

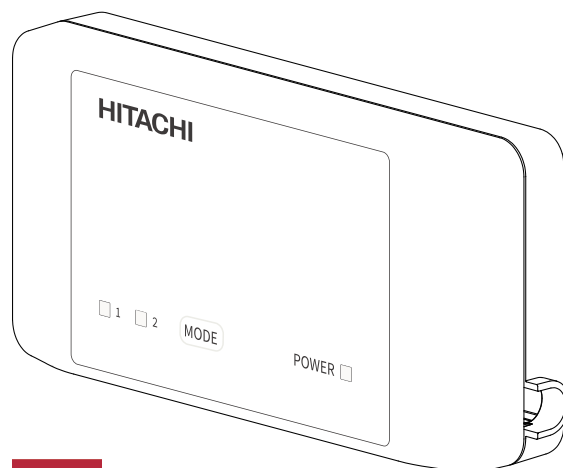
## SERVICE MANUAL

### airCloud Home Application Adapter Version

#### AIR CONDITIONER MANAGEMENT SYSTEM

#### MODEL

RAK-25PSEW	RAK-50REFC	RAM-53NE3F	RAI-E50YHA	RAS-SH18CKM
RAK-25PSES	RAF-25RXB	RAM-90NYP5B	RAI-E60YHA	RAS-SH24CKM
RAK-35PSEW	RAF-35RXB	RAM-90NYP5E	RAS-VJ13CLT	RAS-PH10CLT
RAK-35PSES	RAF-50RXB	RAM-70NYP4E	RAS-VJ18CLT	RAS-PH13CLT
RAK-50PSEW	RAF-25RXE	RAM-53NYP3E	RAS-VJ24CLT	RAS-PH18CLT
RAK-50PSES	RAF-35RXE	RAI-25RPE	RAS-VX10CJ	RAS-PH24CLT
RAK-25RXD	RAF-50RXE	RAI-35RPE	RAS-VX13CJ	RAS-PH30HLT
RAK-35RXD	RAK-18QXE	RAD-18QPE	RAS-VX18CJ	RAS-XH10CKM
RAK-50RXD	RAK-15QPE	RAD-25RPE	RAS-VX24CJ	RAS-XH13CKM
RAK-25RXE	RAF-25RXE	RAD-35RPE	RAS-VJ10JM	RAS-XH18CKM
RAK-35RXE	RAF-35RXE	RAS-S25YHAB	RAS-VJ13CJM	RAS-XH24CKM
RAK-50RXE	RAF-50RXE	RAS-S35YHAB	RAS-VJ18CJM	RAS-XH30HLM
RAK-25RXE	RAK-15QEF	RAS-S50YHAB	RAS-VJ24CJM	RAS-XJ10CKV
RAK-35RXE	RAK-50RPE1	RAS-S60YHAB	RAS-VJ10CKV	RAS-XJ13CKV
RAK-50RXE	RAK-60RPE	RAS-S70YHAB	RAS-VJ13CKV	RAS-XJ18CKV
RAK-18RPD	RAK-70PPD	RAS-S80YHAB	RAS-VJ18CKV	RAS-XJ24CKV
RAK-25RPD	RAD-50RPE	RAS-E25YHAB	RAS-VJ24CKV	RAS-XJ10CKT
RAK-35RPD	RAD-60RPE	RAS-E35YHAB	RAS-DH10CLT	RAS-XJ13CKT
RAK-42RPD	RAD-70PPD	RAS-E50YHAB	RAS-DH13CLT	RAS-XJ18CKT
RAK-50RPD	RAI-50RPE	RAS-E60YHAB	RAS-DH18CLT	RAS-XJ24CKT
RAK-18RPE	RAI-60RPE	RAS-E70YHAB	RAS-DH24CLT	RAS-XJ10CLT
RAK-25RPE	RAM-33NP2E	RAS-E80YHAB	RAS-AJ10CLT	RAS-XJ13CLT
RAK-35RPE	RAM-40NP2E	RAS-E25YCAA	RAS-AJ13CLT	RAS-XJ18CLT
RAK-42RPE	RAM-53NP2E	RAS-E35YCAA	RAS-AJ18CLT	RAS-XJ24CLT
RAK-50RPE	RAM-53NP3E	RAS-E50YCAA	RAS-AJ24CLT	RAS-XJ10CKM
RAK-18REF	RAM-68NP3E	RAS-E60YCAA	RAS-KH10CKT	RAS-XJ13CKM
RAK-25REF	RAM-70NP4E	RAS-E70YCAA	RAS-KH13CKT	RAS-XJ18CKM
RAK-25REFC	RAM-90NP5E	RAS-E80YCAA	RAS-KH18CKT	RAS-XJ24CKM
RAK-35REF	RAM-110NP5E	RAD-E50YHA	RAS-KH24CKT	RAS-XJ30HKM
RAK-35REFC	RAM-40NE2F	RAD-E60YHA	RAS-SH10CKM	
RAK-50REF	RAM-53NE2F	RAD-E70YHA	RAS-SH13CKM	



airCloud Home Adapter

# air

Cooling & Heating

**NOTICE:** Please provide this manual to the next operator to be referenced and kept in a safe place.  
(Installer) → (Wiring electrician) → (Test run operator) → (Customer)

Please carefully read this during Installation.

## Preface

This application is intended for operating and controlling of Room Air Conditioner unit using the airCloud Home application. Install this application according to the procedure and precautions described in the Operation Manual of the Mobile phone.

- In case a medical equipment is used that generates electro-magnetic waves, keep the mobile phone away from the surface that is emitting electro-magnetic waves such that it does not directly face the mobile phone.
- To avoid any influence on radiation propagation in the air, operate the mobile phone at least 3m away from the medical equipment and radios that may generate electro-magnetic waves.

## Safety Summary

- Please carefully read this section before installation of the application.
- Contents with “DANGER” shows the certain cases where improper operation WILL result in severe personal injury or even death. For your safety, please follow this instruction.
- After installation is completed, conduct test running to ensure that no faulty condition is detected.
- Please also ensure to backup the data according to this manual upon completing installation.

## [ Symbols Used in This Manual ]

**⚠ DANGER** : Immediate hazards which WILL result in severe personal injury or death.

**!** : Indicates enforcement matters against the general users.

**⊘** : Indicates prohibited matters.

**NOTE:** This sign indicates other alert information than DANGER.

**NOTICE:** Useful information for operation and/or maintenance.

## Installation and Electrical Work

**⚠ DANGER**

- Contact your distributor or qualified engineer for Installation work. Improper installation can cause electric shock, fire, or unexpected accidents. **!**
- To avoid any electric shock or accident, ask the distributor to have electrical work done by qualified electrician. **!**

- This manual consists of Product Overview, Installation, Air Conditioner Onboarding, Using the Application and Trouble shooting. Refer to Operation Manual for other operations.

### Product Overview

- airCloud Home application is a mobile phone based monitoring and control tool for your Hitachi air conditioner and it provides easy access to view Indoor Unit status, System Settings, Manage ACs, Manage User.

### Installation

- Installation process and user registration.

### Air Conditioner Onboarding

- Onboarding the air conditioner in application.

### Using the Application

- Available features of the application.

### Troubleshooting

- Possible failure scenarios, cause and remedies.

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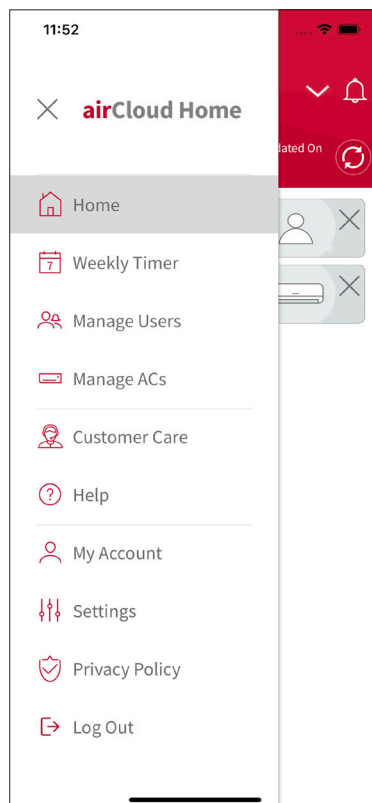
## 1. Product Overview

airCloud Home application is a mobile phone based monitoring and control tool for your Hitachi air conditioner and it provides easy access to view Indoor Unit status, System Settings, Manage ACs, Manage User.

### 1.1 Product Features

airCloud Home application, Version 1.0 and higher versions, provides the following features and benefits.

- (1) Location Independent access to control your air conditioner
- (2) Weekly Timer option
- (3) Easy to add or remove user access



### 1.2 Important Notice

- (1) Carefully read Installation Manual and Operation Manual before utilizing the functionality.
- (2) Please carefully read this section before installation of the application.
- (3) Please also ensure that you are complying with all Warning, Notice and Note applicable for the air conditioner while operating the application.

### 1.3 System Requirement

Following are the minimum system requirements for installation.

- (1) Android 8.0 and above version.
- (2) IOS 10.0 and above version.
- (3) Internet connection with minimum 5 Mbps.
- (4) All types of Android and IOS supporting cell phones.

### 1.4 Pre-installation

Before installing the airCloud Home application, the user should have the following things handy.

- (1) Valid Email ID
- (2) Valid Mobile Phone Number

#### Scenario 1

If the mobile phone is not connected to the mobile data,

- Select **Settings** ---- Select **Data** option



**Scenario 2**

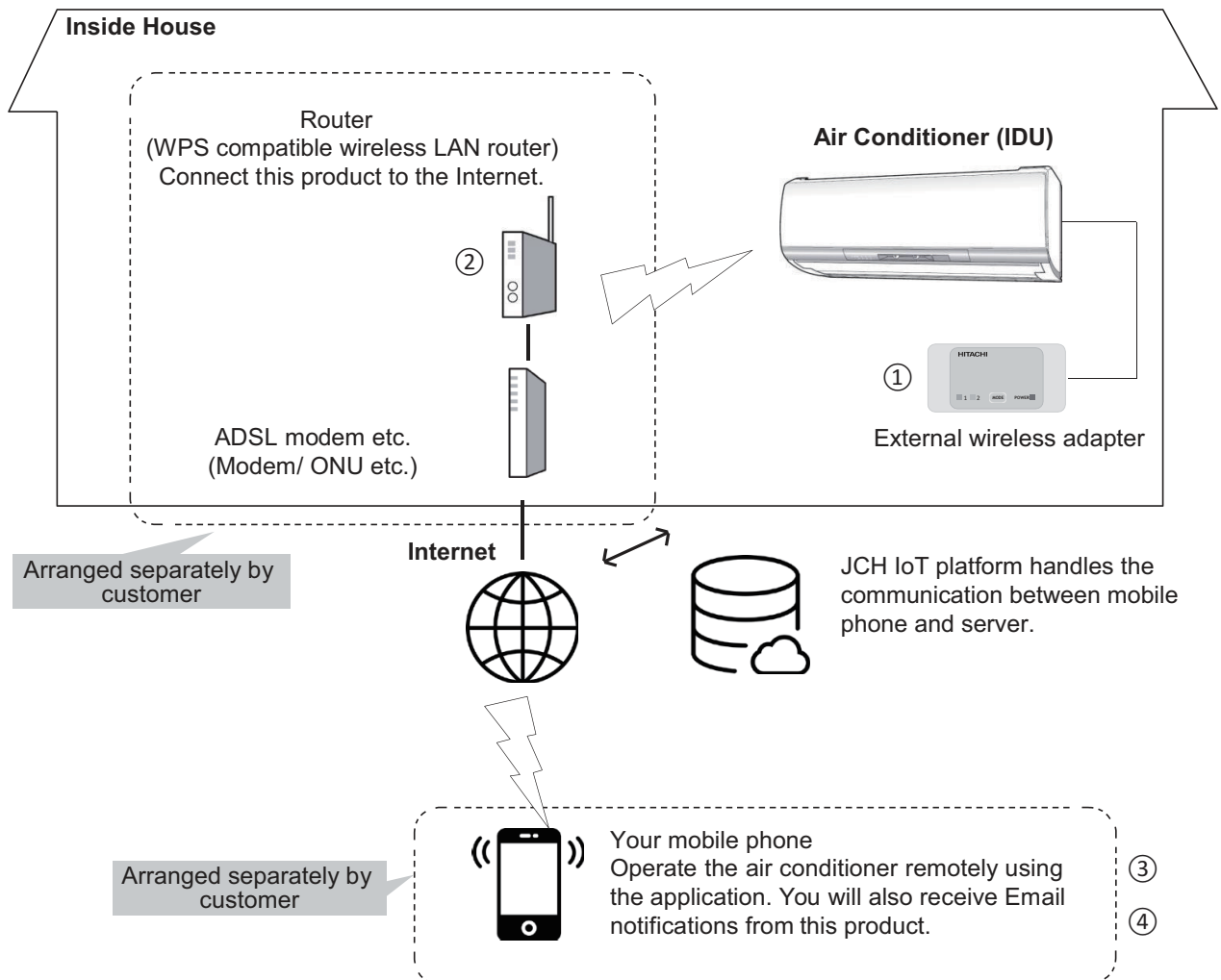
If the mobile phone is not connected to WiFi,

- Select **Settings** ---- Select **WiFi** option ---- Select the Active WiFi Network

During the Onboarding process both the mobile phone and the air conditioner should be connected to the same network.

Before onboarding user should have the following things handy:

- (1) SSID and SSID password  
(SSID and the password will be supplied with the external adapter.)
- (2) Home router password

**1.5 System Overview****1.5.1 Air Conditioner with External Wireless Unit****Instructions before use**

By Dealers and Installers

- ① Attaching the external wireless adapter

Air conditioner will be set up by the installer.  
Air conditioner is available with built-in wireless unit.

By Customers

- ② Wireless LAN setup

Connect the mobile phone with wireless router.

- ③ Designated Application Download

Download the application in your mobile phone.

- ④ Application Registration

Register the details such as Product ID, Password and User Email ID etc.

Before Use

## 2. Installation

airCloud Home application can be installed in mobile phone by two methods.

- (1) Application download from Play Store/App Store
- (2) Application download using Quick Response Code (QR-Code)

### 2.1 Application Download

Use the below application name to search in Play Store/App Store.

- (1) Android - airCloud Home (Global version).
- (2) IOS - airCloud Home (Global version).

### 2.2 User Registration

User can create account using Mobile Phone Number or Email ID.

Run Application and click the following indicated icons to Create Account.

#### 2.2.1 Using Mobile Phone Number

- (1) Select Mobile Phone Number tab and click "Create Account".
- (2) Enter your Name details and click "Continue".
- (3) Select the country code and enter the mobile number.
- (4) Enter password.

**NOTE:**

- Remember password for future reference.
- Password should meet the password strength policy.

- (5) Select Terms and Conditions check box and click continue

**NOTE:**

- Please read the Terms and Conditions carefully.
- Accepting Terms and Conditions is mandatory to register your account.

- (6) User will receive 6-digit verification code in registered mobile number. Enter verification code and select Continue.

**NOTE:**

- Verification code will be valid for 10 minutes.

- (7) User can select Auto-Detect My Location or can fill up Address Details.
- (8) Click "Finish" button.
- (9) Account created successfully window will appear.

## Account Creating Using Mobile Phone Number

The account creation process consists of the following steps:

- Initial Screen:** Displays the HITACHI logo and two tabs: **Mobile No.** and **Email**. Below the tabs are input fields for Mobile Number (with a country code dropdown), Password, and Confirm Password. A **Forgot Password?** link is present. At the bottom are **Login** and **Create Account** buttons.
- Step 1 of 4: Enter Your Name**
  - Fields: Enter First Name, Enter Middle Name, Enter Last Name.
  - Button: **Continue**
- Step 2 of 4: Mobile No. / Email**
  - Fields: Mobile Number (with country code dropdown), Email.
  - Fields: Enter Password, Confirm Password.
  - Feature: Password Strength indicator.
  - Checkbox: ☐ I accept the [Terms and Conditions](#)
  - Button: **Continue**
- Step 3 of 4: Enter Verification Code**
  - Text: Please enter the 6 digit verification code we've sent to your mobile number.
  - Display: SMS: +9194\*\*\*\*\*55
  - Button: **Resend Code**
  - Field: 000-000
  - Button: **Continue**
- Step 4 of 4: Enter Address Details**
  - Button: **Auto-Detect My Location**
  - Text: Or
  - Fields: Address Line 1, Street, Area, City, State, Zip-Code.
  - Button: **Finish**
- Final Screen:**
  - Text: Your account has been created successfully
  - Image: Green checkmark icon
  - Text: **Account Created**

### Scenario

If verification code is not received,

- Please check the registered Mobile Phone Number is correct or not.
- If the user is in Roaming, Roaming mode should be ON.
- If the verification code is not received after some time in the mobile phone, user can click Resend Code (refer Page 4 , **Account Creating using Mobile Phone Number**) to receive the verification code again.

### 2.2.2 Using Email ID

- (1) Select Email tab and click "Create Account".
- (2) Enter your Name details and click "Continue".
- (3) Enter valid Email ID.
- (4) Enter password.

**NOTE:**

- Remember password for future reference.
- Password should meet the password strength policy.

- (5) Select Terms and Conditions check box.

**NOTE:**

- Please read the Terms and Conditions carefully.
- Accepting Terms and Conditions is mandatory to register your account.

- (6) User will receive 6-digit verification code in registered Email ID. Enter verification code and select Continue.

**NOTE:**

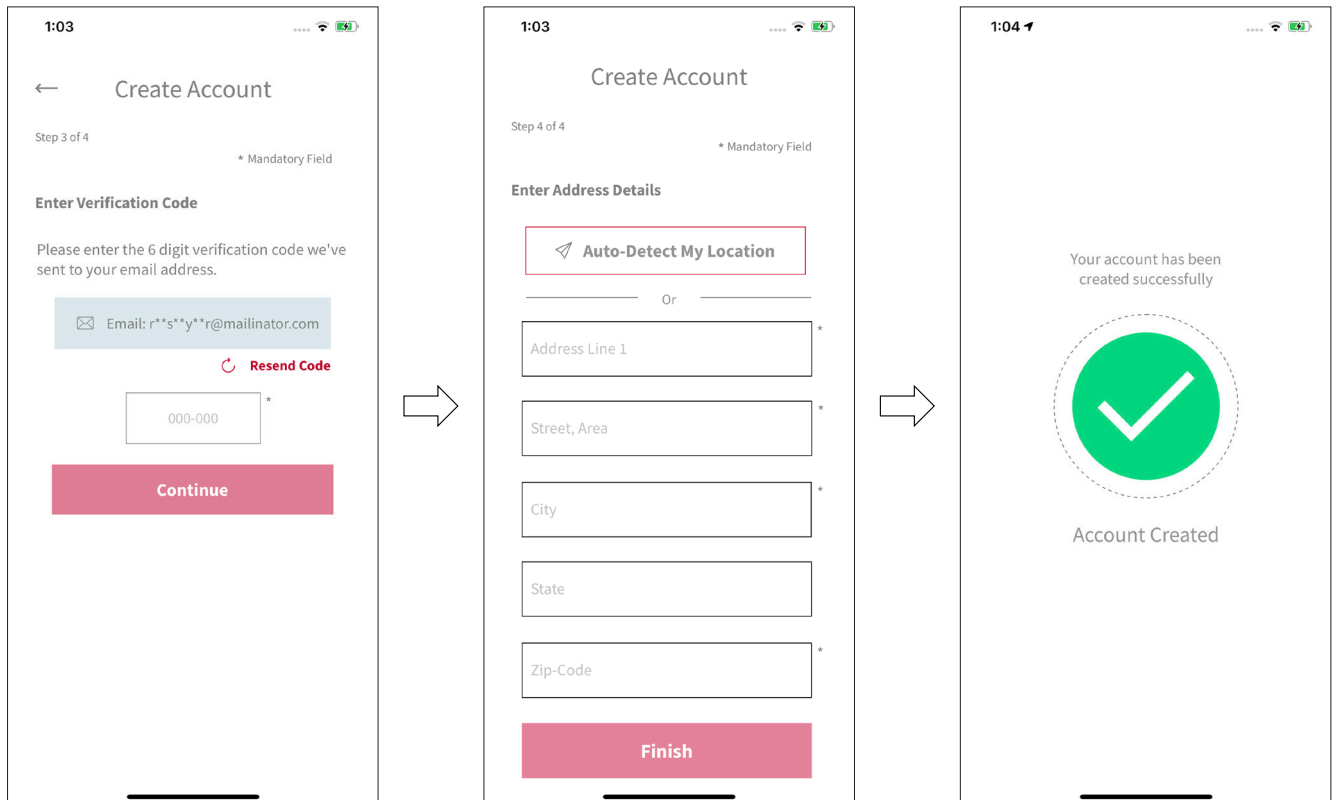
- Verification code will be valid for 10 minutes.

