

# ez health

## User Manual

Automated medication management system

JV-EH10



- ※ Please read Safety Precautions in this User Manual carefully before use the product.
- ※ Please note that actual product color may slightly vary from printed colors of product in this manual.
- ※ All contents in this manual may change partially due to consistent research and development of the product.
- ※ All contents in this manual cannot be illegally reproduced, copied, distributed, or quoted without prior permission from JVM.

## Regulatory Compliance



FCC ID : 2AFFI-JVEH10

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient / Relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a different circuit than the receiver.
4. Consult with the dealer or an experienced radio/TV technician for help.

Change or modification not expressly approved by the party responsible for Compliance could void the user's authority to operate the equipment

### **WARNING:**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

### **CAUTION:**

Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

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# Getting Started

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Additional information on how to use and options.



More information on warnings and cautions.



See the indicated page of this manual.

# Product Features

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## Supporting 7 days/15 days/30 days replaceable medicine containers

1 simple installation can make maximum 30 days of internal medicine guidance possible.



## Automatic medicine recognition installation function

Automatically reads the barcode and recognizes information of patients or medicine. This feature can make your installation more convenient.



## Automatic cut off

Recognizes the line along which to cut and automatically cut off the medicine by dose section.



## SKIP function when the proper medicine taking hasn't happened

When the sachet hasn't discharged on a pre-set time, the feature automatically skips the discharge to prevent overtaking & mistaking of medicine.



## Medicine dose pre-discharge function

In case of the patient needs to be out, the discharge can be made ahead of time.



## Communication function (LAN, WiFi, 3G)

Diversity methods of communication functions are available for the communication of medicine taking information & equipment status to the main server.



## Taking medicine screen save function using camera

This feature make you can save the image of discharge data using front camera.



## Supporting internal rechargeable battery for the black out

By supporting the internal rechargeable battery, makes provision against temporary black out or the disconnection of the power cable.



## Supporting convenient touch-screen UI

Supports 4.3 inch TFT-LCD, LED back light, and the touch function.

# Precautions



## WARNING

- This mark indicates the possibility of injury or damage to property.



## DANGER

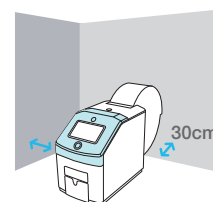
- This mark indicates the possibility of death or serious injury.

## Cautions - System Installation



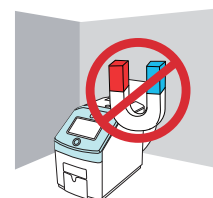
When placing this product by the wall, allow at least 30 cm gap between the back of the product and the wall.

- Otherwise, it might cause injury or damage to the product.



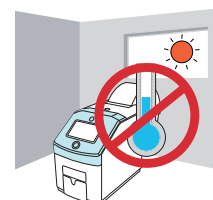
Keep the product away from materials that produce a magnetic force or static electricity.

- It might cause fire, electric shock, malfunction or damage.



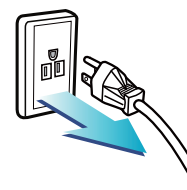
Avoid placing the product from direct sunlight, humidity, and exposure to extreme temperature conditions.

- It might cause fire, electric shock, malfunction or damage.



Before moving the product, make sure to turn off the system and remove the power cable from the outlet.

- Moving the product with the power cable connected might cause damage to the power cable with the possibility of fire or electric shock.



# Precautions

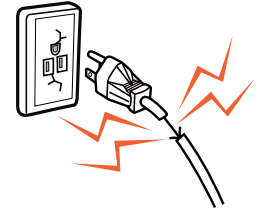
## Cautions - Power Connection



**DANGER**

Do not use any damaged power cable, power plug, or outlet. For any damages on these, contact our Local dealer immediately.

- Otherwise, it might cause fire, electric shock, malfunction or damage.



**DANGER**

Disconnect the product by pulling the plug head, not the cable, from the outlet. Do not touch the power cable with wet hands.

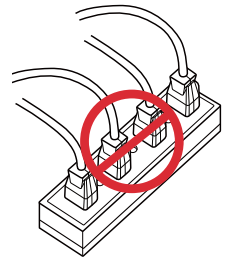
- Otherwise, it might cause fire, electric shock, malfunction or damage.
- Make sure to hold the plug to remove the cable.



**DANGER**

Use 120V AC (single phase). Do not connect multiple devices to the single outlet.

- Violation of rating or voltage requirement might cause fire or electric shock. Also, using other apparatus simultaneously might cause sudden heat with the possibility of fire.
- Do not use a multi-outlet to avoid the possibility of fire or electric shock.



**WARNING**

Avoid the power cable from being bent, pulled excessively, wrapped around by itself, or pressed down by a heavy object.

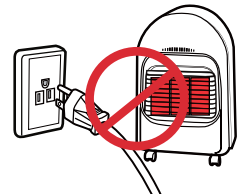
- Otherwise, it might cause electric shock or fire.



**DANGER**

Keep the power cable away from any heating equipment.

- Coating of the cable might melt due to excessive heat with the possibility of fire or electric shock.





# Precautions

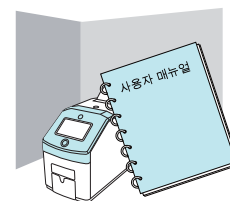
## Cautions - System Operation



**WARNING**

Read this manual carefully before using the product.

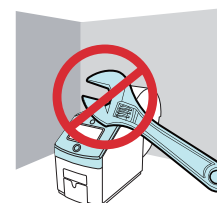
- Read [Precautions] section of this manual carefully and make sure to keep it in the place accessible by a user anytime.



**WARNING**

Never attempt to repair or modify the product at your discretion.

- Otherwise, it might cause electric shock or fire.
- JYM is not responsible for any problems or accidents caused by unauthorized modifications to the product.
- Contact our Customer Support for assistance.



**WARNING**

Do not scratch/bang the surface of the product interior by rubbing with a sharp edge/tool or a hammer.

- Otherwise, it might cause errors or damages due to the modifications to the product.



**WARNING**

Avoid the contact of water or moisture to the installed sachets in the product.

- Sachets are extremely weak against water & moisture, easily break or the medicine inside can easily be degenerated.



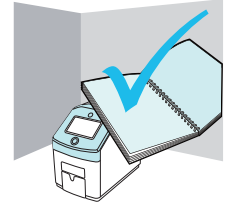
# Precautions

## Cautions - Cleaning

**WARNING**

Clean each part of the product regularly according to the recommended cleaning frequency for each part described in this manual.

- Leaving unnecessary broken tablets or dust particles within the product might cause fire or errors to the product.
- Contact our Customer Support for assistance.

