



A M B I O H E A L T H ™

Ambio Health

Remote Health Monitoring System

User Guide

General Description

The Ambio Health Remote Health Monitoring System (“System”) consists of the health meters including a blood pressure meter, blood glucose meter, and scale along with Ambio Wireless Connectors to wirelessly send readings from the meters through the Ambio Gateway to the Ambio Care Portal. The Ambio Care Portal is used by patients and their caregivers (“Users”) to view readings in log or graphical formats, set reminders to take readings and pills, set reading thresholds which will trigger an alert message if a reading is outside the threshold, and set who will get reminder and alert messages. Users can create weekly goals for taking readings per the reminder schedule and for readings that are within target ranges and non-financial rewards for achieving those goals. The System tracks progress toward goals based on readings received from the meters. Users Survey questions can be sent to patients and patient responses viewed in the Care Portal. Readings history along with a daily or weekly summary can be printed or sent from the Care Portal based on User preferences. Users can use a shared calendar and message board to communicate messages and appointments they enter. General health information from accredited sources is also displayed the Care Portal.

Manufacturer

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Ambio Gateway and Ambio Wireless Connector Firmware © Ambio Health

Ambio Care Portal © Ambio Health



This device complies with Part 18 of the FCC Rules.

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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

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Customer Service

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1. General Precautions

When using the Ambio Health Remote Health Monitoring System (“System”), basic precautions should always be followed. Please read and follow all instructions and warnings before using this product. Save these instructions for future reference.

- All patient diagnoses and treatment are to be performed under the supervision of a healthcare professional. The Ambio Health Remote Monitoring System is not intended for diagnosis or as a substitute for medical care, and it is not intended to provide real time data. The data is made available to the patients when time-critical care is not required. The System is contraindicated for patients requiring direct medical supervision or emergency intervention.
- Reminder functionality is for convenience only and should not be used for health readings or medications that must be taken with close adherence to schedule.
- Follow all instructions and precautions in the owner guides provided by the glucose meter and blood pressure meter manufacturers.
- The System is intended for use only by those who have agreed to the Ambio Health terms and conditions.

2. Terms Used in this Guide

Patient	The person whose readings are taken and stored in the Care Portal.		
Care Circle	The Patient’s support team of Caregivers who are authorized to view Patient’s readings.		
Caregivers	One or more individuals supporting the patient; can include family members, peers, and/or professional caregivers.		
Care Portal	Secure web-based application for viewing readings and managing settings for reminders, alerts and goals.		
Health Meters	Blood Pressure 	Blood Glucose 	Scale 
Wireless Connector		Plugs into the Blood Pressure meter / Blood Glucose meter to wirelessly send readings from the meter to the Gateway.	
Gateway		Plugs into your home internet router to send readings to the Care Portal.	

3. How to set up your devices

A. Set up the Gateway

	<ol style="list-style-type: none">1. Plug one end of the supplied Ethernet cable into the Gateway
	<ol style="list-style-type: none">2. Plug the other end of the supplied Ethernet cable into your home internet router or hub.
	<ol style="list-style-type: none">3. Plug the round end of the supplied AC power adapter into the other side of the Gateway.
	<ol style="list-style-type: none">4. Plug the AC power adapter into a standard 120V outlet. <p>Within a few seconds you should see a green light on the Gateway to let you know you're connected!</p>

B. Set up the Wireless Connectors

	<ol style="list-style-type: none"> 1. If the LED is not blinking green, then install a fresh CR2450 coin cell battery: <ol style="list-style-type: none"> a. Turn the device bottom side up. b. Pinch the latches on the battery tray and pull out. c. Place battery in tray. d. Slide tray back in.
	<ol style="list-style-type: none"> 2. For the Glucose meter, remove the rubber tab on top of the meter.
	<ol style="list-style-type: none"> 3. Plug the Wireless Connector with the white cross icon into the USB port on top of the meter. <div style="text-align: center;">  </div>
	<ol style="list-style-type: none"> 4. For the Blood Pressure meter, plug the Wireless Connector with the white heart icon into the USB port on the side of the meter <div style="text-align: center;">  </div>

At this point you can verify that you have set up Wireless the Gateway and Wireless Connectors properly by logging into the Care Portal (see next Section for how), confirming your settings are as desired, take a reading with your meter and check that the reading displays in the Care Portal as expected.

4. How to set up the Care Portal

If you are a **first time user**, set up your system in the following sequence.

- A. Accept invitation, review terms and set your password
- B. Log In
- C. Add / Manage Patient
- D. Add / Manage Caregiver
- E. Add / Manage Devices
- F. Set Alerts
- G. Set Reminders
- H. Set Goals

A. Accept invitation, review terms and set your password

If you were invited to join Ambio as a **Patient**, you will get an email from Ambio Health to confirm you want to join the Care Circle of the Caregiver who invited you:

1. Review the email from Ambio Health and click the **I KNOW THEM** button if you agree to join their Care Circle.

Dear Reynolds

Kevin Jones wants to add you as a Patient in his/her care circle. Please confirm you wish to join the care circle by clicking the below button.

Please confirm you know Kevin by clicking the below button:

I KNOW THEM

Thank you,

Ambio Health

2. The Ambio Health User Agreement page will then open. Review the terms and condition and click the **I AGREE TO TERMS** button if you agree.



Hello Reynolds, You have been invited to join the care circle of Kevin Jones.

Agree to terms below to continue.

USER AGREEMENT

Last Revised: November 6, 2011

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE. BY ACCESSING OR BROWSING THIS WEB SITE, OR ACCESSING OR REGISTERING FOR ANY COURSE ON THIS WEB SITE, YOU AGREE TO BE LEGALLY BOUND BY THE TERMS AND CONDITIONS SET FORTH HEREIN, WITHOUT LIMITATION OR QUALIFICATION.

Welcome to the web site of Ambio health!

Ambio Health, a service of Arrayent Health, LLC. (referred to as "Ambio", "we", "us" or "our", as applicable) provides visitors to this Site ("you" or "your") with access to our website located at www.ambiohealth.com (this "Site") subject to the terms and conditions contained in this Terms of Use Agreement (the "Agreement"). Please read this Agreement carefully. By accessing or using this Site, you agree without restriction to be

I AGREE TO TERMS

3. You will then see a page to set your password for the Care Portal.
 - a. Enter and retype the password you wish to use
 - b. Check the "Keep me signed in" box if you want the system to automatically log you in
 - c. Click the **Set Password** button.

Set Your Password

Please set a new password below:

Password

Re-type Password

Keep me signed in

Set Password

At this point the system will automatically log you in so you can set your preferences.

[If you were invited to join Ambio as a Caregiver](#), you will get an email to confirm you want to join the Care Circle of the Person who invited you:

1. From the Ambio invitation email, click the **I KNOW THEM** button if you agree to join their Care Circle

2. You will then see a page to set your password for the Care Portal.
 - a. Enter and retype the password you wish to use
 - b. Check the “Keep me signed in” box if you want the system to automatically log you in
 - c. Review and check the **I agree to Ambio Health Terms & Conditions** if you agree
 - d. Click the **Set Password** button.

