



Pivotell® Mark 3/11

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 3/11

AUTOMATIC PILL DISPENSER

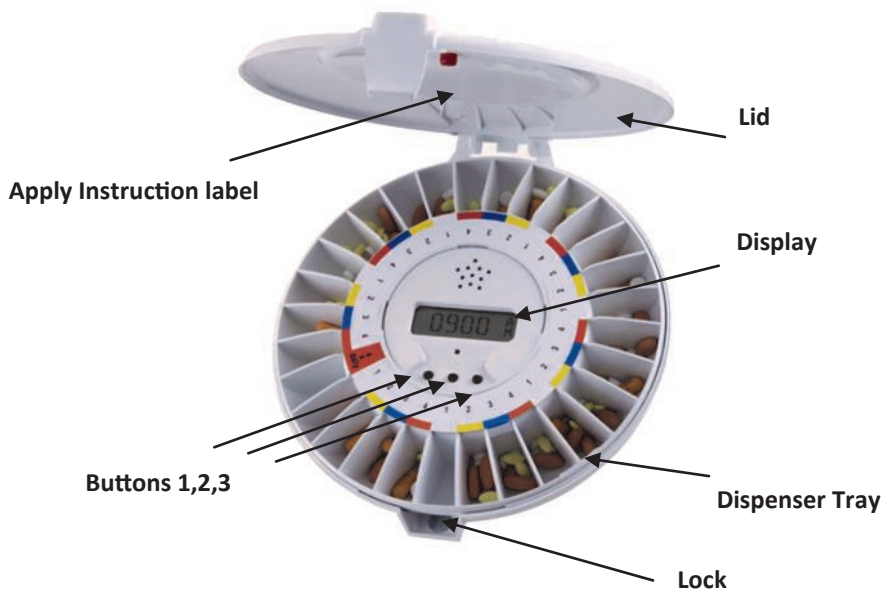


Figure 1

The pack also includes:

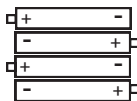
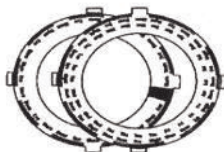
Pharmacy label
carrier and cover

Three reversible Day /
Time discs

Batteries
4 x AA Alkaline

Key

Battery case
screw



INTRODUCTION

The Pivotell® 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 - 28.

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.

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.
- Peel backing from instruction label and stick it on the inside of the lid, taking care to place it centrally inside the inner circle of the lid.
- 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 + / -)**

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.

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

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

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: DOSES ALARM CLOCK

MENU B:- Button 3: BEFORE AFTER SOUND LIGHT HOURS DLS
DATE START RECORD TEST

NB: 1. It important that the DATE is set to allow DLS and START 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 nothing is done the display will automatically return to normal after 30 seconds.

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. You can fast forward or reverse the time by pressing and holding down these buttons.

Set DOSES 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 the procedure for all subsequent alarm times required.

Press and hold down button 1 for a few seconds to exit the menu and 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 will sound / light will flash 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 1 hour).

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.

The alarm will sound every 4 seconds for the first minute, and every 30 seconds thereafter until medication is taken or the alarm duration limit is reached (see 'AFTER' function above).

LIGHT

Press Button 1 repeatedly until 'LIGHT' is displayed.

If the light is not required press button 2 once – '00' will be displayed.

If the light is required press button 3 once – '01' will be displayed.

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 repeatedly until DLS is displayed. Using Buttons 2 or 3 set at '01' to enable Daylight Saving. Set at '00' to disable.

DATE

Press Button 1 repeatedly until 'DATE' is displayed. Wait a few seconds. YY will displayed.

Using buttons 2 and 3: Set the Year (YY) then press 1

Using buttons 2 and 3: Set the Month (MM) then press 1

Using buttons 2 and 3: Set the Date (DD) then press 1

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.

Press Button 1 repeatedly until 'START' is displayed.

Wait a few seconds. YY will displayed.

Using buttons 2 and 3: Set the Year (YY) then press 1

Using buttons 2 and 3: Set the Month (MM) then press 1

Using buttons 2 and 3: Set the Date (DD) then press 1

Using buttons 2 and 3: Set the Hour (HH) then press 1. The time (HH) should be in advance of the first dose to be dispensed for the user.

If this function is not required do not set.

Note: If at any time you go back to check the START setting at a later time the display will show the pre-set DATE settings. The START setting will not be displayed and it should be re-set.

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

The dispenser has an inbuilt test function. To test the rotation and alarm sounds:

Press Button 1 repeatedly until 'TEST' is displayed. Press Button 3 again – the tray will rotate, 'MOVING' and then 'TAKE' is displayed.

The alarm will sound. Tilt the dispenser to stop the alarm. 'TEST' is then displayed again.

To test the 'BEFORE' function, Press Button 1 until 'TEST' is displayed. Press Button 2.

Close the lid and then turn the dispenser upside down twice. Turn back to the upright position. The tray will rotate and the alarm will sound. Tilt the dispenser again to cancel.

Hold Button 1 down to return to clock.

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

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.

Pharmacy filling: Many pharmacies will fill the Pivottell® Mark 3/11 dispenser. For the suggested Standard Operating Procedure for pharmacy filling of the Pivottell® Mark 3/11 dispenser, please ask your pharmacist to contact Pivottell® Ltd.

