

# Wi-Fi CONTROL

USER MANUAL

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**Please Note:**

All the information in this manual is only relevant to version 3.4 and higher 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 MITSUBISHI ELECTRIC WI-FI CONTROL

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

Wi-Fi 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 or Lossnay controller.

The Mitsubishi Electric Wi-Fi 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 16 of this manual.

## Remote Control, No Matter Where You Are

Wi-Fi Control gives you the freedom to manage your heat pump/air conditioner or Lossnay system 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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## Multiple Units, One App

Mitsubishi Electric Wi-Fi Control gives you the ability to control the heating, cooling or ventilation 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.

## Lossnay Ventilation Visualised

You can now see the difference Lossnay Heat Recovery Ventilation makes to your energy bill. When connected to a Wi-Fi Interface, you can clearly view the incoming and outgoing temperatures of the fresh air being carried into your home and the stale air being removed. See the Lossnay's unique heat transfer core work and deliver fresh, tempered air into your home and reducing the stress on your heat pump.

## Optional Wi-Fi Interlock\* for Total Home Control

Seamlessly combine your Mitsubishi Electric Ducted Heat Pump and Lossnay Heat Recovery Ventilation System through your Wi-Fi Control App for ultimate visibility and control.

Because your Ducted Heat Pump needs to be in fan, heating or cooling mode for the connected Lossnay system to operate, you can now choose from two innovative modes to customise your climate control setup.

*\*Note: To enable Wi-Fi Interlock Control, both units will require a Wi-Fi Interface.*

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## 2. THE WI-FI CONNECTION SET UP

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

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#### Mitsubishi Electric Heat Pump/Air Conditioning and Lossnay Ventilation Systems

You will require a compatible Mitsubishi Electric system to connect to the Wi-Fi Control service. A full list of compatible models can be found in Section 16 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-568/578/588 Wi-Fi Interface:** 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 Wi-Fi Interface:** 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 18 if your router does not support this level of functionality.

Note: Not all routers are Wi-Fi alliance compliant.

Please [visit our website](#) for an updated list of compatible and non-compatible routers.



[mitsubishi-electric.co.nz/wifi/#requires](https://mitsubishi-electric.co.nz/wifi/#requires)

#### Mitsubishi Electric Wi-Fi Interface

If not already pre-installed, 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 16 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.

### Does your router have WPS functionality?

**MAC-568/578/588:** The MAC-568/578/588 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 18 if your router does not support WPS.

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

**MAC-568/578/588 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 18 - FAQs.



MAC-568/578/588



MAC-558/559



## Wi-Fi Interface Overview

Current compatible Mitsubishi Electric Wi-Fi Interfaces: MAC-568IF-E, MAC-578IF-E, MAC-588IF-E, MAC-558IF-E and MAC-559IF-E.

### Reset Button

The reset button is used to reset the interface to its factory settings. To reset the interface, you must hold the reset button for up to 15 seconds. The UNIT and MODE lights will come on temporarily before returning to the default flashing UNIT light.

Note: resetting the interface will make the unit forget all stored connection data/networks and re-pairing will be required.

### Mode Button

The mode button is used to put the Wi-Fi Interface into one of two pairing modes, either WPS or Access Point (AP).

To put the interface into WPS mode, hold the mode button for 2 seconds until the orange MODE light begins flashing once every one-second. To put the interface into AP mode, hold the mode button for 5 seconds until the orange MODE light goes solid temporarily, once you let go the MODE light will flash once every five-seconds.

Note: once you put the interface into one of the two modes, you must reset the interface before putting it into a different mode.

### WPS Button (MAC-558/559 only)

The WPS button is used to put the Wi-Fi Interface into WPS pairing mode.

To put the interface into WPS mode, press and hold the WPS button for 2 seconds. LED 1 will start flashing as the interface attempts to connect to your Wi-Fi.

### Wi-Fi Interface LEDs

**MAC-568/578/588:** The Mitsubishi Electric Wi-Fi Interface has 4 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 will see the NET light flashing green, and the UNIT light flashing green every 5 seconds 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

After the Mitsubishi Electric Wi-Fi Interface has been connected to the internet for the first time, you will need to claim the unit under your account. Do this on the app by going MENU -> ADD NEW UNIT and enter the MAC and ID found on the back of the Wi-Fi Interface. The app may automatically redirect you to this page during the connection process. If on the same network as the interface, the app will automatically populate these fields.

### Important

The Mitsubishi Electric Wi-Fi Interface is designed for communication to the Mitsubishi Electric Wi-Fi 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 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.

# 3. HOW TO ACCESS WI-FI CONTROL

## Wi-Fi App

### Supported Devices

The Mitsubishi Electric Wi-Fi 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 16 within this user manual.

#### 1. Download

The Mitsubishi Electric Wi-Fi Control application can be downloaded from both the Apple App Store and Google Play App stores. Your App Store or Google Play store location must be set to New Zealand or Australia. Just search for “Mitsubishi Wi-Fi Control” or, if you can’t find the app, try 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)

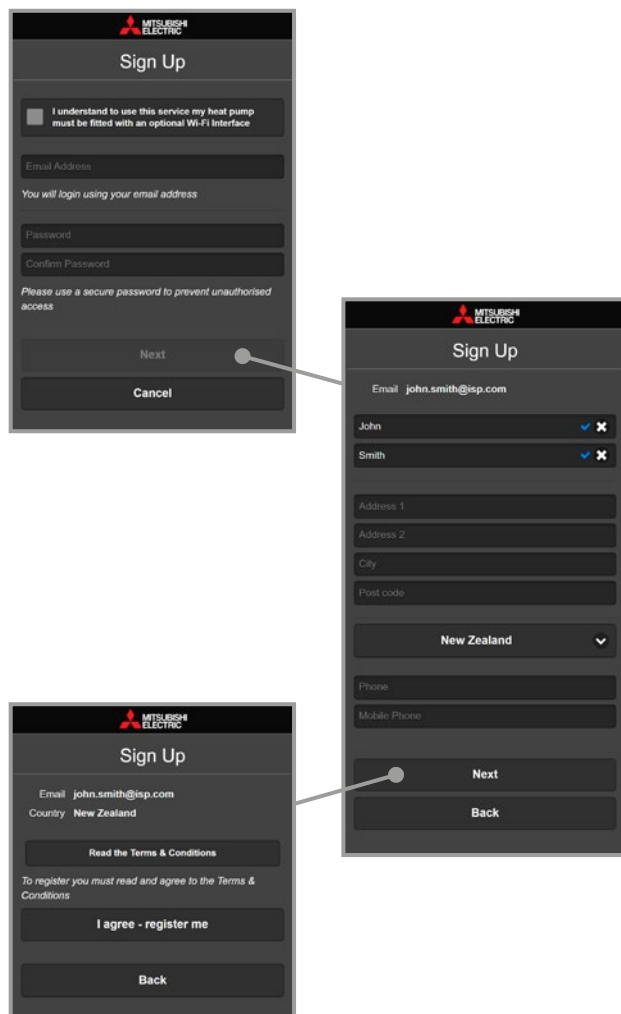
#### 2. Register

- A. You will need to provide an email and password to use the Mitsubishi Electric Wi-Fi Control App. Please note, only one user registration can be paired to a 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.
- B. You will need to provide further information required to be able to use the Wi-Fi Control App. 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 asterisk (\*) and will need to be completed to successfully complete this step. Once you have completed all required fields, please select the “Next” button.

- C. Once you have completed Step 2B, you will then need to read and agree to the Terms and Conditions. Once you have read these, please select the “I agree - register me” button.

#### 3. Login

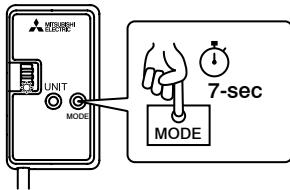
Once you have successfully registered as a user you will then need to login with the username and password used in the registration process as shown below.



## 4. WI-FI CONTROL CONNECTION GUIDE

### Access Point Mode MAC-568/578/588

1. Locate and extract the Mitsubishi Electric Wi-Fi Interface box.
2. To begin pairing, make sure the green UNIT light is flashing by itself. (If not, push and hold the reset button for up to 15 seconds until the UNIT and MODE lights temporarily turn on, before returning to the default flashing UNIT light.)
3. Push and hold the mode button for up to 7 seconds. The orange MODE light will start flashing after 2 seconds but keep holding for 7 seconds until the MODE light goes solid, then begins flashing intermittently (once every 5-seconds).



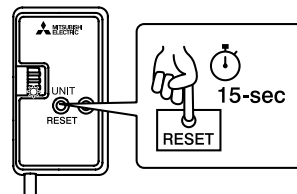
4. Go into the Wi-Fi settings on your device and select the ME- number that corresponds with the SSID on the back of the Wi-Fi Interface.
5. The password is the KEY on the back of the Wi-Fi Interface box. Your device is now linked to the Wi-Fi Interface, make sure to stay connected even if it says 'no internet connection'.
6. Open the Mitsubishi Electric Wi-Fi Control App. The app will prompt you to connect to your home Wi-Fi network. Select the network and enter your personal password. If you have multiple bandwidths, be sure to select the 2.4GHz network. (If the password is entered incorrectly the NET light will not come on.)
7. The NET light should now come on and begin flashing alternately with the UNIT light. The Wi-Fi Interface box is now connected to the internet and ready to be claimed by your account.

#### Please Note:

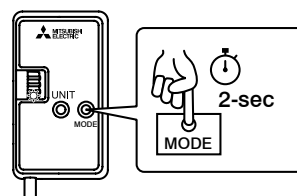
You will need to download the Mitsubishi Electric Wi-Fi Control App and register an account before starting the pairing process.

### WPS Mode MAC-568/578/588

1. Locate and extract the Mitsubishi Electric Wi-Fi Interface box.
2. To begin pairing, make sure the green UNIT light is flashing by itself. (If not, push and hold the reset button for up to 15 seconds until the UNIT and MODE lights temporarily turn on, before returning to the default flashing UNIT light.)