- (7) User can select Auto-Detect My Location or can fill up Address Details.
- (8) Click "Finish" button.
- (9) Account created successfully window will appear.

### Account Creating Using Email ID

The process is illustrated through three sequential mobile app screenshots:

- Screen 1 (Login/Signup):** Displays the HITACHI logo and two tabs: "Mobile No." and "Email". Under the "Email" tab, there are fields for "Email" and "Password", a "Forgot Password?" link, a "Login" button, and a prominent red "Create Account" button.
- Screen 2 (Name Entry):** Titled "Create Account", it is "Step 1 of 4". It prompts the user to "Enter Your Name" with three fields: "Enter First Name", "Enter Middle Name", and "Enter Last Name". A "Continue" button is at the bottom.
- Screen 3 (Email and Password Entry):** Also titled "Create Account", it is "Step 2 of 4". It has two tabs: "Mobile No." and "Email". Under the "Email" tab, there are fields for "Email", "Enter Password", and "Confirm Password". It includes a "Password Strength" indicator and a checkbox for "I accept the Terms and Conditions". A "Continue" button is at the bottom.



### Scenario

If verification code is not received,

- Check Spam folder
- Verify your Email ID
- If the verification code is not received after some time in the Email, user can click Resend Code (refer Page 5 , **"Account Creating Using Email ID"**) to receive the verification code again.

## 2.3 Activate Account

- Once user deactivate account, user can reactivate account either using Email ID or Mobile Phone Number.
- Please enter registered Email ID or Mobile Phone Number and select Continue.
- User will receive 6-digit verification code in registered Email ID or Mobile Phone Number.
- Enter verification code and select "Continue".
- User will see "Account successfully activated" message in the application.

## Account Activating Using Mobile Phone Number

3:19

← Activate Account

Step 1 of 2

\* Mandatory Field

Please Enter Email/ Mobile Number

Please enter your email or mobile number to activate your account.

Mobile No.

Email

+91

Mobile Number \*

Continue

→

3:19

← Activate Account

Step 2 of 2

\* Mandatory Field

Enter OTP

Please enter the 6 digit verification code we've sent to your mobile number.

SMS: +9194\*\*\*\*\*73

Resend Code

000-000 \*


Continue

→

3:20

Account Activated

Your account has been successfully activated.



## Account Activating Using Email ID

3:19

← Activate Account

Step 1 of 2

\* Mandatory Field

Please Enter Email/ Mobile Number

Please enter your email or mobile number to activate your account.

Mobile No.

Email

Email \*

Continue

→

3:19

← Activate Account

Step 2 of 2

\* Mandatory Field

Enter OTP

Please enter the OTP (One-Time Password) we've sent to your email address.

Email: r\*\*s\*\*y\*\*r@mailinator.com

Resend Code

000-000 \*


Continue

→

3:20

Account Activated

Your account has been successfully activated.



## 2.4 Account Login

After successful account activation, user can login to the application using,

- (1) Registered Mobile Phone Number (or)
- (2) Registered Email ID

### ERROR:

If the Mobile Phone Number or Email ID/ Password does not match, “Incorrect Username / Password” error will be displayed.

Only 10 incorrect attempts are allowed for a day.

#### Scenario 1

If Mobile Phone Number or Email ID/ Password does not match,

- User can try “Forgot Password” option.

#### Scenario 2

If Mobile Phone Number or Email ID/ Password does not match after 10 incorrect attempts in a day,

- User account will lock (soft lock) for 2 minutes and can be tried after 2 minutes.

#### Scenario 3

After 3 consecutive soft locks, if user credentials does not match,

- User account will lock (hard lock) for 24 hours and can be tried only after 24 hours.
- User can check with customer care or raise a service request.

### Service Solution

- The user contacts customer care/ service desk (refer section “5.2.2 Error When Logging In”).

### 3. Air Conditioner Onboarding

User can Onboard the air conditioners using airCloud Home application. Air conditioners are available with Built-in Wireless Unit

#### 3.1 With External Wireless Adapter

Air conditioners with External Wireless Adapter can be Onboarded by two methods,

- (1) WPS Mode
- (2) Connect using AP Method

##### 3.1.1 Connect Using WPS Mode

This method is used when the WiFi Router is available with "WPS" Button. In WPS Mode, user can use two methods,

- (1) Using QR code
- (2) Without QR code

**NOTE:**

- While Onboarding process both Mobile Phone and air conditioner should be in same network.

**(i) Using QR Code**

User can on board an air conditioner by following the below steps,

- (1) Select "Manage ACs" from hamburger menu bar.
- (2) Click on "Add Air Conditioner" button.
- (3) QR Code scanning window will appear, Place the QR code in center of the scanner.

**NOTE:**

- QR-Code is supplied with the external adapter.

- (4) If scanning is successful, "QR Code scanned" window will appear.
- (5) Select "Connect using WPS method" from the list.
- (6) Connect your adapter with default router by selecting "OK" button.

**NOTE:**

- User should enter the WiFi password to connect.
- If user want to pair the air conditioner with another router, click on the "Change Router".

- (7) Enable WPS on adapter by long pressing "MODE" button for 3-7 seconds (Indicator (1) and (2) will toggle between WPS and AP.)

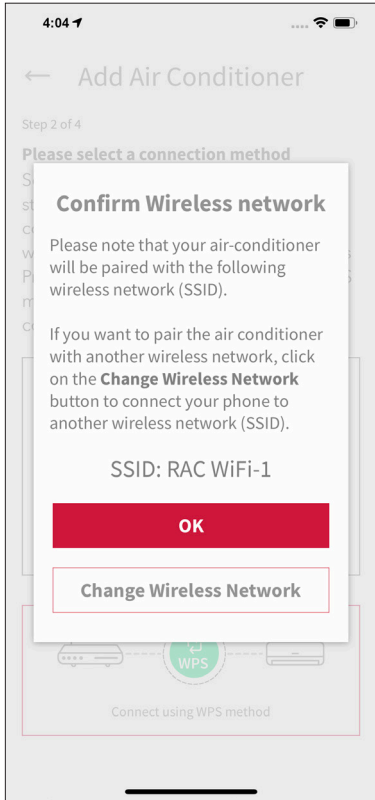
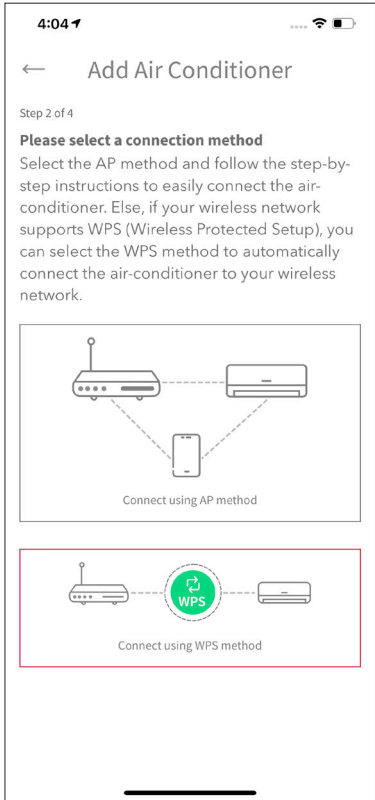
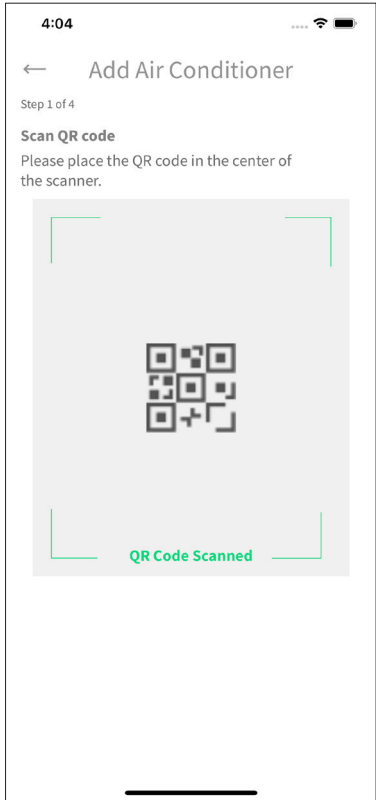
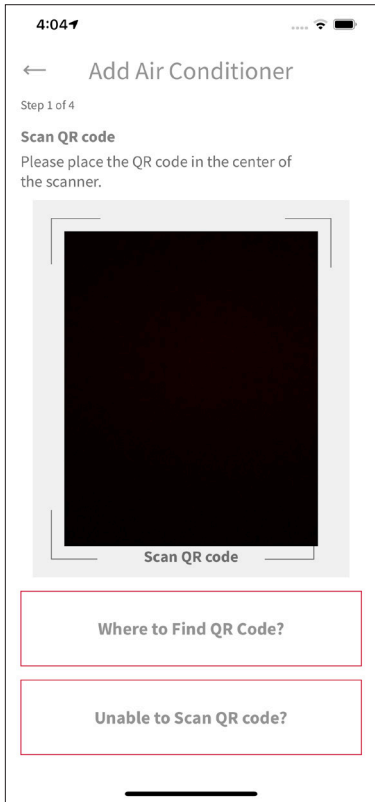
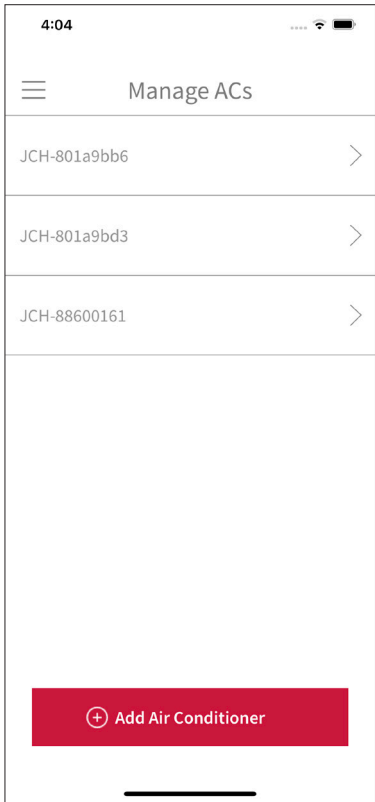
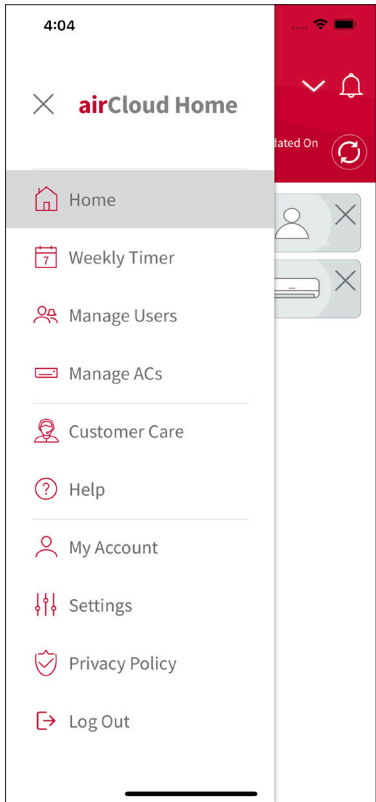
**NOTE:**

- Once WPS connection enabled, green light indicator(1) should blink 2 times.

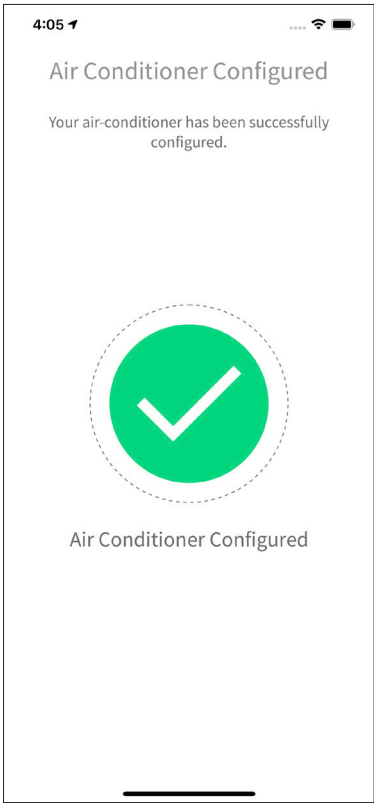
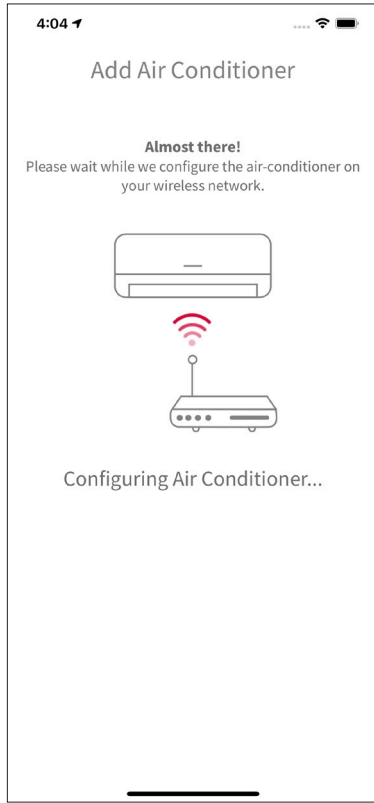
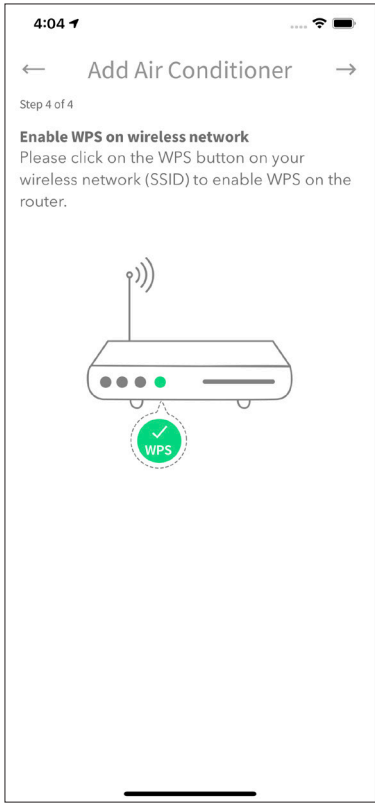
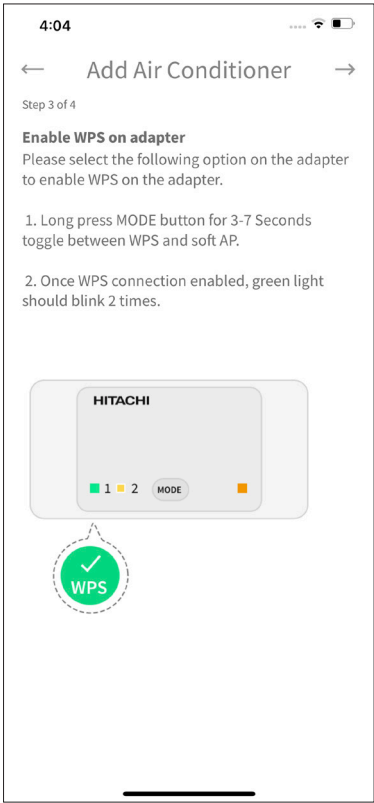
- (8) Enable WPS on wireless router by clicking "WPS" button on the router.
- (9) Wait until air-conditioner configures with selected wireless network.
- (10) Up on successful configuring, Air Conditioner Configured window will appear.



Onboarding Air Conditioner Using QR Code



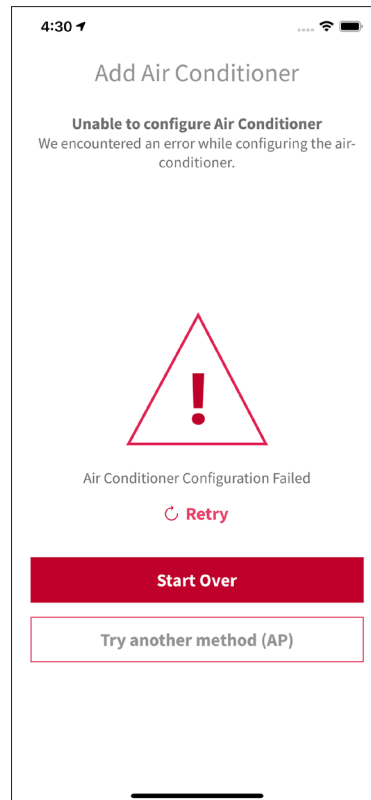
Air Conditioner Onboarding



**ERROR:**

If the air conditioner is not configured, “Unable to configure Air Conditioner” error message will appear.

User can “Start Over” and try Onboarding air conditioner using “(ii) Without QR Code” (refer Page 12 ) or by “3.1.2 Connect Using AP Method” (refer Page 16 ).

**Scenario 1**

If QR-Code scanner not detecting the QR-Code,

- Place the QR code in center of the scanner and re-try.
- Check your network connection.

**Scenario 2**

If indicator(1) on wireless adapter is not turning green,

- Once again long press MODE button for 3-7 seconds and re-try.

**Scenario 3**

If Configuring Air Conditioner window taking too much time,

- Click the WPS button on WiFi router once again and re-try.

**(ii) Without QR Code**

User can on board an air conditioner by following the below steps,

- (1) Select “Manage ACs” from hamburger menu bar.
- (2) Click on “Add Air Conditioner” button.
- (3) QR Code scanning window will appear, Choose unable to scan QR Code.
- (4) Select “Connect using WPS method” from the list.
- (5) Connect your adapter with default router by selecting "OK" button.

**NOTE:**

- User should enter the WiFi password to connect.
- If user want to pair the air conditioner with another router, click on the “Change Router”.

(6) Enter the SSID of the wireless adapter to pair the adapter to application.

**NOTE:**

- SSID is available on the backside of the wireless adapter.
- SSID is also available in user manual of the adapter.

(7) Enable WPS on adapter by long pressing "MODE" button for 3-7 seconds. (Indicator(1) and (2) will toggle between WPS and AP.)

