

HERO

Model 100
Version 3.2 (Oct 2025)

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 and connected app.

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 users and their caregivers with medication management by allowing them to sort and dispense 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 Smart Dispenser is not intended to be a pill lockbox and does not prevent users from physically accessing medications stored in the device by design. In case of a power outage or an unexpected failure, medications stored within the Hero Device can be accessed immediately by users with a Pill Access Key.

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 inaccuracies.

Liquid medications and medications that require refrigeration cannot be stored in the Hero Device. Hero also highly recommends storing chewable or dissolvable pills, soft gel caps 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.

Partial tablets, such as cut pills or half pills, 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 occurrence, such as a power outage.

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); a replacement device 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.

The Hero Device is designed to function on a flat and level surface. If it is ever tilted over, subject to motion/ vibration/ dropped/ inadequately transported or 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 *Dispense passcode* and/or *Menu access passcode*. 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.

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

Precautions

Storage and Access

- The Hero Device should be kept away from humidity and moisture, and operated consistently with the technical specifications contained in these instructions. Do not store the Hero Device in a bathroom or in direct sunlight.

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 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 Transport Mode and properly insert the Travel bar before transporting the Hero Device, as instructed in the section: *Transporting the Hero Device*.
- Do not force the Travel bar into its designated slot at the back of the Hero Device. If you feel some resistance inserting the Travel bar, rotate it until it slides in farther. The compartment cover will not close unless the Travel bar is properly inserted.

What's in the box



AC Adapter



Cup



Pill Access Key



Travel Bar

- Hero smart device
- AC adapter
- 10 Medication cartridges
- Cup
- Pill access key
- Travel bar + Travel bar holder
- 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 issue.

Travel bar should only be inserted into its slot for transporting the device, and then must be removed for proper operation.

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

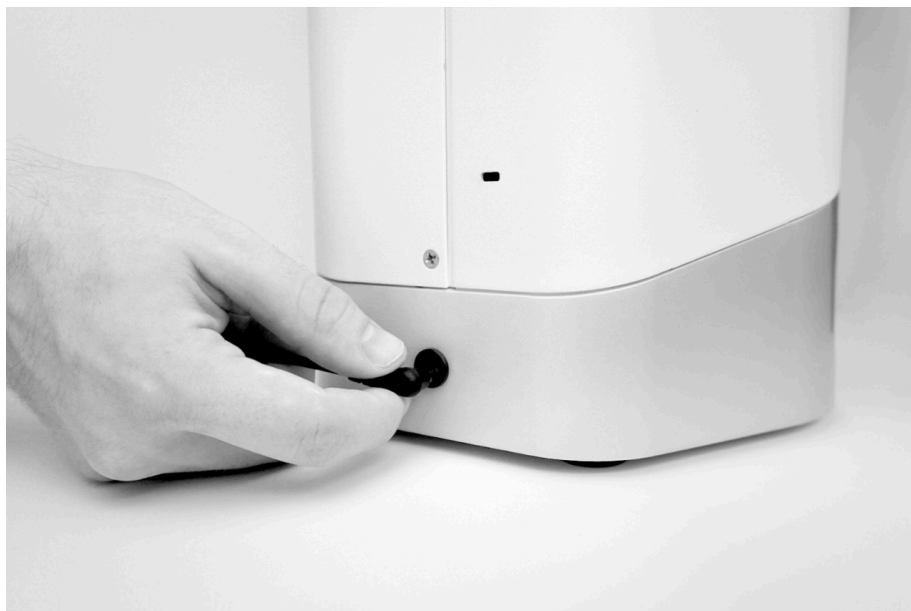
Meet Hero

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 lock compartment cover on the rear of the Hero Device.
3. Pull the Travel bar out of the lock compartment.

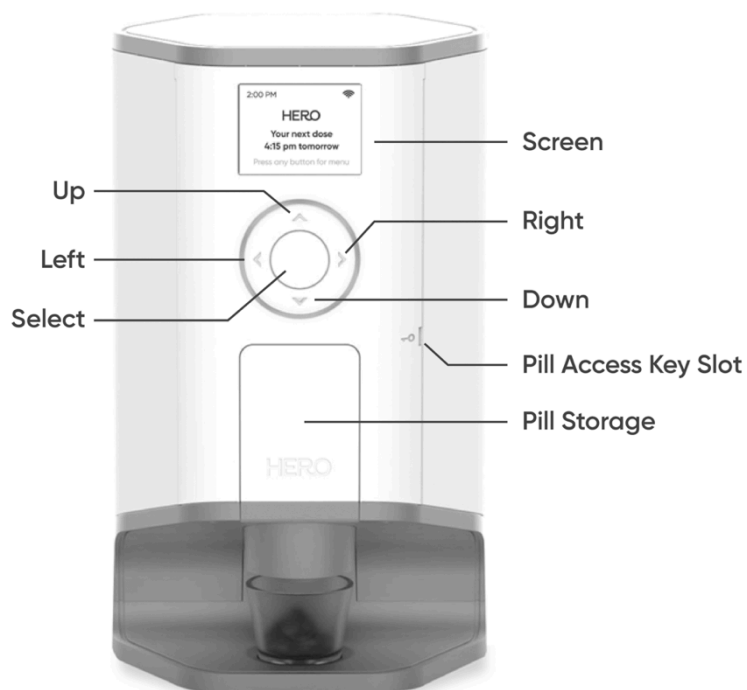


4. Thread the Travel bar into the Travel bar holder for safekeeping.
5. Replace the lock compartment cover. Remove the sticker covering the power port on the back of the Hero Device.

6. 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 an LED screen and five buttons. Each of the four arrows is a button, as is the center circle. **Note:** The LED screen is not a touchscreen.

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 management of medications.

Setting up Hero

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

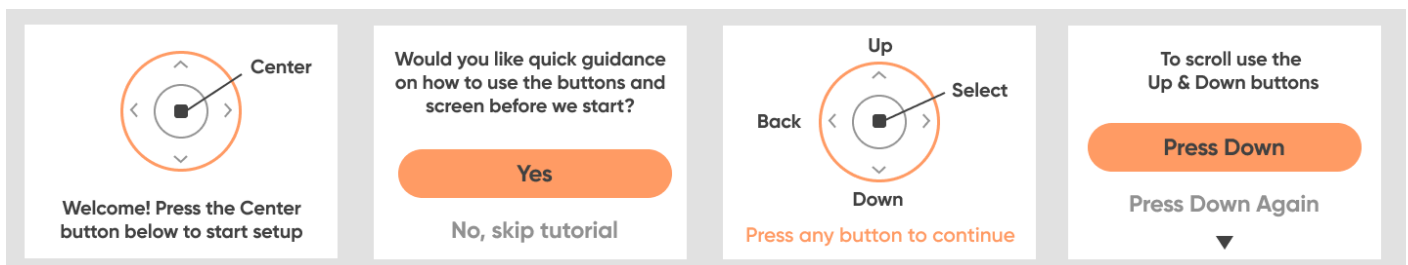
Step 1: Connecting the Hero Device.

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

Step 3: Loading medications into the Hero Device.

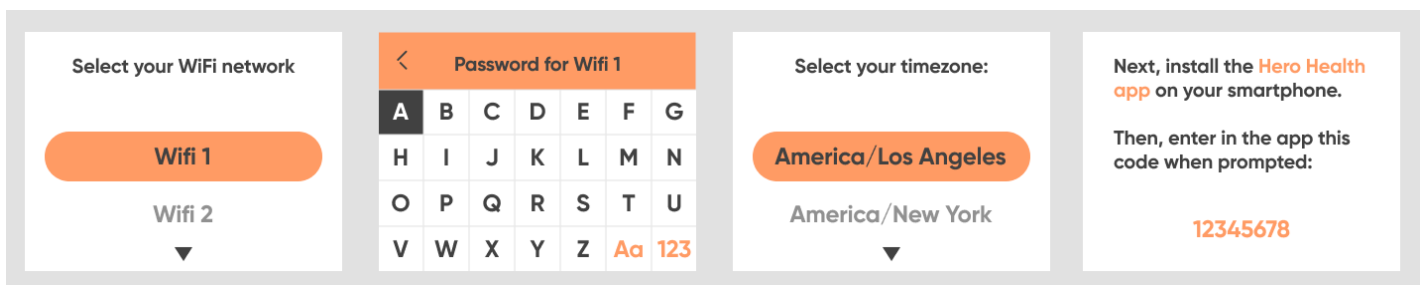
Connecting the Hero Device

Once you plug in the Hero Device you will be greeted with a welcome screen. Press the **center** button to begin setup.