3. Press the WPS button on your home router. Check your router specifications to see if it supports WPS. Some routers require WPS to be activated through the router settings.
4. Once WPS is activated on your router, within two minutes return to the Wi-Fi Interface on the unit and hold the MODE button for 2-3 seconds until the orange MODE light begins flashing once every second.

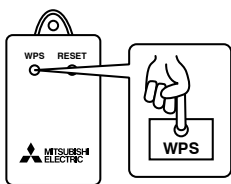


5. If both your router and Wi-Fi Interface are in WPS mode they will become connected automatically.
6. The NET light should now come on and begin flashing alternately with the UNIT light. The Wi-Fi Interface box is now connected to the internet and ready to be claimed by your account.



## WPS Mode MAC-558/559

1. Locate and extract the Mitsubishi Electric Wi-Fi Interface box.



2. Press the WPS button on your home router. Check your router specifications to see if it supports WPS. Some routers require WPS to be activated through the router settings.
3. Once WPS is activated on your router, within two minutes return to the Wi-Fi Interface on the unit and hold the WPS button for 2 seconds until LED 1 begins flashing.
4. Next, the bottom light LED 3 will start flashing as it connects to the internet. This may continue for up to 4 minutes.



5. When LED 1 and LED 3 flash alternately the unit is successfully connected to the internet.
6. The Wi-Fi Interface box is now connected to the internet and ready to be claimed by your account.

## Adding a Unit

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

You will also need the MAC Address and ID Serial Number which can be found either on the back of the Wi-Fi Interface or written on page 2 of the Wi-Fi Interface Installation Guide.

To Add a Unit:

1. To claim the unit in the App, press the three lines in the top left to open the sidebar menu, then select 'Add new unit'.
2. The App may autofill the necessary information if your phone is connected to the same Wi-Fi network as the unit's interface (MAC-568/578/588). Otherwise, enter the MAC and ID found on the back of the Wi-Fi Interface.
3. You may also select the unit type and model name, then press add.
4. The unit is now linked to your Mitsubishi Electric account and can be controlled through your device.

## Name Your Unit

Once you have successfully added your unit to the Wi-Fi Control service you can choose to rename your unit to a more descriptive name at any stage e.g. Lounge, Bedroom, MSZ-AP25, Holiday Home etc. By default this will show as the MAC Address number. This can be done in the individual unit's settings.

### 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 Mitsubishi Electric Wi-Fi Control service to be able to complete the unit registration process.



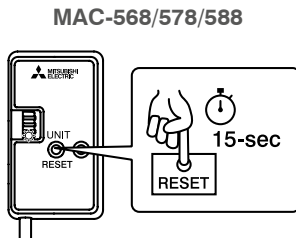
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## Additional Information

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### Resetting the Unit

If you have any issues and need to start setup again, hold down the RESET button for 15 seconds (MAC-568/578/588).



### Error Light

When connecting, if the error light comes on at any time there may be an issue with the network's configuration. Check that your router is compatible or see Troubleshooting Section 19 for more information.

### Further Documentation

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'.

These instructions are for MAC-568/578/588 only. Please see Installation Guide for MAC-558/559 Wi-Fi Interface Setup.

### Still Not Working?

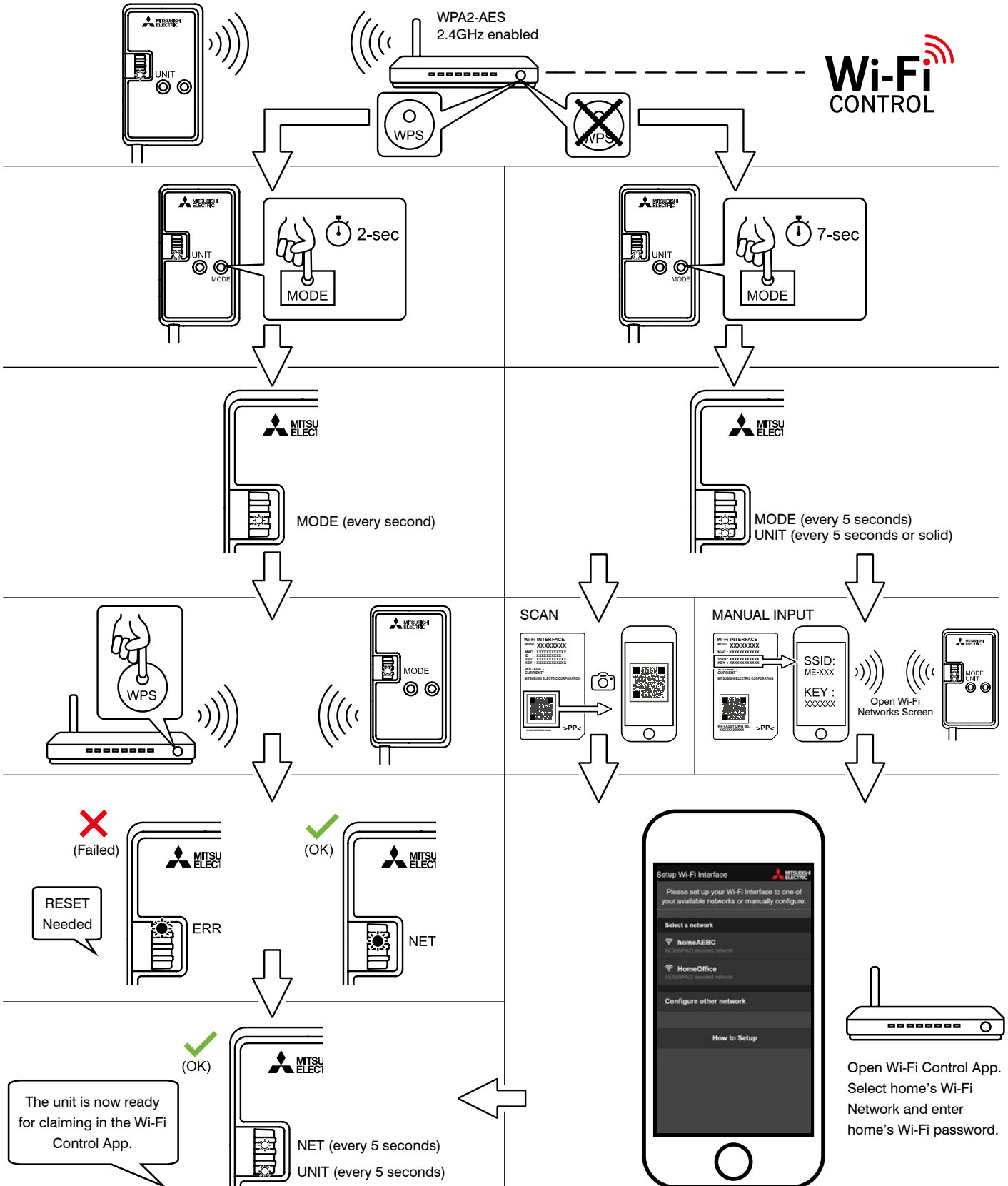
Make sure to double check your home router's Wi-Fi password. You can find the password by accessing your router settings on a laptop/desktop. Or, double check by connecting a new device/forgetting the network and using your password to login to the Wi-Fi. If it works, you know that your password is correct.



# 5. WI-FI INTERFACE VISUAL GUIDE

Set up MAC-568/578/588

☀ ON ⚙ Flashing



# 6. 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 9).

## Fan Speed

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

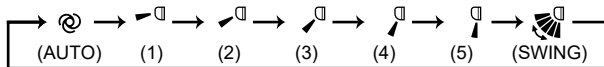
- **Fan Speed:** 1-5, fixed speed selected by user, 1 = Low, 5 = High.
- Depending on the system you have, you may have 3 to 5 fan speeds.
- **Auto:** the fan speed is automatically determined by the system and not the user directly.

## Vertical 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 system 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.

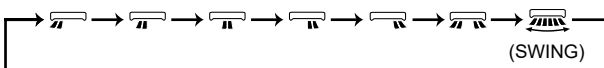


## Horizontal Airflow Direction

*(Only if unit supports this function)*

The next control option is for horizontal 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 system 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.



Vertical



Horizontal

# 7. CONTROLLING YOUR LOSSNAY

## Controlling a unit

### Lossnay Core

In the centre of the Lossnay's control screen you have a new visualisation of the Lossnay working to bring in fresh, tempered air.

On the left, there are the two outside ducts, one showing the temperature of the fresh air coming into the system, and another showing the temperature of the stale air leaving your house.

The right side shows the temperatures of the pre-warmed/pre-cooled fresh air coming into the house, and the average temperature of the stale air leaving.

### Temperature Information

Below the visualisation of the core, when the unit is on you will see information on the temperature change of fresh air coming into the house through the Lossnay Core. Tap the 'i' for more information about temperature differences.

### Power On/Off

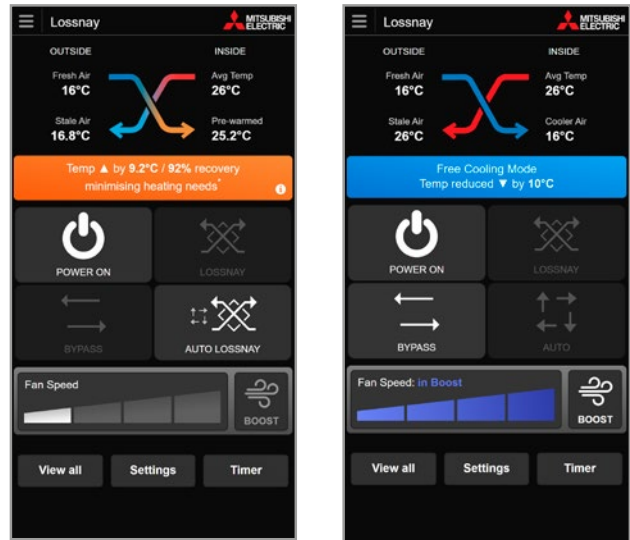
Press the power button to turn on/off your Lossnay unit. When the unit is on, you will see all the temperature values of the four ducts of the unit. When the Lossnay is off, you will only see the outdoor and indoor air temperatures.