Set Your Password

You have been invited to be in the care circle for Tess Pachence. Please set your password below to get started!

Password

Re-type Password

Keep me signed in

I agree to Ambio Health [Terms & Conditions](#)

Set Password

At this point the system will automatically log you in so you can set your preferences.

B. Log In

1. Open your web browser* and go to www.ambiohealth.com/account/login You will then see the following log-in page:

Login To Your Account

Email

johnsmith1067@gmail.com

Password

[Forgot Password?](#)

Login to my account

Keep me signed in

Other ways to login

 [Login with Facebook](#)

 [Google Account](#)

* Internet Explorer Version 6 or higher, Chrome version 8 or higher, Safari version 4 or higher, Firefox version 8 or higher.

2. Enter your email address and the password you selected when you signed up for Ambio.
3. If necessary, click on [Forgot Password?](#) to have your password sent to your email.
4. Check the **Keep me signed in** box if you would like the system to automatically log you in when you visit the Care Portal.

C. Manage / Add Patients:

To manage existing Patient information:

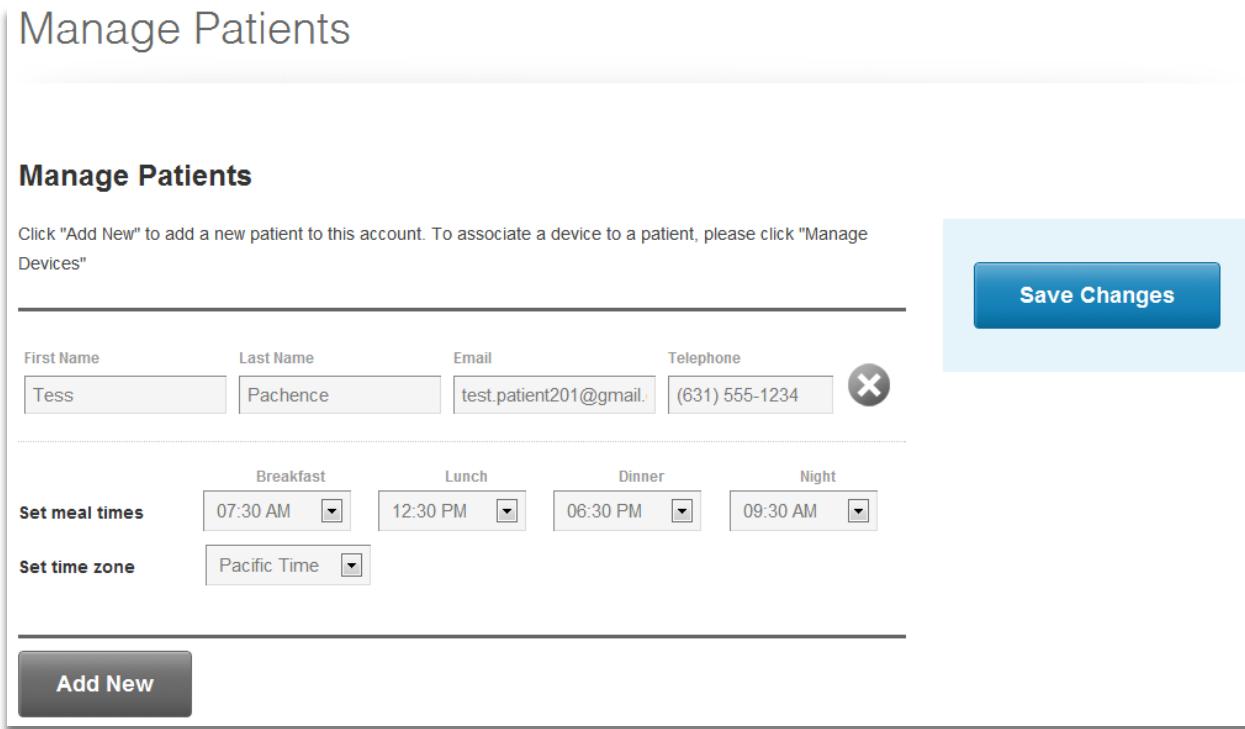
1. Click on the **Patients** tab on the top right of the page.



Welcome, Ambio [Your Account](#) | [Logout](#)

Viewing data for **Tess Pachence** ▾ Patients Devices

The following page will appear:



Manage Patients

Click "Add New" to add a new patient to this account. To associate a device to a patient, please click "Manage Devices"

Save Changes

First Name	Last Name	Email	Telephone
Tess	Pachence	test.patient201@gmail.com	(631) 555-1234

Set meal times

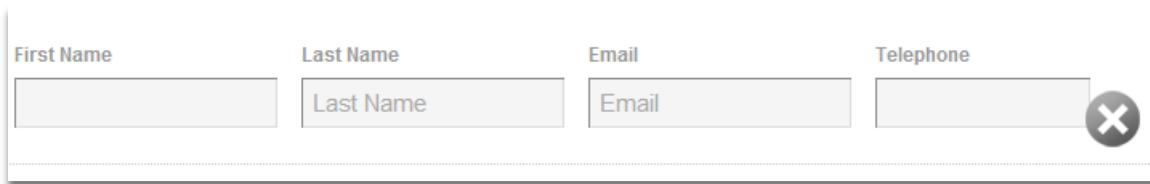
Set time zone

Add New

2. Edit name, contact information, meal times (for Blood Glucose readings) and the Patient's time zone (for Reminders). Click the **Save Changes** button to save.
3. Click the  button if you want to deactivate the Patient. When prompted, click **Yes, Delete** to confirm.

To Add a Patient:

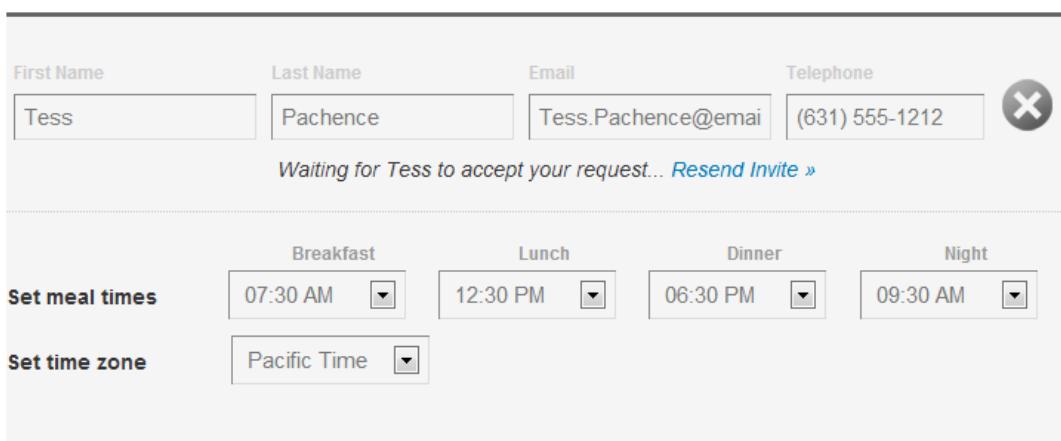
1. Click the **Add New** button. The following section will appear:



2. Enter the Patient name, email and phone number and click the **Save Changes** button.

An invitation email will be sent to the Patient. Once the Patient accepts the invitation (see [Section 4.A](#) for how they do this) they will be activated in the system.

