

# Script Ability<sup>®</sup>

*Pharmacy Guide*

Script  
Talk<sup>®</sup>

Script  
View<sup>®</sup>

Translation<sup>®</sup>

BrailleRx<sup>™</sup>

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# What You May Have Received



*ScripTalk Station*



*Marketing Kit*



*RFID Labels  
(box of 250)*



*Hang Tags  
(10ct)*



*ScriptView Printer  
SV208*



*ScriptView Labels  
(2 Rolls)*



*Script Clips (100ct) &  
Clear Bands (100ct)*



*BrailleRx Printer*



*BrailleRx Labels*





# 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.

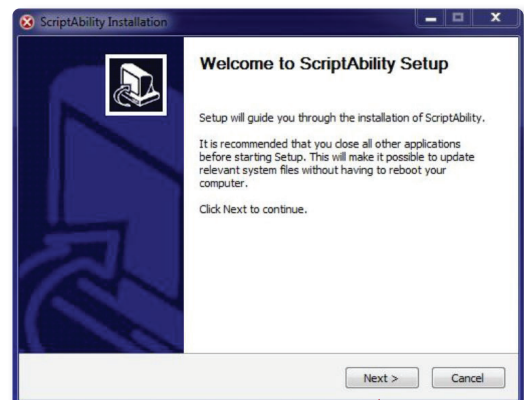
**2** The software is pre-loaded on the provided flash drive. Insert the flash drive into your computer, navigate to the flash drive and double click on the file '**ScriptAbility\_Installation\_Setup\_x.x.x**'



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

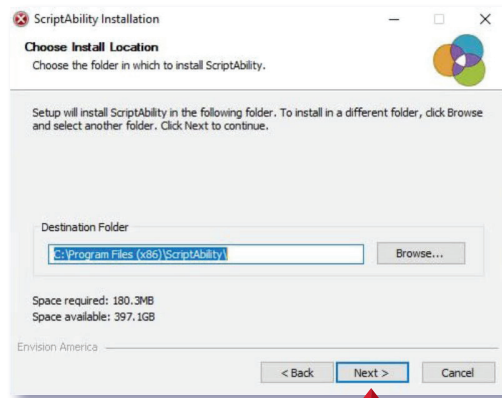
**4** You will be greeted by the "Welcome to ScriptAbility Setup" dialogue box.

Click '**Next**'.



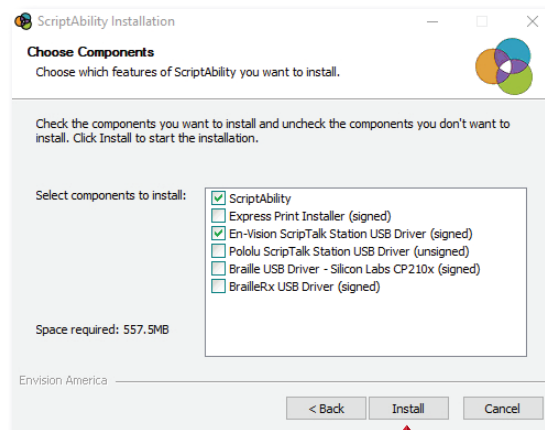
- 5 You can change the Destination Folder if desired (not recommended). The default is **C:\Program Files (x86)\ScriptAbility**

Click **'Next'**.



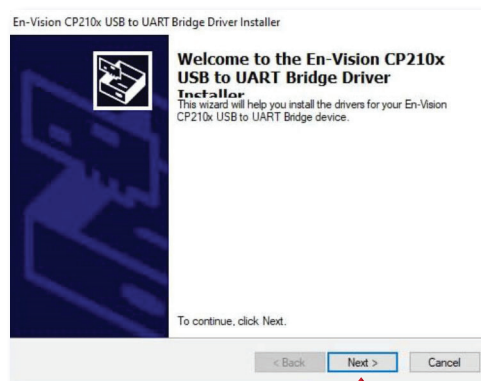
- 6 Leave the ScriptAbility and En-Vision USB Driver box checked.

Click **'Install'**.

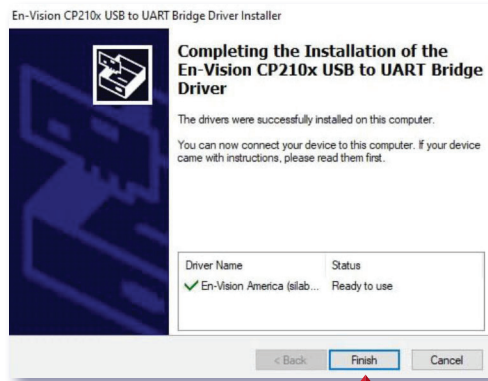


- 7 The En-Vision driver installer dialogue box will appear.

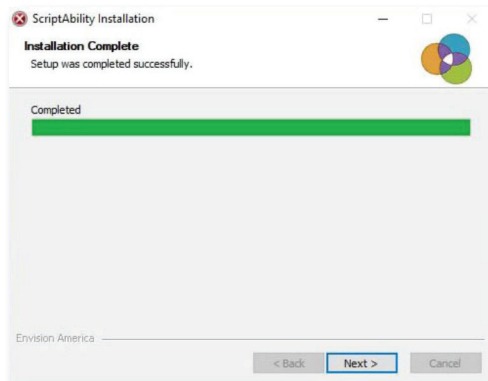
Click **'Next'**.



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

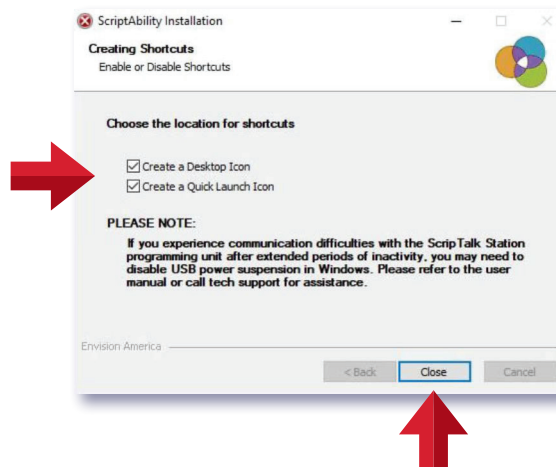


9 Click **'Next'** on the Installation Complete Step.

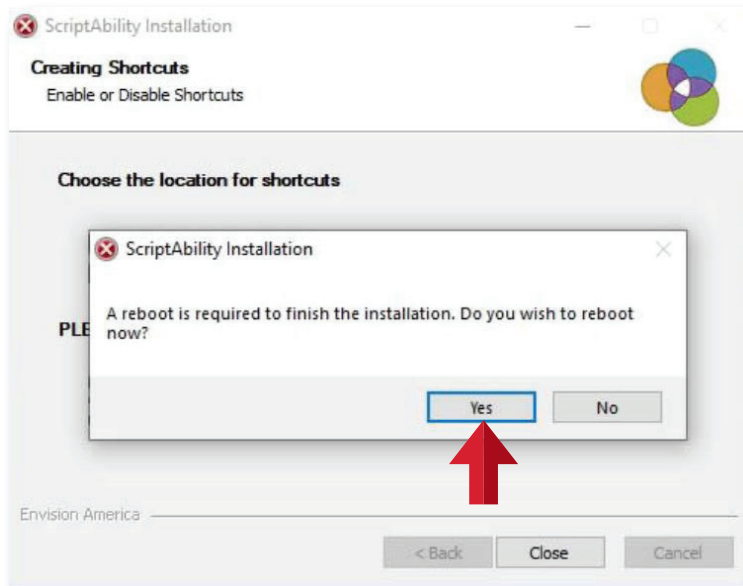


10 Leave the boxes checked to create shortcut icons.

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.



# ScripTalk®

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

*At home, a patient uses a ScripTalk 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 Port ID: COM9 Find Port

2 3

### Audio Field Configuration

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

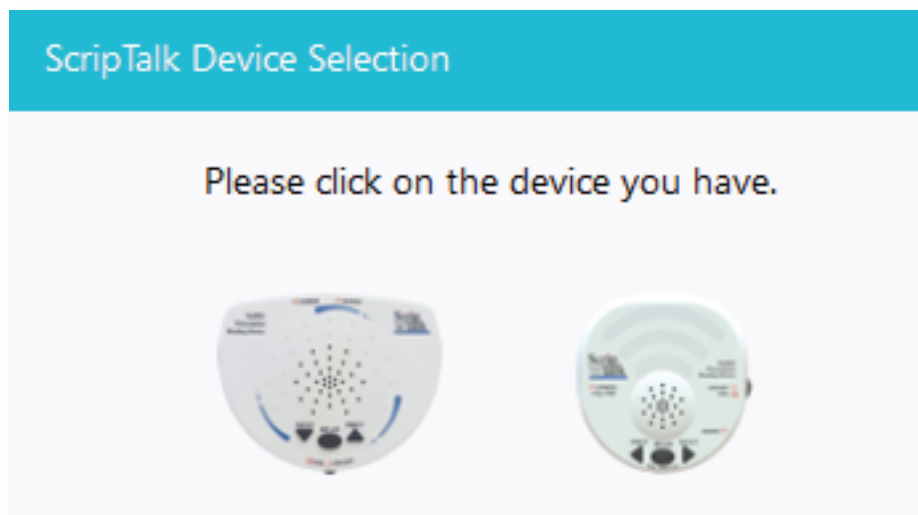
| Field Name            | Include                             | Required                            |
|-----------------------|-------------------------------------|-------------------------------------|
| ↑ ↓ Patient           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| ↑ ↓ 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.

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) Right-click wavy lines for spellcheck and SIG code options.

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

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.

The screenshot shows a prescription entry interface. At the top, it displays 'Display As Fields', 'ScripTalk Characters Remaining: 600', and 'Patient Language/Country: English/US'. Below this, a header indicates 'Prescription Loaded: 568923-JohnJSmith.lbxj'. The form contains several fields: 'Rx #' (568923), 'Vial ID', 'Patient' (John J Smith), 'NDC #' (00093310701), 'Medication' (AMOXICILLIN 250 MG CAPSULE), 'Instructions' (TAKE ONE CAPSULE DAILY WITH FOOD), 'Quantity' (30), 'Fill Date' (05/18/2023), 'Expiration Date' (05/18/2024), 'Refillable Until' (06/18/2023), 'Refills Remaining' (1), 'Prescriber' (Ben Casey), 'Pharmacy Name' (ScripAbility Pharmacy), 'Pharmacy Phone' (309) 555 1212, 'Warnings' (0002), and 'Other' (Take for infection). Annotations A through E point to specific fields: A points to the Patient field, B points to the NDC # field, C points to the Instructions field, D points to the Prescriber field, and E points to the Other field. A red circle highlights the 'NDC Search' button.



