

kumo cloud[®] 2.22b

OWNER MANUAL

FOR USER

For safe and correct use, please read this operation manual thoroughly before operating the product.



ATTENTION

All Wireless Interfaces and Wi-Fi[®] enabled indoor units:

- require a Wi-Fi network with an active internet connection for setup.
- are designed to connect to 2.4 GHz Wi-Fi networks.
- **will not work** with 5 GHz or 6 GHz Wi-Fi networks.

Some multi-band Wi-Fi routers do not correctly manage 2.4 GHz-only devices. For best results, use a separate SSID for the 2.4 GHz band.

Ensure that the installation does not exceed the Wi-Fi router's connected device limit.

Verify that each indoor unit location has good Wi-Fi signal strength (-60 dBm or better). To improve reliability at locations with poor Wi-Fi signal, apply a mesh Wi-Fi system.

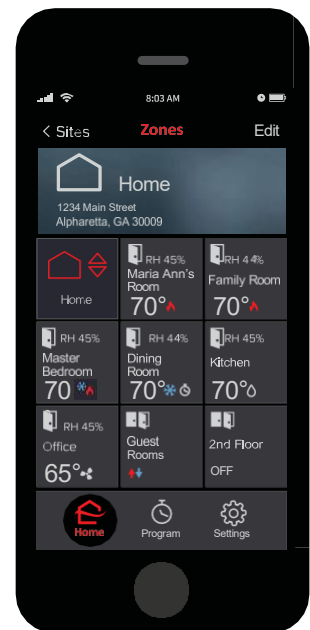
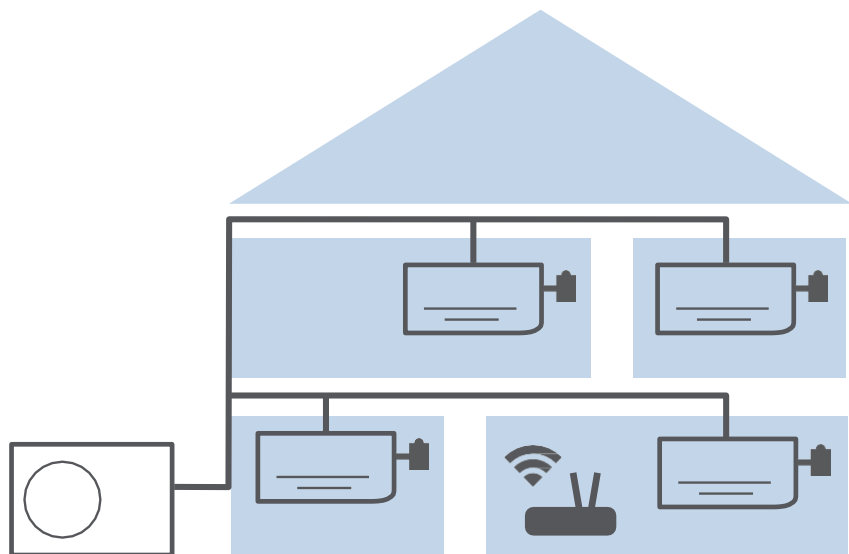
Please note that for Canadian users of the Kumo app, some features have been disabled to streamline installation and operation.

Table of Contents

1. kumo cloud®	4
2. Before you begin	5
3. Get Started	6
3.1. Download the App	6
3.2. Create an Account	6
3.3. Log In	7
3.4. Reset Password	8
3.5. Verify Email	9
3.6. Install the Wireless Interface	10-11
4. Connect a New Site	12
4.1. Find User Settings	12
4.2. Create a New Site	13
4.3. Connect the Site to the Wireless Network	14
4. Add Indoor Units	15
4.4. Add Unit	15
4. Control	16
4.5. Whole Home or Individual Zone	16
4.6. Modes	17
4.7. Dual Setpoint	18
4.8. Fan Speed and Vent	18
4.9. Humidity	19
5. Zones	20
5.1. Edit a Zone Name	20
5.2. Add a Group	21
5.3. Move Zones to a Group	21
5.4. Delete a Group	22
6. Sites	23
6.1. Add a Site	23
6.2. Edit Site Details	24
6.3. Move Zones to a Site	24
7. Program	25
7.1. Set a New Event	25-26
7.2. Create a Hold	27
7.3. Check Program	28
7.4. Edit or Delete an Event	28
7.5. Interrupt the Program	28
8. Settings	29
8.1. Settings Overview	29
8.2. Reset Filter Reminder	29
8.3. Equipment Errors	30
8.3.1. View Error Details	30
8.3.2. Resolve Errors	31
9. System Setup	32
9.1.-3 Choose Fahrenheit or Celsius	32
9.4. Check Connection to the Wireless Network	33
9.5. Reconnect the Wireless Network	34-35
9.6. Turn Wireless Interface 2 LED Lights On or Off	35
9.7. Dry mode automation	36
10. Set Notifications	37

11. Accessories	38
11.1. Wireless Temperature and Humidity Sensor.....	39
11.2. Wireless Sensor Battery Replacement.....	40
12. Kumo station	41
12.1. Control kumo station Accessory	41
12.2. Humidifier.....	42
12.3. Dehumidifier.....	42
12.4. Ventilation System.....	43
FAQs	44
13. 13.1. kumo cloud on Google Home.....	45
13.2. kumo cloud skill with Amazon Alexa.....	45-47

1. kumo cloud®



The kumo cloud® app works with the Mitsubishi Electric Wireless Interface to enable remote control of Mitsubishi Electric Cooling & Heating equipment from a smartphone or a tablet. The app can be used as the only controller or with compatible controllers. When a Wireless Interface 2 (WI 2) is used to connect the equipment to Wi-Fi® or when using a Wi-Fi® enabled indoor unit (IDU), an MHK1 or MHK2 controller can also be connected in series. For information regarding the MHK2 remote controller, see the [MHK2 Installation and Operation manuals](#).

2. Before you begin

1. Equipment and accessories should already be installed by a [qualified installer](#). Only a professional should complete installation to prevent electric shock or personal injury.
2. Access to the internet via a wireless network should be available.



ATTENTION

All Wireless Interfaces and Wi-Fi® enabled indoor units:

- require a Wi-Fi network with an active internet connection for setup.
- are designed to connect to 2.4 GHz Wi-Fi networks.
- **will not work** with 5 GHz or 6 GHz Wi-Fi networks.

Some multi-band Wi-Fi routers do not correctly manage 2.4 GHz-only devices. For best results, use a separate SSID for the 2.4 GHz band.

Ensure that the installation does not exceed the Wi-Fi router's connected device limit.

Verify that each indoor unit location has good Wi-Fi signal strength (-60 dBm or better). To improve reliability at locations with poor Wi-Fi signal, apply a mesh Wi-Fi system.

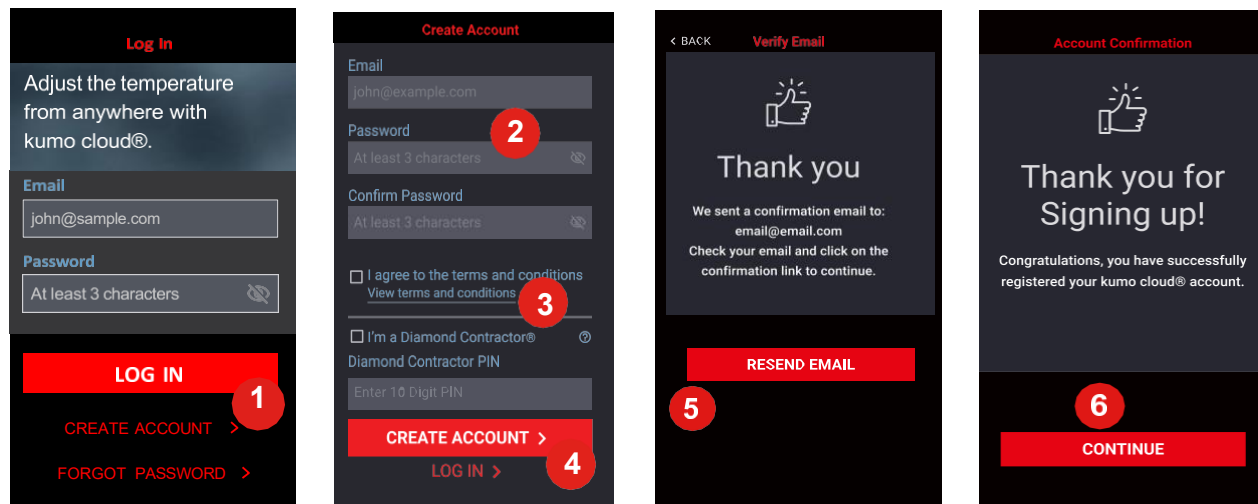
3. The end user or installer will need the network name and password in order to set up kumo cloud. You can change the network name or password later, if necessary. See [Check Connection to the Wireless Network \(page 29\)](#).
4. If you don't already have a kumo cloud account, you will need to set one up. You will need an active email in order to set up your kumo cloud account.

3. Get Started

3.1. Download the App

Download the app from the [App Store](#)SM or [Google Play](#)TM. The app is available for devices running iOS 13.0 and later and Android 5.1 or later.

3.2. Create an Account



kumo cloud displays the **Log In** screen when the app is launched for the first time.

1. On the **Log In** screen, tap **Create Account**.
2. On the **Create Account** screen, type your **Email** address, **Password** and confirm the password.

TIP

Tap  to show or hide your password.

3. Select the check box to confirm you agree to the term and condition. Tap the **View terms and conditions** link to view them.



NOTE

The **I'm a Diamond Contractor** check box is for the installer/technician. Do not select the check box.

4. Tap **Create Account**.
5. The **Verify Email** screen appears with a message to click the confirmation link in the confirmation email sent to you. To receive a new confirmation email, tap **Resend Email**.
6. When you click the confirmation link in the verification email, a message confirming you have registered your kumo cloud account appears. Tap **Continue** to proceed to the next screen.

3.3. Log In

If you already have a kumo cloud® account or have more than one account, simply log in to your account from the app.

1. Open the kumo cloud app.
2. Type the appropriate email address for the kumo cloud account you want to access and enter the password.
3. Tap **Log In**.



NOTE

If you receive a message indicating the email and password combination are incorrect, try again. If you have forgotten your password, see [Reset Password \(page 7\)](#).

You will remain logged in to your kumo cloud® account, unless you log out by tapping **Settings > My Account > Log out**.

Log in

Adjust the temperature from anywhere with kumo cloud®.

Email

john@sample.com

Password

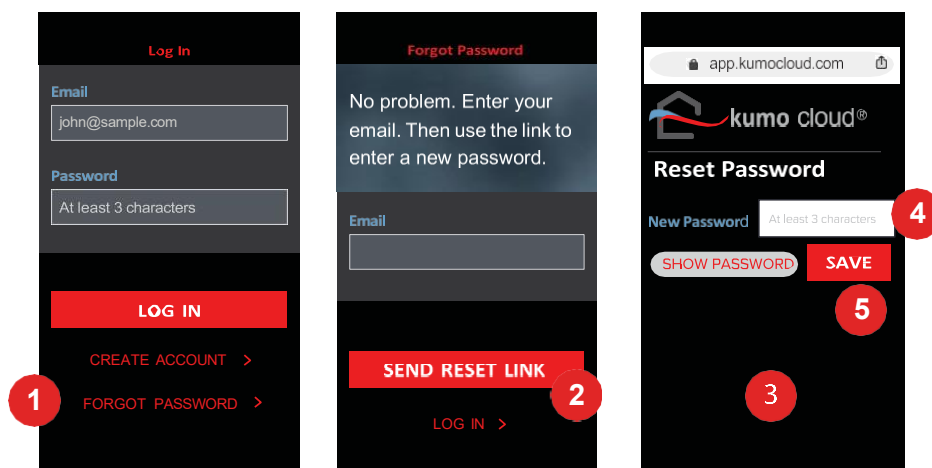
At least 3 characters

LOG IN

CREATE ACCOUNT >

FORGOT PASSWORD >

3.4. Reset Password



1. If you've forgotten your password, on the **Log In** screen, tap **Forgot Password**.
2. Enter the email associated with your account and tap **Send Reset Link**. Check your email for a message from kumo cloud® with a link.
3. Tap this link and proceed to the **Reset Password** webpage that is displayed. The link expires after 4 hours. You can use the kumo cloud app to send the reset link again.
4. On the **Reset Password** webpage, enter your new password. **Passwords must be three or more characters.*
5. Tap **Save**.

