



Script Ability[®]

Pharmacy Quick Start Guide Featuring:



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USING SCRIPTABILITY SOFTWARE - BRAILLE

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What You May Have Received



ScripTalk Station



Marketing Kit



RFID Labels (box of 250)



Hang Tags (10)



ScriptView Labels (2 Rolls)



Clear Bands (100ct) & Script Clip (100ct)



ScriptView Printer SV208



Braille Labels



Braille Printer

Installing ScriptAbility Software

*Before you begin, close out of all programs since a restart may be necessary.
Pause or disable anti-virus program.*

1 To begin installation, you'll need to be logged in as a Windows administrator.

2 The software is pre-loaded on the provided flash drive. Insert the flash drive into your computer, navigate to the flash drive and double click on the file 'ScriptAbility_Installation_Setup_x.x.x'



3 Click 'Yes' if asked, "Do you want to allow the following program from an unknown publisher to make changes to this computer?"

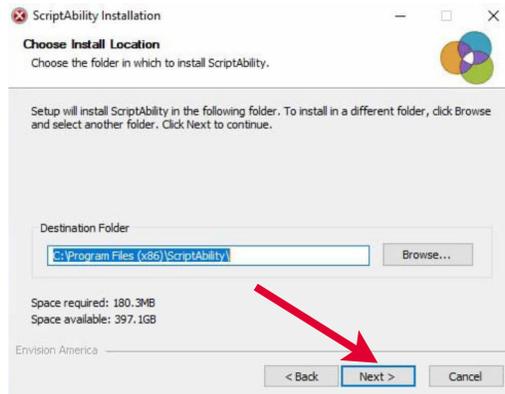
4 You will be greeted by the "Welcome to ScriptAbility Setup" dialogue box.

Click 'Next'.



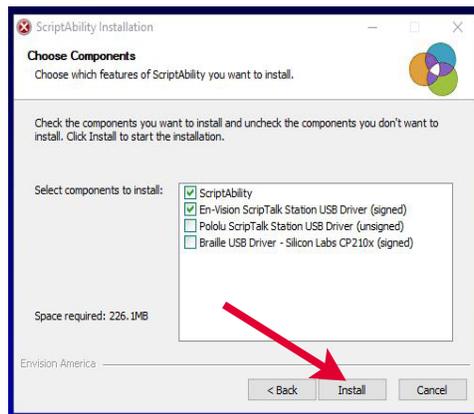
- 5 You can change the Destination Folder if desired (not recommended). The default is C:\Program Files (x86)\ScriptAbility

Click *'Next'*.



- 6 Leave the ScriptAbility and En-Vision USB Driver box checked.

Click *'Install'*.



- 7 The En-Vision driver installer dialogue box will appear.

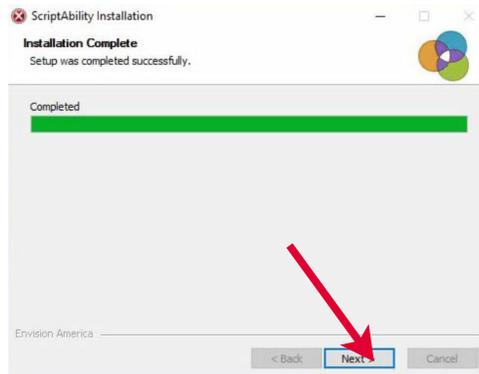
Click *'Next'*.



8 Click *'Finish'* to complete the installation.

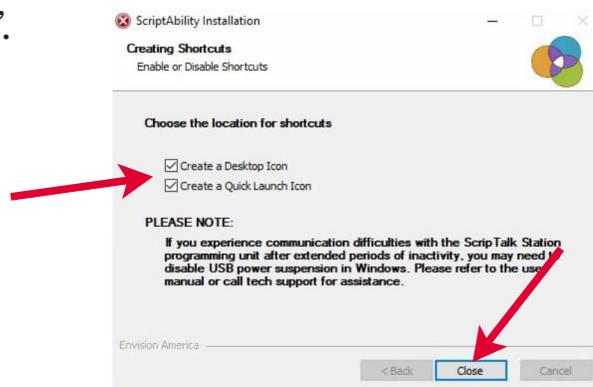


9 Click *'Next'* on the Installation Complete Step.

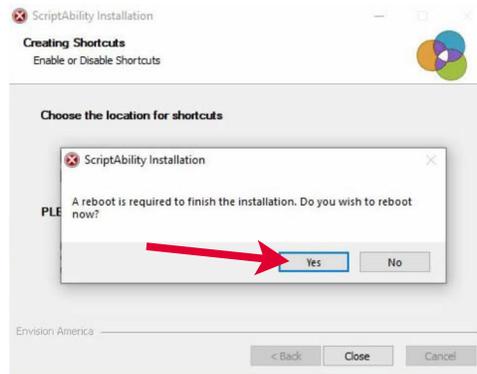


10 Leave the boxes checked to create shortcut icons.

Click *'Close'*.



- 11 Click 'Yes' to reboot the computer.



- 12 Once logged back into Windows, click on the ScriptAbility shortcut on your desktop.



- 13 Click 'Yes' if asked, "Do you want to allow the following program from an unknown publisher to make changes to this computer?"



TIP:

Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

Using ScriptAbility Software

SCRIPTALK STATION



ScriptTalk provides visually and print impaired pharmacy patients the ability to hear prescription information from each prescription container.

At home, a patient uses a ScriptTalk Station Reader or Smart Phone App to listen to the prescription information on the printed label.



SCRIPTALK STATION 2

Connecting & Powering

SCRIPTALK STATION

- 1 Connect the ScripTalk Station's USB cable to the PC where ScriptAbility is installed.

It will provide power and communication to the device.



- 2 Turn the device on.

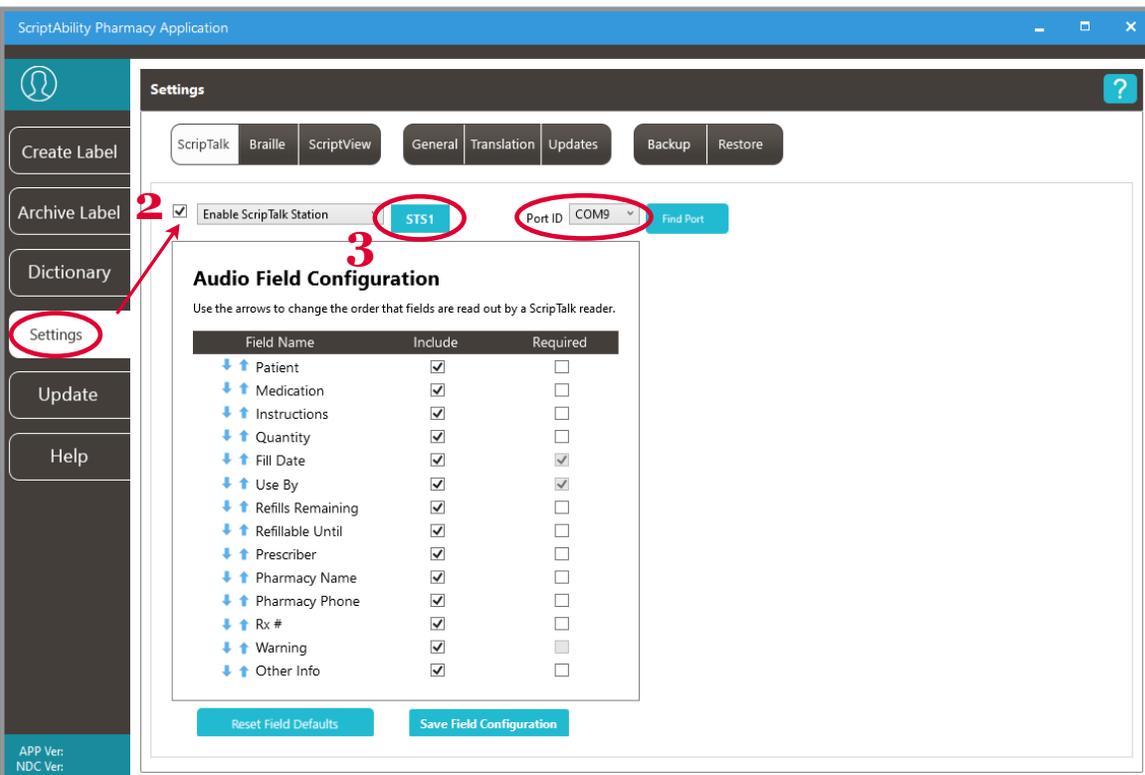


Launching the ScriptAbility Software



Setting Your ScripTalk Station

- 1 Click the 'Settings' tab on the left.
- 2 Check the box next to 'Enable ScripTalk Station'.



ScriptAbility Pharmacy Application

Settings

ScripTalk Braille ScriptView General Translation Updates Backup Restore

Enable ScripTalk Station **ST51** Port ID COM9 Find Port

Audio Field Configuration

Use the arrows to change the order that fields are read out by a ScripTalk reader.

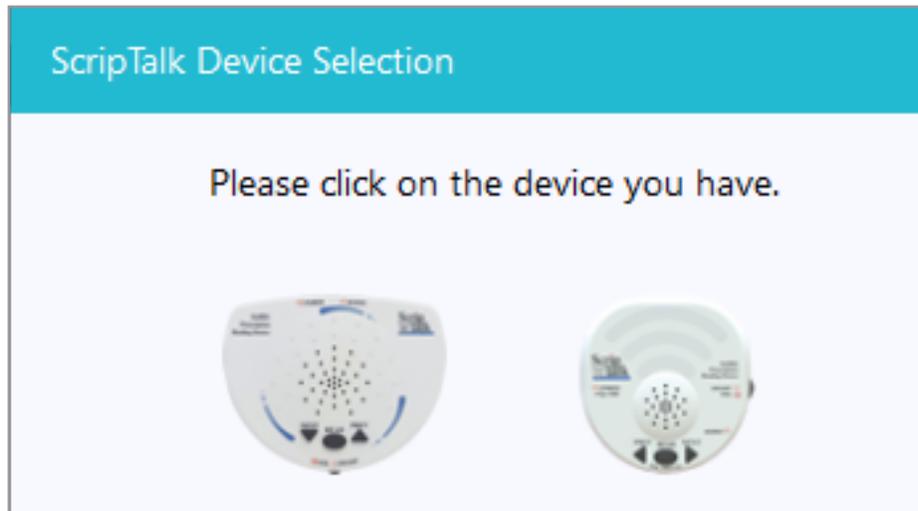
Field Name	Include	Required
↕ ↑ Patient	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Medication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Instructions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Quantity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Fill Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↕ ↑ Use By	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↕ ↑ Refills Remaining	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Refillable Until	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Prescriber	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Pharmacy Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Pharmacy Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Rx #	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Warning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
↕ ↑ Other Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Reset Field Defaults Save Field Configuration

APP Ver:
NDC Ver:

Launching the ScriptAbility Software Cont ...

- 3 Click on the **blue** 'STS1' or 'STS2' button, then click the image that matches your ScripTalk Station. You likely have the STS2. Ensure there is a COM# (*any*) set in the 'Port ID' drop-down.



- 4 Your ScripTalk Station is now set. Click the 'Create Label' tab to continue.

Entering Prescription Data

1 Enter the label information in each field as you want it to be spoken.

Notes:

A) For patient name, enter first name, then last name.

B) Enter NDC# (if you know it) or you can use the NDC Search button. It will auto-populate medication name and warnings.

C) Use a hashtag (#) to insert a SIG from the Dictionary tab.

D) Enter prescriber as First and Last name. If prescribed by a doctor, precede with the name with 'Dr.'

The screenshot shows the 'ScriptAbility Pharmacy Application' interface. The main window displays a 'Prescription Loaded: 568923-JohnJSmith.lbxa' form. The form includes fields for Rx # (568923), Patient (John J Smith), NDC # (00093310701), Medication (AMOXICILLIN 250 MG CAPSULE), Instructions (Take one capsule three times daily), Quantity (90 capsules), Fill Date (11/19/2019), Use By (11/19/2020), Refillable Until (11/19/2019), Refills Remaining (999), Prescriber (Ben Casey), Pharmacy Name (ScripAbility Pharmacy), Pharmacy Phone (309) 555 1212, Warnings (0002, 0096, 0275, 0276), and Other (Take for infection). A red circle highlights the 'NDC Search' button. Red arrows labeled A through E point to the Patient, NDC #, Medication, Prescriber, and Other fields respectively. A sidebar on the left contains navigation options: Create Label, Archive Label, Dictionary, Settings, Update, and Help. A top bar shows 'Admin', 'Display As' (Fields checked, Text unchecked), 'Characters Remaining: 487', and 'Language' (English (American)). A bottom bar shows 'APP Ver: 7.0.0', 'NDC Ver: 2001', and buttons for 'Print ScriptView' and 'Program ScriptTalk'. A right sidebar shows 'Prescriptions to Program' with a list of files: C:\Users\Public\Programs\Labels - F, 111111.lbxa, 568923-JohnJSmith.lbxa, and Atorvastatin.lbxa. A search bar at the bottom right is labeled 'Search File Names'.

E) Pharmacist should use professional judgment to add important auxiliary information to the “Other” field. This will ensure that the patient gets this information, such as physical description of drug or medication condition it is intended to treat.



