

# HERO

Model 200

Version 1.0

# Instruction Manual



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# Introduction

Thank you for choosing Hero, a fully-connected medication management solution which brings together a smart pill dispenser, a connected app and an integrated prescription refill and home delivery service.

We strongly recommend that you read this instruction manual before using the Hero platform. It contains important safety and use information, setup and troubleshooting guidance, and helpful tips about making the most out of your Hero experience.

## Warnings and Intended Use

### PLEASE READ – IMPORTANT SAFETY INFORMATION

Hero offers an integrated fully-connected solution, which includes access to a smart pill dispenser (the “Hero Device”), a medication management app (both for the member and their caregiver), and 24/7 member support. Hero’s integrated solution assists patients and their caregivers with medication management by sorting and dispensing medicines and providing reminders to take and/or fill medicines, whether or not they are loaded into the Hero Device.

Hero’s integrated solution is not a replacement for the guidance of a healthcare professional nor intended to replace an attentive and qualified caregiver, should one be required by the medication recipient.

**The Hero Device should not be used by a recipient of medication who is incapable of verifying the accuracy of each dispensed dose** (such as those suffering from dementia or other cognitive or physical impairments) unless pill dispense accuracy is being verified, in each instance, by qualified person(s) trusted by the medication recipient, i.e. a caregiver, a healthcare aide, and/or a healthcare professional. The medication recipient (or a trusted qualified person) must always verify that the types of pills and number of pills dispensed by the Hero Device match the prescribed or desired dosage before ingesting the contents of the pill cup.

**The Hero Device should not be used to dispense medicines that have high dosage sensitivity, that have a narrow therapeutic window, that are used to treat acute conditions or that are used to treat life-threatening events.** Even though the Hero Device is capable of successfully and accurately dispensing most whole pills loaded into the device on most occasions, Hero cannot guarantee the accuracy of medication

dispensed during every dispense cycle due to the potential for human error and/or mechanical and software limitations or failures.

**Medications that require refrigeration or exist in a non-pill format, such as injectables, liquids, powders, and aerosols, cannot be stored in the Hero Device.** Hero also recommends storing chewable or dissolvable pills, softgel capsules and sticky pills outside of the Hero Device. These forms of medication may either stick together due to humidity changes, or disintegrate under pressure leading to unsuccessful dispenses or requiring occasional shaking of the cartridge.

**Partial tablets cannot be loaded directly into the Hero Device** as they may interfere with the vacuum system used to dispense the pills. However, if they are first placed inside empty gelatin capsules, they can then be loaded into the Hero Device and dispensed normally. Important: Make sure to first check with your doctor or pharmacist to determine whether encapsulating a partial pill is appropriate for your medication.

**Be sure to keep track of pills inside the Hero Device by size, shape, color, imprint, or form** to help ensure that dispensed doses match prescribed doses. If you cannot visually differentiate between the different types of pills you intend to store in the Hero Device, do not add those medications to the Hero Device.

**Keep the original prescriptions or pill bottles for reference** after loading the appropriate medications into the Hero Device. Make sure to also keep a small amount of medication of each type stored outside of the Hero Device so that it can be accessed immediately in the event of an unexpected failure.

**The Hero Device is intended only to be used by a single recipient of medication at one time** due to the risk of cross-contamination of various medications loaded into the Hero Device (including the risk of residual medication which can remain in the Hero Device after all pills have been removed); factory refurbishment is required in order to switch users. If you can no longer be exposed to a medication that was once placed into the Hero Device, contact customer service at 1-855-855-9962 for further assistance. Hero retains ownership of and title to each Hero device. If you or any other person or entity, transfers, attempts to transfer, sells or offers for sale a Hero device assigned to you, whether you receive the Hero device from Hero or through a third party such as your healthcare provider, your account will be immediately suspended and you will be immediately charged any applicable cancellation fee, and, in addition, one thousand five hundred (\$1,500) Dollars with respect to each Hero device you transfer, sell or attempt to transfer or sell.

**The Hero Device is designed to function on a flat and level surface.** If it is ever tilted over, subject to motion or vibration or otherwise mishandled, you must open the door with the Pill access key and check to see if medications are in the proper cartridge before you continue to use the Hero Device.

**If children or other individuals who may be harmed by gaining unsupervised access to the medications are present, the Hero Device should be installed beyond their reach.** In addition, you can enable *Med access passcode* and/or *Menu access passcode* for additional security, but keep in mind that the Hero Device is not designed to withstand intentional unauthorized access attempts.

If the WiFi connection to the Hero Device is not functioning properly, or there is an interruption in your cellular service, the Hero solution's notifications may not occur as expected. Additionally, if the Hero Device or mobile phone (with the associated Hero app) are not within audible range, alerts and reminders may not be heard.

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**If the Hero Device is used in a manner not specified in these instructions, the operation and safety of use may be impaired.**

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## Precautions

### Storage and Access

- The Hero Device is for indoor use only, and should not be stored in a bathroom or in direct sunlight. It should be kept away from humidity and moisture, and operated consistently with the technical specifications contained in these instructions.

### Refill and Cartridge Handling

- When inserting a cartridge, make sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly installed.
- Be sure not to put any downward pressure on the cartridge door when reaching in to retrieve a medication cartridge.

- When loading a medication into a cartridge, make sure only pills are added. Desiccants or any other substances should be kept outside of the Hero device.
- Overfilling a cartridge can cause the Hero Device to not properly dispense medication. Do not load pills above the “MAX” fill line shown on the cartridge.
- When removing a cartridge and its medication, do not put new medication in that cartridge or any other cartridge at that time. New medication must be added by following the *Adding a New Medication instructions*.
- Do not put any cartridges or the cup in a dishwasher. Wash them only with warm water and non-abrasive soap, and completely rinse and dry before putting back into the Hero device.

### Transporting the Hero Device

- All medication must be removed before transporting the Hero Device.
- Do not tip or tilt it with pills on-board as this may lead to mixing of pills or failure of the Hero Device.
- Make sure to activate Travel Mode before transporting the Hero Device, as instructed in the section: *Traveling With the Hero Device*.

### What’s in the box



- Hero smart device
- AC adapter
- 15 Medication cartridges
- Cup
- Pill access key
- *Getting Started* guide

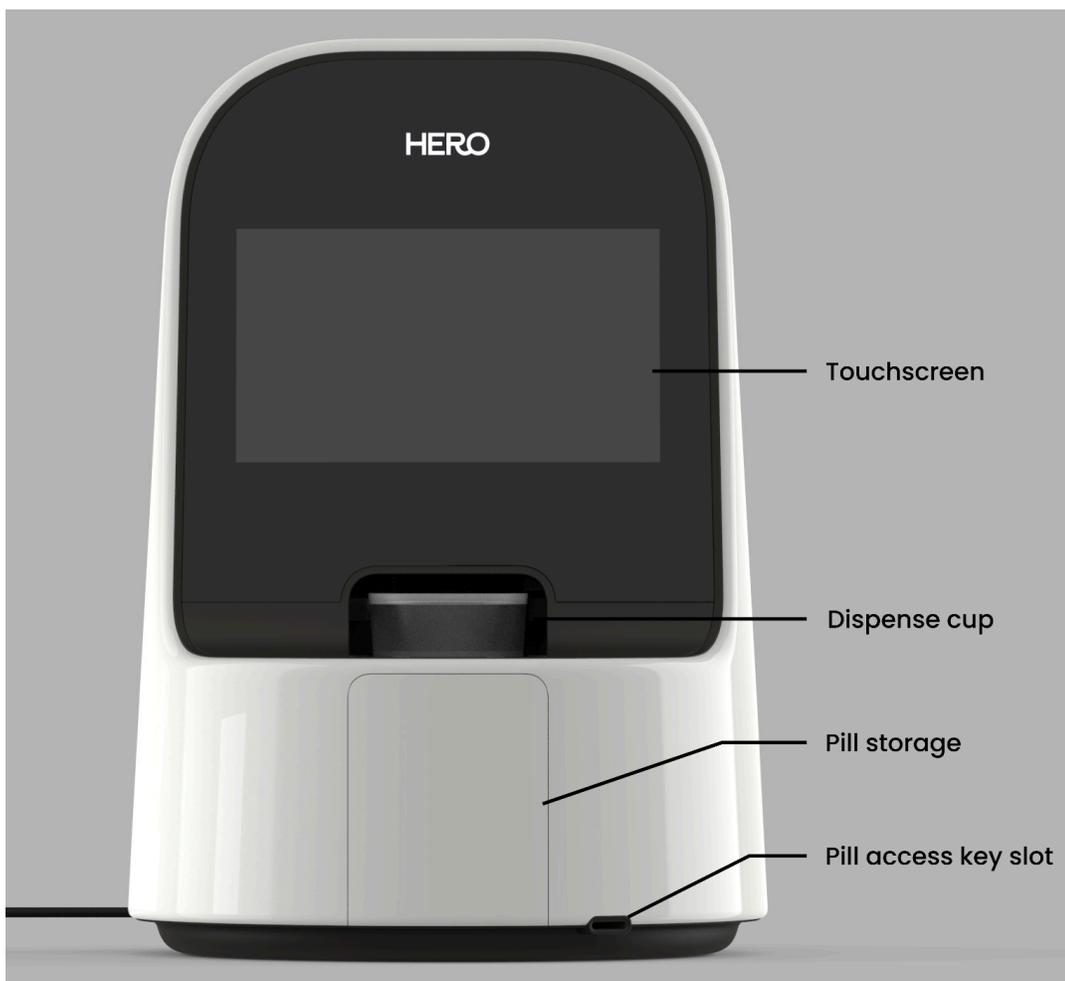
**Pill access key** is used to manually open the Hero Device in order to retrieve your medication in the case of an emergency, such as a power outage, or device failure.

Make sure to keep your Pill access key in a secure location, outside of the Hero Device, that is not easily accessible by children or other unauthorized persons.

## Meet Hero

1. To get started, remove the Hero Device from the box and place it on a level, sturdy, indoor surface. Be sure to handle it by grasping the sides or lifting from the bottom.  
**CAUTION:** The Hero Device should be kept away from humidity and moisture and operated consistently with its technical specifications as contained in these instructions. Do not store it in a bathroom or in direct sunlight.
2. Remove the sticker covering the power port on the back of the Hero Device.
3. Locate the power supply and plug one end into the power port and the other end into an outlet. The Hero Device will power on automatically.

## Getting to know the Hero Device interface



The Hero Device consists of a touchscreen with Android OS.

To start using the Hero smart dispenser, please follow the setup instructions below.

**CAUTION:** Do not start loading medications into the Hero dispenser immediately after unboxing it. It's important to follow the Hero setup flow (as detailed below) to ensure the proper and safe addition and management of medications.

## Setting up Hero

Setting up Hero is comprised of three main steps, and should take about 30 minutes to complete:

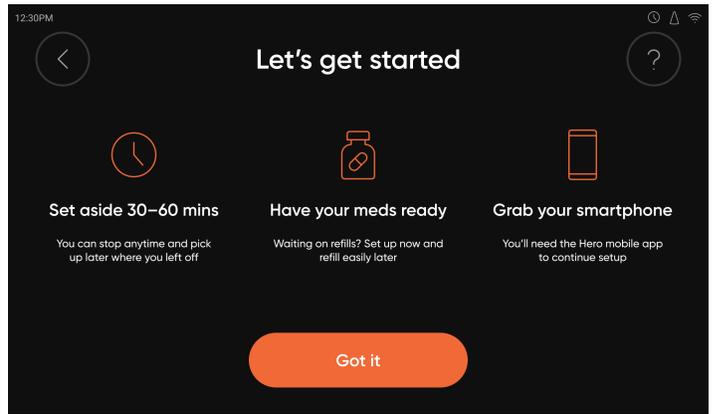
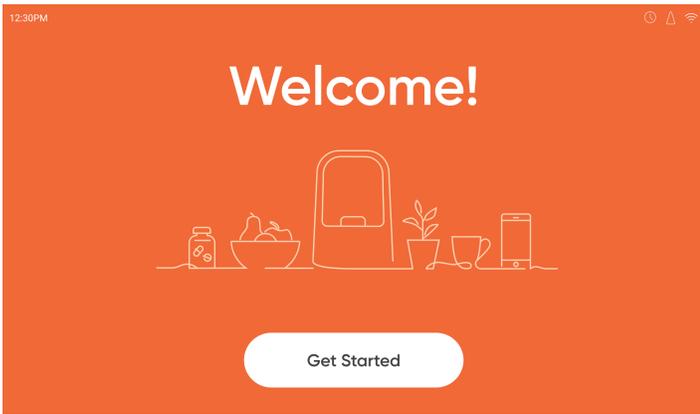
**Step 1:** Connecting the Hero Device.

**Step 2:** Creating a Hero account, and setting up the medication list and schedule.

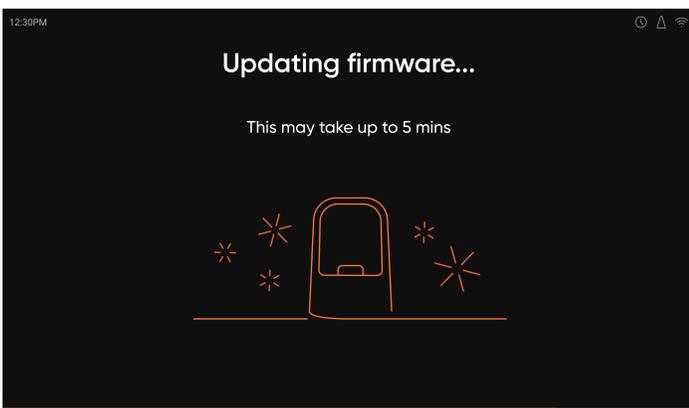
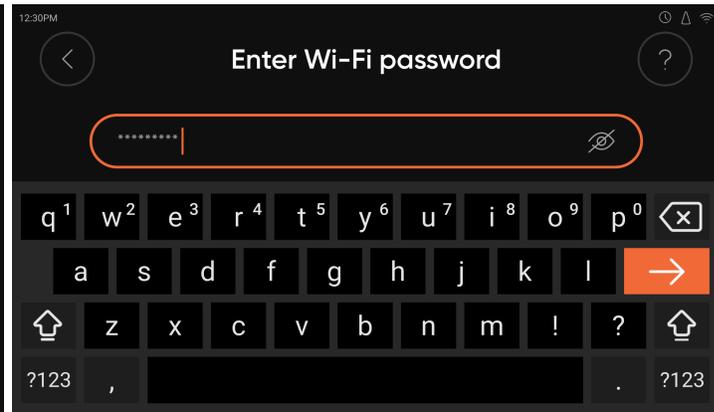
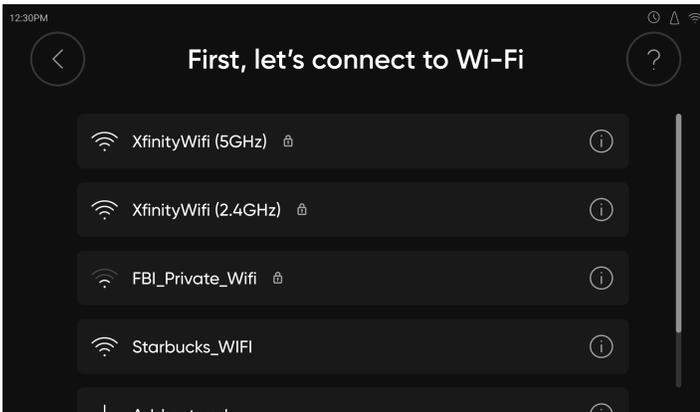
**Step 3:** Loading medications into the Hero Device.

