



**PIVOTELL 'PAGER'**  
**AUTOMATIC PILL DISPENSER**  
**INSTRUCTIONS**

Powered by



**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 'PAGER' AUTOMATIC PILL DISPENSER

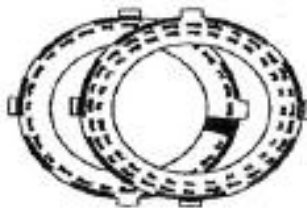


## The pack also includes:-

Medication  
booklet and  
case



Three reversible  
day/time discs



Batteries  
4 x AA Alkaline



Key



Battery cover  
securing screw  
(see page 7)



# PIVOTELL PAGER AUTOMATIC PILL DISPENSER

The Pivotell Pager 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. At the same time any Bellman 868 System receiver within range ( e.g. flashing light / wrist pager / pager or vibrating pillow pad) will be activated to alert the user. 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 and flashing light on the dispenser.

## 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	- > 1 year

## USING THE DISPENSER FOR THE FIRST TIME

- Open the lid as illustrated.
- 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.



Figure 2

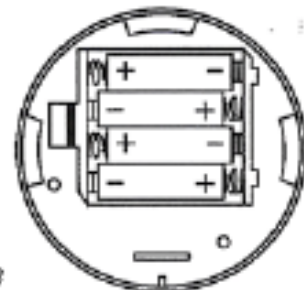


Figure 3

## FILLING THE DISPENSER

1. Time Discs — three day / time discs are supplied which comprise: two printed discs for 1 up to 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.

**NB: Before filling out the day/time discs, calculate which day/time you expect the refill tray to start (particularly if a pharmacy will refill the tray) and start to the right of the red section.**

Place the appropriate disc (7) for the dosage in question on top of the tray (5). Secure the disc in place by bending down the four tabs - (a spot or two of glue will secure it further if preferred)

Ensure that the tray is placed in the dispenser so that when the lid is closed the right side of the pill compartment is flush with the right side of the lid opening.

At the next alarm time the tray will rotate one section clockwise and make available the correct medication.

3. Spare trays with lids and time discs can be purchased to allow pre-filling.

4. Complete the pharmacy label carrier, remove the reposable adhesive pad cover and stick the pharmacy label carrier to the battery case cover (to comply with RPSGB guidelines). Slide the plastic cover into position to protect it. (see figure 5).

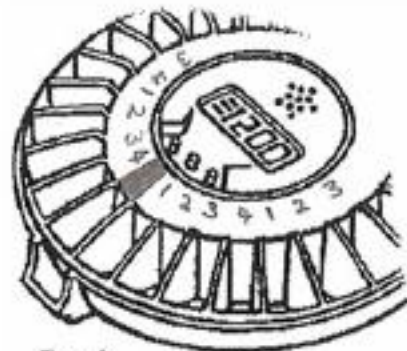


Figure 4

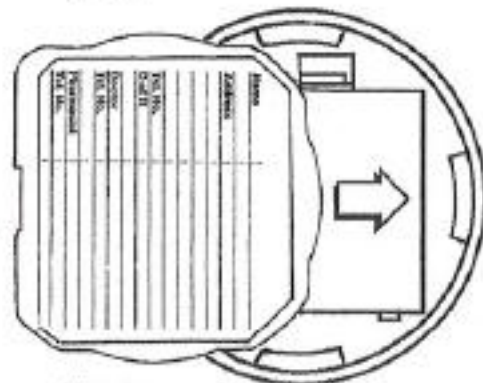


Figure 5

## DISPENSER SETTINGS

There are two setting menus:

<b>MENU A:-</b>	<b>Button 1</b>	<b>MENU B:-</b>	<b>Button 3</b>	
	DOSES		BEFORE	AFTER
	ALARM		SOUND	LIGHT
	CLOCK		HOURS	DLS
			DATE	START
			RECORD	TEST

**NB:** 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 pressing Buttons 2 or 3. You can fast forward or reverse the time by pressing and holding down these buttons.

#### **Set DOSES per day:**

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

#### **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 or 3.
3. Press Button 1 again for the 2nd (2) alarm time and repeat the procedure for all subsequent alarm times required.

### **MENU B (accessed through Button 3)**

#### **BEFORE - Taking medication before the pre-set alarm time**

It is possible to take medication earlier than at the normal pre-set alarm time. The time in advance that this can be done is controlled by the 'BEFORE' function. To set this: Press and hold Button 3 until BEFORE is displayed. Press Buttons 2 or 3 to set the time required (up to 5 hours before in 5 minute increments)

**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.

## **AFTER**

The length of time the alarm will sound / light will flash can be adjusted by the 'AFTER' function: Press and hold Button 3 until BEFORE is displayed. Press Button 1 repeatedly until 'AFTER' is displayed. Select the required alarm duration by pressing Buttons 2 and 3 (minimum 5 minutes / maximum 1 hour).