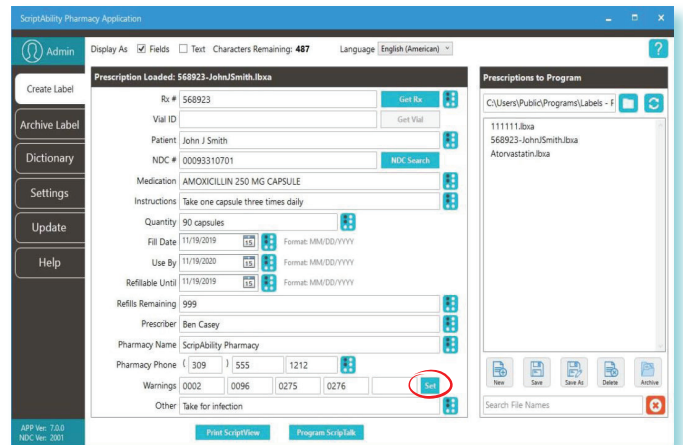
**TIP**

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

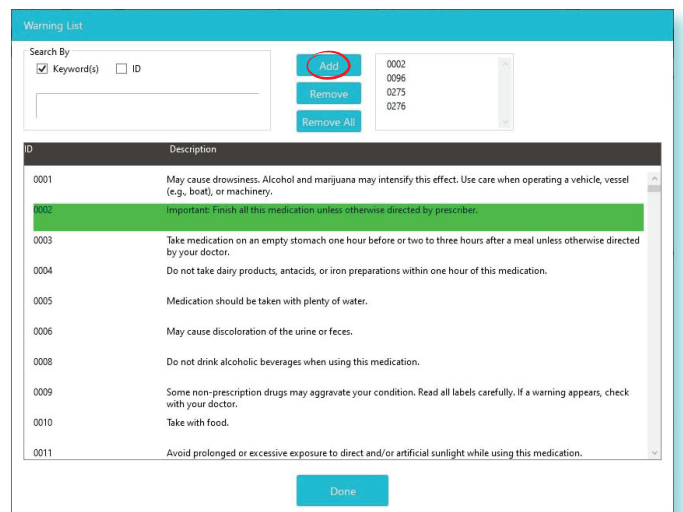
2 If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.

To edit, click on 'Set'.



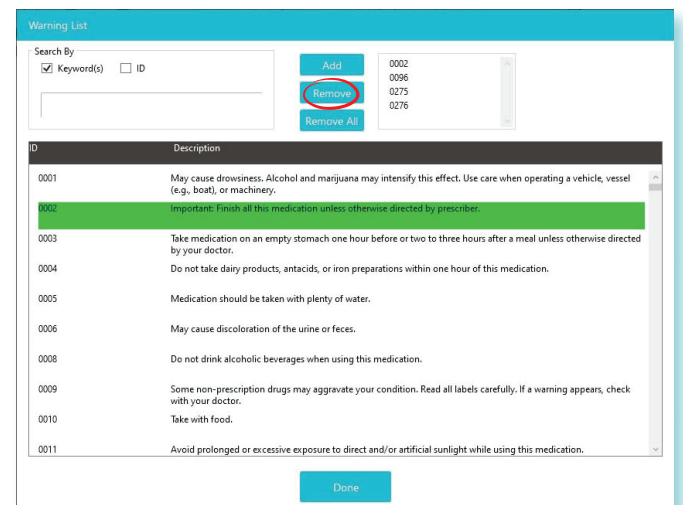
3 Individual and/or additional warnings may be selected.

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](http://www.scriptability.com/our-partners).

If you don't see your software provider listed, please use the "*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

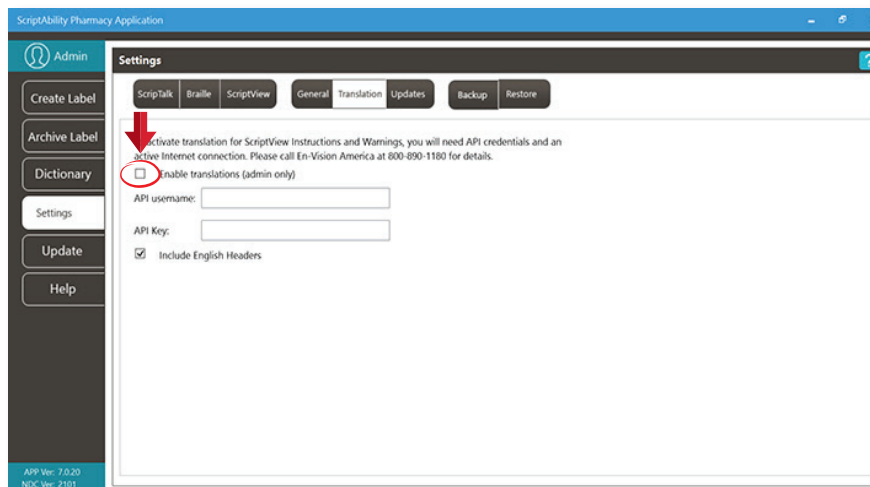
Providing translation with ScripTalk requires your patient have the proper device. When submitting the Patient Approval Form (see page 23), **a language must be specified** to ensure proper language configuration. The ScripTalk Station Reader is not a translator.

# Adding Translation (Cont.)

## 1 Adding Translation Credentials:

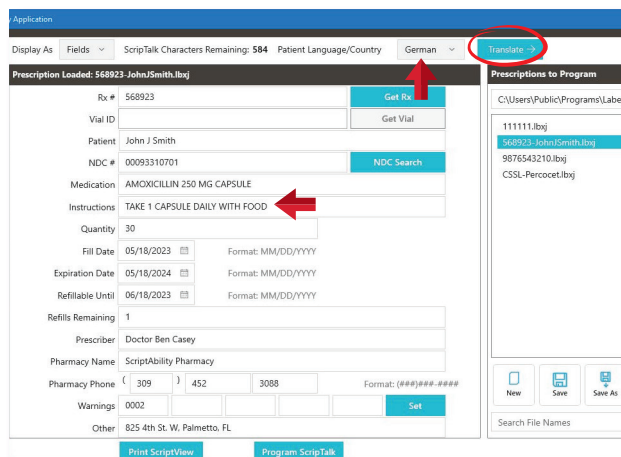
You will receive an API username and key.

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



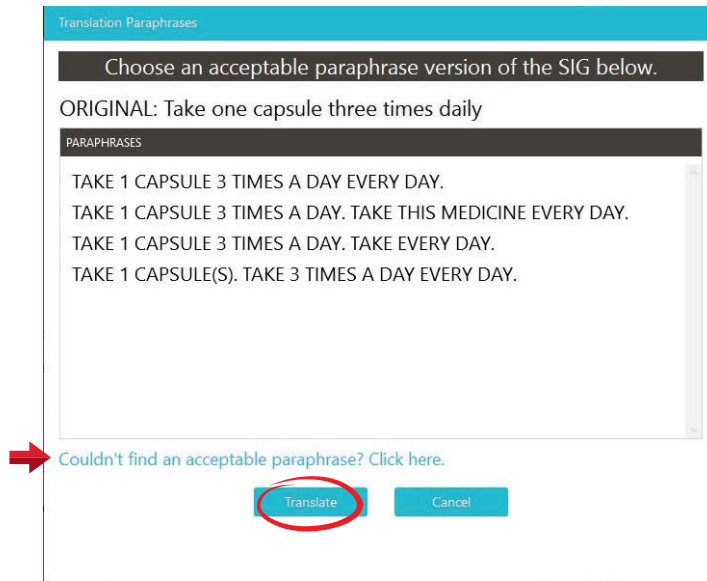
## 2 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

Click on the "**Translate**" button that appears.

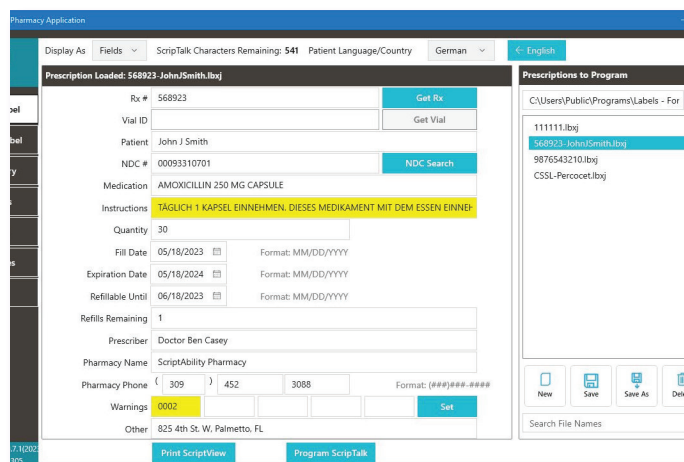




- 3 Choose the desired paraphrase and click on the **'Translate'** button.
- Click **'Couldn't find an acceptable paraphrase? Click here.'** for options for problematic results.



- 4 Translation will be applied to the instructions and warnings. Effected fields will become highlighted.



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

# Programming the Label



- 1 Attach an 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.

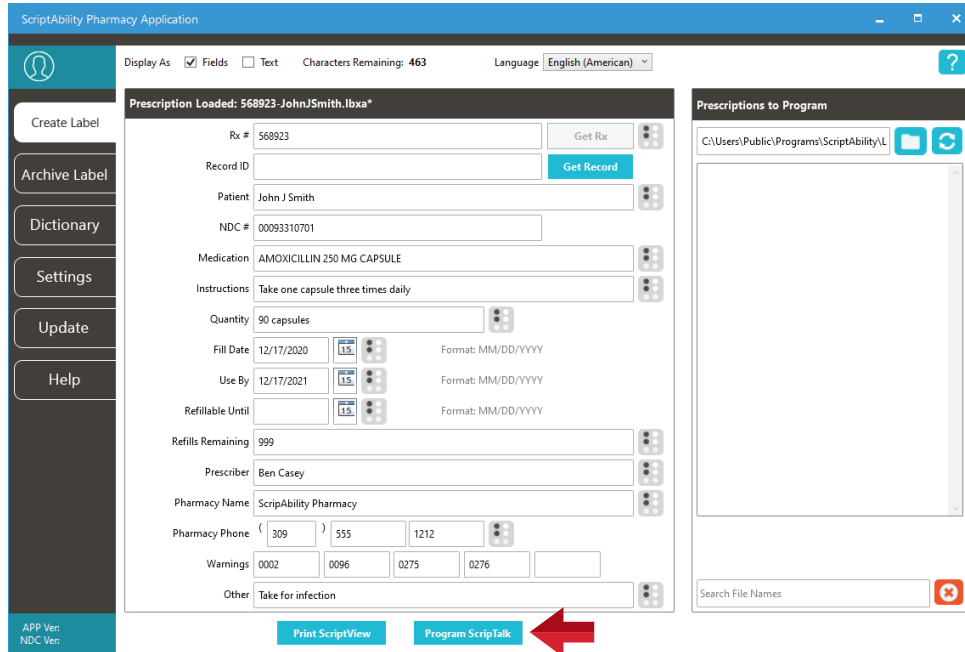




4

Within 15 seconds, click the **'Program ScriptTalk'** button at the bottom of the ScriptAbility application window.

