



# **NanoApp™** Frequently Asked Questions

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## 1 What does the **NanoApp™** do?



The **NanoApp™** shows the status of all of your CarbonNano detector transmitters.

The CarbonNano detector transmitters send regular monitoring updates and also alarms.

When the icons are stable, they will show the monitoring information received from the last regular update message.

When an alarm condition is sent, the icons will shake, and display the number of alarms seen.

Alarms are also sent as voice calls, SMS, voice over internet, Apple/Google notifications and emails, as chosen by you.

## 2 How do I download the **NanoApp™**?

- The **NanoApp™** is available from the Google Play Store for Android devices and the Apple Store for Apple devices.

## 3 How much does the App cost?

- The **NanoApp™** is free of charge.

## 4 How do I set up the App for my account?

- Easy, just go to the “Settings” menu which is the 3 lines in the top left corner; then enter your online username and password. Then click the “Refresh” icon.

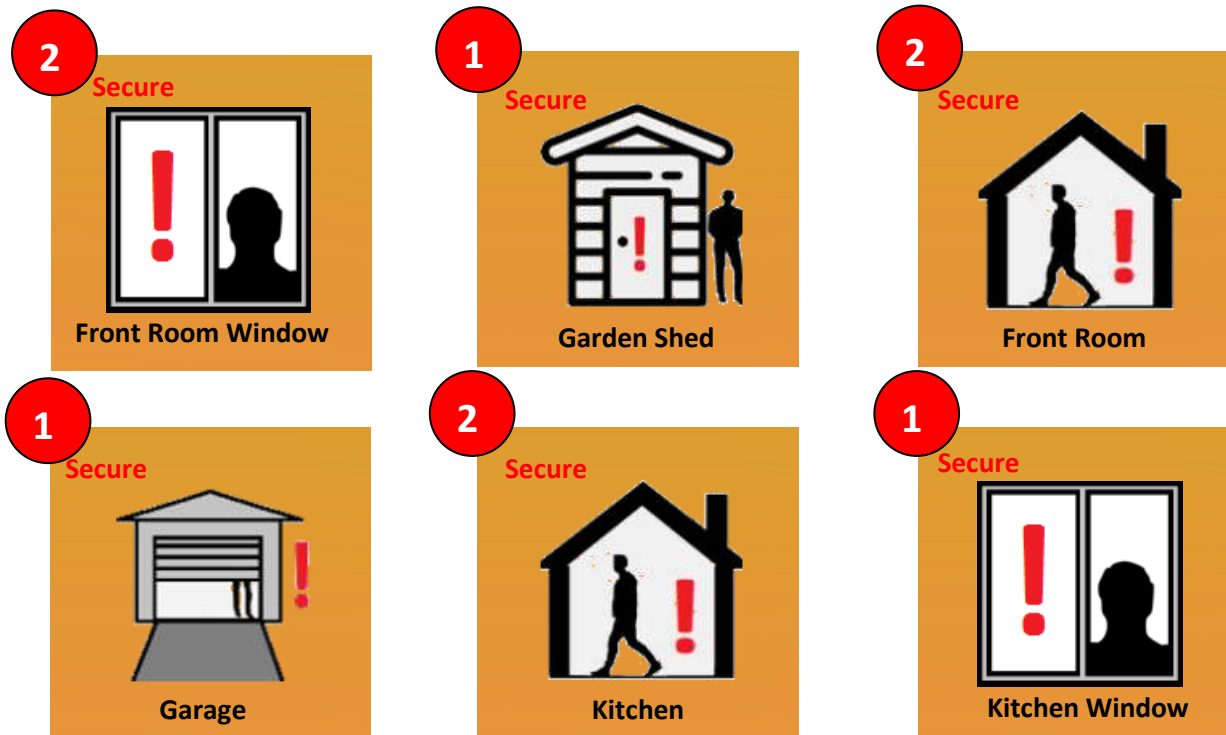
## 5 How do I stop notifications?

- Easy, just go to the “Settings” menu which is the 3 lines in the top left corner; then use the “Notifications” slider to switch notifications on or off.