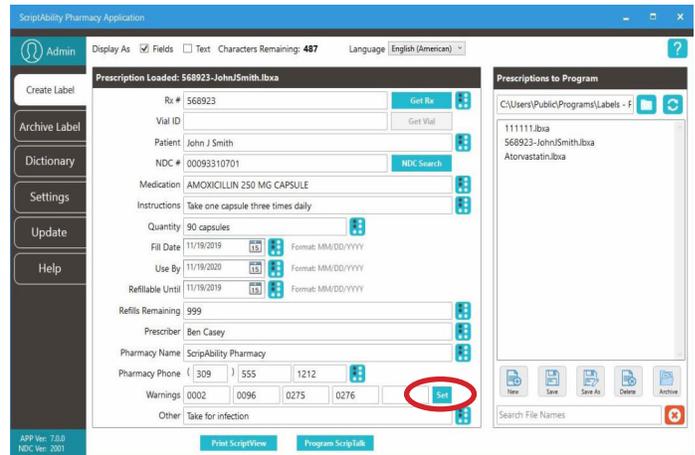
TIP:

Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

Editing Warnings

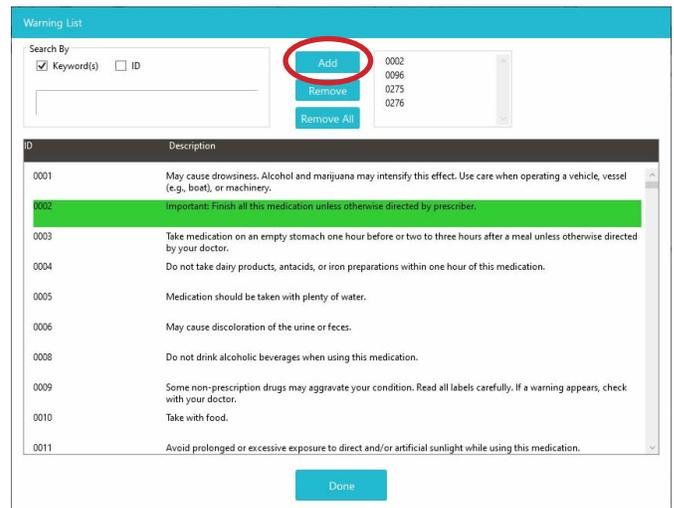
2 If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.

To edit, click on 'Set'.



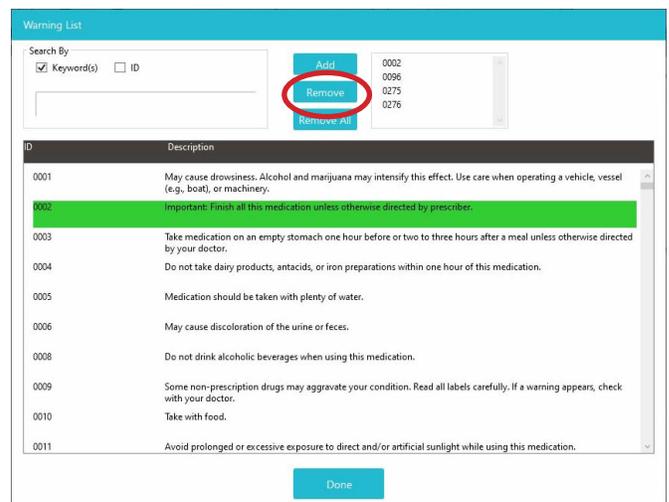
3 Individual and/or additional warnings may be selected.

To add a warning, double-click it, or select it and click the 'Add' button.



4 To remove a warning, double-click it in the lower table, or select it in the upper right list and click 'Remove'.

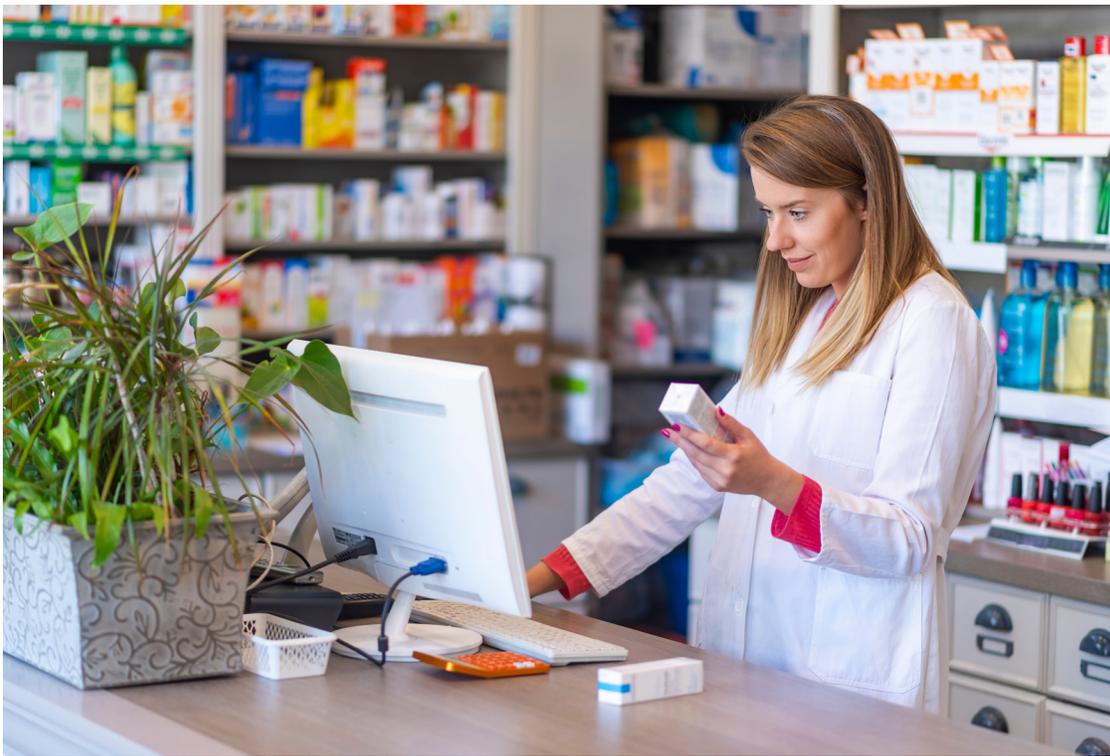
You may remove all of the warnings at once with the 'Remove All' button.



Integration with Pharmacy Software

ScriptAbility has integrations with many 3rd Party Pharmacy Software Systems. For a list of our current partners, visit www.scriptability.com/our-partners.

If you don't see your software provider listed, please "*Click to Request a Software Integration*" button on the website. We will work with you to get your software provider integrated.



Adding Translation

If your patient's prescription does not require translation, skip to page 16 to begin Programming the Label.

**Translation is an add-on annual subscription service.
Call 1-800-890-1180 and ask for sales if you would like this service.*



Ensuring Your Patient has the Proper Device

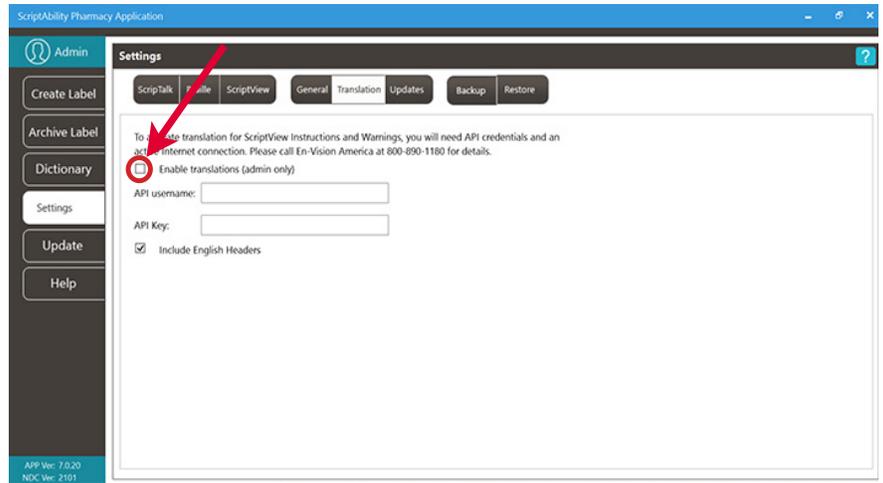
Providing translation with ScripTalk requires your patient have the proper device. When submitting the Patient Approval Form (see page 23), a **language must be specified** to ensure proper language configuration. The ScripTalk Station Reader is not a translator.

Adding Translation (cont.)

1 Adding Translation Credentials

You will receive an API username and key.

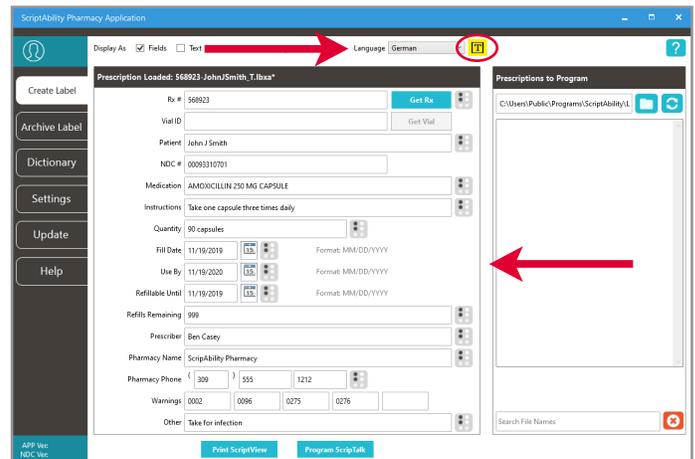
Go to 'Settings > Translation', check the 'Enable translations (admin only)' checkbox, and enter the username and key.



2 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

A "T" button will appear.

Click on the T button.



- 3 Choose the desired paraphrase and click on the *‘Translate’* button.

Translation Paraphrases

Choose an acceptable paraphrase version of the SIG below.
If none are acceptable, press 'Cancel' to return to 'Instructions' or click 'Help' for more information.

ORIGINAL: Take one capsule three times daily

PARAPHRASES

TAKE 1 CAPSULE 3 TIMES A DAY EVERY DAY.
TAKE 1 CAPSULE 3 TIMES A DAY. TAKE THIS MEDICINE EVERY DAY.
TAKE 1 CAPSULE 3 TIMES A DAY. TAKE EVERY DAY.
TAKE 1 CAPSULE(S). TAKE 3 TIMES A DAY EVERY DAY.

Translate Cancel Help

- 4 Translation will be applied to the instructions and warnings. Fields will become highlighted in yellow.

TIP:

Roll your mouse over the highlighted fields to see the original English instructions and warnings.

ScriptAbility Pharmacy Application

Display As Fields Text Characters Remaining: 425 Language: German

Prescription Loaded: 568923-John/Smith,T.Ibax*

Rx # 568923 Get Rx

Vial ID Get Vial

Patient John J Smith

NDC # 0098310701

Medication AMOXICILLIN 250 MG CAPSULE

Instructions **NEHM 1 KAPSEL 3 MAL TÄGLICH EINNEHMEN.**

Quantity 90 capsules

Fill Date 11/19/2019 Format: MM/DD/YYYY

Use By 11/19/2020 Format: MM/DD/YYYY

Refillable Until 11/19/2019 Format: MM/DD/YYYY

Refills Remaining 999

Prescriber Ben Casey

Pharmacy Name ScriptAbility Pharmacy

Pharmacy Phone 309 555 1212

Warnings 0002 0096 0275 0276

Other Take for infection

Print ScriptView Program ScriptTab

Programming the Label

- 1 Attach a RFID label to the medication container, along with the pharmacy printed label.

We recommend placing the RFID label on the container bottom. If it is not possible, place the RFID label near the printed label.



Metal Interference

Avoid placing the ScripTalk Station on or near metal surfaces (*such as directly above a refrigerator*). Metal can cause interference and may lead to programming issues.

When issuing a compliance pack or other prescription with high metallic content such as inhalers, birth control packs and metal tubes, utilize a hang tag to attach the RFID label.



- 2 Place the prescription container on the top of the ScripTalk Station.

