

Customer Checklist Before Installing LIV

Ensuring a customer has a 2.4GHz network enabled is needed to get LIV's full Wi-Fi and Data Tracking capabilities. We have put together this guide and pre-packaged email to help customers enable their dual-band Wi-Fi network to support this.

- Ask your customer to contact the internet provider and enable a 2.4 GHz network before final installation.
 - Enabling a Dual Band Wi-Fi network is simple for a lot of carriers and can be found on their website.
- Make sure the customer has their Wifi password handy.
- Ensure the area around the outdoor electrical outlet is clear.

Sample Email for Customer

Dear Customer:

To prepare for your appointment (and avoid additional charges), please review the following checklist:

1. Clear the area around your outdoor electrical outlet; our technician will need to operate within that area.
2. Ensure that you have a 2.4 GHz WiFi network enabled and password handy. If you won't be home during installation, please send the SSID (network name) to us so we can ensure the signal is strong, and we will reach out later to walk you through the connection process.
 - If you do not know whether you have a 2.4 GHz network enabled, or need to enable it, please contact your internet provider prior to your scheduled appointment so they can enable it for you.

We are looking forward to helping you be mosquito-free this summer with (Company Name)!

Outside is fun again!