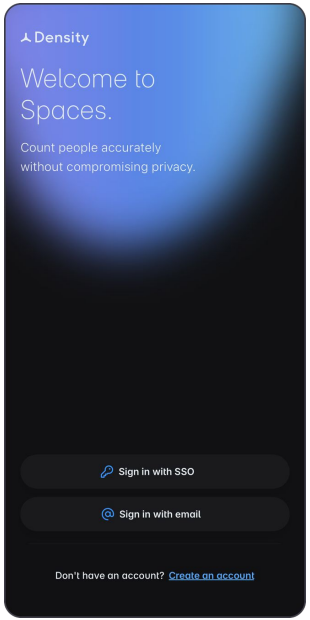
Density

Density Spaces - Internet and Sensor Settings



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Contents

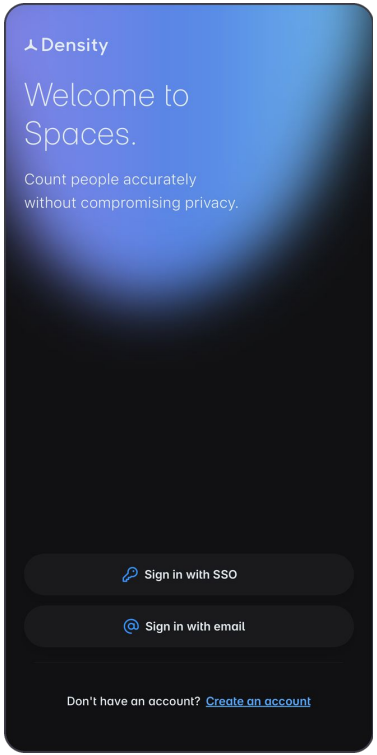
01 — Download & Login
02 — Connect to the sensor
03 — Editing Ethernet
04 — Resetting Default Ethernet
05 — Editing Wi-Fi
06 — Troubleshooting the Sensor Light
07 — Troubleshooting Internet Issues

Download & Login

01

Download the app

+ Get the Spaces app by visiting mobile.density.io
+ Tap Sign in with SSO, or Sign in with email using the email and password you used to set up your Density account.
+ Contact support@density.io if you need an account.

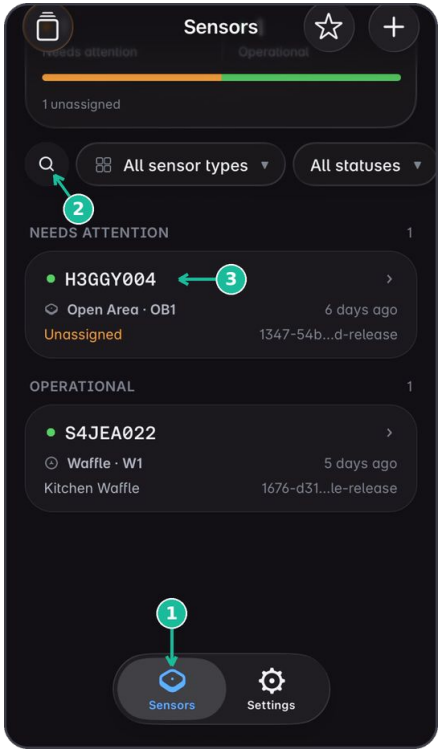


Connect to the sensor

02

Find the sensor

1. Click the **Sensors** button at the bottom of the screen
2. Tap the search icon and enter the serial of the device you need to edit
3. Click on the serial

