

# MELCloud™



## Quick Guide – System installation and registration



# Quick Guide – System installation and registration

## Table of contents:

1. Requirements.....	Pag. 3
2. Compatible indoor units.....	Pag. 4
3. Interface outline .....	Pag. 5
4. Interface installation and access point /router pairing.....	Pag. 6

## MELCloud service – registration

5. How to start.....	Pag. 8
6. Account registration.....	Pag. 10
7. Device registration.....	Pag. 12
8. Installation /registration Flow-chart.....	Pag. 15
9. Smartphone and Tablet App.....	Pag. 16

## 1: Requirements:



## Router specifications<sup>1</sup>:

- WPS switch:

Router has to be equipped with WPS button. To perform a WPS connection between Router and Device WPS switch has to be pushed on both router and device in succession.

- Security standard:

Router has to be compatible with WPA2-AES or WPA2 mixed mode security standards.

## Other requirements:

- Good connectivity: Wi-Fi broadband power on installation site has to be suitable
- Compatibility<sup>2</sup>: please verify indoor unit compatibility with Wi-Fi interface before purchasing

<sup>1</sup>: Mitsubishi Electric Italian branch has tested wired router [NETGEAR N300-DGN2200V4](#) and wireless [D-link DWR730](#)

<sup>2</sup>: Moreover Mitsubishi Electric has tested the Access Point [SITECOM N300-WLX2000](#)

<sup>2</sup>: Please examine compatible indoor units' list

## 2: Compatible indoor units

Following Mitsubishi Electric indoor units can be connected to MELCloud service using MAC-557IF-E Wi-Fi interface

### M Serie

MSZ-SF15/20/25/35/42/50VE, MSZ-GF60/71VE  
MSZ-EF18/22/25/35/42/50VE(2)S/W/B, MSZ-DM25/35VA  
MSZ-FH25/35/50VE, MSZ-FD25/35/50VA, MSZ-FA25/35VA  
MSZ-GE22/25/35/50/60/71VA, MSZ-GC22/25/35VA, MSZ-CGE 25/35/50VA  
MSZ-GB50VA, MSZ-GA22/25/35/50/60/71VA, MSZ-CB25/35/50VA  
MFZ-KA25/35/50VA, MLZ-KA25/35/50VA, MFZ-KJ 25/35/50VE

### S Serie

SEZ-KD25/35/50/60/71VA(L)Q  
SEZ-KA35/50/60/71VA  
SLZ-KA25/35/50VA(L)Q  
SLZ-KF25/35/50/60VA2

### P Serie

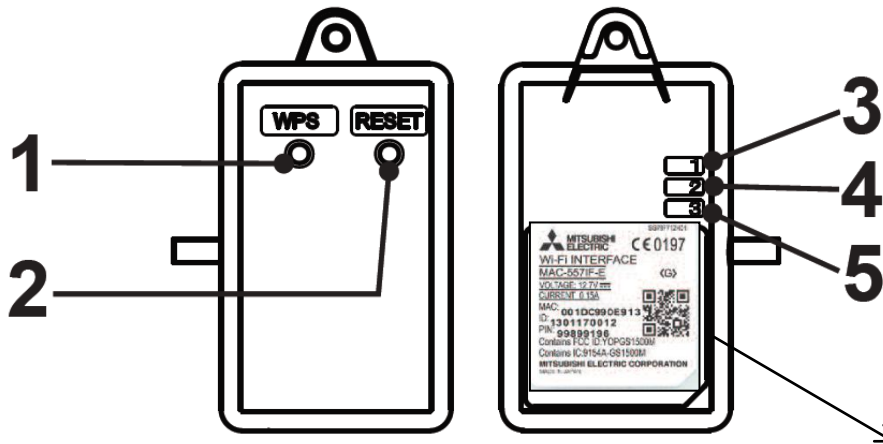
PCA-RP50/60/71/100/125/140KAQ  
PEAD-RP35/50/60/71/100/125/140JA(L)Q  
PEAD-RP35/50/60/71/100/125/140EA/EA2  
PEA-RP200/250GAQ,  
PKA-RP35/50HAL, PKA-RP60/71/100KAL  
PLA-ZRP35/50/60/71/100/125/140BA/BA2  
PLA-RP35/50/60/71/100/125/140BA/BA2/BA3  
PLA-RP35/50/60/71/100/125/140AA/AA2  
PSA-RP71/100/125/140KA, PSA-RP71/100/125/140GA

