Total Linked Care

By
As Directed Plus, LLC

User Guide

Model: TLC1

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Read ALL the information in this guide and any other literature in the box or online before operating the unit.

Intended Use Statement

Total Linked Care (TLC) is intended for use by single or multiple users.

TLC is intended for the purposes of:

a) Providing alerts to the user, recipient(s), and/or family care providers for pre-determined medication and/or nutritional supplement dosing schedules, and

b) Dispensing the appropriate dosage forms (pills, capsules, etc.) of solid medication and/or nutritional supplements which are preloaded by care provider into dose packages and placed in cartridge by dosing time.

c) TLC is not a replacement for the guidance from healthcare professionals nor intended to replace an attentive caregiver, should one be required by the user.

d) TLC cannot guarantee accuracy of medication dispensed due to potential human error and/or mechanical and software discrepancies.

e) If the end user is incapable of verifying the medication accuracy, please ensure that the dispense accuracy is verified by person(s) trusted by the end user, i.e. a caregiver and/or a healthcare professional.

TLC Dispenser Safety & Important Information

1. Do not place the TLC outside. The TLC must be placed in an indoor living area only.

2. The TLC Dispenser should be placed on a hard-flat surface, in locations and at heights where the camera has enough field of view to take a facial picture and where the camera has enough light to operate.

3. The TLC Dispenser must be placed out of reach of children.

4. Do not place the TLC Dispenser into an electrical outlet that is controlled by a wall switch, as someone could accidently turn it off.

5. Do not let the power supply cord touch hot, wet or damp surfaces.

6. Do not mount the TLC Dispenser near gas or electric heaters.

7. The use of accessory equipment not recommended by the manufacturer may cause an unsafe condition and void product warranty.

8. Do not use for other than the intended purpose.

9. All servicing should be performed by qualified service personnel.

10. This TLC Dispenser is not intended to be a diagnostic Dispenser.

11. This TLC Dispenser is not intended to be a life-saving Dispenser.

12. Always make sure your TLC Dispenser is plugged into a power outlet, even though it has a backup battery.

13. Do not place the TLC Dispenser inside a dishwasher or any other appliance with moisture, heat or humidity.

14. Do not wash the TLC Dispenser screen with cleaning solutions. Use a dry microfiber cloth or a designated screen cleaner.

15. The outer cabinet can be cleaned with Clorox/cleaning wipes when needed.

Medication Important Information

1. Accuracy in loading the medication into TLC Dispenser is critical. Always double check the medication prior to loading the dose packages into the cassette. Check with your pharmacist and/or physician about packaging medication by dose times.

2. Do not load lifesaving medication into the TLC Dispenser. This type of medication must be kept separate for emergency situations.

3. Do not store any liquid medication or meds that require refrigeration inside the TLC Dispenser.

Warnings

- Do not overload power outlets. Plug the TLC Dispenser into the appropriate 110 voltage outlet and do not remove battery.

- Do not disassemble the TLC Dispenser in anyway besides the removal of the cassette to load/reload dose packages.

- Do not plug or unplug the power cord into the electrical outlet with wet hands.

- For product available in the USA/Canada market, only channel 1-11 can be operated. Selection of other channels is not possible.

FCC Statement

This TLC Dispenser complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) this TLC Dispenser may not cause harmful interference, and (2) this TLC Dispenser must accept any interference received, including interference that may cause undesired operation. NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital Dispenser, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in an installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

•Consult the dealer or an experienced radio/TV technician for help

.

FCC Caution

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the TLC Dispenser.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

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Introduction

Welcome to Total Linked Care (TLC), brought to you by As Directed Plus, LLC.

Total Linked Care is a connected care service for individuals who desire a simple and secure way of managing and taking daily medications. Our patented dispenser utilizes our cartridge and dose package dispensing method which features our remote personal monitoring caregiver software.

Once the TLC Dispenser is set up and filled with dose packages (containing desired medication(s), it will securely dispense medications upon answering the alarms (by completely pulling open the drawer) at the designated times. You can even program it to remind you/loved one to walk the dog, eat lunch or to get ready for a doctor's appointment.

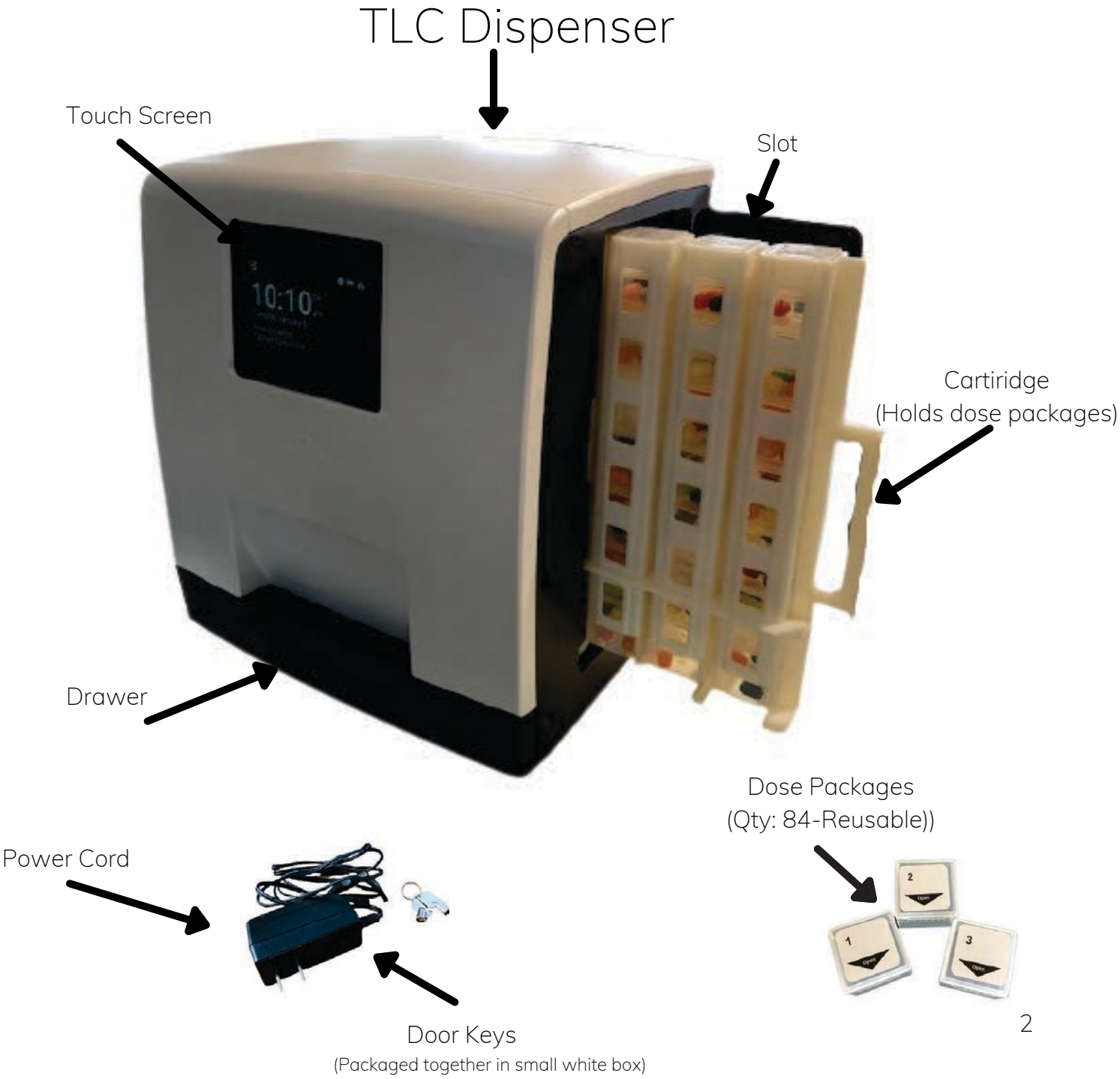
The TLC Dispenser comes with a cartridge that can hold 84 dose packages. Each dose package can hold between 10-15 pills depending on pill size. This allows for multiple doses to be scheduled throughout the day. The TLC Dispenser can dispense all solid medications which include pills of all different shapes and sizes, including half pills. Because of the reminder notifications, it can also remind you to take any liquid medications or medications that have special storage requirements.

