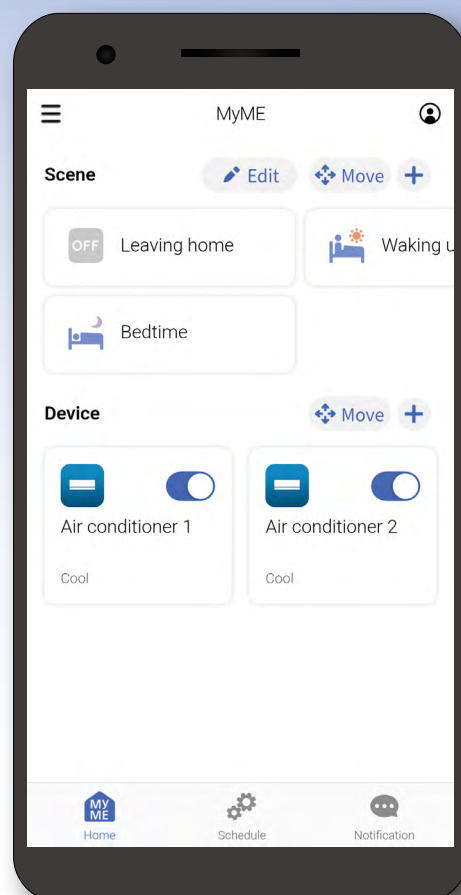


MyME App

Instruction Manual



Before Use

- Read this “Instruction Manual” carefully before use. Especially, read “Safety precautions” for proper use.

Note

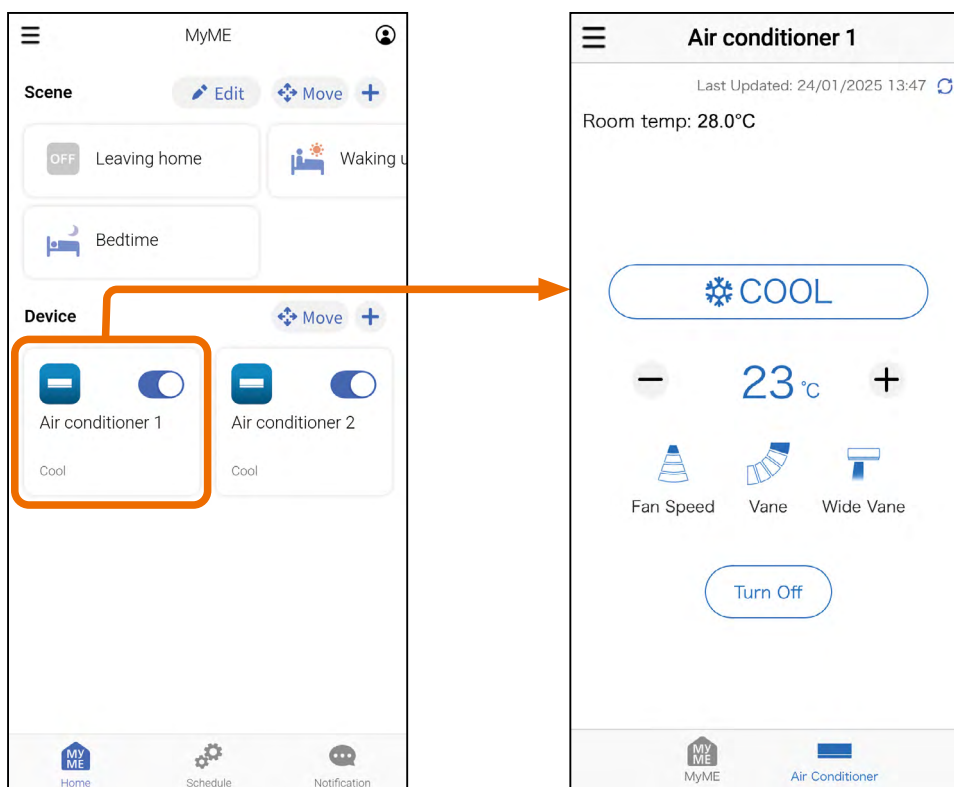
- The specifications of this system are subject to change without notice. Visit our website for the latest instruction manual.
<https://www.MitsubishiElectric.com.sg/smarthomesolutions/myme-app/>
- The figures in this manual are image examples of the screens. The arrangement may vary depending on the smartphones.
- This application is designed for users in Singapore only. Using the App outside of Singapore is not permitted. After-sales service is only available in Singapore.



What is the MyME App?

The MyME (My Mitsubishi Electric) App connects Mitsubishi Electric air conditioners to your smartphone through the internet, allowing you to operate the air conditioners and check their status.

The MyME App allows you to turn on/off the air conditioner, change the operation mode (Cool, Dry, and Fan), and set the desired temperature, airflow direction, and fan speed using your smartphone. It also allows you to check the air conditioner's operation status and the room temperature.





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■ Licences

- This App includes open-source software. Licence information is available in this App.

01.

Safety Precautions (1)

TOC



Always follow safety precautions to prevent injury to users or bystanders and property damage. Be sure to read the instruction manuals for air conditioners and adapters to use them properly.

	Warning	Indicates a situation which, if handled incorrectly, could result in death or serious injury.
	Caution	Indicates a situation which, if handled incorrectly, could result in minor injury or damage to houses or household goods.

■ The meanings of the “symbols” are as follows.

	Prohibited		No wet hands		Follow instructions
--	-------------------	--	---------------------	--	----------------------------

**Warning**

 No wet hands	Never work with wet hands • It may cause an electrical shock or a fire.
 Prohibited	Do not use the wireless LAN near the automatic control devices such as automatic doors and fire alarms. • It may lead to malfunction of the devices, causing accidents.
 Prohibited	Do not use the wireless LAN when operating an electrical medical device, such as a cardiac pacemaker. • It may affect the operation of electrical medical devices, causing accidents.

**Caution**

 Prohibited	Do not stand on an unstable stand when checking the wireless LAN settings. • It may cause injuries such as falling.
 Follow instructions	Wear the protective gear during work such as gloves. • It may cause injuries.
 Follow instructions	If persons listed below are users, they should use the App when anyone who can manage it is around. • Infants, children • Older people • Persons suffering from diseases • Physically impaired persons

- If errors or defectives are observed in an air conditioner, stop operation immediately and consult your dealer.

For your safety

For network equipment, please check your network environment again to prevent cyberattacks by individuals with malicious intent (e.g., remotely changing temperature settings and operation modes).

■ Router settings and installation

- Use a secure password for the wireless LAN encryption key. Avoid using a password that can easily be guessed from a serial number or MAC address. Instead, use a password that combines letters and numbers.
- Do not use WEP or Open as the encryption system for the wireless LAN.
- To prevent illegal internet access, disable PING so that the existence of a particular IP address on the internet is not identified.
- Use an unpredictable password to log in to the administration screen. (Consult the router manufacturer for the router settings.)
- Place the wireless LAN router in a location where outsiders cannot access it. Furthermore, do not grant access to unspecified third parties. This includes giving them access as free Wi-Fi™.
- Prevent the product URL (IP address and host name) from being known by third parties.

■ For using a PC or tablet at home, make sure the following points.

- Update the anti-virus software to the latest version.
- Do not open the attachments or hyperlinks from unknown sources.

■ If you are using the access point mode (AP mode)

- Prevent the SSID or KEY of AP mode from being known by third parties.



Points to note when in use

- Please note that Mitsubishi Electric Corporation shall not be liable for any failures arising from a lack of access to the MyME App (hereinafter referred to as the “App”) and its service (hereinafter referred to as the “Service”) due to damage, defects, or malfunction of the App and the Service; failure of network devices and mobile phone terminals; communication service errors, communication circuit interruption, or failure of communication services provided by mobile phone companies and internet service.
- Please note that unless liability for compensation is recognized by law, Mitsubishi Electric Corporation is not responsible for any damages incurred by failures or defects arising from the misuse of the App or the Service by customers or third parties, or use of the unit with the failures or defects.
- Mitsubishi Electric Corporation is not liable for any issues resulting from customers' inadequate network security or failure to update the security adapter software.
- If there are infants, children, older people, persons suffering from diseases, and physically impaired persons in the room, ensure someone capable of supervising them is nearby at all times during use.
- Check for any abnormalities in the air conditioner before use.
- Operations from your smartphone will not be available in the following conditions.
 - When the air conditioners or your router are not energized due to a power outage or a tripped circuit breaker
 - When your router has an error or is out of communication range
 - When there are internet or public line troubles
 - During cloud server maintenance or when a cloud server has troubles
- When operating the air conditioner from a location where it is not visible, carefully check the air conditioner, its surroundings, and the state of people in the room before operating it.
- If there are people in the room where the air conditioner is installed, let them know that the air conditioner will be controlled from outside the room.
- Use the air conditioner under the parental supervision to prevent children from operating the air conditioner incorrectly.
- In the event of poor communication due to radio interference caused by obstacles or a microwave oven, the operation signal may not be reflected. Regularly check the operation status.
- Updating the OS on your smartphone may disable the App.
- To prevent incorrect operation by smartphones, using the screen lock function is recommended.
- When disposing of or changing the user of the air conditioner, be sure to delete the registered air conditioner and initialize the wireless LAN adapter.
- Leaving windows or doors open while operating the air conditioner for extended periods in high temperatures may cause condensation on the air conditioner. This condensation may drip, wetting household items and cause damages. When operating the air conditioner from a location where it is not visible, carefully check the state of the room before operating it.
- The temperature may not reach the setting depending on the outside temperature or room conditions.
Regularly check the operation status.
- Operations performed on the smartphone will not be reflected on the remote controller display.
The operation set by the remote controller may be changed.
- Please do not use any remote controllers or communication/control devices other than those specified by our company.
- This App cannot be used in conjunction with the centralized management equipment, such as the wired remote controller.
- Always use “the MyME App” with the latest version.



Points to note for the wireless LAN (radio waves)

- The wireless LAN of the devices to be registered in the App uses 2.4 GHz radio frequency band. In addition to home appliances, such as microwave ovens, this frequency band is also used for industrial, scientific, and medical equipment; and other radio stations of the same type; premises radio stations for identifying mobile objects used in factory production lines; amateur radio stations; and specific small power radio stations for unlicensed use (hereinafter referred to as “other radio stations”).
 - Make sure that “other radio stations” are not used nearby before using the App.
 - Should radio interference occur between “other radio stations” and the wireless LAN, change the location using the air conditioner or stop operating it. (Stop electric wave emission.)
 - If other problems related to radio interference occur, consult your dealer.
- If the distance to the radio wave emitting devices, such as microwave ovens, is too close, data communication speed may decrease, and data communication may be interrupted. This may also cause noise when talking on the cordless telephone or malfunctioning outgoing or incoming calls. In such cases, keep those devices at least 1 meter away.
- A wireless LAN transmits and receives data via radio waves. This may lead to bugging and unauthorized access. Be aware of these risks when using the wireless LAN and manage security settings thoroughly. Security for the wireless LAN is not compatible with WEP or WPA3™. Use WPA2™-PSK (AES).
- For the Declaration of Conformity, please go to the website below.
<https://www.mitsubishielectric.com.sg/smarthomesolutions/MyME-Manual>
- This product cannot be directly connected to the communication lines (including a public wireless LAN) of telecommunications carriers (mobile network operators, fixed-line telecoms companies, and internet service providers). Make sure to connect the device via the wireless LAN router.

Be sure to read this instruction manual carefully to use air conditioners and adapters properly.

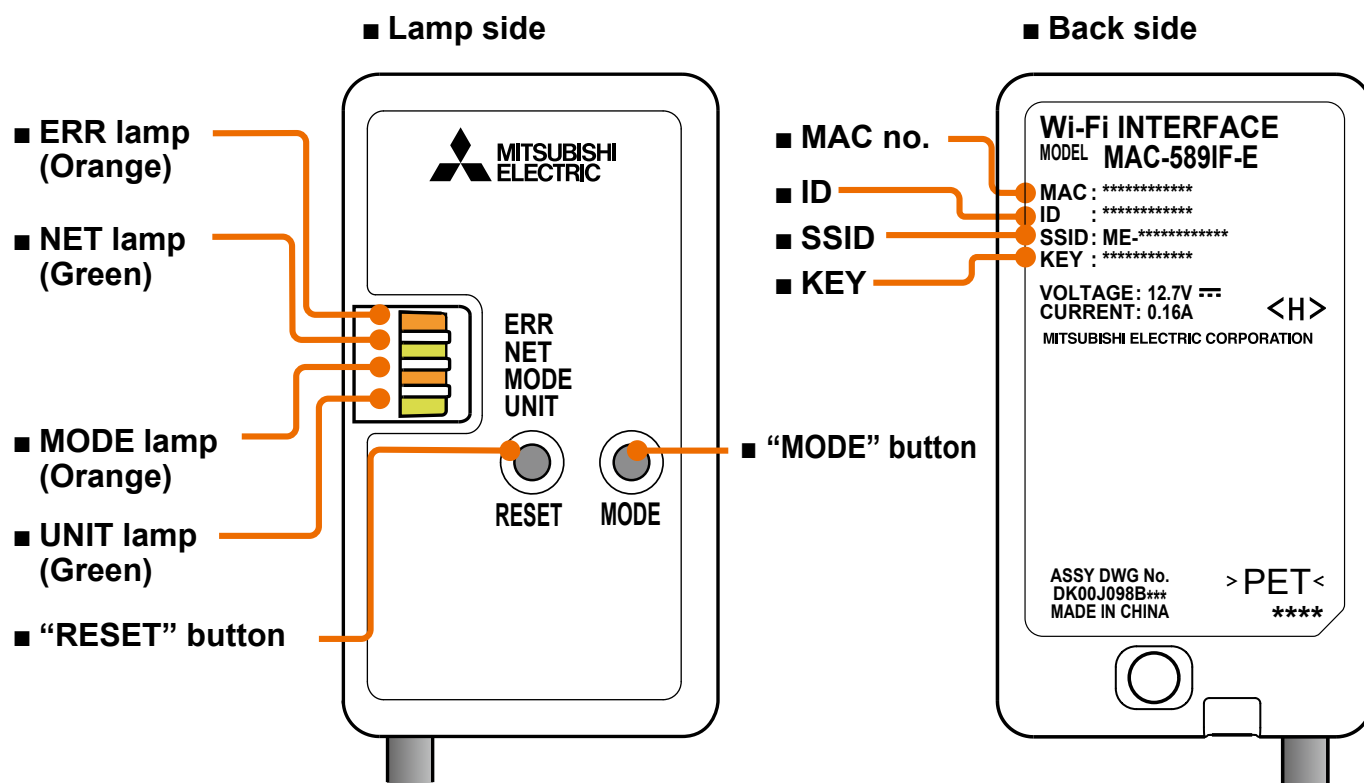
01.

Name of Each Part (Wireless LAN Adapter)

TOC



Wireless LAN adapters (MAC-589IF-E)



Lamp side

ERR lamp (Orange)

Flashes when an error occurs.

NET lamp (Green)

Turns on when communicating with the server.

MODE lamp (Orange)

Turns on for the initial settings and AP mode.

UNIT lamp (Green)

Turns on when communicating with the air conditioner body.

“RESET” button

• Reboot the system.

Press and hold it for about 2 seconds to reboot the wireless LAN adapter.

• Initialize the Wi-Fi™ interface to the factory default settings

Press and hold it for about 14 seconds to initialize the wireless LAN adapter.

“MODE” button

• Selects the setting mode.

It is used when connecting to the router (the wireless LAN access point).

It is used to set to AP mode.

Back side

MAC no.

ID

(Serial no.)

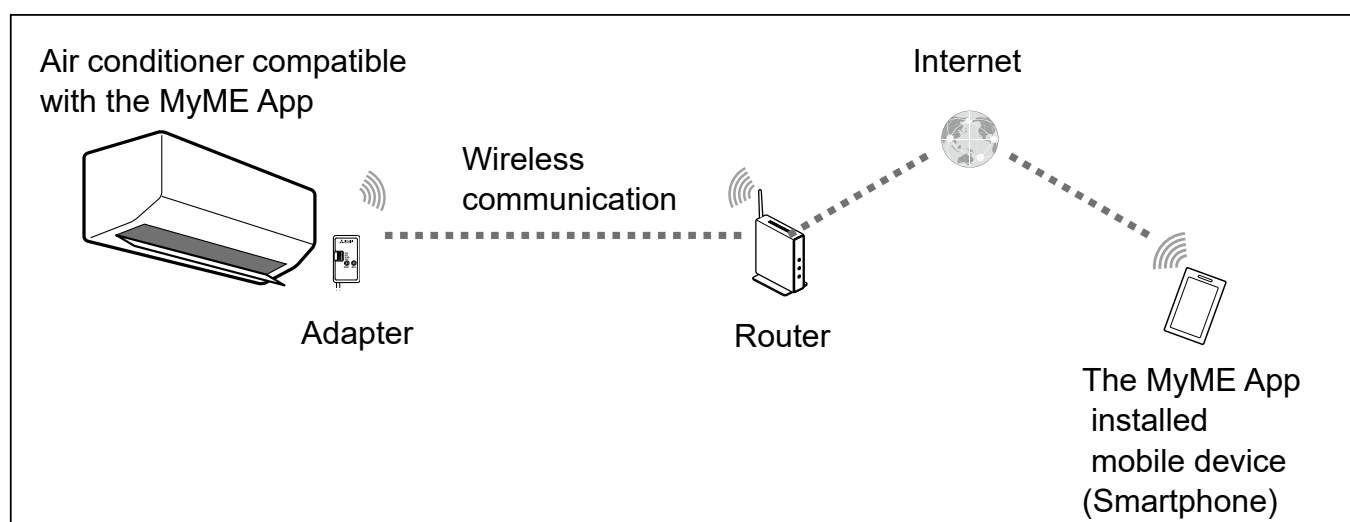
SSID

ME- (10 digits, alphanumeric characters)

KEY



System configuration diagram



Devices and systems required for connection

Wireless LAN adapter

If using the model that the wireless LAN adapter is not included, please purchase the optional adapter.

Smartphone

- Supported OS
 - Android™ 8 to 14
 - iOS 14 to 17
- MyME App

The App can be downloaded from the following streaming service.

 - Android : Google Play™
 - iOS : App Store

Router

- * Security for the wireless LAN is not compatible with WEP or WPA3™. Please use "WPA2™-PSK (AES)".
- * Use the DHCP function on a router.
- * The SSID of the router must contain half-width alphanumeric characters or symbols. Otherwise, the router and air conditioners will not be able to connect.
- * Do not use the mobile router.

Internet line

Broadband line always available

- FTTH (optical fiber)
- ADSL, and other lines
- * Dial-up line is not available.

Check the contract with the provider and the telecommunications carrier for the internet connection. Customers are responsible for the internet communication fee.

The maximum number of AC registrations allowed per administrator account

An administrator can register up to 10 air conditioners.

Administrators and Members

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Administrators and members

The MyME App users are classified into “Administrator” and “Member”, which are together called “Device sharing users”.

- **Administrator**
Administrators can check the operation and status of the air conditioners they registered, control the air conditioners, and manage members.
- **Member**
Members can share the air conditioners registered by the administrator, operate them, and check their status (Device sharing function). To be a member, an invitation from the administrator is required.

Administrator-only settings

The following functions can only be configured by administrators. Members are not permitted to configure these settings.

- Register/Delete air conditioners (1 administrator must be assigned to each air conditioner.)
- Changing AC Name
- Software update settings and automatic software update settings for the adapter
- Invite/Delete device sharing members, and change the administrator

How to be a member

The steps for the user registration is the same for both administrators and members. The invitation from the administrator is required to be a member and control the air conditioners registered by the administrator. Once you receive the invitation, the screen to accept the invitation will appear at the first login after the invitation is sent. Tap “Accept invitation”.

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Note

Registration and operation of air conditioners are available as an administrator unless the invitation from another administrator is accepted. However, an air conditioner cannot be registered and operated by multiple administrators. 1 administrator must be assigned to each air conditioner.



Install the App and register users.

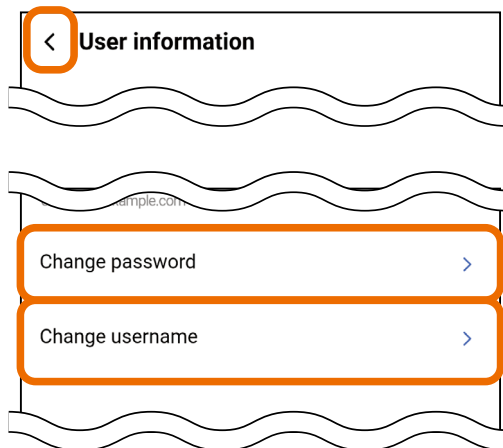
Note

- The MyME App is available for free, but a communication fee will be charged when downloading and using the App.
- The display of the MyME App may vary depending on the version.

How to operate the App

Common operations in the App are as follows.

<Button>



: Tap it to return to the previous page.



: Tapping items with this button will direct you to the next page.

<Switch>



: Turned ON



: Turned OFF

02.

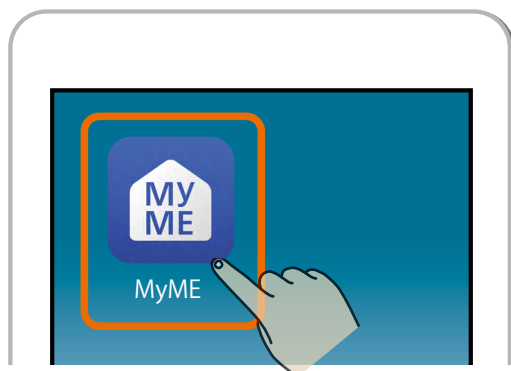
Installing the App and Registering Users (2)

TOC

**1 Download the MyME App to your smartphone.**

The App is available from the following streaming service.

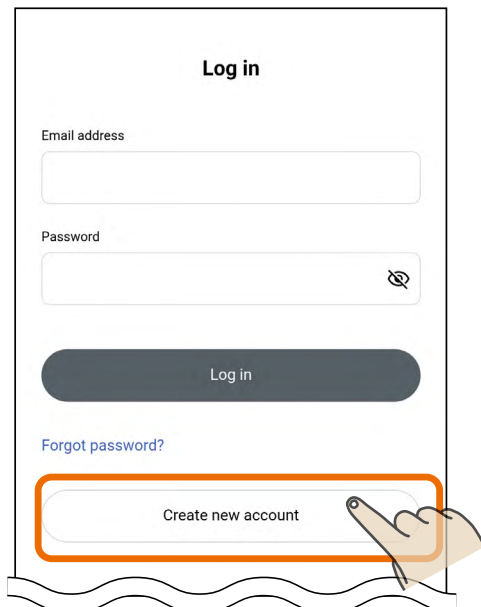
- Android: Google Play
- iOS : App Store

2 After the download, tap the “MyME” icon.**3 Read terms of conditions and check the box if you agree, and then tap “Start”.**

- The terms of conditions may include descriptions for collecting data and its handling.
- If you do not agree to the terms of conditions, you are not allowed to use the App.

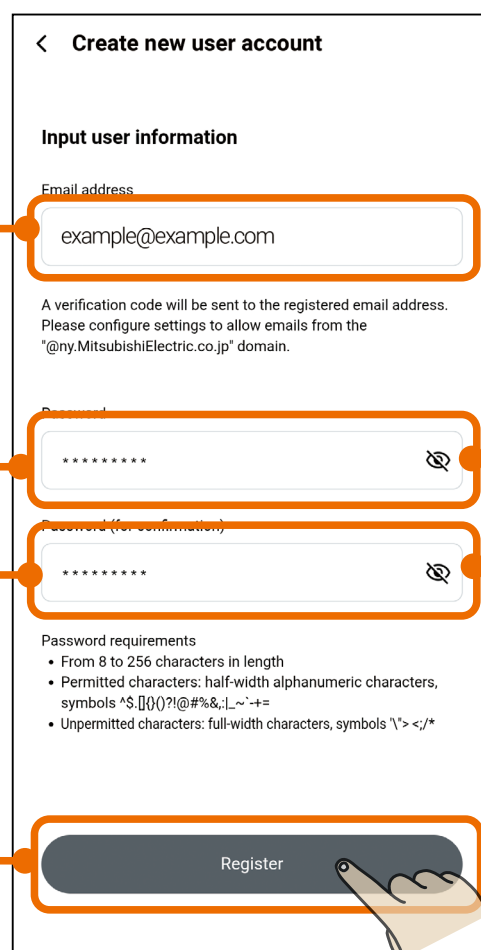


4 Tap “Create new account”.



5 Enter your email address, password, and password (for confirmation).

- If you are rejecting emails from specific domains, you may not receive the email required for a new registration. Check your email settings before entering your email address. Please adjust your settings to allow emails from the “@asia.meap.com” domain.
- A verification code will be sent to the registered email address. Please register a reliable email address that you can receive emails.



6 Tap “Register”.

A verification code will be sent to the registered email address.

<Show/Hide password>

Tap the eye icon to show or hide the password.



.....The password you are typing is visible.



.....The password you are typing is hidden.

(It will be masked with asterisks “*” or something similar.)



7 Enter the verification code and tap “Next”.

- Enter the verification code that has been sent to you by email.
- If you do not receive an email after a while, it may be because you entered the wrong email address. In that case, check your email address and then try from Step 5 again. Please adjust your settings to allow emails from the “@asia.meap.com” domain.

< Create new user account

Enter your verification code

A verification code was sent to the registered email address. Confirm your email address and enter the verification code.

Verification code

Note: If you do not receive an email after some time, the email address you entered may be incorrect. In that case, confirm your email address and then try sending the verification email again from the previous screen.

Next

8 Confirm that the “User registration is complete” message has been displayed, and then tap “Go to Login screen”.

- User registration is complete. Tap “Go to Login screen” to go to the login screen. Proceed to log in.



pg.18

User registration is complete.

Go to Login screen

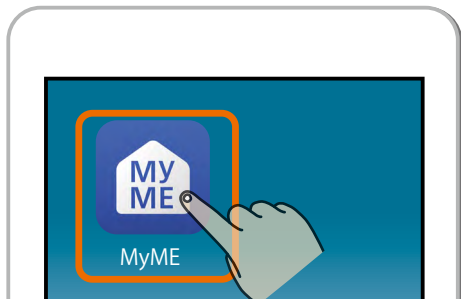
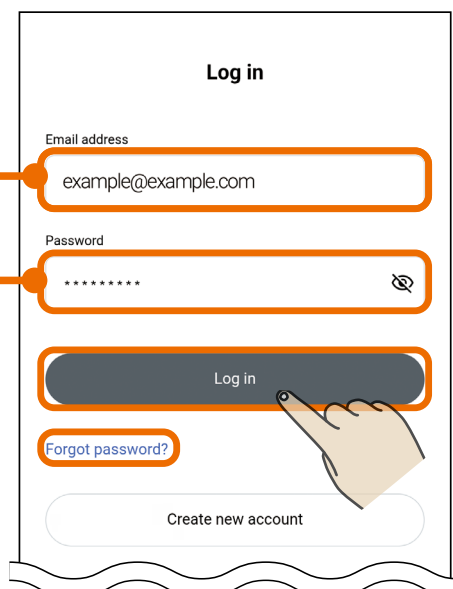
02.

Log in (1)

TOC

**1 Tap the “MyME” icon.**

After the startup screen, the login screen will appear.

**2 Enter your email address and password.****3 Tap “Log in”.**

- Login is complete. The home screen will appear.
- If you have received an invitation, you will be directed to the screen for accepting the invitation.
- If you have never configured the software automatic update settings for the adapters, you will be directed to the settings screen.
- The tutorial will appear for the initial login.
- Once you log in, your login information will remain valid for a certain period. You will not need to enter your email address and password. If you do not log in for a certain period after the last login, you will be required to enter your email address and password.
- If you forgot your password, tap “Forgot password?” and enter the required information as instructed on the screen.



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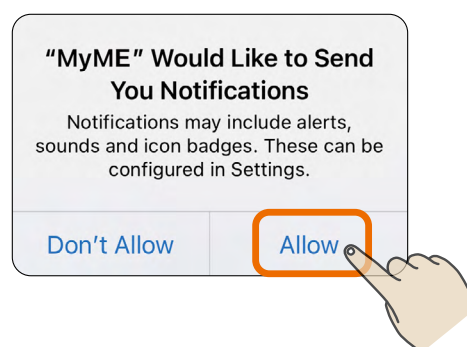
pg.23



pg.20

Resetting Password**Note**

When you initially log in, a message pops up asking whether you Allow or Don't Allow notifications. If you want to enable push notifications on the App, tap “Allow”. The setting can be changed later.



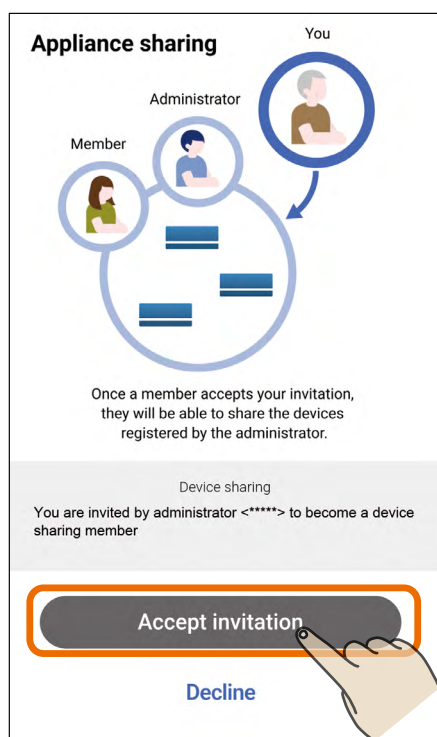


If you have received an invitation from another administrator

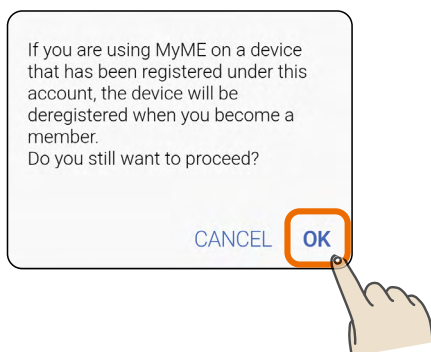
If you have received an invitation from another administrator, you will be directed to the steps for accepting the invitation after logging in. After you accept it, you can share the air conditioners registered by the administrator in the App.

1 Check the contents on the screen, and tap “Accept invitation” to approve the invitation.

If you are using the same air conditioner with the administrator, you should accept it.

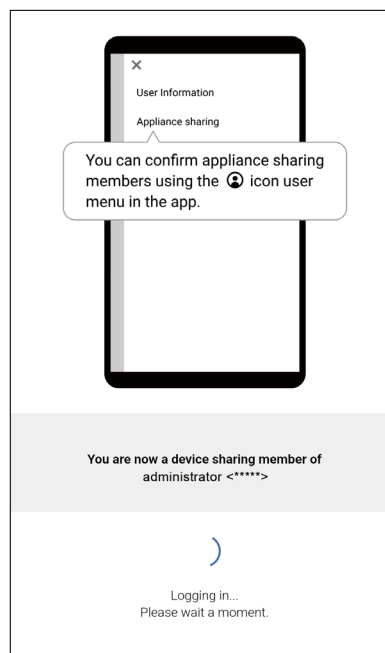


2 Check the message and tap “OK”.



3 Wait until the login process is complete

- It is indicated that you have become a device sharing member of the administrator and the login process will begin again as a member.
- Once logged in, the home screen will appear. The tutorial will appear for the initial login.



Note for invitation approvers

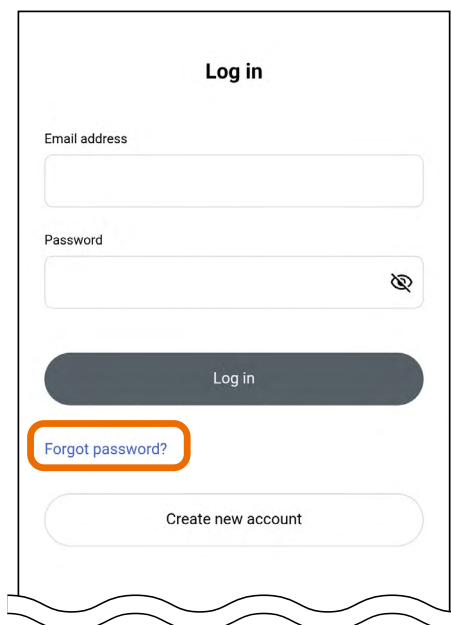
- If you have been registered as a member of another administrator, you are not allowed to approve the invitation. Please leave another administrator's membership and then request for the invitation again.
- If you do not approve the invitation, you are not allowed to operate the air conditioners registered by the administrator or check their status. You need to approve the membership invitation in order to operate or check the status of air conditioners registered by the administrator who sent you the invitation.
- If you approved the invitation when you have other air conditioner registrations, the registrations will be deleted and you will not be able to operate the air conditioners or check their status. If the air conditioners you have registered are deleted, the members, if any, will no longer be able to check the status of the deleted air conditioners or operate them. The air conditioners will revert to an unregistered state.



Resetting password

If you forget your password and cannot log in, reset it.

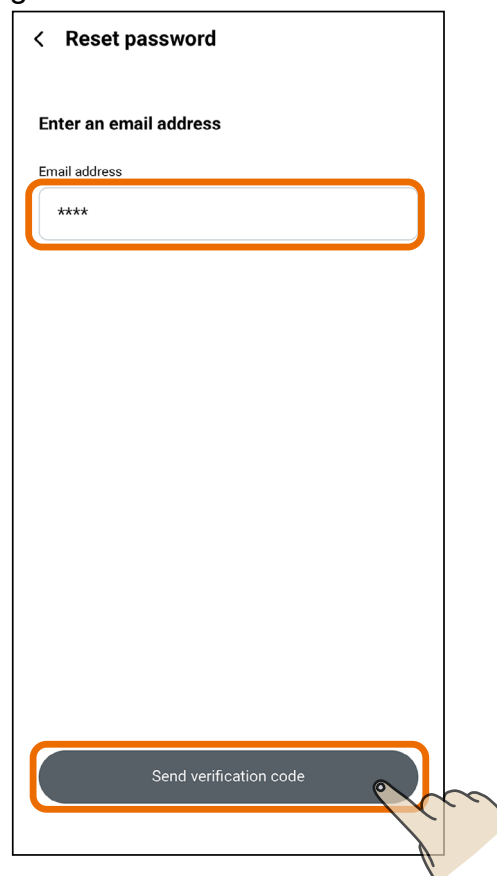
- 1 Tap “Forgot password?” on the login screen.



The login screen is titled "Log in". It features two input fields: "Email address" and "Password". Below the "Password" field is a small eye icon for toggling visibility. A dark grey "Log in" button is positioned below the inputs. A blue link "Forgot password?" is highlighted with an orange border. At the bottom is a light grey "Create new account" button.

- 2 Enter the registered email address and tap “Send verification code”.

A verification code will be sent to the registered email address.



The "Reset password" screen has a back arrow and the title "Reset password". It prompts the user to "Enter an email address" with an "Email address" label. The input field contains four asterisks "****" and is highlighted with an orange border. At the bottom, a dark grey "Send verification code" button is highlighted with an orange border and a hand icon pointing to it.



- 3** Enter the “Verification code”, “New password”, and “New password (for confirmation)” and then tap “Complete”.

< Reset password

Enter a verification code or new password

A verification code for resetting your password was sent to the entered email address. Enter the verification code and new password.

Verification code

Verification code

New password

New password

New password (for confirmation)

New password (for confirmation)

Password requirements

- From 8 to 256 characters in length
- Permitted characters: half-width alphanumeric characters, symbols `^$[]00?!@#%&._~`+=`
- Unpermitted characters: full-width characters, symbols `\`>` `</>`

Note: If you do not receive an email after some time, the email address you entered may be incorrect. In that case, confirm your email address and then try sending the verification email again from the previous screen.

Complete

- 4** Make sure that the password reset is complete, and tap “Go to Login screen”.

The login screen will appear.

Your password has been reset.

Go to Login screen



When you log in as an administrator for the first time, you will be directed to the automatic adapter software update settings.

1 Tap “Update automatically” or “Do not update automatically”.

- The automatic update setting is recommended because it allows you to use the latest software, which in turn enables us to use the air conditioner safely.

- The setting can be changed later.

Automatic Software Updates

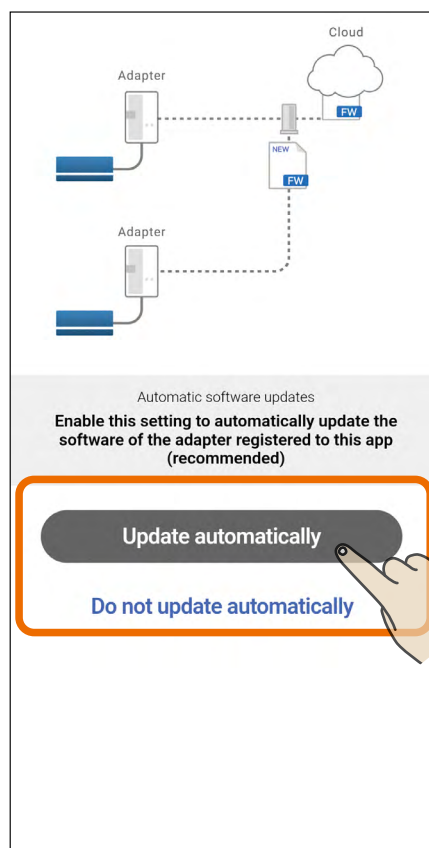


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- This screen will be displayed for administrators only. Not displayed for members.
- When this setting is enabled, the latest software will be downloaded and applied to the adapter as soon as it is detected. The adapter will restart once the latest adapter software has been applied. This temporarily shuts down communication with the air conditioner, which may cause it to malfunction.



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Note

When this setting is enabled, the software for all adapters registered in the App will update automatically.



The tutorial will appear for the initial login.

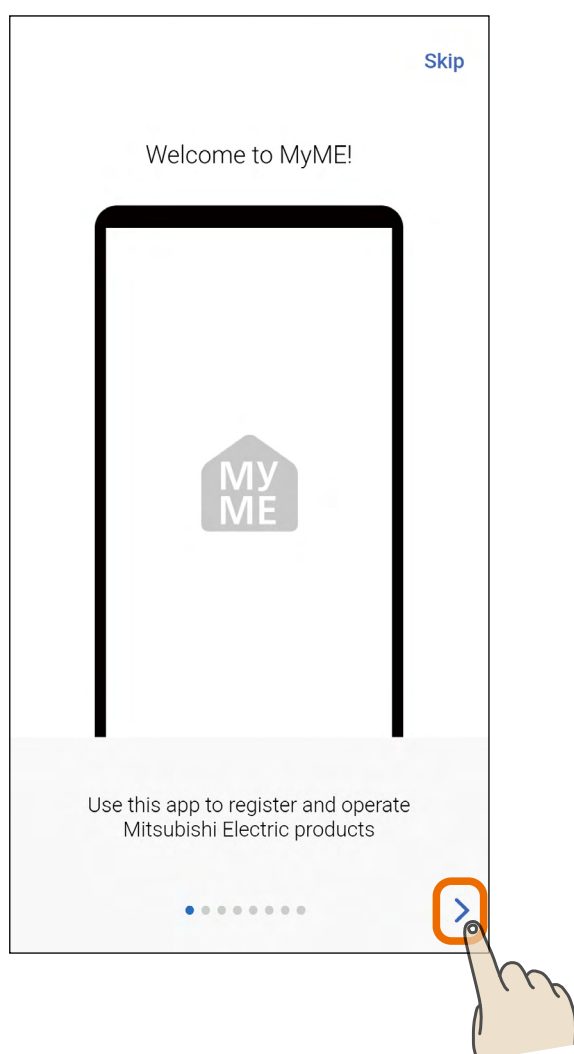
- 1 **Swipe the screen or tap > at the bottom of the screen to read the tutorial and proceed to the final page.**

- Tap “Skip” in the upper right corner of the screen to skip to the final page.
- You can view the tutorials at any time.

