HITACHI

SERVICE MANUAL

airCloud Go Application v3.4.0

AIR CONDITIONER
MANAGEMENT SYSTEM

Global Residential Air Conditioner - GRAC

Air conditioner with external wireless adapter

Air conditioner with built-in wireless unit

Global Packaged Air Conditioner - GPAC

Air conditioner with external wireless 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 Go 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 Go 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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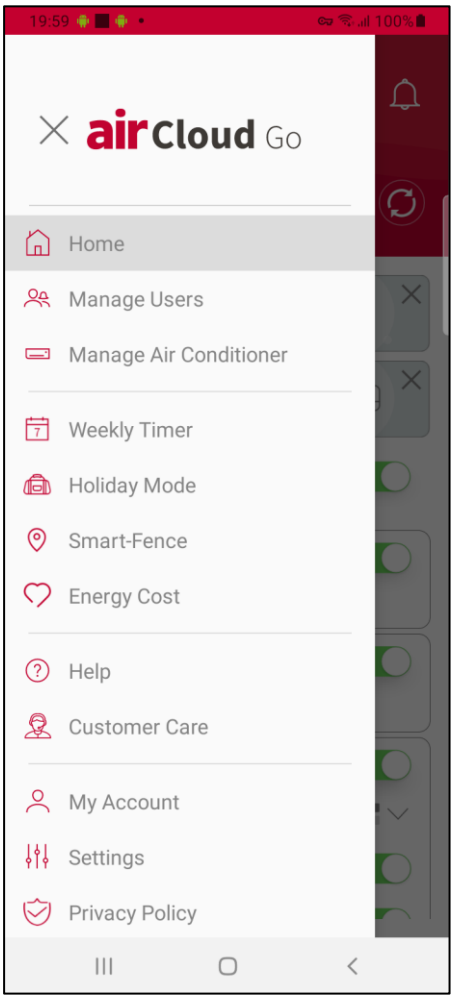
1. Product Overview

airCloud Go application is a mobile monitoring and control tool for your Hitachi air conditioner and it provides easy access to view Indoor Unit status, Zones Status, System Settings, Manage ACs, Manage User, Energy cost estimator, etc.

1.1 Product Features

airCloud Go application, Version 3.3.0 and higher versions, provides the following features and benefits.

1. Location Independent access to control your air conditioner and
2. GRAC and GPAC Units without zones and with Zones
3. Weekly Timer option
4. Manage ACs and Manage Users
5. Smart-Fence (Only GRAC)
6. Energy Cost (Only GRAC)
7. Holiday Mode (Only GRAC)
8. Help
9. Customer Care
10. Settings
11. My Account



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 10.0 and above version.

(2) IOS 13.0 and above version.

(3) Internet connection with minimum 5 Mbps.

(4) All types of Android and iOS supporting Mobile Phones.

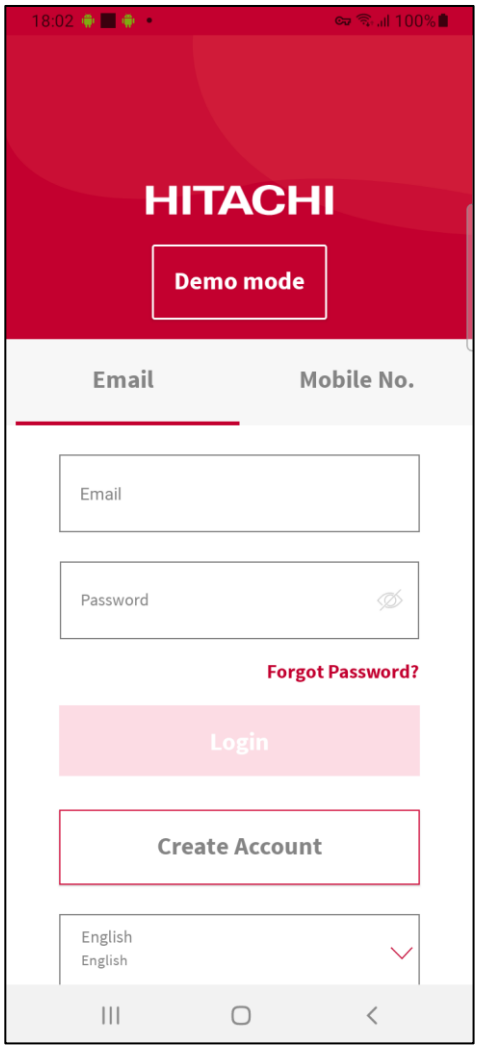
1.4 Pre-installation

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

(1) Valid Email ID (Preferred)

OR

(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:

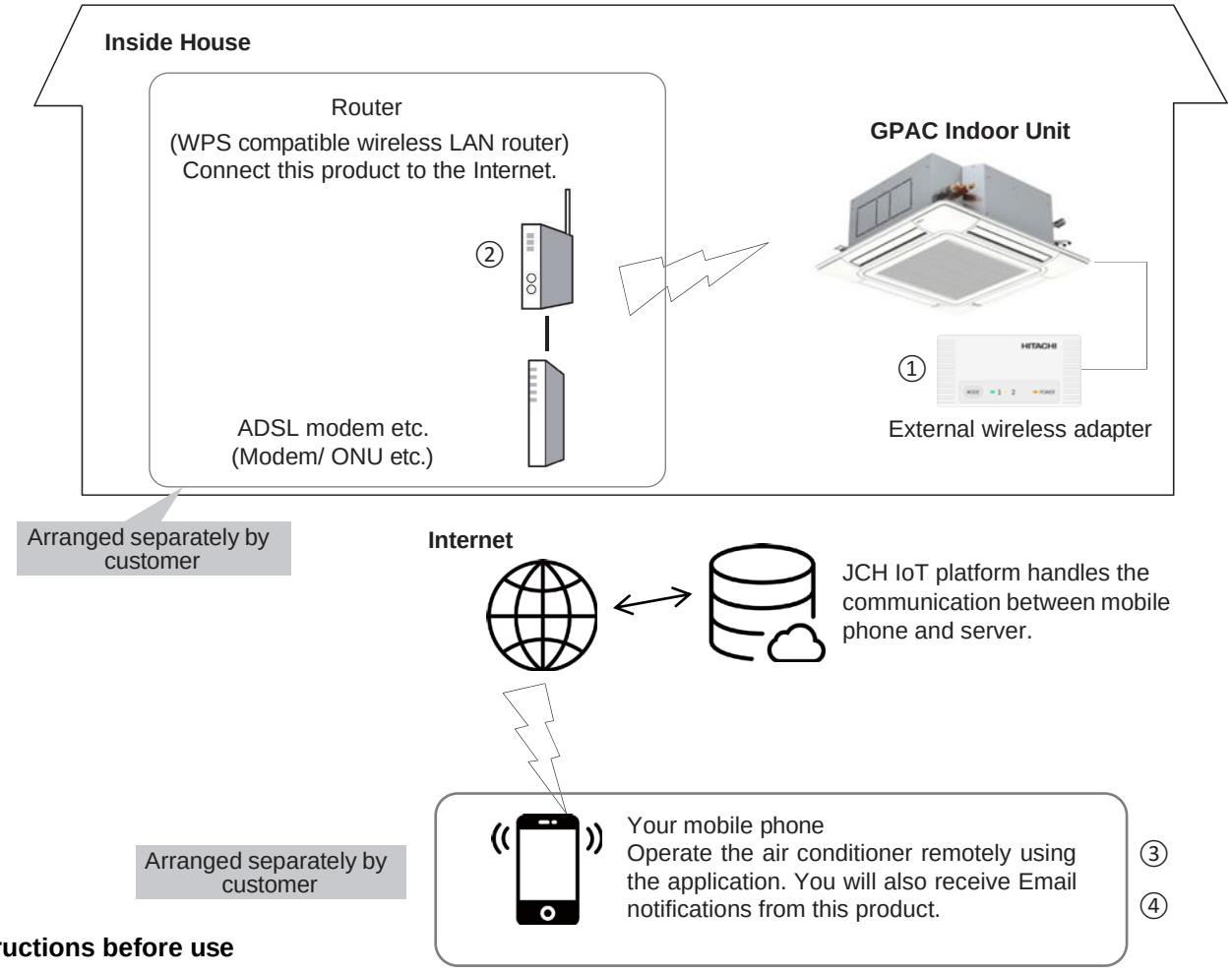
(1) SSID and SSID password

SSID and the password will be supplied with the external adapter. Or SSID will be available on side panel or by lifting the front panel of the air conditioner and password will be available in User Manual of the air conditioner.

(2) Home router password

1.5 System Overview

1.5.1 Air Conditioner with External Wireless Unit (GPAC)



Instructions before use

By Dealers and Installers

① Attaching the external wireless adapter

Air conditioner will be set up by the installer.

By Customers

② Wireless LAN setup

Connect the mobile phone with wireless router.

③ Designated Application Download

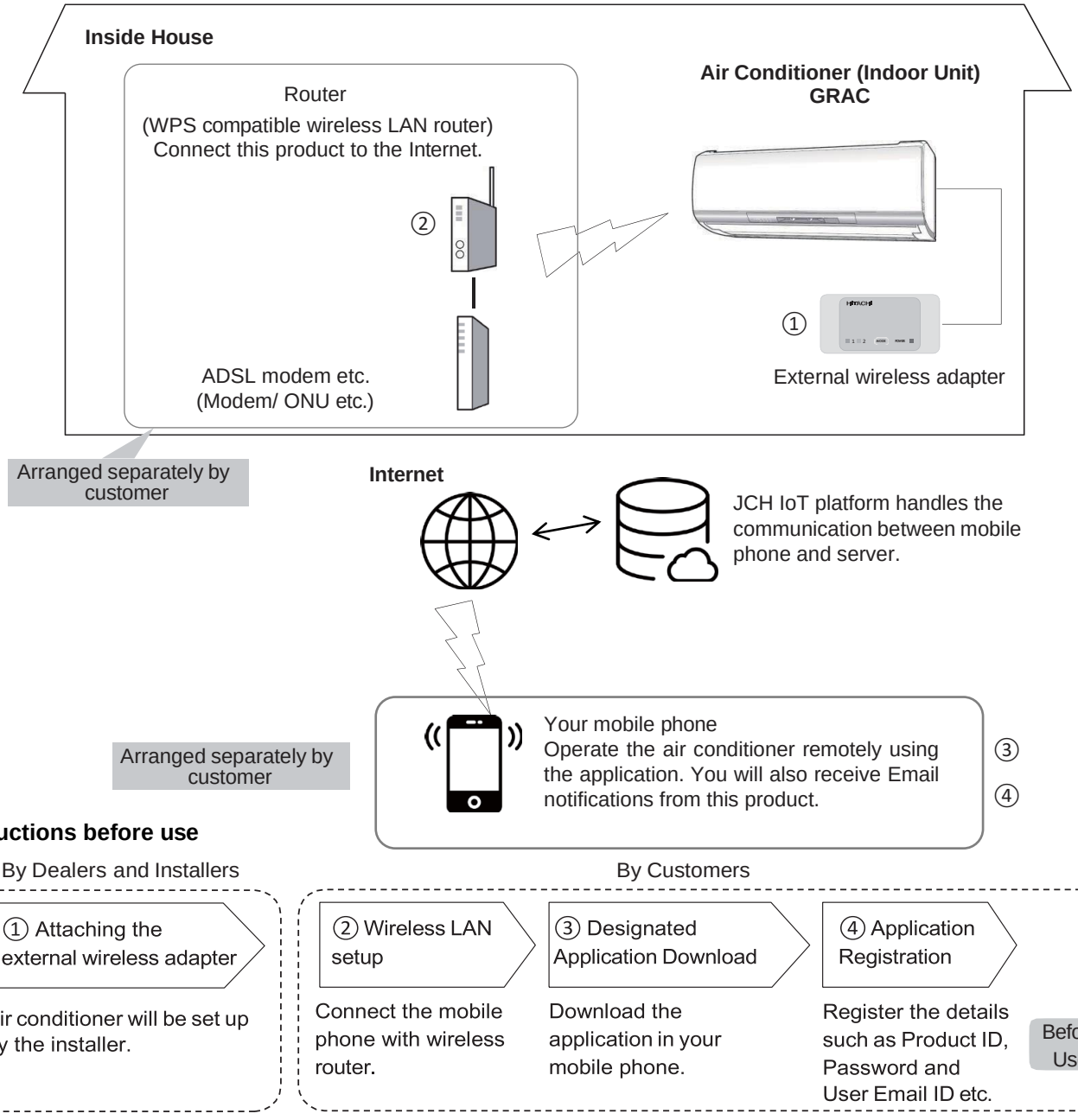
Download the application in your mobile phone.

④ Application Registration

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

Before Use

1.5.2 Air Conditioner with External Wireless Unit (GRAC)



Instructions before use

By Dealers and Installers

① Attaching the external wireless adapter

Air conditioner will be set up by the installer.

By Customers

② Wireless LAN setup

Connect the mobile phone with wireless router.

③ Designated Application Download

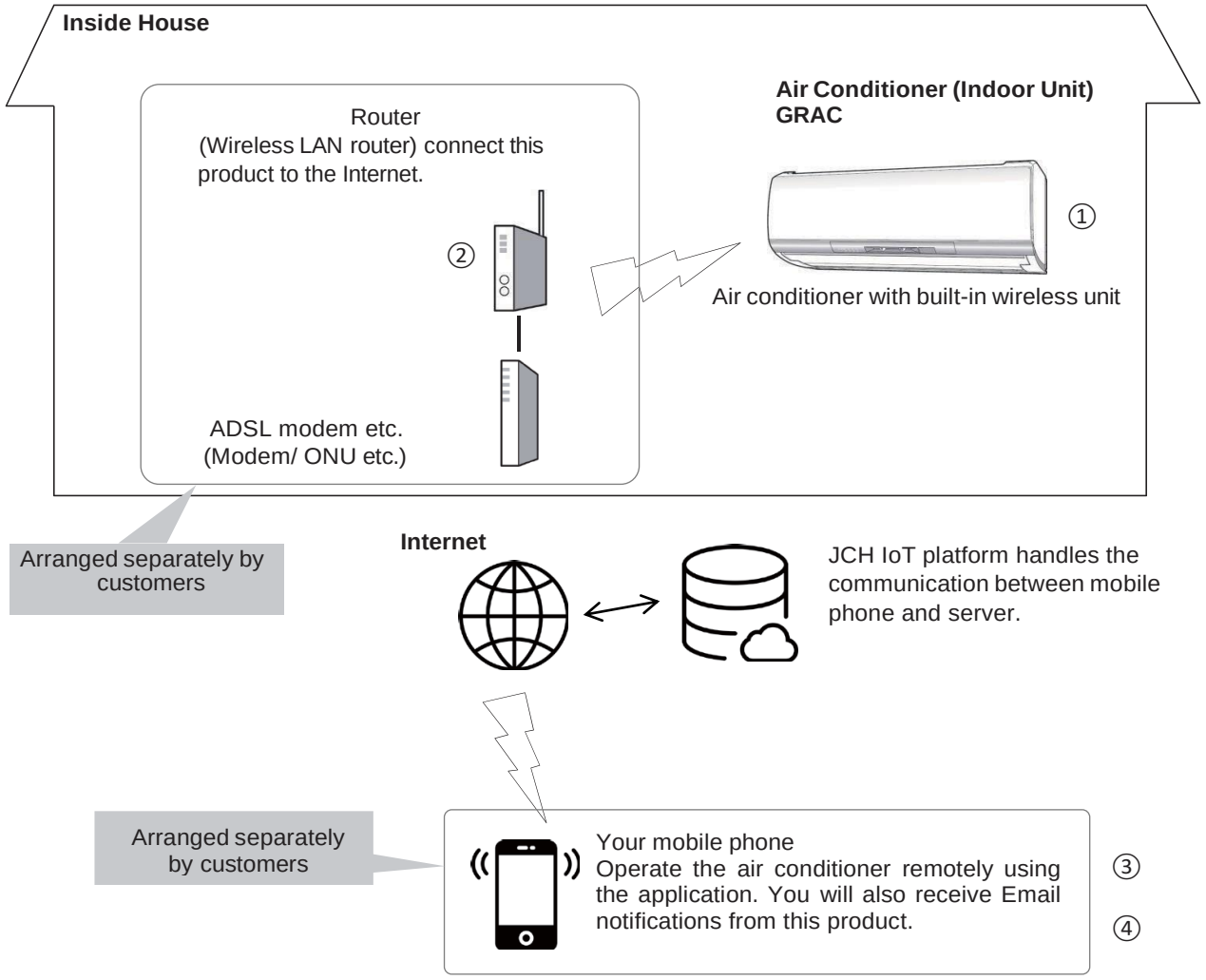
Download the application in your mobile phone.

④ Application Registration

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

Before Use

1.5.3 Air Conditioner with Built-in Wireless Unit



Instructions before use

By Dealers and Installers

① Setting up Air conditioner

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

1.6 Supported Models

RAC WiFi Adapter SPX-WFG03 | *As of Jan 2023, more compatible airHome air conditioners to be launched:

THAILAND	VIETNAM	OCEANIA	INDIA
RAK-DH**PCAST	RAC-DJ**PCASVX	RAK-DJ**PHAT	RAS.G***PCAI (S/B)F
RAK-DJ**PCAST	RAK-GH**PCASV		RAS.E***PCAIB (-/S/W)

RAC WiFi Adapter SPX-WFG02

THAILAND	MALAYSIA	INDONESIA	EUROPE *WALL-MOUNTED*
RAS-VJ**CLT	RAS-VX**CJ	RAS-XJ**CKN	RAK-**PSEW
RAS-DH**CLT	RAS-VJ**JM		RAK-**PSES
RAS-AJ**CLT	RAS-VJ**CJM	**OCEANIA**	RAK-**RXD
RAS-KH**CKT	RAS-SH**CKM	RAS-S**YHAB	RAK-**RXE
RAS-PH**CLT	RAS-XH**CKM	RAS-E**YHA	RAK-**QPD
RAS-PH**HLT	RAS-XJ**CKM	RAS-E**YHAB	RAK-**RPD
RAS-XJ**CKT	RAS-SX**CJ	RAS-E**YCAA	RAK-**PPD
RAS-XJ**CLT	RAS-DX**CJ	RAD-E**YHA	RAK-**QPE
RAS-DX**CJT	RAS-X**CJ		RAK-**RPE
RAS-AX**CJT	RAK-QR**PCASM	**SINGAPORE**	RAK-**QEF
RAS-SH**CKT	RAK-CJ**PCASM	RAS-GJ**CMS	RAK-**REF
RAS-XH**CKT		RAK-ZJ**CMS	RAK-**REFC
RAS-X**HGT	**VIETNAM**		RAK-**REF
RAS-PH**CMT	RAS-VJ**CKV	**EUROPE** *CONSOLE, CASSETTE, DUCTED*	RAK-**RPE1
RAS-XJ**CMT	RAS-XJ**CKV		
RAS-PH**CNT	RAS-VJ**CLV	RAF-**RXE	
RAS-KH**CNT	RAS-XJ**CMV	RAI-**RPE	
RAK-VH**PCAST	RAS-PJ**CMV	RAD-**QPE	
RAK-VJ**PCAST	RAS-XJ**HMV	RAD-**RPE	
RAK-CH**PCAST	RAK-CH**PCASV	RAD-**PPD	
RAK-CJ**PCAST			

RAC WiFi Adapter SPX-WFA:

NORTH AMERICA				
RAS-EH**PHLAB	RAS-EH**RHLAE	RAS-SH**RHLAE	RAS-PH**RHLAE	RAS-SH**QHLAE
RAS-EH**QHLAE	RAS-EH**PHLAE	RAI-SH**QHLAE	RAF-SH**QHLAE	RAD-SH**QHLAE

Product Overview

RAC Built-in WiFi:

INDIA	Brazil
RAS.G***PCAI(S/B)F	SPK**C3IVF
RAS.E***PCAIB(-/S/W)	SPK**C3IVQ

G3 PAC WiFi Adapters:

ANZ/SG: GA-WFG
NA: GA-WFG-N

AUSTRALIA, NEW ZEELAND	NORTH AMERICA
PCI-***UFA1NQ	PPIM-B**UFA1DQ
PPFC-***UFA1NQ	
PPIM-***UFA1NQ	
PPIH-***UFA1NQ	

1.7 Feature support by different AC types

App features:	GRAC:	G3 PAC no-zone:	G3 PAC with zone:
Onboarding	Available	Available	Available
Manage Users	Available	Available	Available
Manage Air Conditioners	Available	Available	Available
Home screen	Available	Available	Available
System control	Available	Available	Available
Zone control	Not Applicable	Not Applicable	Available
Zone weekly timer	Not Applicable	Not Applicable	Available
On/Off Timer	Available*	Available	Available
Weekly Timer	Available*	Available	Available
Holiday Mode	Available*	Not Applicable	Not Applicable
Smart-Fence	Available*	Not Applicable	Not Applicable
Energy Cost Estimator	Available*	Not Applicable	Not Applicable
Demo mode	Available	Available	Available

*Subject to model configuration

2. Installation

airCloud Go 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 Go (Global version).

(2) iOS - airCloud Go (Global version).

2.2 User Registration

User can create account using Email ID or Mobile Phone Number

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

Note: Email User Registration is preferred. Only some countries mobile number user registration is available.

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:

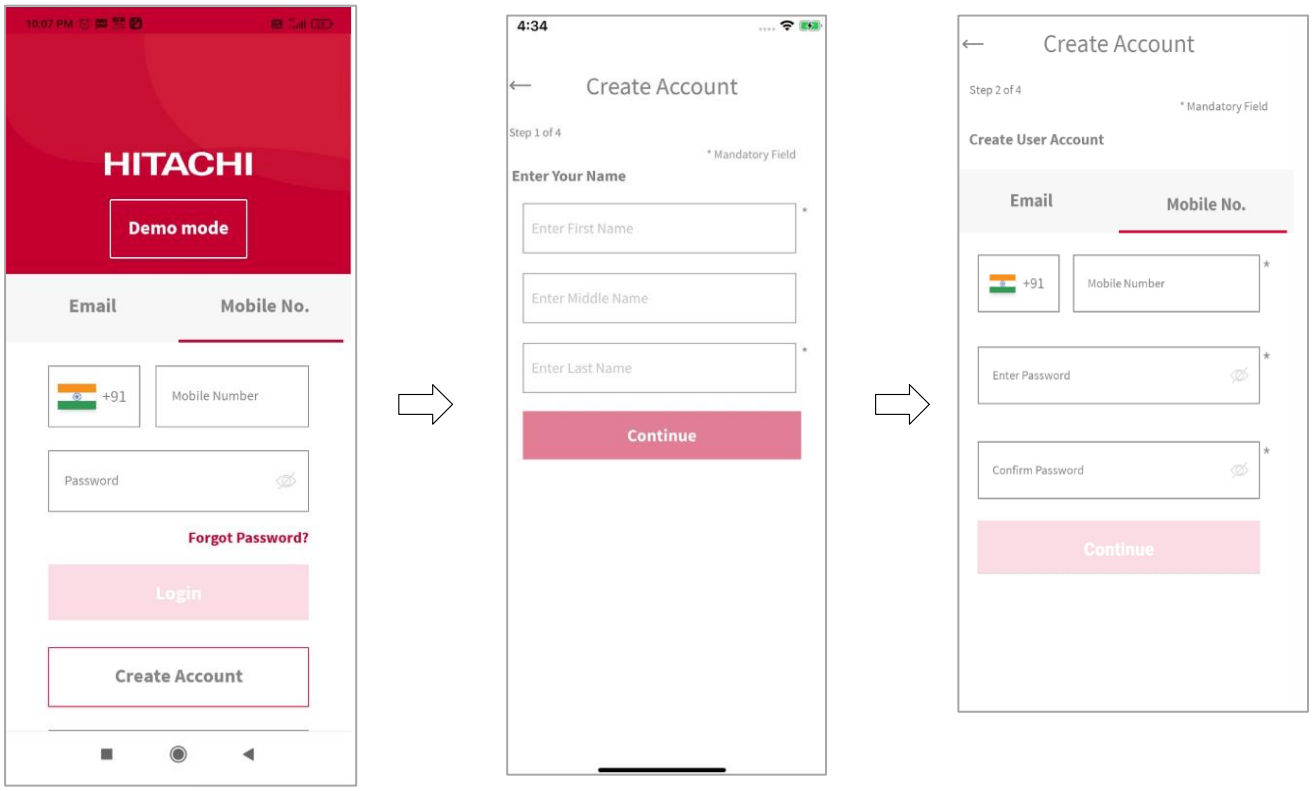
- Verification code will be valid for 10 minutes.

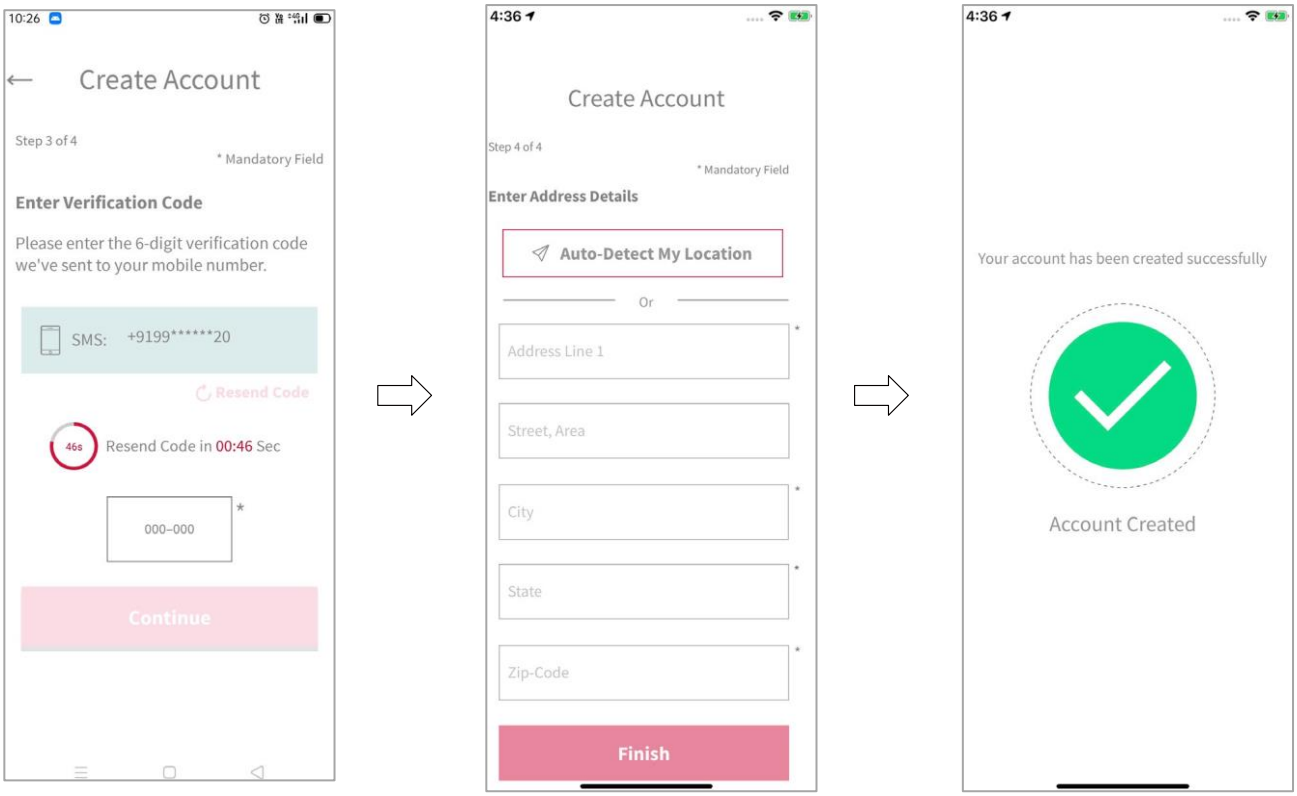
(7) User can select Auto-Detect My Location or can fill up Address Details.

(8) Click "Finish" button.

(9) Account created successfully window will appear.

