hello i'm spencer®

this is my spencer device user guide

Customer Support: 866-972-3196

Model spn02 for Use with spencer Refill

Manufacturer: HAP Innovations, LLC • Morrisville, NC

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intended use

1. spencer device is a daily assist medication reminder system intended to provide users pre-packed medications by a pharmacist on a pre-determined dosing schedule.
2. spencer device incorporates wireless technology and an electronic display as a means for communication, for audio-visual reminders, and to track and store a history of the user's compliance with the dosing schedule.
3. spencerAssist is a mobile and web application that works with spencer device and allows users and caregivers to track medication adherence, medication reminders and health information.
4. spencerCare is a web application that works with spencer device and allows only the professional care team to track medication adherence and health information and to communicate with the user.
5. spencer assists seniors living in a home setting and any age person at risk of non-compliance with a prescribed medication schedule.
6. spencer device, spencerAssist and spencerCare are not intended to be used for primary diagnosis, treatment decisions, or be used for active patient monitoring.

Patent Information
See helloimspencer.com.

FCC Part 15
This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation, and (3) Changes or modifications made to this equipment not expressly approved by HAP Innovations, LLC may void the FCC authorization to operate this equipment.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement, (3) Les changements ou modifications apportées à cet équipement non expressément approuvée par HAP Innovations, LLC peuvent annuler l'autorisation FCC d'utiliser cet équipement.

Cautions and Warnings
Please read this manual before using spencer.

Especially note **important safety information** on page 7.

Contact your healthcare provider for any health-related questions and Customer Support for any spencer device-related questions.

spencer®

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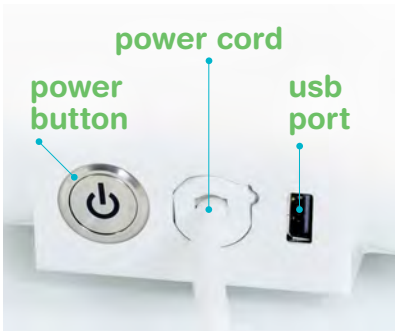
getting started

overview

spencer makes taking multiple medications simple.

An in-home medication dispenser, your spencer device is a new way to connect you with your pharmacist and care teams to help you stay on track with your medications and health goals.

The pictures below help you locate some key features. Also, see **features** on page 9.



important safety info

- Follow all instructions.
- Place spencer device in an indoor living area, on a hard, dry, flat surface.
- Do not place near any heat sources such as radiators, heat registers, stoves, or other equipment that produces heat.
- Do not block any ventilation openings. Do not remove any exterior covers from the device.
- The power plug is the main means of disconnecting this device. Install this device so that the power plug can be easily unplugged from the outlet if necessary.
- Do not plug the device into an electrical outlet that is controlled by a wall switch, as someone could accidentally turn off the power.
- Do not modify the polarized power plug. A polarized plug has two blades with one wider than the other. The wide blade is provided for your safety. If the polarized plug does not fit into your outlet, consult with an electrician to update your outlet.
- To reduce the risk of electrical shock or fire, do not place the device in or near water or other liquids, or expose it to rain.
- Do not insert hands, fingers or other foreign objects inside the device while it is powered. If a liquid pill “spills” in the refill tub, do not continue use of spencer. If a pack is cut during dispense and a liquid pill is missing, contact Customer Support immediately at 866-972-3196.

continued on next page

- To clean the touch screen, wipe gently with a microfiber screen-cleaning cloth or a clean cloth lightly dampened with water. To clean other exterior plastics and the refill tub, wipe gently with a Super Sani Cloth™ and let air dry. The urethane roller inside the tub may be cleaned with isopropyl alcohol only and let air dry. Clean the tub and roller only when the refill has been removed.
- The device has a rechargeable backup battery that is not removable. Only authorized service personnel should replace batteries. If the battery is in use because of no electrical power, the device continues to dispense medication until the battery charge is exhausted. A solid green light in the top right corner of the front face indicates the device is plugged in. When battery power is in use, the green light flashes.
- Only use manufacturer approved accessories with this device.
- Refer all servicing to qualified service personnel. Servicing is required when the device is not operating normally or has been damaged in any way including, power cord or plug is damaged, liquid has been spilled in the device, objects have fallen into the device, or the device has been dropped.
- When disposing of this device, please contact the manufacturer or local authorities for proper disposal method.

contacting support

- If spencer directs you to call your pharmacist for medication-related questions or issues, you can find the pharmacy contact information by touching **Settings & Help**, then **Health Contact**. Also, see **health contact** on page 28.
- For help with the device itself, call the Customer Support number: 866-972-3196.

features

Bluetooth Devices
Option that lets you connect to bluetooth health devices for spencer to collect additional health data.

Child Lock
Option to lock the system for anyone who does not know the personal identification number (PIN). You set the PIN.

Design
Sleek design that fits on the countertop.

Dispense Reminders
- Alert tone with adjustable volume; sound intensifies for escalated dispense.
- Flashing light that increases in frequency for escalated dispense.
- Change in screen color from blue (normal) to amber (escalated) to red (missed).

Meds on the Go
Option that lets you dispense medications for specific dates and times that you are going to be away from your spencer device.

Refills Containing Med Packs
- Spooled specifically for you by your pharmacist.
- Easy to load into device.

Secure Data Storage[1]
Records of your spencer transactions and communications with your pharmacy; these are protected so that they are secure and only visible to designated individuals.

See Your Pills
Option to see name, strength, picture, and description for each type of medication in your spencer refill.

spencerAssist
Mobile application for iOS or Android that tracks adherence and readings such as weight, blood pressure, glucose, blood oxygen, and heart rate.

Usability
Large, easy-to-read font; clear, to-the-point instructions; colors that indicate certain statuses.

USB Port
Slot for charging compatible devices.

Video Tutorials
Short videos explaining how to use your spencer device. Touch **Settings & Help**, then **Video Tutorials**, to display a list of videos. See **video tutorials** on page 29.

Your Schedule
Option to view dispense schedule, both previous and pending; missed and manual dispenses are labeled.

1 NOTE The information is protected and adheres to the Federal Health Insurance Portability and Accountability Act (HIPAA).

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navigating your spencer device

Touch Screen

The device touch screen guides you through the dispensing process and various actions when you touch certain areas of the screen. For example, touching **Dispense** with your finger tells the device you are ready to receive your current medications.

- The device rotates through various screen savers when it is in an idle state. An example is shown here.

  When the device is idle, just touch the screen to "wake it up" and display the Home screen.

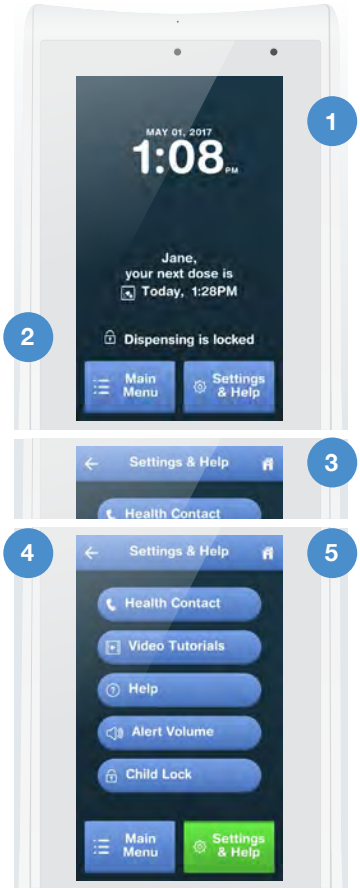
About Child Lock

If you have turned the child lock on, you must enter your personal identification number (PIN) for most actions.

NOTE If you forget your PIN, call Customer Support to get a backup PIN.

Screen Navigation

All Menu screens allow navigation back or home.



1 **Home Screen**
Displays the date, time, Main Menu and Settings & Help.

NOTE If you move spencer to a different time zone, unless you have a cell connection, the Home screen displays the time from the original time zone.

2 **Lock Icon with "Dispensing is locked" Note**
Indicates that Child Lock is turned on.

3 **Box or Label at Top of Screen**
Names the screen you are currently on (the "active" screen).

4 **Back Arrow**
Touch to go to the previous screen.

5 **Home Icon**
Touch to go to the Home screen.

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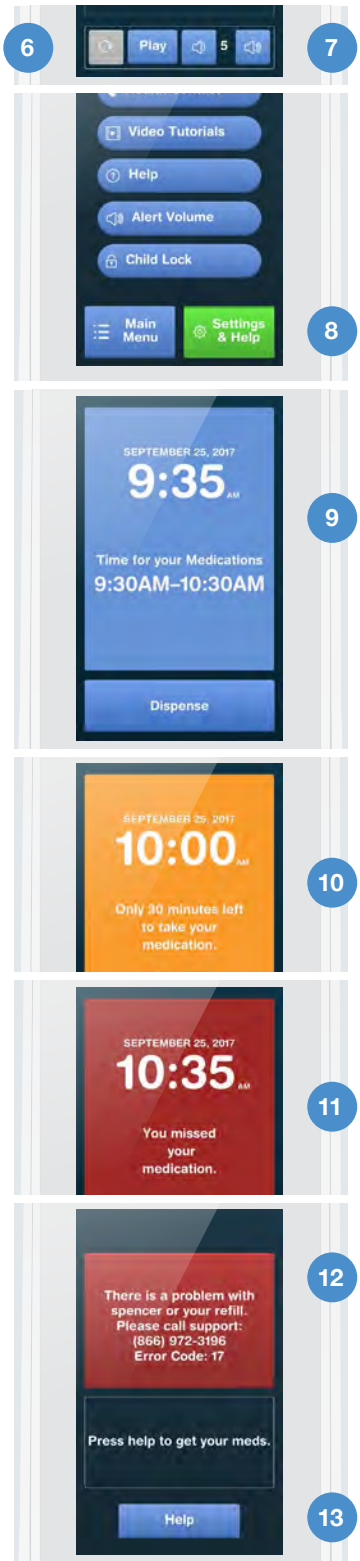


Colors, Buttons & Icons

The colors, buttons, and icons for screens are explained below.