Viewing Tutorials



pg.100



- 2 **Tap “Start”.**

The home screen will appear.



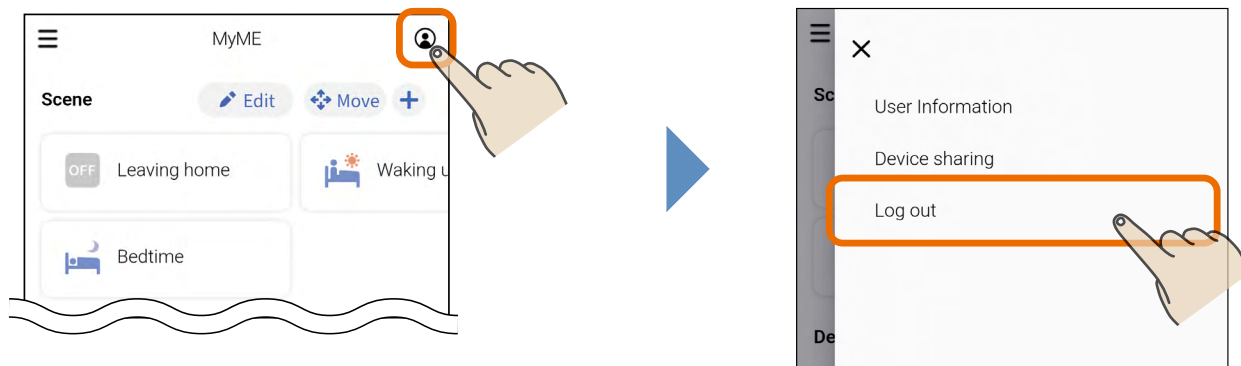
02.

Log out

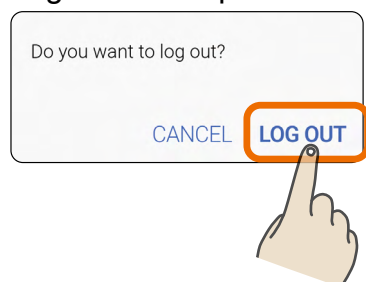
TOC

**1 Tap “Log out” on the user menu screen.**

Tap the user menu button  in the upper right corner of the screen to show the user menu screen.

**2 Tap “LOG OUT” on the confirmation screen.**

Log out is complete.



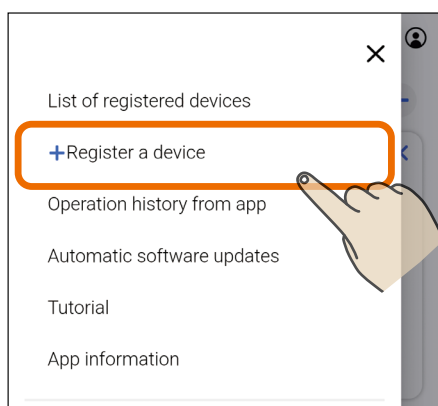
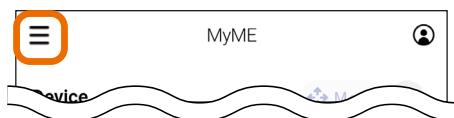
03.

Registering Air Conditioners (1)

TOC



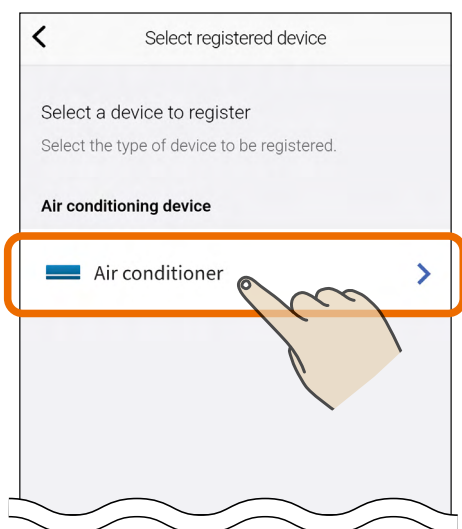
- 1** Tap button, and then tap “+ Register a device” on the menu screen.



Or tap button.

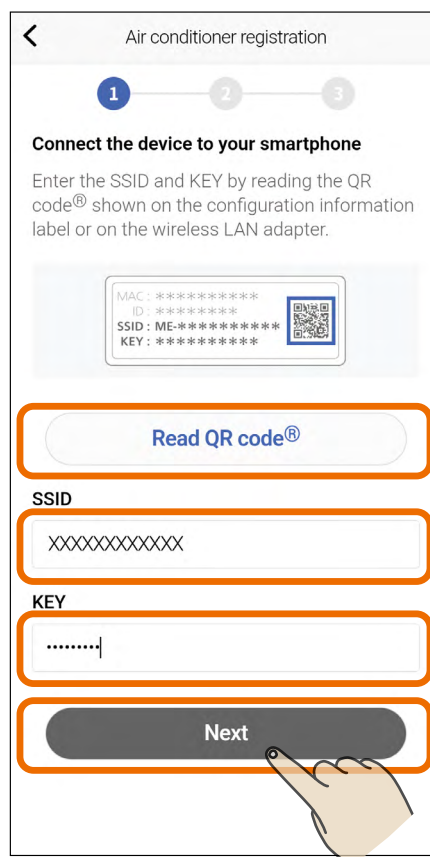


- 2** Tap an air conditioner you want to register.



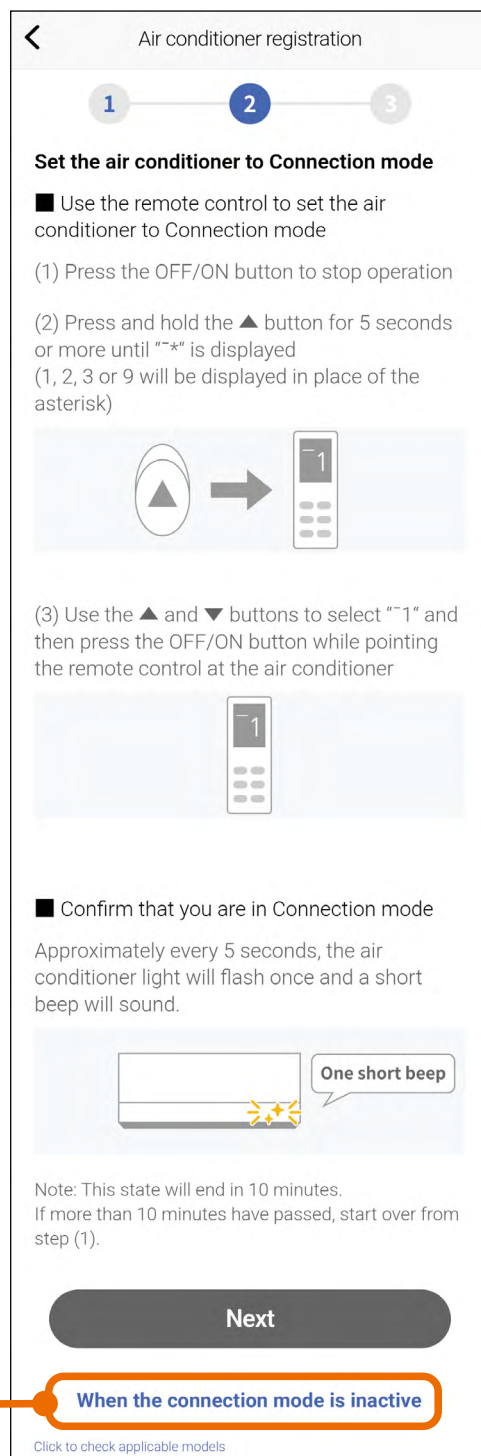
- 3** Tap “Read QR code®” to scan the QR code shown on the information label with your smartphone. Then, tap “Next”.

- After scanning the QR code, the SSID and KEY will appear.
- The information label is included with the unit or in the package when you purchase the optional adapter.



4 Set the air conditioner to AP mode.

- Please refer to “Set the air conditioner to the access point mode (AP mode).” on the next page for details on the steps on the screen.
- AP mode will be terminated in about 10 minutes. Please have the router SSID (2.4 GHz) and the router encryption key (password) ready. Please refer to the router’s instruction manual for details.
- If you are using the optional wireless LAN adapter, tap here,  and go to **4B**.  [pg.29](#)





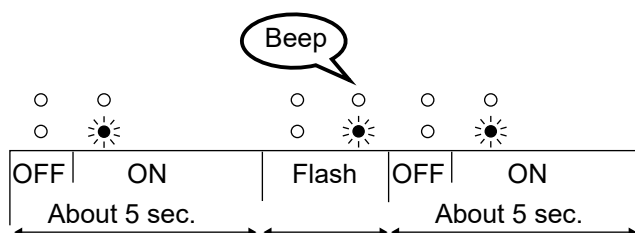
Set the air conditioner to the access point mode (AP mode).

■ Set the air conditioner to the access point mode (AP mode).

- 1 Press the “OFF/ON” button of the remote controller to stop operation.
- 2 Press and hold the “▲” button for at least 5 seconds until “—*” appears.
(*will be 1, 2, 3, or 9.)
- 3 Press the “▲” or “▼” button to select “—1”, and then press the “OFF/ON” button pointing to the air conditioner. The air conditioner will then be set to “AP mode”.
 - After setting the “AP mode,” if you try to set the “AP mode” again, you may hear a “beep beep beep” sound, and the operation may not be accepted.

■ Make sure that it is set to AP mode on the air conditioner.

- 4 Please make sure that the lamp on the air conditioner flashes about once every 5 seconds and beeps.
 - The lamp flashes and beeps in the following pattern.



An example of indicator lamps on the air conditioner

Note: The lamp may differ depending on the air conditioner.

- This state will end in 10 minutes. If it lasts for 10 minutes or longer, start from step 1 again.

**5 After setting the air conditioner to AP mode, tap “Next”.**Please go to step **6** . [pg.33](#)

← Air conditioner registration

1 2 3

Set the air conditioner to Connection mode

■ Use the remote control to set the air conditioner to Connection mode

(1) Press the OFF/ON button to stop operation

(2) Press and hold the ▲ button for 5 seconds or more until “~*” is displayed
(1, 2, 3 or 9 will be displayed in place of the asterisk)



(3) Use the ▲ and ▼ buttons to select “~1” and then press the OFF/ON button while pointing the remote control at the air conditioner



■ Confirm that you are in Connection mode

Approximately every 5 seconds, the air conditioner light will flash once and a short beep will sound.



Note: This state will end in 10 minutes.
If more than 10 minutes have passed, start over from step (1).

Next

When the connection mode is inactive

[Click to check applicable models](#)



If you are using the optional wireless LAN adapter (optional)

4B Set the air conditioner to AP mode.

- Please refer to “Set the air conditioner to AP mode.” on the next page for details on the steps on the screen.
- AP mode will be terminated in about 10 minutes. Please have the router SSID (2.4GHz) and the router encryption key (password) ready. Please refer to the router’s instruction manual for details.

<
Air conditioner registration

1
2
3

Set the air conditioner to Connection mode

■ Set the wireless LAN adapter to Connection mode

(1) Confirm that the UNIT light (green) flashes once every 5 seconds

Note: If this does not happen, reset the air conditioner's wireless settings.

[How to reset air conditioner wireless settings](#)

(2) Use a pointed object to press down the MODE button for approximately 7 seconds until the MODE light (orange) turns on. Then release the button



The wireless LAN adapter will then reboot, and after a while the MODE light (orange) and UNIT light (green) will start flashing (once every 5 seconds).

■ Confirm that you are in Connection mode

The MODE light (orange) and UNIT light (green) on the wireless LAN adapter will flash once every 5 seconds.



Note: This state will end in 10 minutes. If more than 10 minutes have passed, start over from step (1).

Next



Set the air conditioner to the access point mode (AP mode).

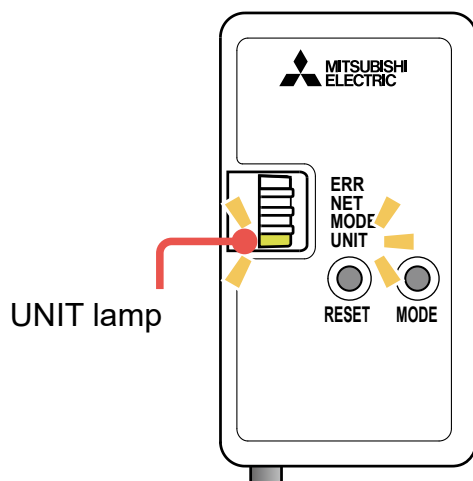
- Set the air conditioner to the access point mode (AP mode).

- 1 Make sure that the UNIT lamp of the wireless LAN adapter flashes once every 5 seconds.

ERR	NET	MODE	UNIT
			
OFF	OFF	OFF	Flashes once every 5 seconds.

If it is not in this state, initialize the air conditioner wireless settings. Tap “How to reset air conditioner wireless settings” to show the initializing method on the screen. Read it to initialize the wireless settings of the air conditioner.

Note: An example of indicator lamps of MAC-589IF-E



How to reset air conditioner wireless settings

- Reset wireless settings using the remote control

Use a pointed object to press down the RESET button for approximately 15 seconds until the MODE light (orange) and UNIT light (green) turn on. Then release the button



After resetting, please wait at least 2 minutes before trying again.

[CLOSE](#)

Air conditioner registration

- 1
- 2
- 3

Set the air conditioner to Connection mode

- Set the wireless LAN adapter to Connection mode

(1) Confirm that the UNIT light (green) flashes once every 5 seconds

Note: If this does not happen, reset the air conditioner's wireless settings.

[How to reset air conditioner wireless settings](#)

(2) Use a pointed object to press down the MODE button for approximately 7 seconds until the MODE light (orange) turns on. Then release the button



The wireless LAN adapter will then reboot, and after a while the MODE light (orange) and UNIT light (green) will start flashing (once every 5 seconds).

- Confirm that you are in Connection mode

The MODE light (orange) and UNIT light (green) on the wireless LAN adapter will flash once every 5 seconds.



Next

03.

Registering Air Conditioners (7)

TOC



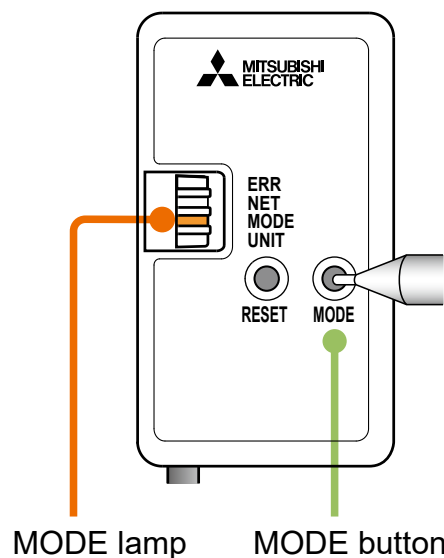
Previous

- 2 Use a thin rod to press and hold the wireless LAN adapter “MODE” button (for about 7 seconds) until the MODE lamp turns on, and then release it.

ERR	NET	MODE	UNIT
OFF	OFF	ON	OFF

After the wireless LAN adapter restarts, the MODE lamp and UNIT lamp start flashing (once every 5 seconds).

Note: An example of indicator lamps of MAC-589IF-E

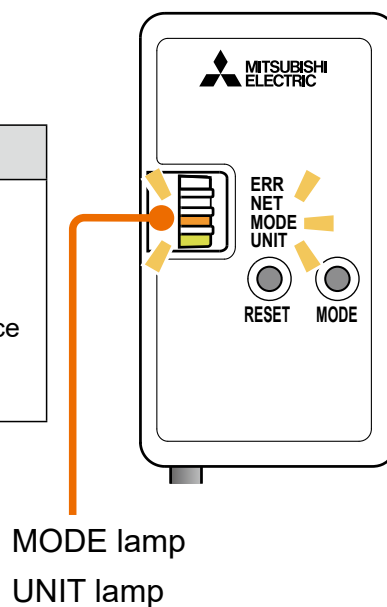


- Make sure that it is set to the access point mode (AP mode).

- 3 The wireless LAN adapter MODE lamp (orange) and UNIT lamp (green) flash once every 5 seconds.

ERR	NET	MODE	UNIT
OFF	OFF	Flashes once every 5 seconds.	Flashes once every 5 seconds.

This state will end in 10 minutes. If it lasts for 10 minutes or longer, start from step 1 again.

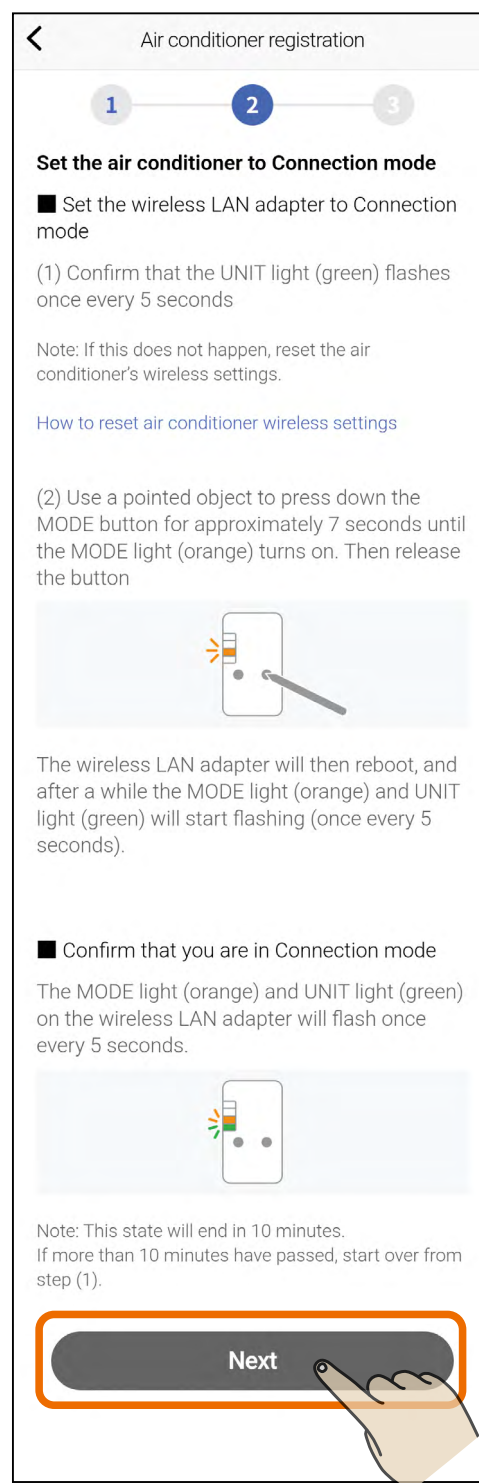




5B After setting the air conditioner to AP mode, tap “Next”.

Go to Step 6 .

pg.33



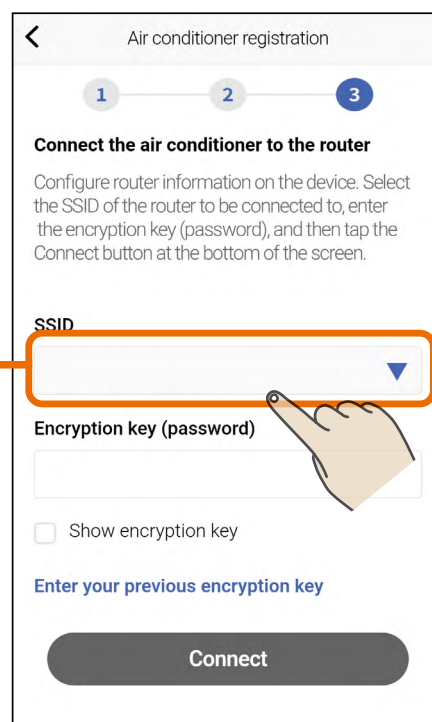
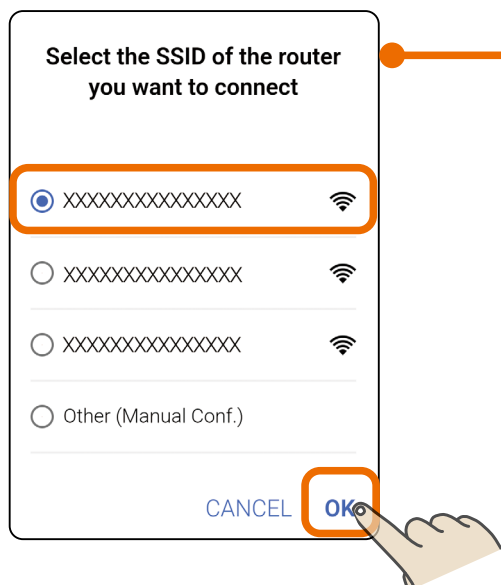
03.

Registering Air Conditioners (9)

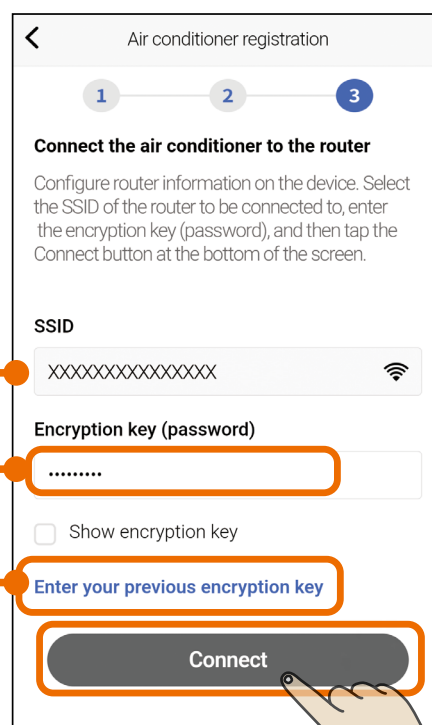
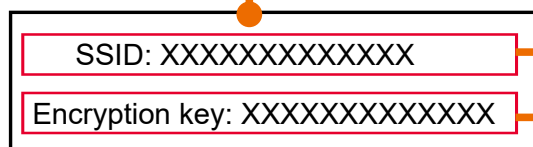
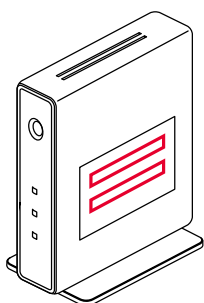
TOC



- 6** Tap “SSID” box, select the SSID of the router to be connected from the list, and then tap “OK”.



- 7** Enter the router’s encryption key in the “Encryption key (password)” and tap “Connect”.

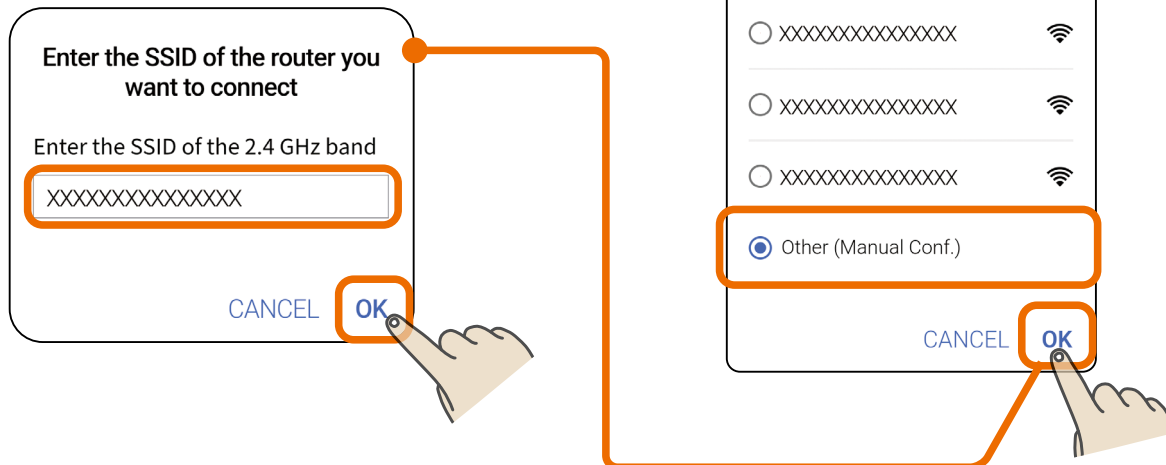


Enter the previous encryption key.
Tap to enter it automatically.



Note

- You can also enter the SSID manually. Select “Other (Manual Conf.)” and tap “OK” to display the screen to enter the SSID manually.



- The message on the right may appear for iOS-based smartphones. In such a case, tap “Allow”. Failure to do so will result in a failed connection. If you tap “Don't Allow”, please change the local network settings for iOS.



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03.

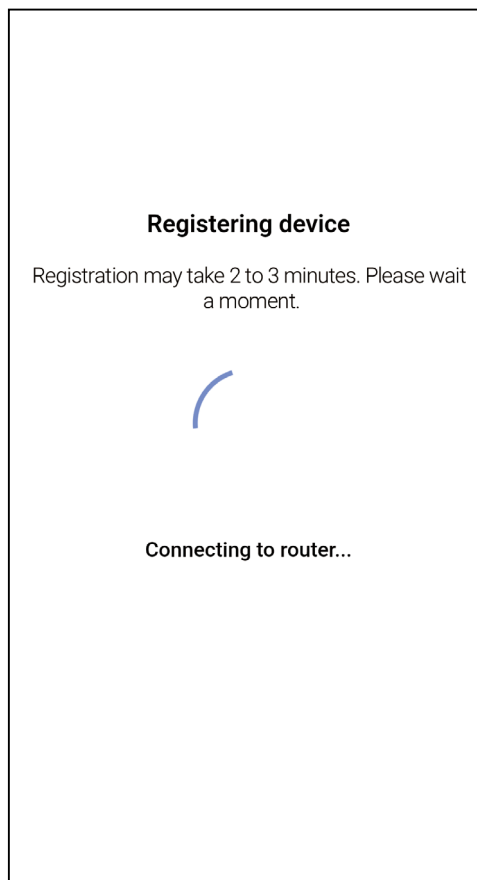
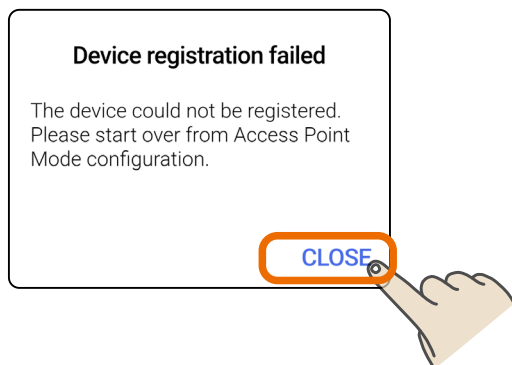
Registering Air Conditioners (11)

TOC



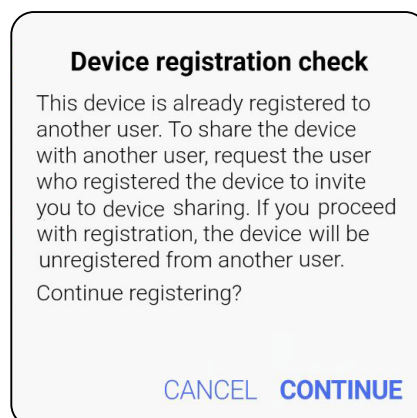
8 Please wait a few minutes for the registration of the air conditioner to complete.

If the registration has failed, a message will appear. Tapping “CLOSE” will display a screen explaining the troubleshooting methods. Please refer to the next page for details.



Note

If the air conditioner has already been registered by another user, the message on the right will appear. Tapping “CONTINUE” will register the air conditioner and delete the registration from another user. Tap “CANCEL”, if you do not want to register it.



Next

[Previous](#)

- Tapping “CLOSE” in the registration failure message will display a screen explaining the troubleshooting methods on the right. Please check the contents and try registration steps again. Tap “Return” to return to the Step 3 screen. [pg.25](#)

- If a connection still fails, tap “How to reset air conditioner wireless settings” to show the resetting method below. Read the contents and reset the air conditioner wireless settings.

How to reset air conditioner wireless settings

■ Reset wireless settings using the remote control

(1) Press the OFF/ON button to stop operation

(2) Press and hold the ▼ button for 5 seconds or more until “_2” is displayed
(1 or 2 will be displayed in place of the asterisk)



(3) Use the ▲ and ▼ buttons to select “_2” and then press the OFF/ON button while pointing the remote control at the air conditioner



After resetting, please wait at least 30 seconds before trying again.

[CLOSE](#)

Air conditioner registration

If a connection cannot be established:

■ Confirm the router's SSID and encryption key (password)

The 2.4 GHz and 5 GHz bands may have different SSIDs and encryption keys (passwords). Make sure you have entered the 2.4 GHz encryption key (password).



Example of router label

SSID : *****
Network key : *****

After confirming the above, start the registration procedure over again. If you are still unable to establish a stable connection, reset the air conditioner's wireless settings.

[How to reset air conditioner wireless settings](#)

[Return](#)



- The wireless LAN adapter (optional) has the different operation method.

[pg.129](#)



9 Registration for the air conditioner and its initial settings are complete.

- Tap “Launch the App” to show the AC operation screen.
- The initial setting for the AC name is “Air conditioner ○” (○ is a number). It is recommended that the name be changed to reflect the location of the air conditioner, such as “Living Room AC”.

[pg.94](#)

Device registration is complete!



Launch the app

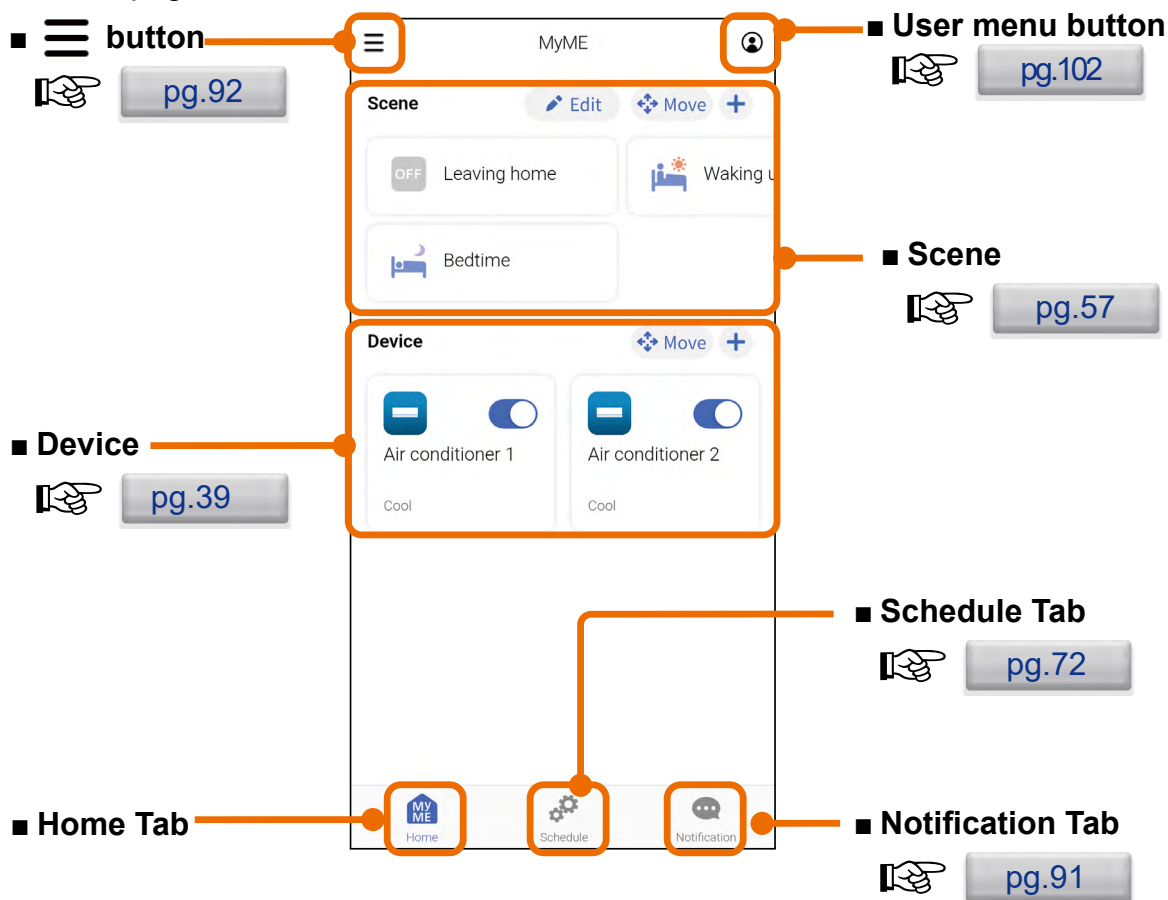
04.

Home Screen

TOC



The home screen allows you to operate the air conditioner and execute the scene. Please refer to the relevant pages for details.

**button**

Tap it to open the menu. The menu allows you to check the registered air conditioner information, settings, and operation history.

Device

- You can check the air conditioner operation status and turn it on and off.
- Tap the icon to switch to the AC operation screen.

Home Tab

Tap it to switch to the home screen.

User menu button

Tap it to open the user menu. The user menu allows you to check and set the user information and device sharing.

Scene

Tap it to create and execute the “Scene”, which operates multiple air conditioners together.

Schedule Tab

Tap it to switch to the schedule screen.

Notification Tab

Tap it to switch to the notification screen.

Note: This screen refreshes every minute; swiping down refreshes it immediately.

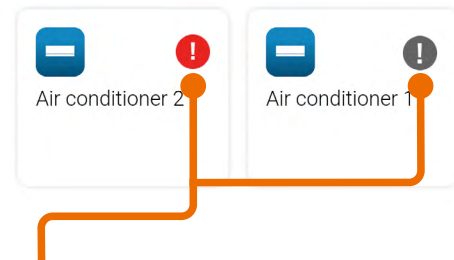
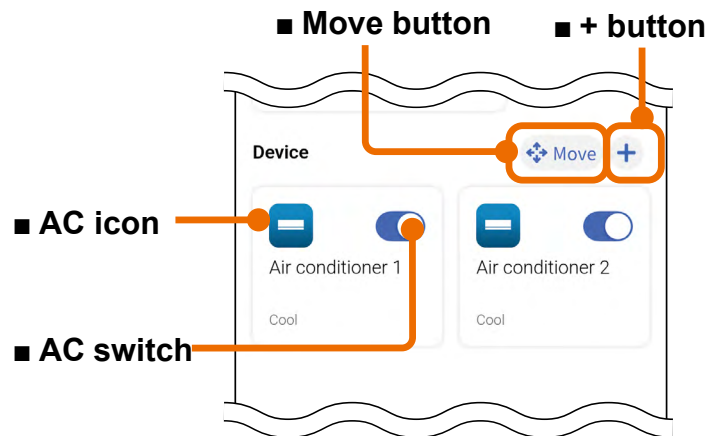
04.

Device list screen (1)

TOC



The AC operation screen allows you to check the air conditioner status, and turn it on and off.



■ Alert button

• If the button is indicated, tap it to check the message.

- ... [pg.40](#)
- ... [pg.40](#)

Move button

Tap it to arrange the order of the air conditioners. **Arranging the Order of Air Conditioners**


[pg.41](#)

+ button

Tap it to register air conditioners. **Registering Air Conditioners**


[pg.25](#)

AC icon

Tap it to switch to the AC operation screen.

AC switch

Tap it to switch ON and OFF.

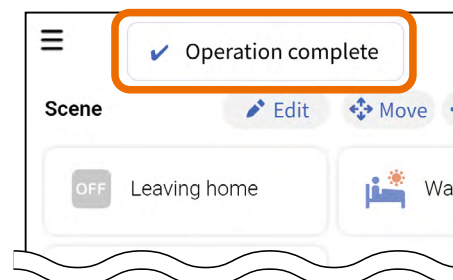
ON : Start operation.

OFF: Stop operation.

Note

Once the operation with the App is reflected to the air conditioner, "Operation complete" will be displayed on the top of the screen.

If it is not displayed, your command with the App may not be reaching to the air conditioner.



04.

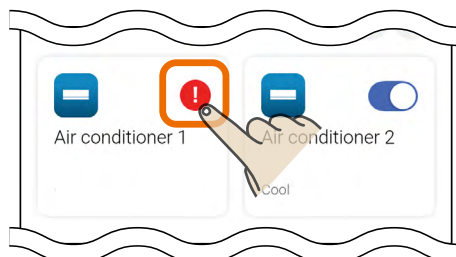
Device list screen (2)

TOC



Note

- If  is shown on the air conditioner, tap it to check the message.



- Communication failure

No response from the device

Check your connection environment, such as whether the device and router are turned on. For details, check the app's instruction manual.

[CLOSE](#)

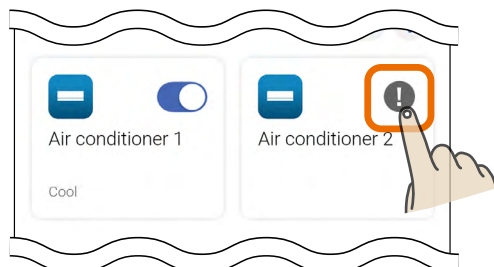
- Air conditioner failure

The device malfunctioned

Check the device. For details, check the device's instruction manual.

[CLOSE](#)

- If  is shown on the air conditioner, tap it to check the message.



- Updating the software for the wireless LAN adapter.

Updating the adaptor.

Please wait a moment.

[CLOSE](#)

The software for the wireless LAN adapter is being updated. Do not turn off the power while updating. Please try after a while. Before operating the device from your smartphone, please operate the device first using the remote controller.

- There may be a delay in displaying the information due to the time required to retrieve it.

04.

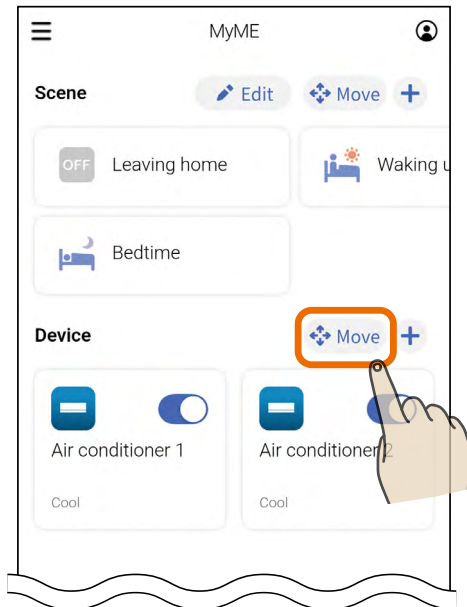
Arranging the Order of Air Conditioners

TOC



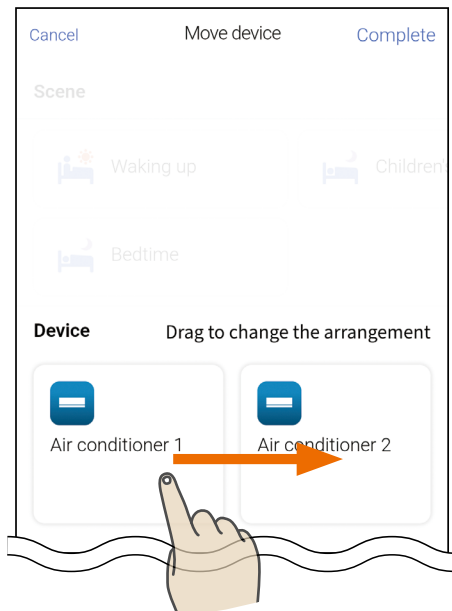
The order of the air conditioners on the home screen can be arranged.

