

# karie™

medication made simple

## Instruction Manual

Read instructions before use and keep as reference



Please read the IMPORTANT SAFETY INFORMATION before use. It is important to read & understand all instructions. Keep these precautions and instructions in an accessible location for all device users

**CAUTION**

RISK OF ELECTRIC SHOCK. To prevent fire or electric shock, do not expose this device to rain or moisture. Do not open or remove the back of the device. No user-serviceable parts inside: refer to your dealer or pharmacy for repair

**SAFETY and PRODUCT INFORMATION**

SYMBOL	DESCRIPTION
	<ul style="list-style-type: none"> <li>• Caution, sharp edge</li> <li>• Do not touch blade</li> </ul>
	<ul style="list-style-type: none"> <li>• Do not operate without cartridge</li> </ul>



Product information label on the bottom of Karie

**RECORD your PRODUCT INFORMATION**

Serial Number (S/N) \_\_\_\_\_

Date of Purchase \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name & Address of Provider \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**FCC COMPLIANCE STATEMENT**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

- 1** Package Contents ..... p. 2
- 2** Introduction ..... p. 3
- 3** Karie’s Components ..... p. 4
- 4** Karie’s Hello Screen..... p. 5
- 5** Unpacking & Setup..... p. 6
- 6** Hello Screen Functions ..... p. 11
- 7** Karie’s Settings ..... p. 13
- 8** Dose & Error Screens ..... p. 25
- 9** Troubleshooting ..... p. 28
- 10** Frequently Asked Questions ..... p. 33
- 11** Important Handling & Safety Information ..... p. 35
- 12** Technical Specifications ..... p. 37
- 13** Support ..... p. 39

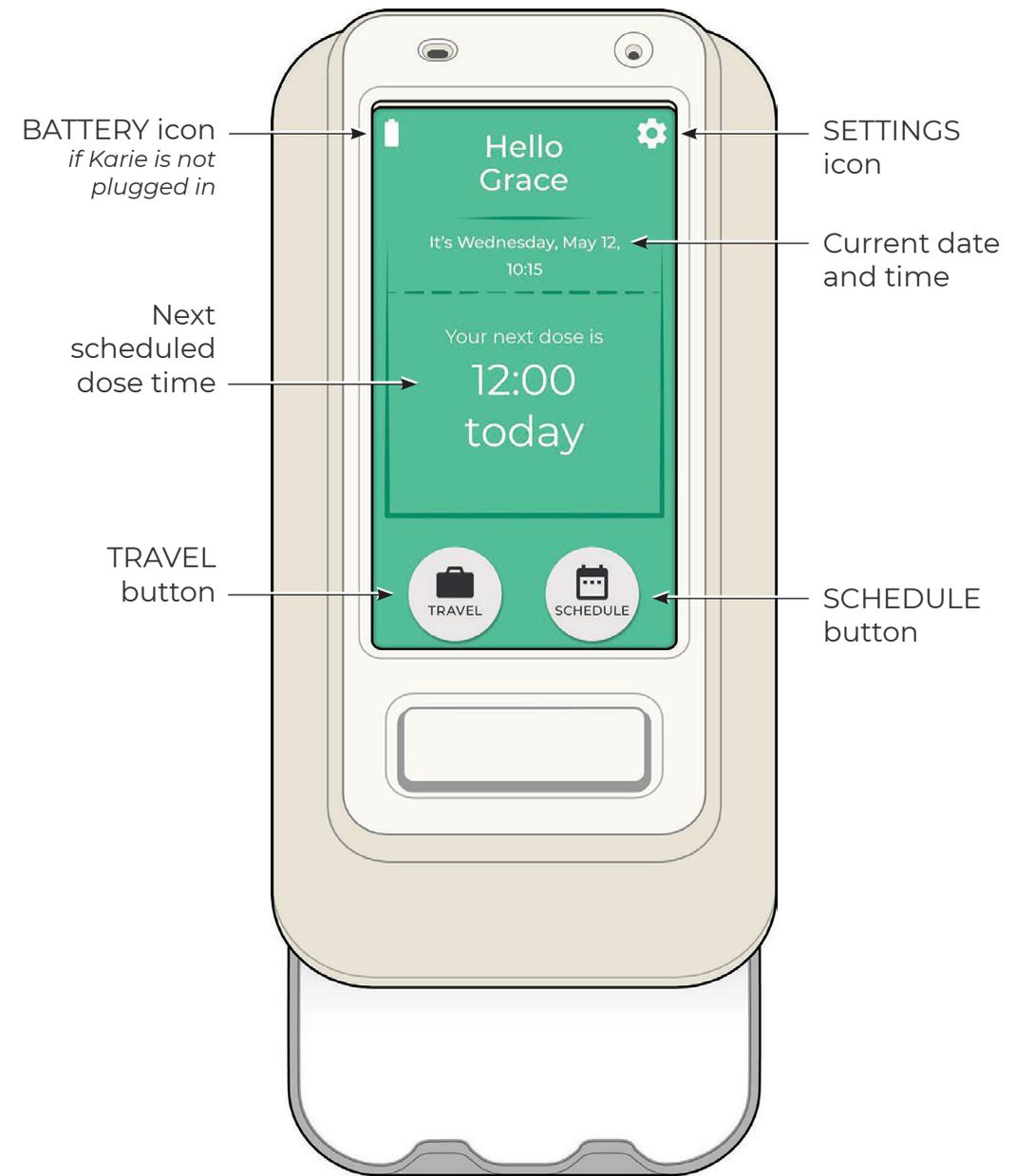
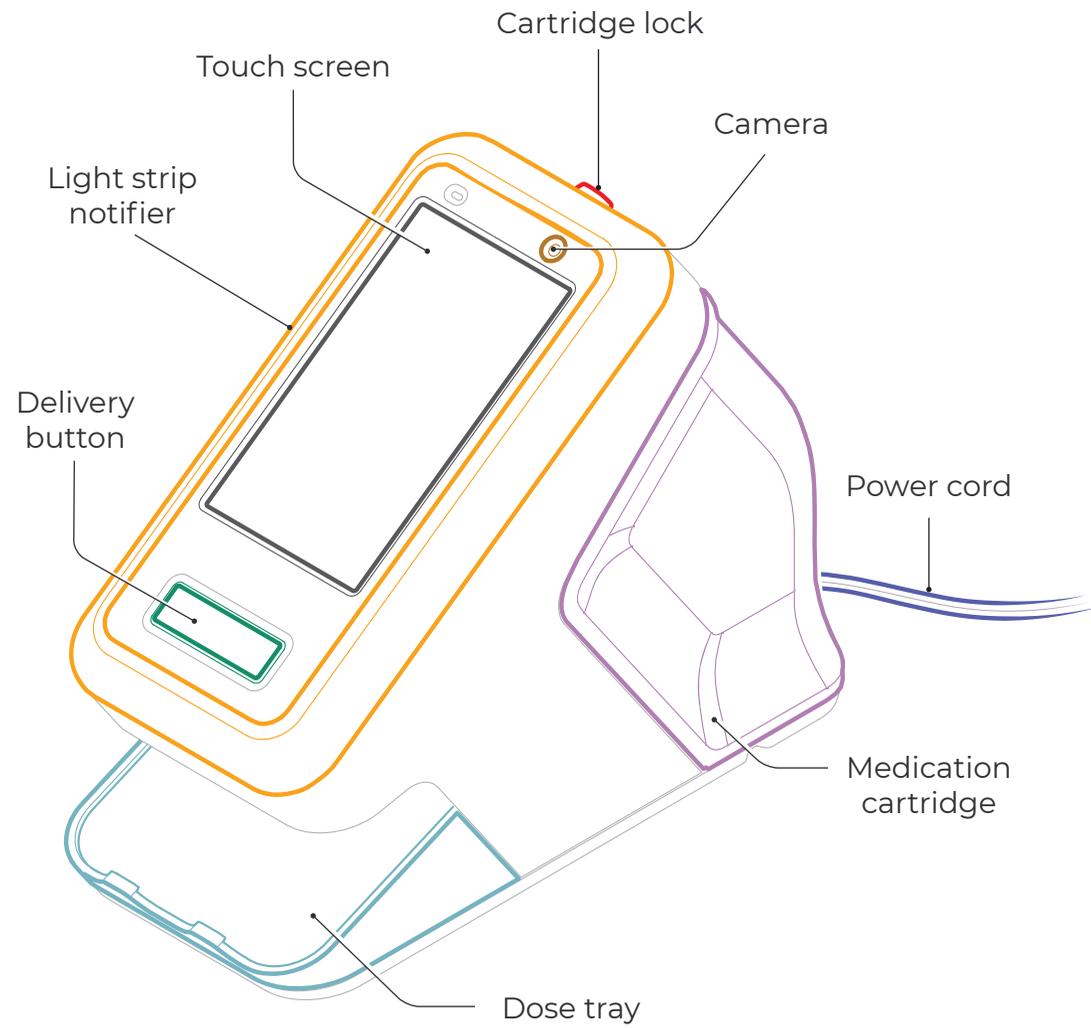
- One Karie medication delivery device
- One power adapter: input 110-220V AC, 50/60 Hz, output +5 VDC, 5A
- One set of two security keys
- One Quick Start Guide

