

Living Environment Systems

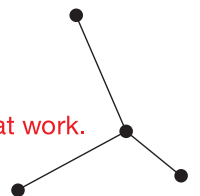


# MELCloud

Installation and operation

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Turning expertise into solutions.

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MELCloud //

## Simple operation and monitoring

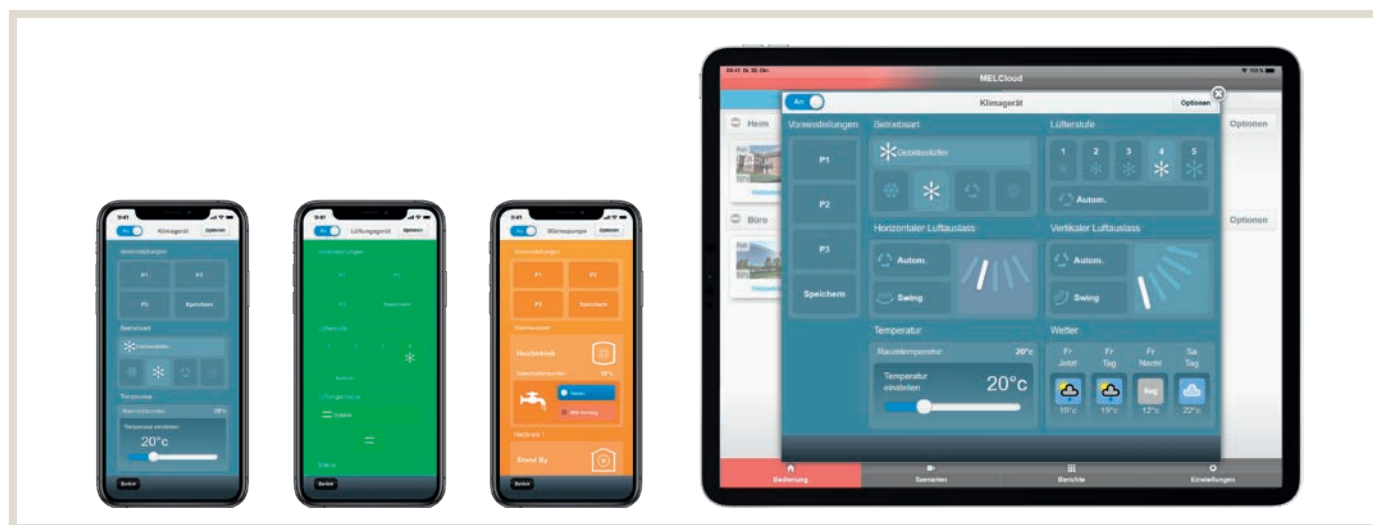
With MELCloud, settings and adjustments to the air conditioning, ventilation or heating systems are made via web browser, app or voice commands. All of the units in different locations, buildings and rooms can be conveniently and easily controlled and monitored with a single application.

The cloud application can be used to control air conditioning, heat pump and ventilation systems. With the cloud, features can be adjusted, trend archives accessed, any errors sent via e-mail and energy consumption data displayed.



### HIGHLIGHTS

- Cross-system access to air conditioning, heating and ventilation units.
- Compatible with the following unit series:
  - Air conditioners (ATA / Air-to-Air)
  - Ecodan (ATW / Air-to-Water)
  - Lossnay
- Centralised management of all system components.
- Unit and system monitoring:
  - Clear operation of multiple locations via list or map view.
  - Adjustments to system parameters (target values, fan levels, operating modes, etc.).
  - Trend data archive.
  - Time programs included.
  - Calculated energy data displays for system analysis.
  - No limit to number of connected indoor units per customer.
  - Alarm forwarding via e-mail.
  - Guest access enables time-limited use.
  - Compatible with Alexa and Google Home.





## 1. Range of potential uses

MELCloud can be used in many different ways and places – commercially in agencies, practices, offices or shops, or just as well in private apartments and houses. Two examples show the benefits of mobile control and monitoring of your climate control system.

### 1.1 Always the right shopping temperature

You run a clothing store and are planning to open ten more locations across Europe. MELCloud allows you to centrally access all of the systems. Later upgrades and additions are possible with no effort.

### 1.2 Central access

With MELCloud, the technical plant manager can keep an eye on all of the current operating data for each location, regulate the temperature as needed and react immediately in the event of a malfunction - which is reported automatically via e-mail.

#### **ADDITIONAL SERVICES AVAILABLE TO INSTALLERS**

As an installer of air conditioning or sanitation and heating systems, you can assume this task and offer it as a service to the plant manager. All you need is guest access to access all of the features, including the e-mail error alarm.

#### **BENEFITS OF MELCLOUD TO COMMERCIAL USERS OR INSTALLERS**

- Centralised access to installed air conditioners and heat pumps.
- Subdivided access for departmental managers.
- Guest access for air conditioning or heating and plumbing companies/craftsmen.
- Operating errors on site nearly impossible.
- Alarm notifications sent to installer and head office in event of fault.
- Supports designation of multiple buildings and floors.
- Easy integration of additional units.
- Access via mobile UMTS router possible; own wi-fi not required.



### 1.3 Central climate control

You are modernising a house with modern ATA/ATW or Lossnay units. With MELCloud, all of the units can easily be controlled via tablet or smartphone.

#### **REGULATION AND CONTROL, NO MATTER WHERE YOU ARE**

Did you turn off all of the ATA/ATW or Lossnay units before you left home? MELCloud quickly lets you be sure. If something really is still on, switch it off remotely – regardless of where you are.

If needed, you can grant your children restricted guest access. And if anything malfunctions, you will automatically receive an e-mail and can react quickly using the app.

#### **PERFECT TEMPERATURE UPON ARRIVAL AT YOUR HOLIDAY HOME**

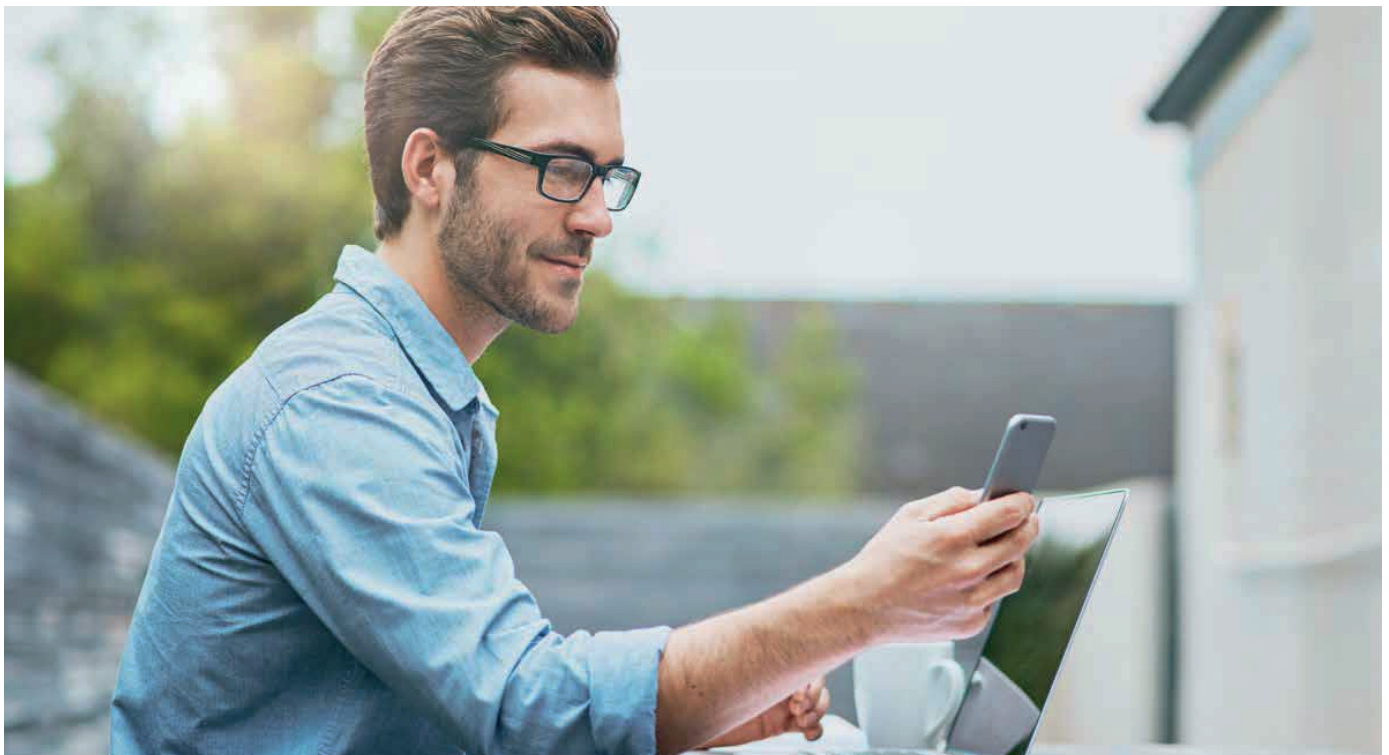
Including several locations in MELCloud makes sense for private use as well. For example your holiday home. You can set the temperature you would like to have upon arrival while you are on your way. And if you suddenly decide to stay on holiday longer, you can e.g. adjust the holiday mode of the ATA/ATW or Lossnay units at home to best suit your new arrival time at home.

#### **ADDITIONAL SERVICES AVAILABLE TO INSTALLERS**

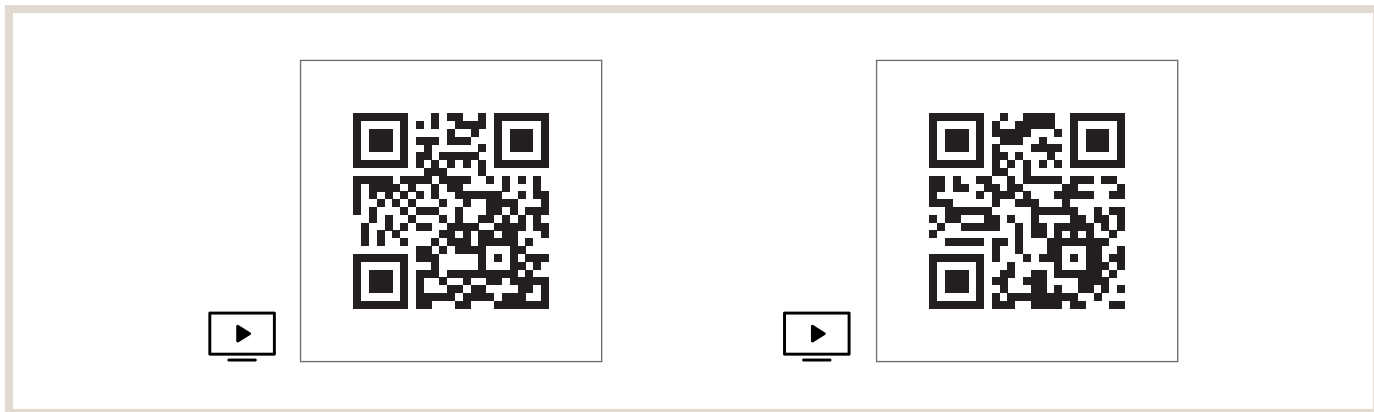
As an installer of air conditioning or sanitation and heating systems, you can assume this task and offer it as a service to the plant manager. All you need is guest access to access all of the features, including the e-mail error alarm.

#### **BENEFITS OF MELCLOUD TO PRIVATE USERS:**

- Central access to all ATA/ATW or Lossnay units.
- Easy operation of all systems via pre-set scenarios.
- Free and restricted guest access for all family members.
- Remote setting for comfortable temperature upon arrival.
- Overview of energy consumption.
- Reliable overview of all details, e.g. activation of heater frost protection or setting of preferred temperature.
- Alarm message via e-mail in the event of malfunction.



ALL FEATURES AS VIDEO



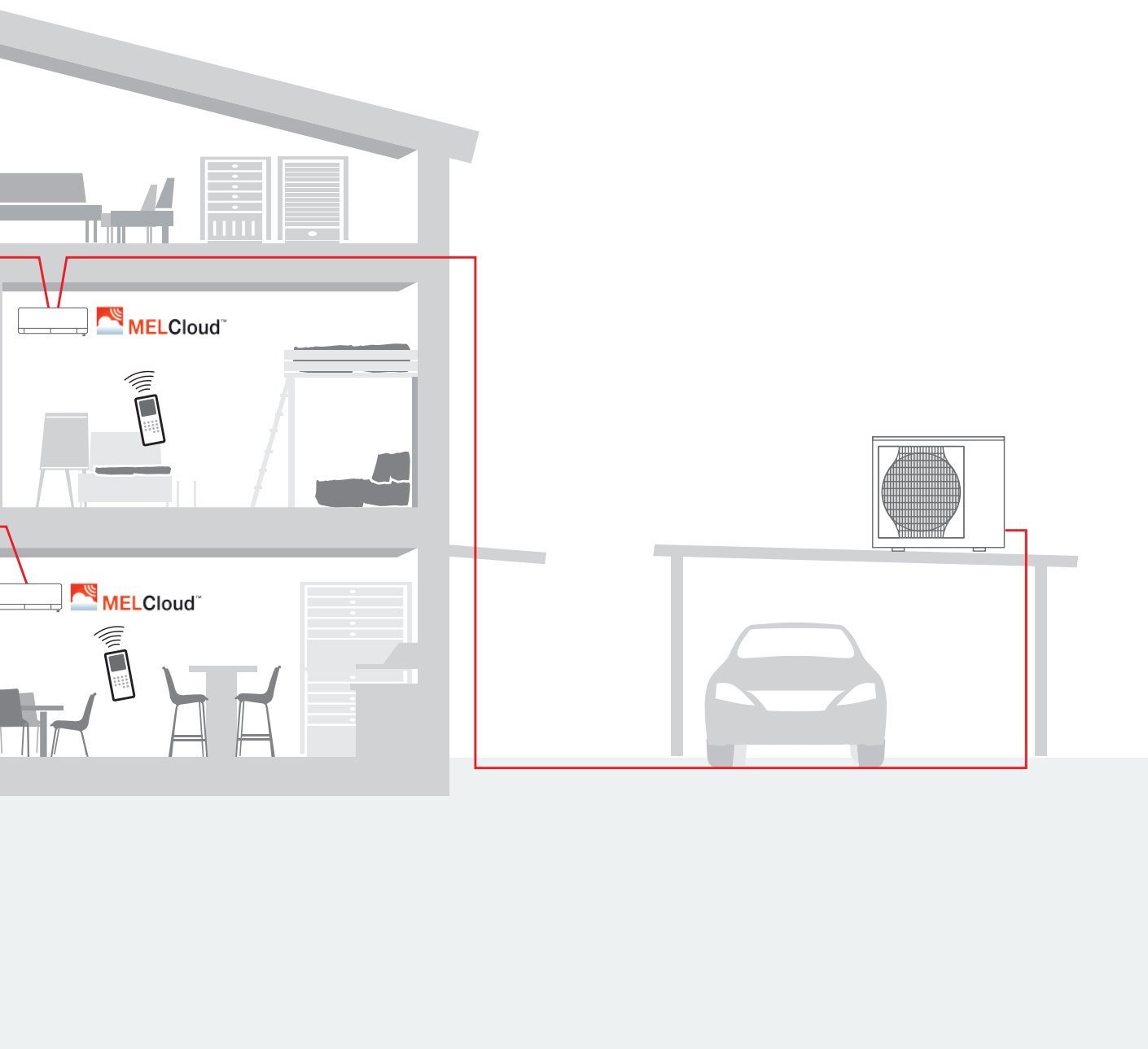
## 1.4 In the home

- Wireless remote controls.
- MELCloud with control suited to different climate situations for convenient operation.



## OVERVIEW OF PRODUCTS IN SAMPLE SYSTEM

System component	Product name	Quantity
Remote controller*	*Included in M-series	As needed
Cloud	MELCloud	1 per indoor unit / IU (depending on square footage)



## 2. Compatibility and system requirements

When developing MELCloud, high priority was placed on maximum compatibility with PCs, tablets and smartphones. A product by Mitsubishi Electric, an MELCloud adapter, and an internet connection with a router with wi-fi capability are needed to be able to use the MELCloud.

MELCloud can be used on many PCs, tablets and smartphones made by the leading manufacturers.

It can be used either directly online in the newest internet browser or with a specially developed app that can be downloaded free of charge from the various app stores. The app detects which unit is being used and dynamically adapts the display to the respective screen.

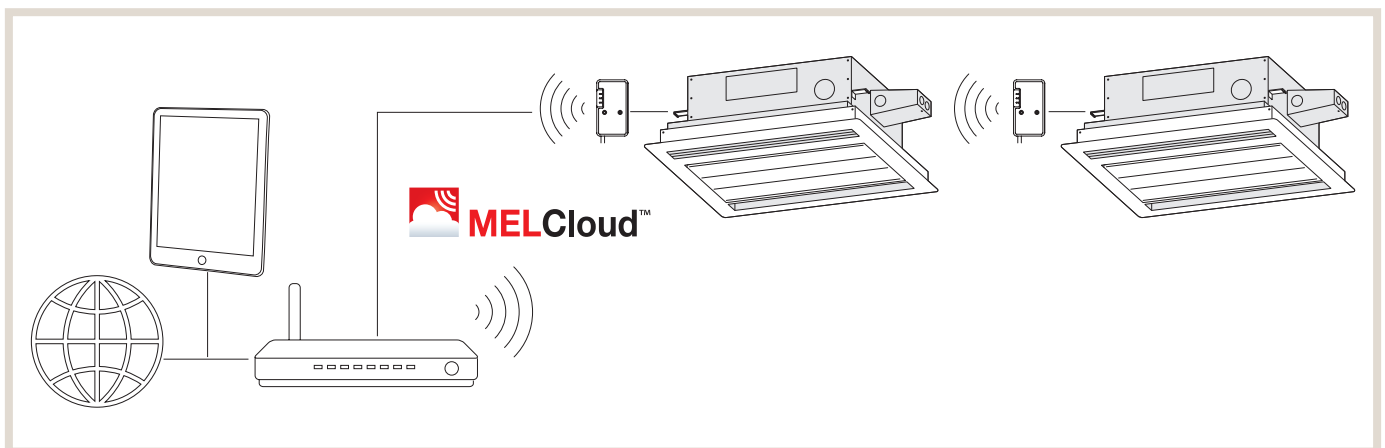
### Wi-fi ADAPTER

In order to integrate an ATA/ATW or Lossnay unit into MELCloud, you will need the wi-fi adapter MAC-587IF from Mitsubishi Electric.

### COMPATIBLE INDOOR UNITS

A list of the compatible indoor units can be found in section "6.16 Compatible device series" on page 64.

### OVERVIEW OF SYSTEM COMPONENTS



### 3. Installation of wi-fi adapter MAC-587IF

#### NOTE ON WI-FI ADAPTER

The wi-fi device is connected to an indoor unit and is used to communicate status information as well as to control the commands from the MELCloud.

- Not all indoor units are compatible with the wi-fi adapter. Verify that the indoor unit is compatible with the wi-fi adapter before attempting to connect the wi-fi adapter.




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#### NOTE [ONLY ATW (AIR-WATER) INDOOR UNIT]:

- ▶ A software update may be required for older ATW indoor units.
  - ▶ The ATW indoor unit software has to be updated before using the wi-fi adapter.
- 

### 3.1 Safety measures

- Read the safety instructions before installing, setting up or using the wi-fi adapter.
- This installation manual contains important safety information. Follow the instructions.
- After installing the wi-fi adapter, give this instruction manual to the user.  
Instruct the user to store this manual, along with the operating instructions for the indoor unit, in a safe place.

#### 3.1.1 Preparations for installation

Incorrect handling can have serious consequences, including serious injury or death.




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#### WARNING!

- ▶ Do not install the wi-fi adapter yourself (user).  
Incorrect installation can lead to fire, electrical shock, injury from the wi-fi adapter falling or water leakage. Contact the dealer from whom you purchased the wi-fi adapter or an installer.
  - ▶ The wi-fi adapter has to be installed safely as described in this installation manual.  
Incorrect installation can lead to fire, electrical shock, damage or the wi-fi adapter falling.
  - ▶ The wi-fi adapter has to be mounted in a place that can bear its weight.  
If the wi-fi adapter is installed in a place that cannot bear the weight, the wi-fi adapter can fall and cause damage or injury.
  - ▶ Connect and secure the electrical cables such that external forces to the cables do not impact the connections.  
Incorrect connection or mounting can lead to failure, heat generation, smoke generation or fire.
  - ▶ Components from Mitsubishi Electric or other approved components have to be used for the installation.  
Using an unsuitable component can lead to fire, electrical shock or damage / water leakage.
  - ▶ Electrical work may be performed only in compliance with regional regulations and the instructions contained in the installation manual.  
An incorrect circuit capacity or incorrect installation can cause electrical shock or fire.
  - ▶ Do not connect the wi-fi adapter to the grounding in the indoor unit.
  - ▶ Securely attach the electrical equipment cover to the indoor unit.  
If the electrical equipment cover is not properly secured to the indoor unit, dust, moisture or similar can cause fire or short-circuiting.
  - ▶ For your own safety, use suitable personal protective equipment and tools to install the wi-fi adapter.  
Otherwise there is a risk of injury.
-

**WARNING!**

- ▶ When connecting the wi-fi adapter, switch off the circuit breaker or unplug the power supply to the indoor unit.  
Otherwise there is a risk of electrical shock.
- ▶ Ensure that the wi-fi adapter plug connector is properly connected to the circuit board of the indoor unit. Incomplete connection or incorrect mounting can lead to cable breakage, heat generation, smoke generation or fire.
- ▶ Do not install the wi-fi adapter near automatic control devices such as automatic doors or smoke detectors.  
Otherwise malfunctions can cause accidents.
- ▶ Do not disassemble, modify or repair the wi-fi adapter yourself.  
This could cause electrical shock, fire or injury.
- ▶ Do not use the wi-fi adapter near medical devices or persons wearing such a device, e.g. pacemakers or implanted heart defibrillators.  
A malfunctioning medical device or system can cause an accident.
- ▶ This device must be installed and operated at least 20 cm away from the user or observers.

Incorrect handling can have consequences, including injury and damage to the building.

**CAUTION!**

- ▶ To prevent damage caused by static electricity, touch a metal surface nearby to discharge the static electricity before touching the wi-fi adapter.  
The static electricity originating from a human body can damage the wi-fi adapter.
- ▶ Do not install the wi-fi adapter in a place with steam, such as a bathroom.  
Avoid places where water can splash or condensate on walls.  
Installing the device in such places can lead to electrical shock or failure.
- ▶ Do not install the wi-fi adapter in places exposed to direct sunlight or where the ambient temperature is higher than 40 °C or lower than 0 °C.  
Exposure to direct sunlight or environments where the temperature is too high or too low can cause the wi-fi adapter to deform or fail.
- ▶ Do not use the device in unusual environments,  
Using the device in places with a lot of oil (including machine oil), steam or sulphuric gas can hinder the functions and damage parts.
- ▶ Switch off the power supply to any connected devices before performing any assembly or cabling work.  
Otherwise the wi-fi adapter or connected devices can malfunction or fail.
- ▶ The connecting cable may not touch pipes.
- ▶ Do not use the wi-fi adapter near other wireless devices, microwaves, cordless telephones or fax machines.  
Otherwise malfunctioning may occur.
- ▶ Mount the wi-fi adapter out of the reach of children.  
Otherwise there is a risk of injury.



### 3.1.2 Preparations for setting up and using the wi-fi adapter

Incorrect handling can have serious consequences, including severe injury or death.



#### **WARNING!**

Comply with the following points. Failure to comply can lead to life-threatening injury.

- ▶ Do not disassemble, modify or repair the wi-fi adapter yourself (user).  
This could cause electrical shock, fire or injury.
- ▶ Persons (including children) with physical, sensory or mental impairments, or who lack the required experience or knowledge may not use the device until they have received proper instruction on use from a person responsible for their safety.
- ▶ Children have to be supervised to ensure that they do not play with the equipment.
- ▶ Children over 8 years old as well as persons with physical, sensory or mental impairments or those lacking adequate experience and knowledge may not use the device until they have received instruction on safe use of the device and been informed of the potential hazards associated with use.
- ▶ Children should not play with the device. Children may not clean or service the device without supervision.
- ▶ Do not use the wi-fi adapter near medical devices or persons wearing such a device, e.g. pacemakers or implanted heart defibrillators.  
A malfunctioning medical device or system can cause an accident.
- ▶ Do not install the wi-fi adapter near automatic control devices such as automatic doors or smoke detectors.  
Otherwise malfunctions can cause accidents.



