



User Guide



ADVANTAGE AIR®

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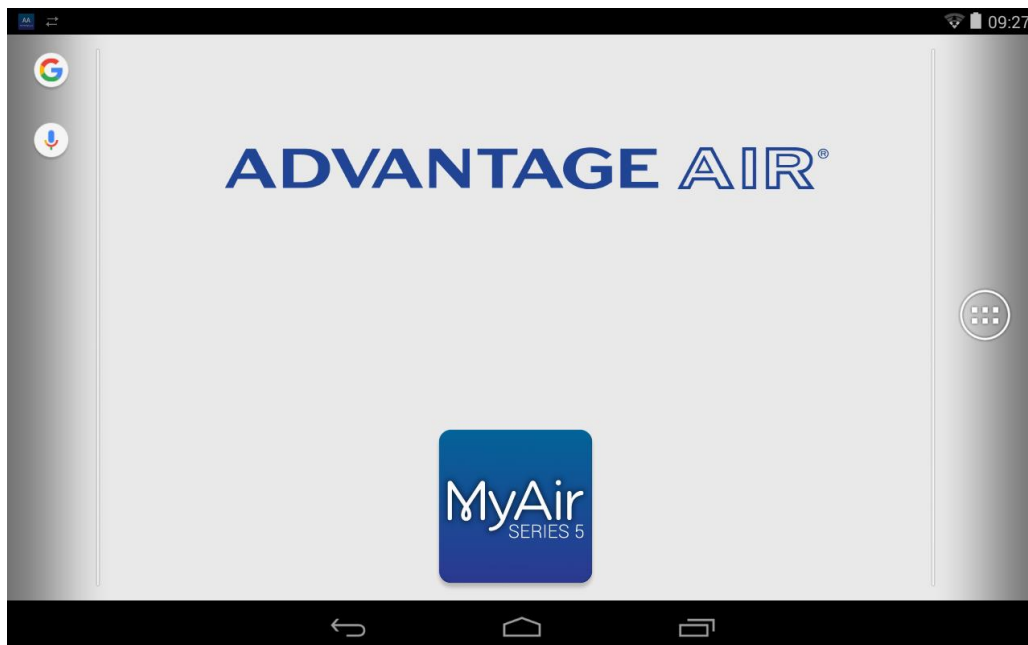
Introduction

Welcome to your new MyAir5 system.

The information provided in this user manual will help you to ensure you get the most from your new air conditioning system.

Upon first power up, the system will take a few minutes to initialise.

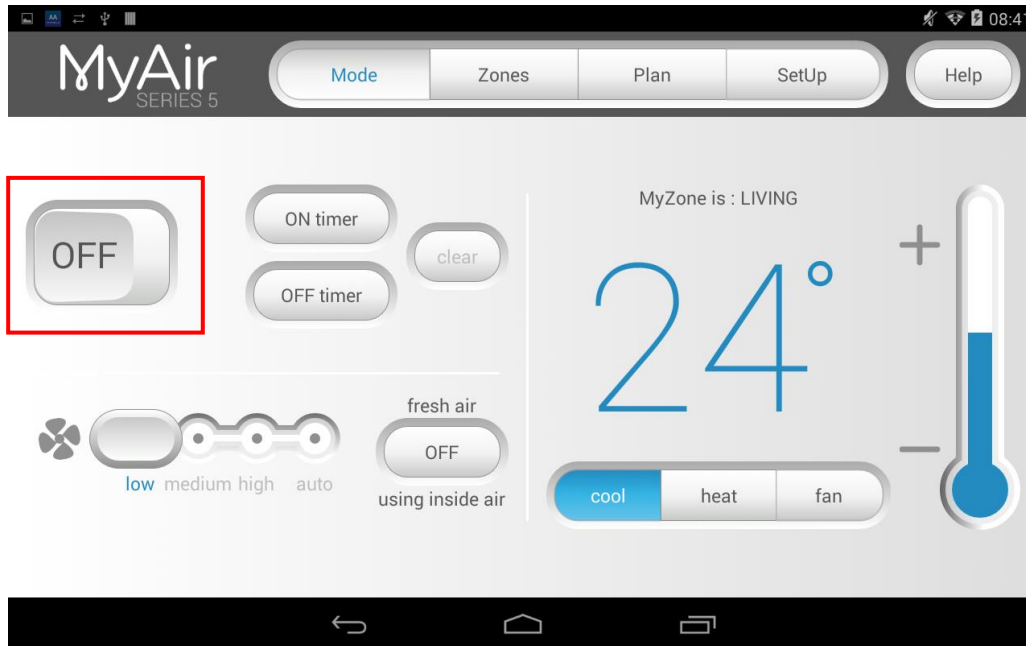
If you walk away from your screen it will go to sleep, to wake the screen press the button on the left hand side of the screen.



