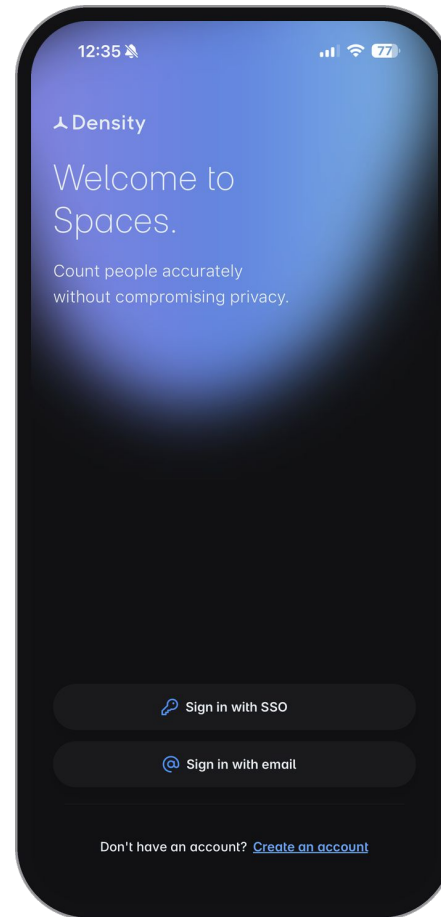


Waffle Setup Guide



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02 – Pre-built Space Setup

03 – New Space Setup

04 – Editing the Wi-Fi

05 – Troubleshooting

06 – Editing the Zone after Setup

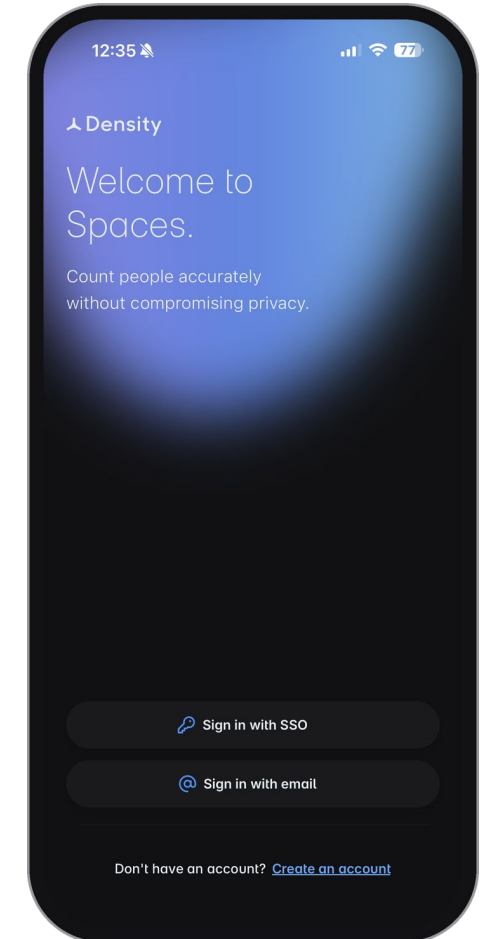
Download & Login

01

Download the app and log in

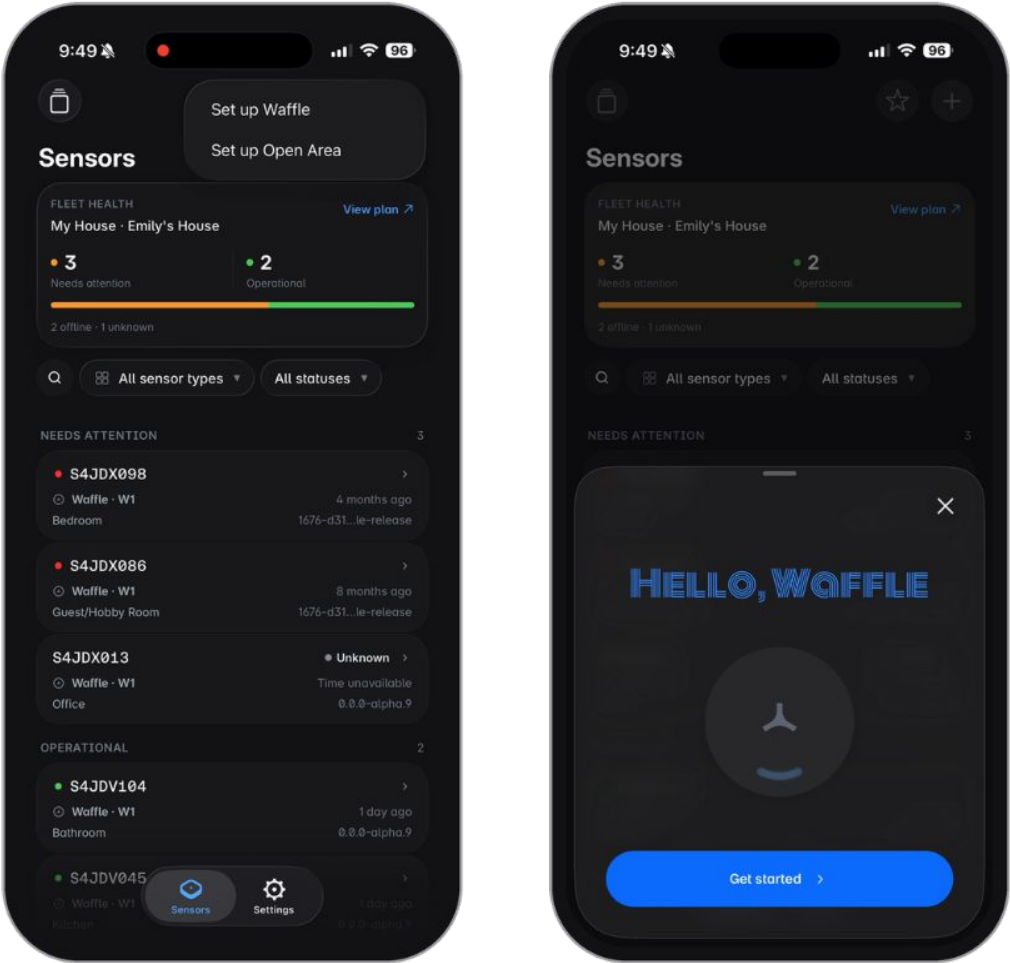
The Density Spaces app connects to the Waffle sensor via Bluetooth. The app will guide you through the setup of the device, from placement to internet connection.

- + Get the Spaces App by going to mobile.density.io
- + Log in with SSO or with the email and password that you set your Density account up with. If you don't have an account, click Create an account.



Add your Waffle

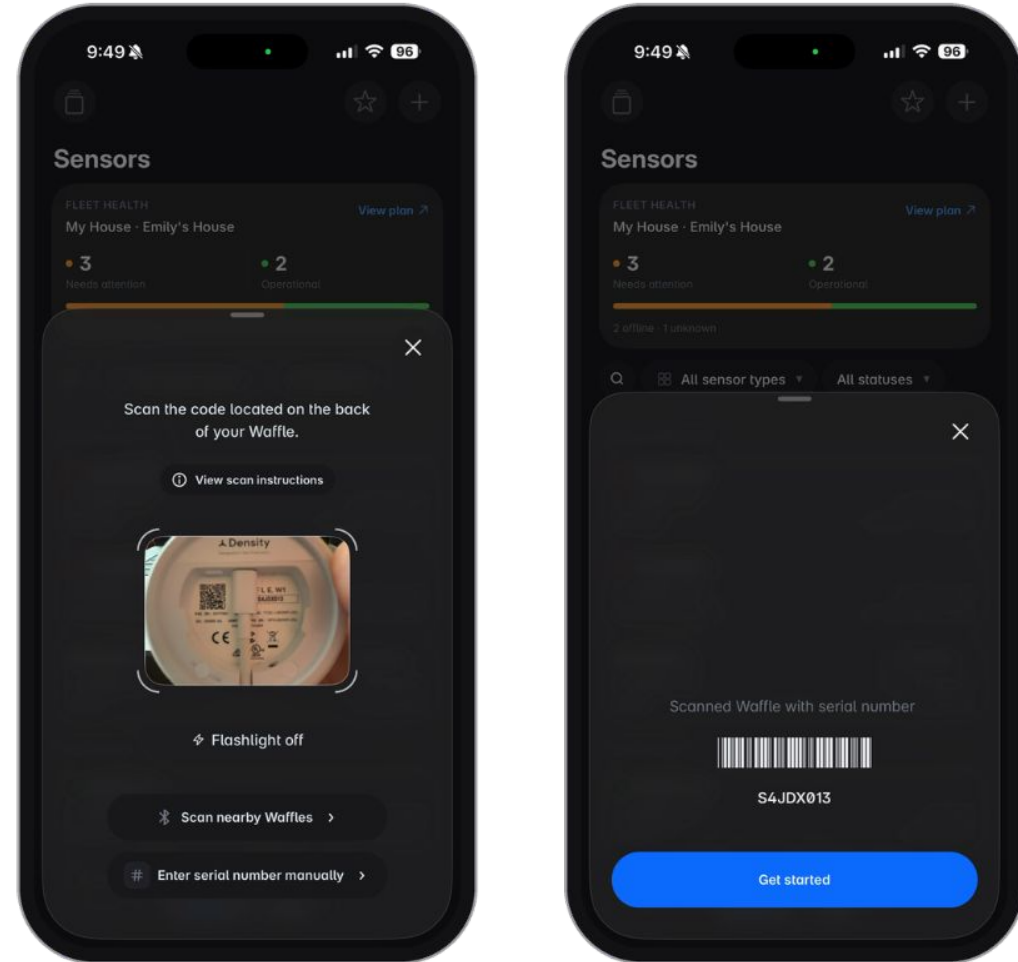
- 1. Click the + button on the top right of the Sensors screen, then select **Set up Waffle**.
- 2. Click **Get started**.



Pre-built Space Setup

Scan your Waffle

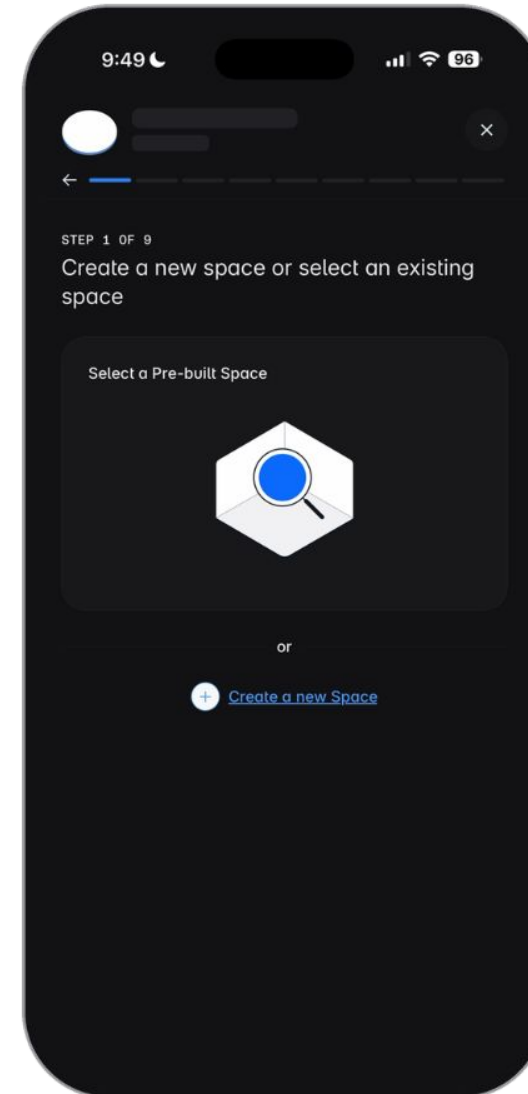
1. Scan the QR code on the back of your Waffle. If you can't scan it, click Scan nearby Waffles to find it over Bluetooth, or Enter serial number manually.
2. Confirm the serial number matches your Waffle and click **Get started**.



