

# Wi-Fi CONTROL

## USER MANUAL

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### Please Note:

All the information in this manual is only relevant to version 3.0+ of the Wi-Fi Control App and the Wi-Fi Control website: [app.melview.net](http://app.melview.net). If you are using a previous version you should update your Wi-Fi Control App to take full advantage of the additional functions shown within.

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# 1. INTRODUCING WI-FI HEAT PUMP CONTROL

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Mitsubishi Electric Wi-Fi Heat Pump Control is an award-winning cloud-based solution for controlling your Mitsubishi Electric Heat Pump/Air Conditioning system(s) via smartphone, tablet, or PC no matter where you are.

Wi-Fi Heat Pump Control also continues to offer local operation when you are physically within the vicinity of the system you wish to manage, effectively replacing the need to use your traditional heat pump remote.

The Wi-Fi Heat Pump Control service has been designed for maximum compatibility with personal computers (PCs), tablets and smartphones via dedicated Apps or via your web browser. A list of supported devices can be found in section 14 of this manual.

## Remote Control, No Matter Where You Are

Wi-Fi Heat Pump Control gives you the freedom to manage your heat pump/air conditioner from anywhere in the world, provided you have Internet access. Heat pumps mistakenly left running can quickly be identified at a glance and simply turned off.

## Expanded Functionality

Wi-Fi Heat Pump Control is the key to unlocking your heat pump/air conditioner's full potential. Expanded features, such as the 7 Day Multi Programmable Timer, Minimum and Maximum Temperature Rules, Group Control, Multi-geographic Central Control, and Holiday Mode are now possible via the Wi-Fi Control App, with further features planned for the future.

## Intelligent Central Control for Multiple Rooms

Mitsubishi Electric Wi-Fi Control is not limited to managing only one heat pump at a time. It is truly an intelligent multitasker. With the purchase of additional Wi-Fi Interfaces, multiple indoor units can now be seamlessly monitored and controlled. Simple yet effective centralised control is at your fingertips.

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## Not Just Residential, Commercial Too

Mitsubishi Electric Wi-Fi Control has been successfully integrated in numerous commercial buildings including offices, motels, and hotels. The ability to provide seamless real-time centralised heat pump control as well as unlocking the potential to more energy efficient operation are both key drivers for building managers to embrace this new technology.

## Multiple Units, One App

Mitsubishi Electric Wi-Fi Control gives you the ability to control the heating and cooling needs of multiple units not just in the same home or building, but across a number of different locations. Your home, a holiday home and the office – all can be controlled and customised through one app. Furthermore, you can also Group Control multiple units all at once for consistent comfort.

## Energy Saving, Optimised

When connected to a compatible Mitsubishi Electric Ducted System complete with optional Mitsubishi Electric Zone Control, Wi-Fi Control unlocks expanded functionality and interaction to deliver the very best in advanced energy saving optimisation. Now you can control and monitor which areas/zones your ducted heat pump is controlling in real-time from absolutely anywhere. Meanwhile, overall energy savings can be optimised at the touch of a button to ensure heat energy is directed only where it is needed most.

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## 2. THE WI-FI CONNECTION SET UP

### Required Hardware to Connect to Wi-Fi Heat Pump Control

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#### Mitsubishi Electric Heat Pump/Air Conditioning System

You will require a compatible Mitsubishi Electric system to connect to the Wi-Fi Heat Pump Control service. A full list of compatible models can be found in Section 14 of this manual. Compatible systems will require an unused CN105 terminal located within the indoor unit to which a compatible Mitsubishi Electric Wi-Fi Interface can be connected.

#### Broadband Package

Wireless Internet access will be needed at the location where the Mitsubishi Electric Heat Pump system is to be installed. Please also check that your broadband package does not have data usage limits or additional costs based on data. If it does, please check whether additional data costs will be incurred and are acceptable before purchasing a Wi-Fi Interface.

#### Router

**MAC-568:** A compatible WPA2-AES capable router with 2.4GHz band enabled is required to use the Wi-Fi Heat Pump Control service.

**MAC-558/559:** A compatible WPA2-AES capable router with both WPS and 2.4GHz band enabled is required to use the Wi-Fi Heat Pump Control service.

Please refer to the Frequently Asked Questions in Section 16 if your router does not support this level of functionality.

#### Mitsubishi Electric Wi-Fi Interface

You will need to purchase a Wi-Fi Interface to connect your system to Wi-Fi Heat Pump Control. Please contact your local Mitsubishi Electric agent, Sales Representative or Distributor for more information on how to purchase this. Please note, the Wi-Fi Interface is not designed for self-installation. To prevent the risk of electric shock or personal injury a professional installer must always be used to complete the installation.

#### PC, Tablet or Smartphone

You will need a PC, tablet, smartphone or other internet enabled device to be able to connect to Wi-Fi Heat Pump Control. A list of compatible devices is shown in Section 14 of this manual, or please check with your installer.

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## Router Overview

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### Check Router Specifications Before Purchasing

Please refer to your router's user manual to ensure it meets the minimum requirements as noted below, before purchasing a Mitsubishi Electric Wi-Fi Interface. Mitsubishi Electric has successfully tested the Edimax BR6428-NS for use with the Wi-Fi Heat Pump Control service.

### Does your router have WPS functionality?

**MAC-568:** The MAC-568 does not require a router with WPS functionality, but can be activated by WPS Push Pairing if preferred. Please see installation guide for instructions.

**MAC-558/559:** To be able to connect the Mitsubishi Electric Wi-Fi Interface to your router, it will need to be WPS enabled. Please refer to the Frequently Asked Questions in Section 16 if your router does not support WPS.

### Does your router support WPA2-AES and is it 2.4GHz band enabled?

**MAC-568 OR MAC558/559:** The router will need to support WPA2-AES and be 2.4GHz band enabled to work with any of the Wi-Fi Interfaces. Please check the router specifications or contact the manufacturer to see if this is supported and how these modes can be set.

### Does your broadband have good connectivity?

Ensure that you consider the quality of the broadband connection at the location where the system(s) / Interface(s) will be connected. If the connection is of poor quality or you lose connection frequently, this could mean that you are not able to control your devices remotely via the Wi-Fi Heat Pump Control as desired. Also, if you are using advanced functions like Weekly Timer and/or Minimum / Maximum Temperature Rules this will only work correctly if the system is able to communicate with the Wi-Fi Heat Pump Control server when the system next reconnects.

For more information on compatible routers and any router issues, please see Section 16 - FAQs.



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## Wi-Fi Interface Overview

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Current compatible Mitsubishi Electric Wi-Fi Interfaces:  
MAC-568IF-E, MAC-559IF-E and MAC-558IF-E.

### Reset Button

The Mitsubishi Electric Wi-Fi Interface has a reset button if you wish to reset the device and make a new connection to your router. More information can be found in the Wi-Fi Interface Installation Guide which came with your Wi-Fi Interface, and is available to download on the Wi-Fi Control App.

### Wi-Fi Interface LEDs

**MAC-568:** The Mitsubishi Electric Wi-Fi Interface has 6 LED lights to indicate operation and status, which can be used to diagnose whether there is a problem with connection. More information can be found in the Wi-Fi Installation Guide which came with your Wi-Fi Interface, and is available to download on the Wi-Fi Control App. If the installation has been completed successfully you should see MODE LED flashing orange every 5 seconds and the UNIT LED lit up green on the Wi-Fi Interface.

**MAC-558/559:** The Mitsubishi Electric Wi-Fi Interface has 3 LED lights to indicate operation and status, and can be used to diagnose whether there is problem with connection. More information can be found in the Wi-Fi Interface Installation Guide. If the installation has been completed successfully you should see LED1 and LED3 on the Wi-Fi Interface flashing in sequence approximately every 5 seconds.

### MAC Address/ID Number

**MAC-568:** If your MAC-568 Wi-Fi Interface has been successfully connected to your smartphone/tablet, the MAC Address/ID Number will populate in the Wi-Fi Control App automatically.

**MAC-558/559:** To register a system on the Wi-Fi Heat Pump Control, you will need the MAC Address and ID Number from the Mitsubishi Electric Wi-Fi Interface, located in the Mitsubishi Electric Wi-Fi Interface box. This should also have been recorded on page 2 of the Wi-Fi Interface Installation Guide.

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## Important

The Mitsubishi Electric Wi-Fi Interface is designed for communication to the Mitsubishi Electric Wi-Fi Heat Pump Control service. The unauthorised use and redistribution of the firmware of the Mitsubishi Electric Wi-Fi Interface is strictly prohibited. Use of a Wi-Fi Interface is therefore deemed as confirmation that the user has accepted this statement. Third party Wi-Fi Interfaces cannot be connected to the Wi-Fi Heat Pump Control service. Mitsubishi Electric is not responsible for any (i) under performance of a system or product; (ii) system or product fault; or (iii) loss or damage to any system or product; which is caused by or arises from connection to and / or use of any third party Wi-Fi Interface or any third party Wi-Fi service with Mitsubishi Electric equipment.

### MAC-568



### MAC-558/559



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## 3. HOW TO ACCESS WI-FI HEAT PUMP CONTROL

### App: Tablet or Smartphone

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#### Supported Devices

The Wi-Fi Heat Pump Control App is available for the latest mobile devices from all the main manufacturers (Samsung, Apple and Google). This includes Apple IOS and Android devices. A list of supported devices is shown in Section 14 within this user manual.