### Operation Mode

- **LOSSNAY:** the fans will direct air through the Lossnay Core activating energy recovery
- **BYPASS:** the Lossnay fans will redirect air around the Lossnay Core for direct, non-tempered fresh air
- **AUTO:** the Lossnay will decide whether to operate in Lossnay or Bypass Mode based on your home's set temperature

### Fan Speed

Lossnay Wi-Fi offers four fan speeds (1-4) for advanced control over your system. Alternatively, select Auto to let the Lossnay choose the optimal fan speed for your conditions. VL250/350/500 has Boost Mode. LGH has Auto Fan.



### Optional Features

- **CO<sub>2</sub> Sensor:** add an optional CO<sub>2</sub> sensor to your Lossnay to see the ppm (parts per million) of carbon dioxide in your air. With this add-on, Lossnay can more accurately choose its Fan Mode to keep your air fresh and healthy. For this to work, you must have auto fan selected.
- **Wi-Fi Interlock:** you can now interlock your Lossnay and ducted units through Wi-Fi, removing the need for the traditional CN2L cable. Make your Lossnay turn on and off at the same time as your heat pump, controlling both with a single press.

### Boost Mode

- Lossnay Wi-Fi Control also features a Boost Mode. Cool down even faster by activating this Mode to maximise the number of air changes in a short period of time. In Boost Mode, the fan speed is automatically set to maximum for 15 minutes before returning to the original fan speed. Boost Mode can be activated at anytime and is ideal in situations where the home needs a quick air change due to odours or indoor irritants.

### Automatic Filter and Core Cleaning Reminders

- Once set timings are confirmed during your Lossnay installation, the App will send you proactive cleaning notifications. You have the option to delay and be reminded later. To carry out the filter or core cleaning yourself, you can click the 'Learn how' button to watch an easy-to-follow video, or read a step-by-step guide and be walked through how you can do this.

## Wi-Fi Interlock

### Introducing Wi-Fi Interlock

Combine your heat pump and Lossnay into a singular, powerful home ventilation and air conditioning system through Wi-Fi Interlock. By activating interlock through the app, you retain full control over both the heat pump and the Lossnay, while turning them into effectively a single system.

### How to Activate Wi-Fi Interlock?

To activate interlock through the app, you will need to go into the individual control screen -> Settings -> Advanced Settings, then select the dropdown that says "Wi-Fi Interlock."

Now, choose which heat pump to interlock with. The heat pump must be within the same building in the app to allow interlocking. You can choose any heat pump model to interlock with. The two modes are currently: "Power Interlock" and "Fresh Air Fan Interlock".

### Power Interlock Rules:

1. If you turn the interlocked heat pump ON: The connected Lossnay will turn ON.
2. If you turn the interlocked heat pump OFF: The connected Lossnay will turn OFF.
3. If you turn the interlocked Lossnay ON: The heat pump will turn ON and change mode to **FAN ONLY** in low Fan Speed.
4. If you turn the interlocked Lossnay OFF and the connected heat pump is ON: The connected heat pump will stay ON. (This is done so if it is cold or smoky outside, it does not turn off the heat pump).

### Fresh Air Fan Interlock Rules:

1. If you turn the interlocked heat pump ON: The connected Lossnay will stay OFF.
2. If you turn the interlocked heat pump OFF and the connected Lossnay is ON: The connected heat pump will turn back ON, and change mode to **FAN ONLY** in low Fan Speed.
3. If you turn the interlocked Lossnay ON: The heat pump will turn ON and change mode to **FAN ONLY** in low Fan Speed.
4. If you turn the interlocked Lossnay OFF and the connected heat pump is ON: The connected heat pump will stay ON. (This is done so if it is cold or smoky outside, it does not turn off the heat pump).

### Please Note:

When turning a heat pump ON/OFF that is interlocked with a Lossnay System or vice versa, the activation process may take up to 3 minutes before the interlocked unit is visible and turned ON/OFF in the app itself.



# 8. 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.

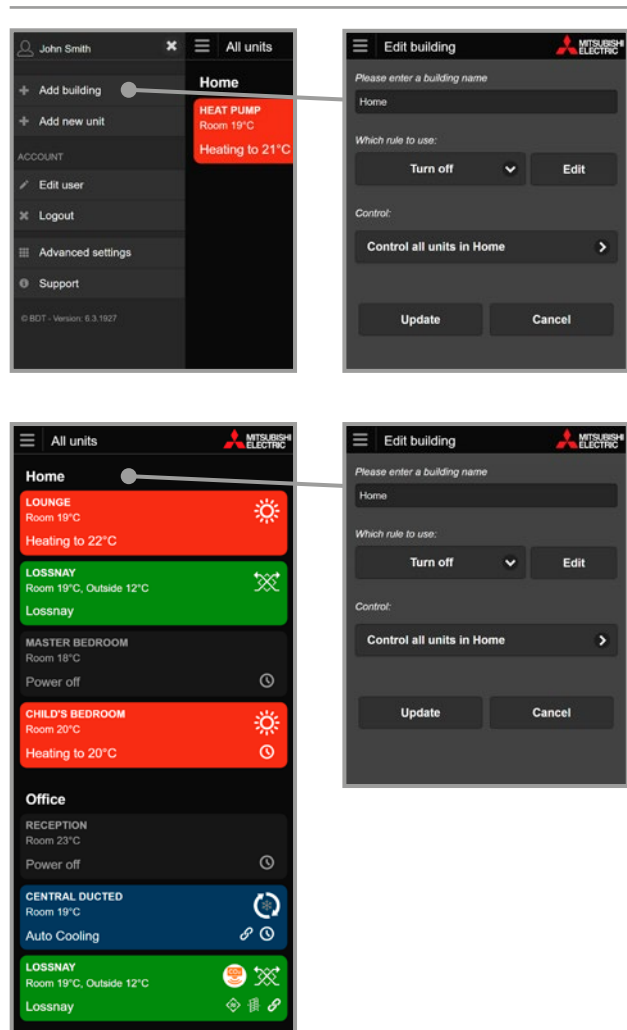
### Edit Group/Building

1. Select 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.

### 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.





## Group Control

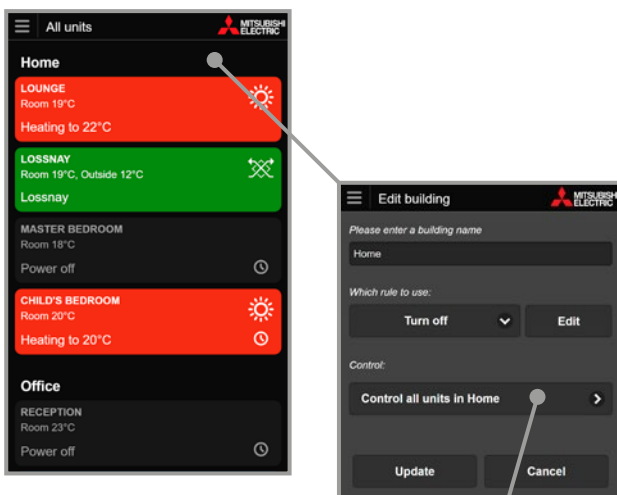
Group Control allows users to send a one-off command to every unit within a group/building once a group/building has been set up.

Group Control can be Accessed in Two Ways:

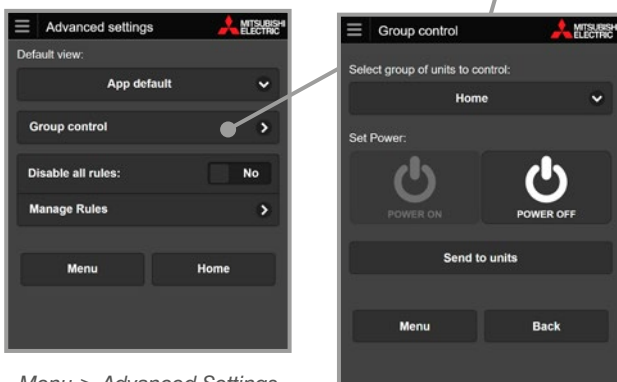
1. **From the side menu:** View all units >> select group/building name >> Control all units in.
2. **From the side menu:** Advanced settings >> Group control >> select group of units to control.

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.



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 21°C.

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.

# 9. EDITING YOUR HEAT PUMP

## Settings

The Unit Settings 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 Unit Settings can be accessed in two ways:

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

### Unit or Room Name

Change the name of your heat pump.

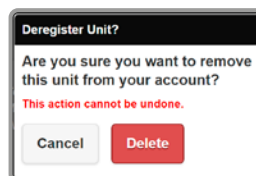
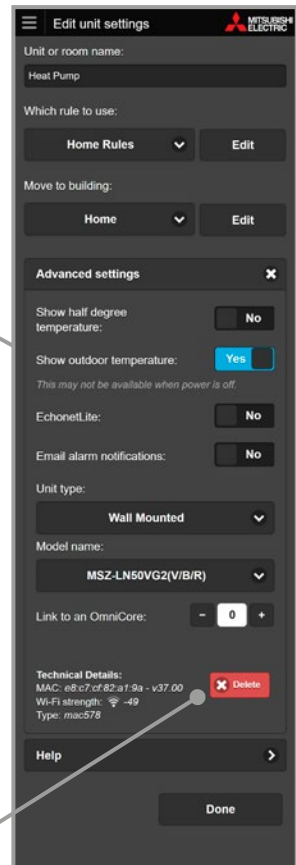
### Which Rule to Use

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 10.

### 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 Advanced Settings

### 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.

### Show Half Degree Temperature

Select this option if you want to set your temperature to within half a degree.

### Show Outdoor Temperature

Select this option if you would like to see the temperature readings outside at the outdoor unit.

Note: When your heat pump goes into Low Power Standby mode, the outdoor temperature will not be displayed. This is because the outdoor unit is not operating and cannot respond with the outdoor temperature.

### EchonetLite

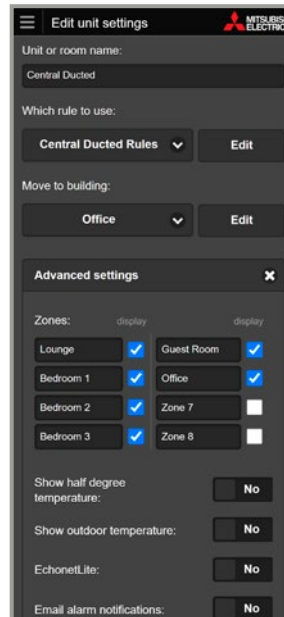
You will need to select this option if you are using your Mitsubishi Electric Heat Pump within a home automation network. (More information in Section 11.)

