

ORIGINAL INSTRUCTIONS

M-ACCESS Gateway **Setup Manual**

Model name: RM-CGW-E2



Mitsubishi Heavy Industries Thermal Systems, Ltd.

1. Safety Precautions

Table of contents

1. Safety Precautions	4
2. Introduction	5
2.1 Purpose of this Document	5
2.2 What is M-ACCESS?	5
2.3 M-ACCESS Gateway Roles	5
2.4 Overview of M-ACCESS Gateway Specifications	6
3. Installation Overview	7
3.1 Setting Flow	7
3.2 Internet Connection Method	7
3.3 PC Setting for Gateway Setting	8
(1) System requirements of PC for gateway setting	8
(2) Internet properties settings	8
4. Setting for Gateway	9
4.1 Installation Procedure in Wireless Connection	9
(1) Device connection	9
(2) Confirmation of wireless router IP address	9
(3) Gateway setting	10
(4) IP address setting for PC	14
4.2 Installation Procedure in Wired Connection	15
(1) Confirmation of customer network environment	15
(2) Gateway setting	19
(3) IP address setting for PC	21
4.3 Confirmation of Gateway-side Data (Only for New Superlink)	22
4.4 Gateway Activation	23
(1) Create the M-ACCESS account (only for users who do not have an account).	23
(2) Log in to M-ACCESS.	24
(3) Add a site.	25
(4) Add the gateway to the site.	26
(5) Log in to the gateway setting screen	27
(6) Enter the activation key	27
(7) Confirm that the activation is completed	28
5. Setting for M-ACCESS	29
5.1 Gateway Setting in M-ACCESS	29
5.2 Registration of Air Conditioners / Heat Source Units	30
(1) VRF	31

1. Safety Precautions

(2) Units connected via interface (SC-ADNA/SC-GIFN).....	33
(3) Heat source units (Q-ton, Hydrolution PRO).....	35
(4) Heat source units (Hyozan)	36
(5) Collective setting (Only available for Air Conditioners)	38
5.3 Configuration Update	41
5.4 Confirmation of Gateway-side Data (For Old SuperLink / Remote terminal).....	42
5.5 Confirmation in M-ACCESS	43
5.6 Removal of Setting Devices (PC and Hub).....	44
5.7 Group Setting for Indoor Units.....	45
(1) Group creation	45
(2) Group registration	47
(3) Floor layout setting	48
5.8 Payment of Subscription Fee.....	49
6. Troubleshooting	51
<<Reference>> How to initialize the gateway's IP address	52
7. After-sales service.....	53



This product complies with following directives.

EU	GB
EMC 2014/30/EU	EMC S.I. 2016/1091
LVD 2014/35/EU	EER S.I. 2016/1101
RoHS 2011/65/EU	RoHS S.I. 2012/3032

■ PRECAUTIONS FOR WASTE DISPOSAL



Your gateway may be marked with this symbol. It means that waste electrical and electronic equipment (WEEE as per Directive 2012/19/EU) should not be mixed with general household waste. The gateway should be treated at an authorized treatment facility for reuse, recycling and recovery and not be disposed of in the municipal waste stream.

Please contact the installer or local authority for more information.



This symbol printed on the batteries in the gateway is information for end-users according to the EU regulation (EU) 2023/1542 Article 13 Annex VI.





At the end of their life, batteries should be disposed of separately from general household waste.

If a chemical symbol is printed beneath the symbol shown above, this chemical symbol means that the batteries contain a heavy metal at a certain concentration. This will be indicated as follows: Cd:cadmium (0.002%) and Pb:lead (0.004%).

Please dispose of batteries correctly at your local community waste collection or recycling center.

1. Safety Precautions

1. Safety Precautions

- Please read these "Safety Precautions" carefully to learn how to correctly operate the gateway.
- The precautions shown here are classified as  "WARNING" and  "CAUTION". However, those that are likely to have serious consequences such as death or serious injury if ignored are specifically described in the  "WARNING" column, and are grouped together. However, even items described in the  "CAUTION" column may have serious consequences depending on the situation.
All of them contain important information regarding safety, so be sure to observe them.
- The symbols used in the text have the following meanings:

	Be sure to follow the instructions.		Be sure to perform the class D grounding work.
---	-------------------------------------	---	--

- After finishing reading this manual, be sure to keep it in a location where you can access it at any time. When ownership of the gateway is transferred, pass on this manual to the new owner.

■Precautions regarding installation

WARNING



Consult your dealer about installing the gateway.

Careless or inappropriate installation may cause an electric shock, fire, etc.



Be sure to store the main unit in a location that can be locked.

This product is equipped with a power terminal block on the outer surface of the gateway main unit. Be sure to observe this to prevent an electric shock or power switch malfunction.

CAUTION



Be sure to perform the class D grounding work.

Do not connect the ground wire to the gas pipe, water pipe, lightning rod or telephone ground wire. Incomplete grounding can cause an electric shock.

■General precautions

WARNING



Do not open the cover of the main unit.

The main unit contains precision boards. Careless or inappropriate opening and closing of the cover may damage the internal parts of the boards. This may cause a malfunction or a problem when performing the intended operation.

2. Introduction

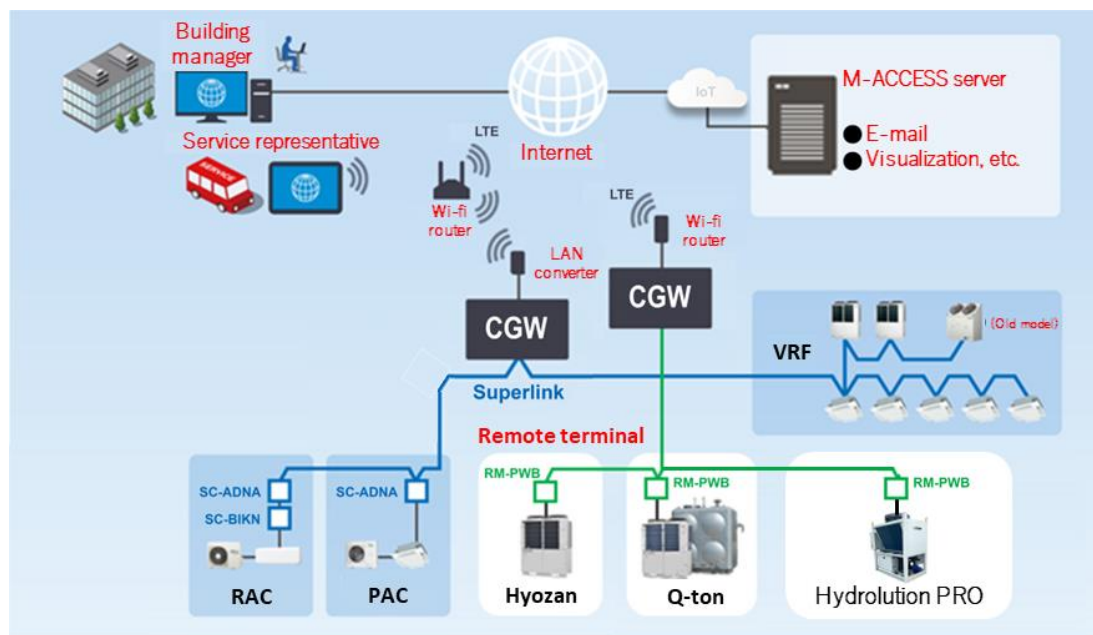
2.1 Purpose of this Document

This document describes how to install the gateway for M-ACCESS. M-ACCESS requires an environment that enables online communications with the air conditioners and heat source units; therefore, it is necessary to install a dedicated gateway as a repeater between the air conditioner/heat source unit side and the M-ACCESS server.

2.2 What is M-ACCESS?

M-ACCESS has the system configuration shown below.

M-ACCESS features a remote monitoring system that adopts cloud-type gateway equipment, and enables centralized management of air conditioners in multiple remote locations using IoT-related technology. Using a PC or tablet terminal, you can easily monitor and operate the status of air conditioners and heat source units in remote locations online. In addition, a wide variety of air conditioners can be connected, such as package air conditioners for stores, room air conditioners and multi air conditioners for buildings.



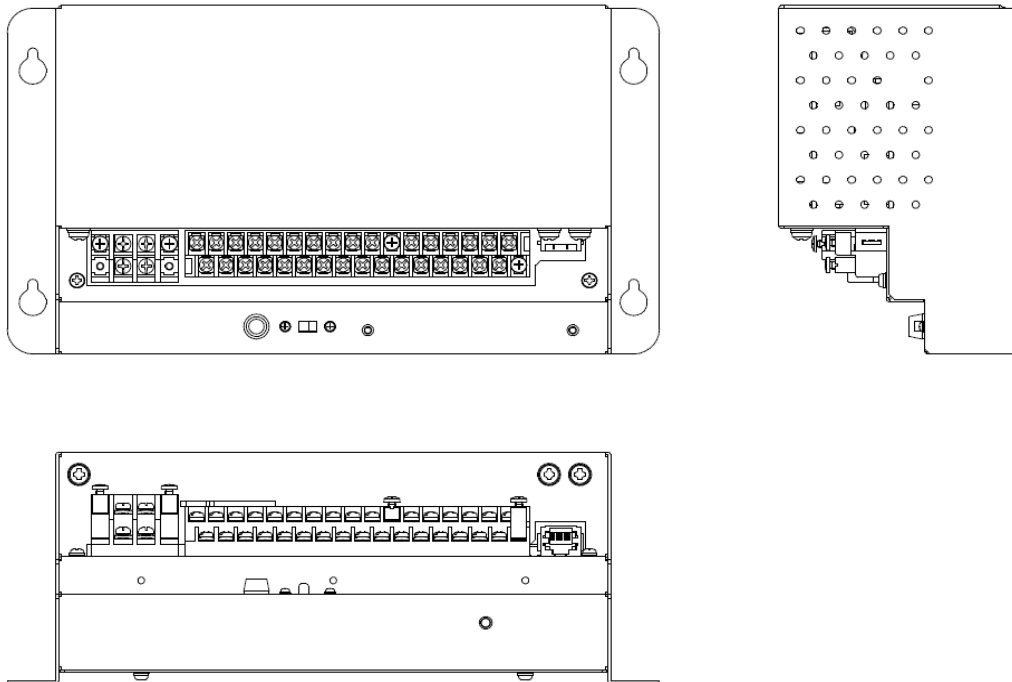
2.3 M-ACCESS Gateway Roles

The M-ACCESS gateway (the gateway), which is used as a repeater between the air conditioner/heat source unit side and the server side, is designed to acquire and transfer data from air conditioners and heat source units, and transmit control commands to air conditioners. The gateway enables data transmission by communicating with the server online. The Internet communication method can be arbitrarily selected from the wired or wireless method to suit the customer's environment.

You cannot mix air conditioners and heat source units and connect them to the same gateway. Install a separate gateway for each unit type.

2.4 Overview of M-ACCESS Gateway Specifications

The overview of the gateway specifications is as follows:



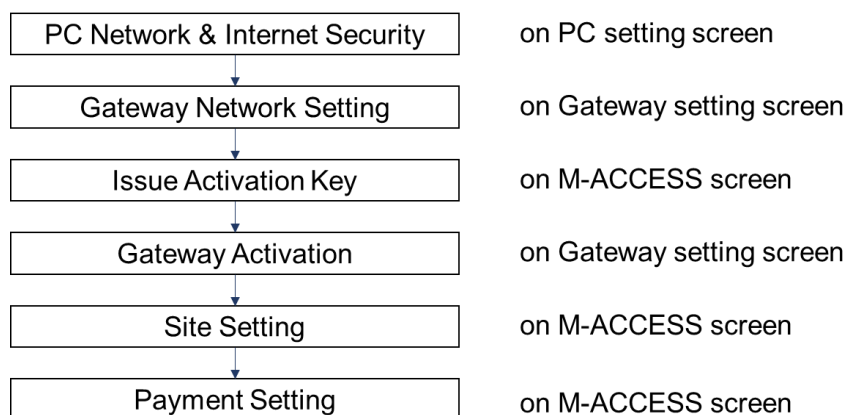
- (1) Model name
RM-CGW-E2
- (2) Power supply specifications
Single-phase AC200-240V ($\pm 10\%$), 50Hz/60Hz
- (3) Operating conditions

	<Power-on operation status>	<Power-off status>
Ambient temperature:	0 to 40°C	-20 to 70°C
Relative humidity:	85% RH or less	40 to 90% RH or less
- (4) Size
H 140 mm \times W 260 mm \times D 93 mm
- (5) Weight
Approx. 1.6 kg
- (6) Network setting (factory default)
IP address: 192.168.0.110
Subnet mask: 255.255.255.0
Default gateway: No setting

3. Installation Overview

3. Installation Overview

3.1 Setting Flow



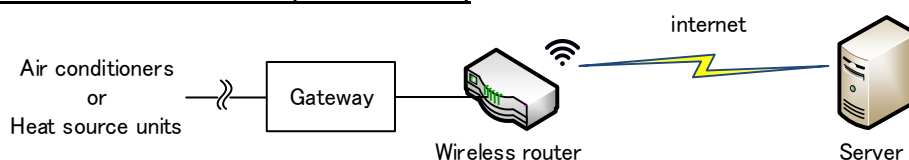
3.2 Internet Connection Method

For the gateway installation method, select the desired connection method from the following methods taking the customer's Internet environment into account. The gateway installation procedure varies depending on the selected details, so please refer to the corresponding installation procedure.

