Manual

All the information you need about the Medido medication clock

🌐 www.medido.com

medido

Welcome

Dear reader,

You have received a Medido medication clock, an automatic medication dispenser, on loan. In this manual you will find information for care providers and clients who will use the dispenser. The information regards, amongst other things, technical and safety information. In addition, you will find safety and user instructions that are important when starting, using, and ending the Medido service.

Finally, at the end of this manual, you will find an overview of the most frequently asked questions by clients, care providers, and pharmacy delivery drivers. The answers refer to the appropriate instructions.

Love,

Medido
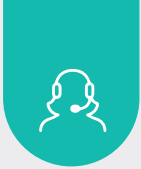
Contact details

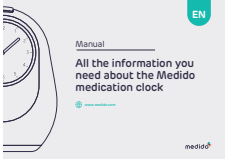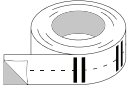If desired, you can fill in important contact details below.

Medido customer service

📞 ----------------------------------

Pharmacy

📞 ----------------------------------

👤 ----------------------------------

Home care

📞 ----------------------------------

👤 ----------------------------------

Other

📞 ----------------------------------

👤 ----------------------------------
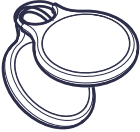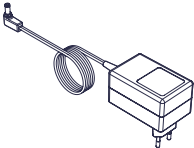
Table of contents

1 What is in the package

The Medido is packaged in a way that the items can be unboxed in the correct order.

The package contains the following items:

Instruction Manual		Medido sticker	
Medido dispenser		**RFID tag**	
Adapter		**Emergency key** See "Use of emergency key" on page 33	

2 Contact details manufacturer Vitavanti IP B.V.

These instructions have been prepared with great care – should you find any details that do not correspond to reality, please notify us immediately so that we can eliminate any inconsistencies as soon as possible.

We reserve the right to make changes to these instructions as a result of further development of the product.

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Document Number:
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For more information, please contact the manufacturer directly at the following address:

Vitavanti IP BV.
Laan van Oversteen 20
2289 CX Rijswijk
The Netherlands

Email: info@medido.com
Website: www.medido.com

Complaints, feedback and suggestions
If you have a complaint, feedback or a suggestion, please send an e-mail to: info@medido.com

3 Intended purpose

Medido medication clock

Medido is an electronic, mains powered, dispenser including rechargeable internal back-up batteries, designed to deliver pre-packaged medication at a pre-programmed time. De medication clock is intended for clients in need of guidance managing their medication and therefore are dependent on care providers. The advantage of using the medication clock is storing medication, awareness of time in relation to when it is time to take the medication and dispensing of medication when the client presses the button. These advantages enable the client to remain independent for longer. The client needs to be capable to take the medication independently. The medication clock is also an advantage to care providers since the medication clock provides aid for medication management, the care providers only need to act on notifications. This leads to a time reduction for care providers.

Application
For the application of a Medido subscription it is important the client understands and agrees that the medication dispensed by the medication clock must be taken independently and therefore is under the responsibility of the client. This medication dispenser supports the client in the correct use of medication. If desired, when expert input is required, we can inform the care provider.

During the application we will determine if the pre-packaged medication is suitable for the medication clock. In which case, the dispenser will be delivered and can be activated for use. (if the expected pre-packaged medication has been delivered)

Training
The care providers who support the clients in use of the medication clock need to follow training in the form of a physical training or webinar. Both are provided by Vitavanti Healthcare Solutions. In the webinar we will discuss loading the medication roll correctly (pre-packed medication) and loading the medication on time, along with other basic functions. To attend the webinar, care providers can sign up on the website.

Responsibility
De medication clock is on loan from Vitavanti Healthcare Solutions (manufacturer). This means that the maintenance of the device is under responsibility of the manufacturer.

To determine if the medication clock needs maintenance the dispenser is monitored by our customer service. Customer service monitors the following factors of the dispenser: functionality, performance, and safety. If the dispenser needs maintenance the dispensers will be collected and returned to the manufacturer, the client will receive a replacement dispenser. When the dispenser is returned for maintenance, the dispenser will be fully serviced and made ready to use.

When the client is not using the dispenser anymore and the Medido subscription is no longer needed or applicable, customer service will make an appointment to collect the dispenser.

Information for your safety

Medido medication clock is a class 1 medical device and suitable for use in the home environment.

This instruction manual has been developed in accordance with the European EMC and MDR Directive.

To avoid damage to Medido or injury to yourself and others, please read the following safety and user instructions carefully before using the medication clock.

This instruction manual is part of the product, keep it in a place where it can be read by anyone using the dispenser.

This manual is applicable to the following devices (reference numbers) under the Basic-UDI-DI: 87202999661VMC-M3XXLC

- VMC-M301
- VMC-M302

On bottom of the device, you will find the reference number of your medication clock.

Recurring instructions
Safety instructions in this section are indicated by the following graphic symbols:

This symbol means: *ATTENTION*
Attention warns the user of the need to take care regarding the safety and effectiveness of the Medido dispenser.

This symbol means: *WARNING*
Warnings alert the user to potential incidents with the patient or user.

Warnings

⚠️ Only use the power adapter supplied, which can be recognised by a Medido sticker on the back of the plug. Any other type of adapter could damage the dispenser.

⚠️ Check the cables and the adapter before turning on the dispenser. In the event of damage, it must be replaced by Vitavanti IP B.V. or persons authorised by Vitavanti IP B.V.

⚠️ Place the dispenser on a flat stable surface and make sure that the tray is fully extended during operation so that the medication pouches can fall into it.

⚠️ Keep the dispenser away from heat and flame sources, flammable or combustible liquids or gases and explosive atmospheres.

⚠️ Do not place the dispenser on a heat source (e.g. a heater) or in the sun. The function of both the dispenser and the medication may deteriorate if they become too hot.