- 1 Tap “Move” on the right side of the AC operation screen.

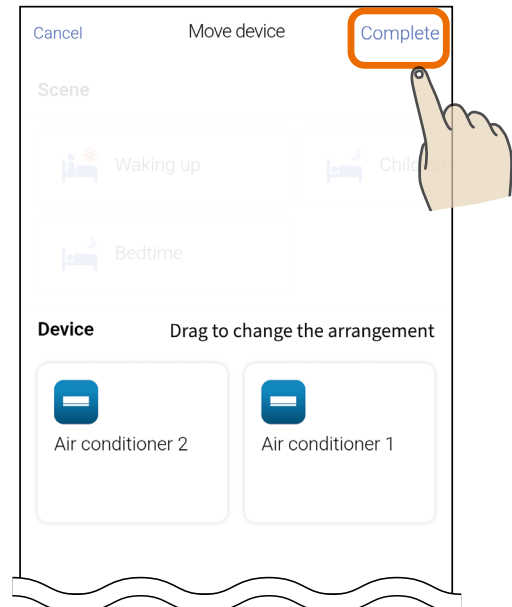


- 2 Drag the AC icon to your desired location.

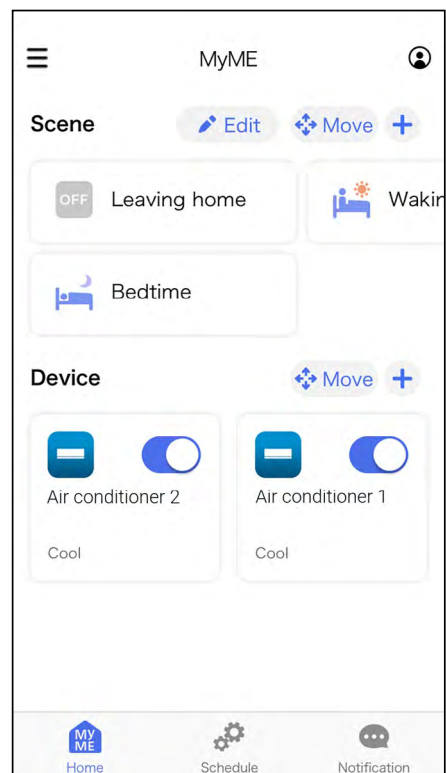
For this example, move “Air conditioner 1” to the location of “Air conditioner 2”.



- 3 Tap “Complete” in the upper right corner of the screen.



- 4 Arranging the order of the air conditioners is complete.



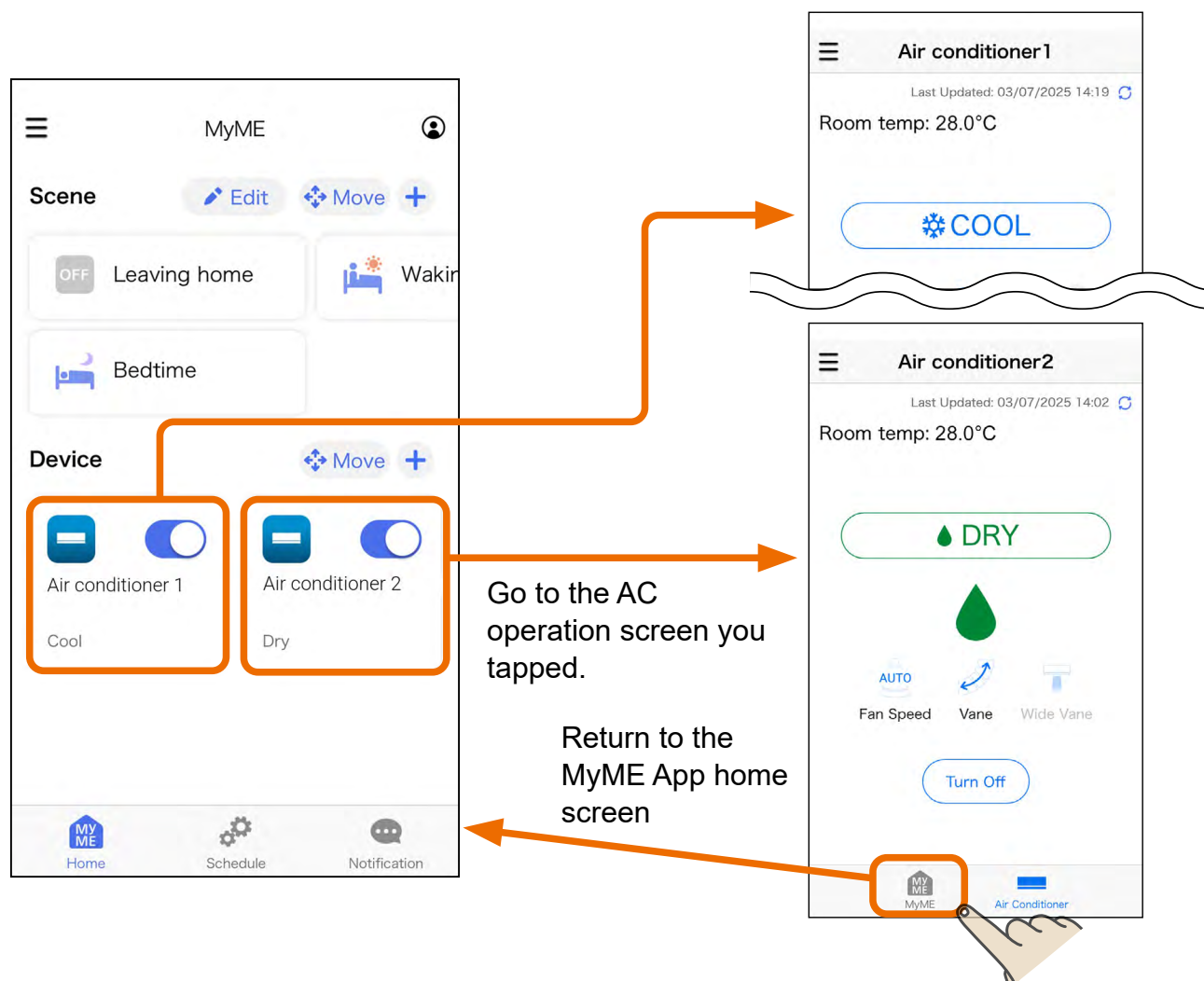
05.

Switching to the “AC Operation Screen”

TOC



Tap the AC icon on the home screen of the MyME App to switch the screen.



- To operate another air conditioner, tap the “MyME” tab, return to the home screen of the App and tap the AC icon you want to operate.

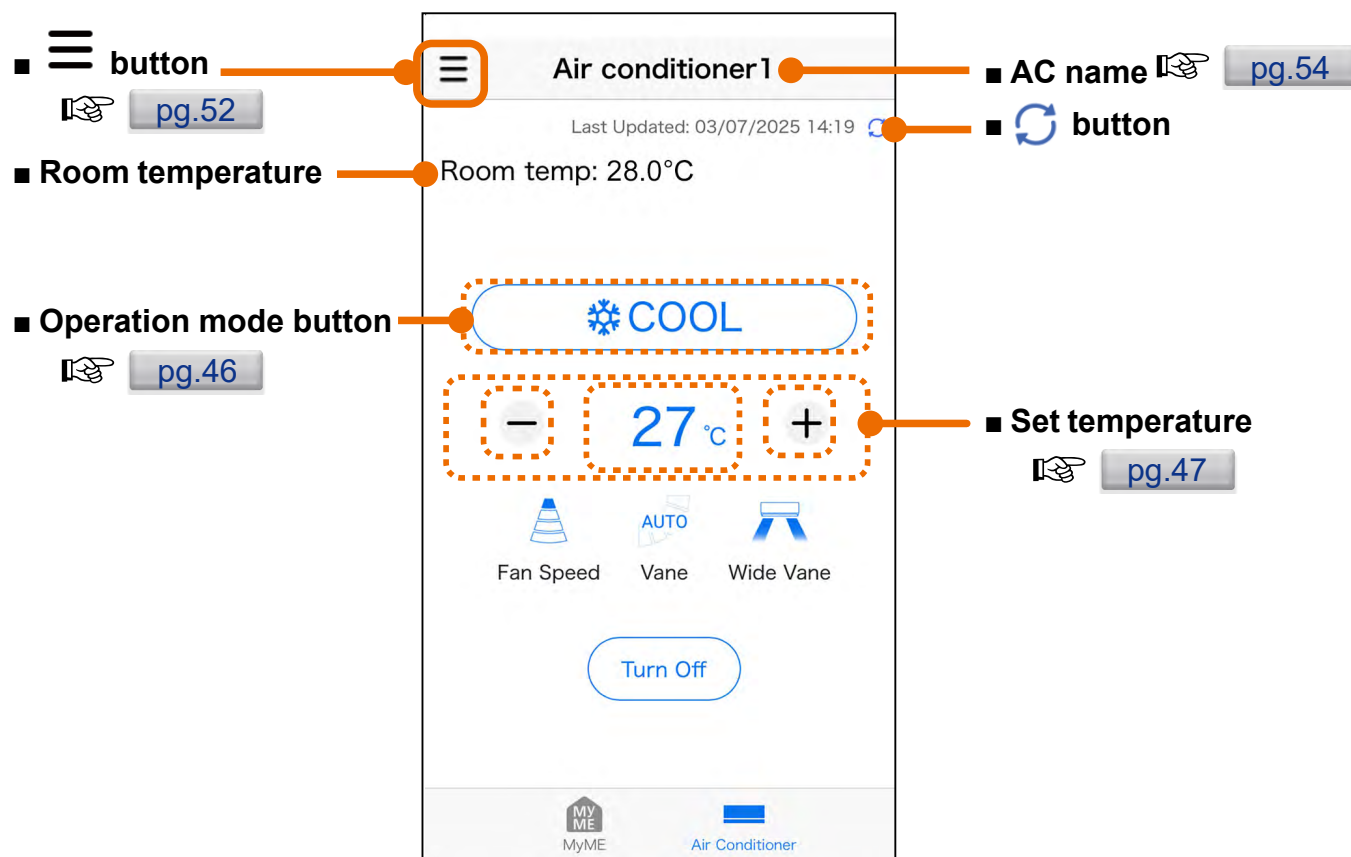
05.

AC Operation Screen (1)

TOC



You can execute the basic operation of the air conditioner such as turn it on or off and change the operation mode.



Menu button

Tap it to open the AC operation screen menu.

The AC operation screen menu allows you to check information of the adapter and App.

Room temperature

The room temperature detected by the air conditioner is displayed.

"—" may appear depending on the operation (stop) condition of the air conditioner.

Operation mode button

The current operation mode is displayed. Tap it to change the operation mode.

AC name

The name of the air conditioner is displayed.

Refresh button

Tap it to update to the latest information.

Set temperature

The set temperature of the air conditioner is displayed. It can be changed with the "Set temperature" button in the center, or "+" and "-" buttons.



Next

05.

AC Operation Screen (2)

TOC



Previous

■ Fan speed button



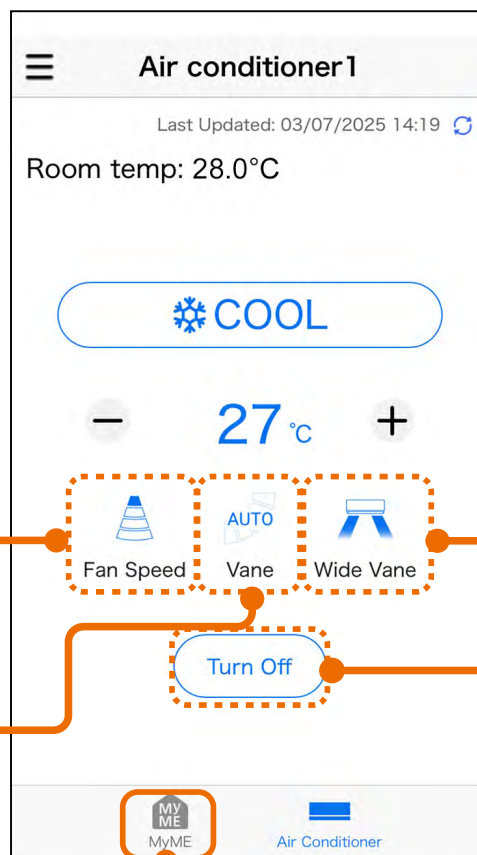
pg.49

■ Vane button



pg.50

■ MyME tab



■ Wide vane button



pg.51

■ Turn On/Off button



pg.45

Fan speed button

The current fan speed setting is displayed. Tap it to change the fan speed.

Vane button

The current vane setting is displayed. Tap it to change the vane.

MyME tab

Tap it to return to the home screen.

Wide vane button (Available on compatible models only)

The current wide vane setting is displayed. Tap it to change the wide vane.

Turn On/Off button

Tap it to turn the air conditioner on or off.

Note

Once the operation with the App is applied to the air conditioner, the result of the operation such as “The setting has been changed.” will be displayed on the top of the screen. If it is not displayed, your command with the App may not be reaching to the air conditioner.



05.

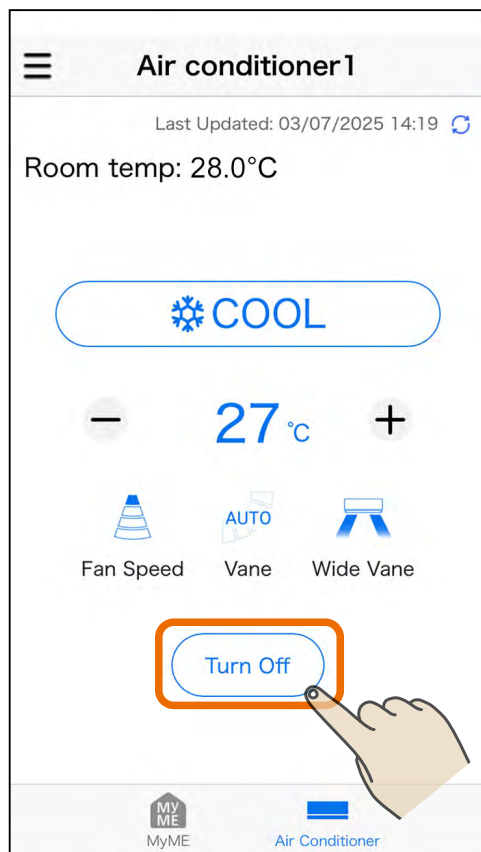
Turning On/Off

TOC



Turning On/Off

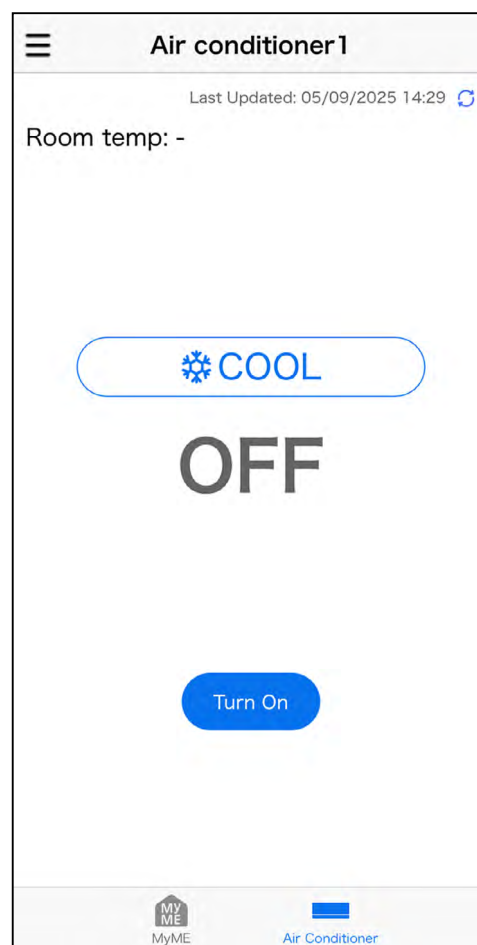
- 1 Tap the “Turn On” or “Turn Off” button.



* An example of the screen when turning off the air conditioner

- 2 Make sure that the air conditioner was turned on or off.

• Please refer to  [pg.44](#) to show the operation result.



05.

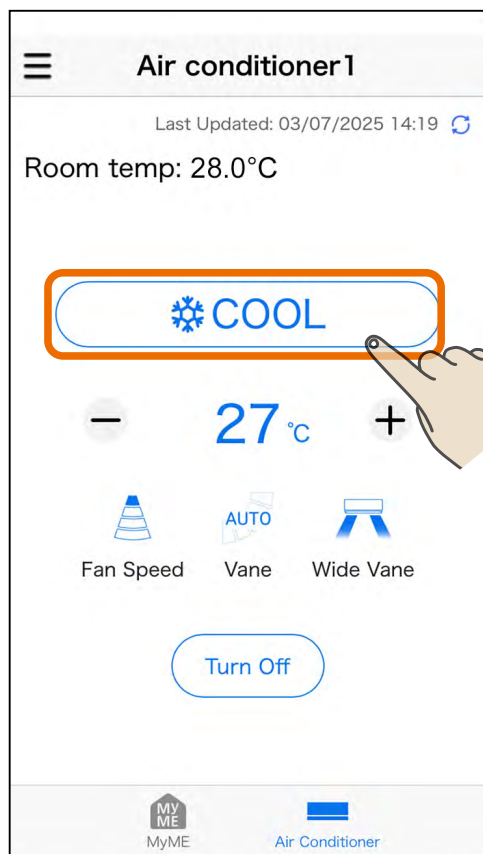
Changing the Operation Mode

TOC



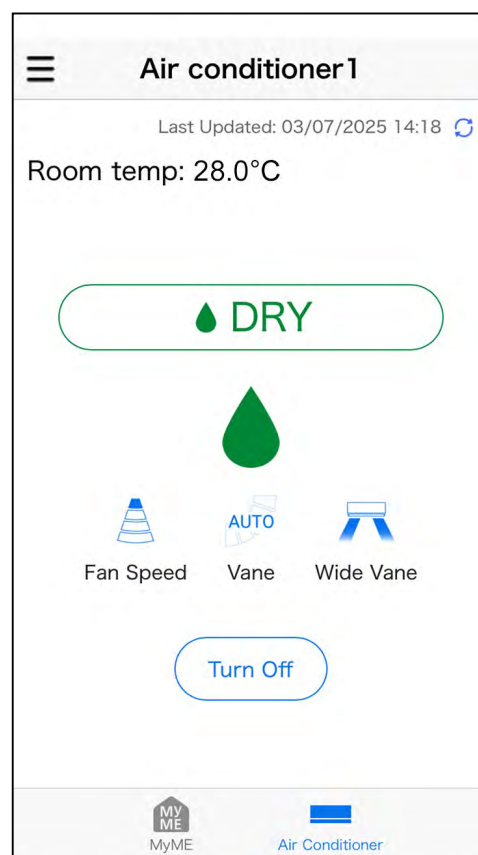
Changing the operation mode

1 Tap the “Operation mode” button.



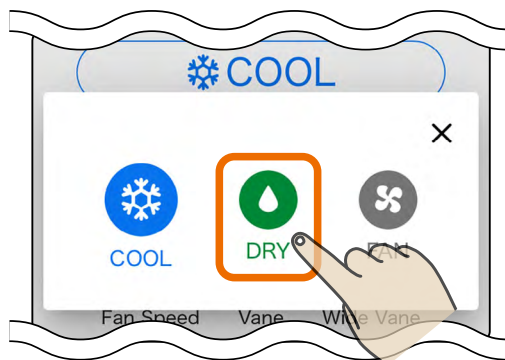
3 The operation mode is changed.

- If the operation mode is changed during operation, it will operate with the changed operation mode.
- If the operation mode is changed while the unit is stopped, only the operation mode is changed and operation does not start.



2 Tap the operation mode you want to change from the pop-up window.

The following is an example of changing the operation mode to “DRY”.



Note: Switching the operation mode to “I FEEL” with the App is not allowed.

05.

Changing the Set Temperature (1)

TOC

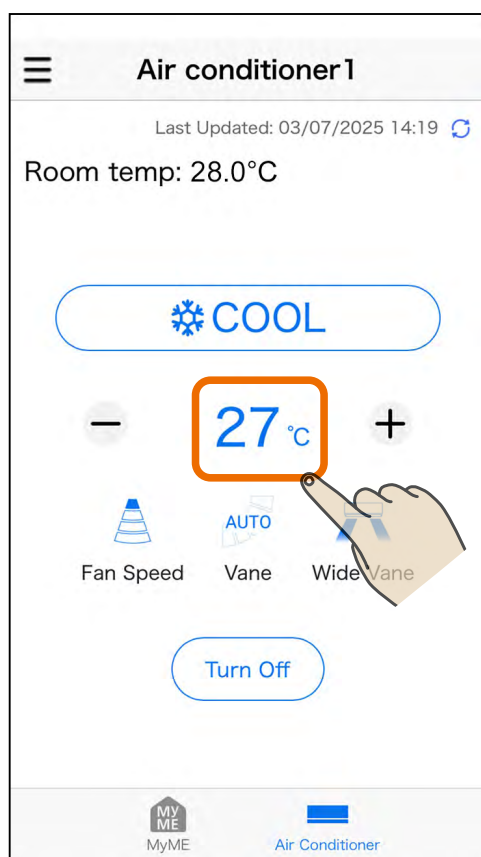


There are two ways to change the set temperature, by selecting it from the pop-up window for the set temperature, or tapping the **−** or **+** button.

Selecting the set temperature from the pop-up window

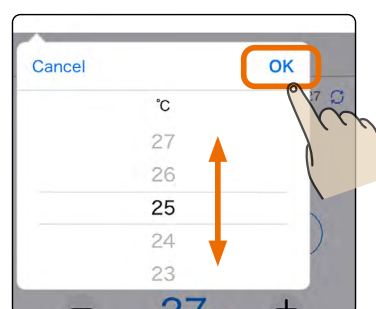
1 Tap the temperature display.

The pop-up window for the set temperature will appear.



2 Slide to select the temperature to be set and tap “OK”.

- You can set the temperature between 16 and 31°C.
- In this example, the temperature is set to “25°C”.



05.

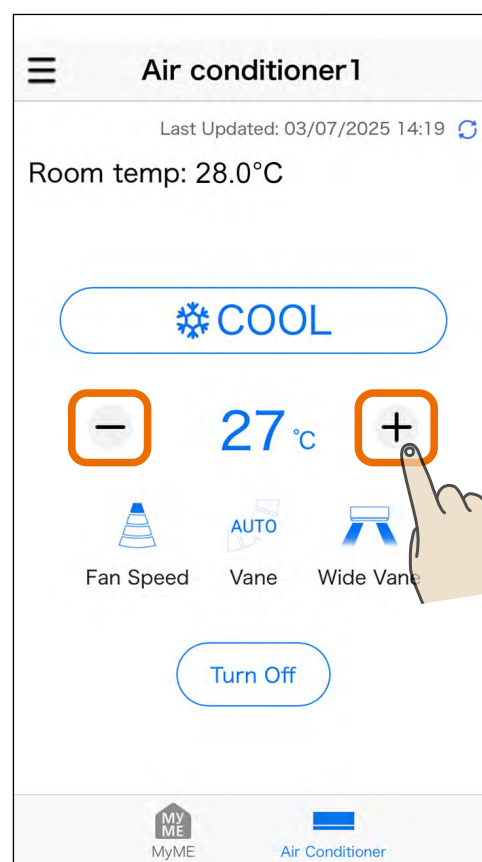
Changing the set temperature (2)

TOC

Changing the set temperature with **+** or **-** button

1 Tap **-** button to lower the temperature and **+** to raise the temperature.

- Tap **-** or **+** button to change the temperature by 1°C.
- The value keeps changing as you hold down the **-** or **+** button.
- You can set the temperature between 16 and 31°C.



05.

Changing the Vane and Fan Speed (1)

TOC



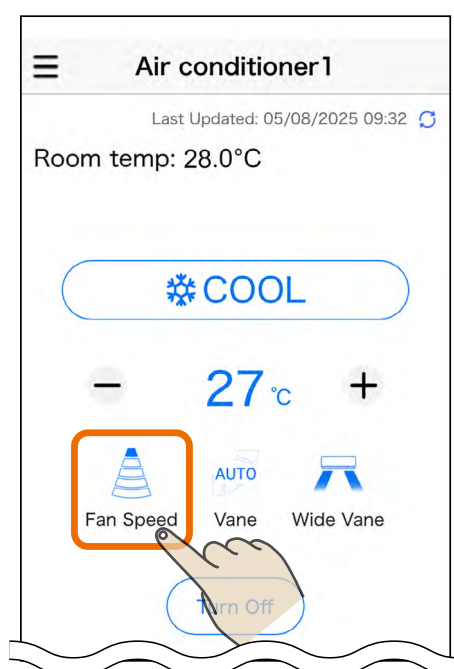
The fan speed, vane and wide vane can be adjusted.

Note: The wide vane button is only available for compatible models. Tapping the “Wide Vane” button is not allowed for the non-compatible models.

Changing the fan speed settings

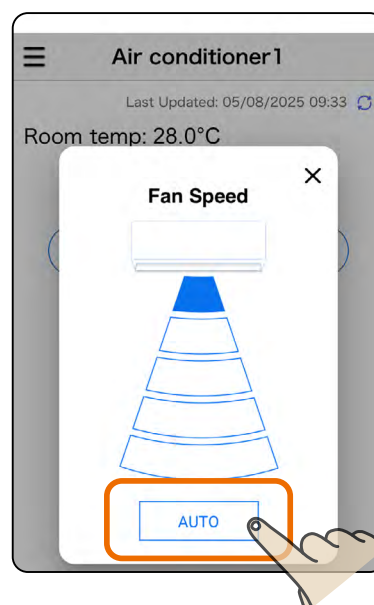
1 Tap the “Fan Speed” button.

The pop-up window for the fan speed will appear.



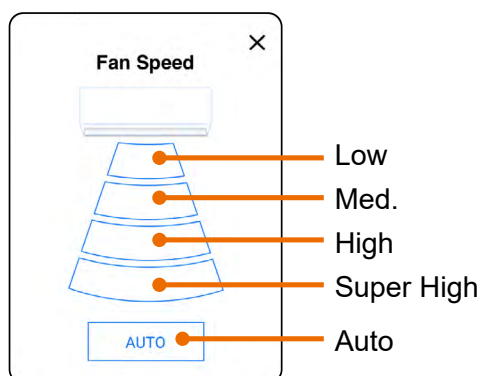
2 Select and tap one of following fan speeds: Quiet, Low, Med., High, Super High, or Auto.

- In this example, it is set to “Auto”.
- “Quiet” may not be displayed for some models.

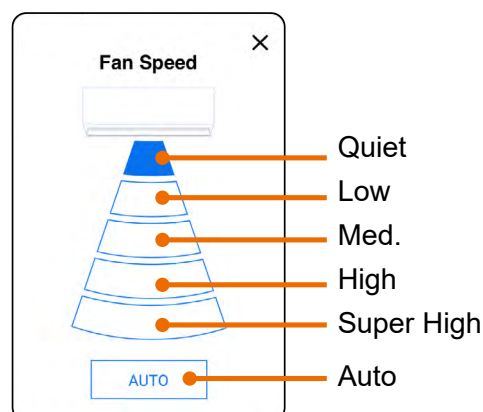


Note

Models not compatible with “Quiet”



Models compatible with “Quiet”



05.

Changing the Vane and Fan Speed (2)

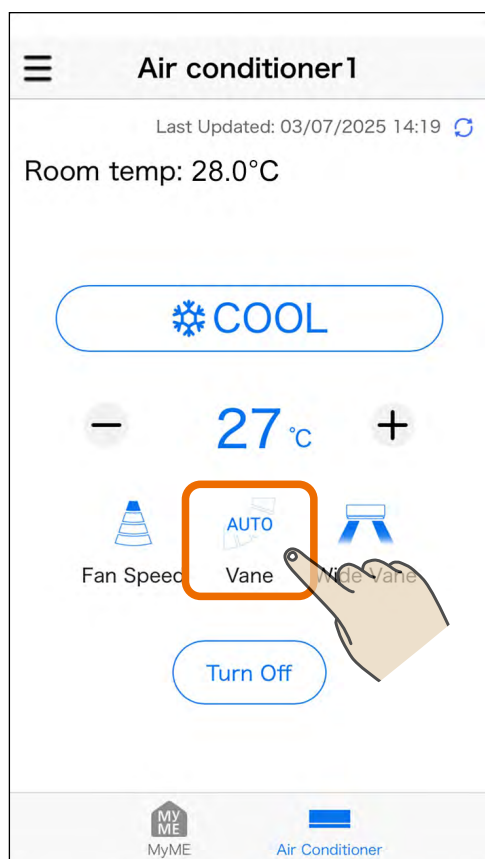
TOC



Changing the vane

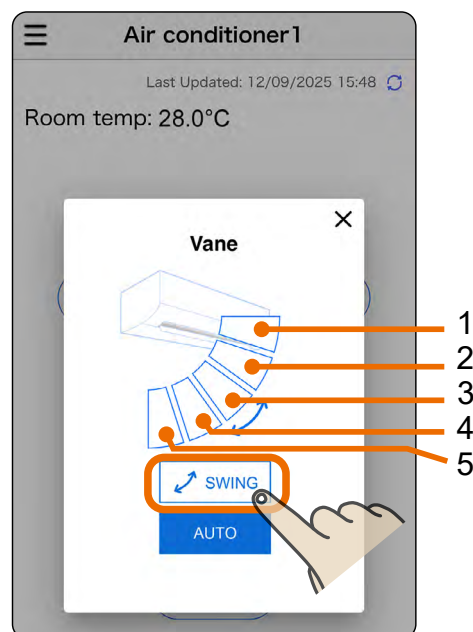
1 Tap the “Vane” button.

The pop-up window for the vane will appear.



2 Tap to select one of the following vane positions: Up, Slightly Up, Med., Slightly Down, Down (1 = Up, 5 = Down), or Swing.

In this example, it is set to “SWING”.



05.

Changing the Vane and Fan Speed (3)

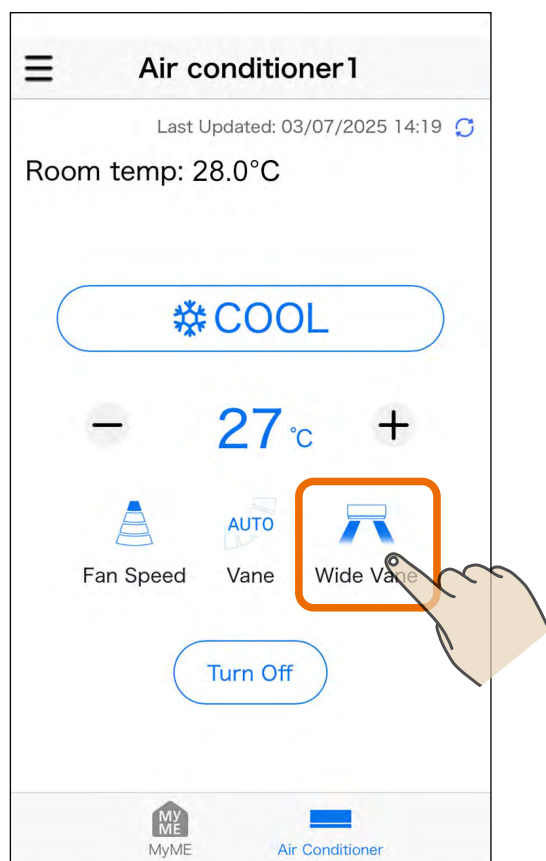
TOC



Changing the wide vane

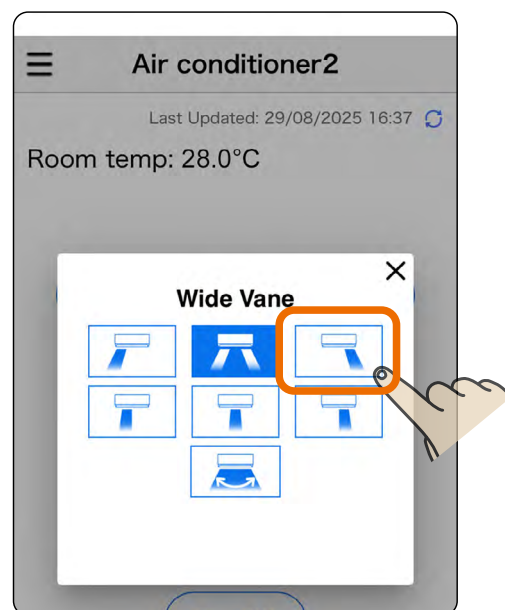
1 Tap the “Wide Vane” button.

The pop-up window for the wide vane will appear.



2 Select and tap one of 7 different airflows.

In this example, it is set to “Right airflow direction”.



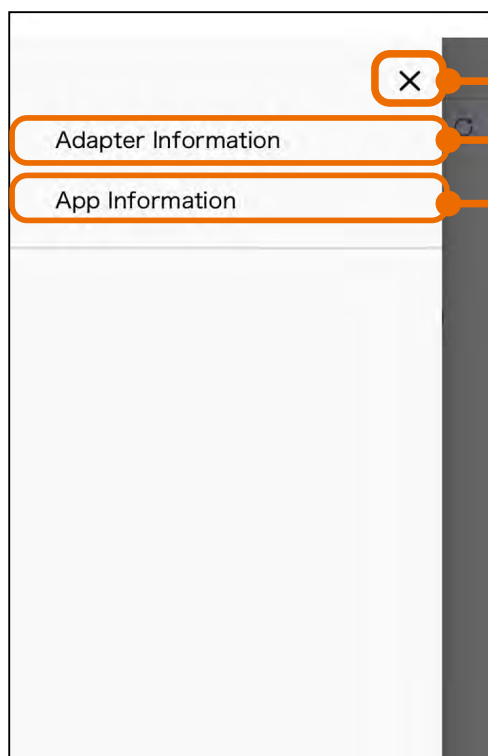
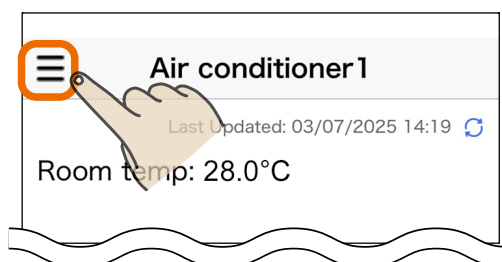
06.

Menu Screen of the AC Operation Screen

TOC



Tap button in the upper left corner of the AC operation screen to show the menu screen of the AC operation screen.



Close the menu screen.

Adapter Information

[pg.53](#)

App Information

[pg.56](#)

Adapter information

You can check information about the wireless LAN adapter.

App information

You can check the version and licence of your MyME App and the AC App (AC operation screen).

06.

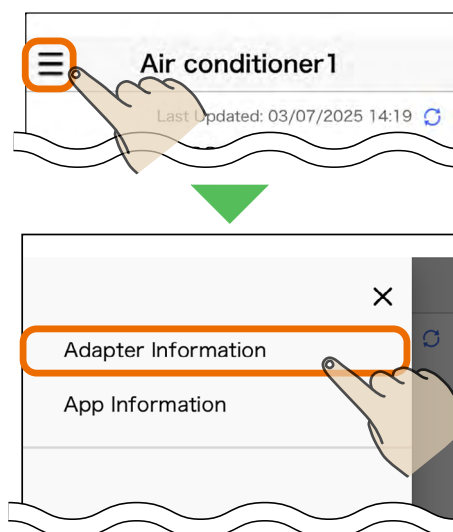
Checking Adapter Information

TOC



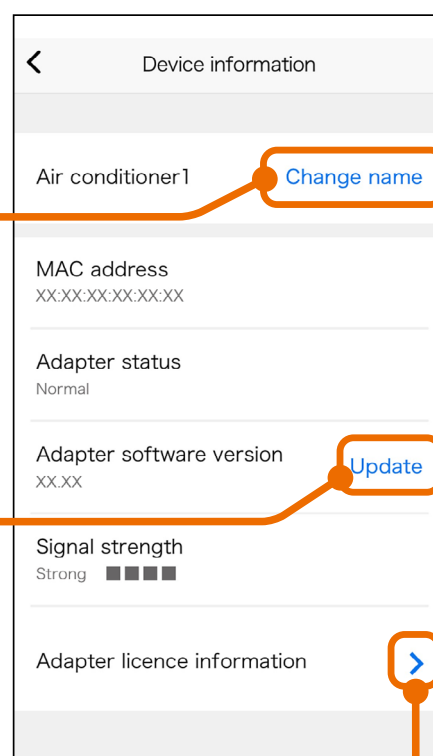
Check information about the wireless LAN adapter.

- 1 Tap button in the upper left corner of the AC operation screen and then tap “Adapter information” on the menu screen.



- 2 Check the adapter information.

- The following information can be checked.
 - AC name
 - MAC address
 - Adapter status
 - Adapter software version
 - Signal strength
 - Adapter licence information
- You can perform the following tasks on this screen.
 - **Changing AC Name** [pg.54](#)
 - **Updating Adapter Software** [pg.55](#)
 - Viewing adapter licence information



Note

To view adapter licence information, your smartphone must be connected to the router to which the air conditioner (wireless LAN adapter) is connected. Refer to the instruction manual for each device to connect your smartphone to the router.

06.

Changing AC Name

TOC

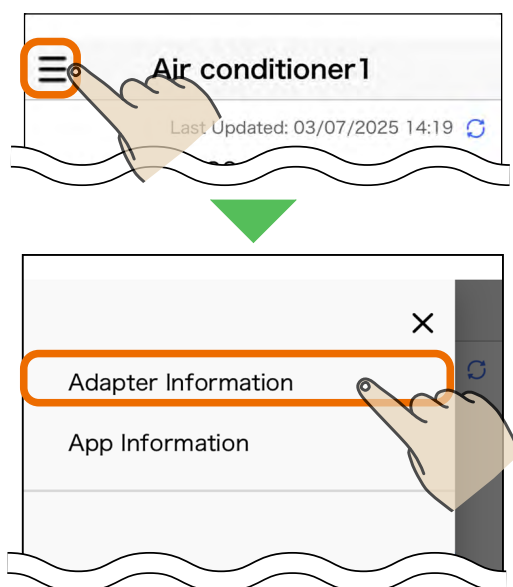


Changing AC name is allowed for the administrator only. Members are not permitted to change this.

Note: Please refer to “Administrators and Members”.