### Email Alarm Notifications

Select this option if you would like to receive notifications to your email about the performance of your heat pump.

### 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. It is important to enter the correct model of your heat pump to ensure proper functionality. If you cannot find your model, check you have the correct unit type.



Zone Control settings.



## Link to an OmniCore Multi Room Heat Pump System

If you have an OmniCore Multi Room Heat Pump System you can group the indoor units to it. If you have multiple OmniCore systems, each group will have a different number to handle.

## 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 completely removed from your account. Please ensure before you delete the unit that you mean to delete and not Move or Edit the unit.

## Help

The help tab provides detail on many functions and can be a useful guide if you need more information on any of the app's features. The help tab can be found at the bottom of the unit settings screen.

# 10. 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.

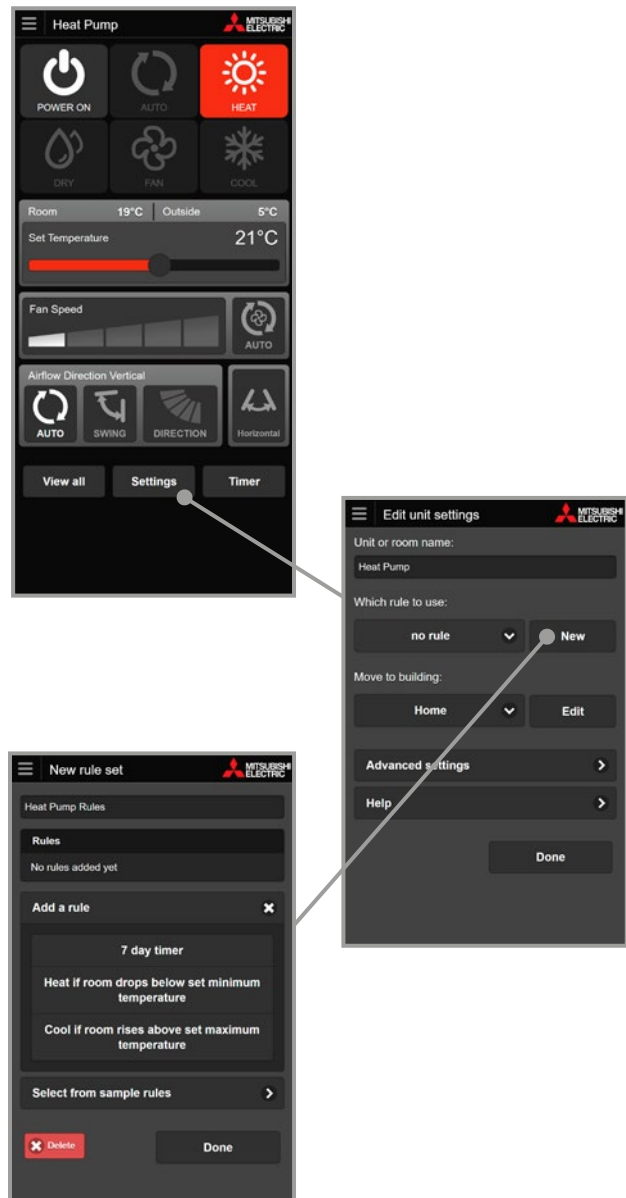
Rules can be accessed, created, altered, or deleted in two ways:

1. **From the control screen:** Select 'Settings' 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 23-24 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.

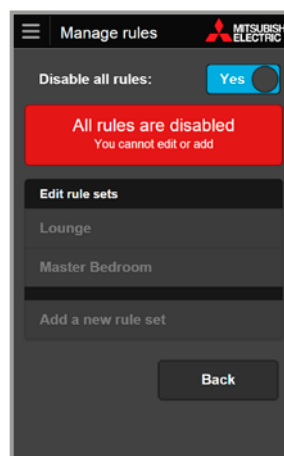
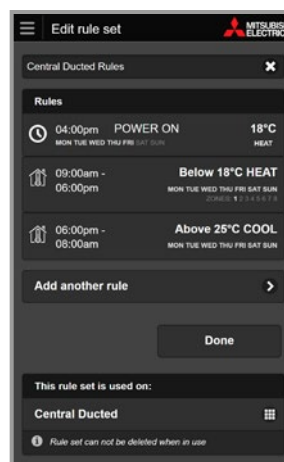
## Disable All Rules (Holiday Mode)

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 'Settings' at the bottom of the 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'.

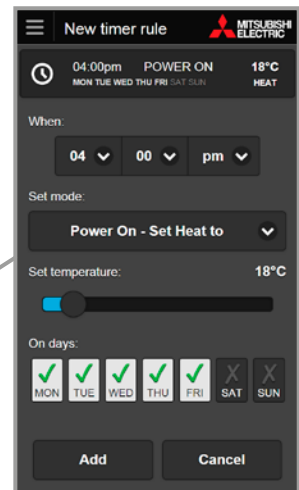
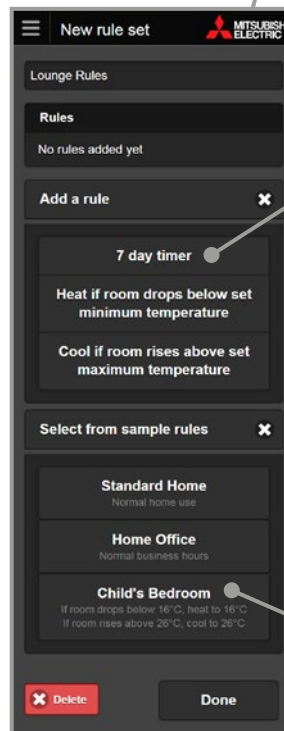
You have now created a new rule set for this heat pump. It will be automatically named after your selected heat pump name, e.g. "Lounge Rules". You can change this to a more descriptive name at any stage.

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.



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

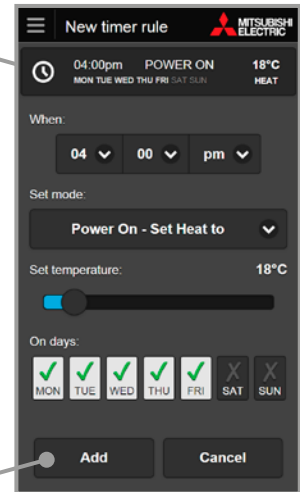
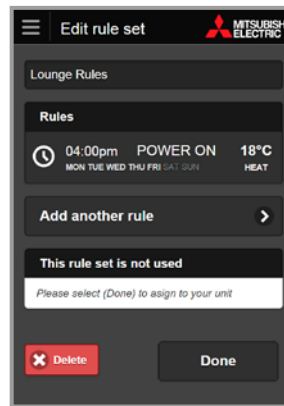
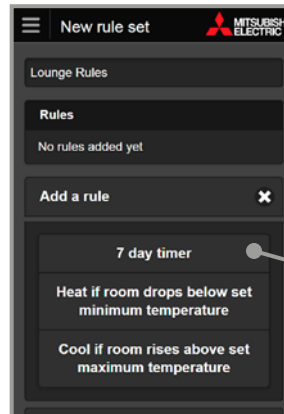


Select "Add these" to add this sample rule set to rule set.

*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.*

## 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
  - Power Off
  - Power On - Auto Temperature
  - Power On - Heating
  - Power On - Cooling
  - Power On - Dry
  - Power On - Fan
3. Select a mode from the drop down list.
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.




Select "Add" to add this 7 day timer 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.

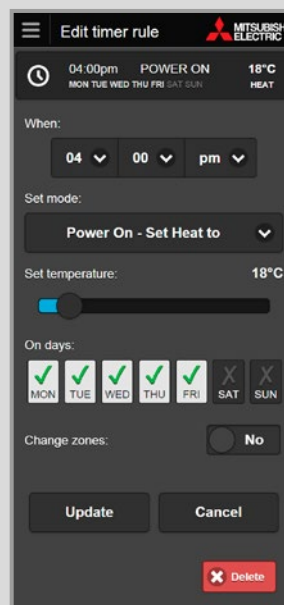
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

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 areas/zones.

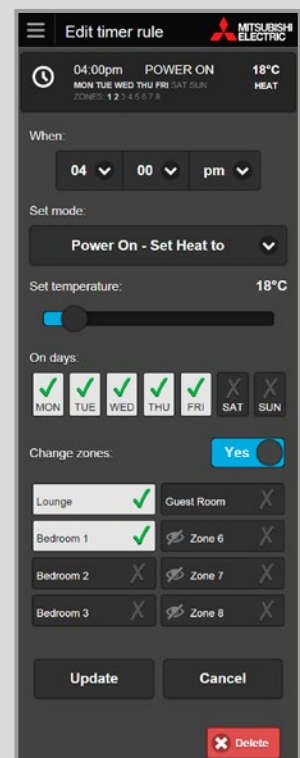
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

### Important

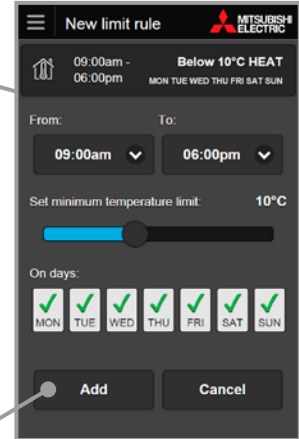
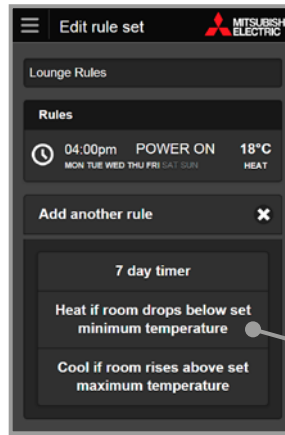
When the rule finishes, zones will remain as per the rule settings.



Zones will not be changed.