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'. A battery should be removed and then immediately replaced. Any obstruction should be removed.
- If the dispenser is upside down at the alarm time, the internal tray will not move until the dispenser is turned upright. If the dispenser is upside down for all the time between the 'BEFORE' and 'AFTER' settings a warning signal will sound and 'TILTED' will be displayed. Press Button 3 once to cancel. Check the position of the internal tray to ensure that the correct medication due will be available at the next alarm time. If the dispenser was upside down for the duration of 1 or more alarms, the medication due to be presented at the next scheduled alarm may not be the correct one for that time of day. (See General Observations).

Batteries:

Batteries (4 x AA Alkaline) are supplied with the dispenser when new.

Batteries will last in normal use for up to 12 months.

Battery life can be checked using the following procedure:

1. Insert batteries in the dispenser.
2. Immediately watch the LCD display for the indication BATLEV.
3. At full charge a reading of between 1550 - 1600 (or more) will be shown.
4. At a reading of 1325 the battery warning indicator "LOWBATT" will initiate.
5. At a reading of 1275 the unit will not operate, will blink ERROR and sound alarm sound **04** for 2 seconds, silence for 28 seconds, repeated. This is different to the standard alarm which sounds for 2 seconds repeating every 2 seconds.

NB: 1. Rechargeable batteries should not be used as they have an insufficient charge to reliably operate the unit.

2. When the battery charge is reduced to a reading of 1325 the display will indicate LOWBAT. In normal operation the LOWBAT warning will be active for 1-2 months depending on how many daily doses are set. This gives early warning that a battery change is required.

Remember when changing batteries to insert them the correct way around (see figure 3 – p.3).

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.

Cleaning:

- * **Dispenser** - clean external surfaces of the dispenser body and lid with a disinfectant spray and / or wipe with a damp cloth.
- * **Internal tray** - the tray may be washed in warm water or in a dishwasher (max. 35C).

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.

Pivottell 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 and will give out the ERROR sound (slow bleep). On turning over it will then rotate and dispense medication as usual (for duration of AFTER time). Check the position of the internal tray to ensure that the correct medication will be available at the next alarm time (see also FAULT HANDLING p.8).

Note: If the user repeatedly leaves the dispenser upside down, they may find a Pivotell® Dispenser Tipper very helpful.

(see figure 7).



Figure 7.

- 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 p7.)
- **Spare:** Spare keys, battery cover screws, pharmacy label carriers, spare trays and time discs are all available. Please contact Pivotell® for assistance.



Pharmacy filling:

Many pharmacies will fill Pivotell dispensers.

For the suggested Standard Operating Procedure for pharmacy filling of the Pivotell MK3/11 dispenser, ask your pharmacist to contact Pivotell.

The new Pharmacy Filler tray is now available for easier Pharmacy filling of dispenser trays.



Ask your Pharmacist to contact Pivotell on 01799 550979.

COMMONLY REPORTED ISSUES

- **'I have just received my new dispenser but it is locked and there is no key.'**

The unit is not locked but there is a knack to open (see figure 2) the key is inside.

- **'The alarm sound/light has stopped working.'**

Check the sound / light settings – they may have been inadvertently set to '00'

- **'The dispenser alarmed during the night when it should not have'.**

Check the settings, usually it has been incorrectly programmed to p.m. instead of a.m.

Set to 24 hour clock to avoid this happening.

- **'The dispenser didn't allow for the clocks going back/forward.'**

The date needs to be programmed into the unit. Check DLS is set to '01'.

- **'The unit is not rotating.'**

Check that there is no obstruction; check the battery level, check it is programmed correctly.

Use the TEST function in Menu B.

- **'The compartments are too small I can't get my fingers in to get the pills out, also the alarm does not stop ringing.'**

The pills should be tipped out into the hand, which also stops the alarm ringing.

- **'There is an intermittent alarm sound and 'ERROR' is indicated on the screen.'**

If the dispenser has been unable to rotate due to an obstruction it will show 'ERROR' on the display and emit the error alarm. This is a intermittent sound with a longer interval (30 seconds) compared to the normal 'dispensing' alarm interval. To stop alarm, take a battery out and then replace it. Clear the obstruction. If the ERROR message continues there may be another fault in which case return to Pivotell for repair.

- **'The tray is rotating slowly.'**

Check the battery level and replace if necessary. (Note- Do not use rechargeable batteries, they do not have sufficient power for extended use).

- **'I have dropped the dispenser, should I send it back for checking?'**

Use the TEST function in menu B. If all is operating satisfactorily then it is probably operating normally. For extra reassurance reset the alarms and actually watch/listen to the rotation.

- **'If I take the batteries out will I have to reset all the alarms again?'**

No, the alarm settings are retained, only the clock would need to be reset if the batteries are not replaced immediately.

- **'The dispenser is not working and 'TILTED' is displayed?'**

Dispenser has been left upside down at the dosage time and all of the AFTER time.

See FAULT HANDLING p.8.

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



Pivotell Ltd®, PO Box 108, Saffron Walden, CB11 4WX

T: 01799 550979 / E: sales@pivotell.co.uk

www.pivotell.co.uk

Made in Sweden

Copyright: Pivotell Ltd®