



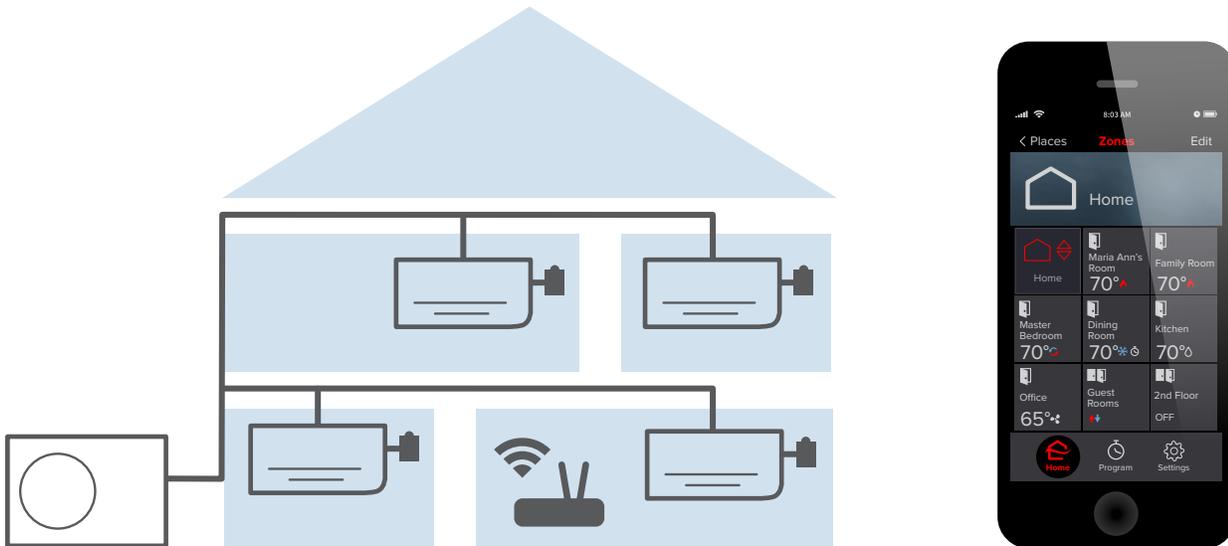
OWNER OPERATION MANUAL
FOR USER
2.6

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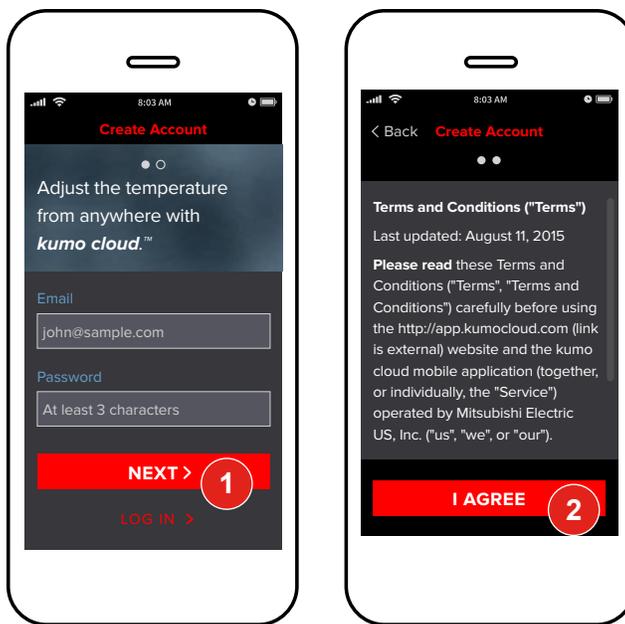


kumo cloud™

The *kumo cloud* app works with the Mitsubishi Electric Wireless Interface to enable remote control of Mitsubishi Electric Cooling and Heating equipment from a smart device. It can be used as the only controller or in combination with other smart mobile devices or compatible wall controllers.

Before you Begin

- 1 Equipment and accessories should already be installed. Only a professional should complete installation to prevent electric shock or personal injury. Find a qualified installer Online: mitsubishicomfort.com/contractors
- 2 Access to the Internet via a wireless network should be available. The 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 Page 22](#)
- 3 An **Active Email** will need to be provided to the installer in order to set up your *kumo cloud* account. Watch for an email to this address from *kumo cloud* indicating the system is assigned to you. If you don't already have a *kumo cloud* account, you will need to set one up.



Get Started

Download the App

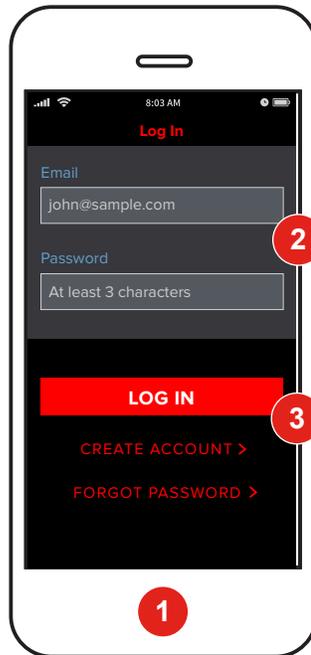
Visit kumocloud.com. Locate the link to download the app from the App StoreSM or Google Play.TM

The app is available for iPhone[®] 5 and newer running iOS 9.0 and newer and Androids running Android[™] 4.4 and newer. Access for other devices is available online: app.kumocloud.com.

Create an Account

- 1 If you already have a *kumo cloud* account or have more than one account, simply log into your account from the app. Tap **Next**.
- 2 Review the *Terms and Conditions* and tap **I Agree**.

kumo cloud remains logged-in, unless Logged-out by tapping *Settings, My Account* and *Log out*.

