



## CERV2 WiFi and CERV-ICE Setup



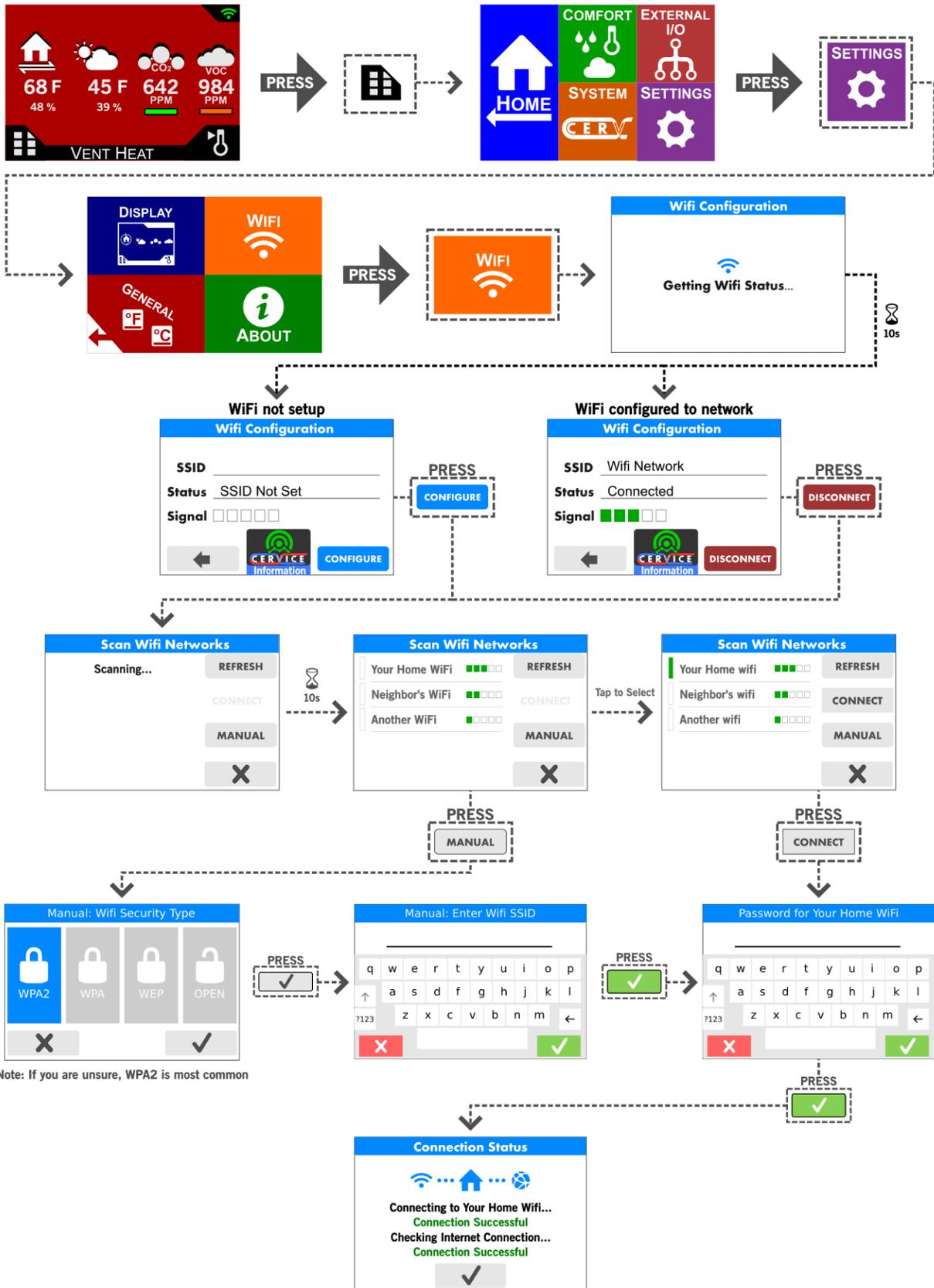
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# WiFi Setup – CERV2 Touchscreen

