

**Problem:** Machine Error!! Service!! A cup is jammed, light FLASHES 3 or 4 times

**Solution:** Free Jammed cup and restart MD.2

- Remove jammed cup, lid and any loose medication  
GENTLY move cylinder back and forth with your hand to remove the cup or lid.
- Turn MD.2 OFF (switch in rear of machine)
- Turn MD.2 ON – “System OK Ready for Setup”
- Press the HELP Button
- Press the right arrow on the pad ONCE; then press OK (PURGE flashing)
- NOTE: WHEN UNLOADING MEDS, BE SURE TO USE THE MEDICATION SORTING GRID PROVIDED
- The cylinder will rotate, remove all the cups for each day, press OK when Continue flashes on screen.
- Repeat 10 times, or until MD.2 is empty
- Press SCHEDULE button, “Support Center” will flash, press OK.
- “Direct Dial” will flash, press OK. (If a prefix is needed, i.e. dial 9 first, arrow key over to “Prefix” and enter the correct number).
- Press LOAD button, load medications for each day following the directions from the MD.2

**Problem:** Machine Error!! Service!! Dispense aborted when light is FLASHING 1 time (cause--A/C is out and the battery is depleted)

**Solution:** Restart MD.2

- Make sure that A/C power is back on
- Turn MD.2 OFF (switch in rear of machine)
- Turn MD.2 ON – “System OK Ready for Setup”
- IF YOU DO NOT HEAR SYSTEM OK, MD.2 Unit is inoperable. Call IMD Support Center M-F 8:00am– 5:00pm EST at 877-472-9037 to get a Return Authorization # and report the problem.
- Press the right arrow key ONCE; then press OK (PURGE flashing)
- NOTE: WHEN UNLOADING MEDS, BE SURE TO USE THE MEDICATION SORTING GRID PROVIDED
- The cylinder will rotate, remove all the cups for each day, press OK when Continue flashes on screen.
- Repeat 10 times, or until MD.2 is empty
- Press SCHEDULE button, “Support Center” will flash, press OK.
- “Direct Dial” will flash, press OK. (If a prefix is needed, i.e. dial 9 first, arrow key over to “Prefix” and enter the correct number.)
- When download complete, “System OK Ready for Setup”
- Press LOAD button, load medications for each day following the directions from the MD.2

**Problem:** Machine Error!! Service!! light is FLASHING 2 or 5 time (cause—MODEM problem)

**Solution:** Restart MD.2

- Turn MD.2 OFF (switch in rear of machine)
- Turn MD.2 ON – “System OK Ready for Setup”
- **IF YOU DO NOT HEAR SYSTEM OK, MD.2 Unit is inoperable. Call IMD Support Center M-F 8:00am– 5:00pm EST at 877-472-9037 to get a Return Authorization # and report the problem.**
- Press the right arrow key ONCE; then press OK (PURGE flashing)
- **NOTE: WHEN UNLOADING MEDS, BE SURE TO USE THE MEDICATION SORTING GRID PROVIDED**
- The cylinder will rotate, remove all the cups for each day, press OK when Continue flashes on screen.
- Repeat 10 times, or until MD.2 is empty
- Press SCHEDULE button, “Support Center” will flash, press OK.
- “Direct Dial” will flash, press OK. (If a prefix is needed, i.e. dial 9 first, arrow key over to “Prefix” and enter the correct number.)
- When download complete, “System OK Ready for Setup”
- Press LOAD button, load medications for each day following the directions from the MD.2

**Problem:** Patient reported they did not receive meds

**Solution #1:** Was a dose missed?

- Was there a missed dose alert received?
- If YES “System OK” will be flashing. Caregiver must use the key to unlock MD.2 and remove the missed meds. **MAKE SURE THAT PATIENT RECEIVES ANY MISSED MEDICATIONS** as appropriate. Press RUN to clear status.
- If NO, check for Missed dose (System OK will be flashing). If System OK is NOT flashing, patient forgot they pressed the button and took meds.
  - **NOTE:** Voice alerts are clearly heard every minute for approximately 45 minutes, followed by another 45 minutes of loud beeps and voice alerts. At the end of a time period that dose of medication is **LOCKED** away and cannot be retrieved by the patient.
  - **NOTE:** An alert will be generated and sent to the caregiver or facility, when a Medication Dispense has been missed.
- If patient says they did not hear the alert, press SETUP, then press OK. Press the right arrow key 3 times until the VOL is flashing and press OK. Use up or down arrow key to adjust volume. Adjust volume until the patient can hear it.