⚠️ Keep the dispenser out of reach of children and pets. Failure to heed this warning may result in injury.

⚠️ In accordance with its intended use, the dispenser cannot be connected to other medical devices unless clearly indicated by the manufacturer.

⚠️ Taking the medication dispensed from the Medido dispenser is the full responsibility of the client.

⚠️ Do not disassemble the dispenser. Touching internal parts can lead to injury. In the event of a fault, repairs or modifications may only be carried out by Vitavanti IP B.V. and persons authorised by Vitavanti IP B.V.

Meaning of graphic symbols

The graphic symbols on the product label are described below.

	Consult instruction manual	**FCC**	The Federal Communications Commission (FCC) is an independent agency for the government of the United States of America
	Read the manual before use.	**CLASS 1 LASER PRODUCT**	Class 1 laser
40℃ / 0℃	Temperature range	**SN**	Serial number
	Production date	**IMEI**	Abbreviation: International Mobile Equipment Identity
	Manufacturer	**MD**	Medical Device
	Do not discard in the rubbish bin, the dispenser is on loan.	**RFID**	Abbreviation: Radio-frequency identification
CE	CE marking guarantees that a product complies with the conditions for EU consumer safety, health and environment	**IP10**	Ingress Protection Code

Electromagnetic Comptability

The following table gives an overview of the results of the studies that have been successfully carried out on the Medido medication clock.

Section	Directive	Class	Result	VMC-M301	VMC-M302
Emission	EN 60601-1-2 (2015)	B	Obtained	9-2021	-
	EN 60601-1-2 (2015) + A1 (2021)	B	Obtained	-	2-2023
Immunity	EN 60601-1-2 (2015)	-	Obtained	9-2021	-
	EN 61000-3-2 (2014) & EN 61000-3-2 (2019) + A1 (2021) (nog niet geharmoniseerd)	-	Obtained	-	2-2023
Emission	EN 61000-3-2 (2014) & EN 61000-3-2 (2019) (nog niet geharmoniseerd)	-	Obtained	9-2021	-
	EN 61000-3-3 (2013) + A1 (2019)* + A2 (2021)* + AC (2022)* (nog niet geharmoniseerd*)	-	Obtained	-	2-2023
Emission	EN 61000-3-3- (2013)	-	Not applicable	9-2021	2-2023
Emission / immunity	EN 301 489-1 V2.2.3 & draft EN 301 489-52 V1.1.0	B	Obtained	9-2021	-
	EN 301 489-1 V2.2.3 & EN 301 489-52 V1.2.1	B	Obtained	-	2-2023

The following table gives an overview of the results of the studies** that have been successfully carried out on the Medido medication clock.

Test Description	Basic Standard
Conducted emission, test with a LISN	EN 55011 (2009) + A1 (2010)
Radiated emission 30MHz -1 GHz (SAC)	EN 55011 (2009) + A1 (2010)
Radiated emission above 1 GHz (FAC)	EN 55011 (2009) + A1 (2010)
Harmonics	EN-IEC 61000-3-2 (2014)
ESD	EN-IEC 61000-4-2 (2009)
Radiated Immunity	EN-IEC 61000-4-3 (2006) A2 (2010)
Proximity fields from RF wireless communications equipment	EN-IEC 61000-4-3 (2006) A2 (2010)
EFT	EN-IEC 61000-4-4 (2012)
Surge	EN-IEC 61000-4-5 (2014) + A1 (2017)
Conducted Immunity	EN-IEC 61000-4-6 (2014)
Power Frequency Magnetic Field	EN-IEC 61000-4-8 (2010)
Voltage Dips and Interruptions 230V-50Hz	EN-IEC 61000-4-11 (2004) + A1 (2017)
Voltage Dips and Interruptions [1]. All other voltages and frequencies. *[1] Tests are excluded from accreditation*	EN-IEC 61000-4-11 (2004) + A1 (2017)

**The manufacturer is in possession of the complete test report carried out by DARE! If desired, right of inspection can be granted.

Declaration of conformity

Medido dispenser – Type: VMC-M3XX

We declare on our own responsibility that the above product, to which this declaration refers, complies with the essential requirements of the Council: EU 2017/745 (MDR), 2014/30/EU in respect of electromagnetic compatibility (EMC) and 2014/35/EU in respect of the Low Voltage Directive.

This product carries the $C\,E$ marking.

Issued by:

Vitavanti IP B.V.
Laan van Oversteen 20
2289 CX Rijswijk
The Netherlands

Name   : T. Dijks

Signature

                        :

Position   : Technologie Manager

Place and date   : Rijswijk, January 12th 2022

4 Technical specifications

Features

- The dispenser is designed with a minimum service life of four years with average use
- Dimensions (WxDxH): 212 x 148 x 275mm
- Display and clock
- Barcode scanner for identification of medication pouches
- Opto-sensors and ultrasonic module for positioning medication pouches
- Emergency battery (provides up to four hours' emergency power)
- RFID lock
- Conveyor motor for fully automatic dispensing of medication pouches
- Cutting mechanism for inserting and removing medication pouches

Communication

Medido medicine clock is equipped with a module which can connect to the mobile network. The dispenser is completely autonomous: no provisions need to be made on installation.

