



CERV2 Wifi and CERV-ICE Setup

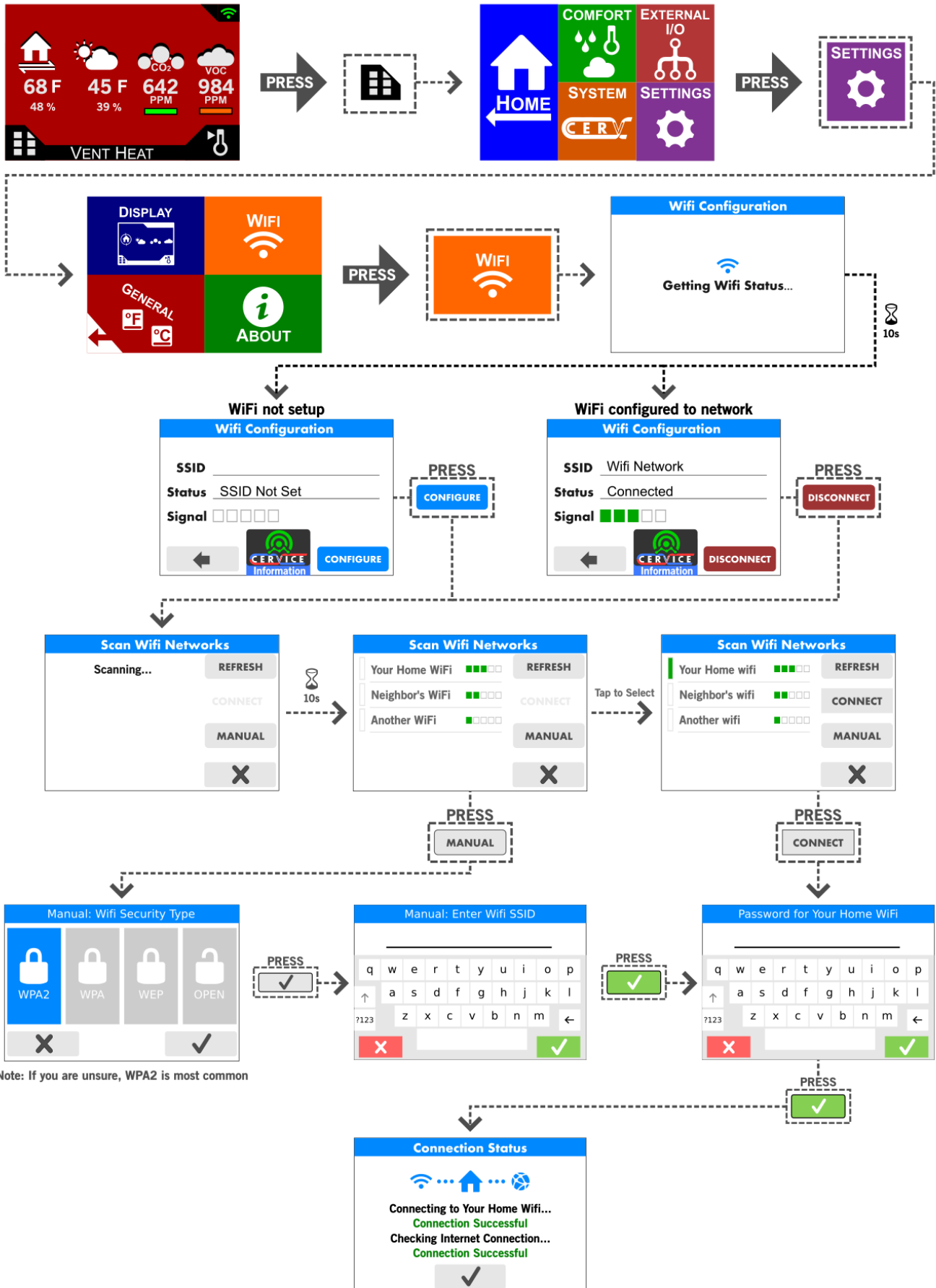


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WiFi Setup – Follow the guide below to connect the CERV2 to a wifi network using the CERV2 touchscreen



Note: If you are unsure, WPA2 is most common

Connection Status Troubleshooting

Wifi Connection Error	Probable Cause & Resolution
Couldn't Find SSID	<ul style="list-style-type: none">• If Manual setup was used to connect to the WiFi Network, check for misspellings in the network name and try again.• On another device (phone/laptop/etc), check that the network exists and is exactly as entered on the CERV.• The CERV currently only operates on 2.4GHz WiFi networks. 5GHz wifi is not supported at this time.
Incorrect Password	<ul style="list-style-type: none">• If Manual setup was used to connect to the WiFi Network, check to ensure the network security is correctly set. Most modern WiFi networks use WPA2. This can often be verified with on a computer or phone by examining network properties.• Ensure that the entered password is correct.
Timed out - try again	<ul style="list-style-type: none">• There may be an issue with the internal WiFi configuration, and the connection attempt timed out.• Press the checkbox button on the bottom of the screen, which will take you back to the "Getting WiFi Status" screen. Stay on this screen for a minute to see if it was able to recover and make the connection. If not, try adding the network again as before.• If re-adding the network gives the same timed out error, try powering off the CERV, then back on, and adding the network again. Resetting power to the internal WiFi could potentially resolve the issue.
No Connection to Internet Or No Connection to Server	<ul style="list-style-type: none">• Connection to the WiFi network was successful, but the CERV is having trouble uploading data through the internet. This often resolves itself after several minutes (depending on the network). Contact Build Equinox if this does not resolve itself.

CERV-ICE Online Control & Monitoring Account Setup

Once the CERV2 is successfully connected to a wifi network it will begin uploading data to the server. A free CERV-ICE account can be created to view data and air quality analytics for your CERV2 and to control your system remotely. To create an account through a computer, navigate to <https://buildequinox.com/cervice/>

CERV-ICE is also available as a free app in the Apple Store or Google Play. Search for CERV or click on the links below.



On the CERV-ICE login page or in the app click the Create Account button.

Email _____

Password _____

Sign In

Forgot Password **Create Account**

You will then be asked for an email address and to create a password. The final entry needed to link your CERV2 to your account is the Gateway Serial number. This is different from the CERV2's Serial Number.

Email _____

Desired Password _____

Confirm Password _____

Gateway Serial Number _____

Create Account

Cancel

The gateway number can be found by using the CERV2's touchscreen to navigate to the Wifi Configuration screen as shown earlier when connecting to a wifi network. Press the CERV-ICE Information button and the Gateway Serial Number will appear. Enter this number to and then press the Create Account button to complete your account creation.

