Wi-Fi CONTROL

USER MANUAL

MITSUBISHI ELECTRIC

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1. INTRODUCING WI-FI HEAT PUMP CONTROL

Mitsubishi Electric Wi-Fi Heat Pump Control is a new Cloud based solution for controlling your Mitsubishi Electric Heat Pump / Air Conditioning system(s) either locally or remotely by PC, Tablet or Smartphone via the Internet.

Remote operation can be achieved provided you have a connected system and an Internet connection at the location of your equipment: your home, office or other building and Internet connection on your PC, Tablet or Smartphone device. Simply select the system you wish to control on your mobile device and your system will receive any command selected using the Wi-Fi Heat Pump Control service.

Local operation is also possible if you are physically within the vicinity of the system you wish to control. Please note however this is not a direct connection via router, rather local control still requires Internet connection in order to work.

The Wi-Fi Heat Pump Control service has been designed for maximum compatibility with PCs, Tablets and Smartphones via dedicated Apps or via your Web Browser.

PC / Tablet / Smartphone

The Wi-Fi Heat Pump Control service can be accessed by a wide range of the latest Personal Computers (PC), Tablets and Smartphones from leading manufacturers.

Apple / Android / Windows

All the main mobile device manufacturers are supported by Wi-Fi Heat Pump Control, either through dedicated applications which can be downloaded free of charge or, if your device is not supported by the App, via the Wi-Fi Heat Pump Control Web application through one of the latest Internet browsers from Microsoft, Google, Apple and others.

Remote control

Wi-Fi Heat Pump Control allows you to take control of your Mitsubishi Electric system(s) from anywhere in the world provided you have Internet access. Forgetting to turn off your Heat Pump / Air Conditioning when you are away from home or on holiday is no longer a problem.

Additional functions

Wi-Fi Heat Pump Control also unlocks new functionality, such as the 7 day multi programmable timer, minimum and maximum temperature rules, and holiday mode; with further features planned for the future.

User types

Wi-Fi Heat Pump Control has been designed for a wide range of applications, from individual users with single Heat Pump / Air Conditioning systems in a single building, to larger applications where users may have multiple properties and multiple systems that they wish to monitor and control. Whichever type of user you are, Wi-Fi Heat Pump Control can provide you with the required control and access you need for modern living.

2. THE WI-FI CONNECTION SET UP

Required hardware to connect to Wi-Fi Heat Pump Control

Mitsubishi Electric Heat Pump / Air Conditioning System

You will require a compatible Mitsubishi Electric system to connect to the Wi-Fi Heat Pump Control service. A full list of compatible models can be found in Section 10 of this manual. Compatible systems will require an unused CN105 terminal located within the indoor unit to which the Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E) can be connected.

Broadband Package

Internet access will also be needed at the location where the Mitsubishi Electric Heat Pump / Air Conditioning 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 before purchasing a Wi-Fi Adaptor whether additional data costs will be incurred and are acceptable.

Access Point / Router (WPS)

Wi-Fi Heat Pump Control requires your Access Point / Router to be WPS enabled. Please refer to the Frequently Asked Questions in section 11 if your Access Point or Router does not support WPS.

Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E)

You will need to purchase a Wi-Fi Adaptor 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 Adaptor is not designed for self-installation. Please always use a professional installer to complete the installation, to prevent risk of electric shock or personal injury.

PC, Tablet or Smartphone

Finally, 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 10 of this manual, or please check with your installer.

Router Overview

Check Router specifications before purchasing

Not all Routers will be able to connect to the Wi-Fi Heat Pump Control service. If you are not sure please check with the Router manufacturer before purchasing Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E). Mitsubishi Electric has successfully tested Edimax BR6428-NS for use with the Wi-Fi Heat Pump Control service.

Does your Access Point/ Modem/ Router have WPS functionality?

To be able to connect Mitsubishi Electric Wi-Fi Adaptor to your Router, it will need to be WPS enabled. Please refer to the Frequently Asked Questions in section 11 if your Access Point or Router does not support WPS.

