If you experience issues with:	Recommended Solutions:
Initial App connection	• Make sure you are using an Android or iOS device • Must be using a compatible version of their respective OS. Android 5.0 and iOS 10 or higher
Wi-Fi connection	• Must be connected to a 2GHz network if available (2, 2.4, 2G) • If not available, connect to whatever network is available
Do not receive verification code	• Double check correct spelling of email • Check Spam/Junk folder • Check for firewall setting which may be blocking the e-mail from coming through
Ring is blue during credentialing process	• Press and hold the Wi-Fi button until it is blinking red • Blinking red light means the heater is ready to be credentialed
Cannot connect device to heater	• Heater and device need to be connected to same Wi-Fi network • Must connect to network that has 2, 2.4, 2G if available • Allow Bluetooth, Location, and storage on app • Heater must be on when connecting and device must be in close proximity

No Changes after update of app/firmware	• Clear cache on App
	   o Go onto Aria app and select 'Me' on the bottom right of the screen
	   o Click the hexagon in the top right corner
	   o Press clear cache which is located at the bottom
	• Only remove the device and recredential your heater if clearing cache doesn't work
	   o Click on the device on home page and press the icon in the top right corner
	   o Scroll down and press remove device

Ring doesn't turn off when Display OFF mode is on	• New firmware update dims ring light, make sure to update to most recent firmware • Ring light cannot turn off due to UL1278 Safety Standard

Limited app capability	• This heater complies with UL1278 Safety Standard which limits app capability when heater is
	    o Tipped over or moved
	    o App inactivity for 24 hours
	    o User presses button on control panel
	• To regain full app capability, press the Wi-Fi button on the heater and connection will be re-established automatically
	• Flashing red-blue light indicates limited app capability