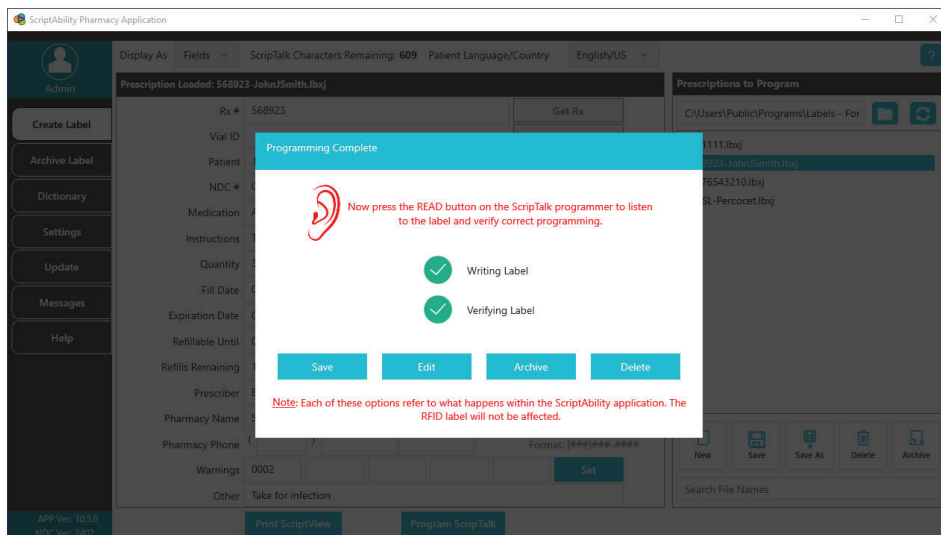
A double beep will sound from the ScripTalk Station if it times out of program mode. *Repeat step 3 if this happens.*



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 42).



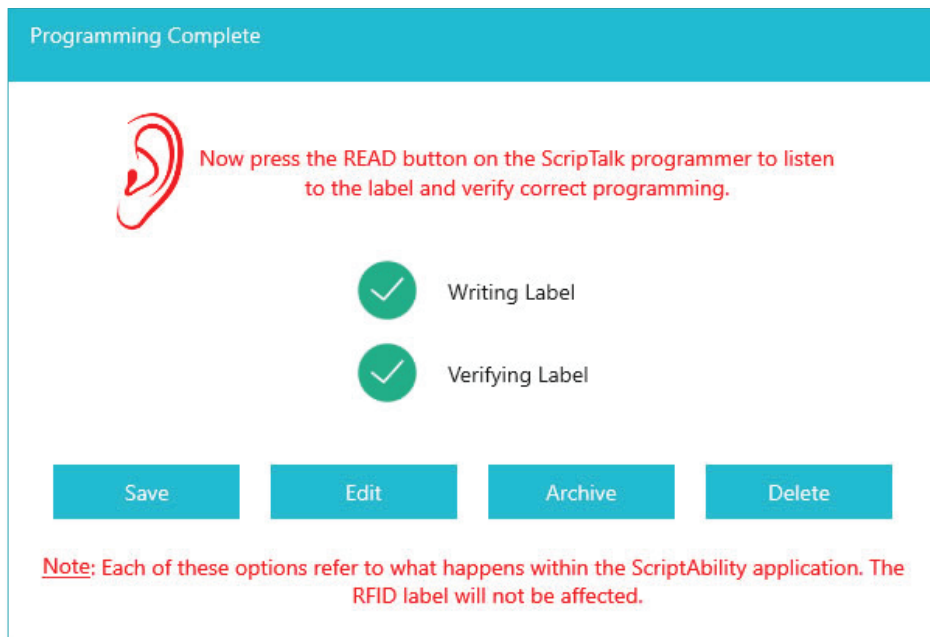
# Final Check of the ScripTalk Label

- 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.

*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.

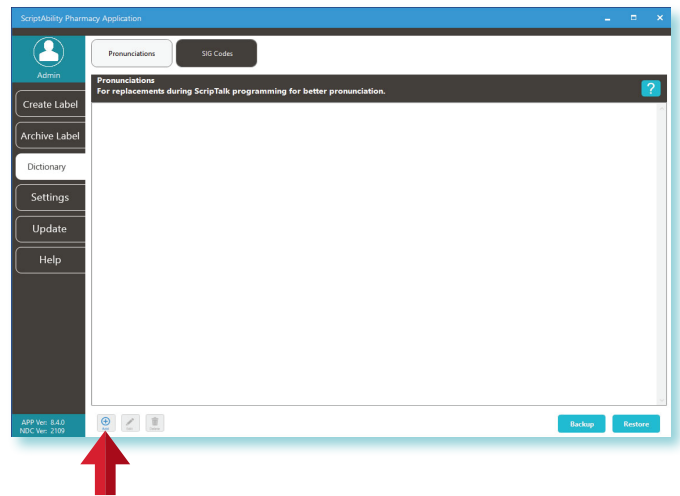
### Delete

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

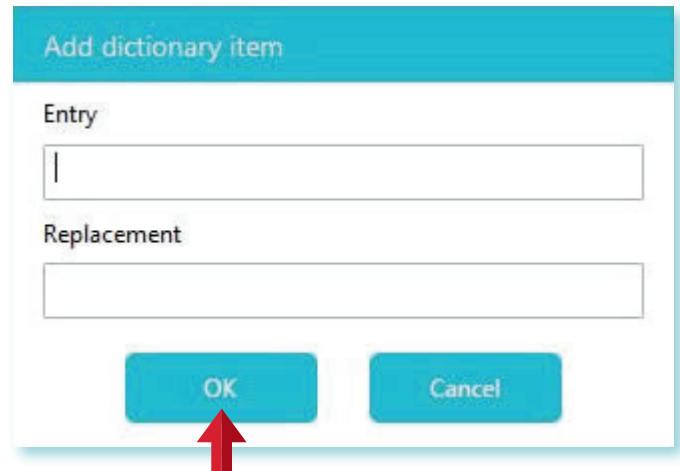
# Correction of Pronunciations

*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.

**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

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 **patientcare@envisionamerica.com**.
- Fill out and submit the form online at [www.scriptability.com/scriptability-patient-approval-form](http://www.scriptability.com/scriptability-patient-approval-form)



**Script Ability** **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](http://scriptability.com/scriptability-patient-approval-form)

**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.

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, please update the patient's profile to identify them as a ScripTalk user.

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



# Using ScriptAbility Software

## ScriptView Extended Content Labels

# ScriptView®

*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.

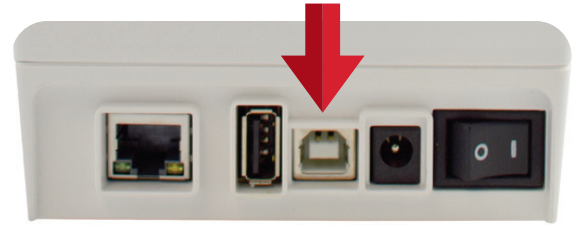


A **Controlled Substance Safety Label (CSSL)** is a solution designed to help reduce the risk of opioid misuse by your patients. These labels provide easy-to-understand audio and visual instructions of the prescription, including SIGs, package inserts, med guides and warnings.

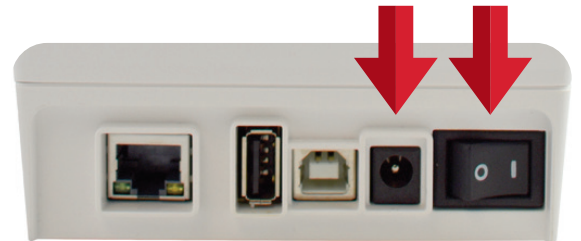
The label features a QR code that patients can scan to instantly play a brief safety video detailing the drug's instructions and warnings.

# Connecting & Powering the Printer

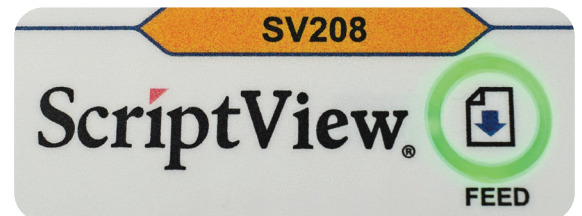
- 1 Connect the printer's USB cord to both the printer and your pharmacy computer.



- 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 **"l-mark"** (short black bar), and it is facing **down**.

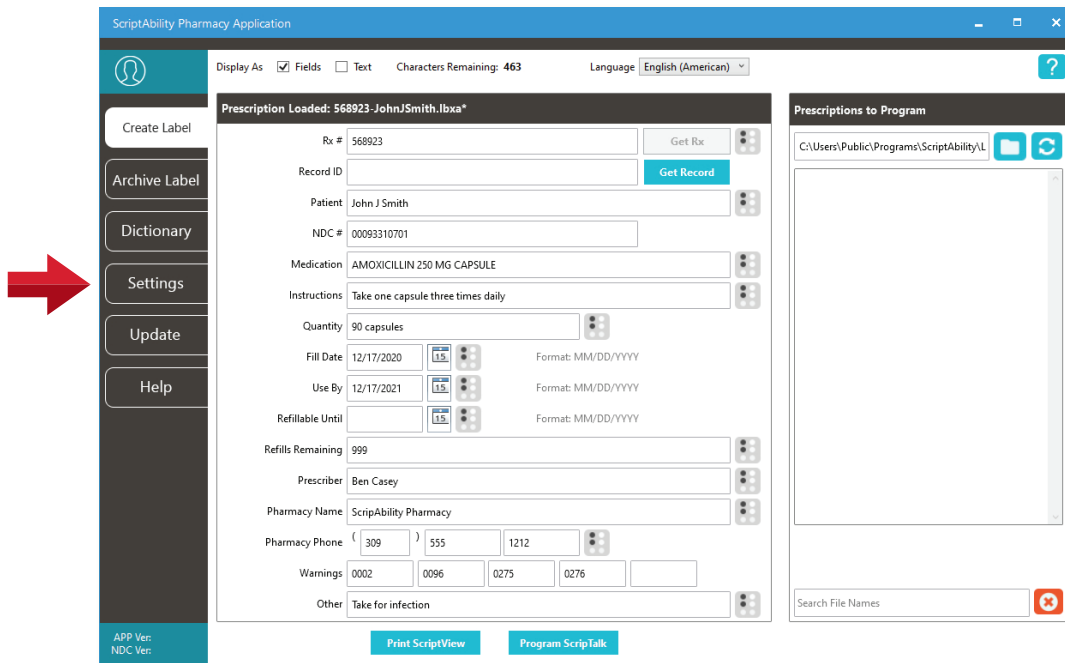


**4** Feed labels under both label guides and align with front edge of printer.

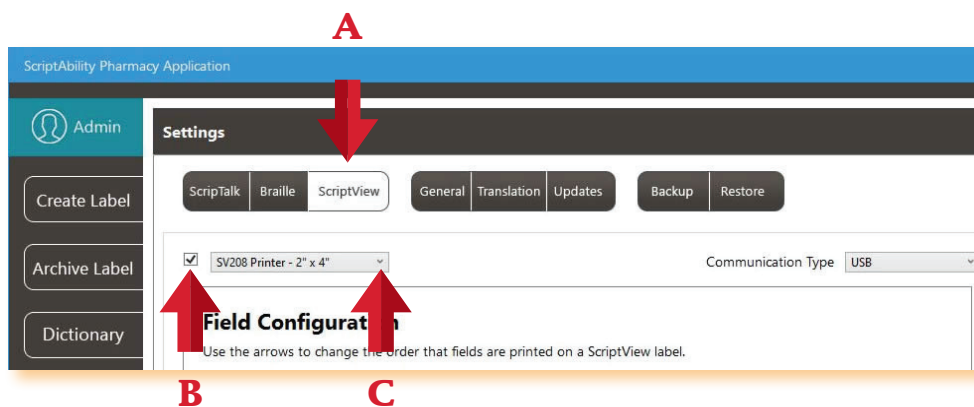
**5** Close the lid.

