Scrip Talk

ScripTalk® Talking Prescription Labels & ST400® ScripTalk Printer User's Manual

Take Two
Capsules
Daily

TABLE OF CONTENTS

INSTALLING SCRIPTABILITY SOFTWARE

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

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'* Or you may have received the software from a download link.

ScriptAbility Installation Software Version-
IMPORTANT! DO NOT DISCARD!

For technical support, call En-Vision America
1-800-890-1180
En-Vision AMERICA
www.envisionamerica.com

3 Click **'Yes'** if asked, *"Do you want to allow the following program from an unknown publisher to make changes to this computer?"*
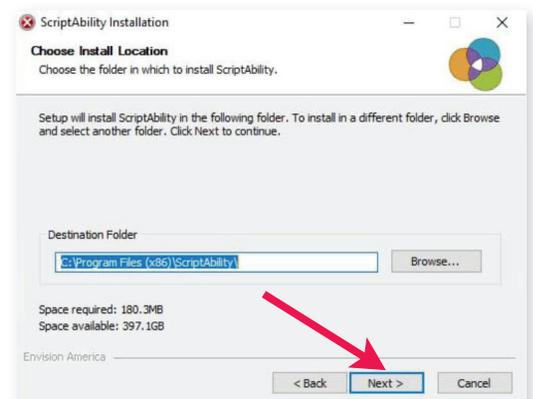
4 You will be greeted by the *"Welcome to ScriptAbility Setup"* dialogue box.

Click **'Next'**.

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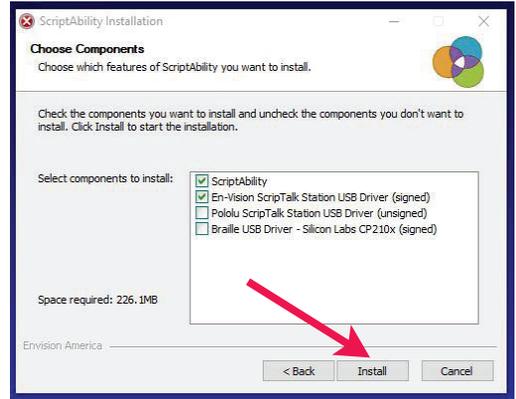
Click **'Next'**.

6

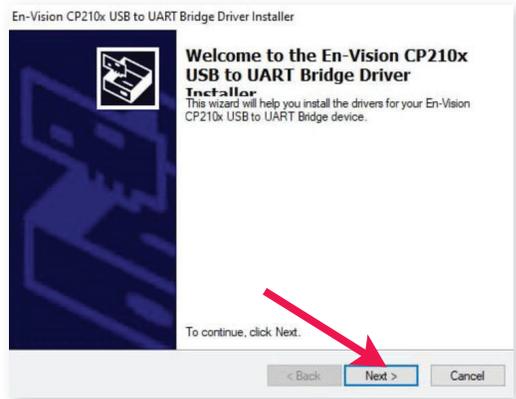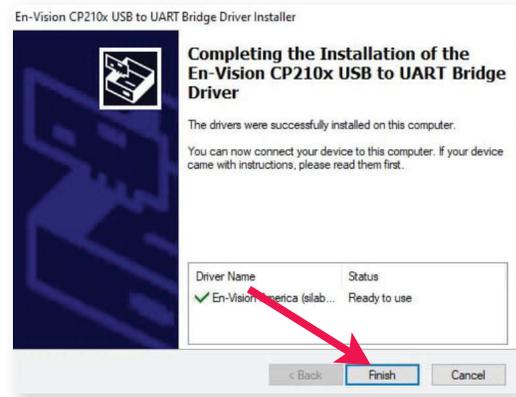Leave the ScriptAbility and En-Vision USB Driver boxes checked.

Click *'Install'*.

7

The En-Vision Driver installer dialogue box will appear.
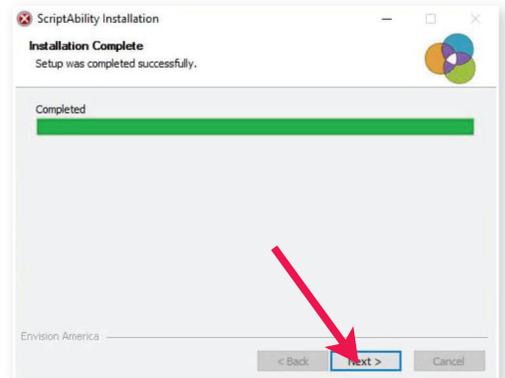
Click *'Next'*.

8

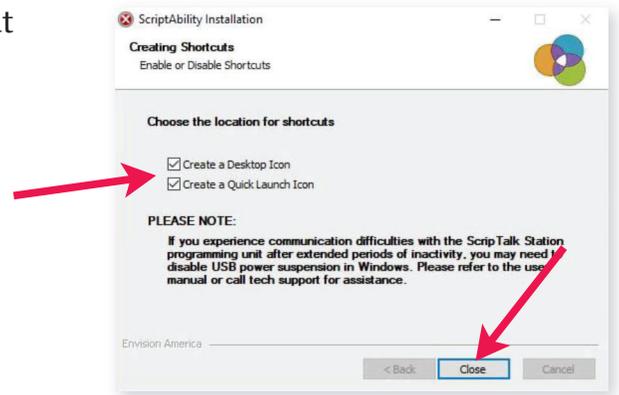Click *'Finish'* to complete the installation.

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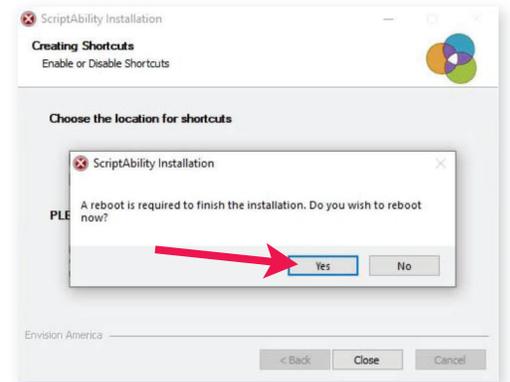
12　Once logged back into Windows, click on the ScriptAbility shortcut on your desktop.

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.

THE ST400 SCRIPTALK PRINTER

INTRODUCTION

Thank you for purchasing the ScripTalk Printer Model ST400.

It is recommended that you read carefully and become familiar with each section before installing and maintaining the printer.

This section assists you in unpacking the printer from the shipping container. You will also be guided through a familiarization tour of the main parts and controls.

The following information is provided herein:

- *Features of the printer*
- *Unpacking*
- *Parts identification*

FEATURES OF THE PRINTER

The **ST400** is a 4-inch direct thermal RFID printer, with 4 ips print speed and 4GB of flash memory.

The key features of the **ST400** are:
- *High Print Resolution with crisp printing quality (203dpi)*
- *Direct Thermal Printing – no wax ribbon needed*
- *Ethernet LAN connectivity*
- *USB connectivity*
- *HF RFID*
- *Easy Media Loading – no round media plates required*
- *Anti-Microbial casing is ideally suited for clinical environments*
- *Safety Top Cover Latch*

UNPACKING

When unpacking the printer, take note of the following:

- The box should stay right-side up. Lift the printer out of the box carefully.

- Remove all packaging from the printer.

- Remove the accessory items from their protective containers.

- Set the printer on a solid, flat surface. Inspect the shipping container and printer for any sign of damage that may have occurred during shipping. Please note that En-Vision America shall hold no liability for any damage of any kind sustained during shipping of the product.

NOTES

- If the printer has been stored in the cold, allow it to reach room temperature before turning it on.

- Please do not discard the original packaging box and cushioning material after installing the printer. They may be needed in future, if the printer needs to be shipped for repairs.

