

User manual

Manual for Dosell 3.0 medicine dispenser



Thank you for choosing Dosell

This user manual contains important information about Dosell. Please read the whole of the manual carefully before using the product. Keep the manual easily accessible in case you need it in the future.

Before using for the first time

Before Dosell can be installed and configured, the application named “iZafe” must be installed on a mobile phone. You will need this phone to hand for initial start-up. The app is free to download from the App Store and Google Play. If you have any questions concerning installation of the app, contact technical support.



Registering an account

Each Dosell must have an administrator who deals with payment of the subscription.

If you received a Dosell from your healthcare provider, they are the administrator and you do not need to register an account.

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1. Contents of the package



We recommend that you retain the box and packaging that Dosell originally came in. The box has a carrying handle so that it can be reused for carrying the device.

The following items are supplied in the Dosell packaging. If anything is missing or damaged, please contact your reseller or Dosell AB on email support@dosell.com.



Guide



Dosell device



Stand*



Mains adapter**



Tape strips for joining sachet rolls

**The bracket is supplied already fixed to the stand to allow you to hang your Dosell device up easily. If you would prefer to mount your Dosell on the wall, you will find instructions on how to do this under 5.1 Mounting Dosell on the wall.*

***The mains adapter is supplied loose in the box. The mains adapter needs to be plugged into the Dosell device and into a standard wall socket.*

2. About Dosell

Dosell is an automatic medicine dispenser of dose-packed medication that is supplied as rolls of sachets. The built-in camera reads the exact date and time on each sachet. When it is time for the patient to take the medication, Dosell cuts the sachet and dispenses it. This is accompanied by sound, - or speaking voice together with a light signal, as a reminder that it is time for the user to take their medication. If an external party is the administrator for the Dosell device, a notification can also be sent to a relative or a healthcare provider if anything goes wrong or if the sachet is not taken out within a certain period of time. Dosell repeats the alarm every ten minutes until the scheduled reminder is sent to a relative or caregiver. Dosell is connected to a regular wall socket using the mains adapter supplied. To ensure that it always works, Dosell is also provided with built in rechargeable battery as a back-up power system. If the power supply via the mains adapter is lost – for example, if there is a power failure or the device is accidentally unplugged – Dosell automatically switches to battery power and will operate up to 48h hours without the power cable.

To adjust settings in Dosell and load sachets, the device must be connected to the iZafe Smartphone app, which is free to download from the App Store and Google Play. The person whose medication is dispensed by Dosell (the user) does not need to have access to the app if there is someone else nearby who is managing the medication and can help with settings and with refilling sachets.

2.1 Functions

Dosell's functions are shown in in the table below.

	Functions
Dispenses medication sachets to the user at the time they are to be taken	Yes
Gives sound, light- and speaking signals	Yes
Managed and set using the app at the device (via Bluetooth)	Yes
Sends external notifications	Yes, e.g. to healthcare provider or relative
Requires app login	Yes, to receive notifications and change settings

To find out more about Dosell and its functions, visit www.dosell.com or contact your reseller.

3. Important information

3.1 Intended use

Dosell automatically dispenses dose-packed medication sachets to help ensure users to take the right medication at the right time.

3.2 Definition of roles

User

The person whose medication sachets are dispensed by Dosell. Users who have someone else acting as medication manager (e.g. a relative or healthcare provider) are not expected to do anything more than to take their correctly filled and delivered sachet when dispensed by Dosell.

Medication manager

The person responsible for ensuring that the user receives correctly filled and delivered medication sachets, and for the operation of Dosell (e.g. refilling with sachets and dealing with signals and warnings). This might be a relative or a healthcare provider, for example.

Recipient

The person who receives notifications (in the app) remotely from a user's Dosell; for example a healthcare provider, user or relative.

Administrator

The holder of a Dosell administrator account. This person manages who receives notifications and deals with paying the subscription.

Healthcare provider

Anyone who provides nursing or healthcare, e.g. a municipality, county council or private healthcare or homecare company.

Medication prescriber

The doctor responsible for the user.

Important information about the different roles

- Each Dosell can only have one user.
- A user must always be responsible for their own medication or have a medication manager.
- The user and medication manager may be the same person – but do not have to be.
- The user must be willing to take their medication.
- The user and administrator for a Dosell may be the same person – but do not have to be; if not, the administrator is typically the user's healthcare provider or a relative.
- The Dosell's notifications can be sent to multiple recipients.

3.3 Terms of use

To ensure that Dosell is used safely, the following terms of use must always be fulfilled:

- It is always the user or the medication manager who has the ultimate responsibility for ensuring that the user receives the right medication at the right time.
- Dosell is a supplementary dispensing tool for people who have already been prescribed medication in sachets.
- The user or the medication manager must be capable of determining each time a sachet is dispensed whether Dosell has dispensed the sachet on the date and at the time printed on the sachet label before the medication is taken.
- The user or medication manager must be capable of identifying any missed doses or dispensing errors by the device, based on the user's normal medication intervals.
- Should the user or medication manager be in any doubt concerning how to correct any such error or missed dose, they must be able to request assistance from the prescribing doctor or from the medication manager.

3.4 Precautions

Read through the following warnings and precautions carefully before using Dosell.