Does your Access Point/ Modem/ Router support WPA2-AES or WPA2 Mixed mode?

The Access Point will also need to support WPA-AES or WPA2 Mixed mode protocol. Please check the Router specifications or contact the manufacturer to see if this is supported and how this mode can be set.

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

If the installation has been completed successfully LED1 and LED3 on the Wi-Fi Adaptor will flash approximately every 5 seconds. If you do not see this please contact your installer or refer to the installation manual for more information.

Does your broadband have good connectivity?

Ensure that you consider the quality of the broadband connection at the location where the system(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 Wi-Fi Heat Pump Control as desired. Also, if you are using advanced functions like Weekly Timer and/or Frost Protection 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.

Is it possible to connect using my existing router?

In some instances the current router being used will not be compatible with the Wi-Fi Adaptor. This could be due to several factors: simply that the router does not support WPS, does not support WPA2-AES or WPA2 Mixed mode protocol, that it is connected to many devices and you do not want to replace and reconnect all other devices, or there could be a security issue and you cannot change the existing router settings.

Is it possible to connect via a secondary router?

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

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

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

Please Note:

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

Wi-Fi Adaptor (MAC-558IF-E) Overview

WPS Functionality

To connect the Mitsubishi Electric Wi-Fi Adaptor to your Access point or router you will need a compatible WPA2-AES capable router with WPS functionality. Please refer to the Frequently Asked Questions in section 11 if your Access Point or Router does not support WPS.

Reset Button

The Mitsubishi Electric Wi-Fi Adaptor also has a reset button if you wish to reset the device and make a new WPS connection to your access point or router. More information can be found in the Wi-Fi Adaptor installation manual available separately.

LED 1-3

The Mitsubishi Electric Wi-Fi Adaptor 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 Adaptor installation manual. If the installation has completed successfully you should see LED1 and LED3 on the Wi-Fi Adaptor flashing approximately every 5 seconds.

MAC Address / ID Number

To register a system on Wi-Fi Heat Pump Control, you will need the MAC Address and ID Number from the Mitsubishi Electric Wi-Fi Adaptor, located in the Mitsubishi Electric Wi-Fi Adaptor box. This should also have been recorded on page 2 of the Wi-Fi Adaptor installation guide.

Important

The Mitsubishi Electric Wi-Fi Adaptor is designed for communication to the Mitsubishi Electric Wi-Fi Heat Pump Control service. The unauthorised use and redistribution of the firmware of the Mitsubishi Electric Wi-Fi Adaptor is strictly prohibited. Use of Wi-Fi Adaptor is therefore deemed as confirmation that the user has accepted this statement. Third party Wi-Fi Adaptors cannot be connected to Wi-Fi Heat Pump Control. 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 Adaptor or any third party Wi-Fi service with Mitsubishi Electric equipment.

3. HOW TO ACCESS WI-FI HEAT PUMP CONTROL

App: Tablet or Smartphone

Supported Devices

A Wi-Fi Heat Pump Control App is available for the latest mobile devices from all the main manufacturers (Samsung, Apple and Google). This includes Apple IOS and Android devices. A list of supported devices is shown in Section 10 within this user manual.

Download

Wi-Fi Heat Pump Control applications can be downloaded from the various App stores. Just search for word “Mitsubishi Control” or follow the direct links on www.mitsubishi-electric.co.nz/wifi to download.

Register

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

Login

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

Logout

To logout from the Wi-Fi Heat Pump Control application, please select Menu / Logout.

Web: PC, Tablet or Smartphone

Supported Mobile Devices / Web Browsers

The Wi-Fi Heat Pump Control Web application is designed to work via the majority of the latest Web Browsers from Microsoft, Google and Apple as well as others supplied on the latest Mobile devices. However, the operation and appearance of the application can vary slightly between browsers. The list of supported browsers is shown in Section 10 of this manual.

