the device, but a Voice Message is played requiring the user to confirm this action. Since the alarm has already been reported to the Response Center, they will likely attempt to contact the Subscriber. If an alarm is accidentally initiated by the User, they should not put the GoSafe Mobile Button to sleep. Instead, they should wait for the Response Center to establish voice communication and simply state that the alarm was sent accidentally.

The GoSafe Mobile Button self-cancels certain Medium Priority alarms if the cause of the alarm is corrected, stopping the orange light from flashing.

Alarm Descriptions/Summary Tables

The following tables summarize all of the Communicator High and Medium priority alarms and Informational messages (Supervision/Check-in alarms).

Help Needed (High Priority) Alarms

The HomeSafe/GoSafe Communicator and Help Button alarms described below are User-initiated High priority alarms designed to let the Response Center know that the User needs assistance.

Alarm Event Type

HELP NEEDED Communicator (7200C/7000L)	
Alarm Event Description	Help Alarm initiated by User pressing the Help button on the Communicator
Priority	High
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	Yes. Communicator plays Voice Message upon pressing the Help button. Help button flashes red and turns solid red once a voice connection is established with the Response Center.
Alarm Event Reported to Lifeline?	Yes. A Help Alarm Signal is sent to the Response Center by the Communicator. Upon receiving the Help Signal, the Response Center calls the Communicator to establish contact with the Subscriber and to see what kind of help they need.

HELP NEEDED End Device (7000PHB/7000PHW/7000AHB/7000MHB/7100MHB) in range of Communicator	
Alarm Event Description	Help Alarm initiated by User pressing the Button on the End Device
Priority	High
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	Yes. Upon pressing the button on the End Device a Help Signal is sent to the Communicator. When the Communicator receives and acknowledges the signal, the indicator on the End Device / Help Button flashes red. The Communicator plays Voice Message and its Help Button flashes red. The Communicator Help button turns solid red once a voice connection is established with the Lifeline Response Center.
Alarm Event Reported to Lifeline?	Yes. A Help Alarm Signal is sent to the Response Center by the Communicator. Upon receiving the Help Signal, the Response Center calls the Communicator to establish contact with the Subscriber and to see what kind of help they need.

HELP NEEDED End Device (7000MHB/7100MHB) out of range of Communicator	
Alarm Event Description	Help Alarm initiated by the User pressing the button on the End Device
Priority	High
Device Action	Operates normally
Alarm Event Reported/ Displayed Locally?	Yes. Upon pressing the button on the End Device, a Voice Message plays and the LED flashes red.
Alarm Event Reported to Lifeline?	Yes. A Help Alarm Signal is sent to the Response Center by the End Device from anywhere wireless signal is available on the AT&T wireless network. Upon receiving the Help Signal, the Response Center calls the End Device to establish contact with the Subscriber and to see what kind of help they need.

HELP NEEDED End Device (7000MHB/7100MHB) out of range of Communicator/ no Signal Strength	
Alarm Event Description	Help Alarm initiated by the User pressing the button on the End Device or by the End Device detecting a fall; and the AT&T wireless network is unavailble. Then a Warning Message is displayed.
Priority	High
Device Action	The Help Alarm Signal will be sent to the Response Center once the connection to the AT&T wireless network is re-established.
Alarm Event Reported/ Displayed Locally?	Yes. Upon pressing the button on the End Device or when the End Device has detected a fall, a Voice Message plays and the LED flashes red. This is an alarm that will self-cancel once connection to the AT&T wireless network is re-established.
Alarm Event Reported to Lifeline?	No. If the AT&T wireless network is unavailable a Help Alarm Signal cannot be sent to the Response Center.

HELP NEEDED Fall Detected End Device (7000AHB/7000MHB/7100MHB) in range of Communicator	
Alarm Event Description	Help Alarm initiated by End Device detecting a fall.
Priority	High
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	Yes. When the AutoAlert or GoSafe Mobile Button has detected a fall has occurred, a “fall detected” Help Signal is sent to the Communicator. When the Communicator receives and acknowledges the signal, the indicator on the End Device flashes red. The Communicator plays a Voice Message and its Help button flashes red. The Communicator Help button turns solid red once a voice connection is established with the Response Center.
Alarm Event Reported to Lifeline?	Yes. A “fall detected” Help Alarm Signal is sent to the Response Center by the Communicator. Upon receiving the “fall detected” Help Signal, the Response Center calls the Communicator to establish contact with the Subscriber and to see what kind of help they need.

HELP NEEDED Fall Detected End Device (7000MHB/7100MHB) out of range of Communicator	
Alarm Event Description	Help Alarm initiated by the End Device detecting a fall.
Priority	High
Device Action	Operates normally
Alarm Event Reported/ Displayed Locally?	Yes. When the GoSafe Mobile Button has detected a fall, it plays a Voice Message and its LED flashes red.
Alarm Event Reported to Lifeline?	Yes. The GoSafe Mobile Button sends a "fall detected" Help Alarm Signal to the Response Center from anywhere wireless signal is available on the AT&T wireless network. Upon receiving the "fall detected" Help Signal, the Response Center calls the GoSafe Mobile Button to establish contact with the Subscriber and to see what kind of help they need.

Device Error (Medium Priority) Alarms

The HomeSafe/GoSafe Communicator and Help Button alarms described below are automatically generated alarms designed to periodically let the Response Center know that the Communicator and Help Buttons are working properly.

Alarm Event Type

ac Power Lost Communicator (7200C/7000L)	
Alarm Event Description	In the event that the Communicator loses its connection to ac power, a Warning Message is displayed
Priority	Medium
Device Action	Switches to backup battery and operates normally
Alarm Event Reported/Displayed Locally?	Yes. The Message Button on the Communicator flashes yellow-orange. A Voice Message plays upon pressing the Message Button. This is an alarm that will self-cancel once connection to the ac power is re-established.
Alarm Event Reported to Lifeline?	No.

