

↳ Density

Density Spaces - Internet and Sensor Settings

↳ Density



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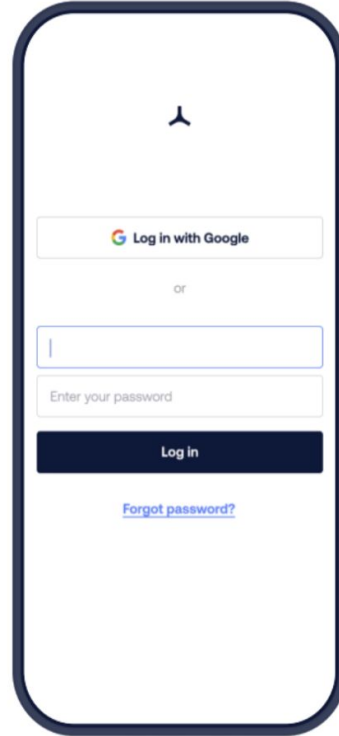
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Download & Login

01

Download the iOS app

- + Get the Setup App by visiting mobile.density.io and downloading it from the App Store.
- + Log in with Google Single Sign-On, or with the email and password you used to set up your Density account.
- + Contact support@density.io if you need an account.

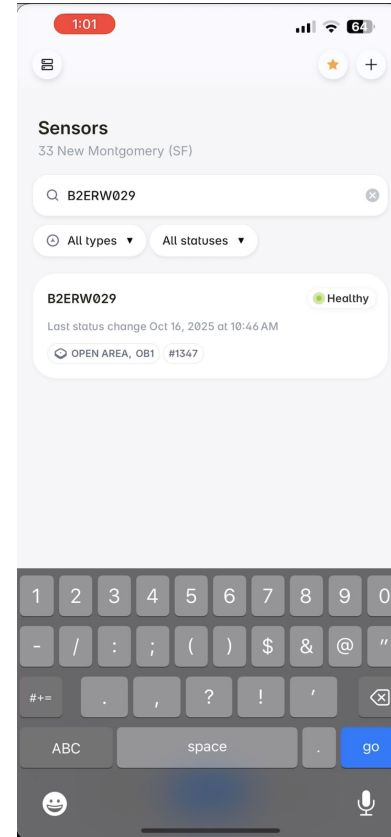
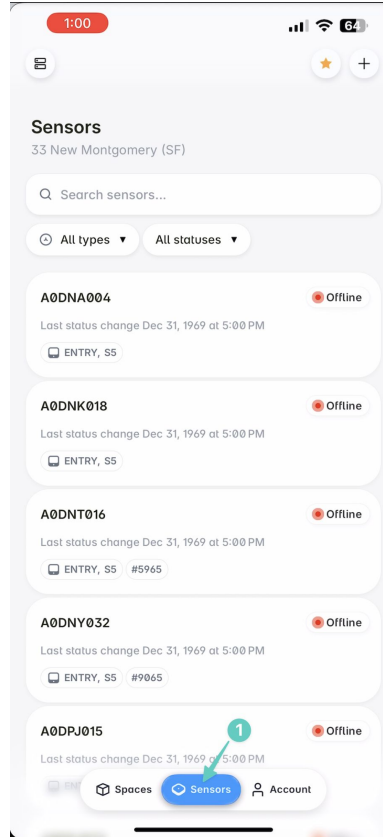


Connect to the sensor

02

Find the sensor

1. Click the **Sensors** button on the bottom of the screen
2. Search for the serial of the device you need to edit
3. Click on the serial