Access

If accessing the Wi-Fi Heat Pump Control service via a Personal Computer / Web Browser 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;

For New Zealand based enquiries:
www.mitsubishi-electric.co.nz/wifi

For Australian based enquiries:
www.mitsubishielectric.com.au/wifi

4. HOW TO REGISTER THE WI-FI HEAT PUMP CONTROLLER

Register Account

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

Email / Password (Step 1 of 3)

Once you have accepted the Terms and Conditions, you will then go to User Registration Step 1, where you will need to provide personal and security information required to be able to use the service. Once you have completed all required fields please select “Next” button.

User Details (Step 2 of 3)

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

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

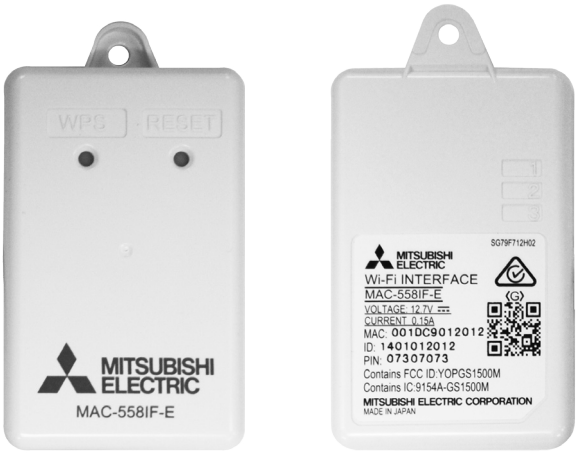
Terms and Conditions (Step 3 of 3)

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

5. ADDING AND EDITING HEAT PUMPS

Adding a unit

To add a system on the Wi-Fi Heat Pump Control service you will need to have a Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E) connected to your Mitsubishi Electric Heat Pump / Air Conditioning system and be connected to the Internet via an access point or router. You will also need the (MAC / ID) which can be found on page 2 of the Wi-Fi Adaptor Installation Guide. If you cannot find this check the label located on the rear side of the Wi-Fi Adaptor (MAC-558IF-E), or alternatively please contact your heat pump installer.



MAC (MAC Address)

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

ID (Serial number)

On the label below the MAC Address you will see a 10 digit number, which is known as the ID or Serial number.

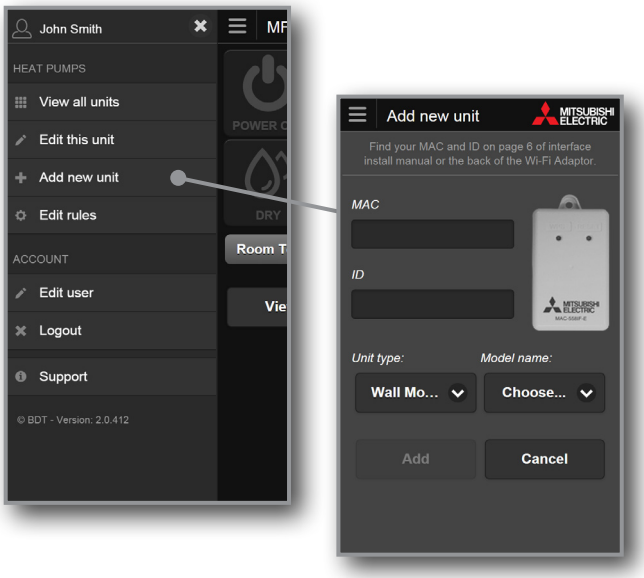
Please enter the ID number carefully in this section. This information is mandatory; it is not possible to register a system without providing this information.

Unit Type and Model Name

To complete the addition of your heat pump to the Wi-Fi Heat Pump Control service simply select your Unit type and Model name from the drop boxes provided. Please note, if your heat pump is not one of the models listed on Section 10 of this manual Mitsubishi Electric cannot guarantee Wi-Fi Heat Pump Control will operate, neither will Mitsubishi Electric be able to provide technical support.

Add unit

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



Please Note:

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

Edit a unit

Accessing the edit functions can be done via the menu navigation. This allows you to change unit information; change the name of unit, move the unit to a different building, select the unit type and model, or even delete this unit from your account.

