

# Honeywell

## Why am I getting an iCloud settings error?

If you've received an Unexpected Error, you may need to update your iCloud settings. The Lyric device is having trouble connecting with Apple® HomeKit™.

To fix, update the iOS software on your smartphone or tablet to the latest version. The Lyric app is compatible with iOS 8.0 +. Download the latest Lyric app.

1. On your iOS smartphone or tablet, go to Settings > iCloud. Ensure you are actively signed in to iCloud.
2. Ensure that iCloud Drive is on. If iCloud does not appear or if you are still experiencing issues, turn off your iCloud Keychain. Then turn back on. It may take several minutes for the synchronization to complete. To learn more about iCloud syncing issue, click **here**.
3. Ensure Keychain is on.

Then, verify your Lyric app settings.

1. Go to Settings > Lyric.
2. Ensure that your Lyric app has access to the following:
  - Location - Always
  - Home Data - On
  - Notifications - Allow Notifications

For further assistance please contact customer care at 1-800-633-3991.