LOW BATTERY + ac Power Lost Communicator (7200C/7000L)	
Alarm Event Description	When the charge level of the Communicator backup battery is low (less than 4.88V) AND the Communicator has lost ac power, a Warning Message is displayed
Priority	Medium
Device Action	Operates normally under battery power until battery is depleted
Alarm Event Reported/Displayed Locally?	Yes. The Message Button on the Communicator flashes yellow-orange. A Voice Message plays upon pressing the Message Button.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

LOW BATTERY Communicator (7200C/7000L)	
Alarm Event Description	When the capacity / life of the Communicator backup battery has diminished, a Warning Message is displayed
Priority	Medium
Device Action	Operates normally on ac power
Alarm Event Reported/Displayed Locally?	Yes. Message Button Flashes. Voice Message plays upon pressing the Message Button.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

LOW BATTERY End Device (7000PHB/7000PHW/7000AHB/7000MHB/7100MHB)	
Alarm Event Description	When the capacity / life of the Help Button battery has diminished, a Warning Message is displayed
Priority	Medium
Device Action	Operates normally until battery is depleted
Alarm Event Reported/Displayed Locally?	Yes. Message Button Flashes. Voice Message plays upon pressing the Message Button.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

BATTERY REQUIRES CHARGING End Device (7000MHB/7100MHB)	
Alarm Event Description	When the GoSafe Mobile Button rechargeable battery needs to be charged (below 350 mAh), a warning Message is displayed.
Priority	Medium
Device Action	Operates normally until the battery is critically low.
Alarm Event Reported/ Displayed Locally?	Yes. The GoSafe Mobile Button LED flashes orange and it plays single sound/tone. Message Button on the Communicator flashes, when the End Device is within range. Voice Message plays upon pressing the Message Button. This alarm will self cancel once the battery charge reaches an acceptable level.
Alarm Event Reported to Lifeline?	No.

DEPLETED BATTERY End Device (7000MHB/7100MHB)	
Alarm Event Description	When the charge level of the GoSafe Mobile Button rechargeable battery is critically low (below 3.7V), a Warning Message is displayed.
Priority	Medium
Device Action	Operates normally until the battery is fully depleted.
Alarm Event Reported/ Displayed Locally?	Yes. GoSafe Mobile Button LED flashes orange, plays single sound/tone, and a Voice Message. The Message Button on the Communicator flashes, when the End Device is within range. Voice Message plays upon pressing the Message Button. This alarm will self cancel once the battery charge reaches an acceptable level.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the End Device from anywhere wireless signal is available on the AT&T wireless network. Upon receiving the Maintenance Signal, the Response Center stores the status information but no direct action is taken.

Device Hardware Failure (7000PHB/7000PHW/7000AHB/7000MHB/7100MHB/7200C/7000L)	
Alarm Event Description	In the event that a device senses it has a Hardware Error, a Warning Message is displayed.
Priority	Medium
Device Action	May have limited operation, depending on the failure
Alarm Event Reported/Displayed Locally?	Yes. Message Button Flashes. Voice Message plays upon pressing the Message Button.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

Software Failure End Device (7000PHB/7000PHW/7000AHB/7000MHB/7100MHB)	
Alarm Event Description	In the event that a device senses it has a Software Error, a Warning Message is displayed
Priority	Medium
Device Action	May have limited operation, depending on the failure
Alarm Event Reported/Displayed Locally?	Yes. Message Button Flashes. Voice Message plays upon pressing the Message Button.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

NO PHONE LINE - Communicator (7000L)	
Alarm Event Description	In the event that the Communicator loses its connection to the phone line, a Warning Message is displayed.
Priority	Medium
Device Action	Any alarms generated will be sent to the Response Center once connection to the phone line is established.
Alarm Event Reported/ Displayed Locally?	Yes. Message Button flashes. Voice Message plays upon pressing the Message Button. This is an alarm that will self-cancel once connection to the phone line is re-established.
Alarm Event Reported to Lifeline?	No. If connection to the phone line is lost, a Maintenance Signal cannot be sent by the Communicator to the Response Center.

NO SIGNAL STRENGTH – Communicator (7200C)	
Alarm Event Description	In the event that the Communicator loses its connection to the AT&T wireless network for a period of more than 2 minutes continuously, a Warning Message is displayed.
Priority	Medium
Device Action	Any alarms generated will be sent to the Response Center once connection to the AT&T wireless network is established
Alarm Event Reported/Displayed Locally?	Yes. Message Button Flashes. Voice Message plays upon pressing the Message Button. This is an alarm that will self-cancel once connection to the AT&T wireless network is re-established.
Alarm Event Reported to Lifeline?	No. If connection to the AT&T wireless network is lost, a Maintenance Signal cannot be sent by the Communicator to the Response Center.

Supervision and Check-in Alarms (Informational Messages)

The alarms described below are automatically generated alarms designed to periodically let the Response Center know that the Communicator and Help Buttons are working properly. These alarms are silent and require no immediate action from the User/Subscriber.

Alarm Event Type

AUTO TEST CALL (aka Check-in) (7200C/7000L/ 7000MHB/7100MHB)	
Alarm Event Description	Auto Test calls are automatically generated silent alarms designed to periodically let the Response Center know that the Communicator or End Device is working properly.
Priority	N/A
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	No visual or audible alarm is generated by the devices.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator or End Device. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

SUPERVISION FAILURE (7000PHB/7000PHW/7000AHB/ 7000MHB/7100MHB)	
Alarm Event Description	End Devices periodically check-in to the Communicator. If the Communicator has not received a check-in from the End Devices for a week, then a silent alarm is sent to the Response Center
Priority	N/A
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	No visual or audible alarm is generated by the devices.
Alarm Event Reported to Lifeline?	Yes. A silent Maintenance Signal is sent to the Response Center by the Communicator. Upon receiving the Maintenance Signal, the Response Center prioritizes the response and contacts the Subscriber to verify the status of their equipment.

ac Power Restored – Communicator (7200C/7000L)	
Alarm Event Description	If ac power is restored within 24 hours of the Communicator's "Low Battery + NO ac Power" alarm event occurring, then the Communicator will report a silent alarm to the Response Center
Priority	N/A
Device Action	Operates normally
Alarm Event Reported/Displayed Locally?	No visual or audible alarm is generated when ac power is restored. Instead, the flashing message light / alarm generated by the "ac power lost" is reset and the Message button stops flashing.
Alarm Event Reported to Lifeline?	Yes. If ac power is restored within 24 hours of a reported low battery + no ac condition, a Maintenance Signal is sent to the Response Center, letting the Response Center know the Communicator is receiving power.