Edit

The Edit function allows you to change naming or individual characteristics. The options may vary depending on the level in the software that you select. At a building (multiple units) level this will allow you to change all of the building information provided when adding the building, at lower levels this is likely to be “edit name” only.

Time Zone

(Australia only - available when controlling one unit)

Please select the country where the unit is installed from the pull down list of supported countries provided. This is very important as it will be used to provide the correct time zone for rules and scheduling information of this unit. When multiple units are being controlled Time Zone is controlled in edit building.

Move Building

(Only available when controlling multiple units)

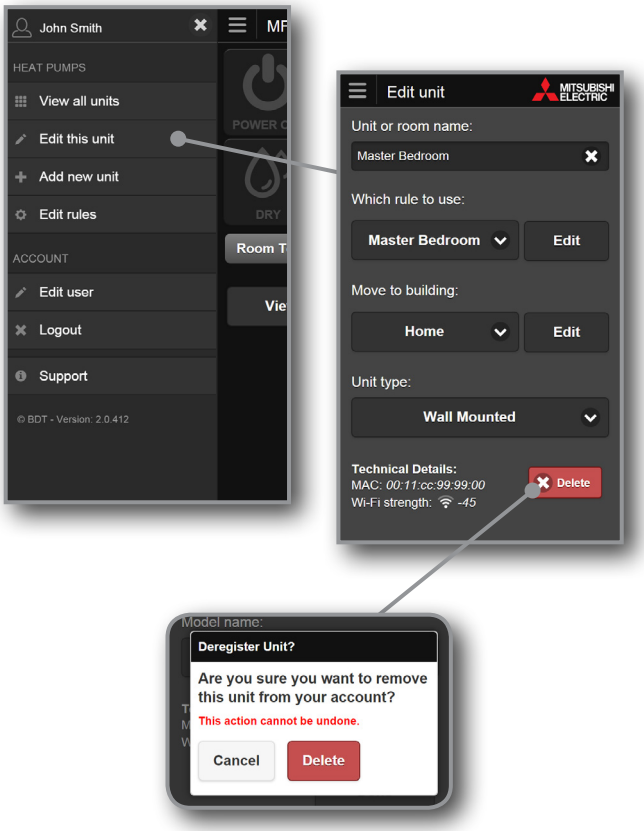
The Move function allows you to move your unit to a different building/location. This could simply be moving the unit within a single building or moving a system from one building to another.

Rules

The Rules function allows you to select a pre-created rule set from the drop down menu. For more information on creating rules please read Section 7.

Technical Details

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



Delete

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

Adding or editing a building

(Only available when controlling multiple units).

To access add building functions use the menu navigation when viewing all units. To edit a building - click on the building name.

Add Building

To add a building select “Add Building” from the menu navigation when viewing all units. Having selected “Add Building” simply enter in a name for your building; this could be simply the name of the building or the building with floor location. Select Add to save.

Edit Building

To edit a particular building click on the building name when viewing all units. You can then change the name of your building and the time zone. Select Update to save.

Time Zone (of building)

(Only available if your country has multiple times 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.

6. CONTROLLING YOUR HEAT PUMP(S)

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

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 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 dehumidify 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. Room Temperature is return air temperature and may include temperature offset settings.

Fan Speed

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

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

Airflow Direction

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, system determines not end user.
- Swing, airflow direction is changed automatically giving a sweeping effect for airflow.
- Direction 1-5, user can select exact airflow direction to suit via tapping through this button.

Horizontal Vanes
(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, system determines not end user.
- Swing, airflow direction is changed automatically giving a sweeping effect for airflow.
- Direction 1-5, user can select exact airflow direction to suit via tapping through this button.