#### 1. Download

The Wi-Fi Heat Pump Control application can be downloaded from both the Apple App Store and Google Play App stores. Just search for “Mitsubishi Wi-Fi Control” or follow the direct links on your local Mitsubishi Electric website to download:

**Mitsubishi Electric New Zealand**  
[www.mitsubishi-electric.co.nz/wifi](http://www.mitsubishi-electric.co.nz/wifi)

**Mitsubishi Electric Australia**  
[www.mitsubishielectric.com.au/wifi](http://www.mitsubishielectric.com.au/wifi)

#### 2. Register

If you wish to use the application to control your system you will have to first register as a user, then register your device. More detailed information on user and device registration is shown in Section 4 within this manual.

#### 3. Login

Once you have successfully registered as a user and accepted the Terms and Conditions of the Wi-Fi Heat Pump Control service, you will then need to login with the username and password you have used in the registration process.

### Web: PC, Tablet or Smartphone

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#### Supported Mobile Devices / Web Browsers

The Wi-Fi Heat Pump Control Web application is designed to work via the majority of the latest Web Browsers from Microsoft, Google and Apple as well as others supplied on the latest mobile devices. However, the operation and appearance of the application can vary slightly between browsers. The list of supported browsers is shown in Section 14 of this manual.

#### Access

If accessing the Wi-Fi Heat Pump Control service via a PC you will not need to download or install the Wi-Fi Heat Pump Control application as it will run within your normal Web Browser directly. You can access the Wi-Fi Heat Pump Control application via the Wi-Fi Heat Pump Control website specific to your location;

**Mitsubishi Electric New Zealand**  
[www.mitsubishi-electric.co.nz/wifi](http://www.mitsubishi-electric.co.nz/wifi)

**Mitsubishi Electric Australia**  
[www.mitsubishielectric.com.au/wifi](http://www.mitsubishielectric.com.au/wifi)

# 4. HOW TO REGISTER WI-FI HEAT PUMP CONTROL

## Register Account

Please select “Register” to begin the user registration process.

### 1. Email/Password

User Registration Step 1 is where you will need to provide personal and security information required to be able to use the service. Please note, only one user registration can be paired to an Wi-Fi Interface at one time. To connect multiple devices to the same Wi-Fi Interface, simply use the same registered login and password on each of the devices you wish to connect. Once you have completed all required fields please select the “Next” button.

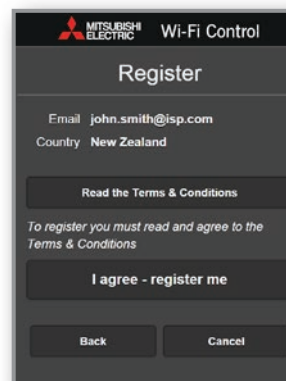
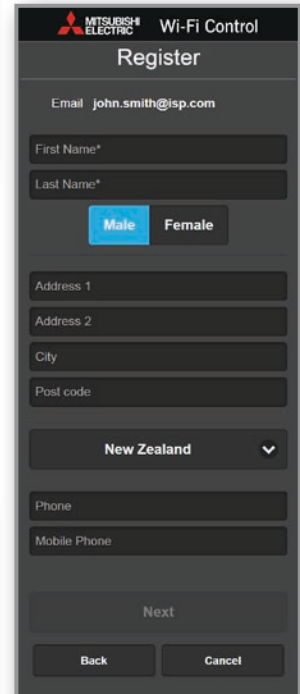
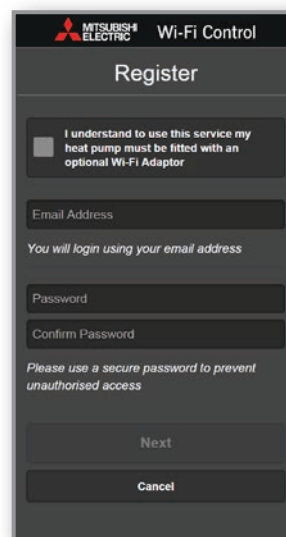
### 2. User Details

Once you have completed Step 1, you will then proceed to User Registration Step 2, where you will need to provide further personal information required to be able to use the service. Please select the country where the unit is installed from the drop down list of supported countries provided. This is very important as it will be used to provide the correct time zone and local technical support information.

Mandatory fields will be marked with an asterix (\*) and will need to be completed to successfully complete this step. Once you have completed all required fields please select the “Next” button.

### 3. Terms and Conditions

Once you have completed Step 2, you will then go to User Registration Step 3, where you will need to read and agree to the Terms and Conditions. Once you have read these thoroughly please select the “I agree - register me” button.





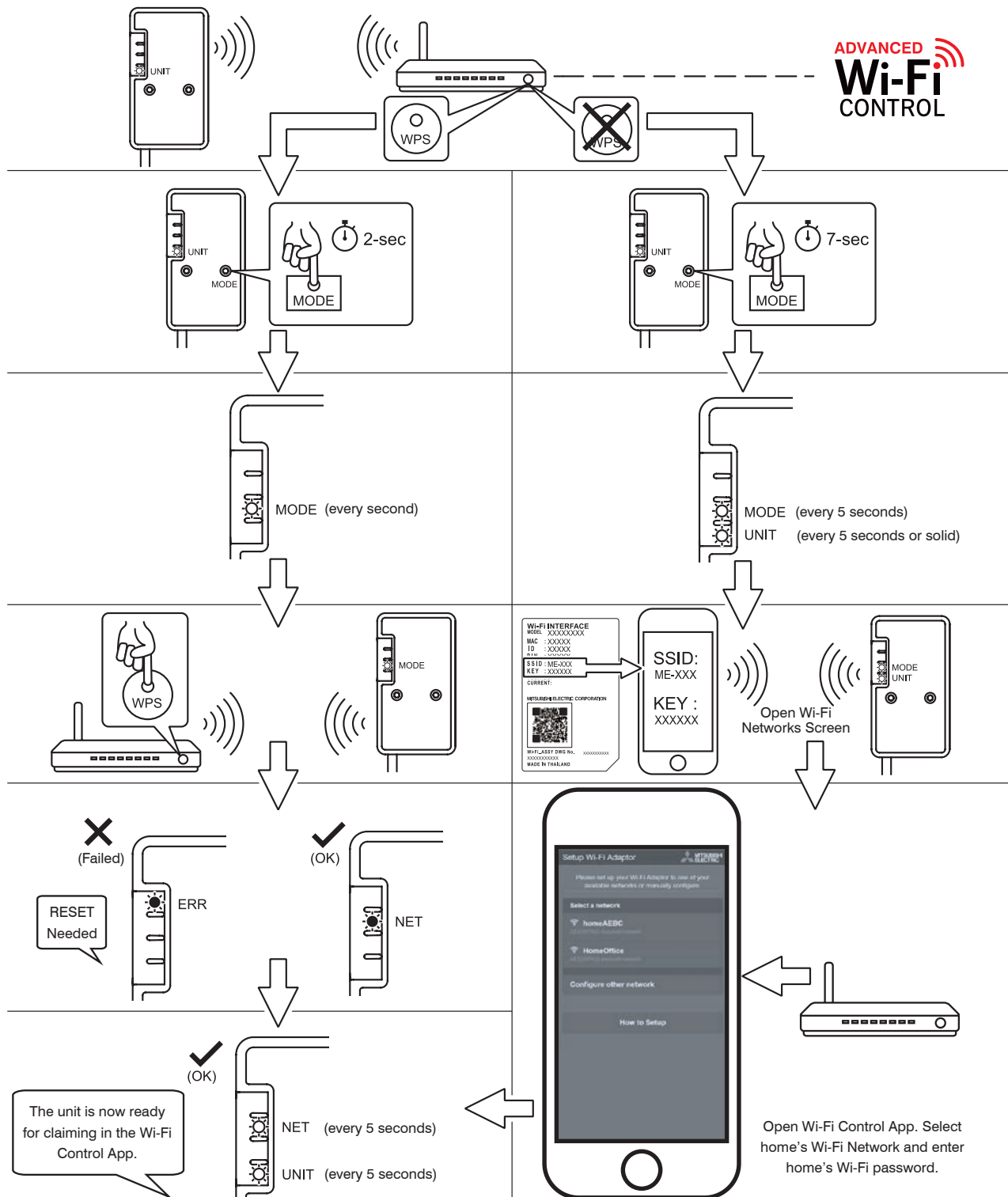
# 5. WI-FI INTERFACE SET UP QUICK REFERENCE GUIDE

For more information on how to set up the Wi-Fi Interface please see the Installation Guide that came with your Wi-Fi Interface and is available to download from the Wi-Fi Control App under 'Support', or follow the 'How to Setup' instructions from the Wi-Fi Control App under 'Support'.

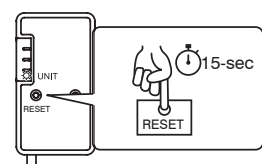
Instructions for MAC-568 only. Please see Installation Guide for MAC-558/559 Wi-Fi Interface Setup.

## Set up

☀ ON    ⚙ Flashing



**To Reset:** If you have any issues and need to start setup again, hold down the **RESET** button for 15 seconds. For error explanation go to Troubleshooting section.



## 6. ADDING A HEAT PUMP

### Adding a Unit

To add a system on the Wi-Fi Heat Pump Control service you will need to have a compatible Mitsubishi Electric Wi-Fi Interface connected to your Mitsubishi Electric Heat Pump system and be connected to the Internet via a router.

You will also need the MAC Address and ID Serial Number which can be found on page 2 of the Wi-Fi Interface Installation Guide. If you cannot find this check the label located on the rear side of the Wi-Fi Interface, or alternatively please contact your heat pump installer.

#### 1. Open Wi-Fi Control App

From the sidebar menu select 'Add New Unit.'

#### 2. MAC (MAC Address)

**MAC-568/559:** The MAC Address will populate automatically if connected correctly via the app only.

**MAC-558:** On the label you will see a 12 digit Hexadecimal code, which is known as the MAC Address. Please enter this carefully in the MAC section. This information is mandatory; it is not possible to register a system without providing this information.