# Connecting the Hero Device

Once you plug in the Hero Device you will be greeted with a welcome screen. Tap **Get Started** to initiate setup.



## Connect to Wi-Fi



- Select your WiFi network: Scroll to your WiFi network name. Tap the network name to select your WiFi network.

- If you have a password associated with your WiFi network, you will be asked to type that in. Use the keypad to tap the password in, tap the **orange arrow** key to confirm.

**Note:** It's important to make sure your WiFi is set up properly. We recommend placing your smart dispenser less than 75 ft or two walls away from your WiFi router to ensure your smart dispenser stays connected at all times. Hero supports both 2.4GHz and 5GHz bandwidths.

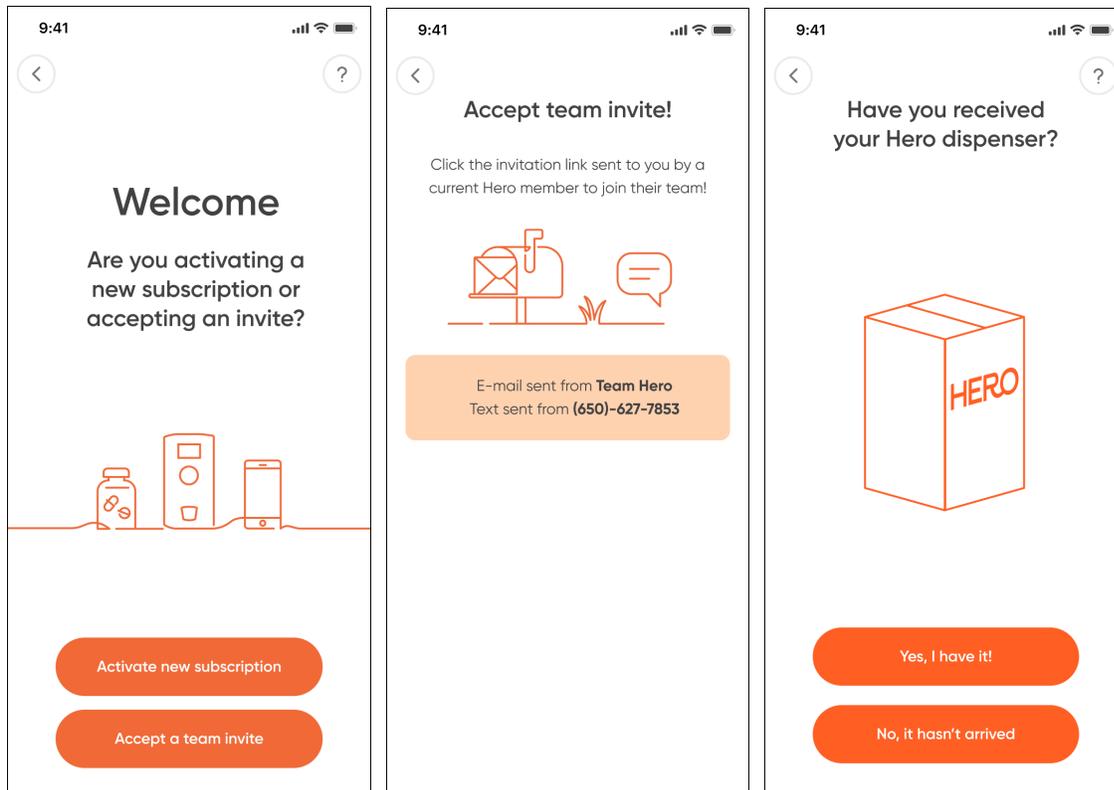
- Firmware update check: The Hero Device will check for any firmware updates. If any is required, it will automatically download and apply the update, and then reboot.

**Note:** The update process may take up to 5 minutes to complete.

- At the end of this process, the Hero Device will instruct you to continue setup on the Hero app, and display a unique **setup code**. This code will be requested in the Hero app as you continue setup there.

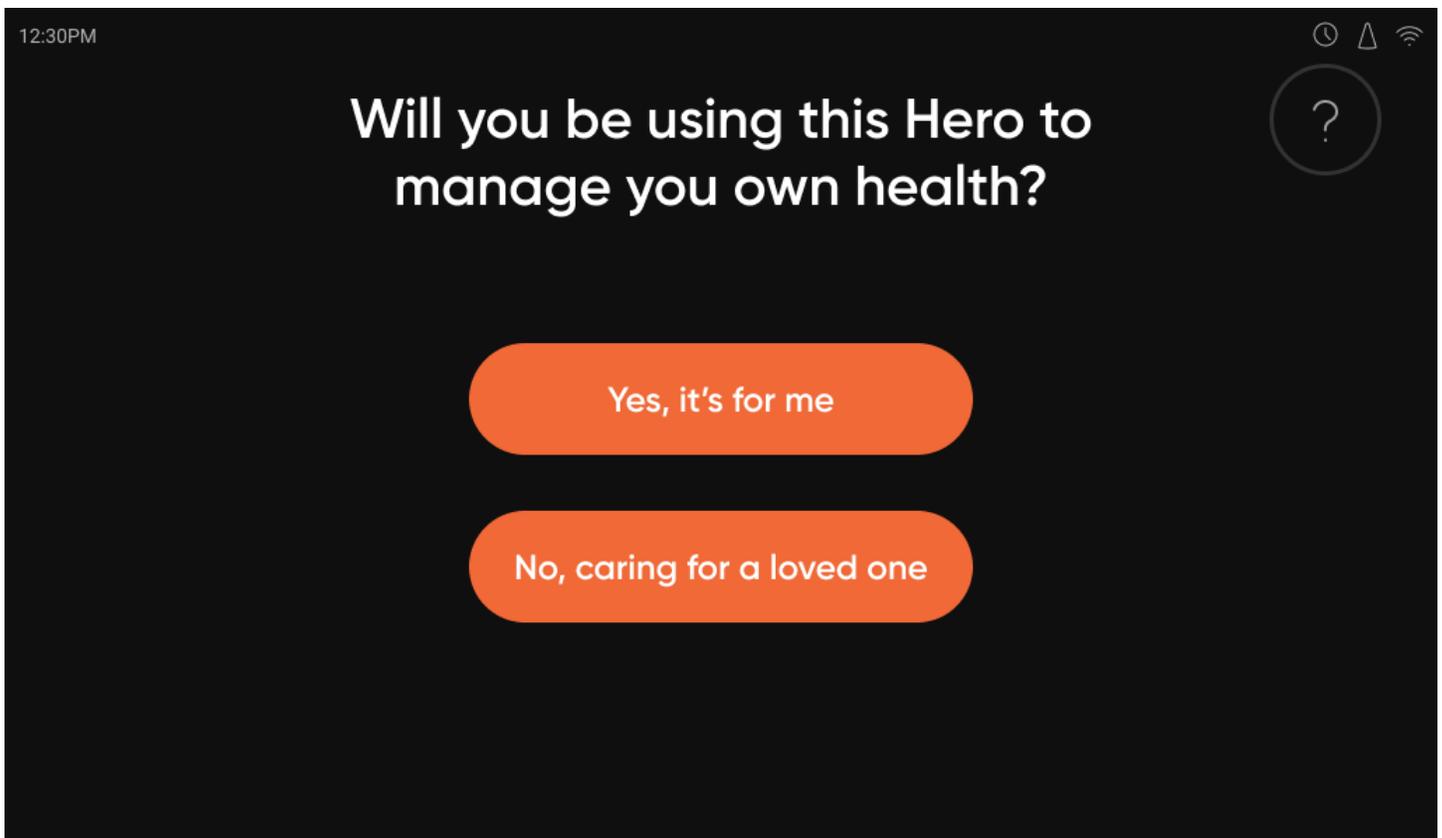
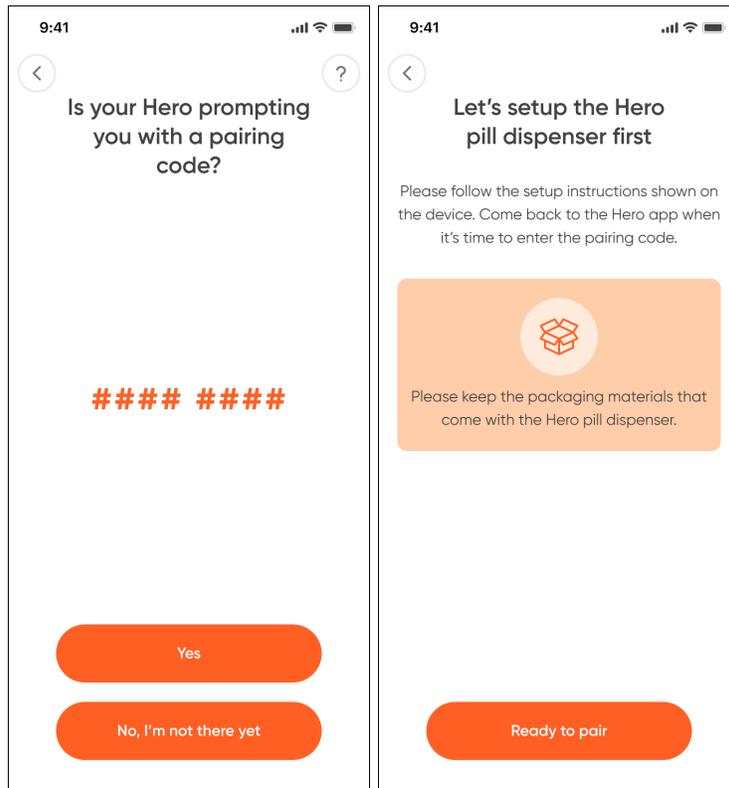
# Creating a Hero account

- Download the Hero Health app to your smartphone (iPhone or Android).
- Tap **I am new to Hero** to begin.
- Select whether you are activating new subscription, or accepting a team invite
- Enter the 8 digit setup code displayed on your Hero Device screen to connect your app.



## Establishing the primary user of Hero

Once you have connected your device to WiFi, select if you are setting up for yourself, or caring for a loved one

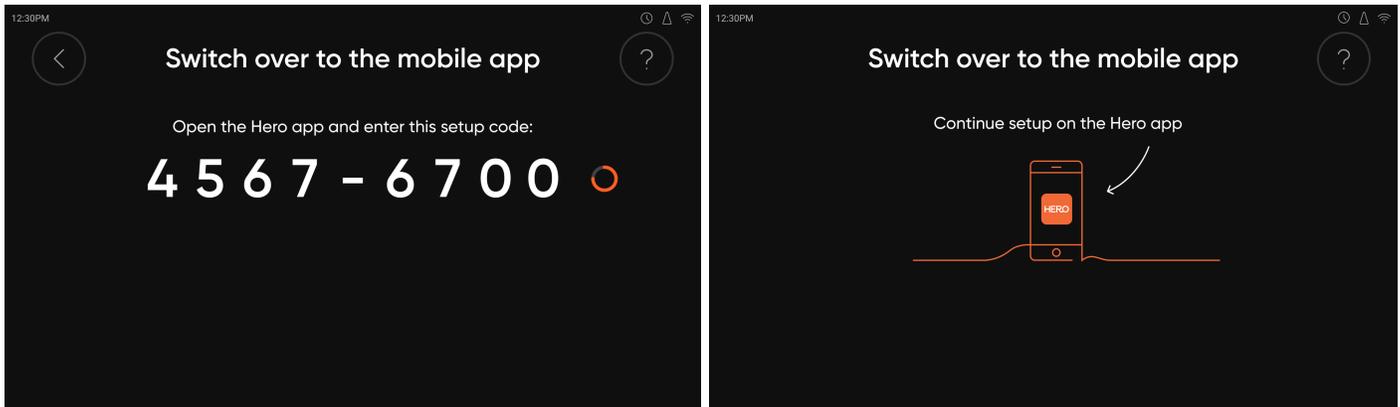


- **If you're setting it up for yourself:** You will automatically get Administrator permissions, and have the ability to edit Hero settings and preferences.

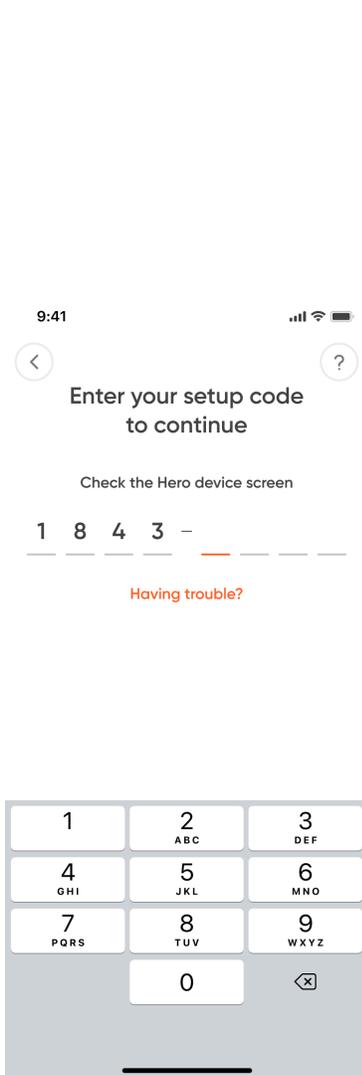
- **If you're setting up Hero for a loved one:** You will be set as the Caregiver, and will automatically get Administrator permissions. You will be able to set the experience preferences for yourself and your loved one (as explained below).  
Note: Your loved one, as well as any additional teammates (if you choose to add any), will be granted view-only permissions.

## Pair your device and app

The Hero device will display an 8-digit setup code, please go back to the app and enter the code when prompted.



# Setting up Hero for yourself



## Let's create your Hero account

Your first name

Your last name

Email address

Password

Phone number

This is optional. By adding your phone number, we'll be able to text / call you in case of important subscription alerts or updates. Your phone can also be used to sign in if you forget your password.