Pre-built Space Setup

Step 1 of 9: Choose your space

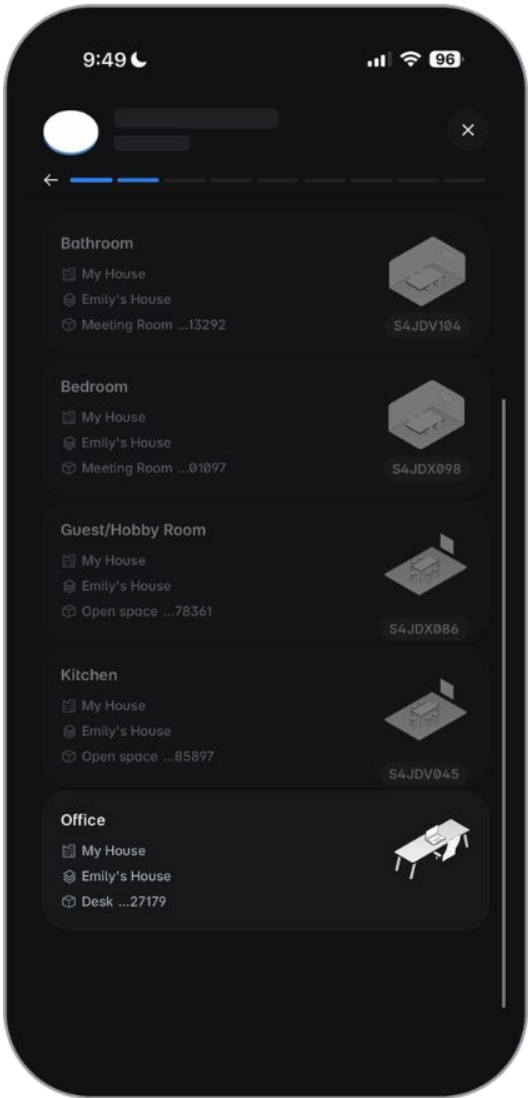
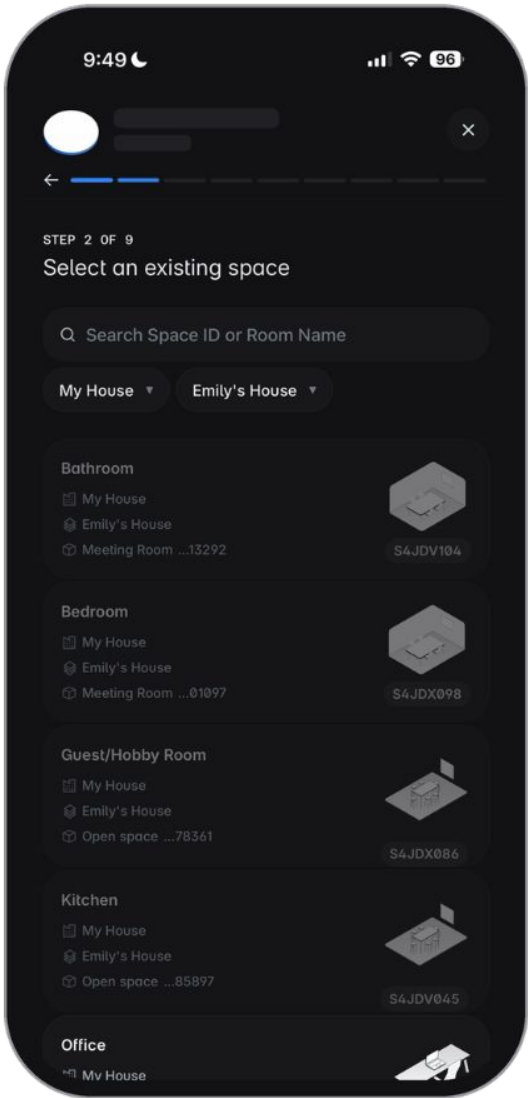
1. Click **Select a Pre-built Space**.
2. Only use Create a new Space if you did not provide a floorplan to Density in advance. See section 03.



Pre-built Space Setup

Step 2 of 9: Select an existing space

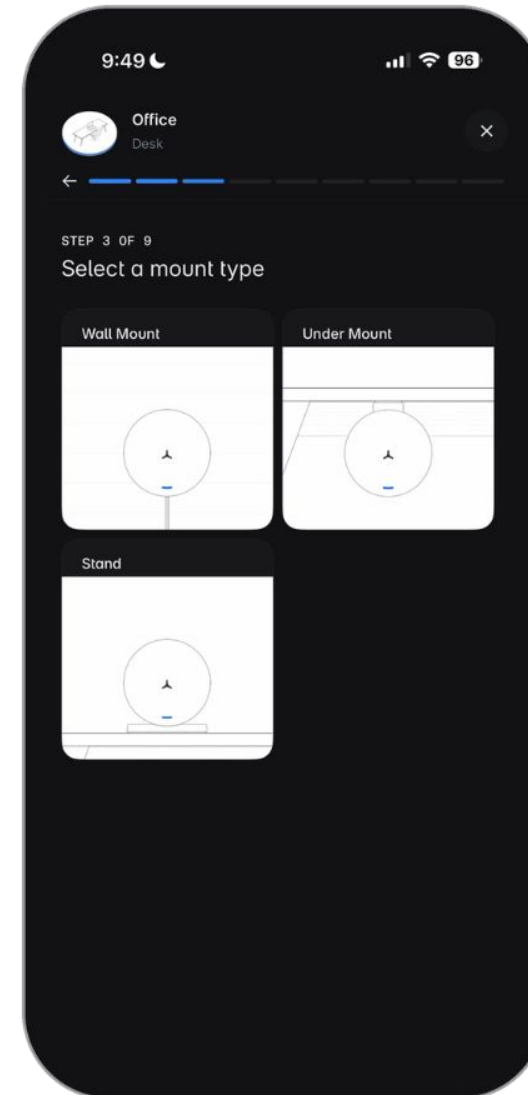
- 1. Search by Space ID or room name, or scroll to find the space you are installing the sensor in. Use the dropdowns under the search bar to narrow the list.
- 2. Spaces with a sensor already assigned will be grayed out.
- 3. Click the space to select it.



Pre-built Space Setup

Step 3 of 9: Select a mount type

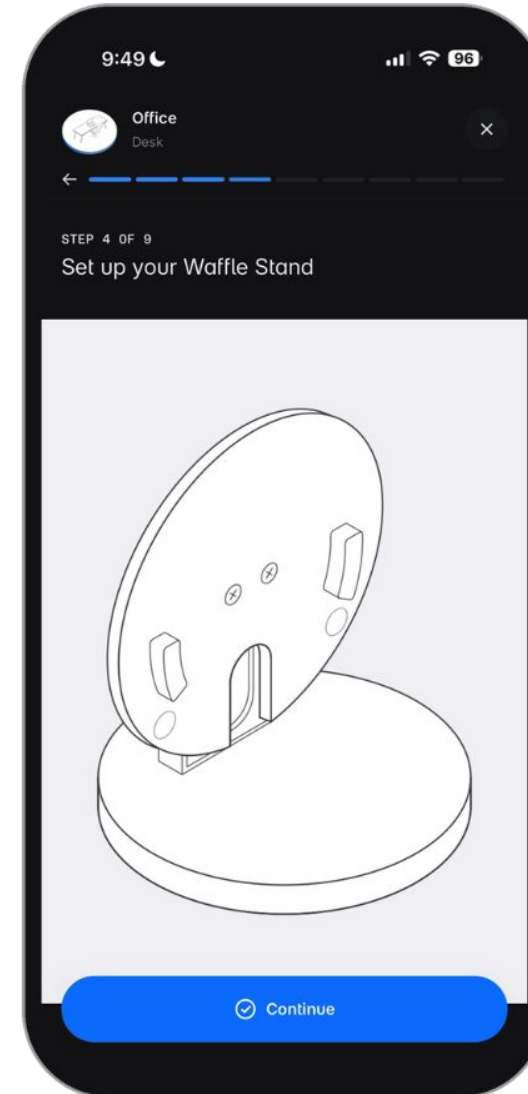
1. Select the type of mount you are installing: Wall Mount, Under Mount, or Stand.



Pre-built Space Setup

Step 4 of 9: Set up your mount

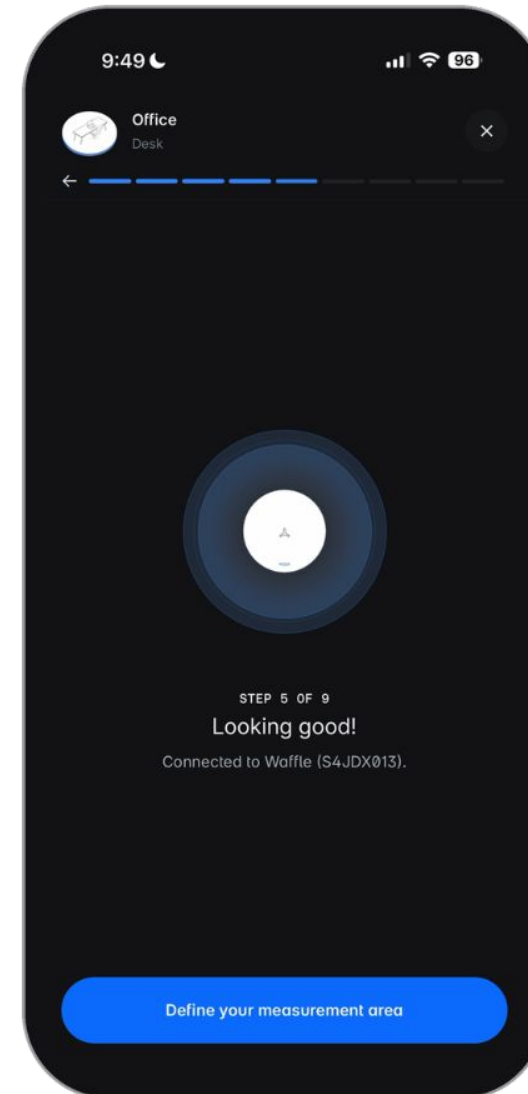
1. A quick video will play to show you how to correctly install your mount in your space.
2. Click **Continue** when your Waffle is in place.



Pre-built Space Setup

Step 5 of 9: Connect to your Waffle

1. The app connects to your Waffle over Bluetooth. When you see Looking good!, check that the serial number shown matches your Waffle.
2. Click **Define your measurement area**.

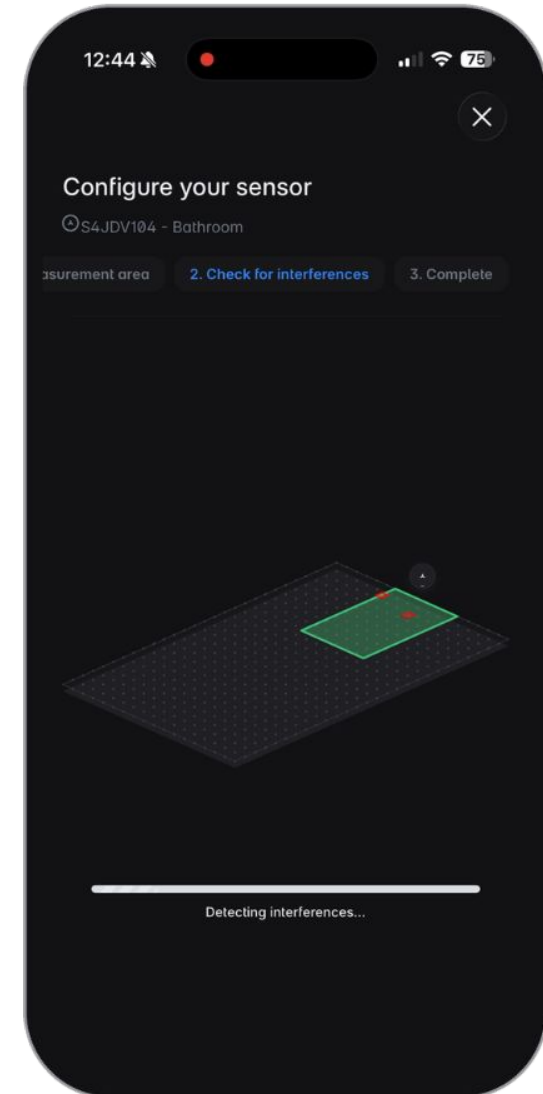
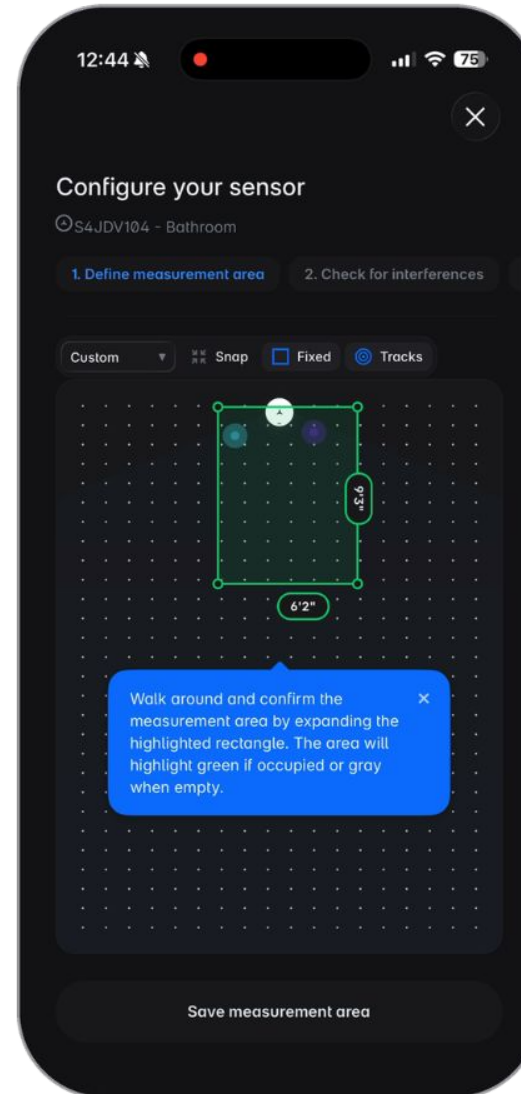


Pre-built Space Setup

Step 6 of 9: Define the zone (meeting rooms, open spaces)

Walk around your space and drag the edges of the green box to cover all areas you want to measure. The area highlights green when occupied and gray when empty. Click **Save measurement area**.