- Dosell must only be used indoors in conditions of normal air pressure (between 500 and 1060 hPa) and normal humidity (between 10% and 65%).
- Dosell must not be used in environments where the temperature falls below 0°C or exceeds +35°C. If Dosell is stored at a temperature outside this range before use, it must be unpacked and left at room temperature for at least 2 hours before being started up.
- Dosell must only be used with medication sachets that are verified and approved by Dosell AB, and where both the sachet and its contents can withstand the indoor environment described above.
- For a current list of approved medication sachets, contact your reseller.
- Dosell is intended for the dispensing of medication sachets as prescribed.
- The medication sachet rolls used with Dosell must be no greater than 160 mm in diameter.
- Dosell must not be exposed to water or used in damp environments such as bathrooms or close to a sink.

- Dosell (including the mains adapter included) must be placed out of reach of children – the mains adapter cable could be a strangulation risk.
- Dosell must not be covered.
- Dosell must not be dismantled or modified in any way.
- Dosell must not be connected to any accessories other than those described in the manual.
- Dosell must only be used with the mains adapter supplied; if the mains adapter is lost or damaged, a new one can be ordered from your supplier or send an email to support@dosell.com.
- Dosell should only be used in an upright position on the included table stand, or with the stand's bracket detached and mounted on the wall.
- Servicing of Dosell must only be performed by Dosell AB or service technicians approved by Dosell AB.

3.5 Description of alerts

The following symbols are used in this user manual to draw attention to important information.



Attention

If you see this it means that, if the instruction is not followed, the Dosell may not be able to dispense medicines as intended. The terms of use in section 3.3 must also always be fulfilled.



Note

If you see this, it means the information is useful to bear in mind.

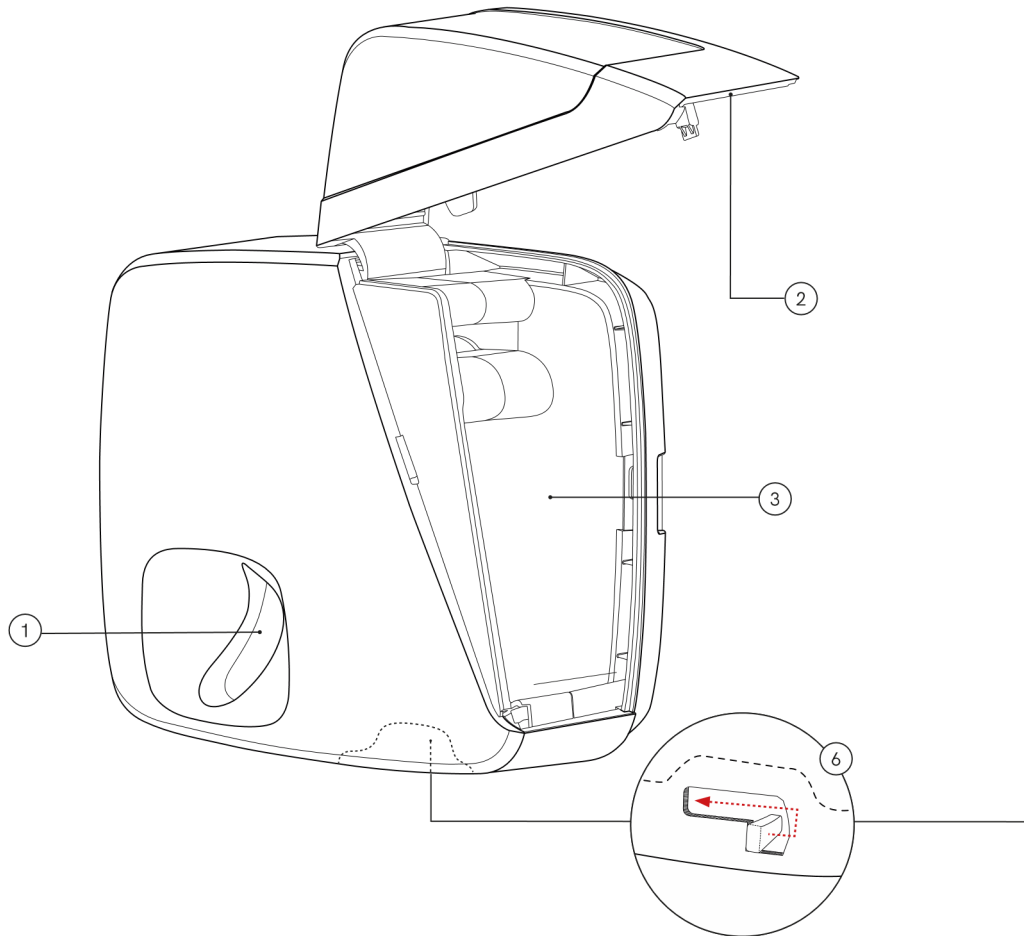
3.6 Warranty

Every Dosell comes with a service agreement whereby Dosell AB is responsible for the user having a functioning Dosell throughout the subscription period, provided the device is used correctly. Should the Dosell device or one of the included accessories be damaged, contact Dosell AB or the outlet where you purchased it for information on replacement or repair. Contact details and full terms of the service agreement can be found at www.dosell.com or are available from Dosell-certified distributors.