[Already have an account?](#)

By creating an account, you agree to our [Terms of Use and Privacy Policy](#)

**Create account**

Hero account

password

- ✓ 10 characters
- ✓ 1 uppercase
- ✓ 1 number
- ✓ 1 lowercase
- ✓ 1 special character
- ✓ No 2 identical characters in a row

Phone number

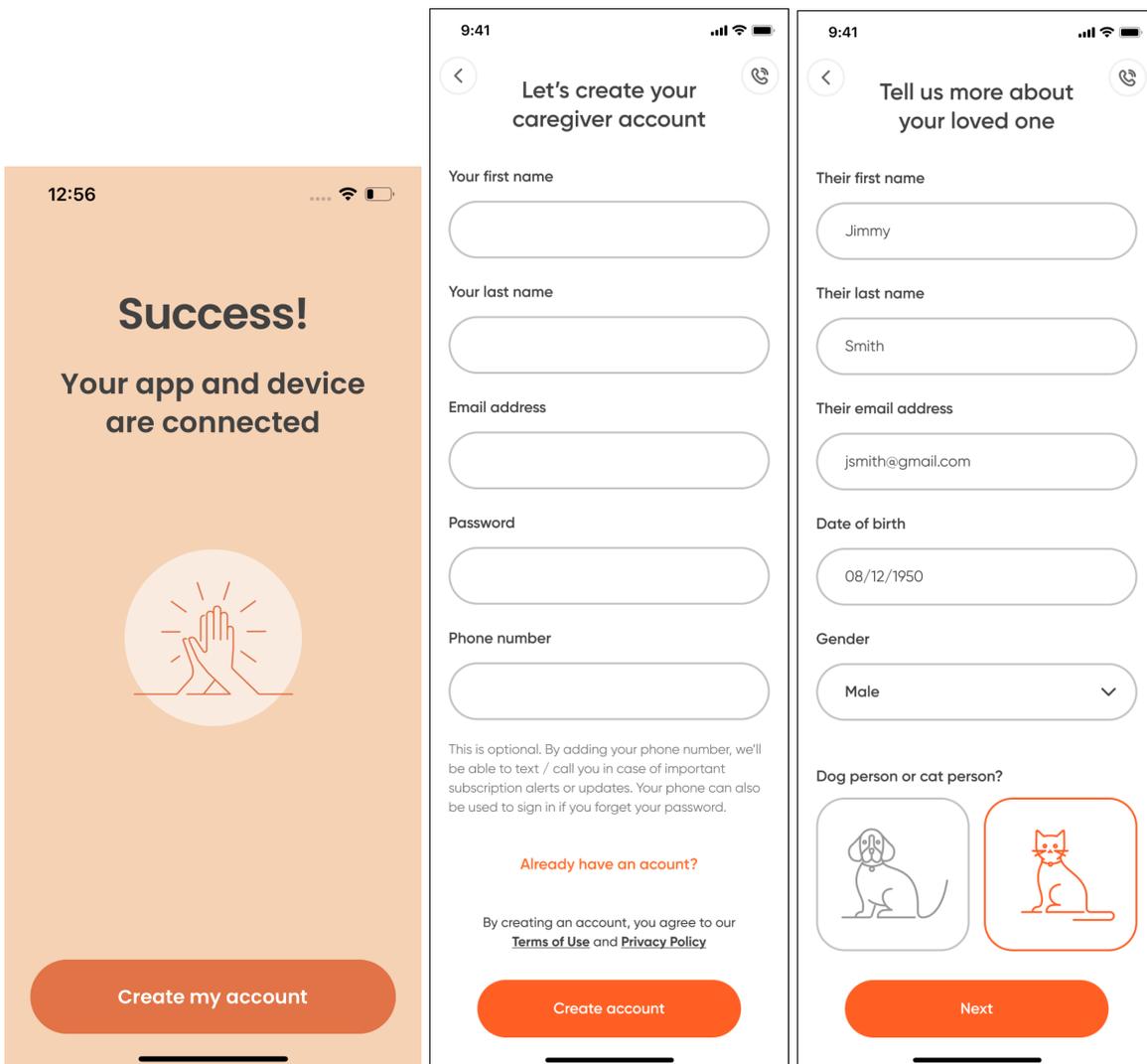
By creating an account, you agree to our [Terms of Use and Privacy Policy](#)

**Create account**

- Enter the setup code in the app .
- Fill out your account details, then tap **Create account** to continue.
- **Password requirements:**
  - At least 10 characters
  - 1 number
  - 1 special character
  - 1 uppercase letter
  - 1 lowercase letter
  - No 2 identical characters in a row

- Note: You will be asked to verify your email address to continue. In this case, an email will be sent to the address you provided. Tap the **confirm email** button to continue setup.
- After confirming you will be asked to add additional information to your account, including Date of Birth and Health Conditions.
- Once complete you will see a success screen prompting you to take the next step - adding your medication! Tap the **Let's do it** button to continue.
- Skip to the [Adding medication list and schedule](#) for next steps.

## Setting up Hero for a loved one



- After selecting the option to setup the device for a loved one you are caring for, enter the setup code

- Upon selection, you will be asked to receive your loved one's permission to manage their information and medication on Hero.
- First, create your account. You will enter your details and verify your email address.
- Once your account is created, fill out the requested details about your loved one, then tap **Next** to continue.
- Next we will capture your loved one's
  - Health conditions,
  - Relationship to you,
  - Best way to contact them.
- Once complete you will see a success screen prompting you to take the next step - adding your medication! Tap the **Let's do it** button to continue.

## Adding medication list and schedule

The Hero Device can store up to 15 different medications. In addition, you can add 10 more medications that are stored outside of the Hero Device. Hero will notify you when it's time to take those medications via on-screen and in-app notifications.

- Review the safety reminders listed, and tap **"I understand"** to start adding your medications. During this step, you will be asked to first add ALL the medications details before physically loading them into the Hero Device.

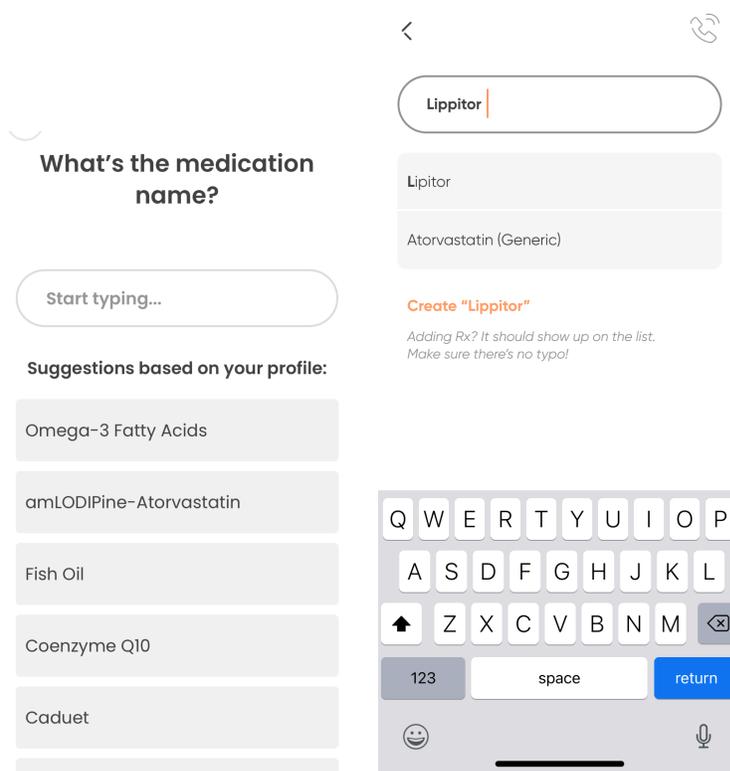
- **Step 1: Search for your medication name**

Enter the name of the medication you would like to add. Before you start typing, a list of suggested medications will show up, based on the health conditions you added to your profile.

As you start typing, matching medication names will be automatically suggested. Medications with the same active ingredients will also be shown.

Medication results will show the matching Generic and Brand alternatives to support the most accurate entry .

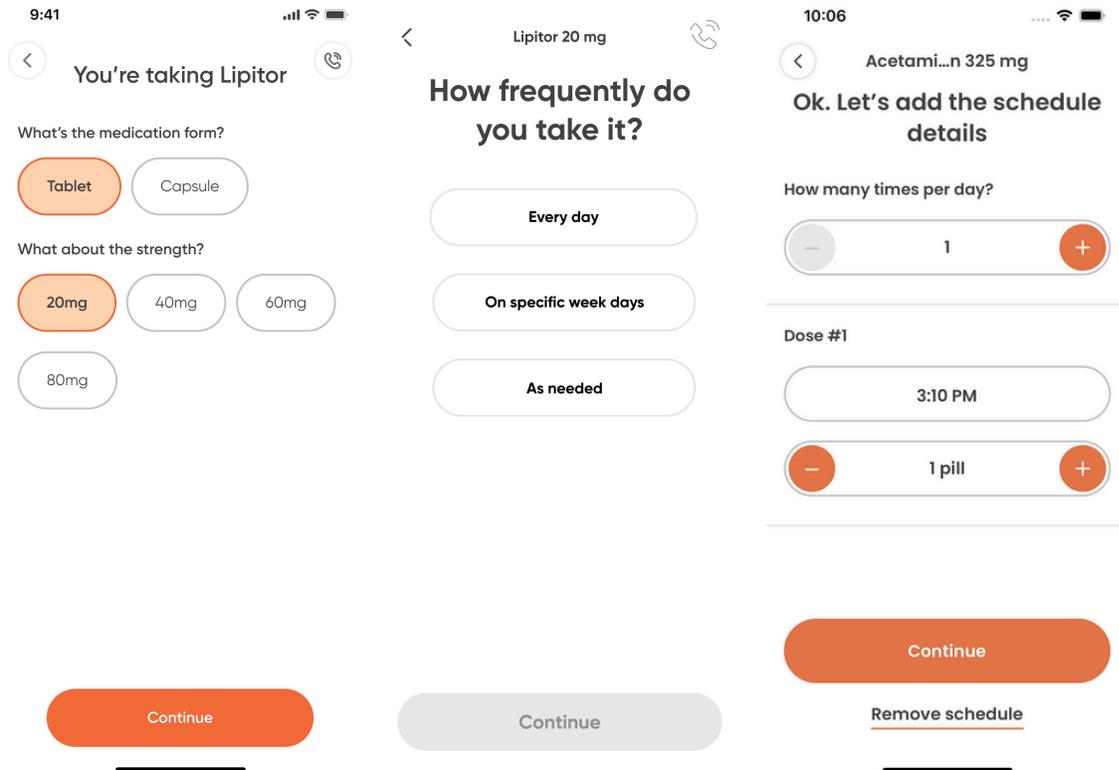
Tap the **medication name** that matches yours to continue.



If none of the suggested medications matches yours, you can add it manually by choosing the option “Create”.

- **Step 2: Add medication details**

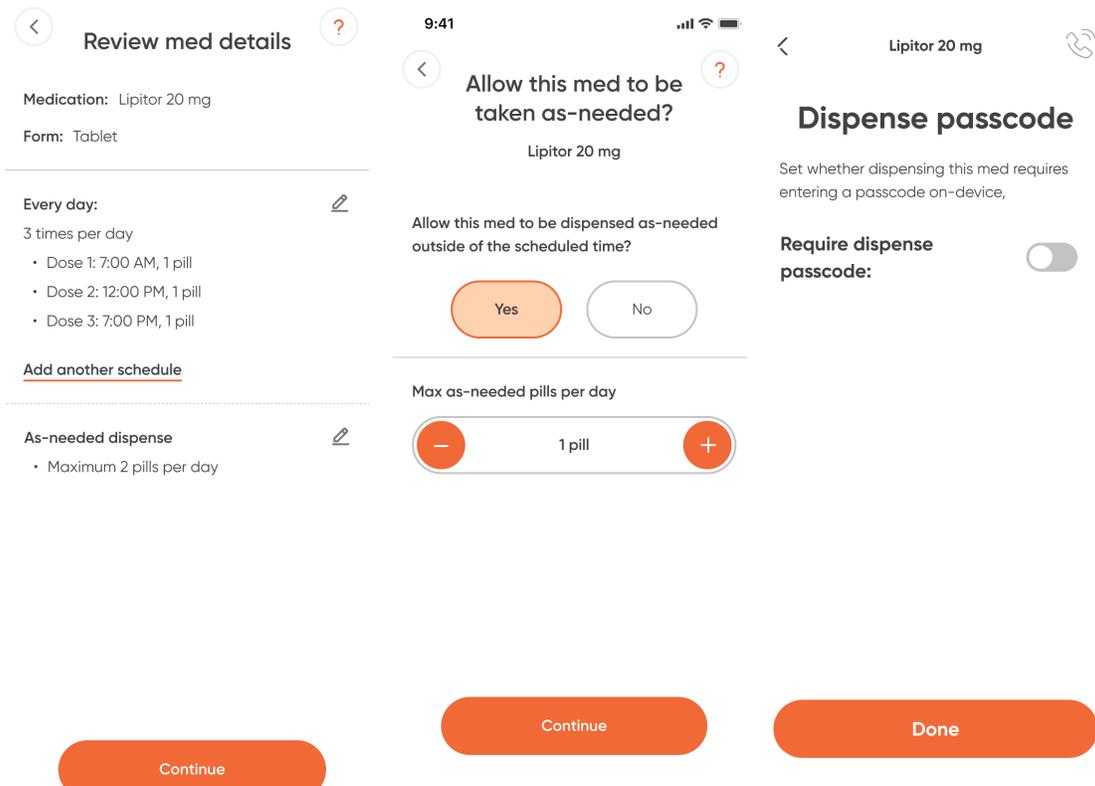
After selecting your medication, you will be asked for several medication details (such as: form, strength, etc.), as well as the type of schedule to follow.



- **Step 3: Add medication schedule**

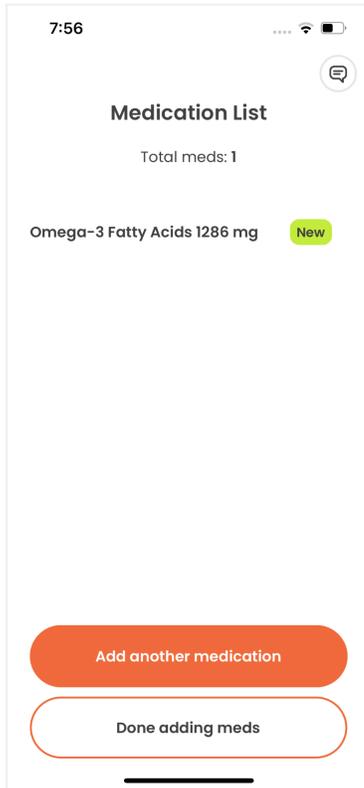
- Tap **Add time** link to start building your schedule.
- Choose schedule frequency:
  - **Every day** - taken everyday,
  - **On specific weekdays** - taken weekly on specific days,
  - **As-needed** - taken when needed (previously “On Demand”).
- Select a time you would like to take the medication. Use the **+** or **-** buttons to enter the number of pills to dispense at that time.
- If you take this medication more than once a day, tap the “**+**” button under “How many times a day” to select another dose time and add pill quantity.
- Tap **Continue**.
- Review the schedule you have created. If you want to add an additional schedule, tap the **+ Add schedule** link and repeat the process.
- When your schedule is finalized tap **Next** to continue.

- **Step 4: Confirm medication summary**



- After adding all medication and schedule details, you will be presented with a summary view of the information you entered.
- The summary view also offers a few optional settings (available under the **Setup optional settings** link):
  - Max as-needed pills per day - Set a limit of how many additional pills can be dispensed as-needed within a 24-hour period (outside of the scheduled ones). Tap the + or - buttons to change quantity.
  - 
  - Dispense passcode – Hero offers an optional safety measure to protect against unintended dispenses. You can enable a 4-digit Dispense passcode (for one or more medications) which will be required on the Hero Device before dispensing (or refilling).

- When you have confirmed the medication and schedule details tap **Confirm**.



To continue adding medications, tap “Add another medication” option and repeat the process above for all the medications you’d like to add to your medication list and schedule.

Note: As you add more medications, Hero will automatically offer you previous scheduled time(s) selected, so you can easily build a consolidated schedule.

When you’re done adding all of your medications, tap the “**Done adding meds**” button.

Nice work! Now it’s time to set up your experience preferences.

## Family settings

- The last step before loading your medications into the Hero Device is inviting additional teammates (such as friends or family members) to your Hero journey, if desired. They can lend a helping hand and provide support in managing the day to day medication taking. You can add as many family members and friends as you'd like. Note: Any additional teammates will be added with read-only permissions. This means they will get alerts in case a medication is missed, for example, but they will not be able to change any Hero experience settings, except for the notifications they receive.
- Once you're done, press Next.

**NOTE:** Upon pressing Next, the medication list and schedule you entered will be automatically sent to the Hero Device. This process may take a few minutes. Only when the data transfer is complete, the Hero Device will be ready to start loading medications and will indicate so on the screen.



## Let's build your team!

Most Hero members add at least one family member, care provider, or health coach to join them on Hero.

Teammates can:

- View your schedule & adherence
- Get notified on important events, like missing a dose or running low on pills.

Only you can manage Hero settings.