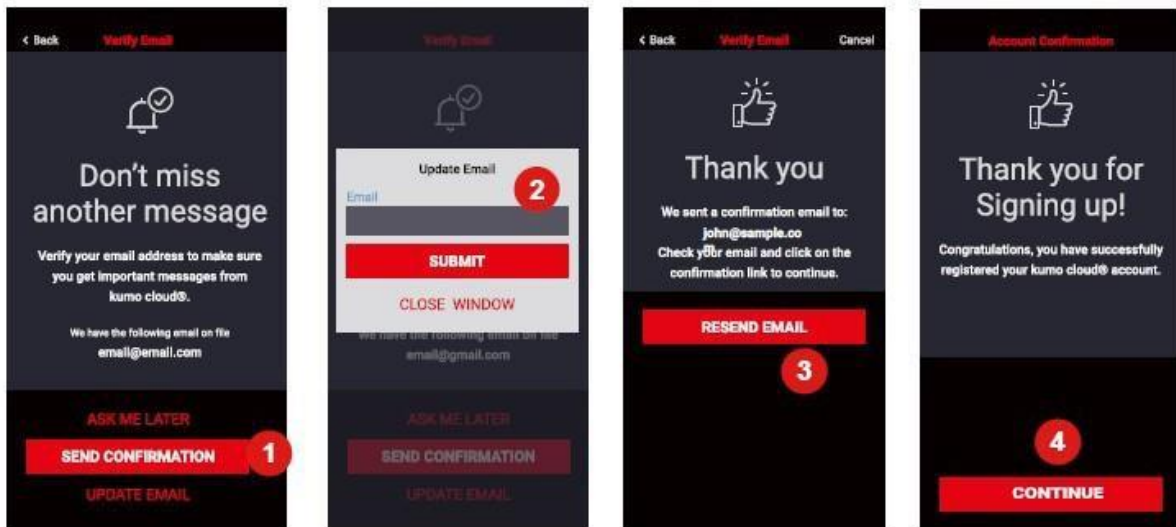


NOTE

If you no longer have access to the email you registered with, contact kumosupport@mitsubishielectric.ca.

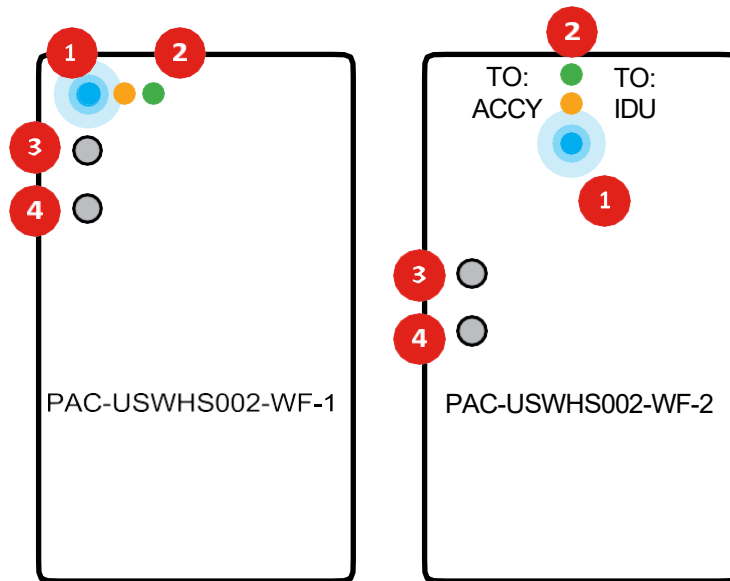
3.5. Verify Email

If you are an existing kumo cloud user and your email address is not verified, the **Verify Email** screen appears when you log in to your account.



1. Tap **Send Confirmation**.
2. In **Update Email**, enter your **Email** and tap **Submit**.
3. The **Verify Email** screen appears with a message to click the confirmation on link in the confirmation email send to you. To receive a new email, click **Resend Email**. Click the confirmation link in the email you receive.
4. When you click the link in the email, kumo cloud displays a message confirming you have registered your kumo cloud account. Tap **Continue** to proceed to the next screen.

3.6 Install the Wireless Interface



ATTENTION

- The Wireless Interface 1 and 2 **must** connect to a 2.4 GHz Wi-Fi® network.
- The Wireless Interface 1 and 2 will **not** work on a 5 GHz Wi-Fi network.
 - The Wireless Interface 1 and 2 can only connect to Wi-Fi channels 1-11.
- For the best performance connect the Wireless Interface 1 and 2 to a 2.4 GHz only SSID, but there are some multi-band Wi-Fi networks that can correctly manage a 2.4 GHz only device.
 - Please verify if your multi-band Wi-Fi router can manage 2.4 GHz only devices.



NOTE

The set up of the Wireless Interface to the kumo cloud® app requires a Wi-Fi network with a live internet connection.

Only a professional should complete installation to prevent electric shock or personal injury. Outdoor and indoor units should already be installed. Make sure a wireless network is set up with a live internet connection. In a new construction, this may be a temporary network. The homeowner may switch networks later.

Connect a Mitsubishi Electric Wireless Interface to the CN105 connector on each indoor unit (IDU). When connecting a WI 2, connect one end of the connecting cable provided with the WI 2 to the CN105 port on the IDU and the other end to the white colored port (To IDU) on the WI 2.

If connecting the WI 2 to an external accessory, connect one end of the connecting cable to the accessory and the other end to the red colored port (To ACCY) on the WI 2.

**NOTE**

If you are connecting an MHK1 or an MHK2, ensure that you configure the WI 2 with the kumo cloud® app as follows before you connect the interface to the controller.

1. Four quick, blue flashes indicate Bluetooth LE configuration mode. The interface is ready to connect using the app. Three slow, blue flashes repeat after connection is complete.
2. The green light glows when power is connected. No further hands-on work with the interface is needed. It will change to wireless network mode to automatically check for firmware updates during set up.
3. If needed, use the configuration button to switch from the wireless network mode back to the Bluetooth LE configuration mode. Push, hold 5 seconds and release.
4. In special cases, technical support may suggest a factory reset. Push and hold the factory reset button until the amber LED turns on (about 5 seconds), then release in order to revert to factory firmware. In order to revert to factory firmware and erase all user settings, push and hold the factory reset button. Wait until the amber LED turns on and then begins to blink (about 8 seconds), then release the button.

4. Connect a New Site



ATTENTION

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- The Wireless Interface 1 and 2 will **not** work on a 5 GHz Wi-Fi network.
 - The Wireless Interface 1 and 2 can only connect to Wi-Fi channels 1-11.
- For the best performance connect the Wireless Interface 1 and 2 to a 2.4 GHz only SSID, but there are some multi-band Wi-Fi networks that can correctly manage a 2.4 GHz only device.
 - Please verify if your multi-band Wi-Fi router can manage 2.4 GHz only devices.

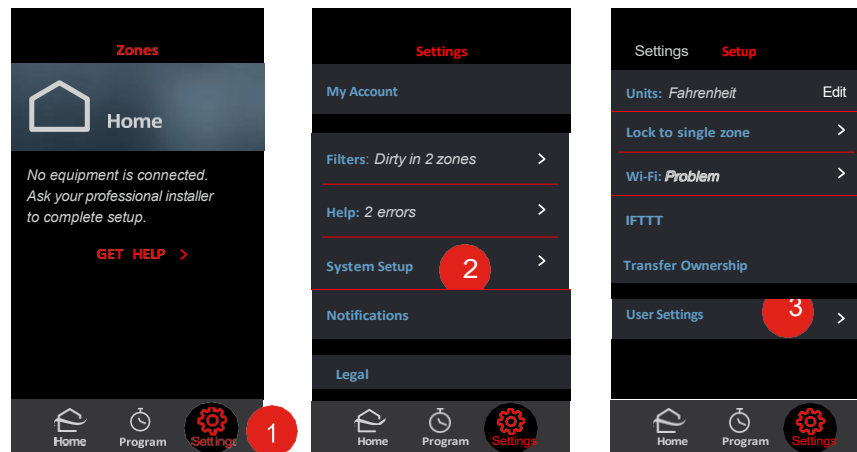


NOTE

The set up of the Wireless Interface to the kumo cloud® app requires a Wi-Fi network with a live internet connection.

Before connecting a new site, make sure the smartphone or tablet has Wi-Fi and Bluetooth turned on and a working 2.4 GHz wireless internet connection. Connecting a new site and adding indoor units must be done on site. Transfer to owner and setting advanced settings may be done remotely.

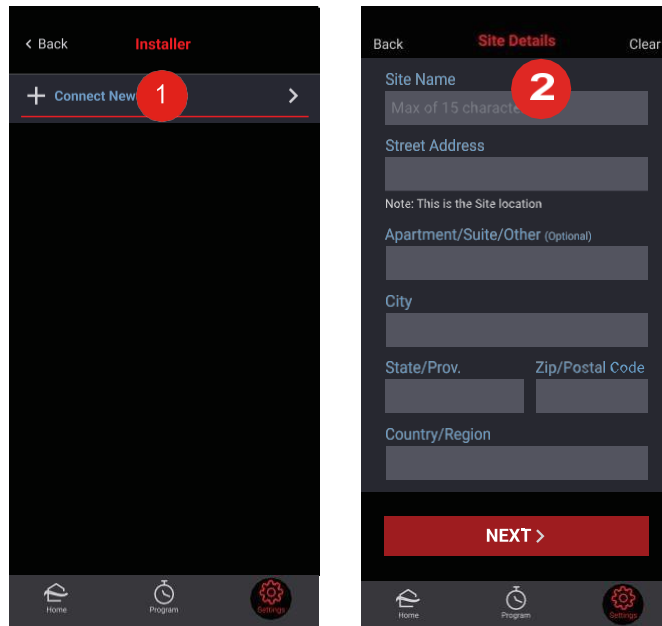
4.1. Find User Settings



1. Tap **Settings**.
2. Tap **System Setup**.
3. Tap **User Settings**.

kumo cloud® assumes the local network is using common WPA2-PSK (AES) security. It will not connect to unsecured networks.

4.2. Create a New Site



1. Go to **User Settings** as explained in [Find User Settings \[11\]](#).
2. Tap **Connect New Site**.
3. Enter **Site Details** and tap **Next**.



TIP

To change details of an existing site, see [Edit Site Details \[25\]](#) .

4.3. Connect the Site to the Wireless Network

kumo cloud® assumes the local network is using common WPA2-PSK (AES) security. It does not connect to unsecured networks.



ATTENTION

- The Wireless Interface 1 and 2 **must** connect to a 2.4 GHz Wi-Fi® network.
- The Wireless Interface 1 and 2 will **not** work on a 5 GHz Wi-Fi network.
 - The Wireless Interface 1 and 2 can only connect to Wi-Fi channels 1-11.
- For the best performance connect the Wireless Interface 1 and 2 to a 2.4 GHz only SSID, but there are some multi-band Wi-Fi networks that can correctly manage a 2.4 GHz only device.
 - Please verify if your multi-band Wi-Fi router can manage 2.4 GHz only devices.



NOTE

The set up of the Wireless Interface to the kumo cloud® app requires a Wi-Fi network with a live internet connection.

1a. Enter the **Name** and **Password** for the local wireless network. Ensure that upper and lower case characters are entered accurately. In order to choose from a list of networks, tap **Available Networks** to scan and display a list of available 2.4GHz networks. Tap **Next**.



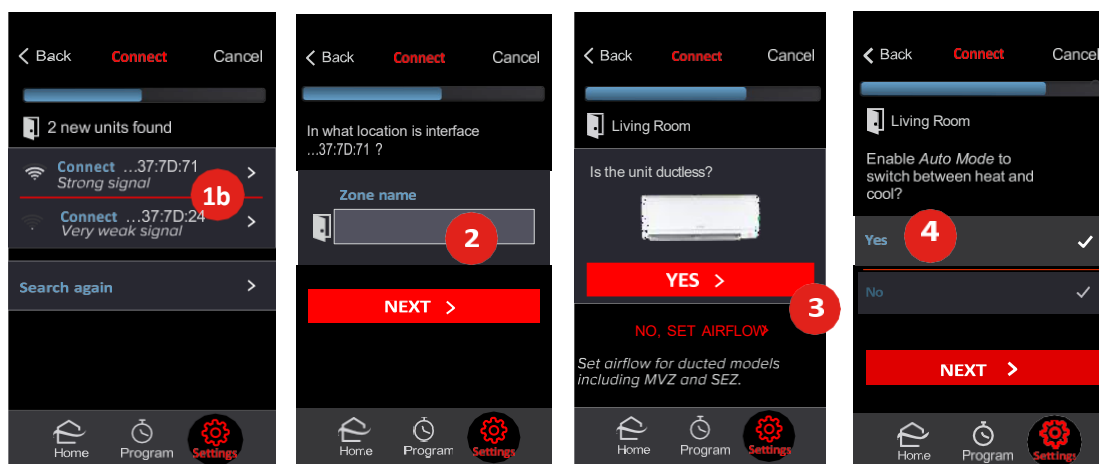
NOTE

To ensure proper functioning of the kumo station® equipment controller and the System Changeover function, you must connect all the Wireless Interfaces in a site to the same wireless network.

4. Add Indoor Units

The app displays the Bluetooth signal from the Wireless Interfaces plugged into indoor units near the smartphone or tablet. The signal generally reaches beyond the size of most rooms in residential spaces. After units are added, the connection switches to the wireless network.

4.4. Add Unit



1b. Tap **Connect**. The signal strength shows which Wireless Interface is the closest.

Standing a few feet from the unit will show the strongest signal. Alternatively, note the MAC address printed on the back of each Wireless Interface and the planned locations before installing them.