## **SOUND**

There are four alarm sounds available. To choose the alarm sound: Press and hold Button 3 until BEFORE is displayed. 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 and hold Button 3 until BEFORE is displayed. 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 preset to display the time as a 24hr display. Should you wish to change this to AM/PM clock setting:

Press and hold Button 3 until BEFORE is displayed.

Press Button 1 repeatedly until 'HOURS' is displayed.

Choose AM/PM or 24hrs by pressing buttons 2 or 3.

## **DAYLIGHT SAVING (DLS)**

To enable the dispenser to automatically adjust for daylight saving (GMT / BST) press and hold Button 3 until BEFORE is displayed press Button 1 until DLS is displayed. Using Buttons 2 and 3 set at 01 to enable Daylight Saving, set at 00 to disable the alarm.

## **DATE**

Press and hold Button 3 until BEFORE is displayed. Press Button 1 repeatedly until 'DATE' is displayed.

'YY' is displayed – press Buttons 2 and 3 to set the year then press 1

'MM' is displayed – press Buttons 2 and 3 to set the month then press 1

'DD' is displayed – press Button 2 and 3 to set the date then press 1

## START

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 and hold Button 3 until BEFORE is displayed. Press Button 1 repeatedly until 'START' is displayed.

'YY' is then displayed – press Buttons 2 and 3 to set the year then press 1  
'MM' is displayed – press Buttons 2 and 3 to set the month then press 1  
'DD' is displayed – press Button 2 and 3 to set the date then press 1  
'HH' is displayed - press Button 2 and 3 to set the hour then press 1

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 3 for three seconds, then Button 1 until 'RECORD' is displayed the time that the last medication was taken is displayed. Press Buttons 2 or 3 for the previous medication times to be shown.

## TEST

The dispenser has an inbuilt test function.

To test the rotation and alarm sounds press button 3 for a few seconds.

Press Button 1 repeatedly until 'TEST' is displayed.

Press Button 3 again – the tray will rotate, 'MOVING' is displayed and then 'TAKE' is displayed and the alarm will sound. Tilt the dispenser to stop the alarm. 'TEST' is then displayed again. Hold Button 1 down to return to clock.

Note: If on **first use** the dispenser does not rotate and the alarm does not sound, remove a battery, replace and test again. The dispenser will then operate normally.

To test the '**BEFORE**' function, press button 3 for a few seconds. 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.

## 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.

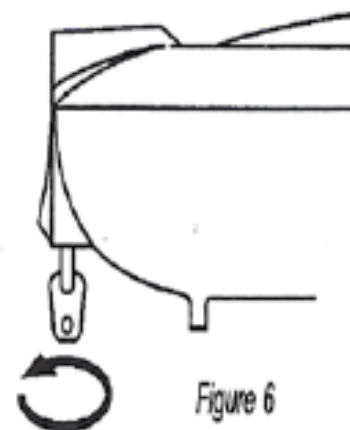


Figure 6

## BATTERY COVER SCREW

A screw is provided 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 replacing. It should then be replaced.

## EXTERNAL INTERFACE

The dispenser includes an external interface to enable connection of various existing and future support electronic devices, for example - wireless transmitters, modems, alarm sounders, alarm lights etc. For further information please contact Pivotell Ltd.

## GENERAL INFORMATION

### 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 Pivotell Mark 3 dispenser. For the suggested Standard Operating Procedure for pharmacy filling of the Pivotell Mark 3 dispenser, please ask your pharmacist to contact Pivotell 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 replaced. Any obstruction should be removed.

If the dispenser is upside down when the alarm occurs, 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 'TILT' will be displayed. Press Button 3 once to cancel. Check the position of the internal tray to ensure that the correct medication will be available at the next alarm time.



**Batteries:**

Batteries ( 4 x AA Alkaline) are supplied with the dispenser when new. Batteries will last in normal use for at least 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 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.

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

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

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

**TO AVOID DAMAGING THE MECHANISM THE PILL TRAY MUST NOT BE MOVED AROUND MANUALLY WHEN INSIDE THE CASE. TO REPOSITION THE TRAY ALWAYS LIFT IT OUT AND REPLACE BY LOWERING DIRECTLY INTO THE CASE IN THE CORRECT POSITION.**

Pivotell Ltd will accept no 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 mean a little more training is required regarding tipping the pills out or it may be that the person filling it has put the wrong pill in. 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) but will give out the ERROR sound (slow bleep). On turning over it will then rotate and dispense medication as usual.

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.

## 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 instruction book) the key is inside.*

'The alarm sound/light has stopped working.'  
*Check the sound setting – it may have been inadvertently set to 00*

'The dispenser alarmed during the night'.  
*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.*

'The unit is not rotating.'  
*Check 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 a continuous alarm sound and ERROR on the screen.'  
*If the dispenser has been unable to rotate due to an obstruction it will show 'ERROR' message and emit the error alarm, which is a continuous sound (different to the dispensing alarm). To stop alarm, take a battery out and then replace. Clear the obstruction. If the ERROR message continues there may be another fault in which case please 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 they are not replaced immediately.*



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