**WARNING**

Remove dust or water on the contact and pins of the power plug with a clean and dry cloth.

- Otherwise, it might cause electric shock or fire.

**WARNING**

Do not use water, benzene, thinner, or any other volatile substances to clean the product.

- Otherwise, it might weaken the electric insulation with the possibility of electric shock or fire.
- Using either alkaline / acid / industrial detergent or air fresheners for cleaning might cause fading, deformation, discolor, damages on the plastic parts and prints on the machine.



# Product Configuration

## Contents of Accessories



User Manual 1EA



Power Adapter 1EA



LAN Cable(1M) 1EA



Touch Pen 1EA



Door Key 2EA



7 days pouch container



15 days pouch container  
(optional)



30 days pouch container  
(optional)

※ Contents shown above is subject to change at any time without notice.

# Product Configuration

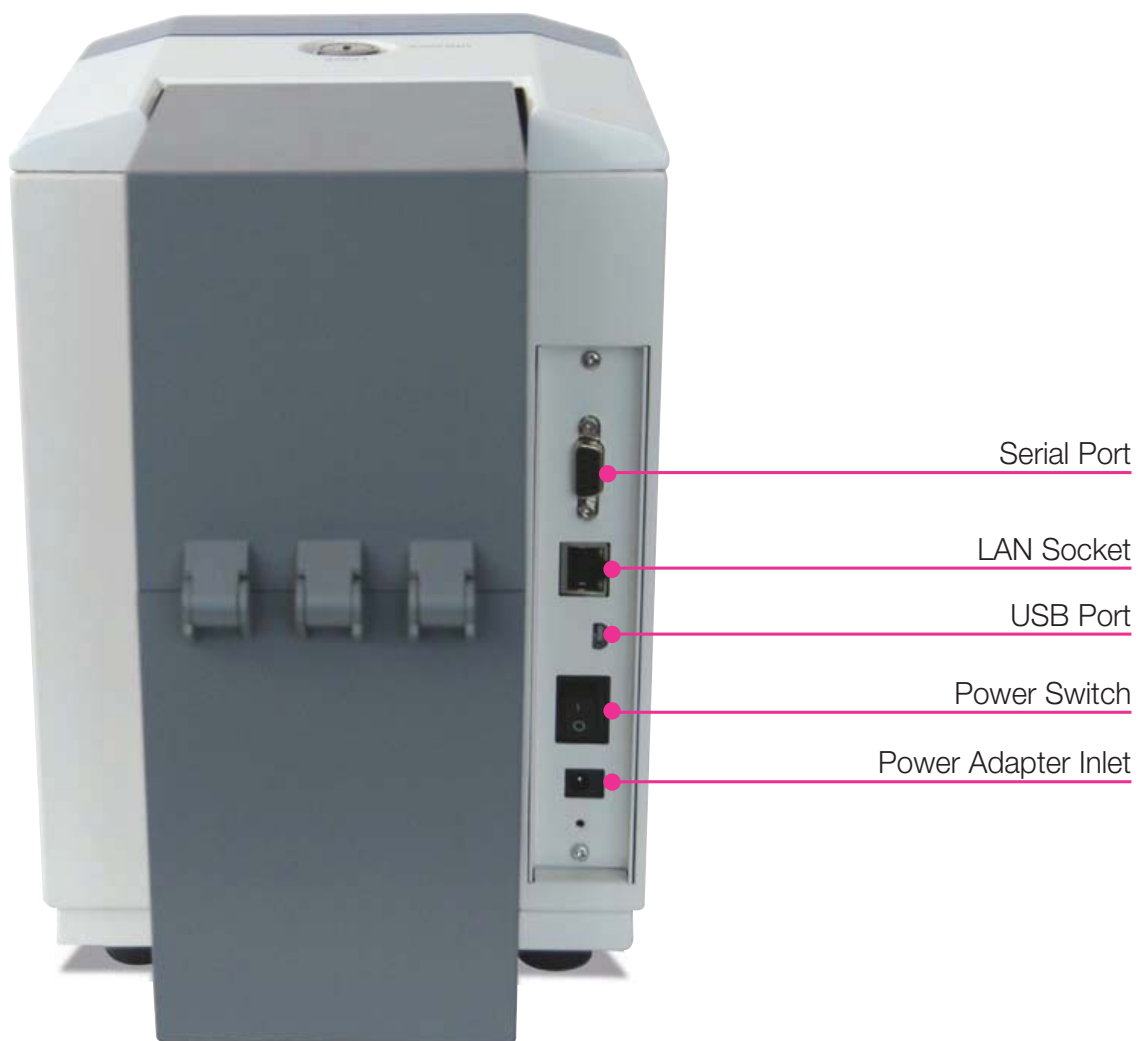
## Parts Name of ezhealth\_Front View



# Product Configuration

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## Parts Name of ezhealth\_Back View



# Setting Up

|                        |    |
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| Switch On .....        | 15 |
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| Program Main Screen... | 17 |



Additional information on how to use and options.

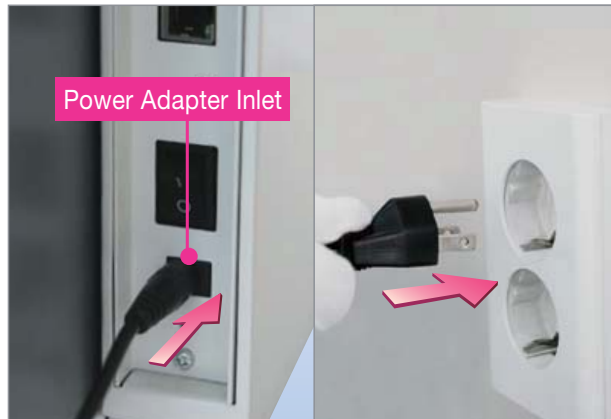


More information on warnings and cautions.



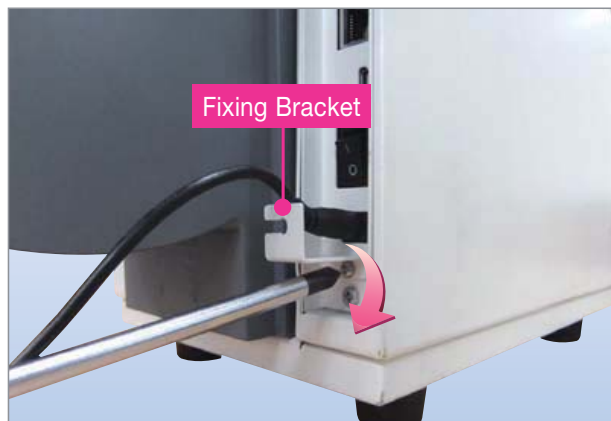
See the indicated page of this manual.