Because of the 24/7 connectivity, if you/or your loved one miss a dose, a designated contact will be notified and can take the appropriate action necessary, including reprogramming the missed dose while the recipient is standing in front of the TLC Dispenser.

The TLC Dispenser does not dispense the dose package unless the alarm is answered by touching the screen and the drawer is pulled opened. Dispensing of the dose packages requires action. It will not automatically dispense.

What's in the box/getting to know your TLC Dispenser

- TLC Dispenser
- 1 Cartridge(with 84 reusable dose packages)
- 1 plug in cord & door keys



The Cartridge & Dose Packages

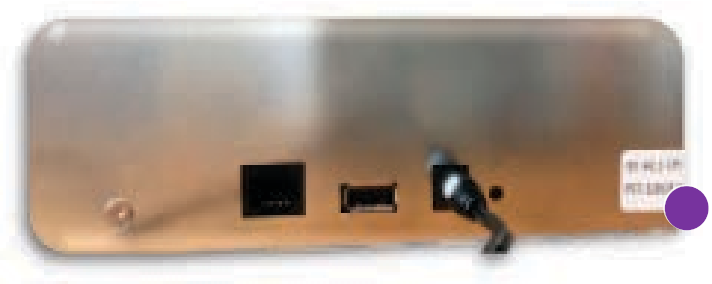
The TLC Dispenser cartridge is where medications and/or supplements are stored for dispensing via our patented dose package delivery system. There are 14 doses per slot and 6 slots in each cartridge. Each dose package can hold approximately 10-15 pills depending on the size and shape of the pill.

This high-capacity cartridge, management software and patented dose package give the TLC Dispenser the ability to serve more than one user.

Powering On the TLC Dispenser

The TLC Dispenser must be placed on a flat dry surface away from moisture, direct sunlight and heat.

The TLC dispenser DOES NOT have an on/off button. You must unplug the dispenser before you will see the Power Off Icon.



Insert power cord into back of dispenser. Then plug the other end into wall outlet. Note: *Dispenser does not have a power button.*

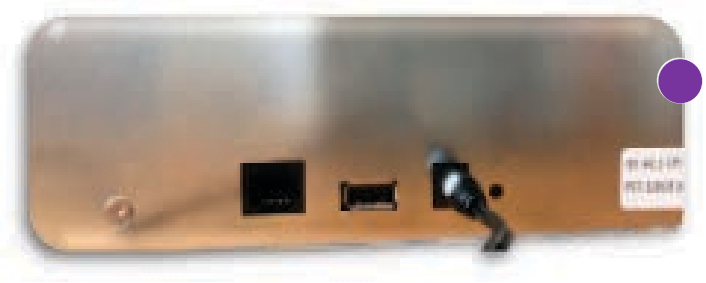
Cord is found in small white box.

After plugging in the dispenser, the screen will light up. This process should only take a few minutes.

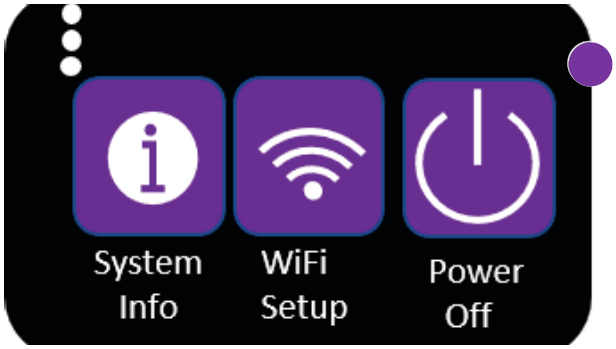
Display screen will show yellow warning icon once dispenser is booted up before Wi-Fi is connected.

Powering Off the TLC Dispenser

The TLC dispenser DOES NOT have an on/off button. You must unplug the dispenser before you will see the Power Off Icon.



Note: *Dispenser does not have a power button. Disconnect the power cord from power source.*

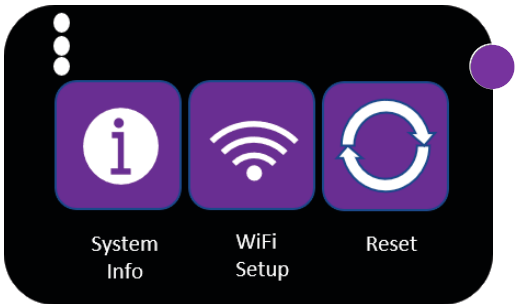


This display screen will come up after unplugging the dispenser from power source. Touch the Power Off Icon.

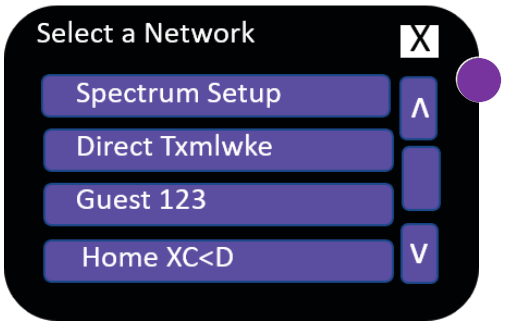
Touch Yes, to turn off dispenser.

Connecting to Wi-Fi

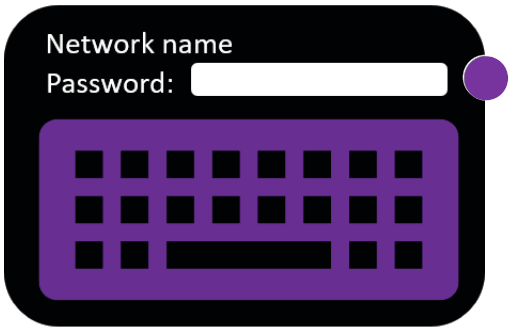
Touch menu bar in upper left corner of screen.



