



TENNOVI GATEWAY

Gateway Basics

Getting Started

1. Connect the Gateway power cord to an electrical outlet.
2. Plug the Gateway power cord into the Gateway.
3. The Gateway LED will first **flash PURPLE** for up to 10 minutes. This means that the Gateway is trying to connect to a cell tower. Once connected to a cellular network, the Gateway will turn **RED**. If it goes **RED** and back to **PURPLE**, it's looking for the strongest signal. The Gateway will go from **PURPLE** to **BLUE** if it can't find a signal.

Taking A Measurement

1. Take a measurement with the Tenovi device(s) included with the Gateway.
2. 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 flash green when the measurement has been successfully transmitted.
3. The LED will remain **GREEN** for the remainder of the day, however you can take as many additional readings as necessary and all readings will transmit.
4. The LED will revert back to **RED** everyday at midnight, acting as a reminder to take a reading every day.

Looking for signal



Found signal



Unable to connect



Measurement needed



Measurement received



Whitelisting & Power-cycling

When to whitelist a Gateway

Whenever there are two or more Gateways being used at the same time in the same location (house, building, room), the Gateways must **ALL** be in whitelist mode. **Each device connected to the gateway must be whitelisted in order to transmit data.**

Imagine the following situation: Two people live in the same house. Person A has Gateway A and sensor A. Person B has Gateway B and sensor B. If person A takes a measurement, both Gateways will try to connect to the device and claim the measurement. If Gateway B connects first, the measurement will go to the wrong account.

Whitelist mode fixes this problem. Gateway A must have device A stored in its whitelist and Gateway B must have device B stored in its whitelist. Then Gateway A will only connect to sensor A and Gateway B will only connect to sensor B.

What is whitelist mode?

When a Gateway is in whitelist mode, it will only scan for (and connect to) the specific devices saved in its whitelist.

Once whitelisted, you will see a white light near the top of the LED ring. When the Gateway is still **RED** and a reading needs to be taken this light can appear **PINK** to patients.

Whitelisting when it is not needed can cause problems.



When whitelisted, the BPM only communicates to Gateway A



Device



Gateway A



Gateway B

Whitelisting & Power-cycling

How to put a Gateway into whitelist mode

Remotely: If Tenovi has access to the MAC addresses for the Patient's devices, Tenovi can remotely whitelist the device.

Manually: Unplug any other Gateways in the home. Make sure that the only device near the Gateway is the one that you want to add to the whitelist.

1. Place the device that you want to whitelist **within 3' of the Gateway** - as close as possible.
2. Press and hold the button on the Gateway until you see a pulsing white light, and then let go.
3. Take a measurement with the device you want to whitelist. Once the Gateway connects to the device, the pulsing white light will go away. You will see the normal connection sequence, and when it is done you should see a white light near the top of the LED ring.
4. Repeat this process for every device the patient has.

Power-cycling a Gateway

Whenever the patients Gateway has not checked in and readings are not coming through, have the patient unplug the Gateway and plug it back in. Once the Gateway checks in, any stored readings should be sent.

Press & hold until light pulses white



Take measurement



Measurement successful
Gateway whitelisted

Common Questions & Concerns

Why aren't we receiving patient data?

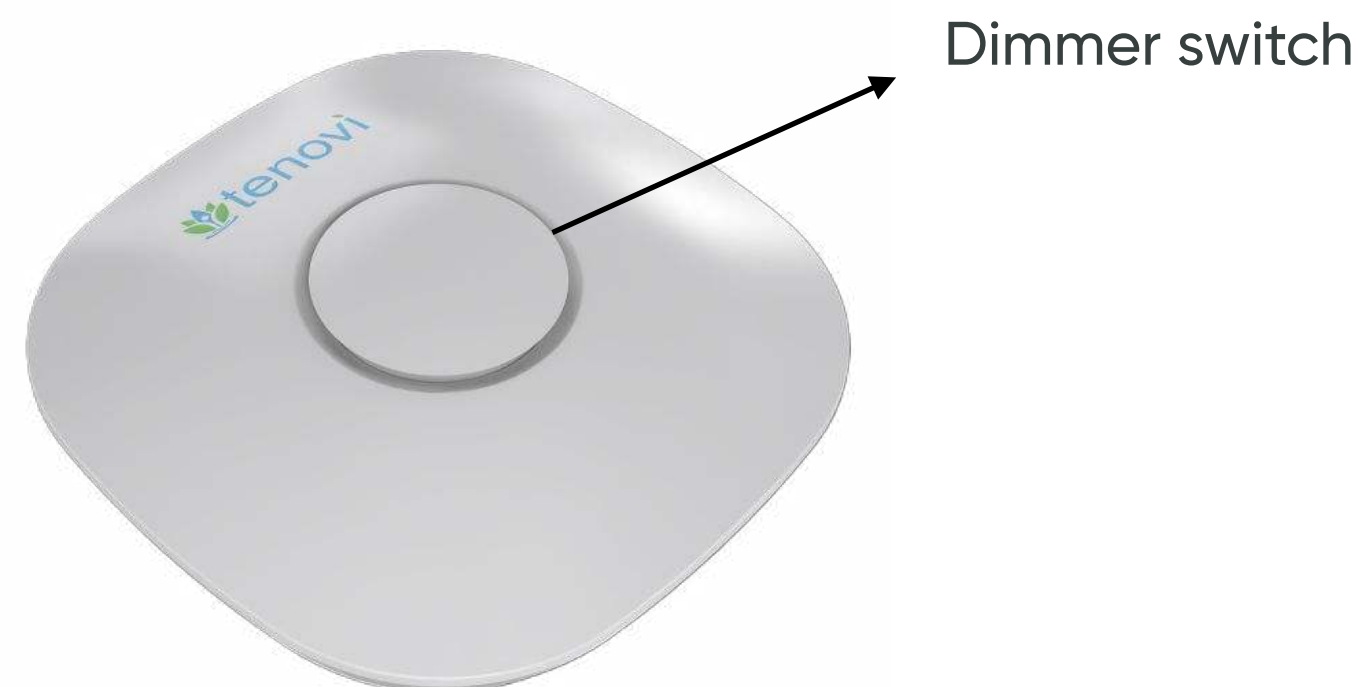
Check patients last Gateway check in. If it hasn't checked in today, have the patient power cycle their Gateway, and take another reading. Make sure the correct device is linked to the patient's account.

Why is the Gateway flashing blue?