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

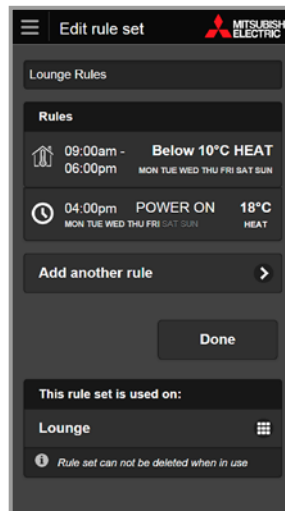


Select "Add" to add this min. temp rule to rule set.

### 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.

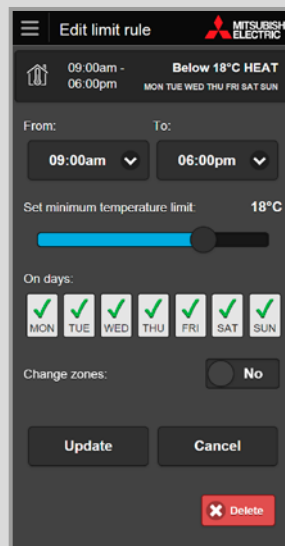
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

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 areas/zones.

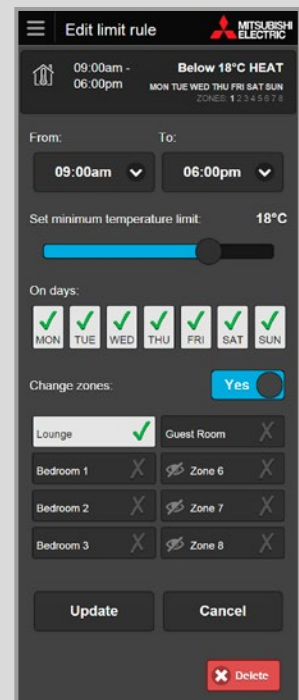
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

### Important

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



Zones will not be changed.



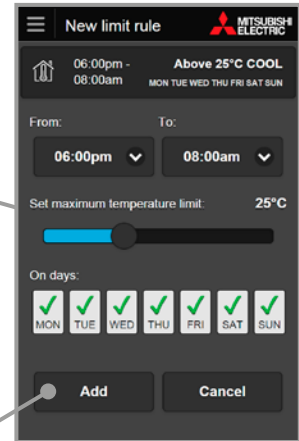
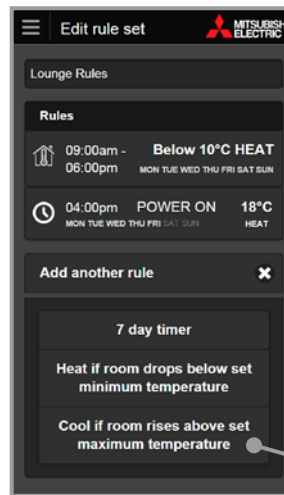
Open Lounge close off all others.



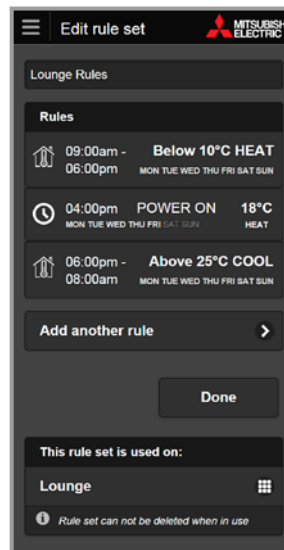
### Cool if Room Rises Above Set Maximum Temperature

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.

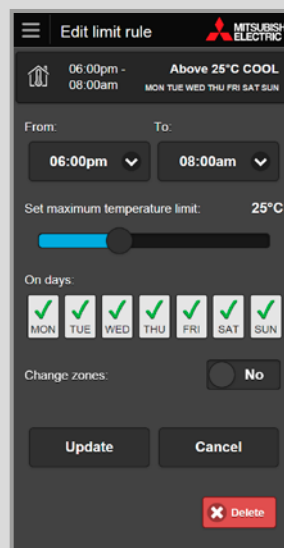
You can select to change the zone settings with this rule, or to leave the zones unchanged/what they were previously set to.

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 areas/zones.

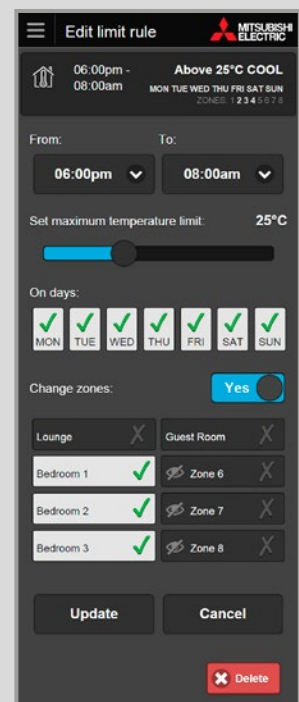
Zones now displaying a tick beside them will be opened (Zones displaying an eye symbol  are zones which are not visible for operation – if one of these zones is selected for this rule to apply, it will still open and will cause an over-ride and this zone will be displayed in the heat pump control screen).

### Important

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



Zones will not be changed.



Bedroom 1–3 zone and close off all others.

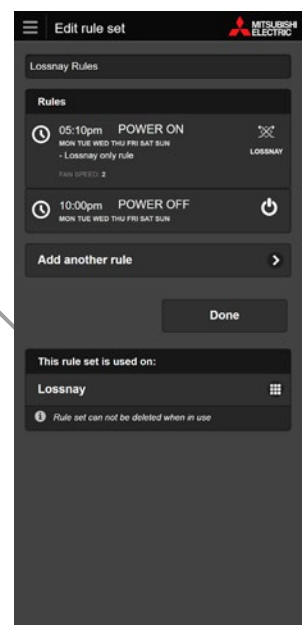
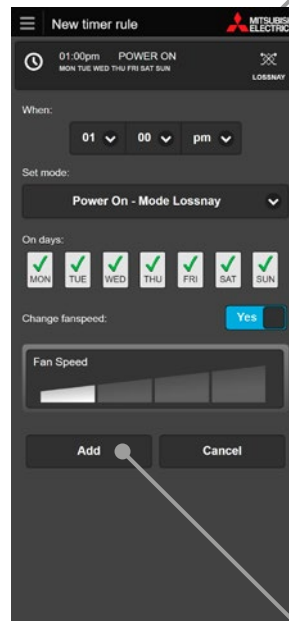
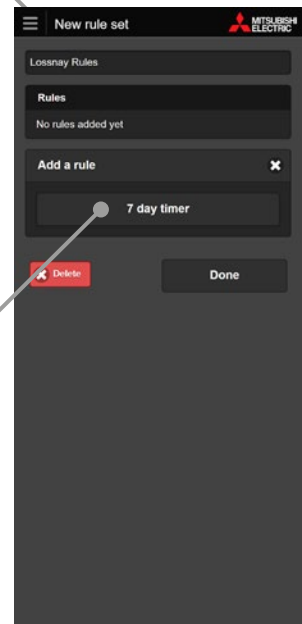
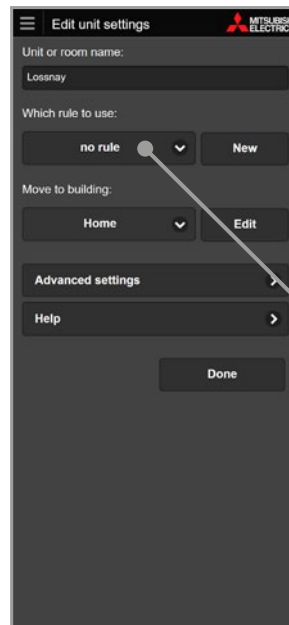
## Setting Lossnay Rules

1. Select the unit you wish to control.
2. Select 'Settings' at the bottom of screen. Here you will see a heading 'Which rule to use'.
3. 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 unit name, e.g. "Home Lossnay". You can change this to a more descriptive name at any stage. Now you can add 7-day timer rules.

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.

### 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 4 available modes.
  - Power Off
  - Power On – Lossnay Mode
  - Power On – Auto Mode
  - Power On – Bypass Mode
3. Select a mode from the drop down list.
4. If Power On - Lossnay is selected, then you can set the fan speed which will 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.



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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

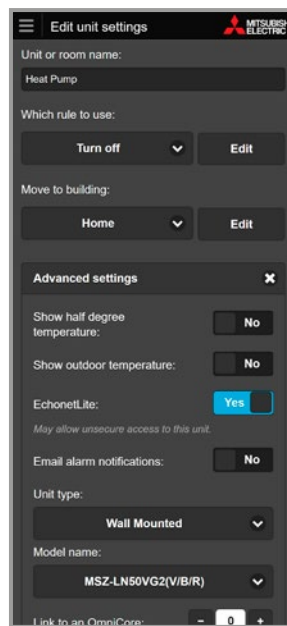
You can control the Wi-Fi Control App via another app by using our URL Scheme. For more information about this please email us at [service@bdt.co.nz](mailto:service@bdt.co.nz).

## Echonet Lite (MAC-568/578/588IF-E Only)

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

You can enable Echonet Lite under Settings if you are using a MAC-568/578/588IF-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.