# 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

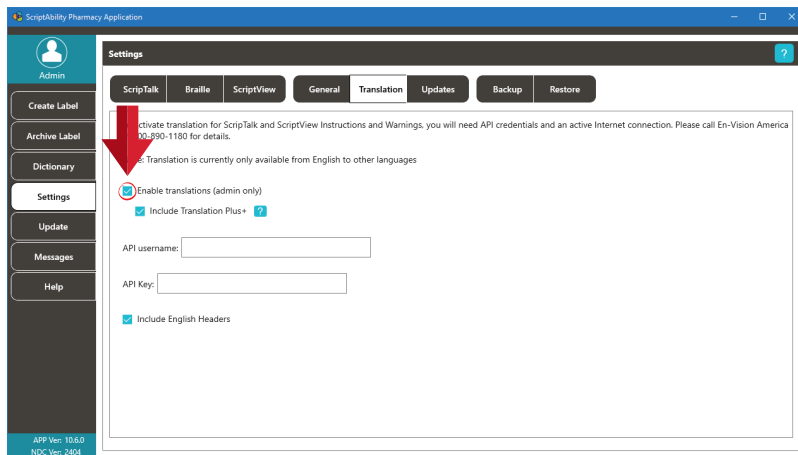
If your patient's prescription does not require translation, skip to page 30 to begin printing the label.

**\*Translation is an add-on annual subscription service.**

Call 1-800-890-1180 and ask for sales if you would like this service.

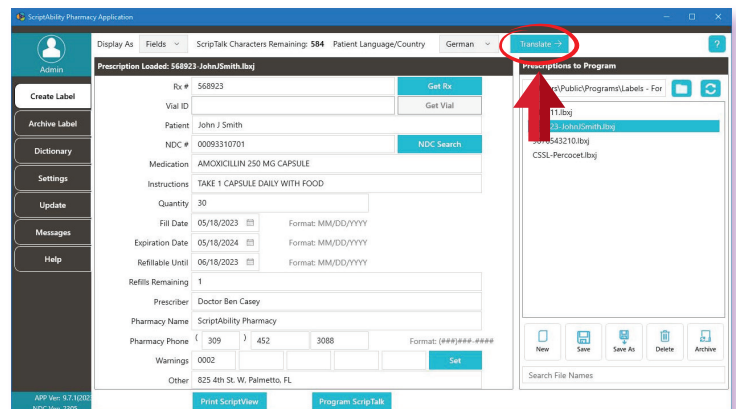
## 1 Adding Translation Credentials:

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.

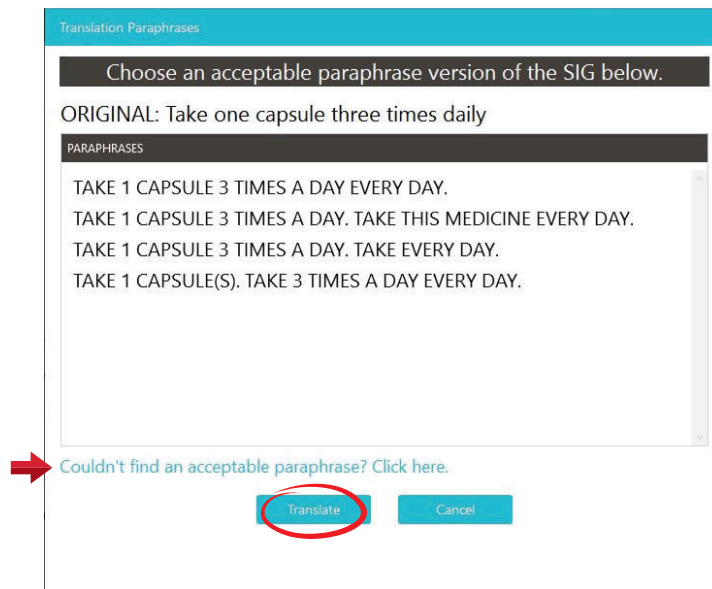


2 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

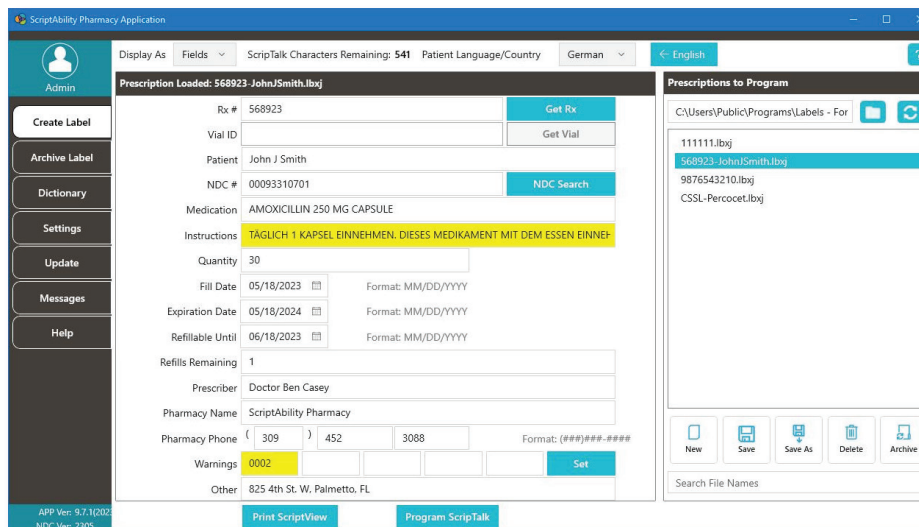
Click on the **"Translate"** button that appears.



- 3 Choose the desired paraphrase and click on the **'Translate'** button.
- Click **'Couldn't find an acceptable paraphrase? Click here.'** for options for problematic results.



- 4 Translation will be applied to the instructions and warnings, and, in some cases, the quantity. Effected fields will become highlighted.



**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 Controlled Substance Safety Label, see page 32.

1 Click **'Print ScriptView'** button.

The screenshot shows the 'ScriptAbility Pharmacy Application' window. The main area displays a prescription form for 'John J Smith' with medication 'AMOXICILLIN 250 MG CAPSULE'. At the bottom of the form, there are two buttons: 'Print ScriptView' and 'Program ScriptTalk'. A red arrow points to the '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*).

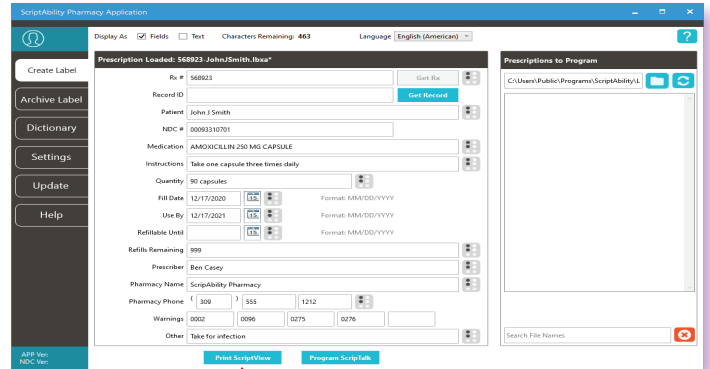
Select the type of output and number of copies to print, then click **'Print.'** The Save, Edit, Archive, Delete panel will appear. Refer to page 20 for option instructions.

The screenshot shows the 'Print Preview' dialog box. It includes a 'Warning' section with four checked options. Below this, there are settings for 'Select Font' (Arial Black, size 20) and 'Invert' (unchecked). It also shows 'Number of pages this label will require : 14'. A preview of the label is shown with the text 'John J Smith', 'AMOXICILLIN 250 MG CAPSULE', and 'ScriptView'. At the bottom, there is a 'What to print' section with 'ScriptView Label' selected. A red circle highlights the 'No. of copies' dropdown menu, which is set to '1'. A red arrow points to the 'Print' button.

# Printing the Label

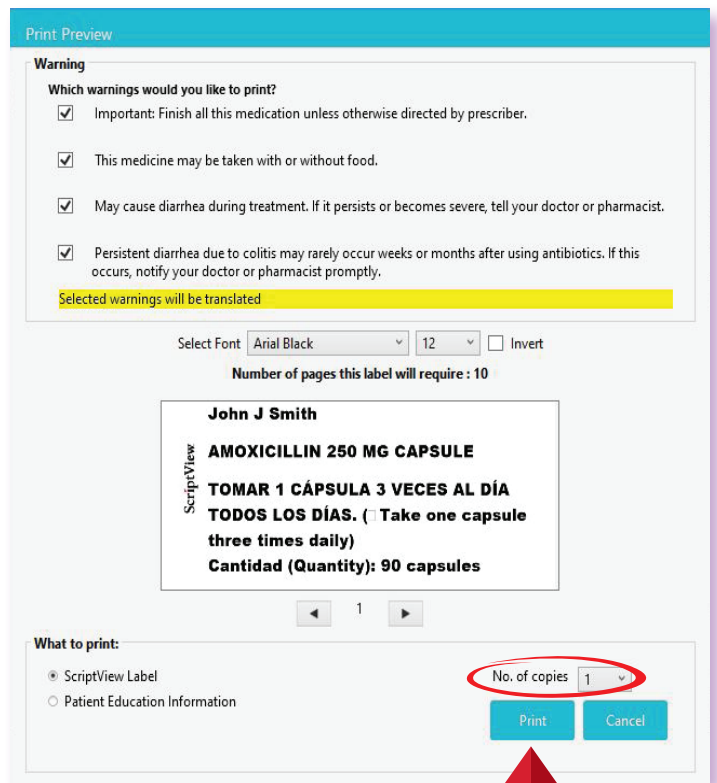
## Translation

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.

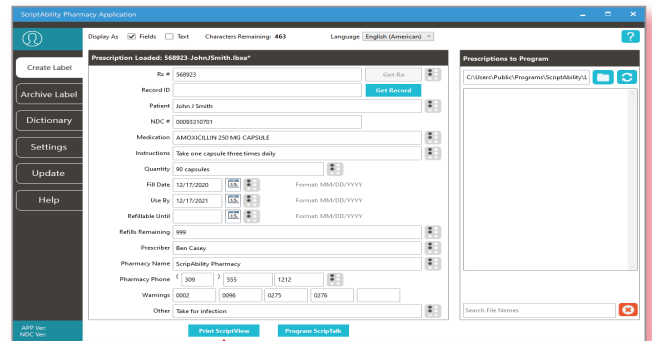


**NOTE** Both English & translated language will display in **'Print Preview'** mode.

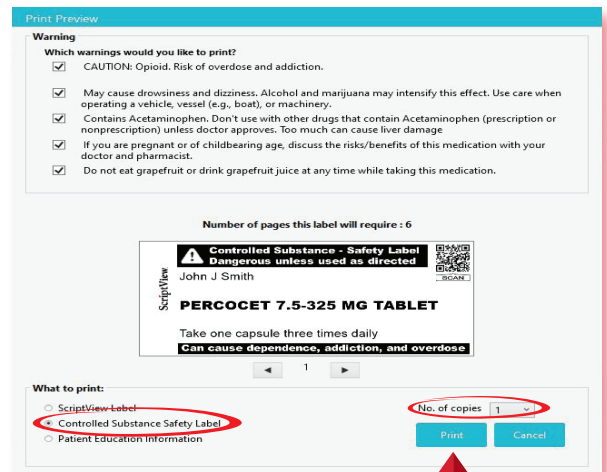
# Printing the Label

## Controlled Substance Safety Label (CSSL)

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



2 The software will recognize it's a Schedule II - V 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 the safety video.





