

About user fees

Is there a download and usage fee for voice control?

The use of the Google Actions for Smart M-Air is free of charge.

*Communication charges apply separately for downloading Google Actions and accessing the server.

About the use

What does it take to voice-control a MHI Thermal Systems air conditioner from a Google Assistant-enabled device?

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

How can I use it?

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

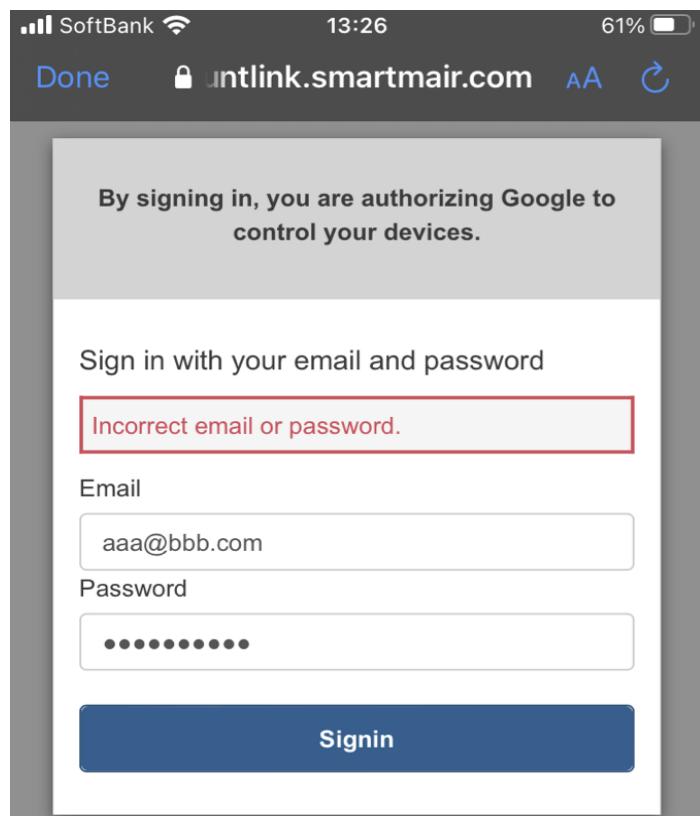
When I open the Google Home app on my phone, '! (extension mark)' is displayed.

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

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

Login with your Google account on Google Home app. If you do not have a Google account, please create an account via the Google website.

Google Home 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.
- Please use the latest version of Google apps.

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

Please visit Google's 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) .

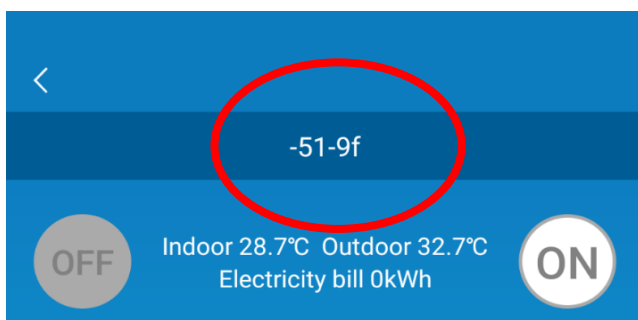
However, you can only operate one unit at a time by saying the air conditioner name.