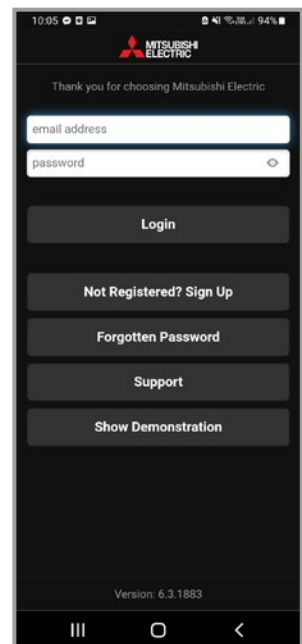
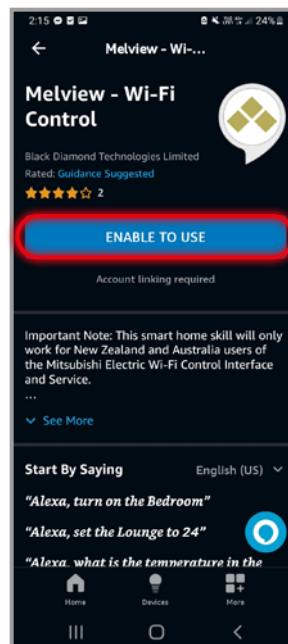
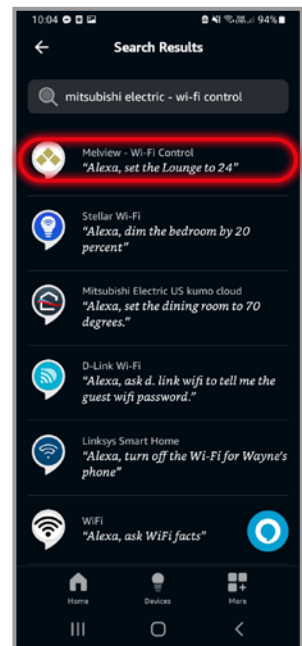
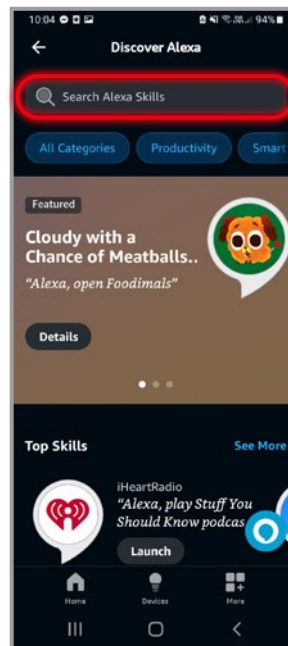
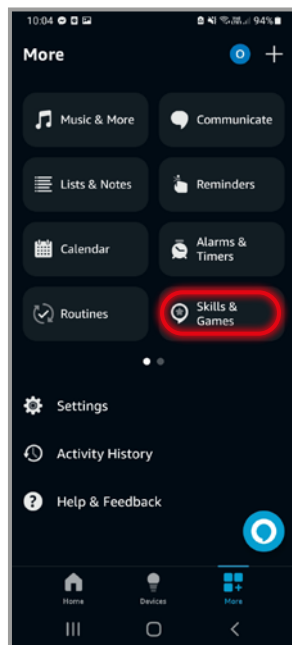
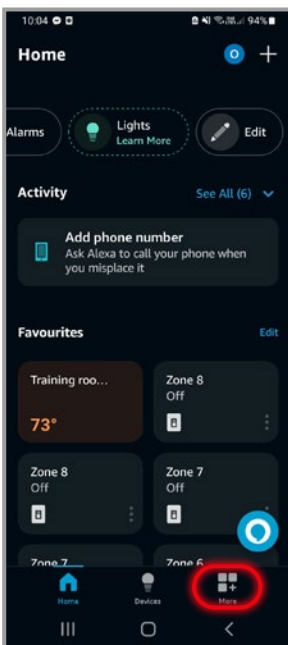


# 12. VOICE CONTROL

## Amazon Alexa

How to Connect your Wi-Fi Capable Unit to Amazon Alexa

1. You will need to have previously linked the heat pump unit with your Mitsubishi Electric Wi-Fi Control app. You will also need to set up your Alexa device and app before linking the appliance with Alexa.
2. In the Alexa app go More-> Skills and games-> Mitsubishi Electric-Wi-Fi Control-> Melview - Wi-Fi Control -> Enable to use.
3. Enter in the details of your personal Mitsubishi Electric Wi-Fi control app to link the account.
4. Add in the units you want to be able to control with the Alexa.

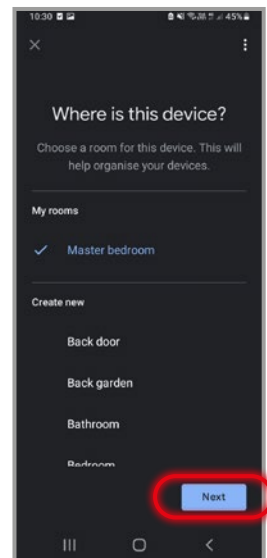
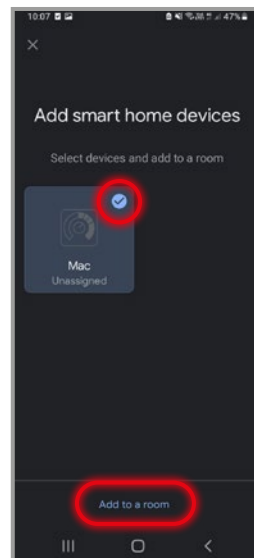
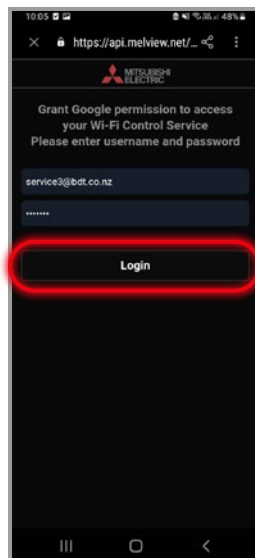
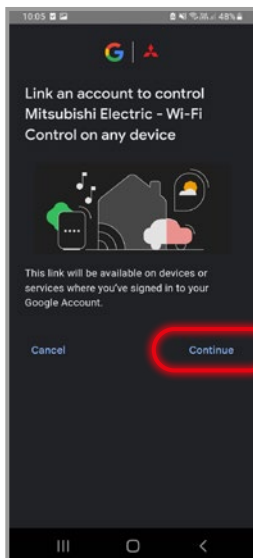
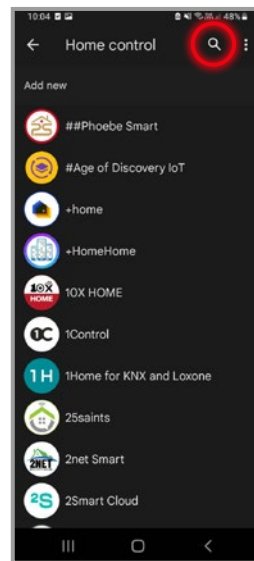
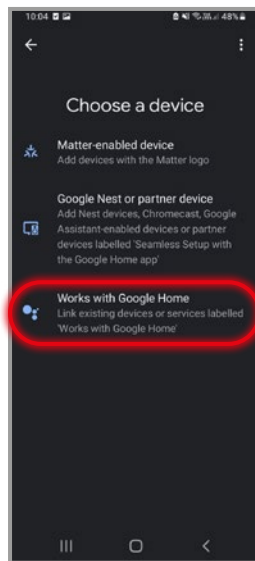
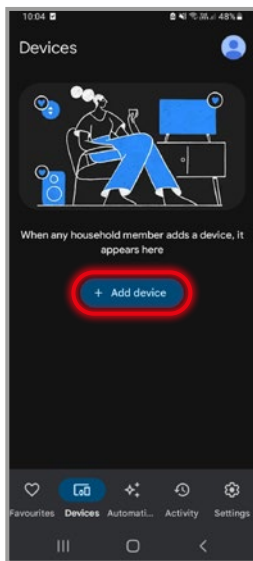


## Google Home

### How to Connect your Wi-Fi Capable Unit to Google Home

1. You will need to have set up your Google Assistant with the Google Home app.
2. In the devices tab on Google Home press the Add button -> Works with Google -> search Melview - Wi-Fi Control.

3. Tap the icon, then continue.
4. Enter the details of your Mitsubishi Electric Wi-Fi control app to link the two, allowing the device to interact with your heat pumps.



# 13. HEAT PUMP ENERGY MONITORING

## View Energy Usage

You can view your unit's energy usage through the individual control screen. Press the energy monitoring button at the bottom of the page to view the energy usage of your unit. This can be viewed by hour, day, or month and is displayed in kWh.

You can set your personal cost of energy per kWh to see the cost of running your heat pump. This can be found on your power bill or energy contract. If you do not know this, you can use the national average of 33.6c per kWh\*.

Mitsubishi Electric Energy Monitoring receives data directly from the unit about its energy consumption. By doing this we can provide a highly accurate estimation of the actual energy consumed by the unit.

## Energy View

There are two energy views possible, Indicative Energy View and Enhanced Energy View. Depending on the indoor and outdoor unit combination some units will display an Enhanced Energy view and some units will display an Indicative Energy view.

Indicative energy view (Yellow) provides a calculated energy consumption value.

Enhanced energy view (Blue) provides increased accuracy in the energy values provided.

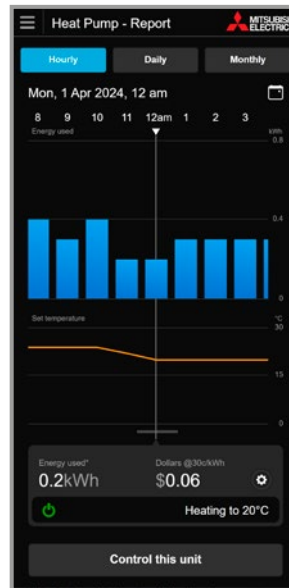
## Wi-Fi Energy Monitoring Compatible Models

- Standard GS Series (GS 71/80 require revision '-A2' or higher), EcoCore AP Classic Series and Large Capacity AS90 with an optional Wi-Fi Interface.
- EcoCore AP Plus Series, Designer EF Series, and Black Diamond LN Series with Built-in Wi-Fi Control.

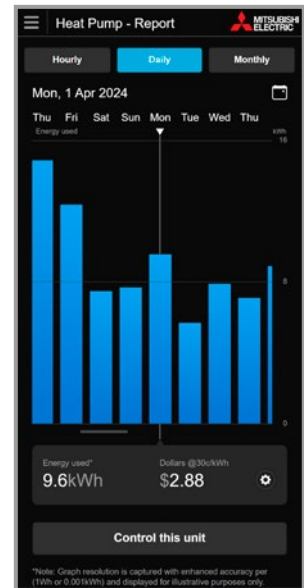
## Energy Monitoring Troubleshooting

If the Energy Monitoring feature is not displaying, ensure that you have a compatible system and that the correct model is selected in the unit settings.

