



VisiblAir Cloud Portal

User Manual

Monitor sensor conditions, review trends, and act on alerts.

Updated July 2026

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About this manual

This manual explains how a standard user works with the VisiblAir cloud portal at <https://portal.visiblair.com/>. It covers the complete user journey: account access, adding sensors, understanding live information, configuring sensors, choosing visibility and location options, setting alerts, sharing access, using maps and graphs, exporting data, and resolving common problems.

Portal options vary by sensor model, installed modules, firmware, ownership, and deployment. The portal hides most controls that do not apply. If a control shown here is absent, first check the sensor model and your permission level.

Important: The portal reports environmental measurements; it does not provide medical advice or certify that a space is safe. Follow your organization's procedures and applicable public-health or occupational-safety guidance.

Conventions

- **Bold text** names a button, tab, field, or other control.
- XX:XX:XX:XX:XX:XX represents a sensor ID (MAC address).
- “Owner” means the account to which the sensor is assigned.
- “Shared user” or “delegate” means another account given access by the owner.
- A note marked **Model-dependent** applies only when the sensor reports the corresponding capability.

Quick start

1. Sign in at <https://portal.visiblair.com/>.
2. Open the account menu and choose **Add a new sensor**.
3. Enter the sensor ID, a useful description, and its timezone.
4. Find the sensor under **Online** or **Offline**.
5. Open the gear button to review **Basics**, **Visibility**, **Location**, **MQTT**, **Alerts**, and **Sharing**.
6. Save only after reviewing every changed field.

Account access

Sign in

1. Open <https://portal.visiblair.com/> in a current desktop or mobile browser.
2. Select **Français** or **English**.
3. Enter the email address associated with the account.
4. Enter the password and select **Sign in**.

The **Saved accounts** control asks a supported browser or password manager to supply stored credentials. It does not display passwords stored by the portal.

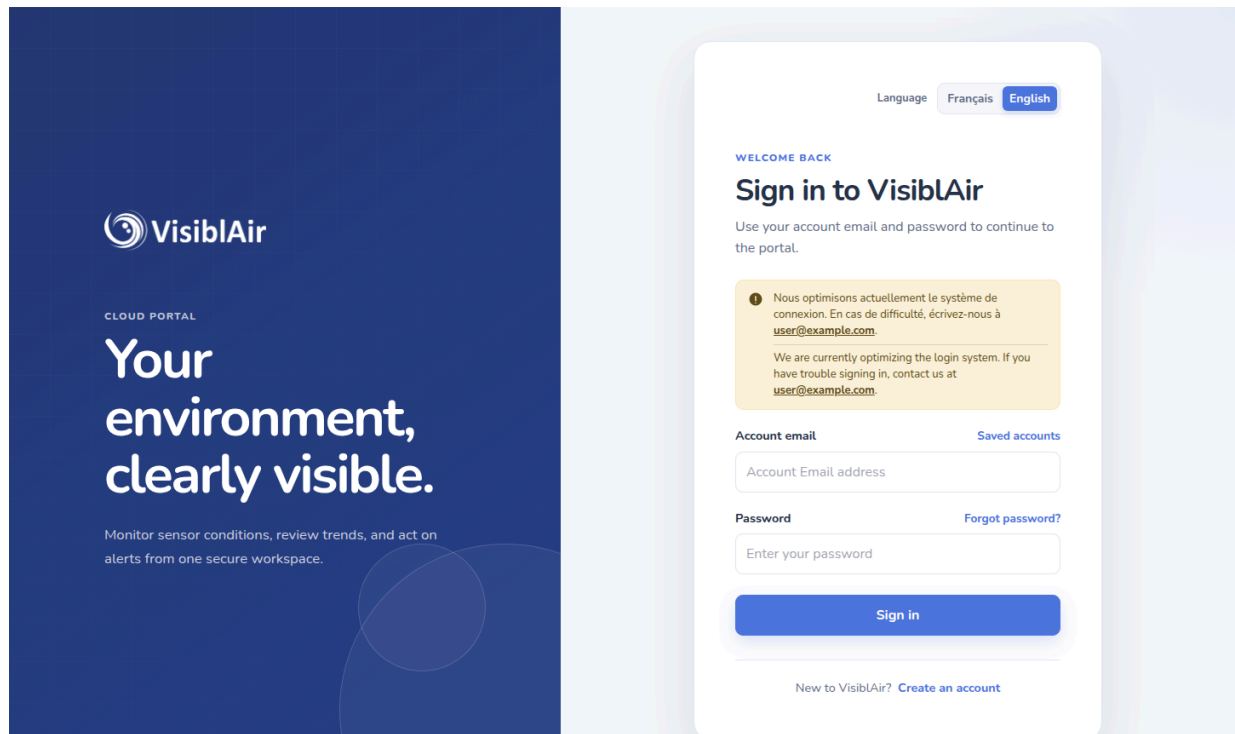


Figure 1: The VisiblAir sign-in page.

If sign-in succeeds, the portal opens the dashboard. If it fails, re-enter both fields, check Caps Lock, and confirm that the device has internet access. Do not repeatedly retry a suspended account; contact support at info@visiblair.com.

Create an account

1. On the sign-in page, select **Create an account**.
2. Enter the email address to use for the portal.
3. Submit the form.
4. Retrieve the temporary password sent by email, then sign in.
5. Change the temporary password from the account menu.

If the address already has an account, use **Forgot password?** instead. Check junk or quarantine folders before requesting another message.

Reset a forgotten password

1. Select **Forgot password?** on the sign-in page.
2. Enter the account email and submit the request.
3. Keep the page open and retrieve the confirmation code sent by email.
4. Enter the code. A replacement password is sent after confirmation.
5. Sign in and immediately choose a private password using **Change password**.

Never share a confirmation code or password with someone claiming to provide support.

Secure the account after first sign-in

After using a temporary or replacement password, change it immediately from the account menu. See **User menu and account settings** → **Change the password** for the complete procedure. Store the new password only in an approved password manager and sign out when using a shared computer.

Dashboard tour

The dashboard combines account controls, an optional map, status tabs, filtering, alerts, and one card per sensor.

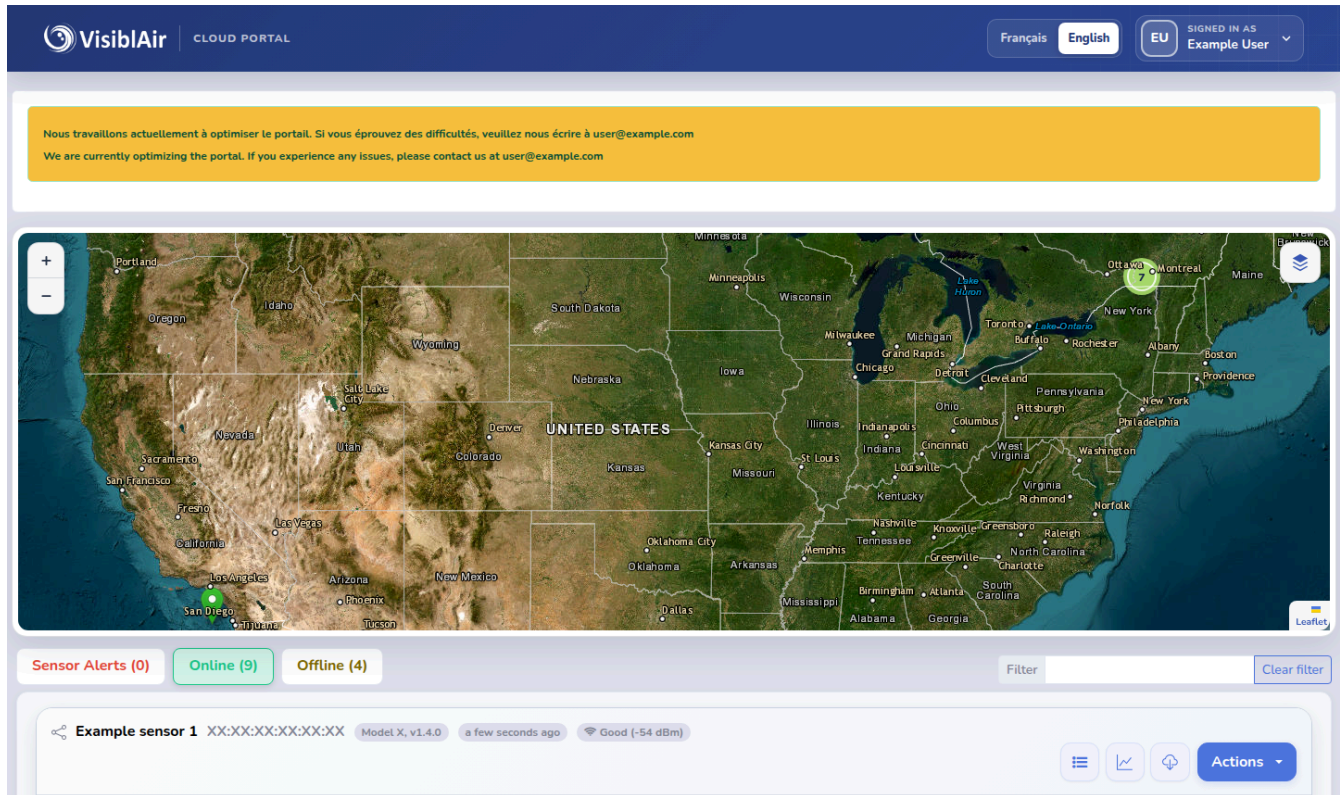


Figure 2: The dashboard in map-and-cards mode. Sensor IDs and personal information are replaced.