Account Creating Using Mobile Phone Number





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 6 , **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:

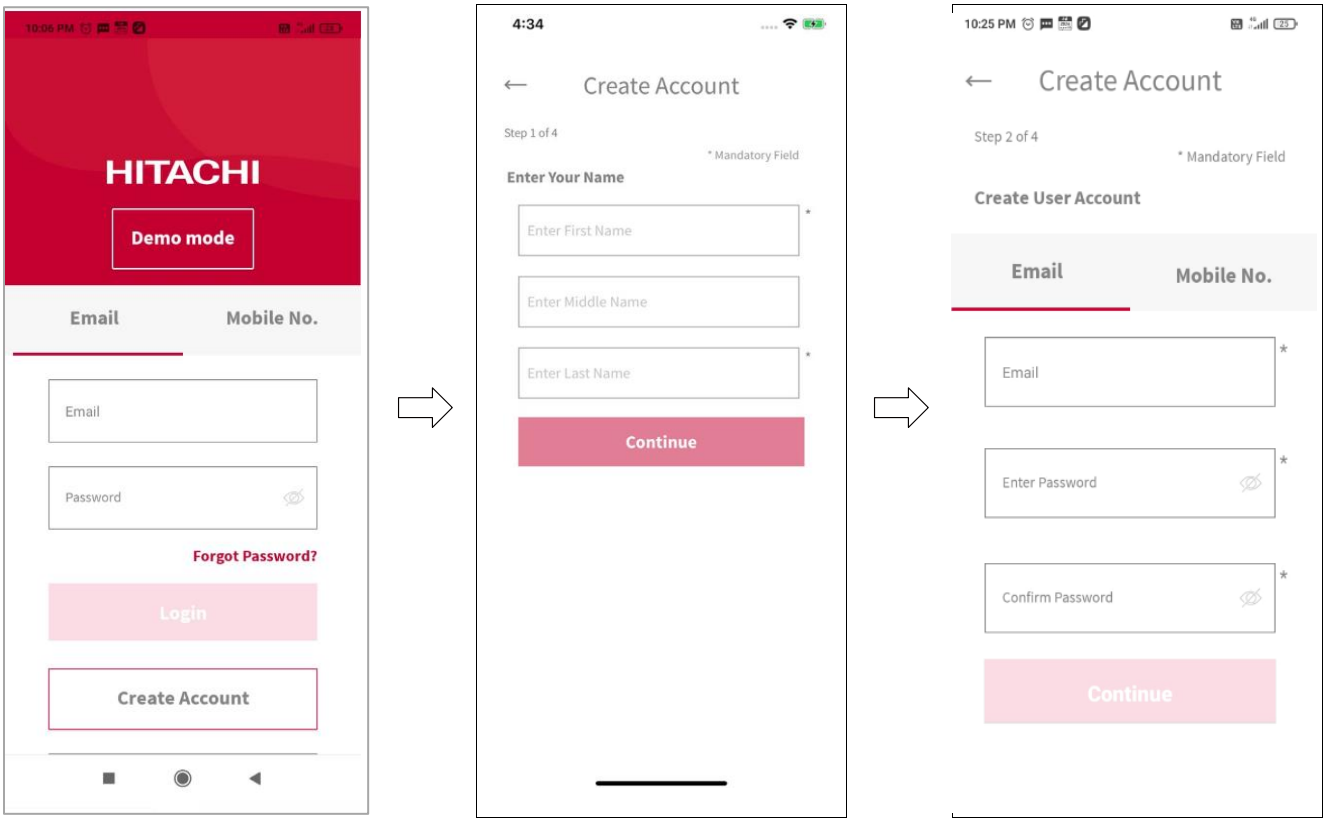
- Verification code will be valid for 10 minutes.

(7) User can select Auto-Detect My Location or can fill up Address Details.

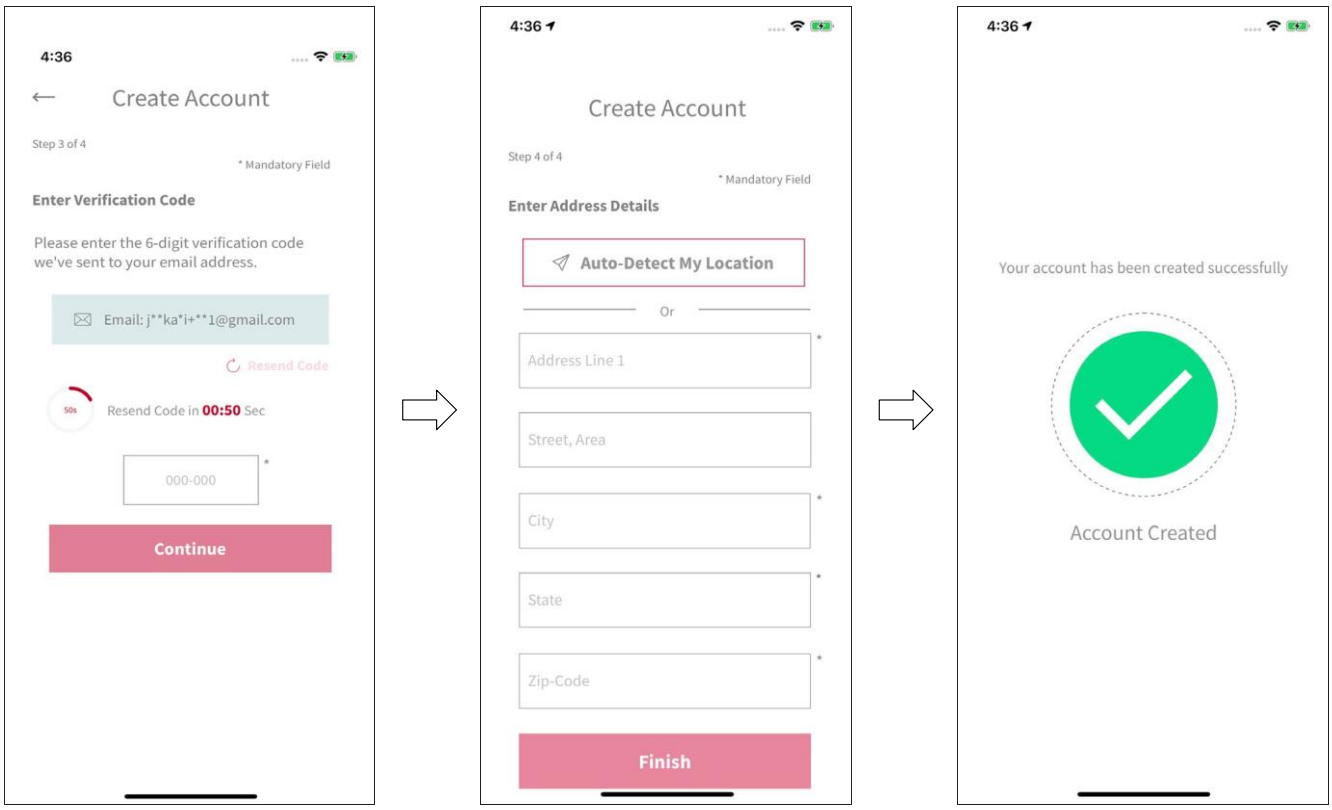
(8) Click "Finish" button.

(9) Account created successfully window will appear.

Account Creating Using Email ID



Installation



Scenario 1

If verification code is not received,

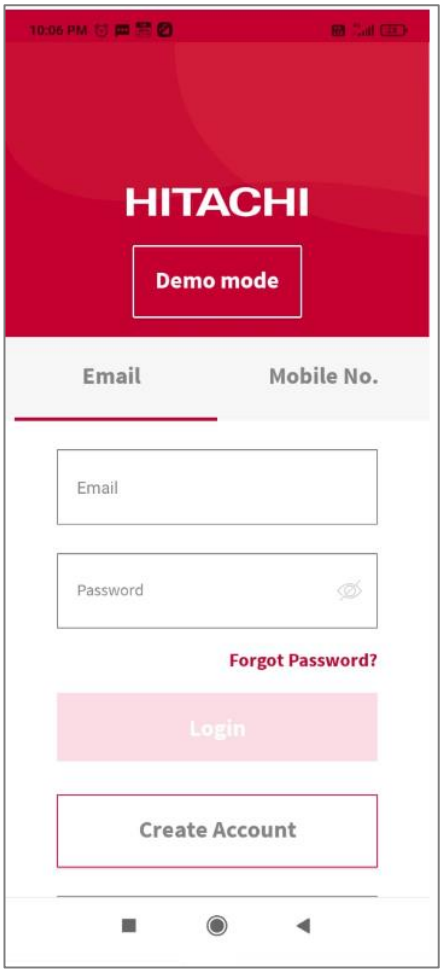
- Check Spam folder
- Verify your Email ID
- If the verification code is not received after some time in the Email, user can click Resend Code (refer Page 7 , **"Account Creating Using Email ID"**) to receive the verification code again.

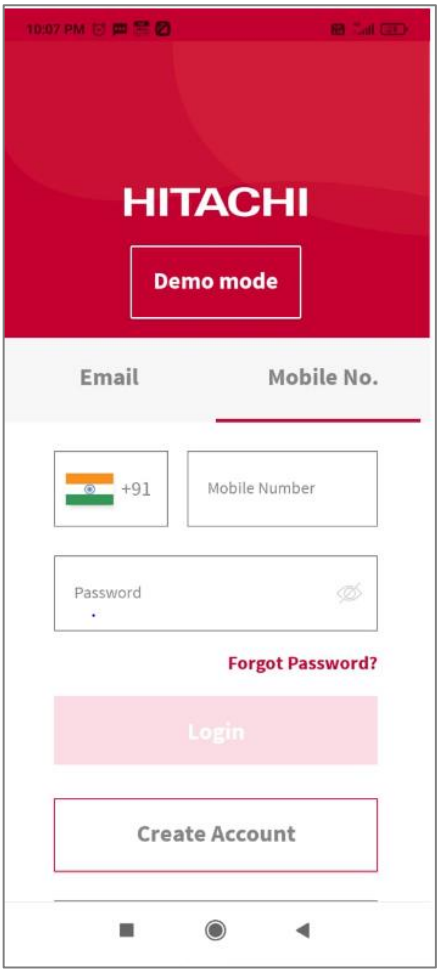
2.3 Account Login

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

(1) Registered Email-ID (or)

(2) Registered Mobile Number





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 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.

Service Solution

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

2.4 Biometric Login

User can log into the airCloud Go application using Biometric Authentication.

Biometric Authentication is handled by user's mobile phone operating system and may include one or more methods listed below:

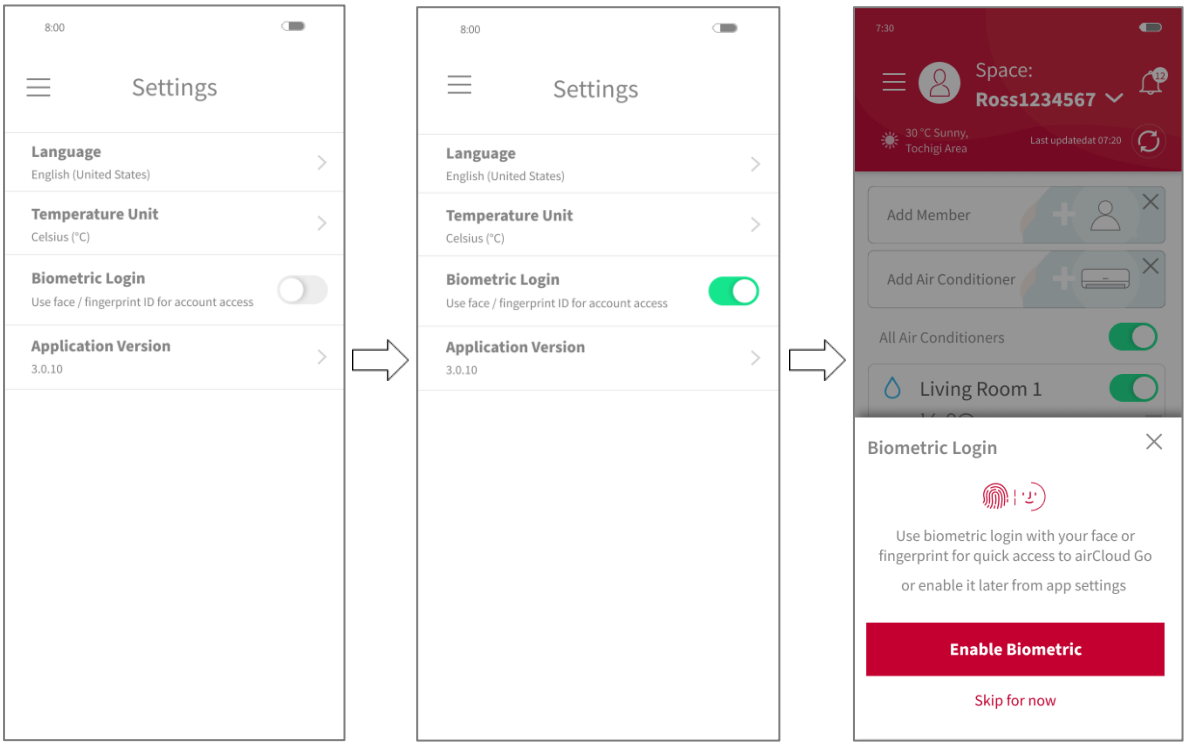
1. Face recognition.
2. Iris recognition.
3. Fingerprint scanning.

Note: Biometric Login is available on devices that support any of the mentioned technologies.

Enabling Biometric login:

After the first successful log in, the user will get an 'Enable Biometric Login' pop-up. Tapping on 'Enable Biometric' button, user will be navigated to the Settings screen, where he can enable the 'Biometric Login' switch.

Note: User can enable or disable the Biometric Login in app settings at any time.



Note: In order to enable the biometric login in airCloud Go app user must have enrolled Biometric Data in mobile settings. User must follow instructions on his phone to enroll the biometric data.

Biometric Login process:

If user have enabled the biometric login in app settings, then he can easily relog into the last used account via OS native biometric authentication feature. The user must log off manually or be automatically logged off after expiration of authentication token.

Biometric login steps:

Step1. Launch the airCloud Go app.

Note: If user is already logged into airCloud Go app then user will navigate to the Home screen. If user is logged out from airCloud Go app then Biometric authentication will trigger.

Step2. Biometric Authentication.

When prompted, position your face within the frame for Face ID, or place your registered finger on the fingerprint scanner.

Step 3. Authentication Success.

If the biometric data matches the stored data, you will be granted access to the last used account on your app and you will navigate to the Home screen.

Step 4: Manual entering user credentials (if needed).

If the biometric authentication fails after several unsuccessful attempts, you will be prompted to select between manual login Email/Mobile or retry with biometric login.

Once user have selected manual login, he will be redirected to a default login screen (See section 2.3)

3. Air Conditioner Onboarding

User can Onboard the air conditioners using airCloud Go application.

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 three-line menu bar.

(2) Click on “Add AC” 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.

NOTE:

● If user want to pair the air conditioner with another router, click on the “Change Wireless Network”.

(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.

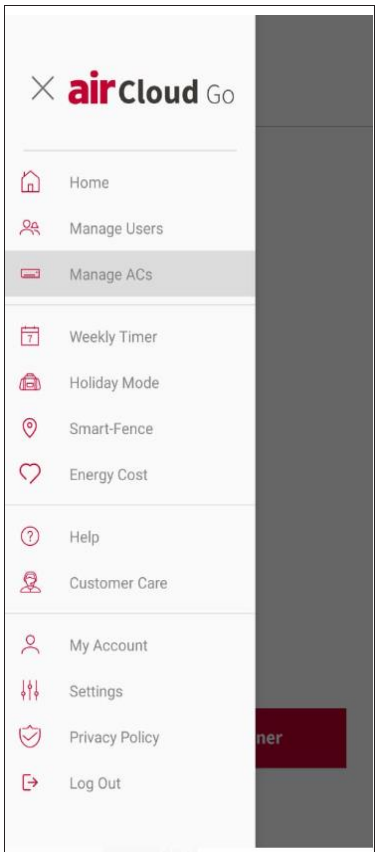
(10) Upon successful configuring, user will navigate to “Enter AC Name” screen .

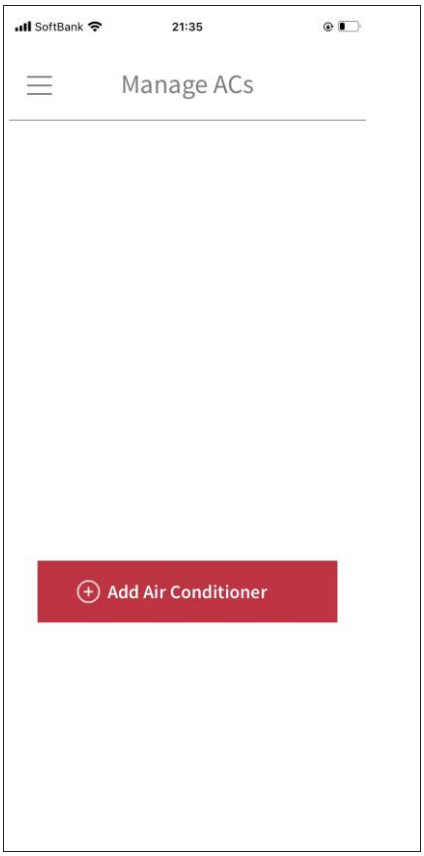
(11) Enter a unique name for the onboarded AC and click on “Add Air-Conditioner” button.

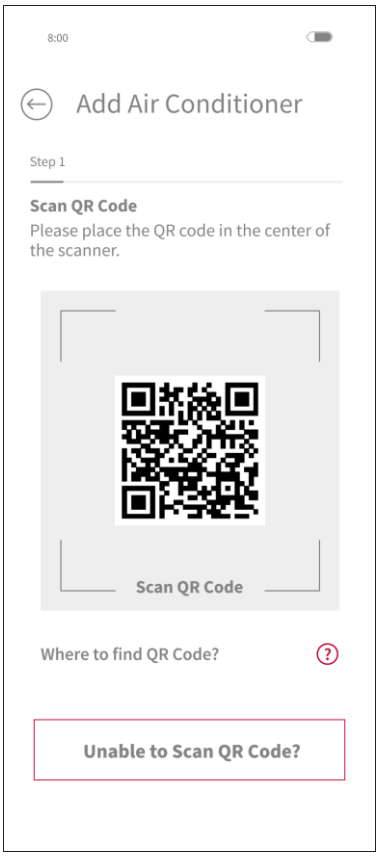
(12) Upon successful configuring, Air Conditioner Configured window will appear.

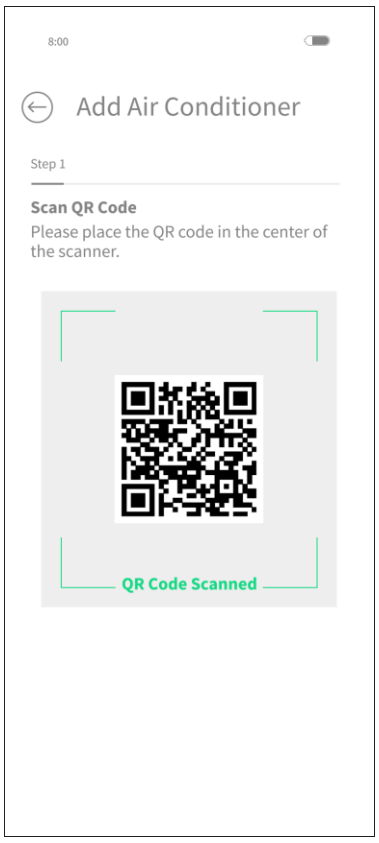
Air Conditioner Onboarding

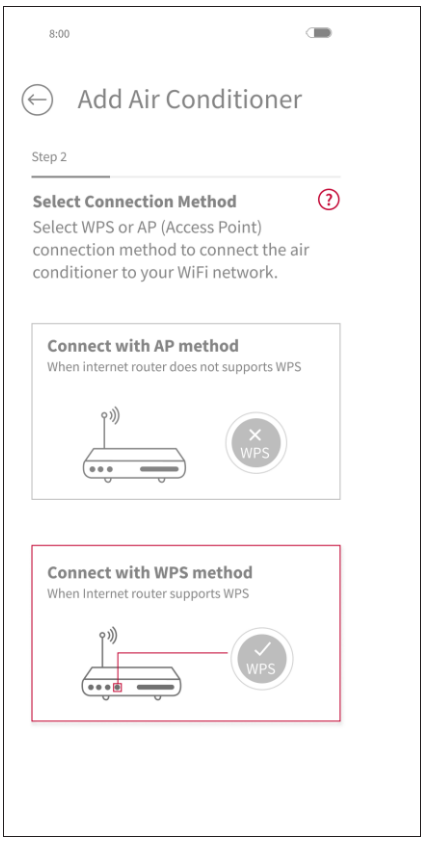
Onboarding Air Conditioner Using WPS mode and QR Code

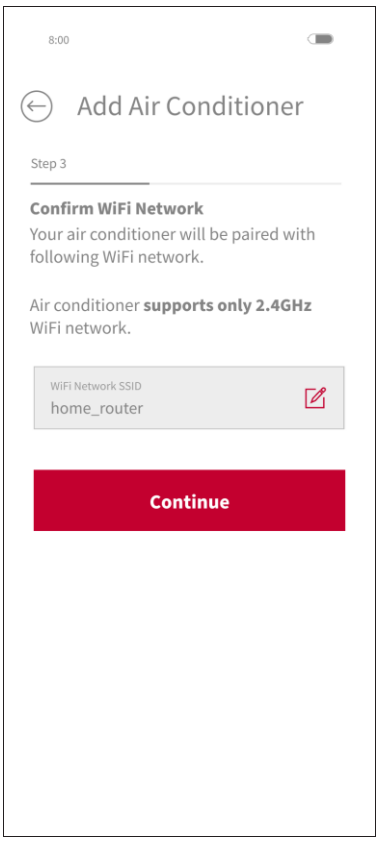




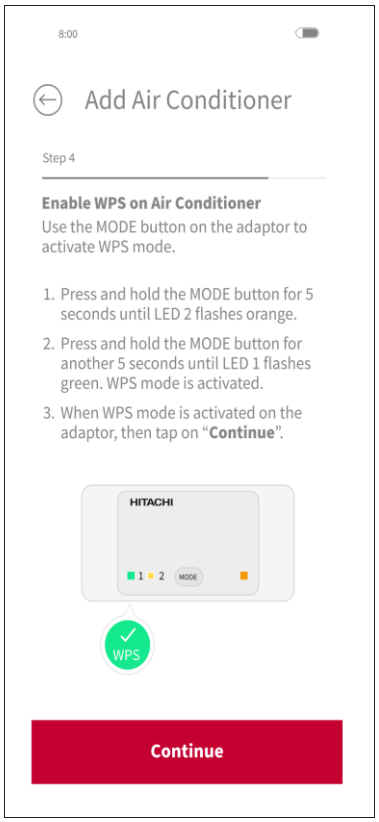






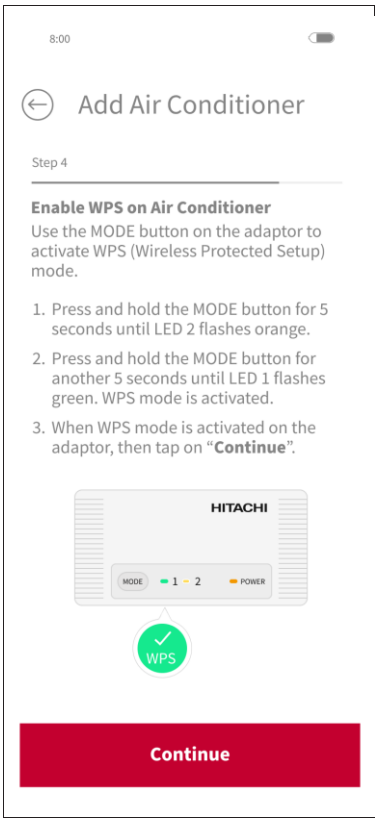


Air Conditioner Onboarding

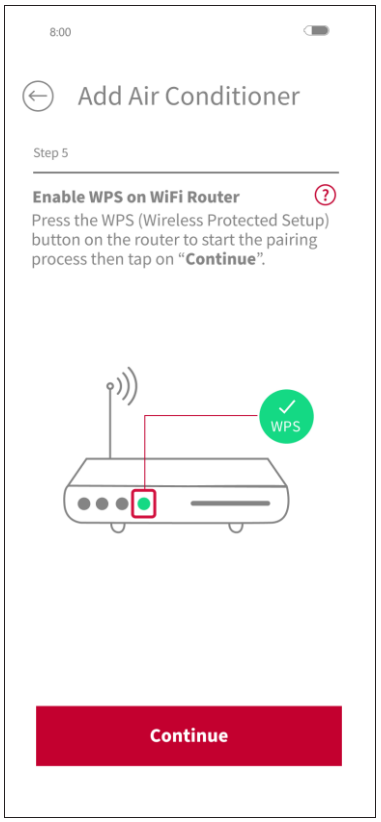


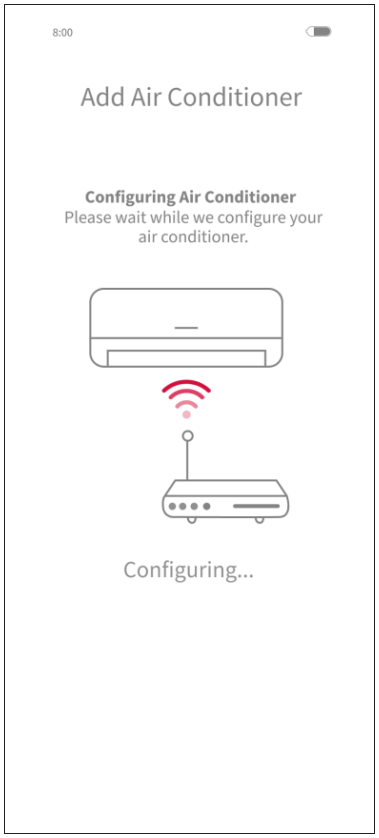
GRAC screen

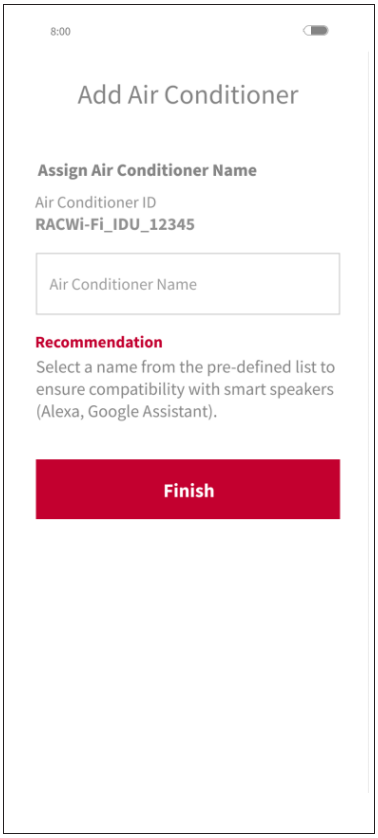
OR

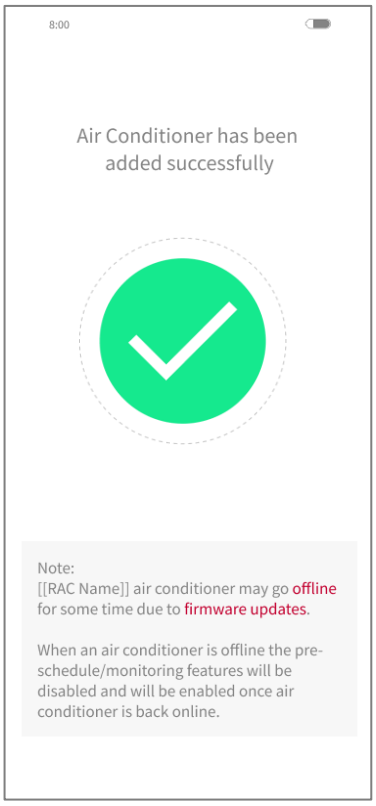


GPAC screen







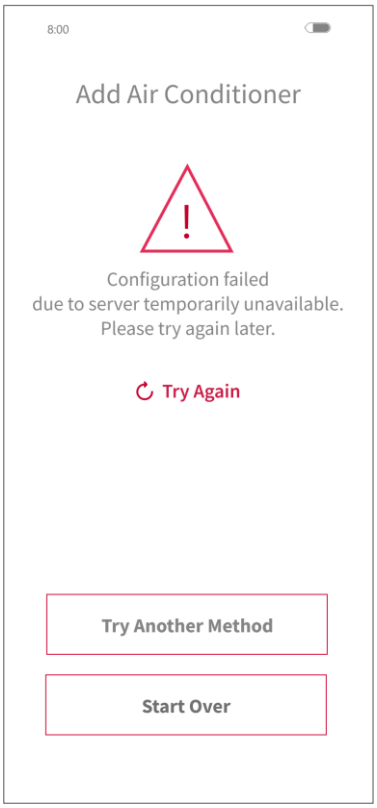


ERROR:

If the air conditioner is not configured, Configuration failed error message will appear.