Priority of Device Error Alarms

The Communicator plays messages in the priority order shown in the table below separated when multiple fault conditions are active simultaneously and the Message button is pressed.

Fault Condition	Audio Message
Wireless connection lost / No Wireless Signal	"Unfortunately, the signal strength in this location is not strong enough. Move your Communicator to a different location."
No Phone line	"Please check the phone line and connections"
External Phone off Hook	"A phone is off-hook. Please check other phones in your home."
Low Battery GoSafe Mobile Button	"Please charge your Help Button as soon as possible. The battery is very low."
ac Power Loss	"No power is detected. Please check the power cord."
Communicator Low Battery	"The backup battery is low."
Communicator has a Hardware or Software Failure	"There is a fault with your Communicator. Please contact Philips Lifeline."
End Device has a: 'Hardware Failure' OR 'Software Failure' OR 'Battery Low'	"There is a fault with your Help Button. Please contact Philips Lifeline."

Delay in Determining Alarms

Reporting high priority help alarms from the End Devices to the Communicator is done in less than a second when generated by a button press.

The HomeSafe AutoAlert and GoSafe Mobile Buttons provide an added layer of protection by being able to detect falls under certain conditions. It takes approximately 35-40 seconds to determine that an activity that resembles a fall has occurred and for the alarm signal to be sent. The alarm signal is sent from the Help Button to the Communicator, which then sends the signal to the Response Center. If a fall is detected by the GoSafe Mobile Button when outside of range of the Communicator, the signal is sent directly to the Response Center via the AT&T wireless nework, if available.

Logging Alarms

All alarm events reported to the Response Center are logged by the Response Center. There are no user accessible logs.

Safety and Regulatory Compliance

IEC regulations

The HomeSafe/GoSafe Help Buttons and Communicator comply with the relevant National and International standards listed in the Technical Section. They are classified as medical electrical (ME) equipment in the US according to the FDA product classification. According to Health Canada they are not classified as medical devices. They fall under the Canada Consumer Product Safety Act.

System classification

The HomeSafe/GoSafe Help Buttons and Communicator are FDA Class II devices. They are internally powered devices for continuous operation.

Radio specifications

The HomeSafe/GoSafe Help Buttons and Communicator have radios with the following characteristics: 3 channel frequency agility (917 MHz, 919 MHz, 921 MHz): ISM Channel Bandwidth: 26MHz; maximum EIRP -1.23 dBm; FSK digital modulation. It fully complies with FCC Part 15, Section 15.249. Additionally, the 7100MHB complies with the FCC Rule Part 15C, 22H and 24E. Its radio frequency transmitters have the following characteristics:

- Cellular 3G (7000MHB, 7100MHB): (824-849MHz and 1850-1910MHz transmission bands).
- Cellular 4G (7200C): with Transmission Bands: Band 12 (700 MHz), Band 4 (1700 MHz) and Band 2 (1900 MHz). Channel Bandwidths: Band 2 and Band 4 (1.4, 3, 5, 10, 15, 20 MHz); Band 12 (1.4, 3, 5, 10 MHz); Orthogonal Frequency Division Multiple Access (OFDMA) modulation. EIRP: Band 2: 28.1 dBm; Band 4: 28.1 dBm and Band 12: 26.6 dBm. FCC Rule Part 24E and Part 27
- WiFi (a, b, g) 2.4 GHz and 5GHz ISM band; maximum EIRP 15 dBm; OFDM modulation (Model 7100MHB)
- Bluetooth ISM band 2.4GHz; maximum EIRP 2 dBm; GFSK modulation (Model 7100MHB)

FCC Notice to Users

FCC Regulations

The 7000L Communicator (landline) has been registered with the U.S. Federal Communications Commission (FCC) in accordance with Part 15 and Part 68.

Notice

The FCC requires that the 7000L Communicator be connected to the nationwide telephone network through a modular telephone jack (USOC RJ11C, RJ11W, RJ14 or RJ31X). 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 the 7000L Communicator is connected (that is, your phone number); and
2. The Communicator’s FCC Registration Number and Ringer Equivalence Number (REN). Those numbers are on the bottom of the 7000L Communicator. 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. The REN for the 7000L Communicator 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).

Rights of the Telephone Company

If the 7000L Communicator 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

HomeSafe/GoSafe FCC Regulations

The HomeSafe/GoSafe devices comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
1) Device may not cause harmful interference
2) Device must accept any interference received, including interference that may cause undesired operation.
Pursuant to Part 15.21 of the FCC Rules, any changes or modifications not expressly approved by Philips Healthcare, Home Monitoring, Lifeline Systems Inc. could void the user's authority to operate the equipment. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.

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 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.

Radio interference

The GoSafe devices comply with FCC RF radiation exposure limits set forth for an uncontrolled environment. For hand-held/body-worn operation, this equipment has been tested and meets the FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Use of other accessories may not ensure compliance with FCC RF guidelines. Do not attempt to repair or modify this equipment. Any repairs or alterations made by the User to the equipment may void the warranty and compliance of the equipment. Changes or modifications made to this equipment not expressly approved by Philips may void the FCC authorization to operate this equipment. For assistance visit our website at www.philips.com/support or call toll-free: 1-800-6635-7156

ACTA (Administration Council for Terminal Attachments) Information

The 7000L Communicator complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the Communicator 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 7000L Communicator 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 equipment (telephone, answering system, computer modem, etc.) is 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 shown on page 44. 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. If you choose to install your system utilizing the RJ31X configuration, please contact Philips Lifeline to obtain a phone cord for your home communicator that supports RJ31X function.

