e-pill®

User & Programming Guide

medSmart™

Med–Reminder and Dispensing System
Right Med...Right Dose...Right Time

Carefully review and save this
guide for set up instructions
and an explanation of the
features and functions of
your MedSmart System.

Contents

Introduction

Congratulations on your decision to bring MedSmart into your life.

MedSmart is a convenient, user-friendly device to help you take your pills and vitamins properly and on-time. The circular tray has cells for you to organize and store medications to be taken from 1 to 6 times per day. At each reminder/alarm time, a flashing light and sound alert will remind you that it is time to take your pills, the tray will rotate, and your medication will be made available. The alarm will stop when you tip the unit to dispense your pills.

MedSmart is available in stand-alone or event reporting versions depending on your needs.

The event reporting (with modem) version of the MedSmart will transmit dispensing history and device information to a secure website, via the Event Reporting Docking Base, for access by authorized individuals, caregivers, or healthcare professionals. This version can also be programmed for you by the Product Support & Programming Center. (See page 16 for more information.)

IMPORTANT

Before you program, load, or use the MedSmart Reminder and Dispensing System, review this guide for complete operating and maintenance instructions and be sure to carefully read the General Suggestions, Important Safeguards and Disclaimers located on page 19.

Save this guide for future reference in a safe, accessible place near the MedSmart Docking Base.

ATTENTION
MedSmart Event Reporting Base Customers

Call 1-800-853-1458 to have your MedSmart Unit programmed and activated. Please complete the Programming Worksheet before calling the Product Support and Programming Center.

⚠ **REMOVE BATTERY TAB TO OPERATE UNIT.**

YOUR FIRST LOOK

IT'S EASY!
MedSmart is designed to help you remember to take your medications on the correct schedule. A reminder light and sound alert will prompt you at the correct times – even if you are away from home, because you can take your MedSmart with you!

DOCKING BASE
with an option for REMOTE PROGRAMMING AND EVENT REPORTING
The Docking Base keeps your MedSmart powered up and ready to use. If you choose the optional "event reporting" version of the Docking Base, your MedSmart can be remotely programmed for you, and will transmit your information to a secure website for review by authorized individuals or healthcare professionals.

Event Reporting or Non-Event Reporting DOCKING BASE?
For complete information on which Docking Base you have and how to use its features and functions, go to page 6 in this manual.
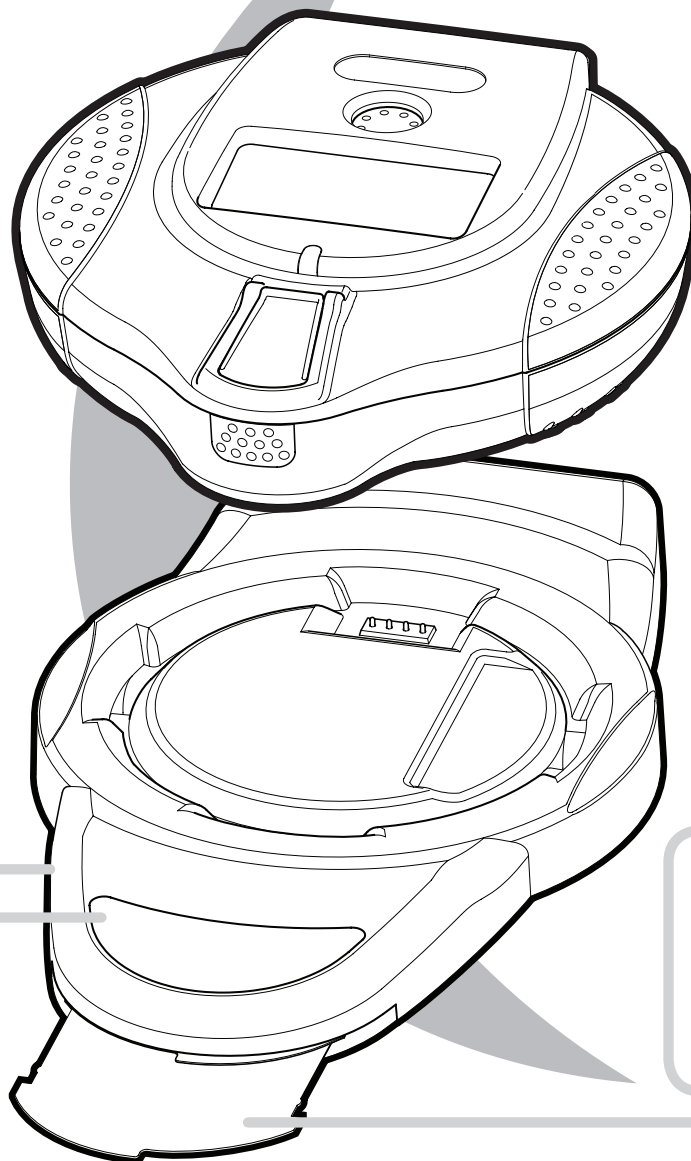
LARGE DISPLAY
MedSmart's display is large and easy to read – it shows you the current time and date, and also the time of your next medication reminder.

REMINDER LIGHTS AND SOUND ALERTS
When it is time to take your pills, the MedSmart will let you know with a reminder light and audio alert. Once you have taken your current dose, the unit will auto-matically reset for your next reminder/alarm time.

HANDY "QUICK REFERENCE CARD"
The "Quick Reference Card" is always available to remind you how to set up your MedSmart. For your convenience the reference card is printed both in English and Spanish.

Equipment
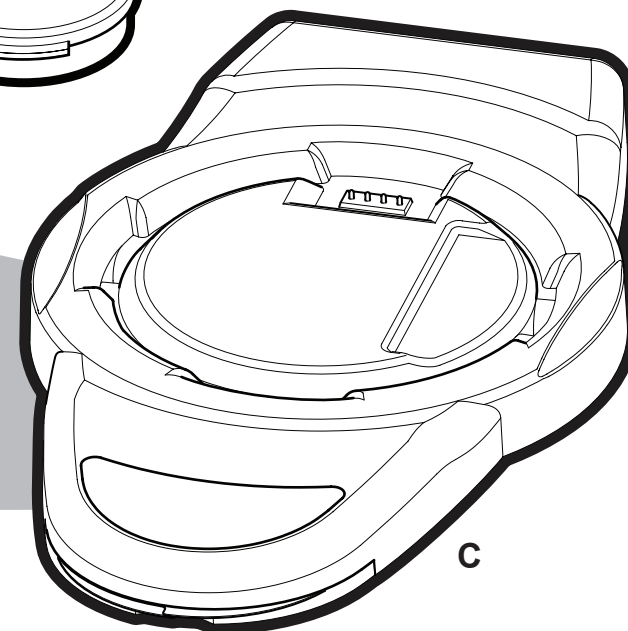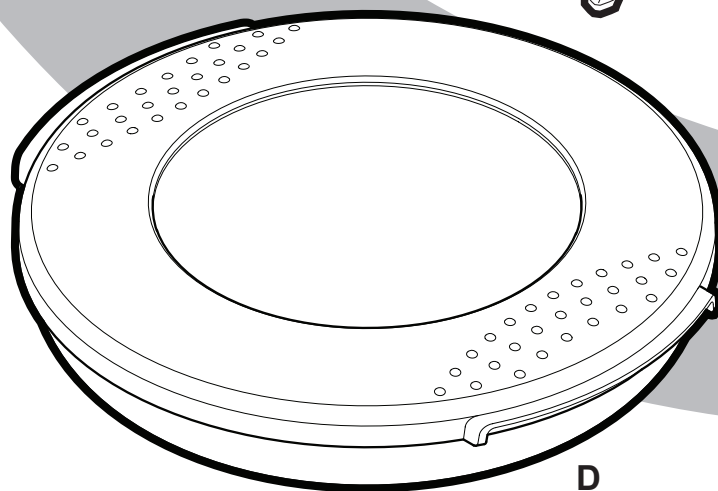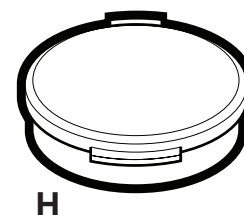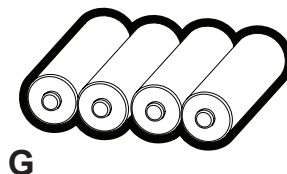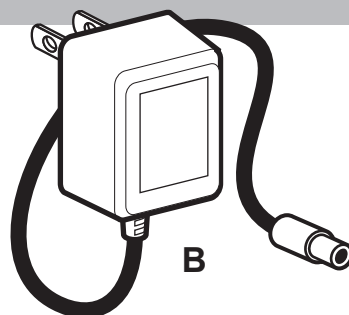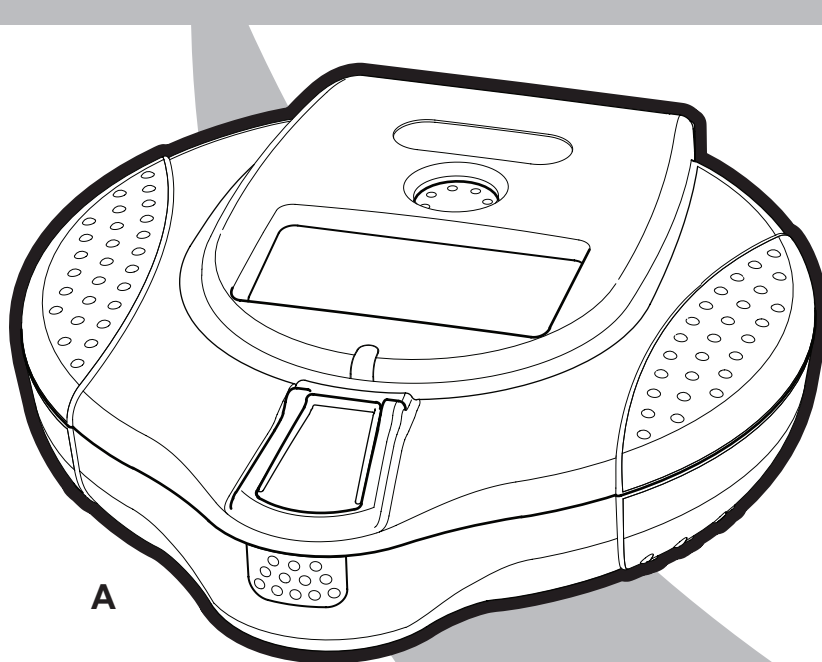
WHAT'S IN THE BOX

Included with your system are the following items:

A. **MedSmart Dispensing Unit**
B. **A/C Wall Transformer**
C. **Docking Base with built-in Reference Card**
D. **Two Med-Trays (24 or 29 cells), one inside the MedSmart unit, the other separate with a dust cover**
E. **7 Loading Guide Disks (not shown)**
F. **Keys (2)**
G. **Alkaline AA Batteries (4)**
H. **On-the-Go Pill Box**

NOTE: In the event reporting version, the system will come with a telephone line cord to connect to your household modular phone line jack. This will provide the access point for the device to transmit information to the data center.