#### **WARNING!**

Never touch the device with wet hands.

- ▶ Never touch the wi-fi adapter with wet hands.  
Otherwise the device can be damaged and there is a risk of electrical shock or fire.



#### **WARNING!**

Never allow water to splash onto the device.

- ▶ Do not allow water to splash onto the wi-fi adapter and never use it in a bathroom.  
Otherwise the device can be damaged and there is a risk of electrical shock or fire.



#### **WARNING!**

Always follow these instructions.

- ▶ Do not install the wi-fi adapter yourself (user).  
Incorrect installation can lead to fire, electrical shock or injury from the wi-fi adapter falling. Contact the dealer from whom you purchased the wi-fi adapter or an installer.
- ▶ If the wi-fi adapter has fallen down or the holder or cable is damaged, unplug the power supply or switch off the circuit breaker.  
Otherwise fire or electrical shock can occur. In this case please contact the dealer.



#### **WARNING!**

Verify that the power supply has been unplugged from the electrical outlet.

- ▶ If anything unusual occurs during operation (e.g. burning odour), stop the indoor unit and unplug the power cable or switch off the circuit breaker.  
Continuing operation under abnormal conditions can cause fire or electrical shock. In this case please contact the dealer.

Incorrect handling can have consequences, including injury and damage to the building.



**CAUTION!**

- ▶ Mount the wi-fi adapter out of the reach of children.  
Otherwise there is a risk of injury.
- ▶ Do not stand on an unsteady step stool to set up or clean the wi-fi adapter.  
Falling off can cause injury.
- ▶ Do not use the wi-fi adapter near other wireless devices, microwaves, cordless telephones or fax machines.  
Otherwise malfunctioning may occur.

### 3.1.3 Preparations for installing, setting up and using the wi-fi adapter



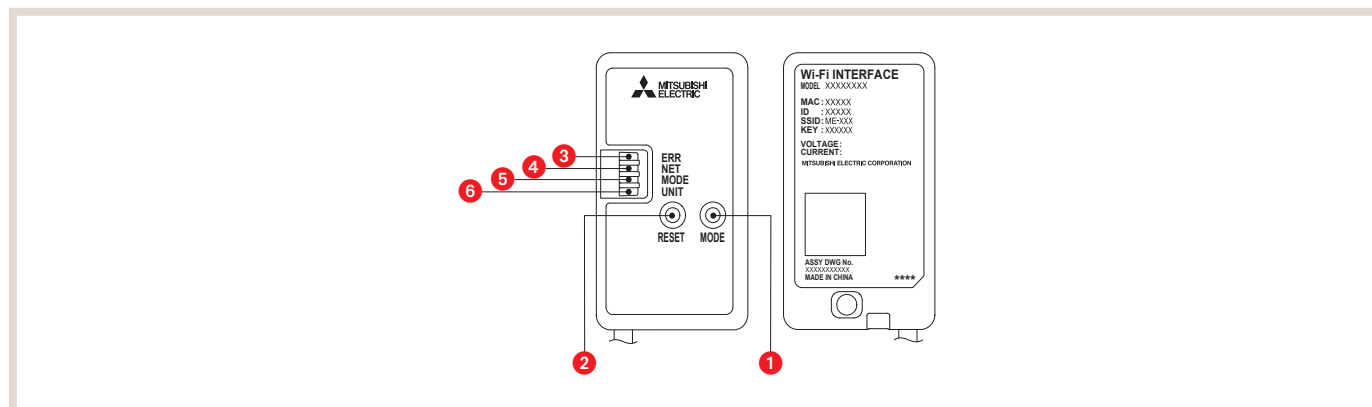
**NOTE!**

- ▶ Before beginning installation of the wi-fi adapter, verify that the router supports WPA2-AES encryption.
- ▶ Before the wi-fi adapter can be installed, the end user has to read and accept the general terms and conditions of the wi-if service provider.
- ▶ A router is needed to complete the connection from this wi-fi adapter to the wi-fi service.
- ▶ The wi-fi adapter does not start transmitting the system's operating data until the end user has registered and accepted the general terms and conditions of the wi-fi service provider.
- ▶ This wi-fi adapter should not be installed and connected to any Mitsubishi Electric system which is to provide application-critical cooling or heating.
- ▶ Please write down the model and other information regarding the wi-fi adapter on the last page of this manual ("Setting information") when installing this wi-fi adapter.

- The Mitsubishi Electric wi-fi adapter is used to communicate with the wi-fi service MELCloud from Mitsubishi Electric.
- Third-party wi-fi adapters cannot be connected to MELCloud.
- Mitsubishi Electric is not responsible for any (i) underperformance of a system or any 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 adapter or any third party wi-fi service with Mitsubishi Electric equipment.

For the newest information on MELCloud by Mitsubishi Electric Corporation, please visit <https://innovations.mitsubishi-les.com/de/steuerungen/melcloud>

### 3.2 Product overview



No.:	Element	Description
1	MODE button	The MODE button is used to select the modes in the configurations.
2	RESET button	1. Press and hold the RESET switch <b>for 2 seconds</b> to restart the system. 2. Press and hold the RESET switch <b>for 14 seconds</b> to reset the initialisation of the Wi-Fi interface <b>to the factory settings</b> .
3	LED ERR (error) (orange)	Indicates system errors.
4	LED NET (network) (green)	Shows the status of the network connection.
5	LED MODE (mode) (orange)	Indicates the status of pairing mode (display only in pairing mode).
6	LED UNIT (unit) (green)	Indicates the unit status.

Specifications	Wi-fi adapter
Input voltage	DC 12.7 V (from indoor unit)
Power consumption	MAX. 2 W
Dimensions H×W×D (mm)	73,5×41,5×18,5
Weight (g)	95 (including cable)
Transmitter power level (MAX.)	20 dBm @IEEE 802.11b
RF channel	1ch ~ 13ch (2412~2472 MHz)
Radio protocol	IEEE 802.11b/g/n (20)
Encryption	AES
Authentication	WPA2-PSK
Length of cable (mm)	2040

### 3.3 Components

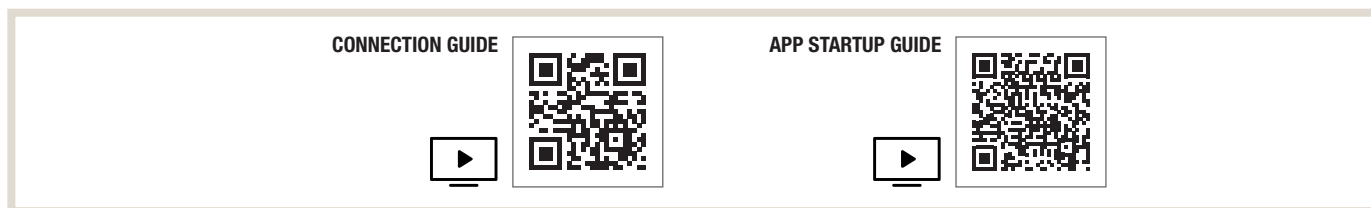
No.:	Element	Figure	Qty.
1	Wi-fi adapter (with power cable)		1
2	Fixing screw for 6 3.5×16 mm		2
3	Fixing screw for 4 4×16 mm		1
4	Cable clamp for securing		1
5	Cable tie (to bundle cables)		1
6	Holder		1
7	Clip		1

### 3.4 Connecting wi-fi adapter

Some ATA/ATW or Lossnay units have a wi-fi adapter ex works. The adapter is then already connected to the respective slot. There are also units that provide an internal box to accommodate the wi-fi adapter. If it has to be retrofitted, follow the instructions below. In the course of this document, installation with an external wall bracket will be explained.

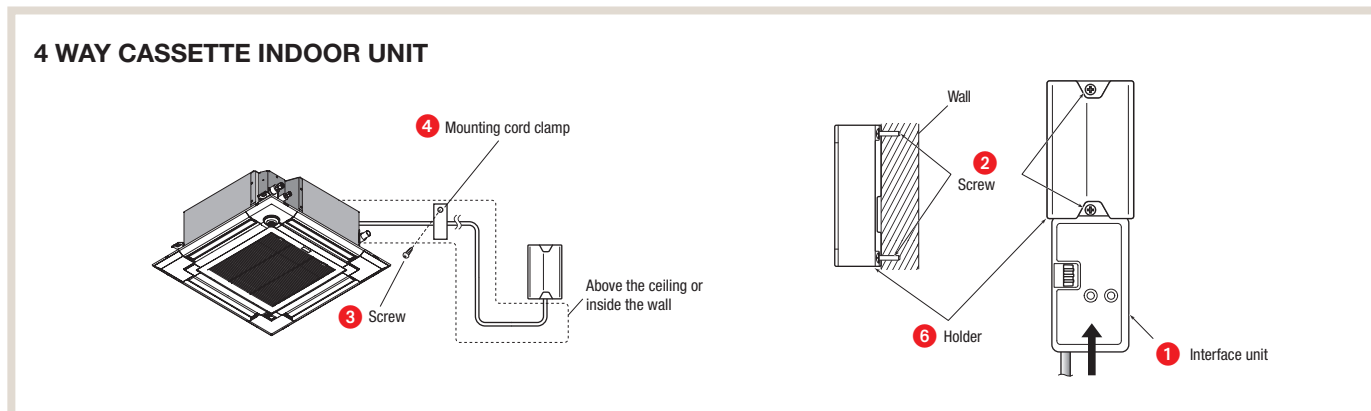
Disconnect the ATA/ATW or Lossnay unit from the power supply before installing the wi-fi adapter. Instructions and other information on how to connect the unit can be found in the operating instructions for the respective model.

The wi-fi adapter power cable has to be connected to the interior slot CN105 with the respective unit types. Units supplied with an integrated wi-fi adapter ex works are an exception. To view a video on connecting a wi-fi adapter, scan the following QR code with your mobile device.



#### 3.4.1 Mounting by ATA units

##### FOR WALL MOUNTING (EXCEPT WHEN CONNECTING TO AN WALL MOUNTED INDOOR UNIT)



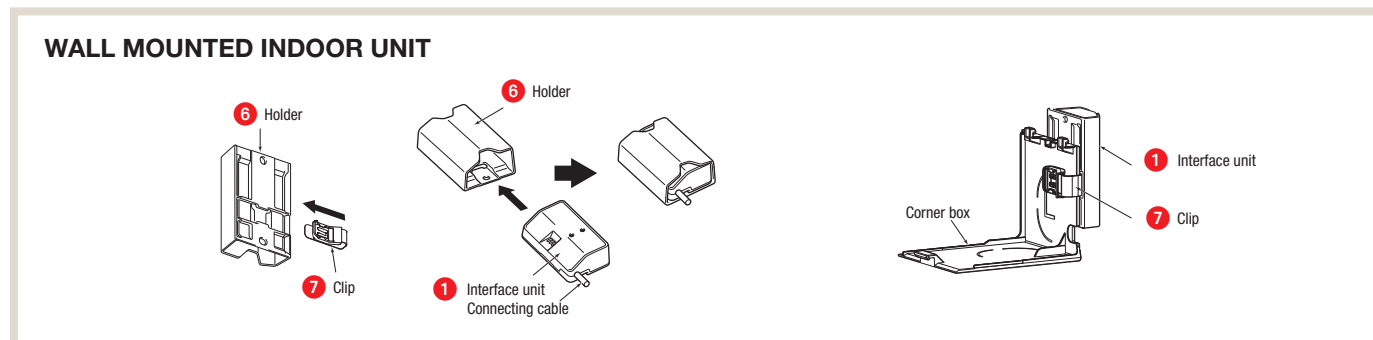
1. The cable from the wi-fi adapter ① should run down.
2. Mount the holder ⑥ to the wall such that its mark for the cable points down.
3. Push the wi-fi adapter ① into the holder ⑥ until it clicks.



#### NOTE!

- Tighten the upper and then the lower screw. Adjust the holder ⑥ with the slot for the lower screw and align it.

## WHEN MOUNTING ON THE OUTER SIDE OF INDOOR UNIT (WALL MOUNTED INDOOR UNIT)



1. Push the clip **7** into the holder **6** until it clicks.
2. Push the wi-fi adapter **1** into the holder **6** until it clicks.
3. Slide the clip **7** towards the corner flap of the ATA/ATW or Lossnay unit to secure the wi-fi adapter **1**.

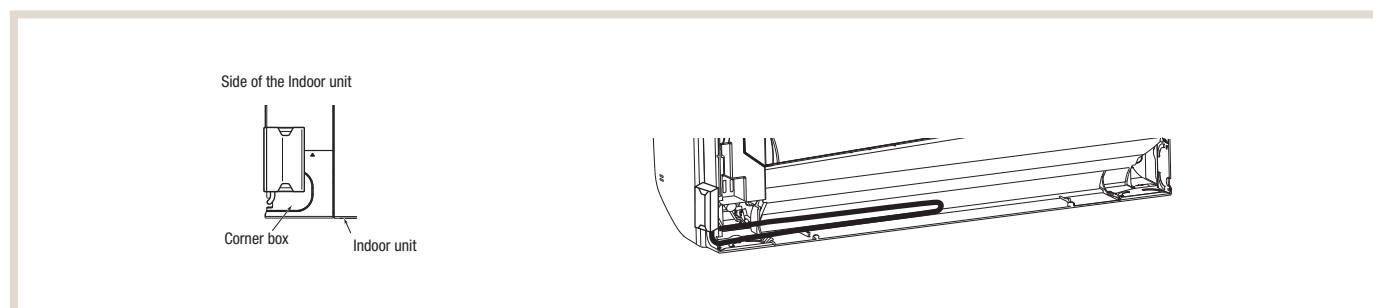


### NOTE!

- Use caution to prevent the cable from being pinched when it is inserted into the holder.

## EXAMPLE OF MOUNTING ON THE LEFT SIDE OF INDOOR UNIT

**Note:** Interface unit **1** can also be mounted on the right side of the indoor unit.



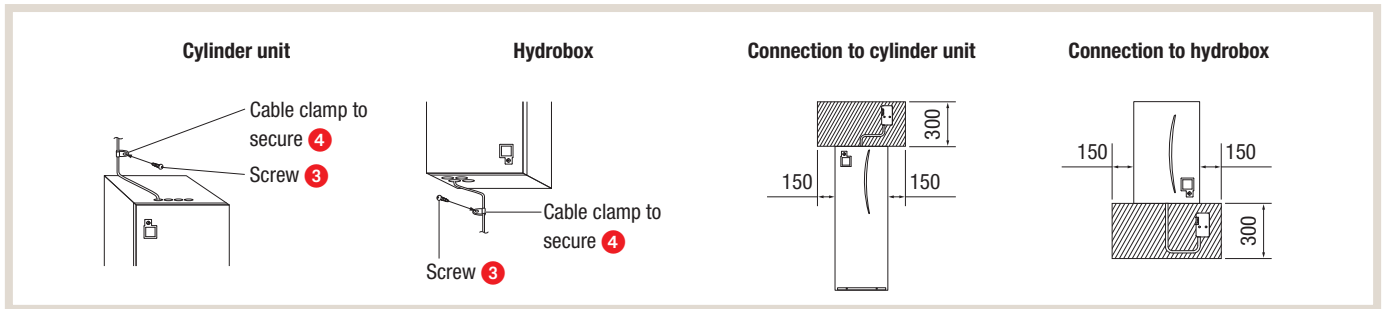
1. To check the LED indication after setup, remove the interface unit **1** from the holder **6**.
2. Place the power connecting cable in the space on the back of the unit, as shown in the illustration above.
3. Tuck in the cable and secure it.



### NOTE!

- Verify that the connecting cable is not pinched between the installation plate and the wall or between the indoor unit and the installation plate. This could damage the cable and cause communication problems.

### 3.4.2 Mounting by ATW units



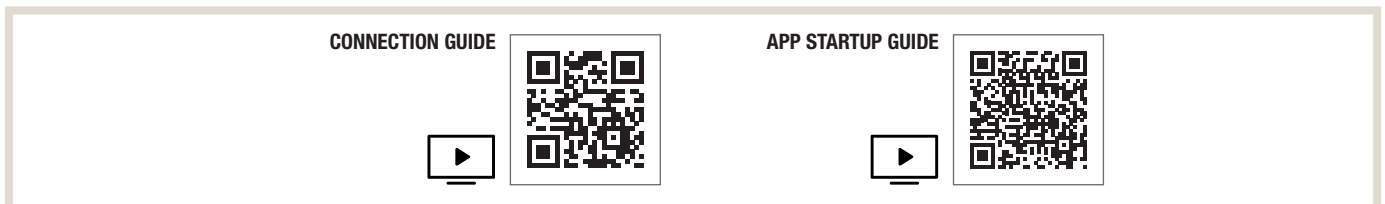
### 3.5 Switching on and checking

After mounting the unit and checking installation, switch on the respective units and check whether the display on the wi-fi adapter shows the corresponding pattern.

ERR	OFF
NET	OFF
MODE	OFF
UNIT	Flashes

## 4. Setup

To set up and use the MELCloud with the internet, perform the following steps or use the included quick reference guide.



### 4.1 Initial state

Turn on the main switch on the ATA/ATW or Lossnay unit. When the LED display shows the initial state indicated in the right column, the wi-fi adapter can be connected to the router.

Note: It takes several minutes before the initial state is reached.

#### INITIAL STATE

ERR	OFF
NET	OFF
MODE	OFF
UNIT	ON

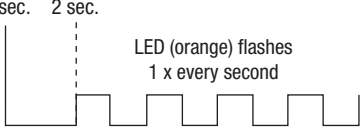
## 4.2 Mode selection

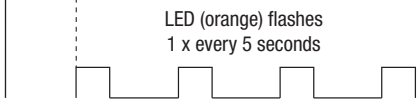
The wi-fi adapter has to first be connected to the router before it can be used for communication between the indoor unit and the MELCloud. There are three ways to connect the wi-fi adapter to the router:

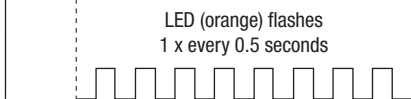
- WPS-PUSH mode
- Access point mode
- WPS-PIN mode

Which mode should be set depends on whether your router has a WPS button. Please use the pairing mode best suited to your system. Refer to the table below for information on how to set the pairing mode using the MODE button. If the router is replaced, the wi-fi interface has to be configured again.

### Setting the pairing modes

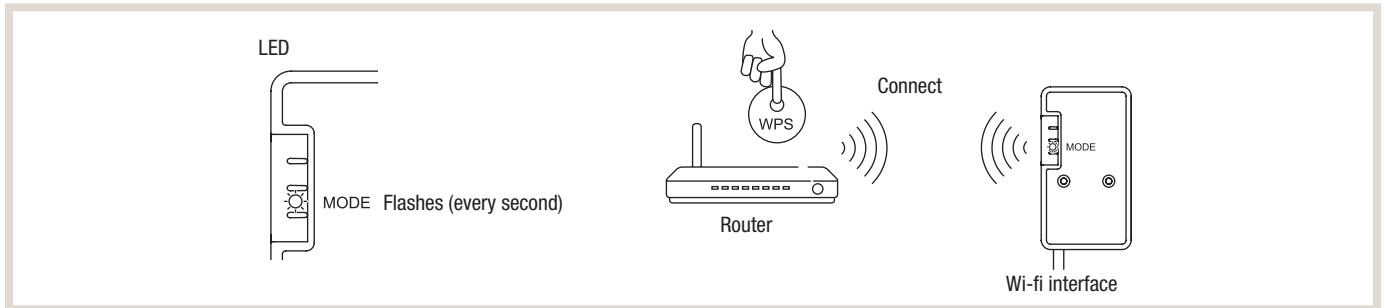
Router with WPS button	Push mode
<p><b>Push MODE switch for 2 sec.</b></p> <p>0 sec. 2 sec.</p>  <p>LED (orange) flashes 1 x every second</p>	<p>MODE LED (orange) lights up 1 x every second</p> <p>→ continue with chapter 4.3</p>
<p>Cancel process: Press <b>RESET</b> for 2 seconds to return to the initial state (chapter 4.1).</p>	

Router without WPS button	Access point mode (Setup with a smartphone)
<p><b>Push MODE switch for 5 to 10 seconds</b></p> <p>5 sec.....10 sec.</p>  <p>LED (orange) flashes 1 x every 5 seconds</p>	<p>MODE LED (orange) lights up 1 x every 5 seconds</p> <p>→ continue with chapter 4.4</p>
<p>Cancel process: Press the <b>MODE</b> switch for 5 to 10 seconds until the MODE LED stops flashing to return to the initial state (see chapter 4.1.).</p>	

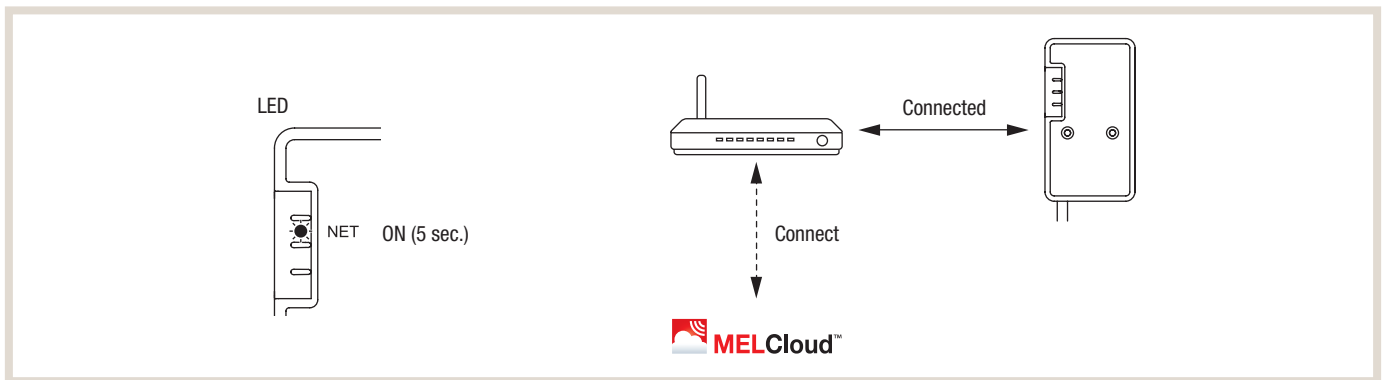
Router without WPS button	WPS-PIN mode
<p><b>Push MODE switch for 14 sec.</b></p> <p>0 sec. 14 sec.</p>  <p>LED (orange) flashes 1 x every 0.5 seconds</p>	<p>MODE LED (orange) lights up 1 x every 0.5 seconds</p> <p>→ continue with chapter 4.5</p>
<p>Cancel process: Press <b>RESET</b> for 2 seconds to return to the initial state (chapter 4.1).</p>	

### 4.3 Setup in WPS-PUSH mode

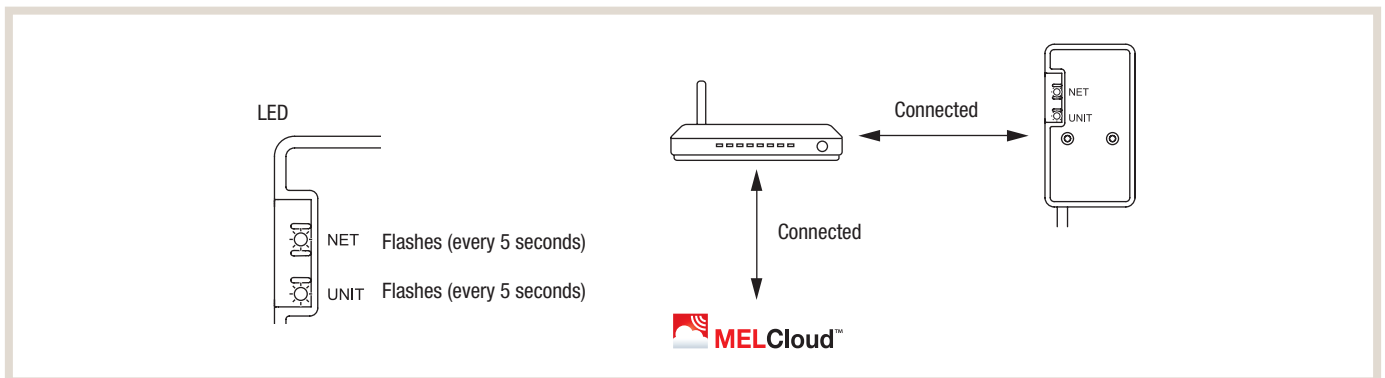
1. Verify that the LED display corresponds to that shown below.  
 Press the WPS button on the router within 2 minutes of selecting the mode (section 4.2).  
 WPS-PUSH mode returns to the initial state (section 4.1) if the WPS button is not pressed within 2 minutes.