If the Patient has lost their email invitation, you can resend it by going back to the **Patients** button, locating the Patient in question and pressing the [Resend Invite](#) link.



Waiting for Tess to accept your request... [Resend Invite](#) »

Set meal times

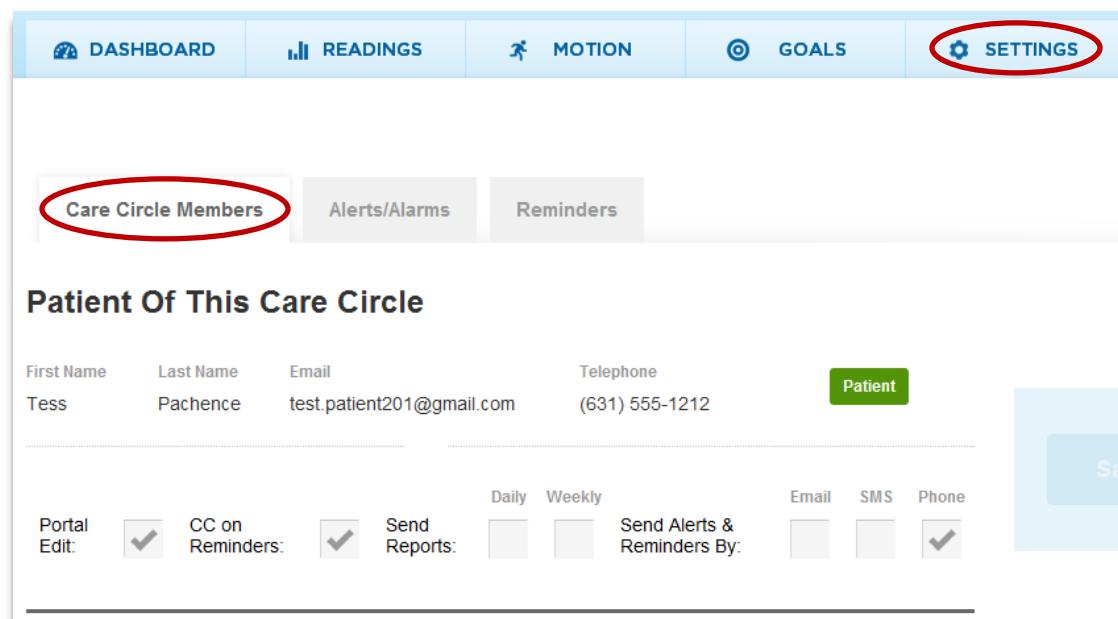
Breakfast	Lunch	Dinner	Night
07:30 AM	12:30 PM	06:30 PM	09:30 AM

Set time zone

Pacific Time

To manage Care Portal edit privileges and message delivery settings:

1. Click on the **Settings** tab and then the **Care Circle** tab.



Care Circle Members

Patient

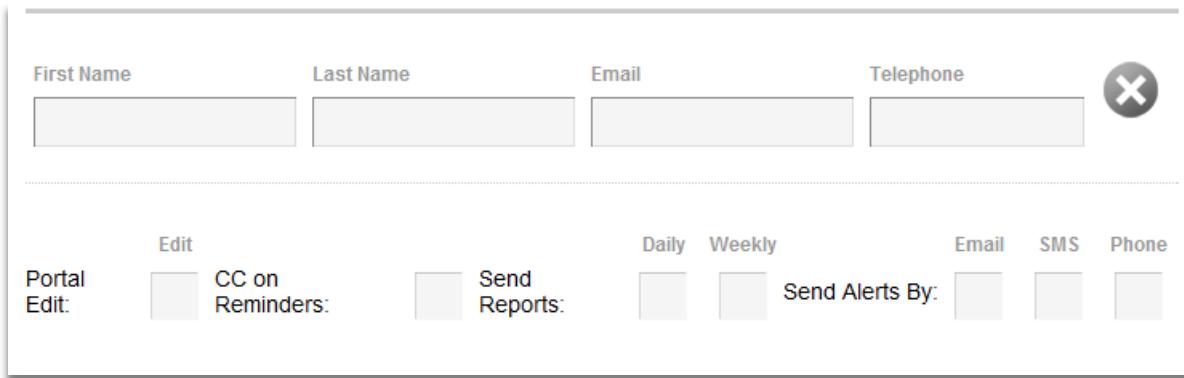
Portal Edit: CC on Reminders: Send Reports: Daily Weekly Send Alerts & Reminders By: Email SMS Phone

2. Edit the portal access and message delivery settings as desired and click the **Save Changes** button.

D. Manage / Add Caregiver

To add a new Caregiver:

1. Click the **Add New** button. The following section will appear:



First Name	Last Name	Email	Telephone	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Portal Edit <input type="checkbox"/> CC on Reminders:		<input type="checkbox"/> Send Reports: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly	<input type="checkbox"/> Send Alerts By: <input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Phone	

2. Enter the Caregiver name, email and phone number. Check boxes to indicate if the Caregiver will be able to Edit Portal settings, get copies of Reminders, get Reports, and method to get Alerts and Reminders messages.

An invitation email will be sent to the new Caregiver. Once they have accepted the invitation (see [Section 4.A](#) for how they do this) they will be activated in the system.

To manage settings for existing Caregivers:

1. Click on the **Settings** tab and then the **Care Circle** tab.

The Care Circle page will then display with the Patient listed on top and their Caregivers listed below them. A **Primary Caregiver** icon may display next to one person which indicates they own (pay for) the devices assigned to the Patient. Only the **Primary Caregiver** can manage or re-assign those devices.

2. Update Caregiver preferences as desired and click the **Save Changes** button.
3. Click on the  button to deactivate a Caregiver. When prompted, click **Yes, Delete** to confirm.

E. Manage / Add Devices:

Care Circle members who own meters (listed the **Primary Caregiver** in the Care Circle) are authorized to re-assign those meters. If you are holding a meter in your hand and not see it in the list, you can add it now.

