

Omcare.



# Quick Start Guide

Using the Omcare Home Health Hub®

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## Intended use

The Ōmcare Home Health Hub® is an AC-powered, countertop, in-home device intended to assist adults with care and medication adherence. The device uses wireless communication along with the Ōmcare® mobile application and related software to create the Ōmcare experience with owners, caregivers, and other health care professionals.

If you have questions regarding the intended use, please contact us by e-mail at **support@omcare.com**.



## Choose the best location for the Hub

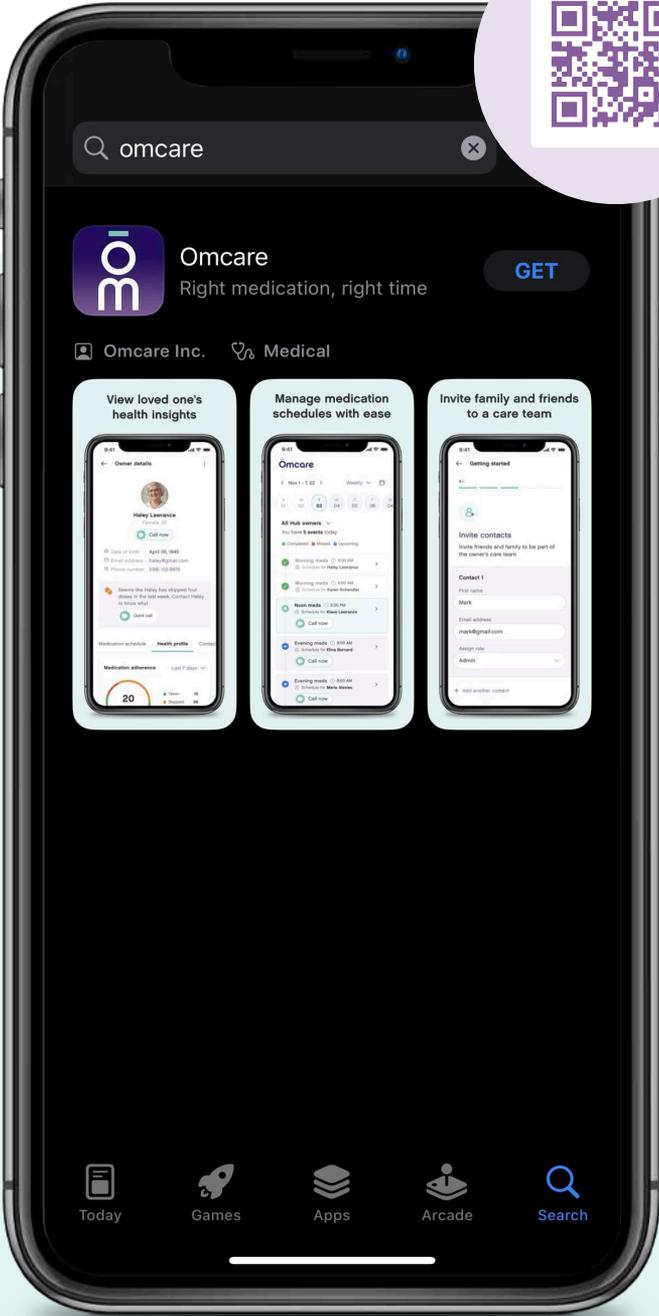
1. Place the hub within eight feet of an electrical outlet. Note: The Hub always needs to be plugged into an electrical outlet.
2. Place the Hub where you will be able to hear it ring throughout most of the home.
3. Place the Hub in a large enough space. The Hub is 8" W x 20.5" L x 16.2" H.
4. Place the Hub in a spot where you'll be comfortable taking your medication or talking to family and friends. Popular places are a kitchen counter or dining room table.



## Unbox the Hub

1. Once unboxed, remove the protective film on the screen.
2. Remove the bag of accessories. This includes the Hub power cord and the two keys to unlock the Hub.
3. Test that both keys work to unlock the door, and keep them somewhere safe.
4. Plug the power cord firmly into the back of the Hub then plug the other end into an electrical outlet.
5. The Hub will power on. Follow the prompts on the screen to complete set up.





# Download the mobile app

Use the mobile app to set up Hubs, make video calls, manage medication schedules and contacts, and view reports and alerts.

## Scan QR code

Scan the code on a phone using the camera. Do not take a picture, just put it within the frame.

## Apple users

Visit the App Store on an iPhone or iPad, and search Omcare.

## Android users

Visit Google Play on a phone or tablet, and search Omcare.