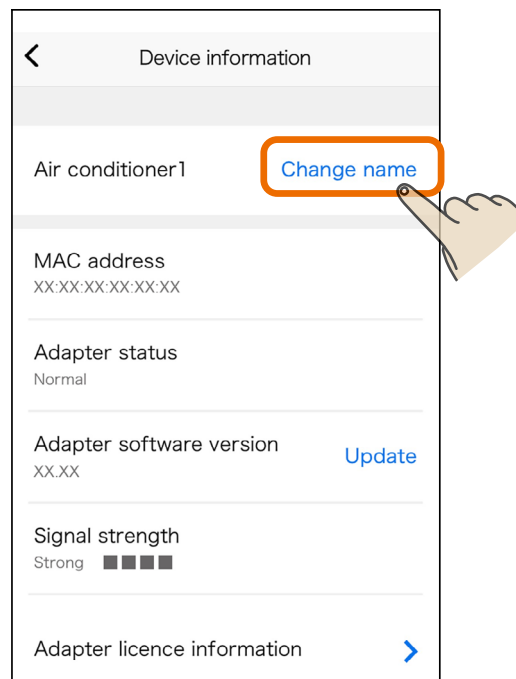
[pg.13](#)

- 1 Tap button in the upper left corner of the AC operation screen and then tap “Adapter information” on the menu screen.



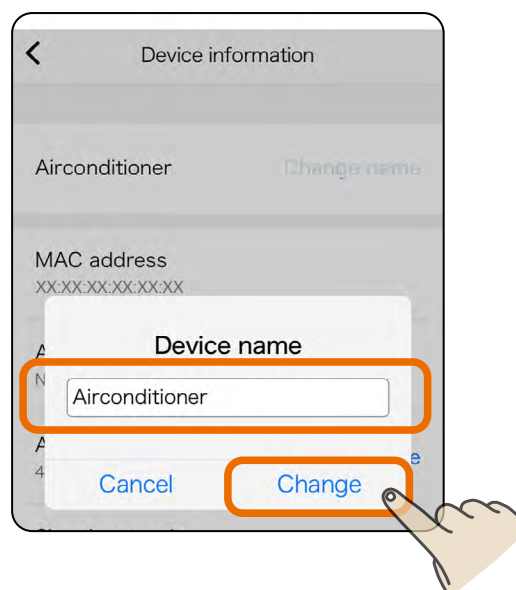
- 2 Tap the “Change name” button.

The “Change name” button will not appear for members. Please ask your administrator.



- 3 Enter an AC name and tap “Change”.

The AC name will be changed.



06.

Updating Adapter Software

TOC

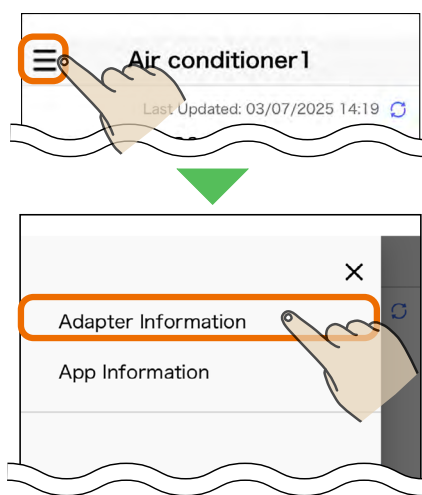


If adapter updating information is displayed in the notification, please update the software. Please update the software to the latest version to improve its functionality. Software update is allowed for administrators only. Members are not permitted to configure these settings.

Note: Please refer to “Administrators and Members”. 

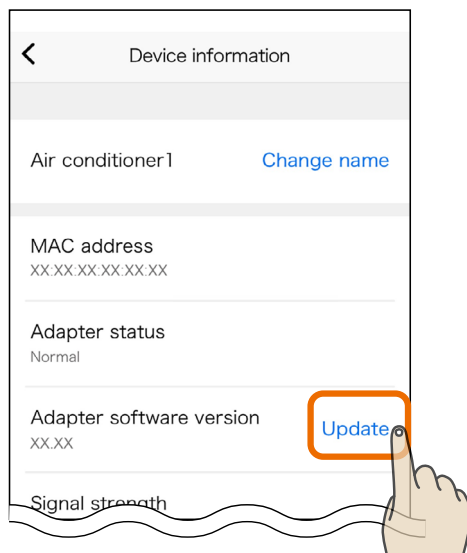
[pg.13](#)

- 1 Tap  button in the upper left corner of the AC operation screen and then tap “Adapter information” on the menu screen.



- 2 Tap “Update” under “Adapter software version”.

- The “Update” button will not appear for members. Please ask your administrator.
- If you cannot tap the “Update” button, your software is already up to date. Therefore, updating the software is not necessary.



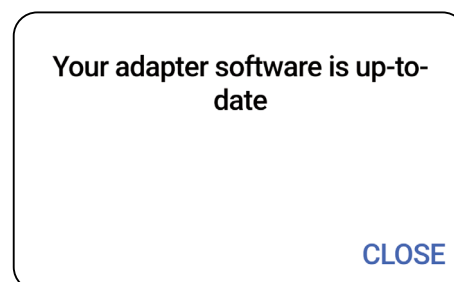
- 3 Tap the “UPDATE” button when the update confirmation message appears.

When the latest software is detected, the following message will appear.



- 4 Wait for about five minutes and tap the “UPDATE” button again.

- If the message below appears, the software update is complete.
- If the message “Software update is in progress” is displayed, please wait a while and check the status again.



06.

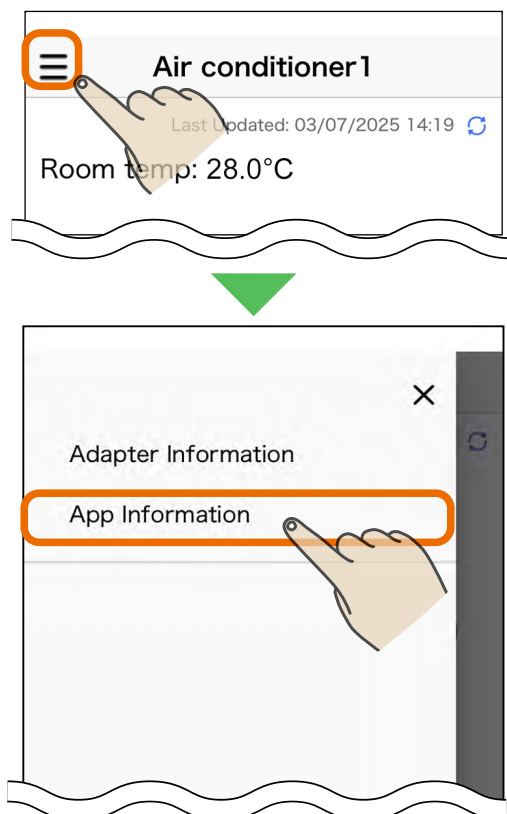
Checking the App Information

TOC

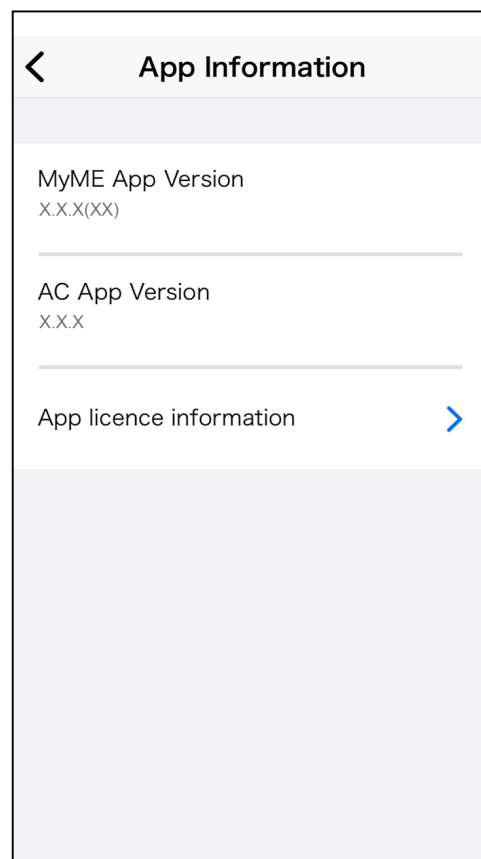


In the App Information, you can check the version and licence of your MyME App and AC App (AC operation screen).

- 1 Tap button in the upper left corner of the AC operation screen and then tap “Adapter information” on the menu screen.



- 2 Check the App information.





The scene screen allows you to create and execute scenes.

The scene allows you to operate multiple air conditioners together. Designing a scene tailored to your daily life allows you to operate multiple air conditioners easily. Furthermore, the scene can be set in the **schedule**  [pg.72](#) . Creating a scene allows you to easily set the schedule.



The scene screen can be moved left and right.

Edit button

Tap it to edit a scene.

Editing Scenes  [pg.67](#)

Scene button

Tap it to execute a scene.

Executing Scenes  [pg.58](#)

Move button

Tap it to arrange the order of the scenes.

Arranging the Order of Scenes  [pg.71](#)

+ button

Tap it to create a scene.

Creating Scenes  [pg.60](#)

07.

Executing Scenes (1)

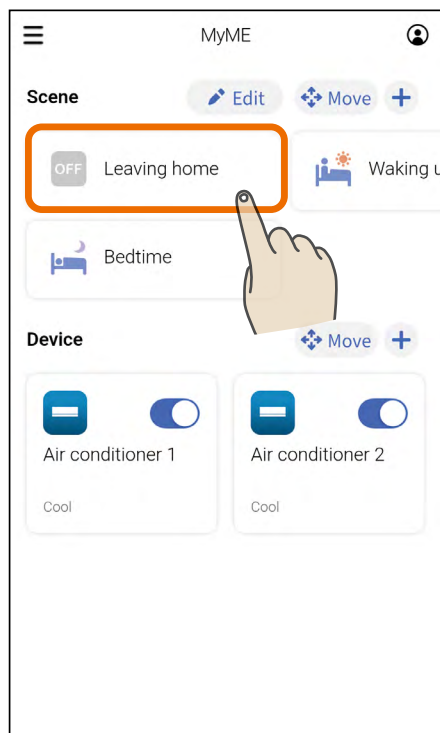
TOC



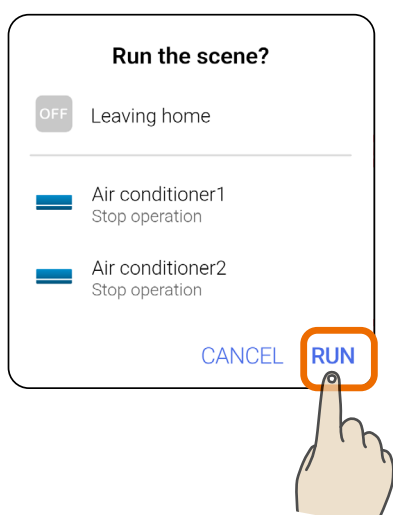
Please refer to **Creating Scenes**  [pg.60](#) and create a scene before proceeding to the following steps.

Executing a scene allows you to operate multiple air conditioners registered in the scene together.

1 Tap the scene button you want to operate.



2 When the confirmation screen for executing a scene appears, check the contents and then tap “RUN”.



07. Executing Scenes (2)

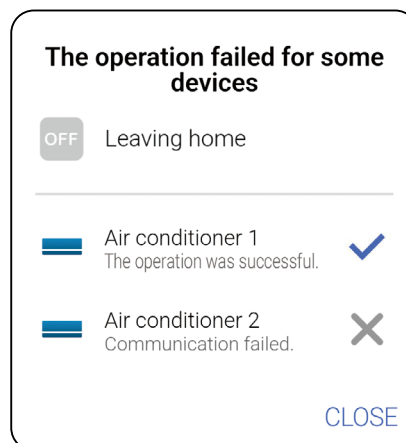
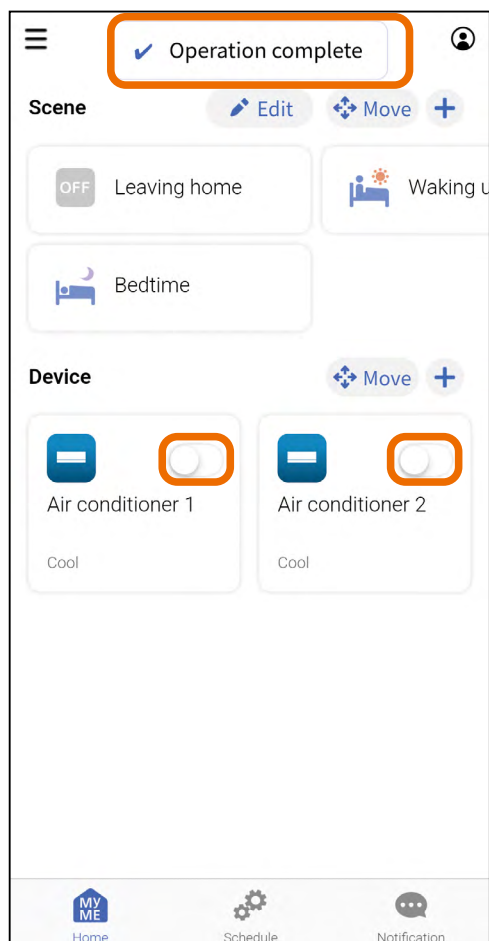
TOC



3 Once it is complete, return to the home screen. Then “Operation Complete” will appear.

- Check the status of the air conditioner on which the scene was executed.

- If there is an air conditioner fails to operate, a notification will appear.



Note

You can check the operation history of the air conditioners operated in the scene in a list.
Checking the Operation History From the App



pg.98

07. Creating Scenes (1)

TOC



There are two ways to create a scene: using a recommended scene, or customizing a scene. You can register up to 10 air conditioners in a scene, and create up to 20 scenes.

Creating from recommendations

- 1 Tap **+** button in the upper right corner of the home screen.

Before registering a scene, you need to register the air conditioners that you want to include in the scene in the MyME App.

Registering Air Conditioners



pg.25

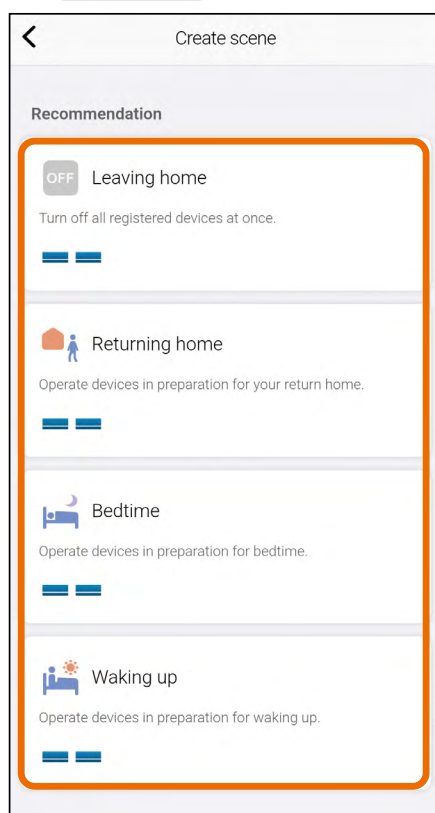


- 2 Tap the recommended scene that you want to create.

Scene recommendations



pg.61



- 3 Tap **“Complete”** if you want to use the recommended scene as it is.

You do not have to use the recommended scene as it is. You can change scene names and scene icons, as well as add or delete air conditioners. You can also edit the operation contents of air conditioners to create a scene as you wish.

Please refer to “Customizing scenes” for the editing methods.



pg.62

Changing scene names



pg.63

Changing scene icons

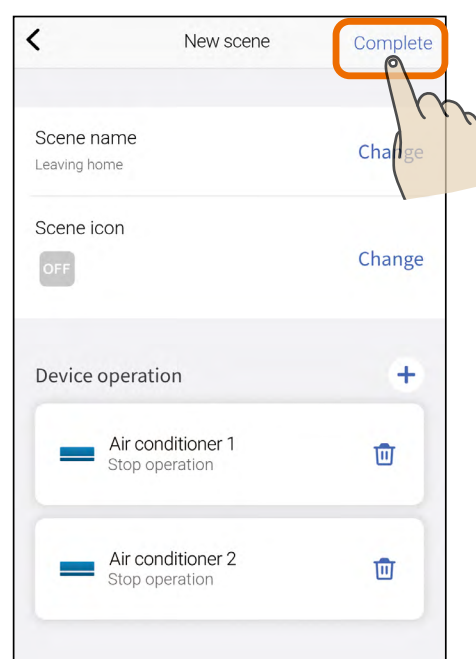


pg.63

Adding and editing air conditioners



pg.64



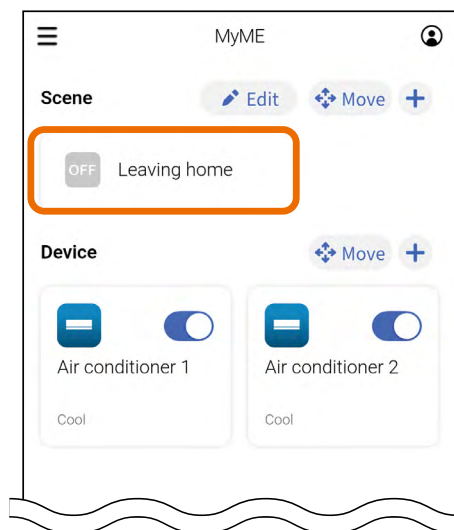
07.

Creating Scenes(2)

TOC



4 Creating a scene is complete.



Scene recommendations

The following air conditioner operations can be set in the scene recommendations.

Leaving home (Turn off all registered devices at once.)

Operation: Stop

Returning home

Operation: Start

Operation modes: Cool

Set temperature : 28.0°C

Bedtime

Operation: Stop

Waking up

Operation: Start

Operation modes: Cool

Set temperature : 28.0°C

07.

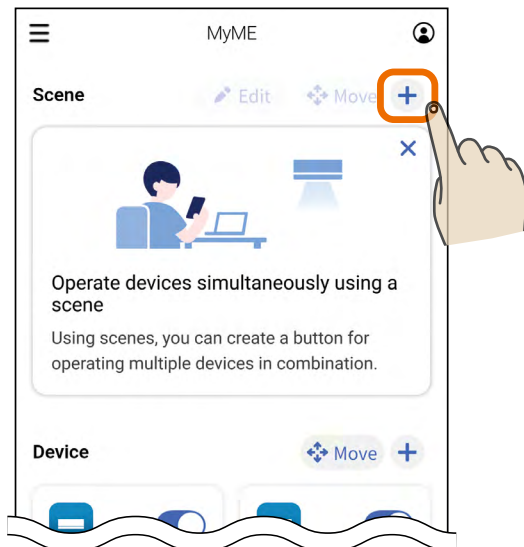
Creating Scenes (3)

TOC

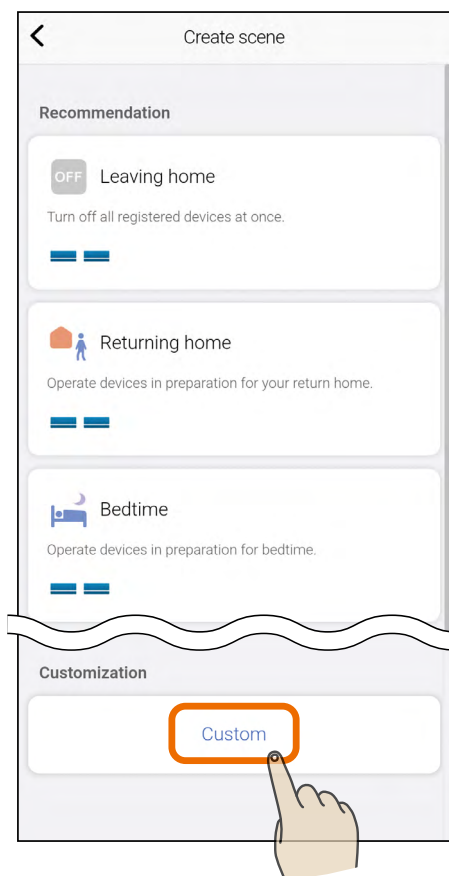


Customizing schedules

- 1 Tap **+** button in the upper right corner of the home screen.



- 2 Tap **“Custom”**.



- 3 Change the scene name and scene icon. Then, add and edit the air conditioners.

Changing scene names



pg.63

Changing scene icons

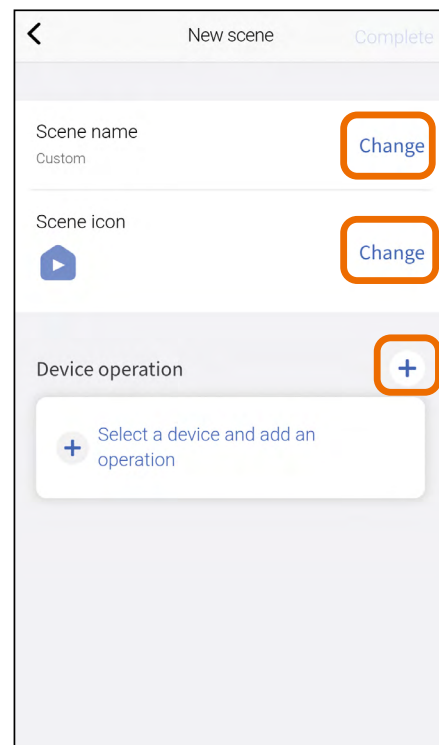


pg.63

Adding and editing air conditioners



pg.64

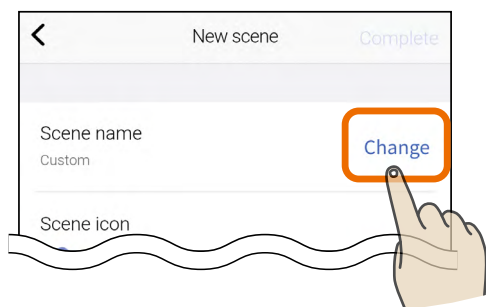




07. Creating Scenes (4)

[Changing scene names]

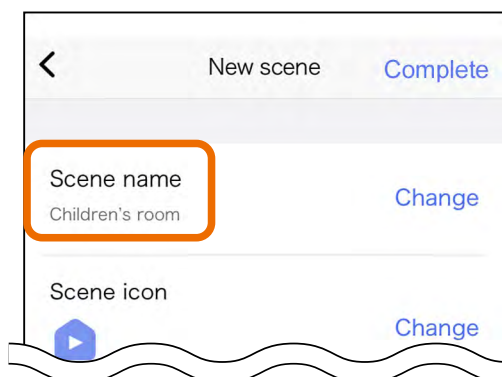
- 1 Tap “Change” under “Scene name”.



- 2 Enter a scene name and tap “OK”.

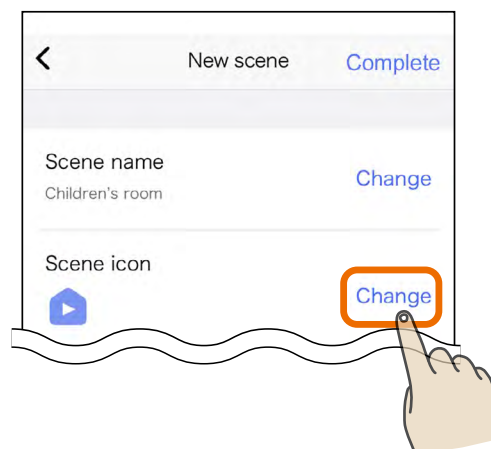


- 3 Changing a scene name is complete.

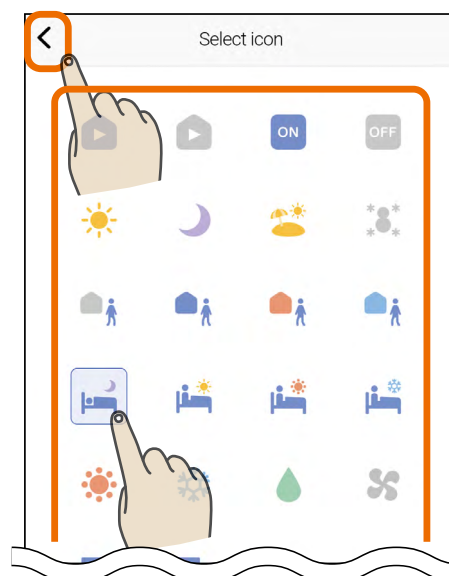


[Changing scene icons]

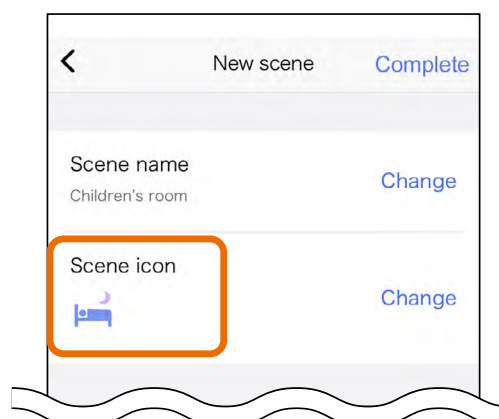
- 1 Tap “Change” under “Scene icon”.



- 2 When the Select icon screen appears, tap an icon and then tap < to return to the previous page.

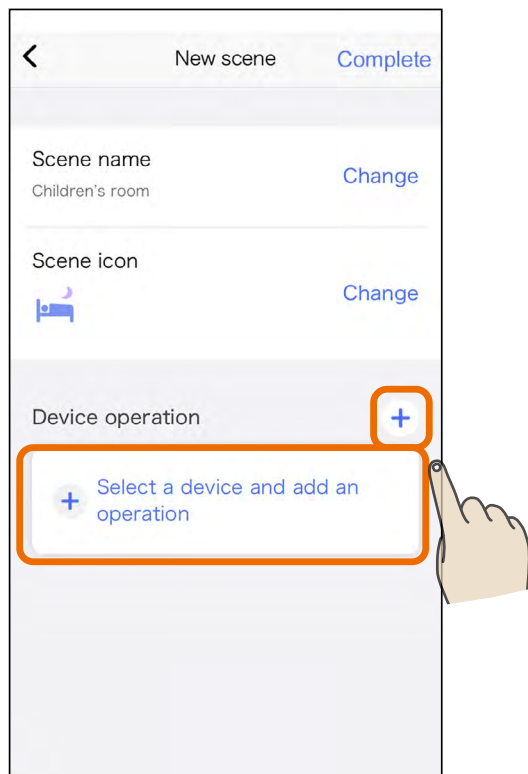


- 3 Creating the scene icon is complete.

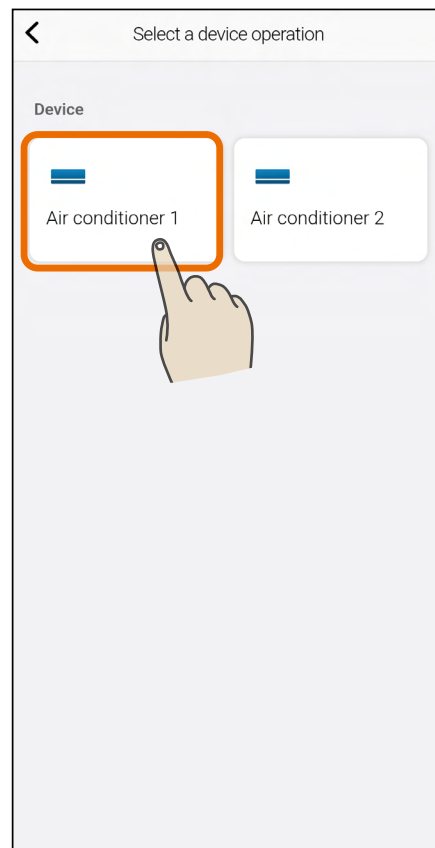


**[Adding and editing air conditioners]**

- 1 Tap **+** button under “Device operation” or the “Select a device and add an operation” button.



- 2 When the list of air conditioners appears, tap an air conditioner to add it to the scene.



07.

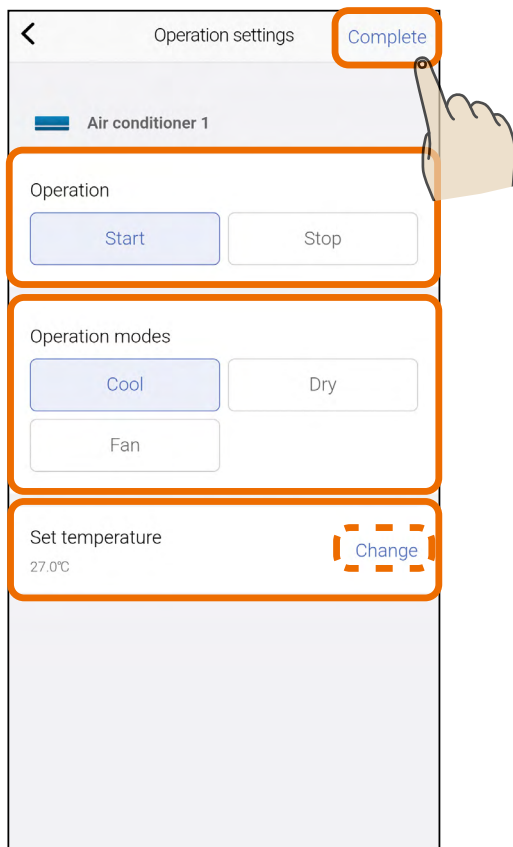
Creating Scenes (6)

TOC



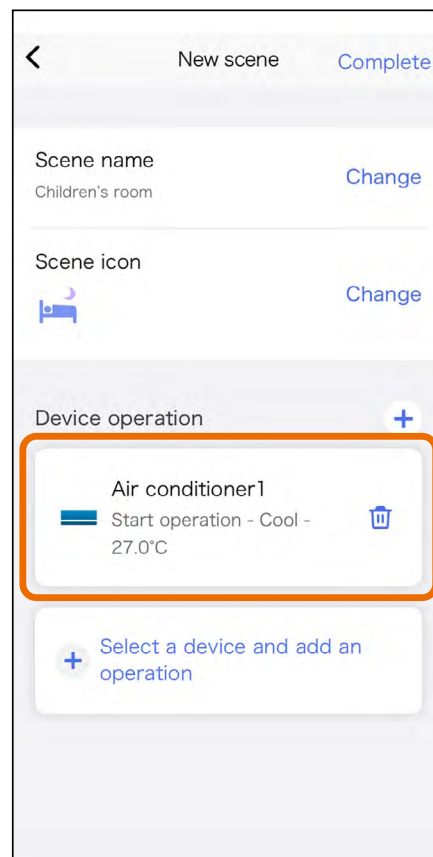
3 Tap the operation you want to set, and then tap “Complete”.

Tap the item you want to operate. The selected items will turn blue. Tap “Change” to adjust the set temperature.



4 Adding an air conditioner and editing its operation is complete.

Follow the same process to register multiple air conditioners.



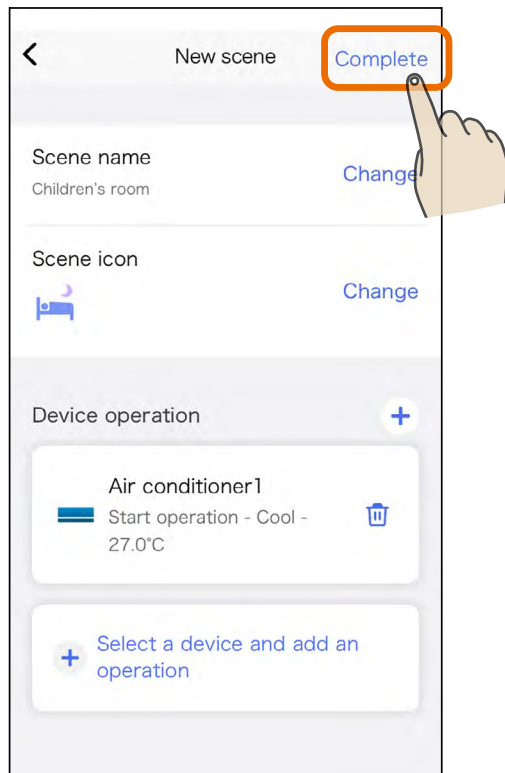
Operation

- Start/Stop
 - Operation modes (Cool/Dry/Fan)
 - Set temperature* (16.0 to 31.0°C)
- * “Set temperature” is only available in “Cool” mode.

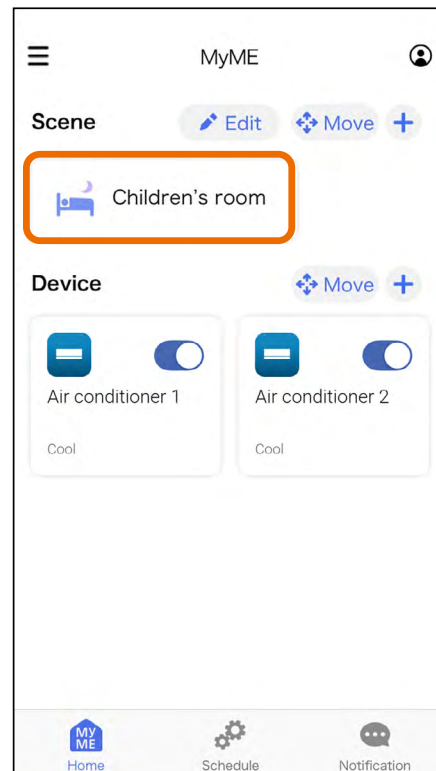


07. Creating Scenes (7)

- 4** Check the scene name and scene icon and the air conditioner settings. Then, tap “Complete”.



- 5** Adding a scene is complete.



07.

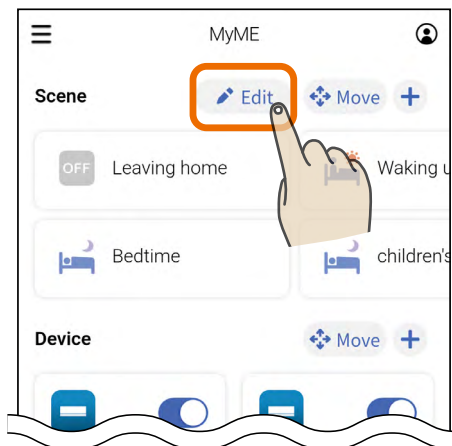
Editing Scenes (1)

TOC

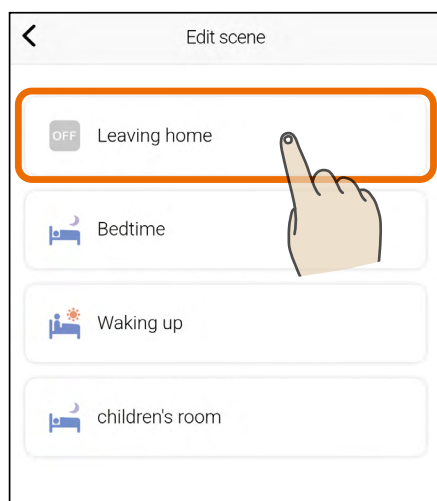


You can edit a scene that you have created at any time.

1 Tap “Edit” under “Scene”.



2 Tap a scene you want to edit from a list.



3 Once the scene editing screen appears, edit each item.

- Please refer to the following pages for each editing method.

Changing scene names



pg.63

Changing scene icons



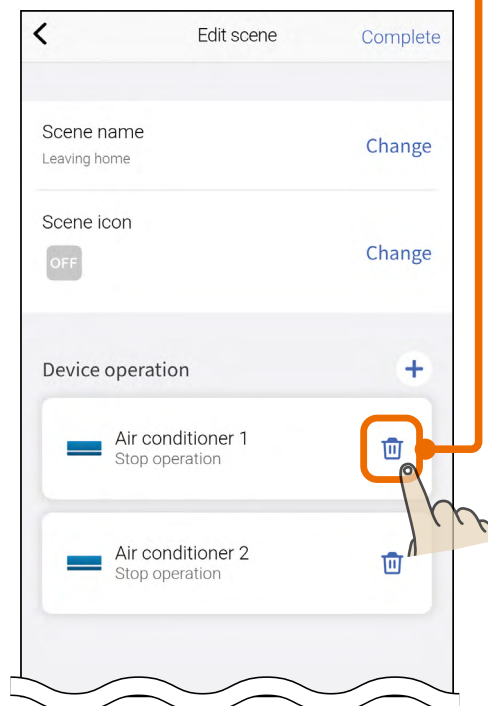
pg.63

Adding and editing air conditioners

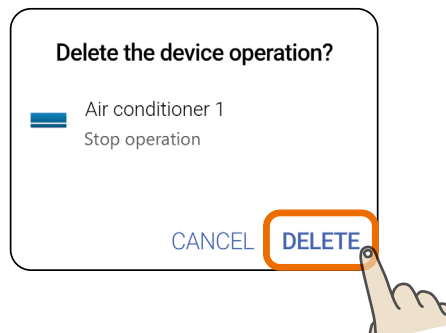


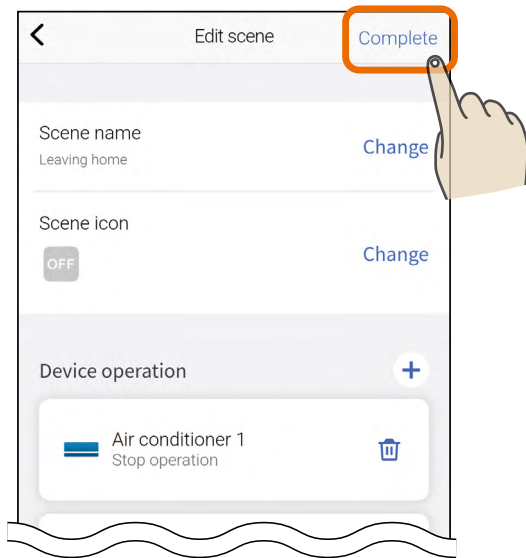
pg.64

- Tap “” to delete an air conditioner.



When the confirmation screen appears, check the contents and tap “DELETE”.



**4 Tap “Complete” when editing is finished.****5 Editing a scene is complete.**

Please note that if the scenes to be edited are registered in any schedule, they will be also changed.

Schedule Screen  [pg.72](#)

07.

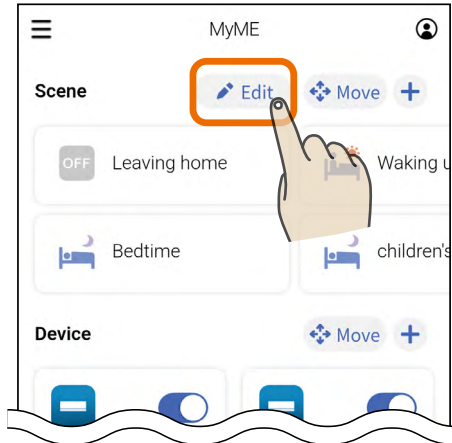
Deleting Scenes (1)

TOC

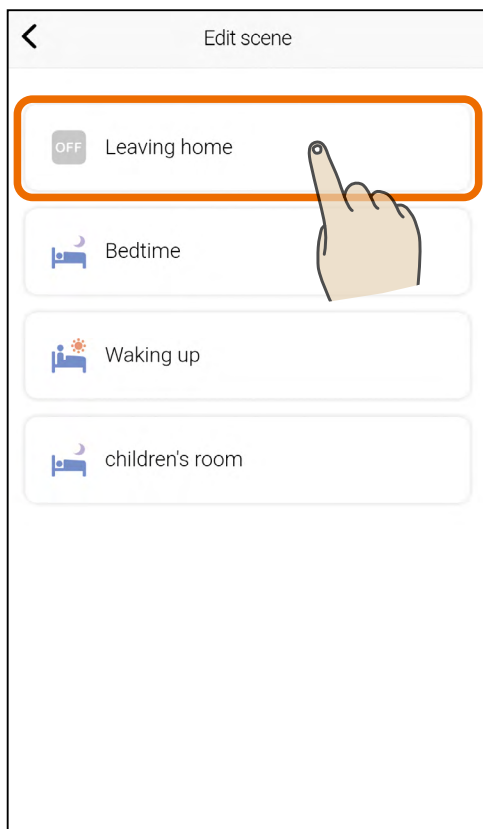


You can delete a scene that you have created at any time.

