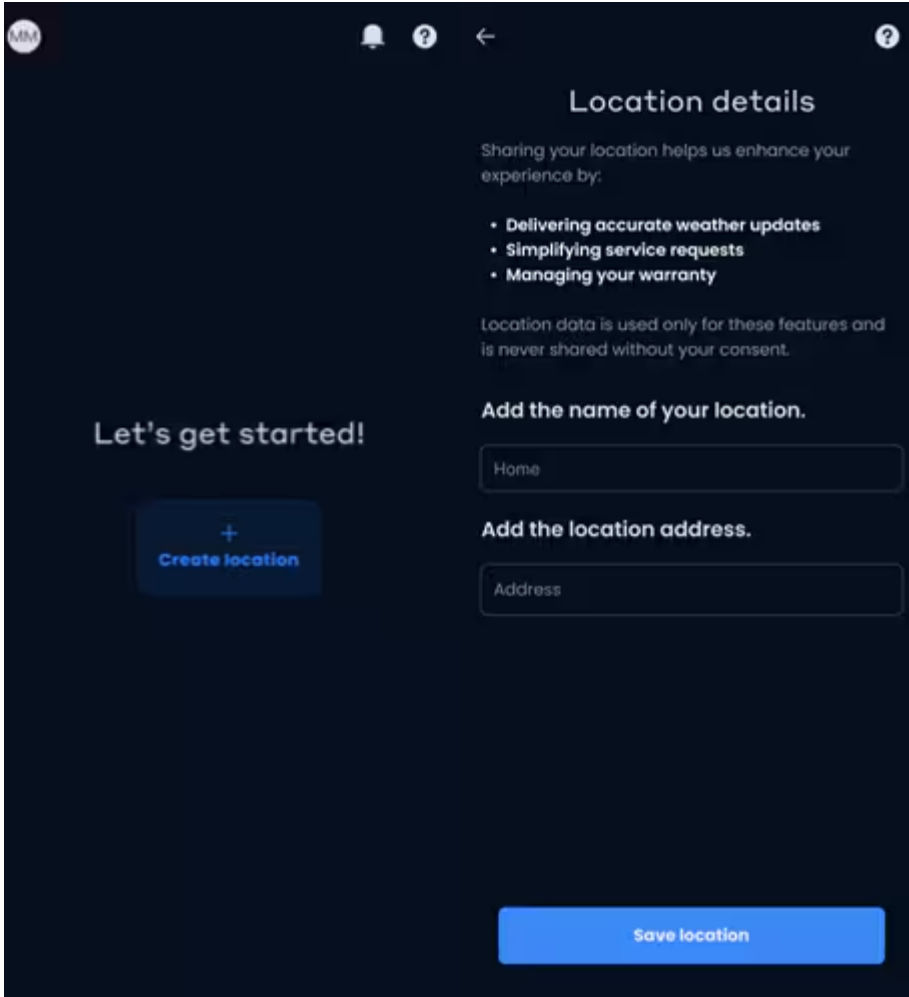




Comfort App Setup



MM

Location details

Sharing your location helps us enhance your experience by:

- Delivering accurate weather updates
- Simplifying service requests
- Managing your warranty

Location data is used only for these features and is never shared without your consent.

Let's get started!

+
Create location

Add the name of your location.

Home

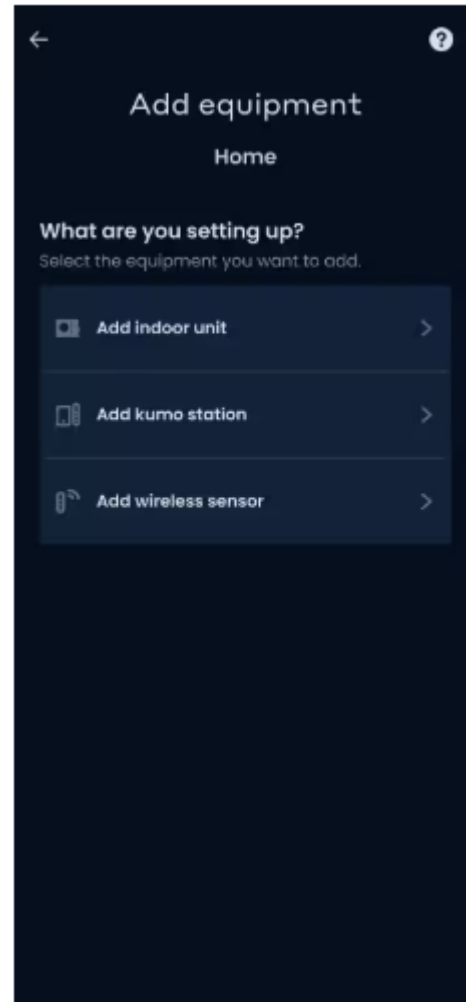
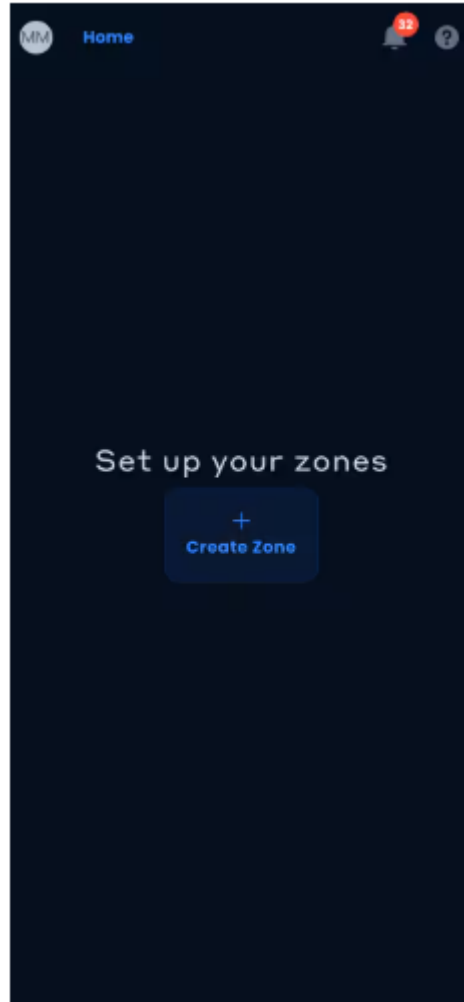
Add the location address.