INCLUDED ACCESSORIES

After unpacking the printer, verify that you have the following materials:

- User Manual

- Power Cable

- Power Supply

- 6-foot USB or 7-Foot RJ45 Ethernet Cable

- Thermal Printhead Cleaning Pen

Parts Identification
Front View

1   **LED Status Indicator –** 3 states: Online (blue), Offline (off), Error (red).

2   **4.3" Full Color Touch Screen –** Control and configure the printer with taps and swipes.

3   **Home/Power Button –** Press and hold to power ON or OFF. Press and release while ON to return to the main screen.

4   **Top Cover –** Open this cover to load the label media.

5   **Media Ejection Slot –** Opening for media output.

6   **Cover Open/Close Latch –** Push down on the cover release latch on the right side to open the Top Cover.

PARTS IDENTIFICATION (cont.)

7 **DC Input Power Terminal –** Supplies power to the printer by inserting the power plug via the power supply adapter.

8 **USB Printing Terminal –** Provides printing connectivity via USB.

9 **USB Printer Update Terminal –** Used to update the printer's firmware. *WARNING: DO NOT USE UNLESS INSTRUCTED TO DO SO BY SCRIPTALK TECHNICAL SUPPORT.*

7 8 9 10

10 **LAN Interface Terminal –** Provides network connectivity via an RJ-45 Ethernet port.

INTERNAL VIEW WITH TOP COVER OPEN

11

12

13

14

11 **Print Head –** This component is used to print on the paper.

12 **Roll Media Holder –** Suspends the roll of labels for smooth feeding.

13 **Platen Roller –** Feeds the labels.

14 **Media Guide Slide Lever –** Push backwards to unlock the Roll Media Holder slides for width adjustment.

INSTALLATION

This section helps you with installing ScripTalk Talking Label media in the ST400, as well as adjustment instructions.

The following information is provided:

- *Site Location*
- *Media Identification*
- *Loading Labels*
- *Connections*
- *Using the Touch Screen*
- *Passwords*
- *Network Configuration*

SITE LOCATION

Consider the following when setting up the printer:

- Place the printer on a solid flat surface with adequate space. Make sure there is enough space above the printer to provide clearance for the top cover to swing open.

- Place it away from hazardous materials or dusty environments.

- Place it within operational distance of the host computer, within interface cable specifications.

MEDIA IDENTIFICATION

The ScripTalk Printer ST400 requires specific label stock that can only be purchased from En-Vision America. If you need more labels, email sales@envisionamerica.com or call 1-800-890-1180 to place your order.
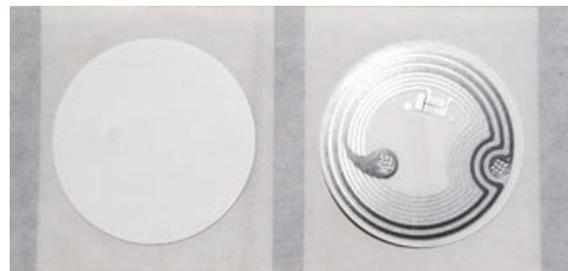
Part No. 00211-10K-500
ScripTalk Labels, 10K, 1", 500/roll

LOADING LABELS

> ⚠️ CAUTION: The print head and surrounding area will be hot if the printer has been on. Keep bare skin away from these areas to avoid injury.

1. With the power supply off, push the cover **open/close latch (1)** on the right side to to unlock the top cover, and then open the **top cover (2)**.

   Make sure the cover rests firmly in the upright position so that it will not fall forward and injure you.

2. *Optional Step:* The width of the media holder should already be set when you receive the ST400. If the width seems off:

   a. While holding the **media guide slide lever (1)**, adjust the width of the **media holder (2)** to match the media size. To do this, move the media holder to its widest width, place a roll of ScripTalk Labels in between, then move the holder towards the center.

   b. Release the **media guide slide lever (1)** when the proper width is set.
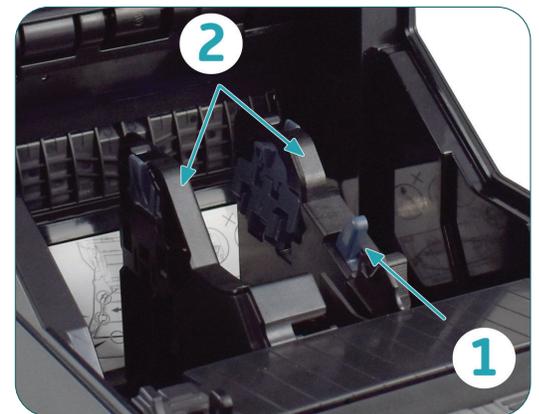
3. Load the media onto the **media holder** so that the labels feed from the top of the roll. Pass the leading edge of the labels through the **media guides** and place it on top of the **platen roller**.

   Note: *The black line on the label backing will be down.*

   Media Guides
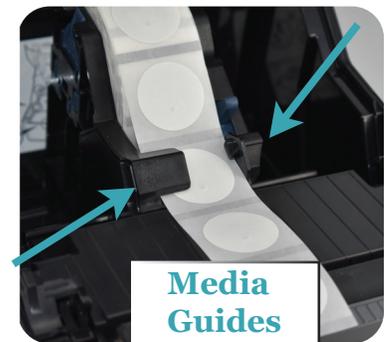
4. Gently close the top cover until it clicks into position.

5. Connect the included power cable to the power supply.

POWER SUPPLY CONNECTION

6. Plug the 3-prong plug of the power cable into a grounded wall outlet or a **grounded surge suppressor strip (recommended).**

7. Plug the other end of the cable into the printer's DC Input Power Terminal.

8. Connect the printer to the ScriptAbility PC with a USB cable or to the network with a Cat5 or faster Ethernet cable.
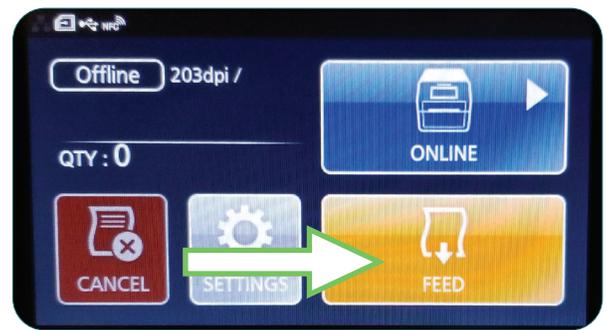

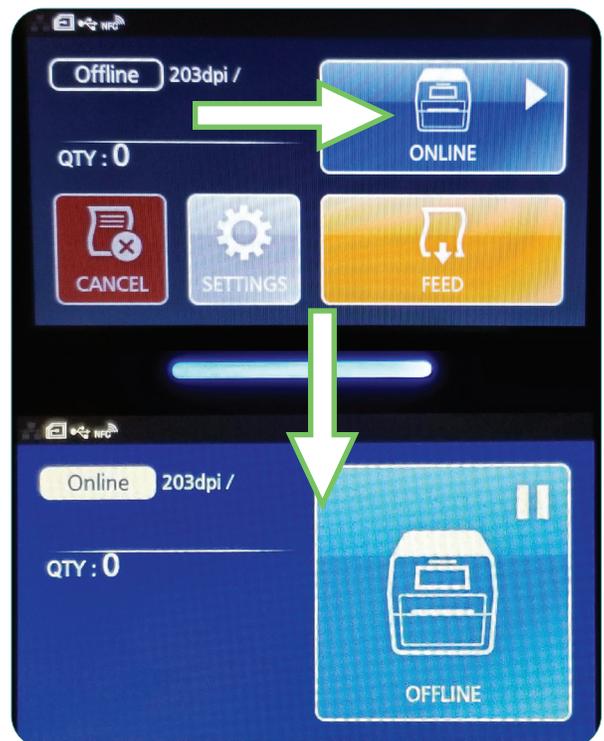**9.** Turn on the power with the **Home/Power** button.

