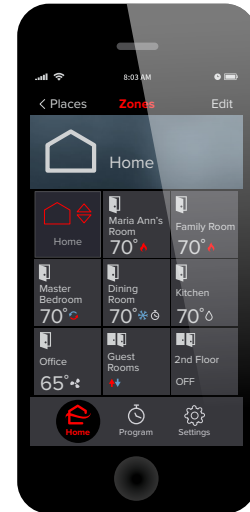
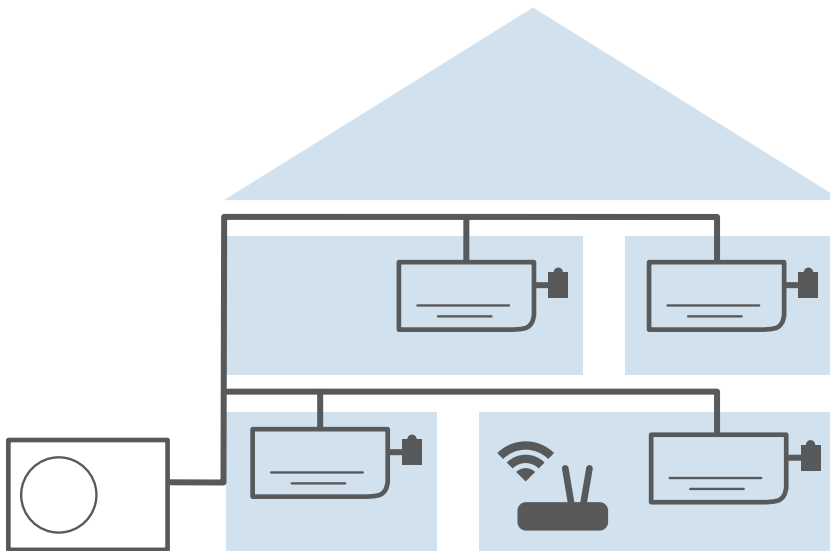




OPERATION MANUAL/INSTALL GUIDE
FOR INSTALLER
2.0

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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 from a smart phone. It can be used as the only controller or with other local controllers, such as the hand-held remote included with MSZ wall units.

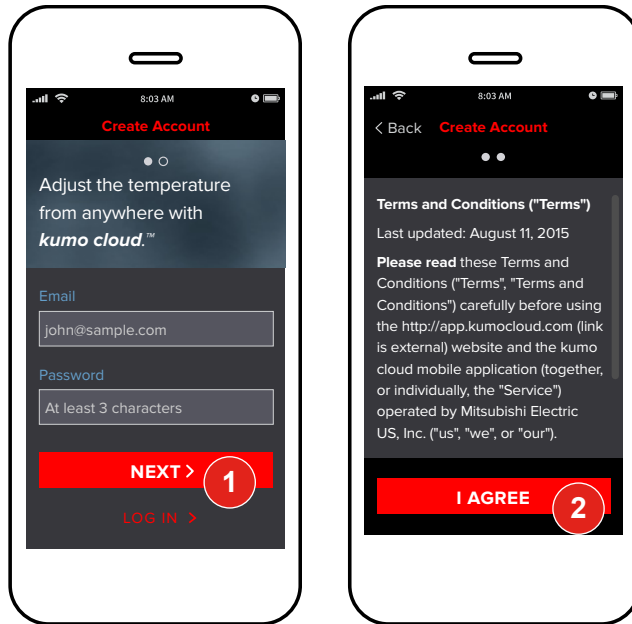
Quick Setup

1. **Install** outdoor and indoor units. Connect a PAC-WHS002WF-1 Wireless Interface to the CN105 connector on each indoor unit. Only a professional should complete installation to prevent electric shock or personal injury. See [page 3](#).
2. The home **wireless network** should already be set up. Note the network name and password. See [page 3](#).

Network name: _____

Password: _____

3. Use the kumo cloud app to **Connect a New Site**. See [page 4](#).
4. **Add each indoor unit** and adjust settings if needed. See [page 6](#).
5. Use the app to send an email to **Transfer Ownership** to the owner. See [page 8](#). For daily-use, including changing the temperature, see the *kumo cloud Owner Operation Manual*: meus.mylinkdrive.com/item/PAC-USWHS002-WF-1.html



Get Started

Download the App

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

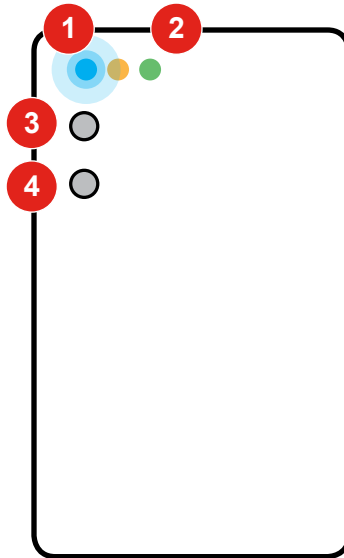
The app is available for iPhone[®] 5 and newer running iOS 8.0 and newer and Androids running Android[™] 4.1 and newer. Access for other devices is available online: kumocloud.com.

Create an Account

1 The *Create Account* screen displays when the app is launched for the first time. Type an email address, enter a password and touch **Next**.

2 Review the *Terms and Conditions* and touch **I Agree**.

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



Install

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

Connect a PAC-WHS002WF-1 **Wireless Interface** to the CN105 connector on each indoor unit. See the *Installation/Instruction Manual* and *Compatibility Chart*:

meus.mylinkdrive.com/item/PAC-USWHS002-WF-1.html

- 1 Four quick, blue flashes indicate **Bluetooth LE configuration mode**. The interface is ready to connect using the app. See [page 4](#).

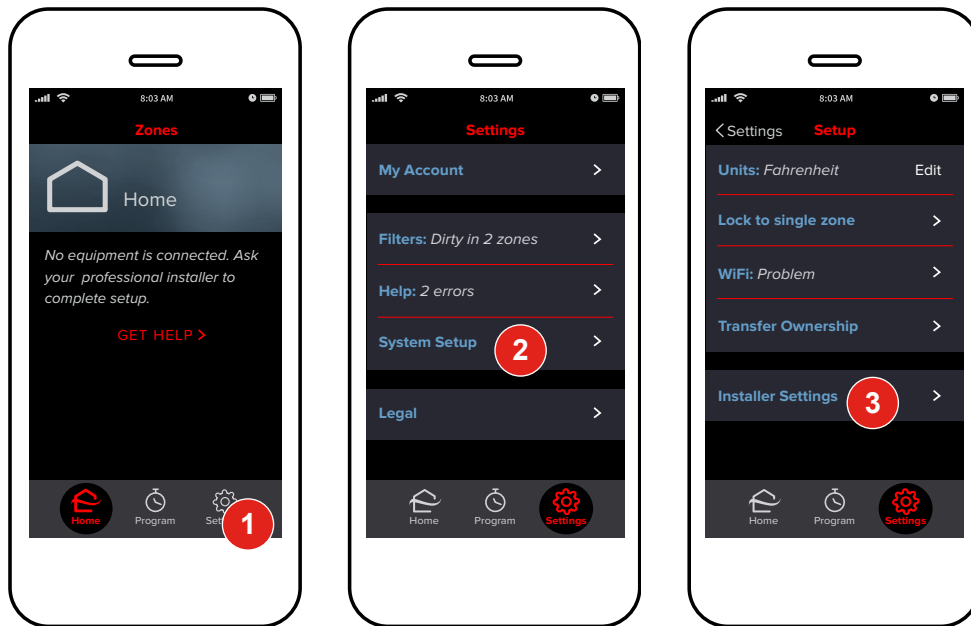
Three slow, blue flashes repeat after **connection is complete**.