Address

Save location

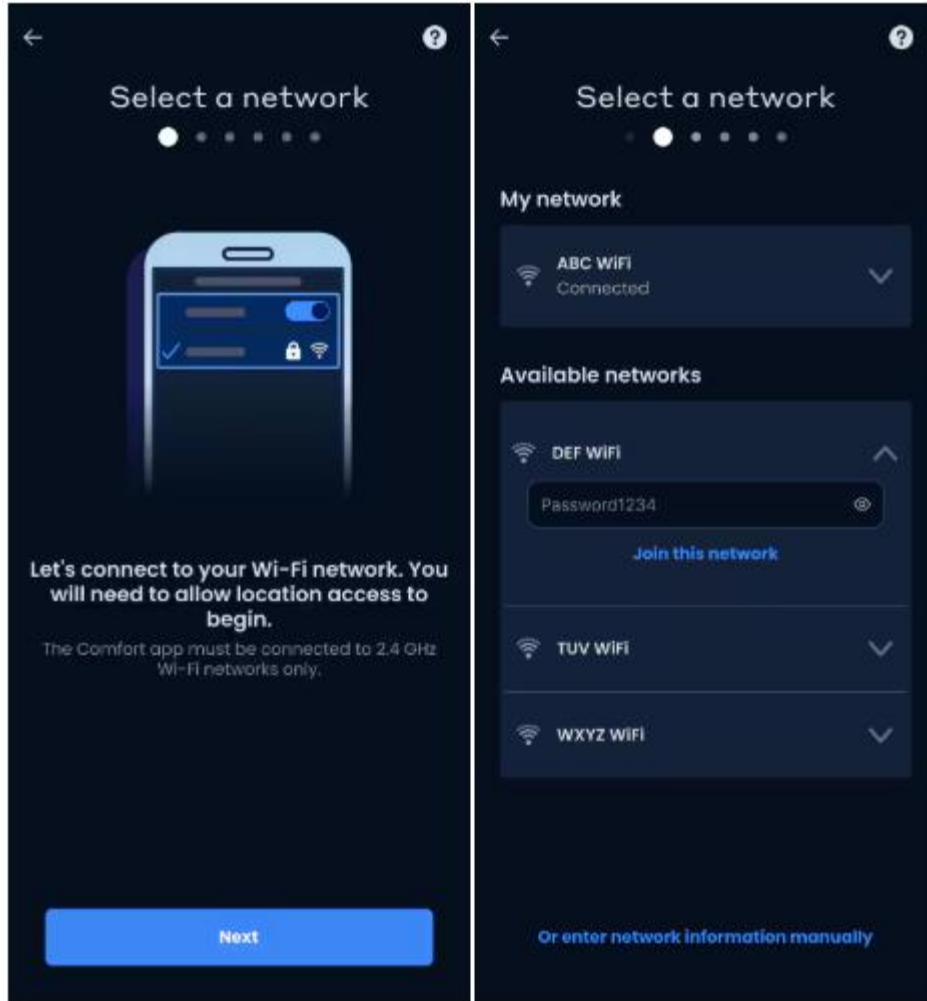
After you have provided an address, tap **Save Location**.

You will then be directed to the following screen. Tap **Create Zone** to continue.



If your site already has one zone or more, you will see the following screen. **If your site contains no zones, you will be forwarded directly to the Wi-Fi setup screen.**

Wi-Fi Connection Setup



The app will prompt you to select a compatible 2.4GHz Wi-Fi network. If you have not done so before, you will also be asked to share your location.

Note: At this time, the Comfort App does not support 5GHz Wi-Fi networks. For more information, visit [this article](#).

If your network isn't public, or you do not see your network, tap **Or enter network information manually** at the bottom of the screen and enter the network name and password. If this does not work, visit [this article](#) for more information.