# Connect the Hub to Wi-Fi



1. Once the Hub is powered on, select **Next** to connect to Wi-Fi.
2. Select the down arrow to browse networks. Look through the available networks by using your finger to scroll up or down. If you cannot find your network, select **Hidden network**, then type in the network name.
3. Once you have selected or typed in the network, enter the password. Please note the password is case sensitive. Tap the eye icon next to the password space to see the password as you type. Tap the eye icon again to hide the password.
4. Select **Connect**. If you enter a password that is incorrect, it will notify you that it was an invalid password, and you will have to re-enter the correct password.
5. Once you select the network and enter the correct password you will be notified that the Hub is now connected, select **OK**.

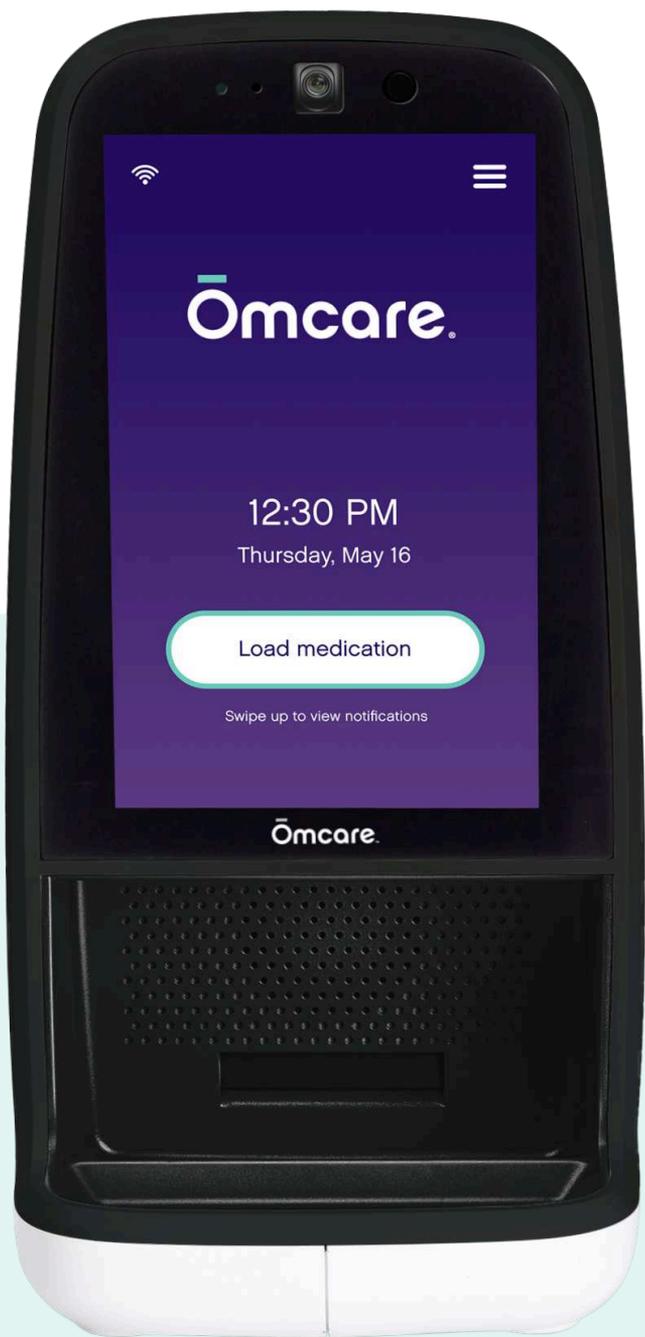
## Create a PIN

After the Hub is synced to the mobile app, the owner will need to create a four-digit PIN. This PIN will be used in a variety of ways, so make sure it is something that's easily remembered.

1. Create a 4-digit PIN by entering the numbers, then select "Confirm." Note: The digits entered will appear above the number pad. Please review before confirming.
2. Re-enter the same four digits and select "Confirm."
3. If "PIN's do not match; please try again" appears, select "OK" then repeat steps one and two.
4. Once the PIN is created, you will see "Your PIN has been successfully created," select "OK" to continue to the home screen.