When you use a wired connection (customer's Internet line), there may be communication restrictions depending on the customer's environment, so we recommend that you use the wireless connection method as it allows you to easily build an M-ACCESS dedicated line. If you want to use the wireless connection method, you need to set up a wireless router separately.

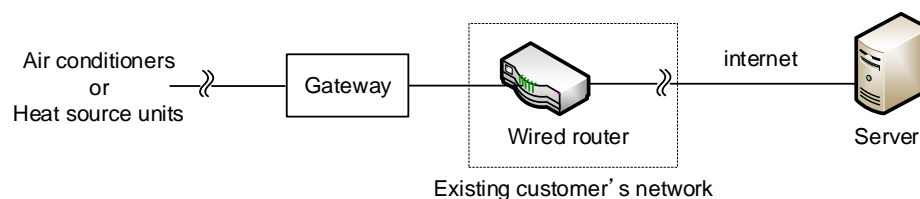
[Connection method]

•For wireless connection (recommended)



For the wireless connection method, you need to prepare a wireless router separately.

•For wired connection



For the wired connection method, install the gateway in the customer's network. For the gateway network settings, check with the customer's network administrator and confirm the available address information (IP address, subnet mask and default gateway) and whether to use a proxy server.

3. Installation Overview

3.3 PC Setting for Gateway Setting

The PC for gateway setting is required to install the gateway.

Follow the instructions below to confirm the PC system requirements and browser settings for gateway setting.

(1) System requirements of PC for gateway setting

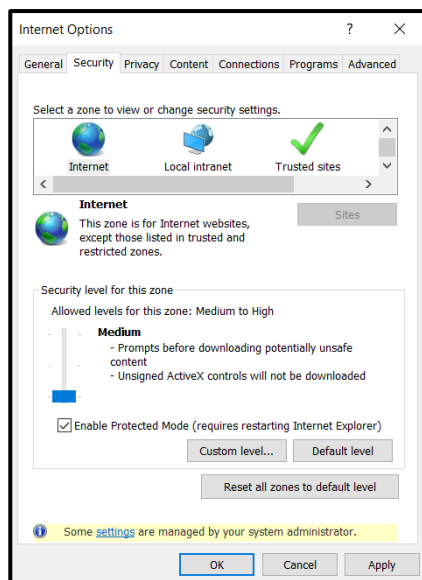
The PC used for gateway setting has the following system requirements:

CPU clock	: 500 MHz or higher (2 GHz or higher recommended)
Main memory	: 512 MB or more (1 GB or higher recommended)
Screen resolution	: 1364 × 768 pixels or more
OS	: Microsoft Windows10, Windows11
Web browser	: Microsoft Edge, Google Chrome

(*) The screenshots from Windows 10 and Microsoft Edge are shown to describe procedures in this document.

(2) Internet properties settings

Open [Control Panel], select [Internet Options] and switch the tabs at the top before making the following settings:



[Security]

Internet: Medium

Local intranet: Medium-low

[Privacy]

Medium

[Connections] - [LAN settings]

Make a setting not to use the proxy server.

[Advanced]: Specified value

We recommend that the specified value is used.

Click [Restore advanced settings].

When all the settings are completed, click the [Apply] button, and then click the [OK] button.

4. Setting for Gateway

4. Setting for Gateway

Depending on the Internet connection method described in section 3.2, the installation procedures differ as follows.

[Installation procedure]

- Wireless connection → Follow the steps described in section 4.1 to install the gateway.
- Wired connection → Follow the steps described in section 4.2 to install the gateway.

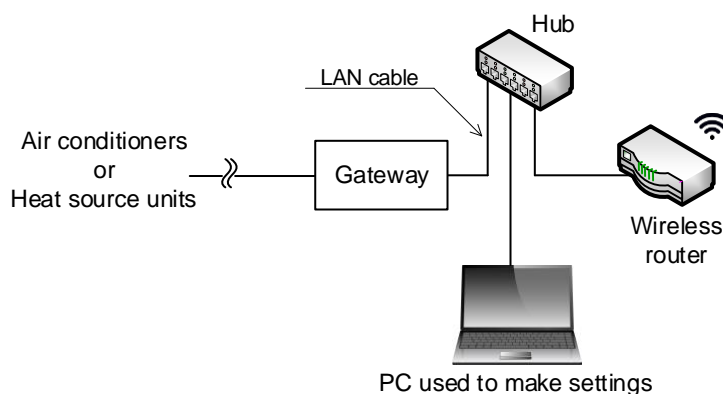
4.1 Installation Procedure in Wireless Connection

Before installation, prepare the following equipment:

- PC used to make settings
- Wireless router
- Hub
- LAN cables x 3

(1) Device connection

While referring to the figure below, turn on the power to each device connected via the hub. Connect the wireless router to the hub via the wired LAN (*).



(*) For the wireless router connection method, please refer to the wireless router instruction manual.

(2) Confirmation of wireless router IP address

Confirm the LAN-side IP address of the wireless router and make a note of the number.

For the confirmation method, follow the instructions in the wireless router manual. Generally, you can confirm the IP address from the terminal information screen of the wireless router or the terminal URL.

4. Setting for Gateway

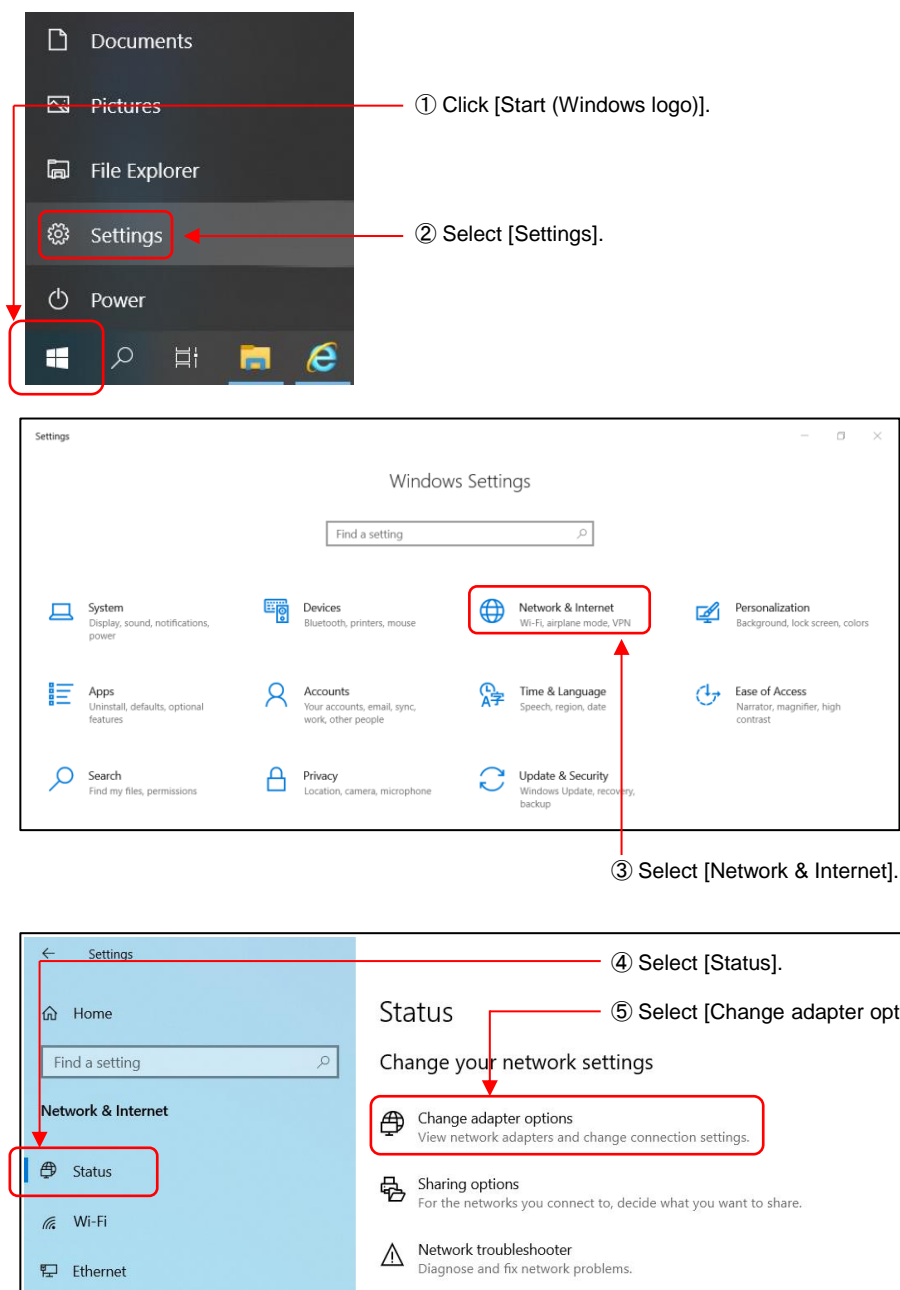
(3) Gateway setting

Set the gateway's IP address from the PC used to make settings according to the LAN-side IP address of the wireless router.

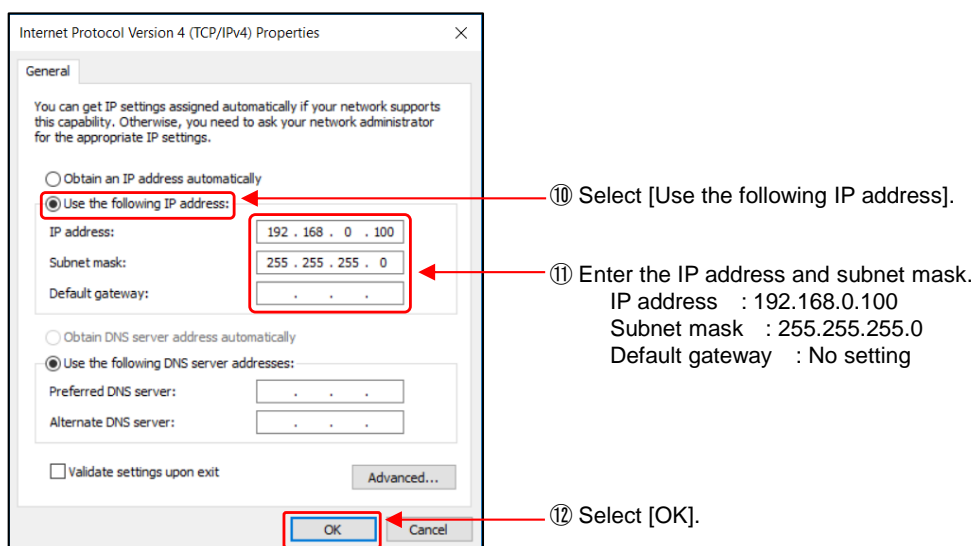
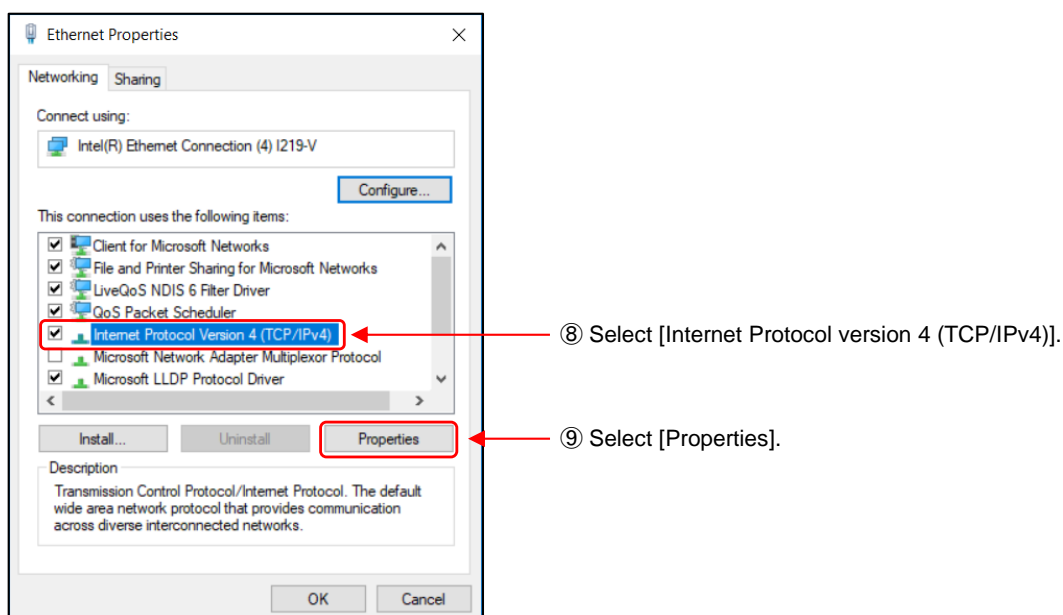
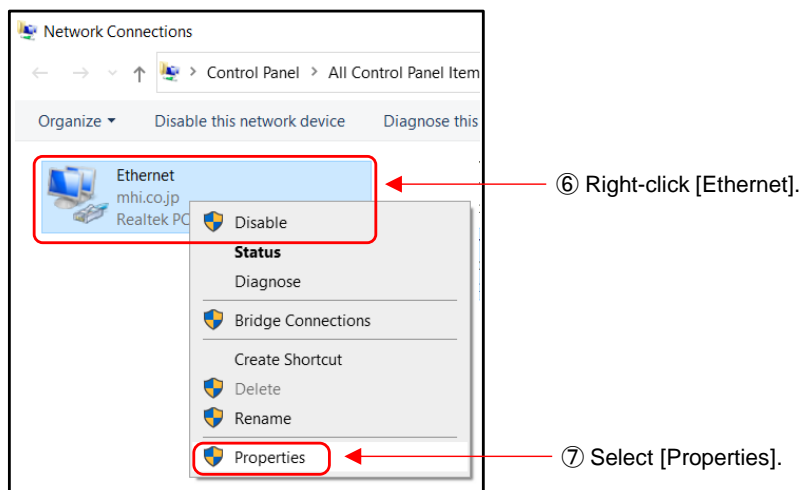
(3-1) Network setting of PC used to make settings

Set the PC's IP address to communicate with the gateway.

