

hello  
i'm  
spencer®

this is my spencer device  
user guide

**Customer Support: 866-972-3196**

Model spn01, spn02, spn03 for use with spencer Refill

 Spencer Health Solutions

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12215.02

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[spencerhealthsolutions.com](http://spencerhealthsolutions.com)

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## ○ Intended use (US)

- 1 The spencer® device is an AC powered, countertop, in-home device intended to assist users by providing alerts for pre-determined medication dosing schedules and tracking adherence. spencer device uses wireless communication along with spencerCare™, spencerAssist® and spencerConnect software to inform users, caregivers, and healthcare professionals.
- 2 spencerConnect is proprietary software installed on the spencer device that enables a user to connect their spencer device to other medical devices (e.g. glucometer, blood pressure cuff) for recording, transferring, and storing readings.
- 3 spencerAssist® is proprietary software installed on a mobile device (e.g. phone, tablet) and spencerCare™ is proprietary web-based software viewed at a pharmacy. This software is intended to inform users, caregivers, and healthcare professionals with medication alerts, medication adherence information, and readings from connected devices.

## ○ Intended use (EU and CAN)

- 4 The spencer® device is a device intended to assist with monitoring disease treatments by tracking medication adherence.
- 5 spencerCare™ is software intended to assist healthcare professionals with monitoring disease treatments by working with the spencer device to calculate medication adherence and to filter and graph adherence information.
- 6 spencerAssist® is software intended to assist healthcare professionals with monitoring disease treatments by working with spencerCare™ to filter and graph medication adherence information.

## ○ Warning

- 1 spencer device, spencerAssist, spencerConnect, and spencerCare are not intended to be used for primary diagnosis, for treatment or therapeutic purposes, for critical situations or conditions, to trigger an immediate or near-term action, or for use in lifesaving situations.
- 2 spencer device is not intended for lifesaving or temperature sensitive medications.

## ○ Patent information

See [spencerhealthsolutions.com](https://spencerhealthsolutions.com)

## ○ Wireless compliance statements

### **FCC Part 15 – spn01**

This device is compliant 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 Spencer Health Solutions may void the FCC authorization to operate this equipment.

### **Industry Canada RSS – spn02**

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 Spencer Health Solutions peuvent annuler l'autorisation FCC d'utiliser cet équipement.

### **Radio Equipment Directive – spn03**

This device complies with all applicable standards and regulations related to radio equipment directive 2014/53/EU.

**important safety  
information**

# Warnings

A warning indicates the possibility of injury to the user or operator.

<b>Device Usage</b>	This device is not intended for critical life sustaining medications.
	Contact your healthcare provider for any health-related questions.
<b>Instructions</b>	Follow all instructions. The operator should read and understand this entire manual before using the device.
<b>Operating Conditions</b>	Do not place device near any heat sources such as radiators, heat registers, stoves or other equipment that produces heat or in direct sunlight.
	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 remove any exterior covers from the device.
	Do not remove the spencer refill cover.
	Do not insert hands, fingers or other foreign objects inside the device while it is powered.
	Keep out of the reach of small children. Close supervision is required when this product is used near children.
<b>Improperly Functioning Device</b>	If you notice any unexplained changes in the performance of the device, if it is making unusual sounds, if water is spilled into the device, or if the enclosure is cracked or broken, discontinue use and contact Customer Support immediately.
<b>Power Cord</b>	To avoid strangulation hazards, ensure that the power cord connected to the device is routed properly. Use the included wire tie to keep the cord as short as necessary.
	Route the power cord in a way that will prevent it from being tripped over or interfered with by chairs or other furniture.
	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 power plug or cord in any way. If the plug does not fit into your outlet, consult with an electrician to update your outlet.
<b>Accessories</b>	Only use manufacturer approved accessories with this device.
	The USB charging port on the back of the device is designed only for use in charging mobile devices equipped with a USB charger. Only connect a single device at a time to the charge port.



<b>Care and Maintenance</b>	Periodically inspect the device and electrical cord for damage or signs of wear. Discontinue use if damaged.
	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.
	Do not attempt to modify the device in any way.
	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.

## Cautions

A caution indicates the possibility of damage to the device.

<b>Device Placement</b>	Place spencer device in an indoor living area, on a hard, dry, flat surface.
	Do not block any ventilation openings.
<b>Device Usage</b>	If a liquid pill “spills” in the refill tub, do not continue use of spencer.
	If a packet is cut during dispense and a pill is missing, contact your pharmacy immediately.
	Do not insert or drop any object into any openings except for a medication refill.
	Contact the manufacturer for any spencer device related issues or questions. Reference <a href="http://www.spencerhealthsolutions.com">www.spencerhealthsolutions.com</a> for a list of contact information for your area or call Customer Support at 866-972-3196 in North America.
<b>Cleaning</b>	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.

Please visit [spencerhealthsolutions.com](https://spencerhealthsolutions.com) to download the spencer device user guide or to reference even more product information and detailed instructions.

- Please read this manual before using spencer.
- Especially note important safety information beginning on page 7.
- Contact your healthcare provider for any health-related questions and Customer Support for any spencer device-related questions.
- Customer Support phone number is available on the [www.spencerhealthsolutions.com](https://www.spencerhealthsolutions.com) website.

spencer® is a registered trademark of Spencer Health Solutions, Inc. in the United States of America.























### Authorized Representative in the European Union

Emergo Europe  
Prinsessegracht 20  
2514 AP The Hague  
The Netherlands

## Safety symbols glossary

The following symbols may appear on the device product labels:

Symbol	Title and Meaning
	Operator's Manual; Operating Instructions Read the instructions for use.
	Date of Manufacture Indicates the country of origin and the date when the device was manufactured.
	Manufacturer Indicates the device manufacturer's name and address.
	Model/Catalog Number Indicates the manufacturers model or catalog number.
	Keep Dry Indicates the device should be protected from rain or other damp conditions.
	AC Power (Alternating Current) Indicates the device is suitable for alternating current only.
	Class II Equipment (Double Insulated) To identify equipment meeting the safety requirements specified for Class II equipment.
	Temperature Limitation Indicates the temperature limits to which the device can be safely exposed.
	Humidity Limitation Indicates the range of humidity to which the device can be safely exposed.
	Atmospheric Pressure Limitation Indicates the range of atmospheric pressure to which the device can be safely operated.
	Stand-by Power Indicator

Symbol	Title and Meaning
	Caution Consult user's manual.
<b>IP21</b>	Drip proof equipment Protection against ingress of solid foreign objects $\geq 12.5$ mm diameter. Protection against ingress of water with harmful effects, dripping water.
	UL Certification Indicates the device has completed UL certification testing.
	CE Mark Indicates the device complies with the CE Marking Directive.
	WEEE Symbol Do not dispose of this product in general waste. Contact the manufacturer for proper disposal method.
	Quantity Indicates number of devices included in the box.
	Medical device Indicates medical device.
	Authorized Representative Indicates the authorized representative in the European community.
	Importer Indicates the device importer in the European community.
	Unique Device Identifier Indicates the unique identification number assigned to each device.

# getting started

## Overview

spencer® makes taking multiple medications easier.

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 of the key features.



# ○ Components and features

## Lock

Option to lock the system using a Lock code. You choose a Lock code and can change it at any time.

## My Medications

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

## 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.

## 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 black (normal) to amber (escalated).
- Change in screen color to red (missed dose).

## Secure Data Storage<sup>1</sup>

Records of your spencer transactions and communications with your pharmacy; these are protected so they are secure and only visible to designated individuals.

## Meds on the Go

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

## My Schedule

Option to view dispense schedule, picture, and description of medication.

## Refills Containing Med Packs

Medication cartridge (refill) spooled specifically for you by your pharmacist. Easy to load into device.

## Menu

List of options on the touch screen. Examples are Readings and Medications.

## 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.)

## Lid

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

## Brake

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

## spencerAssist

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

## Video Tutorials

Short videos explaining how to use your spencer device. Touch Tools, then Video Tutorials to display a list of videos.

## Video Chat

Option to view upcoming video appointments and a link to start the video chat at the time of an appointment.

## Pack

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

## USB Port

Slot for charging compatible devices.

## Bluetooth Devices

Special devices that connect to spencer wirelessly so that spencer can collect health data such as weight and blood pressure.

## spencerConnect

Technology in your spencer device that allows it to connect to Bluetooth devices and send data to spencerCare.

## spencerCare

Web application that supports the spencer device and allows the professional care team to track medication adherence and health information and to communicate with the user.

<sup>1</sup>The information is protected and adheres to the Federal Health Insurance Portability and Accountability Act (HIPAA), Personal Information Protections and Electronic Documents Act (PIPEDA), and General Data Protection Regulation (GDPR).

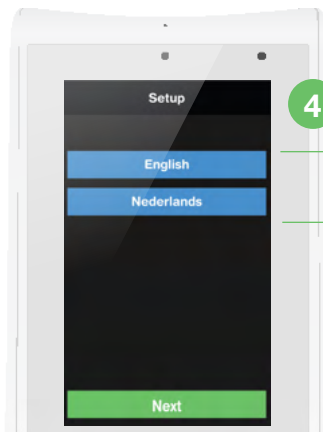
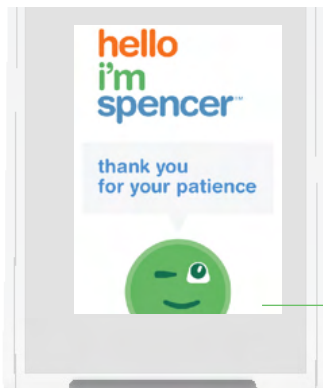
## Setting up spencer

Getting spencer set up and running is quick and easy.

- 1 Take your spencer device out of the box which doubles as a carrying case.
- 2 Place 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.



4

- 4 Select your preferred language by touching the name on the screen and then touch **Next**.

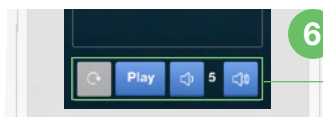


5

The Setup screen is displayed, giving you the option to play the Welcome Video or move on to loading the refill.

- 5 To watch the video, touch **Intro Video**.

The Welcome/Introductory Video will play. You can also find this and other videos in the **Tools** section later.

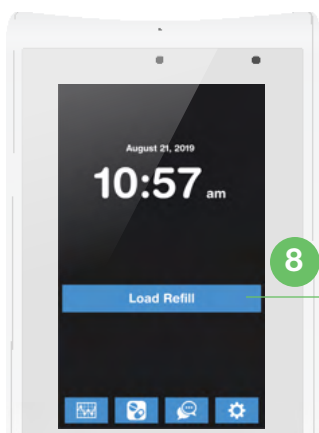


6

- 6 Touch the **Pause** or **Restart** buttons if you want to stop or replay any sections.

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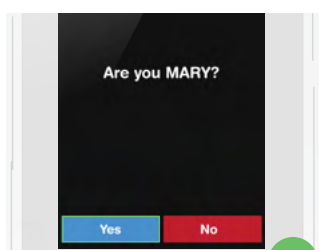




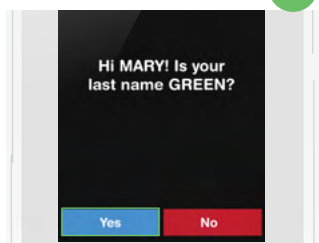
7 After you have watched the video, or to skip the video and load the medication cartridge, touch **Next**.