2. Enter a **Name** for the location for that indoor unit, such as Living Room, Master Bedroom, Basement or Attic. Tap **Next**.
3. The app will read capabilities from the indoor unit and may display this screen. Choose **Yes** or **No, Set Airflow** according to the unit model. If this screen doesn't appear, airflow/static pressure doesn't apply or must be set using DIP switches as shown in the indoor unit installation manual. See [Airflow for Static Pressure \[40\]](#) to set airflow.
4. Select **Yes** to enable the Auto mode. Enabling Auto Mode allows the new unit to regulate its heating and cooling without the direct interaction of the user. The unit will be able to operate automatically within a range of selected temperature values. Tap **Next**.

4. Control

4.5. Whole Home or Individual Zone



1. Tap (Home icon) to view your sites and/or zones.
Site in the kumo cloud® app means a location associated with a kumo cloud account (i.e. Home, Vacation Home, Pool House, etc.). A site can have one or more zones.
Zone in the kumo cloud app means an area where the temperature can be managed by Mitsubishi Electric equipment (i.e. Living Room, Basement, Bedroom, etc.).
You can group zones together and control the grouped zones all at once. For information about creating a group, see [Add a Group \(page 14\)](#).
1. Tap **Home**.
2. Select the site you want to control. If you have only one zone/site, the **Thermostat** screen for that zone appears.
To control all the zones in the site together, tap the site controls tile e.g. Home .
3. To control an individual **Zone**, tap the **Zone** tile. This action will bring you to the **Thermostat** screen, which displays the controls for that zone.

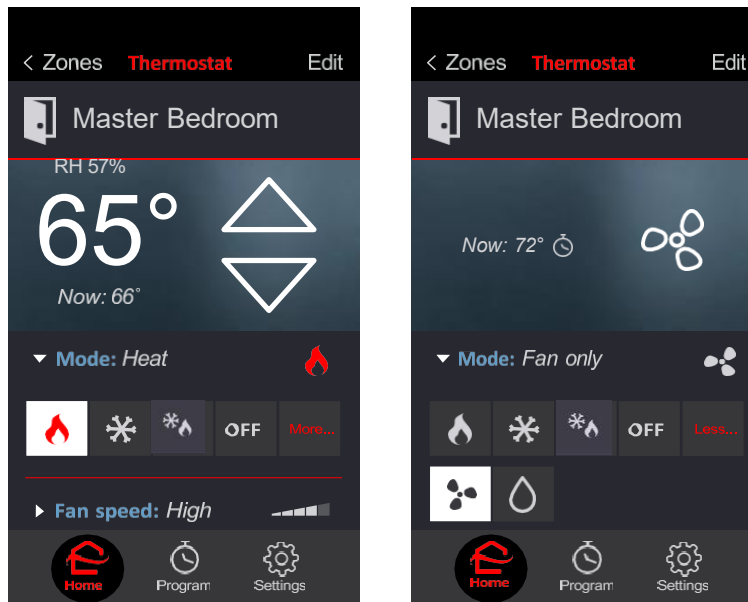


NOTE

If a kumo station® is connected to the HVAC system, a zone tile with an is displayed on the **Home** screen. Tapping this tile displays messages related to the device status instead of displaying the **Thermostat** screen.

4. Use the up and down arrow to adjust the temperature to your satisfaction.
5. Use (Auto mode) in order to keep the temperature within a certain boundary. See *Auto* in [Modes \(page 10\)](#).

4.6. Modes



Mode		Description
	Heat	Engages the heating function of your Mitsubishi HVAC equipment.
	Cool	Engages the cooling function of your Mitsubishi HVAC equipment.
	Auto	Engages the heating and cooling functions of your Mitsubishi HVAC equipment. kumo cloud® will switch between heating and cooling as needed to stay within your selected temperature range.
	Fan Only	Engages the fan function of your Mitsubishi HVAC equipment without heating or cooling applied.
	Dry	Engages the drying function of your Mitsubishi HVAC equipment. The room may be cooled slightly.

Select the appropriate mode. The modes available vary depending on the equipment and settings chosen by the installer.

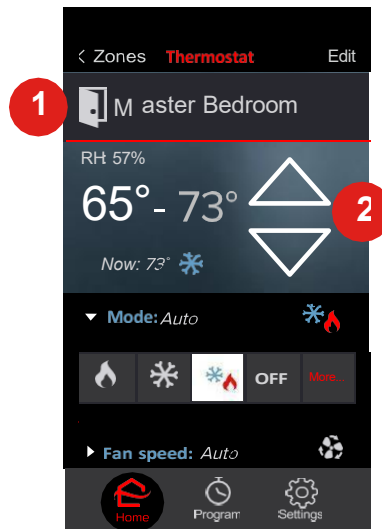
4.7. Dual Setpoint

If you select the Auto mode, the heating and cooling setpoints are displayed. kumo cloud® switches between heating and cooling, based on these setpoints, to stay within your selected temperature range.



NOTE

- The dual-setpoint Auto mode scheme that kumo cloud uses is not compatible with the single-setpoint Auto mode available on other controllers.
- If a zone is connected to an MHK2 controller, you must use the MHK2, not kumo cloud, to put the zone in Auto mode. kumo cloud detects and displays the Auto mode. You can then change the setpoints through kumo cloud or the MHK2 controller.



1. To choose the setpoint to adjust, tap it. The setpoint is highlighted.
2. Use the up and down arrows to adjust the setpoint as required.

For information regarding setting prohibitions, refer to the Set Prohibits section in the [kumo cloud Technician Manual](#).



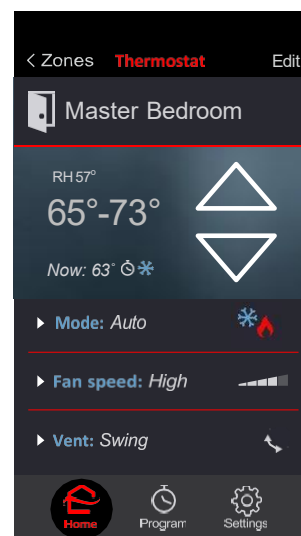
NOTE

There should be a minimum difference of 1.5° Celsius (approx. 2° to 3° Fahrenheit) between the two setpoints. In case the difference is less, the kumo cloud app will automatically maintain the minimum difference, even when the setpoints are set through the MHK2 controller.

4.8. Fan Speed and Vent

Fan speed allows users to increase or decrease the force of the air coming out of the unit. *Options vary by equipment.*

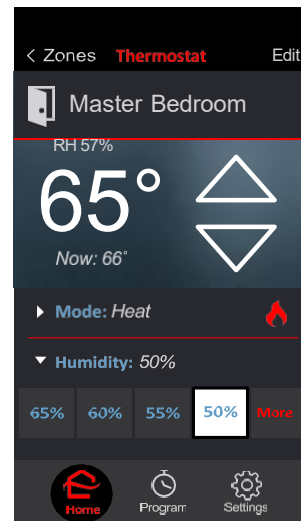
Vent allows the user to control the direction of the air blowing out of the unit. *Options vary by equipment.*



4.9. Humidity

When a PAA unit is connected to an MHK2 controller or a Wireless Temperature and Humidity Sensor, you can set the target relative humidity percentage if humidifier controls have been enabled in kumo cloud® installation settings.

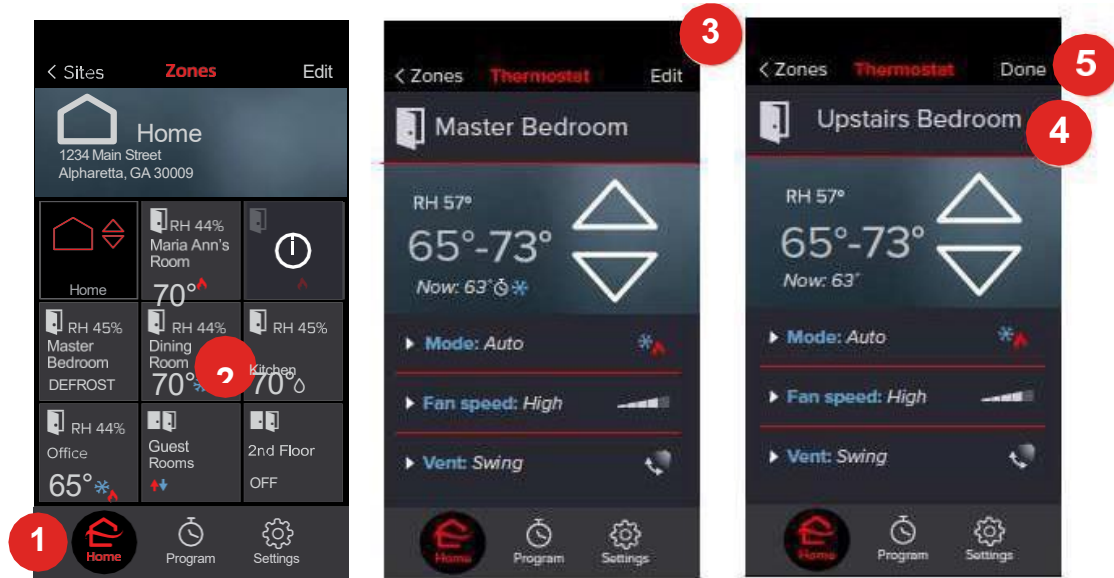
- On the **Thermostat** screen, tap **Humidity** and then tap the required percentage.



5. Zones

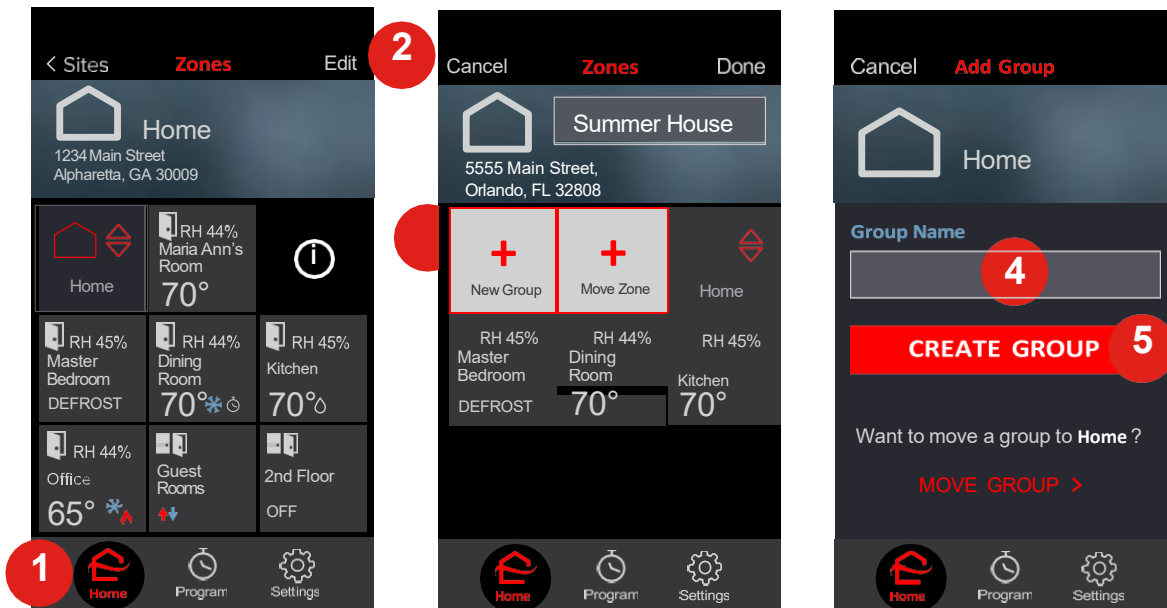
Depending on your home, you may have one or many zones, individual areas cooled and heated with an indoor unit.

5.1. Edit a Zone Name



1. Tap **Home** to see all the zones. If there is only one zone, skip to step 3.
2. Tap the **Zone**.
3. Tap **Edit**.
4. Tap the text box and type a new name.
5. Tap **Done**.

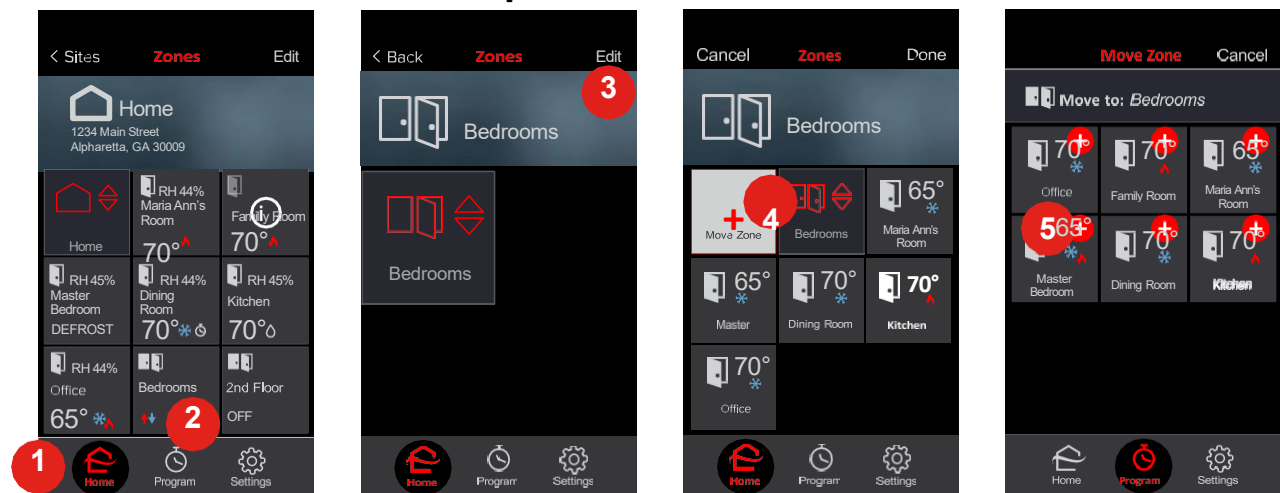
5.2. Add a Group



If you have many zones, you may wish to group them. Zones that are grouped can be controlled all at once. For example, save energy for the group “Upstairs” during the day and for the group “Downstairs” at night.