**Medication cartridge supplied separately**

If anything is missing or damaged, contact Support Provider immediately (refer to Help & Support under Settings on the device). We recommend that you keep the original packaging for transport or in the unlikely event that Karie needs to be returned

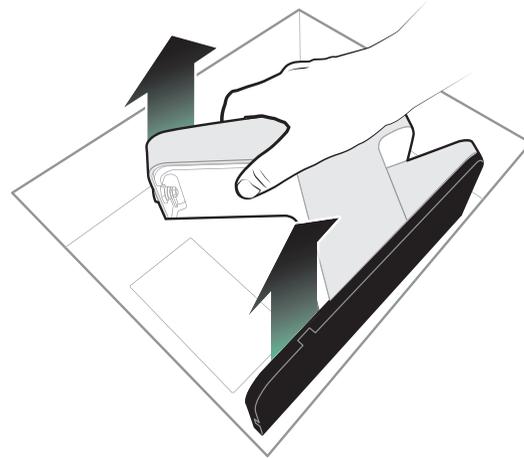
Karie is an automatic medication delivery device that organizes, schedules and delivers your medication with the touch of a button. Karie uses easy-to-open pouches that contain medication, packaged by a pharmacy

When it's time for you to take your medication, Karie will light up and produce an audible alert as a reminder

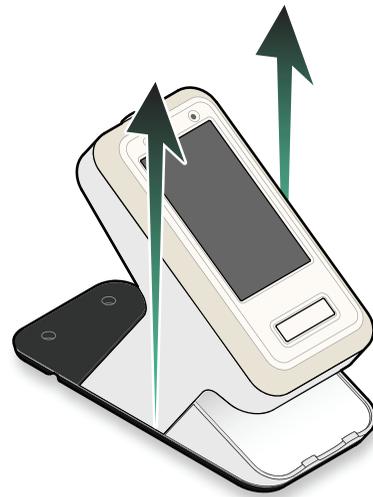


**a) Remove Karie from packaging**

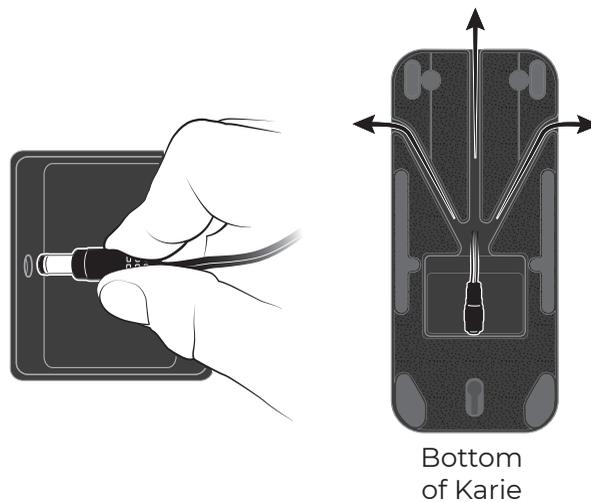
Lift straight up

**b) Only use UPRIGHT**

Karie is designed to operate upright. Do not use Karie on its side, upside down or mounted to a wall

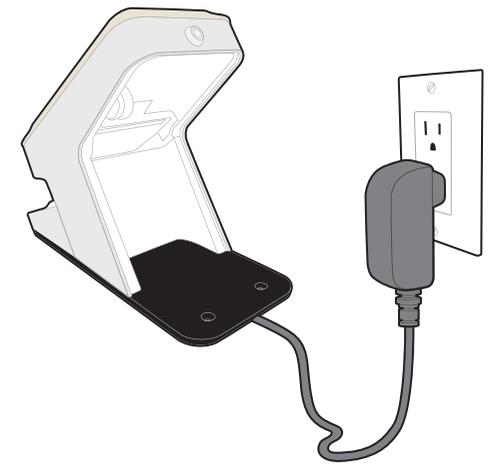
**c) Plug adapter into Karie**

Fit the power cord into a suitable channel on the bottom of Karie

**d) Plug Karie into an electrical outlet**

Karie will turn ON and connect through cellular automatically

If a 'No Connection' screen appears, see 'Troubleshooting' section

**e) Insert cartridge**

Insert the medication cartridge provided by the pharmacy into the back of Karie

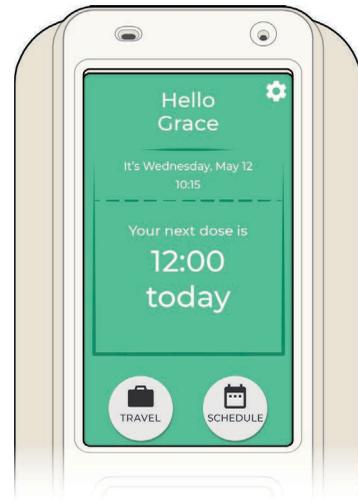
**f) Ensure that your medication cartridge is fully in place**

Magnets help guide the cartridge



**g) Karie will:**

- Greet you by name
- Indicate current date & time
- Display your next medication dose time



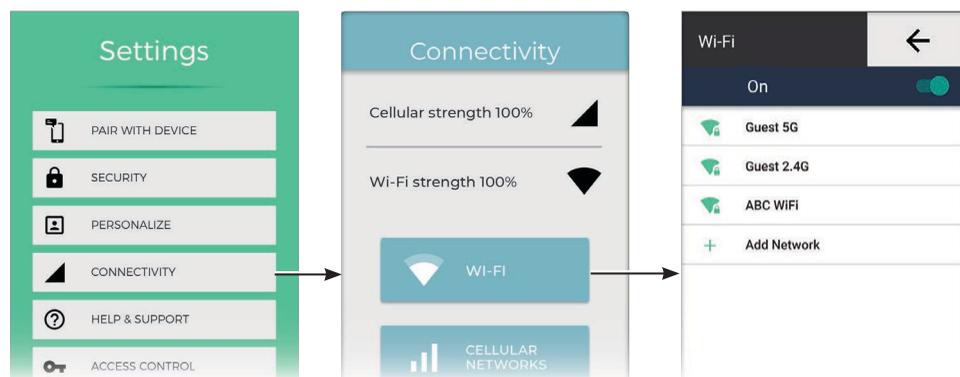
**h) Connect to Wi-Fi**

Karie will connect automatically to your local cellular network

To set up Wi-Fi as a backup, or if you live in an area with poor or no cellular, follow these steps:



1. Tap the SETTINGS icon



2. Settings: press CONNECTIVITY

3. Connectivity: press WI-FI

4. Wi-Fi screen: select preferred network and enter password

**i) When connected, Karie will light up and alert you when it's time to take your dose**

Press the Delivery button to deliver your medication pouch(es)

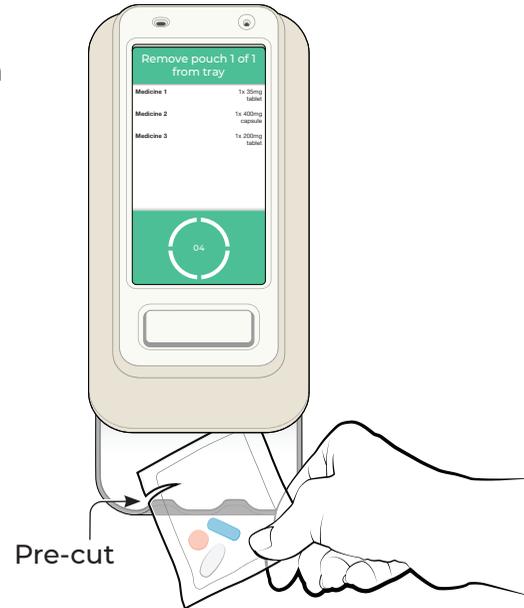


**j) Pouch delivery**

Wait for your medication pouch to drop onto the dose tray before taking your medication