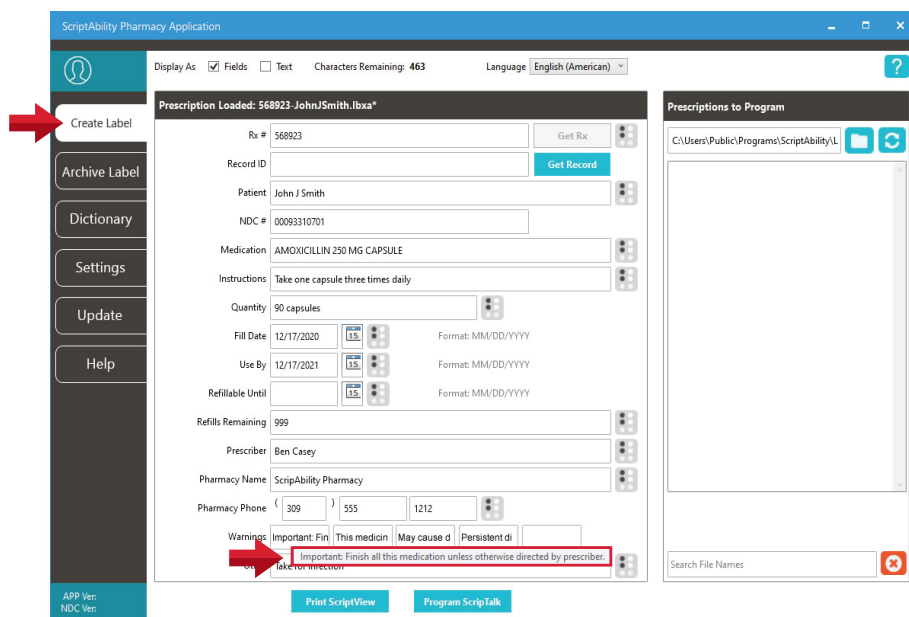
# Review the ScriptView Label for Accuracy

- 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.

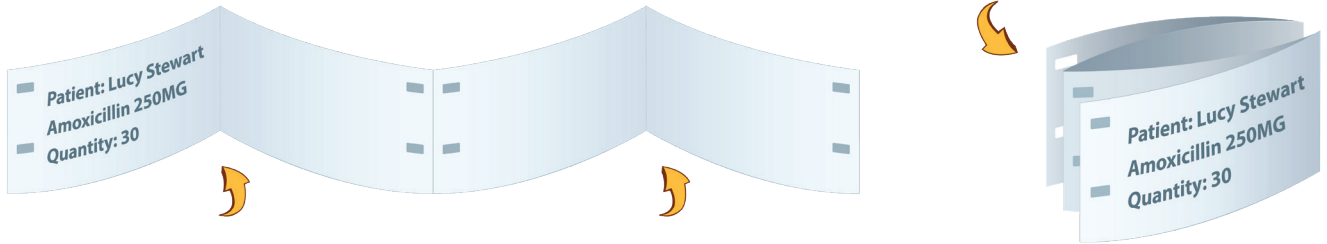
If necessary, repeat steps from pages 28 - 31 (*translation labels only*) to create a new label with corrected information.



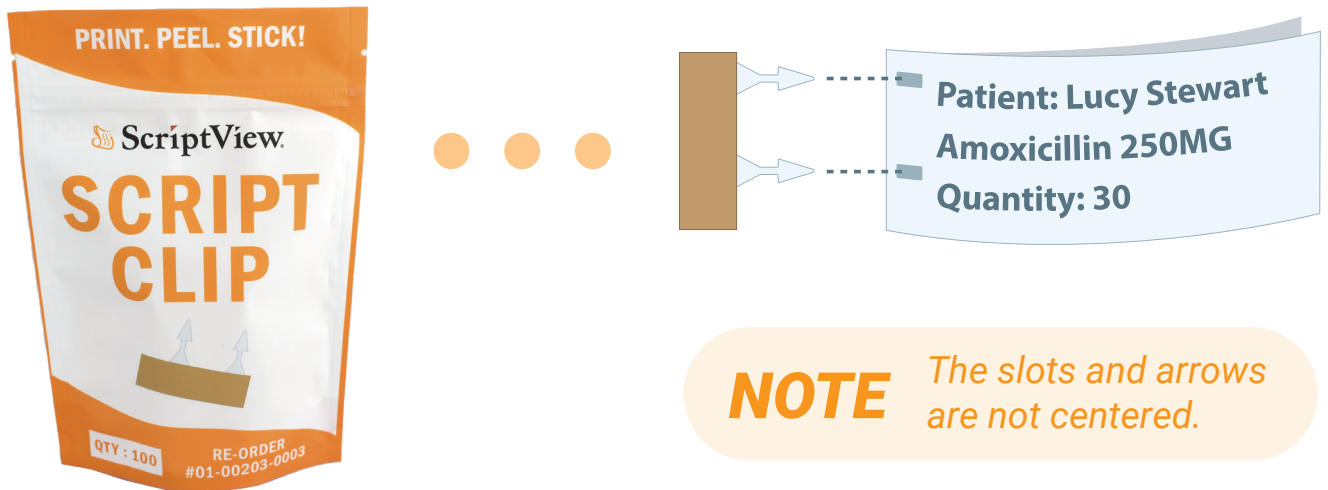


# Assembling the Label

- 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 the clip.

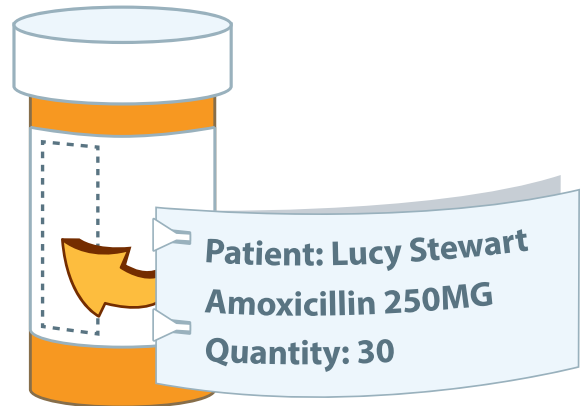


- 5 Remove remaining protective film to expose other side of adhesive.



- 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 the Free ScriptView App

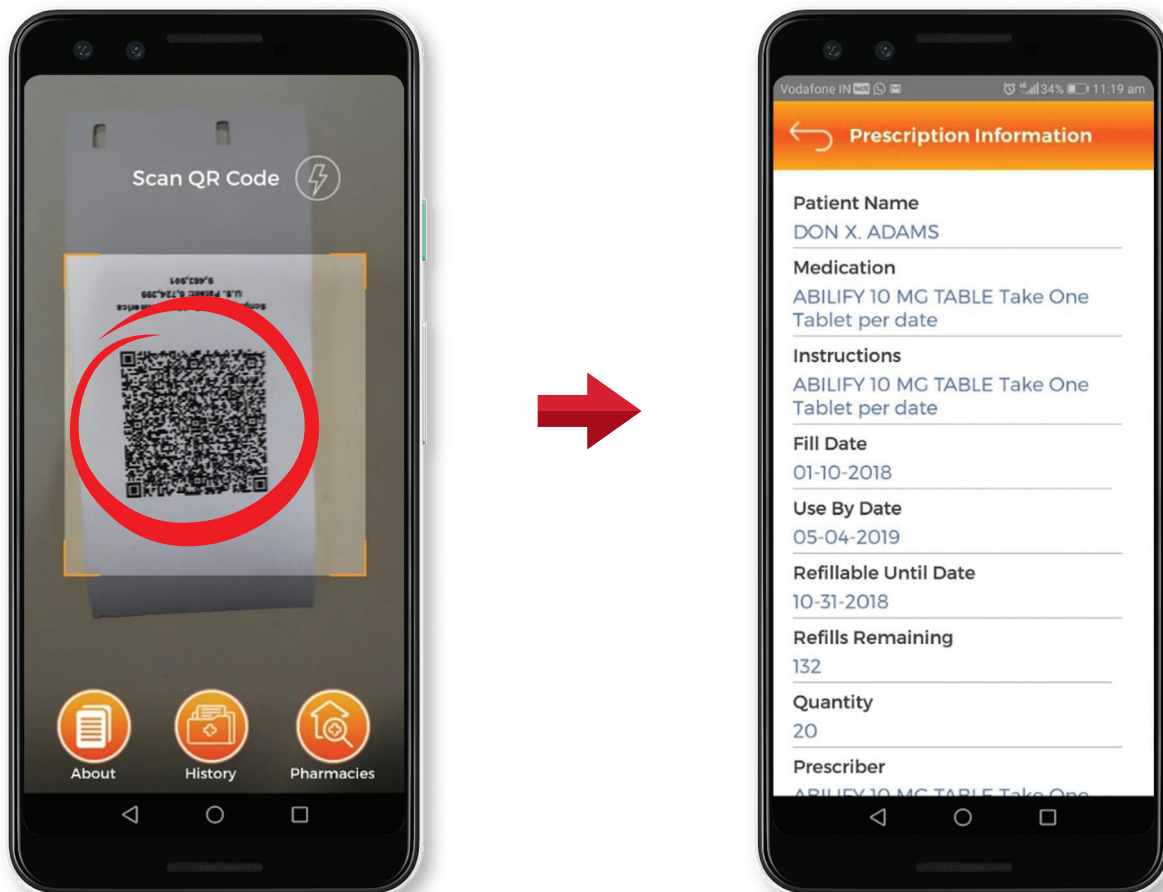


The ScriptView App can be downloaded for free from Google Play for Androids or the App Store for iPhones.

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.

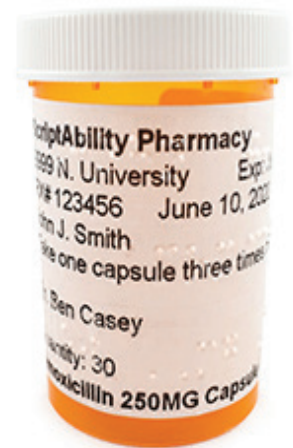
Be sure to inform your patients of this added benefit of the ScriptView label.





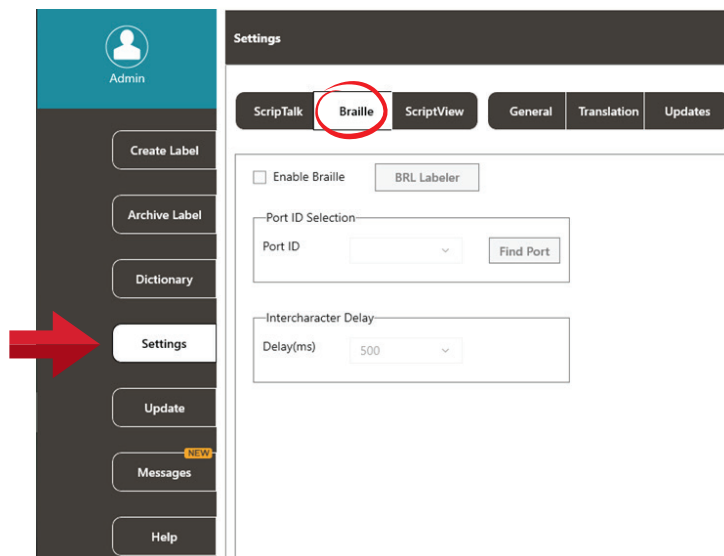
# BrailleRx™

Meet the BrailleRx, which features a full 2.25" x 4.25" Braille label. The BrailleRx printer allows you to create a clear adhesive Grade 2 Braille Label that fits over the legal pharmacy label.