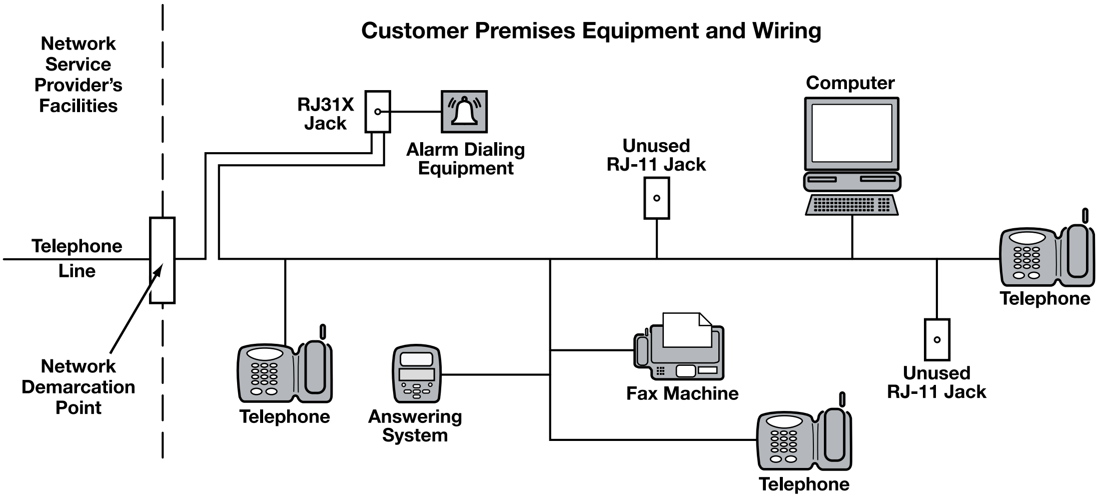
Industry Canada Notice to Users

The HomeSafe/GoSafe devices comply with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:
1) Device may not cause interference
2) Device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
1) l'appareil ne doit pas produire de brouillage
2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Class B digital device notice

This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210. Cet appareil numérique de la classe B est conforme à la norme NMB-003, CNR-Gen et CNR-210 du Canada.



⚠ Caution

If the above diagram is not used, the 7000L Communicator cannot report an alarm when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use. For the 7000L Communicator to function properly with an RJ31X/CA38A type jack, a special phone cord is required. The phone cord shipped with the 7000L Communicator will not support this function. If you plan to use your system with this type of jack, please call Lifeline technical support to order the proper cord to support this function.

Compliance

The Philips Lifeline HomeSafe/GoSafe Wireless System complies with relevant international and national standards and laws. Information on compliance will be supplied on request by Philips Lifeline or your Philips Lifeline representative.

Intended Use

This Philips product is intended to be installed, used and operated only in accordance with the safety procedures and operating instructions given in the Quick Setup Guide and the Instructions for Use for the purpose for which it was designed, in a Home Healthcare Environment. The purpose for which the product is intended is given below.

The Philips Lifeline Medical Alert Service and HomeSafe/GoSafe System uses a wireless (7200C) or landline (7000L) Communicator with portable Help Buttons that

connect to an emergency help call service. The HomeSafe Personal Help Button (7000PHB) can be worn as a pendant or a wristband (7000PHW) and must be activated manually. The HomeSafe AutoAlert Button (7000AHB) and GoSafe Mobile Button (7000MHB/7100MHB) are worn as pendants and are capable of detecting certain types of falls or being activated manually. When outside the range of the Communicator, the GoSafe Mobile Button (7000MHB/7100MHB) can also be used to directly connect to an emergency help call service via the AT&T wireless network. Help Calls can also be generated by pressing the Help button on the Communicator.

Uses of the HomeSafe/GoSafe System for purposes other than those intended and expressly stated by Philips Lifeline, as well as incorrect use or operation, shall relieve Philips Lifeline (or its agent) from all or some responsibility for resultant non-compliance, damage or injury.

Essential performance

The HomeSafe/GoSafe Help Buttons provide essential performance (EP) under normal operating conditions (includes EMC exposure) only as a complete system, consisting of the HomeSafe /GoSafe Help Buttons and the 7200C or 7000L Communicators. The system achieves its essential performance by sending Help Calls to the Lifeline Response Center. If the system is incapable of sending Help Calls, it will periodically send a status alarm to the Lifeline Response Center.

Contraindications

⚠ **Caution**

The GoSafe devices are contraindicated for any person who has an implanted electronic medical device or instrument such as a pacemaker or defibrillator. This device may cause the electronic medical device to malfunction. Philips Lifeline makes no claims or warranties, implied or otherwise, regarding the suitability of this equipment for use with said implantable electronic medical devices, or any inter-compatibility for concurrent operation thereof. Users who have such devices implanted in their body and chose to use this equipment despite these stated Contraindications do so at their own risk and without the consent of Philips Lifeline. In no case may Philips Lifeline be held liable for events arising from use of this equipment concurrent with said implantables within their body.

Compatibility

The products and systems described in this manual are compatible only with the components described herein and should not be used in combination with any other products or components unless such other products or components are expressly recognized as compatible by Philips Lifeline.

Changes and/or additions to the product should only be carried out by Philips Lifeline or by third parties expressly authorized by Philips Lifeline to do so.

⚠ **Warning**

Changes and/or additions to the product that are carried out by persons without the appropriate training and/or using unapproved spare parts may void the warranty. As with all complex technical products, maintenance by persons not appropriately qualified and/or using unapproved spare parts carries serious risks of damage to the product and of personal injury.

Risks and Benefits

The 7000L HomeSafe System depends on suitable connection to a landline in order to communicate with the Philips Lifeline Response Center. The 7200C HomeSafe System depends on suitable connection to the AT&T wireless network at sufficient signal strength in order to communicate with the Philips Lifeline Response Center. When outside the range of the Communicator the GoSafe Mobile Button (7000MHB/7100MHB) also depends on suitable connection to the AT&T wireless network at sufficient signal strength to function properly. As with all wireless devices, the availability of the network cannot be guaranteed at any place or at any time.

The HomeSafe/GoSafe System depends on the user being capable of pressing a Help Button when they are in need of help and also capable of pressing the Message button on the Communicator for important recorded messages regarding the status of the device(s). Any impairment the user may have in this regard should be considered when using this product. The GoSafe Mobile System also depends on the user being capable of re-charging the Mobile Button as indicated in this Instruction.

Training

Reading and understanding these Instructions for Use and the Quick Setup Guide serve as adequate training for the safe installation, use and disposal of the equipment. Users of this product must review and understand the Instructions for Use document to ensure safe and effective use.

If you require further information about training in the use of this product, please contact Philips Lifeline or your Philips Lifeline representative.

Safety

⚠ **Warning**

Maintenance & faults: If any part of the product is known (or suspected) to be defective or wrongly adjusted, DO NOT USE the product until a repair has been made. Operation of the product with defective or wrongly adjusted components could expose the user or the patient to safety hazards.