8 Then touch **Load Refill**. The lid opens so you can insert the medication cartridge – called the refill.

See **Loading the medication cartridge (refill)** on the next page for information about how to insert the refill.



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



If you are a new user, a screen like this is displayed.

10 Read the information all the way to the end, using your finger to scroll through the information.

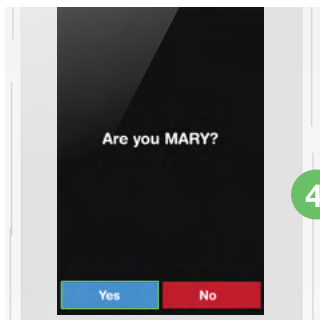
11 When you have finished reading the information, touch **Disagree** or **Agree**.

**NOTE:** The device will not dispense medication if you choose **Disagree**.

## ○ Loading the medication cartridge (refill)

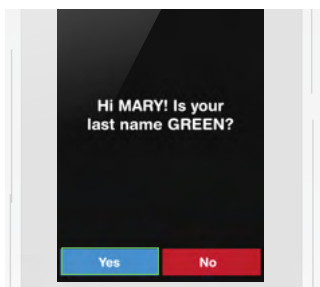


- 1 Align the front of the medication cartridge (the refill) with the front of the spencer device.
- 2 Insert the refill into the device, ensuring that it is seated securely.
- 3 Gently close the lid until it catches. It will finish closing itself. The **Refill Loading** screen is displayed.

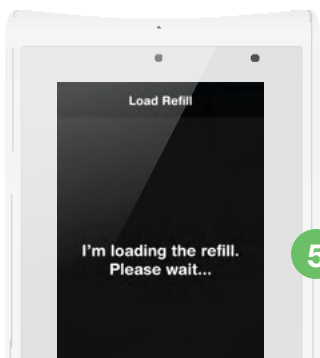


4

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

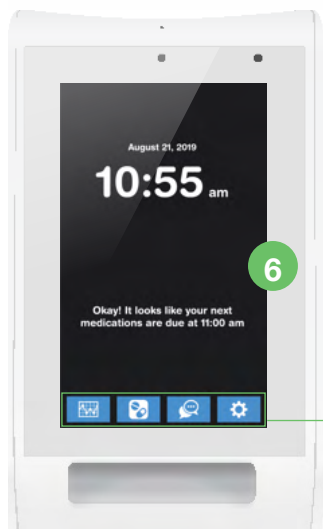


- 5 You will see a message saying that the refill is loading. When it is ready, the **Home** screen is displayed.



5

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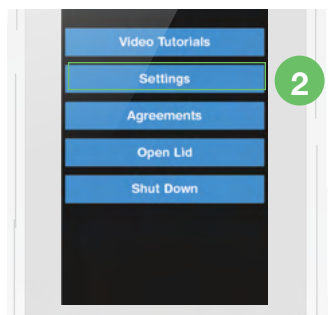
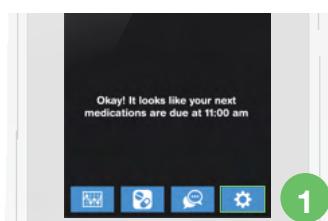
6 This is an example of the Home screen.

The blue buttons on the Home screen link you to other options:

- **Readings, Medications, Connect, and Tools.**

**NOTE:** Coding on the label of your refill specifies the local time zone. If you move spencer to a different time zone, the Home screen displays the time from the original time zone until your next refill.

If the name or initial time is not correct, contact Customer Support.



## ○ Network connections

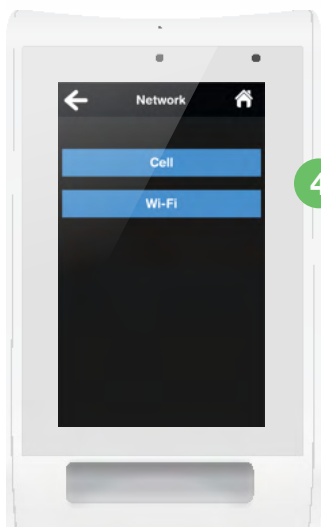
Home > Tools > Settings > Network

Check your network signal strength to make sure spencer can reach your care team which is needed in order to update 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

- 1 On the Home screen, touch the **Tools** button.
- 2 Touch **Settings**.
- 3 Then touch **Network**.

continued on next page



In order to use all the communication and information features, spencer must be connected to the internet. There are two options for this connection.

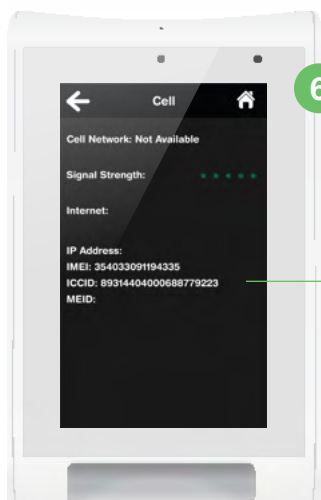
- **Cellular** - which is built into spencer and always working if cellular reception is available
- **Wi-Fi** - which is preferred if a Wi-Fi network is available

4 The **Network** screen is displayed, showing the following menu options:

- Cell - To review your cellular network connection.
- Wi-Fi - To connect to and view your local wireless network connection.

### Cell

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



6 The **Cell** screen is displayed, showing the following types of information about your cellular connection:

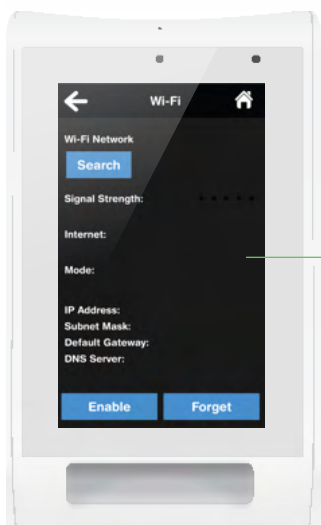
- Network
- IP address
- Signal strength

**NOTE:** This information is helpful to the Customer Support team.

### Wi-Fi

Connecting spencer to your home Wi-Fi network generally provides a very reliable connection that is preferred to using the cellular connection alone. Use this screen to connect spencer to your home Wi-Fi network.

7 On the **Network** screen, touch **Wi-Fi**.



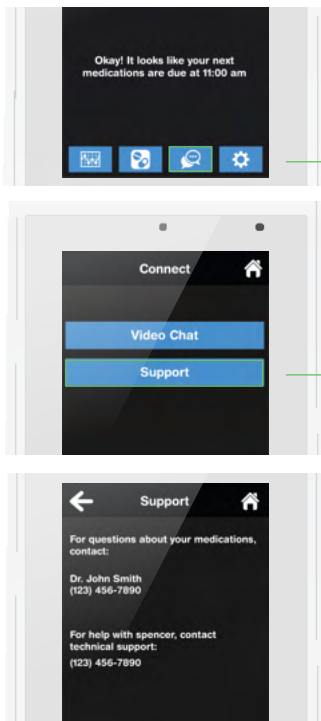
The **Wi-Fi** screen is displayed, showing the following types of information:

- Network
- Signal strength
- IP address

**NOTE:** This information is helpful to the Customer Support team. To connect to a new wireless network, see the section on connecting to Wi-Fi on page 56.

## ○ Contacting support

- 1 If spencer directs you to call your pharmacist for medication related questions or issues, you can find the pharmacy contact information by touching the **Connect** button on the Home screen, then **Support**.
- 2 For help with the device itself, call the Customer Support number. The customer support number is available on the **Support** screen.



## ○ Video chat

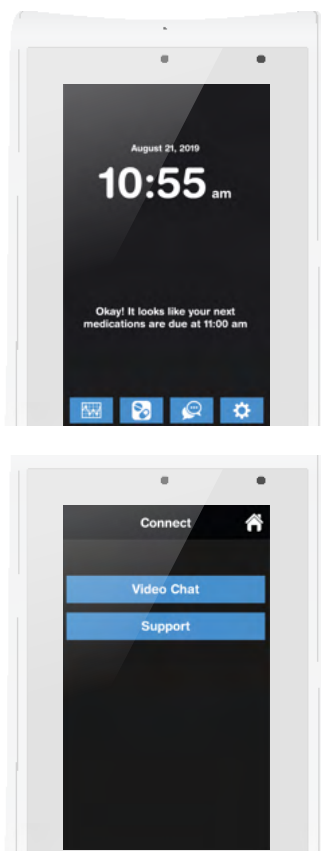
Home > Connect > Video Chat

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.

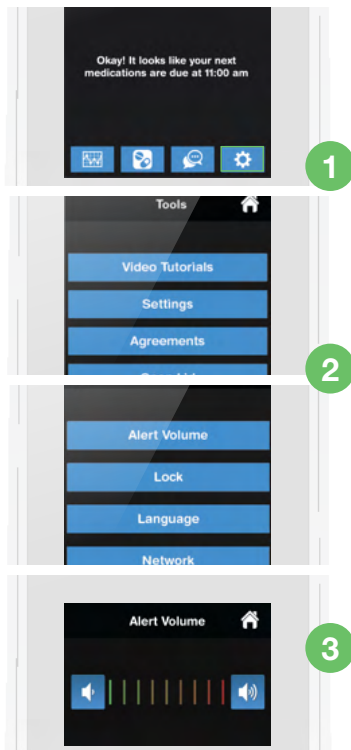
To request an appointment, call the team member that you want to contact.

If you need the contact information, see **Support** on the **Connect** screen.

See **Connect** on page 46 for more information about **Support** and **Video Chat**.



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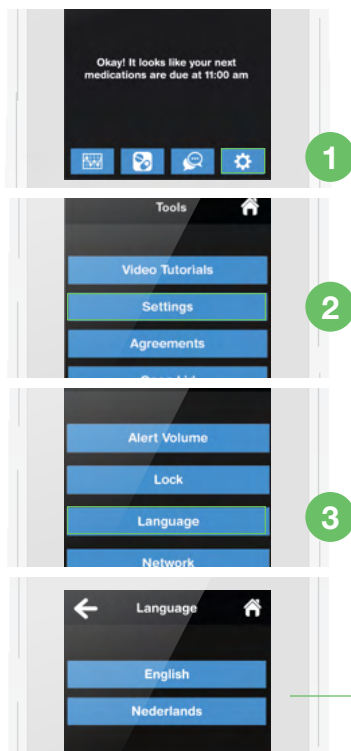


## Alert volume

Home > Tools > Settings > Alert Volume

- 1 On the Home screen, touch the **Tools** button.
- 2 Touch **Settings**, and then touch **Alert Volume**.  
The Alert Volume screen is displayed.
- 3 Touch to decrease and to increase the volume.

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



## Language

Home > Tools > Settings > Language

Use this screen to select or change your preferred language for spencer screens, voice prompts, and help videos.