User has 3 options:

1. “Try Again” – retry the last command
2. “Try Another Method” – try another connection method selecting between AP and WPS
3. “Start Over” – try Onboarding air conditioner using **“(ii) Without QR Code”**



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 three-line 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.

NOTE:

● If user want to pair the air conditioner with another router, click on the “Change Wireless Network”.

(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 are connected adapter indicator (1) will be stable.

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

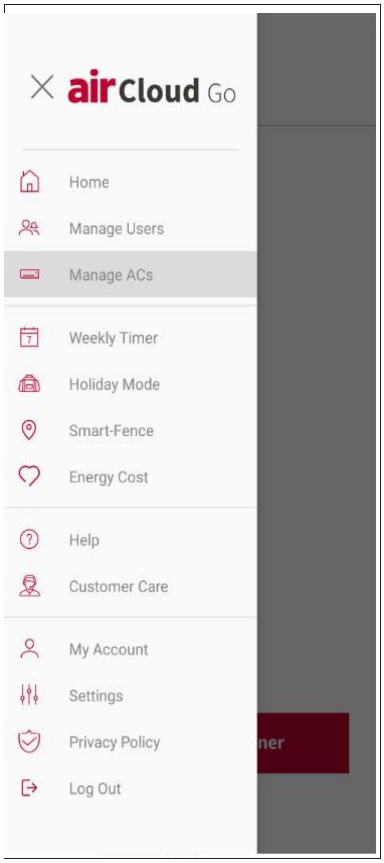
(11) If your mobile phone is still connected with another wireless router, to connect your mobile phone with default router, select “Connect to Home Router” button and connect to default router. Click on "Next" button.

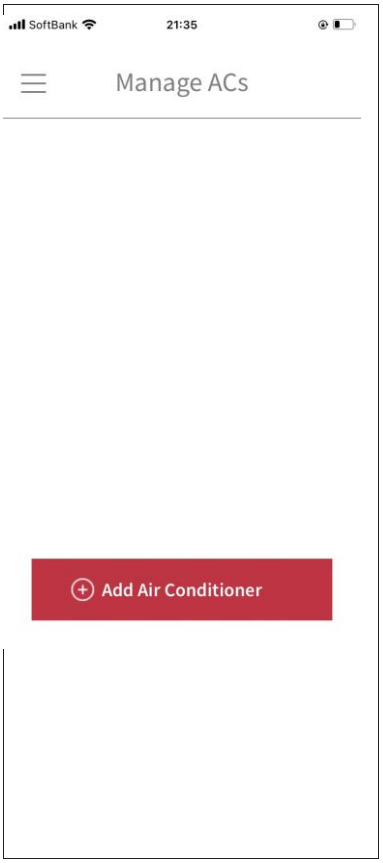
(12) Upon successful configuring, “Enter AC Name” pop-up will appear.

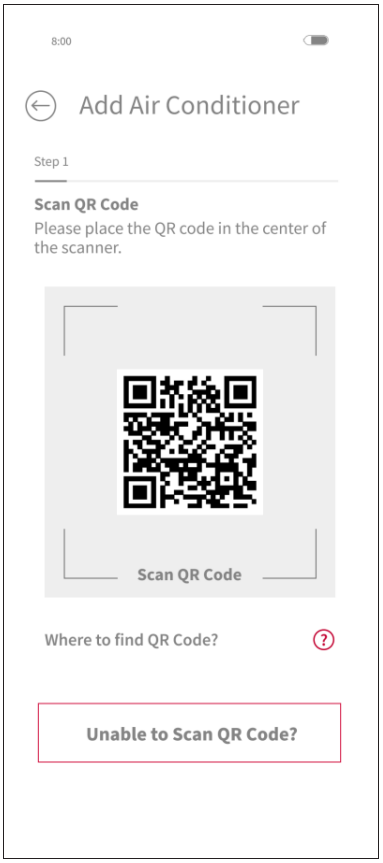
(13) Enter a unique name for the onboarded Air Conditioner and click on “Add Air Conditioner” button.

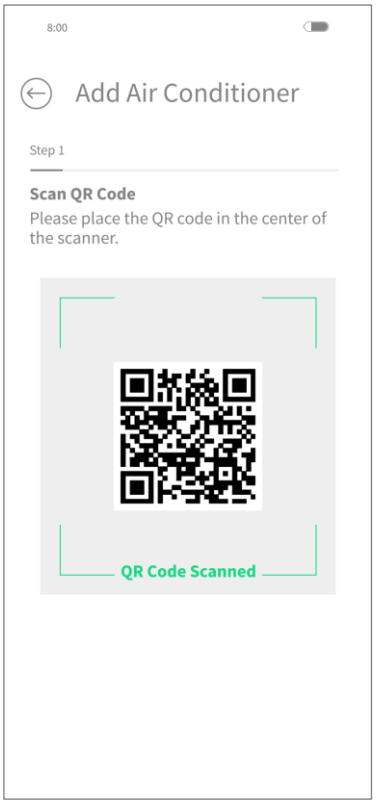
(14) Upon successful configuring, Air Conditioner Configured window will appear.

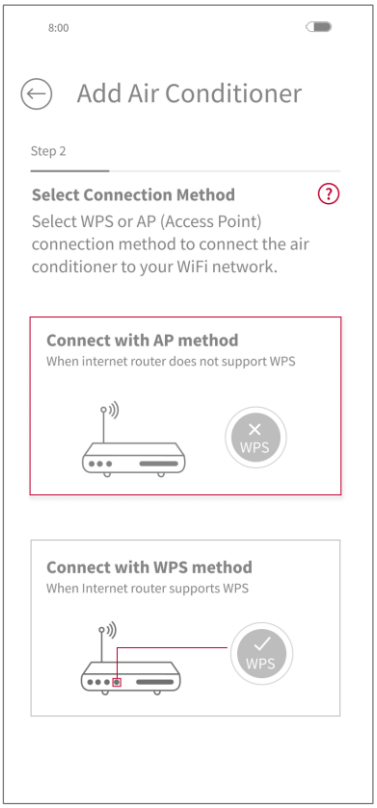
Onboarding Air Conditioner Using AP mode and QR Code

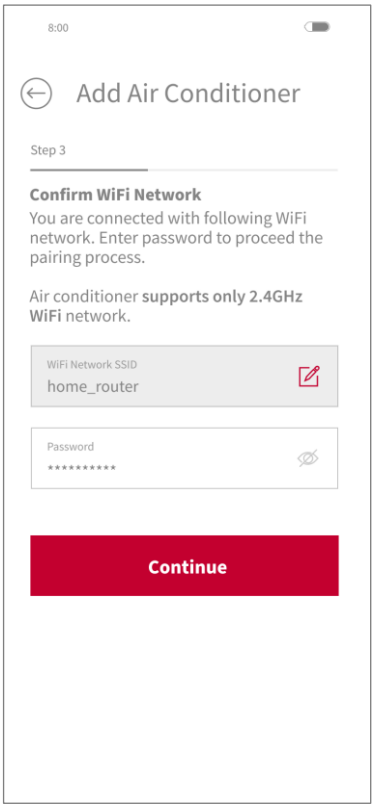




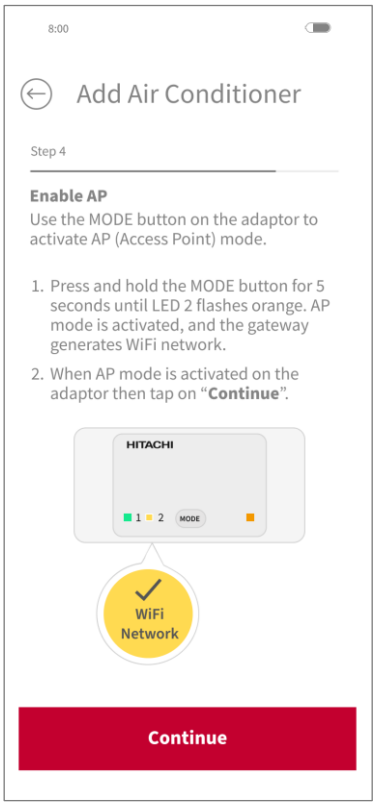








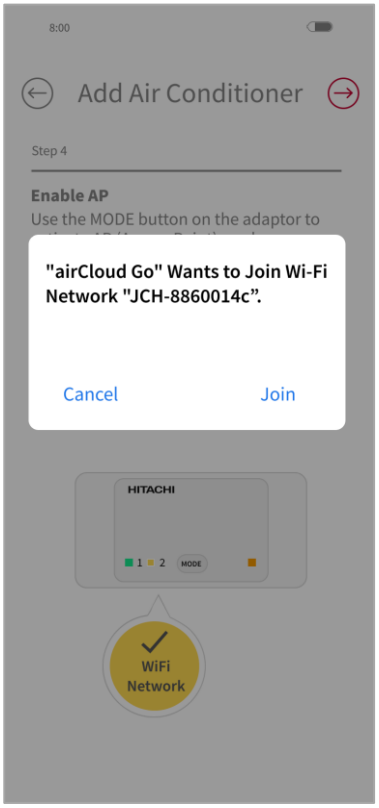
Air Conditioner Onboarding

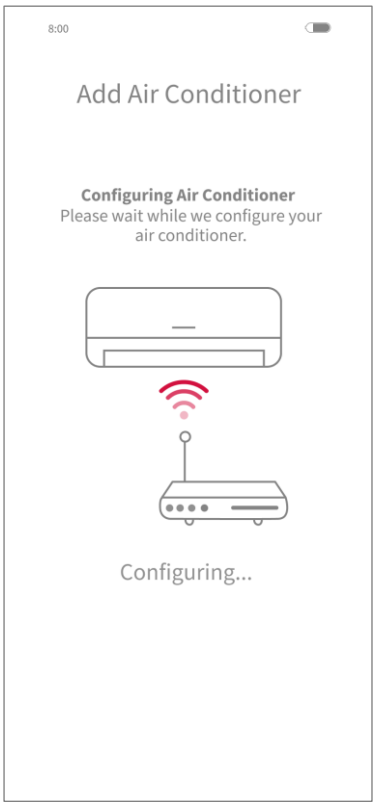


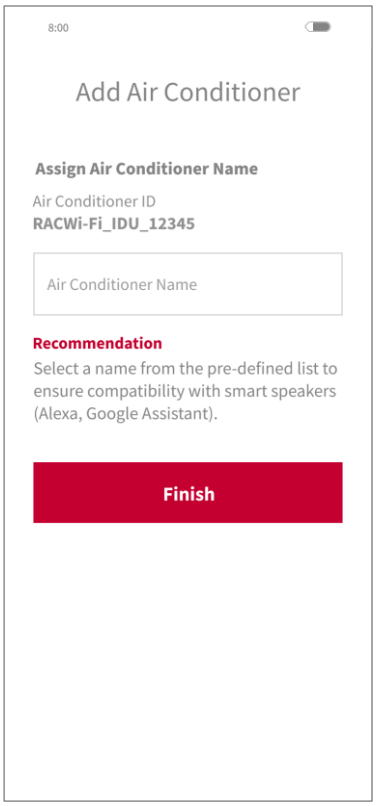
GRAC screen

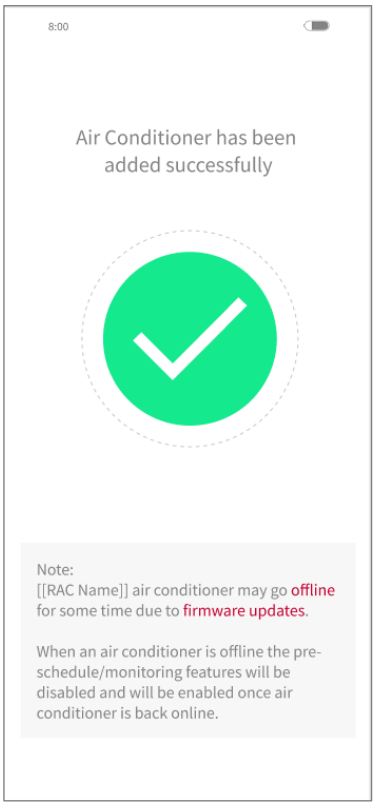
OR

GPAC screen







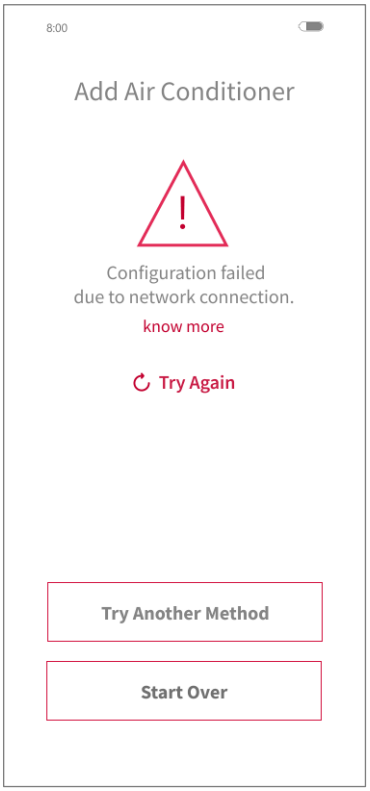


ERROR:

If the air conditioner is not configured, Configuration failed error message will appear.

User has 3 options:

1. “Try Again” – retry the last command
2. “Try Another Method” – try another connection method selecting between AP and WPS
3. “Start Over” – try Onboarding air conditioner using **“(ii) Without QR Code”**



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(2) on wireless adapter is not turning yellow,

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

Scenario 3

If Configuring air conditioner window taking too much time,

- Check the Internet connectivity of the home router.

3.2 With Built-in Wireless Unit

Air conditioners with Built-in Wireless Unit can be Onboarded by following method,

(1) Connect using AP Method

3.2.1 Connect Using AP Mode

This method is used when the WiFi Router is not with “WPS” Button. In AP method, 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 available on the side panel or by lifting the front panel of the air conditioner.

(4) If scanning is successful, “QR Code scanned” window will appear.

(5) Connect your Air Conditioner 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 Wireless Network".

(6) Switch on the air conditioner, Once the AC is switched on, it will automatically set to pairing mode for 10 minutes. If the AC is already switched on, please switch off and switch on your AC before proceeding to the next step.

(7) Your mobile phone is currently connected to another wireless network (SSID). Please click on the “Change Wireless Network” button and select the air conditioner’s wireless network (SSID) to connect your mobile phone to the air-conditioner and proceed with the pairing process. .

NOTE:

● SSID and password of air-conditioner is also available in air-conditioner user manual.

● Air conditioner WiFi module does not have Internet connection.

(8) Wait until air-conditioner is configured with selected wireless network.

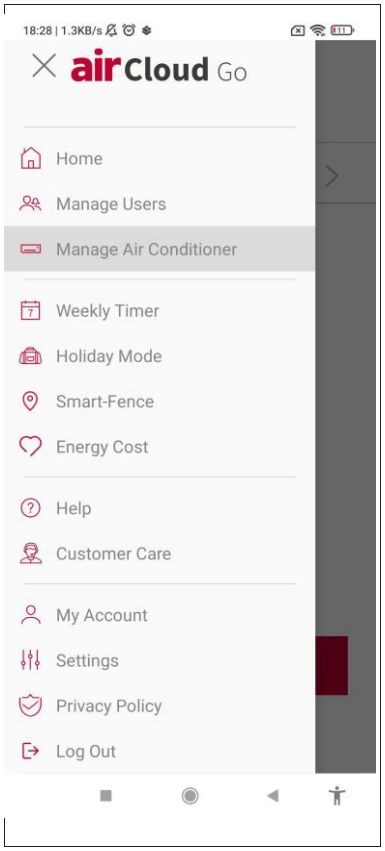
(9) Wait until mobile phone connects with default router wireless network.

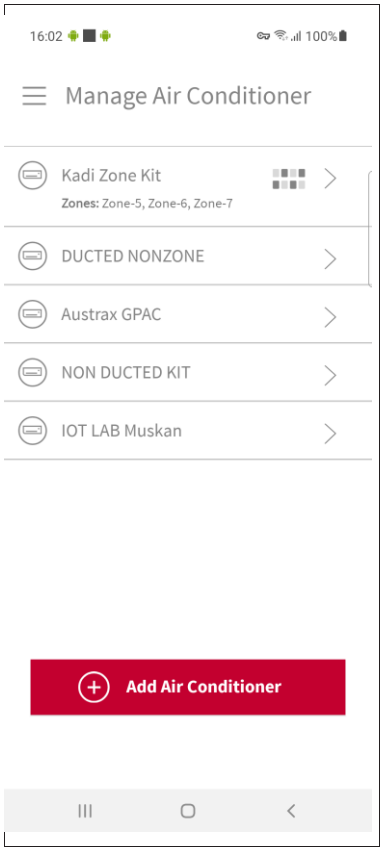
(10) If your mobile phone is still connected with another wireless router, to connect your mobile phone with default router, select “Change Wireless Network” button and connect to default router. Click on “Next” button.

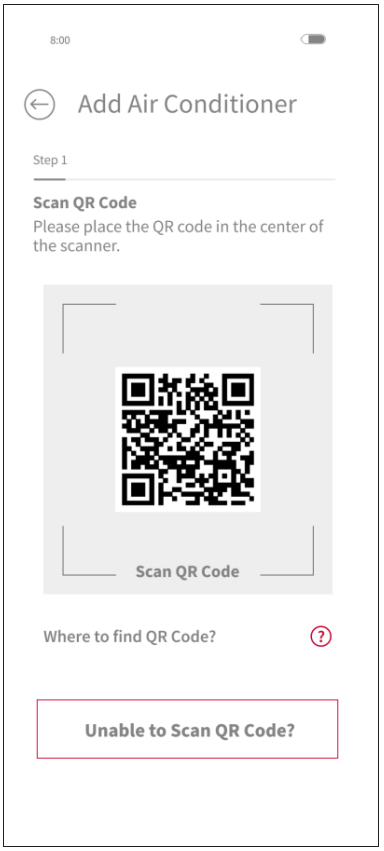
(11) Up on successful configuring, Air Conditioner Configured window will appear.

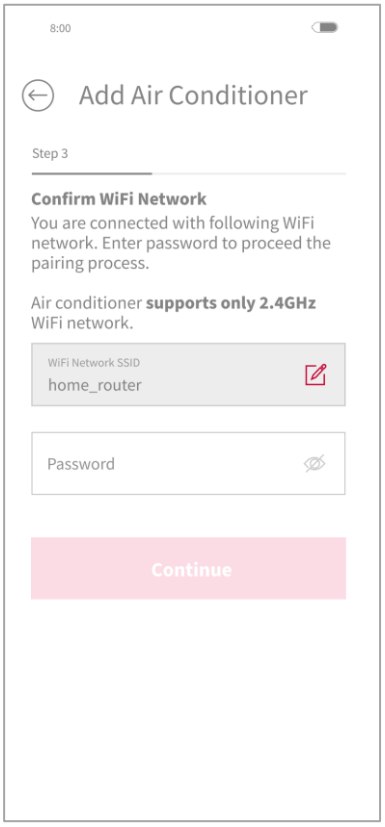
Air Conditioner Onboarding

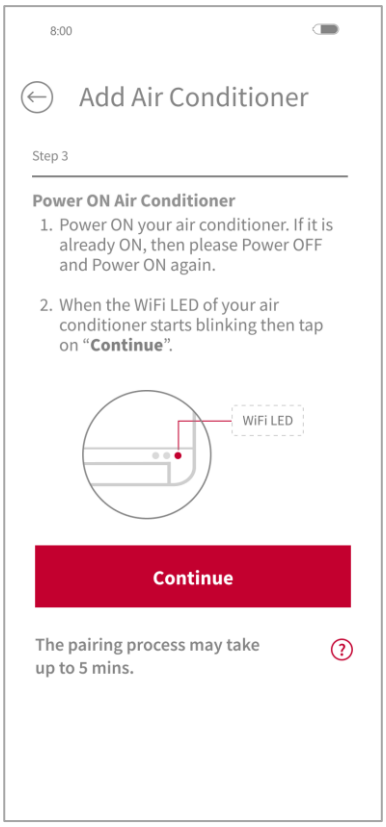
Onboarding Air Conditioner Using QR Code

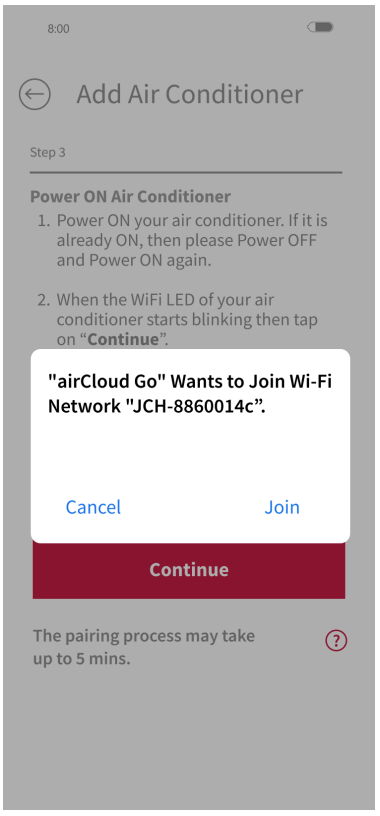




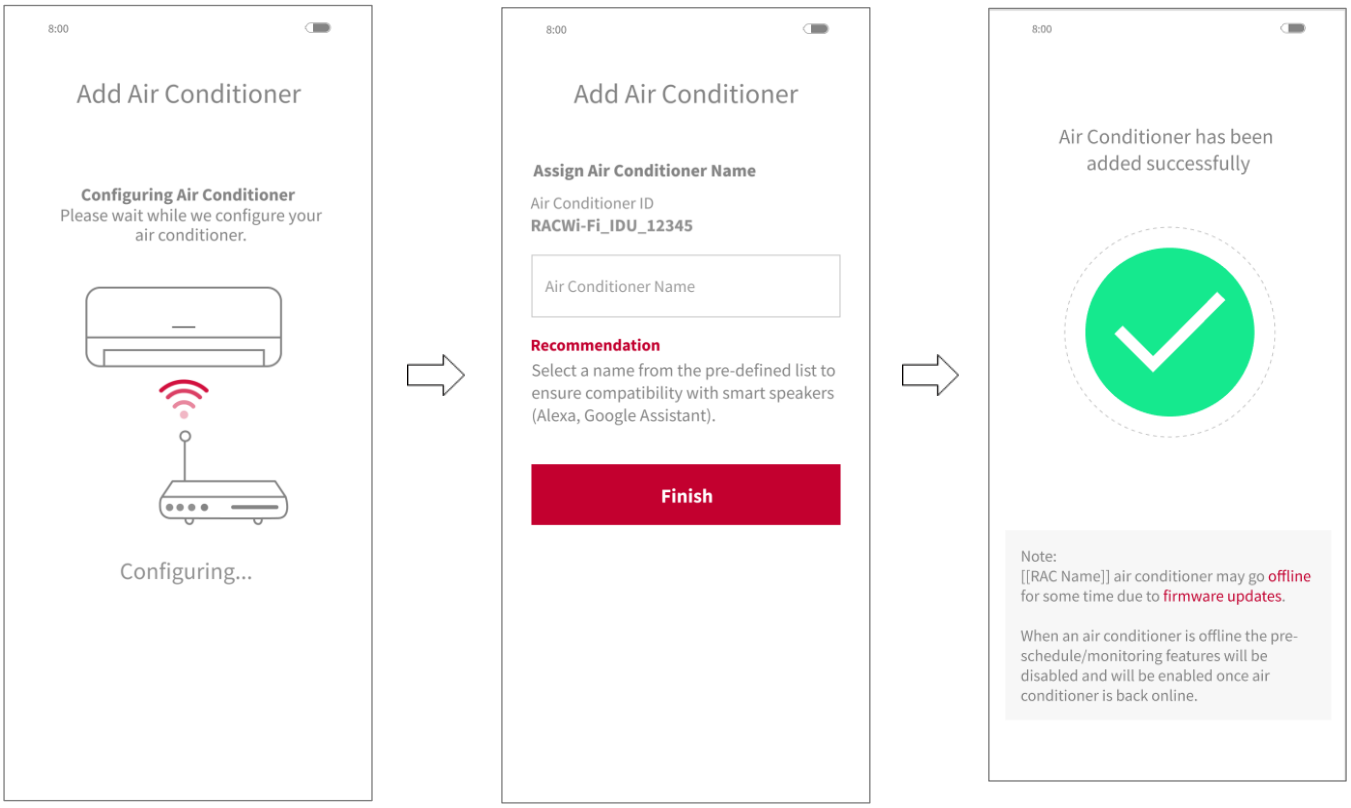






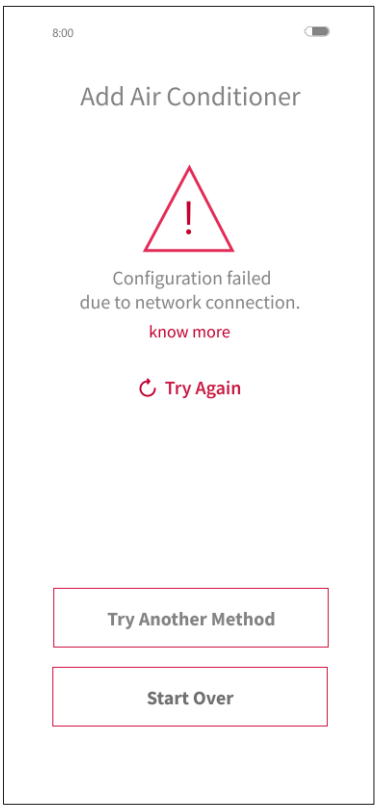


Air Conditioner Onboarding



ERROR:

If the air conditioner is not configured, “Configuration Failed” error message will appear. User can “Start Over” and try air conditioner Onboarding without QR code.



Scenario 1

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

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

Scenario 2

If Configuring Air Conditioner window taking too much time,

- Check the Internet connectivity of the home router.

3.3 Onboarding Air Conditioner without a QR Code

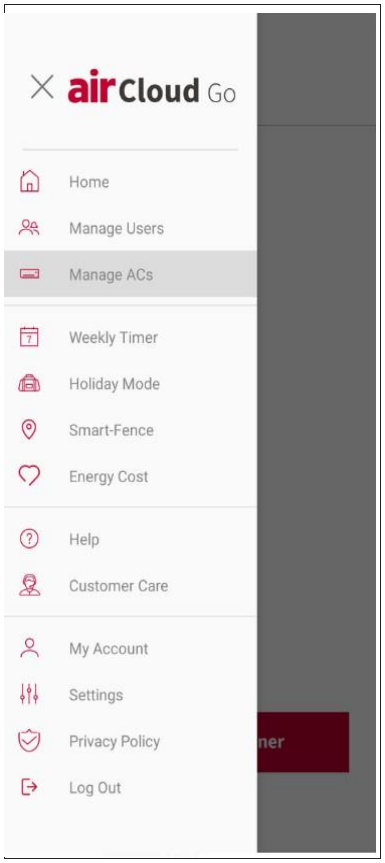
If the user is unable to scan QR code, he should:

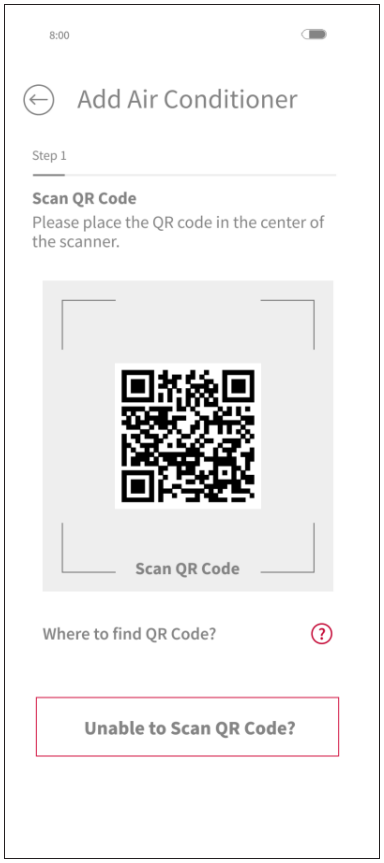
(1) Tap on ‘Unable to Scan QR Code?’ button.