### Non-compatible indoor units

MSZ-HJ25/35/50VA, MSZ-HC25/35VA/VAB  
MSC- GA20/25/35VB, MSC-CA20/25/35VB, MSC-  
CB20/25/35VB, MSC-GE20/25/35VB  
MSH-60/80VB,

PCA-RP71/125HA/HAQ, PEA-RP400/500GAQ

### 3: Interface outline



Nr.	Item	Description
1	WPS switch	It activates WPS
2	RESET switch	It resets all settings
3	LED 1 (Green)	It shows the wireless communication state
4	LED 2 (Orange)	It shows the MAC-557IF-E state
5	LED 3 (Green)	It shows the local communication state

Device has a 1,5m long connecting cable. Its terminal has to be insert in **CN105 (92)** connector on the indoor unit's electronic board

**N.B.** MAC-557IF-E interface cannot be connected to indoor units with one of the following interfaces already installed:

- MAC-333IF-E
- MAC-397IF-E
- MAC-399IF-E



**MAC** and **ID** are essential during registration process. They are printed on the label on the back side of the device.

MAC and ID should be written down on dedicated page in installation manual during installation process.

## 4: Interface installation and access point/router pairing

### IMPORTANT

Before proceeding with registration process on MELCloud application, it is necessary to install interface and verify its communication with access point / router.

- 1. Installation:** MAC 557IF-E is not designed for self installation, as installation requires access to potentially live electrical parts. Please contact your local branch or installer to arrange professional installation. Installer will connect interface to **CN105 (92)** connector on indoor unit.
- 2. Pairing:** To connect interface to access point / router is necessary to press WPS switch on both interface and access point / router in succession.

*In case of procedure failure, please press **RESET** switch on the interface and run again the pairing process.*

- 3. Check:** If installation and communication with access point / router is successfully completed; LED 1 on for roughly 3 seconds, than LED 3 flashing.

*In the event that LEDS' flashing is different , please refer to «Led pattern» table on installation manual, than repeat pairing process.*

Device is now installed and it's communicating correctly with access point / router; it's now possible to proceed with registration on MELCloud application.