To re-assign an existing device

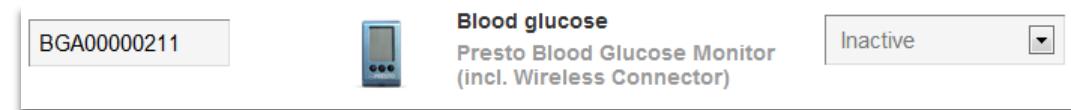
1. Click on the **Devices** button on the top right of the page,



Welcome, Ambio  Your Account | 

Viewing data for **Tess Pachence** ▾ **Patients** **Devices** (highlighted with a red circle)

2. The list of devices you own will appear. To re-assign a device, use the **Assigned to** drop down list next to the meter you wish to re-assign. Press the **Save Changes** button to save.

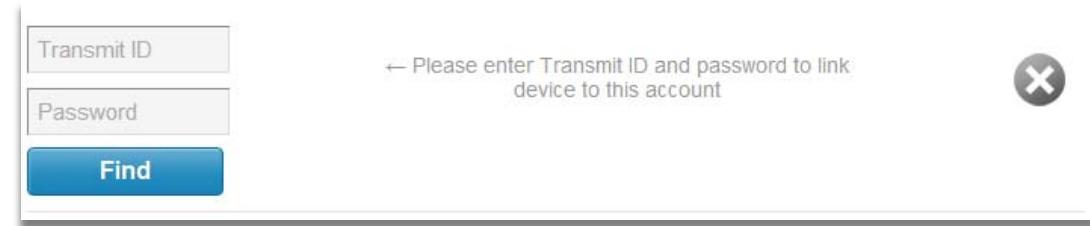


BGA00000211  **Blood glucose**
Presto Blood Glucose Monitor
(incl. Wireless Connector)

Inactive 

To add a new device

1. To add a new device, click the **Add New** button at the bottom of the page. The following section will appear:



Transmit ID  ← Please enter Transmit ID and password to link device to this account

Password

Find

2. Locate the **Device ID** and **Password** on the back of the wireless connector, type into the fields provided and press the "Find" button. Note: These fields are case sensitive - enter all letters using CAPITAL letters.
3. To assign the meter, select a Patient from the drop down menu next to the device. Press the **Save Changes** button when done. Note: If you don't see your Patient in the drop down list, click the **Patients** button at the top of the page to add a Patient or check their invitation status.



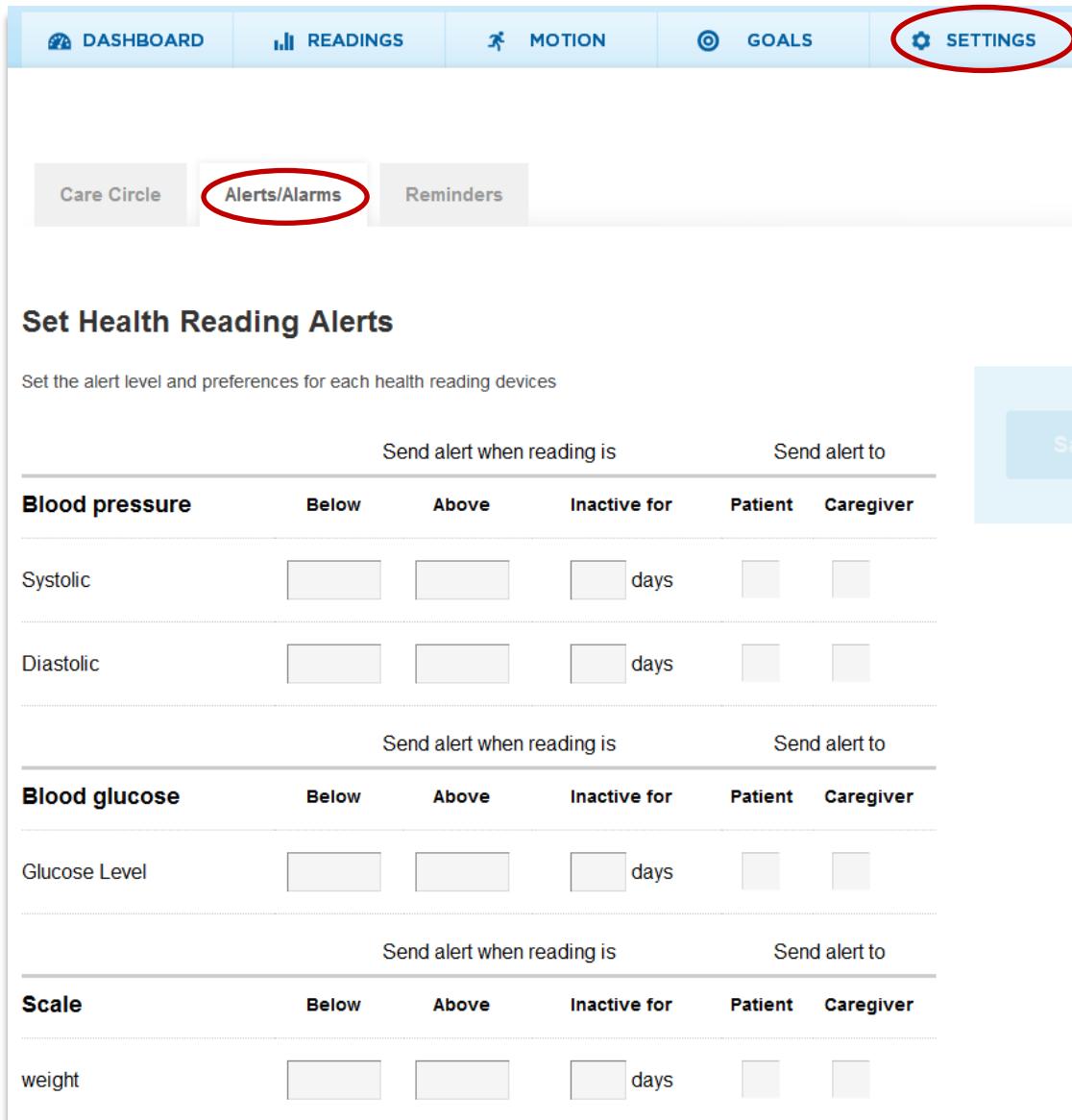
BGA00000211  **Blood glucose**
Presto Blood Glucose Monitor
(incl. Wireless Connector)

Inactive 

4. You can set the times used to display glucose readings as 'before' and 'after' mealtimes by clicking on the **Patients** button on the top right of the page and setting the Patient's meal times.

F. Set Alerts

Click on the **Settings** tab and then the **Alerts** tab. Alerts can be sent if Readings are above or below the level you set. Remember to set alert levels based on guidance from the Patient's healthcare professional.