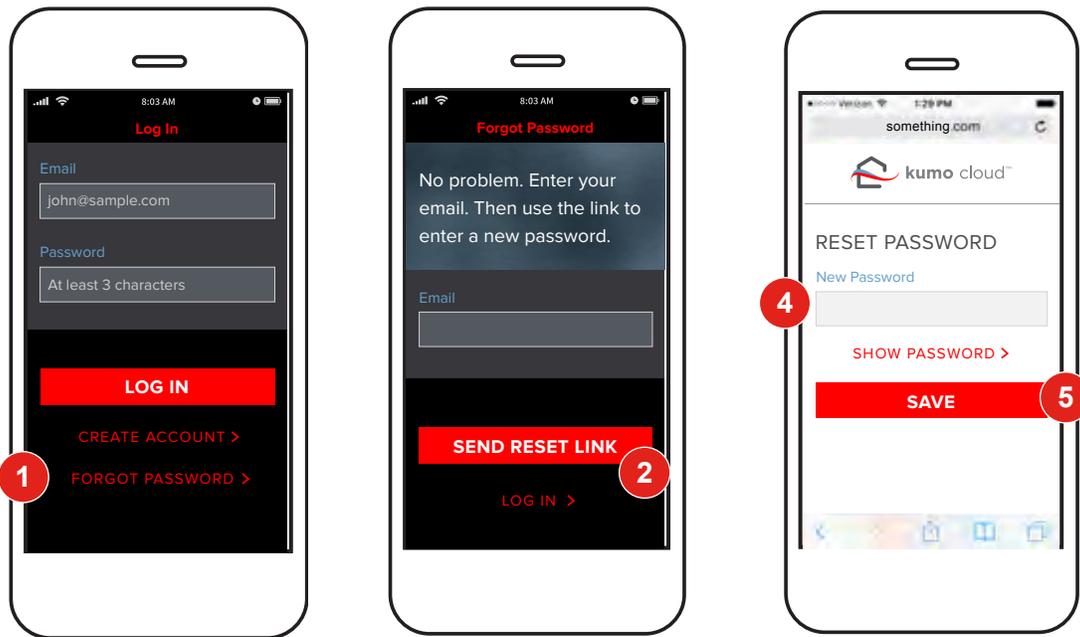


Log In

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

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

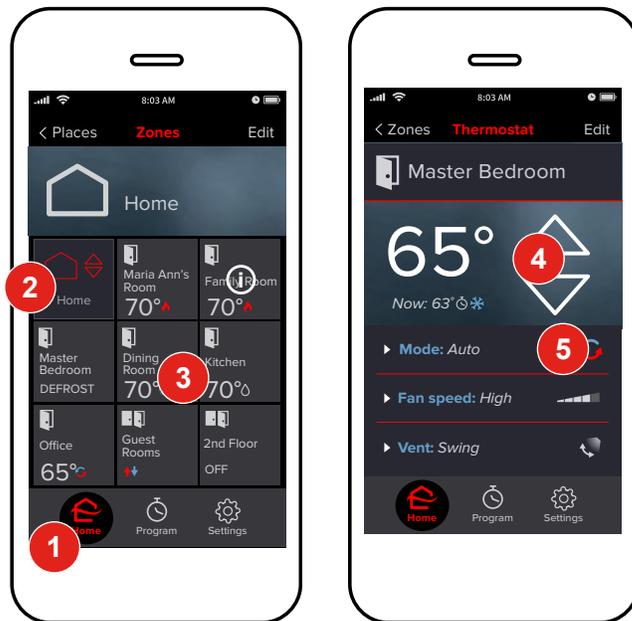
*Note: *If you have forgotten your password, tap forgot password. If you receive a message indicating the email and password combination are incorrect, try again.*



Reset Password

- 1 If you've forgotten your password, from 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 proceed to the **Reset Password** screen.
- 4 Enter your new **Desired Password**. **Passwords must be more than 3 characters.*
- 5 Tap **Save**

*Note: If you no longer have access to the email you registered with, contact **Mitsubishi Electric Customer Service**.*



Control

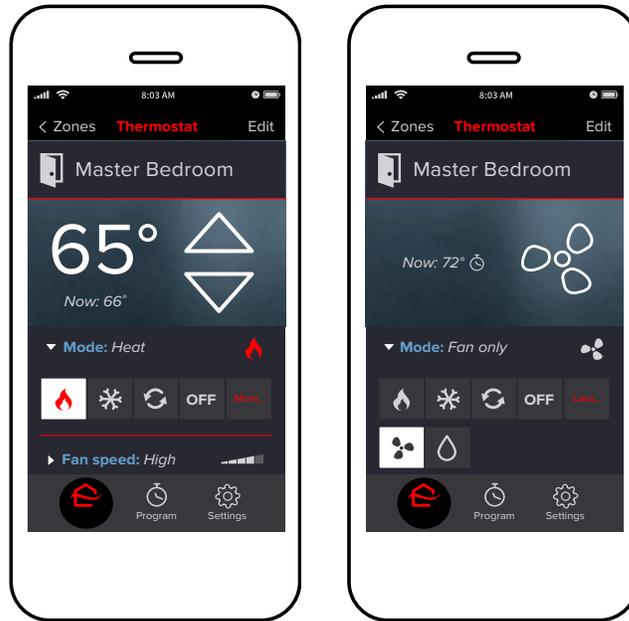
Whole Home or Individual Zone

The **Home Page**  will display your Places and/or Zones.

Place in *kumo cloud* means a location associated with a *kumo cloud* account. (i.e. Home, Vacation Home, Pool House, etc.). A Place 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.).

- 1 Tap the Home icon 
- 2 Select the **Place** you want to control. If you have only one **Zone/Place**, the Thermostat screen for that zone will appear.
- 3 To control all **Zones** in the **Place** together, Tap the Home controls tile  To control an individual **Zone**, Tap the **Zone** tile. This action will bring you to the Thermostat screen which displays controls for that zone.
- 4 Use the up and down arrow to adjust **Temperature** to your satisfaction.
- 5 Use  in order to keep **Temperature** within a certain boundary. [See Auto on Next Page.](#)



Modes



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 function 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.



Humidify - Engages moisture function of you Mitsubishi HVAC equipment.

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

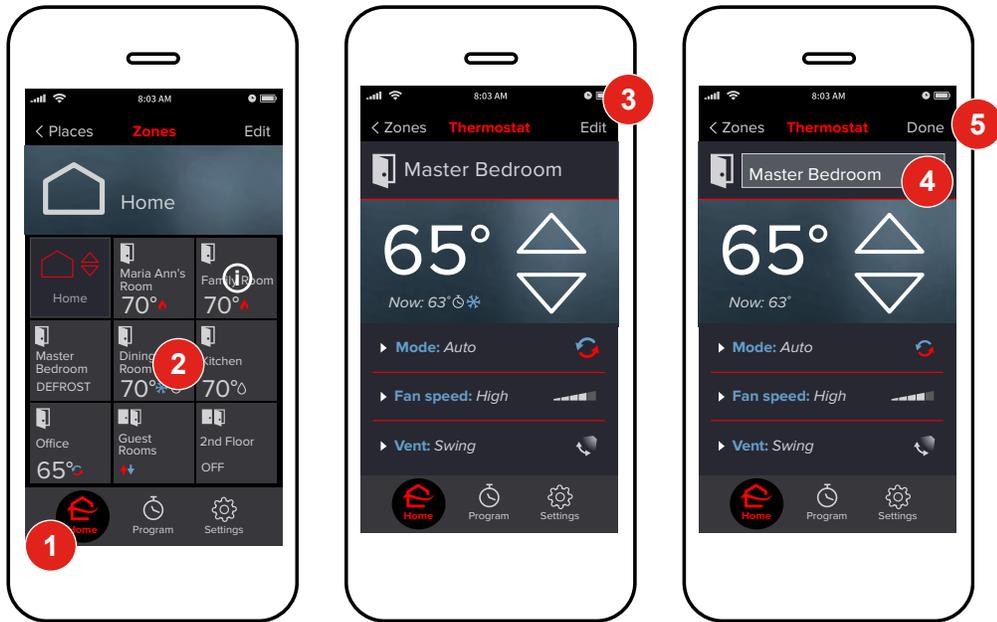


1 Fan Speed

Fan Speed allows users to increase or decrease the force of the air coming out of the unit