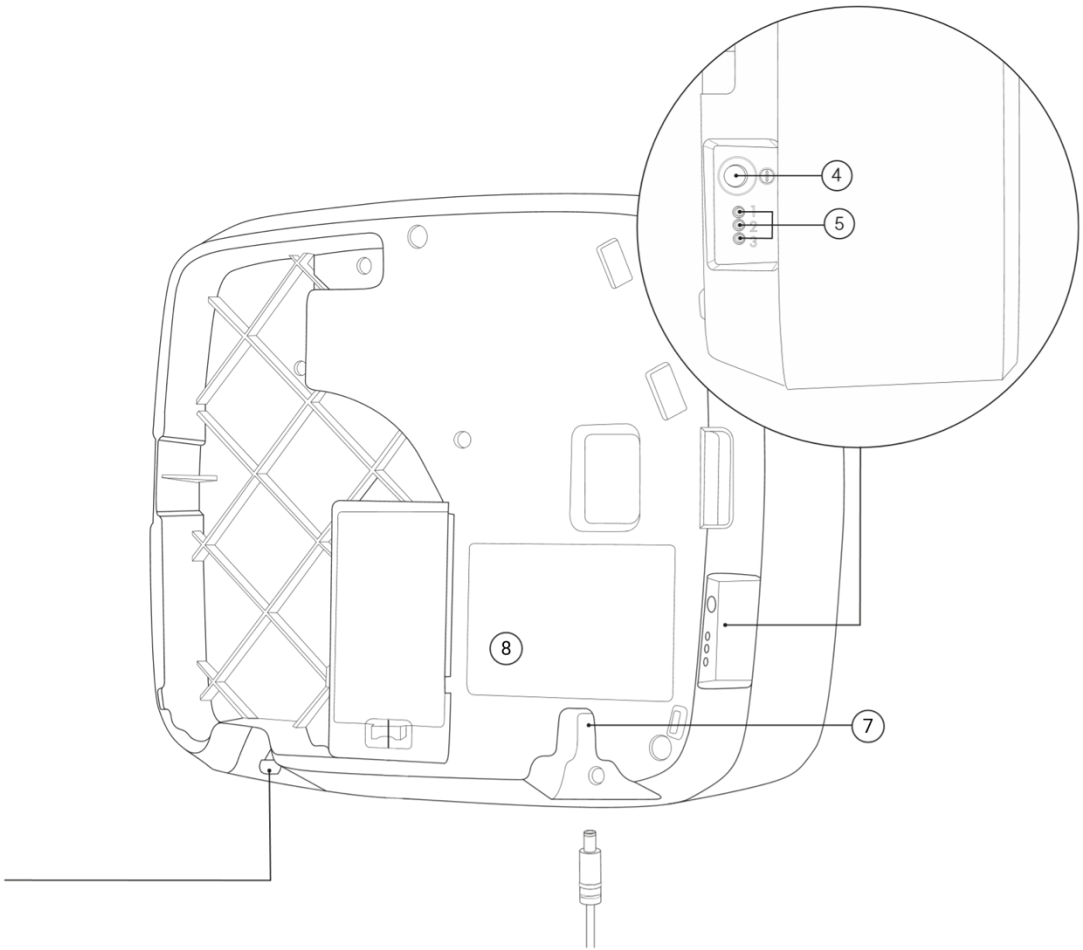
3.7 Service and support

Contact Dosell AB or your place of purchase if you have any questions about Dosell or need technical support. Contact details and answers to frequently asked questions can be found at www.dosell.com.

4. Product overview



1. Sachet compartment
2. Cover
3. Space for medication sachet roll
4. Multifunction button
5. Status lights
6. Child lock for hatch



7. Input for mains adapter

8. Label with serial number


5. Installation and initial start-up

Unpack your Dosell in a location where there is mobile phone coverage, as the mobile network is used to send notifications to recipients.

5.1 Network connectivity

Dosell 3.0 offers multiple options for network connectivity to ensure the most reliable and secure connection possible.

- Dosell is equipped with a built-in eSIM card (4G roaming). It automatically connects to the mobile network operator with the best reception in the area.
- Dosell is also equipped with Wi-Fi. For instructions on connecting to your own Wi-Fi network, please contact your reseller.

 **Attention!** *Dosell should be centrally located so that its sound,- speaking and light signals are always noticed. In a home environment, the bedroom or kitchen are good locations. Dosells recommendation is to avoid placing Dosell in direct sunlight, as this could might make it harder to see the light signals.*

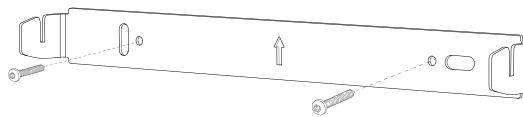
5.2 Mounting Dosell on the wall

If Dosell is going to be screwed to the wall, the stand must be removed before the device is mounted on the wall, as described in the following instructions below:

Tools needed to mount Dosell on the wall:

- Drill
- Screws and, if needed, suitable wall plugs
- Manual or electric screwdriver
- Spirit level

①



Screw the bracket to the wall on which Dosell is to be mounted, using suitable wall plugs if needed. The person installing the device must ensure that the wall is strong enough to bear the weight of the device.

Use a spirit level to check that the bracket is level. The arrow on the bracket should point upwards. You can use the holes or the slots in the bracket depending on what screws you are using.

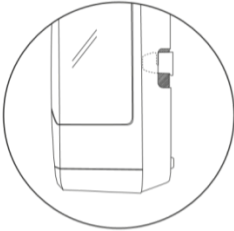
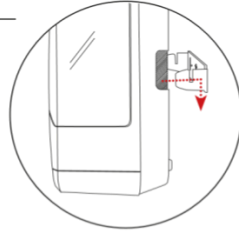
If preferred, the bracket can be mounted using double-sided mounting tape (not included). If you choose this method, it is very important to choose a tape that will bear Dosell's weight of 2 kilos with a good margin. Make sure that the surface where you are going to place the tape is smooth and very clean.