If you would like quick guidance on how to use the buttons and screen select **Yes**, and follow the instructions on the Hero Device screen.

Connect to WiFi and confirm timezone



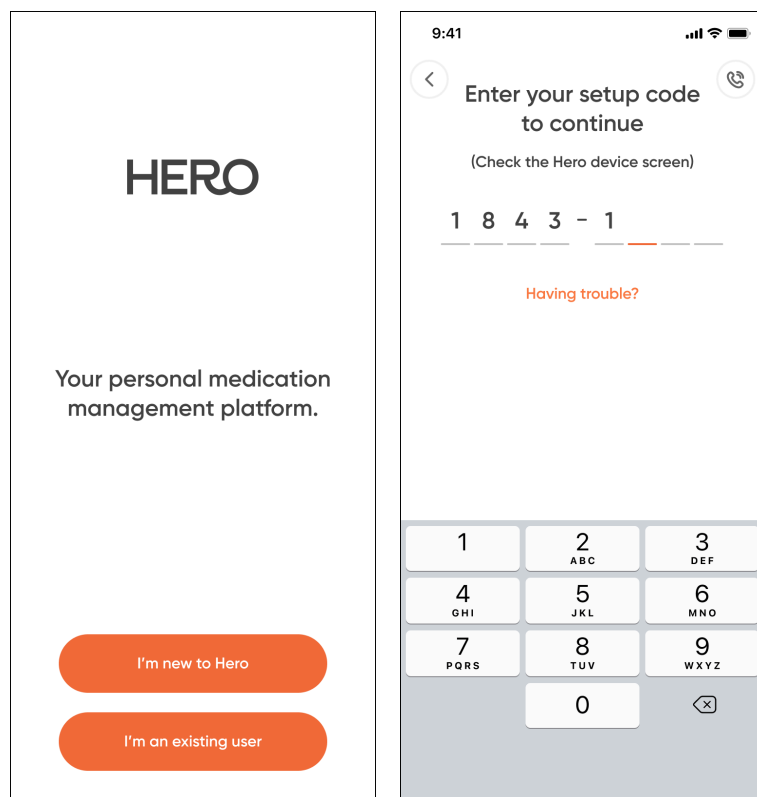
- Select your WiFi network: Use the **up** and **down** arrows to scroll to your WiFi network name. Press the **center** button to select your WiFi network.
 - If you have a password associated with your WiFi network, you will be asked to type that in. Use the arrows to navigate the letters and numbers on the on-screen keypad, press the **center** button to select and spell out your full password. Navigate to the Done button and press the **center** button.

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. Be sure to set your WiFi to 2.4GHz, as Hero does not support 5GHz. Most routers provide both bandwidths, but if yours does not, talk to your internet service provider about obtaining a dual-band router.

- Confirm your timezone: The Hero Device will provide a list of timezones, and highlight the suggested one based on your network address. Press the **center** button to confirm, or use the **up** and **down** arrows to find your timezone (if it's not the one suggested by default).
- Software update check: The Hero Device will check for any software updates. If any is required, it will automatically download and apply the update, and then reboot.
Note: The update process may take up to 10 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 **connection 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 a new to Hero** to begin
- Enter the 8 digit connection code displayed on your Hero Device screen to connect your app. Then tap **Next**.



Establishing the primary user of Hero

Once you successfully connect your app with Hero, you will be asked to select who will be using the Hero Device.

- **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 Admin 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.

Setting up Hero for yourself

9:41

Who will be using the Hero pill dispenser?

Myself A loved one

Continue

9:41

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

9:41

Let's create your Hero account

Email address

jsmith@gmail.com

Password

10 characters 1 uppercase

1 number 1 lowercase

1 special character No 2 identical characters in a row

Q W E R T Y U I O P

A S D F G H J K L

123 space return

- Select **Myself** on “Who will be using the Hero pill dispenser”, and tap **Continue**
- Fill out your account details, then tap **Next** to continue.
- **Password requirements:**
 - At least 10 characters
 - 1 uppercase letter
 - 1 number
 - 1 lowercase letter
 - 1 special character
 - 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

The image displays three sequential mobile app screens for setting up a Hero account for a loved one.

Screen 1: Who will be using the Hero pill dispenser?

- Time: 9:41
- Options: **Myself** (disabled), **A loved one** (selected, highlighted in orange).
- Text: "As a caregiver managing your loved one's health, you'll have full access to their information and settings on Hero. They will have view-only permissions."

By continuing, you acknowledge that you have the member's permission to manage their medication and information on the Hero platform.
- Button: **Continue**

Screen 2: Let's create your caregiver account

- Time: 9:41
- Fields: Your first name, Your last name, Email address, Password, Phone number.
- Text: "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."
- Link: **Already have an account?**
- Text: "By creating an account, you agree to our [Terms of Use](#) and [Privacy Policy](#)"
- Button: **Create account**

Screen 3: Tell us more about your loved one

- Time: 9:41
- Fields: Their first name (Jimmy), Their last name (Smith), Their email address (jsmith@gmail.com), Date of birth (08/12/1950), Gender (Male).
- Section: **Dog person or cat person?**
 - Options: Dog (disabled), **Cat** (selected, highlighted in orange).
- Button: **Next**

- Select **A loved one** on “Who will be using the Hero pill dispenser?”
- 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 10 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.

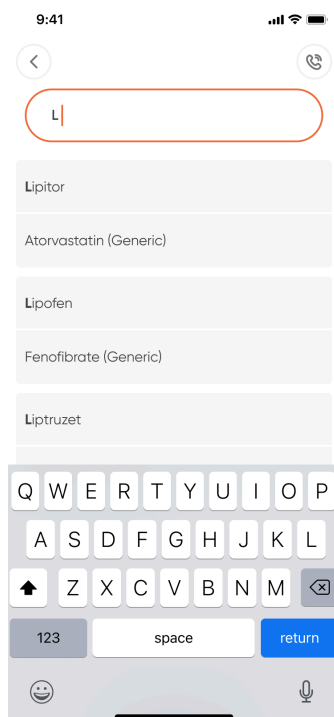
- Review the medication storage guidelines, and tap **"I understand"** to start adding your medications. During this step, you will be asked to first add ALL the medications details before physically loading them into the Hero Device.
- **Step 1: Search for your medication name**

Enter the name of the medication you would like to add.

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” on the list.

- **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.

The screenshot shows a mobile app interface for adding medication details. At the top, the status bar displays the time 9:41, signal strength, Wi-Fi, and battery icons. Below the status bar is a navigation bar with a back arrow on the left, the text "You're taking Lipitor" in the center, and a circular icon with a plus sign on the right. The main content area has two sections. The first section is titled "What's the medication form?" and contains two rounded rectangular buttons: "Tablet" (highlighted in orange) and "Capsule" (white with a grey border). The second section is titled "What about the strength?" and contains four rounded rectangular buttons: "20mg" (highlighted in orange), "40mg", "60mg", and "80mg" (all white with grey borders). At the bottom of the screen is a large orange rounded rectangular button labeled "Continue". Below the "Continue" button is a horizontal line.

- **Step 3: Add medication schedule**

- Choose schedule frequency:
 - **Every Day** - taken everyday
 - **On Specific Days** - taken weekly on specific days
 - **As Needed** - taken when needed (previously “On Demand”)

<
Lipitor 20 mg

How frequently do you take it?

Every day

On specific week days

As needed

Continue

<
Lipitor 20 mg

Ok. Let's add the schedule details

On what day?

Mo
Tu
We
Th
Fr
Sa
Su

How many time per day?

-
1
+

Dose #1

HH:MM AM/PM

-
0 pill
+

Continue

- For scheduled frequencies, first select the days.
- 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.
- Next, select the time you would like to take the medication.
- Use the + or - buttons to enter the number of pills to dispense at that time.
- Tap **Continue**.