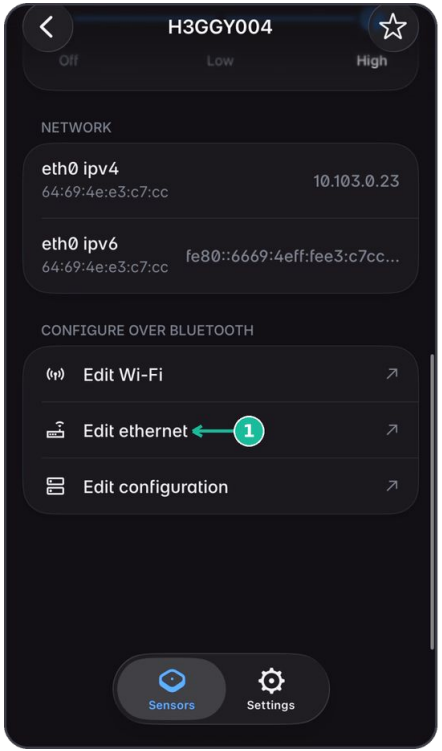


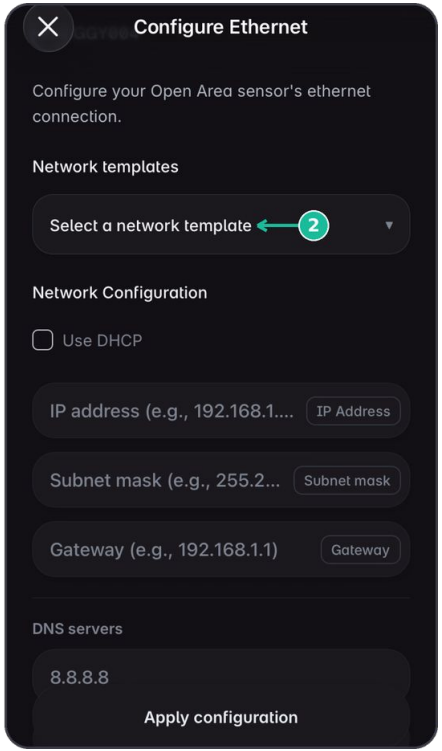
Editing Ethernet

03

Edit ethernet

1. Under Configure over Bluetooth, 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. Check **Use DHCP** if your network assigns IP addresses automatically (recommended).
3. Click **Apply configuration**. Once the configuration is created, the same options will appear in the network template dropdown for future sensor setup.



