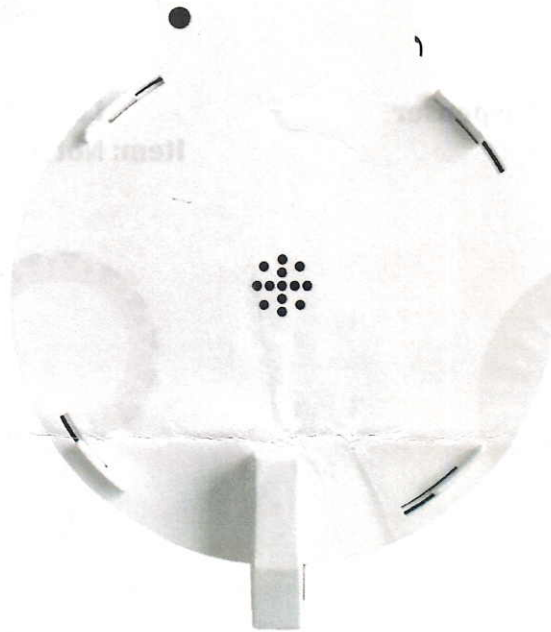


# Setup Guide

## e-pill® SAFE

Tamper Resistant Automatic Pill Dispenser



Item: 998050

**Carefully review and save this setup guide**

**Components**



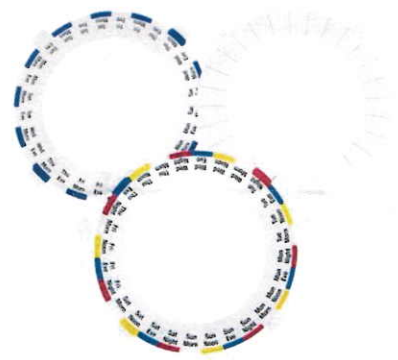
**Locked Automatic Pill Dispenser  
Item: 991019**



**Locked Metal Case  
Item: Not available separately**



**Medication Tray  
Item: 991020**



**Dosage Template Set  
Item: 991018**



**Case Padlock & Location Lock  
Item: Not available separately**



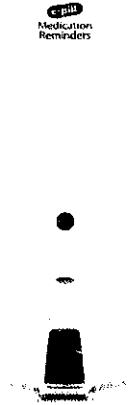
**Pill Dispenser Key  
Item: 991022**



**Case, Padlock & Location Keys  
Item: Not available separately**

# e-pill® SAFE

## Tamper Resistant Automatic Pill Dispenser



### **Introduction**

e-pill SAFE is designed to remind and dispense pills according to the patient's dosing schedule; reminding by means of auditory alarm and flashing light. The dispenser will make the correct dose available at the correct time, keeping all other pills secure via 4 locks and a metal case.

Important: Never shake the dispenser. Some patients attempt to gain access to their medications by shaking the dispenser. e-pill SAFE has been designed to keep all undispensed medications locked inside, even when shaken, but if excessive force is applied, this action will damage the drive unit inside the dispenser and void the warranty. Note: For pills that may become stuck see "Error Handling" on page 6.

Always keep e-pill SAFE locked with all locks, including the location lock. The plastic pill dispenser must remain inside the locked metal enclosure for the device to be tamper resistant.

### **How it Works**

At dose time the alarm will sound, and the internal tray will rotate making the correct dose available. Turn the dispenser over to release the correct dose and silence the alarm. If the dispenser is not turned over the alarm will continue for 1 hour. The dose in the dispensing spout will remain available to the patient until the next dose time.

## **SETUP - STEP 1 of 2**

### **Turning On and Opening e-pill SAFE**

1. Turn the pill dispenser upside down and remove the battery door.
2. Remove the battery insulator strip to power on the dispenser.
3. e-pill SAFE is now on.
4. Replace the battery door and turn the dispenser right side up.
5. Open the lid by placing your index finger in the dispensing slot and your thumb on the front latch. Press with your thumb and lift up.

### **Menu A - Carefully Go Through All of Menu A for Proper Setup**

DOSES: The number of alarms needed per day.

1. Tap button 1 until 'DOSES' is displayed.
2. Tap button 2 (decrease) or 3 (increase) to set the number of alarms.

ALARMS: Set all alarms in order, starting with the earliest.

