

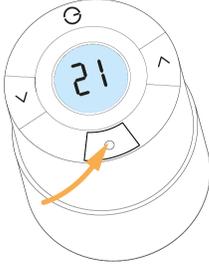
# Multiple devices not communicating

## Problem

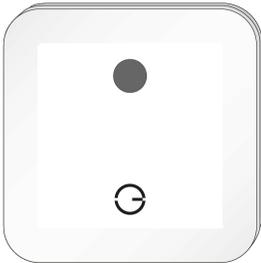
If you have multiple devices not communicating at the same time, this is normally caused by a break down in the communications network the Genius Hub uses to communicate with the other devices.

## Solution

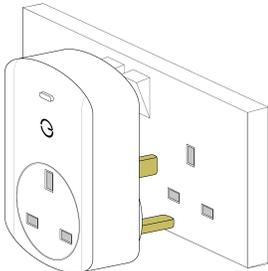
1. Ensure that the battery-powered devices have working batteries, this can be done by waking up the device (e.g. pressing a button on a Genius Radiator Valve, and seeing if the screen lights up).



2. Ensure that your 'listening' devices (i.e. mains-powered devices) are all communicating well:
  - a. Power cycle all listening devices and check they are powered on
    - i. check by turning them off and turning them back on again at the mains supply or the isolation switch
  - b. The wireless signal is not being blocked, the most common causes are:
    - i. position away from large metal objects (fridges / freezers / TVs / etc)
    - ii. position away from other radio devices (wifi router / cordless telephone / etc)
  - c. For more information on how the system communicates, [see here](#).
3. Ensure that the Genius Hub is not located near any of the following items:
  - a. wifi router / cordless telephone / wireless speakers / fridges / freezers / TVs etc



4. Try restarting the Genius Hub
  - a. For instructions on how to do this, [see here](#).
5. Re-position your Smart Plugs, or if they have been moved recently, return them to their prior positions.
  - a. For more information on position Smart Plugs, [see here](#).
  - b. Again try moving the Genius Hub, be this a few centimetres from other electronic devices (e.g. internet router or tv), or to a different network connection should one be available.



6. If this is a recurring problem, the signal strength may not be strong enough in your property. In this case, we recommend getting more mains-powered devices to boost the signal. the most common option is another Smart Plug as these are easy to install and move into a better location. For the shop, [see here](#).

## Related Information:

- [Dual Band Smart Plug \(PLG-E\): Why are there two nodes on my system?](#)
- [Positioning Guidelines \(Smart Plugs and Range Extenders\)](#)
- [7. Installing the Smart Plugs](#)
- [12. Testing the heating](#)

- [Fixing the communication to a Genius Radiator Valve \(DA-WRV-E\)](#)