Select from your Contacts

Add manually

Next

## Load Medications into the Hero Device

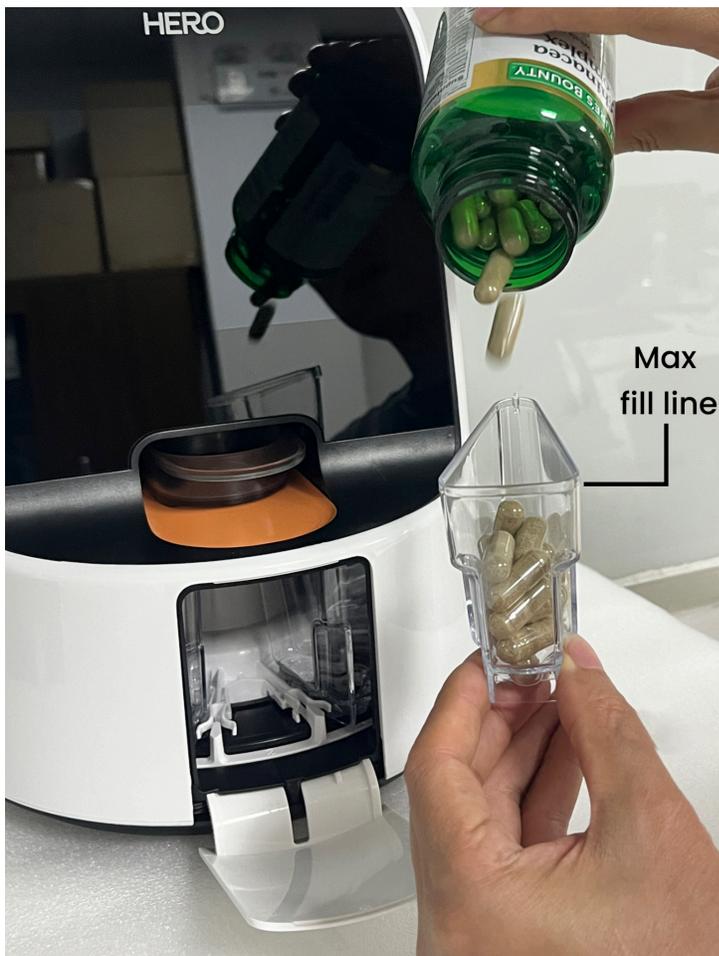
- The Hero Device will display a message on screen when it's ready for you to load your medications. Follow the instructions on-screen to start loading your medications.
- When the Hero Device door opens - Remove the cartridge by grasping the bottom with thumb and forefinger, and pulling out.

**CAUTION:** Be sure not to put any downward pressure on the cartridge door when reaching in to retrieve a medication cartridge.



- Load your first medication into the cartridge, as indicated on the screen. Throughout the process, the Hero Device screen will display the name of the medication you should be loading.

**CAUTION:** Be sure not to fill the cartridge over the max line. Overfilling a cartridge can lead to unsuccessful dispenses.



Make sure you only pour pills into the cartridge. Desiccants or any other substances should not be inserted into the Hero Device.

- Return the cartridge to the slot, making sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed.  
Note: If there is a sticker on the cartridge, remove it before returning the cartridge to the slot.
- Close the Hero Device door.
- If you have additional medications to load, the Hero Device will guide you through loading each one- repeating the process you just followed.

We recommend keeping the original prescriptions or pill bottles for your medications for reference and travel after loading the appropriate medications into the Hero Device.

Make sure to also keep a small amount of medication of each type stored outside of the Hero Device so that it can be accessed immediately in the event of an unexpected failure or issue.

**That's it! You're ready to go.** Check the Hero app for confirmation, and start enjoying a dose of calm for the whole family.

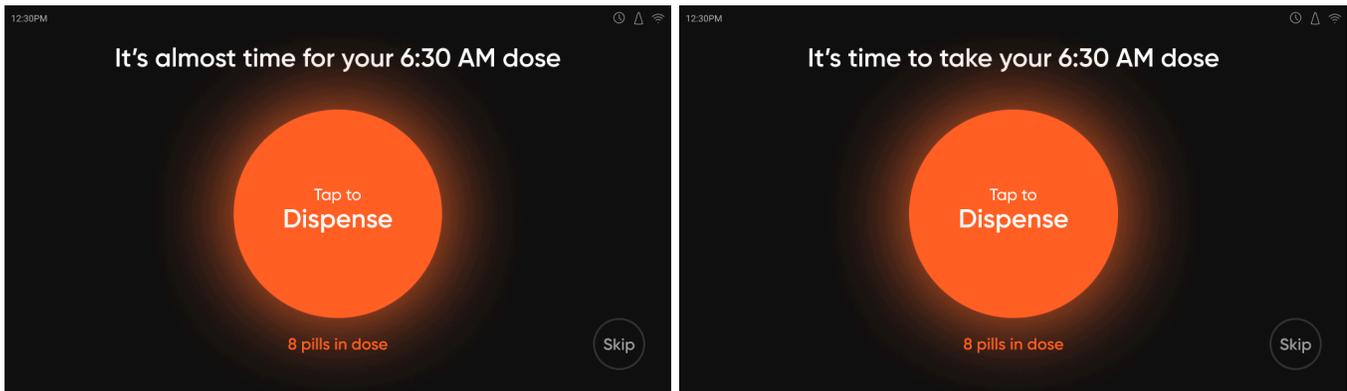
## The Hero Device

### Dispense a scheduled dose

If set in the app, 30 minutes prior to a scheduled dose time, Hero's screen will allow you to dispense the upcoming dose.

If you do, that dose will be recorded as having been dispensed on time. At the scheduled time, the Hero Device will play a chime and display an alert that it is time to dispense your medication. In either case:

1. On the Hero Device, tap **Dispense**.



2. Enter your med access passcode if applicable.
3. The Hero Device will dispense your medication into the cup.  
**Note:** Make sure your medication cup is in place before dispensing.
4. Retrieve your pills and replace the medication cup.  
**Note:** In rare cases, when the Hero device cannot automatically dispense a specific pill, it will open the medication door to the relevant cartridge slot and offer to retrieve the pill(s) manually to ensure the full dose can be taken. The Hero Device will instruct you on how many pills to take from the cartridge, based on the dose settings and the number of pills that were already dispensed. After taking the pills as instructed, return

the cartridge into the Hero device (ensuring it's fully inserted) and close the door.

## Skip a scheduled dose

Hero also allows you to skip a scheduled dose.

1. When Hero alerts you that it's time for your scheduled dose, you can select **Skip**.
2. You will be asked to confirm your choice by selecting the reason for skipping and tapping **Confirm**.

## Dispense a missed / skipped dose

The Hero Device allows you to dispense a missed or skipped dose after the scheduled time, as long as it's within the Medication dispense time window.

1. From Hero's home screen, press any button to access the main menu
2. Select **Take late / skipped dose**.
3. Select the desired medication.

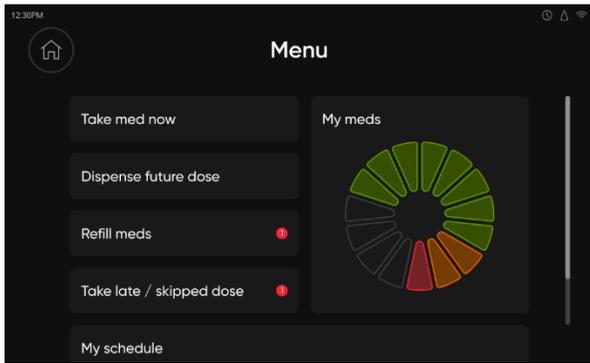
### Notes:

- If you have more than one missed or skipped dose, you will be able to review each and dispense each (as long as it's within the medication dispense time window).
- If you try to dispense a missed or skipped dose after the time window (as set under *Medication dispense time window*), the Hero Device will notify you and will not dispense that dose.

## Dispense as-needed dose

To dispense individual as-needed pills:

1. From Hero's home screen, press any button to access the main menu.
2. Select **Take med now**.



3. Select the medication you want to dispense.

**Note:** If you have reached your max dose limit for this medication, Hero will not allow you to dispense.

4. Select the number of pills you want to dispense. Note: The number of pills offered is determined by the setting under *Max as-needed pills per day*.
5. Enter your Med access passcode, if applicable.
6. The Hero dispenser will dispense your medication.
7. Retrieve your pills and return the medication cup.

**Note:** You can set how many pills can be dispensed as-needed under *Max as-needed pills per day* in the Meds section.

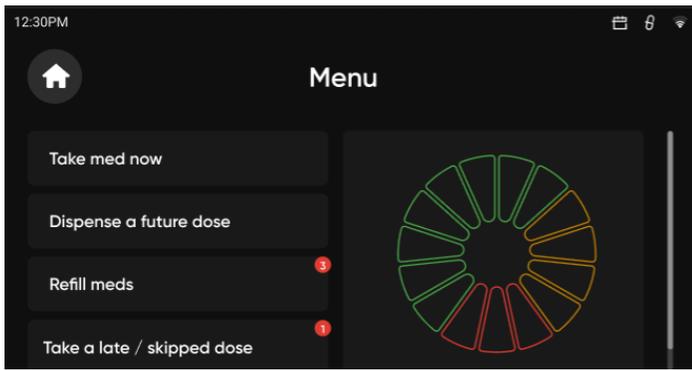
Once the max daily dose is reached, Hero will not allow dispensing that medication until the next day.

## Dispense a Future Dose

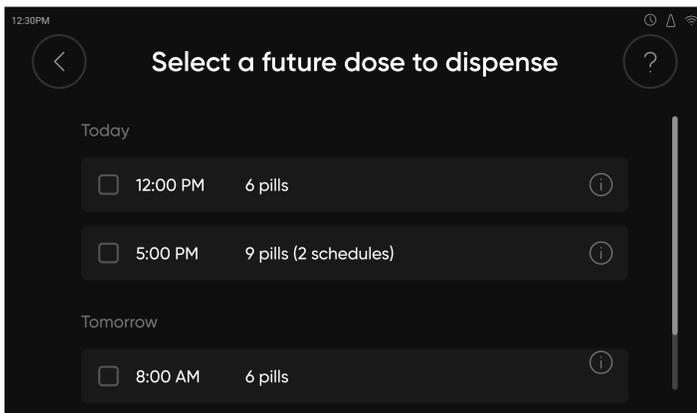
There may be times when you need to dispense medication ahead of time - for example, when you know you will not be near your Hero Device at the scheduled time.

To dispense a future dose:

1. From Hero's home screen, press any button to access the main menu.
2. Select **Dispense a future dose**.



3. Choose which scheduled dose to dispense. You can choose any scheduled dose from the next three days. If you need medications for more than three days, you should use the *Traveling / Away from home* option.



4. Confirm the dose to be dispensed by tapping **Continue..**
5. Enter your Med access passcode, if applicable.
6. Hero will dispense your medication.
7. Retrieve your pills and return the medication cup.

**Note:** When you dispense a future dose, Hero will not alert on-device at the scheduled time. Instead, the Hero app will send you a reminder at the scheduled time to take that dose.

## Manual Access to Medication

In case of a power outage, malfunction, or any other situation in which using Hero as intended is not possible, you can access the medication inside Hero by using the included Pill access key.



Simply insert the key into the slot next to the cartridge door and the cartridge door will open. You can also manually rotate the cartridge turntable to access all cartridges.

## Refill Medications

Refill medications when they're empty, when the medication has expired, or even if you simply have more medication to load.

Note: if you set Med access passcode, it will be required before refill as well.

### Refilling during a dispense cycle

During the dispense cycle, the Hero Device will sense when a medication is empty or expired and display a message letting you know.

1. Once Hero detects that a medication is empty, it shows you the list of medications that should be refilled. Tapping **Skip refill** will set the dose as skipped but it will remain available for dispense as a skipped dose.
2. When choosing to refill, the Hero Device will offer you to add any pill details before loading such as Pill count or Expiration date. Tap **Done! Close door** button to skip or use the **+** button to select Pill count or Expiration date.
  - a. Adding pill count
    1. Tap **+ Pill count**.

2. Add the number of pills using the keypad. Tap the orange check mark key when finished.
- b. Adding expiration date
1. Tap **+ Expiration**.
  2. Use the keypad to enter the expiration month and year then tap the orange check mark key.
3. When the door opens, remove the cartridge, and refill it.  
Note: if there are any pills left in the cartridge - Pour them out before adding new ones to ensure old pills are dispensed first. Then put them ON TOP of the new pills added.
  4. Return the cartridge to its slot, making sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed. Then close the door.

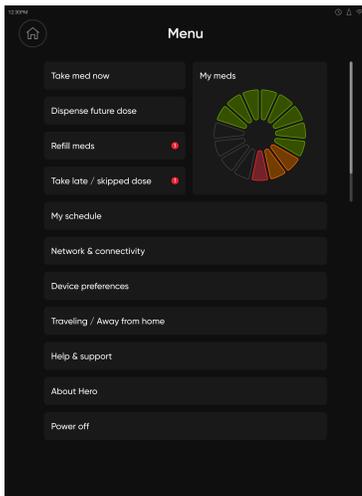
### **Refill at any time**

1. From the Hero Device home screen, press any button to access the main menu.
2. Tap **Refill meds**.
3. Tap the desired medication. From there, the process will follow the exact same steps as described above under *Refilling during a dispense cycle*.

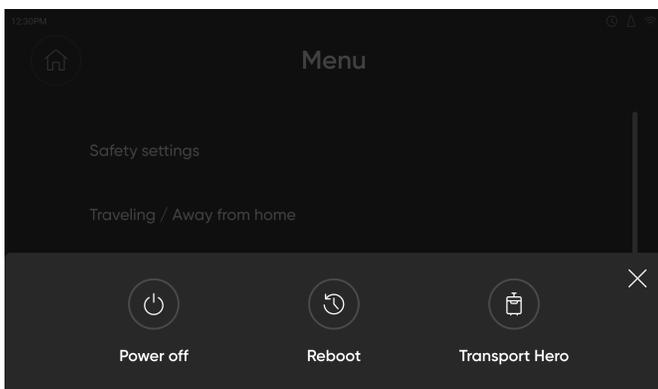
## **Transporting the Hero Device (Travel Mode)**

When planning to transport the Hero Device for any reason (e.g. moving to a new place, or taking a long vacation), ensure the safety of the device and your medications by following all the steps detailed below.

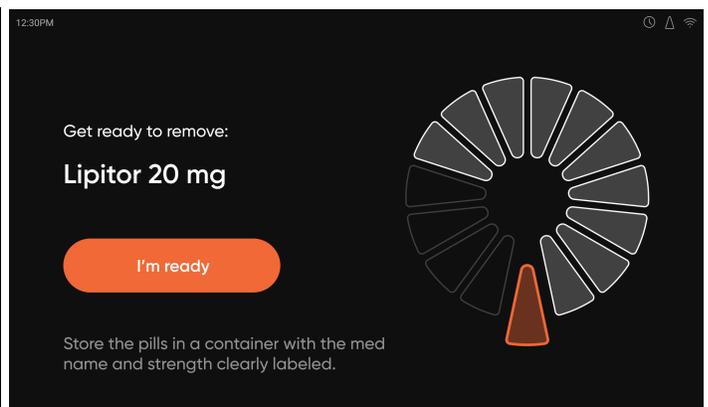
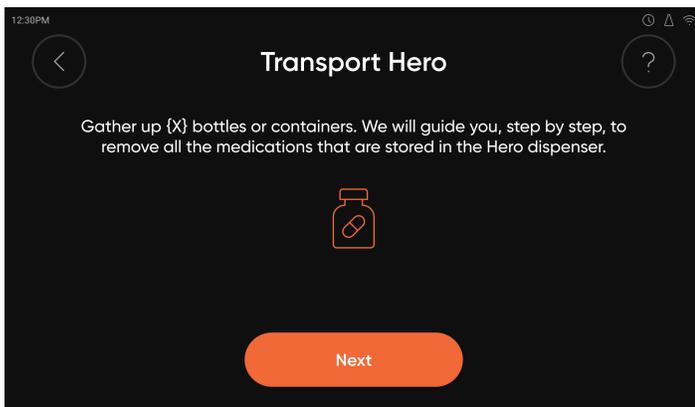
1. On the Hero Device, navigate to **Menu > Power off**. Tap Power off.