⚠ Attention

If mounting with tape, always follow the tape manufacturer's instructions and requirements of the underlying surface. Incorrect mounting could cause Dosell to detach from the bracket and get damaged. Dosell AB is not liable for any damage to the device caused by mounting with tape.

2

Hang Dosell on the bracket by sliding it inwards and then downwards as shown in the picture.

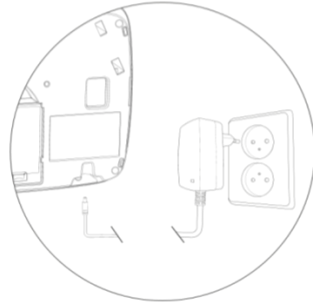


3

Check that the device has been pushed all the way down in the track on the bracket on both sides - see the picture on the left.

4

Connect the mains adapter to Dosell and to a wall socket.



5.3 Mounting Dosell on the stand



There is a bracket mounted on the stand that is included in the package. Dosell can be hung on the stand immediately after it has been unpacked.

5.4 Configuring Dosell for a new user

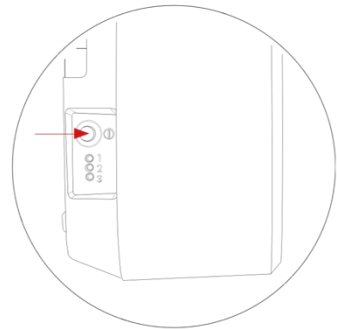
Each Dosell device is associated with only one user. On initial start-up, a new Dosell therefore needs to be configured for the person who is going to use it. This only needs to be done once during the first installation.

Follow the instructions below to configure Dosell for a new user. The instructions assume that the iZafe app has been downloaded onto the phone that will be used for configuring Dosell.

1

Start Dosell by pressing and holding in the multifunction button on the left-hand side of the device for at least 3 seconds or until you hear the motors inside Dosell start up. After a few seconds a sound signal confirms that Dosell is starting up. Start-up takes a couple of minutes.

Dosell will automatically start flashing blue when it is ready to be paired with the app. When this happens, go the app and select "Connect to Dosell" and then immediately click on "OK". The blue light will flash for 2 minutes. If the device has not paired with the app within 2 minutes, you need to follow the instructions for pairing in the app (see step 2 below).



 **Attention**

Each time Dosell starts up, it automatically calibrates the sensor that detects whether there is a sachet in the compartment. It is therefore very important that the sachet compartment is empty when Dosell is started.

2



Open the iZafe app, select "Connect to Dosell"* and follow the instructions in the app.

*If you are using Dosell as a healthcare professional, you need to be logged into the iZafe-application to be able to connect to Dosell if you have the proper authorization. Login details will be given to you by your employer.

Once all the settings are complete, the app's main menu will be displayed and you can then load the first sachet roll.

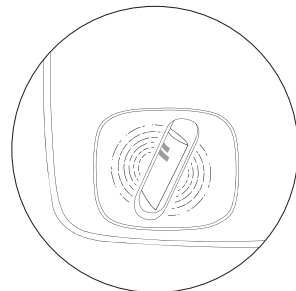
6. Using Dosell



Some of the instructions in this manual can also be found in the app under the "Manuals" menu.

6.1 Dispensing medication sachets

Once a sachet roll has been loaded into Dosell, sachets can be dispensed without needing to access the iZafe app. Provided there are still medication sachets left in Dosell, it will continue to dispense them at the time they are to be taken. There are three different options for dispensing sachets.



Option 1: (Default)

When it's time to take medication, Dosell automatically dispenses the dose pouch according to the prescribed time and date. The pouch is placed in the dose compartment, which pulses with a green light, and a melody is played. The user can also choose to receive the reminder via a voice prompt saying, "It's time to take your medicine." The reminder is repeated every ten minutes until the medication is removed from the dose compartment.

Option 2:

When it's time to take medication, the dose compartment flashes green, and either a melody plays or a voice announces that it's time to take the medicine. With a simple press of the multifunction button, the pouch is opened and placed in the dose compartment. If the multifunction button is not pressed before the designated time, the medication becomes inaccessible to the user, and for safety reasons, the dose roll can also be unloaded.

Option 3:

Extended dispensing window. Talk to your administrator or medication manager if you want to be able to take your doses earlier than the time stated on the sachet. NOTE this setting must be confirmed and approved by the doctor responsible for the user before this function can be used. Dosell is not liable for the use of this function.

! Note

Immediately after medication has been dispensed, Dosell prepares the next sachet by feeding it forward and photographing it. Lights inside Dosell will be activated so that the camera can get a good enough picture. Since the camera takes multiple photos, the lights will turn on and off several times; this may look like a white flashing light inside Dosell. This is normal and not an indicator of a fault.

6.1.1 If the medication sachet is not delivered as expected

In the event of a technical fault Dosell may not succeed in dispensing a medication sachet when it should. A steady or pulsating red light will then appear in Dosell's sachet compartment. A notification will then be sent to all the selected recipients. The status lights on the left-hand short side can help explain what type of error has occurred. A description of Dosell's various sound and light signals can be found in section 7. *Sound, speech and light signals.*

If you are both the user and your own medication manager, please follow the instructions in section 8. *Troubleshooting and FAQs* for help with troubleshooting. If this does not help, contact your reseller or send an email to dosell@support.com.