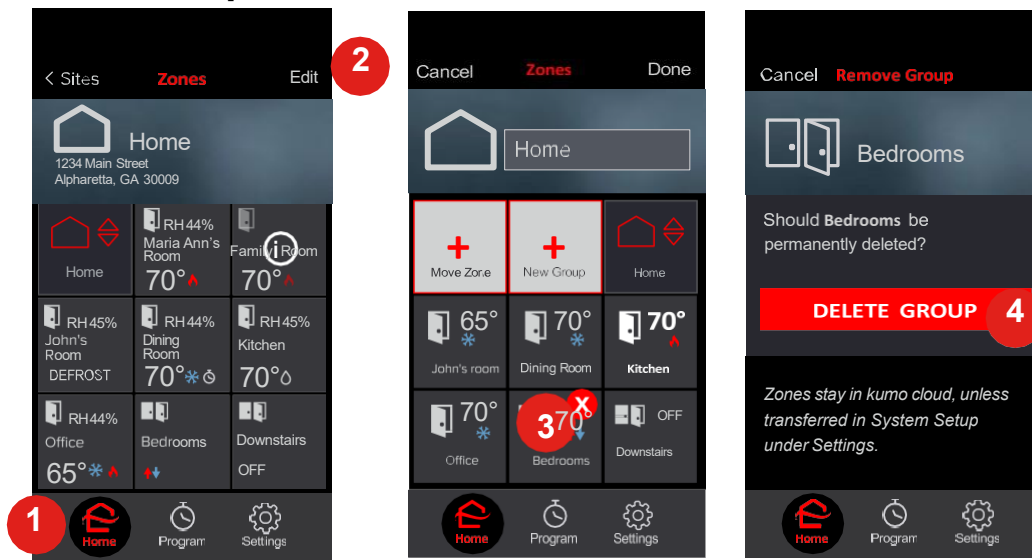
1. Tap the **Home** icon.
2. Tap **Edit**.
3. Tap **New Group**.
4. Type a **Name**.
5. Tap **Create Group**.

5.3. Move Zones to a Group



1. Tap **Home**.
2. Tap the **Group** to which you want to move the zone.
3. Tap **Edit**.
4. Tap **Move Zone**. kumo cloud displays all zones in your account.
5. Tap **+** for each zone you want to move to the selected group.

5.4. Delete a Group



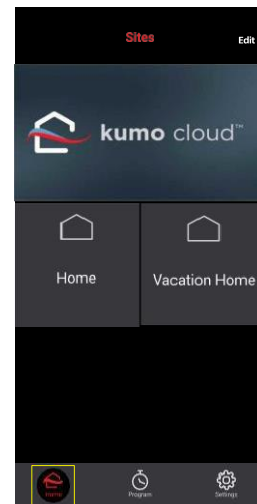
When a group is deleted, the zones inside go to the site that contained the group. For example, if the group Bedrooms is deleted, the zones Master and Guest Bedroom therein are now displayed under the site Home.

1. Tap the **Home** icon.
2. Tap **Edit**.
3. Tap **X**.
4. Tap **Delete Group**.

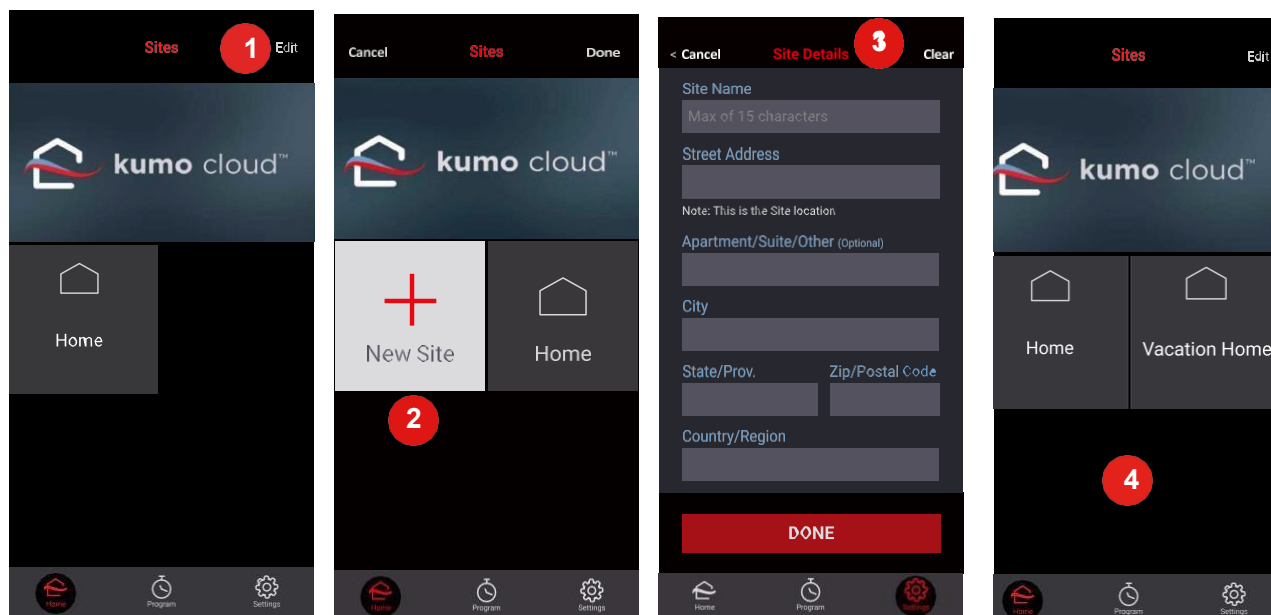
6. Sites

If kumo cloud® is set up at more than one location on your account, the additional locations will show up as additional sites in your kumo cloud app.

- Tap **Home** to see all the sites in your account.

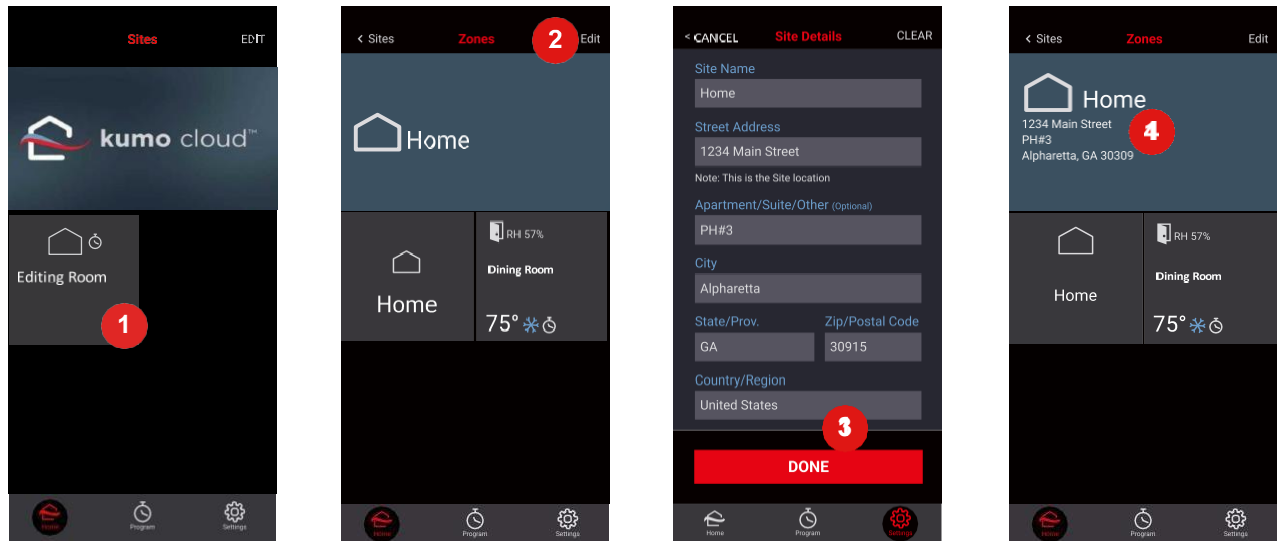


6.1. Add a Site



1. On the **Sites** screen, tap **Edit**.
2. Tap **New Site**.
3. Enter **Site Details** and tap **Done**.
4. The **Sites** screen displays the new site.

6.2. Edit Site Details



1. On the **Sites** screen, tap the site to edit.
2. Tap **Edit**.
3. Edit **Site Details** as required and tap **Done**.
4. The site displays the updated information.

6.3. Move Zones to a Site



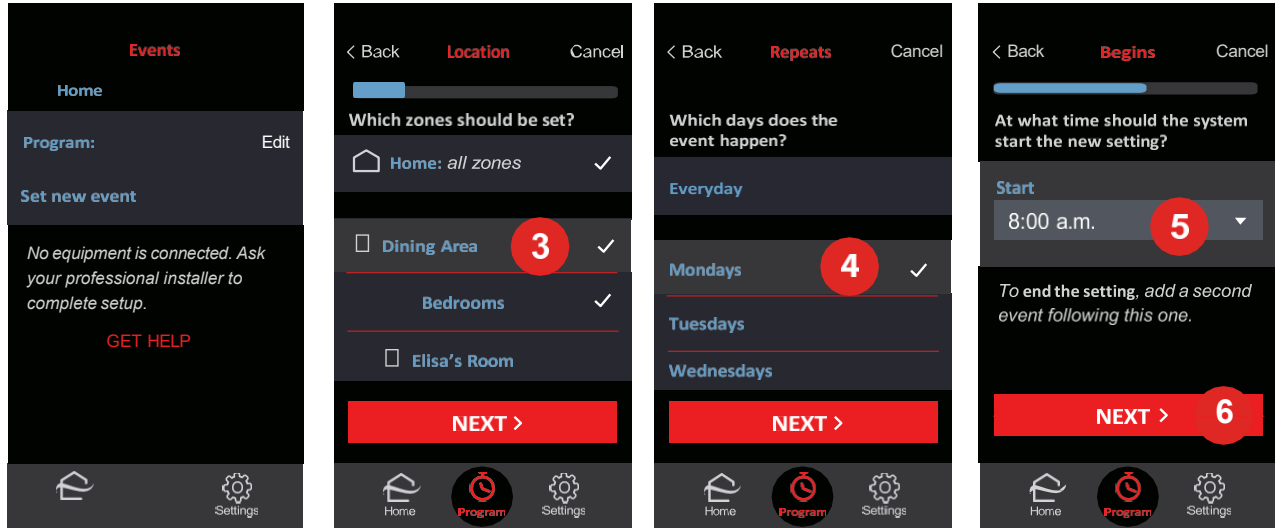
1. Tap **Home**.
2. On the **Sites** screen, tap the site to which you want to move the zone.
3. Tap **Edit**.
4. Tap **Move Zone**. kumo cloud displays all zones in your account.
5. Tap **+** for each zone you want to move to the selected site.

7. Program

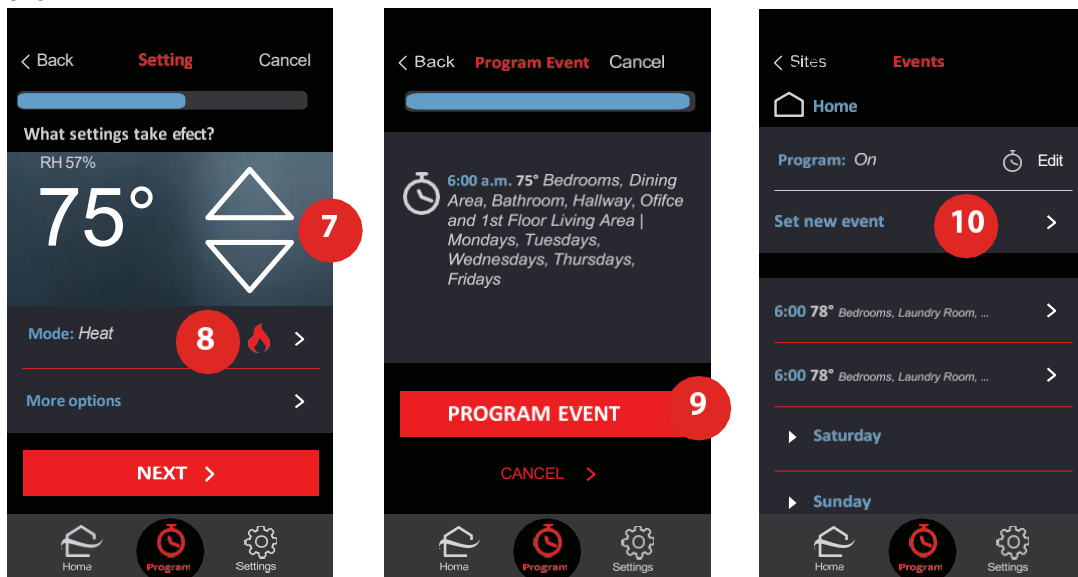
kumo cloud® can be programmed to adjust settings automatically, following a customized schedule.