On the MODE, ZONES & PLAN screens you will find a HELP button; press it for an explanation of the features of that particular screen.

Mode Page

Your Mode screen will look like this, easy to read & intuitive, the large power switch is used to turn your Air Conditioner ON or OFF.



HANDY HINT: To move between Mode, Zones, Plan & Setup you can simply swipe left or right.

SIMPLE TIMER

The MyAir5 system features a SIMPLE TIMER which you can use to have your air conditioning system turn ON or OFF after 30minutes, 1 hour 1^{1/2} hours or 2 hours.

Note: This is a once-only timer that does not repeat each day. More advanced timers can be set using the Plan menu.



FAN SPEED

FAN SPEED can be used to change the volume of airflow produced by your indoor fan between LOW, MED, HIGH & AUTO.

Some air conditioning unit brands/models may not include AUTO FAN functionality.



MODE

MODE allows you to change between the different modes of operation

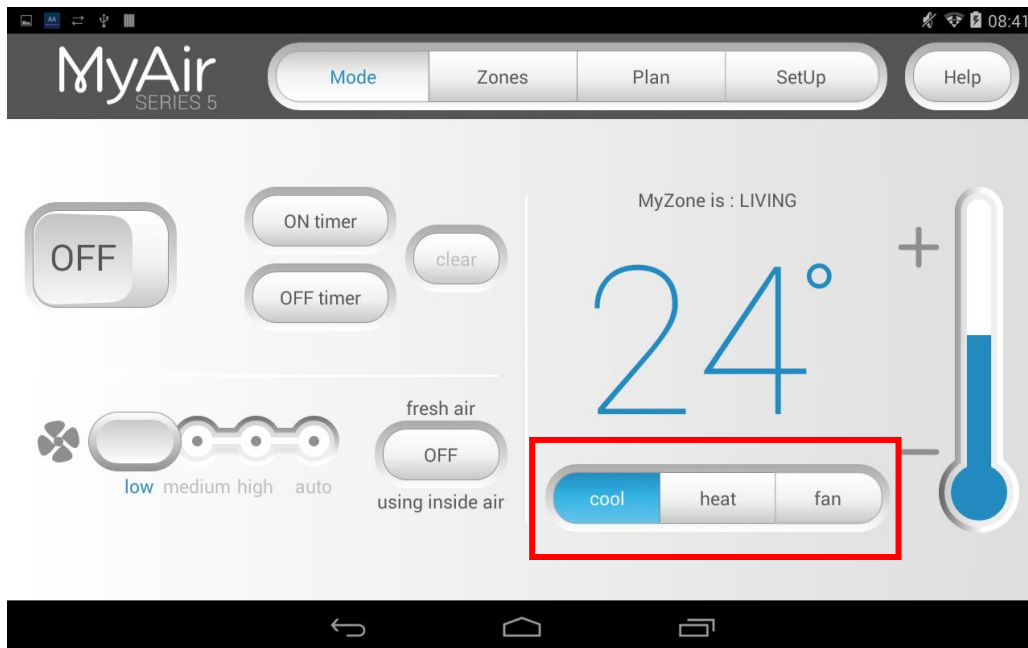
HEAT – Warm your home in winter

COOL – Cool your home in summer

FAN ONLY – Used to recirculate air within the home, a great energy efficient option if you just want to move some air around the home as only your fan in the roof space will run & not the outside unit.