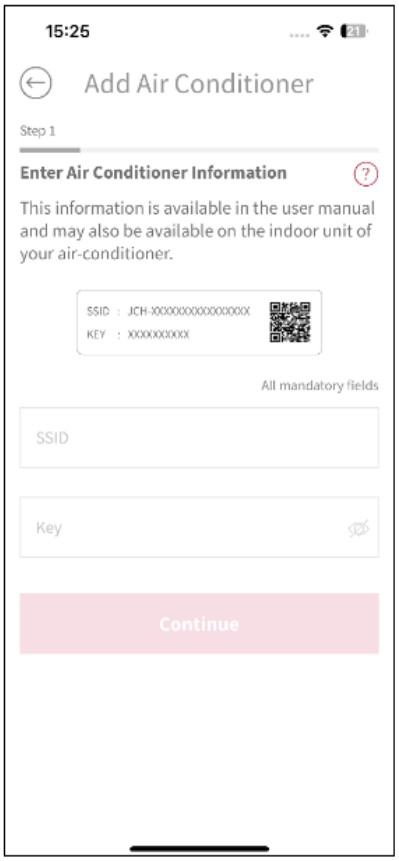
(2) Enter Air-Conditioner SSID and Key.

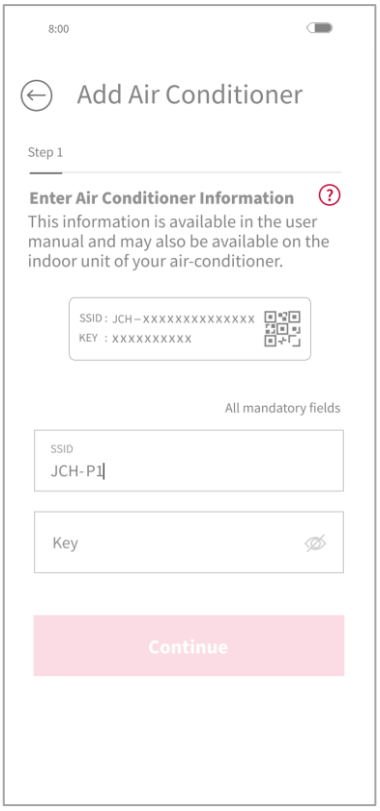
(3) Select Air-conditioner type (only for GRAC systems. GPAC will identify system type from SSID)

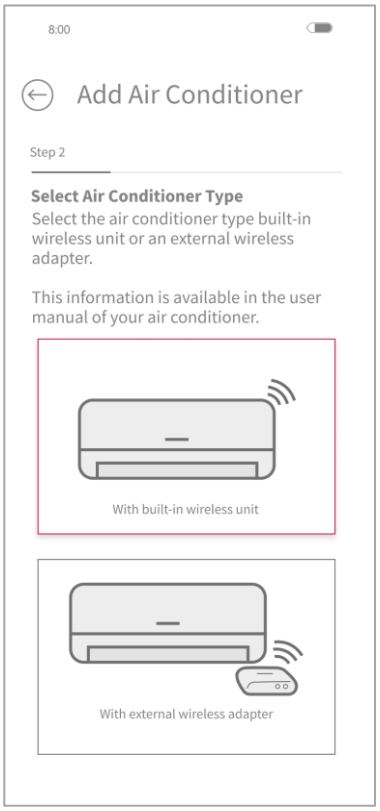
(4) Continue onboarding process following one of the generic use cases, starting from “Select Connection Method” screen.











Proceed with onboarding process for specific use case…

3.4 3.4 Onboarding Air Conditioner Which Was Already Paired

User can On Board an Air Conditioner which was already paired with the router,

(1) Select “Manage ACs” from hamburger menu bar. Click on “Add Air Conditioner” button.

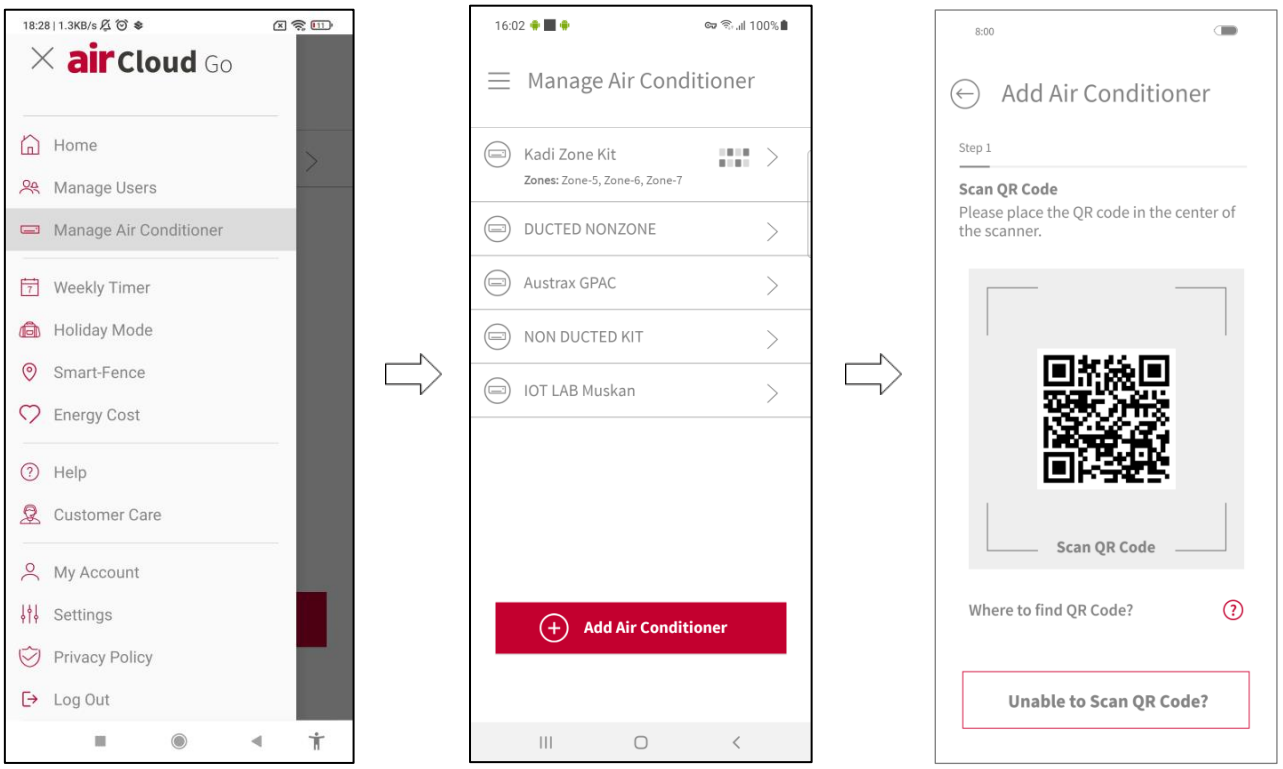
(2) QR Code scanning window will appear,

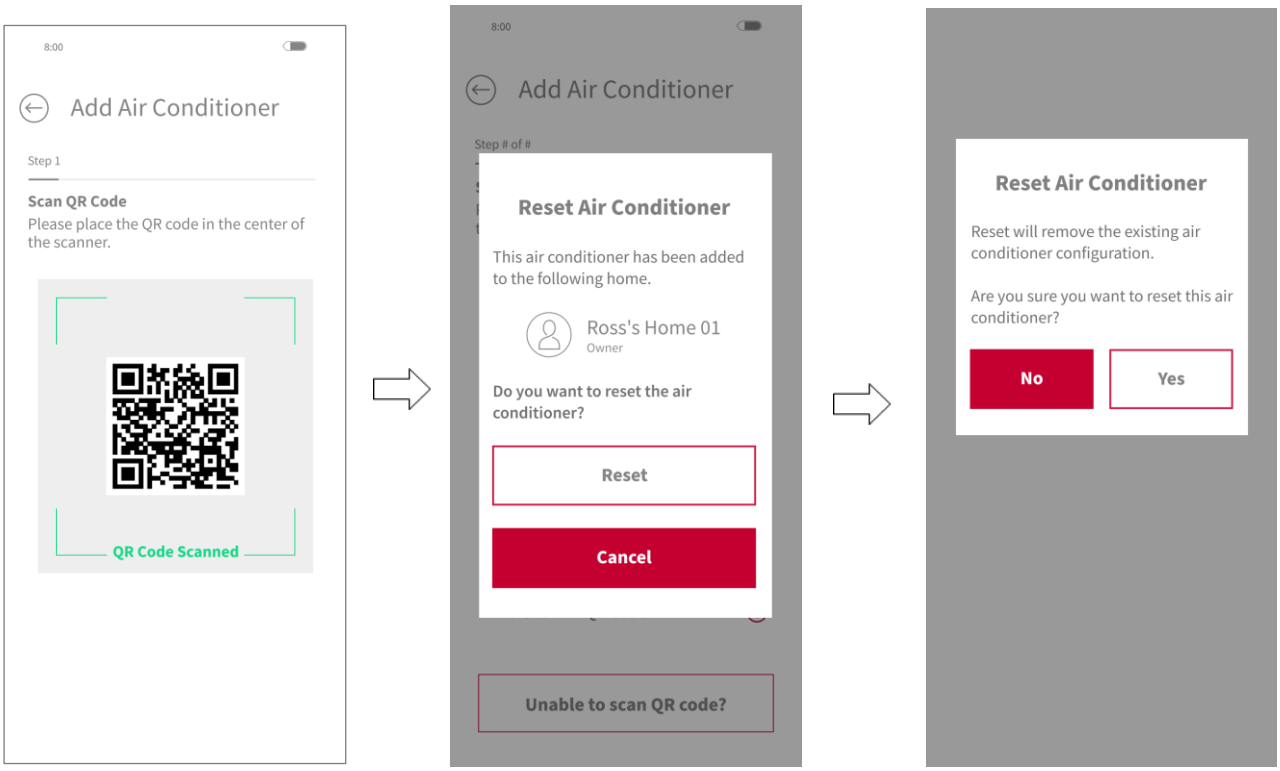
(3) You will see a pop-up “Reset Air Conditioner” will display with Reset or Cancel option.

(4) If you select “Reset”, then reconfirmation pop-up “Reset Air Conditioner” with “Yes” or “No” option

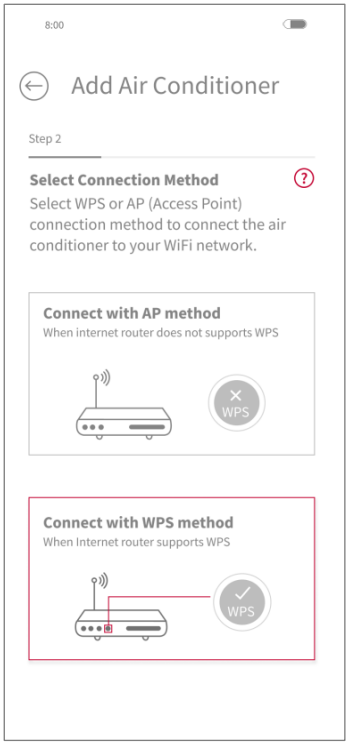
(5) If you have selected Yes, then wait until air-conditioner configure with selected wireless network.

(6) After 6th step, then follow the generic process according to use case





Air Conditioner Onboarding



Proceed with onboarding process for specific use case…

4. Using the Application

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

(1) Demo Mode
(2) Home
(3) IDU Control Screen
(4) Manage Users
(5) Manage ACs
(6) My Account
(7) Weekly Timer
(8) Smart-Fence
(9) Energy Cost
(10) Delete Account

4.1 Demo Mode

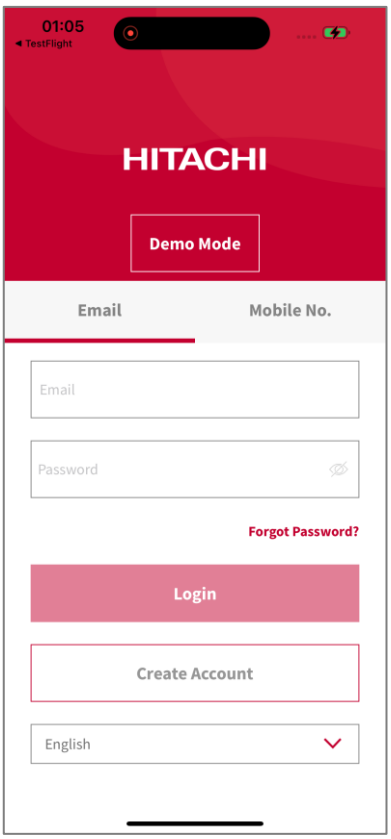
This will be an interactive demo version of the app where user can perform actions on dummy data to experience real application look and feel. User should be able to access all functions of application except registration process. User can access the Demo Mode using the steps below,

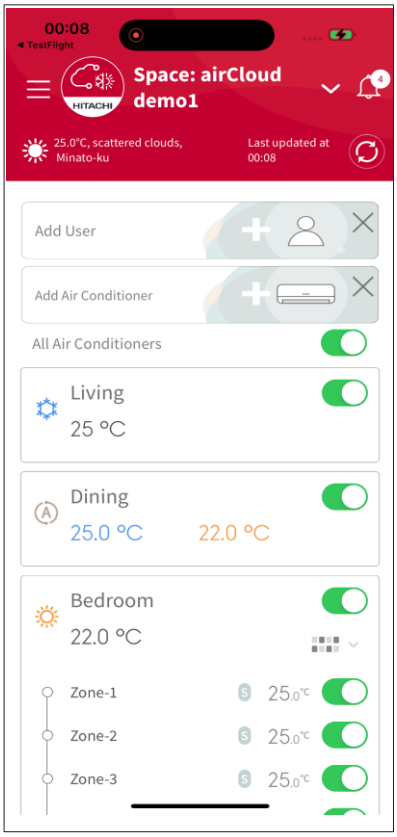
(1) Install the application from the App Store/Play Store

(2) Launch the application, Demo Mode will appear on the login screen.

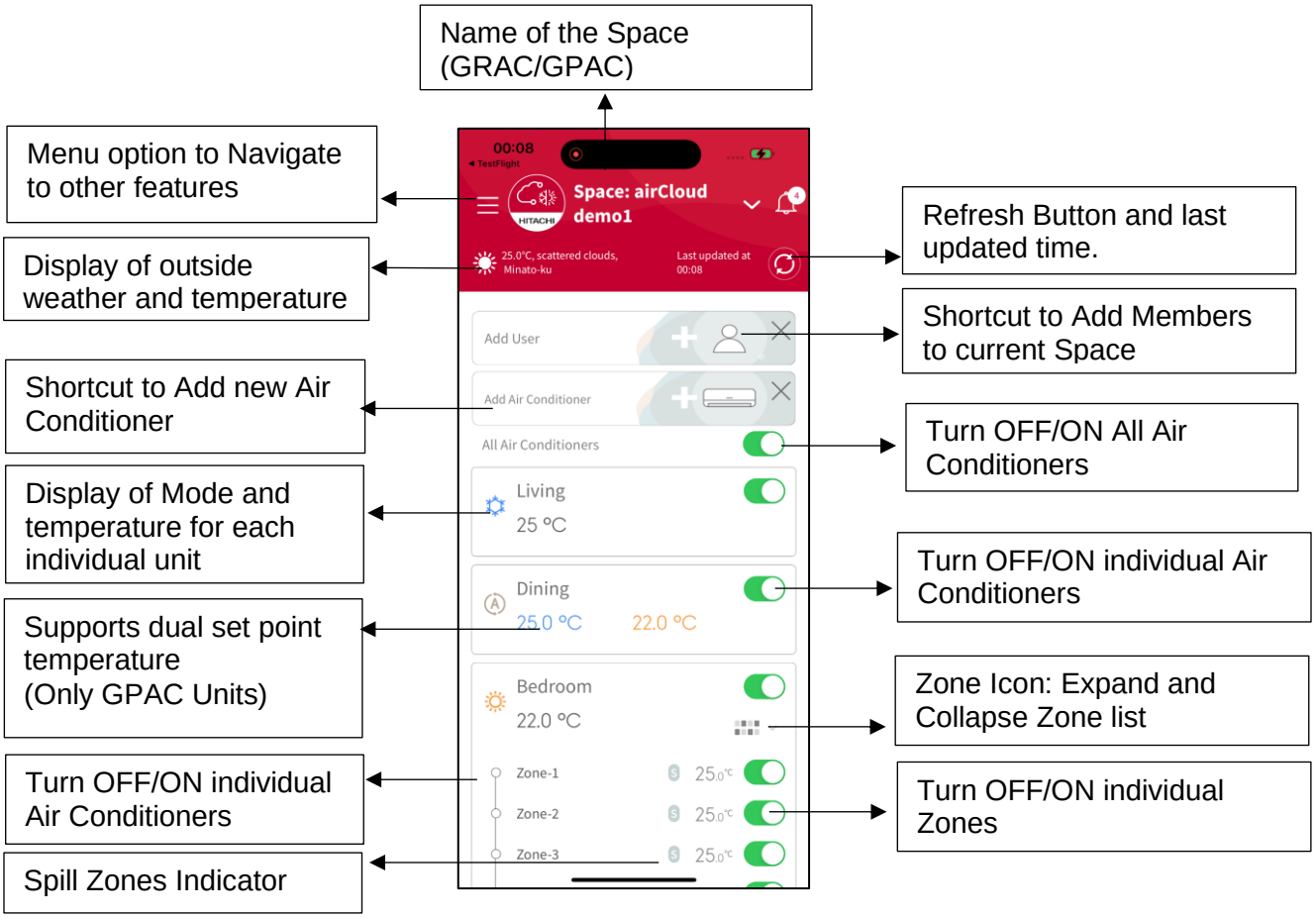
(3) Click on the Demo Mode button.

User will be able to access functions such as Manage AC, Manage Users, Device On-boarding, Smart-Fence, Energy Cost (Estimator), Weekly Timer, My Account, Settings, Individual IDU screen and so on.



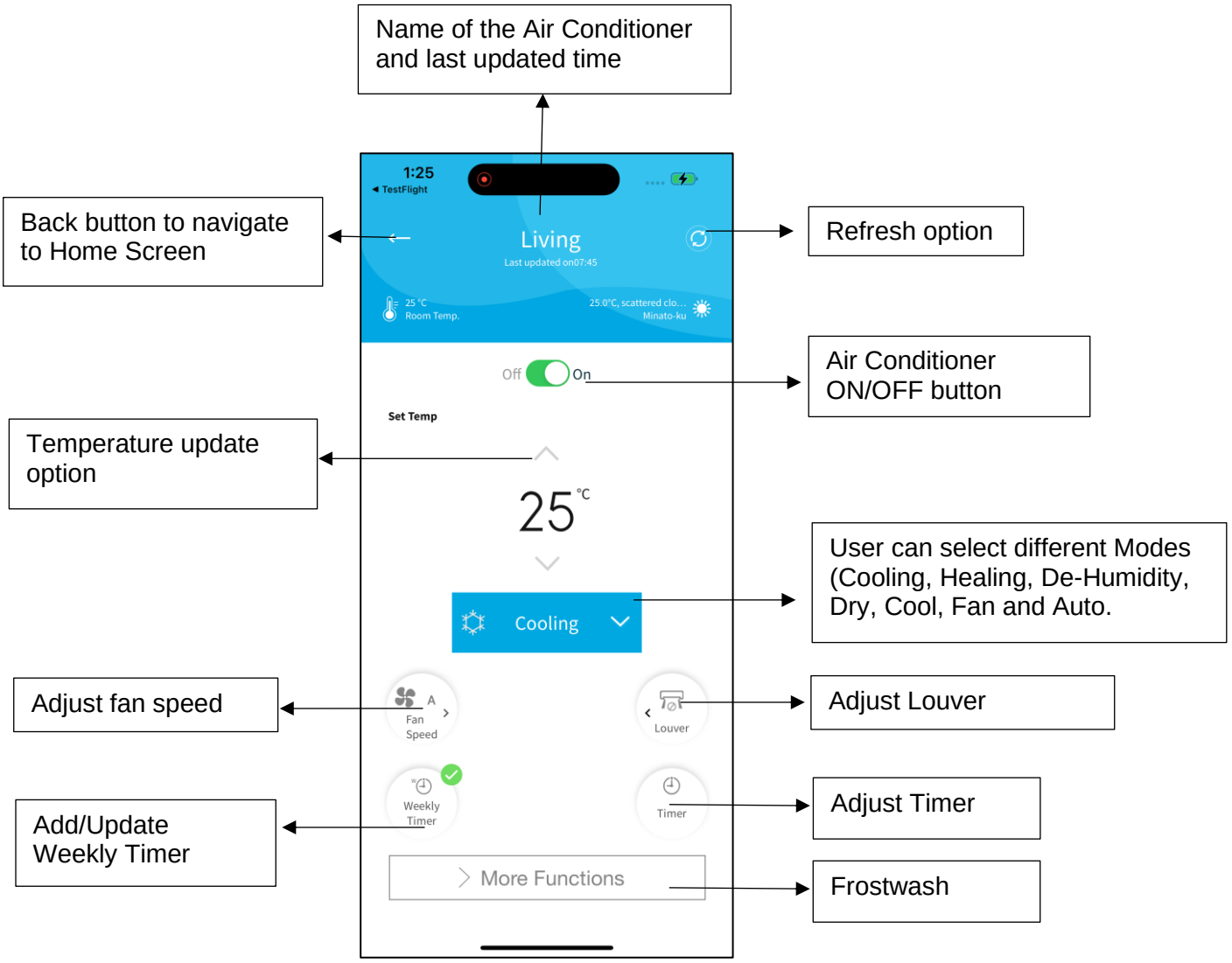


4.2 Home Screen

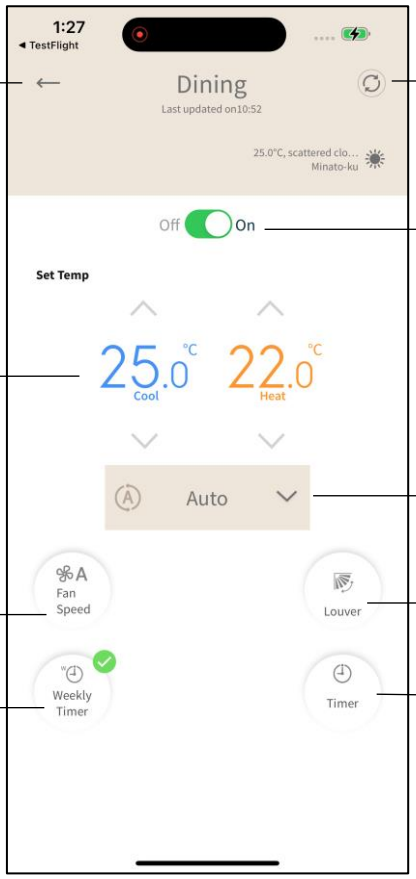


4.3 IDU Control Screen

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



GPAC – IDU Control screen (Without Zone)



Back button to navigate to Home Screen

Refresh option

Air Conditioner ON/OFF button

Temperature update option (Dual Temperature in Auto Mode)

User can select different Modes (Cooling, Healing, Dry, Fan and Auto)

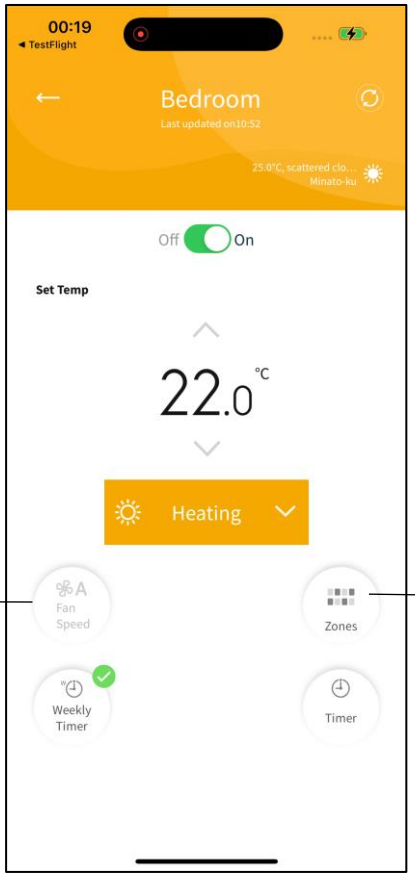
Adjust Fan speed

Adjust Louver

Add/Update Weekly Timer

Adjust Timer

GPAC – IDU Control screen (with Zone)

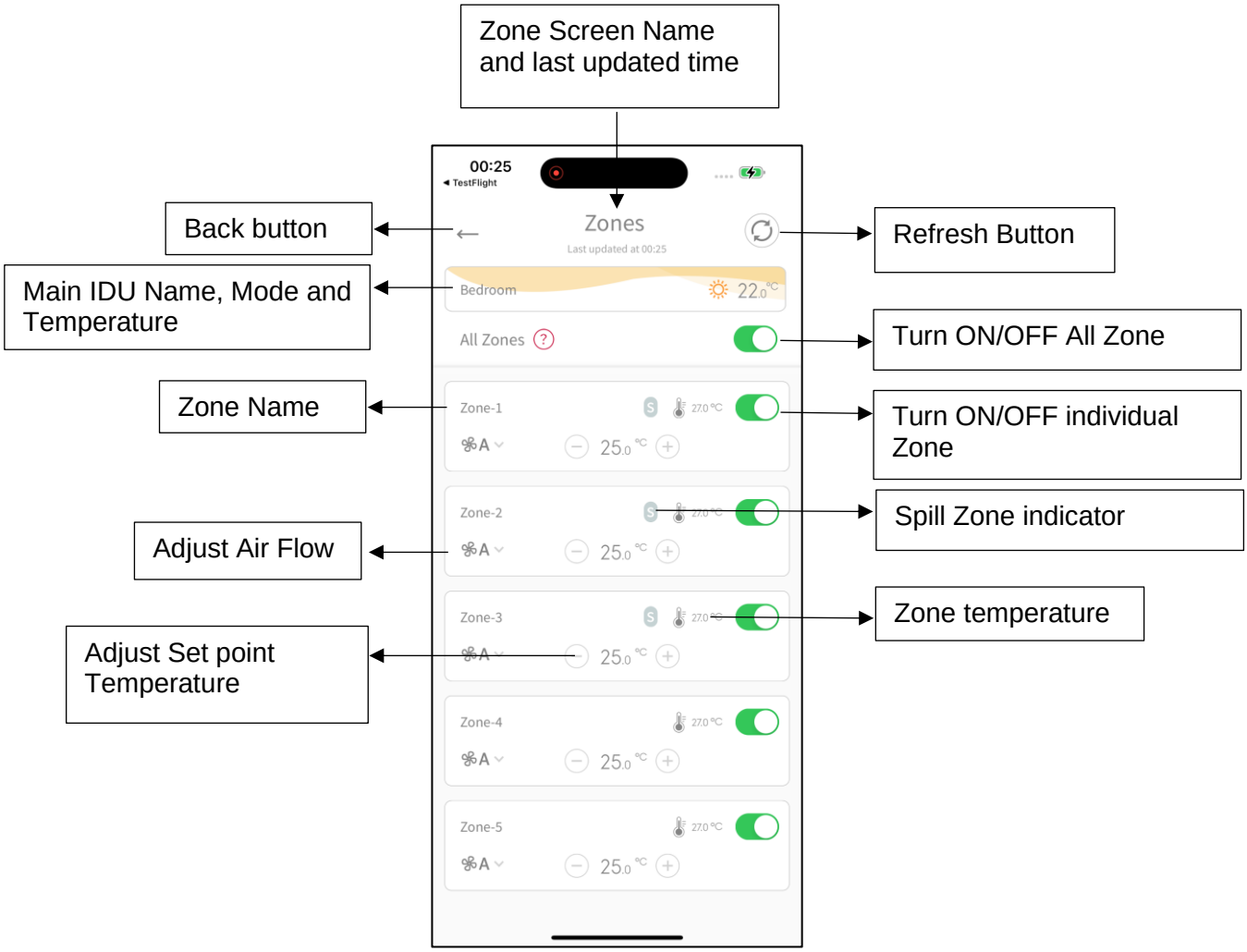


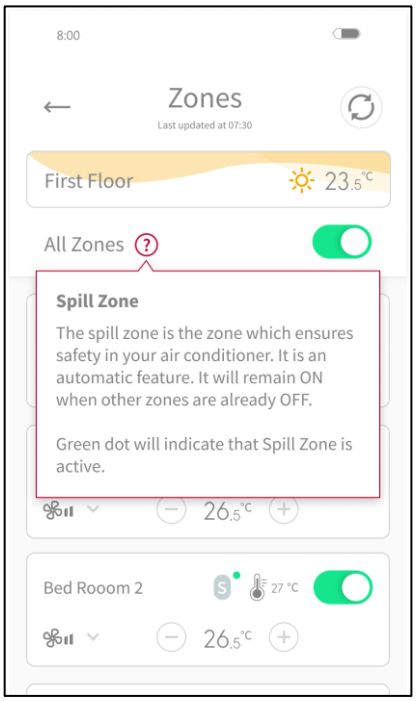
Fan Speed always in Auto Mode

Zone Button

GPAC –Zone Control screen

After the user clicks on Zone list area on Home Screen or Zone button on IDU Control Screen, user will be able to use the options as shown below.