If the Gateway is flashing blue it means it has lost signal. First, try unplugging the Gateway and plugging it back in. If that doesn't work, try putting the Gateway in another room in the house. Putting the Gateway close to a window may help with the signal. If that does not work and the patient has wifi, we encourage them to download the Tenovi app. The App will transmit their readings via WiFi.

What does the button on the top of the Gateway do?

This button is a dimmer for the light in the Gateway. It does not reset the Gateway. Patients should avoid pressing this button unless they need to dim the light.



Why isn't the Gateway turning green?

Try power cycling the Gateway and make sure the device is linked to the correct patient's account. If neither of these steps work, submit a support ticket via the "Client Technical Support" tab in the Tenovi Dashboard.

Why isn't the Gateway turning on?

Is the Gateway plugged in? Is it plugged into a power strip? Make sure the power strip is on. If it's plugged into an outlet make sure the wall switch is in the on position. Try pressing the button to see if light comes back on. See section above.

What is the Gateway ID, and where do I locate it?

The Gateway ID is located on the side of the device, to the left of where the plug enters the device.



LED Color Code

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. The Gateway LED will flash **PURPLE** for up to ten minutes while searching for a connection.

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.

YELLOW LED



The flashing **YELLOW** LED means the device is busy, and is attempting to receive information. A solid **YELLOW** means the measurement has not been successfully transmitted.

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.

COMMON ISSUES & RESOLUTIONS

BPM Error Messages



ERROR MESSAGES

Error 1 means the cuff is not wrapped tight enough, is wrapped too tightly, or the cuff air plug is loose. The patient should be able to fit one finger snugly into the cuff. Two fingers is too loose. Fasten the cuff and make sure to insert the air tube plug correctly, then measure again.

Error 2 means excessive body motion (such as shaking of the arm with the cuff on) or weak Pulse is detected. Relax for 5 minutes, and then keep still, measure again.

Error 3 means pulse was not detected during measuring. Make sure the patient put the cuff on correctly. It should be on the Left bicep, against bare skin, and the hose is coming out of the bottom. Repeat measurement.

Error 4 means measurement processing failed. Have patient retake measurement.

H bAt / Lo bAt means Low battery. Replace batteries.

Patients should always use batteries to power the Blood Pressure Monitor.

If the BPM screen freezes, power cycle the Gateway and remove the batteries from the BPM. Put the batteries back in, and the screen should go back to normal.

BGM Error Messages

ERROR MESSAGES

Error 1 means a used Test strip was inserted. Insert an unused test strip and test again.

Error 2 means Blood or test solution was applied before the test symbol appeared. Repeat the test with a new strip.

Error 3 means ambient temperature during the test was too high/low. This error occurs when the device is either too hot or too cold.

Error 4 means there was an insufficient volume for the blood sample. Using a new test strip, have the patient try to get more out of their sample. They can do so by squeezing finger to force blood out, or increasing the settings on their lancing device.

Error 5 means the wrong test strip was used. Repeat test with a Tenovi strip.

Error 6 means there is a problem with the device.

Error 7 means connectivity error. Call Tenovi support.

Error 8 means electronic error occurred. Repeat test with a new strip.



