VIVID
PILL COUNTER

Instruction Manual

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Chapter 1: Specifications

|	
Counting Apparatus	Photo Optical Object Recognition
Accuracy	99.99%
Speed	200ms (5/seconds)
Counting Surface Area	9.5" x 8"
Count Capacity	Varies by pill size (Optimized for 120)
Countable Pills	Counts 99% of your pharmacy's formulary. It cannot detect translucent pills and some pills with obscure shapes.
Barcode Scanner	Built-in, CCD
Screen	10.1" Capacitive Touch
Shaking Mechanism	Semi-Automatic
Interface	Wi-Fi | USB (A type) | RJ45 Ethernet
Operating System	Windows 10
Power	100 – 240 VAC 1.6A 47-63 Hz
Dimensions	14" (L) x 14"(W) x 22.5" (H)
Weight	30 lb
Warranty	12 Months

The VIVID PILL COUNTER is classified as "Installation Category 2","Overvoltage Category 2" and "Pollution Degree 2".Environmental: 0°C -38°C (32°F-100°F), 95% Humidity max. Indoor use only in elevation up to 2000m of altitude.

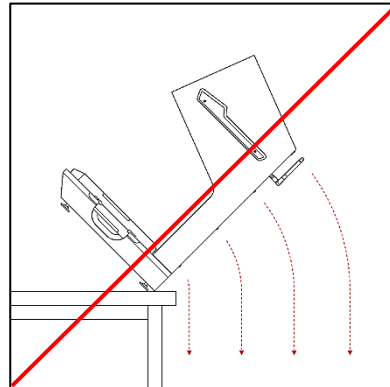# Chapter 2: Cautionary Notes and Warnings

Always handle your VIVID pill counter with care. Damage caused by improper handling is not covered under warranty.
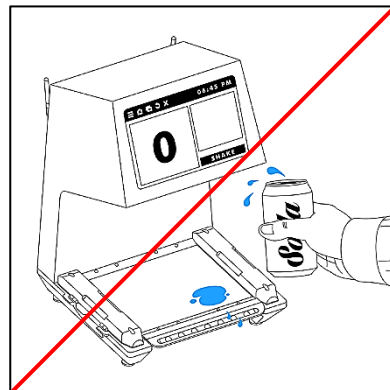
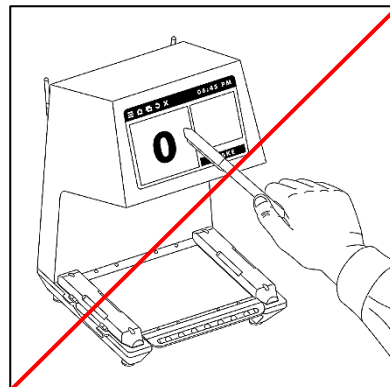- Other than pills and tablets, never place any other articles or objects on the tray.
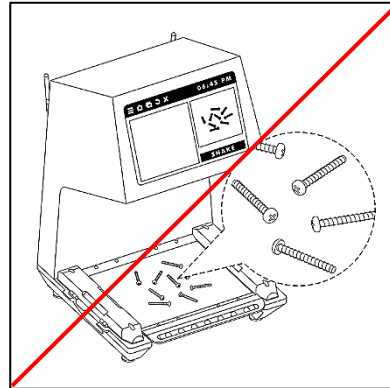
- Do not let the pill counter fall or drop from its tabletop surface.

- DO NOT pass or handle liquids directly over the pill counter to avoid spillage and liquid damage!

- Do not touch the LCD Display screen surface with sharp or hard objects.

- **CAUTION**:

  o The VIVID pill counter is designed for indoor use only.
  o Do not operate the pill counter in hazardous areas or under dangerous conditions.
  o Do not use the pill counter in locations subject to high humidity or dust.
  o Do not operate near any appliance generating a strong magnetic field.
  o Do not connect cables in ways other than those mentioned in this manual.
  o Never stand on or lean on the pill counter. Equipment may fall or collapse, causing breakage and possible injury.
  o Before moving the pill counter, unplug it and unplug all cables connected to it.
  o When storing, transporting or returning the pill counter for service, always use the original packaging.
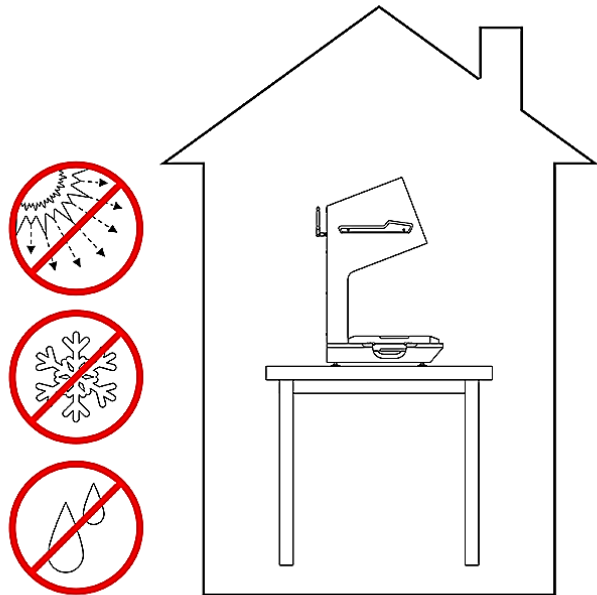
- **WARNING**:

  o Never attempt to repair, disassemble or modify the pill counter. Tampering with the equipment may result in injury and cause great damage.
  o If water or other liquid spills onto the pill counter, unplug the power cord immediately and contact technical support.
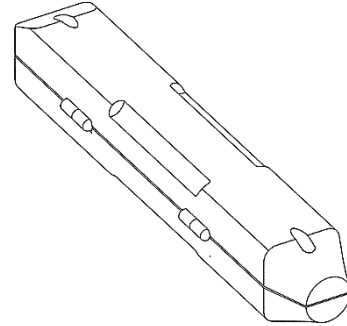 o Disposal of electronic equipment in waste containers is forbidden by law.
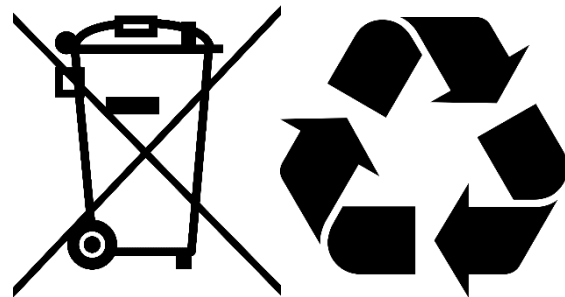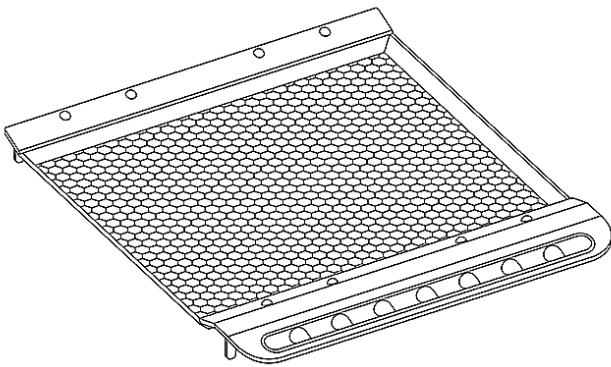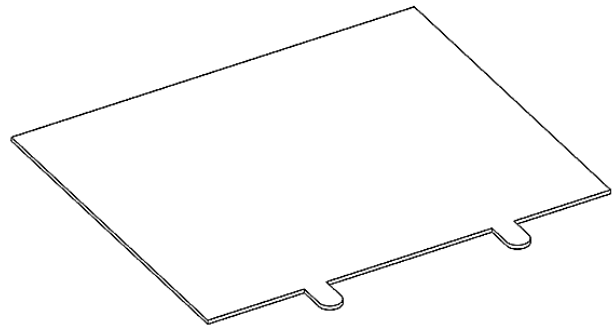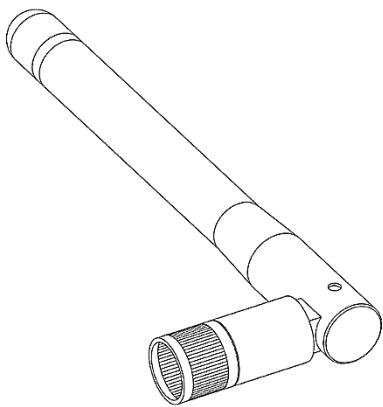
Chapter 3: Parts Description
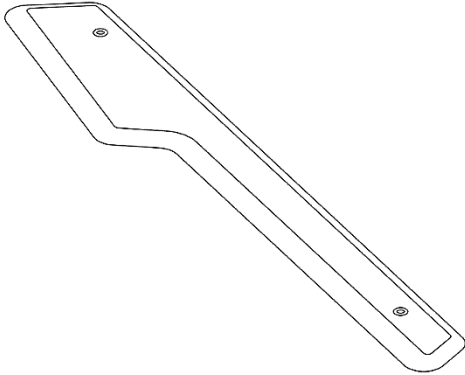
Spatula (1)

Dispensing Tubes (4)
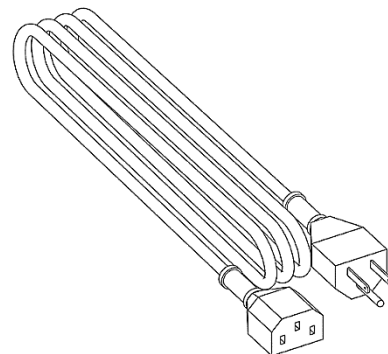

Counting Tray (2)
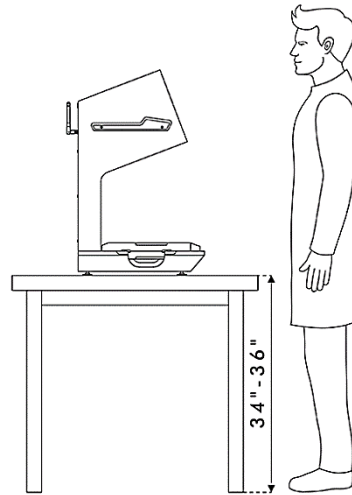

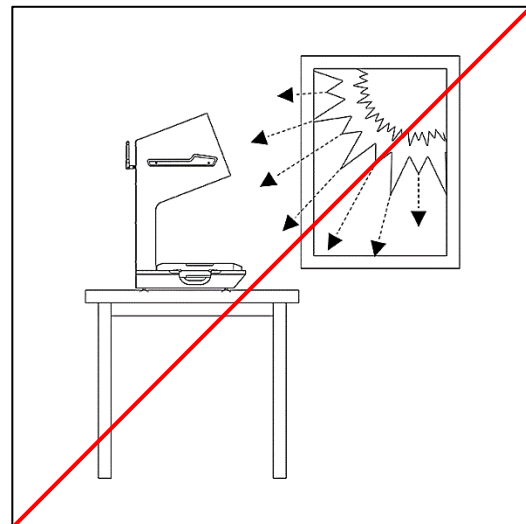**Light Diffuser** (1)