1. Tap button 1 until 'ALARMS' is displayed.
2. Set the earliest alarm first ('1'). Tap button 2 to decrease or button 3 to increase the alarm time - note AM and PM. Tap button 1 to save and continue when the desired alarm time is displayed.
3. Repeat for all alarms needed. Tap button 2 or 3 to adjust the alarm time and button 1 to save and continue.

CLOCK:

1. Tap button 1 until 'CLOCK' is displayed.
2. Tap button 2 (decrease) or button 3 (increase) to set the correct time. Note AM and PM.

SAVE and EXIT Menu A:

1. Press and hold button 1 for 5 seconds to save and exit Menu A.
2. The display will show the current time.

## SETUP - STEP 2 of 2

### **Filling the Tray:**

1. With the lid still open, remove the tray that is inside the dispenser.  
Important: Never force the tray to rotate.
2. e-pill SAFE comes with three different dosing templates. The template identifies the number of alarms per day and, very importantly, the time of the day that you are filling the tray. The blank disc is used for 5 - 28 alarms per day and has been left blank so it can be customized.
3. Fill the compartments counterclockwise using the dosing template as a guide. Important: Do not overfill any compartment. If a dose does not fit into a single compartment, an additional alarm can be set for shortly after the original alarm. The dose can then be split into 2 compartments. Splitting larger tablets into smaller pieces using a pill splitter can help.

### **Begin to Use**

1. Place the tray into the dispenser. The next dose will be the first compartment to the right of the slot located directly at 6 o'clock.  
Important: Never force the tray to rotate.
2. Close the lid.
3. Turn the dispenser over and lock the dispenser. WARNING: When locking/unlocking the cover do not turn the key more than a ¼ of a turn.

### **Congratulations**

Your e-pill SAFE is now 100% setup.

## Low Battery Indicator

### **Low Battery**

Battery life is 6 – 12 months. 'LOWBATT' shown in sequence with the current time indicates that the batteries are near depletion. Replace immediately.

Important: Only use alkaline batteries.

Changing batteries:

1. After changing the batteries all of your settings will be saved except the current time.
2. Set the correct current time:
  - a. Tap button 1 until 'CLOCK' is displayed.
  - b. Tap button 2 (decrease) or 3 (increase) to set the correct time.
  - c. Press and hold button 1 for a few seconds to save and exit.

## **Error Handling**

### **Error Type 1: Medications Will Not Dispense**

Solution:

1. Check all compartments for stuck pills.
  - a. Tablets: Splitting larger tablets into smaller pieces using a pill splitter can help prevent blockage.
  - b. Gel-caps: Adding a thin coating of standard baking flour to the compartments can help prevent blockage.

### **Error Type 2: Dispensing Will Not Silence the Alarm**

Solution:

1. If you see 'LOWBATT' follow the Low Battery instructions on page 5. If you do not see 'LOWBATT' then the dispenser has been misused and is therefore not covered under warranty.

### **Error Type 3: Error Message/Rotation Issue**

There has been an attempt to gain access to medications which has caused damage to the dispenser. This is often due to the patient shaking the unit. This error message/issue occurs when the dispenser has been misused and is therefore not covered under warranty.

Solution:

1. The dispenser (only the dispenser, not the metal case) will need to be replaced. [www.epill.com](http://www.epill.com) - Item: 991019.

### **Error Type 4: TILTED shown on the displayed**

If the dispenser is lying upside down during the "BEFORE" and "AFTER" intervals, it will not dispense. A warning signal (constant alarm) will sound, and the word 'TILTED' will be displayed.

Solution:

1. Reset by pressing Button 3.
2. Check the position of the tray to make sure the next dose is the first compartment to the right of the slot located directly at 6 o'clock. If the tray needs to be repositioned, lift it up, then place the tray back into the dispenser so that it is properly positioned. Important: Never force the tray to rotate.

## **Diagnostic Tests**

Test 1: Test the normal dispensing functions.

1. Press and hold button 3 for 5 seconds until 'BEFORE' is displayed.
2. Let go.
3. Tap button 1 until 'TEST' is displayed.
4. Tap button 3 to start Test 1.
  - a. 'MOVING' will appear on the display, the tray will rotate, the alarm will sound, then 'TAKE' will appear on the display.
  - b. Close the lid and turn the dispenser upside down to simulate dispensing. This will silence the alarm.
  - c. 'TEST' appearing on the display indicates normal operation.
  - d. 'ERROR' appearing on the display indicates abnormal operation. See the 4 error types on the pervious page for a solution.

Test 2: Test the early dose feature and dispensing functions.

