Brightdial thermostat offline troubleshooting

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Reader group: Team Brightdial

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1. **Check the Wi-Fi.** Ask if other devices in the home are online. If not, it's the home network.
2. **Restart the thermostat.** Pull the display gently off the base for 10 seconds, then press it back on.
3. **Check the band.** Brightdial connects to 2.4 GHz networks only. Some routers combine bands under one name; the customer may need to separate them.
4. **Reconnect.** In the app: Device > Settings > Wi-Fi > Reconnect.
5. **Still offline?** Check the device status page in the client portal for an outage, then escalate to Brightdial tier 2.

Thermostats keep running their last schedule while offline. Reassure the customer their heating and cooling still work.