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

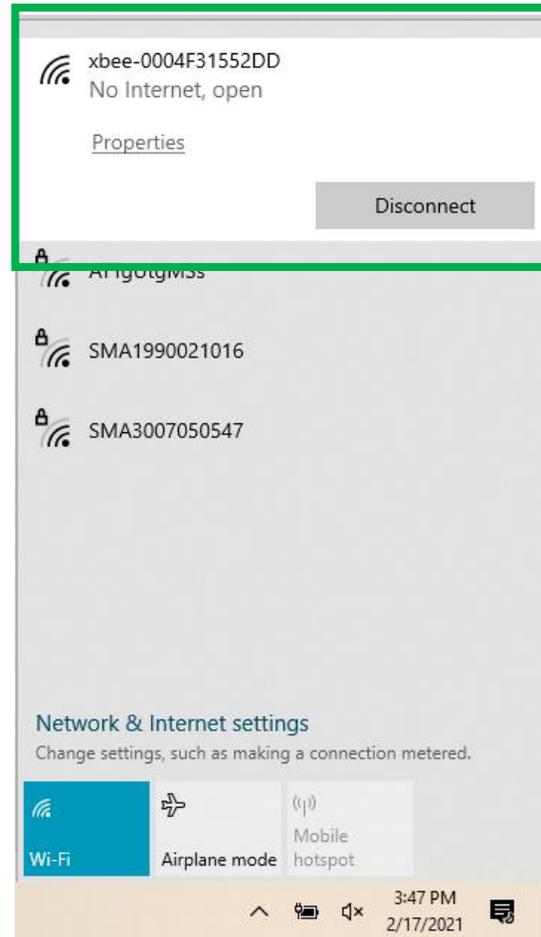
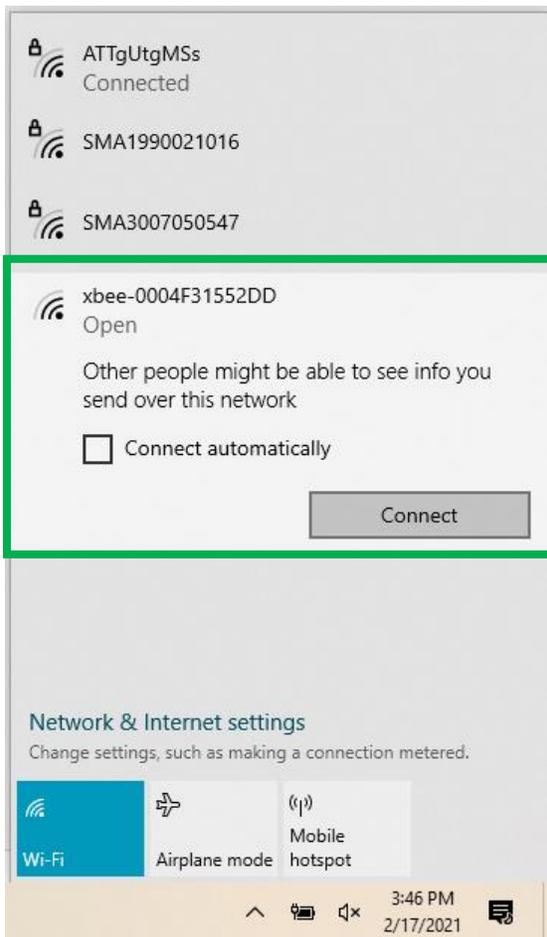


Note: If you are unsure, WPA2 is most common

## Connection Status Troubleshooting

WiFi Connection Error	Probable Cause & Resolution
<p>Couldn't Find SSID</p>	<ul style="list-style-type: none"> <li>• If Manual setup was used to connect to the WiFi Network, check for misspellings in the network name and try again.</li> <li>• On another device (phone/laptop/etc), check that the network exists and is exactly as entered on the CERV.</li> <li>• The CERV currently only operates on 2.4GHz WiFi networks. 5GHz WiFi is not supported at this time.</li> </ul>
<p>Incorrect Password</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure that the entered password is correct.</li> </ul>
<p>Timed out - try again</p>	<ul style="list-style-type: none"> <li>• There may be an issue with the internal WiFi configuration, and the connection attempt timed out.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p>No Connection to Internet Or No Connection to Server</p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