## 2. Tap **Transport Hero**.



## 3. Tap **Next**. You will see the name of the first medication to be removed. Tap **I'm ready**.



4. Once the Hero door opens, remove the cartridge and place the medication in a labeled bottle.
5. Return the cartridge to the Hero Device, making sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed. Then close the door.
6. Repeat steps 4-6 until all cartridges have been emptied.

7. On the Hero Device, select **Power off Hero**.
8. Unplug the Hero Device.

**Note:** While Hero is unplugged and in Travel Mode, you will not receive any notifications and you will not be able to make any changes to your account.

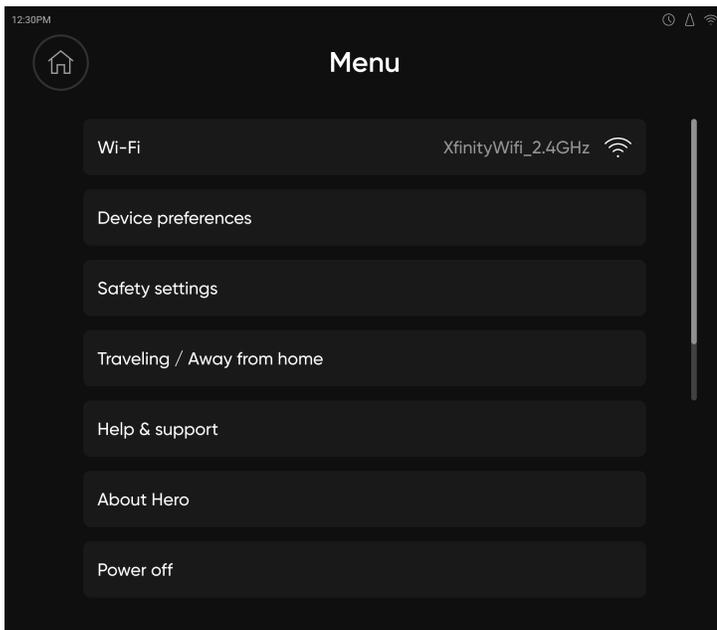
When reaching your destination and plugging the Hero Device back in:

1. You will see a “Welcome back!” message on the Hero Device. Select **Get Started**.
2. Select **Okay**. The Hero Device screen will then guide you through putting your medications back in the appropriate cartridges, similar to the *Load Medication into Hero* section.

## Hero Device Settings

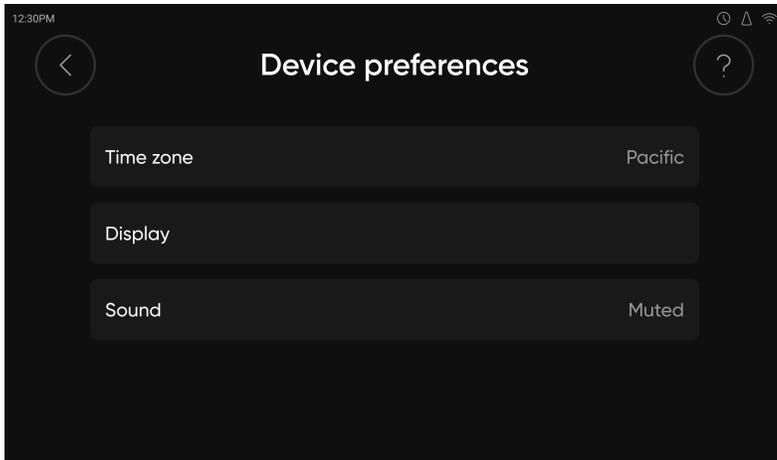
Use your Hero’s **Device preferences** menu to set the volume, change brightness, set the time zone, change your WiFi network, and more.

1. On the Hero Device home screen, press any button to access the main menu.
2. Select **Device preferences**.



## Preferences

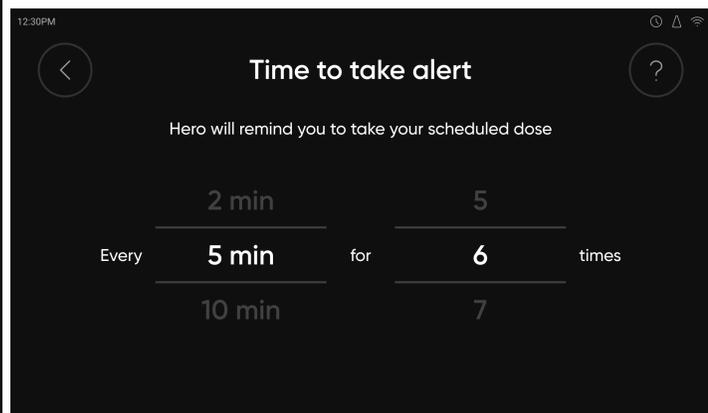
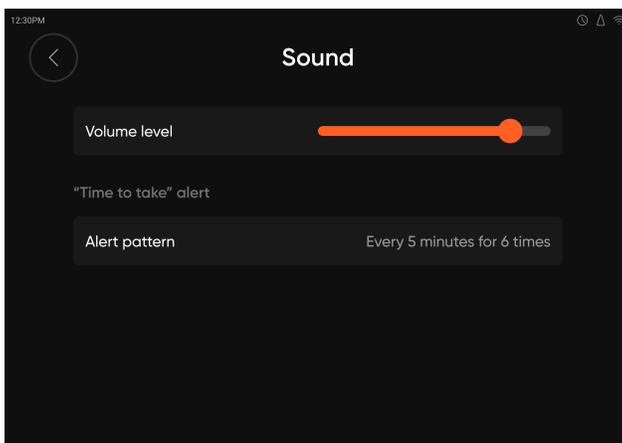
The **Device preferences** menu allows you to adjust the volume of notifications, the brightness of your Hero display, as well as the time zone.



## Sound

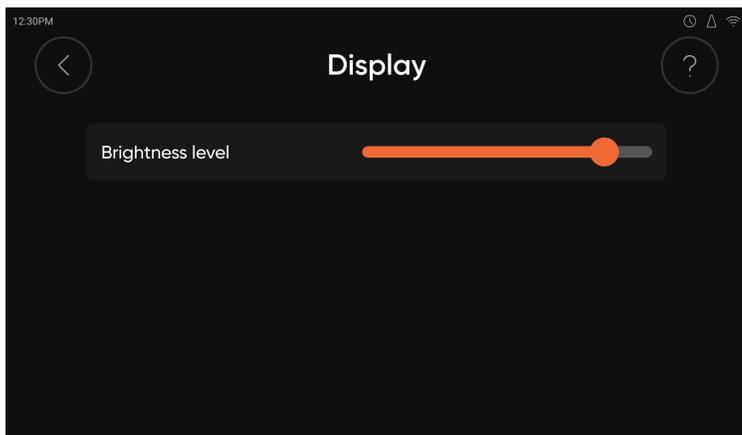
Slide or tap on the volume slider to set the **Volume level** from left (muted) to right (loudest). If you choose to have your notifications muted, there will be a notification on the top right corner of the screen.

You can also set the **Alert pattern** by selecting the number of times it should go off, as well as the amount of time between alerts. You can set the alerts to up to 12 times every 2 to 60 minutes.



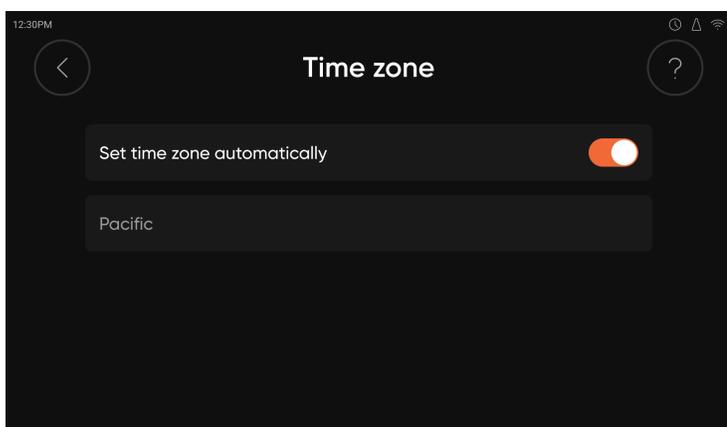
## Set Brightness

Slide or tap on the slider to set the brightness level, from left (the dimmest) to right (the brightest).



## Change Timezone

Your device can set the time zone automatically. You can set it to manual by tapping the slider button. Scroll to find your timezone, and **tap** to confirm. Please note that if you change the time zone when you have scheduled doses, they will be affected.

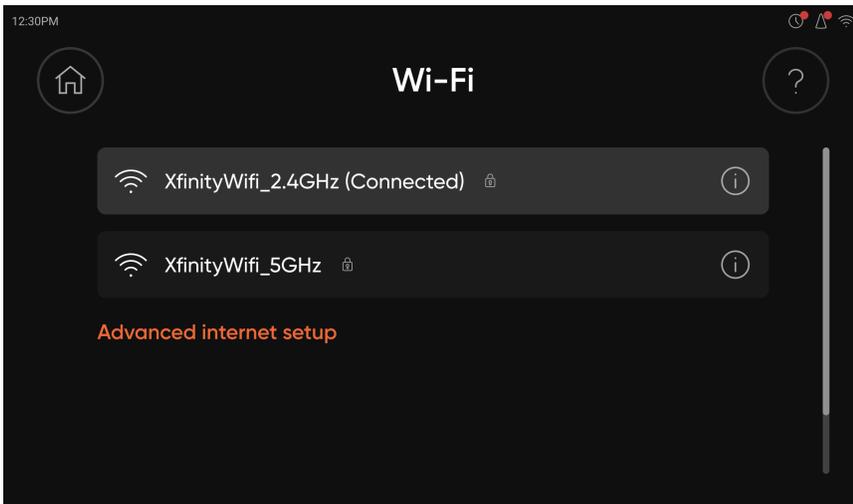


## Connect to WiFi

In case you get disconnected from your WiFi network, or you need to connect to a new one, follow these steps:

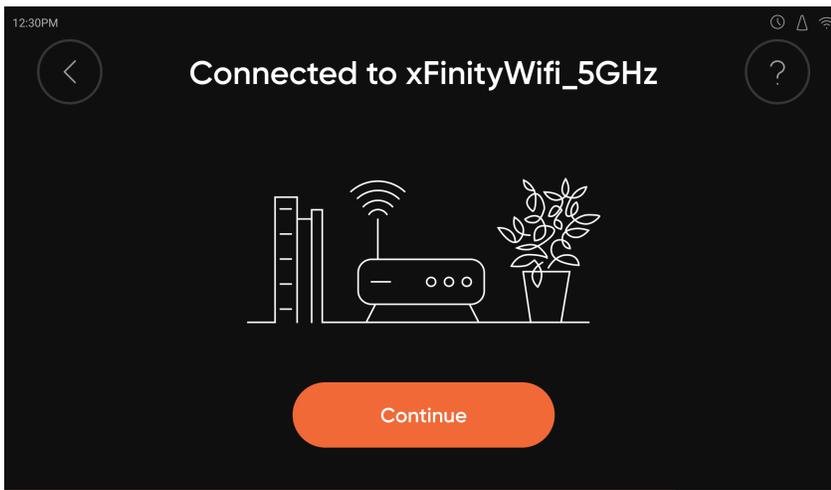
1. Navigate to **Network & connectivity**.

2. Hero will present available networks.



3. Select your desired network.

4. Enter the network's password



5. Select **Continue**.

**Note:** Hero stores the information to networks it has previously connected to and will use that to help connect you to the web.

### Having trouble connecting?

- Make sure the WiFi password is entered correctly (if you have one).
- Connect the Hero dispenser directly to your main router, and try to place it less than 75 ft or two walls away from your WiFi router.
- If you are trying to connect Hero to a network in a shared facility, it is best to contact the building administrator for help with local settings.

- Still having problems? Check out our FAQ at [www.herohealth.com](http://www.herohealth.com) for more suggestions, or call our Member Experience team, 24/7, at 1-855-855-9962.

## Network Info

Select the **Info icon** next to the network name to view the name of the WiFi network your Hero Device is connected to, its IP address, and its signal strength and type.

## Software Update

Your **Software Update** will be downloaded automatically, when available and if your device is connected to WiFi, and implemented between 2 and 3 a.m. If you want to check if there is indeed a software update for your Hero, navigate to **Main menu > About Hero**, and select **Check for updates** in the Software section. If there is, and you want to update now, select **Download**. The update could take several minutes.

## About Hero

Select **Main menu > About Hero** to view your Hero's firmware version, serial number, and the email address associated with your account.

## Reset to Factory

Reset your Hero to factory settings to clear all its data and start fresh.

1. Navigate to **About Hero > Factory reset**.
2. To confirm, select **Continue reset**.

**CAUTION:** Resetting your Hero will cause it to lose all data associated with your account. After resetting, you will have to manually empty any medication stored inside, reconnect to Wi-Fi, and re-enter your regimens into your account.

## Cleaning

Clean the medication cartridges and cup between refills by:

- Wiping the cartridges and cup with a light alcohol swab - OR -
- Hand washing the cartridges and cup with mild soap and allowing to completely air dry before using again.
- **CAUTION:** Do not put the cup or cartridges in a dishwasher.

# The Hero Mobile App

The Hero app is comprised of four main areas:

- Today
- Meds
- Insights
- More

## Today

Today is your app Home screen, and aims to provide a glanceable view at all the recent doses and their states, as well as what's coming next.

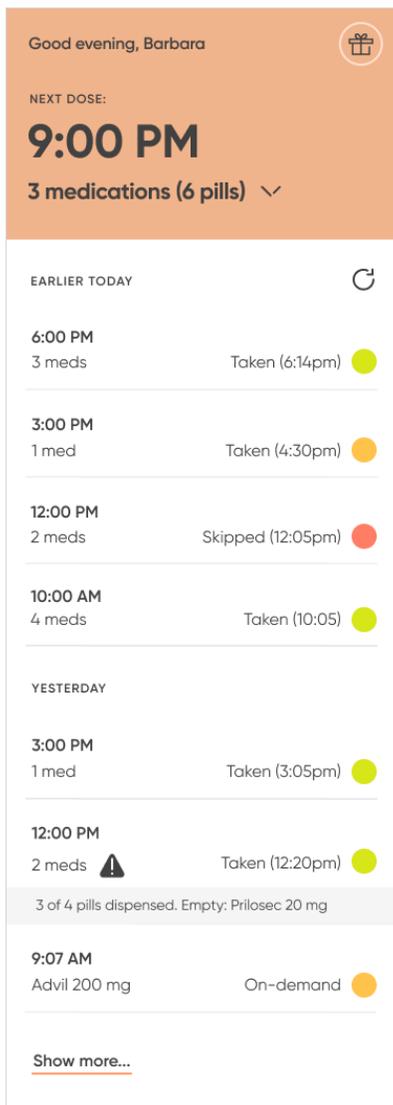
The top section indicates the next scheduled dose for today. The list below displays a chronological view of your past doses, starting with earlier today, then yesterday and then followed by previous days.