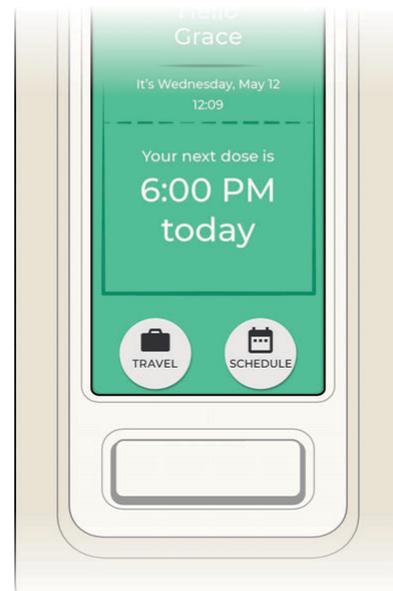
Repeat this step when more than one pouch is required for a dose time

Each pouch is pre-cut for easy opening



**k) Karie will display the next medication dose time**

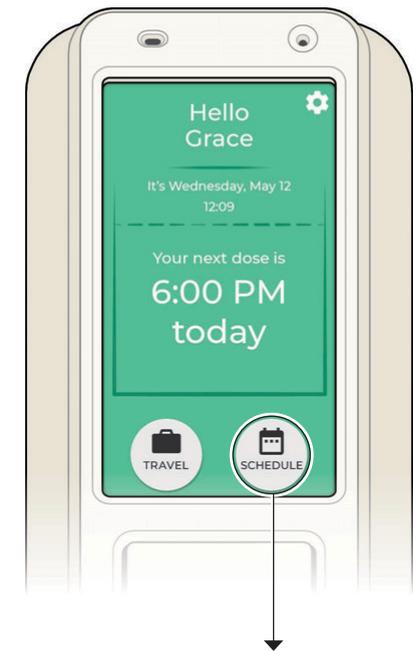
The Delivery button will light up solid green when the next dose time window is available. Please contact Support Provider to confirm your schedule dose time window



**a) Schedule**

Karie's SCHEDULE function enables you to track your medication schedule

Look back and ahead at your doses for the duration of the medication cartridge that is currently inserted into Karie



The DATE being viewed is highlighted

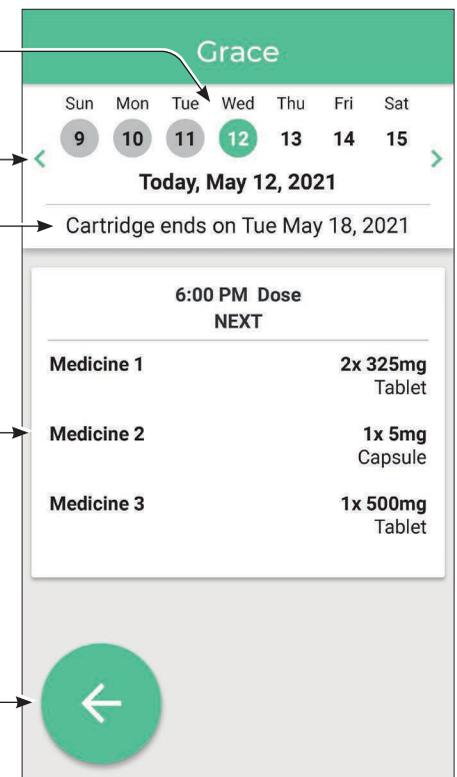
Press ARROWHEADS to move date forward or back

Date for cartridge refill

Information for your medication dose

*Information shown will depend on regional availability*

Press BACK ARROW to return to Hello screen

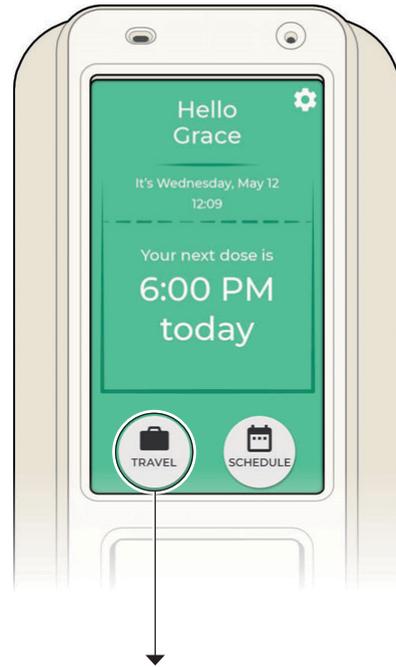


**OPTION: Lock cartridge**  
The tubular key lock prevents unwanted access to medication

**b) Travel**

The TRAVEL function allows you to obtain doses while you are away and have no access to Karie

Select the number of doses you need while away and Karie will deliver those pouches (without the easy-open pre-cut)



**Travel**

How many doses do you require?

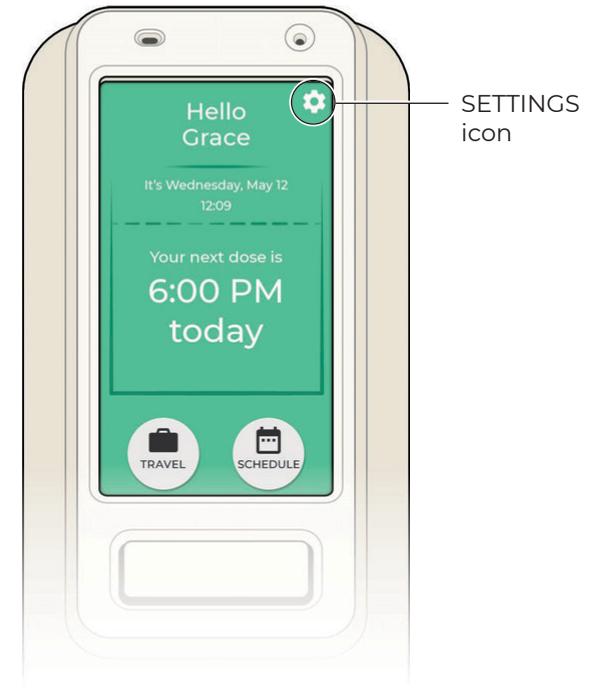
Press MINUS (-) to decrease number of doses → **-** **3** **+** → Press ADD (+) to increase number of doses

This will deliver up to and including:

**Thursday, May 14 18:00** ← Karie will deliver all doses up to and including the date & time indicated

Press BACK ARROW to return to Hello screen → **←** → Press CHECKMARK to confirm choice **✓**

Access Karie's Settings by pressing the cog-shaped icon in the upper right corner of the Hello screen



In Settings, you will find the following controls :

**Settings**

- PAIR WITH DEVICE → PAIR WITH DEVICE
- SECURITY → SECURITY
- PERSONALIZE → PERSONALIZE
- CONNECTIVITY → CONNECTIVITY
- HELP & SUPPORT → HELP & SUPPORT
- ACCESS CONTROL → ACCESS CONTROL

**←**

## a) Security

Karie has two types of digital security feature:

- PIN Lock, using a Personal Identification Number (PIN)
- Face Recognition

PIN Lock and Face Recognition features are disabled/OFF by default



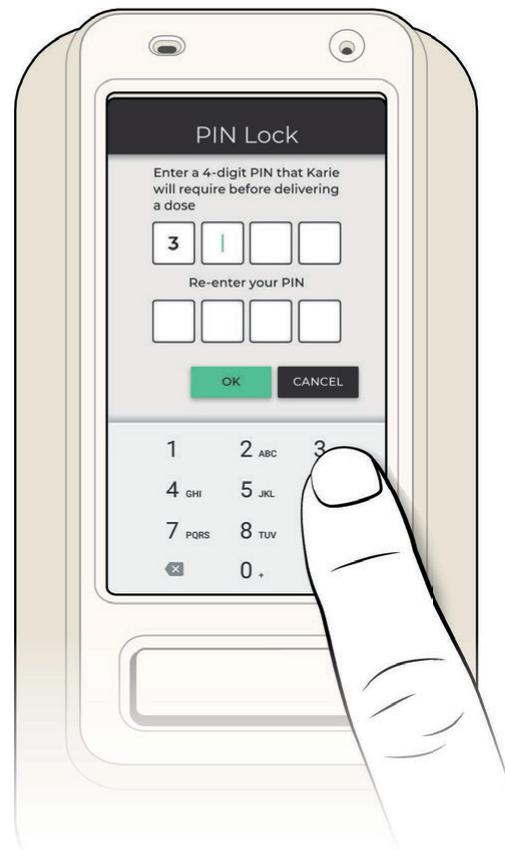
### PIN Lock

When PIN Lock is set, the correct PIN must be entered before Karie will deliver a dose

Press PIN LOCK to set a 4-digit number. Re-enter the same 4-digit number to confirm

Karie will display a 'New PIN is set' message on the bottom of the Security screen

