



Max2 Operator Guide

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Chapter 1. Max2 Operator Guide

[Max2 Operator Guide PDF](#)

A printable download of this documentation can be accessed via this link.



Introduction


Max2 offers speed, accuracy, and safety with your pharmacy team in mind. We build Max2 to give you time and free resources for patient care and running your business.

Safety and alerts

Warning:


Pressing an E(mergency)-Stop button immediately halts all robotic activity. You must release the E-Stop button for the Parata Max2 unit to resume normal operation. The Max2 unit's status lights at the top of the machine are blue when the machine is ready for operation and will turn red when an E-Stop is engaged.





 The E-Stop button is provided as a safety mechanism; it is not a general-purpose stop button. It should be pressed only when there is a safety concern, such as prior to reaching inside the Parata Max2 unit.

There is an E-Stop button on both sides of the machine.


The system will also halt activity and the unit's top lights will turn red if the labeler drawer or the capper drawer is opened.


 Warning: Be extremely careful when clearing jammed caps from the capping mechanism (located below the cap bins). The blades that hold the cap are sharp.


 Warning: Make sure the drug in the cell is the correct replacement for the NDC you are entering.


 Warning: If this is a hazardous drug, please be advised that Parata does not recommend dispensing hazardous drugs with Parata Max2.


 Warning: Be extremely careful of sharp edges when performing maintenance on the unit.


 Warning: The robotic arm can cause serious injury! Do not stick your hand into the “envelope” of the Parata Max2 unit (for example, through an empty cell location or the conveyor end opening to retrieve a dropped vial) *without first pressing an E-Stop*.

 Warning: Advanced Diagnostics provides access to machine sensors and actuators which can cause harm to the operator or system if exercised improperly.

 Warning: Do not place objects on top of the unit. Doing so may cover an intake vent necessary for proper cooling of the unit.

 CAUTION: After replenishing a cell, make sure the cell door is closed to prevent the contents from exiting.

 CAUTION: Reducing pressure may lead to unrecognized counting errors.

 CAUTION: Relocating cells containing pill inventory, if not done properly, can result in pills flooding the agitation chamber.

- ⚠ CAUTION: If the Max2's cells are mapped and you run Load Cell Layout, the current configuration for all cells is *cleared*, and replaced with the cell configuration data from the XML file you loaded.
- ⚠ CAUTION: To avoid damaging the print head, do not attempt to clean the print head with anything other than a Cleaning Card.
- ⚠ CAUTION: Caps produced by other manufacturers may cause problems with the Max2 capping system. Do not attempt to operate the Max2 with unapproved cap types or sizes. Also, keep the cap bins free of foreign objects.
- ⚠ CAUTION: Using vials produced by another vial manufacturer may impede proper function of the system. Do not attempt to operate the Max2 with unapproved vial types or sizes. Also, keep the vial bins free of foreign objects.
- ⚠ CAUTION: The circuit breaker in the unit's Power Entry Module (PEM) is *for emergency use only*. Do not use it to power down the Max2. Doing so can damage the PC.
- ⚠ CAUTION: Do not allow the print head to snap closed.
- ⚠ CAUTION: When opening a cap bin door, do not use the prescription drop-off shelves for leverage by pressing against them with your thumbs. Doing so may unseat or break a drop-off shelf.
- ⚠ CAUTION: When opening the small vial bin door, do not use the prescription drop-off shelves for leverage by pressing against them with your thumbs. Doing so may unseat or break a drop-off shelf.
- ⚠ CAUTION: Do not attempt to remove a cell from the auto calibration station while the calibration process is running. Doing so could damage the cell, the cell slot, and the mechanics used during calibration.

General Safety Information

Connection to mains supply:	Detachable cord set
Overvoltage category:	II
Poulltion degree:	2
Means of protection:	Class I (PE connected)
Environmental conditions:	Extended (Specify): Max. Operating temperature 27°C



For use in wet locations:	No
Equipment mobility:	Floor standing
Operating conditions:	Continuous
Overall size of equipment (W x D x H):	2014 mm by 721 mm by 2004 mm
Mass of equipment:	955.6 kg (2106 lbs.)


Chapter 2. Getting Started

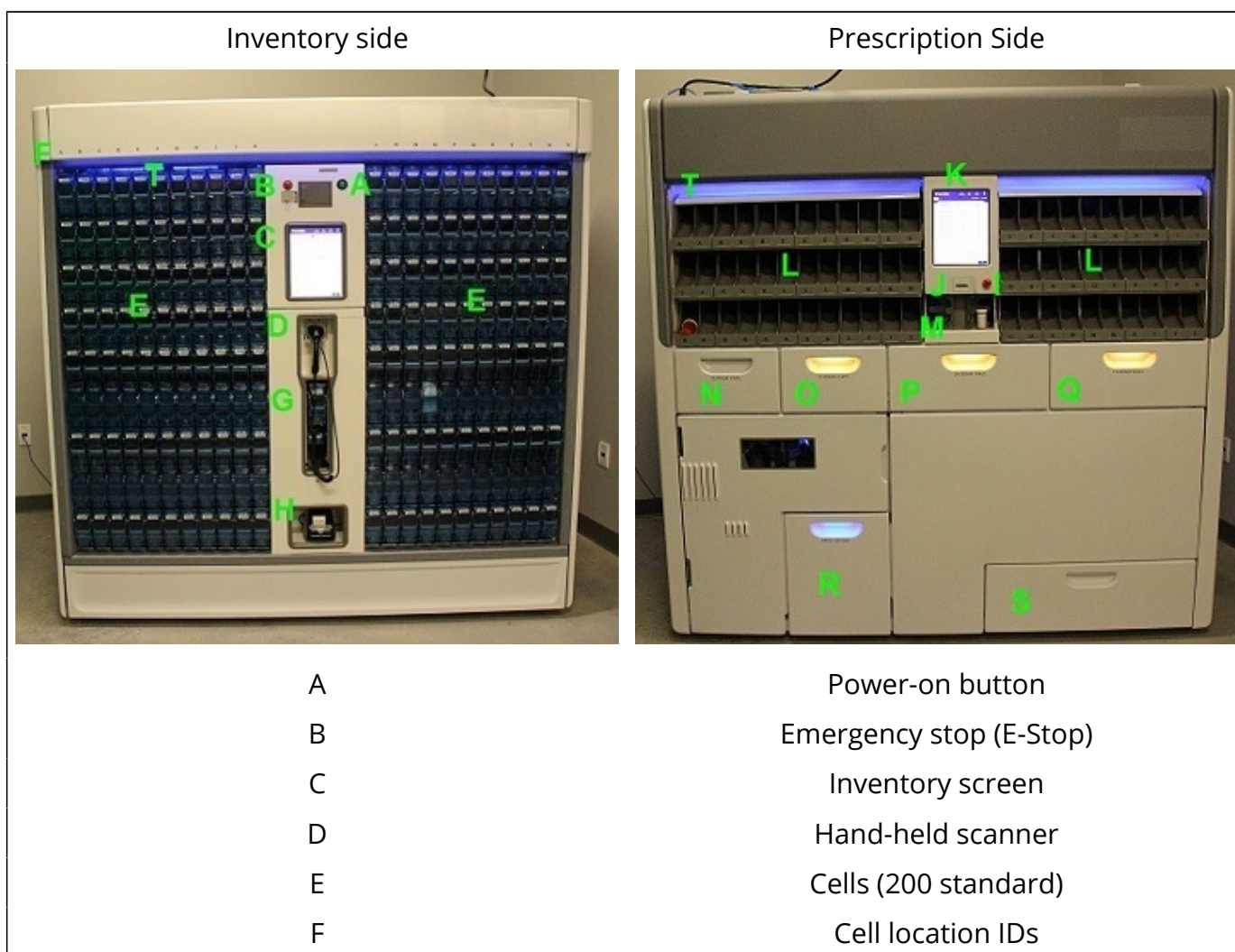
This section introduces you to the system's graphical user interface (GUI) and briefly describes some basic operating characteristics and tasks, including:

- How to power on the unit and start its main software applications.
- How the system receives and processes prescriptions (i.e. the system's auto fill workflow).
- How you interact with the system when it is filling prescriptions automatically.
- The identity and purpose of the main elements of the GUI and how you interact with them.
- The purpose and characteristics of the system's task wizards and how you use them.

Components Guide

You monitor and manage Rx orders on the Max2's *Prescription side*. The Max2's drug inventory, which is housed in cells, is monitored and managed on the *Inventory side*.

 Note: Operators should utilize only one side of the machine at a time. Actions being taken by an operator using the prescription side may interfere with actions taken by a user on the inventory side and vice versa.



G	Automatic calibration station
H	DYMO label maker
I	Emergency stop (E-Stop)
J	Fixed scanner
K	Prescription screen
L	Prescription drop-off bins/shelves
M	Exception carousel
N	Cap bin (Large)
O	Cap bin (Small)
P	Vial bin (Large)
Q	Vial bin (Small)
R	Prescription drop-off overflow bin
S	Labeler drawer
T	Unit status lights

Starting Up

1. Press the green power-on button located on the unit's Power Entry Module (PEM) on the *Inventory side*.



The Max2 unit starts automatically when you press the power-on button. The PC powers up, and a confirmation screen and prompt appears on the *Prescription* screen.

2. On the *Prescription screen*, touch OK to continue the start-up process. The Microsoft Windows® 10 operating system loads. The Max2 application software then launches automatically.

When the system is ready, the Script Queue window opens on the *Prescription screen*, and the Cell Inventory window opens on the *Inventory screen*.

3. Touch the Run button to put the unit in Run mode.




The unit's status is *Paused* (arrow).


Touch **Run** to place the system in **Run** mode - the system starts processing orders.



The unit's status is *Running* (arrow).

Touch **Pause** to place the system in **Pause** mode - the system temporarily stops processing orders.

 Note: If Auto Run mode is enabled on your system, queued Rx orders begin to fill automatically when you start the unit.

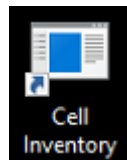
 Note: The Run and Pause buttons on the status bar of the Max2 application are used only to start and stop/pause the processing of Rx orders. If an order is being filled when you touch the Pause button, the Max2 will complete the order before pausing. When the unit is in Pause mode, orders are received from the pharmacy interface, but are not processed until you put the Max2 in Run mode.

Starting up Manually

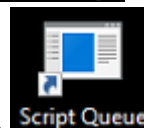
If the Max2 application software is not running after you power on the unit, you must start it manually.

To start the application software manually:

1. Double-tap the Max2 ScriptQueue application icon.



2. Double-tap the Max2 CellInventory application icon.




Upon successful startup, the Script Queue window opens on the *Prescription screen*. On the *Inventory screen*, the Cell Inventory window opens.

Put the unit in Run mode to begin filling Rx orders.

Shutting Down

Restarting the applications, closing the applications, rebooting Windows and unit shutdown all are performed from the Settings window—from the Prescription side.

 **CAUTION:** The circuit breaker in the unit's Power Entry Module (PEM) is *for emergency use only*. Do not use it to power down the unit. Doing so can damage the PC. To power-down the unit, follow the unit shutdown procedure below.

1. Resolve any incomplete Rx orders.
2. Put the unit in Pause mode. Rx order processing halts.
3. Wait for any actively-processing Rx orders to complete.
4. Touch the Settings button to display the Settings window.
5. Touch the Shut Down button.

Shut Down

6. Select Yes to continue.
7. You again are prompted to confirm the shutdown operation.
8. Select Yes to continue.
9. Wait for Windows to close completely. The PC powers off automatically.

Autofill Workflow

This section outlines the workflow—the interactions between you and Max2—during routine automated Rx order processing.

You monitor and manage Rx order processing from the unit's *Prescription side*.

Before you start to process Rx orders, ensure that:

- The proper caps and vials are loaded; *if not*, see "[Replenishing Consumables \(on page 84\)](#)."
- The vial feeders are enabled.
- A sufficient number of labels are loaded in the labeler; *if not*, see "[Replenishing Consumables \(on page 84\)](#)."
- The cells contain a sufficient quantity of pills; *if not*, see "[Replenishing a Cell \(on page 64\)](#)."

Steps to Process Rx Orders

1. Prescriptions is the home window on the Prescription side of the unit. It displays when the application starts. The Pending Queue lists the Rx orders that have been sent from the pharmacy's computer to the machine.
2. If the unit is not already in Run mode, touch Run.

Run

As each prescription is processed, it is labeled, filled, capped and deposited in a prescription drop-off bin or sent to the drop-off overflow bin.

The prescription's record then appears on the Ready Queue.

3. Touch the Ready tab to display the Ready Queue.
The Ready Queue lists all the Rx orders that have been successfully processed and are ready to be picked up from the prescription drop-off bins and the drop-off overflow bin. The drop-off bin locations appear in the last column, Location.
4. For manual fills and bin scripts (i.e. scripts that the host system sends to the prescription drop-off bins), the next step is to retrieve the prescription from the drop-off bin or overflow bin. There are three methods for retrieving and completing a script that has been deposited in a drop-off bin or the overflow bin:

- Method 1:

- On the Ready Queue window, locate the prescription drop-off bin containing the prescription.
- Remove the vial from the shelf and scan the bar code on the vial label.



Note: Scanning the completed vial's bar code transfers the Rx order from the Ready Queue to the Complete Queue.

Method 2: Instead of scanning out the vial, you can use the following method.

- Pick up the Rx order from its prescription drop-off bin.
- Select the Rx order on the Ready Queue window.
- Touch the Complete button.

Pending (0) Incomplete (7) Ready (1) Complete (0)				
Rx#	Patient Name	Drug	Qty	Location
M00414209	Manual Fill	1a 10 mg Tablet	30	M
View Contents			Complete	

- Touch Yes in the Question box, confirming that you have picked up this order from its bin.

Figure 1. When you clear a Ready script in this way, its record is moved to the Complete Queue and the Reason is listed as "Picked Up Confirmed."


- Method 3: Wait until all Pending orders have been successfully run, then clear them one drop-off bin at a time from any of the Rx queue tabs.

To clear all orders from a drop-off bin:


- Touch the bin icon to open the Shelf Contents queue.
 - Touch the Select Multiple button.
 - Touch the top checkbox in the Rx# column.
 - Touch "Complete."
 - Touch Yes.
- Deliver the prescription to the patient or temporary holding area.

Chapter 3. Managing Users

At its full level of implementation, operator auditing can be configured to monitor and record all actions done on both sides of the unit, requiring operator sign-in and restricting certain functions and cells to authorized personnel.

 Note: For example, when a full operator auditing level is implemented, all Rx pickups are monitored and logged, access to all locked cells is tracked and all replenish operations must be approved by a pharmacist (or authorized technician).

On the other hand, the operator auditing facility can be configured such that sign-in rarely is required, and all operators enjoy virtually unrestricted access to the system.

 Note: For example, when a less stringent level of auditing is implemented, retrieval operators may also perform replenishment operations on locking and non-locking cells without signing in.

As a Pharmacist, the level of security and auditing you implement is your decision.


Audited actions such as replenishments can be logged, retrieved, and displayed or printed as reports that let you monitor, over a designated interval, all replenishment (or other) auditing procedures and the pharmacy technician who performed them.

A *Pharmacist* (or any authorized operator) sets up and maintains the site's auditing and security levels, by responding to a brief series of prompts displayed by the Operator Setup Wizard.

Understanding Auditing and Security/Levels of Access

Operators can perform only those functions authorized by their assigned operator level, unless a *Pharmacist*-level operator has provided them additional access permissions via the Operator Settings function. Conversely, if an operator has had one or more access permissions disabled on the Operator Settings screen, he or she may not be able to perform all of the access permissions authorized by their assigned operator level.

In addition to the unique system functions and access permissions delegated to each operator level, each operator level "inherits" the access rights of the lower levels it.

 Note: If an unauthorized operator attempts to perform a restricted function (i.e., one to which he has not been provided access), an error message is displayed.

In addition to requiring the operator's identification information or PIN, the software helps clarify questions of "who has access to what" by making restricted features (and cells) inaccessible to unauthorized operators.

There are five operator levels, listed here in descending levels of access privilege:

This section explains the system access permissions authorized to each operator level.



Note: Remember that an operator's level alone does not completely define his or her access permissions—the system's designated security function group is also a determining factor.

Also, by making selections on the Operator Settings screen, a Pharmacist-level (or authorized) operator can grant additional access permissions to individual operators, regardless of their level.

Technician 1-*Retrieval-only* operators - Can pick up and clear scripts dispensed from both locking and non-locking cells. They perform routine script queue-management operations, including advancing and deleting scripts.

- They have access to all functions in the Settings General section except Configuration. They also have access to Reports.

On the unit's *Inventory side*, with the exception of reports, a Technician 1's access is restricted to "read-only."

Technician 2-*Non-locking replenishment* operators - Acquires all Technician 1-level access permissions - In addition, they can perform manual fill operations on *non-locking cells*, but drugs housed in locking cells or in cells containing controlled substances cannot be accessed. *If two cells (locking and non-locking) are set up with the same drug (NDC), a Technician 2-level operator can access the locking cell, also.*

On the *Inventory side*, they can:

- edit Drug, Cell and, Other parameters on the Parameters window
- edit Inventory (*non-locking cells only*)
- delete cells, *both locking and non-locking*
- run the New Drug wizard
- run the New Cell, Replenish and Return-to-Stock Wizards (*non-locking cells only*)

Technician 3-*Locking replenishment* operators - Acquires all Technician 2-level access permissions - They can perform manual fill operations on both locking and non-locking cells.

On the *Inventory side*, they also can:

- edit Inventory (*both locking and non-locking cells*)
- run the New Cell, Replenish, and Return-to-Stock Wizards (*locking and non-locking cells*)

Technician 4-*Controlled substances* operators - Acquires all Technician 3-level access permissions

- In addition, a Technician 4-level operator is authorized to perform these operations on cells housing controlled substances (that is, drugs classified CI-CV).

Pharmacist-*Pharmacist* - Acquires all Technician 4-level access permissions

They also can:

- run the Operator Setup Wizard (accessed from the Advanced section > Operator Settings) and configure the auditing feature
- manage individual operator access permissions via the Operator Permissions Configuration screen
- print operator ID bar codes and update/delete operator accounts

- enable/disable the Replenish Approval feature
- approve replenishment operations (if the Replenish Approval feature is enabled)

A pharmacy technician's assigned operator level generally defines his or her role. For example, a "retrieval-only" operator would be assigned to the Technician 1. A "locking cell" operator would be assigned to the Technician 3, and so on.



Note: When security function group All is selected, only Technician 3-level operators and above (Technician 4, Pharmacist) can perform functions involving drugs housed in locked cells.

Thus, if all of your operators must be able to perform replenishment and other operations for drugs in both locking and non-locking cells, assign them to the Technician 3 level (or above).

Security Function Groups

Machine Permissions

- All
All functions will require sign in
- Locking Cells
Functions related to locking cell maintenance or filling will require sign in
- Inventory Side
Functions related to inventory maintenance will require sign in
- Configuration
Configuration will require sign in
- Prescription Side
Functions related to prescription filling will require sign in
- Approval Required
Require that each cell be approved for use by a pharmacist after a replenish or return to stock

This section explains the system access permissions enabled by each of the five security function groups.

Unlike the operator levels, which are assigned to individual pharmacy technicians, a single security function group is assigned to the unit itself. In effect, security function groups act as "overrides" to the individual operator levels by enforcing auditing based on the unit's side or cell type.

Only one security function group at a time can be selected; however, a Pharmacist-level operator can change the unit's designated function group at any time.





Note: The *Pharmacist* can also, at any time, override the access permissions provided to *individual* operators via the systems's security function group setting by enabling (or disabling) specific access permissions on the Operator Settings screen.



Note: The default value is Configuration, which sets the minimal level of auditing and security on the machine. The function group All implements the maximum level of auditing and unit security.


Each of the security function groups is described below:

Function group	Description
All	Requires all operators to sign in to the side of the unit where they will perform an authorized function
Inventory Side	Requires all operators to sign in to the unit's <i>Inventory side</i> only, where they can perform authorized functions On the unit's <i>Prescription side</i> , operators can perform any function without signing in—with the exception of the Settings functions—whose access requires the Parata Support password.
Prescription Side	Requires all operators to sign in to the unit's <i>Prescription side</i> only, where they can perform authorized functions. The unit's <i>Inventory side</i> , on the other hand, does not require operator sign-in. With a few exceptions, all operators can perform functions on the unit's <i>Inventory side</i> without regard for operator level.
Locking Cells	Requires operator sign-in for any function—regardless of machine side—that involves access to locking cells, or to cells containing controlled substances.
Configuration	(Default setting) The only functions requiring sign-in are those pertaining to the system's configuration. These are found in the Advanced section of the system settings.
	 Note: Access to the functions on these tabs requires the Parata Support password.
	 Note: If Replenish Approvals is enabled, all replenishment actions must be approved by a <i>Pharmacist-level</i> operator (unless the Replenish Approvals access privilege has been enabled for an individual lower-level operator).

Adding an Operator

Using the Operator Setup Wizard, a Pharmacist-level (or authorized) operator:

1. Assigns each operator a unique operator name, PIN, and security level
2. Selects one of the five security function groups
3. Enables (or disables) the Replenish Approvals feature

 Note: Operator accounts can be established, modified, or deleted by a Pharmacist-level operator only, unless another pharmacy technician has been granted access to these functions via the Operator Settings facility.

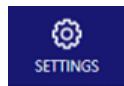
Before adding operators, you should select an operator name and PIN (four to twelve alphanumeric characters) for each.



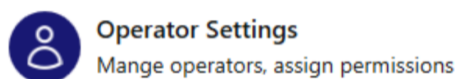
Note: Parata does not recommend choosing a four-digit, numeric-only PIN.

Each operator name must be unique; each PIN must also be unique.

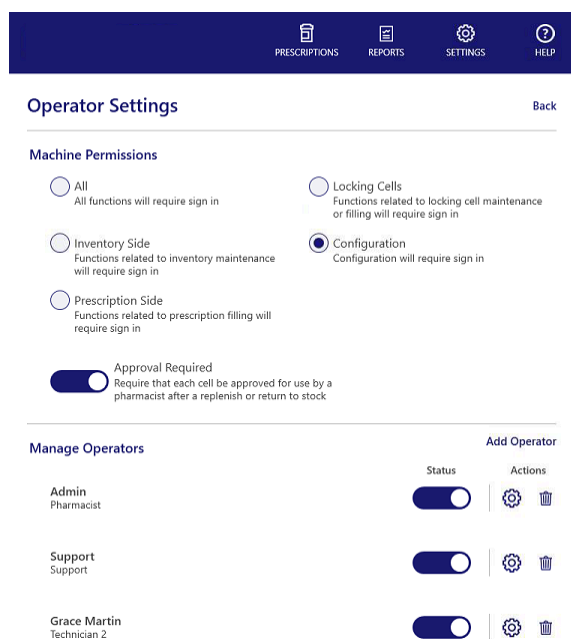
1. Sign in to either side of unit. Enter your ID information by:
 - scanning your operator ID bar code, or
 - typing your PIN on the pop-up keyboard, and touching OK.
2. Touch the Settings button to open Settings window



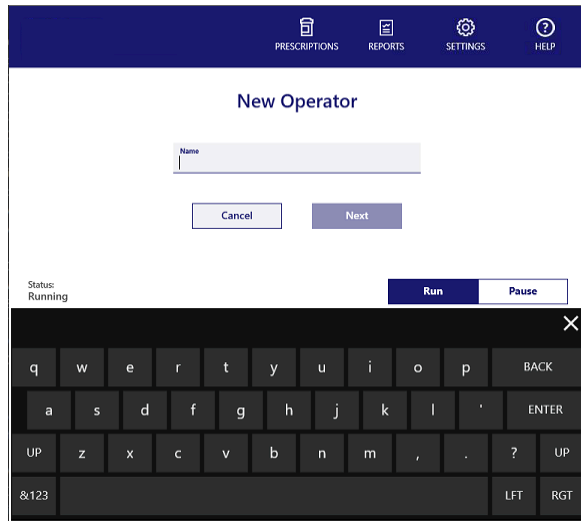
3. Touch the button for Operator Settings located in the Advanced section.



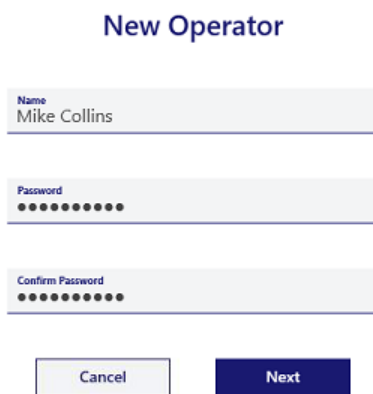
The Operator Settings window opens.



4. Touch Add Operator on the lower right side of the screen.
5. Using the pop-up keyboard, enter the operator name and touch Next.



6. Enter a unique password for the operator in Step 2, and touch Next.



7. In wizard Step 3, assign an Audit Level to the operator by touching one of the listed levels.
8. Touch the Add Operator button to exit the wizard.

The Operator Settings window will open, displaying the new operator.

9. Repeat these steps to add more operators.
10. When you are finished with the Operators window, touch any button on the toolbar to exit.

Printing an Operator Bar Code ID

1. On the Operators window, touch the settings cog next to the operator's name.



2. Touch the Print Badge button on the toolbar to print the operator's bar code ID (printed on the DYMO printer).



3. Retrieve the bar code from the printer and affix it to the operator's ID badge.

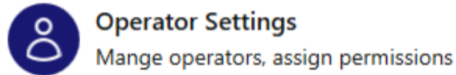
Updating an Operator's Information and Permissions

Using the Operator Update Wizard, a *Pharmacist*-level (or authorized) operator updates an operator's PIN and/or security *level*.

1. Touch the Settings button.



2. The Settings window will open.
3. Under Advanced, touch the Operator Settings button to open the Operator Settings window.



4. Under Manage Operators, touch the settings cog for the operator whose information you want to change.

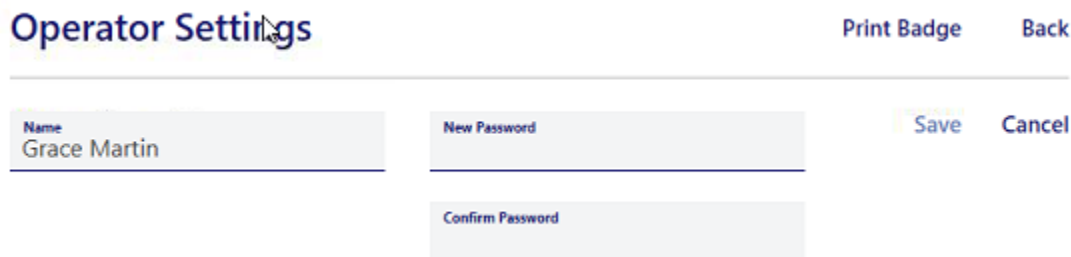


Editing the Operator's Name and Password

1. Follow the steps above for accessing the user's settings.
2. Touch the "Edit Information" button at the top of the page.



3. New fields will open allowing you to change the user's password and name. Edit the information.



4. Click Save to confirm changes to this information.

Customizing an Operator's Permissions

1. Follow the steps above for accessing the user's settings. When you open this screen for the first time, it displays the default permissions for the selected technician's assigned access level.
2. You use toggle buttons to enable/disable individual system access permissions. To grant or remove a specific access permission to an operator, touch the toggle adjacent to it, changing it so that it is enabled (blue) or disabled (gray). Your changes are saved automatically.



