



Pivotell® Mark 3 v24

Automatic Pill Dispenser

Instructions

Note: When opening for the first time, the lid is unlocked.
The key and battery case securing screw can be found inside the dispenser.

PIVOTELL® MARK 3 v24
AUTOMATIC PILL DISPENSER

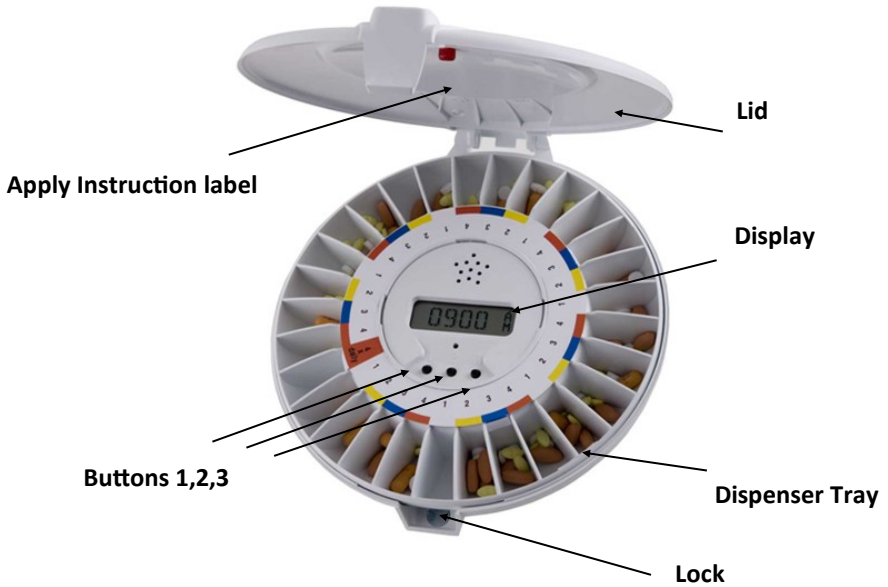


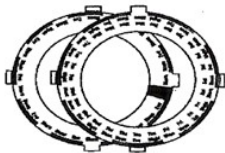
Figure 1

The pack also includes:

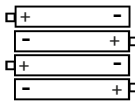
Pharmacy label
 carrier and cover



Three reversible Day /
 Time discs



Batteries
 4 x AA Alkaline



Key



Battery case
 screw



Introduction to the new Pivotell MK3 v24

We are pleased to announce an upgrade to the Careousel Mk3/11 automatic pill dispenser. The improvements include some changes to the menu options as well as additional functionality.

The Careousel Mk3 was launched in 2002, with the most recent upgrade to it made in 2011. We're pleased to upgrade it once again this year with the Mk3/24. For those familiar with the Mk3/11 pill dispenser, there are a few changes to the settings which make programming it slightly different. We have identified these **below**, and throughout the instructions, highlighted in blue.

1. Maximum number of daily alarms is now 24.
2. DATE is now set in Menu A
3. AFTER time is now maximum 5 hours (up from 1 hour)
4. **New** alarm sounds
5. LIGHT is now on/off (not 00/01)
6. **New** BATT (Battery type) use either Alkaline or rechargeable NiMH batteries
7. **New** LOW BATT message on LCD when battery level is 20% or less.
8. DLS (DAYLIGHT SAVINGS) is now EU/US (not 00/01)
9. START DELAY function can now be checked without losing the setting
10. **New** STOP function allows the dispenser to be preprogrammed to deactivate at a future date/time. Useful for pharmacy filling.
11. TEST function is no longer in Menu B. See p.9.
12. **New** Intelligent UPSIDE DOWN function. See p.9.
13. Multidose dispensing feature. See p.9.
14. **New** ERROR CODES give feedback on any issues with the dispenser. See p.10.