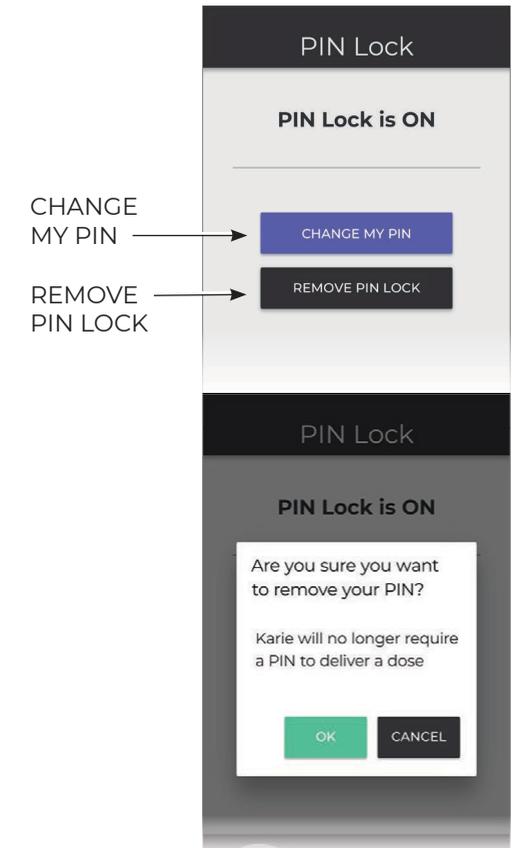
*Write the entered PIN down, keep it confidential and in a safe place*



To change the PIN or remove the PIN Lock, access PIN LOCK on the Security screen, under Settings

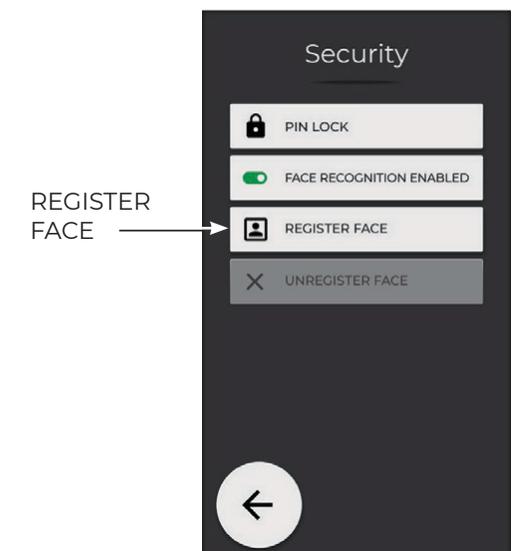
Press CHANGE MY PIN to set a new 4-digit number, re-enter the new number to confirm

Press REMOVE PIN LOCK and confirm by pressing OK to disable the PIN Lock. Karie will no longer require a PIN to deliver a dose



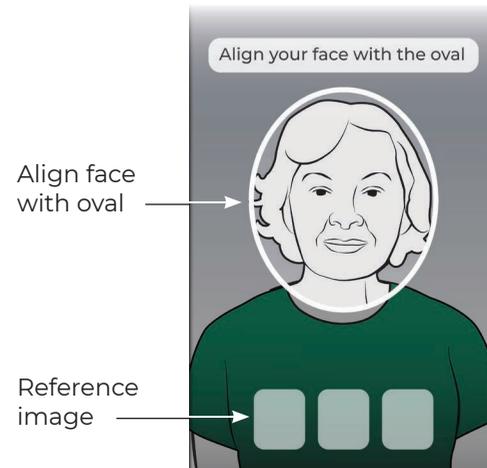
### Face Recognition

1. Press FACE RECOGNITION DISABLED to turn Face Recognition ON (enabled)
2. Press the REGISTER FACE button. PIN LOCK must be set, if not already set



3. Center face within the white oval on the screen

4. The oval will turn green when face is aligned – hold still and wait for the three reference images to appear



5. Once the face is registered, a 'User Face Registered' message will be displayed

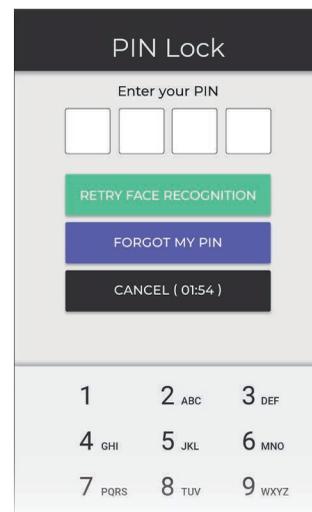
Karie will now deliver a dose only when it recognizes the user's face

*Press UNREGISTER FACE to remove the existing, stored face from Karie*



If Face Recognition fails during dose delivery, there are 4 options:

- Enter the correct PIN to bypass Face Recognition, once
- RETRY FACE RECOGNITION
- Press FORGOT MY PIN to enter/change to a new PIN
- or CANCEL



## b) Personalize

Karie's alarm volume, language, display and time format can be customized using PERSONALIZE features

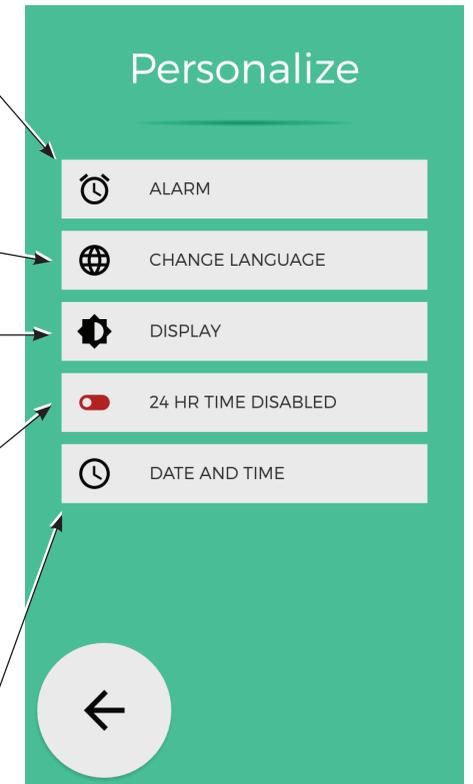
Press ALARM to access voice instructions and alarm volume

Press CHANGE LANGUAGE to choose from available languages

Press DISPLAY to adjust screen colour and brightness

Press 24 HR TIME DISABLED/ENABLED to disable or enable 24-hour time and switch to 12-hour time instead

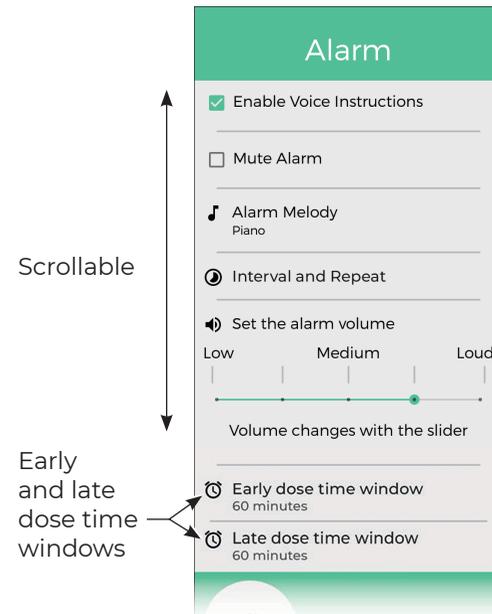
Press DATE AND TIME to adjust the time zone and format



## Alarm

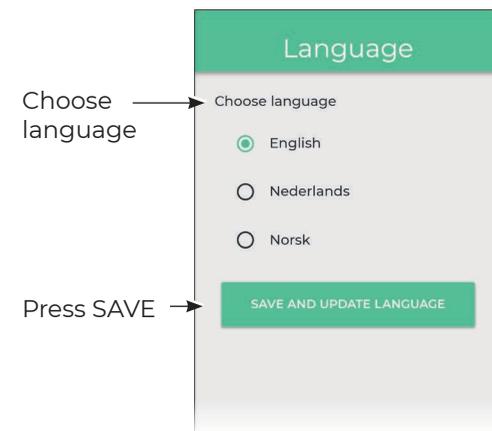
The Alarm settings screen allows adjustments such as hearing voice instruction, mute, melody, interval and volume

Adjustments can be made to the early and late dose time windows. Default settings are 60 minutes before and 60 minutes after the scheduled dose time



## Change Language

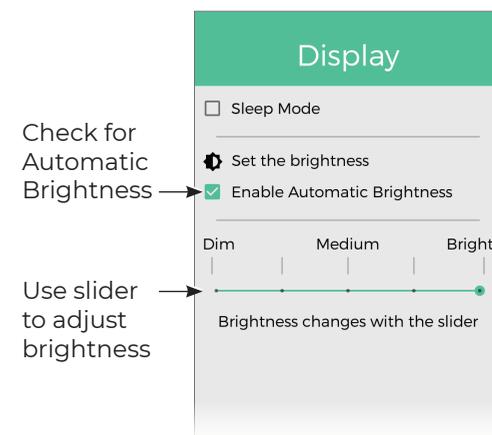
Select preferred language for display and voice