2. The LED display corresponds to that shown below when the connection between the router and the wi-fi adapter has been established and the connection to the MELCloud started.  
 Note: The LED display returns to the initial state if connection fails.



3. The LED display corresponds to that shown below when the connection has been established.  
 Note: It can take a few minutes for the following display to appear.



**NOTE!**

- ▶ The two most common reasons for faulty setup are:
  1. Communication distance (from wi-fi adapter to router)
  2. Router settings (encryption, authentication, limited number of connections, etc.)



### 4.4 Setup in access point mode

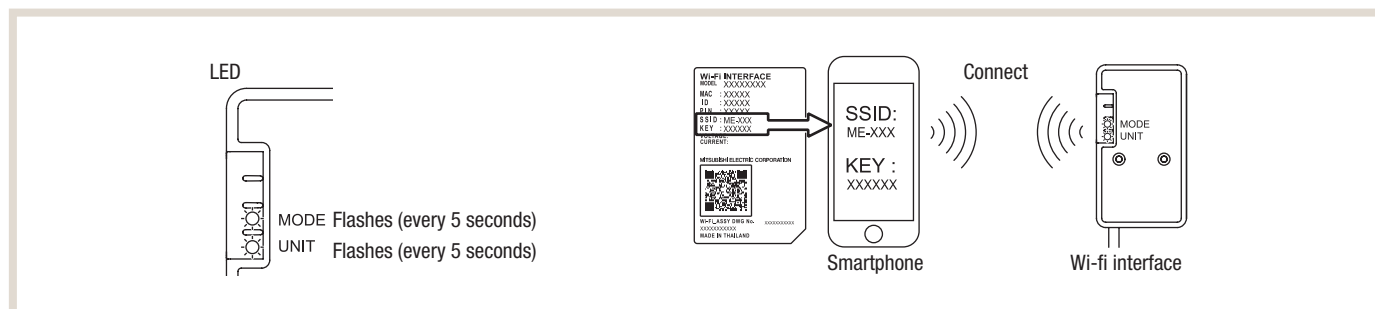
Setup via access point mode is done by connecting the smartphone to the wi-fi adapter and entering the required wi-fi access data. In access point mode this is done by connecting the adapter to the local wi-fi. To set up the unit, the smartphone is connected to the open wi-fi receiver of the adapter.

1. Verify that the LED display corresponds to that shown below.

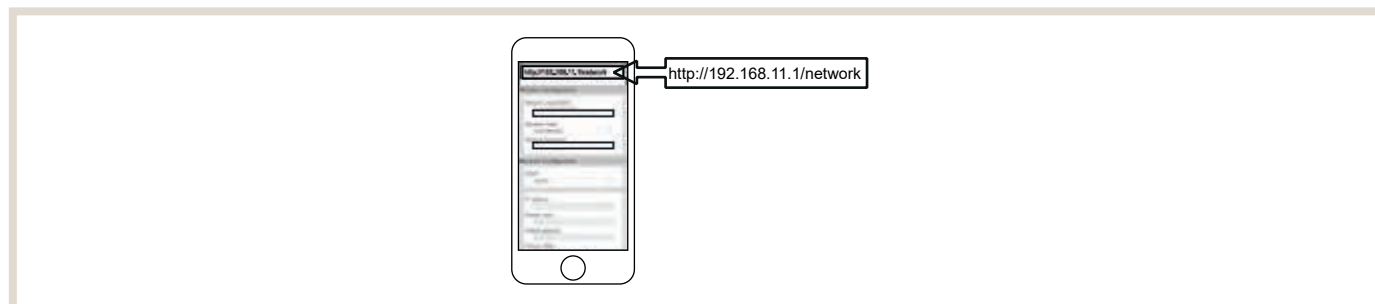


**NOTE!**

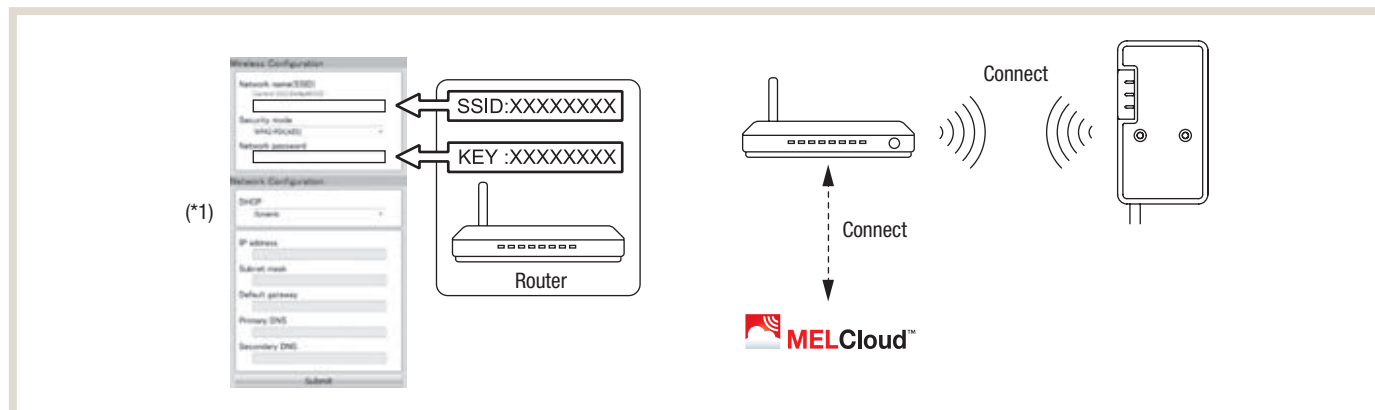
► Once the wi-fi access data has been entered, it may take a little while until the display appears as shown below.  
(about 30 seconds for the ATA unit and 60 seconds for the ATW unit)



2. After connecting the smartphone to the wi-fi adapter, enter the URL (<http://192.168.11.1/network>) into the web browser.



3. Then enter the SSID and the wi-fi password of the customer's wi-fi router and confirm this entry.



**NOTE!**

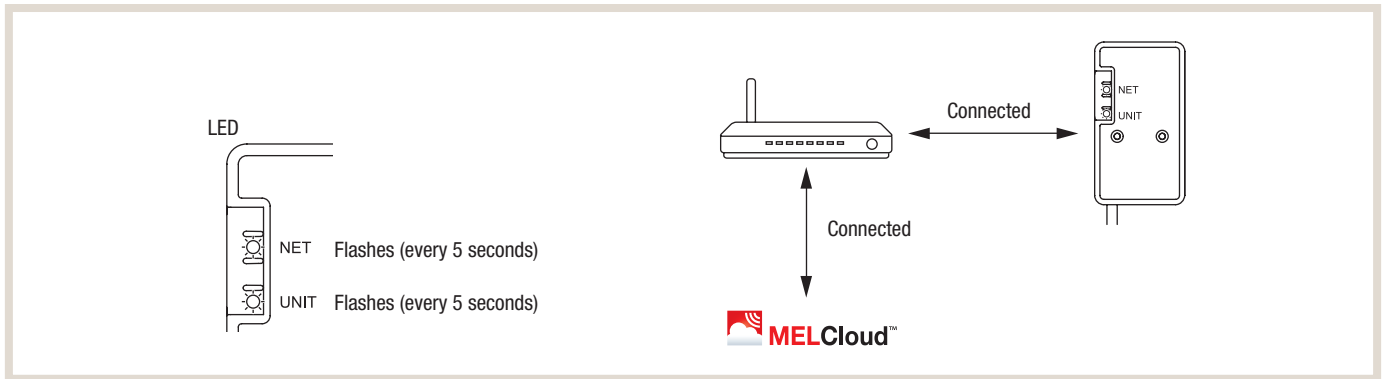
► The LED display returns to the initial state if connection fails.

4. The LED display corresponds to that shown below when the connection has been established.



**NOTE!**

- ▶ It can take a few minutes for the following display to appear.  
(If the display does not change, press RESET for longer than 10 seconds, e.g. 14 seconds, to start setup again beginning with 4.1.)



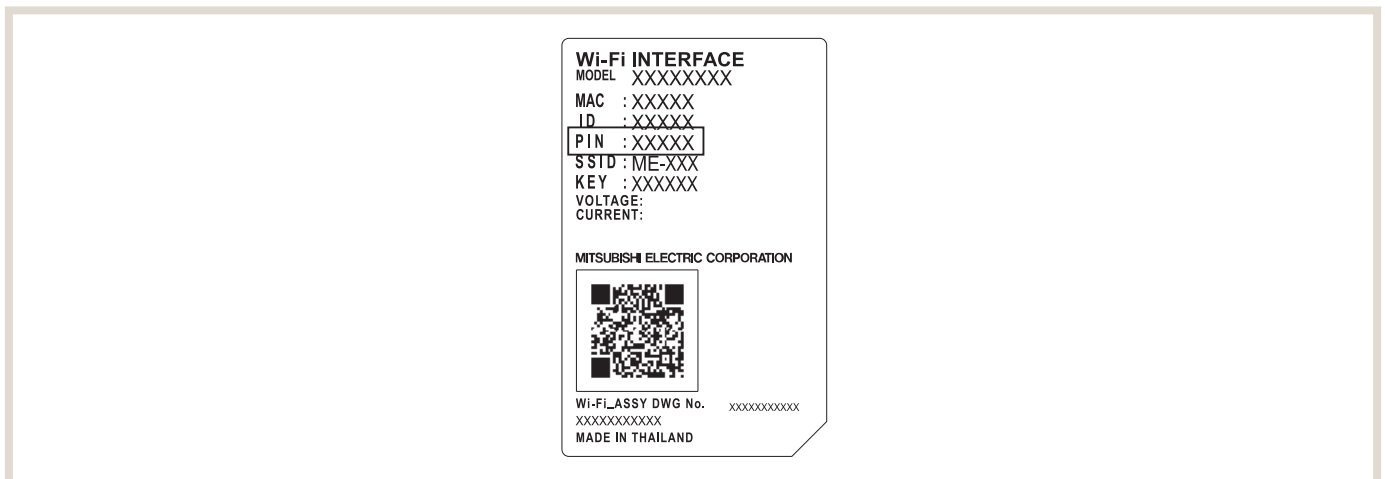
### 4.5 Setup WPS-PIN mode

1. Before using WPS-PIN mode, the wi-fi adapter PIN has to be entered in the router.  
Read the router instructions to learn how to enter the PIN.
2. To set WPS-PIN mode, press MODE for longer than 10 seconds and then release the button.
3. The LEDs NET and UNIT flash (every 5 seconds) when the connection has been made.



**NOTE!**

- ▶ Verify that the router supports WPS-PIN mode.  
Not all routers support WPS-PIN mode.
- ▶ Press RESET for 2 seconds to reset the wi-fi adapter if the LED display has not changed after 5 minutes.



## 5. LED displays

Software is being initialised				
Description	ERR (orange)	NET (green)	MODE (orange)	UNIT (green)
Firmware update	○	●	●	○
Firmware download	○	⊙ (every second)	⊙ (every second)	○
Reset to defaults	○	○	●	●
Wireless setting				
Description	ERR (orange)	NET (green)	MODE (orange)	UNIT (green)
Access point mode activated	○	○	⊙ (every 5 seconds)	⊙ (every 5 seconds)
WPS-PUSH mode activated	○	○	⊙ (every second)	○
WPS-PIN mode activated	○	○	⊙ (every 0.5 seconds)	○
Pairing via WPS completed	○	● (5 seconds)	○	○
Pairing via WPS failed	● (5 seconds)	○	○	○
Connection to MELCloud established				
Description	ERR (orange)	NET (green)	MODE (orange)	UNIT (green)
Communication with MELCloud and communication with indoor unit are started	○	⊙ (*1)	○	●
Communication with MELCloud and communication with indoor unit	○	⊙ (*1)	○	⊙ (every 5 seconds)

● ON / ○ OFF / ⊙ FLASHING

(\*1) Details of flashing frequency

- Every 0.5 seconds: Searching for MELCloud.
- Every second: Wi-fi adapter information is registered in MELCloud.
- Every 5 seconds: Communication with MELCloud.

## 6. Operation and overview of features

### 6.1 Access to MELCloud via app or mobile internet (tablet or smartphone)



#### SUPPORTED DEVICES

MELCloud is available as an app for the newest mobile devices of common manufacturers such as Samsung, Apple and Google. This includes Apple iOS and android devices.

#### SUPPORTED MOBILE WEB BROWSERS

The MELCloud web application works with most of the newest web browsers by Microsoft, Google and Apple as well as with other web browsers found on the newest mobile devices. However, the operation and appearance of the software application may be different in the various browsers.

#### DOWNLOAD

The MELCloud app can be downloaded from the various app stores. Simply search for “MELCloud” or follow the direct link on the homepage <https://innovations.mitsubishi-les.com/de/steuerungen/melcloud>. The app can be downloaded and used free of charge.

#### REGISTRATION

You have to register before MELCloud can be used to control your units. Detailed information on user and unit registration can be found in section “6.3 First Steps in MELCloud” on page 30.

#### LOGIN

Once you have successfully registered as a user and accepted the general terms and conditions of MELCloud, log in with the user name and password that you used to register. Detailed information can be found in section “6.3 First Steps in MELCloud” on page 30.

#### LOGOUT

To log out of the MELCloud app, click “Settings” and then “Logout” to close the application.

To log out of the MELCloud in the mobile web browser, click in the top right corner on the icon “Logout” to close the application.

## 6.2 Access to MELCloud via internet (PC)

### SUPPORTED WEB BROWSERS

The MELCloud web application works with most of the newest web browsers by Microsoft, Google and Apple as well as with other current web browsers. However, the operation and appearance of the software application may be different in the various browsers.

### DOWNLOAD / ACCESS

If you access MELCloud via a PC or web browser, it is not necessary to download from an app store or install the app MELCloud. MELCloud runs directly in the web browser. MELCloud can be accessed directly via <https://app.melcloud.com>.

### MICROSOFT

The web version of MELCloud supports the newest versions of Internet Explorer IE8, IE9 and IE10 for Windows PCs, tablets and smartphones. It is constantly updated to support the newest versions.

### GOOGLE

The web version of MELCloud supports the newest versions of Google Chrome, full and mobile versions for PCs, tablets and smartphones. It is constantly updated to support the newest versions.

### APPLE

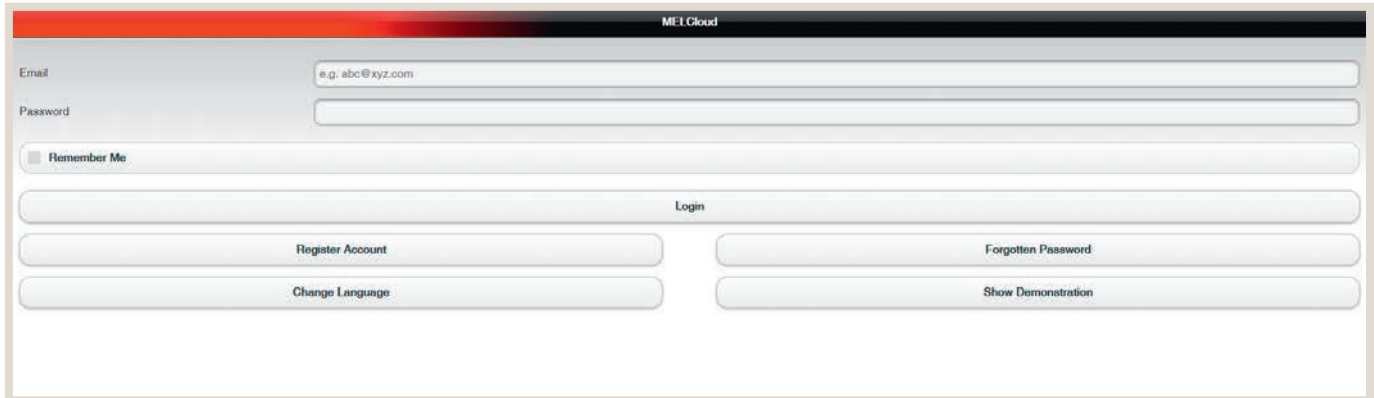
The web version of MELCloud supports the newest versions of Safari for PCs by Apple and other suppliers, tablets and smartphones. It is constantly updated to support the newest versions.

### OTHERS

The web version of MELCloud supports Mozilla Firefox and Opera web browsers as well as the most common third-party web browsers used on the newest Samsung and Blackberry devices.

## 6.3 First Steps in MELCloud

### 6.3.1 Home



The screenshot shows the MELCloud home page login interface. At the top, there is a header with the text "MELCloud". Below the header, there are two input fields: "Email" with a placeholder "e.g. abc@xyz.com" and "Password". Below these fields is a "Remember Me" checkbox. A "Login" button is positioned below the "Remember Me" checkbox. Below the "Login" button, there are four buttons arranged in a 2x2 grid: "Register Account" (top-left), "Forgotten Password" (top-right), "Change Language" (bottom-left), and "Show Demonstration" (bottom-right).

#### CHANGE LANGUAGE

When MELCloud is started, you are first prompted to select the language in which you would like to use MELCloud. The language can be changed at any time. Detailed information can be found under “Manage your application settings” on page 62.

#### REMEMBER E-MAIL / PASSWORD / MY DATA

To log in to MELCloud, enter your e-mail address and password with which you registered (section “6.3.2 Registering user” on page 31). If you do not want to have to log in every time, simply select “auto-join”. Then you will stay logged in.

#### LOGIN

If the e-mail address and password were entered correctly, select “Login”.

#### REGISTER ACCOUNT

To register as a new user, select “Register Account”. This will take you to user registration. Detailed information can be found in section “6.3.2 Registering user” on page 31.

#### FORGOTTEN PASSWORD

If you have already registered as a user but cannot remember your password, select “Forgotten Password”. A temporary password will then be sent to the e-mail address to which your account is registered.

#### SHOW DEMONSTRATION

If you do not wish to register but would just like to look at MELCloud, select “Show Demonstration”: This will take you to a restricted demo version. Note that the live systems cannot be controlled or viewed in demo mode.

### 6.3.2 Registering user

Registration (1 of 2)

Country of Residence\*

Please select your country of residence.

Email\*

Please enter your email address. This will also be your login ID.

Password\*

Your password must contain an upper case character, a lower case character and a number and must be at least 8 characters long.

Confirm Password\*

Please re-type your password for confirmation.

If you need to contact our support team, they will ask you a security question to confirm your identity.

Telephone Support Security Question\*

Telephone Support Answer\*

Confirm Telephone Answer\*

You have to register initially to be able to use MELCloud.

#### ACCOUNT REGISTRATION

Select “Account registration” to start registration.

#### GENERAL TERMS AND CONDITIONS

MELCloud’s general terms and conditions will appear. Read them thoroughly to then accept them once.

#### REGISTRATION (STEP 1 OF 2)

As soon as you have accepted the general terms and conditions, you will proceed to the first step of registration. Enter personal and data security information here. Fields marked with \* are mandatory and have to be completed. Then click “Continue”.

Registration (2 of 2)

Title\*

First Name\*

Last Name\*

Address 1\*

Address 2

City\*

Postcode\*

#### REGISTRATION (STEP 2 OF 2)

Enter personal information in the second step of registration. Fields marked with \* are mandatory and have to be completed. Click “Submit” to complete.

#### E-MAIL ACTIVATION

Shortly after registration is completed, you will receive an e-mail to the e-mail address that you stated. It contains a link. Click the link to finally activate your account. You will also receive a copy of the general terms and conditions for your files.

You are now registered and can use MELCloud.

### 6.3.3 System Registration

**System Registration**

To register your Mitsubishi Electric equipment, the Mitsubishi Electric Wi-Fi Interface must first be connected to the Internet, as described in the installation manual for the Wi-Fi Interface.

Once this has been done, enter the MAC Address and ID as printed on the label on the Wi-Fi Interface.

MAC\*

ID\*

Please tell us in which country the system is installed. This allows us to connect you with the correct technical support team, should problems arise.

Country\*

Back Next

Control Scenes Reports Settings

#### UNIT REGISTRATION



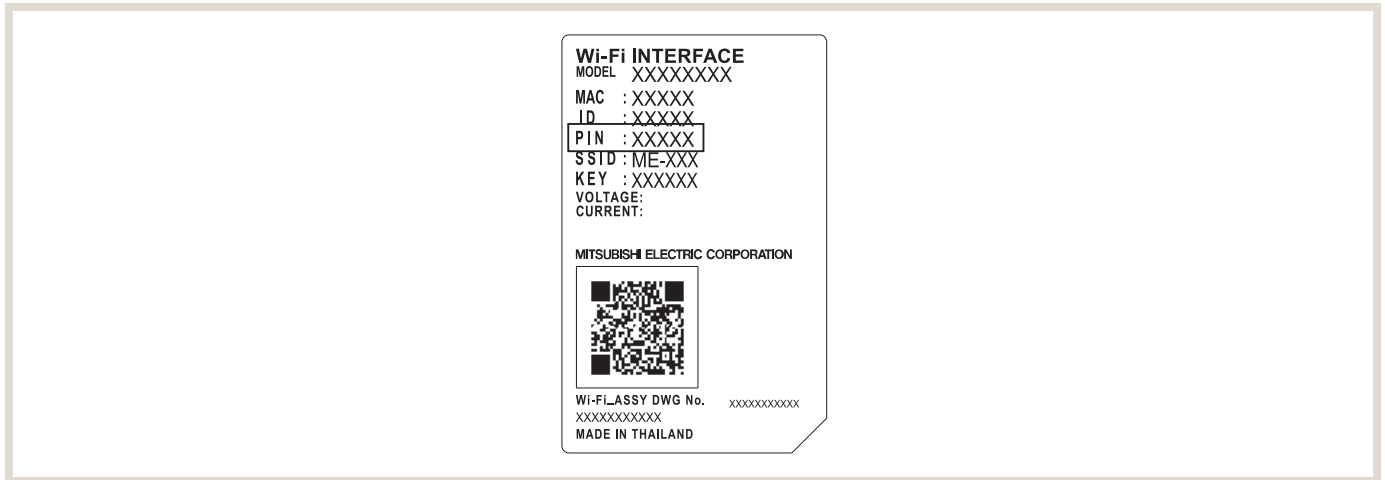
##### NOTE!

- ▶ To register an air conditioner on MELCloud, you will need a Mitsubishi Electric wi-fi adapter MAC-587IF-E (or the adapter included in the delivery). For operation and monitoring, the adapter has to be connected to your ATA/ATW or Lossnay unit and to the internet via a wi-fi router.
- ▶ It is not possible to register a unit on MELCloud if the unit is not connected to the internet via a Mitsubishi Electric wi-fi adapter MAC-587IF-E (or the adapter included in the delivery).

The information required to register the unit can be found on the wi-fi adapter ID plate (Refer to the illustration below):

- 12-character hexadecimal code. Enter this code by “MAC” (001DC990E913 in the example).
- 10-digit serial number. Enter this number by “ID” (1301170012 in the example).
- Or you can scan the QR code on the wi-fi adapter.



**EXAMPLE OF ID PLATE FOR WI-FI ADAPTER MAC-587IF-E**

Also enter the country in which the wi-fi adapter is to be installed by “Country”.

All of this information is mandatory to register the unit and is thus marked with \*. A unit cannot be registered without this information.

When registration is completed, click “Next” to continue or “Back” to return to the previous screen or cancel registration.

### 6.3.4 Edit Building in MELCloud

The screenshot shows a mobile application interface for editing a building. The title bar at the top is black with the text 'Edit Building' in white. Below the title bar, the text 'Please enter the building details below' is displayed. There are five input fields: 'Name\*' (containing 'Living room'), 'Address1\*', 'Address2', 'City\*', and 'Postcode\*'. Below the input fields are two buttons: 'Back' and 'Next'. At the bottom of the screen is a navigation bar with four icons: 'Control', 'Scenes', 'Reports', and 'Settings'. The 'Settings' icon is highlighted in red.

#### NAME

Assign any name to each unit.

#### ADD BUILDING

Under “Add building” enter the name, type, address and postal code of the building.

The address and postal code are mandatory. They are needed by MELCloud to be able to provide live weather data.

#### SELECT FLOOR

Different floors can be added to your building (e.g. ground floor, 2nd floor, etc.) under “Add floor”. This information is optional. Dividing the building into different floors is relevant for the users of larger buildings that may have multiple floors and several systems that can be displayed in MELCloud.

#### SELECT SECTION

Under “Select section”, systems in large buildings can be grouped into sections, making them easier to find. If your building is small, we recommend skipping this step.