**For overall energy savings, adjust baseboard heat, gas or other auxiliary heat so it doesn't overrun while the main system is set back.*

7.1. Set a New Event



1. Tap the **Program** icon.
2. Tap **Set New Event**.
3. Tap and select the zones the event should effect. For example, to reduce the heat at night for the whole house, tap **Home: all zones**. Tap **Next**.
4. Select the required days of the week. Tap **Next**.
5. Select the time.
6. Tap **Next**.



7. Tap the up and down arrows to set the desired temperature.
8. Check that the **Mode** is appropriate for the current season. Tap the menu to change it, if needed. Tap **Next**.
9. Review the event and tap **Program Event**.
10. Tap **Set New Event** again and repeat steps 3-9 to set another event. For example, set an event to adjust cooling up to 76° F starting at 9 AM, and then set another event to bring cooling back down to 73° F at 3 PM.

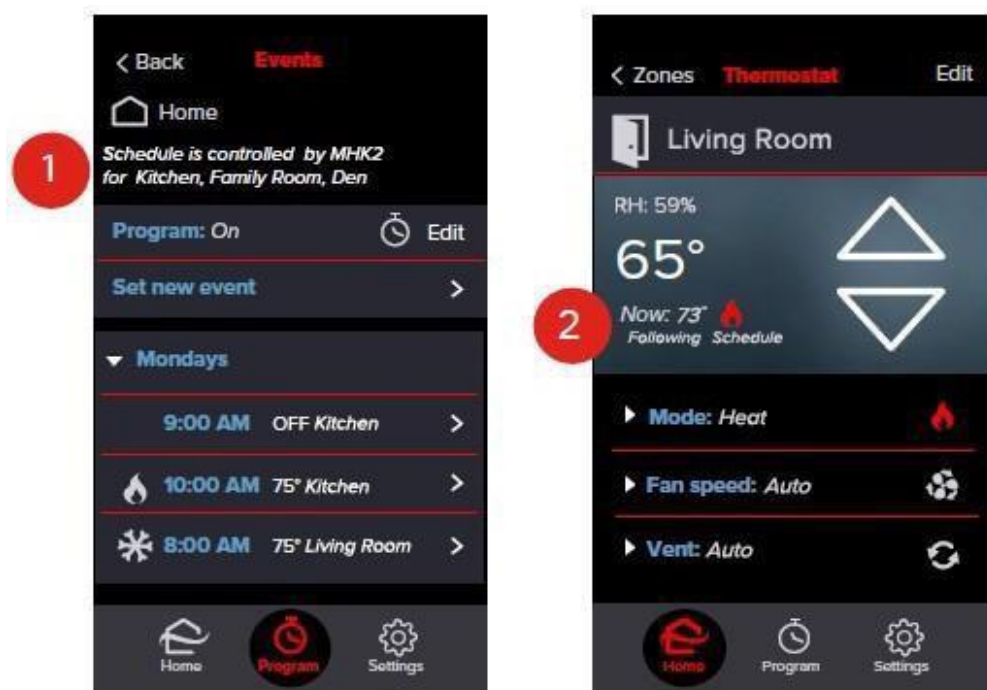


NOTE

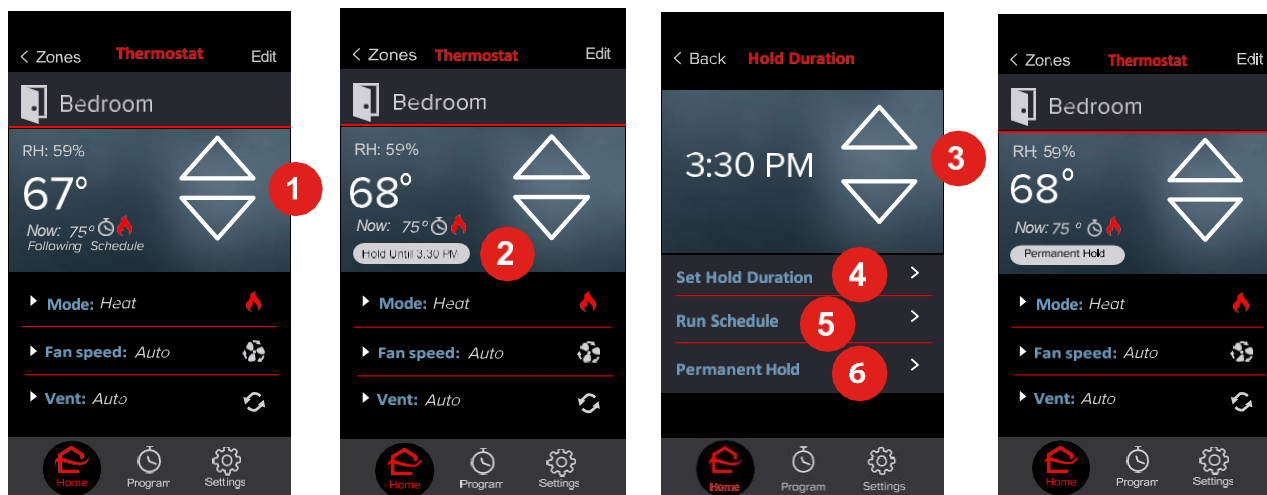
- The selected event settings persist unless and until another event or user changes the settings.
- If an MHK2 controller controls the event settings, the events programmed through kumo cloud® are disabled.

If a zone is connected to a WI 2 and an MHK2, and the MHK2 controls the event schedule, you cannot set new program events from the **Events** screen for that zone. If kumo cloud controls the event schedule, you cannot create program events with Auto mode.

1. The **Events** screen displays the list of zones that are controlled by an MHK2. You cannot schedule events through kumo cloud® for these MHK2-controlled zones.
2. When you set an event through kumo cloud or an MHK2, **Following Schedule** appears on the **Thermostat** screen. For more information regarding the Following Schedule feature, refer to [Create a Hold \(page 20\)](#).



7.2. Create a Hold



If a zone is connected to an MHK2 controller and a WI 2, and follows a program event schedule, you can create a hold in kumo cloud® to break out of the schedule and apply a new setting for a specified amount of time. Holds created in kumo cloud are communicated to the connected MHK2 and vice versa.

For information regarding setting schedules using an MHK2 controller, see the [MHK2 Installation and Operations manuals](#).

The kumo cloud **Thermostat** screen displays **Following Schedule** whenever:

- A program event has been set for the zone through kumo cloud or an MHK2 controller, and
- The unit is in the Heat, Cool, Auto, or Dry mode for supported equipment.

1. To create a hold in kumo cloud, on the **Thermostat** screen, tap the up or down arrow. A hold button appears.
 - If the hold ends in less than 24 hours, the hold button displays **Hold Until** and the time the hold ends, which is the current time rounded up to the nearest 15-minute interval plus an hour.
 - If the hold lasts more than 24 hours, the hold button displays **Holiday Hold**.



NOTE

You can set a holiday hold through the MHK2 controller (not kumo cloud).

- If the hold permanent, the hold button displays **Permanent Hold**. For information about creating a permanent hold, see below.
2. To change the duration of the hold or cancel it, on the **Thermostat** screen, tap the hold button. The **Hold Duration** screen appears.
 3. To change the hold duration, on the **Hold Duration** screen, use the up and down arrows to adjust the time.
 4. Tap **Set Hold Duration**.
The **Thermostat** screen appears with the hold button displaying **Hold Until** and the new end hold time.
 5. To cancel a hold, on the **Hold Duration** screen, tap **Run Schedule**.
The **Thermostat** screen appears. It displays **Following Schedule** if a program is currently active. The zone then follows the event schedule.

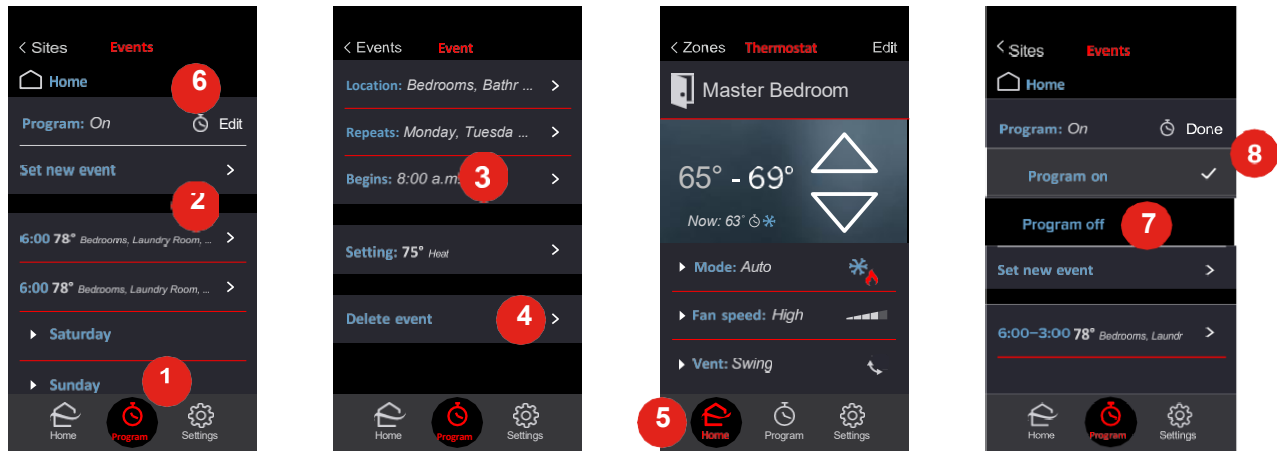


NOTE

If you cancel a Holiday Hold from kumo cloud, the hold can be set up again only through the MHK2, not through the app.

- To create a permanent hold, on the **Hold Duration** screen, tap **Permanent Hold**. The **Thermostat** screen appears with the hold button displaying **Permanent Hold**. A permanent hold remains active until you tap **Run Schedule** to cancel the hold as explained above.

7.3. Check Program



- Tap the **Program** icon to review past and upcoming programmed activity. The current event will be at the top of the list.

7.4. Edit or Delete an Event

- Tap the event.
- Tap **Location**, **Repeat**, **Begins** or **Setting** to make a change.
- Tap **Delete Event** to remove it.

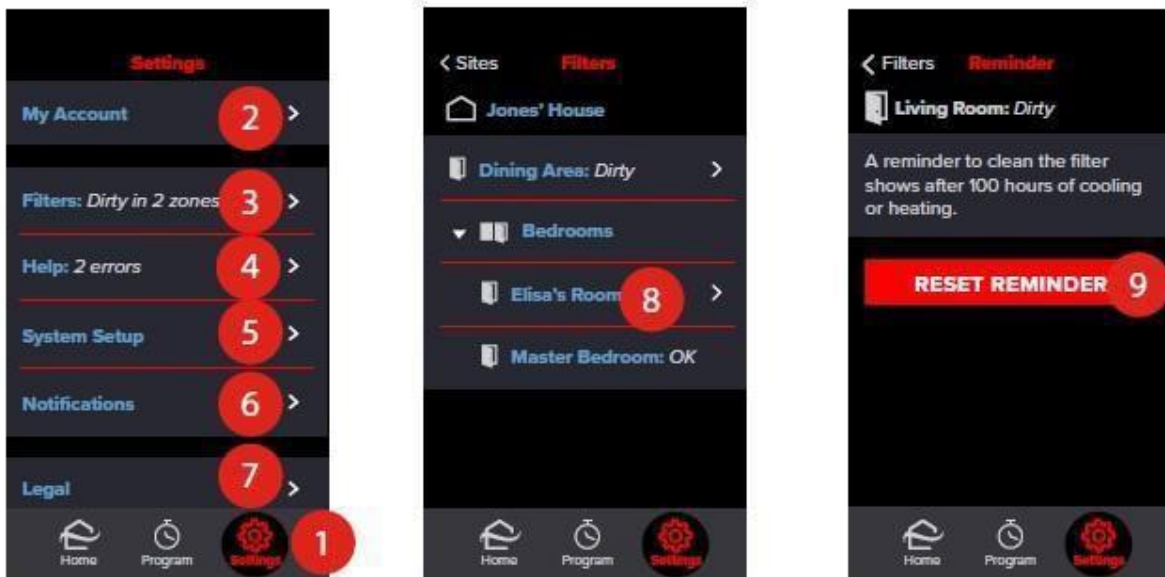
7.5. Interrupt the Program

- To temporarily disrupt the program, tap the **Home** icon, choose a zone and then adjust settings as desired. The program will resume at the time of the next event.
- To permanently disrupt the schedule of events, such as during extended travel, tap the **Program** icon and tap **Edit**.
- Tap **Program Off**.
- Tap **Done**.

No programmed events will occur until the feature is turned back on.

