

# SensoScientific OTA Device Reset and Reconnect Via the Mobile App v6.2026

## Instructions for Mobile App Users

- Hold the **'Left'** arrow and the center **'S'** button down at the same time.
  - The device will begin to beep at you.
  - Continue holding down the button simultaneously until the beeping stops.
  - Once the beeping stops, you will release both buttons.
- The device screen will go grey and black and begin to cycle.
- A message stating on the display will state **'Device unable to connect to cloud'** will appear.
  - Press both the **'right'** and **'left'** arrow buttons down at the same time.
- A message on the display will state **'Device is in provisioning mode'** will appear on the display.
  - A cell phone with the SensoScientific mobile app is needed.
    - The mobile app is available for both IOS and Android phones.
- Once you have the mobile app downloaded and open on your mobile device, open your available Wi-Fi networks and select the **'My-Simple-Link-followed by the last 5-6 digits of the MAC address'**.
  - Connect to the network labeled: **'My-Simple-Link-followed by the last 5-6 digits of the MAC address'**.
    - The MAC address is displayed on the front of the device. Verify you are connecting to the correct device.
    - If a box pops up stating 'always connect', stay connected', disconnect'. Please ensure that you select **'always connect' or 'stay connected'**.
    - Once your phone is connected to the device, *no internet*' connection will display in your Wi-Fi network status. This is normal.
- Open and access the SensoScientific app on your mobile device.
  - DO NOT LOG INTO YOUR ACCOUNT!**
- SELECT WI-FI Setup Option.
  - You will find this option below the account login information.
- Now, select your Wi-Fi network.
  - Locate your Wi-Fi network name from the available list.
    - If you do not see your name in the list, it may be a 'hidden network' and not visible. You will need to reach out to your IT department and request the network information.
- Enter your network password
  - The password is case sensitive. Make sure it is entered correctly.
  - If your network does not have a password, please refer to the IP instructions.
- Select 'login' on the top right-hand side of the screen.
- If you followed all the above instructions and temperatures should display on the screen of your device within a few minutes.
- Last step, you MUST rest the Min/Max temperatures on the device once Wi-Fi is re-established.** Please see the SensoScientific Help Sheet for more information.

### Important:

If you receive an SSID error when attempting to connect your device, power off your device, turn off the Wi-Fi on your mobile device and repeat the steps.

If you are still experiencing issues, please contact your VFC Representative or the Vaccine Management Team for additional assistance.