### Top section

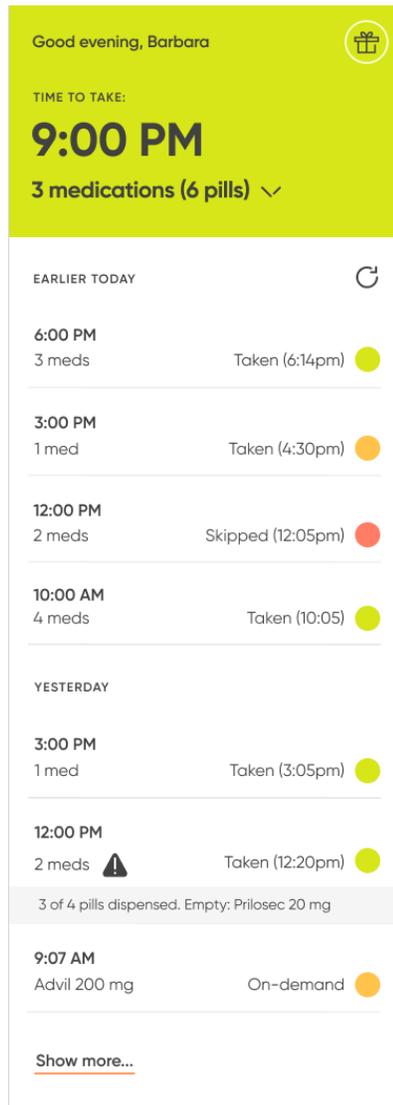
This section provides key information of your next dose (i.e. Scheduled time of the dose, number of medications included in the dose, and total number of pills to take).

The information is organized in a drawer and can be expanded to view more details.

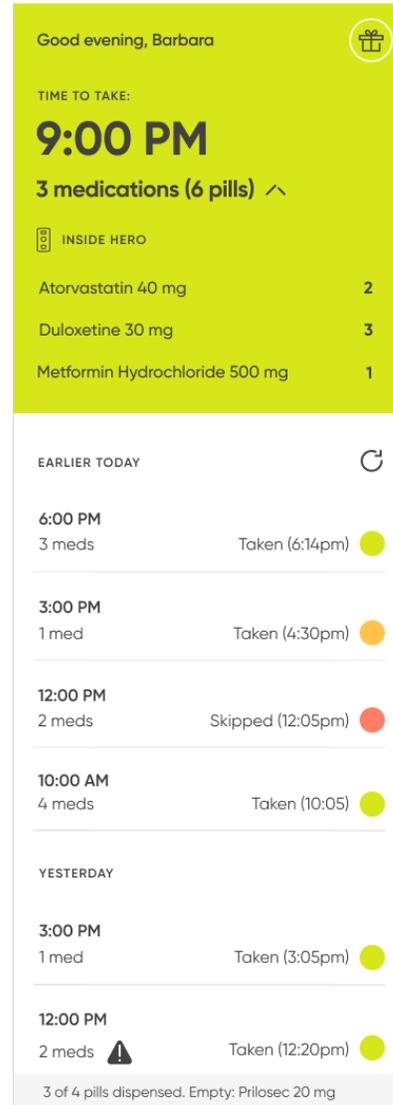
When it's time to take the dose, the background color will change to green, indicating an active dose. In addition, the title will change from "Next dose" to "Time to take".



Next dose (before scheduled time arrives)



Time to take



Expanding the dose information drawer

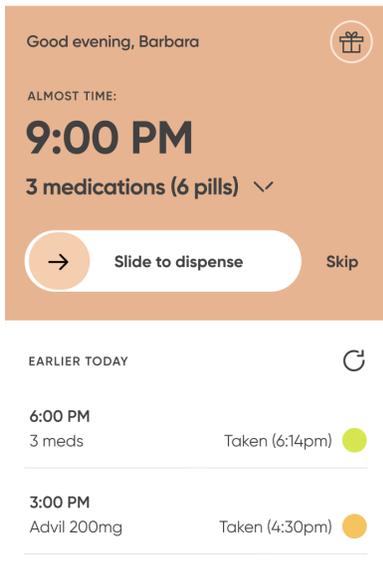
## Remote dispense

Hero offers the option to remotely dispense a dose using the app. Hero will start dispensing and alert you when it's time to remove the cup and take your meds.

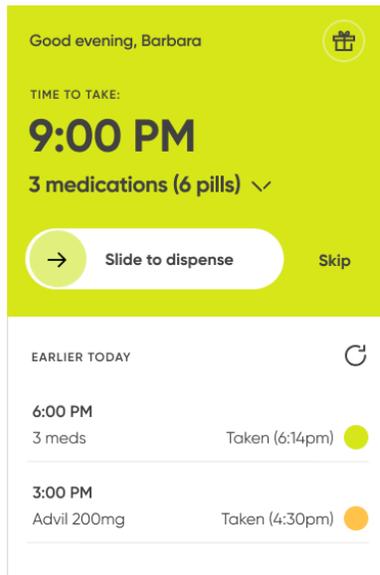
Both Primary User and Caregiver with Remote dispense enabled will have the ability to remotely dispense and skip active doses from the Top section of the mobile app.

**Slide to Dispense** will trigger dispense of the scheduled dose.

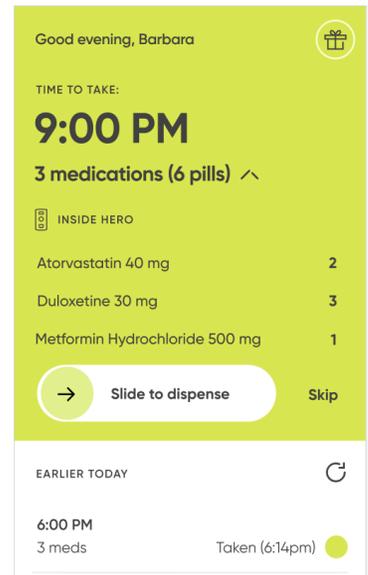
**Skip** will skip the dose. If Allow to skip is turned OFF, the skip option will not be shown. You can turn ON/OFF Allow to skip in the Settings tab of the app. (See [Notifications and Preferences > Dispense Actions](#)).



Next dose (before scheduled time arrives)



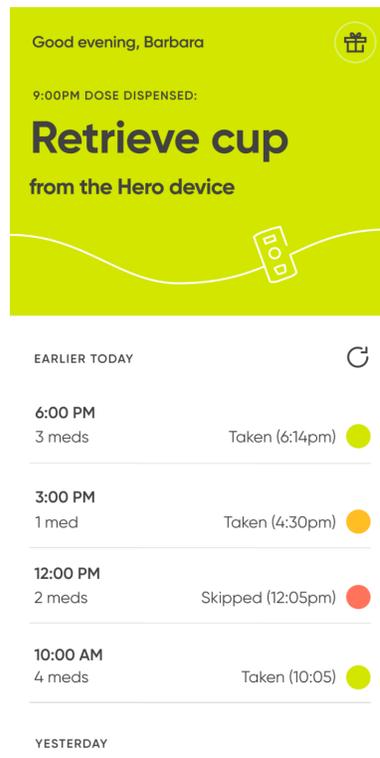
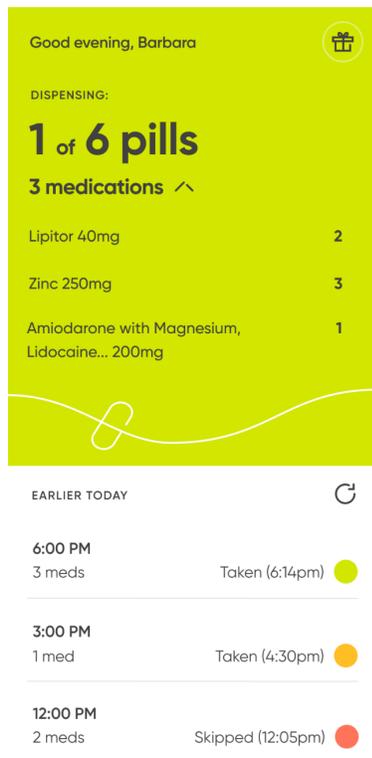
Time to take



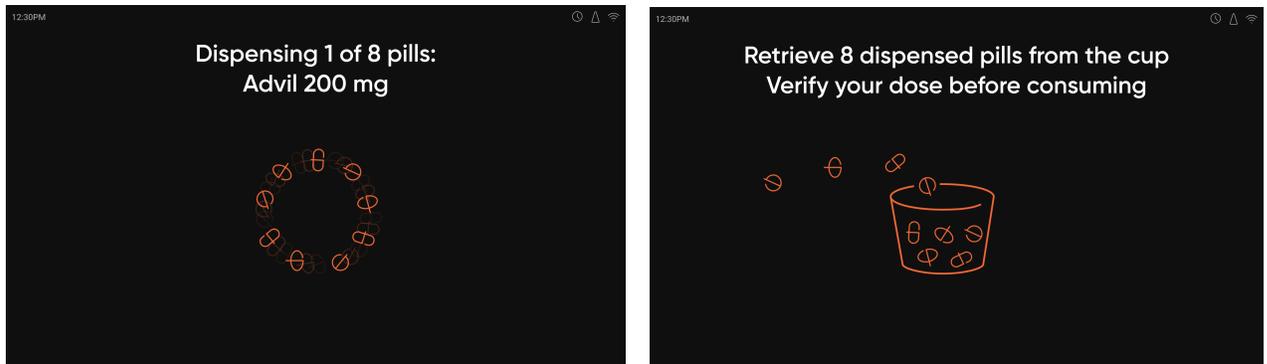
Expanding the dose information drawer

Once triggered, the app will show real-time progress as each pill is dispensed. The smart dispenser will also show progress and alert when your dose is ready to take.

### Mobile App Screens



## Device Screens



Note:

**Turn Remote Dispense ON** via the [Enable Features](#) section in the More tab.

This feature only applies to scheduled doses that are stored inside Hero. Further support for other dose types (eg. hybrid, outside, as-needed) will be added in the future.

### **Dose list**

This section provides a chronological view (from newest to oldest) of all doses (scheduled or taken as-needed), along with the following information:

- Left side: Scheduled time, and the number of meds in the dose.
- Right side: Dose status along with its respective colored icon, and time the dose was taken / skipped (if applicable). See all the possible dose statuses below.

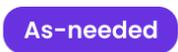
The list also presents per-dose alerts, in case any of the following events take place during the dispense (**Tip!** you can click on the alert banner to learn more about the issue):

- The Hero dispenser wasn't able to dispense the full dose due to missing or expired pills.
- The Hero dispenser wasn't able to automatically dispense all the pills and offered the remaining ones manually.

**Note:** In rare cases, when the Hero device cannot automatically dispense a pill, it opens the medication door to the relevant cartridge slot and prompts the user to retrieve the pill(s) manually to ensure the full dose can be taken.

The Hero screen instructs how many pills to take from the cartridge, based on dose settings and the number of pills that were already dispensed.

Possible statuses for a dose include:

- |   |   |  |                  |
|---|---|--|------------------|
|  <b>Scheduled</b>     |  <b>Taken / Taken late</b> |  <b>As-needed</b> | <b>As-needed</b> |
|  <b>Active dose</b>   |  <b>Missed / Skipped</b>   |  |                  |
|  <b>Not yet taken</b> |  <b>Unknown</b>            |  |                  |

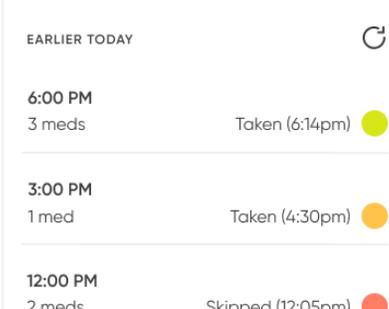
- **Scheduled.** A dose that is scheduled for a later time (today or in a future date) is labeled as Scheduled, next to a gray circle.

Note: If within the dispense window, a dose can be *available* 30 min before its scheduled time (“Almost time to take”). It becomes *active* when the scheduled time arrives.

- **Taken on time.** A dose that was dispensed and taken<sup>1</sup> on time (i.e. up to one hour after the scheduled time). Such a dose is labeled as *Taken*, along with a green icon.
- **Taken late.** A dose that was taken more than an hour past the scheduled time, but still within the Medication dispense time window<sup>2</sup>. Such a dose is labeled as *Taken Late*.
- **Skipped.** A dose that was skipped is labeled as such, next to a red circle, along with the time it was skipped.

Note: **Late or skipped** doses can be dispensed via the main device menu, under *Take late / skipped dose*, as long as they’re within the Medication dispense time window.

- **Missed.** A dose is considered missed if it was not dispensed within the Medication dispense time



EARLIER TODAY		
6:00 PM	3 meds	Taken (6:14pm) 
3:00 PM	1 med	Taken (4:30pm) 
12:00 PM	2 meds	Skipped (12:05pm) 

<sup>1</sup> Dose is considered taken once it was dispensed and the cup was removed.

<sup>2</sup> Medication dispense time window defines the time period within which a dose can be dispensed (and expected to be taken) after its scheduled time. By default, the time window is set to 4 hours. This value can be changed via settings in the mobile app (See “medication dispense time window” below).

window.

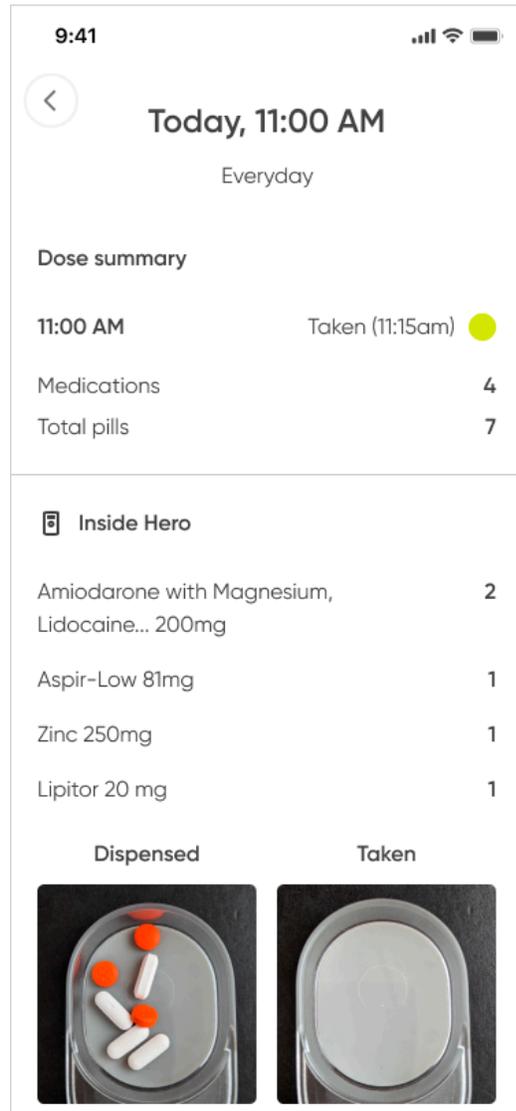
Note that if the dose was dispensed, but the cup was not removed within that time window, the dose will be labeled missed as well. Such a dose is labeled as *Missed*, along with a red circle.

- **As-needed.** Any medication that was dispensed as-needed (outside of the scheduled doses) is labeled as such, along with a purple badge. The time of dispense appears on the left side.
- **Unknown.** This status can show up temporarily in cases of connectivity issues (e.g. device is offline), which don't allow data to be synced to the Hero cloud. A dose can also be labeled as unknown in case of a future dispense or outside Hero dose where members did not report whether they took the dose or not. Such a dose appears with a gray circle and question mark.

## Dose details

Tap on any listed dose to get more details about it:

- Scheduled dispense time
- Medications and pills included in dose, and where they are stored
- Actual or reported dispense time
- Dose status
- Photo of the dispensed dose taken by the device
- Detailed dispense alerts (if relevant)



# Meds

In the the Meds section, you can view your medication list (inside and outside the Hero Device), as well as your list of schedules. Meds stored outside will have a pill bottle icon next to them.