## 6 What do the symbols mean?

### 6.1 For the NanoSecure™ product used as a Security Detector:-

- In your online account, you set the location of the NanoSecure™ (e.g. “Front Room Window”, “Garden Shed” etc.), and you also choose the picture icon that you wish to indicate an alarm this. Some examples are shown below:-

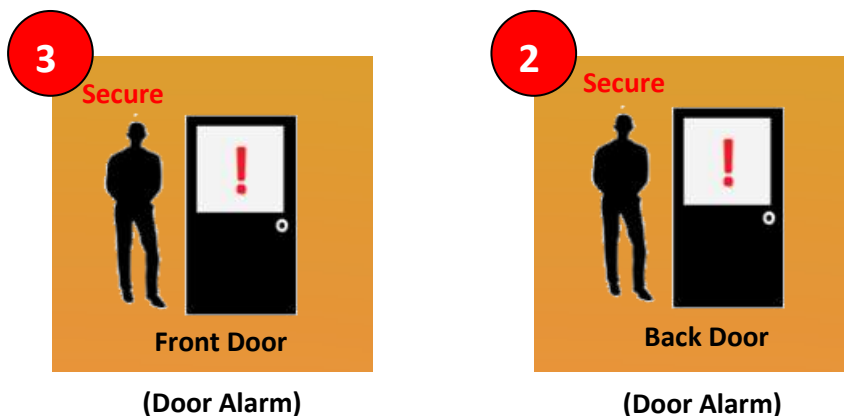


- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.
- In your online account, you also set the icon that you wish to use when there is no alarm. An example is shown below:-

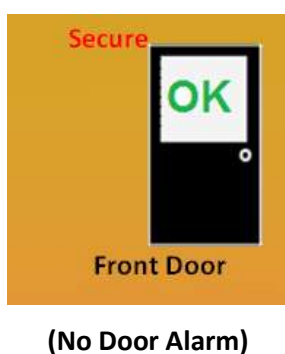


## 6.2 For the **NanoSecure™** product used as a Remote Doorbell:-

- In your online account, you set the location of the **NanoSecure™** (e.g. “Front Door”, “Back Door” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.
- In your online account, you also set the icon that you wish to use when there is no alarm. An example is shown below:-



### 6.3 For the NanoSecure™ product used as a People Monitor:-

- For people monitoring, there are different methods you can use to set alarms from your online account:-
  - Set up a “time & day pattern”. For example, your elderly relative Auntie Edith always goes to bed between 8.00pm and 9.00pm Monday to Friday, but usually 9.00pm to 10.00pm at the weekend. If the bedroom sensor does not detect movement within these times, then send an alarm.
  - Or, set up to send an alarm if no motion has been detected for the previous say 1 hour; if perhaps the person spends the majority of their time in perhaps a single room.
- In your online account, you set the location of the NanoSecure™ (e.g. “Bedroom”, “Kitchen” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Person Alarm)



(Person Alarm)

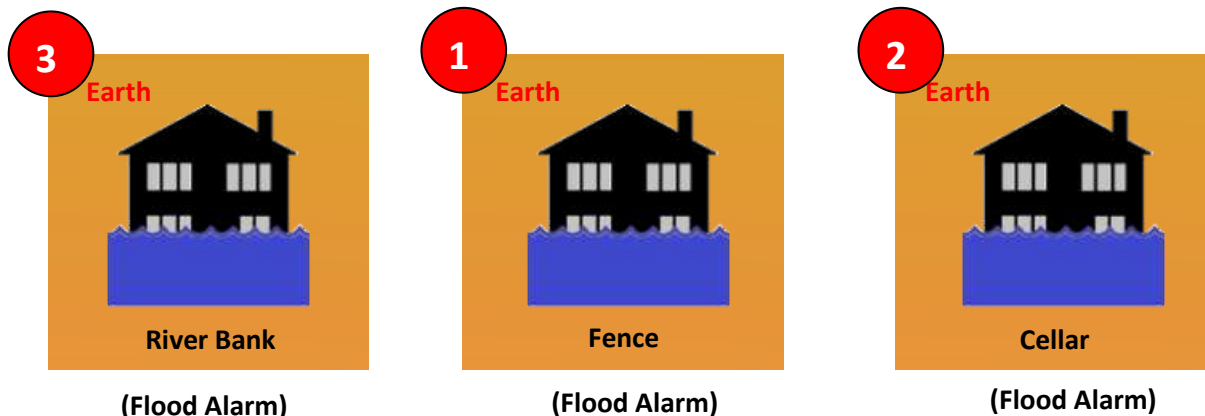
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.
- In your online account, you also set the icon that you wish to use when there is no alarm. An example is shown below:-