Power

- Adapter power input: 100-240 V AC
- Frequency: 50 - 60 Hz
- Adaptor power output: 18 V DC 1.66 A

Transport

Please note the transport symbols on the box such as 'Temperature range', 'Keep away from rain', 'Handle with care' and 'This side up'.
- Transport temperature: -10°C (14°F) tot 50°C (122°F)
- Transport relative humidity: The same as in use

Operating environment requirements

- Operating temperature 10°C (50°F) to 40°C (104°F)
- Relative humidity 30% to 75%
- Avoid use in presence of harmful vapours
- Maximum operating altitude 3,000m (9,842.5ft)
- Do not place on or near a heat source or in the sun
- Dust and damp proof according to IP10

Attention: also see

5 General description Medido

Views of the Medido dispenser

Left side view

Front view

Button on top

Lid

Lid slider which allows you to open the lid and access the reservoir of the medication roll

Tray

Clock

Display
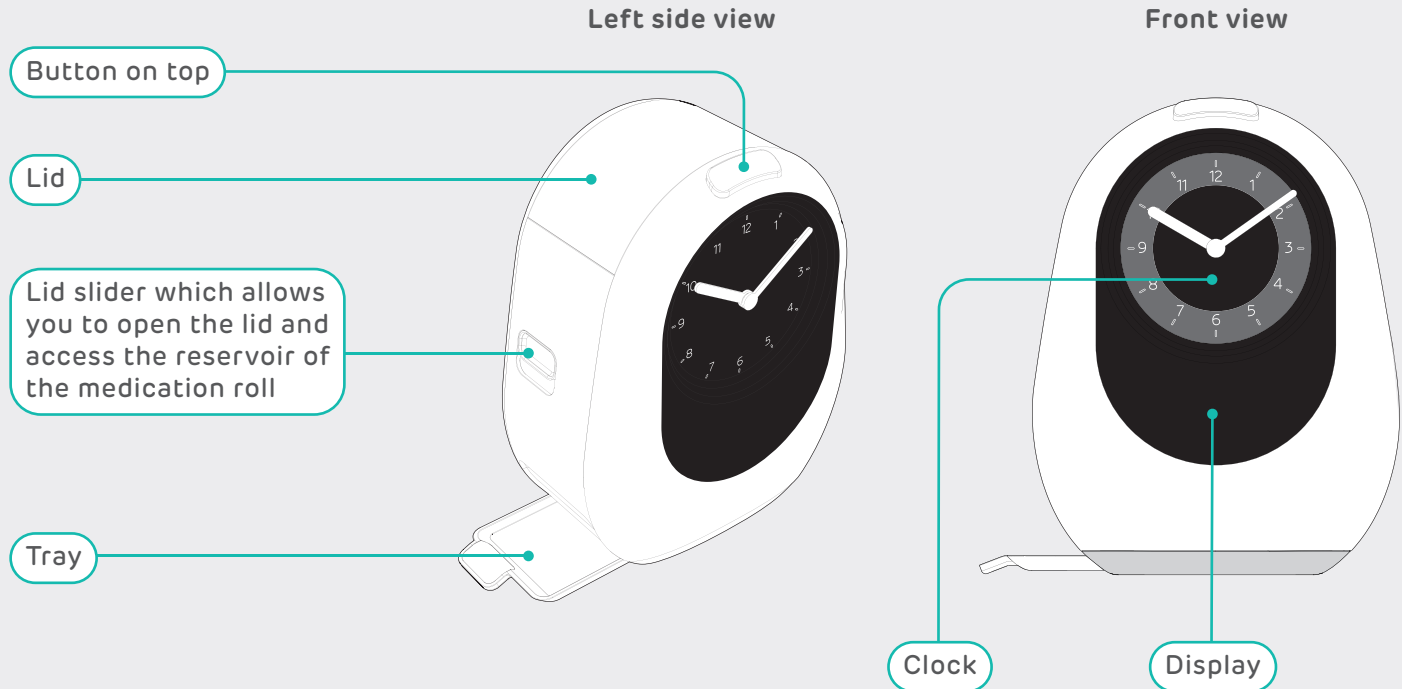
Right side view

Back side view

RFID-reader
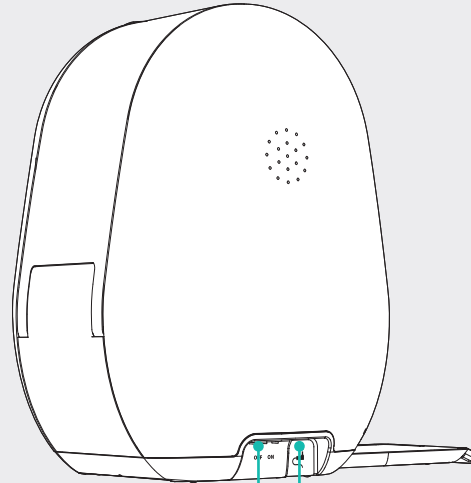
On-Off switch

Input for the adapter connector

6 Setting up and starting to use Medido

Place the dispenser in a suitable location

When placing the dispenser, a number of things are important:

- A stable surface where the dispenser can connect to the network.

- Enough space for the tray, as it must be extended when in use.

- Not in direct sunlight or in a humid environment.

- Continuously connected to a power supply.

Connect to the mains and turn on

The dispenser must be connected to the mains power supply. Follow the procedure below to connect the dispenser and allow it to connect to the mobile network.
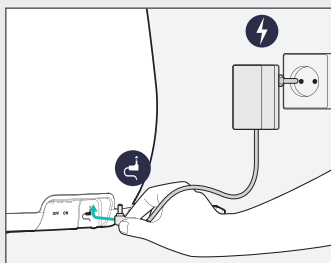
1. Check if the adapter has a Medido sticker. If this is not the case, please contact customer service.

2. If there is a Medido sticker, insert the DC connector of the adapter at the bottom at the back of the dispenser.

3. Plug the other end of the adapter into the power socket. The Medido is now connected to the mains.

Attention: If the dispenser is not connected to the power supply, the dispenser will operate for a maximum of 4 hours. See

4. Now turn on the dispenser by sliding the on-off switch at the back of the dispenser into the on position.

5. Slide out the tray. The tray is located on the lower left-hand side of the dispenser. It must be extended during use of the dispenser. The tray should only be retracted when the dispenser is being transported.

6. When the dispenser is switched on, the hands of the clock will automatically turn to 12 o'clock. The dispenser then retrieves the correct time and automatically sets the hands. If the time does not match the actual time, please discuss this with customer service while activating the dispenser.