10. When the printer is done booting up, tap the blue "OFFLINE" button:

11. Tap the orange "FEED" button to output one blank label, allowing it to align the next for printing.

12. Tap the blue "ONLINE" button to make the printer ready to print.

USING THE TOUCH SCREEN

The ST400's color LED touch screen provides easy access to nearly all of the information, settings, and features of the printer. This section will cover only those aspects relevant to using the printer for creating ScripTalk labels.

WARNING: It is recommended not to change any settings that are not covered in this section.

The following information is provided:

- Gestures

- Low Power Mode

- Powering Off

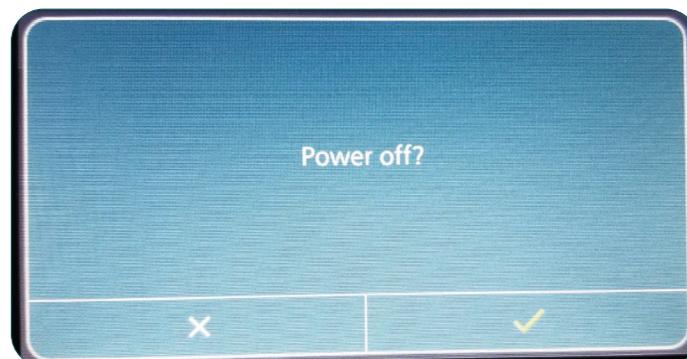- Passwords

- Network Configuration

GESTURES

The printer's touch screen can be navigated with taps and swipes, much like a smartphone. Tapping is used to do things such as select buttons and place the cursor in text input fields. Swiping is used to scroll lists of options, either up and down, or right and left. When swiping to scroll, press firmly, and be sure to swipe passed the edge of the touch screen. This will help avoid unintended tapping.

LOW POWER MODE

After three minutes of no printing and no interaction with the touch screen, the printer will enter a low power mode. It will be necessary to tap either the Home button or touch screen once to bring it out of this low power mode and perform other actions. You will notice the screen brighten slightly when this occurs.

POWERING OFF

To turn the printer off, press and hold the Home/Power button until you see the screen below. Tap the checkmark button to confirm, or the 'X' to cancel.

By default, the password requirement feature for the printer is enabled. ***Note: This feature should not be disabled.***

The touch screen interface and the printer's web admin – accessible via the printer's IP address in a web browser – have different usernames that share common passwords.

Touch Screen	Web Admin	Default PW
level1	settings	0310
manager	service	6677
admin	factory	*

* The admin/factory password is reserved strictly for the manufacturer's personnel, and is not shared with the end user.

To change passwords, follow these steps:

1. Turn the printer on.

2. Tap the blue "OFFLINE" button.

3. Tap the "SETTINGS" button.

4. Use the 'level1' password to enter the System menu.

5. Swipe left or right, or use the left or right arrow button, to see the "System" button. Tap it.
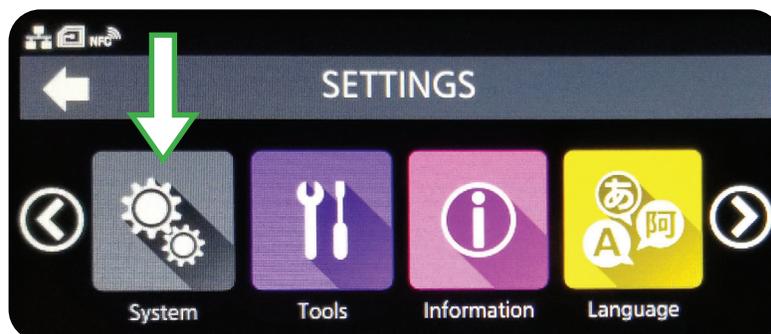
6. Scroll down and tap Password.

7. Scroll down and tap Change Password.

To set the printer's network configuration settings, follow the steps below.

1. Turn the printer on.

2. Tap the blue "OFFLINE" button.

3. Tap the "SETTINGS" button.

4. Use the 'level1' password to enter the System menu.

5. Tap the orange "Interface" button.

6. Tap through the following series of options: Network > Settings > LAN.

7. Tap "IPv4" or "IPv6".

8. Configure the printer's Mode for "Static".*

9. Configure the printer's IP Address, Netmask, Gateway, and DNS.*

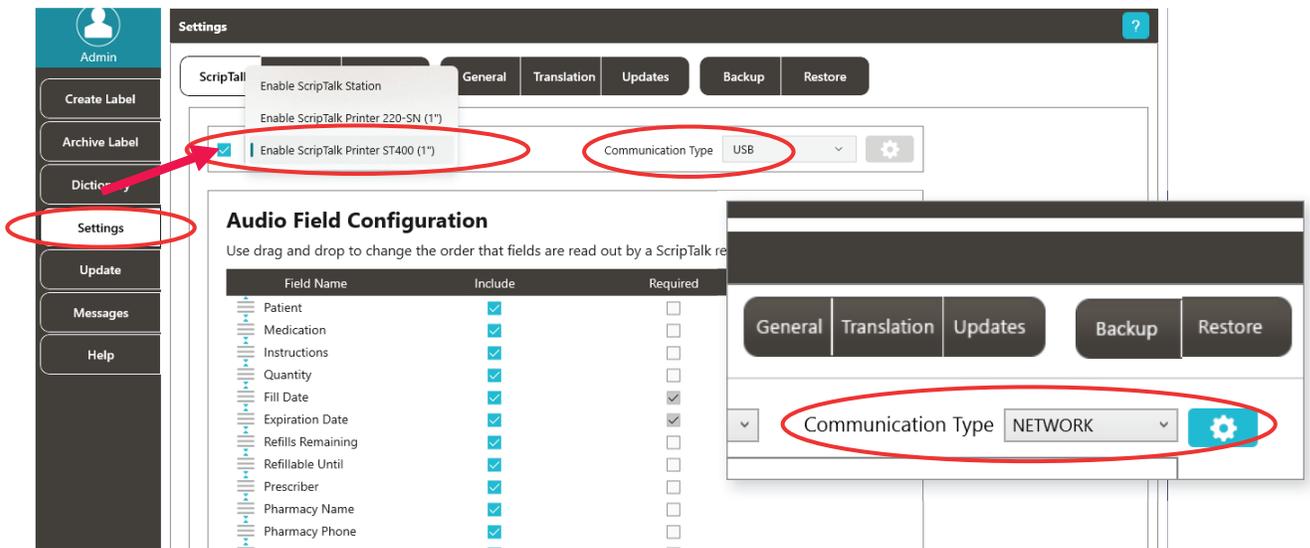* *Use the checkmark button to save, and the "X" to cancel.*

The settings should take effect after several seconds. The printer should not need to be restarted.

USING THE PRINTER

1 Open the ScriptAbility software *(if it's not already open)* and click on *'Settings'* tab on the left.

2 Check the box, then in the drop down menu, select **Enable ScripTalk Printer ST400 (1")**.

3 Select Communication Type you will be using, either **USB or Network**.

If you select Network, the gear icon will be enabled to set the printer's IP Address and Port. For guidance on Network Configuration, refer to section 3 *(page 13)*.

4 Your ScripTalk Printer ST400 is now set. Click the *'Create Label'* tab to continue.

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

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.

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.