Pulse Oximeter Instruction



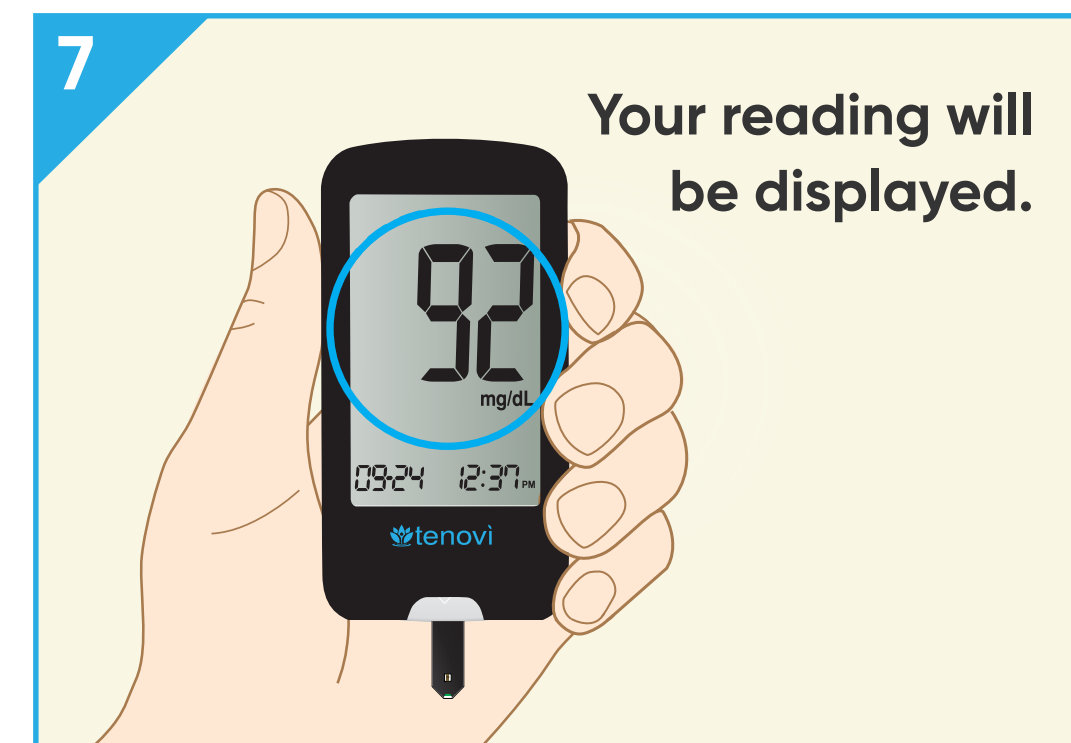
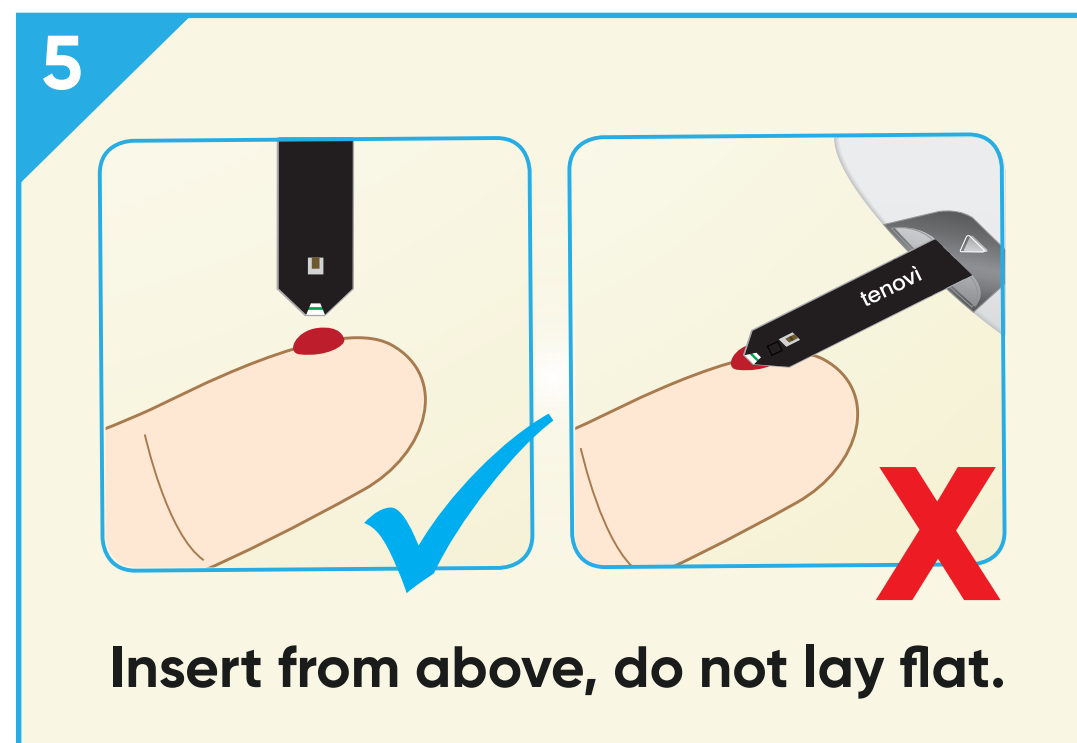