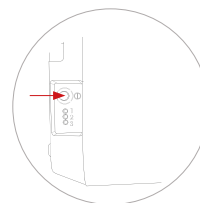
! Note

Dosell can always be opened if you have the proper authorization, and the sachet roll removed manually, even without access to the app. See section 6.6.3 Ejecting the sachet roll manually for how to remove the sachet roll manually. If an unauthorized person attempts to open Dosell, an alarm is directly sent to the designated alert chain or relative.

The functions described in sections 6.2 to 6.8 are only performed by the authorized personnel.

6.2 Turning Dosell on and off

To turn on Dosell, press and hold the multifunction button on the left-hand side of the device for at least 3 seconds or until you hear the motors inside Dosell start up. After a few seconds a sound signal confirms that Dosell is starting up. Start-up takes a couple of minutes. Then wait for the flashing blue light in order to pair with Dosell via the app.



Attention

Each time Dosell starts up it automatically calibrates the sensor that detects whether there is a sachet in the compartment. It is therefore very important that the sachet compartment is empty when Dosell is started.

To turn off Dosell, press and hold the multifunction button for at least 8 seconds. When three green flashing signals are given in the dose compartment, release the button. All three status lights on the side of Dosell will be off when the device is turned off. An audio signal or voice prompt will play to confirm that the unit is shutting down. While Dosell is turned off, it will not dispense dose pouches.

If a roll was loaded when Dosell was turned off, the dose roll will be automatically unloaded. This also applies if the machine is turned off for any reason and then turned back on. In such cases, you will need to reload Dosell. Through the periodic test performed at least every other hour, Dosell will alert you if it is not functioning properly or if there is an issue with the new loading. Ensure that Dosell is reloaded correctly according to the instructions for loading the dose roll.

When Dosell is turned off, all three status lights on the left-hand side will go out. The mains adapter can then be unplugged to completely disconnect it from the mains.

6.3 Connecting to Dosell

This instruction assumes that the Dosell device has already been configured for a user. If not, this needs to be done first – see instructions in section 5.3 Configuring Dosell for a new user.

When starting up Dosell, you need to wait for the flashing blue light in the sachet compartment to be able to pair. If Dosell is already on, follow the steps below:

1. Open the iZafe app on the phone.
2. Select “Connect to Dosell”^{*} and follow the instructions in the app.



** If you are using Dosell as a healthcare professional, you must be logged into the app in order, if you have the proper authorization, to connect to Dosell. Login details will be given to you by your employer.*

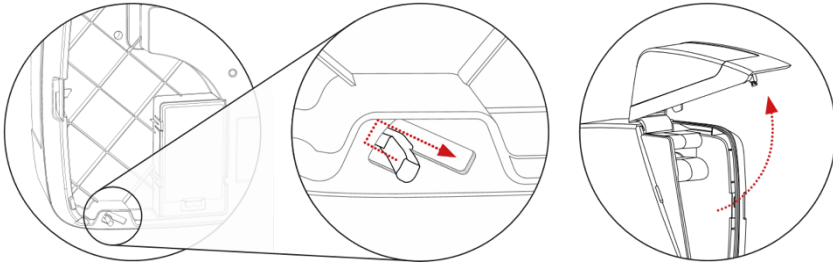
6.4 Opening and closing the cover



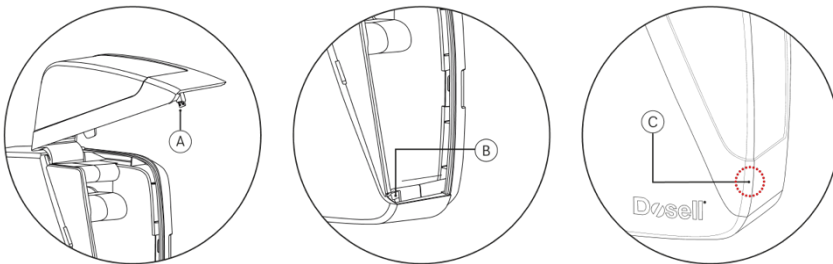
To load or remove a sachet roll, you need to open the cover.

Note! The app must always be connected to Dosell before opening the compartment—otherwise, Dosell will alert the caregiver that an unauthorized attempt to access the machine has occurred.

To open the cover, pull the child latch on the back, as shown in the diagram. Lift the cover all the way up until it locks in the open position.

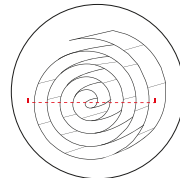


To close the cover, carefully lower it and make sure that the latch (A) engages in the hole (B). Press the outside down in the corner (C) where the latch is located until you hear a click.



6.5 Loading a new sachet roll

Dosell is designed to take sachet rolls with a diameter of up to 160 mm. If the roll is larger than this, there is a risk that sachets will not be dispensed because the roll cannot rotate freely in its space behind the cover. If this happens, Dosell will give a warning that dispensing has failed.



To load Dosell with a sachet roll, follow the instructions below:



1. Connect to Dosell – see section 6.3 Connecting to Dosell
2. If a sachet roll is to be loaded into an empty Dosell, follow step 6.5.1. If Dosell has been loaded previously but needs to be refilled with a new sachet roll, follow step 6.5.2.

6.5.1 Loading a sachet roll into an empty Dosell



To load a sachet roll into an empty Dosell (e.g. on initial start-up), select “Load dose roll” in the app’s main menu. Confirm in the app that the name on the sachet roll matches that of the user whose Dosell is being loaded. Then select “Load new sachet roll” in the app and follow the instructions.