DRY - This can be used to reduce the humidity in your home

Some air conditioning unit brands/models may not include DRY functionality.



TARGET TEMPERATURE

TARGET TEMPERATURE is your main temperature set-point, your air-conditioning unit will respond to the temperature set here, to adjust press the **+** or **-** symbols

For the most energy efficient operation we recommend 24C when you are cooling your home & 21C when you are heating your home.

Note: Setting very low temperatures on COOL mode or very high temperatures on HEAT mode will not cool or heat your zones any faster, but will cause your air-conditioner to run for longer to attempt to achieve the target temperature. This will result in higher energy usage.

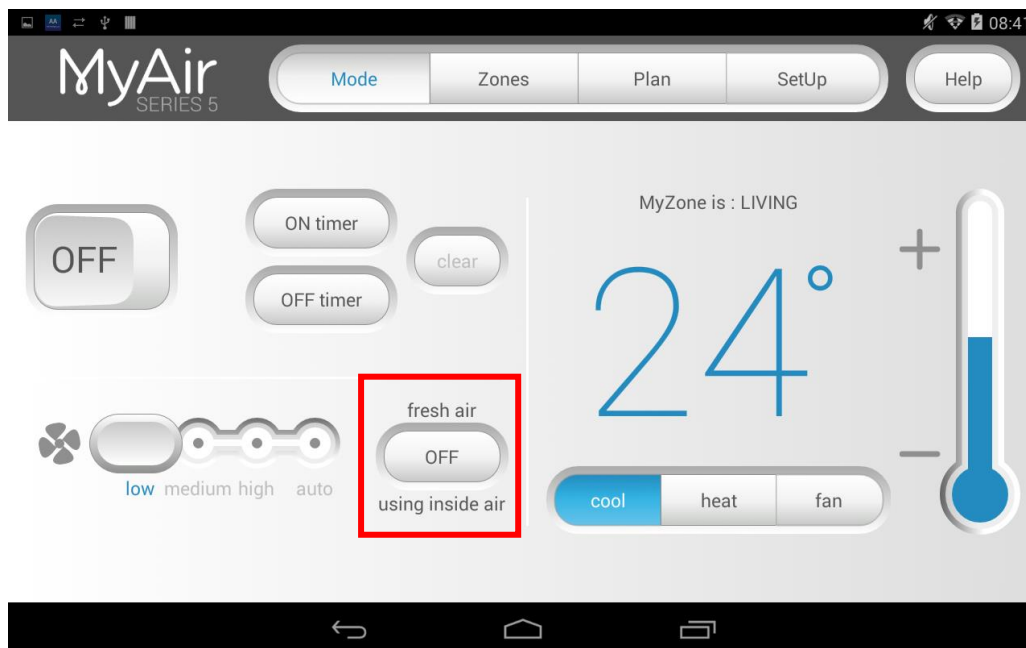


FRESH AIR (Optional)

Setting fresh air to ON will enable your system to draw in air from outside the home.