A

B

G

F

H

D

C

MedSmart is a user-friendly device that organizes, stores, reminds and dispenses pills in accordance with prescribed treatment regimens. The Dispensing Unit is easy to program and load to remind you to take your pills from 1 to 6 times per day with both visible and audible alarms. When its time to take your pills, the audible alarm will sound for a maximum of 90 minutes. The visible light and audible alarm will turn off when the MedSmart unit is flipped over and the pills dispensed.

1	**LCD Display**	Shows device programming information including - current time, date and year, alarm sound type, number alarms per day (1-6), next alarm time, doses left and battery condition.
2	**Visual Alarm Light**	Provides a visual cue when it's time to take pills.
3	**Dispensing Door**	Protects available pills from dust.
4	**Lid Release Button**	Press to release lid for access to tray and programming keypad. To close, gently push down until properly latched.
5	**Early Dose Access Cover**	Allows the Early Dose Button to be accessible or protected.
6	**Early Dose Button**	When accessible, press to advance the next scheduled dose to the dispensing position.
7	**Keypad**	Used to input programming information.
8	**Lock (not visible)**	Prevents tampering and unauthorized access to programming and medications.

NOTE: All dispensing functions AM-PM are operational when the MedSmart unit is on or off of the Docking Base. To conserve battery life, return unit to the Docking Base after dispensing pills. Please refer to Indicator Lights and Troubleshooting section for additional information.

⚠ **REMOVE BATTERY TAB TO OPERATE UNIT.**
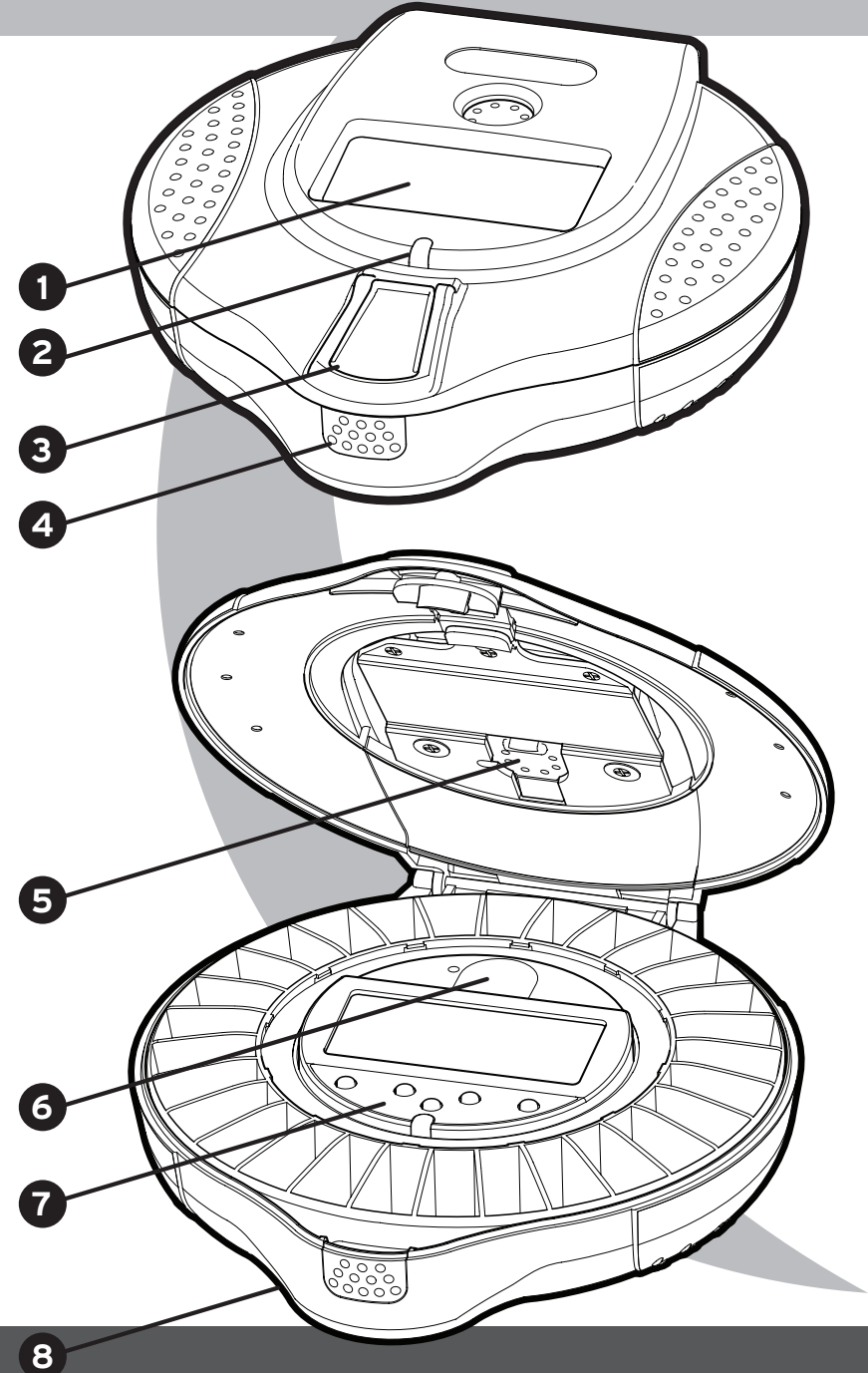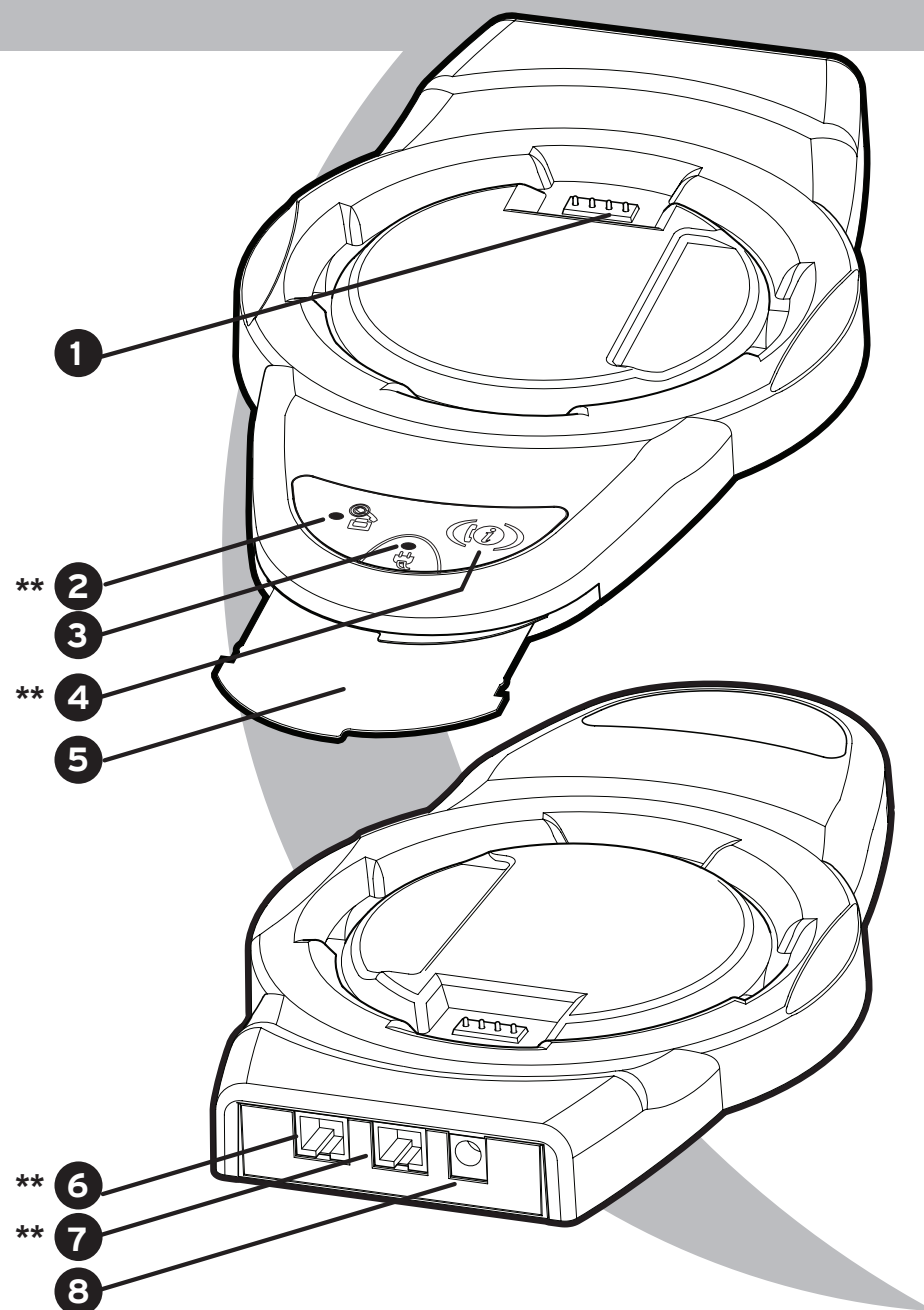
The Docking Base is home to the MedSmart unit to provide A/C power and to transmit data** to the server in the event reporting configuration (When event reporting, the Docking Base must be connected to an active phone jack). The MedSmart Dispensing Unit is designed to be portable within your home and may be taken with you on trips. However, to conserve battery life, we recommend you keep the unit in the Docking Base.
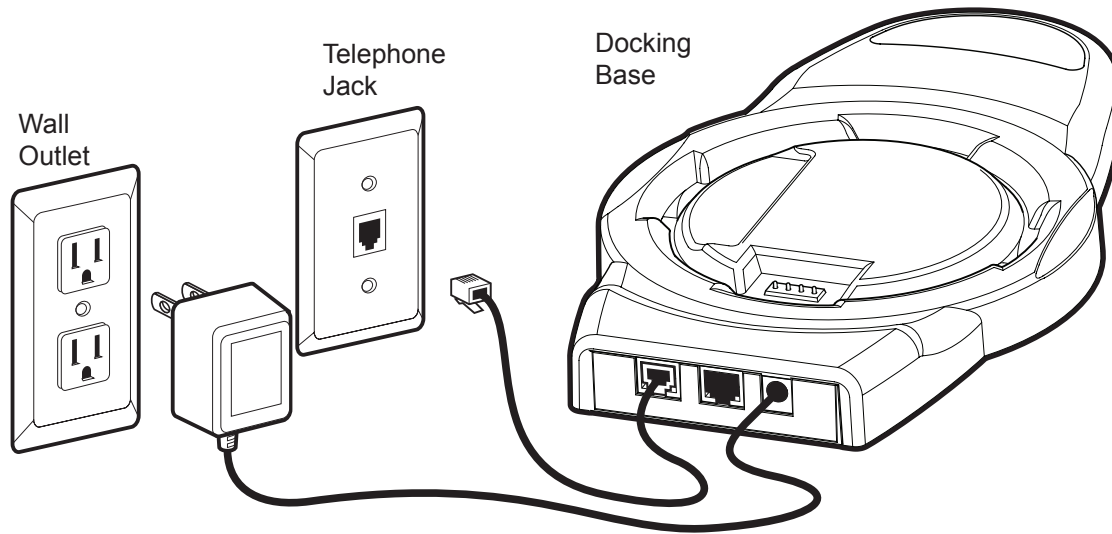
1 **A/C Power Contacts** — The MedSmart Unit must be properly seated on the contacts at the rear.