4.4 Manage Users

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

(1) Select “Manage Users” from the three-line menu.

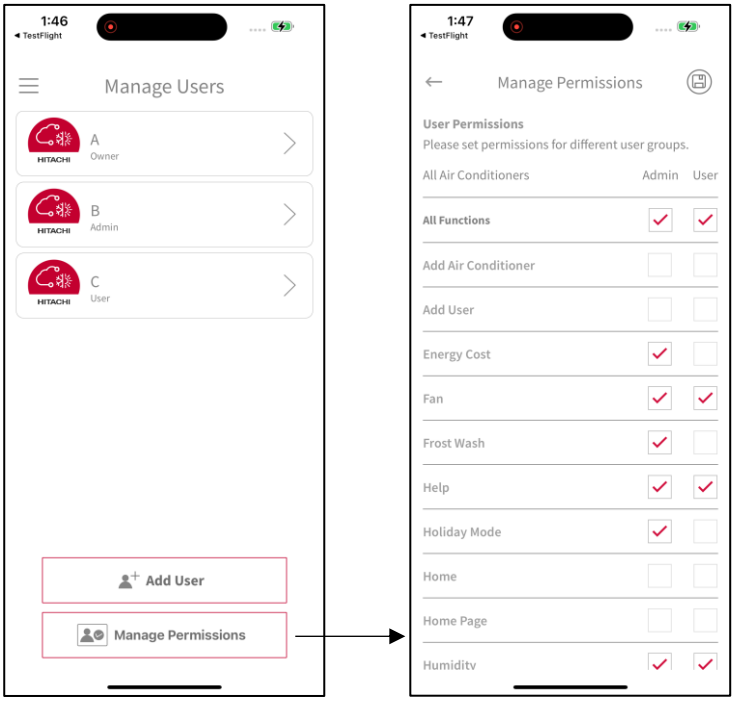
(2) Click on "Manage Permissions" button.

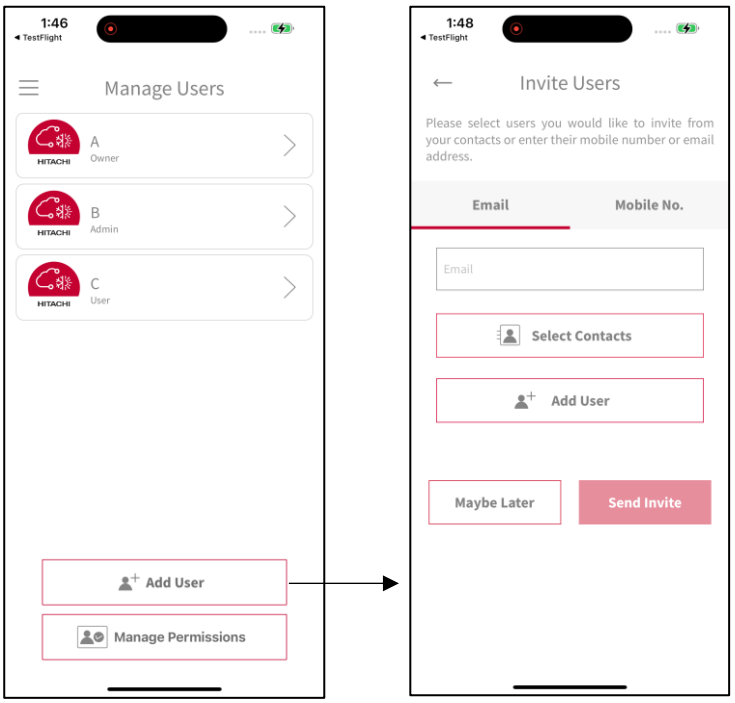
NOTE:

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

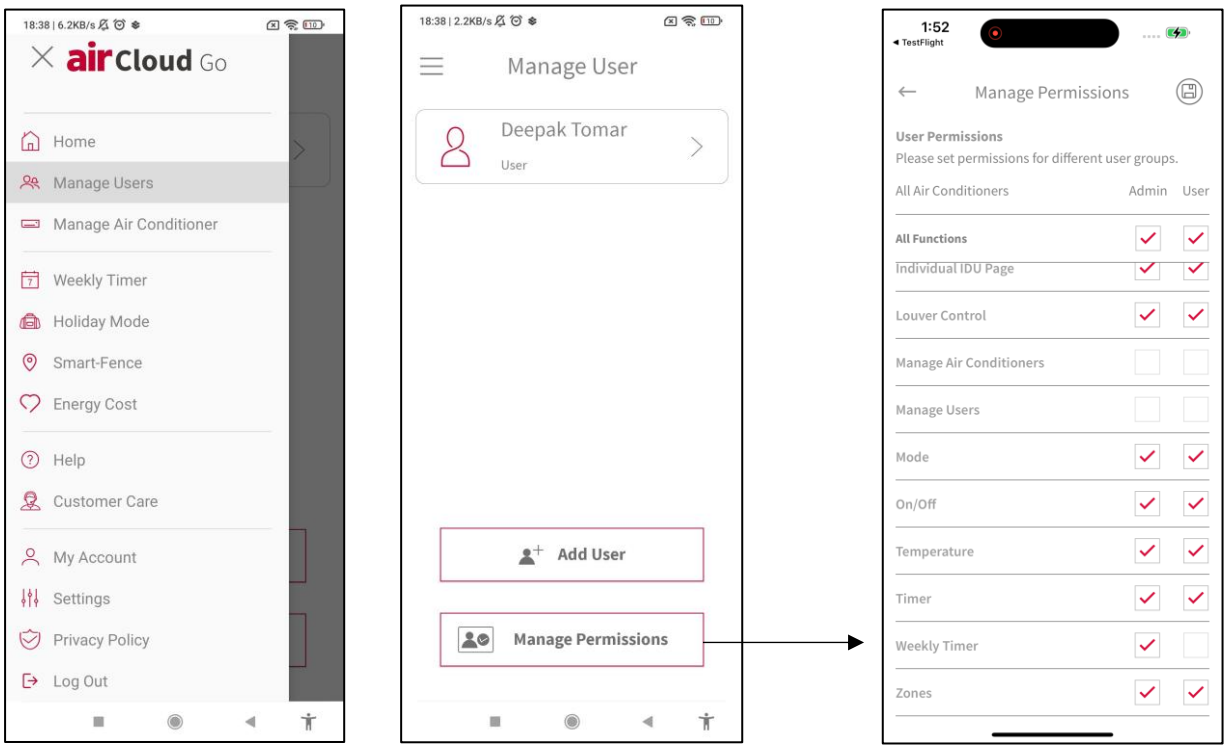
(3) Air Conditioner setting window will appear, set permissions for different users as needed.

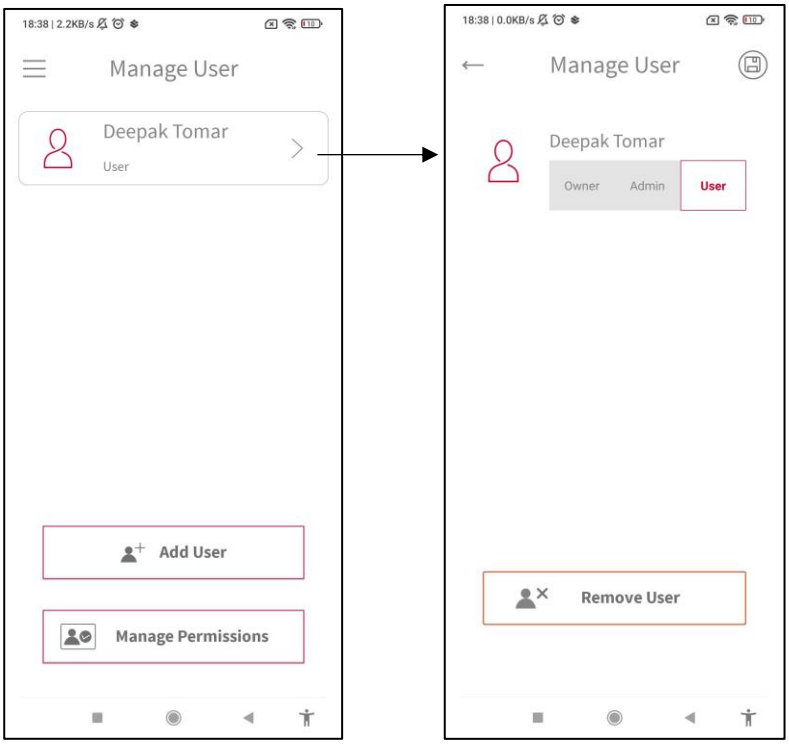
(4) User can Manage permissions to access Zones for corresponding GPAC units





5.1.1 Manage Users – GPAC





4.5 Manage Air Conditioners

User can rename or update the Air Conditioner name using “Manage Air Conditioners” option by following steps below,

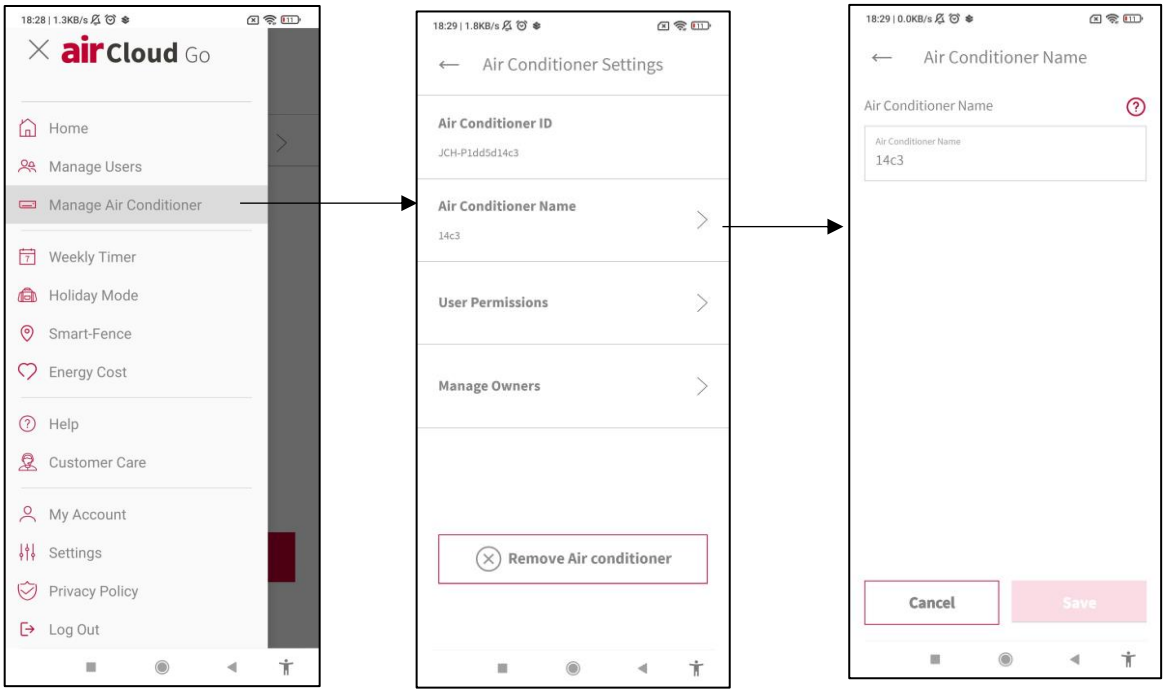
(1) Select “Manage Air Conditioners” from the three-line menu.

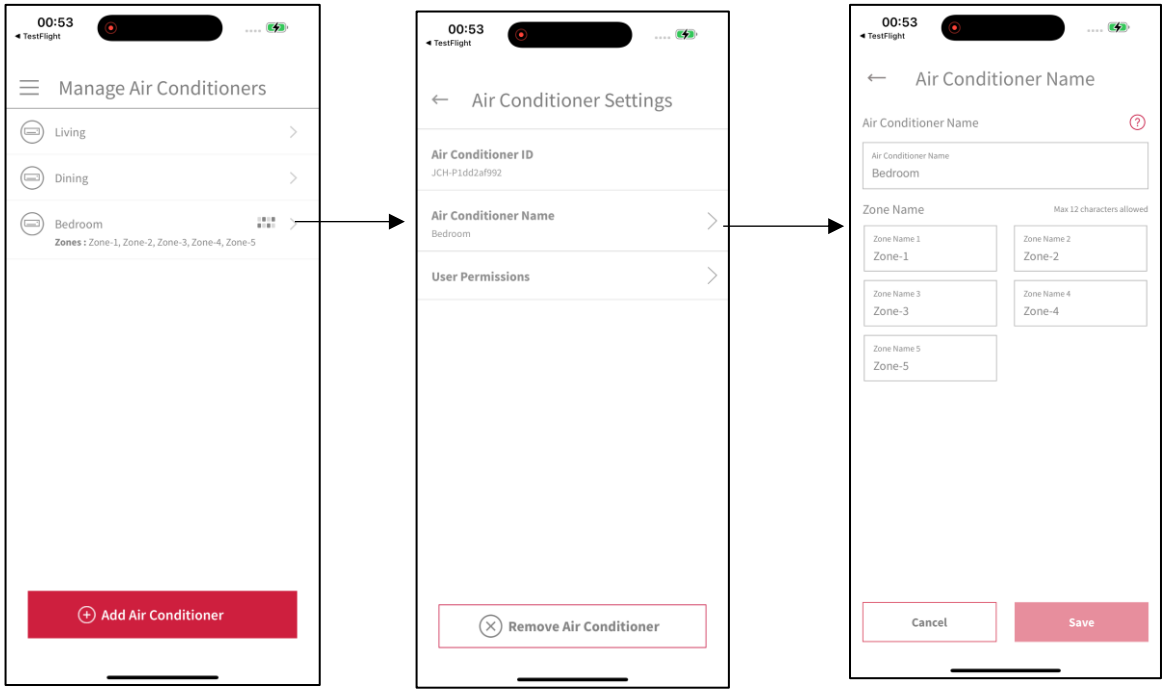
(2) Select the Air Conditioner name which need to be updated.

(3) AC settings window will appear, select “Air Conditioner Name”.

(4) User can enter the required Air Conditioner name and select continue

(5) If the system have zones the user can change the Zones Name.
Note: 1. Zone Names can be max 12 characters
2. Zone Names are synced with WRC.





4.6 My Account

5.1.2 Change Password

User can change his password by following steps.

(1) Select “My Account” from the three-line menu and select change password.

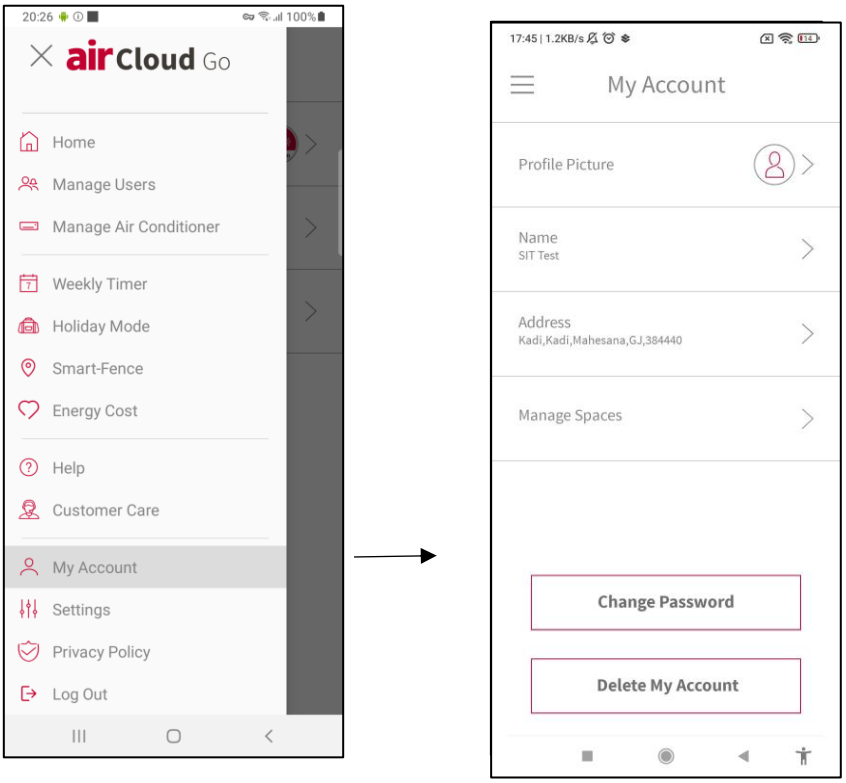
(2) Enter the current password.

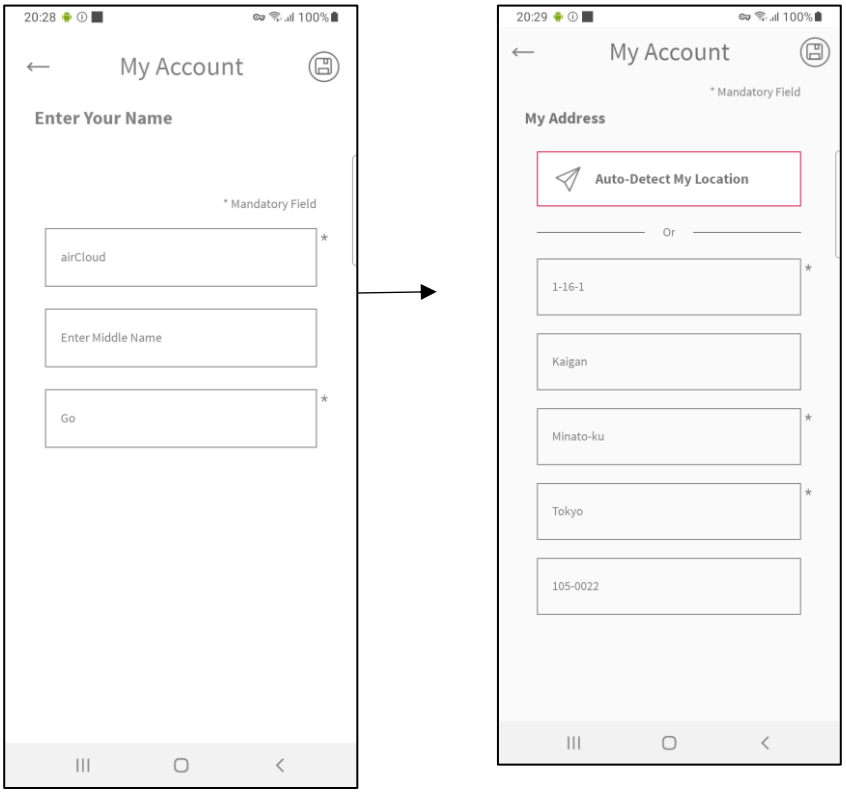
(3) Enter the new password.

NOTE:

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

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





5.1.3 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 three-line menu and select “Manage Spaces”

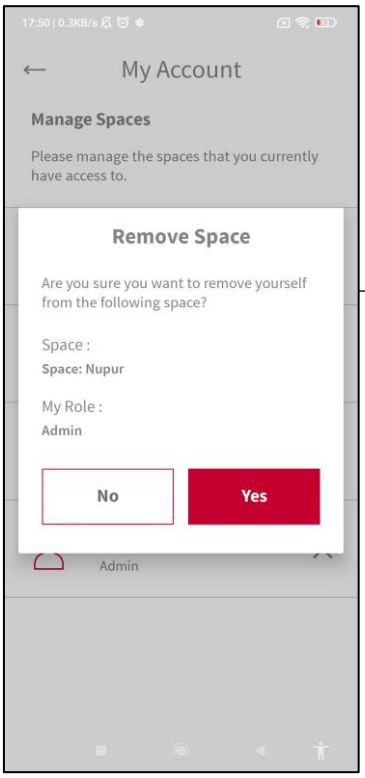
(2) Select “✕” applicable for Owner.

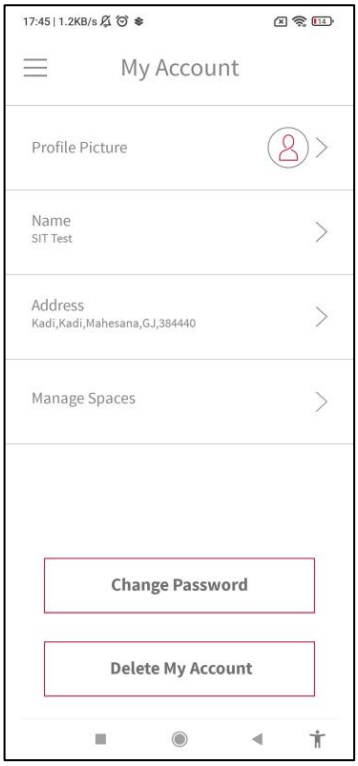
(3) “Remove Home” window will appear, select “Yes” button.

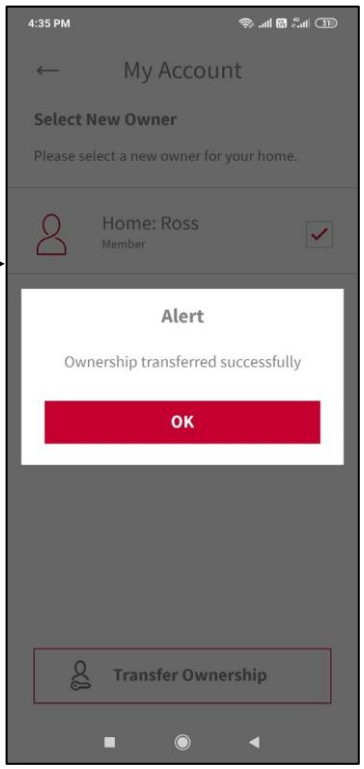
(4) “Select New Owner” window will appear and user can select the any of the members, click “Transfer Ownership” button.

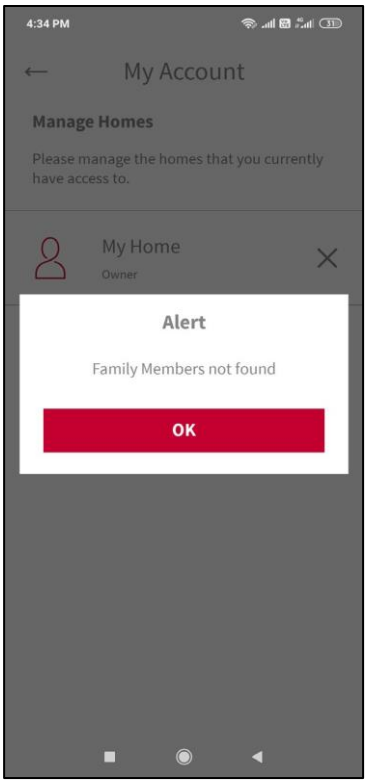
(5) User should enter registered Mobile number or Email ID as a part of verification process.

(6) User will receive verification code and enter verification code.
Account successfully updated window will appear.









4.7 Weekly Timer

User can manage weekly timer by following the steps below.

(1) Select “Weekly Timer” from the three-line menu.

(2) Click on the Air Conditioner name for which weekly timer needs to be set.

(3) Switch on the weekly timer for the selected Air Conditioner.

(4) Click on the “⊕” button at the bottom of the screen to go to schedule screen.

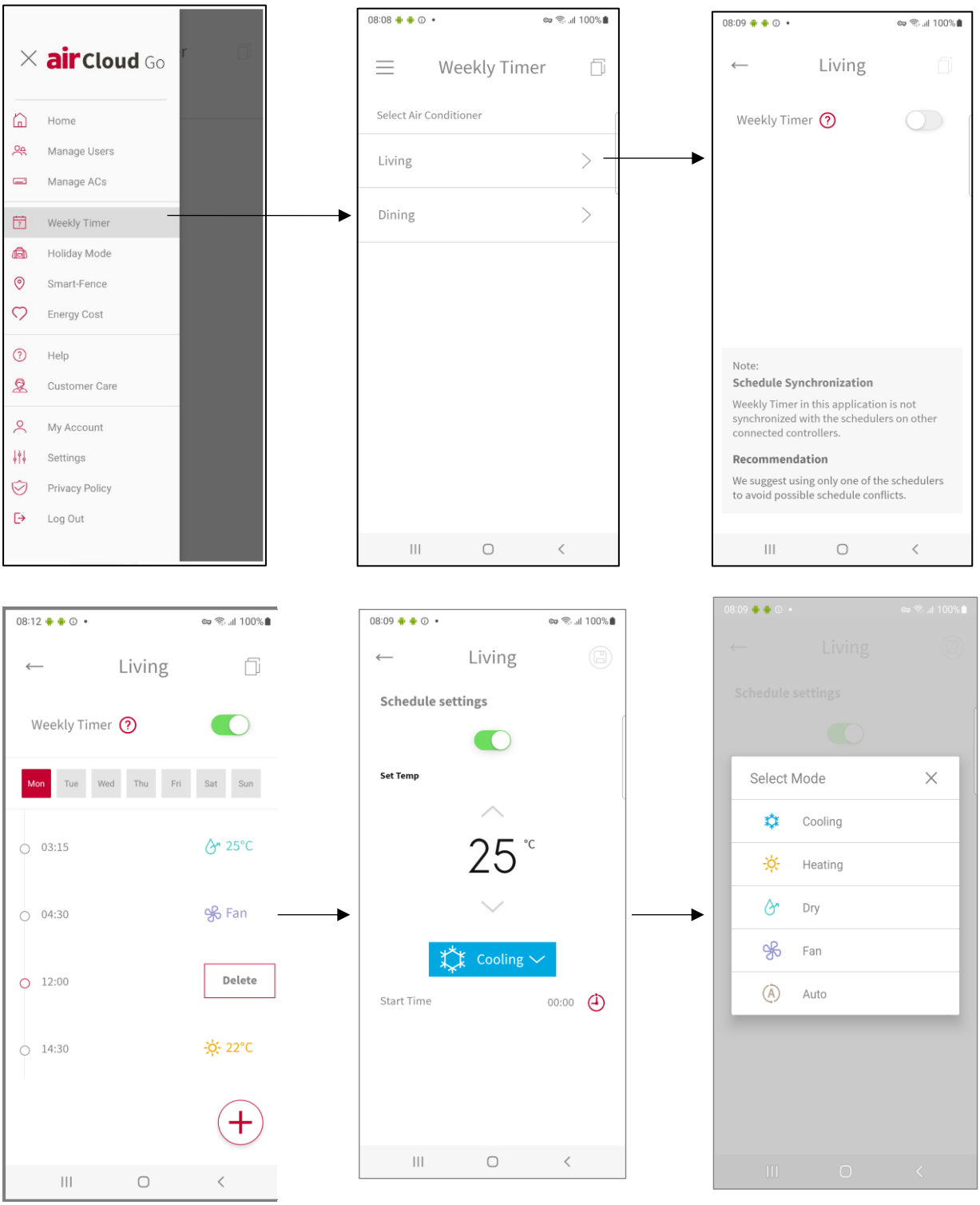
(5) Select the required temperature, mode and start time for the weekly timer and save.

