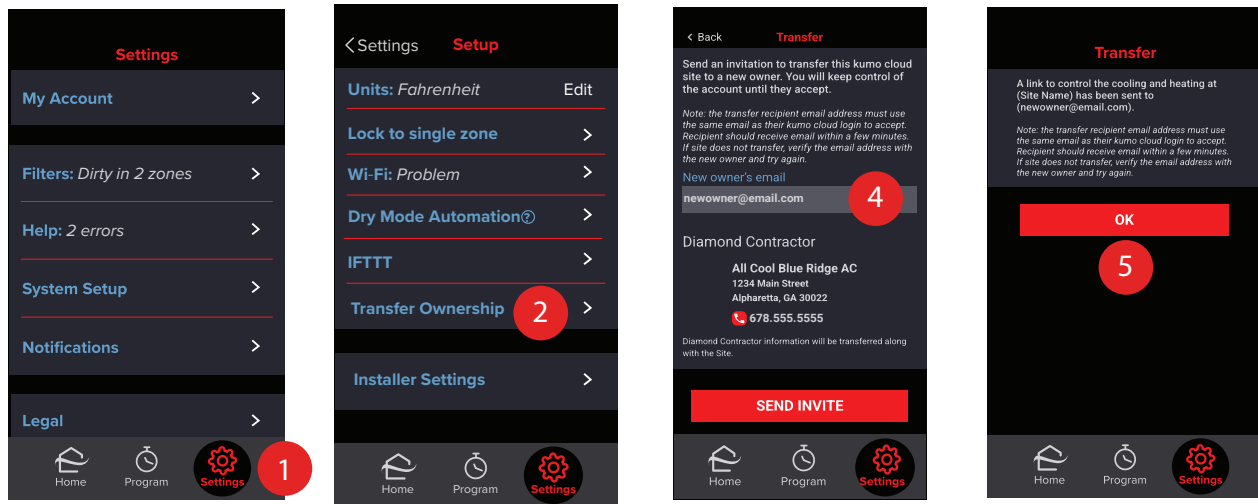


9.9. Transfer Ownership



If you sell your house, you can pass on control of the cooling and heating to the new owner. You can also use Transfer Ownership to give access to a service technician, who can transfer it back to you after the task is complete.

1. Tap **Settings** and then tap **System Setup**.
2. Tap **Transfer Ownership**.
3. If you have more than one site, such as a primary residence and a vacation home, choose which to transfer (not shown).
4. Enter the **New owner's email** address and tap **Send Invite**.

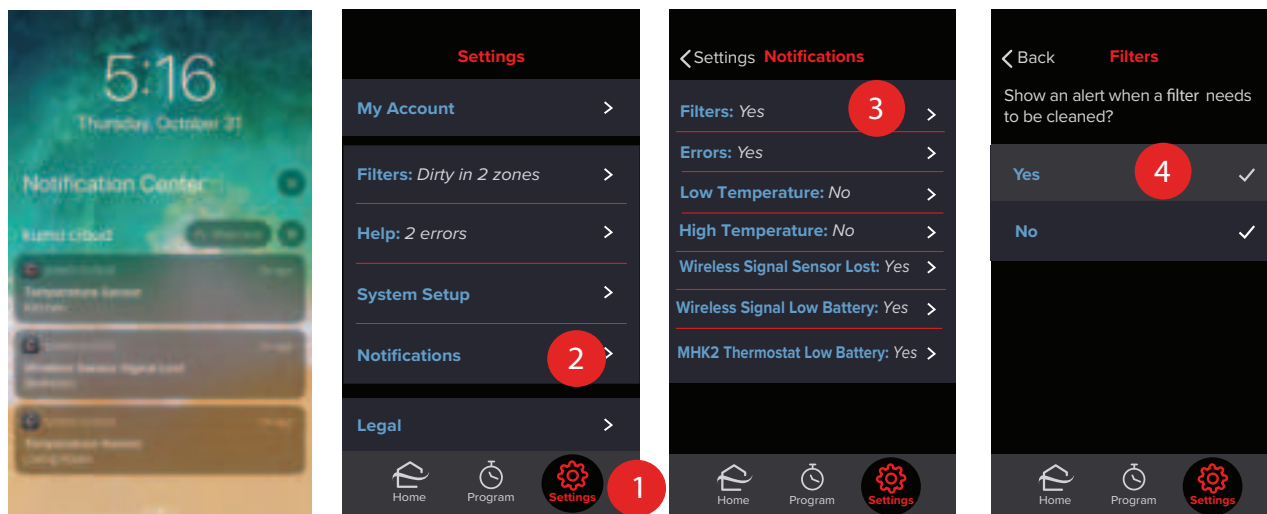
Note: Use the same email address the transfer recipient uses to log into their kumo cloud account to enable the transfer. If the recipient does not have an account, they will have to create one to accept the transfer.

kumo cloud sends an email or text to the recipient notifying them of the transfer and, if required, instructions to download the app and create an account.