Note: The Comfort app requires location permissions in order to function properly. For more information on why this information is needed, visit [this article](#).

Once you are connected, tap **Next** to begin connecting your indoor unit(s) to the app. Move toward the indoor unit you would like to pair to and ensure the app has access to Bluetooth, then tap **Get Started**.

Wi-Fi Connection Setup “This Article Notes”

- **Question**
- Is Comfort app cloud compatible with mesh Wi-Fi® networks?
- **Answer**
- Comfort app is compatible with mesh Wi-Fi routers, but additional steps may be required to enable connectivity. The kumo cloud wireless interface operates exclusively in the 2.4Ghz network. Mesh Wi-Fi routers may broadcast a single SSID for both 2.4Ghz and 5Ghz networks. Comfort is looking for a 2.4Ghz network. Connections to mesh networks that roam between 2.4Ghz and 5Ghz may not maintain a reliable connection with the device or may not connect at all during device pairing.
- Common mesh Wi-Fi routers:
 - Google Wi-Fi mesh
 - Google Nest Wi-Fi
 - Google Fiber
 - Eero mesh Wi-Fi
 - Linksys / Velop mesh
 - Netgear Orbi mesh
 - TP-Link Deco Whole Home Wi-Fi
 - AmpliFi mesh
 - Plume mesh
 - Ubiquiti Mesh
- Here are some ways to troubleshoot if you have a mesh network:
 - Update router firmware
 - Log into your router through its mobile app or from a web browser and confirm that the router's firmware is most recent and up to date
 - Separate SSID for 2.4Ghz
 - If your mesh Wi-Fi router allows it, configure separate SSIDs for the 2.4Ghz and 5Ghz networks and name each network SSID accordingly – i.e. "mynetwork-2.4" and "mynetwork-5"
 - During device pairing, you will only see the compatible network, i.e. "mynetwork-2.4"
 - Connect the Comfort app device to the 2.4Ghz network
 - Guest network
 - Some mesh Wi-Fi routers allow you to create a separate 2.4Ghz "Guest" network to be used for Internet of Things devices that only operate in the 2.4Ghz network band
 - Create the 2.4Ghz "Guest" network with a unique name, i.e. "Guest-2.4"
 - Connect the Comfort app device to the Guest network
 - Temporarily hide the 5Ghz network during pairing / re-pairing
- Some mesh Wi-Fi routers such as the Eero line of routers allow you to temporarily hide the 5Ghz network
 - The Eero app allows you to temporarily hide the 5Ghz network for 15 minutes
 - Temporarily hiding the 5Ghz network will facilitate the initial pairing or repairing of the Comfort app device to your network
 - Create additional SSID for 2.4Ghz
 - If your mesh Wi-Fi router does not allow the main SSID for 2.4Ghz and 5Ghz to be separated, you can create an additional SSID and select it to broadcast on the 2.4Ghz band
 - Note, for AmpliFi Mesh systems, you must also add the additional 2.4Ghz SSID to each of the mesh points and/or to the router
 - During device pairing, you will only see the compatible network, i.e. "amplifi-2.4"
 - Connect the Comfort app device to the 2.4Ghz network
 - Consider another wireless router
 - If configuring separate SSIDs or a Guest Network is not possible with your mesh Wi-Fi router, i.e. Eero Mesh, you can connect an inexpensive wireless router to your existing router or gateway
 - Once the router/access point is connected, set it up to broadcast a completely new SSID on 2.4 GHz only
 - Connect the Comfort app device to this SSID

- Helpful support articles:

Netgear Orbi mesh: <https://www.tech21century.com/separate-ssid-for-2-4-and-5-ghz-on-orbi/>

Google Nest Wi-Fi – <https://www.level-sense.com/blogs/wifi-enabled-sump-pump-alarms/connecting-2-4ghz-devices-to-google-mesh-and-google-fiber>

Google Wi-Fi mesh – <https://www.level-sense.com/blogs/wifi-enabled-sump-pump-alarms/connecting-2-4ghz-devices-to-google-mesh-and-google-fiber>

Google Fiber – <https://www.level-sense.com/blogs/wifi-enabled-sump-pump-alarms/connecting-2-4ghz-devices-to-google-mesh-and-google-fiber>

Linksys / Velop Mesh – Configure separate SSID for 2.4Ghz – <https://www.linksys.com/us/support-article?articleNum=247428>

TP-Link Deco Whole Home Wi-Fi – Create Guest Network – <https://www.tp-link.com/us/support/faq/1591/>

Eero mesh Wi-Fi – Contact Eero Technical Support: 1-877-659-2347 or email support@eero.com

Eero mesh Wi-Fi – <https://support.eero.com/hc/en-us/articles/360049983772-How-Do-I-Temporarily-Hide-the-5GHz-Band-on-My-eero-Network->

AmpliFi mesh: <https://help.amplifi.com/hc/en-us/articles/360010201854-Adding-an-Additional-SSID>

Plume mesh – <https://support.plume.com/hc/en-us/articles/360011596233-My-device-is-only-compatible-with-2-4-GHz-networks>

Ubiquiti Mesh – <https://community.ui.com/questions/set-AP-to-2-4-and-5-GHz-on-different-ssid/256839e0-5e4e-42fa-9581-a48bfb19cec9>

- **Question**

- Why don't I see my SSID (Wi-Fi network name) in the app?