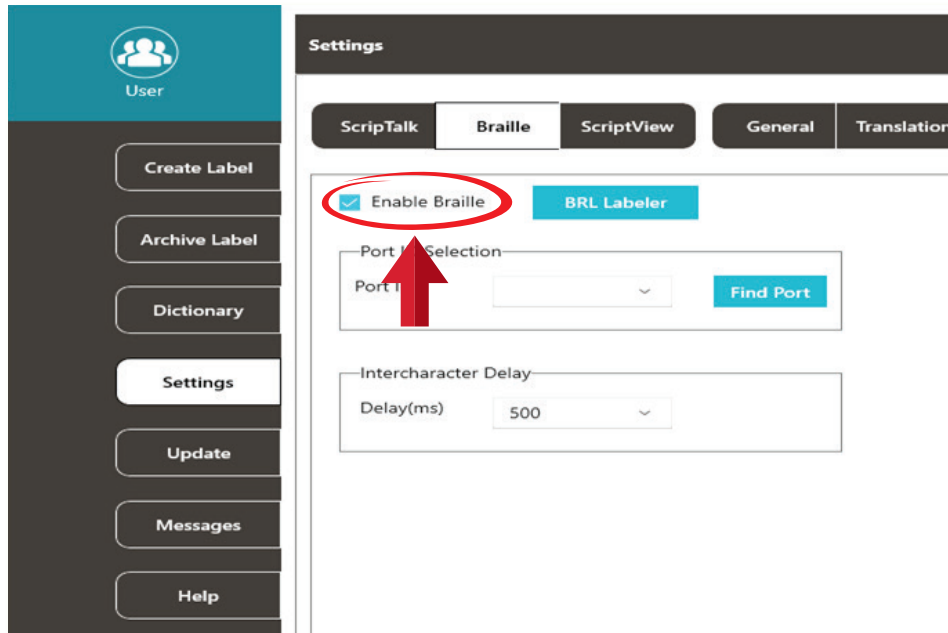


## Enable BrailleRx in Your Software

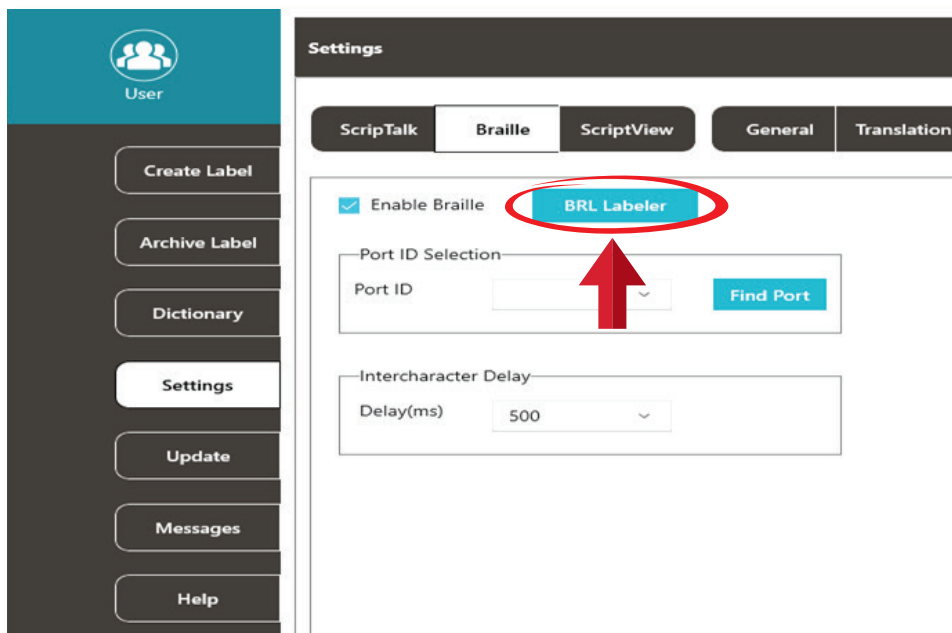
- 1 Consult the BrailleRx User Manual, which was tucked inside your BrailleRx box, for guidance on preparing the printer for use.
- 2 In ScriptAbility, go to **'Settings > Braille'**.



3 Select the checkbox for **'Enable Braille'**.



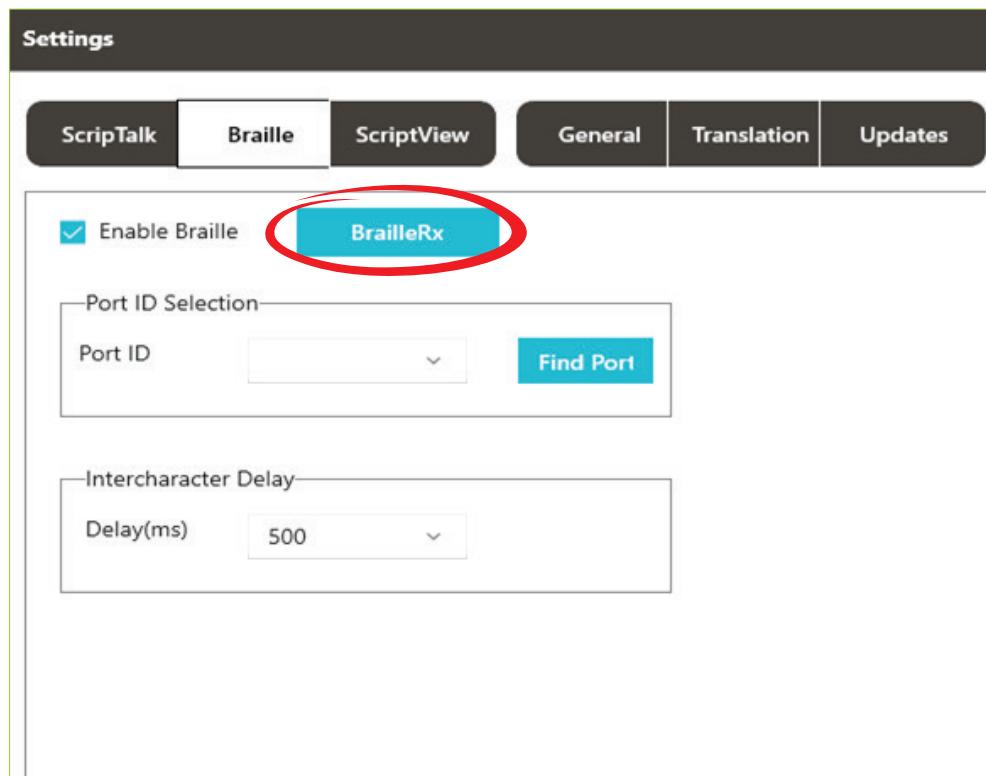
4 Click the **'BRL Labeler'** button.



5 Click the image of the BrailleRx printer (*right image*).



6 The button now reflects '**BrailleRx**'.



# Printing a BrailleRx Label



- 1 Enter the Prescription Label information. Be sure to review page 10 on Entering Prescription Data if you have any questions. Click the **'Print BrailleRx'** button.

Prescription Loaded: TEST2 - Copy (24) - Copy.lbxj\*

|                   |                                   |                       |
|-------------------|-----------------------------------|-----------------------|
| Rx #              | 98765312                          | Get Rx                |
| Vial ID           |                                   | Get Vial              |
| Patient           | JOHN DOE                          |                       |
| NDC #             | 00450026125                       | NDC Search            |
| Medication        | TYLENOL COLD HEAD CONGEST CPLT    |                       |
| Instructions      | Take 1 capsule as needed for pain |                       |
| Quantity          | 30                                |                       |
| Fill Date         | 7-22-2022                         | Format: MM/DD/YYYY    |
| Expiration Date   | 7-22-2023                         | Format: MM/DD/YYYY    |
| Refillable Until  |                                   | Format: MM/DD/YYYY    |
| Refills Remaining | 6                                 |                       |
| Prescriber        | DR MARIN                          |                       |
| Pharmacy Name     | SCRIPTABILITY PHARMACY            |                       |
| Pharmacy Phone    | ( 800 ) 890 1180                  | Format: (###)###-#### |
| Warnings          | 0016 0008 0066 0062 0005          | Set                   |
| Other             |                                   |                       |

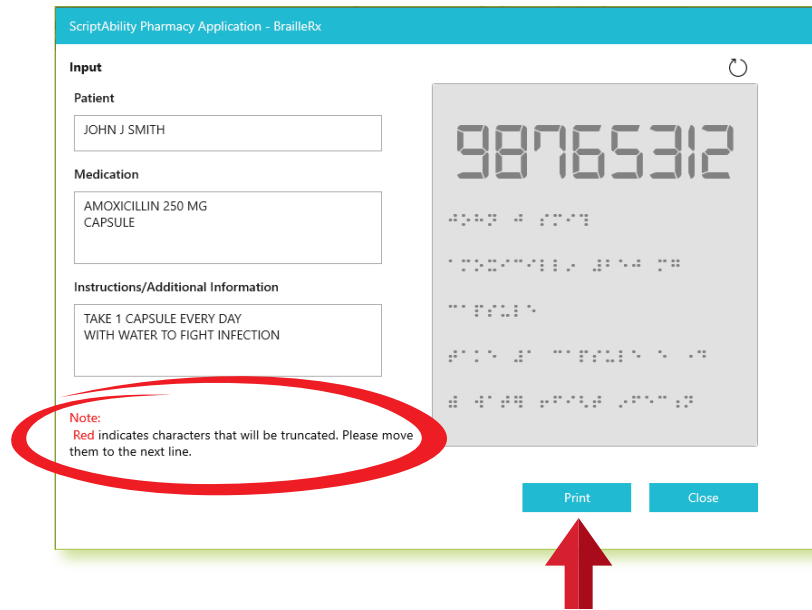
Print ScriptView **Print BrailleRx** Program ScriptTalk





2

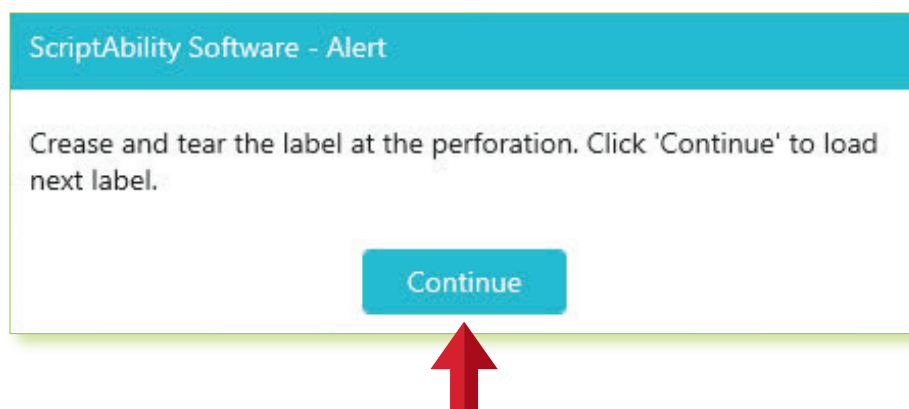
The BrailleRx Label preview window will appear, giving you the opportunity to view and change the output. When ready, click the **'Print'** button.



**NOTE** Red indicates characters that will be truncated. Please move them to the next line.

3

Wait until the print job completes, crease the media at the perforation, and tear the label off. Then click **'Continue'** so the printer can be setup for the next label job.