7. The dispenser looks for a connection to the network, you don't have to do anything, this happens automatically. This is shown on the display with the text 'Searching for connection', and the button will also light up white.

8. Once the dispenser is connected, an audible signal follows, the button turns green and the word 'Connection made' appears in the display. See "7 Explanation of colours and symbols" on page 22.

9. Contact customer service now to activate the dispenser.

Start using the dispenser

1. Contact customer service now to start using the dispenser.

2. The following topics are covered:

   A. Is the correct medication roll present?

   B. Please provide the IMEI number shown on the display. If this is not shown, you can also find this number on the product label on the bottom of the dispenser.

   C. Loading the medication schedule. If the schedule is not appropriate for the clients lifestyle small adaptations can be made.

   D. Load roll. See "8 Correct use of medication roll" on page 26.

   E. Review settings to fit the client's situation.

   F. The client can start using the dispenser.

Attention: When the conversation with customer service has finished, the instructions in "9 Dispensing medication" on page 29 should be followed.

Client personal settings

The following settings can be changed by contacting customer service:

- Medication signal volume.

- Medication signal duration + pauses in the medication dispensing period.

- Soft medication signal.

- Medication period (standard for each care organisation, can be adjusted by asking care provider).

- Medication signals not in the roll.

- Incision depth for partial opening of the medication pouch.

- Night mode: the dispenser lighting goes off between 10.00pm and 7.00am, a moon icon appears on the display.

- Other language for display.

- Locking of the dispenser (RFID tag linking to the dispenser).

Locking and opening the dispenser

The RFID tag for the RFID lock can be found in the separate box with the adapter in the packaging. In order to use the RFID lock, there must be permission from the client and the RFID must be linked to the dispenser; customer service can activate this function.

To lock and unlock the dispenser, please follow these steps.

To lock the dispensers:
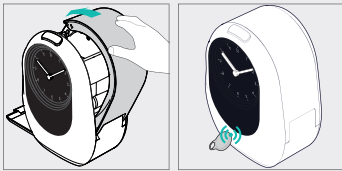
1. Hold the RFID tag against the Medido logo on the front of the dispenser.

2. The dispenser will confirm on the display when the lock is activated.

3. The dispenser is now locked. If the dispenser is locked, a lock icon is shown on the display.

To unlock the dispenser:
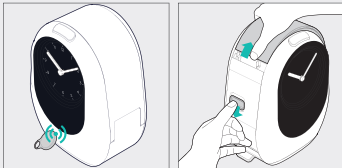
1. Hold the RFID tag against the Medido logo on the front of the dispenser.

2. The dispenser will indicate on the display when the lock has been opened.

3. The dispenser is now unlocked and can be opened.

7 Explanation of colours and symbols

Button colours

The colour of the button on top of the dispenser indicates what is happening.

White
When the dispenser is waiting for the next activity, the button turns white. It is possible to display the date on the screen, and night mode is also available. The button can also flash white, this happens when the dispenser is in the process of dispensing or when the lid needs to be closed.

The dispenser is looking for a connection. When the dispenser has connected, this is indicated by an audible signal and the button lighting up green. The dispenser is ready for use.
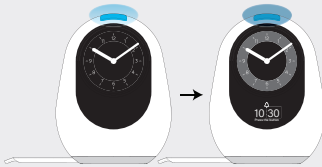
Blue

The medication can be dispensed. Half an hour before it is time for the medication, the button turns light blue, this is a soft medication signal. Up until it is time for the medication, the button becomes increasingly blue. When it is time for the medication, the button lights up bright blue and the medication signal sounds. Also see "9 Dispensing medication" on page 29.
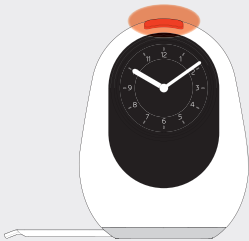
Orange

The general meaning when the button turns orange is that attention is required. The display indicates by means of text what is happening. Some scenarios for the orange button:

- The dispenser displays the message 'Dispense failed, you will be contacted'. You will be contacted to resolve the situation.

- If there is no roll in the dispenser, the button turns orange. The display shows 'Please place the roll and close the lid'.

- The button turns orange and displays the message 'Load roll again, push the first pouch between the rolls' after the roll has been loaded. Please try again. If loading still does not work after repeated attempts, please contact customer service.

Red

The button turns red when the medication time has passed. The dispenser shows on the display the time of the missed medication.

Also see "9 Dispensing medication" on page 29.

Green

The general meaning of a green button is that a task has been performed correctly. The dispenser indicates the status on the display.

Some scenarios for the green button:

- Future dispense has been iniated correctly and is starting. This happens when the white button is pressed for a few seconds.

- The dispenser has made connection to the network.

- The dispenser has received a schedule.

Flashing white and orange

The dispenser is not connected to the mains. The display indicates:

'Please connect to the nearest power source'

Follow the instruction on the display.
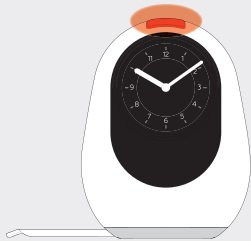
Symbols on the display

On the display, information is communicated by means of symbols and text.

Medication time
This symbol is shown on the display when it is time to take the medication.

Successful action
This symbol is shown on the display when the action performed is successful. This concerns loading the roll, receiving a schedule or connecting.

Dispensing successful
This symbol is shown on the display when dispensing is successful.

1e 2e 3e Planned dispensing moments
These symbols are shown on the display when the button is briefly pressed. The dispenser will then display the subsequent dispensing times.

The symbols are used to indicate the time to which the displayed dispensing time relates.

Please wait
The dispenser is downloading data or is in the process of dispensing.

Night mode
At night, the brightness of the display is reduced and the button does not light up.

