



Troubleshooting

I recently moved the Pill Buddie Mini to a new location and it no longer works.

The Pill Buddie Mini is dependent on a stable wifi connection and is designed to notice if the wifi connection has changed. Upon starting up the Pill Buddie and Pill Buddie Mini will prompt you for a new network connection.

The time is incorrect, how do I change it?

Time is managed automatically through setting the Time Zone for your area as well as the DST (Daylight Savings Time) checkbox. Both are found on the Setup Tab. There is no clock to set.

Sound does not work.

Navigate to Setup Tab, ensure "Sound ON" checkbox is checked. If it is checked and sound does not work, uncheck then re-check the checkbox. Turn the power off for 5 seconds and try again.

The number of slots with pills does not match the number shown in the “Remaining” field on Tab 1. What should I do?

This can happen if the pill dispenser is not filled completely and the Home slot (this is the slot that has a cap to prevent adding pills). To resolve this, remove all pills and go through the Home cycle to ensure the cycle is starting correctly. ALWAYS START A CYCLE WITH THE COVERD SLOT OVER THE TRAY.

Pills are getting stuck.

Avoid overly large pills as they can get stuck if not properly loaded. Always add pills in the order of smallest to largest to avoid smaller pills getting wedged in with the larger ones. Place all pills towards the outside of each slot to avoid tablets getting wedged in the narrower end. Some models include a vibration motor. Ensure the “Vibrator” checkbox is selected on the Setup Tab (fifth from left). If some pills continue to get “stuck”, avoid using



those pills in the device, instead, keep the pill bottle for those pills near the Pill Buddie and take them manually.

I have two timed events scheduled on my Pill Buddie, one in the morning and one in the evening and it's time to refill the device but it's the middle of the day. What should I do?

In this case you should add the tablets for the afternoon event first as it will be the next scheduled event. Continue adding tablets in a clockwise manner until all the slots are occupied. Always start with the pills for the next scheduled dispensing event.

Can the Pill Buddie dispense liquids?

No. Do not add any liquids to the device. Doing so will void the warranty and damage the unit.

What order will the Pill Buddie dispense?

The device will always rotate one slot width (counterclockwise) for each timed event. Which event happens depends on the time of day it is refilled. If you fill it before the first scheduled event, then the next timed event will be the first dispensing.

Example, if you fill the device at 7:00 am and the first schedule event is 8:00 am then the next dispensing will be 8:00 am. If you fill the device mid day, after the first timed event, then the next event will be the evening event. Example, if you fill the device at noon and you have two events, 8:00 am and 5:30 pm then the next dispensing will be at 5:30 pm. If you refill the device after the evening event then the next dispensing will be the morning event.

Does the Pill Buddie have a warranty?

Yes, the device is warranted against defects for 90 days. If the device fails to operate within the first 90 days, it will be replaced or repaired at the company's expense.

How robust/reliable is the Pill Buddie?

The Pill Buddie has undergone extensive testing with over 400,000 dispensing cycles. That's over 100,000 days (273 years) at 4 dispensing per day!



Is an extended warranty available?

Not currently.