**MAC-568/558/559:** If you are using Wi-Fi Heat Pump Control via a PC you will need to input the MAC Address yourself as per instructions above.

#### 3. ID (Serial number)

**MAC-568/559:** The ID will populate automatically if connected correctly via the app only.

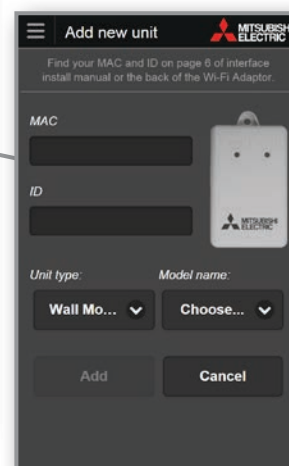
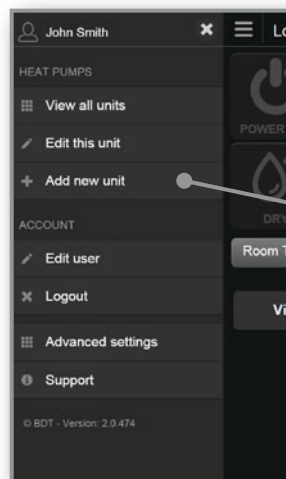
**MAC-558:** On the label below the MAC Address you will see a 10 digit number, which is known as the ID or Serial number. Please enter this carefully in the ID section. This information is mandatory; it is not possible to register a system without providing this information.

**MAC-568/558/559:** If you are using Wi-Fi Heat Pump Control via a PC you will need to input the ID or Serial Number yourself as per instructions above.

MAC-568



MAC-558/559



#### 4. Unit Type and Model Name

Next, select your Unit type and Model name from the drop boxes provided. Please note, if your heat pump is not one of the models listed in Section 14 of this manual Mitsubishi Electric cannot guarantee Wi-Fi Heat Pump Control will operate, neither will Mitsubishi Electric be able to provide technical support.

#### 5. Add Your Unit

Once you have completed entering the unit registration information, please select the "Add" button to proceed or "Cancel" to go back to the previous screen and cancel this unit registration.

#### 6. Name Your Unit

Once you have successfully added your unit to the Wi-Fi Heat Pump Control service you can choose to rename your unit to a more descriptive name at any stage e.g. Lounge, Bedroom, MSZ-GE25VAD, Holiday Home etc. By default this will show as the MAC Address number. To learn how to rename your unit please see Section 8.

#### Please Note:

It is not possible to pre-register a Wi-Fi Interface before it is installed; the Wi-Fi Interface needs to be connected and communicating with the Wi-Fi Heat Pump Control service to be able to complete the unit registration process.

## 7. CONTROLLING YOUR HEAT PUMP

### Controlling a unit

#### Power On/Off

In the top left corner of the unit control screen you will have the option to select Power On/Off. This is the same function as selecting On/Off on your local controller.

#### Operation Mode

When the unit is on, the next control option is for Operation Mode. The following five operating mode options are possible:

- **AUTO:** current set temperature and room temperature dictate which mode the system is operating in.
- **HEAT:** the system will operate only in Heating mode; providing warm air at your desired temperature.
- **COOL:** the system will operate only in Cooling mode; providing cool air at your desired temperature.
- **DRY:** the system will reduce humidity in your room. The room may be cooled slightly. Temperature cannot be set during DRY mode.
- **FAN:** the system will operate only in Fan mode; for circulating the air in your room, providing neither heating nor cooling operation.

#### Room and Set Temperature

The next control option displays both the actual Room Temperature and the current Set Temperature, which the user can then adjust. The Room Temperature is the return air temperature\* and may include temperature offset settings.

\*When connected to a Mitsubishi Electric Ducted System and PAC-ZC Zone Controller the Room temperature is the temperature value presented on the PAR-ZC01M-E Wall Controller (either return air or averaging).

#### Please Note:

The Wi-Fi Control system will look for new settings every minute, so an update could take anything from a few seconds to 1 minute, depending on when it was selected.



*Ducted unit with Zone Controller attached.*

#### Zone Control

(Only available when connected to a compatible Ducted System employing the use of a PAC-ZC Zone Controller).

The next control option is for Zone Control. Here Zones can be opened / closed at the touch of a button as required. When highlighted, the zone is open. When shaded the zone is closed. Only those zones which are set up to be displayed for operation will be actionable (for more see Section 8).

#### Fan Speed

The next control option is for Fan Speed. The following options are possible (dependent on the system):

- **Fan Speed:** 1-5, fixed speed selected by user, 1 = Low, 5 = High.
- **Auto:** the fan speed is automatically determined by the system and not the user directly.

#### Airflow Direction

*(Only if unit supports this function)*

The next control option is for vertical vane positions to provide directional control of the airflow from the indoor unit. The options that can be selected here are:

- **AUTO:** automatically determined by the systems not the user.
- **SWING:** airflow direction is changed automatically giving a sweeping effect for airflow.
- **DIRECTION 1-5:** the user can select the exact airflow direction to suit via tapping through this button.

## Group Control

(Only available when controlling multiple units)

Group Control allows users to send a one-off command to every unit within a group/building once a group/building has been set up (for more see Section 10).

Group Control can be accessed in two ways:

1. **From the selector menu:** View all units >> select group/building name >> Control all units in.
2. **From the selector menu:** Advanced settings >> Group control >> select group of units to control.

Next, select whether you wish to turn all units On or Off.

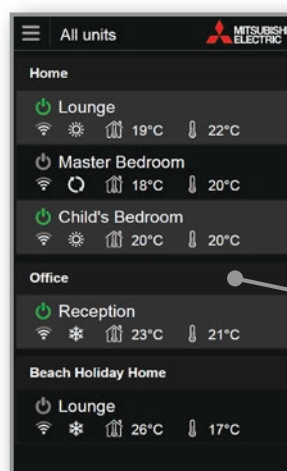
If you wish to turn all units Off, simply select “Send to units” to send this command.

If you wish to turn all units On continue to select which mode you wish to turn the unit on to (Selecting “Use Existing Mode” will set the heat pump/air conditioners in the mode they were most recently operating in).

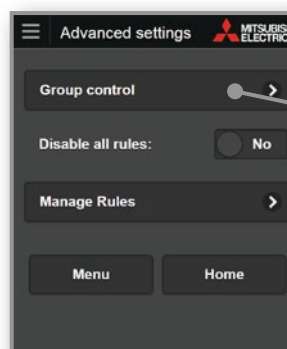
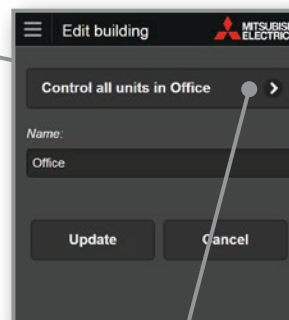
If the mode permits, select whether you wish to turn the units on to a set temperature. Lastly select “Send to units” to send this command.

### Please Note:

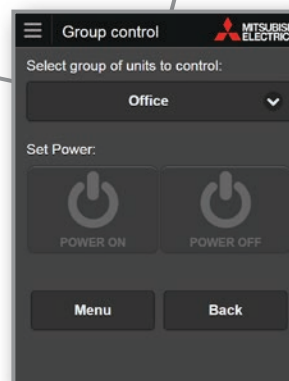
Group Control is a one-off command sent to all units, not a “follow-me” setting where all units will adjust automatically to replicate each other’s current settings.



Select building name.



Menu > Advanced Settings.



Turn all units on in the Office.  
Keep all units at their last mode and set temperature.



Turn all units on in the Office.  
Set to Heating at 18°C.

## 8. EDITING YOUR HEAT PUMP

### Edit a Unit

The Edit Unit functions allow you to change specific unit information; change the name of unit, select which rule set you wish to apply to the unit, move the unit to a different building (if multiple buildings are set up and applicable), select the unit type and model, or even delete this unit from your account.

The Edit Unit functions can be accessed in two ways:

- 1. From the sidebar menu:** Whilst viewing the unit you wish to edit, select 'Edit this Unit'.
- 2. From the unit operation screen:** Select 'Edit' at the bottom of the screen.

#### Unit or Room Name

Change the name of your heat pump.

#### Which Rule to Use

The Rules function allows you to select a pre-created rule set to apply from the drop down menu. For more information on creating rules please read Section 9.

#### Zone Control

*(Only available when connected to a compatible Ducted System employing the use of a PAC-ZC Zone Controller.)*

The Zone Control function can be edited to select which zones are displayed for operation. By default 8 zones are displayed.