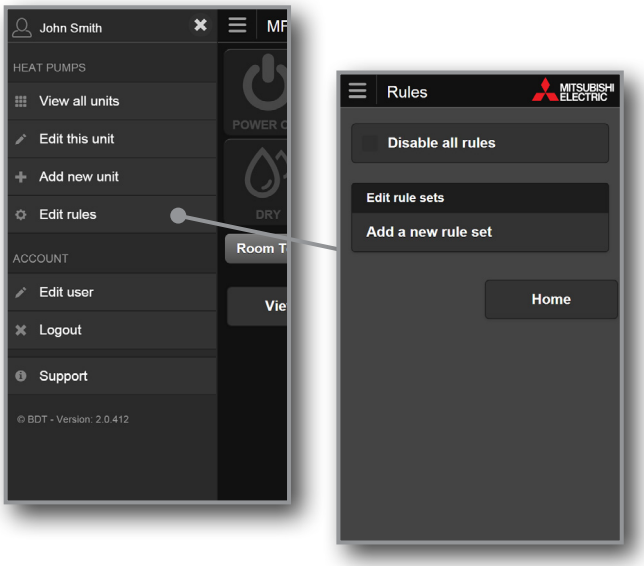
Please Note:

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

7. RULES

Overview

To access rules use the menu navigation >> **Edit rules**



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, and develop temperature rules to ensure superior 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.

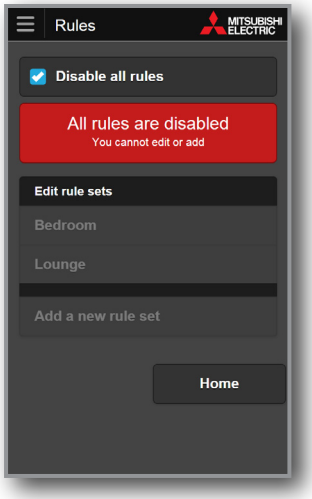
Minimum and Maximum Room Temperature

The minimum room temperature feature enables your family to enjoy a happy and healthy home. Ideal for children's bedrooms, you can rest assured your family will stay comfortable no matter what the weather conditions. Wi-Fi Heat Pump Control senses when the room temperature drops below the set minimum temperature and automatically turns on to ensure the minimum temperature is maintained. You can also set a maximum temperature and it will sense when the room temperature goes above the maximum set temperature and automatically turns on to cool to ensure the maximum temperature is maintained.

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 an working internet connection is required!

How to create a rule set

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.

To assign a 'rule set' you must first create one or select from one of our templates. To create a new rule set simply select 'Edit Rules' from the main navigation menu, then select 'Add a new rule set'. By default this new rule set is called "New rule set" – you can change this to a more descriptive name at any stage. You can then chose one of two options:

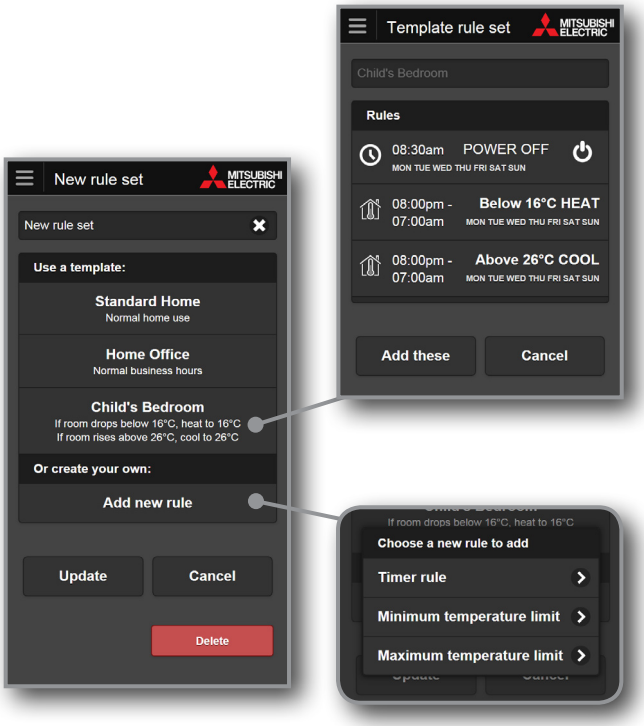
- **Use a template**: You can select from a template and modify those rules to suit your needs; or
- **Or create your own**: Select 'Add new rule' to create your own, allowing you to be as simple or sophisticated as you please.