Wi-Fi Antenna (2)

Power Cord (1)

Chapter 4: Setup

1. Carefully remove the VIVID pill counter, and all components out of the packaging and place it on a stable surface. The optimum standing-height of the bench or tabletop for the VIVID is 34 to 36 inches.
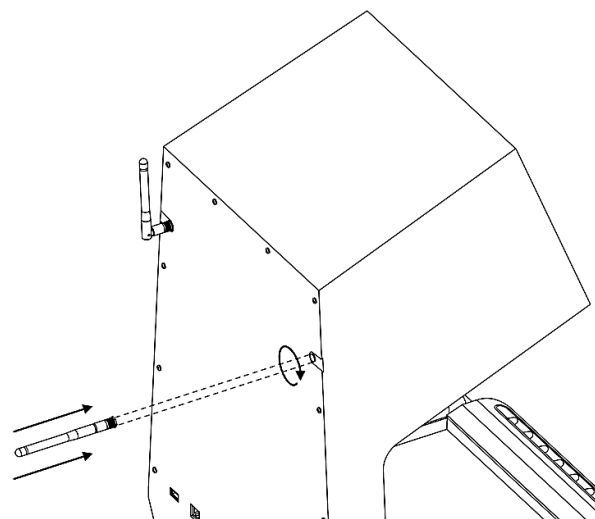

⚠ **CAUTION:**
Do not position the pill counter in an area where it will be exposed to direct sunlight.

2. Attach the Wi-Fi antennas to the antenna ports located in the back of the unit. Be sure to attach the antennas even if not intending to use a wireless internet connection.

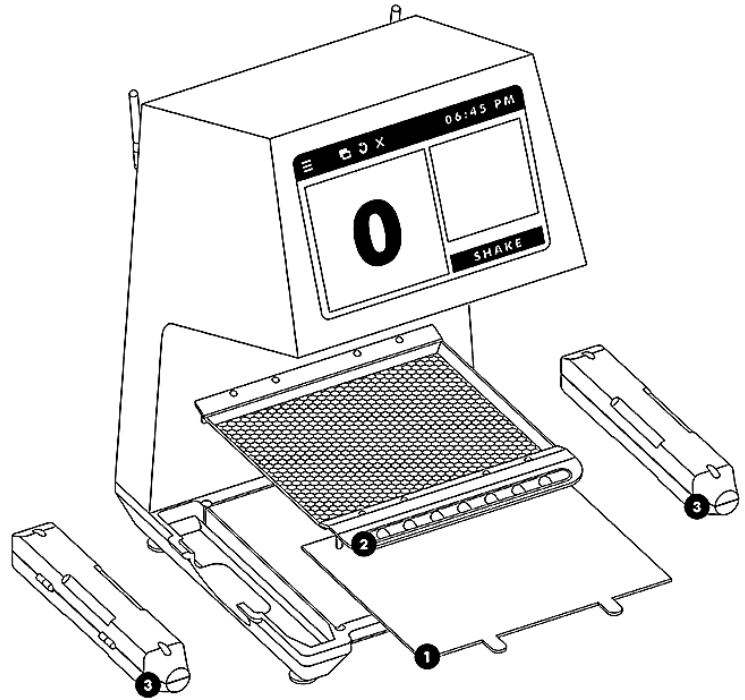3. Place the light diffuser on top of the light source surface. (1)

4. Place the counting tray on top of the light diffuser. (2)

5. Place two dispensing tubes into the left and right slot. (3)

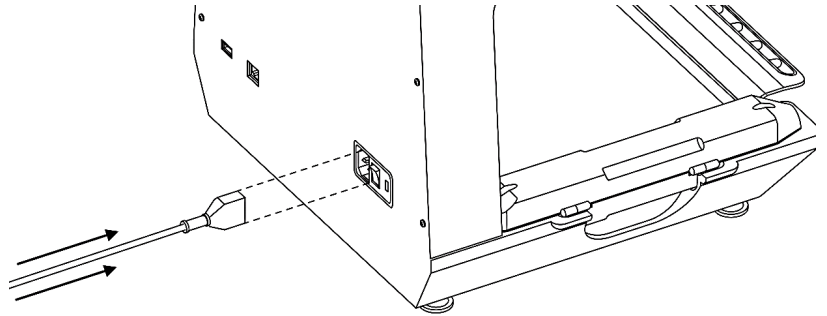6. Attach the magnetic spatula to any preferred area of the metal housing of the VIVID.

