

Thermacell LIV On-Demand Mosquito Repellent System

LIV+ 2 App Guide | 2026



On-Demand Mosquito Repellent System | LIV+ 2 App

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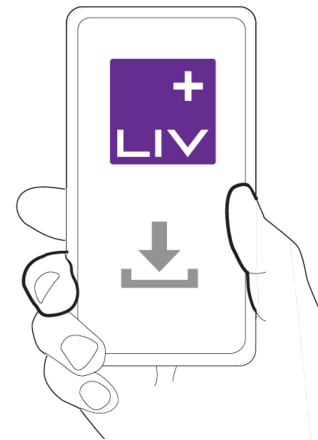
On-Demand Mosquito Repellent System | LIV+ 2 App



LIV+ 2 APP

LIV Features with the LIV+ 2 App

- Set Schedules
- Set Timers
- LED Lighting Selection
- Push Notifications
- Refill Life Remaining
- Share Access to the System
- Automatic Firmware Updates Sent to your System*



LIV Features Without Wi-Fi

- Mosquito Repellency
- Reset Refill Life
- Factory Reset
- Repeller Status
- Refill notify via Repeller lights @ 25%, 10% and 0%
- Auto Shutoff After 6 Hours of Runtime

Note: Important firmware updates and bug fixes cannot be sent to your system unless it is connected to the app



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Ensuring Successful Hub Onboarding

Connect the Customer to the Correct 2.4 GHz Network:

- Ensure the device is connected to the 2.4 GHz Wi-Fi network, as LIV is optimized for this frequency.

Verify Security Settings:

- LIV functions best with WPA2 encryption. Double-check that the router is using WPA2 security for the connection.

Move the Hub Closer to the Router:

- During the onboarding process, position the hub closer to the router to ensure a stable connection.
- Once the onboarding is complete, you can move the hub to its final mounting location.



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Factory Reset the Hub (If needed):

If onboarding fails anywhere in the process, you may need to reset the hub. Here is how:

- Confirm that the blue LED around the power button is off.
- Press and hold the power button.
- You'll see five purple flashes, followed by a blue flash.
- Release the button immediately when you see the blue flash.
- The hub light will begin flashing—this is normal.
- Wait until the flashing stops.
- Once the hub powers down, leave it off.
- Begin the onboarding process within 2 minutes.

Repeat the Reset Process if Onboarding Continues to Fail:

- If the hub does not onboard successfully, repeat the reset process



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Connecting to the LIV+ App

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Download the LIV+ 2 App	Sign up for Account and Log In	Add System	Select Set Up WiFi	Aim the Camera at the QR Code on Back of HUB	Select Your WiFi and Enter Password and Select Start	Wait For Checklist to Complete	Set Name of Hub and Select Done



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Adding Reseller Number – For Professional Installers

Select System and Press the i

Select Update Franchise

Enter Reseller Number and Press Save

12:37
Back System Details Remove

Pool 2.0 /

Protected

Power

Refill Life [Reset](#)

System Status
Protected

Shop

LED Hue

LED Brightness

12:37
Back System Details Remove

System ID
242bjvtRmmrqNabgWMUKeM

System Information

Shared by

Serial Number
N03HA30424B0041

Update Franchise

3:24
Back System Details Remove

System ID
242

System Information

Shared by

Serial Number
N03HA30424B0041

Update Franchise

For Professional Installers Only
If your system was installed by a professional, have them enter the franchise code below.

200032

Cancel Save

1 2 3
4 5 6
7 8 9
0



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Common WiFi Issues

Wi-Fi Authentication failed: The Wi-Fi credentials provided are invalid. Reset the ensure the password is correct.

No Bluetooth device found with the given prefix: Requires a Hub Reset

1. Confirm that the blue LED around the power button is off.
2. Press and hold the power button.
3. You' ll see five purple flashes, followed by a blue flash.
4. Release the button immediately when you see the blue flash.
5. The hub light will begin flashing—this is normal.
6. Wait until the flashing stops.
7. Once the hub powers down, leave it off.
8. Begin the onboarding process within 2 minutes.