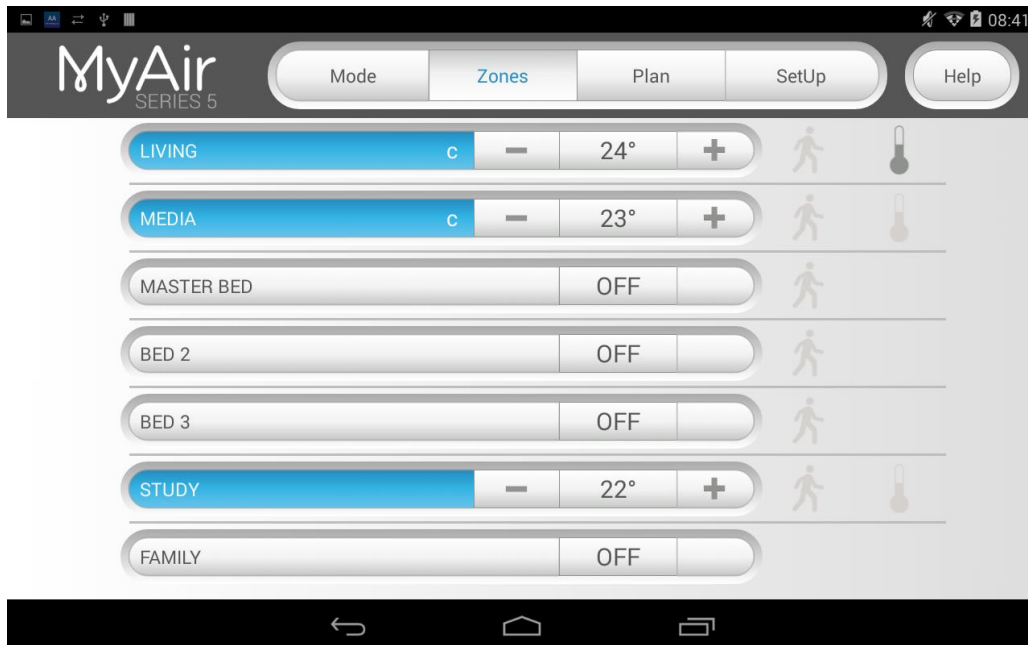
This feature is particularly useful when the outside temperature is pleasant such as in the evenings. To use this functionality, set your mode to FAN & turn your fresh air ON and this will draw fresh air in & distribute it throughout your home without running the outside unit; reducing your running costs.

This feature is optional & will not appear unless it has been fitted by your air conditioning installer.




Zones Page


Press Zones button from the menu bar to bring up the Zones Screen:




Pressing a zone name toggles that zone between ON and OFF; the zone turns blue when it is on.

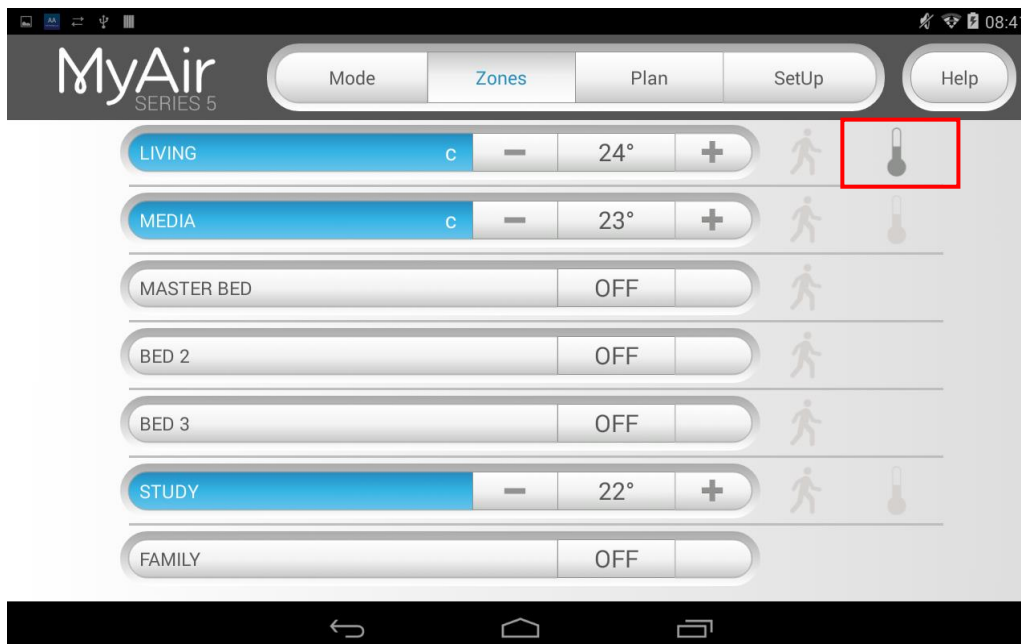
There are 3 different types of zones in MyAir5 system depending on the options selected when purchasing your system.