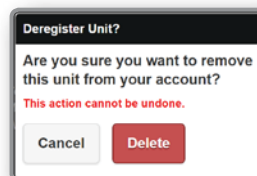
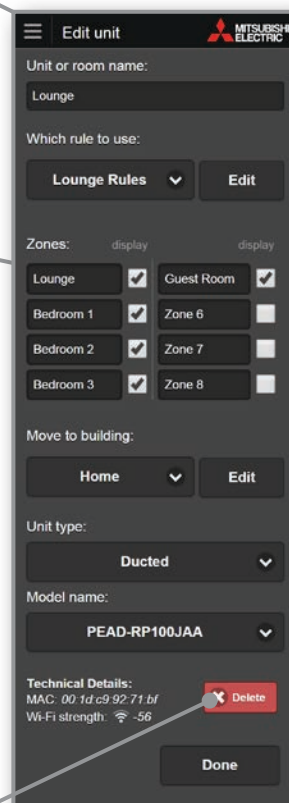
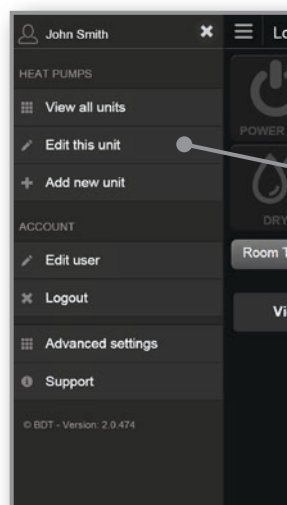
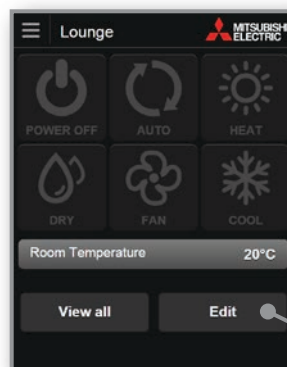
#### Move to Building

*(Only available when controlling multiple units)*

The Move Building function allows you to move your unit to a different building/location. This could simply be moving the unit to a different zone/area within a single building, or even moving a system from one building to another.

#### Unit Type/Model Name

Here you can select what type and model of heat pump this Wi-Fi Interface is connected to. This will help support extra functions and features.



#### Technical Details

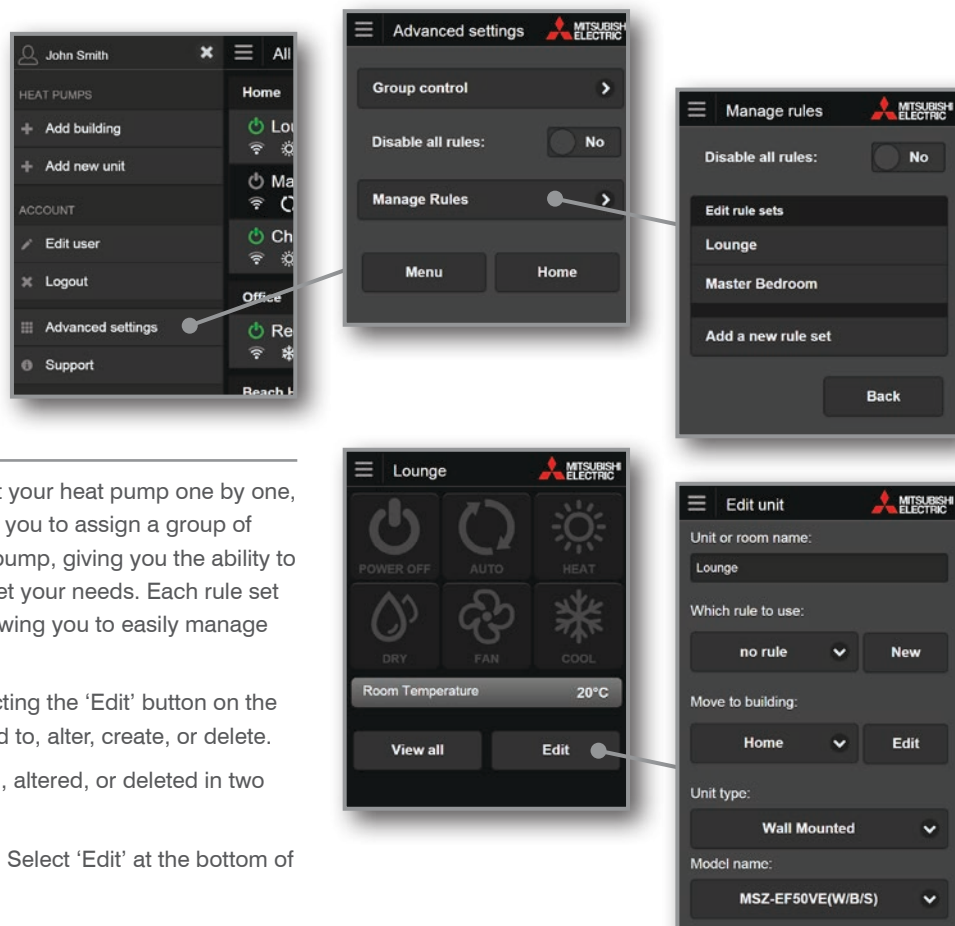
Both the MAC Address for the Wi-Fi Interface connected to your selected heat pump and the Wi-Fi strength received by this Wi-Fi Interface are listed in the bottom left hand corner. A value around -30 indicates good Wi-Fi strength whereas -90 indicates poor Wi-Fi strength.

#### Delete

The Delete function allows you to delete the unit from your account. Please note that once the unit is deleted it is totally removed from your account, so please make sure before you delete the unit that you mean to delete and not Move or Edit the unit.



## 9. RULES



### Overview

Rather than assign rules against your heat pump one by one, Wi-Fi Heat Pump Control allows you to assign a group of rules, or 'rule set', to your heat pump, giving you the ability to tailor your system to always meet your needs. Each rule set can contain unlimited rules, allowing you to easily manage your preferences.

Rules can be accessed by selecting the 'Edit' button on the unit whose rules you wish to add to, alter, create, or delete.

Rules can be accessed, created, altered, or deleted in two ways:

1. **From the operation screen:** Select 'Edit' at the bottom of the screen.
2. **From the sidebar menu:** Select 'Advanced Settings' >> 'Manage Rules' at all times.

### Develop Operating Rules

Tailor your system to always meet your needs with the superior customisation offered by Wi-Fi Heat Pump Control. Programme your system to automatically turn On/Off at specific times, change settings, develop temperature rules, and open/close different areas/zones\* to ensure superior, energy efficient comfort day after day. Ideal for both households and workplaces, Wi-Fi Heat Pump Control allows you to unlock the full potential of your heat pump.

*\*Only available when connected to a compatible Ducted System employing the use of a PAC-ZC Zone Controller.*

### Minimum and Maximum Room Temperature

The Minimum/Maximum Room Temperature feature enables your family to enjoy a happy and healthy home. Ideal for children's bedrooms, you can rest assured that your family will stay comfortable no matter what the weather conditions. When assigned, Wi-Fi Heat Pump Control senses when the room temperature drops below the set minimum temperature and automatically turns on to heating mode to ensure the minimum temperature is maintained. Conversely you can also set a maximum temperature. When the room temperature goes above the maximum set temperature the heat pump/air conditioner automatically turns on to Cooling mode to ensure the maximum temperature is maintained.

Please see pages 18/19 for information on Minimum/Maximum Room Temperature Rules.

### Zone Control

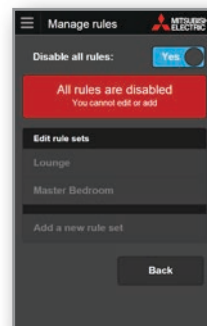
*(Only available when connected to a compatible Ducted system employing the use of a PAC-ZC Zone Controller.)*

When connected to a compatible Mitsubishi Electric Ducted system, functionality and interaction are expanded to levels previously not thought possible. Now you can control and monitor which areas/zones your ducted heat pump/air conditioner is controlling in real time from absolutely anywhere.

### Disable All Rules (Holiday Mode)

When you select 'Disable All Rules' in the 'Edit Rules' page from the menu navigation, all rules assigned to your heat pumps will be disabled.

To ensure your heat pump doesn't turn on when you are on holiday, use the 'Disable All Rules' function to quickly pause all rules until you return.



### Important

For any rules to operate a working internet connection is required.

## How to Add/Edit a Rule Set

To assign a 'Rule Set' you must first create one or select from one of our templates.

To add a new rule set.

1. Select the heat pump you wish to control.
2. Select 'Edit' to enter the edit unit screen. Here you will see a heading 'Which rule to use'.
3. If you have previously created a rule set you can use the drop down list to choose a rule set to use, or choose 'Add New Rule' and select 'Add' to create a new one.

Or if you have never created a rule set, it will show 'No Rule', please select 'New'.

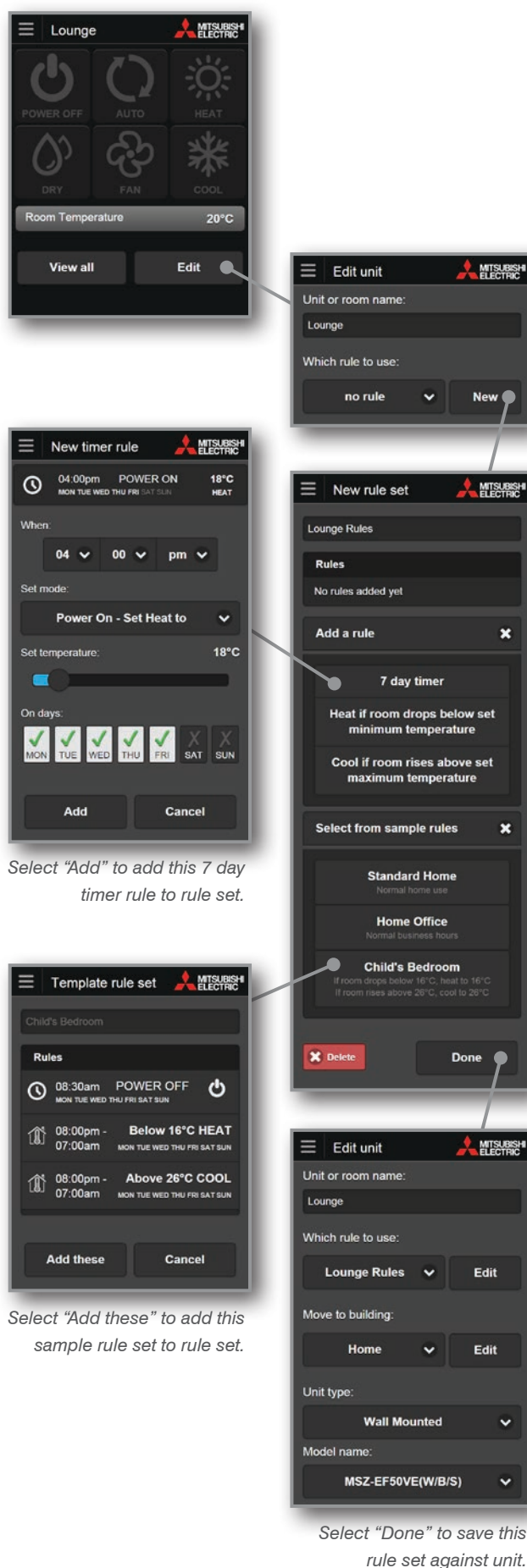
You have now created a new rule set for this heat pump. It will be automatically named after your selected heat pump name, e.g. "Lounge Rules". You can change this to a more descriptive name at any stage.

