



FORA Cellular Connectivity Device Gateway User Guide

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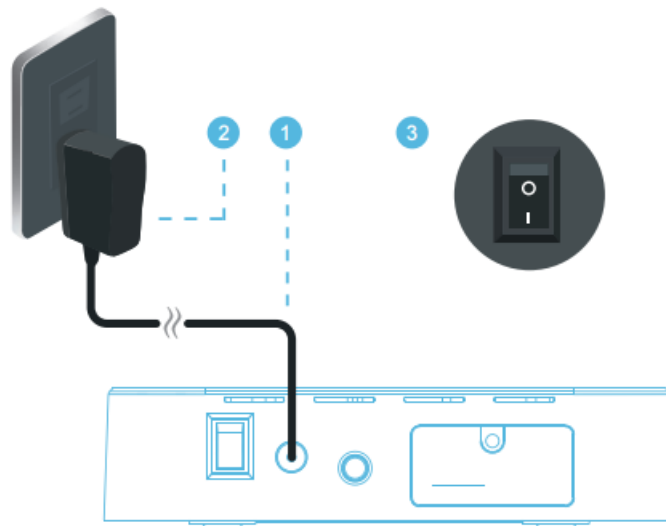
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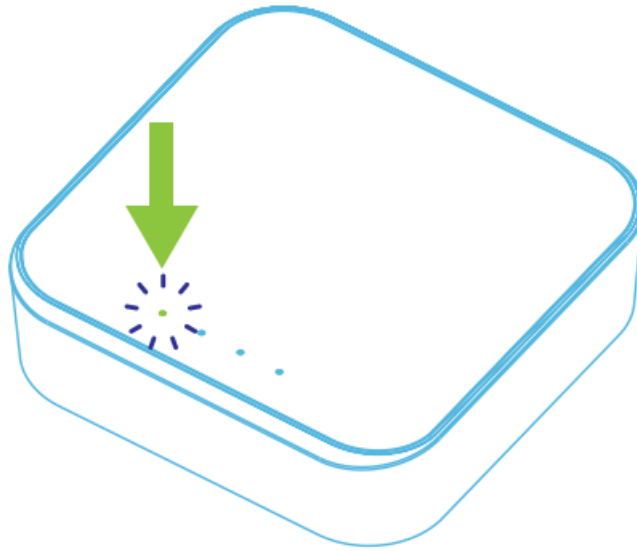
FORA Cellular Connectivity Device Gateway



Setting Up the Gateway

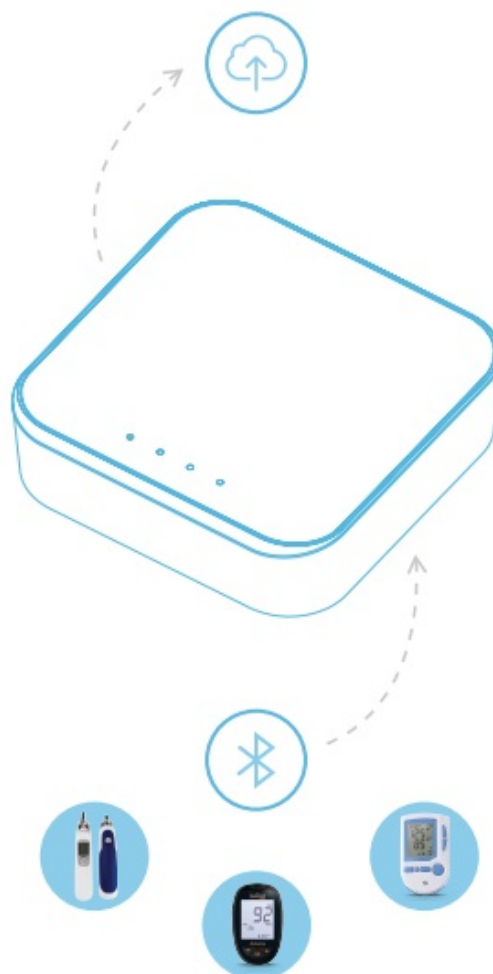


1. Plug the power adapter included with the unit into the back of the device. Do not use any other adapters with the gateway.
2. Plug the power adapter into a wall outlet.
3. Press the ON button on the back of the device (O is on, I is off)
4. The PWR indicator light will turn solid green when ready for use.


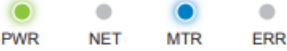
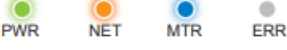





Data Transmission

To connect your FORA devices to the FORA TeleHealth Gateway, please activate Bluetooth function on your FORA devices (please refer to user manuals for information on Bluetooth activation for individual FORA devices). As each measurement is performed, the FORA devices will automatically transmit the data to the gateway. And then, the gateway will transmit the data to the telehealth system.



