THERMACELL® PRO

Troubleshooting 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 connecting 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 781-778-7797.