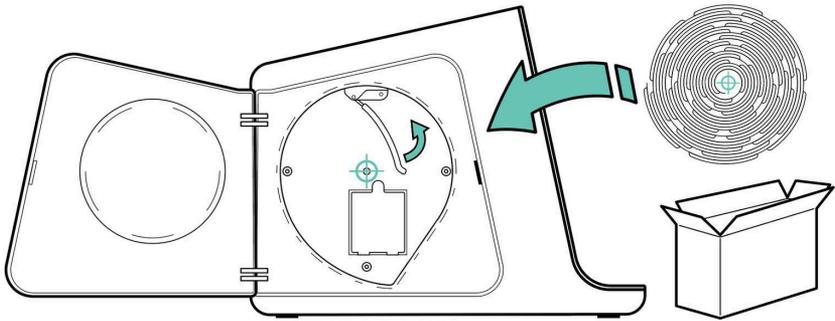
**Your PIN has been  
successfully created!**

**OK**



# Load the medication into the Hub

1. On the Hub, select **Load medication**.
2. Enter the PIN you created. This should open the door. If it does not, use the key with the keyhole on the back of the Hub at the top.
3. Find the center of the medication roll and place it on the spindle inside the Hub.



4. Insert the first pouch into the dispenser following the image on the Hub screen.
5. The pouches will self-load, and the Hub will scan the barcode on the medication roll.
7. Once the medication is loaded, review and select **Confirm** if it is correct.
8. The Hub is now ready for use, select **OK**.

# Medication assistance options



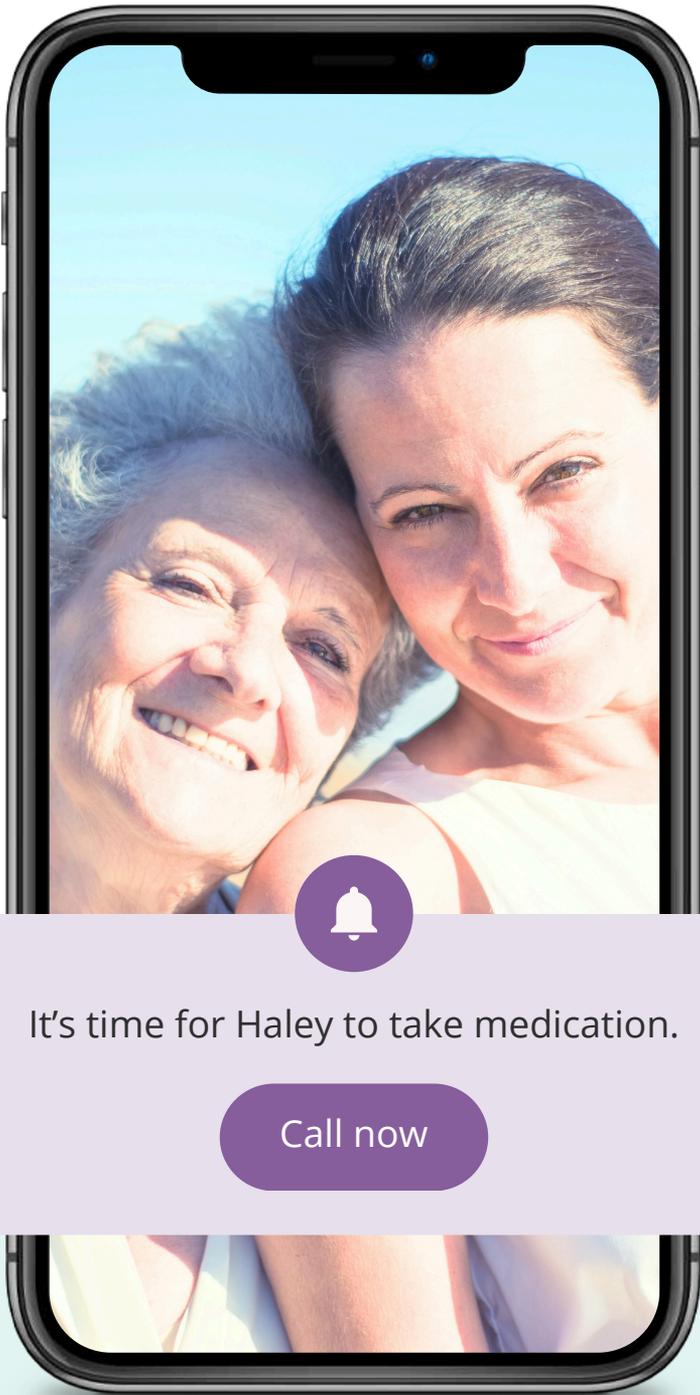
There are three ways to dispense medication.

## Caregiver assist

Caregiver assist is a dispensing method where the owner will be contacted through the Hub by a member of their care team that it is time to take their medication. The owner will go through the medication assistance process with the support of the caregiver.

