

Hero Model 100

Instruction Manual

Version 1.0

Hero Health

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1. Legal Notices

2. Warnings and Intended Use

PLEASE READ – IMPORTANT SAFETY INFORMATION

The Hero device 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 Hero. Hero is not a replacement for the guidance from healthcare professionals nor intended to replace an attentive caregiver, should one be required by the user.

Even though Hero dispenses most whole pills loaded into the device, using Hero to dispense medicines that have high dosage sensitivity, treat acute conditions or life-threatening events should be reviewed and assessed with your healthcare team. Hero cannot guarantee accuracy of medication dispenses due to potential human error and/or mechanical and software discrepancies.

Keep the original prescriptions or pill bottles for reference after loading appropriate medications into the Hero device.

Be sure to verify that the types of pills and number of pills dispensed match the prescribed dosage. Keep track of pills inside the Hero device by size, shape, color, imprint, or form to help ensure that dispensed doses match prescribed doses. Partial pills, liquid medications and medications that require refrigeration cannot be stored in Hero.

In cases where the end user is incapable of verifying accuracy, as stated above, please ensure that pill dispense accuracy is being verified by person(s) trusted by the end user, i.e. a caregiver, a healthcare aide, and/or a healthcare professional.

For safety purposes, the Hero is intended only to be used by a single user, to avoid the potential risk to other users from adverse reactions to residual amounts of medications in the product.

If children are nearby, Hero should be installed beyond their reach with passcode protection enabled for all medication. If Hero is used in a manner not specified in the operating instructions, then the protection provided by Hero may be impaired. If Hero is ever tilted over or mishandled, please open the door with the safety key and check to see if medications are in the proper cartridge.

If Hero or any associated mobile phones are out of audio range, or if the Hero WiFi connection is not functioning properly, Hero notifications may not occur properly.

Refer to the instruction manual for other information regarding safe device use. You can view and download the manual at <http://www.herohealth.com/getstarted>

3. Introduction

Thank you for choosing Hero, the full-service in-home medication manager that stores, dispenses, and manages medication schedules and fulfillment for you and your loved ones.

Hero and Your Health

Hero brings simplicity to your health regimen through the seamless integration of our device, app, and fulfillment services, with the objective of improving your adherence to your medications and supplements. Underusing, overusing, or forgetting your medication can have severe consequences on your health. Approximately 50 percent of Americans don't take medicine as prescribed, resulting in emergency room visits and medical procedures that could be avoided. The Hero app works alongside the Hero device to provide you and your loved ones with notifications when it is time to take your pills, as well as alerts if you skip or miss a dose. Additionally, Hero tracks your consumption to provide you with meaningful insights into your regimen behavior.

Easy Setup and Use

We have designed Hero so that people of all ages (even your parents!) can set up and operate it. All you have to do is plug Hero in and its screen will guide you through the rest. Hero requires a Wi-Fi connection and can be set up using a desktop computer or an Android or iOS mobile device.

About this Guide

This guide can be used in tandem with the on-screen setup, as well as a reference for everyday use of Hero. This guide includes many important topics not included in the on-screen setup, such as cleaning and troubleshooting.

4. What's in the Box

- Hero Device
 - Travel Lock
 - 10 Medication Cartridges
- Cup
- Safety Key
- AC Adapter

NOTE: Keep your Safety Key in a secure location that is not easily accessible by children. The Safety Key is used to manually open Hero in order to retrieve your medication in the case of an emergency, such as a power outage.



AC Adapter



Cup



Safety Key

5. Setup

1. Remove Hero from the box and place it on a level, sturdy, indoor surface. Be sure to handle Hero by grasping the sides or lifting from the bottom.

CAUTION: Hero should be kept away from humidity and moisture. Do not store in a bathroom.

2. Remove the lock compartment cover on the rear of Hero.
3. Pull the travel lock out of the lock compartment.



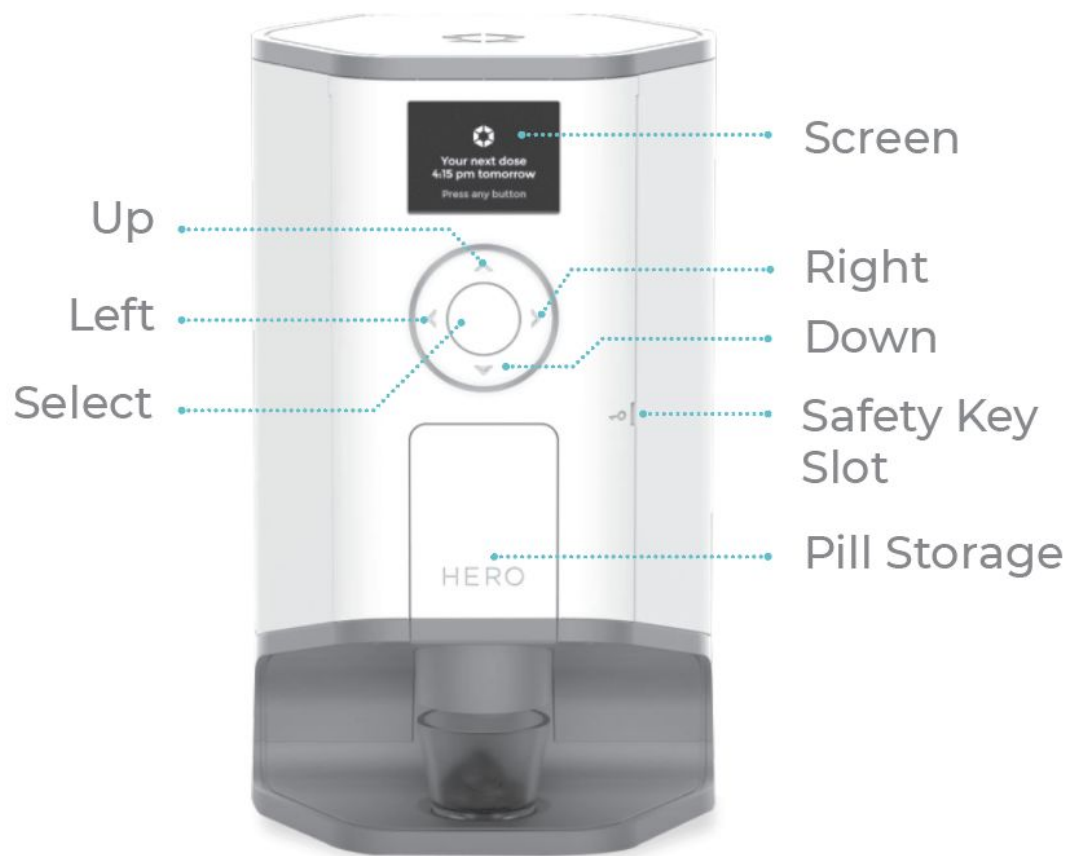
4. Replace the lock compartment cover.
5. Remove the sticker covering the power port on the back of Hero.
6. Locate the power supply and plug the A end into the power port and the B end into an outlet. Hero will power on automatically.



6. Getting to Know the Hero Interface

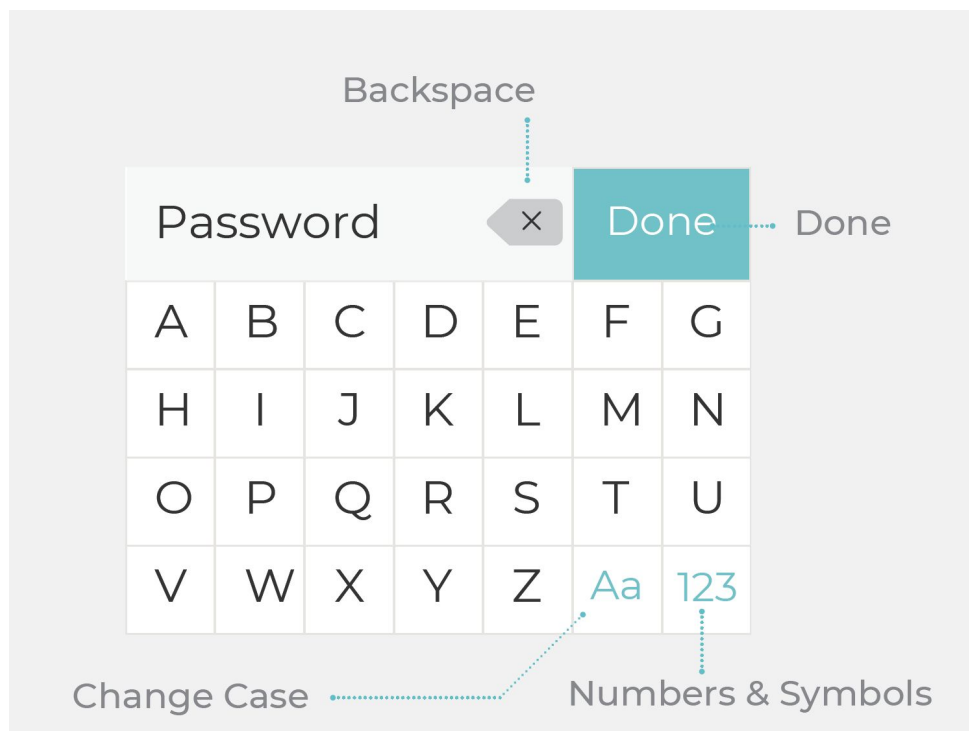
When you first plug in Hero, you will have the opportunity to take a tutorial which will allow you to practice using the interface. If you are comfortable using the Hero interface after taking the tutorial, feel free to skip this section.

The Hero interface consists of an LED screen and five buttons. Each arrow is a button, as is the center circle.



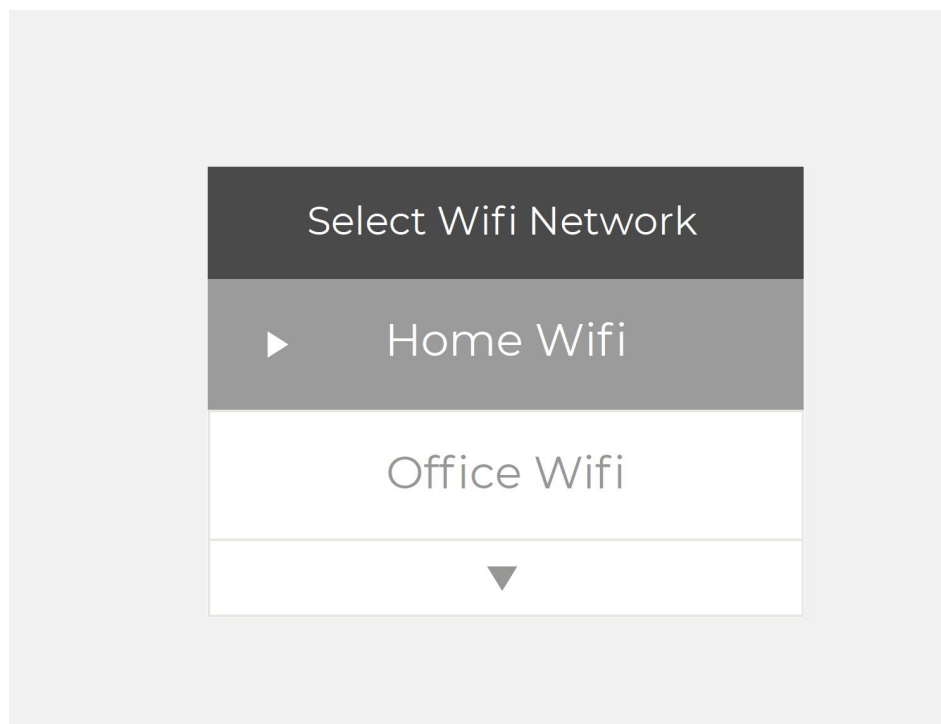
NOTE: The LED screen is not a touchscreen.

Use the arrow buttons to navigate through the options on the screen and use the center button to make selections. For example:



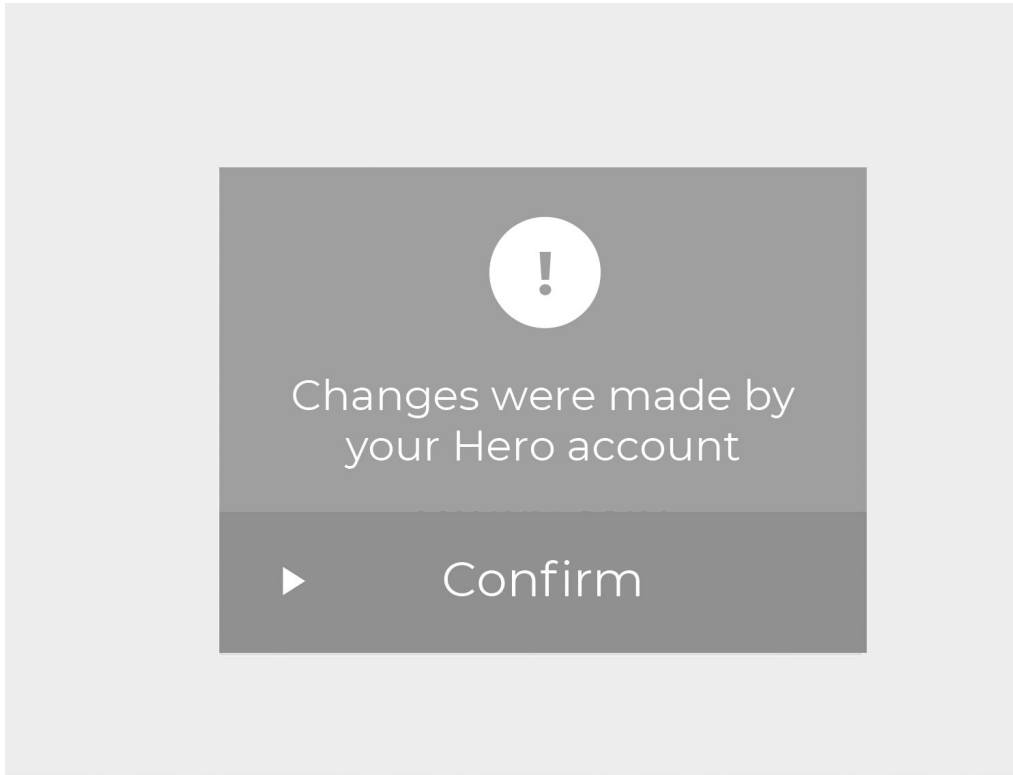
Use the arrow buttons to move the highlighter up, down, left, or right, from one letter/number to another. When the desired letter/number is highlighted, press the center button to register that selection.

Another example:



Use the up and down arrows to scroll through the options on the screen. When the desired option is centered in the screen, press the center button to register that selection.

The center button will also register any option on the LED screen that is blinking.



Additionally, you can back out of any screen by pressing the left arrow button.

7. First-Run Experience

After you're finished with the tutorial, Hero will be ready to be set up. Be sure to have all the medications you want to use with Hero nearby.

