Safety Conventions

The following safety conventions are used throughout this manual:

A **note** indicates operation or maintenance information which is helpful to improve performance or operation.

A **caution** indicates a potentially hazardous situation exists which, if not avoided, may result in minor or moderate injury or product damage. A caution is noted by an exclamation point inside a yellow triangle, and the word "CAUTION!"

A **warning** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. A warning is noted by an exclamation point inside an orange triangle, and the word "WARNING!"
This manual explains the correct way to use your ARxIUM System. Failure to follow the instructions in this manual may result in delivery of incorrect medication or in missing medication, which could cause serious injury or death. Read this manual thoroughly and refer back to it often when using the device. If anything contained in this manual is unclear to you or if it appears that any portions of the manual are missing, please contact your ARxIUM representative or call ARxIUM at 1-888-537-3102.

Only those disposable materials authorized by ARxIUM shall be used in the System. Any use or attempted use of non-authorized disposables shall automatically end and terminate all further obligations and duties (with regard to warranty and service) under the terms of the Purchase and License Agreement and Service Maintenance Agreement.
Safety Conventions

The machine must not be used in any manner other than specified by the manufacturer to avoid impairment of the machine and hazard to the user(s).

Disconnect the power supply plug or turn off the power source if there is something wrong with the dispensing device. Continued abnormal operation may cause electric shock or fire.

When removing the plug from the power supply outlet, grip the power supply plug, not the cord. Pulling the cord may result in electric shock or fire due to a short circuit.

Do not touch any electrical parts such as the power supply plug or any switches with a wet hand. This may cause electric shock.
Do not use force when opening or closing the medication drawers. Excessive force may cause machine failure.

Do not place fingers or hands inside a medication drawer when closing the drawer, to avoid injury.
Typographic Conventions

**bold italic**
The names of buttons appear in bold italic type. For example, select Exit instructs the user to click/touch the Exit button on the computer screen.

*italic Times New Roman*
Book titles appear in an italic Times New Roman font. For example, refer to the *FastPak EXP System Software Manual*.

SMALL CAPS
Directories, paths, and file names appear in small caps. For example, C:\AUTO\MED\DISPENSE is the directory location for the dispense file.
Images/Database Disclaimer

ARxIUM makes no warranty or representation, express or implied, as to the accuracy or correctness of the images/database, which images/database is provided to customer “as is”. ARxIUM specifically disclaims the implied warranty of merchantability and fitness for a particular purpose.

Customer acknowledges, in connection with the use of the images/database, that the information contained therein is intended as a supplement to, and not a substitute for, the knowledge, expertise, skill, and judgement of pharmacists and other healthcare professionals in patient care. Customer acknowledges that the professional duty to the patient in providing healthcare services lies solely with the healthcare professional providing patient care services. Customer takes full responsibility for the use of information provided by the images/database in patient care and acknowledges that the use of the images/database in no way is intended to replace or substitute for professional judgement. ARxIUM does not assume any responsibility for actions of customer which may result in any liability or damages due to malpractice, failure to warn, negligence or any other basis. Customer shall ensure that all healthcare professionals using the images/database are aware of the limitations of the use of the images/database.
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1 Features and Function

This chapter provides an overview of the features and functions of your ARxIUM FastPak EXP hardware. This chapter covers the following topics:

- Introducing the FastPak EXP
- Operating Guidelines
- How the FastPak EXP Works
- The Cabinet
- Interior Components
- Removing and Installing the Lower Assemblies
- Drawer Lock
- Keypad and LCD Panel
- Emergency Stop Button
Introducing the FastPak EXP

The FastPak EXP combines high-speed packaging and unit- or multi-dose dispensing with a comprehensive software system that allows you to control and track patient medication orders. This system delivers all of your patients’ medications sealed in unit-dose or multi-dose packages labeled with name, barcodes, medication information, and dosage time printed clearly on each package. The FastPak EXP System is comprised of the following items:

- The FastPak EXP pill dispensing and packaging hardware, which includes calibrated drug canisters, a universal drug tray, and unit-dose / multi-dose packaging system with multi-label formatting and barcode printing;
- An IBM-compatible PC which contains the software system that communicates with the FastPak EXP hardware to fill and track patient medication orders;
- A printer connected to the PC, used to generate order tracking, inventory, and administrative reports;
- A custom RS-232 serial cable that connects the FastPak EXP hardware to the PC;
- This operating manual; and,
- The FastPak EXP System Software Manual if you are using a stand-alone FastPak EXP, or the Efficiency WorkPath ClinicWorks in Health Systems guide if you are using the FastPak EXP in a checkstation environment.
Operating Guidelines

The FastPak EXP device must be operated in a temperature range of 59-82° F (15-28° C) with a relative humidity less than 60%.

Using this equipment in any manner not specified by the manufacturer may result in the device protections being impaired.

The FastPak EXP is designed to be operated under the following conditions:

• In an indoor environment only
• At an altitude up to 6,562 feet (2000 meters)
• Using a mains supply voltage that does not exceed 115VAC ± 10%, 60Hz, <2.0 amperes, with transient overvoltages in accordance with UL Installation Categories (Overvoltage Categories) II
• Consistent with Pollution Degree 2 in accordance with IEC 664.

How the FastPak EXP Works

The FastPak EXP stores medication in calibrated canisters. Each canister holds hundreds to thousands of pills, depending on pill size. The system also has a universal tray which can handle exception doses. This tray is useful for infrequently-used medications or for packaging partial tablets.
Each canister is imprinted with a number and the name of the medication it contains. Assigned a corresponding numbered slot in the cabinet, each canister is individually calibrated to release only one tablet per command. Canister calibration occurs at ARxIUM.

In addition to standard medication canisters, the FastPak EXP uses optional Smart Canisters. An optical reader reads a special label inside the canister base. Each medication has a unique ID; therefore, even when a Smart Canister is moved to another Smart motor base location, the FastPak EXP dispenses the correct medication from the new location.

The canisters are housed inside drawers in the upper cabinet. Photo sensors verify that only one dose has made its way out of the canister. The pills then pass through the shutters and into pouches which are printed and heat sealed.

The system is designed to be operated by technicians with minimal training. Operators access the FastPak EXP System software via a password (or a biometric scanner). In response to orders entered via the pharmacy information system, the device identifies the medications it stocks, then counts and packs them. These medications come out of the machine in a continuous med-bag strip of unit-dose or multi-dose, single administration packages. The number of lines printed on each pouch varies, depending on pouch size and printing orientation.
The FastPak EXP cabinet is shown below.

*Figure 1-1  FastPak EXP cabinet*
Never insert fingers or anything else into conveyor during operation.

The FastPak EXP is comprised of 20 drawers; each drawer holds 16 canisters.

![Figure 1-2 Drawer interior](image)

You can open only one drawer in any column of drawers at a time.
In addition to the medication drawers, the FastPak EXP has a universal table counter (UTC) tray which is used to store and dispense up to 64 infrequently-used, partial, or irregularly-shaped medications.

*Figure 1-3 UTC tray in the UTC and first shutter drawer*
Removing and Installing the Lower Assemblies

The printing and packaging assemblies, located in the bottom portion of the cabinet, roll out for easy access.

Figure 1-4 Inside lower cabinet

Removing and Installing the Lower Assemblies

The entire printing and packaging assembly, sometimes called the lower packaging unit (LPU), may be removed if you want to replace the current assembly with the alternate assembly. For example, if you are dispensing the 60 mm unit-dose pouches, and want to package the 80 mm multi-dose pouches, you must change the lower assembly.
Removing and Installing the Lower Assemblies

Simply slide out the lower assembly and rotate the locking mechanisms on both sides.

![Figure 1-5 Location of locking mechanism](image)

Then push in the release button, as shown below.

![Figure 1-6 Location of release button](image)

Pull gently on the lower assembly to roll it out of the device.
The replacement LPU is stored on a wheeled cart, as shown in the photo below.

Figure 1-7 Replacement LPU on the cart

Install the replacement by rolling it gently into place inside the FastPak EXP. The replacement will be in place when the connection at the rear of the assembly is seated.

Figure 1-8 Rear connectors
Rotate the locking mechanisms into the locked position to secure the assembly into place.

**Note**  
The Dispense application does not detect a change in lower packaging unit, except at startup. There is a risk of incorrect labels if you do not restart the dispense application after swapping lower packaging units.

---

**Drawer Lock**

The drawer lock is located on the right, inside the front upper panel doors, as shown below.

![Drawer lock (Figure 1-9)](image)

*Figure 1-9  Drawer lock*
Keypad and LCD Panel

Push the drawer lock in (towards the machine) to lock all the medication drawers. Unlock the drawers by pulling the drawer lock out.

Note
Even when the drawer lock has not been engaged, only one medication drawer may be open at a time. You must first close an open drawer to permit opening of another drawer.

Keypad and LCD Panel

The keypad and LCD panel are located on the front of the FastPak EXP, as shown in Figure 1-1.

The LCD panel is capable of displaying 8 lines of text, with 30 characters per line. Typical messages on the LCD include machine status and machine errors or alarms.

The keypad, pictured below, is located to the right of the LCD panel.

![Keypad Image]

Figure 1-10 Keypad
#### Keypad and LCD Panel

The function of the keys is as follows:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MODE</strong></td>
<td>Use to change the mode when the buffer is empty or while the machine is warming up.</td>
</tr>
<tr>
<td>↑ ↓</td>
<td>Use to scroll upwards or downwards on the LCD panel.</td>
</tr>
<tr>
<td><strong>START</strong></td>
<td>Use to restart dispensing following an alarm, when the Dispense application is not running.</td>
</tr>
<tr>
<td><strong>FEED</strong></td>
<td>Use to manually advance one pouch. Use this button to make a test pouch after replacing the packaging paper.</td>
</tr>
<tr>
<td><strong>CUT</strong></td>
<td>Use to manually cut. The medication strip advances to the bag exit chute.</td>
</tr>
<tr>
<td><strong>CANCEL</strong></td>
<td>Hold for 2 seconds to cancel dispensing after an alarm. Note: use the Cancel button on the Dispense application window rather than this button, when the Dispense application is running.</td>
</tr>
<tr>
<td><strong>STOP</strong></td>
<td>Use to stop dispensing.</td>
</tr>
<tr>
<td><strong>PAPER SUPPLY</strong></td>
<td>When the paper supply is full, all four lights are lit. The lights extinguish one by one as the supply is depleted.</td>
</tr>
</tbody>
</table>
Emergency Stop Button

The Emergency Stop button is located on the lower right portion of the FastPak EXP, as shown in Figure 1-1. If an emergency arises while the FastPak EXP is on, push the Emergency Stop button in to cancel dispensing and cut power to the FastPak EXP.

Release the Emergency Stop button by turning the button to the right until it pops out. Power will go on automatically if the power switch is in the on position.

Notes:
2 Setup

This chapter details the hardware setup for the FastPak EXP, and includes the following topics:

- Connecting the FastPak EXP to the ARxIUM Computer
- Installing the Touchscreen
- Connecting PC Components
- Connecting to a Power Source
- Powering Up the Devices
- Starting the FastPak EXP System
- Shutting Down the FastPak EXP
- Emergency Shutdown Procedure
Connecting the FastPak EXP to the ARxIUM Computer

Connect the FastPak EXP to the ARxIUM computer as follows:

1. Locate the 9-pin-to-9-pin RS-232 serial cable provided with the device.
2. Plug one end of the cable into the communication port on the back of the FastPak EXP.
3. Plug the other end of the cable into COM 1 of the ARxIUM computer.