- **Answer**

- If the app does not show your SSID (Wi-Fi network name), it could mean that the signal strength is not strong enough to be recognized and provide a reliable connection to your indoor unit. In this case, we recommend either relocating your home's router or purchasing a Wi-Fi extender.
-
- Alternatively, if your SSID is not appearing, it could be that you are not publicly broadcasting your SSID. In this case, either change the setting to your router, or type in your SSID manually (at the bottom of the network screen in the app).
-
- Lastly, the app will only show 2.4Ghz networks. You must have your 2.4Ghz network SSID available and broadcasting from your router.

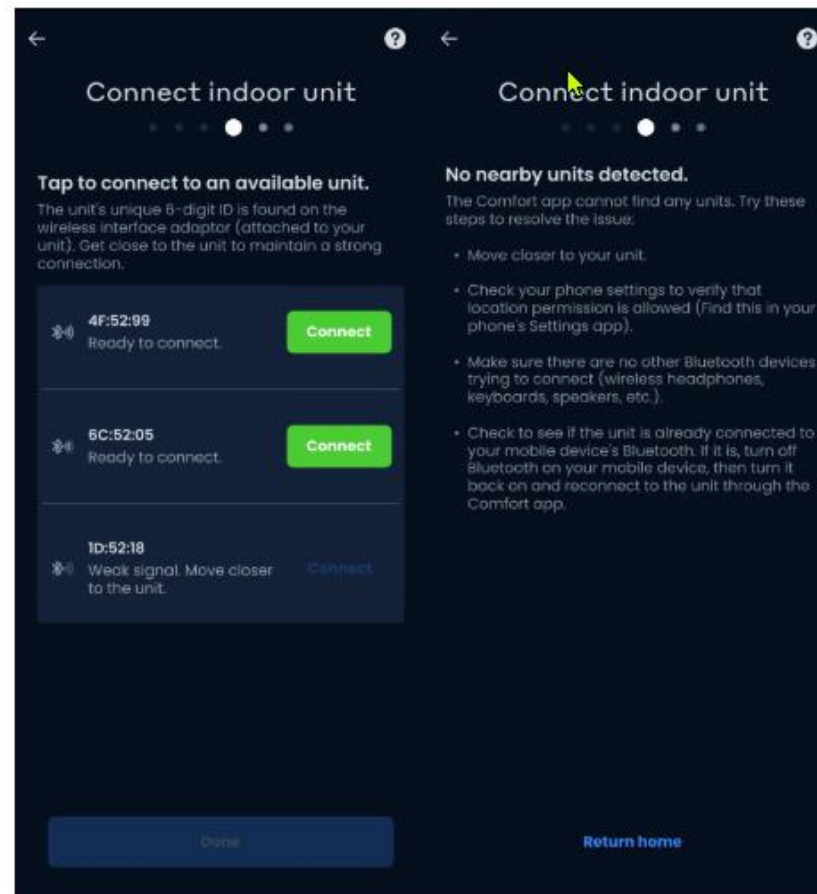
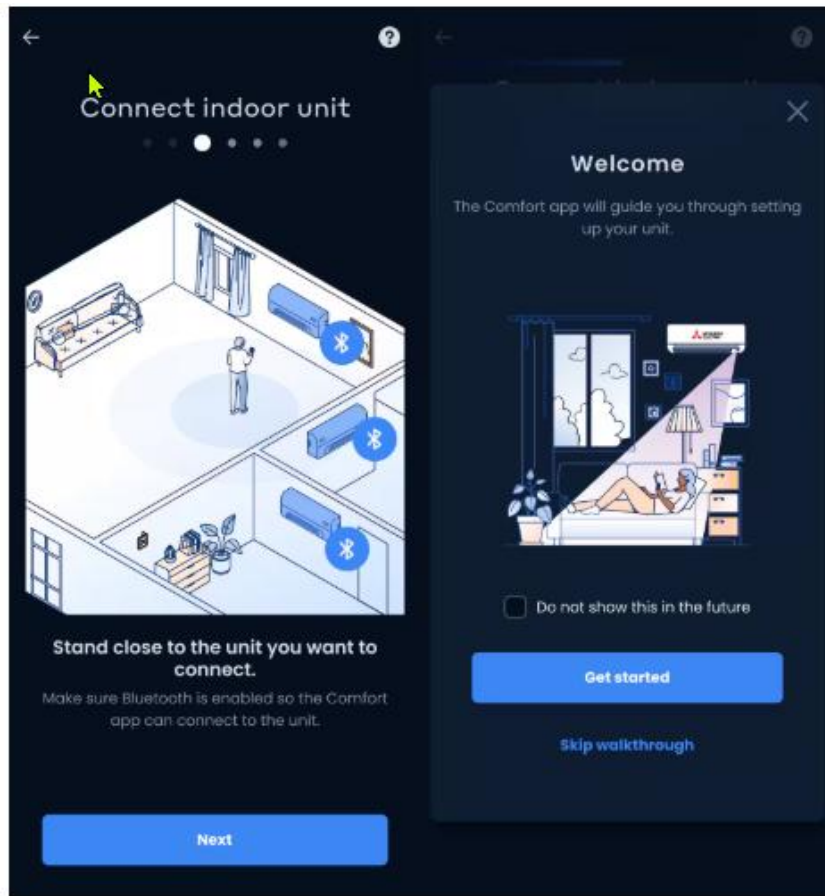
- **Question**

- Why do we ask you to provide your physical address in the Comfort app?

