

Thermacell LIV On-Demand Mosquito Repellent System

Key Internet and Network Requirements

Speed Requirement	50-100
Protocol	2.4 GHz is required. If dual band network, then create a new SSID that is 2.4 GHz only
Range	Best performance within 25-30 feet of the router
Security	WPA2 is Recommended

RSSI	Quality	Performance
0 to -60	Great	Strong
-60 to -70	Okay	Could be improved - Possible Interruptions
-70 to -80	Poor	Possible Delays and Interruptions in Service
-80 or worse	Very Poor	Intermittent Service or Falling Offline

Router security settings

Your router must let your Hub access the cloud for these features to work. If you need help changing network security settings, contact your internet provider or router manufacturer.

Opening ports for LIV Hub

Your router must allow the Hub to access specific ports. Here are the main ports the LIV Hub uses, which may help it connect to your Wi-Fi.

Protocol	Port	Purpose
HTTPS/MQTT	443	Primary Cloud Communication
HTTP	80	Initial Handshake/Redirect
DNS	53	Resolving Server Addresses
NTP	123	Time Synchronization (Crucial for TLS Certs)

Cellular-based routers

If you're using a hotspot or cell router, set it to IPv4 or IPv4v6 instead of IPv6.

Changing your firewall settings

If your Hub still won't connect:

1. Start with your router's safety on High.
2. Try Medium if that does not work.
3. Try Low if you still have trouble.

Warning: Never turn off your router's security completely - this could let anyone access your network.