## SELECT IMAGE

In the next step an image that shows the ATA/ATW or Lossnay unit can be selected.

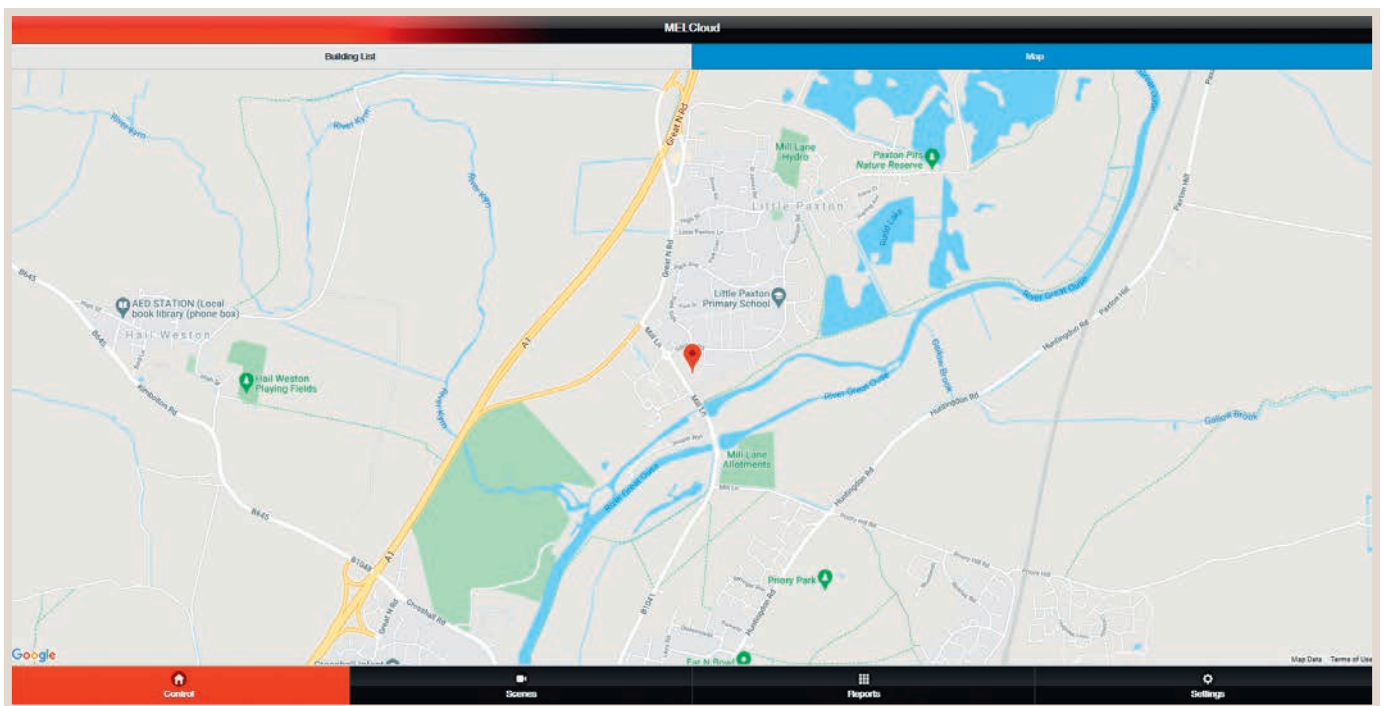
Working with images makes operation of MELCloud easier. This is particularly helpful for systems that are operated by guests or multiple users. You can either select an existing image or take a picture with your mobile device. Detailed information can be found in section “6.7 Change image” on page 46.



### NOTE!

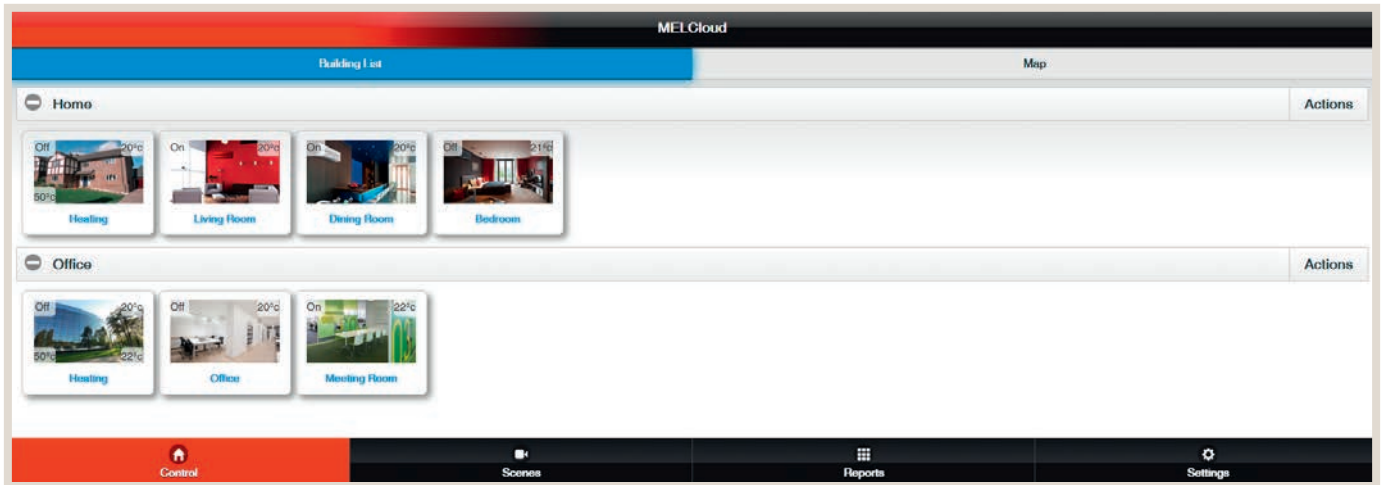
- ▶ There is a button “Actions” at every level of the menu. The available actions are a factor of whether you are at the building level, floor level, section level or room level.

### 6.3.5 Alternative location positioning in the map view

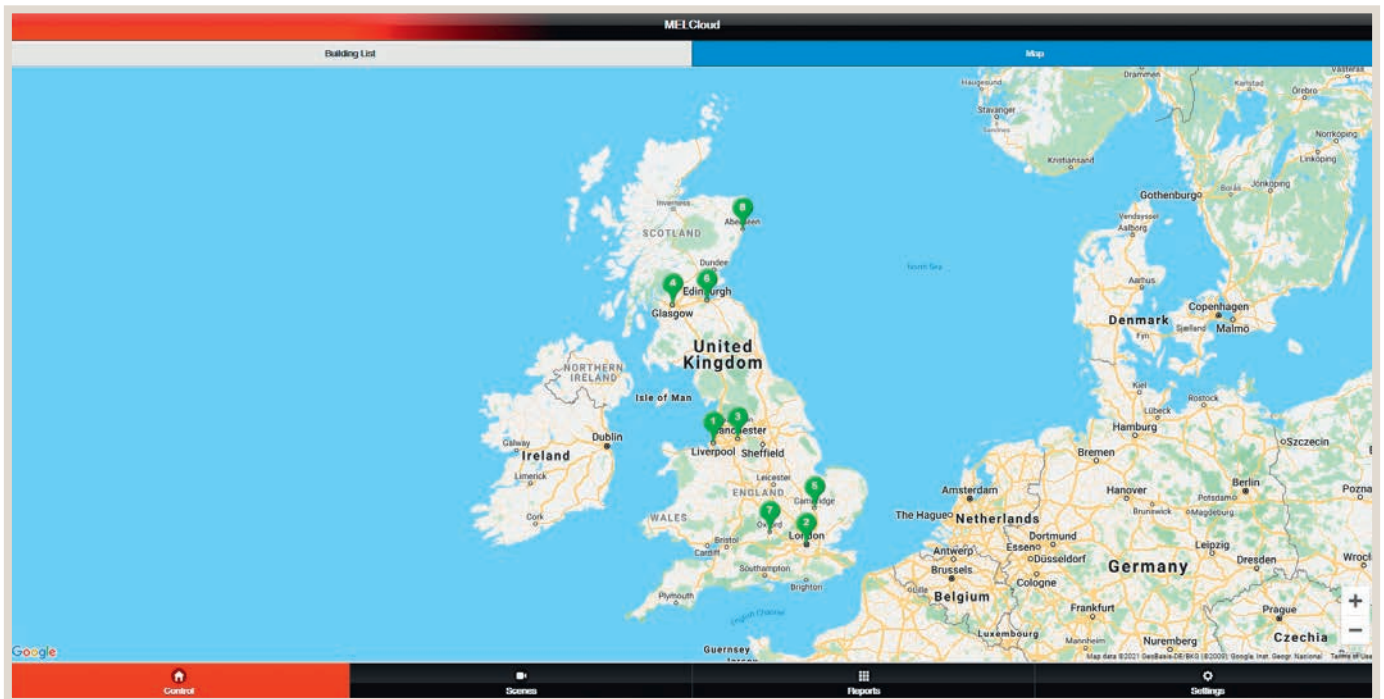


A building can be positioned easily and intuitively in the map view.

## 6.4 List view and map view

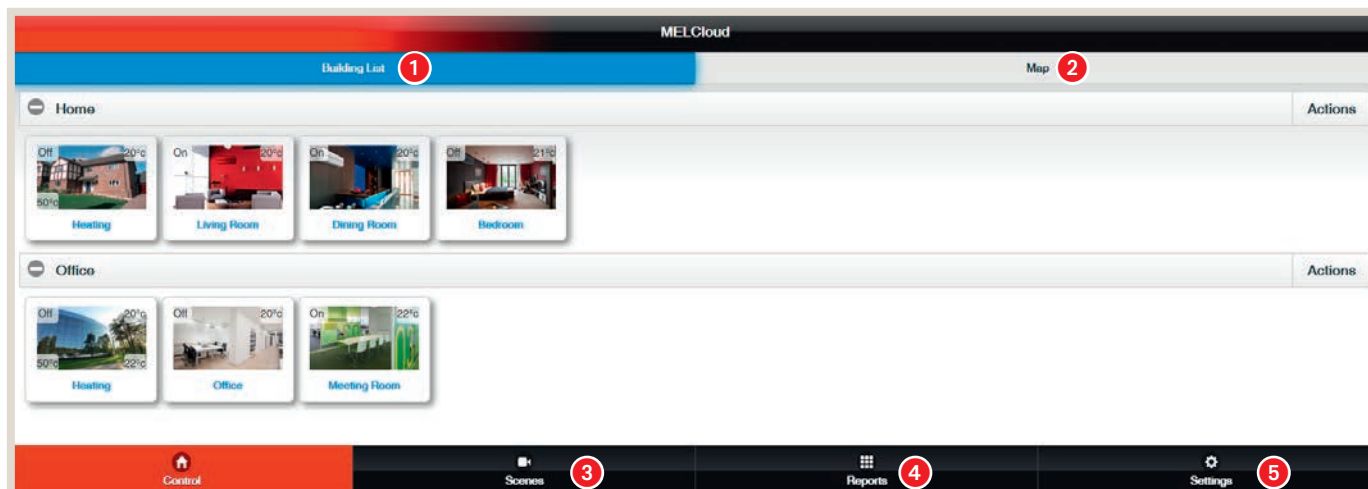


The systems can be sorted by buildings and floors in the MELCloud building view. All of the rooms/sections are shown in the overview, allowing direct access to each system.



Use the map view to quickly and easily navigate between the individual locations.

## 6.5 Navigation in main menu



- 1 List view
- 2 Map view
- 3 Scenarios that can be selected for groups of units (example: night mode / day mode / absent)
- 4 Reports: Trend data collection (historical), energy data collection (historical), error archive
- 5 General settings (access rights, messages), etc.

### CONTROL

The main screen for live operation of your systems can be found under “Operation”. This screen, showing an overview of the systems, allows access to more detailed and specific settings to your system, and it keeps you informed of the weather on site.

### REPORTS

“Reports” lists all of the reports that you can view and access.

Additional information on operation and the status of your systems is shown here, e.g. error messages.

### SETTINGS

“Settings” provides access to administration and available settings within MELCloud. It includes the option “Manage your system”, “Manage your account” and “Manage your application settings”.

### ERROR INDICATION

If systems appear in red in the MELCloud, they are faulty. As soon as the error is remedied, the frame around the system and the text colour return to normal.

### 6.5.1 System overview screen



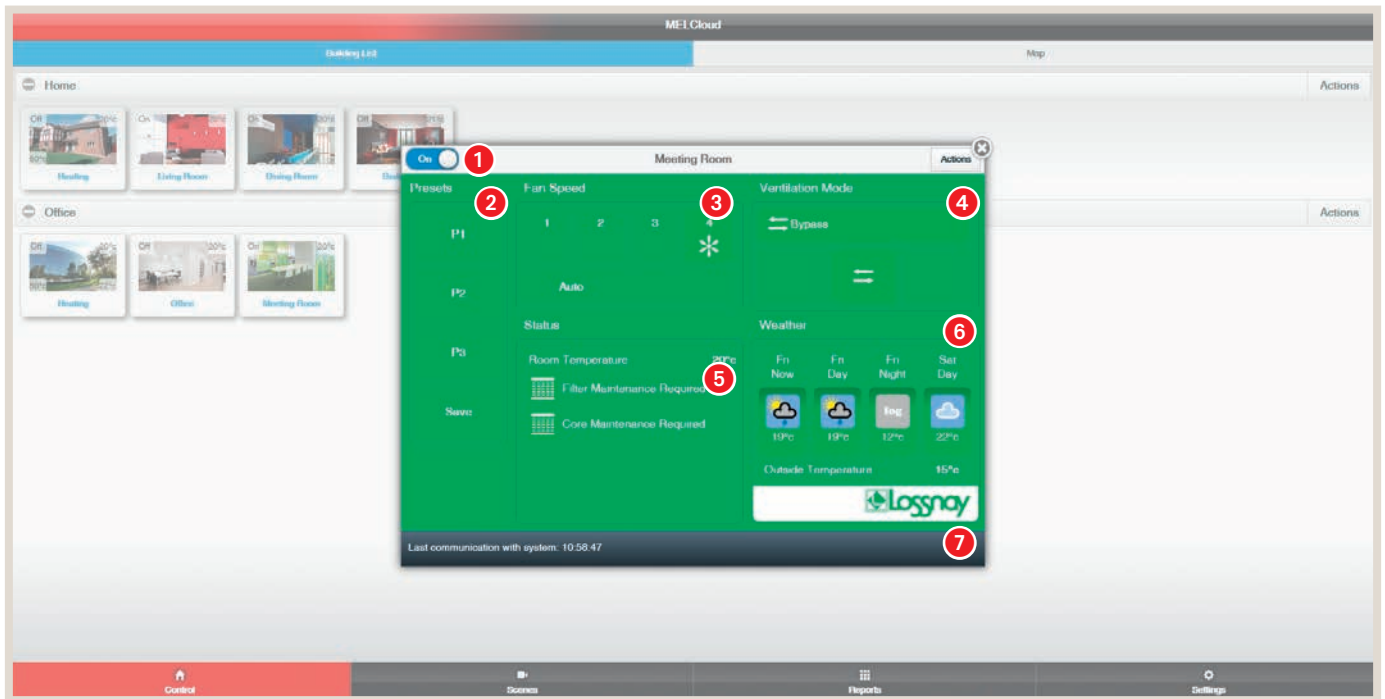
#### System overview ATA – air conditioners

- 1 Switch on/off system
- 2 The default settings can be saved and named. Easy to change modes.
- 3 Operating mode
- 4 Fan speed
- 5 Air outlet setting
- 6 Room temperature setting
- 7 Weather data
- 8 Communication with server



#### System overview ATW – Ecodan units

- 1 Switch on/off system
- 2 The default settings can be saved and named. Easy to change modes.
- 3 Operating mode heating circuit 1
- 4 Operating mode heating circuit 2 (if applicable)
- 5 Heating circuit setpoint
- 6 Operating mode hot water
- 7 Weather data
- 8 Communication with server

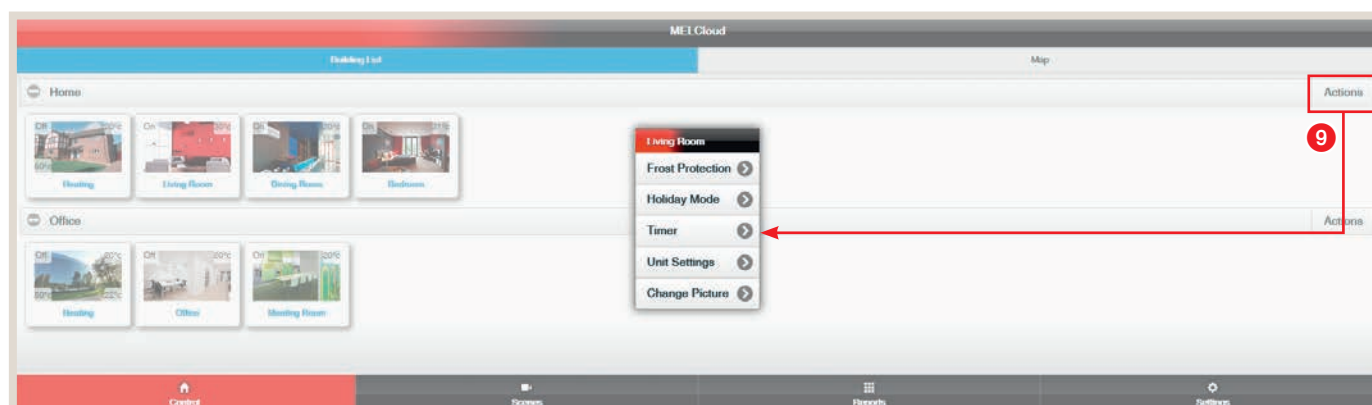


### System overview Lossnay units

- 1 Switch on/off system
- 2 The default settings can be saved and named. Easy to change modes.
- 3 Fan speed
- 4 Mode selection
- 5 Filter display
- 6 Weather data
- 7 Communication with server

To operate an ATA/ATW or Lossnay unit in MELCloud, select the desired system in the overview screen. The system overview screen opens. The title is the name of the selected system.  
The display changes colour and function as a factor of the unit type.





9 Available options and settings for the respective systems or groups of systems.

## ACTIONS

“Actions” can be selected in the top right corner of the overview screen or the system overview screen. A submenu appears:

## FROST PROTECTION

A minimum room temperature can be set under “Frost protection”. As soon as the room temperature falls below this value, the system automatically heats the room to this temperature. This helps to protect the room and structure from damage that could be caused by low temperatures.

## HOLIDAY MODE

Under “Holiday mode” you can give MELCloud a time span in which you will be absent. This will reduce energy consumption and prevent unauthorised use of the system when you are gone.

## TIMER

The “Timer” feature allows you to enter certain times/events.

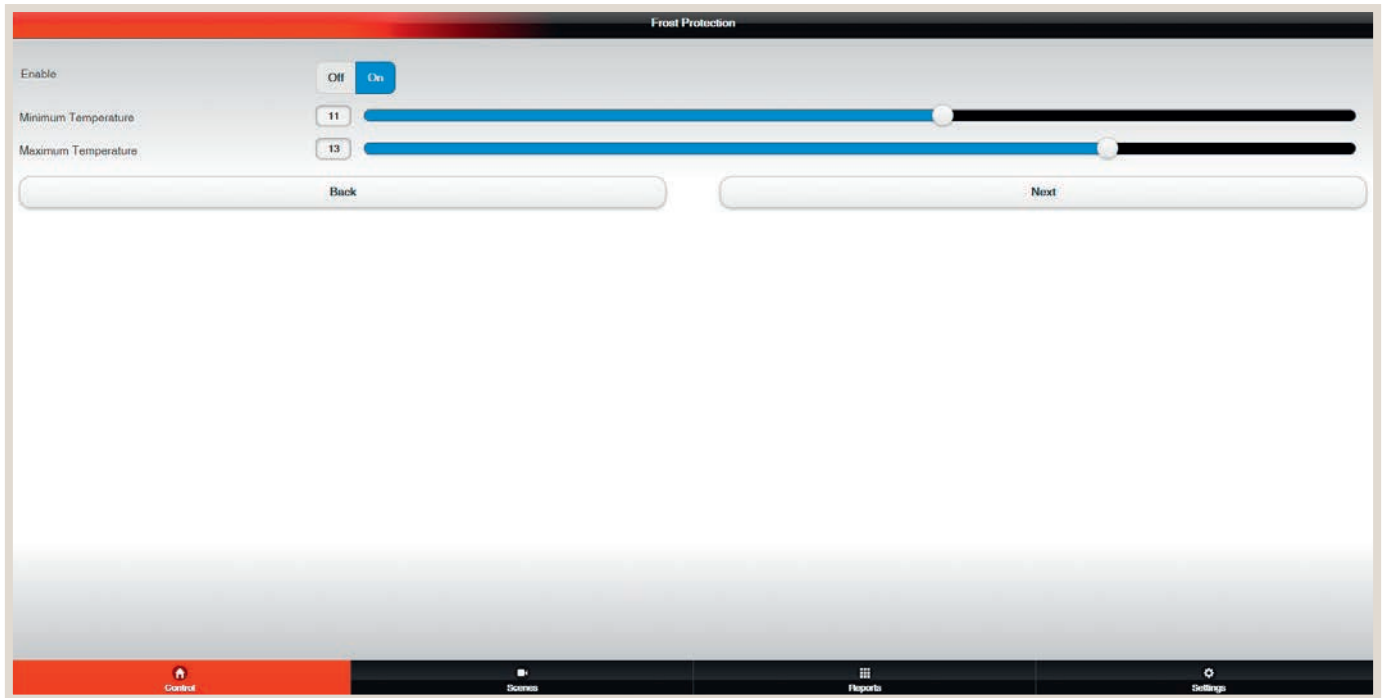
## CHANGE IMAGE

Under “Change image” you can set up your user interface using images or photos of your choice.

## EDIT / CHANGE LOCATION / DELETE

Information on indoor and outdoor unit can easily be edited, the location changed or deleted under the three options “Edit”, “Change location” and Delete”.

## 6.5.2 Frost protection for the ATA unit



A minimum room temperature can be set under “Frost protection”. As soon as the room temperature falls below this value, the system automatically heats the room to this temperature. This helps to protect the room and structure from damage that could be caused by low temperatures.

### ENABLE

Select “On” to activate frost protection. If the room temperature then falls below the minimum temperature level, the system automatically enters heating mode to maintain the minimum temperature. Select “Off” to deactivate frost protection.

### MINIMUM AND MAXIMUM TEMPERATURE

When frost protection is active, use “Minimum temperature” and “Maximum temperature” to control the desired minimum temperature as well as a maximum temperature at which the frost protection process is completed. Select “Continue” to complete the frost protection settings.

### MENU STRUCTURE

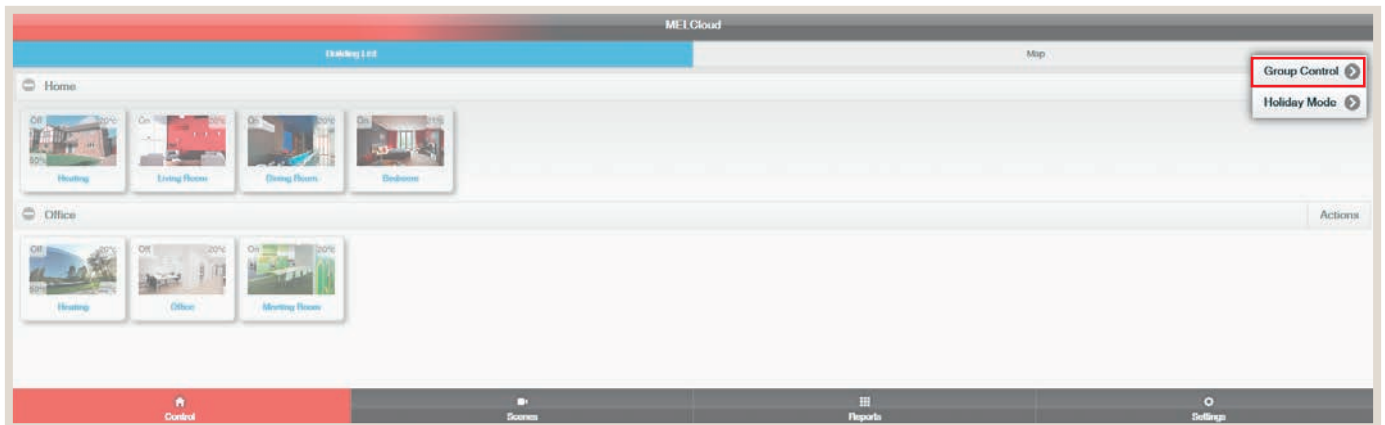
As soon as frost protection has been activated and set, select the systems in the MELCloud for which frost protection is to be activated. To activate frost protection for these systems, select “Continue”. Please keep in mind that in MELCloud it is not possible to select different frost protection settings for different systems. The set frost protection applies to all selected systems.