If a Diamond Contractor is associated with the site, the contractor's contact information is also transferred to the new homeowner.

5. A message that the recipient has been notified of the transfer appears. Tap **OK** to close the message. Zones remain in your kumo cloud account, until the new owner accepts the invitation by opening the app and logging in with their email address. If the email address was entered incorrectly, or if the new owner doesn't accept the invitation, follow the above steps and re-send the email.

10. Set Notifications



kumo cloud® can send push notifications to your phone/tablet, even if the app is not open, to alert you about dirty filters, equipment problems or extreme temperatures. For zones that are connected to MHK2 controllers, kumo cloud can also send push notifications for low battery levels on the controllers.

Note: Notifications are setup by the device and are device specific.

Choose the messages you wish to receive.

1. Tap **Settings**.
2. Tap **Notifications**.
3. Tap a notification **Type**.
4. Tap **Yes** to receive the message described, or **No** to turn it off.

11. Accessories

11.1. Wireless Temperature and Humidity Sensor



The PAC-USWHS003-TH-1 Wireless Sensor is a wireless temperature and humidity sensor that is designed to provide remote sensing capabilities to the Wireless Interface. This is an optional part. Up to one Wireless Sensor may be configured for each Wireless Interface. The Wireless Interface should already be setup within kumo cloud prior to configuring the Wireless Sensor.

For installation instructions, please refer to the kumo cloud Technician manual.

11.2. Wireless Sensor Battery Replacement

The Wireless Sensor uses a CR2477 coin battery. Your kumo cloud app will indicate when the battery is low and should be replaced.

1. Remove the front cover by holding the sensor firmly on the sides and insert the edge of a credit card or a small, flat blade into the slit running along the edge of the front of the sensor. Once the card/blade is between the cover and the case, tilt it toward the sensor and the cover should pop off.
2. Gently lift the electronic board from the case and flip over to reveal the battery compartment. Be careful not to excessively pull the wires attaching the board to the case.



3. Nudge the expired battery out by pushing through the holes until it slides free of the compartment.



4. Replace with a new battery, with the positive (+) side facing up and the negative side facing the back of the electronic board. You will hear a faint chime/ringing sound as the battery is inserted. This will indicate that the battery has been installed correctly.



5. Replace the board inside the case with the electrical components facing the open part of case and sitting securely on tiny pegs at the top and bottom of the case.



6. Replace the cover ensuring that the holes are aligned and press firmly until it snaps back into place.



7. If the device was removed from a wall, you will need to acquire a dot or strip of double-sided adhesive tape to re-attach the Wireless Sensor to the wall.

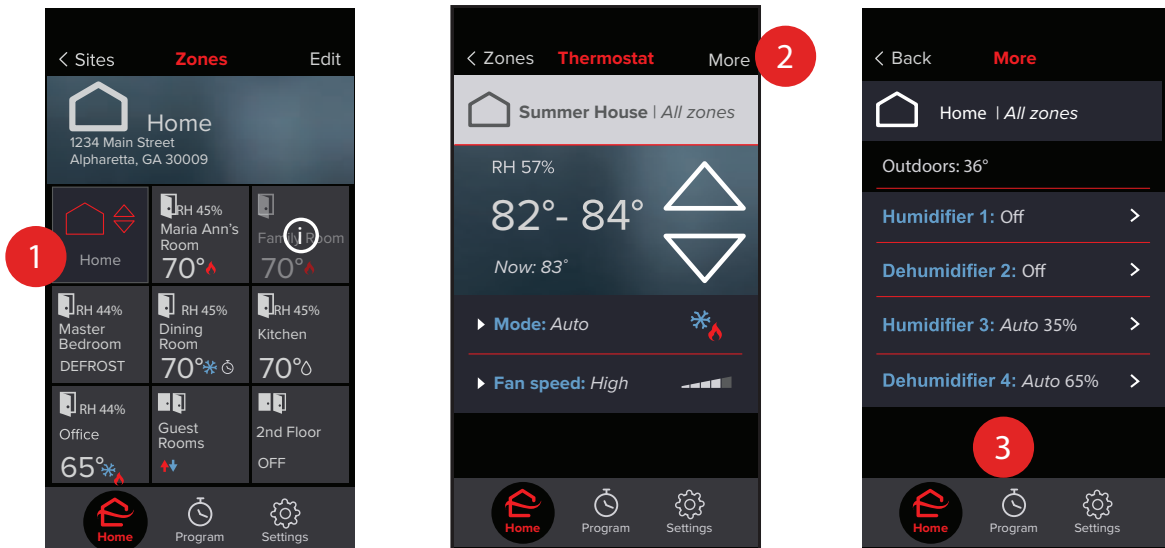


Note: The small hole must be over the sensor or the device will not correctly sense temperature and humidity.