(No Person Alarm)

## 6.4 For the **NanoH20™** product used as a Flood Monitor:-

- For flood monitoring, it is NOT necessary to set up “minimum” and “maximum” limits, the flood alarm will trigger when there is direct contact with water. Therefore, when it is raining or the ground is wet, the alarm will not trigger. However, the moisture content of the ground will still be measured.
- In your online account, you set the location of the **NanoH20™** (e.g. “River Bank”, “Fence”, “Cellar” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-

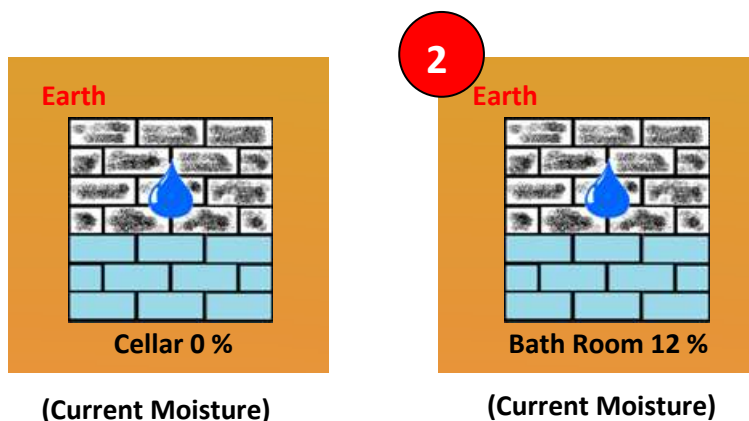


- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.
- In your online account, you also set the icon that you wish to use when there is no alarm. An example is shown below:-



## 6.5 For the **NanoH2O™** product used as a Damp Monitor:-

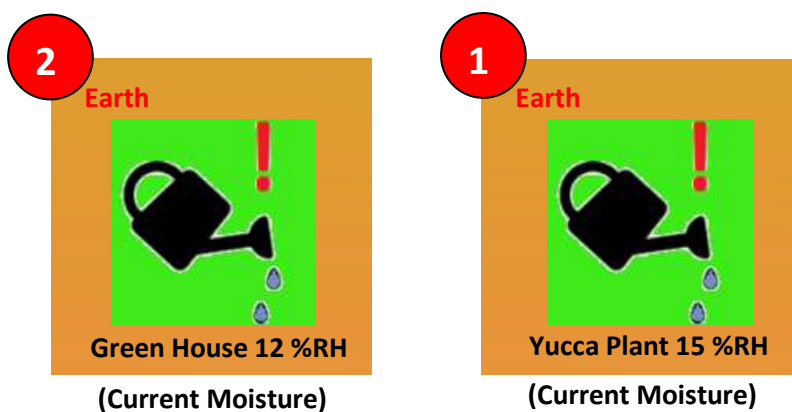
- For damp monitoring, it is necessary to set up maximum and/or minimum limits for the item you are monitoring from your online account. The Product Specification document for **NanoH2O™** provides some examples of the % moisture content for various materials:-
  - For example, for a brick or plaster wall a moisture content of 4% is considered as very damp, so you might want to set your maximum limit to say 3%.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoH2O™** (e.g. “Cellar”, “Bath Room” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in the red circle, and the moisture % level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Moisture % will be updated when a regular update message is sent from the **NanoH2O™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.6 For the **NanoH20™** product used as a Soil Moisture Monitor:-