Safety awareness: Do not use this product for any application until you read and understand the safety information, safety procedures and emergency procedures contained in this SAFETY section. Operation of the product without a proper awareness of how to use it safely could lead to fatal or other serious personal injury.

Safety devices: Never attempt to remove, modify, or otherwise defeat any safety device on the product. Interfering with safety devices could lead to fatal or other serious personal injury.

Intended use and compatibility: Do not use this product for any purpose other than those for which it is intended. Do not use the product with any product other than that which Philips Lifeline recognizes as compatible. Operation of the product for unintended purposes, or with incompatible product, could lead to fatal or other serious injury.

Electrical safety

⚠ **Warnings**

- Do not remove covers or cables from this product. Dangerous electrical voltages are present within this product. Removing covers or cables could lead to serious or fatal personal injury.
- Covers or cables should only be removed by qualified and authorized service personnel.
- Unplug the Communicator from the main electrical supply (power outlet) before cleaning it.

Explosion safety

⚠ **Warnings**

- Do not use this product in the presence of explosive gases or vapors, such as certain anesthetic gases.
- Do not use flammable or potentially explosive disinfecting sprays in the presence of this product.

- Use of this product in an environment for which it was not designed can lead to fire or explosion.

⚠ Caution

Portable and Mobile Phones: Portable and mobile RF communications can affect the HomeSafe /GoSafe devices. Use caution when using such communication devices within the specified range of the devices.

- Wireless communications equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations, and walkie-talkies can affect this equipment and should be kept at least a distance of 3.3 meters or 11 feet from the HomeSafe/GoSafe devices (based on a typical cell phone with a maximum output power of 2 W).

Open source software

The model 7100MHB GoSafe Pendant utilizes the Wiced™ SDK and associated third party, open-source code and object files which are used under license from their respective providers within the SDK. Wiced is a trademark of Cypress Semiconductor Corporation.

The 7200C and 7000L Communicators use the QextSerialPort software under the MIT license:
License
Copyright (c) 2000-2003 Wayne Roth
Copyright (c) 2004-2007 Stefan Sander
Copyright (c) 2007 Michal Policht
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Web: http://qextserialport.github.io/

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SECURITY and PRIVACY-related controls that are supported by the 7100 MHB:

- The 7100 MHB Device is sealed. The user has no access to any of the internal components of the Device without violating/destroying the device enclosure.
- Specialized, precision manufacturing equipment is required to access the physical components that store data within the Device.
- Data access interactions with the Device can only be facilitated using proprietary equipment not distributed outside of Philips.
- Wireless/network transmissions made by the Device are made using secure protocols and connections.

Maintenance

Expected Service Life

The Expected Service Life of the HomeSafe/GoSafe Devices are as follows:

- Wireless Communicator (7200C) – 4 years
- Landline Communicator (7000L) – 4 years
- HomeSafe Personal Help Button (7000PHB) – 5 years
- HomeSafe AutoAlert Help Button (7000AHB) – 1.5-2 years*
- GoSafe Mobile Button (7000MHB/7100MHB) – 2-3 years*

* The Service Life indicated above is based on the expected life of each device's internal battery. These figures assume typical usage. Actual performance as experienced by the user may vary depending upon conditions such as charging/discharging behavior, temperature, and other factors. In rare cases, unforeseen technology changes beyond the scope of these products/services may affect the Expected Service Life.

Power Supplies, Extension Cords and Power strips

Please be sure to route the power supply cords to the power outlet in a way that will prevent the cord from creating a tripping hazard or that will cause it to be otherwise interefered with by chairs or other furniture. Do not use extension cords or power strips with these devices.

Latex

These products do not contain natural latex rubber or dry natural rubber in user or operator accessible areas.

Passing the product on to another user (excludes GoSafe Mobile Button)

This product cannot be passed to another user by an existing user. In the event an existing user wishes to end their service, they must return the devices to Philips Lifeline or their representative.

Technical Specifications

Standards Compliance

This device is designed to conform to the following standards:

- IEC/ANSI/ AAMI60601-1:2005/R(12)2012, 3rd edition, Part 1 – General requirements for basic safety and essential performance.
- CSA C22.2 # 60601-1:2014 Ed.3 Medical Electrical Equipment – Part 1: General Requirements For Basic Safety And Essential Performance.
- IEC/UL/CSA 60601-1, 2nd Edition (2003), `Medical Electrical Equipment, Part 1: General Requirements for Safety' (except for 7100MHB).
- IEC 62133, Safety requirements for portable sealed secondary cells, and for batteries made from them, for use in portable applications.
- IEC 60601-1-2, 3rd Edition (2007-03), General requirements for safety – Collateral standard: Electromagnetic compatibility - Requirements and tests
- IEC 60601-1-2, 4th Edition (2014) medical Electrical Equipment – Part 1-2: General requirements for basic safety and essential performance – Collateral standard: Electromagnetic compatibility – Requirements and tests (7200C model only)
- IEC 60601-1-4, 2nd Edition (2000), `Collateral standard: Programmable Electrical Medical Systems' (except for 7100MHB)
- IEC 62366, 1st Edition (2015), `Medical devices – Application of usability engineering to medical devices'
- IEC 60601-1-6, 2nd Edition (2004), `Collateral standard: Usability' (except for 7100MHB)
- IEC 60601-1-6, 3rd Edition (2013), `Collateral standard: Usability'

- IEC 60601-1-8, 2nd Edition (2006), `Collateral standard: General requirements, tests and guidance for alarm systems in medical electrical equipment and medical electrical systems'
- IEC 60601-1-11, 2nd Edition (2015) `Collateral standard: Requirements for medical electrical equipment and medical electrical systems used in the home healthcare environment'
- ISO 10993-1 Biological evaluation of medical devices – Part 1: Evaluation and testing (Biocompatibility)
- ISO 14971, 2nd Edition (2007), `Medical devices – Application of risk management to medical devices'
- CSA C22.2 No. 205-12 (2012), Signal Equipment(Canada).
- CFR47 FCC Part 15 Subpart B, Sections15.207 & 15.209;
- CFR47 FCC Part 15 Subpart C, Section 15.247.
- CFR47 FCC Part 15 Subpart E.
- RSS-210 Licence – Exempt Radio Apparatus: Category I Equipment
- RSS-247; Digital Transmission Systems (DTSs), Frequency Hopping Systems (FHSs) and Licence – Exempt Local Area Network (LE-LAN) Devices.
- RSS-GEN General Requirements for Compliance of Radio Apparatus (Canada)
- ICES 003 Information Technology Equipment (Including Digital Apparatus) – Limits and Methods of Measurement (Canda)
- CFR47 FCC Part 15 Subpart C, Section 15.249:2012 (7000AHB & 7000PHB)
- CFR47 FCC Part 15 Subpart C, Section 15.249, October 1, 2011 (7200C, 7000MHB, 7100MHB)
- CFR47 FCC Part 68 (7000L)