INTRODUCTION

The Pivottell® Automatic Pill Dispenser reminds the user by means of an alarm and flashing light when to take their medication. It will make the correct dose available at the correct time of day or night, whilst keeping other pills locked out of sight. Medication is dispensed from an internal tray containing 29 sections.

Maximum number of daily alarm settings - 24.

When the alarm sounds the internal tray will rotate one position. The correct dosage will come into view in the lid opening. Pills should be removed from the dispenser by tilting it and pouring the pills into the hand or suitable container. This will also cancel the alarm signal and the flashing light, then the dispenser should be returned to the upright position.

Technical data:

| | |
|--------------------|--|
| Dimensions | - length 190mm, width 180mm, height 56mm |
| Weight | - 380g excl. batteries, 480g incl. batteries |
| Compartment volume | - approx. 10ml per compartment |
| Power supply | - 6V (4 x 1.5V Alkaline batteries) |
| Battery life | - up to 1 year |

USING THE DISPENSER FOR THE FIRST TIME

- Open the lid as illustrated. Place an index finger in the lid opening and press in the catch with a thumb. Lift the lid.
- The key and battery case securing screw can be found in one of the pill compartments.
- Open the lid to the battery box (underneath the dispenser) and activate the dispenser by removing the battery isolating strip. **(Note the correct battery polarity + / -)**
- To avoid excessive battery drain it is important that the clock is set soon after either the isolating strip is removed, or the batteries are replaced.



Figure 2



Figure 3

FILLING THE DISPENSER

1. Time Discs — three day/time discs are supplied which comprise:

Two printed discs for between 1 - 4 medication prompts per day (use either side) and one blank disc for more than 4 medication prompts per day. The discs should be completed by hand indicating the medication times*. Select the appropriate disc for the number of doses per day.

***NB: Before filling out the day/time discs, calculate which will be the date and time of the user's first dose with the newly filled medication tray (particularly if a pharmacy will refill the tray) and start to the right of the red section** (see figure 4 below). Place the disc on top of the tray. Secure the disc in place by bending down the four tabs (a spot or two of glue will secure it further if preferred).

2. Medication Remove the tray from the dispenser. Starting from the right of the solid red section (do not fill this section), place the correct dosage in each section of the tray.

Note: if a pill is inadvertently dropped in an incorrect compartment, a pair of tweezers can be helpful to easily remove the pill. Filling aids are available from www.pivotell.co.uk

3. Replace the tray in the dispenser

Place the tray in the dispenser with the red section showing in the lid opening, so that when the lid is closed the first dose to be taken is to the right of the lid opening. At the next alarm time the tray will rotate one section clockwise and make available the correct medication. (See figure 4).

Note: To avoid damaging the mechanism, the medication tray must always be repositioned by lifting it out and then lowering directly into the case in the correct position. Do not force the tray to rotate.

Figure 4



First Dose

4. Complete the pharmacy label carrier with either pharmacy labels or the medication information, then remove the re-posable adhesive pad cover on the back and stick the pharmacy label carrier to the battery case cover. Slide the plastic cover into position to protect it. (See figure 5). *Note: Re-usable spare trays with lids and time discs can be purchased to allow pre-filling.*



Figure 5

DISPENSER SETTINGS — WITH UPDATED FEATURES

The dispenser is set using 3 buttons:

Button 1 is used for moving to the next function.

Buttons 2 and 3 are used to change the settings in each function.

There are two setting menus:

MENU A:- Button 1: CLOCK DATE DOSES ALARMS

**MENU B:- Button 3: BEFORE AFTER SOUND LIGHT BATT
HOURS DLS START STOP RECORD**

NB:

1. It is important that the DATE is set to allow DLS and START/STOP functions to operate.
2. After completion of settings in either Menu A or B press button 1 for three seconds to restore to normal operation. If there is no programming activity the display will automatically return to normal after 25 seconds (Menu A) or 5 minutes (Menu B).
3. Once the dispenser has been programmed and the lid is open, the LCD will show the **DATE** and **TIME** in rotation. If the battery level is 20% or less it will also show **LOW BATT**.