Follow the steps below to configure the PC network settings.



4. Setting for Gateway

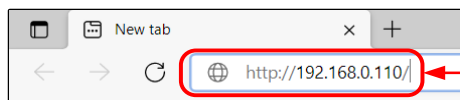


4. Setting for Gateway

(3-2) Log in to the gateway setting screen.

Log in to the gateway setting screen to configure the gateway side.

i. Access gateway web site



① Enter the URL for the gateway setting screen in the browser address bar.

<<URL for gateway setting screen>>
http://XXX.XXX.XXX.XXX/

XXX.XXX.XXX.XXX: Indicates the gateway's IP address.
This is set to "192.168.0.110" by factory default.

ii. Log in

② Enter the user ID and password shown below and press the [Login] button.
User ID : Admin
Password : 123456

iii. Change password (first time only)

Enter the password following the on-screen instructions.

③ Enter the current and new password.

④ Click the [Change password] button.

4. Setting for Gateway

(3-3) Gateway setting

The gateway setting screen is displayed.
Follow the steps below to configure the network settings.

- ② Enter the gateway network settings.
 Static/DHCP : Select "Static".
 IP Address : Shown below.
 Subnet Mask : Shown below.
 Default Gateway: Enter the LAN-side IP address of the wireless router.
 DNS (Primary) : Enter the LAN-side IP address of the wireless router.

<<IP address setting example>>

- Set the A part of the IP address to the same value as the LAN-side IP address of the wireless router. For the B part, set a value different to that of the wireless router within the range 1 to 254. The LAN-side IP address of the wireless router is the IP address confirmed in 4.1(2)
- Set the subnet mask to the same value as the wireless router.

	Wireless router	Gateway setting example
IP address	192. 168. 0. 1 A part B part	192. 168. 0. 110 A part B part
Subnet mask	255. 255. 255. 0	Same as the left.

4. Setting for Gateway

(4) IP address setting for PC

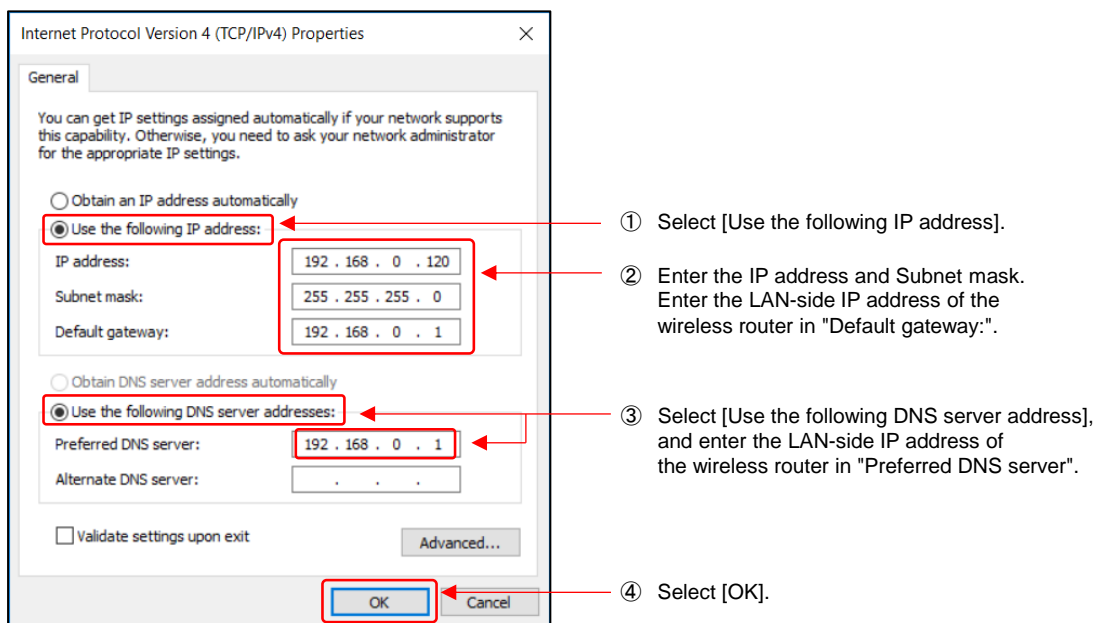
If you use the same PC to configure M-ACCESS and gateway settings, set an IP address for PC according to the following procedure. Otherwise, go to 4.3.

Re-change the IP address setting of the PC used to make settings so that the PC connects to the Internet. This IP address of the PC is set according to the gateway's IP address specified in step (3-3).

In addition, you need to browse the web page on the PC at a later stage, so set the default gateway and DNS server. For details, please refer to the following:

On the Windows desktop screen of your PC, select [Start] - [Settings] - [Network & Internet] - [Status] - [Change adapter options] - [Ethernet] - [Properties] - [Internet Protocol Version 4 (TCP/IPv4)].

(*) For details on how to proceed on the screen, refer to step (3-1).



<<IP address setting example>>

- Set the A part of the IP address to the same value as the gateway.
For the B part, set a value different to that of the wireless router or gateway within the range 1 to 254.
- Set the subnet mask to the same value as the gateway.

	Gateway	PC setting example
IP address	192.168.0.110 A part B part	192.168.0.120 A part B part
Subnet mask	255.255.255.0	Same as the left.

4. Setting for Gateway

4.2 Installation Procedure in Wired Connection

Before installation, prepare the following equipment:

- PC used to make settings
- Hub
- LAN cables x 3

(1) Confirmation of customer network environment

To install the gateway in the customer's network, check with the customer's network administrator and obtain the address information (IP address, subnet mask and default gateway) available for the gateway and the DNS server address.

In addition, check whether to use a proxy server. If you want to use a proxy server, you will need to determine its address.

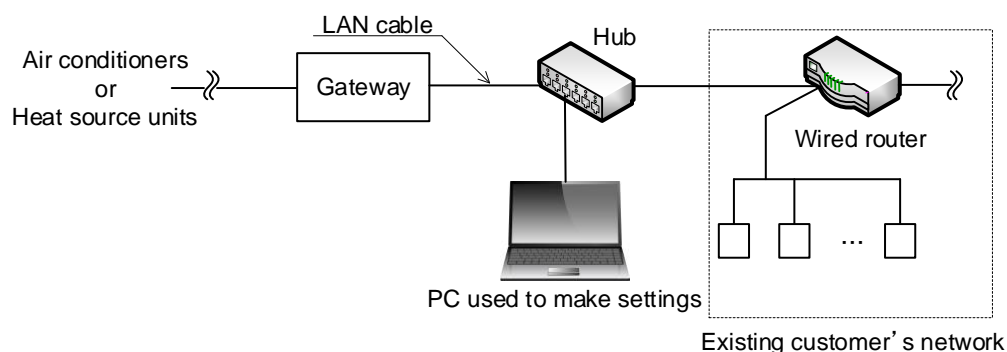
<<Required information>>

Gateway IP address	:
Subnet mask	:
Default gateway	:
DNS server address	:
Whether to use a proxy server	:

* If you cannot obtain the address information from the customer, follow the steps below to obtain the address information necessary for the Internet connection, and also obtain usage approval from the customer. Otherwise, skip 4.2 (1) and go to 4.2 (2). The above required information is used in the gateway configuration 4.2 (2-3).

(1-1) Connect your PC to the customer's network.

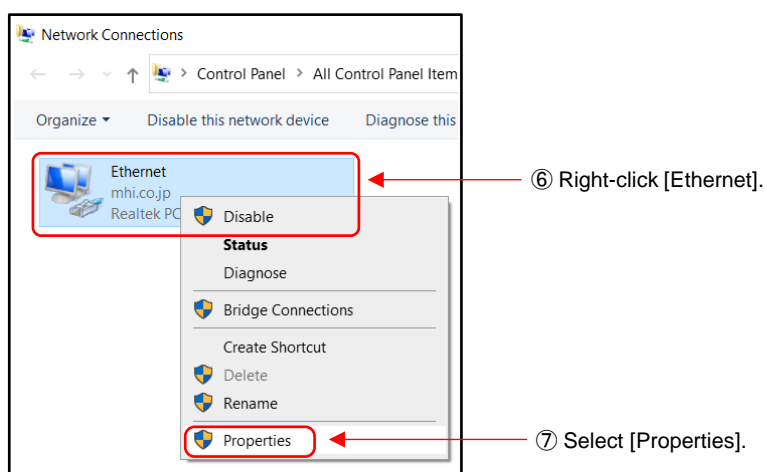
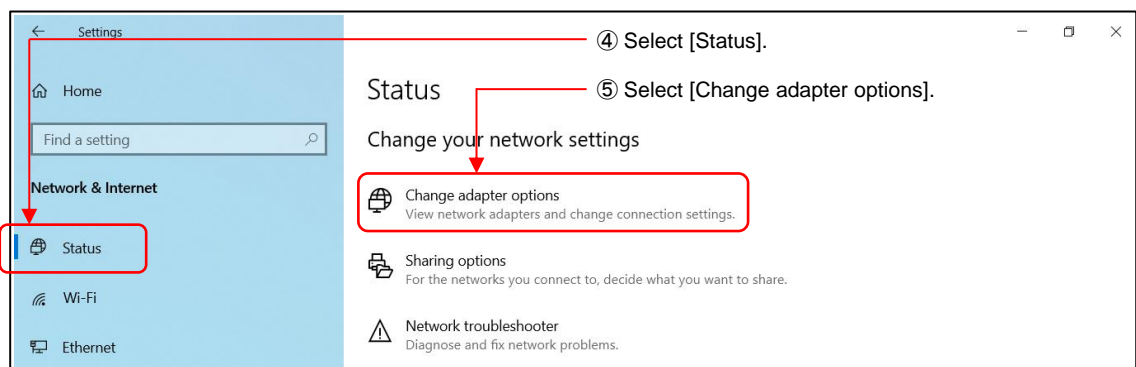
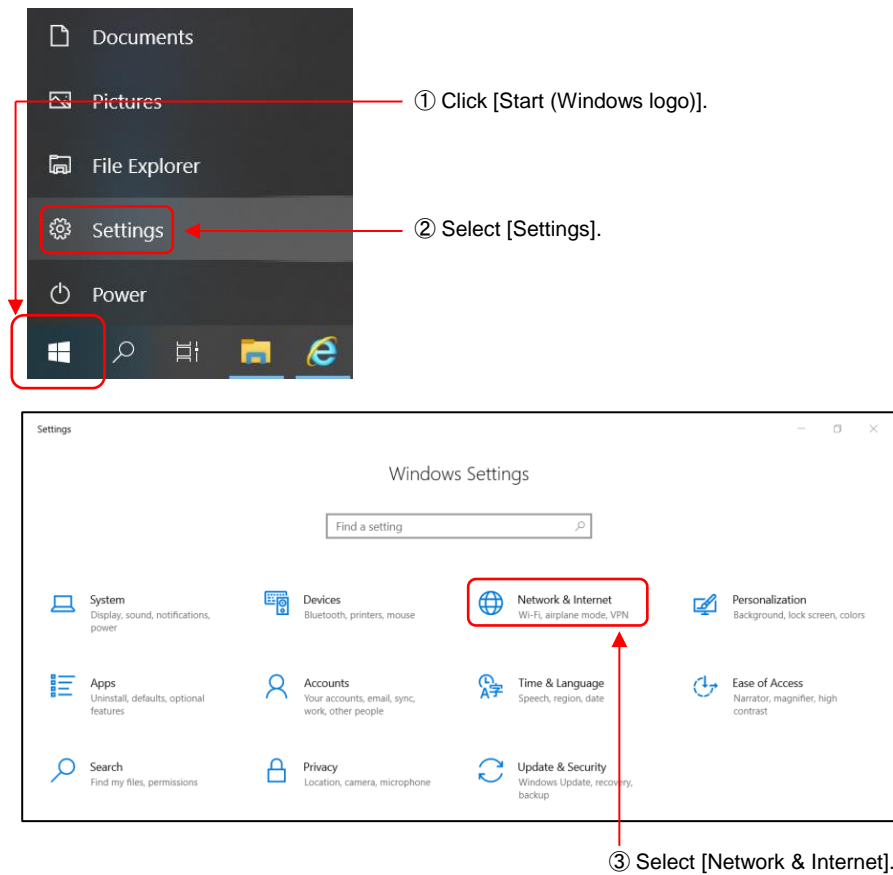
As shown below, connect the PC used to make settings and the gateway to the customer's network.