UL1635, UL1637 and CSA 22.2 No. 205 Compliance

The maximum separation (range) of the equipment, under open field test conditions and for comparative purposes only, is 600 feet. This range may be significantly reduced when the equipment is installed in a typical home. The 7000MHB and 7100MHB comply to UL1635 and UL 1637 when the GoSafe pendants are within the range of the communicators with which they are paired.

For compliance to UL 1637 *for U.S. installations only*:

A clear, plastic power supply retaining strip is provided in the packaging with this system. Its purpose is to prevent the home communicator power supply from accidentally pulling out of the ac wall outlet under force. To use:

1. Plug the home communicator power supply into the outlet you select to power your system, following the instructions and precautions herein.
2. Clean the wall area roughly 3" on either side of the ac power outlet cover with a paper towel or cloth and a general purpose household cleaner such as glass cleaner. Do not use furniture polish or oil-based cleaners for this step as this cleaning is to ensure that the adhesion area is devoid of any dirt, oil or grease that would prevent the adhesive from sticking properly.
3. *Spray the cleaner on the cloth* and gently wipe the area on either side of the outlet cover as described in step 2. *Do not spray the cleaner on the wall*.
4. Ensure the area you cleaned in step 2 is dry prior to proceeding to step 5.
5. Peel the release liner from the adhesive panels on the strip and affix it across the back of the power supply, adhering the 2 adhesive panels to the wall on each side of the ac power outlet cover.

Environmental – Help Buttons

	Operating	Storage	Bathing*
Temperature	32° F to 104° F (0° C to 40° C)	-4° F to 140° F (-20° C to 60° C)	-Up to 122° F (50° C)
Relative Humidity	10% to 90% (non-condensing)	10% to 90% (non-condensing)	
Atmospheric Pressure	101 kPa to 80 kPa (approximately 0-6600 ft/0-2000 m)	N/A	
Altitude	6,600 feet (2 km) Maximum	N/A	

*For a maximum duration of 30 minutes.

Environmental – 7200C Communicator

	Operating	Storage
Temperature	32°F (0°C) to 122°F (50°C)	-4°F (-20°C) to 158°F (70°C)
Relative Humidity	10% to 90% (non-condensing)	

Environmental – 7000L Communicator

	Operating	Storage
Temperature	32°F (0°C) to 122°F (50°C)	-4°F (-20°C) to 158°F (70°C)
Relative Humidity	10% to 90% (non-condensing)	

Electrical

Wireless Communicator (7200C), Landline Communicator (7000L)	
ac Voltage Source[1] (Vac)	100-240 Vac, 50/60 Hz, 0.5 A (Power Supply Input)
dc Power Source (Vdc)	4.8 Vdc, 2000mAH[2], Nickel Metal Hydride Battery (Rechargeable[3] Internal Battery) 12 Vdc, 1.25 A (Power Supply Output)
Type of Protection Against Electric Shock	Class II (To be used with external Class II power supply only)
Degree of Protection Against Electric Shock	Type BF Applied Part
Degree of Protection Against Ingress of Water	Drip Proof, IP21
Mode of Operation	Continuous
Sound Pressure Level	92-106 dB at 1 kHz (measured 10 cm from the speaker)

HomeSafe Personal Help Button (7000PHB/7000PHW)	
ac Voltage Source[1] (Vac)	N/A, Internal Battery
dc Power Source (Vdc)	3.2Vdc, 225mAh[2]. Manganese Dioxide Lithium Coin Primary Battery
Type of Protection Against Electric Shock	Class II
Degree of Protection Against Electric Shock	Type BF Applied Part
Degree of Protection Against Ingress of Water	Water Resistant (1 meter, for 30 Minutes), IPX7
Mode of Operation	Continuous

HomeSafe AutoAlert Button (7000AHB)	
ac Voltage Source[1] (Vac)	N/A
dc Power Source (Vdc)	3.6 Vdc, 1200mAh[2], Lithium-thionyl chloride (Li-SOCl2) Primary Battery
Type of Protection Against Electric Shock	Class II
Degree of Protection Against Electric Shock	Type BF Applied Part
Degree of Protection Against Ingress of Water	Water Resistant (1 meter, for 30 Minutes), IPX7
Mode of Operation	Continuous

GoSafe Mobile Buttons (7000MHB/7100MHB)	
ac Voltage Source[1] (Vac)	N/A for 7000MHB/7100MHB. Battery charger rated: 100-240Vac, 50/60Hz, 0.5A
dc Power Source (Vdc)	3.7 Vdc, 920mAh[2], Lithium Ion Rechargeable [4] Battery
Type of Protection Against Electric Shock	Class II
Degree of Protection Against Electric Shock	Type BF Applied Part
Degree of Protection Against Ingress of Water	Water Resistant (1 meter, for 30 Minutes), IPX7
Mode of Operation	Continuous
Sound Pressure Level	116-123 dB at 1 kHz (measured 1 cm from the speaker)

[1] The means of isolating the device from the supply mains is by disconnecting the device from the wall outlet.

[2] The capacity restored by the cell varies according to current drain, temperature and cut-off.

[3] Recharging of the backup battery is done automatically, as needed, when the device is plugged into an ac power outlet.

[4] Recharging of the GoSafe Mobile Button battery is done by the user as needed, when connected to the charger.

Product Disposal – Environmental Requirements

Introduction

Philips Lifeline is committed to protecting the natural environment, and to helping to provide for the continued safe and effective use of this product, through proper support, maintenance and training. Therefore Philips products are designed and manufactured to comply with relevant guidelines for environmental protection. As long as the product is properly operated and maintained, it presents no environmental risks. However, the product may contain materials which could be harmful to the environment if disposed of improperly. Use of such materials is essential to performing the functions of the product, and to meeting statutory and other requirements.