User node mapping failed:

1. Unplug the hub from the power source.
2. Wait 30 seconds, then plug it back in.
3. The hub light will begin flashing—this is normal.
4. Wait until the flashing stops.
5. Once the hub powers down, leave it off.
6. Begin the onboarding process within 2 minutes.



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System Features

Power the System On and Off

Open the LIV+ 2 App	Select the System	Press the power slider for the Hub to On .	Press the power slider for the Hub to Off .



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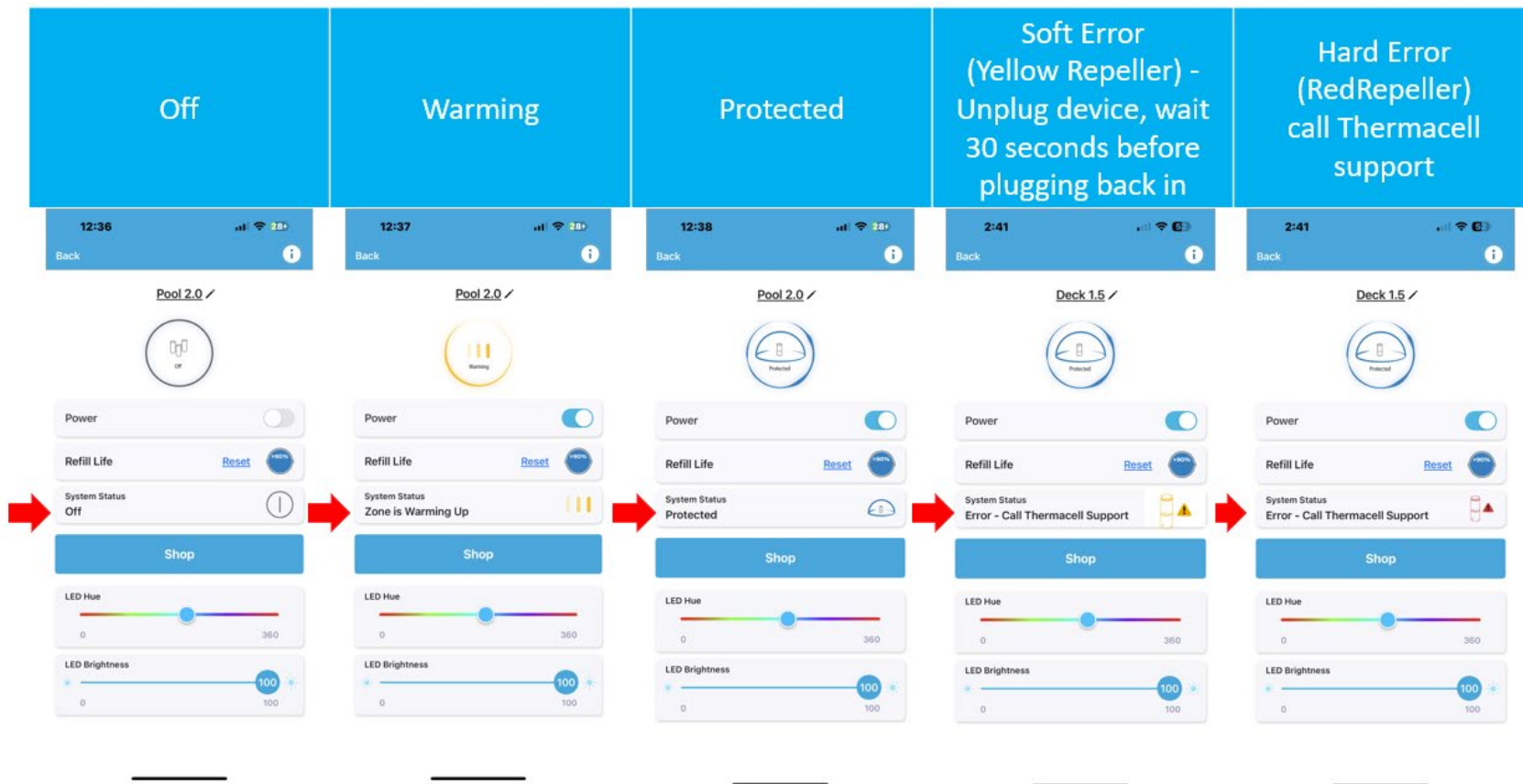
System State