Set Health Reading Alerts

Set the alert level and preferences for each health reading devices

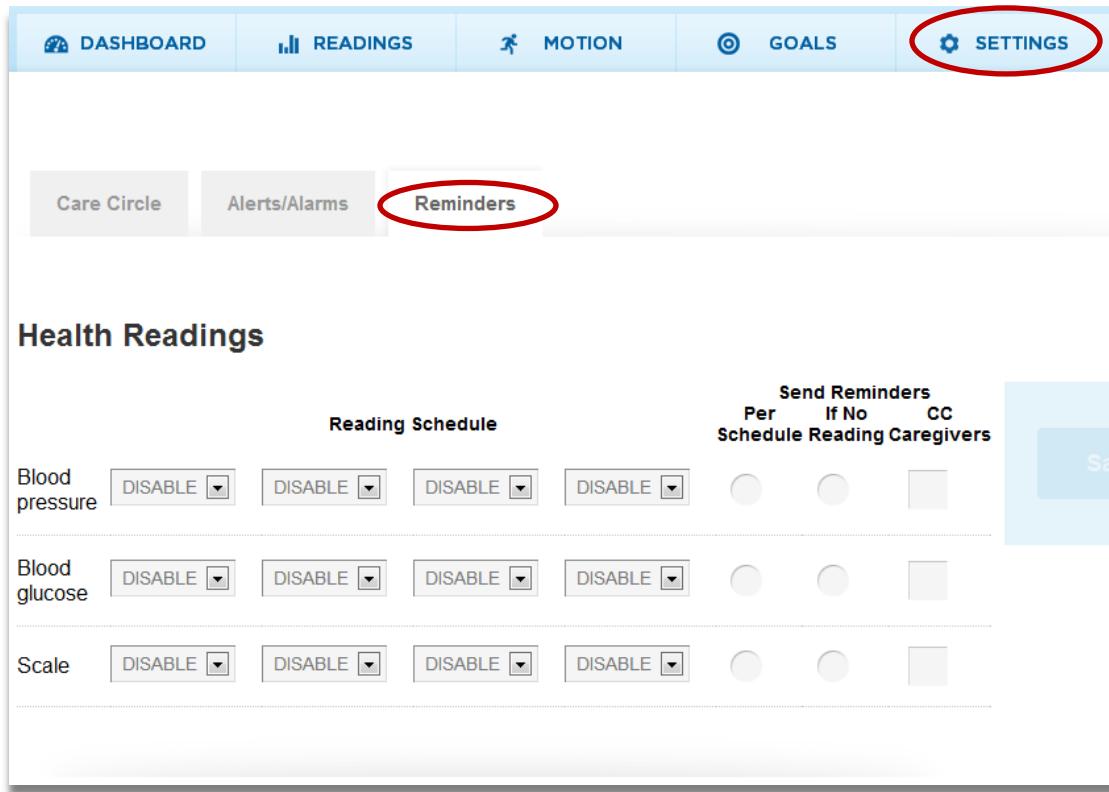
	Send alert when reading is			Send alert to	
	Below	Above	Inactive for	Patient	Caregiver
Blood pressure					
Systolic	<input type="text"/>	<input type="text"/>	<input type="text"/> days	<input type="checkbox"/>	<input type="checkbox"/>
Diastolic	<input type="text"/>	<input type="text"/>	<input type="text"/> days	<input type="checkbox"/>	<input type="checkbox"/>
Blood glucose					
Glucose Level	<input type="text"/>	<input type="text"/>	<input type="text"/> days	<input type="checkbox"/>	<input type="checkbox"/>
Scale					
weight	<input type="text"/>	<input type="text"/>	<input type="text"/> days	<input type="checkbox"/>	<input type="checkbox"/>

1. Enter **Below** and **Above** values for the alert. If a reading comes in lower than the **Below** value, or higher than the **Above** value, an alert will be sent to the Patient and/or Caregivers based on preferences you set here.
2. Enter a number of days in the **Inactive For** field to send an alert if a Reading is not taken for the specified number of days. Use this field if you want Readings to be taken once every 1, 2, 3 (or more) days. Leave this blank and use **Reminders** (see [Section 4.G](#)) if you want readings more than once per day.
3. Check boxes under **Send alert to** if you want the **Patient** and/or the **Caregivers** to get the alerts. Go to the **Care Circle** tab under **Settings** (see [Section 4.D](#)) to specify which Caregivers will receive alerts.

G. Set Reminders

To Manage Health Meter Reminders

1. Click on the **Settings** tab and then the **Reminders** tab to manage Reminders settings:



	Reading Schedule				Send Reminders		
	Per Schedule	If No Reading	CC Caregivers				
Blood pressure	DISABLE	DISABLE	DISABLE	DISABLE	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Blood glucose	DISABLE	DISABLE	DISABLE	DISABLE	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Scale	DISABLE	DISABLE	DISABLE	DISABLE	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

2. Select up to four times per day a reading should be taken. Leave one or more boxes set to 'disable' if you want to schedule fewer than four readings per day.
3. To send reminder messages at the scheduled times, select the **Per Schedule** radio button.
4. To send reminders only if no reading was received at the scheduled time, select the **If No Reading** button.
5. To send a copy of the reminder message to the Caregivers, select the **CC Caregivers** box.

To Add / Manage Pill Reminders

1. Click the **Add Medication** button at the bottom of the Reminders page to add a new medication. The following section will be displayed:

Pill Reminders

Medication

<input type="text"/>	<input type="button" value="DISABLE"/>	<input type="button" value="DISABLE"/>	<input type="button" value="DISABLE"/>	<input type="button" value="DISABLE"/>	<input type="button" value="Delete"/>
----------------------	--	--	--	--	---------------------------------------

Dosage **Instructions**

<input type="text"/>	<input type="text"/>
----------------------	----------------------

