FILLMASTER 4000



USER GUIDE

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Fillmaster® Systems
9475 Gerwig Lane, Columbia, MD 21046
1-888-284-7873 **support@fillmastersystems.com**

Welcome!

We're thrilled to have your pharmacy join the ranks of the thousands of pharmacies who use a Fillmaster. Thank you for entrusting us with automating your reconstitution process. Like so many others, we know you are going to love your new Fillmaster 4000 dispenser.

Please read on to see just how easy it is to use this wonderful new technology.



Important Phone Numbers

Maintenance & Repair: 1-888-284-7873

Missing NDC Data: 1-800-884-5771 x452

You can also email: support@fillmastersystems.com

For operating instructions for the 4000 **without** scanning, turn to page 4



For operating instructions for the 4000 **with** scanning, turn to page 5



For Fillmaster 4000 training videos and best practices, go to fillmastersystems.com/fillmaster-4000 or scan the code:

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Fillmaster 4000 Operation **without** barcode scanning



Press "Request Water" to enter the volume of water needed for reconstitution.

Press "Menu" for additional resources.

1. Press "Request Water" on the home screen.
2. Enter volume of water needed for reconstitution that is listed on medication label and press "OK".
3. Machine will confirm the amount to be dispensed. If correct, place the medication bottle under the dispensing tip and press "Dispense".
4. If the amount of water required is less than 30ml, the entire amount will dispense. If the amount of water required is 30ml or greater, half of the water needed will dispense and you will press "OK" after dispensing the second half. Shake well to mix.

Fillmaster 4000 Operation **with** barcode scanning



Press "Scan" to turn on the scanner on the left side of the machine. Once activated, scan NDC on medication.

Press "NDC" to type in the full 11 digit NDC.

Press "Menu" for additional functions.

1. Press "Scan" on the home screen.

2. Hold the barcode about 3 inches away and parallel to the window on the scanner and move it side to side. Do NOT cover the barcode on the stock bottle with the prescription label.

3. Check the display screen to confirm the drug and water volume, then press "Yes".

4. Place the medication bottle under the dispensing tip and press "Dispense".

5. If the amount of water required is less than 30ml, the entire amount will dispense. If the amount of water required is 30ml or greater, half of the water needed will dispense and you will press "OK" after dispensing the second half. Shake well to mix.

NOTE: To enter NDC numbers directly without scanning, press "NDC" on the home screen and enter all 11 digits of the NDC.

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Flavoring Operation

If you opted to add the flavoring service with your Fillmaster 4000, you're all ready to help kids take their medicine. Follow these steps to custom flavor a medication.

1. On the home screen, press "Scan" to scan the medication's barcode.



2. Confirm that the medication shown on the screen is correct and press "Yes".
3. Choose the flavor the customer would like.



4. Confirm that the medication and flavor shown on the screen are correct, place medication bottle under dispensing tip, and press "Dispense".
5. After the water has been dispensed, the flavoring recipe will appear on the screen; use a syringe to add the flavoring ingredients needed to the medication. Shake well. Press "Dispense" to dispense the rest of the water needed.

Don't have flavoring on your 4000 dispenser? Send an email to **sales@flavorx.com** for information on getting started.

Menu Guide



Allows you to calibrate the machine to ensure accuracy is maintained



Access Wi-Fi connectivity settings



Turns audio on or off.



Dispense water manually



Reset machine's calibration



Turn screensavers on & off



Provides Fillmaster Tech Support Information



Indicates which software and database version the machine is currently running.



Set reminders for water calibration, tip changes, and cleaning/sanitizing

Got an error message on the screen?
Give us a call at 1-888-284-7873, and we'll take care of the issue for you.

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Maintenance of your Fillmaster 4000

- The Fillmaster 4000 should be cleaned regularly with mild soap and a damp cloth.
- Rinse the removable dispensing tip daily.

Perform the following procedures weekly:



1. Remove the gray splashguard by pulling on the small tab in the back



2. Clean the splashguard with soap and water, then replace back in the dispenser.

Calibration

1. Press "Menu" on the touch screen.
2. Select "Water Calibration".
3. Place a graduated cylinder under dispensing tip and follow directions shown on screen.

Calibrate the Fillmaster 4000 at least monthly.

Perform the following procedures monthly:



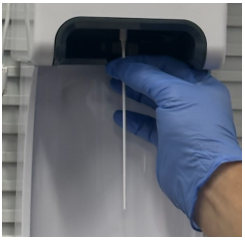
1. Remove the dispensing tip and discard



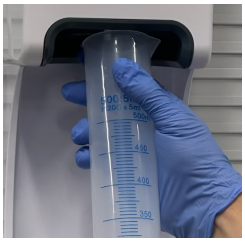
2. Clean the outside of the nozzle with an alcohol wipe



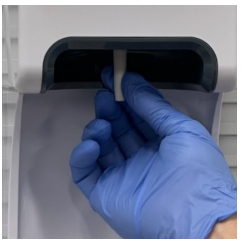
3. Immerse the swab in hydrogen peroxide



4. Clean the inside of the nozzle with the swab, gently pushing up until you feel resistance



5. Dispense 250mL of water to flush the nozzle



6. Install a new dispensing tip

Wi-Fi Connectivity

To get the most out of your Fillmaster 4000, we recommend connecting your dispenser to your pharmacy's Wi-Fi network. Operating the dispenser on Wi-Fi ensures a seamless user experience.

OvertheAirUpdates
With Wi-Fi enabled, the 4000 can be updated in real time. Without Wi-Fi, the dispenser's software can only be updated with a new SD card. When the 4000 is operating on Wi-Fi, it can be updated with reconstitution data for new NDCs as they are introduced.

Getting Connected
Connecting your dispenser to Wi-Fi is an easy process that only takes a few minutes. To get started, send an email to support@fillmastersystems.com or call us at (888) 284-7873 and your account manager will send over instructions.

When your 4000 dispenser is connected to your pharmacy's Wi-Fi network, a Wi-Fi symbol will be visible in the upper right-hand corner of the screen:



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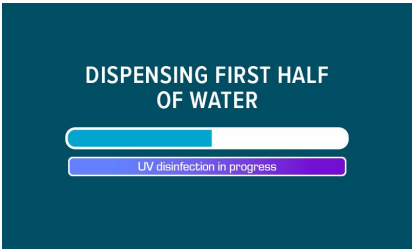
Ultraviolet (UV) Technology

The optional UV reactor kills bacteria and viruses at the point of dispensing, ensuring the water you dispense is always of the highest quality.

If your dispenser is equipped with a UV reactor, the UV symbol will be visible in the upper left-hand corner of the home screen.



You will also see a notification while dispensing water that reads "UV disinfection in progress".



FillPrint

If you require record-keeping for reconstitution and/or flavoring, there's no better or faster way to document than with an integrated printer.

For printing support, please call 1-888-284-2873 or email support@fillmastersystems.com.





support@fillmastersystems.com

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