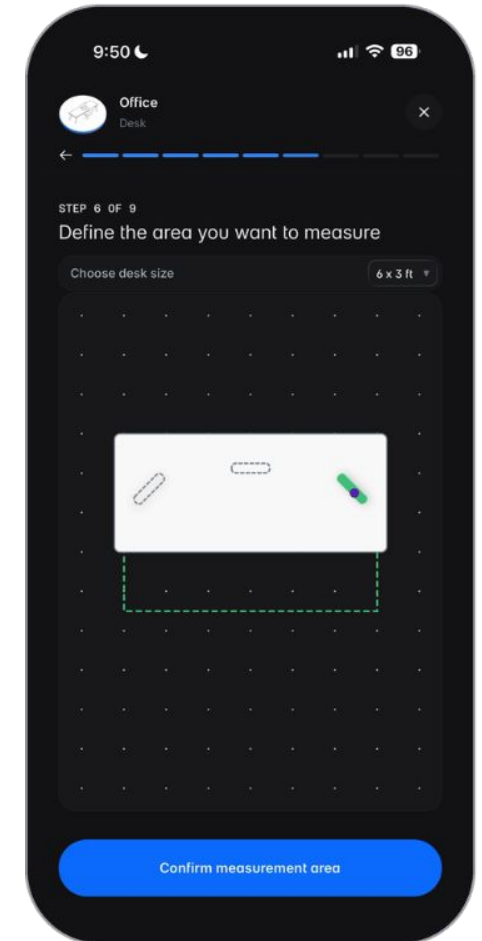
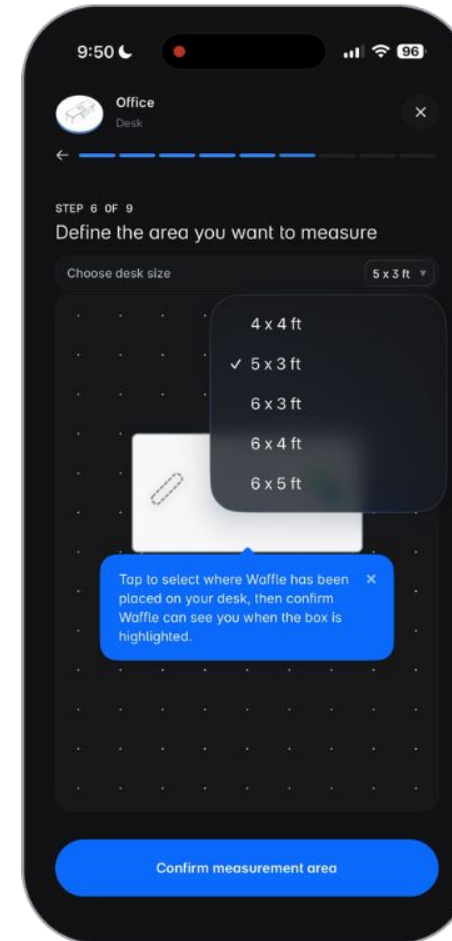
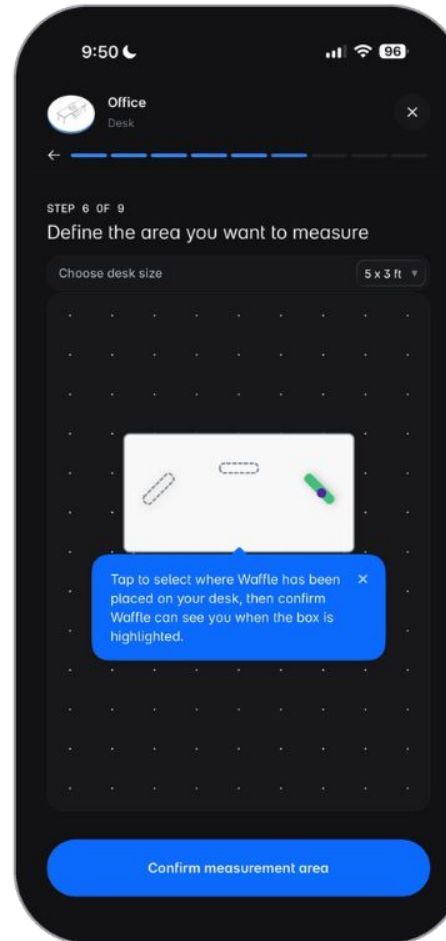
Then step out of the space and click **Detect interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.



Pre-built Space Setup

Step 6 of 9: Define the zone (desks)

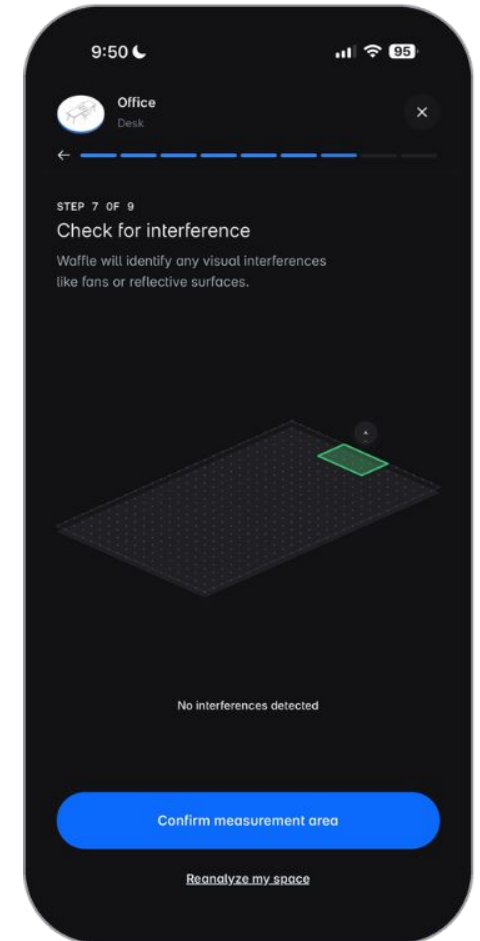
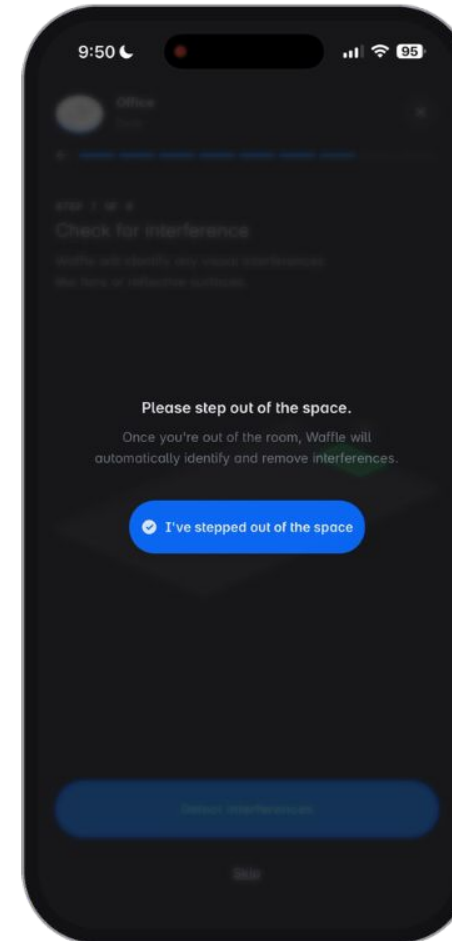
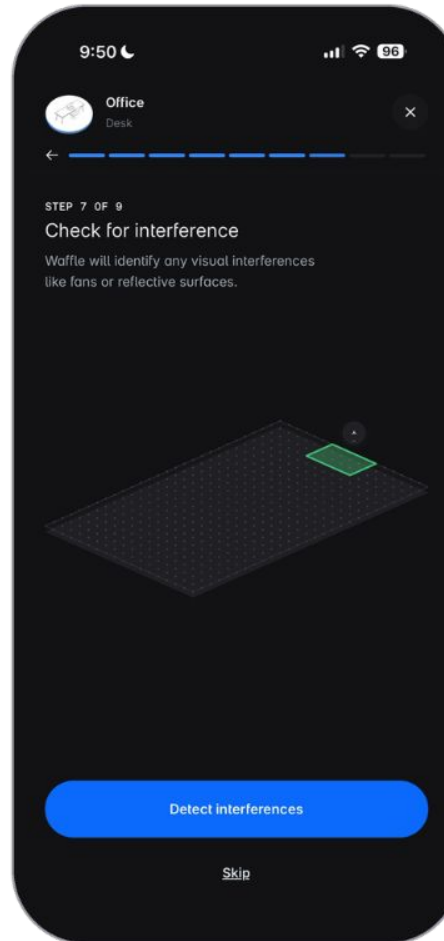
1. Choose your desk size from the dropdown.
2. Select where on the desk you placed the Waffle device. We recommend the corners for best accuracy.
3. Confirm Waffle can see you when the box is highlighted, then click **Confirm** measurement area.



Pre-built Space Setup

Step 7 of 9: Check for interference

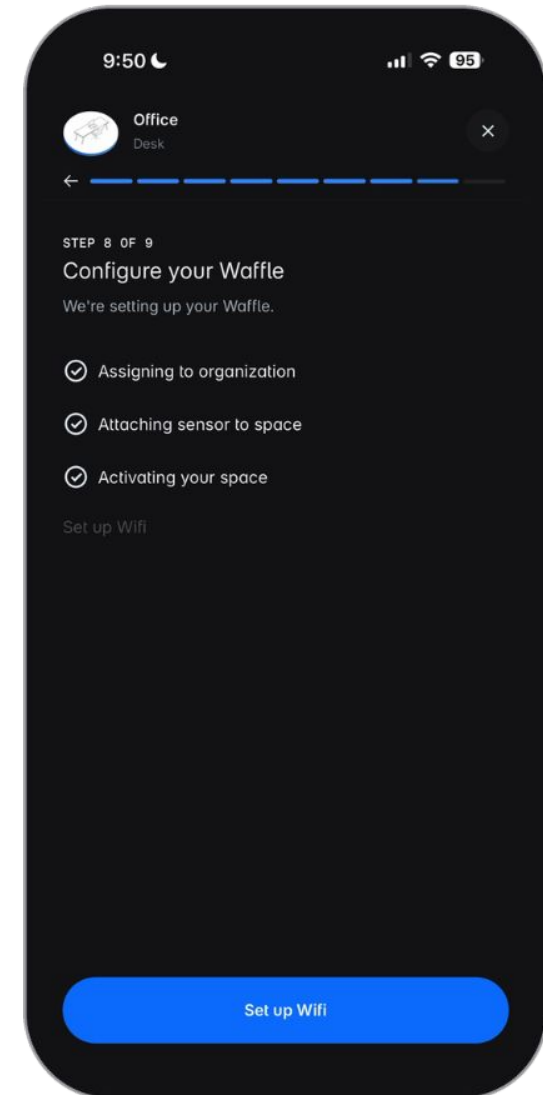
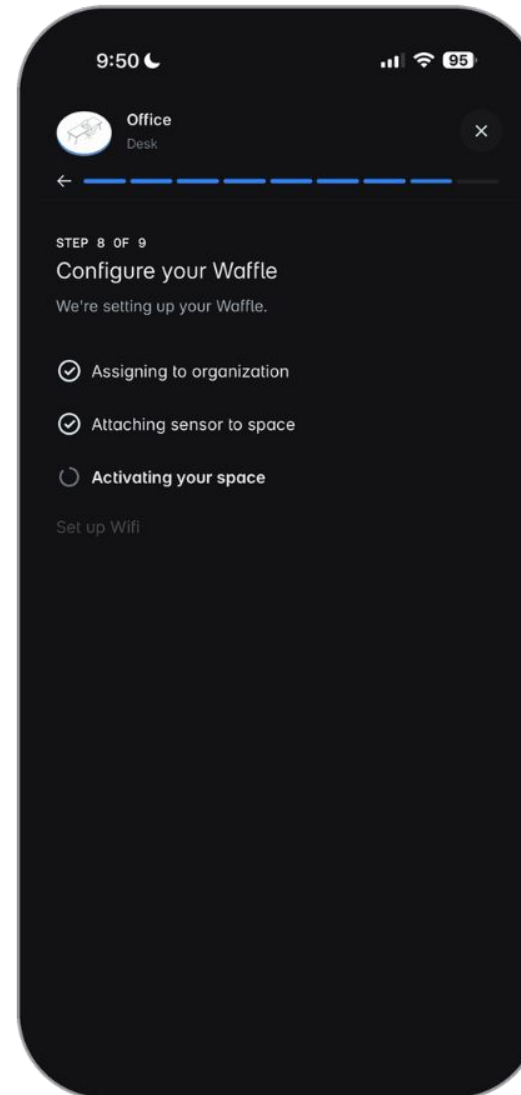
1. Click **Detect interferences**.
2. Step out of the space and make sure no one is in it, then click **I've stepped out of the space**. Waffle will identify interferences like fans or reflective metal. Red squares indicate interferences.
3. Click **Confirm measurement area**. To run the check again, click **Reanalyze my space**.