6 **Grey Button**
Button is not active (function cannot be performed until another is complete).

7 **Blue Button**
Button is active. Touch to perform the named function.

8 **Green Button**
Green indicates that the named screen is currently active.

Dispense Screens

The home screen changes when it is time to dispense your medications.

9 **Blue Normal-Dispense Screen**
Reminds you to take meds during the normal dispense time.

10 **Amber Escalated-Dispense Screen**
Warns that the dispense time has almost passed.

11 **Red Missed-Meds Screen**
Warns that you have missed your medications.

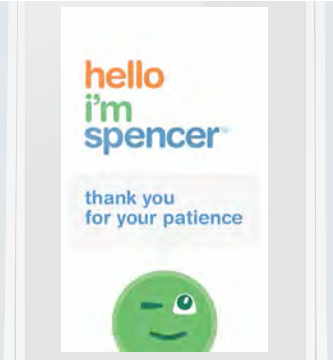
Help Screens

The home screen is hidden when an error occurs.

12 **Sample Error Screen**
Indicates a system error and what action to take.

13 **Help Button**
Touch for information about how to get your medications or correct an error.

NOTE Error Messages are explained in **error messages** on page 42.



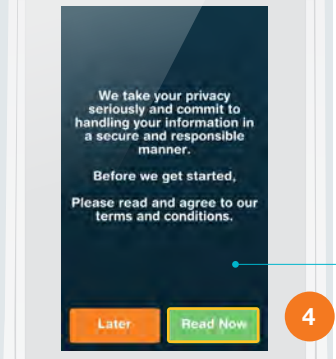
setting up

1 Take your spencer device out of the carrying case.

2 Set it on a hard, dry, flat surface, out of direct sunlight.

3 Plug it in.

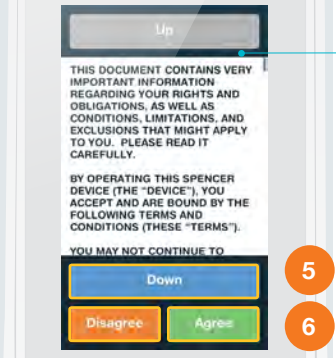
- The device automatically turns on. (You do not need to use the power button to turn the device on.) An introduction screen is displayed.



- Then, a screen like this is displayed.

4 Touch **Read Now**.

- A screen like this is displayed.



5 Read the information all the way to the end, touching the **Up** and **Down** buttons to scroll through the information.

6 When you have finished reading the information, touch **Disagree** or **Agree**.

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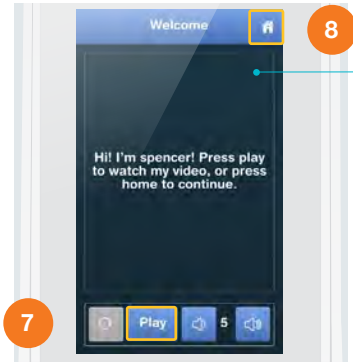
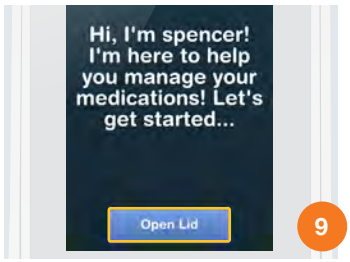




- Next, the Welcome screen is displayed, giving you the option to watch the video or go to the Home screen.

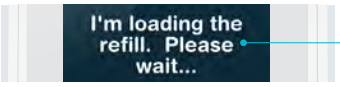
7 To watch the video, touch **Play**. See **video tutorials** on page 29.

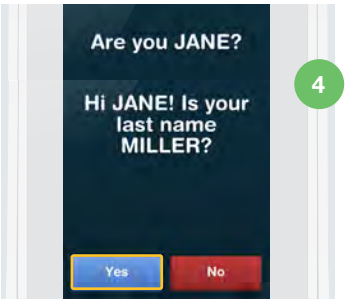
8 To go to the Home screen, touch the Home icon.

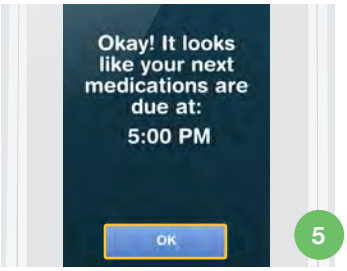
- If you touch Home at this point, a screen like this is displayed. (Any other time you touch Home, you are taken to the Home screen.)

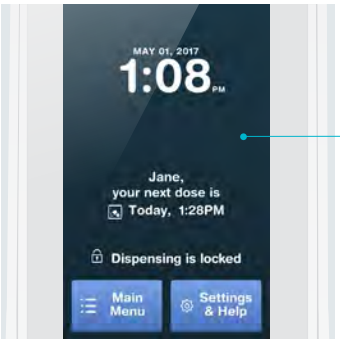
9 Touch **Open Lid**.

- The lid opens so you can insert the refill.









loading the refill

1 Align the front of the refill with the front of the spencer device.

2 Insert the refill into the device, ensuring that it is seated securely.

3 Gently close the lid until it catches and finishes closing itself.

- The Refill Loading screen is displayed.

4 Touch **Yes** on both screens to confirm your name.

5 Touch **OK** if the time is correct.

- **NOTE** If you move spencer to a different time zone, unless you have a cell connection, the Home screen displays the time from the original time zone.
- If the name or time is not correct, contact Customer Support at 866-972-3196.
- The Home screen is displayed. This is an example of the Home screen.
- The blue buttons on the Home screen link you to other options: Main Menu and Settings & Help.

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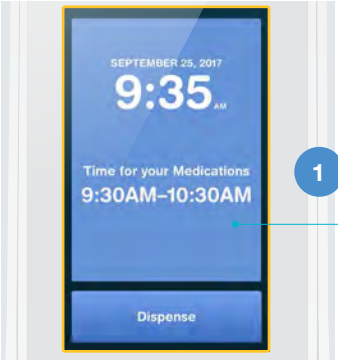
dispensing your meds



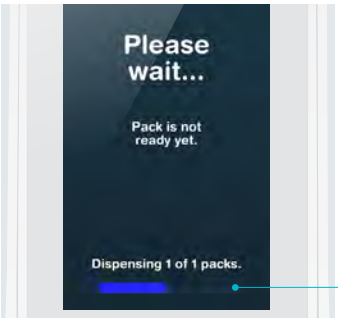
1

normal dispense

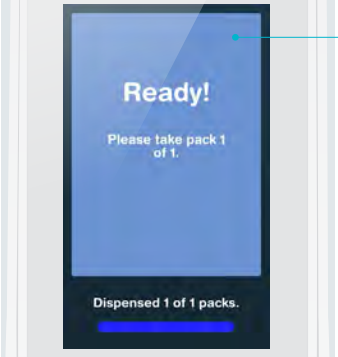
When the dispense time arrives, a blue screen is displayed to tell you it is time for your medications; the dispense button flashes, and an alert is played.

- In this sample screen, the normal time range to take the 10 am dose is between 9:30 am and 10:30 am.

1 Touch the screen (anywhere).



- A screen like this is displayed. The blue status bar tells you the status of the dispense.
- **NOTE** Do not touch the pack until it is ready!



- When ready, a screen like this is displayed. The dispenser flashes blue to let you know the meds are ready.
- This screen shows that 1 pack out of 1 is ready. The number of packs will vary. (For example, if there are 4 packs, it would read 1 of 4, 2 of 4, etc.)

2 Remove each pack of medication from the dispenser.

2

- Confirm your name, date, and time on the pack before taking your medicine.

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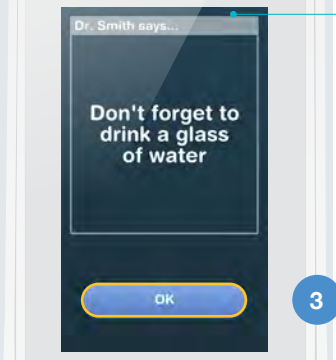
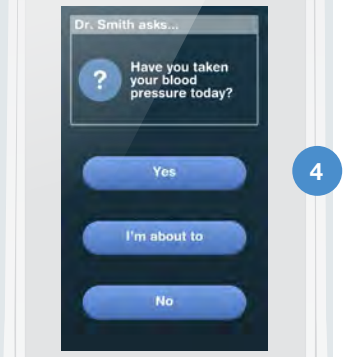


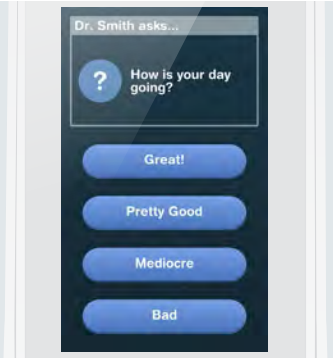
- Reminders, questions, or other messages may be displayed at the end of a dispense time. This screen is an example.

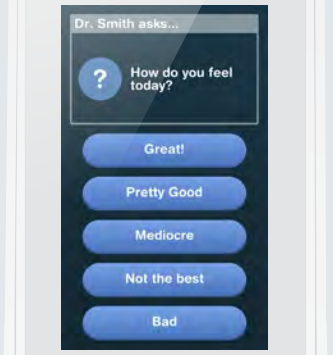
3 If the message requires a response, touch the appropriate button on the screen. In this example, touch **OK**.

4 Answer any question by touching the appropriate answer.

- A question can have between three and five possible answers, such as shown in these examples.
- After responding to messages and questions, or if you do not respond within a certain amount of time, you return to the Home screen.