Note: Some permissions are "subordinate" to others and thus, cannot be enabled without first enabling the "base" level permission. Example: "Manual Fill Locking Cell" and "Manual Fill Controlled Substance" cannot be enabled for a user who does not otherwise have permission to perform a manual fill.

Prescription Queue Permissions



Note: You can enable and/or disable multiple system access permissions for an individual operator. Once changed, your settings remain in effect until you change them again.

Removing an Operator

To assign an operator a different operator level, you first must delete the operator's account.

1. On the Operator Settings window, select the operator you want to remove from the list under Manage Operators.
2. Touch the Delete button on the toolbar to initiate deletion of the account.

Grace Martin
Technician 2



3. When prompted to confirm the deletion, touch Yes.
4. Touch any of the buttons on the toolbar to exit.
5. The Operators window will open with the operator removed from the list of operators.
6. You must create a new account for this operator and assign him or her a new operator level to grant access again.

Changing the Security Function Group Settings

The system is preset to its basic auditing and security function group, Configuration.

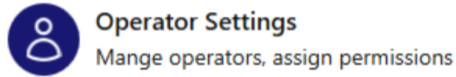


Note: Only a *Pharmacist*-level (or authorized) operator can change the machine's function group.

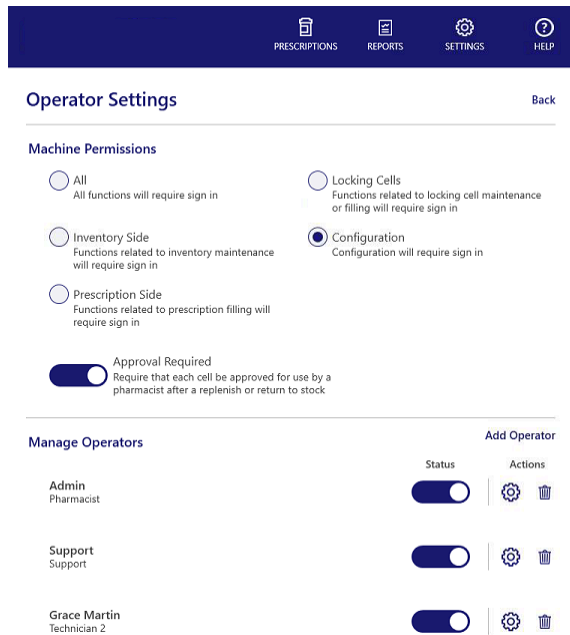
- As a Pharmacist-level (or authorized) operator, sign in to either side of the unit. Enter your ID information by:
 - scanning your operator ID bar code, or
 - typing your PIN on the pop-up keyboard, and touching OK.
- Touch the Settings button to open settings window.



- Touch the button for Operator Settings located in the Advanced section.



The Operators/Configuration window opens.



- On the Operators Settings window, click the settings cog for the group you wish to edit.



- The permissions are displayed and editable. Make the necessary changes.

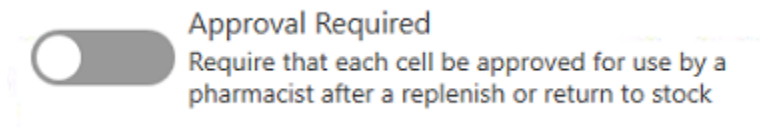
These permissions will be inherited by any operator assigned to this function group unless their permissions have been otherwise edited per "[Updating an Operator's Information and Permissions \(on page 16\)](#)."

Using the Replenish Approvals Feature

The Replenish Approvals feature requires a Pharmacist-level (or authorized) operator to approve all replenishment operations (including return-to-stocks). This is done by touching the Replenish Approval button, entering their PIN, or scanning their ID bar code, then selecting scripts for approval using the Approve or Approve All buttons on the Cells Awaiting Approval window.

- After a cell has been replenished, no more pills from the replenished cell can be dispensed until Pharmacist-level approval has been obtained.

The Replenish Approvals feature is disabled by default and can be enabled on the Operator Settings page in the Advanced section of Settings.







Chapter 4. Inventory Side










This section discusses the Cell Inventory windows, which are displayed on the unit's *Inventory screen*.

Inventory Side Buttons

The following table contains some of the buttons that appear on the *Inventory* side of the unit. Some of these buttons also appear on the *Prescription* side.

Table 1. Cell Actions Dropdown Menu

	Replenish Cell
	Return To Stock
	New Cell
	New Drug

	Sign In Log into the application to access secured function.
	Sign Out Log out of the application or secured function.
	Replenish Approvals* Approve replenishments. Pharmacist-level only - Only when Replenish Approvals are enabled
	Delete Cell
	Settings Display the Settings window.
	Cell Inventory* Return to the Cell Inventory window.
	Reports Open the list of available Reports.
	Help Open the help menu for documentation and Parata support contact information.
	Filter Displays the filter keyboard

Status

A dark blue rectangular button with the word "Run" in white text.

Touch Run to process and fill scripts. In Run mode, pending scripts are filled. This button appears on both sides of the unit.

A dark blue rectangular button with the word "Pause" in white text.

Touch Pause to suspend Rx processing; Rx's still can be queued, however. This button appears on both sides of the unit.



CAUTION: Be sure to always engage the E-Stop before reaching into the unit, even when paused using this button.



Touch Message Queue to view and process alert messages. This button appears on both sides of the unit.



Touch Host Connectivity Status to view AIM's connection status; see "[AIM Disconnected \(on page 113\)](#)."

Cell Inventory Window

Cell	Drug	NDC	In Cell ▼	Add
9J	9j 10 mg Tablet	00000-0218-00	390	60
4K	4k 10 mg Tablet	00000-0089-00	380	70
4J	4j 10 mg Tablet	00000-0088-00	270	180
1R	4i 10 mg Tablet	00000-0087-00	200	250
3K	Gabapentin 800 mg Tablet	68462-0127-05	193	0
1A	Sulfamethoxazole/Trimethoprim Ds 800/160 mg Tablet	537460272	193	0
9A	1a 10 mg Tablet	00000-0001-00	78	372
9L	Tic Tacs Tablet	00009-0009-01	10	534
6M	6m 10 mg Tablet	00000-0143-00	0	450
6K	6k 10 mg Tablet	00000-0141-00	0	450
6L	6l 10 mg Tablet	00000-0142-00	0	450
6J	6j 10 mg Tablet	00000-0140-00	0	450
8J	8j 10 mg Tablet	00000-0192-00	0	450
6B	6b 10 mg Tablet	00000-0132-00	0	450
8Q	8q 10 mg Tablet	00000-0199-00	0	450
6O	6o 10 mg Tablet	00000-0145-00	0	450

...

Status: Paused

The Cell Inventory window -displayed on the *Inventory screen*- is the launch platform for all cell-management activities. It displays current drug inventory by cell, the drug name, NDC #, current pill quantity, and the number of pills that can be added to the cell.

Locating cells — Touching any row on the Cell Inventory window causes the corresponding cell's green LED to flash for fifteen seconds. Scanning a vial or stock bottle on the *Inventory side* highlights

the record- which includes the cell location- and also flashes the corresponding cell's green LED for about fifteen seconds.

Cell records shaded in yellow are either empty or below the Low Inventory level (by default, <50 pills). *You can set low threshold quantities for each cell from the Parameters window.*

Working with Cells

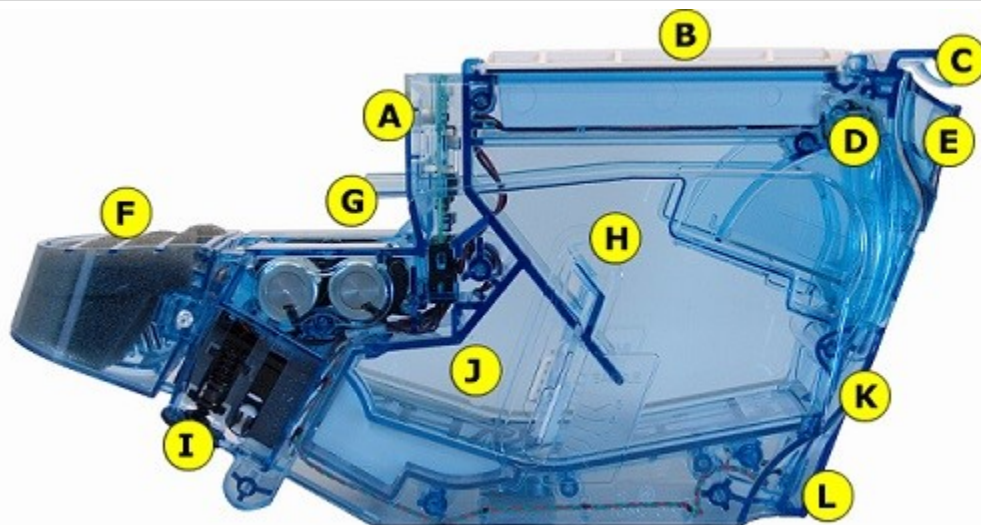
This section illustrates the parts of a standard cell and discusses the following topics:

- Locating cells in the cell array
- Inserting and removing cells
- Printing cell labels
- Using the cell-replenishment funnel

Cells are plastic containers housing pills that are counted and dispensed into vials to fill a prescription. See the illustration below of a standard locking cell.

The Max2 comes equipped with 200 cells, including the calibration station.

The number of pills a cell can hold depends on the physical size of the pill. After the pills are loaded into a cell, there must be sufficient space in the agitation chamber to allow the pills to properly agitate for accurate counting.



A: Cell communication board

B: Cell breather

C: Cell door latch

D: Cell lock solenoid (absent on nonlocking cell)

E: Cell door (closed)

F: Nozzle breather

G: High pressure stem

H: Pill hopper

I: Nozzle height adjustor

J: Pill agitation chamber

K: Cell indicator light (LED)

L: Cell release latch

- ⚠ Important: To help prevent flooding the agitation chamber with pills, avoid allowing it to become more than 1/4 full.

The Master Drug List (MDL) includes maximum cell capacities for all drugs in the database. The Replenish Cell Wizard displays this pre-calculated value.

Affixed to the outside of the cell door is a label with a bar code containing the cell's serial number ID. The uses this serial number ID to associate the cell with the drug it contains, regardless of where in the cell array the cell is located.

Using Locking Cells

Locking cells strengthen your site's drug accountability by helping to prevent cell replenishment errors. They improve inventory control by ensuring the cell will remain locked until the appropriate step in the inventory procedure. The cell remains unlocked for fifteen seconds, then automatically relocks.

The door of a locking cell will remain locked, even after the cell has been removed from the unit unless it was unlocked before being removed.

Used together with the system's auditing and security features, locking cells help secure your site by restricting replenishment activities to authorized pharmacy personnel (Technician 3-level operators and above).

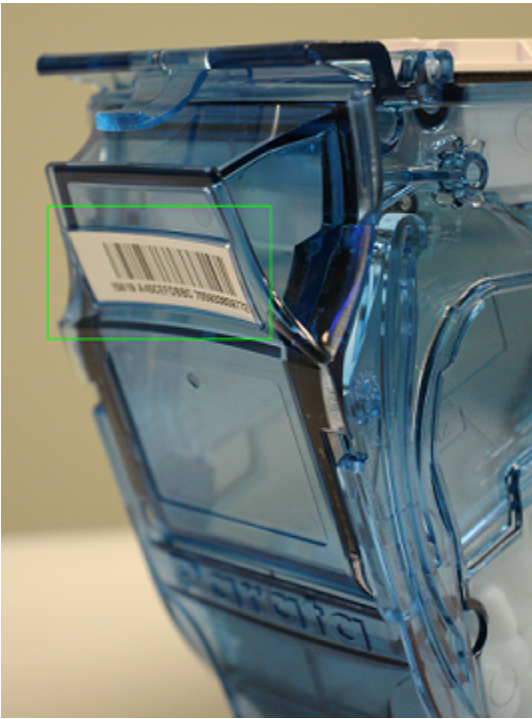
- Locking cells continue to perform their function regardless of the level of auditing enabled on your system.

A locking cell requires no special procedures to install or configure. Once its bar code has been scanned, the system recognizes it as a locking cell.

- Both standard and super cell versions of the locking cell are available.

The main physical difference between a locking cell and non-locking cell is that a locking cell employs a mechanism (*cell lock solenoid*) that inserts and retracts a pin into and out of the cell door wall.


Also note that the locking cell's bar code ID is placed *outside* the cell.



Operators with *Technician 3* or higher access permissions can override the locked cell function by touching the Edit Inventory button on the Cell Parameters tab.


Using Cell Secure

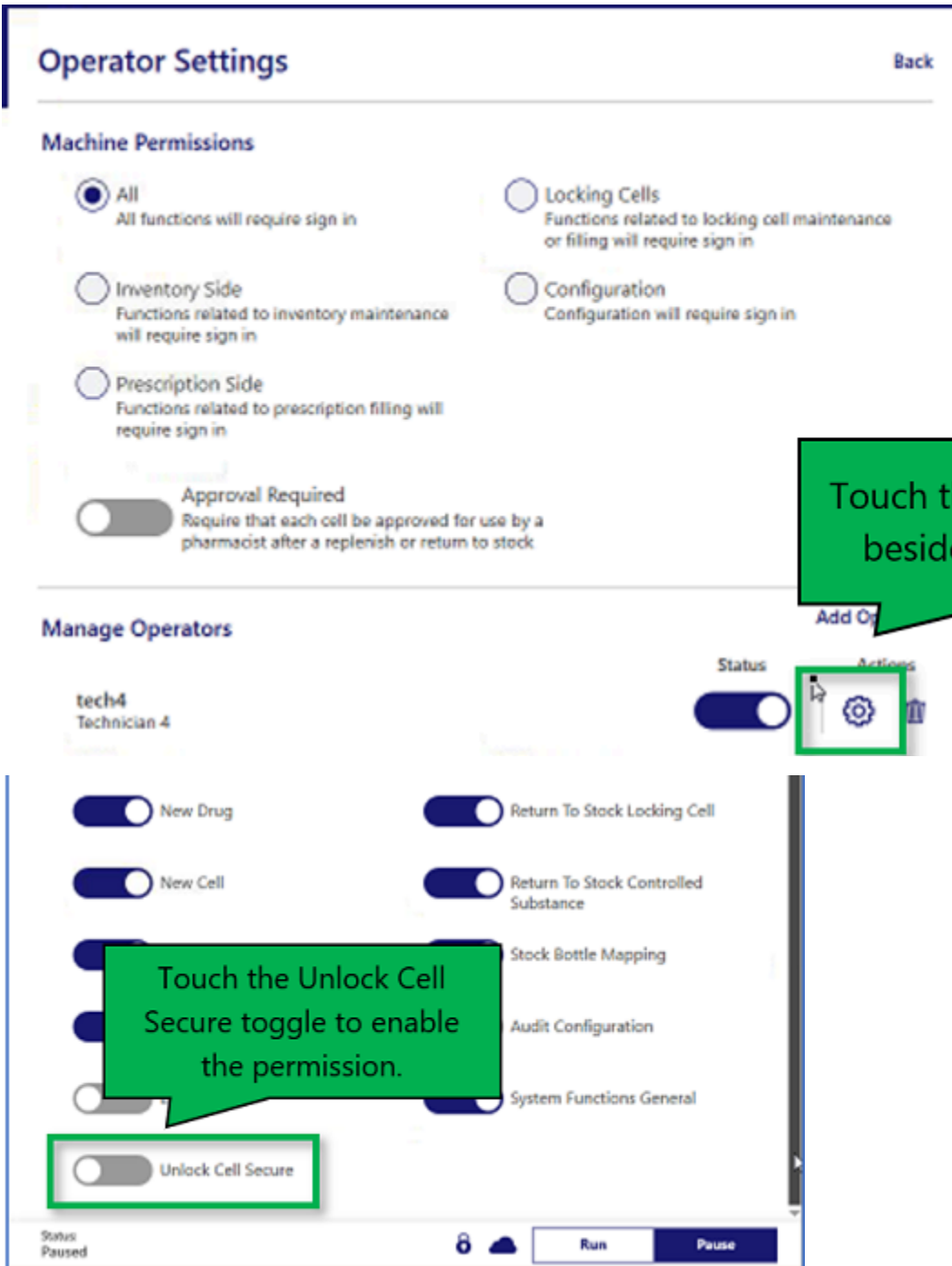
The Cell Secure hardware add-on further enhances locking cell security. Cell Secure is installed onto either side of the bottom row of your unit (typically row 9) and provides an additional, software-controlled mechanical brace that physically holds controlled cells in until unlocked by a permissioned user.

-  Note: Cell Secure hardware must be installed on your unit for this functionality to be utilized. The software options will not appear unless the hardware is installed.

Permissions

A user must have the "Unlock Cell Secure" operator permission in order to unlock Cell Secure cells, including during replenishments or while deleting a cell. By default, this permission is granted only to Pharmacist-level operators but can be assigned to other users.

-  Note: Any user can lock an unlocked cell.



Touch the Settings button beside the user name.

Touch the Unlock Cell Secure toggle to enable the permission.


Cells controlled by Cell Secure are denoted with a blue lock icon (locked) or an orange lock icon (unlocked) in the Cell Inventory list on the inventory side of the unit.

The screenshot shows the Parata application interface. At the top, there are navigation icons for CELL INVENTORY, REPORTS, SETTINGS, and HELP. A search bar and a 'Cell Actions' dropdown menu are also visible. The main content is a table with the following columns: Cell, Drug, NDC, In Cell, and Add.

Cell	Drug	NDC	In Cell	Add
9B	CELEBREX	00025-1520-51	50	346
9D	Allopurinol 100 mg Tablet	55111-0729-11	100	930
	20/25 mg Capsule	00781-2715-01	0	742
	C 2	00378-5631-59	9	1129
9G	NON LOCKING CELL HPAC 2	51991-0014-06	100	1353
9H	Fosinopril Na 40 mg Tablet	60505-2512-00	0	1093
9I	Enalapril Maleate/Hctz 10/25 mg/mg Tablet	60505-0209-01	0	1390
9K	Crestor 40 mg Tablet	00310-0754-30	0	702
9L	Baclofen 10 mg Tablet	00832-1024-50	1161	0
9M	Atenolol 25 mg Tablet	63304-0621-01	4878	0
9V	Baclofen 10 mg Tablet	00603-2406-32	100	881

Unlocking a Cell

Once a user has the appropriate permission, cells can be unlocked by tapping a cell row from the Cell Inventory list, then tapping "Unlock x Side."

 Note: This will unlock all cells on the selected side, not just the individual cell.

Cell	Drug	NDC	In Cell	Add
9B	CELEBREX	00025-1520-51	50	346
Unlock Left Side		Cell Information	Delete	
9D	Allopurinol 100 mg Tablet	55111-0729-11	100	930
9E	Triamterene/Hctz 50/25 mg Capsule	00781-2715-01	0	742
9F	LOCKING CELL HPAC 2	00378-5631-59	9	1129
9G	NON LOCKING CELL HPAC 2	51991-0014-06	100	1353
9H	Fosinopril Na 40 mg Tablet	60505-2512-00	0	1093
9I	Enalapril Maleate/Hctz 10/25 mg/mg Tablet	60505-0209-01	0	1390

Cell ▲	Drug	NDC	In Cell	Add
9B	CELEBREX	00025-1520-51	50	346
Lock Left Side		Cell Information	Delete	
9D	Allopurinol Tablet	55111-0729-11	100	930
9E	Triamterene HCTZ Tablet	00781-2715-01	0	742
9F	LOCKED	00378-5631-59	9	1129
9G	NON LOCKING CELL HPAC 2	51991-0014-06	100	1353
9H	Fosinopril Na 40 mg Tablet	60505-2512-00	0	1093
9I	Enalapril Maleate/Hctz 10/25 mg/mg Tablet	60505-0209-01	0	1390
9J	Diltiazem Cd 240 mg Capsule	00228-2578-03	0	220
9K	Crestor 40 mg Tablet	00310-0754-30	0	702
9L	Baclofen 10 mg Tablet	00832-1024-50	1161	0
9M	Atenolol 25 mg Tablet	63304-0621-01	4878	0
9V	Baclofen 10 mg Tablet	00603-2406-32	100	881

Status Paused

Run Pause

Unlocking...

Translucent indicator during unlocking period

The lock icon for that row will turn orange to denote that the cell is unlocked. The cell will automatically re-lock after a brief period of time or can be locked again manually by tapping the cell, then tapping "Lock."


Icon orange and in unlocked position.

		NDC	In Cell	Add
9B	CELEBREX	00025-1520-51	50	346
Lock Left Side		Cell Information	Delete	
9D	Allopurinol 100 mg Tablet	55111-0729-11	100	930
9E	Triamterene/Hctz 50/25 mg Capsule	00781-2715-01	0	742
9F	LOCKING CELL HPAC 2	00378-5631-59	9	1129
9G	NON LOCKING CELL HPAC 2	51991-0014-06	100	1353
9H	Fosinopril Na 40 mg Tablet	60505-2512-00	0	1093
9I	Enalapril Maleate/Hctz 10/25 mg/mg Tablet	60505-0209-01	0	1390
9J	Diltiazem Cd 240 mg Capsule	00228-2578-03	0	220
9K	Crestor 40 mg Tablet	00310-0754-30	0	702
9L	Baclofen 10 mg Tablet	00832-1024-50	1161	0
9M	Atenolol 25 mg Tablet	63304-0621-01	4878	0
9V	Baclofen 10 mg Tablet	00603-2406-32	100	881

Solid orange icon. Arrow shows the left side is unlocked.

Status Paused

Run Pause

 Note: In this example, we unlocked a cell on the left side. If you select a cell on the right side of the auto-calibration station, an "Unlock Right Side" button displays instead.

Cells can also be unlocked in groups by using the lock icon next to the Run/Pause buttons at the bottom of the screen.

The screenshot shows the Parata interface with a table of cell inventory. The table has columns for Cell, Drug, NDC, In Cell, and Add. The first row is highlighted in yellow. Below the table is a navigation bar with page numbers 1 through 9. At the bottom, there is a status bar with 'Status: Paused', a lock icon (highlighted with a green box), a crossed-out lock icon, and a 'Run' button.

Cell	Drug	NDC	In Cell	Add
1A	Allopurinol 100 mg Tablet	16714-0041-12	0	1831
1A	Tramadol Hcl 50 mg Tablet	65162-0627-11	937	30
1A	Simvastatin 40 mg Tablet	16714-0684-03	600	30
1A	Ciprofloxacin 500 mg Tablet	16714-0652-04	285	30
1A	Glipizide 10 mg Tablet	60505-0142-01	1203	30
1A	Bupropion Hcl Er (sr) 150 mg Tablet	00185-0415-05	412	119
1A	Gabapentin 400 mg Capsule	16714-0663-02	184	45
1A	Cephalexin 500 mg Capsule	68180-0122-02	195	30
1A	Ferosul 325 mg Tablet	00904-7590-80	981	63
1A	Diclofenac Sodium Dr 75 mg Tablet	16571-0201-50	498	244

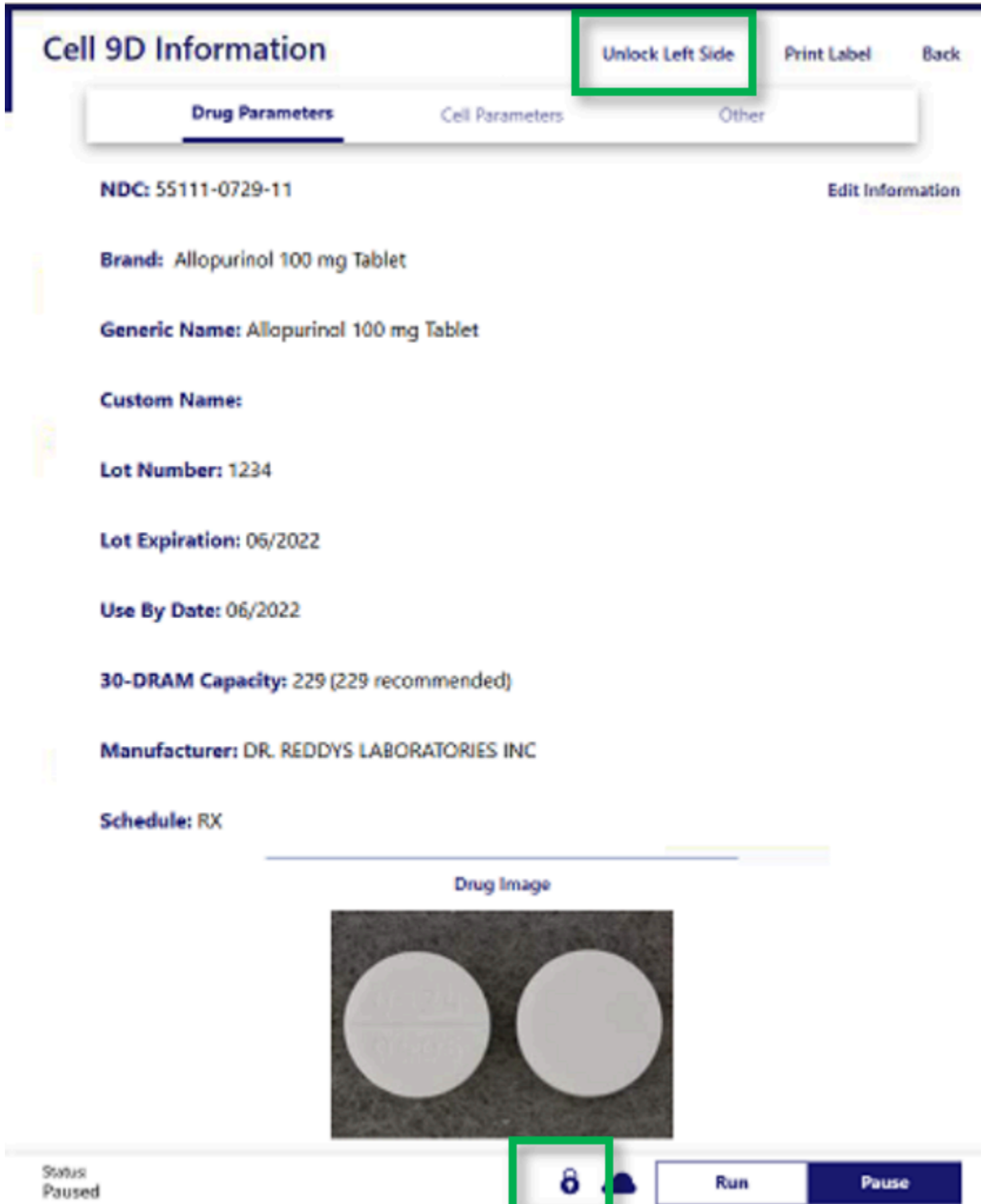
Tapping this icon will allow you to unlock either the whole left side of the row, the whole right side of the row, or the entire row of cells controlled by Cell Secure.