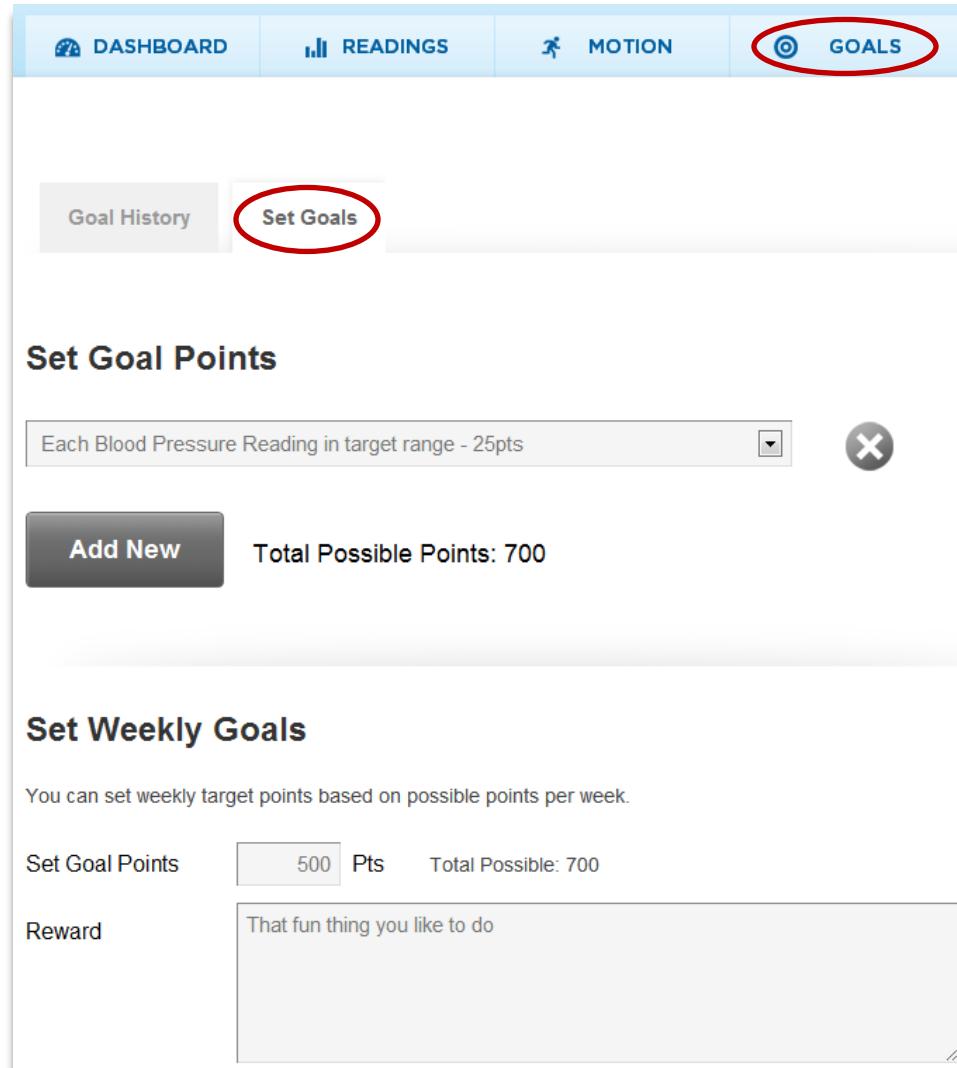
Add Medication

2. For each medication, enter up to four scheduled times per day to take the medication.
3. Select the frequency:
 - a. Daily – Every day at the specified times (shown above)
 - b. Weekly by specifying the days of the week
 - c. Monthly by specifying the day of the month
4. Enter the dosage and instructions for taking the medication and press the **Save Changes** button.
5. Verify that the patient and/or Caregiver(s) got the reminder(s) they expected per the reminder schedule you set up.

H. Set Goals

Goals can be used for two objectives: 1) To encourage taking readings per the Readings Schedule, and 2) To encourage keeping Blood Pressure or Blood Glucose Readings within target ranges and/or to achieve a target Weight. Each goal has points associated to achieving the goal. **Be sure to first set the Reminder Schedule (see Section 4.G) since total possible points are calculated by the system based on the number of Readings expected in the Reminder Schedule.**

1. Click on the **Goals** tab and then the **Set Goals** tab to manage goal settings:



The screenshot shows the Ambio Health interface. At the top, there is a navigation bar with four tabs: DASHBOARD, READINGS, MOTION, and GOALS. The GOALS tab is highlighted with a red circle. Below the navigation bar, there are two buttons: Goal History and Set Goals, with Set Goals also circled in red. The main content area is titled "Set Goal Points" and contains a dropdown menu with the option "Each Blood Pressure Reading in target range - 25pts" and a remove button (X). Below this is a "Add New" button and the text "Total Possible Points: 700". The next section is titled "Set Weekly Goals" and contains instructions: "You can set weekly target points based on possible points per week." It includes fields for "Set Goal Points" (500 Pts) and "Total Possible: 700", and a "Reward" field with the text "That fun thing you like to do".

2. Click the **Add New** button to add a new Goal.
3. Select the Goal you wish to track from the drop-down list. You can add as many Goals as you want.
4. Set the **Weekly Goal Points** and the **Reward**. The Reward should be something fun the Patient likes to do. Click **Save Changes** to save.
5. Click the  button to remove a Goal.

5. How to Take and Send Readings

A. Blood Pressure Readings

IMPORTANT: Please read and follow the directions in your HoMedics BPA-060 User Manual.



1. Plug Ambio Wireless Connector into the meter (if not already attached).

Be sure you set the date and time in the meter (see HoMedics BPA-060 User Manual)



2. Place blood pressure cuff on arm.
 - a. Use the standard or large-size cuff based on your arm size.
 - b. Place the cuff around your arm with the air tube in the front.
 - c. Tighten the cuff until snug and fasten.
 - d. Rest your arm on armrest or table.



3. Press the Start/Stop button to take your blood Pressure Reading. Try not to move while the Reading is being taken. Your Reading will appear in about one minute.



4. Readings are automatically sent to the Ambio Care Portal up to three times per day. Press the button on the Wireless Connector if you want to send the reading immediately. If you are not within range of the Gateway, readings will be stored in the meter and transmitted when you are back in range.

B. Blood Glucose Readings

IMPORTANT: Please read and follow the directions in your WaveSense Presto Owner's Guide.