- 2 The green light glows when **power** is connected.

No further hands-on work with the interface is needed. Normally, it automatically flips to wireless network mode during set up and runs any firmware updates.

- 3 If needed, use the **configuration button** to switch from wireless mode back to 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 back to factory firmware. In order to revert back 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.



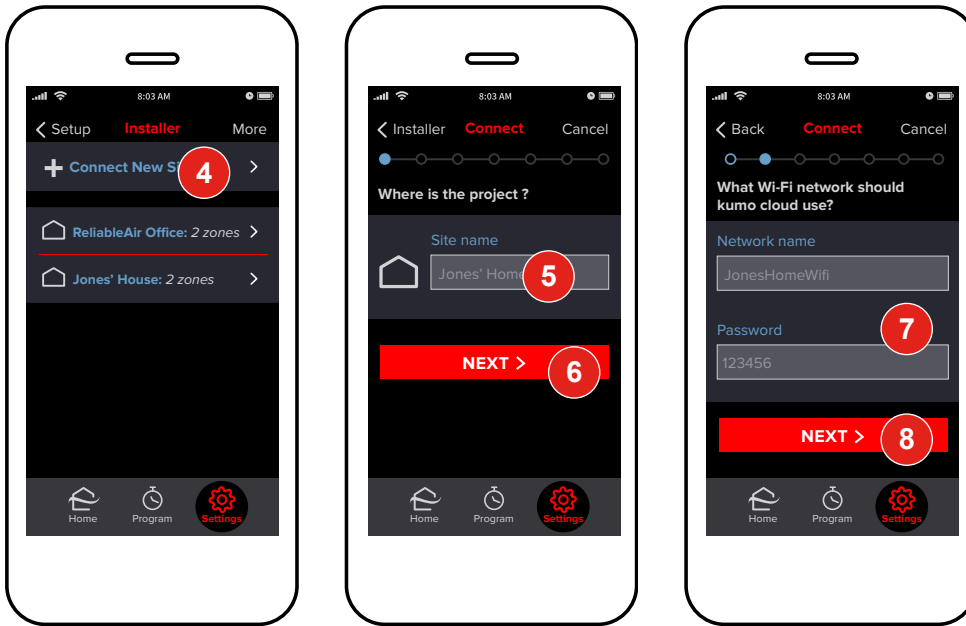
If using first generation, Wi-Fi Interfaces (PAC-WHS01WF-E), skip to [page 14](#).

Connect a New Site

Before connecting a new site make sure the smart phone has **Wi-Fi and Bluetooth** turned on and a working 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.

Find Installer Settings

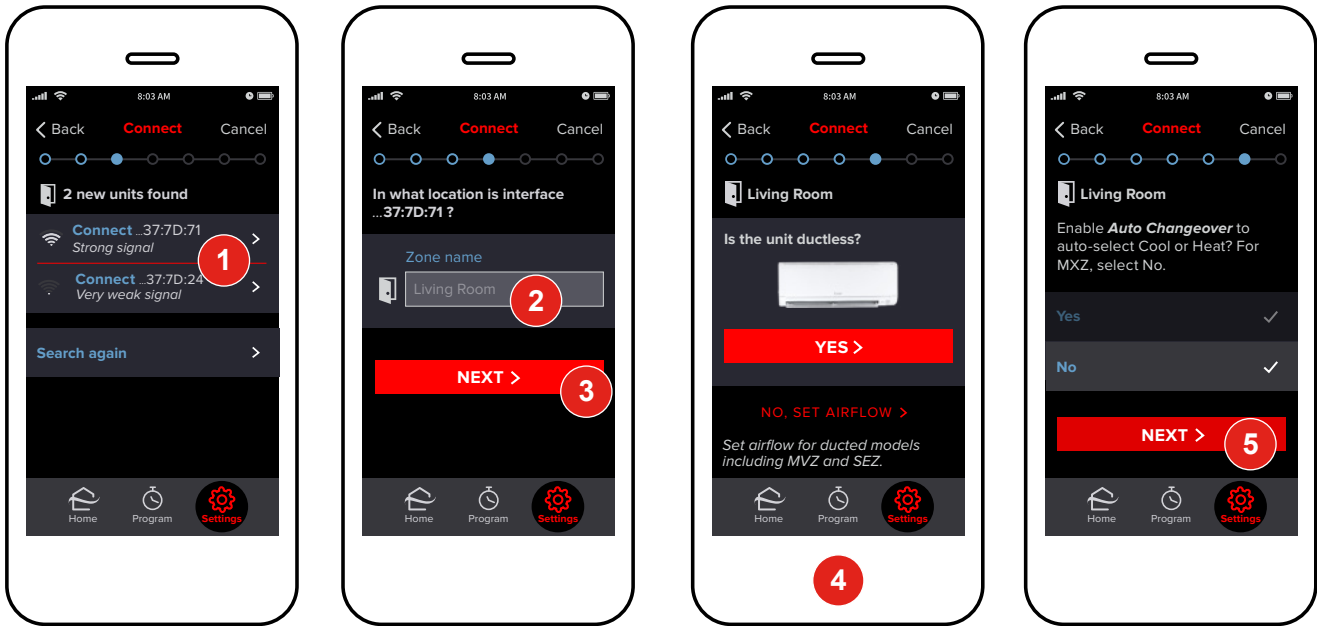
- 1 Tap **Settings**.
- 2 Tap **System Setup**.
- 3 Tap **Installer Settings**.



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.

- 4 Tap **Connect New Site**.
- 5 Enter a unique **name** for the job site, such as *Jones House* or *Dr. Smith's Office*.
- 6 Tap **Next**.
- 7 Enter the **name** and **password** for the local wireless network. Make sure capital letters are entered accurately.
- 8 Tap **Next**.



