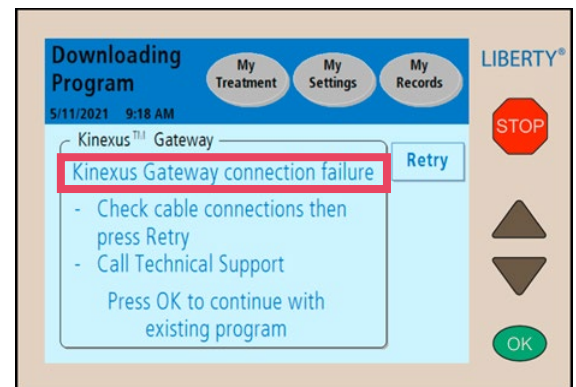


kinexus® Gateway connection failure Troubleshooting Guide

The purpose of this guide is to assist in resolving the **kinexus Gateway connection failure** message on the **Liberty® Select Cyclor** before contacting Technical Support

1. The cyclor displays **kinexus Gateway connection failure** message



2. Turn off Liberty Select cyclor



3. Locate the Gateway (it is the black box connected to your cyclor)



4a. When using the **Cellular Gateway**, ensure the following lights are green before continuing:

- Cell
- Cell Strength (at least 2 lights)
- Status

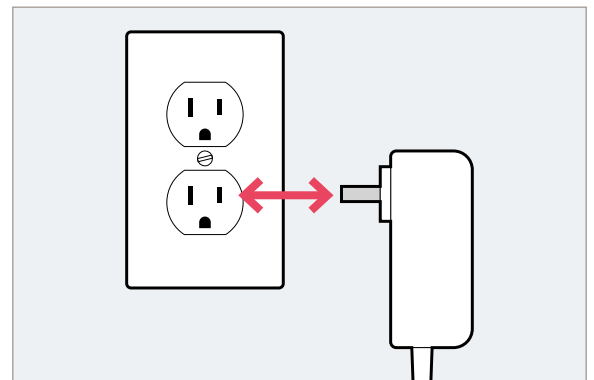


4b. When using the **Wi-Fi Gateway**, ensure the following lights are green before continuing:

- WiFi
- Status



5. If any status lights are unlit or red, **unplug** the Gateway's power cord from the wall outlet, wait 30 seconds, then plug it back in



6. When using the **Cellular Gateway**, observe the Cell Strength lights while slowly rotating the antennas on the back of the Gateway. Position them for the strongest cell strength



7. Once the status light shows as green, turn on the Liberty Select cyclor

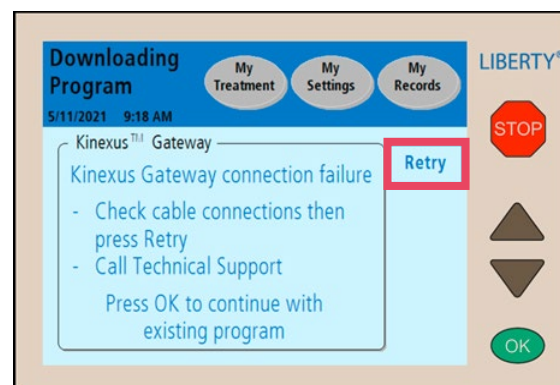


8. If the **kinexus Gateway connection failure** message reappears, unplug the USB cable from the Gateway, wait 10 seconds, then plug it back in

– If the Gateway has two USB ports, either can be used

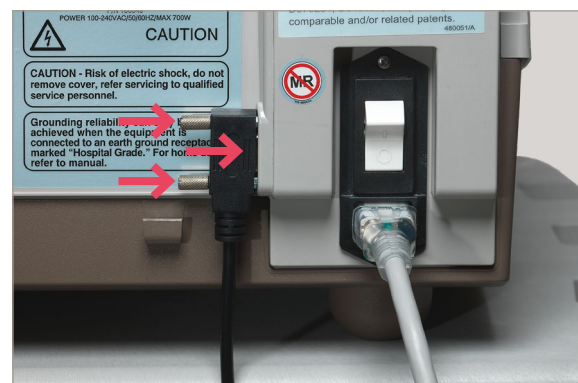


9. Press the **Retry** button



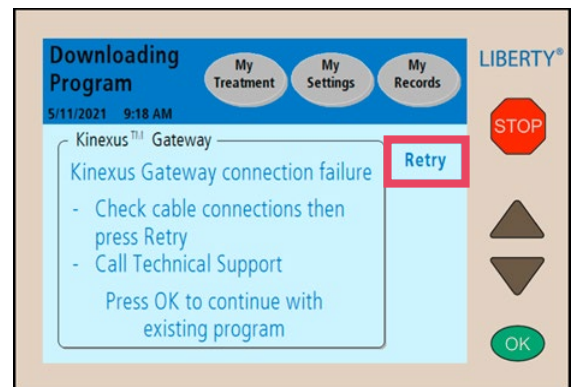
10. If the *kinexus Gateway connection failure* message reappears, check where the USB cable connects to your cyclor and press firmly on the connection between the two screws. Turn the screws until finger tight

Caution: **Do not use a screwdriver** to tighten the cable connection. Damage to your device may occur



11. Press the **Retry** button

Note: if these steps do not clear the kinexus Gateway connection failure message, please repeat steps 4 through 11 two more times

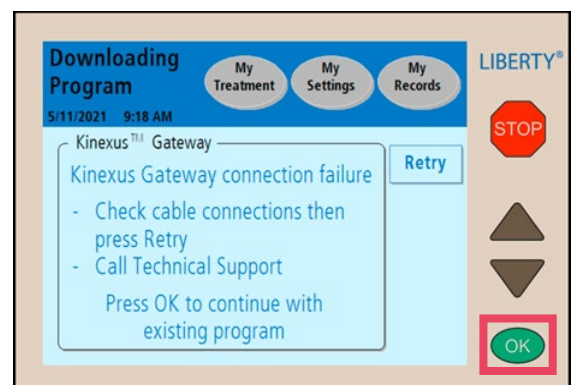


If the **kinexus Gateway connection failure** message continues to appear, please contact Technical Support anytime at **800-227-2572**

Note: If you press the **OK** key while the **kinexus Gateway connection failure** message appears on the screen, you will still be able to complete your treatment using your existing therapy program.

Bear in mind, the connection issue must be resolved to transmit treatment data to the clinic and to update a prescription on the Liberty Select cyclers

Be sure to notify your Home Therapy Nurse if you choose to continue with your existing program



Read the Instructions for Use for safe and proper use of this device. For a complete description of hazards, contraindications, side effects, and precautions, see full package labeling at www.fmcna.com

Indications for Use: The Fresenius Liberty Select Cyclor is indicated for acute and chronic peritoneal dialysis.

Caution: Federal (US) law restricts this device to sale by or on the order of a physician.

Use: The kinexus Gateway is intended for transmission of home dialysis therapy data and patient data for patients using certain Fresenius Medical Care products, including peritoneal dialysis cyclor(s).

kinexus is not an electronic health record (EHR) or billing solution.

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