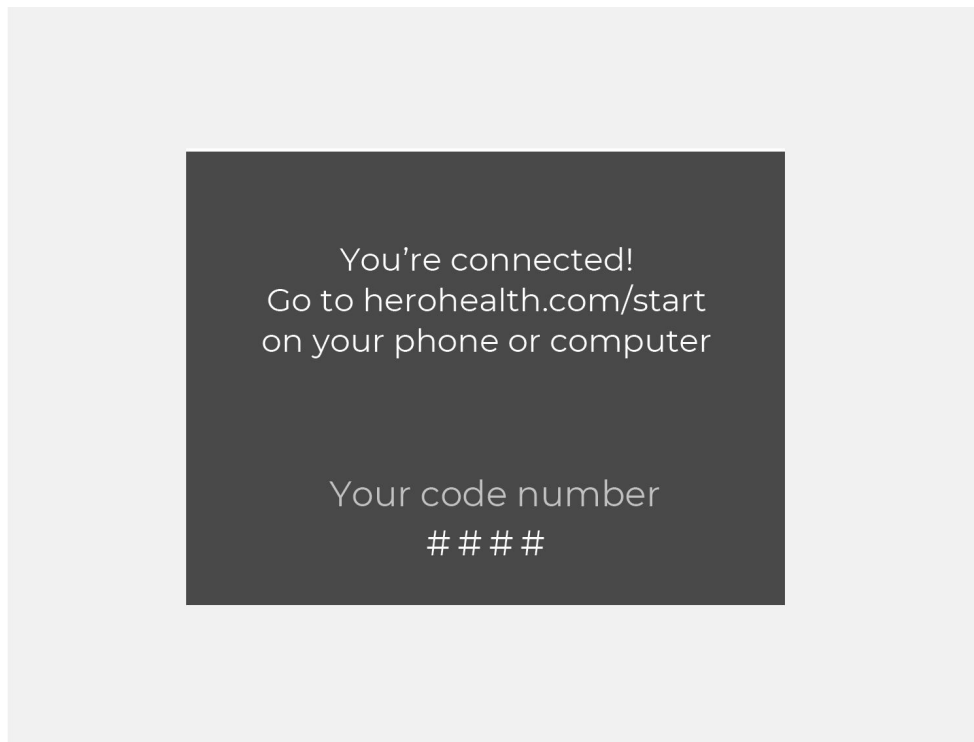
Connect to Wi-Fi

1. Select **Okay** to start the process of connecting to Wi-Fi. Hero will search for all available Wi-Fi networks.
2. Select your network.
3. Select **That's right** to confirm your network or **Go Back** to select a different network.
4. Enter your Wi-Fi network's password and select **Done**. Hero will attempt to connect to the network. Once successfully connected, Hero will direct you to go to www.herohealth.com/start.

NOTE: If the password is entered incorrectly, Hero will let you know and allow you to **Try again**.

Download the Hero App and Create Your Account

1. Open a browser on your phone and go to www.herohealth.com/start
2. Follow the link to download the app from the app store if you have an iPhone, or from Google Play if you have an Android phone.
3. Once the Hero app is downloaded, open the app and select **Get started**.
4. To create an account with Hero, enter your email address and select **Next**. Then enter your first name, last name, a password you would like to use, and then select **Register**. This email address and password will be the credentials you use to log in either on the Hero website or in the app.
5. Hero will send a confirmation email to the email address you entered in step 4. Open the confirmation email on your phone, and select **Continue setup**.
6. When your phone asks if you want to open the Hero app, select **Yes**.
7. Enter the four-digit connection code that is displayed on your Hero and select **Submit**.



Enter Medication Information into Your Account

The Hero app will now guide you through the process of adding medications to your Hero account. While Hero can store up to 10 different medications, you can enter in as many as you like to your account. Decide what medications you intend to store inside Hero. All medications will be added to your account before they are loaded into Hero.

1. Enter the name of your first medication. As you type in the medication name, the Hero app will refer to a database of medication names to assist in selecting the correct one. If your medication is not in the database, fully spell it out and select **Next**.

Let's add your first medication.

advil

- Advil
- Advil Allergy and Sinus
- Advil Children's
- Advil Cold and Sinus
- Advil Flu and Body Ache

q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 space Next
🌐 🎤

2. If there is more than one type of a certain medication (i.e. Tylenol and acetaminophen), choose which type is appropriate.

A screenshot of a mobile application interface. At the top, there is a dark grey header bar with a white back arrow on the left and the word "Advil" in white text on the right. Below the header, the text "Which type do you take?" is displayed in white. Underneath this text are two rounded rectangular buttons: "Generic (Ibuprofen)" and "Advil". The "Advil" button is highlighted with a white border, indicating it is the selected option.

3. Choose the **dose form** of the medication. Depending on the medication you entered, different forms will be available to select from.

A screenshot of a mobile application interface. At the top, there is a dark grey header bar with a white back arrow on the left and the word "Advil" in white text on the right. Below the header, there are two rounded rectangular buttons: "Generic (Ibuprofen)" and "Advil". The "Advil" button is highlighted with a white border. Below these buttons, the text "Select dose form." is displayed in white. Underneath this text are two rounded rectangular buttons: "Capsule" and "Tablet". The "Tablet" button is highlighted with a white border, indicating it is the selected option.

4. Choose the **dose strength** from the options provided.

A screenshot of a mobile application interface. At the top, there is a dark grey header bar with a white back arrow on the left and the word "Advil" in white text on the right. Below the header, the text "Which type do you take?" is displayed in white. Underneath this text are two rounded rectangular buttons: "Generic (Ibuprofen)" and "Advil". The "Advil" button is highlighted with a white border. Below these buttons, the text "Select dose form." is displayed in white. Underneath this text are two rounded rectangular buttons: "Capsule" and "Tablet". The "Tablet" button is highlighted with a white border. Below these buttons, the text "Select dose strength." is displayed in white. Underneath this text is a rounded rectangular button: "200 mg". The "200 mg" button is highlighted with a white border, indicating it is the selected option.

5. Optionally, enter the **Expiration date** of this medication and select **Next**, or **Skip this step**.
6. When asked if you will Store this in Hero, select **Yes** if you plan to do so. However, you can choose to use the Hero app as a notification system only, and not store and dispense medication inside Hero. To do so, select **No**.

A screenshot of a mobile app interface for Advil. At the top, there is a back arrow and the word "Advil". Below this, a date field shows "01 / 2020". The main question is "Will you store this in Hero?". There are two buttons: "Yes" and "No".

WARNING: Partial pills, liquid medications, and medications that require refrigeration cannot be stored in Hero. If you add them to your account, be sure to select **NO** in step 6.

7. Enter the days when you take this medication as indicated on the prescription label.
 - Choose **Everyday** if you take this medication at least once a day.
 - Choose **Select Days** if you take this medication only on certain days. Then select those days of the week you take this medication.
 - Choose **As Needed** for medications you plan to take as needed rather than on a schedule. With this option, skip steps 8 and 9.

A screenshot of a mobile app interface for Advil. At the top, there is a back arrow and the word "Advil". Below this, there are two buttons: "Yes" and "No". The main question is "When do you take them?". There are three buttons: "Everyday", "Select Days", and "As Needed". Below these, there is a section titled "Select a time" with two buttons: "9:00 am" and "Add new".

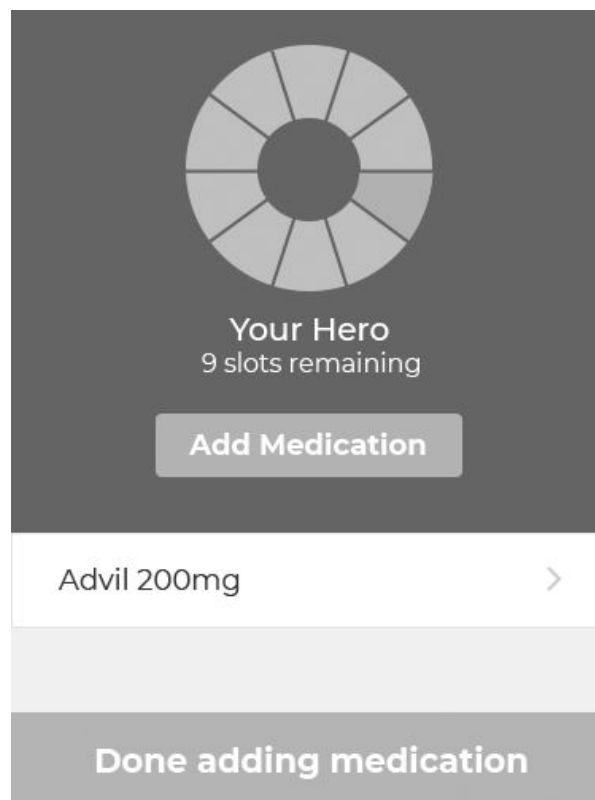
8. Select **+Add time** to enter the time at which you first take this medication, then select **Confirm**.
9. Use the plus and minus buttons to select the number of pills that should be dispensed at that time.

The screenshot shows a mobile app interface for adding a medication. At the top, there is a back arrow and the text "Advil". Below this are two buttons: "Yes" and "No". The main heading is "When do you take them?". Underneath are three tabs: "Everyday" (which is selected), "Select Days", and "As Needed". Below the tabs is a dark gray rounded rectangle containing two sections. The first section is "At what time?" with a button showing "9:00 am" and an "Add time" button below it. The second section is "How many?" with a slider control showing the number "1" between minus and plus buttons. At the bottom of the screen is a large gray button labeled "Finished".

10. If you take this medication more than once a day, select **Add time** and repeat steps 7-9 as necessary.
11. When finished entering all information about your first medication, select **Finished**.

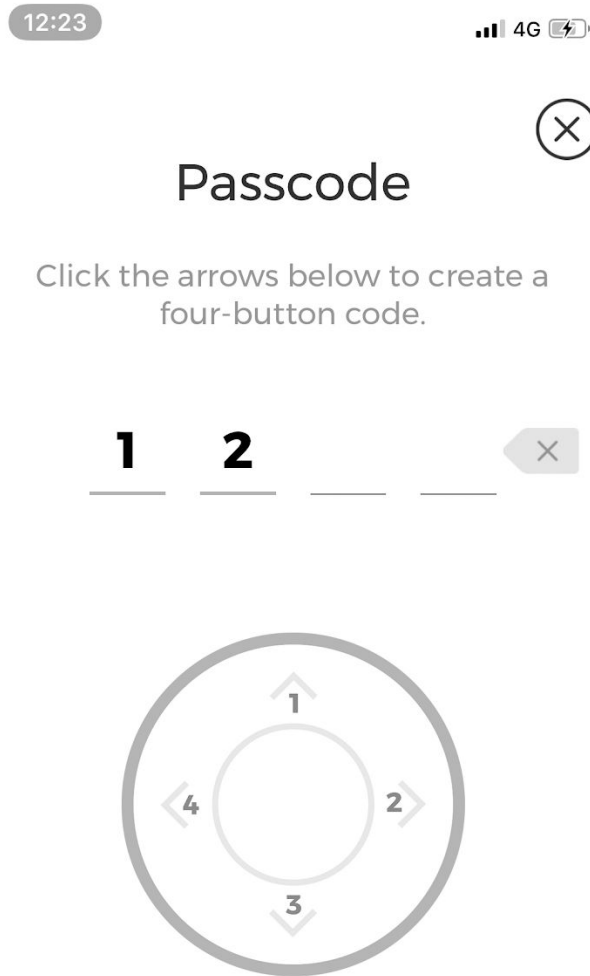
To add more medications, select **Add Medication** and repeat steps 1-11 for up to nine more medications. After each medication is added to your account, the app will update you on the number of medication cartridge slots available. It will also list all medications already entered and allow you to edit them.

12. When finished, select **Done adding medication.**



13. The passcode feature limits access by others, such as children who may be able to reach Hero. It requires you to enter a four-digit code using the Hero interface in order for Hero to dispense. If you would like to implement the passcode, select **Add a passcode**. Otherwise, select **No Thanks** and skip to *Load Medication into Hero*, below. **NOTE:** You can always add a safety lock later. See *Account Settings* for more information.
14. The app will display all the medications in your account. By default, they will all be selected to have a safety lock. Deselect any medications you wish to not have a safety lock. Select **Next**.

15. An image of the buttons of the Hero interface will display with a number assigned to each button. Create a passcode using the numbers 1, 2, 3, and 4, in any order, by selecting the buttons on the screen in that order.



16. Select **Confirm passcode**.
17. On Hero, select **Okay**.

Load Medication into Hero

After entering in your medication information into your account, that data will be sent to your Hero. This process may take a few minutes, and then Hero will be ready to have medication loaded. Keep your empty pill bottles on hand in case you need to refer to them later.

1. Hero will let you know it's preparing to have you load your first medication. Select **Okay**.
2. Hero's cartridge door will open. Remove cartridge 1 by grasping the bottom, slightly pinching with thumb and forefinger, and pulling out.

CAUTION: Be sure not to put any pressure on the cartridge door.



3. Load your first medication into cartridge 1. Hero's screen will display the name of the medication you should be loading. Be sure not to fill the cartridge higher than the MAX CONTENTS line.



CAUTION: Overfilling a cartridge can cause Hero to not properly dispense medication.

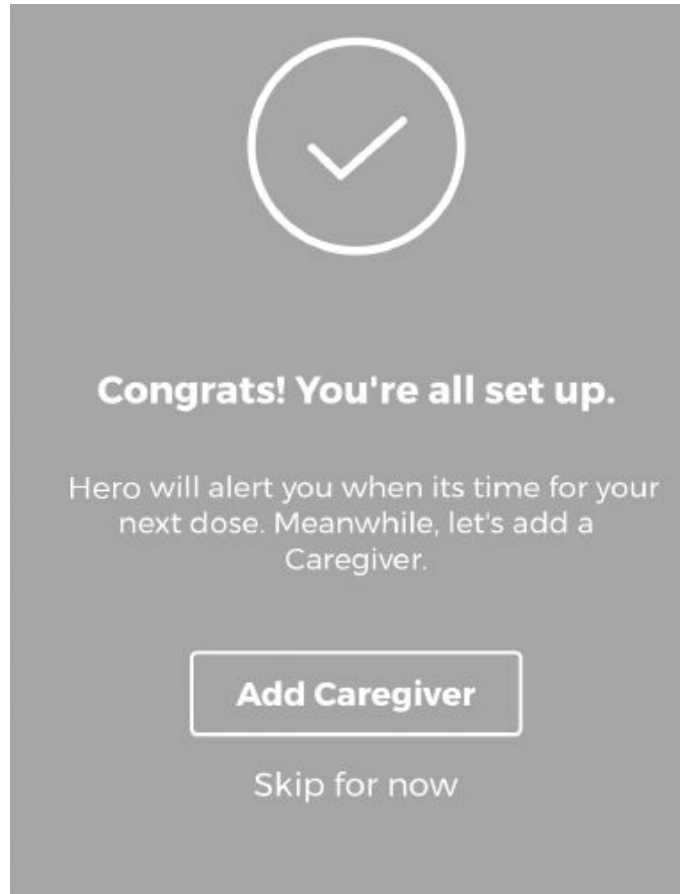
4. Return cartridge 1 to slot 1, making sure you feel a “click,” indicating the cartridge is securely in place.
NOTE: If there is a label on cartridge 1 that says “Pinch & Pull,” remove it before returning the cartridge to slot 1.
5. Close the cartridge door. If you have additional medications to load, Hero will guide you through loading each one. Read previous steps 2-5 to follow along.
6. When finished loading medications, select **Finish** on Hero.

Add a Caregiver

Hero will alert you when it's time to take your medication, but it's also good to have a designated Caregiver just in case.

NOTE: The following is part of the first-run experience. To learn more about who caregivers are and what they can and cannot do, see chapter 13, *Caregivers*.