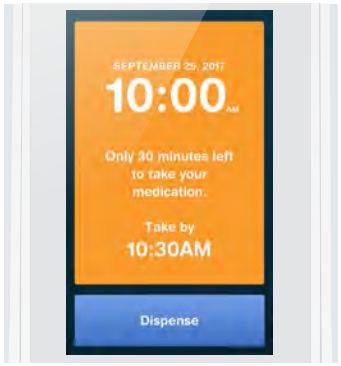






opening the pack

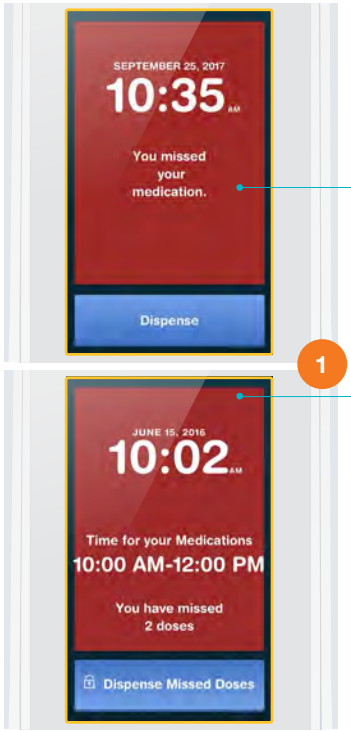
With the printed side facing you, tear gently from the upper right corner and straight down the right side. Stop partway down to prevent the pills from falling out.



escalated dispense

If the normal reminder goes unnoticed for a while, an amber screen is displayed to tell you that limited time is left to take your medications; the dispense button flashes, and a louder alert is played.

To dispense your meds, follow the steps in **normal dispense** on page 16.



missed dispense

If the escalated dispense reminder expires, a red screen is displayed and the light flashes red.

- The Missed Dispense screen is displayed when you have missed a dose (or doses).
- The Missed Dispense/Active Window screen is displayed to tell you when you have missed a dose (or doses) AND that your next dose is now due.

1 Touch any part of the screen to dispense all missed doses.

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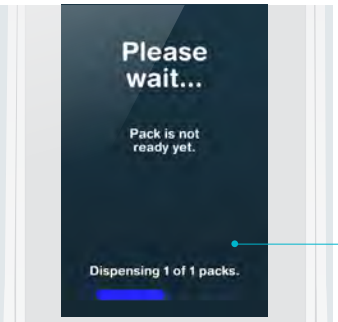
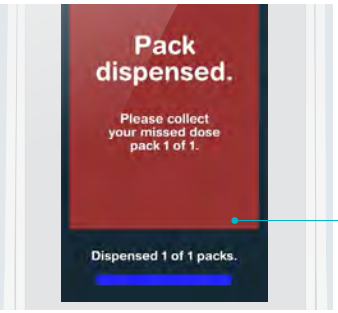
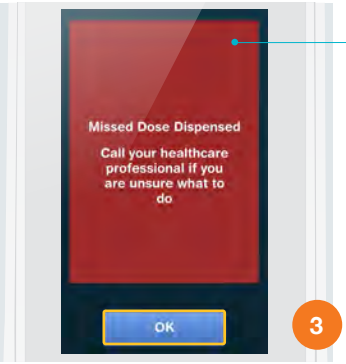




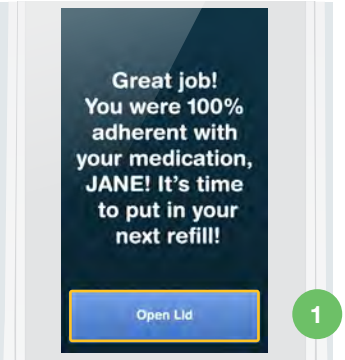


- A screen like this is displayed.
- Remember not to touch the pack until it's ready.

2 Take the pack from the dispenser when the screen says the pack has been dispensed.

- After you remove the pack, a screen like this is displayed:

3 Touch **OK** and contact your healthcare professional if you are not perfectly clear about what to do with the late meds.



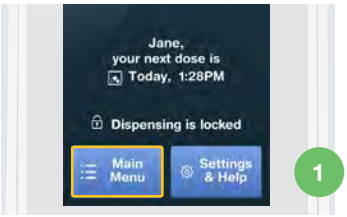
completed refill

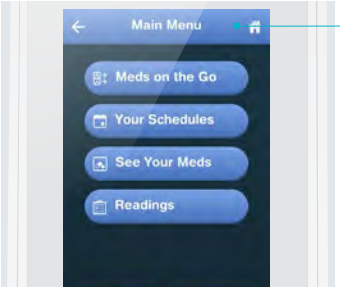
Once all packs have been dispensed from the refill, a screen like this will be shown.

1 Touch **Open Lid** to open the lid and put in your next refill.

- If you do not have another refill, please contact your pharmacist right away.

main menu

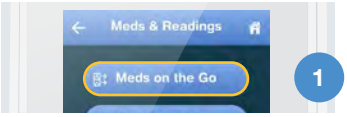


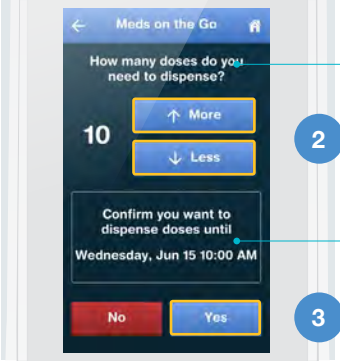


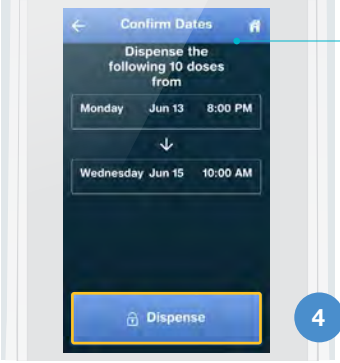
main menu

1 On the Home screen, touch **Main Menu**.

- The Main Menu screen is displayed, showing the following options:
- **Meds on the Go**
  To dispense meds ahead of time for a period that you define.
- **Your Schedule**
  To see past and upcoming dispense times.
- **See Your Meds**
  To see pictures of your meds with their names and dosage.
- **Readings**
  To enter glucose (blood sugar) levels and view past entries for these.







meds on the go

Home > Main Menu

1 On the Main Menu screen, touch **Meds on the Go**.

- The Meds on the Go screen is displayed. The minimum number of doses to dispense is 1. The maximum is the number of doses you have left in your refill.

2 Touch **More** or **Less** to change to the number of doses you want to dispense.

- A message is displayed below the number asking you to confirm the date and time for the last to-go dose. (The first to-go dose is the next one on your schedule.)

3 Touch **Yes** if the date and time is accurate.

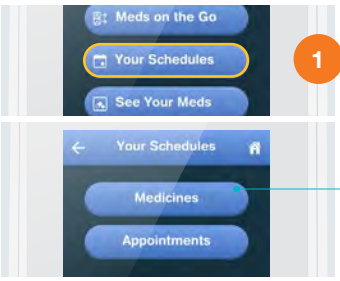
- The Confirm Dates screen is displayed and the Dispense button flashes.
- NOTE If you touch **No**, you are returned to the Main Menu screen.

4 Review the dates and times to be sure they are accurate.

A If the dates are accurate, touch **Dispense**.
The doses are dispensed and recorded as “manual” in spencer.
Remember to take the doses at the times designated on each pack.
spencer will not alert you for med packs dispensed with Meds on the Go.

B If not accurate, touch the back arrow and adjust the dates and times on the Meds on the Go screen.

- For instructions on adjusting dates and times, go back to step 2.

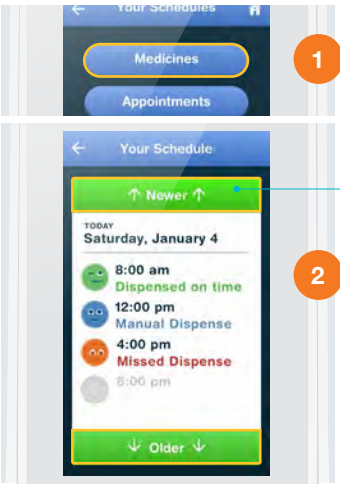


your schedules

Home > Main Menu

1 On the Main Menu screen, touch **Your Schedules**.

- The Your Schedules screen is displayed, showing the following menu options:
- **Medicines**
  To see your previous and pending dispenses for the current refill.
- **Appointments**
  To see your upcoming video appointments.



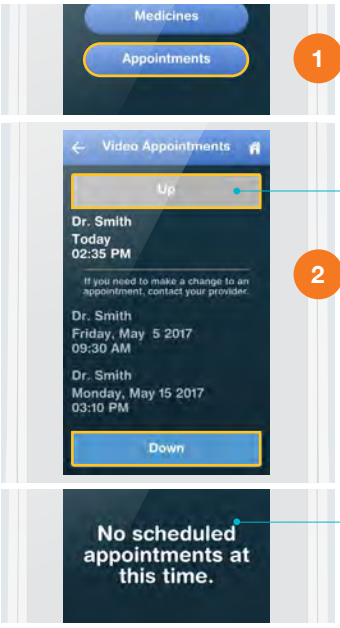
medicines

Home > Main Menu > Your Schedules

1 On the Your Schedules screen, touch **Medicines**.

- This sample screen shows missed, dispensed, and pending doses.

2 Touch **Newer** and **Older** to scroll through the schedule for the current refill.



appointments

Home > Main Menu > Your Schedules

1 On the Your Schedules screen, touch **Appointments**.

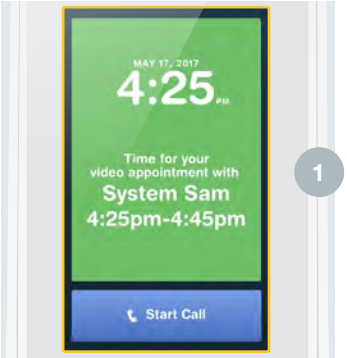
- A screen like this is displayed.