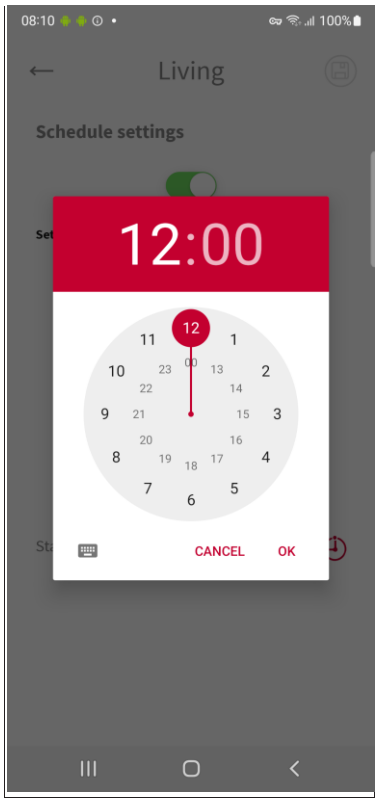
(6) New schedule will be added to the list.

NOTE:

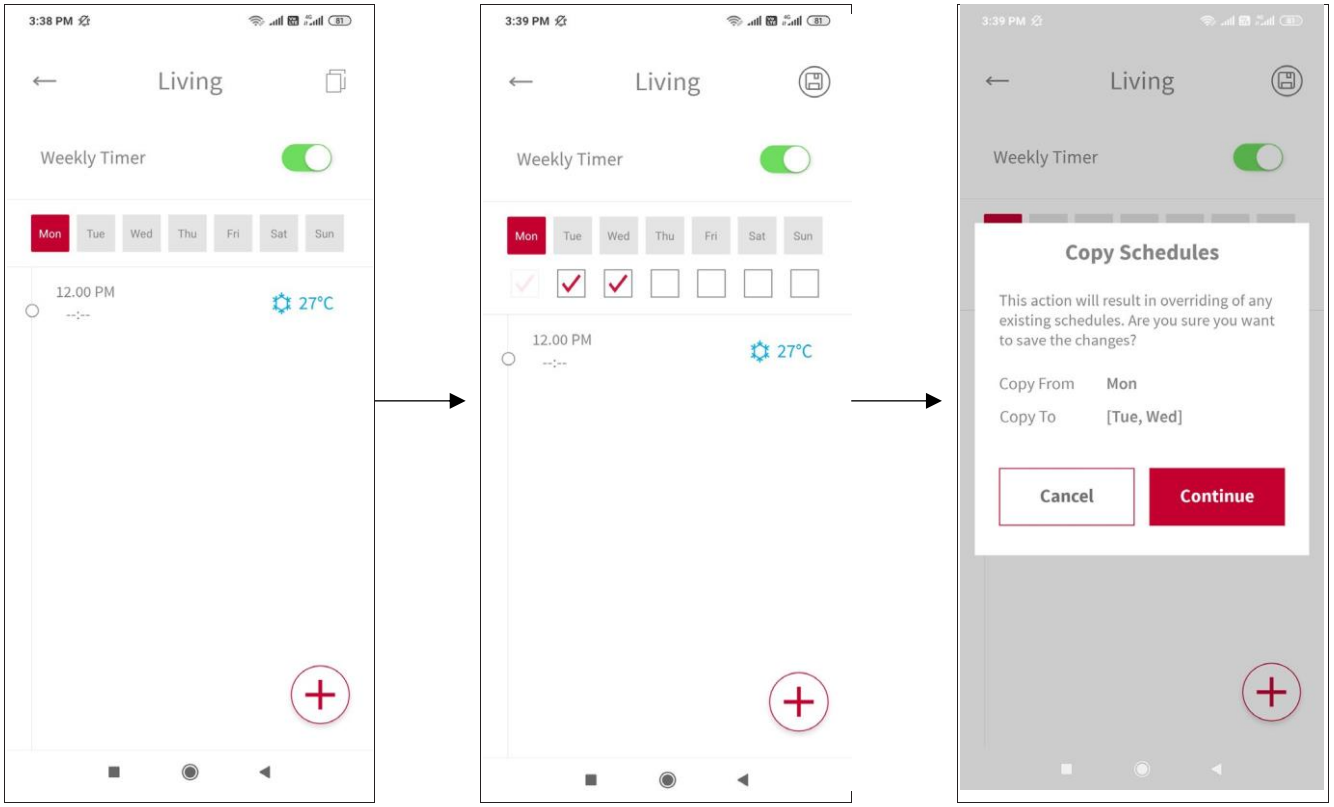
- Copy schedule button will only be visible if there are at least 2 ACs (having schedules) present in the list.

- Scheduling weekly timer





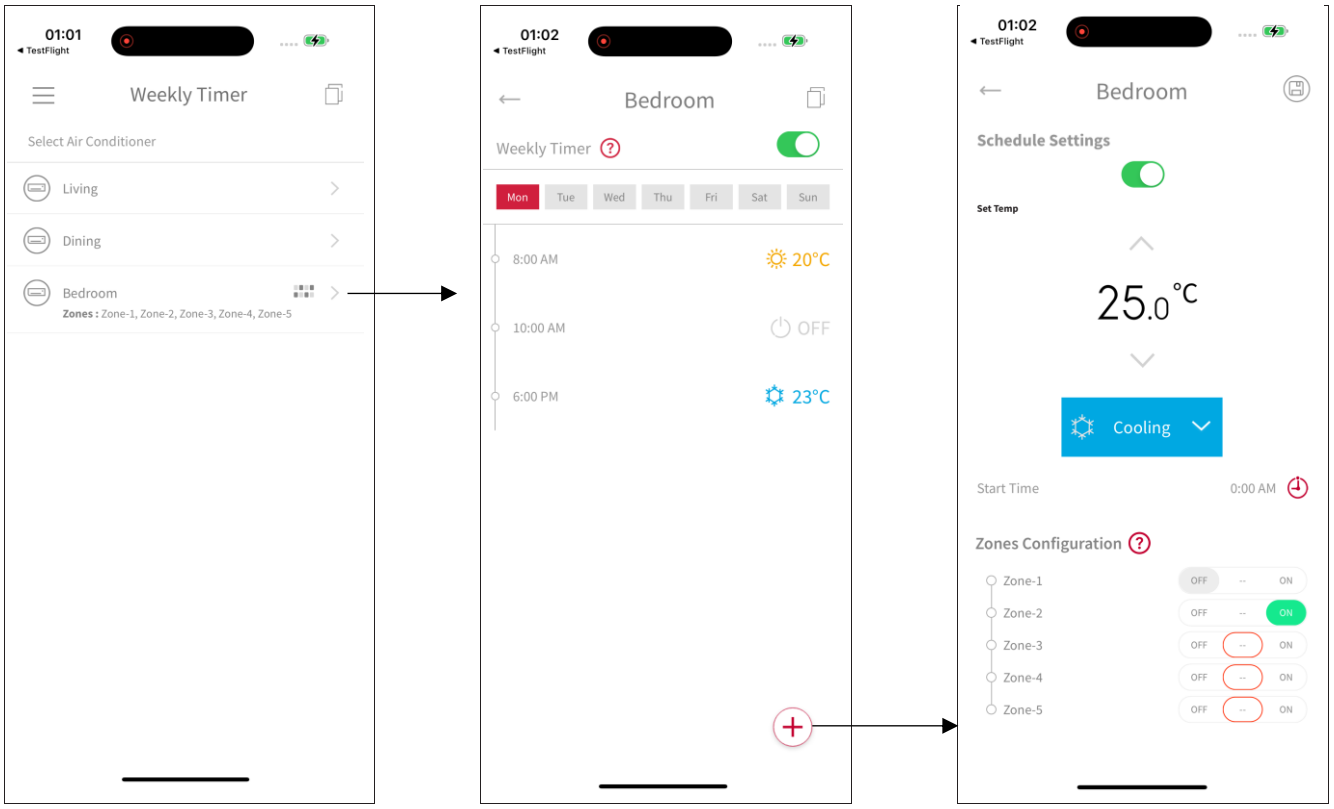
- **Copy Schedules from same Air Conditioner**



- **Weekly Timer: GPAC with Zone**
  The user can set a weekly timer to turn ON, OFF, or leave unchanged for all zones connected to the main IDU. If no changes are made to a zone's setting, it will continue to operate based on the previous settings.

NOTE:

- Weekly Timer in the app will not be synced with WRC and will work separately.
- It's recommended to use only one scheduler at a time.



4.8 Manage Spaces

User can manage their Homes by following the steps below.

(1) Select “My Account” from the three-line menu.

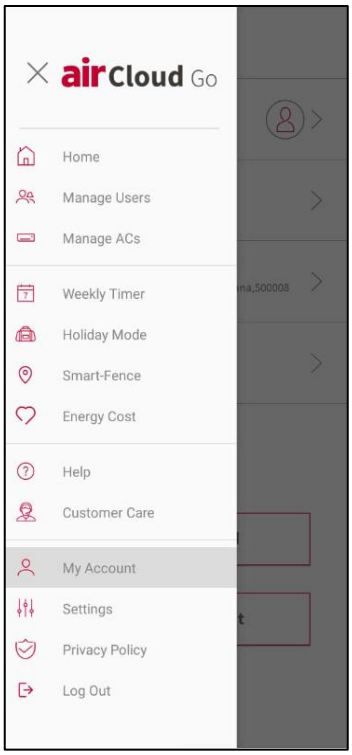
(2) Click on “Manage Spaces” on the list.

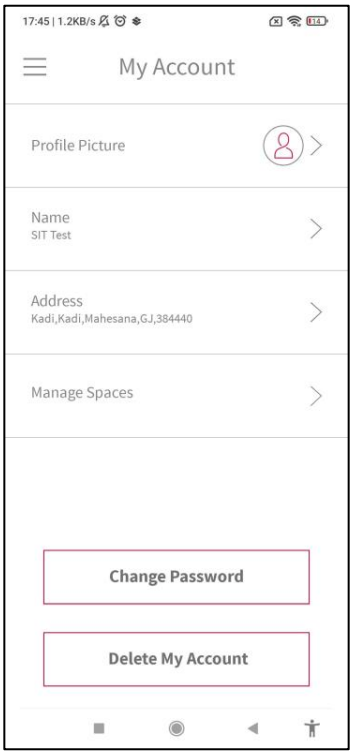
(3) Manage Spaces screen will appear, listing all the homes in which user is a member of.

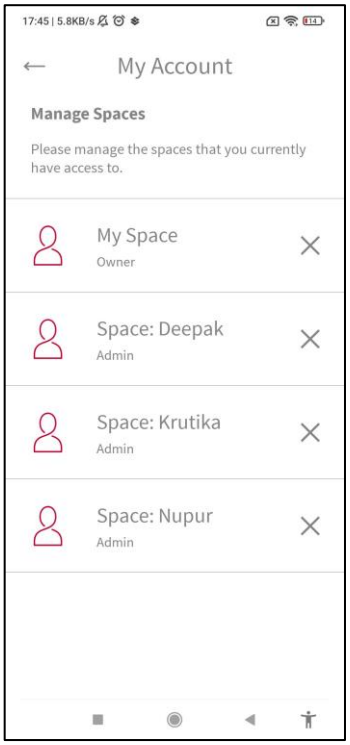
(4) User can remove himself from any listed homes by clicking on “×” button for that home.

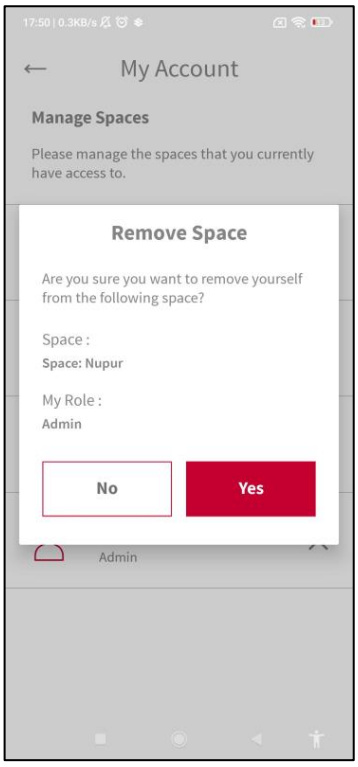
NOTE:

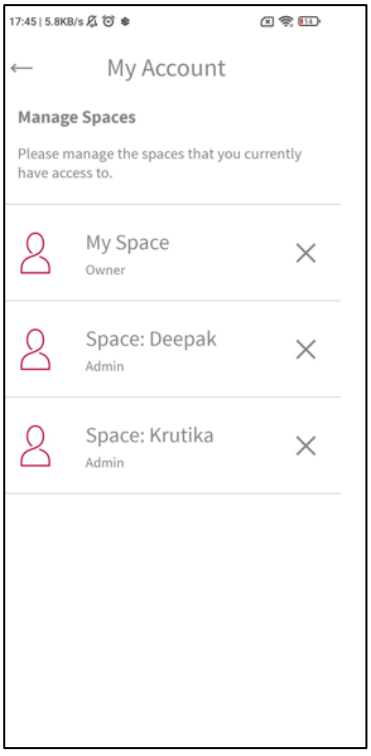
- If User wants to remove himself from a Home where his role is Owner, then first Transfer of Ownership is carried out (provided there are other members in his Home).
- User can not remove himself from his own Home if there are no members for that Home.











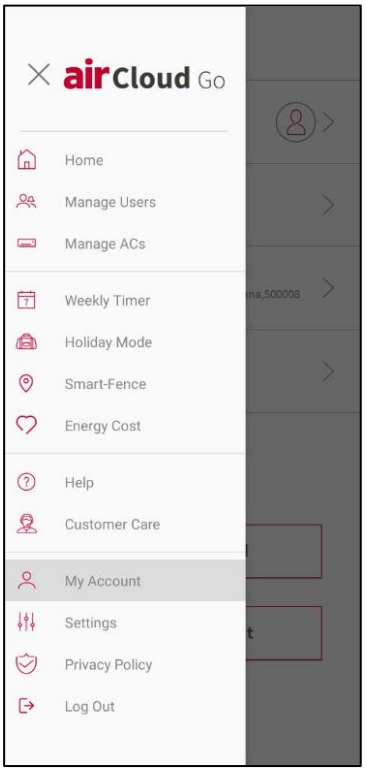
4.9 Delete Account

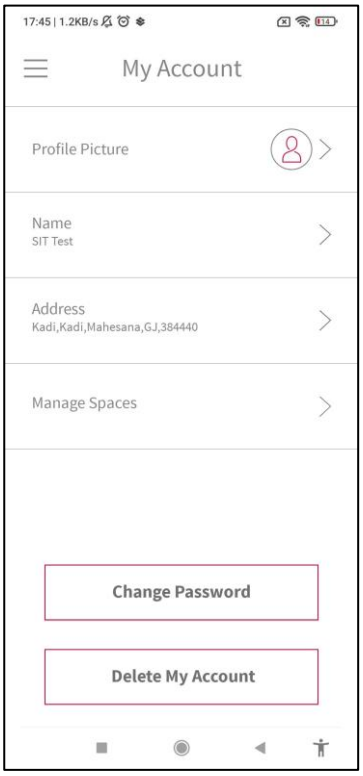
User can delete his Account with the following steps.

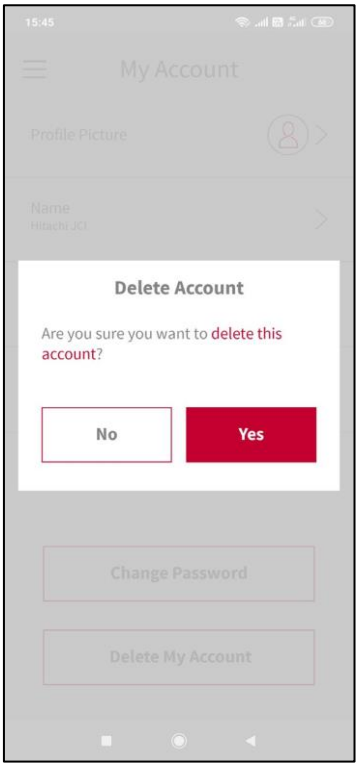
1. Select “My Account” from the three-line menu.
2. Click on “Delete My Account” button.
3. A pop-up will appear to confirm if the user is sure to delete his account.
4. On pressing “Yes”, another confirmation pop-up will appear stating information regarding the deletion of the account.

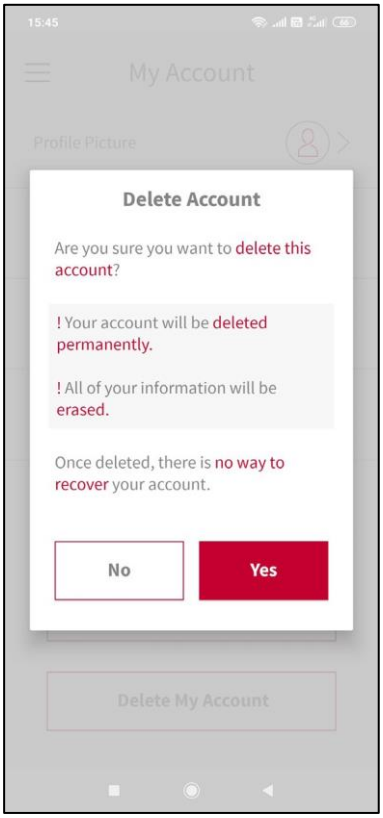
NOTE:

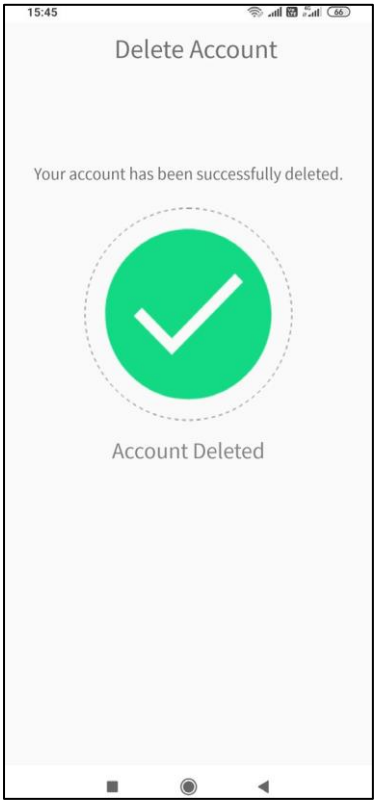
- If User wants to delete his account (having no members), then directly user is disabled.
- If User has one or more members in his Home, then user will be taken to Transfer of Ownership screen.











4.10 Smart-Fence

User can automatically control the air-conditioners based on their location, using their smartphone's location service. User can use Smart-Fence feature by following the steps below,

(1) Select “Smart-Fence” from the three-line menu.

(2) Click the “Enable Location Access” if location service in mobile is not turned on yet.

(3) In Smart-Fence screen, click on the toggle button to turn on the feature.

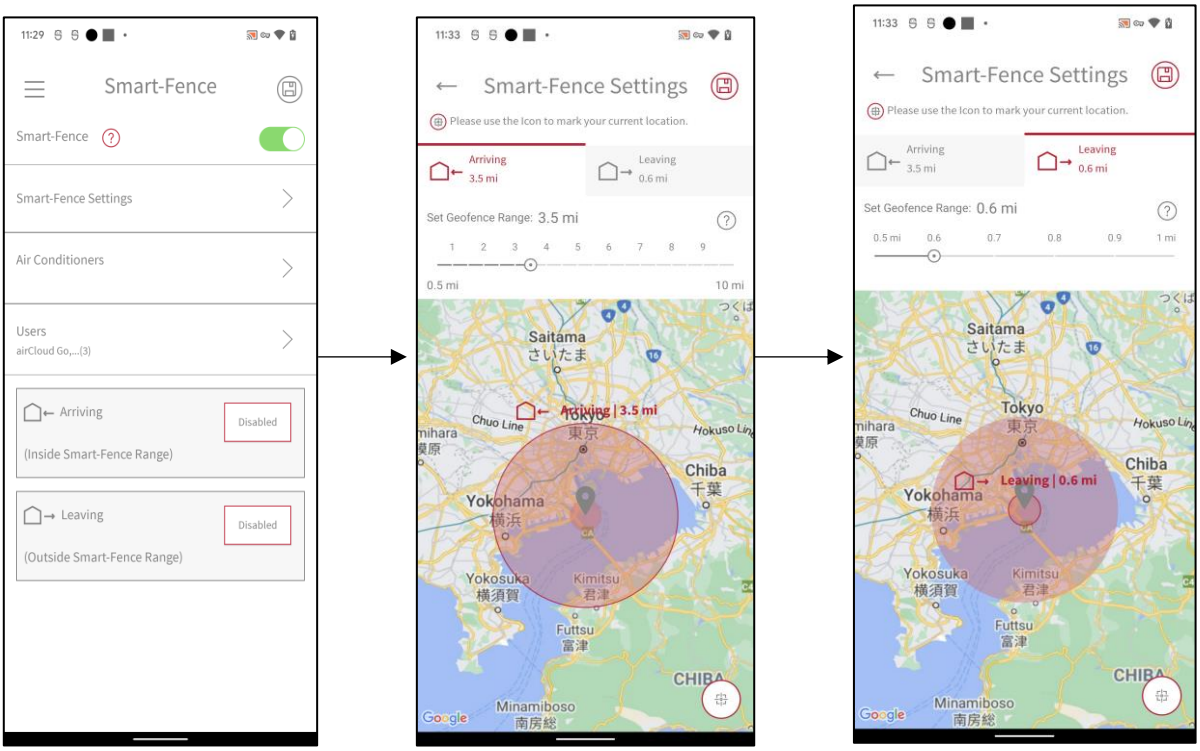
(4) Users shall be able to take following actions once smart-fence is enabled

- Smart-Fence Settings
- Users
- Air Conditioners
- Arriving (Inside Smart-Fence range)
- Leaving (Outside Smart-Fence range)

Note: Currently, Smart-Fence feature is not compatible with GPAC systems.

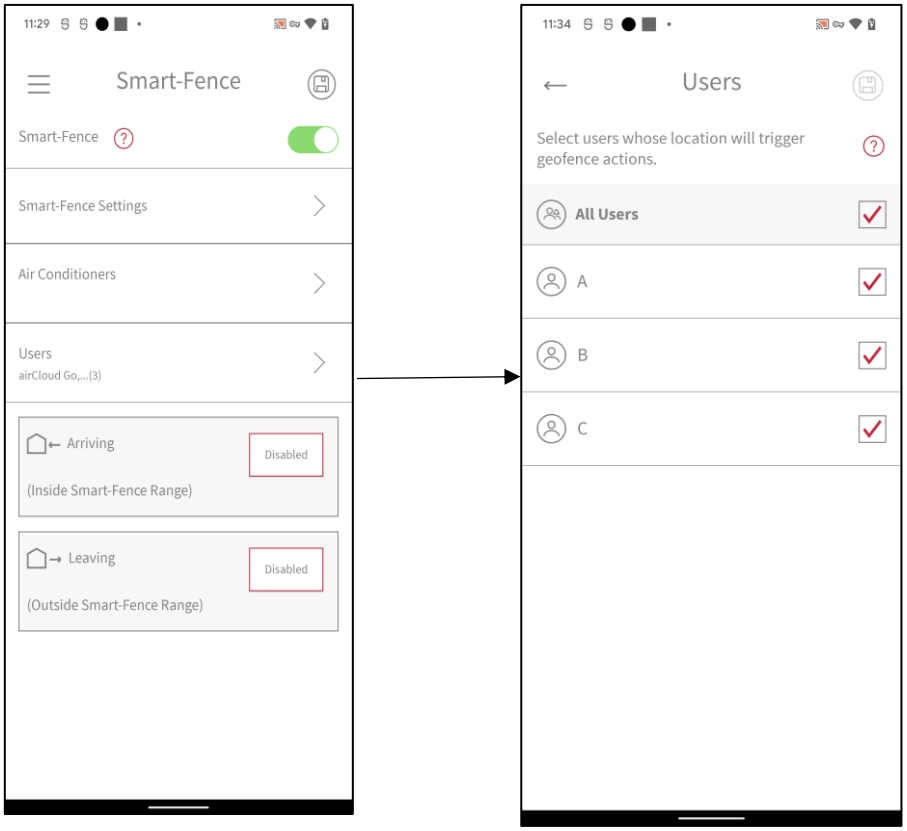
5.1.4 Smart-Fence Settings

- User can drag the map and accordingly the location of the pin will change and set its location.
- User can toggle between “Arriving” and “Leaving” tabs and set a pre-defined distance radius around the dropped pin for “Arriving” and “Leaving” using a notched slider.
- Arriving settings will be applied to the selected Air Conditioners, when any one of the selected users is within the defined Geo fence range.
- Leaving settings will be applied to the selected Air Conditioners, when all the selected users are out of the Geo fence range.



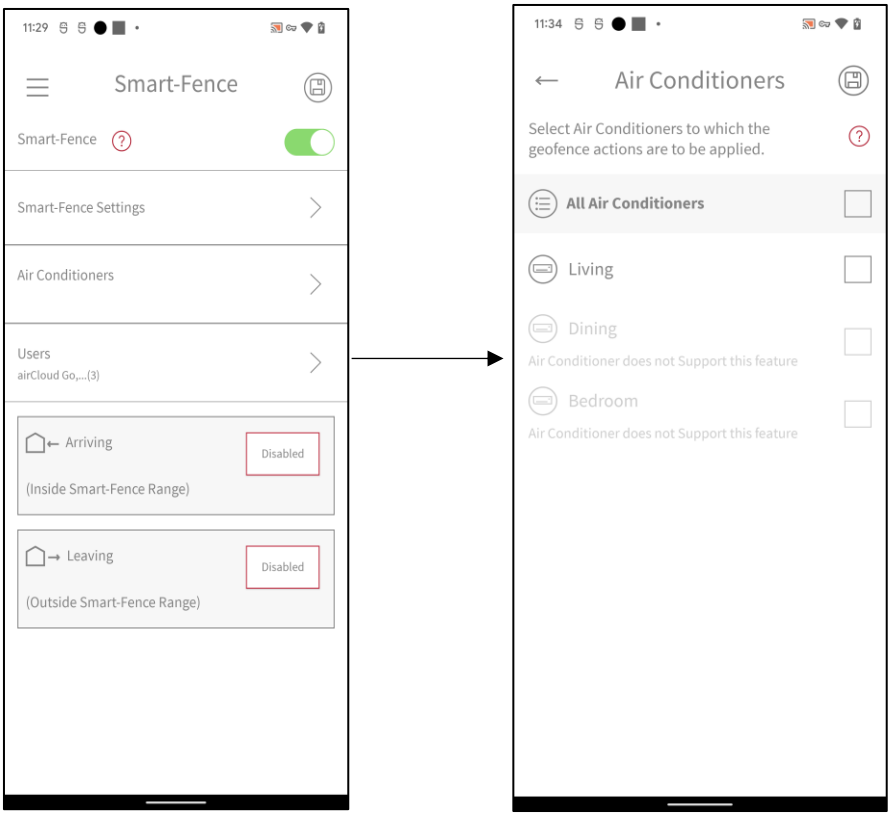
5.1.5 Users

- Owner of the Air Conditioner can select the users to whom the Geo fence settings will trigger actions.
- When multiple users are selected, "Arriving" settings will be applied to the selected Air Conditioners, when any one of the selected users is within the defined Geo fence range.
- When all the selected users are out of the Geo fence range, "Leaving" settings will be applied to the selected ACs.
- Screen will show option to either select all users or individual users.



