



Digital Fillmaster User Guide

Congratulations on your purchase of the Digital Fillmaster!

The Digital Fillmaster 3400 and 3600 models will help your pharmacy reconstitute medications with accuracy and speed. The dispenser's straightforward operation will allow you to integrate the Digital Fillmaster seamlessly into your pharmacy's workflow, leaving your staff more time to interact with customers.

The Digital Fillmaster provides the security of knowing that your pharmacy is preparing reconstituted medications with extreme accuracy, and when paired with our Water Purification System, the highest quality water. You'll save time and money, and your customers will receive the best in quality and service. For further ease of use, the Digital Fillmaster 3400 can be upgraded to the 3600 by adding the Script Scanner.

Using the Script Scanner will make your Digital Fillmaster even more efficient. Simply scan the barcode printed on the product label, and the scanner will register the reconstitution volume to dispense. The Script Scanner is pre-programmed with a database including most reconstituted antibiotics and a feature that enables the Script Scanner to "learn" new NDC codes. The Script Scanner allows you to fill prescriptions accurately, efficiently, and faster than ever.

If you have any questions or concerns regarding your new system, our Customer Service Department is available Monday-Friday 8am-6pm EST and after hours for emergencies.

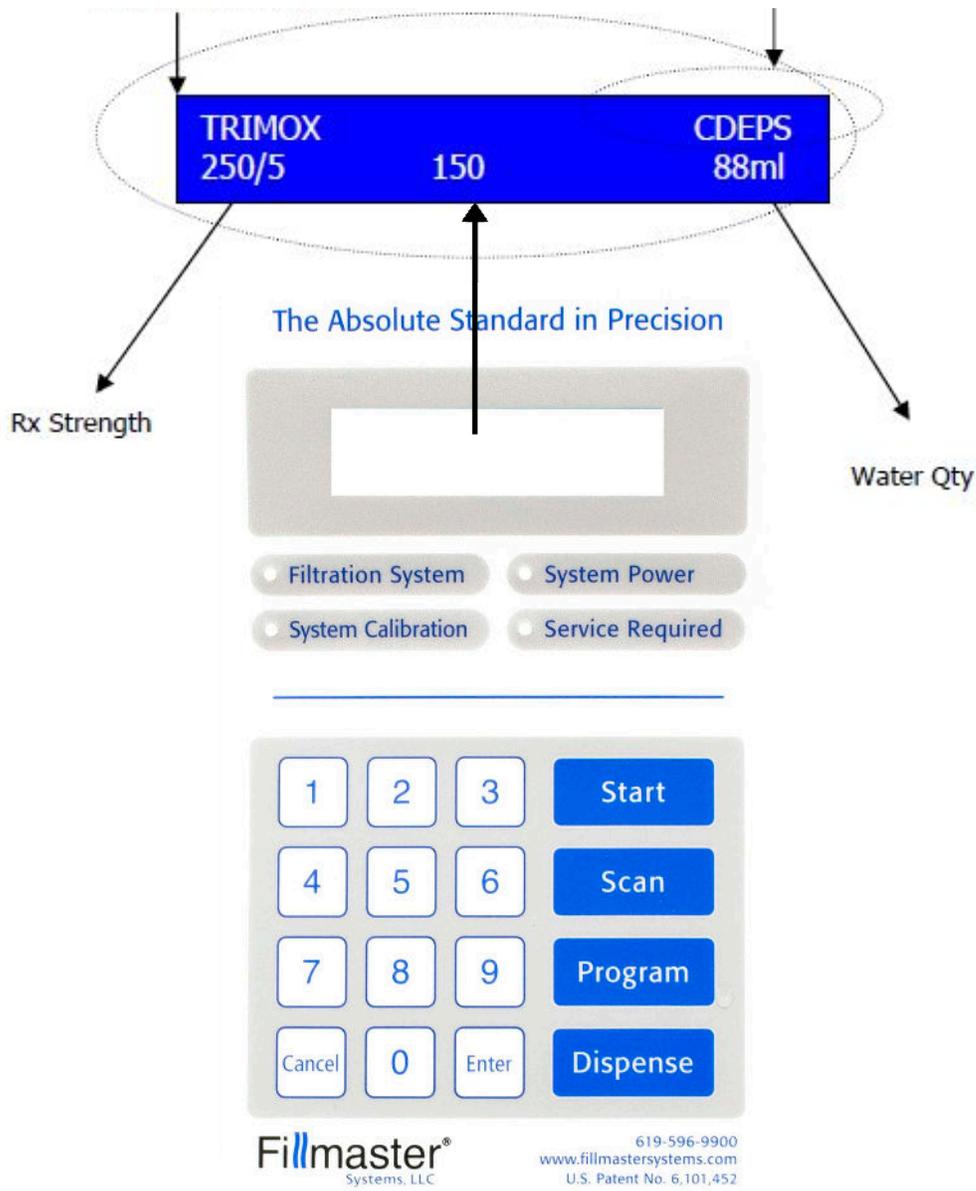
Please call us at 888-284-7873



Keyboard and Display

For Script Scanner Information retrieved from the Script Scanner's database will be displayed here for verification.

Straightforward **ICON** interface always shows which keys are active.



The Fillmaster Digital keyboard is a water resistant membrane. It is designed for reliability and ease of use and will give years of service. When keyboard entry is required, simply press the desired input key firmly. You should hear a beep indicating the button has been pressed. In most cases the display changes to confirm input.

Setup for First Use

Normal Startup

After installing the battery, press the **START** key to begin startup. No user interaction is required, but you should observe the following:

- The **System Power** light will flash to indicate that the battery is functioning properly and in good condition.
- The **Service Required** light will flash to indicate that the water line pressure is adequate and various performance checks have been completed successfully.
- You will see startup messages displayed. When startup is successfully completed, you will see “**Select Key Enter Amount**” displayed on the Fillmaster screen. This is the main screen.