2 Touch **Up** and **Down** to scroll through your appointments.

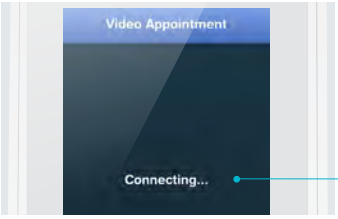
- If you have no appointments scheduled, a screen like this is displayed.
- For instructions on requesting an appointment, see **health contact** on page 28.

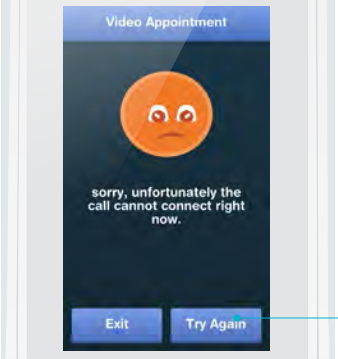
video appointment

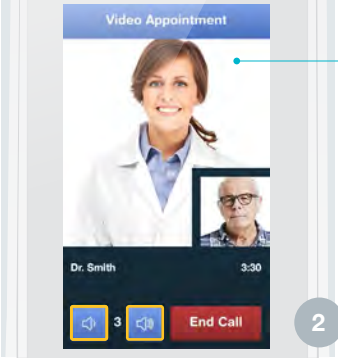
At your request, a member of your care team can schedule a video appointment to discuss your medications or any issues you may have that are related to your use of spencer. For instructions on requesting an appointment, see **health contact** on page 28.



1







2

Before starting a video appointment, note the following:

- A higher signal strength ensures a higher quality call. To check your signal strength or add a wireless network, see **network** on page 32.
- The appointment will not be interrupted by dose alerts. To prevent missing a dose, do not schedule appointments to occur during dose alerts, or limit appointments to under 2 hours. Dispense alerts resume after the appointment has ended.
- If a pack is in the dispenser when an appointment is scheduled to begin, the appointment will not start. If a pack is in the dispenser within the start and end times for the appointment, the appointment starts when you remove the pack.

1 At the appointment time, the spencer device displays a screen indicating that it is time for your video chat. Touch the screen (anywhere) to start the call.

- **NOTE** The alert will stop after 10 minutes or at the appointment's end time, whichever is shorter.
- A screen similar to this one is displayed as the call connects.
- If the call cannot connect, a screen similar to this one is displayed. If you suspect a network issue, touch **Try Again**. If your care manager was unavailable, touch **Exit**.
- When the call connects, a screen like this is displayed.

2 Use the buttons at the bottom of the screen to adjust the volume as needed.

- The volume level (0-10) is displayed between the volume buttons.

continued on next page

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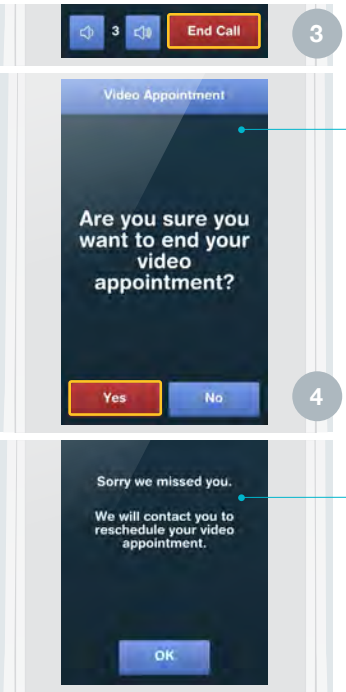
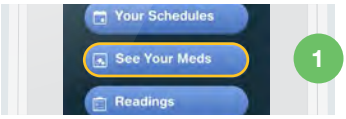


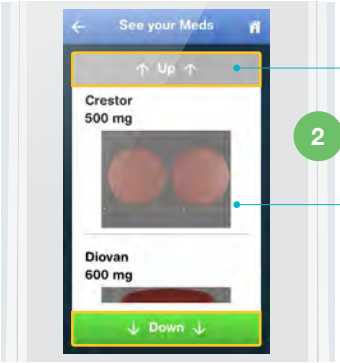
3 When you're finished with the appointment, touch **End Call**.

- A screen like this is displayed.

4 Touch **Yes** to end the video appointment.

- If you miss a scheduled appointment, a screen like this is displayed





see your meds

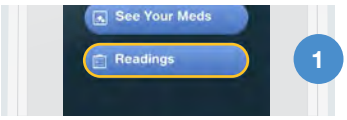
Home > Main Menu

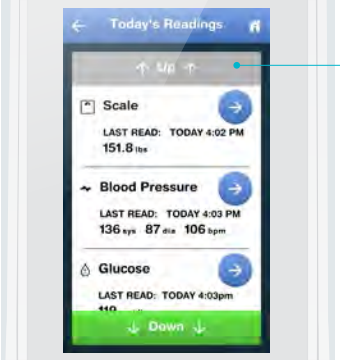
1 On the Main Menu screen, touch **See Your Meds**.

- The See Your Meds screen is displayed, providing the names and strengths of your meds. Pictures and/or descriptions are also provided.

2 Touch **Up** and **Down** to scroll and see all your pill types.

- In this example, the Up arrow button is grey, indicating that the button is not active (i.e., Crestor is the top of the list). You can scroll down but not up.



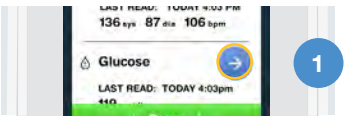


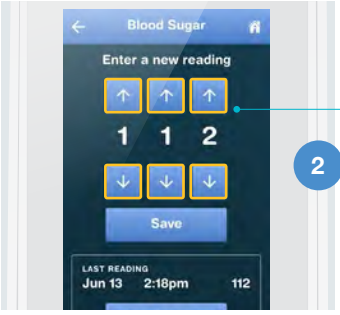
readings

Home > Main Menu

1 On the Main Menu screen, touch **Readings**.

- The Today's Readings screen is displayed, showing the most recent readings with the option to select one of the following:
- **Glucose**
  To enter your glucose levels and view past entries.
- In this example, the Up arrow button is grey, indicating that the button is not active (i.e., Scale is the top of the list). You can scroll down but not up.





enter glucose reading

Home > Main Menu > Readings

1 On the Today's Readings screen, touch the arrow button beside Glucose.

- The Blood Sugar screen is displayed.

2 Enter your new glucose number in mg/dl, using the up and down arrows.

continued on next page

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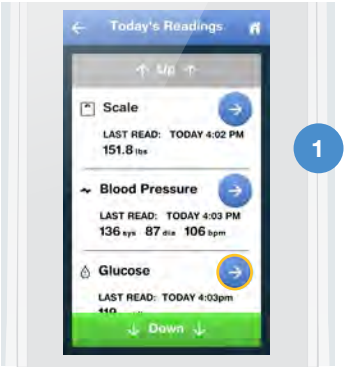
3 Double check that you have entered the correct value, and touch **Save**.

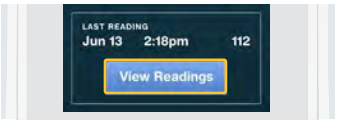
- The new reading is saved with the date and time it was entered.
- NOTE For instructions on measuring your weight or blood pressure, see **bluetooth** on page 34.

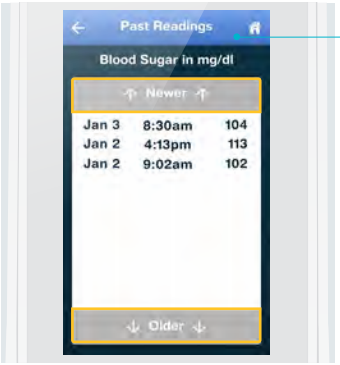
view past readings

Home > Main Menu > Readings

You can view past readings, recorded via a bluetooth device or by manual entry (glucose).







Glucose

1 On the Today's Readings screen, touch the arrow button beside Glucose.

2 On the Blood Sugar screen, touch **View Readings**.

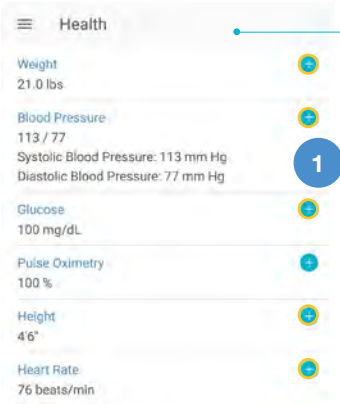
- The Past Readings screen is displayed, showing readings with their dates and times recorded.

3 Touch **Newer** and **Older** to scroll through the list.

- In this example, scrolling is disabled because there are few entries.

spencerAssist™

spencerAssist is a mobile app that can be used to enter and view readings, such as blood pressure, weight, blood oxygen, and glucose.

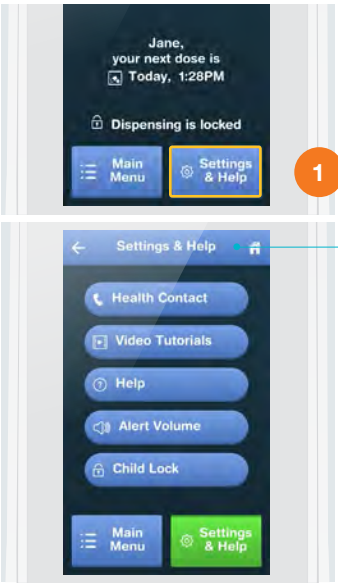


- The readings are displayed on your mobile app like this.

1 To add a reading, click the plus icon to the right of the type of reading you want to add. When you add a reading, double-check that it is correct before you click **Save**.

