



uHoo Smart Air Monitor User Manual

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uHoo Smart Air Monitor

A Smart Way to a Healthy Home and a Healthy You

Monitor nine air quality factors that affect health and well-being, with real-time insights, virus index, and smart home integration. See the air you breathe and create the perfect environment for a healthier way of life



Temperature



Humidity



Air Pressure



Carbon Dioxide



TVOC



PM2.5



Carbon Monoxide



Nitrogen Dioxide



Ozone



Virus Index™



Product Specifications

Dimensions	
Height:	161mm or 6.3 inches
Diameter:	85mm or 3.3 inches
Weight:	270g or 0.6lbs
Shipping Size:	25cm x 12.5cm x 8.2cm
Shipping Weight:	0.75 kg or 1.65 lbs
Security:	128-bit AES end-to-end encryption
Body Material:	ABS thermoplastic polymer
Processor:	32-bit ARM-based
Base Material:	Silicone rubber with stainless steel insert
User interfaces:	Native iOS and Android apps
Operating Temperature:	-10°C to 50°C (14°F to 122°F)
Certifications:	FCC, CE, PSE, TELEC, NTC, KC, REACH, RoHS, KSA
Operating Humidity:	0% to 100% non-condensing
Power Consumption:	900mW (normal operation) and 1.5W (data transmission)
Monitoring Frequency:	Real-time (minute by minute)
Status Indicator:	RGB LED

What's in the Box

- ① uHoo Smart Air Monitor ② Power adapter* ③ Micro USB cord



(Note: Country specific adapter will be supplied. For AU / NZ, a US or UK type adapter will be supplied)

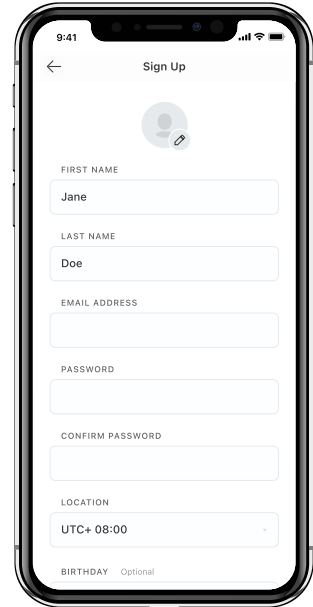
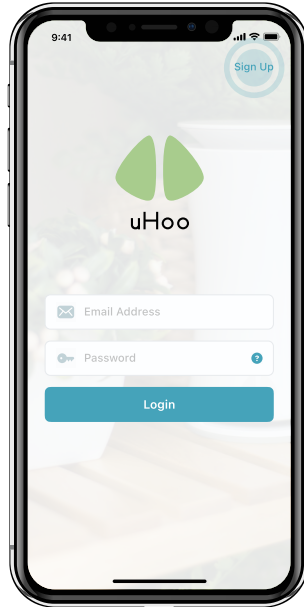
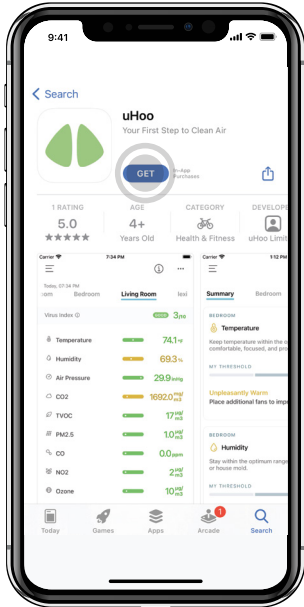
What You'll Need

- A smartphone with iOS 11 (64-bit devices) or Android 4.4 and versions above
- Power outlet - the uHoo Smart Air Monitor needs to be plugged in at all times
- The latest version of the uHoo App (downloaded from the App Store or Google Play Store)
- Your own uHoo account (Just tap the "Sign Up" button on the uHoo App to create your account)
- Wi-Fi network (802.11 b/g/n @ 2.4GHz) with WPA/WPA2-personal security. The ports that uHoo uses are ports 80, 443 and 8466. Please ensure that your Wi-Fi router is configured to allow connection via these ports.

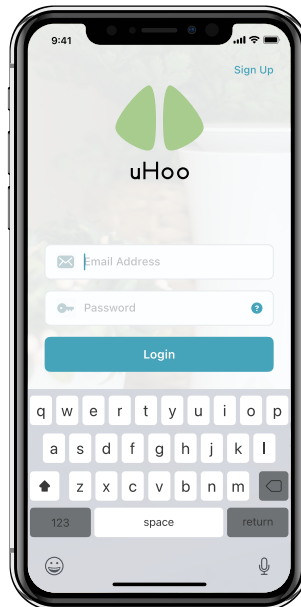
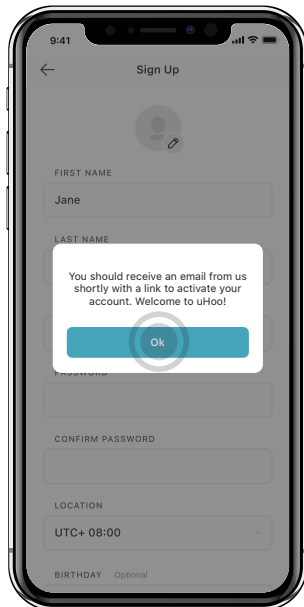
(Note: Dedicated 5GHz network is not supported)



Setting up your uHoo Account



- ① Download the “uHoo” app from the **App Store** or **Google Play Store**.
- ② Tap on the “Sign Up” button.
- ③ Fill out the required information.



- ④ You will receive an account activation email sent by **no-reply@getuhoo.com**, please check your spam folder in case it goes there.
- ⑤ Once you've verified your email address by clicking on the link in the email that you received, you would be able to log in to the uHoo app.

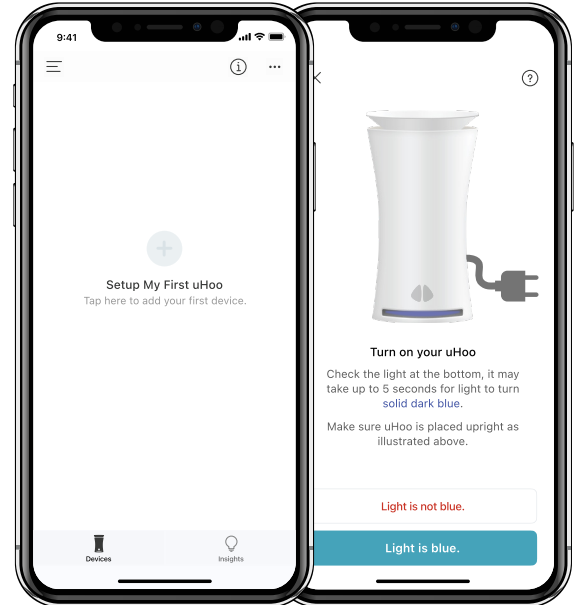
Setting up your uHoo Smart Air Monitor



- ① Plug in your uHoo to a wall outlet and place it in the room that you'd like to monitor. For ideal locations where to place your uHoo Smart Air Monitor, please refer to section on "Important Notes - Where to Place your uHoo"









- ② Prior to connecting the uHoo to your Wi-Fi network, please make sure to turn off your VPN connection and mobile data as the VPN and mobile data connections will interfere with the setup process and cause it to fail. You would also need to switch on Location Permissions on your mobile device. Location permission is needed so the app can detect the user's WiFi name and assist them in setting up the device. We do not gather any location data. This is needed primarily during the setup process. Once your uHoo app has connected to your network, you can switch off location permissions.



- ③ Tap on the "Setup My First uHoo" on the uHoo app and the app will guide you through the setup process.

During the setup process, you will notice the lights on your uHoo Smart Air Monitor change. The various colors of the light show the state of your device. The definition of each light color is listed below.

-  **Solid Blue** – Setup mode and is waiting to be connected to a Wi-Fi network
-  **Blinking Green** – Connecting to the Wi-Fi network stored in its memory
-  **Solid Green** – Connected to the Wi-Fi network and waiting for the Wi-Fi network to give it access to connect to the internet
-  **Flashing Light Blue and Red** – Connected to the internet and trying to connect to the uHoo Cloud
-  **Flashing Purple** – Downloading a firmware update and updating the firmware of your uHoo
-  **Light Switched Off** – uHoo is connected and now sensing the air

Important Notes

Placing your uHoo Smart Air Monitor

uHoo can work anywhere indoors. However, there are some best practices to take note of to ensure that you get the most accurate readings.



Place your uHoo on a table or shelf approximately 0.9 meters (~3 feet) to 1.8 meters (~6 feet) above the floor.



Keep your uHoo 5 to 10 centimeters (2 to 4 inches) away from any wall or structure.



Avoid placing the uHoo near devices and appliances that influence the air such as air conditioners, fans, heaters, televisions, stoves, ovens, and desktop or laptop computers as these will potentially affect the readings. Don't place your uHoo Smart Air Monitor beside an open window.



We recommend leaving your uHoo in the room where you spend most of your time in. This can be the bedroom, kid's room, living room, or kitchen.

Warmup and Auto-calibration

uHoo sensors need time to warm up after setup. This warm-up needs to be conducted only once.

The carbon dioxide (CO₂) sensor requires at least 48 hours of continuous and uninterrupted use for it to complete the warm up.

The VOC, nitrogen dioxide (NO₂) and ozone (O₃) sensors require at least 24 hours of continuous and uninterrupted use.