Menu A (accessed through Button 1)

Set **CLOCK**:

1. Press Button 1 repeatedly until 'CLOCK' is visible on the display.
2. Set the correct time by using Buttons 2 and 3.
3. You can fast forward or reverse the time by pressing and holding down these buttons.

Set current **DATE**:

1. Press Button 1 repeatedly until 'DATE' is displayed. Wait until YY is displayed.
2. Using buttons 2 and 3: Set the Year (YY) then press 1
3. Using buttons 2 and 3: Set the Month (MM) then press 1
4. Using buttons 2 and 3: Set the Date (DD) then press 1

Set **DOSES**: number of alarmed doses per day (eg. 4 alarms per day)

1. Press Button 1 repeatedly until 'DOSES' is visible on the display.
2. Wait a few seconds. Adjust to the correct number of doses per day using Buttons 2 and 3.

Set **ALARM times**:

1. Press Button 1 repeatedly until 'ALARM' is visible on the display.
 2. Set the 1st (1) alarm time using buttons 2 and 3.
 3. Press Button 1 again for the 2nd (2) alarm time and repeat for all subsequent alarm times .
- Press button 1 for a few seconds to exit menu & revert to normal operation.**

MENU B (Accessed through Button 3)

To access the functions in this Menu press and hold down button 3 until 'BEFORE' is displayed on the screen. The individual functions in this menu can then be accessed by pressing button 1 repeatedly. At any time hold button 1 down to return to clock.

'BEFORE' - Taking medication before the pre-set alarm time

It is possible to allow medication to be taken up to 5 hours before the normal pre-set alarm time. To set this function go to 'BEFORE'.

Press Buttons 2 or 3 to set the time required (up to 5 hours before in 5 minute increments).

If this function has been set the user may access their medication in advance by tilting the dispenser upside down twice. When upright again the dispenser will then rotate one section, the alarm will sound, and the medication will become available. Tilt the dispenser again to dispense the medication and stop the alarm.

NB: If medication is taken before the normal time, the dispenser will not activate again until the following medication is due.

If this function is not required set at 00.00

We do not recommend that the BEFORE function is used for those with confusion.

AFTER

The length of time the alarm sounds / light flashes can be adjusted by the 'AFTER' function: Press Button 1 repeatedly until 'AFTER' is displayed. Adjust the required alarm duration by pressing Buttons 2 or 3 (minimum 5 minutes / maximum 5 hours).

The alarm will sound and light flash every 5 seconds for the first minute, every 8 seconds up to 1 hour and thereafter sound every minute and light flash every 16 seconds until either the medication is dispensed or the AFTER limit is reached, maximum 5 hours.

SOUND

There are four alarm sounds available. To choose the alarm sound:

Press Button 1 repeatedly until 'SOUND' is displayed. Choose your preferred sound 01 02 03 or 04 by pressing Buttons 2 or 3. Should no sound be required set at 00.

LIGHT

Press Button 1 repeatedly until 'LIGHT' is displayed.

If the light is not required press button 2 once – 'OFF' will be displayed

If the light is required press button 3 once – 'ON' will be displayed.

BATT (Battery type)

It is possible to use either Alkaline or rechargeable NiMH batteries.

Press Button 1 repeatedly until 'BATT' is displayed.

Using buttons 2 and 3 set either ALC for Alkaline and NIMH for rechargeable NIMH batteries.

HOURS - 24hr / AM-PM clock settings.

The dispenser is pre-set to display the time as a 24hr display. Should you wish to change this to AM/PM clock setting:

Press Button 1 repeatedly until 'HOURS' is displayed. Choose AM/PM or 24hrs by pressing buttons 2 or 3. **NB. Using the 24hr clock is recommended.**

DLS (DAYLIGHT SAVING)

To enable the dispenser to automatically adjust for daylight saving (GMT/BST) press Button 1 until DLS is displayed. Using Buttons 2 and 3 set at 'EU' for European Daylight Saving or 'US' for American Daylight Saving. Set at 'OFF' to disable this function.