- **Answer**

- We require location permissions because it is necessary to help the Comfort App detect nearby Wi-Fi networks.
- We require a physical address so that we can provide features such as local weather information. In the future we may use the local weather to suggest optimal settings for your Mitsubishi Electric heat pump. We also may use your location to help you find a local Diamond Contractor, if you ask the app to locate a technician for service. We respect your privacy and will not share your personal information, including your address, without your consent. Please see our privacy policy for more details.

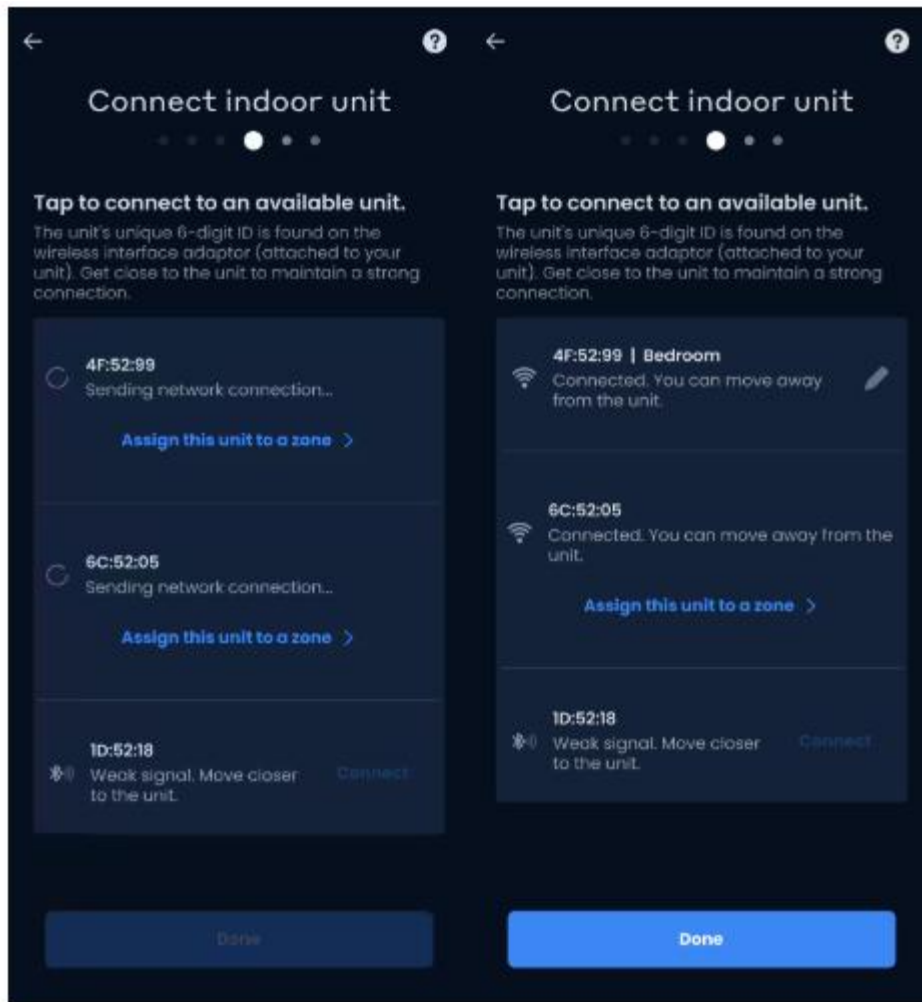
Connecting Indoor Units



You should now see available Indoor Unit(s) that are ready to pair.

In the app, tap the green **Connect** button on as many units as you would like to pair. If you don't see any units to pair, follow the troubleshooting steps listed on the screen.