8. Settings

8.1. Settings Overview



1. Tap **Settings** to view the menu.
2. Tap **My Account** to change your email and password or to log out.
3. Tap **Filters** to check status and reset reminders. See below.
4. Tap **Help** to view cooling and heating equipment errors and find assistance. See [Equipment Errors \(page 23\)](#).
5. Tap **System Setup** to Choose Fahrenheit or Celsius units, Lock to Single Zone, Use IFTTT, Reconnect the Wireless Network, or Transfer Ownership. See [System Setup \(page 26\)](#). To turn the LED lights on WI 2 on or off, see [Turn Wireless Interface 2 LED Lights On or Off \(page 31\)](#).
6. Tap **Notifications** to choose which push notifications appear on your phone/tablet. See [Set Notifications \(page 36\)](#).
7. Tap **Legal** to view **Copyright**, **Licenses** and **Analytics**.

8.2. Reset Filter Reminder

Keeping the filter clean helps the equipment run efficiently.

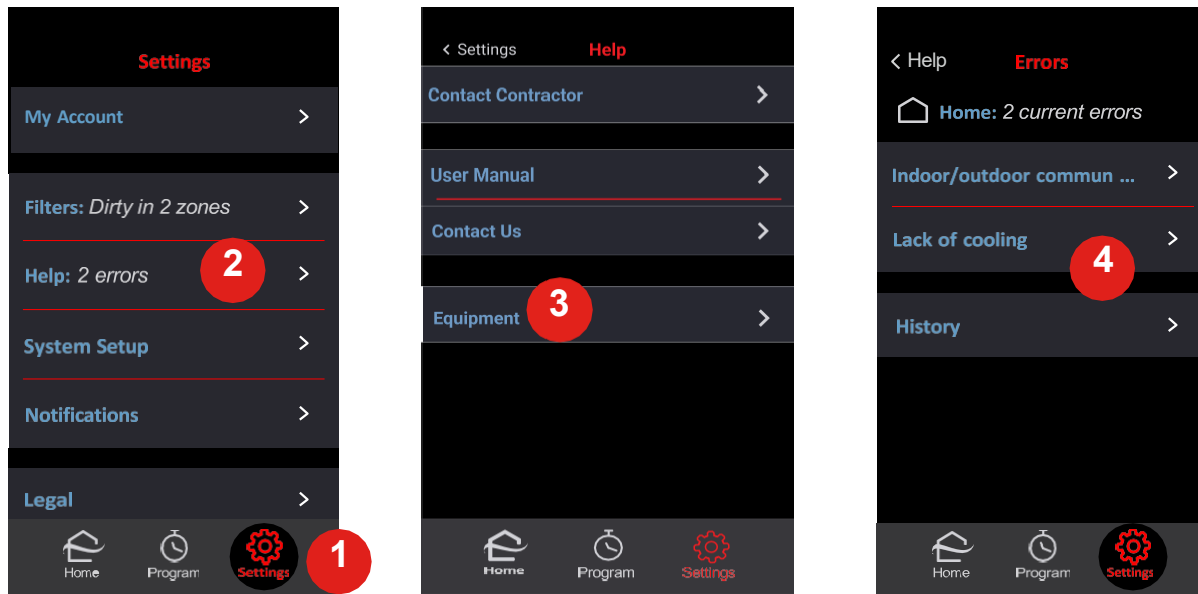
Tap **Filters** (step 3 above) to check status and reset reminders. If you have more than one site, tap the name of the site (not shown).

8. After cleaning the filter, tap the zone to reset the reminder.
9. Tap **Reset Reminder**.

8.3. Equipment Errors

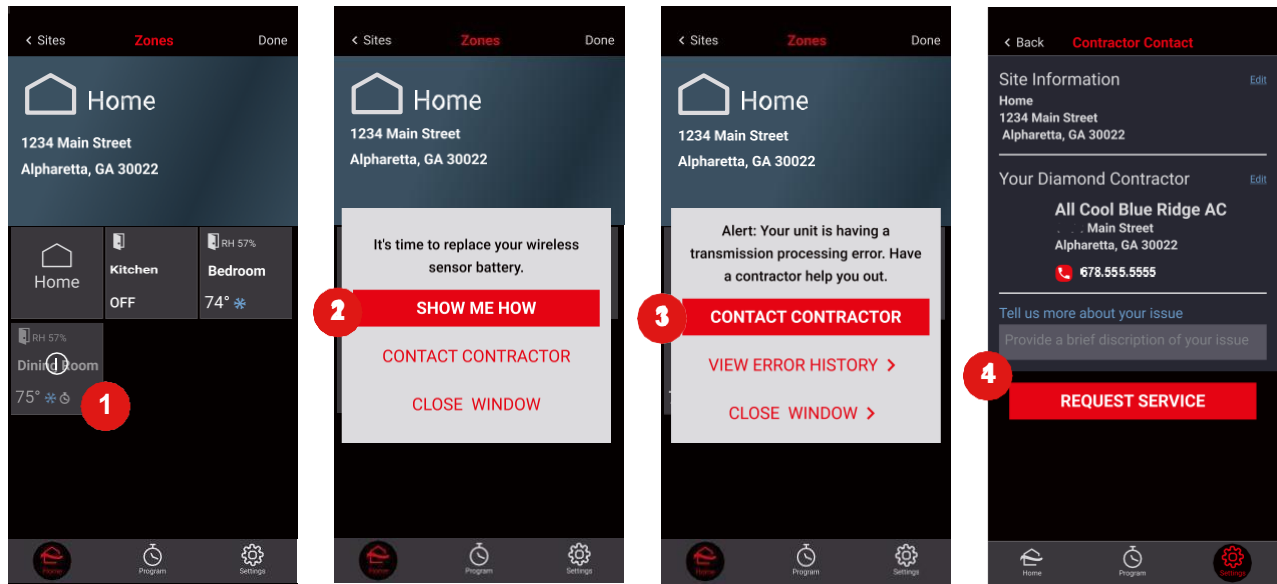
kumo cloud displays an alert if there is an equipment error. You can view details of the error and, depending on the type of error, resolve it or contact the contractor for service.

8.3.1. View Error Details

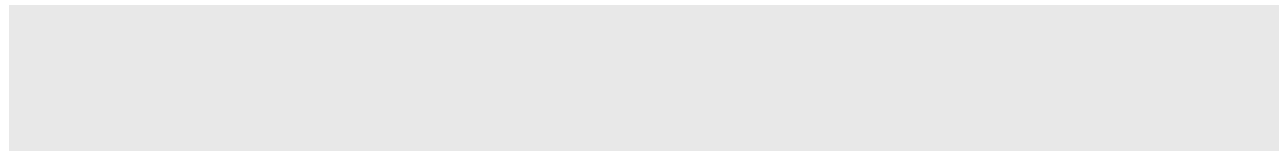


1. Tap **Settings**.
2. Tap **Help**.
3. Tap **Equipment**.
4. Tap the **Errors** listed to view their details. Tap **History** to view the error history.

8.3.2. Resolve Errors: Contact a Contractor not available in Canada

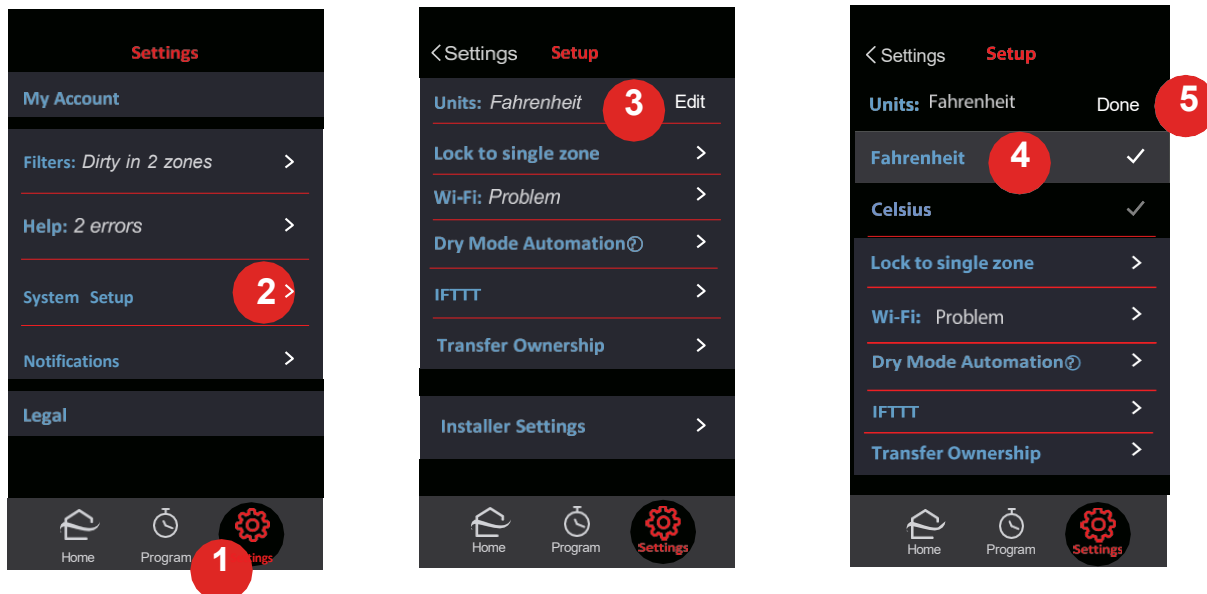


1. If there is an issue with any indoor unit, kumo cloud displays an alert for that zone. Tap the zone. The **Show me How** option appears if the homeowner can resolve the issue(s), which are:
 - Filter changes
 - Battery replacements for the Wireless Temperature and Humidity Sensor (PAC-USWHS003-TH-1) and the MHK2 controller
 - Wireless connection issues with the Wireless Interface 2 (PAC-USWHS002-WF-2)
2. Tap **Show me How** and proceed as directed in the knowledge base article that appears.
3. If the issue is equipment related and must be resolved by a contractor, the **Contact Contractor** option appears when you tap the zone displaying the alert. Tap **Contact Contractor**.
4. **Provide a brief description of your issue** if you want to. Tap **Request Service**. A message that your contractor will contact you appears. Click **Close window** (not shown).



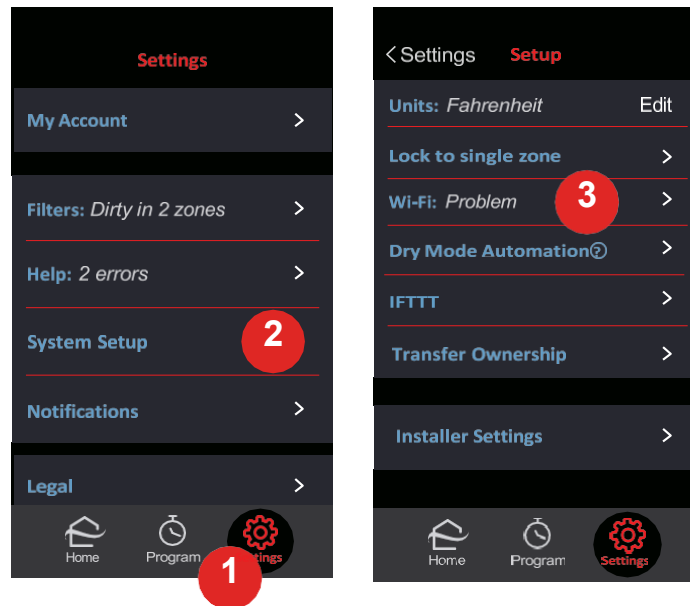
9. System Setup

9.1. Choose Fahrenheit or Celsius



1. Tap **Settings**.
2. Tap **System Setup**.
3. Tap **Units**.
4. Choose **Fahrenheit** or **Celsius**.
5. Tap **Done**.

9.4. Check Connection to the Wireless Network

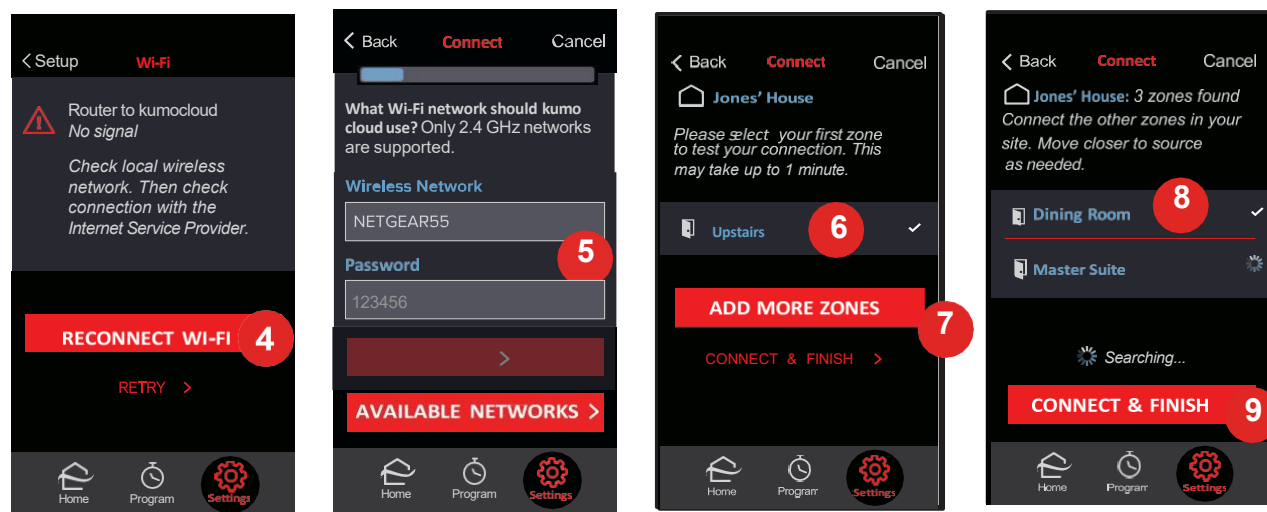


If none of the zones respond to the mobile app, check the router to kumo cloud® connection. Also check the router to kumo cloud connection if the app works from home but not from across town.

