

# TENA SmartCare™/MC

## Gateway


### Manual




This guide is intended for Family Caregivers or Professionals using the TENA SmartCare Change Indicator™/MC in a home environment or a nursing home. The Change Indicator system tracks and displays urine saturation levels in an absorbent TENA incontinence product.

The TENA SmartCare Change Indicator is a system consisting of:

- an app, installed on one or more smartphones/handheld devices.
- a reusable Change Indicator consisting of two parts; a Sensor Strip and a Transmitter.
- a gateway that relays data from the Change Indicator.

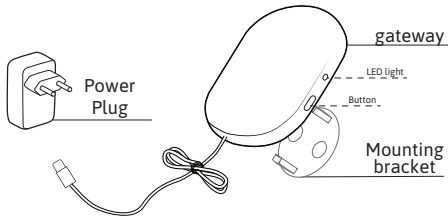
 Read the full TENA SmartCare Change Indicator Instructions For Use before using the product.

**Symbols used in this guide:**

 **WARNING**  
Care shall be taken to ensure safety and efficiency. Failure to do so could cause damage to equipment or lead to the receipt of incorrect data.

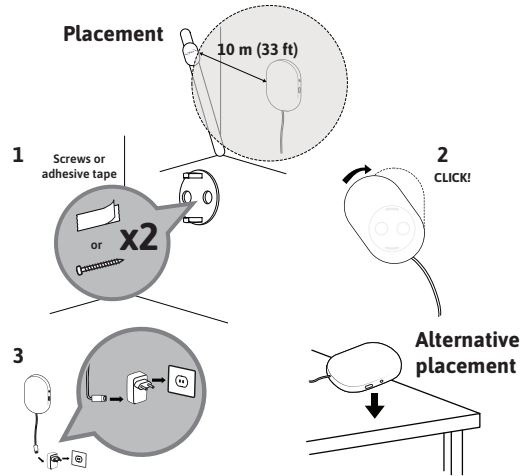
 **NOTE**  
Important information or advise/tip

**Parts you need to set-up gateway:**



**NOTE**

The gateway should be within 10 m (33 ft) of the user and connected to an electric power outlet to use the TENA SmartCare Change Indicator System.

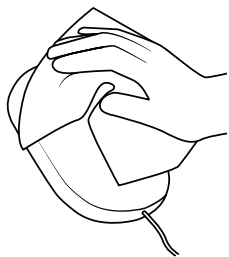
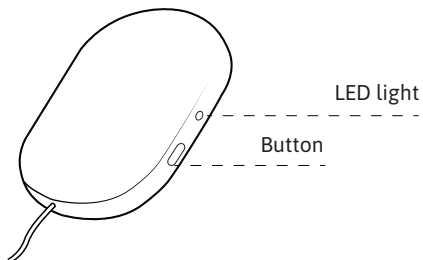


**NOTE**

- If an internet connection cannot be established please try to change location of the TENA SmartCare gateway.
- It is preferred that the gateway is placed so it has clear line of sight towards the Transmitter.

**NOTE**





The LED light can be difficult to see if it is exposed to e.g. strong sunlight. Try to cover the sunlight to improve readability.



Clean the gateway with a dry cloth when needed.

**Gateway installation**

After attaching the gateway to a power outlet.

Colour LED light	What it means
	<b>Blinking blue light:</b> Wait. The system is connecting.
	<b>Steady green light:</b> All is OK.
	<b>No light:</b> Green light disappears after a while and the system goes into dark mode. Push the button to see if it has power and connection. If no light goes on, check the power connection.
	<b>Steady red light:</b> Error. See Troubleshoot section, p. 8-9, in this guide for more information.



RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12") to the Change Indicator. Otherwise, degradation of the performance of this equipment could result.

Interference may occur in the vicinity of equipment marked with this symbol.

Type of communication	BLE, LTE-M, 2 G
Frequency BLE	2.4 GHz
Peak Power	10 Watt
Average Power	0.7 Watt
Input Voltage	5 V

### Product component dimensions (mm / inch)

ITEM	LENGTH	WIDTH	HEIGHT
Gateway	134 mm/ 5.28"	86 mm/ 3.39"	25 mm/ 0.98"

### Product weight (g/ ounce)

COMPONENT	WEIGHT
Gateway	174 g/ 6.14 oz
Mounting bracket	7 g/ 0.25 oz

### Environmental conditions

CONDITION	MINIMUM	MAXIMUM
Storage & transport temp.	+10°C / 50°F	+40°C / 104°F
Storage & transport humidity	65% Rh	90% Rh
Operating temp.	+15°C / 59°F	+45°C / 113°F
Operating humidity (non-condensing)	15% Rh	90% Rh
Pressure	700 hPa	1060 hPa

PROBLEM	RESOLUTION
What is "Dark mode"?	<p>The gateway LED light turns itself off after a few seconds = goes into dark mode in order to avoid disturbance during night. Press the button to wake up the gateway again. If nothing happens at a button-push, please make sure the gateway is connected to a power outlet.</p>
There is something wrong with the connection to the TENA SmartCare Change Indicator system.	<ul style="list-style-type: none"> <li>• There may be no battery in the transmitter or it is not properly inserted. Please install the battery and check the installation.</li> <li>• The transmitter may not be correctly attached to the Sensor Strip. Please check, and try again.</li> <li>• The Transmitter code may be wrong. Please check and try to enter it again.</li> <li>• The Transmitter may be too far away from the gateway. Please try to move the transmitter closer to the gateway, within 10 m (33ft).</li> </ul> <p>If it still does not work, please contact TENA SmartCare support.</p>

PROBLEM	RESOLUTION
There is something wrong with the gateway connection.	<ul style="list-style-type: none"> <li>• There is no power connection. Please try to connect to another power outlet.</li> <li>• Push the button once. If there is a green light it is OK. (It blinks blue during setup.) If there is a red light it is something wrong. Please contact TENA SmartCare support.</li> <li>• Please try to take out the power cord and replace it.</li> <li>• Please try to move the gateway to another location, maybe there is no coverage in your location.</li> <li>• Please contact your TENA SmartCare support if your gateway isn't activated in your warehouse - to remote activation.</li> </ul> <p>If it still does not work, please contact TENA SmartCare support.</p>

- The gateway should not be sterilized.
- The gateway should not be used in an oxygen rich environment.
- The gateway should not be used in presence of flammable anaesthetics.
- Do not attempt to repair the gateway by yourself.
- Only use the power supply provided with the gateway.
- If the gateway connection cannot be established it will not be able to send information and work as expected. In such a case, please revert to a manual process for checking the incontinence product. Check the Troubleshooting section in this guide and if needed, contact TENA SmartCare support.
- Do not open or modify the gateway. Doing so will result in a void of warranty and can result in an unidentified risk to patient, operator or third party.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### IMPORTANT INFORMATION

- Save this user manual for future reference.
- If any changes to the installation are necessary, please contact TENA SmartCare support.
- Devices shown are not actual size.

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.

### 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 turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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.

## WARNINGS

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This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- This device may not cause interference.
- 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.*

## IMPORTANT INFORMATION

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This equipment complies with the ICES RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of the human body.

*Cet équipement est conforme aux limites d'exposition aux radiations ICES définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et une partie de votre corps.*

The following symbols appear on your TENA SmartCare gateway or accessories and/or packaging:



WEEE-marking.  
Dispose of electrical components in accordance with your local regulations.



Radio Frequency Radiation Symbol



European Conformity mark



Instruction manual



Storage- and transport temperature



Humidity limitation



Atmospheric pressure limitation





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