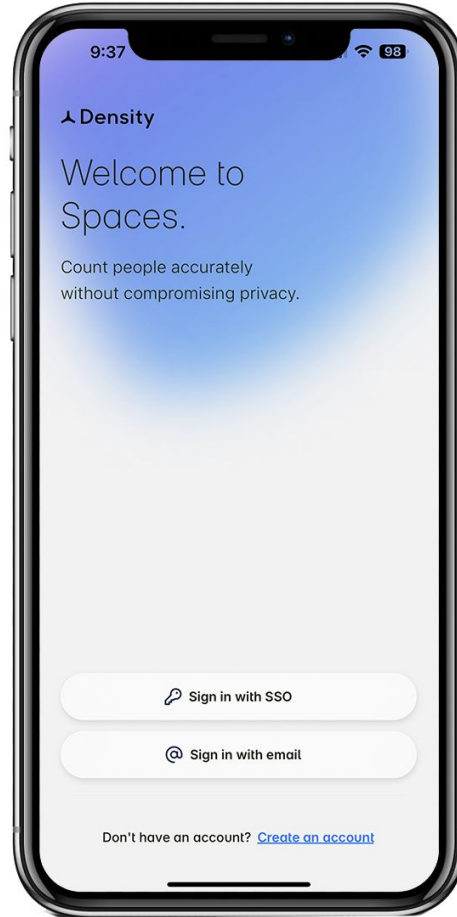


Waffle Setup Guide



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01 – Download & Login

02 – Pre-built Space Setup

03 – New Space Setup

04 – Editing the WiFi

05 – Troubleshooting Internet Issues

06 – Editing the Zone after Setup

07 – Space Settings

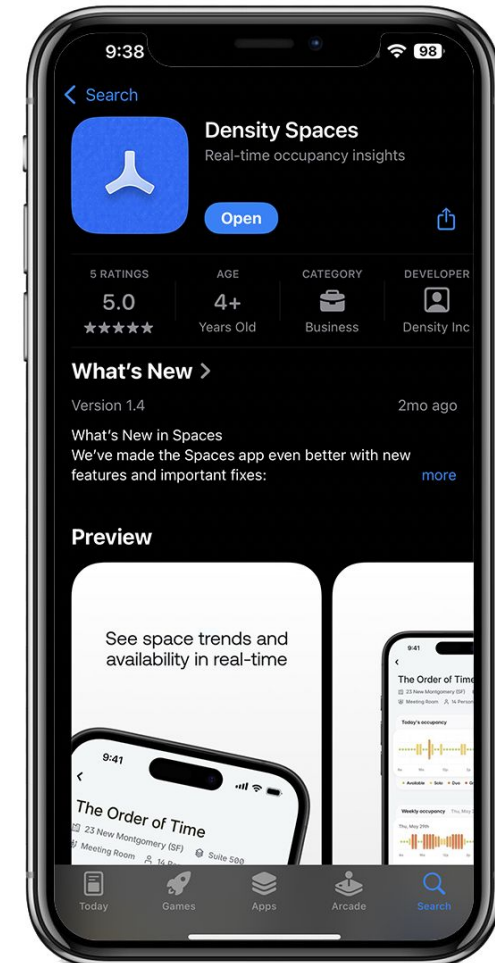
Download & Login

01

Download the iOS app log in

The Density Spaces connects to the Waffle sensor via Bluetooth. The app will guide you through the setup of the device, from placement to internet connection.

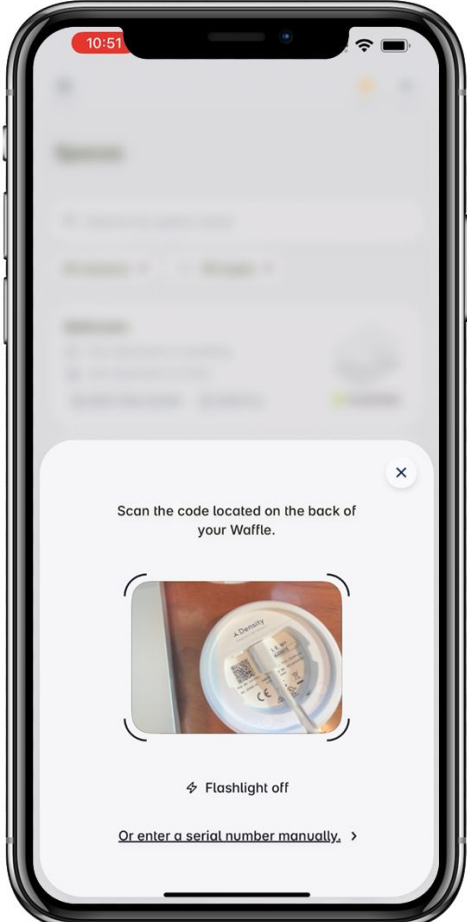
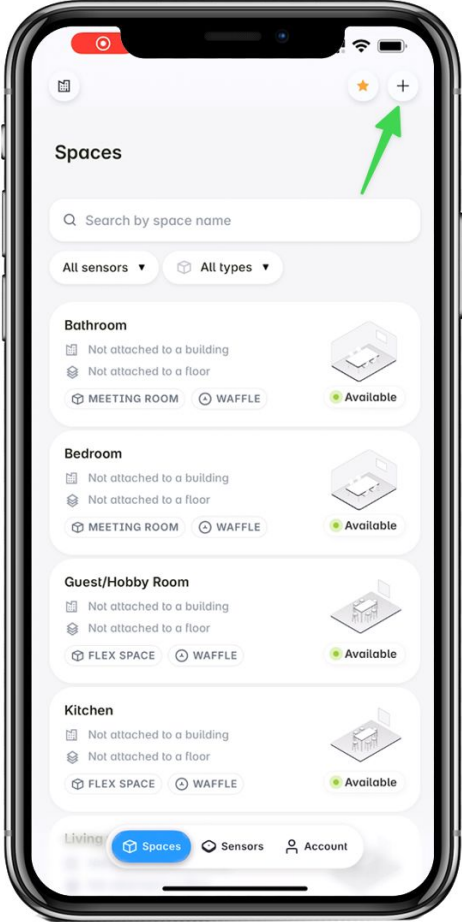
- + Get the Spaces App by going to mobile.density.io and downloading from the App Store.
- + Login with Google Single Sign-On or with the email and password that you set your Density account up with. Contact support@density.io if you need an account.



Pre-built Space Setup

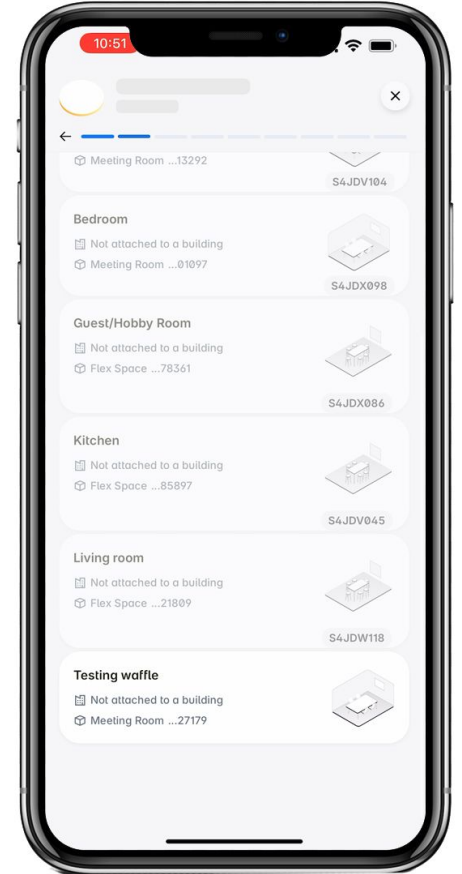
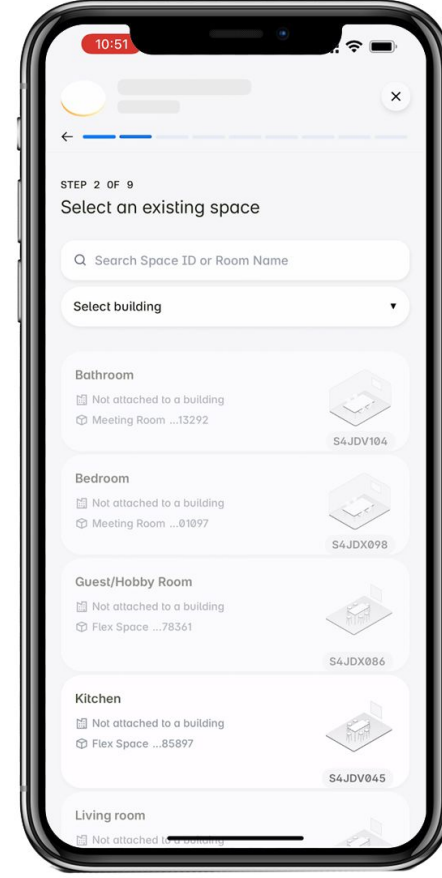
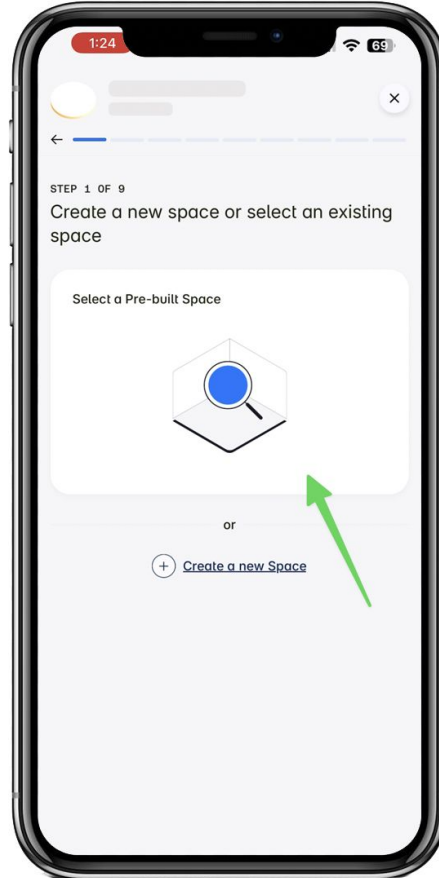
Add your Waffle

- 1. Click the + button on the top right of the screen.
- 2. Scan the QR code or input the serial number.