2 **Phone Connection Light**** — When lit, the Docking Base is using the phone line.

3 **Power Light** — When lit red light, the Docking Base has power. When green, the MedSmart Unit is successfully docked and is being powered from the Base.

4 **Help/Refill Request Button**** — Will send a Help/Refill Request alert to the Data Center to notify the designated message recipient(s) that assistance is needed.

5 **Quick Reference Card** — Contains user and programming information.

6 **Line In Jack**** — Jack for telephone line connecting unit to a household phone line wall jack.

7 **Phone Jack**** — Jack to connect a telephone or an answering machine.

8 **Power Input** — Input for provided transformer power cord.

** Only provided with the Event Reporting Docking Base.

NOTE: This Docking Base does not contain an internal back-up battery and therefore will not provide power to the MedSmart Unit when there is a power outage or if it is not properly plugged in. To conserve battery life of the MedSmart Unit, make certain the Docking Base is plugged in and Power indicator light is on. Please refer to Indicator Lights and Troubleshooting section for additional information.

Wall Outlet

Telephone Jack

Docking Base

Installation Note

UNIT POWER REQUIREMENTS AND RATINGS:
Power requirements: 120 VAC @ 1A
Power supply: 7.5 VDC regulated, 800 mA

The initial setup of your MedSmart is important in providing a safe and reliable service. Place the Docking Base in a convenient location in your home on a sturdy surface near a modular phone jack and an electrical wall outlet.

NOTE: For safety purposes the Docking Base does not have a traditional ON/OFF switch.

1. Plug the A/C Wall Transformer into an electrical outlet that is powered at all times. Be sure the outlet is not controlled by a wall switch.
2. Insert the small end connector of the A/C Wall Transformer power cord into the input labeled POWER on the rear of the Docking Base.

** Follow remaining instructions ONLY if you are installing the Event Reporting Docking Base.

3. Disconnect the telephone at its wall jack and reconnect it to the jack labeled PHONE at the rear of the Docking Base.
4. Insert the supplied telephone line cord into the jack labeled LINE IN at the rear of the Docking Base. Plug the other end of the supplied telephone cord into your household wall jack.
5. Pick up your telephone receiver and verify that a dial tone is present. If you do not hear a dial tone, check your telephone and Docking Base connections. If a dial tone is still not present, consult the Indicator Lights and Troubleshooting section on page 20 to identify the problem and resolution.

Battery Compartment

Your MedSmart Unit is furnished with a set of (4) AA batteries. When batteries are low, the low battery symbol will show on the display. Please immediately change batteries when this indicator appears.

Medication Planning Chart
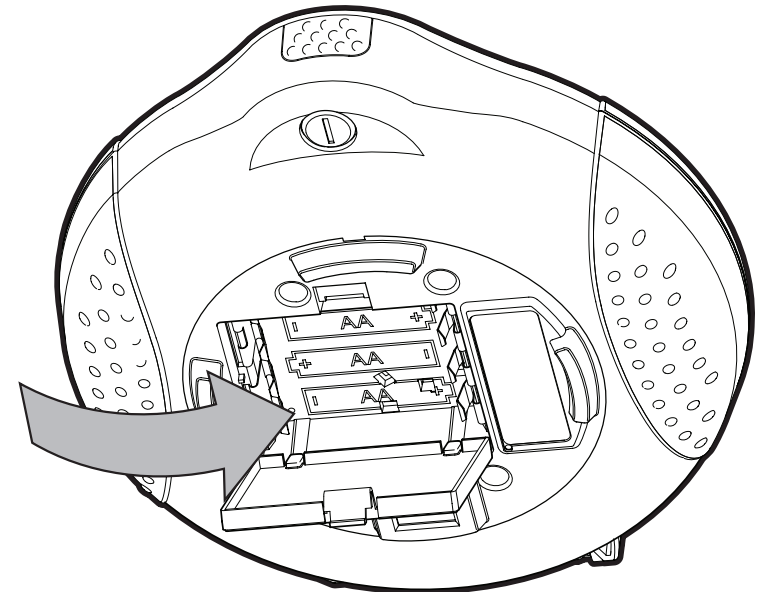
Using the Medication Planning Chart to define your medications and your Reminder/Alarm times

Enclosed and at the end of this User's Guide you will find a Medication Planning Chart to make loading the medication trays and setting your MedSmart easier.

1. Across the top of the chart, write the name of each medication and vitamin you will be loading into the MedSmart.

2. Determine how many times per day you take your medications (1 to 6) and write those times in the first column from earliest to latest.

NOTE: If you only need the MedSmart to dispense pills once a day, follow step 3, but instead of filling in times of day, fill in days of the week for reference, starting with the first day of the week the MedSmart will begin dispensing.

3. Select the set of disk(s) corresponding to the # of doses per day.

4. For each medication, mark the number of pills to be taken in each appropriate block on the chart.

5. If you have any pills that are not taken daily, use the bottom row to make appropriate notes as to when and how much should be taken. *Use this row for day 7 when filling in days of the week.*

   NOTE: Only tablets or capsules suitable for swallowing should be placed in the MedSmart Dispensing Unit.

⚠ DO NOT load the tray with nitroglycerine, liquid, injectable or patch medications.

Times of Day Pills and Vitamins will be taken from first to last	List of Medications	
	Rosuvastatin	Tacrolimus
Fill in times	**Fill in numbers**	
1st 8:00 am	1	
2nd Noon	1	
3rd 3:00 pm		2
4th 9:00 pm	1	
5th		
6th		
*Not taken daily		

EXAMPLE
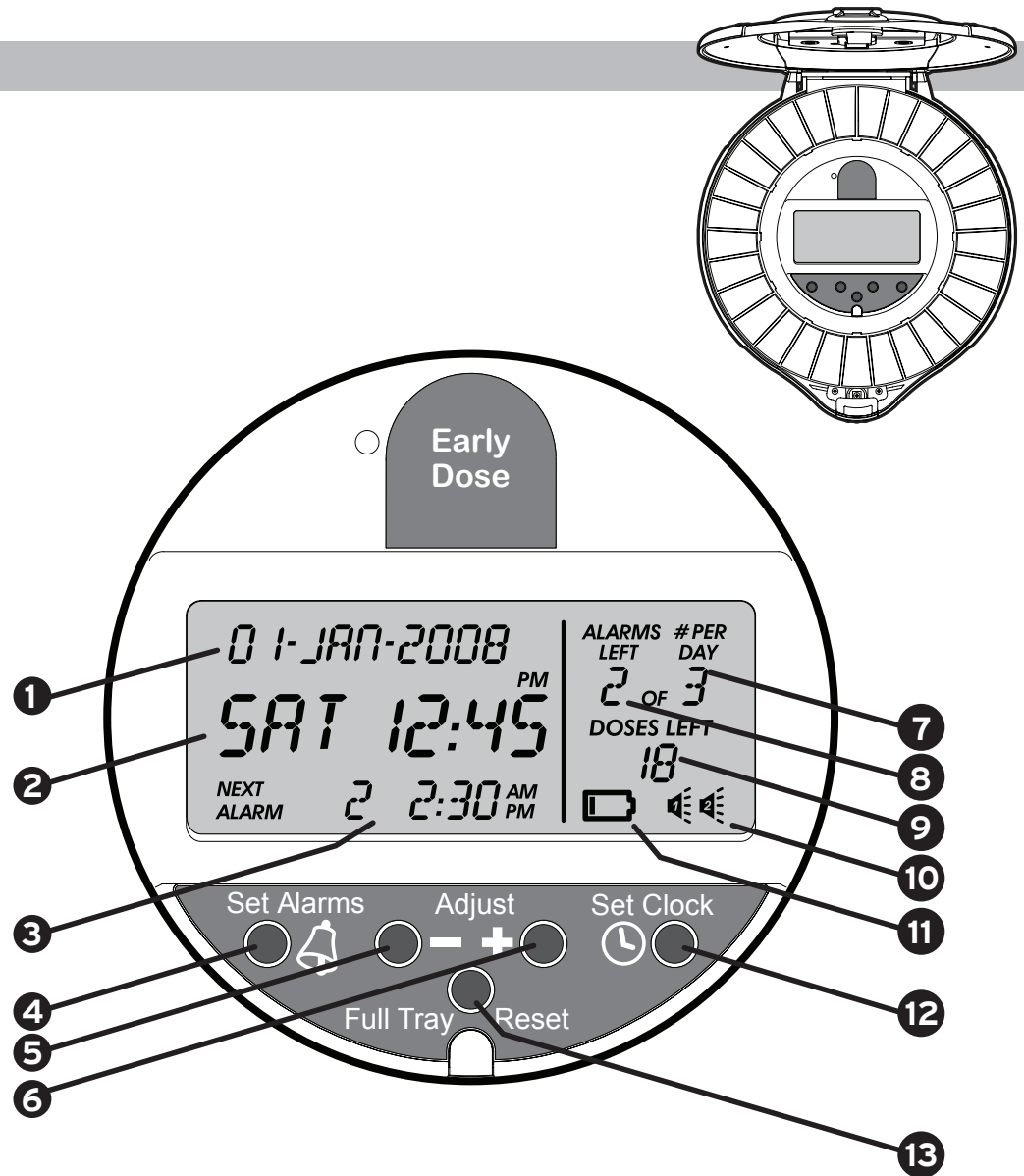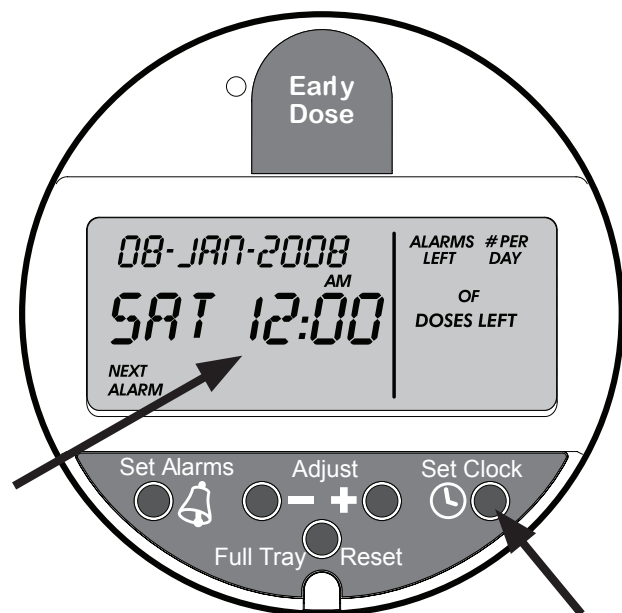
Preparing the MedSmart Unit for Use

Setting up your MedSmart Unit is easy. The display and keypad layouts have been designed for clarity and ease of programming. What you will see when you open the MedSmart lid is as follows:

1 **Date** — Displays currently set day-month-year.

