

IMD2 REMEDY

Machine says “Machine error” and nothing is working.

This is typically a jammed cup. The cups are plastic not titanium. A cup is jammed when it is bent/crimped, 2 lids or 2 cups have been stuck together, or there are loose pills in the machine. Solution: **The machine typically needs to be “refreshed”**. If you are not changing the schedule this is all you need to do.

“REFRESH PROCEDURE”

- Turn the machine off** with switch in back
- Rotate cylinders and listen for rubbing noise. Manually **Unload all medication cups**. Check for loose lids, crimped cups in the cylinders and the dispensing chute.
- Do **not** rotate cylinders manually with power on!
- Turn unit back on. (click switch up)
- Hit the **SCHEDULE key: OK> hit “CALL SUPPORT CENTER” OK hit DIRECT DIAL>OK (You will hear modem calling a computer server)**
- The machine will say “empty and ready to load”. Hit **LOAD:** hit **OK** and the unit should go to the correct time, dose etc and verbally prompt you to load XX number of cups upside down. Follow the **verbal prompts** and reload in the correct dosing schedule, earliest cup first.
- Always Load a full day on the last day of your loading cycle. Pay attention on the last dose do not hit “continue”, use the right arrow key to go to **“QUIT”**.

If you are changing the schedule or setting up a new unit call the call center **at 866. 633. 2576 ext. 4** or MHM **at 866.686.7504**.

There are more details in the manual and on a video, as well as many other “aides” to managing the IMD2. There is no reason to be intimidated by the machine!



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IMD2 Change Schedule or New set up

Introduction: First you need to let the call center know the new/changed schedule. Call **866.633.2576 # 4** or **MHM @ 866.686.7504** to make it happen.

1. **Communications Step:** The call center will download that schedule and client information into the MD2/server and it will be there for the unit to retrieve. **They need to know the serial # on the inside of the door.** Always hit OK for what ever is flashing on the screen.
2. **Equipment Step:** Find a flat spot accessible for the client, and within reach of a phone outlet and electric outlet. Be sure the batteries are loaded/connected and the switch in the back is in the down (**off**) position. Take the phone cord that currently runs from the phone to the wall put it into one of the phone outlets in the back of the MD2. Take the phone cord that is in the md2 box and connect it from the wall to the 2nd phone outlet on the Md2. A splitter will also work. Hook the A/C power supply/cord from the MD2 to the electric outlet on the wall.
3. **Medication Set up Step:** Fill as many complete days’ cups as you can or you have meds for. Load enough to fit the schedule of who ever will be managing the unit. Load a day or two extra. Carefully put the lids on.

*** Schedule changes: Empty unit by turning off the unit and manually remove all the cups; prepare the meds for the new schedule then proceed.**

4. Downloading and loading Step: Turn the switch in the back next to the power cord **ON**. Let the unit cycle through the **“Self Test”**, when it says **“unit empty ready to load”** on the screen, hit the **Schedule key, hit OK >, hit Direct Dial >, hit OK**, and the modem dials out successfully and says on the screen, **“Unit empty ready to load” hit, the Load Key >, hit OK**, and it will cycle to the first scheduled dose for that day. It will tell you how many cups to load, and when. **“Continue”** will flash on the screen, **> hit OK**. Follow the verbal prompts to **continue** to load. When you are at the last day, and last dose **hit the Right arrow key, scroll to “Quit”,> hit OK**. You are done.

If you need help we will talk you through the process. There are many details in the manual as well as other aides” to managing the IMD2.