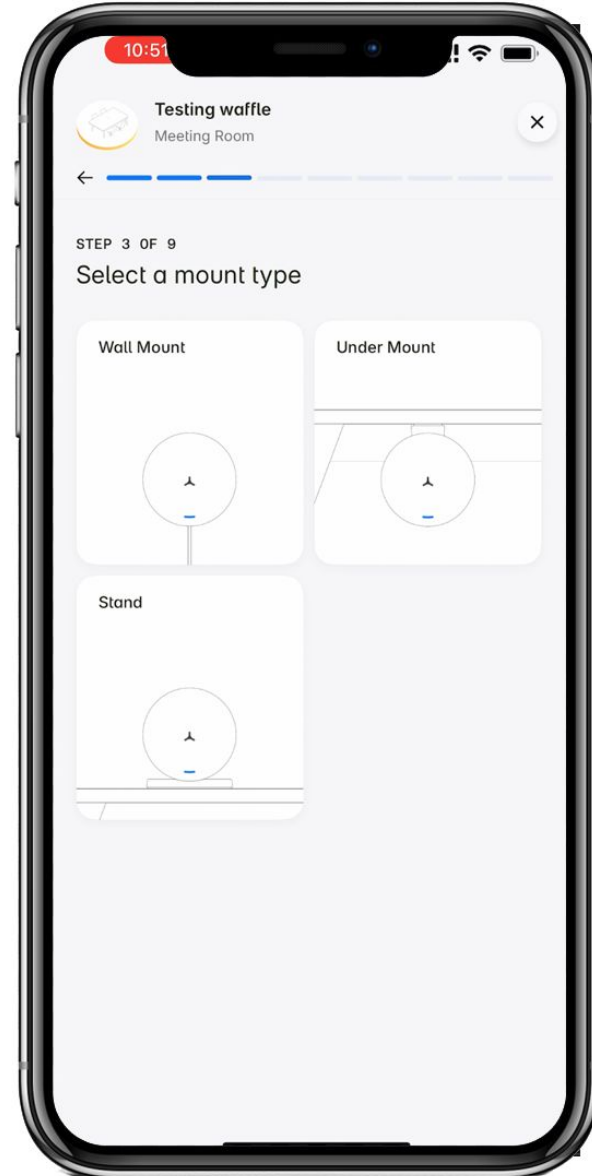
Setup

3. Select “Select an Pre-built Space”
4. Scroll to find the space you are installing the sensor in or search the space name. Spaces with a sensor already assigned will be grayed out.



Select Mount Type

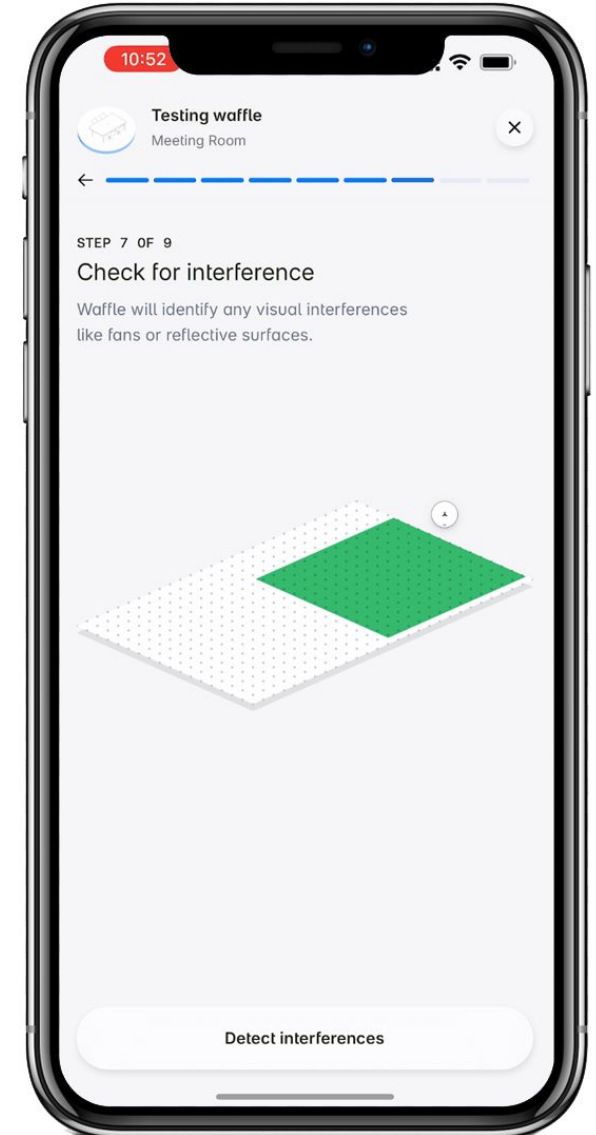
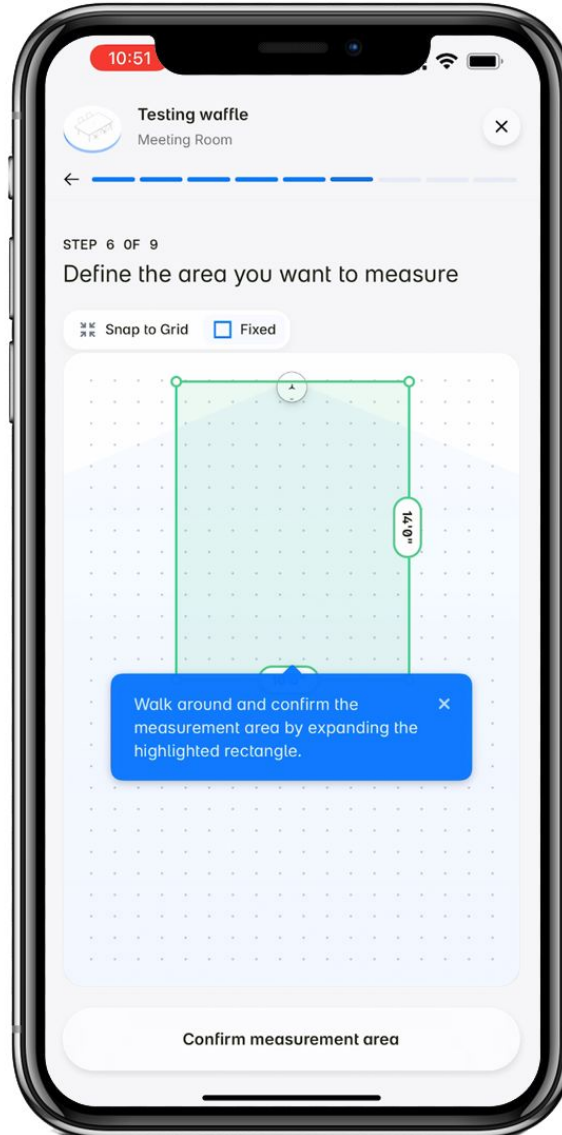
3. Select the type of mount you are installing. A quick video will play to show you how to correctly install in your space. Click continue when your Waffle is in place.



Define the Zone: Meeting rooms, open spaces, etc.

7. Walk to the corners of your space and drag the green box to cover all areas the dot shows you. You can select a freeform option by clicking on **rectangle** if your space is not a rectangle.

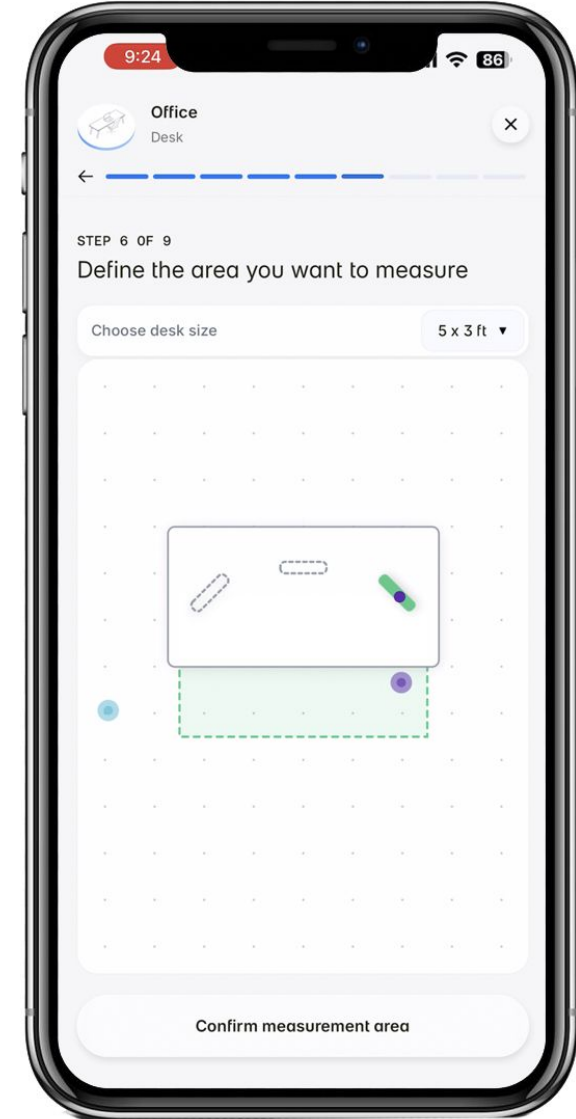
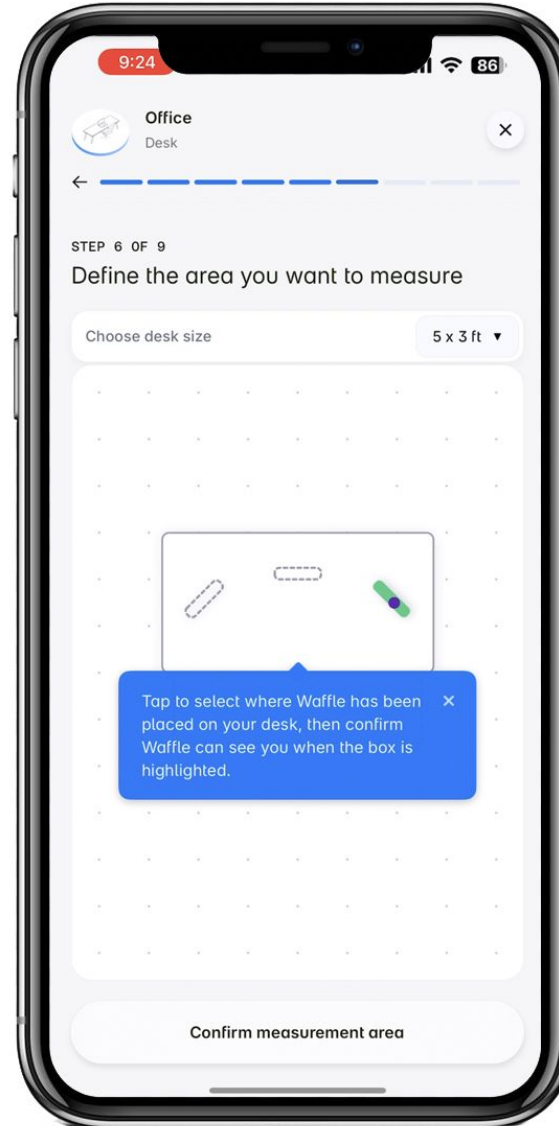
8. Step out of the space and click **Check for Interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.