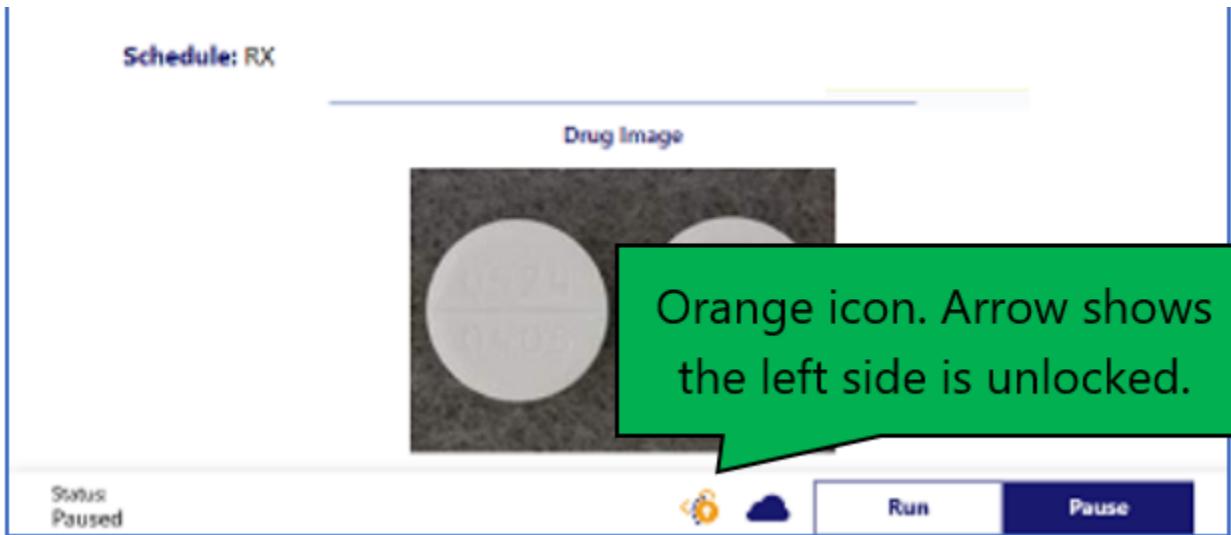


Once unlocked, the icon will turn orange and an arrow will be displayed to show which cells are unlocked: left, right, or both sides. Or example below shows the left side cells being unlocked.



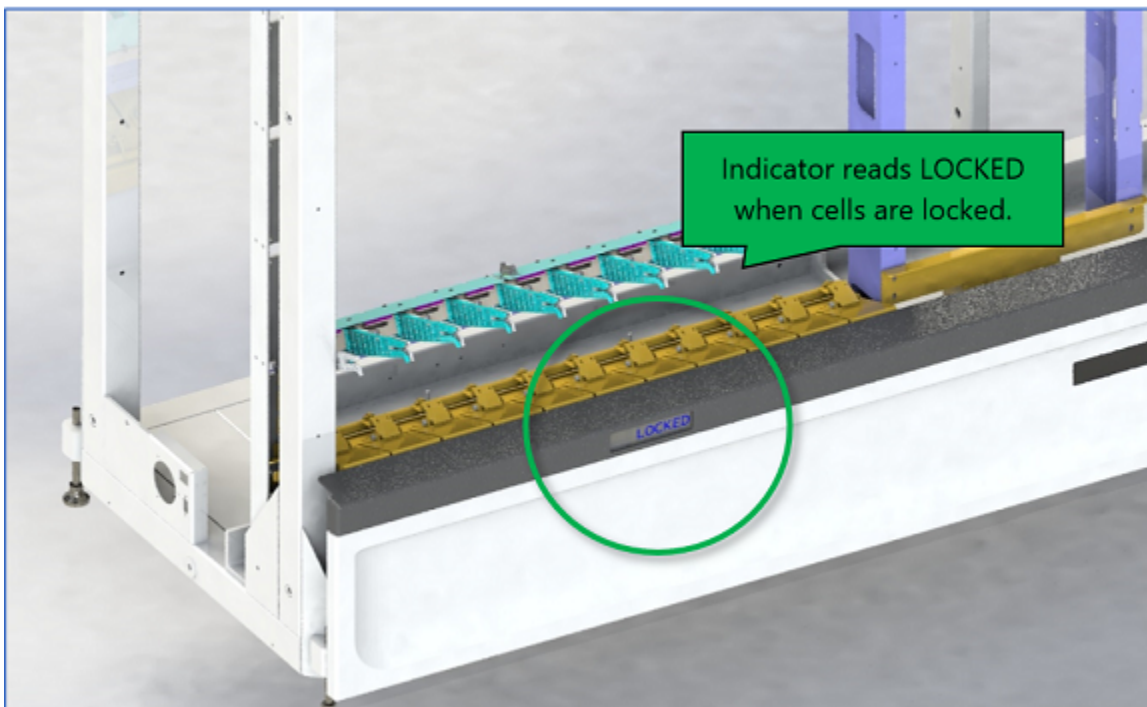
Finally, cells can be unlocked via the Cell Information screen. As with unlocking a cell from the Cell Inventory screen, this will unlock all cells on the corresponding side for the cell from which you initiated the unlock.

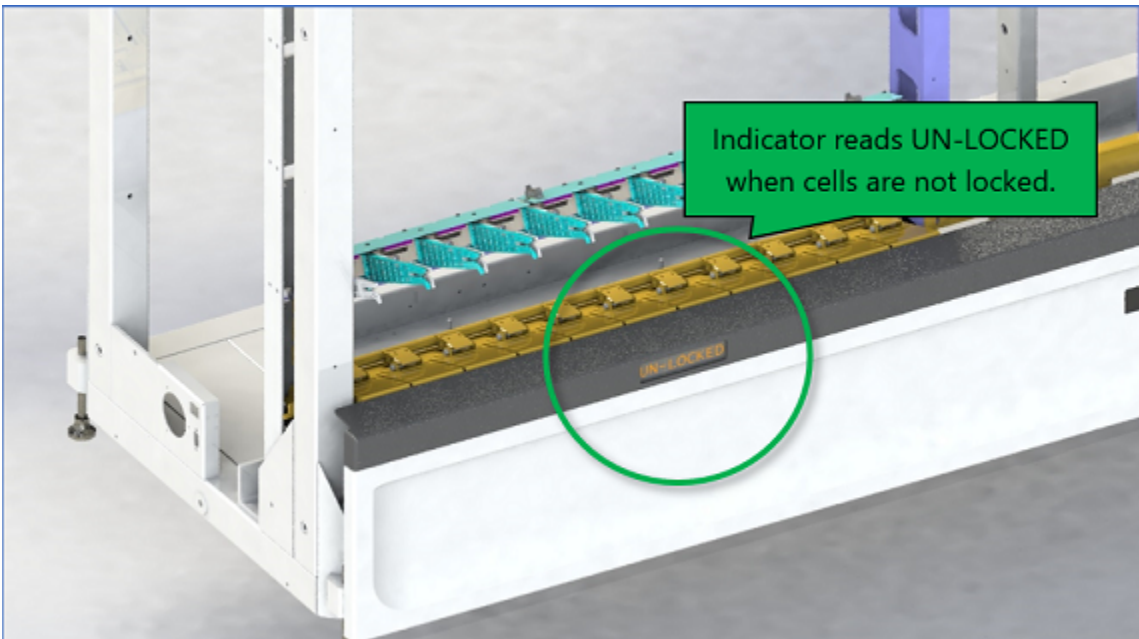




Indicator Lights

Indicator lights will display which side(s) of the Cell Secure system are unlocked. These are found at the bottom of the Inventory side of the unit.





Cell Secure Report

The Cell Secure Report allows pharmacists to see which staff members are unlocking secured cells. This is used for auditing and security purposes by recording each time the Cell Secure-controlled cells are accessed and by whom.

1. Touch the **Reports** button.

2. Select the **Cell Secure Info**


3. Touch the **Use This Report** button.


Displays information on which operators unlocked cell secure and any cells removed from cell secure.

Back

Cell Secure Info

Displays information on which operators unlocked cell secure and any cells removed from cell secure.

Begin Date 

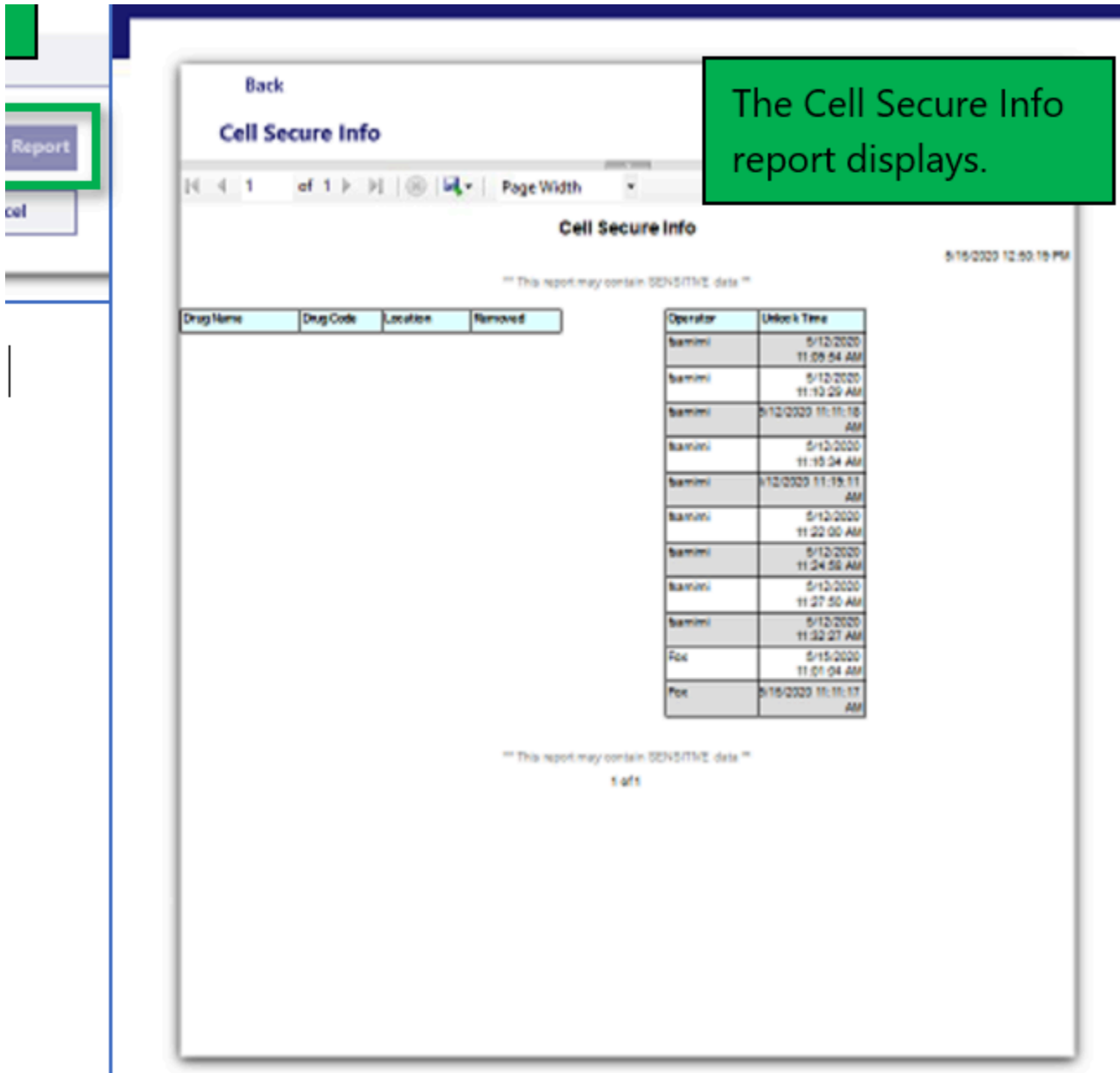
End Date 

Cell Serial Number

4. Touch the **Generate Report** button.

Generate Report

Cancel



The Cell Secure Info report displays.

Back
Cell Secure Info

Page Width

Cell Secure Info

5/15/2020 12:00:19 PM

*** This report may contain SENSITIVE data ***

Drug Name	Drug Code	Location	Removed	Operator	Unlock Time
				Bamini	5/12/2020 11:09:54 AM
				Bamini	5/12/2020 11:12:29 AM
				Bamini	5/12/2020 11:11:18 AM
				Bamini	5/12/2020 11:15:24 AM
				Bamini	5/12/2020 11:19:11 AM
				Bamini	5/12/2020 11:22:00 AM
				Bamini	5/12/2020 11:24:58 AM
				Bamini	5/12/2020 11:27:50 AM
				Bamini	5/12/2020 11:32:27 AM
				Fee	5/15/2020 11:01:04 AM
				Fee	5/15/2020 11:11:17 AM

*** This report may contain SENSITIVE data ***

1 of 1

Inserting/Removing Cells

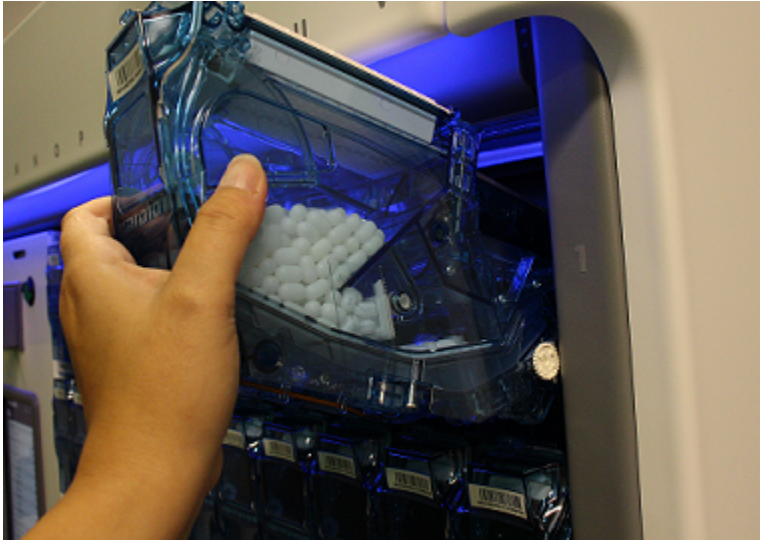
- Remove cells from the unit to calibrate them or to perform preventive maintenance procedures.
- Use the methods recommended below when inserting and removing cells. These procedures apply to all cell types.



CAUTION: Relocating cells containing pill inventory, if not done properly, can result in pills flooding the agitation chamber. See "[Troubleshooting Cells \(on page 117\)](#)."

Inserting Cells

1. Angle the cell slightly downward (about 20°), aligning it with its slot in the cell array.
2. Holding the cell firmly, guide it into position until you meet resistance.



3. Press the cell firmly until you hear a “click,” signifying that the cell is properly inserted.



Normally, two LEDs are visible through the cell door.

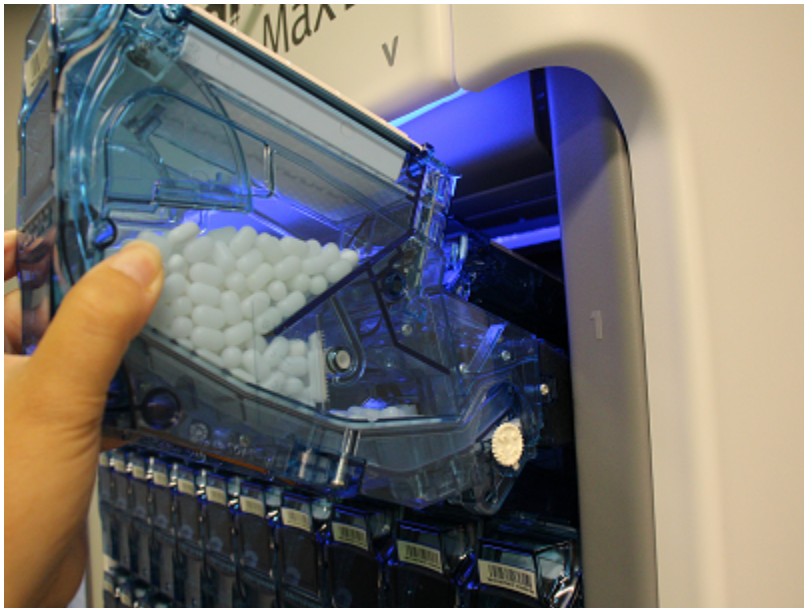
When a cell is properly inserted and communicating with the system, its power LED is green and steady; its “heartbeat” LED (arrow) is green and blinking steadily.

Removing Cells

1. Using your thumb and middle finger, pull the cell release latch outward while at the same time lifting the cell slightly upward (about 20°).



2. Slide the cell out of its slot, supporting it from the bottom with your free hand.



Printing Cell Labels

When you add a new drug to the system and set up a new cell, you need to label the cell.

1. From the Cell Inventory window, scan the bar code on the cell requiring a label.
2. The Parameters window is displayed. Touch the Print button on the toolbar.
3. Apply the new cell label to the cell door.


You will also be prompted to print a cell label when using the New Cell and New Drug wizards. See ["Adding a New Drug \(on page 48\)"](#) and ["Steps for Setting up a New Cell \(on page 50\)."](#)

Cell-replenishment Funnel

When replenishing a cell's inventory, you should use the Parata-supplied cell-replenishment funnel.




Functioning like a colander, the perforated bottom allows dust from the stock bottle to fall into a container during the pill preparation process, reducing the amount of dust poured into the cell.

-  Note: It is not necessary to remove a cell to replenish it. We recommend that you *do not* remove cells from the unit unless you need to recalibrate the cell or perform routine preventive maintenance.

The plastic funnel fits snugly into the cell to help eliminate spills and, when used properly, reduces issues introduced by detritus in the cell.

The wide bowl enables you to find and remove pill fragments, desiccants, pieces of cotton, or other debris that may be contained in the stock bottle.

-  Note: When replenishing a cell using the plastic funnel, empty the contents of a *single* stock bottle into the bowl, and then pour the contents of the funnel into the cell you are replenishing. **DO NOT EMPTY THE CONTENTS OF MULTIPLE STOCK BOTTLES INTO THE PLASTIC FUNNEL.**

Using the Cell-replenishment Funnel

1. Set the funnel in an appropriate container.



2. Carefully pour the pills from a stock bottle into the funnel, watching for desiccants, pieces of cotton, or other items that must be removed.



3. Hold the funnel over the container and gently shake it from side to side. Watch for and remove any pill fragments or non-pill items.



4. During the replenishment or return-to-stock process, use the funnel to pour the pills into the cell.



5. Close the cell door - The cell door locks and the green indicator light will flash while the system updates (this takes about ten seconds).
6. To help ensure the lock catches, close the cell door completely.
7. Follow your pharmacy's standard operating procedure to clean the funnel before using it with another drug.
8. Follow your pharmacy's procedure to dispose of any pill residue that accumulates in the container.

Parameters Window

Scanning a cell will display the cell information on the *Inventory* side of the unit.

Drug Parameters

By default, the cell information window opens on the Drug Parameters tab.

Cell 1A Information

[Print Label](#) [Back](#)

Drug Parameter	Cell Parameters	Other
-----------------------	-----------------	-------

NDC: 53489-0156-10

[Edit Information](#)

Brand: Allopurinol 100 mg Tablet

Generic Name: Allopurinol 100 mg Tablet

Custom Name:

Lot Number:

Lot Expiration: 12/9999

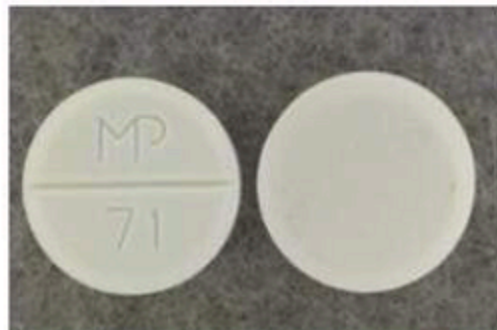
Use By Date: 12/9999

30-DRAM Capacity: 223 (223 recommended)

Manufacturer: MUTUAL PHARMACEUTICAL CO INC

Schedule: RX

Drug Image



This tab displays all information known about the drug that is currently associated with the cell that was scanned. This includes:

- the NDC
- the brand and generic names as well as any custom name you've set
- the lot # and expiration date

- the "Use by" date
- the current 30-DRAM capacity and recommended capacity
- the manufacturer
- the schedule
- an image of the drug (if available)

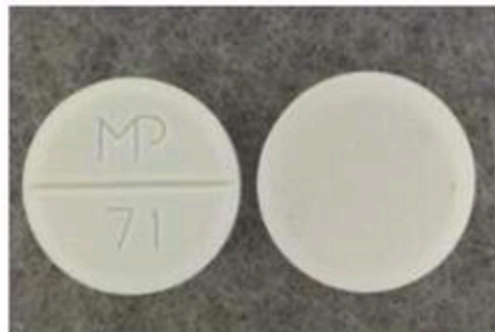
Touching the "Edit Information" button allows you to edit the custom name, lot#, expiration date, and 30-DRAM capacity. Click "Save" to save any changes made.

Cell Parameters

Cell 1A Information

[Print Label](#) [Back](#)
[Drug Parameters](#)
[Cell Parameters](#)
[Other](#)
Type: Non Locking Cell[Edit Information](#)**Calibrated:** Yes**Inventory:** 0**Capacity:** 1003**Available Capacity:** 1003**Low Inventory Level:** 50**Nozzle Height:** 3.50 (3.50 recommended)**Nozzle Width:** A.75 (A.75 recommended)**Baffle:** 2 (2 recommended)**Pressure:** 40 Psi (40 Psi recommended)

Drug Image



Touch the "Cell Parameters" tab to display information about the cell itself. This information includes:

- the cell type (lock or non-locking, super cell or regular cell)
- calibration status (calibrated or not)

- current inventory, total capacity, and current capacity (for the drug currently associated with the cell)
- low inventory threshold (for replenishment alerts)
- current calibration settings (nozzle height and width, baffle height, and pressure setting) and recommendations
- an image of the drug (if available)

Touching the "Edit Information" button allows you to edit current inventory, calibration settings, and low inventory threshold. Click "Save" to save any changes made.



Note: Changing the calibration settings here does not change the actual physical settings of the cell. You should ensure the calibration settings of the cell match what is recorded in the software when making changes.

If the cell has not yet been calibrated, you are also given the option to calibrate the cell.

Other

Cell 1A Information

[Print Label](#) [Back](#)

[Drug Parameters](#)

[Cell Parameters](#)

[Other](#)

Front Imprint: MP 71

[Edit Information](#)

Back Imprint:

Cleaning Code: B

Recommended: Yes

Pre-pack Quantities:

Drug Code Mappings:

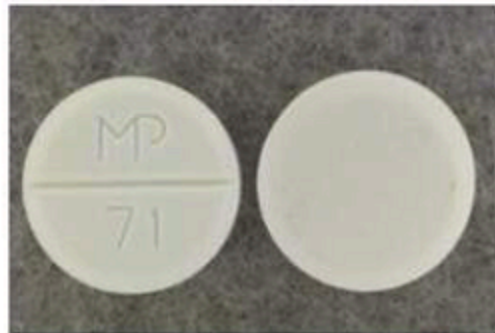
Cell Routing:

Controlled Substance: No

Last Emptied: 1/1/9999

Ready to Fill: Yes

Drug Image



The Other tab displays the following information that may be useful depending on your pharmacy policies:

- the front and back imprint of the pill (displayed if the drug is user-defined)
- the cleaning code - When populated, can indicate how often a cell is recommended to be cleaned
- whether or not the drug is recommended by Parata for use in the unit
- pre-pack quantities set for the associated drug - The quantity of pills in standard pre-package units - See "[Configuration](#)" for information regarding the "Ignore Pre-pack quantities" setting
- drug code / NDC mappings - Lets you dispense a replacement drug for one that is not housed in the unit - see "[Drug Code Mappings \(on page 47\)](#)"
- cell routing - Lets you configure the system to maintain the same drug in different cells, while limiting distribution for particular client use (for example, clients participating in 340B)
- whether or not the associated drug is a controlled substance - Determines if access to cells containing controlled substances (CI-CV) is restricted to *Technician 4*-level operators



Note: This restriction can be overridden for specific lower-level technicians via the Operator Permissions Configuration screen.

- the date the cell was last emptied - Lets an operator enter the date when a cell was last emptied, and optionally reset the cell's inventory level to zero
- ready to fill - Lets an operator record the date when a cell is emptied of pills, and optionally zero out the cell's inventory
- an image of the drug (if available)

Touching the "Edit Information" button will allow you to edit the pre-pack quantities, drug code mappings, cell routing, controlled substance status, last emptied date, and the ready to fill status. Click "Save" to save you changes.

Drug Code Mappings

The NDC mapping feature enables you to direct the Max2 to dispense a replacement drug for a drug requested by the Pharmacy Management System (PMS) that is not in the unit.



Note: If you want to use the NDC mapping feature, call the number on the sticker attached to your Max2 unit and ask us to activate this feature for you.


You must set up a cell with the replacement drug, then specify which NDC(s) the drug will replace. When the PMS requests an NDC that is not in the Max2, the Max2 will dispense the replacement drug and print the replacement drug name on the vial label.

Steps to Map Drug Codes

1. Scan the cell that contains the replacement drug.
2. If prompted, scan your ID or enter your PIN. The Parameters window opens.
3. Select the Other tab.
4. Touch the Edit Information button.
5. Touch Drug Code Mappings.
6. Touch Add.
7. Use one of the following methods to enter the NDC for the drug you are replacing:
 - a. Scan the stock bottle and select the NDC format from the pop-up box.

or

b. Touch the 123 button to open the keypad, and enter the NDC.

 Note: Make sure the drug in the cell is the correct replacement for the NDC you are entering.

8. Confirm the NDC by scanning the stock bottle or entering the NDC a second time.


 Note: An error message will display if the NDC is already mapped.


9. Touch the Complete button. The NDC will display in the Drug Code box.

10. When you are finished, touch the Save button.

Cell Routing

Used in 340B configurations, this setting allows for you to route eligible scripts to specific NDCs. The use of it requires that the cells which contain 340B drugs be marked with the same designator under the cell settings.

 Note: If you need to use the Cell Routing feature, call the number on the sticker attached to your Max/Mini unit and ask us to activate this feature for you. Note that your site's Pharmacy Management System (PMS) must provide routing information via the Host Interface or label sheet.

 Note: Distribution is restricted to cells with an exact "routing" information match.

Steps to Utilize Cell Routing


1. Scan the cell. If prompted, scan your ID or enter your PIN.
2. In the Parameters window, select the Other tab.
3. Touch Edit Information.
4. Touch the Cell Routing field and enter a unique text string (tag) that identifies the cell containing the identical drug, for example, "340B." While it is a good idea to assign meaningful tags, leaving this field empty also makes it a unique identifier for the cell.
5. Touch Save.

Refer to "[Performing a Manual Fill \(on page 83\)](#)" for information about performing a manual fill from a routed cell.

Adding a New Drug

This section explains how to add a new drug to the unit.

The New Drug Wizard guides you through the steps for adding a new drug to the unit.

 Note: A new drug can be added to inventory anytime, including while the unit is in Run mode and processing orders.

After you have added the new drug to the MDL, you use the New Cell Wizard to set up a cell to dispense the new drug.

Steps to Add a New Drug

1. From the Cell Inventory window, touch the Cell Actions dropdown and choose New Drug.



2. Using the pop-up keyboard, enter the drug name. If you have the drug stock bottle, scan the bar code. If not, touch the Keypad button and enter the NDC manually. Touch the Next button.