START (START DELAY FUNCTION)

After programming the doses and alarm times it is possible to delay the time at which the dispenser will start to operate. This function is useful if the dispenser is being filled offsite, for example, by a pharmacy and not being delivered to the user until a later date.

To activate this function press Button 1 until 'START' is displayed.

Set the Year (YY) Month (MM) Date (DD) and Hour (HH) that you wish the dispenser to activate following the same procedure as for setting the DATE (see Menu 1 above). The time (HH) should be in advance of the first dose to be dispensed for the user.

This should always be a date in the past if the dispenser needs to be active.

STOP

It is possible to stop the dispenser's operation at a future date and time. This function is useful if two or more dispensers are being used by a user in sequence and ensures that only one dispenser is active at one time.

To activate this function press Button 1 until 'STOP' is displayed.

Set the Year (YY) Month (MM) Date (DD) and Hour (HH) that you wish the dispenser to stop operating following the same procedure as for setting the 'DATE' (see Menu 1 above).

The time (HH) should be set after the last dose to be dispensed for the user.

If this function is not required set the year (YY) to 38.

RECORD

The dispenser will record the actual times the previous 28 medications were dispensed.

Press Button 1 repeatedly until 'RECORD' is displayed. The time that the last medication was taken is displayed. Press Buttons 2 or 3 for all of the times medication was dispensed over the previous medication cycle to be shown.

TEST FUNCTION: see p9.

GENERAL INFORMATION

Lock

The dispenser can be locked with the key supplied (see figure 6). Turn the key a quarter of a turn clockwise to lock, anti-clockwise to unlock.

Please note that the lock is a simple device intended as an additional barrier only.



Figure 6

Test function

The rotation, light and sound functions can be tested and demonstrated by pressing and holding all three buttons until TEST is displayed.

Press button 1 to test the light. Press button 3 to start a whole alarm-sequence:

- 1.The display will show 'DEMO', the tray will move one section, the alarm will sound and the light will flash.
- 2.'TAKE MED' will be displayed for 20 seconds
- 3.Pick the dispenser up and turn it over to demonstrate dispensing the medication. Press and hold button 1 to leave the TEST function.

Dispenser left upside down

If the dispenser is upside down when the alarm occurs, the alarm will sound as normal but the internal tray will not move until the dispenser is turned upright. If more than one alarm time has passed whilst the dispenser has been upside down the dispenser will present the correct medication for that time.

For example: Daily Doses 4 / Alarm Times: 0800 1200 1700 21.00

The dispenser is left upside at 0805 and placed upright at 1630. At 1200 the alarm will sound but the tray will not rotate. At the 1700 alarm time the tray will rotate two positions and present the 1700 medication (the 1200 dose will move around out of sight and be inaccessible).

Multidose dispensing

It is possible to set 2 or more compartments to present medication at the same alarm time. This is useful for people with many/or large pills.

Pharmacy filling: Many pharmacies will fill Pivottell® dispensers.

For the suggested Standard Operating Procedure for pharmacy filling of Pivottell® dispensers, please ask your pharmacist to contact Pivottell® Ltd.

Battery Cover Screw

A screw is provided to prevent inappropriate access to the batteries (should this be necessary).

Place the screw in the hole in the battery cover securing clip and tighten. The screw must be removed when the batteries need changing. It should then be replaced.

Medication:

There are some pills that should not be exposed to the air and therefore should not be used in the dispenser. If in doubt please check with your pharmacist.

Fault handling:

The alarm will sound continuously in the event of the dispenser failing to rotate properly. This might be caused by an obstruction between the body of the dispenser and the internal tray. In this event the display will show 'ERROR 01' or 'ERROR 04' or 'ERROR 08' or 'ERROR 10'. Any obstruction should be removed. These can be cleared by pressing Button 3. More information on error codes can be found on www.pivotell.co.uk

Batteries:

Batteries (4 x AA Alkaline) are supplied with the dispenser when new. AA Batteries will last up to 12 months in normal use.

