About Use

Can I remotely operate any of Mitsubishi Heavy Industries Thermal Systems' air conditioners?

You can operate products manufactured in 2010 or later excluding the housing series. Optional parts and construction by an authorized dealer are required separately. For details, consult the sales outlet for the product.

How can I install the application?

Install the application as shown in the table below.

How to install the "Smart M-Air" smartphone application		
For Android 1. Open [Google Play]. 2. Search for [Smart M-Air]. 3. Install the application according to the instructions on the screen.	**For iOS (iPhone)** 1. Open [App Store]. 2. Search for [Smart M-Air]. 3. Install the application according to the instructions on the screen.	
User's Manual Refer to the home page of MITSUBISHI HEAVY INDUSTRIES THERMAL SYSTEMS, LTD. http://www.mhi-mth.co.jp/en/products/detail/air-conditioner_users_manual.html		

Applicable countries＊：The countries in which Wi-Fi IF device(WF-RAC) or product with WIFI IF device has been sold.

*If it is not clear, please contact with our official distributor or dealer.
 To make sure the distributors, please visit our homepage.

(Europe)
https://mhiae.com/suppliers/

(Asia)
(South America)
(Africa)
https://www.mhi.com/group/maco/network

(Oseania)
https://www.mhiaa.com.au/contact-us/

(China(Hongkong))
https://www.mhih-ac.com/en/contact

Do the functions of the application differ between Android and iPhone?
The functions are the same.

Can I use it with an Android or iPadOS-equipped tablet?
An Android-equipped tablet is supported. An iPad is not supported yet.

Can I operate one air conditioner with multiple smartphones?

You can operate it with up to four smartphones.

Can I operate multiple air conditioners with one smartphone?
Yes.

Can I use the wireless LAN interface together with the wireless remote controller?
Yes. However, you cannot use it while using the wired remote controller.

Can I use the same account with multiple smartphones?
No. You can use one account for only one smartphone.
If you log in to the second smartphone with the registered account, you will be prompted to log in again when you try to remote control with the first smartphone.

Can I register an account with the same email address for the application (SmartM-air) that I put on multiple smartphones?
No. There is only one account per smartphone.

Is there anything I can do only with the application?
You can operate the air conditioner in each room at home or from outside. There are also timer reservations by day of the week and function to notify you that you forgot to stop the operation.
For details, refer to "Smart M-Air Operation Manual".

Can I use the application to do what I can do with the remote controller?
The operable functions of the smartphone differs from that of the remote controller. You cannot operate some of functions with the application.

Which takes precedence between the remote controller operation and smartphone application operation?
The operation performed later has priority.
However, you cannot operate with the smartphone application within 1 minute after another user operates.

About the Usage Environment

Before purchasing an air conditioner, I want to check that wireless LAN radio waves can reach the installation location of the air conditioner.

After connecting your smartphone to the wireless LAN router, move to the installation location, and check the number of lines of the Wi-Fi antenna symbol on the smartphone.

The service can be used if the wireless LAN is still connected and the number of lines of the Wi-Fi antenna symbol is full or one less than full.

* This is only for a guideline and does not guarantee connection.
  Connection may not be possible depending on the usage status of the other wireless LAN devices or the conditions of obstacles or devices generating radio waves.

Can I establish connection in any wireless LAN environment?

The wireless LAN environment must be compatible with the following standard:

Wireless networking standard : IEEE 802.11b/g/n, 2.4 GHz*
Channel   : 1 to 13
Encryption method : WPA-PSK (TKIP), WPA-PSK (AES),
                       WPA2-PSK (TKIP), WPA2-PSK (AES)

* 5 GHz is not supported.

Can I use the application in an environment with no Internet connection?

Yes. Note that a wireless LAN router* is required additionally.

In this case, you cannot operate an air conditioner while on the go.

You can operate it only at home.

* A wireless LAN router compatible with IEEE 802.11b, g,
  or n (2.4 GHz band) is required.
  Operation with a mobile Wi-Fi router is not guaranteed.

Can I connect and use HEMS devices that support the ECHONET Lite standard?