Now you can add rules to your rule set. This can be done by one of two options:

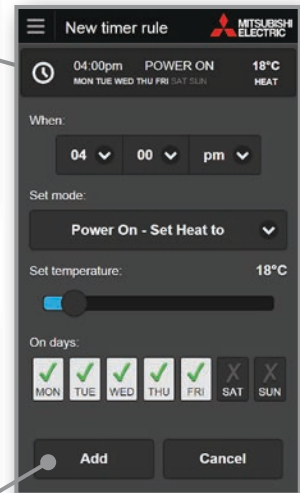
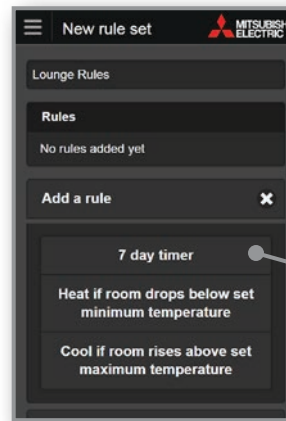
- **Add a rule:** Use this to create your custom rule to be as simple or sophisticated as you please. Select any or all of these three rule types to add as many times as you like:
  - 7 day timer
  - Heat if room drops below set minimum temperature
  - Cool if room rises above set maximum temperature.
- **Or select from sample rules:** You can choose one of our sample rule sets that we have created. From here you can modify, add or delete these rules to suit your needs.

The following pages will explain each of these rule types in more detail.

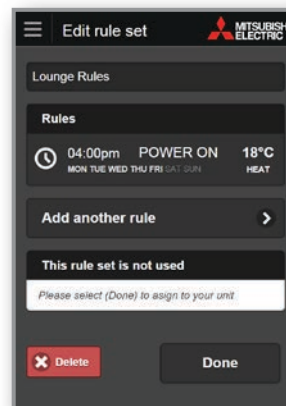
Note, once you select 'Done' this rule set will be assigned to your heat pump. You can then edit this rule set at any time by selecting edit from the edit unit page.



*Note: If you wish to delete a rule set you can select 'Advanced Settings' from the main navigation menu, and select 'Manage Rules'. From here you can also perform all of the above.*



Select "Add" to add this 7 day timer rule to rule set.



## 7 Day Timer

1. Select '7 Day Timer' under 'Add a Rule'.
2. Choose a time that you would like to set one of the following 6 available modes
3. Select a mode from the drop down list.
  - Power Off
  - Power On - Auto Temperature
  - Power On - Heating
  - Power On - Cooling
  - Power On - Dry
  - Power On - Fan
4. If Power On - Auto Temperature or Heating or Cooling is selected then you can set the temperature which will be run in that mode.


5. Next, select which days you would like this rule to run. By default all days are selected.
6. Lastly select 'Add' to add this rule to your rule set.

## Zone Control

Should your Wi-Fi Control be connected to a compatible ducted system and zone controller you will have a further setting.

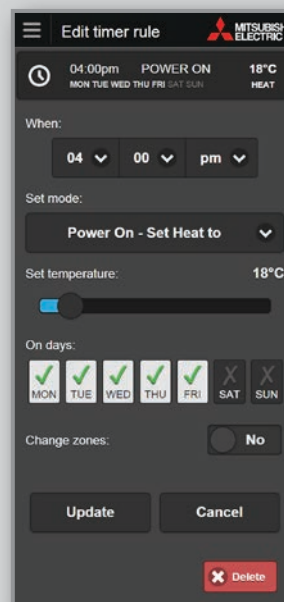
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

When actioned, Wi-Fi Control will ensure comfort is delivered only to where it is needed most, closing off/opening up zones as required and ensuring energy is not wasted on vacant area/zones.

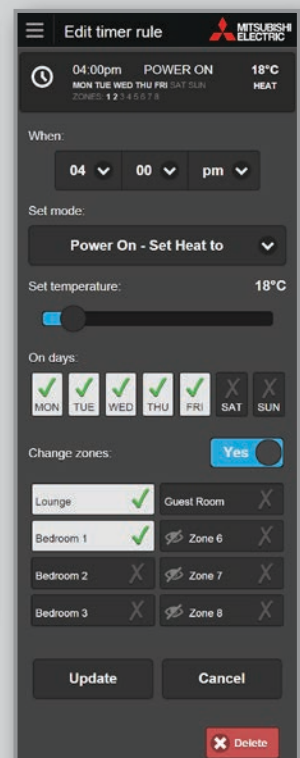
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

## Important

When the rule finishes, zones will remain as per the rule settings.

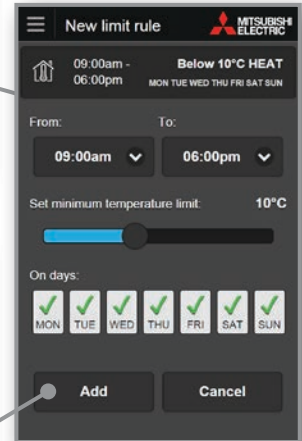
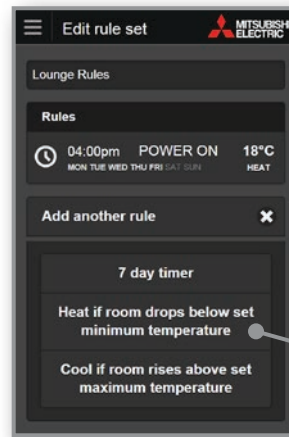


Zones will not be changed.

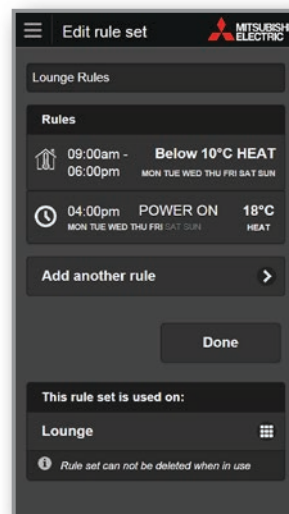


Open Lounge and Bedroom 1 zone and close off all others.





Select "Add" to add this min. temp rule to rule set.



### Heat if Room Drops Below Set Minimum Temperature

1. Select 'Heat if room drops below set minimum temperature' under 'Add a rule'
2. Choose what time period you would like the rule to run. By default it is set at 9pm to 7am. Note that the 7am is the following day.
3. Set a minimum room temperature limit – the heat pump will automatically turn on if the room/zone falls below this temperature. By default this is 10°C. You may set this between 0°C and 25°C.
4. Next, select which days you would like this rule to run. By default all days are selected.
5. Lastly select 'Add' to add this rule to your rule set.


\*Please note, your heat pump/air conditioner must be off for min./max. rules to apply.

### Zone Control

Should your Wi-Fi Control be connected to a compatible ducted system and zone controller you will have a further setting.

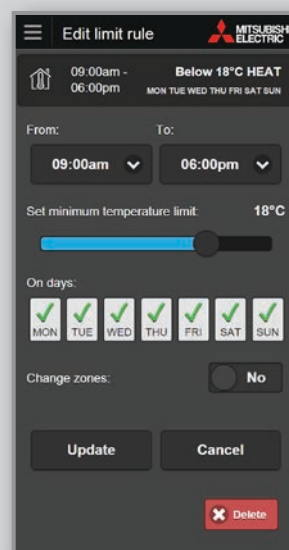
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

When actioned, Wi-Fi Control will ensure comfort is delivered only to where it is needed most, closing off/opening up zones as required and ensuring energy is not wasted on vacant area/zones.

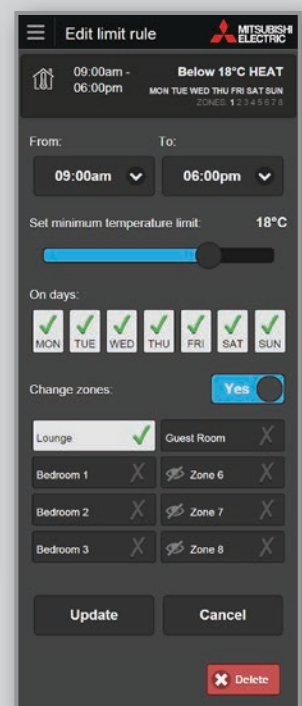
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

### Important

When minimum / maximum temperature rules are set, zones will remain as per the rule settings.



Zones will not be changed.