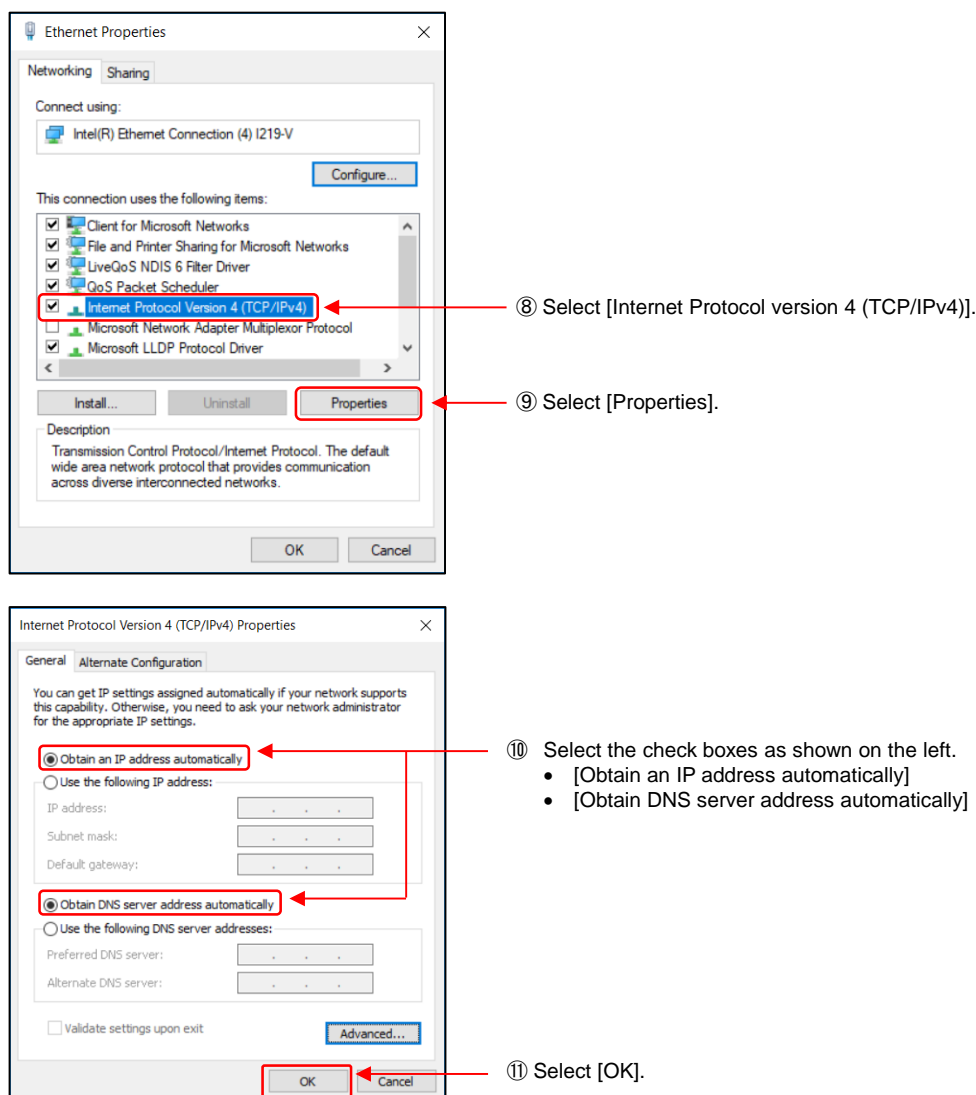
(1-2) Network setting of PC used to make settings

Follow the steps below to configure the PC network settings.

4. Setting for Gateway



4. Setting for Gateway

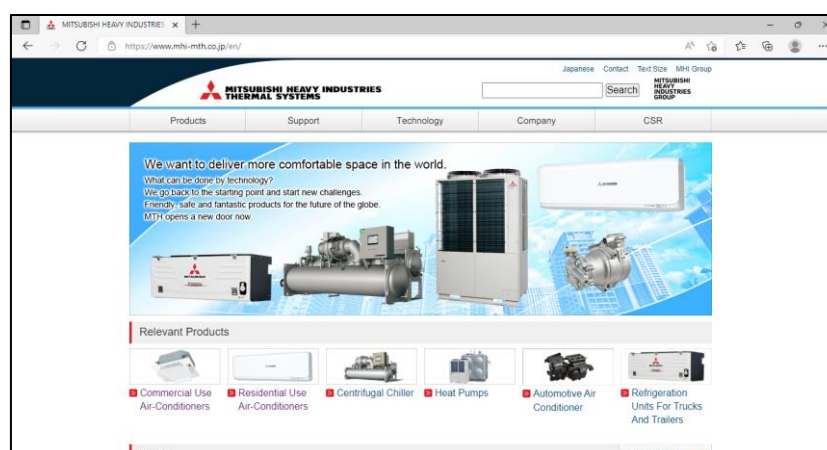


(1-3) Check the Internet connection.

Start the web browser on your PC, enter the following URL in the address bar using single-byte characters and press the Enter key.

<https://www.mhi-mth.co.jp/en/>

When the homepage of Mitsubishi Heavy Industries Thermal Systems Co., Ltd. website is displayed, the Internet connection has been made successfully.



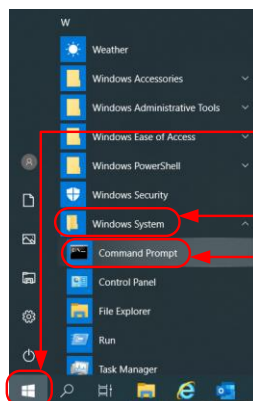
Homepage of Mitsubishi Heavy Industries Thermal Systems Co., Ltd.

4. Setting for Gateway

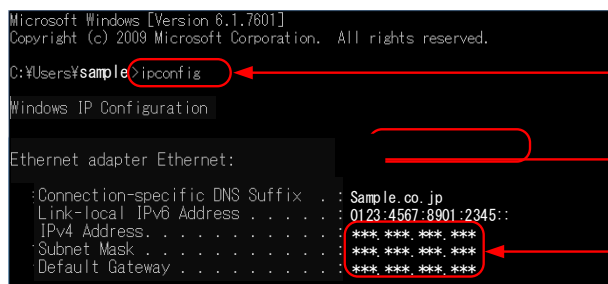
* If the screen is not displayed appropriately or an error message is displayed, the Internet connection may be experiencing problems. Please consult your service representative and the LAN contractor to identify the cause.

(1-4) Obtain the address that can be used to connect to the Internet.

Obtain the address that can be used to connect to the Internet by following the steps below.



- ① Click [Start (Windows logo)].
- ② Pull-down [Windows System].
- ③ Select [Command Prompt].



- ④ Type [ipconfig] and press the Enter key.
- ⑤ Make a note of the following items displayed in [Ethernet]. This is the address you can use to connect to the Internet.
 - IPv4 address
 - Subnet mask
 - Default gateway

4. Setting for Gateway

(2-3) Gateway setting

After the gateway setting screen (CGW Configuration) is displayed, make the network settings as follows.

The screenshot shows the 'CGW Configuration' screen. On the left is a 'Menu' sidebar with options: 'CGW Configuration' (selected), 'CGW Status', 'CGW Activation', and 'Logout'. The main area is titled 'Gateway Setting' and contains a 'Network Setting' section. This section includes a checkbox labeled 'Function to send stop signal when LAN communication is abnormal', an 'IPv4' section with 'Static/DHCP' radio buttons (Static is selected) and input fields for IP Address, Subnet Mask, Default Gateway, DNS (primary), and DNS (secondary), and a 'Proxy (HTTP)' section with input fields for Host, Port, Login, and Password. At the bottom right is a 'Save & Reboot' button. Four red arrows point from numbered text boxes to specific elements: ① points to the checkbox, ② points to the Static/DHCP section, ③ points to the Proxy (HTTP) section, and ④ points to the Save & Reboot button.

CGW Configuration

Menu

- CGW Configuration
- CGW Status
- CGW Activation
- Logout

Gateway Setting

☒ Function to send stop signal when LAN communication is abnormal

Network Setting

IPv4

Static/DHCP : ☒ Static ☐ DHCP

IP Address : 192.168.0.110

Subnet Mask : 255.255.255.0

Default Gateway : 192.168.0.1

DNS (primary) : 192.168.0.1

DNS (secondary) :

Proxy (HTTP)

Host :

Port :

Login :

Password :

Save & Reboot

① If you select this check box, the air conditioners can be automatically stopped if no communication is established for 24 hours

② Enter the gateway network settings. Static/DHCP: Select "Static". Other items: Enter the address you obtained in step (1-4) or from the customer.

③ Enter the proxy setting obtained from the customer if you use a proxy server.

④ Click the [Save & Reboot] button.

4. Setting for Gateway

(3) IP address setting for PC

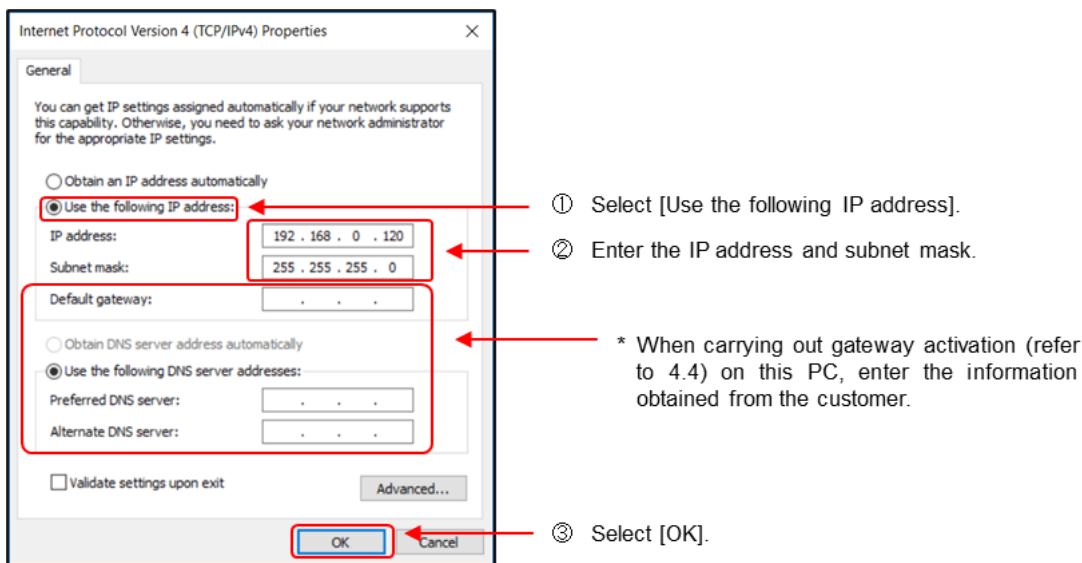
If you use the same PC to configure M-ACCESS and gateway settings, set an IP address for PC according to the following procedure. Otherwise, go to 4.3.

Re-change the IP address setting of the PC used to make settings again so that the PC connect to the Internet. The IP address of the PC is set according to the gateway's IP address specified in step (2-3). In addition, you need to browse the web page on the PC at a later stage, so set the default gateway and DNS server. For details, please refer to the following:

On the Windows desktop screen of your PC, select [Start] - [Settings] - [Network & Internet] - [Status] - [Change adapter options] - [Ethernet] - [Properties] - [Internet Protocol Version 4 (TCP/IPv4)] - [Properties].

(*) For details on how to proceed on the screen, refer to step (1-2).

The address settings are as follows.



<<IP address setting example>>

- Set the A part of the IP address to the same value as the gateway.
For the B part, set a value different to that of the wireless router or gateway within the range 1 to 254.
- Set the subnet mask to the same value as the gateway.

	Gateway	PC setting example
IP address	192.168.0.110 A part B part	192.168.0.120 A part B part
Subnet mask	255.255.255.0	Same as the left.

4. Setting for Gateway

4.3 Confirmation of Gateway-side Data (Only for New Superlink)

If the new Superlink signal line is used and air conditioners are connected, execute this process. Otherwise, go to 4.4.

In this process, the communication between the gateway and the units is checked according to the following steps.

Log in to the gateway setting screen and start this procedure when two or more minutes have elapsed after setting the gateway in 4.1 (3-3) for the wireless connection or 4.2 (2-3) for the wired connection. The connection may fail because the gateway is being rebooted.

After login, click [CGW Status] from the menu on the left-hand side of the screen. By referring to the details displayed, check the connection status on the superlink side (SuperLink Status).

The screenshot shows a web interface with a left-hand menu and a main content area. The menu includes 'CGW Configuration', 'CGW Status', 'CGW Activation', and 'Logout'. The main content area is titled 'SuperLink Status' and contains two sections: 'SuperLink Status' and 'Remote Terminal Status'.

In the 'SuperLink Status' section, there are two lines: 'SL1 Status : --' and 'SL2 Status : --'. A red box highlights these lines, and a red arrow points from the text 'Superlink-side communication status' to the 'SL1 Status' line.

The 'Remote Terminal Status' section contains a table with two columns: 'RT1 Status' and 'RT2 Status'. Each column lists 16 items, numbered from 'No.0' to 'No.15' for RT1 and 'No.16' to 'No.31' for RT2. All items show a status of '--'.

Below the screenshot, there is a legend for the status codes:

(*)
SL1: Superlink system 1
SL2: Superlink system 2

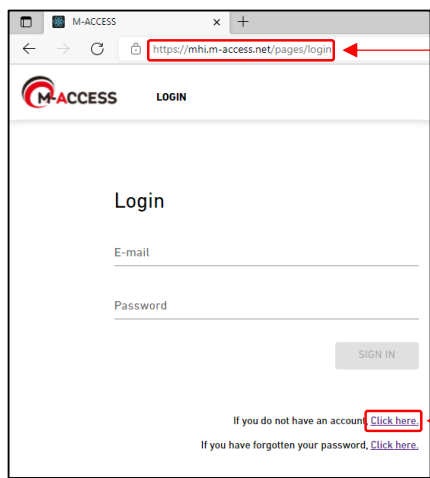
According to SuperLink Status, execute the following:

- [OK] : Go to 4.4 Gateway Activation
[NG] : Confirm whether the Superlink signal line is securely connected to the gateway.