Installing the Touchscreen

Follow the steps below to mount the touchscreen on the side of the FastPak EXP.

1. Identify where you wish to install the touchscreen - on the left or right side of the device cabinet.
2. Secure the touchscreen mounting bracket to the set of mounting holes you have chosen using the mounting hardware provided.

![Figure 2-1 Attaching the mounting bracket](image-url)
3. If you are using the support arm, secure this arm to the mounting bracket using the hardware provided, as shown in Figure 2-2.

![Figure 2-2 Securing the touchscreen support arm to the mounting bracket](image)

4. Secure the touchscreen to the mounting hardware using the hardware provided, as shown in Figure 2-3.
5. Connect the touchscreen to the computer and power source as detailed in the section below.

**Connecting PC Components**

Connect the FastPak EXP to the ARxIUM computer as follows:

1. Connect the 9-pin cable from the touchscreen into COM 2 of the PC.
2. Connect the 15-pin cable from the touchscreen to the monitor port on the client PC.
3. Connect the cable from the scanner to the synapse cable (keyboard wedge), matching the marked "S" connectors together.
4. Connect one of the keyboard connectors to one of the synapse cable connectors from the scanner. Note that the connectors will only fit together one way.

5. Connect the remaining connector from the keyboard to the mouse port on the PC.

6. Connect the remaining connector from the synapse cable to the keyboard port on the PC.

---

**Connecting to a Power Source**

Plug the PC and touchscreen into an uninterruptible power supply (UPS) rated for a minimum of 650 watts. Plug the uninterruptible power supply (UPS) and the FastPak EXP power cord into a three-prong grounded (earthed) electrical outlet (wall socket) that is easily accessible from the intended operating location.

- **WARNING**: Do not use a three-prong to two-prong adapter.

- **WARNING**: Do not use an extension cord if the intended outlet is too far from the intended location. Move the device so that it is closer to the outlet or have another electrical outlet installed.
If an appropriate electrical outlet is not available, contact a licensed electrical contractor for assistance.

**Powering Up the Devices**

To power up the FastPak EXP after all connections have been made, locate the power switch inside the right front door of the lower cabinet, as shown in Figure 2-4.

*Figure 2-4  The power switch in the on position*

Power up the client and touchscreen, using the power switch and the switch on the bottom of the screen, respectively. Refer to Starting the FastPak EXP System on page 22 for step-by-step instructions on starting the FastPak EXP system.
Starting the FastPak EXP System

Follow the steps below to start the FastPak EXP.

1. Power on the server.
2. Power on the client computer.
3. Turn on the FastPak EXP.

The on/off switch is located inside the right front access door.

4. Open the Dispense application by double-clicking the FastPak EXP Dispense desktop icon.

Shutting Down the FastPak EXP

Once a week you should turn your FastPak EXP system completely off. Follow the steps below to shut down the system.

1. Exit the Dispense application.
2. Turn off the FastPak EXP, using the on/off switch inside the right front access door.
Emergency Shutdown Procedure

3. Power off the client computer.
4. Power off the server.

Emergency Shutdown Procedure

The following emergency shutdown procedure should be performed if there is any emergency or if the machine appears to be operating out of its normal parameters. An abnormal situation might be indicated by smoke, fire, or electrical sparks inside the machine.

In order to shut down the machine in an emergency situation, the operator must push in the emergency stop button to cancel dispensing and cut power to the FastPak EXP.

In order to completely disconnect all electrical power from the unit, disconnect the power cord from the wall socket.

WARNING
Notes:
3 Canisters

Chapter 3 provides information on the medication canisters in your ARxiUM FastPak EXP system, covering the following topics:

- Anatomy of a FastPak EXP Canister
- Smart Canisters
- Filling Canisters
- Installing Canisters
- Installing Smart Canisters

Anatomy of a FastPak EXP Canister

The FastPak EXP medication canisters are pre-calibrated for the type of medication you intend to place in them. While sturdy, these canisters are not unbreakable, and must be handled with care.
The illustration below shows the main parts of a FastPak EXP canister.

Figure 3-1 Medication canister
Every canister is pinned at the ARxIUM canister center to ensure you can place it into only one location within the FastPak EXP. For example, canister 106, shown here in the correct location inside the FastPak EXP, has been pinned correctly.
**Smart Canisters**

The Smart Canister anatomy is similar to that of other canisters. However, the Smart Canister is not pinned, and has a special label inside the canister base, as shown below.

![Smart Canister label](image)

*Figure 3-2 Smart Canister label*

The label scan sensor, located on the side of the Smart Canister motor base, reads this label to identify the Smart Canister. Smart Canisters are always numbered greater than 400.

Smart Canisters typically contain those medications which are not dispensed in high volume. The Smart Canister may be routinely stored outside the FastPak EXP until a batch calls for the infrequently-dispensed medication. The Smart Canister is then placed on one of the Smart Canister motor bases, and returned to the previous storage location after the batch has been dispensed.
Filling Canisters

The canisters are manually filled by the operator. If a canister is low on a medication, the operator may choose to manually fill the canister before it empties. Packaging will only stop if the operator is filling a canister from which medication is currently being dispensed for packaging.

When a canister becomes empty, refill as described below.

1. An alarm sounds, a canister empty light illuminates, and the LCD panel on the front of the FastPak EXP displays an error message containing the number of the canister which needs to be refilled.
2. Open the appropriate canister drawer and locate the empty canister.
3. Remove the canister from the shelf and place it on a sturdy surface. If you are using the optional replenishment kit, follow the screen prompts to scan the canister and drug bottle barcodes, and use the scale to verify the quantity of medication you are adding to refill the canister.
4. Verify that the product information on the top of the canister matches the product information on the medication bottle.
5. Check the desiccant in the canister lid; replace the desiccant when it has changed from its original color.
That is, the desiccant may be dark when you first place it in the desiccant compartment inside the canister lid, but as it absorbs moisture, the desiccant color lightens.

6. Open the canister lid and pour medication into the canister, as shown in Figure 3-3.

Fill the canister to the level of an imaginary line level with the top of the canister label.

Figure 3-3 Pouring medication into a canister
Pour pills from bulk bottles into a strainer. Discard the pill dust and any broken pills before filling the canister.

7. Close the canister lid.

8. Place the canister back into its slot inside the drawer. If you are using the scanner, scan the barcode on the motor base and on the canister as prompted.

9. Push the canister drawer securely back into the FastPak EXP cabinet.

10. Select Continue on the touchscreen to resume operation.

*Note*

*Use a strainer when filling canisters from bulk bottles of medication that may contain broken pills or pill dust, to avoid transferring the broken pills and pill dust to the canister.*

Do not overfill the canister. Be sure that the pills are at least ¼" (12mm) below the top of the canister.

**CAUTION**

Make sure the medication you are adding matches the sample inside the canister lid and the information shown on the canister label.

**WARNING**
Always close the canister lid completely. Damage may occur when closing the medication drawer if a canister lid is not completely closed.

**Installing Canisters**

To install FastPak EXP canisters, do the following:

1. Identify the assigned position for each canister. Canister locations are marked on the front of each medication drawer and on the top and front labels of the canister.
2. Place the canister into the target position, taking care to ensure that the canister is securely seated in the canister drawer.
3. If there is no sample of the medication in the canister lid, place a sample in the lid now. This simplifies refilling.

**Installing Smart Canisters**

Follow the steps below to install a Smart Canister.

1. Identify a Smart Canister location inside any medication drawer dedicated for Smart Canister usage. A Smart Canister motor base is pictured in Figure 8-2.
2. Place the Smart Canister into a Smart Canister base, taking care to ensure that the canister is securely seated in the canister drawer.
3. If there is no sample of the medication in the canister lid, place a sample in the lid now.
The universal tablet counter (UTC) dispenses partial tablets, medication that is incompatible with canisters, and those medications that are slow movers.

Chapter 4 describes the universal tablet counter (UTC), and includes the following topics:

- Opening the UTC Drawer
- Filling the UTC Tray

**Opening the UTC Drawer**

The UTC drawer, located on the front of the FastPak EXP, is opened via the software on the ARxIUM client computer.
Select **Open Tray** from the Tray Fill List window. The UTC tray slides open. Gently pull it out to its full extent, as shown in the figure below.

![Figure 4-1  UTC drawer](image)

**Note**
You may also open the UTC drawer via the FastPak EXP diagnostic mode. Follow the steps below to enter diagnostic mode.

1. Press **MODE** for two seconds when the LCD panel displays “SYSTEM IS WAITING”.

---

FastPak EXP Operating Manual
2. The LCD panel then displays “PRINTER DATA DOWNLOAD MODE. SEND DATA” as shown in Figure 4-3.
3. Press \textit{MODE} again for two seconds.

4. The LCD panel displays “TEST. SENSOR. LOAD.” This is the diagnostic mode window.

5. Use the up and down arrows on the keypad to move the cursor to LOAD.

6. Select \textit{START} on the keypad.

7. Use the up and down arrows on the keypad to move the cursor to UTC Lock Solenoid.

8. Select \textit{START} on the keypad; the drawer opens.

\section*{Filling the UTC Tray}

The operator manually fills the UTC tray. When the Tray Fill List window appears and indicates a UTC medication is needed to complete a batch, the UTC drawer opens.
Select a medication from the tray fill list and lights appear on the UTC tray. Fill the corresponding UTC cells.

![UTC tray](image)

*Figure 4-5 UTC tray*
Place the desired medication in the holding cell(s).

Figure 4-6  Filling the UTC tray
Filling the UTC Tray

The holding cells are numbered as follows:

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<td>40</td>
<td>57</td>
</tr>
<tr>
<td>7</td>
<td>26</td>
<td>39</td>
<td>58</td>
</tr>
<tr>
<td>6</td>
<td>27</td>
<td>38</td>
<td>59</td>
</tr>
<tr>
<td>5</td>
<td>28</td>
<td>37</td>
<td>60</td>
</tr>
<tr>
<td>4</td>
<td>29</td>
<td>36</td>
<td>61</td>
</tr>
<tr>
<td>3</td>
<td>30</td>
<td>35</td>
<td>62</td>
</tr>
<tr>
<td>2</td>
<td>31</td>
<td>34</td>
<td>63</td>
</tr>
<tr>
<td>1</td>
<td>32</td>
<td>33</td>
<td>64</td>
</tr>
</tbody>
</table>

When you have finished filling the holding cell(s), close the UTC drawer by pushing it gently into place.

Place only solid medication (pills or capsules) into the UTC tray. Do not put other medications (such as powders) into the UTC tray to avoid machine failure.
Using the Prefill UTC Tray

Use the Tray Fill report to fill the UTC tray prior to dispensing. At times, you may need multiple trays for a batch. When this occurs, you can use the FastPak EXP prefill UTC trays to set up medication to be dispensed. When the first tray has been dispensed, dispensing will stop and the drawer will open. Simply place the filled prefill tray on top of the UTC tray, push the levers to open the bottom of the prefill tray, and then lift the prefill tray off.