Off	Warming	Protected



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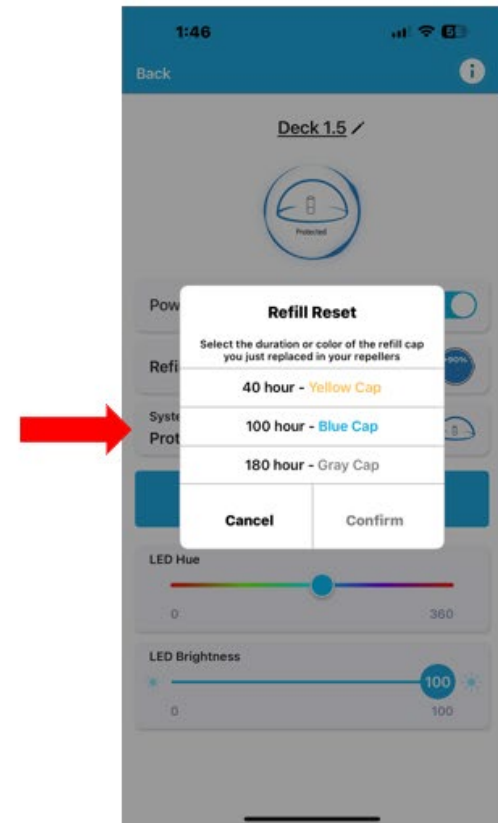
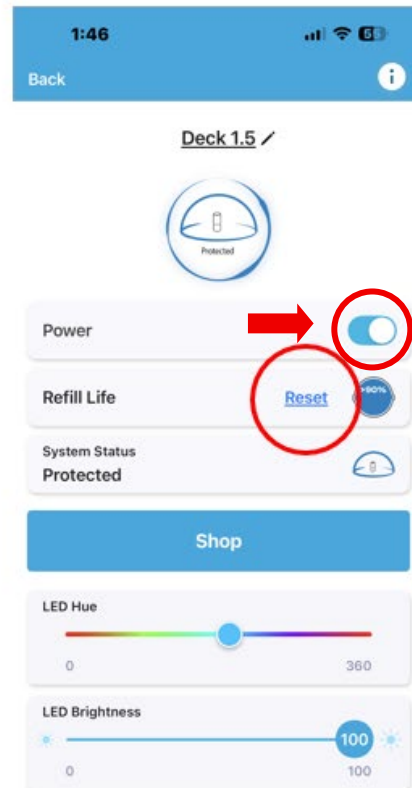
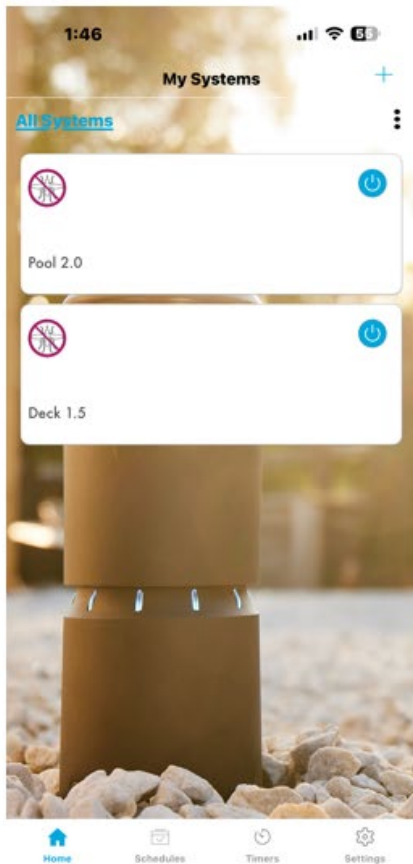
Global Status





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Reset Refill Life





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Setting Schedules – You Must Repeat these Steps to Turn Off the System