Define the Zone: Desks

1. Select where on the desk you mounted the Waffle device. We recommend the corners for best accuracy.

2. Step out of the space and click **Check for Interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.

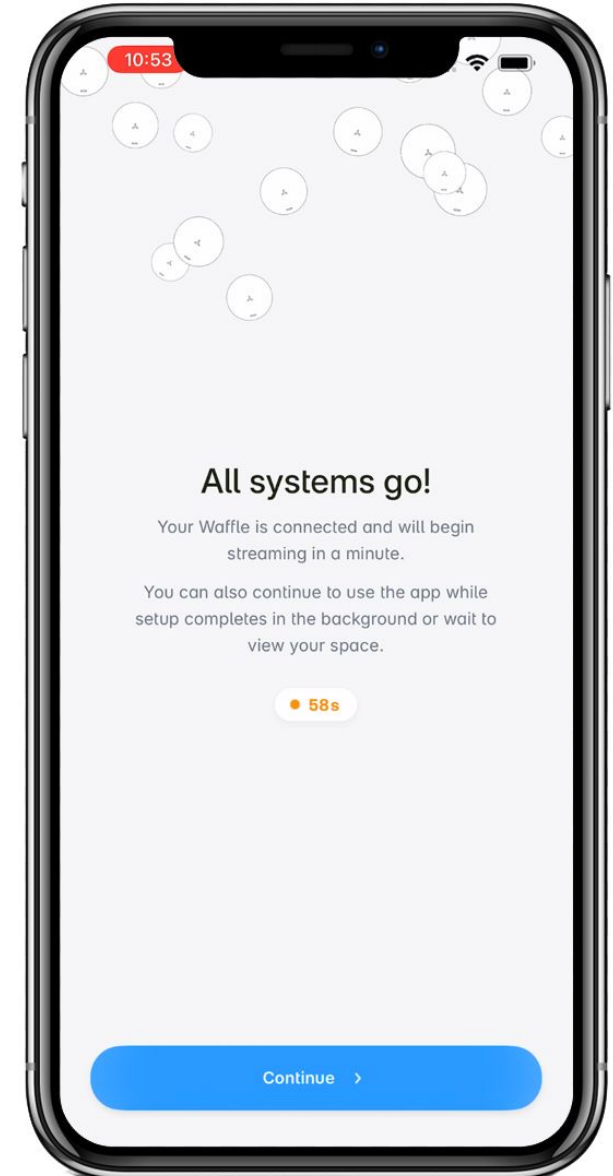
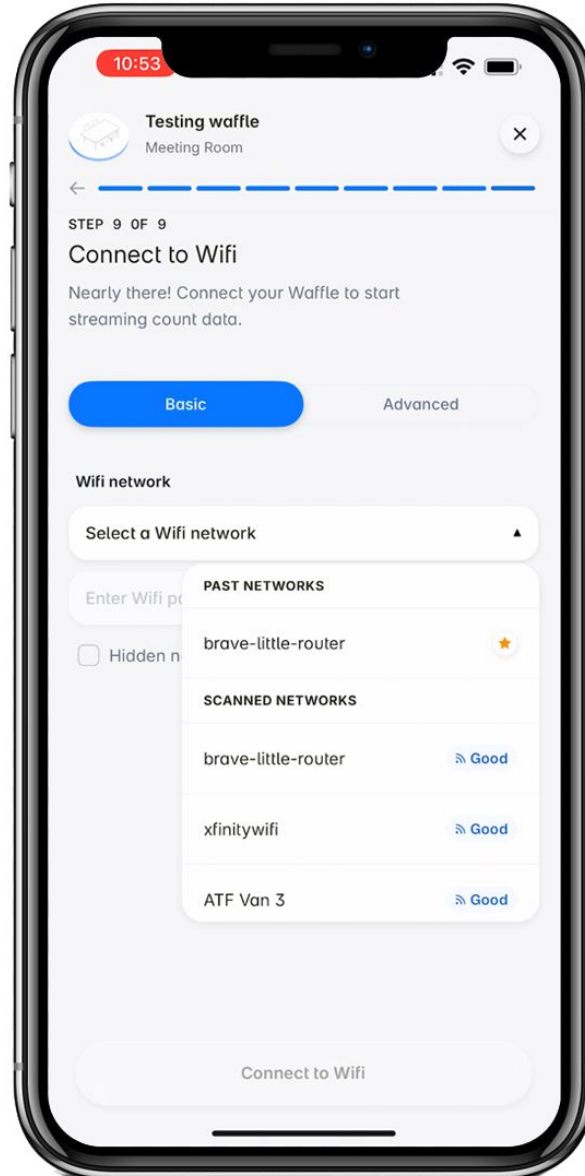


Set up Wifi

7. Select your WiFi network from the drop down and enter the password.

For more advanced WiFi options, click **Advanced** and fill out the available fields.

A template will be saved after the first setup that you can apply to future sensors. This template is saved on the device, not the account level.

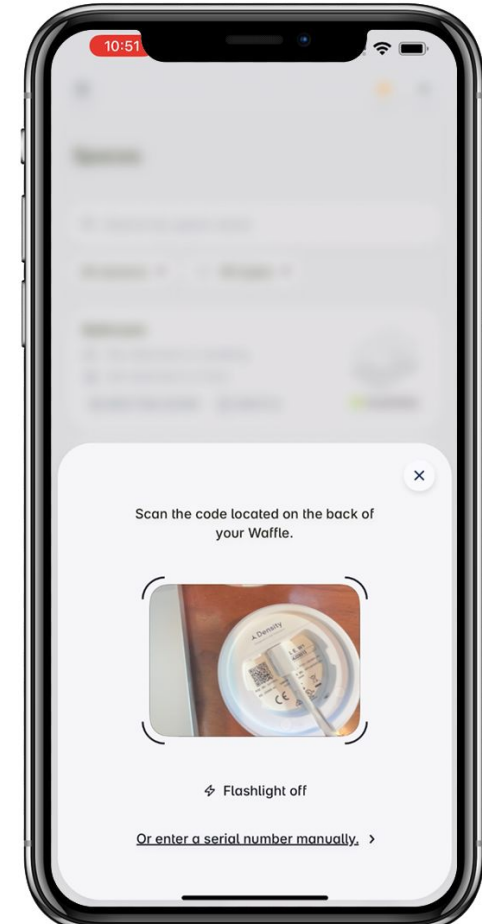
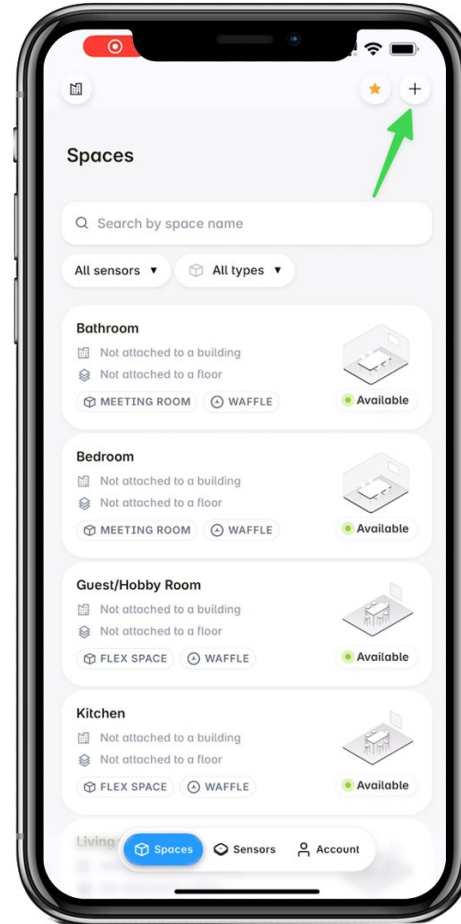


Setting Up a New Space*

*This option should only be used if you did not provide a floorplan to Density in advance. If a floorplan was provided, Density has already created your spaces. Please use “Pre-built spaces.”

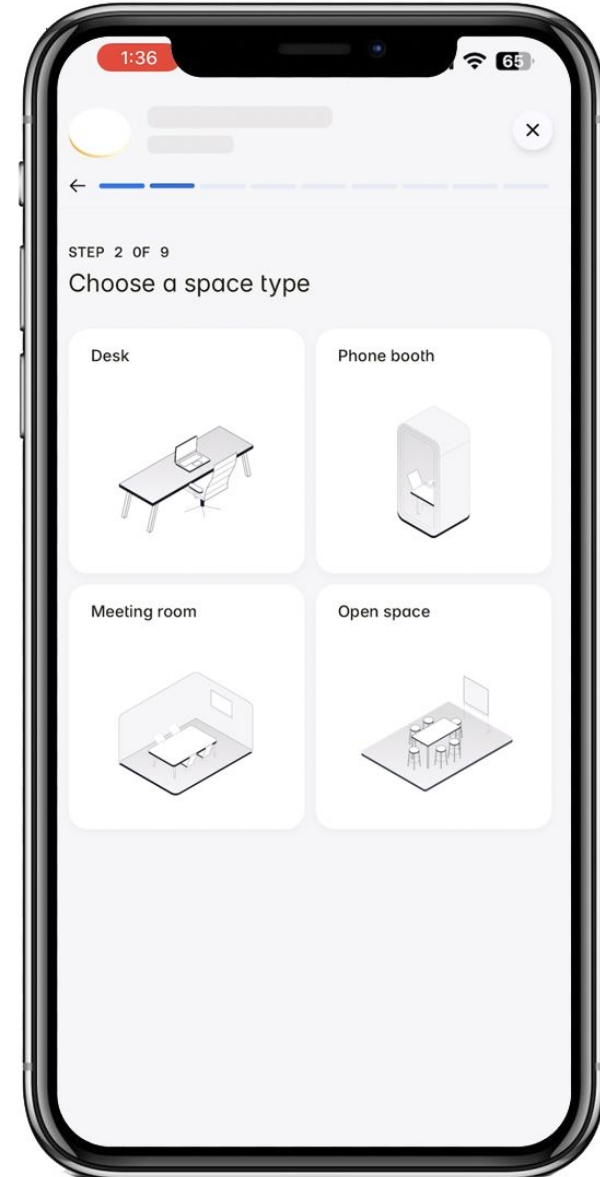
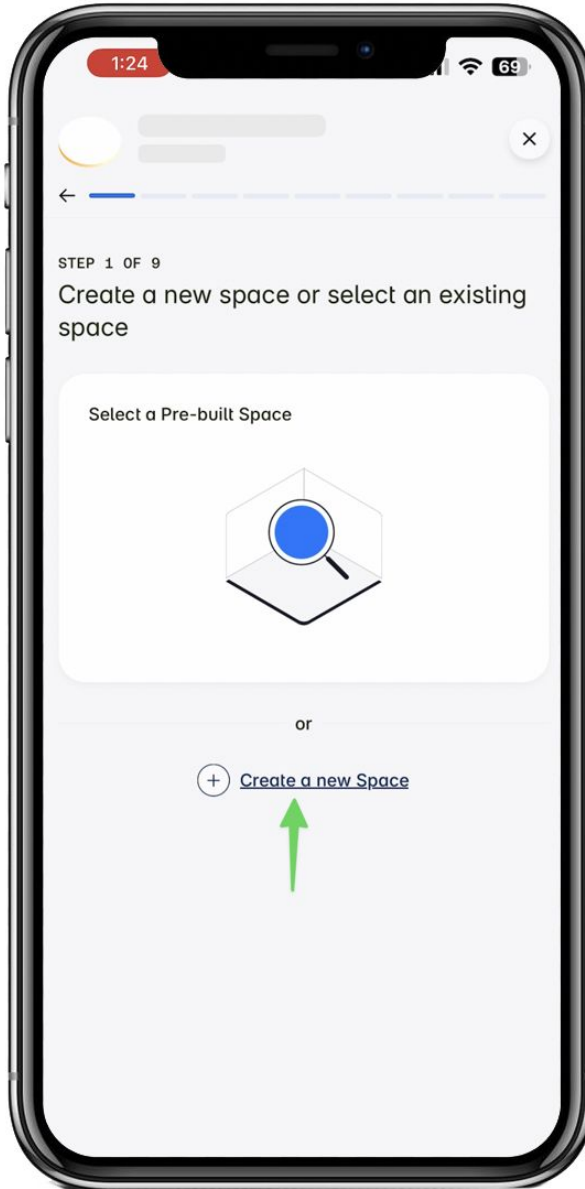
Add your Waffle

