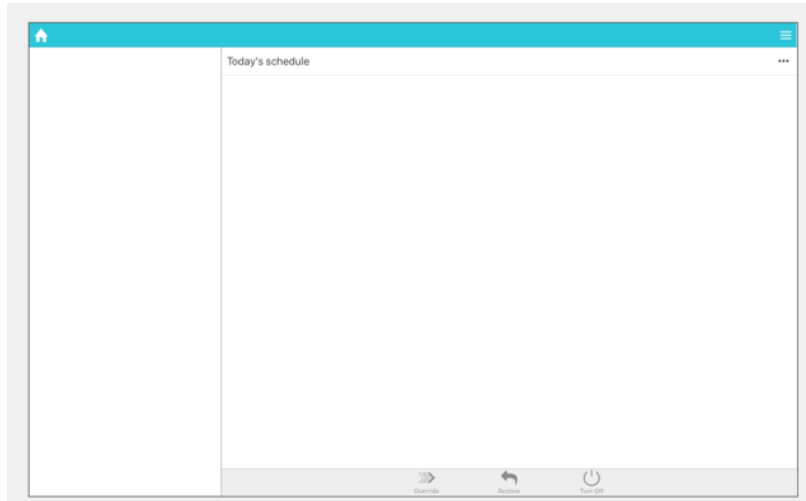


Get a blank screen when loading the app

When you load the app, a blank screen appears



This is caused by the app being unable to load the data for your Genius Hub.

How to get the app to load data

This could be caused by a number of issues, and the first thing to try is to log out of the app (from the Main Menu at the top-right) and try logging in once again.

If this does not work, see this link for how to fix the issue: [Cannot logon to the Genius Hub](#).

- [1. Installing the Genius Hub](#)
- [2. Logging onto the Genius Hub](#)
- [Logon to the Genius Hub using the local IP address](#)
- [1. Registering and logging on](#)
- [Controlling the system with no internet](#)