Note: If the NDC number you enter is ten characters, you are prompted to select the correct format. Inspect the bar code on the stock bottle and select one of the three options.

New Drug

Drug Name

Scan Bottle or Enter Drug Code What's this?

3. Enter the 30-dram capacity for this drug and Touch Complete.

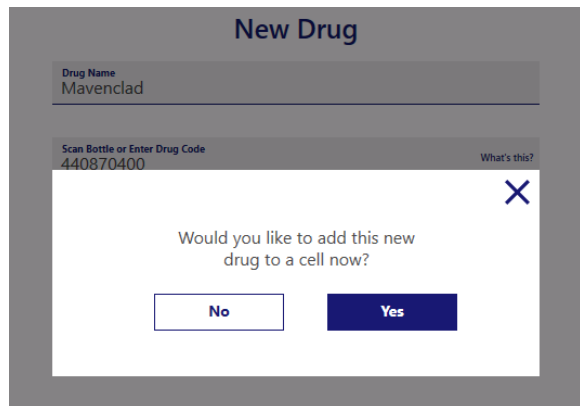
New Drug

Drug Name
Mavenclad

Scan Bottle or Enter Drug Code What's this?
440870400

30-DRAM Capacity
50

4. The new drug is added to the MDL and you are prompted to set up a cell.



5. The next step is to set up a cell for the new drug.


Setting up a New Cell

This section explains how to add a new cell to the Max2. You can set up a new cell at any time, including while the Max2 is in Run mode and processing orders.


The prerequisites for this process are:

1. Determining the cell settings for the drug - Use the Drug Finder function to see if there are recommended settings. If there are no recommended settings, use the HPAC Cell Settings Tool to establish the appropriate settings for the drug.
2. Physically setting the cell nozzle height, nozzle width and baffle settings, then entering these values and the pressure setting in the Cell Parameters window
3. Printing a label for the new cell
4. If the drug is not already in the MDL, adding it to the system
5. If you are setting up a new cell to replace another cell, deleting the cell that you are replacing - Failure to do so can result in an error condition upon startup.


The New Cell Wizard -located on the *Inventory* side of the unit- guides you through this procedure.

 Note: To scan a bar code, point the scanner lens directly at the bar code and press the button on the scanner.

Use this procedure to set up a new cell for a drug already defined in the Master Drug List (MDL).


 Note: The MDL (Master Drug List) is an internally-maintained database that includes all the drug dispensing information for each drug in the Max2's inventory.

Perform this procedure from the Inventory screen.
Print a label for the new cell prior to performing this procedure.

 Note: If you are setting up a new cell to replace another cell, you must delete the cell that you are replacing. Failure to do so can result in an error condition upon startup.

The New Cell Wizard guides you through the steps for setting up and calibrating a cell to house a drug already listed in the MDL.

Steps for Setting up a New Cell


 **CAUTION:** Parata does not recommend dispensing hazardous drugs with the Parata Max2 unit.

1. From the Cell Inventory window, touch the Cell Actions dropdown and choose New Cell. This opens step 1 of the new cell wizard, "Cell Info."



2. Scan the bar code of the new cell.
3. Scan the stock bottle.


 Note: You can also touch the "Scan Bottle" field and enter the NDC manually.

 Note: You can scan 2D barcodes on stock bottles to auto populate lot numbers and expiry dates.

4. Look at the stock bottle and select the appropriate NDC format.



5. Confirm the information displayed is correct and click Next.
6. Enter the lot number and expiration date then click Next.



New Cell

Scan Cell What's this?

9K

Scan Bottle What's this?

55111012390

Note About Hazardous Drugs: If this is a hazardous drug, please be advised that Parata does not recommend dispensing hazardous drugs with Parata Max.

Lot Number

c404066

Lot Expiration Date (Month)

01 - January ▼

Lot Expiration Date (Year)

2024 ▼

Cancel

Next

If the cell can be auto-calibrated, you'll be taken to step 2 of the new cell wizard, "Auto-Calibrate." Otherwise, you will be taken to step 3, "Add Amount." For this example, we're assuming this cell cannot be automatically calibrated. Refer to the [auto-calibration station \(on page 56\)](#) section for more information.

7. On the Add Amount screen, enter the number of pills you are adding to the cell. The maximum capacity is displayed for your reference. You should also confirm the drug image on this screen.



Add Amount

- Inventory Addition **+**
500

Current Inventory: 0
Maximum Capacity: 1080
Maximum Addition: 1080

Confirm Drug Image



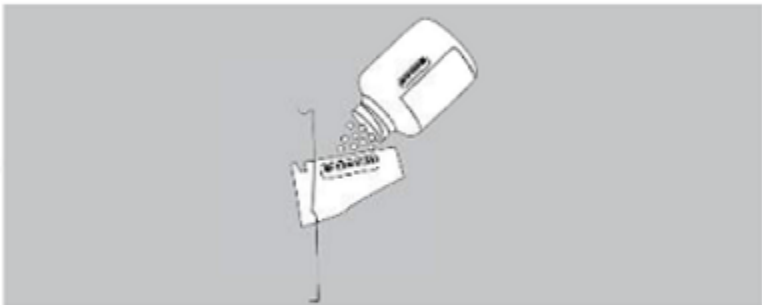
Cancel

Submit

8. Click "Submit." The cell's LED indicator will flash and step 4, "Fill Cell," will be displayed.



Fill Cell And Close Cell Door



Add Calibration Fill

Additional New Cell

Finished

9. Fill the cell and close the cell door.
10. You can then chose to perform a calibration fill (recommended), add an additional new cell, or close the wizard.

Running a Calibration Test

The calibration fill you were prompted to run when setting up a new cell is submitted to the Pending Queue, then processed. When it is complete, the record will be moved to the Ready Queue.

To access the Calibration Wizard, the prescription must be moved from the Ready Queue to the Complete Queue by:

- Scanning it out
- or
- Retrieving it from the prescription drop-off shelf and confirming the pickup

To Run a Calibration Test

The calibration fill you were prompted to run when setting up a new cell is submitted to the Pending Queue, then processed. When it is complete, the record will be moved to the Ready Queue.

To access the Calibration Wizard, the prescription must be moved from the Ready Queue to the Complete Queue by:

- Scanning it out
- or
- Retrieving it from the prescription drop-off shelf and confirming the pickup

To run a calibration test

1. Pick up the calibration vial from the prescription drop-off shelf and scan the vial.
The Calibration Wizard is opened.
2. Count the pills in the vial, then touch the Next button.
3. Use the keypad to enter the number of pills.
4. Touch Next.

Step 3 of the Calibration Wizard is highlighted.

5. Return the pills to the vial.
6. Touch the Complete button.

A message informs you that the cell has been successfully calibrated.

7. Touch OK. The calibration script record is transferred to the Complete Queue.
 - Calibration error

If the quantity of pills you counted in the vial does not match the expected quantity, an error message appears indicating the cell is not correctly calibrated.

Touch OK.

The calibration fill record is transferred to the Incomplete Queue.

Follow the directions in [Running the Calibration Wizard \(on page 55\)](#) to run the Calibration Wizard a second time.

If the quantity of pills you entered in step 3 of this procedure does not match the expected quantity a second time, refer to [Troubleshooting cells \(on page 117\)](#) to determine the problem and correct the cell calibration.

8. Return the pills to stock.
 - a. Go to the *Inventory side* and scan the vial.
 - b. Scan the cell. Return-to-Stock Wizard Step 3 is highlighted.
 - c. If the Inventory feature is enabled, verify the quantity displayed in the Return Quantity field. The amount displayed will be added back into the inventory.
 - If the number of pills matches the quantity displayed, touch Next.
 - If the number of pills does not match the quantity displayed, use the pop-up keypad to enter the correct quantity. Then touch Enter or Next.
 - d. Complete the Return-to-Stock Wizard and empty the contents of the vial into the cell. Remember to close the cell door.
 - e. Touch the Complete button.
9. Run two or three manual fills to test the settings.

Running the Calibration Wizard

The Calibration Wizard can be invoked independently of the New Cell Wizard by scanning the bar code of an uncalibrated cell.

This is useful if you were not able to calibrate the cell when you ran the New Cell Wizard.



Note: The Non-Calibrated Cells report lists all uncalibrated cells in the system. See "[Reports \(on page 97\)](#)."

To run the Calibration Wizard

1. Scan the bar code of the cell you are calibrating.

The Drug Parameters window opens.

2. Select the Cell Parameters tab.


The Cell Parameters window opens.

3. Touch "Edit Information."

Figure: Because the scanned cell has not been calibrated, the Calibrate Cell button is displayed.

The screenshot shows a mobile application interface for 'Cell 9M Information'. At the top, there are three tabs: 'Drug Parameters', 'Cell Parameters' (which is selected and underlined), and 'Other'. Below the tabs, the text 'Type: Locking Cell HPAC 2.0' is displayed, with 'Save' and 'Cancel' buttons to its right. A green rectangular box highlights the 'Calibrated: No' text and the 'Calibrate Cell' button. Below this, there is an 'Inventory' field with the value '100' and a 'Capacity: 450' field.

4. Touch the Calibrate Cell button to initiate a calibration fill.

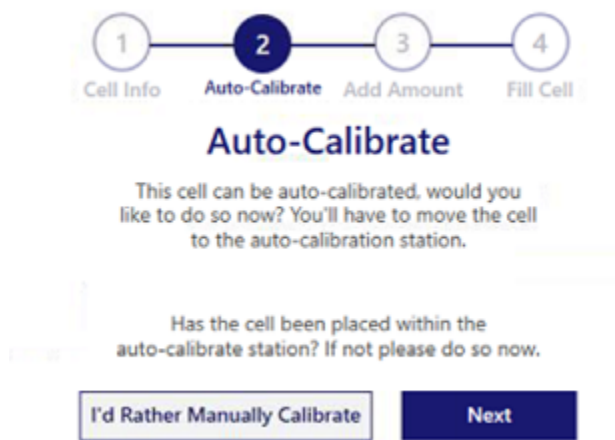
 Note: To complete this procedure, you must run a calibration test for the new cell. Refer to [Running a Calibration Test \(on page 54\)](#).

Auto-calibration Station

If the cell parameters for the given NDC are available in the drug database, the cell can be calibrated automatically using the auto-calibration station.

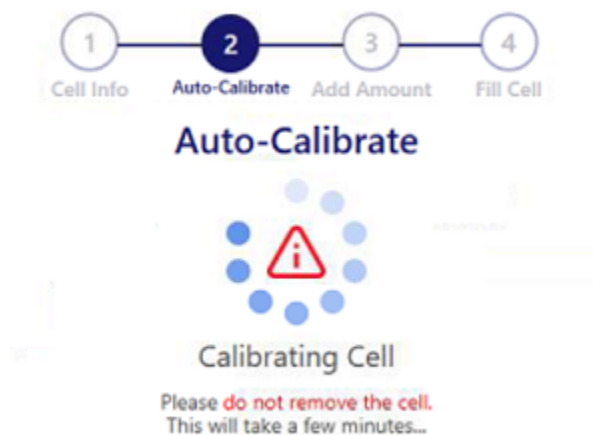
Cell slots 6X and 7X is referred to as the auto-calibration station.

Insert a standard size cell into cell slot 7X or insert a super cell into both slots before initiating the [New Cell Wizard \(on page 51\)](#) or once you reach step 2, "Auto-Calibrate," in order to enable automatic calibration for that cell.

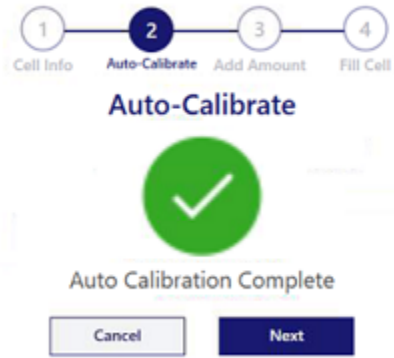


Once the cell is inserted in to the auto-calibration station, touch "Next" to initiate the calibration. The system will use the cell parameters retrieved from the drug database to adjust the nozzle and baffle settings. This may take several minutes.

 Warning: Do not attempt to remove the cell while the auto-calibration process is running.



Once the auto-calibration is complete, touch "Next" to move to [step 3 of the New Cell Wizard \(on page 52\)](#).



Replacing a Cell

Before starting this procedure, you should have the following items:

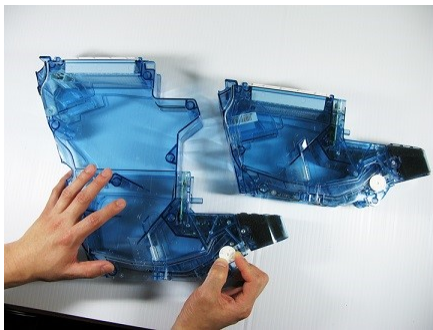
- The new cell
- [Cell Calibration Worksheet](#)
- The stock bottle for the drug contained in the cell(s) you are replacing
- A Parata cell-replenishment funnel

Steps to Replace a Cell

1. Scan the bar code of the cell you are replacing.

The Drug Parameters window opens.

2. Touch the Print button to print a cell label on the DYMO printer.
3. Affix the label to the new cell.
4. Remove the cell you are replacing from the unit.
5. Physically adjust the calibration controls on the new cell (nozzle height, nozzle width, baffle height) to match those on the cell you are replacing. See [Adjusting Cell Settings \(on page 59\)](#).



Note: Do NOT use the values on the Cell Parameters window—the cell's calibration settings may have been modified since the drug was added.

6. On the [Cell Calibration Worksheet](#), record the Lot Number and Lot Expiration values displayed on the Drug Parameters window.
7. Select the Cell Parameters tab to display the Cell Parameters window.
8. On the [Cell Calibration Worksheet](#), record the Inventory field value. If you are setting up a new cell to replace another cell, you must delete the cell you are replacing.
9. Touch the Delete button to display Step 1 of the Delete Cell Wizard.

10. Touch Yes to confirm the cell deletion.
11. Remove the cell you are replacing from the unit.



Note: If you are replacing standard cells with a super cell, scan the second cell you are replacing, and then delete the cell.

12. Tilt the cell back and remove the pills through the cell door. Install the new cell in the unit.
13. Use the Parata cell-replenishment funnel to pour the pills into the new cell.
14. Scan the bar code of the new cell.

The New Cell Wizard opens.

15. Scan the stock bottle.
16. Complete the [New Cell Wizard \(on page 50\)](#) as described, using the Lot #, Expiration Date, and Inventory values you wrote down in.



Note: To complete this procedure, you must [run a calibration test \(on page 54\)](#) for the new cell.

Calibrating Cells

For a cell to dispense the correct number of pills for the drug it contains, it must be properly calibrated. Calibrating a cell involves manually adjusting three controls on the cell and setting one parameter in the software:

- nozzle width
- nozzle height
- baffle height
- psi (pressure) - set on the Cell Parameters tab

Occasions when you must manually calibrate a cell include, but are not limited to:

- Replacing a defective cell
- Setting up a new cell

This section provides the procedures for manually adjusting controls on cells and setting the pressure (psi) level. These procedures apply both to standard cells and super cells. The following topics are discussed:

- Determining if the cell parameters are in the MDL (Master Drug List)
- Adjusting the nozzle width and height, and baffle height on a new cell
- Adjusting the nozzle width and height, and baffle height on a cell that is currently in use

Calibrating a cell: general procedure

1. If you copied the cell parameters from a defective cell, continue to step 3.
2. If you do not have a record of the cell parameters for the defective cell, or you are setting up a cell for a new drug:

- a. Use the HPAC Cell Settings Tool to determine initial values for nozzle width, nozzle height, baffle height, and pressure (psi).
 - b. Record these values.
 - c. Continue with step 3.
3. Manually adjust the nozzle width, nozzle height, and baffle settings on the cell to match the width, height, and baffle values you recorded. See "[Adjusting Cell Settings \(on page 59\)](#)."
 4. Set the pressure for the cell on the Cell Parameters tab.
 5. Enter the nozzle width, nozzle height, and baffle settings on the Cell Parameters tab. See "[Steps for Setting up a New Cell \(on page 50\)](#)."

Determine Cell Parameters

Steps to determine cell parameters for a new drug

The first step in the process is to determine the cell parameters for the drug.

- If the drug is in the MDL, use the recommended parameters in the database.
- If there are no recommended parameters or the drug is not in the MDL, use the HPAC Cell Settings Tool to determine the parameters.

Steps to Determine if the Drug Parameters are in the MDL

1. Touch the Settings button.
2. Touch the Launch button next to Drug Finder.
3. When prompted, scan the stock bottle or enter the NDC.
 - If the drug is in the MDL, the Drug Parameters window displays the drug information with the recommended settings.
 - If the drug is not in the MDL, a Drug Not Found message will be displayed.

What to do Next:

If the drug is in the MDL and has recommended settings:

1. Record the values for nozzle width, nozzle height, baffle height, and pressure on the [Cell Calibration Worksheet](#).
2. Otherwise, check the customer community for drug parameters.
 - If the drug is not in the MDL or does not have recommended settings, search for these settings on the Parata Drug Database (PDDDB). This is accessible on the customer community portal.

Adjusting Cell Settings

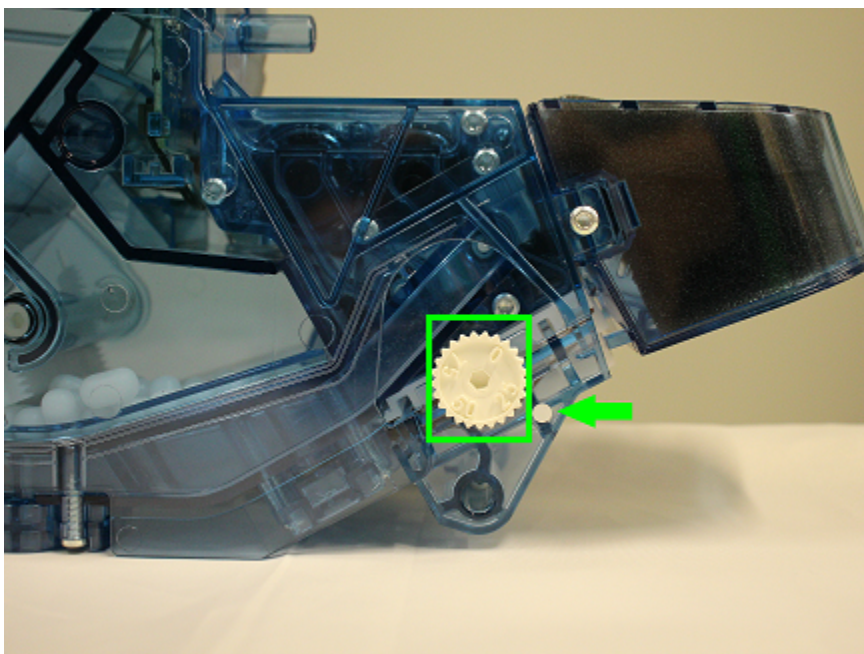
This section explains how to manually adjust a cell nozzle and baffle height.

Adjusting Nozzle Width

Nozzle width is set by turning the width adjustment knob (white) located on the right side of the cell. You can adjust the width in quarter-turn increments from A.0 (narrow) to E.75 (wide). Turning the knob clockwise decreases the nozzle width; turning the knob counter-clockwise increases nozzle width.

The width setting consists of two values: the alpha value on the width scale, located on the bottom of the cell, and the decimal value on the width adjustment knob. Turning the knob changes both values at the same time.

- The alpha values on the scale range from A to E; the hash mark indicates the current value. Each full turn of the knob moves the hash mark up or down one letter.
- The decimal values on the adjustment knob range from 0 to .75; the value that is aligned with the white "indicator dot" on the cell is the current value.



The arrow identifies the Indicator dot. If the adjustment knob is difficult to turn with your fingers, use the 1/8" hex key supplied in the Starter Kit.

The decimal value is the ultimate indicator of the width setting because the value lines up exactly with the indicator dot, whereas the hash mark position on the scale is approximate.

For example, when the width is set to C.50, the hash mark should be half way between "C" and "D" on the width scale when the ".50" value on the knob is aligned with the indicator dot. The hash mark may not appear to be exactly half way between "C" and "D" on the scale, but the adjustment is correct when the ".50" value on the knob is aligned with the indicator dot.

To successfully calibrate a cell, it is important to:

- Align the decimal number with the indicator dot: When a number on the knob is correctly aligned with the indicator dot, you will feel the knob settle into place.
- Adjust the setting from narrow to wide: The final turns to the desired setting should always be counterclockwise, increasing the nozzle width. This applies to setting up the cell for the first time and to making adjustments to optimize cell performance.

Steps to Adjust the Nozzle Width on an Existing Cell

Follow these steps to adjust the settings to pass the calibration test or to optimize cell performance.

1. To adjust the cell to a wider setting:
 - a. Turn the width adjustment knob counterclockwise one-quarter turn.
 - b. Retest the cell.

2. To adjust the cell to a narrower setting:
 - a. Adjust the width to a value one full turn below the desired setting (example: A.50, if the desired value is B.50). As you turn the knob, the "0" value will align with the indicator dot. When this happens, verify that the hash mark on the scale is on the expected letter (example: B.0, if the desired value is B.50) before continuing.
 - b. Turn the width adjustment knob counterclockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.
 - c. Retest the cell.

Steps to set the Nozzle Width on a New Cell

1. Begin by adjusting the width to a value one full turn below the desired setting (example: A.50, if the desired value is B.50). As you turn the knob, the "0" value will align with the indicator dot. When this happens, verify that the hash mark on the scale is on the expected letter (example: B.0, if the desired value is B.50) before continuing.
2. Turn the width adjustment knob counter-clockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.



Note: If you accidentally turn the knob past the desired setting:

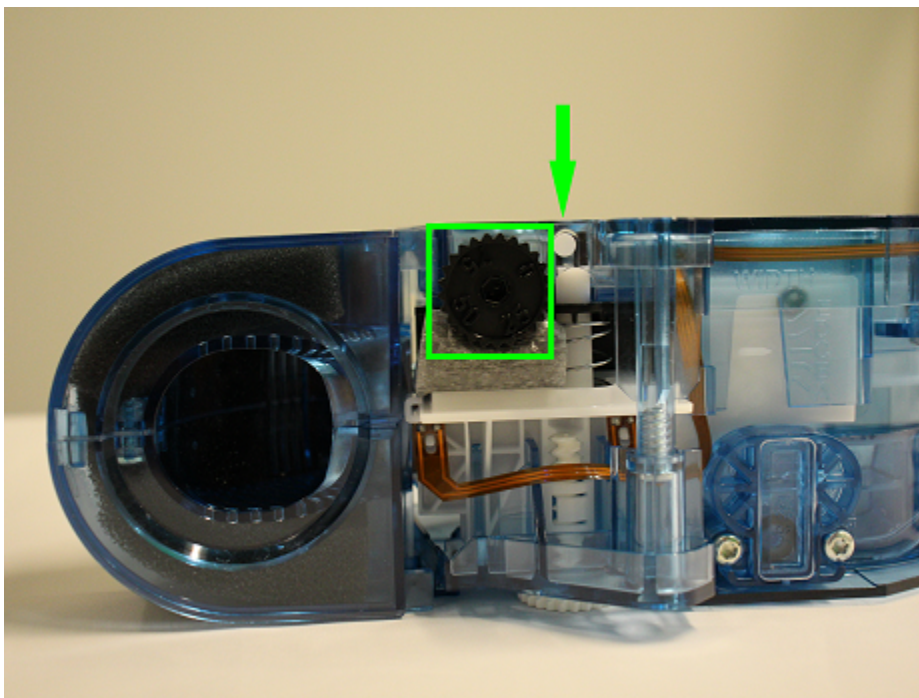
- a. Adjust the width to a value one full turn below the desired setting, as described above.
- b. Turn the width adjustment knob counterclockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.

Adjusting Nozzle Height

Nozzle height is set by turning the height adjustment knob (black) located on the bottom of the cell. You can adjust the height in quarter-turn increments from 1.0 (short) to 6.50 (tall). Turning the knob clockwise decreases the nozzle height; turning the knob counterclockwise increases nozzle height.

The height setting consists of two values: the numeric value on the height scale, located on the left side of the cell, and the decimal value on the height adjustment knob. Turning the knob changes both values at the same time.

- The numeric values on the scale range from 1 to 6; the hash mark indicates the current value. Each full turn of the knob moves the hash mark up or down one number.
- The decimal values on the adjustment knob range from 0 to .75; the value that is aligned with the white "indicator dot" on the cell is the current value.



The arrow identifies the indicator dot. If the adjustment knob is difficult to turn with your fingers, use the 1/8" hex key supplied in the Starter Kit.

The decimal value is the ultimate indicator of the height setting because that value lines up exactly with the indicator dot, whereas the hash mark position on the scale is approximate.

For example, when the height is set to 3.75, the hash mark should be 3/4 of the way between "3" and "4" on the height scale and the ".75" value on the knob will be aligned with the indicator dot. The hash mark may not appear to be exactly 3/4 of the way between "3" and "4" on the scale, but the adjustment is correct when the ".75" value on the knob is aligned with the indicator dot.

To successfully calibrate a cell, it is important to:

- Align the decimal number with the indicator dot: When a number on the knob is correctly aligned with the indicator dot, you will feel the knob settle into place.
- Adjust the setting from low to high: The final turns to the desired setting should always be counterclockwise, increasing the nozzle height. This applies to setting up the cell for the first time and to making adjustments to optimize cell performance.

Steps to Adjust the Nozzle Height on an Existing Cell

Follow these steps to adjust the settings to pass the calibration test or to optimize cell performance.

1. To adjust the cell to a higher setting, turn the height adjustment knob counterclockwise one-quarter-turn. Retest the cell.
2. To adjust the cell to a lower setting:
 - a. Adjust the height to a value one full turn below the desired setting (example: 2.50, if the desired value is 3.50). As you turn the knob, the "0" value will align with the indicator dot. When this happens, verify that the hash mark on the scale is on the expected letter (example: 3.0, if the desired value is 3.50) before continuing.
 - b. Turn the height adjustment knob counterclockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.
 - c. Retest the cell.

Steps to set the Nozzle Height on a New Cell

1. Begin by adjusting the height to a value one full turn below the desired setting (example: 2.50, if the desired value is 3.50). As you turn the knob, the "0" value will align with the indicator dot. When this happens, verify that the hash mark on the scale is on the expected letter (example: 3.0, if the desired value is 3.50) before continuing.
2. Turn the height adjustment knob counterclockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.