1. Click the + button on the bottom of the screen.
2. Scan the QR code or input the serial number.



Create the Space

3. Select "Create a new space."
4. Choose the type of space you want to measure.

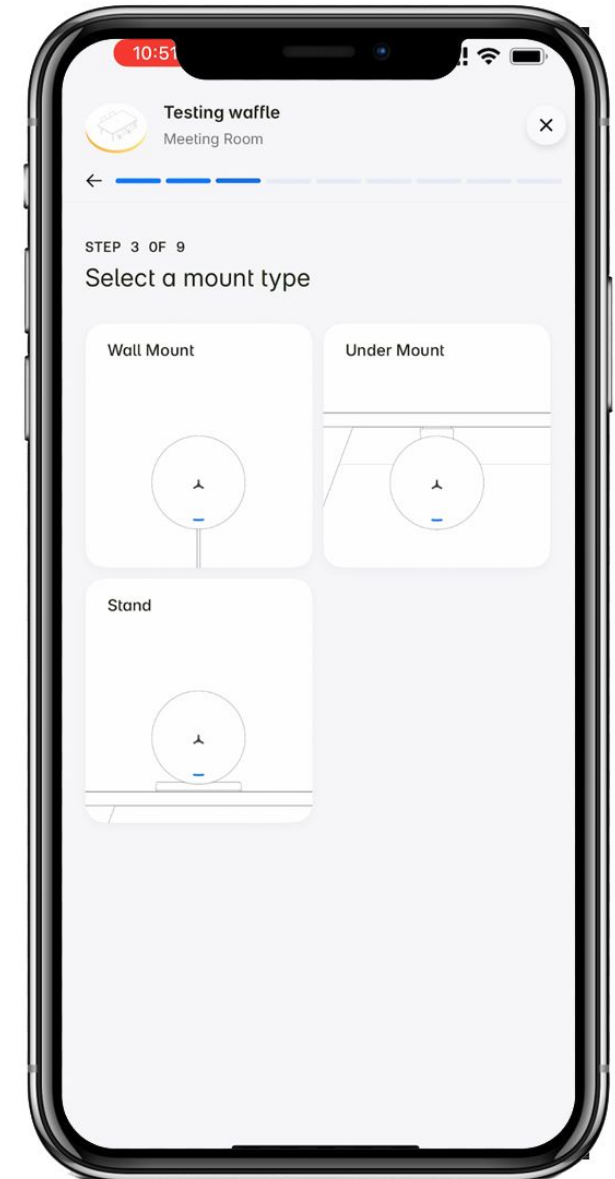
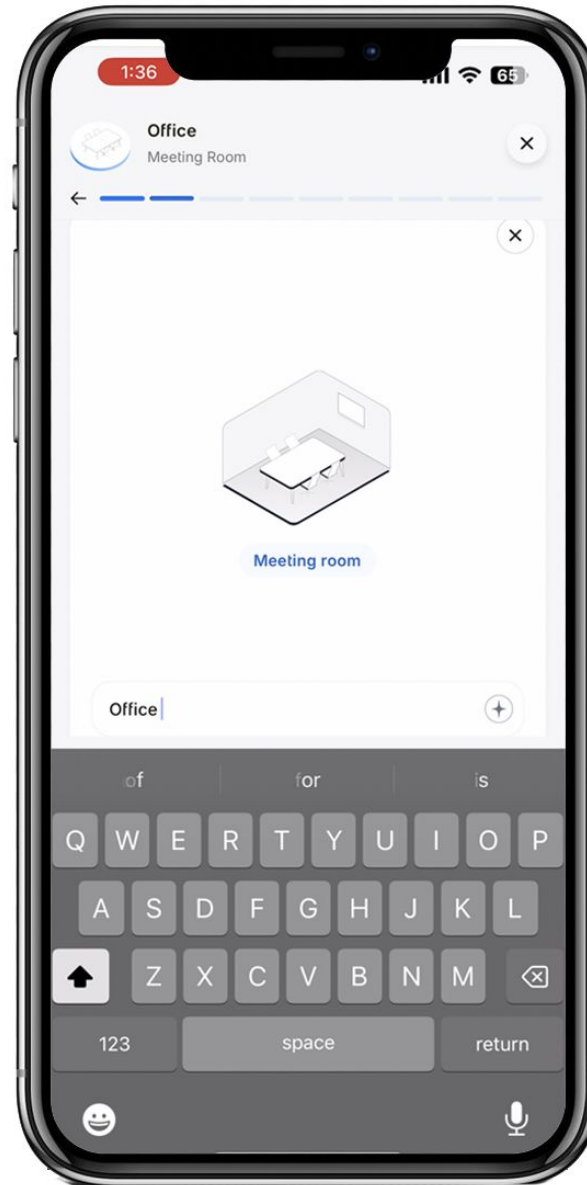


Create the Space

5. Name the space and click “Confirm Space”

- a. The icon to the right of the text box will randomly generate a space name for you if you do not have one already

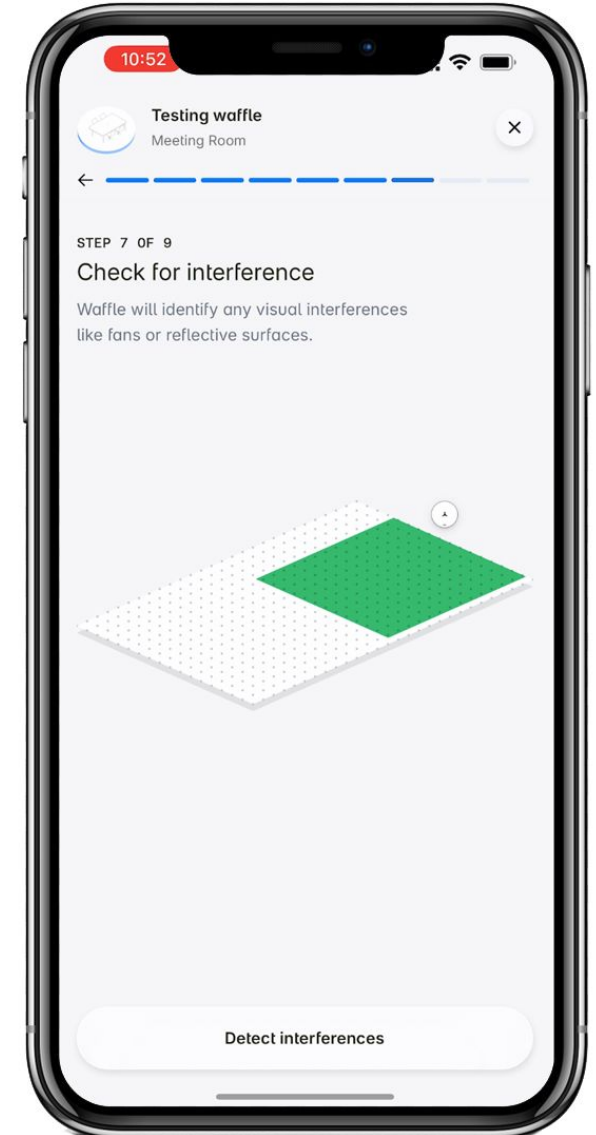
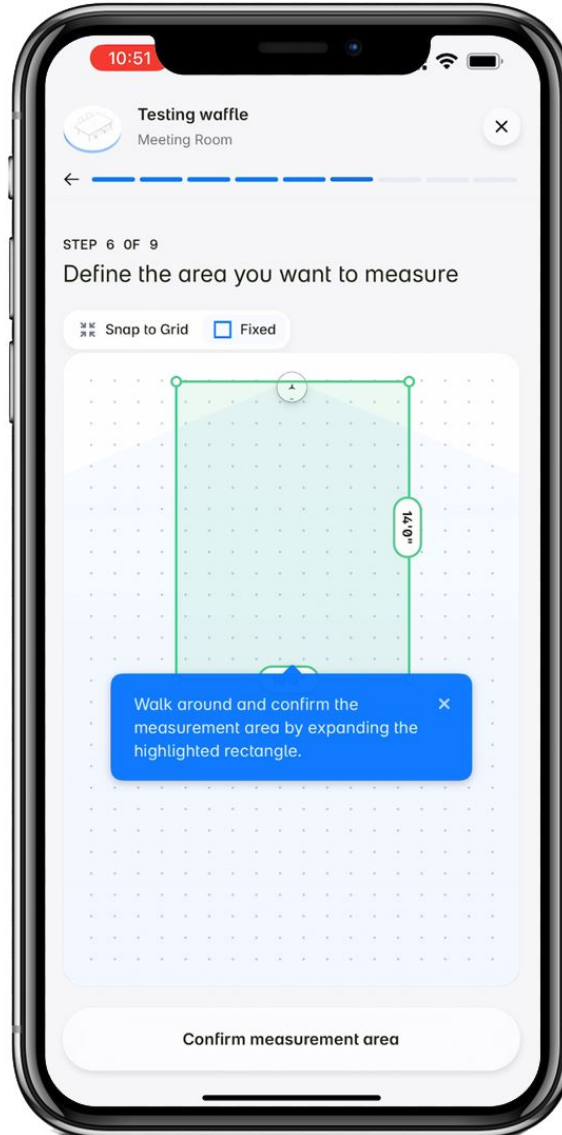
6. Select the mount you will be installing. An explanation video on how to install your mount will play.



Define the Zone: Meeting rooms, open spaces, etc.

7. Walk to the corners of your space and drag the green box to cover all areas the dot shows you. You can select a freeform option by clicking on **rectangle** if your space is not a rectangle.

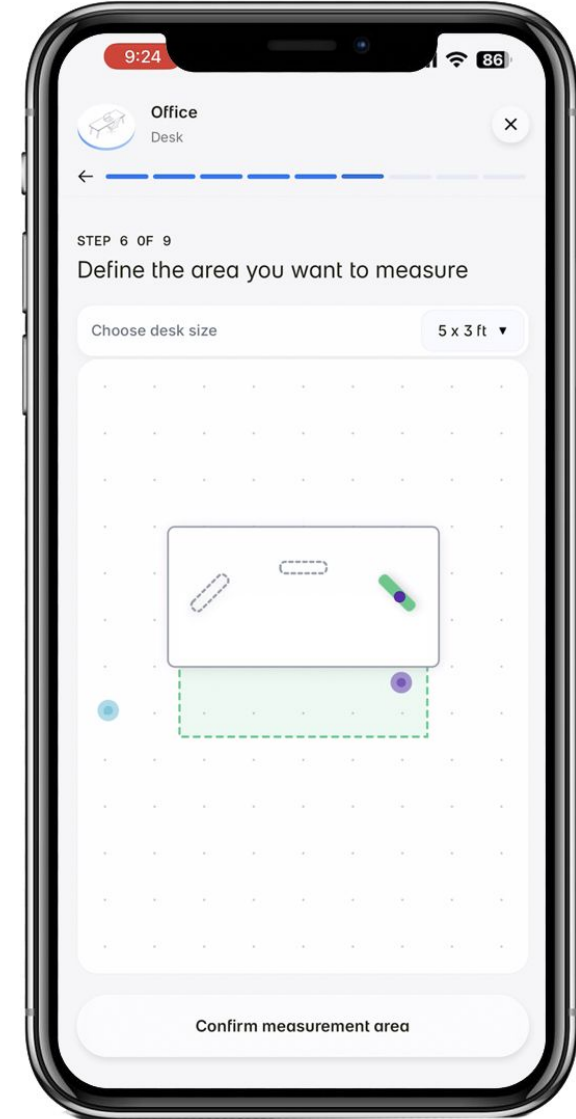
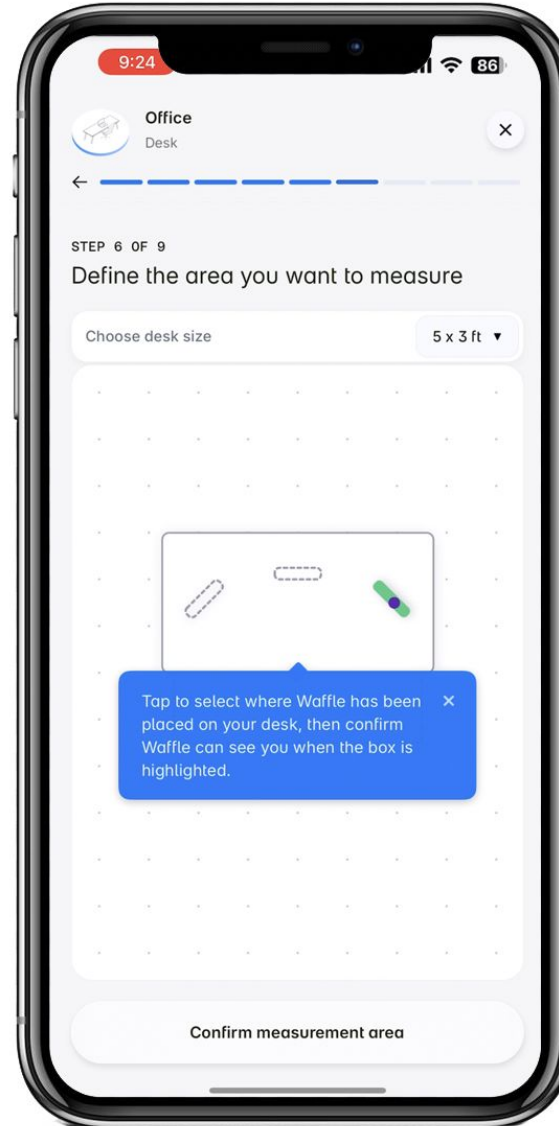
8. Step out of the space and click **Check for Interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.



