



Turn to the experts

# AIR MONITOR TROUBLESHOOTING

Symptom	Check	Solution
The air monitor does not appear to be turned on.	Is there a power outage?	Confirm the power is on in your home. Unplug the air monitor, then plug it back into the wall outlet.
	Is the air purifier plugged in?	Make sure the plug is fully pushed into the outlet. Unplug the air monitor, then plug it back into the wall outlet.
	Is the power outlet working?	Plug the air monitor into a different power outlet. Unplug the air monitor, then plug it back into the wall outlet.
The app says I entered incorrect Wi-Fi® credentials.	Make sure you have entered the correct Wi-Fi password. If your wireless device has a "Caps Lock" function, make sure it is turned off.	Re-enter the password and double check all spellings, capitalizations and special characters.
The air monitor will not connect to Bluetooth®.	Make sure you are close to your air monitor when pairing your device.	Move closer to the air monitor to be in better range for pairing.
	Do you have Bluetooth enabled on your wireless device?	Open the settings on your device and turn on Bluetooth.
	Are you within the 10-minute pairing time for Bluetooth setup?	If you have exceeded the 10-minute setup time for Bluetooth pairing, unplug the air monitor from the wall outlet and plug it back in. If the above does not help, initiate a factory reset by pressing the reset button at the bottom of the device for 10 seconds while the air monitor is plugged into the wall outlet.
The air monitor will not connect to Wi-Fi.	Make sure your router and wireless device are both updated to the most recent software.	Check your router settings to ensure you are up-to-date with the latest version.
	Check the distance of your air monitor to your router.	Move your air monitor closer to your router to avoid distance issues or interference with other smart devices.
	Check the router settings for a 2.4 Ghz connection.	Carrier RMAM and RMAP products are supported by 2.4 GHz Wi-Fi.
	Does your router block certain smart devices?	Double check your router settings to make sure you can connect additional smart devices.
The Carrier Home app is not always updating information in the background mode.	Check Wi-Fi is connected and device is powered on. Check your wireless device settings to verify the app is running in the background to collect and monitor your air quality.	Turn on background updates, close the app completely and launch it again.
The Carrier Home app is running slowly and/or not working properly.	Make sure you have the latest version of the Carrier Home app.	Log into your app store and download the latest version of the mobile app.
Air monitor is blinking blue.	Check your Wi-Fi connection.	A blue blinking light indicates your device is not connected to Wi-Fi. Check your Wi-Fi connection or restart your router to connect the devices.
Air monitor changes LED color frequently or is stuck on one color.	Check your Carrier Home app to understand what air quality category is causing your air monitor color indication to change or remain stagnant in a specific level.	Learn more about the air quality categories in the Carrier Home app or at CarrierAtHome.com. Here you will be able to find out potential impacts and solutions to manage your air quality based off your air quality trends.

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HEALTHYHOMES

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