1. Press and hold button 3 for 5 seconds until 'BEFORE' is displayed.
2. Let go.
3. Tap button 1 until 'TEST' is displayed.
4. Tap button 2 to start Test 2.
  - a. 'TURN' will appear, close the lid and turn the dispenser upside down then back upright, TWICE.
  - b. 'MOVING' will appear on the display. The tray will rotate, the alarm will sound, then 'TAKE' will appear on the display.
  - c. Close the lid and turn the dispenser upside down to simulate dispensing. This will silence the alarm.
  - d. 'TEST' appearing on the display indicates normal operation
  - e. 'ERROR' appearing on the display indicates abnormal operation. See the 4 error types on the pervious page for a solution.

## **Additional Settings (Optional)**

### **Menu B: Offers Additional Setup Options (rarely used)**

**Menu B is almost never adjusted. We recommend not accessing this menu as it may create unnecessary complexity. If you do want to access Menu B, it is important to first familiarize yourself with its settings by reading though all the descriptions found on the next 2 pages.**

**To access Menu B, press and hold button 3 until 'BEFORE' is displayed.**

**BEFORE:** Allows dispensing of medication before the set alarm time. This is useful if needing to take a dose earlier than scheduled in order to not miss events that take you away from your dispenser. Do not use this function with patients who may become confused by its function. This function is turned off by default (duration set to 00:00).

1. Tap button 2 (decrease) or button 3 (increase) to set the length of the BEFORE duration, this turns on the function.
  - a. How to Use: If a BEFORE duration has been set, the user may access their medication that many minutes before the set dose time by turning the dispenser upside down (past 180°) and then right side up TWICE in succession.
  - b. The dispenser will then rotate, and the next dose will become available. If a BEFORE dose is taken, the dispenser will not activate again until the next alarm time.

**AFTER:** Alarm duration. This setting can be set from 5 minutes to 1 hour.

1. When in menu B, tap button 1 until 'AFTER' is displayed.
2. Tap button 2 (decrease) or 3 (increase) to set the alarm duration.

**SOUND:** Alarm melody.

1. When in menu B, tap button 1 until 'SOUND' is displayed.
2. Tap button 2 (decrease) or 3 (increase) to set the alarm melody.
  - a. 00 for silent (visual alarm only) and 01 – 04 for sound.

**LIGHT:** Visual alarm (blinking red light).

1. When in menu B, tap button 1 until 'LIGHT' is displayed.
2. Tap button 2 to turn off '00' or button 3 to turn on '01'

**HOURS:** Use either a 12-hour clock (AM/PM) or 24-hour clock.

The dispenser's default uses the 12-hour clock.

1. When in menu B, press button 1 until "HOURS" is displayed.
2. Tap button 2 or 3 to set to:
  - a. 12 hour – 'AM' or 'PM' will be displayed next to the time.
  - b. 24 hour – 'AM' or 'PM' will not be displayed next to the time.

**DATE:** This is optional and does not need to be set.

1. Tap button 1 until 'DATE' is displayed.
2. Wait until 'YY' appears.
3. Tap button 2 (decrease) or 3 (increase) to set the correct YEAR.
4. Tap button 1 to move to the month 'MM.'
5. Tap button 2 (decrease) or 3 (increase) to set the correct MONTH.



6. Tap button 1 to move to the day 'DD.'
7. Tap button 2 (decrease) or 3 (increase) to set the correct DAY.

RECORD: Will show the time at which the previous 28 doses were dispensed.

1. When in menu B, tap button 1 until 'RECORD' is displayed – the time at which the last dose was taken is also shown.
2. Tap button 2 or 3 to show the previous dispensing times.

TEST 1: Test rotation function.

1. See 'Error Handling' section on pages 6 – 7 for a solution.

SAVE and EXIT Menu B:

1. Press and hold button 1 for a few seconds to save and exit Menu B.
2. The current time will be displayed.

Disclaimer

Organizing medications correctly, setting and assigning alarm/dose times and determining which medications go into each compartment is the responsibility of you, your caregiver, and/or your healthcare provider. This e-pill Medication Reminder is only a supplement to any memory system the user currently uses to take medications. The user maintains full responsibility to take the correct medication at the appropriate time and to keep the device secure and locked. e-pill, LLC assumes no responsibility for any incidental or consequential damages, including without limitation, damages or injuries resulting from malfunction of the product. e-pill, LLC's liability shall under no circumstances exceed the dispenser's list price on [epill.com](http://epill.com).