- Data entered on spencerAssist will not show up on the spencer device. However, your care team can see all your spencer device and spencerAssist data through spencerCare.
- When spencerAssist is offline (such as in airplane mode), data entered is not sent to spencerCare. A message informs the care team that data cannot be retrieved.

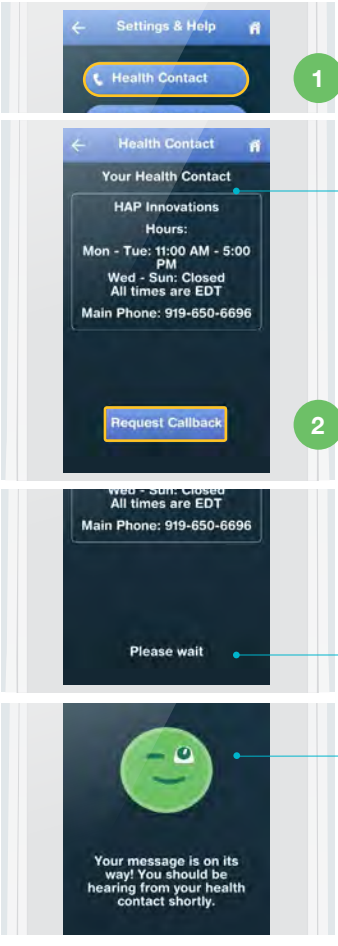
settings & help



settings & help menu

1 On the Home screen, touch **Settings & Help**.

- The Settings & Help screen is displayed, showing the following menu options:
- **Health Contact**
  To see information for your pharmacy, health coach, or other medical contact.
- **Video Tutorials**
  To watch videos explaining how to use spencer.
- **Help**
  To get help, including how to replace the refill and shut spencer down.
- **Alert Volume**
  To set the volume for spencer – for alerts and other audio features.
- **Child Lock**
  To set up a Personal Identification Number (PIN) to restrict device access. This feature is optional.



health contact

Home > Settings & Help

1 On the Settings & Help screen, touch **Health Contact**.

- The Health Contact screen is displayed, showing your health contact's name, contact information, and hours of operation. (This is a sample screen and does not show your health contact information.)

2 To request a call from your health contact, touch **Request Callback**.

- This screen is displayed asking you to wait while the message is sent.
- When the message has been sent, a screen like this one is displayed.

continued on next page

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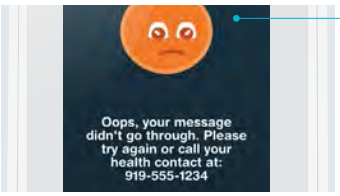
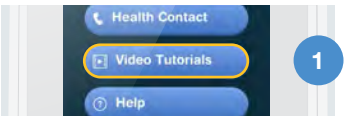
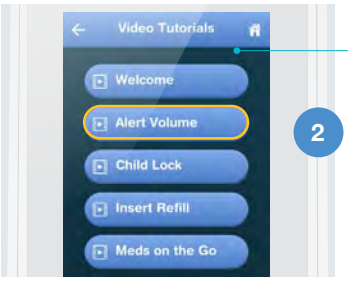
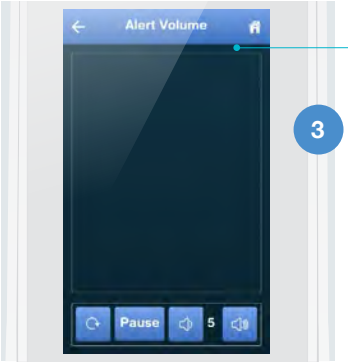


- If the request does not go through, a message like this one is displayed. Follow the instructions on the screen.







video tutorials

Home > Settings & Help

1 On the Settings & Help screen, touch **Video Tutorials**.

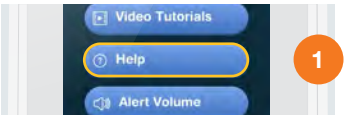
- The Video Tutorials screen is displayed.

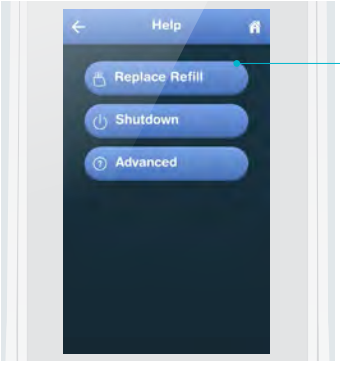
2 Touch the tutorial you want to view. For this example, Alert Volume is selected.

- The introductory screen for the tutorial is displayed.

3 Use the buttons at the bottom of the tutorial screen to adjust the volume for the video, play/pause the video, and/or restart the video.

- **NOTE** Restart changes from grey (inactive) to blue (active) once you start a video. Play changes to Pause while the video is playing.





help

Home > Settings & Help

1 On the Settings & Help screen, touch **Help**.

- The Help screen is displayed, showing the following menu options:

- **Replace Refill**
  To replace the refill.
- **Shutdown**
  To shut the device down.
- **Advanced**
  To see the version of software, network information, or to work with Bluetooth devices.

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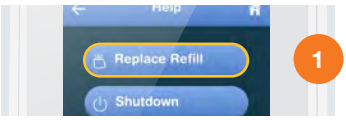
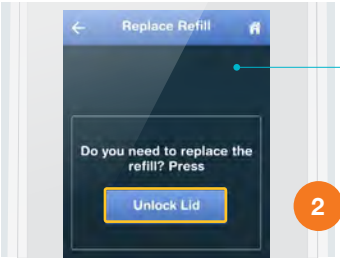
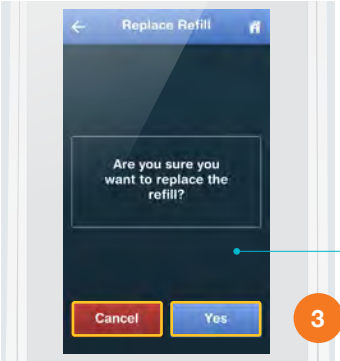


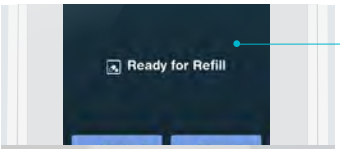
1



2



3



4

replace refill

Home > Settings & Help > Help

1 On the Help screen, touch **Replace Refill**.

- The Replace Refill screen is displayed.

2 Touch **Unlock Lid**.

- A confirmation screen is displayed.

3 Touch Yes to confirm that you want to replace the refill.

- The Ready for Refill screen is displayed, and the lid is opened slightly.
  - **NOTE** If Child Lock is on, you are asked to enter your PIN first.

4 To replace the refill: open the lid fully, remove the current refill, and insert the new refill.

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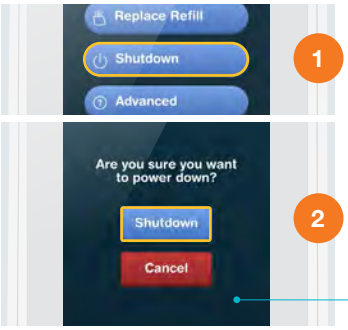


shutdown

Home > Settings & Help > Help

You can shut spencer down by using the touch screen or by pushing the power button in the back. Try using the touch screen first.

Using Touch Screen

1 On the Help screen, touch **Shutdown**.

- A confirmation screen is displayed.

2 Touch Shutdown and the device shuts down.

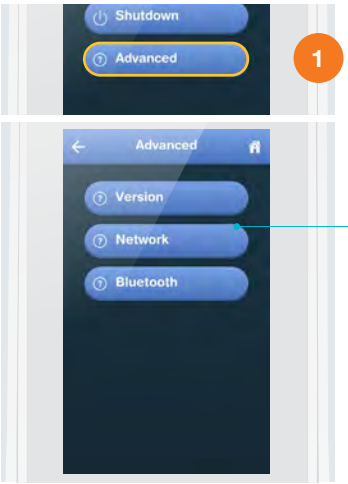
- NOTE If Child Lock is on, you are asked to enter your PIN first.

Power Button

Use this method of shutting down only as a last resort. Try shutting down using the touch screen first.

1 Press down the power button in the back and hold for 10 seconds.

- Device shuts down.



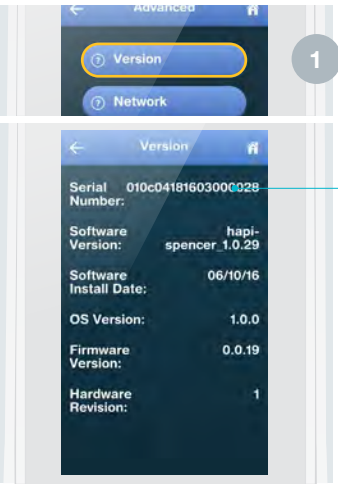
advanced

Home > Settings & Help > Help

1 On the Help screen, touch **Advanced**. For more information, see **help** on page 29.

- The Advanced screen is displayed, showing the following menu options:

- **Version**
  To view the version of software currently installed.
- **Network**
  To view your network information.
- **Bluetooth**
  To work with Bluetooth devices.