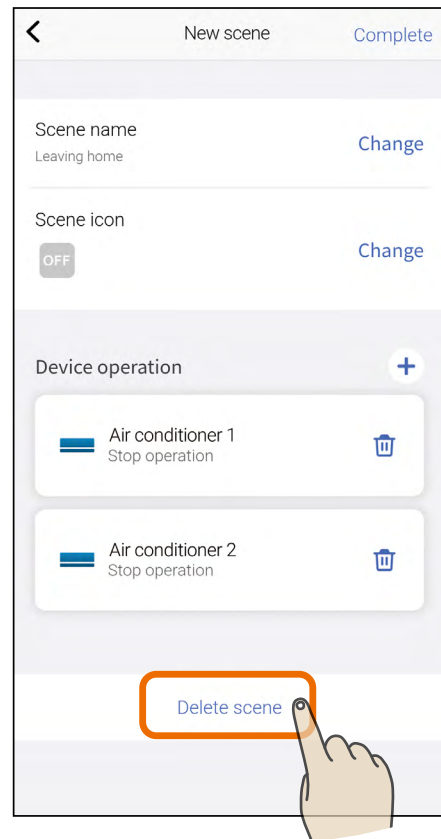
1 Tap “Edit” under “Scene”.



Tap a scene you want to delete in a list.

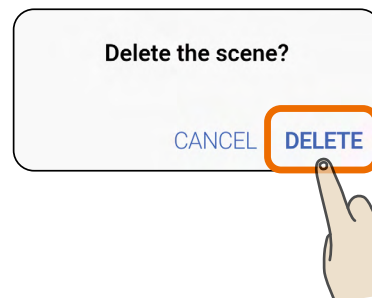


2 Once the scene editing screen appears, tap “Delete scene” at the bottom of the screen.



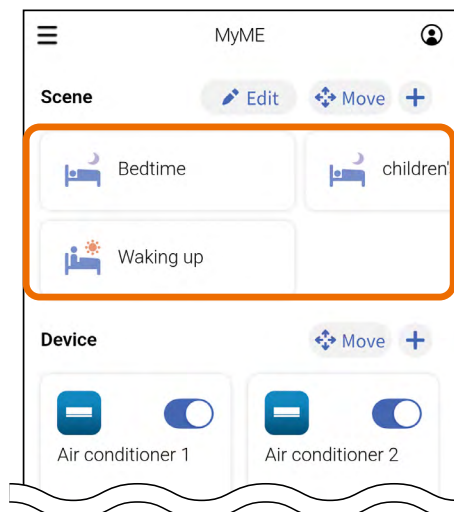
3 Make sure that you intend to delete the item, then tap “DELETE”.

Deleted items will never be restored.



**4 Deleting a scene is complete.**

Please note that if the scenes to be deleted are registered in any schedule, they will be also deleted from the schedule.

Schedule Screen [pg.72](#)

07.

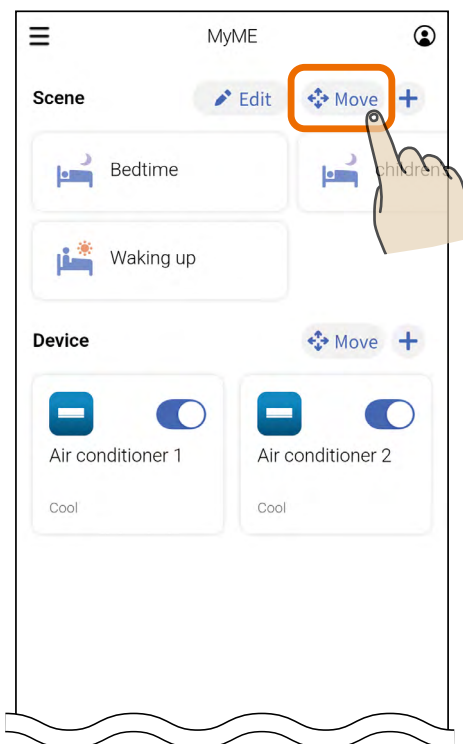
Arranging the Order of Scenes

TOC



The order of the scenes on the home screen can be arranged.

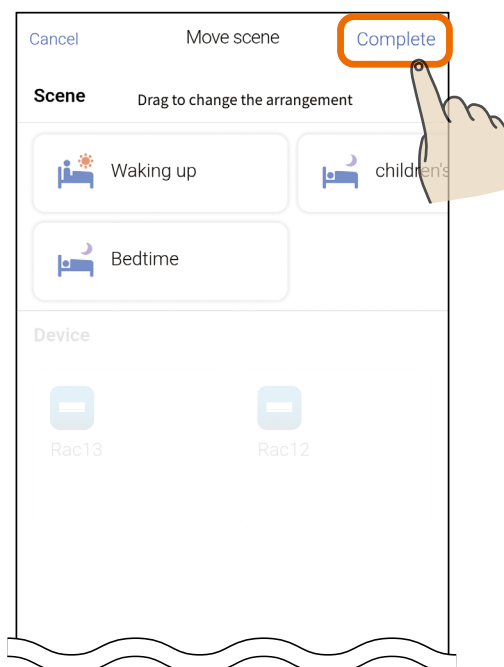
1 Tap “Move” under “Scene”.



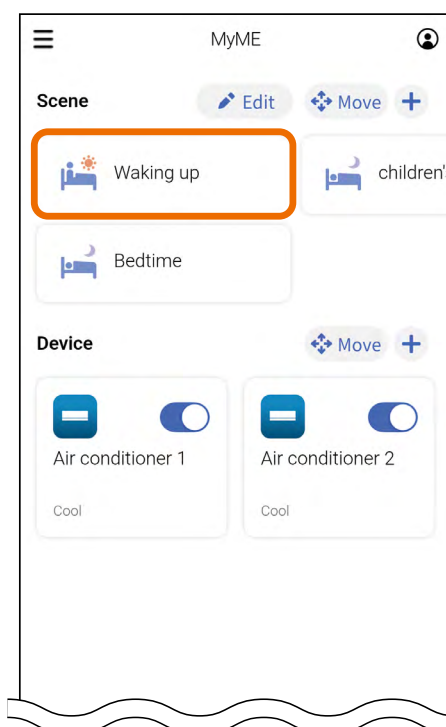
2 Drag the scene icon to your desired location.



3 Tap “Complete” in the upper right corner of the screen.



4 Arranging the order of the scene is complete.



08.

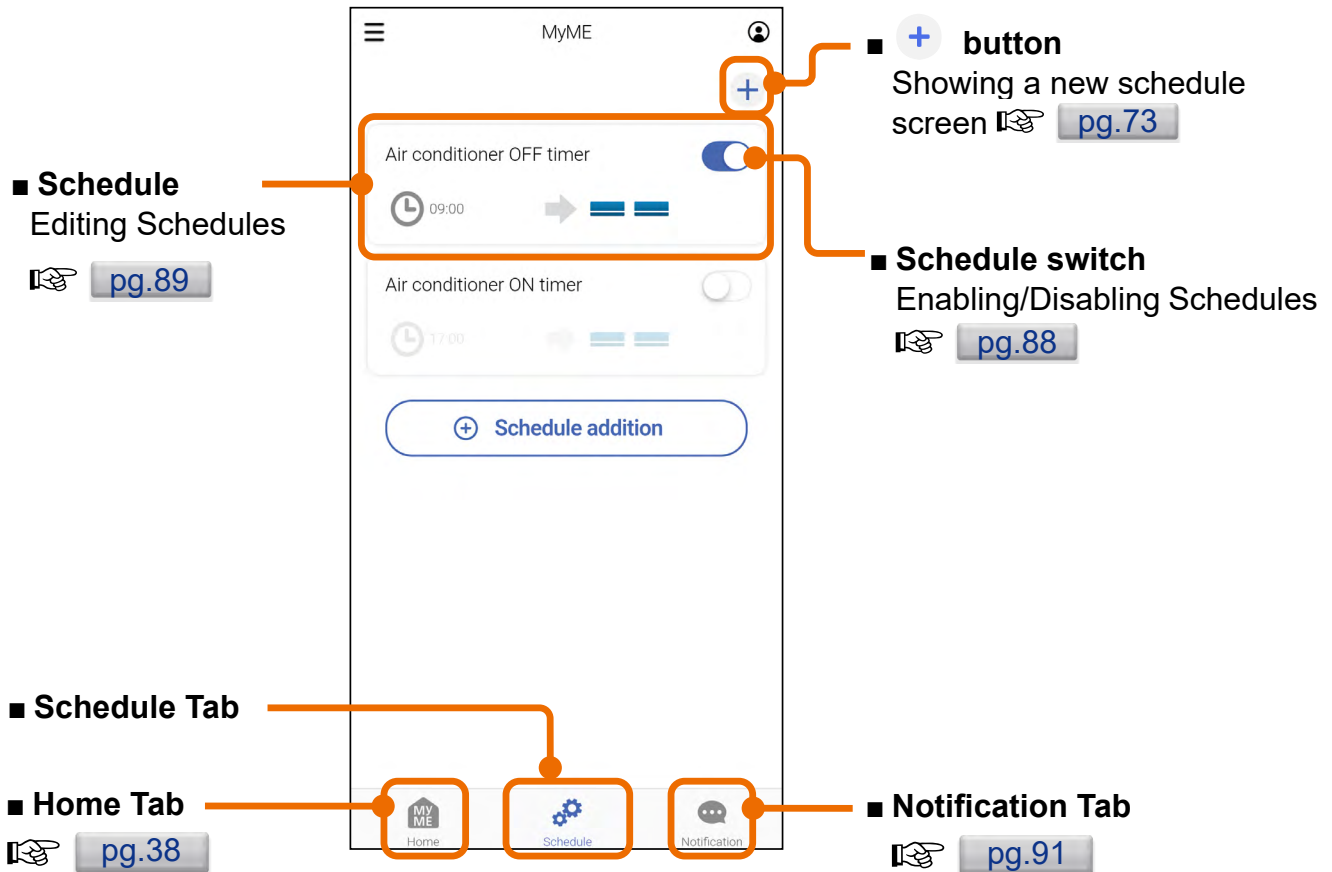
Schedule Screen

TOC



Tap the schedule tab at the bottom of the screen to switch to the schedule screen. The schedule is a function to perform actions automatically such as air conditioner operations and notification sending at the set day of the week and time specified in the trigger event.

Note: This screen refreshes every minute; swiping down refreshes it immediately.



Schedule

Tap it to check and edit the details of the schedule.

Schedule Tab

Tap it to switch to the schedule screen.

Home Tab

Tap it to switch to the home screen.

+ button

Tap it to create a new schedule.

Schedule switch

Tap to enable/disable a schedule.

☒ for executing a schedule.

☐ for disabling a schedule.

A schedule that is not being executed will appear in grey.

Notification Tab

Tap it to switch to the notification screen.

08.

Creating Schedules

TOC



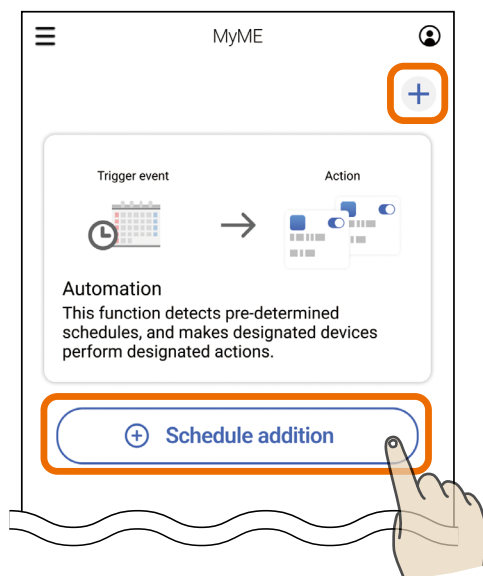
There are two ways to create a schedule: customizing a schedule, or using a recommended schedule. For both methods, follow the steps below to show a new recommended schedule screen.

- Customizing a schedule
Create a schedule by selecting a trigger event (the day of the week and time at which you want the action to be performed) and the actions. [pg.74](#)
- Using a recommended schedule
Creating Schedules From Recommendations [pg.82](#)

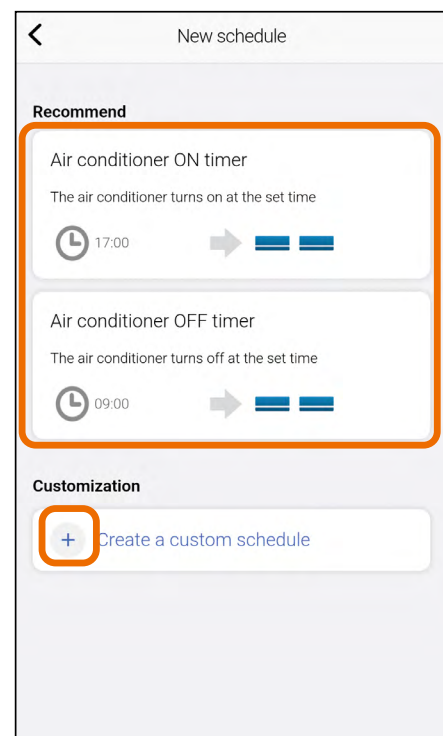
You can create up to 100 schedules. You can register up to 5 scenes, air conditioner states, and notifications together in the schedule action.

Showing a new schedule screen

1 Tap button or “Schedule addition”.



2 A new schedule screen will be displayed.



08.

Customizing Schedules (1)

TOC



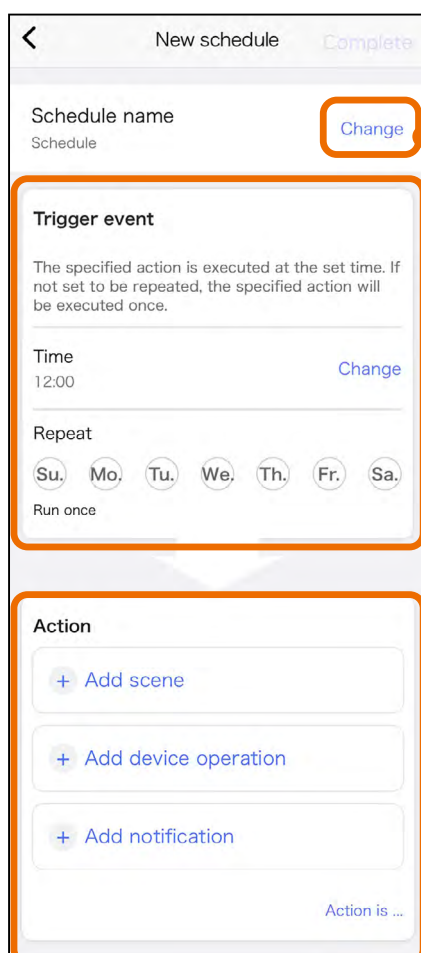
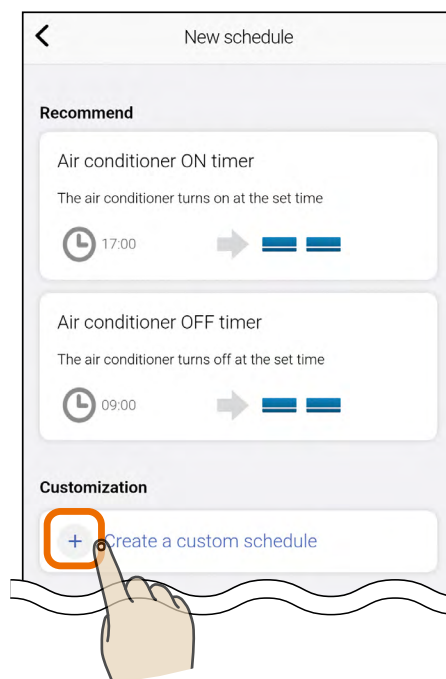
The following is an example of a schedule named “Summer wakeup” that the Air conditioner 1 automatically starts cooling at 27°C on weekdays at 7:00 a.m. and sends notifications.

- 1 Tap **+** button under “Customization” at the bottom of the new schedule screen.

Showing a new schedule screen



pg.73



- **Schedule name**
Setting schedule names



pg.75

- **Trigger event**
Setting trigger events



pg.76

- **Action**
Setting actions



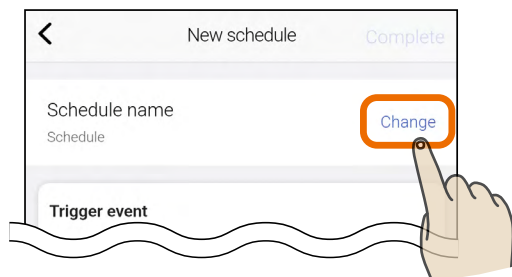
pg.78



Setting schedule names

Set a schedule name in the following steps.

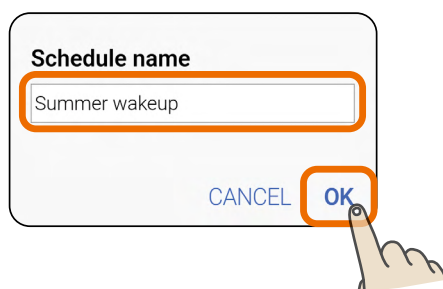
- 1 Tap “Change” under “Schedule name”.



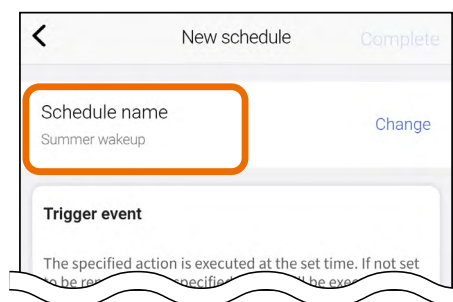
- 2 Enter a schedule name and tap “OK”.

You can enter up to 20 words.

“Summer wakeup” is entered in the example.



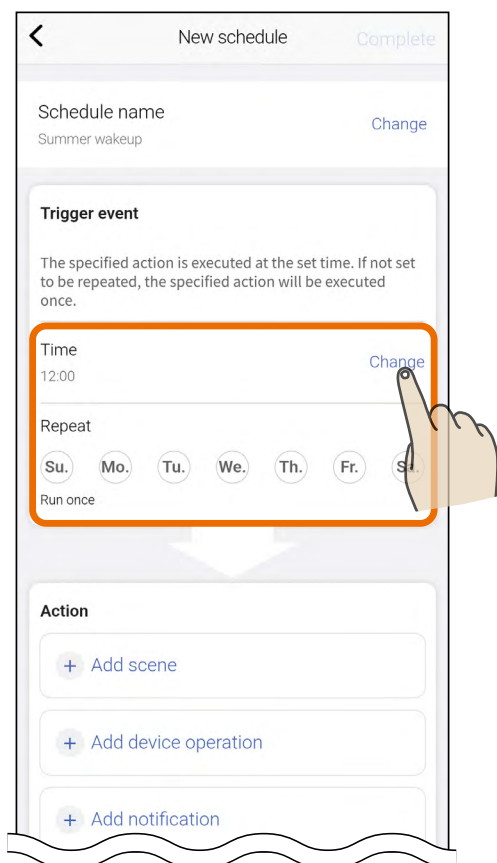
- 3 Make sure that the schedule name is entered.





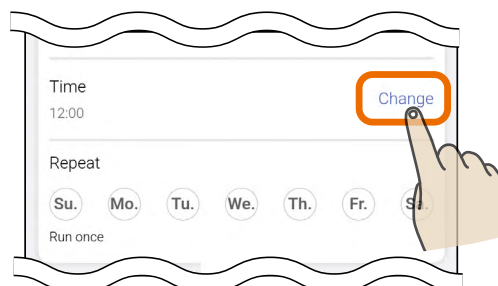
Setting trigger events

- 1 Set “Time” and “Repeat” of the trigger event in the following steps.



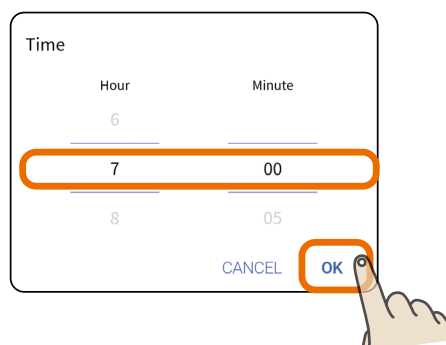
[Setting time]

- 1 Tap “Change” under “Time”.



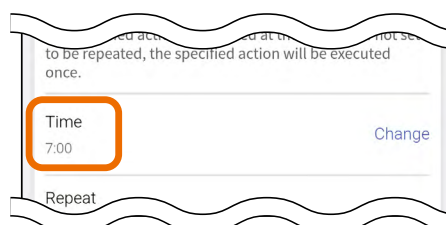
- 2 Select the time you want to set in the center of the screen and tap “OK”.

Set “Hour” and “Minute”. “Minute” can be adjusted in five-minute increments.



- 3 The time setting is complete.

In the example, the time setting is at 7:00 a.m. to turn on the air conditioner at 7:00 a.m

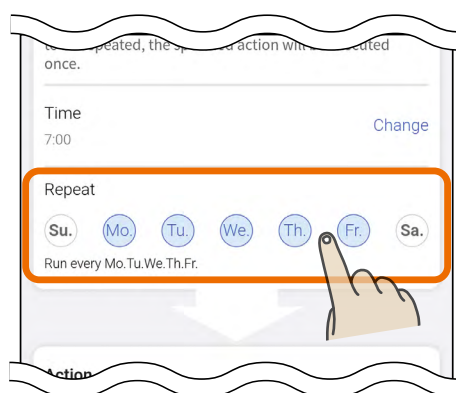


**[Setting days of the week]**

1 Tap the day of the week that you want to set. The selected day will turn blue.

- Tap the day again to unselect it, and then it turns white.
- In the example, weekdays (Monday through Friday) are selected and turned blue.
- If you do not select a day of the week, the time can be used as a one-time timer.

Please refer to “Creating Schedules Serving as a One-Time Timer” for details.

[pg.84](#)



Setting actions

1 Set actions.

- The action can be set in three ways: adding scenes, air conditioner operations, and notifications.

Adding scenes

[pg.78](#)

Adding air conditioner operations

[pg.79](#)

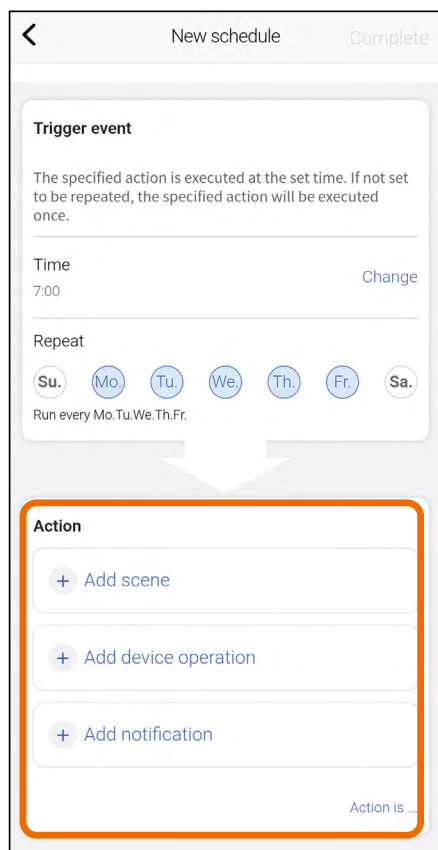
(Example: Air conditioner 1)

Adding notifications

[pg.80](#)

(Example: Sending notifications)

- You can set up to 5 actions.
- For information on adding scenes or methods not included in the example, please refer to the relevant pages.

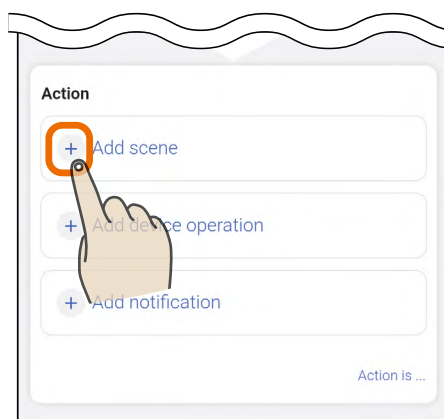


[Adding scenes]

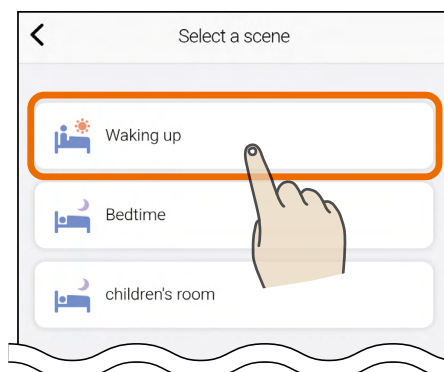
Please create a scene before proceed to the following steps.

Creating Scenes [pg.60](#)

1 Tap button under “Add scene”.

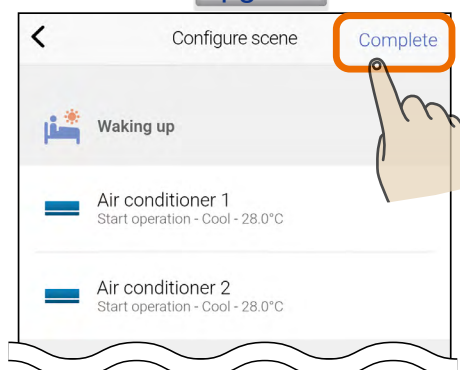


2 Tap the scene you want to add.



3 Check the contents of the scene and tap “Complete”.

Changing the contents of the scene is not allowed here. Change the contents of the scene in the scene editing screen. [pg.67](#)



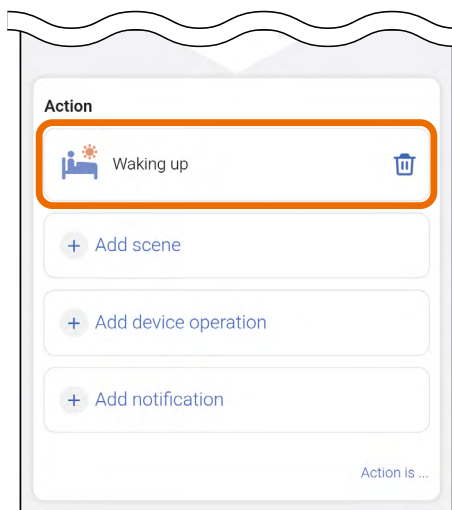
08.

Customizing Schedules (6)

TOC



- 4 Return to the new schedule screen to complete the addition of the scene.



- 3 Set the air conditioner operation and tap “Complete”.

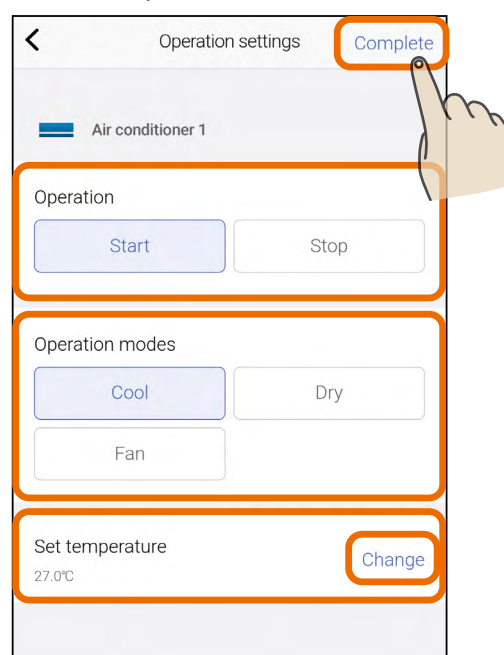
Tap the item you want to operate. The selected items will turn blue. Tap “Change” to adjust the set temperature.

In this example, the settings are as follows.

Operation: Start

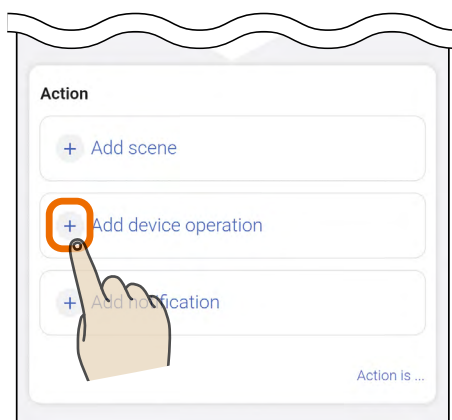
Operation modes: Cool

Set temperature: 27°C

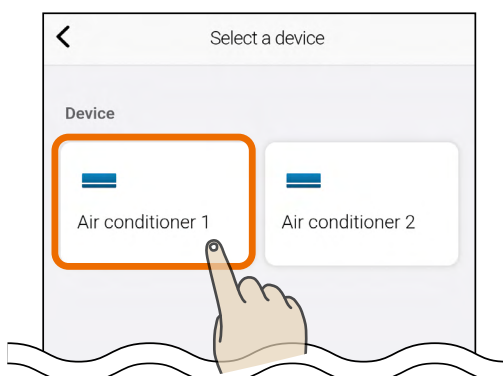


[Adding air conditioner operations]

- 1 Tap + button under “Add device operation”.



- 2 Tap the air conditioner you want to add.



The following operation settings are available in the air conditioner's operation.

Operation

- Start/Stop
- Operation modes (Cool/Dry/Fan)
- Set temperature* (16.0 to 31.0°C)

* “Set temperature” is available only in “Cool” mode.

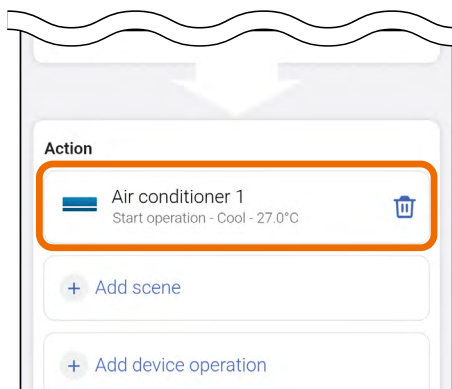
08.

Customizing Schedules (7)

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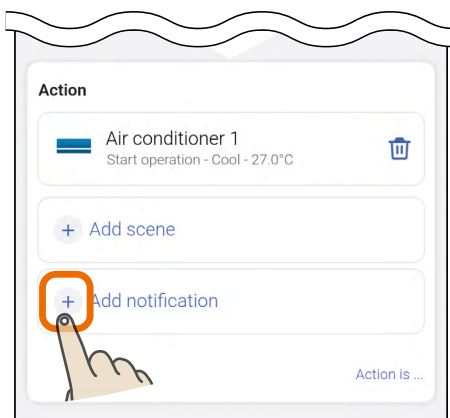


- 4** Return to the new schedule screen to complete the addition of the air conditioner operation.



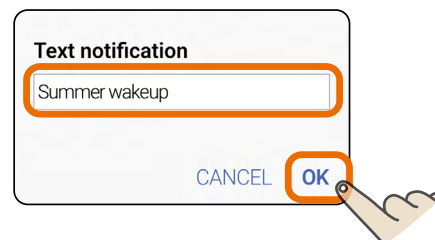
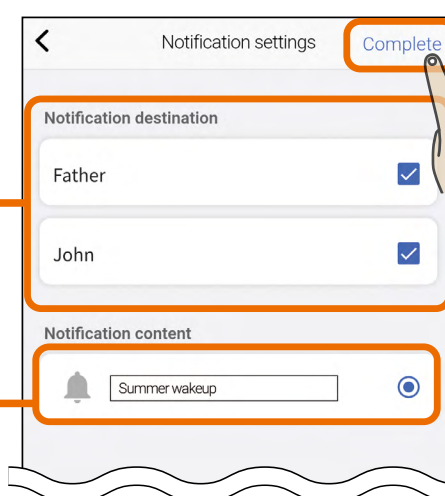
[Adding notifications]

- 1** Tap **+** button under “Add notification”.

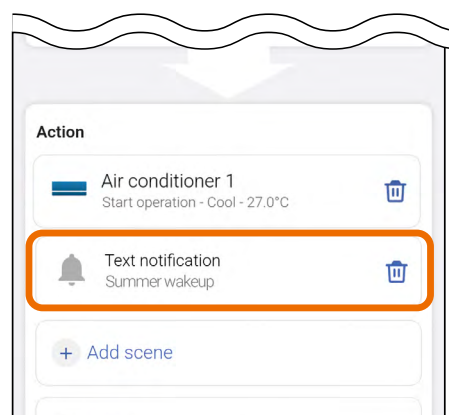


- 2** Check the notification destinations and select the notification contents. Then, tap “Complete”.

- Notification destination
 - Device sharing members including the administrator will be displayed. Multiple destination can be selected.
- Notification content
 - You can customize the text as you wish (within 20 words). Tap the box to enter the text. Then, tap “OK”.



- 3** Return to the new schedule screen to complete the addition of the notification.



08.

Customizing Schedules (8)

TOC



Checking the created contents to register the schedule

- 1 Check the contents of the schedule and tap “Complete”.

Schedule name

Summer wakeup

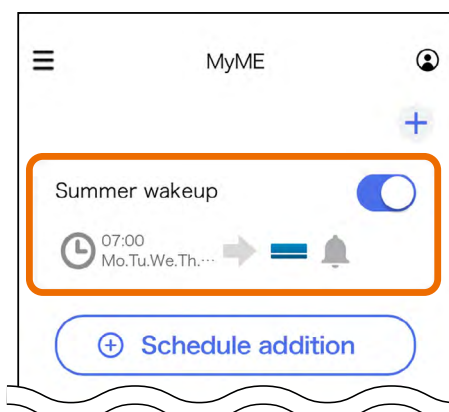
Trigger event

- Time: 7:00
- Repeat: Mon, Tue, Wed, Thu, Fri

Action

- Scene: None
- AC operation: Air conditioner 1
Start, Cool, 27.0°C
- Notification: Text notification

- 2 Check the created schedule in the schedule screen.



08.

Creating Schedules From Recommendations (1)

TOC



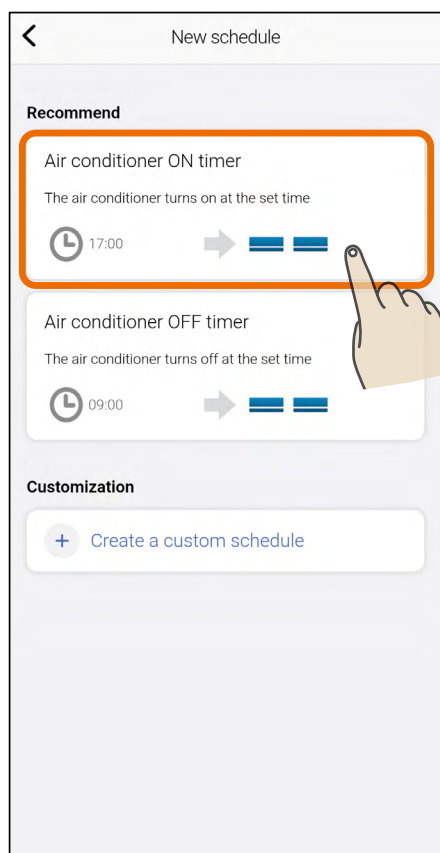
The MyME App recommends useful schedule patterns. How to create a schedule based on recommendations that suit your lifestyle is explained here.

- 1 Tap the recommended schedule you want to use in the new schedule screen.

Showing a new schedule screen



pg.73



- 2 Check the contents of recommended schedule and change the trigger events and actions to suit your lifestyle.

Please refer to the following pages for the setting methods for the schedule names, trigger events, and actions.

Setting schedule names



pg.75

Setting trigger events

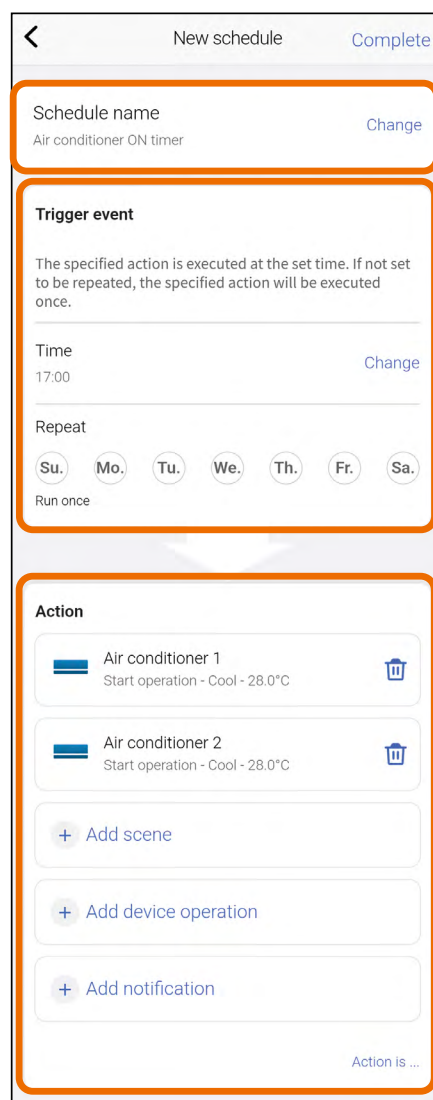


pg.76

Setting actions



pg.78



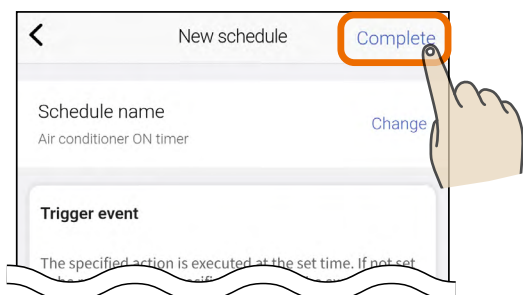
08.

Creating Schedules From Recommendations (2)

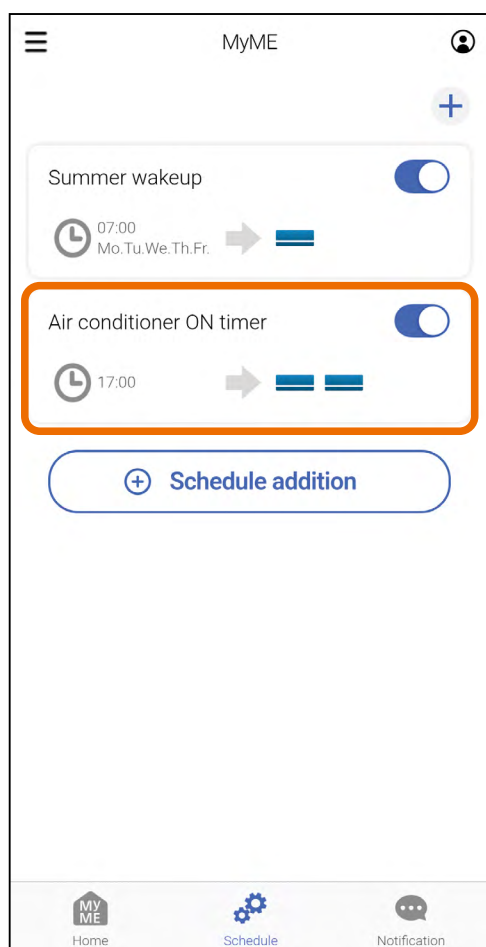
TOC



- 1 Check the contents of the created schedule and tap “Complete” in the upper right corner of the screen.