# Switch On



[Figure 1]

[Figure 1-1]



[Figure 2]



[Figure 3]



[Figure 4]

1. Connect the power adapter & power cable as [Figure 1], [Figure 1-1].

2. After the installation of the fixing bracket, lock it up by turning the bolt clockwise using a screwdriver.

3. Lock up the power cable to the fixing bracket.

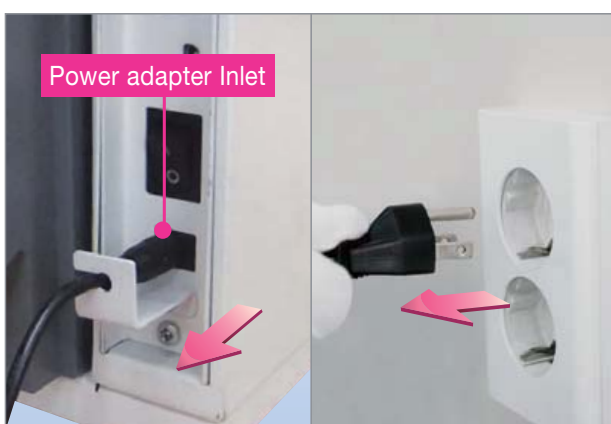
4. Turn on the power switch on the back of the product.

# Switch Off



[Figure 1]

1. Turn off the power switch on the back of the product.



[Figure 2]

[Figure 2-1]

2. Disconnect the power adapter & power cable from the product.

▶ Do not disconnect power cable or communication cable in use. Otherwise damages on the equipment by electric shock may occur.





# Program Main Screen

## Main Screen



### 1 Time information & Status notification screen

1. It displays current date & time.
2. It displays status notification of the pouch discharge, pouch skip, or lack of remainder etc. → [P 28](#)

### 2 Display screen of the next discharge time

It displays the next discharging time.

### 3 Display screen of the medicine dose remainder

It displays the pouch remainder.

### 4 Display screen of the power usage status

1. Using the power cable

 : It displays the power cable connection.

2. Using the battery : Disconnection of the power cable or temporary blackout occurs, internal battery will be supported.

 : Displaying the battery left

 : Displaying the battery left (In case of the battery left only 40% or below)

# Instructions for Use

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| Pouch discharge .....                    | 22 |
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| Draw out the skipped pouches             | 25 |
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Additional information on how to use and options.



More information on warnings and cautions.



See the indicated page of this manual.

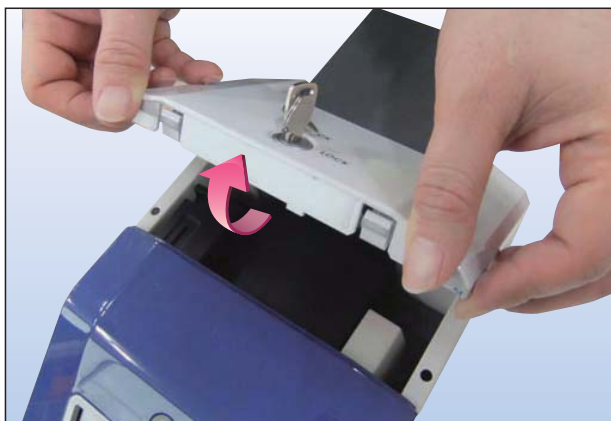
# Pouch Loading



[Figure 1]

1. Unlock the cover of ezhealth with keys. The cover will be unlocked.

<LCD screen>



[Figure 2]

2. Open the upper cover to separate.



[Figure 3]

3. Open the medicine container of ezhealth.

4. Wind the pouches until the print of header pouch shows as [Figure 4].



[Figure 4]

[Figure 4-1]

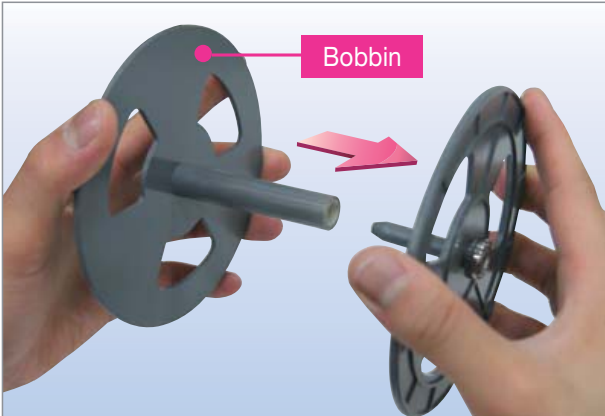
- ▶ Header pouch : The barcodes containing patient & medicine information are printed,



- ▶ Each pouch : The medicine is inside and the medicine information of the sachet is printed,



# Pouch Loading



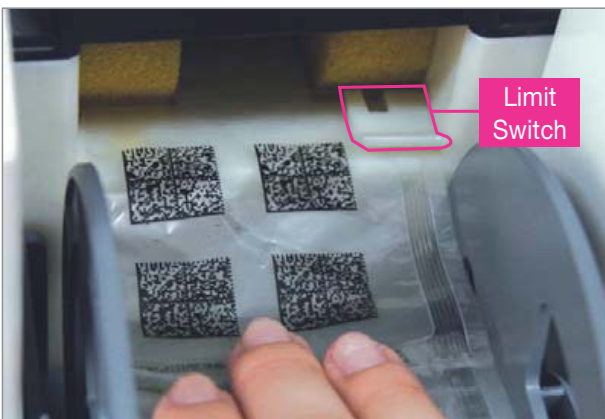
[Figure 5]



[Figure 6]



[Figure 7]

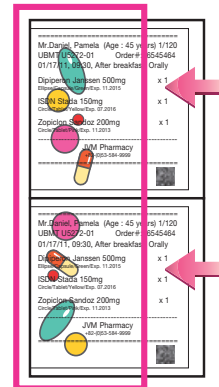


[Figure 8]

5. Take out the bobbin from the medicine container and separate.

6. Load the sachets to the thicker stick bobbin and put in the thinner stick bobbin.

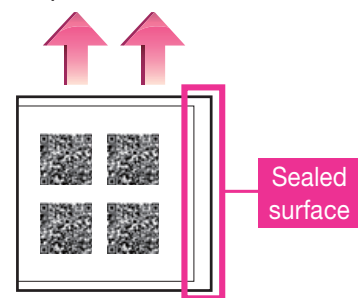
▶ Place the medicine inside on the left side of the pouches. It will reduce the chance of the medicine getting jammed in the product when the medicine loading process.



7. Locate the pouch installed bobbin into the main body of the product.

8. Push down the pouch under the limit switch to activate the automatic pouch loading.

▶ Sealed surface of the header pouch which is the first pouch of all pouches must be located on the right side and then load the pouches.



