

SimCartRx™ Keypad Troubleshooting

Welcome

Follow along with this guide to make sure that SimCartRx™ Standard hardware is configured correctly to work with MedsManager™ software.

Item One: Test the User Code

- 1. On the keypad enter the following: 123456#1#.**
 - A.** The first drawer should open if the cart was configured correctly by the manufacturer. If the first drawer opens, skip to Item Two.
 - B.** If the first drawer does not open, the user code of 123456 needs to be set up. Move to step 2.
- 2. Enter #12345#123456#.**
 - A.** If the LED blinks 2 times, try to open the drawer again using: 123456#1. If the first drawer opens, skip to Item Two.
 - B.** If the LED blinks 5 times after entering #12345#, the master code has to be set up. Move to step 3.
- 3. Enter #92618#12345# to set up the master code.**
- 4. Enter #12345#123456# to set up the user code.**
- 5. Continue to Item Two.**

Item One: Test the User Code

Listen to the drawer unit closely, because the cart may make noise without opening the drawer. This will help in the next steps. First, enter 123456#88#1267#. One of 4 conditions will occur. Follow the directions for the condition and then try this code again.

- 1. If the storage drawer opens, the cart has been configured correctly, and the cart is ready to use with MedsManager™.**
- 2. If the LED blinks 5 times after 123456#, the user code needs to be configured.**

Try entering #12345#123456#.

- A. If the LED blinks 2 times, start Item Two again.
- B. If the LED blinks 5 times after # 1 2345#, the master code has to be set up utilizing the following steps:
 1. Enter #92618#12345# to set up the master code.
 2. Enter #12345#123456# to set up the user code.
 3. Start Item II again.

3. If the drawer does not open, and no sound is heard, then the cart's storage code will need to be configured.

Try entering #12345#88#1267.

- A. If the LED blinks 2 times, start Item Two again.
- B. If the LED blinks 5 times after # 1 2345#, the master code has to be configured utilizing the following steps:
 1. Enter #92618#12345# to set up the master code.
 2. Enter #12345#123456# to set up the user code.
 3. Start Item II again.

4. If the drawer does not open, and a soft mechanical noise comes from inside the cart, the SimEMR® team will have to intervene.

Try entering #123456#7#.

This should open the storage drawer. If the storage drawer opens, email us at support@kbport.com. You can use the subject line "No Storage Jumper" and somebody will contact you shortly to correct the problem. Please leave the name of your school as well as a phone number you can be contacted at, and somebody from the SimEMR® Team will contact you within two business days.