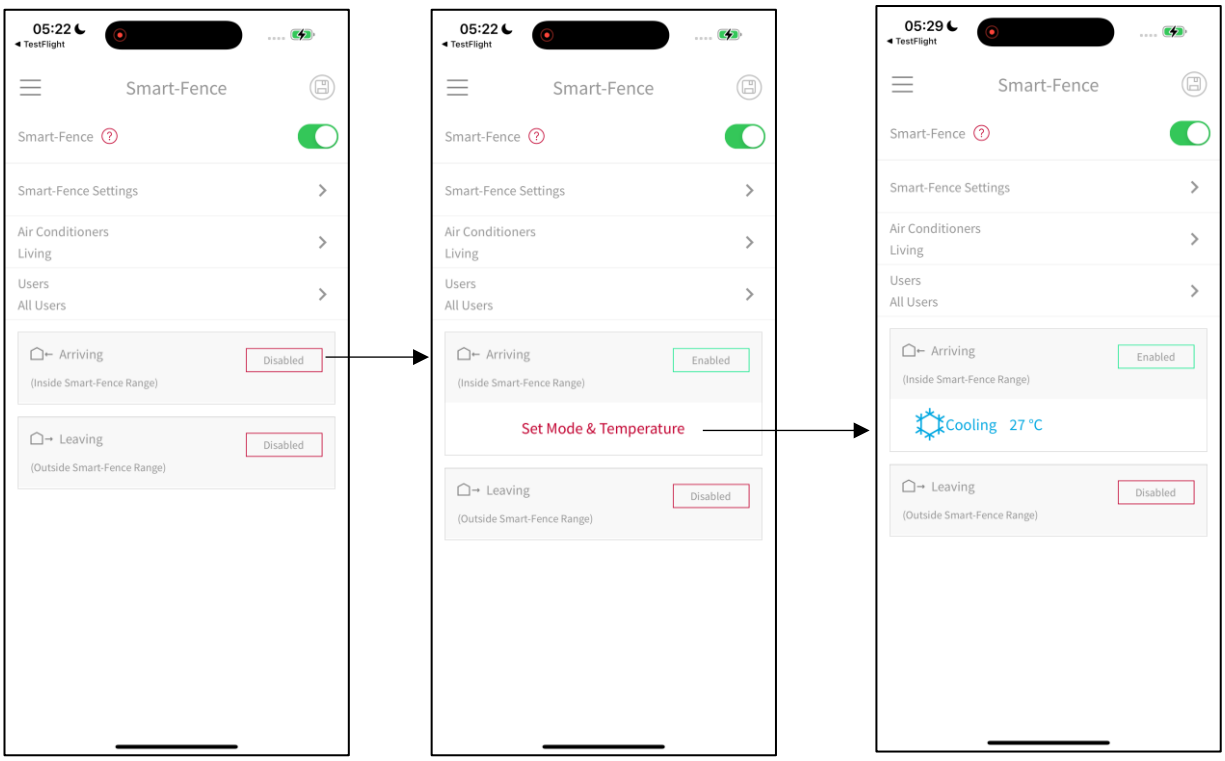
5.1.6 Air Conditioners

- Owner can select the Air Conditioners to which these Geo fence settings will trigger actions. This will trigger actions only to those users which have selected IDU's on-boarded.
- Arriving settings will be applied to the selected Air Conditioners, when any one of the selected users is within the defined Geo fence range.
- Leaving settings will be applied to the selected Air Conditioners, when all the selected users are out of the Geo fence range.
- Screen will show option to either select all IDU's or individual IDU's.



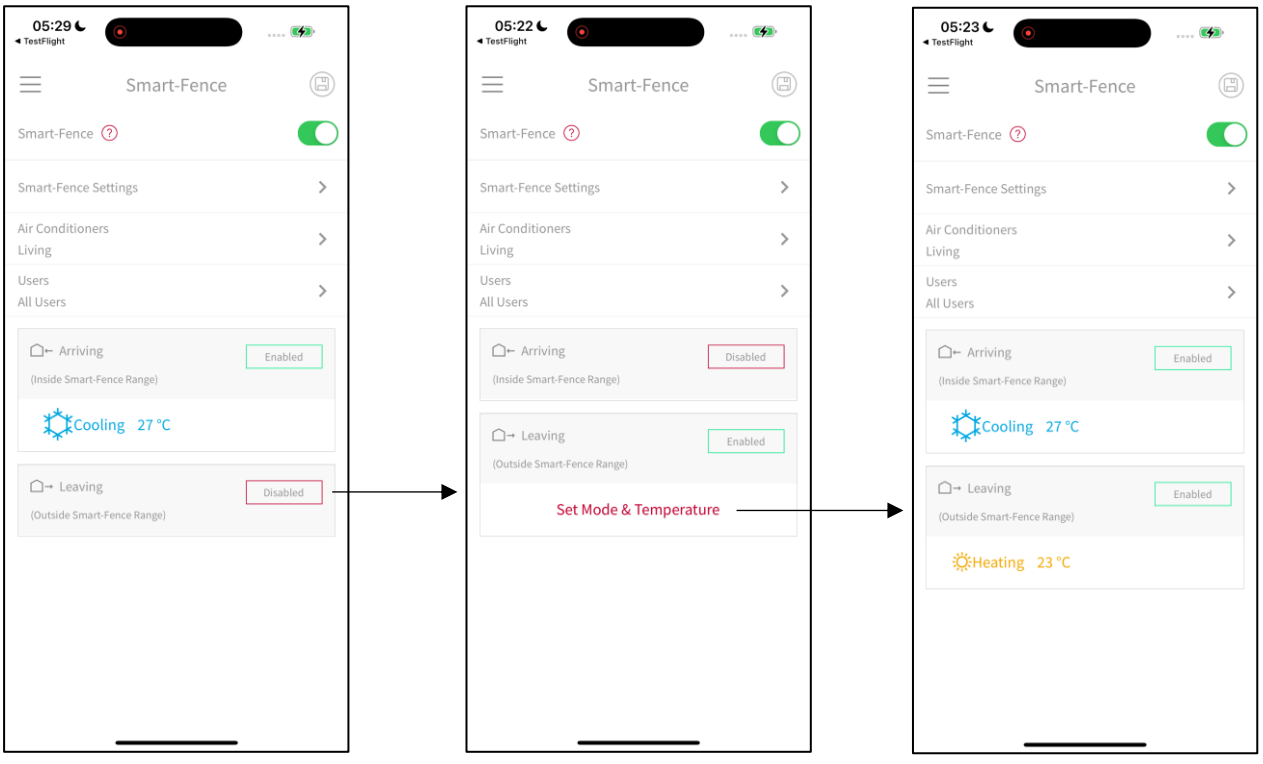
5.1.7 Arriving (Inside Geo fence Range)

User will have an option to either enable or disable this feature. If enabled, the User shall be able to set temperature, humidity and mode settings that should be applied when the user enters set smart-fence range.



5.1.8 Leaving (Outside Geo fence Range)

User will have an option to either enable or disable this feature. If enabled, the User shall be able to set temperature, humidity and mode settings that should be applied when the user leaves set smart-fence range.



4.11 Energy Cost Estimator

User can check Energy consumption details of Air Conditioners by following the steps below.

(1) Select “Energy Cost” from the three-line menu.

(2) Select AC from the list of on-boarded Air Conditioners to view Energy consumption details.

(3) User can view monthly total energy consumed and monthly total cost details of selected on-boarded Air Conditioners.

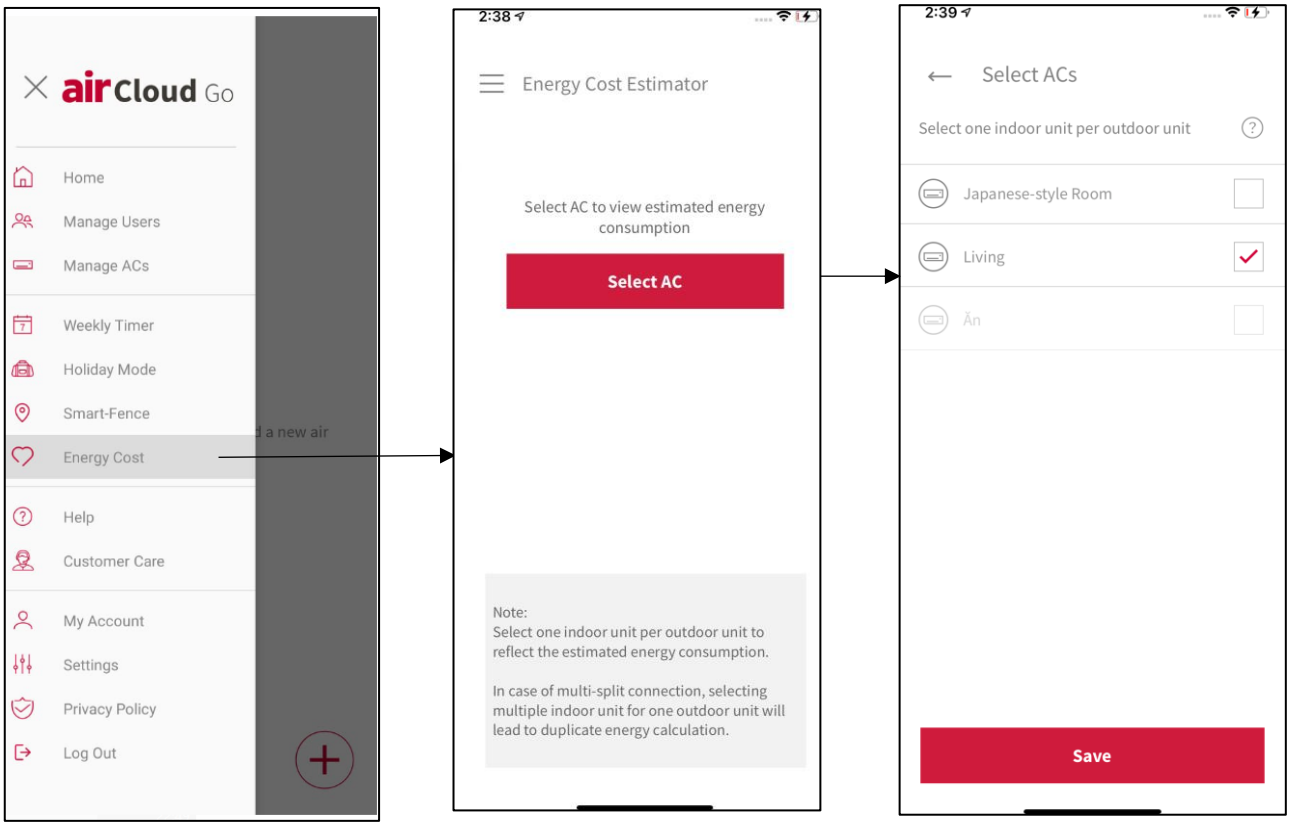
(4) User can select any or all Air Conditioners to view the Weekly, Monthly and Yearly data of energy consumption/cost.

(5) User can set the monthly budget by selecting the unit price and billing structure.

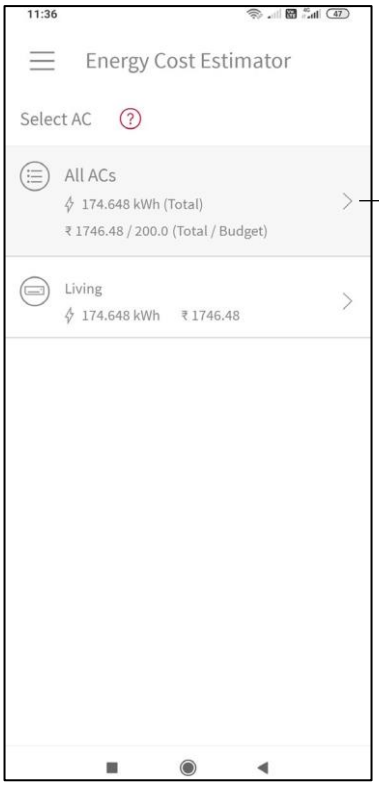
NOTE:

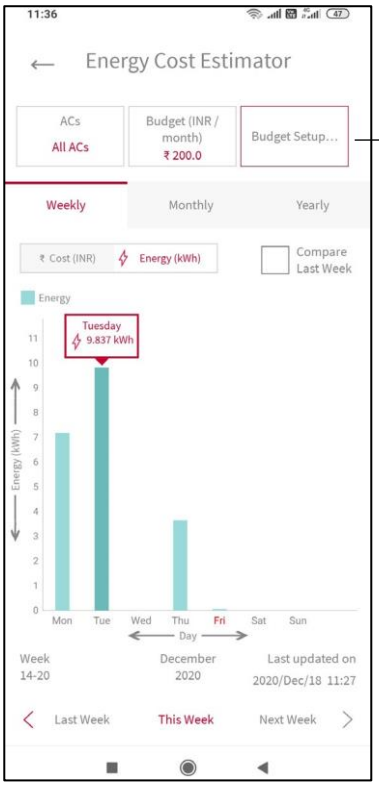
- The Energy consumption of the IDU will be calculated from the first time an IDU is successfully onboarded.
- App will request the energy consumption data at midnight.
- The weekly total energy consumed data is calculated starting from Monday to Sunday.
- The energy consumption data and cost displayed are based on estimates and may not reflect the actual value.
- Members do not have permission to Select AC for energy cost estimator.
- This function is only available for compatible indoor units. If a RAC does not support this feature, then the not-supported RAC should be greyed out in RAC list screen.
- Selecting one indoor unit per outdoor unit to reflect the estimated energy consumption. In case of multi-split connection, selecting multiple indoor unit for one outdoor unit will lead to duplicate energy calculation.

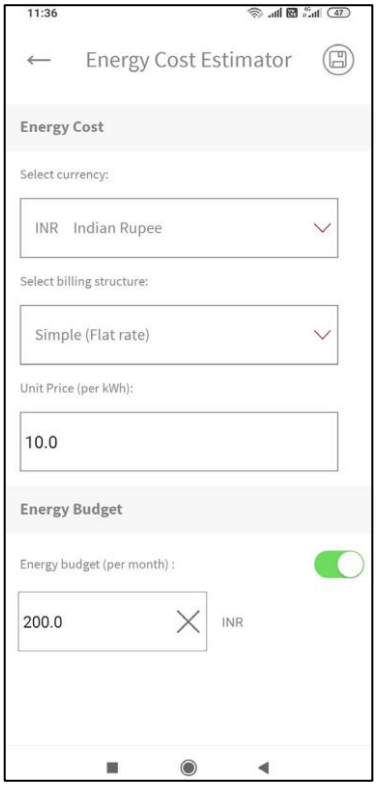
Note: Currently, Energy Cost feature is not compatible with GPAC systems.

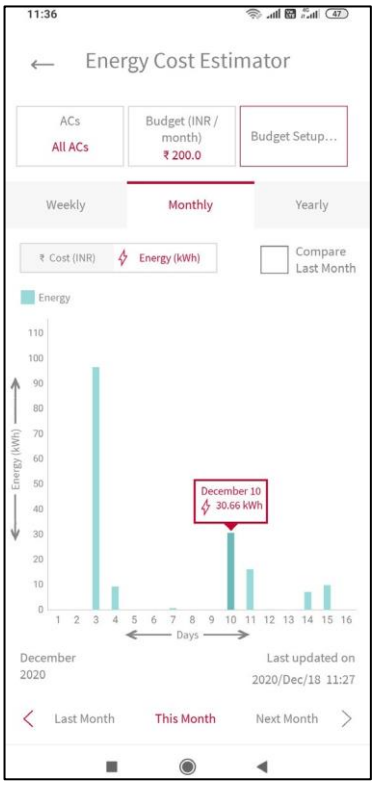


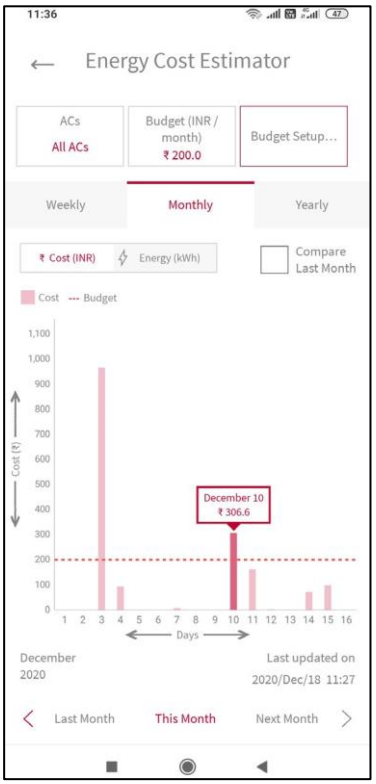
Using the Application

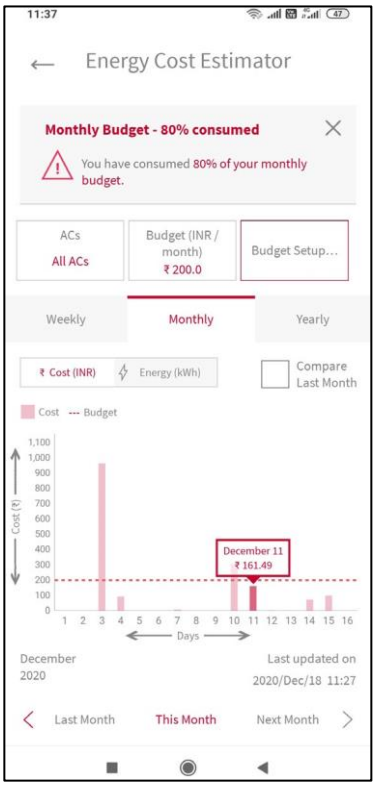




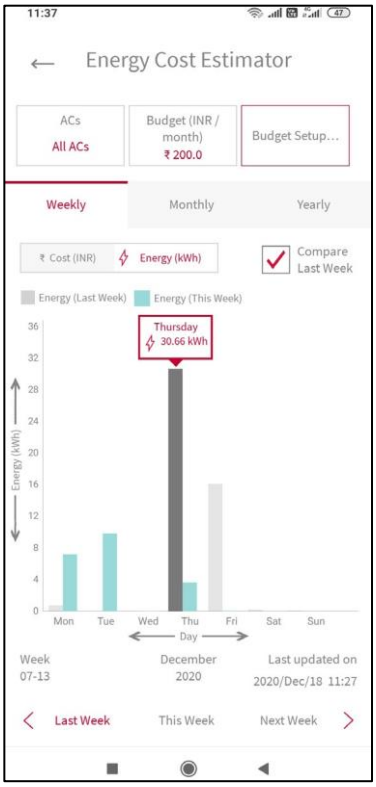








Using the Application



4.12 Holiday Mode

User can manage Holiday Mode by following the steps below.

(1) Select “Holiday mode” from the three-line menu.

(2) Click on Holiday mode toggle button to enable/disable the Holiday Mode.

(3) User can select and set the “End Date”.

(4) Select “Set Temperature” to set the required temperature.

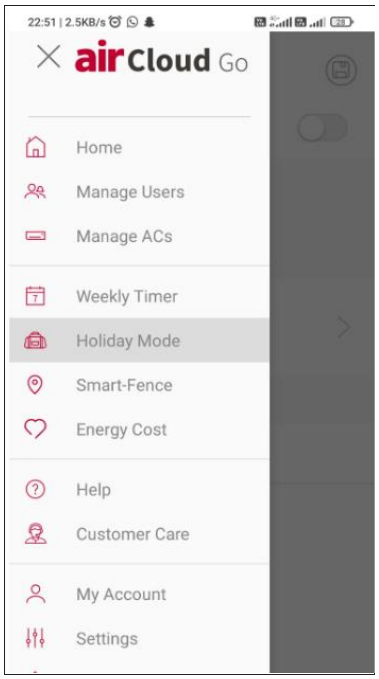
(5) User can Apply the settings to selected ACs.

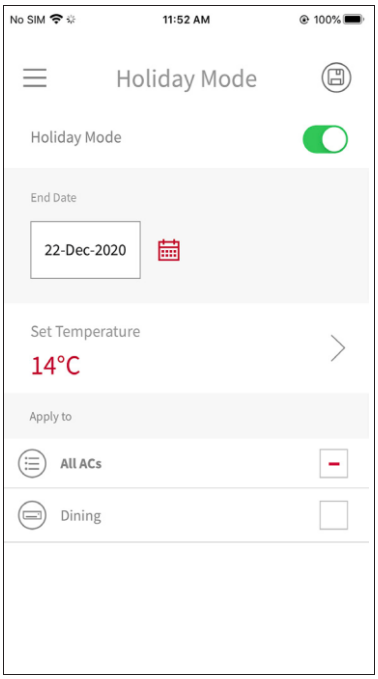
NOTE:

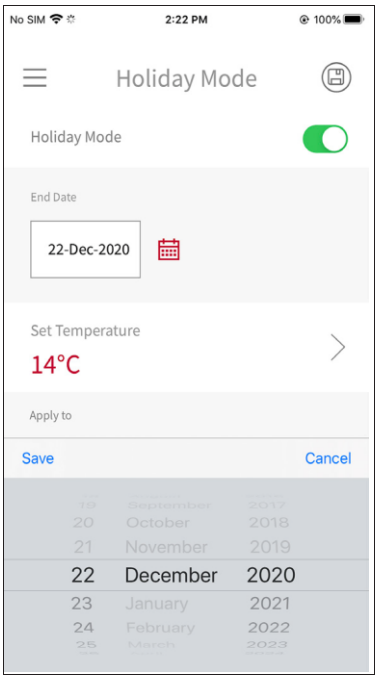
- Holiday mode is supported by models with "Heat Pump" in Heating mode.
- The date format should be as per device locale.
- The Start date & time app will automatically be calculated at backend which would be the date and time when user saves the holiday mode setting.
- The end time should be 11:59PM of the selected end date and RAC will be stopped on that time.
- Holiday mode will not switch ON or OFF IDU’s. It will just maintain the set temperature in heating mode during the dates when user has enabled holiday.
- However, if the AC is off, then it will be turned on in the set temperature in heating mode.

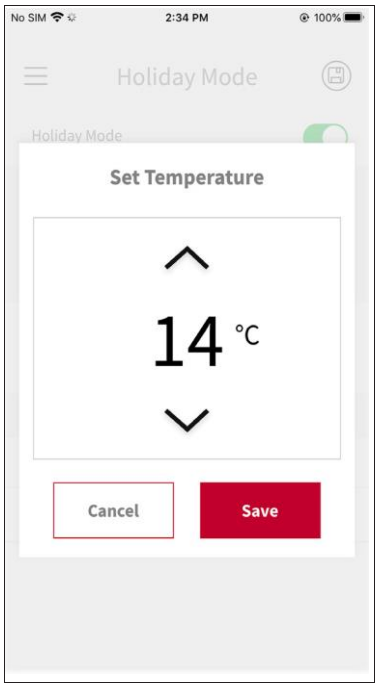
Note: Currently, Holiday Mode feature is not compatible with GPAC systems.

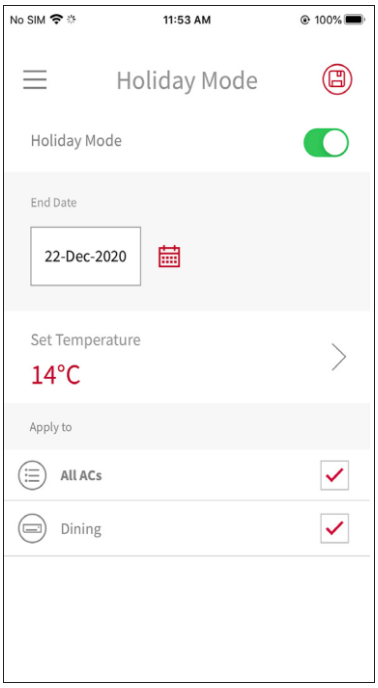
Using the Application











4.13 Active App Rating

We value customer's feedback and are committed to delivering the best possible user experience. Our active app rating feature enables users to express their thoughts and rate the app while using it.

How It Works:

The Active App Rating feature is designed to prompt user for feedback at appropriate times. As user engages with the app, after certain trigger points, they will receive a pop-up prompt that presents them with the option of providing feedback by choosing either a "Thumbs Up" or "Thumbs Down".

If user chooses "Thumbs Up", he will be guided to rate the app and leave a review.

Alternatively, if user selects "Thumbs Down", he will be directed to a "Share Feedback" screen where he can offer valuable feedback, report any issues, and provide suggestions. Refer Section 4.13 Share Feedback

This prompt will only appear after specific actions within the app to ensure it does not disrupt user's experience.

When User will See the Prompt:

The rating prompt may appear in the following situations:

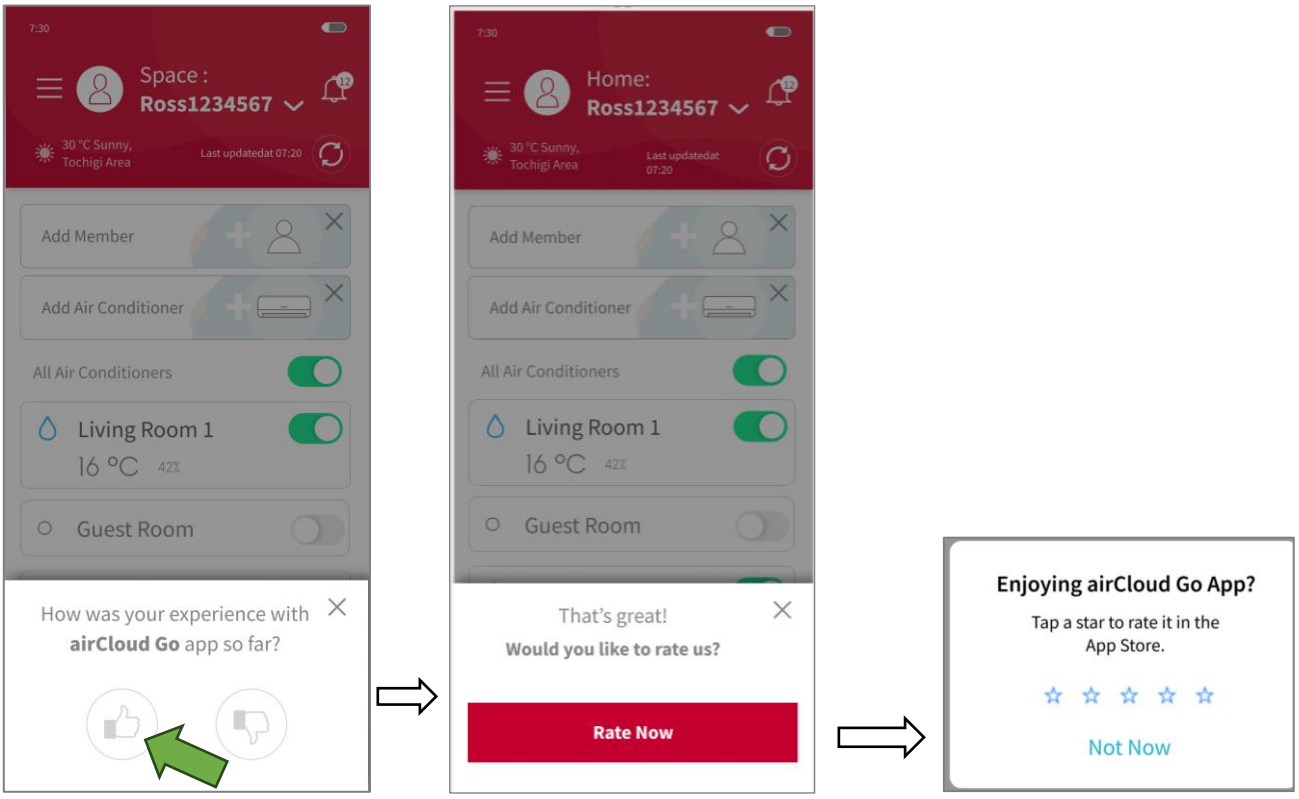
When user have reached a significant milestone or completed a task within the app, such as

1. Successfully configuring a schedule (Weekly timer/ON/OFF Timer On/1 Off condition).

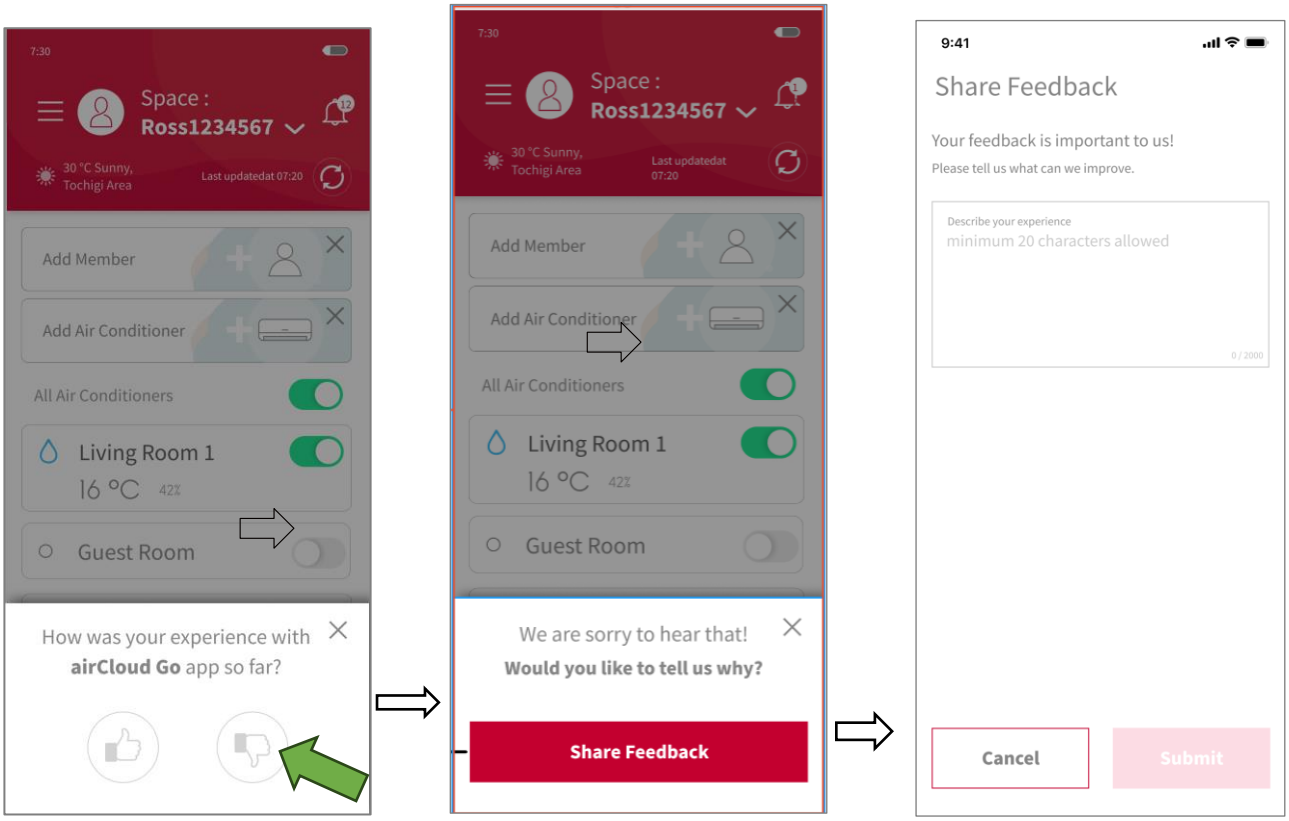
2. After a successful operation of IDU controls (ON/OFF all IDU or individual IDU, temperature, mode, fan settings, etc.).