# Pouch Loading



[Figure 9]

9. Close the medicine container and the cover and lock them up with keys. Cover lock will be set.

<LCD screen>



[Figure 10]

10. Press the discharge button for the automatic loading.

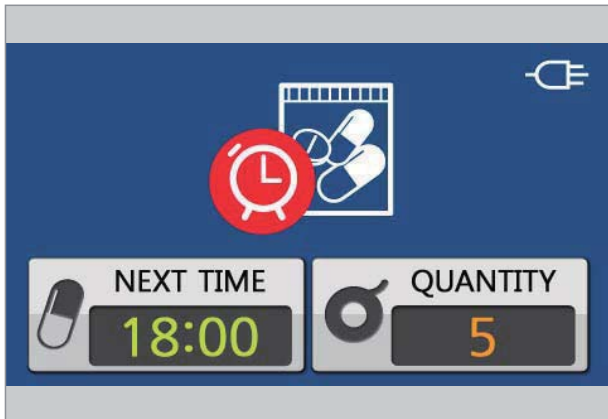


[Figure 11]

11. During the automatic pouch loading, the eader pouch is discharged. If the pouch is properly loaded, the standby screen will be shown on the LCD screen.

# Discharge

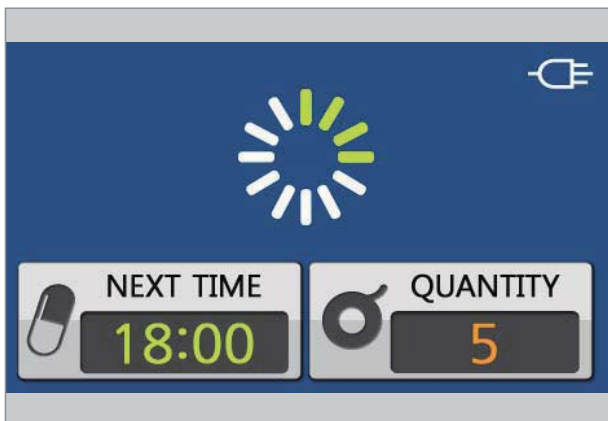
## Pouch discharge



[Figure 1]



[Figure 2]



[Figure 3]



[Figure 4]

1. Medicine taking time notification is shown and alarms.

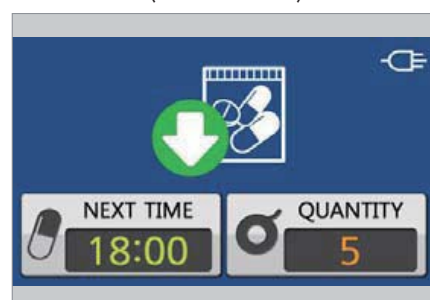
※ Alarm setting can be changed from [Menu] - [Alarm]. → [P 34](#)

2. Press the discharge button.

3. Loading screen is shown during a pouch is being discharged.

4. Take the pouch discharged.

〈LCD screen〉



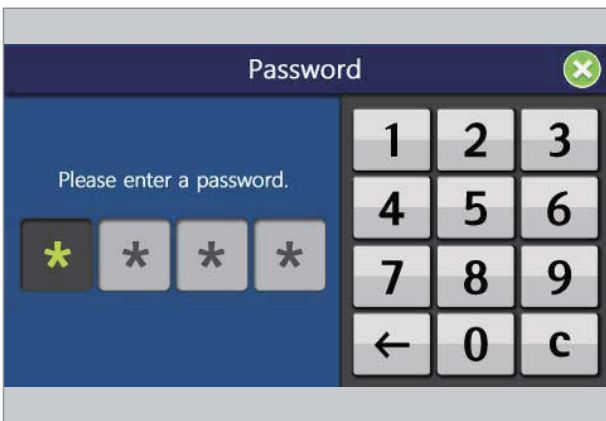
# Discharge

## Discharging pouches for absence period



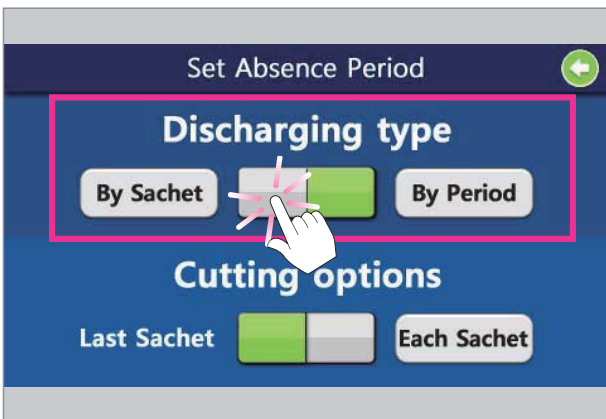
[Figure 2]

1. Press the discharge button for 5 seconds on the standby screen.



[Figure 2]

2. Password screen pops up. Enter the password.



[Figure 3]

3. Select the discharging type.

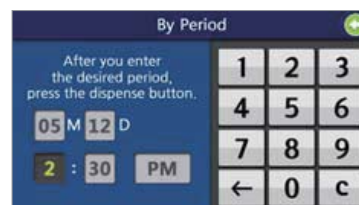
※  - selected,  - unselected

### ▶ Discharging type detail

1. **By Sachet** : Enter the number of pouch you want to discharge. (Default value : 1)



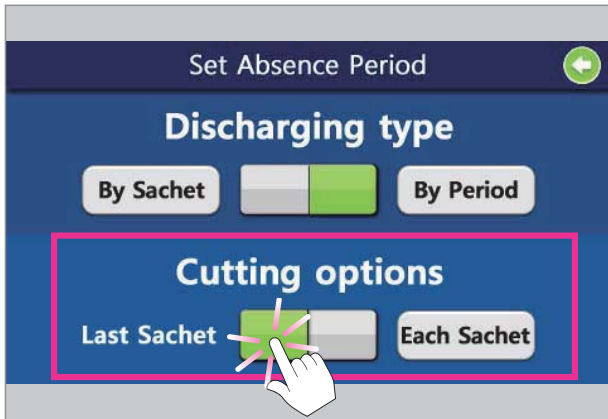
2. **By Period** : Enter the period you want to discharge. (Default value : current date)



Tip

# Discharge

## Discharging pouches for absence period



[Figure 4]



[Figure 5]



[Figure 6]

4. Select the sachet cutting option.

※  - selected,  - unselected



▶ Sachet cutting option detail

1. Last Sachet : Cuts the last pouch of the selected pouch.

2. Each Sachet : Cuts each pouches of the selected pouch. (Default value : 1)



5. After finish selecting discharge option, press the discharge button.

6. Pouch for absence period will be discharged.



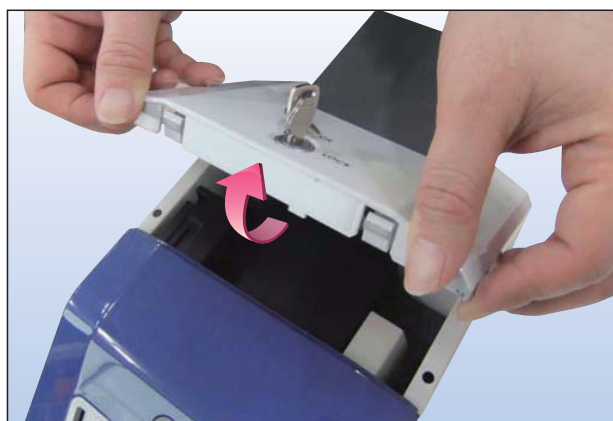
# Draw out the skipped pouches.