Battery indicator
When the dispenser is not connected to mains power, this symbol shows the charge level of the battery.

No connection
The dispenser is currently trying to connect to the network.

Unlocked
When the lock is unlocked successfully, this symbol is visible.

Locked
When the lock is locked successfully, this symbol is visible.

8 Correct use of medication roll

Rolling up the medication roll

1. Check that the medication roll belongs to the client and that the next pouch corresponds to the next dispensing time (note the date and time).
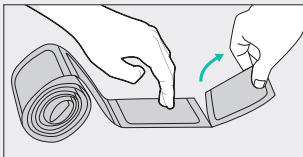
2. Remove the first empty pouch.
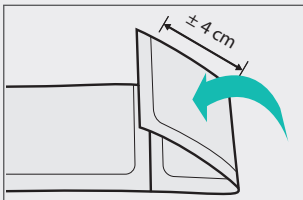
3. Fold the last pouch over 4cm, make sure that the text is on the outside.
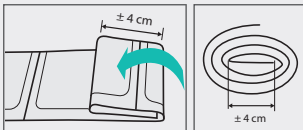
4. Repeat this untill a roll is formed.
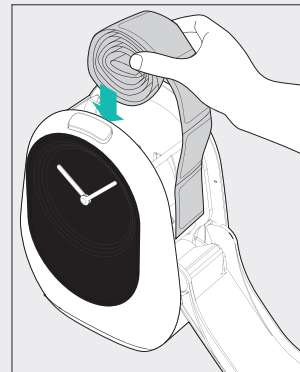
5. The medication can be loaded.

Loading of the medication roll
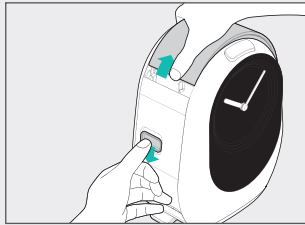
1. On the left-hand side of the dispenser there is a lid slider. Slide it down to open the dispenser lid.
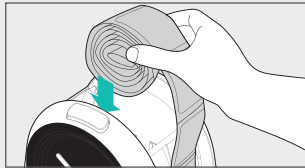
2. Place the roll in the reservoir, making sure that the end of the roll ends up over the edge on the side of the lid.
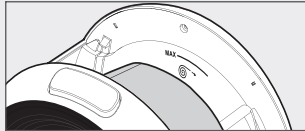
> **Attention:** The roll must not exceed past the max. mark.

Text on this side
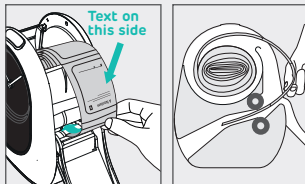
3. Insert the first pouch into the gap between the transport rollers at the hinge of the lid. Make sure that there is at least one pouch's length past the transport rollers.
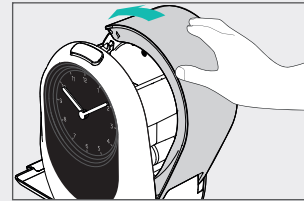
4. Close the lid and the roll is automatically loaded.

5. The button on the dispenser turns green and it is indicated on the display that loading was successful.
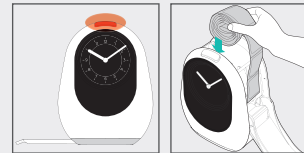
A. If loading is unsuccessful, the button turns orange and this is indicated on the display. Then retry to load the roll.
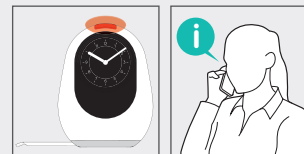
B. If the issue persists, contact customer service.

Important when loading
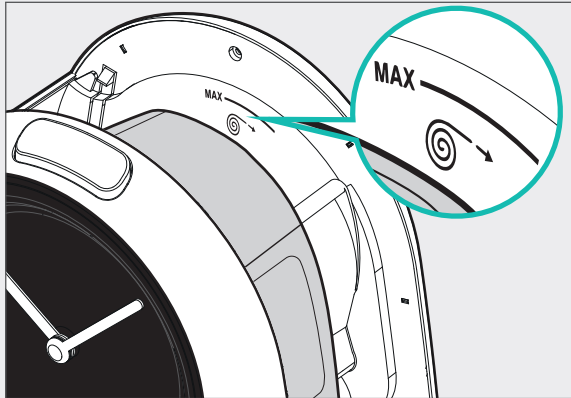
The icon shown above is visible inside of the reservoir containing the medication roll.

Attention: If a medication roll extends above this icon, it is too large. The roll must be split and rolled up again.

Make arrangements for an additional reloading moment.

Removal of the medication roll
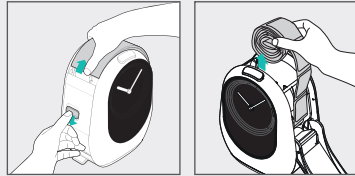
1. On the left-hand side of the dispenser there is a lid slider. Slide it down to open the dispenser lid.

2. Remove the roll from the reservoir.

Joining together of medication rolls

It is advised (about two medication times before the end of the current medication roll) to join the new roll to the current medication roll with the stickers provided.
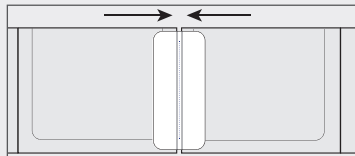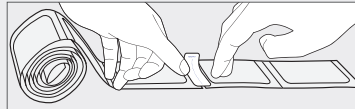
To join the new roll to the current roll, it is important to remove the last empty pouch(es) of the current roll.

9 Dispensing medication

Soft medication signal
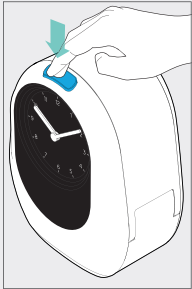
By means of light and sound, the dispenser makes it clear that it is time for medication. The button on the dispenser starts to light up blue half an hour at most before the scheduled medication time and the ring behind the clock lights up at the same time. The button and ring light up brighter and brighter until the scheduled medication time.