Add Indoor Units

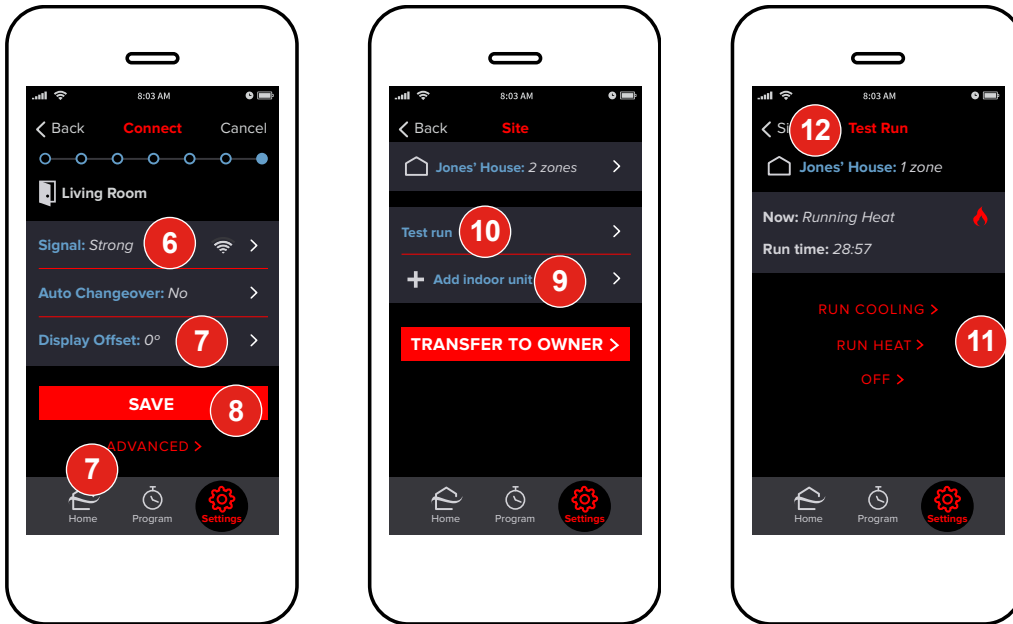
The app displays the Bluetooth signal from Wireless Interfaces plugged into indoor units near to the smart phone. The signal generally reaches beyond the size of most rooms in residential spaces. After units are added the connection switches to the wireless network.

Add Unit

- 1 Tap **Connect...** The signal strength shows which Wireless Interface is 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 location before installing them.
- 2 Enter a **name** for the location for that indoor unit, such as *Living Room* or *Master Bedroom*.
- 3 Tap **Next**.

Basic Settings

- 4 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 [page 12](#) to *Set Airflow*.
- 5 Choose an option and tap **Next**. Keep the default option, **No**, if the system is a multi-zone MXZ to avoid unexpected periods in stand-by mode. Only certain multi-zone applications support simultaneous heating and cooling. This setting is effective across controllers.



6 The signal strength shown is the wireless network connection between the Wireless Interface and the local wireless router. If there is a *Very Weak Signal* or *No Signal*, consider relocating the wireless interface, relocating the router or adding a repeater. The Wireless Interface signal generally reaches beyond the average size of a home without interference or obstructions.

Many applications will not require any additional settings. If desired, tap **Display Offset** or

7 **Advanced** to customize settings further. For more detail see [page 19](#).

Tap **Save**.

8 If there are more indoor units, tap **Add Indoor Unit**. Repeat the steps beginning on [page 6](#)

9 for each unit until they are all added.

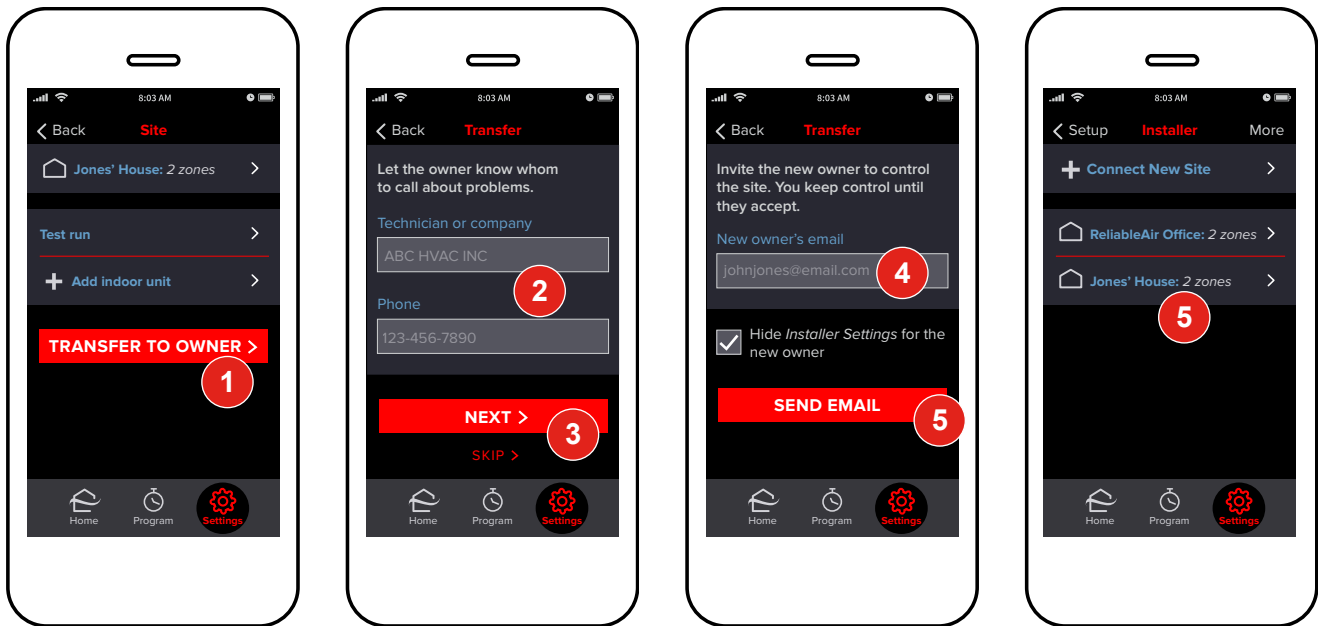
The system can now be controlled normally using the kumo cloud app. See the *kumo cloud Owner Operation Manual*: meus.mylinkdrive.com/item/PAC-USWHS002-WF-1.html.