Header and account menu

Use **Français** and **English** to switch portal language. The account menu contains:

- **Add a new sensor** — assign another device to the account.
- **Configuration** — set account-wide portal preferences.
- **Change password** — update account credentials.
- **Logout** — end the portal session.

Status tabs

- **Sensor Alerts** shows active stored alerts and events. The count appears in the tab label.
- **Online** shows sensors that are currently reporting.
- **Offline** shows sensors whose latest report is too old to be considered online.

The counts summarize the current account view. A sensor can move between **Online** and **Offline** as the page refreshes. If account configuration hides offline sensors, the offline tab may not be available.

Filter sensors

Enter text in **Filter** to narrow the visible sensor cards. Use a sensor description, ID fragment, or supported tag text. Select **Clear filter** to restore the complete list. Filtering changes only what is displayed; it does not change sensor assignments or configuration.

Sensor card anatomy

The card header can contain:

- description and sensor ID;
- sensor model and firmware version;
- time since the latest sample;

- Wi-Fi, LTE, or wired-network status where reported;
- battery, external power, or battery-manager information where supported;
- a shared-access indicator;
- configuration, recent-reading, graph, download, and **Actions** controls.

The body displays only metrics supported by the sensor and enabled under **Visibility**. Meter colours provide a quick visual cue; use the numeric value and unit for interpretation. An offline message replaces live metrics when current data is unavailable.

3.4.1 Common metric groups

Group	Examples
Environment	temperature, relative humidity, barometric pressure, light, noise, wind
Gas	CO ₂ , VOC index, NO _x index, formaldehyde, RKI gas readings
Particulate matter	AQI and PM0.1 through PM10, depending on model
Power	battery, input and load voltage/current, controller and environment temperature

Card controls and Actions menu

Controls vary by model, status, and permission:

- **Configuration** (gear) opens all user-editable sensor settings.
- **Recent readings** opens the latest stored samples in a table.
- **Graphs** opens historical charts.
- **Download data** requests an emailed data export.
- **Get public view** creates or displays the public-view link and QR code.
- **Update the firmware** queues an update for a compatible online sensor.
- **CO₂ calibration** queues calibration for a compatible online sensor.
- **Reboot this sensor** requests a restart.
- **Factory reset** requests a destructive reset.
- **Delete this sensor** removes the sensor assignment from the account.

Actions that require contact with the device are normally hidden while it is offline. Shared users may also see fewer actions.

Add a sensor

Before you begin

Obtain the sensor ID printed on the device or supplied by the administrator. It normally has six hexadecimal pairs separated by colons, for example xx:xx:xx:xx:xx:xx. Also decide on a clear description and the sensor's local timezone.

The device must be eligible for assignment. Assignment can fail if it belongs to another owner, the identifier is incorrect, or the account has reached its sensor limit.

Assign the sensor

Figure 3: The add-sensor form.

1. Open the account menu and choose **Add a new sensor**.
2. Enter **Sensor UUID** exactly as supplied.
3. Enter a concise **Description**, such as “Warehouse – loading bay”. Avoid personal names or confidential location details.
4. Choose **TimeZone** for the physical sensor location. This affects timestamps and scheduled alert behaviour.
5. Submit the form and wait for confirmation.
6. Look under **Online** and **Offline**. A newly assigned device may appear offline until its next successful report.

If assignment fails, confirm every character of the ID, remove stray spaces, verify ownership with the administrator, and retry once. Contact support if the same valid ID continues to fail.

User menu and account settings

Open the user menu

Select the account control in the upper-right corner. It displays the signed-in account name and opens these actions:

- **Add a new sensor** — connect another device to the account.
- **Configuration** — manage dashboard, graph, report, and session preferences.
- **Change password** — replace the account password.
- **Logout** — end the current portal session.

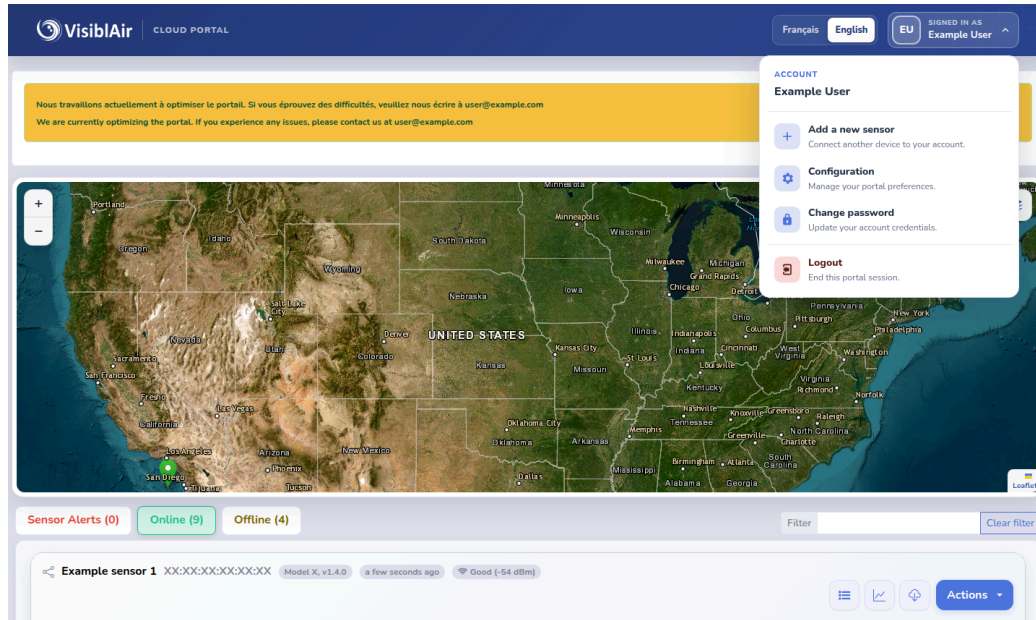


Figure 4: The user menu with its account-management actions.

The initials in the avatar and the displayed name identify the active account; they do not select a sensor. The current user portal does not provide a separate profile editor. If the account name or sign-in email must be corrected, contact your VisiblAir administrator or info@visiblair.com. Do not create a second account merely to correct account details.

The **Français** and **English** buttons beside the account menu change the portal interface language. They do not change sensor data, report recipients, or the sensor timezone.

Configure portal preferences

Open the account menu and choose **Configuration**. These preferences apply to the portal account, not to a single sensor.

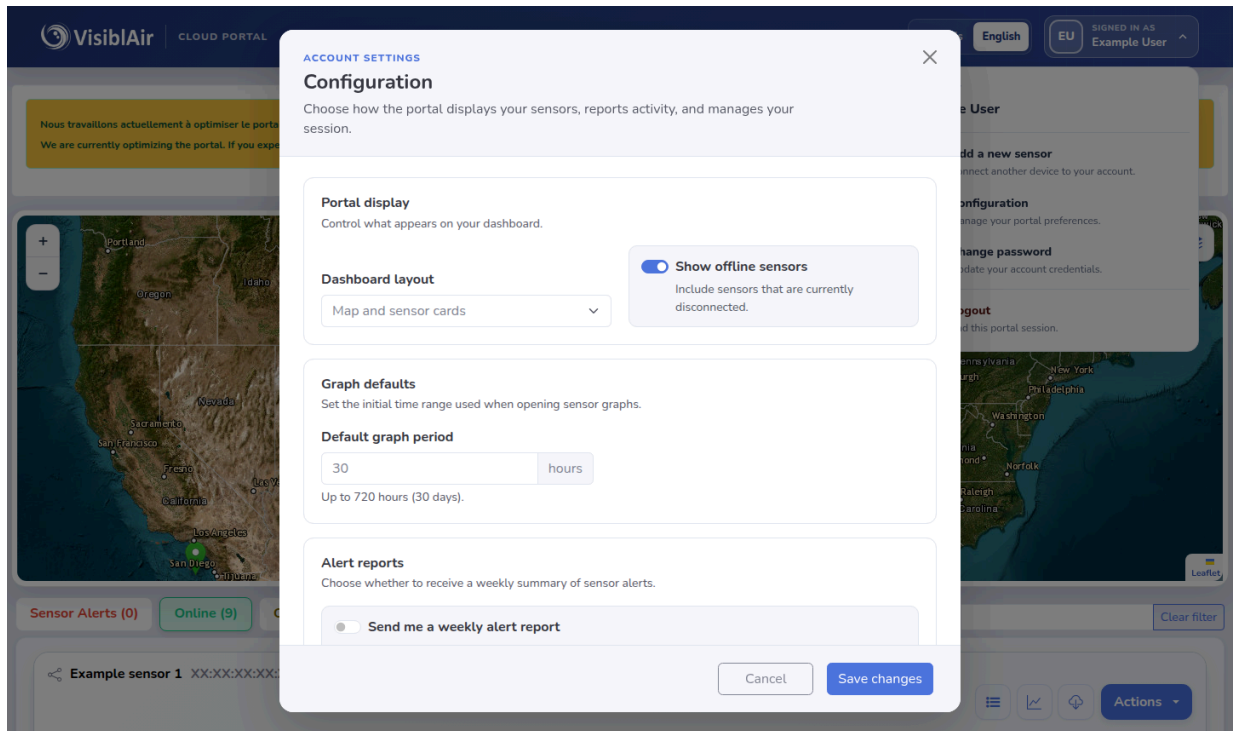


Figure 5: Account configuration in map-and-cards mode.

