



## Frequently Asked Questions

### Dispensing Schedule

**Question:** I have lost the schedule on my dispenser. How do I download the schedule again?

**Response:** You may call the Philips Medication Dispensing Service to assist you. If it is after business hours, you can manually download the schedule to the dispenser through the phone line, using the steps below.

**IMPORTANT: To download the schedule to your dispenser, you must first make sure there are no medication cups in any of the 10 cylinders.**

**1. To remove medication cups use the following steps:**

**NOTE:** You may find it helpful to remove cups and keep them in the same order that you remove them, to simplify the reloading process. Some people find it helpful to unload the cups back into the Philips Medication Dispenser Loading Tray that was provided with the dispenser.

- a. Turn off the dispenser by using the power switch located on the back of the dispenser between the phone and electrical cord connectors. Slide it up for on, down for off.
- b. Use your finger to move the cylinders and remove cups as cylinders move to the opening.
- c. There are 10 numbered cylinders in total. You will find the number at the base of the cylinder.
- d. When all cups have been removed, turn the dispenser back on.
- e. The unit will begin a self test. When it is done the voice will announce that the unit is **“Ready for Set Up System OK.”**

**2. To download the schedule:**

- a. Make sure the phone cord is plugged into the dispenser and wall telephone jack.

**IMPORTANT:** If the home has voice mail through the phone company delete all messages before proceeding.

1. Press the SCHEDULE key then press OK to dial into the Medication Scheduling Support Center.

2. Press OK once again to allow the unit Outside Line Access and to Dial Direct for the schedule download.

**NOTE:** If the home phone requires a user to dial 9 or another number to connect to an outside line, press the right arrow key to move over to PREFIX and use the up or down arrows to locate the number needed, then press OK.

3. You will hear a dial tone and dialing followed by a modem tone that sounds like a fax machine. When the contact is successful the unit display will read “Unit Empty Ready to Load”.

**The schedule has been successfully downloaded and the dispenser can now be reloaded with medication cups.**

**NOTE:** If the call does not go through you’ll see “Support Center Does Not Answer” on the display. Press OK then SCHEDULE and OK to try dialing again.

## Frequently Asked Questions

### Loading Medication Cups

**Question:** How do I load medication cups into the dispenser?

**Response:** You may load medication cups using the following steps:

If the dispenser is empty:

1. Open the dispenser.
2. Press the **LOAD** key.

The cylinders will rotate. When they stop rotating, the cylinder facing the opening will be the first cylinder to be loaded. The date you are loading for will appear in the display screen.

**NOTE:** If the voice says to load fewer cups than you expect it's because the dispenser will only have you load cups for dispense times remaining for that day.

3. Load the medication cups as prompted by the dispenser.
4. Press **OK TWICE** to continue loading the next cylinder.
5. When you are finished loading, press **OK ONCE**.
6. Press the arrow key to move over to **QUIT**.
7. Press **OK** when **QUIT** is flashing.

**IMPORTANT:**

1. Only load a full day's worth of medication cups. If you have a partial day available, save those cups for loading at a later time.
2. If by accident you pressed OK twice and moved to the next cylinder but you do not have a full day's worth of medication or you meant to QUIT, you cancel the load for that cylinder or day, by pressing RUN on the keypad.

If the unit already has medication cups loaded:

- 1- Open the dispenser.
- 2- Press the LOAD key.

You will be given the option to LOAD or REVIEW cups.

LOAD should be flashing on the display. Press OK to choose the LOAD option.

- 3- Follow steps 3 through 6 above.

## Frequently Asked Questions

### Changing Medications

**Question:** How do I change medications in already loaded cups?

**Response:** To change already loaded cups (by adding or removing medications in cups):

1. Unlock the door to the unit and open the door.
2. Press the LOAD key
3. On the screen you will see the options to LOAD or REVIEW.
4. Press the arrow key on the keypad until REVIEW flashes and press OK.