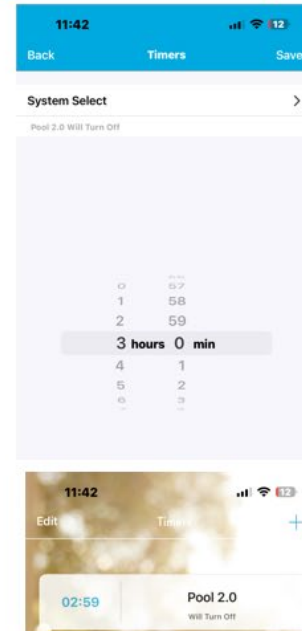
<p>Open the LIV+ 2 App and select Schedules in the bottom navigation bar</p>	<p>Press Add Schedules (or select the + in the top right)</p>	<p>Press Name and type in a name for the schedule Select Done</p>	<p>Press the Time in the time block and set the time</p>	<p>Press Actions and select the name of the System. Select the Check Mark to Enable Repellers and select Done.</p>	<p>Press Repeat and Select the Days you want the schedule to run. Hit Back and Save.</p>



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Setting Timers

<p>Open the LIV+ 2 App and click Timers in the bottom navigation bar.</p>	<p>Press Add Timer (or select the + in the top right)</p>	<p>Press System Select Press the checkmark next to the system Press Done</p>	<p>Set the time for the desired duration Press Save You will be directed back to the Timers Page</p>
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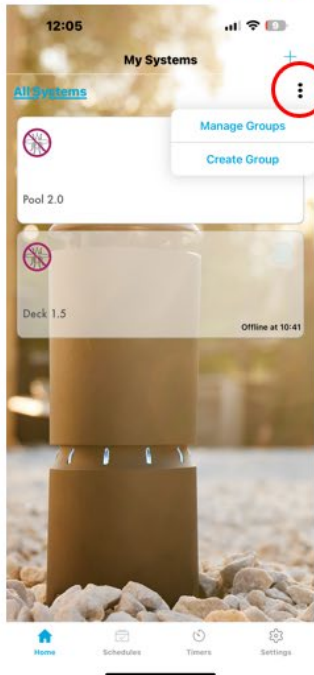




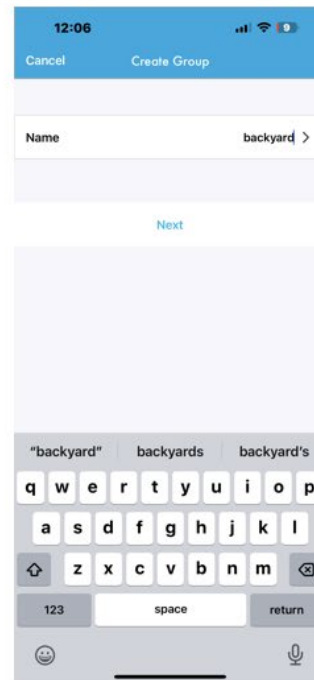
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Create a Group

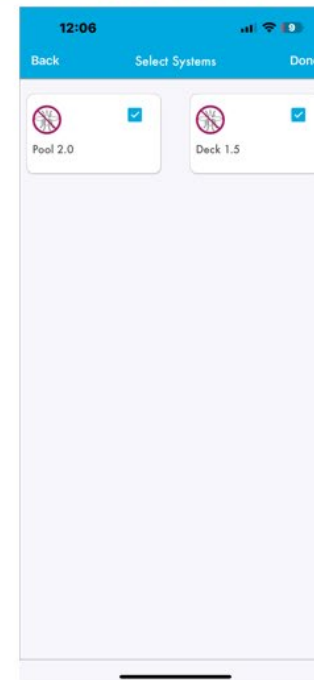
Open the LIV+ 2 App and click the **:** (vertical ellipses) in the top right of the Home page. Then, select **Create Group**.



Type in a Name for the Group. Then, select **Next** Enter the name of the group.



Click the empty box next to as many onboarded Hubs as you would like to include in the group. Select **Done**.