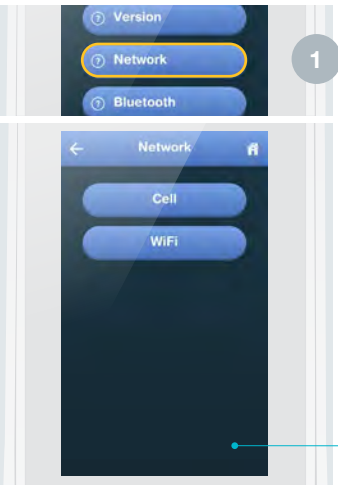


version

Home > Settings & Help > Help > Advanced

1 On the Avanced screen, touch **Version**.

- The Version screen is displayed, showing the following information:
  - Serial number for your spencer device
  - Versions for software, hardware, and other spencer components
  - Software installation date
- **NOTE** This information is helpful to the Customer Support team.



network

Home > Settings & Help > Help > Advanced

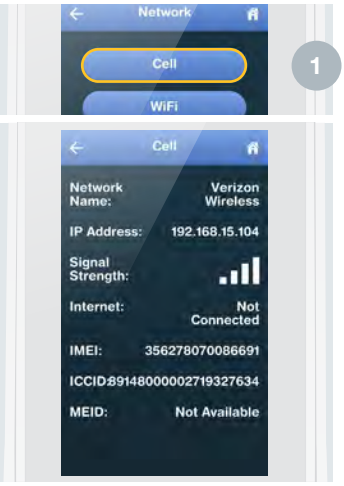
Check your network signal strength to make sure spencer can update your care team with your data. The more bars beside Signal Strength, the stronger the signal.

A network connection (cell or wireless) is needed for:

- your care team to view your information
- you to receive information from your care team
- the correct time if you move spencer to a different time zone

1 On the Advanced screen, touch **Network**.

- The Network screen is displayed, showing the following menu options:
  - **Cell**
    To review your cellular network connection.
  - **WiFi**
    To use a wireless network connection.

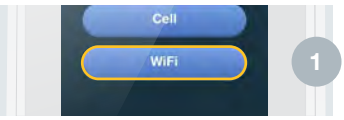


Cell

1 On the Network screen, touch **Cell**.

- The Cell screen is displayed, showing the following types of information:
  - Network
  - IP address
  - Signal strength
- **NOTE** This information is helpful to the Customer Support team.

continued on next page



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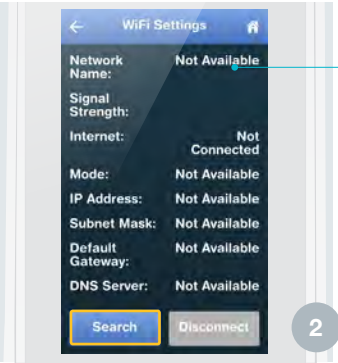
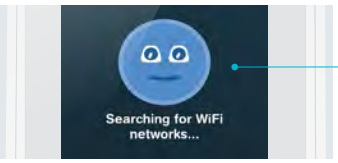
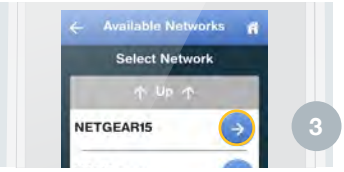


2





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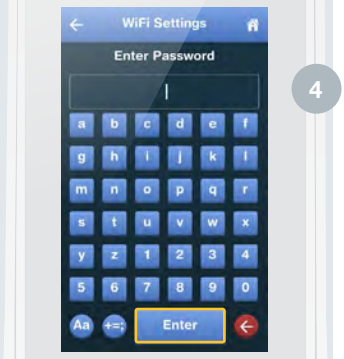
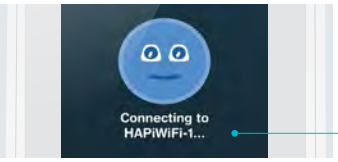
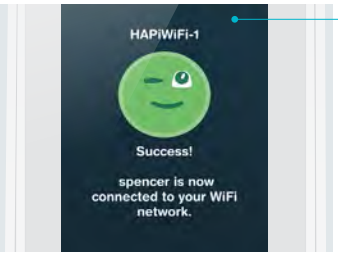


4





WiFi

1 On the Network screen, touch **WiFi**.

- The WiFi Settings screen is displayed, showing the following types of information:
  - Network
  - IP address
  - Signal strength
- NOTE This information is helpful to the Customer Support team.

2 To add a new wireless network, touch **Search**.

A screen like this one is displayed while spencer searches for wireless networks.

3 On the Available Networks screen, touch the arrow button next to your wireless network.

4 Type in your wireless network password and touch **Enter**.

A screen like this one is displayed.

When your spencer device is connected to your wireless network, a screen like this one is displayed.

- NOTE If you have trouble connecting to a wireless network, you may need to troubleshoot your router. If your router seems to be working correctly, call Customer Support.

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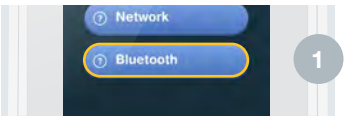

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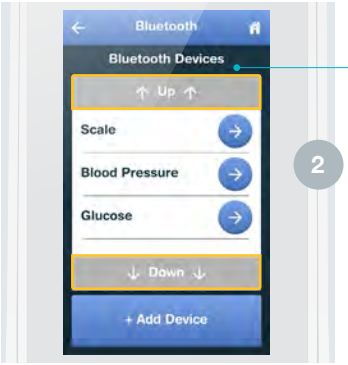


2

bluetooth

1 On the Advanced screen, touch **Bluetooth**.

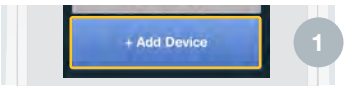
- The Bluetooth screen is displayed, showing the Bluetooth devices that you can use with your spencer device.
- **Scale**
  To get instructions or unpair a Bluetooth scale.
- **Blood Pressure**
  To get instructions or unpair a Bluetooth blood pressure monitor.
- **Glucose (coming soon)**
  To get instructions or unpair a Bluetooth glucometer.
- **Pulse Ox (coming soon)**
  To get instructions or unpair a Bluetooth pulse oximeter.

2 Touch **Up** and **Down** to scroll and see all your devices.

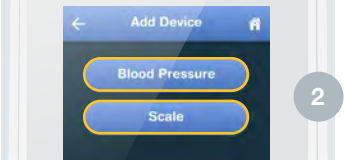
- In this example, the Up and Down arrow buttons are grey, indicating that the button is not active. (Scale is at the top of the list and Glucose is at the bottom of the list.) You cannot scroll up or down.

Approved Bluetooth Devices

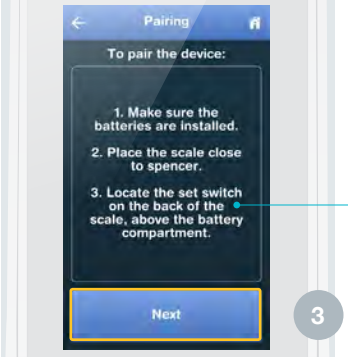
- **Scale**
  A&D UC-352BLE BLE
- **Blood Pressure**
  A&D UA-651BLE BLE



1



2



3

Add Bluetooth Device

1 On the Bluetooth screen, touch **Add Device**.

2 On the Add Device screen, select one of the following devices:

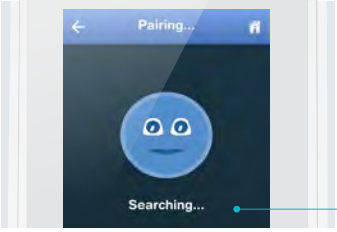
A **Blood Pressure**
To pair the blood pressure monitor with your spencer device.

B **Scale**
To pair the scale with your spencer device.

- A screen like this one is displayed, showing instructions for pairing.

3 Follow the on-screen instructions, and then touch **Next** or **Continue**.

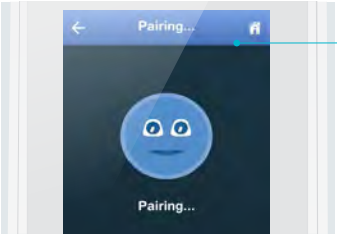
continued on next page



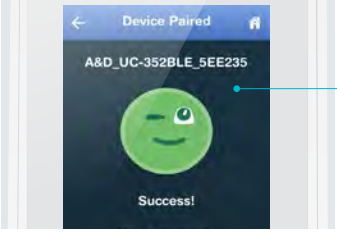
A screen like this one is displayed.

When your spencer device finds the Bluetooth device, the Available Devices screen is displayed.

4 Touch **Pair**.



A screen like this one is displayed.

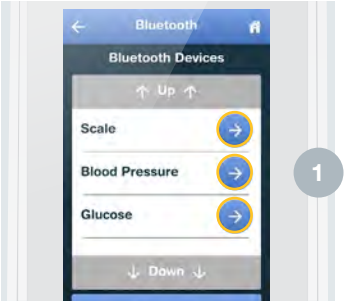


When the Bluetooth device is paired with your spencer device, the Device Paired screen is displayed.

- **NOTE** Contact Customer Support at 866-972-3196 if you are unable to pair.

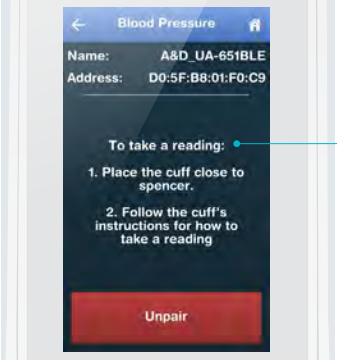
View & Use Bluetooth Device

1 On the Bluetooth screen, touch the arrow button beside a device name to view the device details.



A screen like this is displayed.

- **Use the Scale**
  1. Place the scale close to your spencer device.
  2. Step on the scale and remain still.
  3. Step off the scale when “step” and “off” are alternately displayed on the scale and you hear three beeps.
     - The new reading is saved with the date and time it was entered.
- **Use the Blood Pressure Monitor**
  1. Place the blood pressure monitor close to your spencer device.



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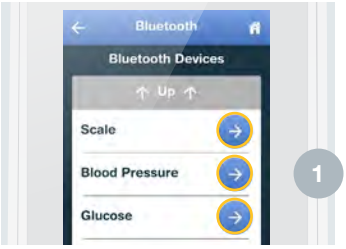
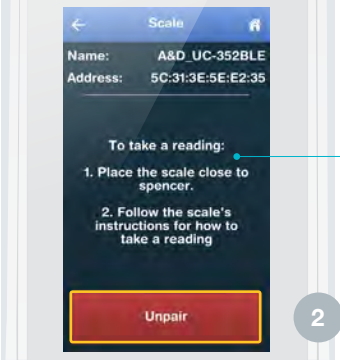
2 Sit comfortably with your left arm resting on a flat surface and your palm up at heart level.