Final disposal of the product

“Final Disposal” is defined as the point at which the User disposes of the product in such a way that it can no longer be used for its intended purpose. In the event a User wishes to end their service or no longer needs the HomeSafe/GoSafe device, User must return the device to Philips Lifeline or its representative for proper disposal. In the case of User-owned equipment, the User may return the equipment to Philips for proper disposal, or to a proper electronics recycling agent.

Philips supports Users in:

- Recovering reusable parts.
- Recycling of useful materials by competent disposal companies.
- Safe and effective disposal of this product

Philips products are designed and manufactured with high quality materials and components, some of which may be recycled and reused. The GoSafe and HomeSafe devices contain non-user serviceable, lithium-ion or NiMH batteries which must be disposed of properly. For proper disposal and recycling information, contact your Philips Lifeline representative at the toll-free number on the back cover of this manual or visit www.recycle.philips.com. Alternatively, you may call 1-800-822-8837 or visit www.call2recycle.org for suitable device/battery drop-off locations in your area.

Electromagnetic Compatibility – EMC

Medical electrical equipment can either generate or receive electromagnetic interference. The HomeSafe/GoSafe devices have been evaluated for electromagnetic compatibility (EMC) with the appropriate accessories according to IEC 6060-1 collateral standard IEC 60601-1-2:2007, IEC 6060-1-2:2014 (7200C model), the international standard for EMC for medical electrical equipment.

The HomeSafe/GoSafe devices comply with relevant laws and standards on electromagnetic compatibility (EMC) for this type of product when used as intended. Such laws and standards define both the permissible electromagnetic emission levels from this product and its required immunity to electromagnetic interference from external sources.

The HomeSafe/GoSafe devices must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected. Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the accompanying documents.

Other electronic products exceeding the limits defined in such EMC standards could, under unusual circumstances, affect the operation of the product.

1. Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the Accompanying Documents.
2. Other equipment such as Portable and Mobile RF Communications Equipment may interfere with the medical device even if the other equipment complies with CISPR emission requirements.
3. The use of accessories and cables other than those specified, with the exception of those sold by the manufacturer may result in increased emissions or decreased immunity of the equipment or system.
4. The equipment or system should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, the equipment or system should be observed to verify normal operation in the configuration in which it will be used.

Note: The emissions characteristics of this equipment make it suitable for use in a residential environment (for which CISPR 11 class B is normally required). This equipment may not offer adequate protection to radio-frequency communication services. The user may need to take mitigation measures, such as relocating or re-orienting the equipment.

⚠ **Warning**

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the 7200C and 7000L devices. Otherwise, degradation of the performance of this equipment could result.”

EMC Informational Tables

Table 1 – Guidance and Manufacturer’s Declaration – Emissions
The HomeSafe/GoSafe devices are intended for use in the electromagnetic environment specified below. The 7000MHB and 7100MHB devices are provided with a battery power adapter charger. The customer or user of the HomeSafe/GoSafe should ensure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment – Guidance
RF Emissions CISPR 11	Group 2	The HomeSafe/GoSafe devices must emit Electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.
RF Emissions CISPR 11	Class B	
Harmonics IEC 61000-3-2	N/A for 7000PHB/PHW, 7000AHB and 7000MHB/7100MHB. Class A for charger	The 7000PHB/PHW, 7000AHB and 7000MHB/7100MHB are Battery Powered. The 7000L and 7200C communicators and the 7000MHB/7100MHB power chargers are suitable for use in all establishments, including domestic, and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Flicker IEC 61000-3-3	Complies	

Table 2 – Guidance and Manufacturer's declaration – Immunity

The HomeSafe/GoSafe devices are intended for use in the electromagnetic environment specified below. The customer or user of the HomeSafe/GoSafe should ensure that it is used in such an environment.

Immunity Test	EN/IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance
Electrostatic Discharge (ESD) EN/IEC 61000-4-2	±6kV Contact ±8kV Air ±8 kV contact discharge ±2, 4, 8, 15 kV air discharge (7200 model)	±6kV Contact ±8kV Air +/- 8KV Contact +/- 15KV Air (7200C model)	Floors should be wood, concrete or ceramic tile. If floors are synthetic the relative humidity should be at least 30%
Electrical fast transient/burst EN/IEC 61000-4-4 (only for devices with battery charger power supply-7000MHB & 7100MHB, 7000L, 7200C)	±2 kV for power supply lines ±1 kV for input/output lines	±2 kV for power supply lines	Electrical power quality should be that of a typical commercial or hospital environment.
Surge EN/IEC 61000-4-5 (only for devices with battery charger power supply- 7000MHB & 7100MHB, 7000L, 7200C)	±1 kV line(s) to line(s)	±1 kV line(s) to line(s)	Mains power quality should be that of a typical commercial or hospital environment.
Power Frequency 50/60Hz Magnetic Field EN/IEC 61000-4-8	3A/m 30A/m (7200C Model)	3A/m 30A/m (7200C Model)	Power frequency magnetic fields should be that of a typical commercial or hospital environment.

Immunity Test	EN/IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance
Voltage dips, short interruptions and voltage variations on power supply input lines EN/IEC 61000-4-11 (only for devices with battery charger power supply-7000MHB & 7100MHB, 7000L, 7200C)	<5% UT ($>95\%$ dip in U_T) for 0.5 cycle. 40% U_T (60% dip in U_T) for 5 cycles. 70% U_T (30% dip in U_T) for 25 cycles 5% U_T ($>95\%$ dip in U_T) for 5 sec. For 7200C Model: 0 % UT; 0,5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° 0 % UT; 1 cycle & 70 % UT; 25/30 cycles Single phase: at 0° 0 % UT; 250/300 cycle (voltage interruption)	<5% U_T ($>95\%$ dip in U_T) for 0.5 cycle. 40% UT (60% dip in U_T) for 5 cycles. 70% U_T (30% dip in U_T) for 25 cycles 5% UT ($>95\%$ dip in U_T) for 5 sec. For 7200C Model: 0 % UT; 0,5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° 0 % UT; 1 cycle & 70 % UT; 25/30 cycles Single phase: at 0° 0 % UT; 250/300 cycle (voltage interruption)	Electrical power quality should be that of a typical commercial or hospital environment. During charging, if the the user of the GoSafe (7000MHB/7100MHB) requires continued operation during power mains interruptions, it is recommended that the GoSafe device power adapter is powered from an uninterrupted power supply or a battery.