No, you cannot. The ECHONET Lite standard is not supported.

Can I use the ping command to test the response from an air conditioner?

The ping command is not supported for response check.

How can I check the MAC address of an air conditioner?

See the label affixed to the wireless LAN interface.

Can I use a mobile Wi-Fi router and the like?

Operation with a mobile Wi-Fi router and the like is not guaranteed.

Can I use a wireless LAN repeater?
Operation with a wireless LAN repeater is not guaranteed.

Can I use the VPN function?
Operation with the VPN function is not guaranteed.

Can I use it in an environment with only a wired LAN?
You need a wireless LAN access point such as a commercially available wireless LAN router. To use the wireless LAN interface, a wireless connection to the Internet is required.

I cannot connect to the wireless LAN access point by using the WPS function.
・If you are far from the wireless LAN access point or there are many obstacles in between, approach the access point and try again.
・If the MAC address filtering is enabled in the wireless LAN access point settings, disable it or allow the MAC address of the wireless LAN interface.
・If the SSID of the wireless LAN access point is set to the stealth mode, cancel it.

The smartphone cannot connect to the wireless LAN interface.
Check your smartphone's Internet connection environment.
Because of the function of the application, it is necessary to operate in the Internet connection environment, so please check and set it.

Where are the SSID and KEY (password)?
It is written on the back of the wireless LAN interface (WF-RAC).
Built-in model are listed on the included information label.

When connecting to a wireless LAN access point with no WPS function in the instructed procedure, its SSID is not displayed in the access point list. (For Android only)
・Check that the SSID of the wireless LAN access point is not set to the stealth mode. If it is set to the stealth mode, cancel it.

After setting the connection between the wireless LAN interface and the wireless LAN router in WPS mode, pressing "Find unregistered Air Conditioners" does not display the air conditioner.

Depending on the wireless LAN connection environment, it may fail to
・Tap the Refresh button.
・I "OFF" the Wi-Fi function on my smartphone and "ON" it again.
・Reset the wireless LAN interface.
If the above procedure does not work, check the wireless LAN connection environment.

About Operations

When turning ON (starting) an air conditioner with the smartphone application, what happens to the air conditioner settings (such as the operation mode and fan)?

The air conditioner operates according to the smartphone application

How many minutes before the start should I set the timer?

Please set it at least 5 minutes before.

Does the timer lamp turn on when I set the timer from my smartphone?

Does not light.

What can I do with the app other than driving (On/Off)?

Changing the operating mode (Auto, Cool, Heat, Fan, and Dry)
You can operate air volume, wind direction, temperature setting, timer operation, and other optional functions.
For details, refer to "Smart M-Air Operation Manual".

What is the Watching function?

You will be notified by email to the registered email address when you operate from a device other than your smartphone application.

Cannot change airflow "Fan" in Dry mode.

If you are in Dry mode, the airflow "Fan" is limited.
The airflow setting from the application is valid only for "Auto", and even if you select a mode different from "Auto", the actual operation is "Auto".

How many patterns can I store as favorite settings?

1 smartphone (1 App) can store 2 patterns per registered air conditioner.

What is a weekly timer?

You can set up to six timers for each day of the week.
(Timer is 5 Minute Units)
Each timer setting is either run or stop.

Can I drive continuously with the application?

Continuous operation is possible up to 24 hours after the operation command is issued from the application.
(If there is no operation from the application for 24 hours, the air conditioner stops automatically.)

Can I operate an air conditioner with my smartphone while it is performing internal cleaning?

The air conditioner stops the internal cleaning and operates according to the operation from the smartphone.

Can I set up clean or power save operation with the application?

You cannot set it in the application.

Can I perform allergen clear operation with a smartphone application?

No.

In which part of the air conditioner is the displayed room temperature measured?

The sensor of your home air conditioner indoor unit registered with the application measures the displayed room temperature.

Can I check the unit status with the application?

You can check the operation mode, set temperature, etc.

I want to delete a registered air conditioner from the application.

To delete a registered air conditioner, press and hold down the icon of the target air conditioner on the "Air Conditioner List" screen.