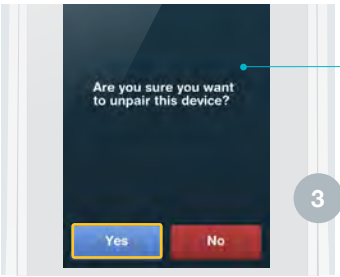
3 Fasten the cuff snugly on your upper arm. You should be able to slide two fingers underneath it.

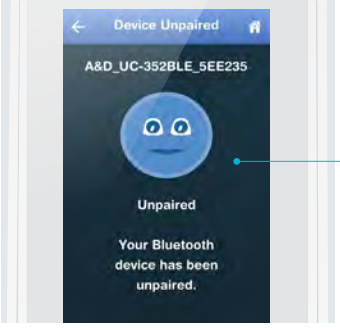
4 Press the start button on the blood pressure monitor.

- When the reading is complete, the cuff deflates automatically.
- The new reading is saved with the date and time it was entered.









Remove Bluetooth Device

1 On the Bluetooth screen, touch the arrow button beside a device name to view the device details.

- A screen like this is displayed.

2 Touch **Unpair**.

- The Unpair Device screen is displayed, asking if you are sure you want to unpair this device.

3 Touch **Yes**.

- A screen is displayed confirming that the device has been unpaired.

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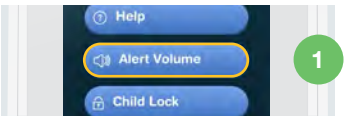

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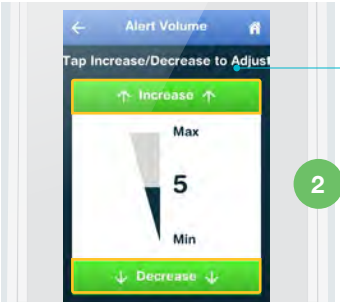


2

alert volume

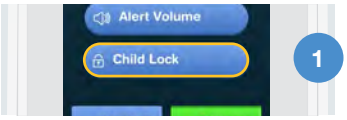
Home > Settings & Help

1 On the Settings & Help screen, touch **Alert Volume**.

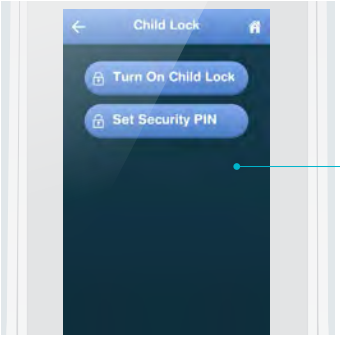
- The Alert Volume screen is displayed.

2 Touch **Increase** and **Decrease** to adjust the volume.

- NOTE The volume is for the normal dispense notification. The escalated dispense notification will be louder.



1



child lock

Home > Settings & Help

If you have turned the Child Lock on, you must enter your personal identification number (PIN) for most actions.

1 On the Settings & Help screen, touch **Child Lock**.

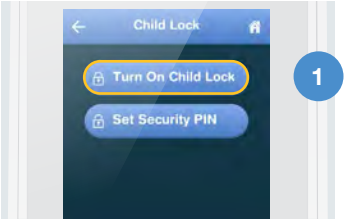
- The Child Lock screen is displayed, showing the following menu options:
- **Turn On Child Lock/Turn Off Child Lock**
  To turn Child Lock on or off, depending on the current setting.
- **Set Security PIN**
  To enter a new PIN or change an existing PIN.

turn child lock on/off

Home > Settings & Help > Child Lock

NOTE To turn the Child Lock on or off, you must have a Personal Identification Number (PIN). If you need to set or change a PIN, see **set security pin** on page 38.

When the Child Lock is ON, you must enter your personal identification number (PIN) for most actions.



1

1 On the Child Lock screen, touch **Turn On Child Lock/Turn Off Child Lock**. (The choice depends on whether Child Lock is currently on or off.)

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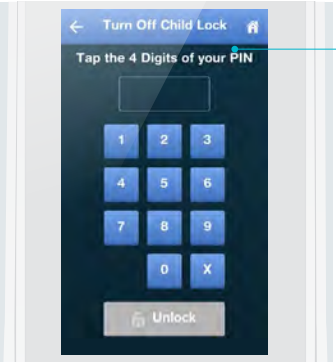
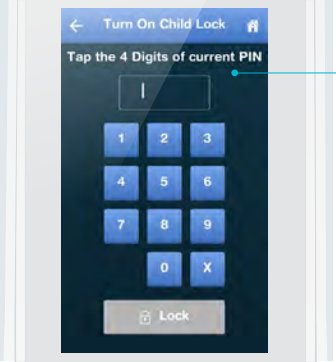
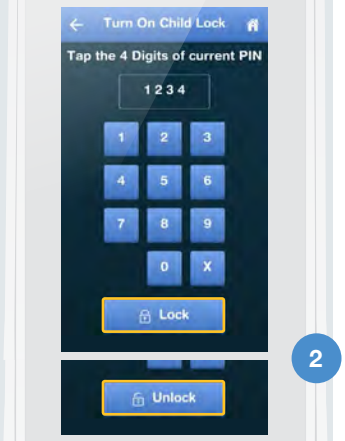






- One of the following screens is displayed:
- **ON** This screen is displayed if Child Lock is on.
- **OFF** This screen is displayed if Child Lock is off.
  - The Lock/Unlock buttons are grey (inactive) because the 4 digits are not entered yet.

2 Enter your 4-digit PIN number and touch **Unlock/Lock**.

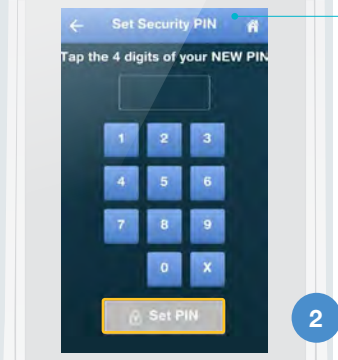
- You are returned to the Home screen.

set security pin

Home > Settings & Help > Child Lock

1 If you want to change the existing Security PIN or add a PIN for the first time, touch **Set Security PIN**.

continued on next page

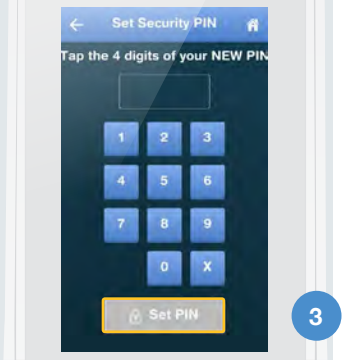


- The Set Security PIN screen is displayed, asking you to enter your current PIN and/or enter a new one.

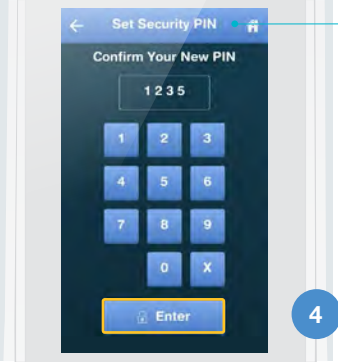
2 If you are changing your current PIN, enter the current 4-digit PIN and touch **Enter**. If you are entering a new PIN, skip this step.

3 On the Set Security PIN screen, touch the 4 digits on the screen for your new PIN and touch **Set PIN**.

- The Set PIN button is grey in the example because the PIN has not been entered yet.

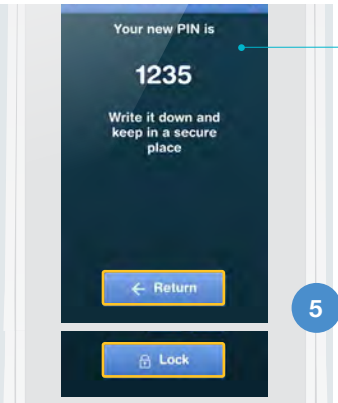


- Another screen is displayed, asking you to confirm the new PIN.



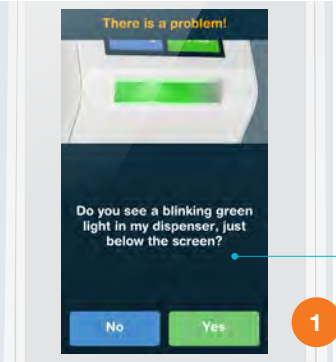
4 Touch the PIN digits again and touch **Enter**.

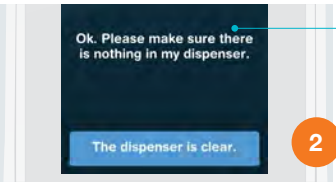
- A screen is displayed confirming the new or changed PIN and reminding you to write it somewhere.
  - **ON** If the Child Lock is on, the Return button is displayed and you return to the Settings & Help screen.
  - **OFF** If the Child Lock is off, the Lock button is displayed. Touching it turns on the Child Lock.



5 Touch **Return** or **Lock**, depending on the status of the lock.

additional info





quick fixes

Object in the Dispenser

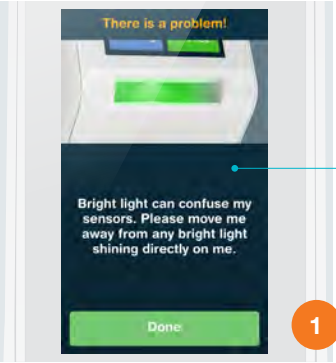
If something is in the dispenser, such as a med pack, the device may not function properly.