Test Run

10 If desired, choose **Test Run**.

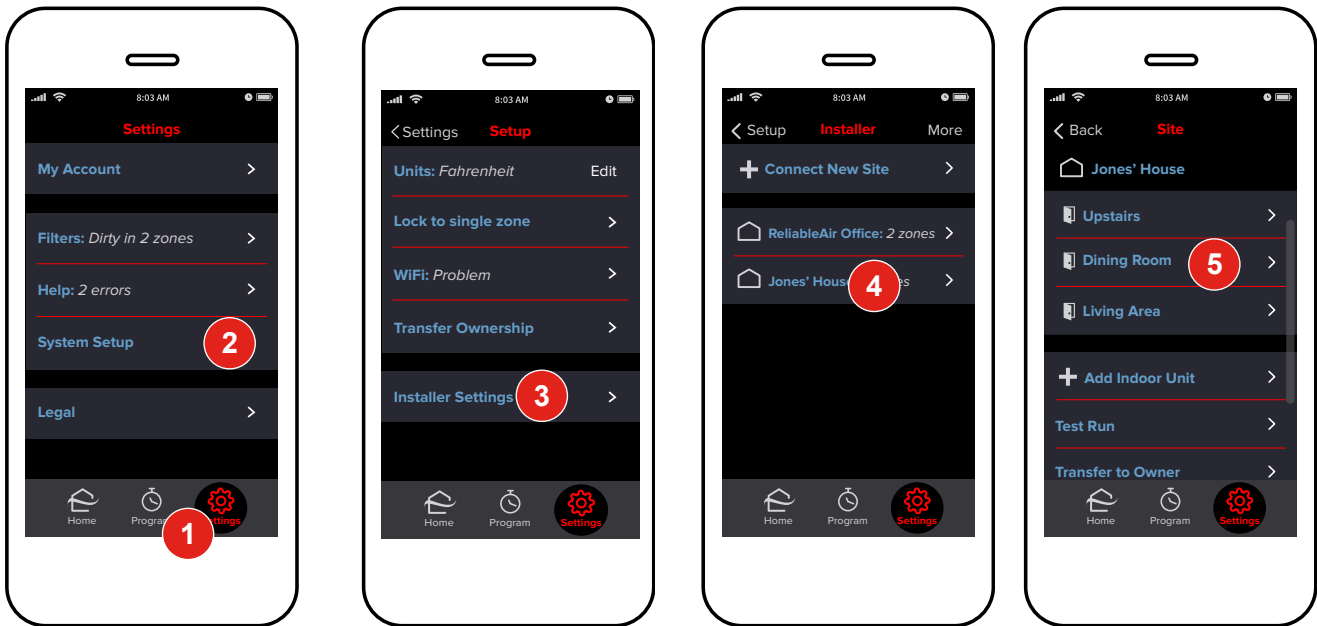
11 Tap **Run Cooling** and **Run Heat** to run all the indoor units. Follow directions in the indoor units' installation manuals. Equipment will run until turned **Off** or up to two hours.

12 Tap **Site** when finished with the test run to return to the previous screen.



Transfer to the Owner

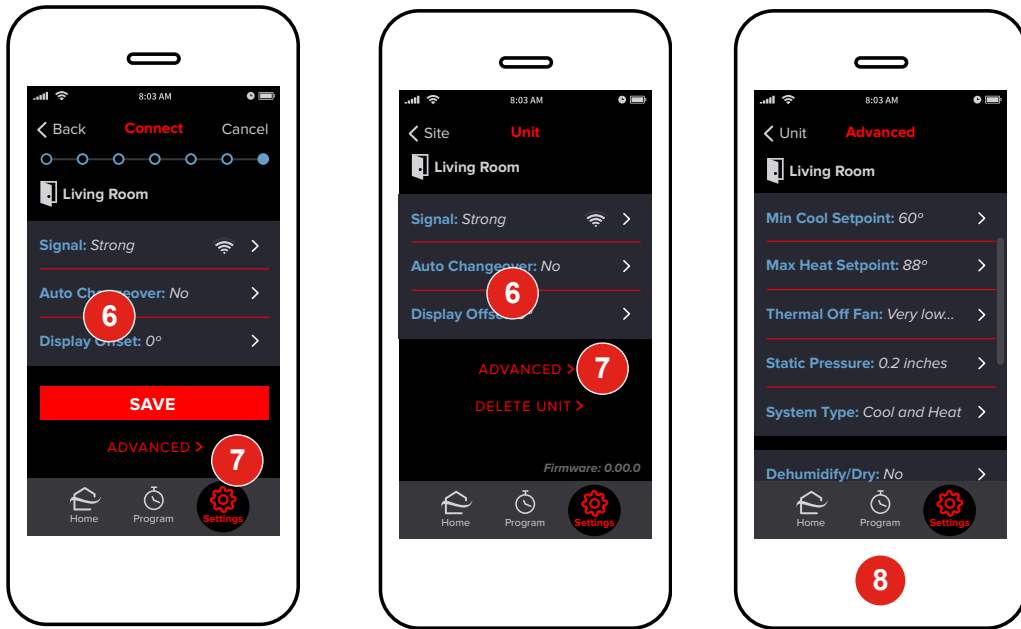
- 1 Tap **Transfer to Owner** to send an email inviting the homeowner to control the cooling and heating.
- 2 Enter your **contact information**. This will remind the owner to call if the equipment reports an error.
- 3 Tap **Next**.
- 4 Enter the homeowners email,.
- 5 Tap **Send Email**.
- 6 The site will remain in your account, until the new owner creates an account or logs in using her email address. If needed, tap the name of the job site to resend the email.



More Settings

Indoor unit settings can be set when *Adding an Indoor Unit* or after all the units have been added.

- 1 After all the indoor units have been added, to access settings for a particular unit, tap **Settings**.
- 2 Then tap **System Setup**.
- 3 Tap **Installer Settings**.
- 4 Tap the name of the **home or job site**.
- 5 Tap the name of the **zone**.

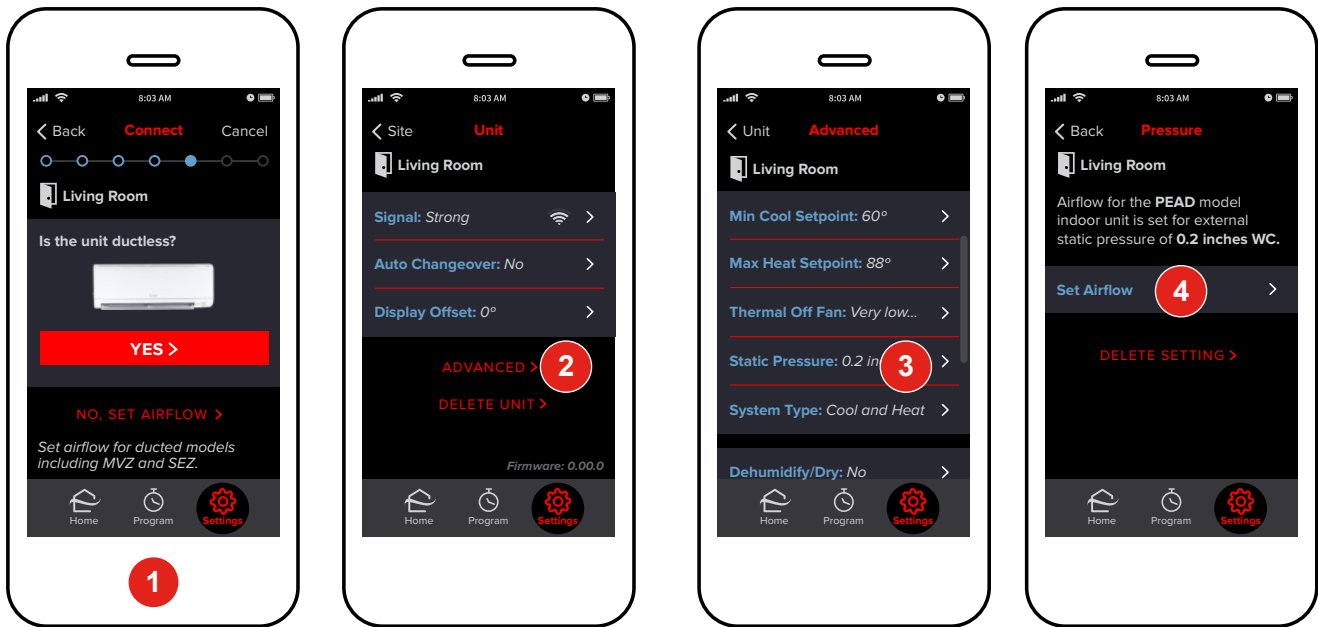


- 6 Tap **Auto Changeover** or **Display Offset** to adjust the settings.