Pre-built Space Setup

Step 8 of 9: Configure your Waffle

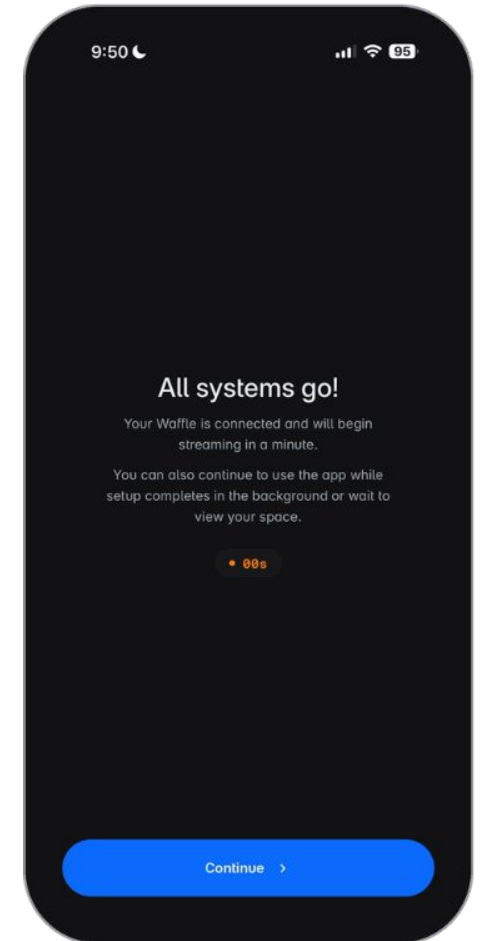
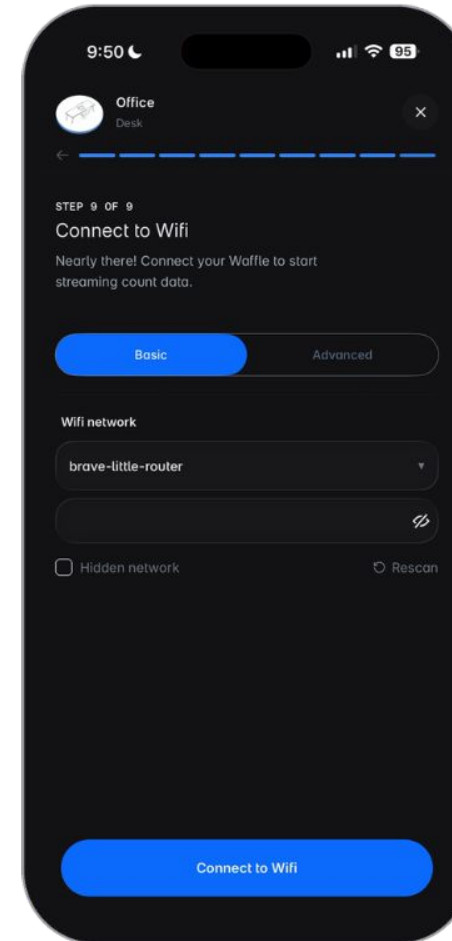
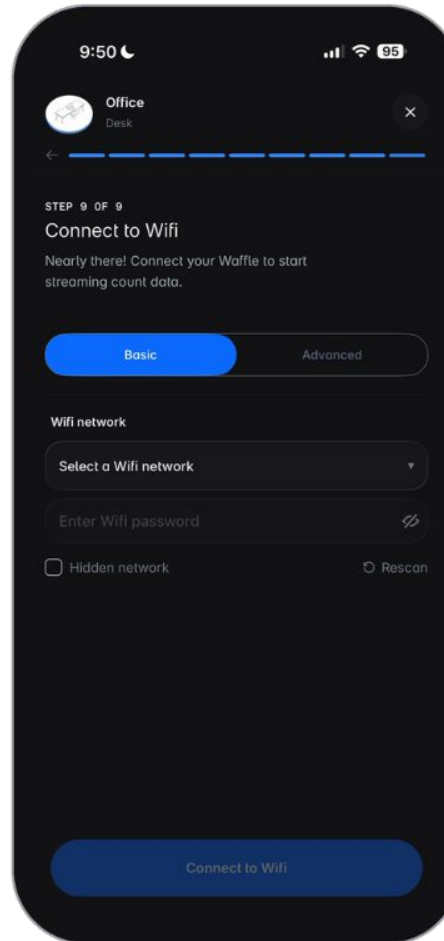
1. Wait while the app assigns your Waffle to your organization, attaches the sensor to the space, and activates the space.
2. When each item is checked off, click **Set up Wi-Fi**.



Pre-built Space Setup

Step 9 of 9: Connect to Wi-Fi

1. Select your Wi-Fi network from the dropdown and enter the password. For more advanced Wi-Fi options, like hidden network, static IP, etc., click **Advanced** and fill out the available fields.
2. Click **Connect to Wi-Fi**.
3. When you see All systems go!, click **Continue**. Your Waffle will begin streaming in a minute.
4. A template will be saved after the first setup that you can apply to future sensors. This template is saved on your phone, not at the account level.



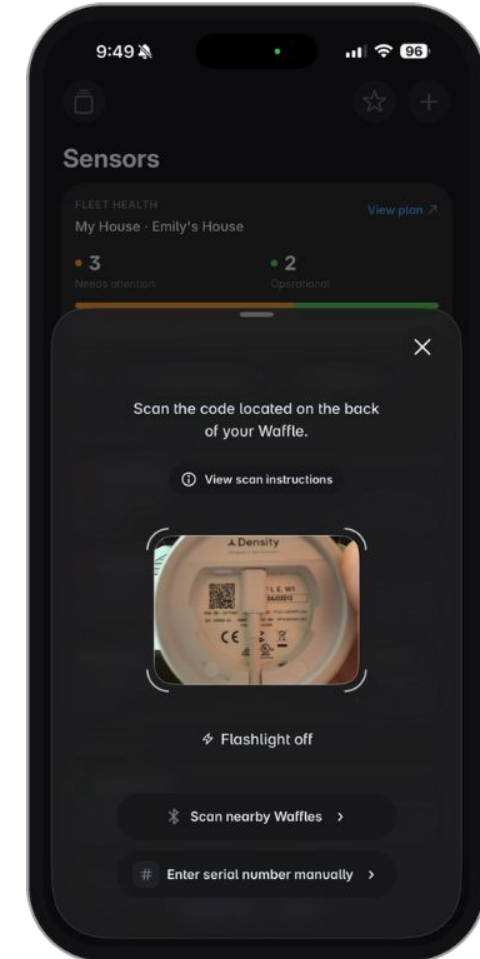
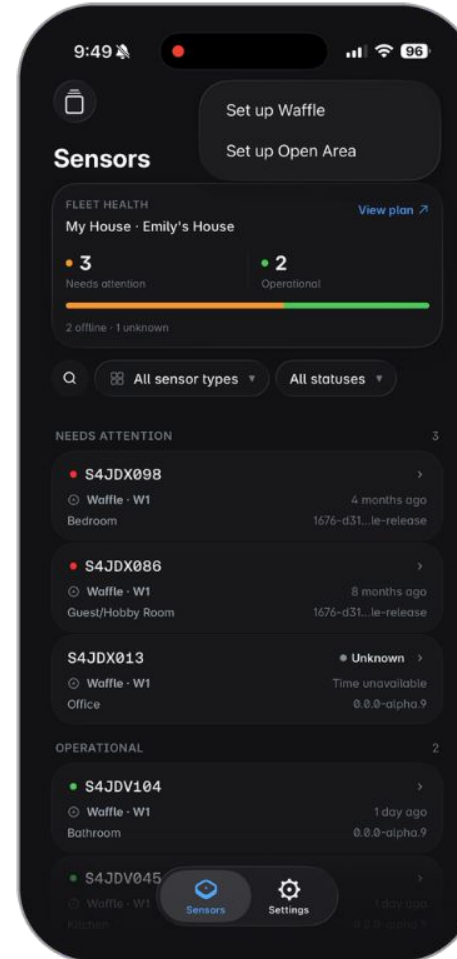
Setting Up a New Space*

*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.”

03

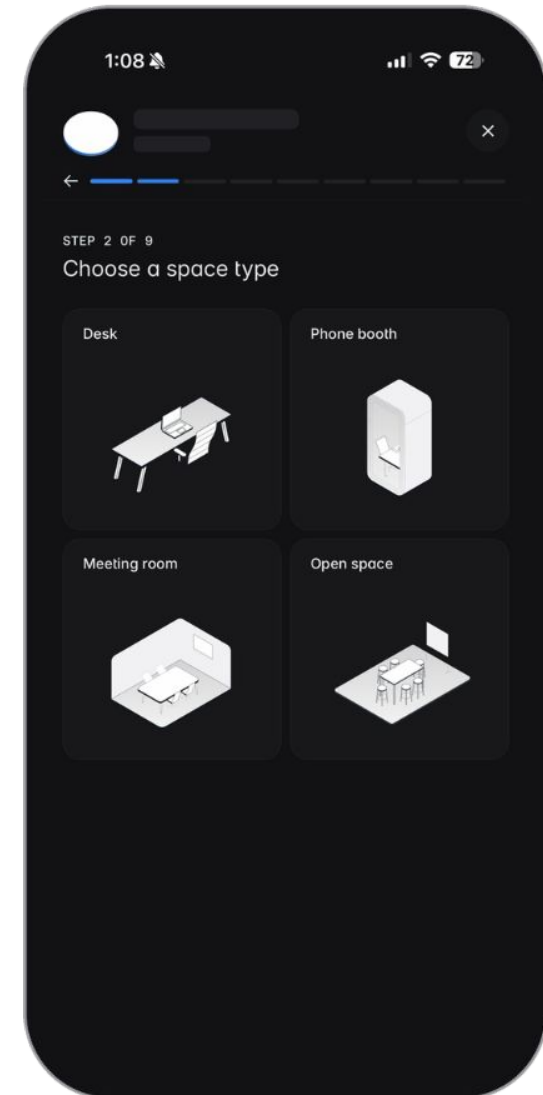
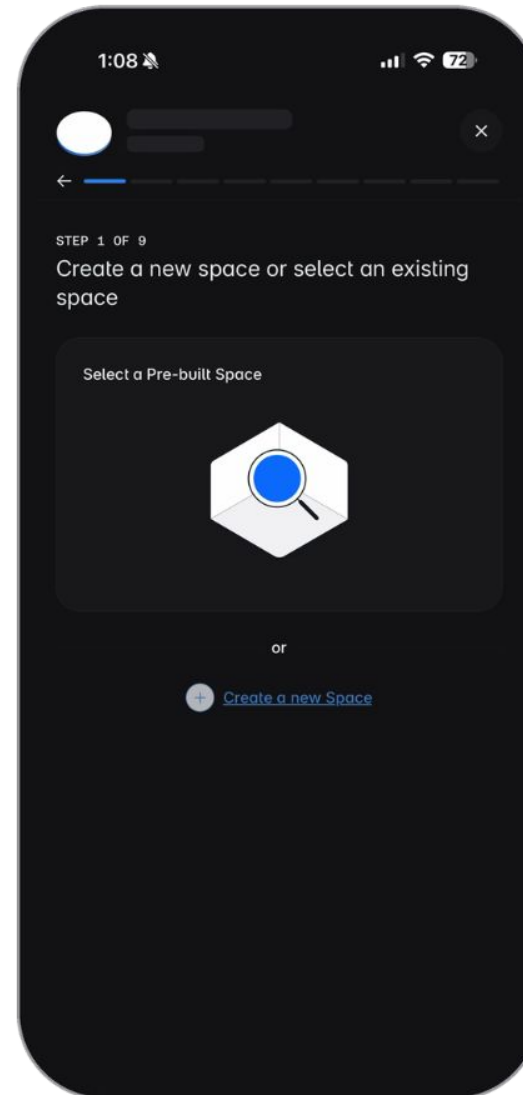
Add your Waffle

1. Click the + button on the top right of the Sensors screen, then select **Set up Waffle** and click **Get started**.
2. Scan the QR code on the back of your Waffle, or input the serial number.