- 2 Check the created schedule in the schedule screen.



08.

Creating Schedules Serving as a One-Time Timer (1)

TOC



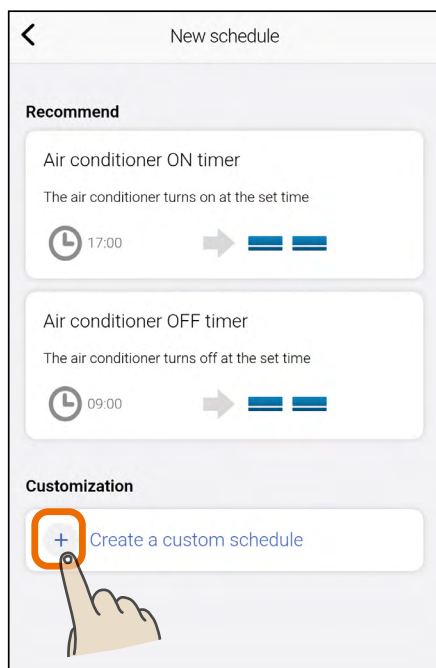
If you do not select a day of the week, the trigger event can be used as a one-time timer. The following is an example of creating a schedule available as a “Off timer”.

- 1 Tap **+** button under “Customization” at the bottom of the new schedule screen.

Showing a new schedule screen

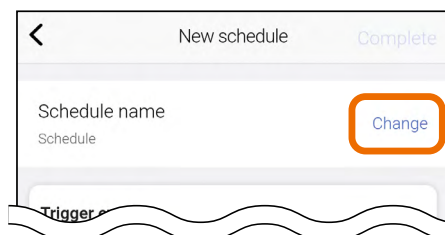


pg.73



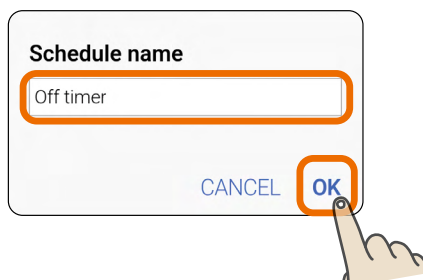
- 2 Enter a schedule name.

- 1 Tap “Change” under “Schedule name”.



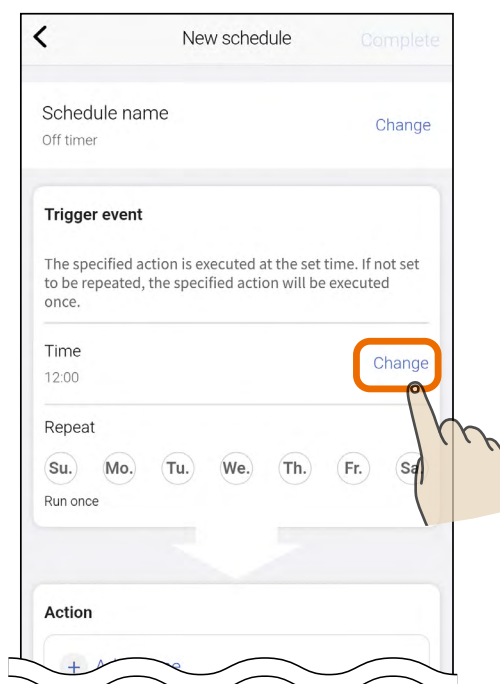
- 2 Enter a schedule name and tap “OK”.

“Off timer” is entered in the example.



- 3 Enter a trigger event.

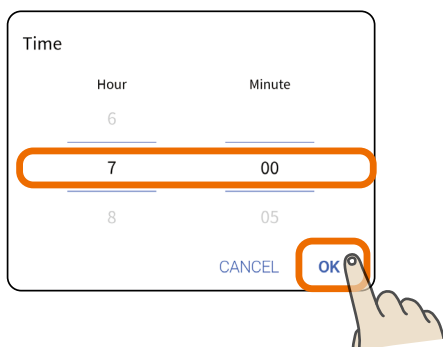
- 1 Tap “Change” under “Time”.





- 2 Select the time you want to set in the center of the screen and tap “OK”.**

In the example, the timer is set to 7:00 a.m. Time should be adjusted before using as “Off timer”. You can adjust the time as you desire.



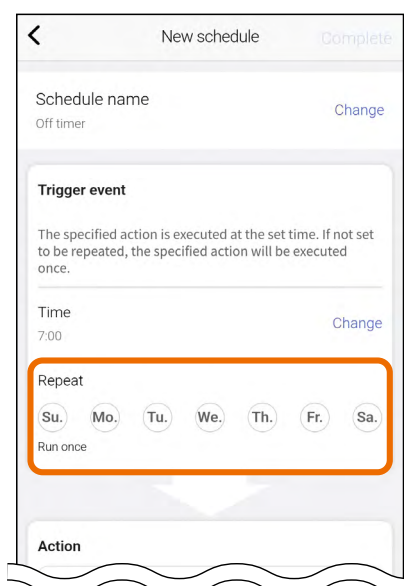
- 3 Uncheck all the days of the week under “Repeat” to make them turn white.**

- If you want to set it as a one-time timer, do not set “Repeat”. In the example, the schedule is created assuming that the time will be adjusted when using it. Therefore, the schedule is set for a one-time operation.
- If you want to enable the “Off timer” at the scheduled time everyday (every day of the week), select the day of the week to use it.

Setting days of the week

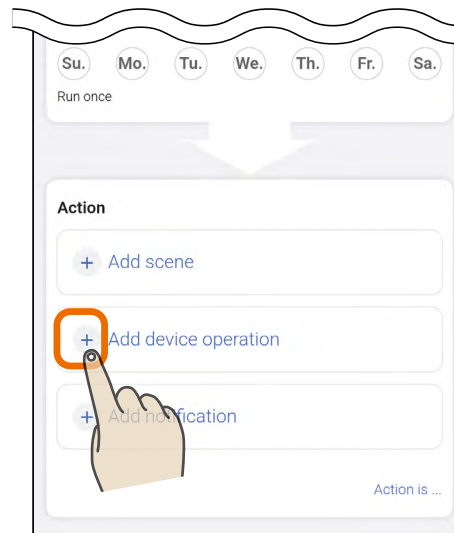


pg.77

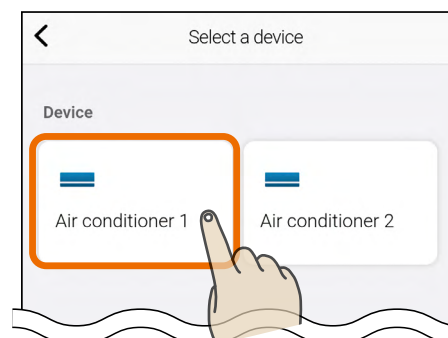


- 4 Enter an action.**

- 1 Tap “+” button under “Add device operation”.**



- 2 Tap the air conditioner you want to operate by the timer.**



08.

Creating Schedules Serving as a One-Time Timer (3)

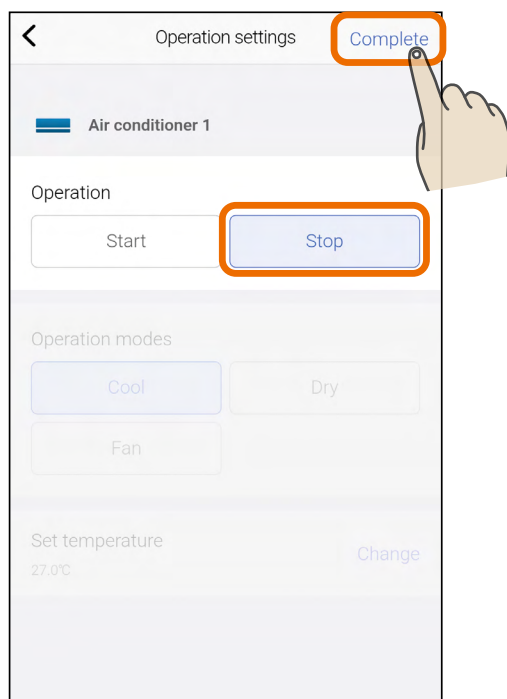
TOC



3 Set the air conditioner operation and tap “Complete”.

- Tap the item you want to operate. In the example, “Stop” under “Operation” is selected to set the “Off timer”.

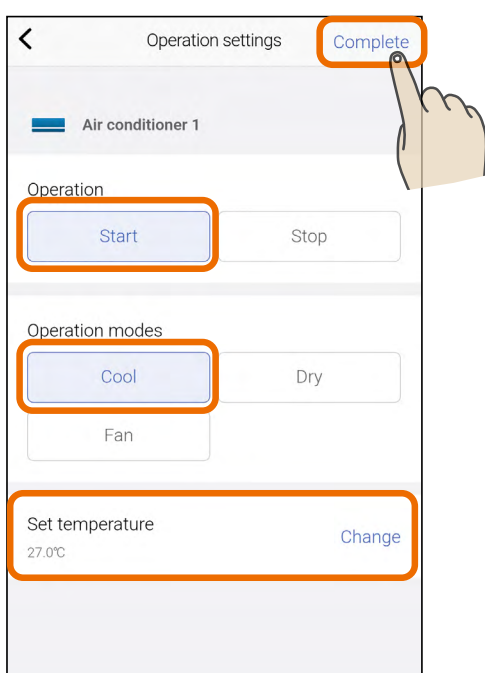
<An example of the Off timer>



Note

- When setting “On timer”, select “Start” under “Operation” and then select the operation mode and set temperature.

<An example of the On timer>



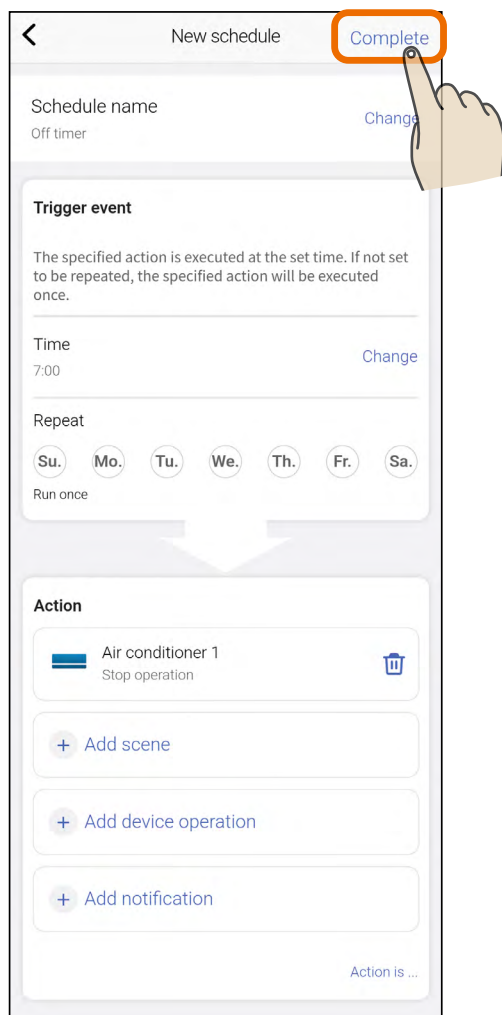
08.

Creating Schedules Serving as a One-Time Timer (4)

TOC

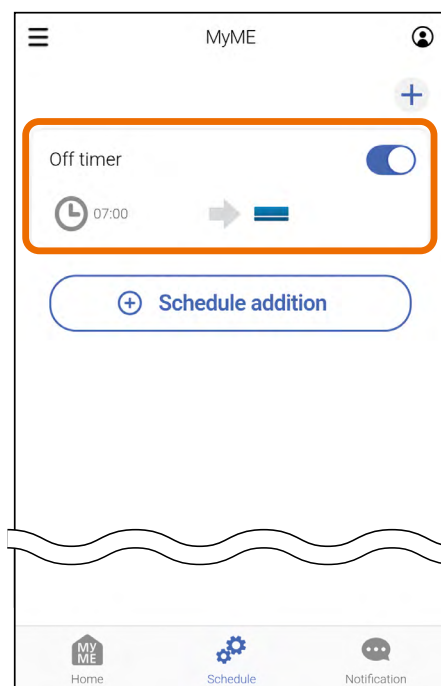


5 Confirm the contents of the setting and tap “Complete”.



6 Check the created schedule.

- You can enable/disable the schedule (turn on/off the timer) by tapping the switch. to enable the schedule, and to disable it.
- After enabling the schedule and the one-time timer is activated, it is automatically disabled. Enable the one-time schedule again if you want to use it.
- Create “On timer” and “Off timer” schedules for each air conditioner to use them repeatedly only by adjusting time.



08.

Enabling/Disabling Schedules

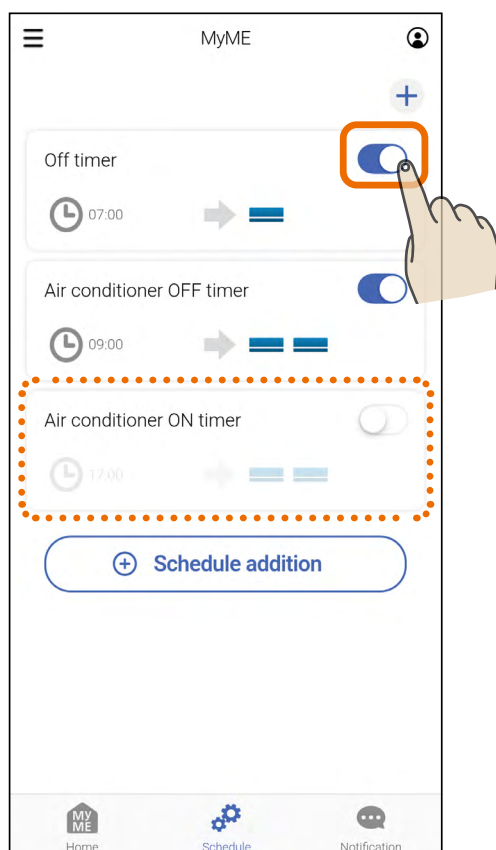
TOC



You can enable/disable created schedules. Enable/Disable schedules to suit your lifestyle.

- 1** Tap the switch of the schedule to  (enable) or  (disable) it.

Disabled schedules will appear in grey.



Note

You cannot enable the overlapped schedules that are set to operate the same air conditioners at the same time and on the same day. Disabling the registered schedule allows you to register a new schedule at the same time and on the same day.

08.

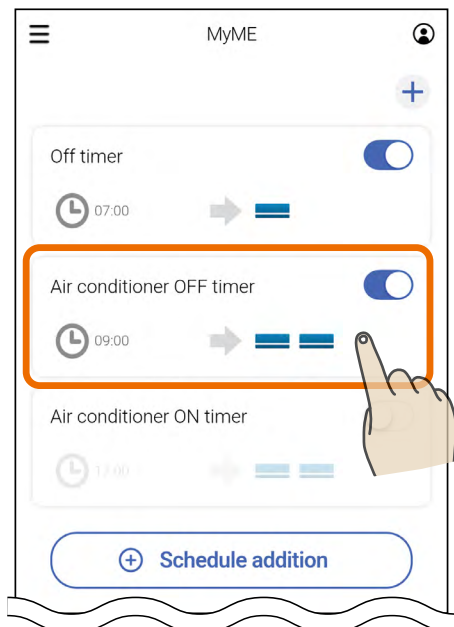
Editing Schedules

TOC



You can edit the created schedule at any time.

1 Tap the schedule that you want to edit.



2 Edit the schedule and then tap “Complete”.

- Edit the schedule using the same method as for creating a new one.

Setting schedule names

[pg.75](#)

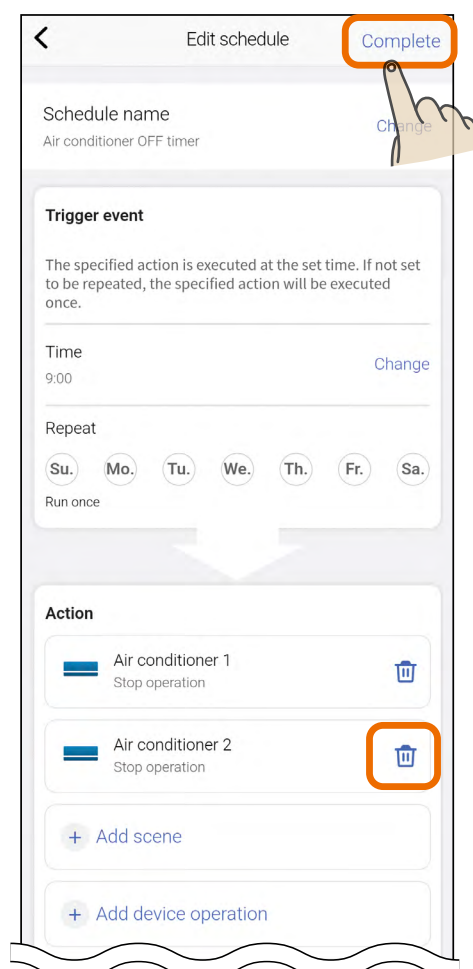
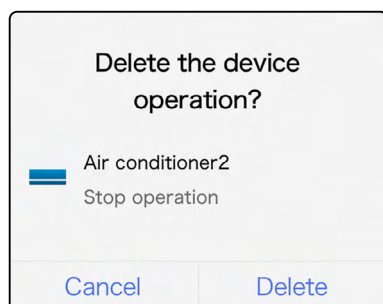
Setting trigger events

[pg.76](#)

Setting actions

[pg.78](#)

- To change the contents of the action, tap the action item you want to change.
- Tap “” to delete an action item that you registered. When the confirmation screen appears, check the contents and tap “Delete”.



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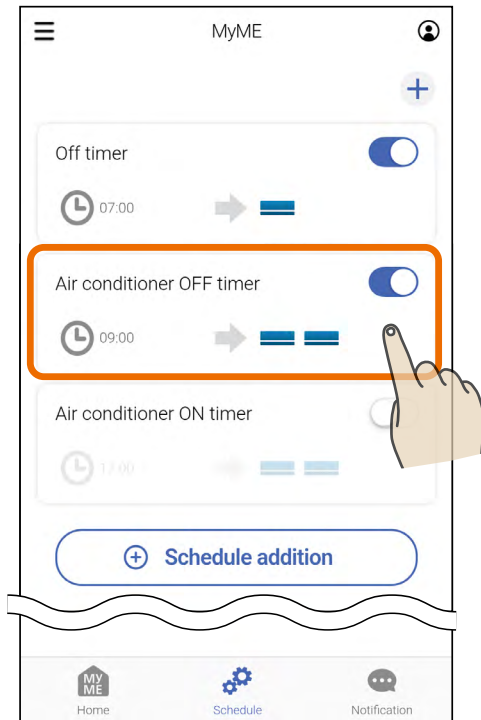
Deleting Schedules

TOC

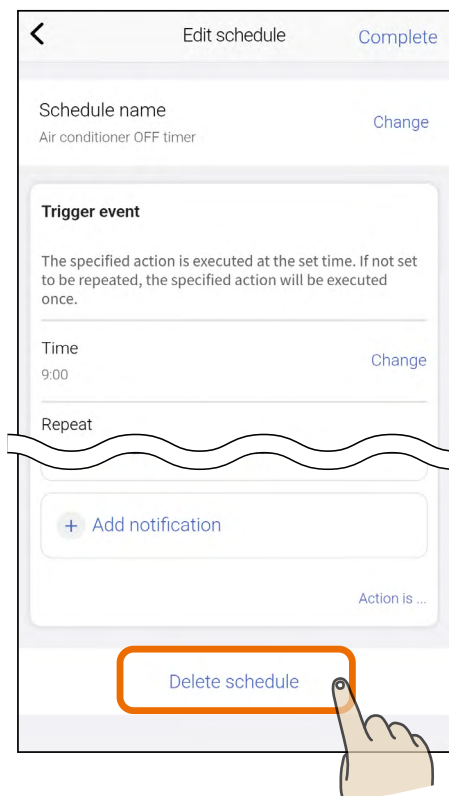


You can delete the created schedule at any time.

- 1** Tap the schedule that you want to delete.

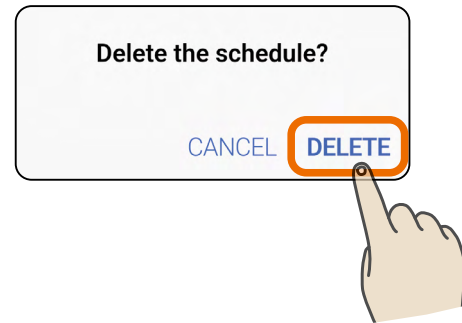


- 2** Once the schedule editing screen appears, tap “Delete schedule” at the bottom of the screen.

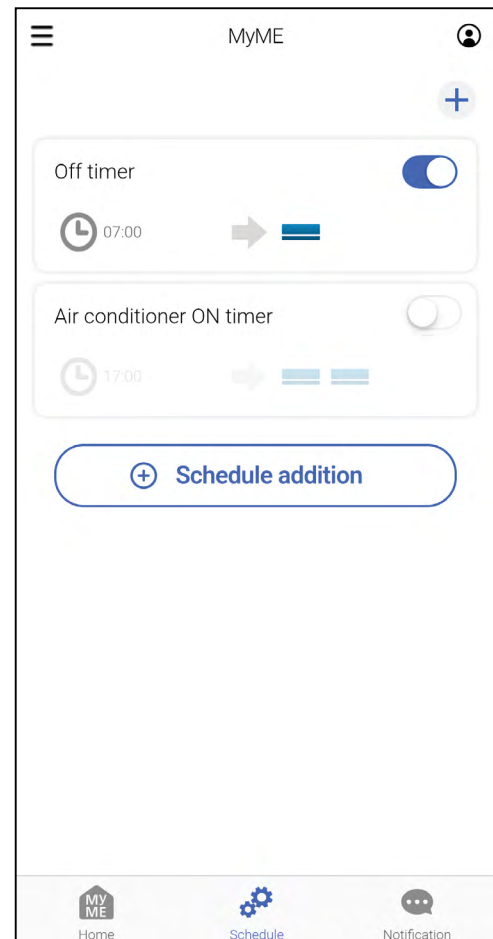


- 3** Make sure that you intend to delete the item, then tap “DELETE”.

Deleted items will never be restored.

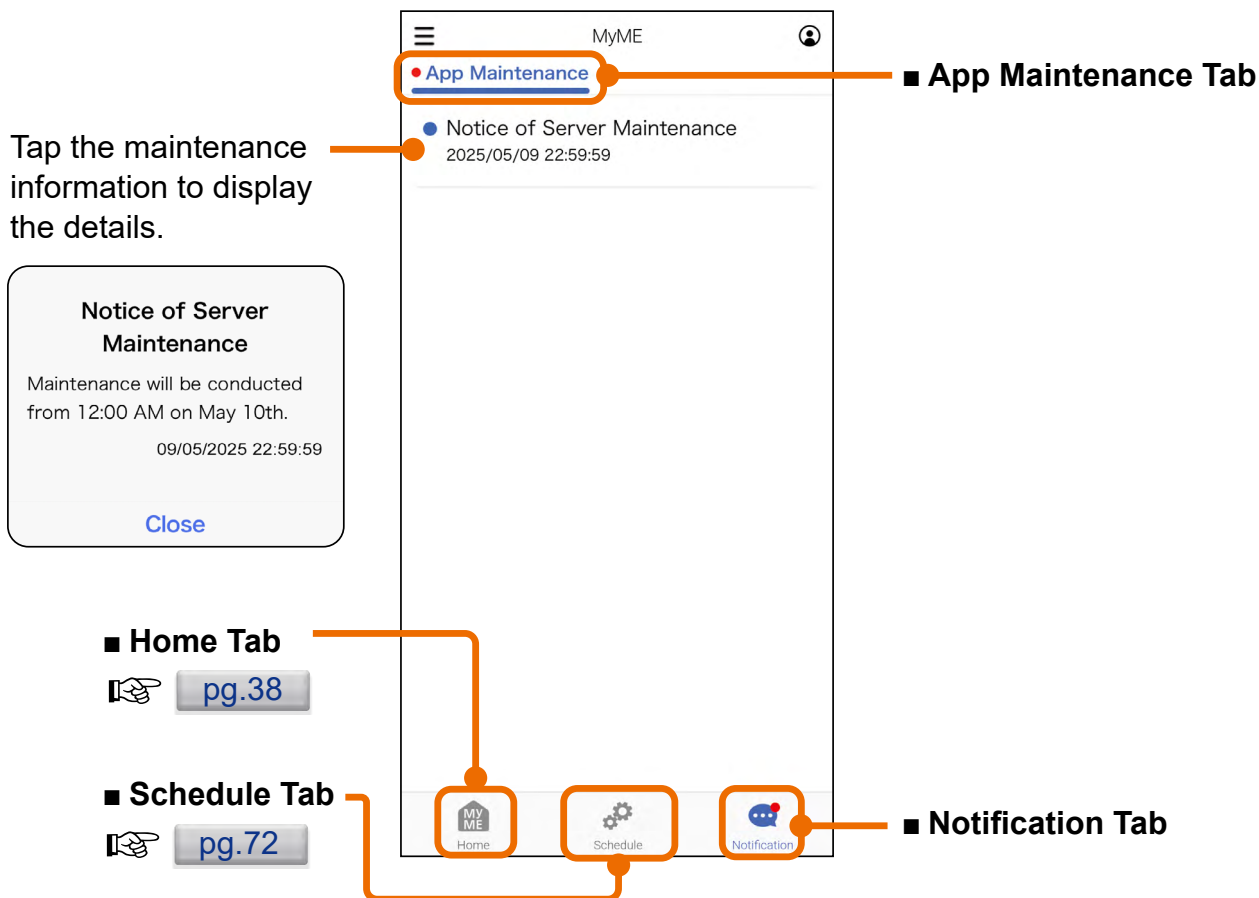


- 4** Deleting a schedule is complete.





Tap “Notification Tab” at the bottom of the screen to display the maintenance details.



- ● indicates that it is an unread notice. ● will disappear by tapping it to display the details.

Home Tab

Tap it to switch to the home screen.

Schedule Tab

Tap it to switch to the schedule screen.

App Maintenance Tab

- The maintenance information will appear.
- ● indicates that there are unread notices.

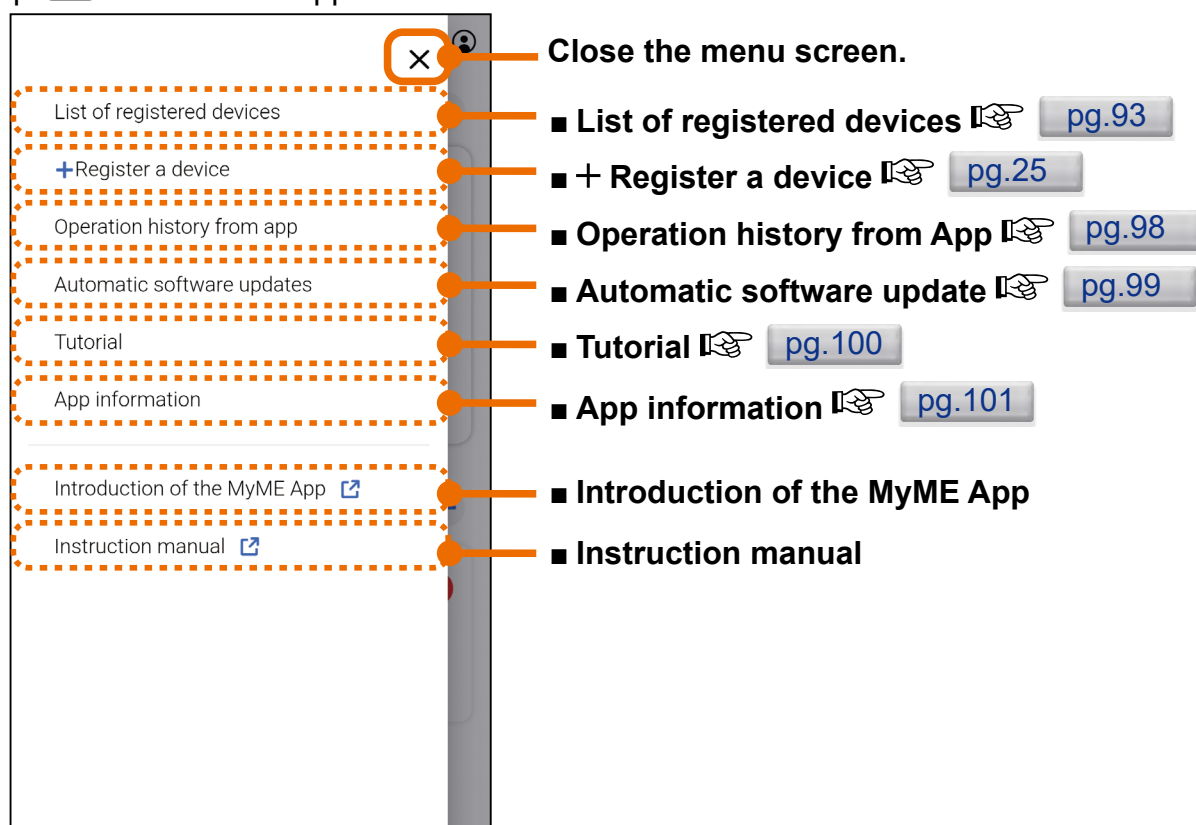
Notification Tab

- Tap it to switch to the notification screen.
- ● indicates that there are unread notices.

Note: This screen refreshes every minute; swiping down refreshes it immediately.



Tap button in the upper left corner of the home screen to show the menu screen.



List of registered devices

The list of registered air conditioners are shown. You can check various pieces of information about the air conditioners.

+Register a device

You can register an air conditioner. The maximum number of air conditioner registrations allowed per administrator account. [pg.12](#)

Operation history from App

You can check an operation history of each air conditioner from the App (scenes and schedules).

Automatic software update

You can set the automatic software updates for the wireless LAN adapter. This can only be configured by administrators. Administrator-only settings [pg.13](#)

Tutorial

You can check tutorials.

App information

You can check the MyME App information.

Introduction of the MyME App

The MyME App introduction will appear.

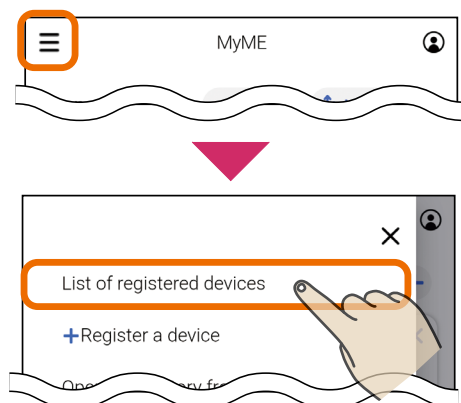
Instruction manual

The website where you can download the MyME App instruction manual (this paper) will appear.



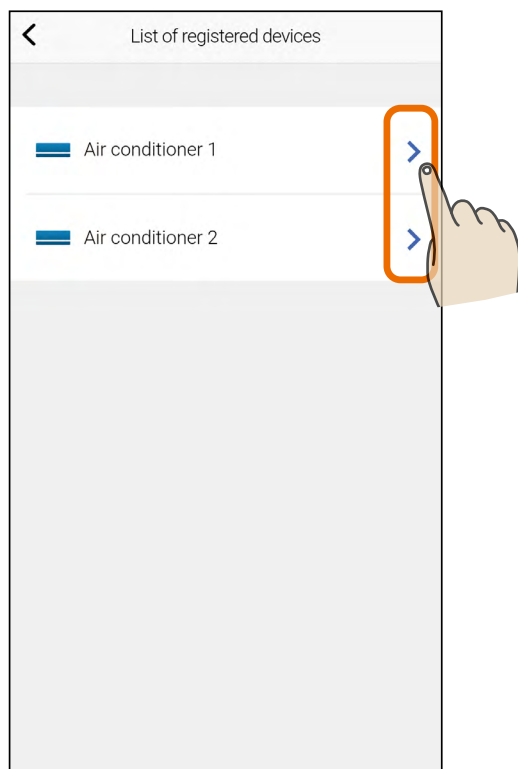
The list of registered air conditioners are shown.

- 1 Tap button in the upper left corner of the home screen, and then tap “List of registered devices” in the menu screen.



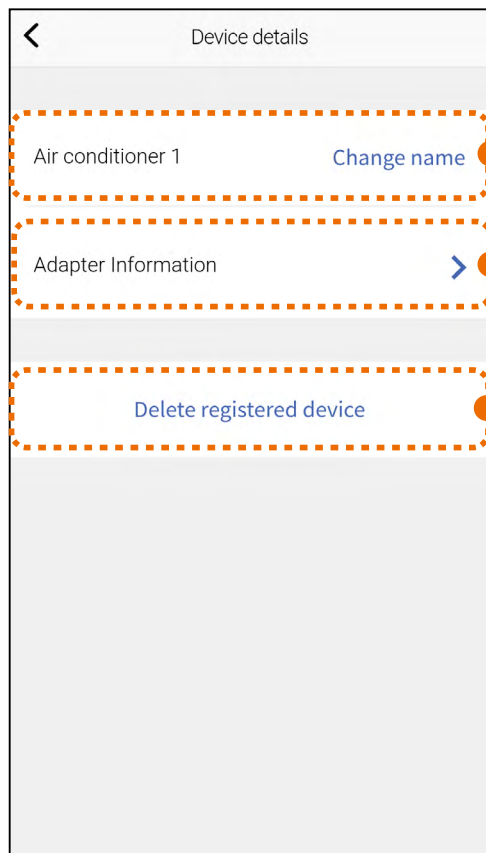
- 2 Check the list of registered air conditioners.

- 3 To check the details of the registered air conditioners, tap on the right side of the registered air conditioners .





4 Check the details of registered air conditioners.



Note: This is an example. The display items may differ depending on the air conditioner.

■ AC name

■ Adapter information

pg.95

■ Delete registered device

pg.97

AC name

The name of the air conditioner is displayed. Tap “Change name” to change the name of the air conditioner. Changing AC names is available for administrators only.

Administrator-only settings

pg.13

Adapter information

Tap to show the wireless LAN adapter information.

Delete registered device

Select when deleting registered air conditioners.

Deleting names of registered air conditioners is available for administrators only.

Administrator-only settings

pg.13

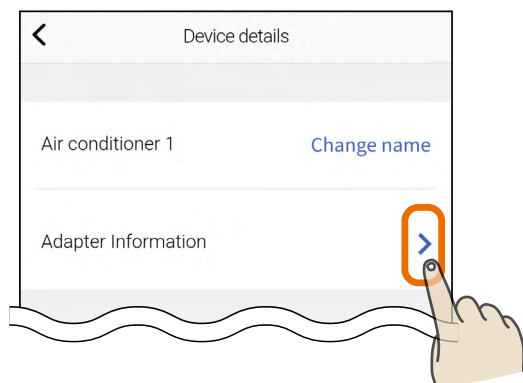


You can check the air conditioner's adapter information.

1 Open the device details screen and tap under “Adapter Information”.

The device details screen can be opened from the list of registered air conditioners screen.

Checking the List of Registered Air Conditioners  [pg.93](#)



2 Check the adapter information.

■ The following information can be checked.

- AC name
- MAC address
- Adapter status
- Adapter software version
- Signal strength
- Adapter licence information

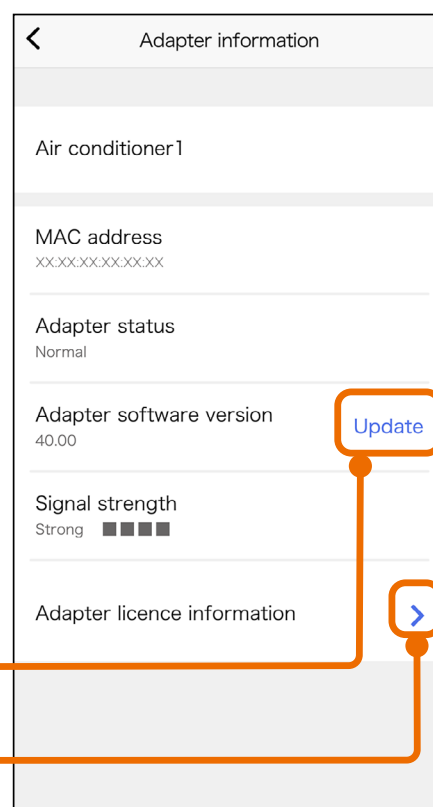
■ You can perform the following tasks on this screen.

• Updating Adapter software



[pg.96](#)

• Viewing adapter licence information



Note

To view adapter licence information, your smartphone must be connected to the router to which the air conditioner (wireless LAN adapter) is connected. Refer to the instruction manual for each device to connect your smartphone to the router.



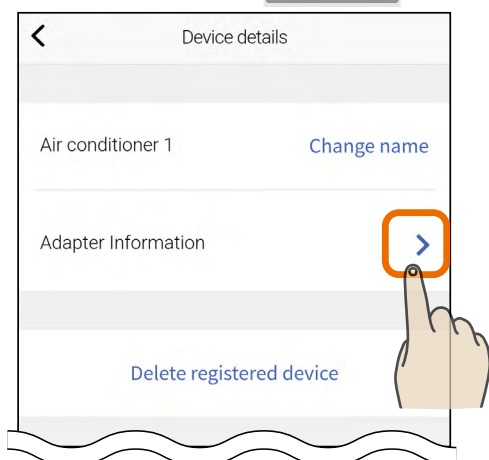
Please update the software to the latest version to improve its functionality. Software update is allowed for administrators only. Members are not permitted to configure these settings.

Administrators and Members [pg.13](#)

1 Open the device details screen and tap under “Adapter Information”.

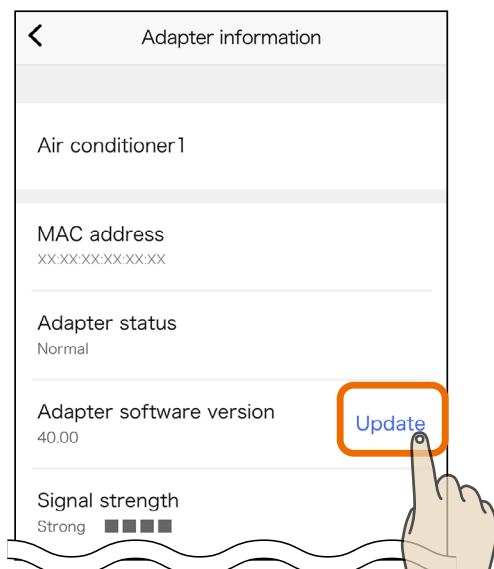
The device details screen can be opened from the registered air conditioner list screen.

Checking the List of Registered Air Conditioners [pg.93](#)



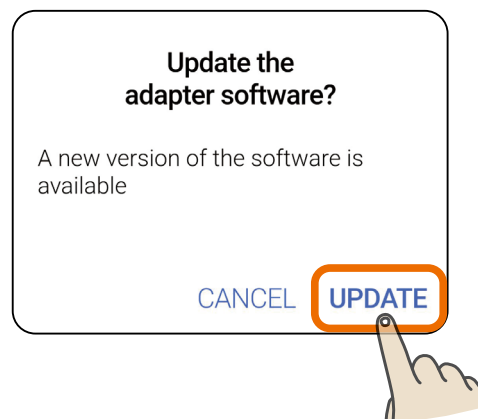
2 Tap “Update” under “Adapter software version”.

- The “Update” button will not appear for members. Please ask your administrator.
- If you cannot tap the “Update” button, your software is already up to date. Therefore, updating the software is not necessary.