4. Setting for Gateway

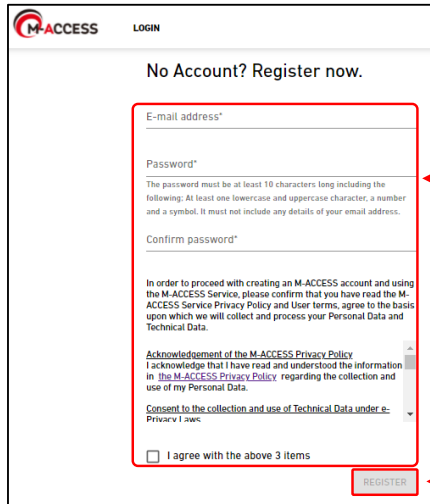
4.4 Gateway Activation**(1) Create the M-ACCESS account (only for users who do not have an account).**

Create the M-ACCESS account as follows. If you already have the account, go to (2).



① Enter the M-ACCESS URL (https://mhi.m-access.net) in the address bar.

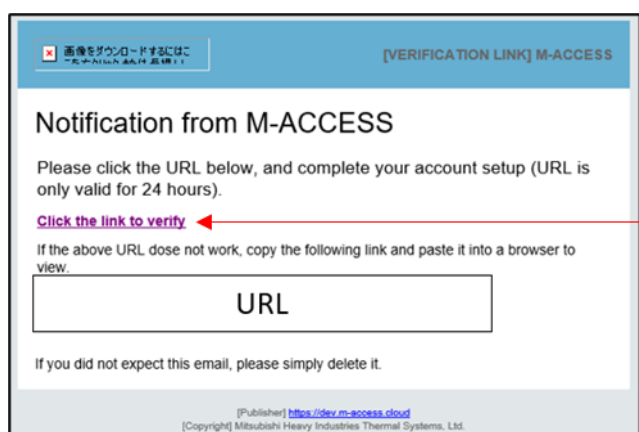
② Click here.



③ Enter the e-mail address and password, and select the check box.

④ Click here.

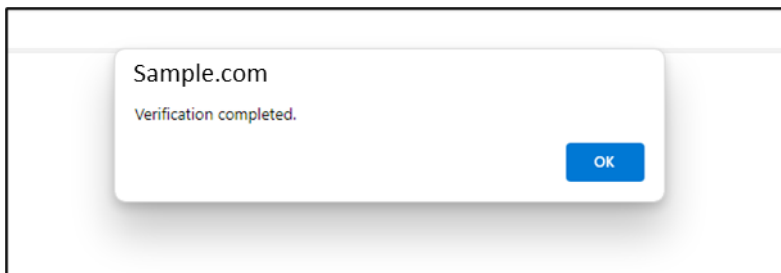
⑤ An e-mail is sent to the address you entered in step ③.



⑥ Access the URL to complete the account registration.

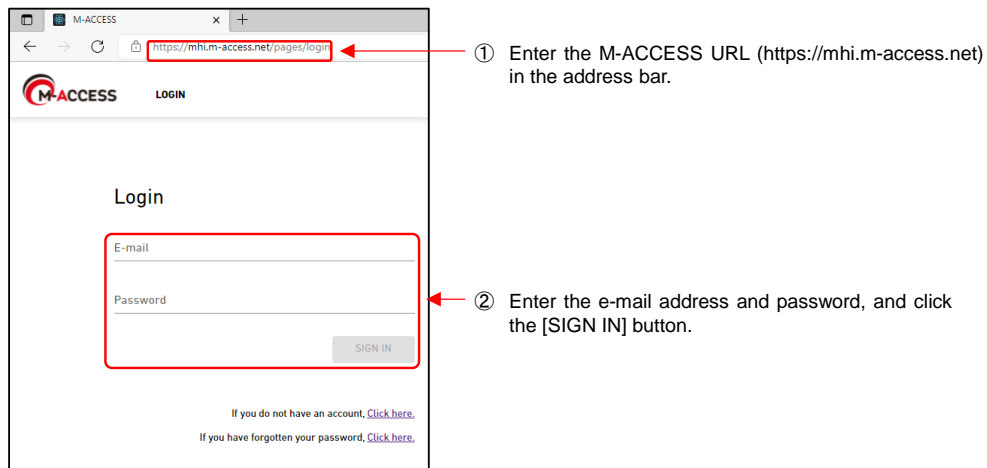
4. Setting for Gateway

⑦ The following pop-up will be displayed.



(2) Log in to M-ACCESS.

Log in to M-ACCESS with your account.



4. Setting for Gateway

(3) Add a site.

Add a site in M-ACCESS.

From the [MY SITES] screen displayed after login, follow the steps below to add a site.



Add site

* is Required fields.

Place information

Site name*

City*

Location(For weather report)*

Timezone*

Building information

Number of floors

Aboveground*

Ground floor

Basement*

Please fill in the required fields.

③ Click [SAVE].

SAVE

② Enter the following site information.

- | | |
|------------------------------------|--|
| - Site name | : Enter the site name in the free-form text. (ex ; ABC Building) |
| - City | : Enter the site location in the free-form text. (ex ; London) |
| - Location
(for weather report) | : Select the target city for weather information.
(ex ; London, City of London, Greater London, United Kingdom) |
| - Time zone | : Select the site location. (ex ; Europe/London) |
| - Number of floors | : Select the number of floors (aboveground and basement).
(ex ; Aboveground : 8, Basement : B2) |

4. Setting for Gateway

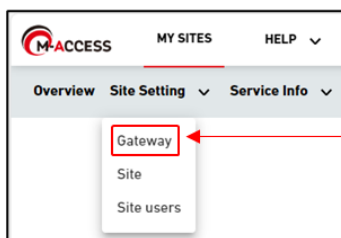
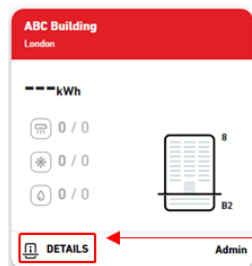
(4) Add the gateway to the site.

Add the gateway to the site you added in step (3).

Follow the steps below and add the gateway to the site.

(*) Please note that the activation code and activation key are different.

- Activation Code : Activation code is provided by the dealer or distributor where you purchased the gateway. It is required to use M-ACCESS. If you do not have the activation code, please contact with your dealer or distributor.
- Activation Key : Activation key is issued by M-ACCESS and is used to establish the connection between the gateway and the M-ACCESS server.



Please enter the name of new gateway and activation code.

New gateway name

Activation code

CANCEL OK

④ Name the gateway.

⑤ Input "Activation code" (*).

⑥ Click [OK].



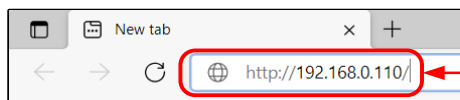
⑦ Make a note of the Activation key of the added gateway.

4. Setting for Gateway

(5) Log in to the gateway setting screen

Log in to the gateway setting screen as follows.

i. Access gateway web site

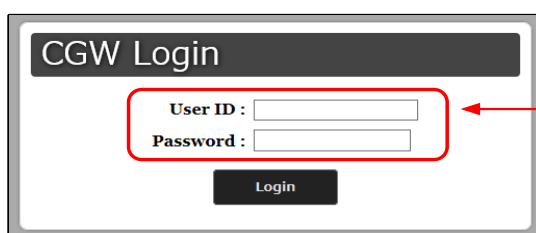


① Enter the URL for the gateway setting screen in the browser's address bar.

<<URL for gateway setting screen>>
http://XXX.XXX.XXX.XXX/

XXX.XXX.XXX.XXX: Indicates the gateway's IP address specified in 4.1 (3-3) for wireless connection or 4.2 (2-3) for wired connection.

ii. Login

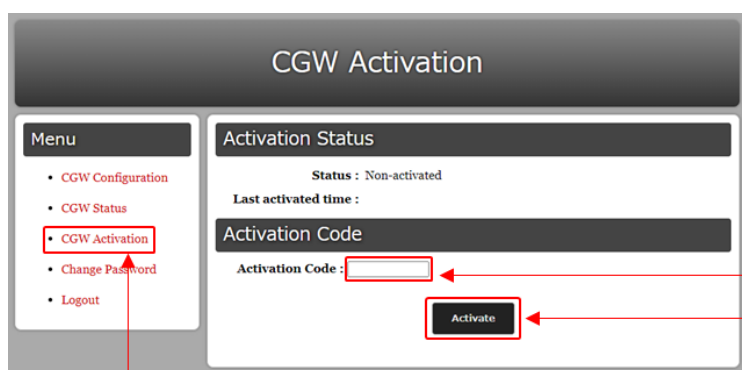


② Enter the user ID and password you set when you logged in for the first time, and click the [Login] button.

(6) Enter the activation key

Follow the steps below to activate the gateway.

[NOTE] Please use the activation key issued in step (4) ⑦, and do not use the activation code.

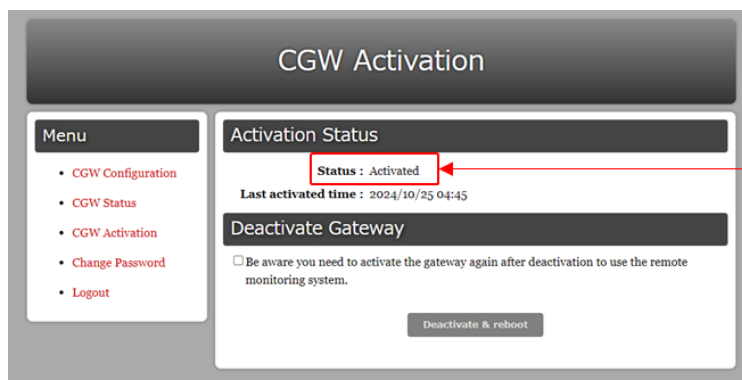


① Click the [CGW Activation].

② Enter the activation key issued in step (4) ⑦.

③ Click the [Activate] button.

When the activation starts, the status on the screen is changed to "Activating" and when activation is completed, it is changed to "Activated" as shown below.



④ When the activation is completed, the status is displayed as 'Activated'.

4. Setting for Gateway

(7) Confirm that the activation is completed

When the activation is completed, a display on the screen changes from the image in (4) to the one below.

[MySites](#) / [ABC Building](#)

ABC Building

+ ADD GATEWAY

[ABC Building Gateway](#)

↑ UPDATE

Activation status	Activation complete.		
Payment status	Unpaid		
Last connected			
IP address			
Gateway version			
Gateway type	Superlink(New)		
Units	Outdoor unit	:	0 Unit
	Indoor unit	:	0 Unit

This is the end of the activation process.

If you already completed confirmation of gateway-side data in section 4.3, you can now remove the PC and hub you used for activation before configuring the settings in 5. Setting for M-ACCESS. The removal method is described in section 5.6.

5. Setting for M-ACCESS

5. Setting for M-ACCESS

5.1 Gateway Setting in M-ACCESS

In this section, set the gateway communication type.

Follow the steps below on the screen shown in step 4.4(7).

Select either communication type based on the units connected to the gateway.

For air conditioner → Superlink

For heat source unit → Remote terminal

ABC Building

+ ADD GATEWAY

✓ ABC Building Gateway UPDATE

Activation status	Activation complete.
Payment status	Unpaid
Last connected	
IP address	
Gateway version	
Gateway type	Superlink(New)
Units	Outdoor unit : 0 Unit Indoor unit : 0 Unit

① Click the gear icon.

② Click [Edit].

③ Select the communication type.
For air conditioners → Select [NEW/PREVIOUS] of the Superlink system.
For heat source units → Select [Remote terminal]

④ Click [OK] button.

Gateway edit

Gateway name
ABC Building Gateway

☒ Superlink
NEW PREVIOUS

☐ Remote terminal

CANCEL OK

5. Setting for M-ACCESS

5.2 Registration of Air Conditioners / Heat Source Units

In this section, the air conditioners and heat source units are registered.

Follow the steps below to register information on the units connected to the gateway.

The following four types of equipment have different registration methods.

- (1) VRF
- (2) Units connected via interface (SC-ADNA/SC-GIFN)
- (3) Heat source units (Q-ton, Hydrolution PRO)
- (4) Heat source units (Hyozan)

Please refer to [2. Setting] of the M-ACCESS User's Manual for more details of how to make settings and what information to enter.

5. Setting for M-ACCESS

(1) VRF

To register VRF, first register the outdoor units, and then register the indoor units connected to the outdoor units.

When registering it, in addition to the individual setting in this procedure, collective setting can be applied. The collective setting procedure is described in (5).

i. Register outdoor units

Building_A

+ ADD GATEWAY

GateWay A

① Select the newly activated gateway.

Activation status: Activation complete.

Last connected

IP address

Gateway version

Gateway type: Superlink(New)

Units: Outdoor unit : 0 Unit, Indoor unit : 0 Unit

GateWay A

Superlink1

Indoor unit: 0 Unit

Outdoor unit: 0 Unit

Superlink2

Indoor unit: 0 Unit

Outdoor unit: 0 Unit

② Select the Superlink system connecting the outdoor and indoor units.

Superlink1

+ ADD OUTDOOR UNIT

③ Click [ADD OUTDOOR UNIT].

There is no registered outdoor unit.
Press the [ADD outdoor unit] button to add outdoor unit.