Note: If you accidentally turn the knob past the desired setting:

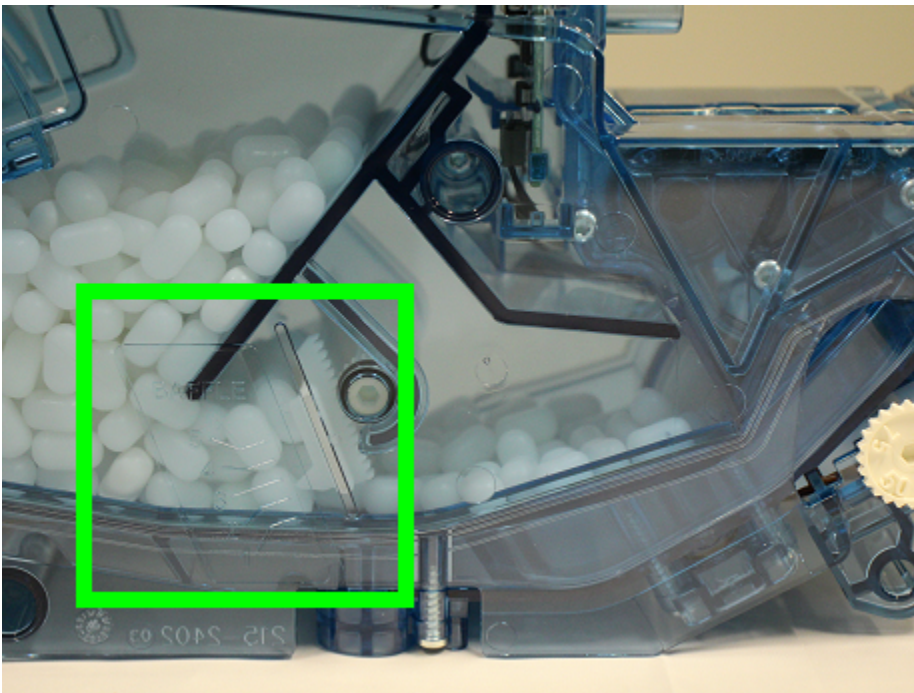
- a. First, adjust the height to a value below the desired setting as described above.
- b. Turn the height adjustment knob counterclockwise in one-quarter-turn increments until the desired value is aligned with the indicator dot.

Adjusting Baffle Height

The adjustable baffle controls the flow of pills into the cell agitation chamber. The baffle height values are indicated on each side of the scale; the values range from 1 (low) to 5 (high).

Use a cell setting adjustment tool or a 1/8 allen key to adjust the baffle height.

Set the baffle height. The baffle will "click" into a detent at each setting, locking the baffle in place. A white plastic pointer on the adjuster indicates the current baffle setting.



Note: When adjusting the baffle with pills in the cell, tip the cell backward and gently shake it from side to side to empty the agitation chamber into the pill hopper.


Adjusting Cell Pressure

1. To set the cell pressure, open the cell door and scan the bar code on the side of the door. The Parameters window opens.
2. Select the Cell Parameters tab.
3. Touch the Edit button next to the Pressure option. Touch the Pressure option button displaying the desired value.
4. Touch the Save button.

Replenishing a Cell

This section explains how to use the Replenish Cell Wizard to replenish a cell (i.e. add pills to empty cells or to cells with low inventory).


The Cell Inventory window displays the current inventory status of each cell in the unit.

 Note: When adding inventory to cells, use the Parata-supplied cell-replenishment funnel.

The system informs you when to replenish a cell in the following ways:


- The drug record on the Cell Inventory window will be shaded in yellow.
- The LED for the chute associated with the cell with low inventory is illuminated yellow. You can continue to fill scripts from this cell, however, provided it retains sufficient inventory.
- The drug will be listed in the Low Cell report.
- The drug will be listed in the Inventory by Cell report.

You replenish cells on the *Inventory side* of the unit. You can replenish a cell at any time, including while the unit is in Run mode and filling orders.

 Note: When auditing is enabled, if the Replenish Cell Wizard times out during the cell replenishment process (if, for example, the operator performing the replenishment must conduct another task or is otherwise distracted), the Operator Identification window is displayed in the wizard's foreground.

The operator who initiated the replenishment procedure (or an operator with cell replenishment authorization) must log back in to complete all wizard steps.

The Replenish Cell Wizard guides you through the cell replenishment process.

 Warning: If this is a hazardous drug, please be advised that Parata does not recommend dispensing hazardous drugs with the automated system.

Steps to Replenish a Cell

1. On the Inventory screen, scan the bar code on the stock bottle.
2. Select the NDC format that matches the stock bottle.



The cell that dispenses the drug will be highlighted in the Cell Inventory window.

If more than one cell contains the scanned drug, you must select the appropriate cell. Touch the cell on the Multiple Cell Selection window, and continue with step 3.

3. The cell's green indicator light flashes to identify its location. Scan the bar code on the cell.
4. The Replenish Cell Wizard launches. Confirm the information and touch "Next."
5. Enter the stock bottle's Lot # and expiration date using the pop-up keyboard, then touch Next.





Note: You can scan 2d barcodes on stock bottles to auto populate lot numbers and expiry dates.



Note: If the Use By Date option has been enabled and configured at your pharmacy, this step will instead be "Select Use By Date." Refer to the section titled "If the Use By Date option is enabled," then proceed with this procedure.



Replenish Cell

Scan Cell What's this?
9K

Drug Code
55111012390

Note About Hazardous Drugs: If this is a hazardous drug, please be advised that Parata does not recommend dispensing hazardous drugs with Parata Max.

Lot Number
c12358

Lot Expiration Date (Month)
01 - January

Lot Expiration Date (Year)
2023


-

Inventory Addition
0

+

Current Inventory: 500
Maximum Capacity: 1080
Maximum Addition: 580

Confirm Drug Image



Cancel

Next

- Enter the number of pills you're adding to the cell, making note of the total capacity displayed. If the NDC package code (the number of pills in the stock bottle) is in the MDL, scanning the stock bottle already will have populated the Inventory Addition field with the quantity indicated by that code. If the package code is not in the MDL, the field will remain blank.

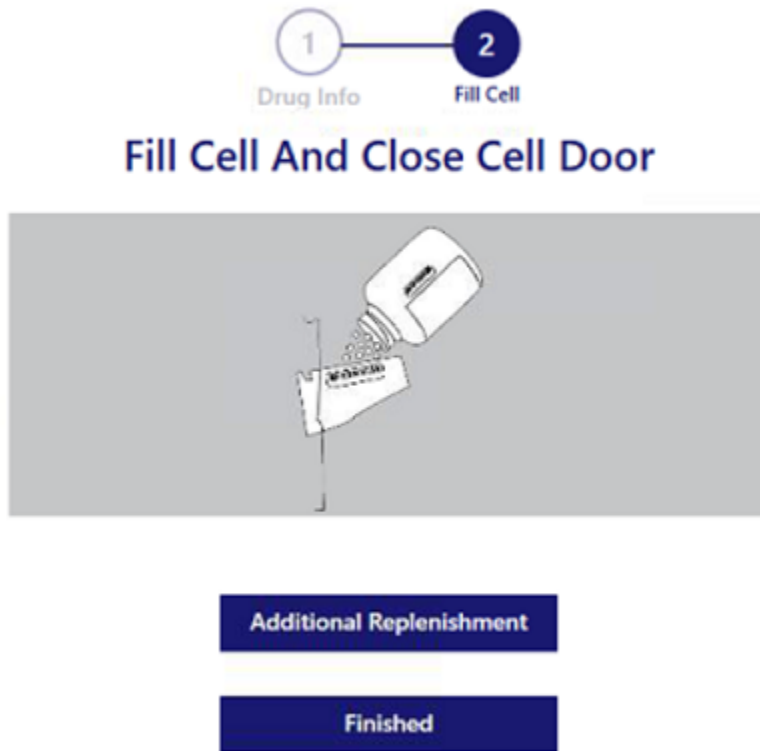



Note: If necessary, count out by hand the quantity of pills to be added to the cell.




Note: If you enter a pill quantity that will exceed the cell's capacity, an Incomplete Step message appears.

7. Confirm that the drug image matches the drug you are adding to the cell, and touch Next. If the pill image does not match the drug you are adding to the cell, touch Cancel.
8. The cell's green indicator light blinks and the cell door unlocks. Add the pills to the cell.




 Note: When adding pills to cells, always use the Parata-supplied cell-replenishment funnel.

9. Close the cell door and touch the Finished button. The cell door locks and the green indicator light will flash while the system updates (approximately ten seconds). You could also instead initiate another replenishment process for a different cell.

 Note: After replenishing a locked cell, make sure the cell door is completely closed so that the lock engages.

When either the lot number or expiration date changes from its previous value for a given cell, you will be prompted to reprint the cell label.

 Note: By default, this feature is enabled. It can be disabled by a Parata technician at the time your unit is installed and configured.

Touch Yes to print a cell label, or No to continue without printing a label. The Cell Inventory window opens. The quantity value for the cell you have replenished is updated.

10. To conduct an additional replenishment, instead touch the Additional Replenishment option.

If the Use By Date Option is Enabled



Note: Enabling or disabling the Use By Date option is controlled by settings in a system configuration file. This file is not accessible by the operator. Call the number on the sticker attached to your unit to have this option turned on or off.

Some state regulations require that drugs dispensed by automation not have an expiration date greater than one year from the replenishment date. The Use By Date option is designed to prevent the operator from filling a cell with drugs whose expiration date is greater than twelve months from the date of replenishment.

The Use By Date option might be enabled at your site. When this is the case, you must select a Use By Date no later than twelve months from the date on which you are performing the replenishment (i.e., the current day's date). That date will be compared against the last date of administration for a fill, to determine if the drug can be dispensed for that fill.

Touch an appropriate date on the calendar control that is displayed by the Replenish Cell Wizard.

If you select an invalid date, such as a date beyond the twelve-month period (or a date that occurred in the past), an Incomplete Step message is displayed.

Select a valid date, then touch OK.

Continue with "[Replenishing a Cell \(on page 64\)](#)."



Note: When enabled, a drug's Use By Date is also selectable on the Drug Parameters window.

Replenishment Approvals

When Replenish Approvals is enabled, the Replenish Approval button (flag) will appear on the toolbar.



Note: A *Pharmacist-level* (or authorized) operator must approve all replenishes before the replenished cell can dispense drugs again (unless the Replenish Approvals access privilege has been enabled for an individual lower-level operator).

Steps to Approve a Replenishment

1. Touch the Replenish Approval button to open the Cells Awaiting Approval window.
2. If prompted, scan your ID or enter your PIN, and touch OK. All cells awaiting approval will be listed on the Cells Awaiting Approval screen.
3. Approve each cell in the list individually by selecting the cell, and then touching the Approve button.
4. Approve each cell in the list individually by selecting the cell, touching the Image button (arrow) to display and confirm the drug image, and then touching the Approve button.
5. Approve all pending cells by touching the Approve All button.



Note: If more than one bottle was used to fill a cell, the cell will be listed on this screen and all of the bottles used to fill the cell will be listed in the Audit Replenishments report.



Note: Each script sent to the system for a drug located in a cell that is awaiting approval will go into the Incomplete Queue. When a Pharmacist-level (or authorized) operator approves the cell, these scripts will automatically be resubmitted for filling.

A Troubleshooting message is displayed when you touch an Incomplete script and request additional information.

The script(s) will automatically be resubmitted to be filled after a Pharmacist-level operator approves the replenished cell(s).

Returning Pills to Stock (RTS)

You must use the Return-to-Stock (RTS) Wizard to return incomplete Rx orders, partial fills, calibration test fills and unclaimed orders to the unit's inventory. This section discusses the following topics:

- Performing return-to-stock (RTS) procedures
- Returning to stock multi-vial scripts

The Return-to-Stock Wizard, which runs on the unit's *Inventory side*, guides you through the RTS process.



Note: When the Replenish Approvals function is enabled, a *Pharmacist-level* (or authorized) operator must approve all return-to-stock procedures before the replenished cell can continue to dispense drugs (see "[Replenishment Approvals \(on page 68\)](#)").



Note: By default, the Return-to-Stock Wizard Return Quantity is independently locked via a setting in a system configuration file, thus preventing unauthorized operators from making adjustments to the quantity of pills being returned. At many sites, only an operator with *Pharmacist-level* authorization can edit the Return Quantity field. Locking this step minimizes opportunities for inventory discrepancies.

Authorized operators can access the Return Quantity wizard step by signing into the unit.



Note: When auditing is enabled, if the Return-to-Stock Wizard times out during the return-to-stock process (if, for example, the operator performing the RTS must conduct another task or is otherwise distracted), the Operator Identification window is displayed in the wizard's foreground.

The operator who initiated the return-to-stock procedure (or an operator who is authorized to perform return-to-stock procedures) must log back in to complete all wizard steps.

Steps to Return to Stock

1. On the Inventory side, scan the bar code on the vial to identify the cell that dispensed the prescription.

The cell that contains this drug will be highlighted in the Cell Inventory window.

If the vial is confirmed to have been filled from the cell *and* the NDC in the vial matches the drug in the cell, the cell's green LED flashes to identify its location.

2. Scan the bar code on the cell. The Return to Stock wizard is launched. The wizard automatically calculates the pill return quantity and displays the value in the Return Quantity field.
3. Confirm the information displayed is correct. Make adjustments if it is not. Click Submit if it is.



Note: If you enter a pill quantity that will exceed the cell's capacity, an Incomplete Step message appears. Touch OK and enter an appropriate quantity.

4. The cell will unlock. Pour the contents of the vial into the cell.



Note: When returning pills to cells, use the Parata-supplied cell replenishment funnel.

5. Close the cell door and touch the Finished button. The cell door locks and the green indicator light will flash while the system updates (approximately ten seconds).



Note: Make sure that the cell door is completely closed to ensure that the lock engages.



Note: If the drug you are returning to stock was the result of an incomplete count, a question box is displayed:

Touch Yes to return the Rx order to the Pending queue to be run again.

Touch No to leave the Rx order in the Incomplete queue.



Note: If you have returned an Incomplete order to stock, a Question box asks you if you want to rerun the script.

Touch Yes to automatically resubmit the Incomplete order. Otherwise, select No.

RTS Multi-vial Scripts

You also use the Return-to-Stock Wizard to return unused pill inventory from multi-vial scripts to the dispensing cell. A multi-vial script is an Rx order that requires more than one vial.


The system tracks each vial in a multi-vial order as it is filled and completed (scanned out).

When you scan a vial bar code on the *Inventory side*, the system recognizes that the vial is part of a multi-vial order, and prompts you to identify each vial whose pills you are returning to inventory.

For more information on handling multi-vial fills, see "[Processing Multi-vial Orders \(on page 81\)](#)."

Deleting a Cell

At times it is necessary to delete a cell from the unit's database. For example, you may want to replace a cell containing a name-brand drug with a new cell containing a generic equivalent.

 Note: You **MUST** delete a cell before replacing it with another cell.

This procedure is performed from the unit's *Inventory side*.

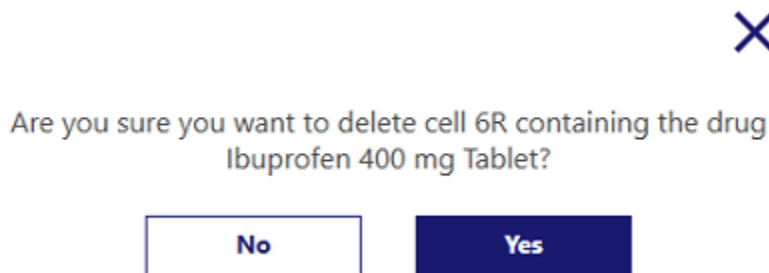
Steps to Delete a Cell

1. Locate the cell/drug in the cell inventory list.
2. Touch the Delete Cell button.


6R	Ibuprofen 400 mg Tablet	67877-0319-05	0	418
 Cell Information		 Delete		

The Delete Cell Wizard opens, displaying a confirmation box.

3. Touch Yes to continue.



4. Remove the cell from the unit and touch the Complete button.

 Note: Once you touch Complete, all pending orders for the cell you deleted are transferred to the Incomplete Queue with the error message Drug Not Found, assuming the unit is not configured with another cell containing the same drug. The deleted cell's history will remain in the database.

Chapter 5. Prescription Side









The procedures discussed in this section are performed from the *Prescription side*. This section discusses how you interact with the system to manage and monitor activities involved in filling a prescription, including:

- Understanding processing status and monitoring/managing Rx queues
- Advancing an Rx order to the top of a queue
- Resolving Incomplete orders and resubmitting them for filling
- Locating the prescription drop-off shelf locations of Rx orders
- Canceling Rx orders
- Locating and unlocking chutes containing pills for Rx orders
- Filling prescriptions “on-demand,” including performing manual fills
- Managing/configuring prescription drop-off shelves and enabling the prescription drop-off bin
- Replenishing consumable items, such as label rolls, vials, and caps

Prescription Side Buttons

Below are some of the buttons you will see on the Prescription side of the unit. Some buttons appear in all queues and all pages; others are context-sensitive.

Tools

	Sign In Log in to the application or secured function.
	Sign Out Log out of the application or secured function.
	Manual Fill Wizard Launch the Manual Fill Wizard.
	Select Multiple Allows you to select multiple prescriptions from the current queue
	Settings Display the Settings window.
	Prescriptions Return to the Prescriptions window.
	Reports Open the list of available Reports.
	Help Open the help menu for documentation and Parata support contact information.

Actions



Filter

Displays the filter keyboard



Delete

Delete/cancel an Rx order.



Retry

Rerun an Rx order.



Move Up

Move Rx order up in the queue.

Back

Back

Display previous page of information.



View Contents

Display the image taken of a filled vial before it was capped and the prescription was completed

Complete

Complete

Complete a ready prescription and move it to the Complete Queue.

Status

Run

Touch Run to process and fill scripts. In Run mode, pending scripts are filled. This button appears on both sides of the unit.

Pause

Touch Pause to suspend Rx processing; Rx's still can be queued, however. This button appears on both sides of the unit.



CAUTION: Be sure to always engage the E-Stop before reaching into the unit, even when paused using this button.



Touch Message Queue to view and process alert messages. This button appears on both sides of the unit.



Touch Host Connectivity Status to view AIM's connection status; see "[AIM Disconnected \(on page 113\)](#)."

Prescription Queues


Pending Rx Queue

Pending (2) Incomplete (6) Ready (7) Complete (0)					
#	Rx#	Patient Name	Drug	Qty	Status
1	M00414222	Livingston	9j 10 mg Tablet	5	Dropping Off
2	M00414223	Ram	9j 10 mg Tablet	5	Filling

The Pending Queue displays all Rx orders currently waiting to be processed. An order's processing status—Pending, Hold, Waiting, Delay, Labeling, Counting, Capping, Dropping Off—is displayed in the Status column.

Orders are processed by their entry date into the system ("first in, first out"); however, you have the option of promoting a prescription in the queue or deleting it.

You cannot sort the columns on the Pending Queue.

 **Note:** If the Fill On Demand option is enabled, all incoming Rx orders are assigned a processing status of Hold. You can select Hold orders and promote them to the top of the queue with the Move Up button.


When a prescription has been filled, its record transfers to the Ready Queue. If the order has encountered an Exception, its record moves to the Incomplete Queue and the vial is deposited in the exception carousel.

Incomplete Rx Queue



Pending (0) Incomplete (6) Ready (6) Complete (3)				
Rx#	Patient Name	Drug	Qty	Error
M00414202	bob	1j 10 mg Tablet	10	E-Stop Engaged
M00414203	bob	1j 10 mg Tablet	10	Undercount
M00414204	bob	1j 10 mg Tablet	10	Undercount
 Retry			 Delete	
701639279436	Calibration	4i 10 mg Tablet	30	Undercount

The Incomplete Queue displays all Rx orders the unit was unable to complete, whatever the cause. The reason its status is Incomplete is displayed in the Error column.

Clicking a prescription provides a Retry button you can use to attempt to fill the order again. A prescription can also be deleted.

 **Note:** Partial fills must be returned to stock before they can be rerun—the Retry button is temporarily disabled.

Ready Rx Queue

Pending (0)		Incomplete (6)		Ready (6)		Complete (3)	
Rx#	Patient Name	Drug	Qty	Location			
M00414211	Allen	9j 10 mg Tablet	5	A			
M00414212	Arizona	9j 10 mg Tablet	5	A			
							
M00414213	Haas	9j 10 mg Tablet	5	H			
M00414215	Zander	9j 10 mg Tablet	5	Z			
M00414216	Zackson	9j 10 mg Tablet	5	Z			
M00414217	Zaxby	9j 10 mg Tablet	5	Bin			

The Ready Queue displays all orders that have been successfully filled and are ready for pickup. You can also clear a prescription from its drop-off shelf from the Ready Queue window.

You can touch any column to sort the queue by column heading. You can also filter the Ready Queue to display all Rx orders for a particular patient.


Once you have scanned out a vial or cleared the drop-off bin for a prescription, its record transfers to the Complete Queue.

Touching a prescription displays a "Complete" button you can use to complete that individual prescription and a "View Contents" button that allows you to view the picture taken of the filled vial just before it was capped. This can be used as a verification of a correct fill.

Example of contents image:



Complete Rx Queue

Pending (0)		Incomplete (6)		Ready (6)		Complete (3)	
Rx#	Patient Name	Drug	Qty	Reason			
M00414221	Smith	9j 10 mg Tablet	15	Picked Up Confirmed			
M00414222	Livingston	9j 10 mg Tablet	5	Picked Up Confirmed			
							
M00414223	Ram	9j 10 mg Tablet	5	Picked Up Confirmed			

The Complete Queue lists all Rx orders that have been filled and delivered, as well as orders deleted, canceled, or cleared from prescription drop-off bins.

The Complete Queue displays one day's worth of completed scripts, beginning at 12:00 am (0000 hrs).

Touching a prescription displays a "View Contents" button (described above).

Viewing/Clearing Prescription Drop-off Bins and Drop-off Overflow Bin

Viewing Drop-off Bins

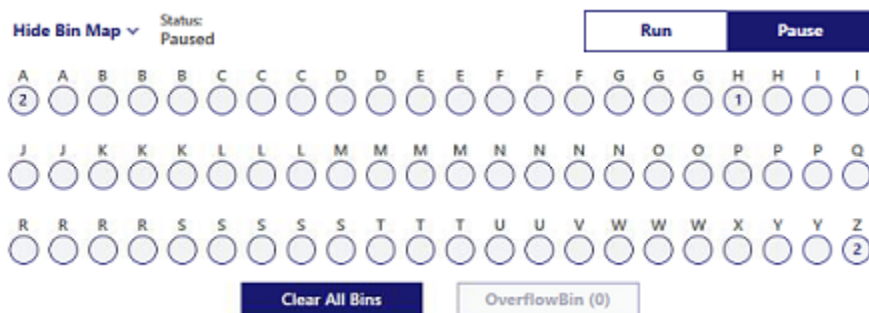


Note: The terms "bin" and "shelf" are used interchangeably to refer to drop-off bins.

The Max2 application provides several buttons and windows dedicated to the following tasks:

- Identifying prescription drop-off bin locations for Ready scripts
- Clearing Ready scripts from prescription drop-off bins
- Mapping drop-off bins
- Enabling/disabling the prescription drop-off overflow bin

Bin Map



The Bin Map is a graphical representation of the prescription drop-off bin locations and any Ready scripts they contain. It is displayed on all Rx queue tabs.

Touching any circle icon on the Bin Map opens the corresponding Prescription Drop Off Bin queue. The queue displays the Ready scripts in the selected drop-off bin. Touch the icon again to close the

queue. The number displayed represents the number of Ready scripts currently on the prescription drop-off bin.

You can clear individual drop-off bins or all bins from the Prescription Drop-Off Bin queue and the Bin Map. Clearing drop-off bins in this way is equivalent to scanning out completed vials.



Note: If vials are not scanned out or cleared from a prescription drop-off bin, they are not removed from the prescription drop-off bin's inventory.

Clearing drop-off bins

The overflow bin is equipped with an indicator light that will turn red when the bin is full.

If vials are not scanned out, they are not removed from the Max2's bin inventory. In this case, you must do **one** of the following:

- Scan the vial which will set the vial to 'Scanned out.'
- Remove the prescription from the drop-off bin and confirm that it has been picked up.
- Clear each bin individually.
- Clear all drop-off bins simultaneously.

You can clear a prescription from a bin by scanning it out on the prescription side scanner.

This is done using the following steps:

1. Remove the prescription from the drop-off bin.
2. Scan the barcode on the vial at the prescription side scanner.

The record for this prescription is transferred to the Complete Queue.

You can clear drop-off bin inventory by removing prescriptions from their drop-off bins and confirming their pickup.

This is done using the following steps:

1. Remove the prescription from the drop-off bin.
2. In the Ready Queue, select the prescription you have picked up.
3. Touch the Complete button.

A Question box opens, asking you for confirmation.

4. Touch Yes.


The record for this prescription is transferred to the Complete Queue.

You can clear multiple prescriptions across different bins from the Ready Queue using the following steps:

1. Touch "Select Multiple."
2. Touch the orders to complete.
3. Touch "Complete" at the top of the window.
4. A question box opens, asking you for confirmation. Touch Yes.

This method can also be used to clear all prescriptions in a single bin by first touching that bin's circle icon.

Clearing one drop-off bins moves the corresponding Rx record(s) from the Ready Queue to the Complete Queue.

 Tip: The Reason column specifies the method used to clear the drop-off bin.


Auto-Complete

Although the best practice is to clear drop-off bins by scanning a vial or manually indicating that the vial is picked up, the Max2 assists with the clearing process in certain situations by automatically moving orders from the Ready Queue to the Complete Queue.

The capacity for a drop-off bins is two vials. When you remove a vial from a full bin, the sensor detects that the bin is no longer full and can accept more vials.


Parata Max2 monitors the number of vials sent to the bin, and determines when more vials have been sent than the bin will hold. When the third vial is placed on the bin, the Auto-Complete function assumes that the oldest vial has been removed by an operator; the order for that vial is moved from the Ready Queue to the Complete Queue.

This process continues until only two vials remain on the bin (the bin capacity) and there are no others in the queue assigned to that bin.

 Note: When the Complete On Ready option on the Settings Configuration page is enabled, the Max2 classifies all successful fills as complete, eliminating the need to scan them out.

Clearing the Drop-off/Overflow Bin


When completed orders (Ready scripts) are sent to the prescription drop-off overflow bin, the Overflow Bin button is active on the Ready Queue.

 Note: You enable the prescription drop-off/overflow bin on the Settings Advanced section.

Clearing the drop-off/overflow bin clears all orders from the bin simultaneously, and moves their Rx record(s) from the Ready Queue to the Complete Queue.

You can clear all ready scripts from the Rx drop-off/overflow bin at once by following these steps:

1. Open the Bin Map.
2. Touch the Clear Overflow Bin button. You are prompted to confirm that you want to clear the drop-off bin.
3. Touch Yes.

 Note: Touching Yes clears all Ready scripts from the drop-off/overflow bin.

The records for the cleared orders are transferred to the Complete Queue with the text Bin Cleared in the Reason column.

Exception Carousel

All orders that have not been successfully filled—for whatever reason—are deposited in the exception carousel, then listed in the Incomplete Queue.

Managed automatically by the system, the exception carousel holds a maximum of seven vials.

When an order is deposited in the last slot in the exception carousel, the filling process is halted and you are prompted to remove the vials from the exception carousel.

After removing the vials, touch the Run button to resume processing.



Note: Unlike the prescription drop-off bins and overflow bin, the exception carousel is not configurable; it always is enabled.

Enabling/Disabling Drop-off Bins



Attention: Access to these functions requires the Parata Support password. Call the number on the sticker attached to your unit for assistance in using these features.

Advanced



Advanced Diagnostics
View system diagnostics



Report Settings
Manage report types, print options, and export file type



Clean Database
Clear all prescription data



Camera Diagnostics
View camera diagnostics



Machine Configuration
Customize Max's machine parts



Label Wizard
Create and customize labels



Operator Settings
Manage operators, assign permissions



Prescription Routing
Customize prescription drop off shelves



System Information
Software version, installed components



Back Up Database
Back up system database

Enabling/Disabling Drop-off Bins

You have three options for drop-off bin use. They are described below.

