



FAQ

Is the Pill Buddie a medical device and does it need any kind of certification?

No. The Pill Buddie is not a medical device. It is designed to be a simple vending machine. All meds/vitamins/supplements/etc. dosage and timing are controlled by the user/caregiver. The Pill Buddie simply rotates one slot per timed event.

How does it work?

After completing the setup procedure, adding pills/vitamins to the Pill Buddie and setting up the dispensing events, the device will rotate one slot for each separate scheduled event. Currently four events per day are supported.

How many pills can be dispensed at one time?

This depends on the size of the tablets. The smaller the pills, the more will fit in each slot. Be very careful to ensure the tablets are loose and away from the narrower end of the dispensing slot. If a tablet is large enough to touch both sides of the slot then it could potentially get stuck and not dispense.

How many dispensing events are available?

There are four events per day available.

What should I do if I only need one event per day?

Each event is individually enabled/disabled so you can control up to four events per day.

Are more than four events per day available?

Not at this time. If more are needed you will need a separate Pill Buddie device.

I live in an area that adheres to Daylight Savings Time (DST). Will the Pill Buddy track changes in DST?

No, the time is set automatically through the combination of setting the Time Zone and the



DST checkbox on the Setup tab. Simply check or uncheck the DST checkbox and the time will adjust automatically.

Is the device portable?

No, the device is designed to be stationary. If you need to move the device, carefully remove all tablets then close the lid, unplug the device and move it as needed.

How many days worth of dispensing are available?

The Pill Buddie has 28 available slots for dispensing. This means it can dispense 14 days worth of tablets at two events per day or 28 days using only one slot per day.

Is WiFi needed?

Yes, the device requires an internet connection to be able maintain the time and also to send alerts to the user through the Telegram app.

Is private data collected?

No! Absolutely no private or personal data is stored in the machine.

Does the device "listen" like an Amazon Alexa?

No, there is currently no microphone or other ambient sensors to collect data.

Can the device be scheduled to dispense on specific days?

No, the Pill Buddie allows up to four timed events per day, every day. As long as the device is powered, connected to WiFi, is not "PAUSED" and has slots left to dispense it will dispense according to the set schedule every day. If you need to have pills dispensed on certain days and not others you can use a smart plug to turn the device on for those days and turn it off on non-dispensing days.

I sometimes travel and don't need the device to dispense when I am away. What should I do?

The Pill Buddie has a toggle button on the Home screen (left most tab) that can change the



mode from NORMAL (dispensing per the scheduled event time) and PAUSED (no dispensing will occur in this mode). Please note that after the Pill Buddie is placed in normal mode, it will start dispensing at the NEXT scheduled event time. Likewise, the device can be unplugged. When it is plugged back in it will begin dispensing at the next scheduled event.

Is an extended warranty available?

Not at this time.

Is there a battery backup.

No, the device depends on household power and a live wifi connection to maintain it's timing.

Is there an app required to use Pill Buddie?

No app is required at this time. Pill Buddie is intentionally designed to be simple and self-contained.

How do I clean the device?

Remove the small screw that secures the pill carousel then gently lift the carousel from the housing. Use a soft, dry cloth or a slightly damp cloth if needed. Isopropyl alcohol can be used to clean the carousel, the carousel housing and the tray. Avoid harsh cleaners or submerging the device in water.

Is the light too bright at night?

No. Pill Buddie uses a soft, diffused LED designed to be visible without being disruptive. When not reminding you, the device remains dark. The LCD screen has a timer and will dim the LCD after being idle for that time.