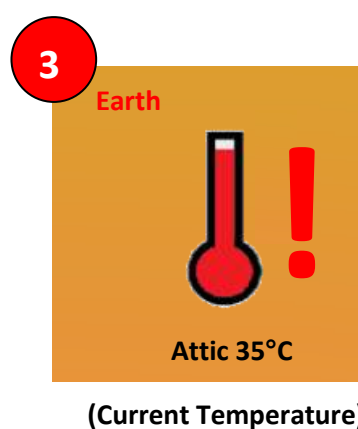
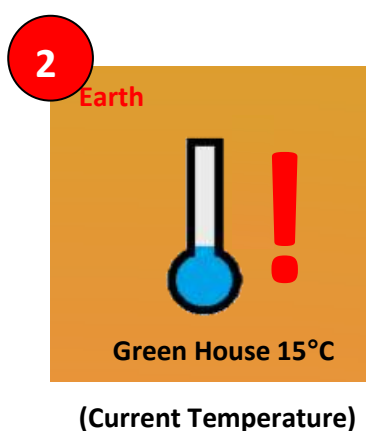
- For soil moisture monitoring, it is necessary to set up minimum and/or maximum limits for the item you are monitoring from your online account. The Product Specification document for **NanoH20™** provides some examples of the % moisture content for various materials.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoH20™** (e.g. “Green House”, “Yucca Plant” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in the red circle, and the moisture % level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Moisture % will be updated when a regular update message is sent from the **NanoH20™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.7 For the **NanoEarth™** product used as a Temperature Monitor:-

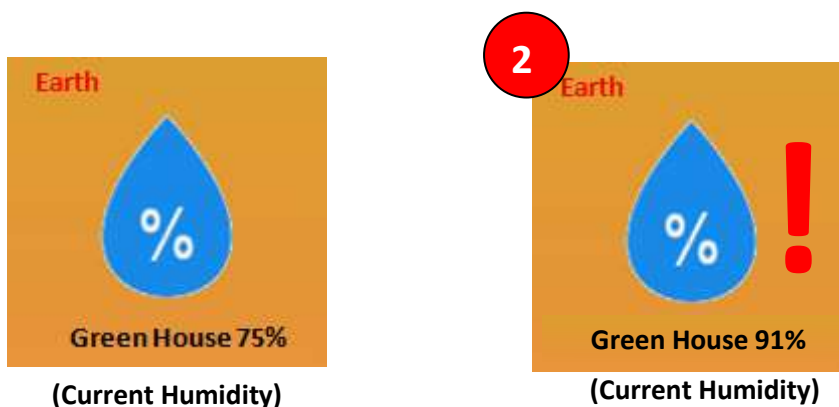
- For temperature monitoring, it is necessary to set up “minimum” and/or “maximum” limits for the item you are monitoring from your online account. For example, you want an alarm when your green house temperature falls below 15C and goes above 35C.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Green House”, “Attic” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the temperature °C level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Temperature °C will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.8 For the **NanoEarth™** product used as a Humidity Monitor:-

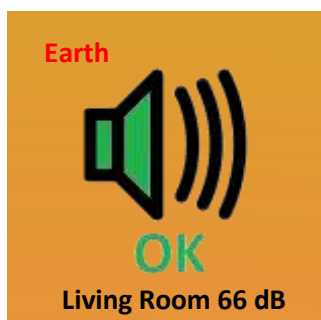
- For humidity monitoring, it is necessary to set up “minimum” and/or “maximum” limits for the item you are monitoring from your online account. For example, you want an alarm when your green house humidity falls below 50% and goes above 90%.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Green House” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and relative humidity % level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Humidity % will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.9 For the **NanoEarth™** product used as a Sound Level Monitor:-

- For sound level monitoring, it is necessary to set up “minimum” and “maximum” limits from your online account. For example, you want an alarm when your noisy neighbour rises above 80dB and you might want an alarm when there is perhaps not as much noise as you expected, say when it’s too quiet at less than 40dB.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Living Room” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current Sound Level)



(Current Sound Level)

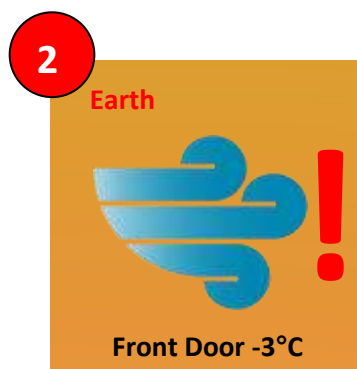
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the sound dB level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Sound Level dB will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.10 For the **NanoEarth™** product used as a Wind Chill monitor:-