Create the Space

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

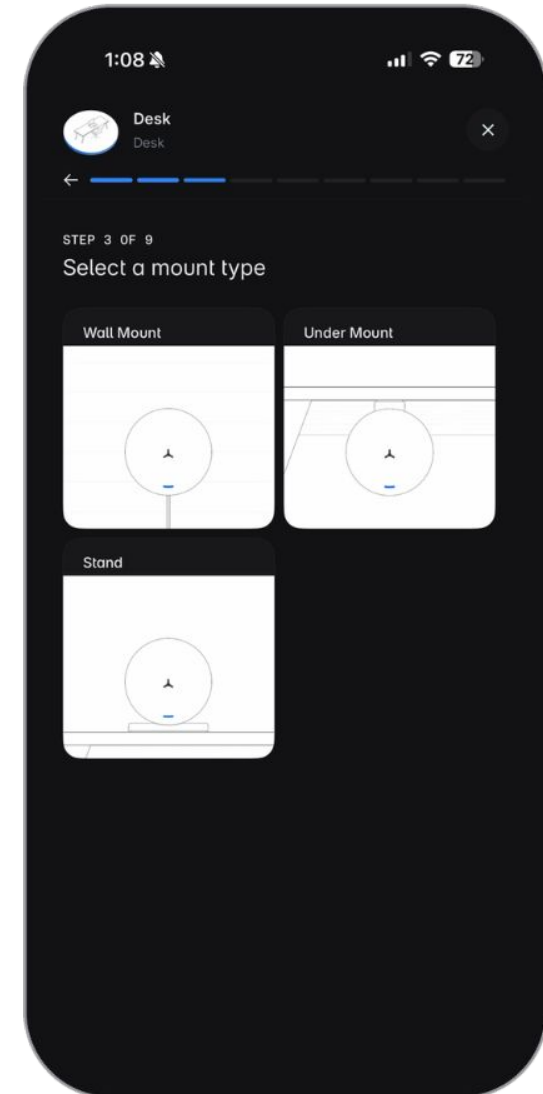
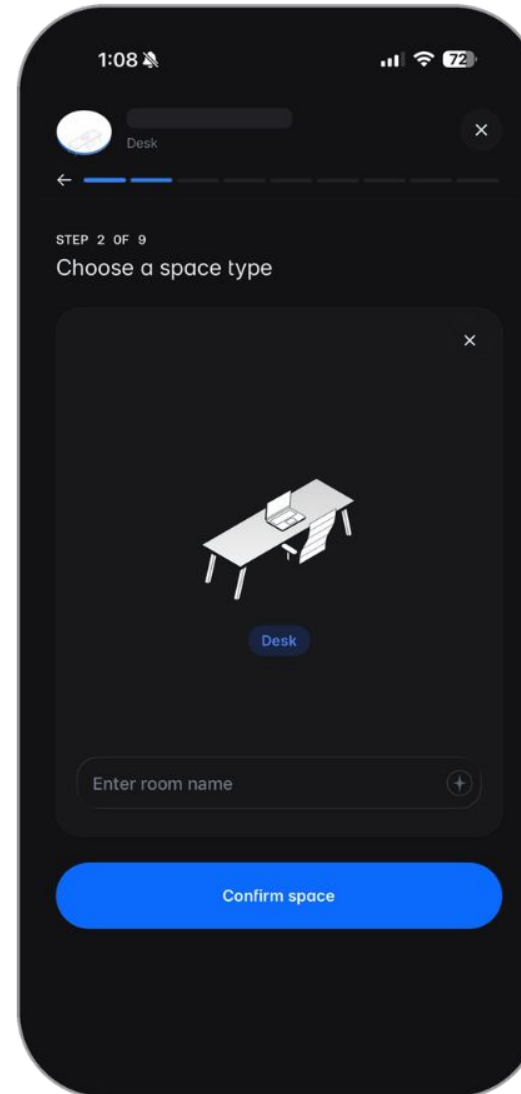


Create the Space

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

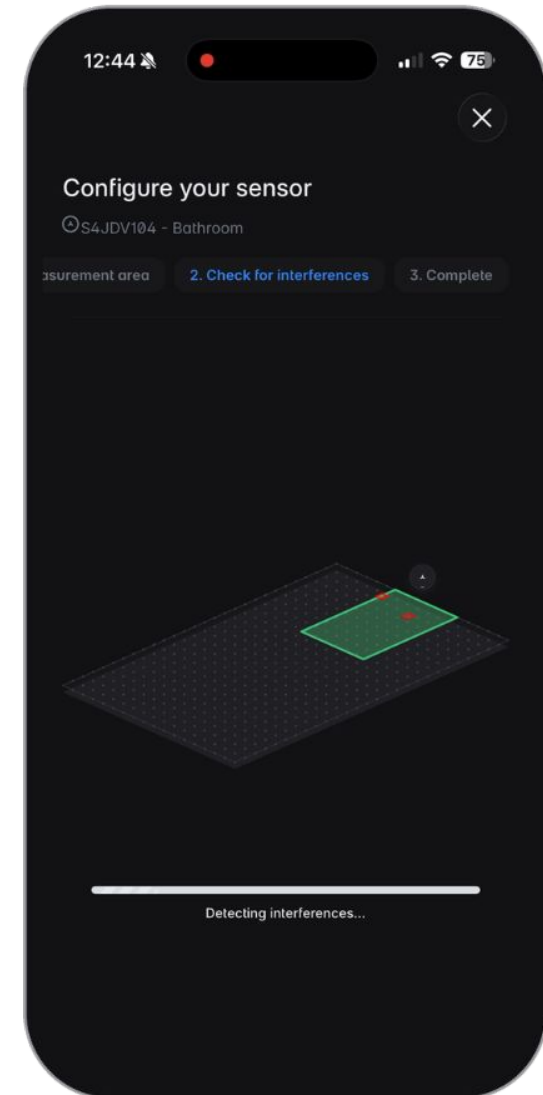
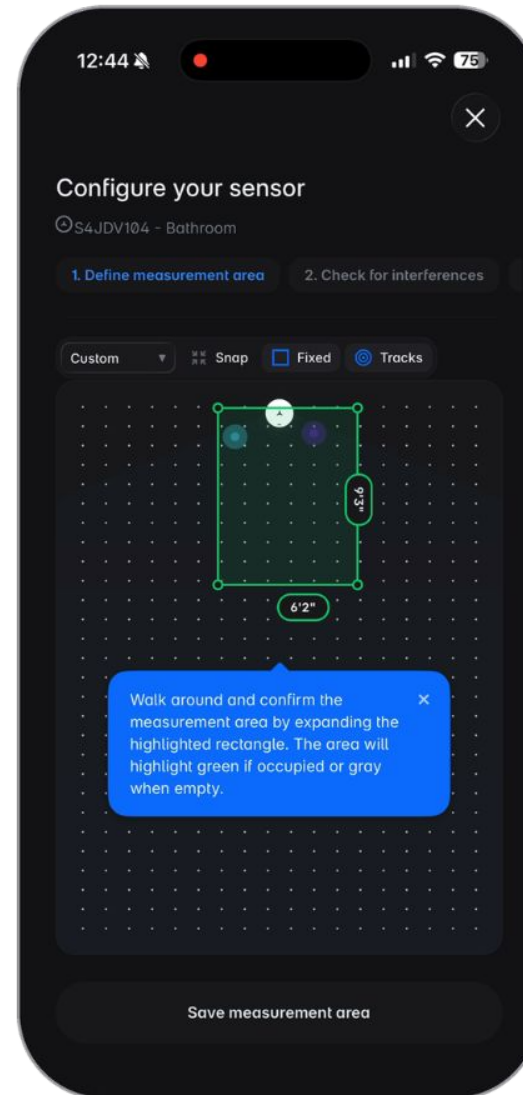
6. Select the mount you will be installing.
An explanation video on how to install your mount will play.



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

7. Walk around your space and drag the edges of the green box to cover all areas you want to measure. The area highlights green when occupied and gray when empty. Click Save measurement area.

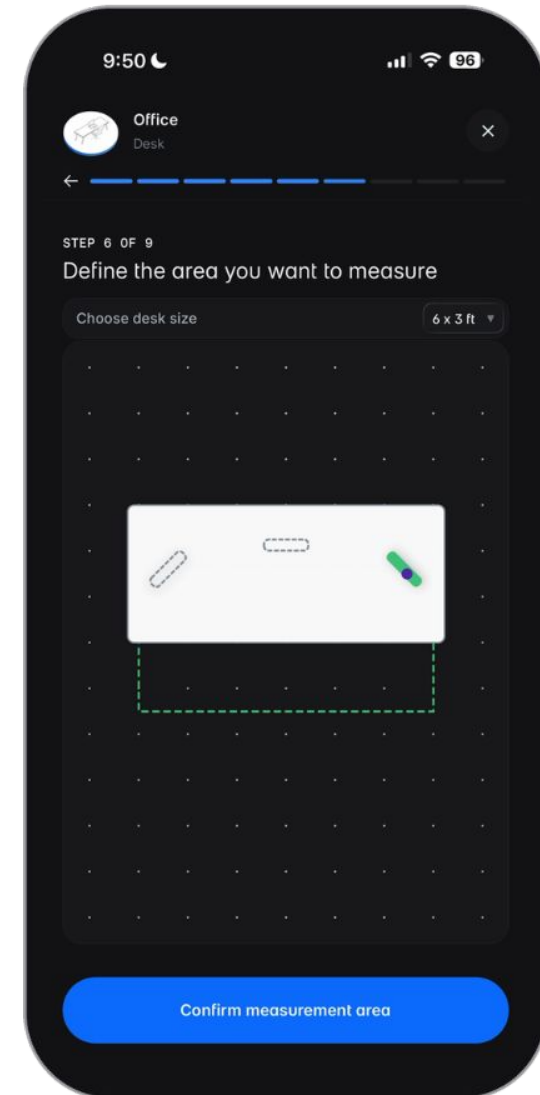
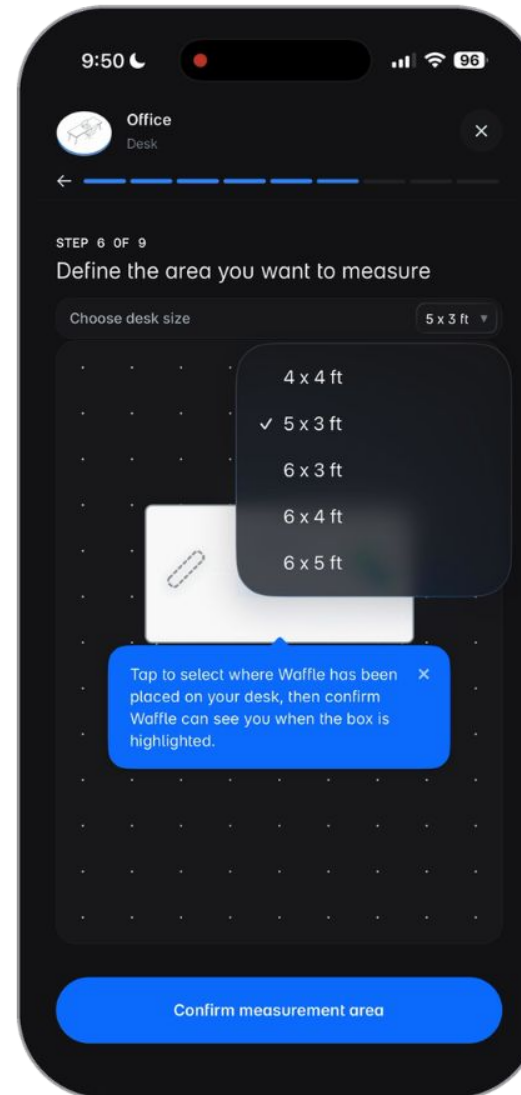
8. Step out of the space and click Detect interferences. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.



Define the Zone: Desks

7. Select where on the desk you placed the Waffle device. We recommend the corners for best accuracy.

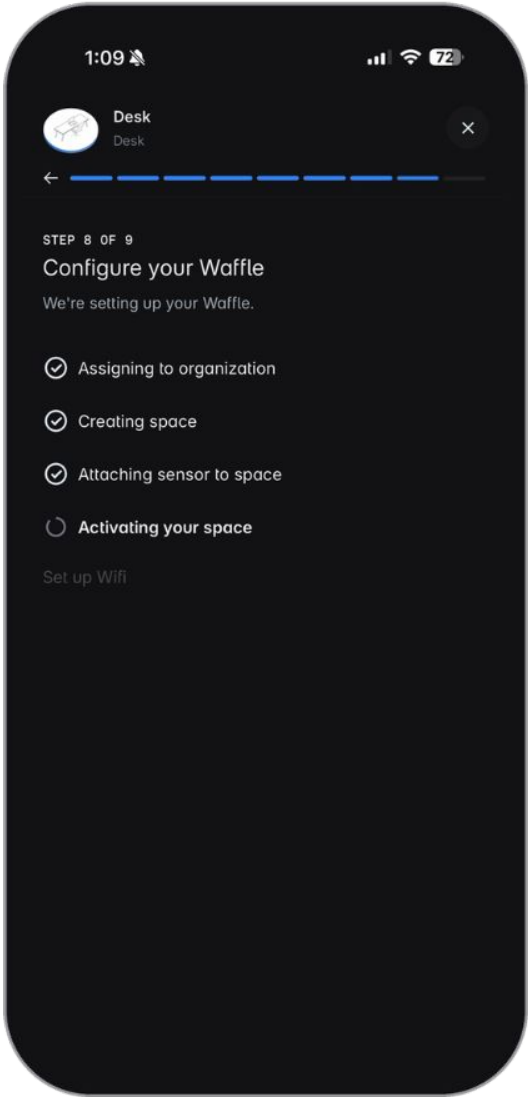
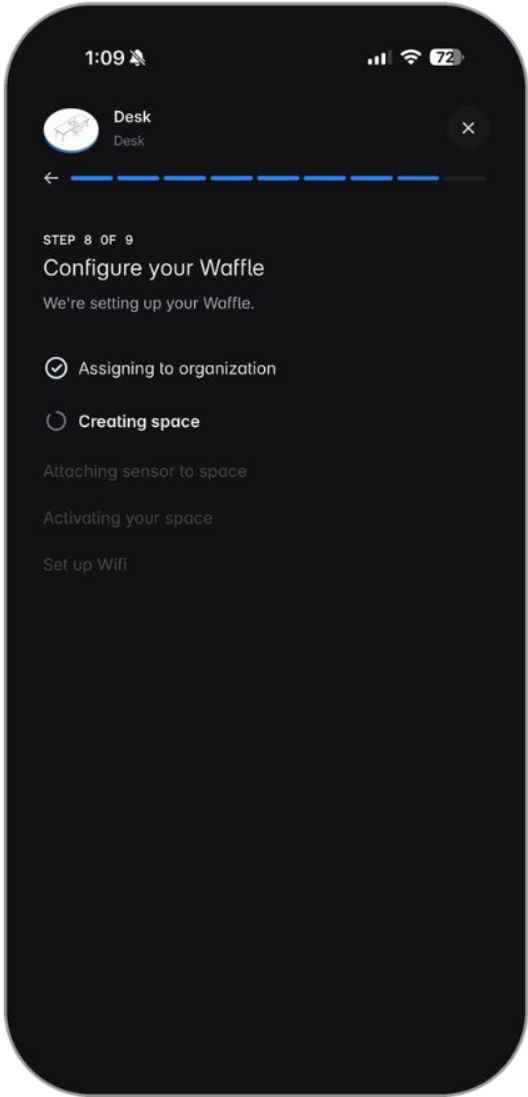
8. Step out of the space and click Detect interferences. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.