- If the **Filtration System** light remains illuminated after startup, call Fillmaster Technical Support at 800-884-5771 for assistance.

Note: The system will make a hissing, gurgling noise when filtering water. After a few cycles this noise should dissipate.

Congratulations! You now have an endless supply of high quality water, freeing you from buying bottled water and performing manual reconstitution. With the proper care, your FillPure/Fillmaster system will be an essential part of your pharmacy for years to come.

Calibration

Follow these steps to calibrate your dispenser:

1. From the main screen, request 50 ml of water and dispense into a 100 ml graduated cylinder.
2. If you receive 50 ml of water, the calibration is correct, and no further action is needed. If you receive more or less than 50 ml, you will need to adjust the calibration.
3. Press PROGRAM four times and press 1 to select the Calibrate option.
4. You will see "Calibration = __" with a number 1-9 listed.
5. If your machine dispensed more than 50 ml in step 1 (over-fill), enter the number one digit lower than the number displayed. (Example: if the screen reads "Calibration = 5" enter the number 4.)
6. If your machine dispensed less than 50 ml in step 1 (under-fill), enter the number one digit higher than the number displayed. (Example: if the screen reads "Calibration = 5" enter the number 6.)
7. Press ENTER after you have entered the desired number. The machine will shut off.
8. Repeat step 1 to check if your Fillmaster is dispensing the correct amount of water. If it is not, repeat steps 3-7 until your machine dispenses 50 ml.

NOTE: Be sure to check your new settings with a 100 ml graduated cylinder to ensure accuracy. There is an acceptable +/- 3% margin of error allowed for the water dispensed.

Script Scanner Installation (3600 Model Only)

Install the Digital Fillmaster dispenser before installing the Script Scanner. No tools are required to install the scanner. The scanner plugs into the port located on the right side of the Digital Fillmaster.

1. Make sure the Digital Fillmaster has been installed according to the instructions in this manual.
2. Remove the tape backing at the base of the Script Scanner.
3. Align the Script Scanner with the Fillmaster dispenser so that the scanner's window is visible when looking at the dispenser's keypad.
4. Align the jack on the scanner with the hook-up port on the dispenser.
5. Gently plug the jack into the dispenser's port. You will hear a click when it is properly connected.
6. Press the **START** key to use.