[Figure 1]

1. Unlock the cover of ezhealth with keys. The cover will be unlocked.

<LCD screen>



[Figure 2]

2. Open the upper cover to separate.



[Figure 3]

3. With pressing the push button inside of the product, draw out the skip tray.



[Figure 4]

4. Take out the skipped pouches.

# Draw out the skipped pouches.



[Figure 5]

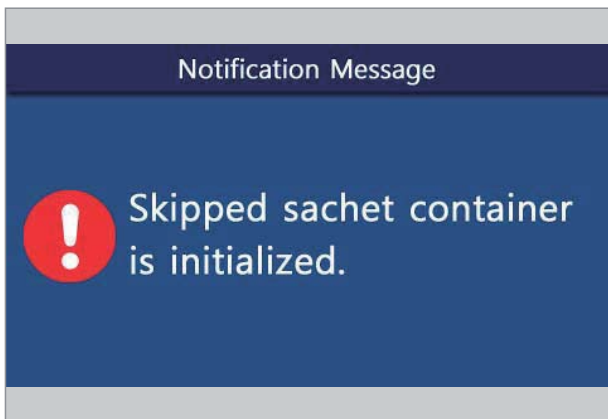
5. Install the skip tray and close the upper cover of the product.



[Figure 6]

6. For resetting the skip pouch option, go [Menu] - [Sachet Skip] and select [Skipped Sachet Container Reset].


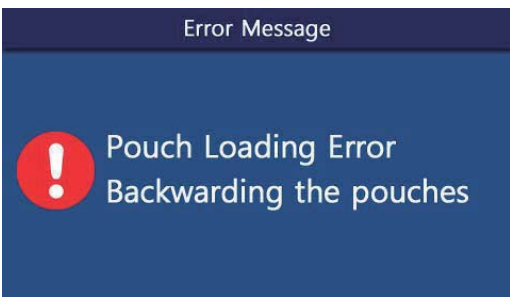
► Unless resetting the skip pouch container, the product will recognize prior number of skipped pouch even the container has been empty. You must reset the option after taking out of skipped pouches.



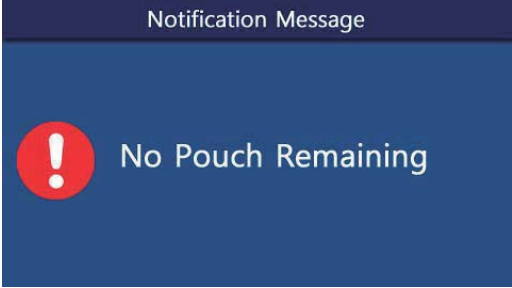


[Figure 7]

7. When the Skip pouch container reset has completed, notification message will be shown. After few seconds, the screen returns to the Menu screen.

# Status Notification Messages

| No. | Message  | Instructions  |
|-----|--|---|
| 1   |  <p>The notification shows a red alarm clock icon over a white pill icon. Below, there are two fields: 'NEXT TIME' with '18:00' and 'QUANTITY' with '5'. A small bell icon is in the top right corner.</p>          | <p><b>If alarm goes off on the scheduled time.</b></p> <p>▶Action : Press the discharge button for discharging the sachet.</p>  |
| 2   |  <p>The notification shows a green downward arrow icon over a white pill icon. Below, there are two fields: 'NEXT TIME' with '18:00' and 'QUANTITY' with '5'. A small bell icon is in the top right corner.</p>    | <p><b>If the pouch discharging is done.</b></p> <p>▶Action : Take the discharged pouch.</p>   |
| 3   |  <p>The notification shows a green circular refresh icon over a white pill icon. Below, there are two fields: 'NEXT TIME' with '18:00' and 'QUANTITY' with '5'. A small bell icon is in the top right corner.</p> | <p><b>If the pouch has been skipped because the discharging hadn't made on the scheduled time.</b></p> <p>▶Action : Take out the skipped pouch and reset the skipped pouch container.</p> |
| 4   |  <p>The notification shows an orange warning icon over a white pill icon. Below, there are two fields: 'NEXT TIME' with '18:00' and 'QUANTITY' with '5'. A small bell icon is in the top right corner.</p>        | <p><b>If the number of pouch left is lower than the quantity setting of the product.</b></p> <p>▶Action : Put more pouches in the product.</p>  |
| 5   |  <p>The notification has a dark blue background with a white header 'Error Message'. Below is a red warning icon followed by the text 'Pouch Loading Error Backwarding the pouches'.</p>                          | <p><b>If an error occurs during the pouch loading.</b></p> <p>▶Action : Pouch Loading error message will be shown and the machine puts the pouch backwards automatically.</p>             |

# Status Notification Messages

| No. | Message   | Instructions  |
|-----|---|---|
| 6   |  <p>The image shows a dark blue notification box with a white header 'Notification Message'. Below the header is a red circle with a white exclamation mark, followed by the text 'No Pouch Remaining' in white.</p>   | <p><b>In case of no pouch remaining.</b></p> <p>▶Action : Put more pouch in the machine.</p>  |
| 7   |  <p>The image shows a dark blue notification box with a white header 'Notification Message'. Below the header is a red circle with a white exclamation mark, followed by the text 'The container holding "skipped" pouches is full. Please empty' in white.</p> | <p><b>If the skipped pouches are full in the container.</b></p> <p>▶Action : Empty the skipped pouches and reset the skip medicine container.</p> |
| 8   |  <p>The image shows a dark grey notification box with a green target symbol (a circle with concentric rings and a tail) and a large red 'X' over it.</p>   | <p><b>If an error occurs during a pouch loading.</b></p> <p>▶Action : Re-install the pouch.</p>   |

# Maintenance

|   |           |
|---|-----------|
| <b>User setting</b> .....               | <b>30</b> |
| Opening the Menu screen .....           | 30        |
| Menu screen .....                       | 31        |
| Setting date / time .....               | 32        |
| Sound setting .....                     | 33        |
| Alarm setting .....                     | 34        |
| SMS setting .....                       | 35        |
| Sachet skip setting .....               | 36        |
| System setting .....                    | 37        |
| <br>                                    |           |
| <b>Cleaning</b> .....                   | <b>38</b> |
| Cleaning pouch container and bobbin ... | 38        |
| Cleaning skip tray .....                | 39        |



Additional information on how to use and options.