Configure your Waffle

9. Wait while the app assigns your Waffle to your organization, creates the space, attaches the sensor to the space, and activates the space.

When each item is checked off, click Set up Wi-Fi.



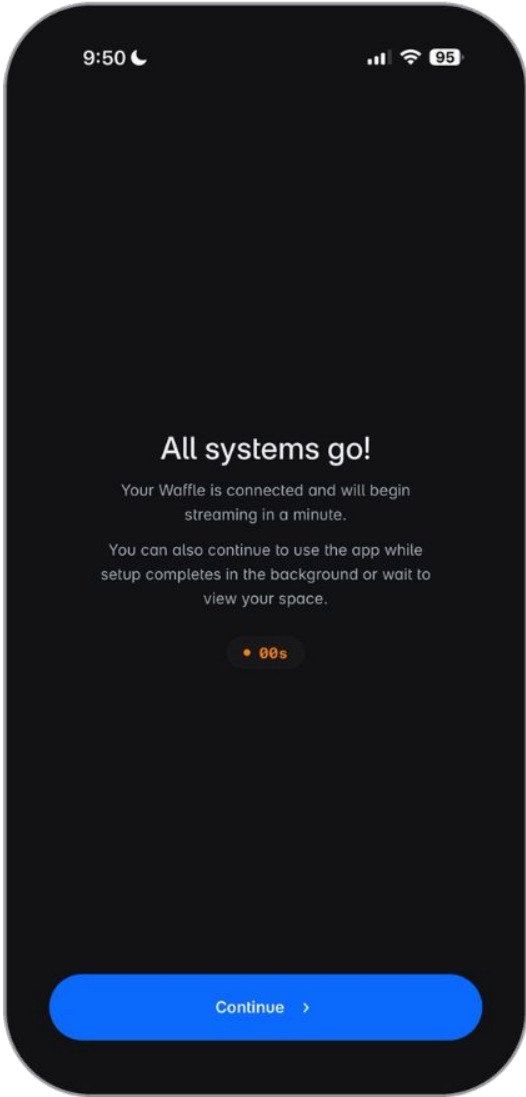
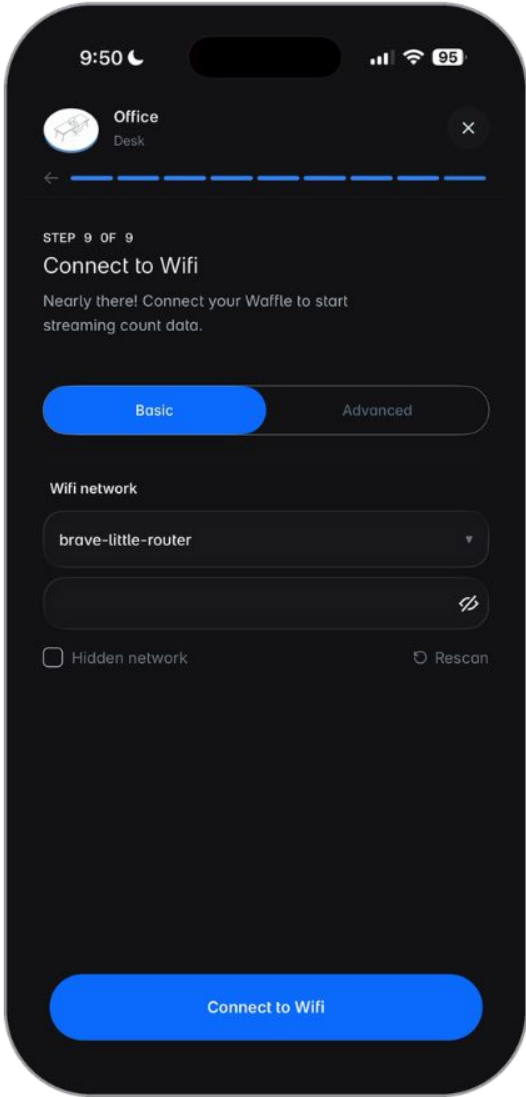
Set up Wi-Fi

10. Select your Wi-Fi network from the dropdown and enter the password. For more advanced Wi-Fi options, click Advanced and fill out the available fields.

11. Click Connect to Wi-Fi.

12. When you see All systems go!, click Continue. Your Waffle will begin streaming in a minute.

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

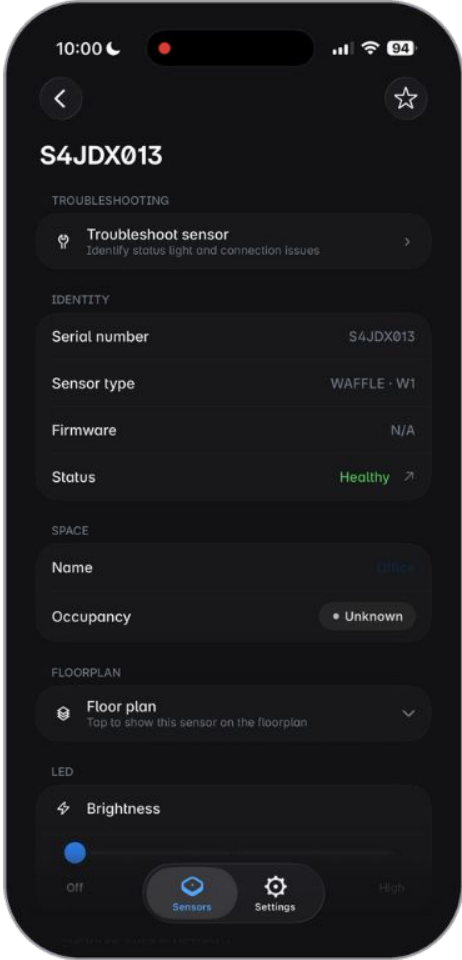
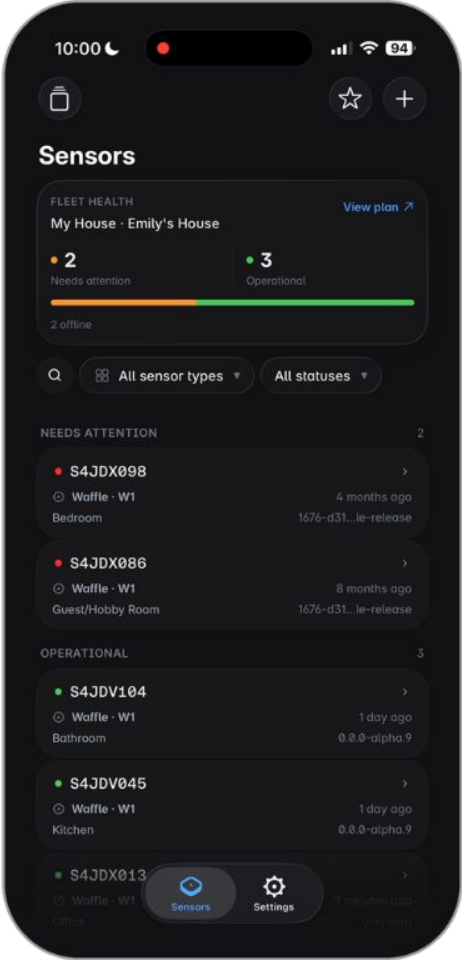


Post-Setup Options



Connect to the sensor

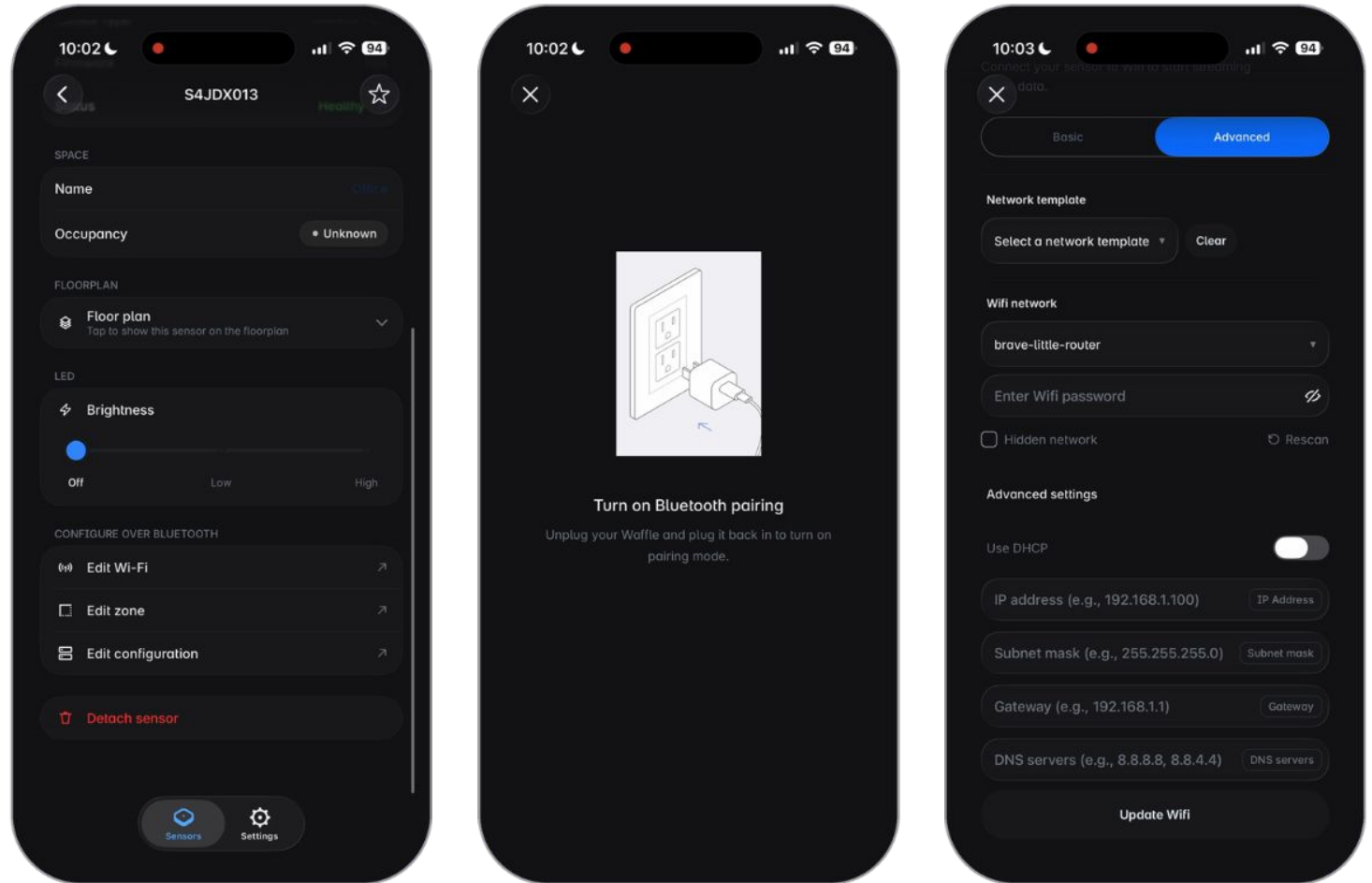
- 1. Click the **Sensors** button on the bottom of the screen.
- 2. Search for the serial of the device you need to edit, or scroll.
- 3. Click on the serial.