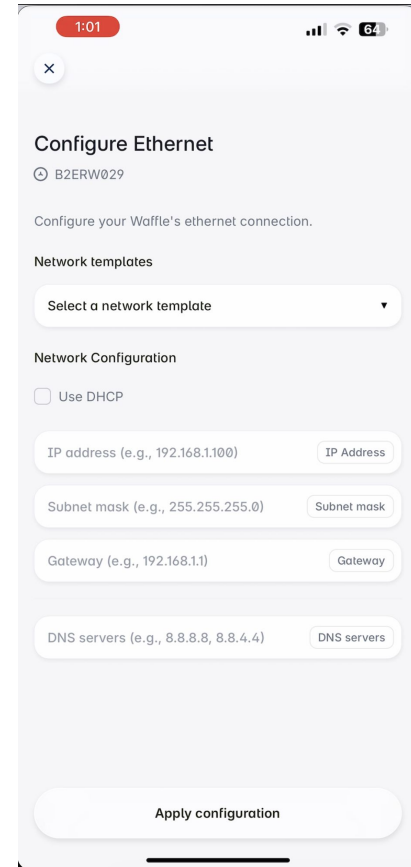
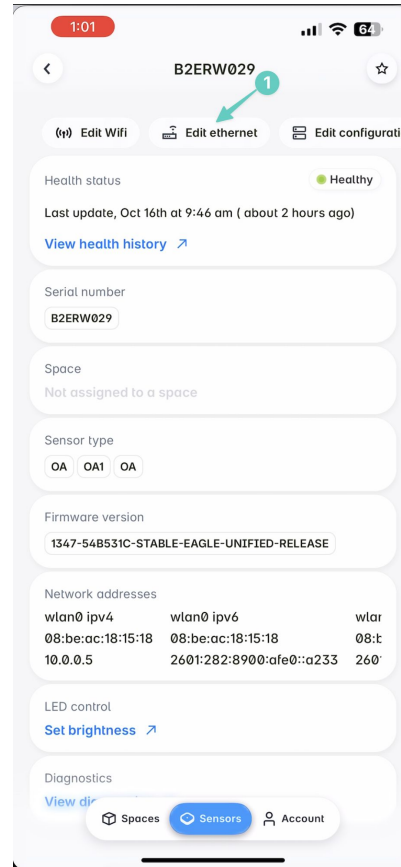


Editing Ethernet

03

Edit ethernet

1. Click the **Edit ethernet** button
 - a. You will see a “Turn on Bluetooth pairing” prompt. This is only for Waffle devices. On Open Area and Entry devices, the Bluetooth will connect automatically. Wait for the prompt to clear.
 - b. Ethernet is not available for Waffle devices.
2. Create your network template by filling out the available fields. Once the configuration is created, the same options will appear in the network template dropdown for future sensor setup.