12. kumo station

kumo station integrates the control of your Mitsubishi Electric HVAC System with third-party backup heaters, humidifiers, dehumidifiers, ventilation systems and hydronic heaters. Contact your Mitsubishi Electric HVAC installer in order to add kumo station to your site.

12.1. Control kumo station Accessory

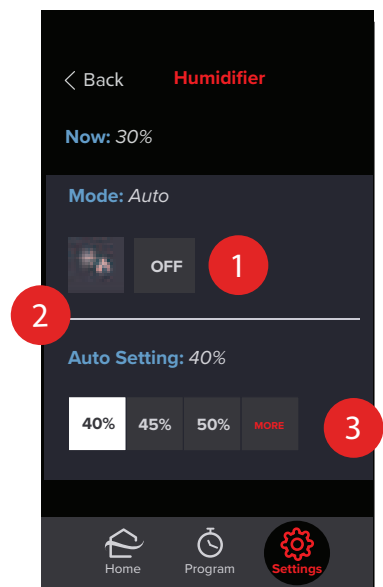


1. To control kumo station accessories, select .
2. Select **More**.
3. Select the **Accessory** you would like to control.

12.2. Humidifier

First, follow the steps in the [Control kumo station Accessory](#) section. Then, select the humidifier **Mode**.

1. **OFF**: Do not run the humidifier.
2.  Runs the humidifier as needed to meet the target relative humidity percentage. When the target percent humidity is reached, the humidifier will turn off.
3. When the mode is set to , set the target relative humidity percentage.

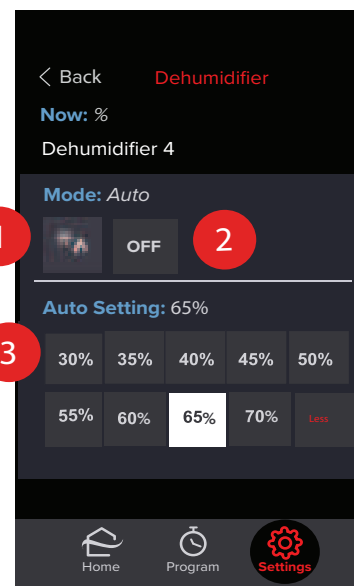


12.3. Dehumidifier

First, follow the steps in the [Control kumo station Accessory](#) section. Then,

Select the **Mode** for the dehumidifier:

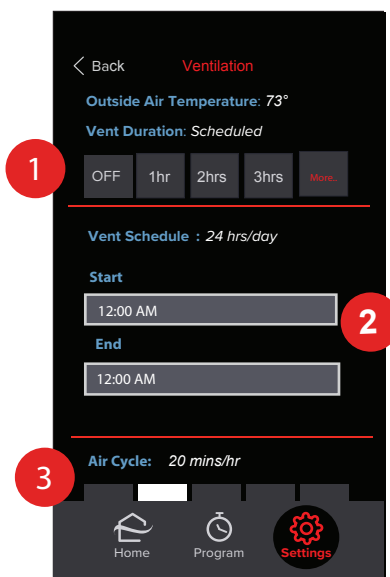
1.  Runs the dehumidifier as needed to meet the target relative humidity percentage.
2. **OFF**: Disable the dehumidifier.
3. When the mode is set to , the target relative humidity percentage must be set.



12.4. Ventilation System

First, follow the steps in the [Control kumo station Accessory](#) section. Then,

1. Select the **Duration** to run the ventilation system.
On: Run the system on schedule indefinitely.
X hrs: Run the system for a fixed amount of time.
Off: Disable the ventilation system.
2. With duration set to **On**, set the schedule by configuring the daily start and end times. If you would like the ventilation to run 24/7, set these values to be the same (i.e. 12 PM to 12 PM).
3. Select the **Air Cycle** to identify how many minutes out of each hour the ventilation system should be active. (Not shown)



13. FAQs

Can I use both the remote controller and the app?

Yes. Whichever control was adjusted most recently takes effect.

Can I control the same home from multiple smartphones?

Yes. Use the same email and password to log in from the second device.

If service from the internet service provider (ISP) goes out will kumo cloud still work?