- For Wind Chill level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the draught in your home reduces the normal air temperature by 2 degrees C.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Door” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current Wind Chill Level)

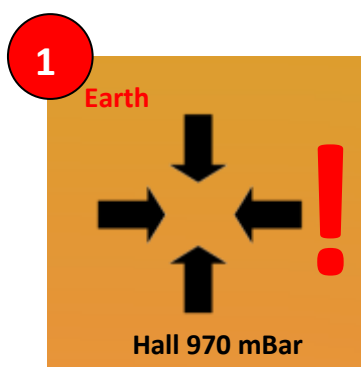


(Current Wind Chill Level)

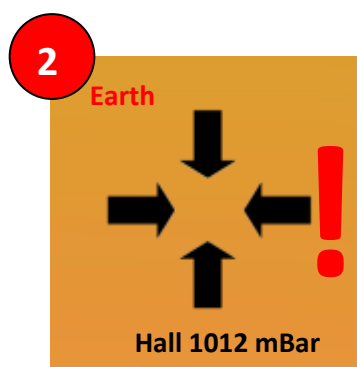
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the wind chill °C level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Wind Chill Level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.11 For the **NanoEarth™** product used as an Air Pressure monitor:-

- For Air Pressure level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the air pressure in your home reduces to a low value, indicating that rain is possibly on the way. Or perhaps you wish to have an alarm when the air pressure increases to a high value, indicating that fair weather is looming.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Hall” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current Air Pressure)



(Current Air Pressure)

- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the air pressure milliBar level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Air Pressure milliBar level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.12 For the **NanoEarth™** product used as an Ambient Light monitor:-

- For Ambient Light level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the light level in your greenhouse increases to a too high value, meaning that your exotic plants could be damaged. Or perhaps the light level is not enough from normal daylight (an overcast day), therefore you require some auxiliary lighting.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Hall” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current Ambient Lux)

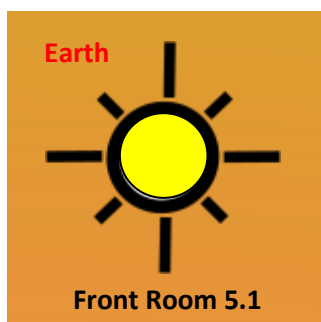


(Current Ambient Lux)

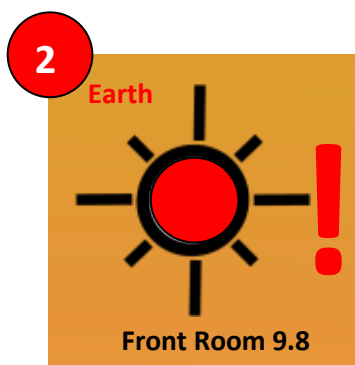
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the light Lux level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current Light Lux level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

### 6.13 For the **NanoEarth™** product used as an UV Light monitor:-

- For UV Light level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the UV light level in your front room increases to a too high value, meaning that your sensitive skin requires the application of a sun block before you go out. Or perhaps your antique furniture or paintings are susceptible to UV light and you wish to monitor this.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Window” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current UV Index)

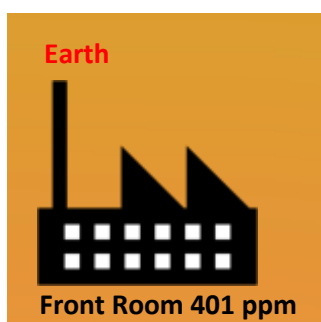


(Current UV Index)

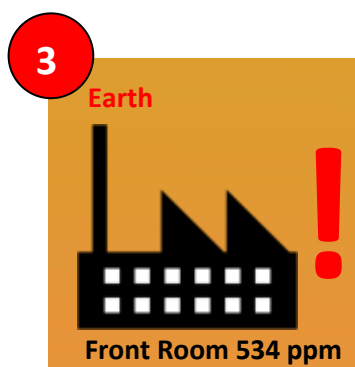
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the UV Index level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current UV Light index level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