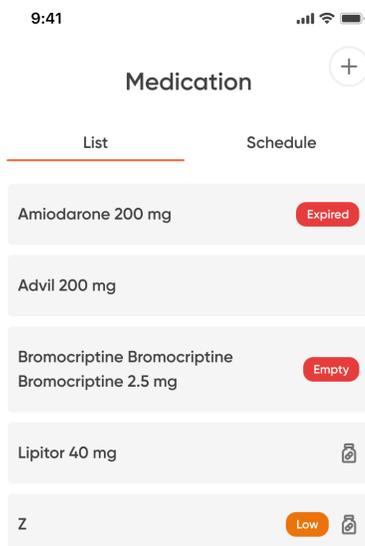
## Medication List

The list contains all medication tracked by Hero.

Each medication is displayed with its name and dosage. Meds stored outside will have a pill bottle icon next to them.

When a medication reaches a state of alert - the respective icon will be displayed, along with the reason for the alert. There are four types of alerts:

1. Running low
2. Empty
3. Expires soon
4. Expired



Tapping on a particular medication allows you to view or edit that specific medication or its settings.

Adding a new medication is possible on this screen, by tapping the **Add** button at the top right corner.

## View/Edit Medication

Selecting any medication will open a screen which allows you to view and/or edit information about it, including:

- Medication Status
  - Pill count / level
  - Expiration date
  - Tapping on the medication status box offers more information about:
    - Last refill: Date, New pills added, Dispenses since last refill
    - Cartridge slot number
- Medication Schedule
- Medication Adherence
- Medication Settings
  - Max as-needed pills per day
  - Med access passcode
- Medication Details
  - Drug Information
  - Medication History
  - Photos
  - Notes

**Deluxetine 60mg**

MEDICATION STATUS

Pill count: **6 pills** (Low) | Expiration: **03/2021**

MEDICATION SCHEDULE [Add](#)

7:00 AM (Tue, Thu, Sat, Sun) 2

12:00 PM (Every Day) 1

MEDICATION ADHERENCE

August 2021 95%

MEDICATION SETTINGS

Max On-demand pills per day: 1 (In addition to scheduled doses)

Dispense passcode: Off

MEDICATION DETAILS

Drug Information

**Deluxetine 60mg**

MEDICATION STATUS

Pills remaining ⚠️: **6**

Expiration Date: **03/2021**

Cartridge Slot: **#2**

LAST REFILL DETAILS

Last refill date: **02/11/2021**

New pills added: **90**

Dispenses since last refill: **36**

## Medication Status

### *Pill level / count*

Hero offers two ways to assess the the amount of pills remaining in the Hero Device:

1. Pill level - Automatically estimated by the Hero platform, and can be: High, Medium, Low or Empty.

Note: After refill, the Hero Device needs 10 dispense cycles to determine the pill level. During that time, you will see the pill level as **Estimating**.

2. Pill count - You can enter manually the exact number of pills in the cartridge (both on the Hero Device and in the Hero app). During refill, you will be offered the option to indicate how many new pills you're adding. Outside of refill, you can update the total pill count currently in the cartridge. Manual update can be done via the app in this drill down screen or directly on-device, as part of the "Check pills" menu option in My meds section.

When the Hero Device detects a low pill level (either automatically or when pill count reaches 7 pills) - A message will appear on the Hero Device after dispensing that medication, and a notification will also be sent via the Hero app.

When the Hero Device detects an empty cartridge or reaches 0 pills it will indicate that on the device during dispense, and instruct you to refill the medication. In addition, an app notification will be sent to the primary user and the caregiver (if applicable).

### *Expiration date*

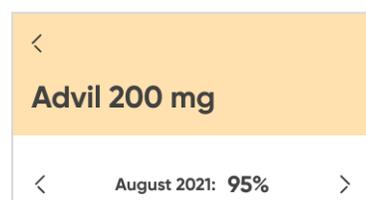
Expiration date is stored as month and year only. Once a medication crosses its expiration date (i.e. reaches the first day of the following month) Hero will no longer dispense that medication until it is refilled.

Expiration date can be added / updated in the Medication Status drill down screen.

### **Medication schedule**

This section shows all the schedules this medication is included in. You can tap a schedule to edit it, or add a new schedule for this medication by pressing **Add**.

### **Medication adherence**



This entry shows the monthly adherence rate for the selected medication. Tapping that item will open a more detailed analysis of this medication's schedule and adherence. It will show whether the medication was taken or not for each day, and if any as-needed doses were dispensed. This data is presented both as part of a calendar visualization as well as a summary list below, highlighting the % of doses in each adherence category.

## **Medication settings**

### *Max as-needed pills per day*

Allows you to set the maximum maximum number of pills that can be dispensed as-needed per day (outside of schedule.) Default is 0 when the medication is part of a schedule, and 1 in case the medication is set to "as-needed" schedule

### *Med access passcode*

Select this option to enable or disable med access passcode for this medication.

**Note:** Med access passcode is the same for all medications you choose to enable it on (meaning - the Hero platform platform doesn't support a different passcode for different medications).

The *Med access passcode* is separate from the *Menu access passcode*, which allows you to protect access to the Hero Device menus.

## **Medication Details**

### *Drug Information*

Includes general information about the medication, such as overview, Side Effects, Drug Interactions and general instructions.

### *Medication History*

Select this option to get a detailed history of the dispensing of this medication, including when a dose was taken, whether it was taken on time, which schedule it belonged to, etc.

By default, the current day will be displayed, but you can navigate to past days as well.

### *Photos*

Select this option to view and/or add new photos of your medication. You may need to give permission to the app to access your phone's camera.

### *Notes*

Select this option to view and/or edit notes.

## **View/Edit a schedule**

1. From the **Meds** menu, select the **Schedule** tab.
2. Select the schedule you would like to edit.
3. Select **Edit** to change the time of day of the schedule.
4. To make any other changes, select the medication in that schedule the changes apply to. Note: Dose strength cannot be edited. To change it you will need to remove the medication first, and then re-add it with the new dose strength or expiration date.
5. When done making changes, select **Confirm**.
6. Tap the **OK** button on the confirmation screen.

## **Remove a schedule**

1. Tap on the schedule you would like to remove.
2. Tap on the **Remove schedule** link.
3. Confirm by tapping **Remove**.

## **Add a new medication**

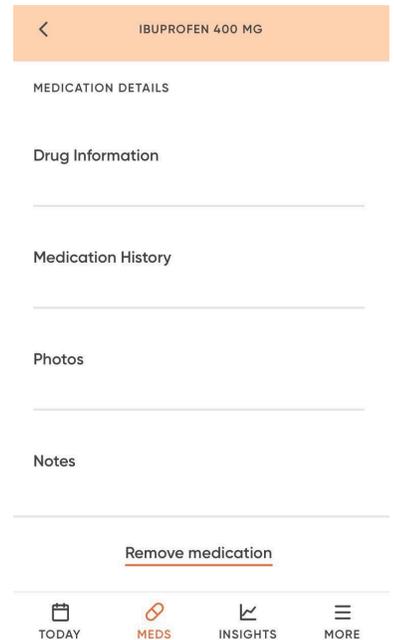
1. From the **Meds** menu, select **Add** at the top right corner.
2. Follow the same instructions as in Setting up Hero (Steps 2 and 3).
3. Select **Okay** on Hero. Hero will open its door to the next available cartridge. Remove the cartridge and fill it with the appropriate medication. Return the cartridge, making

sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed. Then close the door.

4. Back on the app, select **Close**.

## Remove a medication

1. Open the **Meds** menu in the Hero app.
2. Select the medication you would like to remove.
3. Scroll to the bottom of the screen and select **Remove medication**.
4. Select **Remove from Hero** to confirm.
5. On Hero, select **I'm ready** to confirm you want to remove the displayed medication.
6. The cartridge door will open. Remove the cartridge.  
**CAUTION:** Be sure not to put any downward pressure on the cartridge door when reaching in to retrieve a medication cartridge.
7. Empty any medication in the cartridge, clean the cartridge according to the instructions in this manual. Return the cartridge to the Hero Device, making sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed.
8. Close the cartridge door.
9. Device will show the home screen when done.  
**CAUTION:** When removing a cartridge and its medication, do not put new medication in that cartridge or any other cartridge at that time. New medication must be added by following the **Adding a New Medication** instructions.



# Insights

The Insights section provides a rich view into your medication-taking behaviors with personalized insights and advice to help you stay adherent.

These insights cover all your scheduled doses (inside and outside Hero, including future dispenses). As-needed dispenses are not included in the adherence analysis as they're taken on a need basis. You can find more details on your as-needed behaviors per medication under 'Medication Adherence' offered in the Medication Details screen.

Insights can be viewed in a weekly or monthly time frame by flipping the switch at the top right corner of the screen (default view is weekly).

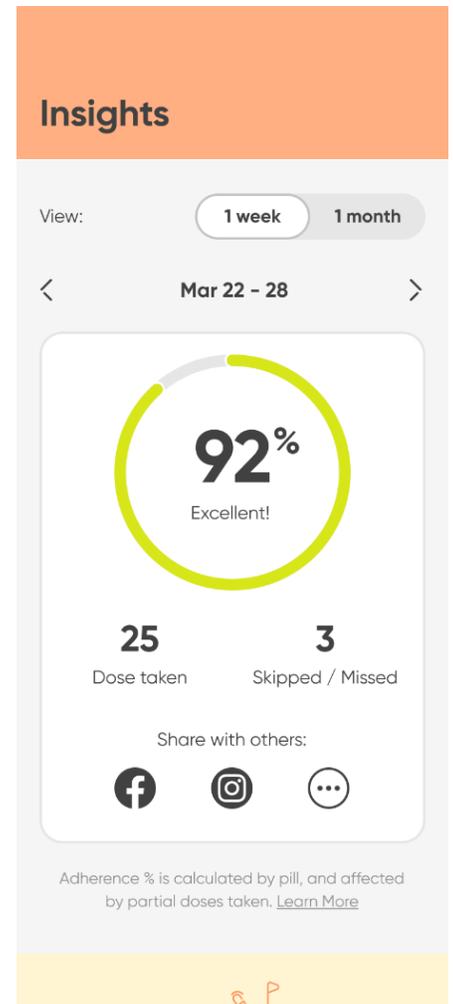
- Weekly view is calculated based on a full calendar week (i.e. Mon to Sun).
- Monthly view spans a full calendar month (Jan, Feb, Mar, and so on).
- When the week / month you select has not yet concluded, the screen will show an adherence analysis through the current day.

The main Insights screen includes the following sections:

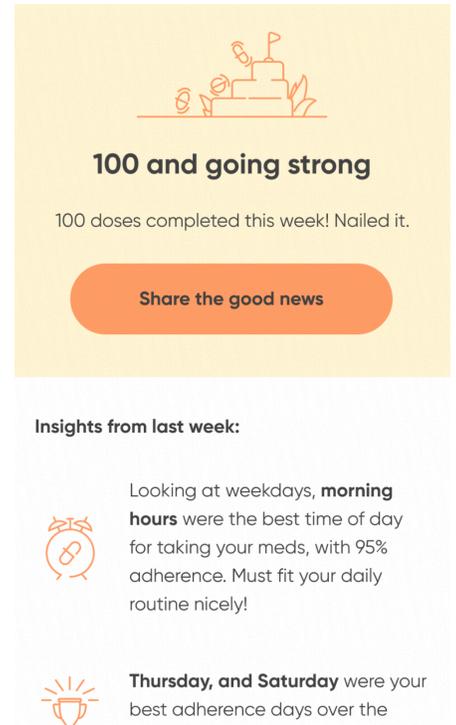
- Average adherence rate for the selected time period, including the number of doses taken vs. not taken (i.e. skipped / missed).

The outer circle will be a different color based on the adherence rate. Tip: A special surprise will show up on the screen for an adherence rate of 95% or above!

Note: To provide the most accurate medication adherence rate, it is calculated based on the number of pills taken vs. scheduled. This means that if a dose was dispensed and taken, but did not include all the scheduled pills - your adherence rate will be lower than 100%. Typical reasons for a partial dispense include an empty cartridge or expired pills. Make sure you refill all meds on time, and keep your medication schedule up-to-date to ensure an accurate adherence rate!



- Celebration of key Hero milestones and accomplishments, like: perfect adherence days, Heroversaries, adherence streaks, and more!
- Personalized insights about your unique adherence patterns for the selected time period, including: medication-taking behaviors related to specific days of the week, specific times of the day, medications most or least adherent to, and more.
- Insights are updated every week with a fresh set of learnings! You are also invited to provide feedback on how helpful these insights are for you.



**100 and going strong**

100 doses completed this week! Nailed it.

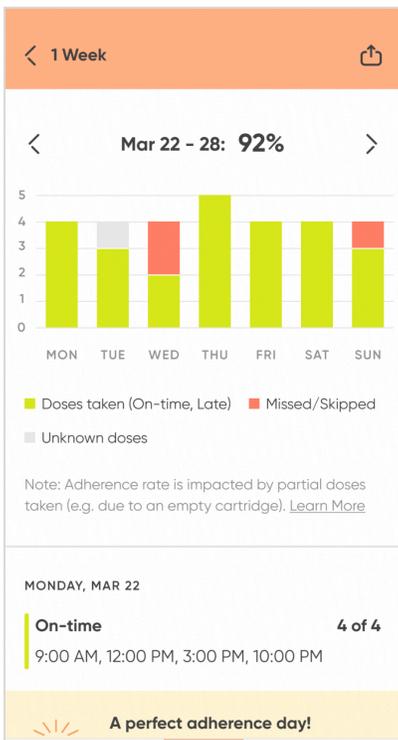
[Share the good news](#)

**Insights from last week:**

Looking at weekdays, **morning hours** were the best time of day for taking your meds, with 95% adherence. Must fit your daily routine nicely!

**Thursday, and Saturday** were your best adherence days over the

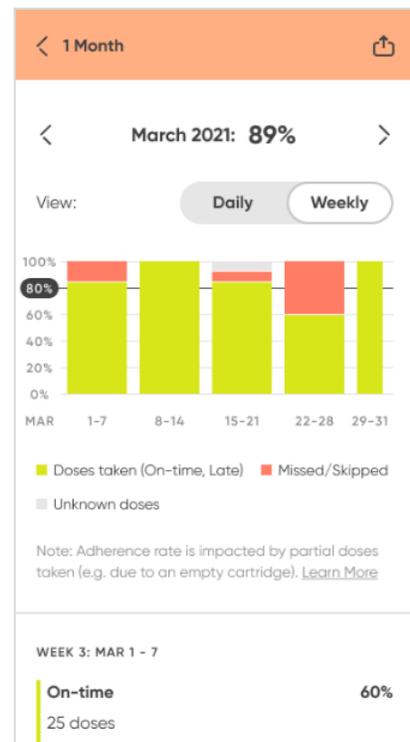
Tapping the top adherence box will drill down to a more detailed adherence analysis:



Weekly drilldown



Monthly drilldown (daily)



Monthly drilldown (weekly)

In this detailed analysis you will find a breakdown of the medication taking behaviors by day (for weekly analysis) or by day & week (for monthly analysis).

- Green color indicates doses taken (either on-time or late).  
Note: In 'Today' screen, doses taken late are presented with an orange status dot. In 'Insights', which looks at broad patterns over time, we simplified the color mapping so that only green and red are used to represent adherence behaviors, and with that - doses taken late are included in the green category.
- Red color represents doses not taken (missed or skipped).
- Gray color indicates unknown or upcoming doses.