As soon as the button on the dispenser starts to turn blue, it is already possible to take the medication by pressing the button. We call this function the 'soft medication signal' and it can also be set to be shorter.

Dispense at planned medication time
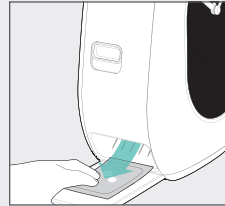
1. When the scheduled medication time arrives, an audible signal sounds in addition to the blue-lit button and ring. Press the button to have the medication dispensed.

2. The dispensing is prepared and after a few moments the pouch of medications falls into the tray. This may be more than one pouch, depending on the medication schedule. When dispensing is complete, a light shines on the pouch and the medication can be taken.

Attention: It is possible to programme medication not in the roll. The display indicates which medication is being referred to.

Please contact customer service for this.

Request future medication moment

To find out what the next scheduled medication moment is, follow the steps below:
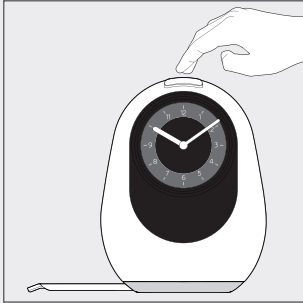
1. Press the large button on top of the dispenser twice in quick succession to see the next scheduled moment.

2. Then press the button again to see subsequent moments.

    - Each time the button is pressed briefly, the next medication moment appears on the display.
    - It is possible to increase or decrease the number of dispensing moments that are allowed to be dispensed in advance. Please contact customer service for this.

 Attention: This function only works when the button is white. If it is blue a regular delivery is triggered.

Initiate future dispensing

To issue the dispensing of a future medication moment, follow the steps below:
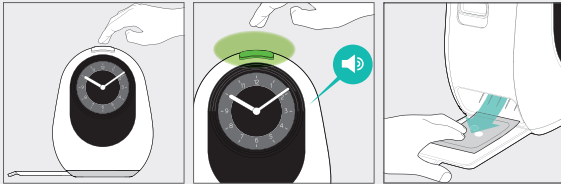
1. Press and hold the button on top of the dispenser until the button turns green and an audible signal is heard.

2. The dispensing is prepared and after a few moments the pouch(es) for that moment will fall onto the tray..

> **Attention:** When activating a future dispensing, the pouch is not cut as deeply as in a regular dispensing. This is to prevent the medication from falling out of the pouch.

Instruction after missing a medication moment

If the medication moment has been missed, this is indicated on the display and the button turns red. Please follow the steps below:

1. Press and hold the button on top of the dispenser until the button turns green and an audible signal is heard.

2. The dispensing is prepared and after a few moments the pouch(es) for that moment will fall onto the tray. This may be more than one pouch, depending on the medication schedule. Discuss with the care provider whether this medication may still be taken.

Missed medication moment when the button is no longer red

If the button is no longer red, the missed medication can no longer be dispensed. This medication comes together with the next dispensing (the forgotten pouches are not cut). Discuss with the care provider whether this medication may still be taken.

10 Important usage situations

What if the dispenser is not connected to mains power?

The dispenser must be connected to mains power in order to operate correctly. If the dispenser is not connected to mains power, the large button flashes white/orange and it switches to the emergency battery. The instruction 'Please connect to mains' appears on the display.

Please do the following:

1. Check whether the plug of the adapter is in the power socket. If not, plug it back into the power socket.

2. Check whether the connector of the adapter is in the dispenser. If not, insert the connector back into the dispenser.

If the plug and the connector are in the power socket and in the dispenser respectively, the message on the display may be the result of a loss of power.

As soon as the dispenser has been running on the emergency battery for ten minutes, a notification is sent to the care centre. The client is contacted to provide guidance in rectifying the situation. As long as the dispenser is running on the emergency battery, a notification is sent every hour. Read the section below on when precautions should be taken.

Precautions in case of power failure

In the event of a power failure, the dispenser will operate on its built-in emergency battery. This emergency battery works for a maximum of four hours.

The display indicates the remaining charge in the battery. See "7 Explanation of colours and symbols" on page 22. If there is a short-term power failure, no additional action is required.

If the power failure lasts longer and/or the battery indication still shows one bar, action is required. In this case, **please do the following:**

1. Remove the medication from the dispenser. See "8 Correct use of medication roll" on page 26

2. Turn the dispenser off by sliding the on-off switch into the off position.

> **Attention:** Manual dispensing of medication is now carried out either by the care provider or by the client.

3. Switch the dispenser on again as soon as the power failure has ended. Wait until it connects and the clock returns to the correct time. (An audible signal is heard and the button turns white)

4. Load the roll so that the first pouch is the first medication. Please note time and date. See "8 Correct use of medication roll" on page 26

5. Close the lid, the dispenser loads automatically and is then ready for use.

Use of emergency key

In an exceptional situation, the lock may no longer open with the RFID tag and customer service may no longer be able to open the lock remotely. To address this residual risk, an emergency key is provided to open the dispenser. This emergency key is in the separate box.
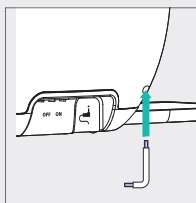
1. Place the dispenser on the edge of the table and make sure the space under the hole on the bottom right is free.

2. Insert the long side of the emergency key into the hole in the lower right-hand corner on the back of the dispenser.

3. Turn anticlockwise to open the lock.

4. Open the dispenser lid with the lid slider.
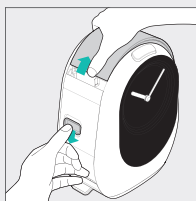
Cleaning and disinfection of dispenser

Disinfect and clean the dispenser when necessary.