- Use With Sorting: Sort prescriptions by last name and place on the appropriate bin. This is the default.
- Use Without Sorting: Place each prescription on the first available bin.
- Do Not Use: If you select this option, completed vials are placed in the prescription drop-off overflow bin, if it is enabled.

Enabling/Disabling the Drop-off Overflow Bin

You can specify four uses for the prescription drop-off overflow bin: overflow, specific prescriptions, overflow and specific prescriptions, or not used.



Note: If several drop-off bins share the same configuration (e.g. Ab - Az), orders are not diverted to the prescription drop-off bin until all of these shelves are full.

The options are:

- **Use for Overflow Only:** When a prescription drop-off bin capacity (two vials) is exceeded, place orders designated for that drop-off bin in the prescription drop-off overflow bin. The drop-off bins must be enabled. This is the default.
- **Use for Prescription Routing Only:** Route specific types of prescriptions to the overflow bin. The type depends on the pharmacy host system.
- **Use for Overflow and Prescription Routing:** Place overflow prescriptions and specific types of prescriptions in the overflow bin.



Note: The drop-off bins must be disabled when using this option.

- **Do Not Use:** Disables the drop-off overflow bin.

Managing Prescription Bins

Drop-off bin management is accomplished from the Settings window on the *Prescription screen*.

Prescription drop-off bin management consists of these activities:

- Assigning (mapping) prescription drop-off bins
- Clearing prescription drop-off bin mapping assignments
- Clearing Ready scripts from prescription drop-off bins



Attention: Access to these functions requires the Parata Support password. Call the number on the sticker attached to your unit for assistance in using these features.

Mapping Drop-off Bins

By default, prescription drop-off bins are “mapped” to pre-designated alphabetical ranges, providing a logical method for you to locate completed prescriptions.

However, from the Advanced section of the Settings window, you may assign different alphabetic ranges to the drop-off bins.

For example, pharmacies providing drugs to specifically-named facilities can customize the system to sort prescriptions by facility names, rather than by patient name. Call the number on the sticker attached to your unit for assistance in setting up this feature.

Edit Bin Layout

You can use a single letter or set up a range of letters using the Starting and Ending tags in order to edit your bin layout. You can use up to two letters in each tag.

Save Shelf Layout

The prescription drop-off bin labeling assignments you make remain active until you redefine them. However, you can use the Save button to make the current assignments the default settings.

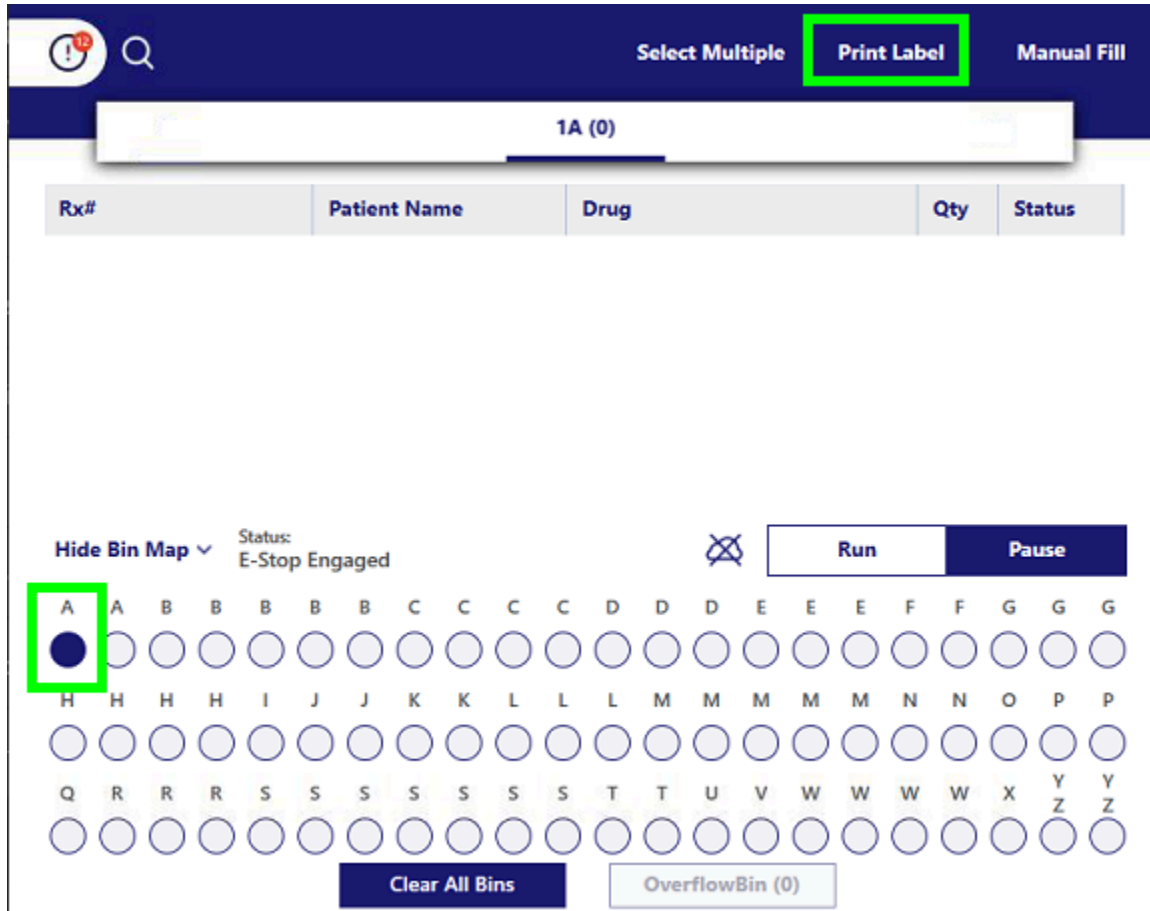
Reset Bin Layout

Selecting this button clears the current drop-off bin mappings and restores the system's default drop-off bin assignments.

Print Bin Labels

The Print button prints labels for the current prescription drop-off bin assignments to the attached DYMO printer.


A single bin label can be printed for a specific bin by clicking that bin in the Bin Map, then clicking the "Print Label" option at the top of the screen.



Processing Multi-vial Orders

When the number of pills required to fill one prescription exceeds the capacity of a single vial, the system fills the script using multiple vials.

The system is configured to fill a prescription that takes up to ten vials.

-  Note: The maximum number of vials that can be used in a multi-vial fill is twenty. Call the number on the sticker attached to your unit if you need to change the default from ten to twenty vials.

Using unique bar codes, each vial in a multi-vial order maintains its association with a single Rx order —important when returning pills to stock.

The unit distributes pills *evenly* across multiple vials.

When more than one vial is used to fill an Rx order, each vial label includes the vial number and total vial count.

In a multi-vial script, a vial's label indicates its number in the vial sequence.

For example,

- Vial # 1 of 10
- Vial # 2 of 10
- Vial # 3 of 10
- ...and so on, to a maximum of ten vials.

Pending (2) Incomplete (28) Ready (2) Complete (0)					
#	Rx#	Patient Name	Drug	Qty	Status
1	M00414252 - 1	Manuel	9j 10 mg Tablet	60	Labeling
2	M00414252 - 2	Manuel	9j 10 mg Tablet	60	Pending

The image above shows an example of an order for one hundred-twenty pills split evenly across two vials.

Multi-cell Drug Utilization

The system can be configured to fill orders from multiple cells containing the same NDC by “cell last used” (the default setting) or “oldest expiration date.” By providing efficient multi-cell drug utilization, either method can reduce the frequency with which these cells need to be replenished.



Note: Cell availability, which is influenced by several factors, also affects cell selection for multi-cell fills.

- In the unit's default configuration, the cell selected for a multi-cell fill of the same NDC is based on the cell last dispensed from. Cell selection in a multi-cell script is determined by the order in which the cells containing the drug NDC were set up in the database. The first vial in a multi-vial order will be filled from the cell that was first set up in the database, the second from the second cell set up in the database, and so on.
- Configuring the unit to fill by "oldest expiration date" will select the cell containing the NDC with the "oldest" lot expiration date. Assuming that two cells with different expiration dates contain the same NDC, the first dispense in a multi-cell order will be done by the cell with the drug that expires first, as will the second dispense (provided the cell retains sufficient inventory).

Performing a Manual Fill

Sometimes it is necessary to dispense drugs from the system "on demand," bypassing the normal Rx filling process.

Manual fills are commonly performed for the following reasons:

- To test a new cell setup
- When the network interface to the pharmacy's computer is down
- When an Rx order did not load properly into the system
- To dispense a particular pill quantity

You perform manual fills on the unit's *Prescription screen* by clicking the "Manual Fill" button. The Manual Fill Wizard guides you through the manual fill process.

You'll first be prompted to select the drug (a search filter is provided and both columns are sortable).

Manual Fill

Search drug list

Drug ▲	NDC
1b 10 mg Tablet	00000-0002-00
1c 10 mg Tablet	00000-0003-00
1d 10 mg Tablet	00000-0004-00
1e 10 mg Tablet	00000-0005-00
1f 10 mg Tablet	00000-0006-00
1g 10 mg Tablet	00000-0007-00
1h 10 mg Tablet	00000-0008-00
1i 10 mg Tablet	00000-0009-00
1j 10 mg Tablet	00000-0010-00
1k 10 mg Tablet	00000-0011-00
1l 10 mg Tablet	00000-0012-00

Cancel

< 1 2 3 4 5 ... 13 >

You'll then enter the patient's last name, the appropriate fill quantity, and the number of fills.



Manual Fill

Drug
9j 10 mg Tablet

Last Name
Johnson

Fill Quantity
5

+30

+60

+90

-


Number of Fills
1

+

Cancel

Finish

Clicking "Finish" sends the order to the "Pending" queue to be filled.

 **Note:** When operator auditing is enabled on your unit, if the Manual Fill Wizard times out during the manual fill process (if, for example, the operator performing the manual fill must conduct another task or becomes distracted), the Operator Identification window is displayed in the wizard's foreground. The operator who initiated the manual fill procedure (or an operator with manual fill authorization) must log back in and complete the remaining wizard steps.

Performing a Manual Fill from a Routed Cell

When you initiate a manual fill for a drug that has been routed to more than one cell with the Cell Routing option, an extra wizard option will be displayed (Select Cell), that prompts you to designate the cell from which to fill the order.

Replenishing Consumables

This section contains procedures for refilling the Max2 cap and vial bins, as well as instructions for replacing the printer label roll. You replenish these consumables on the unit's *Prescription side*.

This section contains procedures for refilling the unit's vial bins, as well as instructions for replacing the printer label roll.

- Replenishing caps
- Replenishing vials
- Replacing labels on the Max2 labeler
- Replacing labels on the attached DYMO® printer

Consumable Indicator Lights

Both cap drawers, both vial drawers, and the labeler drawer are equipped with LED indicator lights that turn on when the associated consumable supply is running low.

- The indicator will turn yellow when the unit detects that the consumable supply is low.
- The indicator will turn red when the unit has depleted its supply of the associated consumable or if a mechanical error is preventing it from grabbing that consumable.
- The indicator will briefly change to blue when the supply is fully restocked before turning off again.



Note: All consumable indicator lights turn off when an E-Stop is engaged.



Ordering Max2 Consumables from Parata

By phone 1-888-PARATA1, option #2

By fax 919-572-0120

Online www.parata.com

Click on "Parata Supply"

Replenishing Caps

The system is configured to use specific caps for optimum performance. Consult your Parata representative for the latest information on supported caps. Make sure that you replenish your supplies with the caps that are recommended for your unit.



CAUTION: Caps produced by other manufacturers may cause problems with the unit's capping system. Do not attempt to operate the unit with unapproved cap types or sizes. Also, keep the cap bins free of foreign objects.

Caps are replenished on the *Prescription side* of the unit.

- Large caps are stored in the *left* cap bin.
- Small caps are stored in the *right* cap bin.

1. Open the door to the cap bin you are replenishing.



CAUTION: When opening a cap bin door, do not use the prescription drop-off bins for leverage by pressing against them with your thumbs. Doing so may unseat or break a drop-off bin.

2. Add the correct caps to the bin, up to (but not beyond) the fill line. You can pour caps directly into the cap bins from the manufacturer's container. The unit automatically retrieves and positions each cap for vial capping.
3. Close the cap bin door.



Note: In the event of a cap jam, see "[Clearing cap jams \(on page 114\)](#)."

Replenishing Vials

The system is configured to use specific vials for optimum performance. Consult your Parata representative for the latest information on supported vials. Make sure that you replenish your supplies with the vials that are recommended for your unit.



CAUTION: Using vials produced by another vial manufacturer may impede proper function of the system. Do not attempt to operate the unit with unapproved vial types or sizes. Also, keep the vial bins free of foreign objects.

Vials are replenished on the *Prescription side* of the unit.

- Large vials are stored in the *left* vial bin.
- Small vials are stored in the *right* vial bin.

1. Open the door to the vial bin you are replenishing.



CAUTION: When opening the a vial bin door, do not use the prescription drop-off bins for leverage by pressing against them with your thumbs. Doing so may unseat or break a drop-off bin.

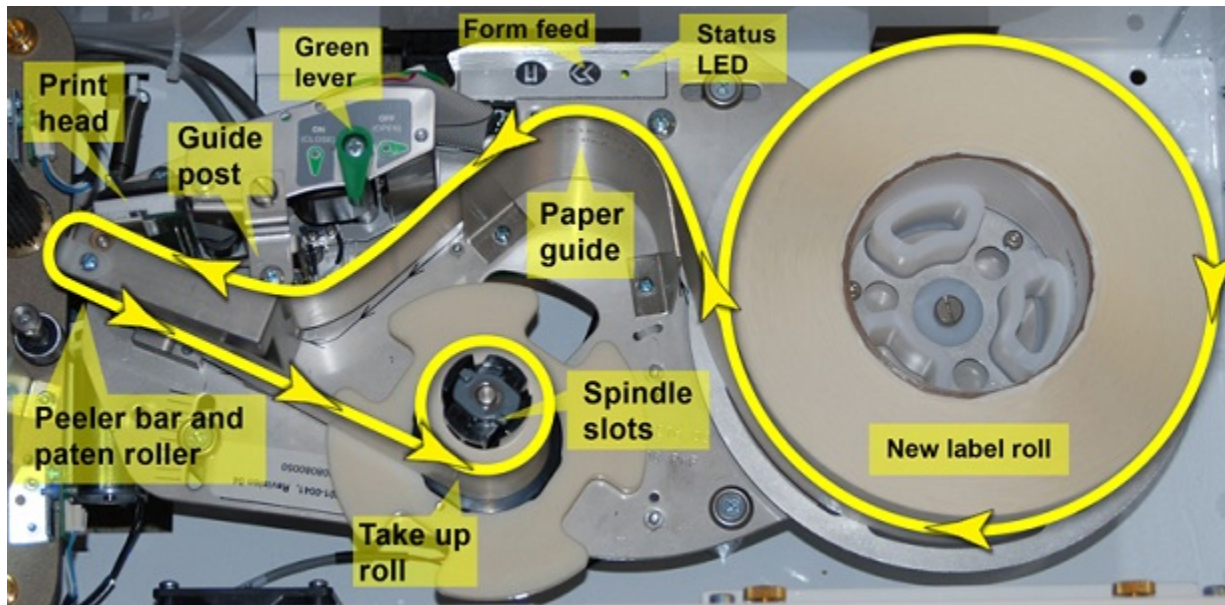
2. Add the correct vials to the bin, up to (but not beyond) the fill line.
You can pour vials directly into the vial bins from the manufacturer's container. The unit automatically retrieves and positions each vial for labeling, filling and capping.
3. Close the vial bin door(s).

Replenishing Labels

Quick Reference

1. Pause the Max2 (if not already in Pause mode) and discard the used label core.
2. Thread a new roll of labels into the printer.
3. Press Form Feed to test the printer.
4. Touch Run to re-start the Max2.

Each of these steps is explained in detail below.



Full Guide

When the labeler runs out of labels (i.e., the label roll is empty), the text "Label Delay" appears in the Pending queue's Status column for the currently-processing Rx order and touching the Message Queue button displays the an error message indicating that the labeler is empty.

The Max2 is automatically placed in Pause mode and the labeler drawer is unlocked.

The labeler drawer is also equipped with an indicator light. It is normally blue, but will turn yellow when the labeler is running low, and red when a new label roll is needed.

Once you have replenished the labels (described below), close the labeler drawer and placed the unit back in Run mode, the script completes processing normally.

- 🔧 **Note:** If you touch the Run button before replenishing the labels, the labeler drawer is automatically locked, and cannot be unlocked by touching the Pause button. If this happens, you must press an E-Stop button to unlock the drawer. Then, after you have replenished the labels, you must release the E-Stop button (by turning it clockwise) to place the unit back into Run mode.

Figure 2. E-Stop Button



For troubleshooting information on the labeler, see "Clearing Label Errors."

Opening the labeler drawer

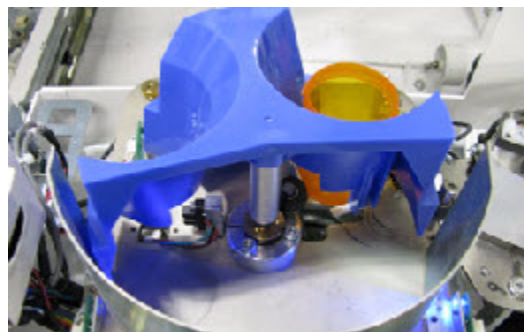
1. If the Max2 is not already in Pause mode, touch Pause.
2. When all robotic movement stops, open the labeler drawer.



Note: The labeler drawer is locked during robotic movement.



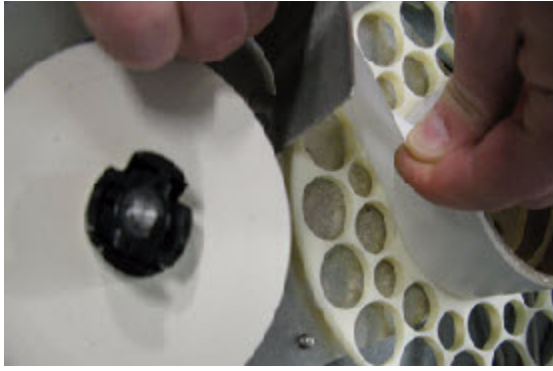
3. Remove any vials from the index wheel.



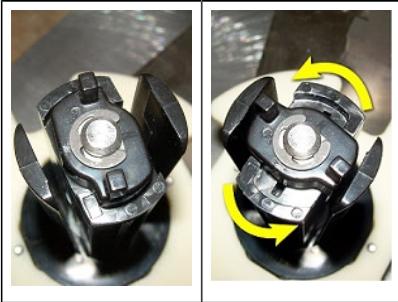
4. Turn the green lever to OFF (OPEN) to open the print head.



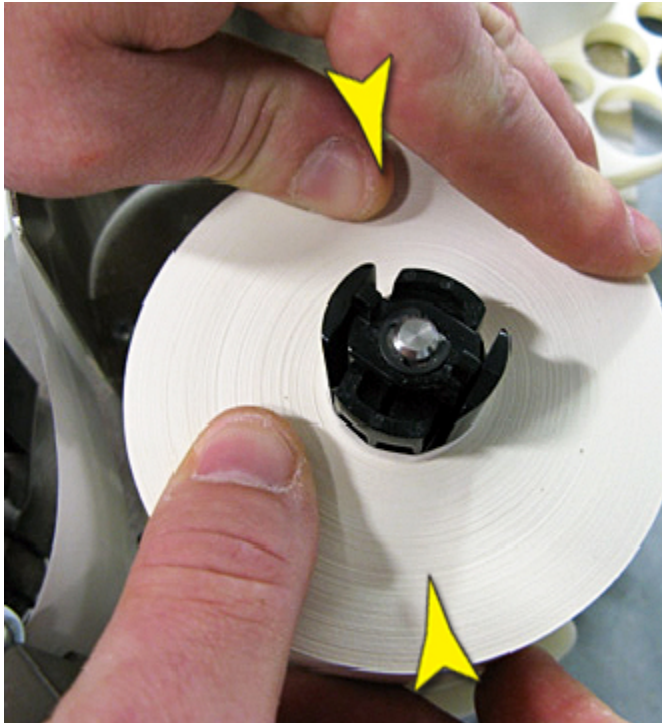
5. Tear the paper anywhere between the take-up roll and the empty label core.



6. Rotate the take-up spindle counter-clockwise to open the take-up spindle slots. This may take some effort.



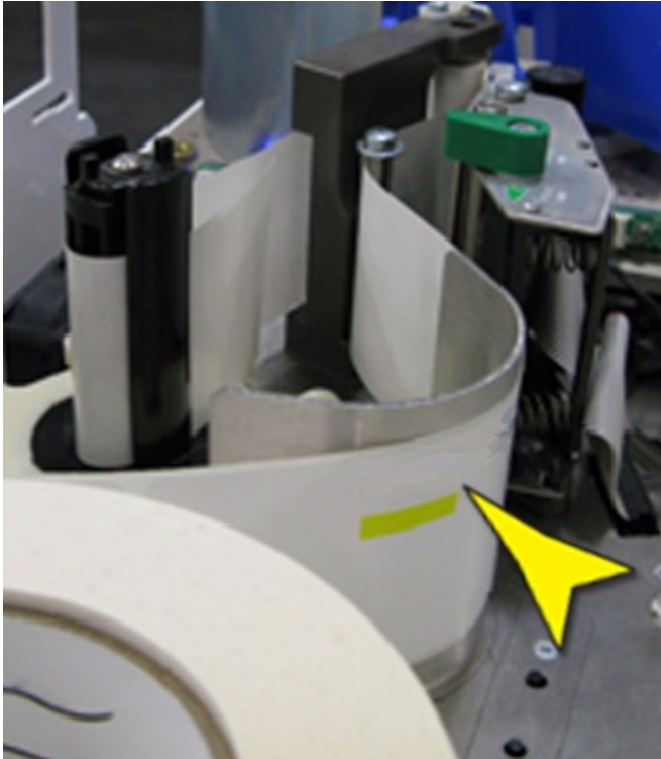
7. Remove and discard both the take-up roll and the empty label core. You may need to gently squeeze the take-up roll to slide it off the spool.



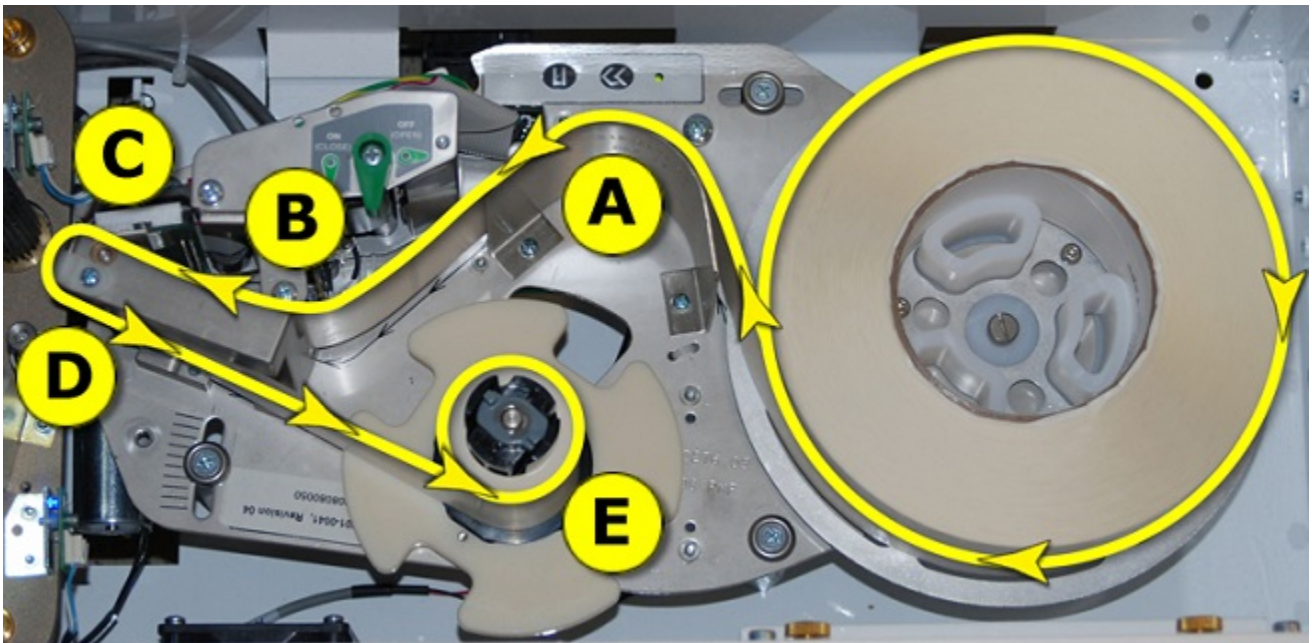
Threading a new label roll into the printer

1. Make sure the green lever is in the OFF (OPEN) position.
2. Retrieve a new roll of labels.
3. Remove the tape and unwind the leader. The leader is the section of waxy paper on the label roll that does not contain labels.

4. Peel off several labels from the label backing and discard.
5. Place the roll of labels onto the printer label turntable with the label logo right-side up. To help prevent jams, keep the label roll neat and taut. Do not let paper unravel and sag around the edges of the label wheel.


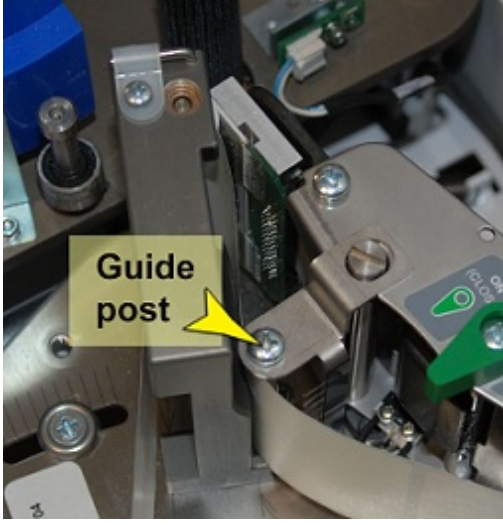
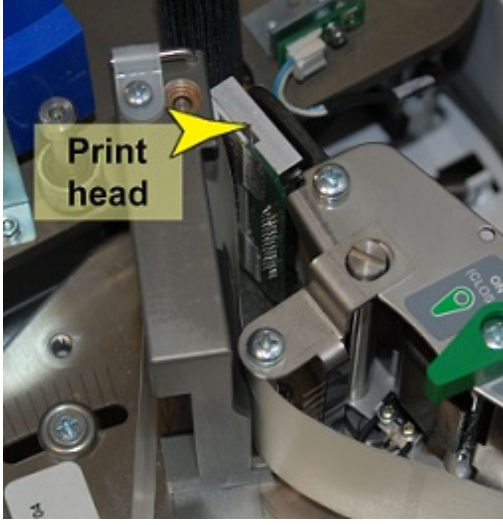


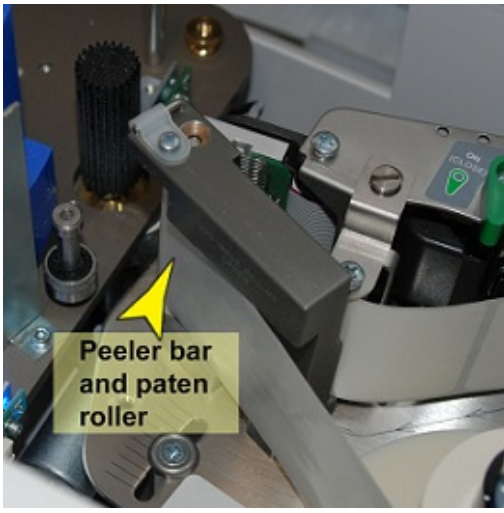
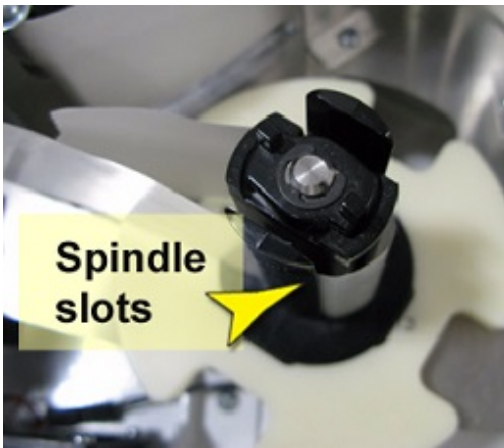
6. Feed the leader until the first label is just before the guide post. Following the arrows etched in the base plate, thread the leader. See the overview figure.