Use the Tray Fill report to fill the prefill tray.
Then place the filled tray over the UTC.
Open the slots to allow the medication to fill the UTC tray beneath the prefill tray.
Refer to page 88 for details on using the prefill trays.
Replacing the med-paper is described in Chapter 5. The following topics are included:

- Locating the Med-Paper
- Replacing the Med-Paper
- Replacing the Cutter Blade
- Ordering Consumables

**Locating the Med-Paper**

Open the front access doors and pull out the printing and packaging assembly, as shown in Figure 5-1.
Locating the Med-Paper

Figure 5-1 Pulling out the lower assembly
Replacing the Med-Paper

The med-paper and its approximate path are shown below.

![Figure 5-2 Med-paper location]

Replacing the Med-Paper

Follow the steps below to replace the med-paper.

1. When the alarm sounds and an error message announces that the paper supply is depleted, open the front access doors and pull out the lower assembly, as shown above.

2. Remove the nearly empty paper supply roll, pulling the core off the spool.
3. Unwind the remaining med-paper from the supply roll and cut, leaving as much med-paper as possible.

4. Discard the old supply roll.

5. Install the new supply roll of med-paper, pushing it firmly into place on the spool. Ensure that the new roll rotates in a clockwise direction.

6. Insert the end of the new med-paper into the end of the old med-paper.
7. Tape the open ends, front and back.

Note: Do not place tape on the outer edges of the med-paper.

Figure 5-4 Taping the paper
8. Rotate the med-paper supply spool (counterclockwise) to reduce the med-paper slack.

9. Push the lower assemblies back into place inside the lower cabinet.

10. Close the front access doors.

11. Select **Continue** on the error message window on the ARxiUM computer.

12. Resume packaging medications, watching for and removing the spliced pouch.

*Figure 5-5  Med-paper installation complete*
Replacing the Cutter Blade

Only those disposable materials authorized by ARxIUM shall be used in the System. Any use or attempted use of non-authorized disposables shall automatically end and terminate all further obligations and duties (with regard to warranty and service) under the terms of the Purchase and License Agreement and Service Maintenance Agreement.

The packaging mechanism will not operate when the front access doors are open, but the heater seal will remain hot. To avoid injury, do not touch the heater.

Replacing the Cutter Blade

Always turn off the power to the FastPak System when cleaning or performing preventive maintenance.

Handle the cutter blade carefully to avoid injury.
To change the cutter blade, do the following:

1. Turn off the power to the FastPak EXP.
2. Open the front door, locate the cutter blade assembly, and remove the blade guide by lifting it off the cutter blade assembly.

3. Remove the cutter blade assembly by lifting its right side slightly out of the guide hole and sliding the assembly to the right, removing it from the key way.
4. Remove the thumbscrew on the blade assembly.
5. Remove the blade.
6. Insert the new blade.
7. Replace the thumbscrew.
8. Replace the blade assembly.
9. Replace the blade guide.

Ordering Consumables

Call ARxIUM at 1-888-537-3102; then press 3 to order ARxIUM consumables.
Notes:
Chapter 6 covers replacement of the printer ribbon. The following topics are included:

- Locating the Printer Ribbon
- Replacing the Printer Ribbon

**Locating the Printer Ribbon**

Open the front access doors and pull out the printing and packaging assembly, as shown in Figure 6-1.
Figure 6-1 Pulling out the lower assembly
Locating the Printer Ribbon

The printer ribbon is located inside the printer ribbon box, shown below.

![Image of printer ribbon box]

*Figure 6-2 Printer ribbon box*

Open the printer ribbon box by pressing downward on the latch on the front of the box. The box will spring forward.
Figure 6-3 Pressing on the latch

Raise the box lid by pulling upwards on the handle, as shown below.

Figure 6-4 Opening the printer ribbon box
Replacing the Printer Ribbon

Follow the steps below to replace the printer ribbon.

1. When the alarm sounds and an error message announces a printer error, open the front access doors and pull out the lower assemblies, as shown in Figure 6-1.

2. Unlatch and open the printer ribbon box, as shown in Figures 6-3 and 6-4.

Figure 6-5 Printer ribbon
3. Remove the near empty ribbon supply spool and the full ribbon take-up spool.

Figure 6-6 Removing the empty supply spool
4. Place the empty supply spool on the take-up spindle. See the figure below.

*Figure 6-7  Empty supply spool*
5. Place the new ribbon supply on the spool, ensuring it rotates in a clockwise direction.

Note
When replacing the ribbon used for printing on the narrow pouches, be sure to insert a spacer on the supply spindle and on the take-up spindle before placing the new ribbon supply.
6. Thread the ribbon end through the spools, as pictured on the threading diagram on the box lid.

![Threaded Ribbon](image)

*Figure 6-9 Threading the ribbon*

7. Wrap the sticky leader onto the take-up spool, and manually advance the ribbon through the rollers until it reaches the take-up spool.
Replacing the Printer Ribbon

8. Ensure the ribbon is threaded correctly, comparing your work to the threading diagram.

9. Close the printer ribbon box lid.

10. Return the printer ribbon box to its original position by pressing on the latch and sliding the box towards the rear of the machine until it clicks into place.

11. Slide the printer and paper assembly back inside the lower cabinet.

12. Close the front access doors.

13. Select Continue on the ARxIUM computer screen to resume dispensing.
Ordering Consumables

Only those disposable materials authorized by ARxIUM shall be used in the System. Any use or attempted use of non-authorized disposables shall automatically end and terminate all further obligations and duties (with regard to warranty and service) under the terms of the Purchase and License Agreement and Service Maintenance Agreement.

The packaging mechanism will not operate when the front access doors are open, but the heater seal will remain hot. To avoid injury, do not touch the heater.

Ordering Consumables

Call ARxIUM at 1-888-537-3102; then press 3 to order ARxIUM consumables.
Notes:
Chapter 7 introduces you to the functions and features of your dispensing software, when used with a stand-alone device. This chapter covers the following topics:

- Dispense Application Overview
- Getting Started
- Overview of the Dispensing Process
- FastPak EXP Status Icons
- Viewing Batch Status
- Dispensing Batches
- Deleting Batches
- Viewing Batch Statistics
- Batch Management
- Cabinet Replenishment
- Unlocking the Device
- Skip Med Report
Dispense Application Overview

Dispense is the software application that takes processed orders and sends them to the FastPak EXP for dispensing. Dispense also allows you to create repack and manual orders for processing, allows you to cancel prescriptions, displays prescription history, and other assorted dispensing-related functions. You can access the Dispense application by double-clicking the icon on the desktop of your client computer.

Getting Started

Log on using your username and password. When the application is successfully started, you will see the Main window shown in Figure 7-1.
During dispensing, a progress bar and message indicate batch progress and tell you which bag is being dispensed.

A skip batch includes medications that were skipped.

Date and time the batch was created.

Batch type indicator.

Number of records in the batch (repack orders show only 1).

Batch status.

FastPak EXP status.

A Prefill Tray button may appear here, depending on the options you chose during setup.

Figure 7-1 FastPak EXP Main window
There are four batch types that can appear in this window:

**Autolink:**
Batches that have come from the pharmacy information system and have either been processed by the Autolink module or TCP Service

**Manual:**
Batches that have been built in the manual module

**Repack:**
Batches containing medications from canisters that have been built in the repack module

**Skip Med:**
Batches containing skipped medication

---

**Overview of the Dispensing Process**

When batches are ready to be dispensed, the ARxIUM computer sends information to the FastPak EXP telling it which medications to dispense and where to find them. These medications can be in a canister or UTC (universal tablet counter) tray, or they may be “exception” medications that are not in the FastPak EXP, but for which an empty bag is created.

The process for dispensing batches containing tray medications differs slightly from the process for
dispensing batches containing only canister medications. These differences are addressed in Dispensing Batches on page 69.

**FastPak EXP Status Icons**

From time to time you may notice error icons appearing on the ARxIUM computer screen when you are dispensing. The table below presents these icons and their meanings.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Out</td>
<td>The paper supply has been depleted.</td>
</tr>
<tr>
<td>Ribbon Out</td>
<td>The ribbon supply has been depleted.</td>
</tr>
<tr>
<td>Fill (Cassette #)</td>
<td>The canister is empty or jammed.</td>
</tr>
<tr>
<td>Hardware Fault</td>
<td>The FastPak EXP has a hardware fault.</td>
</tr>
<tr>
<td>FastPak</td>
<td>Communication between the ARxIUM computer and the FastPak EXP has failed.</td>
</tr>
<tr>
<td>Heating</td>
<td>The bag sealing element is heating.</td>
</tr>
</tbody>
</table>

*Table 7-1  Error Icons*
**Viewing Batch Status**

The Status column (on the Dispense window) indicates whether a batch is new or has already been dispensed. It can also contain other status indicators, as shown in Table 7-2.

<table>
<thead>
<tr>
<th>Status Indicator</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>The batch has not been dispensed</td>
</tr>
<tr>
<td>Processing</td>
<td>The batch is processing</td>
</tr>
<tr>
<td>Queueing</td>
<td>The batch is queueing into the dispense queue</td>
</tr>
<tr>
<td>Queued</td>
<td>The batch is in the dispense queue</td>
</tr>
<tr>
<td>Dispensing</td>
<td>The batch is currently being dispensed</td>
</tr>
<tr>
<td>Dispensed</td>
<td>Batch has been dispensed at least once</td>
</tr>
<tr>
<td>Canceling</td>
<td>The batch is being canceled</td>
</tr>
<tr>
<td>Canceled</td>
<td>The batch has been canceled</td>
</tr>
<tr>
<td>Ix</td>
<td>I = Batch incomplete</td>
</tr>
<tr>
<td></td>
<td>x = number of the last command completed before batch stopped</td>
</tr>
</tbody>
</table>

*Table 7-2  Batch Status indicators*
**Dispensing Batches**

Choose a batch, then click *Dispense* (on the Main window shown in Figure 7-1 and Figure 7-2) to view the Dispense window (shown in Figure 7-3).

In order to avoid trying to dispense a batch that is already being dispensed, a message like that shown here appears when you choose a batch while working in an environment with more than one FastPak EXP.

When a batch dispenses on one of the FastPak EXPs in a multiple EXP setup, that batch appears with a salmon-colored background on the Dispense windows of all the other FastPak EXPs within the setup. At the same time, the name of the specific FastPak EXP dispensing the batch is identified by name/number in the right-most column.

*Figure 7-2 Dispense window*
Review the Dispense window before dispensing, to specify the batch options. There are five tabs along the bottom of the Dispense window: Batch Options, Batch Preview, Med List, Tray Fill List, and Exceptions.