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

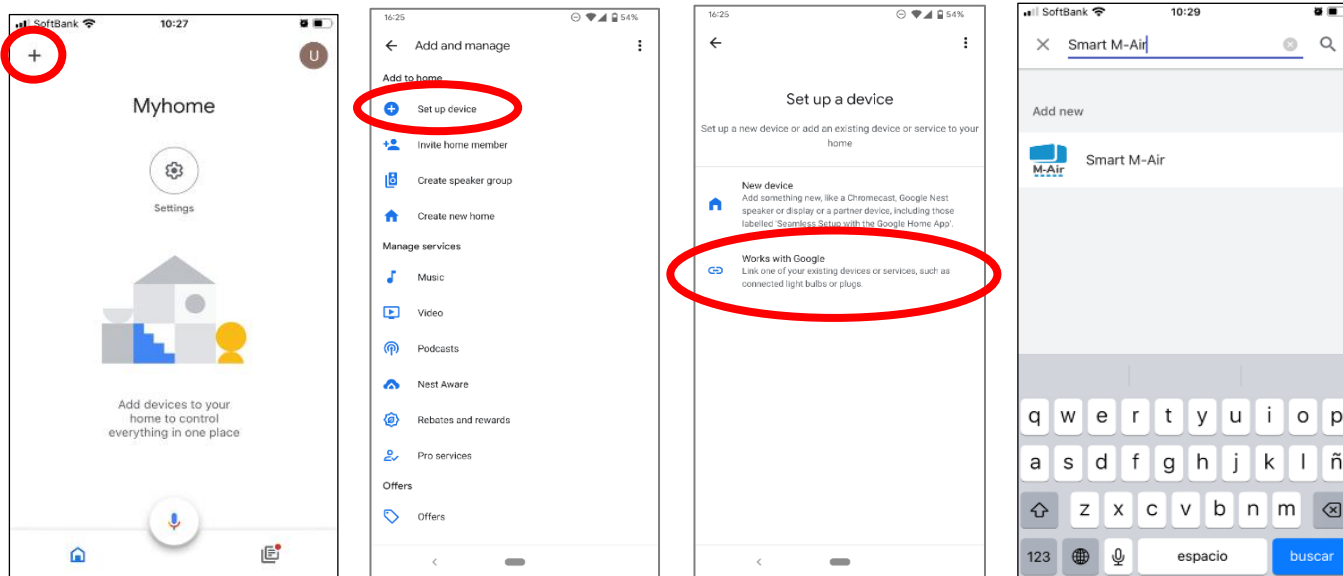


After the change



I don't know how to use Google Actions for the Smart M-Air.

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



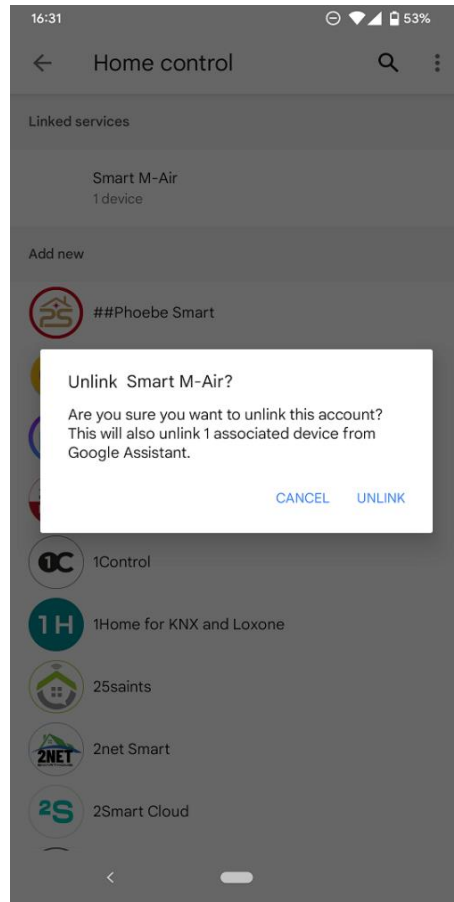
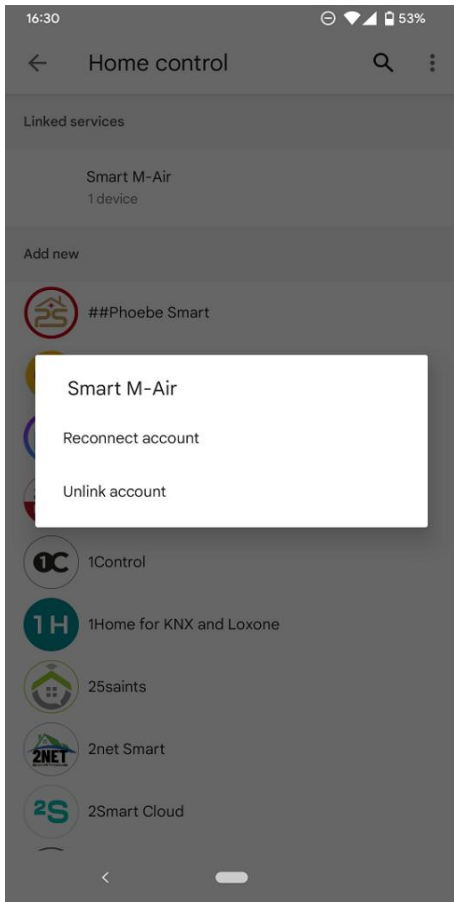
About the operation

I want to operate in a language other than English.

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

I want to stop using Google Actions for the Smart M-Air.

On the Google Home app, select "Works with Google." and select the Smart M-Air action "Unlink account"



What can I do with my voice from a Google Assistant-enabled device?

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

When operated from a Google Assistant-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 Google Home 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 Google Home 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 Google Home app, how can I control it with my voice from a Google Assistant-enabled device?

Wait a while after registering, or say "sync device". New air conditioner will be available after a while.

Can I operate several air conditioners at once with a Google Assistant-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.

Google 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 Google Assistant-enabled device notify me if the air conditioner doesn't start due to an error?

There are no notifications from Google Assistant-enabled devices.

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, I received an error response and the operation was not reflected on 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.
- Is the group name registered in the Google Home app the same as the air conditioner name?

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 Google action 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.

I registered my air conditioner with the Smart M-Air, but it doesn't show up in the Google Home app.

The timing of the reflection is not immediate.

When the Google Home app is open, the registered air conditioner may not be displayed on the screen. If it doesn't take effect after a while, stop the Google Home app and restart the app.

I say, "Turn on the heating (air conditioning)" and can't operate it.

You can omit the name of the air conditioner when only one air conditioner is registered in the Google Home app.

I can't change the set temperature or check the room temperature or set temperature.

Is the air conditioner in blast mode?
The set temperature can not be changed in "FAN mode".

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 Google Home app?

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

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

See the instructions for the Google Home 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.