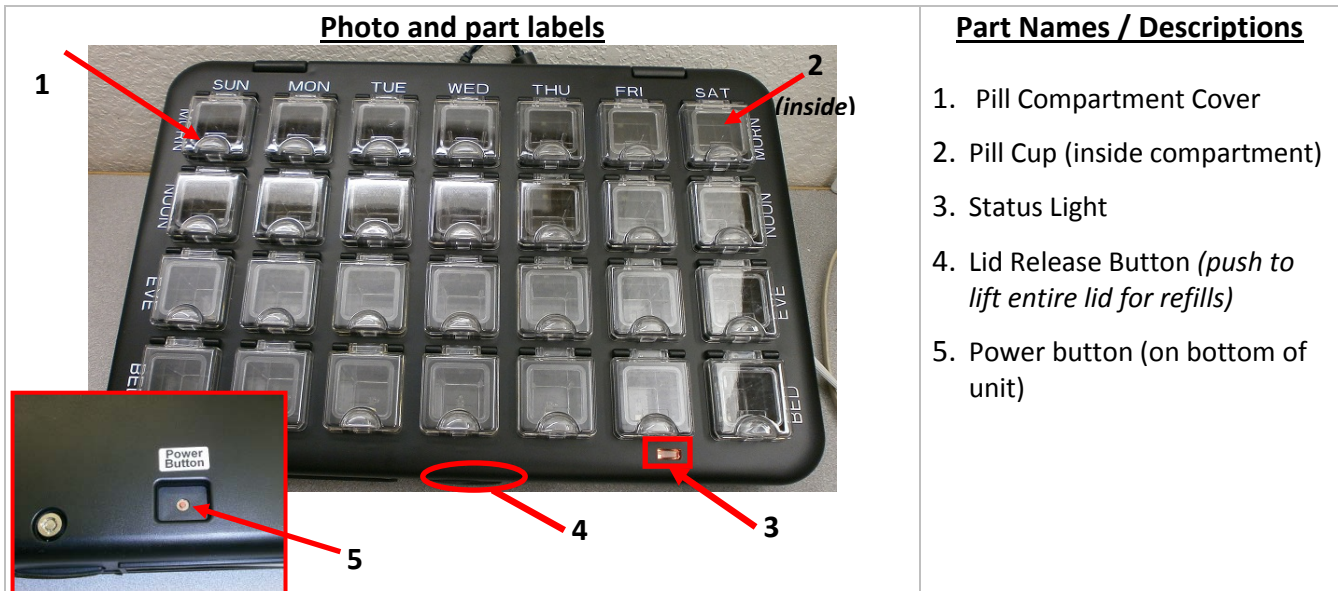


## Maya User Guide

### Basic Parts



### HOW TO USE THE MAYA

1. Remove Maya from the box and place on a stable, DRY surface away from water.
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 and hold the small red power button (on bottom of unit) for 2-3 seconds until Maya powers on. The Status light should be flashing red/green, or just green.
4. To Fill the Maya, press the Lid Latch button on the front and lift the lid. The Status light will be solid yellow.
5. You or your health care provider can fill the cups and then gently snap the lid shut again. The status light should turn solid green again. When it is time to refill, the status light will blink green.

### ESCALATING REMINDERS

1. At your scheduled dose time, the selected cup will light up and blink for up to 30 minutes, or until you take your medication.
2. After 30 minutes if the medication is not removed, the Maya will beep and flash 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.
4. If any of the 3 reminder features are not desired (flashing, beeping, or calling) they can be disabled by Mountain Home Medical – call us during business hours at 1-866-686-7504.

## COMMON QUESTIONS & ANSWERS FOR MAYA


**What if I want to dose early because I'm going out for the day?** Simply remove the medication you need from the Maya, replace the empty cup, and turn the unit off (power button on bottom). This way, it will not alarm while you are away. Make sure to turn it back on when you get home!


**The Maya is calling me even though I've taken my medication!** – If you take your medication BEFORE the Maya reminds you, it will still alarm as normal; eventually calling you on the phone. If you take it early and don't want to be reminded again, turn it off, then back on after the dose time has passed.


**The Maya is working; it's just going off 2 hours early/late all the time!** Your profile has accidentally been saved with the incorrect time zone. Please call Mountain Home Medical at 1-866-686-7504 so we can correct this for you.


**The Maya isn't working at all, no lights, beeps, or anything!** – Your Maya may be turned off and/or be unplugged. The back-up battery only lasts a few hours. If it is plugged in, try plugging it in to a different outlet, then pressing and holding the power button for 3-5 seconds to turn it back on. If it won't power on, remove the battery door (you'll need a small Phillips screwdriver) and pull out the battery. Sometimes if the battery is dead, it has a hard time starting up again. After powering it back on with the battery removed, it can be reinstalled.

## STATUS LIGHTS – WHAT THEY MEAN


 **Steady green:** Maya is running and operating normally.


 **Blinking green:** Maya is waiting for a refill. *Action required:* Lift the Lid and refill.

 **Blinking green/red:** Maya is running, but communication with the central computer may have been interrupted. *No action required:* Communication should be re-established automatically as long as the unit is in an area with wireless (T-Mobile cellular) coverage.

 **Blinking green/yellow:** Maya is waiting for missing Cup(s) to be returned. *Action required:* Return Cup/s. Maya will not function normally until the Cup/s are returned.

 **Steady yellow:** The refill process is in progress.

 **Steady or Blinking red:** Maya has not been set up yet. Wait 5 minutes. If unit does not turn green, try moving the unit closer to a window. Call Mountain Home Medical for remote setup.

 **Blinking red / yellow:** Maya is ready to be set up. Your unit needs to be created or your Maya needs to be registered on the website.

***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.***