Interface setting

Interface

Add outdoor unit

Please enter the information of new outdoor unit.

New outdoor unit name: Outdoor Unit A

④ Name the outdoor unit.

Superlink address: 0

Voltage: 0

⑤ Enter the information of the outdoor unit.

Power supply: Three phase

Master outdoor unit: None

CANCEL OK

⑥ Click [OK].

5. Setting for M-ACCESS

ii. Register indoor units

Step 7: Select the outdoor unit registered in step 6.

Step 8: Click [ADD INDOOR UNIT].

Step 9: Name the indoor unit.

Step 10: Enter the Superlink address and unit type of the indoor unit.

Step 11: Click [OK].

Step 12: Click the site name to return to the gateway setting screen after registration.

5. Setting for M-ACCESS

(2) Units connected via interface (SC-ADNA/SC-GIFN)

To register units connected via interface, connected interfaces are registered.

When registering them, in addition to the individual setting in this procedure, collective setting can be applied. The collective setting method is described in (5).

MySites / Building_A

Building_A

[+ ADD GATEWAY](#)

✓ [GateWay A](#) [↑ UPDATE](#) [⚙](#) [✓](#)

Activation status	Activation complete.
Last connected	
IP address	
Gateway version	
Gateway type	Superlink(New)
Units	Outdoor unit : 0 Unit Indoor unit : 0 Unit

① Select the newly activated gateway.

MySites / Building_A / GateWay A

GateWay A

[Superlink1](#)

Indoor unit	0 Unit
Outdoor unit	0 Unit

[Superlink2](#)

Indoor unit	0 Unit
Outdoor unit	0 Unit

② Select the line of Superlink connecting the units connected via interface.

MySites / Building_A / GateWay A / Superlink1

Superlink1

[+ ADD OUTDOOR UNIT](#)

There is no registered outdoor unit.
Press the [ADD outdoor unit] button to add outdoor unit.

[Interface setting](#)

Interface

③ Click [Interface setting].

5. Setting for M-ACCESS

The image shows two screenshots from a web application. The top screenshot is the 'Interface' management page, and the bottom screenshot is the 'Add interface' dialog box. Red boxes and arrows with numbers 4 through 7 highlight specific UI elements and steps.

Top Screenshot: Interface Management

Navigation: [MySites](#) / [Building_A](#) / [GateWay_A](#) / [Superlink1](#) / Interface

Interface

+ ADD I/F ← ④ Click [ADD I/F].

There is no registered interface.
Press the [ADD I/F] button to add interface.

Bottom Screenshot: Add interface

Please enter the information of new interface.

New interface name ← ⑤ Name the interface.

Superlink address ← ⑥ Enter the information of the units.

7

Unit type
 4way Cassette

Interface type
SC-ADNA-E

Voltage
0

Power supply
Three phase

CANCEL OK ← ⑦ Click [OK].

5. Setting for M-ACCESS

(3) Heat source units (Q-ton, Hydrolution PRO)

To register heat source units such as Q-ton and Hydrolution PRO, only outdoor units need to be registered.

MySites / ABC Building

ABC Building

+ ADD GATEWAY

✓ ABC Building Gateway

Activation status	Activation complete.
Payment status	Unpaid
Last connected	
IP address	
Gateway version	
Gateway type	Remote terminal
Units	Q-ton : 0 Unit Hydrolution PRO : 0 Unit

① Select the newly activated gateway.

MySites / ABC Building / ABC Building Gateway

ABC Building Gateway

Remote terminal1

Remote terminal2

② Select the remote terminal communication system connecting the unit.

MySites / ABC Building / ABC Building Gateway / Remote terminal1

Remote terminal1

+ ADD UNIT

There is no registered unit.
Press the [ADD UNIT] button to add unit.

③ Click [ADD UNIT].

Add Q-ton/Hyozan/Hydrolution PRO

Please enter the information of new Q-ton/Hyozan/Hydrolution PRO unit.

New unit name
Q-ton

Remote terminal address
0

Voltage
0

Power supply
Three phase

Unit type
Q-ton

Model Name
ESA30E-25

Master Unit (Only if registering unit is slave unit.)
None

CANCEL OK

④ Name the unit.

⑤ Enter the information of the unit.

⑥ Choose [Q-ton] or [Hydrolution PRO] as a unit type.

⑦ Click [OK].

5. Setting for M-ACCESS

(4) Heat source units (Hyozan)

To register Hyozan, first register the outdoor units, followed by registering the indoor units connected to the respective outdoor unit.

i. Register outdoor units

MySites / ABC Building

ABC Building

+ ADD GATEWAY

✓ **ABC Building Gateway**

Activation status	Activation complete.
Payment status	Unpaid
Last connected	
IP address	
Gateway version	
Gateway type	Remote terminal
Units	Q-ton : 0 Unit Hydrolution PRO : 0 Unit

① Select the newly activated gateway.

MySites / ABC Building / ABC Building Gateway

ABC Building Gateway

Remote terminal1

Remote terminal2

② Select the remote terminal communication system that the registering outdoor unit belongs to.

MySites / ABC Building / ABC Building Gateway / Remote terminal1

Remote terminal1

+ ADD UNIT

There is no registered unit.
Press the [ADD UNIT] button to add unit.

③ Click [ADD UNIT].

Q-ton/Hyozan/Hydrolution PRO unit edit

Please enter the information of the unit to be changed.

Unit name
Hyozan

Remote terminal address
0

Voltage
0

Power supply
Three phase

Unit type
Hyozan

Model Name
HCCV1001E

CANCEL **OK**

④ Name the unit.

⑤ Enter the information of the unit.

⑥ Choose [Hyozan] as a unit type.

⑦ Click [OK].

5. Setting for M-ACCESS

ii. Register indoor units

The first screenshot shows the 'Hyozan' configuration page with fields for Remote terminal address (0), Voltage (0), Power supply (Three phase), Unit type (Hyozan), Model Name (HCCV1001E), and Indoor unit. A red arrow points to the 'Hyozan' header with the instruction: ⑧ Select the outdoor unit registered in step ⑦.

The second screenshot shows the 'Hyozan' page with a message: 'There is no registered indoor unit. Press the [ADD UNIT] button to add indoor unit.' A red arrow points to the '+ ADD UNIT' button with the instruction: ⑨ Click [ADD UNIT].

The third screenshot shows the 'Add indoor unit' dialog box. It prompts the user to enter the information of a new indoor unit. The 'New indoor unit name' field contains 'Hyozan indoor'. A red box highlights the 'Indoor unit address' (1), 'Error thresholds' (± 5°C), and 'Warning thresholds' (slider from -5°C to 5°C). A red arrow points to the 'New indoor unit name' field with the instruction: ⑩ Name the indoor unit. Another red arrow points to the 'Indoor unit address' field with the instruction: ⑪ Enter the information of the indoor unit (*). A red arrow points to the 'OK' button with the instruction: ⑫ Click [OK].

(*) • Error thresholds

It will be judged as temperature abnormality If the temperature difference between the set temperature and the indoor temperature exceeds this threshold.

• Warning thresholds (low/high)

Please set the warning criteria by temperature difference between the set temperature and the indoor unit temperature. Warning will be indicated by tooltip colour on the Hyozan monitoring screen display as follows:

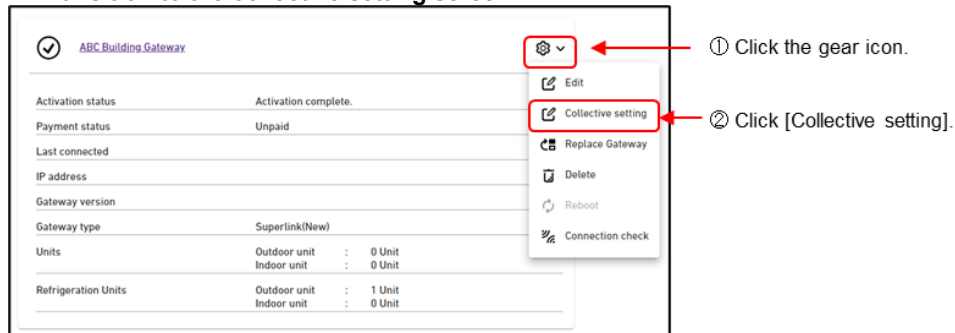
- Temperature difference < Warning threshold (low) : Blue
- Warning threshold (low) ≤ Temperature difference ≤ Warning threshold (high) : Green
- Warning threshold (high) < Temperature difference : Orange

5. Setting for M-ACCESS

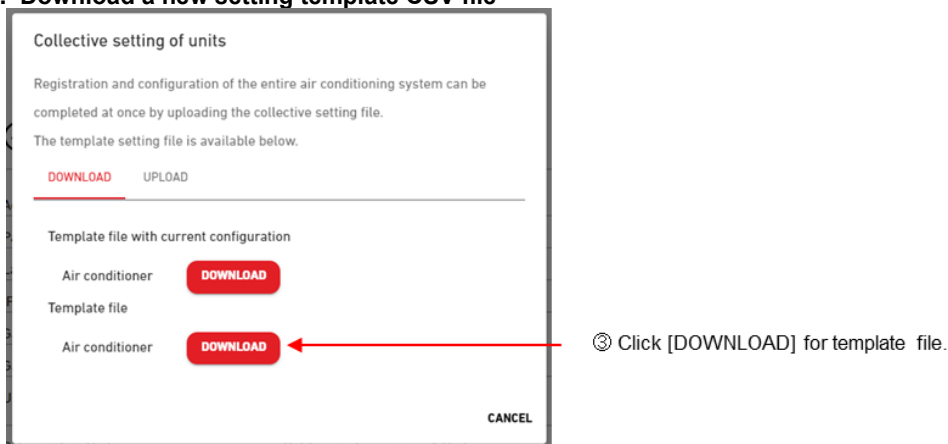
(5) Collective setting (Only available for Air Conditioners)

By uploading the CSV file, you can configure and/or register multiple units information at once.
Follow the steps below to register them.

i. Transition to the collective setting screen



ii. Download a new setting template CSV file

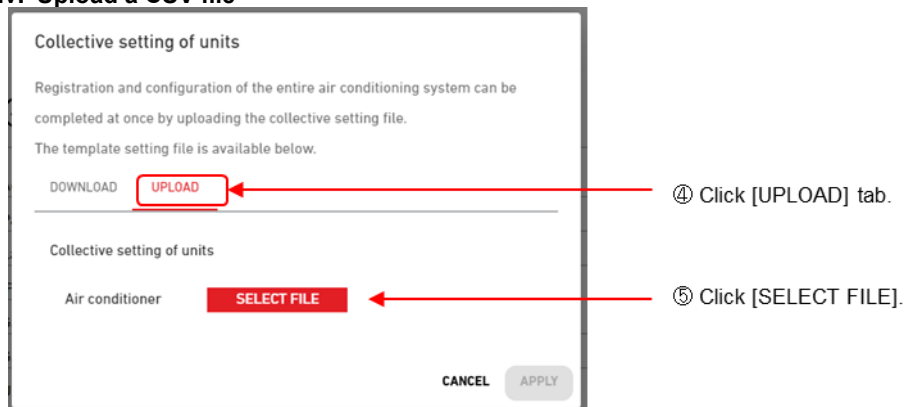


iii. Enter unit information

Edit the downloaded file with the new configuration settings.

Please refer to the Appendix 3 of M-ACCESS User's Manual for instructions on how to edit the file.

iv. Upload a CSV file



5. Setting for M-ACCESS

v. Review the changes

Collective setting of units

Registration and configuration of the entire air conditioning system can be completed at once by uploading the collective setting file.

The template setting file is available below.

DOWNLOAD **UPLOAD**

Collective setting of units

Air conditioner **SELECT FILE** current_setting.csv

[Please review the changes to the registration and configuration in a separate tab.](#) ⑥ Click this link.

CANCEL APPLY

Collective setting of units

Changes from the current settings are highlighted below.
After confirmation, please go back to the M-ACCESS setting screen and press "APPLY" to update the changes.

Current setting	New setting
<p>Expand 7 lines...</p> <p>Indoor unit:</p> <p>indoor-unit-name : indoor2 indoor-unit-address : 1</p> <p>Outdoor unit :</p> <p>outdoor-unit-name : outdoor2 outdoor-unit-address : 1</p> <p>Expand 9 lines...</p>	<p>Indoor unit:</p> <p>indoor-unit-name : indoor2 indoor-unit-address : 1</p> <p>Indoor unit:</p> <p>indoor-unit-name : indoor3 indoor-unit-address : 2</p> <p>Outdoor unit :</p> <p>outdoor-unit-name : outdoor2 outdoor-unit-address : 1</p>
Current setting	New setting

⑦ Check differences.

5. Setting for M-ACCESS

vi. Apply the CSV file

Collective setting of units

Registration and configuration of the entire air conditioning system can be completed at once by uploading the collective setting file.
The template setting file is available below.

DOWNLOAD **UPLOAD**

Collective setting of units

Air conditioner **SELECT FILE** current_setting.csv

[Please review the changes to the registration and configuration in a separate tab.](#)

CANCEL **APPLY**

⑨ Click [APPLY].

Confirmation

☒ The current unit registration and configuration settings will be overwritten by the new settings. All data, including operation history will be permanently deleted and cannot be restored.

