Therma

Therma: A Guide to Your Hub and Inactivity Alerts

Prefer to watch a video? Click here to watch a video on how to reset your Therma Hub. Otherwise, please follow the instructions below:

If you have been receiving Inactivity Alerts from multiple sensors, it is likely that your Hub has lost power, or that there is a network connectivity issue.

To check your Hub's power and connectivity status, examine the three LED lights at the bottom of the device:

- **If all three LED lights are continuously green, your Hub is working properly**. Please contact us using the contact information at the bottom of this document to continue troubleshooting.

- **If none of the LED lights are on, your Hub has no power source.** Please be sure that your Hub is properly plugged into the wall outlet, that the AC power cord is fully plugged into the device, and that the device itself if turned on (power switch is located at the bottom of the device). If your Hub was not properly plugged into a power source, give the Hub 30 minutes to reconnect to the network, shown by three continuously green LED lights.

- **If any of the LED lights are flashing green, red, or amber, this means your Hub is having a network connectivity issue.** To troubleshoot a network connectivity issue, please perform the following steps:

    - **Antenna Check**
        - Before resetting the Hub, ensure that both antennae are properly screwed in tightly and are pointing upward toward the sky

    - **Reset Method 1**
        - Switch off your Hub for 30 minutes while keeping it plugged into the wall, then switch it back on
        - If all three LED lights do not turn continuously green after 30 minutes, relocate the Hub to a different location that may have better cellular connectivity and repeat the process
        - If all three LED lights still do not turn continuously green within 30 minutes, proceed to Reset Method 2

- **Reset Method 2**
    - Press and hold down the Utility button located to the left of the LED lights on the bottom of the device for 15-20 seconds
        - All three LED lights will turn red, continue to hold the Utility button down until all the LED lights begin to flash red, then you can release
    - If all three LED lights do not turn continuously green within 30 minutes, proceed to the SIM Card Reset

- **SIM Card Reset**
    - Please follow the instructions in the "Therma: Replacing Your Hub's SIM Card" [video](#) or written [step-by-step guide](#) to remove and reinstall your Hub's SIM card, ensuring the SIM card is inserted firmly and securely in the SIM card casing
    - Wait 30 minutes for your Hub to reconnect to the network indicted by three continuously green LED lights

If you have performed these three reset methods and your Hub still does not have three continuously green LED lights, please contact us using the contact information listed below.

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Contact Us

Have questions or need assistance? We're available via email and chat 24/7.

📧: support@hellotherma.com
💻: hellotherma.com