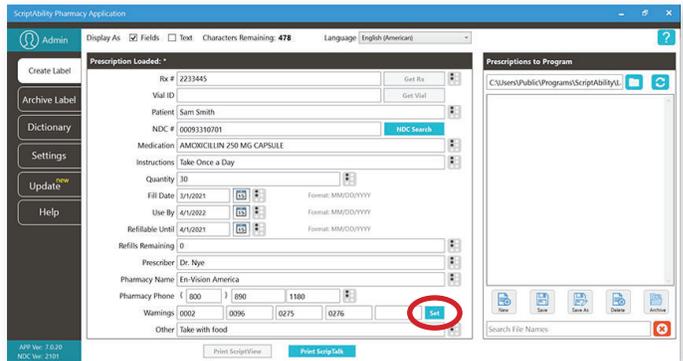**D)** Enter prescriber as First and Last name. If prescribed by a doctor, precede with the name with *'Dr.'*

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

2

If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.
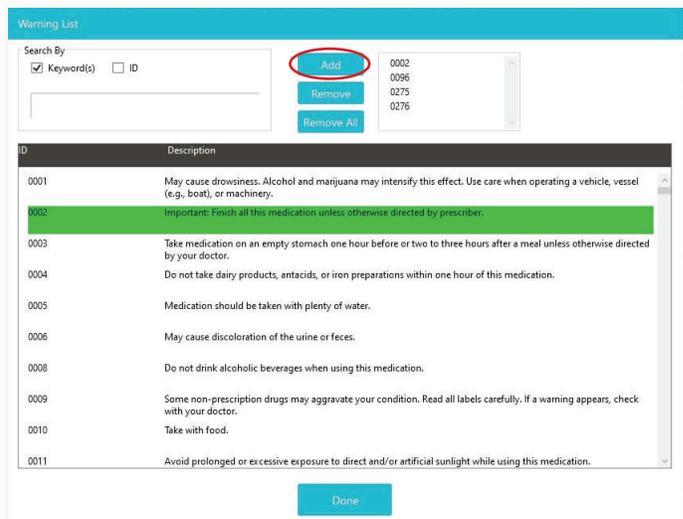
To edit, click on *'Set'*.

3

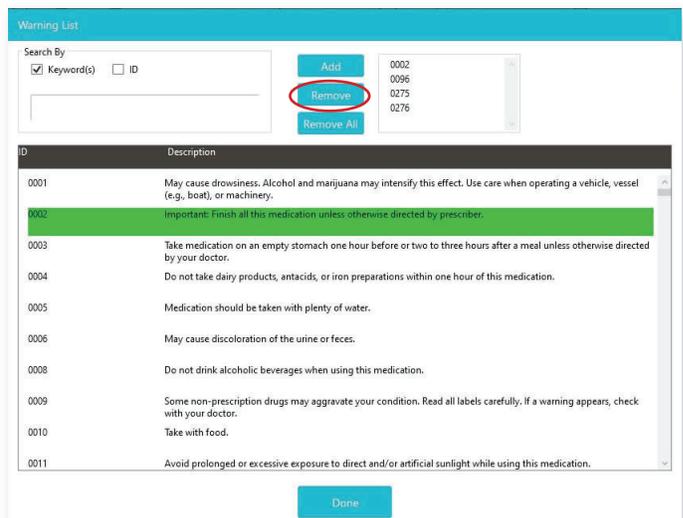Individual and/or additional warnings may be selected.

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.

1 Once the patient information and prescription information have been filled in accurately, click the *"Print ScriptTalk"* button.
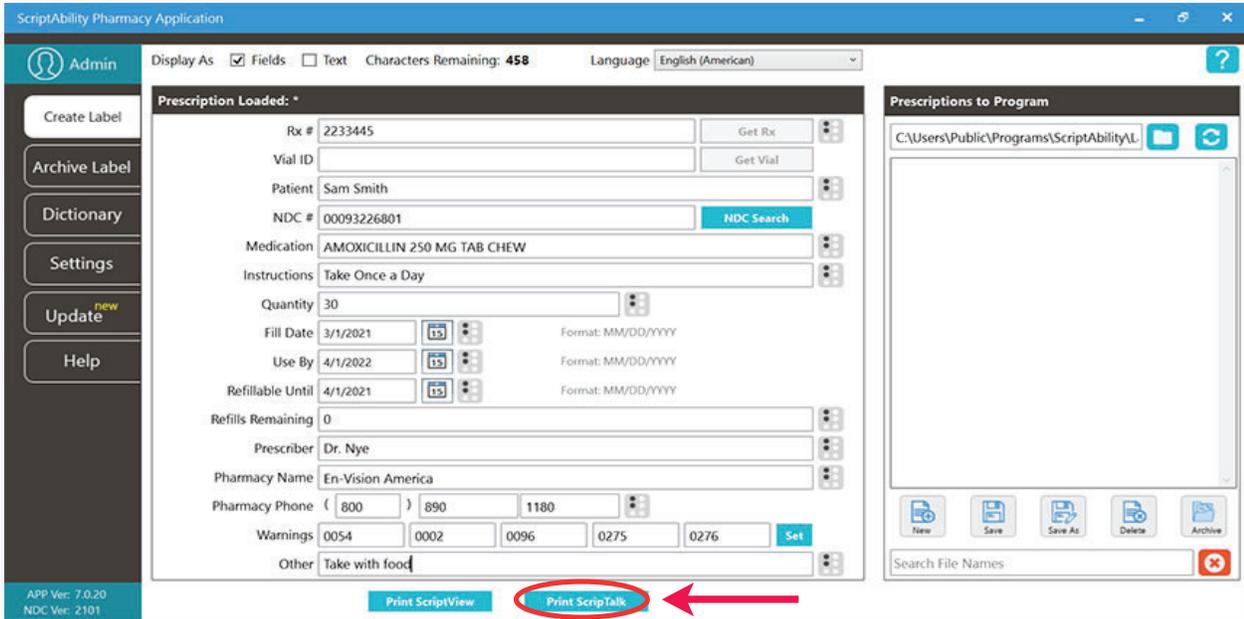
2 A pop up will appear called **ScripTalk ST400 Printer Preview**. It will show you the spoken information to confirm. It will also show you a preview of the label.

The top of the label will display the **Rx number**. The bottom of the label will show the **patient's name**. If it looks correct, select the 'No. of copies,' and press *"Print."*
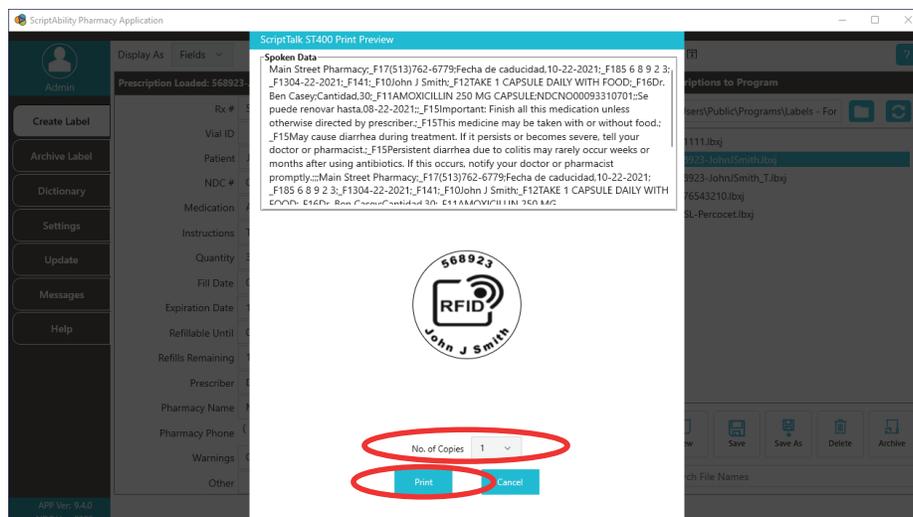
FINAL CHECK OF THE SCRIPTALK LABEL

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.

2 **Use Hang Tags**

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.

3 Place the prescription container on the top of the ScripTalk Station with the RFID label facing down.

4 Final Check of ScripTalk Label

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. Confirm the accuracy of the label.