- 1 On the Home screen, touch the **Tools** button.
- 2 Touch **Settings**.
- 3 Then touch **Language**.
- 4 Touch your preferred language.

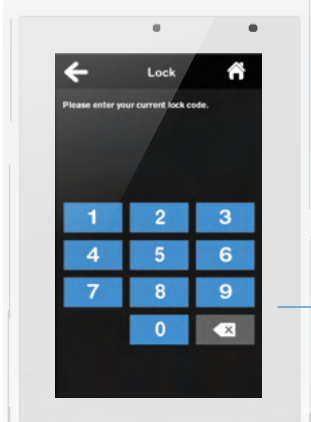
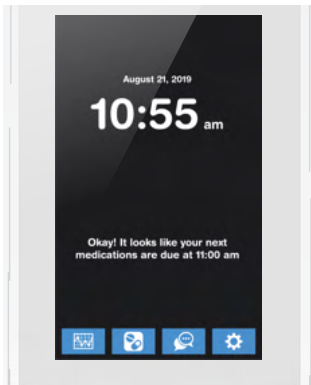
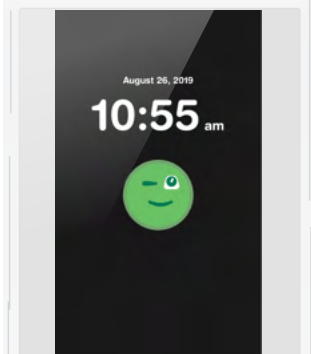
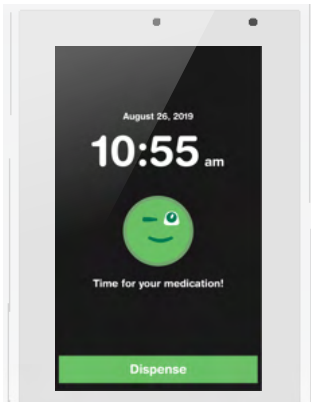
Text on all screens and voice prompts will now be in the selected language. Help videos will also be in the selected language.

# 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 uses a screen saver when it is in an idle state. An example is shown here.

When the device is idle, touch the screen anywhere to “wake it up” and display the **Home** screen.

## ○ About Lock

If you have activated the Lock feature, you must enter the 4-digit

- Lock code that you selected before you can complete most actions. See Lock on page 52 for complete details.

**NOTE:** If you forget your Lock code, call Customer Support for assistance. Find your spencer Customer Support phone number of the [www.spencerhealthsolutions.com](http://www.spencerhealthsolutions.com) website.



# Screen navigation

All screens allow navigation back to home.

## Home screen

- Displays the date and time.
- Has buttons to take you to **Readings, Medications, Connect, and Tools.**

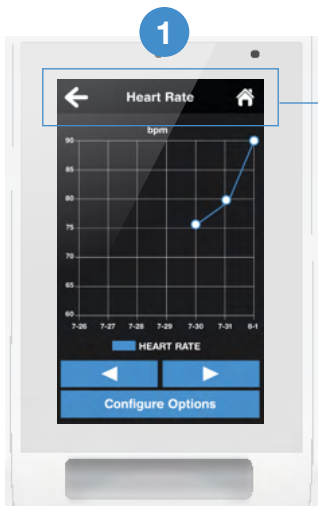
**NOTE:** If you move spencer to a different time zone, the Home screen will display the time from the original time zone until you get your next refill. Be sure to let your pharmacist know that you have moved.



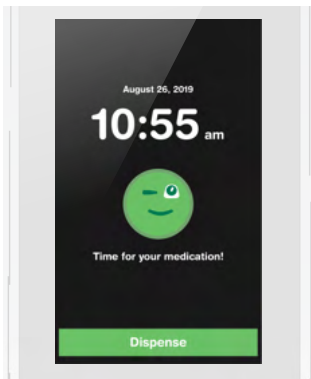
## Other screens

Most spencer screens have a common layout and navigation buttons. Some of the important ones are:

- 1 Box or Label at Top of Screen
- 2 Back Arrow
- 3 Home Icon
- 4 For any Reading, touch the dot on the graph to see the highest, lowest, and average readings for the day.



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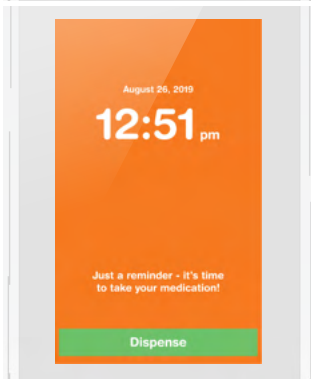


## Dispense screens

### Normal dispense

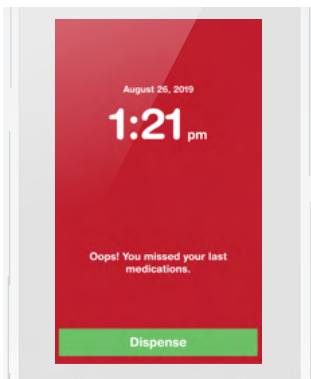
The home screen changes when it is time to dispense your medications.

It reminds you to take your meds during the normal dispense time.



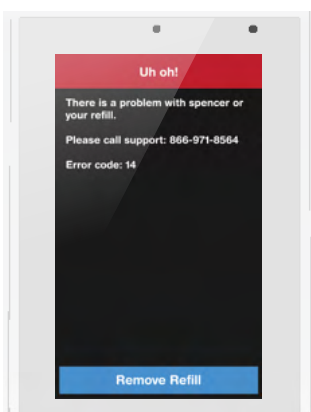
### Escalated dispense screen

Warns that the dispense time has almost passed.



### Missed meds screen

A red screen tells you that you have missed your medications.



## Error screens

The home screen is hidden when an error occurs.

### Sample Error screen

Indicates a system error and what action to take.

### Remove Refill

Touch this button to open the lid and remove the spencer refill. The problem may be resolved by removing and then reinserting the refill in the spencer device.

# dispensing your meds

## Normal dispense

When the dispense time arrives, spencer wakes up and winks to tell you it is time for your medications. The dispense button flashes and an alert is played.

1 Touch **Dispense**.

2 A screen like this is displayed. The messages on the screen tell you the status of the dispense.

**IMPORTANT:** Wait to remove the pack until it is ready!

3 When ready, spencer winks and a screen like this is displayed. The dispenser flashes blue to let you know the meds are ready.

4 Remove each pack of medication from the dispenser.

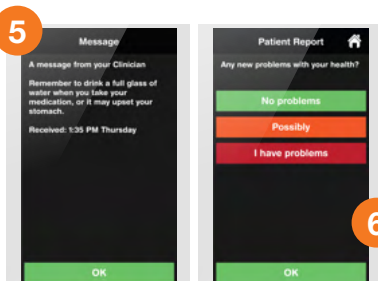
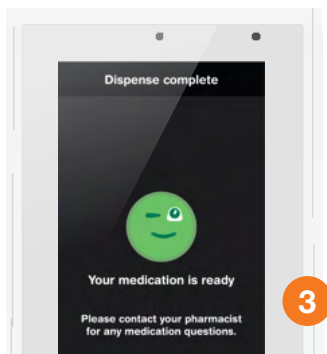
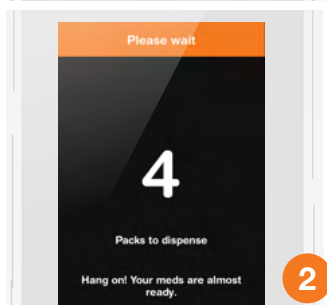
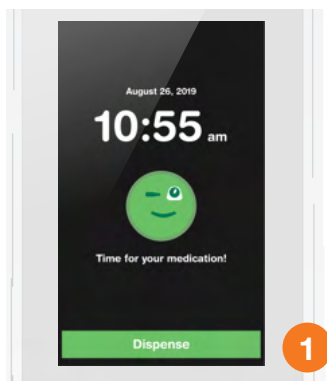
Confirm your name, date, time, and the listed medication on the pack before taking your dispensed dose.

Reminders, questions, or other messages may be displayed at the end of a dispense time.

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

6 Answer any question by touching the appropriate answer. A question can have between three and six possible answers, such as shown in this example.

After responding to messages and questions, or if you do not respond within a certain amount of time, you are returned to the Home screen.

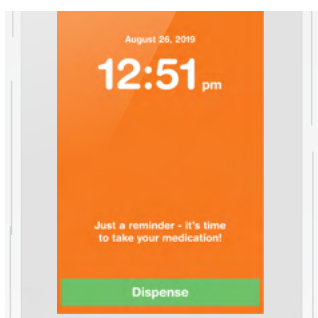


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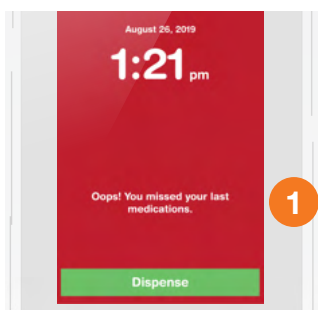
## ○ Opening the pack

With the printed side facing you, locate the small cut at the arrow at the upper edge and gently tear straight down the right side. Stop tearing about halfway down the pack to prevent the pills from falling out.



## ○ Escalated dispense

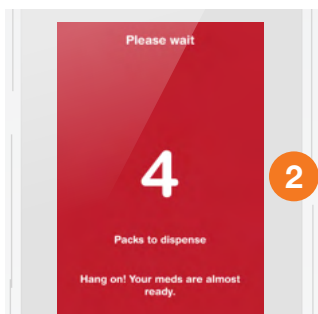
If the normal reminder goes unnoticed for a while, an amber screen is displayed to tell you that limited time is left to take your medications; the dispense button flashes, and a louder alert is played. To dispense your meds, follow the steps in Normal dispense.



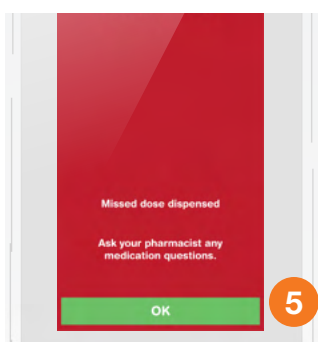
## ○ Missed dispense

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 screen is displayed to tell you when you have missed a dose (or doses) AND that your next dose is now due.



- 1 Touch the **Dispense** button to dispense all missed doses.
- 2 A screen like this is displayed.
- 3 Remember not to touch the pack until it is ready.
- 4 Take the pack from the dispenser when the screen says the pack has been dispensed.



- 5 Touch **OK**. Contact your healthcare professional if you are not sure about what to do with the late meds.

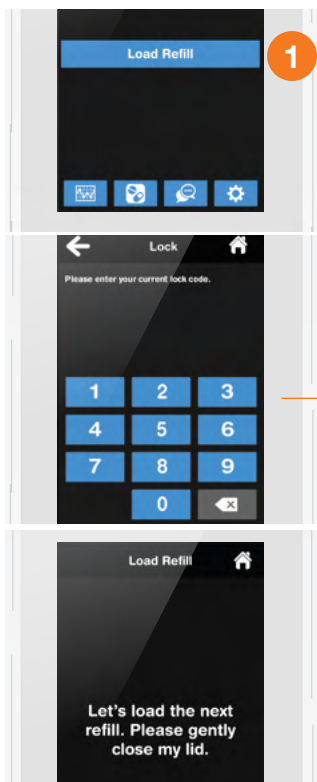
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## ○ Dispense for when you are away from home

Meds on the Go lets you dispense your medication ahead of time when you will not be at home during one or more normal dispense times. See the **Meds on the Go** section on page 34 for complete details.