Yes. As long as the local wireless network is functioning, you can change the temperature using a smartphone or tablet from inside the house.

Note: Remote operations will not work. If you adjust the program or rename a zone, those changes won't appear on any other mobile devices until the connection is restored.

If service from my ISP goes out will the programmed schedule continue?

Yes. The programmed schedule continues without interruption with Wireless Interface WI 1 and WI 2 (i.e. model PAC- USWHS002-WF-1 and PAC-USWHS002-WF-2, respectively).

If the Wireless Interfaces are the older model PAC-WHS01WF-E, programmed events may be interrupted by an internet outage. If a momentary interruption occurs and service returns within 10 minutes, all events take effect. If internet service remains out, programmed events will not continue until the service returns.

If power goes out will kumo cloud® come back up?

Yes. As soon as power returns to the equipment and the local network, the app can be used to control the units. Programmed events will be interrupted after a power outage until internet service returns as well.

Do programmed events adjust for Daylight Saving?

Yes. If there is Daylight Saving Time in the local time zone, times adjust automatically. A 3:00 PM event occurs at 3:00 PM local time.

If I adjust the program from my smartphone or tablet while traveling in a different time zone, what happens?

Programmed events are based on the time zone at the home location. Setting an event at 3:00 PM from a different time zone will occur at 3:00 PM at the home time zone.

13.1. kumo cloud on Google Home

Google will manage your Google Home experience with kumo cloud; however, the following answers to some frequently asked questions may be helpful.

How can I find the kumo cloud app for Google Home?

You can find the kumo cloud app for Google Home by going to the Google Home app and adding a device. Look for kumo cloud.

How do I set the mode and temperature range?

Mode and temperature ranges depend upon the specific unit being controlled, meaning that if you attempt to command a cool-only unit into heat mode, Google will respond “That mode is unavailable.” Similarly, if you attempt to command a setpoint outside the capabilities of a unit, you will be met with “The thermostat cannot be set to that temperature”.

Mode:

- Off (turns the unit off)
- On (returns the unit to its previous mode, prior to the Off command)
- Heat
- Cool
- Heat-Cool (can also be referred to as Auto)

What is the standard setpoint range of cool and heat?

In Cool/Heat, most units have a standard range of 61°- 88° F (roughly 16°- 31° C) and that full range is accessible. Google will query the adapter for supported temperature ranges and user-configured minimums and maximums, and will abide by those.

What is the standard setpoint range of the Auto mode?

In Auto, the setpoint range is slightly more constricted because Google will assign 2 setpoints on either side of your requested target value. So if you request the maximum setpoint available, Google will try to use a range of a few degrees above and below your target, and since the one above the maximum is out of bounds for the unit, the command will fail. Under most circumstances, Auto is constricted to 4° F (roughly 2° C) below the maximum and above the minimum, to ensure the returned range fits within the capabilities of the unit.

Will I be able to create names for rooms?

Inside the Google Home app, a user can create rooms with preset or entirely custom names (numbers, punctuation, and even emojis are supported), and can then assign devices as members of these rooms. They can also nickname their devices with the same freedom of input.

- Emojis will be read by their designated text name.
- Numbers will be read as expected.
- Punctuation will be ignored entirely.

By default, the device nicknames are established as whatever the units are labeled inside the kumo cloud app (which supports numbers and punctuation, but no emojis). Name refers to either the nickname of the device, or the room that it belongs to. For example, if you have a unit named Floor Unit 1 and it belongs to the room Kitchen you can either command the Kitchen or the Floor Unit 1 to change mode, and it will have the same effect either way. In the event that a command is directed at a room name for a room that contains multiple devices, the command will be sent to all devices in that room.

13.2. kumo cloud skill with Amazon Alexa

How do I enable the Mitsubishi Electric US kumo cloud skill on my computer, smartphone, or tablet?

Before you enable the Mitsubishi Electric US kumo cloud skill:

- Your Alexa device should be powered on, connected to Wi-Fi®, and provisioned in the Alexa portal (alexa.amazon.com).
- The kumo cloud app should already have zones setup. To enable the Mitsubishi Electric US kumo cloud skill:
 1. On your computer, in any browser, go to the Alexa portal at alexa.amazon.com and sign in to your account. On your smartphone or tablet, you can sign in to the AmazonAlexa app.
 2. In the left pane of the Alexa portal, click **Skills**. On your smartphone or tablet, tap  to view the **Skills** icon.
 3. In the **Search all skills** box, type **Mitsubishi Electric US kumo cloud** and select the kumo cloud skill from the drop-down list.
 4. From the list of results displayed, click or tap **Mitsubishi Electric US kumo cloud**. The **Enable** button and the **Account linking required** message are displayed on the Mitsubishi Electric US kumo cloud skill page.
 5. Click or tap the **Enable** button. The kumo cloud sign in page is displayed.
 6. Under **Sign in with your kumo cloud app**, enter the **Email ID** and **Password** that you use to sign in to your kumo cloud app.
 7. Click or tap **Submit**.