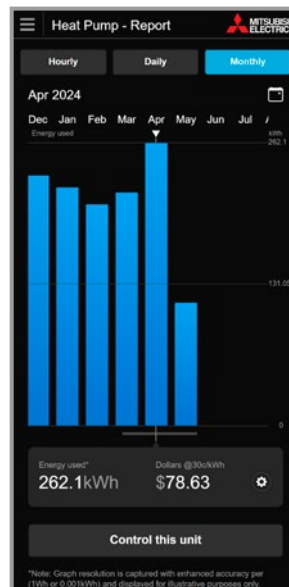
For new installations or recent model changes, the system needs to be connected to the Wi-Fi Control Service for at least 7 days, operating in heating or cooling mode for several hours at a time, with at least one off period lasting



View by Hour



View by Day



View by Month

\*mbie.govt.nz states the nominal residential electricity cost at: 33.6c/kWh for 2024.

a minimum of 3 hours. This process helps determine the type of energy monitoring available.

After the algorithm completes, you will either see corrected or enhanced energy data, or no data if the model is incorrect or unsupported.

If the unit is flagged as not having energy monitoring capabilities and you change the model, the algorithm will re-run once a week.

# 14. YOUR ACCOUNT

## Menu Navigation

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

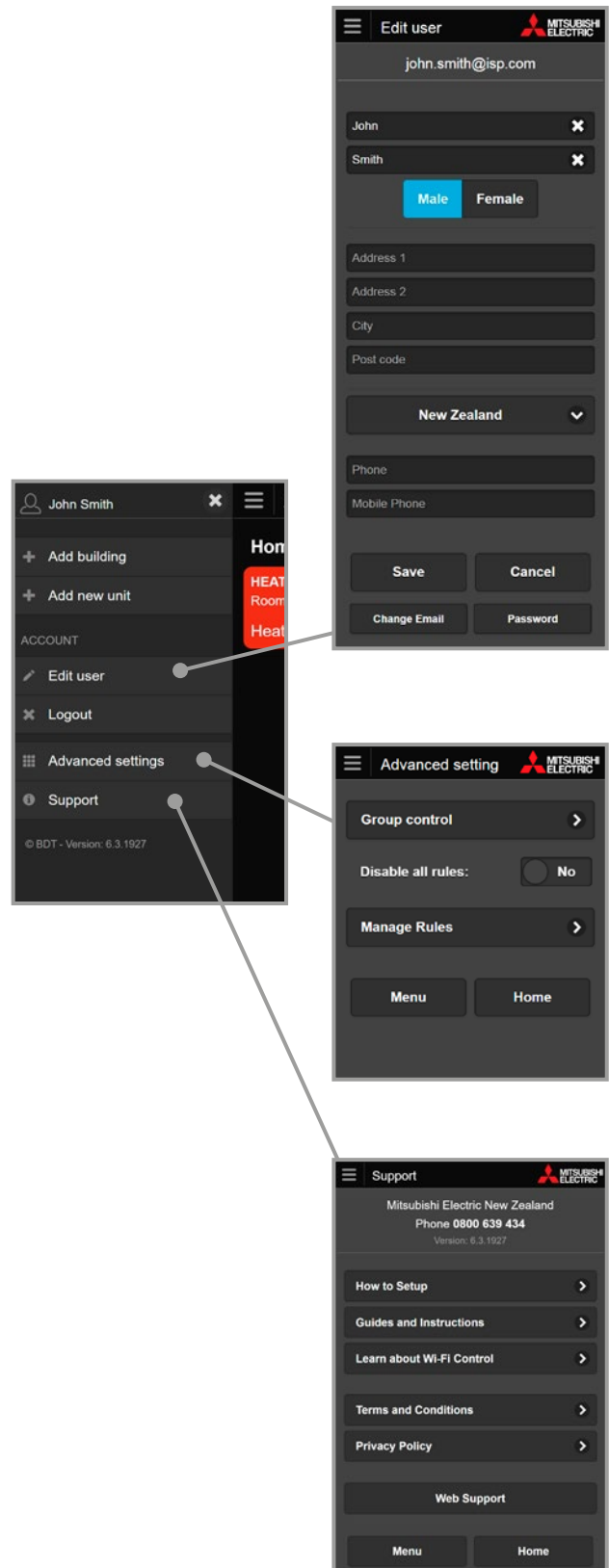
This will immediately end your session and return you to a login screen.

### 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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# 15. SUPPORT

## Support Overview

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To access your support functions use the menu navigation.

Mitsubishi Electric Wi-Fi 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 18 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 Control Apps Only)

Please update your Wi-Fi 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 what is currently available on the various App stores.



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# 16. SUPPORTED HARDWARE / SOFTWARE

## Compatible Models

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### Lossnay Ventilation Models

- *VL-250/350/500 Vertical*
- *LGH-15/25/35/50/65/80/100/150/200RVX-E-1*
- *LGH-15/25/35/50/65/80/100/160/200RVX3-E*
- *LGH-50/80/100RVS-E*

### Heat Pump High Wall Models

- *MSZ-AP15/20VGD*
- *MSZ-AP22/25/35/42/50/60/71/80VGD(2)*
- *MSZ-AP22/25/35/42/50/60/71/80VGKD(2) has Wi-Fi built-in*
- *MSZ-EF22/25/35/42/50VGK(D) (B/S/W) has Wi-Fi built-in*
- *MSZ-LN25/35/50/60VG(2/3)(R/V/B) has Wi-Fi built-in*
- *MSZ-LN25/35/50VG(2/3)(R/V/B)(HZ) has Wi-Fi built-in*
- *MSZ-AS90VGD*
- *PKA-M71/100KAL(2)*
- *MSZ-GS25/35/42/50/60/71/80VFD*
- *MSZ-LN25/35/50/60VG(R/V/B)*
- *MSZ-EF22/25/35/42/50VE(2)(B/S/W)*
- *MSZ-GL22/25/35/42/50/60/71/80VGD*
- *MSZ-GE22/25/35/42/50VAD2*
- *MSZ-GE22/25/33/35/42/50/60/71/80VAD*
- *MSZ-GE22/25/33/35/42/50/60/71/80VA\**
- *MSZ-FH25/35/50VE(HZ)*
- *MSZ-FB25/35/50VA(H)*
- *PKA-RP71/100KAL*

### Heat Pump Floor Console Models

- *MFZ-KW25/35/42/50/60VGK(HZ) has Wi-Fi built-in*
- *MFZ-KW25/35/42/50/60VG(HZ)*
- *MFZ-KW25/35/50VG*
- *MFZ-KJ25/35/50/60VE(HZ)*
- *MFZ-KA25/35/50VA*
- *MFZ-FB50VAH*

### Ducted Systems and Zone Controllers

- *PEAD-M50/60/71/100/125/140JAA*
- *PEA-M100/125/140GAA*
- *PEA-M100/125/140/160HAA*
- *PEA-M180/200/250LAA*
- *PEAD-RP71/100/125/140JAA*
- *PEA-RP71/100/125/140EAQ*
- *PEA-RP100/125/140GAA*
- *PEA-RP170/200WJA*
- *PEA-RP250WHA*
- *PAC-ZC40/80*

### Concealed Systems

- *SEZ-M35/50/60/71VAD*
- *SEZ-KD35/50/60/71VAQ*

### Ceiling Cassettes

- *MLZ-KP25/35/50VG*
- *MLZ-KP25/35/50VF*
- *SLZ-M25/35/50/60FA*
- *PLA-M71/100/125/140EA(2)*
- *SLZ-KF25/35/50/60VA3*
- *PLA-RP60/71/100/125/140BA*

### Concealed Suspended

- *PCA-M50/60/71/100/125/140KA(2)*
- *PCA-RP50/60/71/100/125/140KAQ*

\*When a Wi-Fi Interface is retrofitted to older indoor models a set of safe defaults may be used. Which are minimum and maximum temperatures (cooling: 19-30 / heating: 17-28 / auto: 19-28)4.

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## Compatible Devices/Browsers/Routers

### Mobile Operating Systems (App Version)

Android versions 7.0+

Apple iOS11.0+

Latest versions of Chrome, Edge, Firefox or Safari.

### All Devices and Browsers

Must have Javascript, Cookies and Local Storage enabled.

### Routers

Not all routers are Wi-Fi alliance compliant or will be compatible with Mitsubishi Electric Wi-Fi Interfaces. The minimum requirements for a router to be able to connect to the interface is a 2.4GHz bandwidth network, and to be WPA2-PSK (AES) encryption compatible.

### **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.

## Web Browser, Tablet or Smartphone

### Supported Mobile Devices / Web Browsers

The Wi-Fi Heat Pump Control Web application is designed to work via most Web Browsers. However, the operation and appearance of the application can vary slightly between browsers/devices.

### 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)

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# 17. SAFETY PRECAUTIONS

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- The heat pump's Wi-Fi Interface must be within transmission range of your home router. If not, you may experience outages and lapses in the ability to control your heat pump through the Mitsubishi Electric App.
  - 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, you cannot operate your heat pump/air conditioner via the Wi-Fi Control App.
  - If 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 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.
  - 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.
  - If moving house or changing ownership of a heat pump, be sure to delete the unit from your account to allow a different owner to claim the unit. You can do this by selecting the unit you want to delete, going into settings, advanced settings, delete.

## Important

For preventing someone from hacking your network (e.g. changing the set temperature or operation mode etc), please check your network environment is as the following:

1. Check if the router settings are as follows.
  - 1-1. Set encryption key of wireless LAN which can hardly be identified. If key is changed from initial setting, avoid consecutive numbers and guessable MAC address, and combine letters and numbers.
  - 1-2. Do not use WEP encryption algorithm or Open authentication.
  - 1-3. If you change the router settings, hide its presence on the internet in order to make it difficult for unauthorised access. (e.g. Set to not respond to PING request).
  - 1-4. Set password for the router's Management portal, which is difficult to be identified.
2. Check the following when using a computer or tablet, etc. at home.
  - 2-1. Update Antivirus software to the latest version.
  - 2-2. Do not open or access any suspicious attachment file or linked URL.

