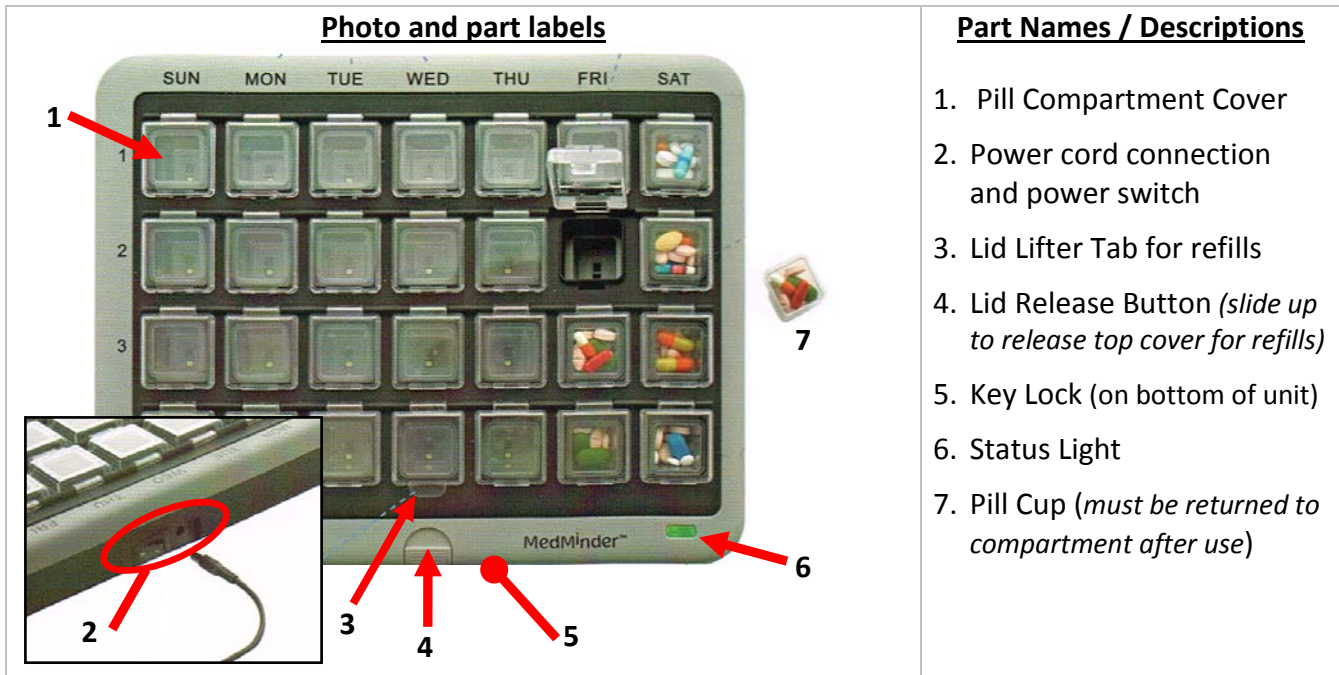


## Maya 2 (Locking) User Guide

### Basic Parts



### HOW TO USE THE MAYA 2

1. Remove Maya 2 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 2, 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 status light will turn on to indicate the status of the Maya 2.
4. To Fill the Maya 2, 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 will break. After unlocking with the key, slide the Lid Release Button (#4 above) up and the entire lid will unlatch, allowing you to lift it up using the Lifter Tab (#3 above).
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 2 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 2 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.

## COMMON QUESTIONS & ANSWERS FOR MAYA 2


**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 2 is blinking, but the compartment won't open.** Turn off the unit using the power switch on the back. After the status light turns off, wait 60 seconds, then turn it back on. Once the Maya 2 registers (green light on front), the compartment should unlock. If this doesn't work the process may need to be repeated up to 3 times.


**The Maya 2 isn't working at all, no lights, beeps, or anything!** – Your Maya 2 may be turned off and/or be unplugged. The back-up battery only lasts a few hours. If it is plugged in, try turning off the power switch, plug it into a different outlet for a few hours, then turn it back on with the power switch.

## STATUS LIGHTS – WHAT THEY MEAN


 **Steady green:** Maya 2 is running and operating normally.


 **Blinking green:** Maya 2 is waiting for a refill.

 **Blinking green/red:** Maya 2 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 T-Mobile cellular coverage.

 **Blinking green/yellow:** Maya 2 is waiting for missing Cup(s) to be returned. Maya II will not function normally until the Cup/s are returned.

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

 **Steady or Blinking red:** Maya 2 has not been set up yet and does not have a cellular signal. Wait 5 minutes. If unit does not turn green, try moving the unit closer to a window. Call MHM for remote setup.

 **Blinking red / yellow:** Maya 2 is ready to be set up and has a cellular signal. Your unit needs to be registered and activated.