1. Tap **Settings**.
2. Tap **System Setup**.
3. If the Wi-Fi® is connected properly, **OK** will be displayed beside this tag. If there is a problem with connectivity, **Problem** will display. Tap **Wi-Fi**.

If the app displays **Problem, check the router for power, wireless signal and internet connection.*

9.5. Reconnect the Wireless Network



Reconnect the wireless network after a new wireless router has been installed and connected to the internet or reconnect the wireless network if kumo cloud® was set up in a new construction with a temporary network.

- Turn on Bluetooth, using your phone's Settings menu. Follow steps 1-3 in [Check Connection to the Wireless Network \(page 29\)](#). Then tap **Reconnect Wi-Fi**.
- Enter the **Name** and **Password** for the local wireless network. Ensure that upper and lower case characters are entered accurately. In order to choose from a list of networks, tap **Available Networks** to scan and display a list of available 2.4GHz networks. Tap **Next**.



ATTENTION

All Wireless Interfaces and Wi-Fi® enabled indoor units:

- require a Wi-Fi network with an active internet connection for setup.
- are designed to connect to 2.4 GHz Wi-Fi networks.
- will not work** with 5 GHz or 6 GHz Wi-Fi networks.

Some multi-band Wi-Fi routers do not correctly manage 2.4 GHz-only devices. For best results, use a separate SSID for the 2.4 GHz band.

Ensure that the installation does not exceed the Wi-Fi router's connected device limit.

Verify that each indoor unit location has good Wi-Fi signal strength (-60 dBm or better). To improve reliability at locations with poor Wi-Fi signal, apply a mesh Wi-Fi system.

- All the zones in the site are displayed. Select the first zone to reconnect.



NOTE

When reconfiguring a zone, ensure that the smartphone/tablet is in close proximity to the unit.

- The other zones are removed from the list. The app reconfigures the selected zone in 3-5 minutes.
- After the first zone is successfully reconnected, tap **Add More Zones**, if required. The other zones in the site are listed.

8. To connect to a zone, hold the smartphone/tablet close to each unit and tap the zone name. Wait for 1-3 minutes while kumo cloud reconfigures the zone. Reconnect all the zones that you want to reconnect similarly.

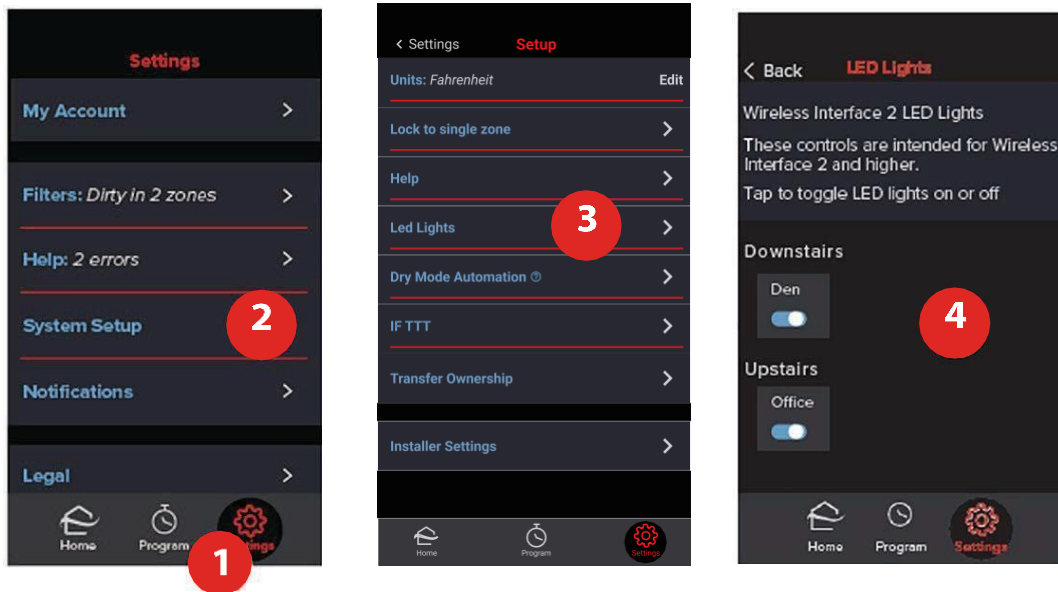


NOTE

To ensure proper functioning of the kumo cloud app and kumo station accessories, it is required that you connect all the zones in a site to the same wireless network.

9. Tap **Connect and Finish** to finish setup.

9.6. Turn Wireless Interface 2 LED Lights On or Off



If a zone is provisioned in the kumo cloud® app *using a Wireless Interface 2*, you can turn the LED lights on the interface on or off, through the app.

1. Tap **Settings**.
2. Tap **System Setup**.
3. Tap **LED Lights**.



NOTE

The **LED Lights** option is displayed if at least one zone in any site in the kumo cloud account is provisioned using a WI 2.

4. For the required zones, turn on/off the LED control.

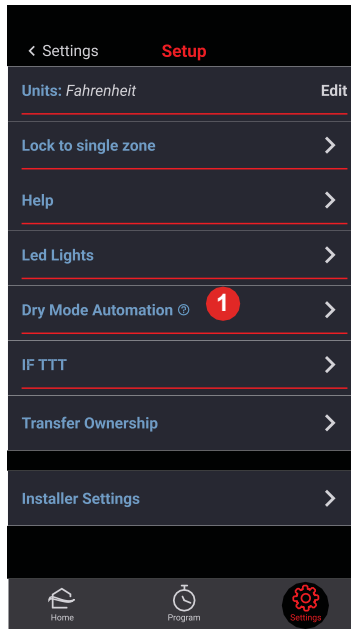
The default LED control setting in the kumo cloud app is On. If you turn off the lights, all the LED lights on the Wireless Interface for the selected zone are turned off.



NOTE

If you turn off the lights, all the LED 1 (green) on the interface glows. LED 3 (blue) blinks three times. The set of three short blinks keeps repeating until the LED indicators are turned off. If LED 3 does not blink thrice, check the internet connection. For further assistance, contact kumosupport@mitsubishielectric.ca.

9.7. Dry mode automation



Dry mode automation allows your HVAC system to become cooler than the set temperature to regulate humidity and is available only in Auto or Cool mode.

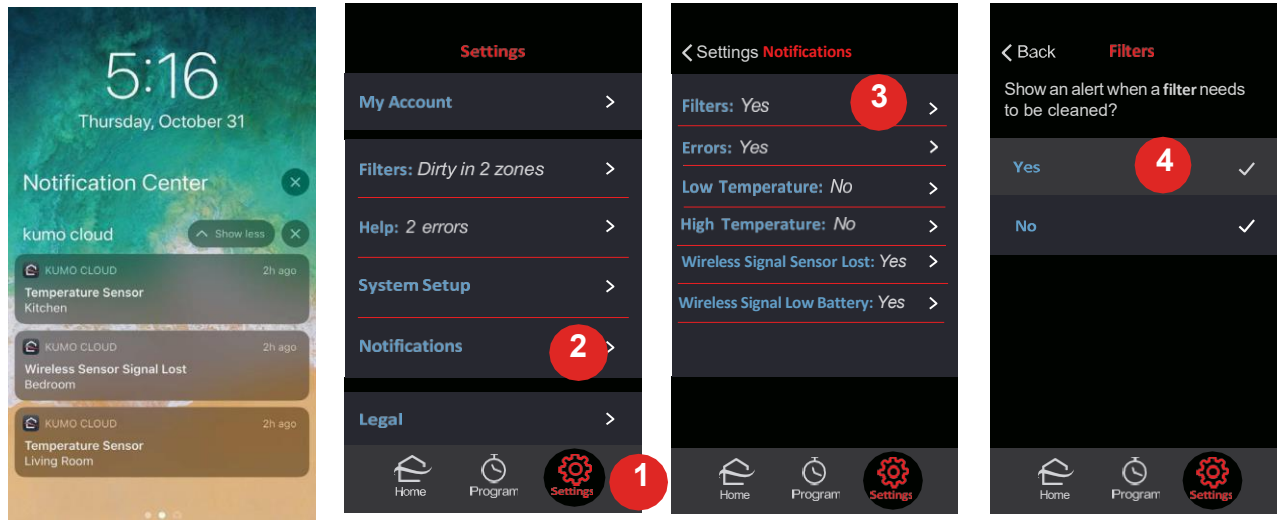


NOTE

- Dry mode automation is compatible only with the PAC-USWHS002-WF-2 (WI 2) Wireless Interface and is not compatible with previous Wireless Interface models.
- A PAC-USWHS003-TH-1 wireless temperature and humidity sensor or an MHK2 is required to use Dry Mode Automation.

1. Tap **Settings > System Setup** and then on the **Setup** screen tap **Dry Mode Automation**.
2. The **Dry Mode Automation** screen displays every zone in your kumo cloud account with the Dry Mode Automation capability. To enable Dry Mode Automation for a zone, turn on the toggle next to the zone's name.
3. Move the **Performance Settings** slider to select the humidity level at which you want to keep the zone.
4. Under **Allowable Room Temperature Range**, select a point below and a point above the **Setpoint**.

10. Set Notifications



kumo cloud® can send push notifications to your phone/tablet, even if the app is not open, to alert you about dirty filters, equipment problems or extreme temperatures. For zones that are connected to MHK2 controllers, kumo cloud can also send push notifications for low battery levels on the controllers.



NOTE

Notifications are setup by the device and are device specific.

Choose the messages you wish to receive.

1. Tap **Settings**.
2. Tap **Notifications**.
3. Tap a notification **Type**.
4. Tap **Yes** to receive the message described, or **No** to turn it off.

11. Accessories

11.1. Wireless Temperature and Humidity Sensor



The PAC-USWHS003-TH-1 Wireless Sensor is a wireless temperature and humidity sensor that is designed to provide remote sensing capabilities to the Wireless Interface. This is an optional part. Up to one Wireless Sensor may be configured for each Wireless Interface. The Wireless Interface should already be set up within kumo cloud prior to configuring the Wireless Sensor according to the installation instructions in the [kumo cloud Technician manual](#).

11.2. Wireless Sensor Battery Replacement

The Wireless Sensor uses a CR2477 coin battery. Your kumo cloud app will indicate when the battery is low and should be replaced.

1. Remove the front cover by holding the sensor firmly on the sides and insert the edge of a credit card or a small, flat blade into the slit running along the edge of the front of the sensor. Once the card/blade is between the cover and the case, tilt it toward the sensor and the cover should pop off.



2. Gently lift the electronic board from the case and flip over to reveal the battery compartment. Be careful not to excessively pull the wires attaching the board to the case.
3. Nudge the expired battery out by pushing through the holes until it slides free of the compartment.
4. Replace with a new battery, with the positive (+) side facing up and the negative side facing the back of the electronic board. You will hear a faint chime/ringing sound as the battery is inserted. This will indicate that the battery has been installed correctly.
5. Replace the board inside the case with the electrical components facing the open part of case and sitting securely on tiny pegs at the top and bottom of the case.



6. Replace the cover ensuring that the holes are aligned and press firmly until it snaps back into place.



7. If the device was removed from a wall, you will need to acquire a dot or strip of double-sided adhesive tape to re-attach the Wireless Sensor to the wall.



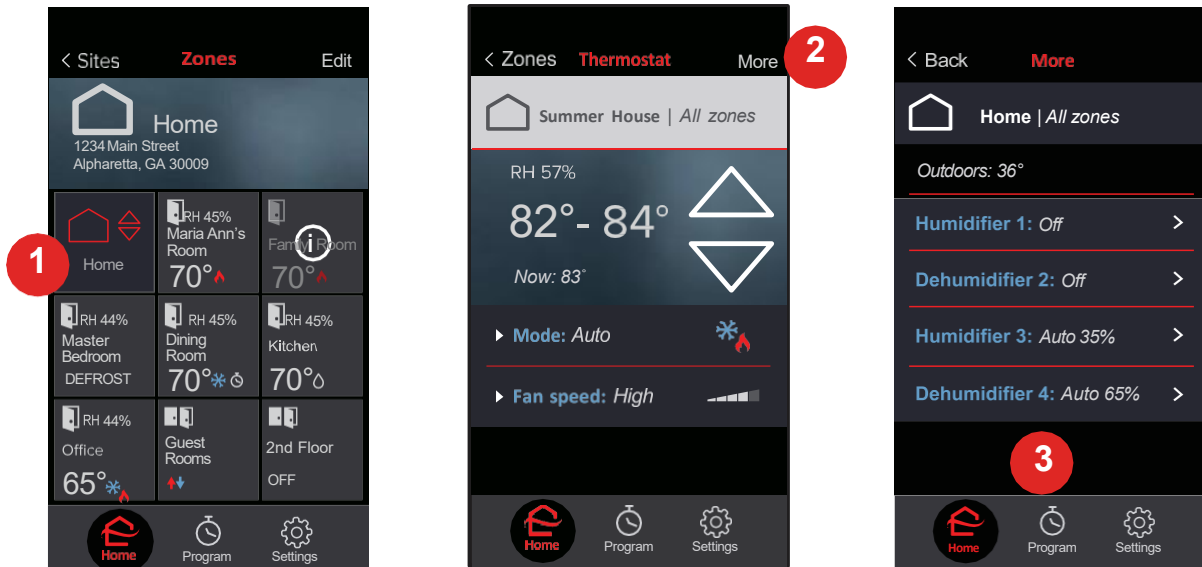
NOTE

The small hole must be over the sensor or the device will not correctly sense temperature and humidity.