6.5.2 Joining onto an existing sachet roll (refills)

When the sachet roll loaded in Dosell is getting low, it is recommended that a new roll is joined onto it using the tape supplied with Dosell. That way, the person who refills Dosell does not need to be there at the precise time that the first sachet of the new roll is to be dispensed, but instead can prepare the new roll one or more days in advance.



To join a new roll onto a previously loaded roll, select “Load sachet roll” in the app’s main menu. Confirm in the app that the name on the sachet roll matches that of the user whose Dosell is being loaded. Then select “Join onto existing sachet roll” in the app and follow the instructions. Notice that it’s very important to tape on the back of the sachet roll.

⚠ Attention

Only use the tape strips supplied with Dosell to join rolls. If you use a different tape, it cannot be guaranteed that Dosell will work correctly. One strip of tape is needed per roll. If the tape runs out, you can order more from your place of purchase or send an email to support@dosell.com.

Follow the instructions carefully when joining sachet rolls. Joining them incorrectly may result in Dosell being unable to read or dispense sachets.

6.6 Removing medication sachets

6.6.1 Removing the entire roll

To remove a roll that has been loaded into Dosell, follow the instructions below:



1. Connect to Dosell –see section 6.3 *Connecting to Dosell*
2. Open the cover – see section 6.4 *Opening and closing the cover*.
3. Select “Eject sachet roll” in the app’s main menu and follow the instructions.
4. Remove the roll from Dosell.
5. Close the cover – see section 6.4 *Opening and closing the cover*.

6.6.2 Removing individual medication sachets

If the user is going to be away from home for a lengthy period of time, one or more sachets can be taken out in advance and taken with them so that doses are not missed. You can reload the remaining sachets on the roll and Dosell with then automatically resume dispensing when it is time for the next sachet on the roll to be taken.

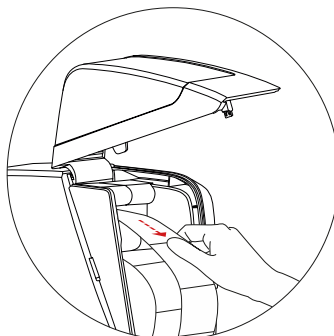


1. Connect to Dosell – see section 6.3 *Connecting to Dosell*.
2. Open the cover – see section 6.4 *Opening and closing the cover*.
3. Select “Eject sachet roll” in the app’s main menu and follow the instructions.
4. Remove the roll from Dosell and tear off the number of sachets needed. Always tear along the sachet perforations.
5. Reload the remaining sachets on the roll by selecting “Load sachet roll” in the app. Confirm in the app that the name on the sachet roll is that of the user whose Dosell is being loaded. Then select “Load new sachet roll” in the app and follow the instructions.
6. Once the roll has been properly inserted, Dosell will dispense the next sachet at the right time, even if that is not for another day or more.
7. Close the cover – see section 6.4 *Opening and closing the cover*.

6.6.3 Ejecting the sachet roll manually

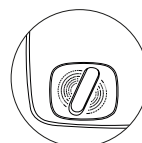
If the sachet roll needs to be taken out and for some reason this cannot be done in the usual way using the app, follow the instructions below to remove it manually.

1. Open the cover – see section 6.4 *Opening and closing the cover*.
2. Pulling straight, carefully pull out the inserted loop of sachets. Since the loop of sachets is held in place by the rollers that dispense the sachets, you will need to pull quite hard. This is normal and does not damage the Dosell device.
3. **Please note:** At this stage, an alarm will automatically be triggered and sent to a healthcare provider or a designated family member according to the set alarm chain, indicating that an unauthorized attempt is being made to access Dosell.



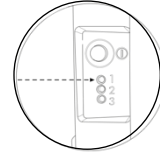
6.7 Battery operation

Dosell is equipped with a built-in rechargeable battery that automatically charge up when Dosell is connected to the mains and only runs on the rechargeable battery in exceptional circumstances when the mains power fails, such as in the event of a power failure or if the mains adapter has been unplugged. The current battery level can be read off by connecting to Dosell through the app.



Dosell is designed to be able to run on the integral, rechargeable batteries for at least 48 hours if the mains adapter has been unplugged and will be able to dispense 4 sachets during this time.

When the battery level is low, Dosell will remind you to reconnect to the mains by turning the sachet compartment and status light 1 to red. Connect the Dosell mains adapter to a wall socket.



6.8 Change of user (reset to factory settings)

If a Dosell device is no longer being used it can be reset to factory settings, after which it can be configured for a new user.

To delete all user information and reset Dosell to its factory settings, connect to Dosell using the app and select “Configuration” from the main menu.

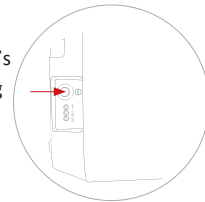
Then select the icon with a trash can in the top right corner. Make sure you empty Dosell of any remaining sachets. If there are still medication sachets in the device during a factory reset, these will be ejected to facilitate emptying. Any leftover medication must always be taken to a pharmacy for disposal.

Once reset, the Dosell device can be connected up to a new user.

7. Sound, speaking- and light signals

Dosell has various sound, speaking- and light signals to attract the user’s attention to different events. All the signals can be silenced by pressing the multifunction button once.


If Dosell is giving a signal, you can always get more information by connecting to Dosell with the app.