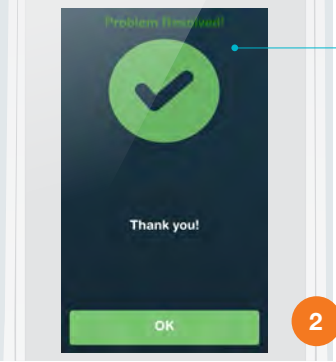
- If this happens while you are loading the refill, or before or after dispensing medications, a screen like this is displayed.

1 Touch **Yes**.

- A screen like this is displayed.

2 Clear the dispenser and touch **The dispenser is clear**.





Bright Light

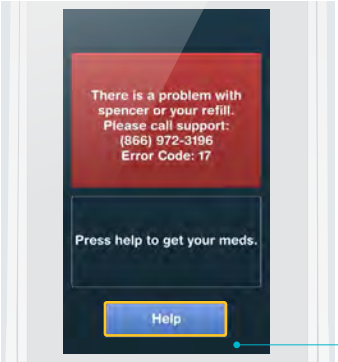
If a bright light is shining on the device, such as the sun, the device may not function properly.

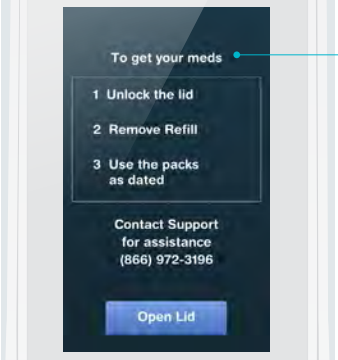
- If this happens while you are loading the refill, or before or after dispensing medications, a screen like this is displayed.

1 Move spencer out of the bright light and press **Done**.

- A screen like this is displayed.

2 Touch **OK**.





error messages

Error screens describe the error and how to correct it. Some screens display error codes and the technical support phone number. You may be asked to provide the error codes if you contact support.

- **NOTE** You may contact Customer Support at 866-972-3196 with any issue or question.
- This example of an error screen displays the problem, gives the phone number for support, and provides the error code.
- Touch **Help** for specific instructions to get your meds.

If an error occurs with your spencer device or refill, and you need your medication right away, you may manually take packs from the refill:

1. Carefully pull the first pack out of the refill, making sure the next pack remains inside the refill and secure under the brake.
2. Tear or cut the pack from the refill using scissors at the perforation before the next pack.
3. Confirm your name, date, time, and number of pills before taking the pack.
4. Remove packs until you have all the medication you need.

After your pack is removed, call support before putting your refill back into your spencer device.

terms & components

Brake
Small metal wire in the lower right of refill that holds the strip in place.

Dispenser
The slot (located beneath the spencer device's touch screen) where the packs are delivered.

Dose
All medications taken at a given dispense time.

HIPAA
Health Insurance Portability and Accountability Act; Federal law requiring security and privacy for an individual's health information.

Lid
Door-like panel at the top of the spencer device that opens and closes for inserting, securing, and removing the refill.

Menu
List of options on the touch screen. Examples are Main Menu and Settings & Help.

Pack
Plastic package containing medications and identifying information as produced by a strip packaging system.

spencerCare
Clinical portal where identifying and medical information is sent, stored securely, and accessed only according to HIPAA specifications.

spencer Refill
The pharmacist-packaged box of spooled medication packs.

Touch Screen
Front display panel that enables you to interact with spencer by touching with your finger. (Touch screens are also used on cell phones and computer tablets.)

questions?

Here are answers to some questions you may have.
Refer to **helloimspencer.com/customer-support** for more questions and answers, or call Customer Support at 866-972-3196.

- Can two or three people use the same device?
  No, each refill is customized for one person's needs. Only one person can use a spencer device at a time.
- What should I do if a prescription changes?
  Inform the pharmacy that your prescription has changed.
- What if the Child Lock is on, and I cannot remember my PIN?
  Contact Customer Support at 866-972-3196.
- Can spencer show me how to use a feature?
  Yes. For brief explanations about common subjects, see **video tutorials** on page 29.
- What happens if there is a power outage?
  The system has a battery backup. If power is not restored before the battery is drained, spencer unlocks the lid automatically and allows you to remove the refill and dispense the medication manually. Each pack is labeled with a dose date and time. Tear off the packs you need when it is time for a given dose.

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specifications

Name
spencer device

Model
spn02

External Devices
This device has a single port, a USB port, in the back, adjacent to where the power cord is attached. The spencer device does not come with any accessories that can be connected. However, it has Bluetooth functionality.

Battery
The device has a rechargeable battery that is not removable. If the battery is in use because of no electrical power, the system continues to dispense medication until the battery charge is exhausted. Since the battery is not removable, there are no user instructions for maintenance, other than to check the battery periodically to ensure it is working by unplugging and making sure spencer stays on. In case of an extended emergency that causes the battery charge to run out, the lid to the device opens automatically, enabling user to remove necessary medications.

Power Requirements
- Voltage: AC 120VAC +/- 10%
- Power: 75W max
- Frequency 60 Hz +/- 1%
- Backup battery: Lithium-ion

CPU
- Processor: Freescale IMX6 Quad Core
- Speed: 1 GHz
- RAM: 1GB DDR3
- Storage: 4 GB eMMC; 2 GB SD Card (optional)
- Operating System: Mentor Embedded Linux

Peripherals
- Display: 7" Diagonal, 800 x 480 resolution, PCAP touch screen
- Camera: 5M Pixel
- Microphone: Omnidirectional
- Speaker: 3W Stereo
- Bluetooth: 4.0 (classic and BLE)
- USB: 5W Charging port

Security
- All inbound ports closed, allowing outbound traffic to spencerCare only
- User input through captive screen only
- Communication with spencerCare uses Transport Level Security with AES 256 encryption

Device dimensions
- 13.4" deep (340mm)
- 10.5" tall (267mm)
- 5.3" wide (135mm)

Environmental Conditions
- Indoor use only
- Operating Temperature: 5°C to 40°C
- Storage Temperature: -20°C to 45°C
- Operating Altitude Limit: 2000 meters
- Humidity: Max 80% RH up to 31°C decreasing linearly to 50% RH at 40°C
- Pollution Degree 2: Typical home or office environment

Symbols

Consult instructions for use

Serial number

Date of manufacture

Manufacturer

Temperature limitation

Catalog number

Avoid rain or other damp conditions

UL Certification (US & Canada)

AC (Alternating Current)

Double Insulated

Caution

Standby power

Do not dispose of this product in general waste. Contact the manufacturer for proper disposal method.

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spencer medical device provides notifications when it's time for your medications and dispenses them at your request.

spencer has the following components:

- A strip of spooled packs with individual doses of your medications; each pack has a barcode that contains its dispensing information, including your schedule and data.
- A refill that holds the spooled packs; the refill also has a barcode.
- spencer Cloud, which contains the encrypted information about you and your medications.
- spencerCare and spencerAssist, which the healthcare provider and caregiver can use to monitor dispensing and other information.
- spencer device, which has an interactive, senior-friendly screen and is designed to do the following:
  - Dispense according to schedule
  - Transfer dispense data to spencer Cloud
  - Allow healthcare provider intervention
  - Collate wellness data
  - Provide messages to the healthcare provider or support about missed doses, answers to questions, and malfunctions

The following are issues that could occur with spencer during use and instructions about how to resolve them:

1 **ISSUE** If the refill is inserted while the Home icon is touched on the device screen, the device does not register that the refill has been inserted.
WORKAROUND The refill must be reinserted before the device can register the refill. Press and hold the Power button for 5 seconds to shut down the device, and then remove the refill. Press and hold the power button for 1 second to restart the device, and then reinsert the refill and close the lid.

2 **ISSUE** The device falsely triggers an "invalid scan" error message.
WORKAROUND Remove the refill, and then reinsert the refill and close the lid. If the information on the refill and pack barcode are scanned successfully, the device accepts the refill.

3 **ISSUE** An internal error occurs during refill registration causing the lid to remain locked preventing the removal of the refill.
WORKAROUND Press and hold the Power button for 5 seconds to turn off the device. The lid then unlocks, allowing removal of the refill. Press and hold the Power button for 1 second to restart the device, and then close the lid.

4 **ISSUE** When an error occurs during a multi-pack dispense and the device must be restarted, once restarted the device starts the multi-pack count at 1 rather than the actual multi-pack count. For example, the device displays "1 of 3" rather than "3 of 3" if two packs were already dispensed before the device restart.
WORKAROUND The device still dispenses the correct number of packs, therefore no further action is required.

5 **ISSUE** When an error occurs with the last dose, the system does not display the message instructing you to insert a new refill.
WORKAROUND Insert the new refill at the start date and time printed on the refill label. The device accepts the new refill.

6 **ISSUE** When playing video tutorials through the menu option, Video Tutorials, pressing Play continuously causes the video to freeze.
WORKAROUND Return to the home screen by selecting the Home icon, and then try again.

7 **ISSUE** When you register to become a spencer patient and enter allergies and conditions, the allergies and conditions do not show on the pharmacy portal.
WORKAROUND The pharmacist will ask you about any allergies or conditions as part of onboarding you into the pharmacy.

8 **ISSUE** When registering to become a spencer patient, the name you enter does not match the name used by the pharmacy management system.
WORKAROUND The pharmacist must ensure that the name (first and last) shown in the spencerCare portal matches the name used by PASS and their pharmacy management system. If the name does not match, call HAPi customer support.

9 **ISSUE** If the spencer device isn't connected to a network when the refill is inserted, the drug images may not be downloaded to the device.
WORKAROUND Ensure the device is connected to a network. Remove the refill, and then reinsert the refill and close the lid. If the device is connected to a network, the drug images should be available for viewing on the device.

NOTE None of the issues on this page will prevent the users from taking their medication.

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