The ScripTalk Station will not keep the data in its memory after 15 seconds of inactivity.

If the label is not correct, click *"Edit"* in the pop up and repeat this process until the information read out loud is accurate.

NOTE:

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

CORRECTION OF PRONUNCIATIONS

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

Open the *'Dictionary'* tab and go to the *'Pronunciations'* page.

Click *'Add'*.

Enter the word that is being mispronounced in the *'Entry'* field.

Then enter the phonetic spelling in the *'Replacement'* field.

Click *'OK'*

Program the label and check for correct pronunciation. If you need to adjust, highlight the desired entry and click *'Edit'*. Repeat these steps until correct pronunciation is attained.
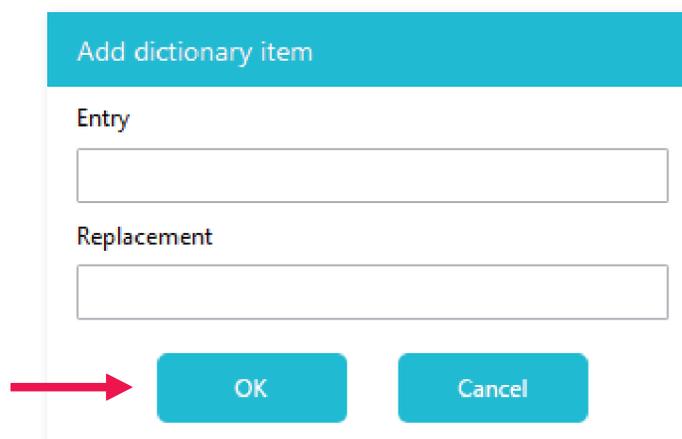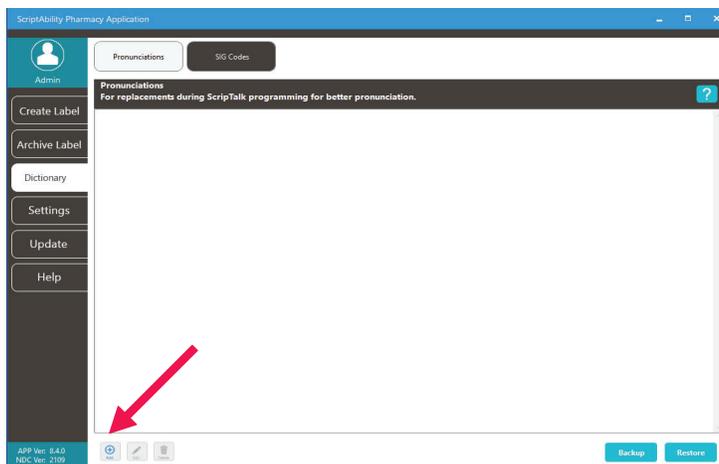
ADDING TRANSLATION

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 39)*, **a language must be specified** to ensure proper language configuration. The ScripTalk Station Reader is not a translator.

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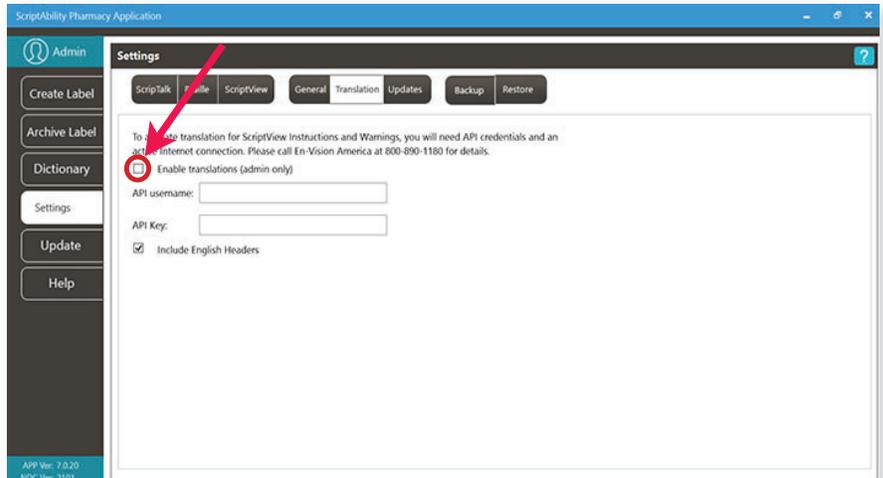
2 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

A *"T"* button will appear.

Click on the **T** button.
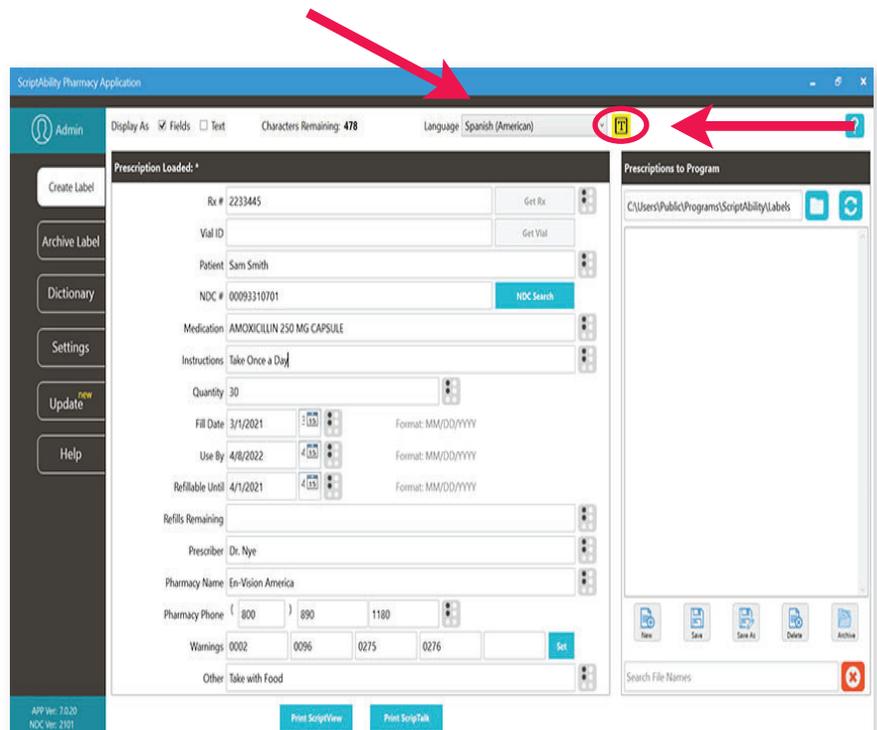
3 Choose the desired paraphrase and click on the *'Translate'* button.

Click *'Couldn't find an acceptable paraphrase?'* for options for problematic results.
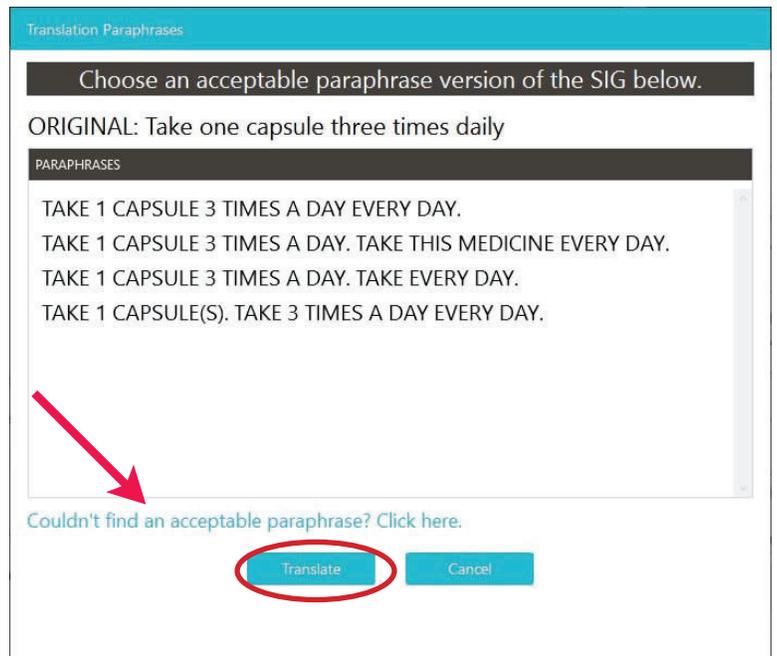
4 Translation will be applied to the instructions and warnings. Impacted fields will become highlighted.