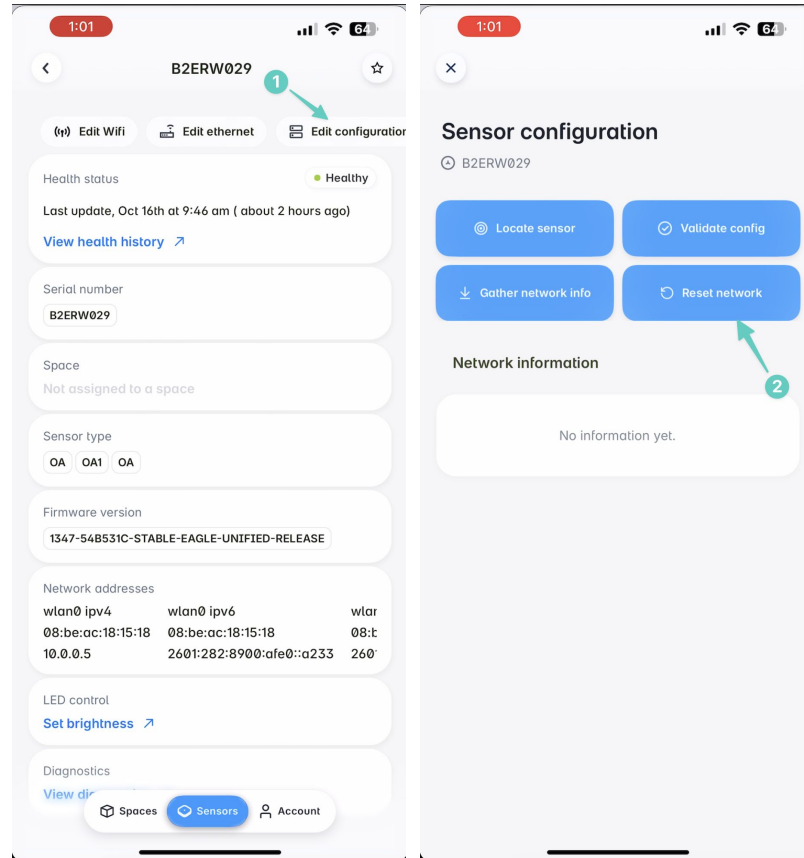


Resetting Default Ethernet

04

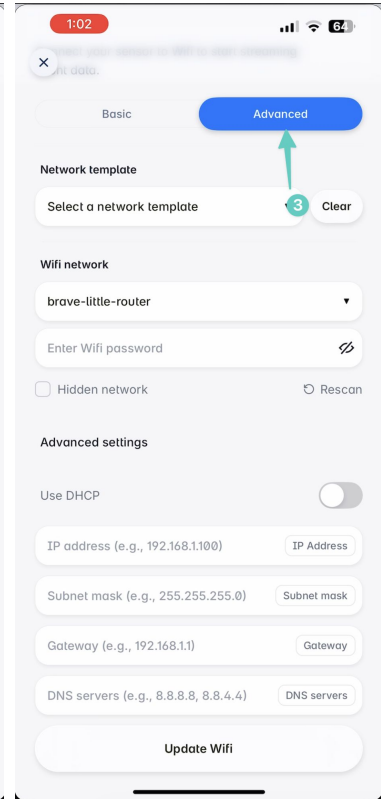
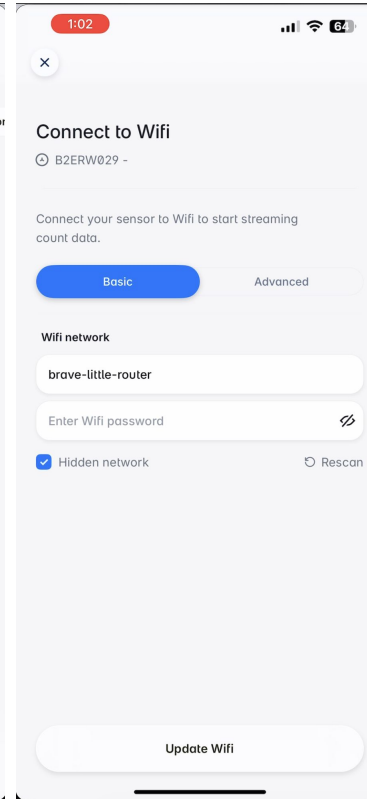
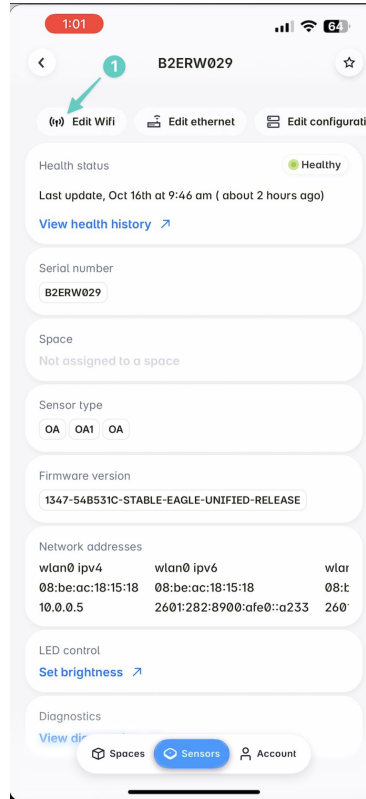
Resetting the network

1. Click **Edit configuration**
 - a. You will see a “Turn on Bluetooth pairing” prompt. This is only for Waffle devices. On Open Area and Entry devices, the Bluetooth will connect automatically. Wait for the prompt to clear.
 - b. Ethernet is not available for Waffle devices
2. Click **Reset network**. Open Area and Entry devices connect automatically to most ethernet connections, as long as custom settings aren't required. For most devices, resetting the network will force the ethernet connection.
 - a. If you still have issues, go to support.density.io and look for the article “Why is my Entry/Open Area device offline?” for next steps. Take note of the sensor's LED color.



Edit WiFi

1. Click the **Edit WiFi** button
 - a. You will see a “Turn on Bluetooth pairing” prompt. This is only for Waffle devices. On Open Area and Entry devices, the Bluetooth will connect automatically. Wait for the prompt to clear.
 - b. Unplug and replug in your Waffle to turn on the Bluetooth.
2. For standard WiFi, enter your password and hit **Update WiFi**.
3. Click **Advanced** for custom settings. Once the configuration is created, the same options will appear in the network template dropdown for future sensor setup.



Gathering Details

1. Click the **Edit Configuration** button
 - a. You will see a “Turn on Bluetooth pairing” prompt. This is only for Waffle devices. On Open Area and Entry devices, the Bluetooth will connect automatically. Wait for the prompt to clear.
 - b. Unplug and replug in your Waffle to turn on the Bluetooth.
2. Click **Gather Network Details** and confirm with your IT department that the settings are correct.
3. Click **Validate Config** to view error messages showing which checks are passing or failing.
4. If you cannot resolve the issue, go to support.density.io and look for the article “Why is my Entry/Open Area device offline?” for next steps. Take note of the sensor’s LED color.
5. Send screenshots of both the network details and configuration to support@density.io for assistance.