Having selected from the above, there are three rule types from which you can chose unlimited number of to add to your new rule set (or template if selected):

TIMER RULE, choose what time that you would like to set one of the following 4 modes: Power Off. Power On - Auto Temperature. Power On - Dry. Power On - Fan.

If Power On - Auto Temperature is selected then you can set the temperature which will be run in auto mode.

Lastly select which days you would like this rule to run, by default all days are selected.



MINIMUM TEMPERATURE LIMIT, 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 follow day.

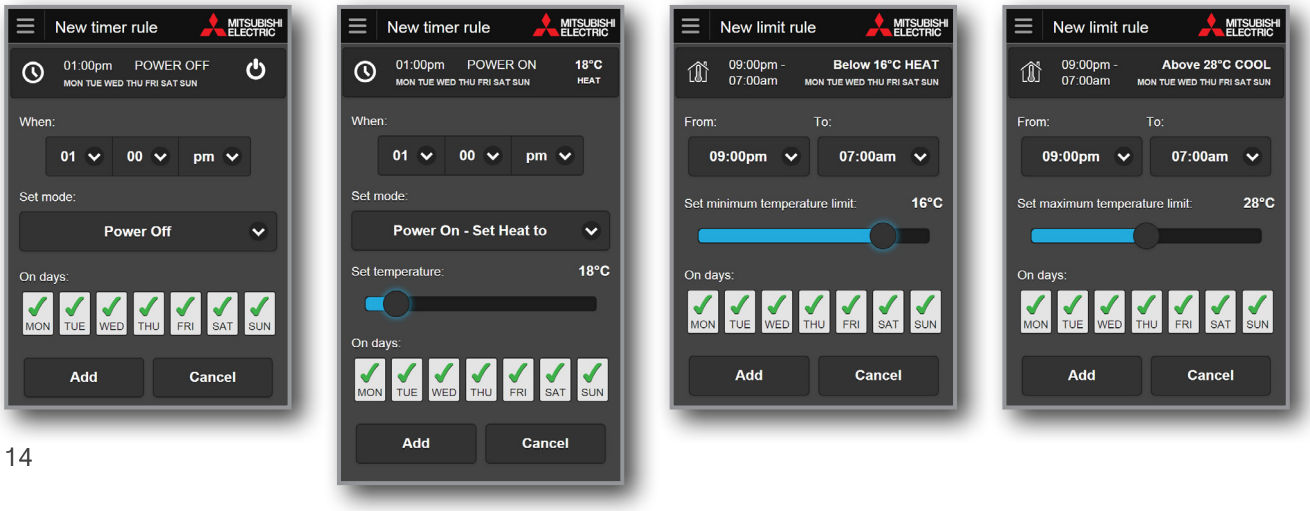
Set a minimum room temperature limit – the heat pump will automatically turn on if the room falls below this temperature. By default this is 10°C. You may set this between 0°C and 20°C.

Lastly select which days you would like this rule to run, by default all days are selected.

MAXIMUM TEMPERATURE LIMIT, 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 follow day.

Set a maximum temperature limit – the heat pump will automatically turn on if the room temperature goes about the maximum temperature. By default this is 26°C. You may set this between 18°C and 38°C.

Lastly select which days you would like this rule to run, by default all days are selected.