## Display / Automatic Brightness

When enabled, Automatic Brightness will automatically adjust to room lighting conditions

Adjust brightness manually using the slider. The default brightness is Bright

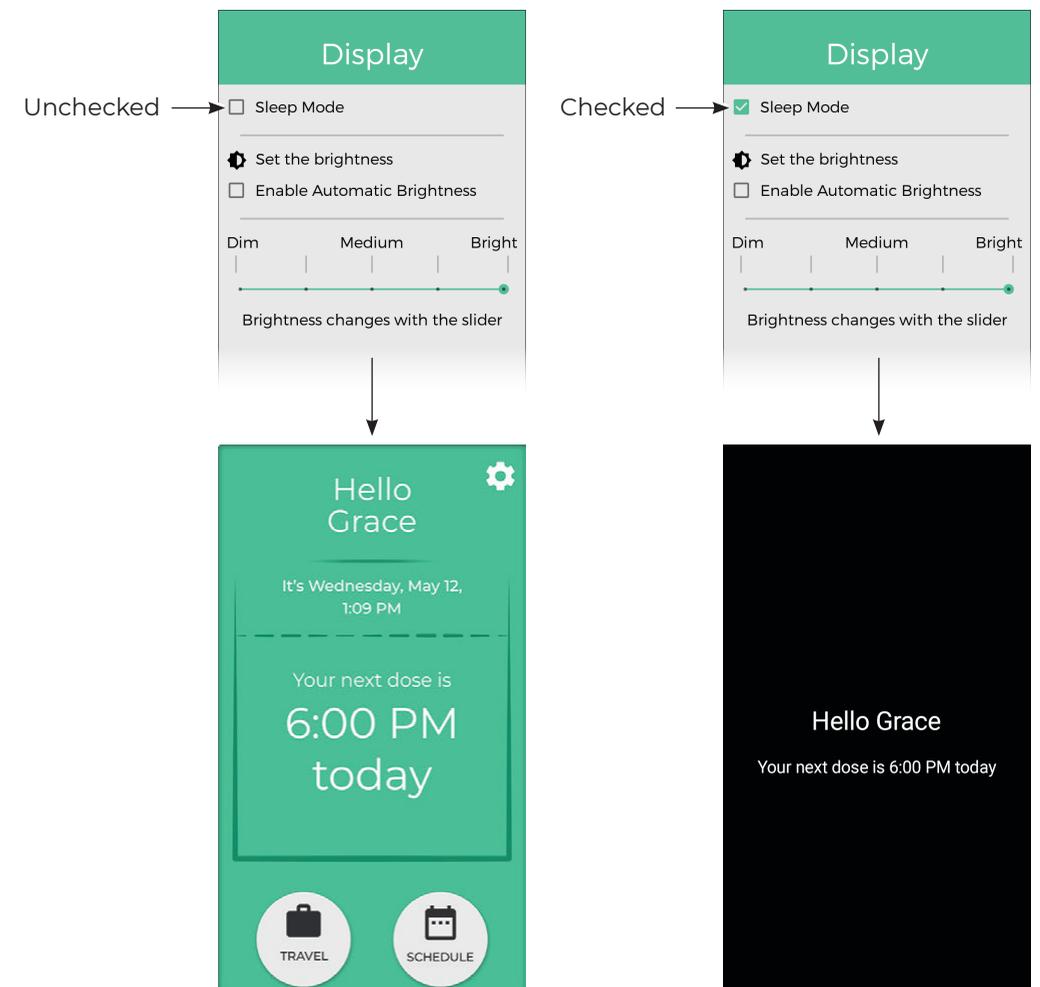


## Display / Sleep Mode

Sleep Mode is unchecked (disabled) by default. When Sleep Mode is checked, the screen will darken with the next dose time shown in white text

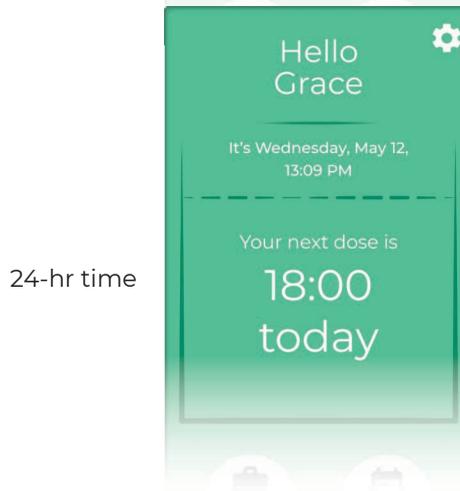
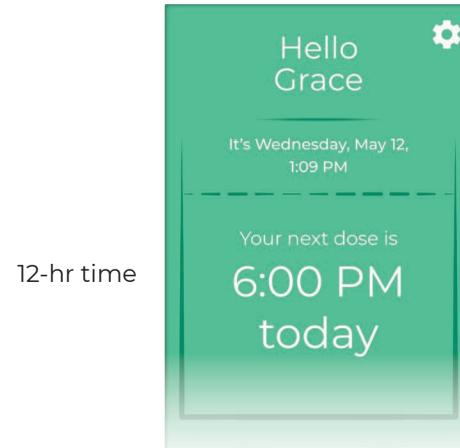
While in Sleep Mode, Karie will wake when the next dose time is due, if the screen is touched or the Delivery button is pressed. Karie will re-enter Sleep Mode after 15 seconds of inactivity

Karie will automatically enter Sleep Mode if unplugged or there is a power outage



### 24 hr Time is Disabled / Enabled

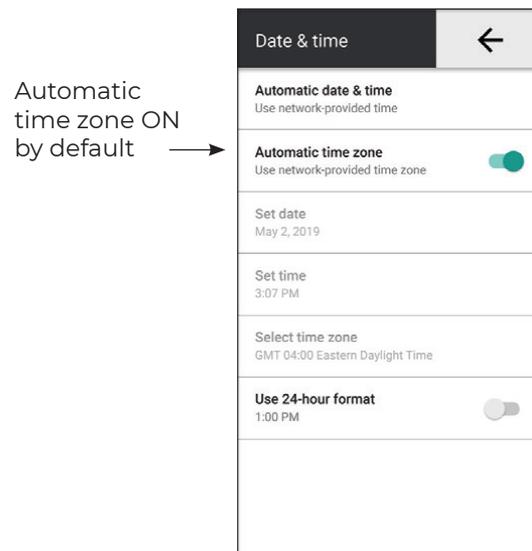
When 24 HR TIME IS DISABLED,  
Karie uses a 12-hr clock



When 24 HR TIME IS ENABLED,  
Karie uses a 24-hr clock

### Date and Time

Karie adjusts automatically  
to the user's time zone

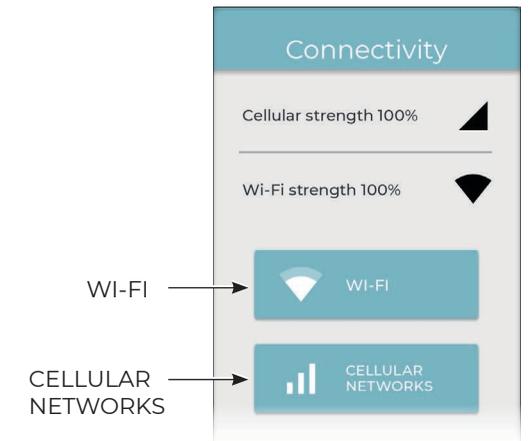


### c) Connectivity

Strength of cellular and Wi-Fi connections are shown

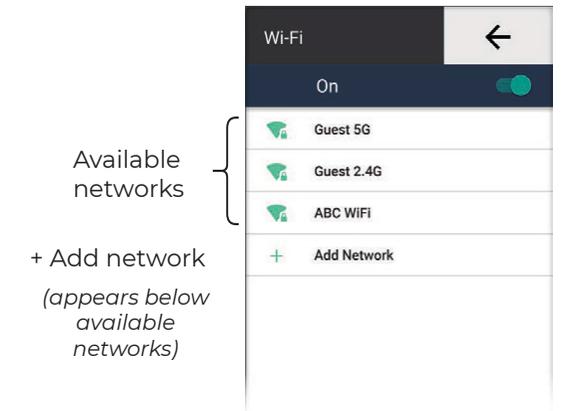
Press the WI-FI button to  
manage Wi-Fi networks

Use CELLULAR NETWORKS  
only under the direction of  
a Support Provider



### Wi-Fi

Available networks screen:  
Click on preferred network  
and enter password or  
press '+ Add network' to  
connect to an unlisted  
network