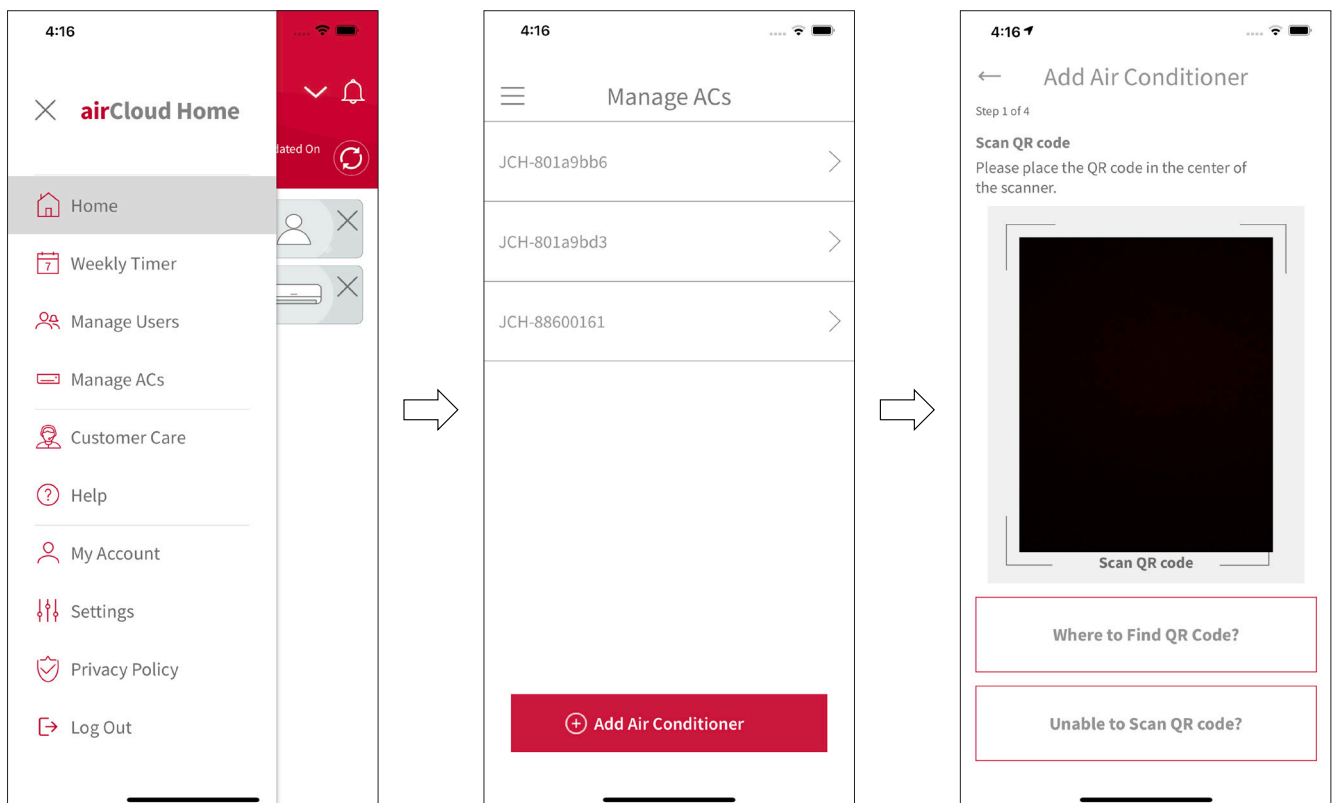
**NOTE:**

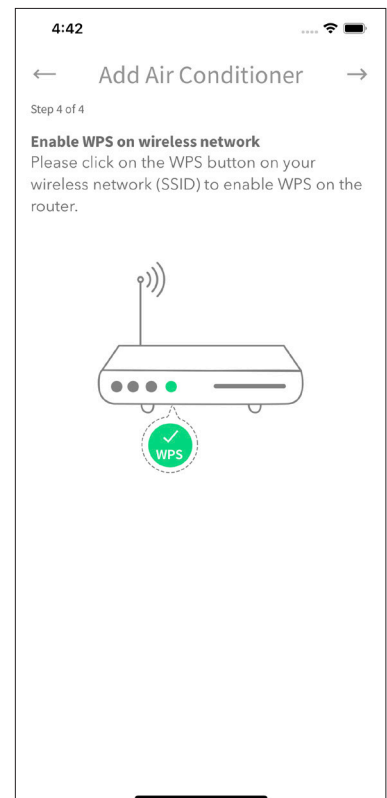
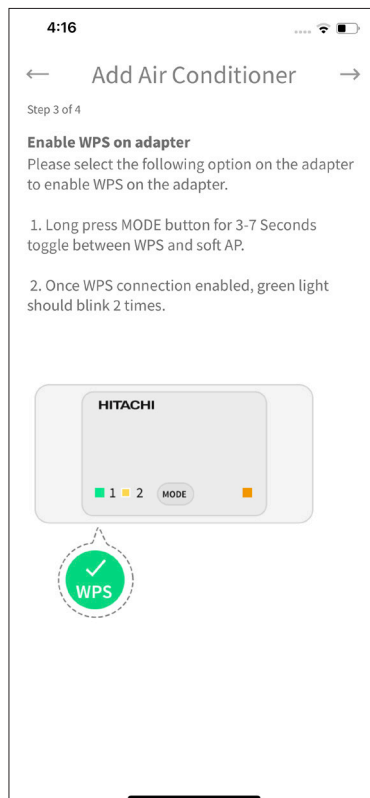
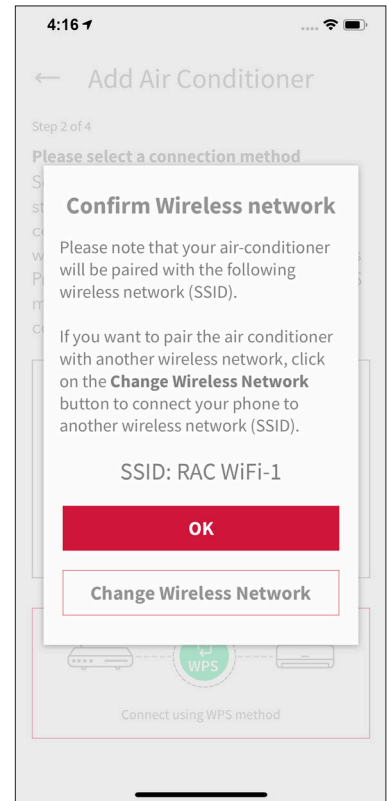
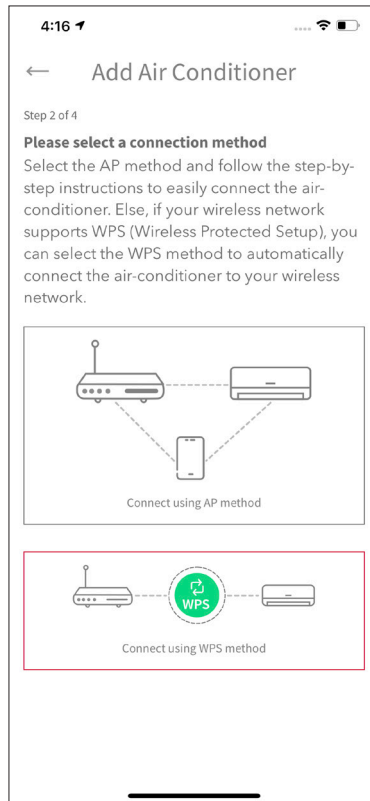
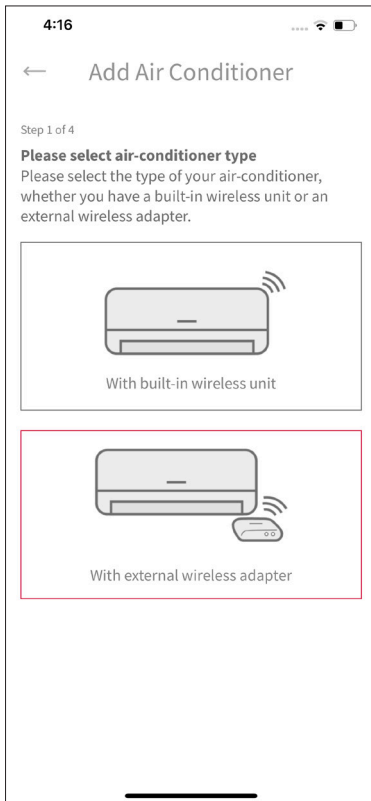
- Once WPS connection enabled, green light Indicator (1) should blink 2 times.

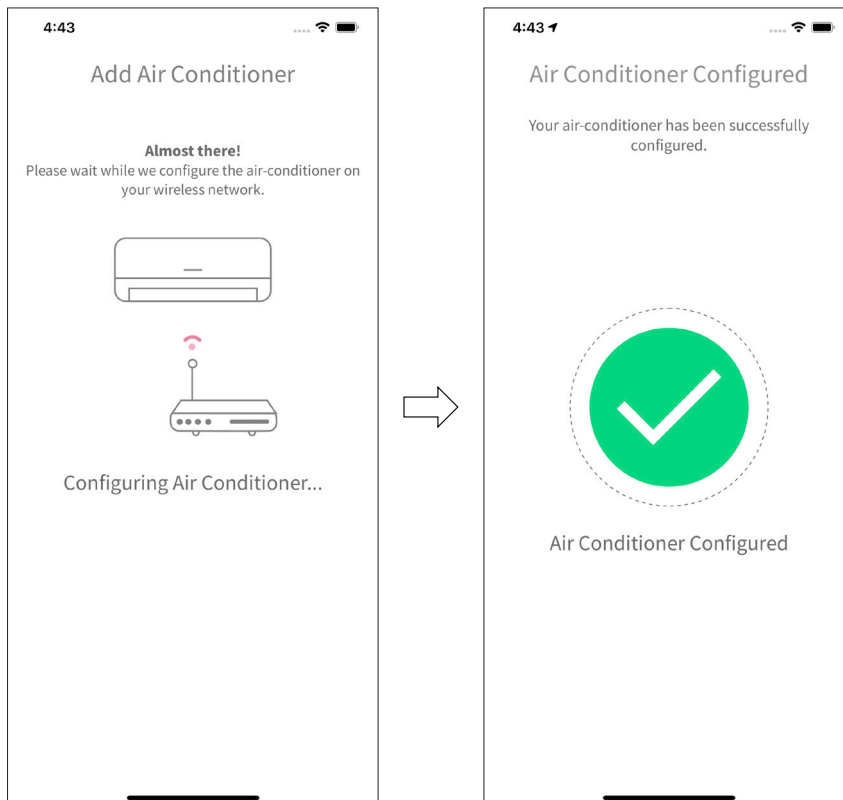
(8) Enable WPS on wireless router by clicking "WPS" button on the router.

(9) Wait until air-conditioner configure with selected wireless network.

(10) Up on successful configuring, Air Conditioner Configured window will appear.

**Onboarding Air Conditioner without QR Code**

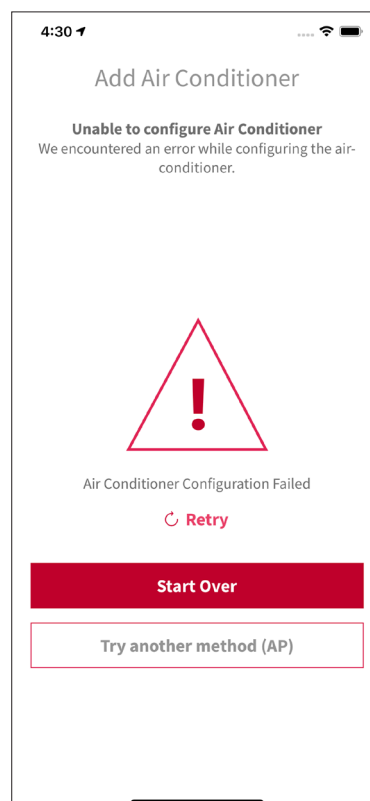




### ERROR:

If the air conditioner is not configured, "Unable to configure Air Conditioner" error message will appear.

User can "Start Over" or try by selecting "Try Another Method(AP)" button (refer section "3.1.2 Connect Using AP Method").



### Scenario 1

If QR-Code scanner not detecting the QR-Code,

- Place the QR code in center of the scanner and re-try.
- Check your network connection.

**Scenario 2**

If indicator(1) on wireless adapter is not turning green,

- Once again long press MODE button for 3-7 seconds and re-try.

**Scenario 3**

If Configuring air conditioner window taking too much time,

- Click the WPS button on WiFi router once again and re-try.

**3.1.2 Connect Using AP Method**

This method is used when the WiFi Router does not have "WPS" Button. In AP method, user can use two methods,

- (1) Using QR code
- (2) Without QR code

**NOTE:**

- During Onboarding process both Mobile Device and air conditioner should be in same network.

**(i) Using QR Code**

User can on board a air conditioner by following the below steps,

- (1) Select "Manage ACs" from hamburger menu bar.
- (2) Click on "Add Air Conditioner" button.
- (3) QR Code scanning window will appear, Place the QR code in center of the scanner.

**NOTE:**

- QR-Code is supplied with the adapter.

- (4) If scanning is successful, "QR Code scanned" window will appear.
- (5) Select "Connect using AP method" from the list.
- (6) Connect your adapter with default router by entering password and click "OK" button.

**NOTE:**

- User should enter the WiFi password to connect.
- If user want to pair the air conditioner with another router, click on the "Change Router".

- (7) Enable AP connection on adapter by long pressing "MODE" button for 3-7 seconds. (Indicator (1) and (2) will toggle between WPS and AP.)

**NOTE:**

- Once AP connection enabled, yellow indicator(2) should blink 2 times.

- (8) Your mobile phone is now connected with default router and to connect your mobile phone with wireless adapter, select "Change Router" and select adapter SSID. Click on "Next" button.

**NOTE:**

- SSID and password is available on the backside of the wireless adapter.
- External WiFi adapter does not have Internet connection.

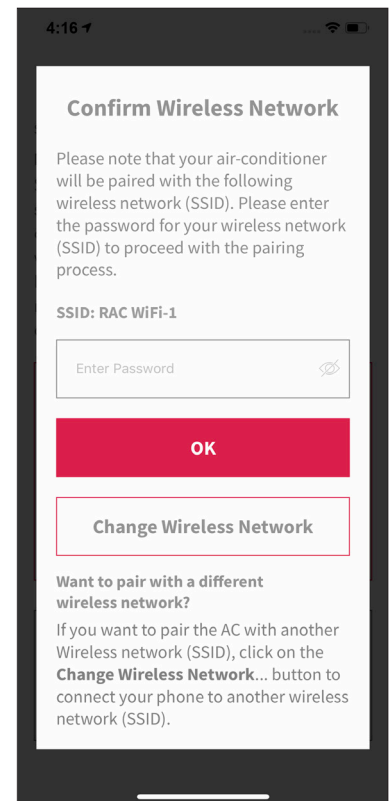
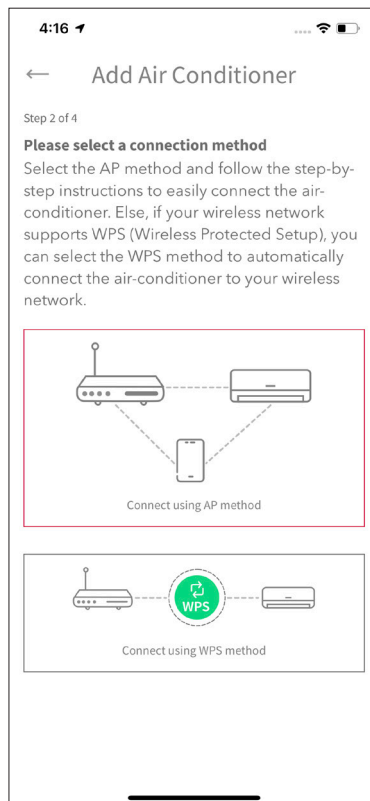
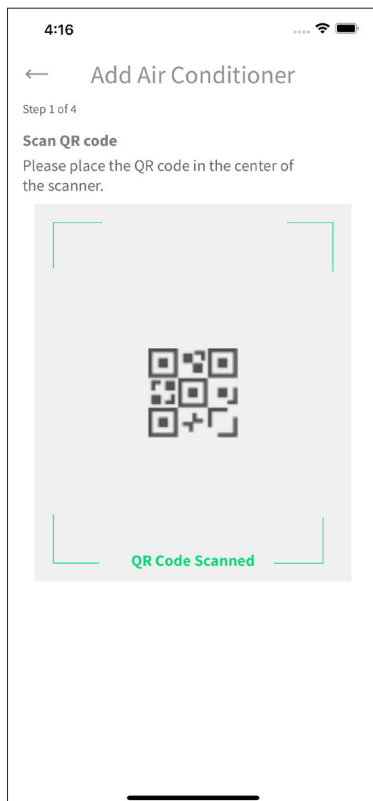
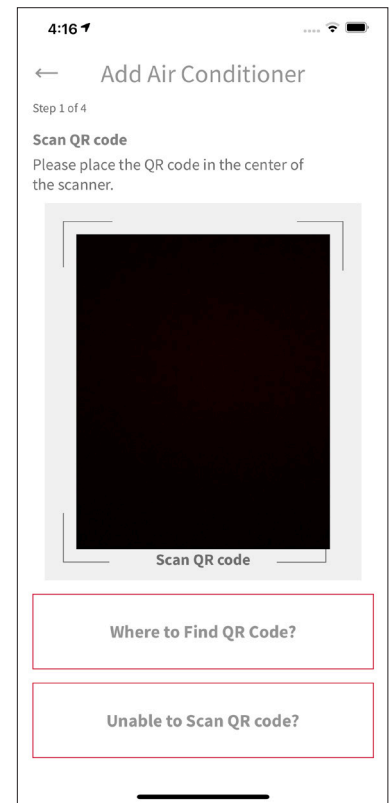
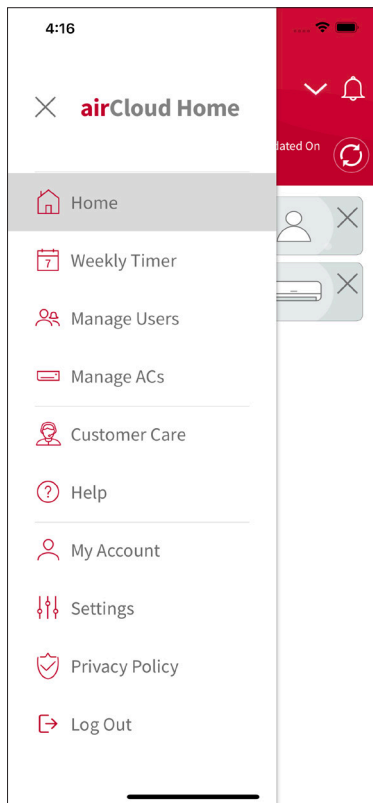
- (9) Wait until air-conditioner configure with selected wireless network.

**NOTE:**

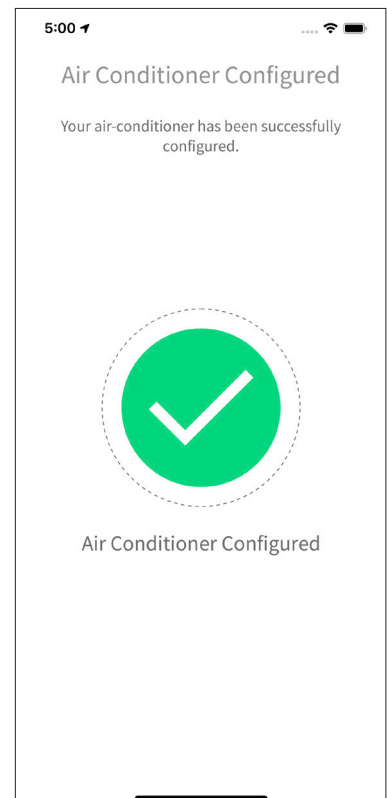
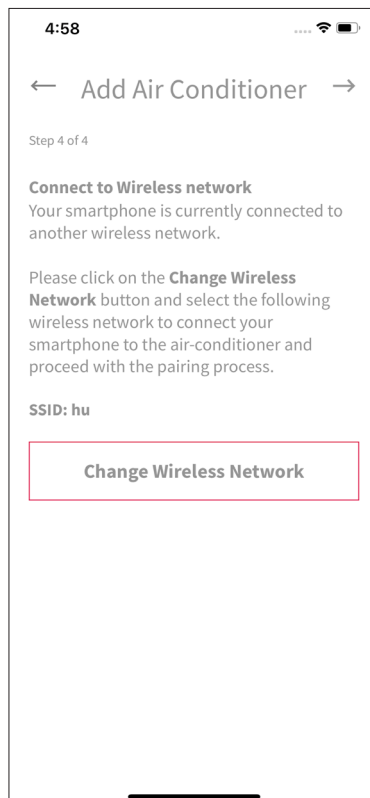
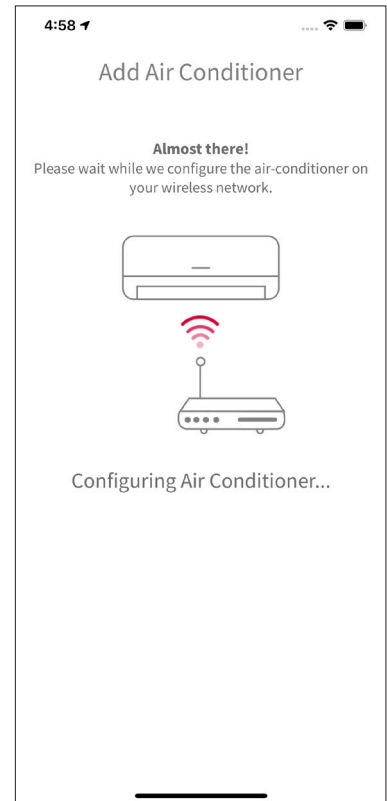
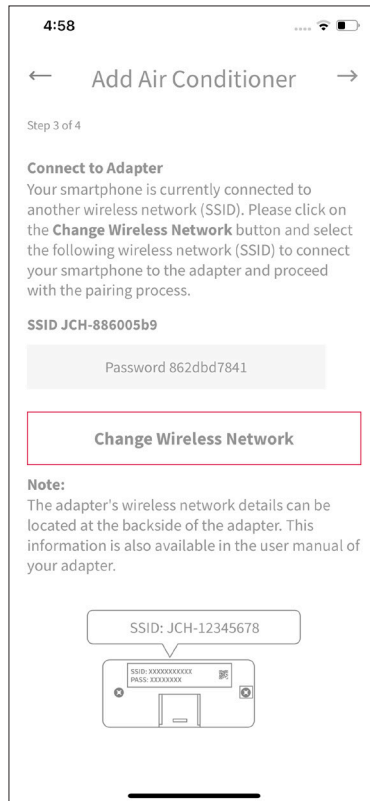
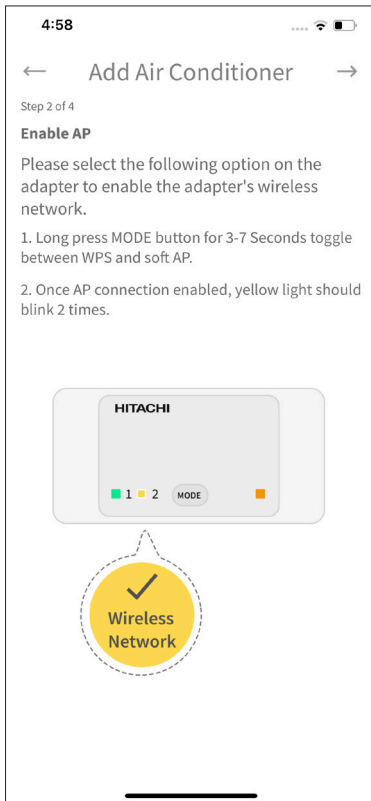
- Once the adapter and router is connected adapter indicator (1) Indicator will be stable.