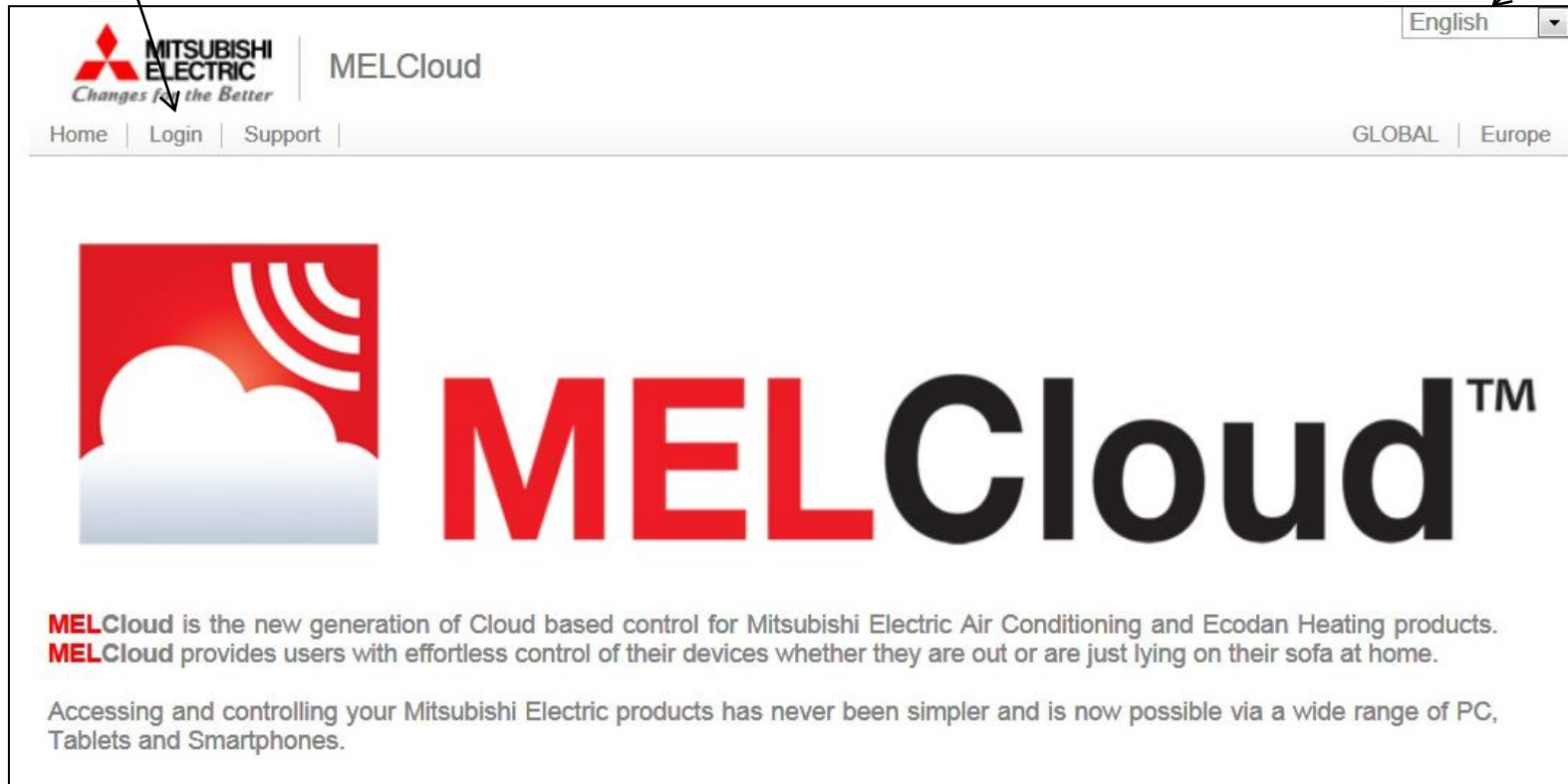


# MELCloud service Registration process

Go to [www.melcloud.com](http://www.melcloud.com) using your internet browser

2. Reach registration page clicking on «login»

1. Select your language among available ones

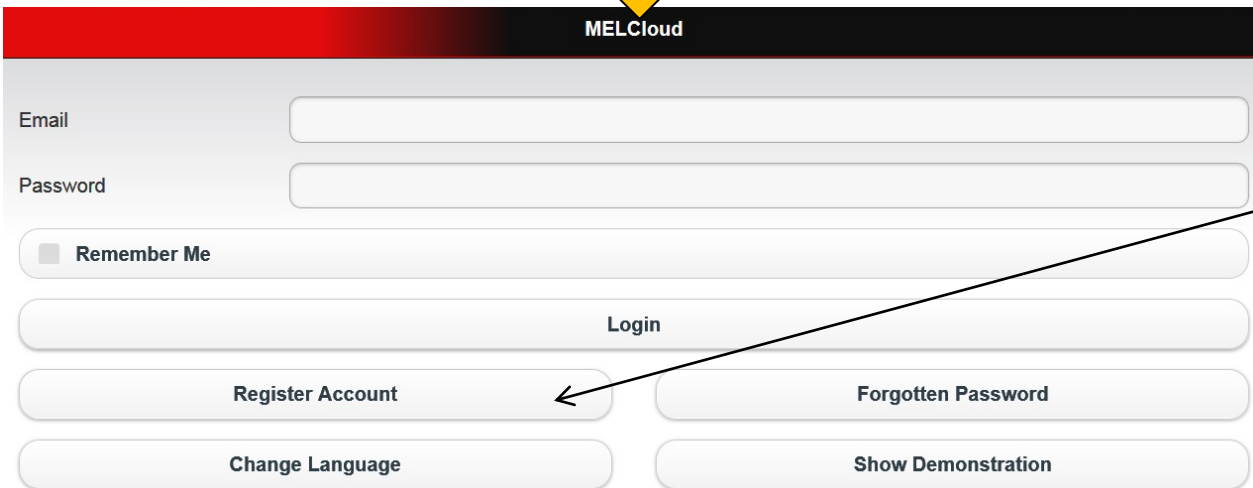


The screenshot shows the top section of the MELCloud website. In the top left corner is the Mitsubishi Electric logo with the tagline "Changes for the Better". To its right is the "MELCloud" logo. In the top right corner, there is a language selection dropdown menu currently set to "English". Below the logo area is a navigation bar with links for "Home", "Login", and "Support". On the right side of the navigation bar are the words "GLOBAL" and "Europe". The main content area features a large graphic on the left consisting of a red square with white curved lines and a white cloud shape, next to the text "MELCloud™" in large, bold letters. Below this graphic is a paragraph of text: "MELCloud is the new generation of Cloud based control for Mitsubishi Electric Air Conditioning and Ecodan Heating products. MELCloud provides users with effortless control of their devices whether they are out or are just lying on their sofa at home." A second paragraph follows: "Accessing and controlling your Mitsubishi Electric products has never been simpler and is now possible via a wide range of PC, Tablets and Smartphones."





3. Select your language among available ones