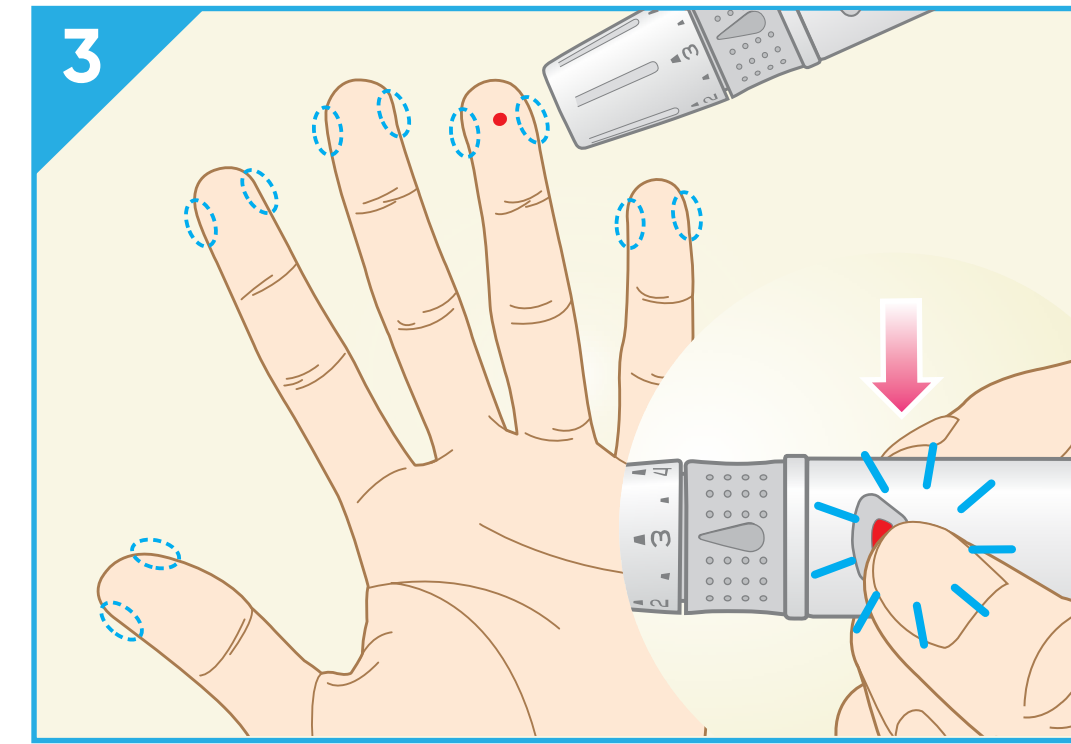
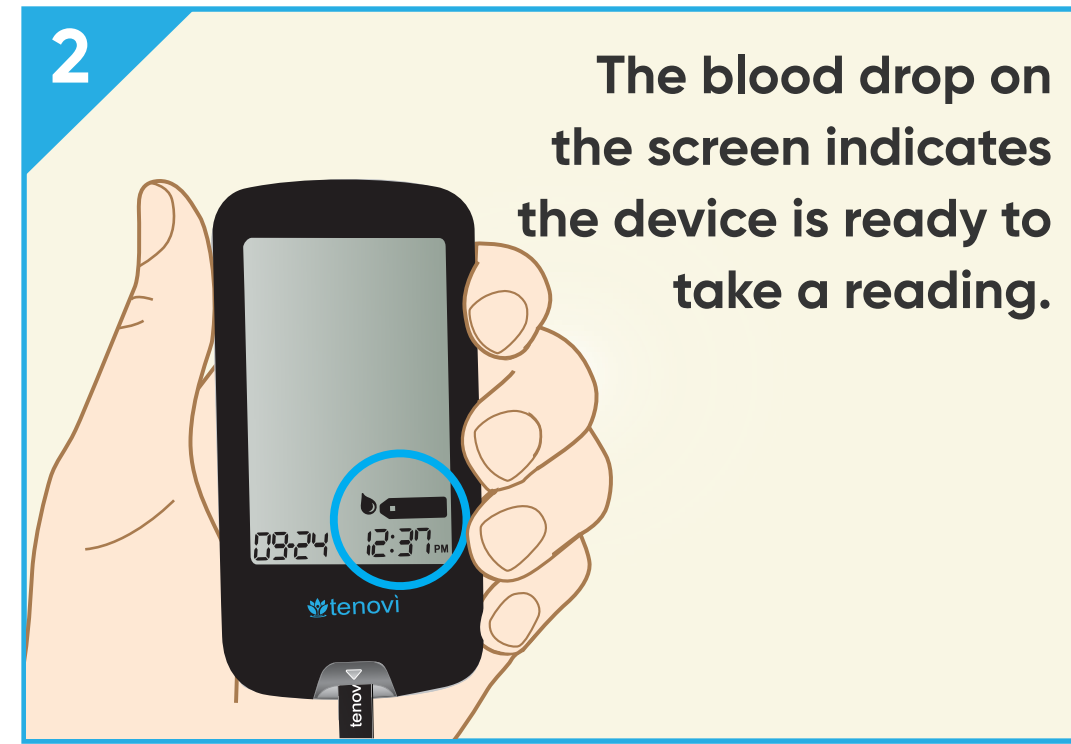
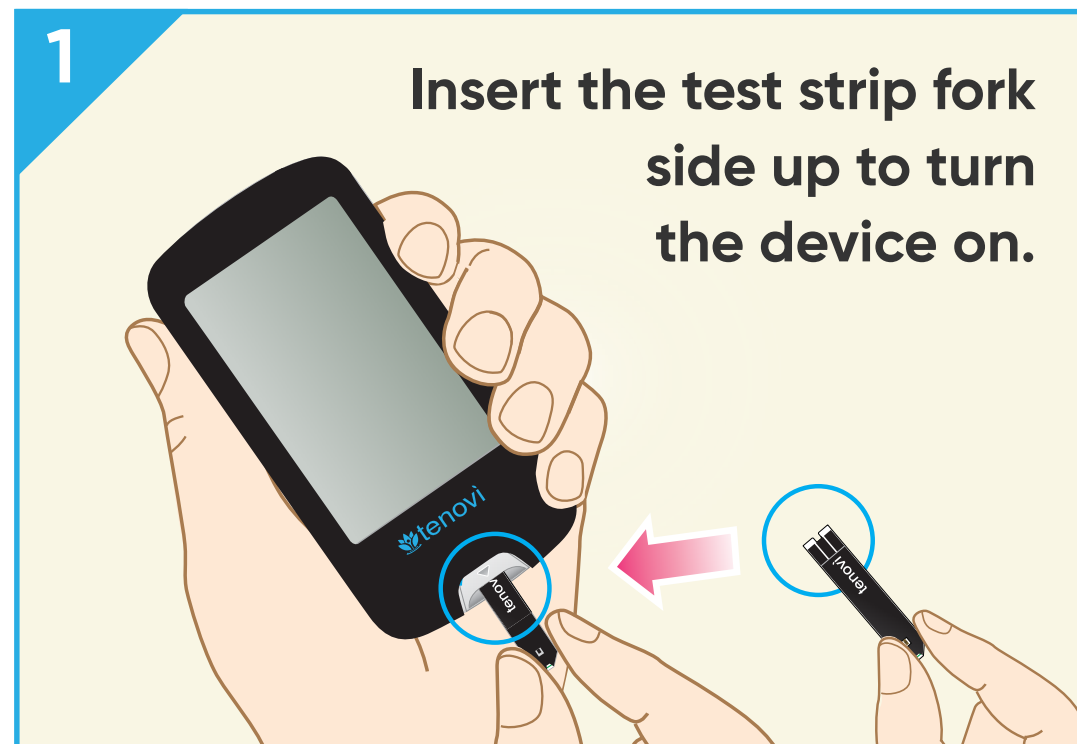
PULSE OXIMETER

