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**Troubleshooting Initial LIV+ Connection Errors**

If completing a customer installation and the connection of the smart hub to the customer’s home Wi-Fi network is not completing successfully, here are some individual steps you can take to troubleshoot and successfully connect the device.

1. **Ensure connection to the correct home 2.4 GHz network** and using the right password. Back out of the onboarding process and restart the app. Make sure the signal strength is strong enough to support onboarding.
2. **Disable Bluetooth and Cellular Data** on the mobile device (iPhone/Android) during device onboarding. *\*Optional, navigate to phone settings and find the LIV+ app and clear cache (Android only)*
3. **Check the security settings** for the network. LIV works best with WPA2 encryption types (standard for most home networks).
4. **Turn off “auto join”** in the Wi-Fi settings for any competing networks except for the network that the Hub is intended to connect to
5. **Move the Hub closer to the router** (indoors) or next to the router to complete the onboarding process and then move to final mounting location.
6. **Factory Reset the Hub:** Press and hold the button on the Hub for 15 seconds. The LED ring around the button will flash several times throughout the process. Hold until a rapid flash is emitted from the Hub power button, then release.
7. **If all else fails, Contact Thermacell Support at 774-745-2495**