## Smart assist

Smart assist is a dispensing method where the owner will be notified that it is time to take their medication and will go through the medication assistance process on their own and report their adherence themselves on the Hub.



It's time for Haley to take medication.

Call now

# Medication assistance options



## Ōmcare on-the-go®

On-the-go mode is a method to dispense medication in advance if the owner will be away from the Hub for one or more dispenses.



## Change the volume

1. Select the three lines in the top right corner of the screen.
2. Select **Settings**, then **Volume**.
3. Move the sliders to the right to increase the volume and to the left to decrease the volume. Note: **Ring volume** is how loud the Hub will sound when you receive a call. **Call volume** is how loud the Hub will sound while on a call.



## Change the brightness

1. Select the three lines in the top right corner of the screen.
2. Select **Settings**, then **Brightness**.
3. Move the slider to the right to increase the brightness and to the left to decrease the brightness.



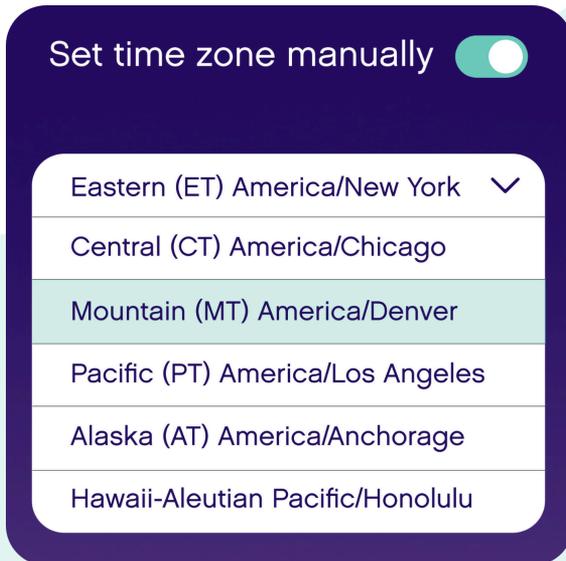
# Change the Wi-Fi network

1. Select the three lines in the top right corner of the screen.
2. Select **Settings**, then **Wi-Fi**.
3. Select the **down arrow** to browse available networks.
4. Look through the available networks by using your finger to scroll up or down.
5. If you cannot find the network, select **Hidden network**, then type in the network name using the keyboard.
6. Once you have selected or typed in the network, enter the password.
7. Please note the password is case sensitive. Tap the eye icon next to the password space to see the password as you type. Tap the eye icon again to hide the password.
8. Select **Connect**.
9. At the top of the screen, it should say **Connected: <your network name>**.



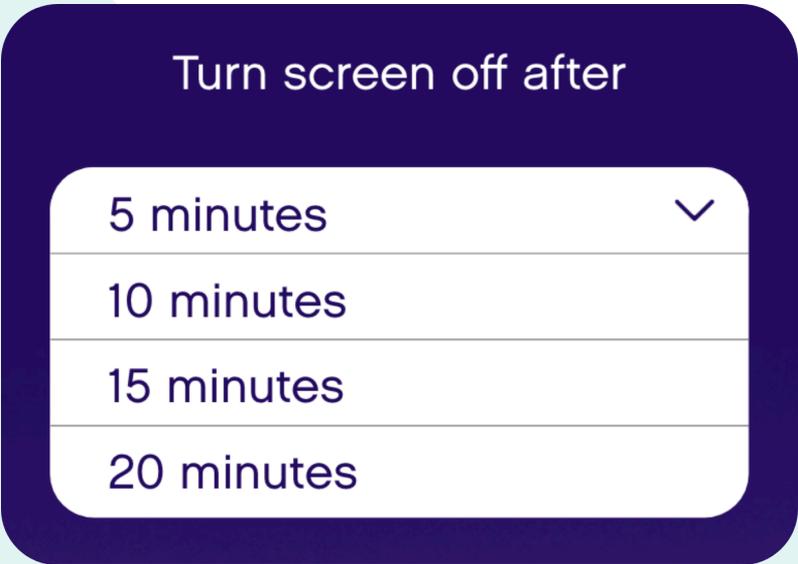
# Change the time zone

1. Select the three lines in the top right corner of the screen.
2. Select **Settings**, then **Time Zone**. It will show the time zone the Hub is currently in.
3. To change the time zone, toggle on **Set time zone manually**.
4. Select the **down arrow**. Browse the time zone options by using your finger to scroll.
5. Once you find the preferred time zone, tap to select.
6. When the time zone has been successfully changed, the screen will show the new time zone with an updated date and time.