2 **Day/Time** — Displays default day of the week and time of day.

3 **Next Alarm/Time** — Displays reminder time for the next dose to be dispensed.

4 **Set Alarms Button** — Use to set reminder times/alarms for dispensing of medications.

5 **– Adjust Button** — Use to decrease settings.

6 **+ Adjust Button** — Use to increase settings.

7 **# Per Day** — Displays number (1-6) of reminder/alarm times set per day.

8 **Alarms Left** — Displays number of reminder/alarm times remaining today.

9 **Doses Left** — Displays total number of medication doses remaining in the MedSmart Unit.

10 **Alarm Sounds** — Displays which alarm sound type will be heard when medication is ready to be dispensed.

11 **Low Battery** — This symbol appears when battery power is low and batteries must be replaced.

12 **Set Clock Button** — Use to set time and date.

13 **Full Tray Reset** — Use to set and adjust the number of filled cells in the MedSmart Unit after reloading.

Early Dose

01-JAN-2008
SAT 12:45 PM
NEXT ALARM 2 2:30 AM PM

ALARMS LEFT 2 # PER DAY 3
OF
DOSES LEFT
18

Set Alarms   Adjust   Set Clock
Full Tray   Reset

⚠ **REMOVE BATTERY TAB TO OPERATE UNIT.**

Setting Time, Date, Dispensing Reminder/Alarm Times

Setting the Time and Date

Set the current date and time prior to setting Reminder/Alarms per Day and Dispensing Times, as the alarm times and sequence refer to the time and date settings. An incorrect time will cause the unit to alarm and advance to the next dose prior to completing programming.

- Push the **Set Clock** 🕐 button once: the Hour digits will begin flashing.
- Adjust the hour (including AM/PM setting) by pushing the **-** or **+** buttons.
- Push the **Set Clock** 🕐 button again to accept the setting and advance. Minutes will begin flashing.
- Follow the same procedure to adjust the Minutes, accept by pushing the **Set Clock** 🕐 button and advance to Day of the Month.
- Follow the same procedure to adjust the Day, Month and Year. After Year is set, push the **Set Clock** 🕐 button one last time to accept. All display fields will stop flashing. Date and time are now set.

Note: Day of the Week is automatically set based on the date set at the top of the display.
Note: Each time new batteries are installed in the MedSmart Dispensing Unit, the time will reset to 12:00 PM, however, alarm settings will not be lost.

Setting the Alarm Times, # Per Day and Dispensing Times

Now that the time and date are correct you are ready to set up the alarms, reminders per day and medication dispensing times. Use this procedure whenever you need to change any setting from a previous regimen.

Alarm Tones

- Push the **Set Alarms** 🔔 button once. The alarm tones symbols 🔊 🔊 will begin flashing.
- Three alarm tones are available: **Tone 1** 🔊, **Tone 2** 🔊 and **Combined Tone 1&2** 🔊 🔊.
- Cycle through the Tones by pushing the **-** or **+** buttons.
- Push the **Set Alarms** 🔔 button again to accept the setting and advance. **# Per Day** will begin flashing.
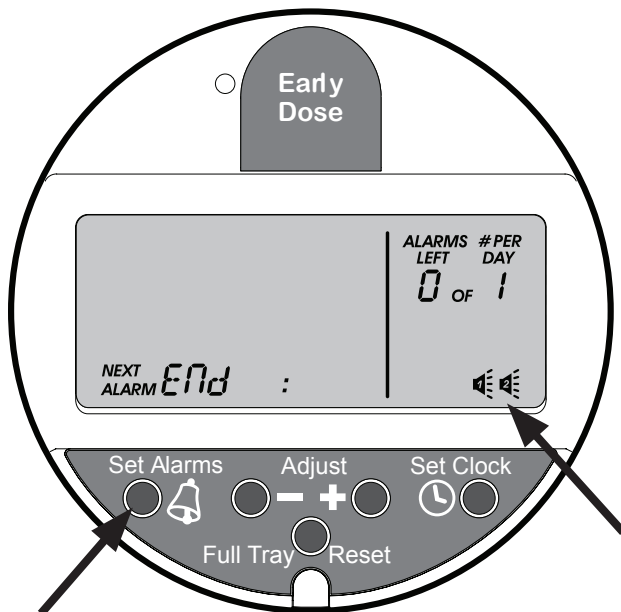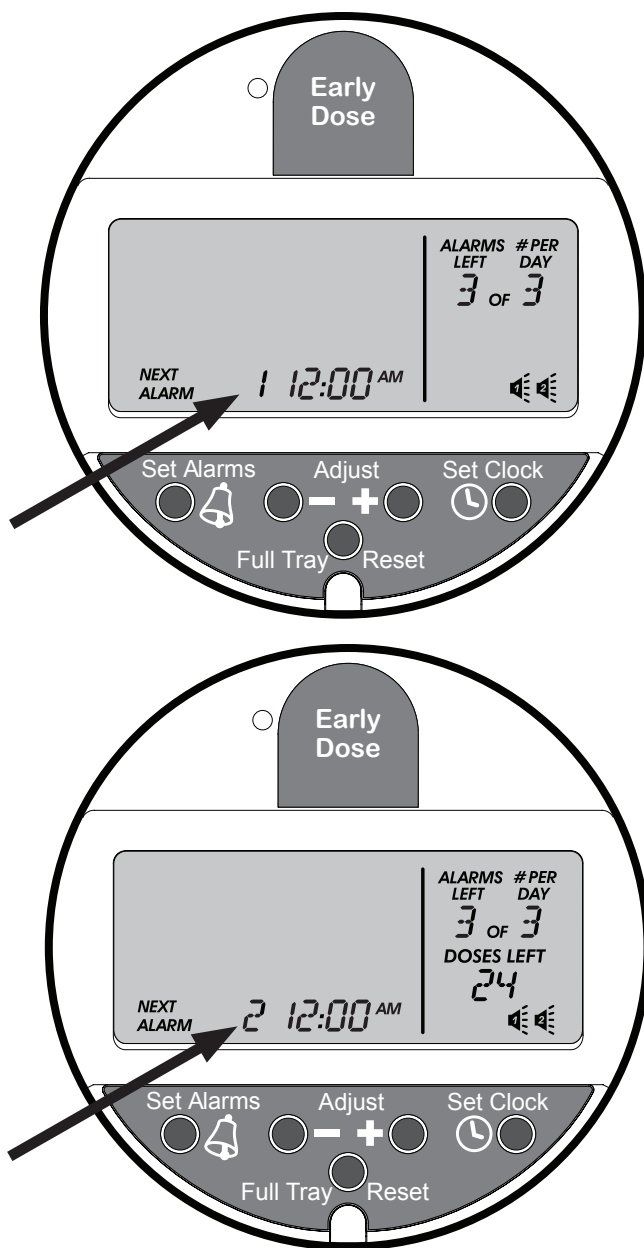
Reminders per Day

Note: The MedSmart Unit can be programmed to alarm/dispense from 1 to 6 doses of pills each day.

■ Adjust the **# Per Day** setting by pushing the **-** or **+** buttons to decrease or increase the number of alarms you want to occur in a 24-hour period.

■ Push the **Set Alarms** 🔔 button again to accept the setting and advance. **Alarms Left** is automatically adjusted, so the next setting to adjust will be the **Next Alarm**, which will begin flashing.
Note: The number of Alarm Times to set is based on the previously set # Per Day setting. Therefore, you will only be able to create alarm/dose times for 1 Alarm if that is the # Per Day setting, or as many as 6 Alarms if that is the # Per Day setting.
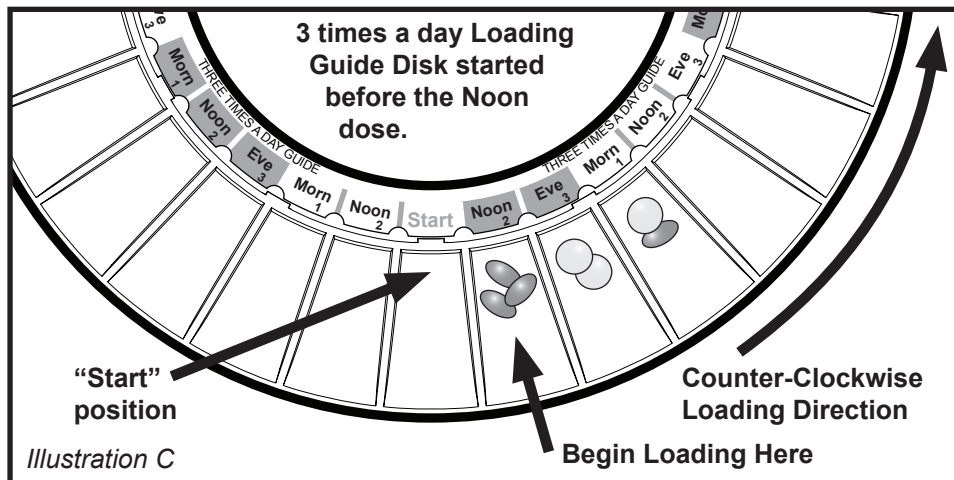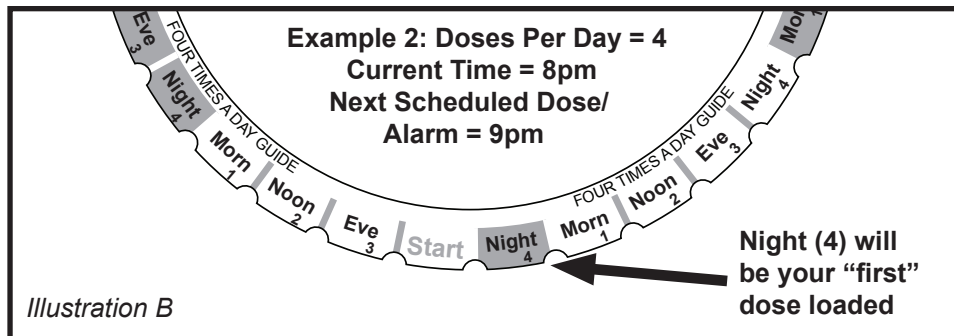
Dispensing Times

■ Cycle through the **Next Alarm** numbers by pushing the **-** or **+** buttons. **End** will also cycle through as one of the choices. Begin setting Alarms with number 1. This will be the first dose of the day.