The following parts can be cleaned and disinfected: the outside, the tray, the reservoir that holds the medication roll, the lid on both the outside and the inside.

Avoid disinfecting the display, as it will become dull if it comes into frequent contact with disinfectant.

Please proceed as follows:

1. Open the dispenser with the slider and remove the medication roll.
   See "8 Correct use of medication roll" on page 26

2. Turn the dispenser off by sliding the on-off switch into the off position.

3. Remove the adapter plug from the socket, and remove the adapter connector from the dispenser.

4. Take a slightly damp soft cloth and carefully wipe the parts of the dispenser mentioned above. For stubborn dirt, a small amount of washing-up liquid may be used.

5. Dry with a clean tea towel.

6. Use soft disinfectant wipes suitable for cleaning medical devices. Only disinfect the parts of the dispenser mentioned above.

Attention: Disinfectant wipes should be alcohol-free and suitable for disinfecting medical devices with a concentration of:

(% w/w) of 35 Propan-1-ol and 25 Ethanol. (17.4 g Propan-2-ol, 12.6 g Ethanol (94 % w/w))

7. Allow the disinfectant to soak in.

8. Insert the adapter connector into the dispenser and reconnect to mains power.

9. Turn the dispenser on by sliding the on-off switch back into the on position.

10. Open the dispenser and reload the medication roll into the dispenser.

Attention: Please bear in mind that the dispenser cannot dispense medication when it is switched off. When the big button turns light blue and the ring behind the clock lights up, take out the medication by pressing the big button. Or wait until after the medication time to carry out cleaning and/or disinfection.

What if loading of the medication roll fails?

If the medication roll is not loaded correctly, the dispenser will indicate this on the display with the text 'Load roll again, push the first pouch between the rolls'. Please do the following:
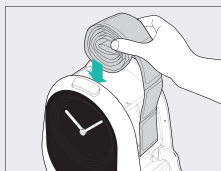
1. Check that the roll is rolled up correctly. Is the first pouch the first dispensing and is the text on the outside? If so, the roll is properly rolled up.

2. Place the roll in the reservoir with the seal side facing the clock.
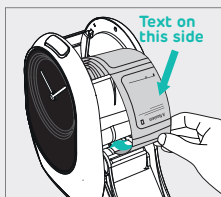
3. Study the instructions on the sticker inside of the lid again.

4. Is the roll as shown on the instruction sticker? Then try loading again by placing the first pouch between the transport rollers and closing the lid.

11 Frequently asked questions

How to end use of Medido

If use of the dispenser is no longer applicable or desired, the subscription must be terminated. Please follow the steps below:

1. Call customer service to terminate use of the Medido service.
2. Switch the dispenser off using the on-off switch.
3. Remove the remaining medication roll and ensure that the client receives it. See "8 Correct use of medication roll" on page 26. In other cases, consult the pharmacy for advice on residual medication.
4. It is preferable to pack the dispenser in the box in which it was delivered. If the original box is no longer available, pack the dispenser in a sturdy cardboard box with sufficient protective material.
5. Store the packed dispenser at the location given on deregistration. It is important that the dispenser is returned to the manufacturer, only then will invoicing of the subscription stop.

⚠️ **Warning:** Do not dispose of the dispenser in the household rubbish or at a recycling centre!

For questions about returning a found dispenser, please contact customer service.

Client questions

Client question	Answer
Where can I put my Medido?	It is best to place your dispenser: • On a stable surface where the dispenser can connect to the network. • Where there is enough space for the extended tray. • Where it is not in direct sunlight or in a humid environment. • Where it can be continuously connected to the power supply.
Can I remove the dispenser's plug from the power socket?	You can temporarily remove your dispenser's plug from the power socket, for example if you want to move or clean the dispenser. However, it is important to put the plug back in if you want to continue using the dispenser.
My dispenser has been turned off, how do I restart it?	Make sure you insert the connector into the dispenser and insert the plug into the power outlet. Then slide the on-off switch into the on position. To take medication that should have been taken during this period, please contact the care provider.
Can I load my own medication roll?	Our advice is to let the care provider load your medication rolls. In consultation with the care provider, you may be able to do this yourself.

Client question	Answer
I missed my medication time, what can I do?	If the medication can still be taken, the button turns red. You can press the button to take out your medication. If the button is no longer red, please contact your care provider.
I pressed the button, but no pouch comes out	If the button is orange, something has gone wrong in the dispensing process. You will be contacted. If the button is not orange or if you have doubts, call customer service.
Can I see what the next medication times are?	When the button is white, you can do this by pressing the button twice briefly. If you see the next time and want to see the one after that, press the button again. If the button is not white, it is not possible to see the next time.
I want different times, how can I arrange that?	Please contact your care provider. They can contact your pharmacy to arrange this for you.
I am going out for the day, how can I get my daytime medication?	You can make an advance dispensing yourself. The period set for you is indicated by the care provider. If you wish to take more pouches out, please contact your care provider.
I am going away this weekend, how can I get my medication?	Consult with your care provider and have the care provider contact customer service.
I am going on holiday, can I take my dispenser with me?	You cannot take your dispenser with you. Please contact customer service for advice.

Client question	Answer
Can the lighting on the dispenser be turned off at night?	The lighting can be turned off at night, please contact customer service regarding this. When night mode is on, you will only see a symbol of a moon.
The button on the dispenser has different colours. Why is that?	The button indicates the status of the dispenser. See "7 Explanation of colours and symbols" on page 22 for an explanation.
There are various symbols on the display, what do they mean?	You can see from this what your dispenser is doing. See "7 Explanation of colours and symbols" on page 22.
I can't hear my dispenser very well, can you make the sound louder?	You can adjust the volume by contacting customer service.
Does the dispenser set winter/ summer time itself?	Yes! The dispenser will set the correct time for your time zone.
The hands of my clock are moving by themselves, is that normal?	It is completely normal for the hands to move by themselves. After a few seconds, the hands are back to the correct time.
The time on my clock is not right, how do I correct this?	Try switching the dispenser off and on with the switch. If this does not help, please contact customer service.
I want to clean the dispenser, how do I do that?	If you want to clean your dispenser, follow the steps described in Section 10.

