

Maya Plus Alert User Guide

Basic Parts



HOW TO USE THE MAYA + ALERT

1. Remove unit from the box and place on a stable, DRY surface away from water. This unit does make some noises when the compartments lock and unlock, so it is not advisable to place it in the bedroom.
2. Insert the power cord into the back of the Maya, and plug into an electrical outlet that is NOT controlled by a light switch.
3. Press gently on the power switch to toggle it into the 'on' position. The pill compartments may flash and blink as the unit powers on, and you may hear a beep. After a few minutes, the unit will register over the ATT or T-mobile cellular network and the status light should turn solid green indicating it is ready to go.
4. To Fill the Maya, unlock the unit using the key and lock provided (lock is on the bottom of the unit). It may be a little 'stiff' the first few times it is used, please do NOT force it or it could break. After unlocking with the key, slide the Lid Release Button (#3 above) towards yourself and the entire lid will unlatch, allowing you to lift it up using the elongated tab on the Wednesday #4 compartment lid.
5. You or your health care provider can fill the cups and then gently snap the lid shut again. If the cups aren't aligned correctly, the lid will not close smoothly. You may have to adjust the cups to ensure they are vertical and align with the lid before closing it.
6. Once loaded and latched closed, re-lock the unit using the key. The status light should turn solid green. When it is time to refill, the status light will blink green.

If you have any questions or concerns about your Maya or need to change your dose time, please don't hesitate to call Mountain Home Medical at 1-866-686-7504 and speak to a member of our friendly office staff on weekdays from 8:00 am – 5:30 pm.

ESCALATING REMINDERS

1. At your scheduled dose time, the selected cup will unlock (*you will hear some noises a few minutes before this happens*) and flash a bright light for up to 30 minutes, or until you take your medication.
2. After 30 minutes if the medication is not removed, the Maya will begin to beep and keep flashing until the medication is removed; up to 30 minutes.
3. If after a total of 60 minutes the dose still has not been taken, the Maya will call a pre-programmed phone number and issue a recorded message that you have not taken your medication yet. The compartment will also re-lock itself to make sure the medication is not taken at the wrong time.
4. If any of the 3 reminder features are not desired (flashing, beeping, or calling) they can be disabled by Mountain Home Medical (MHM) – call us during business hours at 1-866-686-7504.

Medical Alarm (Help Button)




1. The Medical Alarm feature of the Maya + Alert is set up for you before the unit is installed with basic information including your name, address, and phone number. If you wish to provide any emergency responders or health history to your account, this information can be added over the phone with a Mountain Home Medical technician or at the time of installation if you are visited by a technician.
2. To test or use the alarm, simply press the large red button on the top of the unit, or press the personal help button pendant (necklace or wrist band) that came with your unit. This will activate the alarm and open a 2-way voice call so you can speak with a trained operator at our response center, 24 hours a day. *(Please note the call center operators are not able to troubleshoot or take care of customer service issues. To resolve any technical or customer services issues, call our toll-free number at the bottom of this page during normal business hours).*




COMMON QUESTIONS & ANSWERS FOR MAYA + Alert

What if I want to dose early because I'm going out for the day? Call Mountain Home Medical the morning you wish to early dose. We can adjust the times your medication cups 'unlock' so you can access them earlier. After removing your medication, turn the unit off (power switch on back) so it doesn't alarm while you are gone. When you come back home, turn the power switch back on and the Maya 2 will operate normally. If you want the cups to lock/unlock normally again, Call MHM and we will adjust the settings.

The Maya is blinking, but the compartment won't open. If the Maya isn't locked, or the lid wasn't latched down all the way after a refill, or it is missing any cups, it will not operate correctly. Turn off the power switch on the back, press down on the lid to make sure it's latched all the way, make sure it's locked (on the bottom using the key), and replace any missing cups. Turn the power back on and wait for the green light and for the unit to reset. The cup should now be unlocked and your medication accessible.

STATUS LIGHTS – WHAT THEY MEAN

	Steady Green – normal operation
	Flashing Green – refill needed for medication
	Flashing Red / Green – communication problem with central computer; connection will be re-established automatically when cellular service is available again. Unit should still work normally.

	Steady Yellow – refill process in progress
	Flashing Green / Yellow – unit is missing a dose cup; medication dispensing will not function normally until cup is returned.
	Steady or Flashing Red – Unit has not been set up yet and does not have a cellular signal.