The Tenovi Pulse Oximeter (Pulse Ox) is preset to function out of the box and will report to a gateway without any extra steps. On occasion, there are some issues with readings, which are usually caused by improper device usage.

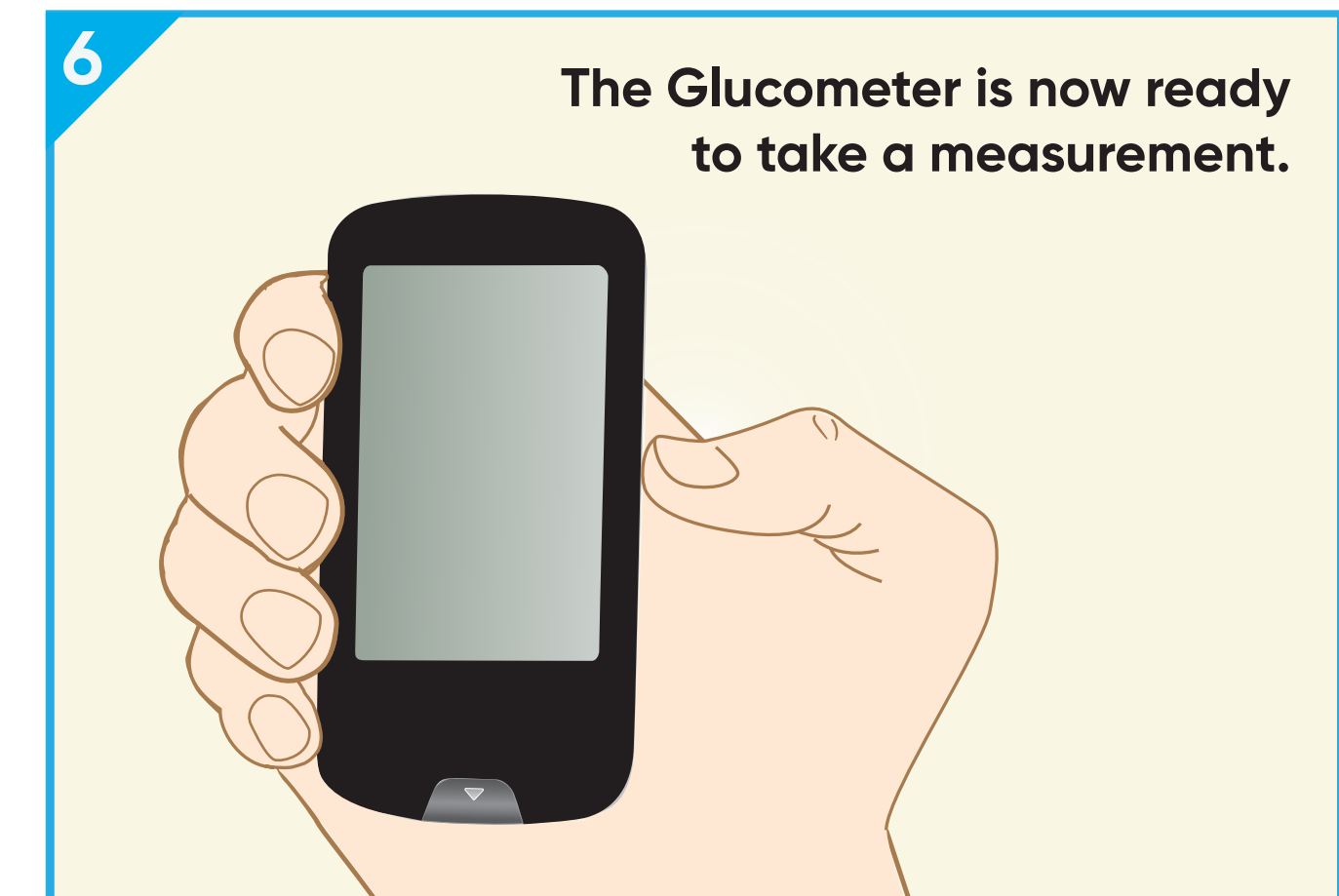
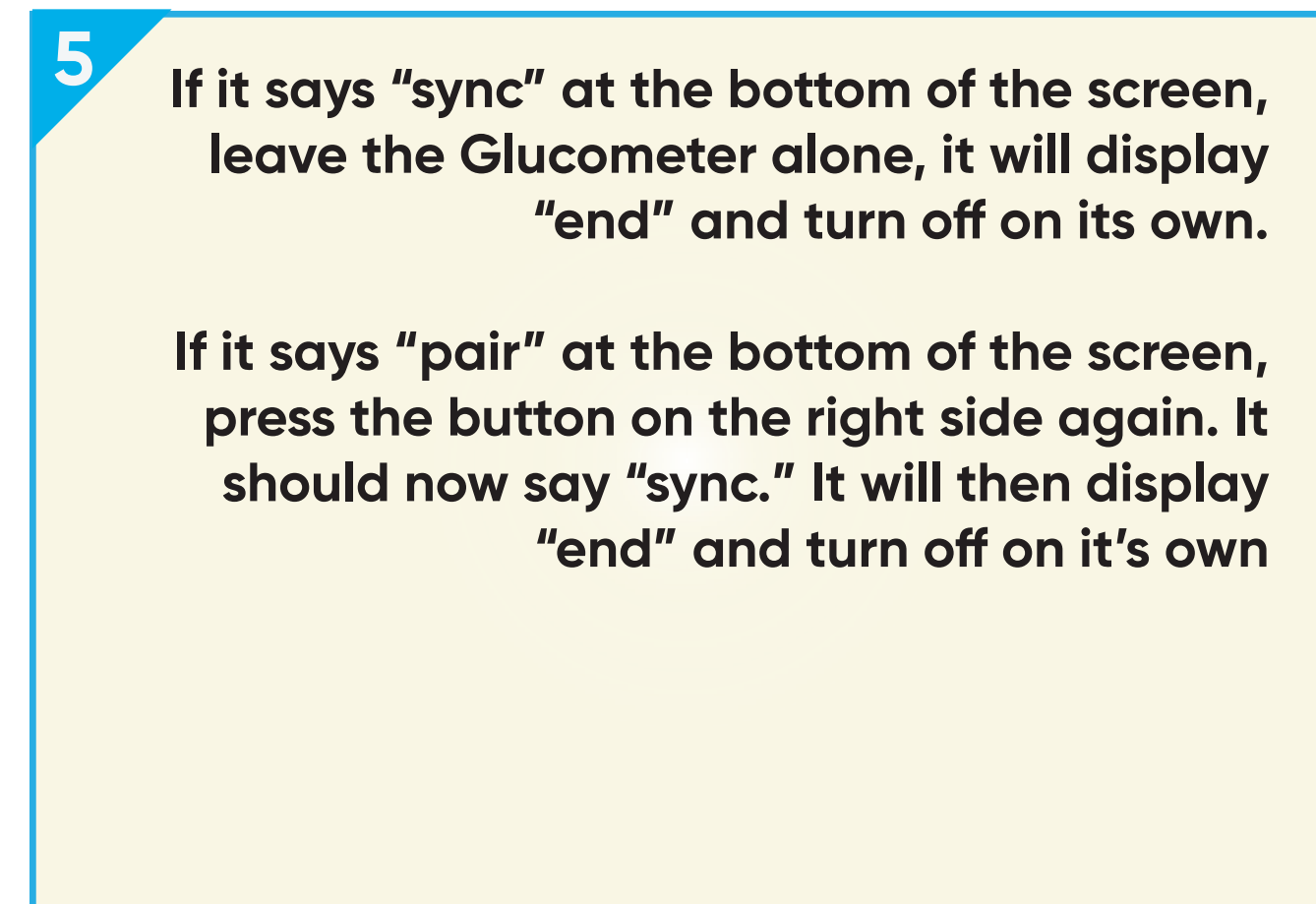
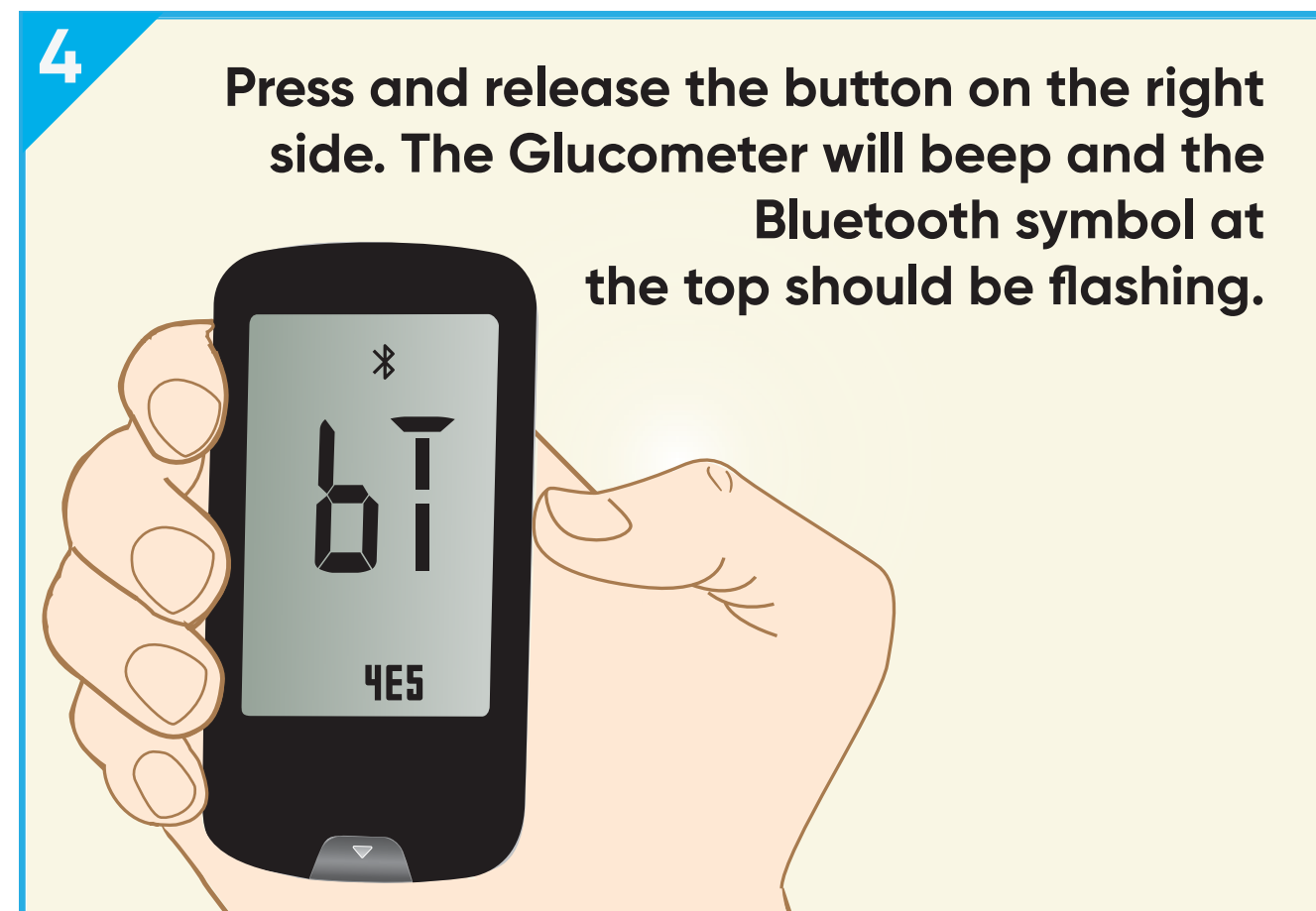