Define the Zone: Desks

1. Select where on the desk you mounted the Waffle device. We recommend the corners for best accuracy.

2. Step out of the space and click **Check for Interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.

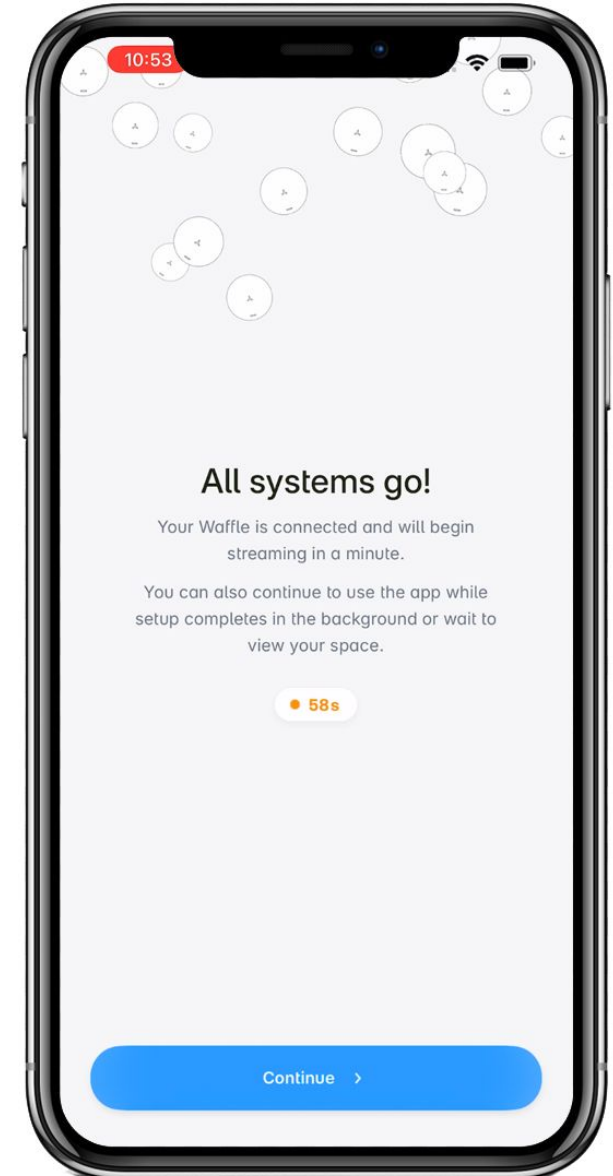
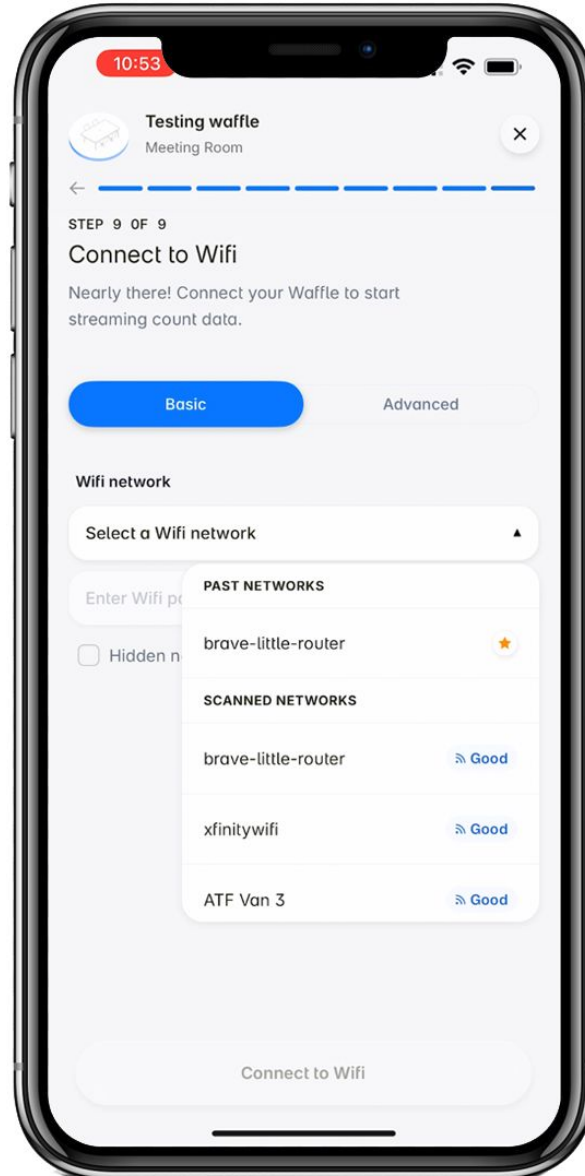


Set up Wifi

7. Select your WiFi network from the drop down and enter the password.

For more advanced WiFi options, click **Advanced** and fill out the available fields.

A template will be saved after the first setup that you can apply to future sensors. This template is saved on the device, not the account level.



Post-Setup Options

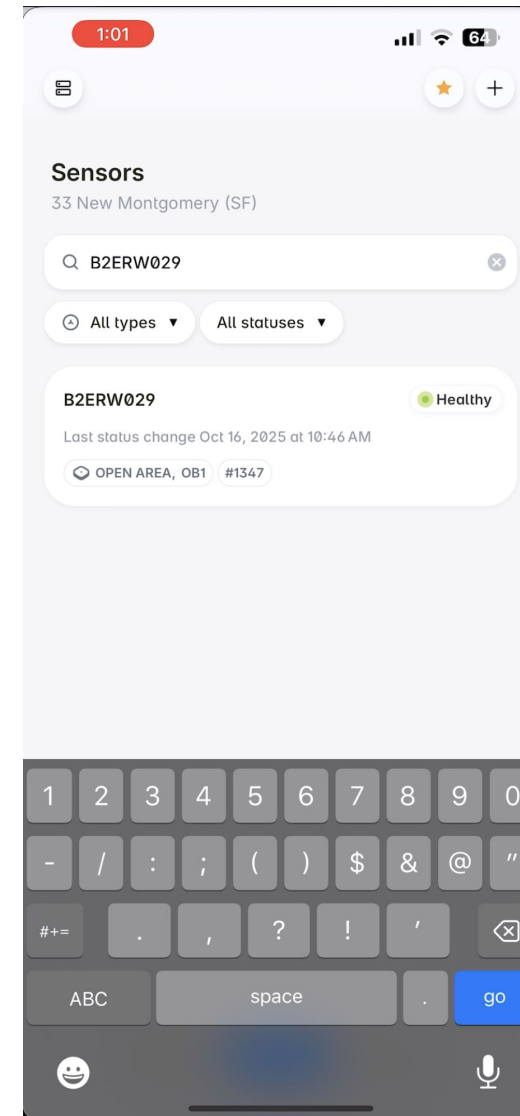
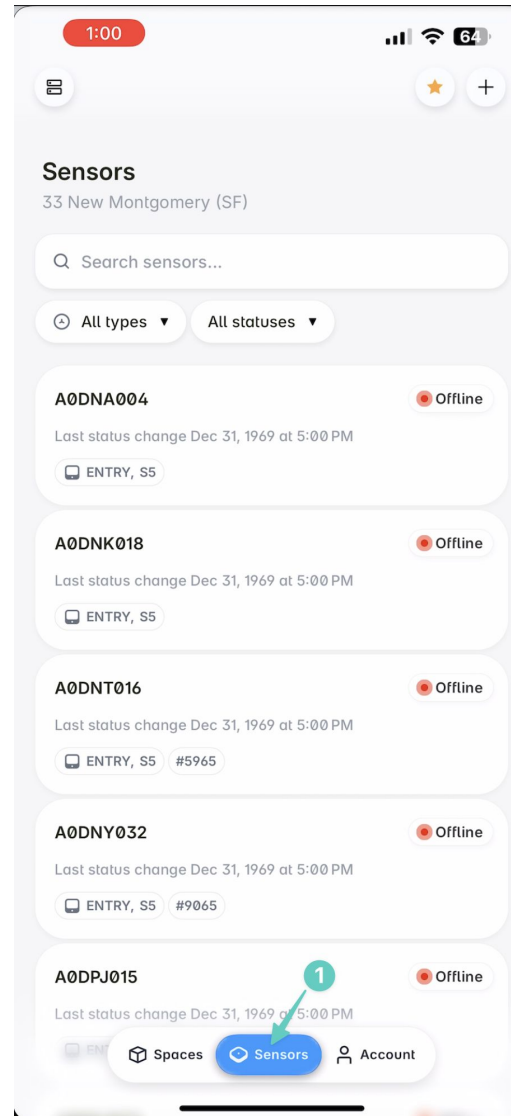