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

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.

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

Go to Settings > General, and check the box for ***"Enable User Management."***
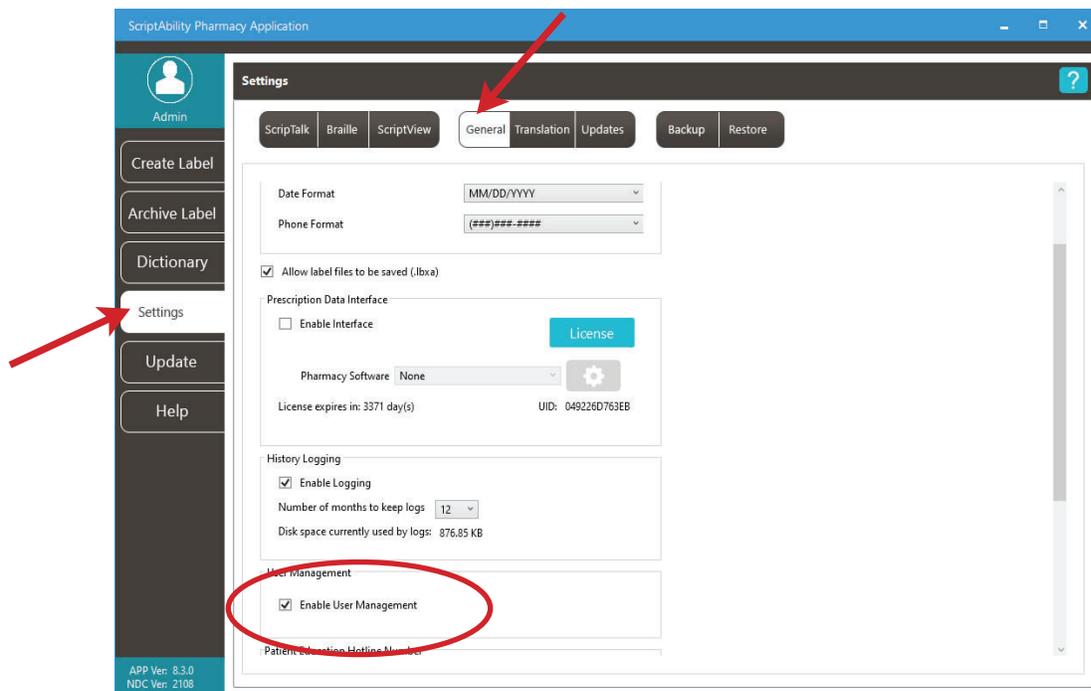
2 When checked, you will be asked to confirm by restarting your computer:

3 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 3-30 characters.

- Password must be 8-30 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.

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.
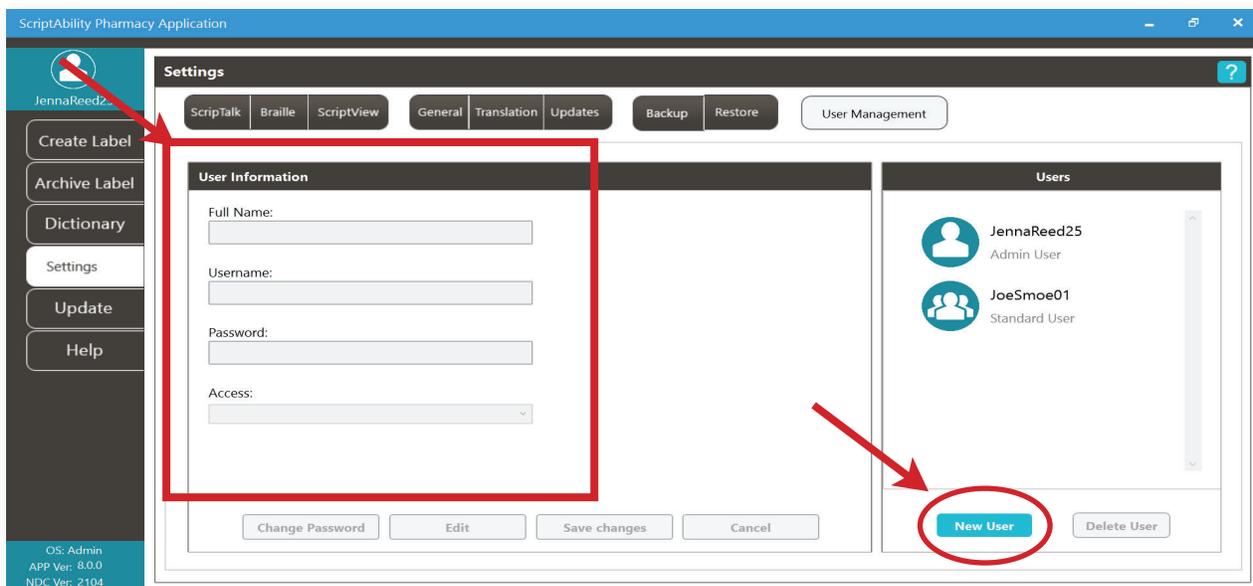
EDIT A USER