- **Step 4: Set maximum 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.

9:41

<

Allow this med to be taken as-needed?

?

Lipitor 20 mg

Allow this med to be dispensed as-needed outside of the scheduled time?

Yes

No

Max as-needed pills per day

—

1 pill

+

Continue

- Step 5: Confirm medication summary

10:27

Review med details

Medication: Lipitor 20 mg

Form: Tablet

Every day:

1 time per day

• Dose 1: 9:25 AM, 1 pill

Add another schedule

As-needed dispense:

• Maximum 1 pill per day

Medication protection

Require dispense passcode: OFF

Confirm

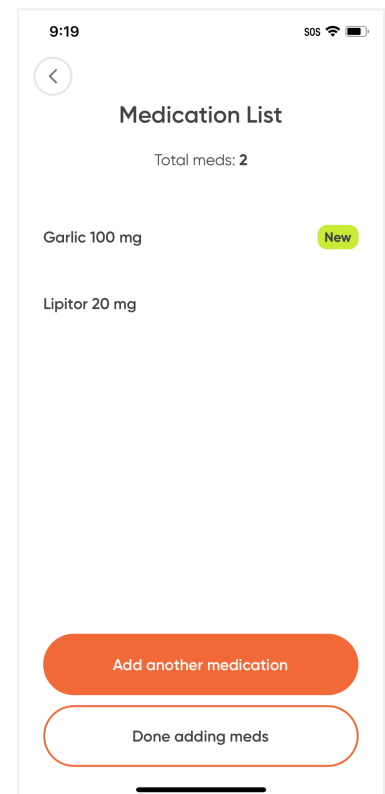
- After adding all medication and schedule details, you will be presented with a summary view of the information you entered.
- The summary view also offers **“Medication protection”**, an optional feature to help prevent unintended dispenses. You can enable a 4-digit Dispense passcode (for one or more medications) which will be required on the Hero Device before dispensing (or refilling). **IMPORTANT: This feature does not prevent manual access to medications stored inside the Hero device.**
- When you have confirmed the medication and schedule details tap **Confirm**.

To continue adding medications, tap **“Add another medication”** button 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.

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, and add optional medication details such as expiration date and pill count.
- When the Hero Device door opens - Remove the cartridge by grasping the bottom, slightly pinching 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 to fill the cartridge only up to the marked MAX line. Overfilling a cartridge above the “MAX” fill line 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 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.

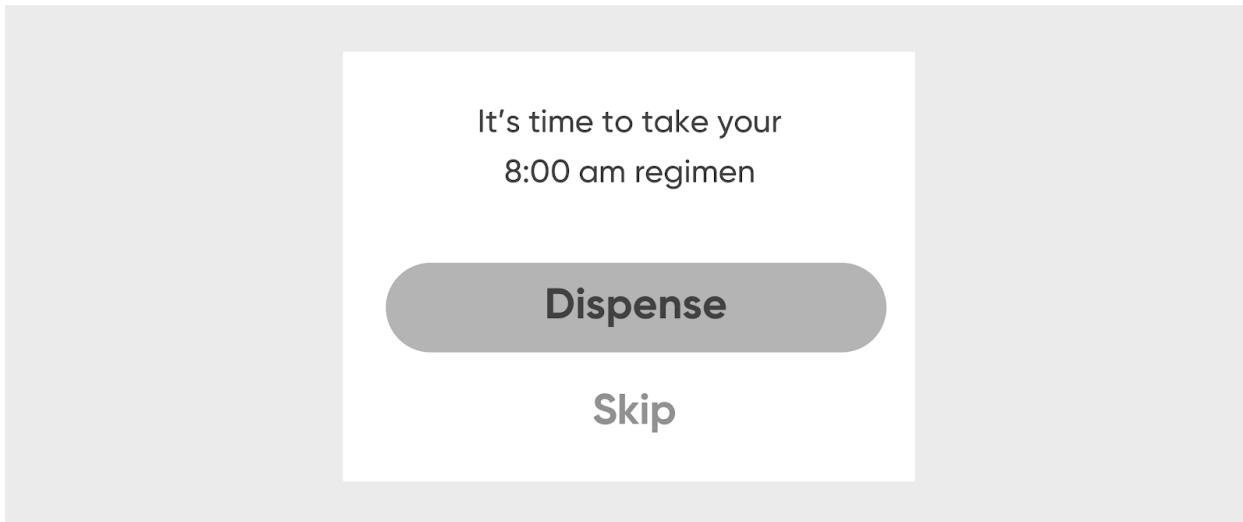
The Hero Device

Dispense a scheduled dose

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, select **Dispense** using the Center button.



2. Enter your Dispense 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 offer the user to 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 **Yes**.

Dispense a missed / skipped dose

The Hero Device allows you to dispense a missed or skipped dose. Skipped doses are always available during the pre-configured dispense window. Dispense of missed doses, up to 12hrs after the end of the dispense window, can be enabled via the Dispense Window settings. The default for this setting is disabled.

1. From Hero's home screen, press any button to access the main menu
2. Select **Dispense**.
3. Scroll down and select **Skipped/Missed doses**.
4. Select the desired medication.

Notes:

- If you have more than one missed or skipped dose, you will be able to review each separately.
- To dispense doses outside of the time window, this setting must be enabled by the Admin via the dispense time window menu. If this setting is not enabled and you try to dispense a missed dose after the time window, the Hero Device will notify you and will not dispense that dose.

Dispense as-needed dose

To dispense individual pills on demand:

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



3. Select **As-Needed Med**.

4. 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.



5. 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*, offered in the Medication details screen .

6. Enter your Medication Dispense passcode, if applicable.

7. The hero dispenser will dispense your medication.

8. Retrieve your pills and return the medication cup.

Note: You can set how many pills can be dispensed on demand under *Max as-needed pills per day* on the Meds screen of the mobile app.

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

Dispense a Future Dose

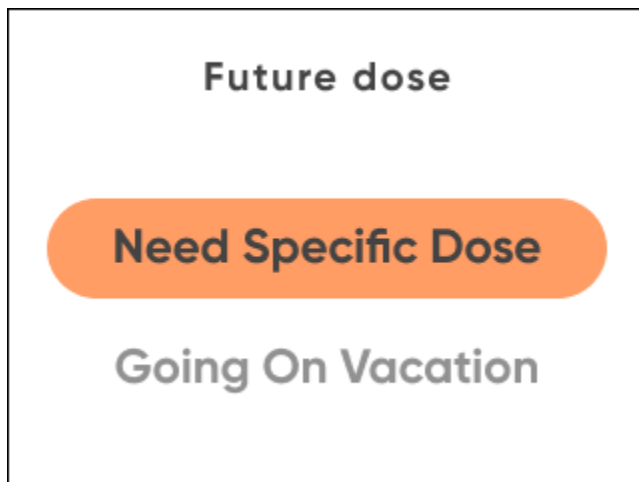
There may be times when you need to dispense medication ahead of time - for example, when you know you will not be near your Hero Device at the scheduled time.

To dispense a future dose:

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



4. Choose "Specific Dose"



5. Choose which scheduled dose to dispense. You can choose any scheduled dose from the next six days.
6. Confirm the dose to be dispensed by selecting **Confirm**.
7. Enter your Medication Dispense passcode, if applicable.
8. Hero will dispense your medication.

9. Retrieve your pills and replace 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, or any other situation in which using the smart dispenser 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 marked with the key symbol and the cartridge door will open. You can also manually rotate the cartridge turntable to access all cartridges. The Hero will display the cartridge number and medication name as you rotate.



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 up Medication dispense code, 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 displays a message letting you know.

1. Once Hero detects that a medication is empty, it offers you **Refill Now** or **Refill Later**.
2. When choosing **Refill Now**, the Hero Device will offer you to add any pill details before loading such as New pills added. Press the center button to skip or use the arrow button to select New pills added or expiration date.
 - a. Adding new pills added
 1. Select **New pills added** and press the center button.
 2. Using the arrows move to the pre-defined quantity of pills you are adding or enter a custom quantity. Use the center button to select each number. Using the arrows navigate to **Done** then press **center**.
 - b. Adding expiration date
 1. Select **Expiration date** and press the center button.