- (10) Wait until mobile phone connects with default router wireless network.
- (11) If your mobile phone is still connected with another wireless router, to connect your mobile phone with default router, select "Connect to Home Router" button and connect to default router. Click on "Next" button.
- (12) Up on successful configuring, Air Conditioner Configured window will appear.

## Onboarding Air Conditioner Using QR Code

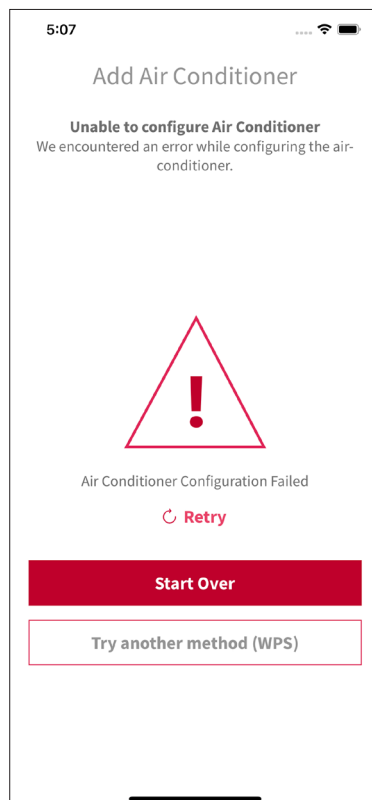






**ERROR:**

If the air conditioner is not configured, “Unable to configure Air Conditioner” error message will appear. User can “Start Over” and try without QR code (refer Page 12 ).

**Scenario 1**

If adapter is not connected,

- Check the SSID password entered is correct or not.

**Scenario 2**

If indicator(2) on wireless adapter is not turning yellow,

- Once again long press MODE button for 3-7 seconds and re-try.

**Scenario 3**

If Configuring air conditioner window taking too much time,

- Check the Internet connectivity of the home router.

**(ii) Without QR Code**

User can On Board an air conditioner by following the below steps,

- (1) Select “Manage ACs” from hamburger menu bar.
- (2) Click on “Add Air Conditioner” button.
- (3) QR Code scanning window will appear, Choose unable to scan QR Code.
- (4) Please select “With external wireless adapter” from type of air-conditioner.
- (5) Select “Connect using AP method” from the list.
- (6) Connect your adapter with default router by entering password and click "OK" button.

**NOTE:**

- If user want to pair the air conditioner with another router, click on the “Change Router”.

- (7) Enable AP connection on adapter by long pressing "MODE" button for 3-7 seconds. (Indicator (1) and (2) will toggle between WPS and AP.)

**NOTE:**

- Once AP connection enabled, yellow indicator (2) should blink 2 times.

(8) Your mobile phone is now connected with default router and to connect your mobile phone with wireless adapter, select "Change Router" and select adapter SSID, enter password. Click on "Next" button.

**NOTE:**

- SSID and password of air-conditioner is available in air-conditioner user manual.
- External adapter does not have Internet connection.

(9) Wait until air-conditioner configure with selected wireless network.

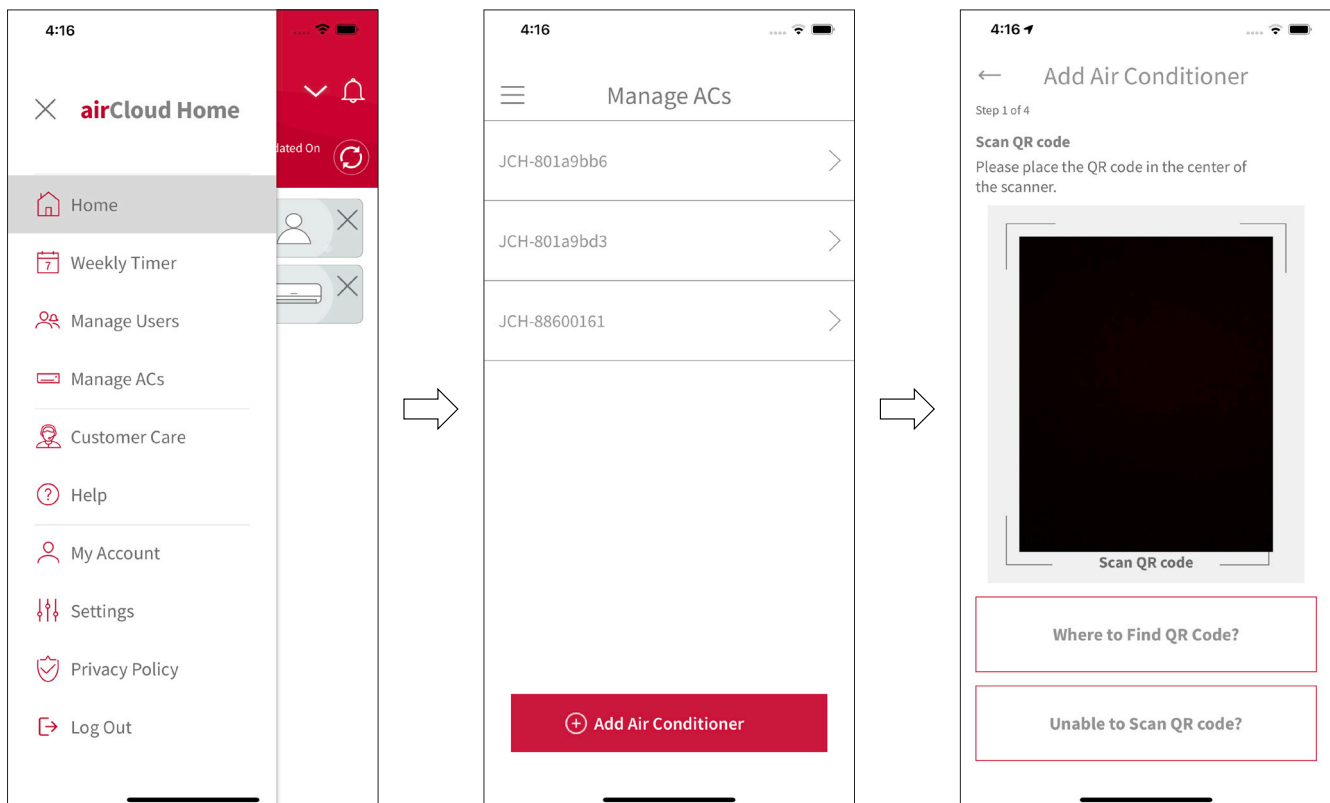
**NOTE:**

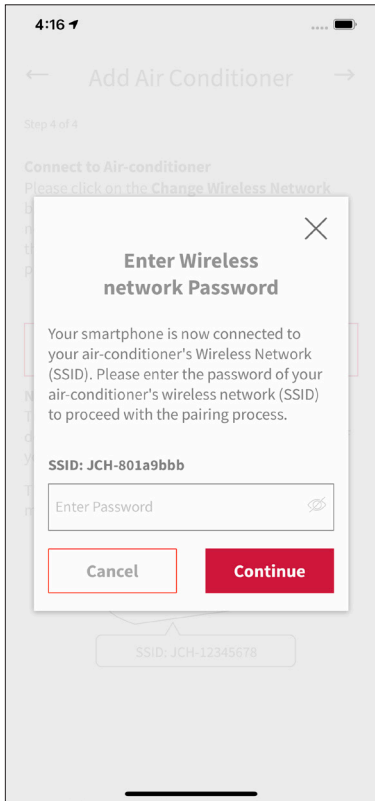
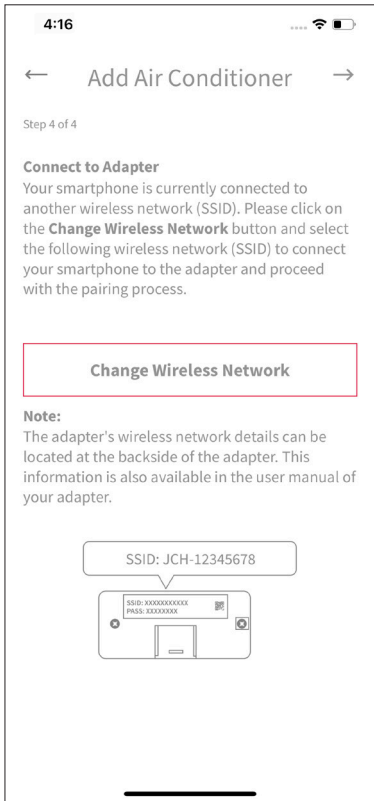
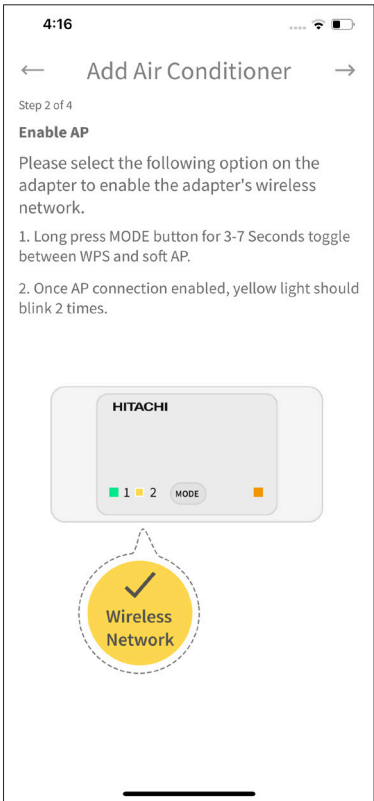
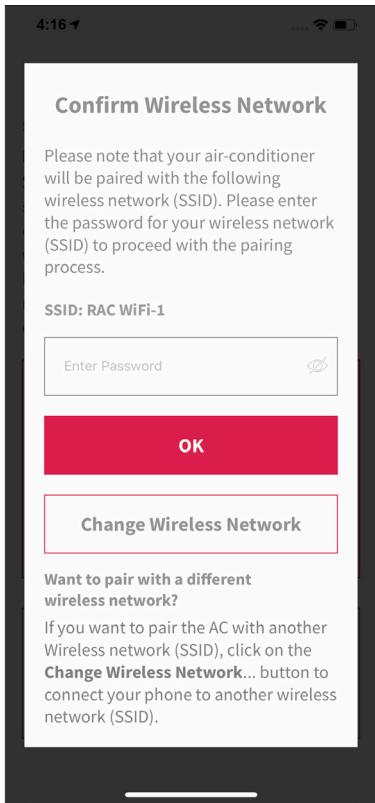
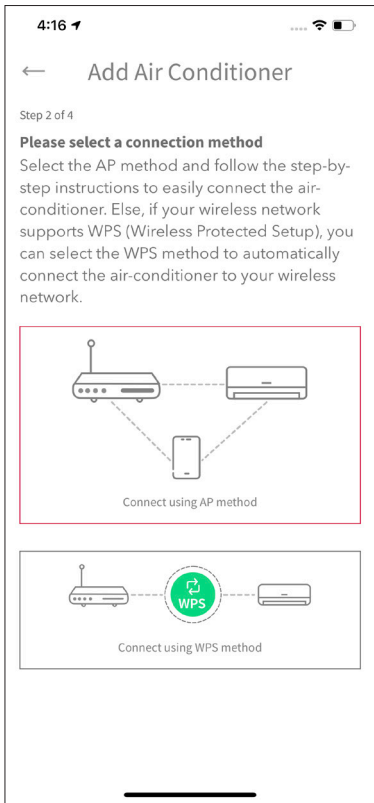
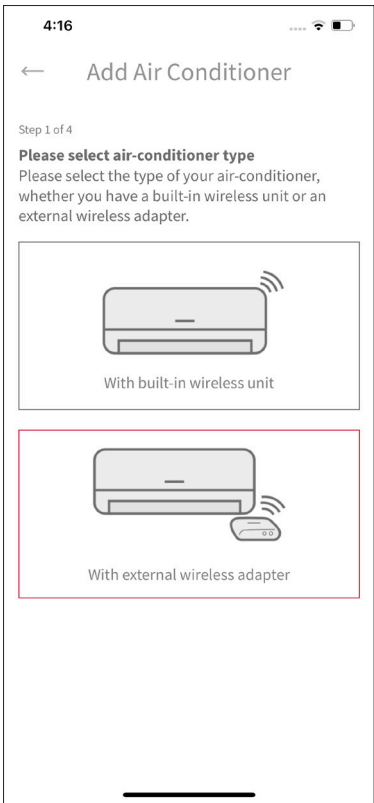
- Once the adapter and router is connected adapter indicator (1) will be stable.

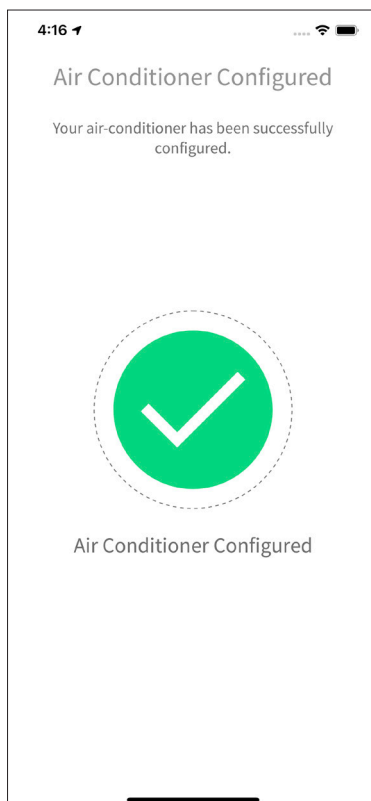
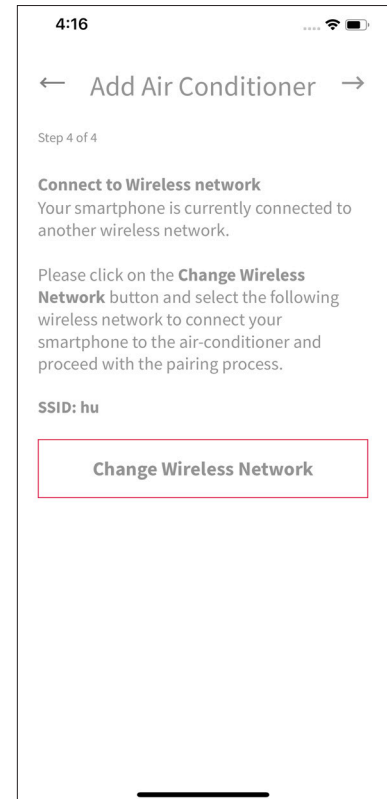
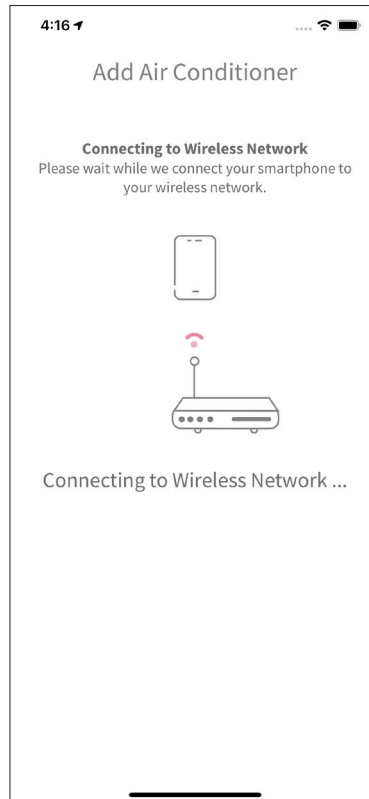
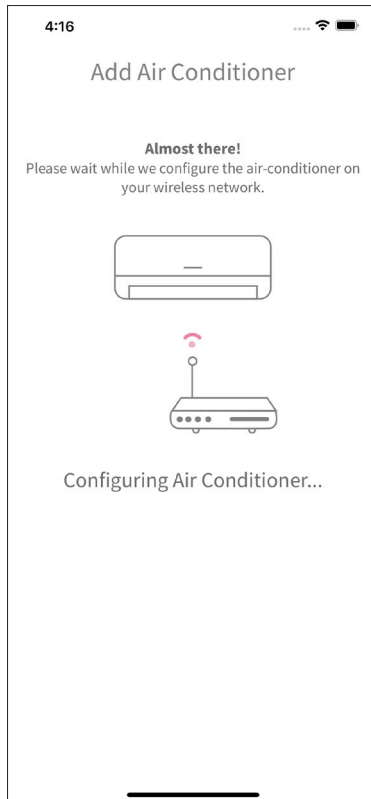
(10) Wait until mobile phone connect with default router wireless network.

(11) If your mobile phone is still connected with another wireless router, to connect your mobile phone with default router, select "Connect to Home Router" button and connect to default router. Click on "Next" button.

(12) Up on successful configuring, Air Conditioner Configured window will appear.

**Onboarding Air Conditioner without QR Code**

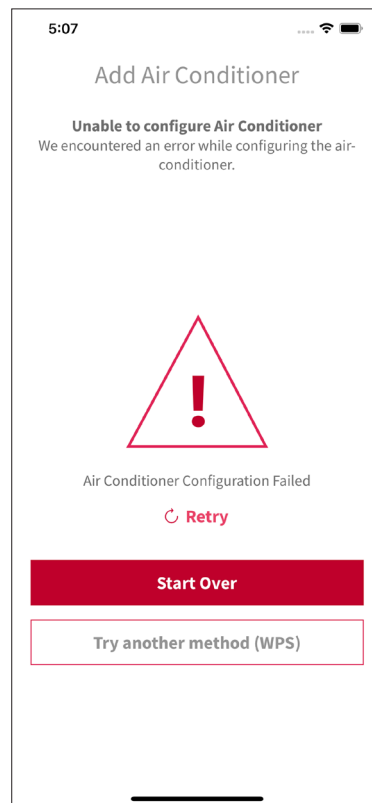




**ERROR:**

If the air conditioner is not configured, “Unable to configure Air Conditioner” error message will appear.

If the error still exists, the user can request for service help.(Refer “**5.3.11 Air Conditioner Onboarded but Does Not Show Up in My Air Conditioner List**”)



**Scenario 1**

If adapter is not connected,

- Check the SSID password entered is correct or not.

**Scenario 2**

If indicator(2) on wireless adapter is not turning yellow,

- Once again long press MODE button for 3-7 seconds and re-try.

**Scenario 3**

If Configuring air conditioner window taking too much time,

- Check the Internet connectivity of the home router.

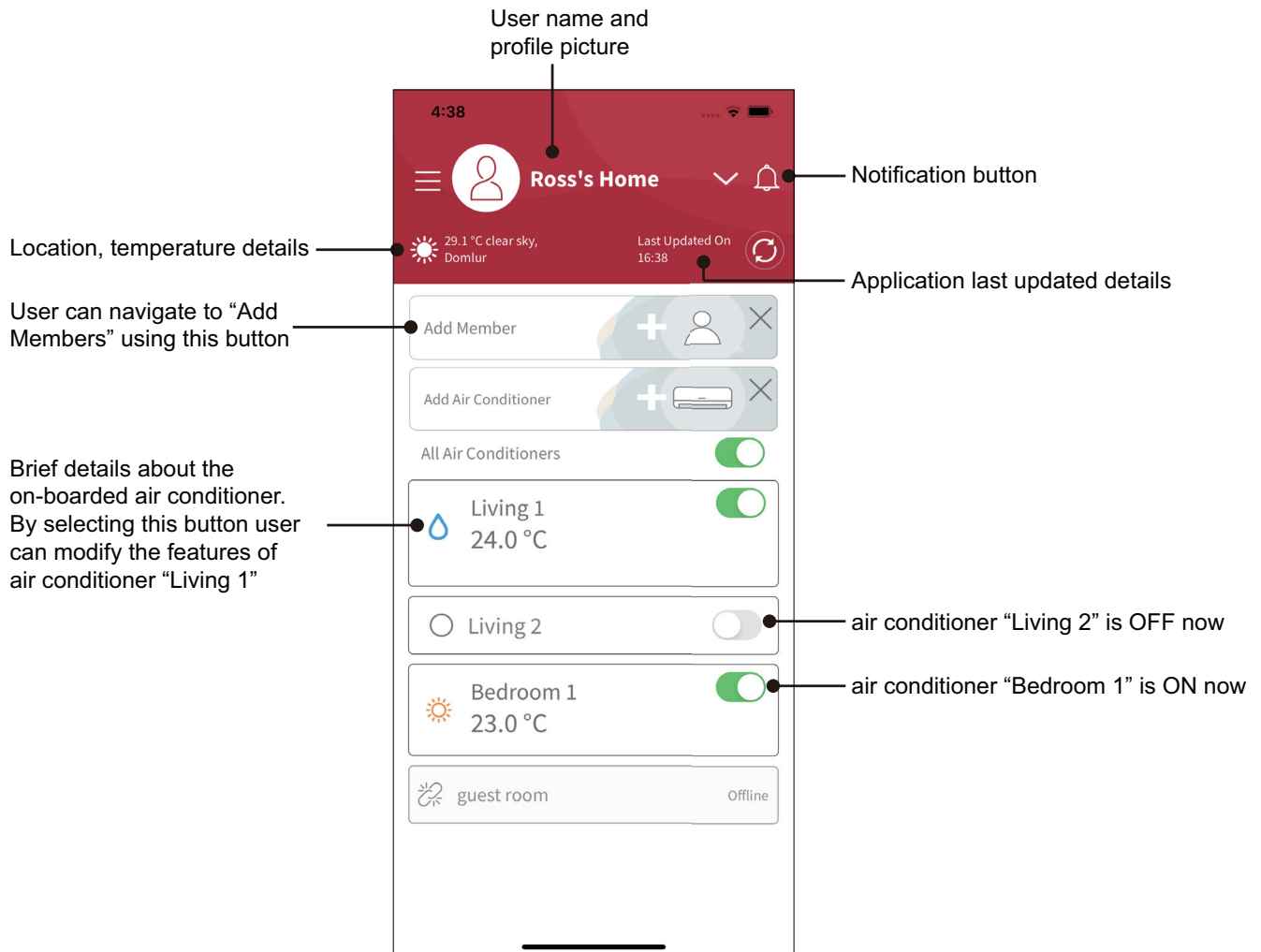
## 4. Using the Application

User might come across certain scenarios while using the below options.