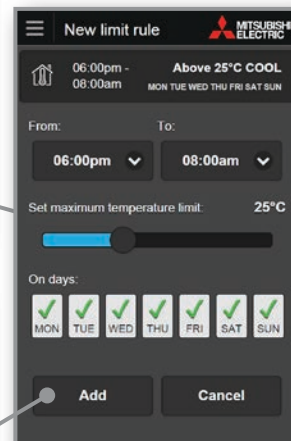
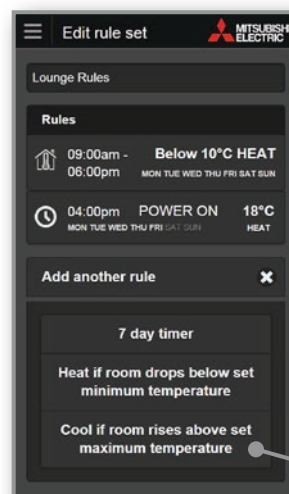


Open Lounge and Bedroom 1 zone and close off all others.

### Cool if Room Rises Above Set Maximum Temperature

1. Select 'Cool if room rises above set maximum temperature' under 'Add a rule'
2. Choose what time period you would like the rule to run. By default it is set at 9pm to 7am. Note that the 7am is the following day.
3. Set a maximum temperature limit – the heat pump will automatically turn on if the room temperature goes above the maximum temperature. By default this is 26°C. You may set this between 18°C and 38°C.
4. Next, select which days you would like this rule to run. By default all days are selected.
5. Lastly select 'Add' to add this rule to your rule set.

\*Please note, your heat pump/air conditioner must be off for min./max. rules to apply.




Select "Add" to add this max. temp rule to rule set.

### Zone Control

Should your Wi-Fi Control be connected to a compatible ducted system and zone controller you will have a further setting.

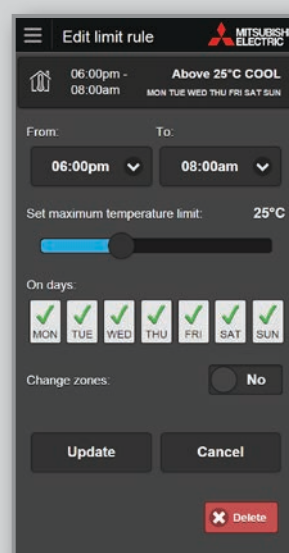
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

When actioned, Wi-Fi Control will ensure comfort is delivered only to where it is needed most, closing off/ opening up zones as required and ensuring energy is not wasted on vacant area/zones.

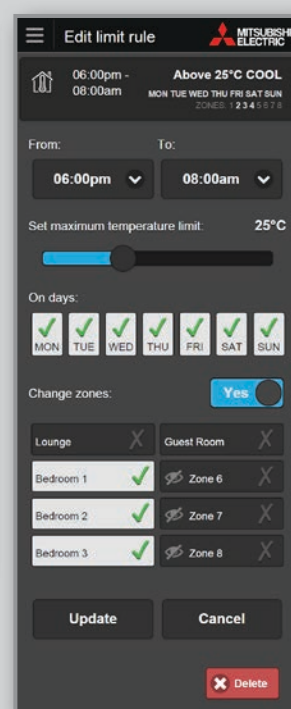
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

### Important

When minimum / maximum temperature rules are set, zones will remain as per the rule settings.



Zones will not be changed.



Open Lounge and Bedroom 1 zone and close off all others.

## 10. BUILDINGS

### Adding or Editing a Group/Building

*(Only available when controlling multiple units)*

When controlling multiple units, groups/buildings can be set up and maintained collectively. To access these functions use the menu navigation. To edit a group/building - click on the group/building name.

#### Add Group/Building

1. Select "Add building" from the menu navigation when viewing all units.
2. Enter a name for your group/building; this could be simply the name of the building or the building with floor location.
3. Select "Add" to save.

#### Edit Group/Building

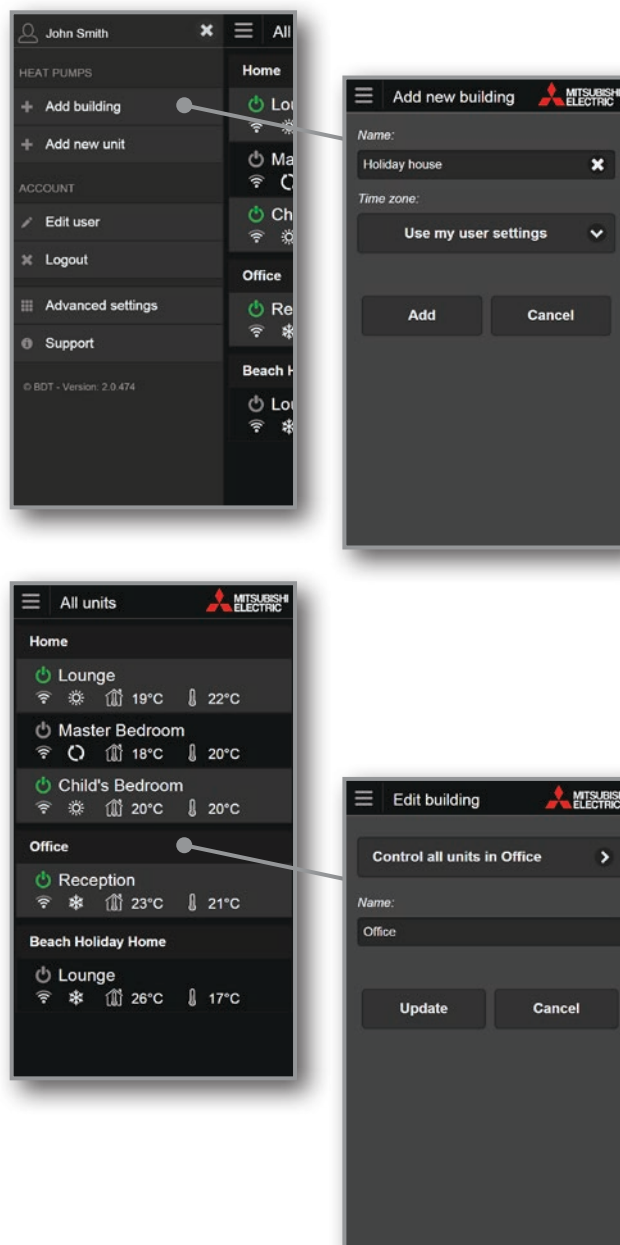
1. Click on the group/ building name when viewing all units.
2. You can then change the name of your group/building and the time zone (if applicable).
3. Select "Update" to save.

Here you can also send a Group Control command as outlined in Section 6.

#### Time Zone (of building)

*(Only available if your country has multiple time zones)*

Please select the country (time zone) where the building is located from the drop down list of supported countries. This is very important as it will be used to provide the correct time zone for rules and scheduling information of units located in this building.



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# 11. EXTERNAL CONTROL

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Wi-Fi Control has the ability to be controlled via another app or control system.

## URL Scheme

You can control the Wi-Fi Control App via another app by using our URL Scheme. For more information about this please email us on [help@bdt.co.nz](mailto:help@bdt.co.nz).

## Echonet Lite (MAC-568IF-E Only)

Echonet Lite is an international home automation control communication protocol standard.

You can enable Echonet Lite under Edit Unit if you are using a MAC-568IF-E Wi-Fi Interface.

This allows 3rd party home automation control systems that are compatible with the Echonet Lite protocol to control your Wi-Fi Interface directly.

## 12. YOUR ACCOUNT

To access your account functions use the menu navigation.

### Edit User

Change your personal details; name, address, phone numbers, email, password, and country in which the unit is installed (used to provide the correct time zone for rules and scheduling information of the unit). Changing your email will require that you reconfirm your account and a new confirmation will be sent to the new email address provided.

### Logout

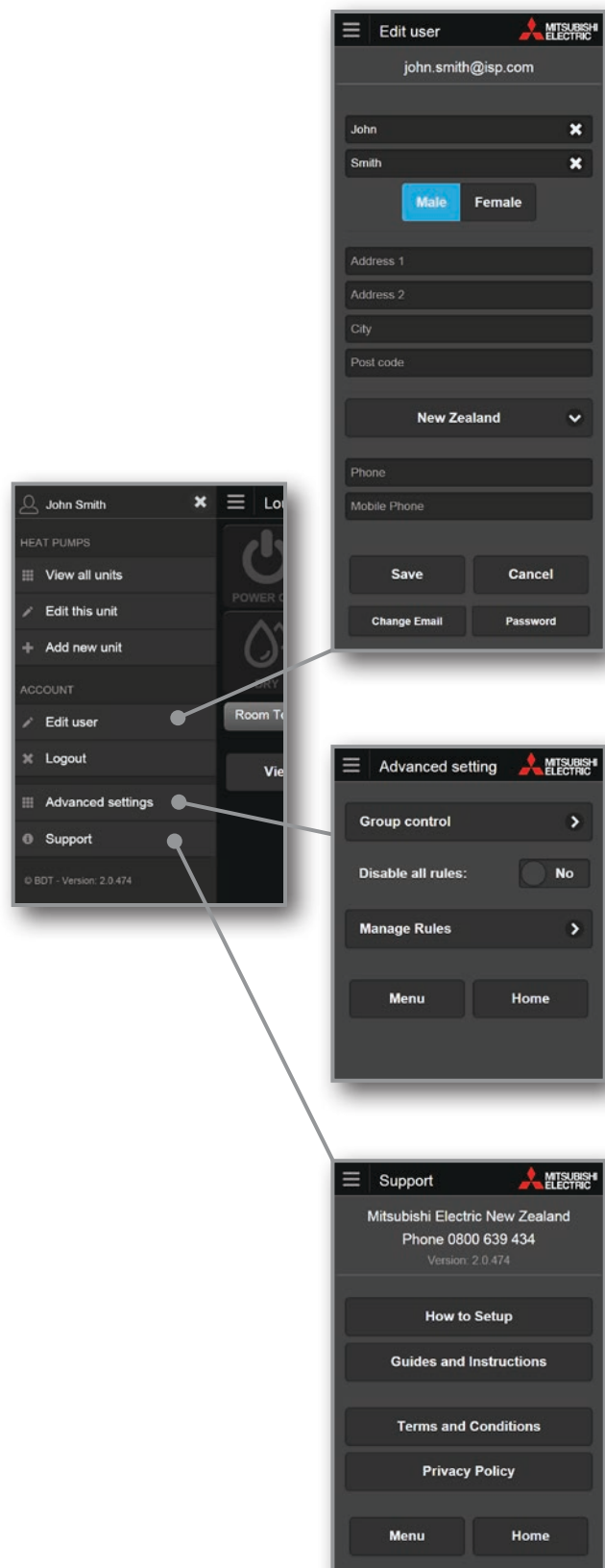
This will immediately end your session and return you to a login screen.