### 6.13 For the **NanoEarth™** product used as a Carbon Dioxide monitor:-

- For Carbon Dioxide CO<sub>2</sub> level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the equivalent CO<sub>2</sub> level in your home increases to a too high value
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Window” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current CO<sub>2</sub> parts per million)

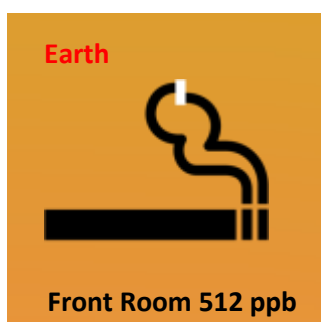


(Current CO<sub>2</sub> parts per million)

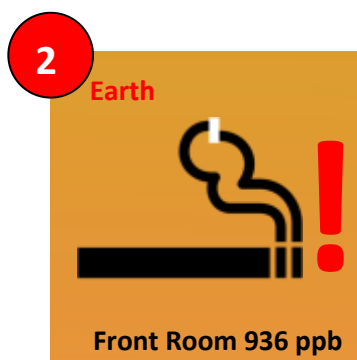
- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the equivalent CO<sub>2</sub> parts per million level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current equivalent CO<sub>2</sub> parts per million level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.14 For the **NanoEarth™** product used as a Volatile Compound monitor:-

- For Total Volatile Organic Compound (TVOC) level monitoring, it is necessary to set up “minimum” and/or “maximum” limits from your online account. For example, you want an alarm when the TVOC level in your home increases to a too high value.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Window” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



(Current TVOC Parts Per Billion)



(Current TVOC Parts Per Billion)

- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle, and the TVOC parts per billion level will be updated. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed. The current TVOC parts per billion level will be updated when a regular update message is sent from the **NanoEarth™** product.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.15 For the **NanoEarth™** product used as a Smoke/ Dust Particle monitor:-

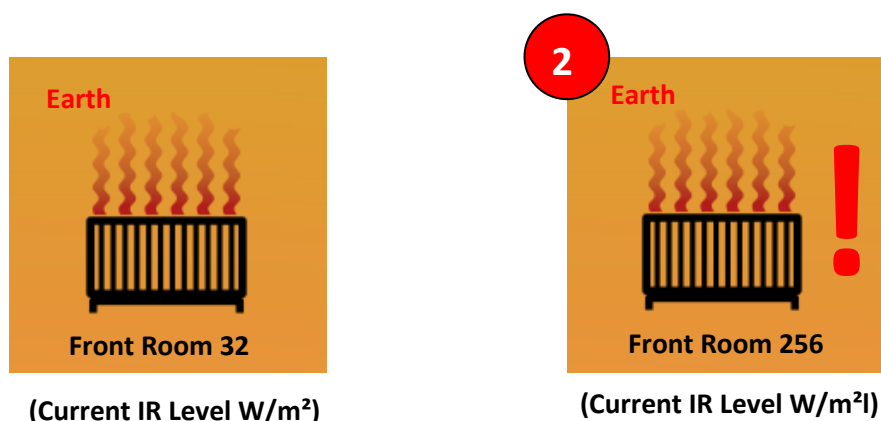
- For Smoke & Dust level monitoring, the Product is supplied pre-calibrated to detect smoke at an unsafe level that would indicate a fire. However, it is possible for you to set you own “maximum” and/or “minimum” limits lower than this “unsafe” level if you wish to, perhaps if you are wishing to monitor an unusually smoky atmosphere. These “maximum” and/or “minimum” limits are set up from your online account.
- The Product is must be positioned in a high place where smoke will accumulate, i.e. not at ground level but like a typical smoke alarm as close as possible to the ceiling.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Window” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.16 For the **NanoEarth™** product used as an Infra-Red Heat monitor:-

- For IR Heat level monitoring, the Product will measure the radiated heat energy in the form of Infra-Red light.
- It is possible for you to set you own “maximum” and/or “minimum” limits if you wish to, perhaps if you are wishing to monitor an unusually high source of IR Heat such as one of the latest Infra-red room heaters. These “maximum” and/or “minimum” limits are set up from your online account.
- The Product is must be positioned in a place close to the source of the Infra-Red heat, so that accurate measurements can be made and are not affected by the environment.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last.
- In your online account, you set the location of the **NanoEarth™** (e.g. “Front Window” etc.), and you also choose the picture icon that you wish to indicate this. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.17 For the **NanoCare™** product used as a Personal Alarm monitor:-

