

Gateway User Manual

tenovi

Model: D-TE-CGWG-B

Important Safety and Product Information:



Warning:

Failure to heed the warning below could result in an accident or medical event resulting in death or serious injury

The Tenovi Gateway contains electrical equipment that could cause injury if not handled properly.

Always consult your physician before beginning or modifying any home monitoring program.

Do not allow children or pets to play with the Tenovi Gateway.

The product contains small components that can be a choking hazard.

Do not attempt to replace any parts or open the enclosure. Doing so will void the warranty.

Do not use abrasive cleaners to clean your product.

Only use an authorized Tenovi power adapter to power your Gateway.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by unplugging the Gateway, follow the steps below:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.



FCC ID: 2AZT4-TENGW002

Industry Canada (IC) Information

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

What is the Tenovi Gateway?

The Tenovi Gateway transmits physiological measurements from your provided device(s) via a cellular network.

What's Included?

Your Gateway package includes:



Gateway



Gateway Power Cord

Getting Started

Step 1: Connect Your Tenovi Gateway

- A** Connect the Gateway power cord to an electrical outlet.
- B** Plug the Gateway power cord into the back of the Gateway

The Gateway LED will first **flash PURPLE for up to ten minutes**. This means that the Gateway is trying to connect to a cell tower. It will then turn **RED** indicating that it is successfully connected to a cellular network.

Take a Daily Tenovi Device Measurement

- A** Please read the instruction manual of each device prior to taking a measurement.
- B** Take a measurement using the Tenovi Device(s) included with the Gateway.

When the Gateway is **RED** it's ready for you to take your daily measurement. The Gateway LED will turn **YELLOW** while a measurement is being taken and will turn **GREEN** when the measurement has been successfully transmitted.

- D** If all measurements prescribed by your doctor have been taken, the LED on the Gateway will change to **GREEN** for the remainder of the day. It reverts back **RED** at midnight.

Gateway Daily Use and Troubleshooting info

If Gateway continues to flash PURPLE, try moving it to another room and plugging it into a different outlet.

Gateways connect through cell towers, just like your cell phone. If you have bad cell service, but have WiFi at home, contact Tenovi support.

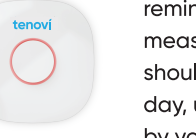
The Gateway uses a simple LED color code to provide adherence, alert, and troubleshooting information.

PURPLE FLASHING



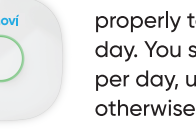
A flashing **PURPLE** light indicates the Gateway is searching for a signal. If Gateway continues to flash PURPLE, try moving it to another room and plugging it into a different outlet.

RED LED



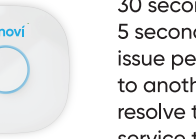
If the LED is **RED**, the Gateway is reminding you to take your measurement for the day. You should take one measurement per day, unless recommended otherwise by your physician.

GREEN LED



If the LED ring is **GREEN**, you have properly taken a measurement for the day. You should take one measurement per day, unless recommended otherwise by your physician.

BLUE FLASHING



If the LED flashes **BLUE** for more than 30 seconds, unplug the gateway, wait 5 seconds, and plug it back in. If the issue persists, try moving the Gateway to another room. If that does not resolve the issue, contact our customer service team at support@tenovi.com.



Additional LED Indicators on Gateway

The modem status LED (Green with blinking red light): Green indicates that the modem is powered up and working. Slow blinking red (once every 3 seconds) indicates that the gateway is idle (not connected to the network). Fast blinking red (twice per second) means that it is currently connected to the network.

The server status LED (white) White indicates that the Gateway is currently connected to the Tenovi server. No light indicates the Gateway is not currently connected to the Tenovi server.

The Bluetooth connection slot LEDs (blue)

- Blue indicates that a Bluetooth device is currently connected to the Gateway.
- There are 3 indicator lights to identify connection with 3 separate Bluetooth devices.

Additional user information

You can push the center button to adjust the ring brightness to low, medium or high.

If there is more than one Gateway in your household, we recommend that you label both your Gateway and your Device with your name so that you do not accidentally take a measurement with the wrong device.

To ensure your device is bonded properly to the gateway, take a reading with your device and double check that only your labeled Gateway LED turns green after the measurement is taken.

We suggest that you keep the Gateway connected in a permanent location and take a measurement on your device within a maximum range of 15 feet of the Gateway.

Contact information

Please use the information below to contact Tenovi in the event of any device malfunction, complaint, return request or compliment!

Mailing Address: Tenovi Co.
1 Cate Street, Portsmouth, NH 03801
Email Contact: support@tenovi.com



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