7. Open the remaining two dispensing tubes. Place them on the spare tray and store it away in the spare tray bottom slot, underneath the unit.
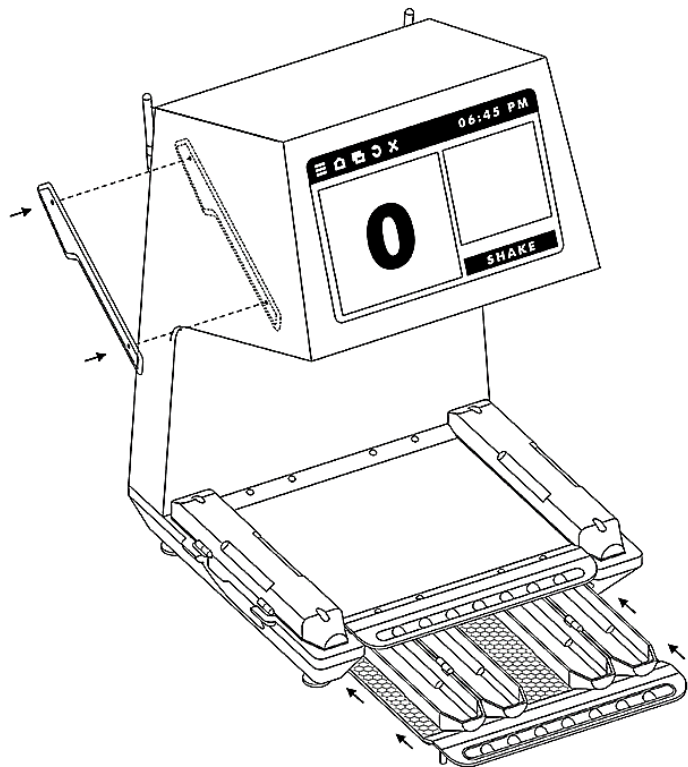
8. Insert the power cord into the power port located on the back of the unit and plug the cord into your wall outlet.

9. To turn the VIVID ON, flip the power switch in the back of the unit to the ON position. Wait for the VIVID pill counter to power ON and initialize.
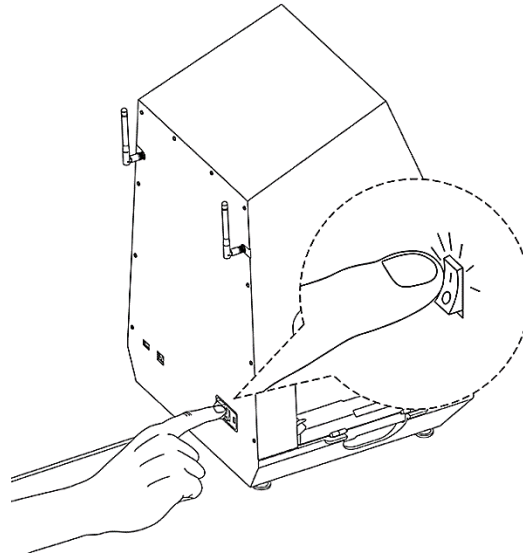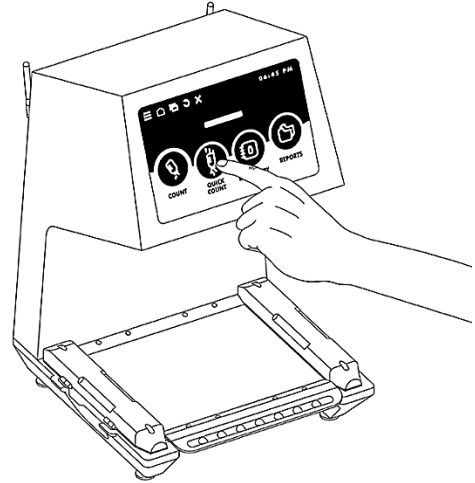
10. If enabling the TORBAL Cloud for your VIVID pill counter, complete the account registration setup by following instructions on the screen, or log-in with your existing credentials.
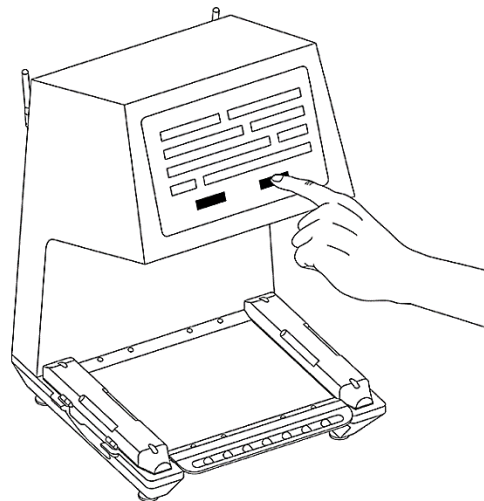
Chapter 5: Counting and Dispensing Techniques

1. Select a desired pill counting mode from the dashboard.

2. To count, dispense pills onto the tray in a scattering motion.
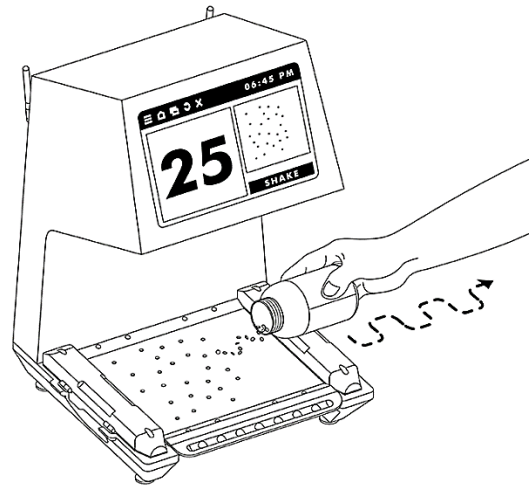
⚠ CAUTION:
Do not dispense the pills into a single heap or tight cluster. For best results avoid exceeding a quantity of 100. Smaller pills can be counted in larger quantities. For inventory counts use the batching feature.

ⓘ Tip: Heaping or clustering the pills will slow down the counting process. If the pills form a cluster, press the shake button. The shaking intensity varies between different pill sizes.

3. Once the pills are scattered on the tray, use the front tray handle to lift the tray up and down, and tap to assure pills spread away from each other.