Adding a rule set to your heat pump and editing

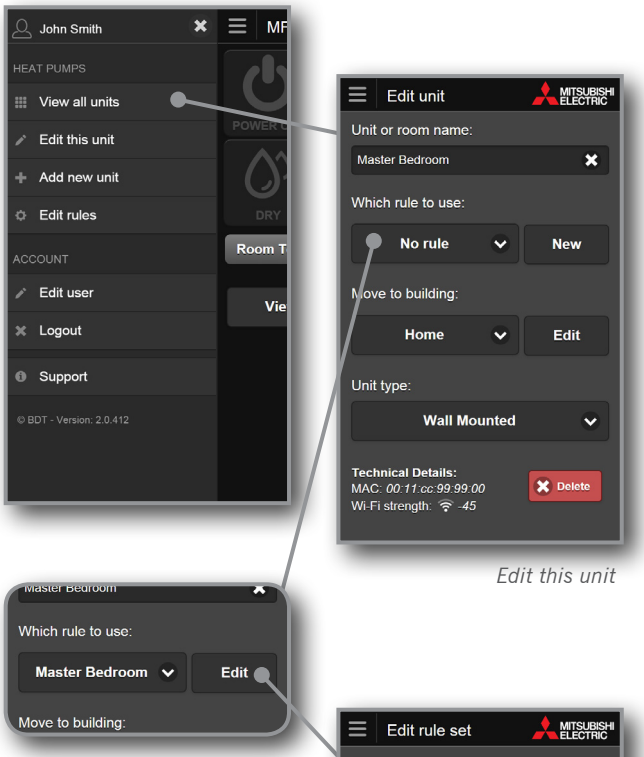
To add a rule set to your heat pump select ‘Edit this unit’ from the main navigation menu.

Adding a rule set to your heat pump

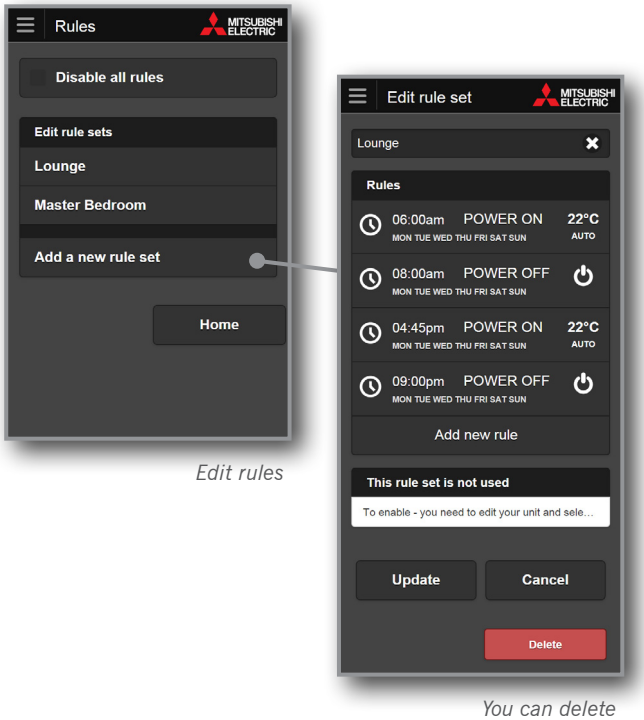
To assign a rule set to your heat pump you first need to create a rule set as per the previous step of **How to create a rule set**. Then it is as simple as going into **Edit this unit** and selecting which rule set to use. Then select **Done**.

Editing

You can also edit your rule set from **Edit this unit**. Note at the bottom of **Edit rule set** screen it will show what heat pumps are using this rule set. Alternatively you can use the menu navigation >> **Edit rules**, then select which rule set to edit. You can change any value, add a new rule or delete a rule from a rule set. If your rule set is not being used by any heat pumps, a delete button will appear at the bottom of the screen.

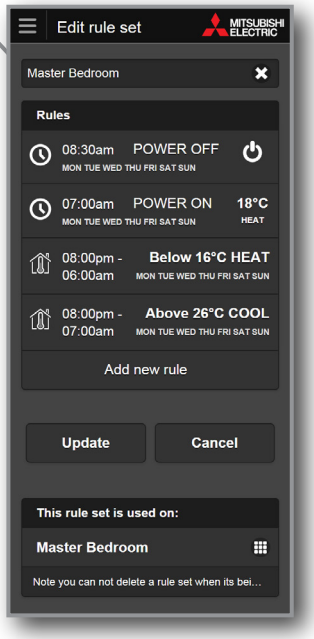


Edit this unit



Edit rules

You can delete



This is being used by a unit

8. YOUR ACCOUNT

To access your account functions use the menu navigation.

Edit User

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

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 ‘How to Setup’.

