

Welcome to CEIVA Gateway

This quick start guide will help you get your CEIVA Gateway connected.

Getting Connected

First, find a location for your CEIVA Gateway.
Connect the power adapter and plug it in.

Next, using your computer, smart phone, or tablet find the CEIVA Gateway's WiFi network. It will be called : CEIVA-GATEWAY_(last 4 digits of the serial number).

example: the serial number 123-456-789-123,
network name would be CEIVA-GATEWAY_9123

Enter the CEIVA Gateway's password.
The password is the CEIVA Gateway's serial number. The serial number is located on the back of the CEIVA Gateway.

example: the serial number: 123-456-789-123
password: 123456789123



computer



smart phone

Connecting to Your Home's Network

From your computer, smart phone, or tablet open an internet browser and go to:

<http://gateway>

You will be prompted to re-set the WiFi password for the CEIVA Gateway. Reset the password as instructed. After resetting the CEIVA Gateway's password, re-connect to the CEIVA Gateway's WiFi network, enter the new password, and proceed with the steps below.

1. Select the method by which you will connect your CEIVA Gateway to your home's network (WiFi or Ethernet).
2. Click the drop down, find your home's network, and click Connect. Enter your home's WiFi password (if required). If connecting via ethernet, make sure that the adapter dongle is connected to the CEIVA Gateway and to your home's router.
3. Connect to your Smart Meter's Home Area Network. Before completing this step, make sure that the your CEIVA Gateway has been provisioned to your National Grid Smart Meter*.

Once you have verified that the CEIVA Gateway has been provisioned, click "Connect".

*The CEIVA Gateway can be provisioned with CEIVA HANs-on or by contacting National Grid directly.

The screenshot displays the CEIVA Gateway configuration interface, which is divided into three numbered steps, each with a green checkmark indicating completion.

- Step 1:** "Choose your connection type:" with two buttons: "WiFi (Wireless)" (highlighted in green) and "Ethernet (Wired)".
- Step 2:** "Connect To Your Home's Network (WAN):" with a dropdown menu showing "CeivaFrame2 (77%)". A "Connect" button is visible at the bottom.
- Step 3:** "Connect To Your Meter's Network (HAN):" displaying network details: "MAC Address: D4-50-7A-01-02-00-09-9D", "Install Code: 0060-8111-7042-7229", and "Key Code: 5440". A QR code is shown below the key code, and a "Disconnect" button is at the bottom.

The interface also features the "ceivA" logo in the top left and "gateway" in the top right. "Advanced Settings" links are present at the bottom of steps 2 and 3.

Congratulations! You're Connected

You're CEIVA Gateway is installed, so now you can get connected with your home's energy use.

Now you can:

- Install other devices like Smart Thermostats and Smart Plugs
- Download CEIVA Homeview mobile apps and stay in touch with your home from anywhere in the world.

If you have any questions or concerns, please do not hesitate to contact CEIVA Energy at:

Don't forget to change your computer, smart phone, or tablet's WiFi Connect ID back to your home network.



CEIVA Homeview

CEIVA's WARRANTIES

With CEIVA, there are two warranties; there is the basic Limited Warranty that comes with the purchase of a frame (the Frame Limited Warranty is set forth below) and then there is CEIVA's PicturePlan® Lifetime Warranty.

CEIVA's PicturePlan Lifetime Warranty comes with CEIVA's optional PicturePlan® membership. As long as you have a PicturePlan subscription, if your frame breaks, CEIVA will fix it for free. All you have to do is pay the postage to return it to us. We'll repair or replace it and pay to ship it back to you. That's it. For more information on all of the benefits you receive from PicturePlan, visit www.ceiva.com/pictureplan.

Frame Limited Warranty

THIS IS TO CERTIFY that the CEIVA Digital Photo Frame products, CEIVA Broadband™ adapter and CEIVA Wireless™ adapter (hereafter referred to as the "CEIVA Product") are warranted to be free of all defects in material and workmanship for one year (365 days) from the date of purchase if proof of purchase is presented within the warranty period to the manufacturer, CEIVA Logic, Inc. ("manufacturer").

Manufacturer's sole obligation under this express warranty shall be, at manufacturer's option and expense, to repair the defective product or part, deliver to buyer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, manufacturer may, in its sole discretion, refund to buyer the purchase price paid for the defective product.

