# Fixing the communication to a Genius Room Thermostat (HO-WRT-B)

The following explains how to ensure that the Genius Room Thermostat can communicate with the Genius hub.

When a Genius Room Thermostat has no valid paths of communication back to the Genius Hub it can no longer accurately control the heating of the room to the schedule on the app. This can lead to the heating being on when should be off and vice-versa. The Genius Room Thermostat may display a signal error when this happens.
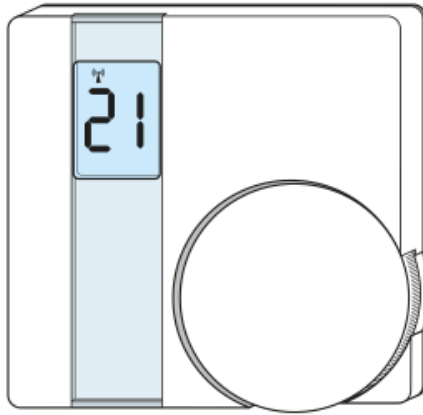

First locate the Genius Room Thermostat which is not communication with the Genius Hub. The number of the Genius Room Thermostat Valve may be located above the battery cover

First the Genius Hub needs to attempt to communicate with the Genius Room Thermostat once more.

First, ping the device:
Select the Genius Room Thermostat in the room you want to adjust
Click on the Device sub-menu (3 dots)
Select Ping and confirm

Wake up the device by removing the the Genius Room Thermostat from the wall. On the back of the device, toggle the DIP switch 1 up, and then back down after 5 seconds.
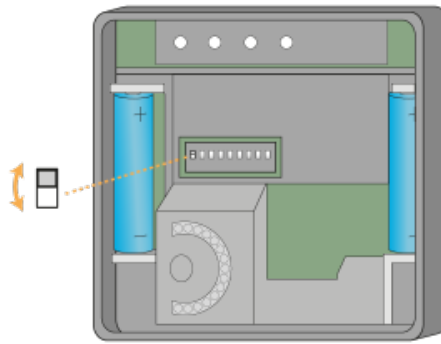
The Hub will check that the Genius Room Thermostat has received the ping

If the ping failed to get through:

If the Genius Room Thermostat is still not communicating then is not able to find a route back to the Genius Hub.

There are a number of possible option to fix this:

1. Ensure all of your Smart Plugs are plugged in and powered on. These act as signal repeaters and if unplugged may stop any nearby devices from managing to contact the Genius Hub.

2. Move an existing Smart Plug closer to the Genius Room Thermostat. Moving a device which repeats the signal closer is likely to provide a new route back to the Genius Hub. If you have thick walls (or other materials which may block the signal like a metal cabinet or large piece of furniture) the Smart Plug may only be able to communicate through 1 wall in that direction.
Note: If you move a Smart Plug too far from its prior position, you may reduce the options for another device which needs to communicate with the Genius Hub.

3. Purchase a new Smart Plug to place near to this device. If you have a signal 'dead-spot' and cannot move another Genius Smart Plug closer without adversely affecting he signal coverage elsewhere in the property a new Smart Plug will be needed to provide a suitable route back to the Genius Hub.

Once you have carried out the above options (one at a time and in turn), try the previous step once more to see if the device can now communicate with the Genius Hub.