2 Vent

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

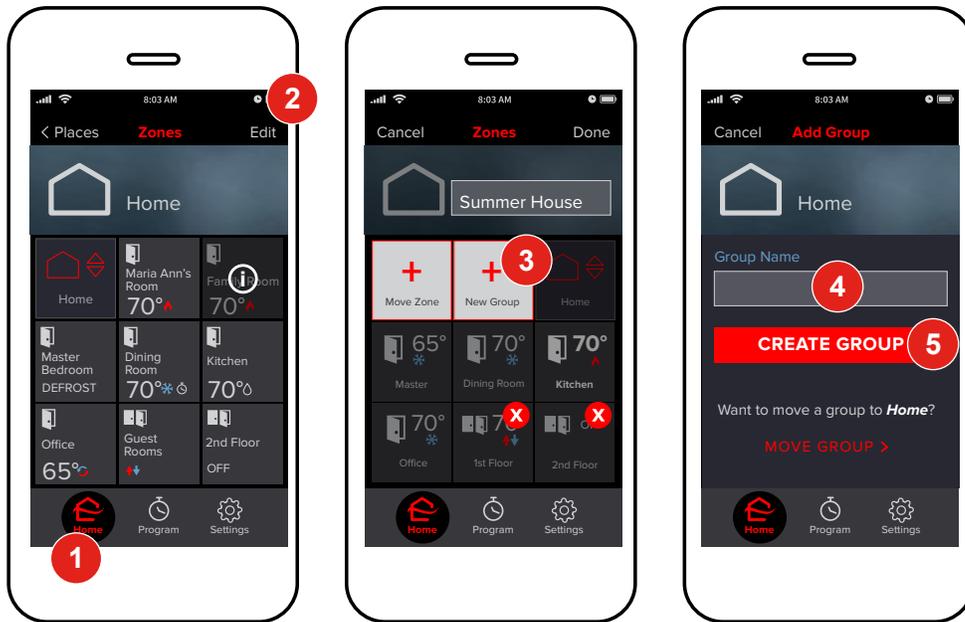


Organize Zones

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

Edit a Zone Name

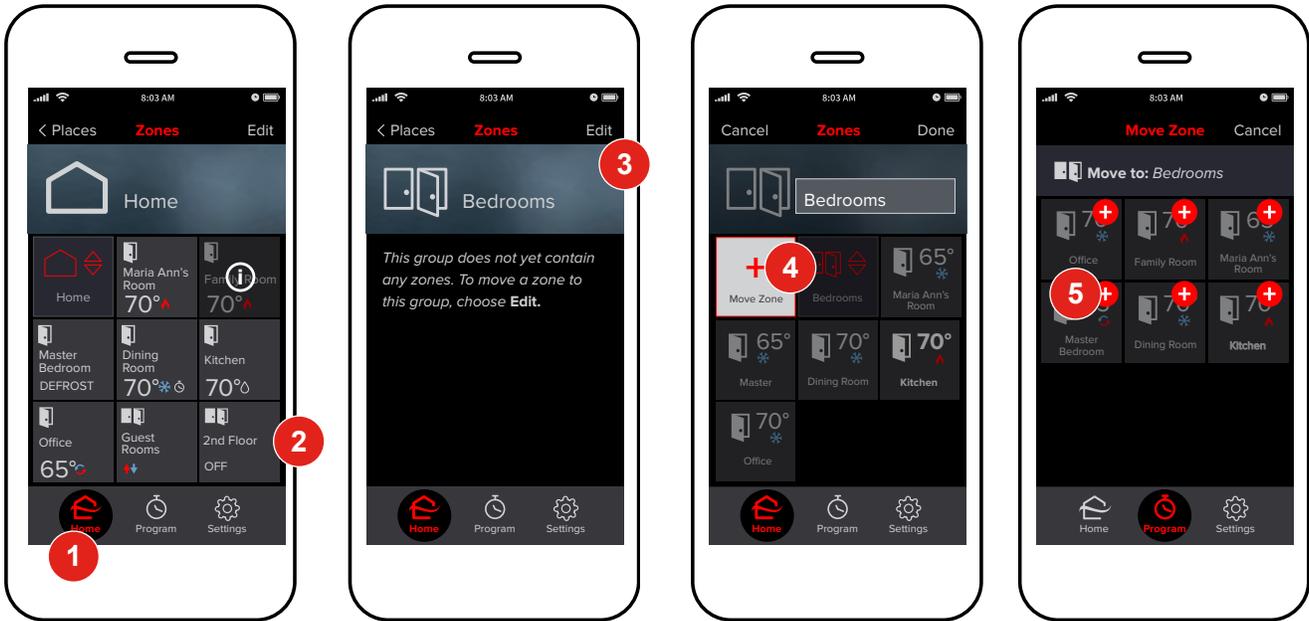
- 1 Tap **Home** to see all the zones. If there is only one zone, skip to step 3.
- 2 Tap the **Zone**.
- 3 Tap **Edit**.
- 4 Tap in the text box and type a new name.
- 5 Tap **Done**.



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 *Upstairs* during the day and *Downstairs* at night.

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



Move Zones to a Group

- 1 Tap **Home**.
- 2 Tap the **Group**.
- 3 Tap **Edit**.
- 4 Tap **Move Zone**.
- 5 Tap the **+** to move the zone into the group.

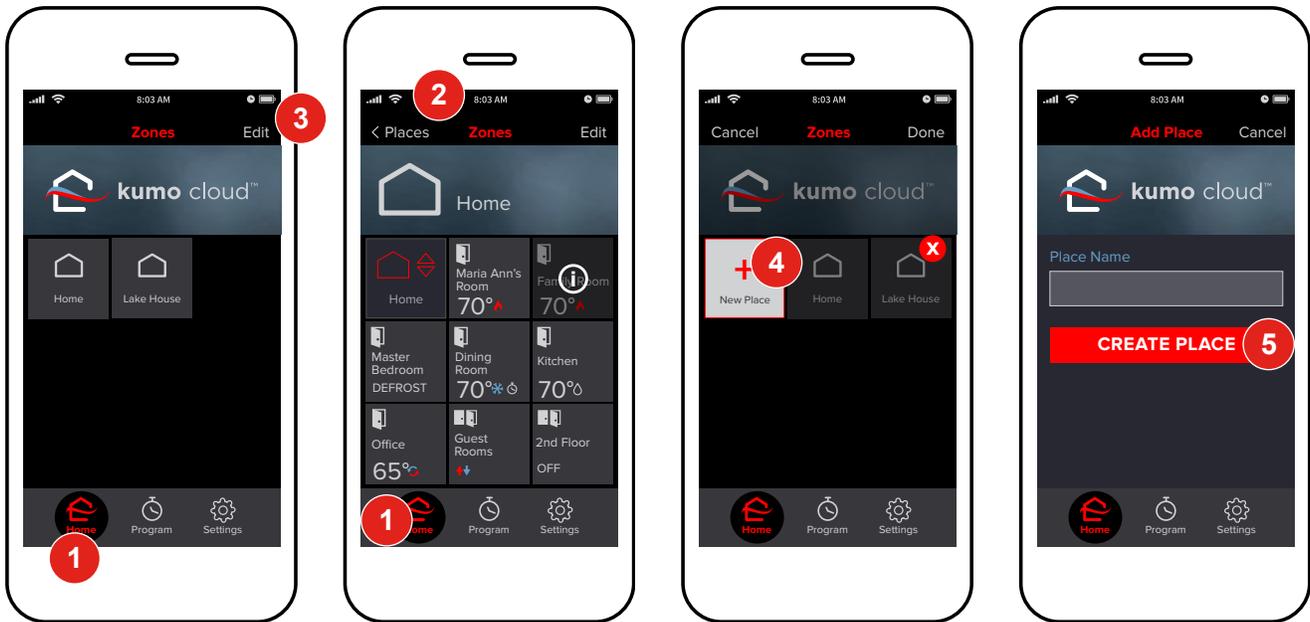
Repeat steps 3–5 for all the zones in the group.



Delete a Group

When a group is deleted, the zones inside go to the *Place* that contained the group. For example, if *Bedrooms* is deleted, *Master* and *Guest Bedroom* are then in *Home*.

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



View Places

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

1 Tap **Home** to see all locations.

Add a Place

If you wish, organize zones into separate *Places*. For example, set up *Basement Apartment* and **Transfer Ownership (Page 24)** to let the occupant have complete control.