### Advanced Settings

Here you can send Group Control commands, manage rules, and disable all rules (Holiday Mode).

### Support

Here you can see a copy of the Wi-Fi Heat Pump Control service Terms & Conditions and Privacy Policy. You can also view the Wi-Fi Heat Pump Control Installation Guide under Guides and Instructions.



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## 13. SUPPORT

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To access your support functions use the menu navigation.

### Support Overview

Wi-Fi Heat Pump Control has been designed for use in New Zealand and Australia, therefore it has been designed to show the relevant support information based on the location of the installed system. The support information will be customised and localised based on the location given for the Wi-Fi Interface Installation during unit registration.

### Localised Support Content

The primary function of the support page is to provide all the necessary local support links and contact information for Wi-Fi Heat Pump Control users to quickly and easily find the information they need.

### Frequently Asked Questions (FAQs)

Please see Section 16 for the most commonly asked questions relating to the Wi-Fi Heat Pump Control Software Service. Alternatively visit the Wi-Fi Heat Pump Control website specific to your location;

For New Zealand based enquiries:  
[www.mitsubishi-electric.co.nz/wifi](http://www.mitsubishi-electric.co.nz/wifi)

For Australian based enquiries:  
[www.mitsubishielectric.com.au/wifi](http://www.mitsubishielectric.com.au/wifi)

### Updates (Wi-Fi Heat Pump Control Apps only)

Please update your Wi-Fi Heat Pump Control Apps when you receive notification that an update is available, if you have an issue please ensure that you have installed the latest updates before contacting Mitsubishi Electric for technical support.

### Version

At the bottom of the menu navigation you will see the version number of the software. This will be useful to technical support if you are running an older version of an App than is currently available on the various App stores.

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# 14. SUPPORTED HARDWARE / SOFTWARE

## Heat Pump Models

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The following Mitsubishi Electric Heat Pump/Air Conditioner indoor models can be connected to the Wi-Fi Heat Pump Control service via the Wi-Fi Interface:

### Tested Models

#### *High Walls*

MSZ-GE22/25/33/35/42/50/60/71/80VA(D)

MSZ-EF22/25/35/42/50VES/VEW/VEB

MSZ-FH25/35/50VE(HZ)

MSZ-FB35/50VA(H)

MSZ-GL25/35/42/50/60/71/80VGD

#### *Floor Consoles*

MFZ-KJ25/35/50/60VE(50/60VEHZ)

MFZ-KA25/35/50VA

MFZ-FB50VAH

#### *Ducted / Concealed Systems*

PEAD-RP71/100/125/140JAA

PEA-RP71/100/125/140EAQ

PEA-RP100/125/140GAA

PEA-RP170/200WJA

SEZ-KD35/50/60/71VA

## Compatible Devices and Browsers

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### Operating Systems

Android versions 4.1 +

Apple iOS 8.0 +

### Smartphones (Apps or Web Version)

Apple iPhone

Samsung Galaxy S

LG G3 D855

### Tablets (Apps or Web Version)

Apple iPad / iPad mini / iPod Touch

Samsung Galaxy Tab

Nexus 7

### Internet Browsers (Web Version only)

Microsoft Internet Explorer versions 10 +

Google Chrome versions 30 +

Apple Safari versions 5.1.7 +

Mozilla Firefox versions 26 +

### All Devices and Browsers

Must have Javascript, Cookies and Local Storage enabled.

### Please Note:

This is not definitive list of all compatible devices, other similar devices which use supported Operating Systems or Internet Browsers should also work either via dedicated Apps or via Web Browser/Web Client options.

Please note that user experience may vary slightly depending on hardware and software combination.

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## 15. SAFETY PRECAUTIONS

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- If the Wi-Fi Interface is close to a cordless phone or device emitting radio waves such as a microwave oven, data communication speed may be reduced or communication may be lost.

In addition, there may be noises during calls on cordless phones, and outgoing/incoming calls may not work properly. In such cases, please ensure the Wi-Fi Interface and cordless phone are 1 metre or more apart from each other.

- When children, elderly, sick or handicapped persons are in the room, please ensure there is someone nearby who can manage the heat pump/air conditioner.
- Parental control is recommended around small children to ensure no unwanted operation.
- If the power supply to the heat pump/air conditioner or the router is not turned on due to power failure or the breaker is broken, when the router is abnormal, or out of the communication range, you cannot operate your heat pump/air conditioner via the Wi-Fi Control App.

- 
- If you leave your heat pump/air conditioner on for a long period of time at high temperatures whilst leaving windows and doors open, condensation may accumulate on the indoor unit, causing dripping and soiling of household goods/flooring, which may cause staining.

- Please check the condition of the room your heat pump/air conditioner is located before controlling your heat pump/air conditioner from a remote location to ensure safe operation.
- When updating the OS of the smartphone/tablet, application may become unusable.
- Be sure to cancel your Wi-Fi Control App registration when disposing of your heat pump/air conditioner or changing user.



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## 16. FREQUENTLY ASKED QUESTIONS (FAQS)

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### Syncing and Troubleshooting

#### **Q. My router does not have a WPS Button - can I still use the Wi-Fi Heat Pump Control service?**

A. If you have a MAC-568 you do not require a router with a WPS button.

For the MAC-558/559 Wi-Fi Interface to successfully pair with your home network your router's WPS function must be temporarily disabled (this is automatically enabled again after a period of approximately 2 minutes). Not all routers are equal, and as such not all routers have a WPS button. In this case please check your router's manual as some routers without a designated WPS button may still be able to have the WPS function enabled/disabled within the routers settings.

Alternatively you may be able to connect a secondary router that supports WPS to one of the ports on your main router to connect to the Wi-Fi Control – talk to your authorised dealer for suitable options.

#### **Q. What Security protocol should I use on my Router to allow connection to the Wi-Fi Heat Pump Control service?**

A. You should use WPA2-AES protocol; you may not be able to connect if you use other protocols.

#### **Q. Do the Wi-Fi Interfaces support Dynamic IP Addressing?**

A. Yes, the compatible Wi-Fi Interfaces do support Dynamic IP Addressing; if you connect the Wi-Fi Interface via WPS then any future dynamic IP address changes do not affect the correct operation.

---

#### **Q. My system does not control correctly and I am experiencing strange behaviour from my unit?**

A. Please check that the local controllers or other control systems or users are not overwriting and conflicting with the Wi-Fi Heat Pump Control service. If you are using the Timer function in the Wi-Fi Heat Pump Control service please delete any timer settings in your local controllers and vice versa to prevent conflicts.

#### **Q. How quickly will my control setting be sent to the unit, there seems to be a long delay?**

A. The system will look for new settings every minute, so the update could take anything from a few seconds to 1 minute.

#### **Q. I have tried to install a compatible Wi-Fi Interface and I cannot find how to connect to my Mitsubishi Electric equipment?**

A. The compatible Wi-Fi Interfaces are not designed for self-installation, as installation requires access to potentially live electrical parts. Please contact your local branch or installer to arrange professional installation.

#### **Q. I recently had a Mitsubishi Electric Wi-Fi Interface fitted to my heat pump and now need to set it up. How do I do this?**

A. To set up Wi-Fi Control follow the instructions outlined in the Wi-Fi Installation Guide which came with your Wi-Fi Interface. The Installation Guide is also accessible on the Wi-Fi Control App.

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**Q. Sometimes my system stops working intermittently – why is this?**

A. This can be potentially caused by several issues outlined below:

1. Power Wi-Fi signal strength – Do not mount a compatible Wi-Fi Interface near metal objects such as metal wall studs and ensure that the router is within as close physical range as possible as signal strength can be greatly reduced through walls and other solid objects. There are third party Wi-Fi signal strength testers available which you can use to check Wi-Fi signal strength throughout your building and third party signal boosters are also available.
2. Radio interference, especially if the router is a long way from the compatible Wi-Fi Interface – Usually caused by cordless phone, power tools or other competing R.F. devices. Turn off other devices to locate the source of interference.
3. Poor internet connection – This will be observed on other internet connected devices.

**Q. If my router is accidentally turned off or we have a power cut will the Wi-Fi Interface automatically reset itself or does it need to be re-paired?**

A. Yes, in the event of a power cut for any reason Wi-Fi Control is re-paired automatically.

**Q. If I make a mistake when setting up my Wi-Fi Control is there a reset button?**

A. **MAC-568:** If a mistake is made during the set-up of the Wi-Fi Control pairing process simply hold down the RESET button for 15 seconds to restart the process.

**MAC-558/559:** If a mistake is made during the set-up of the Wi-Fi Control pairing process simply press the WPS button on your router again to restart the process.