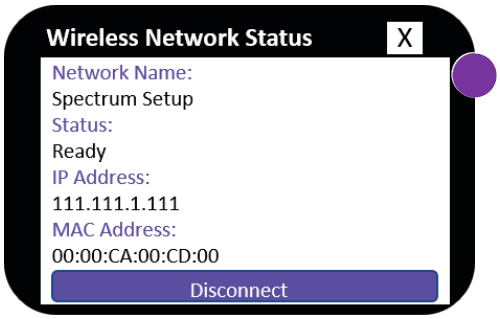
Touch Wi-Fi set up icon.



Select your Wi-Fi network from menu.

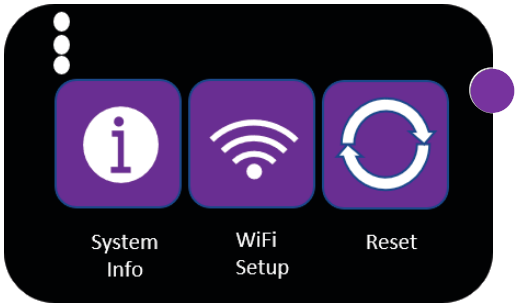


Type in Network Password and then press continue (case sensitive).



Successful connection will show Wireless Network Status screen. Touch X to close.

Connecting to Wi-Fi - Continued



Touch menu dots to return to home screen.

The network connection icon will appear in the upper right corner of the screen upon successful connection.

If the yellow warning icon is present, touch the menu bar and select the reset icon. This will reboot the dispenser and connect it to the Wi-Fil

Home Screen-Main Menu Items

This section explains the TLC Dispenser main menu items.

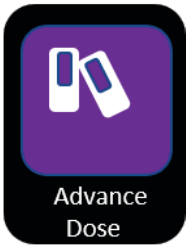
Screen Icons

System Info: Details information about the dispenser.

Wi-Fi Setup: Used to set up dispenser to Wi-Fi..

Reset: Used to reboot the dispenser.

Power Off: Used to turn off dispenser. Icon will not appear until dispenser has been unplugged from power source.



Advance Dose: Used to advance dose if not going to be by dispenser for dispense time. Icon will not appear until feature has been chosen during programming.

Removing the Cartridge

Place dispenser on counter/flat surface. Unlock side door (key located in small white box with power cord).

Pull out cartridge using handle. Slide cartridge out of dispenser and set aside. Close door.

Filing the Dose Packages

In this illustration, we will explain how the dose packages can be filled and loaded into the cartridge.

Illustration Purposes Only

·Have medications/vitamins that will be dispensed together ready (example: mom's 8 am dose)

- Lay out 14 (qty) - #1 dose packages.

·Put one of each medication/vitamin in each dose package. Per doctor instructions.

- In above example, there would be 4 pills in each dose package.

·Once you have filled each dose package for a particular dispensing time, place them in the corresponding slot. Insert first does package from bottom, then proceed from the top.

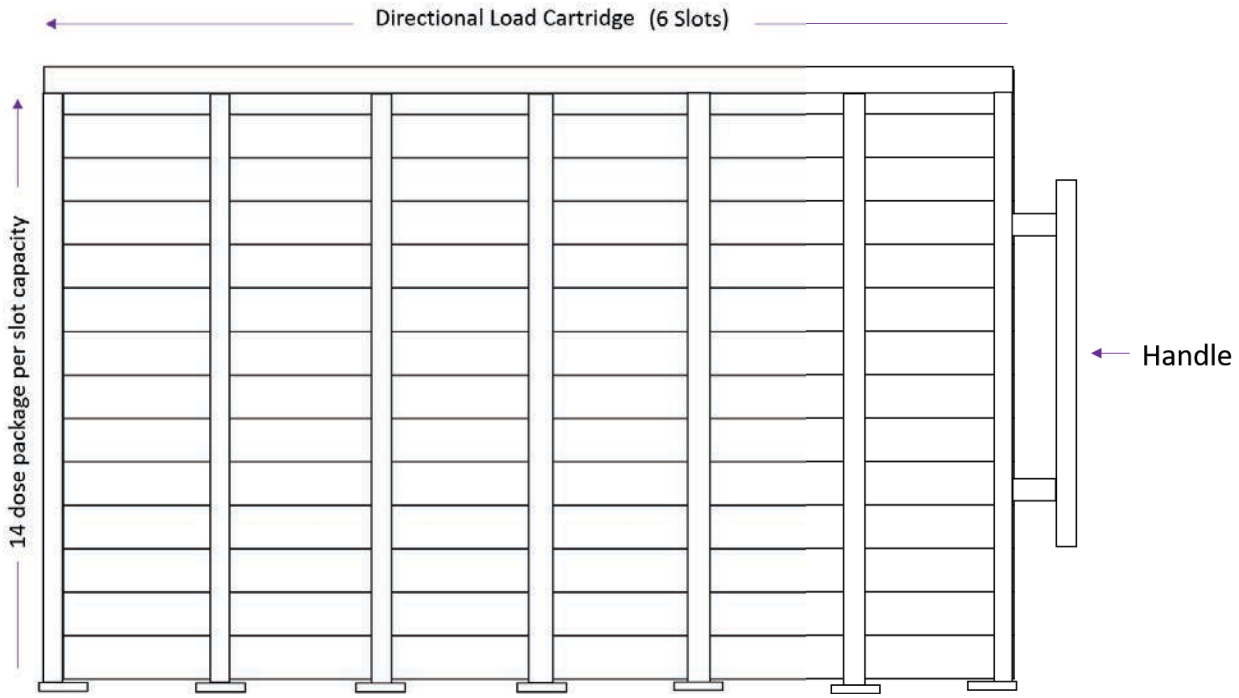
- In above example, all 14 dose packages would be placed in Slot 1 which has been programmed for an 8 am dispensing time through www.doseconnect.com.

·This step would need to be repeated for each dose time that is needed.

Watch tutorial videos under the Support tab after logging into your account at www.doseconnect.com.

Loading Cartridge with Dose Packages

Load all matching numbered dose packages in corresponding numbered slots (14 dose packages fit in each slot). Make sure to insert the first dose package from the bottom and then drop them from the top in random facing order.



Cartridge Layout

- 1 cartridge
- 6 cartridge slots
- 14 dose packages per slot
- Fully filled, cartridge can hold 84 dose packages

A cartridge slot represents a dose time. Dose packages are numbered to correspond to a numbered cartridge slot.

Example:

- Cartridge Slot 1 is for dose time of 8 am
- Cartridge Slot 2 is for dose time of 12 pm
- Cartridge Slot 3 is for dose time of 6 pm

The cartridge slot dispensing is controlled by the software. The caregiver sets a start and end date for each slot. A care recipient taking 3 doses per day can receive daily doses for four weeks.

Inserting Cartridge into TLC Dispenser

Push the cartridge back in place through side door once it is filled with dose packages. Lock door.

Connecting to Doseconnect.com

Welcome to Total Linked Care!