Batch Options Tab

Cut Options

The cut option you select will determine when (or if) the strip of medication pouches is cut. The cut options include:
Dispensing Batches

- Cut after each facility - the strip will be cut after each hospital, long term care facility, or other facility
- Cut after each unit - the strip will be cut after each hospital or long term care unit; for example, the strip will be cut after all the ICU medications have been packaged
- Cut after each patient - the strip will be cut following each patient’s medications; that is, each patient’s medications will be in a separate strip
- Cut after each medication - the strip will be cut after each medication; for example, after packaging all the acetaminophen, the strip will be cut; the next strip will contain the next medication in the batch
- Cut after batch - the entire batch will dispense in one uncut strip

Dispense Options

The dispense options include:

- Force one pill - when you choose this option, the FastPak packages one pill per bag.
- Check expiration date within x days - when you choose this option, a touchpad displays for data entry. If a canister is identified as low count, and the medication within it will expire within the number of days you specify here, the medication will appear on the View Med List window in blue (will expire). Other low count medications will appear in yellow (low count).
Dispensing Batches

If you do not choose this option, the Dispense application will not check expiration dates. However, low count medications will appear in yellow on the View Med List window.

- Fill this batch x times - when you choose this option, you must then type the number of times you want this batch to be dispensed consecutively.

**Current Label**

The name of the current label is shown on the Dispense window (Figure 7-3). If you want to change labels, click *Change Label*. A window like that shown here appears.

![Change Label window](image)

*Figure 7-4 Change Label window*

Click on a label, and then click *OK.*
Current Sort

The details of the current sort are shown on the right (on the Dispense window in Figure 7-3). Click Change Sort if you want to change the sort. The Change Sort for Batch window appears.

If you wish to add a field to the current sort selection, highlight any field in the Field Name column and select Add. The selected field then appears in the Sort Field column at the bottom of the list. Select Insert if you wish to add a field just above the last field in the list. Or, highlight a field in the Sort Field list, then select a new field from the Field Name list followed by Insert. The selected field will appear just above the highlighted field in the Sort Field list.

Figure 7-5 Change Sort window
Similarly, you may remove a field from the Sort Field list by highlighting it and then selecting **Remove**. To remove all fields from the Sort Field list, select **Clear All**.

![Choose Sort for Batch window](image)

**Figure 7-6  Choose Sort for Batch window**
The following table summarizes actions you can take in the Choose Sort for Batch window.

<table>
<thead>
<tr>
<th>To…</th>
<th>Do this…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add sort fields</td>
<td>Highlight the sort field you want in the Field Name column. Select \textit{Add}.</td>
</tr>
<tr>
<td>Insert a new field above a selected sort field</td>
<td>Highlight the field to be inserted. Select \textit{Insert}. (Refer to page 73.)</td>
</tr>
<tr>
<td>Change the sorting direction of selected fields</td>
<td>In the right-hand portion of the sort screen, highlight the field to be changed. Select \textit{Desc/Asc} to change the sorting direction.</td>
</tr>
<tr>
<td>Undo the last action</td>
<td>Select \textit{Undo}.</td>
</tr>
<tr>
<td>Cancel the sort</td>
<td>Select \textit{Cancel Sort}.</td>
</tr>
<tr>
<td>Select a sort group</td>
<td>Select \textit{Select Group}.</td>
</tr>
<tr>
<td>Clear the sort display</td>
<td>Select \textit{Clear All}.</td>
</tr>
<tr>
<td>Cancel the batch</td>
<td>Select \textit{Cancel Batch}.</td>
</tr>
</tbody>
</table>

\textit{Table 7-3 Choose Sort Options}

When all sorting options have been set, select \textit{OK}. 
Dispensing Batches

Note
The dispense application does not detect a change in lower packaging unit, except at startup. There is a risk of incorrect labels if you do not restart the dispense application after swapping lower packaging units.

Batch Preview Tab

Click the Batch Preview tab to view this window.

Use the information on the Batch Preview tab to select either the range of consecutive bags you want to dispense, or the specific portion of the batch you want to dispense (non-consecutive bags) by applying filters.

Figure 7-7 Batch Preview window
Click First, Prev, Next, or Last to view the corresponding bags in the batch. Or click Search to search for a specific bag in the batch. Refer to the following figure for more information.

Click Range of Bags if you only want to dispense some of the bags in the batch, and you want to specify the bags to be dispensed by their bag number. Set the start bag and end bag, add a range of bags, or select a specific bag. Then click Apply. See more about range selection on page 78.

Wait for the Dispense window to reappear, then click Dispense.

The window changes when you click Search. Type your search criteria (or select criteria using the drop-down arrows).

Figure 7-8 Batch Preview window
Dispensing Batches

Selecting a Range

Follow the steps below to select a range of bags to dispense.

1. On the Batch Preview window, search for and find the first bag in the range you want to dispense.
2. Click **Set Start Range**.
3. Search for and find the last bag in the range you want to dispense.
4. Click **Set End Range**.
5. Or, choose multiple ranges to dispense by specifying ranges such as 20-40, 50-55, 3, 10, 60-62.
6. Click **Apply**.
7. Click **Dispense**.

The FastPak EXP will dispense only the bags within the range(s) you selected.

Adding Filters

Click **Add Filters** (on the Batch Preview tab) to specify which bags in the batch you want to dispense. (This applies to non-consecutive bags.) Refer to the figure which follows for more details.
Dispensing Batches

Click a filter category from the list.

The filter category moves to the center column.

Click a filter category from the list.

The filter category moves to the center column.

Then check the specific filter you want. Click **Apply Include Filter** to include your selection.

The number in parenthesis indicates the number of filters within the category.

The selected filter moves to the window on the right.

Click **Apply All Filters**.

*Figure 7-9 Applying filters*
An example will clarify the use of filters. Assume your long-term care facility only wants the pharmacy to send the morning and evening medications for next Tuesday and Thursday.

Begin by choosing the Admin Date filter category on the left side of the Batch Filtering window. (Choose the batch on the Main window; click Dispense; choose the Batch Preview tab; click Add Filters.) All nine of the administration dates associated with that filter category move to the middle column.

Click the specific filters you want to include (for example, 6/02/2009 7:00 A.M., 6/02/2009 8:00 P.M., etc.). Click Apply Include Filter. Those filters move to the right column.

Click the specific filters you want to exclude (for example, 6/02/2009 1:00 P.M.). Click Apply Exclude Filter. Those filters move to the right column, and appear in red.

When all the desired filters are in place, click Apply All Filters to dispense just that portion of the batch you request.

Note
You can filter patient-specific and cabinet replenishment batches. You cannot filter repack batches.

After you click Apply All Filters, the Batch Preview tab returns. Next, you can set up a notification bag type.
Configuring Notification Bags

Click Notification Bag Config (on the Batch Preview tab) to set up notification bags. Refer to the figure below for details.

Click Notification Bag Config to see this window.

Choose a notification type from the drop-down list to see a corresponding window.
Notification bags are customizable bags you can place within a batch to notify the user. After selecting the notification bag type you want to configure (interval, batch cycle, or manual) choose options or complete the configurable fields on the corresponding windows.

You may want to add an interval notification bag in an alternate care environment when you have a 24-hour strip of bags that must be separated into different intervals, such as breakfast, lunch, and dinner. To configure an interval notification bag, choose a start time greater than or equal to a time you select from the Start drop-down list. Similarly, choose an end time less than the time you select from the End drop-down list.

The batch cycle notification bags are intended to remind staff members at a long-term care facility that they are nearing the end of a cycle fill medication strip. The pharmacy packaging the medication bags can print a notification such as “the strip will end in 2 days” to remind the nursing staff to check their non-packaged medication stock for items that also must be refilled and delivered at the time the next set of strip-packaged medication will be delivered. In this example, the staff will then run a visual check of other things in their medication carts or cabinets such as ointment, creams, cough syrups, inhalers, suppositories, etc and re-order those items to accompany the next big delivery from the pharmacy. To configure a batch cycle notification bag, specify the number of days from the start of the batch.

Choose the manual notification bag, for example, if you want to notify the user that upon reaching a specific bag, it is time to reorder. This notification type is most frequently used in an alternate care
setting. A manual notification bag may be designed to help the patient stay on track with medication usage in an easy-to-follow manner. For example, the notification bags may be labeled morning, afternoon, and evening. To configure a manual notification bag, choose any or all of the information in the drop-down lists, including patient, patient ID, facility, administration date, and drug ID.

After creating a notification type, choose the bag position by clicking After/Before. Click Save to save your work. The notification type moves to the bottom of the window, and is listed among the templates.

You can delete a notification type you created by choosing it from the list of templates at the bottom of the window, and then clicking Delete. Delete all the notification types by clicking Delete All.

**Med List Tab**

Click the Med List tab to view a window similar to that shown in Figure 7-10.
Dispensing Batches

The Med List window shows low count medications, skipped medications, and medications which are close to their expiration date. These items are color coded for your convenience.

Low count medications are those that are about to be depleted. That is, there is only a small amount in canisters inside the FastPak EXP. Review the Have column to see the quantity remaining in the canister, in order to verify you have enough for the batch. If the quantity is insufficient and you do not have any more in the pharmacy, you may want to skip that medication. Or, you may want to replenish the canister.

Figure 7-10 Med List window
Skipped medications are those medications that you don’t want to dispense. If there is a medication in the batch that you don’t want to dispense (for example, if you do not have the medication in the pharmacy), click to highlight the medication line, and then click **Skip Med.** If the print skipped medications option is selected in the Maintenance application (Device Configurations), skip bags will print for the medications skipped in unit-dose batches. Skipped medications will become inactive on the client until they are refilled.

Medications about to expire must be updated before dispensing. (The number of days prior to expiration is set in the Maintenance application.) Click the medication line, then click **Update Med.** When the Drug Information window appears, update the medication description, lot number, and/or expiration date, and then click OK to update the medication.

**Tray Fill List Tab**

The process for dispensing batches containing tray medications differs slightly from the process for dispensing batches containing only canister medications. When you dispense batches that require dispensing from the UTC, the FastPak EXP software will prompt you to select the Tray Fill List tab.

If you use prefill trays, the process of dispensing from the UTC differs from an environment in which prefill trays are not used.
Select the Tray Fill List tab to view a window similar to that shown here.

Verify the information on the bulk medication bottle matches the information on the Tray Fill List window. You can do this by scanning the bulk bottle barcode. The display will highlight the matching medication, and the barcode you scanned will appear in the Scan Barcode text field at the bottom of the window.

**Figure 7-11 Tray Fill List window**

<table>
<thead>
<tr>
<th>Tray</th>
<th>Slot</th>
<th>Fill Medication</th>
<th>Expiration</th>
<th>Store</th>
<th>Lot</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
<td>1/2 RESPERIDONE</td>
<td>6/30/2016</td>
<td>617</td>
<td>615</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Sort the information on this window by slot number or by medication name, by clicking the appropriate option above the columns.
Dispensing Batches

Tray Fill List tab. If there is a discrepancy in the lot number or expiration date, for example, click the medication line, then click Update Med. When the Drug Information window appears, update the medication description, lot number, and/or expiration date, and then click OK to update the medication.

The tray opens when a tray medication is to be packaged during dispensing, and the following message appears:

When not using prefill trays, follow these steps:

1. Click View Tray 1, the Tray Fill List tab window appears.
2. Click Print to print the tray fill report.
3. Click Dispense. The UTC opens.
4. Fill the UTC. LCD lights illuminate next to the UTC cells into which the medication must be placed for the batch.
5. Close the UTC.
6. Click Continue.