- (1) Home
- (2) Manage Users
- (3) Manage ACs
- (4) My Account
- (5) Weekly Timer
- (6) Manage Homes
- (7) Delete and Deactivate Account

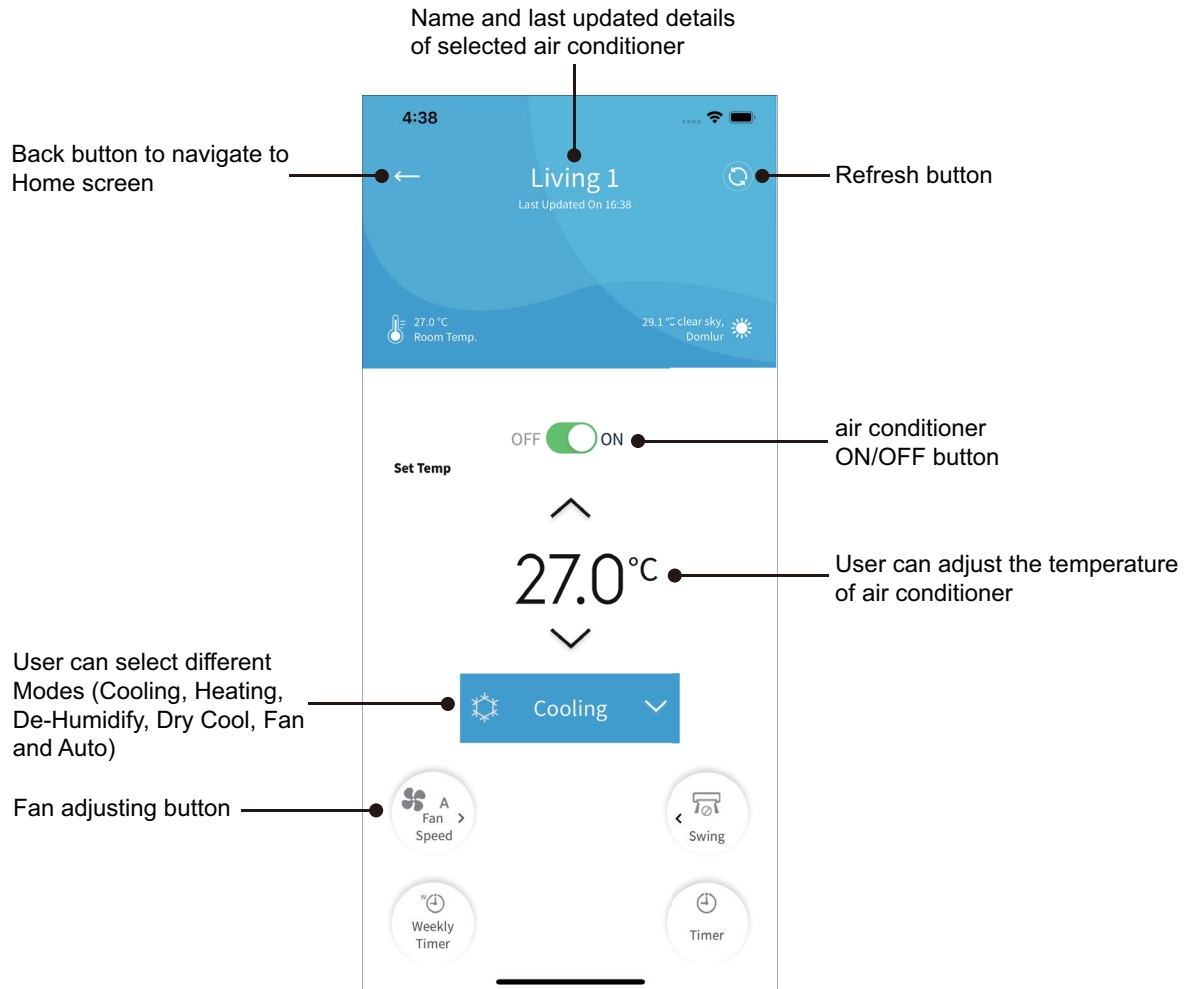
### 4.1 Home

Home screen will give following details.



Select the hamburger menu → Select “Home” → Select required air conditioner

After the user selects any specific air conditioner from the Home screen, user will be able to use the options as shown below.



## 4.2 Manage Users

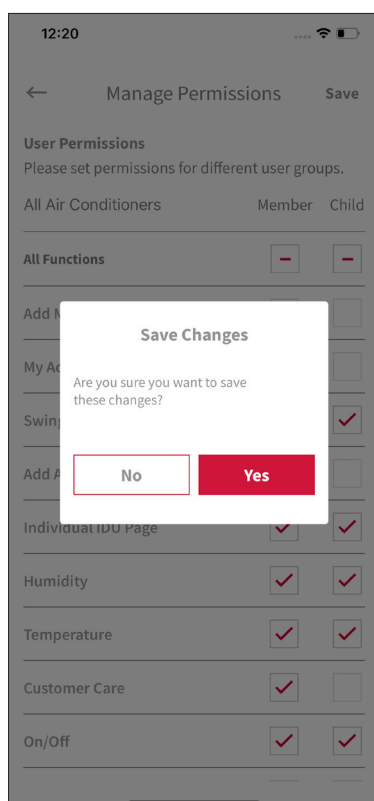
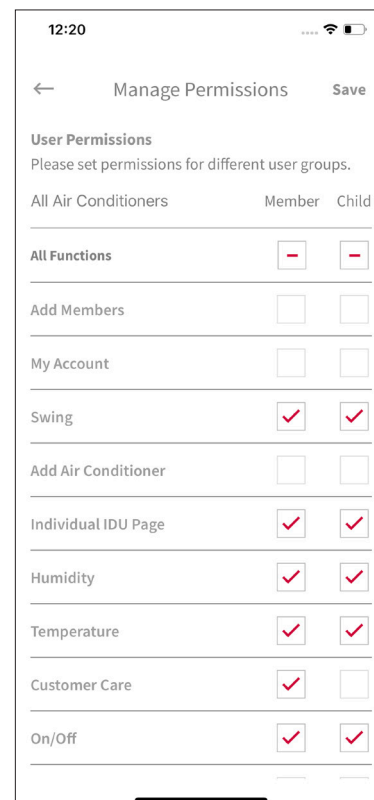
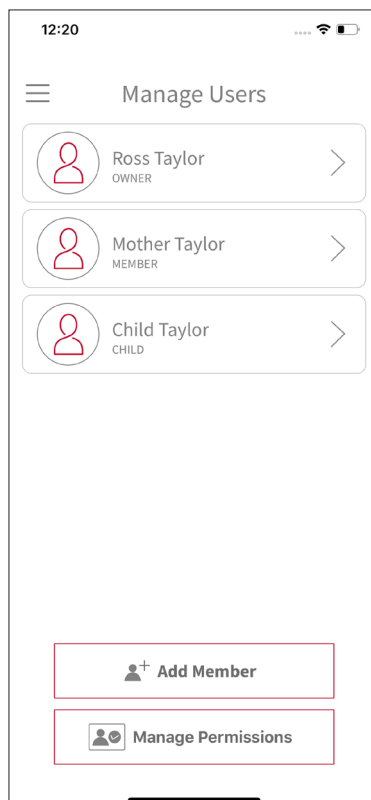
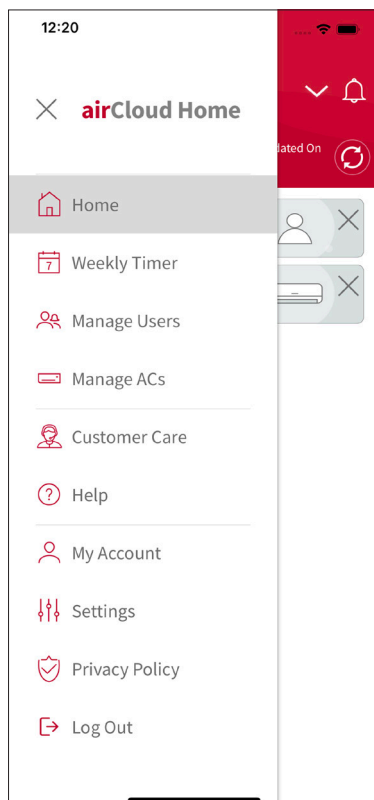
User can manage permissions of the Onboarded air conditioners using “Manage User” option by following the steps below,

- (1) Select “Manage User” from the hamburger menu.
- (2) Click on "Manage Permission" button.
- (3) Air Conditioner setting window will appear, set permissions for different users as needed.

### NOTE:

- User can add members using “Add Members” button.

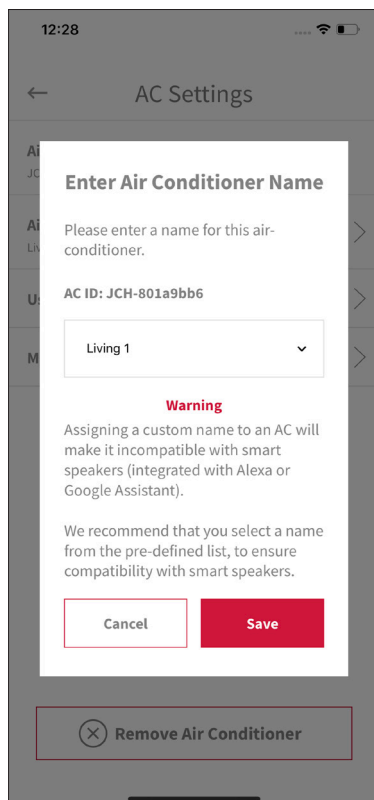
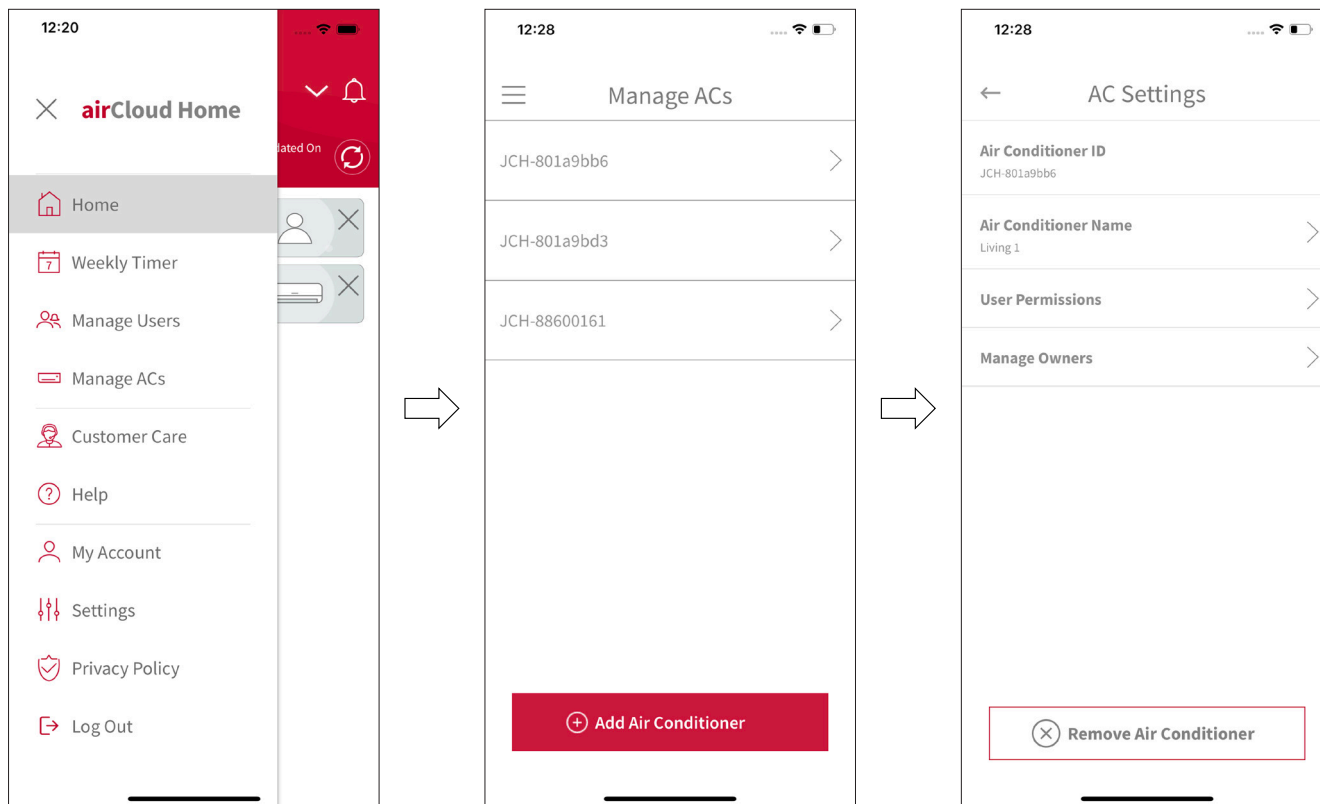




### 4.3 Manage ACs

User can rename or update the AC name using “Manage ACs” option by following steps below,

- (1) Select “Manage ACs” from the hamburger menu.
- (2) Select the AC name which need to be updated.
- (3) AC settings window will appear, select “AC Name”.
- (4) User can enter the required AC name and select continue.



## 4.4 My Account

### 4.4.1 Change Password

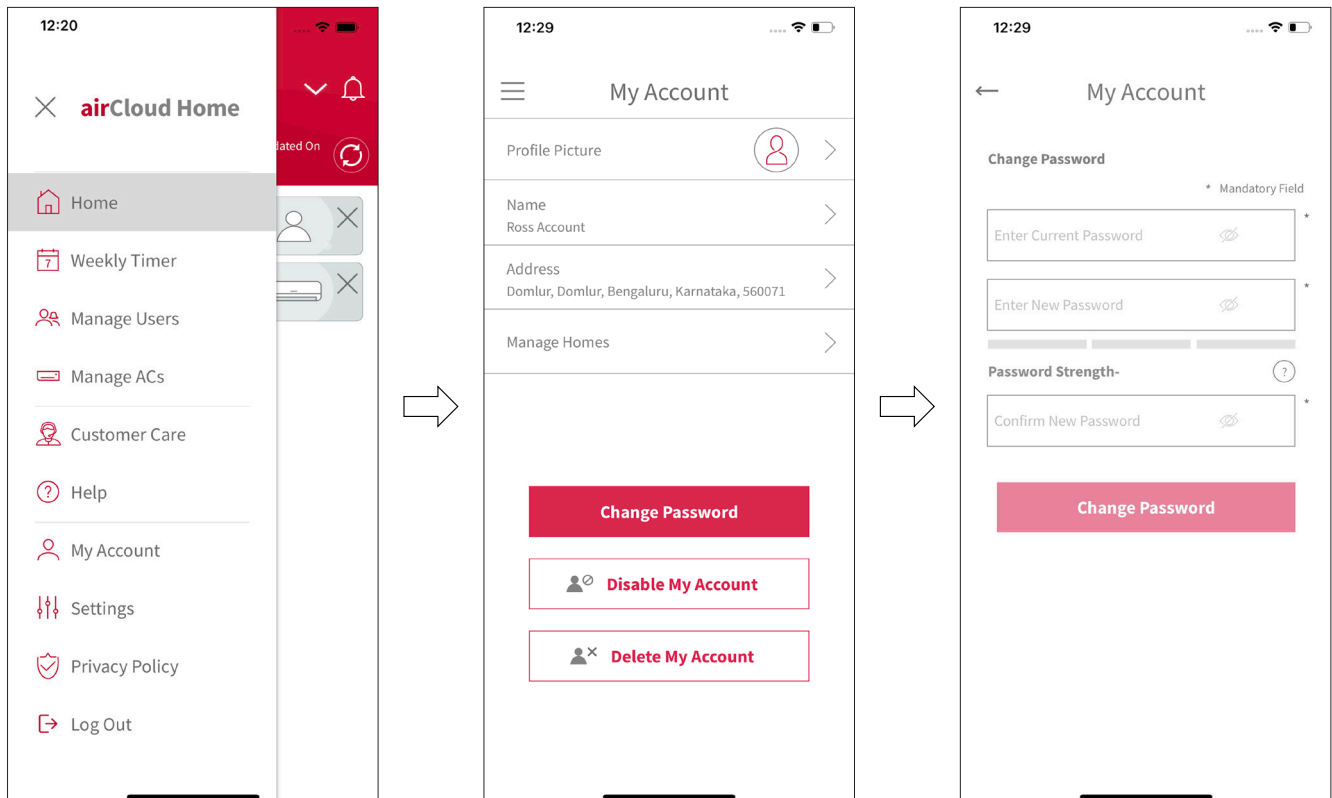
User can change his password by following steps.

- (1) Select “My Account” from the hamburger menu and select change password.
- (2) Enter the current password.
- (3) Enter the new password.

**NOTE:**

- Remember password for future reference.
- Password should meet the password strength policy.

- (4) Confirm the password and click “Change Password” button.