Advanced Indoor Unit Settings

- 7 To access additional settings, tap **Advanced**.
- 8 **Advanced** settings will vary by indoor unit. See [page 11](#) for a list of possible **Advanced** settings.

Min Cool Set Point	<i>61–88° F (Varies by indoor unit)</i>
Max Heat Set Point	<i>61–88° F (Varies by indoor unit)</i>
Thermal Off Fan	<i>Set the fan operation for Thermal Off, when the set temp has been met: Extra Low in Heat, Stop in Heat, Stop in Cool and Heat, Stop in Cool, or Selectable in Cool and Heat.</i>
Electric Heater Kit	<i>How should the Electric Heater Kit operate? Comfort Mode, Economy Mode, or Basic/Single-stage Mode</i>
Static Pressure	<i>See page 12.</i>
System Type	<i>Cool only or Cool and Heat</i>
Dehumidify/Dry	<i>Enable Dehumidify/Dry mode?</i>
Optimal Start	<i>Enable Optimal Start to start heating or cooling early to reach a programmed setting?</i>
Restart After Outage	<i>Automatically restart unit after a power outage?</i>
Ventilation Air	<i>Intake outdoor air through LOSSNAY?</i>
Power Voltage	<i>230V or 208V</i>
Auto Energy-save	<i>Enable auto energy-savings operation?</i>
Filter Alerts	<i>How often should filter alerts display?</i>
Auto Fan	<i>Auto fan speed setting: Quiet, Standard or High Ceiling</i>
Filter Type	<i>100 hours or 2500 hours</i>
PLA Air Outlets	<i>How many air outlets are being used?</i>
Frost Temperature	<i>Indoor Unit Frost Prevention Temperature: 36 or 37° F</i>
Defrost Control	<i>Standard or High Humidity</i>
Airflow Oscillate	<i>Enable Airflow Oscillate mode?</i>
Heating Offset	<i>Enable Heating Mode Temperature Offset?</i>
Refresh Settings	<i>If Installer Settings have been changed via another controller, the new settings won't show in kumo cloud until refreshed. Turns the unit off temporarily.</i>
Settings by Number	<i>Add a setting using the number code provided in an app note or another manual.</i>



Airflow for Static Pressure

Airflow can be set when *Adding an Indoor Unit* or after all the units have been added. Airflow can be set for SEZ, PEA, PEAD, MVZ and PVA units using kumo cloud. For other ducted models, see the install manual and set the dip switches before adding the units in kumo cloud.

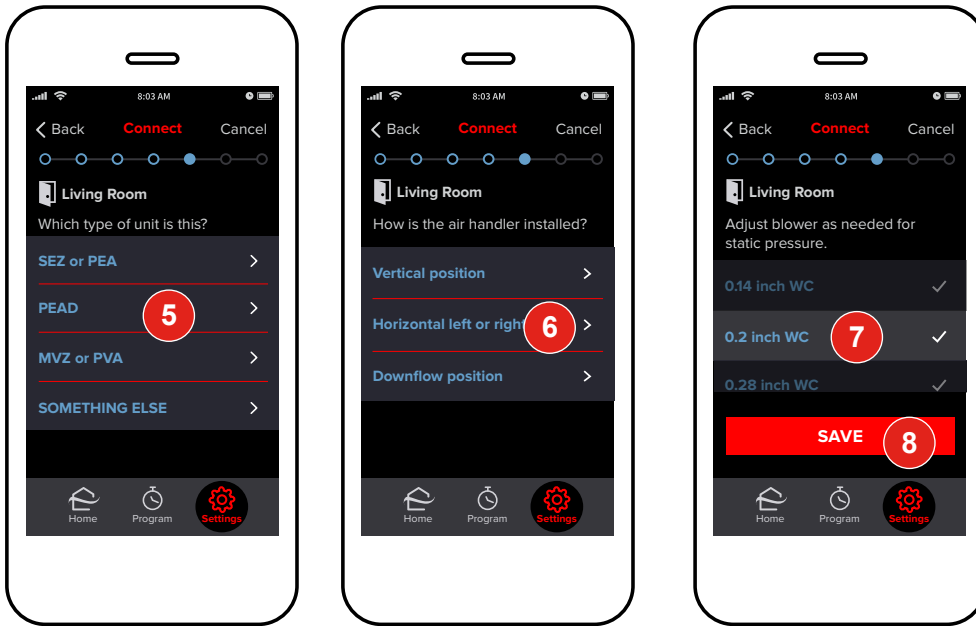
1 To Add Indoor Units, see [page 6](#). Then tap **No, Set Airflow**.

Or

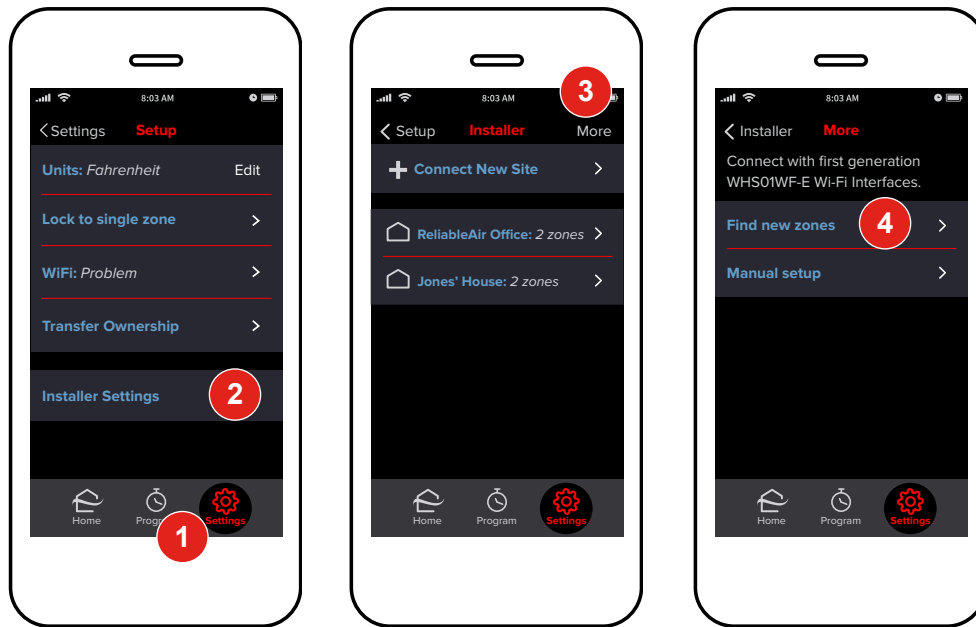
2 Access the indoor unit settings as shown on [page 9](#), then tap **Advanced**.