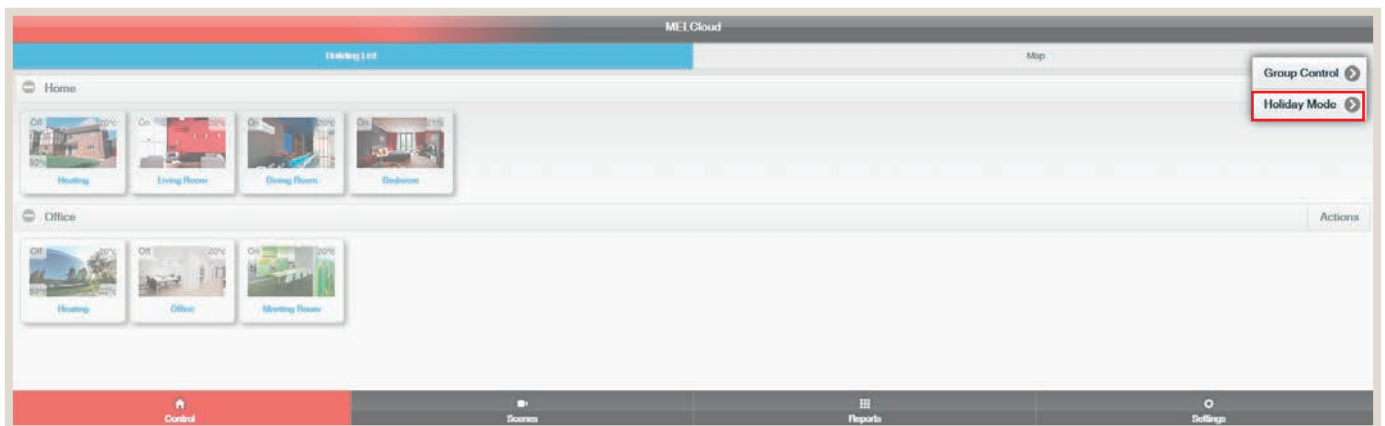
#### NOTE!

- ▶ This feature works properly only when the systems are connected and communicating with the MELCloud servers. If the internet connection is disrupted during this time, the systems may not be able to be controlled until the connection is re-established.

## 6.6 Group Control and Holiday Mode



In the list view the group setting can be used to control entire groups of units simultaneously.



Holiday mode can be activated for all units at once as well.

## 6.6.1 Holiday Mode

Under “Holiday Mode” you can give MELCloud a time span in which you will be absent. This will reduce energy consumption and prevent unauthorised use of the system when you are gone.

Holiday mode can easily be programmed by entering the starting and ending time.

### ENABLE

Select “On” to activate holiday mode and “Off” to deactivate it.

### START AND END DATE

When holiday mode is active, enter the time span of your absence by “Start Date” and “End Date”. This way MELCloud knows when to switch the system off and then on again. When input is complete, click “Next”.

### MENU STRUCTURE

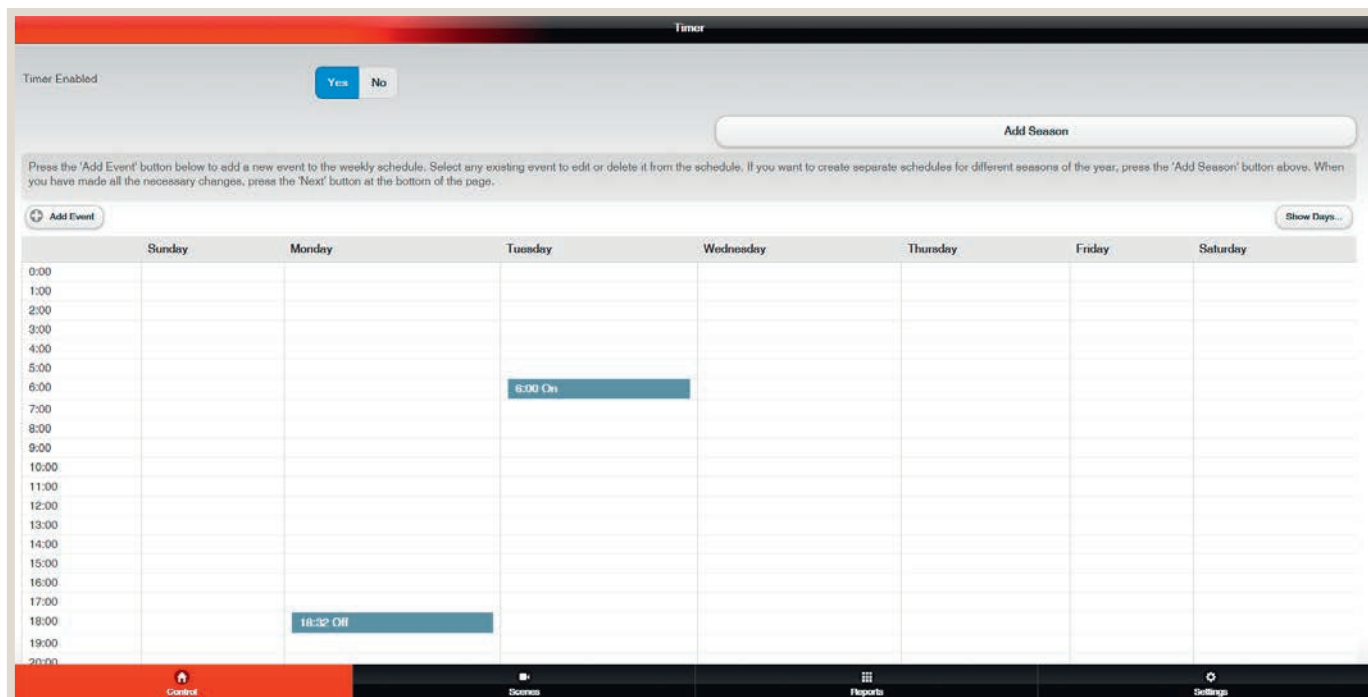
As soon as holiday mode has been activated and set, select the systems in the MELCloud to which holiday mode should apply. Select “Next” to complete the process. Please keep in mind that in MELCloud it is not possible to select different holiday mode settings for different systems. The set holiday mode applies to all selected systems.



#### NOTE!

- ▶ This feature works properly only when the systems are connected and communicating with the MELCloud servers. If the internet connection is disrupted during this time, the systems may not be able to be controlled until the connection is re-established.

## 6.6.2 Timer



The “Timer” feature allows you to enter certain times. This allows you to enter a series of control settings on a daily or weekly basis – similar to the weekly schedule feature available with some hardware controllers. To avoid uncontrolled operating modes, use only the MELCloud timer if it is connected.

### ADD EVENT

Select “Add Event” to add a new event to the weekly schedule. This opens the screen “Add timer event”.

### ADD TIMER EVENT

Under “Add timer event”, first select the time at which the event should occur. Then specify on which days of the week the event should occur. Multiple days can be selected. Then click “Select settings”. The system overview screen opens in which the desired settings for the event can be made. Then Click “Back” to complete the timer settings.

### CONTINUE / DELETE

Once the timer event has been created, select “Continue” to access the schedule. The event is now set. To delete the event, select it in the schedule and click “Delete”. If the event is one that occurs on multiple days, it will be deleted for all of the days when “Delete” is selected.

### SHOW DAYS...

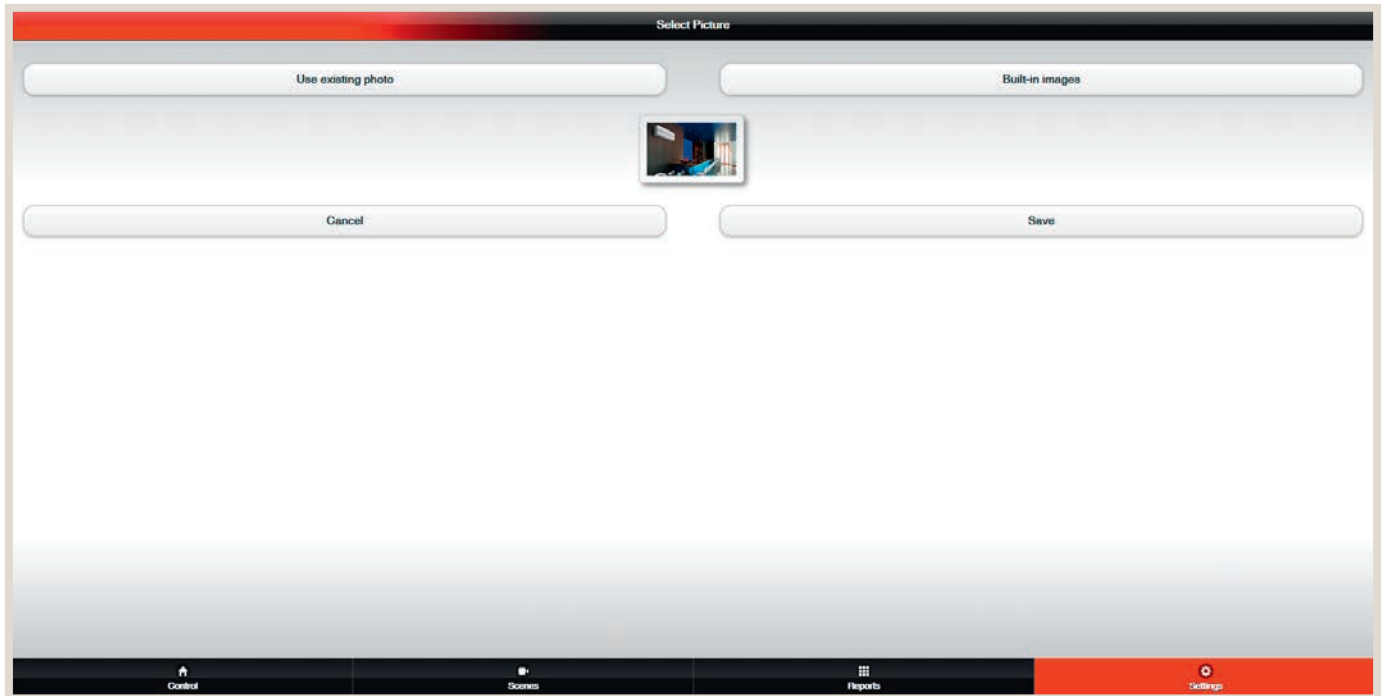
Under “Show days...” you can configure the view of the schedule to meet your needs. You can view all, one or certain weekdays in MELCloud.



#### NOTE!

- ▶ This feature works properly only when the systems are connected and communicating with the MELCloud servers. If the internet connection is disrupted during this time, the systems may not be able to be controlled until the connection is re-established.
- ▶ Keep in mind that all settings made in MELCloud or directly on another controller overwrite the timer settings.

## 6.7 Change image



MELCloud allows the system overview to be adapted to your personal preferences. You can show icons or actual photographs of the buildings or the location of the systems. Under “Change image” you can select images and photos from the included library, or you can take pictures and upload them to personalise MELCloud.

### USE EXISTING PHOTOS

Select “Use existing photo” to choose a photograph from your data storage medium and upload it to MELCloud.

### TAKE PICTURE (ONLY AS AN APP FOR MOBILE DEVICES WITH BUILT-IN CAMERA)

Use the MELCloud app for mobile devices to quickly and easily take a live photo of the building or room, which can then be selected directly in MELCloud.

### EXISTING IMAGES

An image from the integrated library of images can be selected under “Built-in images”. MELCloud provides icons and images of the the most common building and room categories here.

### SAVE / CANCEL

Select “Save” to save your changes. The image is then saved on our servers and displayed according to your settings in MELCloud.

If you do not wish to save the changes, select “Cancel” and return to the previous menu item without having made any changes.

## 6.8 Edit / change location / delete

Under the three options “Edit”, “Change location” and “Delete” you can change information and names, move systems to different rooms or buildings or even completely delete buildings, floors, sections or rooms.

### **EDIT**

The edit feature allows you to change names or individual attributes. The level where you currently are is decisive: At the building level, you can change all of the building information that you entered when the building was added. At lower levels, on the other hand, you can usually only edit the entered names.

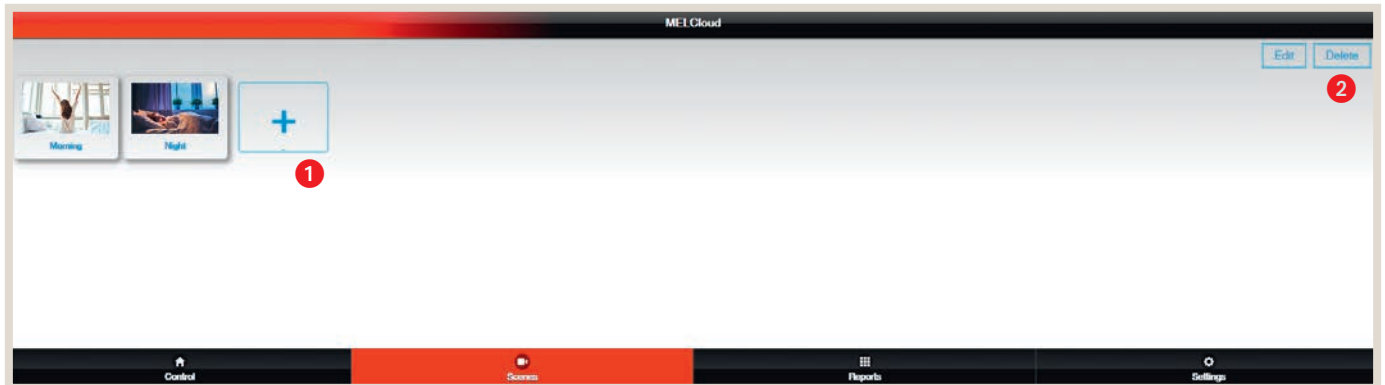
### **CHANGE LOCATION (AVAILABLE ONLY AT SYSTEM LEVEL)**

“Change location” is possible only at the system level. This is the only place where MELCloud shows this option and allows you to move systems to different locations in the menu structure. For example, this could be simply moving a system within a single building or moving a system from one building to another.

### **DELETE**

Buildings, floors, systems, etc. can quickly and easily be deleted with “Delete”. Please keep in mind that “Delete” irreversibly deletes the selection. The system is then completely deleted. So before deleting a system, be sure that you really intend to delete it.

## 6.9 Scenarios



Scenarios can be used for cross-system control of units, groups of units or multiple locations. The scenarios can be configured as needed. For example, scenarios for “Absent” and “Present” can be created. All ATA/ATW or Lossnay units can be changed to the configured operating modes.

Select **1** “Add” to create a new scenario or to modify it. Select **2** “Delete” to delete a previously created scenario.

The scenarios can also be used later for voice commands, thus offering maximum convenience.

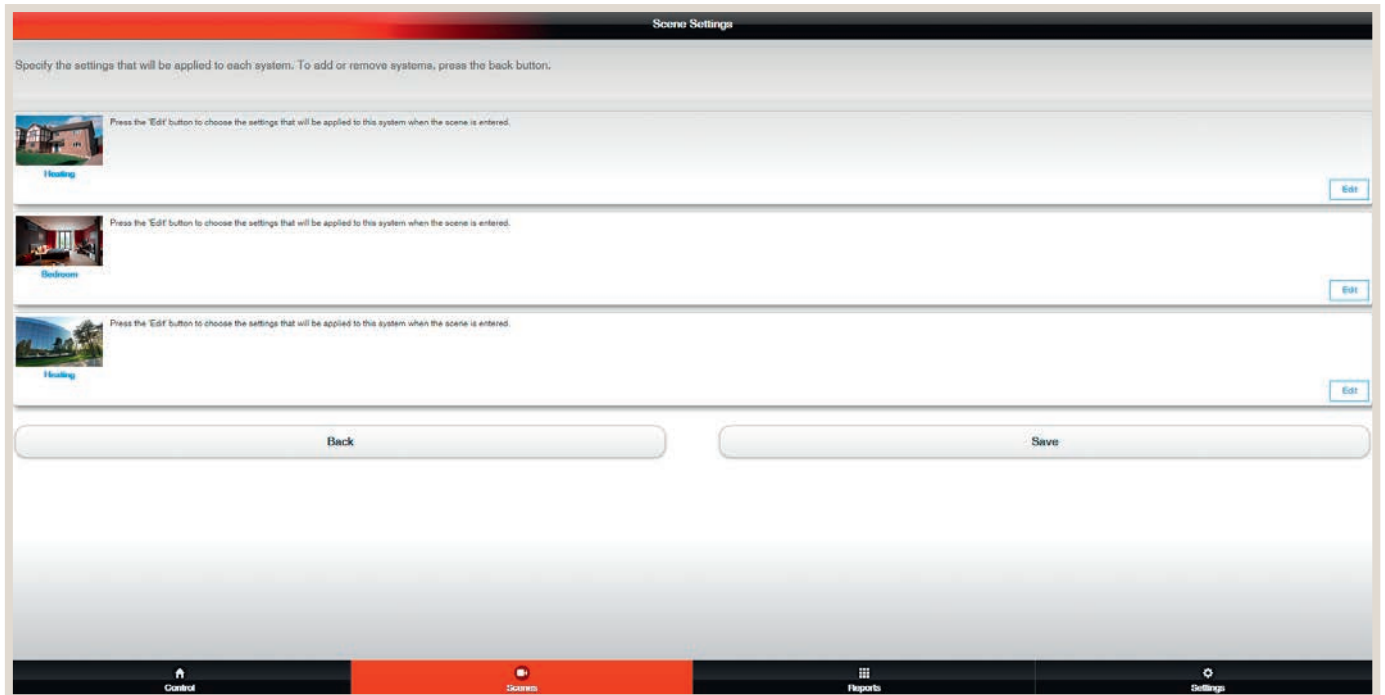




## 6.9.1 Creating scenario

The first step is to assign a name to each scenario. The scenarios can be operating states such as cooling/heating or ON/OFF. Situations such as absent/home can also be used as the name. Assigning situation-based names makes future control via voice commands easier, e.g. say “Activate absent” to switch off all units. The next step is to assign an image to the scenario and to select the systems that are to be included in the scenario. Select “Next” to specify the settings for the respective systems.

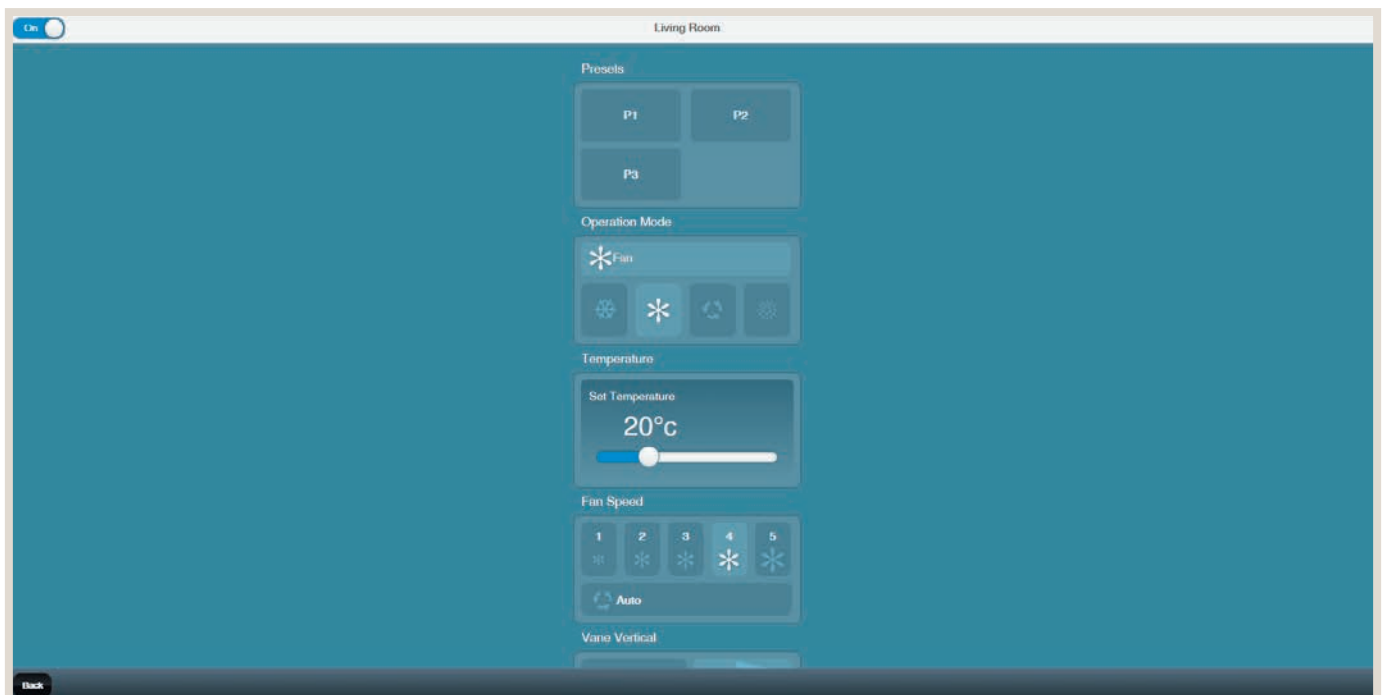
## 6.9.2 Scenario settings



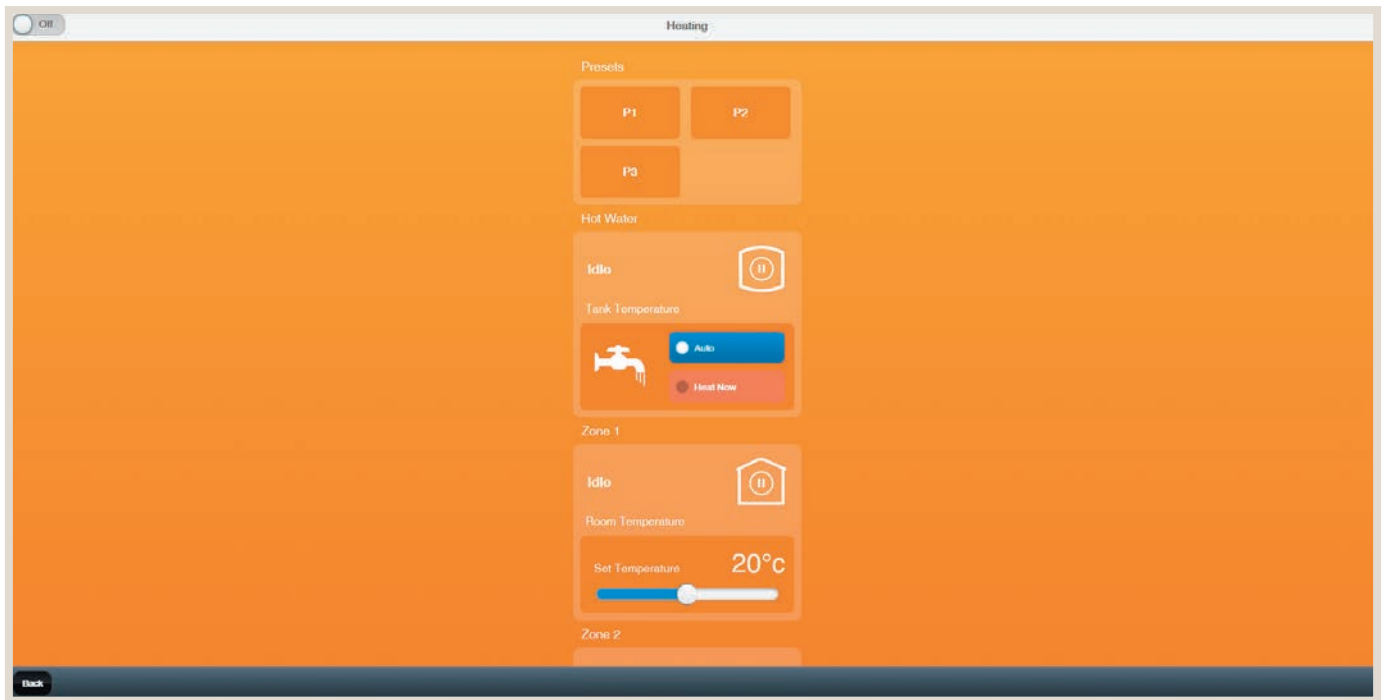
The following section shows examples of the user interfaces of the respective unit types. Select “Back” in the lower left corner to apply the settings for the units.