Digital Fillmaster Manual Operation

Once the Digital Fillmaster has been installed and startup has successfully been completed, the unit is ready for day-to-day operation. Use the following steps to dispense water manually without the use of the Script Scanner.

1. The display will read “**Select Key Enter Amount**”. Enter the desired amount of water in milliliters. For amounts less than 100 ml, you must press **ENTER** to move to the confirmation screen.
2. After entering water quantity, the display will read “**Select Key Confirming xxx ml**”, where xxx represents the amount entered in the previous screen. Press **DISPENSE** to accept or **CANCEL** to clear.
3. The screen will show the progress of the fill. On fills over 30 ml, one half of the water will be dispensed. The display will read “**Select Key Pause for Mixing**” and the Digital Fillmaster will pause to allow you to mix the medication.
4. Mix the medication and press **DISPENSE** to continue fill after mixing is completed.
5. When you have completed the fill, the display will read “**Fill Complete Dispensed xxx ml**”.

NOTE: If you do not hit **DISPENSE** to complete the second half of the fill within twenty seconds, the Fillmaster will beep and go into sleep mode. When the machine is restarted, it will ask you to finish the last fill. You may change the length of time the Fillmaster waits to enter sleep mode. Refer to the **Program Menus** section for instructions.

Digital Fillmaster Operation with Script Scanner (3600 Model Only)

Use the Script Scanner to scan the medication's barcode instead of manually entering the amount of water needed.

1. To use the Script Scanner, press **SCAN**. Hold the bottle with the barcode facing the scanner's window. Once the label has been scanned, the screen will display the name of the drug, the strength, bottle size, and quantity for reconstitution.

NOTE: If the drug is not in the database, the display will read, "**Not Found. Add New Code?**" Refer to the **Adding Prescriptions with Script Scanner** section for help.

2. Press **DISPENSE** to accept or **CANCEL** to clear.
3. After pressing **DISPENSE** the screen will show the progress of the fill. On fills over 30 ml, one half of the water will be dispensed. The display will read "**Select Key Pause for Mixing**", and the Digital Fillmaster will pause to allow you to mix the medication.
4. Mix the medication and press **DISPENSE** to complete fill after mixing is completed.
5. When you have completed the fill, the display will read "**Fill Complete Dispensed xxx ml**".

NOTE: If you do not hit **DISPENSE** to complete the second half of the fill within twenty seconds, the Fillmaster will beep and go into sleep mode. When the machine is restarted, it will ask you to finish the last fill. You may change the length of time the Fillmaster waits to enter sleep mode. Refer to the **Program Menus** section for instructions.

Tips for Successful Scanning

- Hold the bottle approximately 6-9 inches from the scanner
- The NDC (National Drug Code) barcode should be held parallel to the window on the scanner.
- When scanning the barcode, move the bottle side to side in front of the scanner window. It may be helpful to hold a blank piece of paper in front of the window to see where the red light from the scanner is directed.

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Program Menus

Access the program menus by pressing the **PROGRAM** key on the keypad when you are at the “**Select Key Enter Amount**” prompt. Each time you press the program key, you will advance to the next set of program options

Press **PROGRAM** once and the display will read:

1. **Reports**
2. **Software Rev**

1. **Reports** – Press **1** to enter the Reports submenu. This displays the amount of the last fill and the total number of fills to date. Press **CANCEL** to escape.
2. **Software Rev** – Press **2** to display the software revision number. You will need this information if you contact Fillmaster Technical Support.

Press **PROGRAM** twice and the display will read:

1. **Support**
2. **Serial Number**

1. **Support** – Press **1** to display the phone number for Fillmaster technical support. Press **CANCEL** to escape.
2. **Serial Number** – This submenu is now obsolete. Do not use.

Press **PROGRAM** three times and the display will read:

1. **Purge**
2. **Power Supply**

1. **Purge** – Press **1** to open the valve on your unit for approximately three seconds to purge the air from the line. Place a container under the dispensing tip to catch water during the process.
2. **Power Supply** – Press **2** to display the battery’s power level. The battery’s remaining power supply will be displayed on a gauge from empty to full.