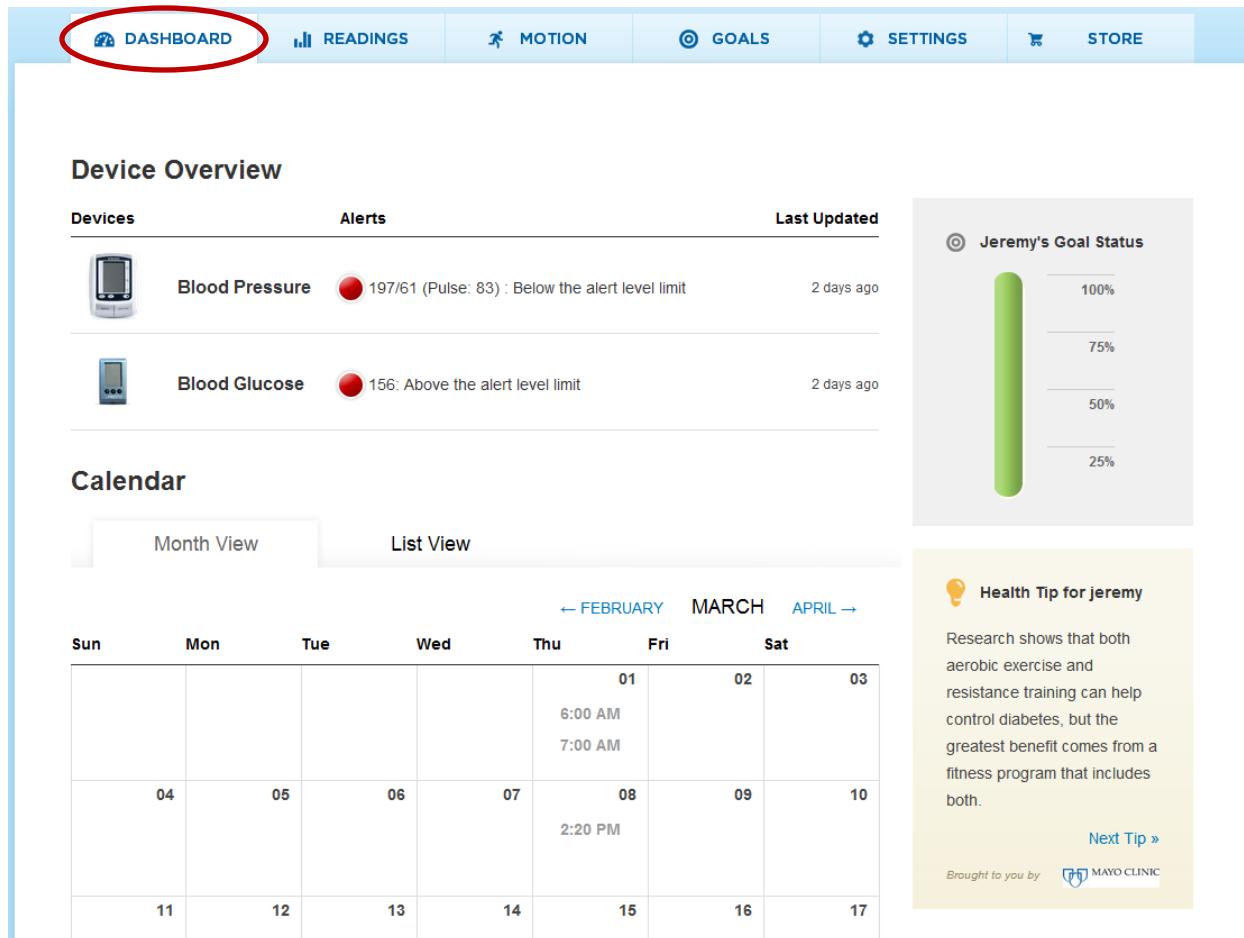
	<ol style="list-style-type: none"> 1. Plug Ambio Wireless Connector into the meter (if not already attached). Be sure you have set the date and time in the meter (see WaveSense Presto Owner's Guide)
	<ol style="list-style-type: none"> 2. Insert a test strip into the meter.
	<ol style="list-style-type: none"> 3. Apply blood sample to test strip. Your reading will appear in a few seconds.
	<ol style="list-style-type: none"> 4. Remove test strip from the meter.
	<ol style="list-style-type: none"> 5. Readings are automatically sent to the Ambio Care Portal up to three times per day. Press the button on the Wireless Connector if you want to send the reading immediately. If you are not within range of the Gateway, readings will be stored in the meter and sent when you are back in range.

C. Scale readings

1. Tap the scale with your foot to turn it on.
2. Step on the scale. Your weight will appear in a few seconds.
3. Your reading will automatically be transmitted to the Ambio Care Portal if you are within range of the Gateway. If the weight does not appear in the Care Portal, check [Section 7 - Troubleshooting Guide](#). If everything appears normal, try moving the scale closer to the Gateway.

6. How to Use the Care Portal

A. Dashboard:



There are five sections to the Dashboard: Device Overview, Calendar, Care Circle Notes, Patient Goal Status, and Health Tips.

Device Overview

Each device assigned to the Patient is displayed with an status icon, the last reading values and the last reading time. Clicking on a devices will take you to the Readings page.

Calendar / Month View

The calendar displays appointments entered by Care Circle members as well as Reading alerts generated by the system. The event description can be viewed by moving the mouse over the day and time of the event.

To edit an appointment

1. Click on the desired appointment time and a pop-up box will display.
2. Edit the description and time as desired.
3. To delete the appointment, click the **Delete** button.

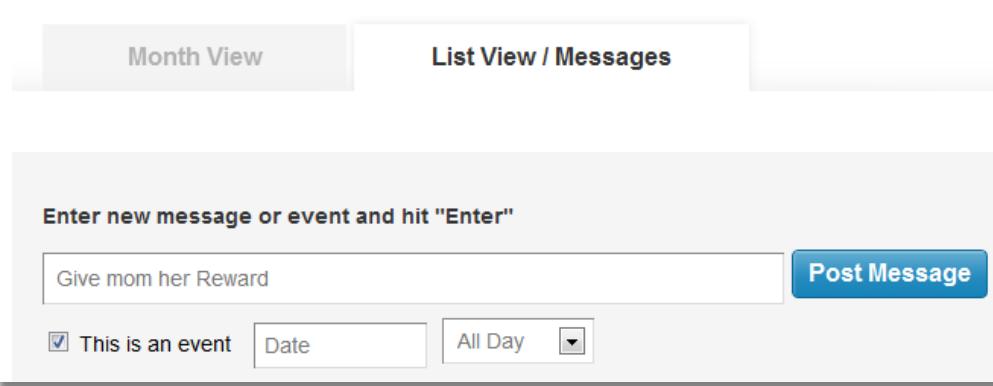
To add a new appointment

1. Click **month** buttons to move to the desired month.
2. Place the cursor on a specific day and click the **Add New** button that appears.
3. Fill in the details of the appointment.
4. Click the **Save** button to save in the calendar.

Calendar / List View

The List View can be used as a message board for the Care Circle. Messages are displayed in chronological sequence.

Calendar



Month View List View / Messages

Enter new message or event and hit "Enter"

Give mom her Reward

This is an event

To add a message

- Enter the text of the message and press the **Post Message** button.
- Click the **This is an event** check box to add the message as an appointment on the calendar. The date and time select boxes will display when you check the box.

Goal Status

The Patient's percent achievement toward the current week's goal is displayed. See goals section for how to set goals.

Health Tips

A bite-sized health tip from sources such as The American Heart Association and the American Diabetes Association is displayed. A different tip is displayed each time you visit the Dashboard.

B. Health Readings:

Click on the **Readings** menu tab to go to the Health Readings page. Graphs are displayed for all health meters assigned to the specified patient.



The screenshot shows the Ambio Health interface. At the top, there is a navigation bar with tabs: DASHBOARD, READINGS (which is circled in red), MOTION, GOALS, SETTINGS, and STORE. Below the navigation bar, the page title is "Health Readings". On the left, there is a "Blood Pressure" section. At the top of this section, there is a "Show Reading For:" dropdown set to "1 Week", and buttons for "Learn More", "Set Alert Levels", and "View Log".

Print This – Click this button to print readings for all devices. Specify the time frame in any of the “Show Readings For” boxes.

Email This – Click this button to create a PDF report with the Patient’s readings that can be emailed. Specify the time frame in any of the “Show Readings For” boxes.

Learn More – Click this button to view information from the American Heart Association and the American Diabetes Association.

Set Alert Levels – Click this button to see a pop-up window where you can edit the upper and lower readings levels to trigger the sending of an alert, and who should receive the alert. Click **Close This** to close the pop-up window and return to the readings graph.

View Log – Click this button to display a pop-up window with blood pressure readings in a table format. Click **Close This** to close the pop-up window and return to the readings graph.