1 Tap **Home**.

2 If there is not already more than one place, tap **Places**.

3 Tap **Edit**.

4 Tap **New Place**.

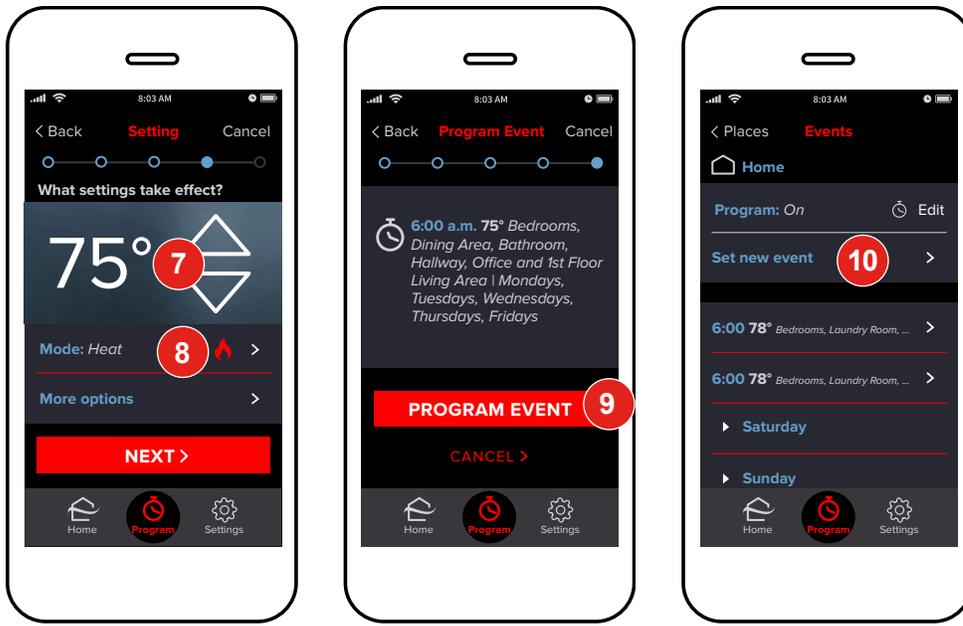
5 Enter a name and tap **Create Place**.



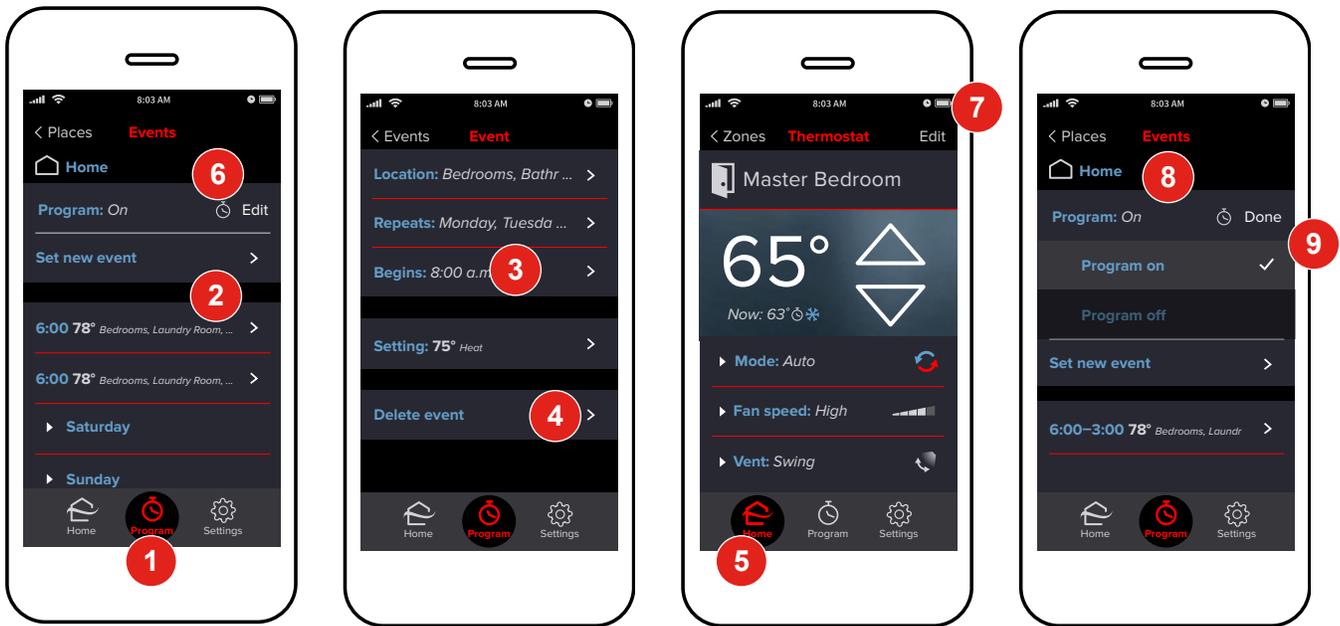
Move Zones to a Place

- 1 Tap **Home**.
- 2 Tap the **Place**.
- 3 Tap **Edit**.
- 4 Tap **Move Zone**.
- 5 Tap the **+** to move the zone to the **Place**.

Repeat steps 3–5 for all the zones in the **Place**.



- 7 Tap the **Arrow** buttons to set the desired temperature.
- 8 Check that the *Mode* makes sense 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 2–12 to set another event. For example, set an event to adjust cooling up to 76°F up starting at 9 a.m., and then set another event to bring cooling back down to 73°F at 3 p.m.



Check Program

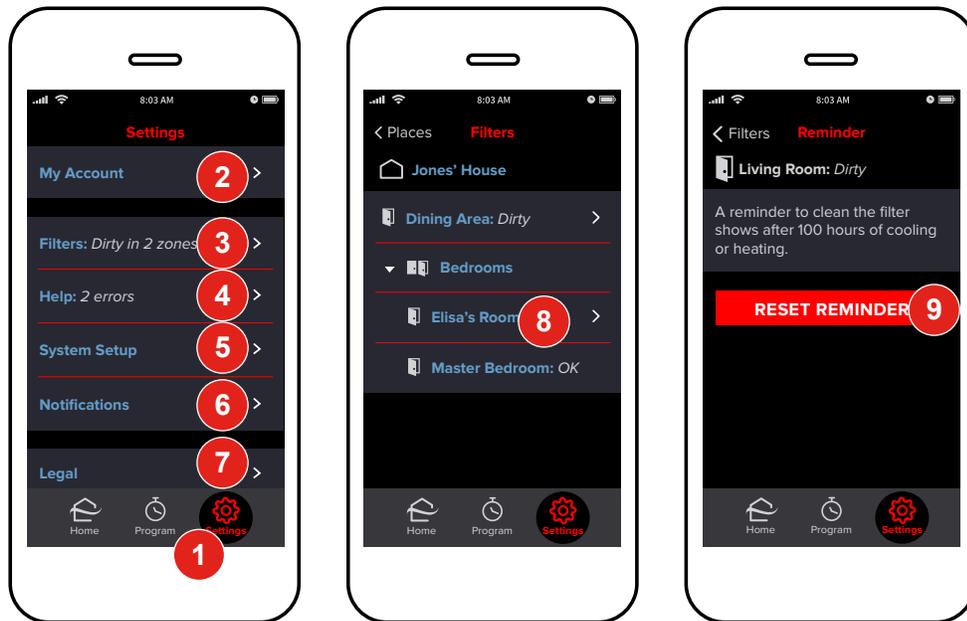
- 1 Tap the **Program** icon to review past and upcoming programmed activity. The current event will be at the top of the list.