Note
If you un-select Check Expiration Date Within X Days on the Dispense window shown in Figure 7-3, the system will not check expiration dates, and the indication of low count medications will not appear.

Note
If the FastPak EXP hardware does not respond, check the front panel. Press Start if the display reads “System Stop”; the device will then start dispensing. If it says “Heater Alarm” the device is not yet at operating temperature. Wait until the message on the front panel changes before dispensing.

When using prefill trays, follow these steps:

Note
You must check the Tray Prefill option in the FastPak EXP settings to use the prefill tray functionality. See page 110.

1. Click Prefill Trays on the Fill Tray window shown in Figure 7-12. The Tray Fill List tab window appears.
2. Click Print to print the tray fill report.
3. Click Prefill Trays. The Tray Fill Verify window appears.
4. Scan the barcode on the bottom of the report.
5. Scan the empty prefill tray.

6. If you are filling other prefill trays, scan the corresponding report and prefill tray.

7. Click **Close**. The Tray Fill List tab window appears.

8. Click **Dispense**. The Fill Tray window reappears.

9. Click **Check Tray**. The Check Tray Fill window appears.

10. Choose a tray number on the Check Tray Fill window.

11. The pharmacist checks the tray.

12. The Fill Tray window appears again.

13. Click **Load Tray**.

14. Scan the barcode on the prefill tray to verify.

15. When verified, click **OK**. The FastPak displays this message: “This tray is now verified. OK to continue.

16. Put the tray into the UTC drawer.

17. Click **OK**.

18. Click **Continue**.
Exceptions Tab

Select the Exceptions tab to view this window.

![Exceptions Window](image)

*Figure 7-13 Exceptions window*

The Exceptions window displays information on exception medications; that is, invalid medication, inactive medication, external medication, and ignored medication, and offers you the opportunity to activate or ignore the medications.

**Invalid Medication**

An invalid medication is one with an invalid drug ID in the medication database, or one that is not entered in the medication database, but is being sent from the pharmacy management system. A common cause of an invalid drug is a typographical error in the drug ID. Invalid medications must be fixed or ignored before proceeding with the batch.
An Ignore All option on the Users window in the Maintenance application, when checked, allows users to see the Ignore All Meds button on the Invalid Medications tab within the Dispense application. If this option is unchecked, the user will not have access to the Ignore All Meds button. Refer to the FastPak EXP System Software Manual for more details.

Click Print to print an Invalid Report, Inactive Report, External Report, or All Exception Report, and the following window appears.

Click All Exception Reports to print reports in all the categories.

![Print Exception Reports window](image)

Figure 7-14 Print Exception Reports window

Note: The reports that print will be the only record of the invalid or inactive medications that were ignored in the batch.
Inactive Medication

An inactive medication is one that has been deactivated in the medication database. The batch cannot be dispensed if inactive medications are included in the batch. Inactive medications in the batch must be activated or ignored.

Double-click the medication line to view the Inactive Medication window.

![Figure 7-15 Inactive Medication window]

Click this box to activate the medication on the client computer and in the medication database.

After activating a canister, a window similar to that shown here appears.

![Figure 7-16 Update Canister Active Setting window]
External/Exception Medication

An external medication is one that has changed its classification in the medication database from a canister or tray medication to an external medication. Check the option to print exception bags (in Maintenance Device Settings) if you want to print exception bags.

Ignored Medication

Click Ignore Meds to designate a medication as ignored when the medication is unavailable, invalid, or inactive. Similarly, click Ignore All Meds to designate all the medications as ignored. Bags will not print for ignored medications.

Deleting Batches

Highlight the batch you want to delete from the list on the Main window (Figure 7-1). Select Delete. A confirmation window appears.

Figure 7-17 Delete Batch? window
Click Yes to delete the batch, or No to return to the previous window.

You may delete more than one batch by clicking Multi Delete, then clicking the batches you want to delete. Click Yes when the confirmation window appears to delete the batches, or click No to return to the previous window. When you have finished deleting multiple batches, the Multi Delete button is no longer highlighted.

Viewing Batch Statistics

To see detailed statistics for a specific dispensed batch, highlight the batch in the Main window shown in Figure 7-1 and select Batch Statistics. The window shown below displays.

![Batch Statistics](image)

*Figure 7-18 Batch Statistics window*
Viewing Batch Statistics

This window provides the following information about the batch:

- Batch start/end time
- Operator name
- Completion status
- Start/end bag
- Last patient in batch
- Last event in batch
- Total number of trays used by batch
- Details of any events that occurred during dispensing

Click **Print** to print the batch statistics. A sample report is shown here.

---

### Automated Messaging System Pouch Report

<table>
<thead>
<tr>
<th>Event</th>
<th>Start Time</th>
<th>End Time</th>
<th>Duration</th>
<th>Place Name</th>
<th>Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cartrige Empty #6</td>
<td>6/11/2009 3:08:26 PM</td>
<td>6/11/2009 3:08:42 PM</td>
<td>0:00:16</td>
<td>EVA 8</td>
<td>Mani</td>
</tr>
</tbody>
</table>

Total Down Time: 0:02:04

---

**Figure 7-19 Sample report**
Batch Management

Click **Batch Management** (on the Main window shown in Figure 7-1) to view the window shown here, to save batches, and load saved batches.

![Batch Management Window](image)

*Figure 7-20  Batch Management window*

Saving a Batch

Click on a batch in the Main window (Figure 7-1), then click **Batch Management**. When the Batch Management window opens, click **Save**. The batch is added to the saved batches.
Loading a Saved Batch

Click **Batch Management**. Scroll through the list of saved batches. Click on the batch you want to dispense. Click **Load**. The batch moves to the Main window.

*Note:*
*You cannot load a saved batch if the batch is currently active.*

Deleting a Saved Batch

Click **Batch Management** to view a list of saved batches. Click the batch you want to delete. Click **Delete**.

---

**Cabinet Replenishment**

Click **Cabinet Replenishment** (on the Main window shown in Figure 7-1) to view the Cabinet Replenishment window.

This window applies to a Med-Select cabinet, and may differ from that shown with your setup.
Unlocking the Device

Cabinet replenishment requires a MedSelect, Pyxis, or other similar interface to generate a file for the Autolink application to process and create a batch which appears on the Dispense window. Note that the categories of groups and stations originate from either MedSelect or Pyxis, not ARxIUM. Any changes in these categories must be requested from your cabinet vendor.

Follow the screen prompts to replenish your cabinets.

Unlocking the Device

The Unlock Device button only appears on the Main window (as shown below) when you choose the Machine Locked option on the Dispense Settings window.
The machine will remain locked until a user clicks *Unlock Device*, then logs on to access the FastPak EXP medication drawers.

**Skip Med Report**

Click *Skip Med Report* (on the Main window in Figure 7-1) to view a report of skipped medications, similar to that shown here.

![Sample Skip Med report](image)

*Figure 7-21  Sample Skip Med report*

The report includes the medication name and quantity, the patient name, and the administration time. Use this report to monitor skipped medications.
Batch Verify Report

Click **Batch Verify Report** (on the Main window shown in Figure 7-1) to view a report of all dispenses. The report includes information on the nursing unit, patient name, medication name, administration time and date, and quantity dispensed.

![Sample Batch Verify Report](image)

*Figure 7-22 Sample Batch Verify report*

Click the printer icon at the top of the report if you want to print the report.
Canceling a Batch

If you need to cancel a batch while it is dispensing, click **Cancel Batch** (on the Main window shown in Figure 7-1). A cancel pouch may print if the label group you chose in LabelCreator includes a cancel pouch.

If tray medication are included in the cancelled batch, a message window will appear to ask if you want to empty the UTC.

Creating New Batches

Repack Batches

Repack batches contain medications that are not assigned to specific patients. To create repack batches from the Main window shown in Figure 7-1, do the following:
1. Click **Repack**. The window below appears.

![Figure 7-23 Repack window](image)

2. Highlight the medication you want to add. The window in Figure 7-24 appears.

   Note: You may also scan the medication bulk bottle, or the canister that contains the medication you want to repack.
Creating New Batches

ARxIUM Tip:

You can search for specific medications to include in a repack order by typing the first several letters of the medication name in the Search field of the Repack window.

Figure 7-24  Repack Strip Information

Use this window to define the new batch. Complete the order information in each of the following text boxes:

- Quantity of medication per bag
- Quantity of bags to dispense
- Bin number (if pertinent)
- Whole or partial tablet (if partial, select size)
- Package number to start at
- Dispensing order (ascending or descending)

3. When these options have been chosen, select OK. The Repack window redisplay, showing the new repack batch.
4. Continue adding medications in this manner until all desired medications have been added to the order.

5. Select **Process Order** on the Repack window.

6. Select **OK** to exit the Repack window.

**Manual Batches**

Manual batches contain orders for specific patients. To create manual batches, do the following:

1. From the Main window shown in Figure 7-1, click **Manual.**
Creating New Batches

The Manual Order Entry window shown below displays.

![Manual Order Entry window](image)

**Figure 7-26 Manual Order Entry window**

This window contains the following main areas: Patient Information, Location, Order Details, Medications, and Batch.

2. Select any field in the Manual Order Entry window and a touch-sensitive keypad displays.
3. Touch the alphanumeric keys in the keypad to provide requested information.
4. To add a new medication, select New. The Medication window shown in Figure 7-27 displays.

Name your batch for ease in recalling it.
5. Highlight the medication you wish to add.

6. Select the SIG\(^1\) code (if needed) from the **SIG Code** drop-down menu.

7. Select the **Quantity** field and use the keypad to enter quantity information.

8. Select the **Duration** field and use the keypad to enter duration information.

9. Select Hours, Days, Weeks, Months or Doses.

10. Select Whole or Partial tablet.

---

1. A SIG code provides prescription administration frequency information, such as twice daily, every four hours, etc.
11. Select the RX# field and use the keypad to enter the order number.

12. Select Apply. Any missing information is requested.

13. When the medication information is complete, a confirmation window displays. Select Yes to add the selected medication to the order.

14. Select Close to close the Medication window.

15. When all medications have been added for the patient, select Apply.

16. Add patients as needed, following the steps above.

17. When all patients have been added to the batch, select Process.

18. Select OK to return to the Main window shown in Figure 7-1.

---

**Processing Newly-Created Batches**

When all new batches have been created to your satisfaction, they are ready for processing one at a time. Do the following:

1. In the Main window shown in Figure 7-1, highlight the new batch.

2. Click Dispense.

3. The Dispense window shown in Figure 7-3 displays. Click the tabs and review the batch information, as described in “Dispensing Batches” on page 69.
Changing Dispense Settings

The Dispense settings allow the operator to set various options for verification and sorting. To change Dispense settings, from the Main window shown in Figure 7-1, do the following:

1. Click Settings.

The Dispense Settings window shown below displays.