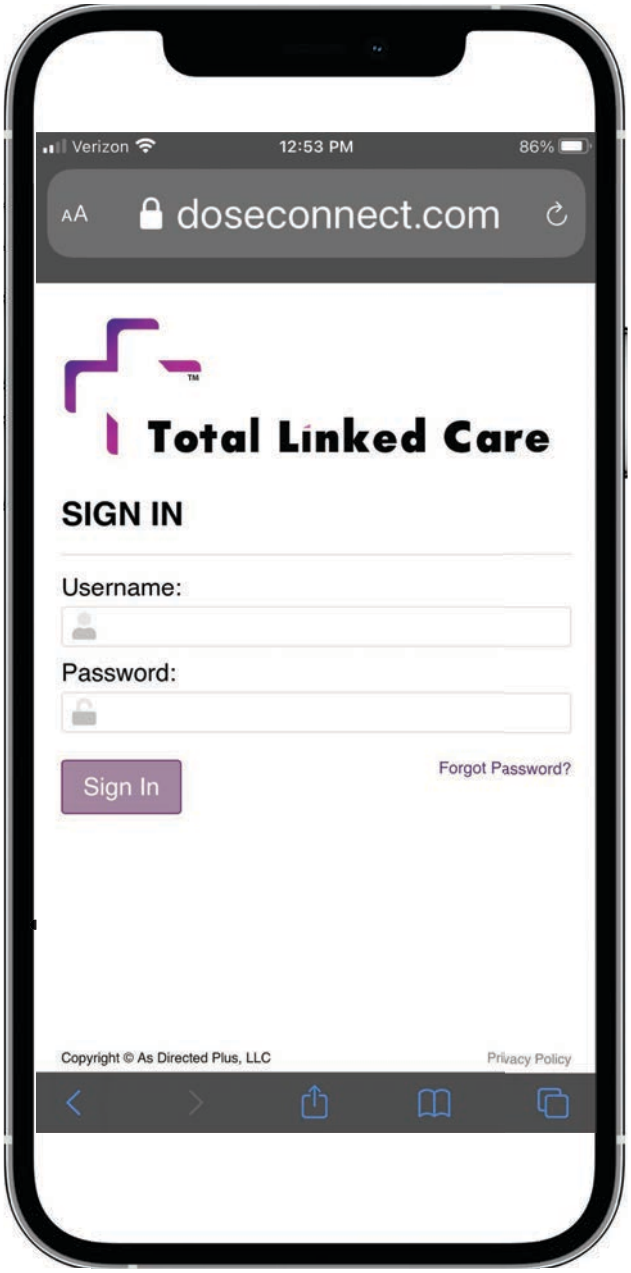
Doseconnect.com is our secure online software program that you will use to manage the TLC Dispenser. Go to www.doseconnect.com to access your account.

To sign into your account, just type in your username and password (which was provided via email).

Doseconnect.com Home Screen

Type in your Username

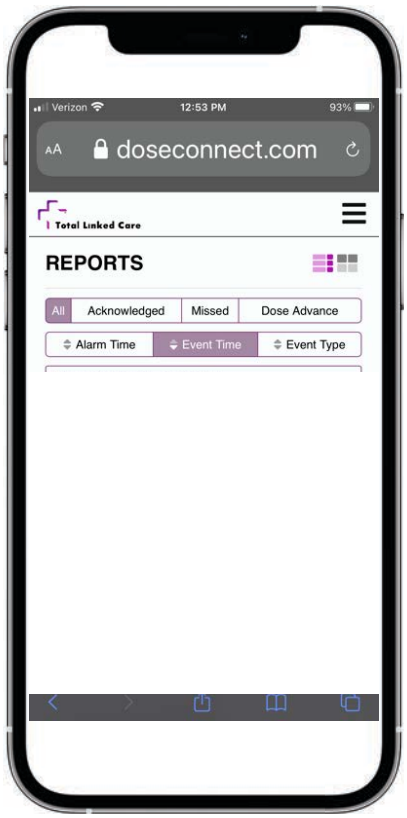
Type in your temporary password and you will be promoted to immediately change your password. Follow the onscreen prompts.



Initial Doseconnect.com Log-In Screen

Doseconnect.com Reports Home Screen

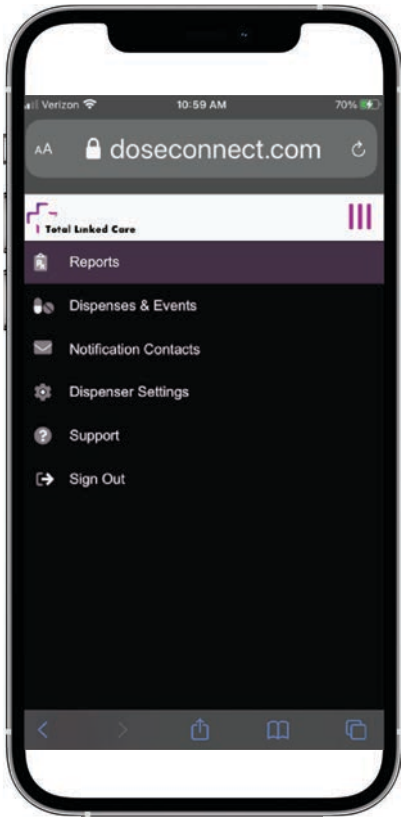
After you log-in to doseconnect.com, you will immediately see the Reports Home screen. You will need to select the Main Menu Bar.



Select the Main Menu Bar, this will bring you to the Main Menu Home Screen.

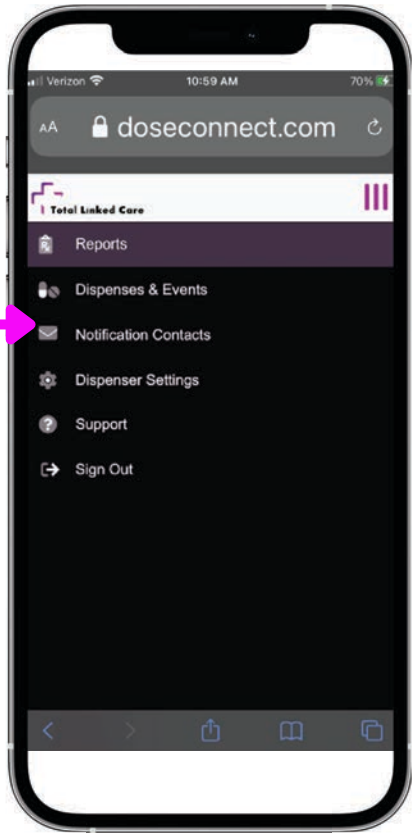
Doseconnect.com Main Menu Home Screen.