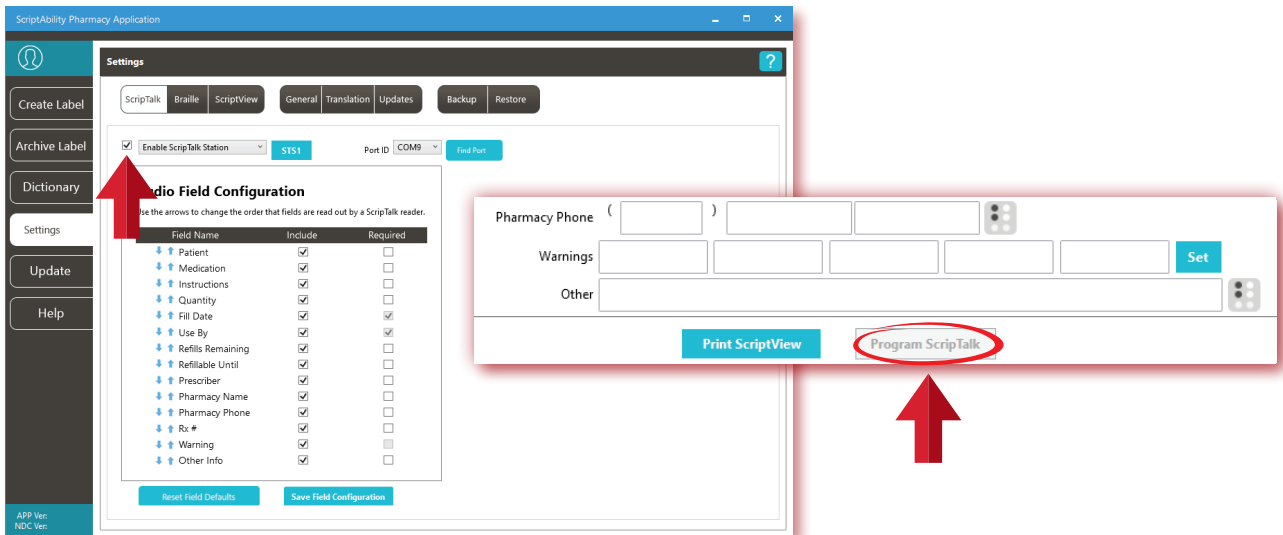


# Troubleshooting

## ScripTalk Station

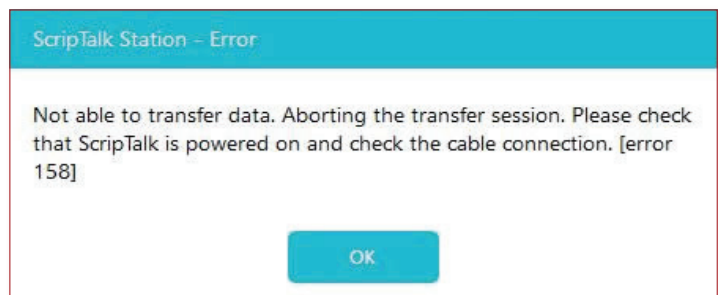


If the **'Program ScripTalk'** button is disabled, go to **'Settings > ScripTalk'**, check the box, and select **'Enable ScripTalk Station'**. Click the blue **'STsX'** button, then click the image that matches your ScripTalk Station programmer.



### Error 158 – Not Able to Transfer Data:

A. Be sure to put the ScripTalk Station into Program mode first with the **'NEXT'** and **'PREVIOUS'** buttons, **then** click the **'Program ScripTalk'** button on the software within 15 seconds.

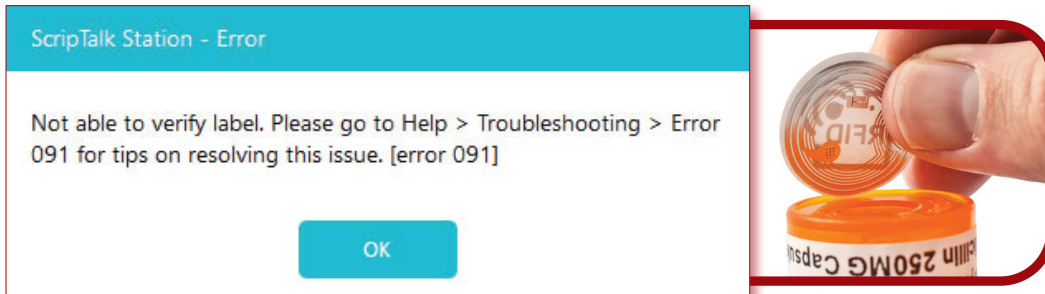


B. You may have the wrong ScripTalk Station model selected, see *page 10* for proper ScripTalk settings.

C. Ensure a ScripTalk 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*).

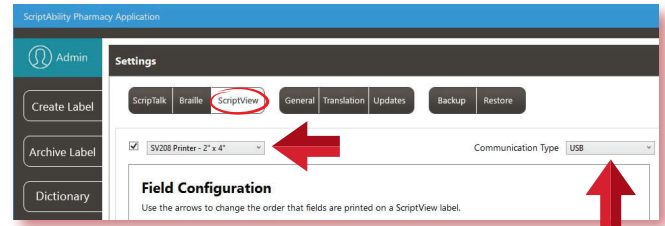
**6 - 8" Metal Clearance**



# Troubleshooting

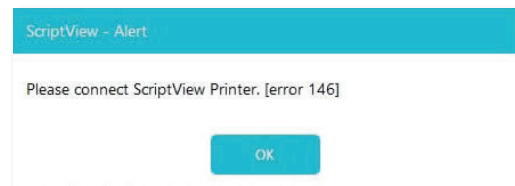
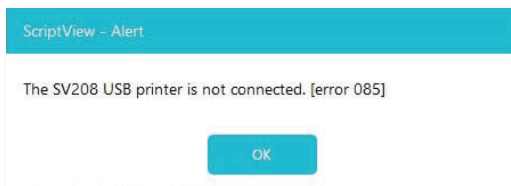
## ScriptView Labels

- 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.

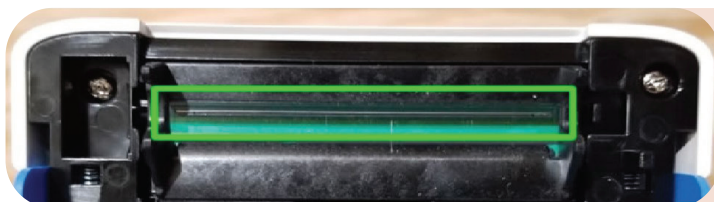


- If the printer interjects blank labels into the print, be sure the first label at the beginning of the print job has an I-mark (*black bar*) on the underside.



- **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**<sup>new</sup>

Help

### Update

#### Select component(s) to update

|                                 |   |            |                                     |
|---------------------------------|---|------------|-------------------------------------|
| ScriptAbility Pharmacy Software | Installed version: 8.5.0<br>Update version: 8.5.1 | Change Log | <input checked="" type="checkbox"/> |
| NDC Database                    | Installed version: 2109<br>Update version: 2110   |            | <input checked="" type="checkbox"/> |

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.



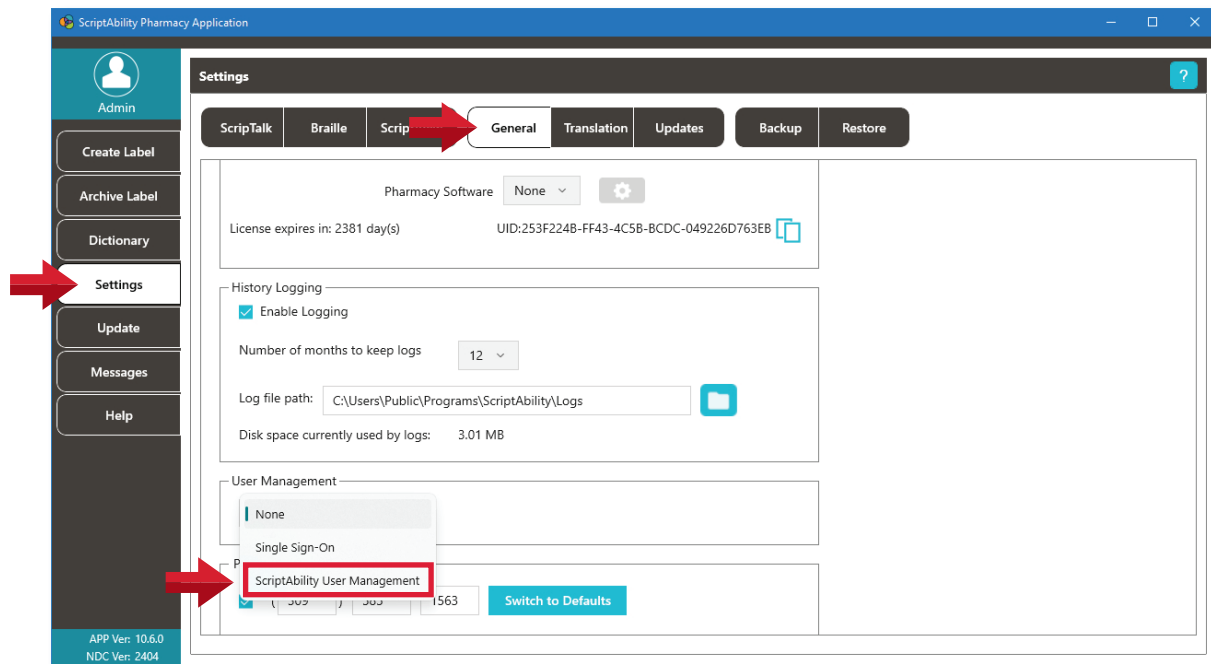
# User Management

## Security

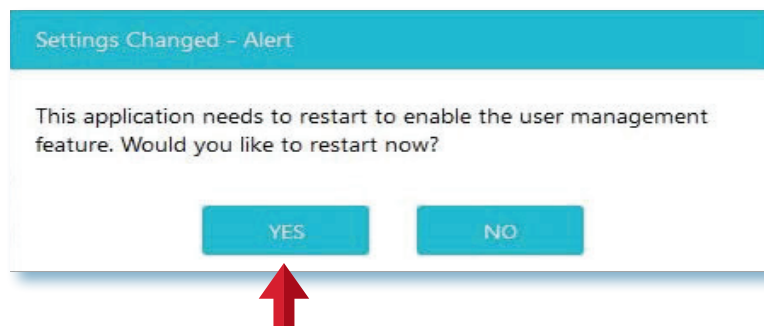
Within ScriptAbility, there is a security feature for login of users to the software. This feature allows for the creation of two types of user within the ScriptAbility Pharmacy Application: *Admin* and *Standard*.

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

Go to **Settings > General > User Management**, and select **“ScriptAbility User Management”**.



When selected, you will be asked to confirm by restarting the computer:






When you confirm by clicking the **“YES”** 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.