Overview of leader threading

The following table contains the individual steps of the overview figure.

Step	Figure
(A) Above the paper guide	 <p>A close-up photograph of the paper guide assembly. A yellow arrow points to a label that reads "Paper guide". The assembly includes a metal roller and a white paper roll.</p>
(B) Behind the guide post (under the washer)	 <p>A close-up photograph of the internal mechanism. A yellow arrow points to a label that reads "Guide post". The image shows various metal components, screws, and a green adjustment lever.</p>
(C) Between the print head and the label roller	 <p>A close-up photograph of the print head area. A yellow arrow points to a label that reads "Print head". The image shows the print head assembly, a label roller, and various mechanical parts.</p>

Step	Figure
(D) Around the peeler bar and the platen roller	
(E) And then through both take-up spindle slots	

7. Turn the green lever to ON (CLOSE). Do not allow the print head to snap closed.



Testing the printer

The status LED light is solid green.

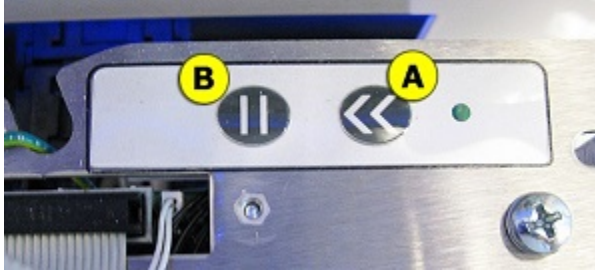


 Note: LED green light for label status:



- Solid = Labels are properly installed
- Blinking = Labels need change
- Off = Labels change in process

1. Press the Form Feed button once to stage the label in the print head. One label is ejected.



(A) Form Feed button

(B) Pause button



Note: If the printer feeds continuously, the labels were not threaded behind the guide post. Open the print head to stop the label feeding (green lever OFF). Repeat steps 5 through 7 in "To thread a new label roll into the printer."

2. Press the Form Feed button again. Two full labels are ejected; the printer stops automatically. The printer is ready to use.
3. Remove and discard all ejected labels.
4. Close the labeler drawer.
5. Touch Run.

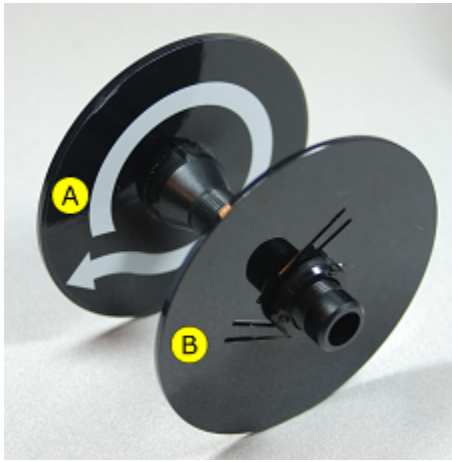


Note: Each label roll contains approximately 1000 labels.

Replenishing labels in the DYMO printer



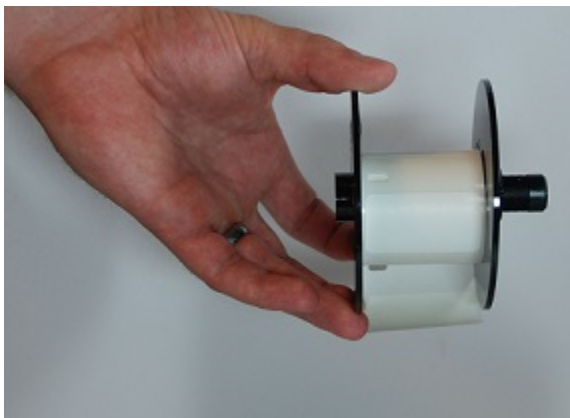
1. Open the DYMO printer cover.
2. Remove the spindle from inside the cover.
3. Slide the spool guide off the spindle.



4. Hold the spindle in your left hand and place the label roll on the spindle so that the labels feed from underneath, and the left edge of the label roll is flush against the side of the spool.

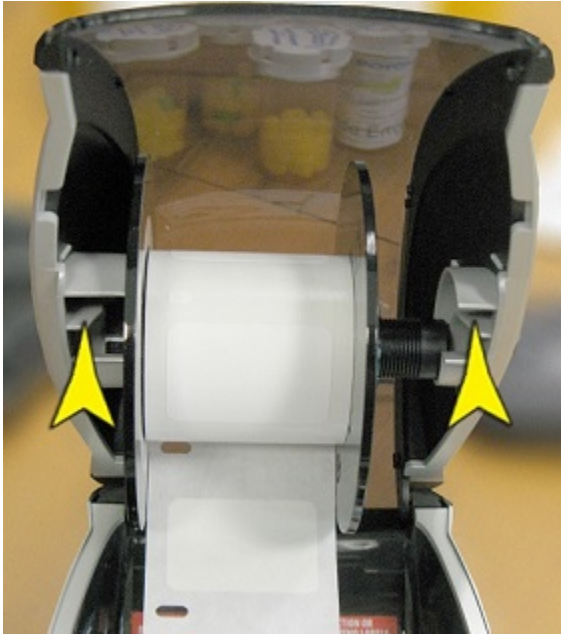


5. Place the spool guide on the spindle and push it until it holds the roll snug against the fixed side of the spindle.



Note: There should be no gaps between the fixed side of the spindle, the paper roll and the spool guide. Extra space will cause drifting as the labels feed through the printer.

6. Insert the spindle into the slots in the printer cover with the labels extending from underneath the roll.



7. Align the left edge of the label with the left edge of the label feed slot and insert the label into the slot. The printer will automatically position the label.



• If the label feed button is flashing, make sure the label is fully inserted.
8. Press the Form Feed button (arrow).



Note: The Form Feed button also serves as a power and label status indicator. When the button is solid blue, the power is on and the labels are correctly loaded. When the button is blinking, the labels are loaded incorrectly or jammed.

- If a complete label feeds, continue to the next step.
- If the first label on the roll is not a complete label, press the Form Feed button to eject the partial label. Press the button again to feed a full label.

9. Slide the label guide up against the right side of the label.
10. Close the DYMO printer cover.

Chapter 6. Reports

This section describes how to run, export, and print reports.

To launch a report:

1. Touch the Reports button.
2. Touch one of the report types. When you select a report, a description of the report is displayed.
3. Touch the "Use This Report" button to launch the report.
4. Select 'Generate Report' to display report.

Different reports employ different parameters. Some reports may ask you to select an option or to enter text (for example, an operator ID, or Lot number). Others may ask you to scan a cell or stock bottle. Some reports have required parameters that must be included in order for the report to be correctly generated.

To help you monitor script volume, manage cell inventory, review drug Rx history, and track other usage data, the system can generate the following reports:

Report	Description
Actions by Drug Schedule	Lists all manual fills, replenishments, return-to- stocks, and total number of scripts filled by drug schedule category
Audit Cell*	Displays any changes to audited cell parameters and the operator who made them
Audit Drug*	Displays any changes made to audited drug parameters and the operator who made them
Audit Operator*	Displays a comprehensive list of all actions performed by a specified operator during a defined interval - These actions include cell replenishments, return-to-stocks, adding cells, adding new drugs, deleting cells and modifying cell/drug values.
Audit Replenishments*	Lists replenishments with the ID of the operator who processed them and the <i>Pharmacist-level</i> (or authorized) operator who approved them
Cell Last Emptied*	Lists all drugs in the machine, displaying the date the cell was designated empty and how many days have passed since that date
Cell Settings	Lists all active cells, their current calibration status and their dispensing parameters (baffle, nozzle and pressure)
Cleared Bin	Lists Rx orders for a specified date range that were marked as Bin Cleared - Orders are assigned this status when a prescription drop-off bin is manually cleared.
Dispense Info	Lists Rx orders filled by the unit during a specified date range
Drug Code Mappings	Lists all drugs with at least one drug code mapping - This list can be filtered to display mappings for a given drug code or cell.
Drug Rx History	Displays all drug dispensing activity during a designated date range, including those drugs for which no scripts were dispensed

Report	Description
Drug Setup	Displays all cells that were set up with a drug during a designated date range
Inventory By Cell	Displays the inventory for each cell in the unit
Inventory By Drug Code	Displays the unit's inventory by drug code
Locking Cell Activity*	Lists all replenishments, return-to-stocks and Inventory edits completed on locking cells during the specified date range
Lot Usage	Lists all Rx orders and the lot number used to fill each order for a given drug code - If a lot number is specified, this report lists only those orders filled with the specified drug code and lot number
Low Cell	Lists all cells with inventory lower than the drug's low inventory threshold
Manual Fill Log*	Lists all manual fills that were marked "complete" during the date range specified - It includes all scripts that were picked up, scanned out, deleted, returned to stock, etc. The Operator column records the name of the operator performing the manual fill. The report does not display patient names.
Mapped Drug Scripts	A list of the scripts that contain mapped drugs
Non-Calibrated Cells	Lists all active cells for which a calibration fill has not yet been successfully completed
Operator Actions*	Lists all controlled system functions accessed during a specified period. The report can be filtered by operator and/or action
Operator Logins	Shows a list of operator logins
Prescription Details	Displays all details for a specific Rx order - Details include the states the order passed through in the unit, dispensing cell information, and prescription drop-off shelf location.
Replenishment Info	Lists all replenishments and return-to-stock procedures
Replenishments By Day	On a bar graph, displays a replenishment count grouped by hour for a specified day
Scripts By Drug Code	Displays a summary of the number of dispensed pills and scripts, grouped by drug code and a time period (day/month/year)
Script Volume By Day	On a bar graph, displays a count of Rx orders submitted to and picked up from the unit, grouped by hour for a specified day
Script Volume By Drug Code	Displays a summary of the number of dispensed pills and scripts, grouped by drug code and a time period (day/month/year)
User Flagged Controlled Substances	Shows a list of all cells marked as contained controlled substances
Vial Utilization	Displays the count for each vial dram size dispensed from the machine during a specified time range - These counts include only vials that have been scanned out or cleared from the shelves or the drop-off bin.

*Denotes an audit report, giving you a log of machine and operator activities

Viewing the Report

Touch the Generate Report button to generate the report.

A progress indicator appears while the report is being generated.



Note: Reports containing a lot of data take longer to generate and display.

Use the scroll bars to view hidden regions of the report.

Use the Zoom level drop-down to adjust the size of the report.

If you would like to run the report again with different parameters or sorting criteria, touch the "Show or Hide Parameter Area" arrow at the top of the report, select new parameters, then touch the View Report tab to rerun the report.

"Sensitive Information" header/footer

Reports can display a "sensitive information" message in their header and footer.

Manual Fill Log

**** This report may contain SENSITIVE data ****

Wednesday, July 17, 2019 to Wednesday, July 24, 2019

When this option is enabled, the message will appear on all reports. The example displays the default message; however, you can have the message changed to suit your pharmacy's requirements.



Note: This option is enabled in a system configuration file. Call the number on the sticker attached to your unit if you would like this option enabled at your site.

Report Settings

The Advanced section of Settings lets you perform the following actions:

- Select one or more printers for printing report output
- Select the default export file type
- Enable/disable individual reports

Touch a toggle to enable/disable the corresponding report type.

Report Settings

[Back](#)

Printer **None**

Export Type

 PDF

 Excel

Report Types

Cell



Audit Cell

All actions and operator who performed them on a cell during the given date range.



Cell Last Emptied

All drugs in the machine, when the cell was last empty, and how many days have passed since that date.



Cell Settings

All active cells and the current settings for each cell for things like pressure, nozzle size, cell, capacity, and more.



Cleared Shelf

All vials during the given date range that were marked as "Shelf Cleared" in the system.



Dispense Info

All vials prescriptions that were marked "complete" during the given date range, including vials that were picked up (i.e. scanned out, chute cleared, bin cleared, etc.).



Inventory By Cell

A list of the machine's inventory in each cell and its information.



Locking Cell Activity

All replenishments, return to stocks, and inventory edits completed on locking cells on the machine during the given date range.



Lot Usage

All vials and the lot number used to fill that vial for a given drug code. Doesn't include deleted or canceled vials.



Non-Calibrated Cells

All active cells which have not yet been

Printing a Report

You can print reports directly from the system, or import them into a spreadsheet and print them from the application.



Note: The Zoom option has no effect on printed output.

Once you have set up and selected a printer, touch the Print Report button to print the report.

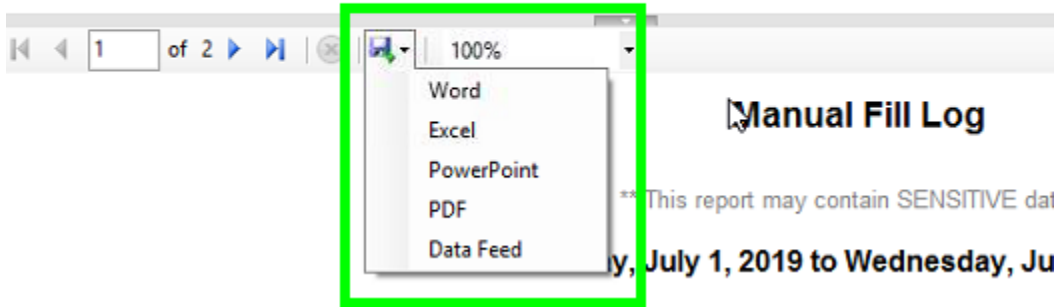
Print Report


You will be prompted to select a printer. By default, the selected printer will be the one designated in your Report Settings.

Exporting a Report


A report can be exported in several formats by clicking the Export button.

Back




 Note: The Export function requires you to use the Folder/File Location windows to select a file location.

1. Once you are satisfied with your report's output, touch the Export button and choose the export type (Word, Excel, PowerPoint, PDF, or Data Feed).
2. Select a file location for the exported report, name the file, and click Save.
3. If you intend to further process the exported report, copy the file to a portable storage device (see below).


 Note: When printing an exported report with many columns, you may need to adjust the page margins to print the report on one page.

Exporting a Report to a Thumb Drive

 Note: These instructions assume you have launched the Reports facility and have selected and built your report.

It is also assumed that you have inserted a USB thumb drive into the USB port. To export a system report in either Adobe Acrobat PDF (.pdf) or Microsoft Excel (.xls) format and copy the exported file to a portable USB storage device:

1. Having selected and created a report, touch the Export (Save) icon.
2. In the dropdown menu, choose which export format you'd like.
3. The Select Folder window is displayed. Select your thumb drive.
4. The Select Folder window displays your thumb drive's top-level folder icons. Select the folder/subfolder in which to store the exported report.
5. When you have selected the file location for the exported report, touch the Save button.

 Note: The report file you have exported will not be displayed in the Select Folder window. It will, however, be viewable when you insert your thumb drive in your workstation/laptop.



Note: When printing an exported report with many columns, you may need to adjust page margin settings to print the report on one page.

6. Repeat these steps to export additional reports to your thumb drive. Because you already have specified the file location for your exported reports, you likely do not need to specify the destination folder again.

Chapter 7. Using System Settings

The Settings window provides access to administrative tools and settings that control basic operating characteristics of the system. Among these features and options are:

- Shutting down/restarting the application software and the PC
- Enabling/disabling "on-demand" processing of Rx orders
- Enabling/disabling Auto-Run and Auto-Retry operating modes
- Enabling/disabling Auto-Run operating mode
- Enabling/disabling the left and right vial feeders
- Backing up and restoring cell configurations
- Resetting the unit's robotic arm and running diagnostics
- Using the Label Wizard

Settings Window

The Settings window is available on both sides of the unit.

Touch the Settings button on either side of the machine to display the Settings window.

Restarting/Shutting Down the System

From the settings window, you can shut down the software applications, reboot the operating system, and shut down the entire unit. These functions can be performed on either side of the unit.



- The Restart button closes and then restarts the software applications.
- The Close Application button closes the software applications only.
- The Shut Down button shuts down the entire unit, including the PC.
- The Sign Out button logs off the current operator.

The section "Shutting Down" provides more detailed information on shutdown procedures.

General

General



Diagnostic Functions
Home, park, or save trace



Configuration
Fill, cell, bin, and vial toggles



Drug Finder
View Drug Parameters

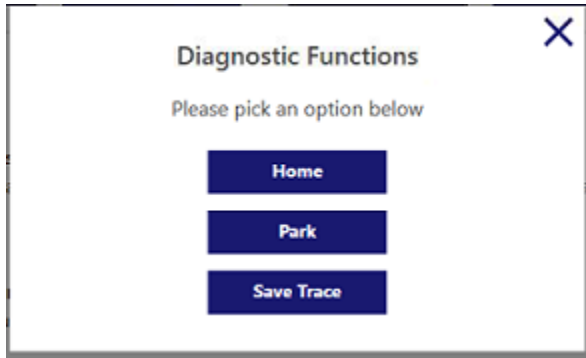


Scanner Echo
View barcode information

From the General section, you can perform the following tasks:

- Reset machine subsystems
- Configure machine options
- Save a diagnostic “trace” file
- Scan a stock bottle and view its drug parameters
- Perform a “scanner echo”
- Adjust speaker volume

Diagnostic Functions



Home System

Touching this button returns all mechanical subsystems to their starting (“home”) positions.



Note: The Home button is accessible only when the unit is in Pause mode; otherwise, it is disabled.

Park System

Touching this button moves all mechanical subsystems to safe positions in preparation for system maintenance.



Note: The Park button is accessible only when the unit is in Pause mode; otherwise, it is disabled.

Save Trace

A “trace file” is a log of events occurring on the unit, used primarily by system technicians for diagnostic purposes.

Configuration



Note: Access to these functions requires the Parata Support password. Please contact Parata Technical Assistance Center if you need a configuration item changed.

The options available on the Configuration page let you customize certain elements of Rx order processing.

The page displays “toggle” buttons that display the option’s current setting and let you change it. A blue toggle indicates the option is enabled. When you touch this button, the option is *disabled*.

A gray toggle indicates the option is disabled. When you touch this button, the option is *enabled*.

Configuration settings:

- Auto Run mode - Allow the machine to start in run mode when turned on. (default = disabled)
- Auto Rerun mode - Automatically rerun incomplete prescriptions. (default = *enabled*)
- Fill On Demand mode - Hold the received prescriptions in the queue to fill only upon request. (default = disabled)
- Fill To Empty mode - Fill prescriptions until the cells are empty. (default = *enabled*)
- Enforce Fill Package Size - Enforce an exact match of the full NDC including the package size. (default = disabled)
- Replenishment RTS Package Size (default = disabled) - Enforce an exact match of the full NDC including the package size when replenishing or returning to stock (RTS).
- Ignore Pre-pack quantities - Do not fill prescriptions that match pre-pack quantities set up in the system. (default = disabled)
- Right Vial Bin - Allow vials to be dispensed from the right vial bin. (default = *enabled*)
- Left Vial Bin use - Allow vials to be dispensed from the left vial bin. (default = *enabled*)
- Vial Labeling mode - Label all vials. (default = *enabled*)
- Back-up Vial mode - If possible, use the other vial size when the appropriate vial size is not available. (default = *enabled*)
- Complete On Ready mode - Automatically complete prescriptions once they are ready for pick up. (default = disabled)
- Filter by Drug Code (default = disabled) - When filtering drugs, numbers 0-9 will show in the keyboard first.

Drug Finder

This utility lets you scan a stock bottle and view all information the Master Drug List contains about that drug. If the drug is not in the MDL, a message will appear.



Note: The drug does not need to be housed in the unit.

When you touch the Drug Finder button, you will be prompted to scan the bottle or enter the drug code.

Either the information will display or you will see a message that the drug is not recognized.

Scanner Echo

When the Scanner Echo option is selected and you use either scanner to scan a bar code, the bar code's format and encoded value are displayed.

General



Diagnostic Functions
Home, park, or save trace



Configuration
Fill, cell, bin, and vial toggles

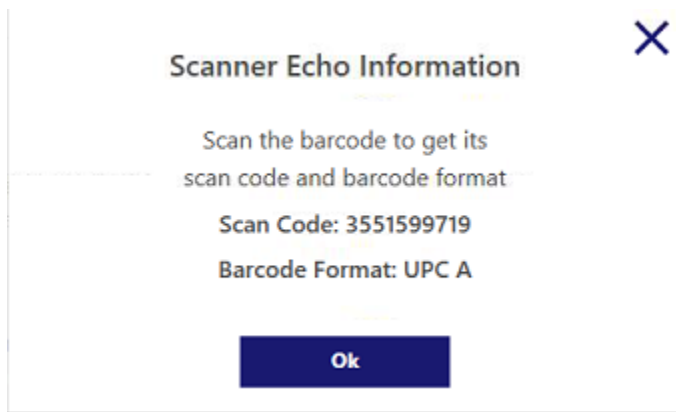


Drug Finder
View Drug Parameters



Scanner Echo
View barcode information

Example:



Speaker Volume/System Sounds

When the volume feature is enabled (not set to Mute), a different tone accompanies each of these circumstances:

- *Confirmation* - Validates a scan (stock bottle, cell, NDC bar code).
- *Error* - Notifies the operator that an unrecognized entity was scanned, the current wizard step is incomplete, or a machine-level error/warning has occurred.
- *Information* - Notifies the operator that an information box is displayed.
- *Question* - Notifies the operator that a query requiring a response is displayed (multiple vial selection, NDC format selection, delete confirmation, and so on).

Tools

- ! **Attention:** Access to these functions requires the Parata Support password. Call the number on the sticker attached to your unit for assistance in using these features.

The Tools section is used mostly during the initial setup of your unit. It provides access to the following functions:

- Load Cell Layout
- Save Cell Layout
- Save DRM Log
- Load Drug List

Advanced

- ! **Attention:** In general, only Parata technicians should use these functions. With the exception of Operator Settings, access to Advanced functions requires the Parata Support password.

The Advanced section provides access to the following features and options:

- Advanced Diagnostics
- Report Settings
- Clean Database
- Camera Diagnostics
- Machine Configuration
- Label Wizard - The Label Wizard is used to create and print cell labels and custom vial labels.
- Operator Settings - The Operator Settings page is used to modify who has access to the unit's functions. See the section on "Managing Users."
- Prescription Routing
- System Information - The System Information page displays descriptive information about the unit as well as the unit's serial number and the version of the application software currently installed.
- Back Up Database - Your system's database is backed up automatically at pre-designated intervals. These backups do not require operator participation—they run undetected.



Note: By default, script data retention for return to stocks older than thirty days is deleted.

Chapter 8. Maintenance

This section explains how to perform these routine preventive maintenance procedures:


- Cleaning the Prescription and Inventory touch screens
- Maintaining and cleaning cells
- Checking the cell baffle covers
- Replacing the Cell Pleated Breather
- Cleaning the *Inventory side* of the unit
- Cleaning the prescription drop-off bins and sensors
- Cleaning the prescription drop-off bin sensors
- Performing chute maintenance

Maintenance procedures help prevent downtime and keep the unit functioning properly.

A Maintenance Log form is included at the end of this manual. Copy the form, and use it to monitor system maintenance—when it is required, when it was done, and which operator performed the maintenance procedure.

Maintaining and Cleaning Cells

The product of sophisticated engineering, cells are designed to provide pill-counting accuracy while withstanding the demands of continuous daily operation. Once installed in the cell array, a cell performs its function reliably, without the need for removal, other than for recalibration, to house a new drug, or for transport. Routine dusting or other types of cleaning procedures are not necessary.

 Note: It is advisable, however, to clean a cell when you want to change the drug it contains. Contact Parata Supply to purchase an In-Pharmacy Cleaning Kit and follow the accompanying instructions.

Optionally, you may want to preserve the aesthetic appeal of your cells by keeping them dusted and cleaned. See "[Cleaning the Inventory Side \(on page 109\)](#)."

Checking Cell Baffle Covers

Verify that the baffle covers on each side of the cells are secure. Replace missing, loose or damaged baffle covers.

Place the baffle cover over the embossed plastic oval.

Replace a Cell Pleated Breather

Occasionally the cell pleated breather mounted on top of the cell may become worn, frayed, or torn. Tears in the breather can occur when a cell is not handled properly, particularly when it is being removed from or inserted into the unit or transported for use in another automation device.

Replace a damaged pleated breather with a new one. If the breather is not damaged, do not replace it.

 Note: Cell Pleated Breathers are available for purchase from Parata Supply.

1. Remove the cell from the unit.
2. Locate the tab on the end of the breather nearest the cell door.
3. Push the tab toward the opposite end of the breather and lift the breather up and out of the cradle on top of the cell.
4. Place the used breather in a zip-closure bag, and discard the zipped bag in an appropriate receptacle.
5. Obtain the replacement cell pleated breather and hold it above the breather cradle with the tab end toward the cell door.

The breather has a “tab end” and a “flat end.” It fits into a cradle on top of the cell with the tab end toward the cell door.

6. Tilt the flat end of the breather down and insert it under the two tabs at the front of the breather cradle and press down on the tab end of the breather until the breather snaps into place in the cradle.
7. Return the cell to its location in the cell array.

Cleaning the Touch Screens

Because the two monitors are touch-sensitive, you cannot clean them while the unit is operating. Therefore, you should clean the screens either before the unit is turned on or after it has been turned off for the day.



Note: Do not use abrasive materials or glass cleaners and products that contain bleach or ammonia on the touch screens.

Cleaning the Inventory Side

1. Obtain a soft, dry, lint-free cloth or use Swiffer dry sweeping refill pads.



Note: You can order these lint-free wipes by calling Parata Supply at 888-727-2821.

2. Wipe the front of each cell. It is not necessary to remove the cells.
3. Remove the hand-held scanner from its holder, clean the lens, then return it to its holder.

Cleaning the Prescription Side

Cleaning the drop-off bins and sensors

To clean the unit's prescription drop-off bins and sensors, follow these steps:



Note: The cleaning process should be done at the beginning or end of each day, when no vials are in the drop-off shelves.