No push notification or e-mail is sent to my smartphone, such as a shut-off reminder alert and watching function.

Check that each notification function is turned "ON" via "Options" of each air conditioner setting screen.
If it is turned "OFF," no notification is sent when the notification function is "OFF."

I want to change the font size of the application.

Cannot change.

What is the e-mail address and password used to create an account of "Remote operation mode"?

Set an e-mail address that you want to receive the air conditioner information. You are recommended to set the e-mail address that can be viewed on your smartphone.
Set a password between 8 to 16 characters including both alphabetic and numeric characters.

Can I use the registered e-mail address for the application installed on another smartphone?

You can use one account for only one smartphone.
Therefore you cannot use the e-mail address with your previously registered smartphone.

I forgot the e-mail address registered with my account.

Check the mail received from "smartmair.com" (domain).

I forgot my account ID and password.

The ID is your e-mail address. Reset the password via "If you forgot your password" on the "Log in" screen.

What should I do if I change my smartphone model?

Install the application again. When using the remote operation mode, use the e-mail address that has been used before you change your smartphone model.

When the operation is not successful

I cannot update the application to the latest one. What should I do?

Your smartphone's OS may be out of date.
Check latest supported OS version at each APP store.
* Operation on other versions is not guaranteed.

The smartphone application does not work.

Check the following:
・Update the application to the latest version, and upgrade to the
  recommended OS.
・Quit all applications running in the background.
・Check that the OS is compatible with the latest application.
  If the OS is incompatible, upgrade the OS and install the application
  again.

You cannot operate it even if you operate the application. (Not updated)
Depending on the wireless LAN connection environment, it may fail to recognize the wireless LAN interface.
In this case, you may be able to operate by the following operations.
・Tap the Refresh button.
・I "OFF" the Wi-Fi function on my smartphone and "ON" it again.
・Reset the wireless LAN interface.
If the above procedure does not work, check the wireless LAN connection environment.

In the air conditioner list, the air conditioner icon grayed out and disabled.
Check the following:

・Use the latest application and firmware of wireless LAN interface.

・Check that the indoor unit is powered on.
・For optional model, Check that the Running LED of the wireless LAN interface (WF-RAC) lights up.
  If it lights out, press the power button 2 seconds or more to activate it.
・Check that the wireless LAN access point is connected to the Internet normally.
・When operating remotely while on the go, switch to "Remote operation mode" on the "Switch Operation Modes" screen.
・Check that the smartphone line is not disconnected.
・Press the Reset button on the wireless LAN interface for less than 3 seconds. The wireless LAN interface restarts.

"Shut-off reminder alert" cannot be turned on by option setting.
When changing "Shut-off reminder alert" from OFF to ON, make sure that your smartphone is connected to the same network as the wireless LAN network to which the air conditioner is connected.

Depending on the wireless LAN connection environment, it may fail to recognize the wireless LAN interface.
In this case, you may be able to operate by the following operations.
・Tap the Refresh button.
・I "OFF" the Wi-Fi function on my smartphone and "ON" it again.
・Reset the wireless LAN interface.
If the above procedure does not work, check the wireless LAN connection environment.

Unable to update firmware.

Firmware update is not available during operation or clean operation (Fan operation indication).

Turn off the air conditioner before updating the firmware.

Depending on the wireless LAN connection environment, it may fail to recognize the wireless LAN interface.

In this case, you may be able to operate by the following operations.

・Tap the Refresh button.

・I "OFF" the Wi-Fi function on my smartphone and "ON" it again.

・Reset the wireless LAN interface.

If the above procedure does not work, check the wireless LAN connection environment.

The air conditioner has stopped automatically.

Check the following:

・Check if another user is operating.

・Check that the timer is set.

・Check if any abnormality occurred on the air conditioner.
  When remote control is enabled, an e-mail is sent to the registered e-mail address or displayed on the application.
  Read the message and contact the service front center.

・Check your home Internet connection. If there is no Internet connection for 24 hours, the air conditioner is turned off.

The weekly timer doesn't work as configured.

Please confirm as follows.