4. In case of first access; registration of a brand-new account for MELCloud is required

**Register Account** button will bring you into profile fulfillment process for application use.

- **Account = User**

Account registration process is organized in two different web-pages.

Mandatory fields are marked by red asterisk\*

**Registration (1 of 2)**

**Country of Residence\***  ▼  
Please select your country of residence

**Email\***   
Please enter your email address. This will also be your login ID.

**Password\***   
Your password must contain an uppercase character, a lowercase character and a number and must be at least 8 characters long.

**Confirm Password\***   
Please re-type your password for confirmation

If you need to contact our support team, they will ask you a security question to confirm your identity.

**Telephone Support Security Question\***

**Telephone Support Answer\***

**Confirm Telephone Answer\***

- **Country of residence:** select your country from drop-down menu
- **User Email:** please fill this field with a valid e-mail address. E-mailing is the communication vehicle used by the software to communicate with the users. For this reason is necessary user's inbox is checked steadily
- **Password/confirm password**

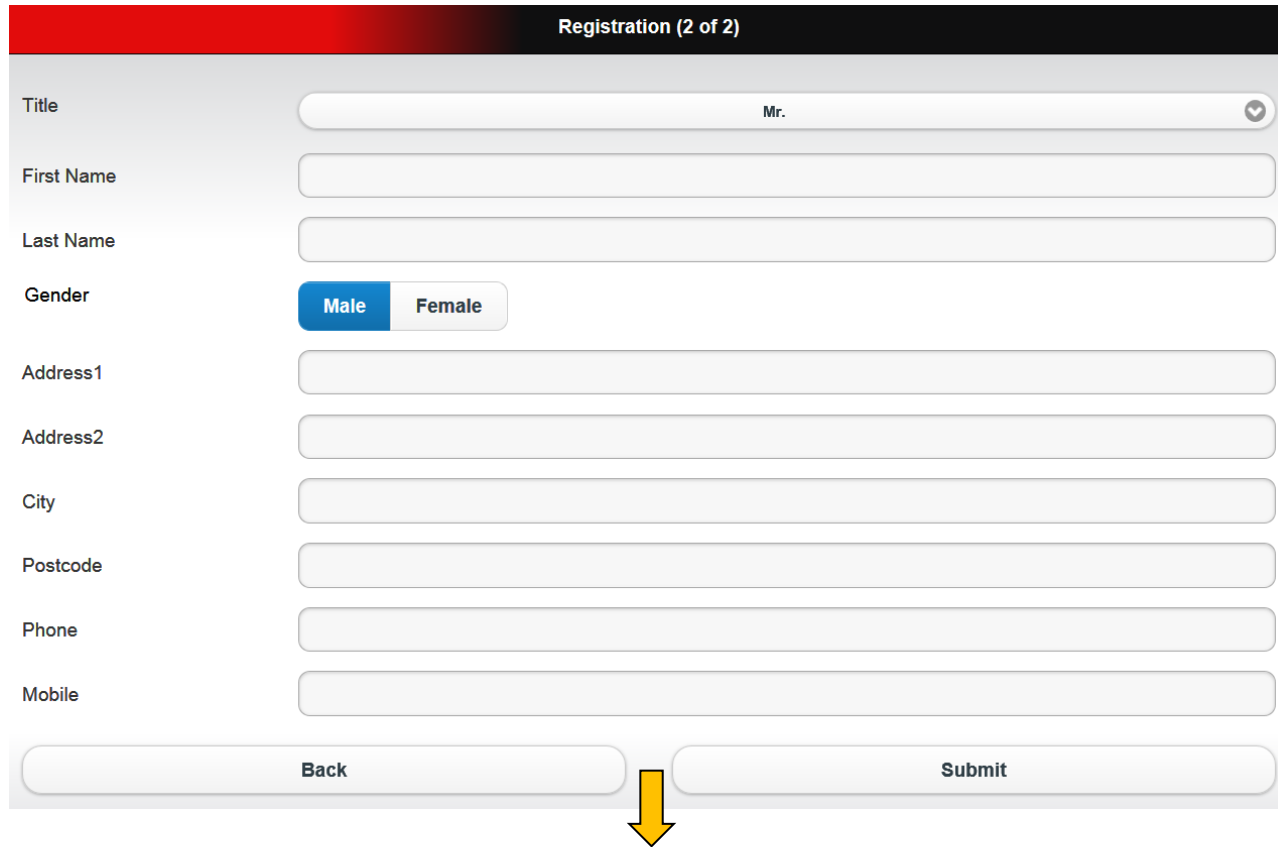
**N.B.**  
**Email address** and **password** registered here, will be the required credentials for logging in MELCloud application.