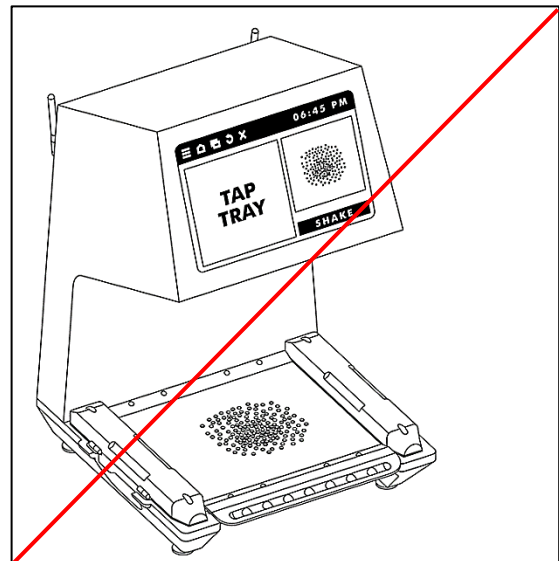**Tip**: Tapping the tray is required to assure optimum accuracy. Perform this step even when a count result is displayed. If tapping the tray, or shaking, does not produce a count result, you may have too many pills on the surface of the tray.
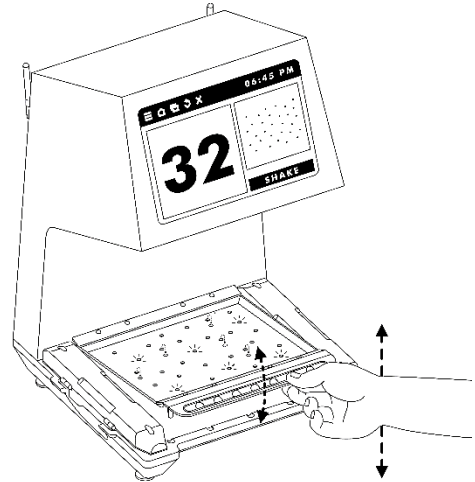
4. If more pills were dispensed onto the tray than needed, use the spatula to place the excess quantity into one of the dispensing tubes.
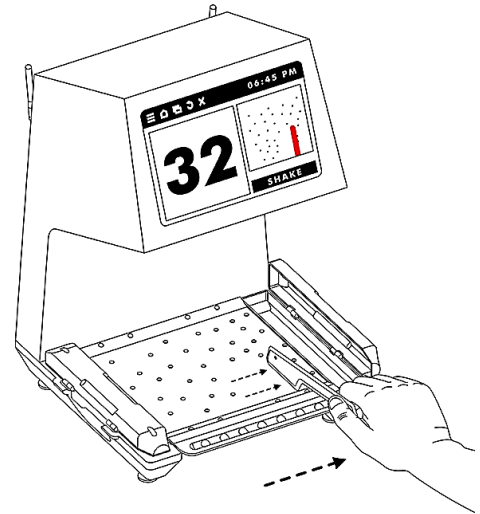
5. Transfer the excess quantity back into the supply bottle.
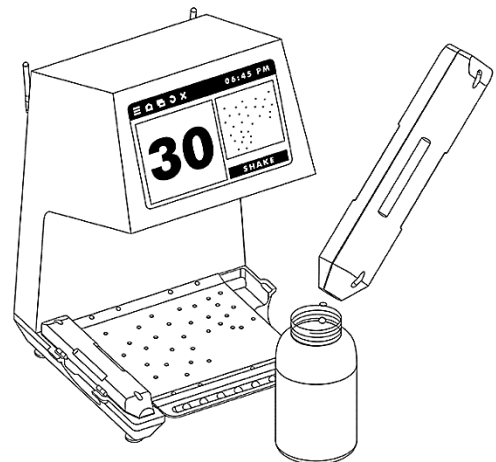
6. Confirm the count and tilt the tray to place the pills into the second dispensing tube.
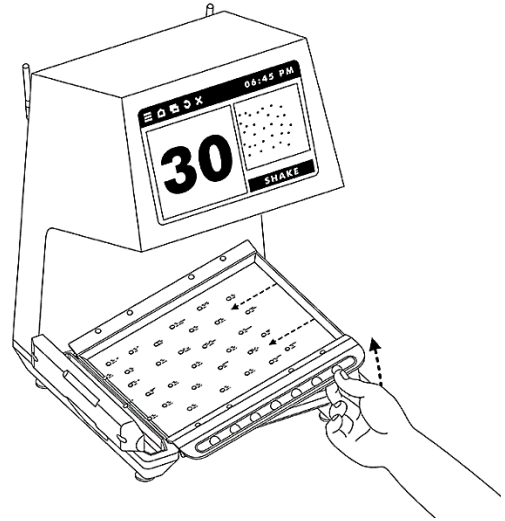
Tip: If preferred, you can use the long edge of the spatula to sweep the pills from the tray into the dispensing tube.
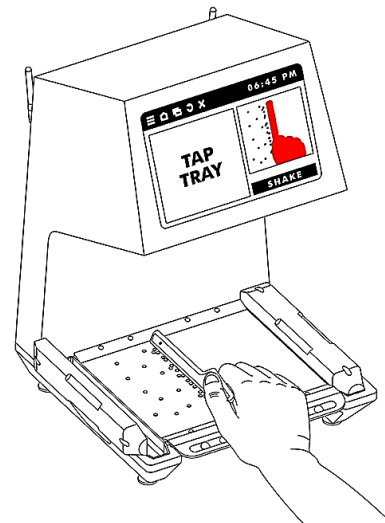
7. Transfer the pills to the patient's vial.
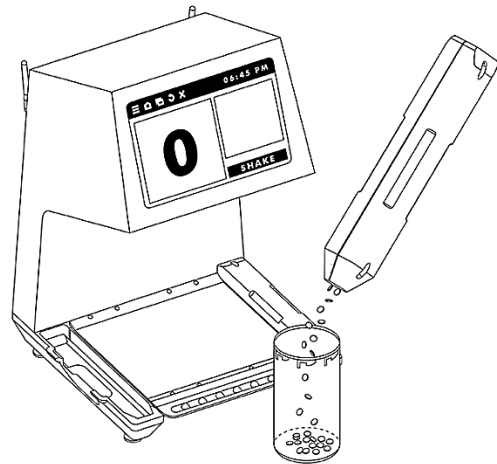
Chapter 6: Tips and Good Habits While Counting