If the warm-up is interrupted (device disconnected from your Wi-Fi network, device turned off), the warm-up will restart from the beginning and will need another 48 hours or 24 hours, depending on which sensor.

During the warm-up period, the readings will fluctuate and you can ignore the data. Once the warm-up is completed, your readings will automatically adjust.

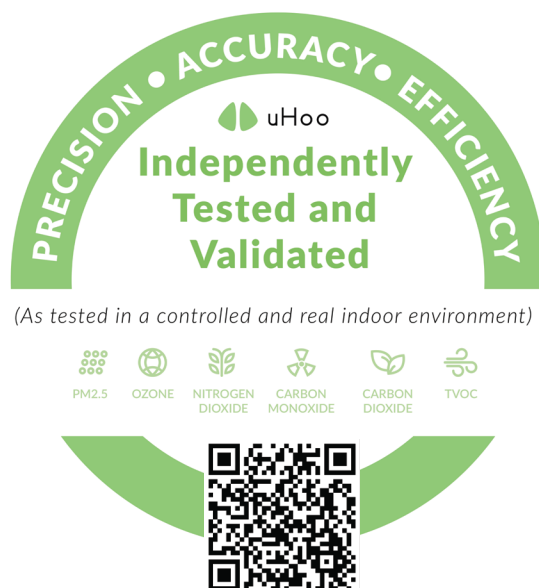
Your uHoo Smart Air Monitor device needs to be plugged into a power source and connected to your Wi-Fi network at all times.

uHoo regularly calibrates its sensors to ensure its long-term performance.

Powering off the device and moving it to a different location would interrupt the regular calibration cycle of the sensors and may affect the accuracy once you power it on. The device would need to go through a few calibration cycles to regain its accuracy after you power the device back on.

Performance of uHoo Sensors: Tested and Validated

We commit to satisfy our customers by delivering high quality products and solutions. The uHoo Smart Air Monitor is consistently among the top choices for indoor air quality monitoring and has been independently reviewed and validated for performance, accuracy, and efficiency. Scan the **QR code** to learn more.



Recommended for the detection of common indoor air pollutants in residential households



Troubleshooting

Issue

Setup process was interrupted.

Recommendations

Restart the process by resetting your uHoo. You may refer to this [link](#) for complete instructions to reset your uHoo.

My uHoo won't connect to my Wi-fi network.

There are several reasons why your uHoo cannot connect to your Wi-fi network:

- ① You may be connecting it to a dedicated 5GHz network. If you have a dual band router, connect your uHoo to the 2.4GHz or mixed 2.4/5GHz network.

(Note: Dual band routers also have load balancing features that may occasionally move your uHoo to the 5GHz network. If that happens, your uHoo will be disconnected from your network. To prevent that from happening, we recommend switching off the load balancing feature of your dual router.)

- ② Your internet connection is off. Make sure that your Wi-fi router is plugged in and your internet connection is working.
- ③ You inputted the wrong password to your Wi-fi network. Make sure that the password you type in when you connect the device to your network is correct. You can also verify your password by going to the settings app of your phone and use the "forget network" option under WiFi. That will let you type in your password once more to verify that you're typing the correct password for your WiFi network.
- ④ If your password is correct, please check if your WiFi network is set up using WEP or WPA2. If it is using WEP, please change your WiFi network to a WPA2 security. WPA2 is a much more secure network.

My uHoo was set up successfully but it does not show on my uHoo app.

If you were able to setup the device successfully but it didn't complete the linking to your account then it won't appear on your uHoo app. Please send us a request at support@getuhoo.com with your uHoo account email, a photo of the label found on the bottom of your device and purchase receipt so we can help you refresh your account for the device to appear.

Can't reset my uHoo after so many attempts and the yellow light won't stop flashing.

If you have tried resetting your uHoo device following the steps in the **link** provided and still see the yellow light flashing, you may have unintentionally bricked the device. This happens when the reset button is held before powering it on and keeping the button held as the device booted up.

Please send a request to **support@getuhoo.com** and attach a video of the light before plugging in the device and until 10 seconds after it was plugged in so we can determine if your uHoo device needs to be reprogrammed.

My uHoo device is blinking green light for a long time.

The blinking green light means that it is trying to connect to your network. Please unplug the device, wait for five seconds, then plug the device back in.

My uHoo reboots several times during the day.

It's possible that you may have Wi-Fi interference. Interference can happen regardless of the distance from the WiFi router. You may make adjustments to your router to lower the Wi-Fi interference. Read this **article** to help you manage Wi-Fi interference.

Can't integrate my uHoo with Google Assistant.

You can follow the **steps** here.

Google Assistant has minimum requirements for it to work on your phone. Check for the latest Google Assistant compatibility requirements before starting the integration with uHoo.



Get Support

For more detailed information about using your uHoo:
<https://getuhoo.com/support>

If you have any questions, please contact us at
support@getuhoo.com

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