# Change the screen timeout

1. Select the three lines in the top right corner of the screen.
2. Select **Settings**, then **Screen timeout**.
3. Select the **down arrow** to view the options.  
Note: This will change how long the screen will stay on after inactivity.
4. You can select **5, 10, 15, or 20 minutes**.
5. Choose the preferred number of minutes, then select **Save**.



# Reboot the Hub



There are three ways to reboot the Hub.

## 1. Go through settings

1. Select the three lines in the top right corner of the home screen.
2. Select **Settings**, then **Reboot**, then **Yes**.

## 2. Use the power button

1. Locate the circular power button at the top of the Hub, next to the camera.
2. Press and hold the power button until the screen goes black. This can take up to 15 seconds.
3. Wait five to ten seconds.
4. Press and hold the power button until the screen turns back on. This can take up to 15 seconds.

## 3. Unplug the Hub

1. Unplug the power cord from either the outlet or from the back of the Hub.
2. Wait five to ten seconds.
3. Plug the cord back into the Hub or outlet.

# Warnings

Warnings indicate best practices to be followed while using the device to prevent any unintended consequences to the device or the user.

- **Placement:** Do not place the device in moist or wet environments or in direct sunlight. Always place it in an upright position.
- **Usage:** Do not store anything inside the device other than the medication roll that is loaded. The device is not designed to store liquid, refrigerated or any medication that requires strict storage conditions such as temperature and/or humidity. The device is designed to serve the needs of a single owner and shall not be shared. The device and Õmcare mobile application are dependent on network connectivity to operate with full functionality. If the Wi-Fi connection is poor, the Hub won't be able to function as intended. Õmcare is not responsible for any later medication displacements or non-adherence for medication that is pre-dispensed using Õmcare on-the-go.
- **Service:** Do not modify this equipment without authorization of the manufacturer. If any issues are seen in operating the device, please contact Õmcare Customer Care. To disconnect the device from power, disconnect the power cord.



- **Visual indicators:** If the LED on the front panel of the device glows red, the device is plugged in but powered off or in standby mode. If it glows green, the device is powered on and is active. The Wi-Fi status is indicated by the Wi-Fi status indicator on the top left side of the display screen while the device is in use.
- **Cleaning:** As needed, unplug the device and use a mixture of warm water and mild detergent (such as dish soap) with a soft cloth dampened. Gently wipe down the surface of the plastic and dry it with a clean cloth.

# Device specifications

- **Dimensions:** 8" W x 20.5" L x 16.2" H
- **Weight:** Boxed weight 19.7lbs
- **Operating temperature:** 50F – 95F
- **Operating and storage relative humidity:** Up to 80% RH, non-condensing
- **Pollution Degree:** 2
- **Altitude:** 2000m (660 ft)
- **Overvoltage category:** II
- **Input current type:** AC
- **Rated input frequency:** 60 Hz
- **Rated input:** 1 A / 115 VAC
- **Fuse type, voltage, current rating, operating speed, breaking capacity:** FUSE, 5X20MM, 2A, 250AC, 300DC
- **Power cord:** US cord set C17 10A 125V 2.5m
- **Power entry module:** Class II: Double insulation used, type BF
- **Wi-Fi:** IEEE 802.11 ac/a/b/g/n, Wi-Fi compliant, recommended 2 Mbps upload and download speeds.
- **EMC compliance:** 7 CFR, Part 15:2023, §15.107 and §15.109, Class B, test method: ANSI C63.4-2014 ICES-003, Issue 7 updated 2020
- **Power outage:** If the door needs to open, use the included key.
- **Duty cycle:** Continuous use.
- **Model number and serial number:** To view the model and serial number, check the sticker on the back of the device.
- **Software version:** To view the current software version, click the menu icon at the top right corner of the screen. Select **About**, then **Check for updates**.

# Safety symbols



Indicates device is suitable for both direct and alternating current.



FCC certification. Indicates device uses FCC certified wireless module.



ETL certification. Indicates device has completed ETL certification testing.



WEEE symbol. Do not dispose of this product in general waste. Contact the manufacturer for a proper disposal method.



Keep dry. Indicates the device should be protected from rain or other damp conditions.



Class II Equipment (double insulated).



Caution. Consult terms and conditions.



Operating instructions / Instruction for use.

If you have questions regarding the intended use, please contact us by e-mail at **[support@omcare.com](mailto:support@omcare.com)**.

For more information and helpful articles, visit **[omcare.com/support](https://omcare.com/support)** or **[omcare.com/instructions-for-use](https://omcare.com/instructions-for-use)**.

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