2. Select **Select month & year** and press the center button.
 3. Use the arrows to select the expiration **month** then press **center**.
 4. Use the arrows to select the expiration **year** then press the center button.
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. Use the arrows to select **Refill** then press the center button.
3. Use the arrows to select the desired medication then press the center button. From there, the process will follow the exact same steps as described above under *Refilling during a dispense cycle*.

Transporting the Hero Device (Transport Hero)

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 using the Travel bar and following all the steps detailed below.

1. On the Hero Device, navigate to **Device Settings > Transport Hero**.

Device settings

Preferences

Transport Hero



2. **Remove** your medication, if needed.

Do you need to remove
your pills?

Remove meds

Already removed

3. If removing meds, gather pill bottles or plastic bags to store and label your meds and select **I'm ready**.

For safe transport, first
we'll empty Hero. You will
need 2 bottles.

I'm ready

Take me back

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. Locate the lock compartment on the back of Hero Device and remove the cover.
8. Insert the long end of the travel bar into the hole in the lock compartment.



CAUTION: Do not force the Travel bar into the Hero Device. If you feel some resistance inserting the Travel bar, rotate it until it slides in farther. The compartment cover will not close unless the travel bar is properly inserted.

9. Replace the cover.
10. On the Hero Device, select Done. If the Travel bar has not been properly inserted - a message will show on the Hero Device screen, asking you to try again.
11. Unplug the Hero Device.

Note: While Hero is unplugged and in Transport 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. Follow directions to remove the lock compartment cover, remove the metal Travel bar, and replace the lock compartment cover.

Welcome back!

**Remove the metal L shaped
travel bar from behind the
back door to continue.**

Done

2. Back on the Hero Device, select **Done**.
3. 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 above.

Remove cartridge and load

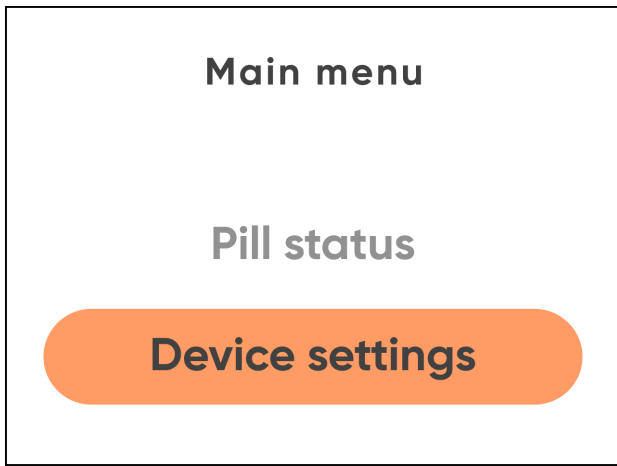
Lipitor 20 mg

Return cartridge, close the door

Hero Device Settings

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

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



Preferences

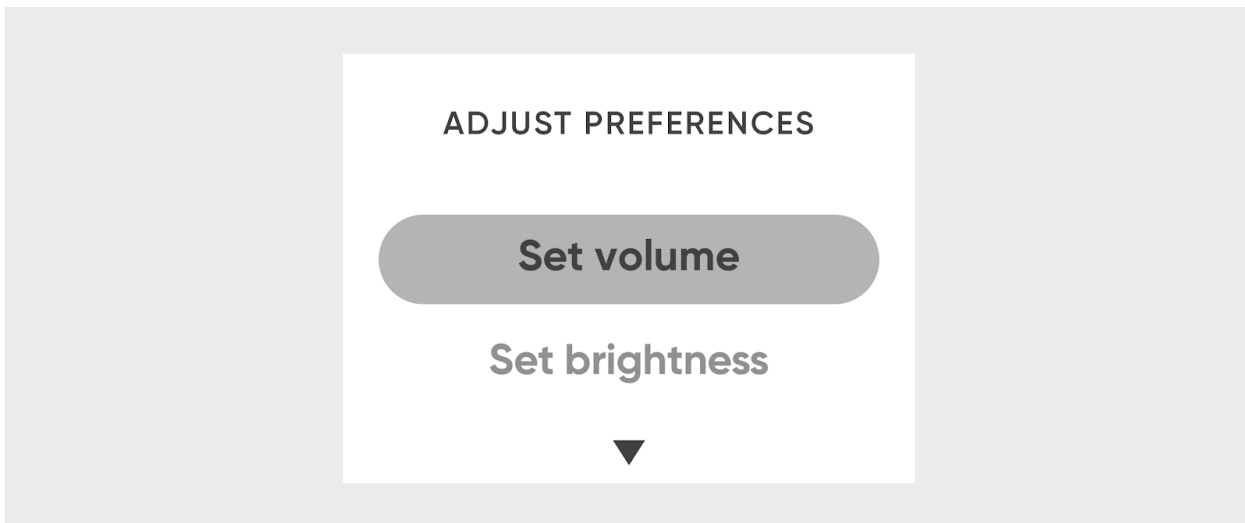
The **Device Settings > Preferences** menu allows you to adjust the volume of notifications, the brightness of your Hero display, as well as the time zone.

Dispense Mode

Use the up and down arrows to set the dispense mode.

Volume

Use the up and down arrows to set the volume level anywhere between 1 (the softest) and 6 (the loudest).



Brightness

Use the up and down arrows to set the brightness level anywhere between 1 (the dimmest) and 10 (the brightest).

ADJUST PREFERENCES

Set brightness

Change Timezone



How bright would you like Hero's screen?

7

8



Timezone

Scroll to find your timezone, and press **center** to confirm.

SELECT TIME ZONE

America/Los_Angeles

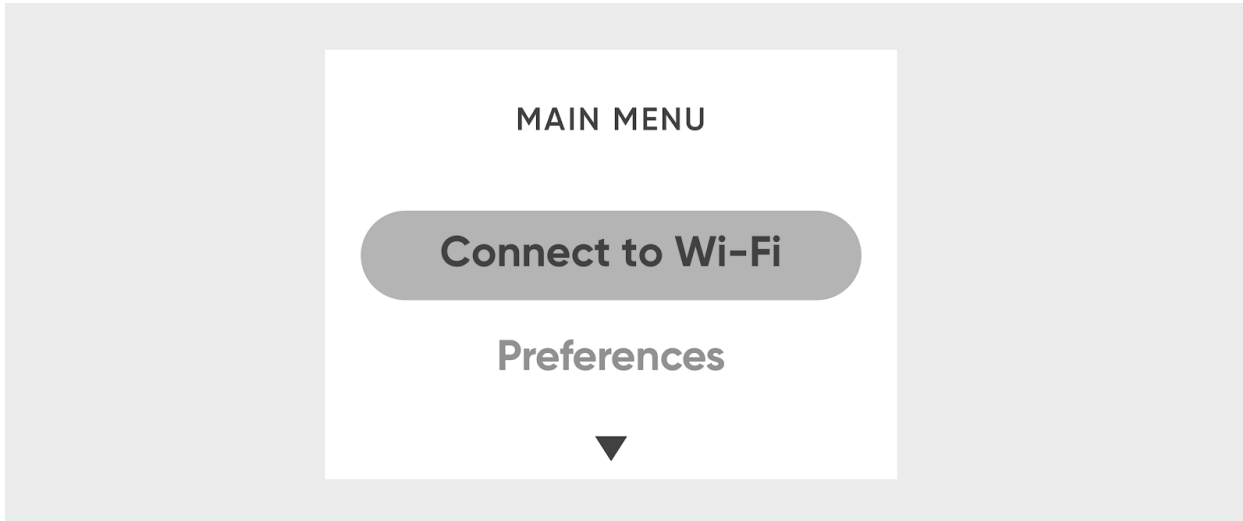
America/New York



Connect to WiFi

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

1. Navigate to **Device Settings > Connect to WiFi**.



2. Hero will present Select **Change Network**. Hero will search for available networks.



3. Select your desired network.
4. Confirm your choice by selecting **That's right**.
5. Enter the network's password.
6. Select **Okay**.