Battery life can be checked using the following procedure:

- * Insert batteries in the dispenser. The LCD will show BOOT, SK-022 (software version), B 100% (battery level), and 09.30 (time). *Example values shown here.
- * At full charge a reading of 100% will display
- * At less than 20% the battery warning indicator 'LOWBATT' will display
- * At a reading of 0% the unit will not operate. 'ERROR 10' will display

Rechargeable batteries may be used – ensure that BATT function in Menu B is set to NIMH. Remember when changing batteries to insert them to correct way around. (See figure 2 and the guide marked in the battery case).

Removing Batteries: If the batteries are removed and replaced immediately the alarm settings are retained; only the clock would need to be reset if the batteries are not replaced immediately. **To avoid excessive battery drain it is important that the clock is set soon after either the isolating strip is removed, or the batteries are replaced.**


Cleaning: Dispenser - wipe with a damp cloth. **Internal tray** – may be washed in warm water or in a dish washer (max. 70C).

Transport: If for any reason the dispenser is despatched by Royal Mail, Courier or other carrier, it is important that **all batteries** are removed from the dispenser.

Important - Repositioning the Tray. **To avoid damaging the mechanism, the medication tray must always be repositioned by lifting it out and then lowering directly into the case in the correct position. Do not force the tray to rotate.**

Pivotell cannot accept responsibility for faults or any other consequences arising from misuse e.g. dropping, water damage, insertion of foreign objects, forced turning of the pill tray or forced opening of the dispenser.

GENERAL OBSERVATIONS

- The dispenser is not suitable for everyone and assessment is very important. Most problems occur due to misuse/interference.
- Users who wilfully try to get at their medication by force will eventually damage the unit. Look out for knife marks and evidence of someone trying to force it open.
- Look out for pencil/ biro marks in the pill compartments. This may indicate that the user might need a little more training regarding tipping the pills out. The dispenser must be turned over to allow the pills to fall into the hand or suitable container. It may be that the person filling it has put the wrong pill in and tried to get it out with a pen or pencil. Tweezers are very useful to lift out a pill incorrectly placed.
- Where it is thought necessary keep the battery cover grub screw in place to prevent access to the battery case.
- Try to keep the dispenser reasonably horizontal. If it is left upside down it will not rotate at the next alarm time. On turning over it will then rotate and dispense medication as usual (for duration of AFTER time). See also FAULT HANDLING p.10 and Upside Down function p9.
- If the user repeatedly leaves the dispenser upside down, they may find a Pivotell® Dispenser Tipper very helpful .

- If DOSES are set to 00 then even if the alarms are set, it will not alarm. This is useful if you do not want it to alarm for a period of time. Remember to reinstate the DOSES when the alarms are required again (or use the Start Delay Function. See p8.)
- Spares: Spare keys, battery cover screws, pharmacy label carriers, spare trays and time discs are all available. Please contact Pivotell® for assistance.

ALSO AVAILABLE



Spare trays, time discs, keys,
prescription booklets



Tipper aid for those who struggle
to tip out their medication



Filling trays available to assist
with refilling the trays at home

Important Notice:

Pivotell® Automatic Pill Dispensers are aids designed to assist the user remember to take their medication. They are not suitable for everyone and assessment is very important.

Pivotell® do not accept responsibility for faults or other consequences arising from any misuse of the dispenser, for example, damage from dropping, moisture, liquids and heat, insertion of foreign objects, forced or unauthorised opening of the dispenser. As with all electronic devices, do not leave in direct sunlight.

It is the user's responsibility to ensure that medication is taken as prescribed.

Full Terms and Conditions are available on our website : www.pivotell.co.uk



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