SensoScientific Reset And Reconnect IP Process *v8.2024*

Instructions for Mobile App and Desktop Users.

1. Hold the **'left arrow'** and **'center circle'** buttons down at the same time.
   - The device will begin to beep at you.
   - *Continue holding down the buttons simultaneously until the beeping stops.*
   - Once the beeping stops, release both buttons.
2. The device screen will go grey/black and the device will cycle.
3. A message stating **"Device unable to connect to the cloud"** will appear.
   - Press and hold both the **'right'** and **'left'** **"arrow"** buttons at the same time.
4. A message stating **"Device is in provisioning mode"** will appear.
   - A Laptop/cellphone is now needed.
5. You will need to select **'My-Simply-Link Wi-Fi network'** on your laptop/cellphone Wi-Fi available list.
   - Connect to the network labeled **"My-Simple-Link (followed by the last 5-6 digits of your MAC Address)"**
     - i. The MAC Address is displayed on the front of the device. Verify you are connecting to the correct device.
     - ii. Once your laptop/cellphone is connected to the network. Open and access the SensoScientific device connection website.
     - iii. "Connected, no internet" status will display in your Wi-Fi network status, this is normal.
     - iv. *Senso IP Address: 192.168.1.1*
6. Select '**Profile**' option at the top of the screen.
   - Now, add the **Profile** *(Important-case sensitive, must match exactly-entered correctly)*
   - **SSID**: Y**our Network Name**
   - **Security type: select WPA2**
   - **Security Key: Your Network Password**
   - **Profile Priority:0**
   - Select **'Add'**, *then scroll to the bottom of the screen and ensure that you are able to see your network was added to the profile.*
7. Select '**IP Config**' option at the top of the screen.
   - **DHCP Client:**
   - **IP Address**: **Available IP address within your network**
   - **Subnet Mask: Your Network Information**
   - **Default Gateway: Your Network Information**
   - **DNS Server: Your Network Information**
   - *Select '***Apply***' and wait a few moments*
   - *Select '***Disable***' under the DHCP Client option and apply the changes.*
   - *Select '***Enable***' under the DHCP client option and apply the changes.*
     - i. *The information listed should still be what you typed in above for B-E IP address information*
     - ii. *Please reach out to your IT Department or the Vaccine Management Team for assistance if you are unsure of how to proceed with the B-E IP address.*
8. Once you have applied the information, cycle the unit by turning the **on/off** switch **off** and then back **on**.
   - You will see the 📶 Wi-Fi symbol, the @ symbol, and the ☁ symbol.
   - The above symbols should not display with an X through them if connection was established properly.
9. **Last step, you MUST reset the Min/Max temperatures on the device once Wi-Fi is re-established.**

> **Important:**
>
> If you receive an SSID error when attempting to connect your device, power off your device and repeat the steps.
>
> If you are still experiencing issues, please contact your VFC Representative or the Vaccine Management Team for additional assistance.