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, making sure that your bandwidth is 2.4 GHz.
- 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 for more suggestions, or call our Member Experience team, 24/7, at 1-855-855-9962.

Network Info

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

Diagnostic

Diagnostic option let's you run a system health check for your Hero.



About

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

Update my email

In case you need to update your admin email, please follow the instructions on the screen.

Returning Hero

When returning your smart dispenser, reset your Hero to factory settings to clear all its data, remove your pills, and insert the metal Travel bar.

1. Navigate to **Device Settings** > **About** > **Return device**.
2. To confirm, select **Reset Hero**.

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.

Regulatory

Select **Regulatory** to read Hero's regulatory information.

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.

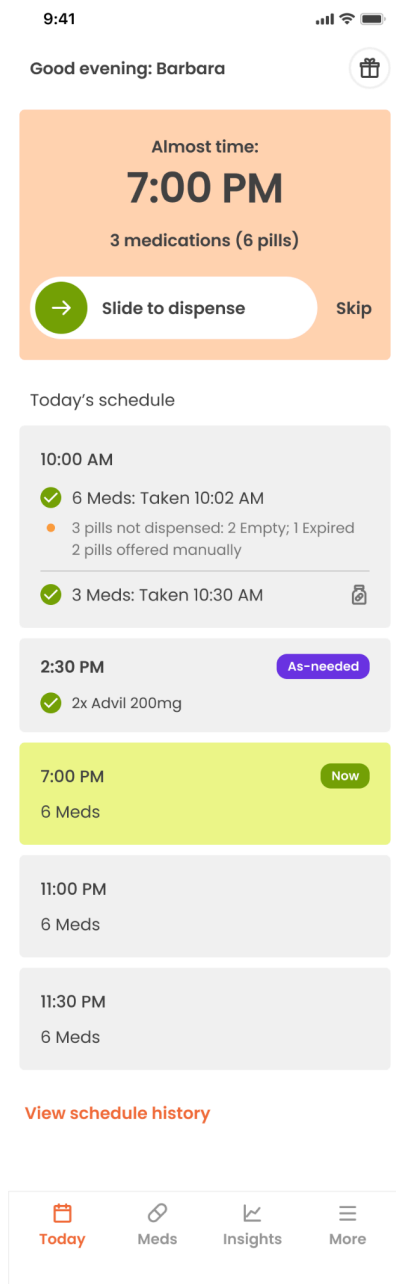
The top banner indicates the next scheduled dose for today. The “View schedule history” below displays a chronological view of your past doses, starting with earlier today, then yesterday and then followed by previous days.

Top banner

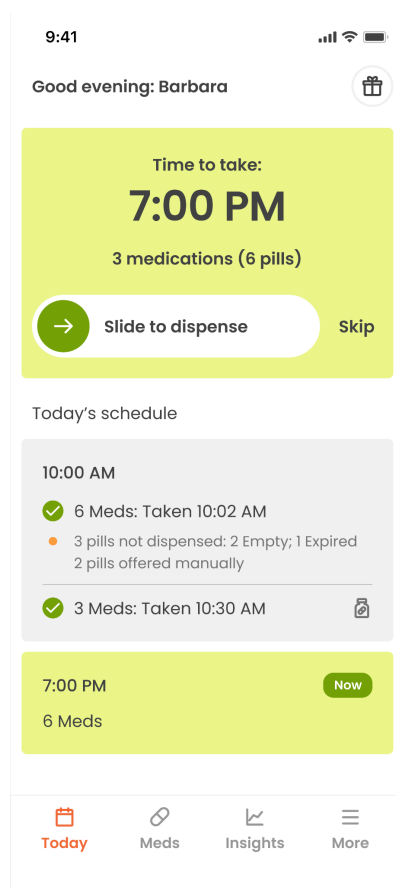
This banner provides key information of your next dose (i.e. Scheduled time of the dose, number of medications included in the dose, and total number of pills to take).

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

Remote dispense

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

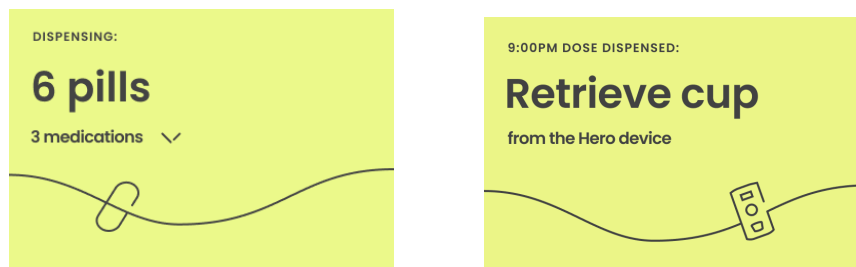
Both Primary User and Caregiver with Remote dispense enabled will have the ability to remotely dispense and skip active doses from the Top banner of the mobile app.

Slide to Dispense will trigger dispense of the scheduled dose.

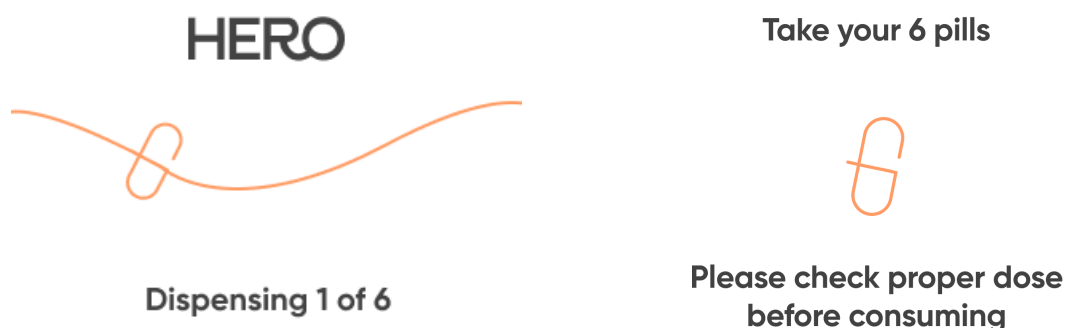
Skip will skip the dose. If Allow to skip is turned OFF, the skip option will not be shown. You can turn ON/OFF Allow to skip in the Settings tab of the app.

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



Dose list

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

- Scheduled time, and the number of meds in the dose.
- 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 offers to open the 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:

	Scheduled		Taken / Taken late		As-needed
	Active dose		Missed / Skipped		
	Not yet taken		Unknown		

- **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.

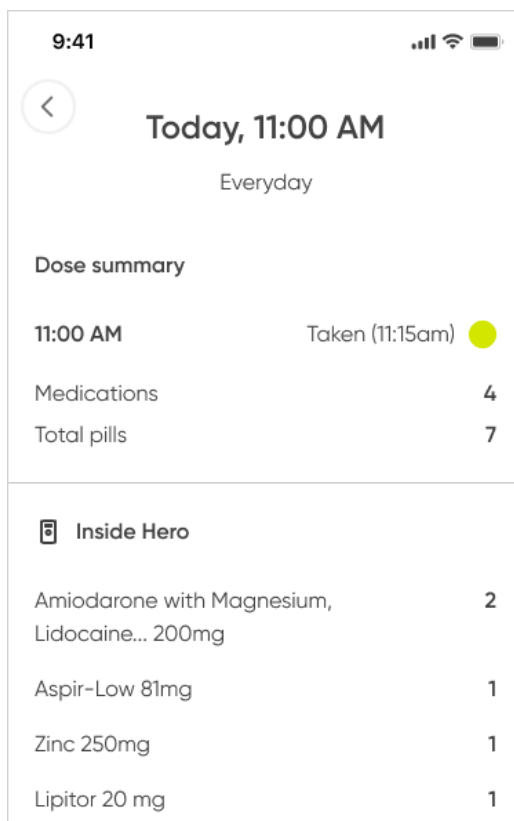
- **Taken on time.** A dose that was dispensed and taken¹ on time (i.e. up to one hour after the scheduled time). Such a dose is labeled as *Taken*, along with a green icon.

¹ Dose is considered taken once it was dispensed and the cup was removed.

- **Taken late.** A dose that was taken more than an hour past the scheduled time, but still within the Medication dispense time window². 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: **Skipped** doses can be dispensed via the main device menu, under *Take Missed/ 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 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

² 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).