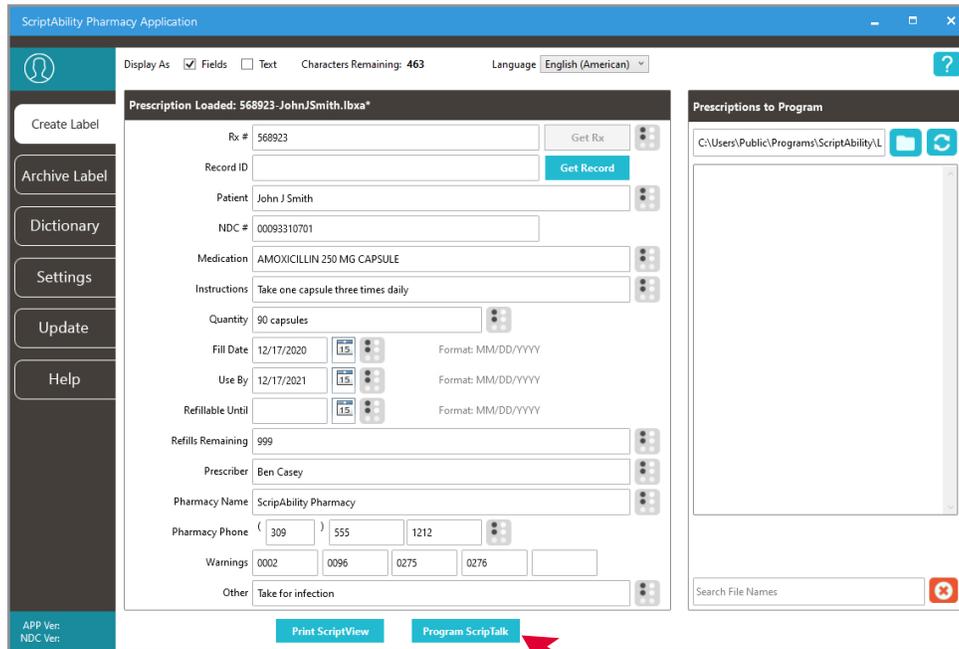


- 3 Making sure the unit is turned on, press 'NEXT' and 'PREVIOUS' simultaneously (about two seconds) until you hear a single beep.



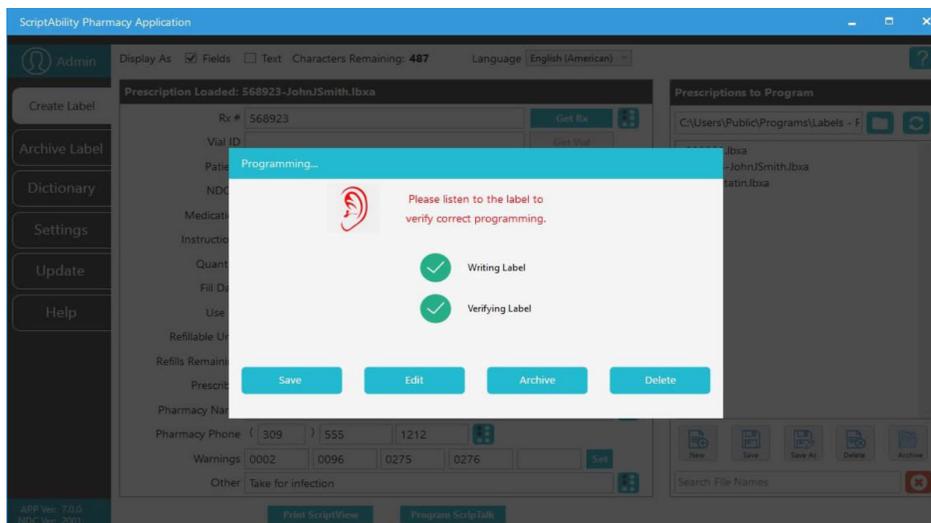
- 4 Within 15 seconds, click the ‘Program ScriptTalk’ button at the bottom of the ScriptAbility application window.

A double beep will sound from the ScripTalk Station if it times out of program mode. Repeat step 3 if this happens.



- 5 The programming window should appear and display two green checkmarks for ‘Writing Label’ and ‘Verifying Label’.

If the label does not verify, go to the Troubleshooting Section (page 44).



Final Check of ScripTalk Label

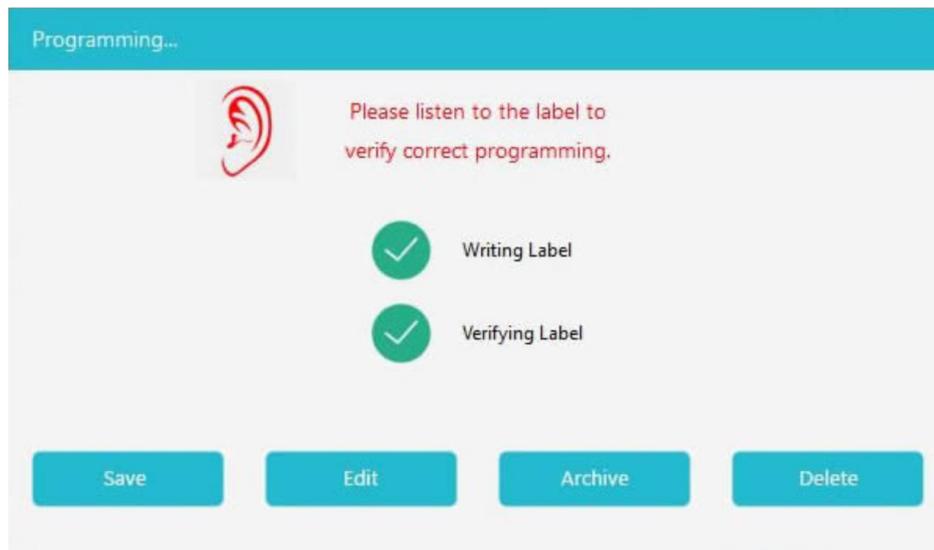
- 6 Leave the prescription container with the RFID label in place on the ScripTalk Station and press the oval 'READ' button once. You can remove the container once the device begins to speak.

NOTE:

Place the ScripTalk Station in an area of the pharmacy that ensures compliance with HIPAA privacy standards during the pharmacist's label verification.



- 7 If you need to edit, click 'Edit', and then repeat previous steps to reprogram the label. Verify the label after reprogramming. If the label information is correct, press 'Save,' 'Archive,' or 'Delete.' (See graphic on next page).



Save:

This will save the label information with the name you provide to the 'Prescriptions to Program' list. It will clear the data fields.

TIP: Naming the file with the prescription number will make it easier to find.

Edit:

This will leave the fields populated with data, but does not save the information for the label.

Archive:

This will save the label information to the archive folder. It will not be seen in the 'Prescriptions to Program' list. It will clear the data fields.

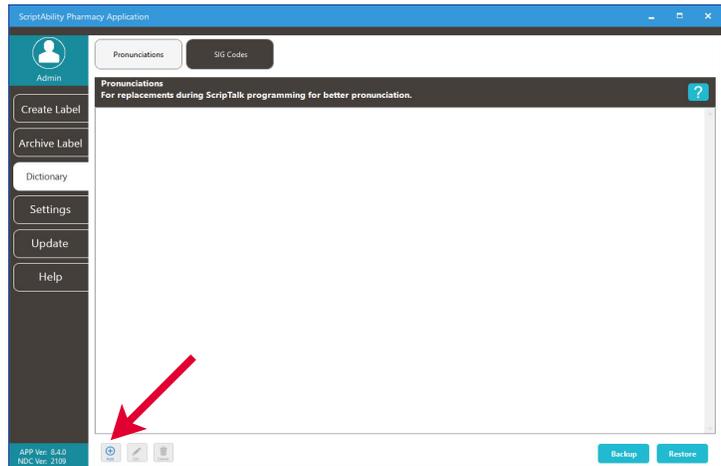
Delete:

This will delete the file from the ScriptAbility Software. It will clear the data fields. The RFID Label will remain programmed.

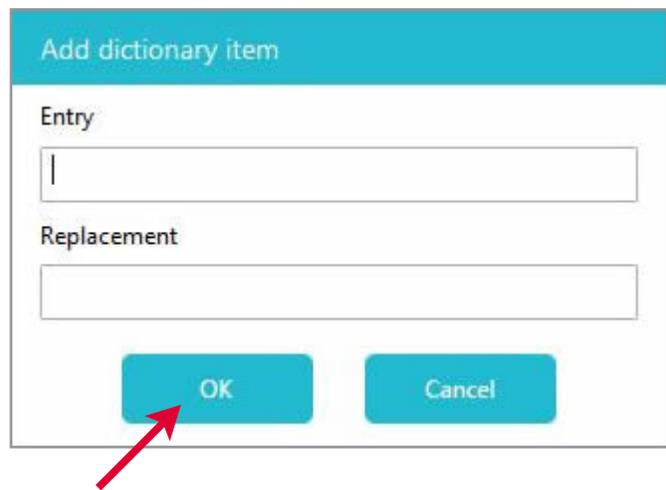
Correction of Pronunciations

If you encounter a word or name that is not being pronounced correctly, you may enter a correction in the Dictionary.

- 1 Open the 'Dictionary' tab and go to the 'Pronunciations' page.
- 2 Click 'Add'.
- 3 Enter the word that is being mispronounced in the 'Entry' field.



- 4 Then enter the phonetic spelling in the 'Replacement' field.
- 5 Click 'OK'.



- 6 Program the label and check for correct pronunciation.

If you need to adjust the phonetic pronunciation, highlight the desired entry and then click 'Edit'.

Repeat these steps until correct speech is attained.

Download the FREE ScripTalk App

Patients can use a FREE mobile ScripTalk App to hear all their prescription information read out loud in lieu of using the ScripTalk Station or in addition to using it.

Download the App from the Apple App Store or Google Play Store. On Android, enable Near Field Communication (NFC) in phone settings. Once downloaded, instructions to use the App can be found on the Help page.

Notes:

iPhones: Your patient will need to have an iPhone 7 or higher and iOS 13.0 or later.

Androids: Requires Near Field Communication (NFC) capability.



Enrolling a Patient in ScripTalk

1 A patient may enroll in the ScripTalk program by talking with a member of your pharmacy staff. Complete a Patient Approval Form (PAF) and submit it to En-Vision America using one of the methods below.

- Fax PAF to En-Vision America at 309-938-8948
- Scan PAF and email to customerservice@envisionamerica.com.
- Fill out and submit the form online at www.scriptability.com/scriptability-patient-approval-form

Once the patient is enrolled and confirmed, En-Vision America will ship a ScripTalk Station FREE OF CHARGE to the patient.

The patient can also elect to download the free ScripTalk Mobile App for iPhone or Android to read their prescription information out loud; however you must still submit the PAF.

If your pharmacy software permits, update the patient's profile to identify them as a ScripTalk user.



ScripTalk Patient Approval Form

Pharmacy staff: Please fill out form and fax to En-Vision America, 309-938-4948. En-Vision America will provide a prescription reader to the patient upon receipt.

PATIENT INFORMATION

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____
Please circle one: English Unit Spanish Unit

PHARMACY INFORMATION

Pharmacy Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Primary Contact: _____
I verify that _____ is a confirmed patient with current prescriptions to be filled and will participate in the ScripTalk program at this site. Please send a patient prescription reader at this time.
Printed Name _____ Date _____
Signature _____

For questions or assistance, please call En-Vision America at 1-800-890-1180.
Download this form: scriptability.com/scriptability-patient-approval-form

825 4th Street W • Palmetto FL 34221 • <http://www.scriptability.com>

Note: Sample Patient Approval Forms (PAF) are included in your marketing kit. Need more forms? Go to www.scriptability.com/downloads.

Using ScriptAbility Software

SCRIPTVIEW, TRANSLATION & CSSL



ScriptView provides easy access to prescription label information for those with low vision.

The **Large Print Label** presents the data in a customized variable point font size (12 -22) on a high-contrast, non-glare, durable media.



Dual-Language Labels come in a booklet-style that you can affix to the prescription container. They feature a high contrast font in English, as well as a translation from one of the offered languages.

These are ideal for patients who speak English as a Second Language or have limited English proficiency.



A Controlled Substance Safety Label (CSSL) is a solution designed to help reduce the risk of opioid misuse by your patients. These labels provide easy-to-understand audio and visual instructions of the prescription, including SIGs, package inserts, med guides and warnings.

The label features a QR code that patients can scan to instantly play a brief safety video detailing the drug's instructions warnings.

Connecting & Powering the Printer

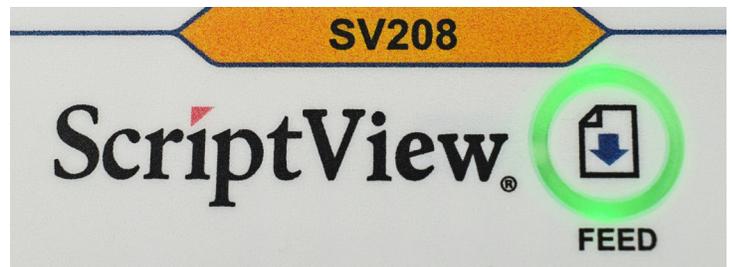
- 1 Connect the printer's USB cord to both the printer and your pharmacy computer.



- 2 Connect the power supply to the printer via the port on the back.
Then, plug the printer into a power source.



- 3 Turn the printer on.
When ready, a **solid green light** will circle the 'Feed' button on top of the printer.

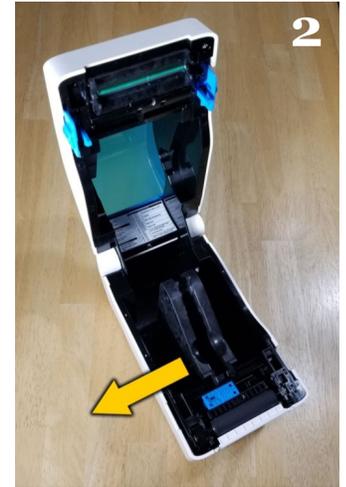


- 4 Windows will attempt to install a driver, which ScriptAbility does not need.
If a notification appears, you may click [X] to cancel.