Setting	Effect
Default graph period	Default historical range in hours, up to 720 hours (30 days). Quick-range controls can temporarily select another period.
Automatic logout	When enabled, the login cookies expire after approximately 24 hours. When disabled, the browser can retain the session much longer. Always log out on shared devices.
Show offline sensors	Controls whether offline devices and the offline view are included.
Display mode	Cards only, Map only, or Map and cards.
Weekly event report	Enables a weekly event summary.
Extra report email	Optional additional recipient shown when weekly reports are enabled.

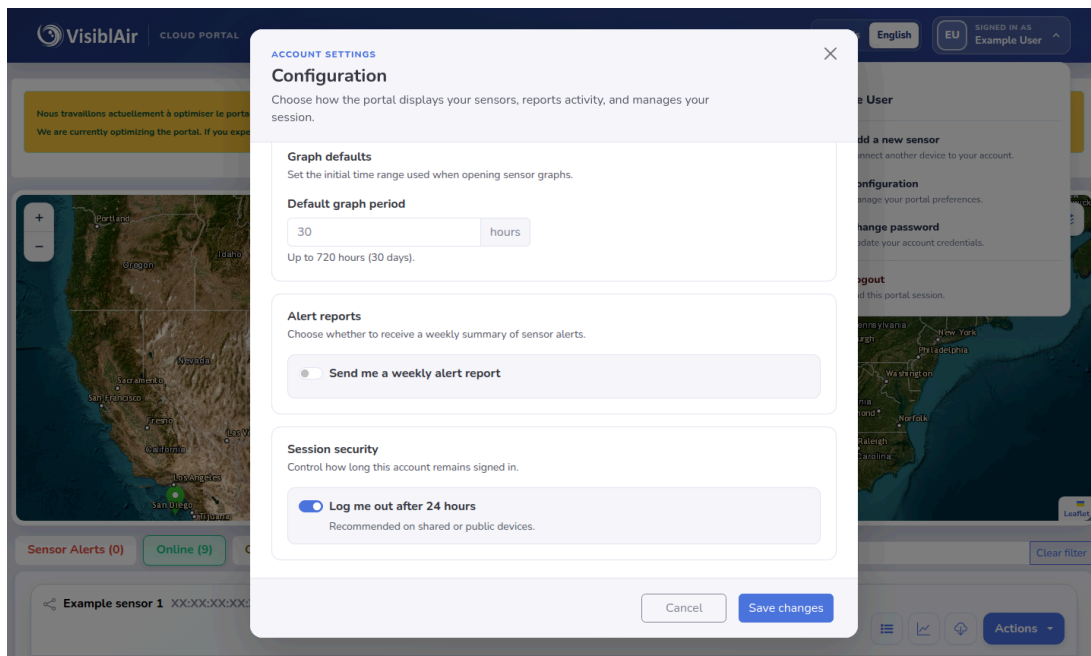


Figure 6: The lower account-configuration controls for alert reports and session security.

Select **Save changes** to apply all account preferences together. The dashboard reloads after a successful save. If saving fails, the dialog closes and the page reloads; reopen it and verify the retained values before retrying.

Choose **Cancel** or the close button to leave without intentionally saving. Because these are account-wide preferences, changing them can affect how every assigned or shared sensor appears for this user, but it does not change the sensors' own configuration.

Change the password

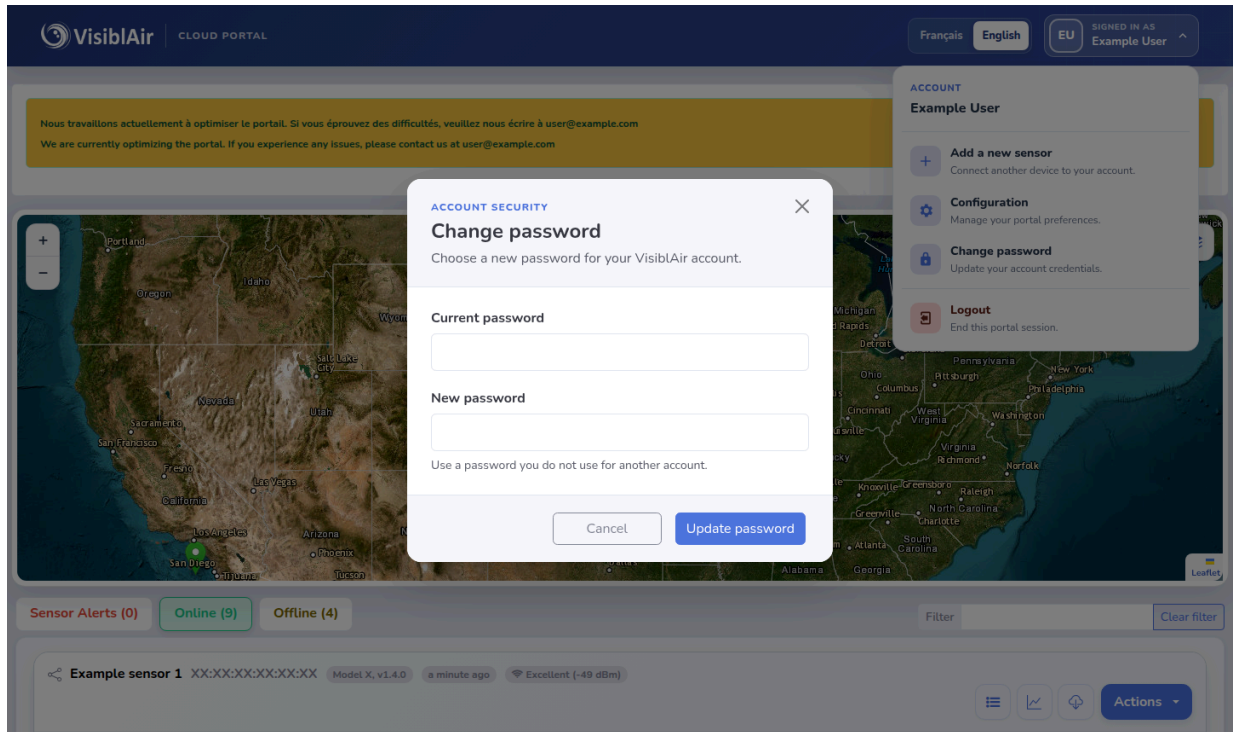


Figure 7: The password-change dialog. Both password fields are intentionally empty.

1. Open the user menu and choose **Change password**.
2. Enter the **Current password**.
3. Enter a **New password** that is not used for another account.
4. Select **Update password** once.
5. After the success confirmation, the portal signs the account out. Sign in again with the new password and update any approved password manager.

Both fields are required. The new password must differ from the current password. If the current password is rejected, re-enter it carefully or cancel and use **Forgot password?** from the sign-in page. Do not send either password to support.

Changing the account password does not change sensor ownership, sensor configuration, sharing permissions, MQTT credentials, or public-view links.

Log out

Open the user menu and choose **Logout**. Logout ends the current portal session and returns to the sign-in page. Use it before leaving a shared or public computer; closing the browser tab alone is not a substitute for signing out when a persistent session is enabled.

Configure a sensor

Select the gear button on the target sensor card. Confirm the description and masked sensor ID in the dialog header before editing. Owners can save configuration; restricted shared users may have a read-only view.

Caution: Save configuration submits values from every configuration tab, not only the visible tab. Review dependent fields before saving. An offline sensor may not apply device-side settings until it reconnects.

Basics

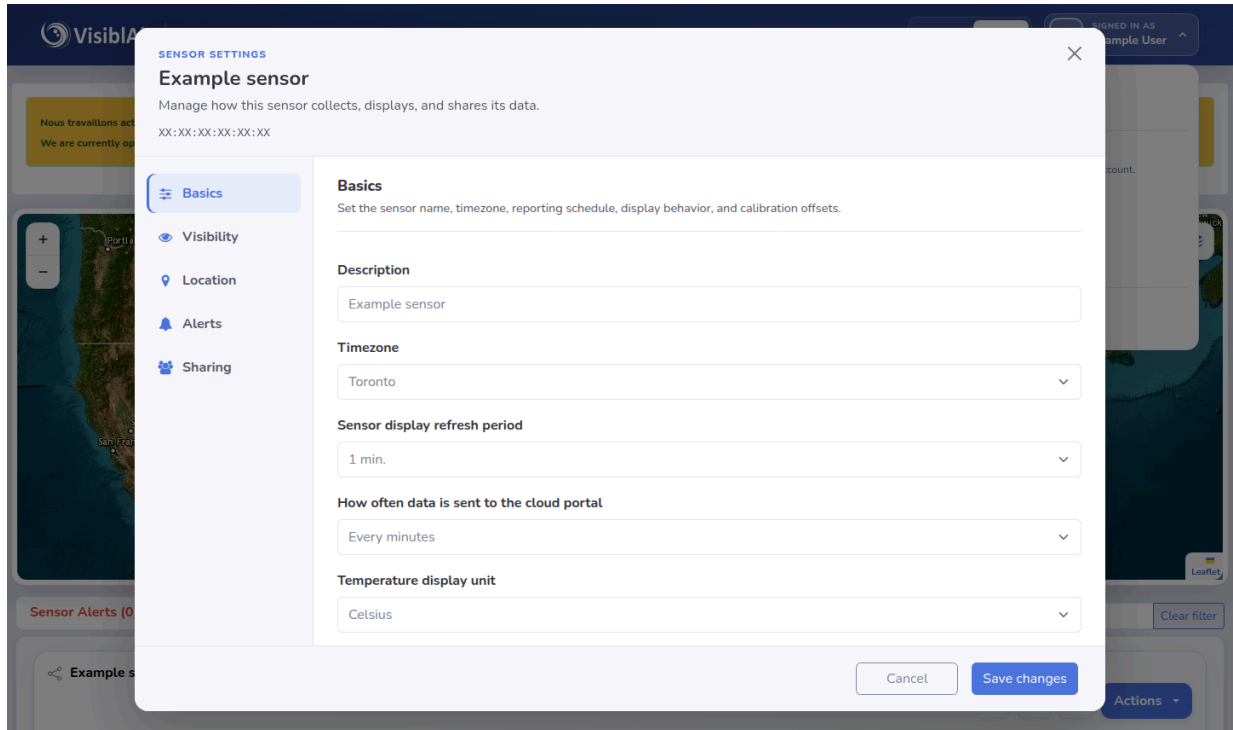


Figure 8: The Basics tab for an example CO₂, temperature, and humidity sensor.