The cylinders will begin to rotate. When the dispenser stops moving the cylinder in front of you will contain the cups to be dispensed next. *Confirmation of this will appear in the display window and shows the number of cups and the day and date the cups are to be dispensed.*

**NOTE:** *If you see more cups than expected it means that more than 10 days of cups have been loaded and those cups have been loaded on top of the first layer of cups.*

5. Lift the cups out of the cylinder.

**IMPORTANT:** *It is important to keep the cups in the same order that you remove them, to ensure that they get reloaded in the same order. You may find it helpful to remove cups and keep them in the same order that you remove them, to simplify the reloading process. Some people find it helpful to unload the cups back into the Philips Medication Dispenser Loading Tray that was provided with the dispenser.*

6. Add or remove medications as needed, then place the cups back in the cylinder in the same order you removed them.
7. Press OK to Continue on to the next cylinder.
8. Repeat steps 1 through 6 for remaining cylinders, until all changes have been made.
9. When you have completed making your changes, press the arrow key until QUIT is flashing then press OK.

## Frequently Asked Questions

### Reviewing Medications

**Question:** How do check to see what medication cups are in the dispenser?

**Response:** To review medication cups in the dispenser:

1. Unlock the door to the unit and open the door.
2. Press the LOAD key
3. On the screen you will see the options to LOAD or REVIEW.
4. Press the arrow key on the keypad until REVIEW flashes and press OK.

The cylinders will begin to rotate. When the dispenser stops moving the cylinder in front of you will contain the cups to be dispensed next. *Confirmation of this will appear in the display window and shows the number of cups and the day and date the cups are to be dispensed.*

5. Confirm that the order the cups were loaded in is correct. The first cup for the day will be at the bottom of the stack and the last dose of the day will be the top cup.

**NOTE:** *Dispensers loaded with more than 10 days of medication cups will have 2 or more days' of medication cups stacked within the same cylinder. That is appropriate.*

*If you notice a discrepancy (in the number or order of cups), you may make adjustments as needed before moving to the next cylinder.*

6. Press OK to Continue on to the next cylinder.
7. Repeat steps 1 through 6 for remaining cylinders, until all changes have been made.
8. When you have completed making your changes, press the arrow key until QUIT is flashing then press OK.

## Frequently Asked Questions

**Machine Errors:** “Machine Error; Service”: This message can occur under three possible scenarios.

### 1. **A cup is jammed:**

This error can happen if a cup and lid are not properly snapped together, lids are doubled, cups are doubled or cups are damaged.

To clear the jammed cup:

1. Turn the dispenser OFF.  
*Locate the power switch on the back of unit where the phone and electrical cords are plugged in. Turn this button off by pushing it down*
2. Unlock and open the dispenser.
3. If possible, rotate cylinders using your hand. Remove and clear all cups, lids and any spilled pills from each cylinder as needed.
  - a. If the cylinders will not rotate by hand, locate the opening on the outside of the unit where the medication cups normally dispense (at the top of the slide).
  - b. Look up inside the opening and remove the jammed cup and lid making sure to recover any pills that may have gotten loose.
  - c. If the opening is blocked and you cannot see inside, use your fingers tips to gently slide the door to the left or right for greater access.
  - d. Remove any cups, lids and pills in the opening.
  - e. Once the jammed materials are cleared, remove all the medication cups in all 10 cylinders as you rotate them by hand.
4. Turn the unit back ON by lifting up the power button.
  - a. Download the dispensing schedule using the instructions outlined in this document.
  - b. Reload medications, using the instructions outlined in this document.

### 2. **A battery is depleted:**

In this situation, the dispenser will require you to turn off the dispenser, correct the problem then reschedule and reload medications.

- a. Turn off the dispenser.
- b. Make sure the electrical cord is plugged in.
- c. Turn on the dispenser.
  - i. If the dispenser is plugged in, and it still fails to turn on or the error message remains, call the Philips Dispensing Service team for assistance.

### 3. **There is a modem error:**

In this situation, the dispenser will require you to turn off the dispenser, correct the problem then reschedule and reload medications.

- a. Turn off the dispenser.
- b. Make sure the telephone cord is plugged in.
- c. Turn on the dispenser.
  - i. If the telephone cord is plugged in, and the error message remains, call the Philips Dispensing Service team for assistance.