During **Login:**  
**Username** = user's e-mail  
**Password** = Password


**Telephone support security question/answer**

When telephone support will be required, our technical team will ask you the question you've set at this stage to verify your identity.

Fields on second Account Registration page enable you to create a full profile with all your personal informations



Registration (2 of 2)

Title  

First Name

Last Name

Gender  Male  Female

Address1

Address2

City

Postcode

Phone

Mobile

- Terms and Conditions related to MELCloud service have to be read and accepted to complete registration process.
- System will then send to registration address an e-mail with an activation link to be clicked to perform activation.

### Unit Registration

To register your Mitsubishi Electric equipment, the Mitsubishi Electric Wi-Fi Interface must first be connected to the Internet, as described in the installation manual for the adaptor.

Once this has been done, enter the MAC Address and ID as printed on the label on the Wi-Fi Interface.

MAC\*

ID\*

Please tell us in which country the unit is installed. This allows us to connect you with the correct technical support team, should problems arise.

Country\*

It is not possible to register a Wi-Fi interface before its physical installation.

**10 Units MAX** for each Account/User

To register a MAC-557IF-E interface in MELCloud application:

- Interface has to be already installed to CN105 (92) connector on indoor unit's electrical board
- Pairing between Wi-fi interface and access point / router must already have been completed
- Connection between Wi-Fi interface and router must already have been checked

(for further information, please refer to installation and pairing section of this guide)

Registration process requires input of the following codes:

- **MAC:** 12 digit hexadecimal code
- **ID:** 10 digit number

**MAC and ID codes are printed on the label attached on the back side of Wi-Fi interface; see pag.5**

- **Country:** (Installation Country). It's the reference Country in case of technical support need.

**Unità trovata**

Abbiamo rilevato un'interfaccia Wi-Fi con MAC e ID che avete inserito e verificato che è in comunicazione con i nostri server. L'interfaccia Wi-Fi che state registrando è per una unità installata di recente o avete sostituito un'interfaccia difettosa ad un'unità che avevate precedentemente registrato al MELCloud? Se non si è certi, scegliere 'Nuova Installazione'

**Dettagli Unità**

Inserisci qui sotto il numero di modello dell'unità e/o il numero seriale delle unità di raffreddamento/iscaldamento connesse alla vostra interfaccia Wi-Fi.

**Unità interna**

Unità 1

Dopo aver inserito 3 caratteri, sarà mostrato un elenco di modelli corrispondenti. E' possibile digitare più caratteri per filtrare ulteriormente l'elenco. Selezionare il modello dell'unità dalla lista quando appare.

Numero di modello:

Numero seriale:

**Unità esterna**

Unità 1

Dopo aver inserito 3 caratteri, sarà mostrato un elenco di modelli corrispondenti. E' possibile digitare più caratteri per filtrare ulteriormente l'elenco. Selezionare il modello dell'unità dalla lista quando appare.