3 Then tap **Static Pressure**.

4 Tap **Set Airflow**.



-
- 5 Tap the **unit model type**.
 - 6 For MVZ units, select the **position**.
 - 7 Tap the appropriate **pressure setting**.
 - 8 If setting airflow while *Adding an Indoor Unit*, tap **Save** to move on to complete the *Basic Settings*. See [page 6](#).



First Generation Wi-Fi Interfaces

The kumo cloud 2 app can be used with first-generation Wi-Fi Interfaces (PAC-WHS01WF-E), sold in 2016 and earlier. Some features are unavailable with the older Interface. Old Interfaces and new Wireless Interfaces (PAC-WHS002WF-1) cannot be used together in the same kumo cloud account.

Install

Only a professional installer should complete installation to prevent electric shock or personal injury. Consider installing and connecting one zone at a time, so each zone can be identified before more are added. See the *Installation/Instruction Manual* and the *Compatibility Charts*:
meus1.mylinkdrive.com/item/PAC-WHS01WF-E.html

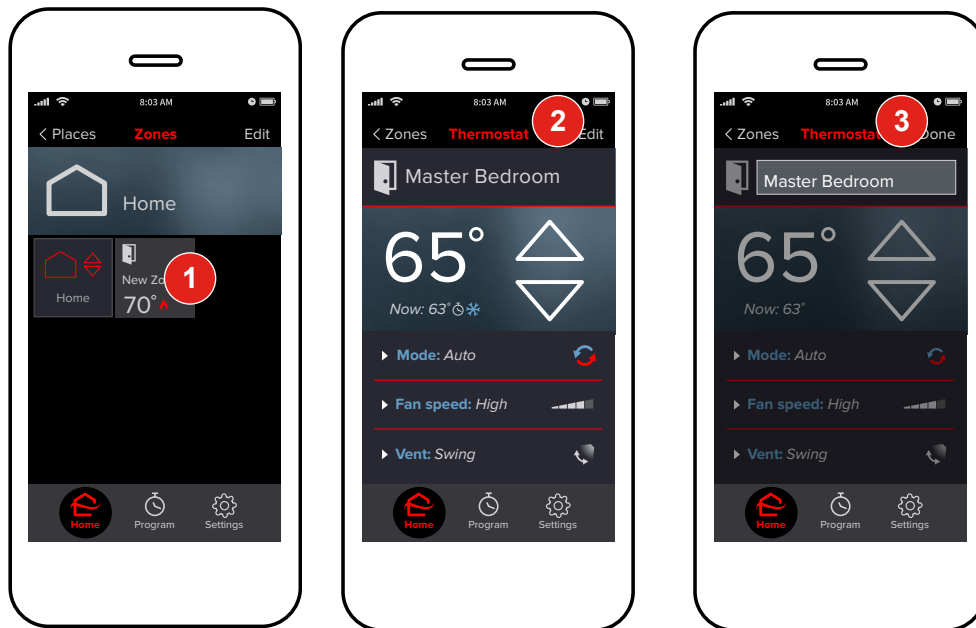
A **wireless network** needs to be set up with a live Internet connection.

Add Unit

The smart phone and the adapter should be connected to the same wireless network.

- 1 Tap **Settings**.
- 2 Tap **Installer Settings**.
- 3 Tap **More**.
- 4 Tap **Find New Zones**.

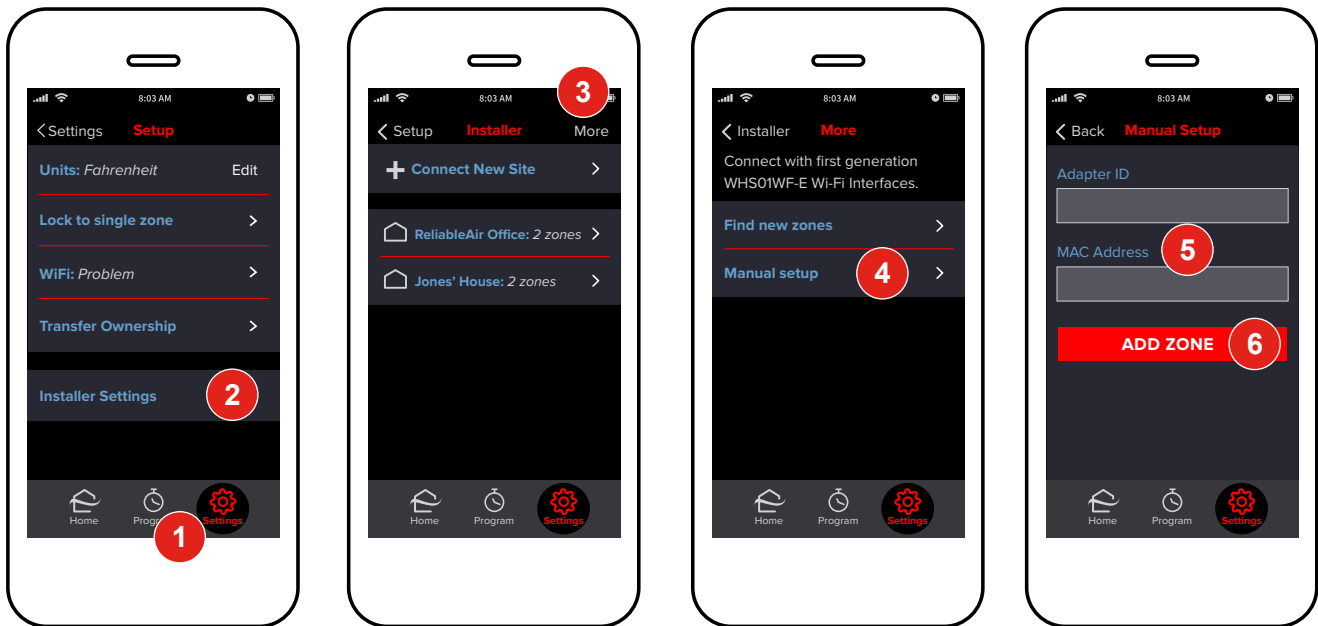
If no zones are found, see *Manual Setup* on [page 16](#).



Name a Zone

- 1 Touch the **New Zone** tile to access the zone.
- 2 Touch **Edit**. Enter a name for the zone.
- 3 Touch **Done**.