## 6.9.3 Editing and setting the features

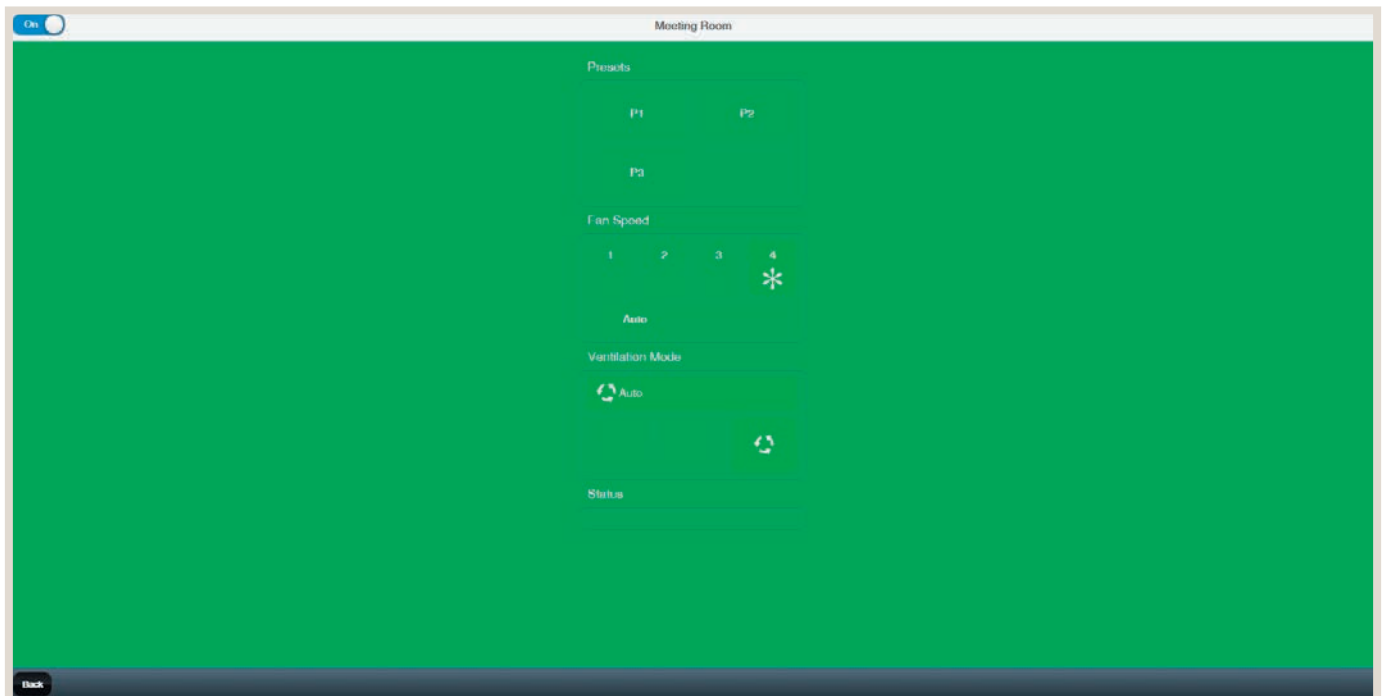
ATA settings – air conditioners



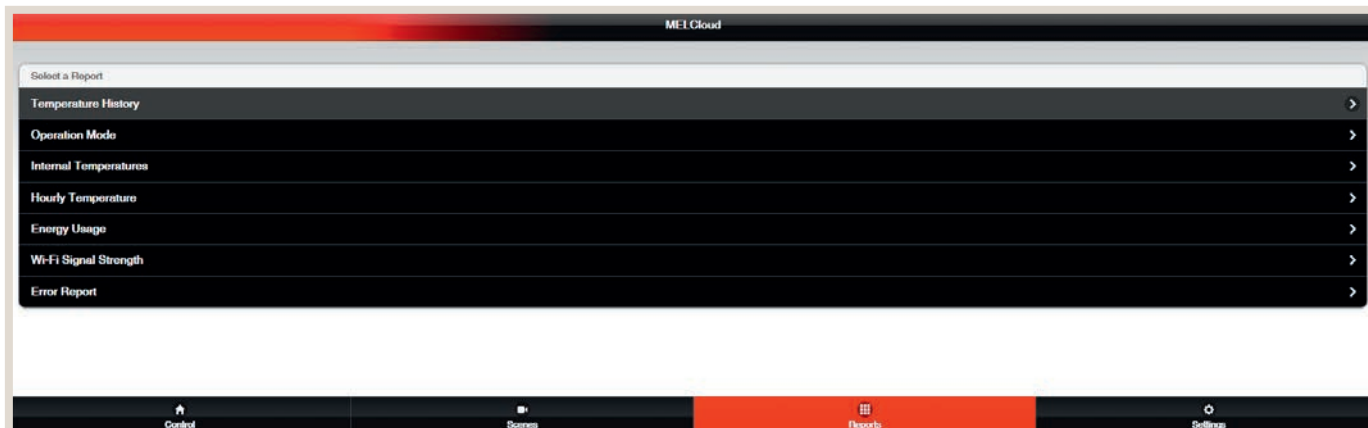
ATW settings – Ecodan



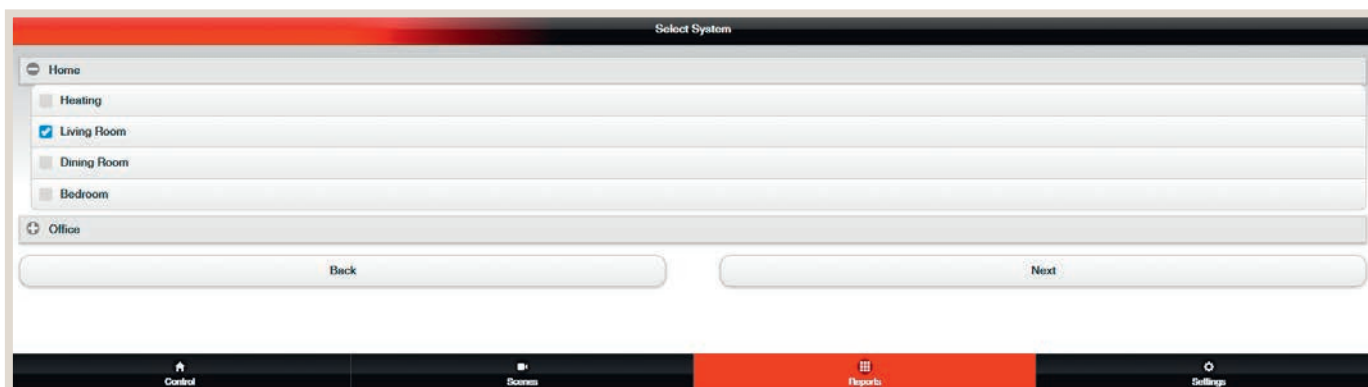
Lossnay settings



## 6.10 Reports



MELCloud automatically saves the collected data and provides an overview in the menu “Reports”. For example, temperatures or the energy consumption of single or multiple systems over a freely definable time span can be simply and conveniently displayed.

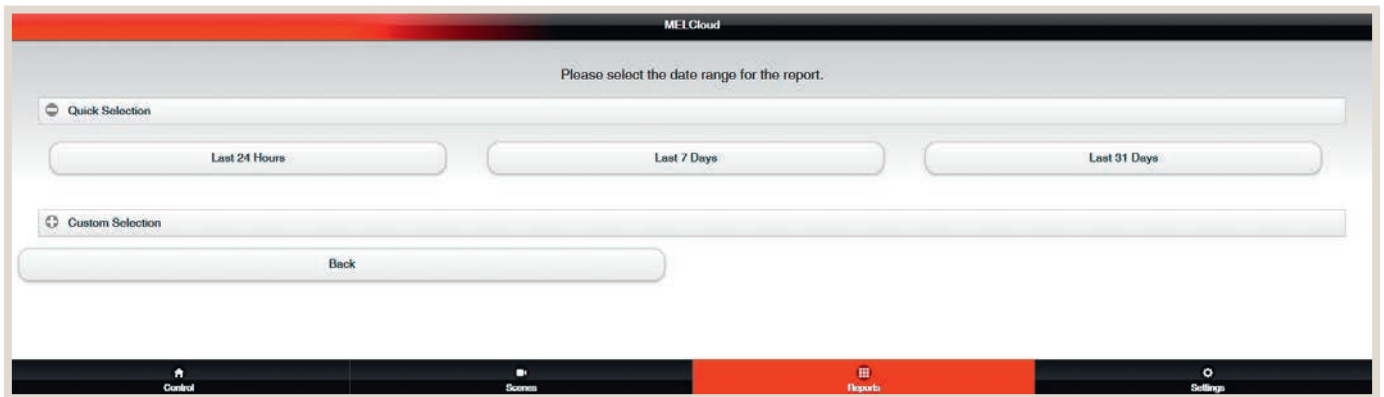


Use the checkboxes to select the respective units.

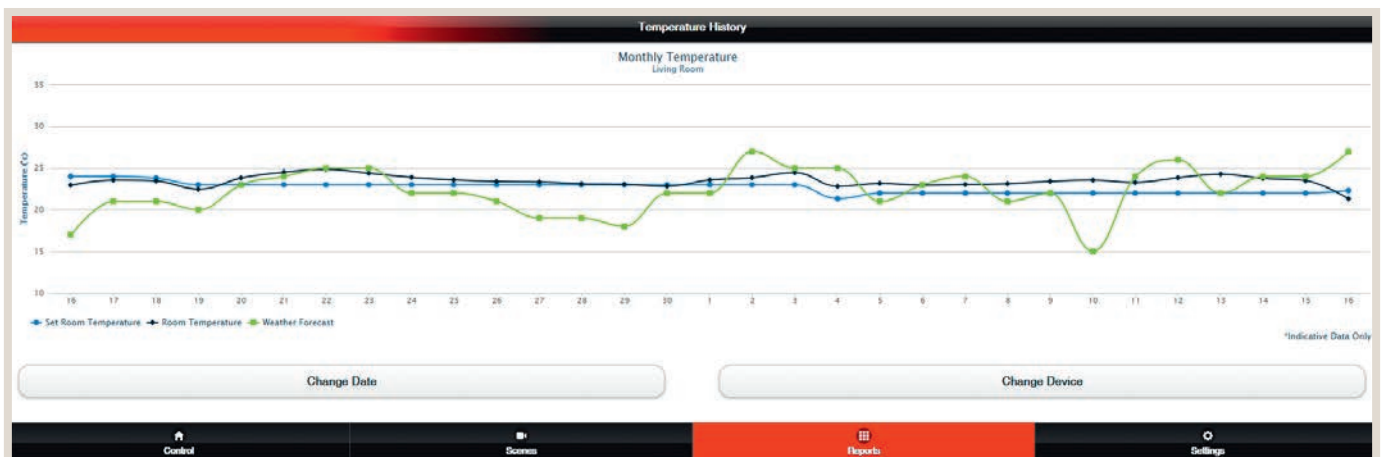


### NOTE!

- ▶ The modes that are displayed are a factor of the respective unit.

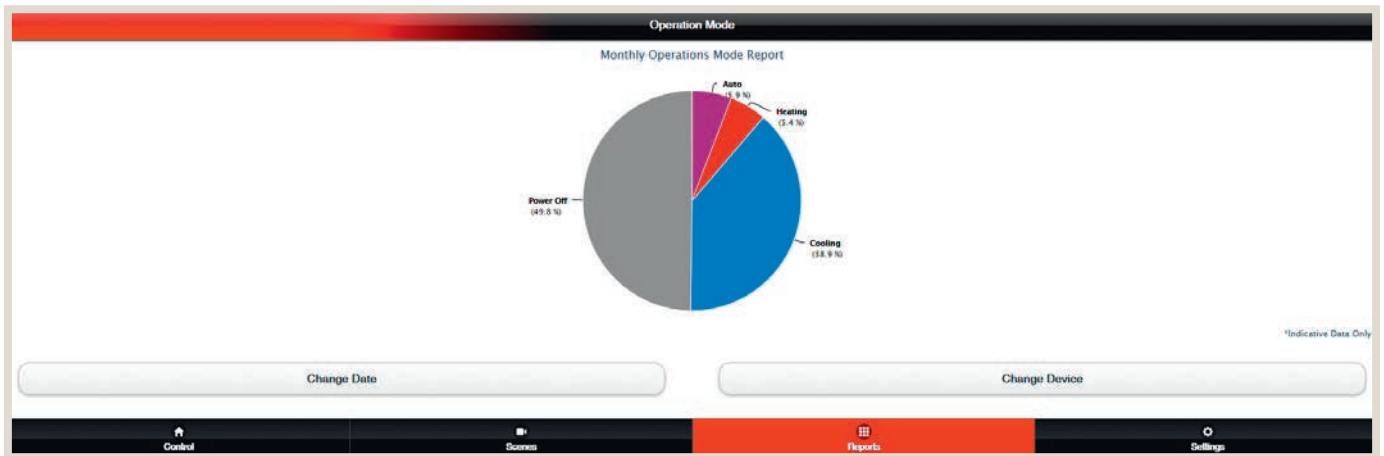
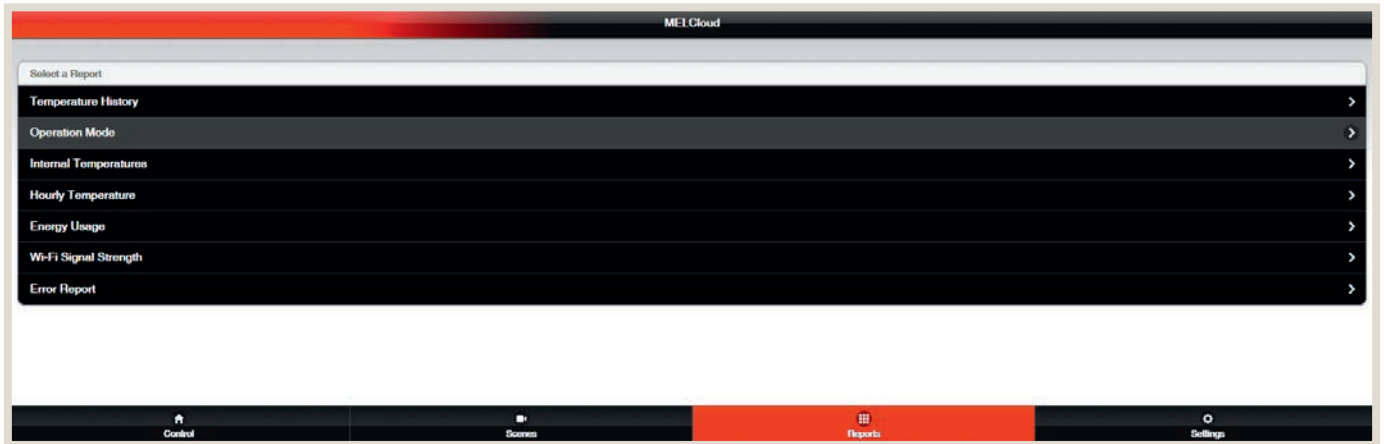


The time span can either be predefined via the quick selection feature or specified by the user.

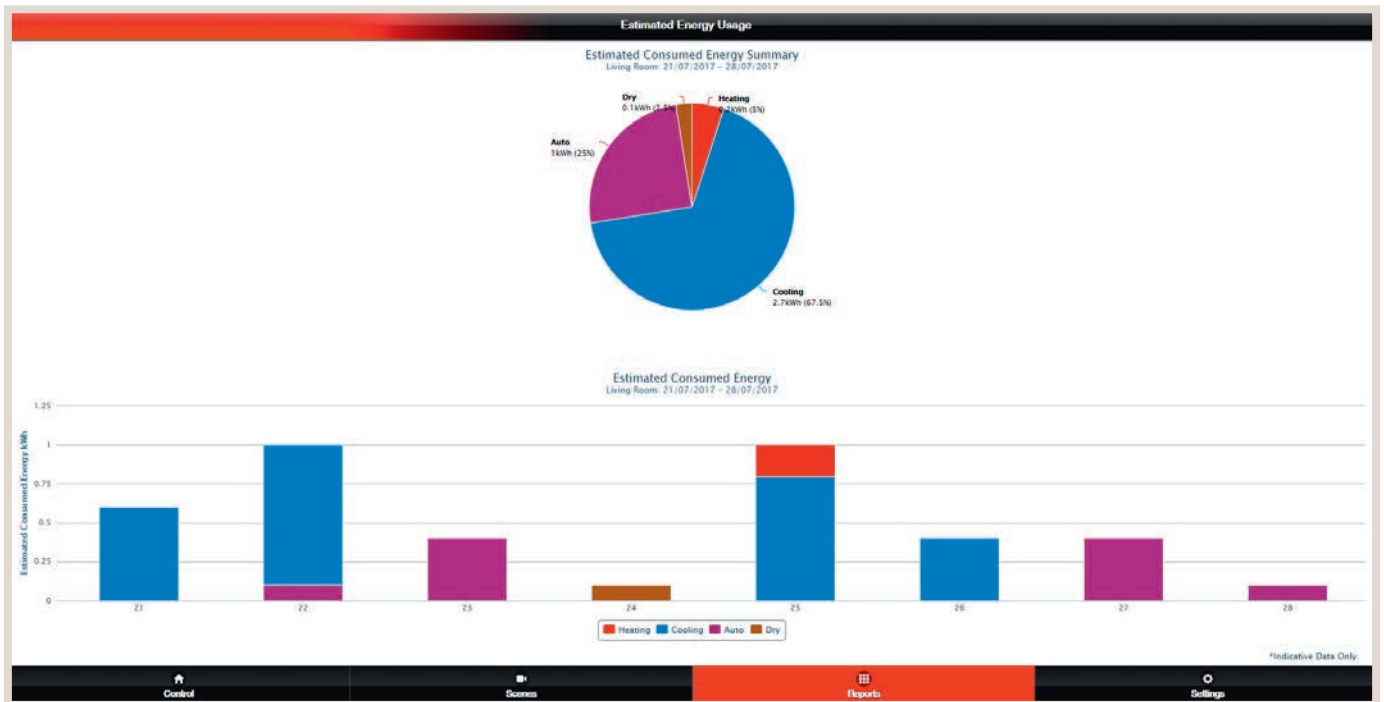


The desired report is shown clearly. This example shows the temperature course for a certain time span.

A second example shows the selected modes divided into percentages for a defined time span. Energy consumption information and error messages can be displayed in additional archives.



The energy use can be displayed for compatible unit types. These are calculated values.

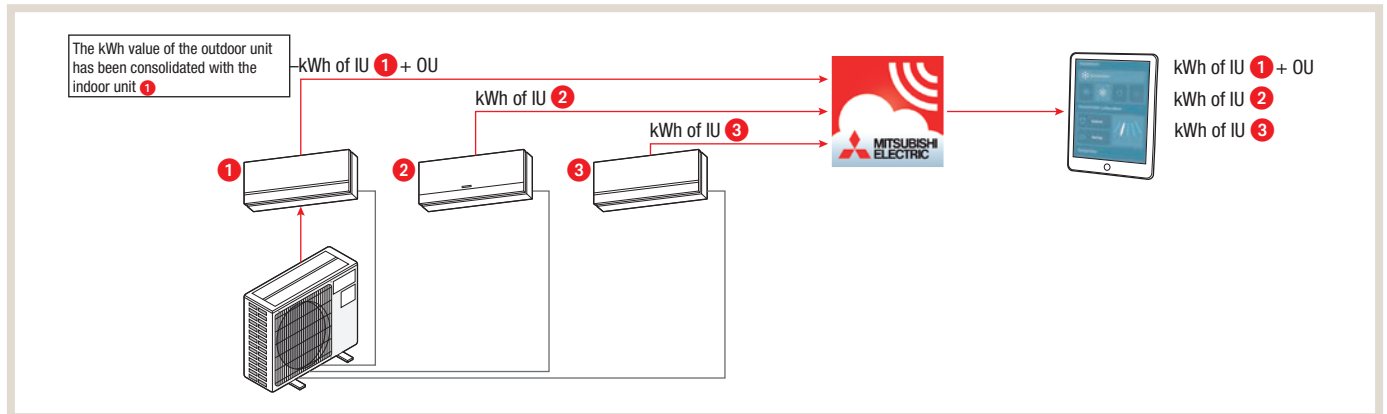


Devices that support energy monitoring can be found on page 66.

## 6.11 Energy display for multisplit systems

Energy values can be displayed for multisplit systems as well. The following illustration shows the system structure and the compatible unit series.

### MXZ-F MULTISPLIT ENERGY REPORTING SYSTEM STRUCTURE



Compatible outdoor units (MXZ series)	Compatible indoor units			
MXZ-2F33VF	MSZ-AP15VG	MSZ-EF42VG	MSZ-LN50VG	MSZ-M25FA
MXZ-2F42VF	MSZ-AP20VG	MSZ-EF50VG	MSZ-LN60VG	MSZ-M35FA
MXZ-2F53VF	MSZ-AP25VG	MSZ-HR25VF	MSZ-KP25VF	MSZ-M50FA
MXZ-3F54VF	MSZ-AP35VG	MSZ-HR35VF	MSZ-KP35VF	PCA-M50KA
MXZ-3F68VF	MSZ-AP42VG	MSZ-HR42VF	MSZ-KP50VF	PCA-M60KA
MXZ-4F72VF	MSZ-AP50VG	MSZ-HR50VF	MSZ-KT25VG	PEAD-M50JA
MXZ-4F80VF	MSZ-EF18VG	MSZ-LN18VG	MSZ-KT35VG	PEAD-M60JAL
MXZ-2HA40VF	MSZ-EF22VG	MSZ-LN25VG	MSZ-KT50VG	PLA-M50EA
MXZ-2HA50VF	MSZ-EF25VG	MSZ-LN35VG	MSZ-M15FA	PLA-M60EA
MXZ-3HA50VF				

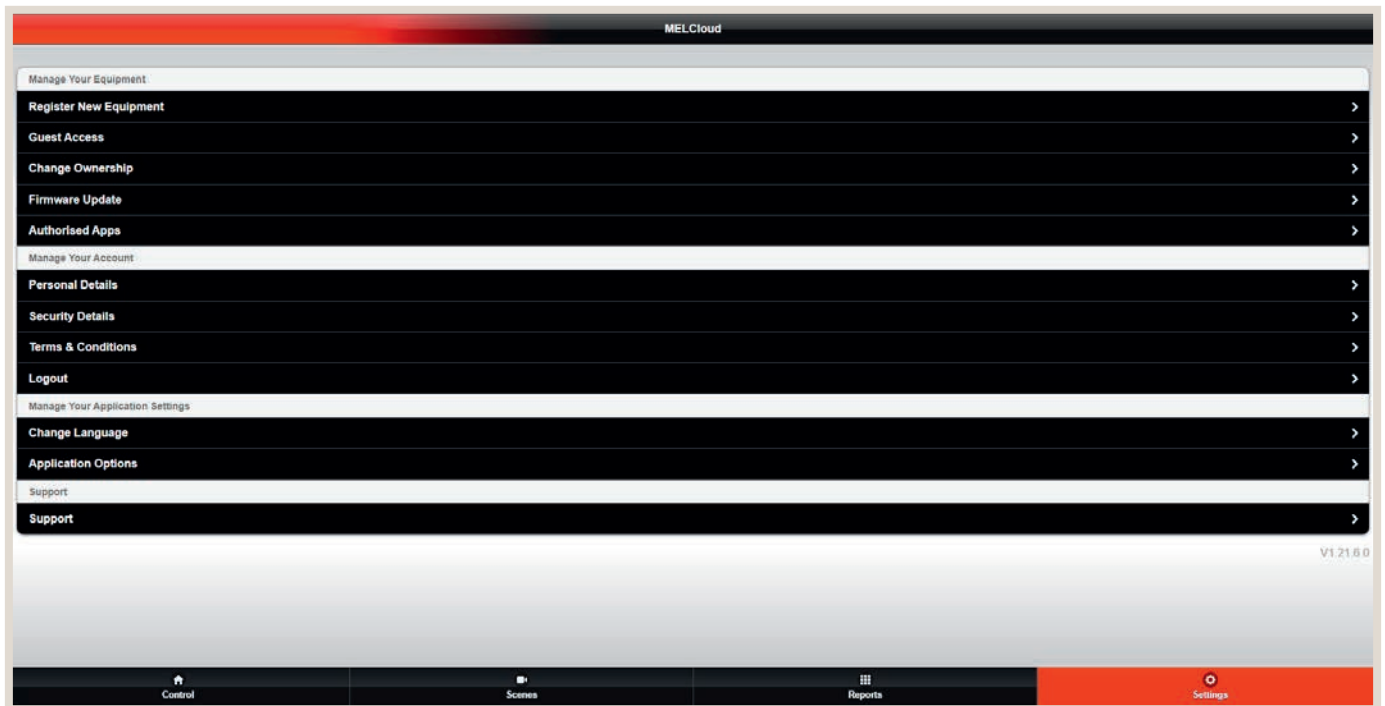


**NOTE!**

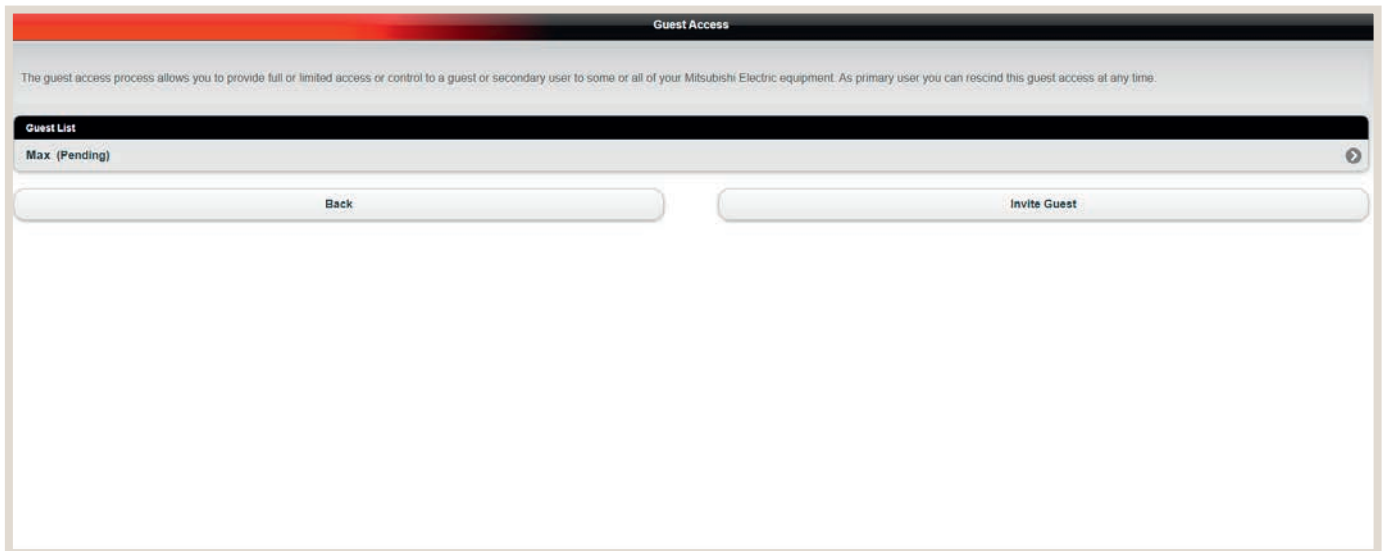
- ▶ Upon startup all of the existing indoor units have to assigned to the outdoor unit. Otherwise correct display is not possible.
- It is not possible to attribute the output of the outdoor units to specific indoor units.