Press **PROGRAM** four times and the display will read:

1. **Calibrate**
2. **Clear B/C Mem**

1. **Calibrate** – Press **1** to display the system’s water calibration setting. See calibration instructions in **Dispenser Care and Maintenance (page X)** section of this manual.
2. **Clear B/C Menu** – Press **2** to clear ALL of the drugs that you have added to the database with the Script Scanner. The unit will ask you to confirm three times before it clears the memory.

Press **PROGRAM** five times and the display will read:

1. **Speaker**
2. **Mix Time Out**

1. **Speaker** – Press **1** to turn the speaker on or off. The display will tell you the current setting. To change, press **ENTER**, and the new setting will be displayed. Press **ENTER** to accept.
2. **Mix Time Out** – Press **2** to change the length of time the Fillmaster pauses to allow you to mix the medication. The default setting is 20 seconds, and this can be increased to a maximum of 99 seconds. Enter the new length of time and press **ENTER** to accept or **CANCEL** to escape.

Press **PROGRAM** six times and the display will read:

1. **Defaults**
2. **Speed Key PRGM**

1. **Defaults** – Press **1** to reset the Fillmaster to factory defaults. This includes: speaker volume ON, clear last fill information, and mix timeout 20 seconds. Press **ENTER** to accept or **CANCEL** to escape.

2. **Speed Key PRGM** – Press **2** to program speed keys for your most frequently filled prescriptions. The screen will read “**Enter Key to Program (1-3)**”. Enter which key you wish to program (1, 2, or 3). The display will then prompt “**Enter Water Amount ()**”. Enter the amount in milliliters you wish to program, and press **ENTER**. The screen will confirm with “**Key #N is xxx ml**”.

Press **PROGRAM** seven times and the display will read:

1. **Set Time**
2. **Repeat Fill**

1. **Set Time** – Press **1** to set the time. Enter the current time and press **ENTER**.

2. **Repeat Fill** – Press **2** to turn the “**Repeat Fill?**” prompt on or off. When this prompt is on, the Fillmaster will automatically display a prompt after each fill asking if you would like to repeat the same fill.

Press **PROGRAM** eight times and the display will read:

1. **Scan First**

1. **Scan First** – Press **1** to turn the Scan First feature on or off. When the Scan First feature is on, the scanner will turn on as soon as the dispenser is powered on so that you will not need to press the **SCAN** button on the keyboard.

Adding Prescriptions Using Script Scanner Feature (3600 Model Only)

The Script Scanner feature allows the Fillmaster 3600 to “learn” new prescriptions. If you scan a drug and it is not in the Script Scanner database, you can add it yourself.

1. The screen will read, “**Not Found. Add New Code?**” To continue, press **ENTER**.
2. The screen will read “**NAME Scroll 1=UP 2=DN**”. Press **1** to scroll up through the list of drug names and **2** to scroll down. When the name you want appears, press **ENTER**. If the name you want is not found, use “**CUSTOM 1**” or “**CUSTOM 2**”.
3. Next the screen will read “**STRENGTH Scroll 1=UP 2=DN**”. Press **1** to scroll up through the list of drug strengths and **2** to scroll down. When the strength you want appears, press **ENTER**. If the strength you want is not found, use “**N/A**”.
4. Next the screen will read “**BOTTLE SIZE Scroll 1=UP 2=DN**”. Press **1** to scroll up through the list of bottle sizes and **2** to scroll down. When the bottle size you want appears, press **ENTER**. If the bottle size you want is not found, use “**N/A**”.
5. Next the screen will read “**Water Amt Enter Amount**”. Use the keypad to enter the amount of water suggested by the manufacturer on the prescription label. Press **ENTER** to continue.
6. The display will show the information you have entered as it will be stored in the memory. Be sure to look over the information carefully to prevent any errors. If the information is correct, press **ENTER**.
 - a. If you do not wish to enter this information, press **CANCEL**, and you will be taken back to “**NAME Scroll 1=UP 2=DN**” to re-enter the information.
 - b. To return to the main screen, press **CANCEL** again.

NOTE: You may add up to 10 prescriptions to the database. Refer to the instructions in the **Program Menus** section of this guide to clear the custom barcode memory. When the battery is replaced, all saved prescriptions will be automatically erased.