1. On the app, select **Add Caregiver**.



2. Select whether you want to **Choose contact** (from the contacts saved in your smart phone), or **Add Manually**.



Add a Caregiver

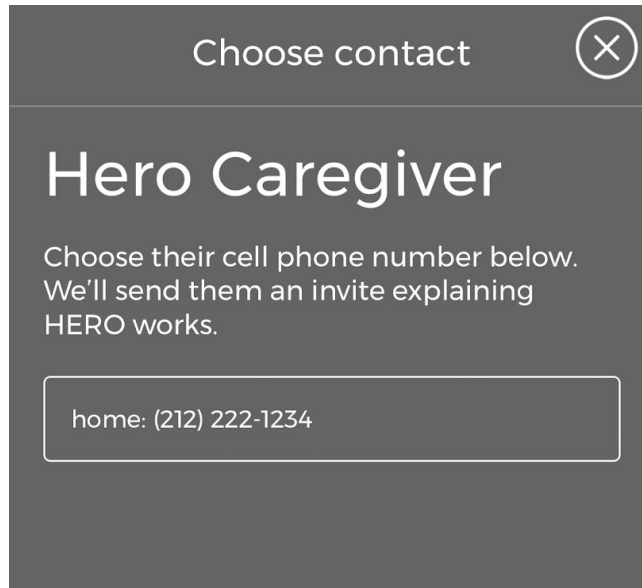
Choose a close friend or family member to help you keep track of your medications.

We'll notify them when you miss a dose, or if your medications are running low.

Choose contact

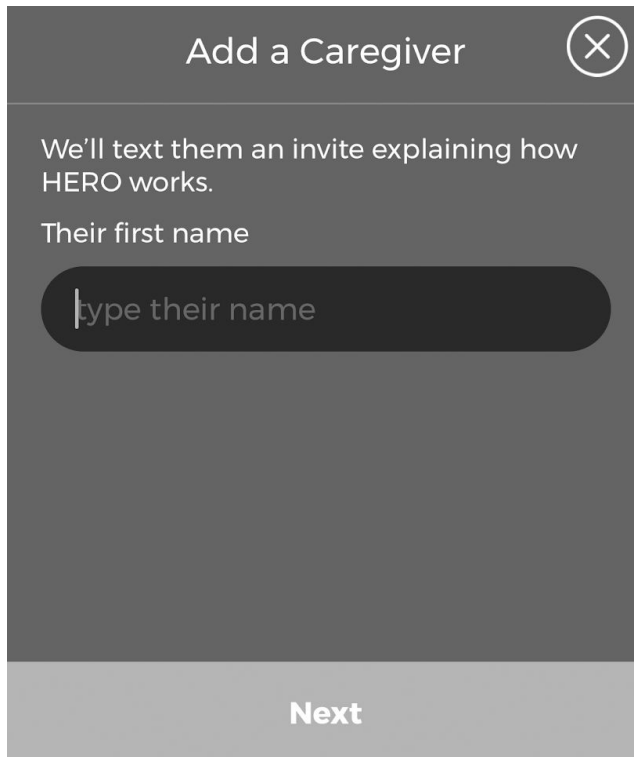
Add Manually

- To choose from contacts, select the contact you would like to designate as a caregiver by either scrolling or typing in their name in the search bar. When you've located that contact, select their name and then select the cellphone number Hero should use to text them an invitation.



The screenshot shows a dark gray mobile app interface. At the top, a header bar contains the text "Choose contact" and a close button (an 'X' in a circle). Below the header, the title "Hero Caregiver" is displayed in a large, white, sans-serif font. Underneath the title, there is a block of white text: "Choose their cell phone number below. We'll send them an invite explaining HERO works." Below this text is a white rectangular input field with a thin border. Inside the field, the text "home: (212) 222-1234" is visible.

- To add manually, enter the contact's name and select **Next**, then enter the contact's cell phone number and select **Next**.



The screenshot shows a dark gray mobile app interface. At the top, a header bar contains the text "Add a Caregiver" and a close button (an 'X' in a circle). Below the header, there is a block of white text: "We'll text them an invite explaining how HERO works." Below this text, the label "Their first name" is displayed. Underneath the label is a dark gray rounded rectangular input field with a white border. Inside the field, the placeholder text "type their name" is visible. At the bottom of the screen, there is a light gray bar containing the word "Next" in a bold, white, sans-serif font.

3. Enter your name so your contact knows who is inviting them to be your caregiver, and select **Next**.

When your contact accepts your invitation, you will be notified. Until they accept, your contact will be listed as *pending* in the **Your Caregivers** screen.

You're done setting up! Select **Explore** to check out the rest of the Hero app.

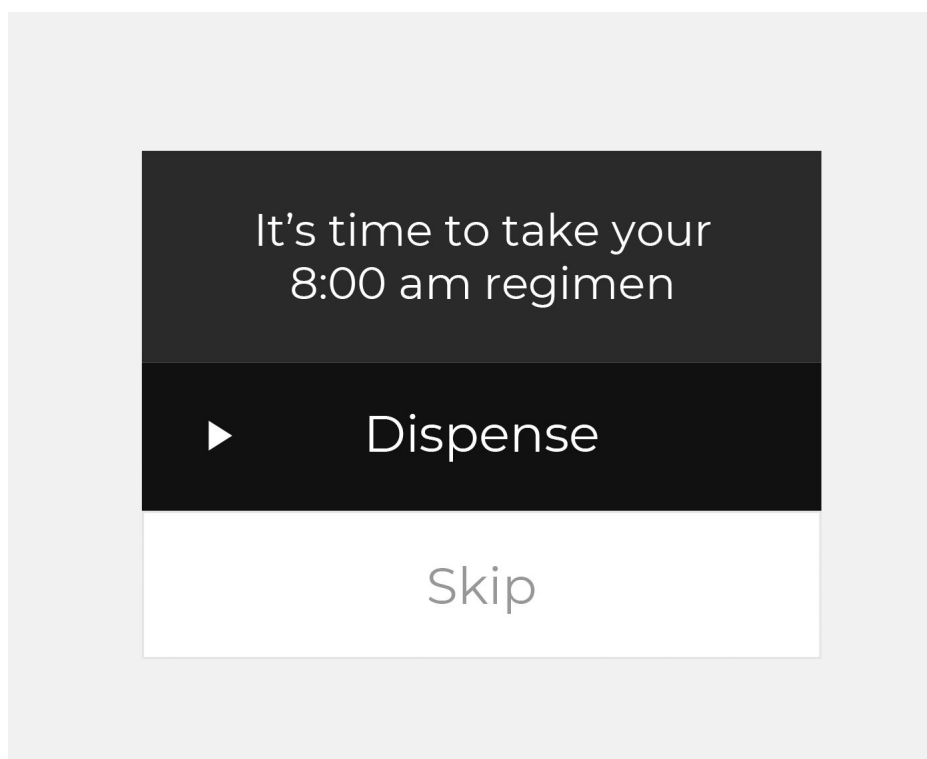
8. Dispensing Medication

Hero will dispense medication according to the schedule in your account, as well as on demand. Make sure your medication cup is in place before dispensing.

Dispensing a Scheduled Dose

A few minutes prior to a scheduled dose time, Hero's screen will display that it's almost time for your regimen. You can choose to dispense up to 30 minutes early, and if you do, that dose will be recorded as having been dispensed on time. If you do not dispense early, then at the scheduled dose time, Hero will chime and display a reminder that it is time to dispense your medication. In either case:

1. On Hero, select **Dispense**.



2. Confirm the regimen by selecting **Dispense** again.
3. Enter your safety lock passcode if necessary. Hero will dispense your medication.
4. Retrieve your pills and replace the medication cup.

Skipping 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, select **Skip**.
2. Confirm your choice by selecting **Yes**.

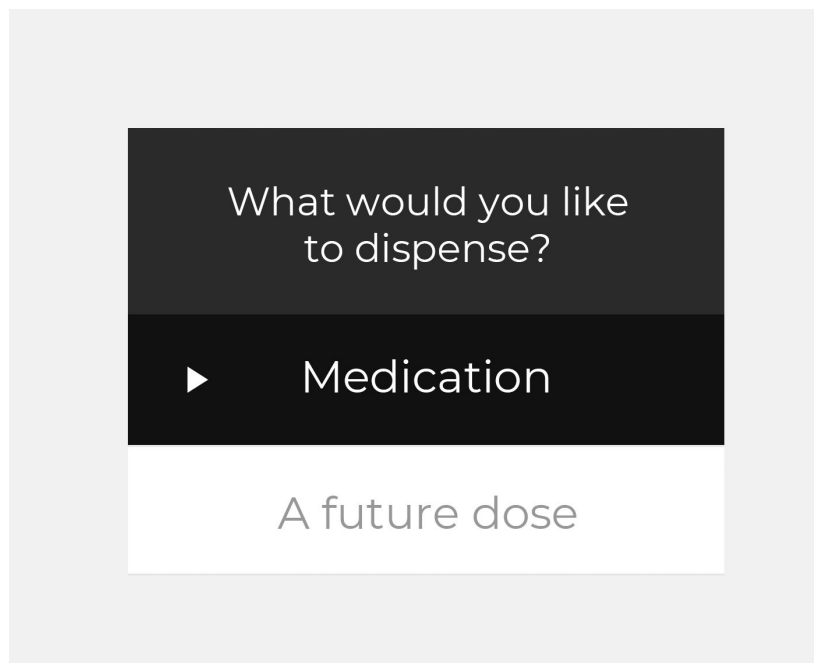
Your skipped dose will be recorded in **Adherence**. See *Adherence* for more information

Dispensing on Demand

You can dispense medication on demand at any time. The medication you dispense on demand can be either individual pills or a scheduled dose you choose to dispense ahead of schedule.

To dispense individual pills on demand:

1. From Hero's home screen, press any button.
2. Select **Dispense**.



3. Select **Medication**.
4. Select the medication you want to dispense.
5. Select the number of pills you want to dispense (up to a maximum of 10).
6. Enter your safety lock passcode if necessary. Hero will dispense your medication.
7. Retrieve your pills and replace the medication cup.

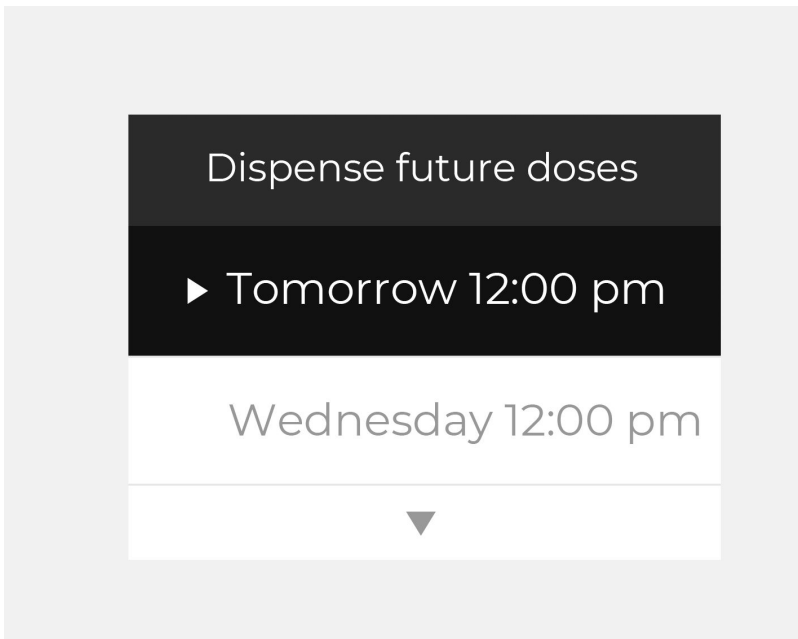
There may be times when you need to dispense medication other than at the scheduled times. Perhaps you know you will not be near your Hero at a scheduled dose time and need to dispense that dose early to take it with you.

To dispense a scheduled dose on demand:

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



4. Choose which scheduled dose to dispense. You can choose any scheduled dose from the next six days.

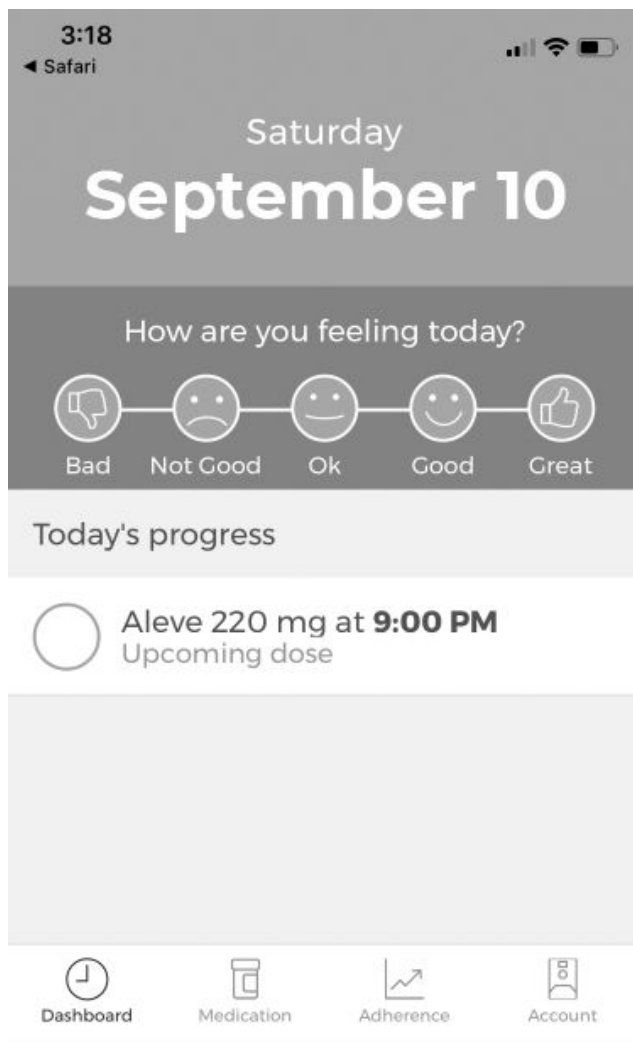


5. Confirm the regimen to be dispensed by selecting **Dispense**.
6. Enter your safety lock passcode if necessary. Hero will dispense your medication.
7. Retrieve your pills and replace the medication cup.

NOTE: When you dispense a scheduled dose ahead of the scheduled time, Hero will not remind you to dispense it at the actual scheduled time. However, the Hero app will send you a notification at the scheduled time to remind you to take that dose.

9. Dashboard

After you've been through the first-run experience, the **Dashboard** will be your app landing page. The dashboard displays today's date as well as today's and yesterday's regimen progress.



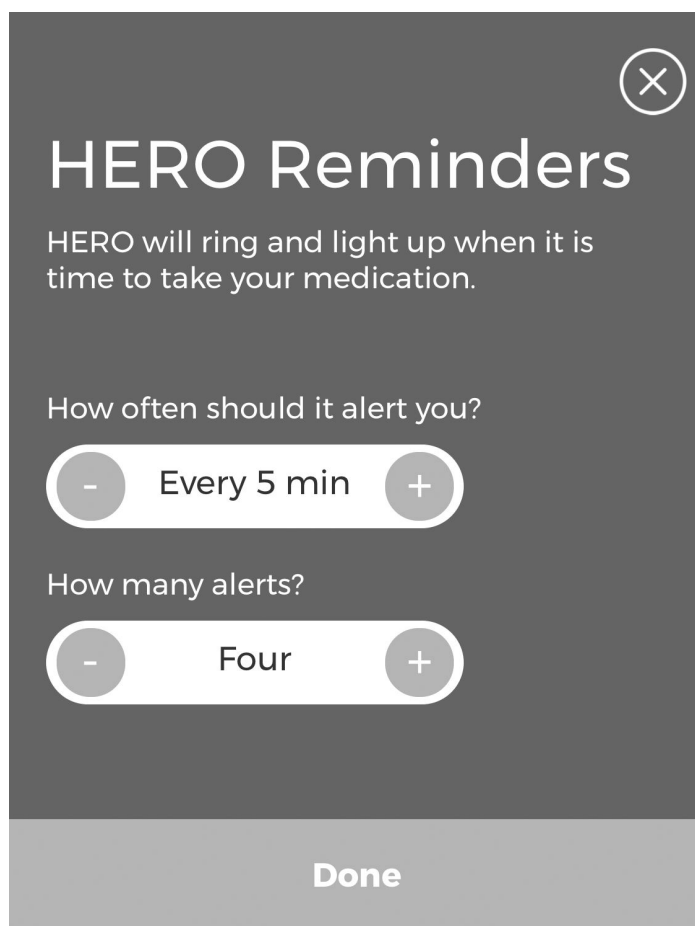
Optionally, you can let Hero know how you're feeling today.