More information on warnings and cautions.



Check the recommended cleaning frequency.



See the indicated page of this manual.

# User setting

## Opening the Menu screen



[Figure 1]

1. Unlock the cover of ezhealth with the key. The cover will be unlocked.

<LCD screen>



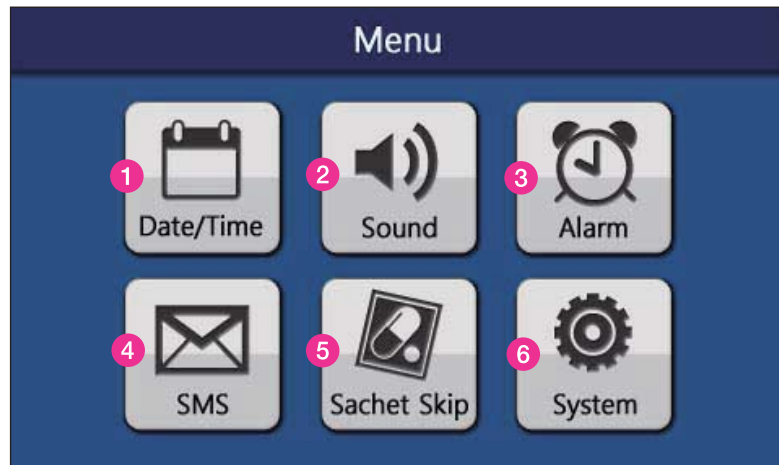
2. The Menu screen will be shown.



[Figure 2]

# User setting

## Menu screen



### 1 Date / Time

It sets date/time, summer time, date/time mode. → [P 32](#)

### 2 Sound

It sets volume and the sound of alarm. → [P 33](#)

### 3 Alarm

It sets an alarm interval / an alarm time section / medicine discharging time section before alarm / an interval between cover open alarm / no pouch alarm / lower pouch quantity alarm message. → [P 34](#)

### 4 SMS

It sets the option for sending off SMS message after alarm / an interval between message transmission / the number of transmitting message / the quantity of pouches left in the machine. → [P 35](#)


### 5 Sachet Skip

It sets the option for the skip pouch container setting / the skip medicine container reset / the skip pouch log information. → [P 36](#)

### 6 System

It sets the option for the screen maintaining time / language setting / network setting / password setting / version confirmation / camera / update / server network setting.

→ [P 37](#)

- ▶ When you press  button after you finish setting option, the system saves the setting option automatically. The screen will be back to its prior stage.



# User setting

## Setting date/time



### 1 Manual

Automatic : It receives the information of date and time from G/W automatically and indicates on the screen. If [Automatic] is selected, set date and time window can't be activated.



Manual : It indicates date and time which the user has put in.

### 2 Set Date

User directly sets the date (Year/Month/Day).

### 3 Set Time

User directly sets the time.

### 4 Set Summer Time

Summer Time Setting : It sets the start and end date, and time gap.

Summer Time Release : Summer Time is no longer effected.

### 5 Select Date Format

It sets the option for date format & order that is appeared on the screen.

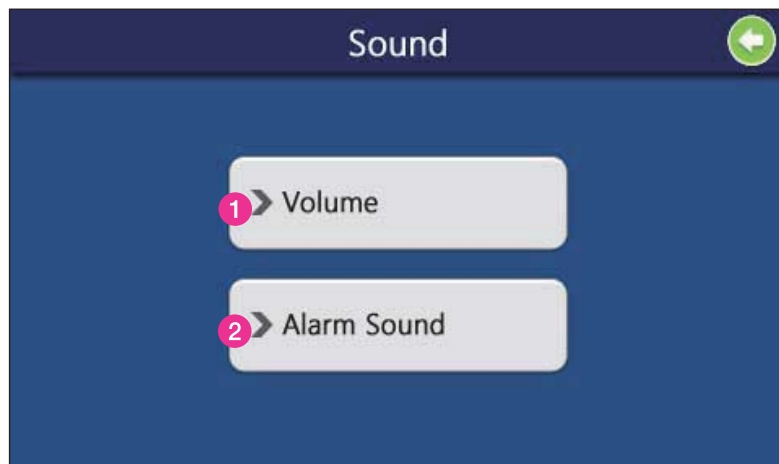
### 6 Select Time Format

It sets the option for time format & order that is appeared on the screen.



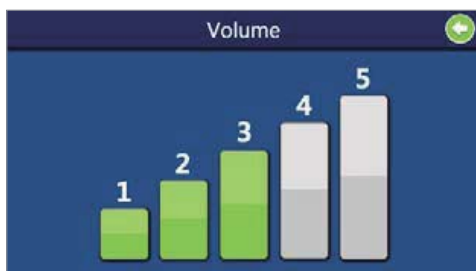
# User setting

## Sound setting



### 1 Volume

It sets volume of the guidance voice. (Step 1 ~ Step 5, Default value : step 3)



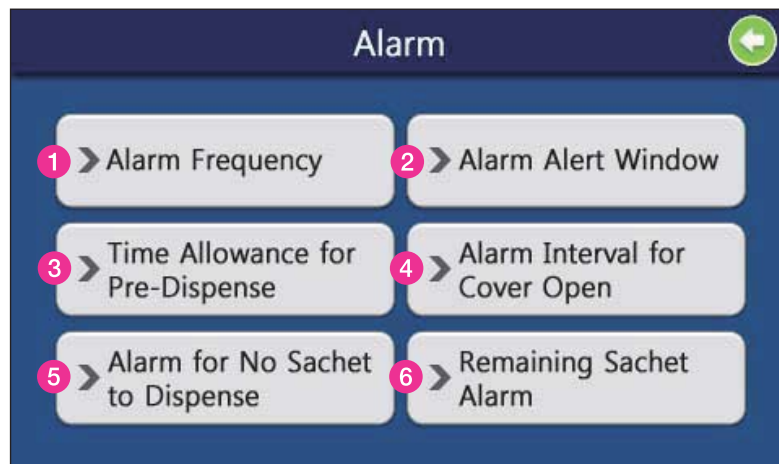
### 2 Alarm Sound

It sets the type of the guidance voice. (2 Sound source type, 4 alarm types)



# User setting

## Alarm setting



### 1 Alarm Frequency

It sets the interval within the alarm time section. (10 sec. / 30 sec. / 1 min. / 2 min.)