Client question	Answer
My dispenser has been dropped, how do I know if it is still working properly?	Please contact customer service. We can carry out a remote check and discuss a suitable course of action.
I don't have internet at home (any longer), does the dispenser still work?	Your dispenser can function perfectly well without the internet.
The pharmacy/supplier hasn't come yet, when will they come?	Please contact your pharmacy or care provider about this.
Does the tray really have to be extended?	Yes, the tray collects the medication pouches that are issued.
My pouches are coming out of the dispenser differently from normal, what should I do?	If you have any doubts about whether the pouches are coming out of the dispenser properly, please contact your care provider or customer service.
The dispenser displays the error message "Dispensing failed", what should I do?	Please contact your care provider.

Frequently asked questions

Care provider questions

Care provider questions	Answers
How do I start the dispenser and can I activate it with the client?	Connect the dispenser to the mains power supply and switch the dispenser on using the switch. For activation and start of use, see "6 Setting up and starting to use Medido" on page 18.
The dispenser does not connect, what should I do?	If the dispenser does not establish a connection, try moving the dispenser to another location. If this does not help, please contact customer service.
How do I open the dispenser with the lock?	Make sure the RFID tag has been registered to the dispenser. To do this contact customer service. If the tag has been connected, hold the RFID tag in front of the Medido logo. The display shows whether this was successful. For further information, see "6 Setting up and starting to use Medido" on page 18.
The old roll is not yet finished, should I wait until it is used up?	No, you can also stick the rolls together if this does not exceed the maximum amount. The dispenser should contain at least 2 pouches.
The client receives the rolls in mailbox packing, is this suitable for the dispenser?	Our advice is to retry rolling up the roll. See "8 Correct use of medication roll" on page 26.
How large can the roll be that goes into the dispenser?	The roll can reach the maximum line in the reservoir. See "8 Correct use of medication roll" on page 26.
The medication roll pouches look or feel different. Is that a problem?	It is possible that the pouches feel different compared to previously. Don't worry, the pharmacy informs customer service of the roll type.

Care provider questions	Answers
Can my client's schedule be adjusted?	The schedule can be adjusted, please contact the pharmacy to adjust the schedule. For temporary changes (up to a deviation of one hour and no groupings) please contact customer service.
What must be done in the event of a missed medication time?	In the event of a missed medication time, the pouch can still be dispensed while the button is red. Just press the red button. If the button is no longer red, please contact customer service.
I have received a message from customer service, how can I deal with this?	Visit the client and check what the dispenser indicates, then follow the instructions on the display of the dispenser. If you cannot work it out, call customer service for advice.
I see that the dispenser is dirty, how can I clean it?	Certain parts of the dispenser can be cleaned with a slightly damp cloth. See "10 Important usage situations" on page 32.
I want to disinfect the dispenser, is that possible?	Certain parts of the dispenser can be disinfected. See "10 Important usage situations" on page 32.
My client is going to an intramural site, can they take the dispenser with them?	Please contact customer service in advance to discuss what is possible.
How do I stop use of the dispenser for my client?	To do this, call customer service and follow the steps in "10 Important usage situations" on page 32.

Care provider questions	Answers
We have picked a spot for the dispenser, but the power source is too far for the adapter. What can we do?	You can use an extension cable so that the dispenser can be connected to the mains continuously. If this is not possible, it is necessary to choose another place. See "6 Setting up and starting to use Medido" on page 18.
I have loaded the roll but I get no feedback from the dispenser.	Check that the dispenser is switched on. Then try to load the roll again. If this doesn't work, please contact customer service.
My client speaks a different language, can I set this up?	The dispenser can be set for certain languages, please contact customer service.
The dispenser displays the error message "Dispensing failed", what should I do?	Try to load the roll again. Make sure that the first pouch is the next medication time. If necessary, remove the remaining material from the previous pouch.

Pharmacy questions (delivery personel)

Pharmacy questions	Answers
I want to load a new roll, but the dispenser is locked, how do I deal with that?	Use a tag to open the dispenser. Refer to the instructions in "6 Setting up and starting to use Medido" on page 18.
	If no tag is available, contact customer service to open the dispenser remotely.
	In the event of an emergency, use the emergency key. Refer to the instructions in "Use of emergency key" on page 33.
I want to load a large roll, is that possible?	This depends on the size of the roll. There is a maximum line in the dispenser. The roll must not protrude above this line. If it does, it must be split. Consult with the client's care provider to determine who will load the second part of the roll, and at what time.
The old roll is not yet finished, should I wait until it is used up?	Provided they are not too big, you can stick the rolls together with the stickers supplied. See "8 Correct use of medication roll" on page 26.
I have problems loading the roll, what should I do?	Try again following the instructions in "8 Correct use of medication roll" on page 26. If the roll still does not load, please contact customer service.
The client has less medication, how do I handle that in the current roll?	If the number of pouches remains the same, there is no need to change anything. If any pouches are removed from the roll, you must contact customer service so that they can adjust the schedule.

Pharmacy questions	Answers
I have loaded the roll but I get no feedback from the dispenser.	Check that the dispenser is switched on. Then try to load the roll again. If this does not work, please contact customer service.
The client has extra medication at existing times, how do I handle that?	Make a cut in the unprinted side and add the extra medication to the correct pouch. Then you can tape the pouch shut and roll the pouches up again. The roll can then be loaded again. If you are in doubt, you can contact customer service.
The client has an extra medication time in the current roll, how do I handle that?	For this, it is best to contact the client's care provider.

Notes