7.1 Different types of signals

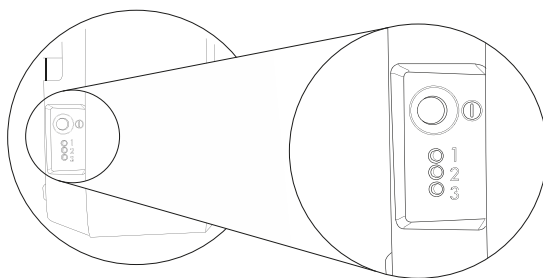
The signals that light up the sachet compartment are described below.

Event	Light signal in sachet compartment	Sound signal
Dosell is starting up.	Green – three brief flashes, then after a few minutes turns to flashing blue – Dosell is ready for pairing via the app.	Ascending melody.
Dosell is shutting down.	Green – three brief flashes then goes out.	Descending melody.
Dosell is available for connection to the app via Bluetooth.	Blue – flashing.	(No sound signal)
Bluetooth connection established to the app.	Blue – steady glow for 10 seconds then goes out.	(No sound signal)
Sachet has been dispensed and is to be taken (signal stops when sachet has been removed from compartment)	Green – soft and slowly pulsating.	“Take medicine” melody.
Warning: an error has occurred and Dosell is unable to dispense the next sachet until it has been cleared. Connect to Dosell through the app for more information.	Red – steady glow	Monotone beeping, repeated every 10 minutes.

 Multiple colours may light up simultaneously and this could create other colour combinations, such as purple.

7.2 Status lights

The three status lights (1–3) provide information on Dosell’s status and assist with diagnosing technical faults.



Status light 1 – Power supply

Green	Dosell is turned on and connected to mains voltage.
Yellow	Dosell is turned on, but has no mains voltage and has switched to battery operation. Dosell has limited battery life – return to mains voltage as soon as possible.
Red	Dosell is turned on, but has no mains voltage; it has switched to battery operation and the battery level is critically low. Return to mains voltage as soon as possible.
Off (no light)	Dosell has shut down.

Status light 2 – Connection to cloud

Yellow	Dosell is trying to establish a connection to the cloud.
Green	Dosell has successfully established a connection to the cloud and has sent information. The green light goes out after a minute or so.
Red	Dosell has failed to establish a connection to the cloud, probably because there is no mobile coverage. Try changing Dosell's location. If the problem persists, contact your place of purchase
Off (no light)	By default, this light is always off except when it is trying to connect to or has just made contact with the cloud.

Status light 3 – Dosell's current status

Green	Ready to dispense the next sachet.
Yellow	Sachets on the roll are running out; refill needed soon.
Red	An error has occurred. Check which type of error by connecting to Dosell via the app.

8. Troubleshooting and FAQs

Error	Possible cause	Solution
The sachet was delivered closed (not cut open).	Dosell did not cut the sachet sufficiently accurately. This may be due to a reading error or to the sachet being very lumpy.	No solution in the app or Dosell; sachet must be torn open manually.
Dosell beeps and there is a green pulsating light in the sachet compartment, even though there is no sachet in the compartment.	The error is due to the sensor that detects whether there is a sachet in the compartment.	Look for any visible dirt or foreign object inside the compartment and carefully wipe it away if you find anything. If this does not help, contact support.
A sachet was dispensed, but there was no sound or light signal.	Calibration of the sensor that detects whether there is a sachet in the compartment may have failed when Dosell was started up.	Turn Dosell off and on again – see section 6.2 <i>Turning Dosell on and off</i> . It is very important that the sachet compartment is empty when Dosell is started up.
The sachet was delivered at the wrong time.	Alternative 1: Reading of the sachet has failed. This might be because the sachet is wrinkled or because the sachet's label is badly printed. Alternative 2: Dosell's clock is not working properly.	If multiple sachets on the roll have badly printed labels, then that roll cannot be used in Dosell and will instead have to be taken out and dispensed manually. If the printing is hard to read even manually, contact your sachet supplier. Connect to Dosell via the app and check the clock. Make sure that the clock on the phone is right before connecting.
There is a steady or pulsating red light in the sachet compartment.	Dosell is giving a warning that something requires action.	Connect to Dosell via the app to get more information.
The app cannot find the Dosell device.	Alternative 1: The Bluetooth connection has failed. Alternative 2: Dosell has shut down.	Check that the phone you are trying to connect to Dosell has Bluetooth turned on. Check that Dosell is turned on.
A white light is flashing inside Dosell)	Dosell is in the process of photographing the next sachet to be dispensed.	This is completely normal and can take up to 30 seconds. If the flashing continues for more than a minute, contact support.

9. Care and maintenance

All Dosell's outer parts are made of plastic and can be cleaned by wiping with a slightly damp cloth and a mild cleaning agent such as dishwashing detergent. Dosell can also be wiped with a 70% ethanol solution. However, since plastics can become brittle when repeatedly cleaned in this way, we recommend that this is done sparingly, such as when changing to a new user. Always wipe with a dry cloth afterwards. Clean the device as needed; there is no requirement to do so in order for Dosell to work. Other than cleaning, Dosell is maintenance-free. No part of Dosell is designed to be repaired.

10. Transport and storage

10.1 Moving and transporting Dosell

Dosell can easily be moved and taken to another location. If it is frequently moved between the same locations, it would be easier to have a bracket mounted in each location so that this does not have to be unscrewed and taken too. You could also use a Dosell stand.