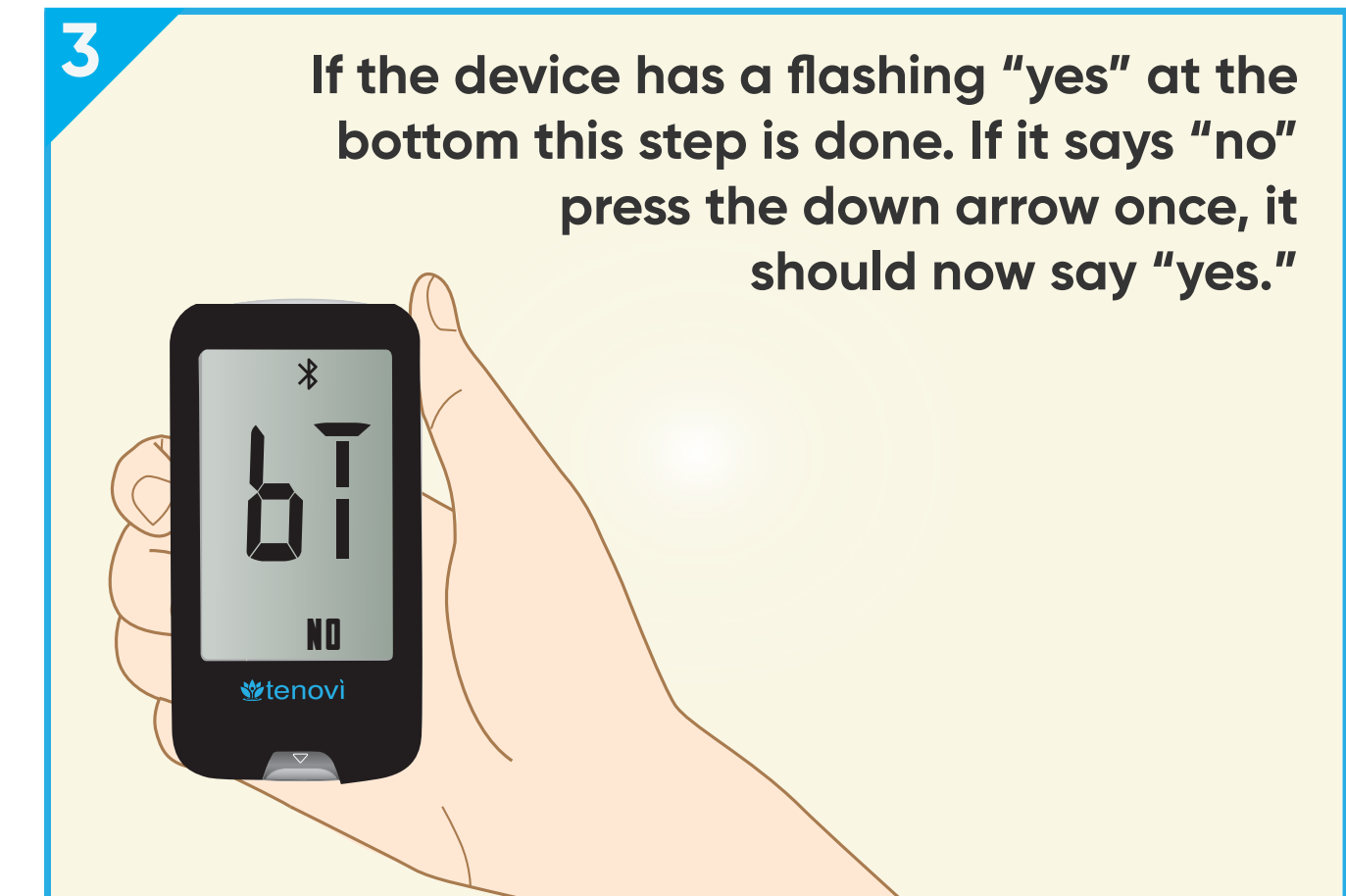
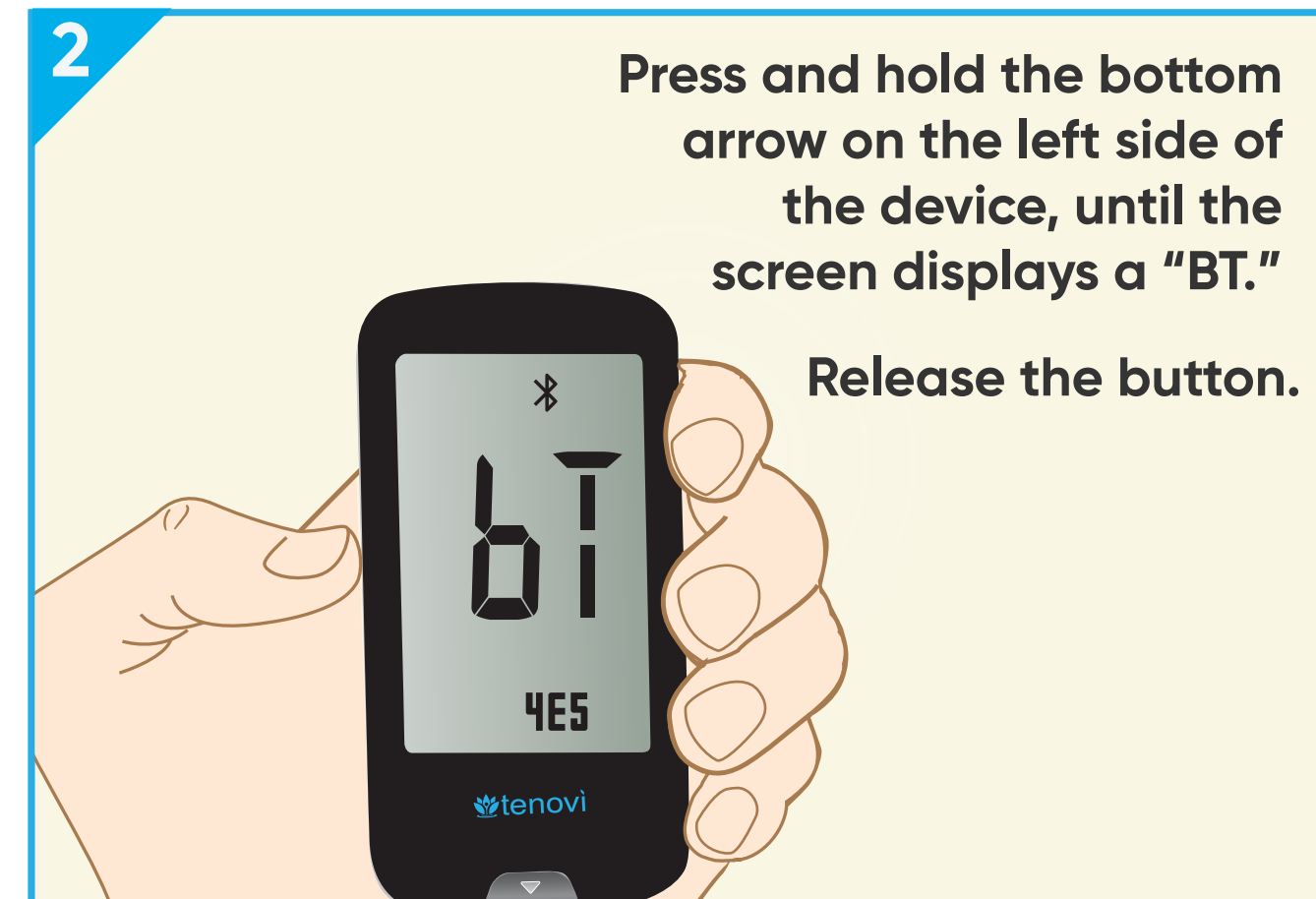
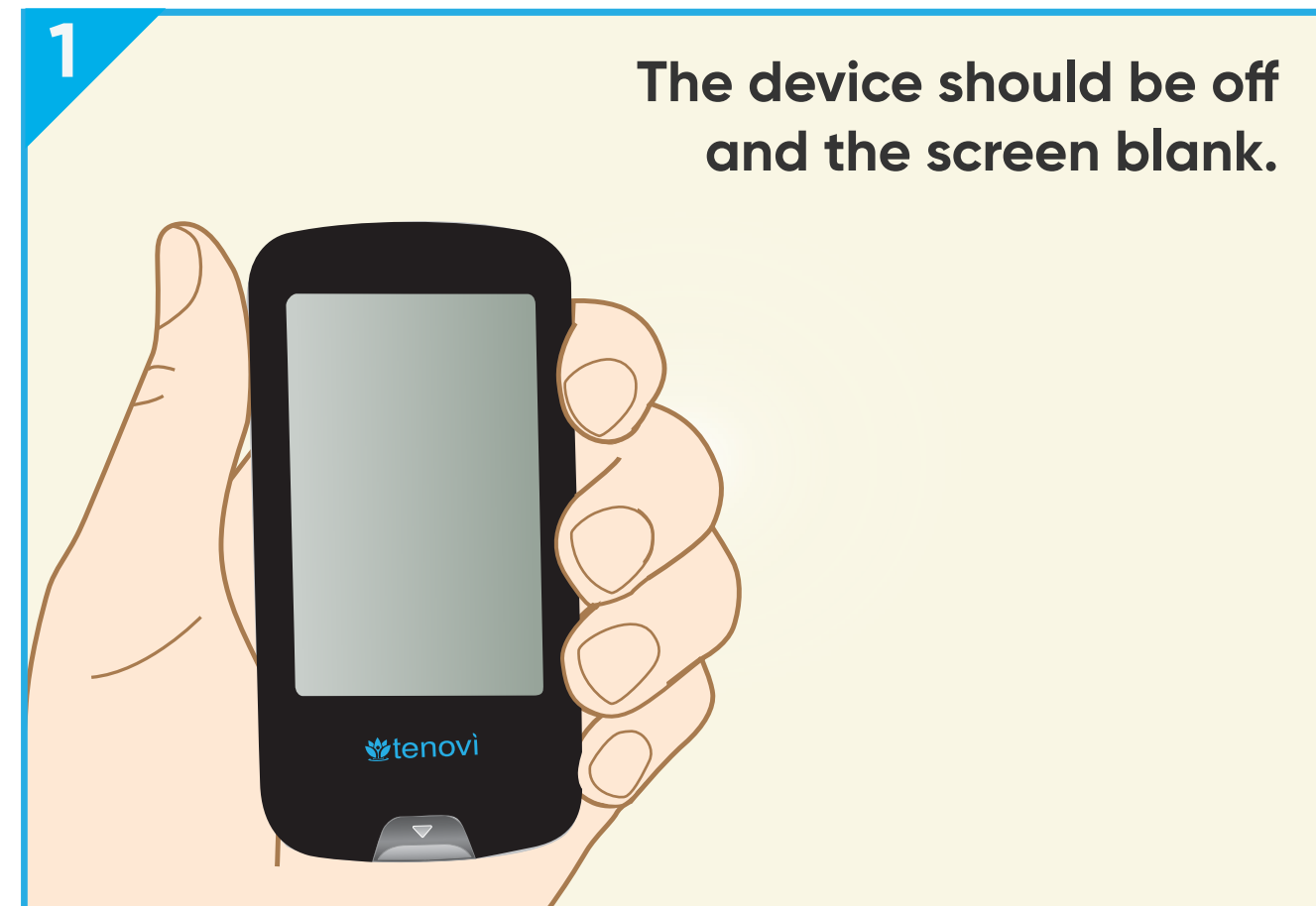
1. Patient should place the center of the spiral of their fingerprint directly on the window inside the Pulse Ox and then let go. **If the patient has long fingernails, this can interfere with proper finger placement.**
2. Device should be placed on the finger with the power off and then powered on after it is in position.
3. Leave the device on and running for 15-30 seconds. Long enough to get a stable, consistent reading.
4. **DO NOT POWER OFF DEVICE.** Remove device from finger, it will power down automatically, and send the final readings to the gateway.