---

**Q. I upgraded my router and Wi-Fi Control has stopped working. What should I do?**

A. If you have upgraded your home network's router your Wi-Fi Interface will need to be re-paired, following the same process initially carried out when first setting up Wi-Fi Control. To re-sync the Wi-Fi Interface and your router follow the instructions outlined in the Wi-Fi Installation Guide which came with your Wi-Fi Interface.

**Q. We changed the password for our Wi-Fi network at home and Wi-Fi Control has stopped working. What should I do?**

A. If you change the password to your home network your Wi-Fi Interface will need to be re-paired, following the same process initially carried out when first setting up your Wi-Fi Control. To re-sync the Wi-Fi Interface and your router follow the instructions outlined in the Wi-Fi Installation Guide which came with your Wi-Fi Interface.

**How can I tell if the Wi-Fi Interface has successfully connected?**

**MAC-568:** If the installation has been completed successfully the MODE LED will flash orange every 5 seconds and the UNIT LED will light up green.

**MAC-558/559:** If the installation has been completed successfully LED1 and LED3 on the Wi-Fi Interface will flash in sequence approximately every 5 seconds.

If you do not see this please contact your installer or refer to the installation manual for more information.

**Is it possible to connect using my existing router?**

In some instances your current router being used may not be compatible with the Wi-Fi Interface. This could be due to several factors: simply that the router does not support WPS (for MAC-558/559), does not support WPA2-AES, that it is connected to too many devices and you do not want to replace and reconnect all other devices, or there could be a security issue and you cannot change the existing router settings.

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#### **Is it possible to connect via a secondary router?**

It may be possible to connect to the existing router via a secondary router. If you are buying a secondary router, we would recommend the Edimax BR6428-NS router which has been tested by Mitsubishi Electric. You should be able to connect to this secondary router via a standard Ethernet Cable (CAT5) to any of the LAN ports on the existing router.

#### **I have chosen a different secondary router and I am still having problems?**

Mitsubishi Electric is unable to provide technical support for the wide range of routers that are available on the market. If you do select a secondary router that is not the recommended Edimax BR6428-NS router, unfortunately our technical support teams may not be able to provide any technical support if you do encounter any issues.\*

#### **\*Please Note:**

The connection method detailed above has been tested with the Edimax BR6428-NS router. When connecting to the Wi-Fi Interface press the WPS button on the secondary Edimax router and Wi-Fi Interface.

### **Understanding the Wi-Fi Interface**

#### **Q. Can I control my Mitsubishi Electric system directly, when at home without requiring connection to the Internet?**

A. Currently direct local control without Internet access is not possible with the compatible Wi-Fi Interfaces.

#### **Q. Is there a maximum distance that a compatible Wi-Fi Interface can be installed from the router?**

A. This will vary dependent on multiple factors. Please position the Wi-Fi Interface as close to the router as possible. There are third party Wi-Fi signal strength testers available which you can be used to check Wi-Fi signal strength throughout your building and third party signal boosters are also available.

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#### **Q. Can I connect any other Mitsubishi Electric systems to Wi-Fi Heat Pump Control service?**

A. Currently, the Mitsubishi Electric Wi-Fi Heat Pump Control has only been tested for use with the models that are listed in Section 14 - Tested models. Use on alternative systems has not yet been tested, nor have the support mechanisms required been established for use with any other type of heat pump range.

#### **Q. Do I have to use a compatible Mitsubishi Electric Wi-Fi Interface, or can I use a third party Interface to connect to Wi-Fi Heat Pump Control service?**

A. You can and should only use an official compatible Mitsubishi Electric Wi-Fi Interface. You will not be able to connect to our servers and we will not be able to support you if you use any other Interface.

#### **Q. Is it possible to connect a compatible Wi-Fi Interface and MAC-333/397/399IF-E on the same indoor unit?**

A. No, it is not possible as they all require the same connection point CN105.

#### **Q. Do I need to purchase additional Wi-Fi Controls if I have multiple heat pumps in my home/workspace that I want to control?**

A. Yes, you need a separate Wi-Fi Interface for each heat pump you want to control. Once purchased, you can sync all heat pumps to the same account for convenient control over your systems.

---

## Multi Room Wi-Fi Control

**Q. I have a Multi Room system with 6 indoors. How many Mitsubishi Electric Wi-Fi Interfaces do I need to buy?**

A. For MXZ systems you will need a Wi-Fi Interface for each indoor unit that you wish to control via the Wi-Fi Heat Pump Control service.

**Q. I have a Multi Room system. When I select Heating, Cooling, Auto or Fan Speed mode on 1 indoor the MXZ system does not change mode.**

A. The MXZ system can only operate in a single mode for all indoors that are currently on. This is also a limitation for normal controllers.

**Q. I have a Multi Room system installed. If I accidentally set the mode for one of my units to heating and the other to cooling what will happen?**

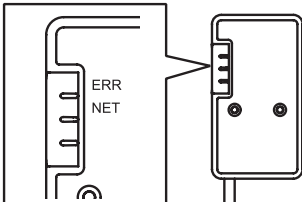
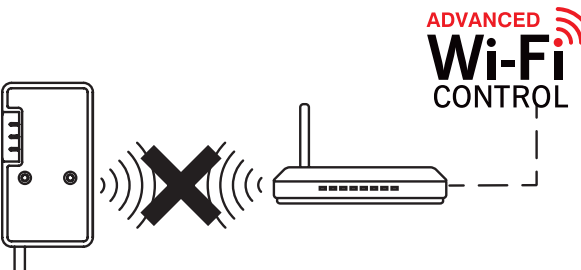
A. In this case the indoor that is turned on first will become the 'lead' unit. For example, if you set your 1st indoor unit to 24°C heating, then set your 2nd indoor unit to 22°C cooling, the multi outdoor will remain in heating mode as this was the mode selected first.

Even though you have used the Wi-Fi Control App to command the 2nd unit to cool, the indoor unit will sit in standby with flashing LED's, however this does not mean your Wi-Fi App is not working. The cooling command on the second heat pump will not activate until a) all heat pumps are turned on to the same mode as the 'lead' heat pump (in this case the 24°C heating), b) until the 'lead' unit is turned off, or c) all heatpumps are changed to cooling.

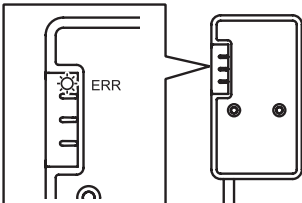
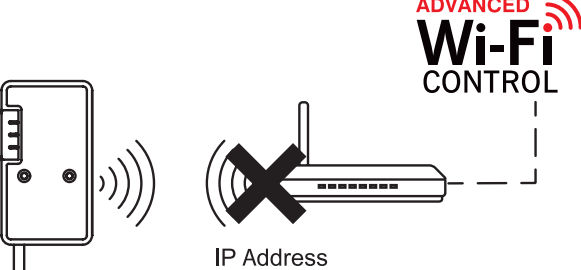
# 17. MAC-568

## TROUBLESHOOTING

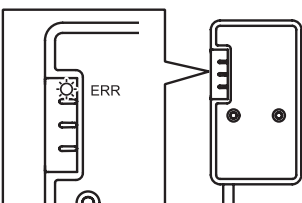
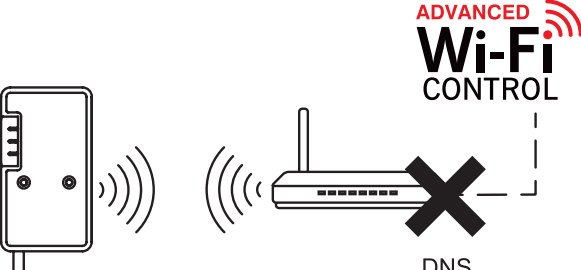
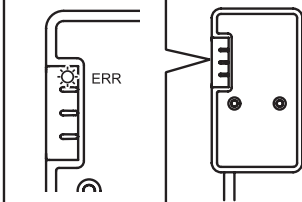
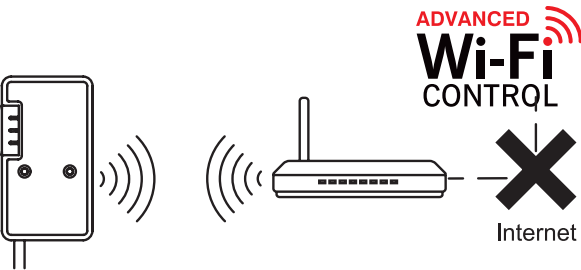
### Your Wi-Fi Interface is not connected to any router

<p>ERR: OFF NET: OFF</p> 		<p>Try pairing the Wi-Fi Interface with the router. Please start setup again.</p>
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### Your Wi-Fi Interface is not communicating to your router

<p>ERR: Flash (Every 0.5-sec)</p> 		<p>Check DHCP settings of the router. or Check IP address settings of the Wi-Fi Interface.</p>
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### Your router is not communicating to the internet

<p>ERR: Flash (Every 1 sec)</p> 		<p>Check DNS settings of the router. or Check DNS address settings of the Wi-Fi Interface.</p>
<p>ERR: Flash (Twice every 5 sec)</p> 		<p>Check if the router is connected to the internet.</p>

## 18. TERMS & CONDITIONS, PRIVACY

For the latest Terms & Conditions, Privacy Policy.

Please refer to our website;

For New Zealand: [www.mitsubishi-electric.co.nz/wifi](http://www.mitsubishi-electric.co.nz/wifi)

For Australia: [www.mitsubishielectric.com.au/wifi](http://www.mitsubishielectric.com.au/wifi)

Or access under Support via the main menu navigation.

## Notes

[illegible]

**Mitsubishi Electric New Zealand**

[www.mitsubishi-electric.co.nz/wifi](http://www.mitsubishi-electric.co.nz/wifi)

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All models, features and specifications are subject to change and amendment at anytime. December 2017