Logout

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

9. SUPPORT

To access your support functions use the menu navigation.

Support Overview

Wi-Fi Heat Pump Control has been designed for use in New Zealand and Australia, therefore it has been designed to show the relevant support information based on the location of the installed system. The support information will be customised and localised based on the location given for the Wi-Fi Adaptor (MAC-558IF-E) 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 11 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

For Australian based enquiries:
www.mitsubishielectric.com.au/wifi

Updates (Wi-Fi Heat Pump Control Apps only)

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

Version

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

10. SUPPORTED HARDWARE / SOFTWARE

Heat Pump Models

The following Mitsubishi Electric Heat Pump / Air Conditioning indoor models can be connected to the Wi-Fi Heat Pump Control service via the Wi-Fi Adaptor (MAC-558IF-E):

Tested Models

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

MSZ-EF25/35/50VES/VEW/VEB

MSZ-FB25/35/50VA(H)

MFZ-KA25/35/50VA

MFZ-FB50VA

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

Compatible Devices and Browsers

Operating Systems

Android versions 2.1+

Apple iOS 5.0+

Smartphones (Apps or Web Version)

Apple iPhone

Samsung Galaxy S

Motorola Defy

Tablets (Apps or Web Version)

Apple iPad / iPad mini / iPod Touch

Samsung Galaxy Tab

Internet Browsers (Web Version only)

Microsoft Internet Explorer versions 10+

Google Chrome versions 30+

Apple Safari versions 5.1.7+

Mozilla Firefox versions 26+

All Devices and Browsers

Must have Javascript, Cookies and Local Storage enabled.

Please Note:

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

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

11. FREQUENTLY ASKED QUESTIONS (FAQS)

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

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

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

Q. Is it possible to connect to a router via WEP code or another connection method?

A. No, currently Wi-Fi Adaptor MAC-558IF-E can only connect to Access points or routers that support WPS connections.

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. Does Wi-Fi Adaptor MAC-558IF-E support Dynamic IP Addressing?

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

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

A. Please check that the local controllers or other control systems or users are not overwriting and conflicting with Wi-Fi Heat Pump Control service. If you are using Timer function in 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 update could take anything from a few seconds to 1 minute.

Q. I have a MXZ Multi-split system with 6 indoors how many Mitsubishi Electric Wi-Fi Adaptors do I need to buy?

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

Q. I have a MXZ Multi-split 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 limitation for normal controllers.

Q. I have tried to install the MAC-558IF-E and I cannot find how to connect to my Mitsubishi Electric equipment?

A. The MAC-558IF-E Wi-Fi Adaptor is not designed for self-installation, as installation requires access to potentially live electrical parts. Please contact your local branch or installer to arrange professional installation.

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

A. Currently direct local control without Internet access is not possible with the MAC-558IF-E Wi-Fi Adaptor.

Q. Is there a maximum distance that the MAC-558IF-E Wi-Fi Adaptor can be installed from the Access point or router?

A. This will vary dependent on multiple factors, please position the Wi-Fi Adaptor as close to access point or router as possible. 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.

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 Designer Series systems. 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 Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E), or can I use a third party Interface to connect to Wi-Fi Heat Pump Control service?

A. You can and should only use the official Mitsubishi Electric Wi-Fi Adaptor (MAC-558IF-E), 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 MAC-558IF-E Wi-Fi Adaptor and MAC-333/397/399IF-E on the same indoor unit?

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

Q. 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 the MAC-558IF-E near metal objects such as metal wall studs and ensure that the Access point or router is within in physical range which 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 Access point or router are a long way from the MAC-558IF-E – Usually caused by cordless phone, power tools or other competing R.F. devices. Turn off other devices to locate the source of interference.
3. Poor internet connection – This will be observed on other internet connected devices.

12. TERMS & CONDITIONS, PRIVACY

For the latest Terms & Conditions, Privacy Policy.

Please refer to our website;

For New Zealand: www.mitsubishi-electric.co.nz/wifi

For Australia: www.mitsubishielectric.com.au/wifi

Or access under Support via the main menu navigation.

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