CANCEL **OK**

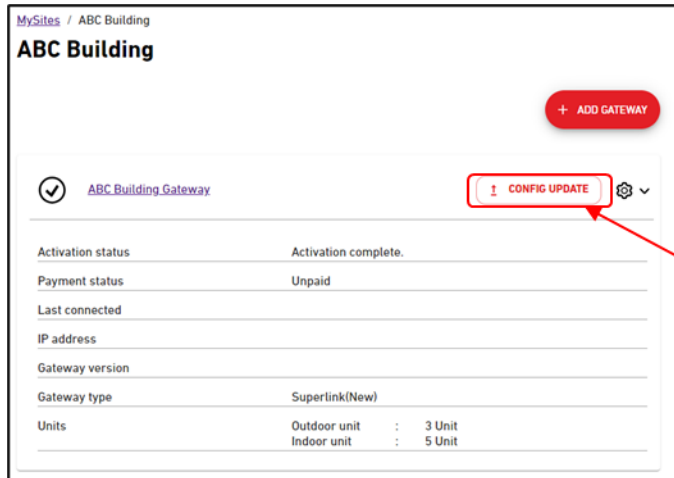
⑨ Check the tick-box.

⑩ Click [OK].

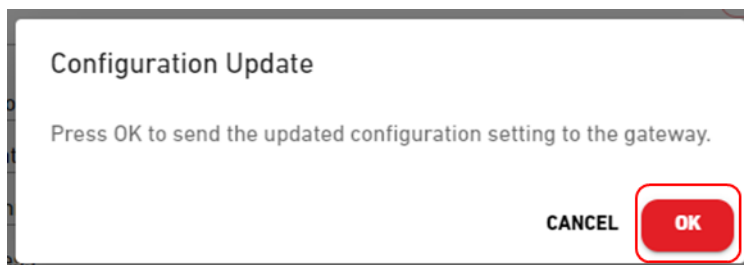
5. Setting for M-ACCESS

5.3 Configuration Update

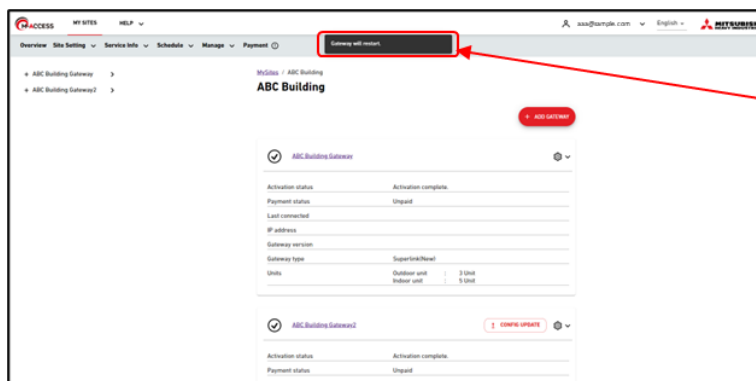
Latest unit configuration registered in 5.2 should be sent to the gateway to collect data from the registered units. To do this, please follow the steps below.



① Click [CONFIG UPDATE] on either screen.



② Click [OK].



③ Check the pop-up message (*).

(*) Pop-up message “Gateway will restart.” will be displayed when the configuration setting was sent to the gateway. Gateway will restart with new configuration.

5. Setting for M-ACCESS

5.4 Confirmation of Gateway-side Data (For Old SuperLink / Remote terminal)

In this process, the communication between the gateway and the units is checked. Follow the different steps below for air conditioners and heat source units to check the communication.

If the communication between the gateway and the units was already checked in section 4.3, go to section 5.5.

Log in to the gateway setting screen and start this procedure.

After login, click [CGW Status] from the menu on the left-hand side of the screen. By referring to the details displayed, check the connection status on the superlink side (SuperLink Status) for air conditioners, or the remote terminal communication side (Remote Terminal Status) for heat source units.

Menu

- CGW Configuration
- CGW Status
- CGW Activation
- Logout

SuperLink Status

SL1 Status : --

SL2 Status : --

Remote Terminal Status

RT1 Status	RT2 Status
No.0 : --	No.16 : --
No.1 : --	No.17 : --
No.2 : --	No.18 : --
No.3 : --	No.19 : --
No.4 : --	No.20 : --
No.5 : --	No.21 : --
No.6 : --	No.22 : --
No.7 : --	No.23 : --
No.8 : --	No.24 : --
No.9 : --	No.25 : --
No.10 : --	No.26 : --
No.11 : --	No.27 : --
No.12 : --	No.28 : --
No.13 : --	No.29 : --
No.14 : --	No.30 : --
No.15 : --	No.31 : --

Superlink-side communication status

(*)
SL1: Superlink system 1
SL2: Superlink system 2

Remote terminal communication status

(*)
RT1: Remote terminal communication system 1
RT2: Remote terminal communication system 2

According to SuperLink or Remote Terminal Status, execute the following:

- [OK] (All statuses) : Go to 5.5 Confirmation in M-ACCESS.
- [NG] (At least one status) : Confirm whether the Superlink signal line or the Remote terminal board communication wire is securely connected to the gateway.

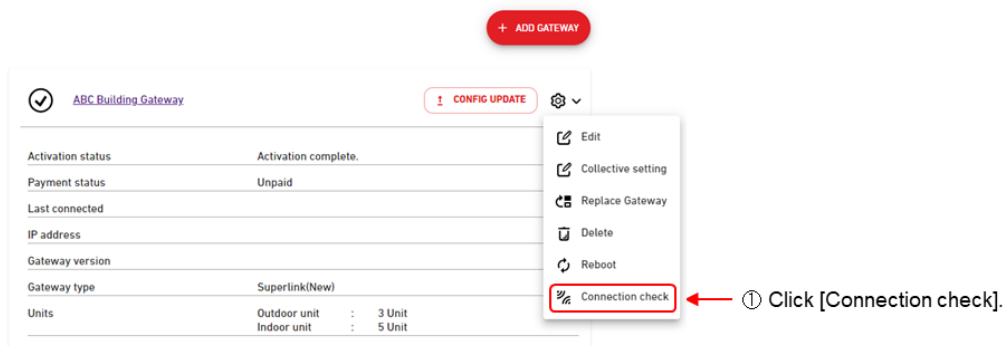
5. Setting for M-ACCESS

5.5 Confirmation in M-ACCESS

In this section, check the communication between the server and units registered in the gateway. Confirm the communication according to the following steps.

MySites / ABC Building

ABC Building



ABC Building Gateway

1 CONFIG UPDATE

Activation status: Activation complete.

Payment status: Unpaid

Last connected:

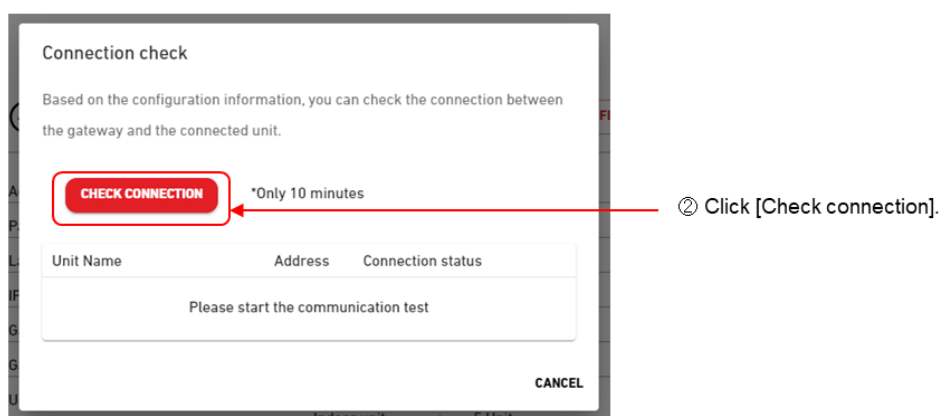
IP address:

Gateway version:

Gateway type: Superlink(New)

Units: Outdoor unit : 3 Unit, Indoor unit : 5 Unit

① Click [Connection check].



Connection check

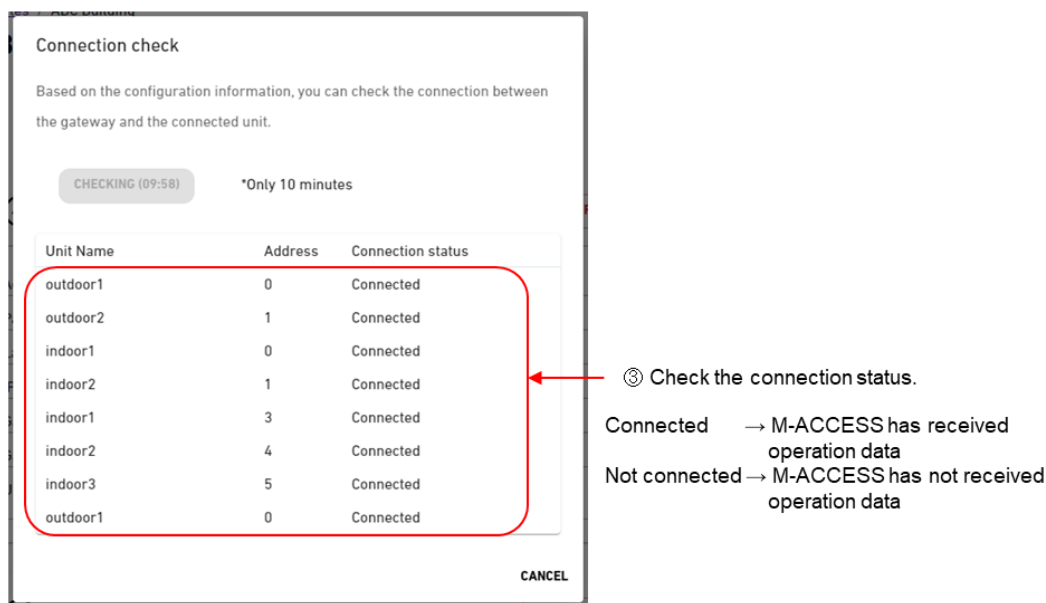
Based on the configuration information, you can check the connection between the gateway and the connected unit.

CHECK CONNECTION *Only 10 minutes

Unit Name	Address	Connection status
Please start the communication test		

CANCEL

② Click [Check connection].



Connection check

Based on the configuration information, you can check the connection between the gateway and the connected unit.

CHECKING (09:58) *Only 10 minutes

Unit Name	Address	Connection status
outdoor1	0	Connected
outdoor2	1	Connected
indoor1	0	Connected
indoor2	1	Connected
indoor1	3	Connected
indoor2	4	Connected
indoor3	5	Connected
outdoor1	0	Connected

CANCEL

③ Check the connection status.

Connected → M-ACCESS has received operation data

Not connected → M-ACCESS has not received operation data

If you find some of the units are "Not connected", please check the following points.

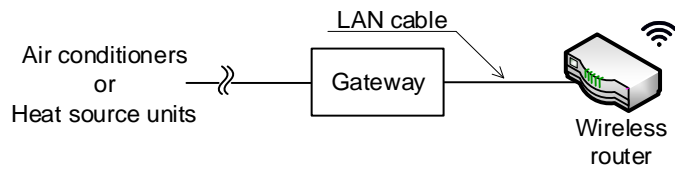
- Verify the connection between gateway and the unit.
- Review the M-ACCESS settings of the unit.
- Make sure you are connecting the correct gateway when multiple gateways are used.

5. Setting for M-ACCESS

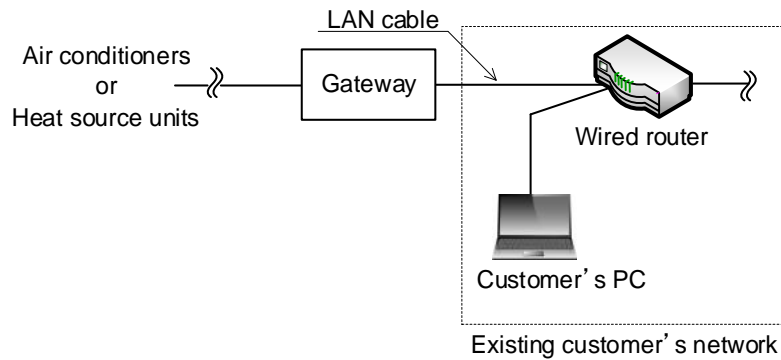
5.6 Removal of Setting Devices (PC and Hub)

As shown below, remove the PC used to make settings and the hub connected in 4.1(1) for wireless connection and 4.2(1) for wired connection, and connect the gateway and wireless or wired router.

[For wireless connection]



[For wired connection]



5. Setting for M-ACCESS

5.7 Group Setting for Indoor Units

In this section, set groups of indoor units.

This setting is for equipment which have indoor units (air conditioners, units connected via interface and Hyozan).

If only heat source units other than Hyozan are registered, go to 5.8.