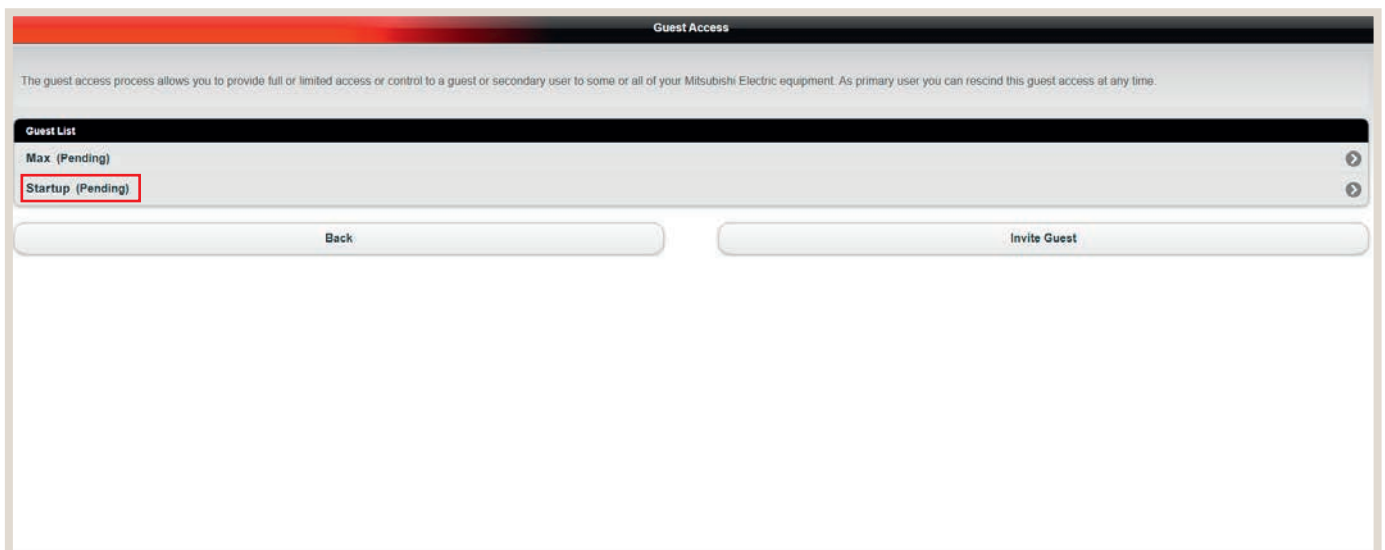
## 6.12 Creating guest access



If the systems are intended to be used by more than one person, additional guest accounts can be created with the feature “Guest Access”.



Accounts can be temporary or permanent, and features can be restricted for the respective user.

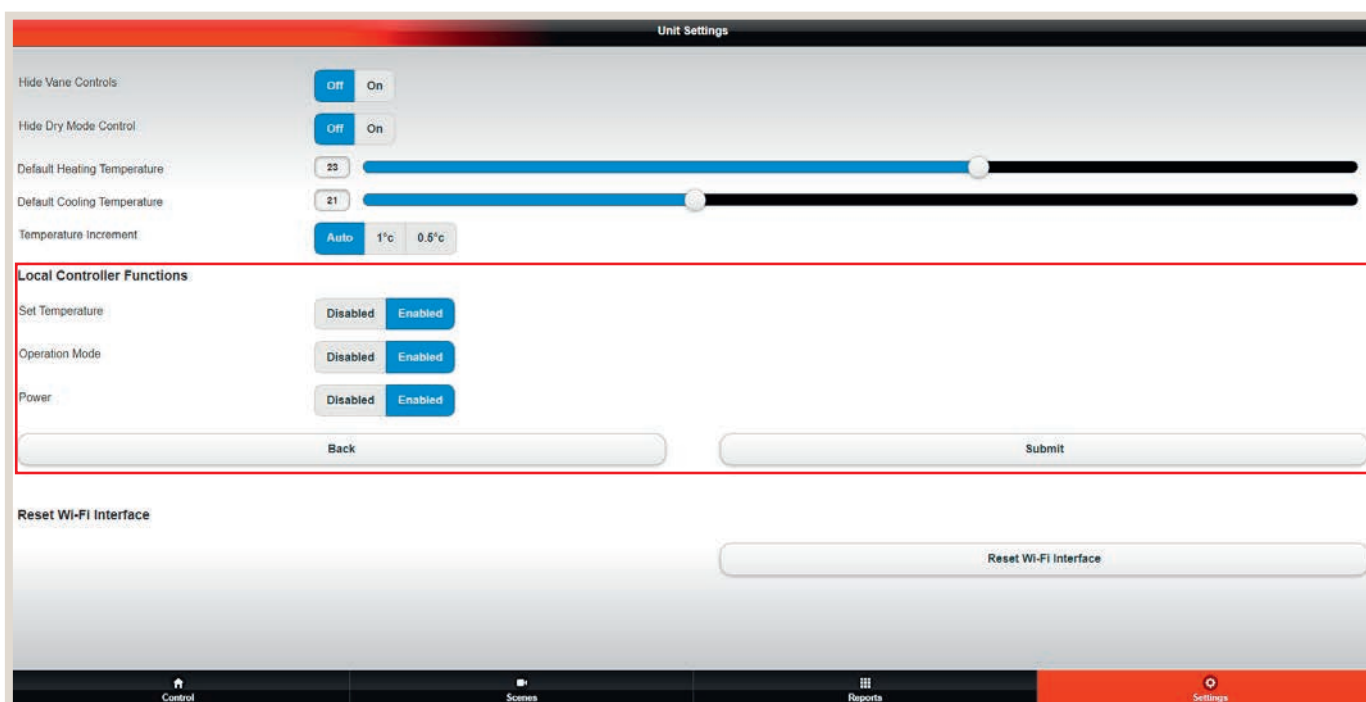


The installer that handles the system also has access and can access the system if needed.

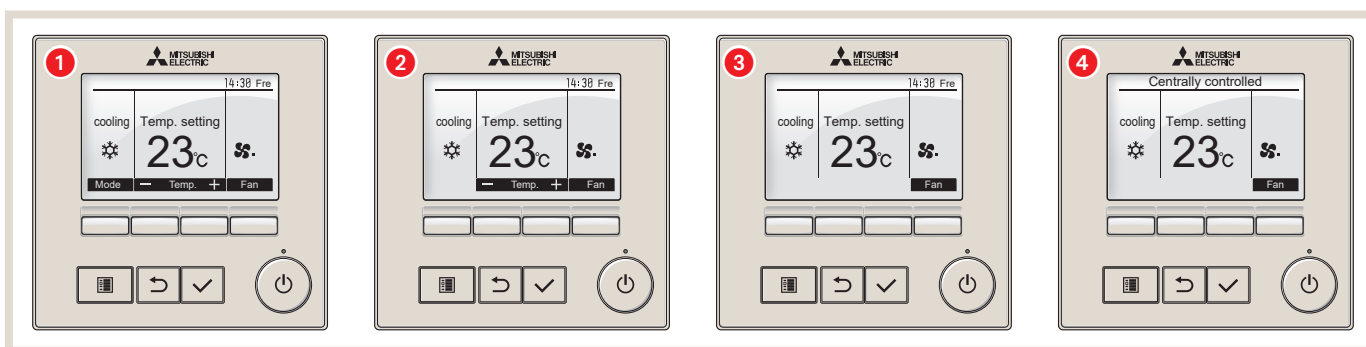
## 6.13 Restriction of features with MELCloud (only in combination with devices of the Mr. Slim series)

When an optional cable remote control is used, features can be restricted if necessary. For example, switching from heating to cooling (summer-winter switch) can be locked on a remote control.

### DISABLING FEATURES OF THE PAR-33/40/41MAA



### PAR-40MAA / PAR-41MAA



- 1 All features enabled
- 2 Mode deactivated
- 3 Mode and temperature deactivated
- 4 Mode, temperature and on/off deactivated; controlled centrally



#### NOTE!

► The function “Disabling features of the PAR-33/40/41MAA” is not available for CityMulti series units.

## 6.14 Compatibility with the Amazon Alexa App and Google Home App

In conjunction with Alexa and Google Home, voice control of all Mitsubishi Electric ATA/ATW or Lossnay devices is possible.

This is particularly easy with predefined MELCloud wellbeing scenarios – already the sentence: „Alexa, activate Absent“ is completely sufficient to switch off the corresponding devices. If the systems are to be activated again, the announcement, „Alexa, select Home scenario“ is sufficient.

### Requirements for linking MELCloud with the Amazon Alexa app and/or Google Home App are:

- installed MELCloud App
- created user account MELCloud
- Mitsubishi Electric air conditioning, heating or ventilation systems connected to a router via Wi-Fi interfaces and working error-free in the MELCloud App.

### Linking with the Amazon Alexa App

1. Download the Amazon Alexa App and log in with your Amazon login.
2. Select “Skills & Games” from the Amazon Alexa App menu.
3. Search for “MELCloud” Skill.
4. Add MELCloud to “Your Skills”.
5. Select the MELCloud skill, and then select “Share for use”.
6. Log in to MELCloud using your MELCloud user credentials.  
Connection between the Amazon Alexa App and your MELCloud user account is established.
7. Select “Yes, Allow” to allow the Amazon Alexa App to access your MELCloud devices.
8. “MELCloud has been successfully linked” will be displayed.
9. Close the window and select “Discover Devices” on the following page.
10. Follow the prompt to discover your connected systems.
11. “Alexa detects devices....” will be displayed, this may take up to 45 seconds.  
Your devices will now appear under “Thermostats” and “All Devices”.
12. You can test the connection and operation with a simple voice command.

### Supported voice commands Amazon Alexa App

Voice commands			
	Air conditioning units (ATA)	Heat pump (ATW)	Lossnay
Alexa, turn on <device name>.	•	•	•
Alexa, turn off <device name>.	•	•	•
Alexa, what is the temperature in/of <device name>?	•	•	–
Alexa, what is the setpoint in/from <device name>?	•	•	–
Alexa, how is <device name> set?	•	•	–
Alexa, change the setpoint of <device name> to 22 °C	•	•	–
Alexa, make <device name> warmer	•	•	–
Alexa, increase the temperature of <device name> by 2 °C	•	•	–
Alexa, make <device name> colder	•	•	–
Alexa, lower the temperature of <device name> by 2 °C	•	•	–
Alexa, what mode is <device name> in?	•	• <sup>*1</sup>	–
Alexa, set <device name> to Cooling / Heating / Automatic	•	•	–
Alexa, turn on <scenario>.	•	•	•
Alexa, turn on <scenario>.	•	•	•

• Command is supported

– Command is not supported

\*1 Command is only supported for reversible hydroboxes

## Linking with Google Home App

- Preparatory work:

1. Download the Google Home/Assistant App from the Google App Store.
2. Log in to your user account in the Google Home/Assistant app.
3. At the top right of the home screen, select the user and then "Assistant settings".
4. Scroll down the options and select "Home Control".
5. You will then see "Add your smart devices", select the "+" button.
6. Find the Google action "MELCloud" and select it.
7. Log in to the MELCloud with your MELCloud user data.  
Connection between the Google Home/Assistant app and your MELCloud user account is established.
8. Select "Yes, Allow" to allow Google to access your MELCloud devices.
9. "MELCloud is linked" and "Account successfully linked" are displayed.
10. Your MELCloud devices appear on your Google Home screen.
11. You can test the connection and operation with a simple voice command.

## Supported voice commands Google Home App

Voice commands	Air conditioning units (ATA)	Heat pump (ATW)	Lossnay
[Ok Google], Switch on <device name>.	•	•	•
[Ok Google], Switch <device name> off	•	•	•
[Ok Google], switch <device name> to fan speed [1-5, Auto].	•	–	•
[Ok Google], Set <device name> to [Heat, Cool, Auto....].	•	• <sup>*1</sup>	–
[Ok Google], Set <device name> to 23 °C.	•	•	–
[Ok Google], Increase <device name> by 2 °C	•	•	–
[Ok Google], Decrease <device name> by 2 °C	•	•	–
[Ok Google], Enable <scene name>.	•	•	•
[Ok Google], Deactivate <scene name>.	•	•	•
[Ok Google], What is the temperature of <device name>?	•	•	–
[Ok Google], What is <device name> set to?	•	•	•
[Ok Google], Is <device name> [on, off].	•	•	•
[Ok Google], What is the speed of <device name>.	•	–	•
[Ok Google], Set <device name> to [power, bypass, auto].	–	–	•

• Command is supported

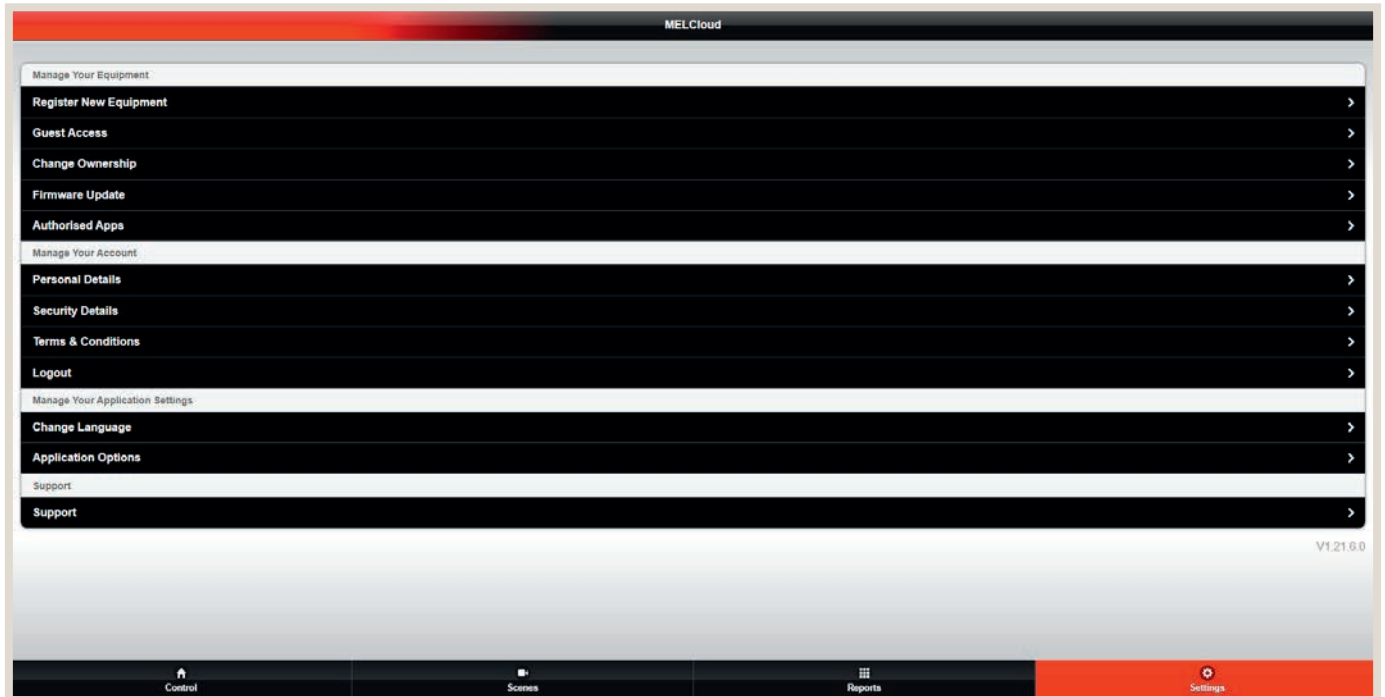
– Command is not supported

<sup>\*1</sup> Command is only supported for reversible hydroboxes

If you have problems connecting to the Amazon Alexa App and/or Google Home App, please first check the function of the MELCloud without a voice assistant. If the function is given, please check the integration into the voice assistant or its function. If you have problems with the MELCloud, please contact your specialist company.

## 6.15 Settings

### 6.15.1 General information on “Settings”



“Settings” allows access to all of the important elements of user management of MELCloud. Changes and additions can quickly be made at the system, user or application level here.

#### MANAGE YOUR EQUIPMENT

There are three options under “Manage Your Equipment”:

Register New Equipment: Add new systems to your account.

Guest Access: Allow other users to access your systems.

Change Ownership: Access rights can be transferred to new building or system owners.

#### MANAGE YOUR ACCOUNT

There are three options under “Manage Your Account”:

Personal details:

Security Details: Information relevant to safety can be viewed and updated here.

Terms & Conditions: MELCloud’s general terms and conditions can be viewed here.

Logout: Log out of MELCloud. Then the application closes.

#### MANAGE YOUR APPLICATION SETTINGS

There are two options under “Manage Your Application Settings”:

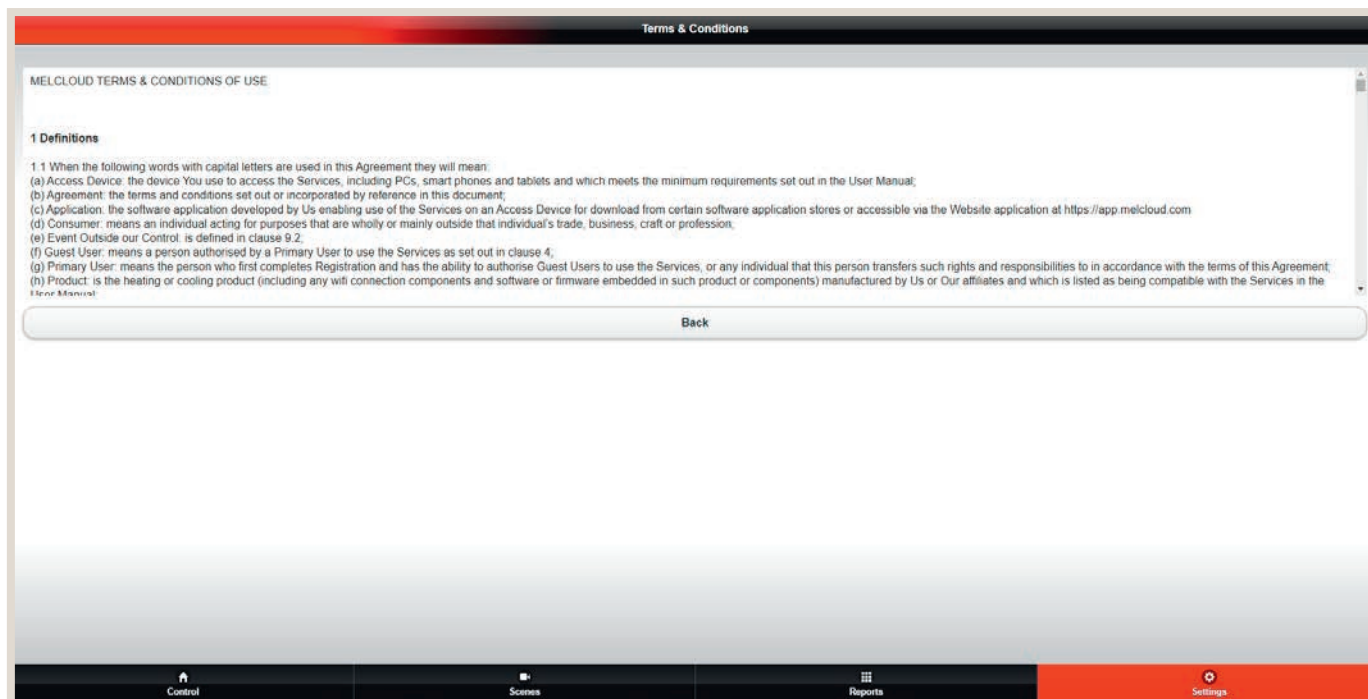
Change Language: Choose a different language.

Application Options: Change the standard units and e-mail notifications

#### VERSION

The version number of MELCloud can be found at the lower right edge of this screen.

## 6.15.2 Manage your account



### PERSONAL INFORMATION

Under “Personal information” you can update your name, address, postal code, phone number or country of residence. Try to keep your personal information as current as possible. MELCloud uses it to provide service best suited to your specific situation.

### SAFETY INFORMATION

Important information such as e-mail address, password and telephone security questions and answers can be changed under “Safety information”.

Please always state your primary e-mail address that you use and check regularly. MELCloud will send important information (e.g. legal notes, error and service messages) to this address.

### GENERAL TERMS AND CONDITIONS

The newest version of the general terms and conditions can be found under “General terms and conditions” (The screen shot shows a MacBook Pro). You accepted these terms and conditions required to use MELCloud when you registered. Read this information thoroughly.

### LOGOUT

Log out of the current session under “Logout”: Select this option to completely log out of the current session. When MELCloud is opened the next time, a new login will be required.