10. Notifications

When it's time for a scheduled dose of medication, Hero will notify you by playing a chime and displaying that it's time for your regimen. These Hero notifications can be customized. Optionally, if you are more than 15 minutes late dispensing a scheduled dose, you can receive a reminder via either a push notification on your smartphone or a phone call.

To set Hero notification preferences:

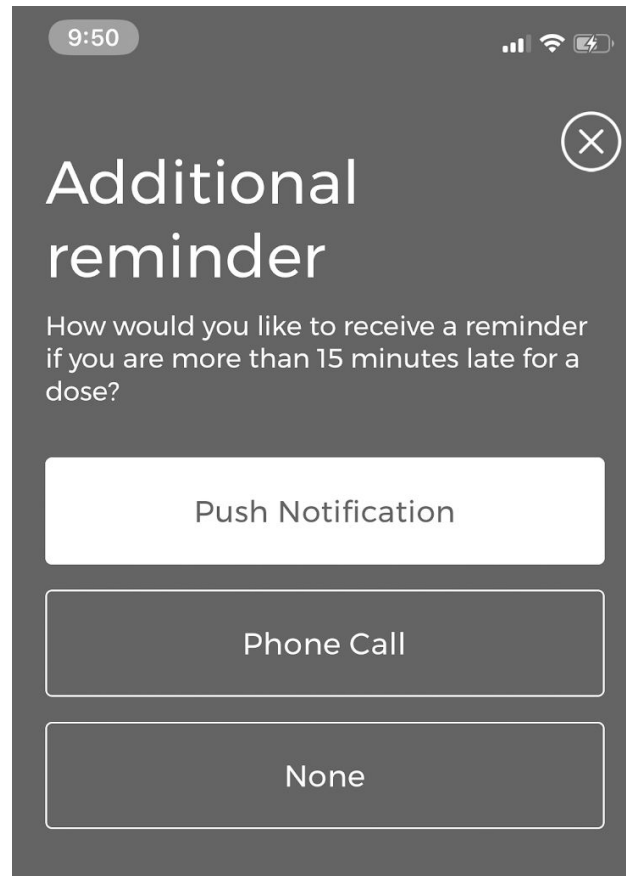
1. In the Hero app, select **Account**.
2. Select **Notification Preferences**.
3. Select **Reminders on Hero**.
4. Use the plus and minus buttons to select how often Hero should remind you to take your scheduled dose.
5. Use the plus and minus buttons to select how many reminders Hero should give for a scheduled dose.



6. Select **Done**.
7. Select **Close**.
8. On Hero, select **Confirm**.

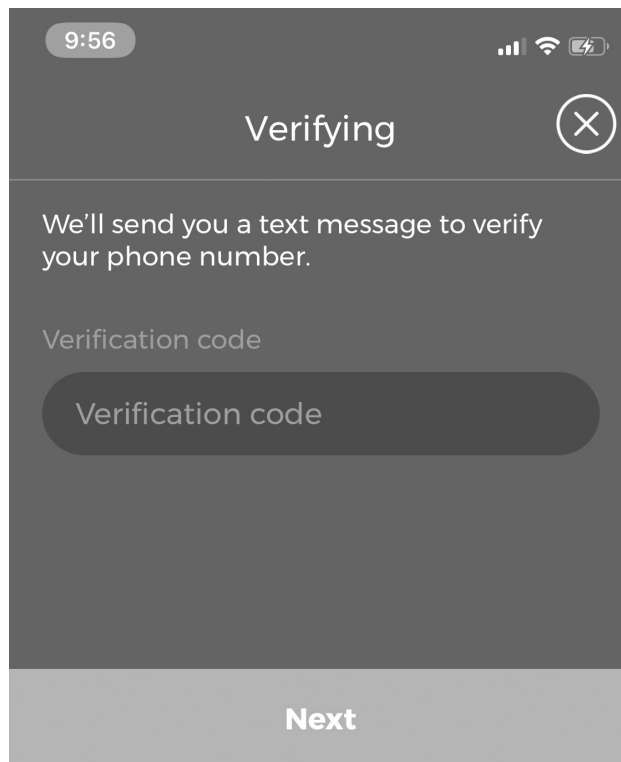
To set an additional reminder:

1. In the Hero app, select **Account**.
2. Select **Additional reminder**.
3. To be reminded via Push Notification, select **Push Notification**, or to be notified by phone call, select **Phone Call**.



4. If Phone Call is selected, enter the phone number you want to be reached on and select **Next**. To confirm, Hero will send you a verification code via text message at that number .

5. Back on the app, enter the **Verification code** and select **Next**.



6. Select **Close**.

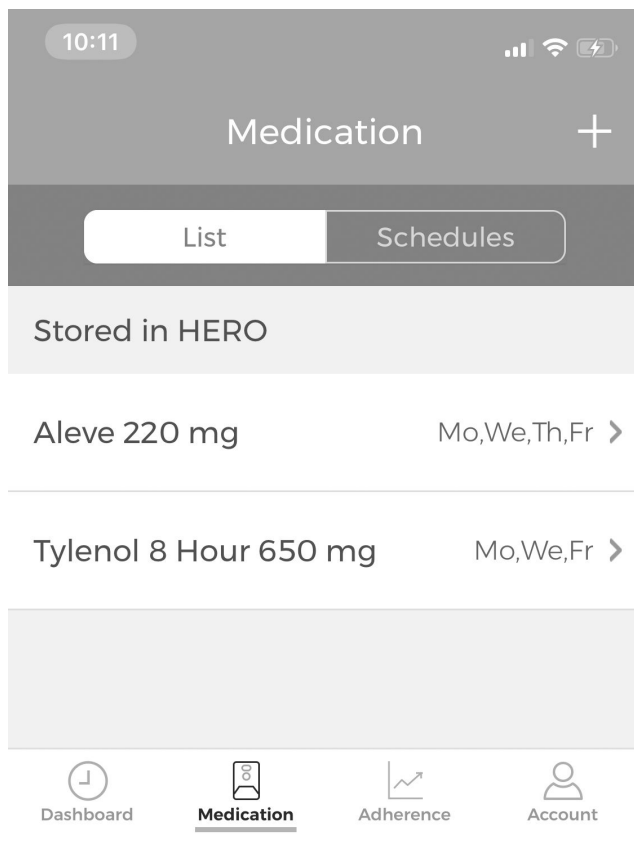
NOTE: You also have the option of receiving notifications via SMS by setting your preferences once logged in on the Hero website.

11. Managing Medications

You can add, edit, and remove medications from your account and from Hero at any time. Additionally, you can refill a medication once Hero has run out.

To add a new medication:

1. Open the **Medication** menu in the Hero app.
2. Select **+**.



3. Follow steps in the *Enter Medication Information into Your Account* and *Load Medication into Hero* sections in chapter 4 to finish adding a new medication.

To edit a medication:

1. Open the **Medication** menu in the Hero app.
2. Select the medication you would like to edit.
3. Select the Edit icon.



4. Tap on any detail of the medication to make changes. For instance, select the time field to change the time at which the medication should be dispensed.

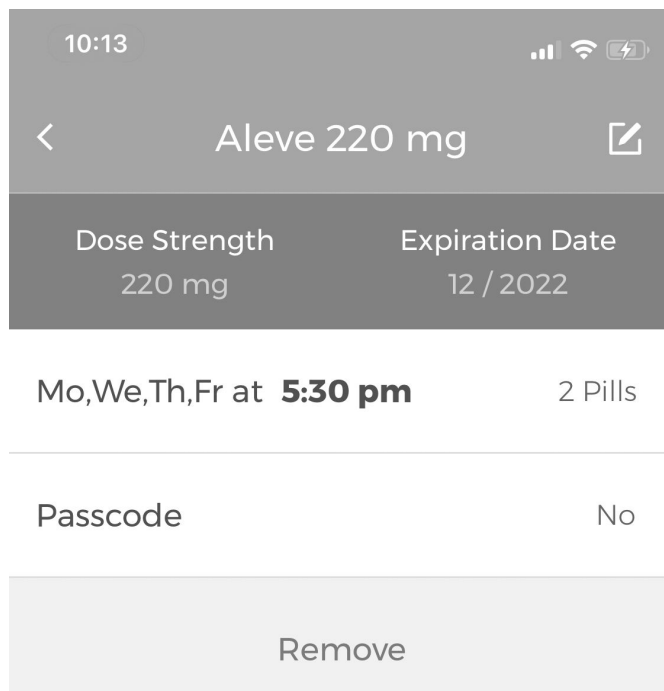
NOTE: Dose strength and Expiration date cannot be edited. To change the dose

strength or expiration date of a medication, remove the medication from your account and from Hero, and then re-add it with the new dose strength or expiration date.

5. When finished making edits, select **Finished**. The updated information will be sent to Hero.
6. On Hero, select **Confirm**.
7. Back in the app, select **Close**.

To remove a medication:

1. Open the **Medication** menu in the Hero app.
2. Select the medication you would like to remove.
3. Select **Remove**.



4. Select **Remove** to confirm you want to remove this medication.
5. On Hero, select **Confirm**.
6. On Hero, select **Okay** 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 pressure on the cartridge door.

8. Empty any medication in the cartridge, clean the cartridge according to the instructions in chapter 18, and return the cartridge to Hero.
9. Close the cartridge door.
10. On Hero, select **Okay**.
11. Back on the app, select **Close**.

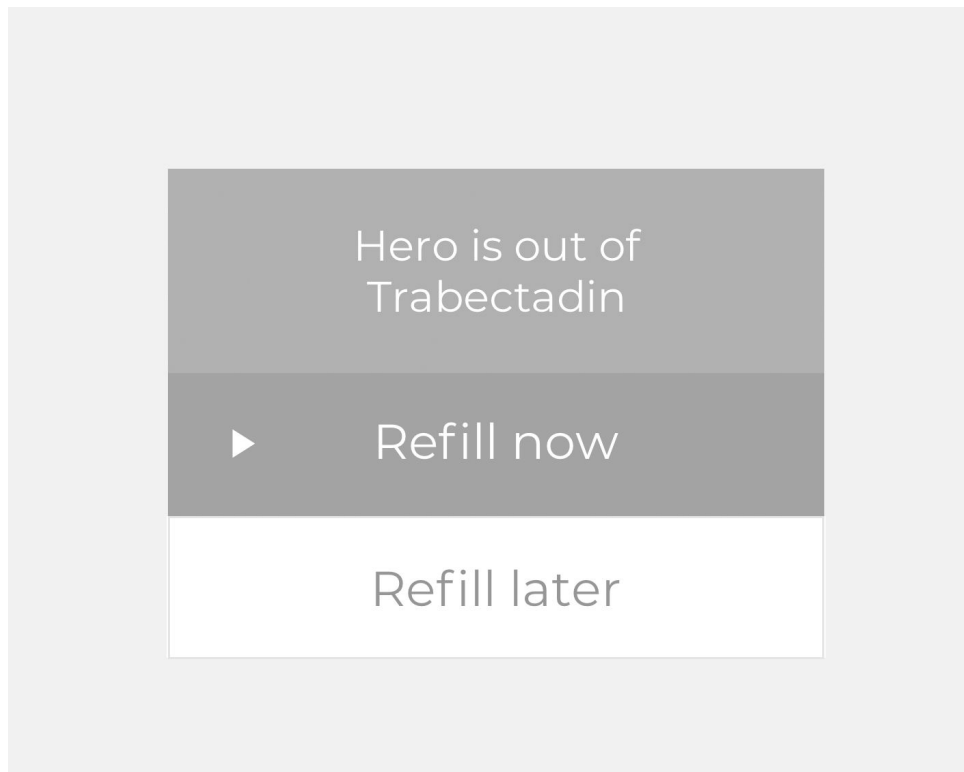
CAUTION: When removing a cartridge and its medication, do not put new medication in that cartridge or any other cartridge at that time. New medication must be added by following the **Adding a New Medication** instructions.

Refilling a Cartridge with Medication

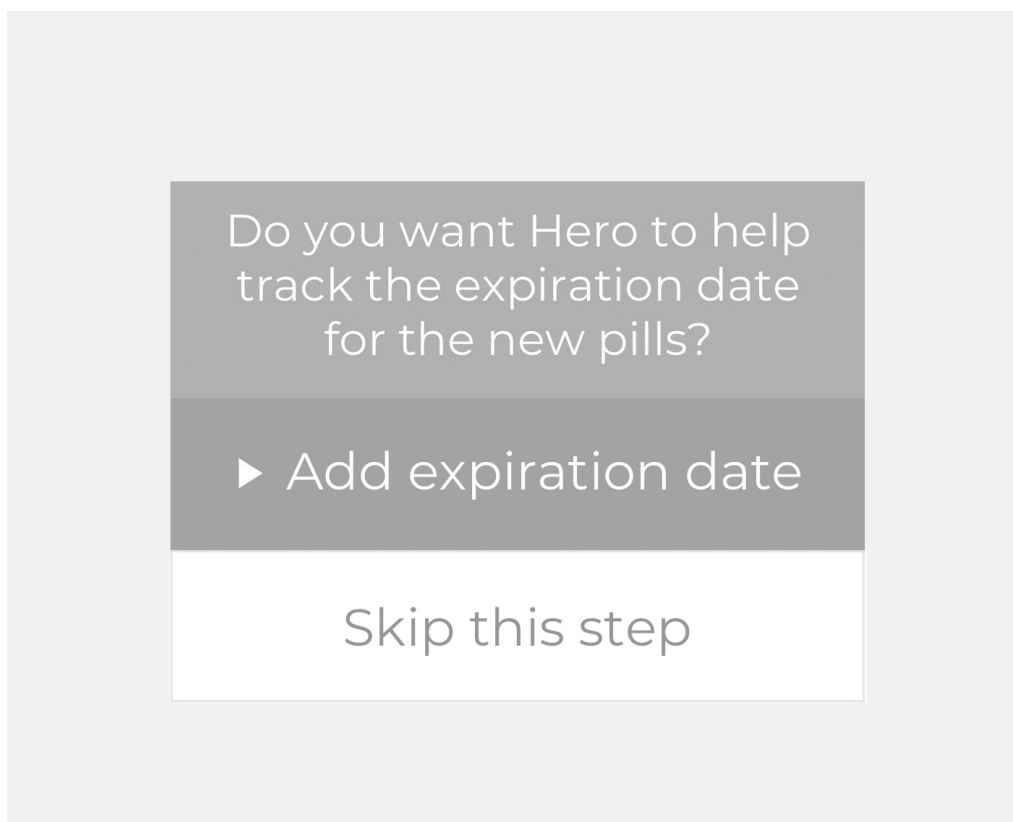
Hero will sense when a medication is running low in a cartridge and will display a message letting you know. At that time, Hero will ask you if you will be refilling that cartridge from the pharmacy-provided medication container once the cartridge is completely empty. If you do plan to refill the cartridge, select **I will refill** and then **Okay**. If not, select **No, I won't refill**.