6.1.1 Identity and time

- **Description** is the friendly name shown on cards, alerts, graphs, and exports.
- **Timezone** must match the sensor's physical location. It controls displayed and scheduled local time and daylight-saving behaviour.

6.1.2 Reporting and display

- **Sensor display refresh period** controls how often a compatible on-device screen refreshes.
- **Always-on mode** keeps a compatible display active when enabled and power conditions allow.
- **How often data is sent to the cloud portal** sets the sample/reporting cadence. Available values include 1, 2, 5, 10, and 15 minutes on supported models.
- **Temperature display unit** selects Celsius or Fahrenheit for compatible displays and portal presentation.
- **Minutes of inactivity before turning off the display** controls a supported display's sleep timeout.

A shorter report interval provides denser graphs but can increase network traffic and power use. After changing the interval, new history follows the new cadence; old samples retain their original timestamps.

6.1.3 Alerts, weather, and offsets

- **CO2 audible-alert threshold (ppm)** sets the sensor's local audible threshold. Set it to 0 to disable the audible alert where the UI states this behaviour.
- **CO2 offset**, **Temperature offset**, and **Humidity offset** apply corrections to their respective measurements. Change offsets only from a documented verification procedure.
- **CO2 calibration reference (ppm)** specifies the reference value used by calibration on compatible models.
- **Use cloud weather readings instead of sensor probes** substitutes weather data obtained using the configured location. A valid location is required.

Offsets and calibration are different: an offset adjusts reported values, while calibration changes the sensor's reference. Record the original value before changing either.

Visibility

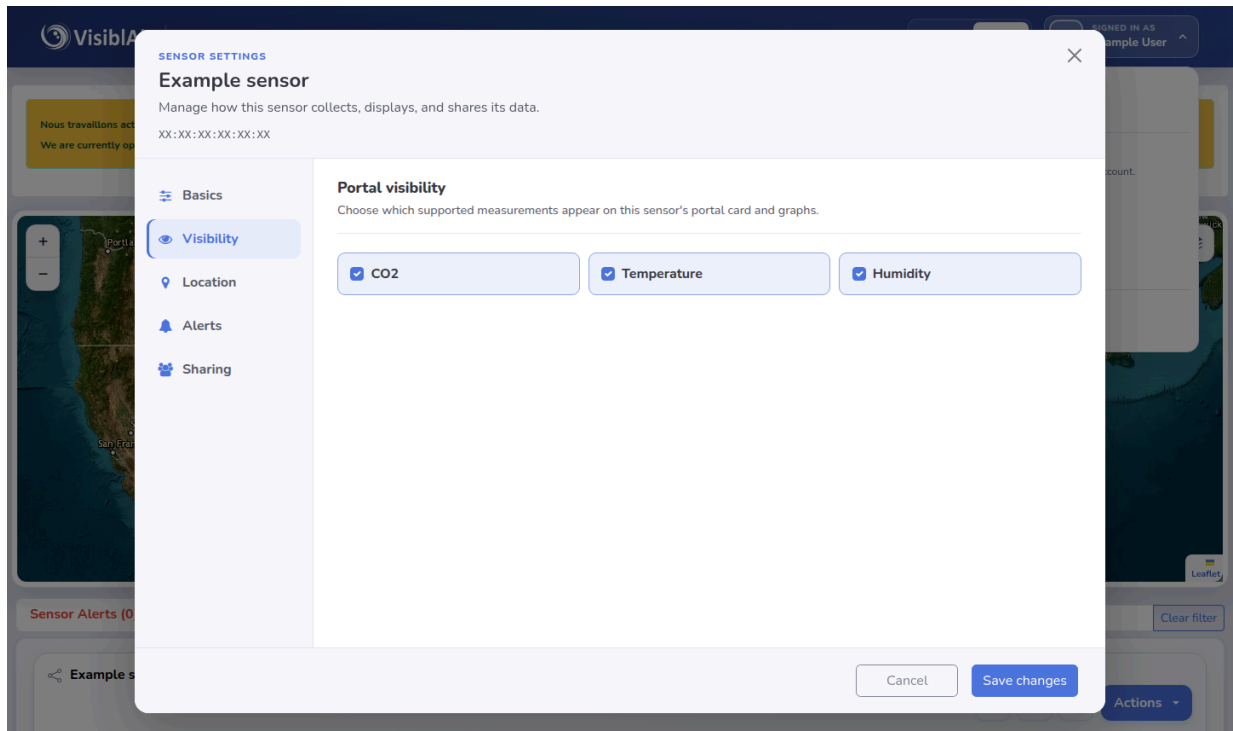


Figure 9: Visibility contains only measurements supported by this example sensor.

Visibility determines which supported readings appear in the owner portal and related views. The exact checklist is filtered by sensor capability and may include:

- CO₂, temperature, humidity, pressure, VOC, NO_x, formaldehyde, light, noise, and wind;
- PM0.1, PM0.3, PM0.5, PM1.0, PM2.5, PM4.0, PM5.0, and PM10;
- AQI with US, Canadian, European, Chinese, or Indian calculation method;
- RKI VOC, oxygen, carbon monoxide, methane, and hydrogen sulphide;
- battery-manager voltage, current, load/input values, and temperatures.

Clearing a metric hides it from presentation; it does not disable the physical sensing element or delete stored history. AQI availability depends on compatible particulate measurements. AQI is a derived index, and the selected national method changes its scale and categories.

Location and public map

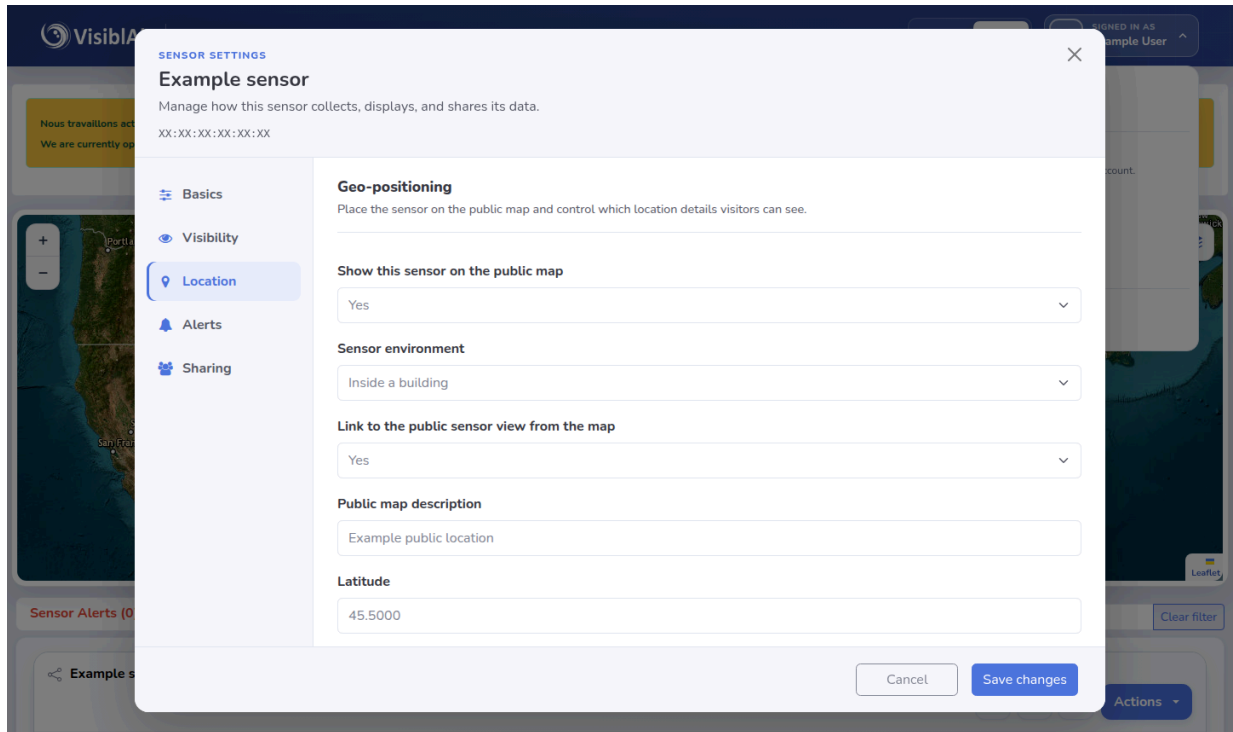


Figure 10: Location values are replaced with neutral examples.

Control	Meaning
Show this sensor on the public map	Publishes or removes the sensor's marker from the public map.
Sensor environment	Classifies the installation as indoor or outdoor where applicable.
Link to the public sensor view from the map	Allows map visitors to open the sensor's public detail page.
Public map description	Text shown publicly with the marker. Do not include personal or security-sensitive information.
Latitude / Longitude	Marker coordinates and the location used by location-dependent services.
Find me	Requests browser geolocation and fills the current location if permission is granted.