- 5 You may see an alert indicating that the driver software was not successfully installed. *Ignore this message.*

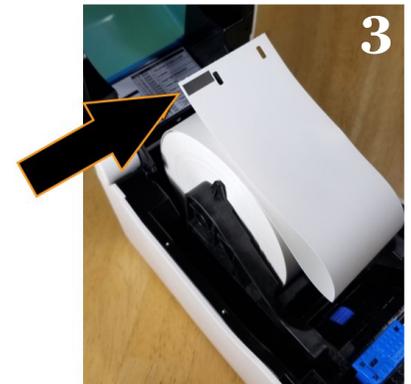
Loading Labels into the Printer

- 1 Pull the blue slides on either side of the printer, then lift the lid.



- 2 Spread the label hangers by pulling either one to the side.

- 3 Load labels onto hangers so they feed off the top of the roll. Make sure first label has an "I-mark" (short black bar), and it is facing DOWN.



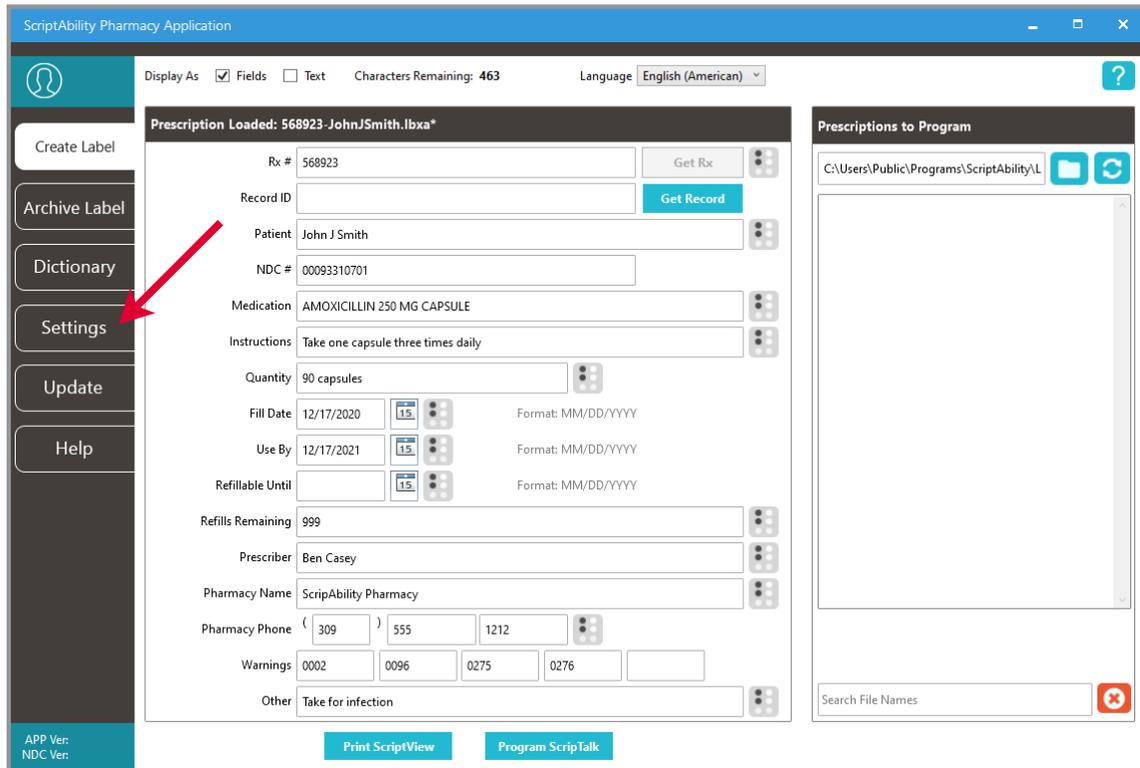
- 4 Feed labels under both label guides and align with front edge of printer.



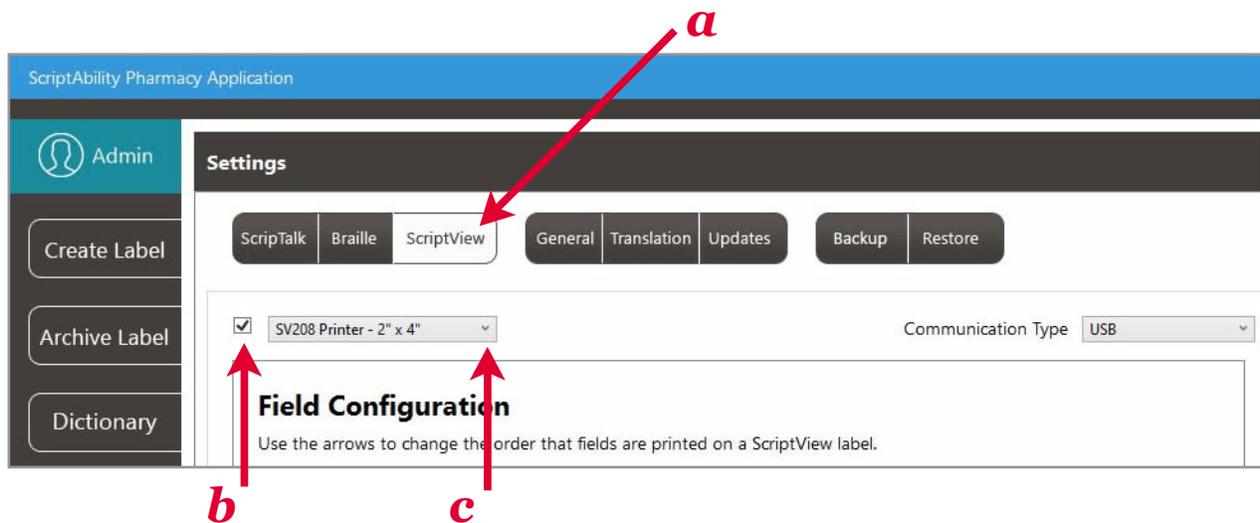
- 5 Close the lid.

Enabling ScriptView in Your Software

- 1 In ScriptAbility, go to 'Settings'.



- 2 Go to 'ScriptView' (a), check the box (b), then from the drop down select SV208 Printer - 2" x 4" (c).



- 3 Your ScriptView Printer is now set. Click the 'Create Label' tab to continue. To Enter Prescription Data and Edit Warnings, please see pages 10-11.

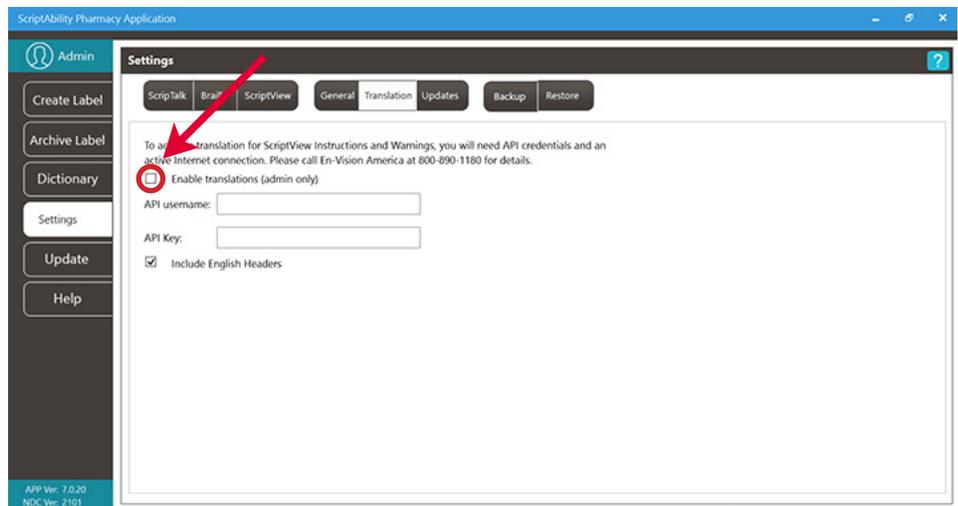
Adding Translation

If your patient's prescription does not require translation, *skip to page 30 to begin printing the label.*

****Translation is an add-on monthly subscription service.
Call 1-800-890-1180 and ask for sales if you would like this service.***

1 Adding Translation Credentials

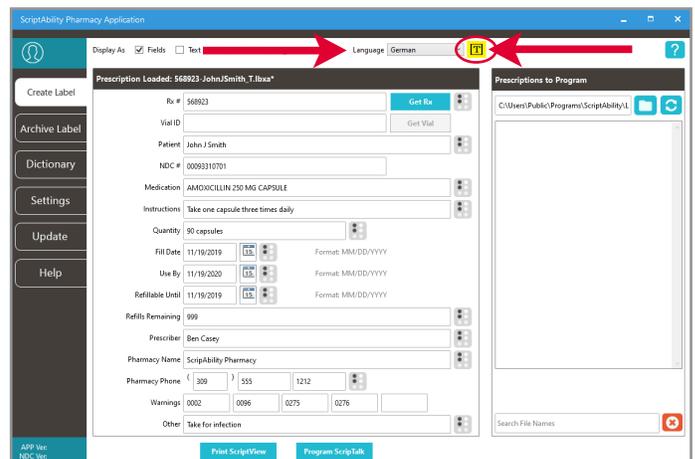
Once you add translation, you will receive an API username and key. Go to 'Settings > Translation,' check the 'Enable translations (admin only)' checkbox, and enter the username and key.



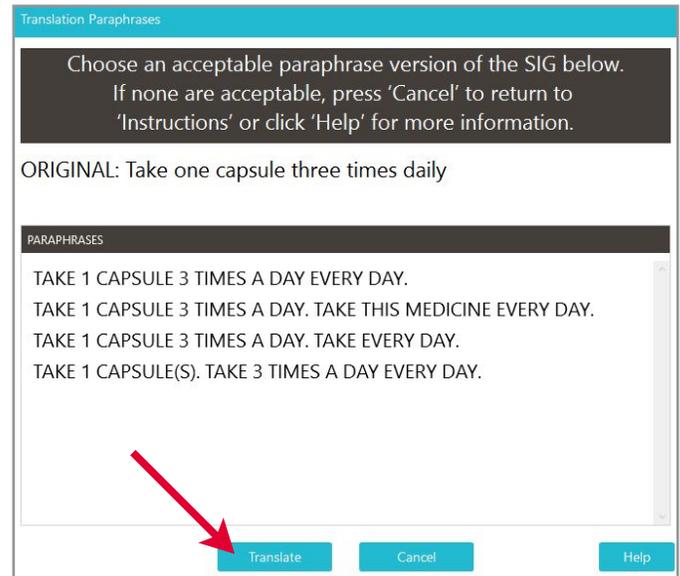
2 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

A "T" button will appear.

Click on the T button.



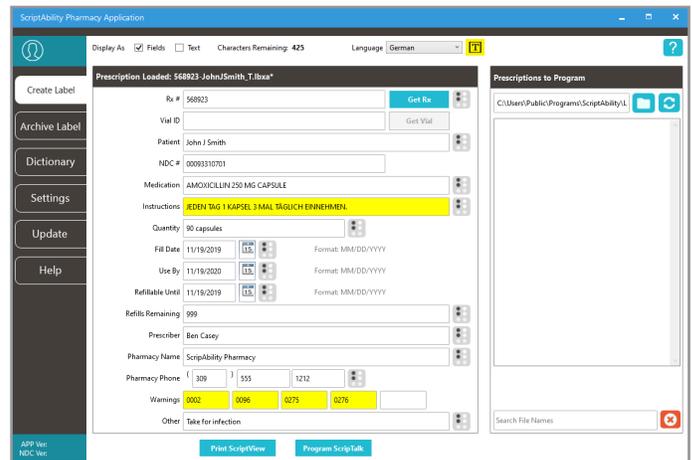
- 3 Choose the desired paraphrase and click on the *'Translate'* button.



- 4 Translation will be applied to the instructions and warnings. Fields will become highlighted in yellow.

TIP:

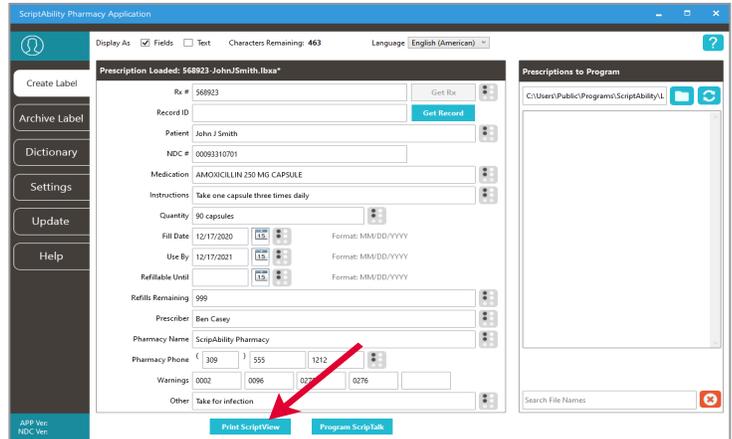
Roll your mouse over the highlighted fields to see the original English instructions and warnings.