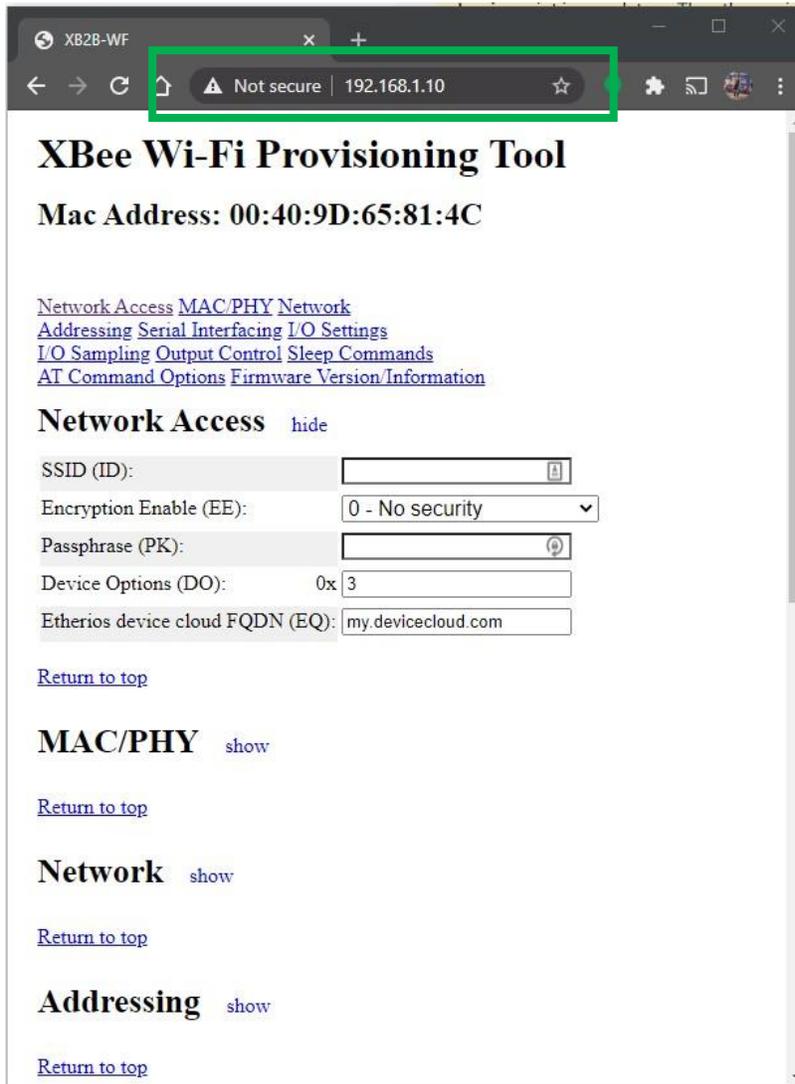
## WiFi Setup Alternative – Laptop or Mobile Device



**Step 1:** on your PC, click the status bar icon, then the wifi connection icon. This should populate with any available networks that your computer can see. If the wifi module on the CERV is not connected to a wifi network, you will see it here as a network called “xbee-\_\_\_\_\_”.

Select the xbee-\_\_\_\_\_ network, and click Connect.

The connection status should then say “No Internet, open”



**Step 2:** open your web browser, and in the address bar, type **192.168.1.10** and press enter

You should now see the page shown above. This indicates your computer is connected properly to the WiFi module, and you can now manually enter your WiFi network information.