■ Push the **Set Alarms** 🔔 button while **1** is flashing to set a time for this dose and alarm. Hours will then begin flashing.

■ Adjust the hour by pushing the **-** or **+** buttons to decrease or increase the time and AM/PM settings.

■ Push the **Set Alarms** 🔔 button again to accept the setting and advance. Minutes will begin flashing.

■ Follow the same procedure to adjust the Minutes, then accept by pushing the **Set Alarms** 🔔 button. Next Alarm number will begin flashing.

■ Cycle through the **Next Alarm** numbers and set the **Alarm Time** for each using the previous procedure.

■ When all **Alarm Times** are correctly set, cycle through to **End** and push the **Set Alarm** 🔔 button to accept and store all settings.
Note: Two Alarm Times can be set simultaneously if one dose of medications will not fit in only one cell of the tray. The tray will immediately advance after the first dose is dispensed.

Reminder times and alarms are now set. **Next Alarm** will now show the next reminder/alarm number and its dispensing time. As each medication dose is taken, the display will show the reminder time for the next dose of the day.

Loading Medications

Example 1: Doses Per Day = 3
Current Time = 11am
Next Scheduled Dose/
Alarm = 12pm

Noon (2) will be your "first" dose loaded

Illustration A

Example 2: Doses Per Day = 4
Current Time = 8pm
Next Scheduled Dose/
Alarm = 9pm

Night (4) will be your "first" dose loaded

Illustration B

3 times a day Loading Guide Disk started before the Noon dose.

"Start" position

Counter-Clockwise Loading Direction

Begin Loading Here

Illustration C
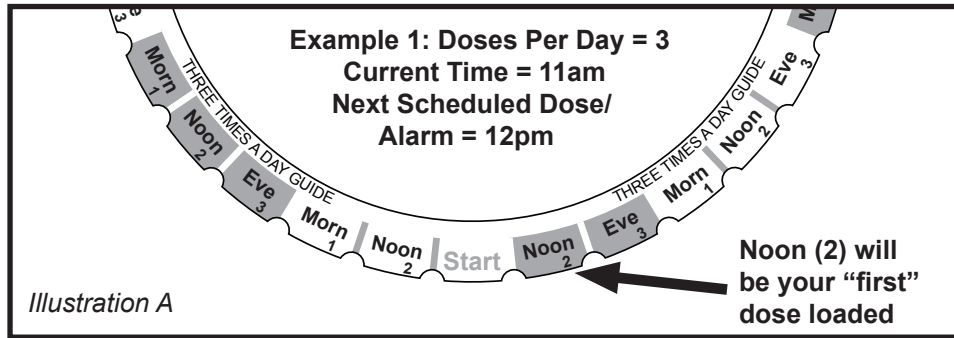
MedSmart comes with Loading Guide Discs to help you with filling the tray.

■ Select disk(s) corresponding to the number of Reminder/Alarms per Day determined on the **Medication Planning Chart**.

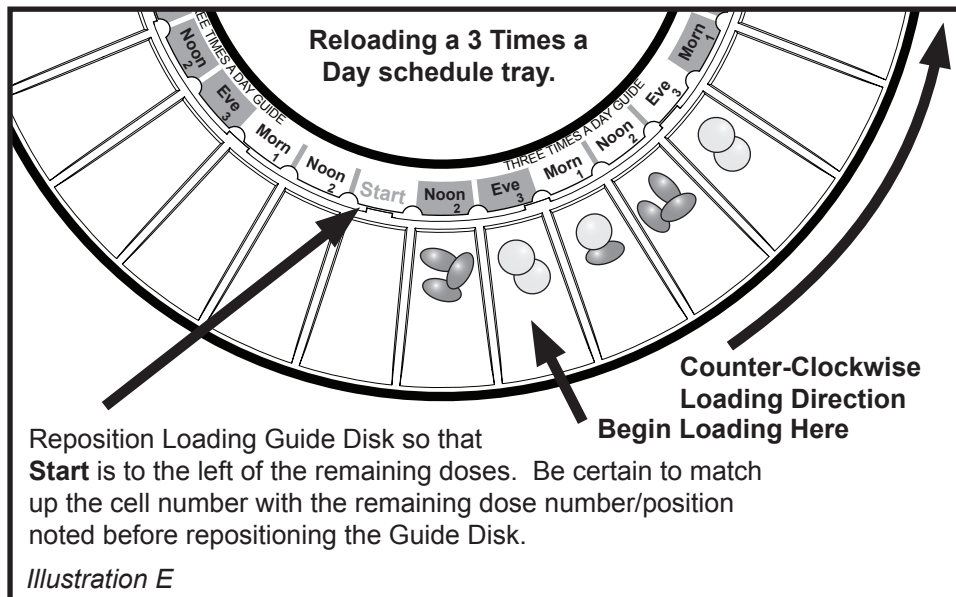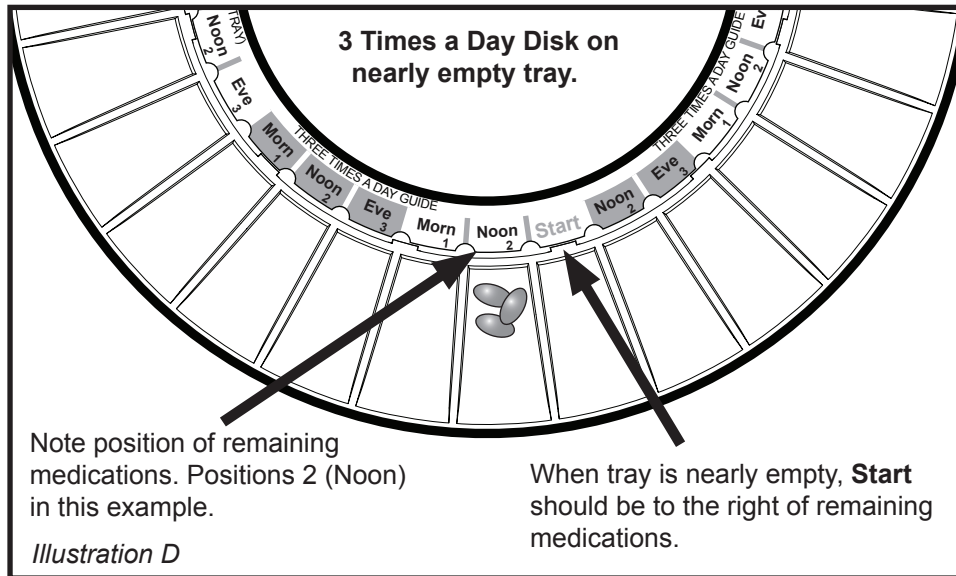| Reminder/Alarms Per Day	1	2	3	4	5*	6*
Color	Yellow	Red	Blue	Green	Purple	Orange
# of Disks	1	1	2	2	1*	1*

■ Based on when you load the tray (prior to Morn(1), Noon(2) Eve(3) or Night(4) etc.), select the disk with the "Start" prior to the correct next Reminder/Alarm number.
Example 1: (Illustration A) If you take 3 medication doses per day, and the next scheduled dose is at noon, then use the disk shown.
Example 2: (Illustration B) If you take 4 medication doses per day, and the next scheduled dose is that night, the last dose that day, then use the disk shown.

■ Seat the chosen disk onto the tray and begin loading medications into the first cell to the right of **Start** using the **Medication Planning Chart** as reference.

■ Moving counter-clockwise (to the right), load your pills into each of the appropriate cells (Illustration C).

* The 5 and 6 times a day guide disk are included on the front and back of one disk and can be filled in with a nonpermanent marker or pencil to accommodate your own dosing schedule.

IMPORTANT: NEVER LOAD PILLS INTO THE _START_ POSITION.

Reloading Medications

3 Times a Day Disk on nearly empty tray.

Note position of remaining medications. Positions 2 (Noon) in this example.

When tray is nearly empty, **Start** should be to the right of remaining medications.

Illustration D

Reloading a 3 Times a Day schedule tray.

Reposition Loading Guide Disk so that **Start** is to the left of the remaining doses. Be certain to match up the cell number with the remaining dose number/position noted before repositioning the Guide Disk.

Counter-Clockwise Loading Direction Begin Loading Here

Illustration E

Note: The medication tray must be removed and the Loading Guide Disk repositioned each time medications are reloaded.