Editing the WiFi

04

Connect to the sensor

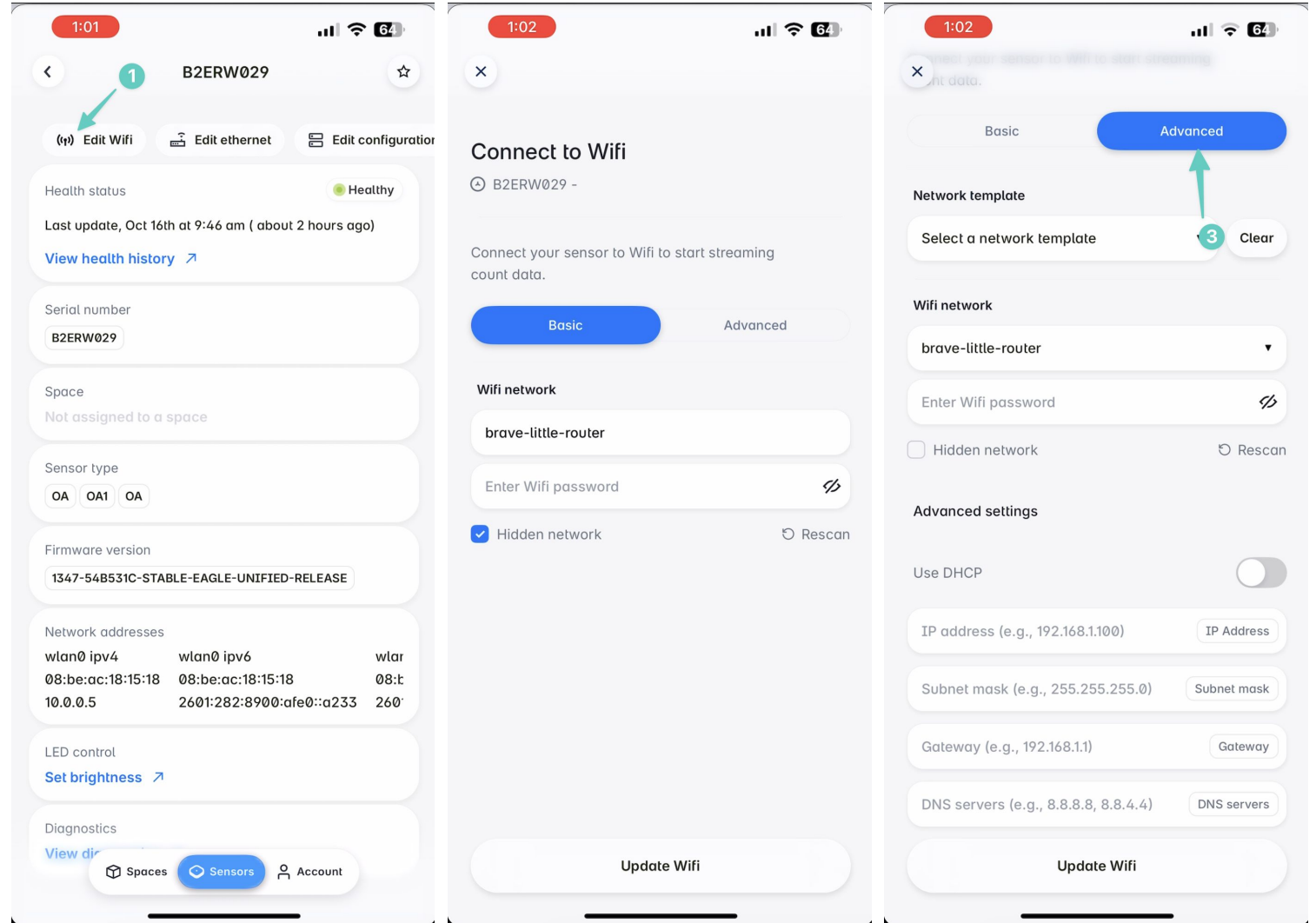
1. Click the **Sensors** button on the bottom of the screen.
2. Search for the serial of the device you need to edit, or scroll.
3. Click on the serial.



Editing the Wifi

1. Click the **Edit WiFi** button
 - a. You will see a “Turn on Bluetooth pairing” prompt. 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. The template is saved on the device, not the organization.

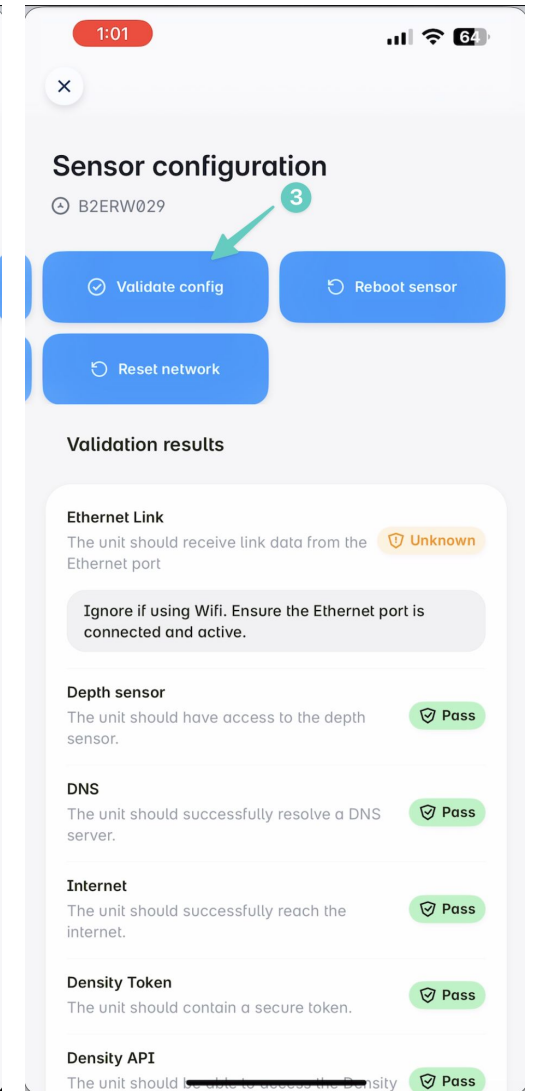
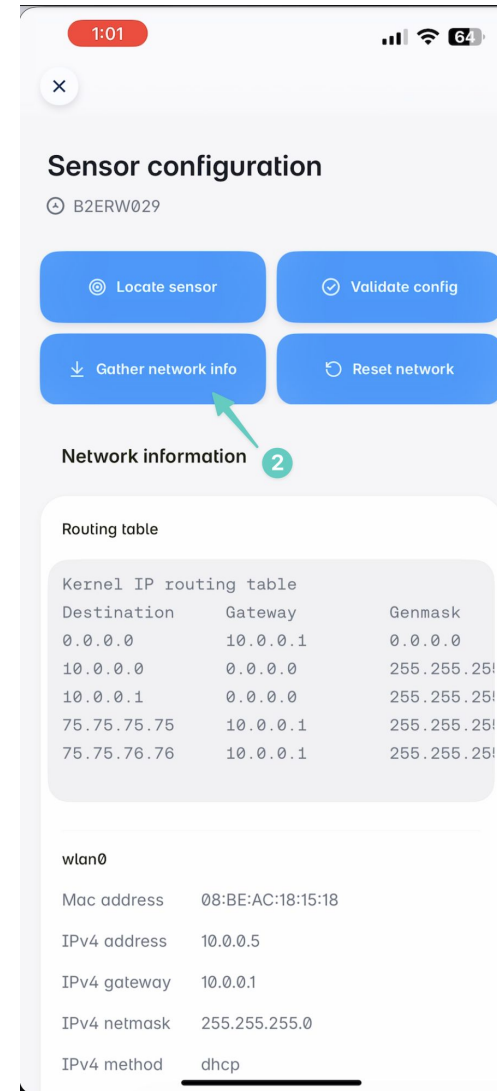
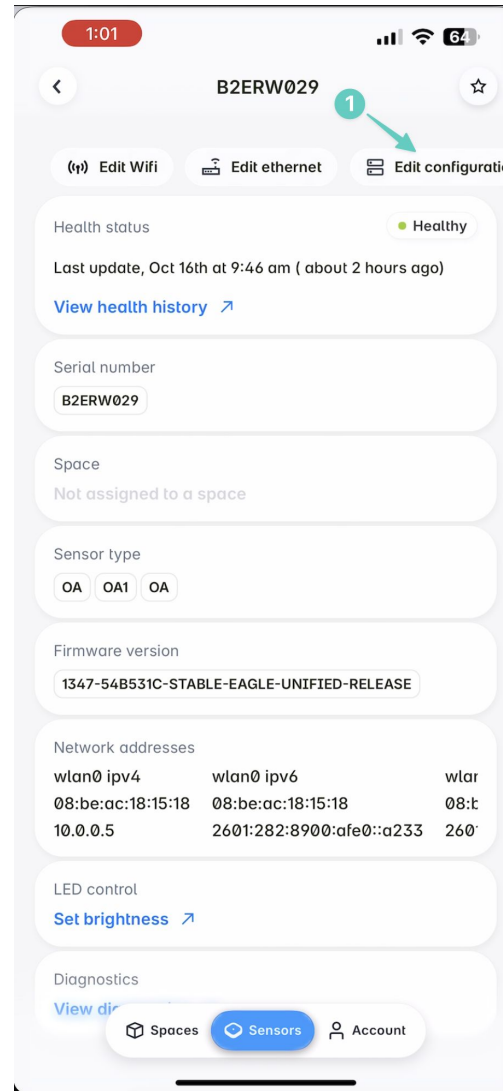


Troubleshooting Internet Issues

05

Gathering Details

1. Click the **Edit Configuration** button
 - a. You will see a “Turn on Bluetooth pairing” prompt. 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** error messages on what is passing/failing in the connection.
4. If you cannot resolve the issue, go to support.density.io and look for the article “Why is my Waffle offline?” for next steps. Take note of the sensor’s LED color.
5. Send screenshots of both the network details and config to support@density.io for assistance.











Status LED Guide

LED Status Indicators

The sensor has an indicator LED located on the front of the sensor.

The color chart explains the meaning of each color, defines any issues, and lists what actions to take if necessary.