- **Airflow Zone:** If there is no sensor installed in a particular zone then it will be shown as an AIRFLOW zone. In this instance, you have the ability to control the air in 5% increments. Use the - / + buttons when a zone is turned ON, to adjust the amount of airflow going to that zone.
- **Temperature Zone**  **(Optional):** If your zone has a temperature sensor installed, MyAir5 will allow you to choose your desired temperature with the - / + buttons. MyAir5 will aim to maintain the desired temperature in that zone by automatically controlling airflow while the air conditioner is running.

- **MyZone™ (Optional):** If enabled any zone with temperature control (or motion sensor) can be designated as a MyZone. Press the thermometer  to designate that particular zone as the MyZone.

The MyZone feature makes that particular zone the “information centre” for the air-conditioning unit. That means the set point for that zone becomes the set-point the air-conditioning unit works to, and the measured actual temperature of that zone is the temperature sent to the unit for it to make its decisions about whether to start/stop or speed up/down to effectively achieve the set point while maintaining constant airflow in the MyZone.

The MyZone can be any temperature controlled zone that is currently turned ON (blue), to change the MyZone to another zone press the  symbol next to the zone you want to be the MyZone & it will change to a darker colour to indicate it is the active MyZone.





This feature can be particularly important when you have an unusually high requirement for air conditioning in a particular area. For example, if you invited a group of people over to watch a movie and you are all sitting in the MEDIA with the electronic equipment on, you will have a

larger requirement for air conditioning than in other rooms in the house. Setting the MEDIA as MyZone will ensure that the system continues running until the temperature set-point for **that** room is achieved.

Only one temperature controlled zone can be the MyZone at any one time, if you are using multiple zones it is recommended that you make the largest zone the MyZone & then move the MyZone around as you move around the home.

MyZone is an optional feature available on systems where MyZone has been enabled, your dealer may enable this feature depending on the way you use your system & the layout of the installation.

NOTE: MyZone is not available for systems with no temperature sensors installed or if your MyAir5 is installed with a Mitsubishi Electric air conditioning unit.

- **Motion  (Optional):** If your zone has a motion sensor installed this zone will have the same functionality as a temperature zone (above) but a walking man symbol  will appear next to it. If you press the walking man symbol it will turn dark grey indicating the motion sensor is activated for that zone and pressing it again will deactivate it.

Let's say your air conditioner is in cooling mode & you have activated the motion sensor in your master bedroom which is currently set to 24°C; when MyAir5 detects the room has been empty for 10 minutes, it will increase the temperature by 1°C to 25°C then after a further 10 minutes it will increase the temperature by another 1°C to 26°C as soon as someone re-enters the room, the temperature setting returns to normal.