・Make sure that no one else is using it.
  The timer setting will not be reflected if it is operated about one minute before the set time. In addition, the settings may have been changed because the operations you performed later become effective.

・Please check if there is something wrong with the air conditioner.
  When remote control is enabled, you can receive mail to the registered mail address. It is displayed on the application. Please check the details and contact the Service Front Center.

・Check your Internet connection at home.
  If the Internet connection is disconnected at the set time, the timer setting is not reflected.

The timer was set using the calendar function, but the air conditioner was already running before the operation command was issued.

Up to the set time on the selected day of the week
(Weekly Timer Settings),
the operation status from the previous day is inherited.
If the last setting of the previous day is the operation command,
will remain in operation until the stop command comes.
(If there is no command for 24 hours, it stops automatically.)
If you want to stop it, review the settings.

Timer cannot be set with a home remote control.

When the wireless LAN interface is connected, the timer setting is disabled on your home remote control depending on your air conditioner.
Please use the timer function of the application to set the timer.

Electricity Bill Graph is not displayed.

Some models don't have the function depending on the connected air conditioner. If the function is not installed, the electric charge is displayed as 0.

Is the Electricity Bill Graph displayed for each air conditioner?

It is displayed for each air conditioner.
*RAC Multi (multiple indoor units connected to one outdoor unit)
Electricity bill graph function calculates the electricity bill only for indoor units in operation.
Therefore, in RAC Multi, the electricity bill is not added to the room unit when it is

When I operate with the smartphone application, I hear no reception sound from the air conditioner.

There is no reception sound when you operate with the smartphone application.

Other

Can anyone install the wireless LAN interface?

For the installation, contact your dealer.

Is the connection checked by the air conditioner contractor?

No, please check it by the user itself.

I changed my address. Do I need to make the settings again?

If your wireless LAN access point has not changed, resetting is unnecessary.

However, make sure that the wireless LAN interface communicates normally with the wireless LAN access point.

I bought a new wireless LAN access point. Can I operate it with my smartphone without change?

No. Connect the wireless LAN interface and the wireless LAN access point.

I accidentally deleted the application from my smartphone.
I installed the application again. Can I return to the same status as before the deletion?

Please perform the following:
・If you are using "Remote operation mode" before deleting the application,
  create an account again using the registered e-mail address.
  In such a case, no confirmation e-mail for account creation is sent.
  Proceed to the log in process. On the "Air Conditioner List" screen,
  tap the "Find unregistered air conditioners" button to re-register the
  air conditioner that has been registered.
・If you are using "Home restricted mode" before deleting the application,
  on the "Air Conditioner List" screen, tap the "Find unregistered
  air conditioners" button to re-register the air conditioner that has been
  registered.

Do I need to reset the wireless LAN interface after a power failure?

No, resetting is not required.

I accidentally initialized the wireless LAN interface. What should I do?

Establish connection to your wireless LAN access point according to the manual. If you are using "Home restricted mode," delete the air conditioner from the Air Conditioner List, and register it again by clicking the "Find unregistered air conditioners" button.

Can I update the firmware of the wireless LAN interface?

You can update it with the smartphone application.

Can I turn off the lamp of the wireless LAN interface（WF-RAC）?

If it's an optional model, you can turn off the lamp with the smartphone application. To turn it off, switch "LED ON" of "Options" on each air conditioner setting screen to

I cannot connect the wireless LAN interface to the wireless LAN access point by using the WPS function.

Please try several times. If you cannot establish the connection, perform the operation described in "Wireless LAN router NOT equipped with WPS function" of the Wireless LAN Interface User's Manual.

How do I initialize the wireless LAN interface（WF-RAC）？

Press and hold the RESUME/CANCEL button on the wireless LAN interface （WF-RAC） for at least three seconds.

How do I initialize the application?

Tap "Initialize the application"

In the alert list, some alerts are marked with an exclamation mark. What does it mean?

It indicates an unread alert. Please read it.

Usage fee

Is it free to download and use the application?

The use of the application is free of charge.

* Separate communication fees are required when downloading the application and accessing the server.