![Dispense Settings window](image)

*Figure 7-28  Dispense Settings window*
Changing Dispense Settings

Select from among the following options:

<table>
<thead>
<tr>
<th>Category</th>
<th>Option(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Replenishment Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Replenish canister using</td>
<td>Select this option when you plan to use the AutoScale to replenish canisters. When selected, the <em>AutoScale</em> button appears on the Main window (Figure 7-1)</td>
</tr>
<tr>
<td>AutoScale™</td>
<td></td>
</tr>
<tr>
<td>Available Ports</td>
<td>The communication port is set up during implementation.</td>
</tr>
<tr>
<td>Verification</td>
<td>Select either (or both) verify canister and/or verify NDC number (on the bulk medication bottle) to require verification of the selected option(s) during canister replenishment.</td>
</tr>
<tr>
<td>Sample Size</td>
<td>Choose sample size of either 50 or 100 pieces. The user is required to count the amount chosen when calculating the piece weight.</td>
</tr>
<tr>
<td>Smart Canister Replenishment</td>
<td>This option is only used when Smart Canisters are part of your setup. Choose this option to prompt the scale and scanner during Smart Canister replenishment.</td>
</tr>
<tr>
<td>Machine Locked</td>
<td>Choose this option if you want the FastPak EXP medication drawers to remain locked, thereby requiring users to log on in order to access drawer contents.</td>
</tr>
<tr>
<td>Build ManualPik CheckStation Medications</td>
<td>This option is only used in a ClinicWorks environment that includes a ManualPik location and a CheckStation.</td>
</tr>
<tr>
<td>Refill Password Prompt</td>
<td>When this option is checked, the user must logon to replenish canisters.</td>
</tr>
<tr>
<td>Tray Med Update Password Prompt</td>
<td>Choose this option to require users to log on before updating tray information.</td>
</tr>
</tbody>
</table>
### Changing Dispense Settings

<table>
<thead>
<tr>
<th>Category</th>
<th>Option(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Batch Processing</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Inpatient Mode</strong></td>
<td>The inpatient mode check box should be checked if supported by an interface file carrying a 1st dose flag or cartfill flag. The dispense screen will display a 1st dose or cartfill icon with the batch ID.</td>
</tr>
<tr>
<td><strong>Redispense Changed Bags at End of Batch</strong></td>
<td>When the redispense changed bags at end of batch option is checked, this option allows tray medications that were affected by a canister change to be redispensed at the end of a multi-dose batch.</td>
</tr>
<tr>
<td><strong>Use Empty Bag instead of Cut</strong></td>
<td>When the use empty bag instead of cut option is selected, a blank, empty bag will occur where previously you may have opted to cut the strip of pouches. This functionality must be used when your setup includes a Manrex Medication Detection Machine (MDM).</td>
</tr>
<tr>
<td><strong>Tray Prefill</strong></td>
<td>This option turns on the Tray Prefill feature which requires scanning tray barcodes.</td>
</tr>
<tr>
<td><strong>Inventory Change Bag on Lot / Exp Update</strong></td>
<td>Choose this option if you want to include an inventory change bag within a batch when there is a change in lot or expiration data.</td>
</tr>
<tr>
<td><strong>Inventory Change Bag on Scan ID Update</strong></td>
<td>Select this option to include an inventory change bag within a batch when there is a change to the medication scan ID.</td>
</tr>
<tr>
<td><strong>Sort Patient Batch Package Number Descending</strong></td>
<td>Choose this option to sort a patient batch in descending order. For example, the notation on a strip of bags will print “4 of 4, 3 of 4, 2 of 4, 1 of 4.”</td>
</tr>
</tbody>
</table>
## Changing Dispense Settings

<table>
<thead>
<tr>
<th>Category</th>
<th>Option(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Batch Sorting</strong></td>
<td></td>
</tr>
<tr>
<td>Prompt Operator for Sort</td>
<td>Check the prompt operator for sort check option to prompt the user to choose a sort for each batch as it is dispensed.</td>
</tr>
<tr>
<td>Sort Included in Batch Header</td>
<td>Choose the sort included in batch header if you do not want the user to be prompted to choose a sort. Batches will dispense in the order sent in the interface.</td>
</tr>
<tr>
<td>Sort Included in Batch Facility</td>
<td>Choose the sort included in batch facility if you do not want the user to be prompted to choose a sort. The batch will dispense using the sort connected to the facility.</td>
</tr>
<tr>
<td>Use Default Sort</td>
<td>When you choose the use default sort option for both repack and patient-specific batches, the user will not be prompted to choose a sort during dispense (if default sorts are selected).</td>
</tr>
<tr>
<td>Repack Default Sort</td>
<td>Choose an item from the drop-down list. The list may contain these choices: cartfill, multidose, repack sort, reverse, or unit dose. Click Preview to see a preview of your selection.</td>
</tr>
<tr>
<td>Patient Specific Default Sort</td>
<td>Choose an item from the drop-down list. The list may contain these choices: cartfill, multidose, repack sort, reverse, or unit dose. Click Preview to see a preview of your selection.</td>
</tr>
<tr>
<td><strong>Batch Label Defaults</strong></td>
<td></td>
</tr>
<tr>
<td>Repack Default Label</td>
<td>Select default labels for both repack and patient-specific labels. The user will not be prompted to choose a label during dispense if default labels are selected. Click Preview to see a preview of your selection.</td>
</tr>
</tbody>
</table>
### Changing Dispense Settings

<table>
<thead>
<tr>
<th>Category</th>
<th>Option(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Specific Default Label</strong></td>
<td>Choose an item from the drop-down list, such as 60mm patient specific or unit dose. Click <strong>Preview</strong> to see a preview of your selection.</td>
</tr>
<tr>
<td><strong>Saved Batch File Path</strong></td>
<td><strong>Batch File Path</strong> This information is set at installation, and should not be changed.</td>
</tr>
<tr>
<td><strong>Smart Canisters</strong></td>
<td><strong>Configure</strong> Use this option only if your setup includes Smart Canisters. When you click <strong>Configure</strong>, a lightning bolt appears on the representation of the FastPak EXP configuration, to indicate which drawers contain Smart Canisters. Touch a drawer in the representation, and a lightning bolt appears. Touch again, and the lightning bolt disappears. Only drawers that have Smart Canister motor bases can be designated as Smart Canister drawers.</td>
</tr>
<tr>
<td><strong>Visual Keyboard</strong></td>
<td><strong>Display Months as Numbers</strong> Choose the Visual Keyboard option if you want to display months as numbers when typing dates using the virtual (on-screen) keyboard.</td>
</tr>
</tbody>
</table>
## Changing Dispense Settings

### Table 7-4 Dispense Settings

<table>
<thead>
<tr>
<th>Category</th>
<th>Option(s)</th>
</tr>
</thead>
</table>
| Inactivity Timeout| Choose Off if you do not want to use this feature.  
Choose Use Default if you want to use the system default setting.  
Choose Timeout After x Minutes, specifying the number of minutes after which you want the system to time out, if you want to use the timeout feature.  
Changes you make to the inactivity timeout settings override the timeout that was set up in the Maintenance application (Site Information). Note: you must restart the Dispense application after changing the inactivity timeout settings in order to activate your new selection. |

2. When all settings are chosen, select **OK** to implement them.
Filling Canisters

When you need to refill a canister, do the following:

1. From the Main window shown in Figure 7-1, select Fill Canister. The Canister Update window shown below displays.

   ![Canister Update window]

   The medication list changes, to reflect your choice here. For example, click Smart Canisters to see the medications assigned to Smart Canisters in your setup.

   Only Smart Canisters are assigned a canister ID.

   Smart Canisters which have been assigned a canister ID, but which are not physically in the FastPak EXP show “0” in this column.

   Figure 7-29 Canister Update window

2. If the medication you are looking for does not appear on this screen, type the first few letters of the medication name in the Search field. If the first match is not correct, select Next until the correct medication is displayed. You can also search for a canister (by number) by clicking first on Can. Similarly, you can search for a matching scan ID by clicking ScanID, and then scanning a bulk medication.
Filling Canisters

Note
Click All Canisters, Smart Canisters, or Group Canisters to search for the corresponding canisters.

Note
Click the column heading to change the sort view.

3. Highlight the canister you wish to refill and select Update. A window similar to that shown below appears.

The scanning windows only appear during replenishment if you selected the scan verification options in dispense settings.

Figure 7-30  Barcode Confirmation window
4. Scan the canister.

Choose multiple scans if you want to scan multiple bottles of the same bulk medication to be added to the canister. Click **OK** (which appears when you select the multiple scan option) to indicate the last bottle has been scanned.

The multiple/single scanning option you choose remains in effect until changed.

Override and Save: Ignores the mismatch and updates the medication database with the UPC from the product bottle that was scanned

Override Only: Ignores the mismatch and does not update the medication database

If the incorrect product bottle was scanned, the correct bottle can be scanned to continue. See page 118.

Note: These override options only appear when the Save/Override option is selected in Maintenance.

5. Scan the medication bottle.

6. If you are using the AutoScale, a window like that shown here appears. Place the empty canister on the scale and press Next.
7. Follow the screen prompts.

8. When the Canister Update window appears, type a new lot number and expiration date, if necessary.

9. Click OK.

“Yes” indicates the canister has been filled.
Override Function in Replenishment

When replenishing a canister, you begin by scanning/entering the NDC number on the empty canister. If you then scan/enter a bulk bottle which results in a non-match, a window similar to that shown in Figure 7-31 appears.

Click **OK** if you wish to override the mismatch, then follow the instructions on the subsequent windows.
A window similar to that shown here appears.

![Barcode Confirmation window](image)

Figure 7-32  Barcode Confirmation window

You have three options to resolve the mismatch. They are:

1. Scan/Enter again to retry.
2. Select **Override and Save** - this option ignores the mismatch and saves the scan for future validations by storing the new scan ID in the Medications table within the database.
3. Select **Override Only** - to skip this check this time only and continue the dispense process. No database changes will occur.

**Note**

*Users will only be able to access these options if granted the corresponding privileges in the Maintenance application (under Users).*
Getting Help

The FastPak EXP provides on-screen help for situations that may occur when dispensing. To access this help, select the following button from the lower portion of the Dispense window shown in Figure 7-1.

A window resembling the one shown below displays.

![Help Topics window](image)

Select a topic from the list and select Ok.
Exiting Dispense

A window resembling the one shown below will display with video and text instructions for the selected topic.

Select a numbered button to see a specific step.

The step is described here.

Select this button to see a video of the entire step.

Select this button to stop the video.

Select **Whole Event** to see a video of the entire procedure.

Click here to exit Help.

*Figure 7-34  Online Help Screen*

**Exiting Dispense**

Close Dispense by selecting **Exit** from the Main window shown in Figure 7-1.
Notes:
8 Cleaning and Maintenance

Chapter 8 presents information on cleaning the FastPak EXP hardware and basic maintenance, including:

- Exterior Surfaces
- Touchscreen
- Barcode Scanner
- Canisters
- Medication Drawers
- UTC
- UTC Tray Sensor
- Interior Surfaces
- Heat Sealer
- Sub-Hoppers
- Sub-Hopper Sensors
- Upper Shutter
- Hopper and Hopper Sensor
• Lower Shutter
• Perforation Blade Assembly
• Cutter Blade
• Cleaning Schedule
• Before Calling for Service

Do not use medical alcohol to clean any sensor, as the alcohol may damage the sensor, thereby limiting its effectiveness.

Use medical alcohol sparingly to clean stainless steel portions of the FastPak EXP, and use only after vacuuming or wiping. When using medical alcohol, apply the alcohol to a cloth; do not spray/pour the alcohol directly onto the FastPak EXP or any of its components.