## ○ Replace your medication refill

After all packs have been dispensed from the medication cartridge (the refill), the **Load Refill** screen is displayed.



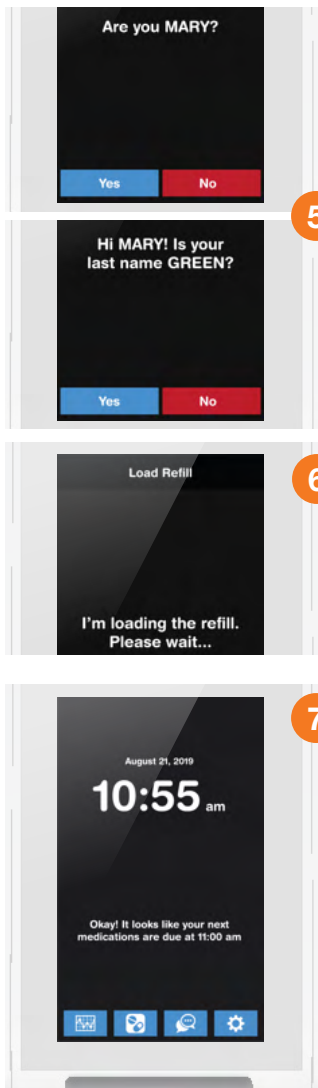
- 1 Touch **Load Refill** to open the lid. The lid will pop open a small amount. Use your hand to finish opening the lid.

NOTE: If Lock is on, you will be asked to enter your Lock CODE first.



- 2 To replace the refill, open the lid fully and remove the current medication cartridge.
- 3 Gently insert the refill with the start date noted on the screen.
- 4 If you do not have another refill, please contact your pharmacist right away.

**continued on next page**



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

6 You will see a message saying that the refill is loading.

7 When the refill has properly loaded, you will be returned to the Home screen.

8 Contact your pharmacist for information about returning, recycling, or disposing of the empty refill.

# medications



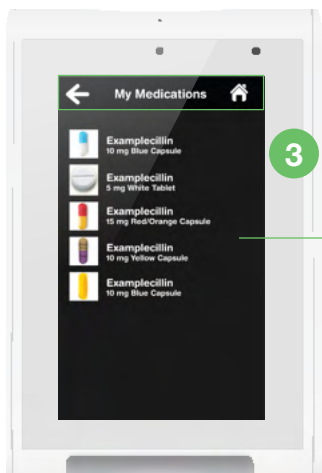
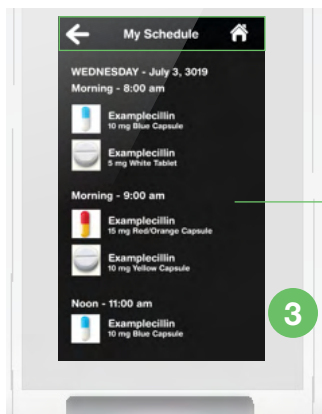
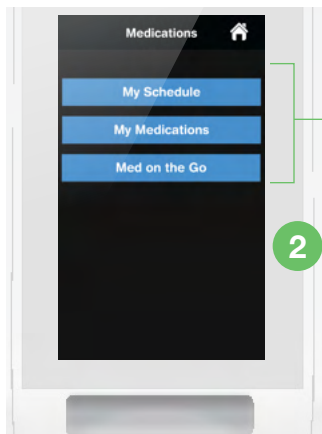
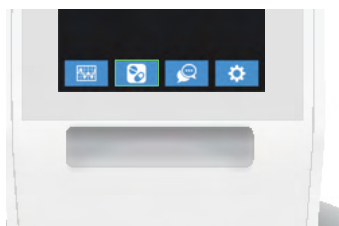
## ○ Medications

To see any information about your medication, touch the pill icon on spencer's home screen. The **Medications** screen is displayed with three options.

**My Schedule** — To see upcoming dispense times and medications.

**My Medications** — To see pictures of your meds with their names and dosage.

**Meds on the Go** — To dispense meds ahead of time for a period that you define.



### My Schedule

Home > Medications > My Schedule

**My Schedule** shows you pictures, dosage, and the timing for all medications in each dose in the current spencer refill.

- 1 On the Home screen, touch **Medications**.
- 2 Touch **My Schedule**.
- 3 Your medication schedule including pictures of each medication is displayed.

### My Medications

Home > Medications > My Medications

**My Medications** shows you a summary including pictures of all your medications.

- 1 On the Home screen, touch **Medications**.
- 2 On the Medications screen, touch **My Medications**.
- 3 **My Medications** displays a list of your medications with a picture and the dosage information for each one.

## Meds on the Go

Home > Medications > Meds on the Go

If you are traveling for several days or just out for a meal or shopping, spencer can dispense your medication, so they are easy to carry with you. **Meds on the Go** for when you are on the go!

Just tell spencer that you need a certain number of doses if you are out for the day. If you are on the go for a longer time, tell spencer you need your meds for a certain number of **days**.

spencer will dispense the packs you will need for the specified period of time with the date and time that you should take them printed on each pack.

**NOTE:** spencer will not give you any reminders for the doses that are dispensed using **Meds on the Go**. You will need to remember to take the medication that has been dispensed.

When your **Meds on the Go** time period is up, spencer will resume normal operation of giving you reminders at each dispense time.

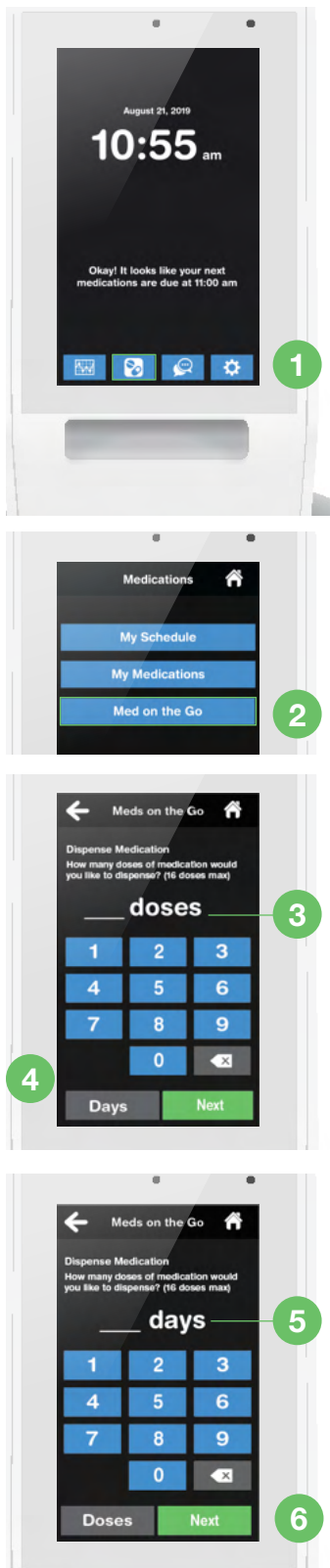
Follow these easy steps to dispense your **Meds on the Go**

- 1 On the Home screen, touch the **Medications** button.
- 2 On the **Medications** screen, touch **Meds on the Go**

The **Meds on the Go** screen is displayed.

- The minimum number of doses to dispense is one.
  - The maximum is the number of doses you have left in your current refill.
- 3 Enter the number of **doses** you want to dispense.
  - 4 If you want to request Meds on the Go in days, touch **Days**.
  - 5 Enter the number of days you want to dispense.
  - 6 After you enter either Doses or Days, touch **Next**.

continued on next page



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A message is displayed saying that spencer is ready to dispense the requested number of doses or days and the date and time that these doses cover.

- 7 Review the dates and times to be sure they are accurate.
  - A. If the request is correct, 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 it is not correct, touch **Back** to return to the request screen and re-enter your request.

# seeing your readings



When connected to specific Bluetooth enabled devices, spencer can record readings such as your weight and blood pressure. Easy to read graphs show the trends in the readings over time.

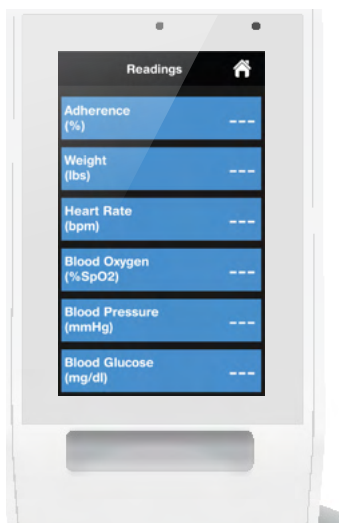
For instructions on how to connect Bluetooth enabled devices to spencer, see **Connecting Bluetooth devices to spencer** on page 40.

## View current readings

Home > Readings

On the Home screen, touch **Readings**.

The **Readings** screen is displayed, showing the most current readings of the following measurements:



- **Adherence** – An overview of how you have followed instructions for taking your medication.
- **Weight** – your weight measured and recorded using a Bluetooth enabled scale.
- **Heart Rate** – your pulse rate measured and recorded by a Bluetooth enabled pulse oximeter.
- **Blood Oxygen** – your blood oxygen level measured and recorded by a Bluetooth enabled pulse oximeter.
- **Blood Pressure** – your blood pressure measured and recorded using a Bluetooth enabled blood pressure monitor.
- **Blood Glucose** – your glucose levels measured and recorded by a Bluetooth enabled glucometer.



## View older readings

After your devices are connected to spencer, the measurements they take are recorded and viewable in the **Readings** section.

The graphs and viewing options work the same for each of the measurements that spencer can record. This section shows you how to see the details for a day and the readings for the current week and prior weeks.



- 1 If the most current value for a reading was recorded within the last seven days, it is displayed on the **Readings** screen. If the last value is more than seven days old, the reading for that measurement is blank.
- 2 To view a graph of the readings for the current week, touch on the measure of interest.
- 3 Touch the dot on the graph for any day to see the daily average, the highest reading, and the lowest reading.
- 4 To see the readings for a previous week, touch the back arrow (the arrow pointing to the left) to step back one week at a time through your history.
- 5 To move forward, touch the forward arrow (the arrow point to the right) to step forward one week at a time.



## ○ Adherence

Spencer keeps track of when you take your medication. Adherence shows the percentage of doses that you take on time.

## ○ Weight

### How to use the Bluetooth 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.



## ○ Heart rate and blood oxygen

The same device measures your pulse and your blood oxygen level. You can connect to it through either the **Heart Rate** screen or the **Blood Oxygen** screen. Whichever route you choose, the Pulse Oximeter is connected for both

measurements, so you only need to connect to the Pulse Oximeter one time.