To position the sensor, enter decimal coordinates or select a point on the map. Confirm the marker before saving. For a public installation, consider using an approximate location if precise coordinates would expose private property, vulnerable equipment, or occupants.

Turning off public-map visibility removes public discovery but does not revoke a public-view link already shared. Treat map visibility, public-view access, and account sharing as separate controls.

MQTT

MQTT integration is exposed only for compatible sensor models and is intended for users who operate an MQTT broker. Available fields are **MQTT endpoint**, **MQTT port**, **MQTT username**, **MQTT password**, **MQTT certificate**, and **MQTT topic**.

Leaving the endpoint empty disables the dependent MQTT fields. Obtain connection details from the broker administrator. Prefer encrypted transport, a device-specific account, a narrowly scoped topic, and a certificate chain from a trusted source. Never place broker credentials in screenshots, tickets, or the public description.

After saving, verify delivery at the broker. An accepted portal save does not prove that DNS, certificates, firewall rules, credentials, or topic permissions are correct.

Alerts

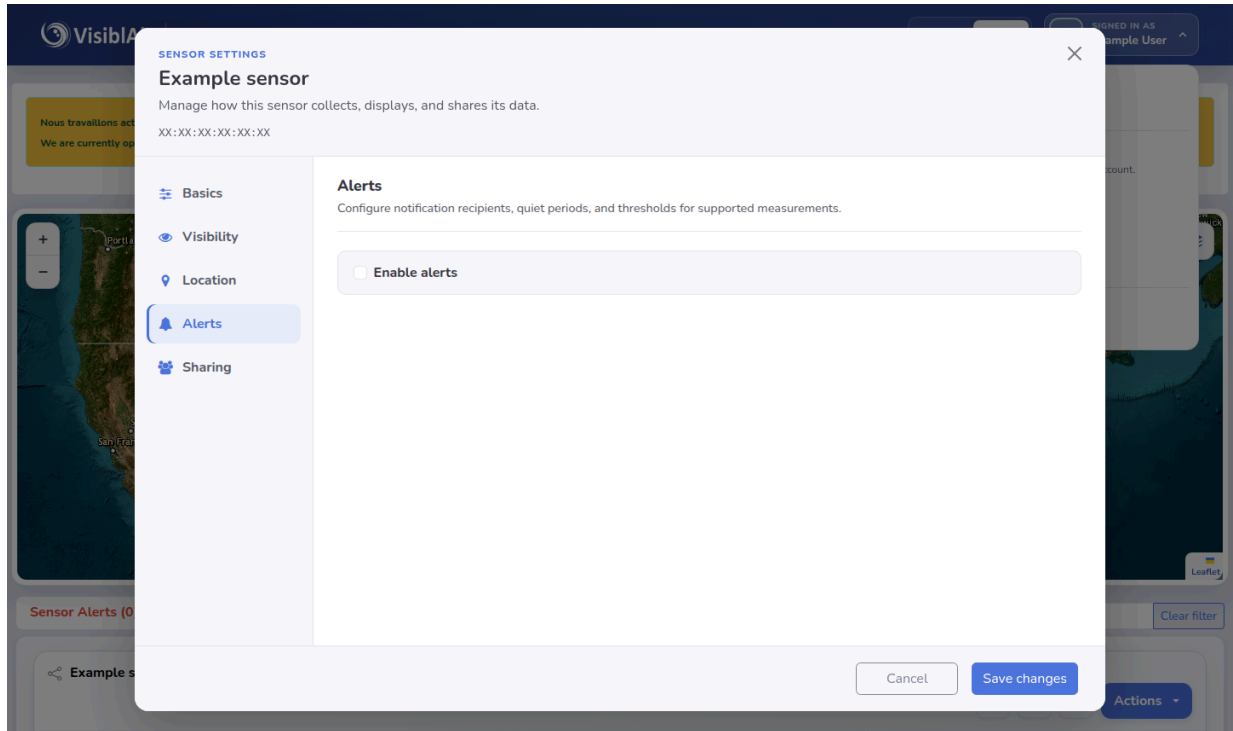


Figure 11: The Alerts tab with alerts disabled. Enabling alerts reveals the applicable options.

6.5.1 Delivery and timing

- **Enable alerts** is the master switch for the sensor's alert rules.
- **Send alerts to account e-mail** sends to the owner address.
- **Send alerts to other e-mails** enables a comma-delimited recipient list.
- BCC fields send copies without exposing those addresses to other recipients.
- **Cool-off period between alerts (minutes)** limits repeated notifications.
- Tier 2 options send a second notification when a condition remains active for the configured watch window.
- **Alert when sensor stops sending data for 15 minutes** reports loss of samples.
- **Alert on smoke/vape events** appears on compatible IPS models.

Use valid addresses and separate multiple addresses exactly as described by the interface. Long cool-off periods reduce repeated messages but can conceal repeated transitions; short periods can create excessive email.

6.5.2 Muted weekdays and false-positive controls

Select weekdays to suppress notifications for full local calendar days. The schedule uses the sensor timezone, so verify **Basics** → **Timezone** first.

For outdoor particulate sensors, the portal can pause PM alerts when fog is detected using dew point or when relative humidity exceeds a configured percentage. These controls reduce likely false positives but can also suppress real events during humid conditions.

6.5.3 Threshold rules

Up to ten rows can select a metric, a comparison condition, and a value. Available metrics depend on sensor capability. For each rule:

1. Choose the metric.
2. Choose the comparison, such as above or below.
3. Enter a numeric threshold in the unit shown for that metric.
4. Review recipients, cool-off, mute days, and the master switch.
5. Save the configuration.

Test new alert rules under controlled conditions when practical. Do not use email delivery as the only control for an immediate life-safety hazard.

Sharing

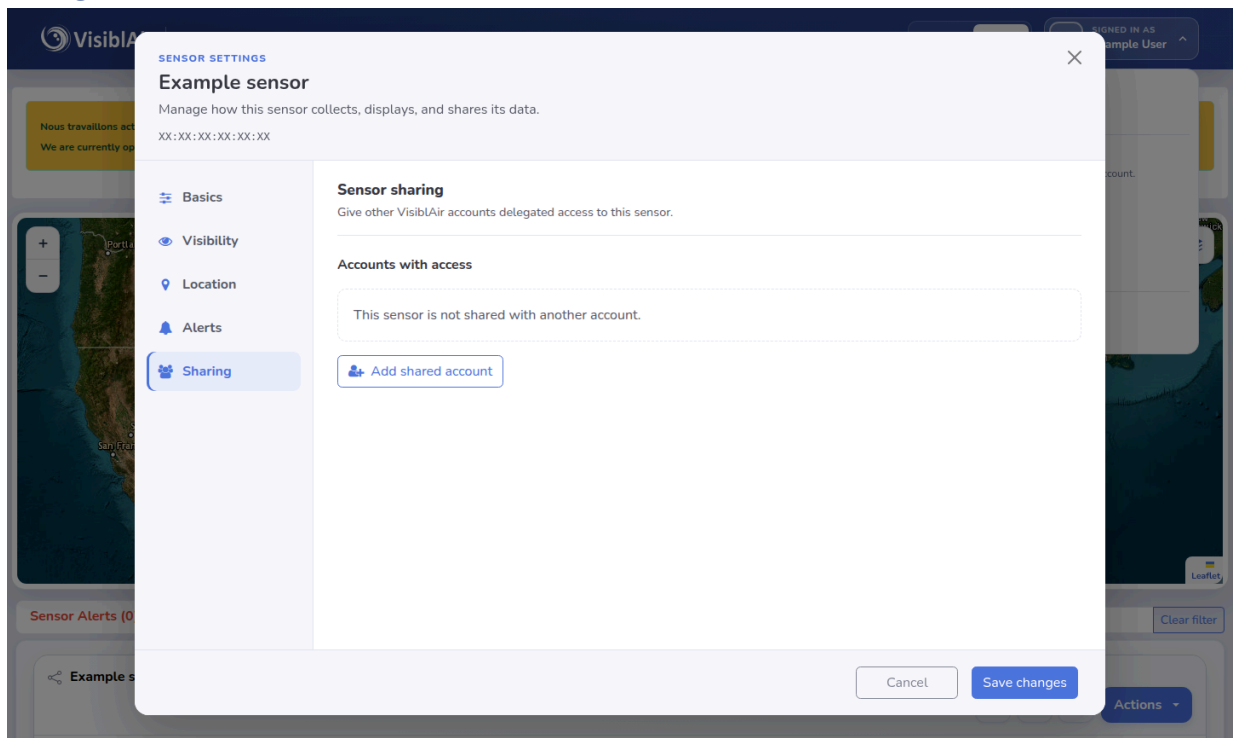


Figure 12: The Sharing tab for a sensor with no delegated accounts.

The **Sharing** tab lists accounts with delegated access.

6.6.1 Add a shared account

1. Select **Add shared account**.
2. Enter the other user's email address.
3. Confirm the share.
4. If the account does not exist, the portal may offer to create it and send onboarding email. Confirm the address before accepting.

The owner remains responsible for the sensor. A delegate's available controls depend on the permission returned by the portal; restricted users cannot save sensor settings. Review the list periodically and remove access that is no longer required.

Sharing an account is different from sharing a public link: account sharing requires sign-in and can provide more information.

Save and propagation

Select **Save configuration** only after reviewing every tab. A success message confirms that the portal accepted the configuration. Device-facing changes may remain pending until the sensor checks in. Verify the expected value after the next report.

If saving fails:

1. Keep a record of intended non-sensitive values.
2. Check numeric fields and required location values.
3. Confirm that the sensor is still assigned and that you have owner/full-access permission.
4. Reload the portal, reopen configuration, and check what was retained.
5. Retry once, then contact support with the time, browser, sensor model, and a masked sensor ID.