Editing the Wi-Fi

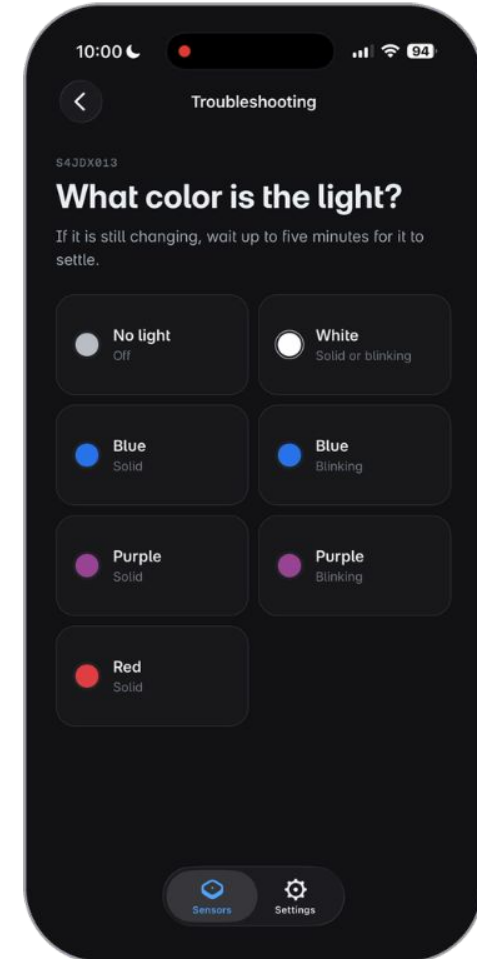
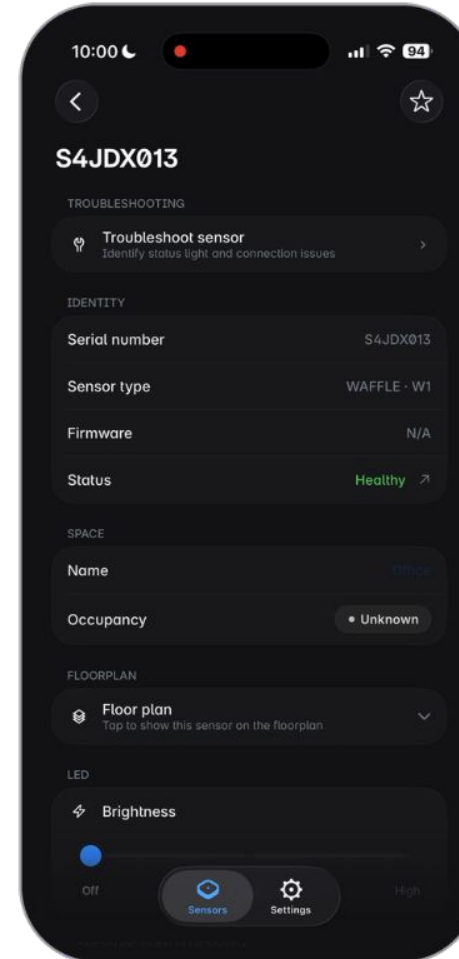
1. Scroll to Configure over Bluetooth and click **Edit Wi-Fi**
 - a. You will see a “Turn on Bluetooth pairing” prompt. Unplug your Waffle and plug it back in, or press the button above the serial number on the Waffle once, to turn on Bluetooth.
2. For standard Wi-Fi, enter your password and click Update Wi-Fi.
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 your phone, not at the organization level. You can manage saved templates in Settings > Network templates.



Identify the light color

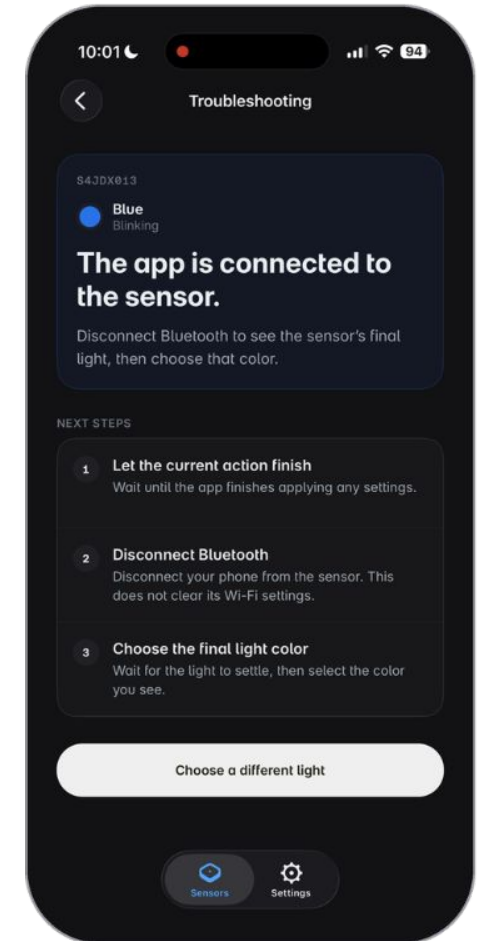
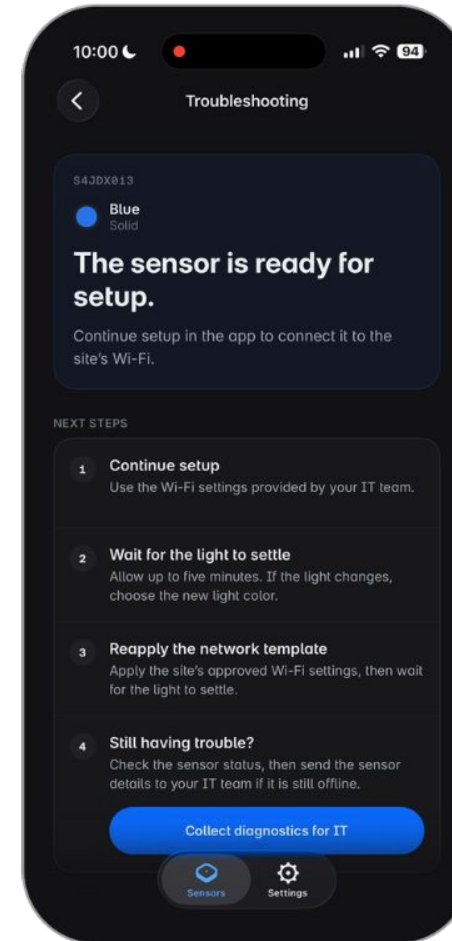
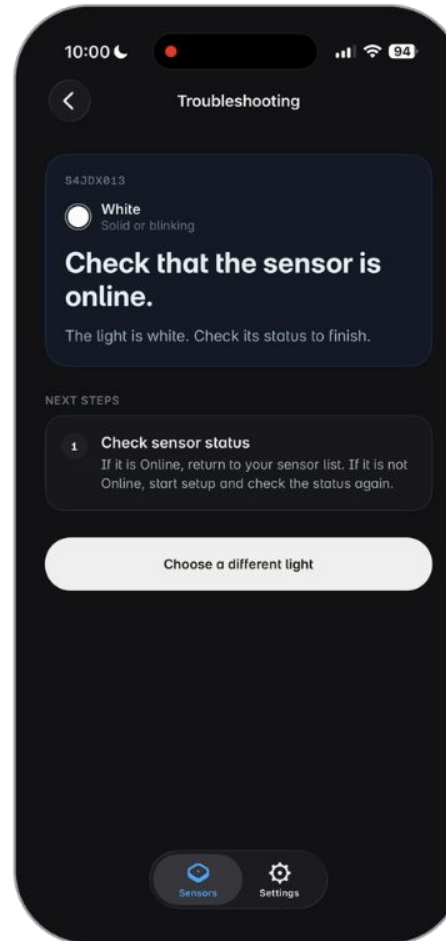
1. Open the sensor from the Sensors screen and click **Troubleshoot sensor**.
2. Select the color of the light on your Waffle. If it is still changing, wait up to five minutes for it to settle.
3. Follow the next steps the app shows for that color. If the light changes, click Choose a different light.



Troubleshooting

What each light means (1 of 2)

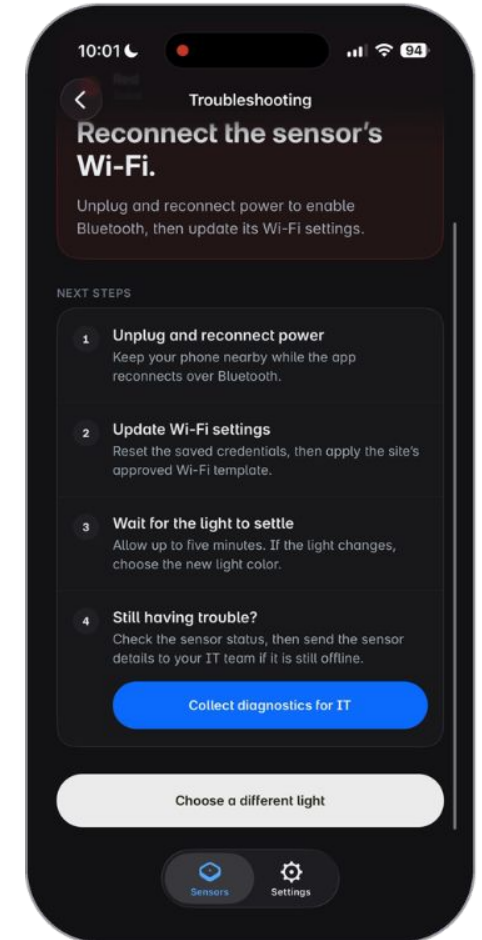
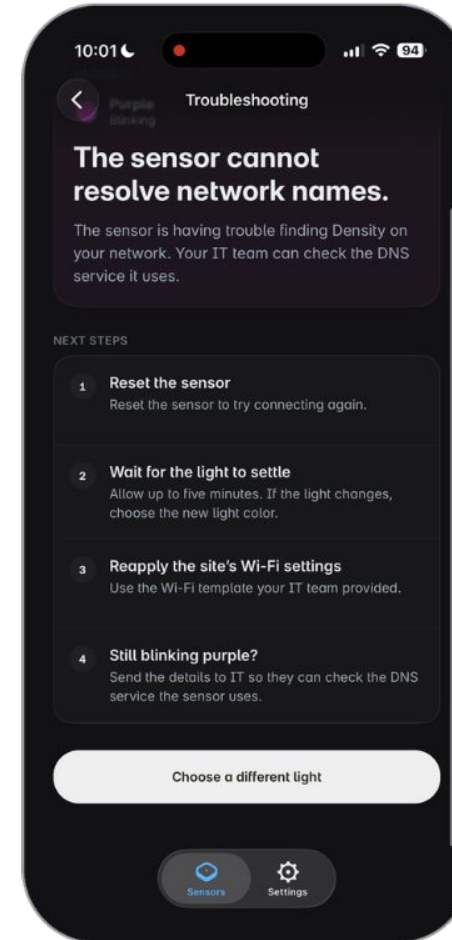
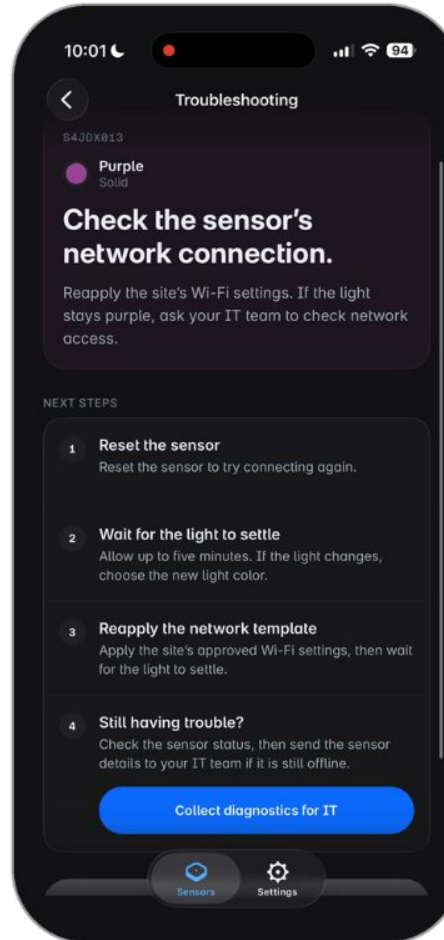
1. **White, solid or blinking:** The sensor is online. Check its status to finish. If it is Online, return to your sensor list.
2. **Blue, solid:** The sensor is ready for setup. Continue setup in the app to connect it to the site's Wi-Fi.
3. **Blue, blinking:** The app is connected to the sensor. Let the current action finish, disconnect Bluetooth, then choose the final light color.