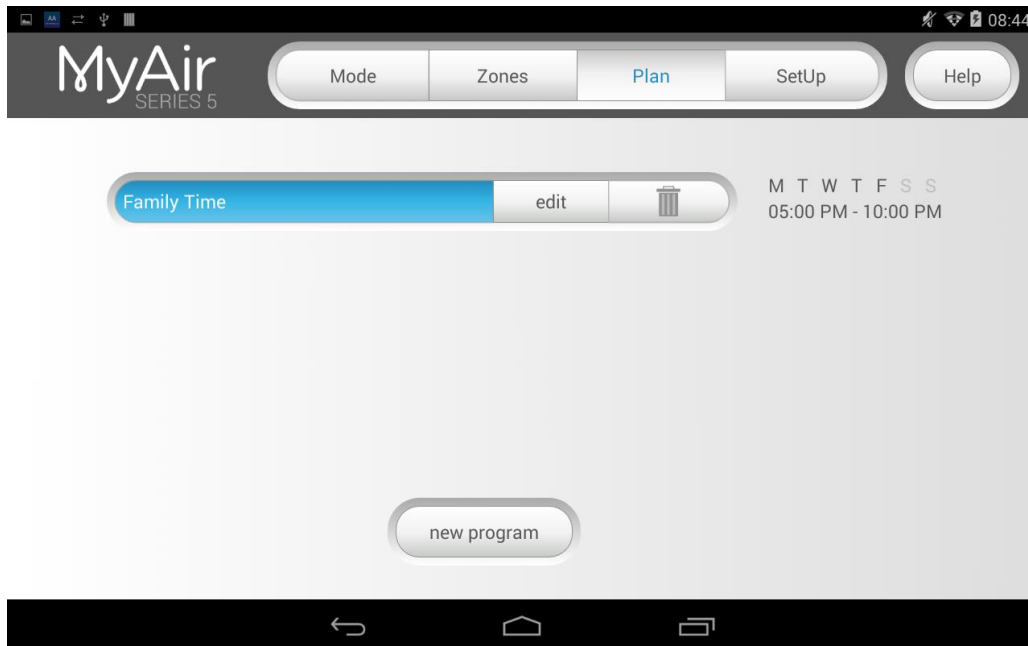
When you are in heating mode your motion sensors will work in reverse eg if no motion is detected for 10 minutes the temperature will be decreased by 1°C.

HANDY HINT: Motion sensors are designed to save you energy, but to save even more energy switch off zones you are not using.

Plans Page

Allow you to program your air-conditioner to turn on/off at specific times, and/or to alter the on/off state of any of the zones.

Press next to bring up the list of active programs:

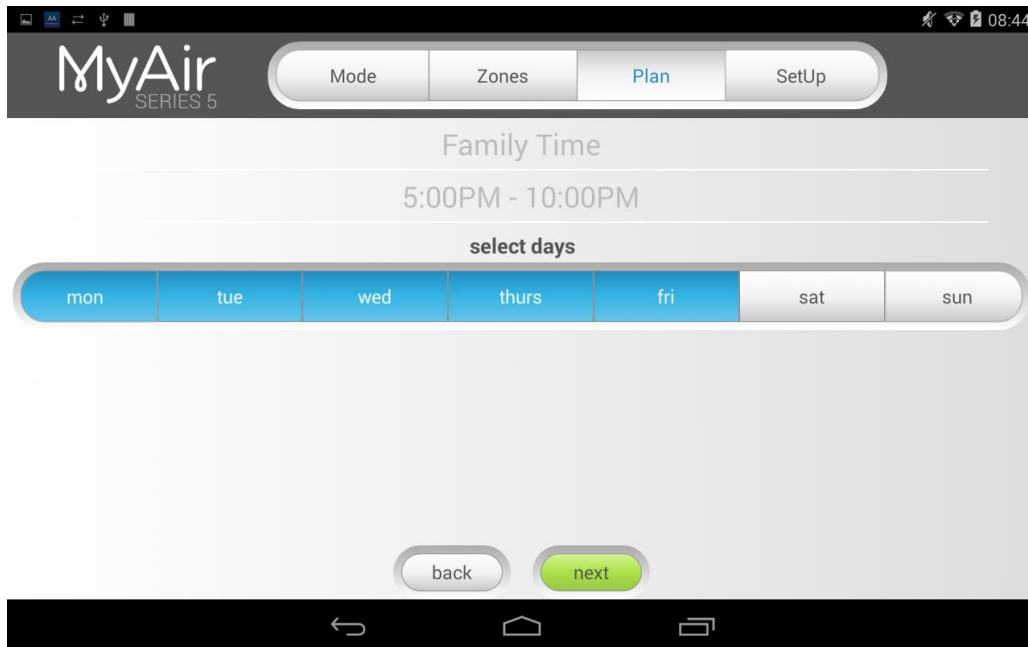


To add a program press new program at the bottom of the screen, this will bring you to the following screen:



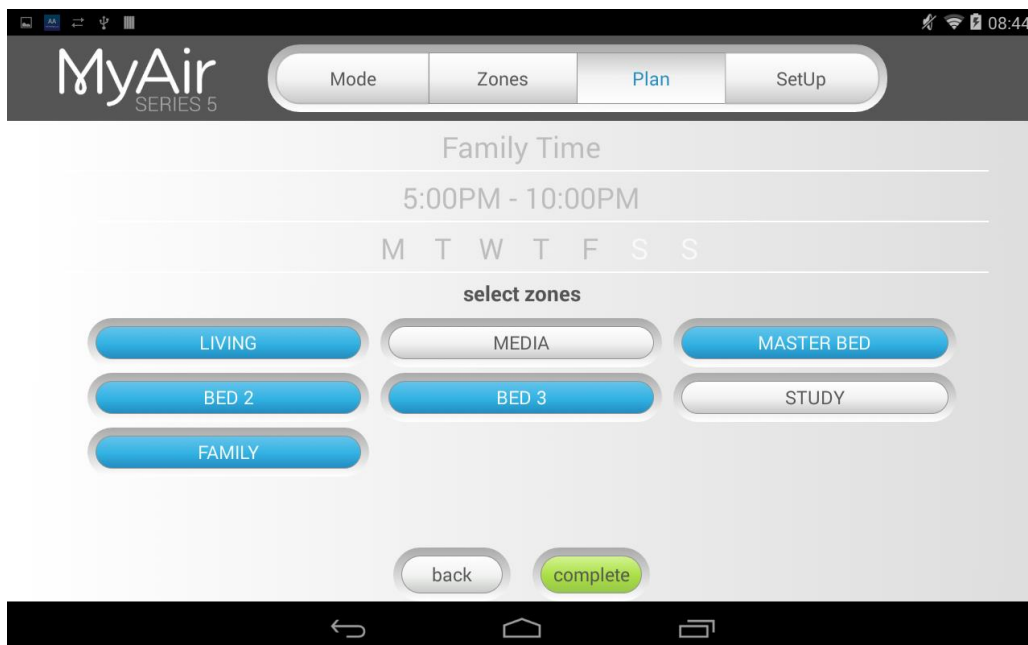
Enter a start & finish time for the program by swiping the selection wheel up or down, the wheel will stop slowly after swiping.

Press next to continue to the following screen:



Select the days for the program to run.

Press next to continue to the zone selection screen:



Select the zones you would like to run during the program. When you select a zone on it will default to its last percentage air volume setting or temperature setting if you have temperature sensors.

Note: Your system will start in its last set MODE & FAN setting eg If the system was last used for cooling & low fan speed the program will start in cooling mode with low fan speed.