Public views and privacy

Choose **Actions** → **Get public view** to display a shareable URL and QR code. Anyone who obtains a functioning public link can access the information allowed by that view without signing in.

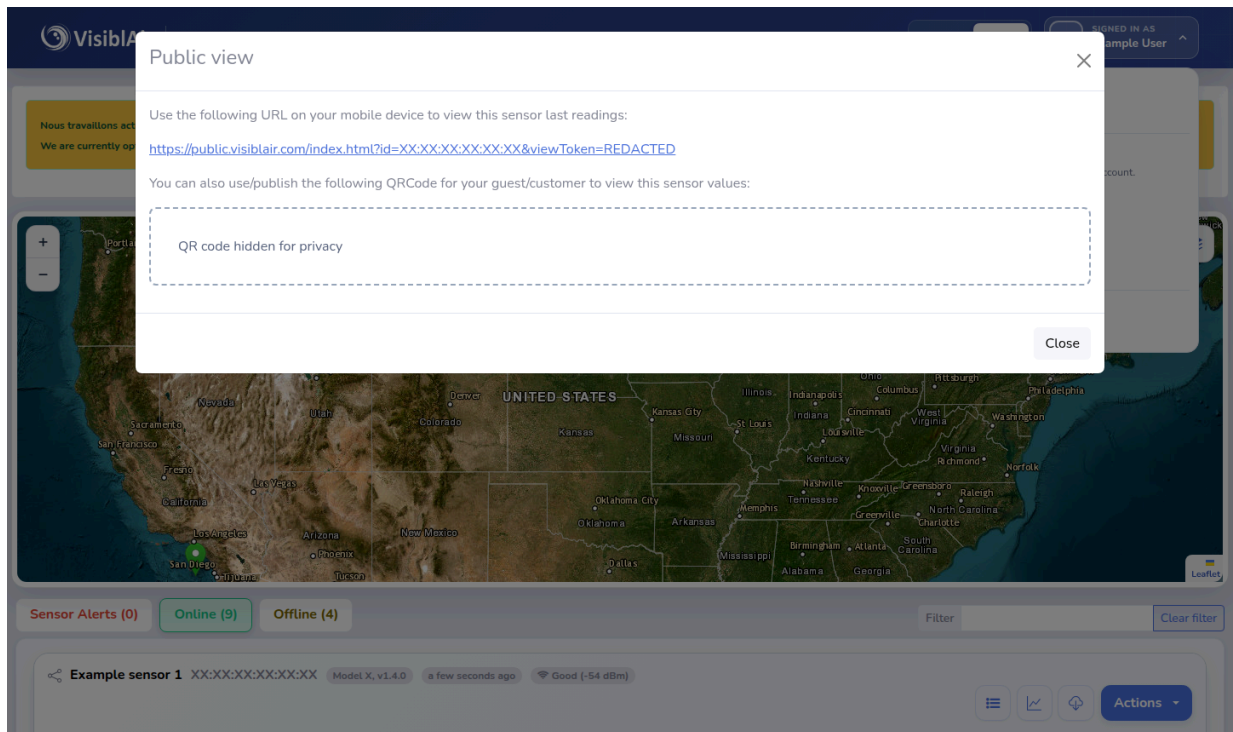


Figure 13: A public-view dialog with the sensor ID, token, and QR code intentionally replaced.

- Review **Visibility** before distributing the link.
- Review **Location** and its public description.
- Do not post the view token in tickets, source code, or public screenshots.
- If a link was disclosed unexpectedly, contact support about revocation or rotation; hiding the sensor from the public map is not necessarily the same as invalidating the link.

Public map inclusion, linking from the map, public-view content, and delegated account access are distinct choices. Use the least exposure that meets the need.

Maps

The account preference **Display mode** controls whether the dashboard shows cards, the map, or both. Public-map behaviour is controlled per sensor under **Location**.

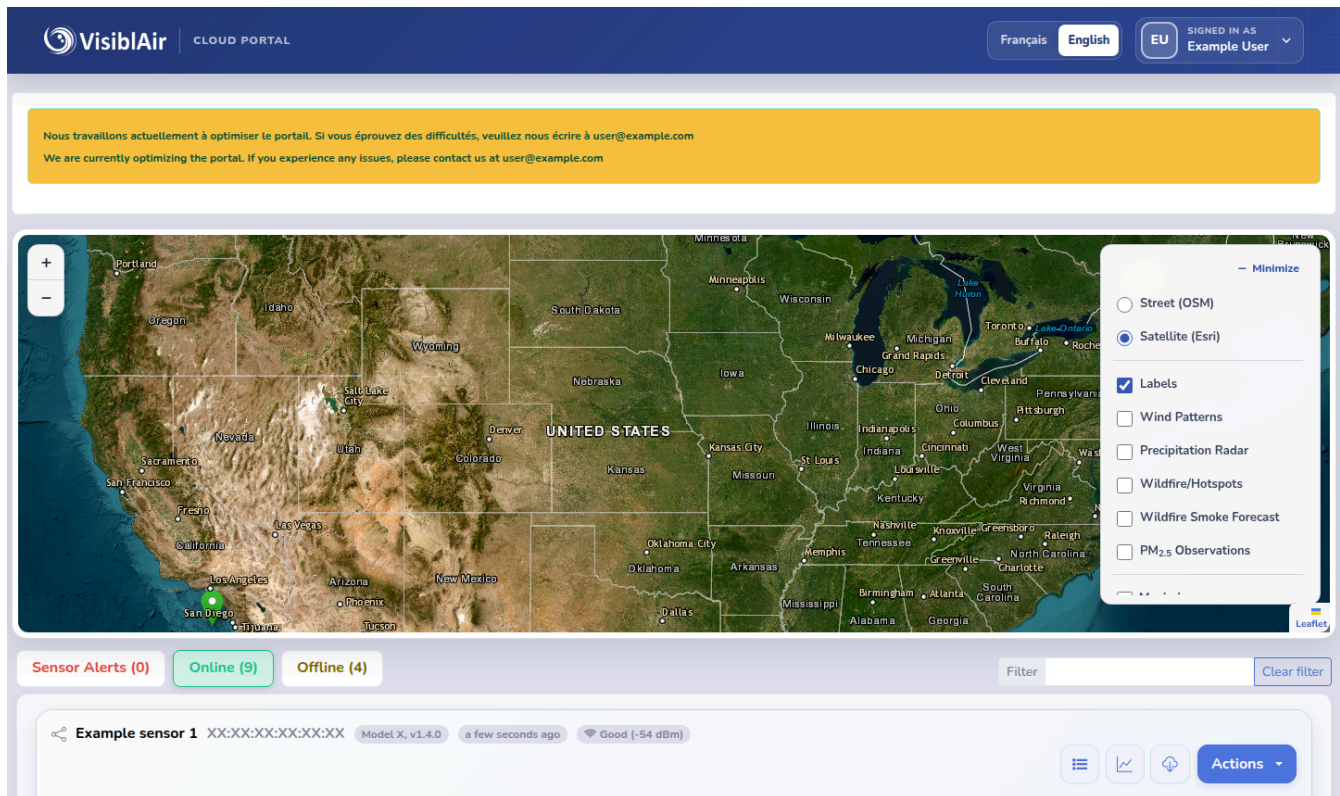


Figure 14: The map layer control showing available base maps and environmental overlays.

Navigate the map

- Drag to pan and use +/- to zoom.
- Select a marker or cluster to reveal sensor information or zoom into grouped sensors.
- Marker colour reflects the portal's current map metric/status rules; read the legend when present rather than assuming a universal meaning.
- Use the full-viewport control to enlarge or restore the map.
- The layer button in the upper-right opens base-map and overlay choices.

Base maps and overlays

- **Street** emphasizes roads, names, and boundaries.
- **Satellite** uses imagery. The portal may dim imagery while wind is active to keep particles readable.
- **Wind** animates direction and speed from an external weather dataset.
- **Weather radar** displays recent precipitation frames and animation controls when data is available.
- **Wildfires** displays active fire information from external feeds.
- **Smoke** displays available particulate/smoke information.
- **Wildfire smoke forecast** displays forecast PM2.5 smoke-plume imagery, a legend, forecast time, and playback controls where available.

Layer choices are stored in browser local storage. External layers can be delayed or unavailable even while sensor data works. Forecast and third-party overlays are contextual information, not sensor measurements.

Missing or misplaced markers

Check the following:

1. **Location** → **Show this sensor on the public map** is set as intended.
2. Latitude and longitude are valid decimal numbers and not both zero.
3. Longitude has the correct negative sign in the Americas.
4. The sensor is not hidden by the current filter or cluster.
5. The map is zoomed to the correct region.
6. Save completed successfully and the page was refreshed.

Readings and history

Current and recent readings

Current values on a card come from the most recent received sample. The “time ago” badge identifies its age. An apparently plausible value can still be stale, so always check the timestamp and online state.

Recent readings retrieves up to the latest ten stored samples and displays only metrics supported and enabled for the sensor. Timestamps are converted from the sensor/database timezone for display in the browser’s local timezone.