12. kumo station

kumo station integrates the control of your Mitsubishi Electric HVAC System with third-party backup heaters, humidifiers, dehumidifiers, ventilation systems and hydronic heaters. Contact your Mitsubishi Electric HVAC installer in order to add kumo station to your site.

12.1. Control kumo station Accessory

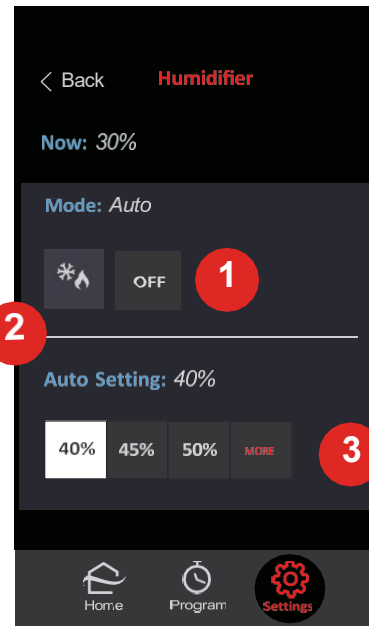


1. To control kumo station accessories, select .
2. Select **More**.
3. Select the **Accessory** you would like to control.

12.2. Humidifier

First, follow the steps in [Control kumo station Accessory \(page 40\)](#). Then, select the humidifier **Mode**.

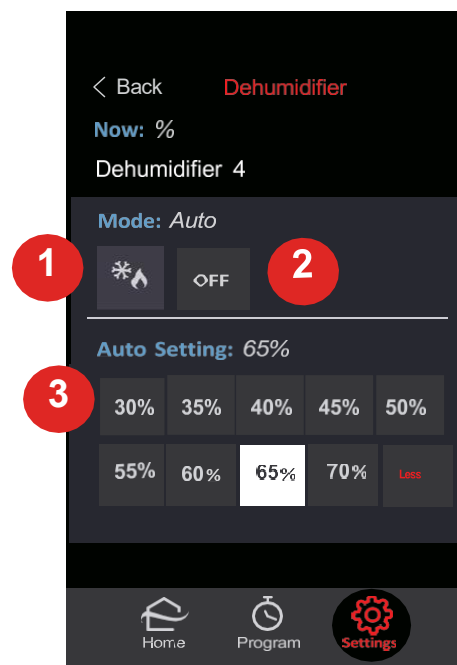
1. **OFF**: Do not run the humidifier.
2.  Runs the humidifier as needed to meet the target relative humidity percentage. When the target percent humidity is reached, the humidifier will turn off.
3. When the mode is set to , set the target relative humidity percentage.



12.3. Dehumidifier

First, follow the steps in [Control kumo station Accessory \(page 40\)](#). Then, select the **Mode** for the dehumidifier:

1.  Runs the dehumidifier as needed to meet the target relative humidity percentage.
2. **OFF**: Disable the dehumidifier.
3. When the mode is set to , the target relative humidity percentage must be set.



12.4. Ventilation System

First, follow the steps in [Control kumo station Accessory \(page 40\)](#). Then,

1. Select the **Duration** to run the ventilation system.
On: Run the system on schedule indefinitely.
X hrs: Run the system for a fixed amount of time.
Off: Disable the ventilation system.
2. With duration set to **On**, set the schedule by configuring the daily start and end times. If you would like the ventilation to run 24/7, set these values to be the same (i.e. 12 PM to 12 PM).
3. Select the **Air Cycle** to identify how many minutes out of each hour the ventilation system should be active. (Not shown.)



13. FAQs

Can I use both the remote controller and the app?

Yes. Whichever control was adjusted most recently takes effect.

Can I control the same home from multiple smartphones?

Yes. Use the same email and password to log in from the second device.

If service from the internet service provider (ISP) goes out will kumo cloud still work?

Yes. As long as the local wireless network is functioning, you can change the temperature using a smartphone or tablet from inside the house.



NOTE

Remote operations will not work. If you adjust the program or rename a zone, those changes won't appear on any other mobile devices until the connection is restored.

If service from my ISP goes out will the programmed schedule continue?

Yes. The programmed schedule continues without interruption with Wireless Interface WI 1 and WI 2 (i.e. model PAC- USWHS002-WF-1 and PAC-USWHS002-WF-2, respectively).

If the Wireless Interfaces are the older model PAC-WHS01WF-E, programmed events may be interrupted by an internet outage. If a momentary interruption occurs and service returns within 10 minutes, all events take effect. If internet service remains out, programmed events will not continue until the service returns.

If power goes out will kumo cloud® come back up?

Yes. As soon as power returns to the equipment and the local network, the app can be used to control the units. Programmed events will be interrupted after a power outage until internet service returns as well.

Do programmed events adjust for Daylight Saving?

Yes. If there is Daylight Saving Time in the local time zone, times adjust automatically. A 3:00 PM event occurs at 3:00 PM local time.

If I adjust the program from my smartphone or tablet while traveling in a different time zone, what happens?

Programmed events are based on the time zone at the home location. Setting an event at 3:00 PM from a different time zone will occur at 3:00 PM at the home time zone

13.1. kumo cloud on Google Home

Google will manage your Google Home experience with kumo cloud however, the following answers to some frequently asked questions may be helpful.

How can I find the kumo cloud app for Google Home?

You can find the kumo cloud app for Google Home by going to the Google Home app and adding a device. Look for kumo cloud.

How do I set the mode and temperature range?

Mode and temperature ranges depend upon the specific unit being controlled, meaning that if you attempt to command a cool-only unit into heat mode, Google will respond ""That mode is unavailable"." Similarly, if you attempt to command a setpoint outside the capabilities of a unit, you will be met with "The thermostat cannot be set to that temperature".

Mode:

- Off (turns the unit off)
- On (returns the unit to its previous mode, prior to the Off command)
- Heat
- Cool
- Heat-Cool (can also be referred to as Auto)

What is the standard setpoint range of cool and heat?

In Cool/Heat, most units have a standard range of 61°- 88° F (roughly 16°- 31° C) and that full range is accessible. Google will query the adapter for supported temperature ranges and user-configured minimums and maximums and will abide by those.

What is the standard setpoint range of the Auto mode?

In Auto, the setpoint range is slightly more constricted because Google will assign 2 setpoints on either side of your requested target value. So if you request the maximum setpoint available, Google will try to use a range of a few degrees above and below your target, and since the one above the maximum is out of bounds for the unit, the command will fail. Under most circumstances, Auto is constricted to 4° F (roughly 2° C) below the maximum and above the minimum, to ensure the returned range fits within the capabilities of the unit.

Will I be able to create names for rooms?

Inside the Google Home app, a user can create rooms with preset or entirely custom names (numbers, punctuation, and even emojis are supported), and can then assign devices as members of these rooms. They can also nickname their devices with the same freedom of input.

- Emojis will be read by their designated text name.
- Numbers will be read as expected.
- Punctuation will be ignored entirely.

By default, the device nicknames are established as whatever the units are labeled inside the kumo cloud app (which supports numbers and punctuation, but no emojis). Name refers to either the nickname of the device, or the room that it belongs to. For example, if you have a unit named Floor Unit 1 and it belongs to the room Kitchen you can either command the Kitchen or the Floor Unit 1 to change mode, and it will have the same effect either way. In the event that a command is directed at a room name for a room that contains multiple devices, the command will be sent to all devices in that room.

13.2. kumo cloud skill with Amazon Alexa

How do I enable the Mitsubishi Electric US kumo cloud skill on my computer, smartphone, or tablet?

Before you enable the Mitsubishi Electric US kumo cloud skill:

- Your Alexa device should be powered on, connected to Wi-Fi®, and provisioned in the [Alexa](#) portal.
- The kumo cloud app should already have zones setup. To enable the Mitsubishi Electric US kumo cloud skill:
 1. On your computer, in any browser, go to the [Alexa](#) portal and sign in to your account. On your smartphone or tablet, you can sign in to the Amazon Alexa app.

2. In the left pane of the Alexa portal, click **Skills**. On your smartphone or tablet, tap  to view the **Skills** icon.
3. In the **Search all skills** box, type **Mitsubishi Electric US kumo cloud** and select the kumo cloud skill from the drop-down list.
4. From the list of results displayed, click or tap **Mitsubishi Electric US kumo cloud**. The **Enable** button and the **Account linking required** message are displayed on the Mitsubishi Electric US kumo cloud skill page.
5. Click or tap the **Enable** button. The kumo cloud sign in page is displayed.
6. Under **Sign in with your kumo cloud app**, enter the **Email ID** and **Password** that you use to sign in to your kumo cloud app.
7. Click or tap **Submit**.

**TIP**

*You can also reset your kumo cloud password using the **Forgot Password** link. If you do reset your password, remember to sign in to your kumo cloud app account using the new password.*

A message indicating that the linking was successful is displayed.

8. Close the displayed page. The **Discover Devices** pop-up window is displayed. If the pop-up window does not display, go to **Smart Home Devices**.
9. Click or tap the **Discover Devices** button. A pop-up window with a progress bar and the message "Alexa is looking for devices" is displayed. The process may take up to 20 seconds. Once the process is complete, the **Devices** page and the zones from your kumo cloud app account with the same names as in the kumo cloud app, for example, Kitchen, Den, Downstairs, Upstairs, etc. are displayed.
10. You can now control your Mitsubishi Electric equipment using voice commands via Alexa. To confirm that the setup was successful, give the Alexa device a voice command, for example, "Alexa, set the kitchen to 70 degrees." Alexa should respond that the kitchen unit was set to 70 degrees.

For more information about using the kumo cloud® skill with Amazon Alexa, in your Alexa account go to **Skills > Your Skills > Mitsubishi Electric US kumo cloud**.

How do I change temperature units using Amazon Alexa?

In the US, Fahrenheit is the default temperature unit. To change Fahrenheit to Celsius:

1. On your computer, using any browser, go to the [Alexa](#) portal and sign in to your account. On your smartphone or tablet, sign in to the Amazon Alexa app.
2. In the left pane of the Alexa portal, click **Settings**. On your smartphone or tablet, tap  to view the **Settings** option.
3. On the **Devices** page or screen, click or tap your Alexa device.
4. Go to **Measurement Units**.
5. The **Temperature Units** switch is turned **Off** by default. Turn the switch **On**.
6. Ask Alexa, "Alexa, what's the kitchen set to?" Alexa should respond with the kitchen temperature in Celsius.

What Modes does the Mitsubishi Electric US kumo cloud skill support?

The Mitsubishi Electric US kumo cloud skill supports the following modes:

- Heat
- Cool
- Auto (or Heat-Cool)
- Off

How do I control my HVAC units using the Mitsubishi Electric US kumo cloud skill after I have relabeled the zone name(s) in my kumo cloud mobile app?

If you have relabeled the zone name(s) in your kumo cloud mobile app, you have to rediscover your devices via your Alexa account or app as follows:

1. On your computer, using any browser, go to the [Alexa](#) portal at and sign in to your account. On your smartphone or tablet, sign in to the Amazon Alexa app.
2. In the left pane of the Alexa portal, go to **Smart Home Devices**. On your smartphone or tablet, tap to go to **Smart Home Devices**.
3. Click or tap the **Discover button**.
A pop-up window with a progress bar and the message Alexa is looking for devices is displayed. The process may take up to 20 seconds. Once the process is complete, the **Devices** page or screen and the relabeled zones from your kumo cloud app account with the same names as in the kumo cloud app, for example, Kitchen, Den, Downstairs, Upstairs, etc. are displayed.
4. You can now control your Mitsubishi Electric equipment using voice commands via Alexa. To confirm that the setup was successful, give the Alexa device a voice command, for example, "Alexa, set the kitchen to 70 degrees". Alexa should respond that the kitchen unit was set to 70 degrees.

What Alexa devices are currently supported?

The following devices are currently supported:

- Echo
- Echo Dot
- Echo Show
- Alexa App on your smartphone or tablet

This product is designed and intended for use in the residential environment.

*Bouchell MP, Parker DS, Anello MT. Factors influencing space heat and heat pump efficiency from a large-scale residential monitoring study. Proceedings of the 2000 ACEEE summer study on energy efficiency in buildings; 2000.

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