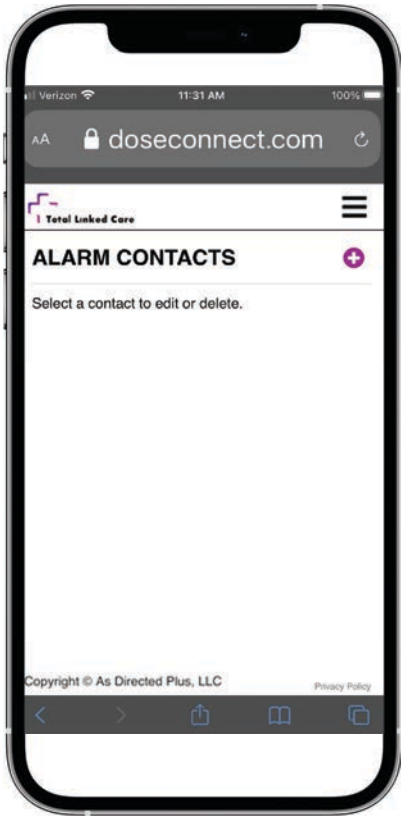
Main Menu Options



Doseconnect.com: Setting Up & Adding Notification Alarm Contacts

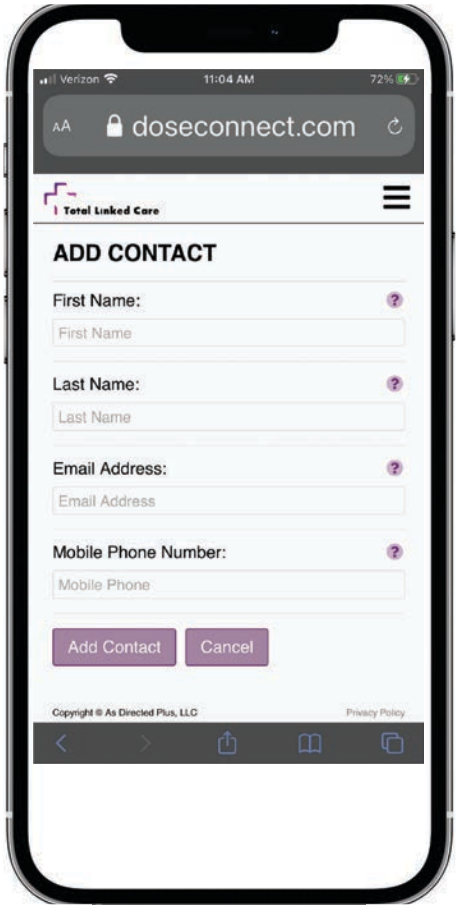
Select Notification Contacts on Main Menu





Click on Plus sign to edit/create alarm contacts

Doseconnect.com: Setting Up & Adding Notification Alarm Contacts Continued



Add contact information per field boxes

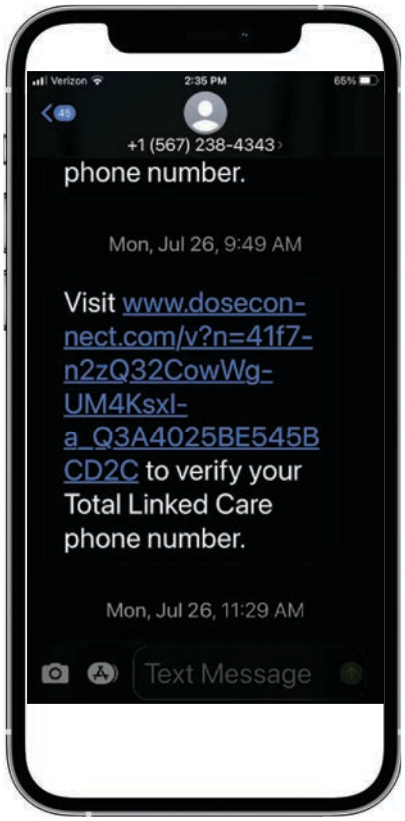
- First Name
- Last Name
- Email Address
- Mobile Phone Number

Click on "Add Contact" to make sure information is saved

Continue this step for additional contacts to include recipient if you want them to be able to receive reminders on their phone.

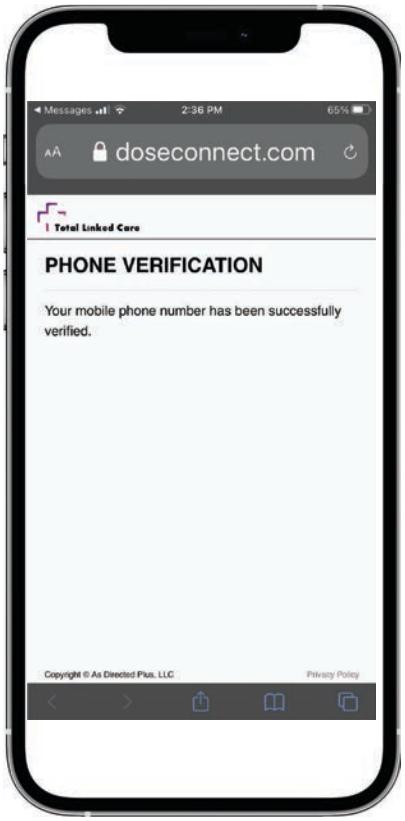
Note

If you have any questions about each feature, hover over ? for a brief pop up description.



Note

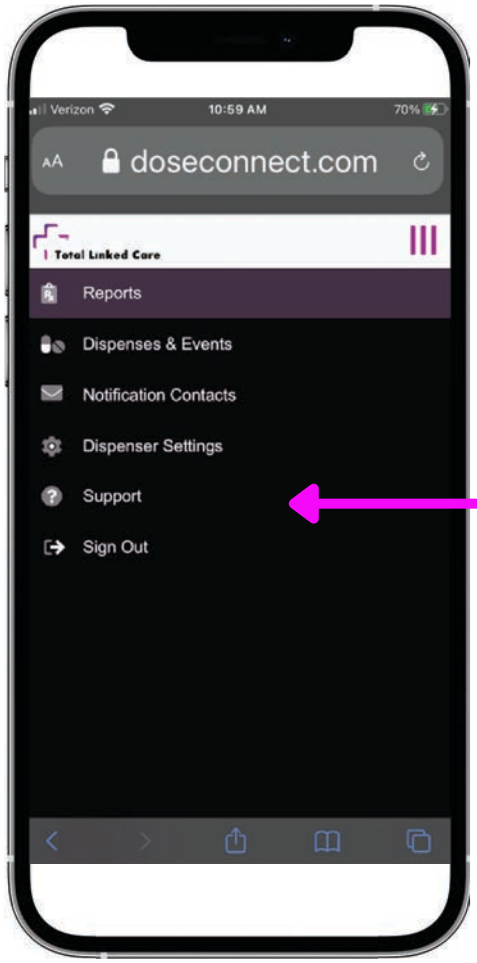
New contact will get a message to verify email/phone.



Doseconnect.com: Dispenser Settings

Select Dispenser Settings

Once dispenser contacts have been added. It is time to set up dispenser settings.This is where you will find all the dispenser setting options and personalization features.



