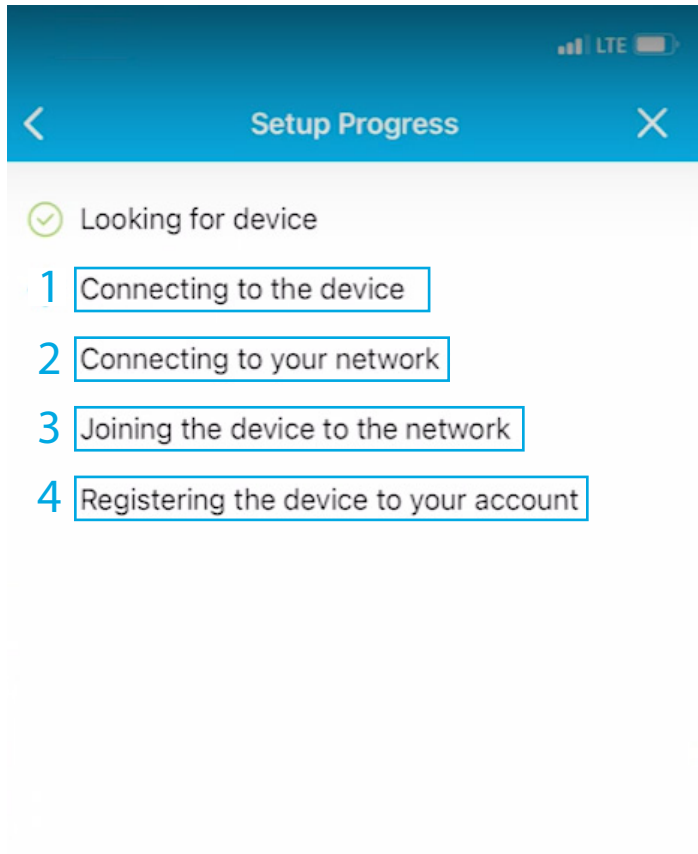




Troubleshooting Why LIV & App Onboarding Fails



1. If the device fails at this step, try to get closer to the Wi-Fi router and try again. If it continuously fails at this step, it may be a faulty Hub.
2. When a device fails at this step, it traditionally means the Wi-Fi network is not a 2.4 GHz network or it may not be enabled.
3. If continuously failing at this step, it is suggested to do a Wi-Fi speed test as the connection may not be suitable for LIV or any other smart home device.
4. Contact Thermacell Support and they will help get the customer registered manually if it continues to fail here after multiple attempts.