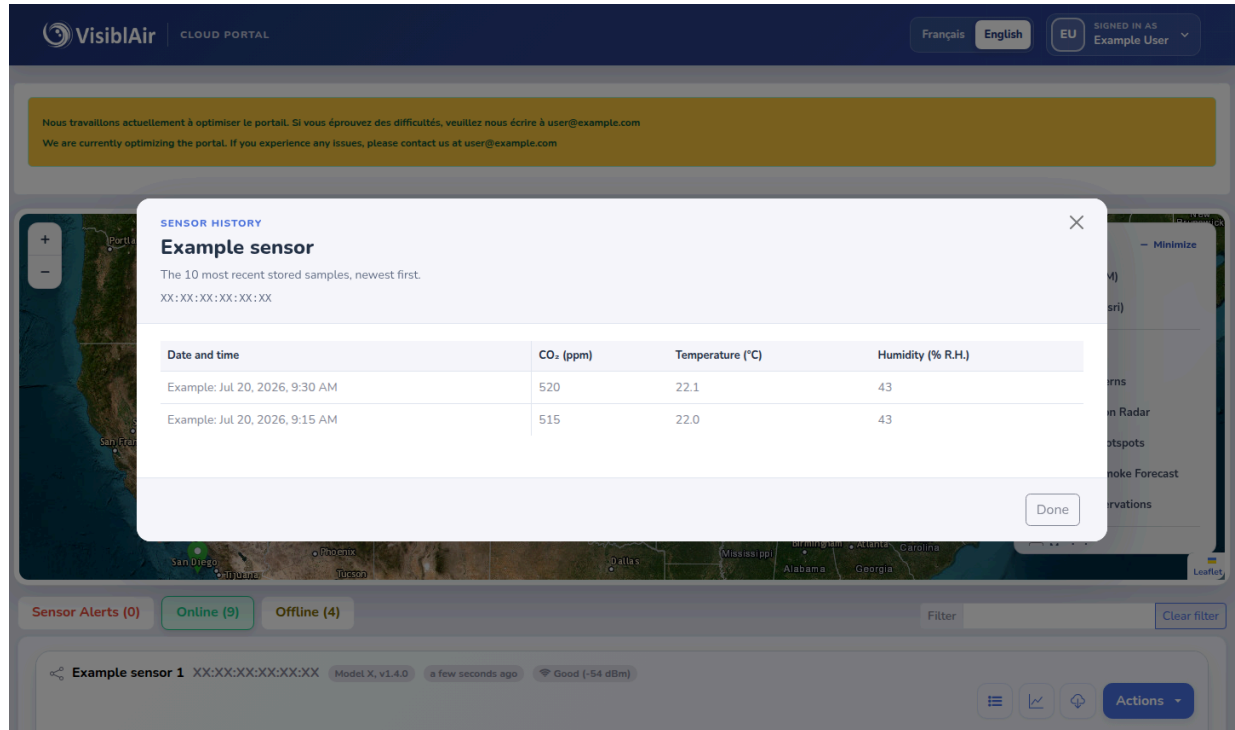


Figure 15: The Recent readings table with illustrative—not live—values.

A blank or unavailable value can mean the metric is unsupported, hidden, absent in that sample, or not yet received after a restart. It is not automatically a zero.

Historical graphs

Open the graph control on a sensor card. Available tabs can include **Environment**, **Gas**, **Particulate matter**, and **Power**.

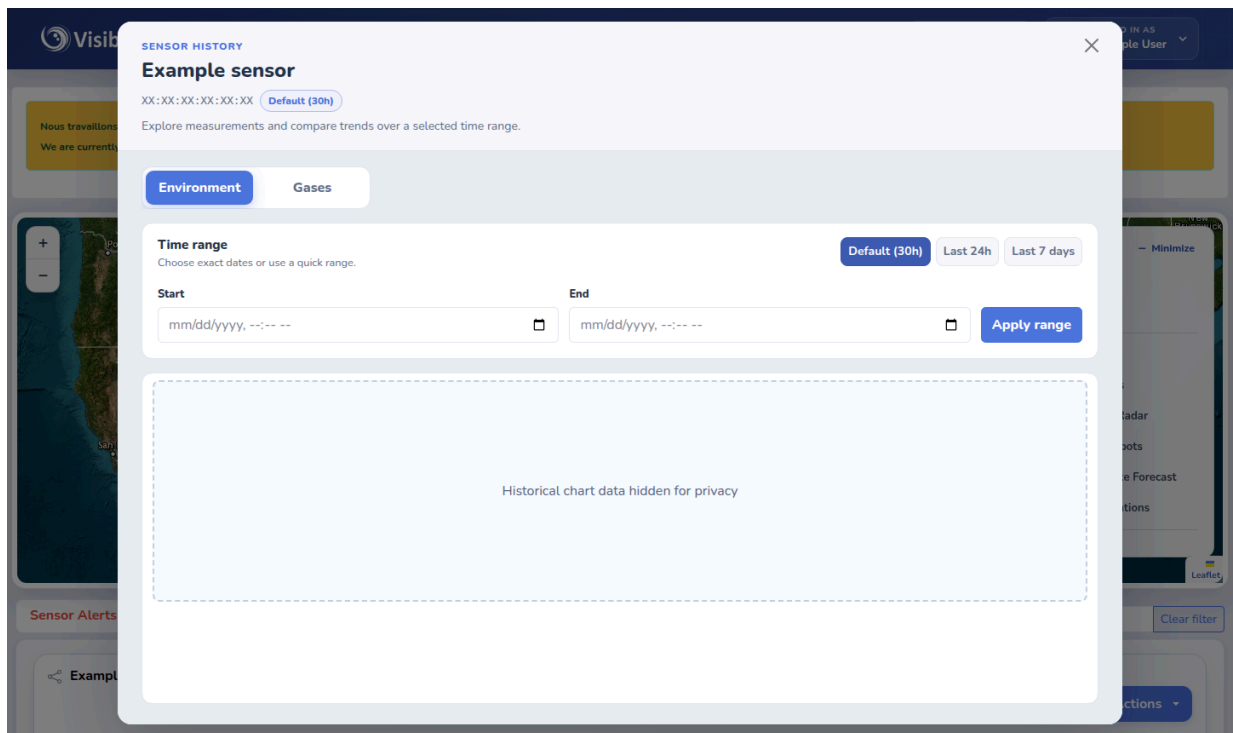


Figure 16: History graph controls with the live chart series intentionally hidden.

- Use quick ranges for recent periods such as 1 hour, 24 hours, or 7 days.
- **Default** uses the account's configured graph period.
- Use **Start**, **End**, and **Apply** for a custom interval.
- The legend identifies visible series; unavailable capability groups are omitted.
- Graph gaps represent missing or sufficiently separated samples. The portal avoids drawing a continuous line across long missing-data periods.

Changing a sensor's report interval does not rewrite older samples. A range can therefore contain sections with different spacing.

Add a note

Use the note control associated with a sensor/graph to enter a short annotation. Notes are useful for maintenance, relocation, calibration, unusual occupancy, or a known environmental event.

Do not enter passwords, personal health information, or secrets. Make the note specific enough to interpret later and include local time if timing matters.

Export sensor data

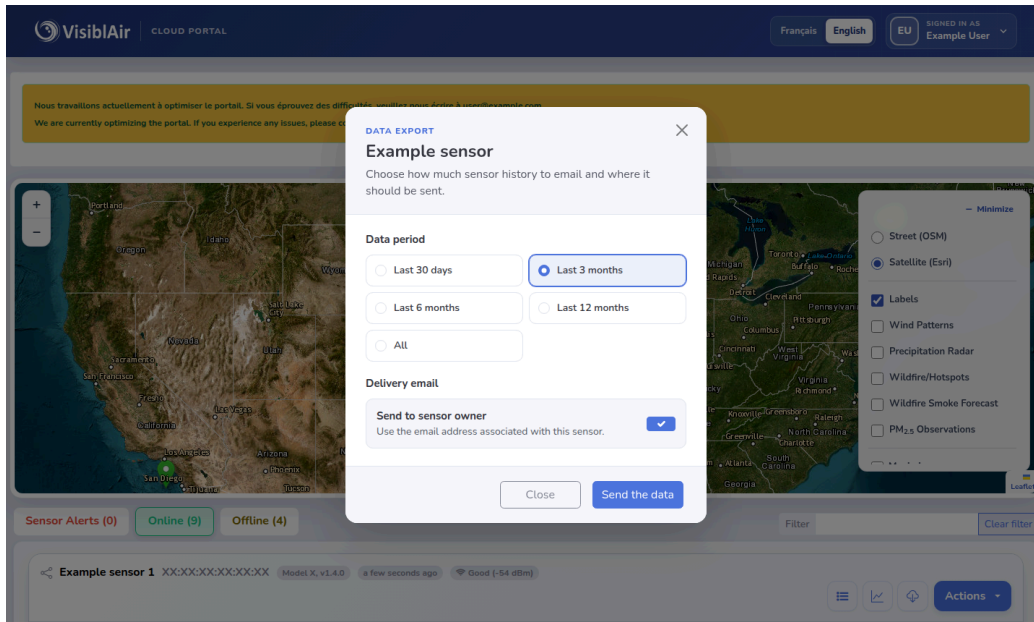


Figure 17: The data-export period and recipient options.

1. Open the sensor's download control.
2. Choose **Last 30 days**, **Last 3 months**, **Last 6 months**, **Last 12 months**, or **All**.
3. Leave delivery to the owner selected, or clear it and enter an alternate email.
4. Select **Send the data**.

The portal queues the export and states that it will be sent by email, normally within about five minutes. Large exports can take longer. Protect the received file as operational data; it may contain timestamps, measurements, notes, and identifying metadata.

Alerts dashboard

The **Sensor Alerts** tab lists the sensor, alert information, and event time. Delete an individual row after it has been reviewed, or use **Delete all alerts** to clear the list.