Troubleshooting

What each light means (2 of 2)

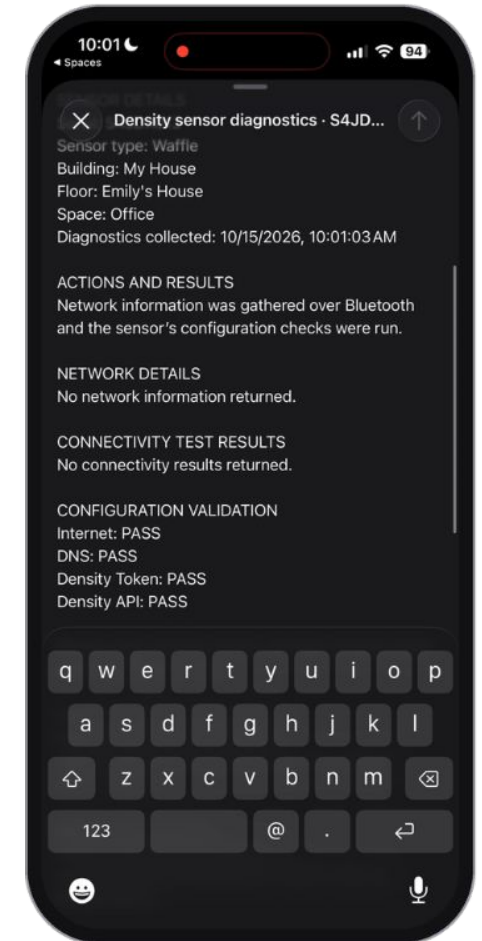
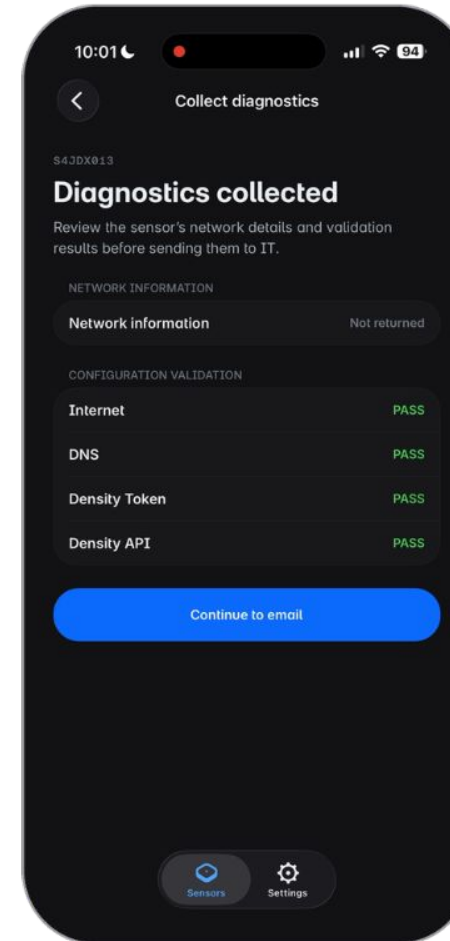
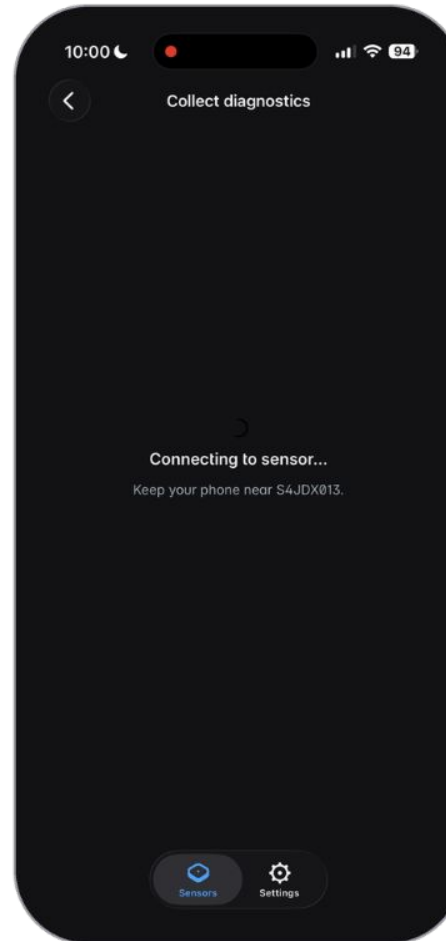
1. **Purple, solid:** Check the sensor's network connection. Reset the sensor, wait for the light to settle, and reapply the network template. If it stays purple, ask your IT team to check network access.
2. **Purple, blinking:** The sensor cannot resolve network names. Reapply the site's Wi-Fi settings. If it keeps blinking, send the details to IT so they can check the DNS service the sensor uses.
3. **Red, solid:** Reconnect the sensor's Wi-Fi. Unplug and reconnect power to enable Bluetooth, then update its Wi-Fi settings.



Troubleshooting

Collect diagnostics for IT

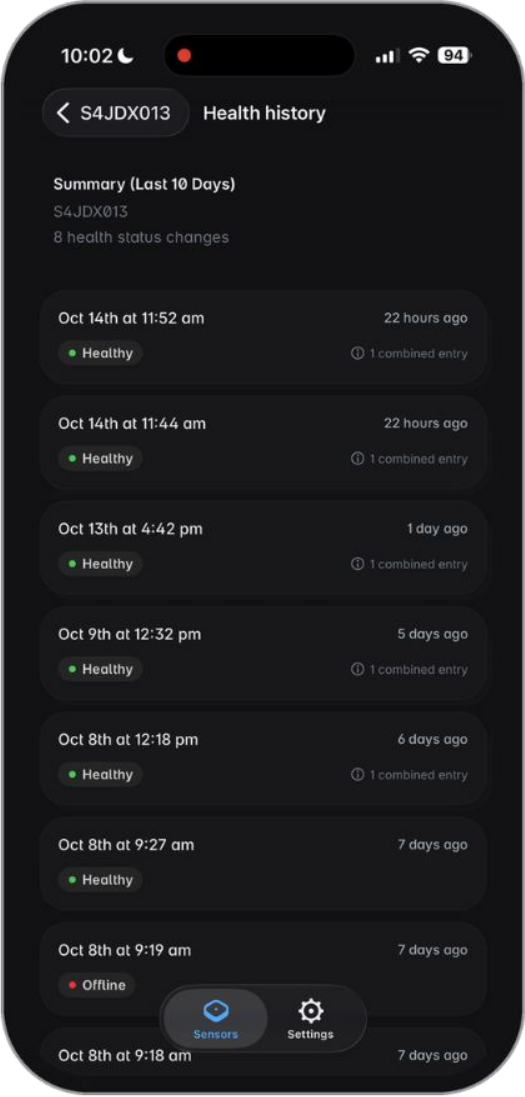
1. If you are still having trouble, click **Collect diagnostics for IT**. Keep your phone near the sensor while the app connects and validates its configuration.
2. Review the results. Diagnostics collected shows the sensor's network information and configuration checks (Internet, DNS, Density Token, Density API).
3. Click Continue to email. The app drafts an email to your IT team* with the light color, sensor details, results, and links to Density's troubleshooting articles.
 - a. ***Installers:** Send this email to your Density deployment contacts and cc support@density.io instead of the customer's IT.
4. If you cannot resolve the issue, send the diagnostics to support@density.io.



Troubleshooting

Check sensor health

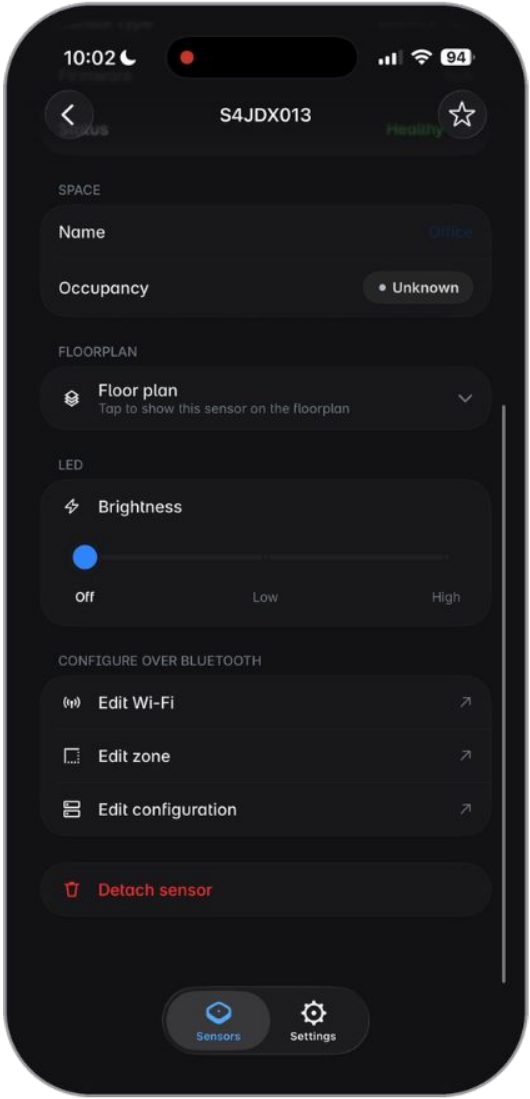
On the sensor page, click **Status** to open Health history. It shows a summary of the last 10 days and each status change, such as Healthy or Offline.



Troubleshooting

Change LED brightness

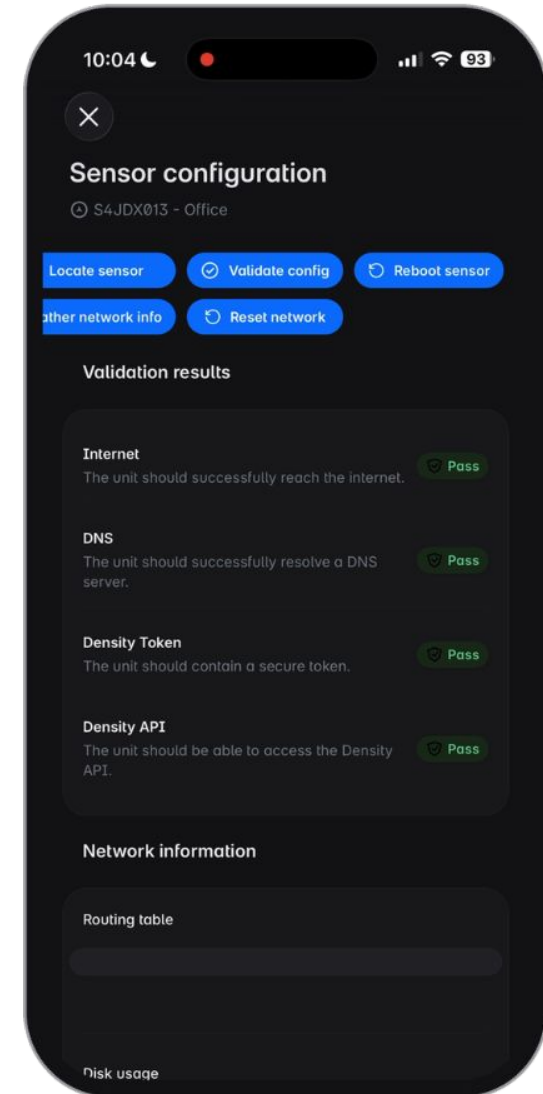
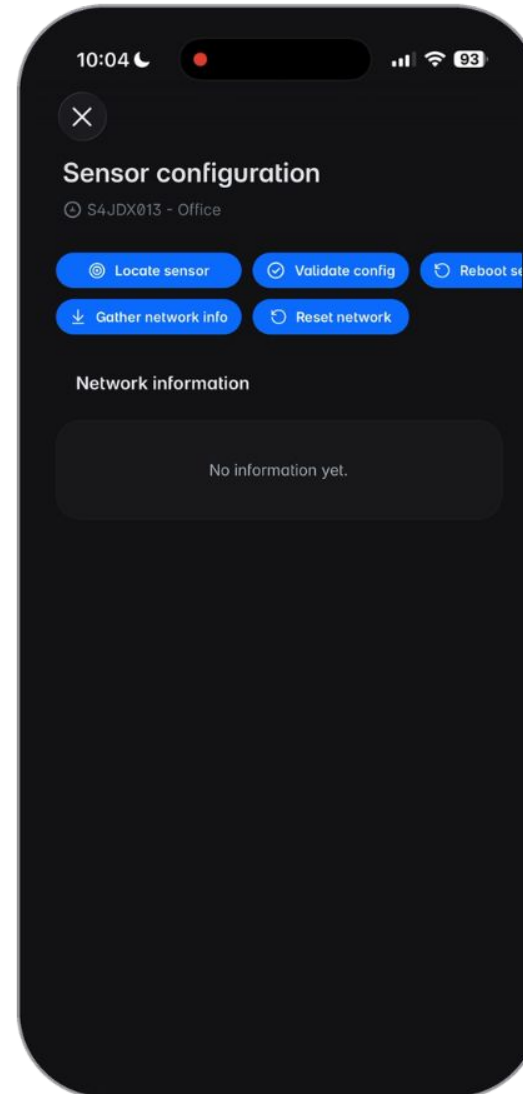
Use the Brightness slider under LED to set the sensor's light to Off, Low, or High.



Troubleshooting

Advanced: Edit configuration

1. On the sensor page, scroll to Configure over Bluetooth and click **Edit configuration**
 - a. You will see a “Turn on Bluetooth pairing” prompt. Unplug your Waffle and plug it back in, or press the button above the serial number on the Waffle once, 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 see what is passing or failing in the connection (Internet, DNS, Density Token, Density API).
4. If you cannot resolve the issue, go to support.density.io and look for the article "Why is my Waffle offline?" Take note of the sensor's LED color and send screenshots of the network info and validation results to support@density.io.



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 brigtness 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. Open the sensor from the Sensors screen, scroll to Configure over Bluetooth, and click **Edit zone**.
2. Unplug your Waffle and plug it back in, or press the button above the serial number on the Waffle once, to turn on Bluetooth pairing.
3. Define the measurement area, then click **Save measurement area**. For desks, select where on the desk the Waffle is placed. For rooms, walk around your space and drag the edges of the green box to cover all areas you want to measure. The area highlights green when occupied and gray when empty.
4. Step out of the space and click **Detect interferences**. Ensure no one is in the space before clicking the button. The red squares indicate interferences like fans or reflective metal.
5. Click **Complete**.