Printing the Label: Large Print

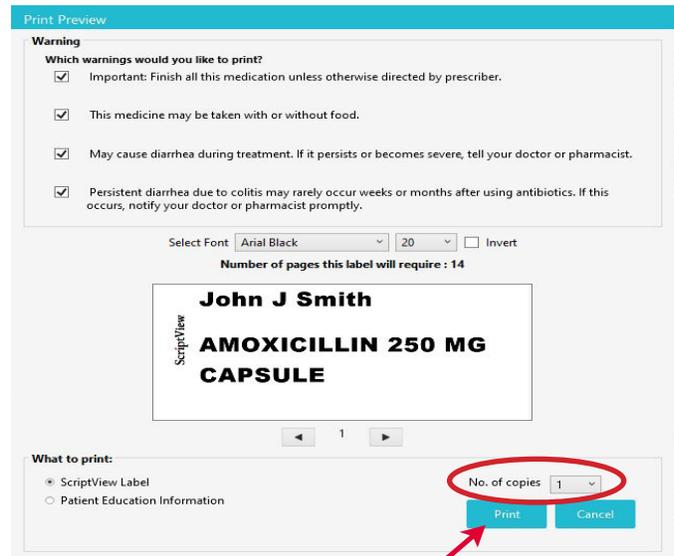
These are the instructions for printing a Large Print Label.
For printing a Dual Language Label, see page 31.
To print a CSSL label, see page 32.

1 Click 'Print ScriptView' button.



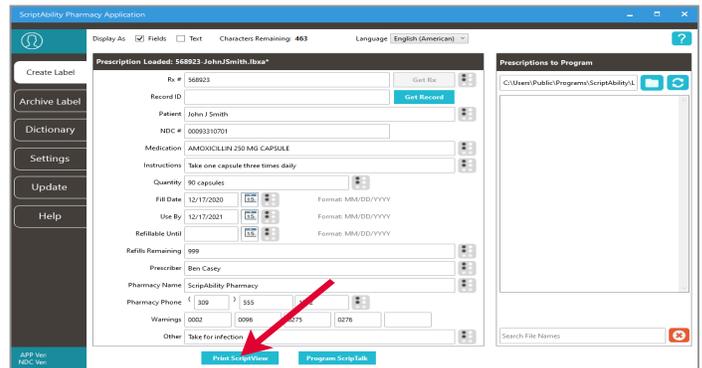
2 'Print Preview' gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color (white on black).

Select the type of output and number of copies to print, then click 'Print.' The Save, Edit, Archive, Delete panel will appear. Refer to page 20 for option instructions.



Printing the Label: Translation

1 Click 'Print ScriptView' button

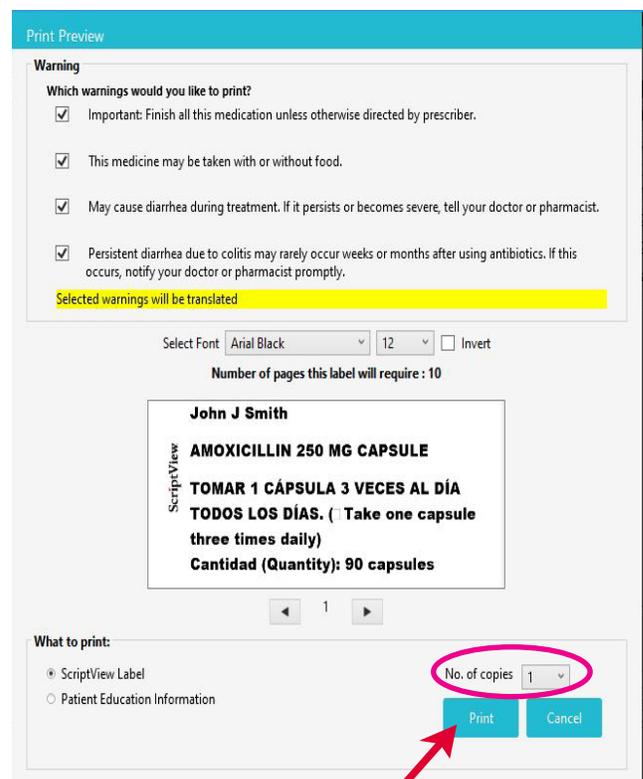


2 'Print Preview' gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color (*white on black*).

Select the type of output and number of copies to print, then click 'Print'. The Save, Edit, Archive, Delete panel will appear. Refer to page 20 for option instructions.

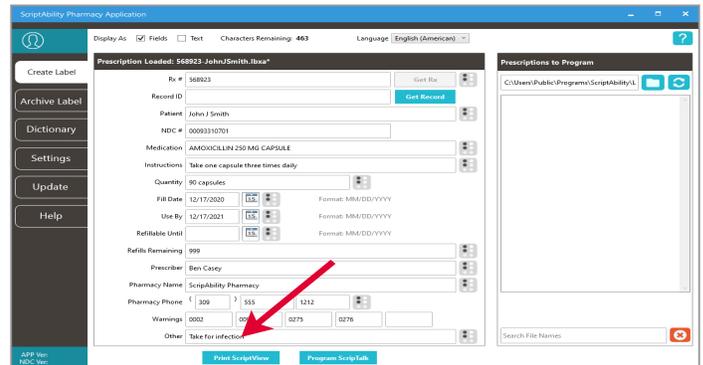
NOTE:

Both English & translated language will display in 'Print Preview' mode.



Printing the Label: Controlled Substance Safety Label (CSSL)

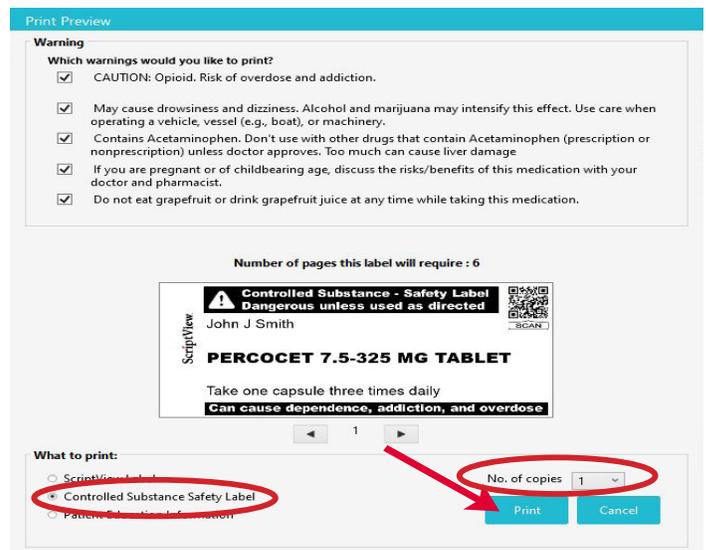
1 Enter the information for a Schedule II prescription, then click *'Print Scriptview.'*



2 The software will recognize it's a Schedule II prescription and give you the option to Select CSSL Under *'What to Print.'*

'Print Preview' gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color (*white on black*).

Select the type of output and number of copies to print, then click *'Print'*. The Save, Edit, Archive, Delete panel will appear. Refer to page 20 for option instructions.



3 The label will print with a QR Code that can be scanned using the ScriptView App. It will play a safety video, with spoken and visual instructions, side effects and warnings.



Try me now!
Scan with ScriptView App or your iOS camera to play safety video.



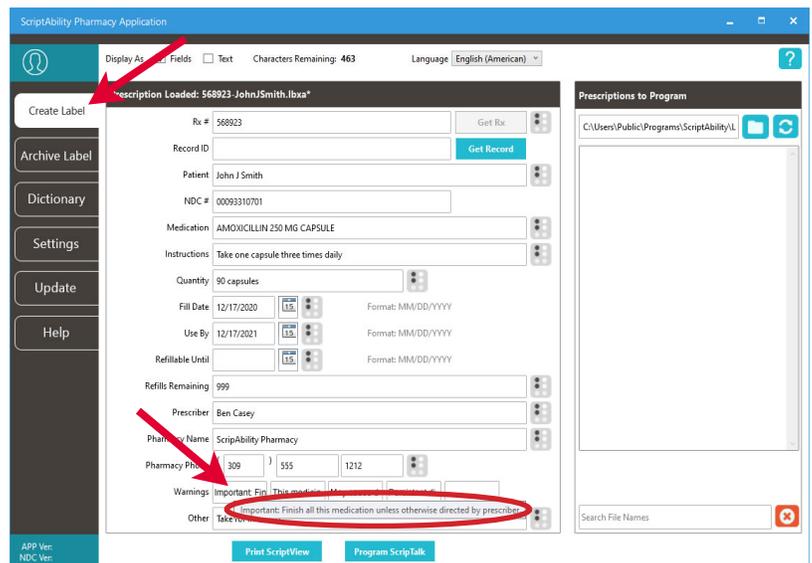
Review the ScriptView Label for Accuracy

- 1 Detach the label at the last perforation along the printer's edge.



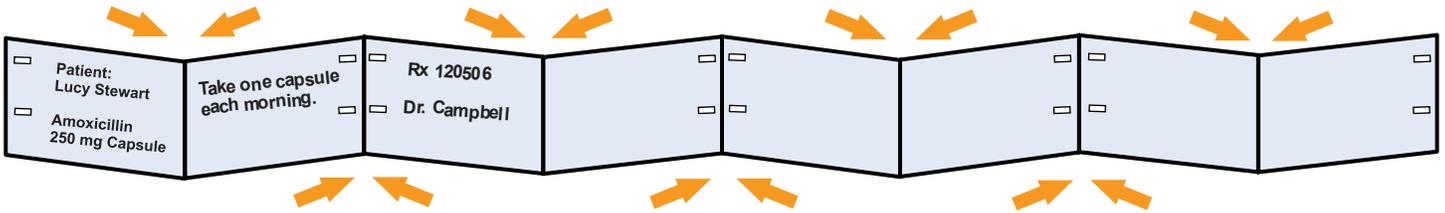
- 2 Compare the printed information to that in the "Create Label" fields. Hover over a warning to see the full text.

If necessary, repeat steps from pages 28, 29, 30 (translation labels only) to create a new label with corrected information.



Assembling the Label

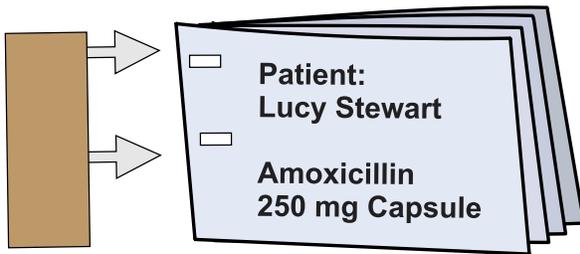
- 1 Fold printed sections into booklet, so that the holes line up.



- 2 Insert the Script Clip into the label booklet through the front, matching clip arrows with slots.

NOTE:

The slots and arrows are not centered.

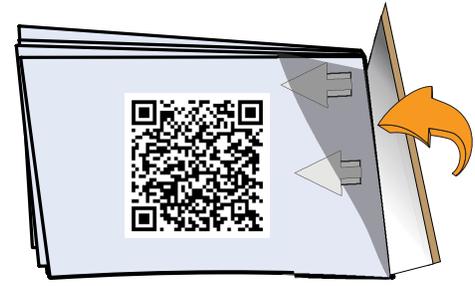


- 3 Peel off the protective film from the back of the clip, exposing the adhesive strip.



- 4 Fold clip over so adhesive covers clip arrows.

Be sure that arrows are pointing away from clip.

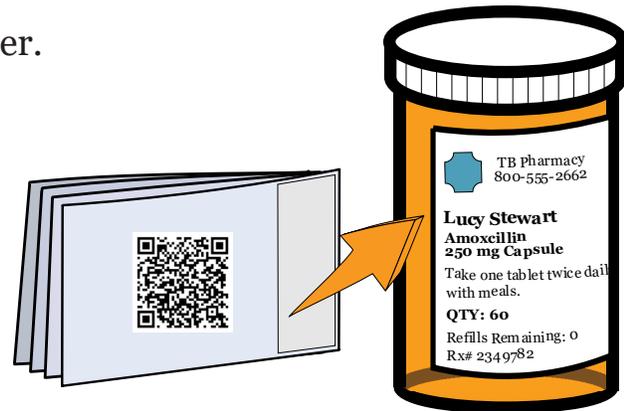


- 5 Remove remaining protective film to expose other side of adhesive.

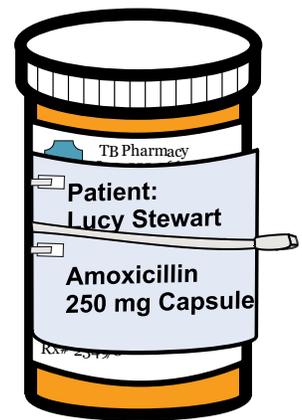


- 6 Attach label to prescription container.

If possible, do not cover standard label with adhesive strip.



- 7 Wrap the Clear Band around the label and bottle.



Scan the QR code for a full video tutorial about how to assemble a ScriptView prescription label.