Using Speed Keys

To further increase efficiency and ease of use of the Digital Fillmaster, there are three speed keys that can be programmed. These keys allow the user to quickly dispense a preset amount. These keys should be used for the three amounts most commonly dispensed. They can also make filling larger orders for the same prescription much easier.

NOTE: Instructions for programming the speed keys can be found in the **Program Menu** section of this manual.

1. Press the **START** key. The display will read “**Select Key Enter Amount**”. Press **0**.
2. The display will now read “**Enter Speed Key**”. Enter the speed key number you wish to use (**1, 2, or 3**).
3. The display will confirm the amount to be dispensed. To accept, press **DISPENSE** or **CANCEL** to clear.

Battery Maintenance

Checking Battery Levels

Check the battery level regularly to ensure the dispenser has adequate power supply. If contacting Fillmaster Technical Support, you may also be asked to check the dispenser's power level.

To check the remaining power supply:

1. Press the **PROGRAM** key three times.
2. Press **2** to select **Power Supply**.
3. The screen will display the battery level on a gauge between empty and full. If the gauge shows that the battery is half-full or less, call Fillmaster Technical Support at 800-884-5771 to order a replacement.

Battery Replacement

Under normal conditions, the life of the Fillmaster battery is approximately nine months to one year. When the battery supply is low, the **System Power** light will illuminate. Call Technical Support at 800-884-5771 to order a replacement battery.

To install the new battery:

1. Power off the Digital Fillmaster and remove the top cover. Remove the old battery by lifting it straight up and out. You may need to gently wiggle the battery from side to side.
2. Align the battery connector with the connection slot on the top of dispenser and press firmly straight down.
3. Dispose of the old battery following your state's requirements for the disposal of D-cell batteries.
4. After replacing the battery, check the dispenser's calibration and re-calibrate if needed. When this is complete, reset the system by pressing **START**.

Be aware of the important information printed on the front of the battery pack:

- Phone number to order a replacement battery
- Version number – refers to the database loaded on to the battery pack
- Date – refers to the date the battery was produced.

NOTE: If your dispenser is not functioning properly and the battery is older than nine months, the battery will need to be replaced.

- A reminder to power off before replacing battery

NOTE: All prescriptions that you have manually added to the Script Scanner database will automatically be erased when the battery is replaced.

Error Messages and Notifications

Your Digital Fillmaster dispenser continually monitors operating conditions and may display one of the following messages during operation. For troubleshooting assistance, our Technical Support department is available Monday-Friday 8am-6pm EST and after-hours for emergencies. Please call us at 800-884-5771.

1. No Water Detected

The screen will read “No Water” if the dispenser detects an inaccurate dispense or no water in the feed line. The service light on the front of the unit will also illuminate.

Possible fixes:

- Check the power level (Press **PROGRAM** three times and press **2** for Power Supply). If the battery is at half or less, replace the battery.
- Remove the top cover and check the date printed on the battery label. If the battery is a year old or older, replace the battery.
- Check that the valve on the line going to the dispenser, the valve on the tank, and the valve on the cold-water line are all open.

2. Unfinished Fill

The screen will read “**Unfinished Fill**” if the dispenser detects an incomplete fill. On fills over 30 ml, the Fillmaster will pause halfway through the fill process to allow you to mix the prescription before continuing. The unit is preset to wait 20 seconds for you to dispense the second half of the fill. If you do not dispense the second half within 20 seconds, the dispenser will enter sleep mode. When you press **START** again, you will see this error message. Complete the unfinished fill by pressing **DISPENSE** and the unit is ready for normal operation.

3. Low Power Supply

The **System Power** light will illuminate if the remaining battery supply is low. Call Fillmaster Technical Support immediately at 800-884-5771 to order a new battery.

4. Scanner not Present

The screen will read “**Scanner not Present**” if you attempt to use the **SCAN** feature without a Script Scanner installed.

5. Service Required

The **Service Required** light will illuminate if the Fillmaster detects incorrect function. If the battery is half full or less, or at least a year old, replace the battery. Make sure that all of the valves are open. Contact Technical Support for further assistance.



www.fillmastersystems.com



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