Edit or Delete an Event

- 2 Tap the **Event**.
- 3 Tap **Location**, **Repeats**, **Begins** or **Setting** to make a change.
- 4 Tap **Delete Event** to remove it.

Interrupt the Program

- 5 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.
- 6 To permanently disrupt the schedule of events, such as during extended travel, tap the **Program** icon.
- 7 Tap **Edit**.
- 8 Tap **Program Off**.
- 9 Tap **Done**. (Not shown) No programmed events will occur until the feature is turned back on.



Settings

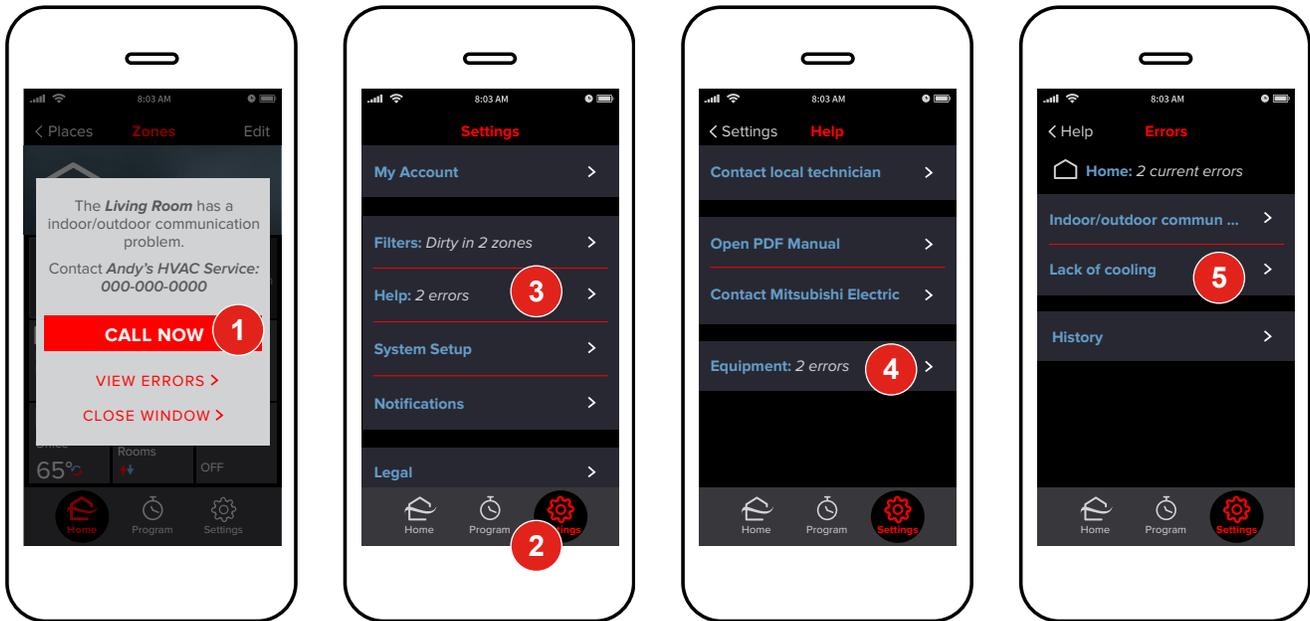
Settings Overview

- 1 Tap **Settings** to view the menu.
- 2 Tap **My Account** to change 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 [page 18](#).
- 5 Tap **System Setup** to change to Celsius, Lock to Single Zone, Reconnect the Wireless Network or Transfer Ownership. See [page 19](#).
- 6 Tap **Notifications** to choose which push notifications appear on your phone. See [page 25](#).
- 7 Tap **Legal** to view Copyright, Licenses and Analytics.

Reset Filter Reminder

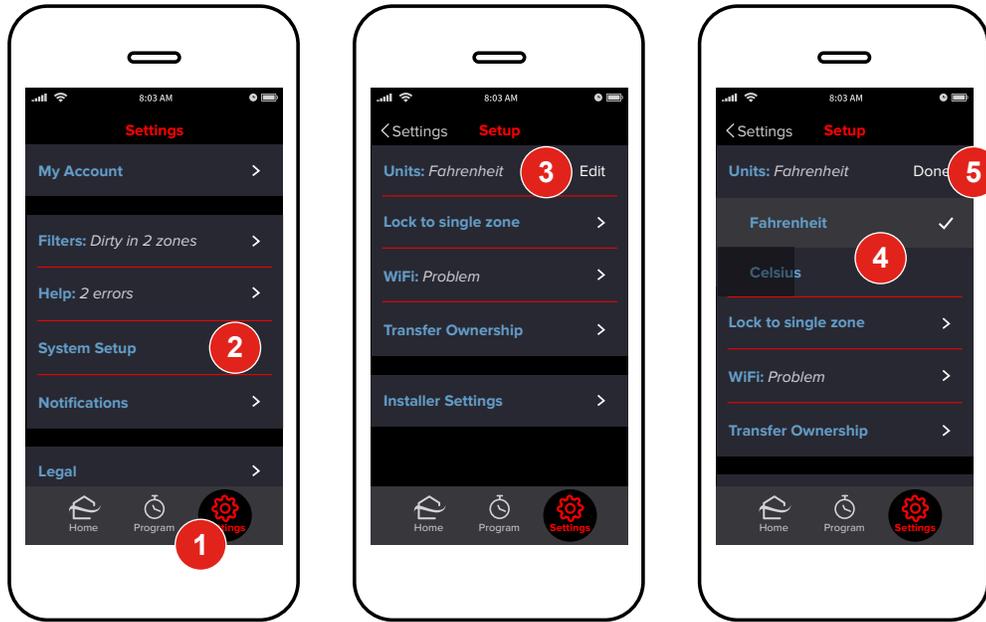
Keeping the filter clean helps the equipment run efficiently.

- 3 Tap **Filters** to check status and reset reminders. If you have more than one place, tap the name of the place (Not shown.)
- 8 After cleaning the filter, tap the **Zone** to reset the reminder.
- 9 Tap **Reset Reminder**.