Numero di modello:

Numero seriale:

Data di installazione\*:

Data dell'ultima manutenzione:

Next step involves the entry of connected to Wi-fi interface indoor and outdoor model number

Only for **Free-Compo\*** systems.  
Press «**Add another**» to enter the other indoor units that make up the system associated with the installed interface

\*Please refer to Commercial Serie catalogue

**N.B.**

- For **mono** and **multi-split** systems a Wi-fi interface for each indoor unit is required
- For **Mr. Slim Free Compo** system a single Wi-Fi interface is enough as the settings are the same for all indoor units.

## Add Building/Select Floor/Select Area

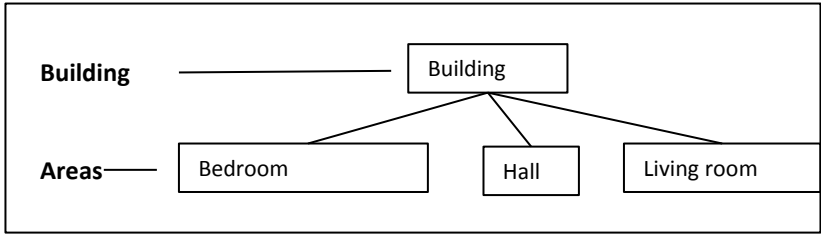
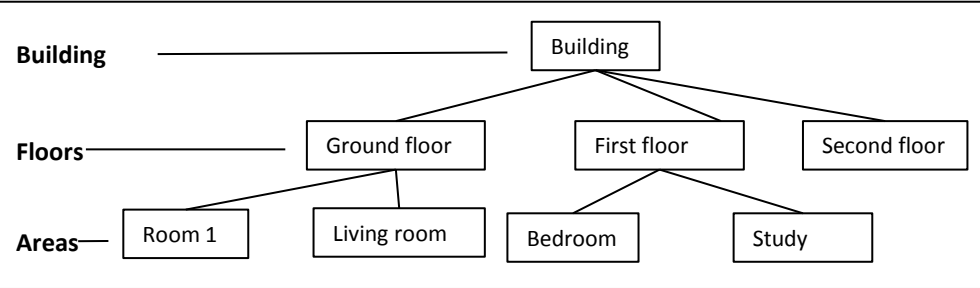
In **Add Building** page you will need to provide:

- Name
- Type
- Address\*
- Post Code\*

Of installation-site building.

\* **Address** and **Post code** are mandatory fields when registering a new system as this is used to determine location later in the application for live weather data feeds