Hero will guide you through the refill process once it tries to dispense but is unable because the cartridge is empty.

1. Once Hero detects that a cartridge is empty, it will open the cartridge door and direct you to check the cartridge for any leftover pills. Check the cartridge, return it to Hero, and close the cartridge door.
2. On Hero, select **Refill Now**.



3. Select **Add expiration** if you'd like Hero to help you track expiration dates. To add a new expiration date, select the expiration year and then the expiration month. Or, **Skip this step**. The cartridge door will open.



4. Refill the cartridge, return it to Hero, and close the cartridge door.
NOTE: In Step 2, you also have the option to **Refill Later**. If you choose this option, you can refill at any time by following the steps below.

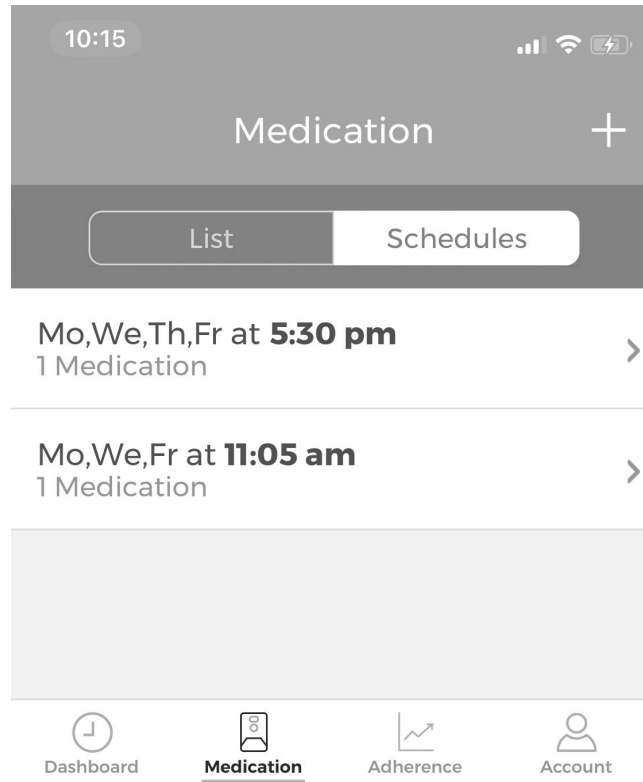
To refill a cartridge later:

1. When a cartridge is empty but you're not ready to refill just yet, select **Refill Later**.
2. Select **Okay**.
3. When you're ready to refill, select any button on Hero.
4. Medications that are ready to be refilled will be listed underneath the **Dispense** option. Scroll to the desired medication and select it.
5. Optionally, add an **Expiration date**.
6. The cartridge door will open. Remove the cartridge, refill it with the appropriate medication, return the cartridge, and close the cartridge door.

12. Schedules

Once you have at least one medication saved in your account, the Hero app will create a schedule for you.

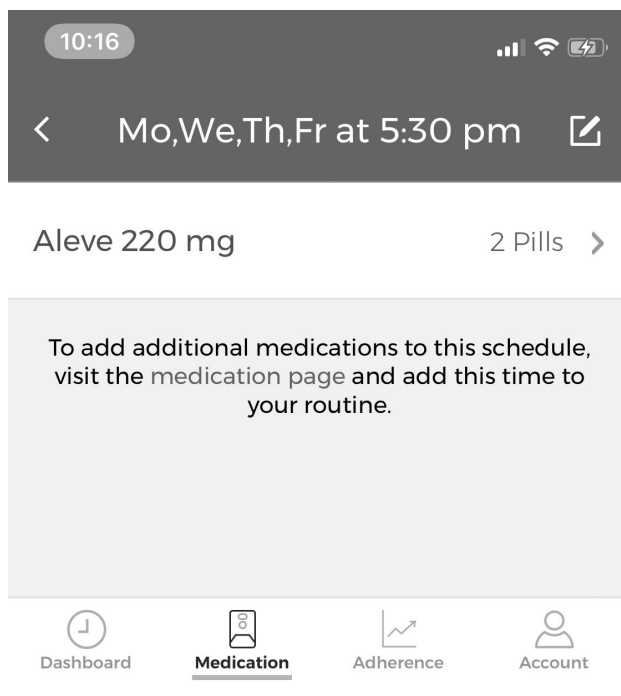
To view your schedule, in the Hero app, select **Medication** and then **Schedules**.



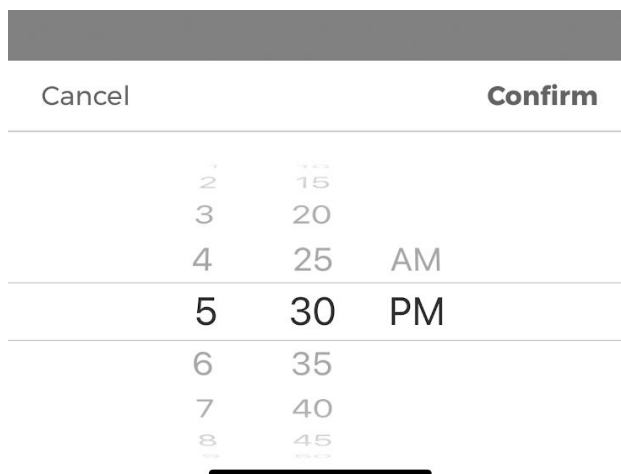
You will see a list of all your regimens. Select any entry to get more details or make changes.

To change the time you take a medication:

1. From the **Schedules** screen, select the regimen that includes the medication you want to change.
2. Select the **Edit** icon at the top right of the screen.



3. Select the desired medication.
4. Make the desired changes to the medication and select **Confirm**.



5. On Hero, select **Confirm** and then **Great!**.
6. Back on the app, select **Close**.

13. Caregivers

The Hero app can notify designated caregivers of several events, including:

- When you don't dispense a medication within one hour of your scheduled regimen.
- When a medication is running low.
- When a medication has completely run out.
- When a regimen schedule changes.
- When you dispense an unscheduled dose.
- When Hero's door is opened.

NOTES:

- The Caregivers feature is not a remote medication management system. Caregivers cannot edit medication information, schedules, or anything else in the user's account.
- Caregivers must have an iOS or Android smartphone.

To add a caregiver:

1. In the Hero app, select **Account**.
2. Select **Manage Caregivers**.
3. 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 caregiver.
2. When you've located that contact, select their name and then select the cellphone number Hero should use to text them an invitation.

To add manually:

1. Enter the contact's name and select **Next**.
2. Enter the contact's cell phone number and select **Next**.

To add additional caregivers:

1. In the Hero app, select the **Account** menu.
2. Select **Manage Caregivers**.
3. Select **Add another**.
4. **Choose contact** or **Add Manually**, following the instructions above.

When your contact accepts your invitation, you will be notified. Until they accept, your contact will be listed as *pending* in the **Your Caregivers** screen.

To remove a caregiver:

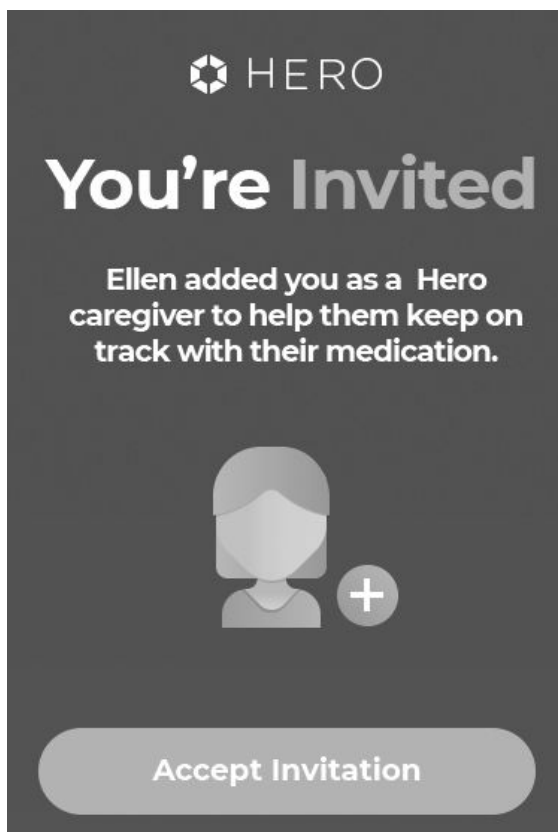
1. In the Hero app, select **Account**.
2. Select **Manage Caregivers**.
3. Find the caregiver you would like to remove and select **Remove Caregiver**.
4. Select **Remove Caregiver** again to confirm.

NOTE: Only active caregivers can be removed.

The Caregiver Experience

When a Hero user invites you to be a caregiver, you will receive a text message notifying you.

1. Tap the link in the text message.
2. Select **Accept Invitation**.



3. Enter your email address and select **Next**.
4. Create a password and select **Register as Caregiver**.
5. Open the confirmation email and select **Continue Setup**. Your browser will open.
6. Select **Verify Email**.
7. Follow the prompt to download the Hero app.
8. Log in with your email and password.
9. Set your **Notification Preferences**. You can be notified of:
 - Missed Doses
 - Dispensed Extra Pills
 - Refill Needed
 - Updated regimenBy default you will be notified of all these events, but you can turn any off by tapping the corresponding toggle.
10. Add the phone number of the Hero user for whom you are a caregiver by selecting **Choose contact** or **Add manually**. This will allow you to quickly call the Hero user via a tap of a button.
 - To choose from contacts, select the contact you would like to designate as a caregiver, then select which of their numbers you'd like Hero to use to contact them. Back on the **Notification Preferences** screen, select **Done**.
 - To add manually, enter the Hero user's phone number and select **Done**.

As a caregiver, you can also view the Hero user's **Schedules** and **Adherence** by selecting the corresponding menus.

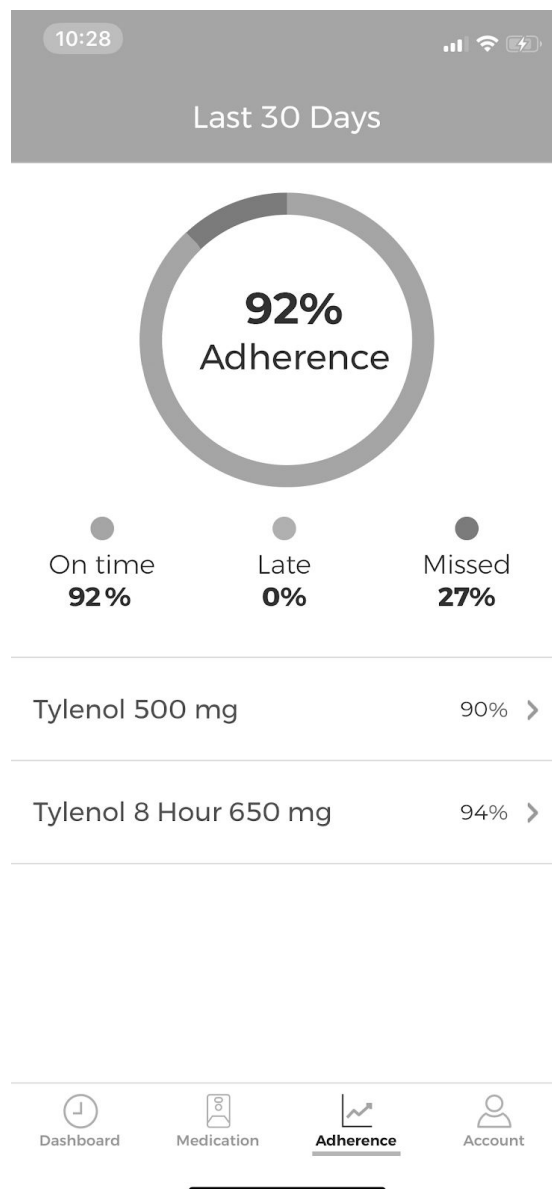
14. Adherence

The **Adherence** menu in the Hero app displays data based on the last 30 days' use of your Hero.

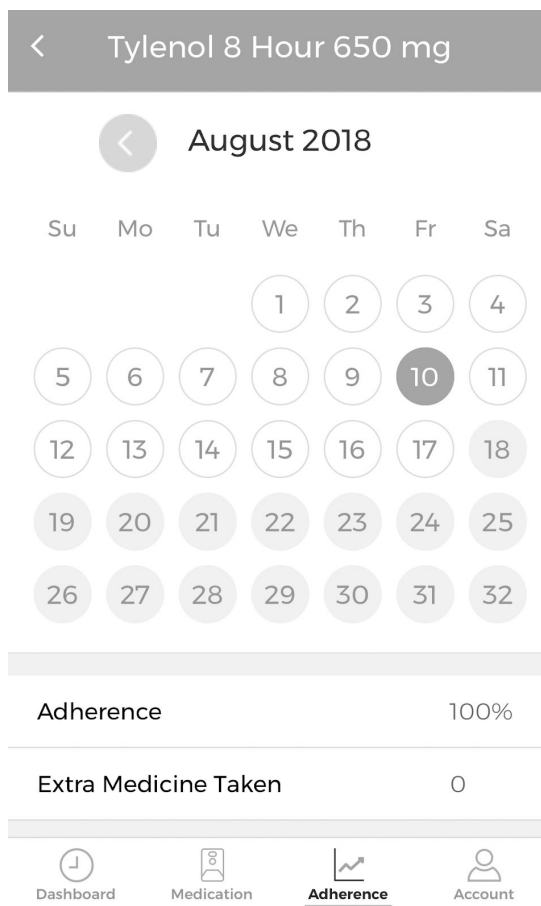
The top half of the screen tells you your overall adherence rate. Adherence is defined as the number of doses you dispensed on time divided by the number of scheduled doses from the first of the month through today. Adherence will be negatively affected by dispensing doses late or not at all.

Below the adherence rate, the app displays your rates on taking medication on time, late, and not at all (missed).

- **Late** is defined as dispensing 1 hour or later than your scheduled regimen time.
- **Missed** is defined as ignoring a dispense prompt on Hero or actively skipping one or more scheduled doses that day.



The bottom half of the **Stats** screen lists all the medications in your account. Select any one to get more statistical information about your history taking that medication.



The current month will display, with dates in either white, green, yellow, or red. Additionally, a grey circle may appear around some days.

- Days in white are days on which you had no regimens saved.
- Days in green are days on which you dispensed all scheduled doses of this medication on time.
- Days in yellow are days on which you dispensed your scheduled dose late. Late is defined as 1 hour or later than your scheduled regimen time.
- Days in red are days you missed or actively skipped one or more scheduled doses of this medication.

NOTE: Days on which you missed or actively skipped one or more scheduled doses of this medication will always show in red, even if you took another dose at its scheduled time on the same day.

Days with a grey circle are days when you dispensed any extra (not scheduled) pills.