**Problem:** Patient reported they did not receive meds. Loading Error or patient mistaken. Loading error is that there are not enough doses loaded for a day. The patient pressed the button, nothing came out.

**Solution #2:** Confirm loading error and correct (or refute “no meds delivered” report)

- Are there any more meds due for today?
- If YES, Press LOAD, press the right arrow key until REVIEW flashes, press OK.
- “Medicine cups in motion please wait”. The cylinder will rotate.
- Check **TODAY** meds are loaded properly
  - If Cylinder is **EMPTY** , loading error, load # cups machine expects to be remaining for today (cups count on screen) **WARNING, LOAD** only cups left to be delivered today **DO NOT LOAD MISSED** medication cup(s)
  - If Cylinder has today's meds in it, Patient forgot that they took their meds, No loading error
- Continue to check **TOMORROW**'s meds are loaded correct.
- The message will vary depending on the dosing schedule, an example would be:

Check 3 cups Thurs 7/20  
Continue Quit Cup 1-3

- If “**NO MORE MEDICINE TODAY**” is on the screen, the first cylinder reviewed will have the meds for the next day.
  - Be sure the date and number of cups loaded in the cylinder are correct, the cup on the bottom is cup #1.
- NOTE:** You may have more than one day of meds loaded in a cylinder, the top cup will

- be #6, and the number of cups may be more than the number on the screen. (For example, cups #4-6 would represent another date, ten days later).
- Press OK to CONTINUE, check the next days meds, when done reviewing the meds press the right arrow key ONCE, select QUIT and press OK.
  - Loading errors can occur if a complete day of meds is not loaded, or caregiver went an extra day loading accidentally.

**Problem:** Medications have changed

**Solution:** Same dose time, new meds, Unload Meds approach chosen (because of # cups effected or complexity of changes to be made)

- Press HELP
- Press OK (UNLOAD flashing)
- NOTE: WHEN UNLOADING MEDS, BE SURE TO USE THE MEDICATION SORTING GRID PROVIDED
- The cylinder will rotate, remove all the cups for each day, press OK when Continue flashes on screen.
- Repeat until MD.2 is empty
- Press right arrow button on the pad once, QUIT will be flashing, Press OK.
- “Unit Empty Ready to Load”
- Adjust medication in cups (ie add / remove meds as required)
- Press LOAD button, “Medicine Cups in Motion”, load the correct number of cups.
- Press OK when done
- Press CONTINUE and OK until all meds are loaded, press right arrow until QUIT flashes, press OK.

**Solution:** Same dose time, new meds, Reviews approach chosen ( because simple changes to be made)

- Press LOAD
- Press, right arrow key once, press OK ( REVIEW flashing)
- The cylinder will rotate to todays medications. Remove cups, adjust contents and then return cups to MD.2 IN SAME ORDER THEY WERE REMOVED
- Press OK with CONTINUE flashing, Continue with each day loaded in MD.2. When all days have been adjusted , the MD.2 screen will revert to the normal delivery screen:

<p>“Next Dose 02 Hr 1 Min 7/21/02 System Okay 12:30 pm”</p>
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**Problem:** Medications have changed

**Solution:** Different dose time, same meds OR different dose time and different meds

- Go online and enter new schedule
- Press HELP, UNLOAD is flashing, press OK
- NOTE: WHEN UNLOADING MEDS, BE SURE TO USE THE MEDICATION SORTING GRID PROVIDED
- The cylinder will rotate, “Medicine cups in motion, please wait.”
- Remove all cups for each day, “Unload All Cups, press OK when Done”. Press OK.
- Repeat until MD.2 is empty
- “Unit Empty Ready to Load” will appear on screen
- Press SCHEDULE, “Support Center” flashing, press OK. NOTE: HANG UP THE PHONE so the machine can use the telephone line.
- When download complete, “System OK Ready for Setup”
- Press LOAD, “Medicine Cups in Motion”, load the correct number of cups.
- Press CONTINUE and OK until all meds are loaded, press right arrow until QUIT flashes, press OK.
- The screen will then read something like:

<p>“Next Dose 02 Hr 1 Min 7/21/02 System Okay 12:30 pm”</p>
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**Problem:** Machine did not check in during the last 24 hours

**Solution:** Caregiver may have to go to the location to physically check the machine

- Was there a power failure? (Lightning strike etc.)
- Is there a dial tone on the telephone?
- Are the TELEPHONE and POWER cords securely plugged into the back of the unit?
- Is the telephone cord securely plugged into the wall jack?
- Is the MD.2 plugged into an outlet that is turned on/off when entering a room? (If YES, the MD.2 MUST be moved to an outlet that is not on a switch.)
- Is the MD.2 on? If MD.2 is off, was it turned off by user? If YES, turn MD.2 on.
- When MD.2 is turned back on, press the SCHEDULE, then OK to download the patient's medication schedule. Once turned off the MD.2 will have no record of when to dispense medications.
- The MD.2 unit will call into the Support Center. If the phone is working and the unit is able to reach the Support Center the last screen that you will see is:

<p>Next Dose: 03 Hr 12 Min 07/25 System OK 10:10 A</p>
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**Problem:** Setup problems, Support Center computer does not answer

**Solution:** Did you hear a dial tone when you pressed OK?

- If yes, was there a "stutter" dial tone (beep-beep-beep dial tone)?
- If yes, voice-mail or other equipment may be interfering. Clear voicemail or other equipment and try again.
- If NO stutter tone, is the Prefix # to dial out correct?
- If yes, does the residence have touch tone service? If not, touch tone service must be activated by local phone company before MD.2 can be put in use.
- If touch tone service is activated, try again. (MODEMs don't always connect the first time.)
- If no dial tone when OK pressed, check/fix the telephone connections and try again.
- If unsure about dial tone, hang up the phone, try again, listen for the dial tone. Call the Support Center back if it still doesn't work.
- If message reads "You have not signed up for this Service", this MD.2 has not been registered. Machine must be registered with the Support Center to proceed.

## Types of Alerts and Response needed

### ALERT

**Unit has Not checked in During Last 24 Hours**

### RESPONSE REQUIRED

**Facility/Caregiver must physically check unit.**

**Possible causes for alert: Telephone off hook, phone lines down, unit not getting dial-tone (voicemail), machine off, other.**

**MD.2 Missed Dispense**

**Facility/Caregiver must physically give patient missed medications. Check missed dose record at machine, press Status. Causes for missed dispense are when patient is away from home, didn't hear unit from another room.**

**MD.2 Empty**

**Facility/Caregiver must physically go to patient's home and RELOAD unit**

**MD.2 AC Power Change**

**The electrical power is OFF at patient's home. The unit may have been put on a switched AC Outlet; outage may be storm related, power company related, blown fuse in home. Unit will run on battery power for approximately 18 hours if the batteries are good. CHECK ON PATIENT TO MAKE SURE MEDS ARE BEING RECEIVED.**

**MD.2 Re-power & Not Programmed**

**AC Power is back on. Unit will run uninterrupted IF the batteries were good. Otherwise this alert will be generated when A/C is restored. Caregiver needs to re-setup MD.2**

**MD.2 Jammed Cup**

**Facility/Caregiver must physically clear unit of cups jammed and make sure that NO MEDICATIONS have been MISSED by the patient. Machine then needs to be set up again.**

**MD.2 Empty & Missed Dose**

**Facility/Caregiver must physically go to patient's home, administer MISSED dose AND REFILL MACHINE with MEDS.**

## Types of Alerts and Response needed (cont'd)

**ALERT****Missed Dose Bin Full-MD.2 STOP****RESPONSE REQUIRED**

**Facility/Caregiver must physically go to patient's home and remove all missed doses, Unit will NOT deliver any more Meds when missed dose bin is full (4 missed doses = full). MAKE SURE TO FOLLOW UP AND GIVE PATIENT MEDICATIONS THAT WERE MISSED (as appropriate). If machine sits overnight in this condition, it will need to be set up again .**