Select Dispenser Settings

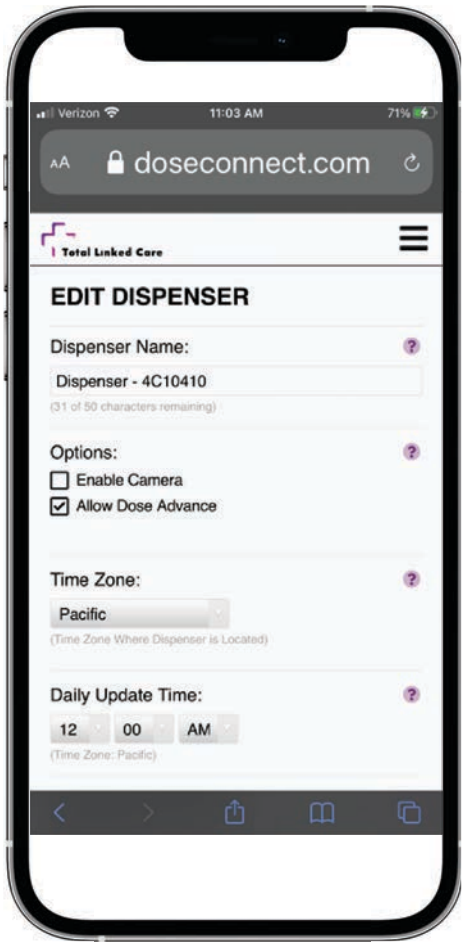
Select Dispenser Settings Main Screen

Click on Edit

Once you click on Edit, you will be able to personalize the dispenser with many options. Remember, if you don't know what the option does, just click on the little ? symbol. An explanation of the feature will pop up.

Doseconnect.com: Dispenser Settings

Personalization Options



Dispenser Name:

- Optionally, rename dispenser to easily identify

TIme Zone:

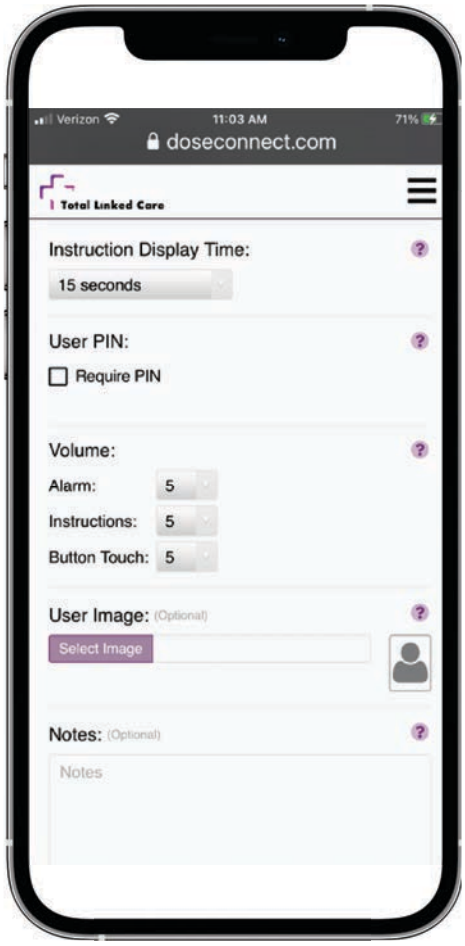
- Confirm time zone is correct based on dispenser location

Options:

- Select the "Enable Camera" checkbox to capture an image of the recipient upon each dispense event
- Select the "Allow Dose Advance" checkbox to allow recipient to dispense dose prior to the set dispense event time

Daily Update Time:

- Choose time for daily software updates (default time is 12:00am)



Instruction Display Time:

- Select the amount of time that instructions are to be displayed after medication has been dispensed

Volume:

- Select the volume for the alarm, instructions and button touch audio

User PIN:

- Select the "Require PIN" checkbox to require the user to use a PIN to dispense medication
- If a PIN is required, a 4-digit PIN must be specified

User Image:

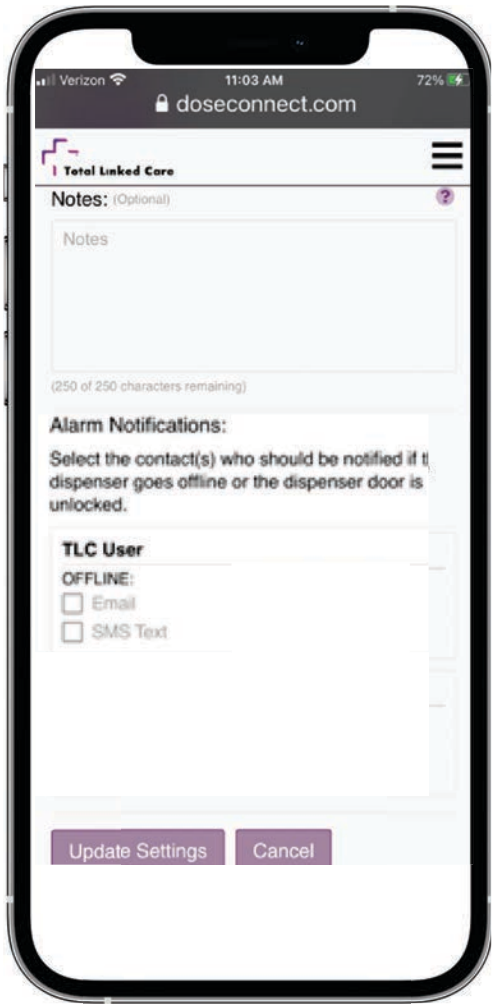
- Optionally upload an image of the person using the dispenser

Notes:

- Optionally, add any notes associated with the dispenser

Doseconnect.com: Dispenser Settings

Personalization Options-continued



Notes:

- Optionally, add any notes associated with the dispenser

Alarm Notifications:

- Choose contact in case dispenser goes offline
- Contact must first be set up under Notification Contacts

Update Settings:

- Click on "Update Settings" to make all the changes

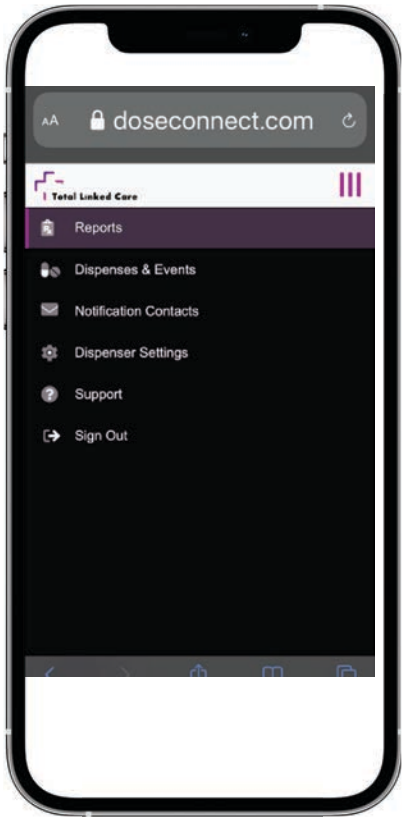
Note

If you have any questions about each feature, hover over ? for a brief pop up description.