*Tip: You can also reset your kumo cloud password using the **Forgot Password** link. If you do reset your password, remember to sign in to your kumo cloud app account using the new password.*

A message indicating that the linking was successful is displayed.

8. Close the displayed page. The **Discover Devices** pop-up window is displayed. If the pop-up window does not display, go to **Smart Home Devices**.
9. Click or tap the **Discover Devices** button. A pop-up window with a progress bar and the message “Alexa is looking for devices” is displayed. The process may take up to 20 seconds. Once the process is complete, the **Devices** page and the zones from your kumo cloud app account with the same names as in the kumo cloud app, for example, Kitchen, Den, Downstairs, Upstairs, etc. are displayed.
10. You can now control your Mitsubishi Electric equipment using voice commands via Alexa. To confirm that the setup was successful, give the Alexa device a voice command, for example, “Alexa, set the kitchen to 70 degrees.” Alexa should respond that the kitchen unit was set to 70 degrees.

For more information about using the kumo cloud® skill with Amazon Alexa, in your Alexa account go to **Skills > Your Skills > Mitsubishi Electric US kumo cloud**.

How do I change temperature units using Amazon Alexa?

In the US, Fahrenheit is the default temperature unit. To change Fahrenheit to Celsius:

1. On your computer, using any browser, go to the Alexa portal at alexa.amazon.com and sign in to your account. On your smartphone or tablet, sign in to the Amazon Alexa app.
2. In the left pane of the Alexa portal, click **Settings**. On your smartphone or tablet, tap  to view the **Settings** option.
3. On the **Devices** page or screen, click or tap your Alexa device.
4. Go to **Measurement Units**.
5. The **Temperature Units** switch is turned **Off** by default. Turn the switch **On**.
6. Ask Alexa, “Alexa, what’s the kitchen set to?” Alexa should respond with the kitchen temperature in Celsius.

What Modes does the Mitsubishi Electric US kumo cloud skill support?

The Mitsubishi Electric US kumo cloud skill supports the following modes:

- Heat
- Cool
- Auto (or Heat-Cool)
- Off

How do I control my HVAC units using the Mitsubishi Electric US kumo cloud skill after I have relabeled the zone name(s) in my kumo cloud mobile app?

If you have relabeled the zone name(s) in your kumo cloud mobile app, you have to rediscover your devices via your Alexa account or app as follows:

1. On your computer, using any browser, go to the Alexa portal at alexa.amazon.com and sign in to your account. On your smartphone or tablet, sign in to the Amazon Alexa app.
2. In the left pane of the Alexa portal, go to **Smart Home Devices**. On your smartphone or tablet, tap  to go to **Smart Home Devices**.
3. Click or tap the **Discover** button.
A pop-up window with a progress bar and the message Alexa is looking for devices is displayed. The process may take up to 20 seconds. Once the process is complete, the **Devices** page or screen and the relabeled zones from your kumo cloud app account with the same names as in the kumo cloud app, for example, Kitchen, Den, Downstairs, Upstairs, etc. are displayed.
4. You can now control your Mitsubishi Electric equipment using voice commands via Alexa. To confirm that the setup was successful, give the Alexa device a voice command, for example, "Alexa, set the kitchen to 70 degrees". Alexa should respond that the kitchen unit was set to 70 degrees.

What Alexa devices are currently supported?

The following devices are currently supported:

- Echo
- Echo Dot
- Echo Show
- Alexa App on your smartphone or tablet

This product is designed and intended for use in the residential environment.

*Bouchell MP, Parker DS, Anello MT. Factors influencing space heat and heat pump efficiency from a large-scale residential monitoring study. Proceedings of the 2000 ACEEE summer study on energy efficiency in buildings; 2000.

© 2023 Mitsubishi Electric US, Inc.

kumo cloud is a registered trademark of Mitsubishi Electric US, Inc.

iPhone, Apple and AirPort are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service of Apple Inc.

Android and Google Play are trademarks of Google Inc.

Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

Wi-Fi is a registered trademark of Wi-Fi Alliance®.

All other product names mentioned herein are trademarks or registered trademarks of their respective owners.

MITSUBISHI ELECTRIC US, INC.

www.mitsubishielectric-usa.com

Toll Free: 800-433-4822