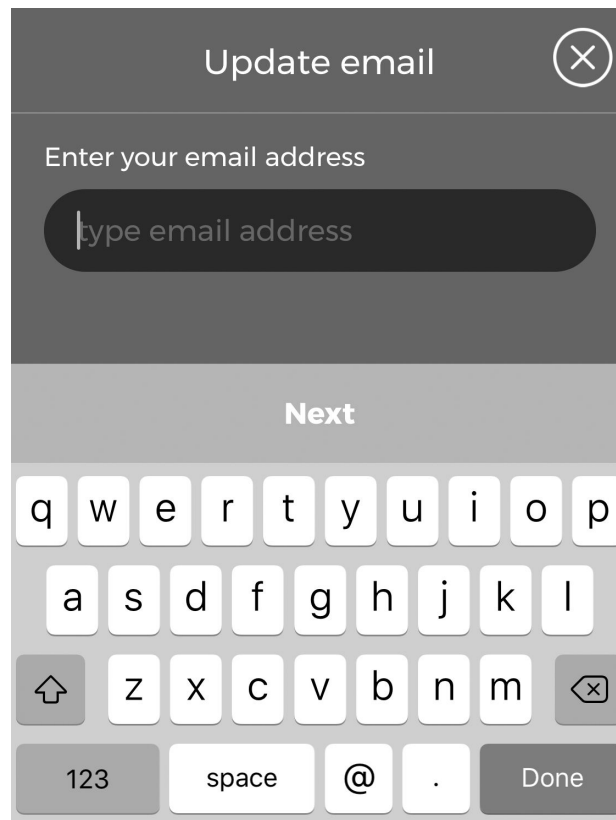
Below the calendar, the app will list your adherence to this medication, and the number of extra pills you dispensed.

15. My Account

The **My Account** section of the Hero app contains settings and information about your account.

To change your email address:

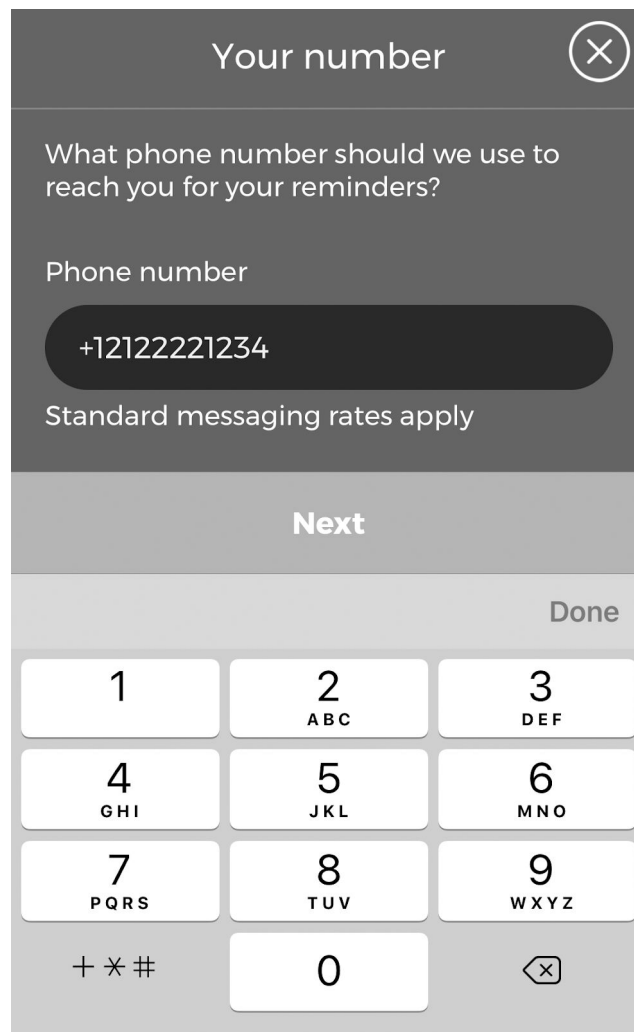
1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select **Your email address**.
4. Enter your email address and select **Next**.



5. Select **Close**.
6. Hero will send you a confirmation email. In that email, select **Confirm Email**.

To update your phone number:

1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select **Your phone number**.



Your number ✕

What phone number should we use to reach you for your reminders?

Phone number

+12122221234

Standard messaging rates apply

Next

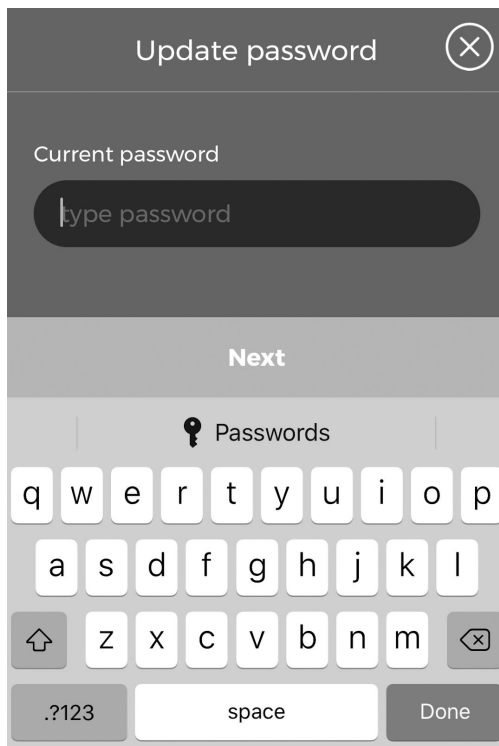
Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

4. Enter your phone number and select **Next**. To confirm, Hero will send you a verification code via text message at that number.
5. Back on the app, enter the **Verification code** and select **Next**.

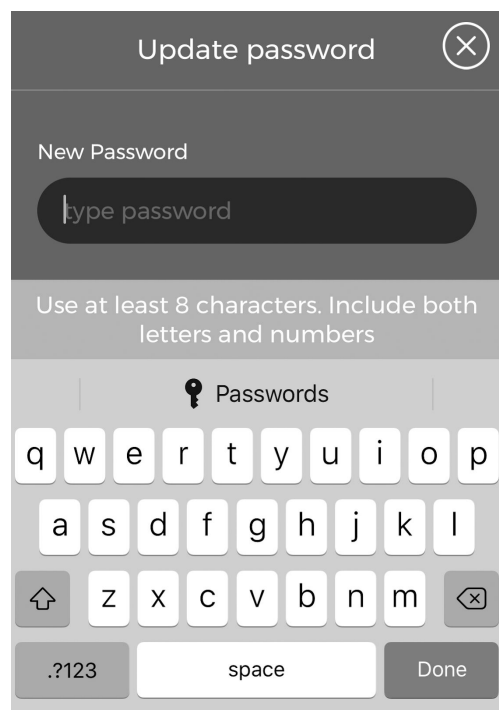
To update your password:

1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select **Your account password**.
4. Enter your current password and select **Next**.



The screenshot shows a mobile app interface for updating a password. At the top, there is a title bar with the text "Update password" and a close button (X). Below the title bar, there is a section labeled "Current password" with a text input field containing the placeholder text "type password". Below the input field, there is a button labeled "Next". Below the "Next" button, there is a keyboard with a key icon and the text "Passwords" above it. The keyboard has three rows of keys: the first row contains "q w e r t y u i o p", the second row contains "a s d f g h j k l", and the third row contains "z x c v b n m". There are also special keys: a shift key (up arrow), a space key, and a "Done" button.

5. Enter your new password, confirm your new password by entering it again, and select **Next**.

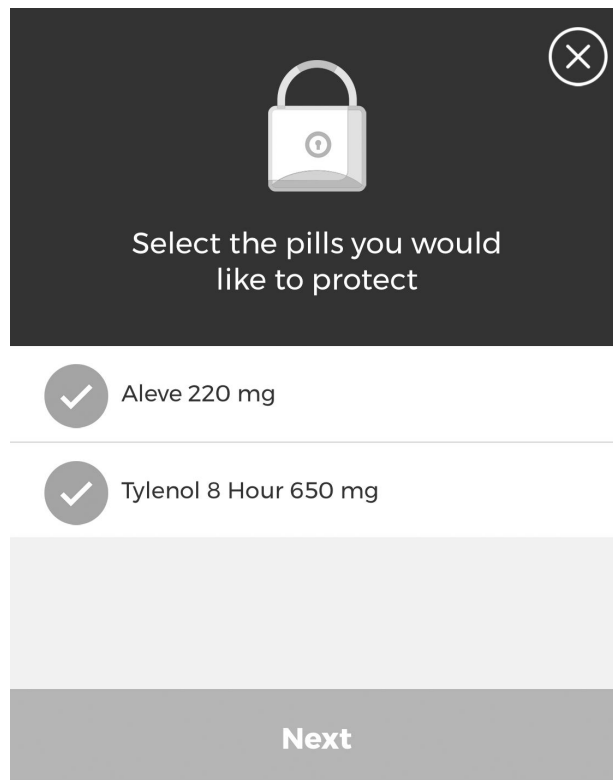


The screenshot shows the same mobile app interface for updating a password. At the top, there is a title bar with the text "Update password" and a close button (X). Below the title bar, there is a section labeled "New Password" with a text input field containing the placeholder text "type password". Below the input field, there is a message that says "Use at least 8 characters. Include both letters and numbers". Below the message, there is a button labeled "Next". Below the "Next" button, there is a keyboard with a key icon and the text "Passwords" above it. The keyboard has three rows of keys: the first row contains "q w e r t y u i o p", the second row contains "a s d f g h j k l", and the third row contains "z x c v b n m". There are also special keys: a shift key (up arrow), a space key, and a "Done" button.

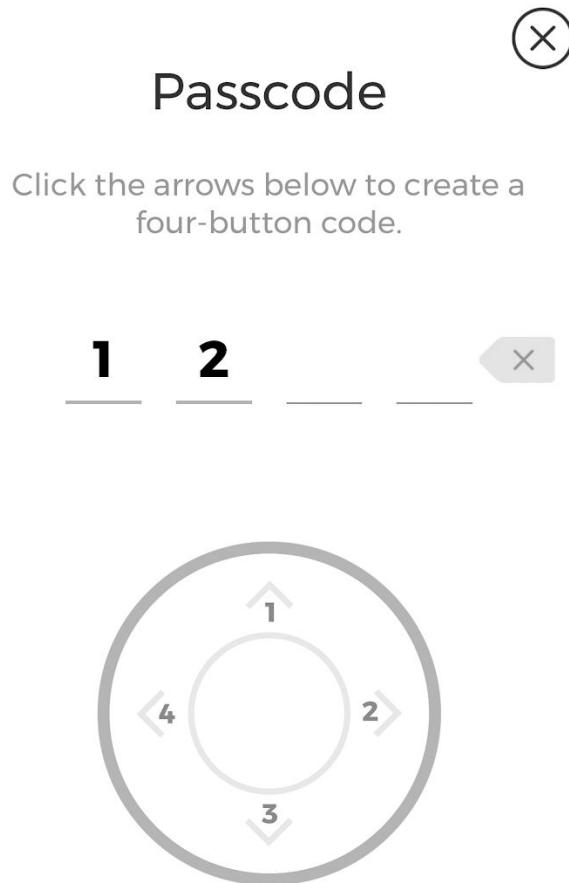
6. Select **Close**.

To add a passcode:

1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select **Your Hero passcode**.
4. Deselect any medications for which you would *not* like the safety lock applied and select **Next**.



5. Select the necessary arrows to create a four-digit code and select **Save passcode**.



6. On Hero, select **Confirm**.
7. Back in the app, select **Close**.

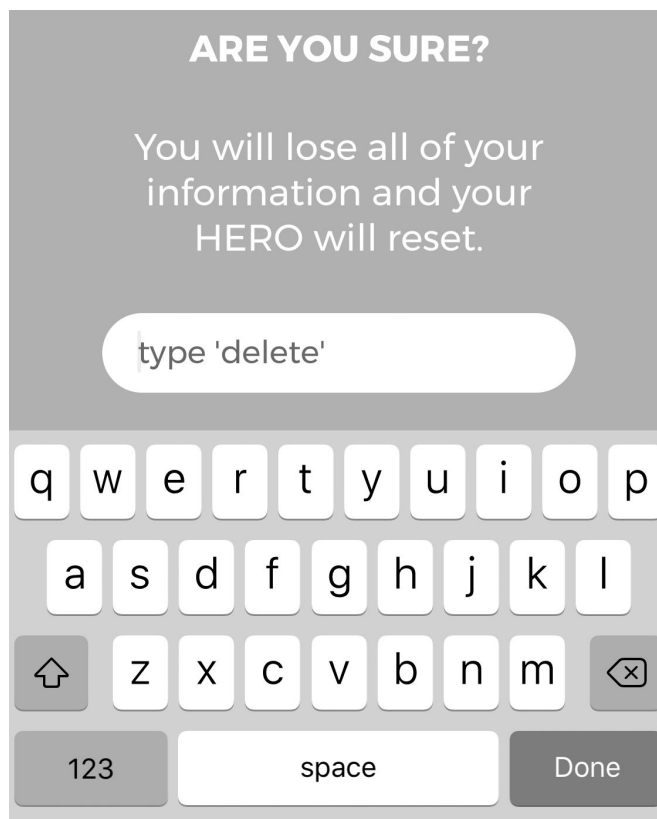
To edit a safety lock:

1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select **Your HERO passcode**.
4. Select the necessary arrows to create a four-digit code and select **Save passcode**.
5. On Hero, select **Confirm**.
6. Back in the app, select **Close**.

To delete your account:

1. In the Hero App, select **Account**.
2. Select **Account and Security**.
3. Select Delete account.

WARNING: All account data is erased and will become inaccessible once your account is deleted.

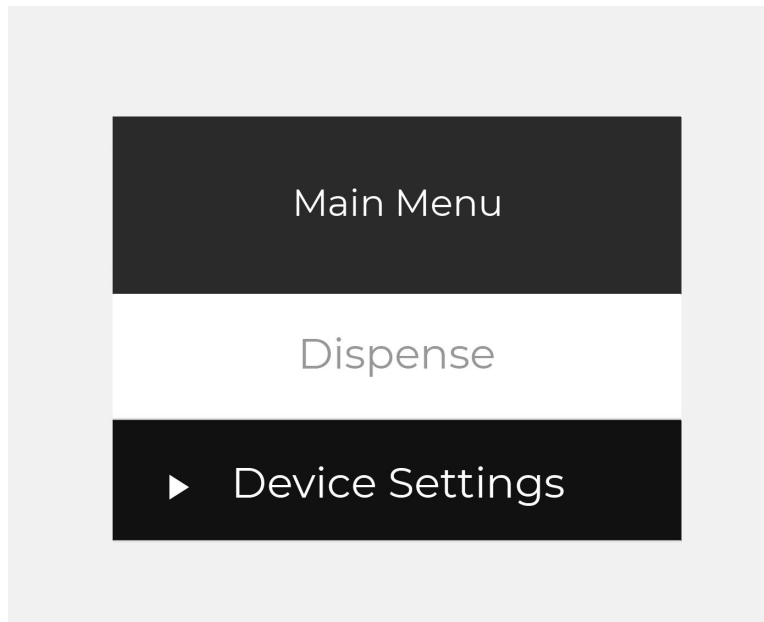


4. Enter the word "delete" and select **Delete Account**.

16. Hero Settings

Use your Hero's **Device Settings** menu to set the volume, change brightness, set the time, change your Wi-Fi network, and more.