The repaired or replaced item will be shipped to buyer, at manufacturer's expense, not later than ninety (90) days after seller or manufacturer receives the defective product. All products that are replaced will become the property of manufacturer. Replacement parts may be new or reconditioned. Manufacturer warrants any replaced or repaired product or part(s) for one year (365 days) from shipment, or the remainder of the initial warranty period, whichever is longer. This warranty is valid for purchases within the United States only. Manufacturer shall not be responsible for software, firmware, information, or memory data of buyer contained in, stored on, or integrated with any products returned to manufacturer for repair, whether under warranty or not.

OBTAINING WARRANTY REPAIR SERVICE

You must contact the CEIVA Customer Care Department at 1-877-692-3482 to receive an RMA (Return Merchandise Authorization). Returned CEIVA products should be sent, by the buyer, postage-prepaid and packaged appropriately for safe shipment. It is highly recommended that products you return be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to manufacturer until the returned item is received.

WHAT THIS WARRANTY DOES NOT COVER

This limited warranty does not apply to the battery contained in any remote control device and/or to any defects caused by negligence, misuse, accidents, acts of God, commercial use, improper operation or maintenance, connection to improper electrical supply, or attempted repair by anyone other than a facility authorized by manufacturer to service the CEIVA Product, or modification to any part of the CEIVA Product, including AC adapter, glass or telephone cable, or accessories. This warranty is invalid if the factory applied serial number has been altered or removed from the CEIVA Product. This warranty does not apply to CEIVA Products after the first purchase. Units purchased second hand on trading web sites (like eBay) are NOT covered by this warranty. Such products are subsequently sold "as is" or "with all faults." We reserve the right to make changes or improvements in our products without incurring any obligation to similarly alter products previously purchased.

DISCLAIMER OF WARRANTIES

EXCEPT AS EXPRESSLY PROVIDED HEREIN AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CEIVA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE PRODUCT, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, SATISFACTORY QUALITY, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

LIMITATION OF REMEDIES

TO THE FULL EXTENT ALLOWED BY LAW, MANUFACTURER ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OF PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF MANUFACTURER OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT MANUFACTURER'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

LIMITATION OF DISCLAIMER

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS 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, WHICH VARY FROM STATE TO STATE.

MANUFACTURER, WARRANTOR

CEIVA Logic, Inc.

12455 Branford Street, Unit #24

Arleta, CA 91331

IMPORTANT SAFEGUARDS

When using an electrical appliance, basic safety precautions should be followed including the following:

1. To prevent against the risk of electrical shock, do not put your CEIVA Digital Photo Frame in water or other liquid.
2. Do not use this product where it could fall into water.
3. Do not operate any appliance with a damaged cord or plug, or after it malfunctions, or becomes damaged in any manner. Contact CEIVA Customer Care at 1-877-MYCEIVA (1-877-692-3482) for proper return and repair or replacement of the CEIVA frame.
4. **WARNING: TO REDUCE THE RISK OF ELECTRICAL SHOCK OR FIRE, DO NOT REMOVE THE BACK PANEL. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIR SHOULD BE DONE ONLY BY AUTHORIZED PERSONNEL.**
5. Remote Control Devices, if any, contain a battery that can be harmful if swallowed.

Product Information FCC Statement

REGULATORY COMPLIANCE INFORMATION

FCC Compliance Statement

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.

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 the 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 of the following measures with respect to radios or televisions: Reorient or relocate the receiving antenna. Increase the separation between the equipment and frame. Connect the equipment into an outlet on a circuit different from that to which the frame is connected. Ensure that card mounting screws, connector attachment screws and all ground wires are secured and tight. Consult the dealer or an experienced radio/TV technician for help.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

IMPORTANT NOTE:

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Changes or modifications not expressly approved by CEIVA Logic, Inc. could void the user's authority to operate the equipment.

Canadian Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences et (2) cet appareil doit accepter toute interférence, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme

NMB-003 du Canada

IMPORTANT NOTE:

IC Radiation Exposure Statement: This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

The Country Code Selection feature is disabled for products marketed in the US/Canada

CUSTOMER INFORMATION

If you experience trouble with this equipment, please contact CEIVA Logic, Inc. at 1-877-MYCEIVA (1-877-692-3482) for information on obtaining service or repair. There are no user serviceable parts in this equipment.