Equipment Errors

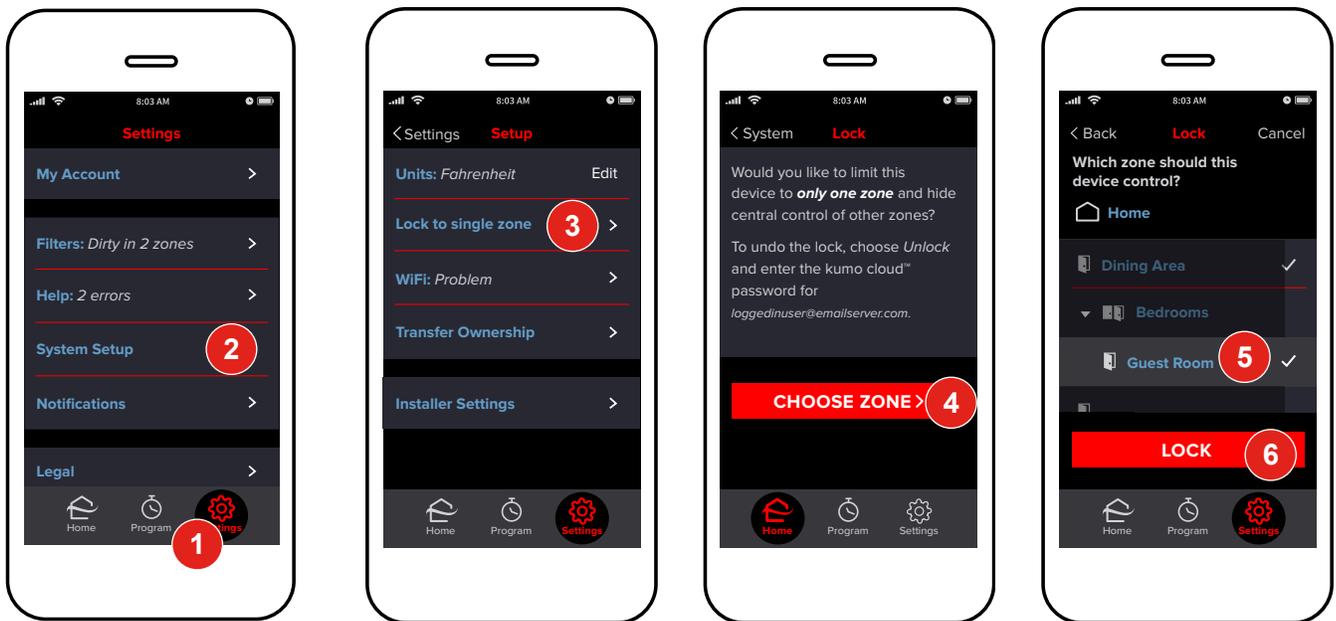
- 1 If *kumo cloud* displays an error alert, use the **Call Now** button to contact the technician who installed the cooling and heating hardware and software. If your installer hasn't input an individual contact number this number will connect to **Mitsubishi Customer Care**.
- 2 To find the error details, tap **Settings**.
- 3 Then tap **Help**.
- 4 Tap **Equipment**.
- 5 Tell a professional about the **Errors** listed.



System Setup

Choose Fahrenheit or Celsius

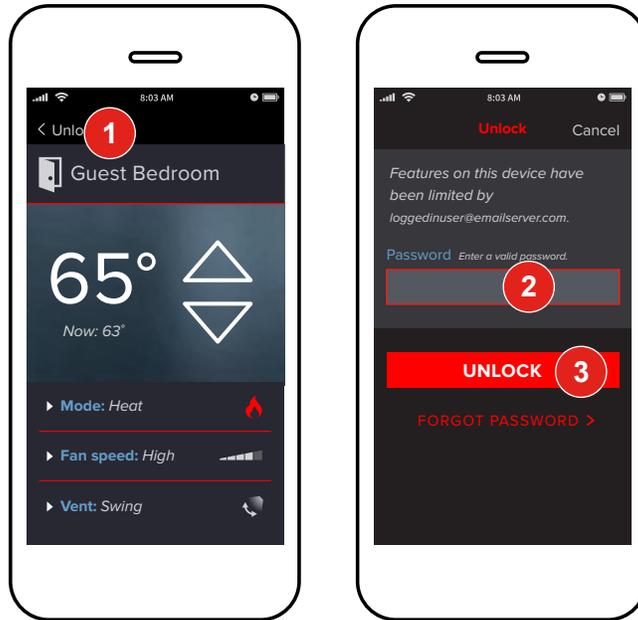
- 1 Tap **Settings**.
- 2 Tap **System Setup**.
- 3 Tap **Units**.
- 4 Choose **Fahrenheit or Celsius**.
- 5 Tap **Done**.



Lock to Single Zone

Use **Lock to Single Zone** to lock a device on the Thermostat page for a single zone. Access to other areas of the app (i.e. zones, settings, etc.) is not allowed. This may come in handy for a family member or guest who needs to be able to adjust the temperature of a particular zone. Download *kumo cloud* on a smart mobile device that the guest can access and lock it to the desired zone. Whenever the device opens *kumo cloud*, only the **Thermostat Screen** for the chosen zone displays.

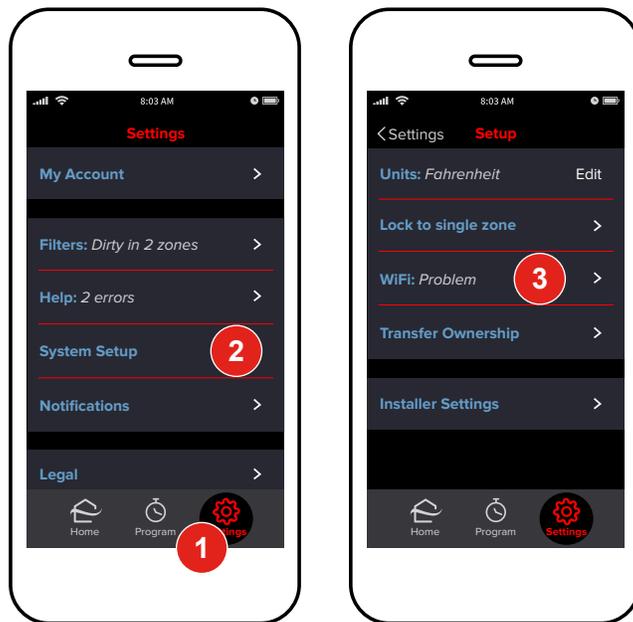
- 1 Tap **Settings**.
- 2 Tap **System Setup**.
- 3 Tap **Lock to single zone**.
- 4 Tap **Choose Zone**.
- 5 Choose a **Zone**. If there two or more *Places*, choose a *Place* and then choose a zone. (Not shown.)
- 6 Tap **Lock**.



Unlock from Single Zone

Unlocking the **Single Zone** will allow access to the rest of the *kumo cloud app* and control of the entire place (or house). This action is performed from the locked zone screen (*i.e. Guest Bedroom*). This view cannot be unlocked without the **Password**.

- 1 Tap **Unlock**.
- 2 Enter your account **Password**.
- 3 Tap **Unlock**.

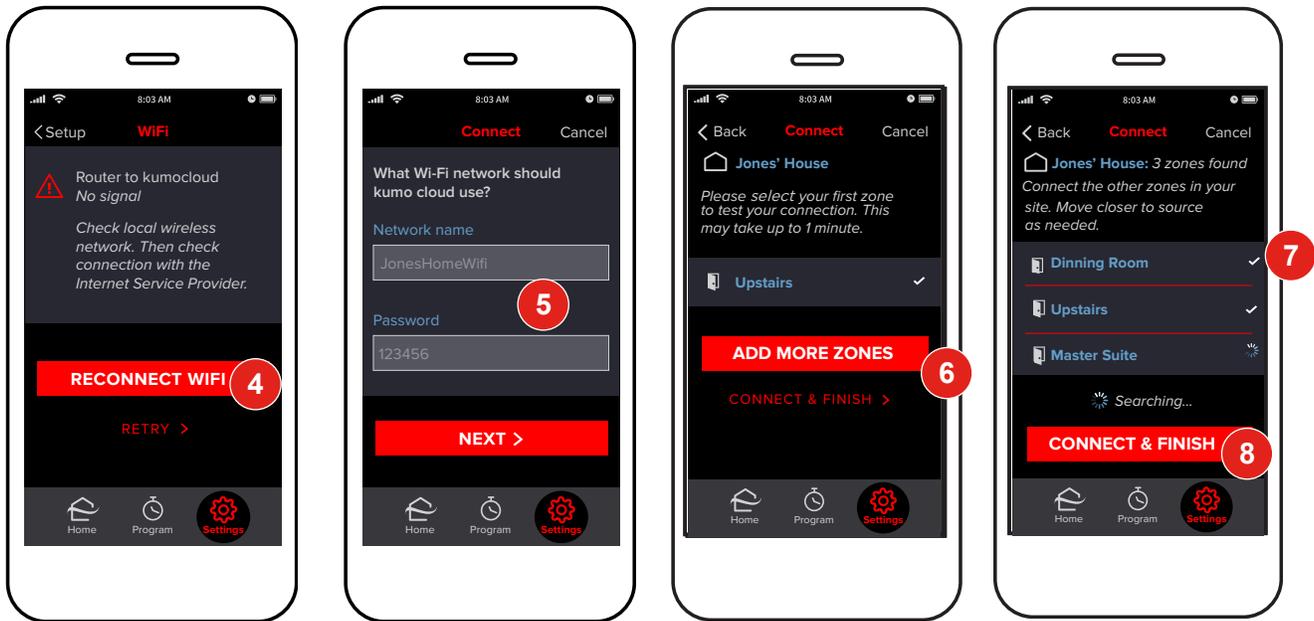


Check Connection to the Wireless Network

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 displayed. Tap **WiFi**.