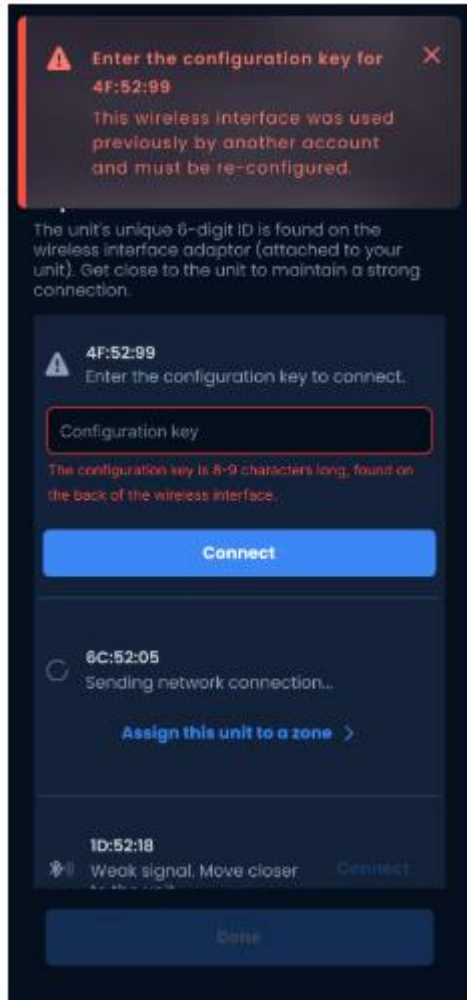
Connecting Indoor Units



After tapping **Connect**, you may receive a prompt to enter a configuration key. If this happens, visit [this article](#) for more information.

While the units are pairing to the app, you can tap **Assign this unit to a zone** > to easily label them in the app. Choose from the list of zone names, or create a custom name. If you do not name the zone, it will appear with its Mac Address in the app.

If an indoor unit(s) fails to connect, you will be prompted to try again after setting up your other units. Once your indoor unit(s) has finishing pairing successfully, tap **Done**.



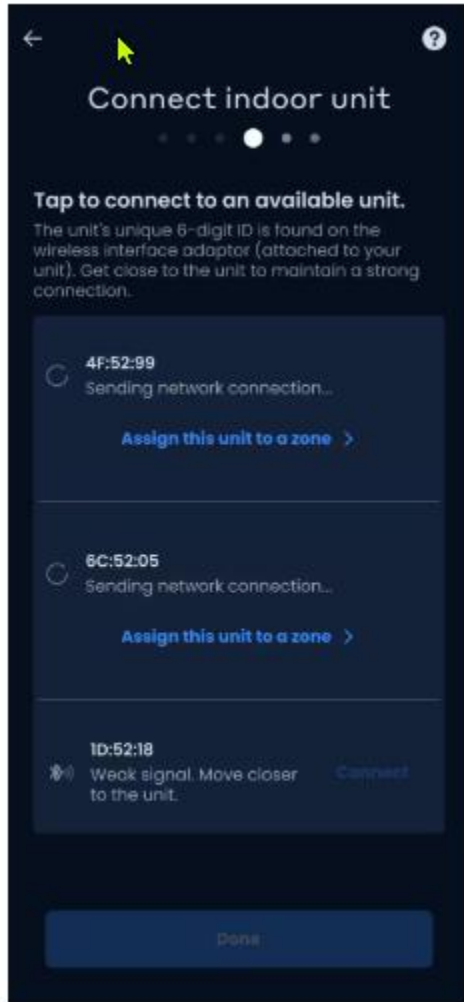
- **Question**
- How do I provision a wireless interface that was previously registered?
- **Answer**
- If you attempt to connect to a wireless interface that has previously been used with a different Comfort or kumo cloud account, you will receive the following warning message:
- **Enter the configuration key for XX:XX:XX**
- This wireless interface was used previously by another account and must be re-configured.



To proceed, locate the 8-9 character configuration key (listed as "WPA-Key" on older models) on the back of your wireless interface.

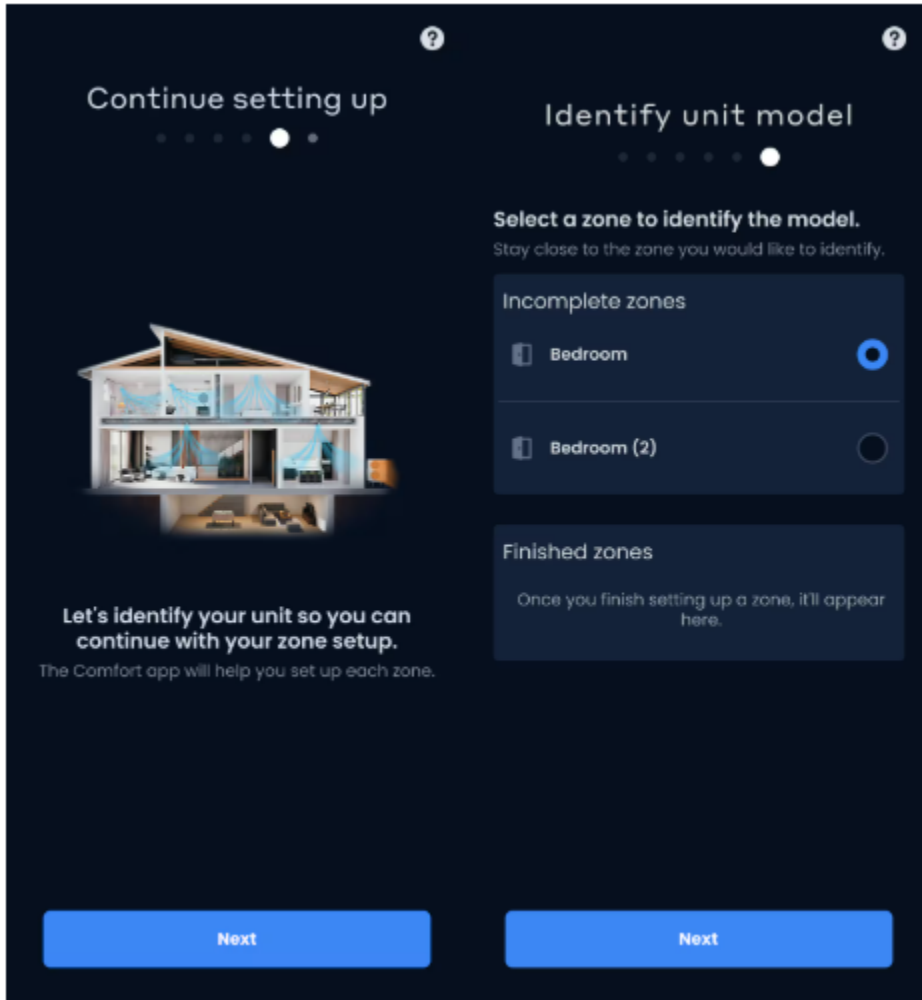
Note: Older wireless interfaces will have configuration keys with 8 characters, while newer ones will have ones with 9.