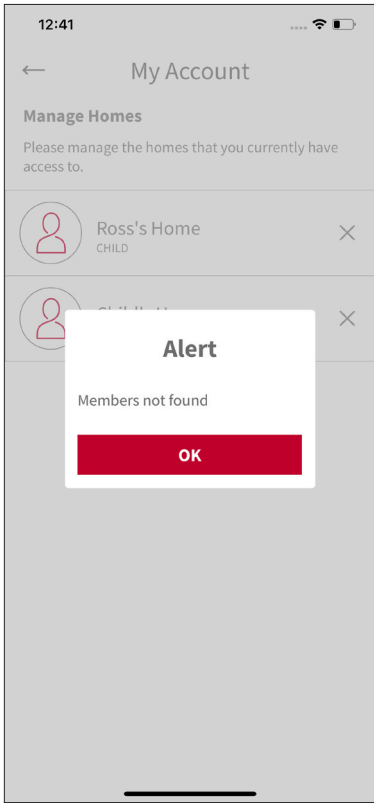
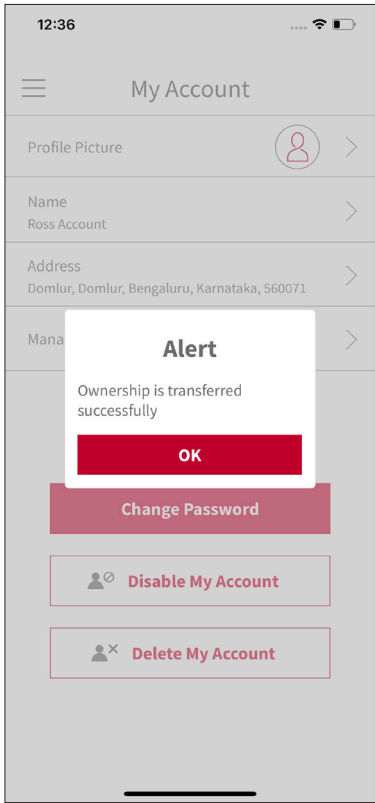
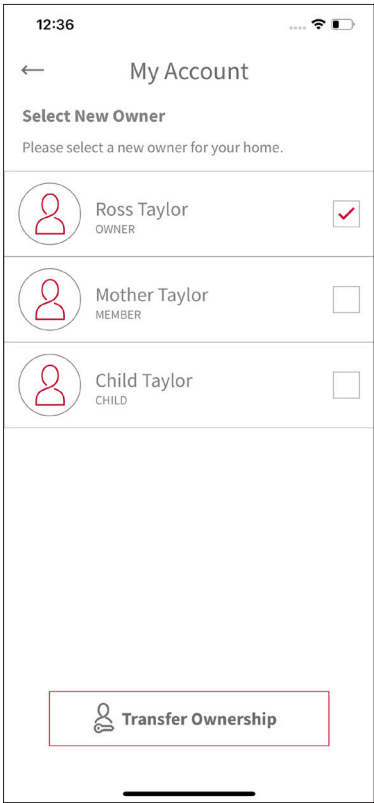
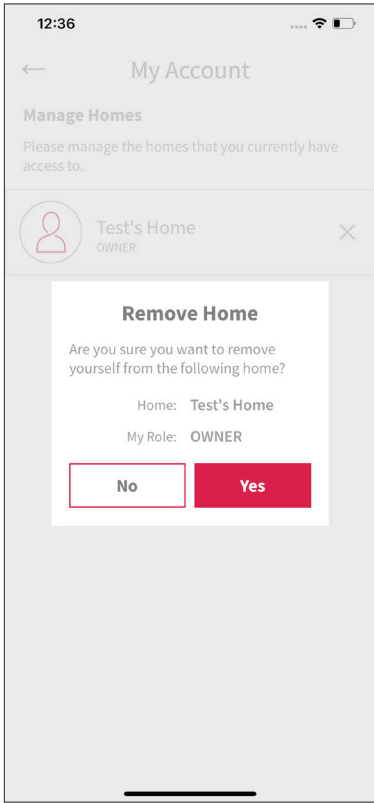
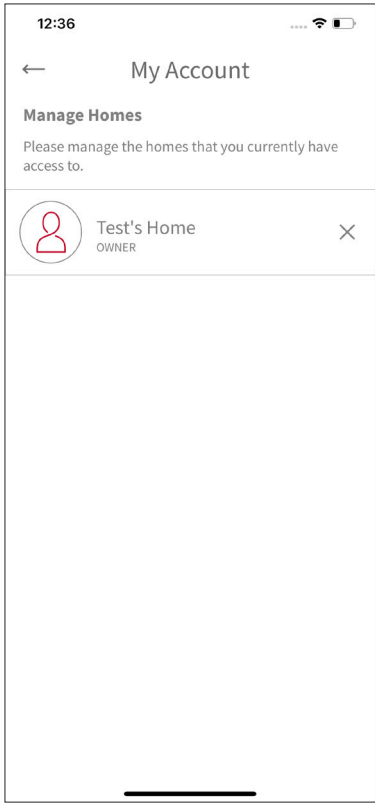
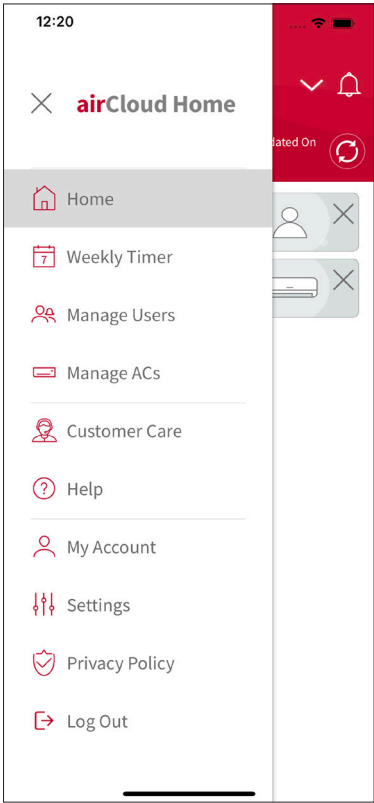


### 4.4.2 Transfer Ownership

When the owner wants to remove or transfer the ownership of his account to any other member, user should follow the following steps.

- (1) Select “My Account” from the hamburger menu and select “Manage Homes”.
- (2) Select “X” applicable for Owner.
- (3) “Remove Home” window will appear, select “Yes” button.
- (4) “Select New Owner” window will appear and user can select the any of the members, click “Transfer Ownership” button.
- (5) User should enter registered Mobile number or Email ID as a part of verification process.
- (6) User will receive verification code and enter verification code.
- (7) Account successfully updated window will appear.

Using the Application



## 4.5 Weekly Timer

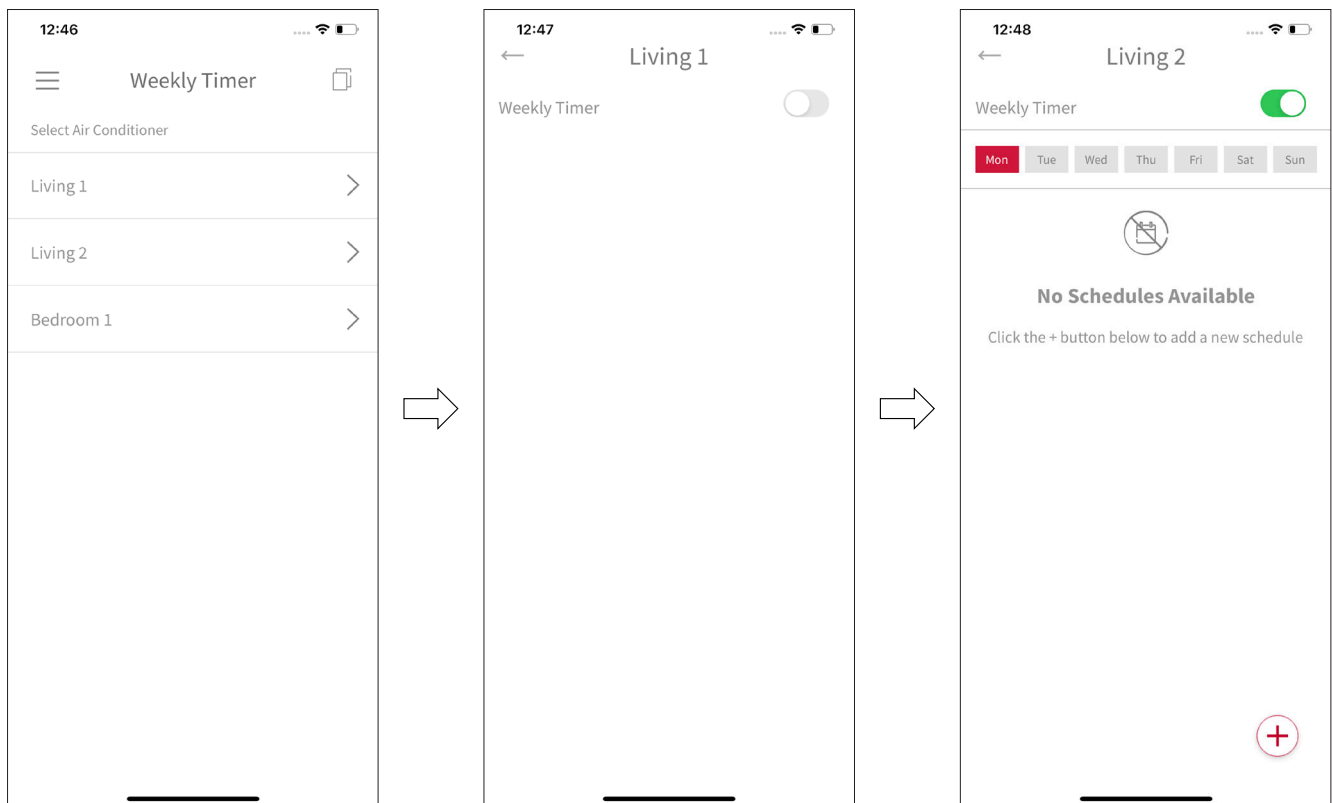
User can manage their Homes by following the steps below.

- (1) Select "Weekly Timer" from the hamburger menu.
- (2) Click on the AC name for which weekly timer needs to be set.
- (3) Switch on the weekly timer for the selected AC.
- (4) Click on the "+" button at the bottom of the screen to go to schedule screen.
- (5) Select the required temperature, mode and start time for the weekly timer and save.
- (6) New schedule will be added to the list.

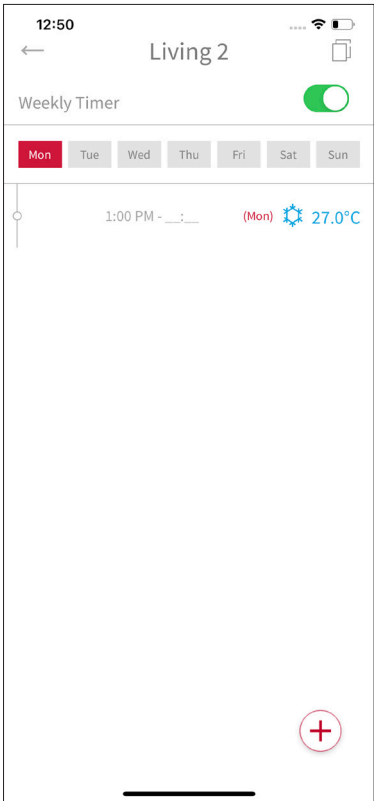
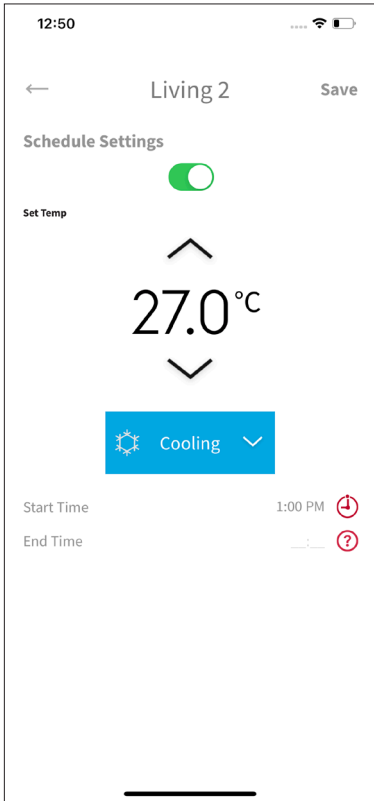
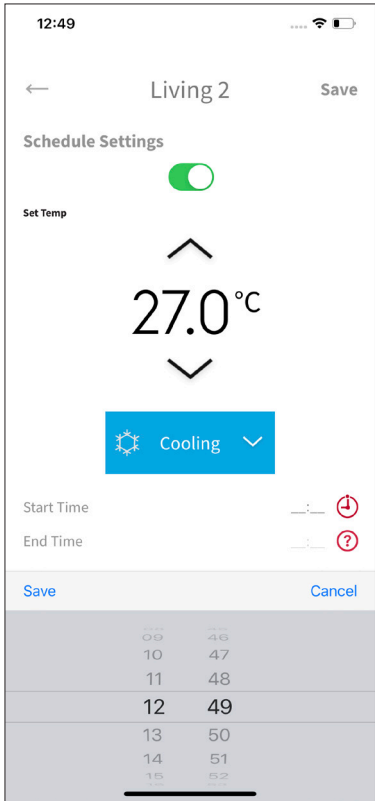
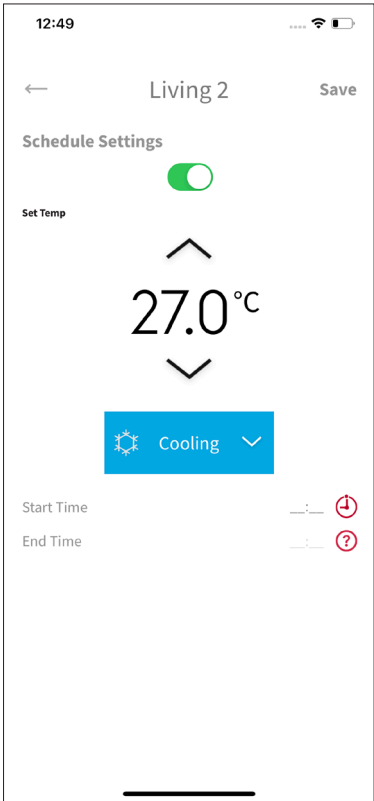
**NOTE:**

- Copy schedule button will only be visible if there are at least 2 ACs (having schedules) present in the list.