1. Obtain a soft, dry, lint-free cloth or Swiffer® dry sweeping refill pads.
2. Place the unit in Pause mode and wait for the unit to halt current processes.
3. Clean each drop-off bin.
4. Use a clean, dry, lint-free cloth to wipe each drop-off bin sensor.

Cleaning the scanner

1. Wipe the scanner lens with a soft, dry, lint-free cloth or Swiffer® dry sweeping refill pads.

Cleaning drop-off bin sensors


To clean the unit's prescription Overflow drop-off bin sensors, follow these steps:

1. On the unit's Prescription side, place the unit in Pause mode and wait until you hear the capper access door lock disengage.
2. Open the prescription Overflow drop-off bin door.
3. Remove the Overflow drop-off bin using the two slotted handles.
4. Open the capper access door. The door may have a magnetic catch or a manual release latch.
 - If the door has a magnetic catch, pull it open from the right lower edge above the drop-off bin.
 - If the door has a release latch, push up on the release latch under the door; then pull the door open. Pull the edge above the drop-off bin capper door latch.
5. Use a soft, dry, lint-free cloth or Swiffer dry sweeping refill pads to clean each of the four sensors. Clean the four sensors: three blue LEDs on the left, and one detector on the right.
6. Close the capper access door.
7. Use a soft, dry, lint-free cloth or Swiffer dry sweeping refill pads to wipe out the drop-off bin, then place it in the compartment.

Cleaning the print head

Use a Cleaning Card to remove build-up on the print head.

Parata recommends that you clean the print head *each time* you change a roll of labels.

-  **CAUTION:** To avoid damaging the print head, do not attempt to clean the print head with anything other than a Cleaning Card.

Chapter 9. Troubleshooting

This section explains how to respond to exceptions from the Incomplete queue errors and alert messages. It also contains procedures for:

- Clearing labeling errors
- Clearing cap jams
- Clearing vial jams
- Reseating loose drop-off bins
- Using the Troubleshooting Wizard
- Resolving counting cell issues

Need Troubleshooting Assistance?

Call the number displayed on the sticker attached to your unit.

Using the Troubleshooting Wizard

The application detects when a processing error has occurred and alerts you by:

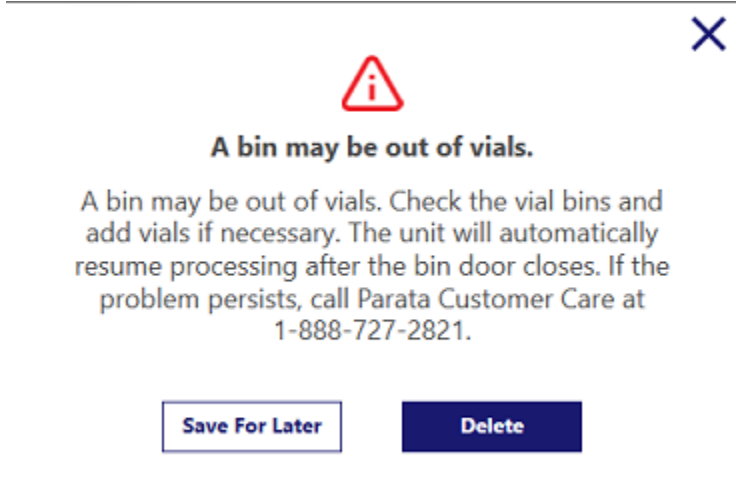
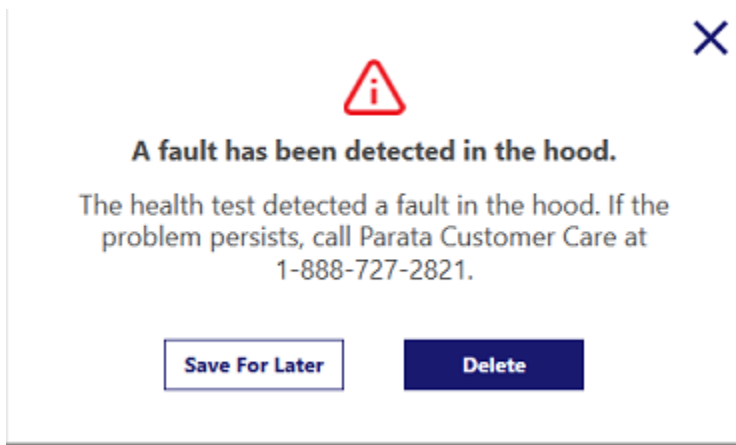
- Displaying an error message
- Moving the Exception script's record to the Incomplete Queue

The Message Queue button displayed on the status bar on all windows opens the Alert Messages queue.

The value on the button face displays the number of messages currently in the queue.

Tapping an alert in the Message Queue will provide further details about the issue and steps to resolve it.


Examples:



Recovering from Errors

In the course of routine operations, conditions arise that may prevent prescriptions from being successfully filled by the unit. Such conditions may include cells with low or depleted inventory: pill under- and over-counts, label, vial or cap jams, and so on.

When it encounters an exception while filling a prescription, the unit delivers the incomplete vial to the exception carousel. The exception carousel can accommodate up to seven vials. It is good practice to remove vials from the carousel as soon as possible.

 **Note:** When the exception carousel is full, you are prompted to clear it before processing can resume.

The system processes *two* Rx orders simultaneously—while the first order is being filled and capped, the second order is being labeled and staged for filling. If the exception carousel contains six vials and an exception occurs:

- The Exception vial is deposited in the carousel's 7th slot; the 2nd vial (if not also an Exception) is completed and deposited in the prescription drop-off shelf.
- If both scripts being processed are exceptions, the first vial is deposited in the remaining carousel slot; the second vial remains in the grasp of the robotic arm until you clear the exception carousel.

Rx records for Incomplete scripts are automatically transferred from the Pending Queue to the Incomplete Queue, from which you can:

- Delete the script ("Incomplete Rx Queue")
- Resubmit the script to the Pending Queue to be rerun ("Incomplete Rx Queue")

AIM Disconnected

When scripts are sent from the Pharmacy Management System to the unit for filling, they first are translated into “language” that the system automation understands. This translation is accomplished by Parata’s Automation Interface Manager (AIM).

The Host Connectivity Status button, located to the left of the Run/Pause buttons on the application Status bar, communicates to the operator information about the current system connection status.

The Host Connectivity Status button is an indicator that monitors the communication status between the automation system and AIM.

If the unit determines that it no longer is connected to the AIM server, you will need to contact your host service provider and call the Parata support number on the sticker attached to your unit.

Clearing Labeling Errors



Note: The recovery procedures in this section assume familiarity with the label-replenishment instructions in the section "[Replenishing Consumables \(on page 84\)](#)."

This section explains how to respond when a labeling error occurs. Two types of labeling errors are discussed:

- a jam in the labeler resulting from a tear or other impediment
- the misapplication of a label to a vial, e.g., a label has been only partially applied to a vial



Note: When the Max2 unit runs out of labels while processing a script, the message “Label Delay” is displayed in the Status column of the Pending Queue. Also, an error message is displayed when you touch the Message Queue button.

See "[Replenishing Labels \(on page 86\)](#)" for instructions on responding to this message (i.e. replenish the labels).

When a labeling error occurs, the Max2 is automatically placed in Pause mode, the Rx record is sent to the Incomplete queue displaying the error “Jam in labeler,” and a Troubleshooting message is generated.

Opening the message queue and touching the error displays additional recovery information.

Clearing a Jam in the Labeler

1. Put the unit into pause mode.
2. Open the labeler drawer.



Note: If you cannot open the labeler drawer after the unit is in pause mode, hit the Estop button.

3. Turn the green lever to the OFF (OPEN) position.
4. Tear the label paper at or before the take-up roll and remove all of the label paper from the take-up roll and discard.
5. Unthread the labels from the paper guide, remove the torn or obstructed label, and then re-thread the labels, following the directional guide etched on the floor of the labeler.
6. Peel off several labels from the label backing and discard.
7. Insert the label backing into the spindle slots on the take-up roll and turn the green lever to the ON (closed) position.



CAUTION: Do not allow the print head to snap closed.

8. Press the Form Feed button once to stage the label in the print head. One label is ejected.
9. Press the Form Feed button again. Two full labels are ejected—the printer stops automatically.
10. Remove and discard all ejected labels.
11. Close the labeler drawer.
12. If the E-stop was engaged, disengage the estop button.
13. On the Incomplete queue, select the script with the labeling error.
14. Touch the Retry button.
15. Place the Max2 unit in Run mode to rerun the script.

Clearing an Improperly Applied Vial Label

A labeling error will occur when a label is improperly applied to a vial; e.g., the label may adhere only partially to the vial.

In this event, a Troubleshooting message will be displayed, the script moved to the Incomplete queue, and the Max2 unit automatically placed in Pause mode.

1. Open the labeler drawer.
2. Remove the label and vial and discard.
3. Close the labeler drawer.
4. Rerun the script by performing steps 11 through 13 in the preceding procedure.

Clearing Cap Jams



Warning: Be extremely careful when clearing jammed caps from the capping mechanism (located below the cap bins). The blades that hold the cap are sharp.

When a cap jam occurs, the unit is automatically placed in Pause mode, and an error message appears.

1. Open the cap bin.
2. Using your hand, reach into the cap bin and stir the caps thoroughly.
3. Close the cap bin door.
4. Look through the capper access window to see if there is a cap in the capper.

What to do next

- If no cap is visible, touch Run. If an error displays after you touch Run, call the number on the sticker attached to your unit.
- If a cap is visible, remove it using the following method:
 1. Open the prescription drop-off bin.
 2. Push up the release latch and open the capper access door. The release latch is located behind the capper access door.



Note: If you cannot open the capper access door:

- a. Touch the Settings button on either screen.
- b. Touch "Diagnostic Functions."
- c. Touch the Park button.

3. Carefully reach into the capper and remove the cap.



Warning: Be extremely careful when clearing jammed caps from the capper. The blades that hold the caps are sharp.

4. Close the capper access door.
5. Close the prescription drop-off overflow bin.
6. Touch Run, then look through the capper inspection window to verify that the capper is functioning properly.

If the error message reappears, follow these steps:

1. Open the cap bin and remove all caps.
2. Check that the cap bin does not contain the wrong size/shape caps and that it is free from foreign objects.
3. Remove any objects that may be jammed in the cap drum using your finger tips, a spatula, or tweezers.
4. Refill the cap bin with the correct caps.
5. Close the cap bin door.
6. Touch Run then look through the capper inspection window to verify that the capper is functioning properly.

If the problem persists, call the number on the sticker attached to your unit.

Clearing Capping Errors

When a capping error occurs when trying to apply a cap to a vial, the unit may place the errant cap into a large vial and deliver it to the exception carousel.



Note: Depending on the type of capper error, the unit may pause dispensing and park the robot.

An error message could appear if, for example, a small cap is in the large cap bin. A small cap can also fall into a large vial, in which case the uncapped vial is deposited in the exceptions carousel. Follow the steps below to resolve the issue:

1. Open the prescription drop-off bin.
2. To access the capper, push up the release latch and open the capper access door (hinged on the left).

The release latch is located behind the capper access door.



Note: If you cannot open the capper access door:

- a. Touch the Settings button on either screen.
- b. Touch "Diagnostic Functions."
- c. Touch the Park button.

3. Carefully reach into the capper and remove any foreign objects or caps.



Warning: Be extremely careful when clearing jammed caps from the capper. The blades that hold the caps are sharp.

4. Close the capper access door.
5. Close the prescription drop-off overflow bin.
6. Touch Run then look through the capper inspection window to verify that the capper is functioning properly.

If the problem persists, call the number on the sticker attached to your unit.

Clearing a Vial Jam

When a vial jam occurs, the unit is automatically placed in Pause mode, and an error message is generated. Opening the message queue and touching the error will provide more information. Follow the steps below to resolve the jam:

1. Open the left or right vial bin.
2. Remove any vials of the wrong size or foreign objects that may be impeding the mechanism that conveys vials to the top of the bin.
3. Ensure that nothing is impeding the movement of the vial pick-up mechanism.
4. Reach into the vial bin and stir the vials thoroughly.
5. Close the vial bin door.
6. Touch Run.

If the error message reappears, reopen the vial bin and remove all vials to locate the source of the jam.

Reseating Drop-off Bins

Periodically inspect prescription drop-off bins to determine if any have become unseated or not snapped securely into place.

Indicators of an unseated drop-off bin include:

- One or more corners of the bin are higher than the others
- A bin moves freely when wiggled with your hand
- The application software indicates that a drop-off bin is full when it is empty

1. Using your closed fingers or finger tips, press straight down on the unseated bin.



Note: Any unsecured “pegs” on the underside of the drop-off bin will snap into a hole on the unit's frame.

2. Wiggle the drop-off bin with your hand to ensure it is snug.

Troubleshooting Cells

Cells are engineered to provide consistent, accurate pill-counting performance. However, counting accuracy depends upon additional factors, including proper cell calibration.

This section describes the common causes of counting issues and how to correct them.

The Cell Troubleshooting Guide is a reference that you can photocopy and put in a convenient location to use to quickly identify the common solutions to cell problems.

As part of the troubleshooting process, you may need to review the following:

- Cell replenishing: See [Replenishing a Cell \(on page 64\)](#).
- Review and modify baffle, nozzle, and pressure settings in the Parameters window, Cell Parameters tab: see [Parameters Window \(on page 41\)](#).

Review and modify baffle, nozzle, and pressure settings. See [Calibrating cells \(on page 58\)](#).



Note: The Parameters window Cell Parameters tab contains both the modified settings and the original MDL recommended settings.

- To validate the cell's settings, perform Perform a 30-pill manual fill for testing purposes: see [Performing Manual Fills \(on page 83\)](#). See the section “Validating the cell's calibration settings” in *HPAC Cell Calibration Station*.

Resolving Cell Counting Issues

This section explains cell counting issues and the actions for resolving them.

Before you adjust a cell's settings, compare the settings on the cell to the recommended settings in the Parameters window, Cell Parameters tab HVS Host System.

- Adjust the setting from narrow to wide: The final turns to the desired setting should always be counterclockwise, increasing the nozzle width.
- Adjust the setting from low to high: The final turns to the desired setting should always be counterclockwise, increasing the nozzle height.
- Make adjustments in small increments: When making calibration adjustments to a cell, make them incrementally. Changing a setting by more than +/- 5 psi, 1/4 turn of a height or width knob, or one baffle “tick” can lead to other issues.
- Always run a manual fill “test” between each change to determine whether additional changes are needed. A 30-pill fill is recommended.
- Do not adjust a cell in response to infrequently occurring miscounts: Always rerun the script first to see if the condition persists.

Counting errors are classified into two types: *recognized* and *unrecognized*.

- A recognized error is a counting error that is detected by the system, resulting in the vial being deposited in the exception carousel.
- An unrecognized error is a counting error that is detected during a hand count, not by the system.

The error type determines the troubleshooting steps you follow to remedy the issue.

Recognized Errors

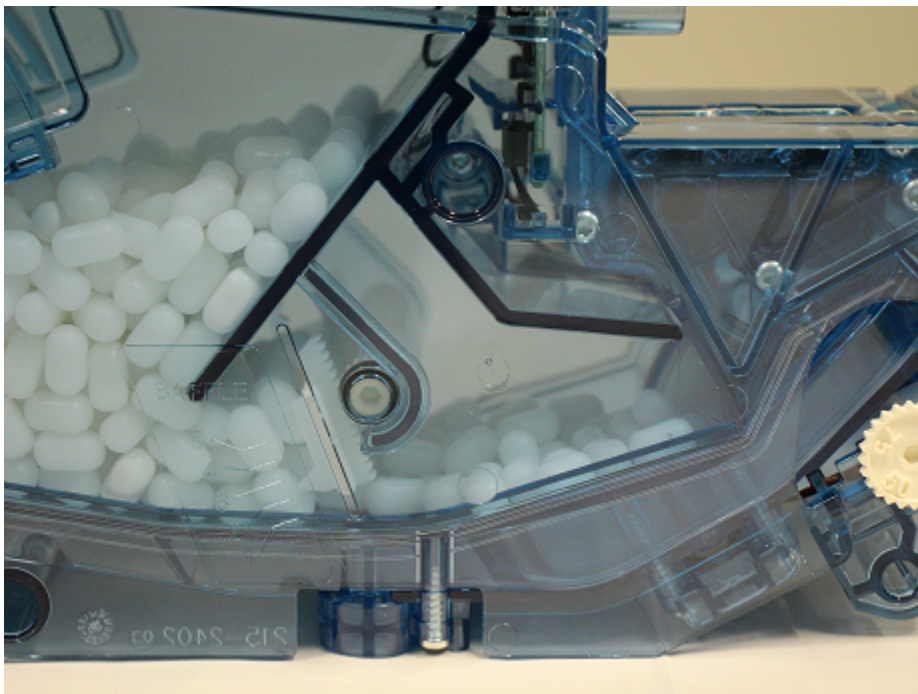
Cell is not Dispensing Pills or is Dispensing Fewer Pills than the Expected Quantity

1. Look inside the cell and check if it is empty. If it is empty, or the pill inventory is low, replenish the cell.
2. Determine if the correct drug is in the cell. Replace the pills if necessary.
3. Compare the settings on the cell to the recommended settings on the Cell Parameters tab in the HVS Host System.
 - If the cell does not match the settings:
 - a. Adjust the cell to match the settings.
 - b. Run a manual fill to test the settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - If the cell matches the recommended settings in the Cell Parameters tab, adjust the cell based on the symptoms listed in the following sections.
4. Remove the cell from the machine and determine if the agitation chamber is flooded. If an excess quantity of pills enters the cell's agitation chamber, the cell cannot function properly— incomplete pill counts or other exceptions can result.

As a rule of thumb, a cell agitation chamber should never be more than 1/4 full.

In this image, the lower pill level in the agitation chamber leaves enough room for the pills to be elevated and dispersed.



In this image, the cell agitation chamber is flooded, resulting in insufficient room for the pills to be dispersed.



When a cell is correctly calibrated, pills should slide under the baffle with just enough clearance to enter the agitation chamber.

Setting the baffle too high increases the opportunity for pills to flood the chamber.

The agitation chamber can become flooded under these conditions:

- The baffle setting is too high
- The cell is removed from the unit and mishandled or improperly transported




CAUTION: DO NOT transport cells in a vertical position. Carrying cells in this position can result in pills entering and flooding the agitation chamber.

Always transport cells in an upright position. If the agitation chamber in a “problem” cell appears to be flooded, follow these steps to remedy the condition:

- a. Tilt the cell backward and gently shake it side to side to move pills from the agitation chamber back into the pill hopper.
- b. Tilt the cell forward (level) and check the pill level. If there are too many pills in the agitation chamber:
 - i. Tilt the cell backward and gently shake it side to side to move pills from the agitation chamber back into the pill hopper.
 - ii. Adjust the baffle down one tick.
 - iii. Tilt the cell forward (level) and check the pill level in the agitation chamber.
 - iv. Repeat steps i. through iii. as needed until the pills in the agitation chamber are at the desired level.
 - v. Replace the baffle decals.
 - vi. Insert the cell and perform a manual fill to test the settings.
 - vii. When the dispense quantity is correct, enter the new baffle setting in the Cell Parameters tab.

- c. Remove the cell and determine if the agitation chamber is “starved.” This happens when the agitation chamber is empty, but there are pills in the hopper.
 - i. Tilt the cell backward and gently shake it side to side to move pills from the agitation chamber back into the pill hopper.
 - ii. Tilt the cell forward (level) and check the pill level in the agitation chamber. If the agitation chamber appears to be starved, follow these steps to remedy the condition:
 1. Tilt the cell backward and gently shake it side to side to move pills from the agitation chamber back into the pill hopper.
 2. Remove the baffle decals and raise the baffle height by one tick.
 3. Tilt the cell forward (level) and check the pill level in the agitation chamber.
 4. Repeat steps 1. through 3. as needed until the pills in the agitation chamber are at the desired level.
 5. Replace the baffle decals.
 6. Insert the cell and perform a manual fill to test the settings.
 7. Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 8. When the dispensed quantity is correct, enter the new baffle setting in the Cell Parameters tab HVS Host System.
 - iii. Determine if pills are sticking to the cell or each other due to static. If the pills are sticking together and to the cell:
 1. Tilt the cell backward and gently shake it side to side to move pills from the agitation chamber back into the pill hopper.
 2. Remove the baffle decals and raise the baffle one tick.
 3. Tilt the cell forward (level) and check the pill level in the agitation chamber.
 4. Repeat steps 1. through 3. as needed until the pills in the agitation chamber are at the desired level.
 5. Replace the baffle decals.
 6. Insert the cell and perform a manual fill to test the settings.
 7. When the dispense quantity is correct, enter the new baffle setting in the Cell Parameters tab.
 - iv. Determine if a pill is wedged in the nozzle.
 1. Increase the nozzle width and height by turning each adjustment knob 1/4 turn.

Width adjustment knob with indicator. Here the indicator is set to .50.

Height adjustment knob with indicator. Here the indicator is set to .75.
-  Note: Be sure to align the setting number with the white indicator dot. You should feel the knob settle in place when the position is correct.
- v. Tilt the cell backward and gently shake it side to side to free the wedged pill.
 - vi. Insert the cell and perform a manual fill to test the new nozzle settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - vii. When the dispensed quantity is correct, enter the new nozzle settings in the Cell Parameters tab.
5. If the cell is emitting a hissing sound, call the number on the sticker attached to your unit.

Cell is Dispensing More Pills than Expected Quantity

1. Determine if the correct drug is in the cell. Replace the pills if necessary.
2. Compare the settings on the cell to the recommended settings recorded on the Cell Parameters tab.
 - If the cell does not match the settings:
 - a. Adjust the cell to match the settings.
 - b. Run a manual fill to test the settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - If the cell matches the recommended settings in the Cell Parameters tab, diagnose the problem and adjust the cell according to the directions in the following sections.
3. Reduce the pill speed. Begin by reducing the pressure. If that does not solve the problem, modify the nozzle width and height.
 - a. Reduce the pressure by 5 psi.
 - b. Insert the cell and perform a manual fill to test the settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - c. If additional adjustment is needed, increase nozzle width and height by turning the adjustment knobs 1/4 turn counterclockwise.
 - d. Perform a manual fill to test the settings. Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.

If this does not resolve the problem, call the number on the sticker attached to your unit.

Unrecognized Errors

Cell is Dispensing Fewer Pills than the Expected Quantity

1. Look inside the cell to see if it is empty. If it is empty, or the pill inventory is low, replenish the cell.
2. Determine if the correct drug is in the cell. Replace the pills if necessary.
3. Compare the settings on the cell to the recommended settings on the Cell Parameters tab.
 - If the cell does not match the settings:
 - a. Adjust the cell to match the settings.
 - b. Run a manual fill to test the settings.
 - If the cell matches the recommended settings in the Cell Parameters tab, adjust the cell based on the symptoms listed in the following sections.
4. Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
5. Look for pill chips in the vial and cell. The chips could have been counted as whole pills.
 - a. If you find pill chips, rerun the script to determine if the problem will occur again.
 - b. If there are pill chips in the vial again, follow the steps in "[Pill Fragments \(on page 122\)](#)."
6. If you do not find pill chips or fragments in the vial and the count is under by one or two pills:
 - a. Remove the cell and check the nozzle for a trapped pill(s).
 - b. Adjust the settings to compensate for slow-moving pills.
 - i. Decrease nozzle width and height by turning the adjustment knobs 1/4 turn.
 - ii. Run a manual fill to test the settings. Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - iii. If additional adjustment is needed, increase the pressure by 5 psi.

iv. Perform a manual fill to test the settings.


Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.

If this does not resolve the problem, call the number on the sticker attached to your unit.

7. If you do not find pill chips or fragments in the vial and the count is under by more than two pills, rerun the script several times to see if the problem reoccurs.

If the problem reoccurs, the cell is defective; call the number on the sticker attached to your unit.

Cell is Dispensing More Pills than the Expected Quantity

 CAUTION: Reducing pressure may lead to unrecognized counting errors.

1. Determine if the correct drug is in the cell. Replace the pills if necessary.
2. Compare the settings on the cell to the recommended settings recorded on the Cell Parameters tab.
 - If the cell does not match the settings:
 - a. Adjust the cell to match the settings.
 - b. Run a manual fill to test the settings. Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.
 - If the cell matches the recommended settings in the Cell Parameters tab, adjust the cell based on the symptoms listed in the following sections.
3. If only one pill over the expected quantity is being dispensed:
 - a. Determine if the preceding order is short by one pill.
 - b. Re-run the script to determine if the problem recurs.
 - c. If the problem continues, increase the cell pressure by 5 psi.
 - d. Perform a manual fill to test the settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.

If the adjustment does not resolve the problem, call the number on the sticker attached to your unit.

4. If the count is over by more than one pill, this indicates that more than one pill is dispensing at a time.
 - a. Decrease nozzle width and height by turning each adjustment knob 1/4 turn.
 - b. Run a manual fill to test the settings.

Using the HPAC Cell Calibration Station, run a 30-pill fill to test the settings.

- c. Repeat steps a and b until only one pill dispenses at a time.
- d. When the dispense quantity is correct, enter the new nozzle setting in the Cell Parameters tab.

Pill Fragments

Pill fragments may be from stock bottles or caused by high speed movement within the cell.

Remove the cell and look in the hopper to see if there are fragments in with the pills.

- If there are pill fragments in the cell:

1. Empty the cell.
2. Remove the fragments.
3. Return the pills to the cell.



CAUTION: Reducing pressure may lead to unrecognized counting errors.

- If the pill fragments are only in the vial, reduce the pressure by 5 psi and rerun the script.
 - If pills no longer break or chip, run several manual 30-pill test fills, using the HPAC Cell Calibration Station to verify counting accuracy.
 - If pills are still breaking, reduce the pressure in 5 psi increments until no fragments dispense.

Do not lower the pressure below 25 psi. If you lower the pressure to 25 psi and there are still fragments, call the number on the sticker attached to your unit.

Help Page



Tapping the Help button on either side of the unit displays a support page.

This page provides a link to the user manual and help videos.

This page also provides a list of FAQs and a search bar to locate documentation.

If you have questions that cannot be answered through the documentation available here, you also have the option to open a support ticket directly from your unit (using the Support Request button) and you are provided with the contact information for the Parata Technical Assistance Center.

PRESCRIPTIONS REPORTS SETTINGS HELP

How Can We Help?

User Manual
View Manual

Help Videos
View Help Videos

Support Request
Submit A Ticket

Have a question?
Describe the issue

Popular questions

- How to unjam a cell? >
- Prescriptions aren't dispensing, why? >
- How do I find reports? >

Contact Us

Having trouble with something? You can reach our support line with the following phone number.
1-888-989-7822

Hours of operation
Monday - Friday
8am - 11pm (EST)
365 days a year

Status: Paused Run Pause

Support Request

The Support Request feature allows you to submit a ticket to the Parata Technical Assistance Center from the unit.





Support Request

Severity of issue

- High
Unable to process any scripts
- Medium
System running but with issues
- Low
No issues but have a question/need help

What is the issue?

- Hardware
- Software
- Other

Describe your issue

We have questions on how to use reports.

Cancel

Next



Support Request

Contact information

Name

Phone Number

Email

Preferred method of contact

Phone

Email

Cancel

Submit