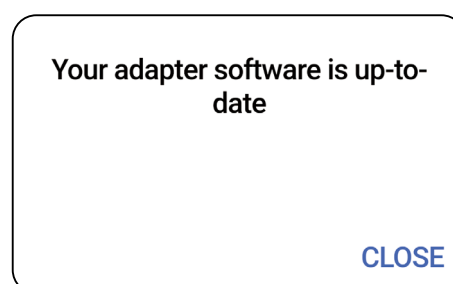
3 Tap “UPDATE” when the updating confirmation message appears.

When the latest software is detected, the following message will appear.



4 Wait for about 5 minutes. Then, tap “Update” under “Adapter software version” again.

- If the message below appears, the software update is complete.
- If the message “Software update is in progress” is displayed, please wait a while and check the status again.



10.

Deleting Registered Air Conditioners

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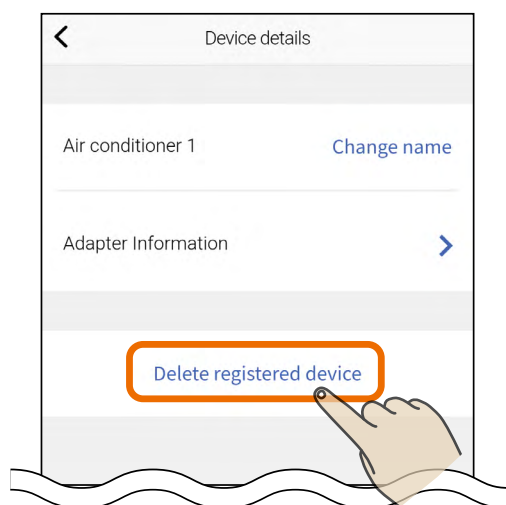
You can delete air conditioners registered in the App. Use this function when disposing of air conditioners or changing users or administrators. This operation is allowed for administrators only. Members are not permitted to configure these settings.

Administrators and Members  [pg.13](#)

1 Open the device details screen and tap “Delete registered device”.

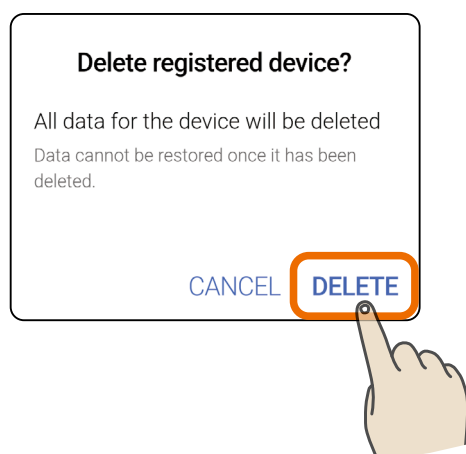
The device details screen can be opened from the registered devices list screen.

Checking the List of Registered Air Conditioners  [pg.93](#)



2 Tap “DELETE” on the confirmation screen.

- The registered air conditioners will be deleted.
- If the air conditioners to be deleted are registered in any scene or schedule, they will be also deleted from the scene or schedule.



10.

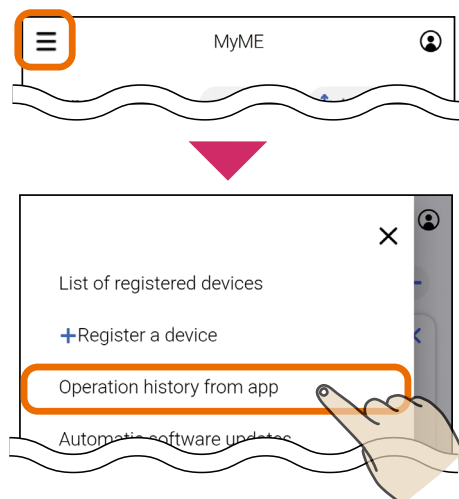
Checking the Operation History From the App

TOC



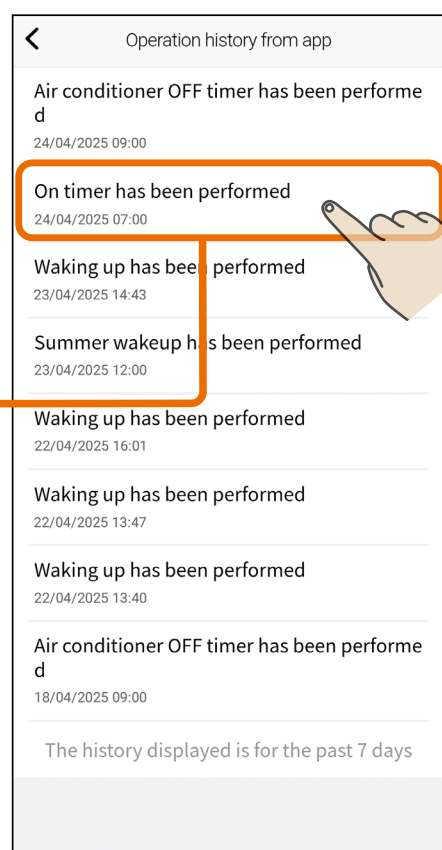
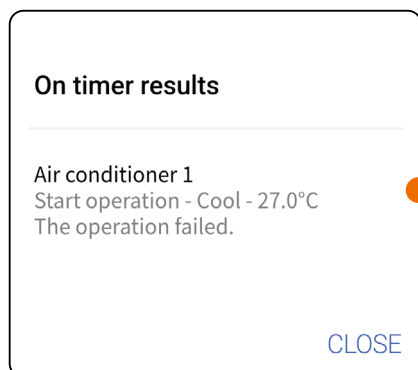
You can check an operation history in the scenes and schedules executed from the MyME App.

- 1 Tap button in the upper left corner of the home screen, and then tap “Operation history from App” in the menu screen.



- 2 Check the list of the operation history from the App.

Tap the item in the history to check operation results of each air conditioner executed in the scenes and schedule.



10.

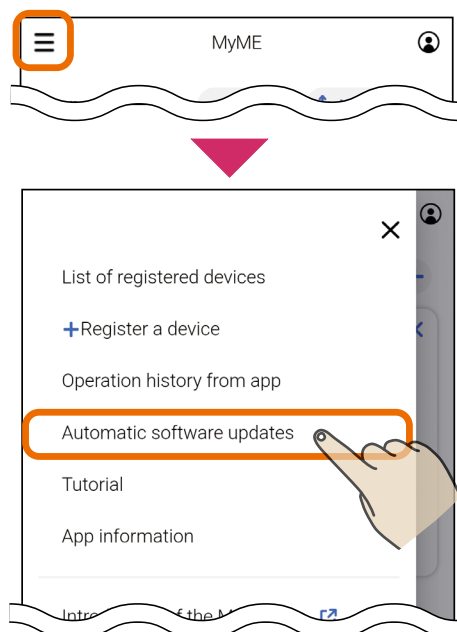
Setting Adapter Software Automatic Updates

TOC



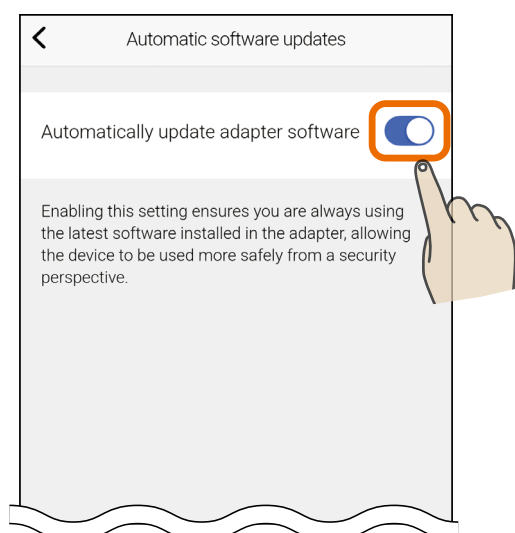
You can set the automatic software updates for the wireless LAN adapter. This can only be configured by administrators.

- 1 Tap button in the upper left corner of the home screen, and then tap “Automatic software updates” in the menu screen.



- 2 Tap the switch of “Automatically update adapter software” to (enable) or (disable) it.

Enabling this setting is recommended because it allows you to use the latest software, which in turn enables us to use the air conditioner safely.



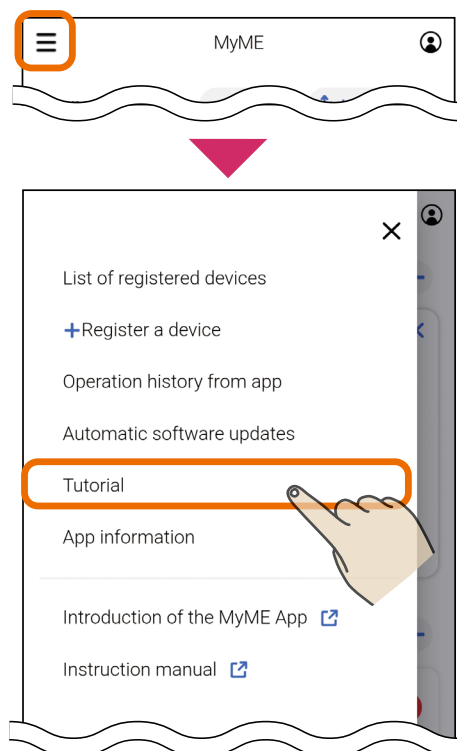
10.

Viewing Tutorials

TOC

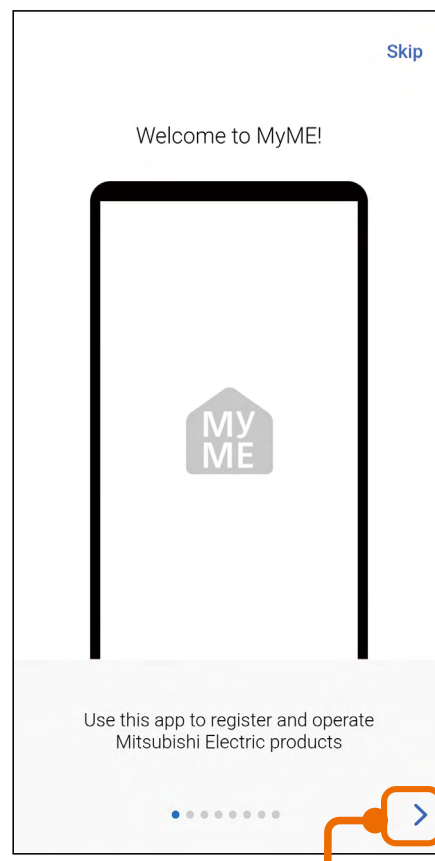


- 1** Tap button in the upper left corner of the home screen, and then tap “Tutorial” in the menu screen.



- 2** View the tutorial.

Once the tutorials are finished, return to the home screen.



Tap it to proceed to the next page.

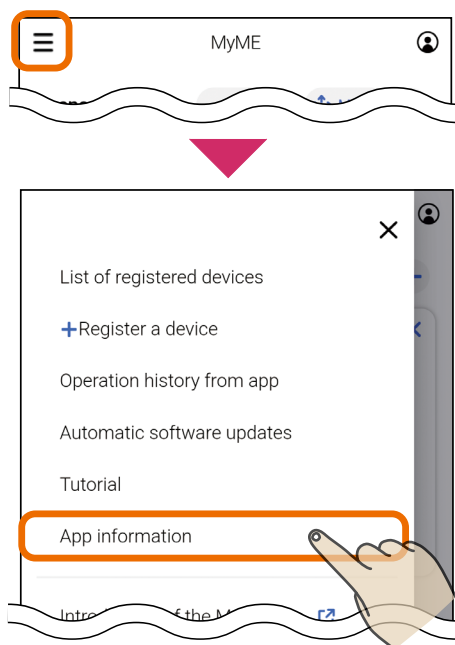
10.

Checking the MyME App Information

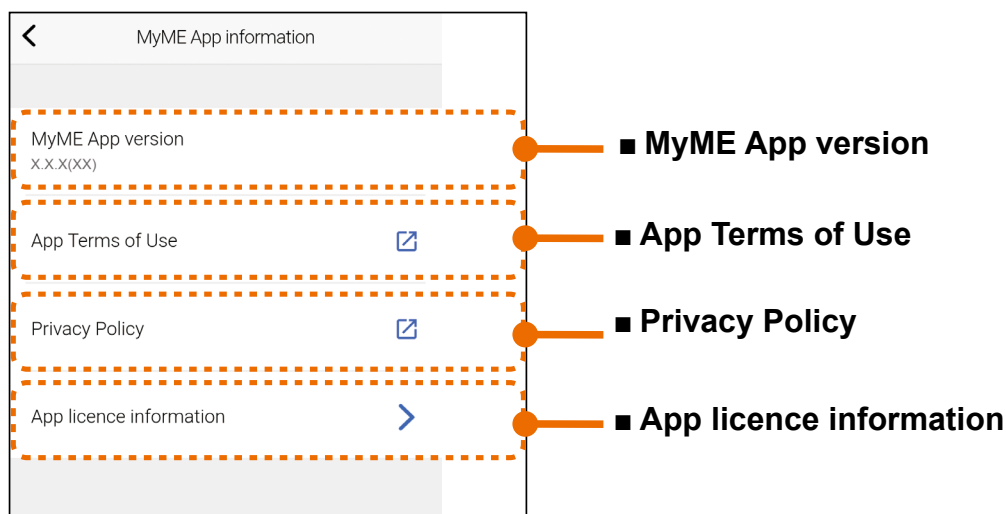
TOC



- 1 Tap button in the upper left corner of the home screen, and then tap “App information” in the menu screen.



- 2 Check the MyME App information.



MyME App version

The version of the App is displayed.

App Terms of Use

Tap to open the web page describing the App's terms of conditions.

Privacy Policy

Tap to open the web page describing the privacy policy.

App licence information

Tap to show the App's licence information.

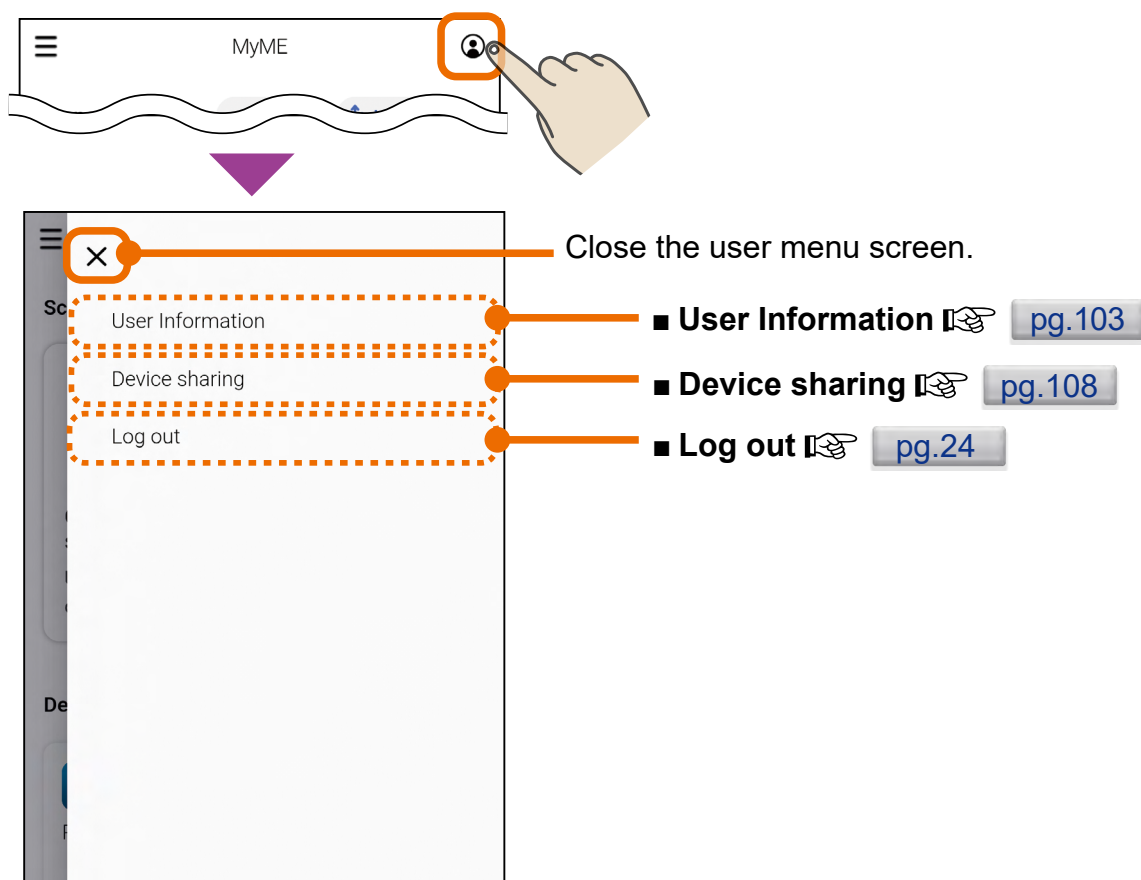
11.

User Menu Screen

TOC



Tap the user menu button  in the upper right corner of the screen to display the user menu. If  is not shown, return to the home screen.



User Information

You can change the user information (email address, password, and username) and delete registered users.

Device sharing

Setting for sharing registered air conditioners with other members. Administrators can register, manage, and operate the air conditioners, and invite and manage members. Members can operate air conditioners registered by the administrator, and manage their own user information.

Administrator-only settings  [pg.13](#)

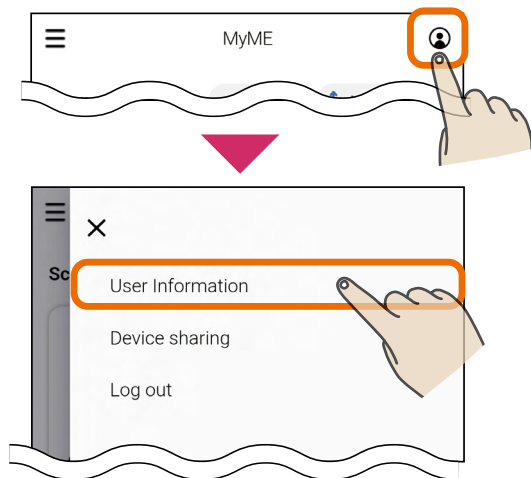
Log out

Log out from the App.

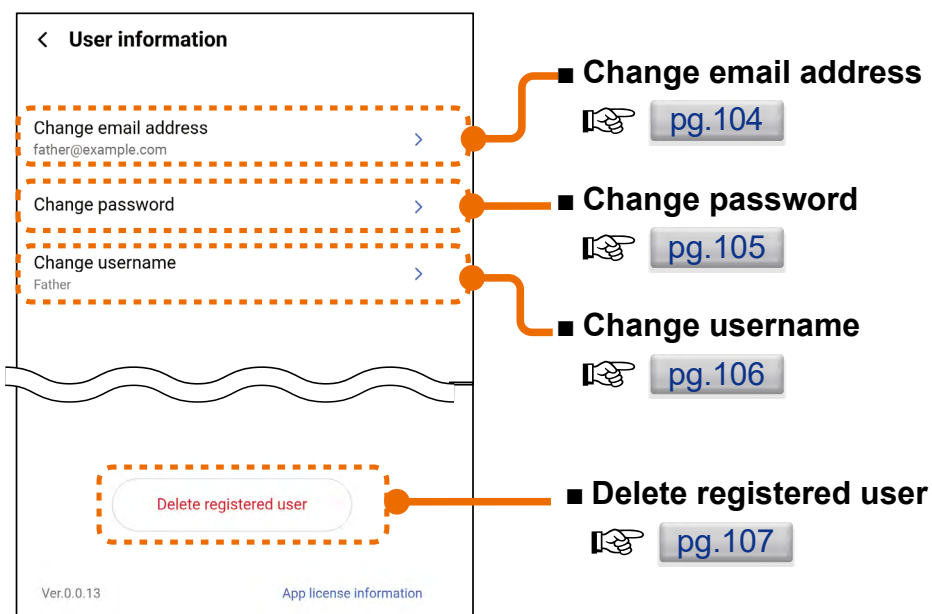
Log out  [pg.24](#)



- 1 Tap  button, and then tap “User Information” on the user menu screen.



- 2 Check the user information.



Change email address

Your current email address is displayed. Tap  to change email address.

Change password

Tap  to change password.

Change username

Your current username is displayed. Tap  to change username.

Delete registered user

Tap it to delete registered users.

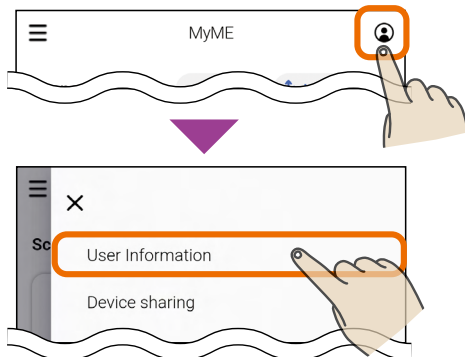
11.

Changing Email Address

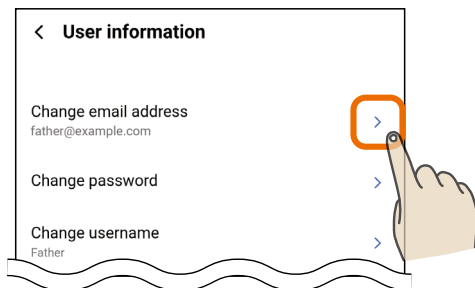
TOC



- 1** Tap  button, and then tap “User Information” on the user menu screen.

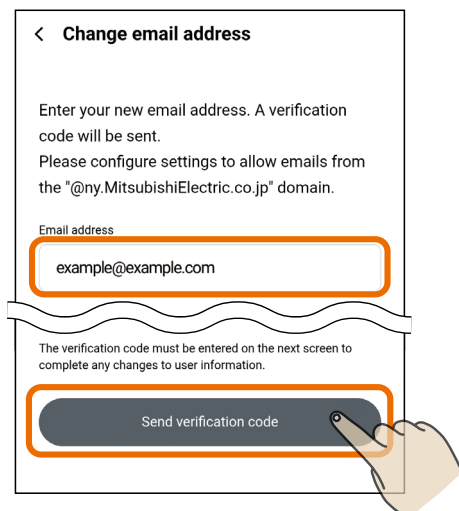


- 2** Tap  under “Change email address”.



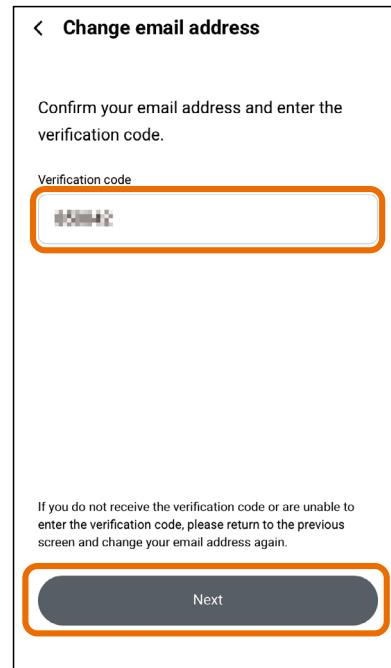
- 3** Enter the new email address and tap “Send verification code”.

A verification code to enable the password reset function will be sent to the email address you entered. Please adjust your settings to allow emails from the “@asia.meap.com” domain.



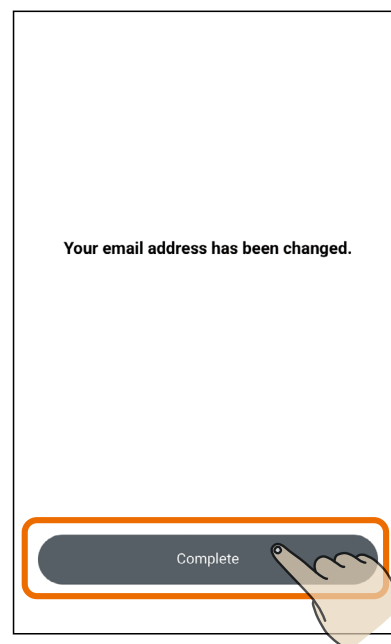
- 4** Enter the verification code in the email and, then tap “Next”.

If you do not receive the verification code, change to the previous email address, and then try changing it again.



- 5** Make sure that the user registration has been completed, and tap “Complete”.

Return to the user information screen.



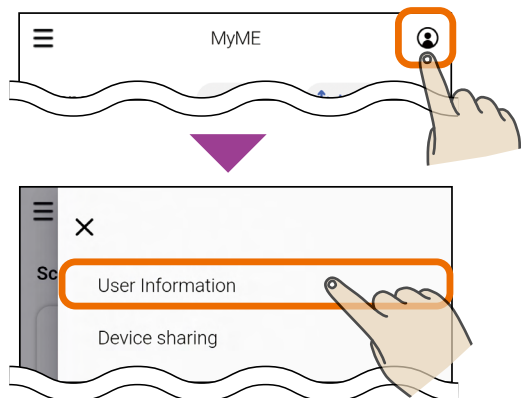
11.

Changing Password

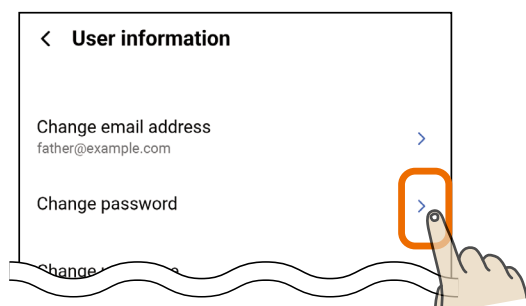
TOC



- 1** Tap  button, and then tap “User Information” on the user menu screen.



- 2** Tap  under “Change password”.



- 3** Enter your current password, new password, and new password (for confirmation), and then tap “Change password”.

■ <Show/Hide password>

Tap the eye icon to show or hide the password.



.....The password you are typing is visible.



.....The password you are typing is hidden. (It will be masked with asterisks “*” or something similar.)

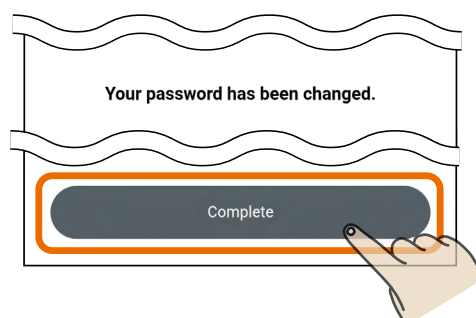
The diagram shows the 'Change password' screen. It has a back arrow and the title 'Change password'. Below the title, there are three input fields: 'Current password', 'New password', and 'New password (for confirmation)'. Each field has a right arrow icon. Below the input fields, there are 'Password requirements' listed:

- From 8 to 256 characters in length
- Permitted characters: half-width alphanumeric characters, symbols ^\$.[]{}?!\@#%&._~'-+=
- Unpermitted characters: full-width characters, symbols \"'>

 At the bottom, there is a 'Change password' button. A hand is shown tapping the button.

- 4** Tap “Complete” when the completion message appears.

- Return to the user information screen.



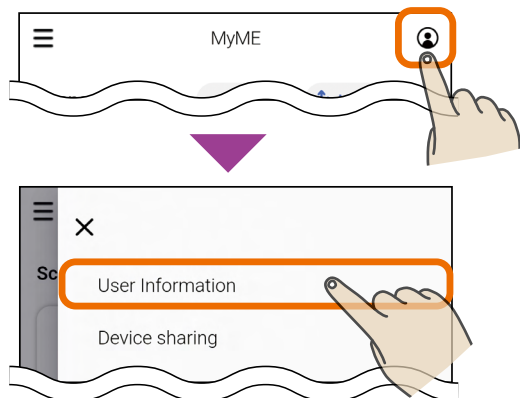
11.

Changing Username

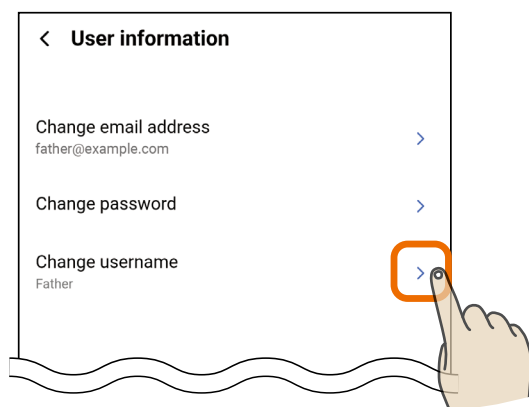
TOC



- 1** Tap  button, and then tap “User Information” on the user menu screen.

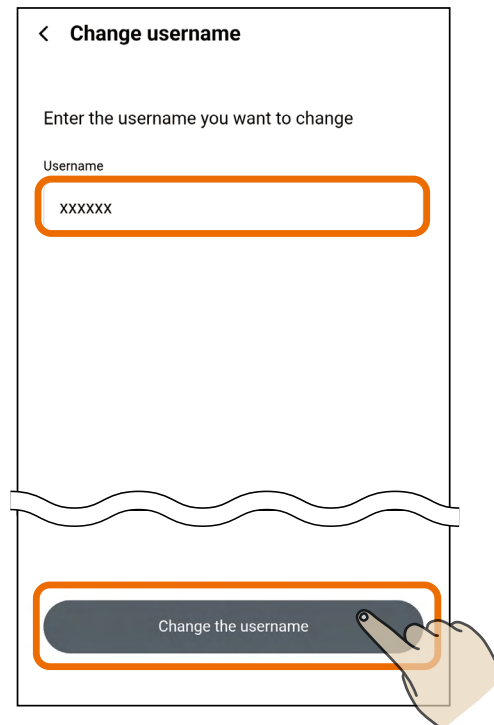


- 2** Tap  under “Change username”.



- 3** Enter the username that you desire, and tap “Change the username”.

Return to the user information screen.



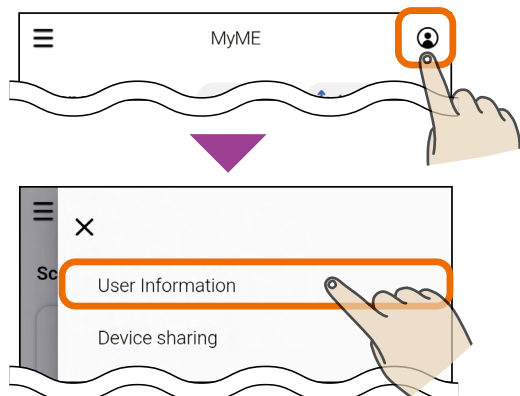
11.

Deleting Registered Users

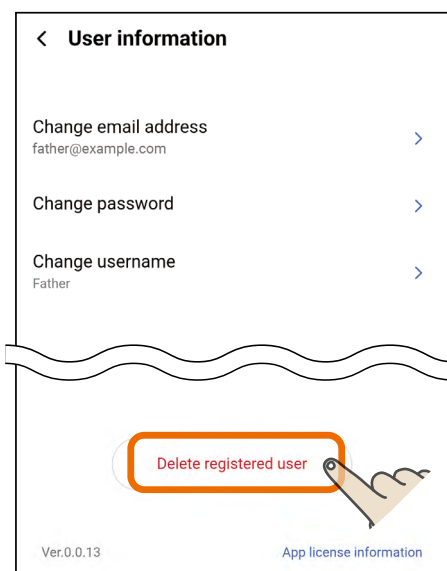
TOC



- 1** Tap  button, and then tap “User Information” on the user menu screen.

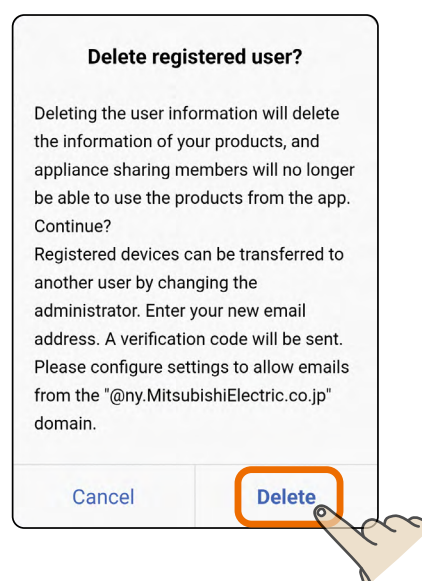


- 2** Tap “Delete registered user”.



- 3** Tap “Delete”.

- If you delete the user registration, you will not be able to use air conditioners with the App.
- If the administrator deletes his or her own user registration, the members will no longer be able to use the air conditioners with the App. In such a case, changing the administrator enables you to transfer the registered air conditioners.



■ Changing Administrators for the Device Sharing

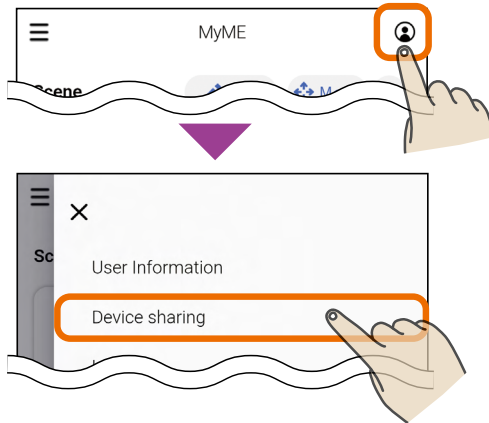


pg.112



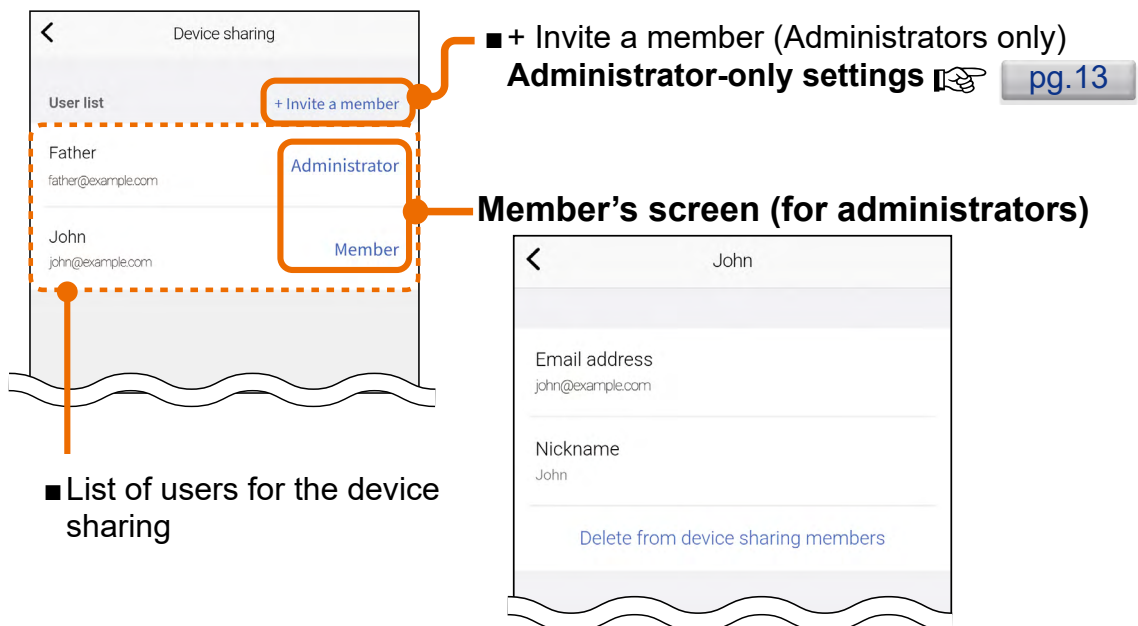
You can manage the administrators and members in the device sharing screen.

- 1** Tap  button, and then tap “Device sharing” on the user menu screen.



- 2** Check the device sharing screen.

“Device sharing” screen for administrators



List of users for the device sharing

Username and email addresses for the device sharing are displayed. Tap “Administrator” or “Member” to show the member’s screen.

Administrators can view all the user information.

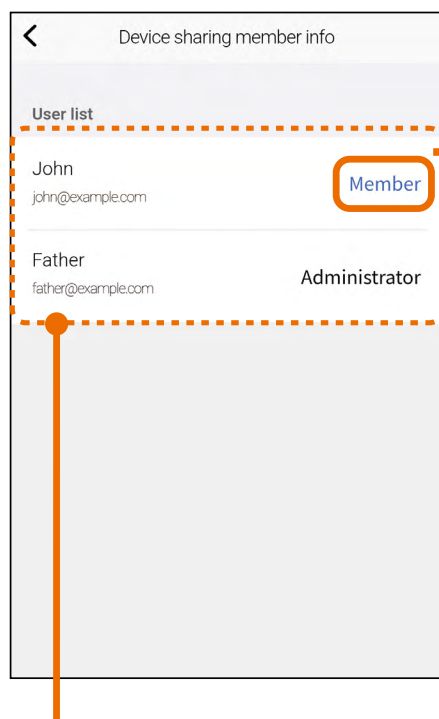
+ Invite a member (for administrators only)

Tap it to invite a member to the device sharing.

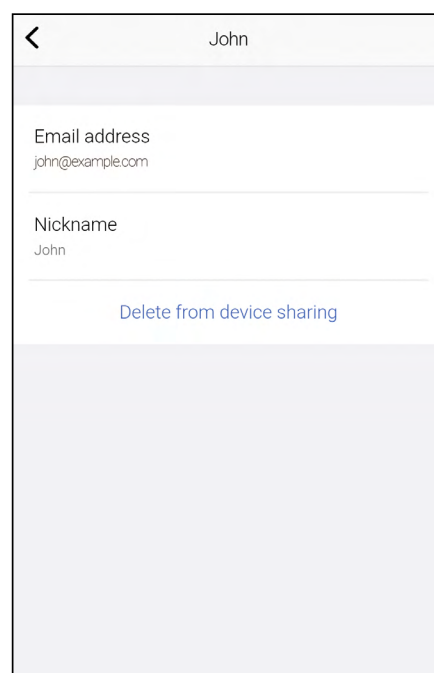
This item will be displayed for administrators only.



“Device sharing member information” screen for members



Member's screen (for members)



■ List of device sharing members

List of device sharing members

Username and email address for the device sharing members are displayed. Tap your “Member” to show your member’s screen.
Members can view their own information only.

11.

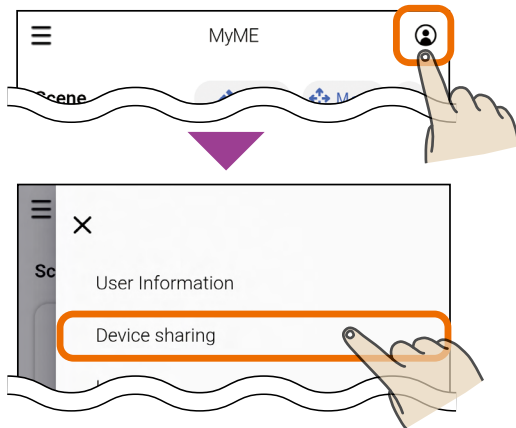
Inviting Members to the Device Sharing

TOC

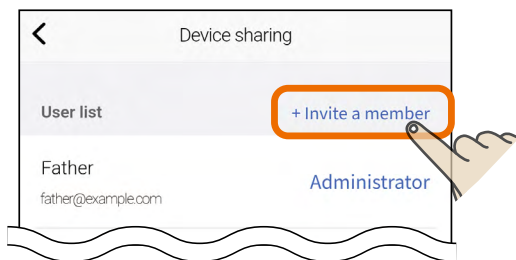


Administrators can invite members who can operate the air conditioners registered by the administrators. You can register up to 10 members. If the total number of members and people invited exceeds 10, invitation emails cannot be sent.

