

# WolfSense Mobile Installation Guide

For Android and iOS Devices

July 2023



WolfSense Mobile can be installed and used on Apple iOS devices such as iPhones and iPads (iOS 11 or later) as well as Android devices (Android 9 or later). GrayWolf offers two Android devices if customers would like to purchase a pre-configured device, models AP-UA9 and the AP-OW5P. Contact your sales representative for pricing, or email [SalesTeam@graywolfsensing.com](mailto:SalesTeam@graywolfsensing.com)

## Apple iOS Setup

Setup on iOS devices is handled entirely by the end user as GrayWolf does not supply iOS devices-iPhones or iPads. To download the app the user must have an Apple ID for access to the Apple App Store. Search for “WolfSense Mobile” in the App Store and download the app. The app will auto update through the Apple App Store whenever a new official release is available.

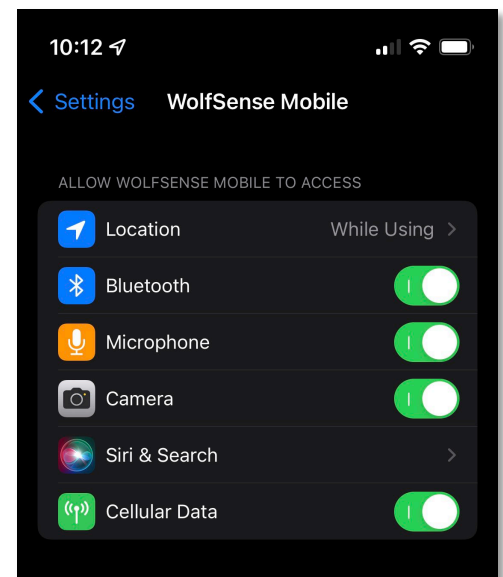
### Enabling app permissions:

The WolfSense Mobile app needs certain permissions enabled for proper function.

1. Go to your device **Settings**
2. Navigate to or search for WolfSense Mobile.
3. The following permissions are essential for app function.
  - a. Location – for connecting BLE enabled GrayWolf devices. This must be set to “While Using the App”.
  - b. Bluetooth – For connecting BLE GrayWolf devices. Toggle On.
  - c. Microphone – Optional, used for creating audio notes in app.
  - d. Camera – Optional, used for creating photo and video notes in app.
  - e. Cellular Data – Optional, only used when exporting trend logs when Wi-Fi is not available.



WolfSense Mobile on iOS App Store



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GrayWolf Sensing Solutions

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## Android Setup

Android devices purchased from GrayWolf are supplied with the most recent official release of the WolfSense Mobile app already installed. For personal or work-issued devices, the app can be downloaded from the Google Play store. The app will automatically update to new release versions if the Google Play store on the device is linked to a Gmail account, and if the device is connected to Wi-Fi.

**NOTE: If the WolfSense Mobile app is already installed, deleting it will erase any saved data such as trend logs, or notes.**

### Connect to Wi-Fi:

1. Navigate to the device **Settings**.
2. Click on **Network & Internet**.
3. Click on **Wi-Fi** and make sure that **Use Wi-Fi** is on.
4. Select your local network and enter the password.

### Link the Google Play Store to your email:

1. Navigate to the **Google Play** store app. You can find this by searching in the search bar on the top of the home screen.
2. The Play store will prompt you to sign in with a Gmail account. Login, with your Gmail and password, and the app will update when GrayWolf issues a new release.
3. If the WolfSense Mobile app is not yet installed, you can search for “WolfSense Mobile” and install it now.

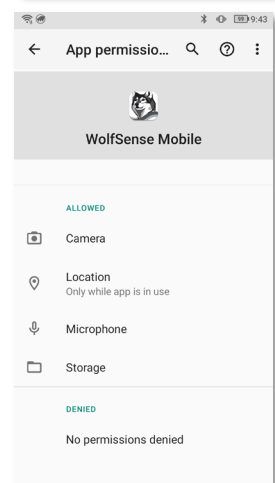
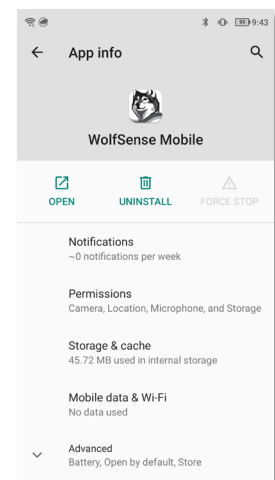
### Enabling app permissions:

The WolfSense Mobile app needs certain permissions enabled for proper function.

1. Press and hold on the WolfSense Mobile app icon and click **app info**.
2. Click on **Permissions** to see what is already enabled or denied for the app.
3. The following permissions are essential for proper app function:
  - a. Location – for connecting BLE enabled GrayWolf devices.
  - b. Storage – (if listed) for saving trend logs to phone memory.
  - c. Microphone – Optional, used for creating audio notes in app.
  - d. Camera- Optional, used for creating photo and video notes in app.
4. Enable permissions by clicking on any **Denied** and switching it to **Allow**



WolfSense Mobile on Google Play Store



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## Install app using APK:

In certain applications, an APK (Android Package Kit) will be provided by GrayWolf to directly install the app to the device, independently of the Google Play store. This may be done for beta testing purposes, for temporary bug fixes in between official releases, or if the Google Play store is not accessible.

1. Connect the device to a computer via cable and swipe down from the top for the notification bar. Click on the Android System notification "Charging this device via USB" to access the USB preferences and change it to **File Transfer**.
2. Locate the .APK provided by GrayWolf, and copy the item to the device's internal memory, through the file explorer on your computer.
3. If the device has already been setup with an APK, be sure to first uninstall the App, and then delete the previous APK before installing the new one. **NOTE: uninstalling the app will delete any data associated with it, such as trend logs or notes.**
4. On the device, go to the **Files** app. Then go to :  
→The Category **Apps** →App Install Files (APKs) →Install WolfSense Mobile.  
If the device has not been set up with the app before, then you may have to follow the prompts to allow the Google Files app to install apps from APKs, as well as unverified APKs.
5. Configure the WolfSense Mobile app settings as described in Android Setup section.



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# WolfSense Mobile Installation Guide

## Troubleshooting Probe Connection

If a DirectSense II probe or WolfRadio-XM-3016/3500 is not connecting to the WolfSense Mobile app there are some quick items to check to aid with connection. For help, contact [techsupport@graywolfsensing.com](mailto:techsupport@graywolfsensing.com)

- Are Bluetooth and Location Services enabled on the mobile device?
- Is the BLE connection enabled on the GrayWolf device? You can check the BLE setting by connecting the device to the [DSII Configuration Tool](#) or the WolfRadio XM Configuration tool. The probe must have **BLE ON** enabled for successful connection.
- Does the DSII probe have the correct hardware to connect to the WolfSense Mobile app? DSII probes manufactured before September 2021 are not compatible and cannot be upgraded. Contact GrayWolf with your device serial number to verify compatibility.
- Do you have the most recent version of the WolfSense Mobile app? Check by opening the app and going to the **menu** and then to **Help/About**. Is the listed version the same as on the following web page? <https://graywolfsensing.com/wolfsemobile/>



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