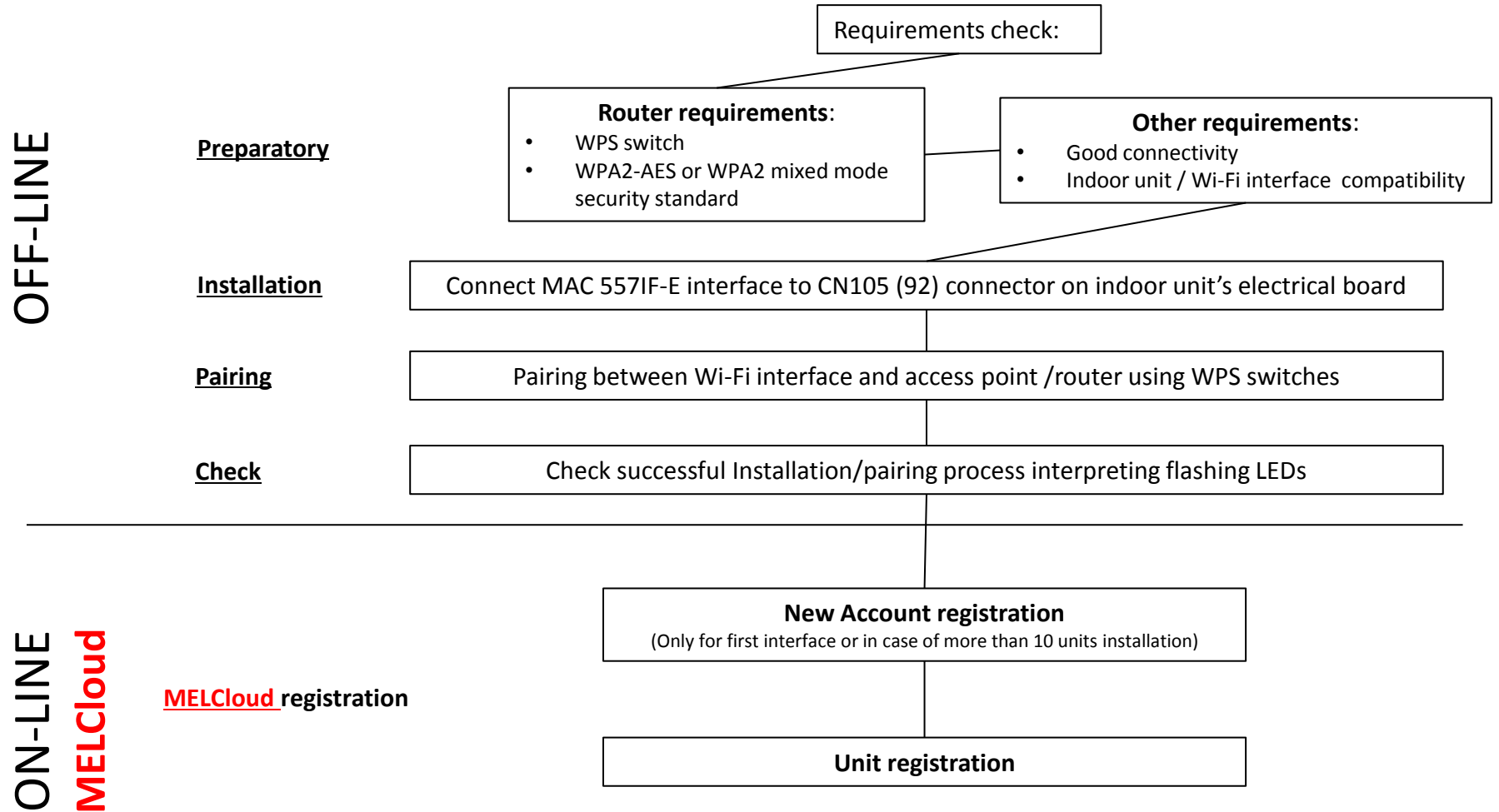
**Select Floor** and **Select Area** pages (optional) are useful if you need to manage multiple interfaces installed in the same building. Through these steps, you can divide the building into floors or areas.



**Example**

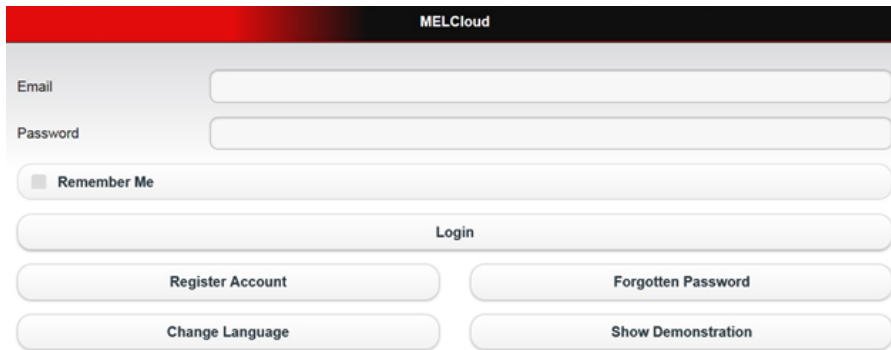
**N.B.** Registration process will be completed when you choose in which building / floor / area interface is, and what is its name.

# 8: Installation / registration Flow chart



## 9: Smartphone and Tablet App

After registering your account you can download for free, from the reference App store, the MELCloud dedicated App for Smartphone and Tablet.



Required credentials for App login are the same used in web-browser application:

- Username: **User's e-mail**
- Password: the **password** set during registration process

### Supported devices\*

#### Tablet (App or WebClient)

Apple iPad / iPad mini  
Samsung Galaxy Tab  
Dell Latitude 10  
BlackBerry PlayBook

#### Operative systems

Android  
Apple iOS / OS X  
Microsoft Windows 8  
BlackBerry 10

#### Smartphone (App or WebClient)

Apple iPhone  
Samsung Galaxy S  
Nokia Lumia  
BlackBerry Z10



\* This is not definitive list of all compatible devices, other similar devices which use supported Operating systems or internet browsers should also work either via dedicated App or via Web Browser.  
Experience may vary slightly depending on hardware and software combination.