Always wear a protective mask and gloves when cleaning to avoid inhaling pill dust and to avoid skin contact with pill dust.

When vacuuming, use caution to avoid blowing the pill dust.

Tool Kit

A FastPak EXP tool kit comes with your FastPak EXP. The tool kit contains calipers, metric tools, spare cutter blades, alcohol swabs, plastic pins, and other essentials for cleaning and maintaining the FastPak EXP.
Cleaning Order

In general, you should clean the FastPak EXP starting at the top of the device and moving toward the bottom.

Exterior Surfaces

Clean the metal exterior surfaces of your ARxIUM FastPak EXP with a mild solution of isopropyl alcohol and water, using a clean, lint-free, non-abrasive cloth.

Touchscreen

Clean the touchscreen with a clean, dampened, lint-free, non-abrasive cloth. You may use a mild glass cleaner that does not contain alcohol or ammonia, or a commercial cleaner especially designed for touchscreens. When cleaning the screen, turn the touchscreen off first. Always spray the cleaner onto the cloth (not directly onto the touchscreen), and then gently rub the touchscreen to clean it.

Barcode Scanner

If the window is visibly dirty, or if the scanner is not operating well, clean the window with a soft cloth dampened with water (or a mild detergent-water solution). If a detergent solution is used, rinse with a clean cloth dampened with water only.

The scanner housing may be cleaned in the same way.
Fingerprint Reader

If your biometric fingerprint reader appears dirty, or fails to read fingerprints, you must clean the reader window. Press the sticky side of a piece of adhesive tape to the reader window, and lift the tape off. Repeat as necessary until the reader window is clean.

Canisters

Clean the FastPak EXP canisters monthly, or more often as needed. To clean the canisters, do the following:

1. Remove a canister from the cabinet.
2. Remove any medication from the canister.
3. Wipe the inside of the canister with a clean, dry, lint-free cloth. If necessary, use warm water after removing any visible pill dust.

   Do not use disinfectant or medical alcohol to clean the canisters.

   If the canister becomes damaged during maintenance, please contact ARxIUM for a replacement canister.

4. When the canister has dried, replace the medication.
5. Return the canister to the appropriate shelf position.
6. Push in the shelf and close the upper door.
7. Press **Start** on the front panel.

Always close the canister lid completely. Damage may occur when closing the medication drawer if the lid is not completely closed.

---

**Medication Drawers**

Open each medication drawer, one at a time, beginning at the top of the FastPak EXP. Clean the pill path at the center of the drawer with a clean, dry, lint-free cloth.
Figure 8-1  Cleaning the pill path
Remove any accumulated pill dust with a vacuum. Then clean the area between the canister motor bases with a clean, dry, lint-free cloth, paying special attention to the label scan sensor on the side of the Smart Canister motor bases.

Do not use medical alcohol to clean any sensor, as the alcohol may damage the sensor, thereby limiting its effectiveness.

Always wear a protective mask and gloves when cleaning to avoid inhaling pill dust and to avoid skin contact with pill dust.

When vacuuming, use caution to avoid blowing the pill dust.
UTC

Vacuum the UTC to remove any accumulated pill dust. Then wipe the holding cells and tray top each day with a clean, dry, lint-free cloth to remove any dust or pill residue.

Figure 8-3  Cleaning the UTC
UTC Tray Sensor

The UTC tray sensor is located on the back of the UTC & first shutter drawer, as shown here.

Wipe the UTC tray sensor with a clean, dry, lint-free cloth to remove any accumulated dust.

Figure 8-4  UTC tray sensor
Do not use medical alcohol to clean any sensor, as the alcohol may damage the sensor, thereby limiting its effectiveness.

Interior Surfaces

Vacuum the interior surfaces to remove pill dust. Wear a protective mask and gloves to avoid inhaling pill dust and to avoid skin contact with pill dust. Use caution to avoid blowing the pill dust.

Figure 8-5  Vacuuming the interior
Inspect the heat sealer daily, looking for buildup. Clean the metal surface of the heat sealer using a dry abrasive ScotchBrite™-type cleaning pad when the device has cooled. Use caution when cleaning because of the high temperature of the heat sealer.

Figure 8-6 Cleaning the heat sealer
The heat seal may be hot! Turn the machine off and allow it to cool for 30 minutes before touching the heat seal.

Clean the anvil pad on the opposing surface of the heat seal with a clean, dry, lint-free cloth. To access the anvil pad, grab the handle and press downward, as shown below.

Figure 8-7  Heat seal assembly
Sub-Hoppers

The four sub-hoppers are located just under the medication drawers, inside the front upper panel doors, as shown below.

Figure 8-8  Locating the sub-hoppers
Slide out each sub-hopper and vacuum daily or wipe out any dust or residue with a clean, dry, lint-free cloth, wearing protective gloves to avoid skin contact with pill dust.

*Figure 8-9  Cleaning the sub-hopper*
Sub-Hopper Sensors

There are four sub-hopper sensors (one for each of the sub-hoppers) which sense the position of the sub-hoppers. These sensors are visible inside the FastPak EXP when the front upper panel doors are open and the sub-hoppers have been removed, as shown below.

![Sub-hopper sensor in place and removed from the device](image)

Figure 8-10 Sub-hopper sensor

Clean these sensors monthly, using a clean, lint-free cloth (or Q-tip) or a soft-bristled brush (such as a toothbrush) to wipe away any dust.
Do not use medical alcohol to clean any sensor, as the alcohol may damage the sensor, thereby limiting its effectiveness.

**Upper Shutter**

The upper shutter, also called the first shutter, is located beneath the medication drawers, on either side of the UTC tray, in the UTC & first shutter drawer. Open the front access doors, turn off the power switch, and, using both hands, gently pull out the drawer.

*Figure 8-11  Pulling out the UTC & first shutter drawer*
Then vacuum or wipe off the interior surfaces with a clean, dry, lint-free cloth. Use isopropyl alcohol to clean the shutter, if necessary, following the caution on page 124.

![Cleaning the upper shutter](image)

*Figure 8-12 Cleaning the upper shutter*

Remove the shutter curtain and wipe gently with a clean, dry, lint-free cloth.

When you have finished cleaning, replace the shutter curtain, slide the drawer back into place, and close the front access doors.

Handle the upper shutter carefully. Do not use excessive force when cleaning to avoid shutter operation failure.
Hopper and Hopper Sensor

The hopper is located beneath the UTC tray and upper shutter. Open the front access doors and turn off the power. Pull outward on the pins locking the hopper in place and, using both hands, gently pull out the hopper.

Figure 8-13  Pulling out the hopper

Pull the hopper out slowly. Support the bottom of the hopper if you intend to pull it completely out of the machine.
Then vacuum or wipe off the interior surfaces with a clean, dry, lint-free cloth. Use isopropyl alcohol to clean the hopper, if necessary, following the caution on page 124.

Depending on the manufacturing date of your packager, the hopper may have curtains, as shown in the top image here. Refer to page 143 for more information on the curtains.

Figure 8-14  Cleaning the hopper
The hopper sensor is located inside the cabinet, as shown here.

![Figure 8-15  Hopper sensor location](image)

Wipe the hopper sensor with a clean, lint-free cloth to remove any accumulated dust.

**CAUTION**

Do not use medical alcohol to clean any sensor, as the alcohol may damage the sensor, thereby limiting its effectiveness.

When you have finished cleaning, slide the hopper back into place, push in the pins which lock the hopper into place, and close the front access doors.
Note

Ensure the curtain passes through all the hopper slits (as shown in the pictures below), to maximize dispensing efficiency.

Figure 8-16  Curtain location
Lower Shutter

The lower shutter, also known as the second shutter, is located beneath the hopper. Open the front access doors, turn off the power, and gently pull out the printing and packaging assembly tray.

You need not remove the plastic top of the lower shutter to clean it. Simply vacuum or wipe the plastic top and interior surfaces with a clean, dry, lint-free cloth each day.

Remove the plastic top weekly for cleaning. Gently lift off the plastic top to access the lower shutter. Vacuum or wipe off the plastic top and interior surfaces of the lower shutter with a clean, dry, lint-free cloth.

Figure 8-17  Locating the lower shutter
Perforation Blade Assembly

Cleaning the Perforation Blade

ARxIUM does not recommend cleaning the perforation blade, due to the inaccessibility of the blade and risk of personal injury.
Replace the blade when it becomes dull.

Figure 8-19  Perforation blade location
Adjusting the Perforation Blade

Always turn off the power to the FastPak EXP System when cleaning or performing preventive maintenance.

WARNING

Handle the perforation blade carefully to avoid injury.
To adjust the perforation blade, do the following:

1. Lift off the perforation blade assembly.

2. Loosen the adjustment screw indicated in the image below, with an Allen wrench, to adjust the position of the perforation blade. Retighten when you have repositioned the blade to your satisfaction.
3. Use the thumb screw in the center of the perforation assembly to “fine tune” the perforation blade adjustment, observing the corresponding movement of the perforation blade when you turn the thumb screw.

4. Stop the adjustment when the perforation blade reaches the desired position.

5. Test the new perforation blade position by selecting Cut on the control panel and observing the resultant cut.
Cleaning the Anvil Pad

Clean the anvil pad when you clean the heat sealer. Refer to page 134 for instructions. Replace the anvil pad as necessary when worn or heavily soiled.

Cleaning the Cutter Blade

ARxIUM does not recommend cleaning the cutter blade, due to the risk of personal injury. Replace the blade when it becomes dull.

Changing the Cutter Blade

Always turn off the power to the FastPak EXP System when cleaning or performing preventive maintenance.

Handle the cutter blade carefully to avoid injury.

To change the cutter blade, do the following:

1. Open the front door and turn off the power to the FastPak EXP System.
2. Remove the blade guide by lifting it off the cutter blade assembly.

3. Remove the cutter blade assembly by lifting its right side slightly out of the guide hole and sliding the assembly to the right, removing it from the key way.

4. Remove the thumbscrew on the blade assembly.

5. Remove the blade.

6. Insert the new blade.

7. Replace the thumbscrew.

8. Replace the blade assembly.

9. Replace the blade guide.

Note
Use only ARxIUM-authorized disposables, including cutter blade # 624-199-2425.
Adjusting the Cutter Blade

Always turn off the power to the FastPak EXP System when cleaning or performing preventive maintenance.

Handle the cutter blade carefully to avoid injury.

