

Understanding Gateways: Your Facility's Data Translators



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Every department or unit within your facility relies on a crucial piece of equipment called a Gateway. Think of it as a translator: it collects data from all the devices in your area and securely sends that information to the central web application servers. Essentially, it bridges the gap between your devices and the software that utilizes their data.

How Gateways Function

Each Gateway is assigned a specific area within your facility. It constantly monitors devices like SmartSensor, Beacons, and Dispenser Sensors, collecting the data they generate. This data can include hand wash compliance, battery life, or any other information relevant to your operations.

Once collected, the Gateway securely transmits this data to the web application servers. These servers then process the information and present it in a way that's useful for monitoring, analysis, or control purposes.

Having a functioning Gateway is vital for ensuring your facility operates smoothly. If you suspect that your Gateway is not functioning properly, please review the information in our [How to Service a Gateway](#) article.

Contact Support

For continued help and support, please contact us at help@vitalacy.com 😊