- After dispensing pills onto the tray, always tap the tray to assure pills spread away from each other.

- Do not dispense the pills into a single heap or tight cluster.

- Avoid exceeding a quantity of 100 pills in a single count. Use batching for large quantities.
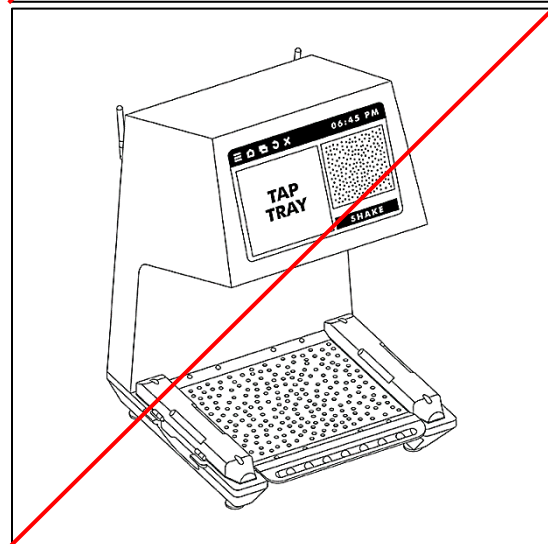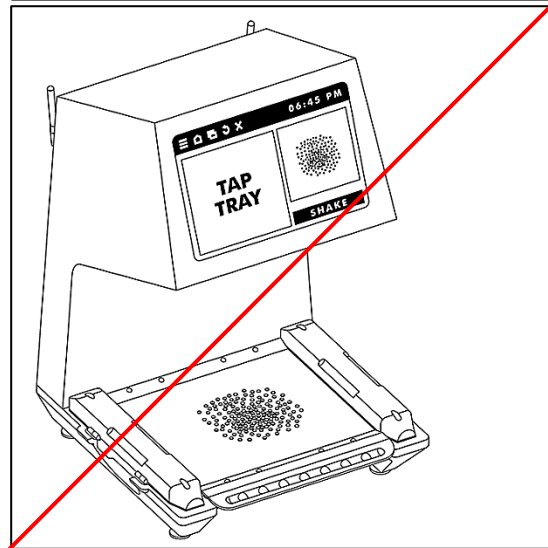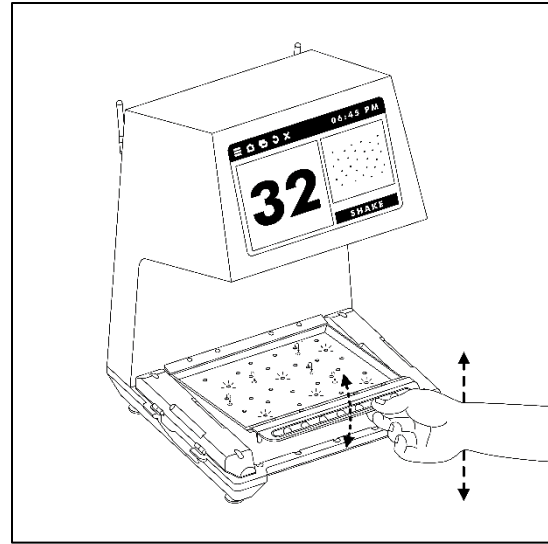
- Glance at the surface of the tray and verify that pills are not stacked one on top of another.
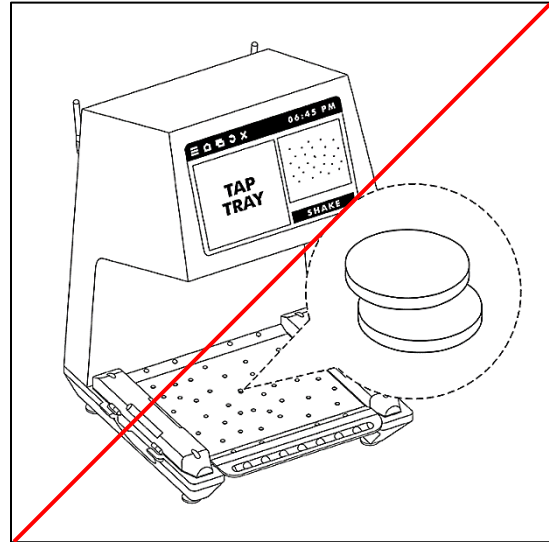
- Be sure that none of the pills on the image display are marked red. Pills marked in red are too close to the edge of the tray and are not counted. Tap or shake the tray until the pills move away from the edges of the tray.
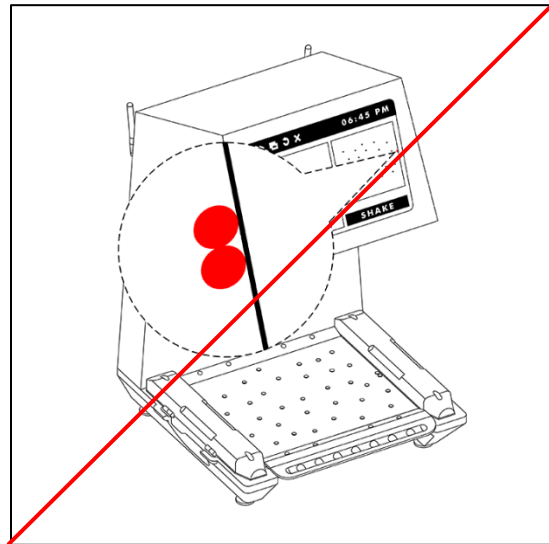
- Glance at the image of the pills and make sure each pill is marked green. Pills without a green mark are not counted. Make sure multiple pills are not marked with one mark. Flashing green may represent a cluster. If you see any of the above tap or shake the tray.
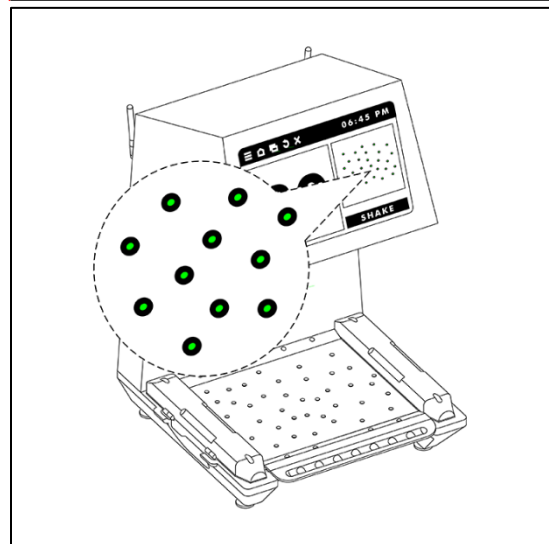
Chapter 7: Powering OFF and Restarting

