List of System Components and Known Issues—United States

The spencer® medical device provides notifications when it's time for your medications and dispenses them at your request.

spencer has the following components:

- A strip of spooled packs with individual doses of your medications; each pack has a barcode that contains its dispensing information, including your schedule and data.

- A refill that holds the spooled packs; the refill also has a barcode.

- spencer Cloud, which contains the encrypted information about you and your medications.

- spencerCare and spencerAssist, which the healthcare provider and caregiver can use to monitor dispensing and other information.

- The spencer device, which has an interactive, senior-friendly screen and is designed to do the following:
  - Dispense according to schedule
  - Transfer dispense data to spencer Cloud
  - Allow healthcare provider intervention
  - Collate wellness data
  - Provide messages to the healthcare provider or support about missed doses, responses to questions, and malfunctions

The following are issues that could occur on the spencer system during use and instructions about how to resolve them:

1 **ISSUE:** If the refill is inserted while the Home icon is touched on the device screen, the device does not register that the refill has been inserted.

   ACTION STEP: The refill must be reinserted before the device can register the refill. Press and hold the Power button for 5 seconds to shut down the device, and then remove the refill. Press and hold the power button for 1 second to restart the device, and then reinsert the refill and close the lid.

2 **ISSUE:** The device falsely triggers an "invalid scan" error message.

   ACTION STEP: Remove the refill, and then reinsert the refill and close the lid. If the information on the refill and pack barcode are scanned successfully, the device accepts the refill.

3 **ISSUE:** An internal error occurs during refill registration causing the lid to remain locked preventing the removal of the refill.

   ACTION STEP: Press and hold the Power button for 5 seconds to turn off the device. The lid then unlocks, allowing removal of the refill. Press and hold the Power button for 1 second to restart the device, and then close the lid.

4 **ISSUE:** When an error occurs during a multi-pack dispense and the device must be restarted, once restarted the device starts the multi-pack count at 1 rather than the actual multi-pack count. For example, the device displays "1 of 3" rather than "3 of 3" if two packs were already dispensed before the device restart.

   ACTION STEP: The device still dispenses the correct number of packs, therefore no further action is required.

5 **ISSUE:** When an error occurs with the last dose, the system does not display the message instructing you to insert a new refill.

   ACTION STEP: Insert the new refill at the start date and time printed on the refill label. The device accepts the new refill.

6 **ISSUE:** When playing video tutorials through the menu option, Video Tutorials, pressing Play continuously causes the video to freeze.

   ACTION STEP: Return to the home screen by selecting the Home icon, and then try again.

7 **ISSUE:** When you register to become a spencer patient and enter allergies and conditions, the allergies and conditions do not show in spencerCare

   ACTION STEP: The pharmacist will ask you about any allergies or conditions as part of onboarding you into the pharmacy.

8   **ISSUE:** When registering to become a spencer patient, the name you enter does not match the name used by the pharmacy management system.

ACTION STEP: The pharmacist must ensure that the name (first and last) shown in spencerCare matches the name used by the strip packager and their pharmacy management system. If the name does not match, ask your pharmacist to call HAPi customer support. Please note that special characters, such as apostrophes or accent marks like ě, are not supported by spencer.

9   **ISSUE:** If the spencer device isn't connected to a network when the refill is inserted, the drug images may not be downloaded to the device.

ACTION STEP: Ensure the device is connected to a network. Remove the refill, and then reinsert the refill and close the lid. If the device is connected to a network, the drug images should be available for viewing on the device.

10 **ISSUE:** If you receive a new refill from your pharmacy, and insert it into spencer prior to the current refill being completed, you may get a "refill out of sequence" error.

ACTION STEP: Call your pharmacy for instructions on how to resolve the error.

11 **ISSUE:** If you need multiple dispense times for one dispense alert window, updating the dispense alert's time or duration in spencerAssist or spencerCare will cause both packs to come out when you dispense the first refill.

For example, let's say Mary normally takes an antidepressant at 9 and blood pressure medication an hour later at 10. If Mary modifies the start of her dispense window from 8:30 to 8:45, then both of her medications will be dispensed at the same time when she requests her first medication.

ACTION STEP: Call your pharmacy and ask them to update the dispense times in their system, rather than modifying the dispense times in spencerCare or spencerAssist.

12 **ISSUE:** The spencer device cannot connect to a WiFi network.

ACTION STEP: Restart the device. Once it comes online, select Forget Network in the WiFi settings, then reconnect again. If this doesn't work, let the device sit for roughly 10 minutes, then try rebooting, forgetting the network, and reconnecting again.

NOTE: None of the issues above will prevent the users from taking their medication.