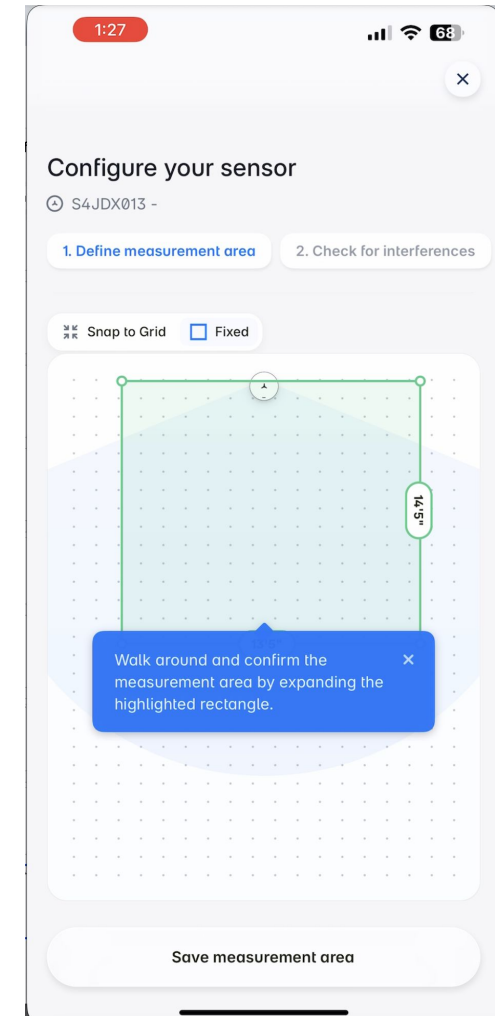
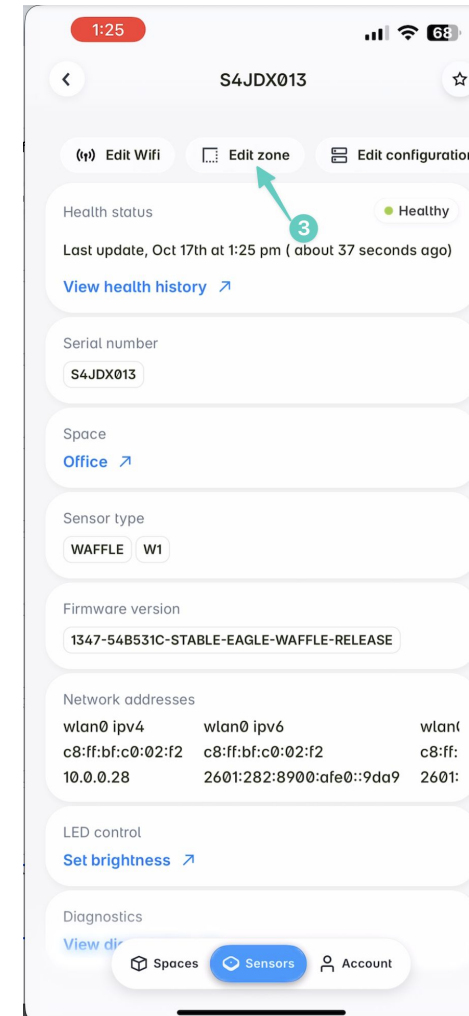
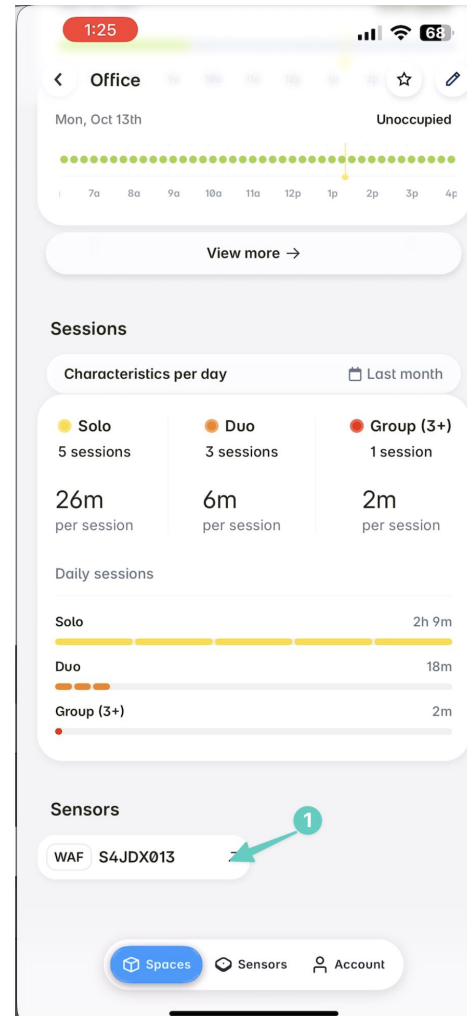
Color	Visual	Meaning	Description/Action
No Light		No Power	Error Check the cable and outlet works, move the sensor to a known working outlet (ensure the device LED brightness is not set at 0)
White		Operating Normally	No action needed
White blink		Locate/Boot	No action needed FYI: - on device start, the led blink until all the firmware is fully started - on customer LOCATE command, waffle blink during 60s
Blue		Ready to be Provisioned	Bluetooth is active and ready for set up. Use setup app to configure your device (assign your device to org and space)
Blue blink		Bluetooth communication in progress	No action needed FYI: LED blinks all the time the setup app is connected to the sensor
Purple		No Density Server	Error The Density server is not available. Check that no firewall is blocking these addresses
Purple blink		No DNS	Error DNS servers are not reachable. The sensor has an IP address but cannot resolve domain names. Check that all allowlisting is complete, including MAC address if required. Reapply the internet connection through the app.
Red		Internet Issue	Error Certain WiFi networks are not supported: captive portal, proxy, WPA2 enterprise, hidden networks Check that all allowlisting is complete, including MAC address if required. Reapply the internet connection through the app. Confirm the WiFi network you are trying to connect to has access to the Internet. Test this by connecting your phone to the same network.

Editing the Zone after Setup

06

Adjusting the Zone

1. Click on the space and scroll down to the bottom of the page. Click on the linked sensor.
2. Unplug and replug in your sensor to activate Bluetooth.
3. Click **Edit Zone**.
4. Walk to the corners of your space and drag the green box to cover all areas the dot shows you. You can select a freeform option by clicking on **rectangle** if your space is not a rectangle.
5. Step out of the space and click **Check for Interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.

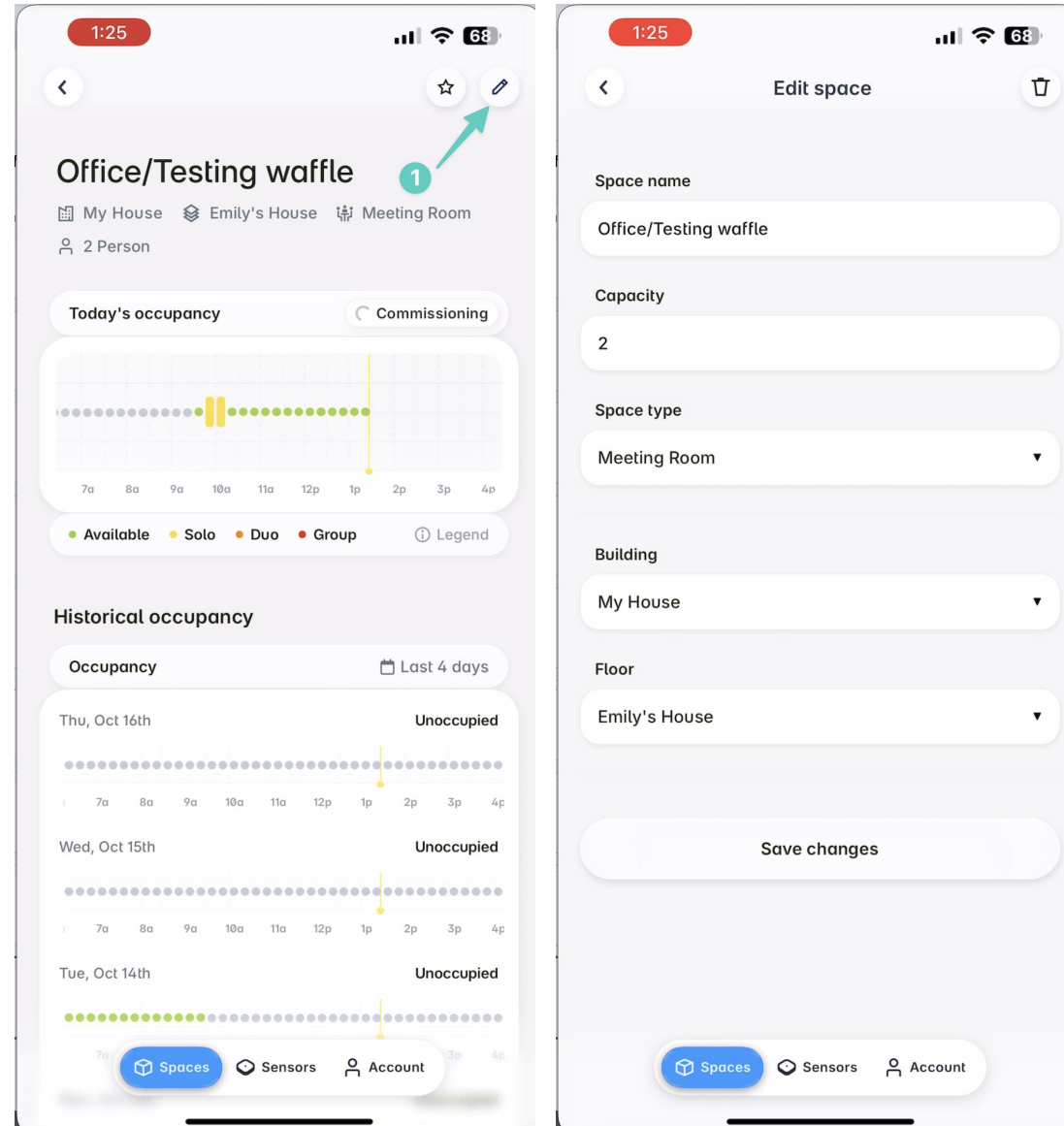


Space and Account Settings

07

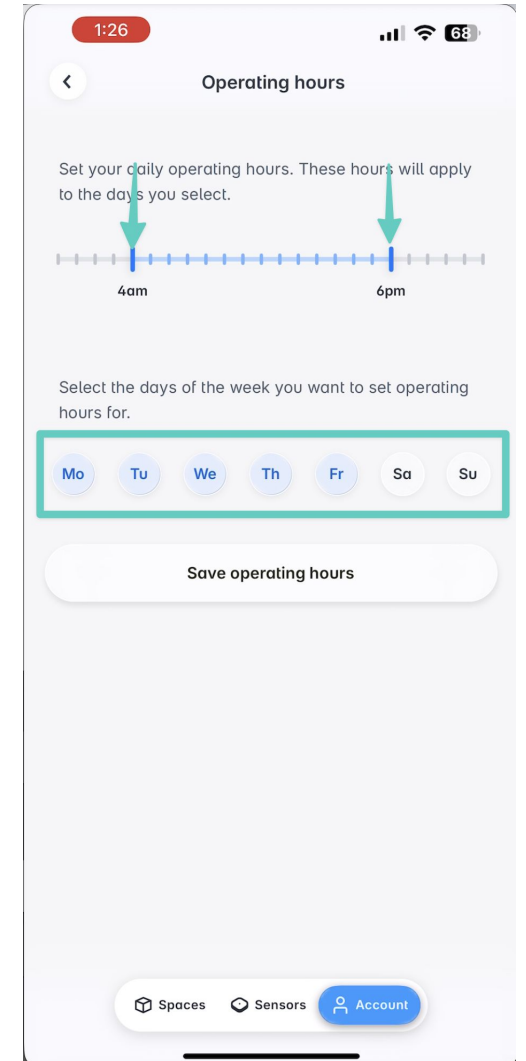
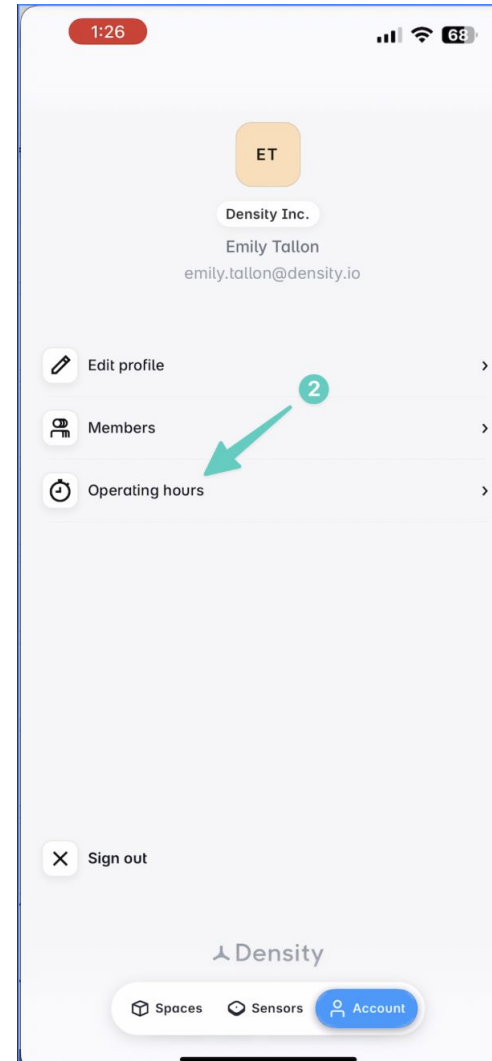
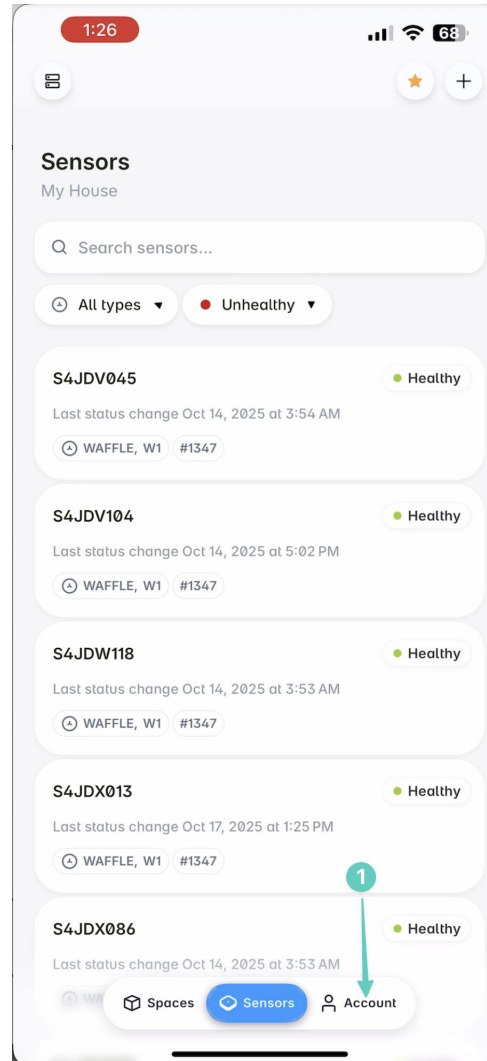
Space Setting Options