1. To power OFF the VIVID, press menu and select "Shut Down".
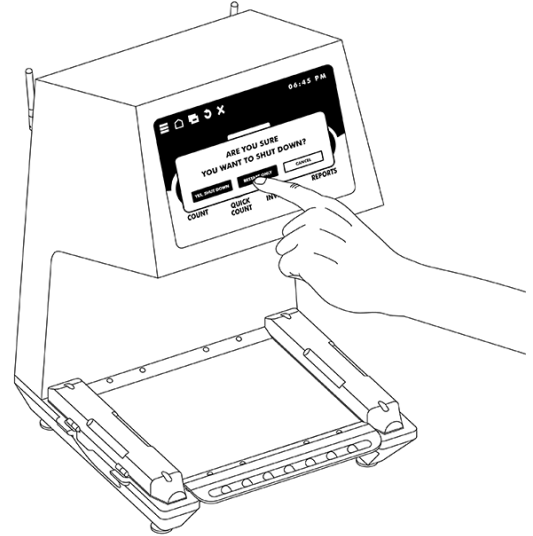
2. Select shutdown or restart.

3. If powering OFF, wait for the system to shut down.

4. Once a "No Signal" message is displayed, use the power switch located on the back to power OFF the unit.
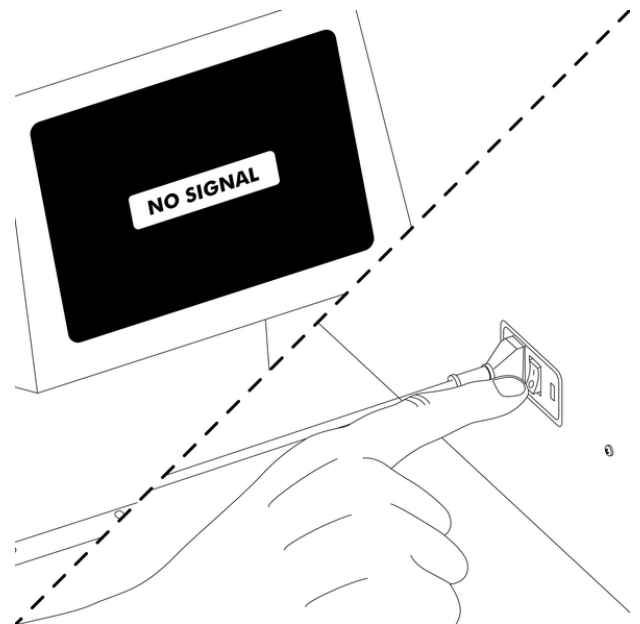
Chapter 8: Cleaning and Maintenance