Doseconnect.com: Setting Dispenses & Events

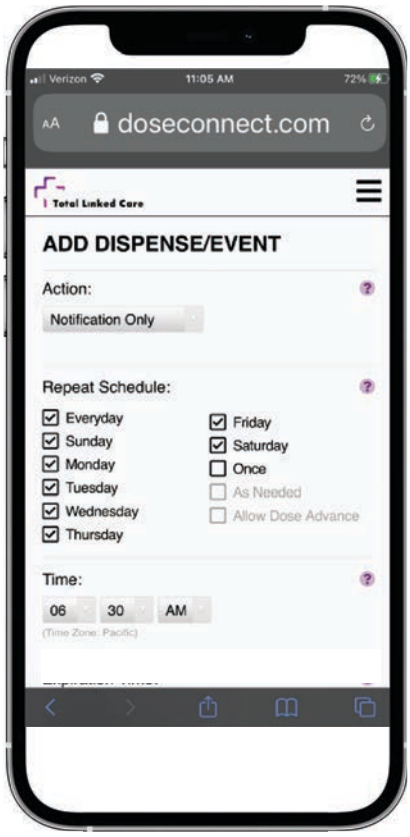
MainMenu Screen

Select Dispense & Events to start adding alarms/notifications



Click on purple plus sign to add/edit dispenses and alarms.

Doseconnect.com: Adding Dispenses & Events



Action:

- Select the type of alarm via drop down menu. Notification Only-no dispensing; Slot 1 -6 for dispensing

Repeat Schedule:

- Select the frequency of the alarm (default is everyday)

Time:

- Select the time for the desired alarm

Note

If you have any questions about each feature, hover over ? for a brief pop up description.

Expiration Time:

- Select the alarm duration

Start Date:

- Select the date to start alarm

End Date:

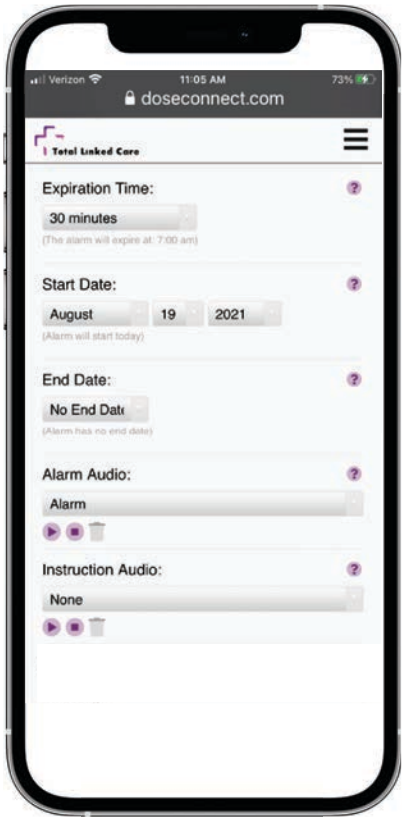
- Select date to end alarm

Alarm Audio:

- Select which alarm audio (default set to buzzer sound)

Instruction Audio:

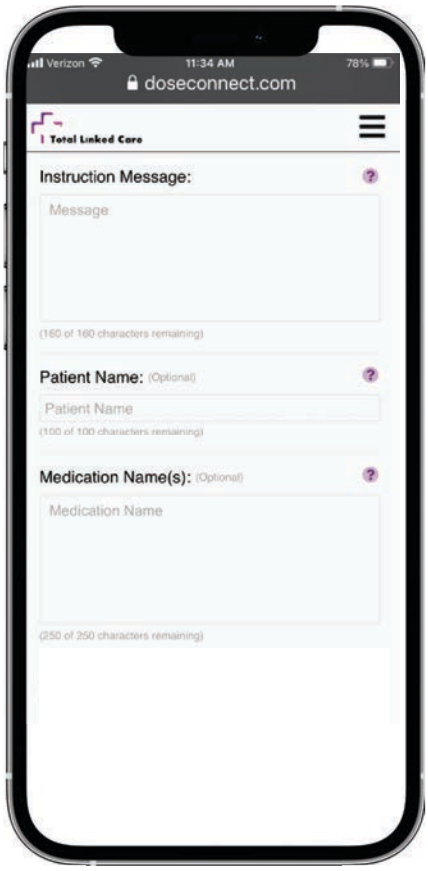
- Select which instruction audio (default set to none)



Note

If creating a new audio/instruction alarm, you can use an android phone, tablet or computer to record a new audio alarm. Iphone will NOT work.

Doseconnect.com: Adding Dispenses & Events



Instruction Message:

- Optionally add any instructions to be displayed on screen at time of alarm

Patient Name:

- Optionally add patient name to show up on reports and if managing more than one dispenser

Medication Name:

- Optionally add any medication name to alarm details. This information will show on reports and Dose Advance screens if added

Note

If you have any questions about each feature, hover over ? for a brief pop up description.

Medication Information/Notes:

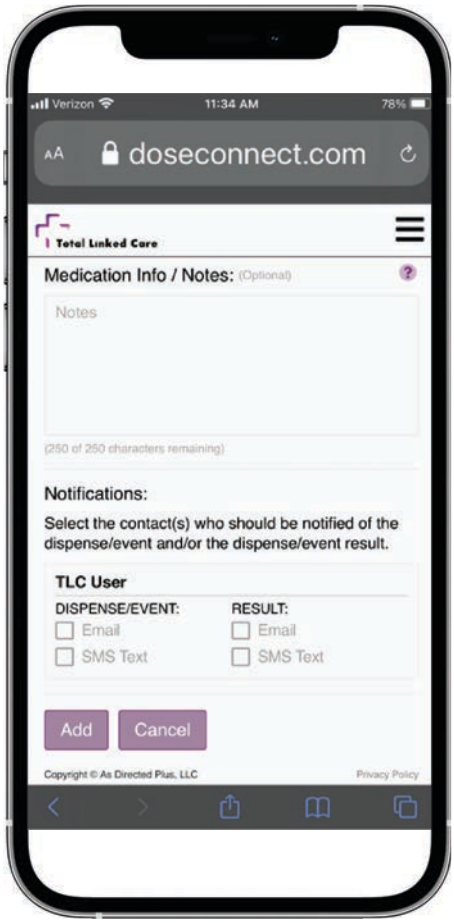
- Optionally add any notes regarding medication

Notifications:

- Select who should be notified on dispense/event and/or dispense result

Add:

- Click on the Add button to save changes
- Alarm will now be added to dispenser



Note

Alarm contacts must first be set up under Notification Contacts on the main menu screen. TLC User is used for example purposes only.

Reports

Acknowledged:

- Displays alarms that have been answered/medication dispensed
- Displays any As Needed attempts/dispenses

Missed:

- Displays alarms that have been missed

Dose Advances:

- Displays alarms in which doses have been advanced (refer to Dispensing Advance Doses)

Camera Enabled: When this feature has been selected under dispenser settings, report will capture a picture of who dispensed medication for each answered alarm.

Report can be printed to take to a doctor's appointment. The print option will only show when logged into doseconnect.com with a computer.

Dispensing Dose Packages

The dispensing schedule is set up via the secure account at www.doseconnect.com, while the actual medication is located within the TLC Dispenser. (See Loading Medication). The status of the alarm is updated on doseconnect.com every time it is processed by the TLC dispenser (whether dispensed or missed).

An alarm will go off when it is time to take the medication (See Setting up Alarms). The recipient may also receive a notification on their smart phone if it has been set up at www.doseconnect.com. The TLC dispenser will not dispense the medications automatically. The alarm must be answered by touching the screen and fully opening the drawer. It is very important that the drawer is fully opened when retrieving the dose package. If the drawer is never opened, the medication will not be dispensed, and the alarm will be counted as missed and the loved one/caregiver will get a notification. At that time, they can decide what action to take.