### 2 Alarm Alert Window(-/+)

It sets the alarm time section. It sets - + time section on the basis of the discharging time. Alarm goes off for the time section. (5 min. /10 min. /15 min. / 20 min.)

### 3 Time Allowance for Pre-Dispense

It allows pre-discharging sachet before the alarm goes off. You can take out the pouch within the time you have set before the regular discharging time. (Off / 10 min. / 20 min. / 30 min.)

### 4 Alarm Interval for Cover Open

It sets the interval of the cover open alarm when the cover of ezhealth is open. (30 sec. / 1 min. / 3 min.)

### 5 Alarm for No Sachet to Dispense

It sets the type of alarm when there is no pouch to dispense in the machine.

- Animation : The animation that indicates there is no pouch to dispense is shown on the LCD screen.

- Alarm : The guidance voice alarm that indicates there is no pouch to dispense goes off.

- LED : LED lamp goes on and off with a flash.

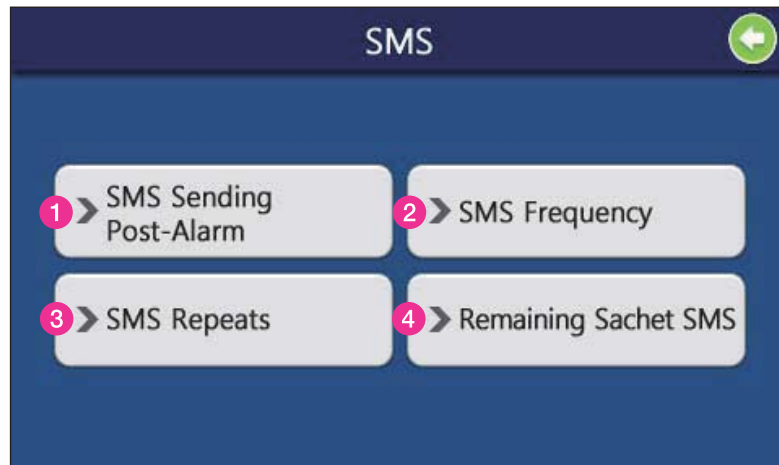
(You can select multiple options for the 3 option.)

### 6 Remaining Sachet Alarm

By setting minimum number of remaining pouch, if the remaining pouch number reaches the minimum number you have selected or below the number, notification message will be shown on the LCD screen and the remaining quantity of the sachet will be flashing on the standby screen in the red font.

# User setting

## SMS setting



### 1 SMS Sending Post-Alarm

It sets the SMS sending time to the guardian. ( Instantly / 1 min. / 3 min. / 5 min. / 10 min. )

### 2 SMS Frequency

It sets the interval for SMS sending to the guardian. ( 30 sec. / 1 min. / 3 min. / 5 min. / 10 min. )

### 3 SMS Repeats

It sets the number of sending SMS to the guardian. ( Once / 3 times / 5 times / 10 times )

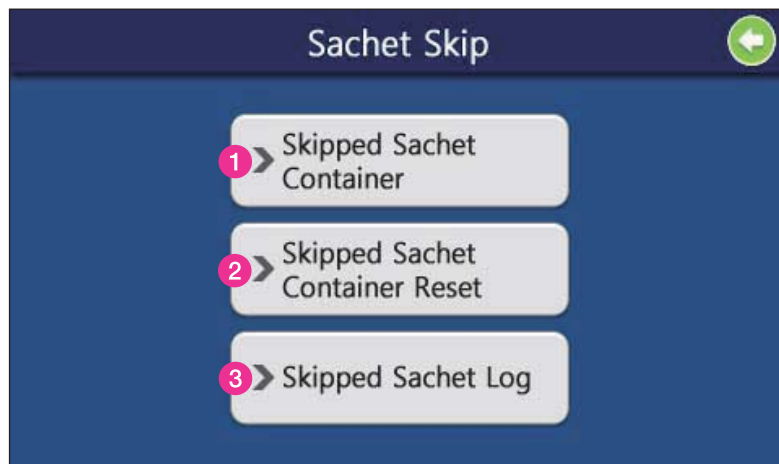
### 4 Remaining Sachet SMS

By setting minimum number of remaining sachet, if the remaining sachet number reaches the minimum number you have selected or below the number, notification SMS message will be sent to the guardian.

Minimum number of the sachet is 5 for this option.

# User setting

## Sachet skip setting



### 1 Skipped Sachet Container

It sets whether the system sends SMS to the guardian or goes off the alarm when the skipped sachet container is full.

### 2 Skipped Sachet Container Reset

After clearing the container, resets the skipped sachet counting.

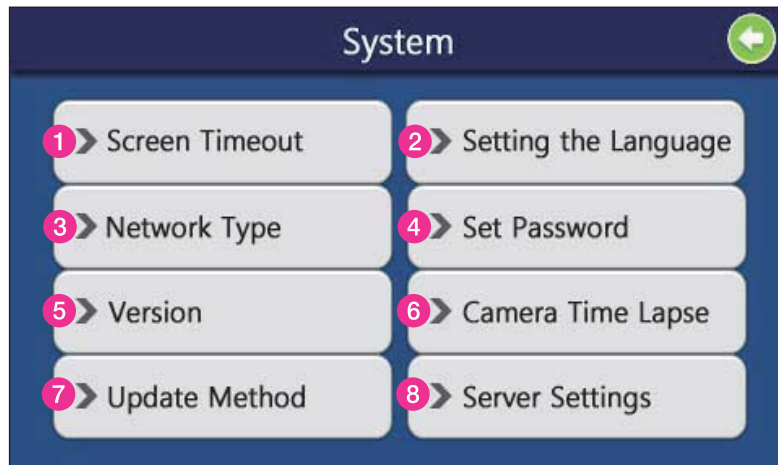
### 3 Skipped Sachet log

It checks the history of the sachet which patients have skipped. (The log is saved for 1 year from the present.)



# User setting

## System setting



### 1 Screen Timeout

It sets the duration of the LCD screen light is on. (15 sec. /30 sec. / 1 min. / 2 min. / Infinite.)

### 2 Setting the Language

It sets the language for the messages & notification voices. (Korean / English / Chinese)

### 3 Network Type

It sets the network type. Bluetooth will be connected automatically.

(When you select all 3 types of network, the priority of connection goes to Bluetooth → Lan → WiFi.)

### 4 Set Password

It sets the password for discharging sachet to go out.