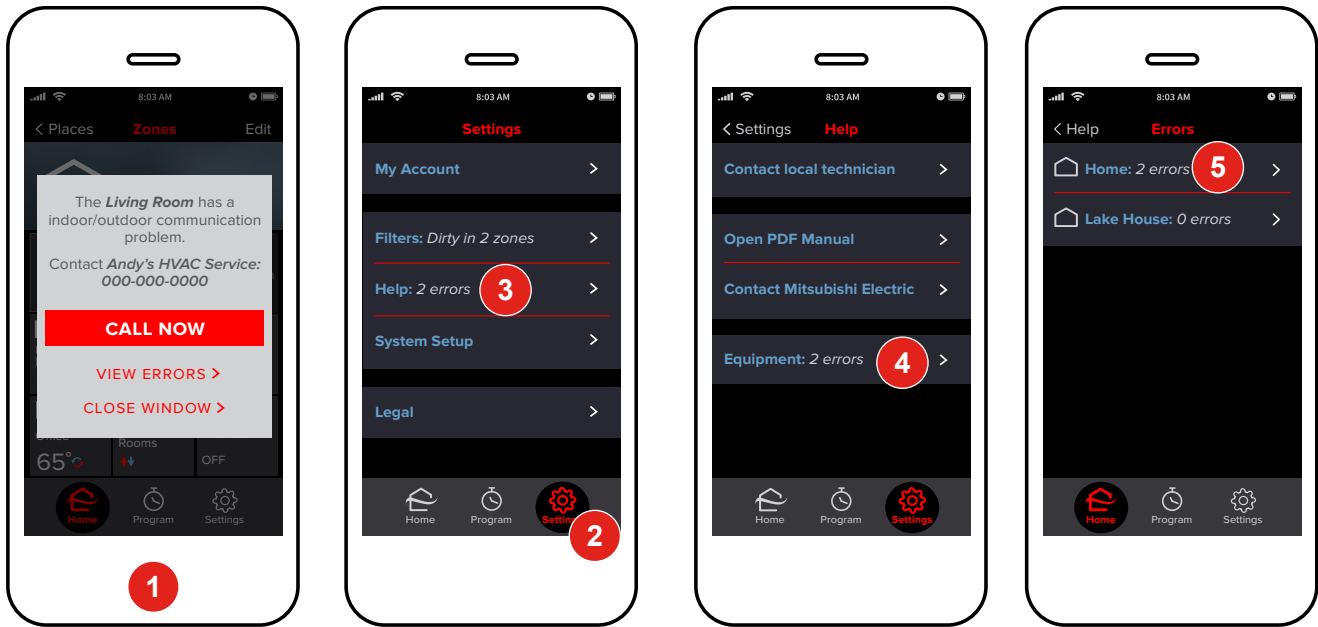
Repeat the steps to *Add Unit* and *Name a Zone* until all indoor units have a Wi-Fi Interface and each zone has a unique name.



Manual Setup

If no zones appear automatically, check that the Wi-Fi Interface and the smart phone are connected to the same network. If there are still problems, or if joining the same network is not possible, zones can be added manually.

- 1 Tap **Settings**.
- 2 Tap **Installer Settings**.
- 3 Tap **More**.
- 4 Tap **Manual Setup**.
- 5 Enter the **Adapter ID** and **MAC Address** found on the back of the Wi-Fi Adapter.
- 6 Touch **Add Zone**.

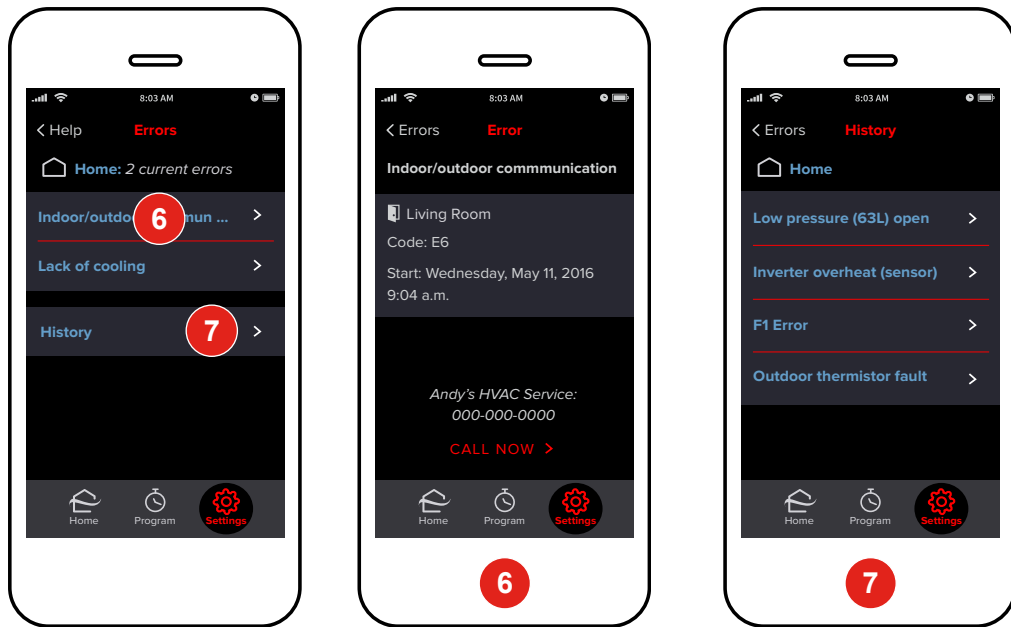


Maintenance

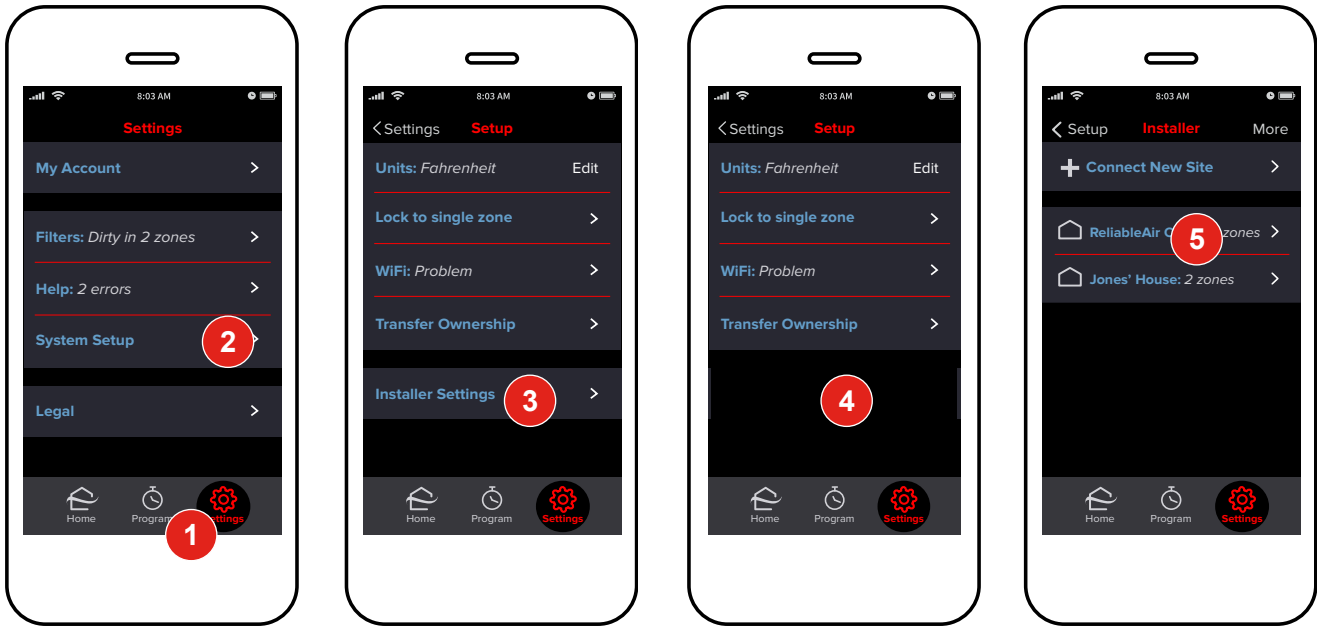
A homeowner can loan the service technician her smart phone or can use the app to *Transfer Ownership* to his account via email. See the *kumo cloud Owner Operation Manual*:
meus.mylinkdrive.com/item/PAC-USWHS002-WF-1.html

Faults/Error Codes

- 1 When an error occurs, kumo cloud displays an alert with the installer's contact information. (See [page 8](#) to enter contact info).
- 2 To view errors, tap **Settings**.
- 3 Then tap **Help**.
- 4 Tap **Equipment**.
- 5 If there is more than one job site in the account, choose **the one with the error**. If not, skip this step.

