Change offline reset interval

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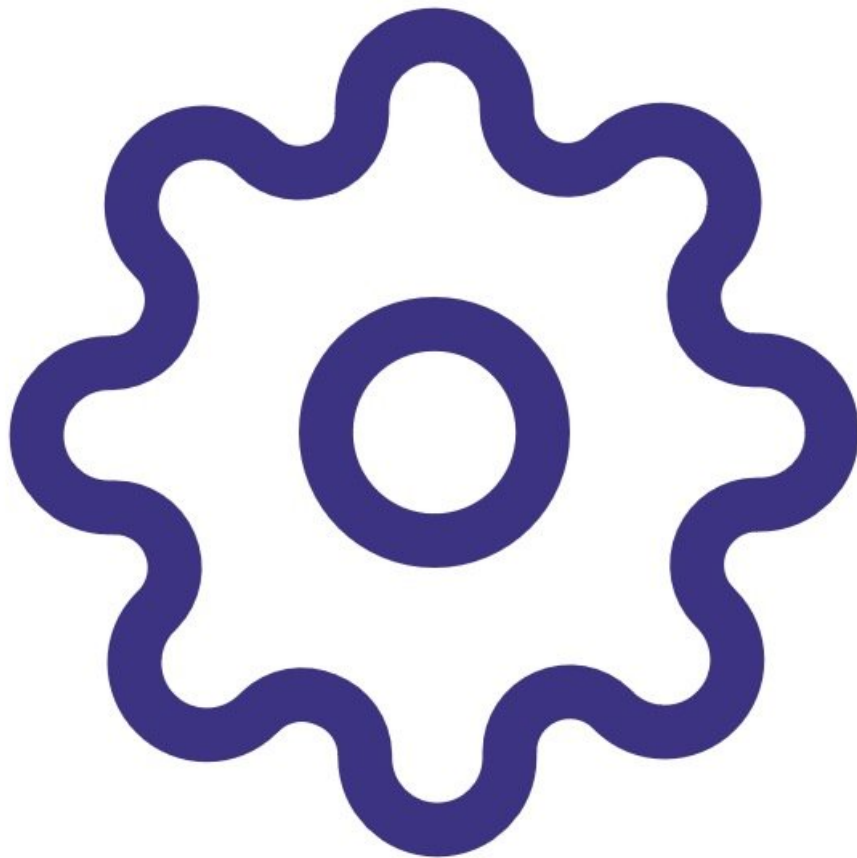
INTRODUCTION

A poor internet connection or intermittent power supply can trigger the AQY 1 to perform an automatic offline reset. If the underlying problem isn't fixed, the AQY continues to reset.

For older AQY 1 monitors, the default reset time is once per hour. This continual reset can cause gaps in the data and the premature failure of the SD card. To prevent this, we recommend you increase the offline reset interval on your AQY 1 from 1 hour to 24 hours.
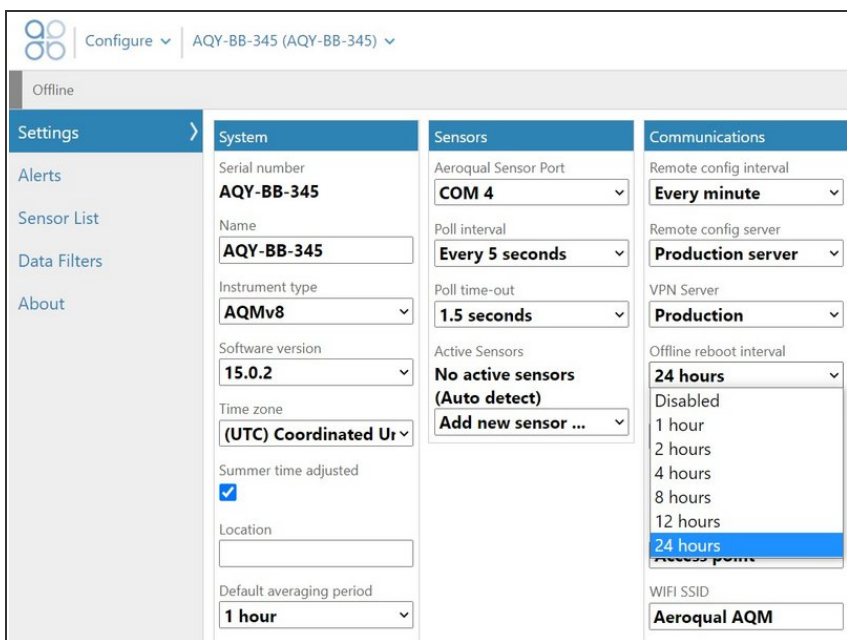
Note: You don't need to perform this task for AQY 1 monitors bought after October 2020 as they already come shipped with a default reset time of 24 hours.

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Step 1 — Enter Configure app
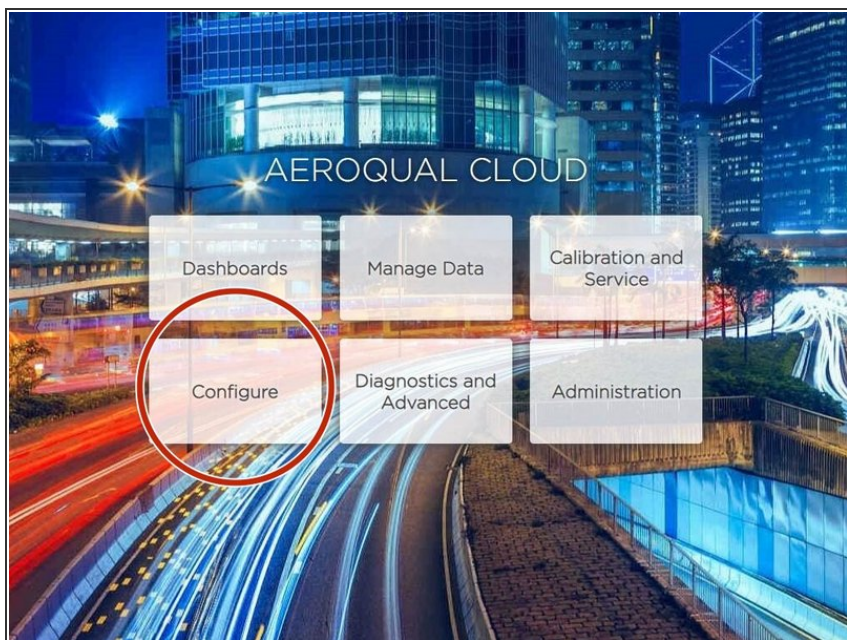
- From your Aeroqual Cloud or Aeroqual Connect home screen, click **Configure**.

Step 2 — Change setting

- Select **Settings** in the side menu.

- From the **Offline reboot interval** drop-down in the **Communications** column, select **24 hours**.

For further support, contact [Technical Support](#).

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