■ Remove the medication tray from the MedSmart Unit and note which dose(s)/number(s) correspond to any remaining medication doses. (*Illustration D*)
■ Lift the Loading Guide Disk and rotate it so that the same dose(s)/number(s) to the right of **Start** are lined up with the correct dose(s)/number(s) you noted prior to repositioning. *(Illustration E)*

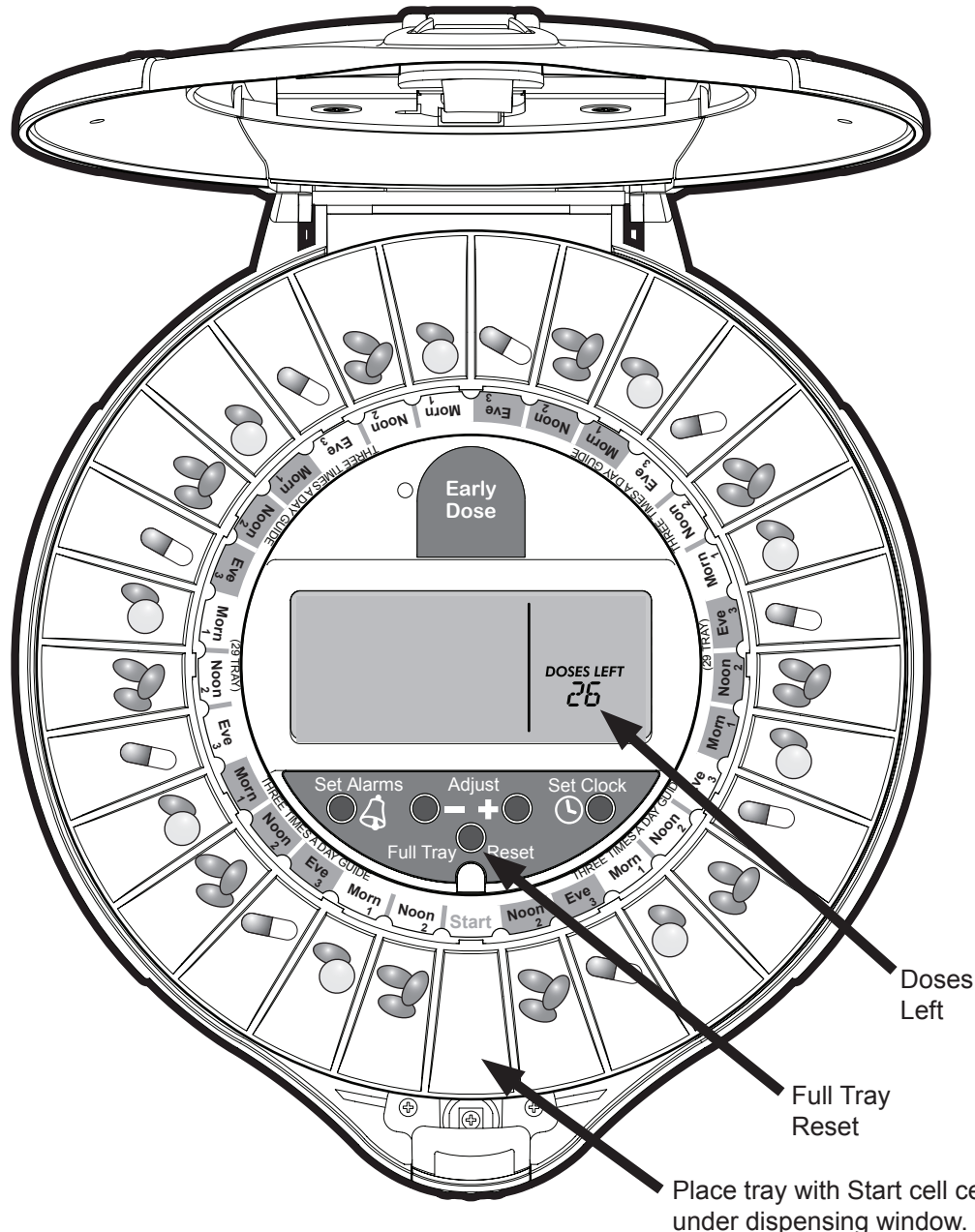*Note: Any **missed** doses remaining in the tray must be removed before reloading.*

■ If you are reloading medications at a different time of day than usual, make certain the Dosage Guide Disk is the correct one for your current reloading time. **Start** should always fall before the next scheduled dose to be taken.
■ Using your **Medication Planning Chart** for reference, reload empty cells to the right (counter-clockwise) of existing medications or to the right of the **Start** position as when loading an empty tray.
■ Moving counter-clockwise (to the right), load your pills into each of the cells based on your **Medication Planning Chart** schedule.

IMPORTANT: NEVER LOAD PILLS INTO THE _START_ POSITION.

Placing Tray into MedSmart Unit

Early Dose

DOSES LEFT
26

Set Alarms   Adjust   Set Clock

Full Tray   Reset

Doses Left

Full Tray Reset

Place tray with Start cell centered under dispensing window.

Important! Each time the Medication Tray is removed and refilled it must be replaced into the MedSmart Unit so that the empty **Start** cell, is directly underneath the dispensing window, lined up with the security lock.

■ After the Medication Tray is loaded and positioned in the MedSmart Unit, press the **Full Tray Reset** button. The **Doses Left** indicator will flash on the display.

■ Use the **-** and **+** buttons to enter the number of loaded cells in the tray.
NOTE: If the number is set incorrectly, the unit will still function but the **Doses Left** indicator will be wrong.

■ Press the **Full Tray Reset** button again. The tray will rotate one full rotation and stop at the empty cell prior to the first scheduled medication dose.

■ Close Lid firmly. You should hear and feel a distinct "click" as the lid latches into place. Your MedSmart Unit is ready for dispensing.

Note: Although it is possible to use the MedSmart without locking it, it is recommended that you lock the unit to prevent tampering and accidental spills of medications.

Your MedSmart unit comes standard with two 29-cell trays. 24-cell trays are available if you have pills that will not fit into the 29-cell tray. Contact Product Support for more information.

Dispensing Medication at Reminder/ Alarm Times

1. At the programmed reminder times the MedSmart will emit the chosen alarm sound and the reminder light will begin to flash.

Both audio alarm and light will continue to flash for 90 minutes, as a reminder to take the pills now available under the dispensing door.

2. To remove pills, pick up the MedSmart Unit and tip it over so that the available medications spill into your hand or an available receptacle.

3. Place Unit back onto the Docking Base or, if traveling, back onto an appropriate surface on its own base feet. The MedSmart will not advance if left upside down. Pack face up when traveling.

When the Unit is tipped for dispensing, a sensor signals both alarm and light to stop. The Unit will now display the Reminder/Alarm Time for the next dose to be dispensed.
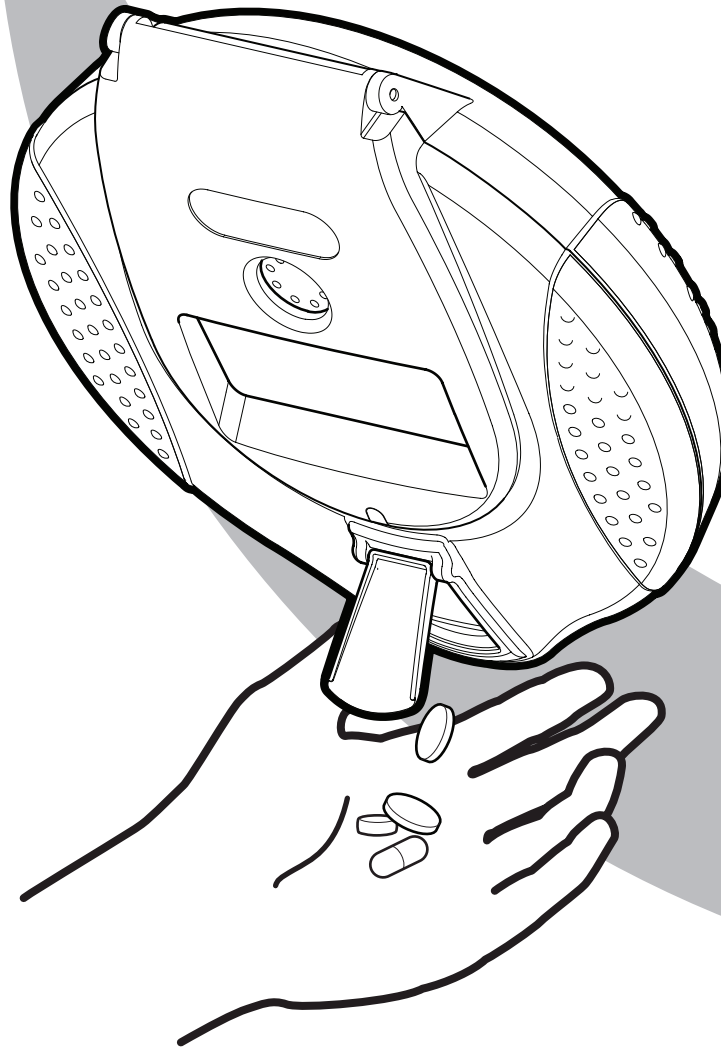
NOTE: **When lifting the MedSmart Dispensing Unit be certain not to lift the Docking Base as this could dislodge the power cord and cause the Docking Base to stop functioning.**

Always check to make sure that the MedSmart Unit is properly seated onto the Docking Base and the POWER light is illuminated GREEN.

If the POWER light is off, check the connections to the rear of the Docking Base and wall. If the light is still not illuminated go to the Troubleshooting section of manual on page 20.
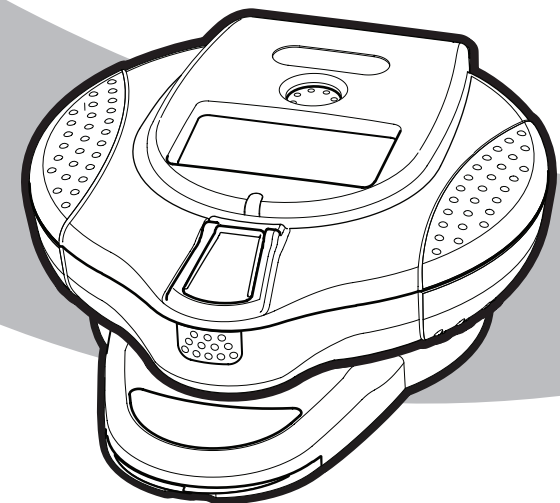
Locking and Early Dose Features

Security Lock and Release Latch

To lock the MedSmart Dispensing Unit, use the provided key, turning the lock clockwise one quarter-turn. The lid release latch is now blocked, which prevents it from being pushed in and releasing the lid.