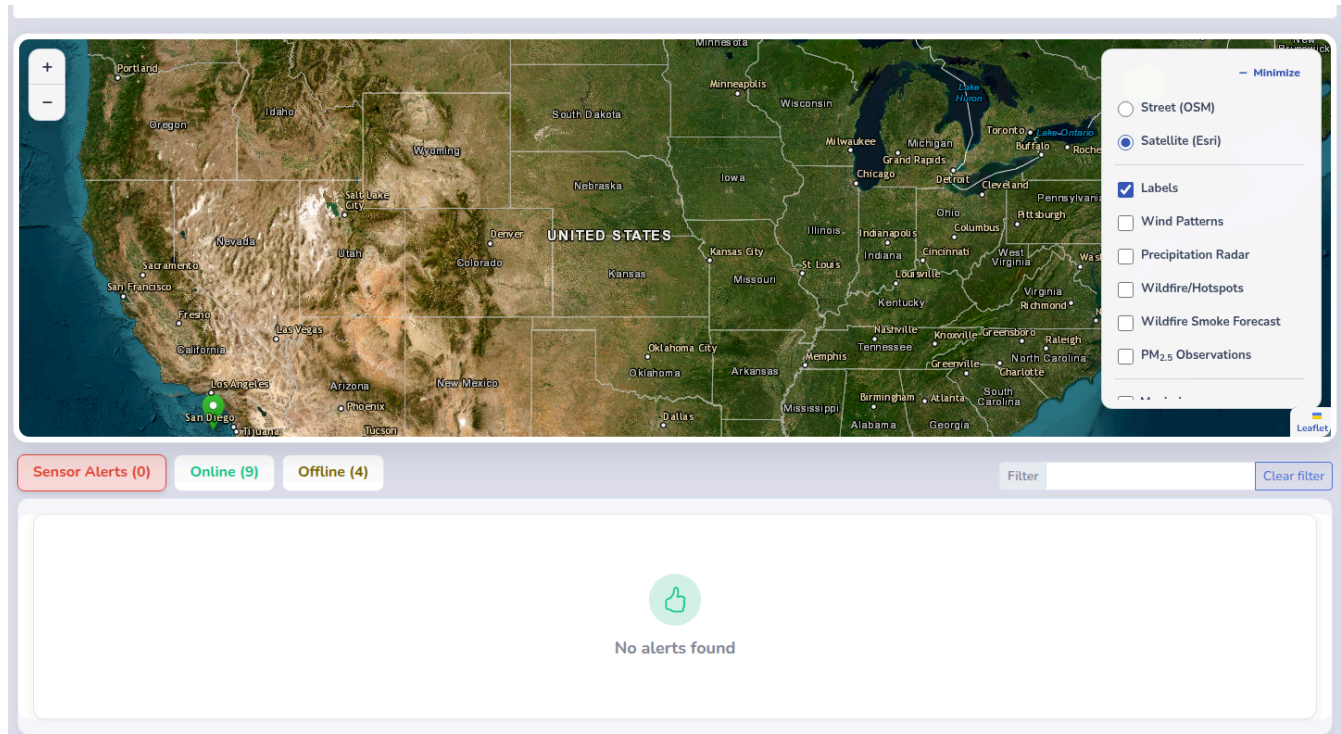


Figure 18: The alerts dashboard when no active alerts are stored.

Deleting a displayed alert does not disable the underlying sensor rule. To stop or change future alerts, edit **Sensor configuration** → **Alerts**. Before deleting, capture any information needed for investigation without exposing personal or security-sensitive details.

Device actions

Firmware update

Actions → **Update the firmware** queues an update on a compatible online sensor. Keep the device powered and connected. Do not interrupt it while updating. The card can show a firmware-update status badge or changelog prompt. If the reported version does not change, allow another reporting cycle before retrying.

CO2 calibration

Calibration is model-dependent and should be performed only in conditions appropriate to the sensor and documented procedure. Confirm the **CO2 calibration reference (ppm)** first. The portal queues the request; it does not prove immediately that calibration completed.

Reboot

Reboot this sensor requests a restart. Expect a temporary offline period and a gap in data. Use reboot for a defined troubleshooting reason, not as a routine response to every missing sample.

Factory reset

Factory reset is destructive and can remove device-side configuration or connectivity settings. Record required configuration, ensure physical access or a recovery plan, and confirm the correct sensor before proceeding.

Remove a sensor

Delete this sensor means unassign it from the current account. The confirmation states **Yes, remove it from my account**. This can interrupt access, sharing, alerts, and management.

Do not use it merely to hide an offline device; use the account's offline-display preference instead. Before removal, export required data and identify who will reassign the device.

Metric reference

Only supported and visible metrics appear.

Metric	Typical unit	Meaning
CO ₂	ppm	Carbon-dioxide concentration.
R.F.A.	%	Derived relative fresh-air indicator shown with compatible CO ₂ data.
VOC / NO _x	index or ppm	Volatile-organic-compound or nitrogen-oxide response; unit depends on module.
CH ₂ O	ppb	Formaldehyde concentration.
PM0.1–PM10	µg/m ³	Particulate mass concentration by nominal size fraction.
AQI	index	Derived air-quality index using the selected national method and recent PM data.
Temperature	°C or °F	Air or probe temperature.
Relative humidity	% R.H.	Moisture relative to saturation.
Pressure	hPa	Barometric pressure.
Light	lm/m ²	Portal luminosity display.
Noise	dB	Sound-pressure level reported by a compatible sensor.
Wind	m/s	Wind speed; direction may appear in map/weather views.
O ₂	%	Oxygen reading from a compatible RKI module.
CO, CH ₄ , H ₂ S	ppm	Gas readings from compatible RKI modules.
Voltage / current	V / A	Battery, input, or load electrical measurements.

Sensor readings can be affected by installation, maintenance, environmental cross-sensitivity, warm-up, calibration, condensation, and connectivity. Consult the device-specific guidance for placement and accuracy.

Permissions and visibility reference

Mechanism	Sign-in required	Typical audience	What it controls
Owner account	Yes	Sensor owner/admin	Assignment, full configuration, sharing, device actions, data
Shared/delegated account	Yes	Named collaborator	Sensor access according to granted API permission
Public view link	No	Anyone with the link/token	Public sensor presentation selected by visibility settings
Public map marker	No	Public-map visitors	Discoverability, approximate/exact location, public description
Link from public map	No	Public-map visitors	Whether a marker leads to the public sensor view

Troubleshooting

Cannot sign in

- Re-enter the full account email and password.
- Try **Forgot password?** rather than creating a duplicate account.
- Check the service notice on the sign-in page.
- Confirm cookies and JavaScript are permitted for the portal.
- Try a current browser or a private window to isolate stale site data.

Sensor does not appear after assignment

- Confirm the exact sensor ID and account.
- Check both **Online** and **Offline**.
- Clear the sensor filter.
- Enable **Show offline sensors** in account configuration.
- Allow at least one device report cycle.

Sensor is offline or readings are stale

- Check the age of the last sample.
- Verify device power and local network/cellular service.
- Check Wi-Fi/LTE/Ethernet indicators if the model reports them.
- Consider whether a firmware update, reboot, or changed report interval is in progress.
- Avoid factory reset until ordinary power and connectivity checks are exhausted.

A metric or graph tab is missing

- Confirm the sensor model supports the metric.
- Check **Sensor configuration** → **Visibility**.
- Wait for a sample containing the capability after assignment or firmware change.
- A missing value is different from a measured zero.

Graph is blank or has gaps

- Try a range that includes known samples.
- Confirm the sensor was online during the interval.
- Check the sensor timezone and browser time.
- Expect different point spacing around a report-interval change.
- Long missing-data intervals are intentionally not joined by a line.

Map layer is missing or stale

- Toggle the layer off and on.
- Check that the base map still loads.
- Refresh the page and allow time for large forecast layers.
- External wind, radar, wildfire, and smoke sources can fail independently of VisiblAir sensor data.

Configuration will not save

- Check required and numeric fields on every tab.
- Confirm owner/full-access permission.
- Remove invalid email-list syntax.
- Verify latitude/longitude and MQTT port formats.
- Reload and compare retained values before retrying.

Export email does not arrive

- Wait at least five minutes, longer for large ranges.
- Check spam, quarantine, and the chosen recipient.
- Request the export once more; avoid repeated requests.
- Contact support with the request time, range, sensor model, and masked ID.

Support and safe diagnostics

Contact info@visiblair.com when a reproducible portal or device problem remains unresolved. Include:

- date, time, and timezone of the problem;
- browser and operating system;
- sensor model and firmware version;
- a masked sensor ID, such as XX:XX:XX:XX:EA:0C, unless support provides a secure channel;
- the action attempted and exact non-sensitive error text;
- whether the sensor was online and the age of its latest sample;
- a sanitized screenshot if useful.

Never send the portal password, password-reset code, session cookies, MQTT password/certificate private key, full public-view token, or exported customer data in an ordinary support message.

Glossary

AQI: Air Quality Index, a derived scale whose calculation and categories vary by jurisdiction.

Capability: A measurement or feature reported as supported by a sensor model/variant.

Cool-off period: Minimum time used to limit repeated alert notifications.

Delegate: A signed-in account with shared access to a sensor it does not own.

Firmware: Software running on the physical sensor.

MAC address / sensor ID / UUID: The six-pair identifier used by the portal to identify and assign a sensor.

MQTT: A publish/subscribe messaging protocol used to send data to an external broker.

Offline: The portal has not received a sufficiently recent report from the sensor.

Portal view / visibility: The set of sensor metrics selected for presentation.

Public view token: A secret-like value embedded in a public-view URL that grants unauthenticated access to that view.

Report interval / sample rate: How often a sensor sends a sample to the cloud portal.

Tier 2 alert: A follow-up notification when a condition remains active for a configured watch window.