For security, the recipient must touch the screen and open the drawer fully to dispense the medication. A PIN can be required to dispense the medications if an added layer of security is desired (See Dispenser Settings).

Dispensing Dose Packages - Continued

The length of the alarm can be customized in the alarm set up process (See Setting up Dispenses & Events).

Fully open the drawer to dispense the dose package

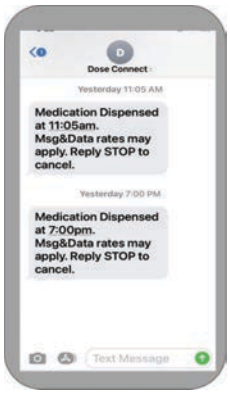
The dose package will be dispensed into the drawer.

The recipient must now take out the dose package and take the meds. TLC will view this action as the medications have been taken.

Once the medication has been taken, the empty dose pack can be placed in a container to reuse at a later time. Dose packages are reusable.

If there is a Notification Only alarm, just touch the screen when the alarm goes off and follow the onscreen prompts.

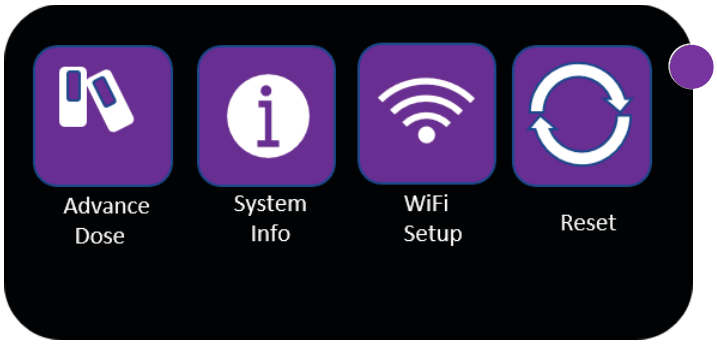
If a contact was chosen to receive notifications upon dispense and camera was enabled, they would receive a picture of the recipient or a plain text message.



Dispensing Advance Dose

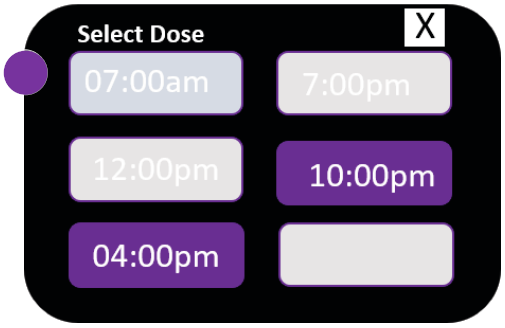
Scheduled medication can be dispensed in advance if the recipient is going to be gone during the dispensing time (See Setting up Dispenser Settings to enable Dose Advance feature). This feature must also be enabled for each alarm in which you want to allow the recipient to advance a dose.

For security, a PIN code can be required to dispense medications (See Dispenser Settings).



Touch Advance Dose Icon

Only doses that are highlighted can be advanced and must be set up during dispense/event programming.



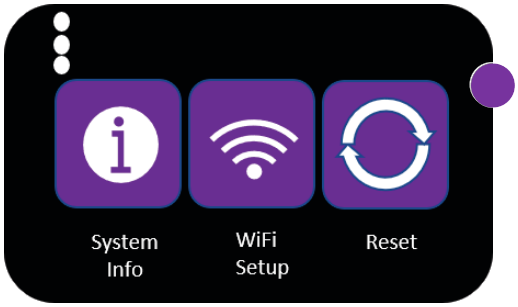
Rescheduling Missed Alarms

If an alarm is missed, the loved one/caregiver can decide what action to take. The alarm can be reprogrammed immediately by logging on to www.doseconnect.com and changing the dose time so the recipient can receive their missed dose. If the alarm is reprogrammed to catch a missed dose, it must be rescheduled and updated again to set it back to the normal dispensing time.

Changing the Alarm/Dispense Times

Changes to alarms/dispenses are done via the www.doseconnect.com website.

System Information



The TLC dispenser system information details can be found by touching the System Info Icon on the main menu.

Factory Reset/Reboot

Please call As Directed Plus, LLC prior to using the factory reset button. Call 1-833-852-4968.

Cleaning the TLC Dispenser

The TLC Dispenser can be wiped down with cleaning wipes or warm water. The dose packages can be washed by hand or put in the dishwasher. Labels might come off after multiple uses.

Troubleshooting

Please call As Directed Plus, LLC support for trouble shooting guidance. Call 1-833-852-4968.

Support & FAQs

SUPPORT: email: support@totallinkedcare.com

FAQs: www.totallinkedcare.com/faqs

MOBILE APP USER GUIDE: www.doseconnect.com

QUICK START GUIDE: www.asdirectedplus.info

Specifications

Total Linked Care

Name
Total Linked Care

Patent Number
US Patent No.: 10,682,284 B2

Model
TLC1

External Devices
There are no external accessories currently available for the Total Linked Care Dispenser.

Warranty
Modular design for continued serviceability.

Languages
Audio can be recorded in any spoken language.

Battery
The dispenser has a rechargeable battery that is not removable.

Power Requirements
- Voltage: AC 100-240 VAC
- Power: 5V, 2.4A, 12W output power supply
- Frequency: 50/60 Hz
- Backup battery: Lithium-ion/Rechargeable 6-hour battery life

Peripherals
- Display: 4.3 " TFT LCD
- Camera: 5M Pixel
- Speaker: 5W Stereo
- Wi-Fi: 802.11 b/g/n, 2.4GHz
- Ethernet: RJ45 port
- USB: Full speed port
- Antenna: Single PCB antenna - 2400-2483 & 4900-5875 MHz Dual Band

Network Connections
- Wi-Fi enabled
- Wired ethernet connection available

API
Web based browser integration supported.

Dispenser Dimensions
- 9.25" (235mm) deep
- 12.25" (311mm) wide
- 14.25" (362mm) height
- 13.1 lbs. (5.94kg) weight

Labels
FCC & Dispenser ID located on back of dispenser

Refill/Cartridge (6 slot/directional)
- 2" (51mm) deep
- 11.125" (283mm) wide
- 11" (279mm) height
- 15 oz. (425 grams) weight (without medication)

Dose Packages
- 84 dose packages
- FDA approved - Code of Federal Regulations 21 CFR 177.1520 (a)(3)(i) and (c)3.1a.

Environmental Conditions
- Indoor use only
- Operating Temperature: 10°C to 35°C
- Storage Temperature: -20°C to 50°C
- Pollution Degree 2: Typical home or office environment

CPU
- Processor:: 528 MHz ARM Cortex-A7
- RAM: 512 MB DDR 3L memory
- Storage: 8GB
- Operating System: Open-source software licensed under the General Public License and Lesser General Public License.
- The dispenser software does not support ad hoc mode

Security
- User input through web based browser
- All inbound ports closed
- Server communication performed via encrypted SSL connection
- Uninterrupted dispensing during power outage, data transferred once service is re-established
- Locking cabinet