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
- Detailed dispense alerts (if relevant)

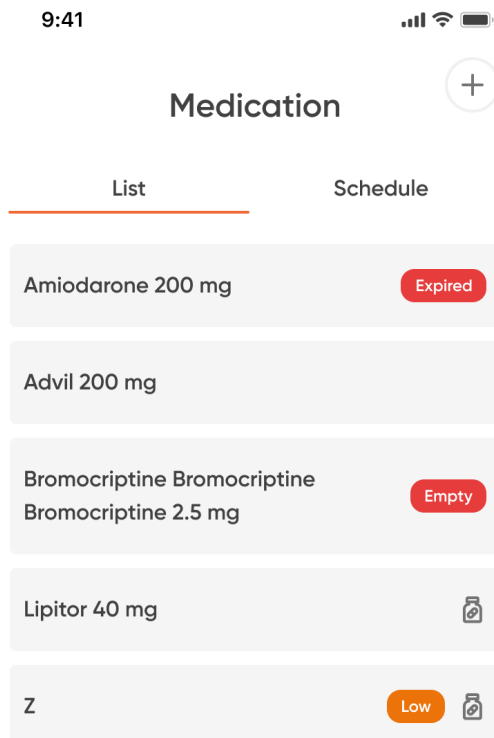
Meds

On the Meds screen, you can view your medication list (inside and outside the Hero Device), as well as your list of schedules. Tap **“Download medication report”** to export and share your medication routine with caregivers, healthcare providers, or loved ones.

Medication List

The list contains all medication tracked by Hero. You can sort the list by medication name or cartridge number.

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
 - Medication Adherence

Form: Tablet
Strength: 80 mg


Days left
3 days
Low (6 pills left)

Expiration
N/A

Adherence rate (Dec.)


95%

Medication schedule


Every day: 
2 times per day

- Dose 1: 7:00 AM, 1 pill
- Dose 2: 11:00 PM, 2 pills

[Add another schedule](#)

As-needed dispense 

Not allowed

Dispense passcode 

Passcode restriction is **ON** 1 2 3 4

Notes

Photos

Drug information

Medication history

Lipitor 20 mg

Stored inside: Cartridge #3

Form: Tablet

Strength: 20 mg

Pill level: **Estimating**

Expiration: **N/A**

Adherence rate (May.): **-%**

Medication schedule

Every day:

1 time per day

- Dose 1: 9:25 AM, 1 pill

Add another schedule

As-needed dispense

- Maximum 1 pill per day

Pill count & expiration

Lipitor 20 mg

Pills count: **Estimating**

After refill, Hero needs 10 dispenses to estimate pill level. For exact pill count, click above to update.

Expiration: **+ Add**

We'll notify you 1 month before expiration. Expired meds will not be dispensed.

Last refill details

Last refill date: N/A

New pills added: N/A

Dispenses since last refill: N/A

Done

TODAY **MEDS** **INSIGHTS** **MORE**

- o Pill count / level
- o Expiration date
- o Cartridge slot number
- o Tapping on the medication status box offers more information about:
 - Last refill: Date, New pills added, Dispenses since last refill

- Medication Schedule
 - As-needed dispense
 - Medication protection
- Medication Details
 - Medication History
 - Drug Information
 - Photos
 - Notes

Lipitor 20 mg	
Pill level:	Estimating
After refill, Hero needs 10 dispenses to estimate the pill level. For exact pill count, click above to update.	
Expiration	+ Add
We'll notify you 1 month before expiration. Expired meds will not be dispensed	
Last refill details	
Last refill date: 12/01/2022	
New pills added: N/A	
Dispenses since last refill: 2	

Medication Status

Pill level / count

Hero offers two ways to assess 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 manually enter 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 Cartridge” menu option.

When the Hero Device detects a low pill level (either automatically or when there are 7 pills left) - 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).

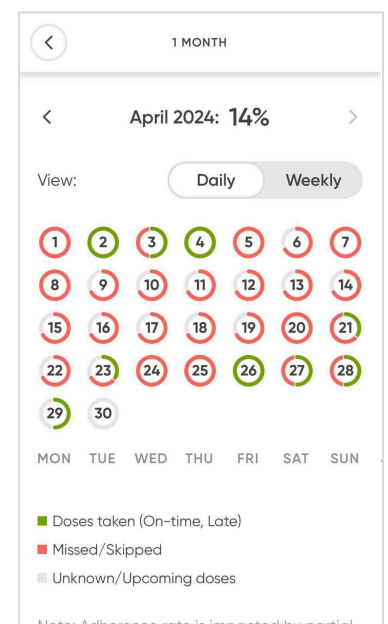
Expiration date

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 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 schedule

This screen shows all the schedules this medication is included in. Select edit option to adjust your schedule, or add a new schedule for this medication by pressing **“Add another schedule”**.

As-needed dispense

Allows you to set the maximum number of pills that can be dispensed as-needed per day (outside of schedule.) This maximum is established by the user when the medication is added.

Medication protection

Select this option to enable or disable dispense passcode for this medication.

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

The *Dispense Passcode* is separate from the *Menu access passcode*, which allows you to prevent access to the Hero Device menus.

Medication Details

Medication History

Select this option to get a detailed history of the dispensing of this medication, including when a dose was taken, if 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.

Drug Information

Includes general information about the medication, such as overview, Side Effects, Drug Interactions and general instructions. This information comes from a third party and not directly from Hero. See the section of Terms titled "Additional Terms Related to Services and Data Provided by UpToDate, Inc."

Notes

Select this option to view and/or edit notes.

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.

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 in the upper right corner** to update the following:
 - a. Days
 - b. # of doses per day
 - c. Time
 - d. # of pills per dose
4. **Important 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 **Update**.

Remove a schedule

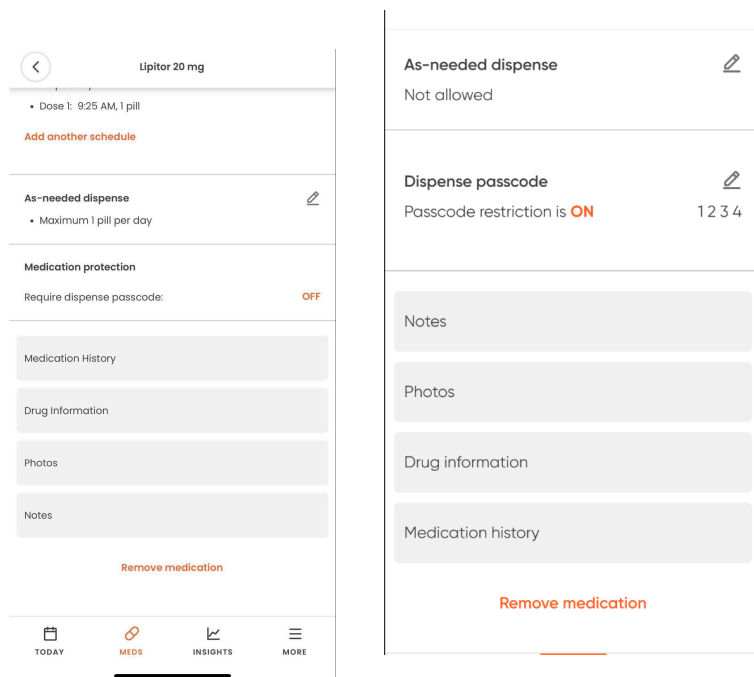
1. Tap on the schedule you would like to remove.
2. Tap on the **Remove All Schedules** link.
3. Confirm by tapping **Remove All Schedules**.
4. Tap the **Close** button on the confirmation screen.

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 Medication** to confirm.



5. Select **Continue on the Hero device** to complete the removal.
6. On Hero, select **OK** to confirm you want to remove the displayed medication.
7. 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.
8. 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.

9. Close the cartridge door.

10. On Hero, select **OK**.

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 screen 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. You can find more details on your as-needed dispenses 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).

