



# SensoScientific Reconnect OTA Device to Wi-Fi Process v6.2026

## If your device(s) are disconnected, follow these instructions to reconnect your OTA device:

- Power on and off your device.** The power switch can be found on the top of the device.
  - You can also power off/on the device by pressing the center 'S' button for 10 seconds.
- Once the device powers back on, the facility must complete a network connection restoration process.
- Hold the center button for 10+ seconds to reset the unit.**
  - The screen of the unit will go black then grey as the device cycles through.
- If the device screen does not turn back out automatically, quickly press the center 'S' button to 'wake up' the device.
- Once your device is fully up and running, **check the status symbols on the left-hand side of the screen:**
  - You will see the  Wi-Fi symbol, the @ symbol, and the  symbol.**
  - These symbols should not display with the 'X' through them if the connection was established properly.
  - If you are seeing an 'X' through any of these symbols, please *repeat steps 3 & 4*.
- If you are having connection issues, verify your Wi-Fi connection network name and password.
  - If **no changes** have been made to your Wi-Fi network, **repeat the above steps**.
  - If there have been changes to your Wi-Fi network, additional steps must be taken to re-establish the connection.**
- Please contact your VFC Representative or the Vaccine Management Team at [vacteam@utah.gov](mailto:vacteam@utah.gov) for additional assistance.

### Important:

If you receive an SSID error while attempting to connect your device, power off your device, and repeat the steps. Verify your network credentials are still valid.

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