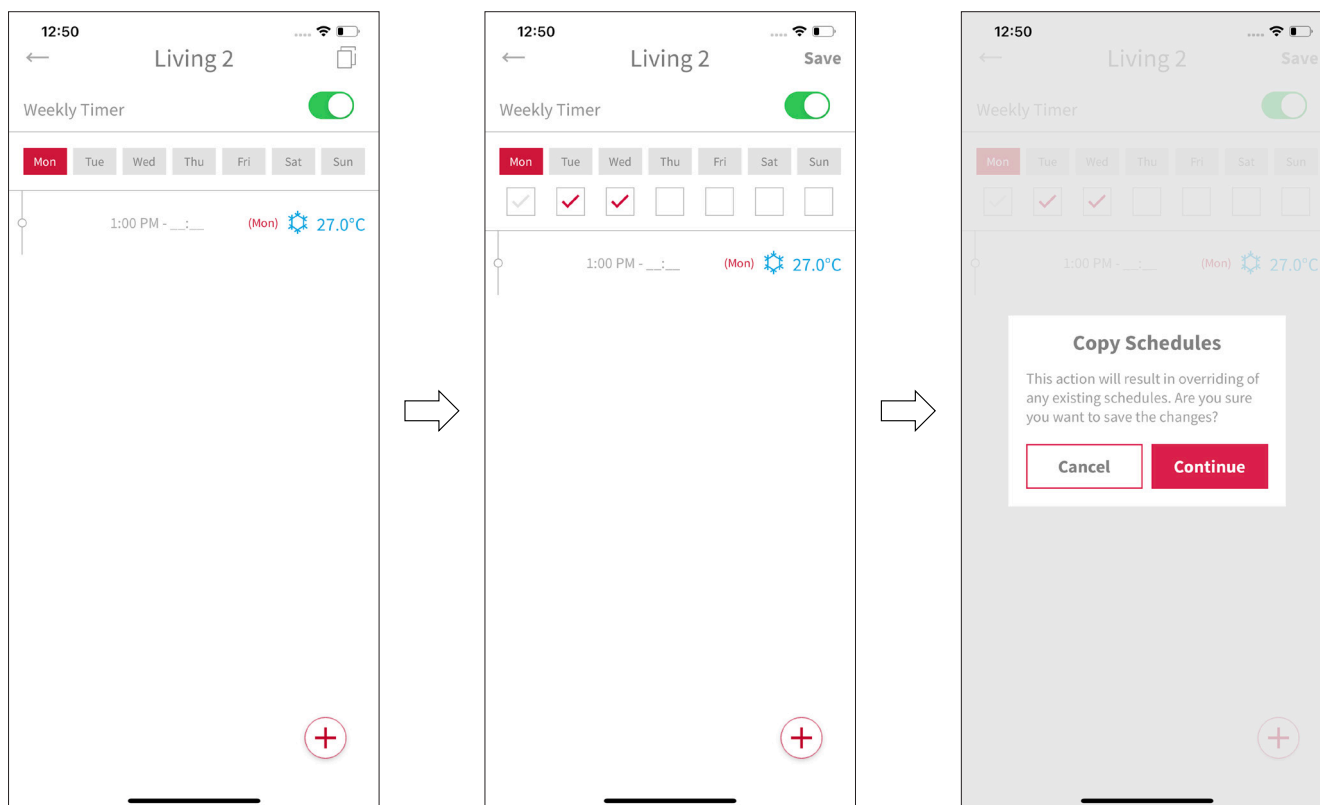
• Scheduling weekly timer



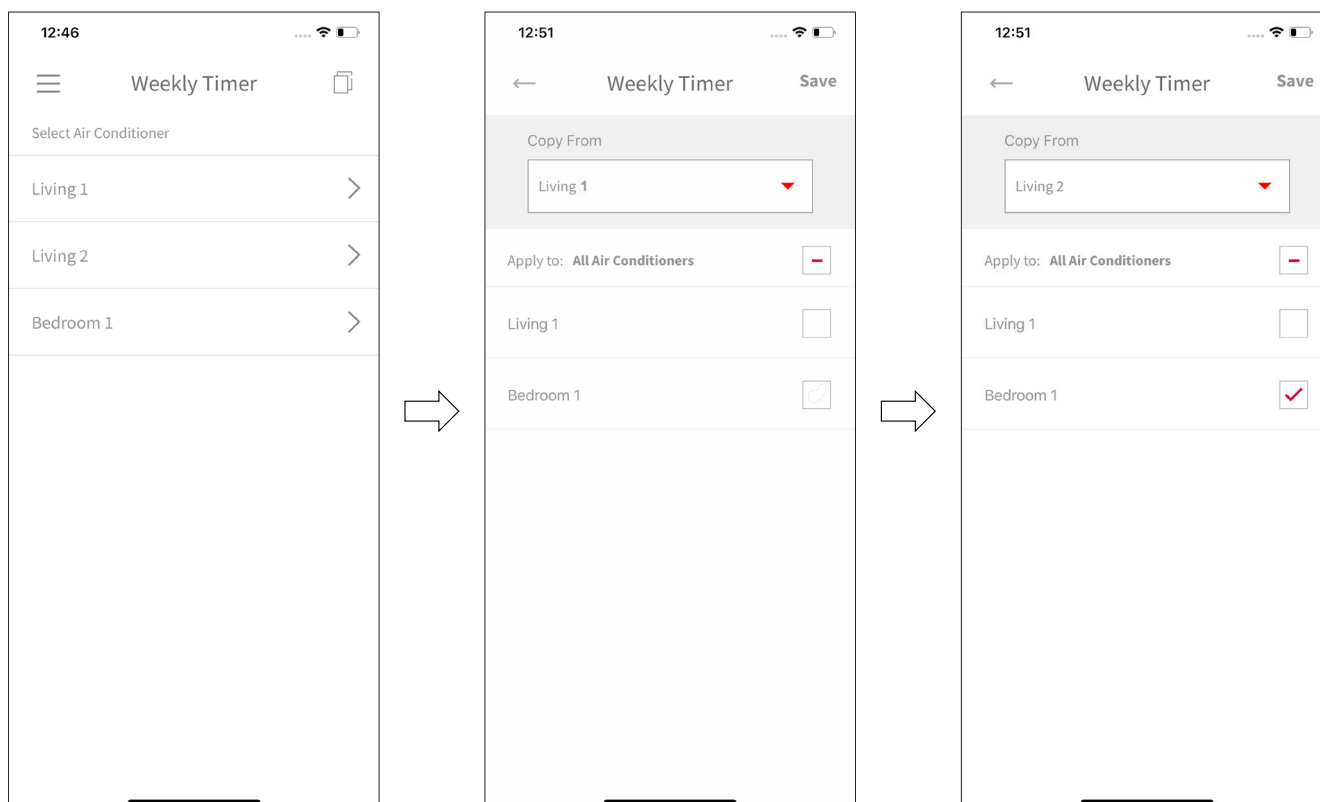
Using the Application

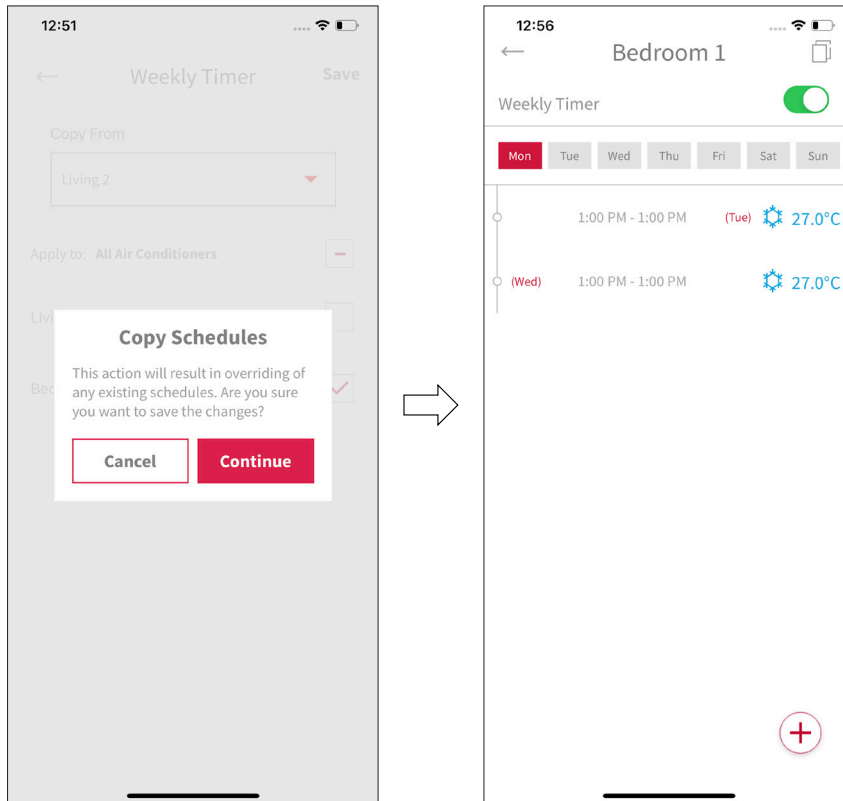


- Copy Schedules from same Air Conditioner



- Copy Schedules from different Air Conditioner





## 4.6 Manage Homes

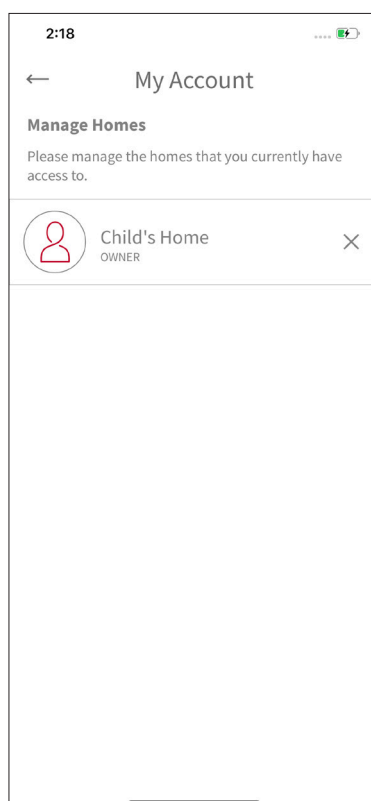
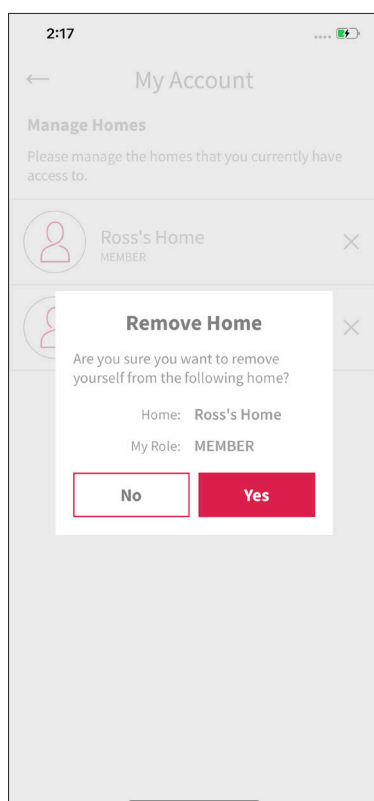
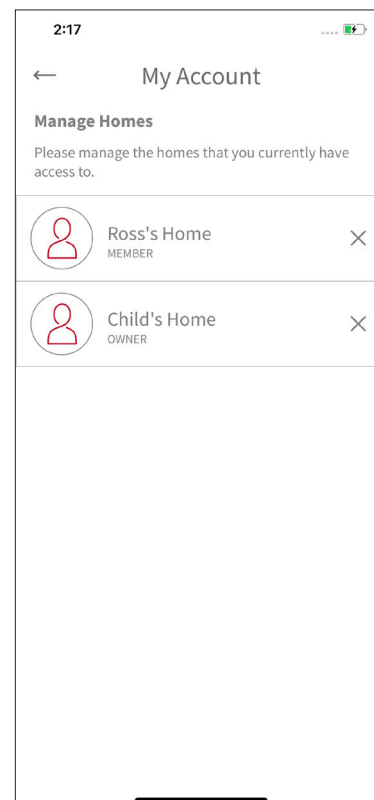
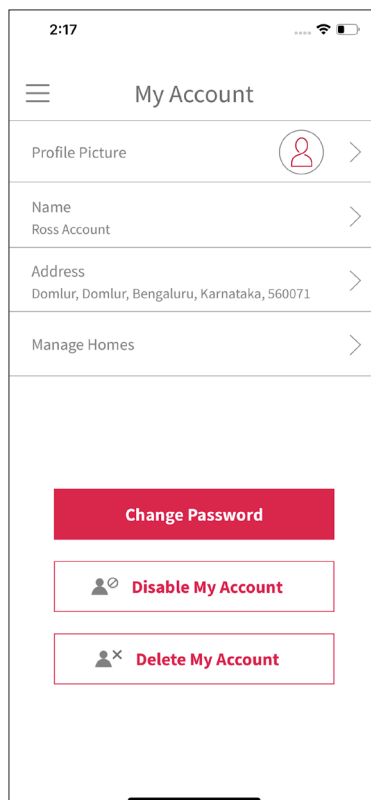
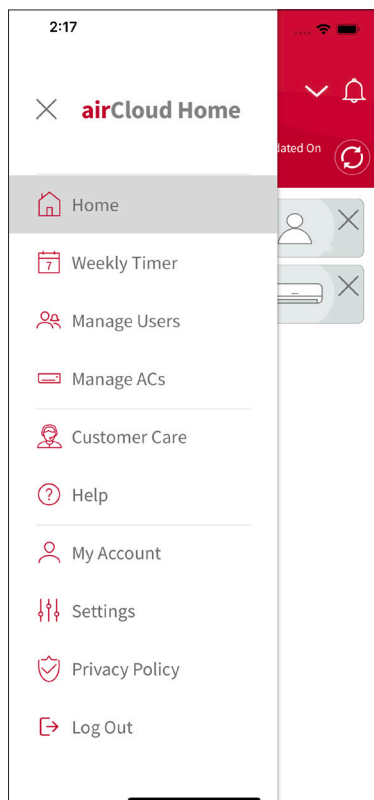
User can manage their Homes by following the steps below.

- (1) Select "My Account" from the hamburger menu.
- (2) Click on "Manage Homes" on the list.
- (3) Manage Homes screen will appear, listing all the homes in which user is a member of.
- (4) User can remove himself from any listed homes by clicking on "✕" button for that home.

### NOTE:

- If User wants to remove himself from a Home where his role is Owner, then first Transfer of Ownership is carried out (provided there are other members in his Home).
- User can not remove himself from his own Home if there are no members for that Home.





## 4.7 Delete and Disable Account

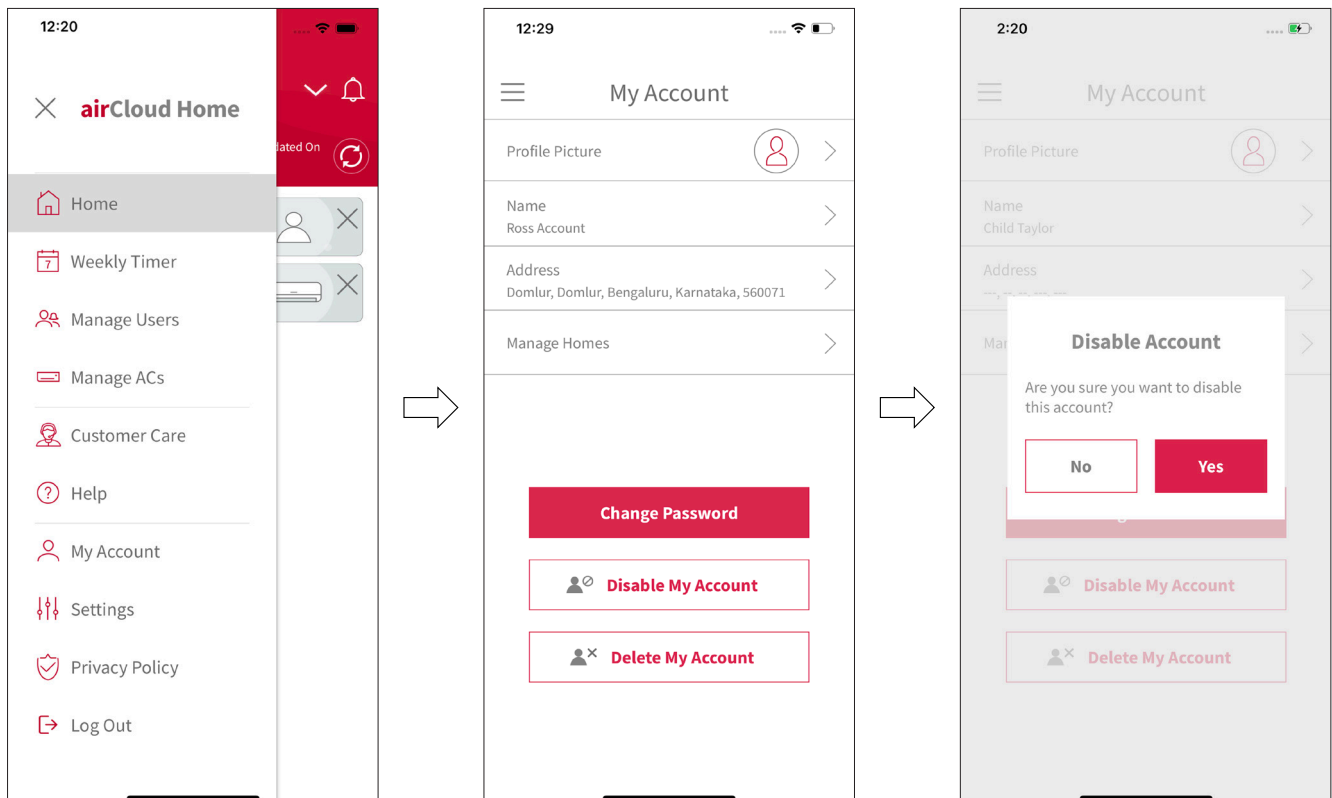
### 4.7.1 Disable Account

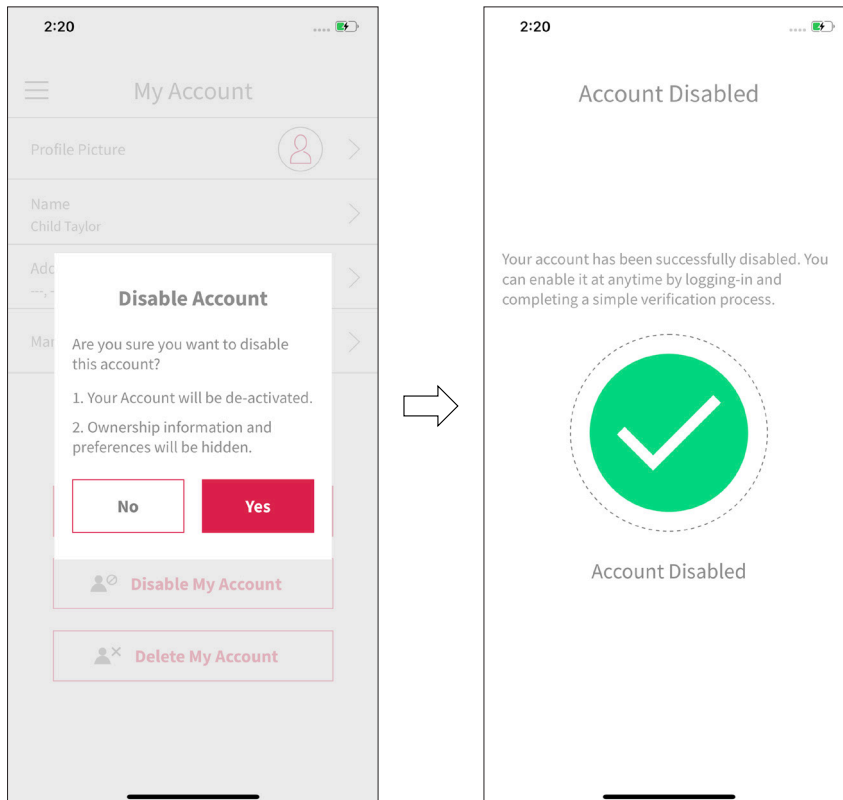
User can disable his Account following the steps below.

- (1) Select “My Account” from the hamburger menu.
- (2) Click on “Disable My Account” button.
- (3) A pop-up will appear to confirm if the user is sure to disable his account.
- (4) On pressing “Yes”, another confirmation pop-up will appear stating information regarding the deactivation.

**NOTE:**

- If User wants to disable his account (having no members), then directly user is disabled.
- If User has one or more members in his Home, then user will be taken to Transfer of Ownership screen first.





#### 4.7.2 Delete Account

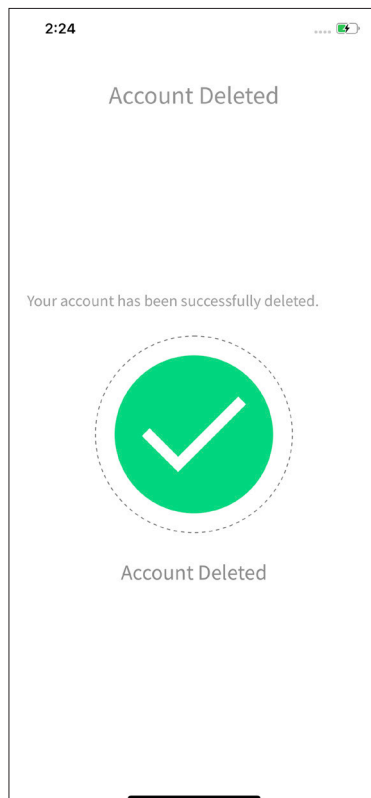
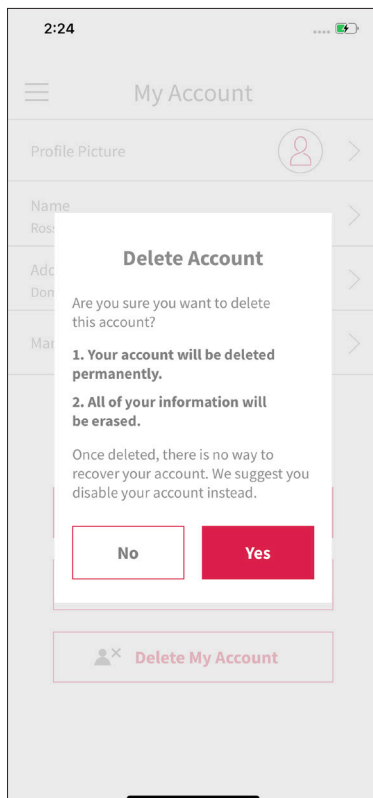
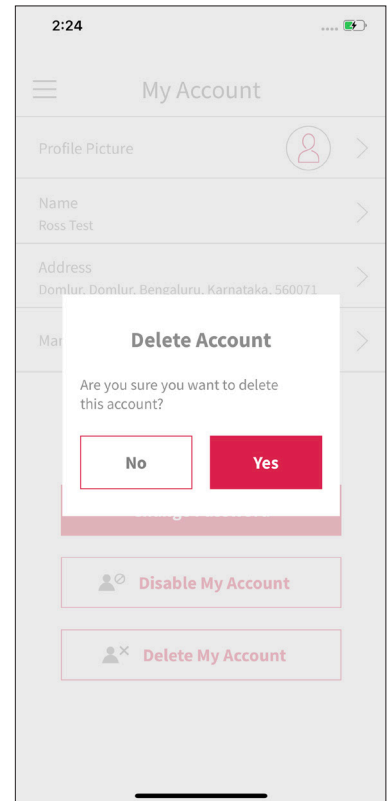
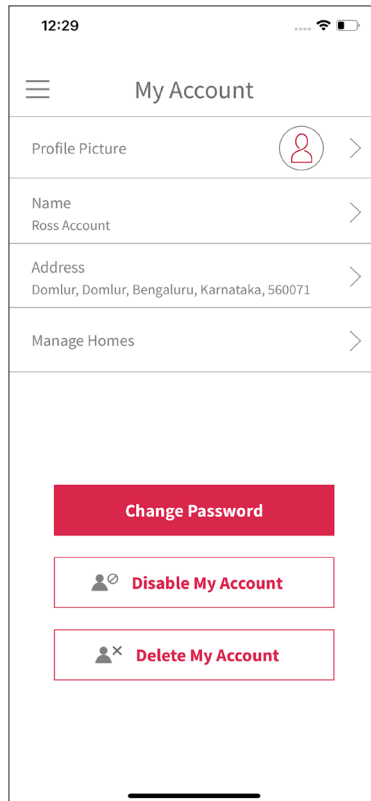
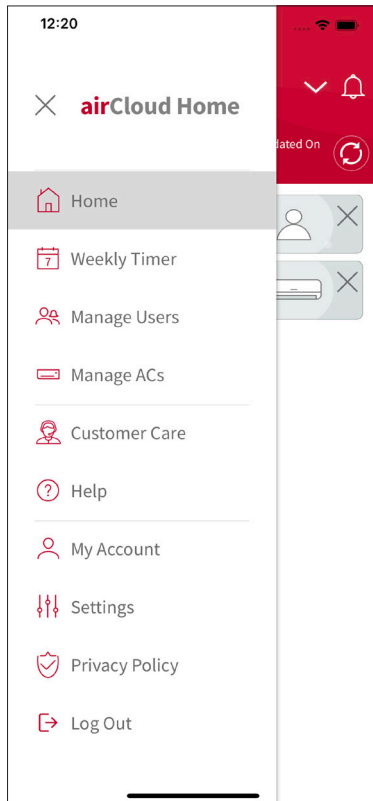
User can delete his Account with the following steps.

1. Select "My Account" from the hamburger menu.
2. Click on "Delete My Account" button.
3. A pop-up will appear to confirm if the user is sure to delete his account.
4. On pressing "Yes", another confirmation pop-up will appear stating information regarding the deletion of the account.

**NOTE:**

- If User wants to delete his account (having no members), then directly user is disabled.
- If User has one or more members in his Home, then user will be taken to Transfer of Ownership screen first.

## Using the Application



## 5. Troubleshooting

To provide guidance to the service technicians/customer care executives to detect issues and resolve them in the airCloud application.

### 5.1 Download/Install

#### 5.1.1 airCloud Home Application Not Available in Play Store/ App Store

If the user is not able to locate or find this application in Play Store/App Store, the user should search with the name "airCloud Home".

If the user is still unable to locate the application, there could be a GEO restriction of the user in the Play Store/App Store.

User should use a Play Store/App Store account which matches with the GEO location of the application.

#### 5.1.2 Unable to Download the airCloud Home Application

The user is unable to download the application due to:

- (1) Insufficient Storage Availability
- (2) Incompatible Operating System (OS)

##### Insufficient Storage Fix:

To successfully download this application, ensure that your mobile phone has sufficient free space.

##### Incompatible OS:

The airCloud Home application works best on mobile phones with Android version 8 or above or IOS version 10 or above.

#### 5.1.3 Unable to Install the airCloud Home Application

The user is unable to install the application as the Operating System (OS) is not compatible.

##### Incompatible OS:

The airCloud Home application works best on mobile devices with Android version 8 or above or IOS version 10 or above.

#### 5.1.4 airCloud Home Application Installed but Not Working

The airCloud Home application will not open if there is no Internet connection. The user must connect to the Internet and then retry.

#### 5.1.5 airCloud Home Application is Not Responding

If the application is installed and not opening or not responding, then Reboot your mobile phone.

If the application does not respond after rebooting:

- Force stop the application.
- Uninstall the application.
- Reinstall the application.
- Retry opening the application.

## 5.2 User Registration/Login

### 5.2.1 Verification Code Not Received

During the registration process, a verification code will be sent to your registered Email ID/mobile number. The code received via SMS/Email is valid only for 10 minutes. If the user fails to receive the verification code via SMS, then:



- Enter a valid ten-digit mobile number.
- Check the mobile network is in the coverage area to receive an SMS.
- Change the mobile phone's roaming mode in the Settings option. The Roaming mode must be ON.

If the verification code is still not available, then the user can request to re-send the verification code by selecting "Resend Verification" button.

If the user fails to receive the verification code via Email, then:



- Enter the correct Email ID.
- Check the verification code in the Spam folder.
- Check the device (Laptop/lpad/desktop/Mobile) is connected to the Internet.

If the verification code is still not received by the user, then contact customer care.



A Customer Care Executive checks:

- The request is received by the server.
- If the server has received the request, then check the server has sent the verification code to the user.
- The status of the verification code on the server (sent /bounced back).
- If the status is bounced, then re-send the verification code from the server to the user.

### 5.2.2 Error When Logging In

The user may encounter log in errors for the following reasons:



- Incorrect Email ID: The user must enter a valid/registered Email ID.
- Incorrect Mobile Phone number: The user must enter a valid/registered mobile phone number.
- Incorrect Password: The user must enter the password used while creating an account.
- Not a registered user: The user must register his/ credentials using the "Create Account" button on the login page of the application.

If the user encounters error message, contact customer care.



A Customer Care Executive checks the registered Email ID/mobile number in the server. If registered, then the user may have entered incorrect password.

#### NOTE:

- If the user forgets the password, then a new password can be created using the "Forgot Password" option and follow the instructions in the application.