## 6.16 Compatible device series

<b>Ecodan</b>	ERST17D-VM2D	•	MSZ-EF35VGW/S/B	•	PCA-M125KA2_Y	SFZ-M71VA
EHPT20Q-VM2EA	ERST20C-VM2C	•	MSZ-EF42VGW/S/B	•	PCA-M140KA	SLZ-M15FA
EHPT20X-VM6C	ERST20C-VM2D	•	MSZ-EF50VGW/S/B	•	PCA-M140KA2	SLZ-M15FA2
EHPT20X-YM9C	ERST20D-VM2C	•	MSZ-FT25VG(K)	•	PCA-M35KA	SLZ-M25FA
EHPT20X-YM9D	ERST20D-VM2D	•	MSZ-FT35VG(K)	•	PCA-M35KA2	SLZ-M25FA2
EHPT30X-YM9ED	ERST20D-YM9D	•	MSZ-FT50VG(K)	•	PCA-M50KA	SLZ-M35FA
EHPX-VM6C	ERST30C-VM2ED	•	MSZ-HR25VF	•	PCA-M50KA2	SLZ-M35FA2
EHPX-YM9C	ERST30D-VM2ED	•	MSZ-HR35VF	•	PCA-M60KA	SLZ-M50FA
EHSC-MED	ERST30D-YM9ED	•	MSZ-HR42VF	•	PCA-M60KA2	SLZ-M50FA2
EHSC-TM9D			MSZ-HR50VF	•	PCA-M71HA2	SLZ-M60FA
EHSC-VM2D	<b>Lossnay</b>		MSZ-HR60VF	•	PCA-M71KA	SLZ-M60FA2
EHSC-VM6D	LGH-100RVX-E1		MSZ-HR71VF	•	PCA-M71KA2	<b>Mr. Slim</b>
EHSC-VM6EC	LGH-150RVX-E1		MSZ-LN18VG2W/V/R/B	•	PEAD-M100JA2	PCA-M100KA
EHSC-YM9D	LGH-150RVXT-E1		MSZ-LN18VGW/V/R/B	•	PEAD-M125JA2	PCA-M100KA2
EHSC-YM9EC	LGH-15RVX-E1		MSZ-LN25VG2W/V/R/B	•	PEAD-M140JA2	PCA-M125KA
EHSC-YM9ED	LGH-200RVX-E1		MSZ-LN25VGW/V/R/B	•	PEAD-M35JA2	PCA-M125KA2
EHSD-MED	LGH-250RVXT-E1		MSZ-LN35VG2W/V/R/B	•	PEAD-M50JA2	PCA-M140KA
EHSD-VM2C	LGH-25RVX-E1		MSZ-LN35VGW/V/R/B	•	PEAD-M60JA2	PCA-M140KA2
EHSD-VM2D	LGH-35RVX-E1		MSZ-LN50VG2W/V/R/B	•	PEAD-M71JA2	PCA-M35KA
EHSD-VM6D	LGH-50RVX-E1		MSZ-LN50VGW/V/R/B	•	PEA-M200LA	PCA-M35KA2
EHSD-YM9D	LGH-65RVX-E1		MSZ-LN60VG2W/V/R/B	•	PEA-M200LA2	PCA-M50KA
EHSD-YM9ED	LGH-80RVX-E1		MSZ-LN60VGW/V/R/B	•	PEA-M250LA2	PCA-M50KA2
EHSE-MED	<b>M-series</b>		MSZ-RW25VG	•	PKA-M100KAL	PCA-M60KA
EHSE-YM9ED	MFZ-KJ25VE		MSZ-RW35VG	•	PKA-M100KAL2	PCA-M60KA2
EHST17D-VM2D	MFZ-KJ35VE		MSZ-RW50VG	•	PKA-M35HAL	PCA-M71HA2
EHST20C-MED	MFZ-KJ50VE		MSZ-SF15VA		PKA-M35LAL2	PCA-M71HAQ
EHST20C-VM2D	MFZ-KT25VG	•	MSZ-SF20VA		PKA-M50LAL2	PCA-M71KA
EHST20C-VM6D	MFZ-KT35VG	•	MSZ-SF25VE		PKA-M60KAL2	PCA-M71KA2
EHST20C-VM6EC	MFZ-KT50VG	•	MSZ-SF35VE		PKA-M71KAL2	PEA-M200LA
EHST20C-YM9D	MFZ-KT60VG	•	MSZ-SF42VE		PLA-M100EA2	PEA-M200LA2
EHST20C-YM9EC	MFZ-KW25VG	•	MSZ-SF50VE		PLA-M125EA2	PEA-M250LA2
EHST20C-YM9ED	MFZ-KW35VG	•	MUSY-TP35VF		PLA-M140EA2	PEAD-M100JA(L)
EHST20D-MED	MFZ-KW50VG	•	MUSY-TP50VF		PLA-M35EA2	PEAD-M100JA(L)2
EHST20D-VM2C	MFZ-KW60VG	•	MXZ-4E72VA-E2		PLA-M50EA2	PEAD-M125JA(L)
EHST20D-VM2D	MLZ-KP25VF	•	MXZ-2F33VF	•	PLA-M60EA2	PEAD-M125JA(L)2
EHST20D-VM6D	MLZ-KP35VF	•	MXZ-2F33VF3	•	PLA-M71EA2	PEAD-M140JA(L)
EHST20D-YM9D	MLZ-KP50VF	•	MXZ-2F42VF	•	PLA-ZM100EA2	PEAD-M140JA(L)2
EHST20D-YM9ED	MSY-TP35VF		MXZ-2F42VF3	•	PLA-ZM125EA2	PEAD-M35JA(L)
EHST30C-MED	MSY-TP35VF		MXZ-2F53VF	•	PLA-ZM140EA2	PEAD-M35JA(L)2
EHST30C-VM6ED	MSZ-AP15VG(K)	•	MXZ-2F53VF3	•	PLA-ZM35EA2	PEAD-M50JA(L)
EHST30C-YM9ED	MSZ-AP20VG(K)	•	MXZ-2F53VPHZ	•	PLA-ZM50EA2	PEAD-M50JA(L)2
EHST30D-MED	MSZ-AP25VG(K)	•	MXZ-3F54VF	•	PLA-ZM60EA2	PEAD-M60JA(L)
EHST30D-VM6ED	MSZ-AP35VG(K)	•	MXZ-3F54VF3	•	PLA-ZM71EA2	PEAD-M60JA(L)2
EHST30D-YM9ED	MSZ-AP42VG(K)	•	MXZ-3F68VF	•	PSA-M100KA	PEAD-M71JA(L)
ERPT20X-VM2D	MSZ-AP50VG(K)	•	MXZ-3F68VF3	•	PSA-M125KA	PEAD-M71JA(L)2
ERPT30X-VM2ED	MSZ-AP60VG(K)	•	MXZ-4F72VF	•	PSA-M140KA	PEAD-SM100JA(L)
ERPX-YM9D	MSZ-AP71VG(K)	•	MXZ-4F72VF3	•	PSA-M71KA	PEAD-SM125JA(L)
ERSC-MED	MSZ-BT25VG(K)	•	MXZ-4F80VF	•	PSA-ZM140KA	PEAD-SM140JA(L)
ERSC-VM2C	MSZ-BT35VG(K)	•	MXZ-4F80VF3	•	SEZ-M25DA(L)2	PEAD-SM71JA(L)
ERSC-VM2D	MSZ-BT42VG(K)	•	MXZ-4F83VF	•	SEZ-M35DA(L)2	PKA-M100KA(L)
ERSD-MED	MSZ-BT50VG(K)	•	MXZ-5F102VF	•	SEZ-M50DA(L)2	PKA-M100KA(L)2
ERSD-VM2C	MSZ-BT50VG(K)	•	MXZ-6F122VF	•	SEZ-M60DA(L)2	PKA-M35HA(L)
ERSD-VM2D	MSZ-DM25VA		PCA-M100KA		SEZ-M71DA(L)2	PKA-M35HA(L)2
ERSD-YM9D	MSZ-DM35VA		PCA-M100KA2		SFZ-M25VA	PKA-M50HA(L)
ERSE-MED	MSZ-EF18VGW/S/B	•	PCA-M125KA		SFZ-M35VA	PKA-M50HA(L)2
ERSE-YM9EC	MSZ-EF22VGW/S/B	•	PCA-M125KA_Y		SFZ-M50VA	PKA-M60KA(L)
ERSE-YM9ED	MSZ-EF25VGW/S/B	•	PCA-M125KA2		SFZ-M60VA	PKA-M60KA(L)2



PKA-M71KA(L)	•	PLA-SM125EA	•	PSA-M100KA	•	PUZ-M125V(Y)KA2	•	PUZ-ZM200YKA2	•
PKA-M71KA(L)2	•	PLA-SM140EA	•	PSA-M100KA	•	PUZ-M140V(Y)KA	•	PUZ-ZM250YKA	•
PLA-M100EA	•	PLA-SM71EA	•	PSA-M125KA	•	PUZ-M140V(Y)KA2	•	PUZ-ZM250YKA2	•
PLA-M100EA2	•	PLA-ZM100EA	•	PSA-M125KA	•	PUZ-M200YKA	•	PUZ-ZM35VKA	•
PLA-M125EA	•	PLA-ZM100EA2	•	PSA-M140KA	•	PUZ-M200YKA2	•	PUZ-ZM35VKA2	•
PLA-M125EA2	•	PLA-ZM125EA	•	PSA-M140KA	•	PUZ-M250YKA	•	PUZ-ZM50VKA	•
PLA-M140EA	•	PLA-ZM125EA2	•	PSA-M71KA	•	PUZ-M250YKA2	•	PUZ-ZM50VKA2	•
PLA-M140EA2	•	PLA-ZM140EA	•	PSA-M71KA	•	PUZ-SM100V(Y)KA	•	PUZ-ZM60VHA	•
PLA-M35EA	•	PLA-ZM140EA2	•	PUHZ-P100V(Y)KA	•	PUZ-SM125V(Y)KA	•	PUZ-ZM60VHA2	•
PLA-M35EA2	•	PLA-ZM35EA	•	PUHZ-P125V(Y)KA	•	PUZ-SM140V(Y)KA	•	PUZ-ZM71VHA	•
PLA-M50EA	•	PLA-ZM35EA2	•	PUHZ-P140V(Y)KA	•	PUZ-ZM100V(Y)KA	•	PUZ-ZM71VHA2	•
PLA-M50EA2	•	PLA-ZM50EA	•	PUHZ-SP100V(Y)KA	•	PUZ-ZM100V(Y)KA2	•	<b>Geodan</b>	
PLA-M60EA	•	PLA-ZM50EA2	•	PUHZ-SP125V(Y)KA	•	PUZ-ZM125V(Y)KA	•	Sole/Wasser WP	•
PLA-M60EA2	•	PLA-ZM60EA	•	PUHZ-SP140V(Y)KA	•	PUZ-ZM125V(Y)KA2	•		
PLA-M71EA	•	PLA-ZM60EA2	•	PUZ-M100V(Y)KA	•	PUZ-ZM140V(Y)KA	•		
PLA-M71EA2	•	PLA-ZM71EA	•	PUZ-M100V(Y)KA2	•	PUZ-ZM140V(Y)KA2	•		
PLA-SM100EA	•	PLA-ZM71EA2	•	PUZ-M125V(Y)KA	•	PUZ-ZM200YKA	•		

• Energy monitoring possible

Alternatively, you can search for compatible device series under <https://innovations.mitsubishi-les.com/de/steuerungen/melcloud>.

City Multi			
Device name	Compatible version	Serial number	Available since
PLFY-P••VLMD-E	Ver. 10.23 ~	4XW***** ~	Available from production date 2017
PFFY-P••VLEM-E	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PFFY-P••VLRM-E	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PFFY-P••VLRMM-E	Ver. 10.23 ~	4YW***** ~	Available from production date 2017
PEFY-P••VMH-E	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PEFY-P••VMH-E2.TH	–	–	From first production
PEFY-P••VMH-E-F	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PEFY-P••VMR-E-L	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PEFY-P••VMR-E-R	Ver. 10.23 ~	41W***** ~	Available from production date 2017
PEFY-P••VMHS-E	Ver. 11.17 ~	31W***** ~	Available from production date 2017
PEFY-P••VMA-ER4.UK	–	–	From first production
PEFY-P••VMAL-ER4.UK	–	–	From first production
PEFY-P••VMA-E2.UK	–	–	From first production
PEFY-P••VMAL-E2.UK	–	–	From first production
PEFY-P••VMS1-ER2.TH	Ver. 10.23 ~	74M***** ~	Available from production date 2017
PEFY-P••VMS1L-ER1.TH	Ver. 10.23 ~	74M***** ~	Available from production date 2017
PFFY-P••YM-E.TH	–	–	From first production
PLFY-P••VCM-E3.TH	–	–	From first production
PLFY-P••VFM-E.TH	–	–	From first production
PLFY-P••VFM-E1.TH	–	–	From first production
PLFY-P••VEM-E.UK	–	–	From first production
PMFY-P••VBM-ER4	Ver. 10.29 ~	41A***** ~	Available from production date 2017
PKFY-P••VKM-ER1.TH	Ver. 10.29 ~	51M***** ~	Available from production date 2017
PKFY-P••VHM-ER2	Ver. 10.29 ~	41A***** ~	Available from production date 2017
PKFY-P••VBM-ER3	Ver. 10.29 ~	41A***** ~	Available from production date 2017
PCFY-P••VKM-ER1	Ver. 10.29 ~	41A***** ~	Available from production date 2017
PFFY-P••VKM-E2	Ver. 10.29 ~	41A***** ~	Available from production date 2017
PEFY-WP••VMS1-E.TH	Ver. 12.12 ~	91M***** ~	Available from production date 2019
PEFY-WP••VMA-E	Ver. 12.13 ~	81W***** ~	Available from production date 2019
PFFY-WP••VLRMM-E	Ver. 12.12 ~	81W***** ~	Available from production date 2019
PEFY-P••VMA3-E	–	–	From first production
PEFY-P••VMHS-E-F	–	–	From first production
PEFY-M••VMA-A	–	–	From first production
PEFY-M••VMAL-A	–	–	From first production
PEFY-W••VMA-A	–	–	From first production

City Multi			
Device name	Compatible version	Serial number	Available since
PEFY-W••VMAL-A	–	–	From first production
PLFY-M••VEM-E	–	–	From first production
PLFY-WL••VEM-E	–	–	From first production
PLFY-EWL••VEM-E	–	–	From first production
PEFY-P••VMS1-ER3.TH	–	–	From first production
PEFY-P••VMS1L-ER2.TH	–	–	From first production
PEFY-W••VMS-A.TH	–	–	From first production
PFFY-P••VCM-E.TH	–	–	From first production
PFFY-W••VCM-A.TH	–	–	From first production
PEFY-P••VMHS-E.TH	–	–	From first production
PEFY-P••VMHS-ER1.TH	–	–	From first production
PEFY-P••VMHS-A.TH	–	–	From first production
PLFY-P••VFM-E1R1.TH	–	–	From first production
PLFY-WL••VFM-E.TH	–	–	From first production
PKFY-P••VLM-E.TH/-ER1.TH	–	–	From first production
PKFY-WL••VLM-E.TH/-ER1.TH	–	–	From first production
PKFY-WL••VKM-E.TH	–	–	From first production
PLFY-EP••VEM-E	–	–	From first production

## 7. Data protection

- All of the user data for the time in which the system is used are saved here.
- All other data are deleted when the system is deleted.

More information on data protection can be found under <https://emea.mitsubishielectric.com/de/privacy/index.html>.



## 8. FAQs

### **MY ROUTER DOES NOT HAVE WPS. CAN I STILL USE MELCLOUD?**

A router that supports WPS has to be used. Alternatively, you can connect a secondary router that supports WPS to one of the ports on your main router to be able to establish the connection to MELCloud. For more information, consult your Mitsubishi Electric dealer.

### **CAN THE ROUTER BE CONNECTED VIA WEP CODE OR ANOTHER CONNECTION TECHNOLOGY?**

No. As of now, the wi-fi adapter MAC-587IF-E can only be connected to routers that support WPS connections.

### **WHICH SECURITY PROTOCOL SHOULD I USE ON MY ROUTER TO ALLOW CONNECTION TO MELCLOUD.**

You should use the WPA2-AES protocol. If you use other protocols, you may not be able to establish a connection.

### **DOES THE WI-FI ADAPTER SUPPORT MAC-587IF-E DYNAMIC IP ADDRESSES?**

Yes, the wi-fi adapter supports MAC-587IF-E dynamic IP addresses. If the wi-fi adapter is connected via WPS, future dynamic IP addresses will not hinder proper operation.

### **POWER FAILED AND NOW MY WI-FI ADAPTER IS NO LONGER CONNECTED TO THE SERVER.**

#### **WHAT SHOULD I DO?**

Re-connect the wi-fi adapter to the wi-fi router (Refer to the installation manual for the wi-fi adapter MAC-587IF-E). Then the wi-fi adapter should connect automatically if power failure occurs again.

### **HOW MANY SYSTEMS CAN BE REGISTERED ON ONE MELCLOUD USER ACCOUNT?**

The standard number in MELCloud is 10 systems per user account. This number can be increased. Please contact your local Mitsubishi Electric facility or a support employee.

### **MY SYSTEM IS NOT CONTROLLING PROPERLY AND IT IS BEHAVING IN AN UNUSUAL MANNER.**

#### **WHAT SHOULD I DO?**

Verify that local controllers or other control systems or users are not overwriting MELCloud commands and that they do not contradict MELCloud.

If you use the timer feature in MELCloud, delete all timer settings in your local controller or vice versa to avoid contradictory information.

### **HOW QUICKLY ARE MY CONTROLLER SETTINGS SENT TO THE UNIT?**

#### **THERE SEEMS TO BE A LONG DELAY.**

MELCloud retrieves new settings every five minutes, so updates can take from several seconds up to five minutes.

### **I WANT THE SETTINGS TO BE APPLIED SOONER.**

#### **CAN I REDUCE THE TIME BETWEEN UPDATES?**

The query can be reduced from five minutes to one minute. Please contact your local Mitsubishi Electric facility or the support to request the quicker query.

### **I HAVE A MR. SLIM-MULTISPLIT AIR CONDITIONER.**

#### **HOW MANY MITSUBISHI ELECTRIC WI-FI ADAPTERS DO I NEED?**

You need only one wi-fi adapter for a Mr. Slim-Multisplit system, because the settings are the same for all indoor units with this type of system.

### **I HAVE AN MXZ-MULTISPLIT SYSTEM WITH SIX INDOOR UNITS.**

#### **HOW MANY MITSUBISHI ELECTRIC WI-FI ADAPTERS DO I NEED?**

With MXZ-Multisplit systems you need one wi-fi adapter for each indoor unit that you would like to control via MELCloud.

**I HAVE AN MXZ-MULTISPLIT SYSTEM. IF I SELECT “HEAT”, “COOL”, “AUTOM.” OR THE “FAN SPEED MODE”; THE MXZ DOES NOT CHANGE MODES. WHY NOT?**

The MXZ system can only run in a single mode for all of the currently operated indoor units. That is also the restriction of normal controllers.

**I TRIED TO INSTALL THE WI-FI ADAPTER MAC-587IF-E MYSELF AND CANNOT FIND HOW TO CONNECT IT TO MY MITSUBISHI ELECTRIC UNITS.**

**HOW CAN I GET SUPPORT?**

The wi-fi adapter may not be installed by untrained private persons. Immediately contact properly trained technicians. The wi-fi adapter MAC-587IF-E is explicitly not designed to be installed by the user himself. Installation requires access to potentially energised parts.

**CAN I CONTROL MY MITSUBISHI ELECTRIC SYSTEM VIA MELCLOUD WITHOUT BEING CONNECTED TO THE INTERNET?**

Right now it is not possible to control the system via MELCloud with the wi-fi adapter MAC-587IF-E without being connected to the internet. You have to be connected to the internet at all times to be able to use MELCloud.

**HOW FAR AWAY FROM THE ROUTER CAN THE WI-FI ADAPTER MAC-587IF-E BE INSTALLED?**

The distance that is possible depends on several factors. So always place the wi-fi adapter as close as possible to the router. There are special wi-fi signal strength testers available from third parties that can be used to test the wi-fi signal in your building. Signal amplifiers are also available from third parties.

**DO I HAVE TO USE THE MITSUBISHI ELECTRIC WI-FI ADAPTER WITH MELCLOUD OR CAN I USE A THIRD-PARTY ADAPTER?**

You can and should use only the Mitsubishi Electric wi-fi adapter MAC-587IF-E. Otherwise you will not be able to access our servers. If you use third-party products, we will not be able to provide support.

**CAN THE WI-FI ADAPTER BE INSTALLED EVEN THOUGH THE WI-FI ROUTER DOES NOT HAVE A WPS BUTTON?**

Yes, but there has to be a wi-fi router on hand that supports WPS. If the wi-fi router does not have WPS, a WPS-compatible router can be connected to the existing wi-fi router without WPS.

**WHICH CONNECTION PROTOCOL DOES THE WI-FI ROUTER HAVE TO USE?**

The WPA2-AES protocol has to be used.

**HOW MANY PRODUCTS CAN BE REGISTERED IN THE CORRESPONDING APPLICATION MELCLOUD?**

The standard number of units per user is 10. However, this can be increased free of charge.

**CAN THE UNIT BE MONITORED AND CONTROLLED WITHOUT BEING CONNECTED TO THE INTERNET?**

No, an internet connection is always required to access the application MELCloud, which manages all of the units.

**WHAT IS THE MAXIMUM POSSIBLE DISTANCE BETWEEN THE WI-FI ADAPTER AND WI-FI ROUTER?**

That depends on several factors. The wi-fi signal strength can be tested e.g. with a laptop. There are ways to improve wi-fi coverage throughout the building. If as an end user you are dealing with this issue, please consult your installer for more information.



# Mitsubishi Electric On-site for you

## Headquarters

Living Environment Systems  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-0  
Fax +49 2102 486-1120

## Bremen

PLZ 26–28, 49  
Max-Pechstein-Straße 6  
D-28816 Stuhr  
Phone +49 40 55620347-0  
Fax +49 40 55620347-99  
les-bremen@meg.mee.com

## Dortmund

PLZ 41, 44, 57–59  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-8521  
Fax +49 2102 486-4664  
les-dortmund@meg.mee.com

## Kaiserslautern

PLZ 54, 66–69  
Seligenstädter Grund 1  
D-63150 Heusenstamm  
Phone +49 6104 80243-0  
Fax +49 6104 80243-29  
les-kaiserslautern@meg.mee.com

## Munich

PLZ 80–88  
Rollnerstraße 12  
D-90408 Nürnberg  
Phone +49 711 327001-610  
Fax +49 2102 486666-8620  
les-muenchen@meg.mee.com

## Key Account

PLZ 01–99  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-4176  
Fax +49 2102 486-4664  
les-keyaccount@meg.mee.com

## Berlin

PLZ 10–18, 39  
Hauptstraße 80  
D-16348 Wandlitz (Schönwalde)  
Phone +49 40 55620347-0  
Fax +49 40 55620347-99  
les-berlin@meg.mee.com

## Cologne

PLZ 42, 50–53  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-8521  
Fax +49 2102 486-4664  
les-koeln@meg.mee.com

## Stuttgart

PLZ 70–74, 89  
Schelmenwasenstraße 16–20  
D-70567 Stuttgart  
Phone +49 711 327001-610  
Fax +49 711 327001-615  
les-stuttgart@meg.mee.com

## Hamburg

PLZ 19–25  
Borsteler Bogen 27 D  
D-22453 Hamburg  
Phone +49 40 55620347-0  
Fax +49 40 55620347-99  
les-hamburg@meg.mee.com

## Dresden

PLZ 01–09, 98–99  
Asterweg 16  
D-09648 Altmittweida  
Phone +49 40 55620347-0  
Fax +49 2102 486-8616  
les-dresden@meg.mee.com

## Frankfurt

PLZ 35, 36, 55, 56, 60–65  
Seligenstädter Grund 1  
D-63150 Heusenstamm  
Phone +49 6104 80243-0  
Fax +49 6104 80243-29  
les-frankfurt@meg.mee.com

## Baden-Baden

PLZ 75–79  
Schelmenwasenstraße 16–20  
D-70567 Stuttgart  
Phone +49 711 327001-610  
Fax +49 711 327001-615  
les-badenbaden@meg.mee.com

## Hanover

PLZ 29–31, 38  
Borsteler Bogen 27 D  
D-22453 Hamburg  
Phone +49 40 55620347-0  
Fax +49 40 55620347-99  
les-hannover@meg.mee.com

## Düsseldorf

PLZ 40, 45–48  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-8521  
Fax +49 2102 486-4664  
les-duesseldorf@meg.mee.com

## Kassel

PLZ 32–34, 37  
Mitsubishi-Electric-Platz 1  
D-40882 Ratingen  
Phone +49 2102 486-8521  
Fax +49 2102 486-4664  
les-kassel@meg.mee.com

## Nuremberg

PLZ 90–97  
Rollnerstraße 12  
D-90408 Nürnberg  
Phone +49 711 327001-610  
Fax +49 2102 486666-8618  
les-nuernberg@meg.mee.com



Our air conditioning systems and heat pumps contain fluorinated greenhouse gases R410A, R407C, R134a and R32.  
For more information, please refer to the relevant operation manuals.

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