Always switch off Dosell before moving it. This means that any sachets inside the device must be removed and transported separately in the usual way. Follow the instructions below for moving Dosell to another location.



1. Connect to Dosell – see section 6.3 *Connecting to Dosell*.
2. Select “Eject sachet roll” in the app’s main menu and follow the instructions.
3. Roll up the sachet roll and keep it to hand during the move. Take any doses as usual at the time indicated on the labels.
4. Close the cover – see section 6.4 *Opening and closing the cover*.
5. Shut down Dosell by pressing and holding the multifunction button for at least 8 seconds. A sound,- or voice signal confirms that Dosell has shut down.
6. Unplug the mains adapter and lift Dosell off the bracket.
7. Unscrew the bracket from the wall and take it with you so that you can mount it in a new location. This does not apply if a separate bracket is available at the new location or if a stand is used.
8. Pack up Dosell and its accessories so that they are protected from impact and moisture. It is best to use the original box and its inserts for transporting Dosell.
9. Unpack Dosell at the new location and hang it on a bracket. If the bracket needs to be installed in the new location, see the instructions in section 5.1 *Mounting Dosell on the wall*.
10. Dosell is ready to be connected, started up and loaded with sachets again.

10.2 Long-term storage

If Dosell is to be stored for a lengthy period, shut down the device and remove the batteries from the battery compartment. It is best to store Dosell in the original packaging.

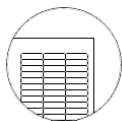
11. Accessories and consumption data

Visit www.dosell.com to find the latest information about Dosell accessories and where these can be ordered.

Attention

Never use Dosell with any accessories other than those included upon purchase or that are available from Dosell AB or a certified distributor.

11.1 Tape for joining sachet rolls



The tape is supplied on sheets with 39 strips on each, with one strip being used each time a new roll is joined. One sheet is included with each new Dosell. To order a new tape, contact your supplier or support@dosell.com.

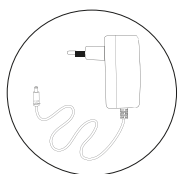
11.2 Stand with bracket

A stand with a bracket is supplied with your purchase of Dosell.



The stand can be used to hang Dosell on a surface that is completely level and flat. It is also possible to hang Dosell on a wall. If you are not going to use your stand and would prefer to hang Dosell on a wall, there is information on how to do this in section 5.1 Mounting Dosell on the wall.

11.3 Mains adapter



Use only the mains adapter that is supplied with Dosell. If damaged, the mains adapter must always be replaced with a new one (original part).

12. Technical information

Product data	
Model	D36700C-01
Serial number	See label on back of product
Dimensions (WxHxD)	312 x 272 x 132 mm

Weight	2.1 kg
Packaging dimensions	375 x 315 x 185 mm
Expected service life of Dosell and its accessories	Minimum 5 years
Recommended maximum storage time	1 year
Transport and storage environment requirements	Temperature: 0°C till +35°C Humidity: 10% to 65% (non-condensing) Atmospheric pressure: 500 hPa to 1060 hPa
Manufacturer	Dosell AB David Bagares Gata 111 38 Stockholm, Sweden
Electronics	
Supply voltage	15V AC/DC
Mains adapter	ShenZhen RiHuiDa RHD20W150120
Max. power	18 W
Power in sleep mode	< 0.5 W
Batteries	Rechargeable Lithium-ion 11.1V
App and communication	
Bluetooth	4.0
Wireless connection	WLAN: 2.4GHz 802.11 b/g/n wireless LAN Mobil uppkoppling: LTE, 2G
Operating system for iZafe app	iOS: 11 or later Android: 6.0 or later

13. Recycling the product and accessories

Any leftover joining tape should not be returned but should instead be recycled with combustible waste. Any other accessories purchased do not need to be returned. The mains adapter should be recycled as electronic waste, the stand as hard plastic and the bracket as metal. Local regulations may vary and should be followed where the above information is not applicable.

14. Classification and regulatory information

14.1 CE mark



Dosell is CE-marked as a medical device (MDR class I). The entire Dosell device is classified as an Applied Part, type BF, in accordance with IEC 60601-1.

15. Explanation of symbols

15.1 Symbols on labels

The serial number is located on the back of Dosell. The packaging label is on one of the short sides of the packaging.



Read the manual

Before starting to use Dosell, the user manual must be read and understood in its entirety.



Keep dry

The device should not be exposed to water or damp environments.



Fragile

The device contains sensitive components and may get damaged if not handled with care.



Storage temperature restrictions

Specifies the permissible temperature range during storage.



Temperature restrictions when in use

Specifies the permissible temperature range when the device is in use.



Storage humidity restrictions

Specifies the permissible humidity range during storage.



Atmospheric pressure restrictions during storage

Specifies the permissible atmospheric pressure range during storage.



Applied Part Type BF

This symbol shows that the Dosell device is classified as an Applied Part Type BF, in accordance with IEC 60601-1.



GTIN-13 number

Specifies the Dosell device's unique product identification number.



Model

Specifies the model number of the Dosell device.



Serial number

Specifies the serial number of the Dosell device.



Medical Device

Specifies that the Dosell device is a medical product.



Date of manufacture

Specifies the date on which the Dosell device was manufactured.



Manufacturer

Specifies the company that has manufactured Dosell.



Recycling of electronic waste

This symbol indicates that Dosell contains electronic equipment and must be recycled as electronic waste.



CE mark

This symbol indicates that Dosell is CE-marked.



Dosell AB

www.dosell.com