User Registration



Full Name:

Username:

Password:

Confirm Password:



## **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:

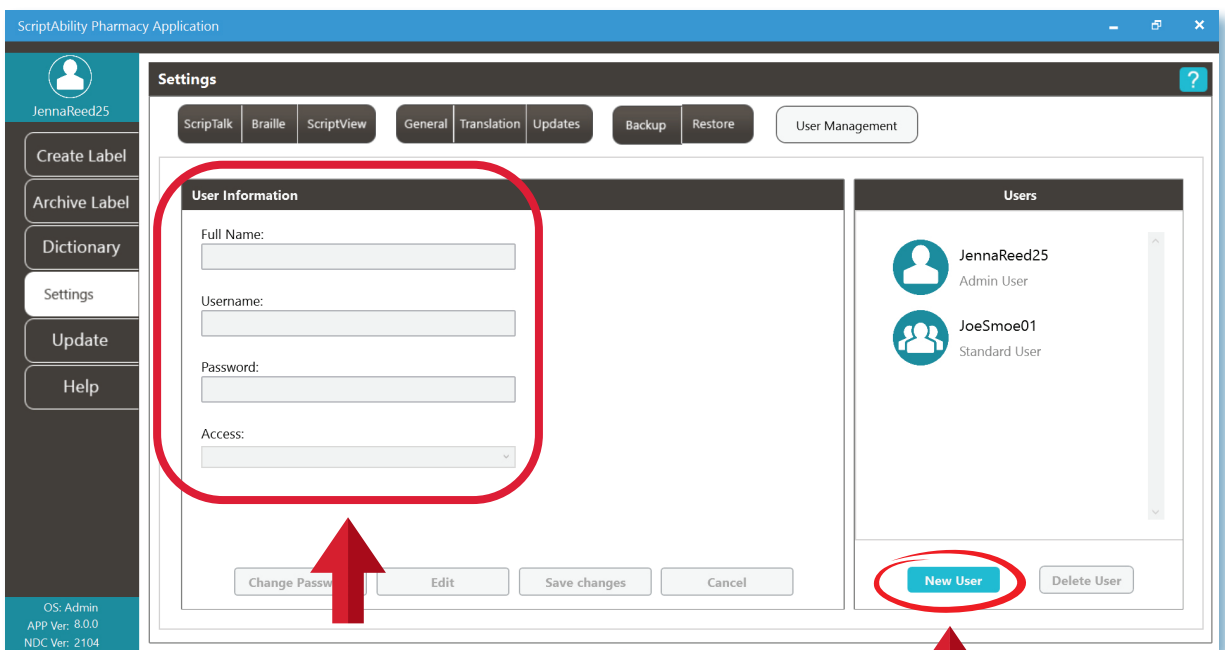
- Create ScripTalk, ScriptView and Braille labels.
- Save, archive and delete label files.
- Add, edit and delete Dictionary entries.
- Change a limited set of options within Settings.
- Update the NDC warnings database.





## Adding a User:

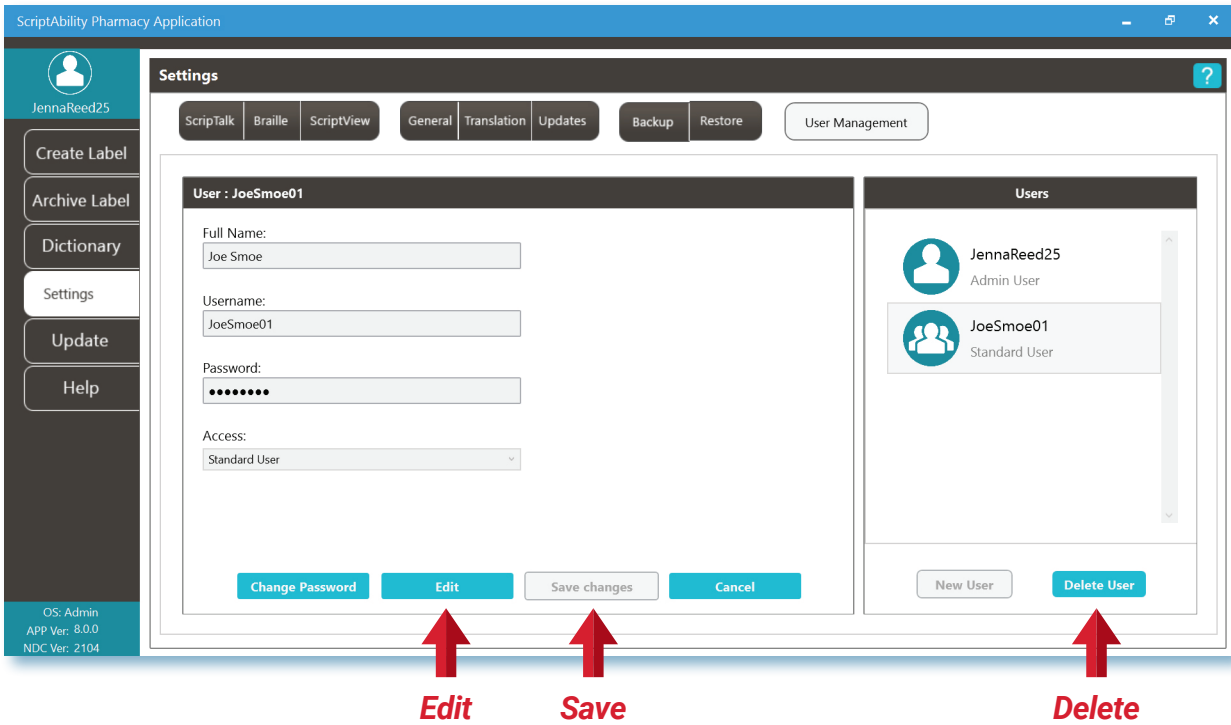
1. Click the **"New User"** button.
2. Enter the user's Full Name.
3. Enter the Username the user will log in with. Username must be 8-12 characters.
4. Enter a Password for the user. Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters. The user or an 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.



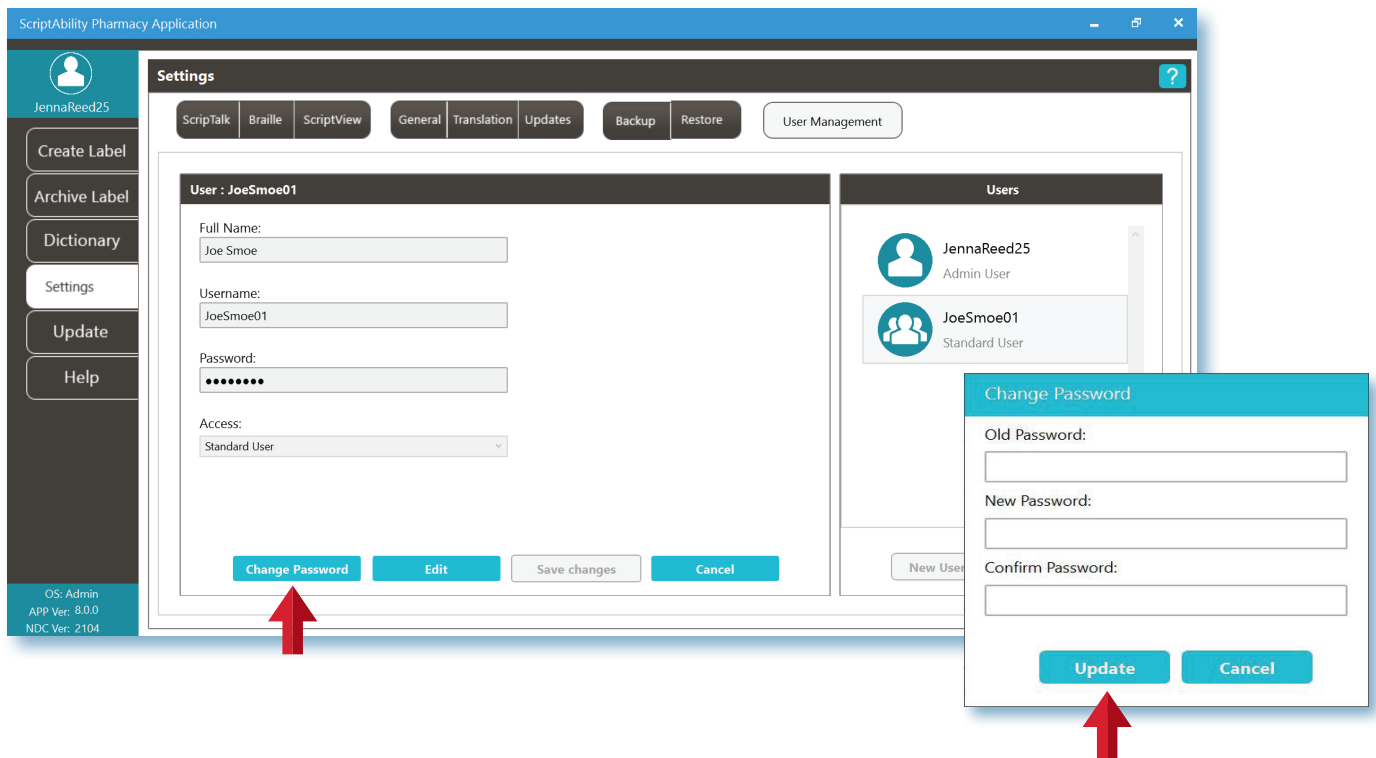
### Delete a User:

- 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.



*A Single Sign-On option is also available for User Management. For assistance, contact ScriptAbility Technical Support by emailing [support-sa@envisionamerica.com](mailto:support-sa@envisionamerica.com) or call 1-800-890-1180.*



## 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 troubleshooting 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)*



*Hang Tags  
(10ct)*



*ScriptView Printer  
SV208*



*ScriptView Labels  
(2 Rolls)*



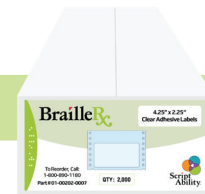
*Script Clips (100ct) &  
Clear Bands (100ct)*



*BrailleRx Printer*



*Additional Marketing Items*



*BrailleRx Labels*

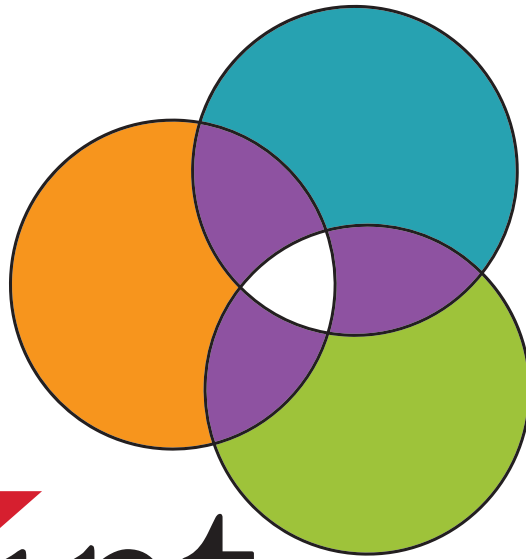
## Contact & Support Numbers

**ScriptAbility Supply Orders:** 1-800-890-1180

**ScriptAbility Software/Hardware Support:** 1-800-890-1180

**Patient Confirmation Fax:** 309-938-4948

**Website Address:** [www.scriptability.com](http://www.scriptability.com)



# Script Ability<sup>®</sup>

***Accessible Labels Save Lives.***

*Thank you for choosing ScriptAbility!*

[www.scriptability.com](http://www.scriptability.com)



# En-Vision AMERICA<sup>®</sup>

825 4th Street W, Palmetto, FL 34221 • [www.envisionamerica.com](http://www.envisionamerica.com) • 1-800-890-1180

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En-Vision America is a company that provides high-tech products for pharmacies. The company has spearheaded many label-related innovations, including ScriptAbility Dual Language/Translation, Braille, Large Print, Talking and Controlled Substance Safety Labels (CSSLs).