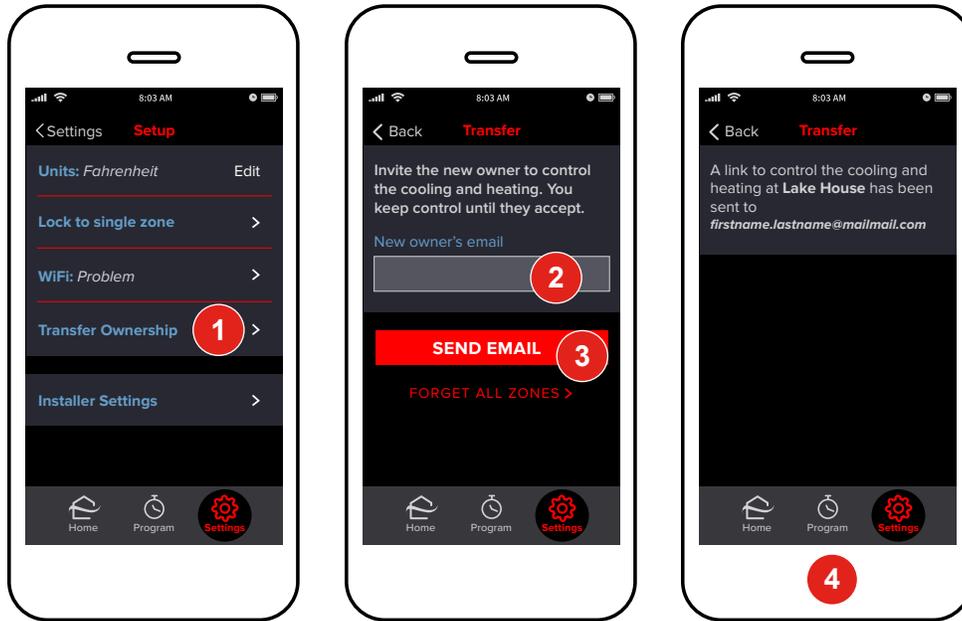
**Notice if there is a Live signal or if there is No signal. If there is No signal, check the router for power, wireless signal and Internet connection.*



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 new construction with a temporary network.

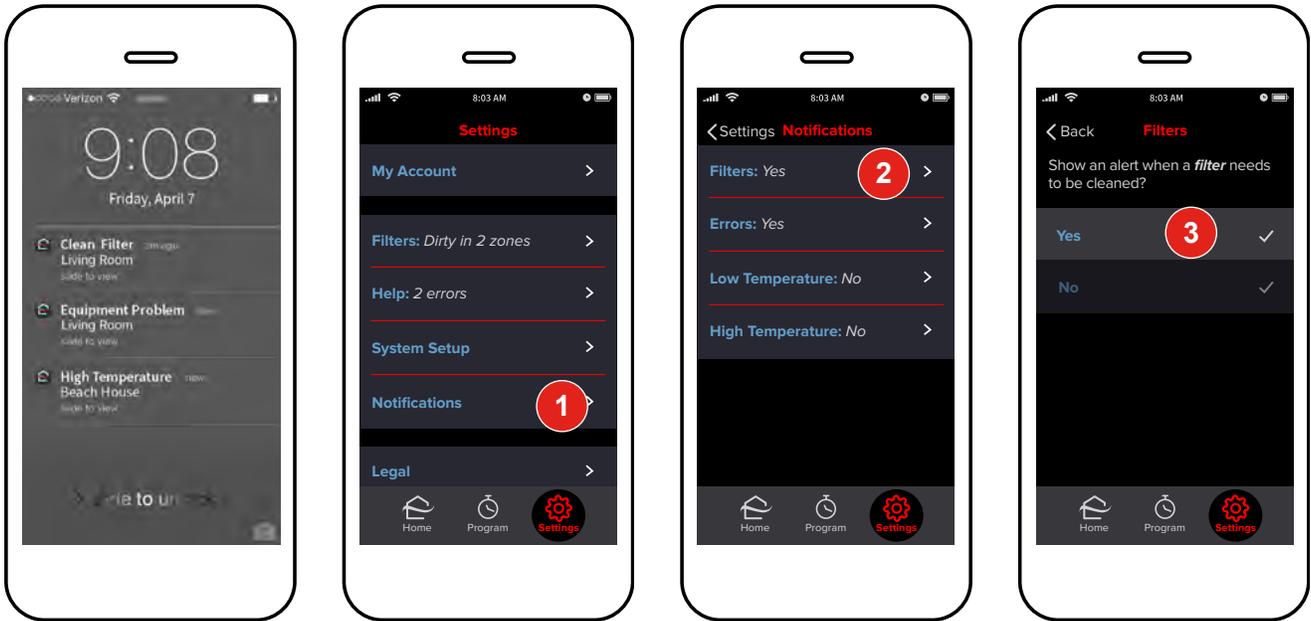
- 4 Turn on Bluetooth, using your phone's Settings menu. Follow steps 1–3 on [page 22](#). Then tap **Reconnect WiFi**.
- 5 Enter the **Name** and **Password** for the local wireless network. Be sure that upper and lower case characters are entered accurately. Tap **Next**.
- 6 Wait up to 5 minutes while kumo cloud finds zones. Review the first zone and be sure its selected. Tap **Add More Zones** to proceed.
- 7 Connect to **Zones** as they appear on the screen. These zones will be displayed by proximity to the sensor. As the mobile device approaches an active sensor in the home, that sensor will displayed on screen. Select all **Zones** you wish to connect.
- 8 Tap **Connect and Finish** to finish setup.



Transfer Ownership

If you sell your house, pass on control of the cooling and heating to the new owner. Also use **Transfer Ownership** to give access to a service technician. He can transfer it back when he's finished. If you have a guest, see [Page 20](#) to *Lock to a Single Zone*, on a particular device.

- 1** Tap **Transfer Ownership**.
- 2** If you have more than one place, such as a primary residence and a vacation home, choose which to transfer. (Not shown). Then enter the new owner's **Email Address**.
- 3** Tap **Send Email**.
- 4** Zones remain in your *kumo cloud* account, until the new owner accepts the invitation by opening the app and logging in with his email address. If the email address was entered incorrectly, or if the new owner doesn't accept the invitation, resend the email by following steps 1–5 again.



Set Notifications

kumo cloud can send push notifications to your phone even if the app is not open to alert you about dirty filters, equipment problems or extreme temperatures. Choose the messages you wish to receive.

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

Accessories



Wireless Temperature and Humidity Sensor

For kumo cloud

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 setup within *kumo cloud* prior to configuring the *Wireless Sensor*.