The initial password is [9999].

### 5 Version

It checks current version of the firmware.

### 6 Camera Time Lapse

This is a method of checking if the patient the medicine-taking time. It keeps the image captured by camera. (After pressing the discharging button, takes a picture at / Instantly / 1 sec. / 2 sec. / 3 sec. / 5 sec.)

### 7 Update Method

Remote system update is available.

### 8 Server Settings

It enters the server IP for the platform.

# Cleaning

## Cleaning sachet container and bobbin

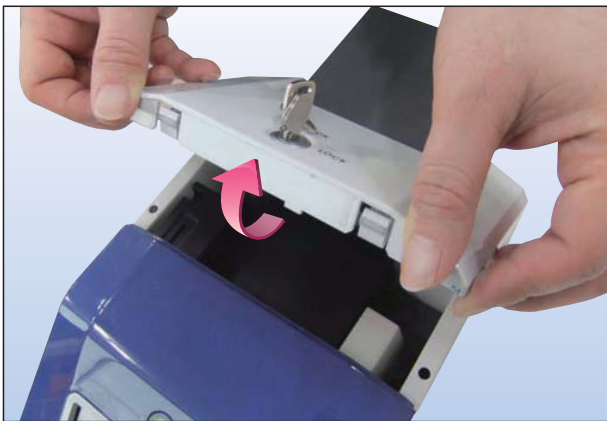


For the best product efficiency and cleanliness, please clean up the product more than once in a week.



[Figure 1]

1. Unlock the cover of ezhealth with keys. The cover will be unlocked.



[Figure 2]

2. Open the upper cover to separate.



[Figure 3]

3. Open the medicine container of ezhealth.



[Figure 4]

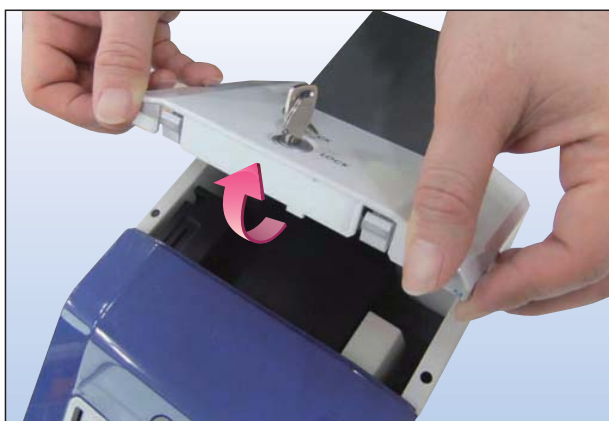
4. Clean up the dust and extraneous substance on the container & bobbin with a piece of dry cloth.

# Cleaning

## Cleaning skip tray



[Figure 1]



[Figure 2]



[Figure 3]



[Figure 4]



For the best product efficiency and cleanliness, please clean up the product more than once in a week.

1. Unlock the cover of ezhealth with keys. The cover will be unlocked.

2. Open the upper cover to separate.

3. With pressing the push button inside of the product, draw out the skip tray.



4. Clean up the dust and extraneous substance on the skip tray with a piece of dry cloth.

---

# Additional Information

|                      |    |
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| MEMO .....           | 42 |
| Specifications ..... | 43 |



See the indicated page of this manual.



# FAQs

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## ATDPS machine fails turn on.

- ▶ Check whether power cable is properly connected. [→ P 15](#)
- ▶ Check whether the main power switch is set to 'ON'.

## Sachet hasn't been discharged.

- ▶ Unless it is the scheduled discharging time, pouch will not be discharged.
- ▶ Check the quantity of the remaining pouches.

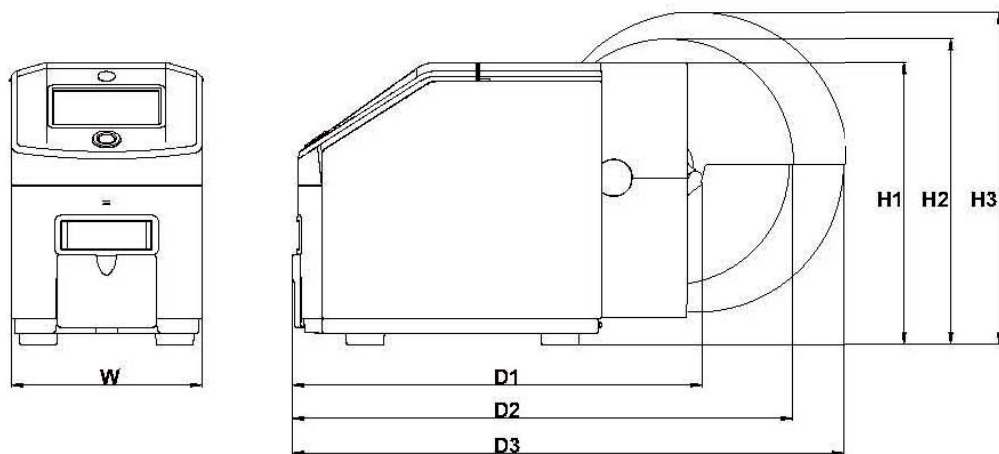
## Message says that the Skip pouch is full.

- ▶ Take out the Skipped pouches and then go to [Menu] → [Sachet Skip] → [Skipped Sachet Container Reset] press the button.

# MEMO

---

# Specifications



| Model Name  | ezhealth                |                           |                           |
|---|-------------------------|---------------------------|---------------------------|
| Model No.   | JV-EH10                 |                           |                           |
| Container Volume  | 7days                   | 15days                    | 30days                    |
| Dimensions(WxDxHmm)   | 176 x 374(D1) x 261(H1) | 176 x 458(D2) x 282,5(H2) | 176 x 508(D3) x 307,5(H3) |
| Weight(kg)  | about 6,5               |                           |                           |
| Pouch size(mm)  | 70 x 75                 |                           |                           |
| Max. number of pouch can be installed(on the basis of 20 pills) | 28 pouches              | 60 pouches                | 120 pouches               |
| Max. number of the skipped pouch                                | 3 pouches               |                           |                           |
| Display   | 4,3" TFT LCD            |                           |                           |
| Power Consumption   | 12V DC, 30W             |                           |                           |
| Power Supply  | 100-240V~, 50/60Hz      |                           |                           |
| Operation Temperature   | -10 ~ 40 °C             |                           |                           |

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*Always with our  
Customer*



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Headquarter (Daegu): JVM Co, Ltd., 121, Hosandong-ro, Dalseo-gu, Daegu, Korea  
Seoul Branch: JVM Co, Ltd., 7-19, Gangnam-daero27-gil, Seocho-gu, Seoul, Korea