## How to use the Bluetooth pulse oximeter

- 1 Place the pulse oximeter close to your spencer device.
- 2 Insert your finger into the device until it reaches the built-in stop and remain still.
- 3 Follow directions that came with your Pulse Oximeter for proper usage.

The new reading is saved with the date and time it was entered.

## Blood pressure

### How to use the Bluetooth blood pressure monitor

- 1 Place the blood pressure monitor close to your spencer device.
- 2 Sit comfortably with your 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.

## Blood glucose

### How to use the glucometer

- 1 Place the Glucometer close to your spencer device.
- 2 Follow directions on the glucometer.

The new reading is saved with the date and time it was entered.

# ○ Connecting Bluetooth devices to spencer

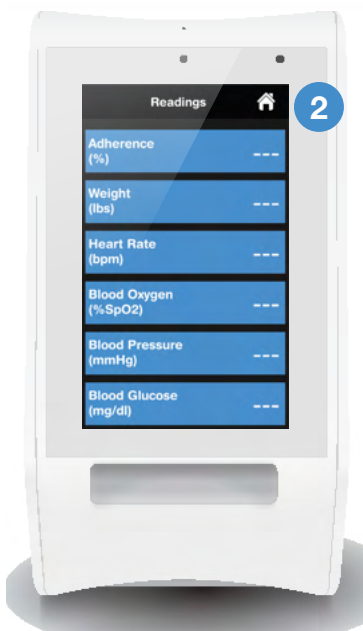
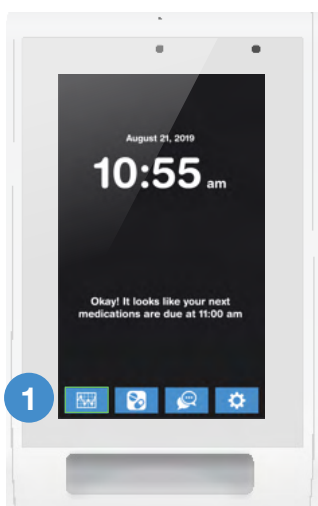
## Home > Readings

Bluetooth is a way to connect devices without wires. A device must be designed to use Bluetooth – called “Bluetooth enabled”. The term that is used for establishing the initial connection between the devices is called “pairing”. After two devices are “paired” they can communicate anytime they are physically close to each other such as in the same or an adjacent room.

When connected to specific Bluetooth enabled devices, spencer records readings such as your weight and blood pressure. Easy to read graphs show trends in the readings over time.

This section shows you how to pair your Bluetooth enabled measurement devices with spencer. Typically, this pairing is only done once for each device. After the devices are connected, they communicate so that spencer can record the measurements that you take using the Bluetooth enabled device.

If you replace a device after it is paired with spencer, you will need to “unpair” the old device and “pair” the new device with spencer.



1 To connect a Bluetooth enabled device with spencer, touch **Readings** on the Home screen.

2 The **Readings** screen is displayed, showing readings that can be recorded:

- **Adherence** – An overview of how you have followed instructions for taking your medication.
- **Weight** – your weight recorded using a Bluetooth enabled scale.
- **Heart Rate** – your pulse rate measured and recorded by a Bluetooth enabled pulse oximeter.

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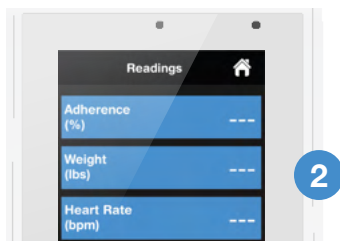




- **Blood Oxygen** – your blood oxygen level measured and recorded by a Bluetooth enabled pulse oximeter.
- **Blood Pressure** – your blood pressure measured and recorded using a Bluetooth enabled blood pressure monitor.
- **Blood Glucose** – your glucose levels measured and recorded by a Bluetooth enabled glucometer.

At the time of publication, the approved Bluetooth devices are:

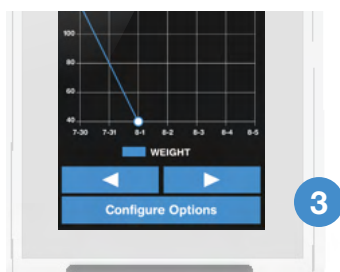
- Blood Pressure Monitor – A&D UA-651BLE BLE
- Scale – A&D UC-352BLE BLE
- Pulse Oximeter – Nonin Model 3230
- Glucometer – Roche Glucometer (Accu-Chek Guide)



## Weight – add a scale

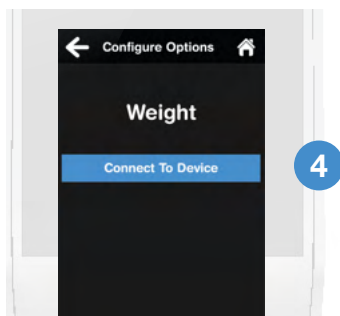
Readings > Weight > Configure Options > Connect to Device

Pairing spencer with a Bluetooth device is very similar for each device. This section shows you the basic instructions. Follow the specific instructions that spencer provides for each device.



1 From the Home screen, touch **Readings**.

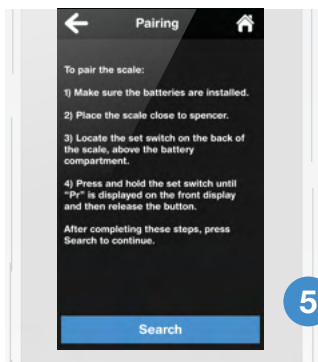
2 On the Readings screen, touch **Weight**.



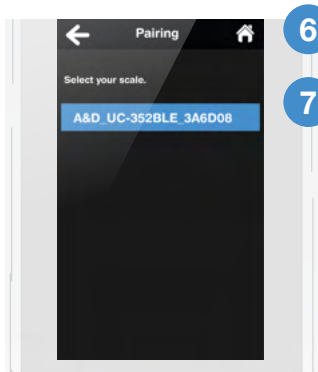
3 Touch **Configure Options**.

4 Touch **Connect to Device**.

continued on next page

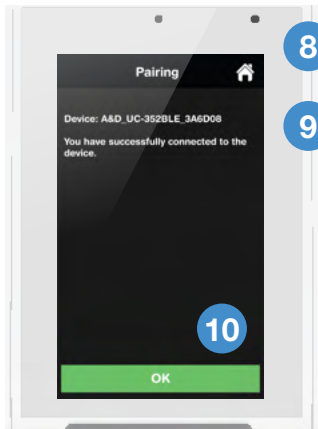


5 Follow the on-screen instructions, and then touch **Search**.



6 A screen like this one is displayed. When spencer finds the Bluetooth device, the **Available Devices** are displayed.

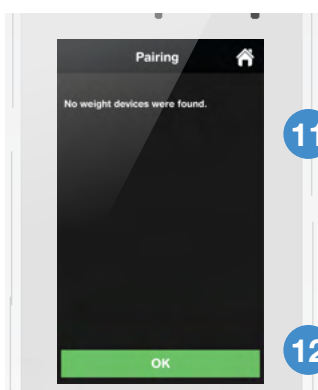
If more than one Bluetooth enabled scale is near spencer, it may find them during the search. Use the serial number on your device to determine which one to select from the list.



7 Touch the name of your scale.

8 A screen like this one is displayed.

9 You will see a message saying that the Bluetooth device is paired with your spencer device.



10 Touch **OK** to return to the Weight graph screen.

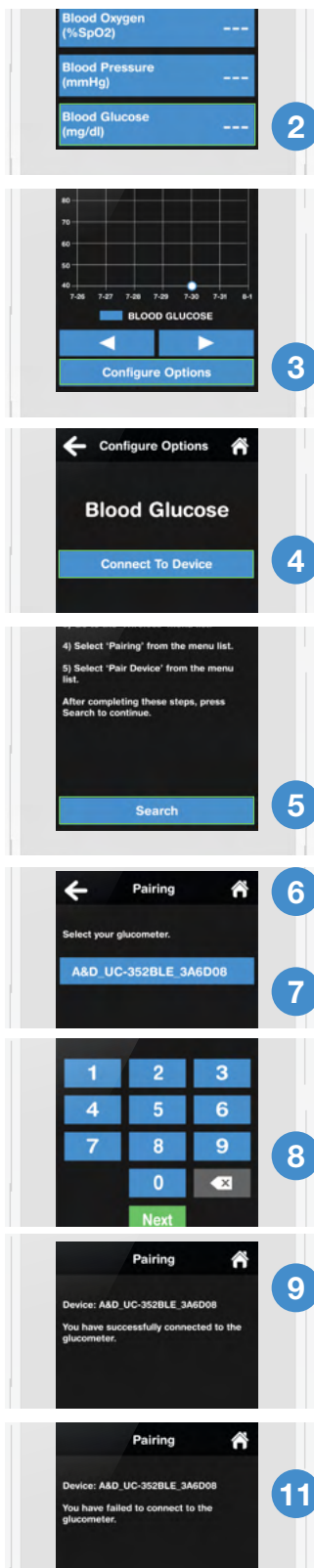
11 If the device does not connect, you will get a screen like this. Be sure to check the batteries and make sure that the device is very close to spencer when you are establishing the connection between them.

12 Click **OK** to go back to the pairing screen and try again. **NOTE:** Contact Customer Support if you are unable to pair the device with spencer.

## ○ Blood glucose - add glucometer

Readings > Blood Glucose > Configure Options > Connect to Device

Use the instructions to pair your Glucometer with spencer. This pairing has an extra step that the other devices do not require.



- 1 From the Home screen, touch **Readings**.
- 2 From the **Readings** screen, touch **Blood Glucose**.
- 3 Touch **Configure Options**.
- 4 Touch **Connect to Device**.
- 5 Follow the on-screen instructions, and then touch **Search**.
- 6 When your spencer device finds the glucometer, the name of the device is displayed.
- 7 Touch the name of the glucometer.
- 8 To complete the connection, the glucometer will display a 6-digit code. Enter this code on the Pairing screen on spencer.
- 9 When the glucometer is paired with your spencer device, a message like this is displayed.
- 10 Touch **OK** to return to the graph screen.
- 11 If the device does not connect, you will get a screen like this. Be sure to check the batteries and make sure that the device is very close to spencer when you are establishing the connection between them.
- 12 Click **OK** to go back to the pairing screen and try again.

**NOTE:** This code changes each time you connect the glucometer to spencer.

**NOTE:** Contact Customer Support if you are unable to connect your device to spencer.

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## ○ Disconnecting spencer from Bluetooth devices

### Home > Readings

If you change a measurement device, you will need to disconnect (unpair) the original device from spencer so you can add the new one.

The steps for unpairing a device are similar for all Bluetooth enabled devices. See instructions on spencer for specific details.



## ○ Remove scale

### Readings > Weight > Configure Options

From time to time you might need to disconnect a scale from spencer, such as if you get a new scale. Use these steps to disconnect your scale from spencer.

- 1 From the Home screen, touch **Readings**.
- 2 Touch **Weight** and then touch **Configure Options**.

- 3 Touch **Disconnect from Device**.

The **UnPairing** screen is displayed.

- 4 If you got here by mistake, touch the **Home** button to exit without disconnecting the scale.
- 5 To unpair the device from spencer, touch **OK**.