Wi-Fi Connection Setup “This Article Notes”



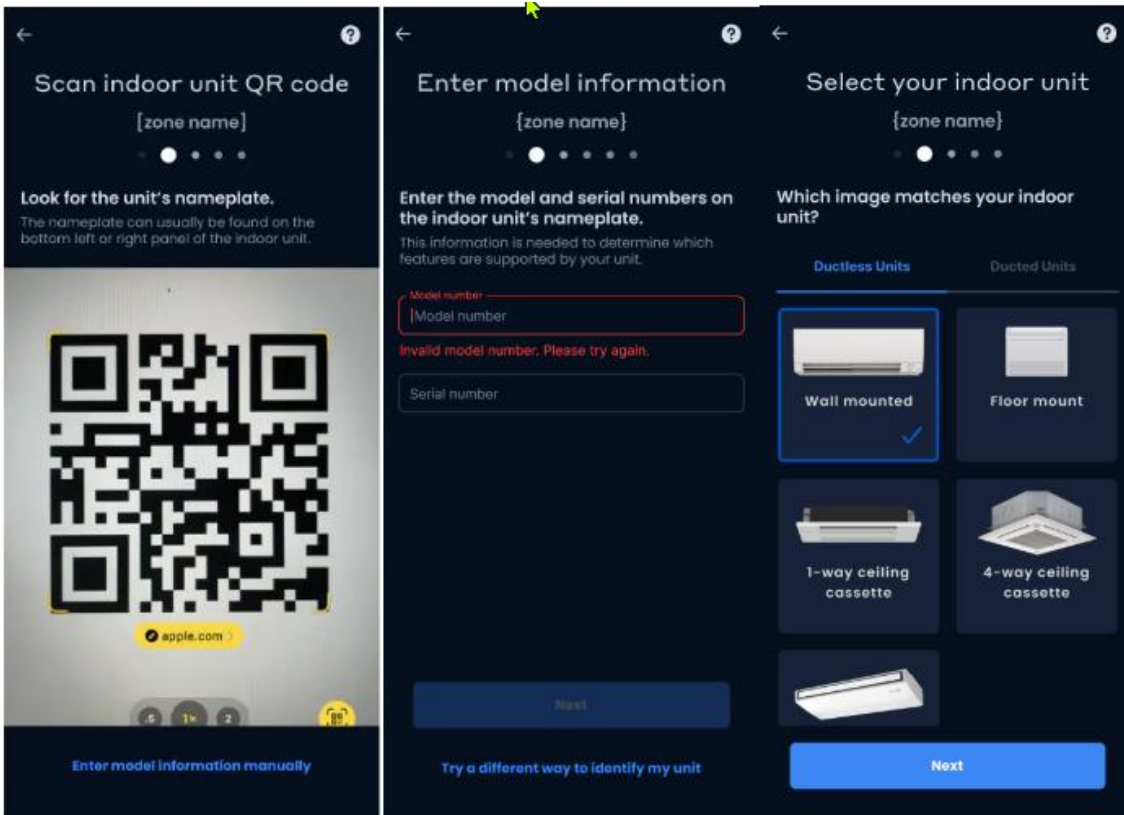
- Input the key and tap **Connect**.
- The wireless interface will proceed to connect as normal.
- To finish the connection process, visit [How do I set up a site location and zones.](#)

Connecting Indoor Units/ Identify Units



After the indoor unit is paired to the app, you will be prompted to begin identifying your indoor unit(s) model. Select the zone you would like to identify and tap **Next**.

Connecting Indoor Units/ Identify Units



With newer indoor units with built-in Wi-Fi capabilities, the identification process happens automatically and you will be prompted to review the unit details.

With products that require a Wireless Interface adapter to connect to Wi-Fi, you will be prompted to scan the QR code located on your indoor unit. If you need help locating the QR code on the unit, visit this article.