+ Add network requirements:

- SSID name
- Security type
- Password

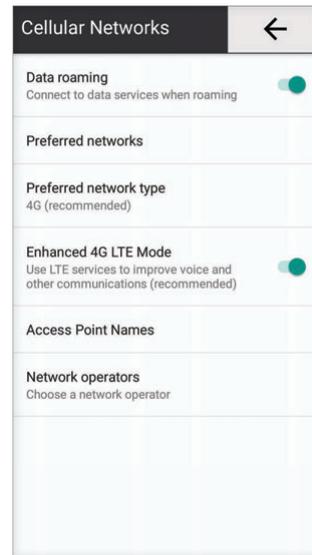
Consult your Internet Service  
Provider or caregiver for  
assistance



## Cellular Networks

The CELLULAR NETWORKS button should only be used under the direction of a Support Provider

*Do not change any of the settings unless directed*



## d) Help & Support

The telephone support number(s) and available hours are shown

CHECK FOR UPDATES

WIPE DEVICE

ABOUT

*Only use these buttons under the direction of the Support Provider*

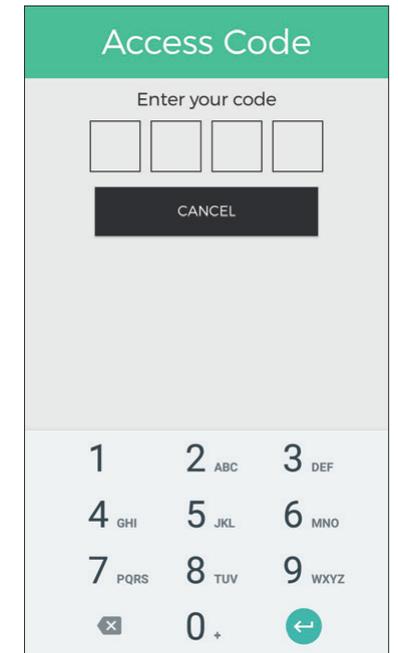


## e) Access Control

Access Control customizes the device user's access to some functions

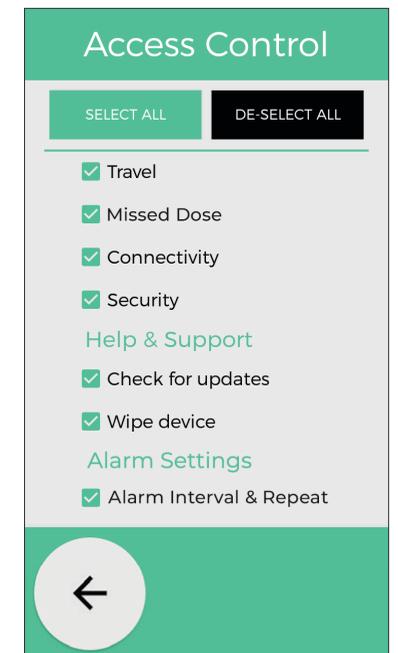
A 4-digit Access Code is required

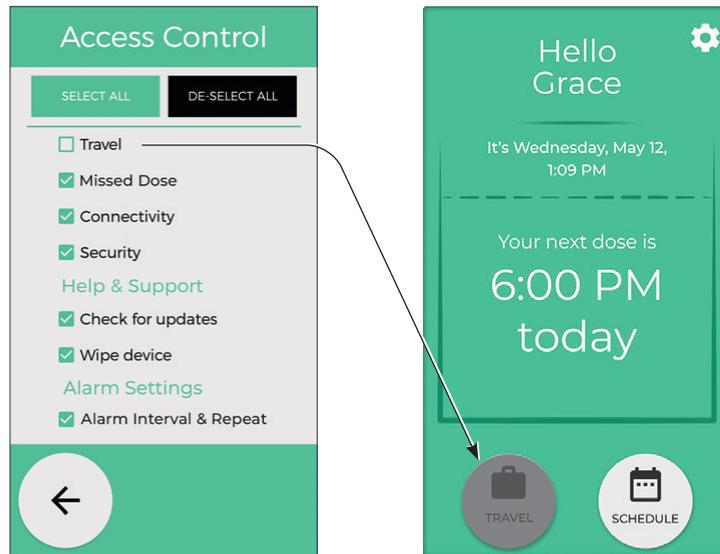
Contact Support Provider to obtain the Access Code



Functions are checked (Enabled) by default. When un-checked, the function may not be used by the device user

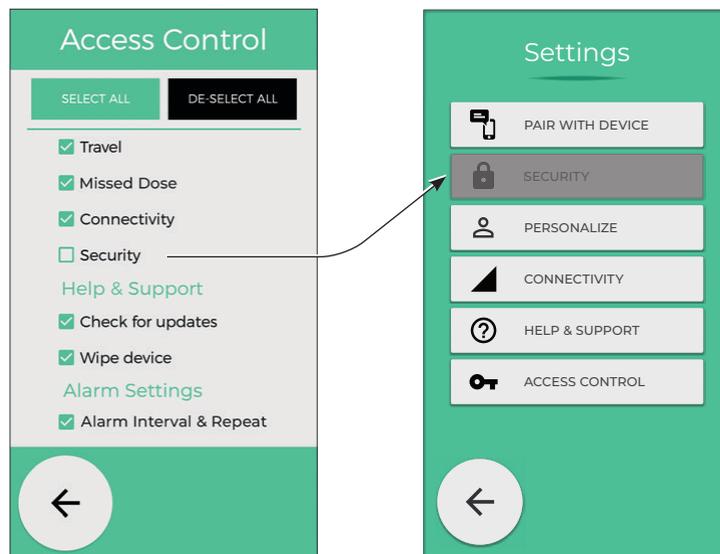
Press SELECT ALL / DE-SELECT ALL to select / de-select all the functions at once





Example:  
If Travel is un-checked, the TRAVEL button on the Hello screen will be disabled

TRAVEL disabled

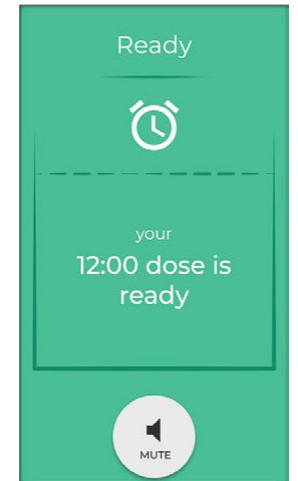


Note:  
If Security is un-checked after the user has set their PIN Lock and registered their face for Face Recognition, those security features will continue to operate. Re-check Security to make changes

**a) Dose Ready**

Karie will light up and alert you when it's time to take your dose. Press the Delivery button and wait for your medication pouch to drop onto the tray.

Repeat this step when more than one pouch is required for a dose time. Each pouch is pre-cut for easy opening

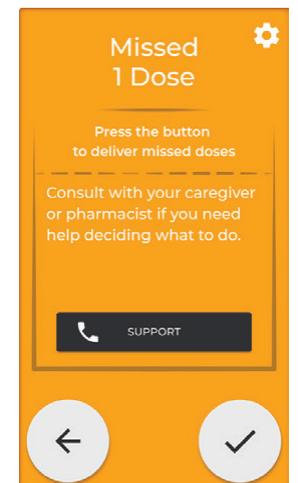
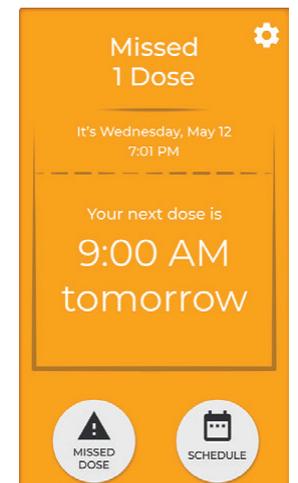


**b) Missed Dose**

Any dose that is not delivered/taken within its scheduled delivery dose time window is considered 'Missed'. The dose time window is defaulted to within 1 hour of the scheduled dose time and may be changed. Confirm with Support Provider your scheduled dose time window

1. The time displayed is your next dose time. Press the MISSED DOSE button in the lower left corner
2. Press the CHECKMARK in the lower right corner OR the Delivery button to deliver missed dose(s)/pouch(es)

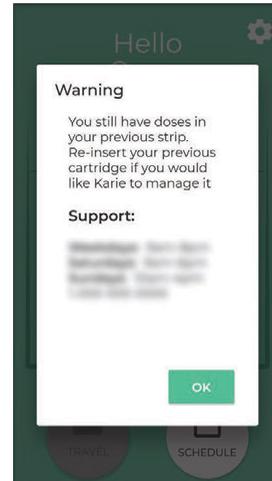
Consult your pharmacist for instruction on what to do with missed dose(s)