To adjust the cutter blade, do the following:

1. Loosen the thumbscrew on the blade assembly, and slide the blade to its desired position (normally all to the way to the right).
2. Re-tighten the thumbscrew.
### Cleaning Schedule

<table>
<thead>
<tr>
<th>Component</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exterior Surfaces</td>
<td>Daily&lt;sup&gt;a&lt;/sup&gt;</td>
</tr>
<tr>
<td>Touchscreen</td>
<td>Daily</td>
</tr>
<tr>
<td>Barcode Scanner</td>
<td>Daily</td>
</tr>
<tr>
<td>Canisters/Cassettes</td>
<td>Monthly&lt;sup&gt;b&lt;/sup&gt;</td>
</tr>
<tr>
<td>Medication Drawer</td>
<td>Daily</td>
</tr>
<tr>
<td>UTC Tray</td>
<td>Daily</td>
</tr>
<tr>
<td>UTC Tray Sensor</td>
<td>Monthly</td>
</tr>
<tr>
<td>Interior Surfaces</td>
<td>Daily</td>
</tr>
<tr>
<td>Heat Sealer Assembly</td>
<td>Daily, or as needed with a dry abrasive ScotchBrite™-type cleaning pad on a cold machine.</td>
</tr>
<tr>
<td>Sub-Hoppers</td>
<td>Daily</td>
</tr>
<tr>
<td>Sub-Hopper Sensors</td>
<td>Monthly</td>
</tr>
<tr>
<td>Upper Shutter</td>
<td>Daily</td>
</tr>
<tr>
<td>Hopper</td>
<td>Daily</td>
</tr>
<tr>
<td>Hopper Sensor</td>
<td>Monthly</td>
</tr>
<tr>
<td>Lower Shutter</td>
<td>Daily</td>
</tr>
<tr>
<td>Anvil Pad</td>
<td>Daily</td>
</tr>
</tbody>
</table>

<sup>a</sup> “Daily” indicates once per 24-hour period, or more often if necessary

<sup>b</sup> “Monthly” indicates once per month, or more often if necessary
Before Calling for Service

When problems occur, perform the following checks before calling for service.

Cabinet

1. Check that the power cord is connected to the appropriate power source.
2. Verify that the unit is online and that the status display looks normal.
3. Listen to determine if there are any unusual noises coming from the device.

Canisters/Cassettes

1. Determine whether the canister is filled properly.
2. Determine whether the canister is set into the correct position inside the drawer correctly.

ARxIUM Computer

1. Determine whether the PC and monitor are powered on. (Verify that the LED lamps on the front of each device are lit.)
2. Check to see whether the screen display appears normal.
3. Note which task you were performing when the problem occurred.
4. Determine whether the computer is responding to keyboard and/or mouse input. If it does not, check to make sure that cables leading from the keyboard and monitor are securely connected.
5. Determine whether there are any alarms on the status display.
6. Power down the PC and restart it. Observe how the PC responds during the power-up sequence and make note of any unusual behavior or
Notes:
9  Error Messages

This chapter presents common error messages and their resolutions. A troubleshooting section is also included.

<table>
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<tr>
<th>Alarm</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heater Alarm</td>
<td>1 The heater does not reach the set</td>
<td>1 Wait until the heater reaches the set</td>
</tr>
<tr>
<td></td>
<td>temperature.</td>
<td>temperature (approximately 10 minutes).</td>
</tr>
<tr>
<td></td>
<td>2 The heater is disconnected.</td>
<td>2 Contact ARxIUM Service if the alarm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>persists.</td>
</tr>
<tr>
<td>Canister Empty</td>
<td>Canister xxx is empty or jammed.</td>
<td>Refill the canister or eliminate the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>blockage.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact ARxIUM Service if the alarm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>persists.</td>
</tr>
<tr>
<td>Drawer Open</td>
<td>The drawer named in the error message is</td>
<td>Close the drawer and press <strong>Start</strong>.</td>
</tr>
<tr>
<td></td>
<td>open.</td>
<td></td>
</tr>
</tbody>
</table>


## Messages and Resolutions

<table>
<thead>
<tr>
<th>Alarm</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refill UTC</td>
<td>The UTC is empty (at the beginning or end of a batch).</td>
<td>Refill the UTC tray, close the tray, press <strong>Start</strong>.</td>
</tr>
<tr>
<td>UTC Alarm</td>
<td>The UTC tray is not properly installed, or tray rotation has failed.</td>
<td>Correctly install the UTC tray; press <strong>Start</strong>. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Change Ribbon</td>
<td>The ribbon is broken, not installed correctly, or the supply is depleted.</td>
<td>Examine the ribbon. Re-thread the ribbon, or install a replacement.</td>
</tr>
<tr>
<td>Printer Alarm</td>
<td>The printer cover is open or the printer lock is not closed.</td>
<td>Close the printer cover and lock into place. Press <strong>Start</strong>. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Paper Alarm</td>
<td>The paper supply is depleted or the paper is jammed</td>
<td>Replace the paper or clear the jam. Press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Conveyor Alarm</td>
<td>The paper is jammed at the conveyor or the conveyor is not running.</td>
<td>Clear any paper jam and press <strong>Start</strong>. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Cutter Alarm</td>
<td>The cutter blade has stopped in an improper position.</td>
<td>Return the cutter blade to the proper position; press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Door Open</td>
<td>The packaging mechanism is not properly installed, or the front door is open.</td>
<td>Ensure the packaging mechanism is in the proper position, close the front door, press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Hopper Alarm</td>
<td>The hopper is not correctly installed.</td>
<td>Install the hopper correctly. Press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Sub-Hopper Alarm</td>
<td>The sub-hopper is not properly installed.</td>
<td>Install the sub-hopper correctly. Press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Mrd Drawer Open</td>
<td>The UTC &amp; first shutter drawer is open.</td>
<td>Close the UTC &amp; first shutter drawer correctly; press <strong>Start</strong>.</td>
</tr>
<tr>
<td>Over Dispense</td>
<td>A pill exceeding the order has been detected.</td>
<td>Clean the canister and motor base. Contact ARxIUM Service if the alarm persists.</td>
</tr>
</tbody>
</table>
## Messages and Resolutions

<table>
<thead>
<tr>
<th>Alarm</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mixed Drugs</td>
<td>A pill not specified has been dispensed.</td>
<td>Clean the canister and motor base. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Sensor Trouble</td>
<td>The pill detecting sensor has failed.</td>
<td>Clean the canister and motor base. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Motor Trouble</td>
<td>A canister motor base has failed.</td>
<td>Clean the canister and motor base. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Upper Shutter Alarm</td>
<td>The upper shutter has failed.</td>
<td>Press Start. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Lower Shutter Alarm</td>
<td>The lower shutter has failed.</td>
<td>Press Start. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Sealer Alarm</td>
<td>The sealing operation has failed.</td>
<td>Ensure the front access doors are closed. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Power Alarm</td>
<td>Improper output of AC power</td>
<td>Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>24V Power Alarm</td>
<td>Improper output of DC24V power</td>
<td>Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Comm. Error</td>
<td>There has been a communication error with the PC.</td>
<td>Press Start. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>TC Comm Error 1/2</td>
<td>There has been a communication error inside the device.</td>
<td>Press Start. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Lock Alarm</td>
<td>A problem has been detected in the locking mechanism of a medication drawer.</td>
<td>Verify all medication drawers are closed. Contact ARxIUM Service if the alarm persists.</td>
</tr>
<tr>
<td>Printer Head Alarm</td>
<td>The printer head needs replacement.</td>
<td>Visually check the print quality; Contact ARxIUM Service if necessary.</td>
</tr>
<tr>
<td>Scan Error</td>
<td>Unclean label scan sensor</td>
<td>Clean the label sensor on the Smart Canister. See Figure 8-2.</td>
</tr>
</tbody>
</table>
Troubleshooting

Do not use force when opening or closing the medication drawers. Excessive force may cause machine failure.

Do not place fingers or hands inside a medication drawer when closing the drawer, to avoid injury.

Contacting ARxIUM

Call ARxIUM at 1-888-537-3102; then press 2 for product service.

Call ARxIUM at 1-888-537-3102; then press 3 to order ARxIUM consumables.
# 10 Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>UL 3101-1</td>
</tr>
<tr>
<td>Weight without canisters</td>
<td>1234lb. (560kg)</td>
</tr>
<tr>
<td>Height</td>
<td>80” (2030mm)</td>
</tr>
<tr>
<td>Width</td>
<td>41” (1030mm)</td>
</tr>
<tr>
<td>Depth</td>
<td>31” (788mm)</td>
</tr>
<tr>
<td>Powered from</td>
<td>10’ three-pronged, grounded electrical cord to a dedicated 20amp 120VAC single phase network with a neutral and ground connection receptacle.</td>
</tr>
<tr>
<td>Input current operating amperage</td>
<td>3.8A Max. 437W, outlet max. 300W</td>
</tr>
<tr>
<td>Number of canisters</td>
<td>320</td>
</tr>
<tr>
<td>Count detection</td>
<td>Optical sensor</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Input power supply</td>
<td>120 VAC ±10%, 50/60Hz</td>
</tr>
<tr>
<td>Packaging Method</td>
<td>Unit</td>
</tr>
<tr>
<td>Sealing method</td>
<td>Resistive heat seal with perforation between bags</td>
</tr>
<tr>
<td>Application software</td>
<td>Windows® 2000 Client/Server based (32-bit)</td>
</tr>
<tr>
<td>Packaging printer</td>
<td>Thermal transfer printer</td>
</tr>
<tr>
<td>Pouch size</td>
<td>2.17” (55mm), 3.15” (80mm)</td>
</tr>
<tr>
<td>Pouch label details</td>
<td>Maximum 1” (26mm) width x .63” (16mm) length.</td>
</tr>
<tr>
<td>Restocking option</td>
<td>Replenishment kit including scale option available for simplified canister restocking</td>
</tr>
<tr>
<td>Communications</td>
<td>Serial, RS-232C asynchronous 9600bps, CHAR 8bit, 1 stop bit</td>
</tr>
<tr>
<td>Security</td>
<td>Cabinet lock and keyed cassettes protect against theft and incorrect cassette placement</td>
</tr>
<tr>
<td>Interface method</td>
<td>PC and EXP software via RS-232 cable</td>
</tr>
<tr>
<td>Data entry interfaces</td>
<td>Barcode or touchscreen data entry available</td>
</tr>
<tr>
<td>Limited warranty</td>
<td>6 months</td>
</tr>
</tbody>
</table>
| Service program       | 24-hour toll-free number  
                        | On-site preventative maintenance  
                        | On-site repair |
### Fuses

<table>
<thead>
<tr>
<th>fasex</th>
<th>MPD board fuses: 250V, 2A Time Delay</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Power supply box fuses:</td>
</tr>
<tr>
<td></td>
<td>• 250V, 2A Time Delay (for 5V power supply, 5 each; 250V 5A Time)</td>
</tr>
<tr>
<td></td>
<td>• Delay (for 9V power supply, 2 each); 250V, 10A Normal (for 24V power supply, 4 pieces)</td>
</tr>
</tbody>
</table>

### Atmospheric conditions

- **Temperature**: +41°F to +104°F (+5°C to +40°C)
- **Altitude**: Operate at less than or equal to 2,000 meters above sea level
- **Humidity**: Maximum relative humidity 80% for temperatures up to 87°F (31°C), decreasing linearly to 50% relative humidity at 104°F (40°C)

### Electrical stability requirements

- The FastPak EXP will not tolerate any voltage interruption exceeding 1ms, except for the power electronics, or any voltage drops exceeding 0.5sec. and exceeding 10% of the power supply rated voltage. It is desirable to attain a noiseless ground.

### Miscellaneous

- Speed variators, whatever their origin, generate harmonic current which may feed back into the network or be otherwise radiated. They may cause interference that can affect the environment.

---

1. These fuses may only be replaced by ARxIUM service personnel.
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