Download Free ScriptView App

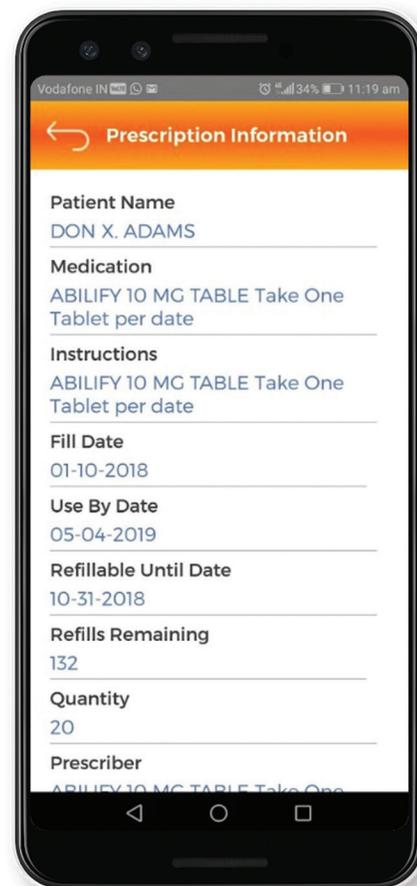
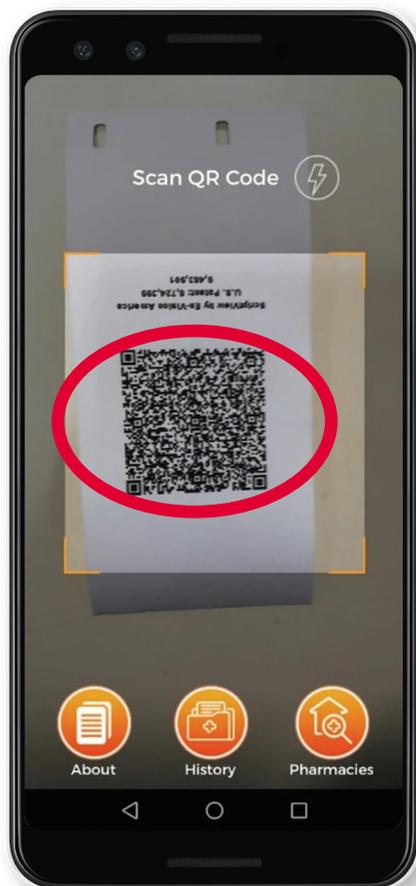
The ScriptView App can be downloaded for free from Google Play for Androids or the App Store for iPhones.

On the back of the last page in a ScriptView booklet, you will see a QR Code. Once downloaded, the App can be used to scan the QR Code.



The ScriptView App works in conjunction with the Voice Assistant/TalkBack accessibility feature built into the phones to speak out loud the prescription information scanned from the QR Code.

Be sure to inform your patients of this added benefit of the ScriptView label.



BRLTM

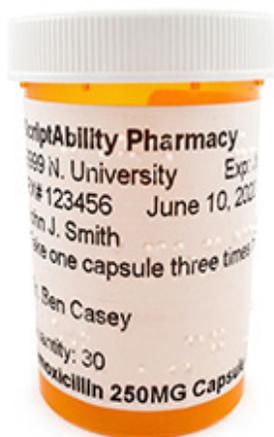
BRaille

Using ScriptAbility Software - Braille Prescription Labels

The Braille labeler allows you to create a clear adhesive Grade 2 Braille Label that fits over the pharmacy labels.

You select the data to emboss.

BRL Prescription Labels meet the guidelines and recommendations set by the U.S. Access Board's Working Group on Accessible Prescription Labels.



Setting Up the Braille Labeler

- 1 Plug in the power cord.

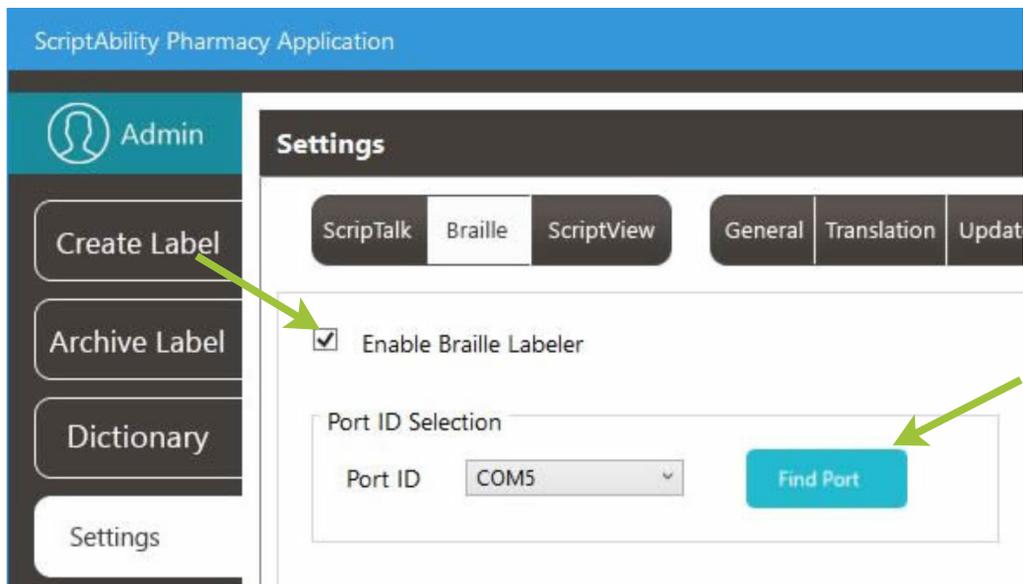
Connect the USB cable to the labeler and the pharmacy computer.



- 2 Wait while Windows installs the device driver software. This may take a few seconds to a minute, depending on your system.

- 3 In ScriptAbility, go to *'Settings > Braille'*.

Then check the box for *'Enable Braille Labeler'*.



- 4 A COM number should appear in the Port ID Section box. If it does not, try clicking the *'Find Port'* button.

Once COM number is populated, click on *'Close'* button.

Loading Labels Into the Labeler

- 1 Remove the media compartment cover. *(Remove empty media box if present).*



- 2 Load media roll into slot.

Be sure that roll is on the right and that labels unroll to the left.



- 3 Feed media into the labeler's input chute until it stops.

Be sure the leading edge is cut straight across.



- 4 Apply slight pressure to media as you press the SET button. The Labeler will auto align the media and put the labeler online.

Red and green LED's will light when the labeler is ready.

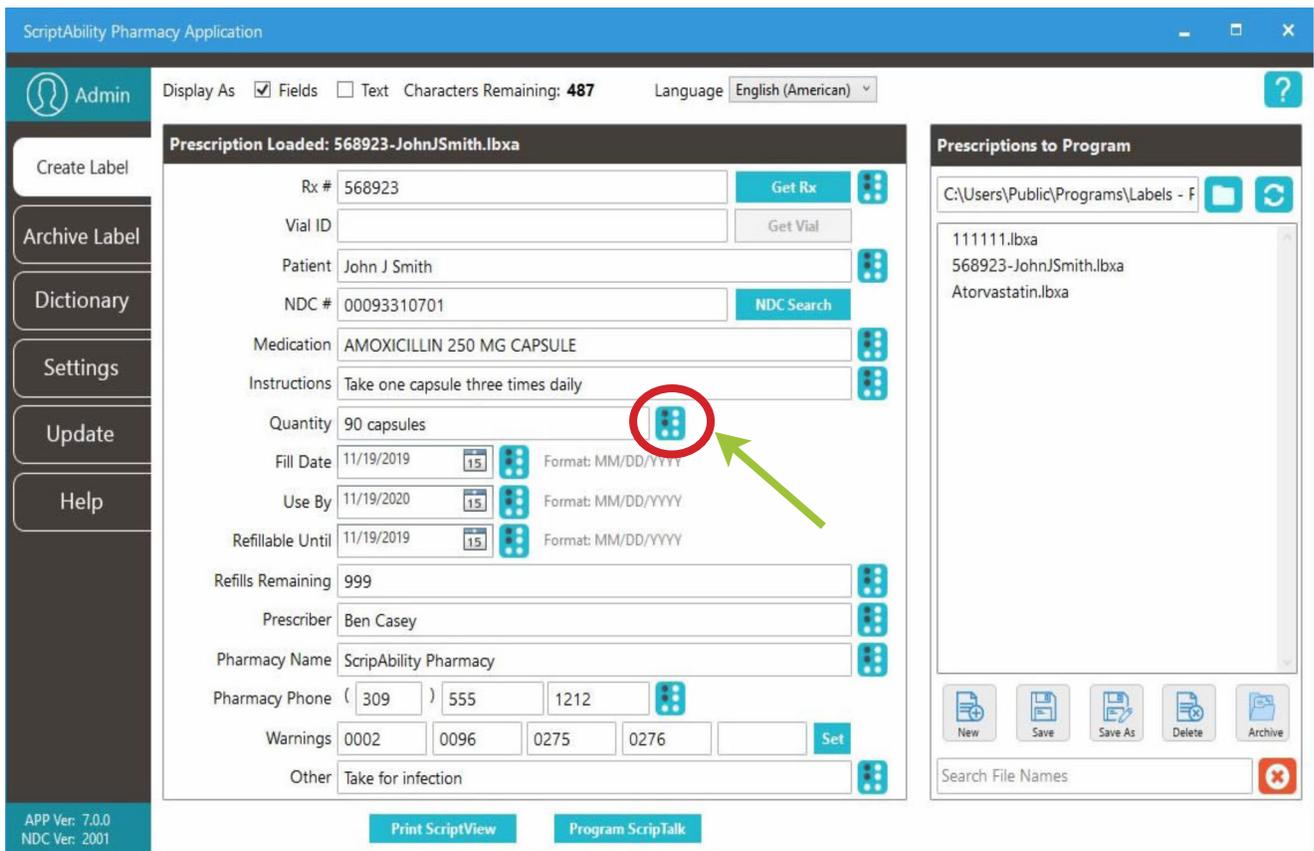


Embossing a Braille Label

1 Click the Braille Icon next to the field you want to emboss.

NOTE:

Be sure to review page 10 on *Entering Prescription Data* if you have any questions.



Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

2 The Braille Labeler preview window will appear, giving you the opportunity to see and change the output.

Be sure 'Cut every line' is checked.

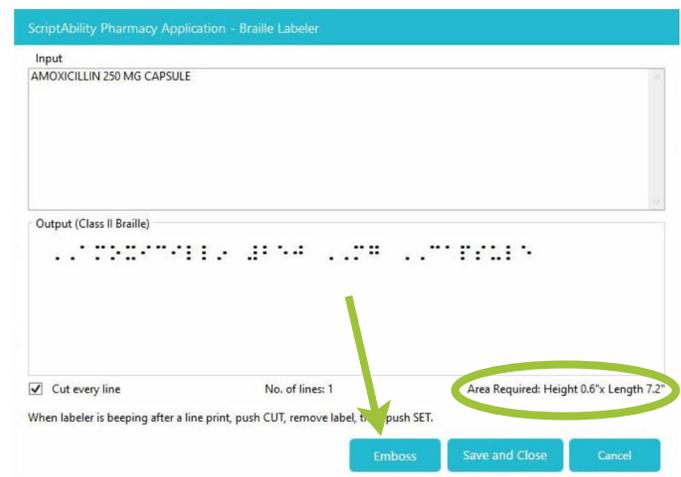
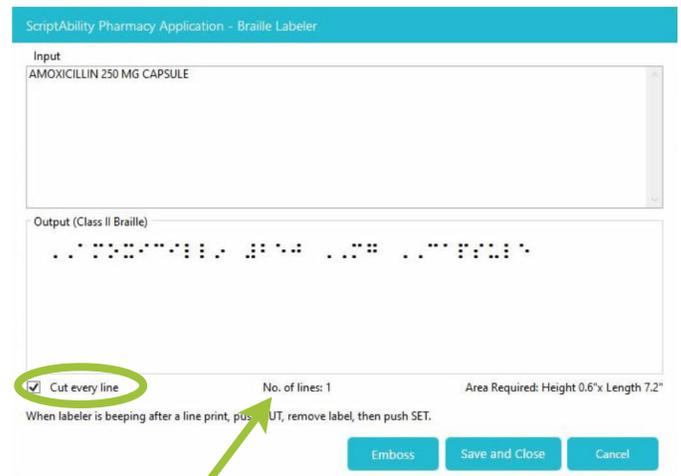
'No. of Lines' shows the number of labels there will be.

NOTE:

The program provides the length of label in the "Area Required" (bottom right of window).

Ensure the length of the label does not exceed the circumference of the bottle.

If it does, split the text by typing on two lines (hit enter at the halfway point when typing instructions in the input box.)



3 Click 'Emboss' to create the Braille label. Compare the Braille output against the 'Output (Class II Braille)' preview before applying to the medication label.

Braille Labeler Maintenance

Cleaning Your Braille Labeler

Over time, feeding and cutting of the Braille labels will cause buildup along the label feed path, chutes and on the cutter mechanism.

You will need a Goo Gone cleaning pen (included), a Philips head screwdriver, tweezers and cotton swabs.

- 1 Unplug the power and USB cables.

Remove the label compartment cover and roll of labels.

Remove the top cover.



- 2 Remove the screws that hold the metal guide plate over the embossing pins, then remove the plate.