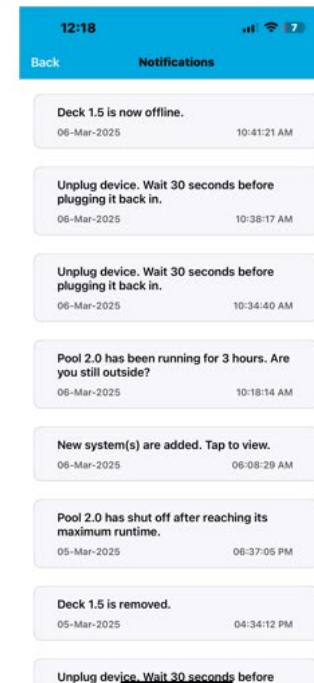
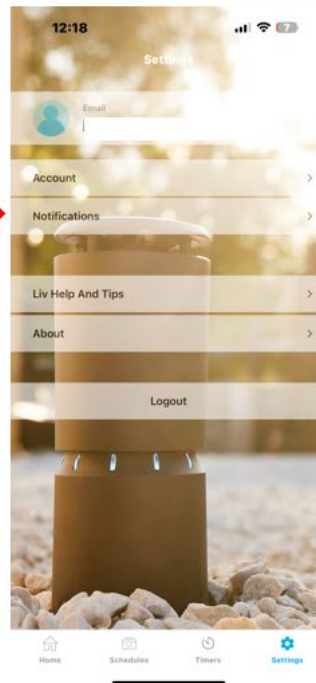
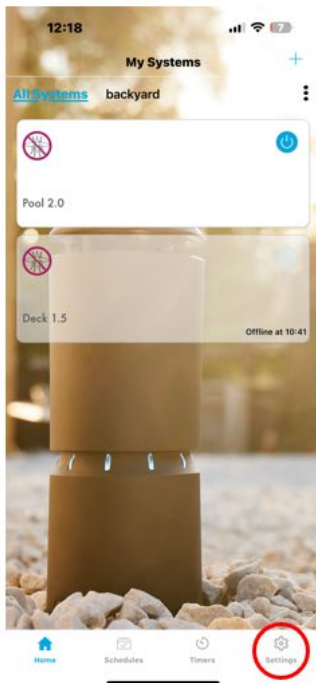
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Notifications

Open the LIV+ 2 App and click **Settings** in the bottom navigation bar

Press **Notifications**

All Notifications relating to your LIV System can be seen on this page





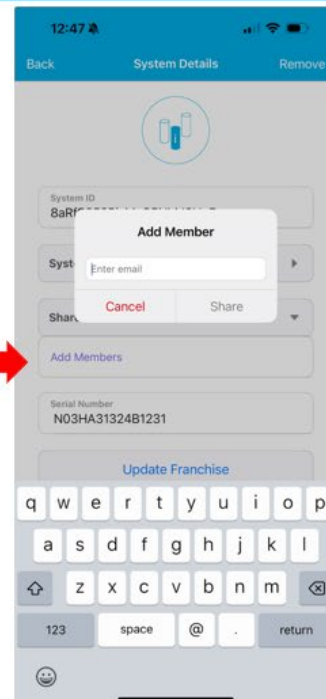
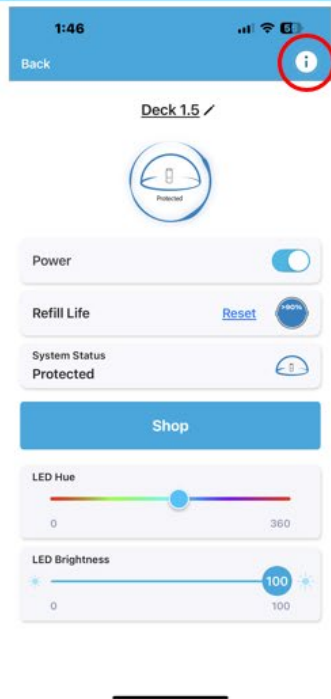
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Sharing the App

Open the LIV+ 2 App and select the system you want to share. Click the **i** icon in the top right of the screen.

Click the **Shared With** dropdown. Click **Add Members** and enter the email of another user with an existing account.

Shared User will need to navigate to their Notifications and Accept the Invite.





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LED and Brightness

Open the LIV+ 2 App and Select the System.
Use the **LED Hue** slider to select a color.
Use the **LED Brightness** to set the brightness

