



Programming/Frequently Asked Questions (FAQs)

1) How do I set the clock/time?

- a) First, would you prefer to set your dispenser clock for 12-hour (a.m./p.m.) or 24-hour (Military) time?
- b) If you want 12-hour time, check to see if a.m. or p.m. is displayed on the right side of the time. If not, to change it, you HOLD DOWN the numbers 2 & 3 at the same time for several seconds until you will see a.m. or p.m. pop up on the right. If you want Military time, do the same thing until a.m. or p.m. disappears.
- c) To change the time, press and HOLD DOWN the 1 button until you see the hour for the time blinking. Then TAP 2 to cycle the time down or 3 to cycle the time up until you get to the correct hour. Once you have the correct hour, TAP 1 and it will switch to the minutes. Again 2 to cycle the time down or 3 to cycle the time up until you get to the needed minutes.
 - i) If a mistake was made, simply TAP 1 to go back to the hour or minutes.
- d) When time is set, press and HOLD DOWN 1 until the time is no longer blinking. The clock is now set! (If the colons are blinking that is normal!)

2) How do I set an alarm?

- a) A total of six alarms can be set.
 - i) When an alarm is set it will display A1, A2, A3, A4, A5, or A6 to the left of the clock. If none of these are on display, then no alarm is set.
- b) To set an alarm, TAP 1.
- c) A1 will display in the upper left-hand corner. If an alarm is not already set, it will display four hyphens. If an alarm is already set, you will see the time of the previous alarm.
 - i) To set or change the alarm, TAP 2 or 3 to change the hour – then cycle through to reach the needed hour - TAP 2 to cycle the time down or 3 to cycle the time up.
 - ii) Once the hour is reached, TAP 1 to switch to the minutes. Again TAP 2 to cycle the time down or 3 to cycle the time up.
 - iii) When the time needed is reached, TAP 1 to go to the next alarm. Repeat the above instructions.
- d) If you do not want to set all six alarms, simply TAP 1 to cycle passed the alarms with four hyphens until you get back to the main clock screen.
 - i) To get to the main clock, TAP 1 several times, cycling through the alarms, until you see the regular time, after the A6 alarm. Be sure to take your time doing this or you may end up overshooting it and ending up on the first alarm again!
- e) Once back to the main clock, verify that any one of the “A” numbers display to the left in correlation to the number alarms needed. Then you are done and the alarms are set!



3) How do I remove an alarm?

- a) This is the same as setting an alarm – TAP 1 until you get to the desired alarm you wish to remove.
- b) Once to the desired alarm, TAP 2 or 3 on the hour until you see four hyphens displayed – typically shows between 2300 or 11 p.m. & 0000 or 12 a.m. and then TAP 1. This will remove the alarm and you will no longer see the A number displayed to the left.

4) How do I change the alarm tone?

- a) You can tell which alarm tone is set by the letters A, B, or C displayed within a circle to the left of the clock.
- b) To change the tone, press and HOLD DOWN 1 & 3 for several seconds. The clock will blink, the letter will display, and the alarm sound in correlation with the letter will sound. If you like what you hear, that tone will be set!
- c) If someone does not want an alarm tone set, simply press and HOLD DOWN 1 & 3 through each tone until a letter is not displayed.
 - i) Turning off the alarm tone does not turn off the visual alarm – to turn off an alarm, see Question 3.

5) How do I run Test Mode?

- a) First, in order to run Test Mode **there may not be any alarms programmed**. If you have any alarms programmed, you will not be able to enter Test Mode. Refer to Question 3 on how to remove alarms.
- b) Hold down button 2 for several seconds – the colons on the clock will blink rapidly, then C1 00 will be displayed on the screen. This is Step 1.
 - i) Step 1 – This tests button functionality. TAP each button 3 times separately then the dispenser will automatically move to Step 2.
 - ii) Step 2 – This tests hardware voltage & battery voltage, you do not need to press any buttons, it will automatically move to Step 3.
 - iii) Step 3 – This tests screen & icons – All icons on the screen will light up for two seconds, then it will automatically move to Step 4.
 - iv) Step 4 – This tests alarm sound, red light, rotation, and motion switch – the dispenser will rotate one slot and trigger the alarm tone and red light – pick up and tilt over to test motion switch that silences the alarm. This will repeat a second time then will move to Step 5.
 - v) Step 5 – This tests circuit board – C5 will display for two seconds, then 1 next to C5, then it will automatically move to Step 6.
 - vi) Step 6 – This tests rotation & alignment – C6 will display and the tray will rotate 10 times, testing the rotation and re-aligning it. Once finished, TAP 1 three to four times to exit Test Mode and be back to the main clock screen. **Be sure to exit Test Mode when you reach the end of Step 6.**



- c) If at any step ERR is displayed or if the functionality does not seem right, please contact Med-E-Dispenser for further assistance.

6) What does the red slot on the dosage rings mean?

- a) The red slot is meant to be kept empty as a reminder to refill your dispenser – with there being up to 6 programmable alarms, the printing on a few of the rings has to accommodate the 28 slots but this cannot always happen due to the number of doses per day are taken. The dosage rings with red slots assist three, five, and six dosages per day.

7) Why does the week start on Monday after the red slot on the dosage rings?

- a) This is simply because internationally the week starts on Monday.

8) Now that I have my dispenser filled and alarms programmed, which slot should I have open?

- a) Your first open slot should be for the most recent dosage taken so when your next dose is due the dispenser will rotate over to the proper dosage time!

9) How can I obtain an additional key, tray, or dosage rings?

- a) You can purchase an additional, key, tray, and dosage rings at VitalityMedical.com!

10) What does it mean when ERR is displayed on the screen?

- a) This can be caused by two instances:
 - i) There may be an issue with the batteries. Either they need to be replaced or they have come loose in the back compartment.
 - ii) The tray has become askew from the rotation gear that rotates it – to check, open the lid and see if the tray seems loose and does not feel affixed to the unit. It always helps to take it out and put it back in and check if it feels secure in place – do not use too much force when checking the security or you may damage the rotation gear.

11) What does the warranty cover?

- a) The warranty covers entire product, including components and electronics for 1 year.
 - i) To ensure a smooth warranty process, the customer needs to send the product warranty card after purchase to wbirdzell@mededispenser.com.

If you have further questions, contact Med-E-Dispenser at 801-285-8011.