Helpful Information

LED Indicators	Gateway Status	Description
 PWR NET MTR ERR	Ready for use / Standby	After turning on the gateway, a green PWR indicates that the gateway is ready.
 PWR NET MTR ERR	Connected to the FORA device	MTR will be on when FORA devices are connected to the gateway.
 PWR NET MTR ERR	Connecting to the TeleHealth server	NET will be on when the gateway is connected to the telehealth server.
 PWR NET MTR ERR	Data transmission in progress	NET (orange)/MTR (blue) starts flashing when data is being transmitted via 4G LTE network/Bluetooth connection.
 PWR NET MTR ERR	Data transmission completed	NET/MTR stops flashing when data transmission is completed. The FORA device that has completed the transmission will turn off automatically.
 PWR NET MTR ERR	Error	ERR is On with one or multiple beeps. Please refer to TROUBLESHOOTING for more information.

Other Information

- When first turning on the 4G Gateway, wait 20 seconds for all lights to flash quickly. The Gateway is ready to use when the green PWR indicator is on.
- Transmission time may vary depending on the 4G LTE network condition.

Gateway and FORA Devices

- The Gateway automatically captures the signal of all FORA Bluetooth devices within range. After a device takes a measurement, data will automatically be transmitted to the Gateway and uploaded to the HealthView server.
- If multiple Gateways are in range of one device, the Gateway with the strongest signal (usually the closest one) will upload the data.
- It is strongly suggested to upload data one device at a time. To minimize interference, one FORA device should be actively transmitting data to the Gateway at any given time. After taking a measurement, wait for data transmission to complete before taking a new measurement with any FORA device within the Gateway's

range.

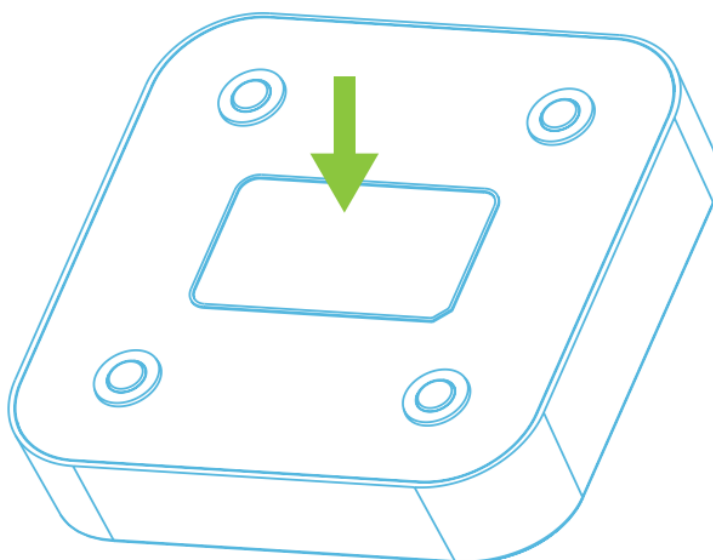
Troubleshooting

Error Status	Possible Cause	Solution
No LED indicator works	No power supply to the gateway	<ul style="list-style-type: none">·Check if PWR is on.·Check if the gateway power switch is on.·Check if the power supply is securely plug-in the power outlet and the gateway power adapter port.
Red ERR indicator with a long beep	Bluetooth transmission problem	Check if meter is too far away from gateway or turned off accidentally during the transmission.
Red ERR indicator with two long beeps	4G LTE network signal is not stable	<ul style="list-style-type: none">·Move the gateway closer to window or other open space.·If the problem persists, please contact the place of purchase or call customer service for assistance.
Red ERR indicator with three long beeps.	Meter is not registered.	Please contact the place of purchase or call customer service for assistance.
Red ERR indicator with four long beeps	Hardware error	Please contact the place of purchase or call customer service for assistance.


Error Signal Codes

If you cannot perform a normal transmission, the red ERR LED indicator is on, or the gateway emits long beeps, please first check if the installation was done correctly.

Before contacting customer service, please write down the serial numbers of the gateway and the meter device(s). The serial numbers are found on the back label of the gateway and the meter. Customer service will need the serial numbers to identify the issue.



Documents / Resources

 The image shows the cover of a 'FORA Gateway' Quick Start Guide. It features a blue header with the text 'FORA Gateway' and 'Cellular Connectivity Device'. Below this is a photograph of a white, rectangular device with the 'FORA' logo. At the bottom, there is a blue footer with the text 'Quick Start Guide' and a small circular icon.	<p>FORA Cellular Connectivity Device Gateway [pdf] User Guide Cellular Connectivity Device Gateway, Cellular Connectivity Device, Gateway</p>
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