

THERMACELL[®] PRO

Process for Connecting to The LIV App Customer is Home

1. Have the customer download the LIV + app on their phone or device.
2. The customer will create an account with their email address, and they should receive a confirmation email in their inbox.
3. Customer confirms email.
4. From the app home page click “+” to add a product to the account.
5. Select the “LIV Repeller System” option for the product you are trying to set up.
6. Make sure the Wi-Fi network is the correct 2.4 GHz network and enter the Wi-Fi network password provided by the homeowner.
7. Follow the onboarding instructions in the app.
8. Once you reach the device location section STOP to click on the “Installed by a Thermacell Authorized Partner? Enter code here” section.
9. Enter your 6-digit Thermacell Reseller Number to track the system on your Pro Dashboard.
10. Once completed, the system should be fully linked to your Pro dashboard and to the customer’s account.

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Customer Callback or Install Another Time

1. Have the customer download the LIV + app on their phone or device.
2. The customer will create an account with their email address, and they should receive a confirmation email in their inbox.
3. Customer confirms email.
4. From the app home page click “+” to add a product to the account.
5. Select the “LIV Repeller System” option for the product you are trying to set up.
6. Make sure the Wi-Fi network is the correct 2.4 GHz network and enter the Wi-Fi network password provided by the homeowner.
7. Follow the onboarding instructions in the app.
8. Once you reach the device location section STOP to click on the “Installed by a Thermacell Authorized Partner? Enter code here” section (Homeowner does this if over the phone).
9. Enter the 6-digit Thermacell Reseller Number to track the system on your Pro Dashboard.
10. Once completed, the system should be fully connected to your Pro dashboard and to the customer’s account.