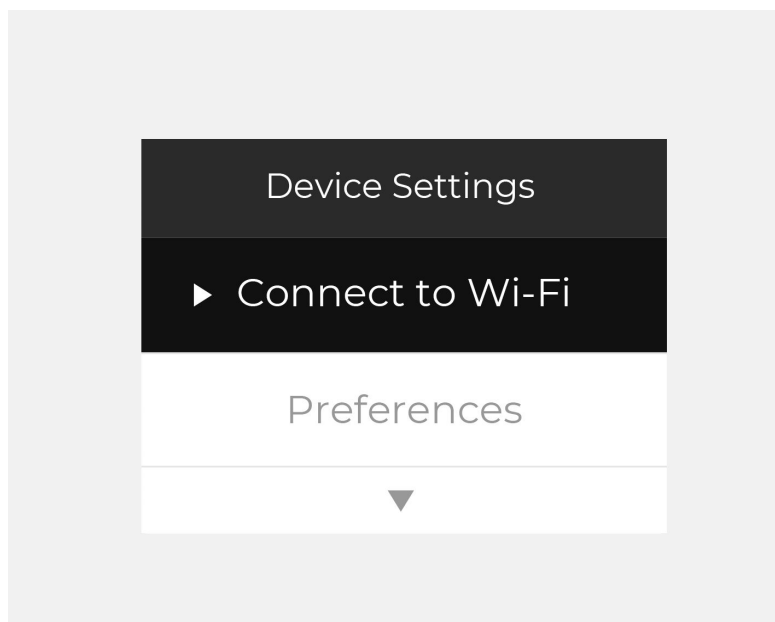
1. On Hero, press any button.
2. Select **Device Settings**.



To change or reconnect to Wi-Fi networks:

If you become disconnected from your Wi-Fi network, or for any other reason need to reconnect to Wi-Fi:

1. From **Device Settings**, select **Connect to Wi-Fi**.



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

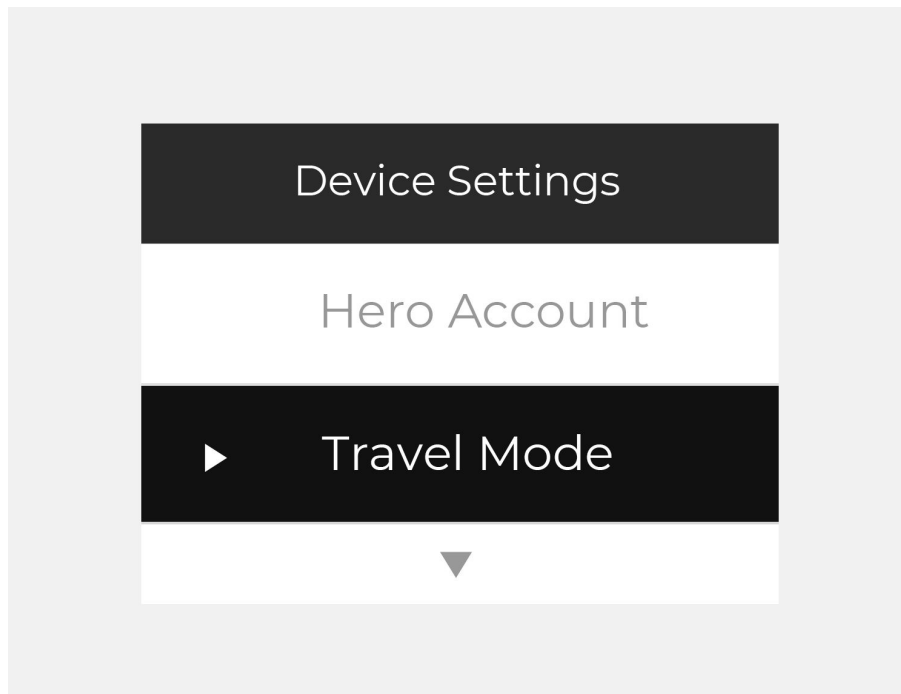


3. Select your desired network.
4. Confirm your choice by selecting **That's right**.
5. Enter the network's password.
6. Select **Okay**.

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

To turn on Travel Mode:

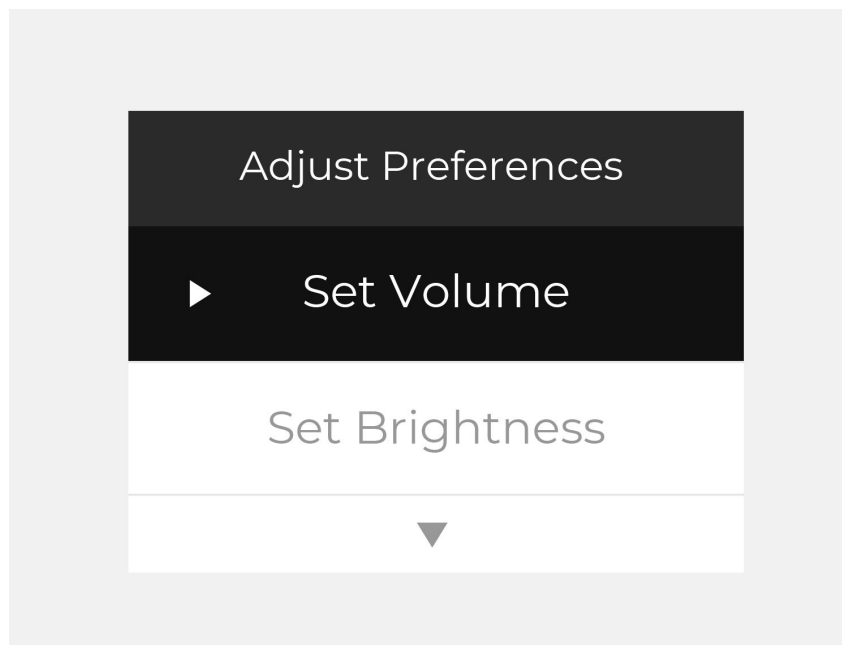
From **Device Settings**, select **Travel Mode**.



See chapter 17, *Traveling with Hero*, for more information on Travel Mode.

To set volume:

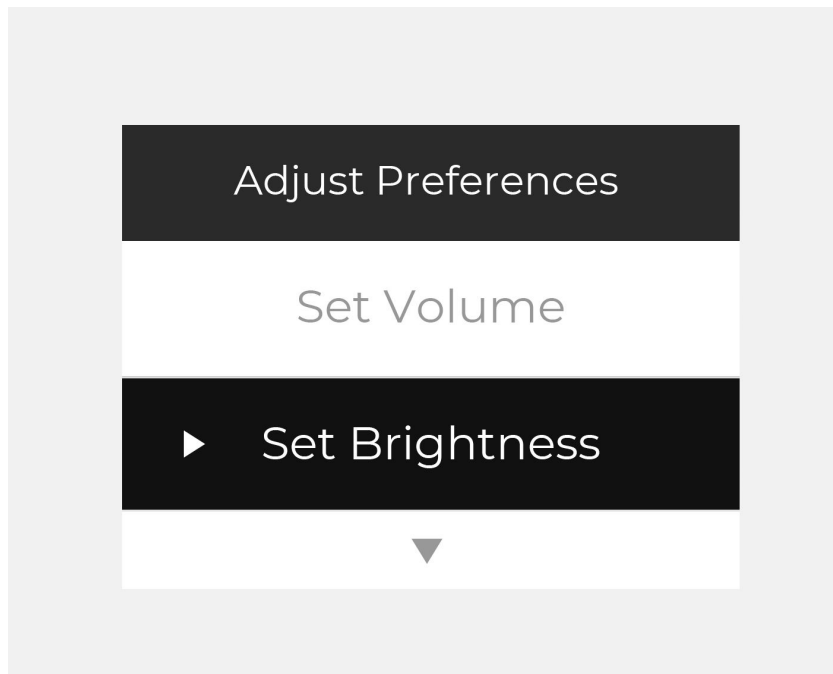
1. From **Device Settings**, select **Preferences**.
2. Select **Set Volume**.



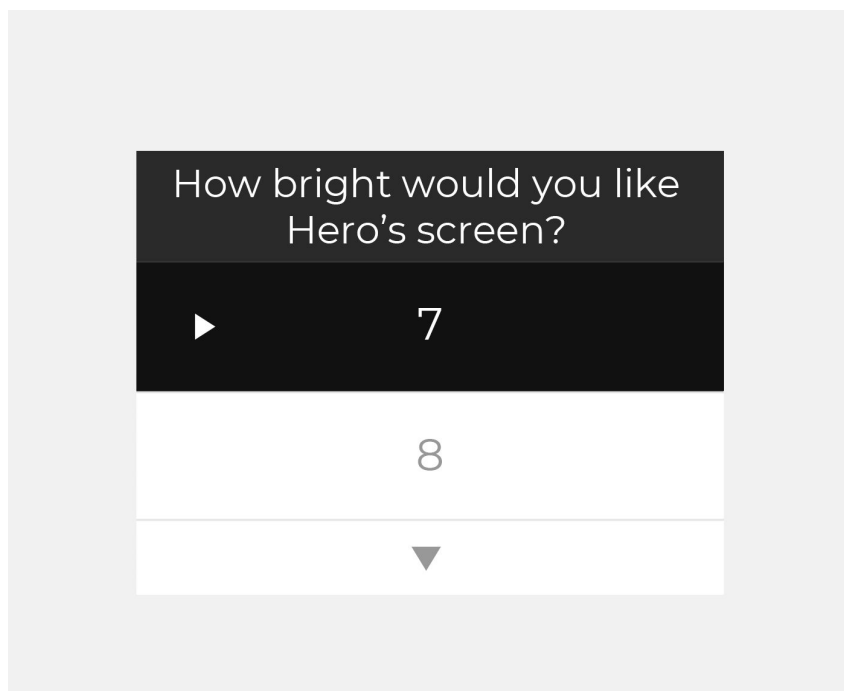
3. Use the up and down arrows to set the volume level anywhere between 1 (the softest) and 6 (the loudest).

To set brightness:

1. From **Device Settings**, select **Preferences**.
2. Select **Set Brightness**.

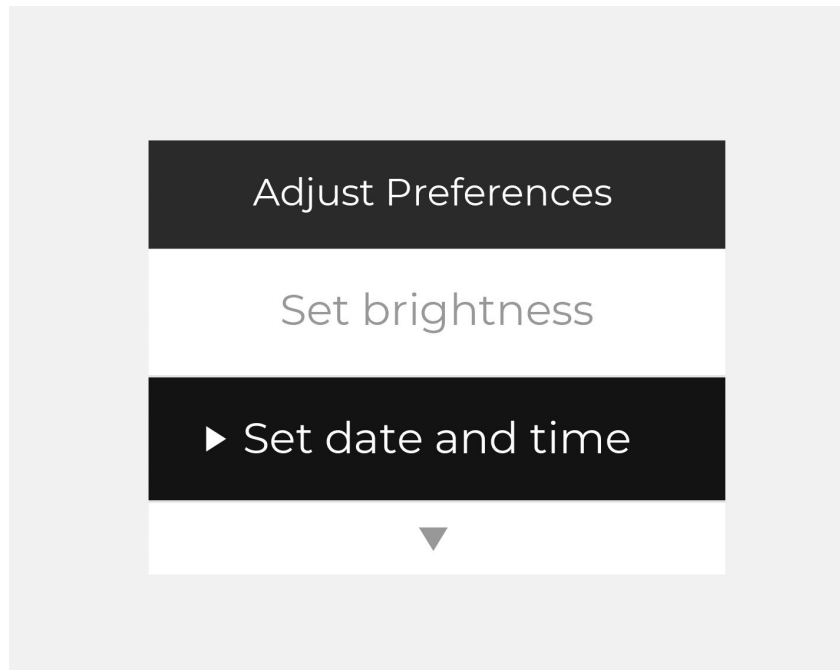


3. Use the up and down arrows to set the brightness level anywhere between 1 (the dimmest) and 10 (the brightest).

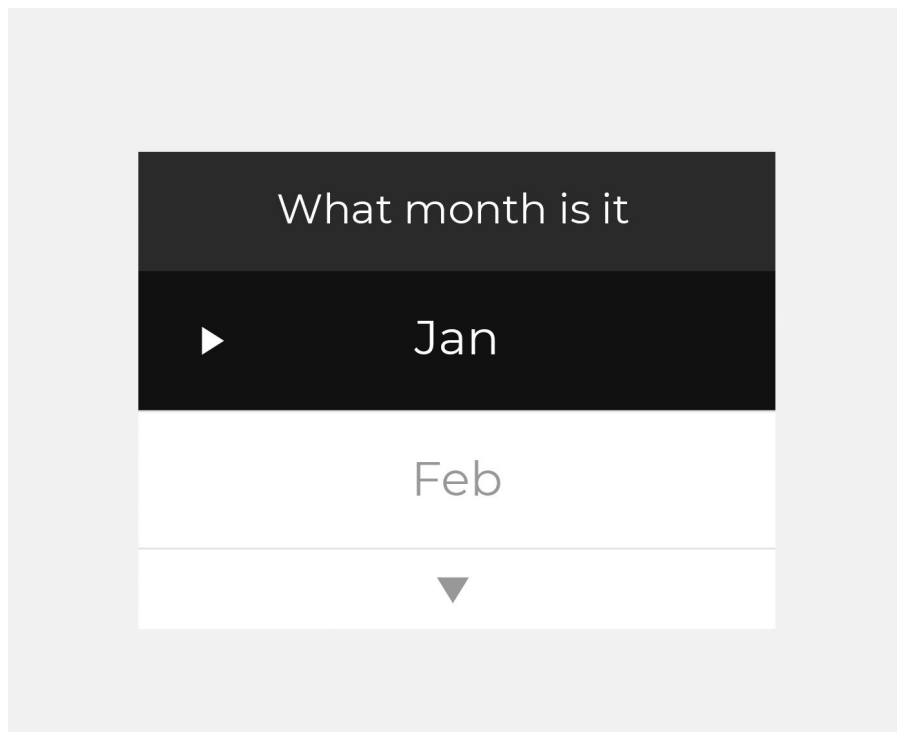


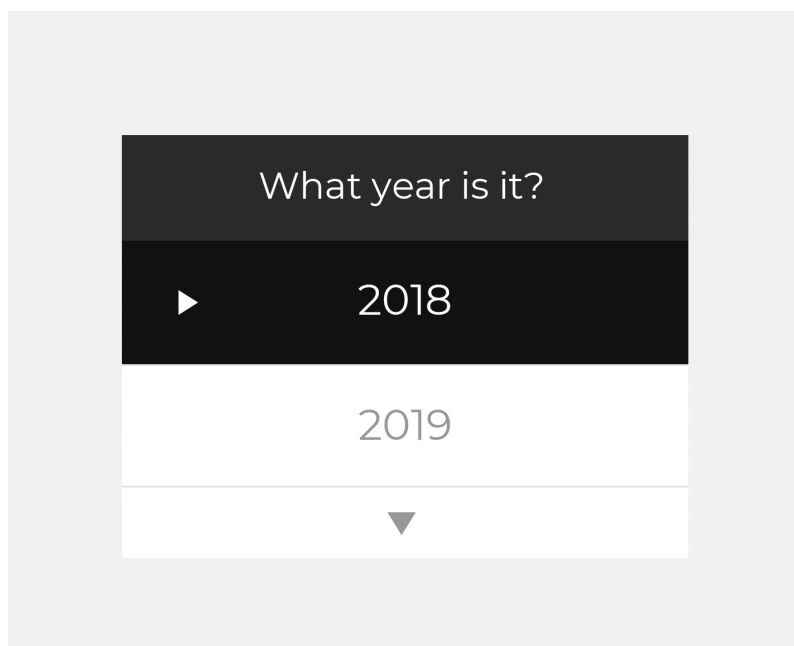
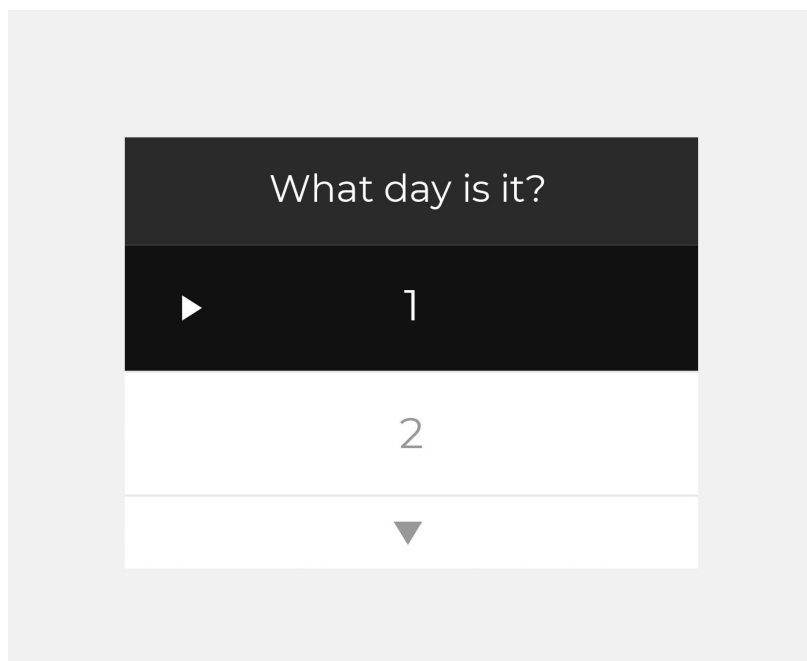
To set the time manually:

1. From **Device Settings**, select **Preferences**.
2. Select **Set date and time**.



3. Select **Use local time** to have Hero get its time information from the internet. Or, select **Set new time** and manually select the month, day, year, hour, minute, and AM/PM. Select **Okay** to confirm.