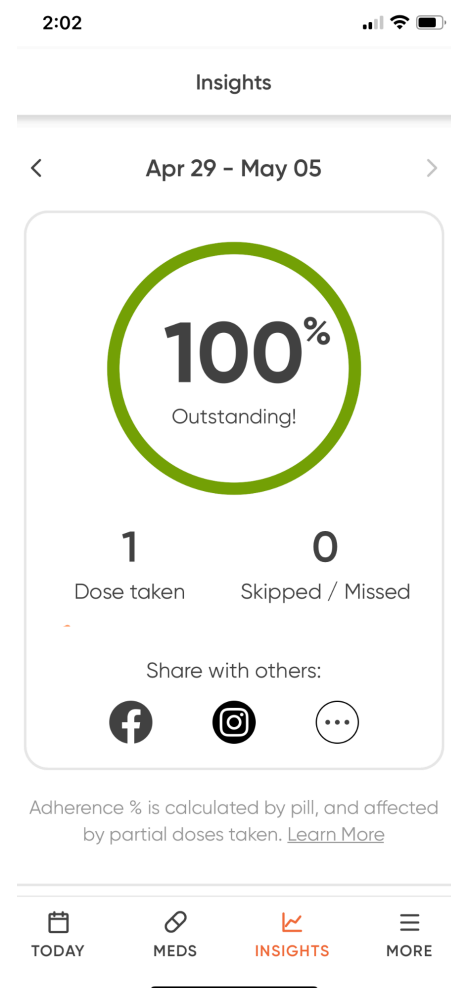
- Weekly view is calculated based on a full calendar week (i.e. Mon to Sun).
- Monthly view spans a full calendar month (Jan, Feb, Mar, and so on)
- When the week / month you select has not yet concluded, the screen will show an adherence analysis through the current day.

The main Insights screen includes the following elements:

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

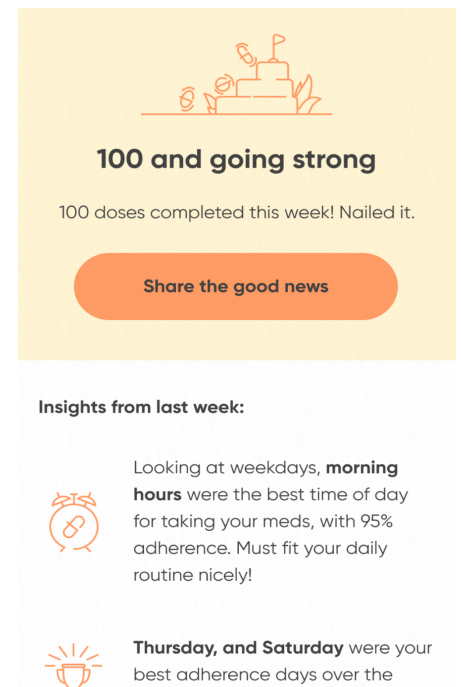
The outer circle will be a different color based on the adherence rate. **Tip:** A special surprise will show up on the screen for an adherence rate of 95% or above!

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!

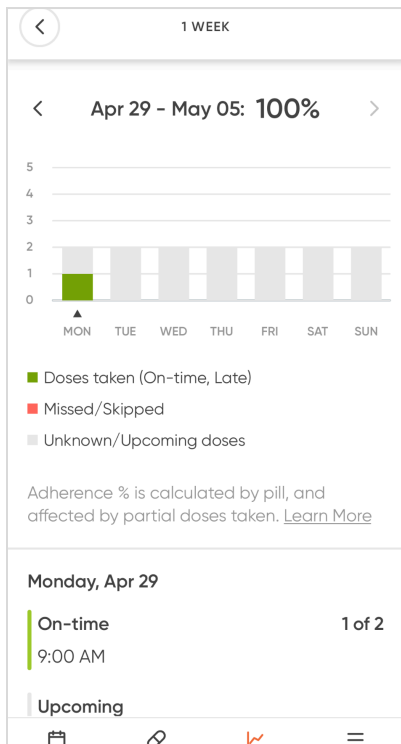


- Celebration of key Hero milestones and accomplishments, like: perfect adherence days, Heroversaries, adherence streaks, and more!
- Personalized insights about your unique adherence patterns for the selected time period, including: medication-taking behaviors related to specific days of the week, specific times of the day, medications most or least adherent to, and more.

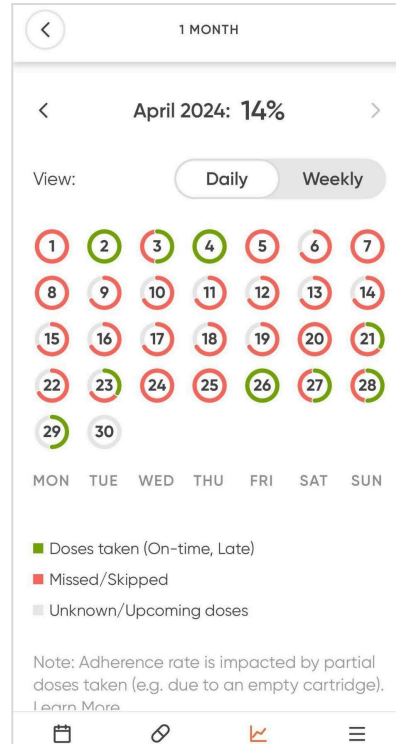
Insights are updated every week with a fresh set of learnings! You are also invited to provide feedback on how helpful these insights are for you.



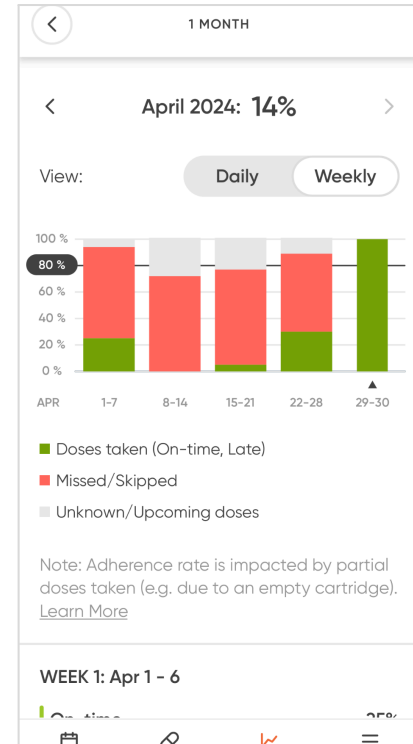
Tapping the top adherence box will drill down to a more detailed adherence analysis:



Weekly drilldown
(weekly)



Monthly drilldown (daily)



Monthly drilldown

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 (whether 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' tab in the app), as described above.

More

The More screen 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 your permission level (i.e. Administrator or View only).

Primary User / Admin

1. My Account

- Update email & password
- Profile information
- Phone number

- Health conditions
- Manage teammates
- Privacy settings
- Device activity log
- 2. **Settings & Notifications**
 - Enable passcode
 - Dispense settings
 - App notifications
- 3. **Traveling/Away from Home**
- 4. **Refer a Friend**
- 5. **Set Up Another Smart Dispenser**
 - Replacement for an existing user
 - New device for a new user
- 6. **Member Support**
 - Chat through the app
 - Call customer support
 - Email customer support
 - Download the user guide
- 7. **About**
 - App version
 - Terms of service
 - Privacy policy

Primary User / Read-Only

1. **Notifications & Preferences**
 - App & device preferences
 - Hero alert settings
2. **Your Account**
 - Email address
 - Password

- Phone number
- Profile information
- Your account permission
- Invoices
- Privacy Settings
- Activity Log

3. Refer a Friend

4. Member support

- Chat through the app
- Call customer support
- Email customer support
- Download the user guide

5. About

- App version
- Terms of service
- Privacy policy

Caregiver / Admin

1. Account Management

- Update email & password
- Profile information
- Manage teammates
- Membership details
- Your account permission

-
- Primary user, read-only
 - Update email
 - Phone number
 - Main user profile information Profile information

- Activity log
- Privacy settings

2. Settings & Notifications

- Enable passcode
- Dispense settings
- App notifications

3. Traveling/Away from Home

4. Refer a Friend

5. Set Up Another Smart Dispenser

- Replacement for an existing user
- New device for a new user

6. Member Support

- Chat through the app
- Call support
- Email customer support
- Download the user guide

