



Notes on Pivotell Automatic Pill Dispensers:

Pivotell Mk3/11

Pivotell Plus (GSM enabled)

Pivotell Pager (Bellman and Symfon enabled)

Setting the Dispenser:

- **It is most important that the Date is set** as it:
 - enables the Automatic Daylight Saving function for GMT and BST.
 - enables the Start Delay function – particularly important when dispensers are being filled off site in a pharmacy or at a family member's home.
- **Start Delay function (Pivotell Mk3/11 and Pivotell Pager only)**
If required, set the Start Delay after all other settings have been made and the accuracy check has been completed. If the pharmacist or family member checks the settings again in Menu B (button 3) the Start Delay setting will have been removed and the screen will show the current date. The Start delay should be re-set and not checked again to ensure that the delay setting is retained in the device memory.
- **'After' time** – we recommend that the 'After' time is set at 60 minutes unless there are good reasons for a shorter time. This gives the user a better opportunity to hear the alarm if they happen to be out of the room at the alarm time.

General Observations

- The dispenser is not suitable for everyone and assessment is very important. It has been reported to have been put in the microwave, freezer, bath and 'outside the window' (4 floors up).
- 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 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.
- The lock is a simple device and should only be turned gently ¼ turn. Over turning with a heavy hand can cause the lock to break. (repairable)
- Where it is thought necessary keep the battery cover grub screw in place to prevent access to the battery case.
- When replacing the tray in the dispenser do not 'click' around until you get to the right day/time – always lift up turn and replace.
- Try and keep the dispenser reasonably horizontal. If it is left upside down it will not rotate and release the pills 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 the pills are not tipped out but left in the dispenser it is possible that they could be taken shortly before the next dose.
The actual time that the pills were dispensed can be seen in the RECORD part of the menu.
- If DOSES are set to 00 then even if the alarms are set, it will not alarm.

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 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 re-set if they are not replaced immediately.