● Perform routine cleaning of the trays, dispensing tubes, and spatula in accordance with good pharmacy practice. To clean the trays, tubes, and spatula, first remove them from the VIVID pill counter. Use a gentle, non-abrasive sponge and soap with warm water to thoroughly clean the tray, dispensing tubes, and spatula. Wait for it to air dry before placing it back on the VIVID. Avoid using abrasive cleansers like alcohol as they may stain the tray and dispensing tubes.
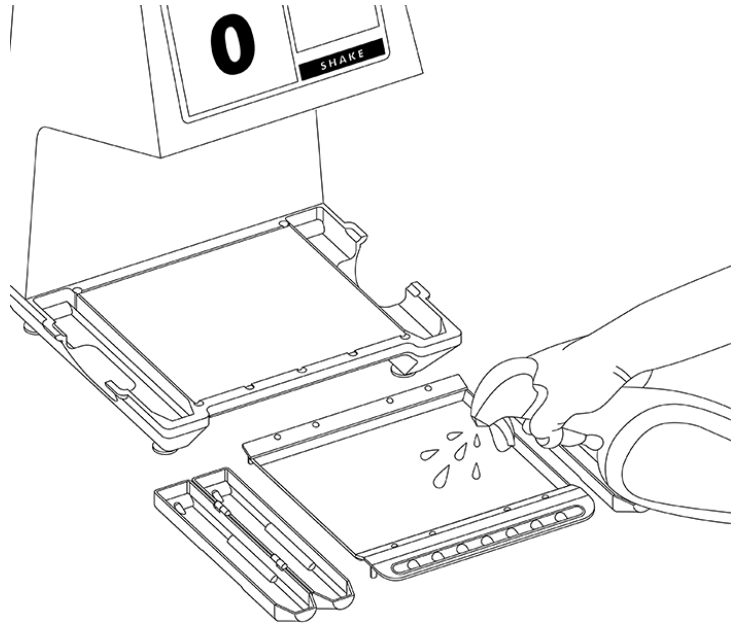
● To clean the VIVID touch panel display, use a lint free microfiber cloth and gently wipe the surface of the touch display. Never use abrasive cleaners, waxes, or solvents for cleaning the display.
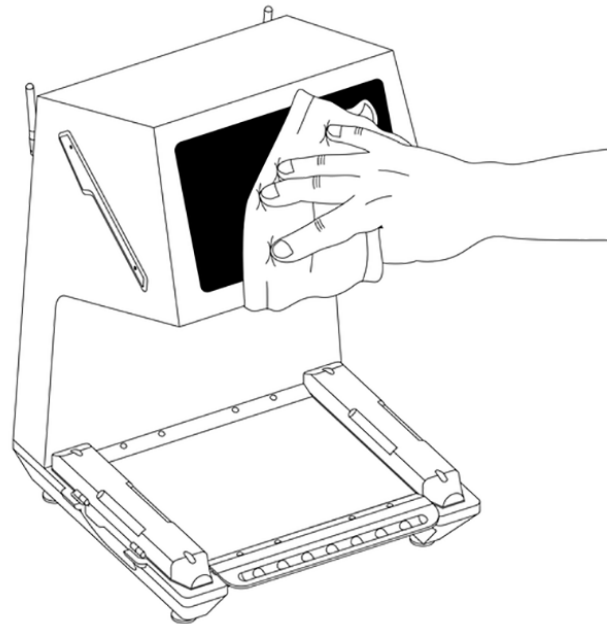
Chapter 9: Troubleshooting

Problem	Solution
VIVID not powering on	Check the power switch on the back. Make sure you have power in the wall outlet. Call technical support if it's still not powering on.
Tray is not shaking when pressing shake button	Check to make sure the tray is properly installed on top of the light source surface.
After scanning NDC code, drug data is not displayed	The drug data may not be available in the FDA database. Verify that your VIVID is connected to the internet.
Cannot access Reports tab	Make sure you have an active Cloud account, your VIVID is connected to the internet, and you have administrative privileges.
After Scanning NDC code, drug data loads slowly or intermittently	If using Wi-Fi, make sure the Wi-Fi antennas are connected on the back of the VIVID. Check that the VIVID is within the range of a strong Wi-Fi signal. Consider using a wired ethernet connection if the problem persists.
VIVID is not getting internet access to my network	Contact your IT department and verify your network settings.
The VIVID display is unresponsive or frozen	Use the power switch on the back to power it off and on.
Image of pills is not visible	Contact Technical Support
Scanner light not turning on	
Light table not turning on while performing a count	
My VIVID sustained damage or display is cracked	
VIVID shake button not working	

Chapter 10: Replacement Parts

Part Name	Part No.	Image
Dispensing Tube	PP-Vivid-122 / PP-Vivid-123	
Tray	PP-Vivid-121	
Light Diffuser	OM-Vivid-118	
Spatula	PP-Vivid-124	
Power Cord	301065	
Wi-Fi Antenna	EBP005- Antenna	

Chapter 11: Limited Warranty

PURCHASER'S WARRANTY

Warranty is valid only if your product has been registered within 30 days of receipt

This product is guaranteed to have been adjusted and inspected for proper workmanship and performance and certified for its currently advertised specifications before shipment. Scientific Industries' products are warranted against defects in material and workmanship under normal use and service. This warranty is extended only to the first purchaser. This limited warranty will not apply if, upon inspection, it is found that the product was tampered with, misused, abused, mishandled, placed in an improper environment, improperly installed or modified, used for a purpose other than that for which it was designed, or repaired by unauthorized personnel. Scientific Industries' liability under this warranty is limited to furnishing labor and parts necessary to remedy the defect covered by this warranty and restore the product to normal operating condition. Purchasers may be charged a minimum repair fee for in-warranty products returned for repair if those products are determined to be problem-free. To make a claim under this limited warranty, you must first obtain an RMA number from Scientific Industries and return the product carefully packed, in its original packaging, shipping prepaid, with the RMA number written on the return package.

EXCEPT FOR THE LIMITED WARRANTY PROVIDED HEREIN, ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. In all events, consequential, incidental, special and other damages are excluded and Scientific Industries, Inc. shall have no liability beyond the repair or replace limited warranty provided above.

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** Patent Pending **