### 5.2.3 User Account Locked

Soft lock after 10 attempts with incorrect credentials. To resolve this:

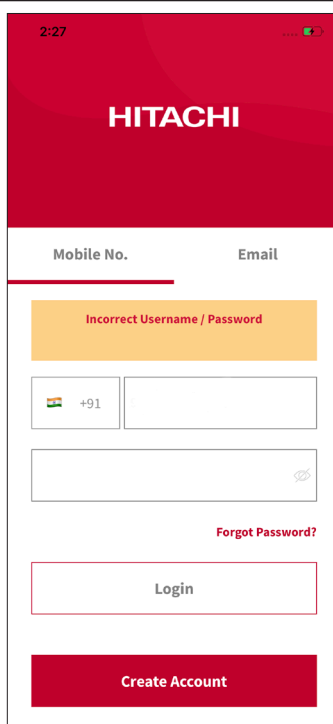
- Close the airCloud Home application.
- Re-login after 2 minutes by entering valid credentials.

Hard lock after 3 soft lock attempts. To resolve this:

- Close the airCloud Home application.
- Re-login after 24 hours by entering valid credentials.

#### NOTE:

- If the user forgets the password, then a new password can be created using the "Forgot Password" option and follow the instructions in the application.



## 5.3 Air Conditioner Onboarding

### 5.3.1 QR Code Scanning Not Successful

Refer sections “**3.1.1 Connect Using WPS Mode**” (i), “**3.1.2 Connect Using AP Method**” (i) to see the Onboarding process using the QR code. During the Onboarding process, if the QR code does not capture in the airCloud Home application, then the user should check:

- The QR code in the air conditioner is not tampered/damaged.
- The position of the mobile phone should be able to capture the QR code.
- The mobile phone is connected to the network/WiFi router.

If the QR code is still not captured, then the user can contact customer care.



A Customer Care Executive should check the SSID details available from the server and provide the required details for the user to carry out the Onboarding process.

### 5.3.2 Home Router Not Detected on the Mobile Phone

If the home router is not detected, the user should:



- Ensure the GPS mode in the mobile phone is enabled.
- Ensure the WiFi on the mobile phone is enabled.
- Ensure there is no problem with the mobile phone trying to connect to WiFi.

If the home router is still not detected, then the user should perform the following:

Step 1: Unplug the wireless router and modem from power source.

Step 2: Wait for at least 30 seconds.

Step 3: Plug the wireless router and modem back to the power source.

Step 4: From the mobile phone, reconnect to the Wifi.

### 5.3.3 Home Router Not Connecting to the Mobile Phone

To successfully run the airCloud Home application on the mobile phone, the recommended speed of the home router should be 5Mbps or above.

If the home router is not connecting, the user should perform the following:

- Switch ON the router.
- Place the router closer to the air conditioner and the mobile phone.
- Configure the router's LAN cable connection correctly.

If the home router is able access Internet, but unable to connect to the air conditioner, then external WiFi adapter may possibly have an internal defect. In this case the user should contact the dealer or distributor.

#### NOTE:

- Refer to the Router's manual, make sure the WiFi module is in the router's signal range.

### 5.3.4 Configuring Air Conditioner Window Taking Long Time to Respond

During the Onboarding process, the user clicks the "WPS" button on the WiFi router. Refer section “**3.1.1 Connect Using WPS Mode**”. The configuration process generally takes few seconds to complete. The LED indicator(1) on the external WiFi adapter blinks. Once configured, the LED glows.

If the Configure Air Conditioner window does not respond or takes a long time to respond, then check:

- The LED is green/ON for WPS option in the router.
- The router compatibility with the air conditioner. The external WiFi adapter supports routers with 2.4 GHz and above.

### 5.3.5 External Wireless Adapter SSID or SSID Password Incorrect/ SSID Details Mismatch in the User Manual

While Onboarding the air conditioner on the airCloud Home application without the QR code, the user must enter SSID details of the external WiFi adapter. If there is a discrepancy, then contact customer care.



A Customer Care Executive should:

- Validates the Serial Number on the external wireless adapter.
- Contact the specific team for resolution.

### 5.3.6 MDNS Screen Not Appearing

During the air conditioner configuration, adapter sends MDNS signals to the airCloud Home with a message “MDNS command received”. If this screen does not appear, then contact customer care.



A Customer Care Executive should check:

- The status of the air conditioner in the server. If the MDNS signals are not sent, then a service technician will be assigned to resolve this issue.
- If air conditioner send MDNS signal and application not receiving, user should reboot the air conditioner and re-try.

### 5.3.7 External Wireless Adapter Not Sending SSID Details to the airCloud Home Application (Onboarding Using AP Method)

Refer section “3.1.2 Connect Using AP Method” to see the Onboarding process using AP method.

If the airCloud Home does not receive SSID details, then contact customer care.



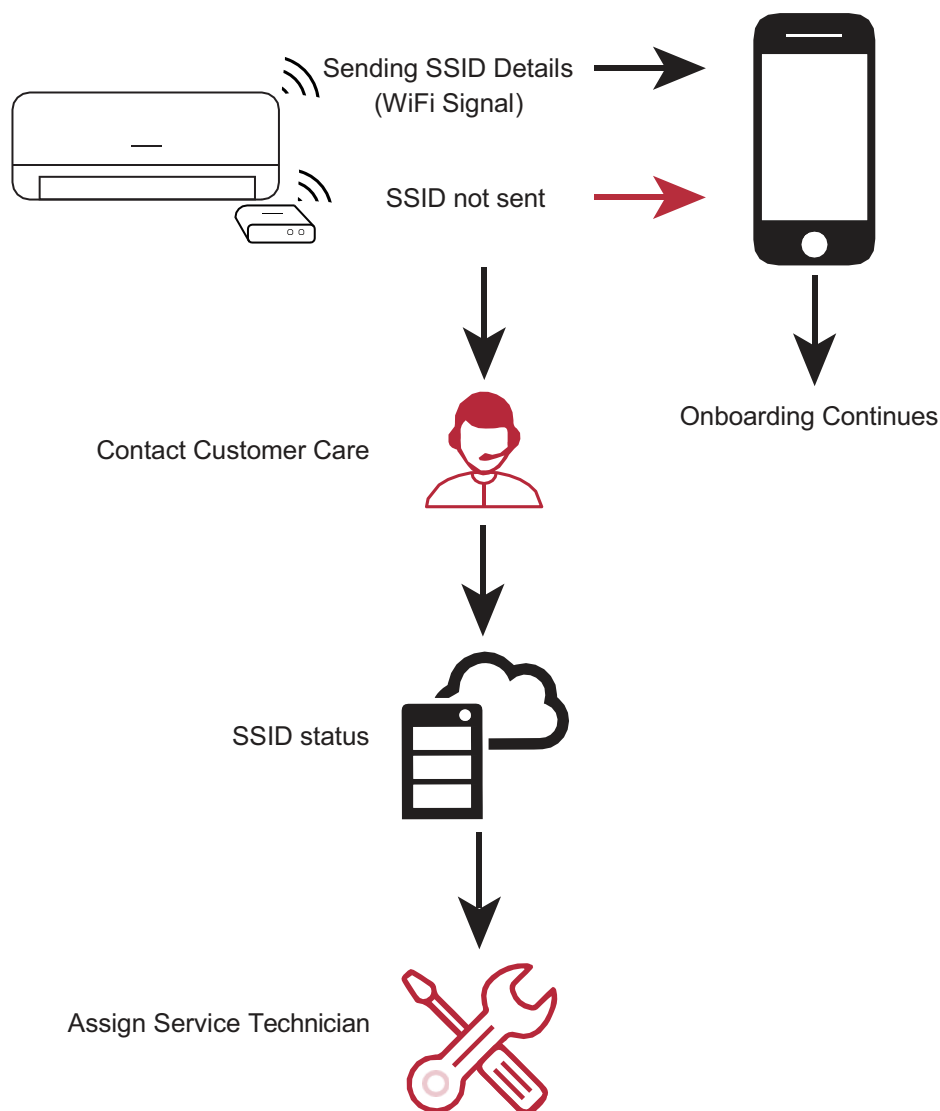
A Customer Care Executive checks:

- The server, if the air conditioner has sent SSID details. If yes, the user should reboot the mobile phone and re- try. If air conditioner has not sent SSID details, then a service technician is assigned to check the external WiFi module attached to the air conditioner.



A Service Technician should open the external WiFi adapter and check:

- For any damages in the WiFi module
- Connections to the WiFi module





### 5.3.8 Wrong SSID and Password (Air Conditioner with External Adapter)

Refer section “3.1.1 Connect Using WPS Mode” and “3.1.2 Connect Using AP Method”.

While Onboarding the air conditioner on the airCloud Home application with an external adapter, the user must enter SSID details of the adapter. If there is a discrepancy, then contact customer care.



A Customer Care Executive should:

- Validates the Serial Number on the external wireless adapter.
- Contact the specific team for resolution.

### 5.3.9 WPS or AP Button Not Working (External Adapter)

An air conditioner with an external adapter has WPS and AP buttons used for Onboarding the air conditioner on the airCloud Home application. Refer section “3.1.1 Connect Using WPS Mode” and “3.1.2 Connect Using AP Method”.

If the airCloud Home application does not receive signals from the adapter, then user should check:

- Adapter is powered ON. The WPS or AP mode indicator (1) or (2) blinks.

If the airCloud Home application is still unable to receive signal from the adapter, then contact customer care.



A Customer Care Executive should check:

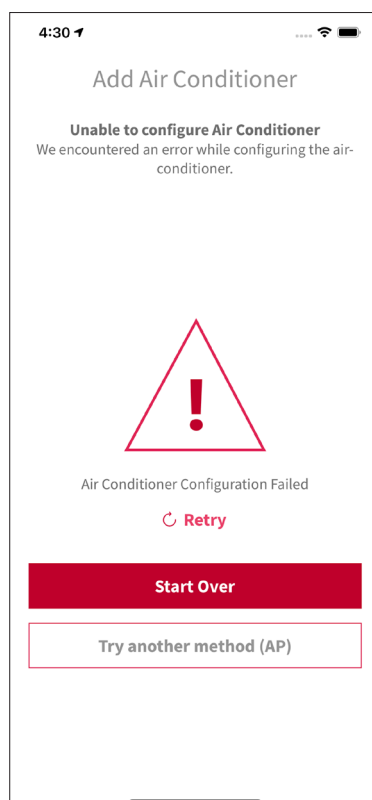
- The server if the external adapter is sending signals to the airCloud Home application. If yes, then the user should reboot the mobile phone and re-try.
- If the external adapter is not sending signals, then a service technician is assigned.

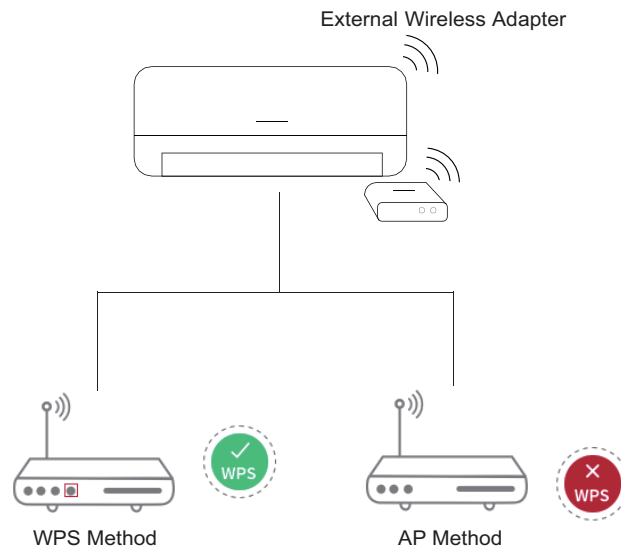


- A Service Technician should check the external adapter for any damages/ faulty connections.

### 5.3.10 Air Conditioner Configuration Failed (Onboarding unsuccessful)

While Onboarding the air conditioner on the airCloud Home application, the user may encounter “Air Conditioner Configuration Failed” message. In this case, try Onboarding process with WPS/AP method. For example, user encounters error message while Onboarding using WPS method, re-try Onboarding process using AP method.





### 5.3.11 Air Conditioner Onboarded but Does Not Show Up in My Air Conditioner List

After successfully Onboarding the air conditioner in the airCloud Home application, the air conditioner is not displayed in My Air Conditioner list, then the user should perform the following:

- Check the Internet Connection.
- Change the mobile phone's roaming mode in the Settings option. The Roaming mode must be ON.

If the air conditioner is still not displayed in the My Air Conditioner list, then contact customer care.



A Customer Care Executive checks the Server is down and informs the user to open the airCloud Home Application again after some time.

### 5.3.12 Unable to Switch Wireless Network from the Air Conditioner to the Home Router (AP method Onboarding)

If the user is unable to switch from wireless network to the home router, then the user should perform the following:

- Switch ON the router.
- Connect the mobile phone to only one active router.

## 5.4 Application Usage

### 5.4.1 Air Conditioner Not Responding to the airCloud Home Features/Functions

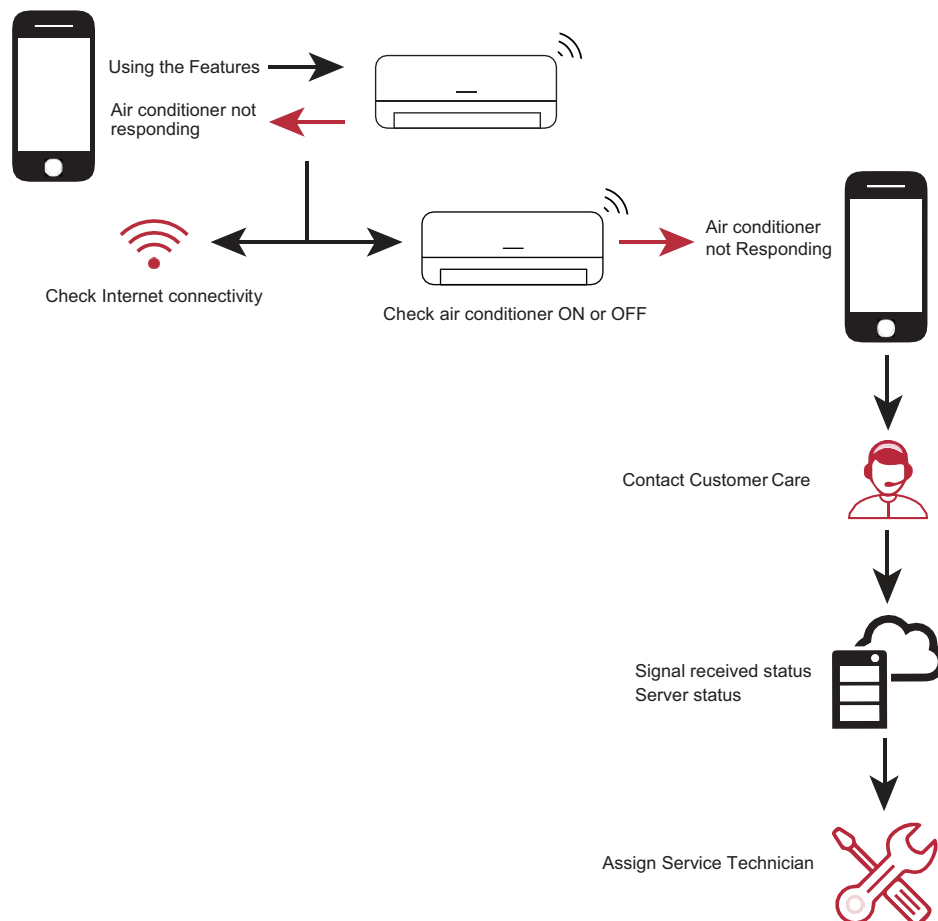
If the air conditioner does not respond to the airCloud Home application functions, then the user should switch OFF and switch ON the air conditioner and re-try. The user should also ensure that the Internet speed should be at least 5 Mbps.

If the air conditioner still does not respond, then contact customer care.



A Customer Care Executive checks:

- The status of the signals received by the server. If the signals are not received by the server, the Server could be down (500 series internal error in server). The user can wait till the server is up and then re-try.
- If the signal is sent by the server to the air conditioner, and air conditioner has not received then, assign a service technician to resolve this issue.
- If signal is not sent by the server, then re-send signal from the server to the air conditioner.



#### 5.4.2 Air Conditioner Last Updated Time Not Reflecting on the airCloud Home Application

The airCloud Home application gets auto updated and displayed in the application. The last updated time is not available, or the last update time is not the latest. The user should perform the following:

- Connect the mobile phone to the Internet/WiFi.
- Refresh the airCloud application manually.
- Ensure that the air conditioner is switched ON.

If the last updated time is still not available, then contact customer care.



A Customer Care Executive checks:

- The server is down. The user can wait till the server is up and then re-try.
- The air conditioner has sent the latest data to the airCloud application.

#### 5.4.3 Air Conditioner Not Responding to the airCloud Home Application but Responding to the Remote Control

Air conditioner features can be changed using the remote control. When the features are changed using the airCloud Home application, the air conditioner does not respond, The user should perform the following:

- Connect the mobile phone to the Internet/WiFi.
- Ensure that the air conditioner is switched ON.

If the air conditioner still does not respond, then contact customer care.



A Customer Care Executive checks:

- The server is down and inform the user to try after some time.
- The server received signals from the airCloud Home application.
- The server sent signals to the air conditioner. If not, then re-send signals from the server to the air conditioner. The customer care executive can inform the user to reboot the mobile phone and re-try.

#### 5.4.4 Air Conditioner Changing to Offline Mode

If the air conditioner is changing to Offline mode, user should check the external WiFi Adapter.

To change the Offline mode, Switch OFF and switch ON the air conditioner to re-connect with the airCloud Home application.

If the air conditioner is still Offline, then contact customer care to request for a Service Technician.



A Service Technician checks the cable connection between WiFi Module and air conditioner and Switch ON the air conditioner.

#### 5.4.5 airCloud Home Application Not Updating

When user receives application update notification, and does not re-direct to the Play Store, the user should check:

- The mobile phone is connected to the Internet/WiFi.
- The Internet Speed is 5 Mbps or above.

#### 5.4.6 Air Conditioner Not Switching ON or OFF Using the airCloud Home Application

If the air conditioner does not switch ON or switch OFF in the aircloud Home application, then the user should check the external WiFi adapter is connected to the Internet/WiFi by looking at the adapter indicator (1) LED status.

If the air conditioner still does not respond, then contact customer care.



A Customer Care Executive checks:

- The status of the signals received by the server. If the signals are not received by the server, the Server could be down (500 series internal error in server). The user can wait till the server is up and then re-try.
- If the signal is sent by the server to the air conditioner, and air conditioner has not received then, assign a service technician to resolve this issue.
- If signal is not sent by the server, then re-send signal from the server to the air conditioner.



A Service Technician should open the external WiFi adapter and check:

- For any damages in the WiFi module
- Connections to the WiFi module

#### 5.4.7 Unable to Switch to Different Operating Modes

If the air conditioner does not switch from one mode to another through the airCloud Home application, then the user checks if the air conditioner is switching to different operating modes using the remote control. If yes, then check the Internet connectivity.

If the air conditioner still does not respond, then contact customer care.



A Customer Care Executive checks:

- The status of the signals received by the server. If the signals are not received by the server, the Server could be down (500 series internal error in server). The user can wait till the server is up and then re-try.
- If the signal is sent by the server to the air conditioner, and air conditioner has not received then, assign a service technician to resolve any hardware issue.

#### 5.4.8 Unable to Change the Fan Speed

If the air conditioner does not respond to the Fan speed through the aircloud Home application, then the user checks if the air conditioner responds using the remote control. If yes, then check the Internet connectivity.

If the air conditioner still does not respond, then contact customer care.



A Customer Care Executive checks:

- The status of the signals received by the server. If the signals are not received by the server, the Server could be down (500 series internal error in server). The user can wait till the server is up and then re-try.
- If the signal is sent by the server to the air conditioner, and air conditioner has not received then, assign a service technician to resolve any hardware issue.

#### 5.4.9 Help Documents are not Available or URL Not Working

All the application related Help documents are available in airCloud Home application menu ☰ > ⓘ Help. If the user is unable to access these documents, the user should check:



- The Internet connection
- Enough storage space is available in the mobile phone to download.
- The required software/application is installed in the mobile phone to view the downloaded documents.

#### 5.4.10 Authentication Failed While Enabling the Air Conditioner in the Smart Speaker Application

To connect Smart speakers with the air conditioner, Smart Speaker applications should be authenticated with the airCloud Home application. If the user encounters Authentication Failed message, the user performs the following:

- In the Smart Speaker's application, search and enable the air conditioner. Enabling the air conditioner will be redirected to the airCloud Home application.
- Enter valid credentials in the airCloud Home application. Refer section “5.2.2 Error When Logging In”.

#### 5.4.11 Smart Speaker Does Not Connect to Wi-Fi

For more information and troubleshoot, please refer to smart speaker manual.

Specifications in this catalogue are subject to change without notice, in order that Hitachi-Johnson Controls may bring the latest innovations to customers.