**Step 3:** in the Network Access section, fill in the following fields:

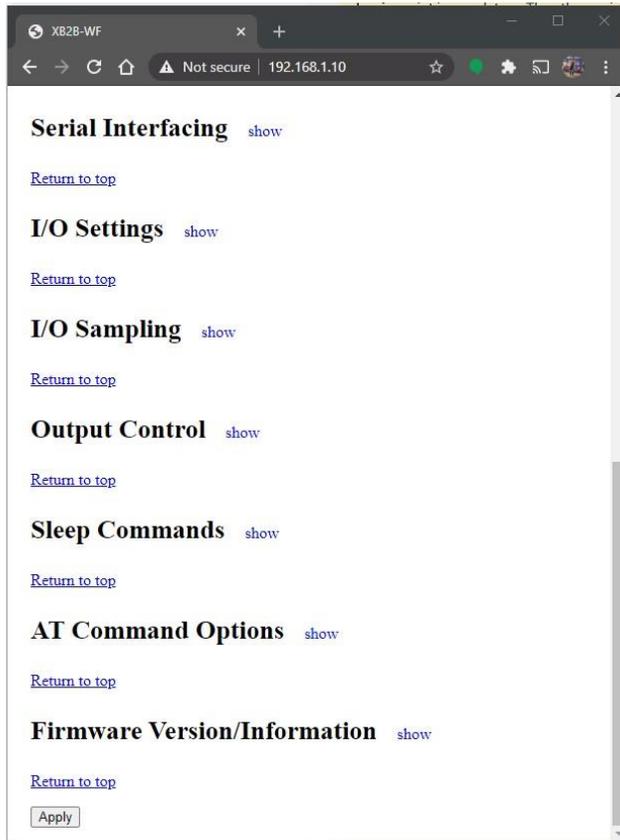
SSID (ID): **{your home's wifi network name, case sensitive}**

Encryption Enable (EE): select **2 - WPA2 (AES) security** (almost always the case)

Passphrase (PK): **{your wifi network's password}**

Device Options (DO): leave as **0x3** (do not change)

Etherios device cloud FQDN (EQ): leave as **my.devicecloud.com** (do not change)



**Step 4:** scroll down to the bottom of the page, and click the Apply button. You will see the following:

## Configurations Saved

The module will now attempt to connect to the network "asdf".

If a connection is not successful the module will reset and you may try again to configure it. In that case, check for an incorrect password, network name, or security type.

Click [here](#) to return to the configuration page to configure network access parameters.

Your CERV should now be connected to your home's Wi-Fi network.

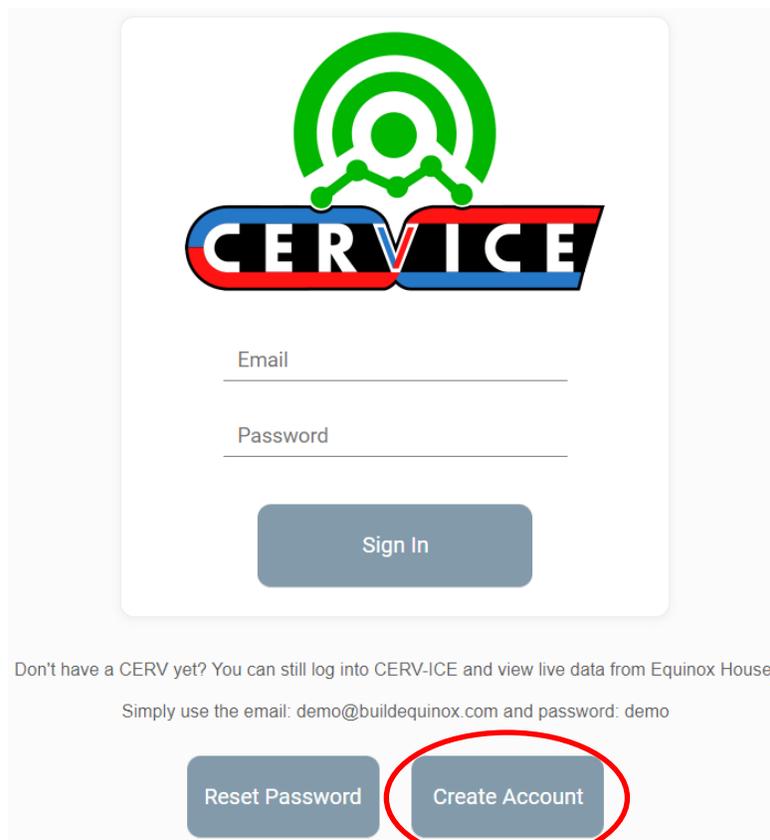
## CERV-ICE Online Control & Monitoring Account Setup