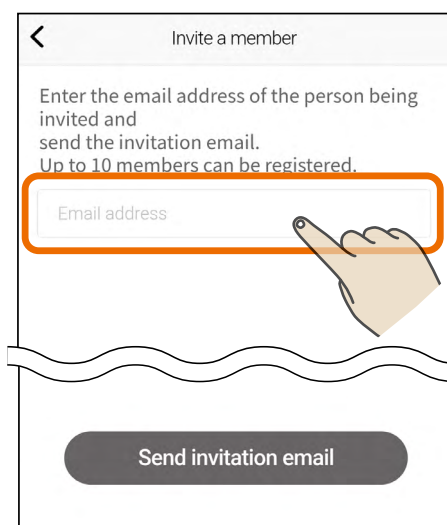
- 1** Tap  button, and then tap “Device Sharing” on the user menu screen.



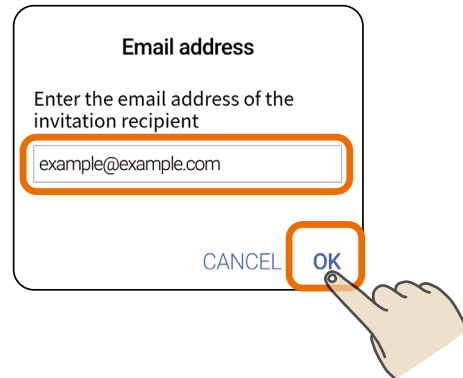
- 2** Tap “+ Invite a member” on the device sharing screen.



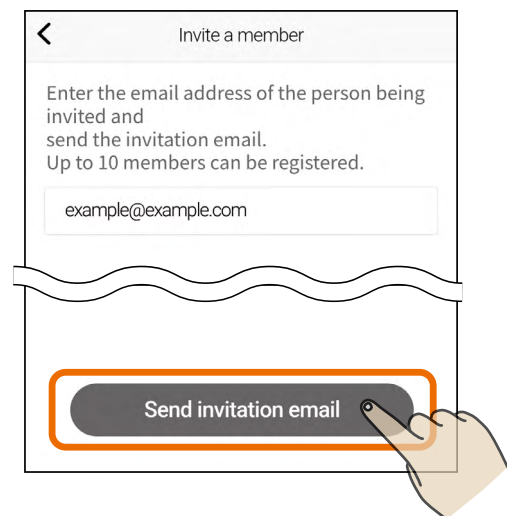
- 3** Tap the box for the email address.



- 4** Enter the email address of the person you want to invite, and then tap “OK”.



- 5** Tap “Send invitation email”.



- 6** Tap “CLOSE”.





If you are invited for the device sharing

Once you are invited to the device sharing, you will receive an email notifying you of the invitation. When you received an invitation email, please follow the steps below.

■ First-time users of the MyME App

→ Proceed with the new registration process and accept the invitation when you log in for the first time.  [pg.15](#)

■ Users completed their user registration for the MyME App.

→ Log in to accept the invitation.  [pg.19](#)

11.

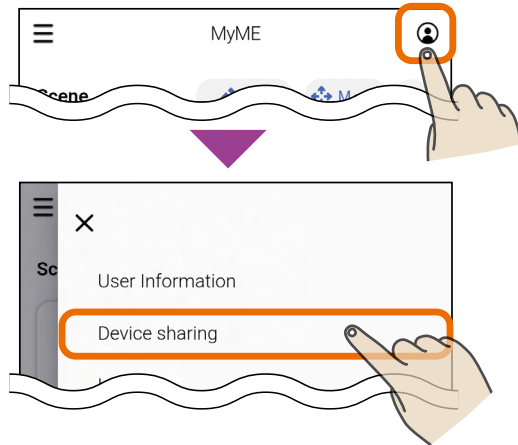
Changing Administrators for the Device Sharing

TOC



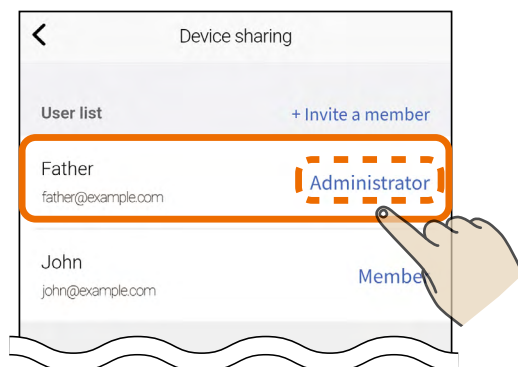
Administrators can change the administrator for the device sharing to other members.

- 1 Tap button, and then tap “Device Sharing” on the user menu screen.

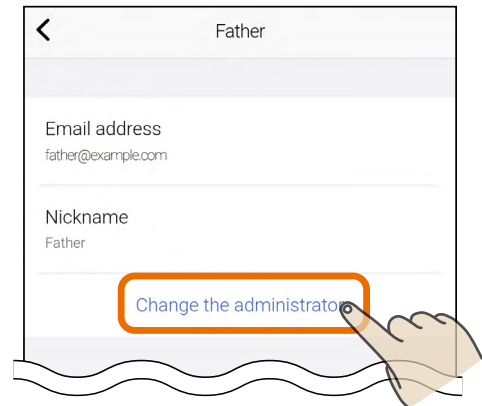


- 2 Tap the user indicated as the “Administrator” in the user list of the device sharing screen.

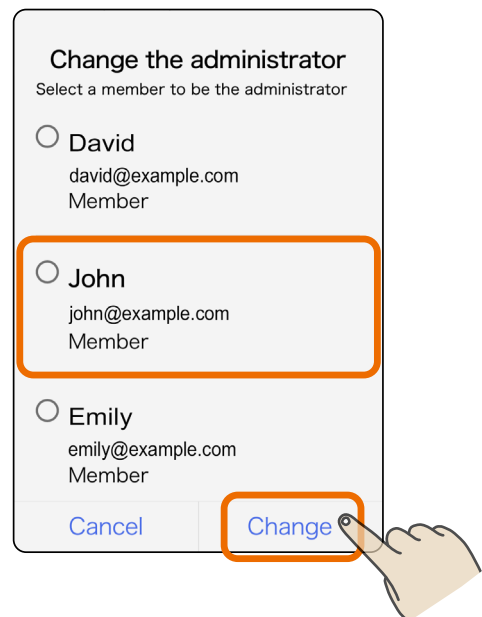
The following example shows how to change the administrator from “Father” to “John”.



- 3 Tap “Change the administrator” on the member’s screen of “Father”.



- 4 Select and tap the person to be the administrator from the member users, and then tap “CHANGE”.



- 5 Make sure that the administrator has changed, and tap “CLOSE”.



11.

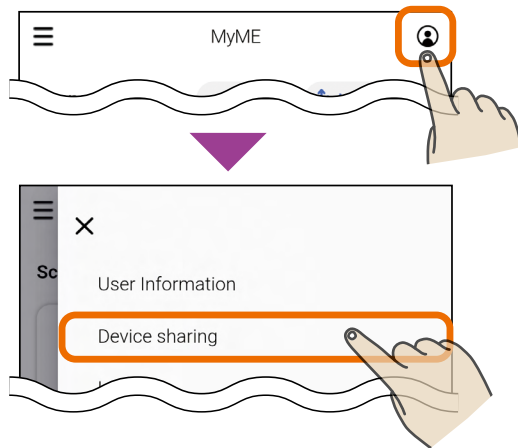
Deleting Members From the Device Sharing

TOC

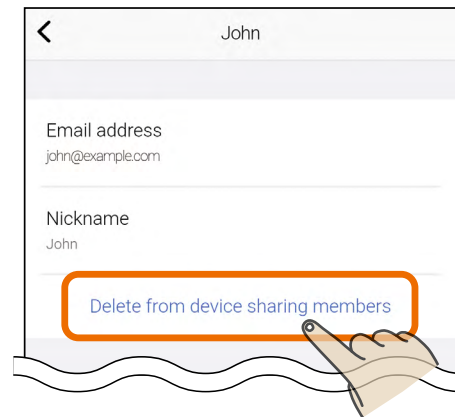


The administrator can delete members from the device sharing.

- 1 Tap  button, and then tap “Device sharing” on the user menu screen.

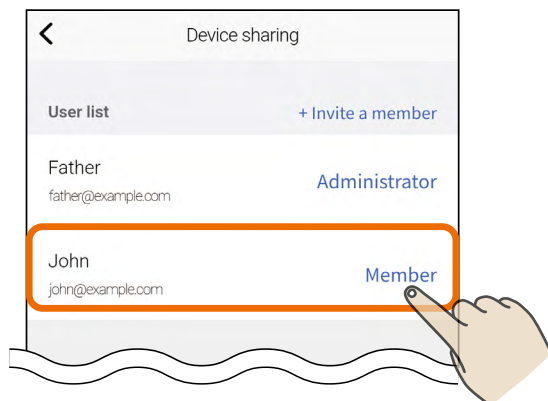


- 3 Tap “Delete from device sharing members” in the member’s screen of “John”.

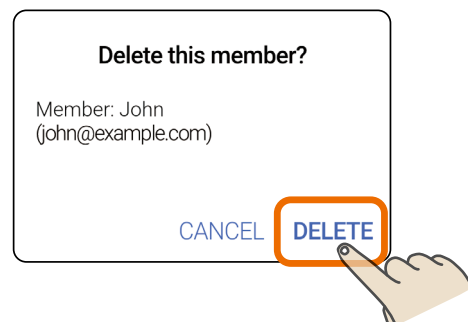


- 2 Tap the member that you want to delete in the user list of the device sharing screen.

The following example shows how to delete “John” from the members.

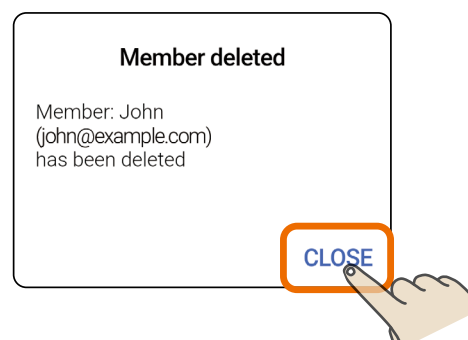


- 4 Confirm the member and tap “DELETE”.



- 5 Confirm that John has been deleted, and then tap “CLOSE”.

- Once a person is deleted from the list of members, the person will no longer be able to check the status of the air conditioners registered by the administrator or operate them.
- The deleted member can become a member again with the administrator's invitation.



11.

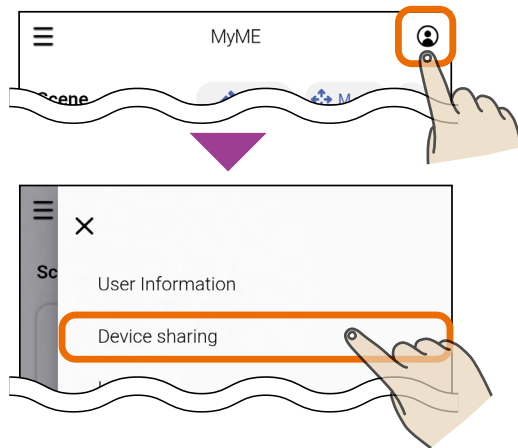
Withdrawing from the Device Sharing

TOC



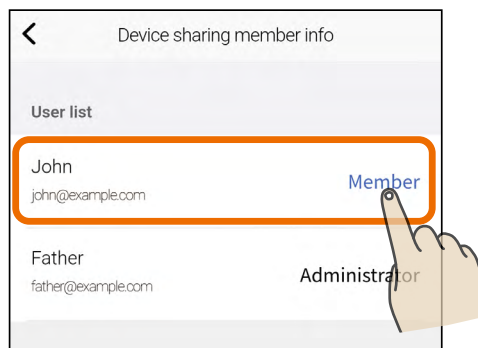
The members of the device sharing can withdraw from the device sharing.

- 1** Tap  button, and then tap “Device sharing” on the user menu screen.

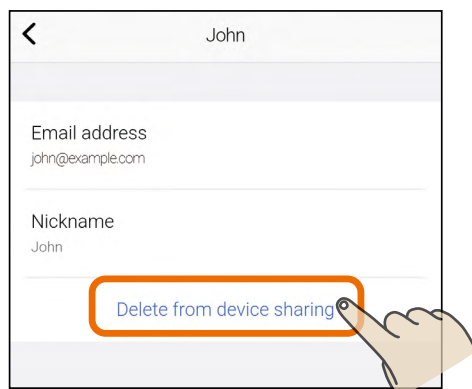


- 2** Tap your information on the “Device sharing member information” screen.

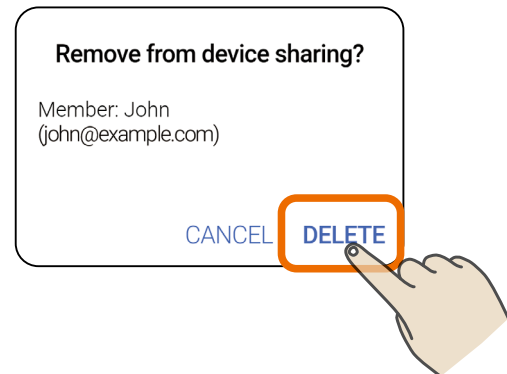
The following example shows how “John” deletes himself from the members.



- 3** Tap “Delete from device sharing” on the member’s screen of “John”.

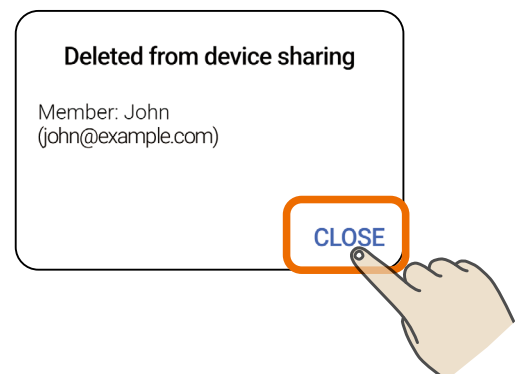


- 4** Tap “DELETE”.



- 5** Confirm that John has been deleted from the device sharing members and tap “CLOSE”.

- Once a person is deleted from the list of the device sharing members, the person will no longer be able to check the status of the air conditioners registered by the administrator or operate them.
- The deleted member can become a member again with the administrator's invitation.



12. Troubleshooting (1)

TOC



If you have any questions, consult your dealer.

Before asking for a repair, please check the following points.

If you notice any malfunctions with the air conditioner registered in the App, stop using the App and contact your qualified installer or dealer.

If the “Communication failed” message appears while using the App, restarting the device may solve the problem. Please check the following points and take the necessary steps.

- Make sure that your smartphone is connected to the network.
- Make sure that the main power source of the device is turned on.
- Restart network devices (e.g., ONUs, routers, and hubs) in the order they are connected to the internet. Wait about 10 minutes after restarting each network device and then check communication.
- Restart the device (including the wireless LAN adapter).
If  appears on the device's home screen, indicating a communication failure, please restart the devices in order from the target device to the network devices. Wait about 10 minutes after restarting each device and then check the home screen.

Before asking for a repair, please check the following points.

Problem?	Cause/Solution
The screen does not proceed to the next page while operating the App.	■ Terminate the App first and then try the operation again.
The device cannot be operated.	■ Check if it can be operated with the remote controller or switch included with the device. ■ Check the lamps of the wireless LAN adapter.  pg.124



Problem?	Possible cause	Cause/Solution
The wireless LAN connection was failed. When connecting the air conditioner to the router, the lamp flashes 5 times and the sound beeps 5 times.*¹	- Is your router turned on? - Is the distance between the air conditioner and the router too far?	- Turn your router on. - Moving the router closer to the air conditioner may improve the connection.
	- Is your air conditioner connected to the router of “IEEE802.11b/g/n(2.4GHz)” and “WPA2™-PSK(AES)”? - Connecting to the router “IEEE802.11n/ac/ax(5.0GHz)” is not allowed.	- Please use the router IEEE802.11b/g/n (2.4 GHz). - Not compatible with WEP or WPA3™. Use WPA2™-PSK(AES).
	Did you enter the wrong SSID (network) or wrong password (encryption key) when connecting with AP mode?	Please check that you have selected the correct SSID for your router. Then, make sure you enter the router's password (encryption key) correctly.
	Failed to connect to the router.	After rebooting the Wi-Fi™ interface, connect with the router again. Reboot  pg.126
	- Is the NET lamp of the wireless LAN adapter off? - If the wireless connection is normal, it flashes.	Please try the solutions described in the item other than “The wireless LAN connection was failed”.
The list of SSID (network) is not displayed.	Is your router in the SSID hiding mode (stealth mode)?	Please check your router's setting or manually enter the SSID.
When connecting the air conditioner to the router, the lamp flashes 10 times and the sound beeps 10 times.* ¹	Failed to start the wireless function.	Restart the air conditioner, reboot the adapter, and then connect the air conditioner to the router.



Problem?	Possible cause	Cause/Solution
Communication lines are interrupted. There is an error in communication.	Due to radio interference, communication may be temporarily unstable.	- Adjusting the direction of the router itself or its antennas may improve the connection. - Please keep the air conditioners that emit radio waves away from the router. - Please reboot the adapter. Reboot  pg.126
	Did you initialize the Wi-Fi™ interface?	After rebooting the Wi-Fi™ interface, connect it with the router again. Reboot  pg.126
Turn on/off operations are not reflected to the air conditioner.	Has either the “On timer” or “Off timer” been set with the remote controller? Since the remote control timer is prioritized, there may be instances where operations are not reflected or the operation details are changed.	Cancel the “On timer” or “Off timer” settings with the remote controller.
When the set temperature is lowered, the cool air stops coming out.	Has “High power mode” been selected with the remote controller?	Please lower the set temperature further or operate after cancelling the “High power mode” setting on the remote controller.

If you still cannot solve your wireless LAN problem with above mentioned solutions, consult your dealer.

*1. Wireless LAN adapter (included) models



The following messages may appear on the screen while you are using the App.

Communication failed

CLOSE

- Please check the communication environment, such as whether your smartphone is connected to the internet, and try the operation again after a while.  [pg.115](#)
- If this message appears during the air conditioner operation, it may indicate that the wireless LAN adapter software is being updated. Please try after a while.
- Has either the “On timer” or “Off timer” been set with the remote controller? Cancel the “On timer” or “Off timer” settings with the remote controller.

The device malfunctioned

Check the device. For details, check the device's instruction manual.

CLOSE

- Check the air conditioner itself. Please refer to the air conditioner's instruction manual for details.

No response from the device

Check your connection environment, such as whether the device and router are turned on. If the router has been changed, request the administrator to register the device again. For details, check the app's instruction manual.

CLOSE

- Make sure your smartphone is properly connected to the internet.
- Check the communication environment such as whether the air conditioner and router are turned on.  [pg.115](#)
- Did you initialize the Wi-Fi™ interface? If so, reboot the Wi-Fi™ interface and connect it with the router again.
- Restarting or resetting the wireless LAN, or restarting the router may improve connection.
Reboot  [pg.126](#)
- Moving the router closer to the air conditioner may improve the connection.

The device is operating. Wait a bit before attempting to operate again.

CLOSE

- Another smartphone is operating the air conditioner. It cannot be operated from multiple smartphones simultaneously. Please wait a while and try again. (Maximum of 30 seconds.)



Next

[Previous](#)**Updating the adaptor.**

Please wait a moment.

[CLOSE](#)

- The software for the wireless LAN adaptor is being updated. Do not turn off the power while updating. Please try again after a while. Before operating the device from your smartphone, please operate the device first using the remote controller.

There is an schedule setting that interferes with this schedule setting. To enable this schedule, change the settings of this schedule (event settings, scenes or operating devices contained in actions) or disable the interfering schedule.

[CLOSE](#)

- This message may appear when creating and editing the schedule.
- Other enabled schedules include air conditioners that operate at the same time on the same day. You cannot enable the overlapped schedules that are set to operate the same air conditioners at the same time and on the same day. Please change the settings or temporarily disable any overlapping schedule and then set the schedule again.

Cannot find registered device.

(UNKNOWN-404)

[CLOSE](#)

- The wireless LAN adaptor is not connected to the server through the router. Make sure that the router to which the air conditioner is connected is connected to the internet.
- If you are using an internet connection via IPoE and the IPv4 over IPv6 service (e.g., v6 Plus), the wireless LAN adaptor may not be able to connect to the server.
- If this error message appears while using the IPv4 over IPv6 service, please change the connection method to IPv4 internet to PPPoE or other methods. Consult with your internet provider for the change methods (router settings, including the ID and password settings).

[Next](#)

12.

If This Message Appears on Your Screen (3)

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An error occurred.
Returning to MyME.

Close

- This appears when an error occurs in the AC operation screen. Tap “Close” to return to the MyME App’s home page. The operation immediately before the error occurred may not be valid. Tap the AC icon and move to the AC operation screen to check the status of the air conditioner.

Room temp: 24.0°C

 Malfunctioning

The device malfunctioned
Error code: XXXX

- An error occurs with the air conditioner.
- Be sure to provide the error code displayed (4 digits) when consulting your dealer.

The device malfunctioned

Error code: XXXX



Administrator-only settings

The following functions can only be configured by administrators. Members are not permitted to configure these settings.  [pg.13](#)

- Register/Delete air conditioners (1 administrator must be assigned to each air conditioner.)
- Changing AC Name
- Software update settings and automatic software update settings for the adapter
- Invite/Delete device sharing members, and change the administrator

If you have problems about your password

If you cannot log in and forget your password, please try the following solutions.

- Failed to log in.
 - You may enter wrong email address or password.
- Forgot your password  [pg.20](#)
 - Tap “Forgot password?” in the login screen to reset your password.

The characters in the invitation email are not displayed correctly.

If the invitation email is opened with the default iOS app, “Message”, the characters in the email may be displayed incorrectly. Please adjust your settings so that emails can be opened with the “Mail” app.

Failed to send notifications.

■ Please check the notification settings on your smartphone.

1. Tap “MyME” in the smartphone “Settings” screen.
 2. Tap “Notifications” on the “MyME” screen.
 3. Tap “Allow” on the “Notifications” screen to make the switch .
 4. If the MyME App is running, terminate it first, and then start up the App again.
- Please refer to the instruction manual for your smartphone for its setting details.

■ Please check the settings instructions below if your smartphone is based on Android 12 or a later version.

1. Open the “Apps” screen from the “Settings” screen on your smartphone. Then, tap “MyME”.
2. Tap “Permissions” on the “App info” screen.
3. Check the “Remove permissions and free up space” switch on the “Permission” screen.

If the switch is turned ON (), and the App remains unused for several months, it will enter a suspended state and you will no longer receive notifications. Turning OFF () the switch prevents the App from entering a suspended state.

**Update the wireless LAN adapter software.**

When you receive a notification about a software update for the wireless LAN adapter in the MyME App “Maintenance information”, please proceed to update the software for the wireless LAN adapter.

Software updates are only allowed for administrators. Members are not permitted to do this. Please refer to the following page for details.

Updating Adapter Software  [pg.96](#)

Failed to register air conditioners.

If the air conditioner registration was failed, check the following items.

- Is your smartphone connected to the router?
 - Please make sure your smartphone is connected to the router. Please refer to the instruction manuals for your smartphone and router for details.
- Is the air conditioner connected to the router?
 - Make sure the air conditioner is connected to the router.

Registering Air Conditioners  [pg.25](#)

- Is the router “network segmentation” or “privacy separator” function enabled?
 - When registering the air conditioner, terminal-to-terminal communication needs to be allowed. If these functions are enabled, disable them only during the air conditioner registration and revert to the original settings after registration. Please refer to the router instruction manual for details.
- Is the distance between the air conditioner and the router too far?
 - If it is too far, please move them closer together.

Failed to connect to the router.

Please try the following solutions if your router cannot connect to the air conditioner (wireless LAN adapter).

- If the router is not turned on, please turn it on.
- Please make sure the router is compatible with “IEEE802.11b/g/n (2.4GHz)” and “WPA2™-PSK (AES)”.

The router you want to connect to is not listed on the router SSID selection screen.

If the router you want to connect to is not listed on the router SSID selection screen, please check the router settings.

- If the router is in the SSID hiding mode (stealth mode), select “Others (manual settings)” to enter the router’s SSID manually.
- If the MAC address filtering is enabled, disable it temporarily.



Failed to register the air conditioner with iOS-based smartphones.

If you tap “Don’t Allow” instead of “Allow” on the screen shown on the right, communication between the MyME App and your air conditioner will no longer be available, and the air conditioner registration will fail. Please change the local network settings in the following steps.

“MyME” would like to find and connect to devices on your local network

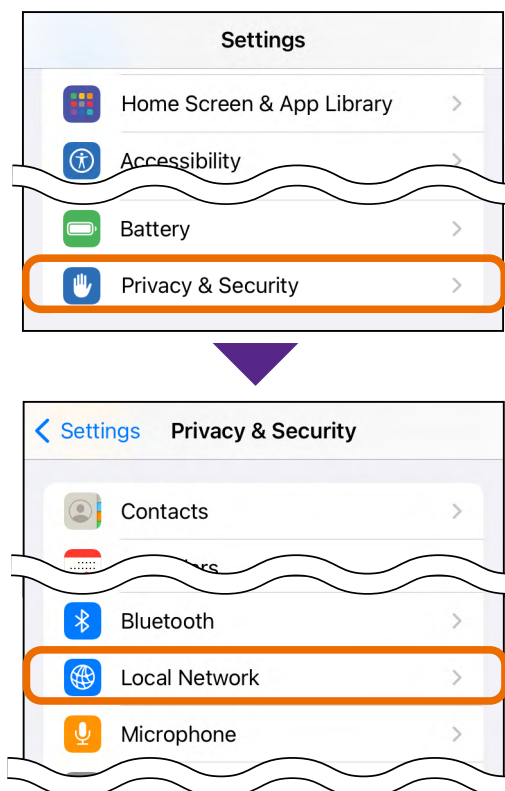
This app will be able to discover and connect to devices on the networks you use.

Don't Allow

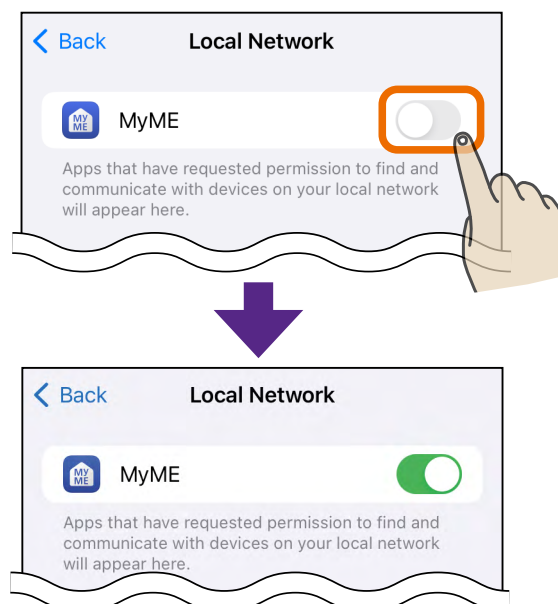
Allow

- 1 Open “Settings” in your smartphone, tap “Privacy & Security”, and then open “Local Network”.

The arrangement of the items and the screen may vary depending on the smartphones.



- 2 Tap the “MyME” switch to turn it on.



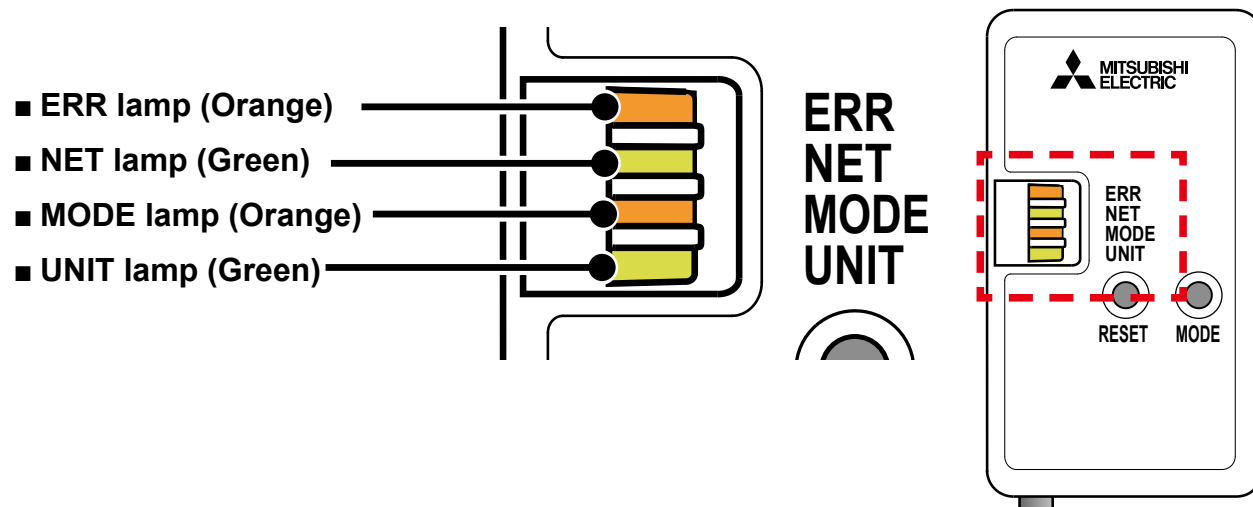
12.

Flashing Patterns of the Wireless LAN Adapter Lamps

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The flashing patterns of the wireless LAN adapter lamps for air conditioners, MAC-589IF-E, are as follows.



ERR	NET	MODE	UNIT	
 OFF	 Flashes once every 0.5 seconds	 Flashes once every 0.5 seconds	 OFF	The software for the wireless LAN adapter is being updated. Please try again after a while.
 OFF	 Flashes once every 5 seconds or twice every 0.2 to 0.5 seconds (or OFF)	 OFF	 OFF or ON	An error occurs in the communication or connection with the air conditioner. Please consult your dealer and ask for repair.
 Flashes one to three times every 5 seconds, or flashes once every 0.2 to 0.5 seconds.	 Flashes once every 5 seconds or twice every 0.2 to 0.5 seconds (or OFF)	 OFF	 Flashes once every 5 seconds.	- A communication error occurs between the wireless LAN adapter and the server. Please check the signal strength. pg.95 - Make sure that the device such as a smartphone to which the router is connected is connected to the internet.
 OFF	 OFF	 Flashes once every 5 seconds.	 Flashes once every 5 seconds.	Operating in AP mode. Press and hold the MODE button for about 7 seconds, then release it to return to normal mode.



Follow the instructions below to perform maintenance on the wireless LAN adapter.

- For your safety, please unplug the air conditioner or turn off the circuit breaker before performing maintenance on the wireless LAN adapter.
- If it gets dirty, please wipe it with a dry, soft cloth. When dirt becomes visible, dampen a cloth with lukewarm water mixed with a recommended amount of neutral dish soap. Wipe the surface, then wipe with water to ensure no detergent residue remains. Please avoid using chemical cleaning cloths.
- Never use organic solvents such as benzene or thinner, or alcohol, under any circumstances. It may cause deformation or discoloration.
- Do not apply cleaning agents or insecticides to the wireless LAN adapter. Also, avoid prolonged contact with rubber, vinyl, adhesive tape, or any other materials not specified by our company. It may cause deformation, discoloration, damage, or other malfunctions.

12. Rebooting (1)

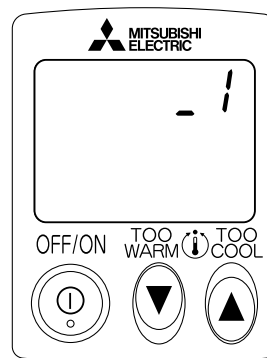
TOC



For the wireless LAN adapters (included)

Reboot the Wi-Fi™ interface with the remote controller.

- 1** Press the OFF/ON button to turn off the air conditioner.
- 2** Hold down the Temperature ▼ for 5 seconds.
- 3** Select “_1” by pressing Temperature ▲ and ▼.
- 4** Point the remote controller toward the indoor unit and press the OFF/ON button.
- 5** The indoor unit beeps 2 times when resetting is complete.

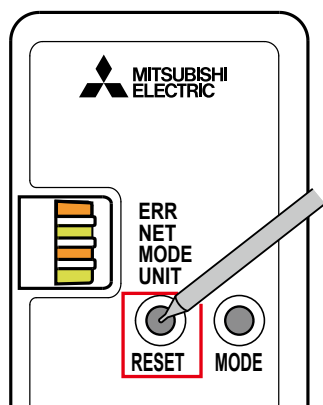




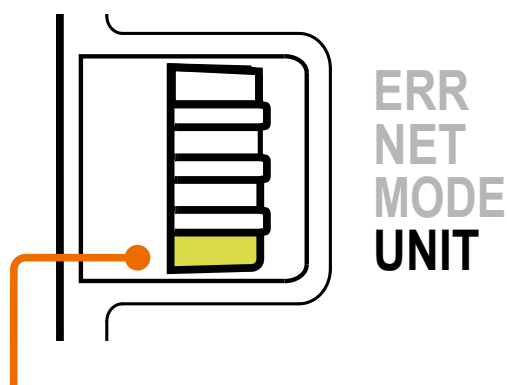
For the wireless LAN adapters (optional)

Reboot the Wi-Fi™ interface with the wireless LAN adapter's button.

- 1 Use a thin rod to press and hold the wireless LAN adapter “RESET” button for about 2 seconds.



- 2 The rebooting process is complete when all the lamps turn off and only the UNIT lamp turns on.



UNIT lamp (Green)

12. Initializing (1)

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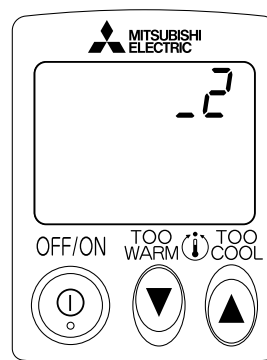


For the wireless LAN adapters (included)

Initialize the Wi-Fi™ interface with the remote controller.

Set up the Wi-Fi™ interface and the router again by the following method with the remote controller.

- 1** Press the OFF/ON button to turn off the air conditioner.
- 2** Hold down the Temperature ▼ for 5 seconds.
- 3** Select “_2” by pressing Temperature ▲ and ▼.
- 4** Point the remote controller toward the indoor unit and press the OFF/ON button.
- 5** The indoor unit beeps 3 times when resetting is complete.



Note

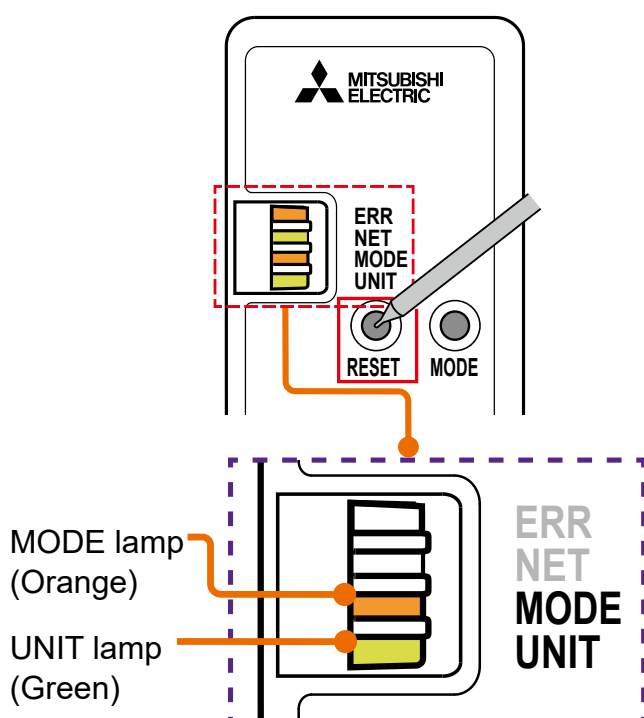
To enable the wireless function (remote control) after initializing the Wi-Fi™ interface, connect it with the router (the wireless LAN access point) again.



For the wireless LAN adapters (optional)

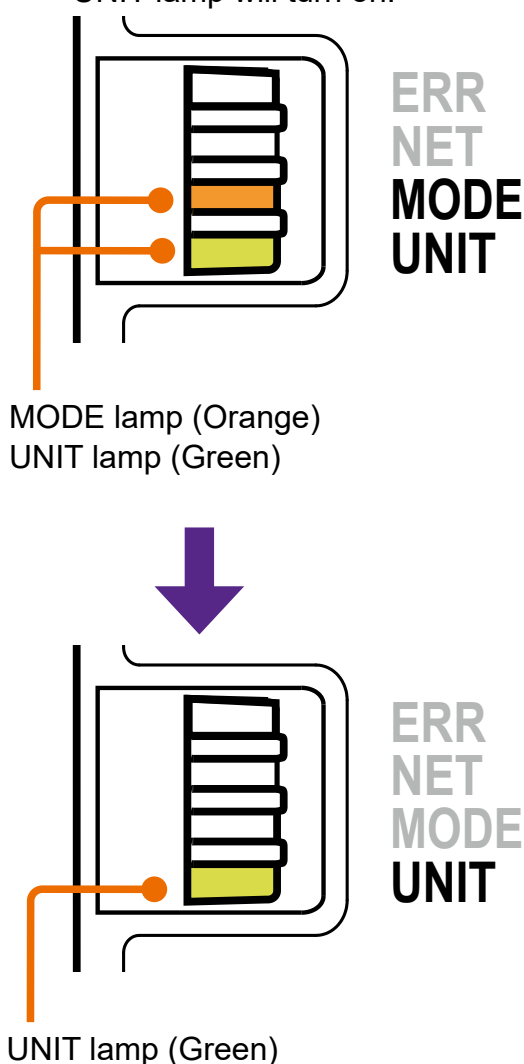
Initialize the Wi-Fi™ interface with the wireless LAN adapter's button.

- 1 Use a thin rod to press and hold the wireless LAN adapter “RESET” button (for about 14 seconds) until the MODE lamp (orange) and UNIT lamp (green) lamp turn on.



- 2 When the MODE lamp and UNIT lamp turned on, the initializing process is complete.

After releasing the RESET button, all the lamps turn off first, and then only the UNIT lamp will turn on.



Note

To enable the wireless function (remote control) after initializing the Wi-Fi™ interface, connect it with the router (the wireless LAN access point) again.

12.

When Disposing of the Device or Changing Users

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When disposing of the device or changing the user of an air conditioner, be sure to delete the air conditioner registration and initialize the wireless LAN adapter to disable remote control.

Deleting device registration

Delete the devices registered in the MyME App. Please refer to “Deleting Registered Air Conditioners”  [pg.97](#) for the steps.

Initializing

For the wireless LAN adapters (included)  [pg.128](#)

For the wireless LAN adapters (optional)  [pg.129](#)

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Specifications

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■ MAC-589IF-E

Part name	Wireless LAN adapter
Model	MAC-589IF-E
Power	12.7 VDC (Power supplied from the air conditioner)
Power consumption	Maximum 2W
Outer dimension	73.5 mm (height) × 41.5 mm (width) × 18.5 mm (depth)
Mass ^{*1}	95 g (including cable)
Cable length	2,040 mm
Wireless communication system	IEEE802.11b/g/n (2.4 GHz)
Encryption system	WPA2™-PSK (AES)

*1. Indoor unit connecting cable included

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