



Turn to the experts

# AIR MONITOR FREQUENTLY ASKED QUESTIONS

Question	Answer
When setting up my device, my sensor turns red. Why is this?	Device sensors need around four hours post install to calibrate and stabilize correctly.
How do I set up Alexa and Google Assistant Voice commands?	Open up your Carrier Home app and select the device that you want to connect to voice control. In the device screen, click the three dots on the upper right hand corner. Select voice controls. Here you will be directed to on-screen instructions for connecting your device to Alexa or Google Assistant for voice control.
How do I change my push notification settings?	Open up your Carrier Home app and select the device on which you want to update notification settings. In the device screen, click the three dots on the upper right hand corner. Select notification preferences. Here you will be able to set your notification settings.
How do I change the device name?	Open up your Carrier Home app and select the air monitor tile. In the air monitor screen, click the three dots on the upper right hand corner. Select device settings. Here you can change your device name.
How do I change the Wi-Fi® network my device is connected to?	Open up your Carrier Home app and select the air monitor tile. In the air monitor screen, click the three dots on the upper right hand corner. Select device settings. Here you can change your Wi-Fi connection settings.
How do I reference my device firmware or MAC ID?	Open up your Carrier Home app and select the air monitor tile. In the air monitor screen, click the three dots on the upper right hand corner. Select device settings. Here you will see a read out of the firmware and MAC ID. Additionally, you can find your MAC ID on the bottom of your air monitor unit.
How do I turn on/off the LED light on my device?	Open up your Carrier Home app and select the air monitor tile. In the air monitor screen, click the three dots on the upper right hand corner. Select device settings. Here you will can adjust the LED light to be off or on.
How do I change the temperature read out from Fahrenheit to Celsius?	Open up your Carrier Home app and select the device that you want to connect to voice control. In the device screen, click the three dots on the upper right hand corner. Select device settings. Here you will can adjust the temperature read out to your desired preference.
How do I delete my device off my Carrier Home app?	Open up your Carrier Home app and select the device that you want to connect to voice control. In the device screen, click the three dots on the upper right hand corner. Select device settings. Here you will see a trash can symbol on the upper right hand corner. Click this to follow the prompts to delete a device.
How do I learn more about PM2.5, TVOC and Humidity read outs on my device?	On your Carrier Home app, you have the option at the bottom of the screen to “Read about” these indoor air quality categories. Simply click on the desired category, then click on the link at the bottom of the page. You can additionally find out more information by going to <a href="http://CarrierAtHome.com">CarrierAtHome.com</a> .
How do I learn more about my outdoor air quality?	In the Carrier Home app, your local outdoor air quality is being reported at the top of your main screen dashboard. This report will give you a live look into the quality of your outdoor air while additionally breaking down many categories that impact your air quality.
What should I be watching for with my air monitor?	Periodically check your air monitor and/or Carrier Home app to watch your indoor air quality trends. The Carrier Home app provides multi-view options of trend reports on your indoor air quality categories of PM2.5, TVOC, Humidity and Temperature.

Air Monitor FAQs

Question	Answer
Why is a light on the monitor blinking blue?	A light on the air monitor will blink blue when it loses the Wi-Fi connection. Check your Wi-Fi connection or restart your router.
What causes my LED light to change colors?	The changes in the LED light indicate a change in your air quality status at that point in time. Sensors within the LED monitor are constantly monitoring your air quality and reporting out changes in your space.
What do the different LED lights and levels mean?	Your air monitor will display four different categories of LED light indications. Green indicates your air quality is managed in that space. Yellow indicates you may have a small source or activity in the space that is generating particulates, odors or chemicals. Green and yellow LED lights are considered normal for most of the time. Orange indicates a medium source, activity or event nearby may be generating particulates, odors or chemicals. Red indicates a large source or event nearby may be generating particulates, odors or chemicals. Orange and red indications should be less common in frequency and duration. Watch and understand your home air quality trends to know best how to manage the air in your space if you see consistent poor air quality readings. You can find out more information about your air quality levels and the specific impacts and mitigation solutions in the Carrier Home app and at CarrierAtHome.com.
How do I factory reset my unit?	On the bottom of your air monitor, you will find a reset button. Press this button with a small pin-point object and hold for 10 seconds while the device is plugged into the wall.

**Air Monitor FAQs**