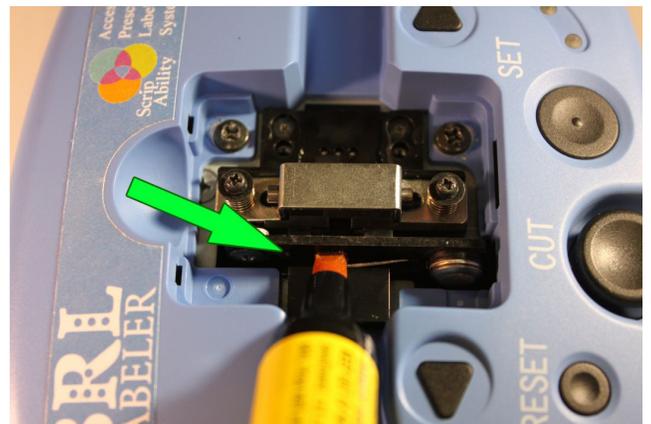


- 3 Look for debris along the entire label path; carefully remove with tweezers.

Use the Goo Gone pens to clean any glue residue in the corners of the input and output chutes and along the label path. Use a cotton swab to soak up excess Goo Gone solvent and residue.



- 4 Locate the cutter mechanism and drip some Goo Gone down onto it, then press the cut button several times to loosen any glue residue.



- 5 Reassemble the labeler.

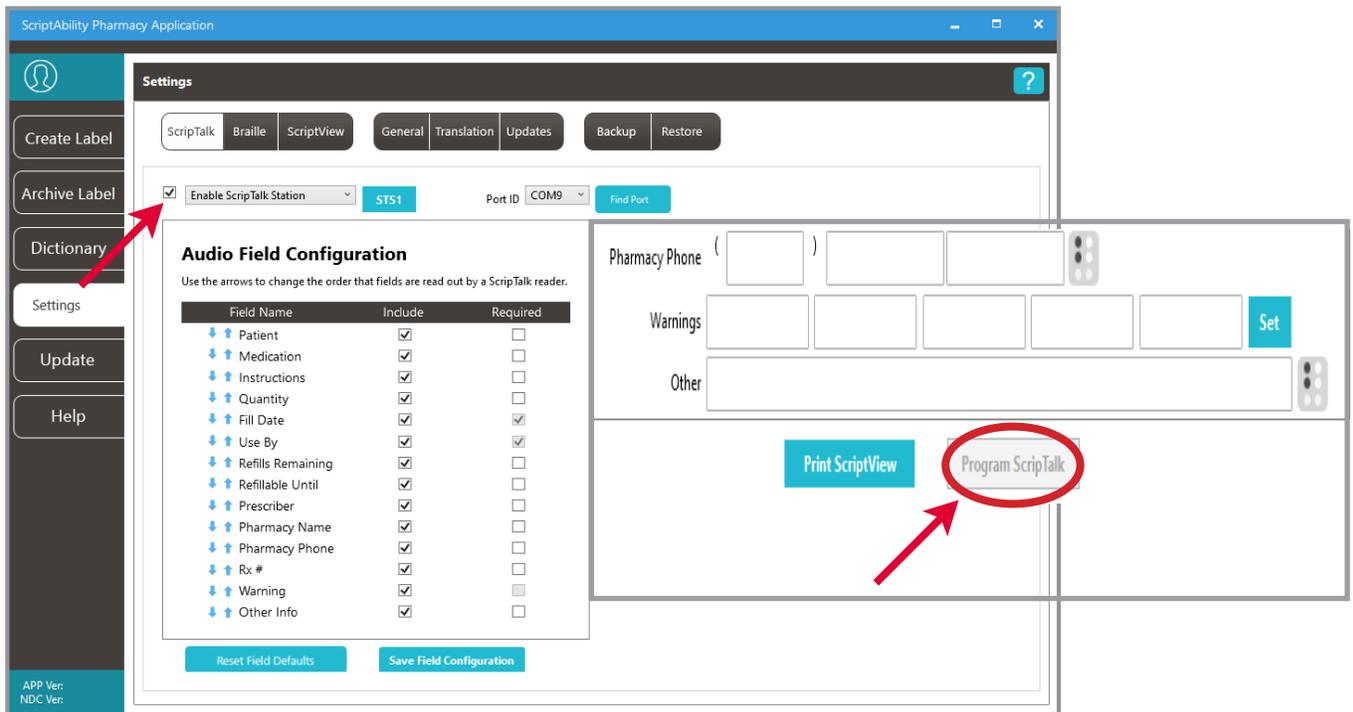
Emboss and cut a few dummy labels to clear out any remaining solvent and residue.



Troubleshooting

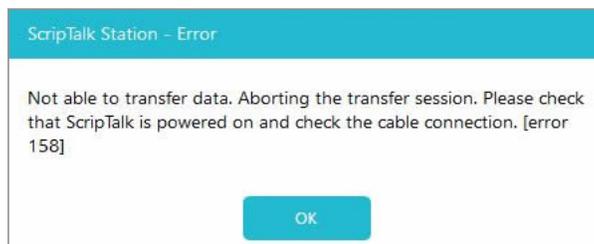
SCRIPTALK STATION

If the 'Program ScriptTalk' button is disabled, go to 'Settings > ScriptTalk', check the box, and select 'Enable ScriptTalk Station'. Click the blue 'ST5x' button, then click the image that matches your ScriptTalk Station programmer.

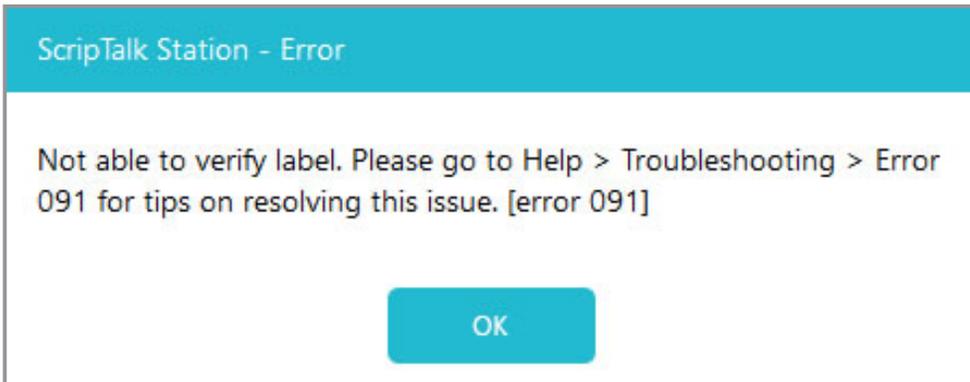


Error 158 – Not Able to Transfer Data:

- Be sure to put the ScriptTalk Station into Program mode first with the 'NEXT' and 'PREVIOUS' buttons, **THEN** click the 'Program ScriptTalk' button on the software within 15 seconds.
- You may have the wrong ScriptTalk Station model selected, see page 10 for proper ScriptTalk settings.
- Ensure a ScriptTalk RFID label is present as shown on page 16 (*Programming the Label*).



- **Error 091 – Not Able to Verify Label:**
If the program cannot verify the label, be sure that you have attached a ScripTalk RFID label to the prescription container.



Metal Interference:

Reposition the ScripTalk Station so that it is at least 6-8 inches (*in all directions*) away from any metal objects, such as electronics, jewelry, shelf brackets, refrigerators, desk drawers, light sources, etc.

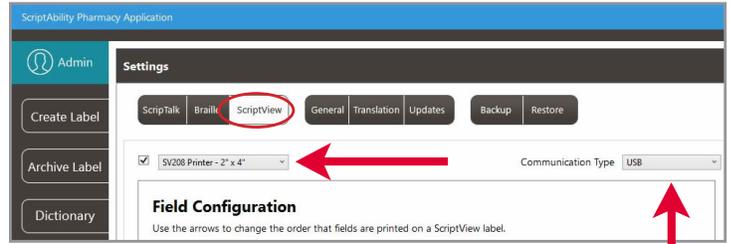
Also refer to *page 16 (Programming the Label)* for hang tag usage if medication is metal-based or if the container has metallic elements (*such as foil or an inhaler*).



Troubleshooting

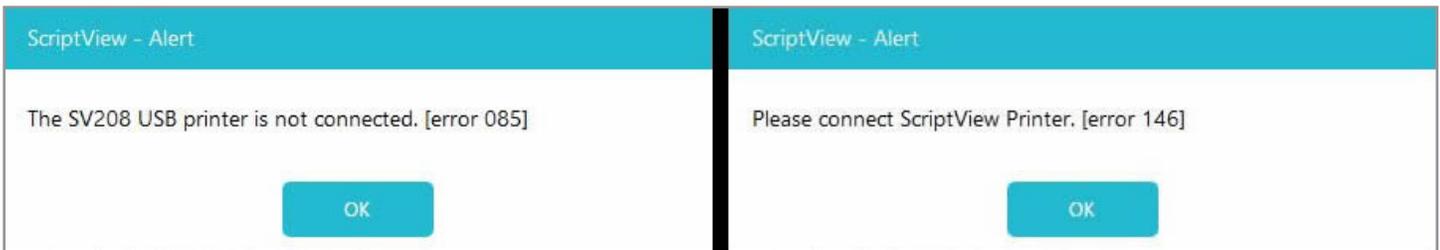
SCRIPTVIEW

● If the 'Print ScriptView' button is disabled, go to 'Settings > ScriptView', check the box, select 'SV208 - 2" x 4"' in the drop-down, select 'USB' for 'Communication Type', then go back to the 'Create Label' tab.



● **Errors 085 & 146:**

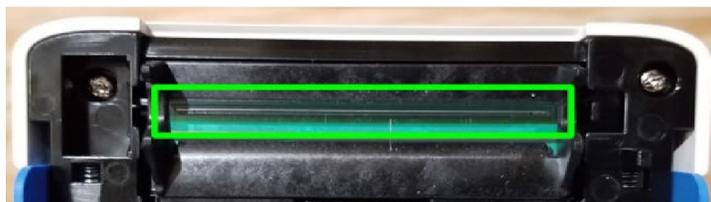
If you see either of these errors saying your ScriptView Printer is not connected, be sure it is connected to the PC via USB, has power, and is turned on.



If the printer interjects blank labels into the print, be sure the first label at the beginning of the print job has an I-mark (black bar) on the underside.

To fix poor print quality: Turn the printer off and let it cool for 5 minutes. Open the top cover, then open the black printhead plate. Clean the direct thermal heat strip with a thermal printhead cleaning pen.

Call 800-890-1180 to order Part# 00220-SN-CLEAN.



Updating the ScriptAbility Software

ScriptAbility Pharmacy Application

Admin

Create Label

Archive Label

Dictionary

Settings

Update^{new}

Help

Update

Select component(s) to update

ScriptAbility Pharmacy Software

Installed version: 8.5.0
Update version: 8.5.1

Change Log

NDC Database

Installed version: 2109
Update version: 2110

Update

- 1 Go to the “Update” tab.
- 2 Check the box for the update(s) you would like.
- 3 Click the “Update” button.

NOTE:

Updates must be enabled in Settings > Updates to be available. Only Windows admins can update the software.

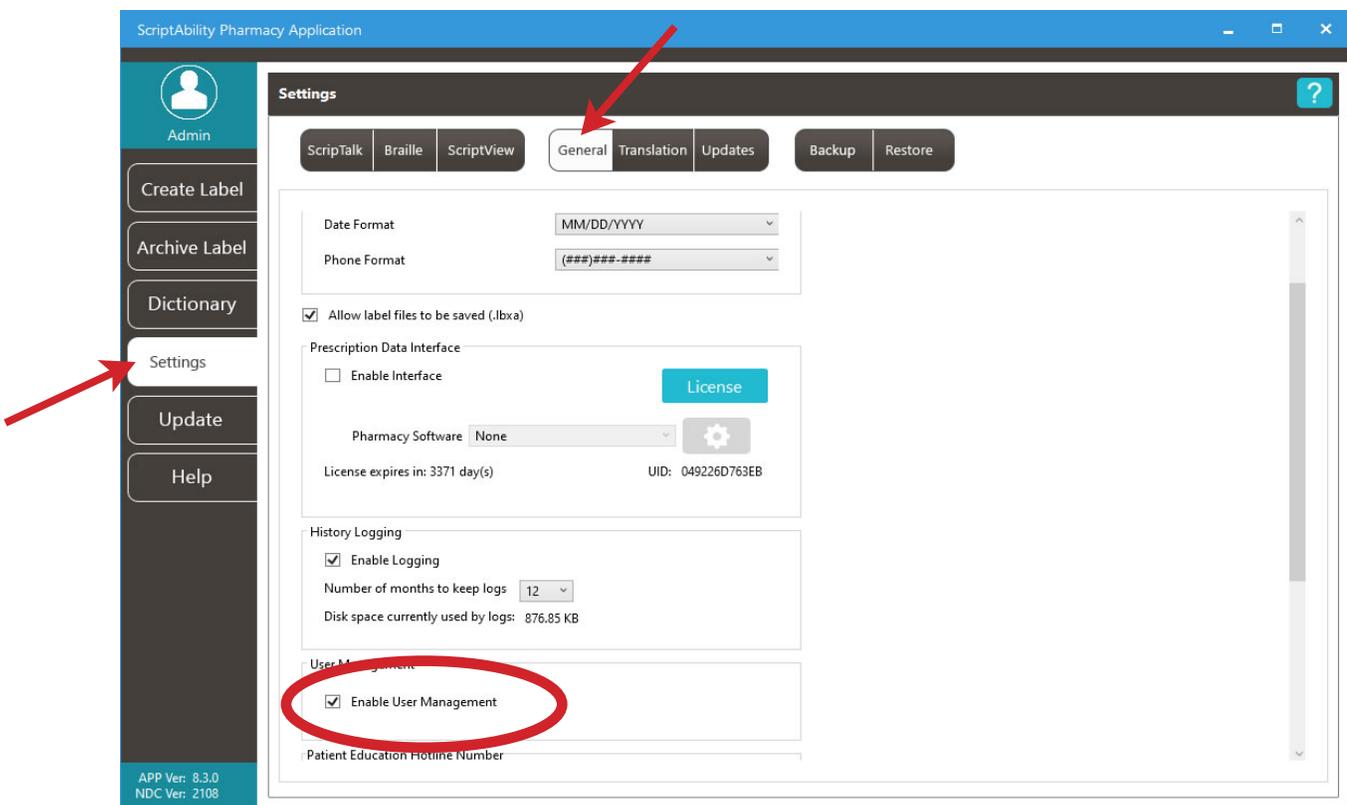
User Management

(SECURITY)

Within ScriptAbility, there is a security feature for login of users to the software. This feature allows for the creation of two types of user within the ScriptAbility Pharmacy Application: Admin and Standard.