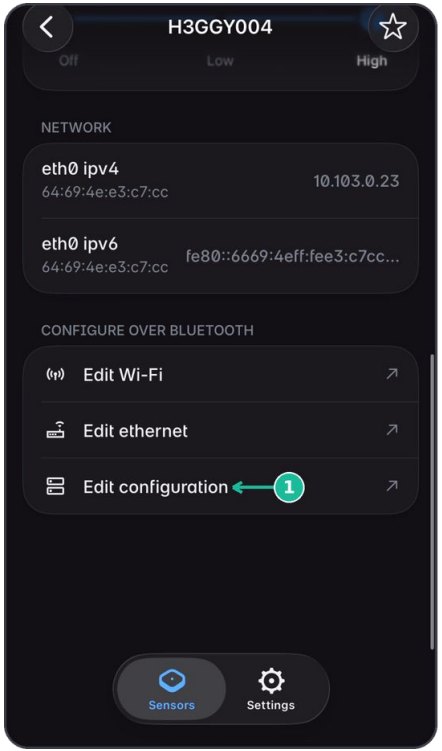


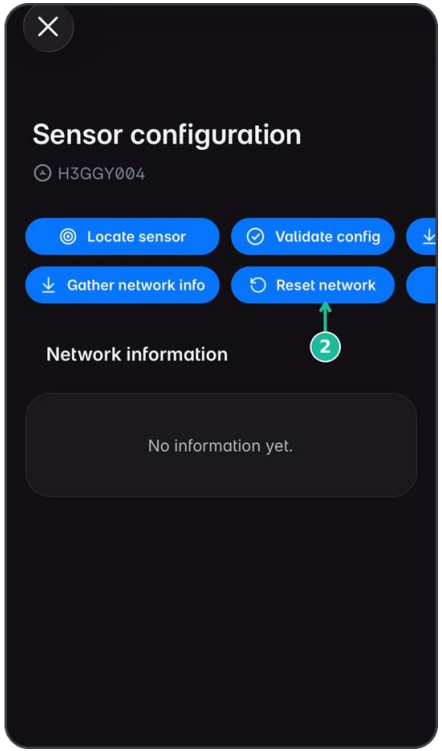
Resetting Default Ethernet

04

Resetting the network

1. Under Configure over Bluetooth, 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, see sections 06 and 07.



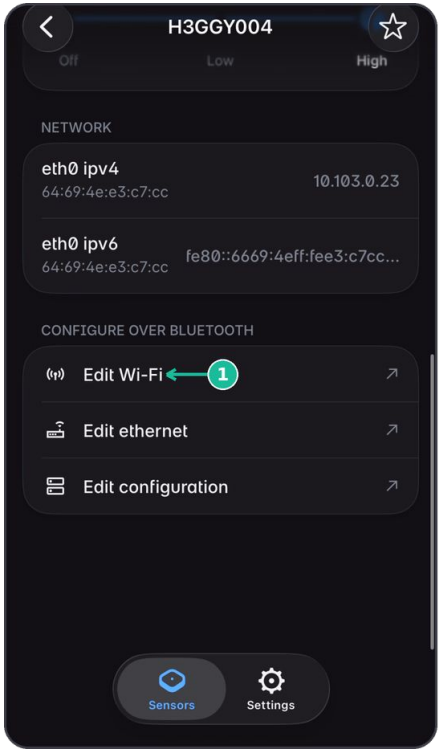


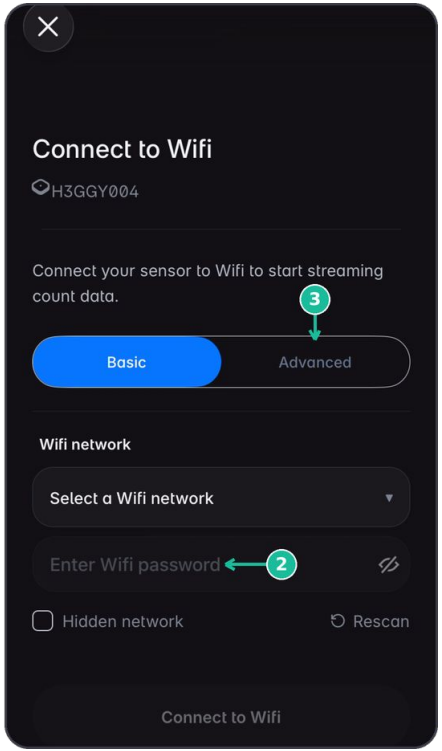
Editing Wi-Fi

05

Edit Wi-Fi

1. Under Configure over Bluetooth, click the **Edit Wi-Fi** 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 your Waffle and plug it back in to turn on Bluetooth.
2. For standard Wi-Fi, pick your network from **Select a Wifi network**, enter your password and hit **Connect to Wifi**.
   a. If your network isn't listed, click **Rescan**. For a network that doesn't broadcast its name, check **Hidden network**.
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.



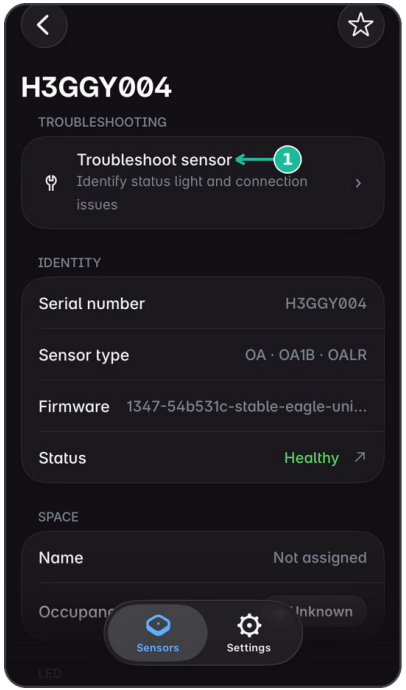


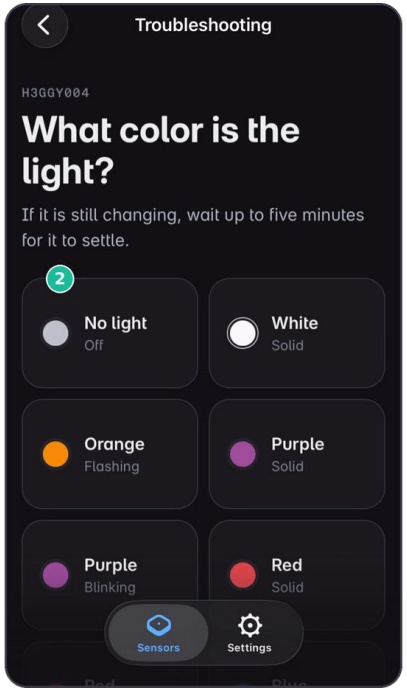
Troubleshooting the Sensor Light

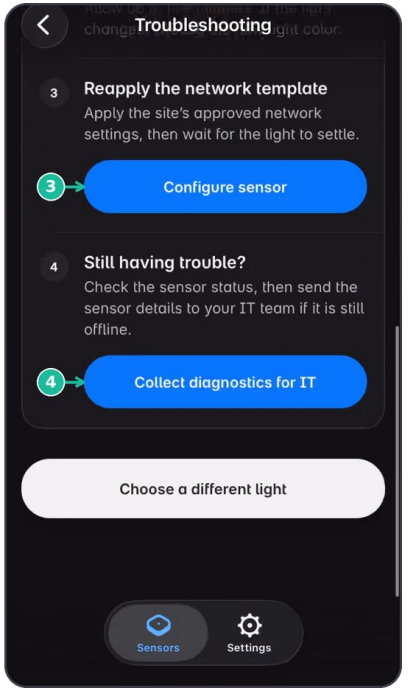
06

Troubleshoot sensor

1. On the sensor page, tap **Troubleshoot sensor** under Troubleshooting. This is mainly for Open Area and Entry sensors.
2. Choose the color and pattern the sensor's light is showing.
   a. If the light is still changing, wait up to five minutes for it to settle.
3. Follow the Next Steps shown for that light. If prompted, tap **Configure sensor** to reapply the site's approved network settings.
4. If the sensor is still offline, tap **Collect diagnostics for IT** and send the details to your IT team.
5. If you cannot resolve the issue, note the sensor's LED color and contact support@density.io.







Troubleshooting Internet Issues

07

Gathering Details

1. Under Configure over Bluetooth, 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. Unplug your Waffle and plug it back in to turn on Bluetooth.
2. Click **Gather network info** 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 your **Gather network info** and **Validate config** results to support@density.io for assistance. On Open Area and Entry sensors, you can also tap **Collect diagnostics for IT** (see section 06).