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, navigate to <https://buildequinox.com/cervice/>

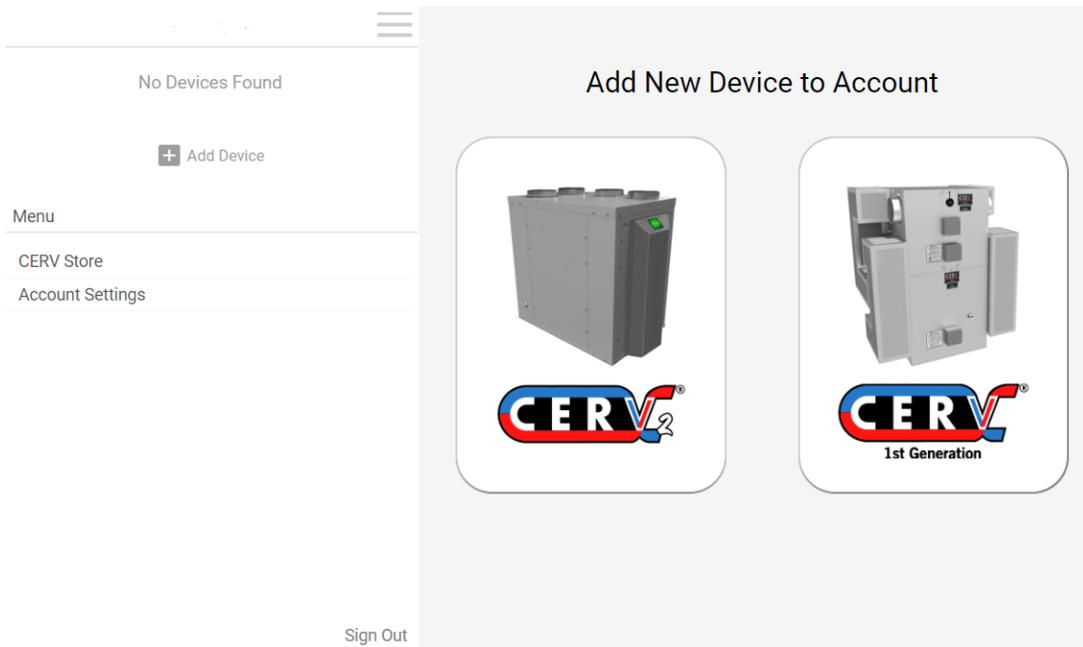
CERV-ICE is also available as a free app in the Apple Store or Google Play. Search for CERV or click on the links below.



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

A screenshot of the CERV-ICE login page. At the top is the CERV-ICE logo, which consists of a green circular icon with a white center and a white line graph, above the text "CERV-ICE" in a stylized font with red and blue accents. Below the logo are two input fields: "Email" and "Password". Below these fields is a "Sign In" button. At the bottom of the page, there are two buttons: "Reset Password" and "Create Account". The "Create Account" button is circled in red. Below the "Sign In" button, there is a line of text: "Don't have a CERV yet? You can still log into CERV-ICE and view live data from Equinox House!" followed by "Simply use the email: demo@buildequinox.com and password: demo".

The create account wizard will now guide you through the account setup process.



Once logged into your CERV-ICE account, select your CERV model, name your device, and enter the CERV's 12-digit "Gateway Serial Number".

The Gateway Serial Number can be found on the CERV's Wi-Fi configuration page:

