

About user fees

Is there a download and usage fee for voice control?

The use of the Alexa skills for Smart M-Air is free of charge.
*Communication charges apply separately for downloading Alexa skills and accessing the server.

About the use

What does it take to voice-control a MHI Thermal Systems air conditioner from an Amazon Alexa-enabled device?

[Check "Control the air conditioner with a smart speaker - Setting Guide - For Amazon Alexa™ Smart Speaker Edition"](#)

How can I use it?

[Check "Control the air conditioner with a smart speaker - Setting Guide - For Amazon Alexa™ Smart Speaker Edition"](#)

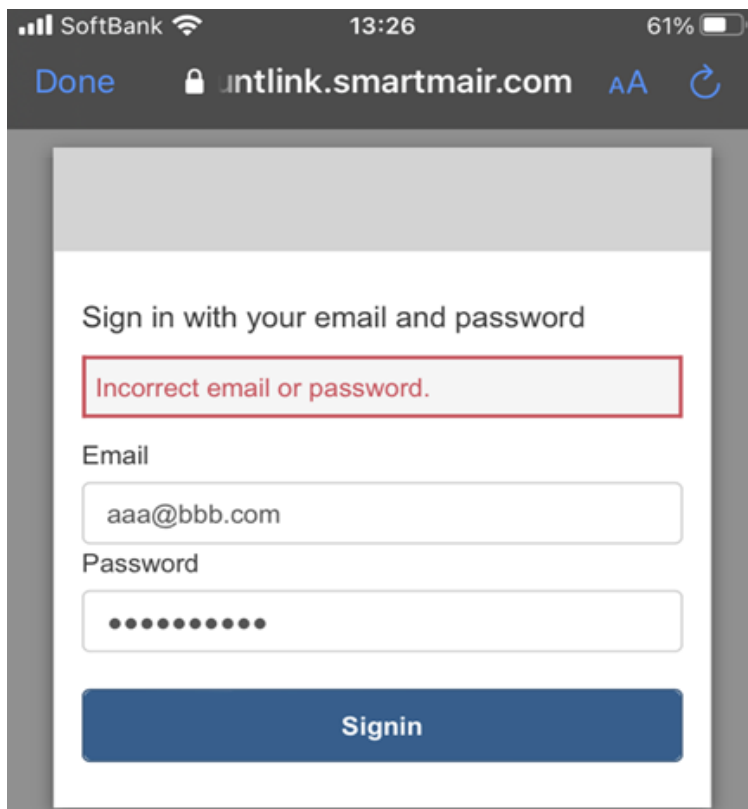
When I launch the Alexa app on my phone, it tells me it can't find the network.

Enable the Wi-Fi function or cellular data communication function on your smartphone.

I don't know my login information when I open the Alexa app.

Login with your Amazon account on Alexa app.
If you do not have an Amazon account, please create an account via the Amazon website.

Alexa app requires Smart M-Air account while setting up for voice control but I cannot sign in.



- Check your Smart M-Air account (Same as your email address).
- Make sure your device is connected to the network.
- Use the latest version of the Alexa app.

I don't know how to set up a smart speaker.

Visit the Amazon support page.

Which MHI Thermal Systems air conditioners are compatible?

Air conditioners that can be operated with the Smart M-Air app are compatible. Please check the MHI Thermal Systems website.

How many air conditioners can be connected with one smart speaker?

You can connect all the air conditioners registered in the Smart M-Air app from one smart speaker (up to 16 units) .

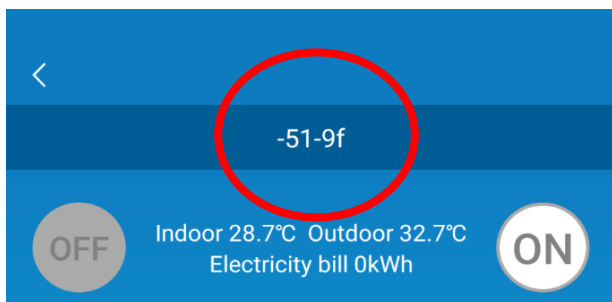
However, you can only operate one unit at a time by saying the air conditioner name.

The air conditioner name is displayed in alphabetic order on Smart M-Air app.