Readings Graphs:

- The chart displays readings and Alert Levels for the specified Patient. Graphs are displayed appropriate to each meters assigned to the patient. The example below is the Blood Pressure graph.
- You can click on each item in the legend to hide or display the respective item on the chart.
- You can **show readings for** different time periods using the drop-down box.



Readings Logs:

- The reading logs displays for the specified Patient and meter when you press the View Log button for each meter on the graph. The example below is the Blood Glucose log.
- Close the window by pressing the **Close This** button.

[Close This](#)

Blood Glucose Log

Date	Time	Before Breakfast	After Breakfast	Before Lunch	After Lunch	Before Dinner	After Dinner	Night
08/17	10:05 AM		107					
08/17	10:04 AM		72					
08/17	7:02 AM	99						
08/15	2:09 PM				110			
08/11	6:13 AM	89						
08/10	3:22 PM					96		
07/31	2:27 PM				98			
07/31	2:27 PM					123		

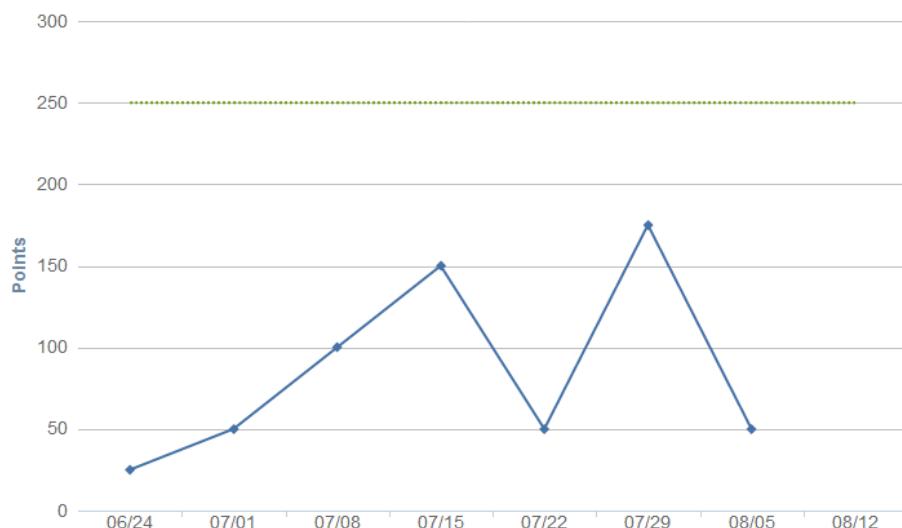
C. Goal Tracking

Click on the **Goals** menu tab and then the **Goal History** tab to see the goals results history.

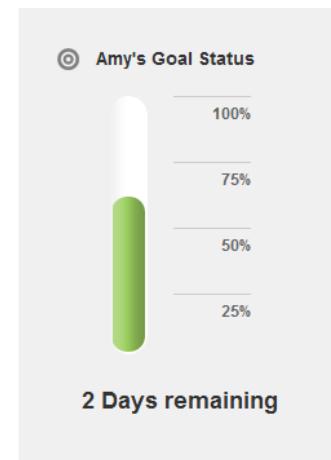
- The **Goal History** graph on the left side shows weekly points achieved and the points target for the selected patient
- The **Current Week** chart on the right side shows the points earned so far as a percentage of the target and number of days remaining.
- Consider setting goals that are achievable on a weekly basis as a motivation to take readings, stay within target ranges and get the reward!



Goal History



Current Week



7. Troubleshooting

Problem	Possible Solutions
Readings from your device(s) do not appear in the Care Portal	<ol style="list-style-type: none"> 1. You may be out of range of the Gateway. Bring the Meter + Wireless Connector / Scale closer to the Gateway. The Wireless Connector / Scale is designed to work within 100 feet of the Gateway indoors. 2. Is the Gateway LED green? If not: <ul style="list-style-type: none"> • Check that AC power adapter is plugged into the Gateway and an outlet. • Check that the Ethernet cable is plugged into the Gateway and your home router / hub. If the Ethernet cable is plugged in, check that your internet connection is up by going to any website from your computer. • If still no green light, contact us to get a replacement Gateway 3. On the Wireless Connector is there a blinking light (red or green)? If not, replace the battery. See Section 3 - Setting up the Wireless Connectors. <ul style="list-style-type: none"> • If no blinking light, contact us to get a replacement battery or Wireless Connector 4. Is your Health Meter assigned to you in the Care Portal? <ul style="list-style-type: none"> • Go to Settings tab then Devices tab to view your devices • Is your device listed and does the Device IDs on the back of your Health Meter match a Device ID in the Portal? If not, add your device (see section 4C)

If you are still having trouble, contact us:

- Visit our us at www.ambiohealth.com/support
- Email us at: support@ambiohealth.com
- Call us at 203-612-5600

8. Specifications

Gateway Size:	115mm x 68mm x 37mm
Gateway Power Source:	AC/DC Switching Adapter Input 100-240VAC 50/60Hz 0.5A Output 5VDC 300MA 4W Max
Gateway Data Port:	Ethernet RJ-45
Wireless Connector Size:	46mm x 43mm x 15mm
Wireless Connector Power Source:	One CR2450, 3 volt, lithium battery, replaceable
Wireless Connector Data Port:	USB-Mini-B-5Male
Wireless Connector to Gateway range:	30 meters (100 feet) indoors. May be less depending on building materials.
Scale size:	12" x 12" x 1"
Scale Power Source:	Four AAA, 1.5 volt, replaceable
Scale Capacity:	270kg (595lb)
Operating Environment:	Temperature: 10 °C – 40 °C (50 °F–104 °F) Humidity: Up to 90% RH

9. Warranty

Warranty Terms

Ambio Health offers customers who buy ("You") a new Ambio Gateway and/or a new Ambio Wireless Connector and/or a new Ambio Scale ("Devices") within the United States the following purchase protections.

Ambio Health extends a two year limited warranty to consumers who buy a new Ambio Device. Under this limited warranty, Your new Device is covered for a period of two years from date of purchase as long as it has not been modified, altered or misused. Under this warranty Ambio Health will replace, free of charge, Your Device if it is defective in material or workmanship. No other warranties, express or implied, are made. Ambio Health will not be liable for any incidental or consequential damages, so the above limitations or exclusions may not apply to You. This Warranty gives You specific legal rights, and You may also have other rights that vary from state to state.

To obtain Warranty service on Your Device, mail the Device and either your dated sales receipt or your Ambio Care Portal Email user id (as proof of purchase) to:

Ambio Health – Warranty Dept.
112 Southfield Avenue
Stamford, CT 06902

Ambio Health may adjust the terms of this Warranty at any time without notice.

The Ambio Care Portal service warranty is specified in the Ambio Terms and Conditions for Sale found at ambiohealth.com/pages/terms

Blood Glucose Meter warranties are specified in the WaveSense Presto Owner's Guide and Blood Pressure Monitor warranties are specified in the HoMedics BPA-060 User Manual. Ambio Health does not provide warranties for these devices