- To enable User Management, you must be a PC admin.

Go to Settings > General, and check the box for “Enable User Management.”



- When checked, you will be asked to confirm by restarting your computer:



- When you confirm by clicking the “OK” button, the software will restart. It will then prompt you to enter a username and password for the first ScriptAbility Pharmacy Application admin.

Username must be 8-12 characters.

Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters.

Once completed, go to Settings > User Management to Add, Edit, or Delete users, or to change passwords.



The image shows a 'User Registration' form. At the top, there is a teal header with the text 'User Registration'. Below the header is the ScriptAbility logo, which consists of four overlapping circles in teal, orange, purple, and green, with the text 'Script Ability' below them. The form contains four input fields: 'Full Name:', 'Username:', 'Password:', and 'Confirm Password:'. Each field is a simple white rectangle with a thin border. At the bottom of the form is a teal button with the text 'Create User' in white.



Admin:

These users may perform any action within the software, such as:

- Create ScripTalk, ScriptView, and Braille labels.
- Save, archive, and delete label files.
- Add, edit, and delete Dictionary entries.
- Change anything within Settings. Note: This may be limited by privileges granted to the user by the operating system (e.g., Windows).
- Update the application itself and the NDC warnings database.



Standard:

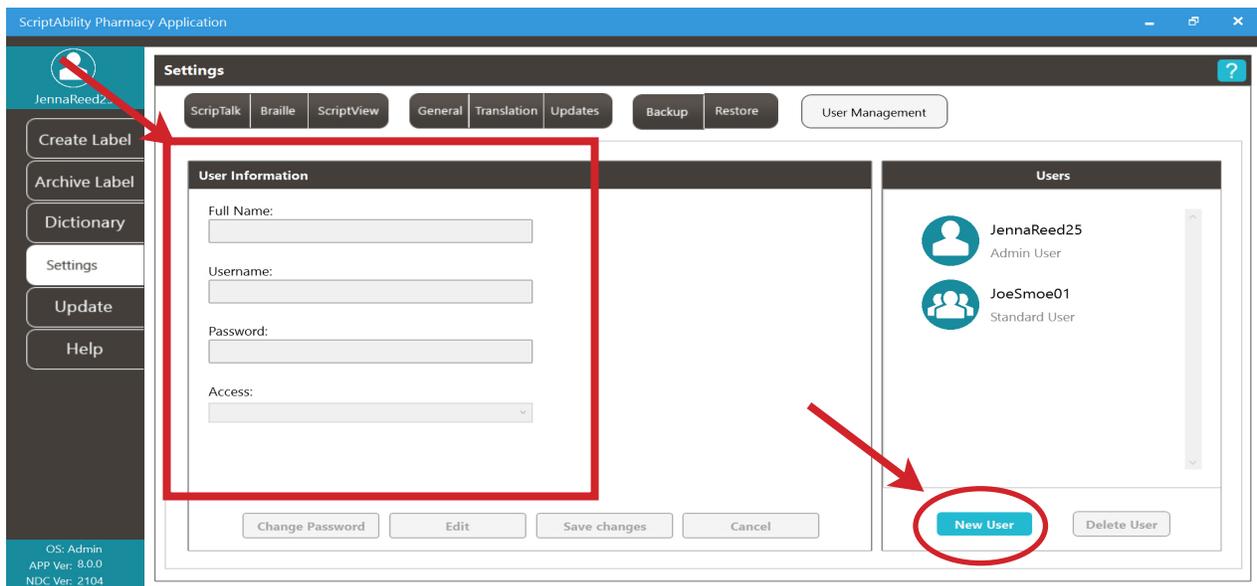
These users may do the following by default:

- Create ScripTalk, ScriptView, and Braille labels.
- Save, archive, and delete label files.
- Add, edit, and delete Dictionary entries.
- Change a limited set of options within Settings.
- Update the NDC warnings database.



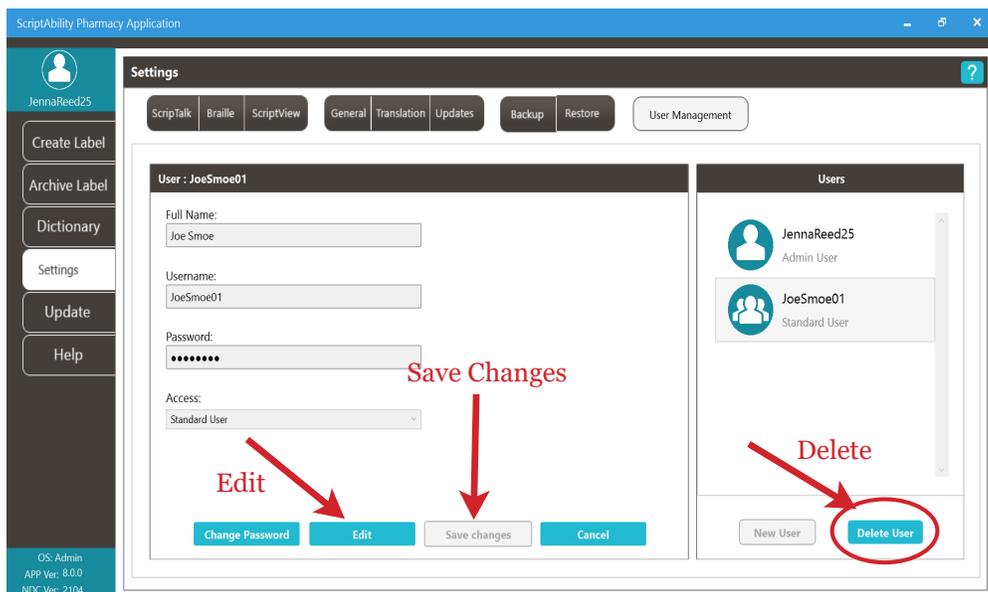
Adding a User:

1. Click the “New User” button.
2. Enter the user’s Full Name.
3. Enter the Username the user will log in with. Username must be 8-12 characters.
4. Enter a Password for the user. Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters. The user or an admin may change the password at any time.
5. Select the user’s Access level.
6. Click the “Save Changes” button.



Edit a User:

1. Select the user to edit.
2. Click the “Edit” button.
3. Make any changes.
4. Click the “Save Changes” button.

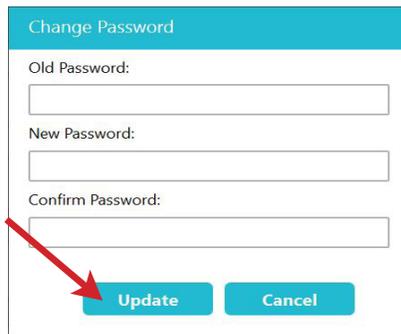
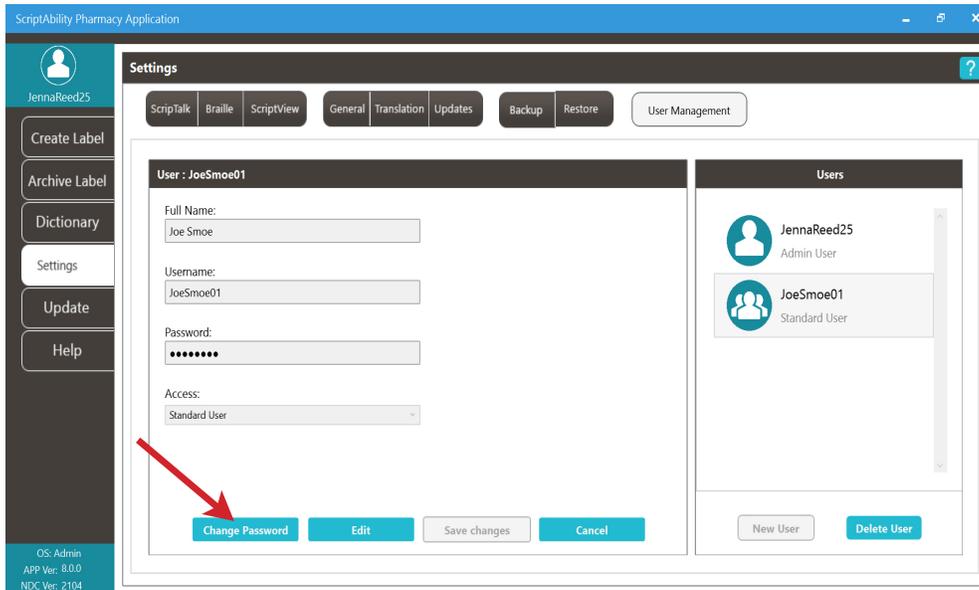


Delete a User:

1. Select the user to delete.
2. Click the “Delete” button.
3. Click “Yes” to confirm.

Change a Password

1. Select the user.
2. Click the “Change Password” button.
3. Enter the user’s current password.
4. Enter the user’s new password. *Password must be 8-12 characters and may consist of numbers, letters, spaces and special characters.*
5. Enter the user’s new password.
6. Click the “Update” button.



FAQs

Q: Who is eligible for ScripTalk, Dual Language/Translation, ScriptView and Braille?

A: Anyone who requests these services is eligible.

Q: Who benefits from these labels?

A: Any person who is visually impaired, or has trouble reading the printed information (including those with mild dyslexia and illiteracy) may benefit. Also, those who speak English as a Second Language or have limited English proficiency may benefit.

Q: Can we place an accessible ScriptAbility label on a prescription that was filled by another pharmacy?

A: No. You should only place the ScriptAbility labels on a prescription that your pharmacy has filled.

Q: How do I order more ScripTalk, Dual Language/Translation, ScriptView and Braille labels?

A: Contact En-Vision America at 1-800-890-1180.

Q: How long will it take for my patients to receive the ScripTalk Station after the order has been placed?

A: The ScripTalk Station Reader is shipped Free Matter for the Blind. After patient enrollment and address information has been verified by En-Vision America, it will take on average five to seven days to reach the patient. The patient can also download the FREE ScripTalk Mobile App from Google Play or the Apple Store to read their prescriptions out loud.

Q: The ScriptAbility Software was installed on my computer and I set up my devices but I can't get it to work. What should I do?

A: Follow the trouble shooting tips listed in this document. If that does not solve the issue, contact En-Vision America at 1-800-890-1180 for further assistance.

If you experience any issues, contact En-Vision America Technical Support at 1-800-890-1180.

(8:30 a.m. - 5:00 p.m. Eastern Time Zone)

Ordering & Support



ScripTalk Station



RFID Labels (box of 250)



Additional Marketing Items



Hang Tags (10)



Clear Bands (100ct) & Script Clip (100ct)



ScriptView Labels (2 Rolls)



ScriptView Printer SV208



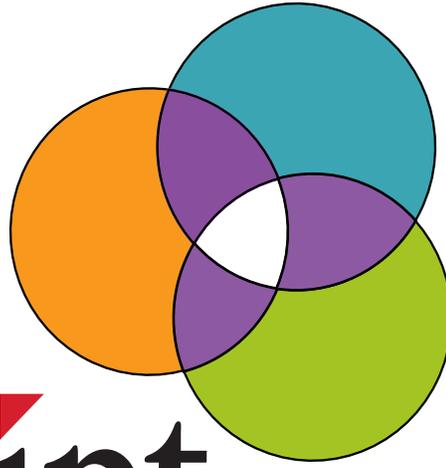
Braille Labels



Braille Printer

Contact & Support Numbers

ScriptAbility Supply Orders: 800-890-1180
Website Address: www.scriptability.com
Patient Confirmation Fax: 309-938-4948
ScriptAbility Software/Hardware Support: 800-890-1180



Script Ability®

Accessible Labels Save Lives.

Thank you for choosing ScriptAbility!

www.scriptability.com



825 4th Street W, Palmetto, FL 34221

www.envisionamerica.com

1-800-890-1180

En-Vision America Inc. is a company providing high-tech products aimed at solving problems for those with visual impairments. ScriptAbility is our suite of accessible prescription labels. Whether you're looking to provide your patients with ScripTalk Talking Prescription Labels, ScriptView Large Print Labels, Dual Language/Translation Labels or Controlled Substance Safety Labels, we have the most robust offering of cost effective options on the market.