For installation instructions, please refer to the *kumo cloud* technician manual.



Battery Replacement for Wireless Sensor

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

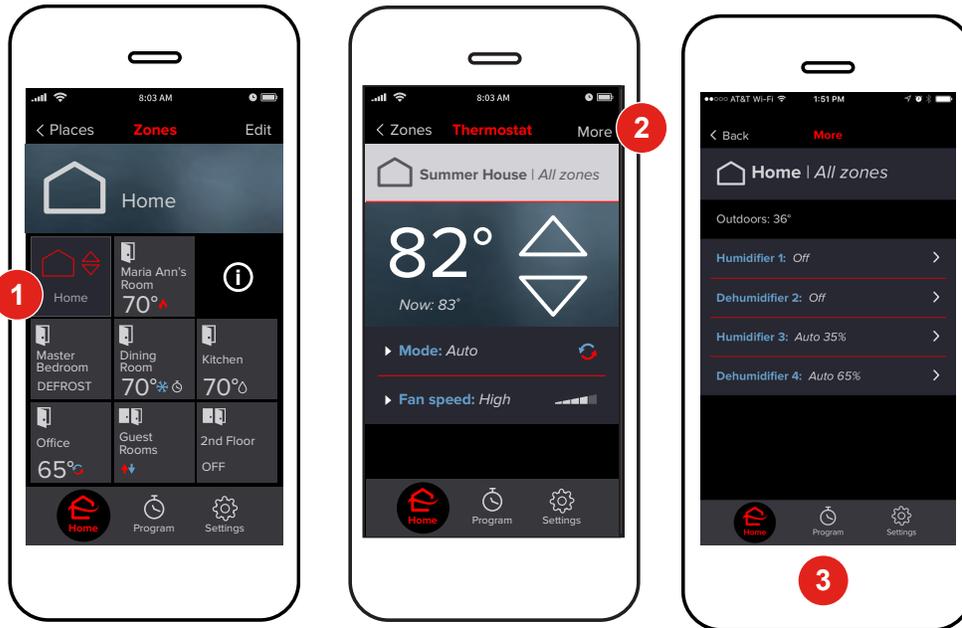
- 1 Remove front cover by holding the sensor firmly on the sides and insert the edge of a credit card or a small, flat blade into the slit running along the edge of the front of the sensor. Once the card/blade is between the cover and the case, tilt it toward the sensor and the cover should pop off.
- 2 Gently lift electronic board from case and flip over to reveal battery compartment. Be careful not to excessively pull the wires attaching the board to the case.
- 3 Nudge expired battery out by pushing through holes until it slides free of the compartment.
- 4 Replace new battery with positive (+) side facing up and 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 it has been installed correctly.



- 5 Replace the board inside the case with electrical components facing open part of case and sitting securely on tiny pegs at top and bottom of case.
- 6 Replace cover, being sure to align holes and press firmly until it snaps back into place.
- 7 If device was removed from wall, you will need to acquire a dot or strip of double-sided adhesive tape to re-attach Wireless Sensor to the wall.

Note Small hole must be over sensor or device will not correctly sense temperature and humidity.*



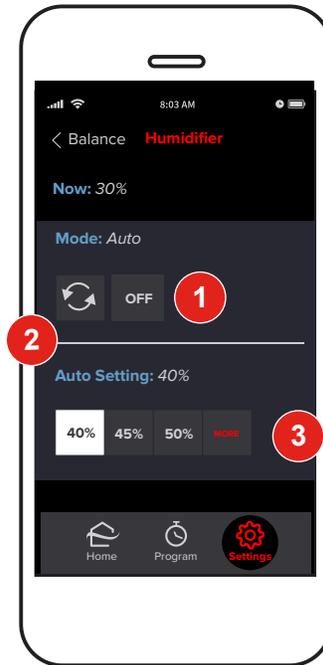


kumo station™

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

Control *kumo station* Accessory:

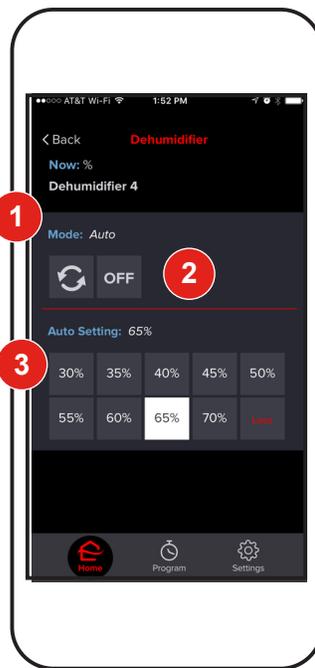
- 1 To control *kumo station* accessories, select .
- 2 Select **More**.
- 3 Select the **Accessory** you would like to control.



Humidifier:

First, follow steps on [Page 29](#) *Control kumo station Accessory*. Then,

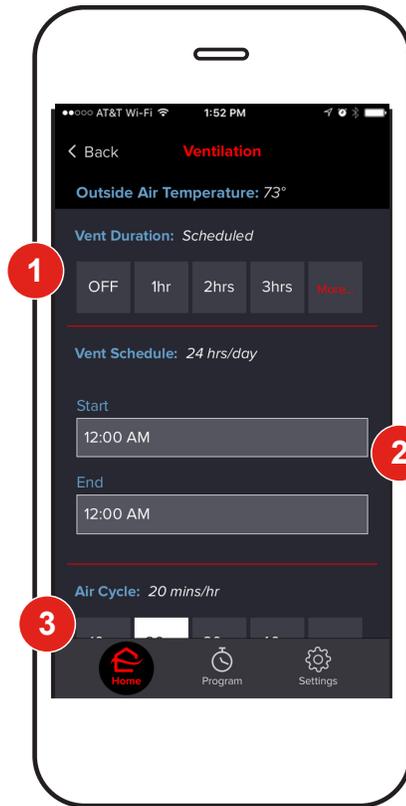
- 1 **OFF**: Do not run the humidifier.
- 2 Runs the humidifier as needed to meet the target relative **Humidity Percentage** When the target percent humidity is reached, the humidifier will turn off.
- 3 When the mode is set to , set the target relative **Humidity Percentage**.



Dehumidifier:

First, follow steps on [Page 29](#) Control *kumo station* Accessory. Then,

- 1 Select the **Mode** for the dehumidifier:
Off: Disable the dehumidifier.
- 2  Runs the dehumidifier as needed to meet the target relative **Humidity Percentage**.
- 3 When the mode is set to  , the target relative **Humidity Percentage** must be set.



Ventilation System:

First, follow steps on [Page 29](#) Control *kumo station* Accessory. 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 (ie: 12pm to 12pm)
- 3** Select the **Air Cycle** to identify how many minutes out of each hour the ventilation system should be active. (Not Shown)



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 smart phones? Yes! Use the same email and password to log in from the second device.

If service from the Internet Service Provider goes out will kumo cloud still work? Yes! As long as the local wireless network is functioning, you can change the temperature using a smart phone from inside the house. If you adjust the program or rename a zone, those changes won't appear on any other mobile devices until connection is restored.

If service from my Internet Service Provider goes out will the programmed schedule continue? Yes! The Programmed schedule continues without interruption (with Wireless Interface model PAC-WHS002WF-1).

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 ten minutes all events take effect. If Internet service remains out, programmed events will not continue until 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 automatically adjust. A 3:00 p.m. event occurs at 3:00 p.m. local time.

If I adjust the Program from my smart phone 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.

*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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