NOTE: The MedSmart Dispensing Unit can only be opened with the provided key - the key should be kept in a safe place.
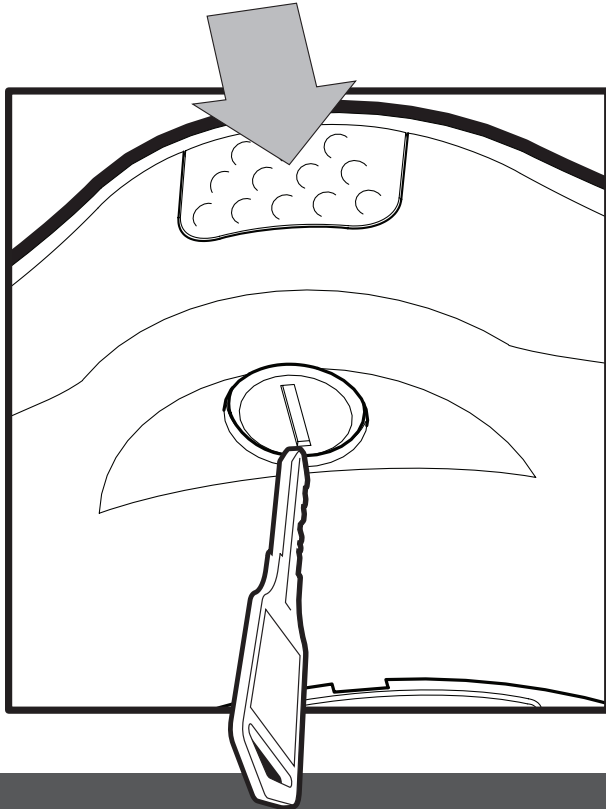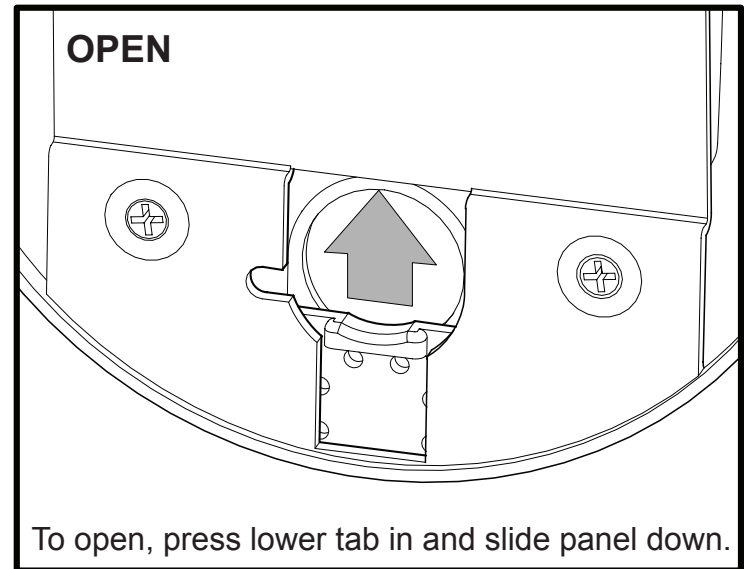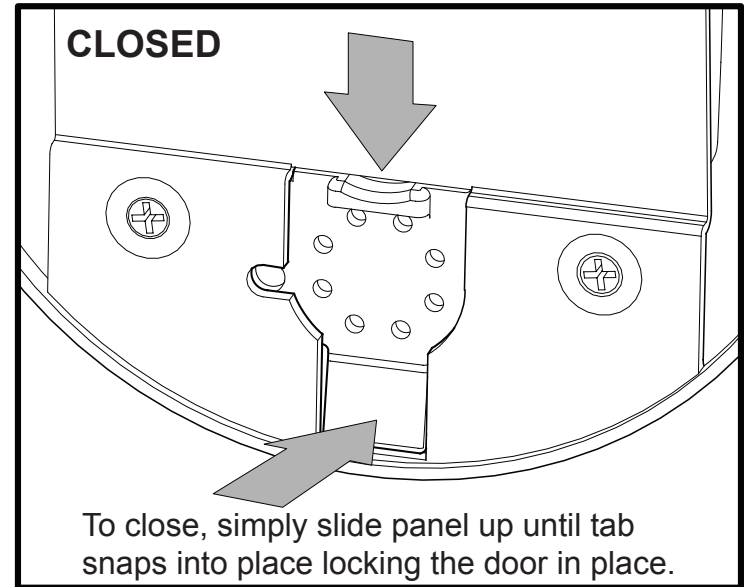
Early Dose Feature

The **Early Dose** button allow pills to be immediately dispensed prior to the next reminder/alarm. This feature allows you to take your next dosage with you when you will not be at home for the next reminder/alarm.

The **Early Dose** button can be closed to prevent early dispensing. Slide the small panel in the lid to the closed position to cover the **Early Dose** button. This panel is not accessible when the lid is closed and locked.

NOTE: Pills can be made available in advance of the schedule only once every reminder/alarm period. This means that the next dose is available for early dispensing only after the current reminder/alarm time has passed.

CLOSED

To close, simply slide panel up until tab snaps into place locking the door in place.

OPEN

To open, press lower tab in and slide panel down.

The MedSmart Dispensing Unit will automatically transmit device and dispensing history (compliance) information to the Data Center one time per day at night (between 12:00 AM and 5:00 AM). MedSmart will also send instant messages to communicate certain situations such as mechanical jam, missed dose or a Help/Refill Request. Below is a list of immediate and next day alert messages that designated recipients may elect to receive.

> **ATTENTION**
> **MedSmart Event Reporting Base Customers**
>
> **A Programming Change Confirmation email will be sent to the primary caregiver when a change is made to MedSmart programming.**

Immediate Alert Messages	Next Day Alert Messages
Mechanical Jam	Dispensing History (Compliance)
Missed Dose	Low Battery
Help/Refill Request	Refill Reminder (low medicine)
	No New Data or Activity

Based on the event reporting requirements, missed dose alerts may be customized based on the number of missed does received (e.g. alert message after one (1) missed dose or alert message after three (3) missed doses).

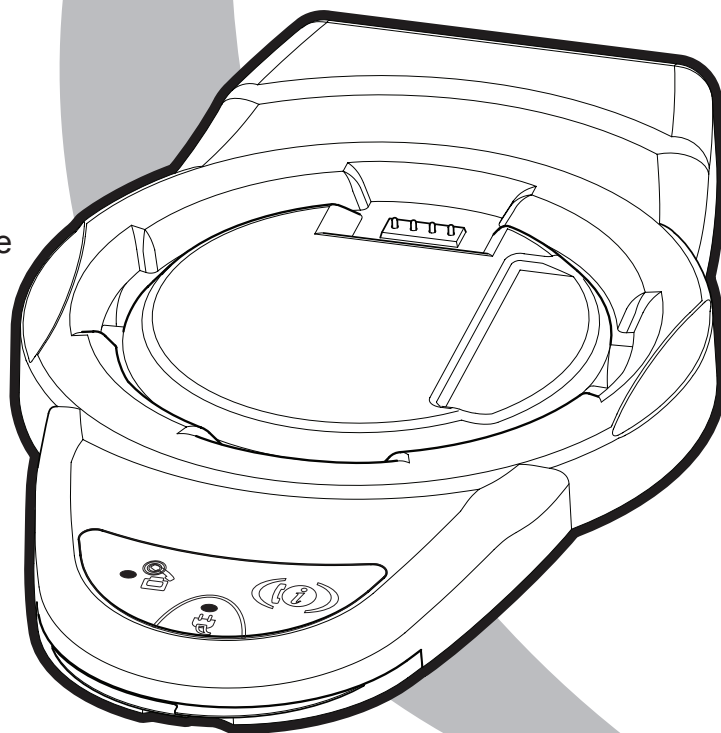**REMOTE PROGRAMMING – EVENT REPORTING VERSION ONLY**
Getting Ready:
1. Be sure the device is properly connected to electrical power and the telephone line wall jack.
2. Have the following information (from Remote Programming and Event Reporting Information Form) ready to provide to the Programming Support Representative:
   a. User name, address and phone
   b. Device serial #
   c. Time zone
   d. Tray size (24 or 29 Cell Tray)
   e. # of alarms per day (1-6 per day)
   f. Reminder/Alarm times per day (e.g. 9:00 am, 12:00 pm, 3:00 pm etc.)
   g. Alert Recipient information email address or cell phone number
3. Remove the tray from the MedSmart Unit for loading. Based upon the number of reminders/alarms per day, select and place the correct Loading Guide Disk on the tray. Load the appropriate pills into the correct cells and place in unit.
4. Once complete, call the Product Support Center 1-800-853-1458 to program and activate the Event Reporting MedSmart.

Frequently Asked Questions

What is MedSmart?
MedSmart is a break-through product in medication management that organizes, reminds and dispenses pills so they are taken properly and on-time. The system can generate from 1 to 6 alarms per day (audible and visual) to help people remember to take their pills and vitamins.

How does it work?
MedSmart is simple to use and program. At set times during the day, MedSmart will remind you to take your pills. The reminder can be both audible and visual, consisting of a loud beep and flashing light. To stop the alarm and remove the pills, just flip the device over so the pills end up in your hand or other receptacle. Take your pills as instructed by your physician.

How many cells are in each tray?
MedSmart has two tray sizes (24 or 29 cells) available to accommodate the different needs of our customer. The 24 cell tray size has larger pill capacity for individuals with more complex drug regimens.

What is the length of the audible alarm?
The audible alarm will sound for 90 minutes to remind you to dispense your pills. The light will continue to flash until the pills are dispensed.

How long do the pills stay available?
The pills will remain available until it is time for the next reminder/alarm. If the pills are not removed before the next reminder/alarm scheduled, the tray will advance and that dose will be missed.

What supplies power to MedSmart?
MedSmart has both AC wall power via the Docking Base and DC battery power (four Alkaline AA batteries in the unit). When the unit is at home, it should remain in the Docking Base with the power light green. MedSmart can be moved within your home and taken on trips without the docking station. However we recommend you take a fresh set of batteries with you in case the batteries get low. A low battery symbol [▭] will appear on the display when batteries need to be replaced.

What if there is a power failure?
MedSmart, the Dispensing Unit will run on battery power in the event there is a power failure in your home. The Event Reporting Docking Base does not contain an internal battery and will not supply power to Dispensing Unit. The Base also will not be able to download Data during this time. Unit will resume normal operation when power is restored.

How many doses are left in the tray?
On the display under the title DOSES LEFT, it will tell you how many doses are left in the tray before the tray needs to be refilled.

Who fills the tray?
MedSmart can be loaded by the user, a caregiver, or a licensed healthcare professional.

What is the Early Dose Button?
MedSmart contains an Early Dose button which can be made accessible or inaccessible to the end-user. When accessible, the user may push the button to rotate the tray to the next cell to allow early dispensing.

Why are there two Med-Trays?
MedSmart comes with two trays so you can pre-fill one to make replacement quick and easy. When the current tray is empty, replace with the pre-filled tray. When storing a second tray, make sure to cover the pills with the supplied dust cover and store it in a safe, dry place.

Are the pills secure?
Yes, MedSmart can be locked to safeguard your medications. If a dose is missed, the tray will advance and you will not be able to retrieve those pills if the device is locked.

Can the actual time each dose is taken be viewed from the Unit?
Yes, the caregiver can step through the history of events (e.g. when unit was tilted to dispense medications) by pressing the **-** and **+** buttons. Date and time display will flash indicating "review mode". This mode will time out on its own but can be ended by pushing another button.

Direct all questions to your Service Provider or call at:

1-800-853-1458

Proper and Safe Use Warning Instructions/Disclaimers

It is important that all pills and vitamins (prescribed and over the counter) are taken in accordance with your healthcare provider's exact instructions. Please consult your physician or pharmacist before taking any medications and consult the drug manufacturer's guidelines to ensure your safety and well-being.