Note:

1. If user have already provided a rating, he will be redirected to the app store.
2. Upon clicking the "Rate Now" button, if after 2 seconds the native pop-up does not appear, user will be automatically redirected to the app store.
3. If user chooses "Thumbs Up" and then clicks "Rate Now," the feature will be triggered again after 120 days (about 4 months) for a new rating opportunity.
4. For other scenarios, the feature will be triggered again after 15 days (about 2 weeks) for different feedback scenarios.



Using the Application



4.14 Share Feedback

This guide provides instructions on how to use the "Share Feedback" feature within our mobile app. The Share Feedback menu allows users to provide valuable feedback, report issues, and offer suggestions, enabling us to enhance the app and improve user experience.

1. Accessing the Share Feedback

To access the Share Feedback, follow these steps:

In Section 4.12 Active App Rating when user receives pop-up prompt and selects “Thumbs Down”, he will be directed to a “Share Feedback” screen.

2. Writing Feedback

When writing feedback:

Ensure that feedback exceeds the minimum character limit of 20 characters.

Clearly state the issue, suggestion, or comment you want to convey.

3. Select Category: Issue or Suggestions (Optional)

Choose the appropriate category for the feedback: "Issue" or "Suggestions."

4. Attaching Pictures

If the feedback involves visual issues or requires additional context, user can attach up to 4 pictures or screenshots. To attach pictures, follow these steps:

Step 1: Tap on the "Picture" button.

Step 2: Choose images from mobile phone’s gallery or take new pictures using mobile phone’s camera.

5. Providing an Email Address (Optional)

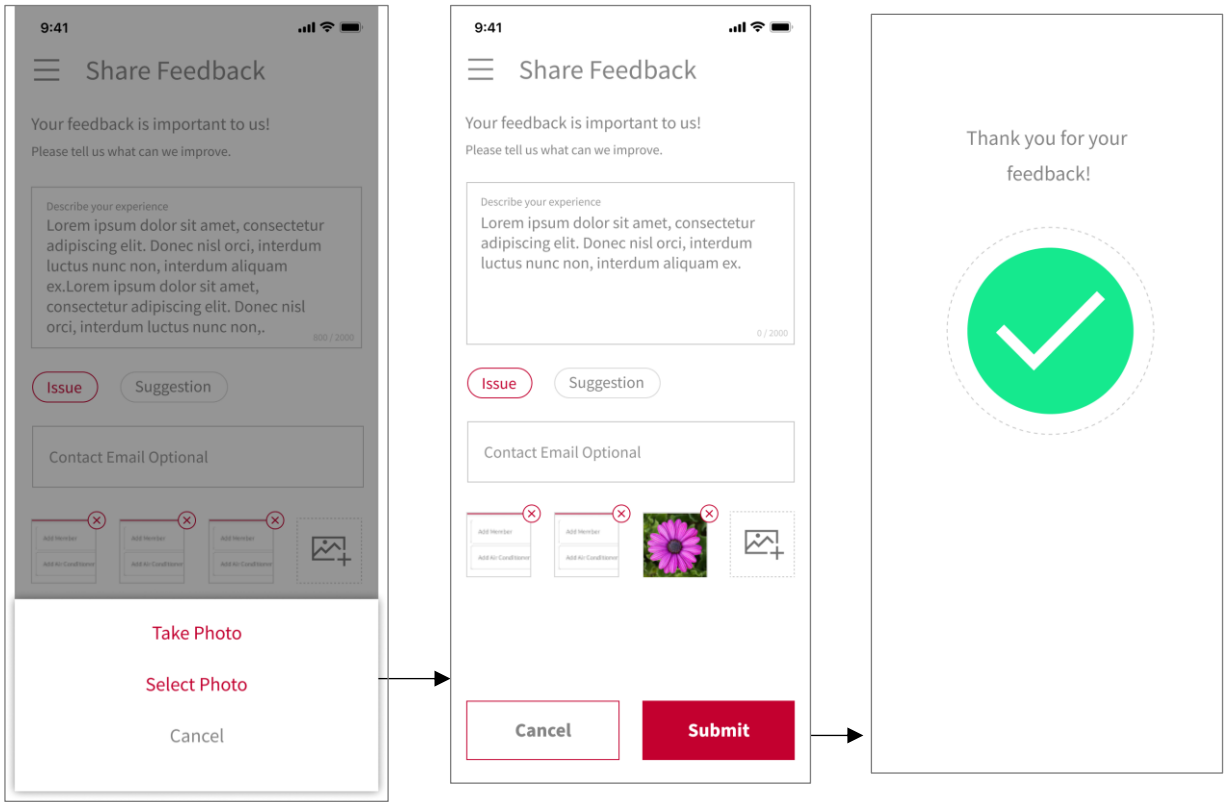
User may leave email address in the “Contact email optional” field if he wishes to receive a response or update from the customer support team regarding his feedback.

6. Submitting the Feedback

After writing feedback and attaching pictures (if applicable), tap the "Submit" button to send feedback to the customer support team.

7. Receiving Feedback Response

If user have provided an email address, the customer support team may contact him via email to acknowledge the feedback, provide updates, or seek additional information if necessary.



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 Go 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 Go”.

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 Go 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 Go 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 Go Application

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

Incompatible OS:

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

5.1.4 airCloud Go Application Installed but Not Working

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

5.1.5 airCloud Go 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/Ipad/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 use 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 Go application.
- Re-login after 2 minutes by entering valid credentials.

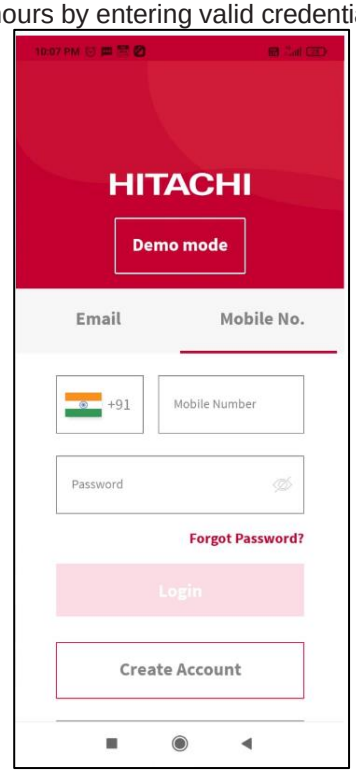
Hard lock after 3 soft lock attempts. To resolve this:

- Close the airCloud Go application.

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.

- Re-login after 24 hours by entering valid credentials.



5.3 Air Conditioner Onboarding

5.3.1 QR Code Scanning Not Successful

For air conditioner with external wireless adpater, please refer sections **"3.1.1 Connect Using WPS Mode" (i) and "3.1.2 Connect Using AP Method" (i)** to see the Onboarding process using the QR code.

For air conditioner with built-in wireless unit, please refer section **"3.2.1 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 Go 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 Go 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 built-in WiFi module 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

5.3.4.1 For air conditioner with external wireless adapter

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:

5.3.4.1.1 The LED is green/ON for WPS option in the router.

5.3.4.1.2 The router compatibility with the air conditioner. The external WiFi adapter supports routers with 2.4 GHz and above.

5.3.4.2 **For air conditioner with built-in wireless unit**

During the Onboarding process, refer section **"3.2.1 Connect Using AP Mode"(i)** and **(ii)**. The configuration process generally takes few seconds to complete. The LED on the air conditoner blinks. Once configured, the LED glows.

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

5.3.4.2.1 The LED is green/ON for WPS option in the router.

5.3.4.2.2 The router compatibility with the air conditioner. The air conditioner supports routers with 2.4 GHz and above.

5.3.5 SSID or SSID Password Incorrect/ SSID Details Mismatch in the User Manual

5.3.5.1 For air conditioner with external wireless adapter

While Onboarding the air conditioner on the airCloud Go 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.

5.3.5.2 For air conditioner with built-in wireless unit

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

A Customer Care Executive should:

- Validates the Serial Number on the air conditioner.
- Contact the specific team for resolution.

5.3.6 External Wireless Adapter or Air Conditioner Not Sending SSID Details to the airCloud Go Application (Onboarding Using AP Method)

5.3.6.1 For air conditioner with external wireless adapter

Refer section **"3.1.2 Connect Using AP Method"** to see the Onboarding process using AP method.

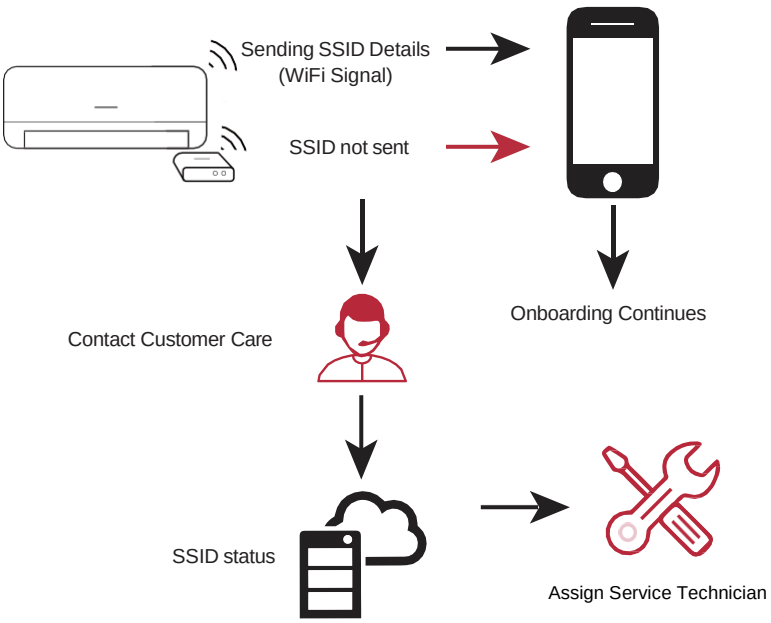
If the airCloud Go does not receive SSID details, then contact customer care.

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



5.3.6.2 For air conditioner with built-in wireless unit

Refer section **“3.2.1 Connect Using AP Mode”** to see the Onboarding process using AP method.

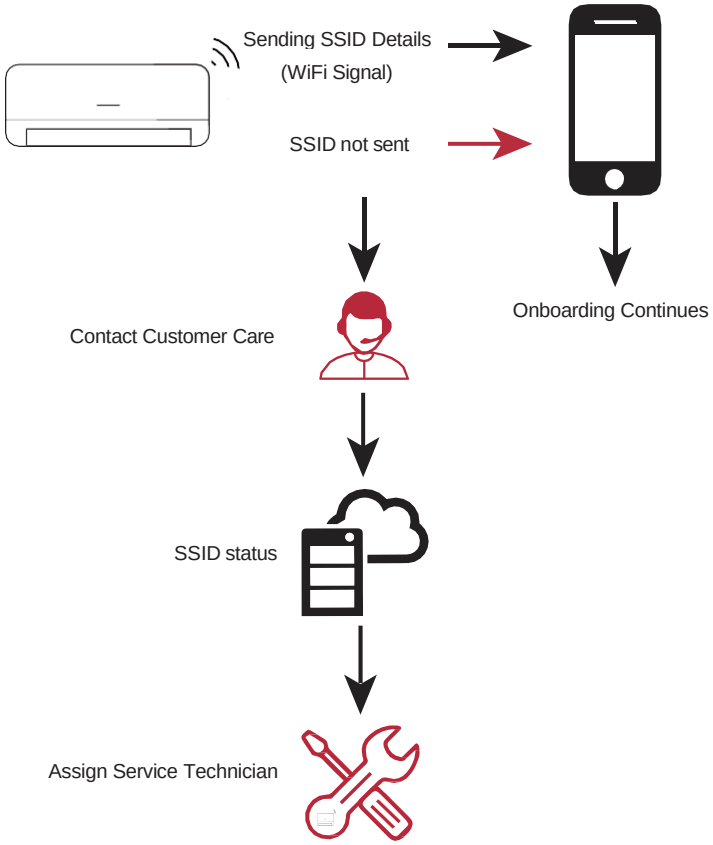
During this process the air conditioner sends SSID details (WiFi Signal) to the airCloud Go application. If the airCloud Go does not receive SSID details, then contact customer care.

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 WiFi module inside the air conditioner.

A Service Technician should open the air conditioner panel and check:

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



5.3.7 Wrong SSID and Password (Air Conditioner with External Adapter)

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

While Onboarding the air conditioner on the airCloud Go 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.

5.3.8 WPS or AP Button Not Working (Air Conditioner with External Adapter)

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

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

A Customer Care Executive should check:

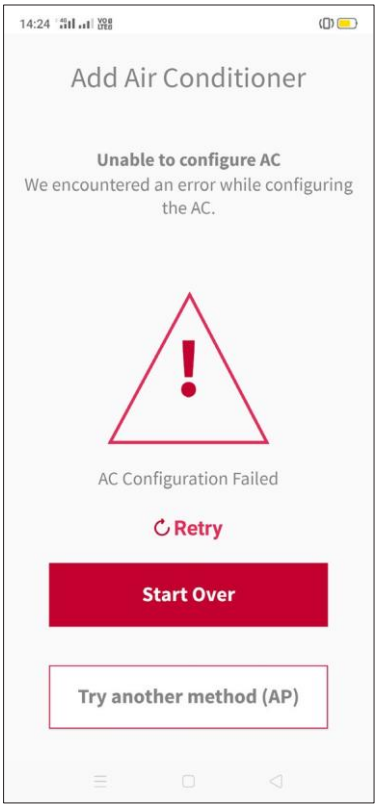
- The server if the external adapter is sending signals to the airCloud Go application. If yes, then the user should reboot the mobile phone and retry.
- If the external adapter is not sending signals, then a service technician is assigned.

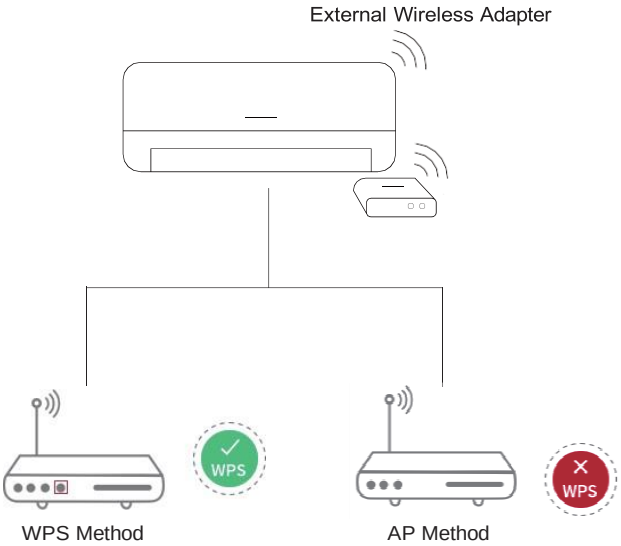
- A Service Technician should check the external adapter for any damages/ faulty connections.

5.3.9 Air Conditioner Configuration Failed (Onboarding unsuccessful)

5.3.9.1 For air conditioner with external wireless adapter

While Onboarding the Air Conditioner on the airCloud Go 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, retry Onboarding process using AP method.

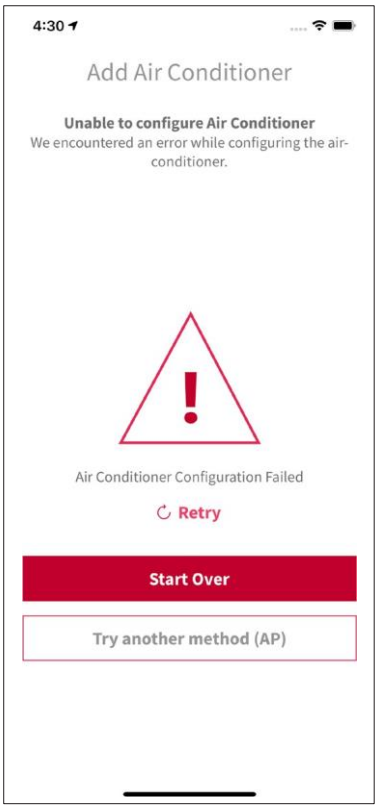


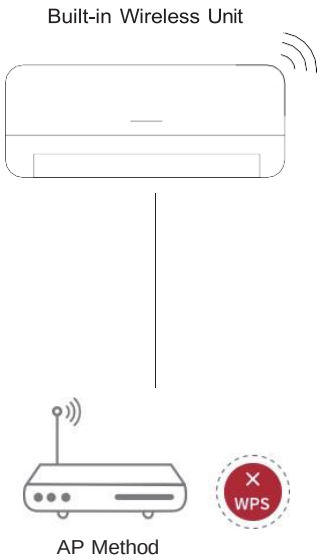


From version 14.0 onwards iOS is coming up with enable/disable permission option for “Local Network” in settings, which needs to be enabled in order to have successful onboarding. During the onboarding process iOS application will show a pop up to allow the permission for “Local Network”.

5.3.9.2 For air conditioner with built-in wireless unit

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





AP Method

5.3.10 Air Conditioner Onboarded but Does Not Show Up in My Air Conditioner List

After successfully Onboarding the air conditioner in the airCloud Go 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 Go Application again after some time.

5.3.11 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

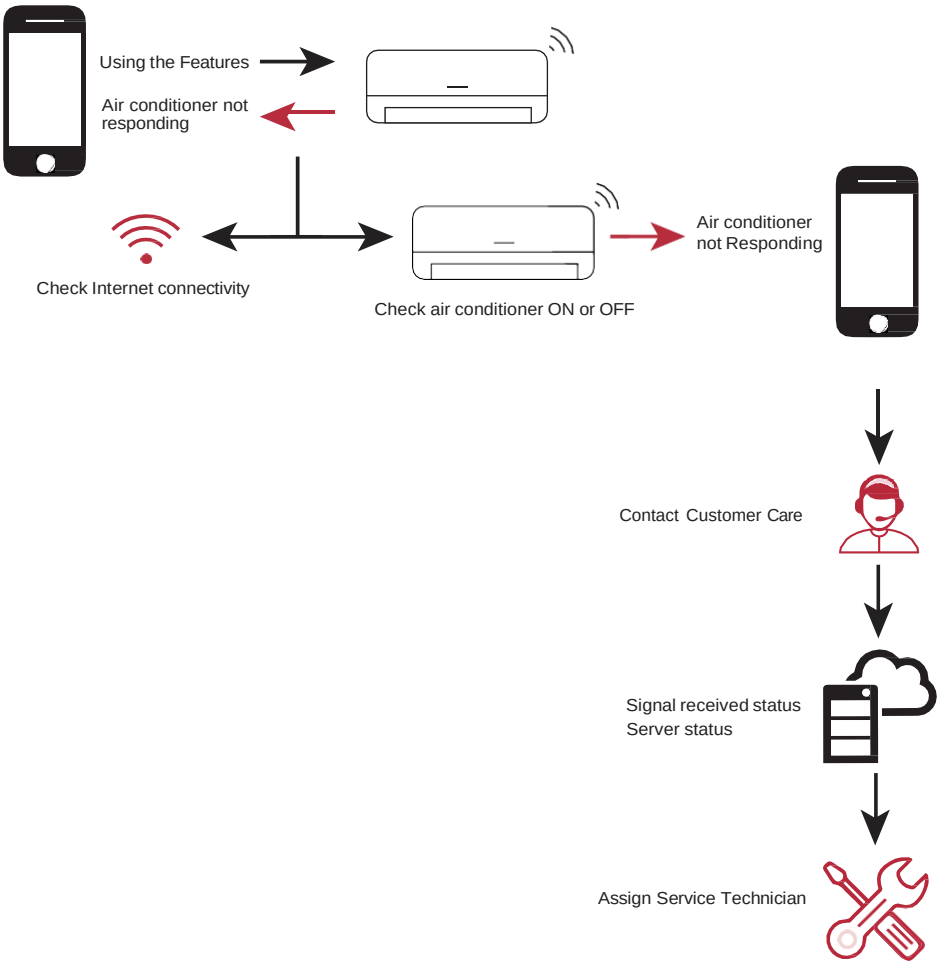
5.4.1 Air Conditioner Not Responding to the airCloud Go Features/Functions

If the air conditioner does not respond to the airCloud Go application functions, then the user should switch OFF and switch ON the air conditioner and retry. 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 retry.
- 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 Go Application

The airCloud Go 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 retry.
- The air conditioner has sent the latest data to the airCloud application.

5.4.3 Air Conditioner Not Responding to the airCloud Go 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 Go 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 Go 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 retry.

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 Or User should check the air conditioner power.

To change the Offline mode, Switch OFF and switch ON the air conditioner to re-connect with the airCloud Go 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 Go 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 Go Application

If the air conditioner does not switch ON or switch OFF in the airCloud Go application, then the user should check the external WiFi adaptor or user should check the air conditioner is connected to the Internet/ WiFi.

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 retry.
- 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 or the air conditioner panel 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 Go 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 retry.
- 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 Go 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 retry.
- 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 Go 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 Go 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 Go application.
- Enter valid credentials in the airCloud Go 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.

5.4.12 Sometimes Timer or Weekly Timer is not working

Application works on following priority whenever there is a time conflict for these schedules,

Remote Control	1st Priority
Holiday Mode (If supported)	2nd Priority
Smart-Fence	3rd Priority
Timer on/off schedule	4th Priority
Weekly Timer schedule	5th Priority

5.4.13 Smart fence is not working as expected

Smart fence notifications and operations are designed as per certain conditions. Whenever user crosses the smart-fence then below notifications should be triggered based on whether user is arriving in the Smart-fence or leaving the Smart-fence.

- User arriving in the Smart-fence

User's Occupancy Status	Status of other associated user(s) of Smart-fence	AC's network Status	Arriving settings desired power mode	AC's current power mode	Send Arriving Notification	Notification Type
User enters Smart-fence	Some or all other user(s) are inside the Smart-fence	N/A	N/A	N/A	N/A	N/A
User enters Smart-fence	No user is inside the Smart-fence	Offline	N/A	N/A	N/A	N/A
User enters Smart-fence	No user is inside the Smart-fence	Online	OFF	OFF	NO	N/A
User enters Smart-fence	No user is inside the Smart-fence	Online	OFF	ON	YES	ARRIVING-OFF
User enters Smart-fence	No user is inside the Smart-fence	Online	ON	OFF	YES	ARRIVING-ON
User enters Smart-fence	No user is inside the Smart-fence	Online	ON	ON	YES (As Smart-fence may have different AC settings)	ARRIVING-ON

- User leaving the Smart-fence

User's Occupancy Status	Status of other associated user(s) of Smart-fence	AC's network Status	Leaving settings desired power mode	AC's current power mode	Send Leaving Notification	Notification Type
User left Smart-fence	Some or all other user(s) are inside the Smart-fence	N/A	N/A	N/A	N/A	N/A
User left Smart-fence	No user is inside the Smart-fence	Offline	N/A	N/A	N/A	N/A
User left Smart-fence	No user is inside the Smart-fence	Online	OFF	OFF	NO	N/A
User left Smart-fence	No user is inside the Smart-fence	Online	OFF	ON	YES	LEAVING-OFF
User left Smart-fence	No user is inside the Smart-fence	Online	ON	OFF	YES	LEAVING-ON
User left Smart-fence	No user is inside the Smart-fence	Online	ON	ON	YES (As Smart-fence may have different AC settings)	LEAVING-ON

- User enable Smart-fence

  Being a first user to create the Smart-fence settings the user has to enable the Smart-fence toggle button. During setting up the Smart-fence the user add other user(s) to include in the Smart-fence monitoring. Once user save the settings then the below notification should be triggered to all the user(s) included in Smart-fence monitoring.

Action	Notification Type	Audience
Smart-fence settings created	ENABLE-LOCATION-ACCESS-PERMISSION	All users selected in Smart-fence except user creating the settings

- User disable Smart-fence

  When a user who has earlier enabled the Smart-fence has disable the Smart-fence. Now it is checked whether this user is not the last user to disable the Smart-fence. If this user is last user to disable the Smart-fence then a push notification is being triggered to the below mentioned audience.

Action	Notification Type	Audience
All users disabled location access	LOCATION-CONTROLS-DISABLED	All selected users in Smart-fence + All the owners of all the ACs included in Smart-fence

5.5 Unit Operation Errors

GPAC Errors:

Below are the different Error types in the GPAC systems.

Error Origin	Alarm Code	Error Message: Example	Condition:	Remark: System Behavior
IDU/ODU Alarm	ERR0001 to ERR0255: IDU & ODU alarm code (This code is only available when unit is in ON state. In OFF state this code is cleared.)	**Diner room1- ERR0001: IDU & ODU Error!** The system has encountered IDU&ODU (IDU No: 01, Ref. Cycle No: 01) Error. Please click here to raise a service request.	- When AC is Turn ON then display on the IDU Control screen and Notification screen. - When User turn OFF the AC then Error will be cleared.	- Only turn ON/OFF will be allowed and all other features such as Mode, Temp, weekly timer, Timer, etc. will be disabled for that AC. - Error comes only when AC is ON and allow the user to turn OFF the AC. - When AC is OFF, only specific Errors will show.
	ERR1001: IDU communication error (with IoT Module)	Dining Room 1- ERR1001: IDU communication error with IoT Module! (IDU No 01, Ref. Cycle No 01)	Display on the IDU Control screen and Notification screen.	- Users can't operate AC. - Pop-up the error message on the IDU Control screen. - Keep showing the operation status before the Error and prohibit the user interaction.
Adapter System Error	ERR08: RAC connection error	Dining Room 1- ERR08: Connection error!	Display on the IDU Control screen and Notification screen.	- Users can't operate AC. - Pop-up the error message on the current screen. - Keep showing the operation status before the Error and prohibit the user interaction.
	ERR09: Invalid schedule data	Dining Room 1- ERR09: Invalid schedule data.	Show on the Notification screen.	- The system will work normally. - User can operate AC. - User needs change to the schedule setting.

Zones Errors:

GPAC Unit	Alarm Code	Error Message: Example	Condition	Remark: System Behavior
Zone alarm	**ERR0001**:～**ERR0256**: Zone alarm code	**”ERR0001- Zone Alarm!** The system has encountered Zone Alarm. Please click here to raise a service request.”	- When AC is Turn ON/OFF always Show on the IDU Control screen and Notification screen. - Upon clicking on Reset the Error should be cleared and display again when error persist in the system. - Upon clicking on Raise Request user should navigate to customer Care Screen	- Only turn ON/OFF will be allowed and all other features such as Mode, Temp, weekly timer, Timer, Zones etc. will be disabled for that AC. - Error will always present either AC is ON or OFF.

Note: 1. For the GPAC with Zone System if the GPAC Error and Zone Error occur together then priority should be given to GPAC Error.
Alarms priority: GPAC Error > Zone Error > Adapter System Error.

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