1. Select the user to edit.

2. Click the *"Edit"* button.

3. Make any changes.

4. Click the **"Save Changes"** button.
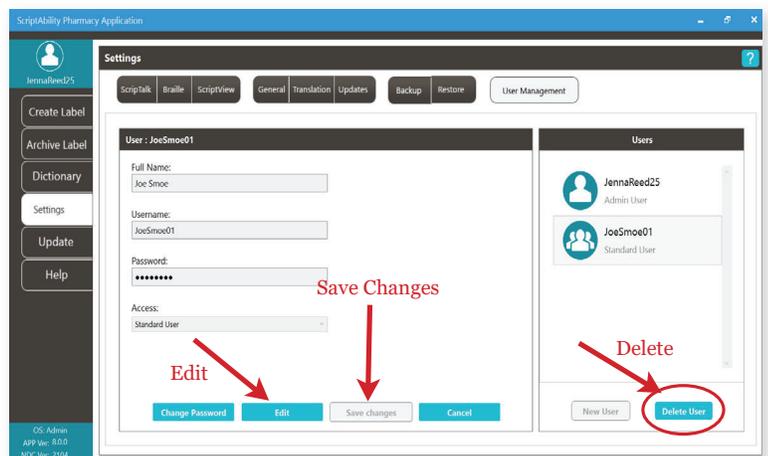
DELETE USER

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.
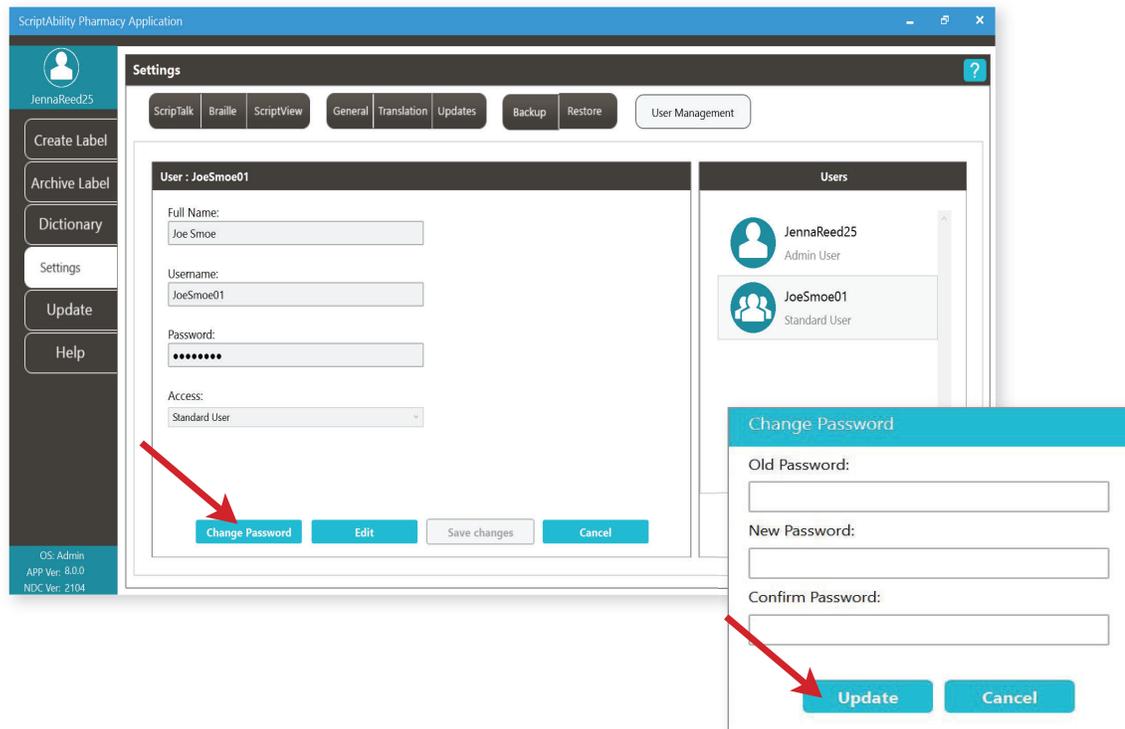
ABOUT THE PRINTER

This section will cover environmental precautions, power supply, trouble shooting, cleaning and specifications.

PRECAUTIONS FOR LOCATION AND ENVIRONMENT

Be sure the surface the ST400 printer is sitting on and the environment around it satisfy the following characteristics for reliable and safe operation.

- Place the printer on a surface that is flat, level, and free from vibration

- Avoid environments with high temperature and humidity, and ones where rapid changes to temperature and humidity are possible

- Avoid locations where the printer may be exposed to water, oil, dust, or direct sunlight

Failure to adhere to the recommendations listed above may result in a shortened life span for the printer.

POWER SUPPLY

To avoid the risk of malfunction, follow these guidelines for supplying power to the printer:

- Use only the power supply included with the ST400

- Plug the power supply into a grounded power outlet

- Avoid plugging the power supply into an outlet shared by or near a heater, refrigerator, or other large appliance that draws a large amount of power.

REPAIR

Before returning any equipment to En-Vision America for warranty or out-of-warranty repair, contact ScripTalk Printer Technical Support for troubleshooting assistance.

Phone: 800-890-1180
Email: support-sa@envisionamerica.com

En-Vision America, Inc.
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www.envisionamerica.com
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TROUBLESHOOTING

Label Output Problems

Most ScripTalk Printer troubleshooting scenarios fall into one of two categories: No Output or Faulty Output.

No Output

If the printer is not outputting any labels:

- Try pinging the printer to establish whether basic network communication with it is present.

- Verify the printer's internal network configuration against the IP address that your system is trying to send to. See Network Configuration.

- Test the physical connections, like the Ethernet cable and any network ports from the switch to the printer.

Faulty Output

If the label output is incorrect in some way:

- Be sure the correct ScripTalk label media is loaded. Check the inner core of the roll of labels for Part Number 00211-10K-500.

- Perform a Printing reset. See Resetting for guidance.

- If a Printing reset does not resolve the issue, perform a Factory (-Interface) reset, followed by a reload of the profile. See Resetting and Reloading the Profile for guidance.

- If a Factory (-Interface) reset does not resolve the issue, contact ScripTalk technical support for instructions on reflashing the printer's firmware. Email support-sa@envisionamerica.com.

Resetting

Note: If you are faced with a situation that may only be resolved with a reset action, please contact ScripTalk technical support for guidance.

There are several different kinds of resets that can be performed within the printer, each of which effect different sets of configuration values. Resets are available in the following touch screen menu:

Settings > Tools > Reset

Reset Types

- Data – Fonts and graphics.
    - ***Do not include Data in your reset unless instructed to do so by ScripTalk technical support.***

- Settings:

    - o User – Resets the Settings values.

        - * User (-Interface) – Performs a User Reset without resetting Interface settings.

    - o Factory – Resets to factory default settings.

        - * Factory (-Interface) – Performs a Factory Reset without resetting Interface Settings.

    - o Interface – Resets only those options found in the Settings > Interface area of the printer. In particular, this will set Network > Settings > LAN > IPv4|IPv6 > Mode to "DHCP".

    - o Printing – Resets only options found in the Settings > Printing area of the printer.

After performing any reset, restart the printer to complete it (but do NOT pull the power cable from the printer).

Reloading the Profile

After User and Factory resets, reload the profile by following these steps:

1. Go to Settings > Tools > Profiles.

2. Tap "Load".

3. Tap "Envision_Commercial".

4. Tap the checkmark.

5. Tap the back arrow.

6. Tap "Start with".

7. Tap "Envision_Commercial".

8. Tap the checkmark.

To place the printer Online for printing, push the Home/Power button twice.

You can fully reflash the firmware using a set of restore files, available upon request by emailing support-sa@envisionamerica.com.

ERROR CODES

Error	Cause(s)	Solution(s)
1001: Machine Error	A defect has occurred in the product.	Restart the printer.
1002: Program Error	A program error occurred in the memory.	Restart the printer.
1007: Cover Open	1. The top cover is open. 2. The sensor for detecting the open/close status of the top cover is dirty or defective.	1. Close the top cover so that it clicks when locked. 2. Clean the sensor using an air duster.
1008: Out of Paper	1. The media is not loaded. 2. The media is not loaded correctly. 3. The media is jammed. 4. The media sensor is dirty, blocked, or has poor sensitivity. 5. The media sensor is not set correctly.	1. Be sure the media is loaded. 2. Be sure the media is loaded correctly. 3. Check for and remove any misplaced media. 4. Clean the media sensor. 5. Contact ScripTalk technical support.
1010: Media Error	1. There is a mismatch between the media size and the media itself. 2. The media is fed a longer distance due to the incorrect sensor level.	1. Check the media size of the print data and the actual media size. Try restarting the printer. 2. Try restarting the printer. If not resolved, contact ScripTalk technical support to adjust the media sensor level.
1012: Head Error	The print head is worn or damaged.	Replace the print head.
1017: SBPL Command Error	Incorrect command or parameter in the print data.	Check the print data. If the error is not resolved, restart the printer.
1019: RFID System Error	1. RFID module is not operating correctly. 2. The setting of the RF Analyze board is incorrect.	1. Repair or replacement of the RFID module is required. Contact ScripTalk technical support. 2. The setting of the RA board needs to be changed. Contact ScripTalk technical support.