If the QR code is obstructed, out of reach, or otherwise inaccessible, you can skip this step in the app by tapping **Enter model information manually**. If you know your model name and serial number, you can enter it into the next screen and tap **Next**. This information can be found on the product documents and the shipping box of your indoor unit.

If you do not have access to this information, tap **Try a different way to identify my unit** and you will be prompted to visually identify your product. Choose the indoor unit that most closely resembles the unit in the zone you are setting up.

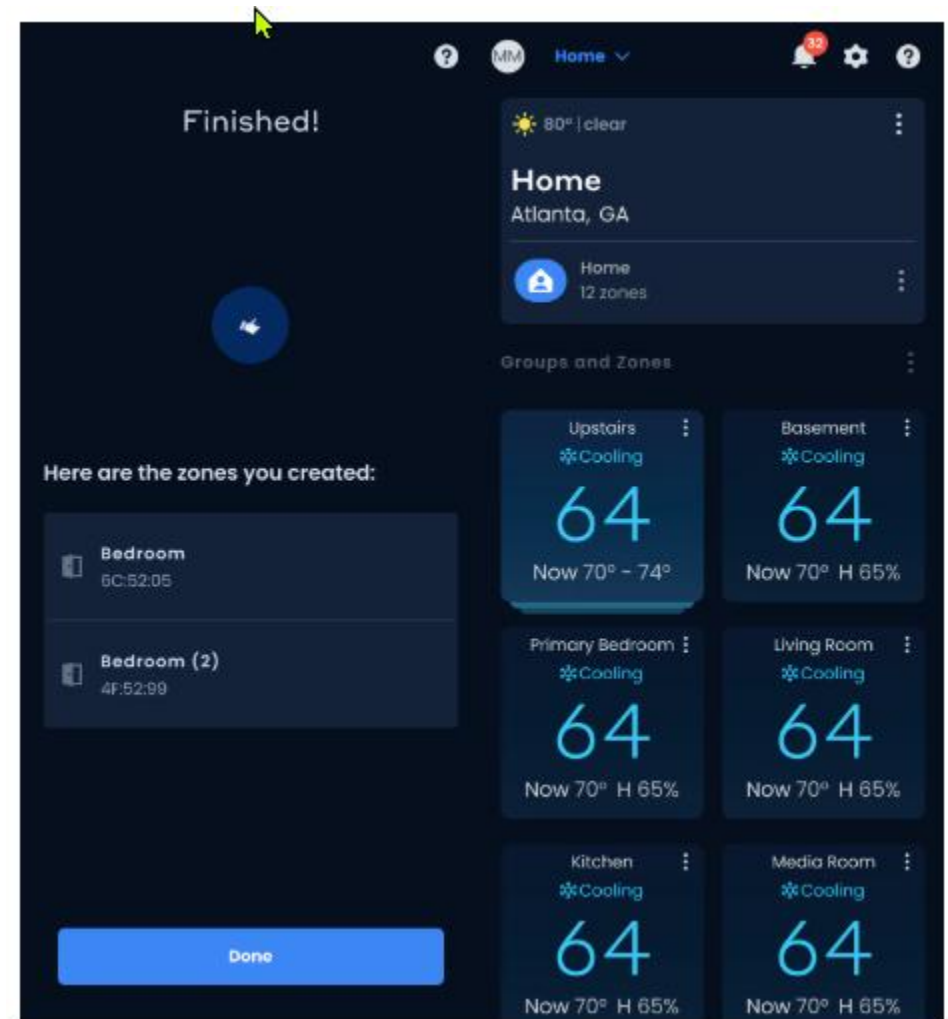
*If your indoor unit is ducted, you may be prompted to adjust some extra settings such as airflow, balance point, and static pressure.

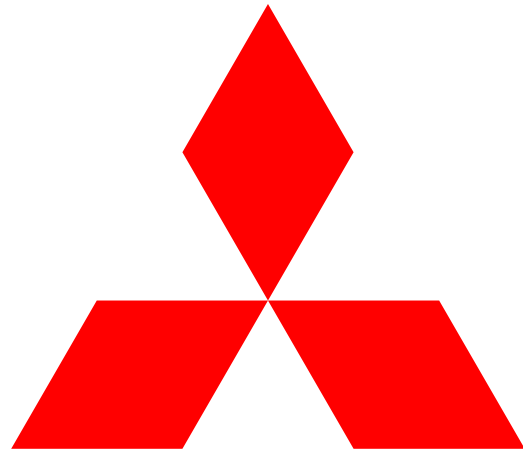


Once the unit is identified, you will be prompted to review the unit details. If the details are incorrect, tap **Retry QR code scan**, otherwise, tap **Finish setup for this zone**.

The Comfort app will prompt you to go through this process with each zone you are setting up. Once you have set up every zone, you will see a list of the zones you have created. Tap **Done**.

Congratulations, you're done! You will be taken to the site screen, where all of your zones will be represented.





**MITSUBISHI
ELECTRIC**

Changes for the Better