(1) Group creation

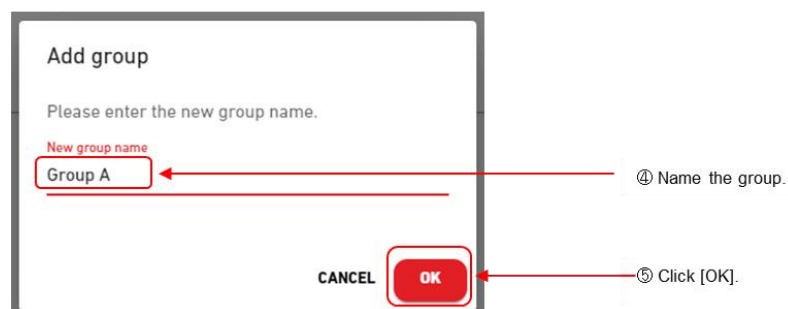
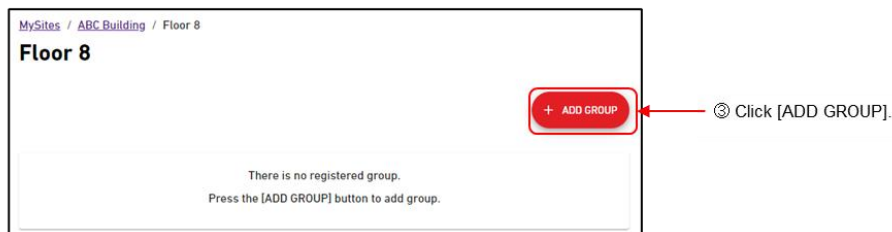
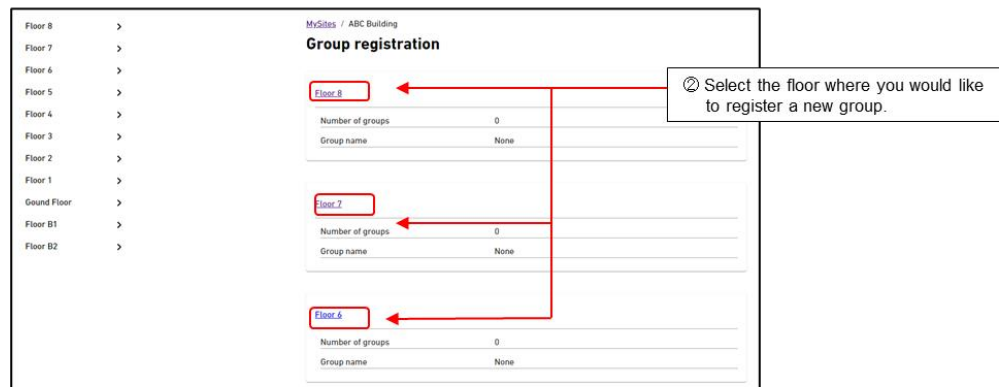
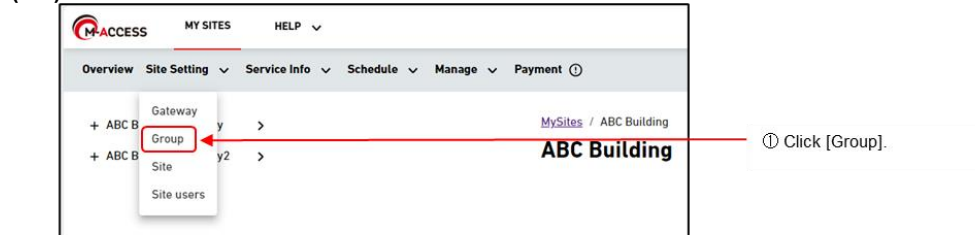
Create groups to group indoor units.

Create groups for air conditioners or Hyozan according to each procedure described below.

(1-1) Air conditioners, units connected via interface

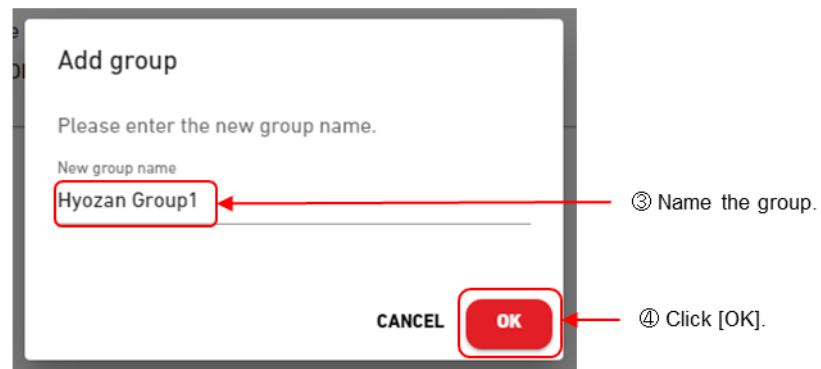
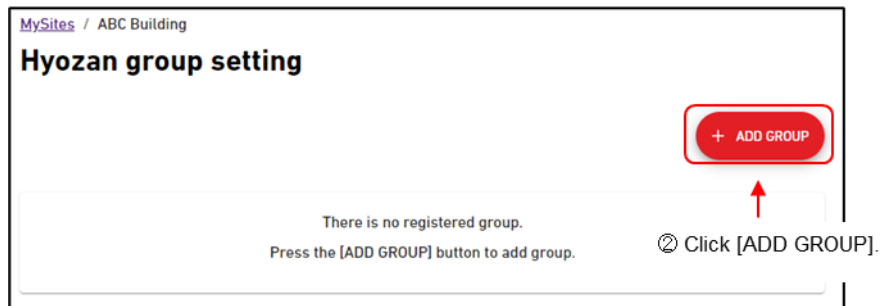
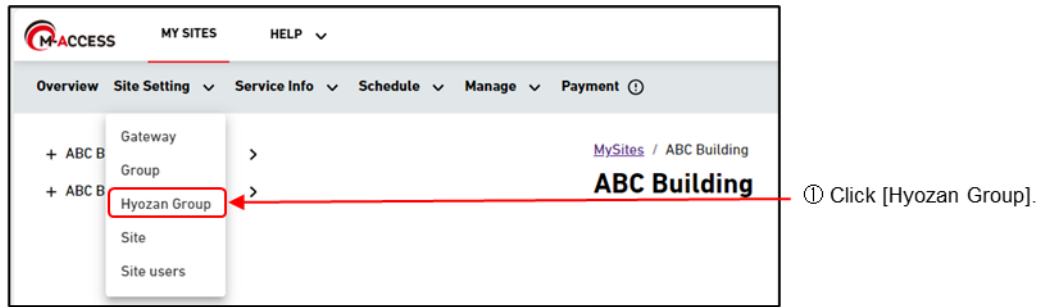
(1-2) Hyozan

(1-1) Air conditioners



5. Setting for M-ACCESS

(1-2) Hyozan



5. Setting for M-ACCESS

(2) Group registration

Register indoor units in the group created in (1) Group creation.
Register according to the following steps.

MySites / ABC Building / Floor 8

Floor 8

+ ADD GROUP

Group A

Number of indoor units 0

Indoor unit

① Click the group registered in (1).

MySites / ABC Building / Floor 8 / Group A

Group A

Group layout image

Group list

UNIT EDIT

Number of indoor units 0

Indoor unit

② Click [UNIT EDIT].

Group unit edit

To assign indoor unit to this group, please move units from left "unselected" to right "selected."

Unselected 2/5 Selected

Selected 0/0 Selected

0 indoor1

1 indoor2

3 indoor1

4 indoor2

5 indoor3

>

<

CANCEL SAVE

③ Select the indoor units to be registered in the group.

④ Click [>].

⑤ Click [SAVE].

5. Setting for M-ACCESS

(3) Floor layout setting

Register the background layout image and allocate the indoor units registered in step (2) on that image. Follow the steps below:

Group A

Group layout image

① Click the gear icon.

② Click [Upload image].

Layout image upload

You can upload PNG or JPEG image file within 500KB.

SELECT FILE layout.png

CANCEL UPLOAD

③ Select the image that satisfies the following restrictions:

- jpg or png
- 500 KB or less

④ Click [UPLOAD].

Group A

Group layout image

⑤ Click the gear icon.

⑥ Click [Layout setting].

Layout edit

● Drag the icon to set the indoor unit position.

indoor1

indoor2

⑦ Drag and drop the icon to the position where you would like to put.

CANCEL SAVE

⑧ Click [SAVE].

5. Setting for M-ACCESS

5.8 Payment of Subscription Fee

M-ACCESS is a paid-for subscription service that requires an annual fee to use.
Before completing the payment, please ensure you have the following information ready.

1. The country where your company is located.
2. Your company's VAT number.

To complete the payment, please follow the steps below.

- i. Set the country where your company is located.

The screenshot shows the M-ACCESS user interface. At the top, the user's email address 'aaa@sample.com' is displayed. A red box highlights this email address, with a callout '① Click the e-mail address.' pointing to it. Below the email address, a dropdown menu is open, showing options: Logout, Change e-mail, Change password, Notifications, User settings, and Delete account. A red box highlights 'User settings', with a callout '② Click [User settings].' pointing to it. The 'User settings' screen is shown below, with a red box highlighting the 'Edit' button, with a callout '④ Click [Edit].' pointing to it. The 'Edit' button is located next to the 'Company's registration country' field. A red box highlights the gear icon next to the 'Edit' button, with a callout '③ Click the gear icon.' pointing to it. The 'Company's registration country' field is shown with a dropdown menu. A red box highlights the 'United Kingdom' option, with a callout '⑤ Select your company's registration country.' pointing to it. At the bottom of the 'Company's registration country' screen, there are 'CANCEL' and 'OK' buttons. A red box highlights the 'OK' button, with a callout '⑥ Click [OK].' pointing to it.

5. Setting for M-ACCESS

ii. Make the payment of M-ACCESS

M-ACCESS MY SITES HELP

Overview Site Setting Service Info **Payment**

ABC Building

Subscription payment

M-ACCESS is a paid-for subscription service which requires annual fees per gateway. To proceed with the payment, please press "PAYMENT" button and then you will be redirected to the payment screen. After the first payment, annual fees will be automatically billed to the registered payment card. If you wish to update the payment information or cancel the subscription, please go to the payment portal from "PORTAL" button. Payment portal is available only for the paying user.

NOTE

- M-ACCESS service will not be provided to any gateway with failed payment.
- If you would like to change payer, please use "transfer" function from the setting and allocate a new payer.

ABC Building Gateway	
Payment status	Unpaid
Expiration date	--

PAYMENT

Enter VAT Number

Please enter your company's VAT registration number. It is required for making the payment.

VAT Number

GB VAT United Kingdom GB123456789

CANCEL APPLY

Pay with card

Email aaa@sample.com

Card information

1234 1234 1234 1234

MM / YY CVC

Cardholder name

Full name on card

Country or region

Japan

Subscribe

By confirming your subscription, you allow 代理店A to charge you for future payments in accordance with their terms. You can always cancel your subscription.

Powered by stripe Terms Privacy

⑦ When the payment completed, you will be automatically redirected to the M-ACCESS payment screen.

⑧ Press the F5 key or click the reload button in your browser to refresh the page, and confirm that the "Payment status" is changed to "Paid".

ABC Building Gateway

Payment status **Paid**

Expiration date 25 Oct. 2025

PORTAL

6. Troubleshooting

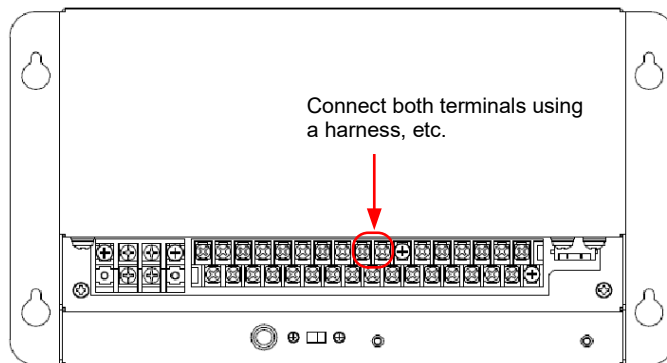
Problem	Solution
The PC cannot be connected to the gateway.	<ul style="list-style-type: none"> ● Check the IP address setting of the PC. If the gateway's IP address is set to the factory default (192.168.0.110), make the PC setting as shown below and you should be able to connect the PC to the gateway. <IP address>: 192.168.0.100 <Subnet mask>: 255.255.255.0 ● Check that the LAN cable between the gateway and PC is correctly connected. ● If you do not know the gateway's IP address, refer to "How to initialize the gateway's IP address" and initialize the IP address.
The gateway's latest data reception time is not updated on the M-ACCESS server side.	<ul style="list-style-type: none"> ● The gateway network settings may be incorrect. Check the setting status again according to the installation procedure for each method. ● Access may be restricted in the router or firewall settings.
The Superlink or Remote Terminal Status is NG in the gateway setting screen.	<ul style="list-style-type: none"> ● Check that each unit is correctly connected. ● Check if configurations have been updated.
Sites you have registered are not available on My Site. Invited sites are not available on My Site.	<ul style="list-style-type: none"> ● Consult the system administrator to allow access to the following domain. m-access.net

6. Troubleshooting

<<Reference>> How to initialize the gateway's IP address

If you do not know the gateway's IP address setting, you can reset the IP address setting to the factory default by following the procedure described below.

- (1) Turn the gateway off.
- (2) Connect (short-circuit) the terminal (DI3 terminal) used to initialize the gateway's IP address using a harness, etc.



- (3) Turn the gateway on and wait for about two minutes.
The gateway's IP address setting will then have reset to the factory default.

[Gateway network settings at factory default]

IP address: 192.168.0.110
Subnet mask: 255.255.255.0
Default gateway: No setting

- (4) After completing the procedure, turn the gateway off again, remove the harness connected in step (2) and then turn the power on again.
If you leave the harness attached, unintended initialization of the IP address settings may be performed.

7. After-sales service

- Please provide the following information for service and maintenance calls.

Model name	
Installation date	
Problem status, as detailed as possible	
Address	
Name	
Telephone number	

- **Relocation/Repairs**

Since expert techniques are required, always contact your dealer.
In such cases, there might be a fee for relocation or repairs.

- **Questions**

For after-sales service, consult your dealer.

Please fill in the following information for the after-sales service.

Dealer's name : _____

Person in charge : _____

Phone number : _____

Purchase date : _____