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## 18. FREQUENTLY ASKED QUESTIONS (FAQS)

### Syncing and Troubleshooting

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

A. **MAC-568/578/588:** If the installation has been completed successfully the NET LED and the UNIT LED will flash green every 5 seconds on the Wi-Fi Interface.

**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.

**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-568/578/588 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 enabled (this is automatically disabled 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 the WAN port of a secondary router that supports WPS to one of the LAN 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 over-riding or 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 add a new unit but it says this unit was not found?**

A. The Wi-Fi Interface may not yet be communicating with your home network. Before claiming the unit with the MAC and ID numbers you must connect the interface to your home Wi-Fi signal with the instructions found on pages 7–9.

**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. Refer to pages 7–9.

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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 phones, 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-568/578/588:** : 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.

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**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 like any other device following the same process initially carried out when setting up Wi-Fi Control. To re-sync the Wi-Fi Interface and your router follow the instructions outlined on pages 7–9.

**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 on pages 7–9.

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

A. 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, or there could be a security issue and you cannot change the existing router settings. Check your router supports WPA2 encryption and 2.4GHz compatible before purchasing a Wi-Fi Interface.

**Q. Is it possible to connect via a secondary router?**

A. It may be possible to connect to the existing router via a secondary router. 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.

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

A. Mitsubishi Electric is unable to provide technical support for the wide range of routers that are available on the market.

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## Understanding the Wi-Fi Interface

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

A. To access Mitsubishi Electric Wi-Fi Control through the app your device will need some form of connection to the internet either through Wi-Fi or mobile. If your phone is connected to the same Wi-Fi network as your heat pump, you will have access to instant communication through local control. With local control, the data packets sent as commands from your phone will go directly to the heat pump, bypassing our servers and allowing much faster communication.

**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 can be used to check Wi-Fi signal strength throughout your building and third-party signal boosters are also available. You can use your mobile device for a rough estimate of the Wi-Fi signal strength. If your mobile device has a strong signal at the location of the unit, the MAC interface will be able to connect to the router.

**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 16. 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/[397/399]334IF-E on the same indoor unit?**

A. Yes, it is possible to have both a MAC-333/334IF-E interface and Wi-Fi on the same unit. However, because both use the CN105 port, you will have to plug the Wi-Fi Interface into the CN505 port on the MAC interface. This requires the port to be lived with an external 12 VDC power supply (only with M and S series).

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

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

**Q. Can more than one person control the same heat pump?**

A. Yes, there is no limit to the amount of people that can log in to the same Mitsubishi Electric account and control the corresponding heat pumps/Lossnay systems. However, the same unit cannot be claimed on more than one account. To allow more than one user to control a unit, simply log in with the owner's account.

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## Multi Room Wi-Fi Control

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### **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.

This is also a limitation for normal controllers (because the flow of refrigerant in a single refrigerant system can only provide either heating or cooling at all indoor units at one time).

## Energy Monitoring

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### **Q. Will my heat pump be capable of Energy Monitoring?**

The following single room high wall models are compatible:

- ✓ Black Diamond LN Series, Designer EF Series and AP Plus Series with Built-in Wi-Fi Control.
- ✓ AP Mini, AP Classic Series, Large Capacity AS90, and Standard GS Series<sup>†</sup> are Energy Monitoring compatible when paired with an optional Wi-Fi Interface.
- ✗ KW Floor Consoles, MLZ Cassettes, S-Series (SEZ and SLZ), P-Series (PEAD, PEA, PLA, PKA, and PCA) and OmniCore Multi Room Systems are not currently compatible with Energy Monitoring.

<sup>†</sup> GS71/80 requires revision '-A2' or higher.

### **Q. Where do I view Energy Monitoring in the App?**

Energy Monitoring can be accessed from the individual control screen. If your unit is compatible, the Energy Monitoring button will automatically appear at the bottom of the screen.

### **Q. My heat pump is a compatible model; why is Energy Monitoring not showing?**

Ensure you have selected the correct model in your app. If you do not see Energy Monitoring on the individual control screen, check your model selection in Settings > Advanced Settings > Unit Type/Model Name.

To help determine the type of Energy Monitoring available, the system needs to be connected to the Wi-Fi Control Service for at least 7 days, operating in heating or cooling for several hours at a time, with at least one off period lasting a minimum of 3 hours.

Note: If the selected model is changed, Energy Monitoring will reset and only show data from the change date.

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**Q. If I change my unit type in the App will this impact on the data I see?**

If the selected model is changed, Energy Monitoring will reset and only show data from the change date.

**Q. How do I know my cents per kWh cost?**

Your cost per kWh can be found on your energy contract or monthly energy bill. Alternatively, you can use the NZ national average of 33.6c/kWh\*.

*\*mbie.govt.nz states the nominal residential electricity cost at: 33.6c/kWh for 2024.*

**Q. Does my heat pump have an 'Indicative' or 'Enhanced' Energy Monitoring view?**

The combination of indoor and outdoor units determines whether you will have an 'Indicative' or 'Enhanced' energy view. The indicative view displays usage with gold bars, while the enhanced view displays usage with blue bars.

In the early development stages, Energy Monitoring was only available in the enhanced view on new models with the latest firmware update. However, to enable more end-users to benefit from Wi-Fi Heat Pump Control Energy Monitoring, the indicative view has been developed for compatibility with other models as well – so now the power is in more New Zealanders' hands!

Both views deliver similar accuracy over time, ensuring you receive reliable insights for efficient energy management.

**Q. What is the difference between 'Indicative' and 'Enhanced' Energy Monitoring views?**

Models with an 'Enhanced' energy view (displayed in blue) have updated software in the outdoor unit that provides more precise monitoring of energy input.

Models with an 'Indicative' energy view (displayed in gold) use an algorithm to calculate energy input based on data gathered from the heat pump. While the App's energy monitoring report remains accurate, the 'Indicative' hourly view might not show as smooth a curve as the 'Enhanced' view.

**Q. How does the app know how much energy my heat pump is using?**

The Wi-Fi Interface connected to the heat pump receives electrical pulses at specific intervals determined by the unit's input energy. These pulses are then translated into usable figures and displayed in your app by hour, day, or month.

**Q. How can I use my heat pump to reduce energy usage?**

There are several ways to reduce your heat pump's energy use, such as:

- Set rules for better control.
- Set fan speed to Auto Mode.
- Lower the set temperature by a few degrees.
- Adjust operating times of unit.

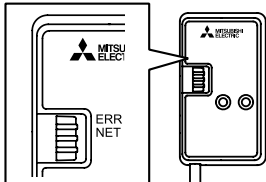
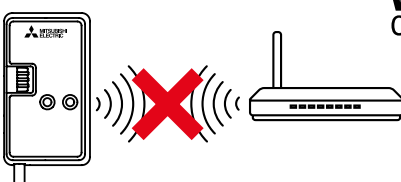
You can monitor your savings in the Mitsubishi Electric Wi-Fi Control App.



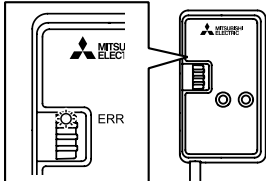
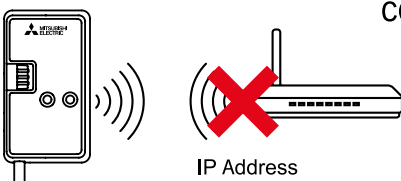
# 19. TROUBLESHOOTING

## MAC-568/578/588

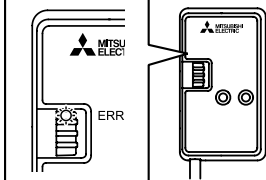
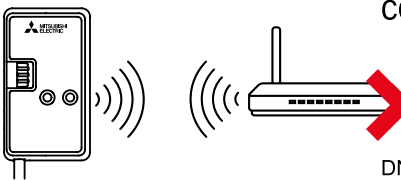
### Your Wi-Fi Interface is not connected to any router

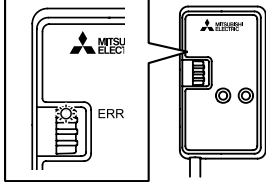
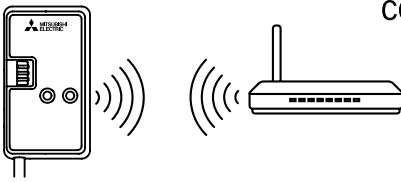
<p>ERR: OFF NET: OFF</p> 	 <p>Wi-Fi CONTROL</p>	<p>Try pairing the Wi-Fi Interface with the router. Please start setup again.</p>
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### Your Wi-Fi Interface is not communicating to your router

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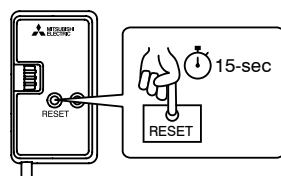
### Your router is not communicating to the internet

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











































If you have any issues and need to start setup again, hold down the **RESET** button for 15 seconds.



For more information on how to setup 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'.

## MAC-558/559 – LED Pattern

 ON
  OFF
  FLASHING

DESCRIPTION	LED 1	LED 2	LED 3
Power is ON or software downloaded	 0.5 sec interval	 0.5 sec interval	 0.5 sec interval
ALL settings reset			
WPS activated (PBC)	 0.5 sec interval		
WPS activated (PIN)	 0.2 sec interval		
WPS enabled	 5 sec		
WPS failed		 5 sec	
Server and access point communication connected, and heat pump communication failed	 once every 5 sec	 0.5 sec interval	
Server and access point communication connected, and heat pump communication connected	 once every 5 sec		 once every 5 sec
Server and access point communication connected, and heat pump communication starting up	 once every 5 sec		
Server communication failed, and heat pump communication connected		 0.5 sec interval	 once every 5 sec
Server communication or access point communication failed, and heat pump communication starting up		 0.5 sec interval	
Server communication or access point communication failed, and heat pump communication failed		 0.5 sec interval	
Access point communication failed, and heat pump communication connected			 once every 5 sec
Access point communication failed, and heat pump communication starting up			

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# 20. TERMS & CONDITIONS, PRIVACY

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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.

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Notes

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**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.

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