



Migrating to the 2nd generation HomeKit enabled neoHub.

Before connecting your new 2nd generation neoHub, remove all devices from your existing hub via the neoApp. This will ensure that the thermostats, timers & plugs will pair to your new hub without having to factory reset each device.

Warning! A factory reset will cause your thermostat, timers and plugs to lose their time & temperature profile.

1 Remove Devices



To remove the devices from the hub please follow these steps;

- Login to the neoApp and tap on your location.
- Tap **edit** at the top of the Home screen.
- Tap **Delete** on the right hand side of the zone title.
- Then tap **Delete** again to confirm.
- Repeat this process for all zones in the app.
- Press Done once all zones have been removed.
- Check all your thermostats/timers to see if the  icon has disappeared from the display.
- Check 'neoPlugs' to see if the power indicator is flashing.
- This confirms the devices have been successfully removed from your existing neoHub.

2 Remove Location

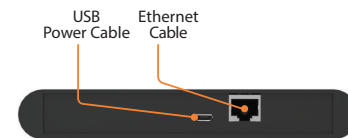
At the 'Locations' screen in the neoApp;

- If your neoHub is in the 'Auto Login' section at the top of the neoApp, Press the small **X** on the right to move it out of that section.
- Swipe the title of your neoHub location to the left, to reveal the delete option.
- Tap **Delete** to confirm.



3 Disconnect your old neoHub

- Unplug the power supply from the electrical outlet, remove the USB and ethernet cables from the neoHub.



4 Connect your new 2nd generation neoHub

- Connect the ethernet & USB cables to the new neoHub, then power on at the electrical outlet.
- At the locations screen in the neoApp select '**Add neoHub**'
When prompted, press the connect button on the neoHub to pair to your account.
Your iOS, Android or Windows device must be on the same WiFi network as the hub.
- Once the hub has been paired to your account, select **Add neoStat**, enter a title for your first device then follow the step by step instructions in the app on how to pair the devices to your new neoHub.