Error	Cause(s)	Solution(s)
1022: Print Head Overheated	The temperature of the printhead has exceeded its tolerance value.	Stop the operation of the printer to let the temperature decrease.
1024: Head Density Changed	1. The print head is not installed. 2. A new print head with a different resolution has been installed.	1. Install the print head. 2. Install a print head with the same resolution as the old print head.
1035: I-mark Not Found	1. Meandering media. 2. A label is attached to the media sensor. 3. The media sensor type is incorrect. 4. The media sensor level is incorrect.	1. Load the media correctly. 2. Clean the media sensor. 3. Set the media sensor type which is compatible with the media you use. 4. Contact ScripTalk technical support to adjust the sensor level.
1066: Paper Jam	1. The media has jammed. 2. The media is not loaded correctly.	1. Remove the jammed media. 2. Load the media correctly. Load the media so its leading edge is in contact with the rubber feed roller.
1099: Config Warning	The power was cut off in an inappropriate way, such as the power cord was pulled out while the power was on.	* Power off the product correctly. * Reset the printer in the Settings menu.
1114: Tag not Found	Did not find, or failed to read, the ScripTalk RFID tag.	
1115: Write Tag Error	Failed to write to the ScripTalk RFID tag.	Be sure the correct ScripTalk label media is loaded (P/N 00210-10K-0250).
1116: Failed to Read the Tag Data	Failed to read the tag by using the tag data print <TU> command.	
1117: Write Tag Error	1. Tried to write a write-locked inlay. 2. Tried to write to an address to which writing is impossible.	

Error	Cause(s)	Solution(s)
1121: Multiple Tags Are Detected	Multiple ScripTalk RFID tags detected at same time.	Check for errant labels within the printer, particularly in the space below the rubber feed roller.
1123: Write Tag Error	1. Tried to write to an RFID tag that was write-locked or to an tag that had more than 64 digits of EPC written to it. 2. Tried to write to an inlay when the writing power is low.	Be sure the correct ScripTalk label media is loaded (P/N 00210-10K-0250).
1124: Wrong Tag Type	Incorrect tag type is specified.	
1129: Unsupported Tag Error	Using an unsupported tag or a tag already encoded that cannot be written.	
1131: Exceed Address Error	1. Tried to write the data to the memory which exceeds the address range. 2. The memory does not exist in the memory block address where the data should be written.	

SPECIFICATIONS

PHYSICAL CHARACTERISTICS	
Width	177.8 mm (7.0")
Depth	238 mm (9.37")
Height	214.1 mm (8.43")
Weight	7.5 lbs. (3.4 kg)
POWER SUPPLY	
Input Voltage	100-240 V AC, +/-10%, 50/60 Hz (Full range)
Output Voltage	24 V DC, +/-5%, 2.7A
ENVIRONMENTAL (EXCLUDING MEDIA)	
Operating Temperature	32° to 104°F (0° to 40°C)
Storage Temperature	14° to 140°F (-10° to 60°C)
Operating Humidity	30 to 80% RH, Without condensation
Storage Humidity	15 to 90% RH, Without condensation
PRINT	
Method	Direct Thermal
Default Speed	100 mm/second or 4 inches/second
Resolution	8 dots/mm (203 Dots Per Inch)
MEMORY	
Flash ROM	4GB
RAM	1GB
INTERFACE	
Configuration	USB 2.0 (Type B) Ethernet (DHCPv4/DHCPv6) NFC
HARDWARE AND RELATED	
Operation Keys	HOME and POWER sensor buttons
Display	4" full-color touchscreen
Indicators	ON LINE (POWER): One (lights or flashes in two colors: green or red)

RFID ScripTalk Printable Prescription Labels (500 labels)
item#00211-10k-0500

ScripTalk Hang Tags (100 tags)
 item#00211-hang-100

Order Supplies

Call En-Vision America
1-800-890-1180

Technical Support

Call En-Vision America, ask for tech support
1-800-890-1180

Send Patient Approval Form

Fax PAF to 1-309-938-4948
www.ScriptAbility.com

ENROLLING A PATIENT IN SCRIPTALK

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 to En-Vision America using one of the methods below:

Fax PAF to En-Vision America at 309-938-4948

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Scan PAF and email to patientcare@envisionamerica.com

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Fill out and **submit the form online** at
www.scriptability.com/scriptability-patient-approval-form
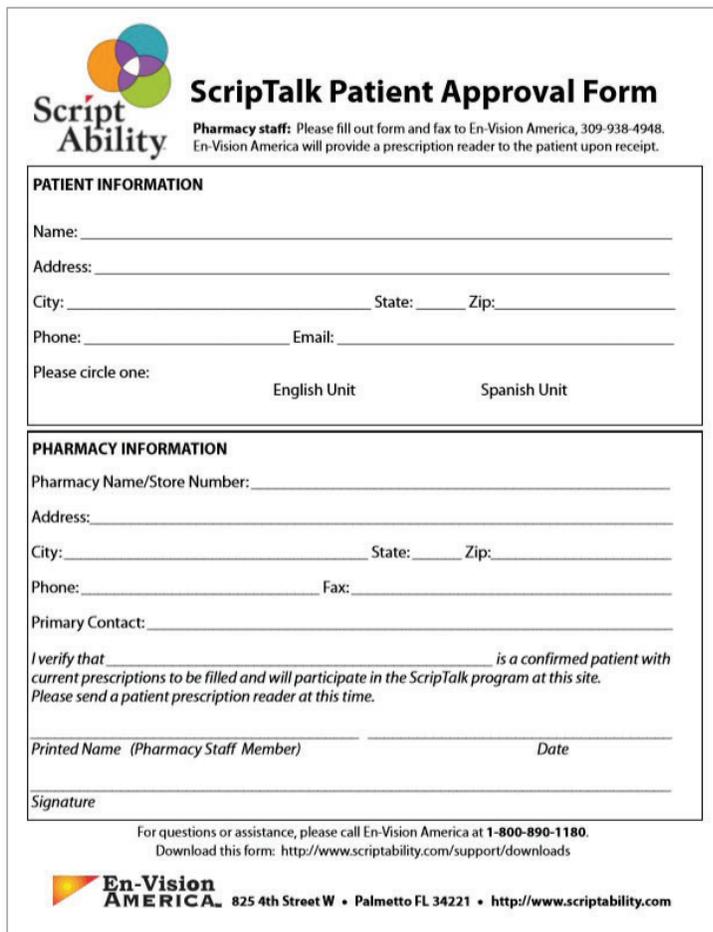
ScripTalk Patient Approval Form

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/Store Number: _____

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 (Pharmacy Staff Member)   Date

_____
Signature

For questions or assistance, please call En-Vision America at **1-800-890-1180**.
Download this form: http://www.scriptability.com/support/downloads

En-Vision AMERICA. 825 4th Street W • Palmetto FL 34221 • http://www.scriptability.com

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

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

If a patient contacts En-Vision America to request ScripTalk, they will be referred to a participating pharmacy in their area.

Sample Patient Approval Forms (PAF) are included in your marketing kit.

Need more forms? www.scriptability.com/downloads
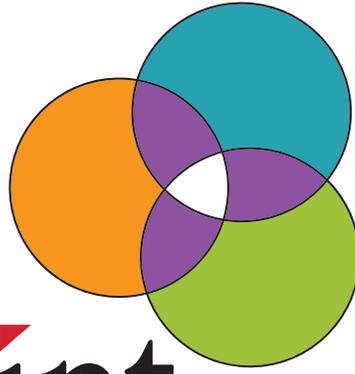
Script Ability

Accessible Labels Save Lives.

Thank you for choosing ScriptAbility!

www.scriptability.com

En-Vision AMERICA

825 4th Street W, Palmetto, FL 34221
www.envisionamerica.com
1-800-890-1180

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En-Vision America is an assistive technology company specializing in enhancing the lives of people who are visually impaired, print impaired, blind or speak English as a Second Language.

En-Vision America offers ScriptAbility accessible prescription labels, including large print, Braille, dual language/translation, talking labels, talking prescription readers and Controlled Substance Safety Labels (CSSLs).