NOTE: U_T is the a.c. mains voltage prior to application of the test level.

Table 3 – Guidance and Manufacturer's declaration – Immunity
The HomeSafe/GoSafe are intended for use in the electromagnetic environment specified below. The customer or user of the HomeSafe/GoSafeshould ensure that it is used in such an environment.

Immunity Test	EN/IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance

Conducted RF EN/IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz
	6Vrms in ISM and Amateur Radio Bands
		3 Vrms
		6Vrms in ISM and Amateur Radio Bands
			D=1.17√P
			D=0.35√P
			80 to 800 MHz
			D=0.70√P
			800 MHz to 2.5 GHz
			D=0.6√P
			800 MHz to 2.7GHz

Radiated RF EN/IEC 61000-4-3	10 V/m
	80 MHz to 2.5 GHz
	10 V/m
	80 MHz - 2.7 GHz
	80 % AM 1 kHz and proximity fields (7200C)
		10V/m
		10V/m and Proximity Fields (7200C)
			Portable and mobile communications equipment should be separated from the HomeSafe/GoSafe by no less than the distances calculated/listed below:
			D=(3.5/V1)(√P)
			D=(3.5/E1)(√P)
			80 to 800 MHz
			D=(7/Eq)(√P)
			800 MHz to 2.5 GHz
			D=(6/Eq)(√P) (7200C model)
			where P is the maximum power in watts (W) and D is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey,(a) should be less than the compliance level in each frequency range.(b) Interference may occur in the vicinity of equipment marked with the following symbol: ((•))

NOTE: Conducted RF Immunity does not apply to internal battery operated devices (7000PHB, 7000PHW, 7000AHB, 7000MHB and 7100MHB). Limit above is set for the battery charger for 7200C and 7000L communicators.

NOTE 1: At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

(a) Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy.
To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the HomeSafe/GoSafe equipment is used exceeds the applicable RF compliance level above, the HomeSafe/GoSafe equipment should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the HomeSafe/GoSafe equipment.

(b) Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Table 4 – Recommended* Separations Distances between Portable and Mobile RF Communications equipment and HomeSafe/GoSafe devices

The HomeSafe/GoSafe are intended for use in the electromagnetic environment in which radiated disturbances are controlled. The customer or user of the HomeSafe/GoSafe can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF Communication Equipment and HomeSafe/GoSafe as recommended below, according to the maximum output power of the communications equipment.

Max Output Power (Watts)	Separation (m) 150kHz to 80MHz d = 1.17√P*	Separation (m) 80 to 800MHz d = 0.35√P	Separation (m) 800MHz to 2.5GHz d = 0.70√P	Separation (m) (7200C) 800MHz to 2.7GHz d= 0.6 √P
0.01	0.117	.035	.07	0.6
0.1	0.37	.11068	.22136	0.199
1	1.17	.35	0.7	0.6
10	3.7	1.1068	2.2136	1.9
100	11.7	3.5	7	6

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

⚠ **Caution**

The values in Table 4 above are approximate. The GoSafe and HomeSafe devices are not intended to be used in an environment where high power RF sources exist (for example, radars, high power professional walkie talkie, radio stations transmitters, etc.). In case where the device is used in a near by high power RF source, the separation distances above are recommended to achieve optimal performance of the GoSafe and HomeSafe devices.

Symbols

Symbol	Description
⎓	Symbol for dc (direct current) power.
⊖-◐-⊕	Polarity symbol. Indicates that the center (tip) of the output plug is Positive (+) and the barrel of the output plug is Negative (-).
Ⓥ	The power supply efficiency performance is Level 5, indicating a high standard in use efficiencies and no-load power consumption.
⌂	Symbol to indicate for indoor use only.
CE	The CE Mark is a conformity symbol for European countries. The symbol stands for Conformité Européenne.
⧈	A Class II or double insulated electrical device. This is one which has been designed in such a way that it does not require a safety connection to electrical earth (ground).
	The TÜV logo is a certification mark of TÜV Rheinland, a Nationally Recognized Testing Laboratory (NRTL). The “C” on the left of the mark denotes compliance in Canada and the “US” on the right indicating compliance for the US.
	The symbol for WEEE — Waste Electrical and Electronic Equipment. This symbol indicates that when the end-user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling. Note: Please return the HomeSafe/GoSafe devices to Philips Lifeline or your Philips Lifeline representative for proper disposal.
C ETL US Intertek	The ETL Listed Mark – demonstrates compliance to the requirements of widely accepted product safety standards, as determined through independent testing and periodic follow-up inspections by a Nationally Recognized Testing Laboratory (NRTL). The “C” on the left of the mark denotes compliance in Canada and the “US” on the right indicating compliance for the US.
IP21	The IP Code, or Ingress Protection Rating, classifies and rates the degree of protection provided against the intrusion of solid objects (including body parts such as hands and fingers), dust, accidental contact, and water in mechanical casings and with electrical enclosures. A rating of IP21 provides a protection against access to hazardous parts with a finger and ensures dripping water (vertically falling drops) has no harmful effect on the device.

IPX7	Device is protected against the effects of continuous immersion in water (up to 1 m of submersion for a maximum of 30 minutes).
🚶	Type BF Applied Part
ℹ	Consult accompanying instructions for use.
((•))	Symbol for non-ionizing radiation. Indicates that the device(s) include(s) RF transmitters.
🏭	Indicates the device manufacturer.
🏭	Indicates the date when the device was manufactured.
⌛	Use by Date.
LOT	Indicates the manufacturer’s batch code so that the batch or lot can be identified.
REF	Indicates the manufacturer’s catalog number so that the device can be identified.
SN	Indicates the manufacturer’s serial number so that a specific device can be identified.
🌡	To identify the temperature limits, for example on transport packaging to indicate limits within which the package has to be kept and handled. The temperature values may be shown adjacent to the symbol.
%	To indicate the acceptable upper and lower limits of relative humidity for transport and storage.
📖	Refer to instruction manual/booklet

Agency Submission File

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Signal range may vary due to
environmental factors.
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