USING & PAIRING GLUCOMETERS

How To Use A Glucometer



How To Pair A Glucometer



If the steps provided above do not resolve the issue with the patient's device, please open a ticket with Tenovi Support.

DASHBOARD

Client Dashboard Tabs

Client Home Tab

Here you can access things like your API Keys, Measurement Webhooks, Facilities, and Fulfillment Webhooks.

Client Devices Tab

Here you can look up devices by device, name, patient ID, or patient info. You will be able to see if a device has been shipped, delivered, if it's connected, unlinked, or has been returned.

Client Gateways Tab

Here you can look up Gateways and see if they have been pre-activated, drop shipped or connected already.

Client Special Orders Tab

Here you can track all special orders, place bulk orders and order supplies.

Client Tech Support Tab

Here you can create tickets for technical support issues you are unable to handle on your side. Always include the patient Gateway ID, and as much information as you can about the issue at hand.

Client Users Tab

Here you can see a list of your Admin and Staff users. You can add new users in the right hand corner.

Client Billing Tab

Here you can see payment methods, pending invoices, credits, and billing history.

Client Help Tab

Here you can see API documentation, HWI FAQ's, Redoc documentation, and contact technical support.

Tenovi Patient Setup

<https://tenovi.com/setup/>

Placing Orders & Kit Changes

Bulk Orders

Our clients stockpile devices and are responsible for assigning to individual patients.

Placing orders as HWI

Go to client devices tab and hit add new device. Fill out the required fields.

Placing orders as RPM

Go to client home, click facility, and add new device. Fill out the required fields.

Ordering Supplies

When ordering supplies, go to the client special order tab and hit order supplies. Please select the proper device i.e cellular BPM cuff etc. as supplies are device specific

Replacements

If you believe the device needs a warranty replacement, please open a ticket with Tenovi support and we will troubleshoot and replace if necessary.

Device Exchanges

If you want to exchange a device with another device please contact your sales rep.

Adding on to existing RPM kit

Place order as you normally would. Once the device is selected the Tenovi system will automatically create a ticket asking if we need to send a gateway or not. Unless the patient's information is going to more than one doctor, only one gateway is needed.

TENOVİ GATEWAY APP



Tenovi Gateway App

When to suggest the app

If the patient has low signal, or the signal consistently drops, we recommend the patient download the Tenovi app. A low signal range is anywhere in the 5-25% range. This can cause readings not to come through, or take a long time to hit the system.

The Tenovi Gateway app will put the Gateway into a "WiFi" mode, and it will pull any measurements saved on the Gateway and post them through the patient's phone to our system via WiFi.

Note: The patient must have wifi and bluetooth enabled on their cell phone for this feature to work.

Once The app is downloaded

Patients leave their Gateways plugged in. After each reading the patient needs to hit **sync** on the Tenovi app. This will send the readings via wifi. The readings will store on the phone if the patients forget to hit sync, but we encourage them to hit sync every time so our clients have the most up to date information.

Downloading the app

Any user can download the Tenovi Gateway App through the Apple App Store or Android's Google Play app store. Enable Bluetooth on the device, open the app and press the Sync key.

Note: The BPM and Glucometer will store several hundred readings. Estimated time stamps will be shown for any readings taken when the Gateway is not connected to the device.

Step 1: Find the app by typing in "Tenovi Gateway App" into Apple's App Store or Android's Google Play app store.

Step 2: Click install and open the app.

Step 3: If patients do not have Bluetooth turned on, they will get a popup that says "Gateway App" would like to use Bluetooth for new connections. Select the "Settings" Button and turn bluetooth on. Then go back to the app, click OK and click SYNC. Once complete, the app will display the last synced date and time and the gateway should appear a solid red or green.

TECHNICAL SUPPORT

How To Generate A Technical Support Ticket

Contact Technical Support

Log in to your account.

Click on "Client Technical Support" from the left menu.

At the top right, click on the blue button that says "+ Add Request"

+ Add Request

Fill out the form.

Please BE SURE to include a Gateway ID / IMEI for troubleshooting and select the correct device from the dropdown

If you require Tenovi to contact the patient, please fill out the patient's name, phone number, and timezone, so we can contact them directly. Providing this information implies consent from your end for us to contact your patients on your behalf.

Choose Request Response to make sure Tenovi Tech Support will reply quickly, and choose "Assign to me" if you personally would like to handle the ticket, otherwise it will be sent to your organization as a whole.

Click create to submit your ticket.

You can view all of your tickets by filtering them with these options

Pending Action 2 Open 2 Resolved 10

Pending action means you have received a response from Tenovi Tech Support and may require answers or information from your end.

Open tickets are open and in process, often being worked on by Tenovi.

Resolved denotes tickets that have had issues addressed and have been closed out.

Create Service Request

Select Client (start typing to search):

Description

Gateway ID / IMEI

Device Type

Patient Name

Patient Email

Patient Phone Number

Patient Timezone

☒ Request Response from Client? ?

☐ Assign to me ?

Cancel

Create