**NOTE:** Contact Customer Support if you are unable to connect your device to spencer.

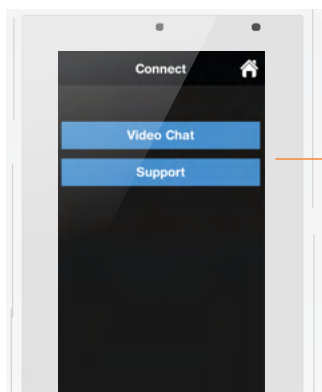
**connect with care team**



## ○ Connect

Home > Connect

- **Video Chat** – Appointments and to start a video call
- **Support** – Provides phone numbers to get help, including contacting your pharmacist and spencer Customer Support for help with the spencer device.



## ○ Video chat

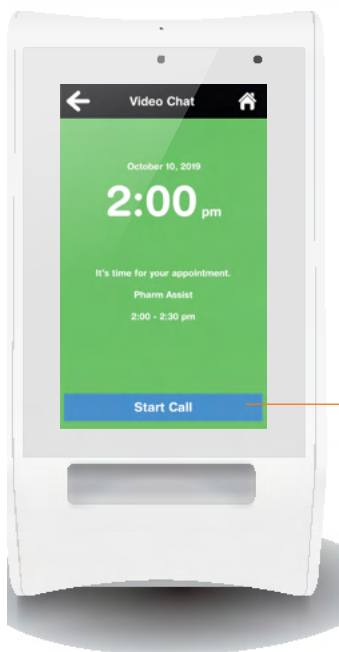
Home > Connect > Video Chat

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. To request an appointment, see **Support** for the phone number of the team member that you want to contact.

**The appointment will not be interrupted by dose alerts.** To prevent missing a dose, do not schedule appointments during dose alerts, or limit appointments to under 2 hours. Dispense alerts resume after the appointment has ended.

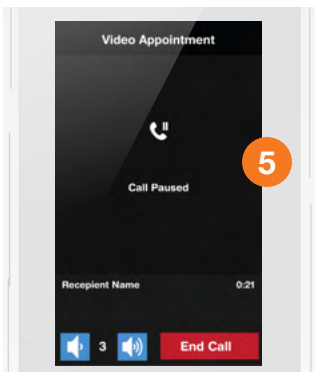
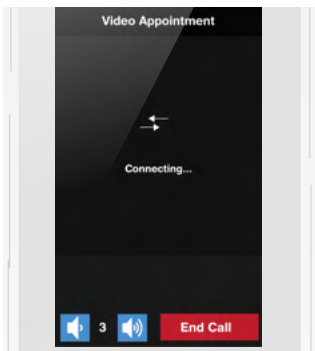
Before starting a video chat, note the following:

- A higher signal strength ensures a higher quality call. To check your signal strength or add a wireless network, see Network on page 55.
  - If a pack is in the dispenser when an appointment is scheduled to begin, the **Chat** will not start. The **Chat** starts when you remove the pack.
- 1 From the **Home** screen, touch Connect.
  - 2 On the **Connect** screen, touch **Video Chat**.
  - 3 Touch **Up** and **Down** to scroll through your appointments.
  - 4 At the appointment time, the spencer device displays a screen indicating that it is time for your Video Chat. Touch **Start Call** to start the call.

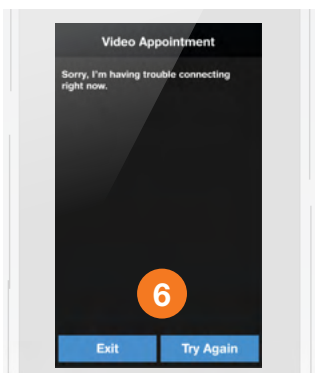


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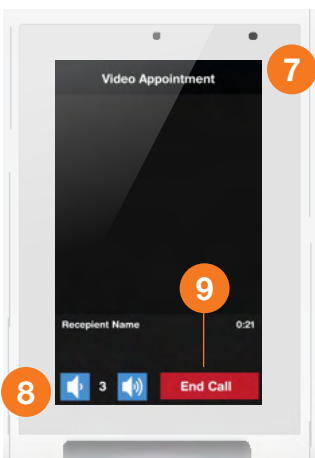
A screen similar to this one is displayed as the call connects.



- 5 If the caregiver needs to put the chat on hold for some reason, a **Call Paused** screen like this is displayed.

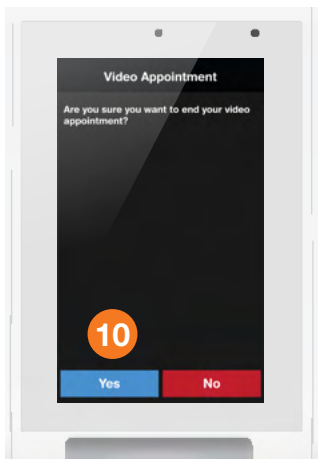


- 6 If the call cannot connect, a screen similar to this one is displayed. If you suspect a network issue, touch **Try Again**. If your care manager was unavailable or you do not want to complete the call, touch **Exit**.



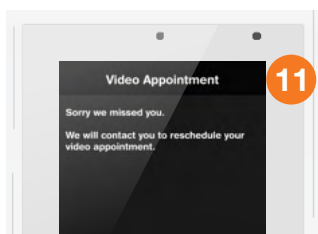
- 7 When the call connects, a screen like this is displayed.
- 8 Use the buttons at the bottom of the screen to adjust the volume as needed. The volume level is displayed between the volume buttons.
- 9 When you are finished with the appointment, touch **End Call**.

continued on next page

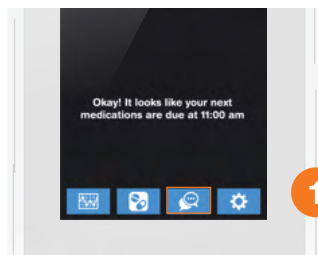


A screen like this is displayed.

- 10 Touch **Yes** to end the Video Chat.



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

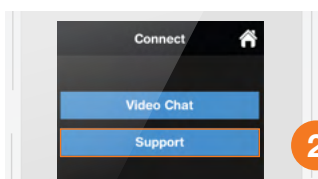


## Support

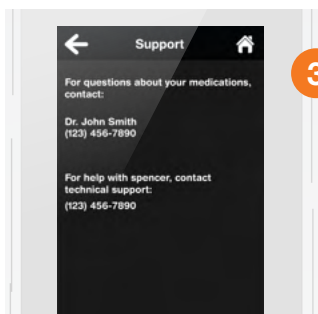
Home > Connect

To see how to contact your pharmacist and spencer Customer Support:

- 1 On the Home screen, touch **Connect**.



- 2 Touch **Support**.

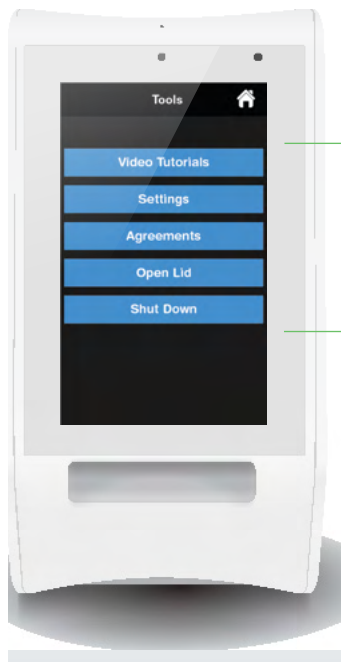


- 3 Screen is displayed, showing your Pharmacist's name and contact information. The Support screen also shows the phone number for spencer Customer Support.

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# adjusting spencer



## Tools

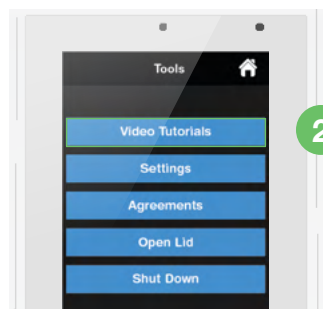
Home > Tools

**Tools**, the gear icon on the **Home** screen, gives you access to functions not directly related to your medication or health records.

Go to **Tools** if you need to view a help video, change a setting, or open the lid.

The **Tools** screen has the following menu options:

- Video Tutorials
- Settings
- Agreements
- Open Lid
- Shut Down

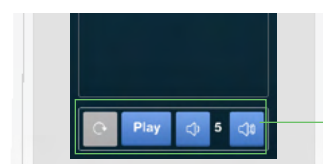
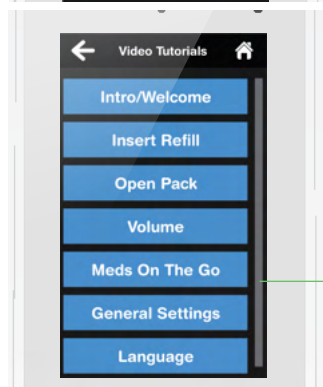


## Video tutorials

Home > Tools > Video Tutorials

There are a number of help videos that show you how to use the features of spencer. To see the complete list and to view any of the videos, go to Video Tutorials.

- 1 On the Home screen, touch **Tools**, the gear icon.
- 2 On the **Tools** screen, touch **Video Tutorials**.
- 3 The **Video Tutorials** screen which lists the available videos is displayed. The list is too long to fit on the screen. To see all the available videos, you will need to use your finger to move the gray bar on the right (the slider) down to see the bottom of the list.
- 4 Touch the video that you want to view.
- 5 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.



## Settings

Home > Tools > Settings

On the **Home** screen, touch **Tools**, the gear icon, then touch **Settings**. The **Settings** screen is displayed, showing the following menu options:

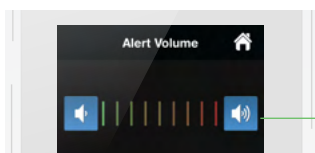
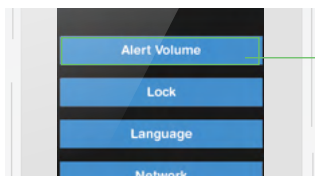
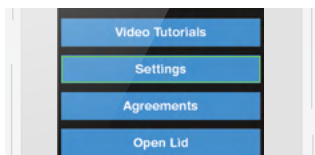
- **Alert Volume** – To set volume of voice prompts and alerts.
- **Lock** – To set up a Lock code to restrict device access. This feature is optional.
- **Language** – To change the language of screens, voice prompts, and video tutorials.
- **Network** – To see the cellular network connections and to connect to your home Wi-Fi network.
- **Version** – To see the version of software that is currently installed on your spencer.

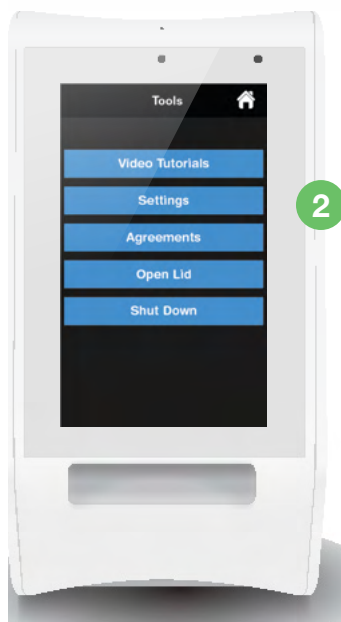
## Alert volume

Home > Tools > Settings > Alert Volume

- 1 On the Home screen, touch **Tools**, the gear icon.
- 2 Touch **Settings**, and then touch **Alert Volume**. The **Alert Volume** screen is displayed.
- 3 Touch to decrease and to increase the volume.

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





## Lock

Home > Tools > Settings

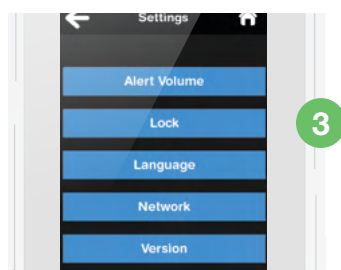
**NOTE:** Lock is an optional safety feature that requires you to establish a 4-digit code. When the Lock is **ON**, you must enter the Lock code to perform most actions on spencer.

spencer does not require you to change the code on any regular basis, but you can change the code whenever you want. Since this code is required to do almost anything on spencer, it is important that you remember the code that you set.

### Turn on Lock

Home > Tools > Settings > Lock

**NOTE:** To turn on the Lock feature, you must enter a 4-digit Lock code. With the Lock feature turned on, you will be asked to enter this code to perform most actions on spencer.



1 From the **Home** screen, touch the **Tools** button, the gear icon.  
The **Tools** screen is displayed.

2 Touch the **Settings** button.  
The **Settings** screen is displayed.

3 On the **Settings** screen, touch **Lock**.  
The **Lock** screen is displayed with a message to enter a new Lock code.  
Setting the Lock code turns on the Lock feature.

4 Enter a 4-digit code to activate the Lock feature.  
If you enter a number by mistake, use the bottom right key to backup and delete the number.

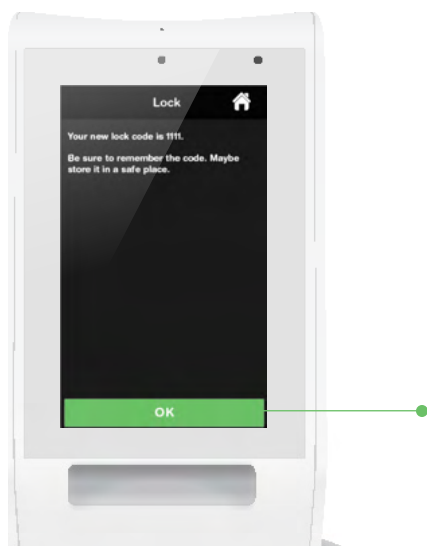
**Hint:** Be sure to use a code that you can easily remember. Examples of common codes are your house number if it is 4 digits, the first or last 4 digits of your phone number, your birthday in the form of the 2-digit month and 2-digit day or the year of your birth.

5 After you have entered the number that you want to be your code, touch **NEXT**.

6 Enter to same 4-digit number again to make sure you entered it correctly.



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- 7 Touch **NEXT**.  
spencer gives you a message showing you the code you just entered.

**Hint:** Please make sure that you remember this code or write it down and keep in a safe place. If there are children in your house, do not tape the code to spencer.

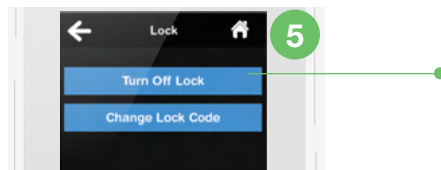
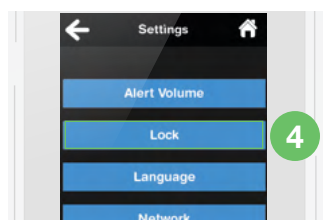
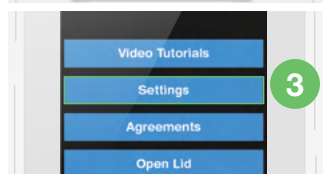
- 8 Touch **OK**.  
You are returned to spencer's home screen.

## Turn off Lock

Home > Tools > Settings > Lock

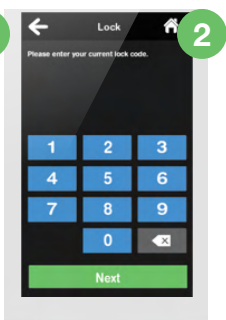
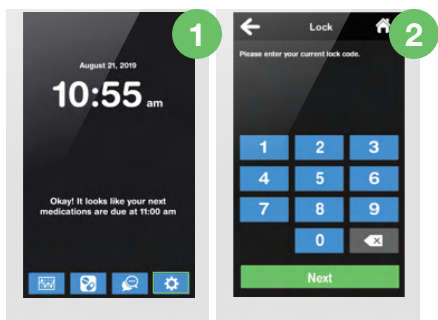
**NOTE:** To turn the Lock off, you must enter the Lock code that you set previously. When the Lock is ON, you will be asked to enter the Lock code for most actions.

- 1 From the **Home** screen, touch the **Tools** button  
You are asked to enter the Lock code.
- 2 Enter the 4-digit Lock code.  
The **Tools** screen is displayed.
- 3 Touch **Settings**.



- 4 Touch **Lock**.  
The Lock screen is displayed which gives you the option to turn off the Lock or change the Lock code.
- 5 Touch **Turn Off Lock**.  
The Lock is turned off and you are returned to the Home screen.

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## Changing your Lock code

Home > Settings > Lock

**NOTE:** When the Lock is ON, you must enter the Lock code for most actions.

- 1 From the Home screen, touch the **Tools** button, the gear icon.

You are asked to enter the Lock code.

- 2 Enter the 4-digit Lock code.

The **Tools** screen is displayed.

- 3 Touch **Settings**.

- 4 Touch **Lock**.

The Lock screen is displayed which gives you the option to turn off the Lock or change the Lock code.

- 5 Touch **Change Lock Code**.

**Hint:** Be sure to use a code that you can easily remember. Common codes are the first or last 4 digits of your phone number, or your birthday in the form of the 2-digit month and 2-digit day.

- 6 Enter a new 4-digit code.

If you enter a number by mistake, use the bottom right key to backup and delete the wrong number.

- 7 Touch **Next**.

- 8 Enter to same 4-digit code to confirm.

- 9 Touch **Next**.

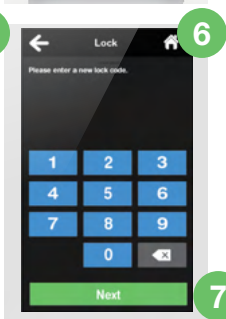
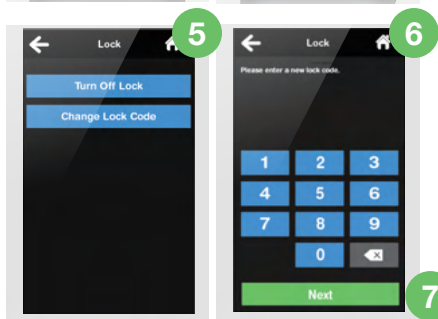
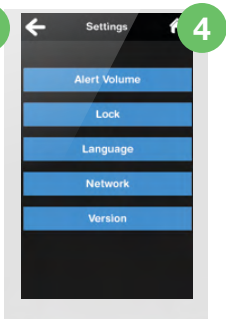
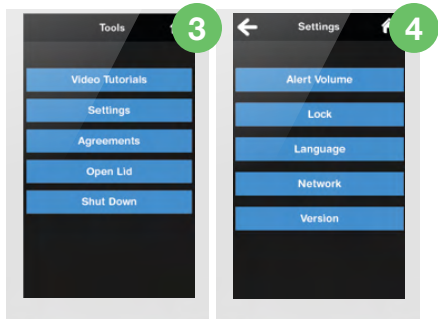
spencer gives you a message showing you the code you just entered.

Please make sure that you remember this code or write it down and keep in a safe place.

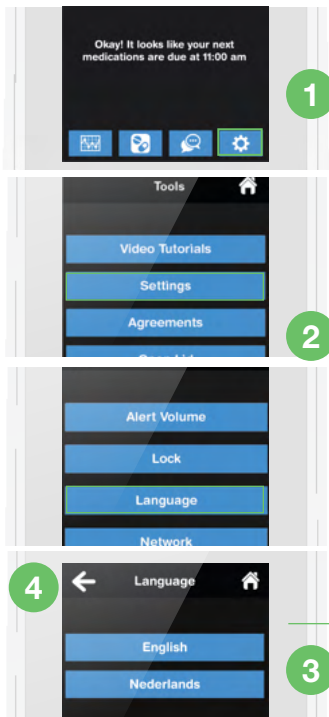
If there are children in your house, do not tape the code to spencer.

- 10 Touch **OK**.

You are returned to spencer's home screen.



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## ○ Language

Home > Tools > Settings > Language

Use this screen to select or change your preferred language for spencer screens, voice prompts, and help videos.

- 1 On the Home screen, touch the **Tools** button.
- 2 Touch **Settings**, and then touch **Language**.
- 3 Touch your preferred language.

All spencer screens and voice prompts as well as the video tutorials will be in the selected language.

- 4 Touch the back arrow (the arrow at the top left of the screen) to return to the **Settings** screen or touch the **Home** icon in the upper right corner to return to the Home screen.



## ○ Network

Home > Tools > Settings > Network

Check your network signal strength to make sure spencer can reach your care team to update 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

- 1 On the Home screen, touch the **Tools** button.
- 2 Touch **Settings**.
- 3 Then touch **Network**.

The **Network** screen is displayed, showing the following menu options:

- Cell - To review your cellular network connection.
- Wi-Fi - To connect to and view your wireless network connection.



## Cell

4 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.

## Wi-Fi

Use this screen to connect spencer to your home Wi-Fi network.

5 On the **Network** screen, touch **Wi-Fi**.

6 The **Wi-Fi** screen is displayed, showing the following types of information:

- Network
- Signal strength
- IP address

**NOTE:** This information is helpful to the Customer Support team.

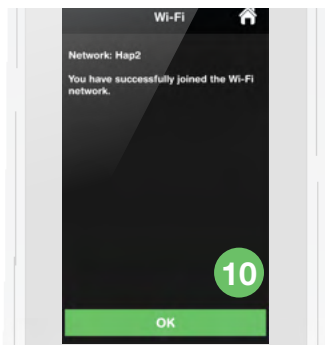
7 To connect to a new wireless network, touch **Enable**.

8 On the **Wi-Fi Networks** screen, touch the button for the wireless network to which you want to connect.

9 Type in your wireless network password and touch **Join**.

continued on next page





A screen like this one is displayed.

10 Touch **OK**. You will be returned to the Home screen.



If you enter the wrong password, a screen like this one is displayed.

11 Touch **OK**. You will be returned to the **Enter Password** screen so you can try again.

12 If you want to leave without connecting to the Wi-Fi, touch the **Home** button.

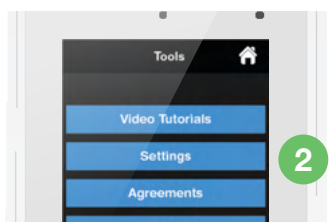
**NOTE:** If you have trouble connecting to a wireless network, you may need to troubleshoot your router. If your router seems to be working correctly, call spencer Customer Support.



## Version

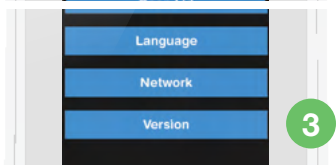
Home > Tools > Settings > Version

To view the version of software currently installed.



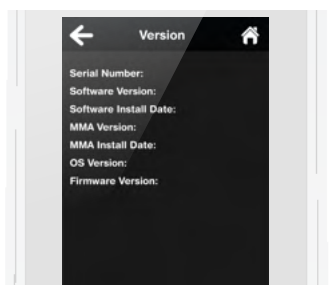
1 On the Home screen, touch the **Tools** button.

2 Touch **Settings**, and then touch **Version**.



3 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.



## Agreements

Home > Tools > Agreements

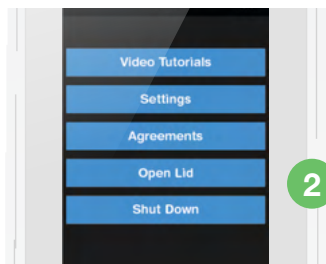
Use this option to view the spencer User Agreement.

## Open Lid

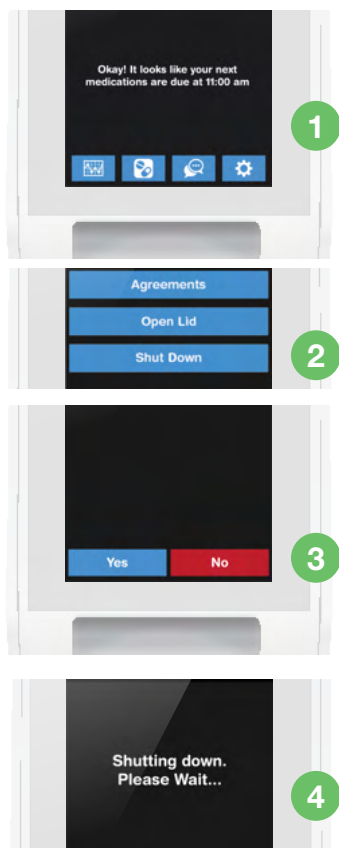
Home > Tools > Open Lid

Use this option to open the lid to access the spencer refill.

- 1 On the Home screen, touch the **Tools** button.



- 2 On the **Tools** screen, touch **Open Lid**.  
The lid will open so you can access the refill.



## ○ Shut Down

### Home > Tools > Shut Down

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

- 1 On the Home screen, touch the **Tools** button.
- 2 On the **Tools** screen, touch **Shut Down**.  
A confirmation screen is displayed asking if you are sure you want to power down.
- 3 Touch **Yes** to shut down your spencer or **No** to return to the **Tools** screen without turning off your spencer.
- 4 If you touch **Yes**, spencer will shut down.

**NOTE: The lid will not open if you use the Shut Down option. If you need to remove the refill, touch Open Lid first, remove the refill, and close the lid. Then the Shut Down button.**

**NOTE: If Lock is on, you are asked to enter your Lock Code to access the Tools screen.**



## ○ Shut down using power button

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

- 1 Press in the Power button located on the back of the unit for at least 5 seconds until the lid opens.
- 2 Device shuts down.

**additional information**

# ○ Taking care of spencer

## General care instructions

- Place spencer device in an indoor living area, on a hard, dry, flat surface.
- 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 and the power is off.
- Do not place spencer 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.
- 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. Find your spencer Customer Support phone number on the [www.spencerhealthsolutions.com](http://www.spencerhealthsolutions.com) website.
- 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.

## Power supply and batteries

- The power plug is the main means of disconnecting this device. Locate spencer 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 to spencer.
- To avoid strangulation hazards, ensure that the power cord connected to the device is routed properly. Use the included wire tie to keep the cord as short as possible.
- 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.

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- 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.
- 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.
- Only authorized service personnel should replace batteries.
- Since the battery is not removable, it should be checked periodically to ensure it is working. Test the battery every 3 months by unplugging the power cord and making sure spencer stays on.
- 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.
- In case of an extended emergency that causes the battery charge to run out, the lid to the device opens automatically, enabling you to remove and manually dispense the medications.
- Do not insert hands, fingers or other foreign objects inside the device while it is powered.

## Frequently asked questions

Here are answers to some questions you may have.

Refer to [www.spencerhealthsolutions.com](http://www.spencerhealthsolutions.com) for more information or call Customer Support.

### 1 Can I use spencer to contact my doctor if I have an emergency?

**Answer:** NO - spencer cannot make outgoing calls. spencer should not be used where immediate action is required or for any lifesaving situation. In case of an emergency, contact 911 or the first responders in your region.

### 2 Can two or three people use the same device?

**Answer:** No, each refill is customized for one person's needs. Only one person can use a spencer device at a time. If you want to transfer your spencer device to someone else, please contact Customer Support.

### 3 What should I do if a prescription changes?

**Answer:** Inform the pharmacy immediately that your medication has changed.

### 4 What if the Lock is on, and I cannot remember my Lock code?

**Answer:** Contact spencer Customer Support. Find your spencer Customer Support phone number on the [www.spencerhealthsolutions.com](http://www.spencerhealthsolutions.com) website.

5 Can spencer show me how to use a feature?

**Answer:** Yes - for brief explanations about most topics, see Video Tutorials on page 50.

6 What happens if there is a power outage?

**Answer:** The system has a 4-hour battery backup. If electrical 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 and take the medication when it is time for each dose.

The battery will recharge and spencer will resume giving you alerts for medication when the electricity is restored and spencer is plugged in. Contact spencer Customer Support if there is any confusion over the manual doses that you took while the electricity was off.

7 How do I shut down spencer?

**Answer:** There are two ways to turn off (shut down) spencer.

- **Soft Shutdown**

Setting and Tools > Shut Down. This is a soft shutdown and the preferred method of shutdown.

- **Power-off**

Press the silver button on the back of the device for 5 seconds or until spencer screen turns black and the lid opens.

8 Is spencer safe to fly with?

**Answer:** Yes. spencer can travel with you wherever you go. It is best to perform a soft shutdown and to pack spencer in his carrying case. Airport security may inspect the carrying case and run a swab test on the device itself.

Be aware that if you travel to a different time zone, spencer will continue to display and dispense your medications for your home time zone.

9 I recently moved to a different time zone. How do I change the display time on spencer?

**Answer:** The display time is controlled by the coding on your refill pack. Be sure to tell your pharmacist that you have moved and that you are in a different time zone. The display time and dispensing will adjust to your new time zone when you get a new refill that is prepared for your new address.

10 Why is spencer not displaying the images of my medications?

**Answer:** If spencer is not connected to a network when the refill is inserted, the drug images may not be downloaded to the device. Ensure that spencer is connected to either a cellular or Wi-Fi network and then remove and reinsert the refill. When the device is connected to a network, the drug images should be available for viewing on the device.

## 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:** Contact Customer Support with any issue or question.

If an error occurs with your spencer device or refill, and you need your medication right away, you can 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.
- 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 medication before taking the pack.
- 4 Remove packs until you have all the medication you need.
- 5 After your pack is removed, call Customer Support before putting your refill back into your spencer device.



# Troubleshooting

The following are issues that could occur on the spencer system 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 may not register that the refill has been inserted.

**ACTION** The refill must be reinserted before the device can register the refill. Touch **Open Lid** on the **Tools** page to open the lid, remove and then reinsert your refill.

- To manually shut down the device, press and hold the Power button located on the back of the unit for about 5 seconds until the lid opens, then remove the refill.
- Press and hold the Power button located on the back of the unit for 1 second to restart the device, then reinsert the refill and close the lid.

- 2 ISSUE** The device falsely triggers an “invalid scan” error message.

**ACTION** Remove the refill, 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.

**ACTION** Press and hold the Power button located on the back of the unit for at least 5 seconds until the lid opens to turn off the device. The lid unlocks, allowing removal of the refill. Press and hold the Power button for 1 second to restart the device, replace the refill, and close the lid.

- 4 ISSUE** If an error occurs during a multi-pack dispense and the device must be restarted, after restart the device reports 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.

**ACTION** The device still dispenses the correct number of packs, therefore no further action is required.

- 5 ISSUE** If an error occurs with the last dose, the system does not display the message instructing you to insert a new refill.

**ACTION** 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.

**ACTION** Return to the home screen by selecting the Home icon, and then try again.

- 7 ISSUE** When registering to become a spencer patient, the name you enter does not match the name used by the pharmacy management system.

**ACTION** The pharmacist must ensure that the name (first and last) is unique in spencerCare and that it matches the name used by the strip packager and their pharmacy management system. If the name does not match, ask your pharmacist to call Customer Support. If you get a refill that is clearly not yours, call your pharmacist immediately to prepare and send you the correct refill.

- 8 ISSUE** If you receive a new refill from your pharmacy and insert it into spencer prior to the current refill being completed, you may get a “refill out of sequence” error.

**ACTION** Call your pharmacy for instructions on how to resolve this error.

- 9 ISSUE** The spencer device cannot connect to a Wi-Fi network.

**ACTION** Restart the device. After it comes online, select **Forget Network** in the Wi-Fi settings, then reconnect again. If this doesn't work, let the device sit for at least 10 minutes, then try rebooting, forgetting the network, and reconnecting again.

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

# Specifications

## Name

spencer device

## Model

spn01 – US

spn02 – Canada

spn03 – Europe

## External Devices

The spencer device does not come with any accessories that can be connected. However, it has Bluetooth functionality.

This device has a single port, a USB charging port, in the back, adjacent to where the power cord is attached.

## Warranty

One-year limited warranty

## Languages

- Dutch
- English
- French

## 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 4-hour battery charge is exhausted.

In case of an extended emergency that causes the battery charge to run out, the lid of the device opens automatically, enabling user to remove necessary medications.

## Power Requirements

- Voltage: AC 100-240 VAC
- Power: 75W max
- Frequency 50/60 Hz +/- 1%
- Backup battery: Lithium-ion

## 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: 1A Max (Charging only)

## API

HTTP (over TLS) based API following RESTful best practices

## Device dimensions

- 13.25" (337mm) deep
- 10.5" (267mm) tall with lid closed
- 15.0" (381mm) tall with lid open
- 5.3" (135mm) wide
- 10 lbs. (4.5 kg) weight

## Refill

- 5.7" (14.5 cm) deep
- 7.3" (18.5 cm) tall
- 8.8" (22.4 cm) with handle raised
- 3.4" (8.6 cm) wide
- 300 grams weight (without medications included)

## Network Connections

Cell connection – CAT 1 LTE

Wi-Fi enabled

## Cellular Provider

spn01 – Verizon

spn02 – ATT

spn03 – Post Telecom

## 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

## CPU

- Processor: NXP IMX6 Quad Core
- Speed: 1 GHz
- RAM: 1GB DDR3
- Storage: 4 GB eMMC
- Operating System: Mentor Embedded Linux II

## Security

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