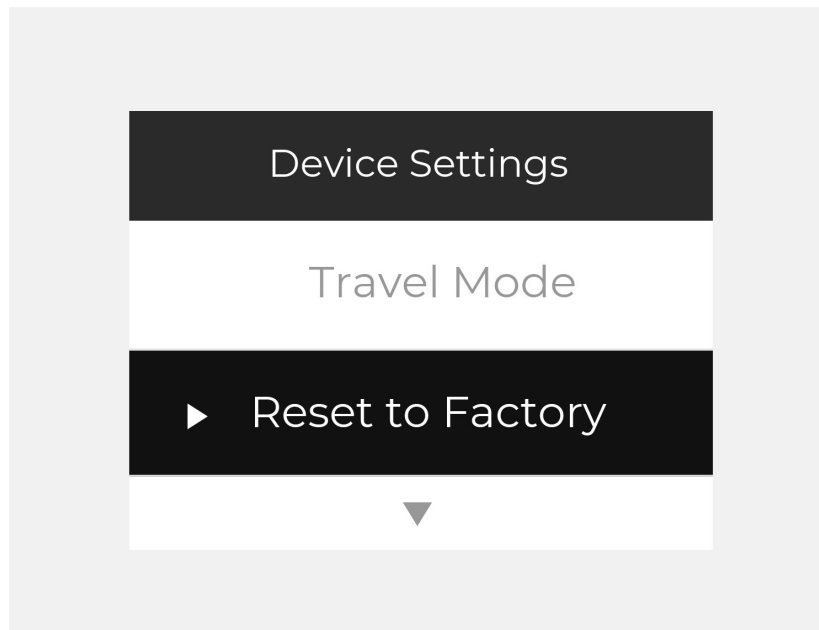


To view info about your Hero:

From **Device Settings**, select **About**. Hero will display its firmware version number, serial number, and your account email address.

To reset to factory settings:

From **Device Settings**, select **Reset to Factory**.

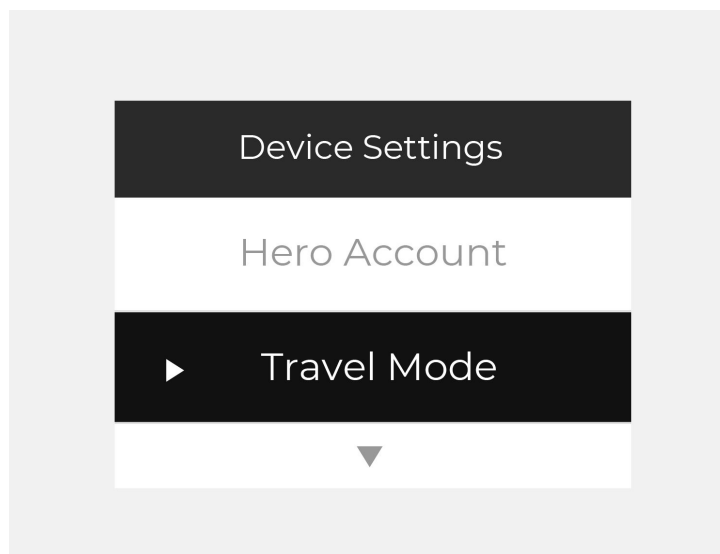


CAUTION: Resetting your Hero will cause it to lose all data associated with your account. After resetting, you will have to manually empty any medication stored inside, reconnect to Wi-Fi, and re-enter your regimens into your account.

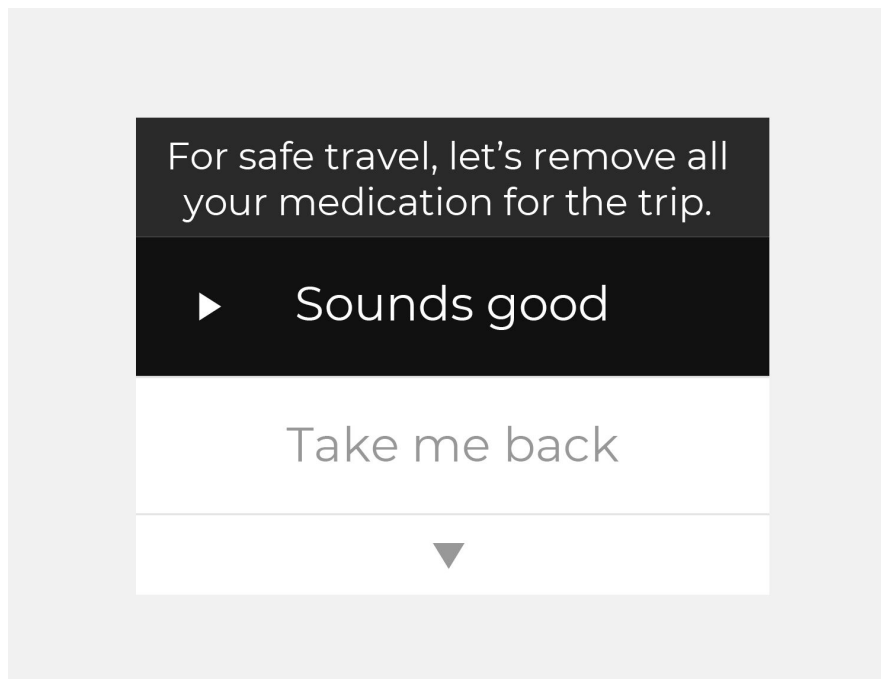
17. Traveling with and Storing Hero

If you are moving Hero just a short distance and can be sure it will be kept upright, you should not need to use the travel bar or turn on travel mode. But for longer trips, and when storing Hero for long periods of time without using it, both features should be used:

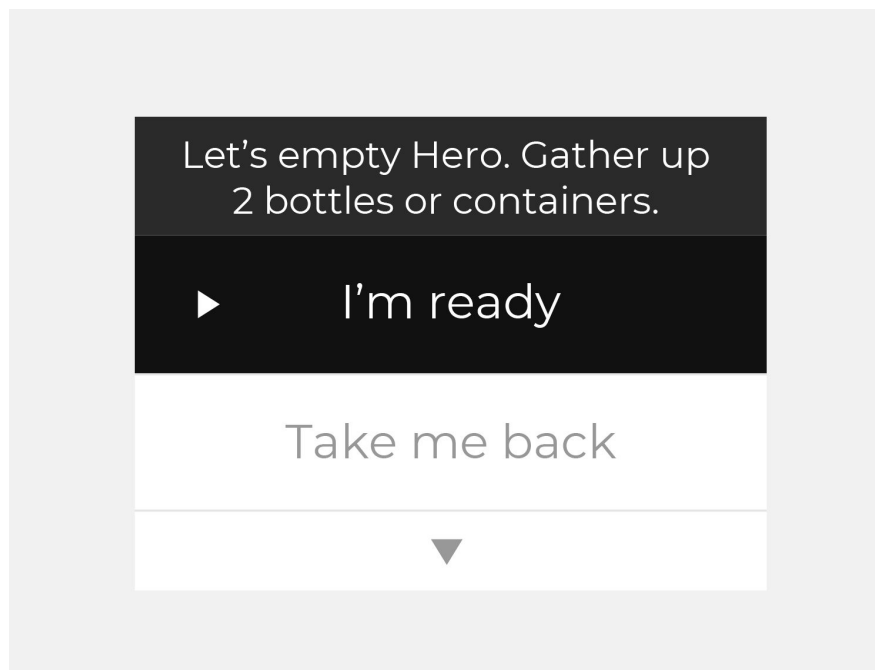
1. On Hero, select **Device Settings**.
2. Select **Travel Mode**.



3. Select **Sounds good**.



4. Select **I'm ready**.



5. Once the Hero cartridge door opens, remove the cartridge and place the medication in a labeled bottle.
6. Return the cartridge to Hero and close the cartridge door.
7. Continue steps 5-6 until all cartridges have been emptied.
8. Locate the lock compartment on the back of Hero and remove the cover.
9. Insert the long end of the travel lock into the hole in the lock compartment.

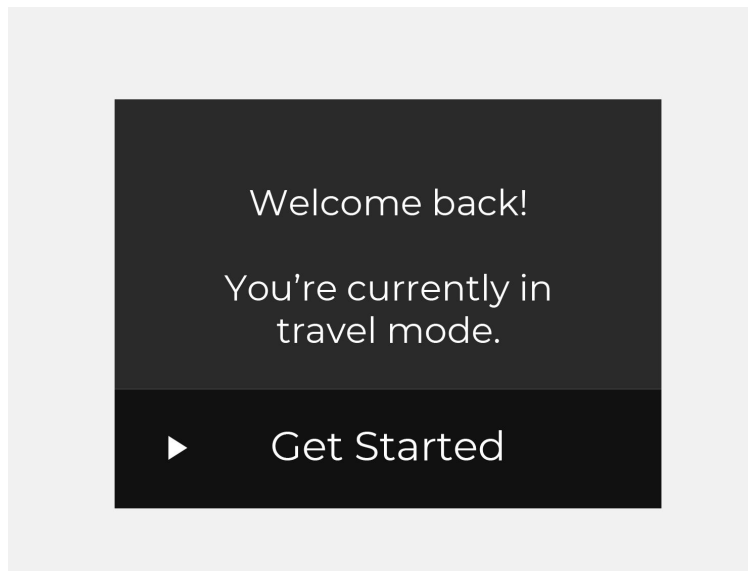


WARNING: Do not force the travel bar into Hero. If you feel some resistance inserting the travel lock, rotate the lock until it slides in farther. The compartment cover will not close unless the lock is properly inserted.

10. Replace the cover.
11. On Hero, select **Done**. Hero can sense if the travel bar has been put properly in place. It will ask you to try again if it senses the bar isn't sitting properly.
12. Unplug Hero.
NOTE: While Hero is unplugged, you will not receive any notifications and you will not be able to make any changes to your account.

After you plug Hero back in:

1. On Hero, select **Get Started**.



2. Remove the lock compartment cover, remove the travel bar, and replace the lock compartment cover.
3. Back on Hero, select **Done**.
4. Select **Okay**. Hero will then guide you through putting your medications back in the appropriate cartridges, similar to the *Load Medication into Hero* section on page 16.

18. 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 safety 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.

19. FAQs

Q: If I unplug Hero will I have to reload all the medication information?

A: No. As long as your Hero is connected to a Wi-Fi network, it has access to the information it needs. If you need to reconnect to Wi-Fi, see the *Hero Settings* chapter..

Q: Can Hero dispense liquid medications?

A: No. However, you can still use Hero to notify you when to take your liquid medication. When entering in the medication's information, select **NO** when asked if it will be stored in Hero.

Q: Can Hero dispense pills I've broken in half?

A: No. However, you can still use Hero to notify you when to take your half pills. When entering in the medication's information, select **NO** when asked if it will be stored in Hero.

Q: How can I get my pills if I lose power?

A: Every Hero has an safety key that you can use to manually open the device and access your pills. We recommend adding an Uninterruptible Power Supply for continuous use. See *Emergency Access to Medication* for more information.

Q: Do I need Wi-Fi to use Hero?

A: Yes, Hero requires a Wi-Fi connection to be set up and used.

Q: Is Hero regulated by the FDA?

A: Yes, Hero is regulated by the FDA as a medical device.

Q: What kind of phone do I need to receive notifications from Hero?

A: You will need a smartphone running Android (5.0 or later) or iOS (10.0 or later). However, you can still receive dose reminders via text message or direct phone call if you do not have a smartphone.

Q: Can I use Hero without the app?

A: Yes, you can log in to the Hero Connect Web Portal on your desktop computer. However, you will not receive many of the helpful notifications that you would when using the app.

Q: I notice I cannot edit the dosage strength or expiration date of a medication in my account. Is there a way to do that?

A: To ensure that medications of different dosage strengths or expiration dates do not get mixed together, you will have to remove the medication in question from your account and add it back in with the correct information.

For more information on Hero, including additional FAQs, visit www.herohealth.com/getstarted.

20. 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

WARNING: Do not put cartridges or cup in a dishwasher.

21. Troubleshooting

Q: Why is my adherence listed as something other than 100%?

A: Several factors can affect your adherence rate. Taking pills early, late, or not at all can change this statistic.

Q: Hero isn't able to download changes I've made to my account.

A: Check to make sure your Wi-Fi network is up and running, and that Hero is connected to the correct network. To reconnect to Wi-Fi:

1. On Hero, press any button.

2. Select **Device Settings**.
3. Select **Connect to Wi-Fi**.
4. Select **Change Network**. Hero will search for available networks.
5. Select your desired network.
6. Confirm your choice by selecting **That's right**.
7. Enter the network's password.
8. Select **Okay**.

Q: The time on my Hero seems off. How can I fix that?

A: By default, Hero pulls its time information from the internet. However, you can manually enter in the time. See the *Hero Settings* chapter for more information.

For further troubleshooting help, please visit www.herohealth.com/getstarted.

22. Support

If you have any questions about Hero not answered here, please give us a call or send us an email.

Phone: 1 (855) 855-9962

Email: support@herohealth.com

You can also use either of these contact methods via the app by navigating to **Account > Get Support** and selecting **Call Customer Support** or **Email Customer Support**.

23. Technical Specifications

Hero 100 Specifications	Value
Functional specifications	
Input voltage	Hero 100: DC24V Power Adapter: 100-240Vac rms Power Adapter is intended to be plugged into a standard power receptacle (Overvoltage Category II).
Input power frequency	Hero 100: DC Power Adapter: 50/60 Hz
Input power	Hero 100: 1.5A 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
WiFi	802.11 b/g/n 2.4G
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 used in 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	10 user filled cartridges
Cup	1 cup
Duty cycle	Continuous use
Useful life	33,000 dispenses
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

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