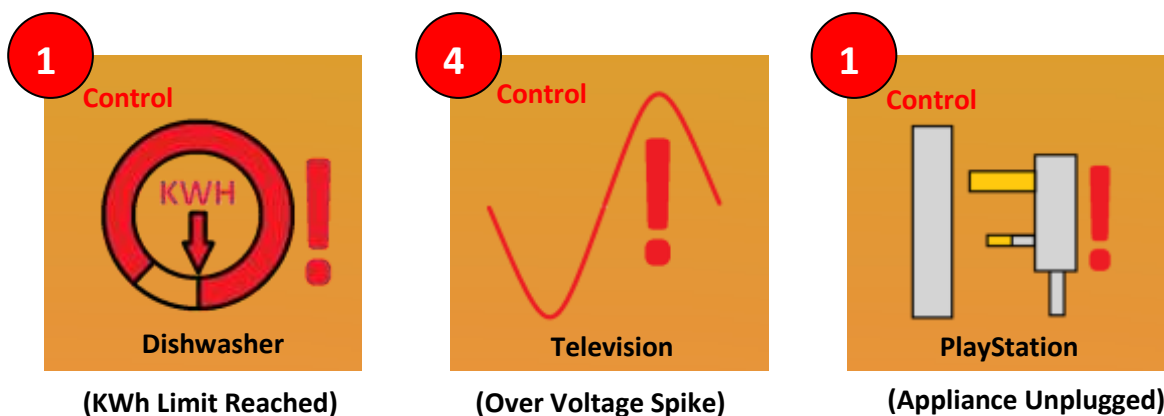
- For Personal Alarm monitoring, the Product will send an Alarm when the button is pressed, when the user falls over, or when the user moves close to the limit of the radio range. Regular update information can also be sent, such as battery life, radio range, movement etc.
- As the Product is designed for disabled people, feedback is provided by lights, sound and vibration to allow for deaf, dumb and blind users.
- The Product can be worn on the wrist like a watch or hanging from the neck on a lanyard.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.). Please bear in mind that the more frequent the update message, the less time the batteries will last, however the inbuilt solar cell helps to prolong the battery life.
- In your online account, you can set the name of the user of the **NanoCare™** (e.g. “Aunty Edith” etc.), and you also choose the picture icons that you wish to indicate alarms etc. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.

## 6.18 For the **NanoControl™** product used as an Appliance Energy monitor:-

- For electrical Appliance Energy monitoring, the Product will measure how much energy the connected Appliance is using (or generating) and also how long the Appliance has been switched on (or off). Regular update information can also be sent, such as voltage, current, energy used up to now etc.
- It is possible for you to set you own “maximum” and/or “minimum” limits if you wish to, perhaps if you are wishing to monitor a supposed AAA rating Fridge. Perhaps you wish to limit either how long the Tumble Dryer is used for, or how much energy the Dishwasher has used today.
- Alternatively, you may wish to restrict how long the kids are playing the PS4, if the Product switches off the PS4 and the kids plug it back into some other mains socket, and Alarm can be sent. These “maximum” and/or “minimum” limits are set up from your online account.
- The Product simply plugs into a mains socket and the Appliance plugs into the Product. The Appliance can be remotely switched on or off by you via your phone, tablet or computer; or, by the action of another CarbonNano product, such as switching on the lights when the Security Monitor detects an intruder.
- Alarms will be sent when they occur, however you will also need to setup how frequently you require “update” messages to be sent (e.g. hourly, daily etc.).
- In your online account, you can set the name of the user of the Appliance connected to the **NanoControl™** (e.g. “Fridge”, “Dishwasher” etc.), and you also choose the picture icons that you wish to indicate alarms etc. Some examples are shown below:-



- When the alarms are triggered, the icons will “shake” left and right, and also the number of triggers is displayed in a red circle. Phone calls, texts or emails will also be sent as configured.
- When the alarms are NOT triggered, the icons will be stable and no red circle is displayed.
- Historical and Trend data with any limits that have been set are available to view in the online account, or in the App.