Note: In the 'Monthly drilldown (weekly)' view, the top bar graph visualization may have a different bar width, depending on the number of days included in that week's calculation. As indicated, the monthly calculation is done on a calendar monthly basis, and a month may start or end mid-week, which means it doesn't include the full 7 days of that week.

Below the graph view, you will find a detailed list of all the scheduled doses for the time period selected, and their respective adherence statuses.

You will notice that on days or weeks of outstanding adherence (100% adherence per day / 90%+ adherence all week) you will be awarded a special badge, recognizing the impressive achievement!

Adherence rate per medication is available in the Medication details screen (accessed via 'Meds' section in the app), as described in the section above.

## More

The More section of the Hero app contains your account & profile information, notifications & preferences, and other settings that are part of your Hero experience.

Note: Content of some screens may differ based on the permission level (i.e. Administrator or View only).

**As a Primary user**, you will have the following options:

- Notifications & Preferences
  - App & Device Preferences
  - Dispense Actions
  - Med access Passcode
  - Hero Alert Settings
  - Reminders by Phone
- Your Account
  - Email Address
  - Password
  - Phone Number
  - Subscription
  - Profile Information
  - Your Account Permission
  - Privacy Settings
  - Activity Log
- Manage Teammates
- Dispense time window
- Schedule Vacation (pre-dispense)
- Refer a Friend
- Set up a replacement Hero
- Add Hero as Caregiver
- Get Support

- Enable Features
  - Remote Dispense
- About

**As a Caregiver,** you will have the following options:

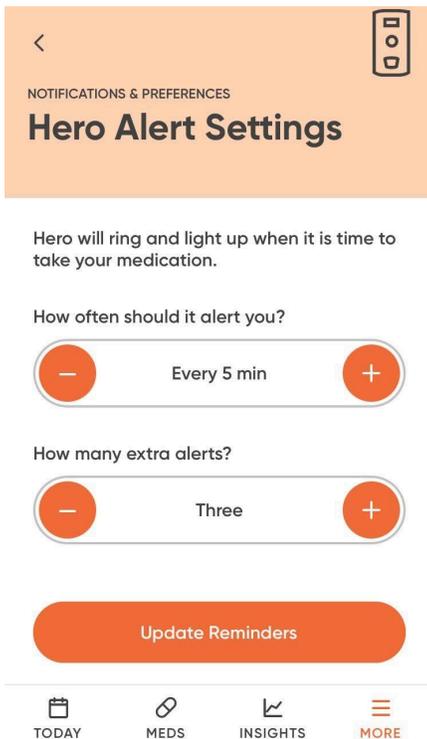
- Notifications & Preferences
  - Caregiver & Member Preferences
  - Dispense Actions
  - Med access passcode
  - Hero Alert Settings
- Enable Features
  - Remote Dispense
- Loved One's Account
  - Profile Information
  - Transfer Account to a New Hero
  - Activity Log
  - Privacy Settings
- Your Account
  - Update Account
  - Your Account Password
- Manage Teammates
- Dispense time window
- Going on Vacation
- Refer a Friend
- Get Support
- About

## Notifications & Preferences

This section is covered in detail as part of *Setting up Hero*, at the beginning of this instruction manual. The settings appear under More tab mirror the list shown during setup.

### *Hero Alert Settings*

1. In the Hero app, select **More > Notifications & Preferences > Hero Alert Settings**.
2. Use the **+** and **-** buttons to select how often Hero should alert you to take your scheduled dose.
3. Use the plus and minus buttons to select how many alerts Hero should give for a scheduled dose.



4. Select **Update Reminders**.

Select **Close**.

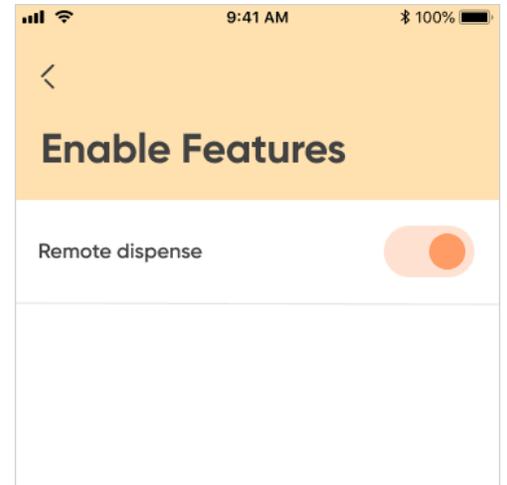
### *Dispense Actions*

1. In the Hero app, select **More > Notifications & Preferences > Dispense Actions**.

2. In this section you can turn On or OFF “Allow to skip dose”.

## Enable Features

This section allows you to turn certain features on / off to design your optimal Hero experience. Remote dispense is a feature that can be modified.



## Your Account

Allows to update account information, as well as subscription details.

### *Update Email Address*

1. Select the email address.
2. Make any necessary changes and select **Update**.
3. Select **Close**.

### *Update Phone Number*

1. Select **Phone Number**.
2. Enter the desired phone number.
3. Select **Send verification code**.
4. We'll initiate an automated call to you. Answer the call and listen for the verification code.
5. Enter the **Verification Code**.
6. Select **Verify phone number**.
7. Select **Close**.

## Change Password

1. Select **Password**.

HERO

**Update Password**

New Password

Confirm New Password

- 1 uppercase
- 1 lowercase
- 1 number
- 10 characters
- 1 special character
- No 2 identical characters in a row

2. Enter a new password. The six password requirements will check off as you fulfill them.
3. Re-enter your new password to confirm.
4. Select **Submit**.
5. Select **Continue**.

## Profile Information

1. Select **Profile Information**.
2. Use the form to update any profile information.
3. Tap **Update** to confirm changes.

## Subscription

1. Select **Manage subscription**.
2. To cancel your subscription plan.
  - a. Select **Cancel subscription**.
  - b. Select the **Cancel anyway** link.
  - c. The Live Support Team will reach out to finalize canceling your subscription.

3. To update your payment method
  - a. Select **Update**.
  - b. Fill out the form and select **Update Payment Method**.

### *Set up a replacement Hero*

Select **Set up a replacement Hero** to transfer your schedule and medication information to a new Hero.

1. Start up your new Hero and follow the setup instructions until your new Hero displays the connection code.
2. After selecting **Set up a replacement Hero**, select **Begin Transfer**.
3. Enter the code from your new Hero and select **Connect**.
4. Select **Next** to confirm the transfer of your schedule.
5. Follow Hero's prompts to sign in to your account and transfer your medications from your old Hero to your new Hero.
6. Back on the app, select **Done**.

### *Privacy Settings*

Select **Privacy Settings** to view and manage your data sharing settings.

### *Activity Log*

Select **Activity Log** to view an audit trail of all events that occurred with Hero on any particular day. Events include the door opening and for what reason, Hero being offline, a dispense failure, and more.

Select **Calendar** to see which days have logged events and to jump to any day in the calendar view.

## **Loved One's Account (if you are a Caregiver)**

### *Profile Information*

1. Select **Profile Information**.

2. Use the form to update any profile information.
3. Tap **Update** to confirm changes.

### *Set up a replacement Hero*

See Set up a replacement Hero section on the previous page.

### *Activity Log*

See activity log section at the top of this page.

### *Privacy Settings*

See privacy settings section at the top of this page.

## **Manage Teammates**

The Hero platform supports two levels of permissions:

- Caregiver (Administrator permissions)
- Teammate (View-only permissions)

A **Caregiver** is set during the Hero platform setup experience, when selecting “A loved one” as the primary person who’s going to be using the Hero Device. As a Caregiver taking care of your loved one’s medications, you will be notified of several key events, as listed below. For safety purposes, these particular notifications are enabled by default, and cannot be turned off. Hero is committed to supporting our members’ health, and as part of that commitment, to notify Caregivers of events that require their attention.

Administrator permissions grant you as a caregiver the ability to configure the experience preferences for your loved one - including whether they will get phone notifications in addition to the Hero Device alerts.

Your loved one will be set with view-only permissions. This means they cannot change their medication management settings.

A **Teammate** can only join the Hero platform via an invitation - Sent by either a Primary User who is managing their own medications, or a Caregiver.

As a Teammate, you can select which events you would like to be notified of (see list below). A Teammate cannot change any experience preferences for the Primary User – they may only see the Primary User’s information in the app.

Key event notifications and permission levels:

Event	Caregiver	Teammate
<b>Notifications</b>		
Missed dose (Medication wasn't dispensed on the scheduled time)	Yes (After <b>15 minutes</b> )	Yes (After <b>one hour</b> )  * Can be turned on/off
Skipped dose	Yes	Yes  * Can be turned on/off
Medication is running low or empty	Yes	Yes  * Can be turned on/off
Unscheduled dose dispensed	Yes	Yes  * Can be turned on/off
Hero Device is offline / disconnected	Yes	Yes
Hero door was opened	Yes	Yes
Hero Device is in / out of Travel mode	Yes	Yes
Changes in medication regimen	N/A (As initiated by them)	Yes  * Can be turned on/off
<b>Settings</b>		

Set / Change Device preferences (e.g. Menu Access Passcode, Device alerts)	Yes	No *View only
Set / Change Medication settings (e.g. Add / Remove medications, edit maximum pills per day, change medication schedule)	Yes	No *View only
Set / Change loved one's experience preferences (e.g. Phone notifications)	Yes	No *View only
Invite teammates	Yes	No *View only

### *Invite a Teammate*

**Note:** Only members with Administrator permissions (which can be either the Primary user or the Caregiver) can invite a teammate.

1. Inviting a teammate is offered as part of the setup experience, and is also available in the Hero app by navigating to **More > Manage Teammates**.  
If you already invited a teammate, you will see them listed there.
2. Select whether you want to **Choose Contact** (from the contacts saved in your smartphone) or **Add Manually**.

To choose from contacts:

1. Scroll for or type in the search bar the name of the contact you'd like to designate as a teammate.
2. When you've located that contact, select their name and then select the email address Hero should use to send them an invitation.

To add manually:

1. Enter the contact's name and email address.
2. Select **Send Invite**.

When your contact accepts your invitation, you will be notified, and that teammate will be listed as *Active* in the **Your Teammates** screen. Until they accept, your contact will be listed as *Invited*.

## Remove a Teammate

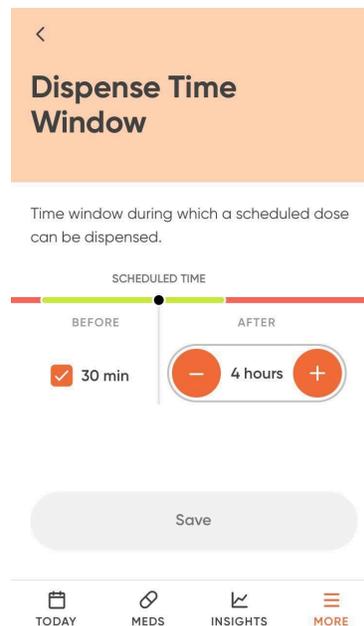
**Note:** Only members with Administrator permissions (which can be either the Primary user or the Caregiver) can remove a teammate.

1. In the Hero app, select **More**.
2. Select **Manage Teammates**.

Find the teammate you would like to remove and tap their name. Then select **Remove Teammate**.

## Dispense Time Window

This feature allows you to customize how long a dose will be active before and after the scheduled dispense time. Max limit is 30 min before and 12 hrs after the scheduled time.



## Going on Vacation

When you're going on vacation or planning on being away from your Hero Device for more than a week, we recommend that you prepare for it by retrieving the necessary medications for your trip, and activating "Vacation mode" on your Hero Device.

While you're away and the Hero Device is in Vacation Mode, you will receive app notifications at the time of your scheduled doses to remind you to take your meds. You will also be able to confirm that you have taken your medications via the Hero mobile app,

to ensure your adherence rate stays on track!

To activate Vacation mode that, follow these steps:

1. On your Hero Mobile App, go to **More** tab and scroll down to **Schedule Vacation (pre-dispense)**.
2. Select **Start**.
3. Select whether you need to retrieve medication from the Hero Device while you are away and then select **Next**.
4. Select the day you are leaving, enter the time on that day you are leaving, and select **Next**.
5. Select the day you are returning, enter the time on that day you are returning, and select **Next**.
6. Review the vacation details, make any necessary edits, and select **Next**.
7. If you have any medications stored outside of Hero, don't forget to pack them for your trip. Select **Next**.
8. Setup on the app is now complete. Select **Close** and follow the instructions on the Hero Device.
9. On the Hero Device, select **Confirm**. If you selected **No** in step 2, you're finished.
10. Choose whether to retrieve your medications now. If you select No, you can retrieve your medications later by navigating to **Traveling / Away from home** on the Hero Device.
11. When retrieving your medications, the Hero Device screen will display your first medication. Select **Next**.
12. The door will open, and the Hero Device will instruct you to remove a specific number of pills. Remove the pills, reinsert the cartridge, making sure to push the bottom tab all the way in, until you hear a click sound. This will ensure the cartridge is securely and properly placed. Then close the door.
13. Repeat step 11 for as many medications as necessary.

While in Vacation mode, you can also export your schedule to a printable PDF file:

In the Hero mobile app, go to *More* tab > *Going on vacation*. You will be able to export your schedule to a PDF. Select **Details** to see the details of your vacation.

If you travel to a different timezone, the first time you open the Hero mobile app in the new location, a Timezone update screen will automatically appear so you receive notifications at the local time.

*To cancel vacation mode before it has started:*

1. Navigate to **More > Going on Vacation** in the Hero mobile app.
2. Select the **Details** tab.
3. Select **Cancel my Vacation**.
4. Select **Yes** to confirm, and then **Close**.

*To cancel vacation mode once it has started:*

Once Vacation Mode has started, your Hero Device's screen will display the option to end it. Select **End Vacation Mode**, and then **Yes** to confirm.

## About

**App Version** shows what version of the app you're currently using.

Select **Terms of Service** to view Hero's Terms of Service.

Select **Privacy Policy** to view Hero's Privacy Policy.

# FAQs and Member Support

- The Hero Mobile app offers a **Get Support** section under the **More** tab. In this section, you can **Download the User Guide**, **Call Customer Support**, or **Email Customer Support**.
- Please visit our support website at <http://support.herohealth.com> to view our Frequently Asked Questions.
- If you have any questions about Hero, please give us a call or send us an email.

Phone: 1 (855) 855-9962

Email: [support@herohealth.com](mailto:support@herohealth.com)

## Technical Specifications

Functional specifications	
Input voltage	Hero Device DC12V Power Adapter: 100-240Vac rms  Power Adapter is intended to be plugged into a standard power receptacle (Overvoltage Category II).
Input power frequency	Hero Device: DC Power Adapter: 50/60 Hz
Input power	Hero Device: 2A max Power Adapter: 0.9-0.45A (at 100-250Vac rms)
Power fail	Pills accessible via Hero key Internal power back-up to return motors to safe position
Wi-Fi	Wi-Fi 4/5

Pill compatibility	Hero is compatible with a wide range of whole pill types and sizes Pre-configuration for size is not needed Soft gummy pills are not recommended Cut or split pills should not be directly put inside Hero
Max recommended pill size	Up to the max recommended sizes per FDA guidelines: up to 22mm long, or capsule size up to "00"
Pill cartridges	15 user filled cartridges
Cup	1 cup
Duty cycle	Continuous use
Environmental specifications	
Operating temperature	15°C – 35°C Indoor use only (Pollution Degree 2)
Operating humidity	Up to 80% RH Non-condensing
Operating altitude (max)	2000m (6560 ft)
Storage temperature	-20°C to 60°C
Compliance specifications	
EMC compliance	IEC 60601-1-2: 2014 FCC part 15, class B
Safety	UL 61010-1
Data security	HIPAA compliant