Loading MedSmart: It is the responsibility of the user, caregiver or healthcare provider to accurately fill the tray with prescribed pills at the correct dispensing times. If the device is not properly programmed or filled with correct medications or vitamins or the dosing times or frequencies are incorrect, then there may be serious injury, health complications or even risk of death.

⚠ DO NOT load MedSmart with any pills or vitamins not prescribed to the intended end user.

⚠ DO NOT load the tray with any pills that should not be taken together.

⚠ DO NOT load the tray with nitroglycerine, liquid, injectable or patch medications.

⚠ PLEASE lock MedSmart as required to control misuse and abuse of medications.

⚠ PLEASE keep this device away from children.

⚠ DO NOT permit unauthorized or untrained individuals to program, load or use the device.

⚠ DO NOT abuse, alter, misuse, neglect or attempt to repair the device except for those adjustments as outlined in this guide. Any tampering or modification to the device will void the warranty.

⚠ IMMEDIATELY REPORT any failure to dispense pills in accordance with the alarm schedule to the Product Support Center at 1-800-853-1458 or call your Service Provider.

⚠ PLEASE REPORT any malfunction to the Product Support Center at 1-800-853-1458 or call your Service Provider.

IMPORTANT WARNING

The MedSmart unit is not an emergency response system. The device is intended solely to serve as a reminder and dispensing device and is not in any way intended to be relied upon to provide any healthcare or medical assistance or to insure that the pills will be properly dispensed and taken by the user.

⚠ **FAILURE TO COMPLY WITH ANY OF THE ABOVE WARNINGS AND SUGGESTIONS FOR USE WILL VOID ALL WARRANTY CLAIMS.**

Troubleshooting Guide

MedSmart Unit

MESSAGES & ISSUES	EXPLANATION
Green reminder light is Flashing	It's time to take your pills. Turn unit over and dispense pills.
Green reminder light and audible alarm do not stop after pills are dispensed.	Unit may not have reset. Turn completely over again. If light and alarm persist, call for assistance.
Motor runs continuously	Check beneath pill tray for debris. Clean out with cloth as needed and be sure to install tray so that the correct dose is in position for the next alarm.
Low battery indicator is ON	Replace with 1.5V "AA" size alkaline batteries. Do not use rechargeable batteries.
Liquid spilled in or on unit	Clean as necessary with cloth. Call product support if unit begins to malfunction.
Display shows **CANT** when Early Dose button is pressed	Early Dose has already been used for current reminder/alarm dispensing period.

Basic Docking Base

MESSAGES & ISSUES	EXPLANATION
Power light is off	There is no power to the unit. Check power cord connections at unit and wall.
The Dispensing Unit is on the base but the Power light is RED.	There is power to the Docking Base but MedSmart unit is not seated correctly. Adjust position of unit.
Docking Base Lights	**Red:** Power supplied to Docking Base. **Green:** MedSmart Unit seated correctly on Docking Base.

Event Reporting Docking Base

MESSAGES & ISSUES	EXPLANATION
Power light is off	There is no power to the unit. Check power cord connections at unit and wall.
The Dispensing Unit is on the base but the Power light is red	There is power to the Docking Base but MedSmart unit is not seated correctly. Adjust position of unit.
Liquid spilled in or on Docking Base	Clean as necessary with cloth. Call product support if Docking Base begins to malfunction.
Phone light on the Docking Base is on steady	The unit is calling Data Center. The call should complete within 1 to 2 minutes.
Phone light flashing	The device is having trouble connecting to the server. Check that your phone line is active and free of noise or hum by plugging it into a regular telephone.
The Docking Base tried to call out while I was on the phone	The Docking Base is having trouble connecting to the Data Center, or phone line is in use or out of service. (Check with phone line provider)

⚠ IF ANY OF THE ABOVE LISTED MESSAGES OR ISSUES PERSIST, CONTACT THE PRODUCT SUPPORT CENTER AT 1-800-853-1458

FCC Information

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. 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.

Users must not modify this device. Modifications by anyone other than the party responsible for compliance with the rules of the Federal Communication Commission (FCC) may void the authority granted under FCC regulations to operate this device.

This product meets the requirements of 47 CFR Part 68 of the Federal Communications Commission (FCC) Rules.

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

Equipment Information:

American Medical Alert Corp.
36-36 33rd Street
LIC, New York 11106
1-800-853-1458

Model: Model 660
Equipment Code: MM
Ringer Equivalence: (0.1B)
Ringer Type: B
Phone Jack: RJ11C
US: 5LTMM01B660

NOTICE: Part 68, FCC Rules and Regulations permit this device to be directly connected to the telephone network in the US. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.

If trouble is experienced with this device, you should disconnect the MedSmart appliance from the telephone line to determine if it is malfunctioning. If the MedSmart Docking Base is malfunctioning you should discontinue use of the equipment until the problem has been corrected.

If the telephone company requests information on what equipment is connected to their lines, inform them of:

1. The telephone number this unit is connected to.
2. The Ringer Equivalence Number (REN), which is 0.1B.
3. The USOC jack required, which is RJ11C.

The REN is used to determine how many devices can be connected to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. The sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, one or more may not ring properly. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

This equipment complies with Part 68 of the FCC rules. Located on the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information 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 this equipment, MedSmart Docking Base, 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 notify in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, MedSmart Docking Base, for repair or warranty information, please contact:

American Medical Alert Corp.
36-36 33rd Street
LIC, New York 11106
1-800-853-1458

For troubleshooting, refer to page 11 in this manual. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commissions or corporation commission for information.

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

Electrical Safety Advisory:

Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. We suggest that you use a surge arrestor with this product.

Customer Equipment Diagram
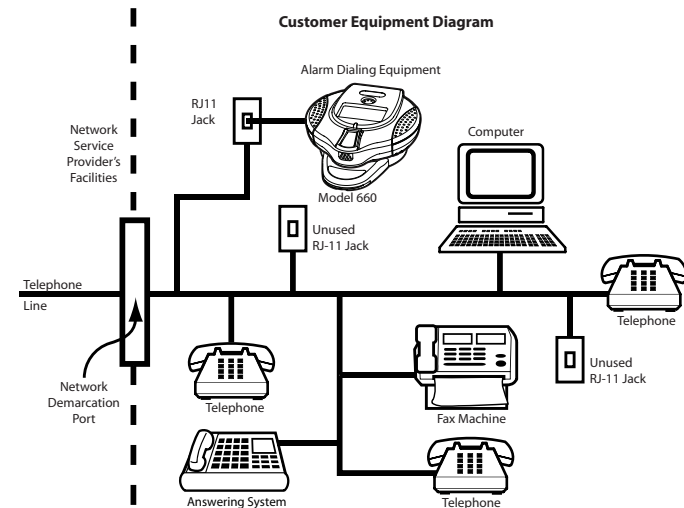
MedSmart Planning Chart

Times of Day Pills and Vitamins will be taken from first to last	List of Pills and Vitamins					
Fill in times	**Fill in number of Tablets/Capsules per dose**					
1st						
2nd						
3rd						
4th						
5th						
6th						
*Not taken daily						

MedSmart Remote Programing and Event Reporting Information

User Information, Device Programming and Alert Message Worksheet

Complete this worksheet prior to calling the **Product Support and Programming Center. Call 1-800-853-1458** to have your MedSmart programmed and to set up your alert messaging requirements.

MedSmart Serial # *(located on bottom of unit)*:

MedSmart Client Data

Name		DOB	Gender
Address			
City	State		Zip
Home Phone	Cell Phone		Email
Physician (optional)	Physician Phone (optional)		Physician E-mail (optional)
Pharmacy Store Name (optional)	Pharmacy Phone (optional)		Pharmacy E-mail (optional)

Device Programming Information

Time Zone: Eastern   Central   Mountain   Pacific   Alaska   Hawaii   **# Cells in Tray** ☐ 24 ☐ 29

 # Alarms per Day (circle):   1   2   3   4   5   6

Time of Alarms:	1	2	3	4	5	6
	am pm	am pm	am pm	am pm	am pm	am pm

Primary Caregiver Data

Name		Relation
Address		
City	State	Zip
Home Phone	Cell Phone	Email

Alert/Message Rules and Delivery Time

Alert/Message	Number of Occurrences Prompting an Alert
Missed Dose Alert	1 2 3 4 5 6
	How many doses are missed before an alert is sent?
No Device Call-In Alert	1 2 3 4 5 6
	# of days in row where device does not call-in before alert is sent?
Tray Low/Empty Message	1 2 3 4 5 6
	How many days of pills remain in tray before alert is sent?
Programming Change Confirmation Message	Send Notification ☐ Yes (recommended) ☐ No (if yes, notification will be sent to first Alert Recipient via email)

Called User When Dose is Missed (after 60 minutes):   ☐ YES ☐ NO

Alert Recipient Data

Recipient 1 - ☐ (check if same as caregiver) - If yes just fill out alert information

Name		Relation
Home Phone	Cell Phone	Email

Next Day Alerts	☐	Low Battery	☐	Tray Low/Empty	☐	No Call In
Immediate Alerts	☐		☐		☐	

Alert Method (check one): ☐ Text Message (cell phone)   ☐ Email   ☐ Voice Message

Recipient 2

Name		Relation
Home Phone	Cell Phone	Email

Next Day Alerts	☐	Low Battery	☐	Tray Low/Empty	☐	No Call In
Immediate Alerts	☐	Help/Refill	☐	Malfuntion	☐	Missed Dose

Alert Method (check one): ☐ Text Message (cell phone)   ☐ Email   ☐ Voice Message

Recipient 3

Name		Relation
Home Phone	Cell Phone	Email

Next Day Alerts	☐	Low Battery	☐	Tray Low/Empty	☐	No Call In
Immediate Alerts	☐	Help/Refill	☐	Malfuntion	☐	Missed Dose

Alert Method (check one): ☐ Text Message (cell phone)   ☐ Email   ☐ Voice Message

Recipient 4

Name		Relation
Home Phone	Cell Phone	Email

Next Day Alerts	☐	Low Battery	☐	Tray Low/Empty	☐	No Call In
Immediate Alerts	☐	Help/Refill	☐	Malfuntion	☐	Missed Dose

Alert Method (check one): ☐ Text Message (cell phone)   ☐ Email   ☐ Voice Message

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IMPORTANT WARNING

The MedSmart unit is not an emergency response system. The device is intended solely to serve as a medication reminder and dispensing system and is not in any way intended to be relied upon to provide any healthcare or medical assistance or to insure that the pills will be properly dispensed and taken by the user.

FORM # 1806

medSmart™

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Wellesley, MA 02481
1-800-549-0095
Phone + 1-781-239-8255
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e-pill®

Service Provider: