

karie™

Medicine Made Simple

Instruction Manual

Please read all instructions before use and
save this manual for future reference





Powered by
AceAge


Please read the IMPORTANT SAFETY INFORMATION before use. It is important to read & understand all instructions. Keep these precautions and instructions in an accessible location for all device users

CAUTION

RISK OF ELECTRIC SHOCK. To prevent fire or electric shock, do not expose this device to rain or moisture. Do not open or remove the back of the device. No user-serviceable parts inside: refer to your dealer or pharmacy for repair

SAFETY and PRODUCT INFORMATION

SYMBOL	DESCRIPTION
	<ul style="list-style-type: none"> • Caution, sharp edge • Do not touch blade
	<ul style="list-style-type: none"> • Do not operate without cartridge



Product information label on the bottom of Karie

RECORD your PRODUCT INFORMATION

Serial Number (S/N) _____

Date of Purchase _____ / _____ / _____

Name & Address of Provider _____

FCC COMPLIANCE STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two 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

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1. PACKAGE CONTENTS

- One Karie medication delivery device
- One 110-220V AC, 0.5 Amp, 50/60 Hz power adapter
- One set of two security keys
- One Quick Setup Guide

Medication cartridge supplied separately

If anything is missing or damaged, contact Karie Support immediately (refer to Help & Support under Settings on the device). We recommend that you keep the original packaging for transport or in the unlikely event that Karie needs to be returned

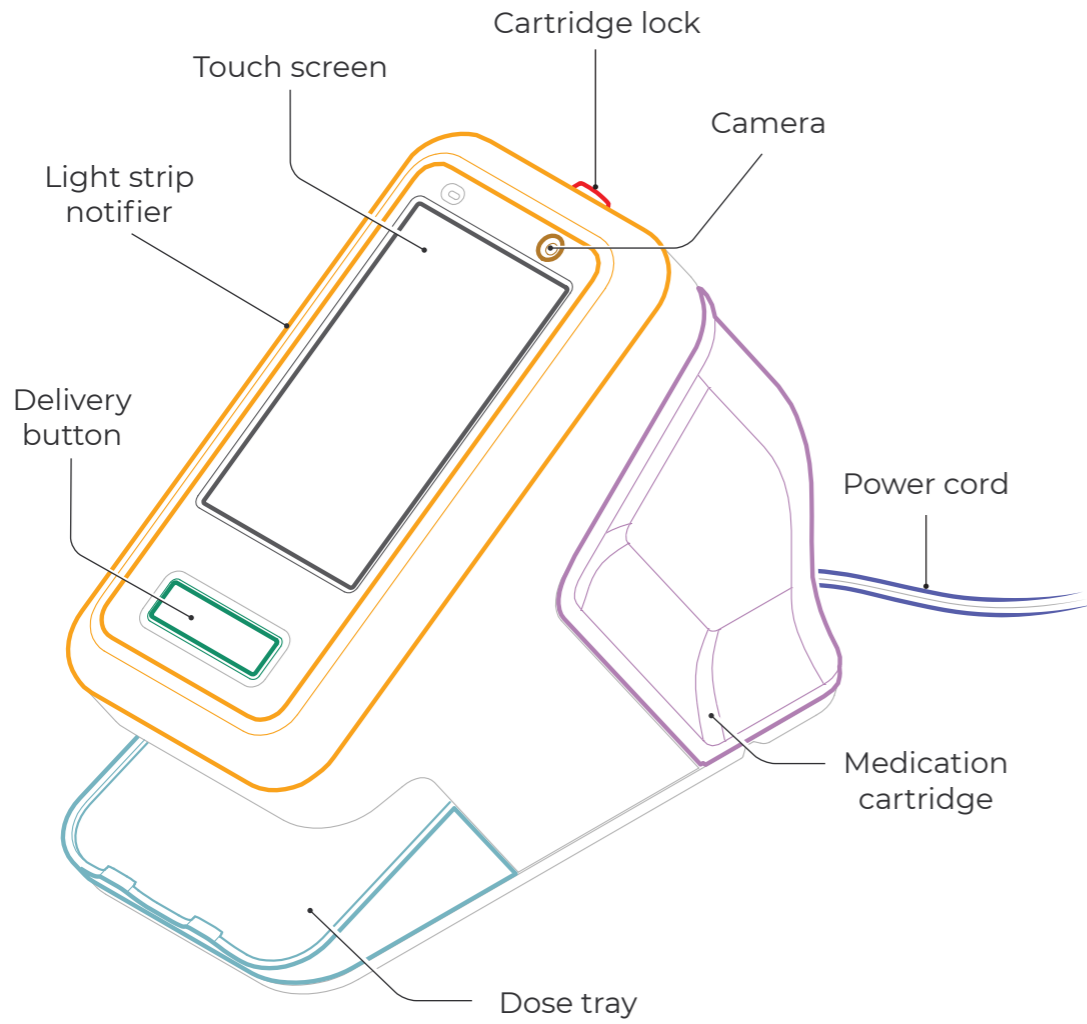
2. INTRODUCTION

Karie is an automatic medication delivery device that organizes, schedules and delivers your medication with the touch of a button. Karie uses easy-to-open pouches that contain medication, packaged by a pharmacy

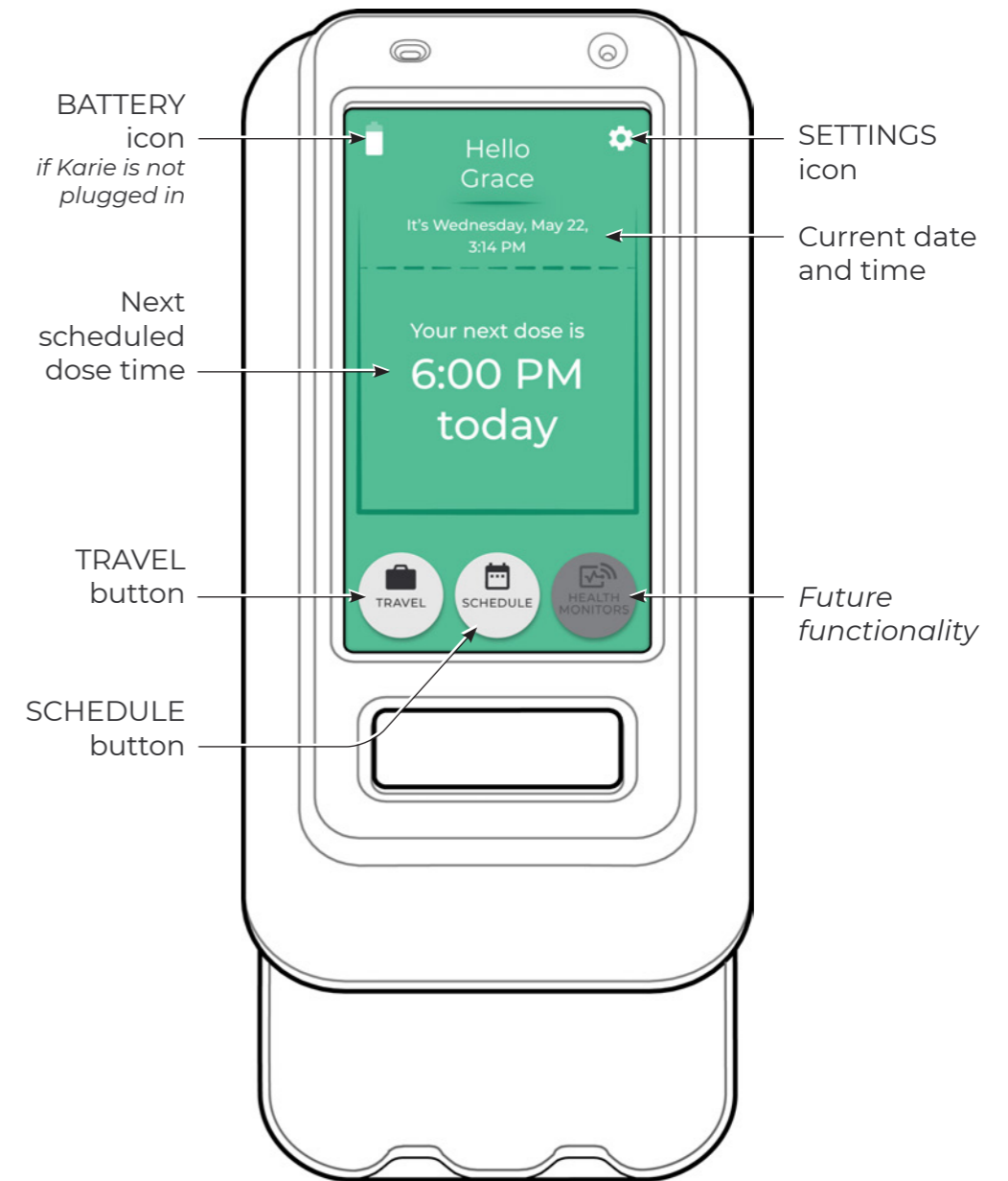
When it's time for you to take your medication, Karie will light up and produce an audible alert as a reminder

The Karie Companion Mobile App is an available option for use by family members and caregivers

3. KARIE'S COMPONENTS



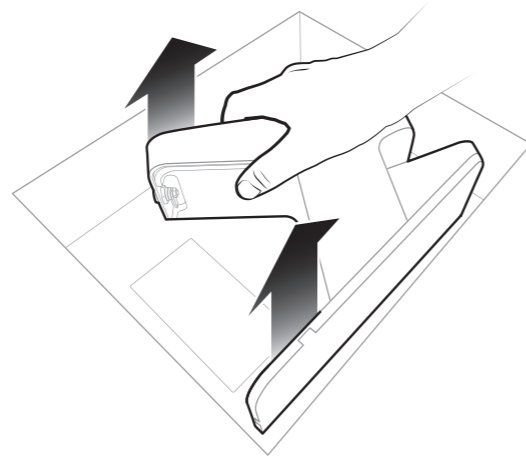
4. KARIE'S HOME SCREEN



5. UNPACKING and SETUP

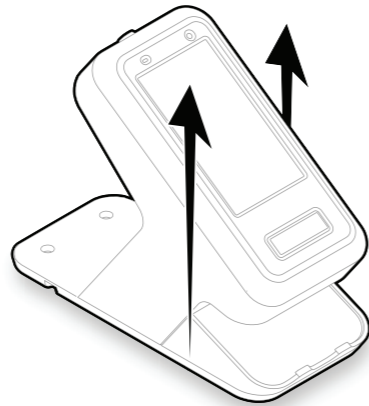
a) Remove Karie from packaging

Lift straight up



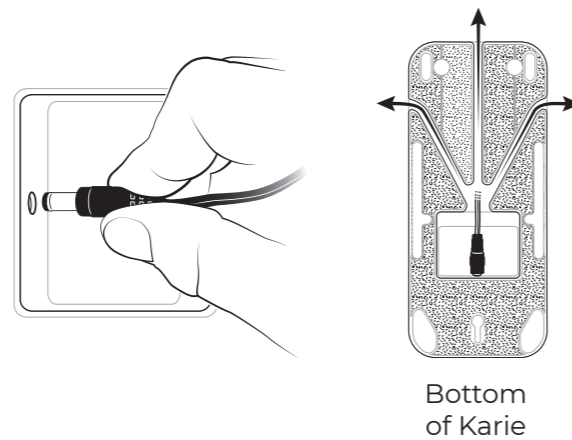
b) Only Use UPRIGHT

Karie is designed to operate upright. Do not use Karie on its side, upside down or mounted to a wall



c) Plug adapter into Karie

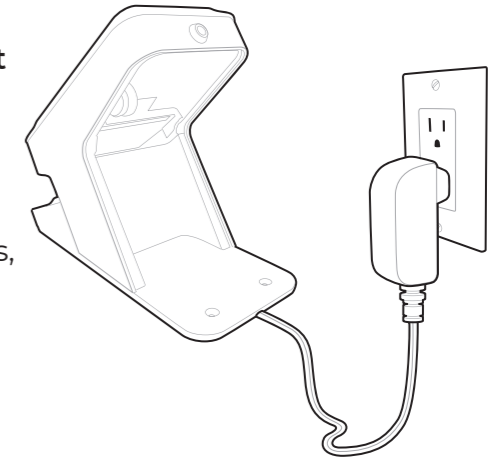
Fit the power cord into a suitable channel on the bottom of Karie



d) Plug Karie into an electrical outlet

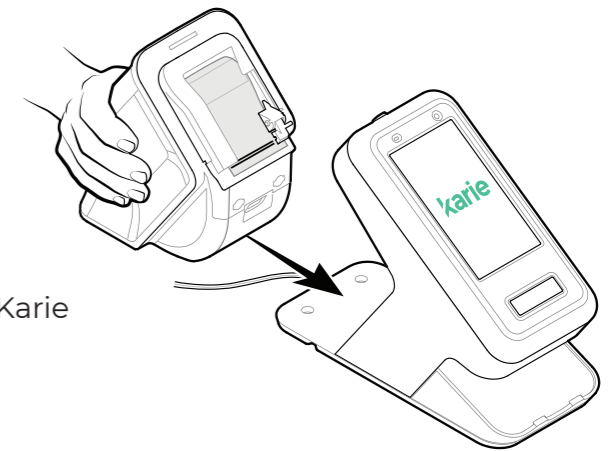
Karie will turn ON and connect through cellular automatically

If a 'No Connection' screen appears, see the 'Troubleshooting' section



e) Insert cartridge

Insert the medication cartridge provided by the pharmacy into the back of Karie



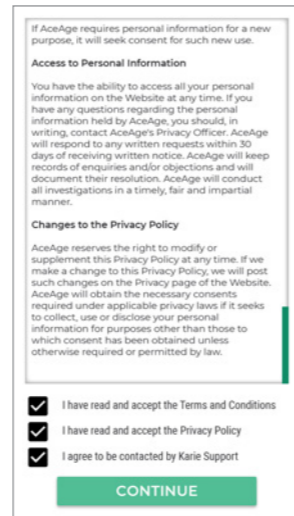
f) Ensure that your medication cartridge is fully in place

Magnets help guide the cartridge



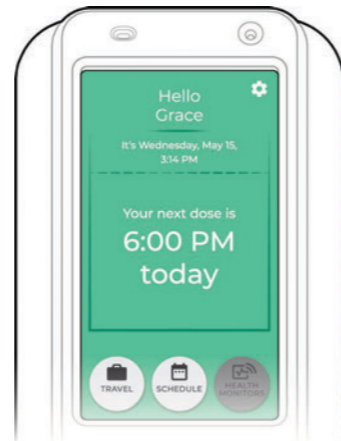
g) Review Karie's Terms and Conditions and Privacy Policy

To continue using Karie, you must agree to Karie's terms of service, including allowing contact from us



h) After acceptance of the Terms and Conditions and Privacy Policy, Karie will:

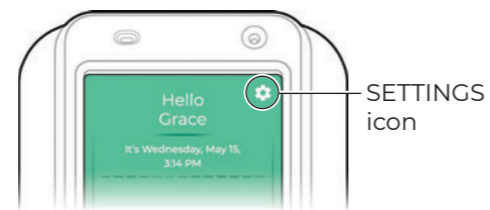
- Greet you by name
- Indicate current date & time
- Display your next medication dose time



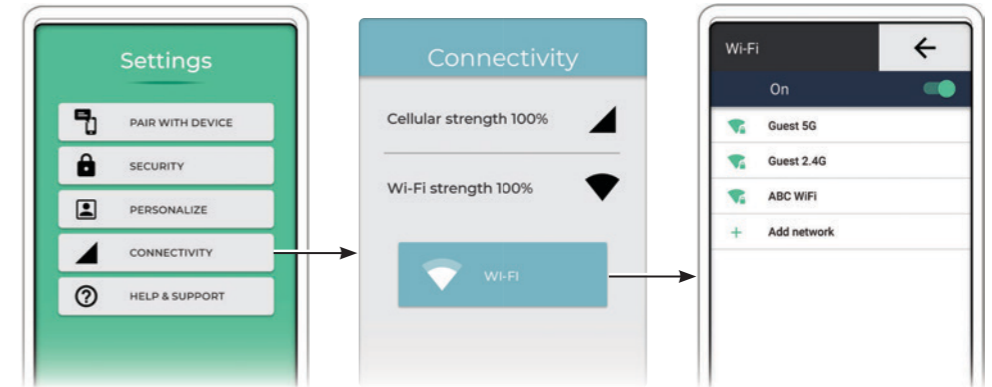
i) Connect to Wi-Fi

Karie will connect automatically to your local cellular network

To set up Wi-Fi as a backup, or if you live in an area with poor or no cellular, follow these steps:



1. Press the SETTINGS icon



2. Settings: press CONNECTIVITY

3. Connectivity: press WI-FI

4. Wi-Fi screen: click on preferred network and enter password

j) When connected, Karie will light up and alert you when it's time to take your dose. Press the Delivery button to deliver your medication pouch(es)

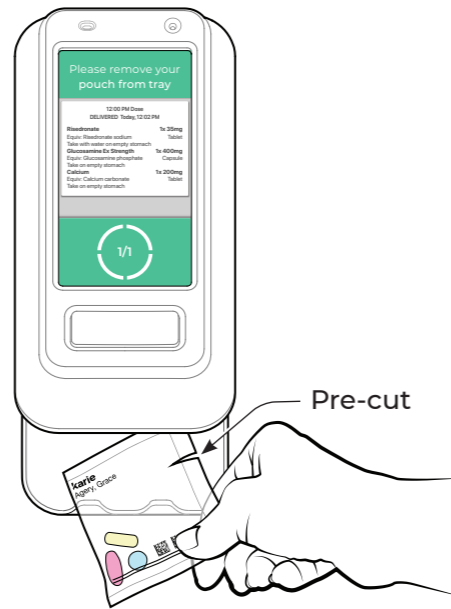


k) Pouch delivery

Wait for your medication pouch to drop onto the dose tray before taking your medication

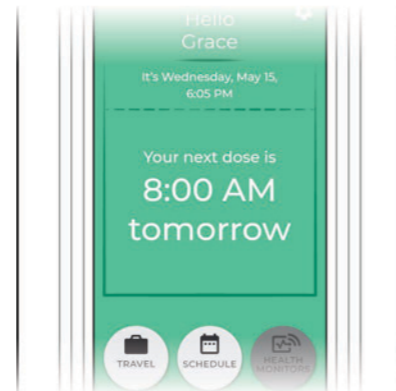
Repeat this step when more than one pouch is required for a dose time

Each pouch is pre-cut for easy opening



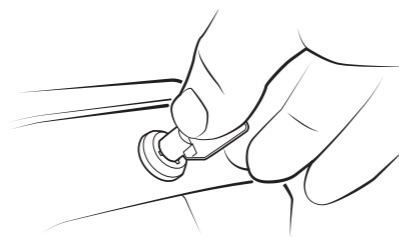
l) Karie will display the next medication dose time

Pressing the Delivery button up to 1 hour before the next dose time will deliver medication for the dose time



OPTION: Lock cartridge

The tubular key lock prevents unwanted access to medication



a) Schedule

Karie's SCHEDULE function enables you to track your medication schedule

Look back and ahead at your doses for the duration of the medication cartridge that is currently inserted into Karie



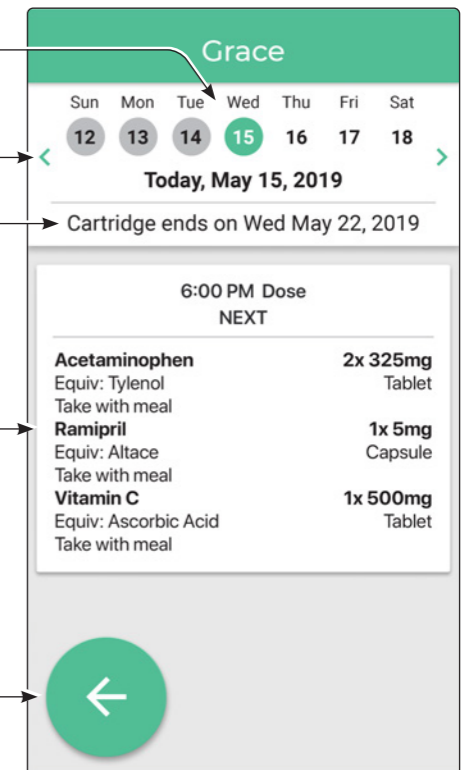
The DATE being viewed is highlighted

Press GREEN ARROWHEADS to move forward or back

Date for cartridge refill

Information and instructions for your medication dose

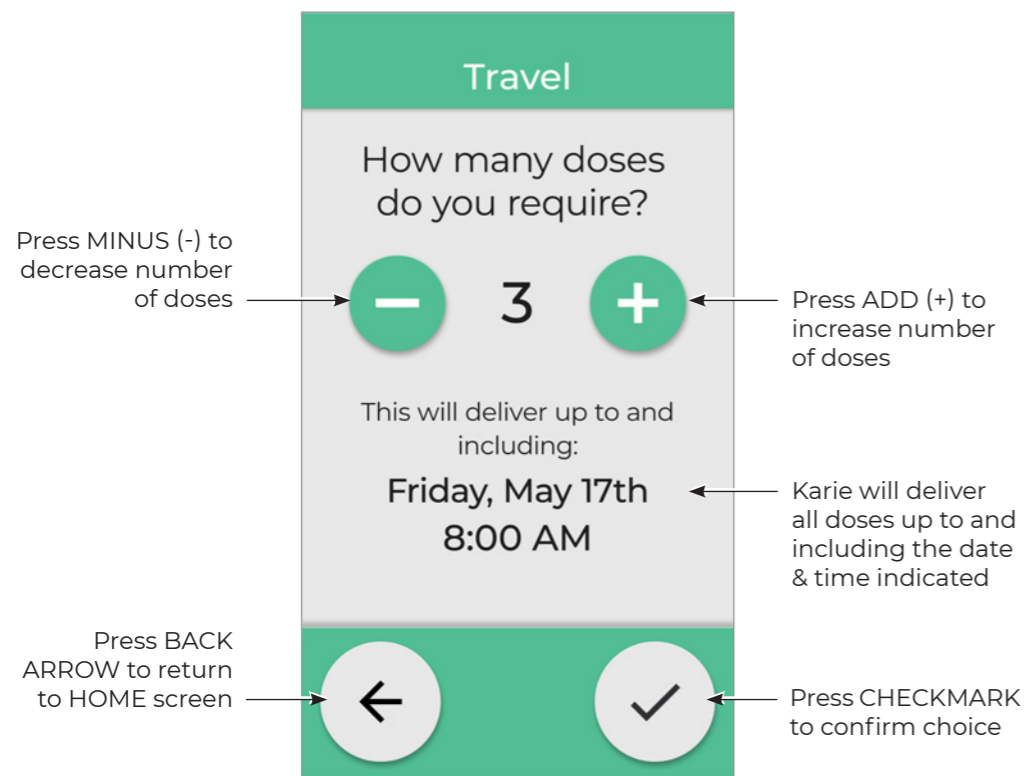
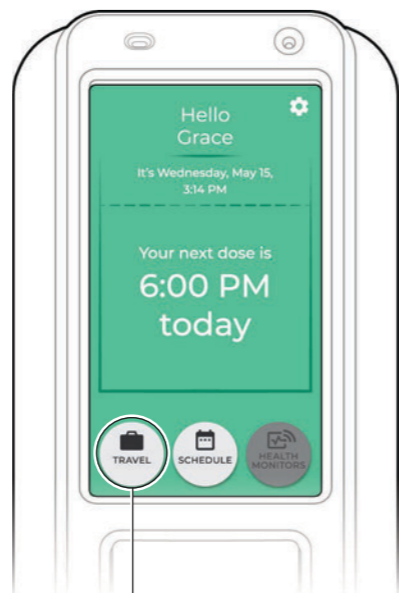
Press BACK ARROW to return to HOME screen



b) Travel

The TRAVEL function allows you to obtain doses while you are away and have no access to Karie

Select the number of doses you need while away and Karie will deliver those pouches (without the easy-open pre-cut)

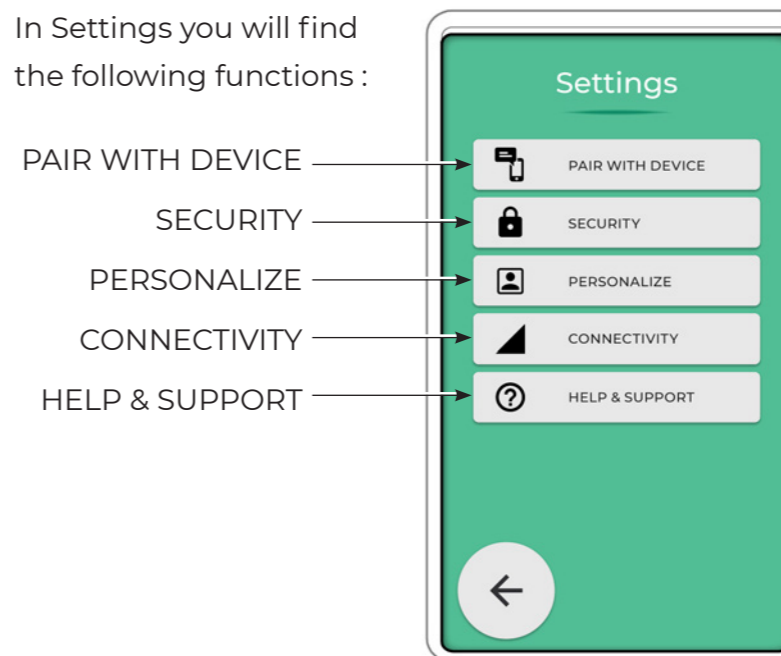


c) Settings

Access Karie's Settings by pressing the cog-shaped icon in the upper right corner of the Home screen



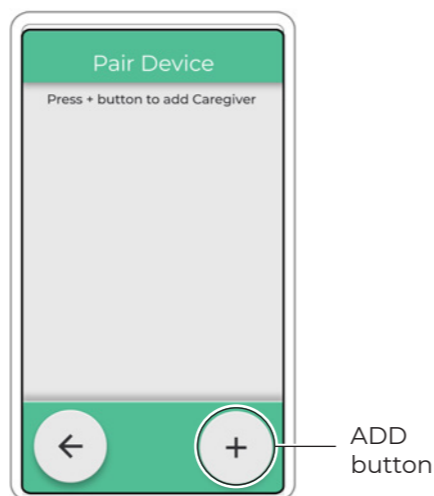
In Settings you will find the following functions:



d) Pair Device

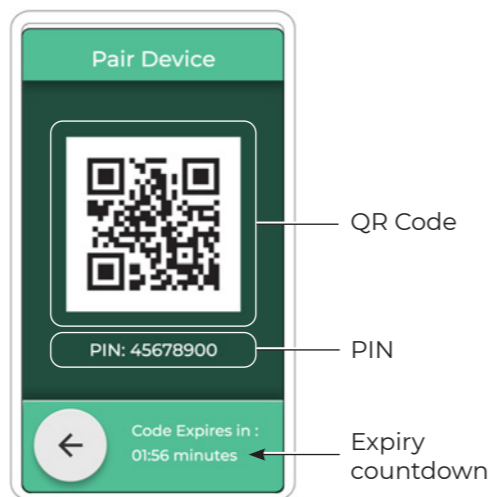
Press the ADD (+) button to pair a caregiver with your Karie

The caregiver must have the Karie Companion App installed on their mobile device



A QR Code and a PIN will be displayed: both are temporary and will expire after 2 minutes

Once they expire, you may re-generate a new QR Code and PIN



Using the Karie Companion App on the caregiver's mobile device, press the SCAN KARIE QR CODE button and scan the QR Code on Karie



Or enter the PIN that is displayed below the QR Code instead

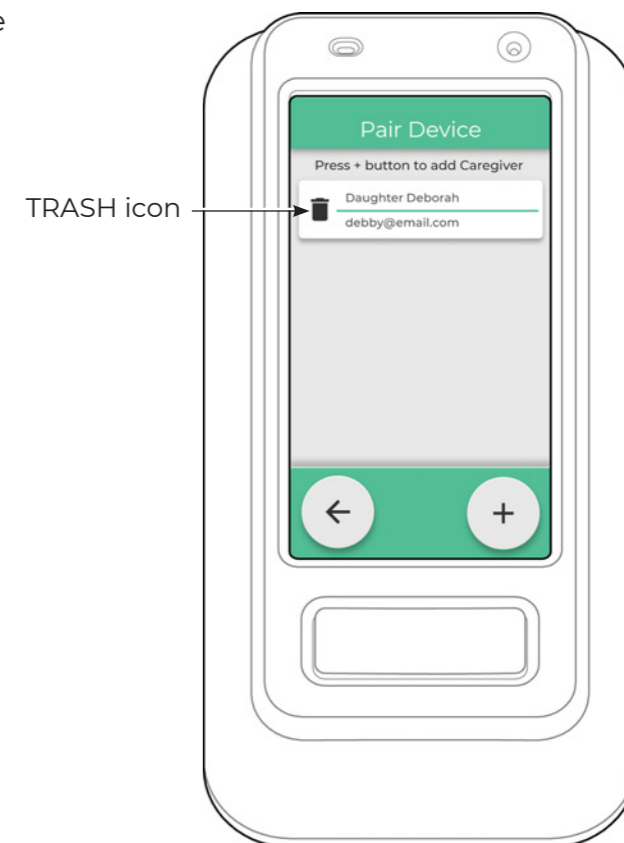


Once paired successfully, the caregiver's name will appear on Karie's Pair Device screen

There is no limit to the number of caregivers who can be added

By pairing a caregiver, the Karie user will be sharing their medication schedule with a mobile device user

The Karie user may remove/unpair a caregiver from the Karie device by pressing the TRASH icon

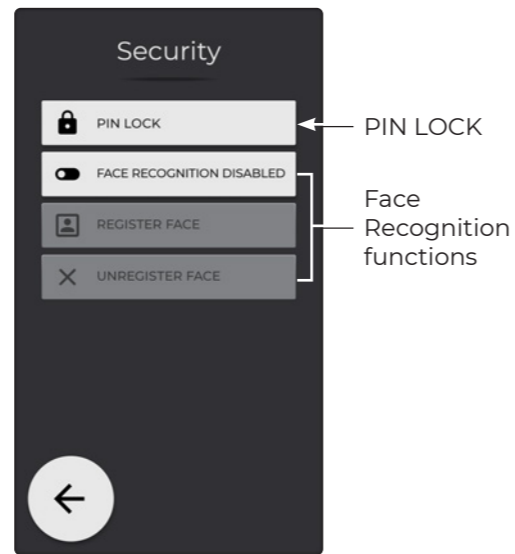


e) Security

Karie has two types of security features:

- PIN LOCK, Personal Identification Number (PIN)
- FACE RECOGNITION

PIN LOCK and FACE RECOGNITION features are disabled/ OFF by default



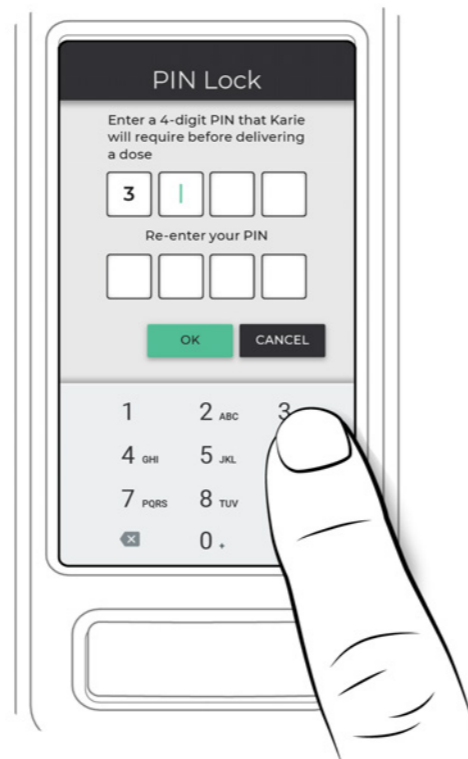
PIN LOCK

When PIN LOCK is set, the correct PIN must be entered before Karie will deliver a dose

Press PIN LOCK to set a 4-digit number
Re-enter the same 4-digit number to confirm

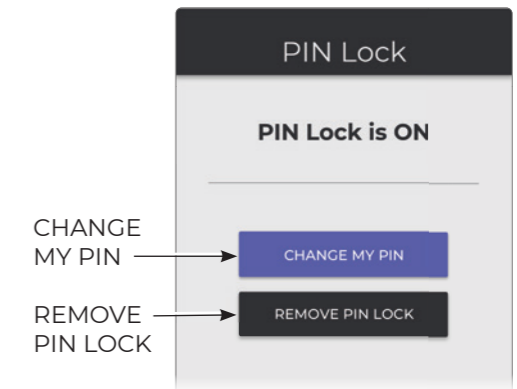
Karie will display a 'New PIN is set' message on the bottom of the Security screen

Write the entered PIN down, keep it confidential and in a safe place

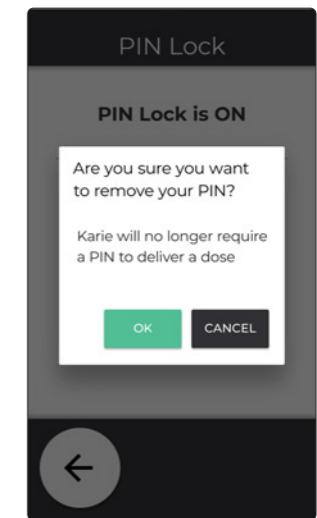


To change the PIN or remove the PIN lock, access PIN LOCK on the Security screen, under Settings

Press CHANGE MY PIN to set a new 4-digit number, re-enter the new number to confirm

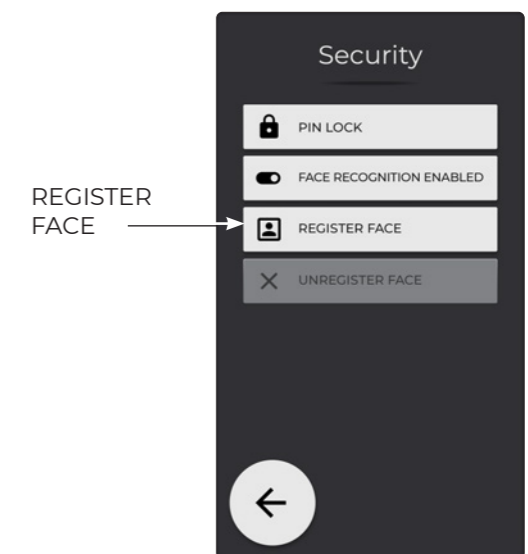


Press REMOVE PIN LOCK and confirm by pressing OK to disable the PIN LOCK. Karie will no longer require a PIN to deliver a dose



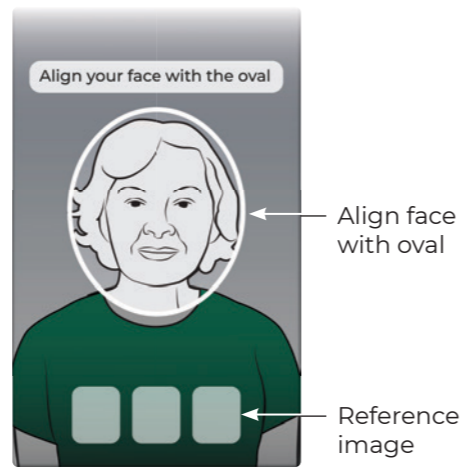
FACE RECOGNITION

1. Press FACE RECOGNITION DISABLED to turn Face Recognition ON
2. Press the REGISTER FACE button. PIN LOCK must be set, if not already set



4. Center face within the white oval on the screen

5. The oval will turn green when face is aligned – hold still and wait for the three reference images to appear



6. Once the face is registered, Karie will display a 'User Face Registered' message

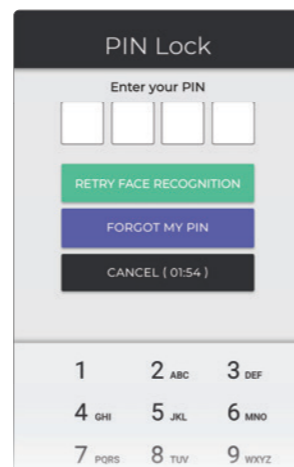
Karie will now deliver a dose only when it recognizes the user's face

Press UNREGISTER FACE to remove the existing, stored face from Karie

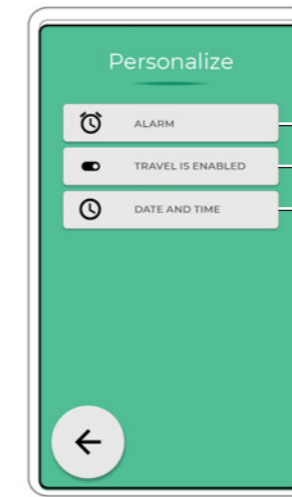


During dose delivery, if Face Recognition fails, there are 4 options:

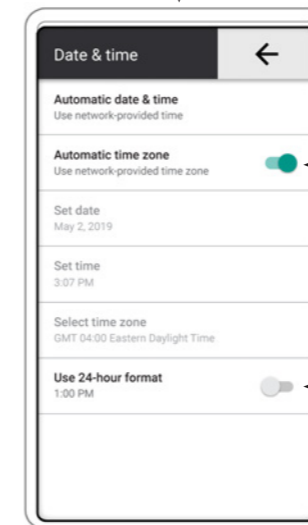
- Enter the correct PIN to bypass Face Recognition, once
- RETRY FACE RECOGNITION
- Press FORGOT MY PIN to enter/change to a new PIN
- or CANCEL



f) Personalize



Press DATE & TIME to adjust the time zone and format



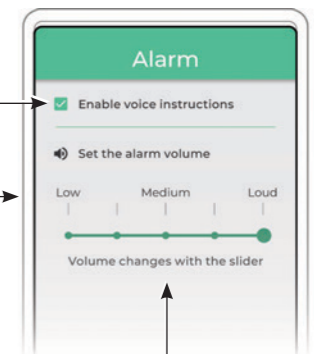
Automatic time zone is ON by default

24-hour format is OFF by default

Karie adjusts automatically to the user's time zone

A 24-hour format may be used

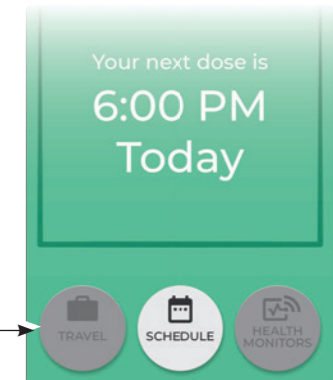
CHECKBOX for voice instructions



Use SLIDER to adjust alarm volume

Press ALARM to access voice instructions and alarm volume

Press TRAVEL IS ENABLED to disable the TRAVEL function on the HOME screen

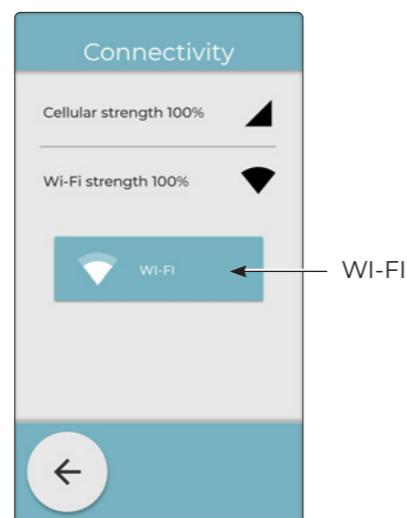


(Re-enable TRAVEL by pressing TRAVEL IS DISABLED on the Personalize screen)

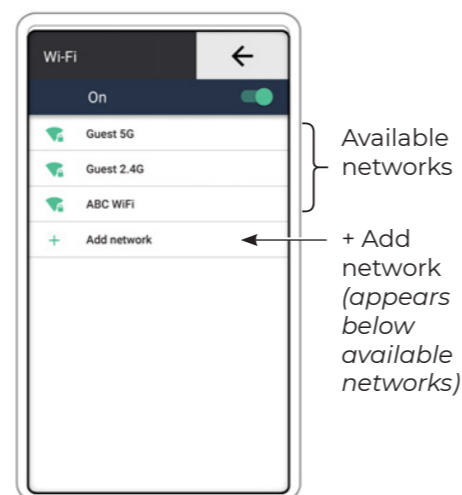
g) Connectivity

Strength of cellular and Wi-Fi connections are shown

Press the WI-FI button to manage Wi-Fi networks



Available networks screen:
click on your preferred network
and enter password
OR
press '+ Add network' to
connect to an unlisted network



+ Add network requirements:

- SSID name
- Security type
- Password

Consult your Internet Service Provider or caregiver for assistance



h) Help & Support

The telephone support number(s) and Karie ID are shown

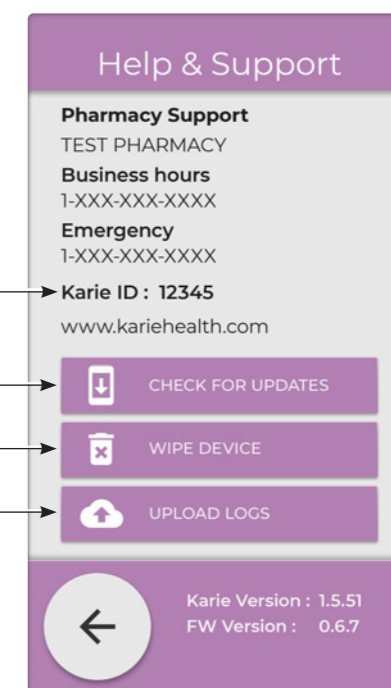
Karie ID

CHECK FOR UPDATES

WIPE DEVICE

UPLOAD LOGS

Only use these buttons under the direction of Pharmacy/Support

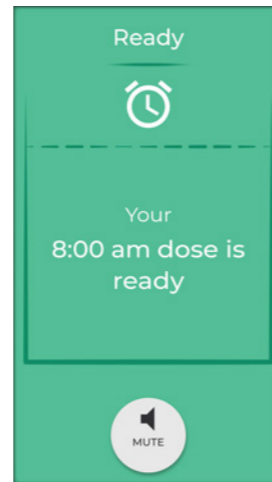


7. DOSE and ERROR SCREENS

a) Dose Ready

Karie will light up and alert you when it's time to take your dose. Press the Delivery button and wait for your medication pouch to drop onto the tray.

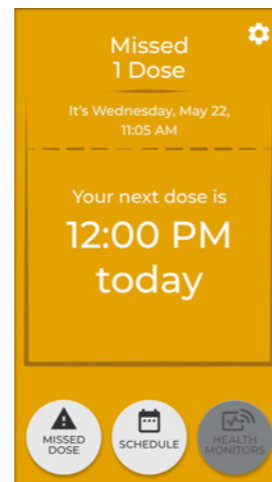
Repeat this step when more than one pouch is required for a dose time. Each pouch is pre-cut for easy opening



b) Missed Dose

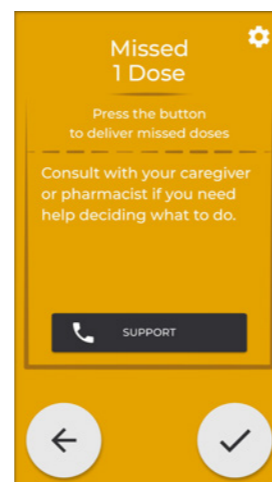
Any dose that is not delivered/taken within an hour of its scheduled delivery time is considered 'Missed'

1. The time displayed is your next dose time. Press the MISSED DOSE button in the lower left corner.



2. Press the CHECKMARK in the lower right corner OR the Delivery button to deliver missed dose(s)/pouch(es)

Consult your pharmacist for instructions on what to do with missed dose(s)



c) Unmanaged Dose Warning

A cartridge with remaining dose(s) was removed from Karie and replaced with a new medication cartridge

Unless otherwise instructed by your pharmacist, re-insert the first cartridge and finish delivering the remaining dose(s) before inserting the new cartridge



d) Dose Change Notice

The medication schedule has changed. Contact the pharmacy for information and direction

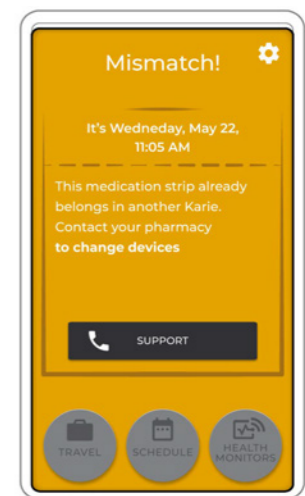
Press OK to acknowledge the notice and continue using Karie



e) Mismatch!

The inserted cartridge has been assigned to a different Karie device

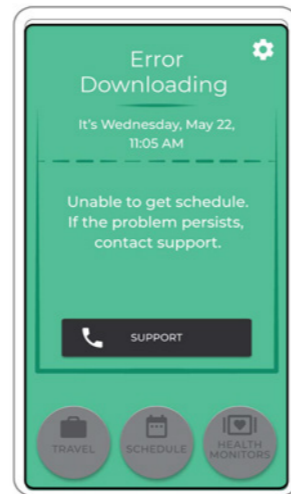
Call Pharmacy/Support for direction



f) Error Downloading

The medication schedule was not downloaded properly

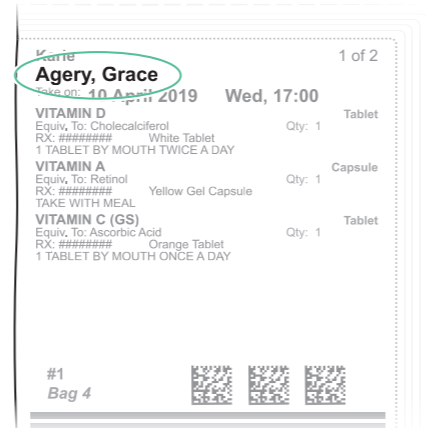
Follow the directions indicated by Karie on the screen



Before calling Pharmacy/Support for direction, remove the cartridge



Being careful to not move the medication strip, verify your name on the first pouch and re-insert the cartridge



If the same error appears AND/OR your name does not match the first pouch, call Pharmacy/Support

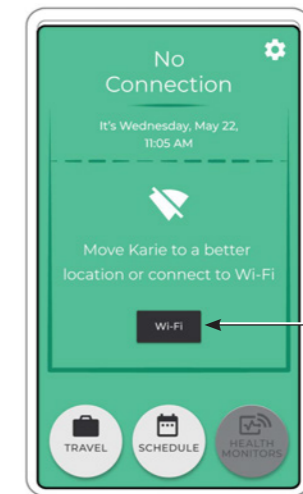
g) Other Error Screen(s)

Please call Pharmacy/Support for direction if an error screen appears that is not described in this section

NO CONNECTION

Reason: Karie is not connected to your Wi-Fi network or the cellular network. See also the Connectivity section in this manual

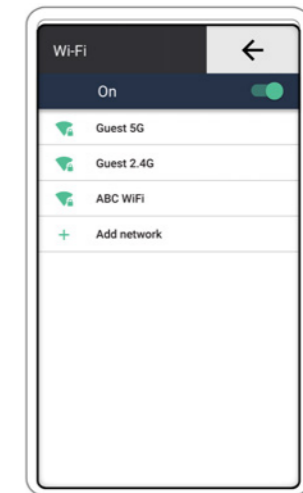
1. Press the WI-FI button



2. A list of available networks will appear. Click on your preferred network and enter password

If no Wi-Fi network is available to you, move Karie to another location in your home where the cellular signal is stronger

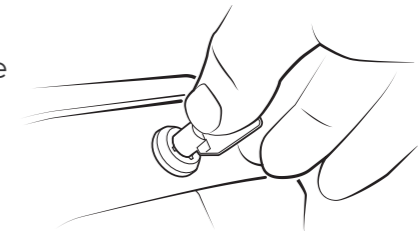
3. Call Pharmacy/Support if the No Connection screen persists



POUCH is JAMMED

1. Unlock the medication cartridge if it is locked

continued on next page



- Remove the cartridge from Karie

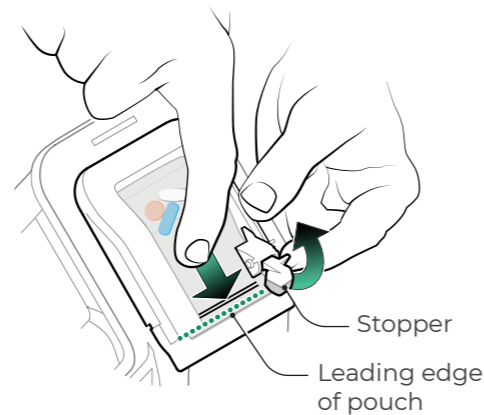


- OPTION:** If your dose is due, you may take it manually by tearing the appropriate pouch(es) from the medication strip

Confirm dose time and instructions on each of the removed pouch(es)



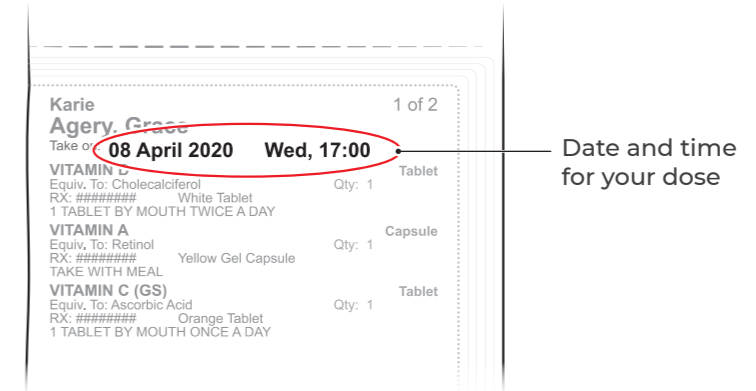
- Lift the spring-loaded stopper. Adjust the pouch so its leading edge lies parallel to but above the edge of the cartridge



- Re-insert the cartridge



- If the problem persists, call Pharmacy/Support



TOO MANY POUCHES came out

- Check the top of each pouch for the date and time of your dose (see diagram above)
- Take your medication from those pouches with the appropriate date and time
- Save any remaining unused pouches until the next dose time indicated on each pouch
- If the problem persists, call Pharmacy/Support

POUCH is CUT IN HALF

- Once you've taken your medication from the pouch, remove your cartridge from the back of Karie
- Tear off the remaining half of the pouch that was cut open
- If you see that the next leading pouch is jammed, See the steps under POUCH is JAMMED in this section
- If the problem persists, call Pharmacy/Support

KARIE IS STALLED or SCREEN is FROZEN or RESTARTING KARIE under direction of Pharmacy/Support

If Karie freezes or you are directed to restart, follow these steps:

- Ensure that Karie is plugged in
- From any screen, press and hold the Delivery button for 10 seconds until Karie turns OFF (screen turns black)
- Press and hold the Delivery button for 3 seconds and wait for Karie to restart. This may take a few minutes until you see the HOME screen
- If stall or frozen screen persists, call Pharmacy/ Support

ONE POUCH REMAINING in cartridge

1. The last pouch is a trailing pouch that should not contain medication and will not be delivered through Karie
2. If the pouch has medication, contact the pharmacy for help

WRONG NAME / MISMATCH!

1. Inserted cartridge has been assigned to a different Karie device
2. Do not ingest any medication from this cartridge
3. Call Pharmacy/Support for direction

CARTRIDGE is EMPTY

Replace empty cartridge with a new cartridge. If a new cartridge is not available, call pharmacy for direction and confirm your cartridge re-order process

My HOME has NO POWER

1. In the event of a power outage, Karie will continue to deliver medication for up to 6 hours
2. If an outage is expected to last more than 6 hours, you may deliver future doses using the TRAVEL function

KARIE has NO POWER/ is OFF

1. If Karie is plugged in but the screen is dark, check that the power cord is fully inserted into the underside of the device
2. Ensure that the power cord is plugged into a working electrical outlet
3. Press and hold the Delivery button for 3 seconds
4. If Karie fails to restart, contact Pharmacy/Support

NO BATTERY POWER

Karie's battery is meant for backup lasting up to 6 hours: keep Karie plugged in at all times

OTHER ERROR MESSAGE

If you see any other error message or screen not explained in this section, please call Pharmacy/Support

Can more than one person use a Karie device?

No – a Karie device is assigned to a single user

How many doses are in a cartridge?

A cartridge generally holds 1-2 week's worth of medication and is dependant on the number of scheduled medications: consult your pharmacist for more information

What if I miss my medication?

Any dose that is not delivered/taken within an hour of its scheduled delivery time is considered 'Missed'. Press the Checkmark in the lower right screen OR press the Delivery button to deliver missed dose(s)/pouch(es). Consult your pharmacist for instructions on deciding what to do

Your caregiver may be notified of missed doses when they use the Karie Companion App

What if I will be away from Karie when I'm supposed to take my medication?

You can verify how many doses you will need while away by pressing the SCHEDULE button on the Home screen. Then press the TRAVEL button, enter the number of doses you will need and press the Checkmark button. Karie will then deliver the pouches you need while away

What if my prescription changes?

If your prescription changes midway through a cartridge, the pharmacy may send you a dose change notice: contact the pharmacy for information and direction

How do I refill my cartridge?

Please contact the pharmacy to confirm how you will obtain new medication cartridges. Empty cartridges are re-usable: please return to pharmacy for re-use

What if Karie stops working, malfunctions or jams?

Consult the Troubleshooting section of this guide before calling Pharmacy/Support for help. If a dose is due, the cartridge may be removed and the medication taken manually: please read each pouch for dose times and instructions

As long as you receive Karie services and your device is under warranty, a replacement device will be provided if necessary

What if there is a power outage?

Karie is equipped with a battery backup: Karie will continue to deliver medication doses for up to 6 hours during an outage. It is important to keep Karie plugged in at all times

How does Karie connect?

Karie connects through Wi-Fi and—as backup—connects to a cellular network using a SIM card. It is recommended that Karie be connected to a Wi-Fi network: see the Connectivity section of this manual for instructions

How do I keep someone else from using or playing with Karie?

To prevent unwanted access to medication, lock the cartridge into the Karie device using the key provided. Face Recognition may be enabled to prevent unwanted delivery of medication at the appropriate dose time

Where do I get the Karie Companion App and how do I use it?

Download the Karie Companion App onto your mobile device from the App Store or Google Play. Launch the App and set up your account. Check your email to confirm your account. On the My Pairings screen in the App, press the ADD (+) button in the lower right corner to begin pairing your Karie device

How long will Karie last?

With normal daily use, Karie will last about 5 years

Where can I find more information about Karie?

Please visit www.kariehealth.com for more information

10. IMPORTANT HANDLING & SAFETY INFORMATION

Please read all safety and operating instructions carefully before installation and use, and keep these instructions handy for future reference. Take special note of all warnings listed in these instructions and on Karie

a) Common Care

Check Karie and the power adapter regularly. Do not use Karie if there is any sign of damage. Only operate in accordance with the instructions in this manual. Do not insert any body part or foreign object inside the device

b) Keep Out of Reach of Children

Karie contains medication only intended for the Karie user

c) Avoid Internal Parts

Karie contains an internal cut mechanism. Do not reach inside the Karie device

d) Power Cable and Plug Protection

Use only the power adapter supplied with this unit. Never use a frayed or damaged power cord. Keep power cord out of the way so that it is not walked on, tripped on or pinched by items placed upon or against it. Keep the area clear where the power cord exits the device and plugs into an outlet. Handle the power cord with care: never try to force the plug into an outlet or bend the prongs

e) Indoor Use Only

Karie is not intended for outdoor use. Place Karie in an indoor living area, on a hard, dry surface. Do not expose Karie to direct sunlight or store Karie in a closed car that is in direct sunlight. Do not store Karie in an area with strong magnetic fields or excessive vibration.

f) Avoid Battery Handling

Karie has a non-removable, rechargeable battery. Do not attempt to replace the battery yourself; this could result in damage to the battery and potential overheating. The battery should only be replaced by authorized service personnel.

g) Disconnect Karie in Case of Malfunction

If you smell or notice smoke, disconnect the power adapter immediately. Contact Karie Support before any future operation. Only use the power adapter provided with Karie. Another type of adapter may damage the device, cause a fire or electric shock

h) Keep Away from Water and Moisture

Keep Karie dry. Liquids and moisture can damage the device. If a liquid leaks into Karie, discontinue use. To reduce the risk of electrical shock, do not place Karie in or near water or other liquids, or expose it to rain

i) Cleaning Instruction

Karie should be cleaned gently using a clean microfiber screen-cleaning cloth. Do not use a dampened or wet cloth, solvents, or cleaning products to clean Karie. Do not attempt to clean any internal part of the device

j) Avoid Heat or Extreme Temperatures

Extreme temperatures can damage Karie: do not leave the device where it may be subjected to high temperatures—above 55° C—or very cold temperatures—below 5° C. Keep Karie away from radiators, electric heaters, stoves or other appliances that produce heat. Do not place Karie next to a ventilation register or an air conditioner

k) Ensure Proper Ventilation

Karie should be placed so its location does not interfere with its proper ventilation. Do not remove any exterior covers from Karie

l) Do Not Attempt to Service Karie

Only qualified personnel are allowed to service or repair Karie. If Karie is damaged, malfunctions, or comes in contact with liquid, contact your Karie dealer or pharmacy

m) Proper Disposal

Do not dispose of Karie as general waste. Contact your municipal authority for the proper disposal method

n) Questions?

Visit www.kariehealth.com or contact Pharmacy/Support. Go to Help & Support under Settings for Pharmacy contact information

Name

Karie

Model

Karie

Battery

Karie has a rechargeable battery that is not removable. In the event of a power outage, the system continues to deliver medication until the battery charge is exhausted

The battery is not removable: check the battery periodically by unplugging Karie, verifying that the device is working and noting the battery charge icon on the screen

Power Requirements

- Voltage: 110-220V AC
- Power: 50W max
- Frequency: 50-60 Hz
- Backup battery: Lithium-ion

CPU

- Processor: Quad-core 1.5 GHz
- Memory: 1GB + 8GB
- Operating System: Android 7.0

Peripherals

- Display: 5.5", HD 720 x 1280 IPS, 5 Point Touch Panel
- Camera: 5 MP AF with face detection
- Microphone: Omnidirectional
- Speaker: Yes

Security

- All inbound ports closed, allowing outbound traffic to AceAge Cloud Platform Services only
- User input through captive screen only

- Communication with AceAge Cloud Platform Services uses Transport Level Security with AES 256 encryption

Device dimensions

- 272 mm long
- 218 mm high
- 115 mm wide

Environmental Conditions

- Indoor use only
- Operating Temperature: 5°C to 40°C
- Storage Temperature: -20°C to 45°C
- Humidity: Max 80% RH up to 31°C decreasing linearly to 50% RH at 40°C

For more information about Karie, please visit www.kariehealth.com

Go to Help & Support under Settings on the Karie device for Pharmacy/Support contact information and the Karie ID



Powered by
AceAge

835 Harrington Ct
Burlington, ON L7N 3P3
www.aceage.com

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