1. Click on the space and click the pencil icon in the top right corner. You can then edit:
 - a. The space's name
 - b. Capacity (unless it is a desk, which is locked to 1 person)
 - c. The space type
 - d. The building the space is assigned to
 - e. The floor the space is assigned to



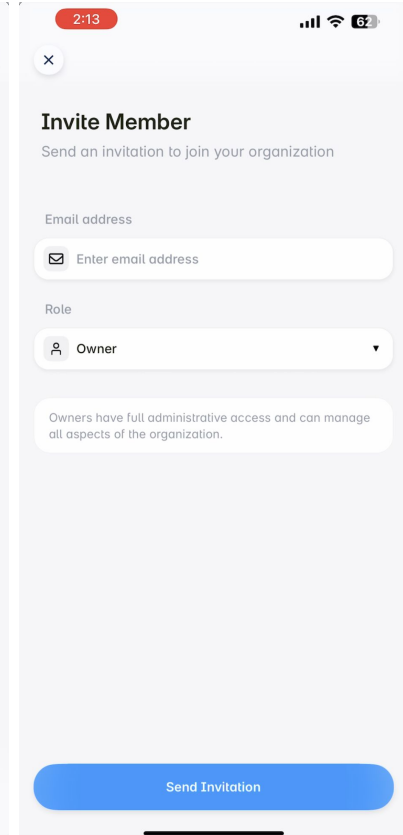
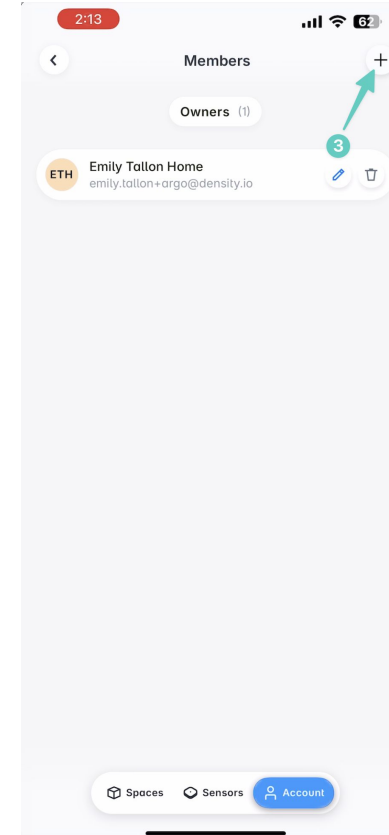
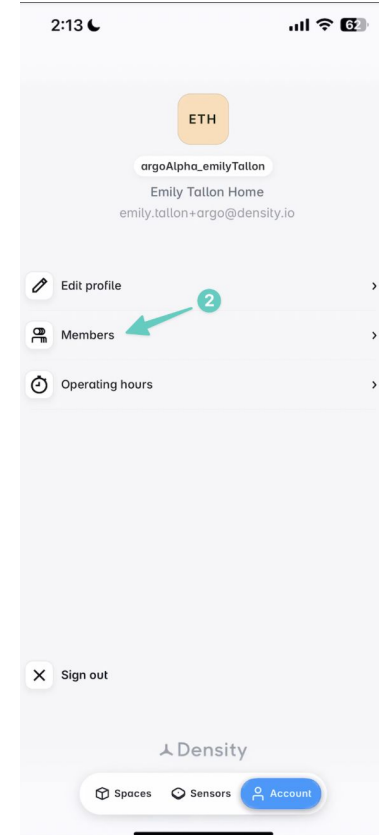
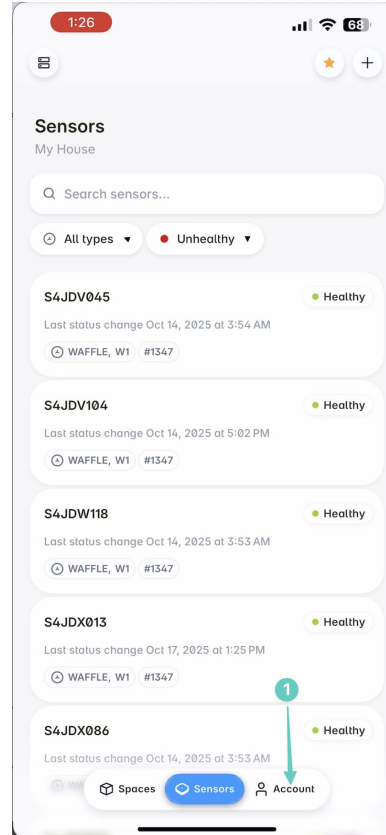
Editing Account Operating Hours

1. Go to **Account** at the bottom of the screen.
2. Select **Operating Hours**.
3. Drag the hours to the appropriate times and select the days of the week to view.



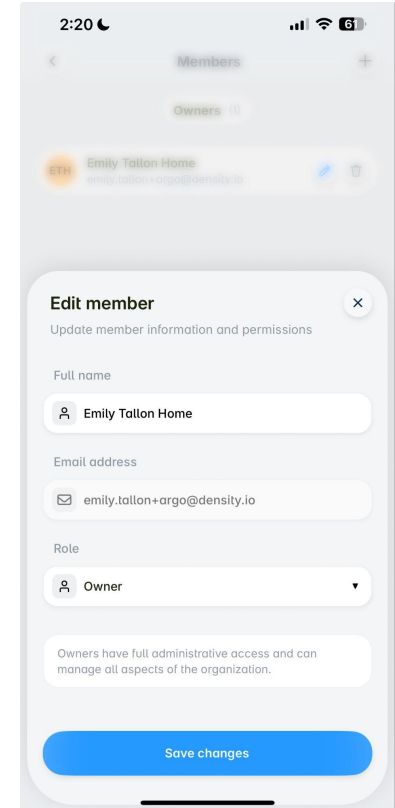
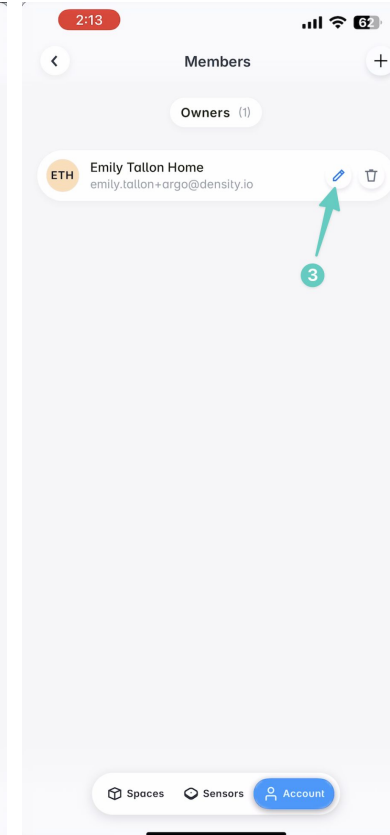
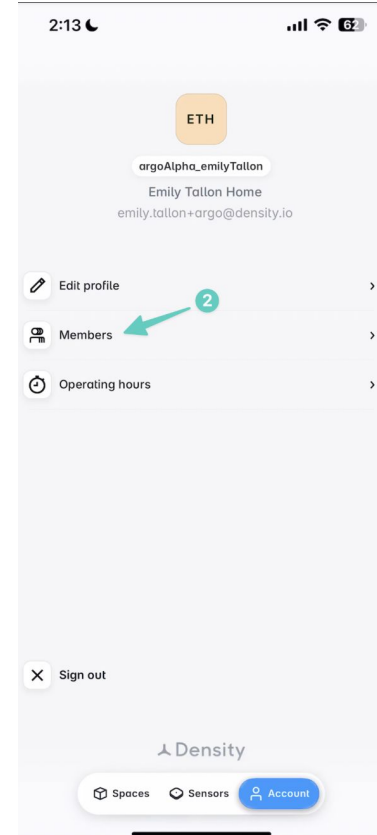
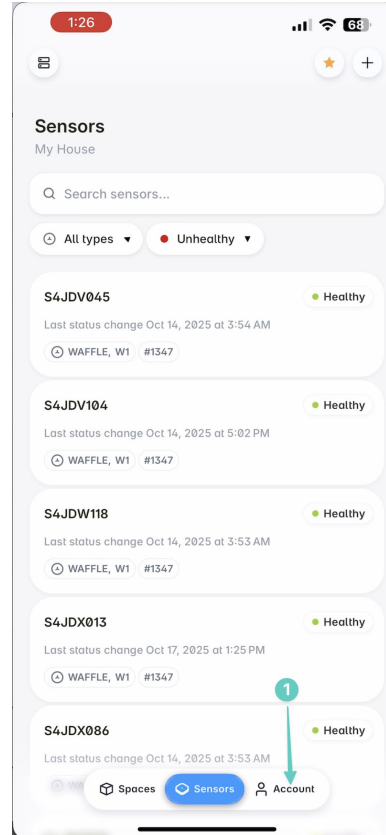
Adding Users

1. Go to **Account** at the bottom of the screen.
2. Select **Members**.
3. Click the **Plus** icon in the top left
4. Add users and select their permissions:
 - a. **Owner**: Full edit rights for spaces and users. Full access to API development tools. Can provision and troubleshoot sensors. Can create and edit Displays. Can view Sensor Statuses.
 - b. **Admin**: Can edit spaces they have access to. Can manage read-only users. Can't access development tools, including API tokens. Can create and edit Displays. Can view Sensor Statuses.
 - c. **Editor**: Can edit spaces they have access to. Can create and edit Displays.
 - d. **Read-Only**: Can only see data for spaces to which they've been assigned.



Edit Users

1. Go to **Account** at the bottom of the screen.
2. Select **Members**.
3. Click the **pencil** icon by the email
4. Edit the name or change their permissions:
 - a. **Owner**: Full edit rights for spaces and users. Full access to API development tools. Can provision and troubleshoot sensors. Can create and edit Displays. Can view Sensor Statuses.
 - b. **Admin**: Can edit spaces they have access to. Can manage read-only users. Can't access development tools, including API tokens. Can create and edit Displays. Can view Sensor Statuses.
 - c. **Editor**: Can edit spaces they have access to. Can create and edit Displays.
 - d. **Read-Only**: Can only see data for spaces to which they've been assigned.
5. If you need to edit the email, email support@density.io with the details of the change.



Delete Users

1. Go to **Account** at the bottom of the screen.
2. Select **Members**.
3. Click the **trash** icon by the email.

