



FORA Gateway Cellular Connectivity Device User Guide

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Setting Up the Gateway



1. Plug the power adapter that's included with the unit into the back of the device.
Do not use any other adapters with the 3G Gateway unit.
2. Plug the device 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 maintain a steady green when ready for use.

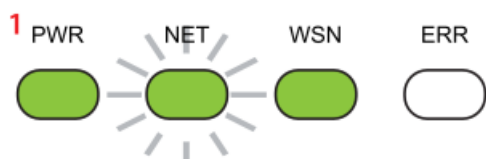


Data Transmission

Gateway Data Transmission

Device works best when placed next to a window, or in an area with good reception.

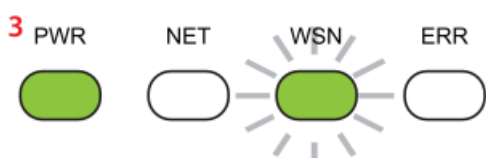
1. The device will emit one beep as it locates the Bluetooth signal and begins searching for a connection. The WSN light will illuminate solid green, and the NET light will blink when searching.



2. When WSN and NET both begin to blink, it indicates the device is connecting.



3. Rapid green flashes will illuminate in the WSN light when transmitting.



The device will emit two short beeps when the data upload is successful.

As each measurement is performed, the data will automatically transmit to the Gateway from the device, and the device will transmit the data to the telehealth system.

Please note: it can take up to 120 seconds for data to transmit base on the connection.

FAQ

Why would I need a Gateway device?

The Gateway enables you to upload your measurement data from any FORA Bluetooth meter to the 24/7 HealthView Telehealth System.

How does the Gateway work?

Simply plug in the Gateway to a power source and turn it on. Once you take a measurement with a FORA device, the meter will connect to the Gateway using Bluetooth. The Gateway then uploads the data to the 24/7 HealthView via 3G cellular.

Is this a Wi-Fi device?

No, the Gateway is a 3G cellular device designed only to upload measurement data to the 24/7 HealthView Telehealth System.

How do I know the reading has been successfully uploaded?

You will hear two short beeps when the measurement has uploaded successfully.

What can I do if the upload has failed?

You'll see a red light when the upload has failed. Move the device near a window or open space that can pick up a better signal, if necessary. Turn the Gateway off and on again. Wait 10–15 minutes before taking a new measurement and the Gateway will attempt to connect again.

Helpful Information

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 Signal Codes

When the device does not successfully upload data, the red ERR light on the FORA 3G Gateway will illuminate. You will also hear a beep. The type of beep you hear determines what the error was.

- PWR



- NET

- WSN
- ERR

Error Code	Cause	Solution
Red ERR indicator light with one long beep	Bluetooth transmission problem	Check to ensure that the meter is close enough to the Gateway or if the meter turned off accidentally during transmission
Red ERR indicator light with two long beeps	Network connection	Move the Gateway closer to a window or an open space
Red ERR indicator light with three long beeps	The meter is not registered or mapped to the patient	Contact Customer Service
Red ERR indicator light with four long beeps	Hardware error	Contact Customer Service

The red ERR light will remain illuminated until the gateway makes a connection. To retry the connection, take another measurement on any FORA device within range of the gateway and the device will attempt to upload again.

For questions on how to use the FORA medical devices, please contact the **FORA** Customer Service Line at **1-888-307-8188**

Documents / Resources

	FORA Gateway Cellular Connectivity Device [pdf] User Guide Gateway, Cellular Connectivity Device
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