**c) Unmanaged Dose Warning**

A cartridge with remaining dose(s) was removed and replaced with a new medication cartridge

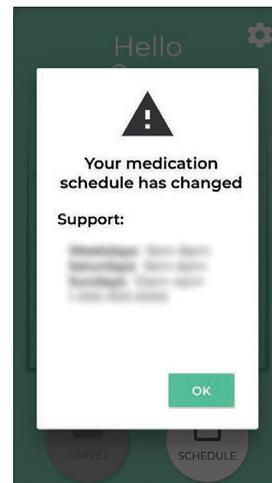
Unless otherwise instructed by your pharmacist, re-insert the first cartridge and finish delivering the remaining dose(s) before inserting the new cartridge



**d) Dose Change Notice**

The medication schedule has changed. Contact the pharmacy for information and direction

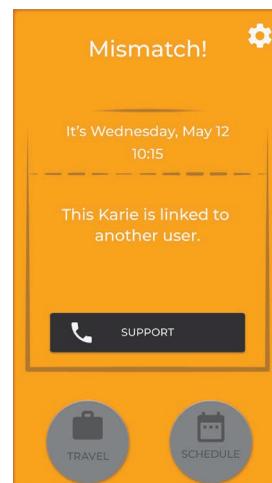
Press OK to acknowledge the notice and continue using Karie



**e) Mismatch!**

The inserted cartridge has been assigned to a different Karie device

Call Support Provider for direction

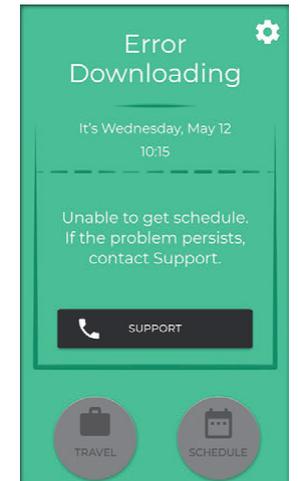
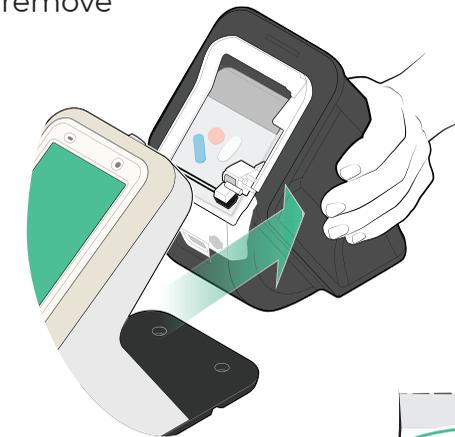


**f) Error Downloading**

The medication schedule was not downloaded properly

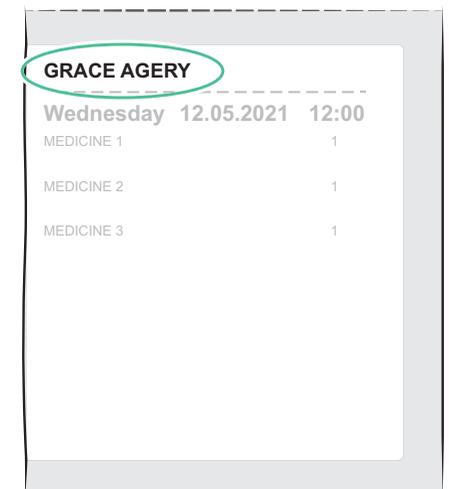
Follow the directions indicated by Karie on the screen

Before calling Support Provider for direction, remove the cartridge



Being careful to not move the medication roll, verify your name on the first pouch and re-insert the cartridge

If the same error appears AND/OR your name does not match the first pouch, call Support Provider



**g) Other Error Screen(s)**

Please call Support Provider for direction if an error screen appears that is not described in this section

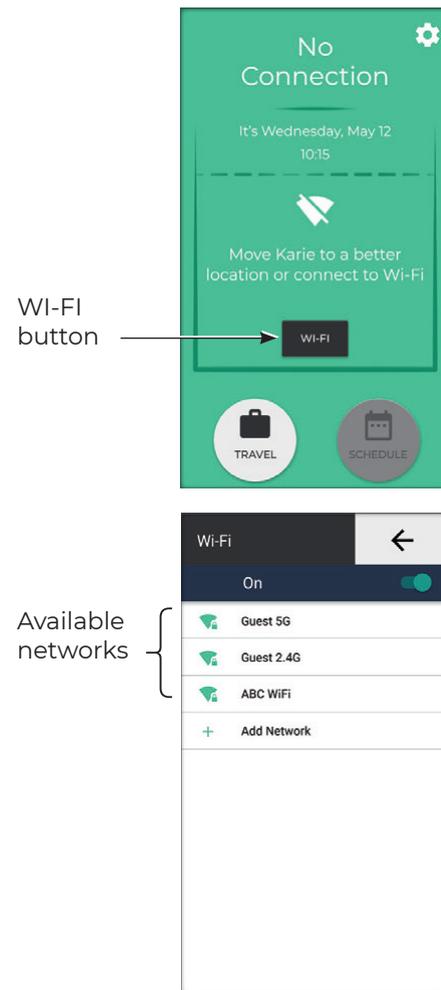
**NO CONNECTION**

*Reason: Karie is not connected to your Wi-Fi network or the cellular network. See also the Connectivity section in this manual*

1. Press the WI-FI button
2. A list of available networks will appear. Click on your preferred network and enter password

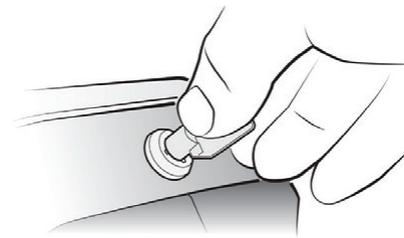
*If no Wi-Fi network is available to you, move Karie to another location in your home where the cellular signal is stronger*

3. Call Support Provider if the No Connection screen persists

**POUCH is JAMMED**

1. Unlock the medication cartridge if it is locked

*continued on next page*

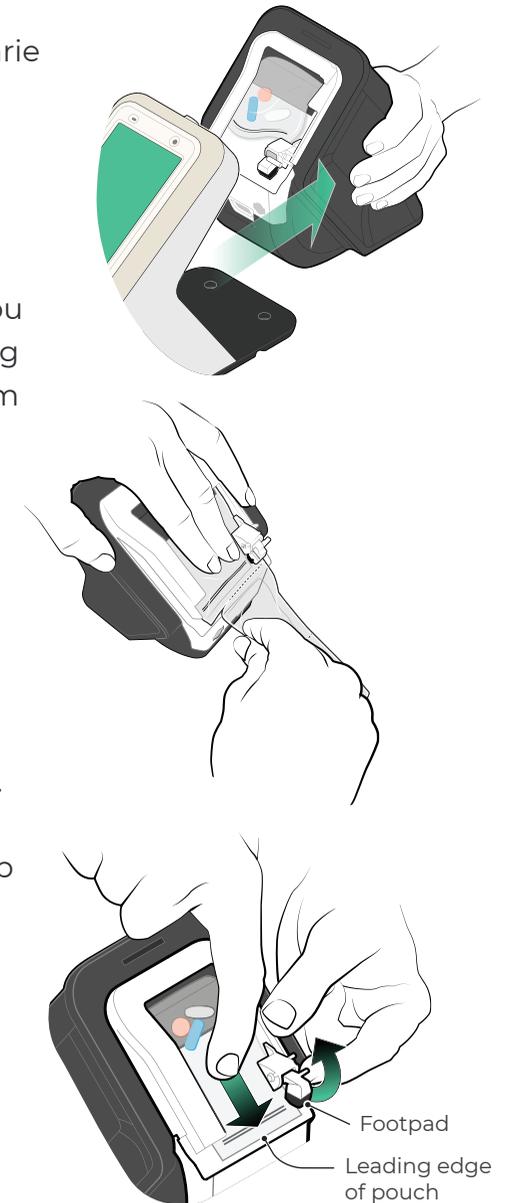


2. Remove the cartridge from Karie

**OPTION:** If your dose is due, you may take it manually by tearing the appropriate pouch(es) from the medication roll

*Confirm dose time and instructions on each of the removed pouch(es)*

3. Lift the spring-loaded footpad. Align the leading edge of the pouch with the edge of the top plate of the cartridge



4. Re-insert the cartridge

5. If the problem persists, call Support Provider





### TOO MANY POUCHES came out

1. Check the top of each pouch for the date and time of your dose (see diagram above)
2. Take your medication from those pouches with the appropriate date and time
3. Save any remaining unused pouches until the next dose time indicated on each pouch
4. If the problem persists, call Support Provider