7. About

- App version
- Terms of service
- Privacy policy

Caregiver / Read-Only

1. Settings & Notifications

- Enable passcode
- Dispense settings
- App notifications

2. Account Management

- Email address
- Profile information

- Phone number
- Privacy Settings
- Activity Log
- Invoices

3. Refer a Friend

4. Set Up Another Smart Dispenser

- Replacement for an existing user
- New device for a new user

5. Member Support

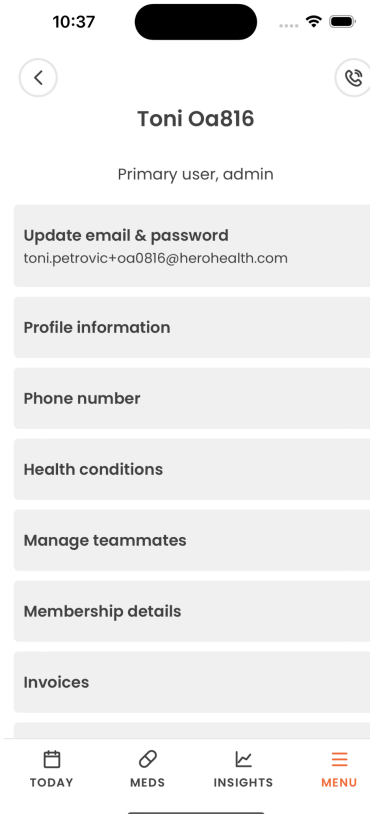
- Call support
- Chat through the app
- Email customer support
- Download the user guide

6. About

- App version
- Terms of service
- Privacy policy

My Account

This screen provides the ability to manage your account settings, personal details, and other key features. The options and functionality available depend on your permission level.



1. Update Email & Password

- Description: Update your account email address and reset or change your password.
- Action: Tap this option to access the settings for modifying your email or password. Enter a new password. The six password requirements will check off as you fulfill them. Re-enter your new password to confirm.

HERO

Update Password

New Password

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

Confirm New Password

2. Profile Information

- Description: View and edit personal details such as your name, address, or other relevant profile data.
- Action: Tap to access your profile and make updates as needed.

3. Phone Number

- Description: Update or verify the phone number associated with your account.
- Action: Tap to view and manage your contact details.

4. Health Conditions (For Primary Users)

- Description: Manage health-related information linked to your account, such as medications or conditions.
- Action: Tap to review or update health conditions as needed.

5. Manage Teammates (For Primary Users and Caregiver Admins)

- Description: Add, remove, or adjust the roles of caregivers and other users associated with your account.
- Action: Tap to view and manage teammates or caregivers.

A note on permissions: The Hero platform supports two levels of permissions:

- Administrator permissions for Primary Caregivers and Primary Users
- Read-only permissions for Teammates.

A **Primary Caregiver** is established during the initial dispenser 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. 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	Admin Caregiver	Teammate
Notifications		
Late dose (Medication wasn’t dispensed on the scheduled time)	Yes (After 15 minutes)	Yes (After one hour) * Can be turned on/off
Skipped dose	Yes	Yes * Can not be turned on/off

Medication is running low or empty	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 Transport mode	Yes	Yes
Settings		
Set / Change Dispense settings (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 Teammate

Note: Only Administrator roles (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 > Account management/My account > Manage Teammates**.
If you already invited a teammate, you will see them listed there.
2. Select **Invite Teammate**.
3. Select whether you want to **Select from 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 Administrator roles (which can be either the Primary user or the Caregiver) can remove a teammate.

1. In the Hero app, select **More**.
2. Tap on **Account management/My account**
3. Select **Manage Teammates**.

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

6. Membership Details

- Description: View and manage your subscription plan, billing frequency, or other membership-related details.
- Action: Tap to adjust your subscription settings.

7. Invoices

- Description: Access your billing history, view past payments, and download invoices if needed.
- Action: Tap to review or download your invoices.

8. Privacy Settings

- Description: Review and modify privacy preferences for your account, including data-sharing settings.
- Action: Tap to update your privacy settings.

9. Device Activity Log

- Description: View a detailed log of actions and events related to your connected device, such as dispenses or alerts.
- Action: Tap 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.

10. Log Out

- Description: Securely log out of your account from the app.
- Action: Tap to end your session and return to the login screen.

11. Request Account Deletion

- Description: Submit a request to permanently delete your account and associated data.
- Action: Tap to initiate the account deletion process.

Settings & Notifications

Enable passcodes

- **Dispense passcode**
 - Blocks dispense of selected meds
- **Menu passcode**
 - Blocks access to entire device menu

App notifications

Notifications are covered in detail as part of *Setting up Hero*, at the beginning of this instruction manual. The settings, as they appear under More tab, mirror the list shown during setup. This setting allows you to modify app notifications to Phone call, Text SMS, or to turn off completely.

Dispense Settings

In the Hero app, select **More > Settings & notifications > Dispense Settings**.

This screen allows you to customize how your device handles medication dispensing. Below is a detailed explanation of each option and how to adjust your preferences. Changes will be saved automatically.

1. Allow Dispense via App

- Description: Enable or disable the ability to dispense medications using the app.
- How to Adjust: Toggle the switch to ON (orange) to allow dispensing via the app. Toggle it to OFF (gray) to restrict dispensing to the device only.

2. Allow to Skip Scheduled Doses

- Description: Decide whether users can skip scheduled doses if necessary.
- How to Adjust: Toggle the switch to ON (orange) to permit skipping doses. Toggle it to OFF (gray) to enforce taking all scheduled doses.

3. Dispense Window

- Description: 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.
- Default Setting: 30 minutes early and 4 hours after the scheduled time.
- How to Adjust: Tap on the time frame to customize the dispense window according to your needs.

4. Allow to Dispense Outside Window

- Description: Determines if doses can be dispensed beyond the defined dispense window.
- Additional Info: Missed doses will remain available for an additional 12 hours past the dispense window.
- How to Adjust: Toggle the switch to ON (orange) to enable dispensing outside the window. Toggle it to OFF (gray) to restrict dispensing strictly within the set window.

5. Alerts

- Description: Sets the frequency of alerts reminding the user about their scheduled doses.
- Default Setting: Alerts are sent 5 times every 15 minutes.
- How to Adjust: Tap on the alert frequency to modify the number and timing of notifications.

6. Timezone (only available while in Vacation Mode)

- Description: Displays the current timezone settings for your device.
- Default Setting: "Home" timezone.
- How to Adjust: Tap the timezone field to update or change the timezone while you are in Vacation Mode..

Traveling/Away from Home

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, follow these steps:

1. On your Hero Mobile App, go to **More** tab and scroll down to **I'm traveling/away from Home**.
2. On the next step, select if you need to dispense medication or you need just reminders
3. 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 **Looks right**.
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 **Dispense > Vacation mode** 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 > *Traveling away from home*. 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 > Traveling away from home** 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.

Refer a Friend

- Gift friends 3 months of Hero and earn free months toward your subscription. Any teammate can earn free months on behalf of the Primary User.

Set Up Another Smart Dispenser

See the "Set up another smart dispenser" section mentioned above.

Member support

- The Hero Mobile app offers a Support option under the More tab. You can Chat with your AI-personal assistant, Call Customer Support, Email Customer Support or Download the User Guide.

- Please visit our support website at <https://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

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.

Technical Specifications

Functional specifications	
Input voltage	<p>Hero 100: DC24V Power Adapter: 100-240Vac rms</p> <p>Power Adapter is intended to be plugged into a standard power receptacle (Overvoltage Category II).</p>
Input power frequency	<p>Hero 100: DC Power Adapter: 50/60 Hz</p>
Input power	<p>Hero 100: 1.5A max Power Adapter: 0.9-0.45A (at 100-250Vac rms)</p>
Power fail	<p>Pills accessible via Hero key Internal power back-up to return motors to safe position</p>
WiFi	802.11 b/g/n 2.4G
Pill compatibility	<p>Hero is compatible with a wide range of whole pill types and sizes Pre-configuration for size is not needed Soft gummy or gel cap pills are not recommended Cut or split pills are not recommended</p>

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	10 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	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