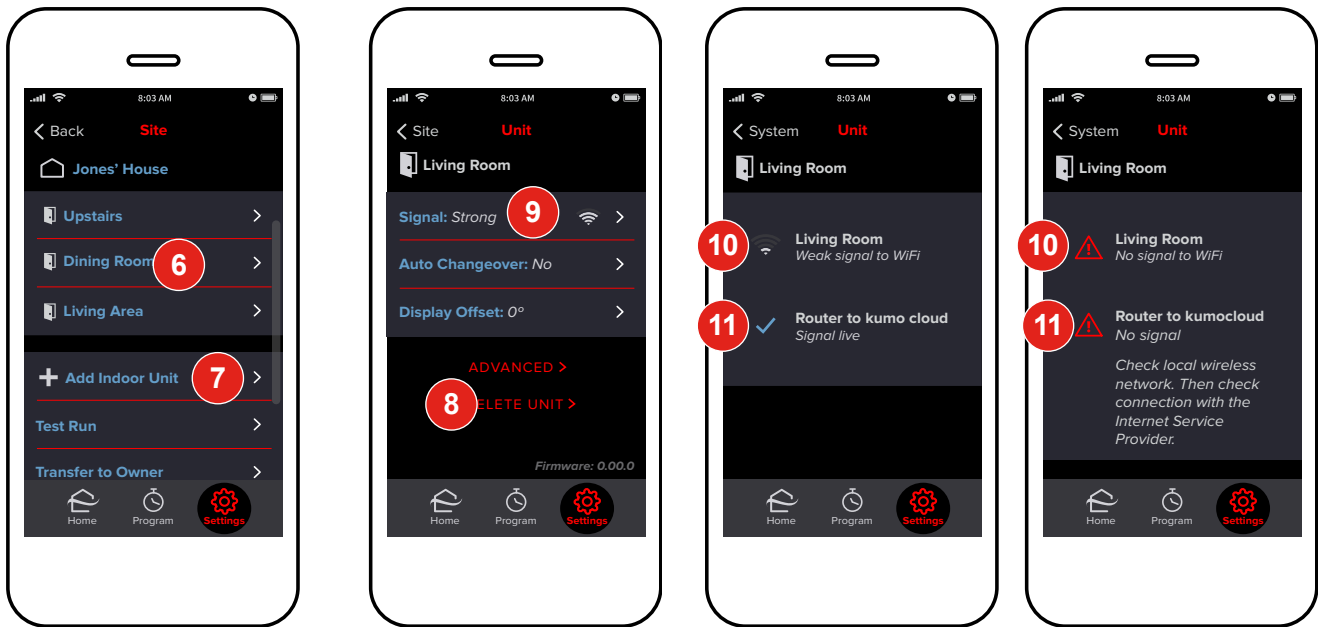


-
- 6** Tap the **error description** to view details including the zone name, numeric code and time.
 - 7** Tap **History** to view the most recent ten errors at the site. If the equipment had errors before kumo cloud was setup, those errors will not display in *History*.



Access Unit Settings

- 1 Tap **Settings**.
- 2 Tap **System Setup**.
- 3 Tap **Installer Settings**.
- 4 If **Installer Settings** is hidden (See Step 4 on [page 8](#)), tap **the area where it normally shows up**.
- 5 Tap the name of the job site.



6 Tap the name of the zone.

Add Unit

7 To add a unit to an existing site, tap **Add indoor unit**. Then follow instructions on [page 6](#).

Delete Unit

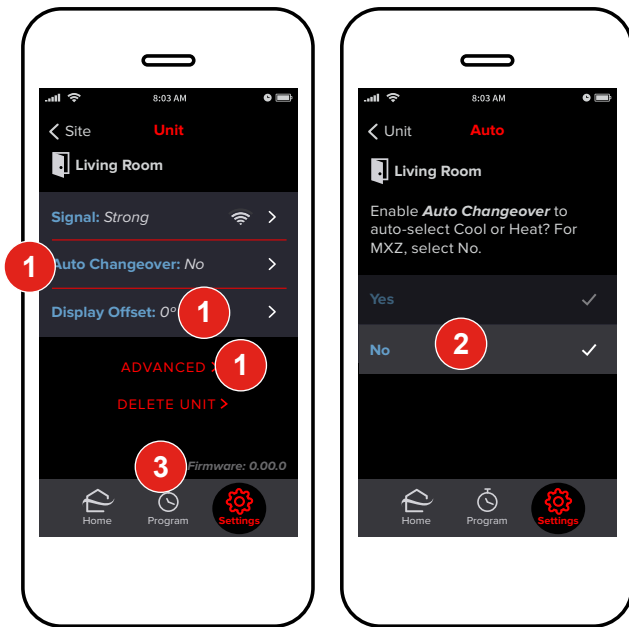
8 To remove a unit, tap **Delete Unit**. The unit with the adapter can now be discovered by any kumo cloud account. If it's re-added to a different account, the app will require the WPA Key from the back of the Wireless Interface.

Check Signal

9 Tap **Signal**.

10 If there is *No Signal* or a *Very Weak Signal* from the unit to the network, consider relocating the wireless interface, relocating the router or adding a repeater to the wireless network.

11 If there is *No Signal* from the *Router to kumo cloud*, check the local wireless network for problems including connection with the Internet.



Adjust a Setting

Access *Unit Settings* following the steps on [page 19](#).

- 1 Tap **Auto Changeover**, **Display Offset** or **Advanced**.
- 2 Tap the **desired setting**. The change is applied on the indoor unit in a few seconds.

See [page 11](#) for a complete description of available settings.

Firmware

- 3 To check the firmware running on the Wireless Interface, follow the steps on [page 19](#) and note the firmware number. Firmware updates load automatically.



FAQs

Can I use both the remote control and the app? Yes! Whichever control was adjusted most recently takes effect.

Can I control the same indoor unit 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 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.

Does kumo cloud work with the RedLINK Internet Gateway or the MHK1 controller? No. kumo cloud does not require a gateway. The Wireless Interface plugs into the same CN105 that MHK1 uses.

How many units or zones can be added to a kumo cloud account? There is not a limit to the number of zones.

Does Auto mode use a single or dual set point? kumo cloud Auto Changeover mode uses a dual set point.

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