### POUCH is CUT IN HALF

1. Once you've taken your medication from the pouch, remove your cartridge from the back of Karie
2. Tear off the remaining half of the pouch that was cut open
3. If you see that the next leading pouch is jammed, See the steps under POUCH is JAMMED in this section
4. If the problem persists, call Support Provider

### KARIE IS STALLED, SCREEN is FROZEN or RESTARTING KARIE under direction of Support Provider

If the device freezes or you are directed to restart, follow these steps:

1. Ensure Karie is plugged in
2. From any screen, press and hold the Delivery button for 10 seconds until Karie turns OFF (screen turns black)
3. Press and hold the Delivery button for 3 seconds and wait for Karie to restart. This may take a few minutes until you see the Hello screen
4. If stall or frozen screen persists, call Support Provider

### ONE POUCH REMAINING in cartridge

1. The last pouch is a trailing pouch that should not contain medication and will not be delivered through Karie
2. If the pouch has medication, contact the pharmacy for help

### WRONG NAME / MISMATCH!

1. Inserted cartridge has been assigned to a different Karie device
2. Do not ingest any medication from this cartridge
3. Call Support Provider for direction

### CARTRIDGE is EMPTY

Replace empty cartridge with a new cartridge. If a new cartridge is not available, call pharmacy for direction and confirm your cartridge re-order process

### My HOME has NO POWER

1. In the event of a power outage, Karie will continue to function via battery backup and will also automatically enter Sleep Mode to conserve power
2. If an outage is expected to be long-lasting, consider delivering future doses by using the TRAVEL function

### KARIE has NO POWER/ is OFF

1. If Karie is plugged in but the screen is **completely** dark, check that the power cord is fully inserted into the underside of the device
2. Ensure the power cord is plugged into a working electrical outlet
3. Press and hold the Delivery button for 3 seconds
4. If Karie fails to restart, contact Support Provider

### NO BATTERY POWER

*Keep Karie plugged in at all times.* If device is unplugged, the battery icon will flash red when the battery capacity reaches a critical level

**OTHER ERROR MESSAGE**

If you see any other error message or screen not explained in this section, please call Support Provider

**Can more than one person use a Karie device?**

No – a Karie device is assigned to a single user

**How many doses are in a cartridge?**

A cartridge generally holds 1-2 week's worth of medication and is dependent on the number of scheduled medications: consult your pharmacist for more information

**What if I miss my medication?**

Any dose that is not delivered/taken within its scheduled delivery dose time window is considered 'Missed'. The dose time window is defaulted to within 1 hour of the scheduled dose time and may be changed. Confirm your scheduled dose time window with Support Provider. Press the checkmark in the lower right screen OR press the Delivery button to deliver missed dose(s). Consult your pharmacist for instructions on what to do with missed dose(s)

**What if I will be away from Karie when I'm supposed to take my medication?**

You can verify how many doses you will need while away by pressing the SCHEDULE button on the Hello screen. Then press the TRAVEL button, enter the number of doses you will need and press the Checkmark button. Karie will then deliver the pouches you need while away

**What if my prescription changes?**

If your prescription changes midway through a cartridge, the pharmacy may send you a dose change notice: contact the pharmacy for information and direction

**How do I refill my cartridge?**

Please contact Support Provider to confirm how you will obtain new medication cartridges. Empty cartridges are re-usable

**What if Karie stops working, malfunctions or jams?**

Consult the Troubleshooting section of this guide before calling Support Provider for help. If a dose is due, the cartridge may be

removed and the medication taken manually: please read each pouch for dose times and instructions

As long as you receive Karie services and your device is under warranty, a replacement device will be provided if necessary

#### How does Karie connect?

Karie connects through Wi-Fi and—as backup—connects to a cellular network using a SIM card. It is recommended that Karie be connected to a Wi-Fi network: see the Connectivity section of this manual for instructions

#### How do I keep someone else from using or playing with my Karie device?

To prevent unwanted access to medication, lock the cartridge into the Karie device using the key provided. Face recognition may be enabled to prevent unwanted delivery of medication at the appropriate dose time

#### How long will Karie last?

With normal daily use, Karie will last about 5 years

#### Where can I find more information about Karie?

Please visit [kariehealth.com](http://kariehealth.com) for more information

Read safety and operating instructions before use and keep for reference. Note warnings in these instructions and on Karie

#### a) Common care

Check Karie and the power adapter regularly. Do not use Karie if there is any sign of damage. Only operate in accordance with the instructions in this manual. Do not insert any body part or foreign object inside the device

#### b) Keep out of reach of children

Karie contains medication only intended for the user

#### c) Avoid internal parts

Karie contains an internal cut mechanism. Do not reach inside the Karie device

#### d) Power adapter cable and plug protection

Use only the power adapter supplied with the unit. Never use a frayed or damaged power cord. Keep power cord out of the way so that it is not walked on, tripped on or pinched. Keep area clear where the power cord exits the device and plugs into an outlet. Handle with care: never force into an outlet or bend the prongs

#### e) Indoor use only

Not intended for outdoor use. Place Karie in an indoor living area on a hard, dry surface. Do not expose to direct sunlight or store in a closed car that is in direct sunlight. Do not store in an area with strong magnetic fields or excessive vibration.

#### f) Avoid battery handling

Karie has a non-removable, rechargeable battery. Do not attempt to replace the battery yourself: this could result in damage to the battery and potential overheating. The battery should only be replaced by authorized service personnel.

#### g) Disconnect Karie in case of malfunction

If you smell or notice smoke, disconnect the power adapter

immediately. Contact Support Provider before any future operation. Only use the power adapter provided: another type of adapter may damage the device, cause fire or electric shock

**h) Keep away from water and moisture**

Keep Karie dry. Liquids and moisture can damage the device. If a liquid leaks into Karie, discontinue use. To reduce the risk of electrical shock, do not place Karie in or near water or other liquids, or expose it to rain

**i) Cleaning instruction**

Clean gently using a dry, clean microfiber screen-cleaning cloth. Do not use a dampened or wet cloth, solvents, or cleaning products. Do not attempt to clean any internal part of the device

**j) Avoid heat or extreme temperatures**

Do not leave device where it can be subject to high temperatures above 55°C or cold temperatures below 5°C. Keep away from radiators, electric heaters, stoves or appliances that produce heat. Do not place next to a ventilation register or air conditioner

**k) Ensure proper ventilation**

Place Karie so its location does not interfere with its proper ventilation. Do not remove any exterior covers from device

**l) Do not attempt to service Karie**

Only qualified personnel are allowed to service or repair Karie. If Karie is damaged, malfunctions, or comes in contact with liquid, contact your Karie dealer

**m) Proper disposal**

Do not dispose of Karie as general waste. Contact your municipal authority for the proper disposal method

**n) Questions?**

Visit [kariehealth.com](http://kariehealth.com) or contact Support Provider. Go to Help & Support under Settings for Support Provider contact information

**Name**

Karie

**Model**

Karie

**Battery**

Karie has a rechargeable battery that is not removable. In the event of a power outage, the system continues to deliver medication until the battery charge is exhausted

The battery is not removable: check the battery periodically by unplugging Karie, verifying that the device is working and noting the battery charge icon on the screen

**Power Requirements**

- Input power: 110-220V, 50/60Hz
- Output power: +5 VDC, 5A
- Backup battery: Lithium-ion

**CPU**

- Processor: Quad-core 1.5 GHz
- Memory: 1GB + 8GB
- Operating System: Android 7.0

**Peripherals**

- Display: 5.5", HD 720 x 1280 IPS, Single Touch Panel
- Camera: 5 MP AF with face detection
- Microphone: Omnidirectional
- Speaker: Yes

**Security**

- All inbound ports closed, allowing outbound traffic to AceAge Cloud Platform Services only
- User input through captive screen only
- Communication with AceAge Cloud Platform Services uses Transport Level Security with AES 256 encryption

**Device dimensions**

- 272 mm long
- 218 mm high
- 115 mm wide

**Environmental Conditions**

- Indoor use only
- Operating Temperature: 5°C to 40°C
- Storage Temperature: -20°C to 45°C
- Humidity: Max 80% RH up to 31°C decreasing linearly to 50% RH at 40°C

For more information about Karie, please visit [kariehealth.com](http://kariehealth.com)

Go to Help & Support under Settings on the Karie device for Support Provider contact information

The background features abstract geometric shapes in various shades of green. A large, light green shape with rounded corners and a pointed bottom-left corner is positioned on the left. A darker green shape with a similar profile is on the right. A diagonal line separates the top-right and bottom-left corners of the page. The AceAge logo is located in the bottom right area.

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