Change the air conditioner name in the Smart M-Air app according to the Setting Guide.

The air conditioner name should be unique and not duplicated with other air conditioners or group names.

Before the change

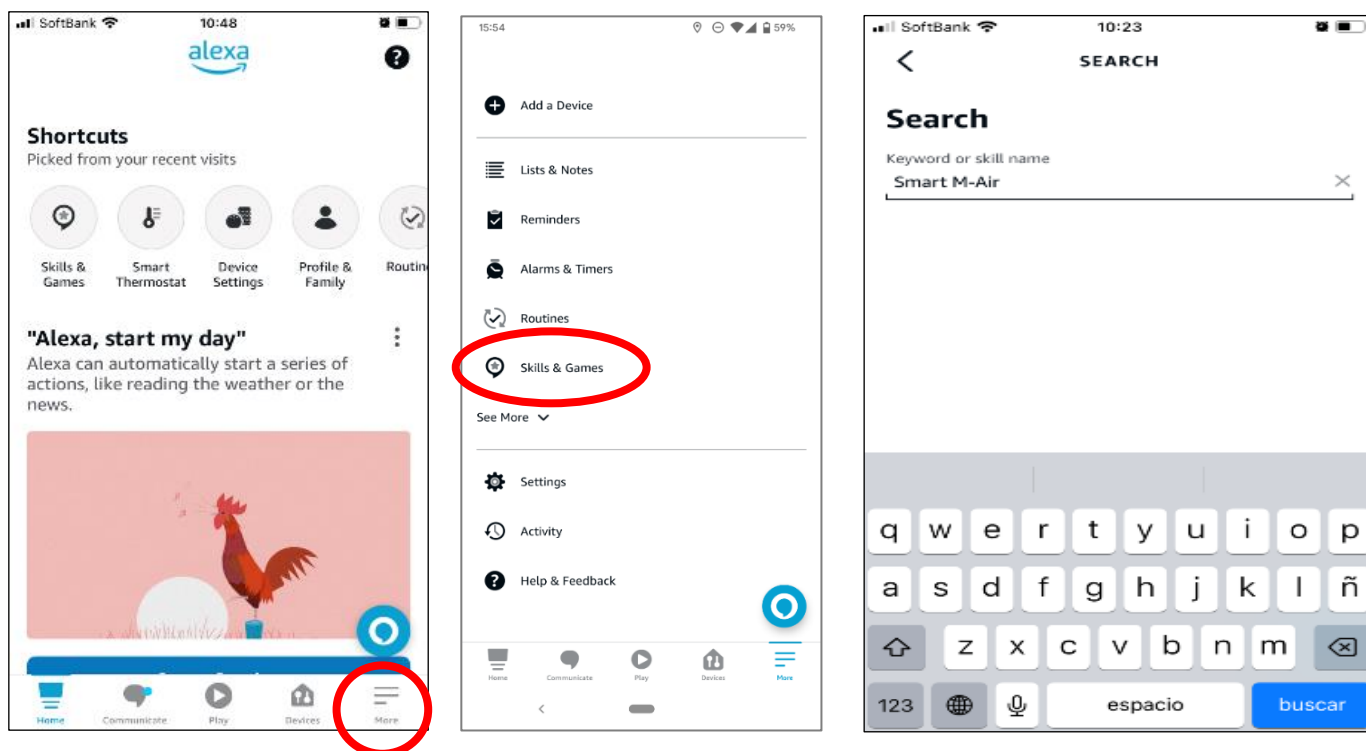


After the change



I don't know how to use the Alexa skill for the Smart M-Air.

Check "Control the air conditioner with a smart speaker - Setting Guide - For Amazon Alexa™ Smart Speaker Edition"



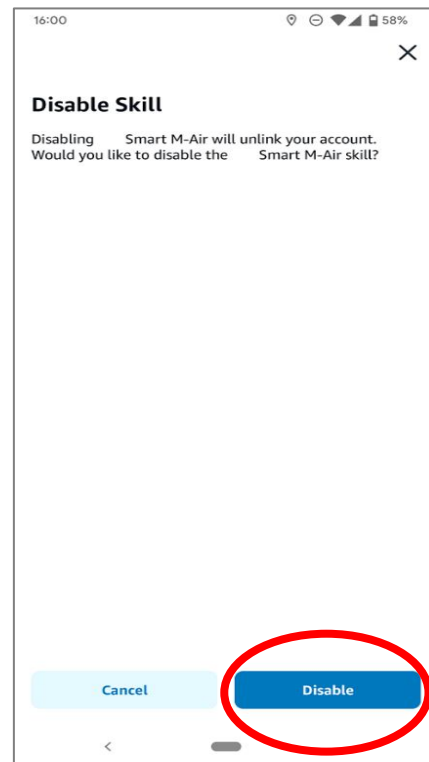
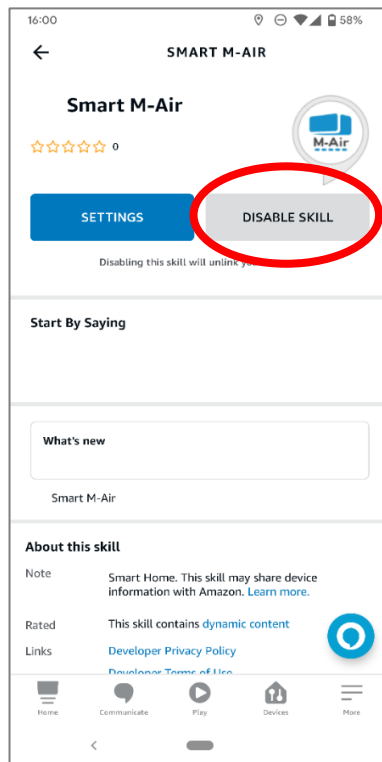
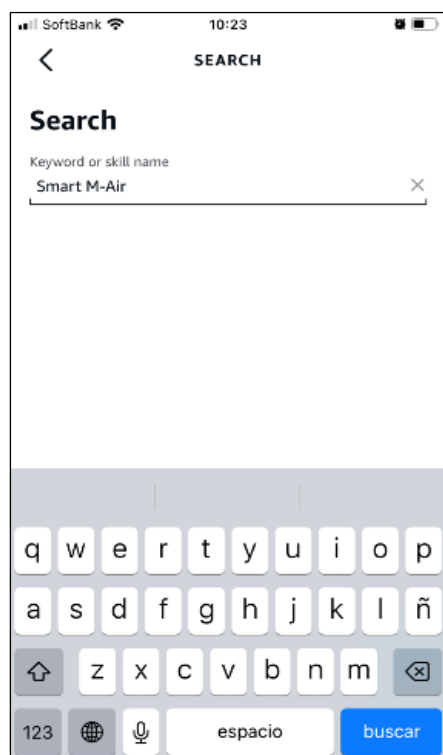
About the operation

I want to operate in a language other than English.

Change the language you use from the Alexa app settings. However, we have confirmed the operation only in English, Dutch, German, Italian, Spanish, French, Portuguese.

I want to stop using the Alexa skills for the Smart M-Air.

On the Alexa skill settings page for Smart M-Air in the Alexa app, select "DISABLE SKILL".



What can I do with my voice from an Amazon Alexa-enabled device?

Check "Control the air conditioner with a smart speaker - Setting Guide - For Amazon Alexa™ Smart Speaker Edition"

When operated from an Amazon Alexa-enabled device, what are the settings for Fan speed and Air flow of the air conditioner?

It will be the last setting you operated with the remote control attached to the air conditioner or the Smart M-Air app.

Why does the air conditioner start running when I change the setting from voice control?

If you change the set temperature or operating mode by voice while the air conditioner is stopped, the air conditioner will start running.

Any effect if I change the air conditioner name on Alexa app that is a different name registered on Smart M-air app?

No effect.

Voice controller can recognise both of the air conditioner name registered on Smart M air and Alexa app.

However the air conditioner name should be unique and not duplicated with other air conditioners or group names.

I registered my new air conditioner with the Smart M-Air app. The new air conditioner didn't show up in the Alexa app, how can I control it with my voice from an Amazon Alexa-enabled device?

Say "detect device".

New air conditioner will be available after a while.

Can I operate several air conditioners at once with an Amazon Alexa-enabled device?

This is not possible.

You can only operate one unit at a time by saying the air conditioner name.

I want to change the name of the air conditioner.

Change the air conditioner name in the Smart M-Air app. To change the air conditioner name, refer to the operation manual of the Smart M-Air app. The air conditioner name should be unique and not duplicated with other air conditioners or group names. And we recommend to use same name on Smart M-Air app and keep the name simple.

Is there a priority when operating the remote control that comes with the air conditioner, the Smart M-Air app, or the smart speaker?

Operations from the last operated device take priority.

Is the timer setting effective when operated by voice after setting the off timer with "the remote control that comes with the air conditioner" or "the Smart M-Air app"?

Timer settings from the remote control are disabled. However, the timer settings from the Smart M-Air are enabled.

When operation is not successful

The smart speaker does not recognize changes in the set temperature. Or the recognition rate is poor.

Alexa smart speakers may have low recognition rates when operating set temperatures using 0.5 degrees. If the smart speaker misunderstands the operation, refrain from doing so.

Will my Amazon Alexa-enabled device notify me if the air conditioner doesn't start due to an error?

There are no notifications from Amazon Alexa-enabled devices.

The air conditioner I deleted in the Smart M-Air app now appears on the device page of the Alexa app.

If you delete the air conditioner in the Smart M-Air app, it will not be reflected in your Alexa app, so delete it manually in the Alexa app.

You say, "Turn the living room to 25 degrees," and it responds, "The thermostat is set to 64 degrees."

In the unit settings on your smart speaker in the Alexa app, set the Celsius or Fahrenheit temperature you want to use.

The wording of the speech should have been fine, but it didn't work.

- Speak clearly in a natural tone.
- Speech may not be correctly recognized due to ambient noise, etc. Please try again.
- The recognition rate will be low due to surrounding noise and speech.

Smart speakers often don't work well.

- Check the location of Wi-Fi router, smart speakers and indoor unit in order to confirm any bad effect on communication (i.e. Metal objects, communication equipment, etc...)
- Depending on the time of day, the communication speed of your communication environment may be slow.

When I tried to operate the air conditioner by voice, it responded "I'm not quite sure what went wrong" and the operation was not reflected in the air conditioner.

If you operate it last time on another device, you will not be able to operate it.

Wait a moment (up to one minute) and speak again.

When I tried to operate the air conditioner by voice, "That command doesn't work on device living room." and the operation was not reflected on the air conditioner.

The Alexa skill on the Smart M-Air does not support "FAN mode" or "DRY mode".

"Mode doesn't support requested value" is displayed on the detailed screen of the air conditioner information in the Alexa app, and the mode of the air conditioner etc. are not displayed.

The Smart M-Air's Alexa skill doesn't support "FAN mode" or "DRY mode", therefore it cannot be displayed on the screen.

Operating the air conditioner at a set temperature of less than 18 degrees Celsius or more than 30 degrees Celsius does not reflect the set temperature.

The Smart M-Air's Alexa skill supports set temperatures above 18 degrees Celsius (64 degrees Fahrenheit) and below 30 degrees Celsius (86 degrees Fahrenheit) .
※ Some models support set temperature above 10 degrees Celsius (50 degrees Fahrenheit) and below 33 degrees Celsius (91 degrees Fahrenheit).

I am speaking the air conditioner name correctly, but the smart speaker does not recognize it.

The smart speaker's speech recognition may have misidentified it as a homonym. Change the air conditioner name to a recognizable alias on the Smart M-Air app and try again.

Other

Who will take in charge for smart speaker setup?

You need to configure the smart speaker connection and settings yourself. If you have any question about Smart M-Air and our air conditioner, please contact your seller of the air conditioner.

Can I change the air conditioner setting temperature etc. on the air conditioner status screen in the Alexa app?

Yes, but operable contents is depending on the specification of Alexa app. and not guaranteed its operation.

The Alexa app can't be installed on your phone or doesn't work properly.

See the instructions for the Alexa app.

Can I link the same Smart M-Air account to multiple smart speaker settings apps?

Yes.

Can I operate from the smart speaker even if I replace my smartphone?

Yes. We recommend installing the app again if you want to continue using it.

What should I do if I forget the name of the air conditioner?

Check the air conditioner name on the Smart M-Air app.