RENAME/DELETE PROGRAMS

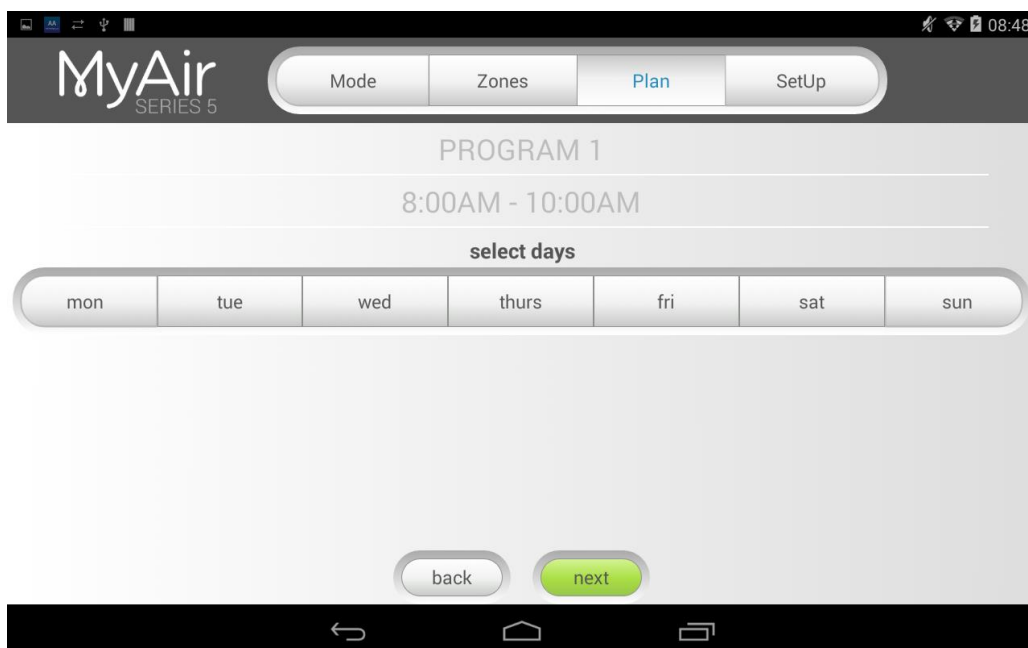
On the programs main screen, press EDIT next to the program you wish to change; to remove a program press the TRASH CAN.



DISABLE PROGRAMS

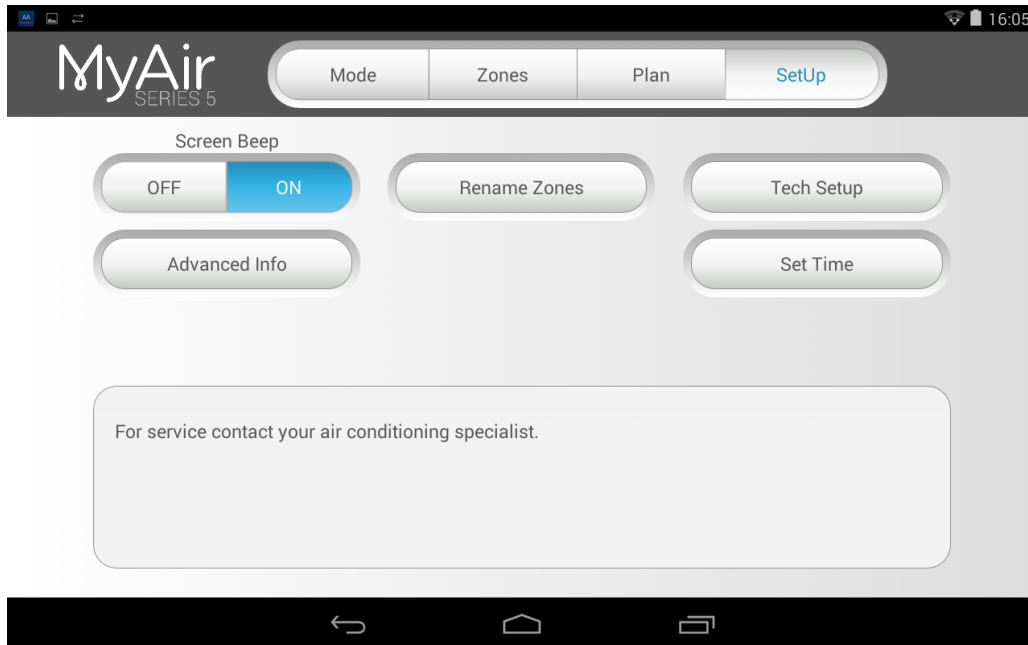
This feature is handy to use when going away on holidays and provides a quick and easy way to you save energy by ensuring the air-conditioner does not run when you're not at home.

To disable a program press the program you wish to edit from the PROGRAM LIST & deselect all of the days, this will leave your PROGRAM in place but it will not run.



To re-enable the program go into the relevant program as described previously & select the days which you want it to run.

Setup Page



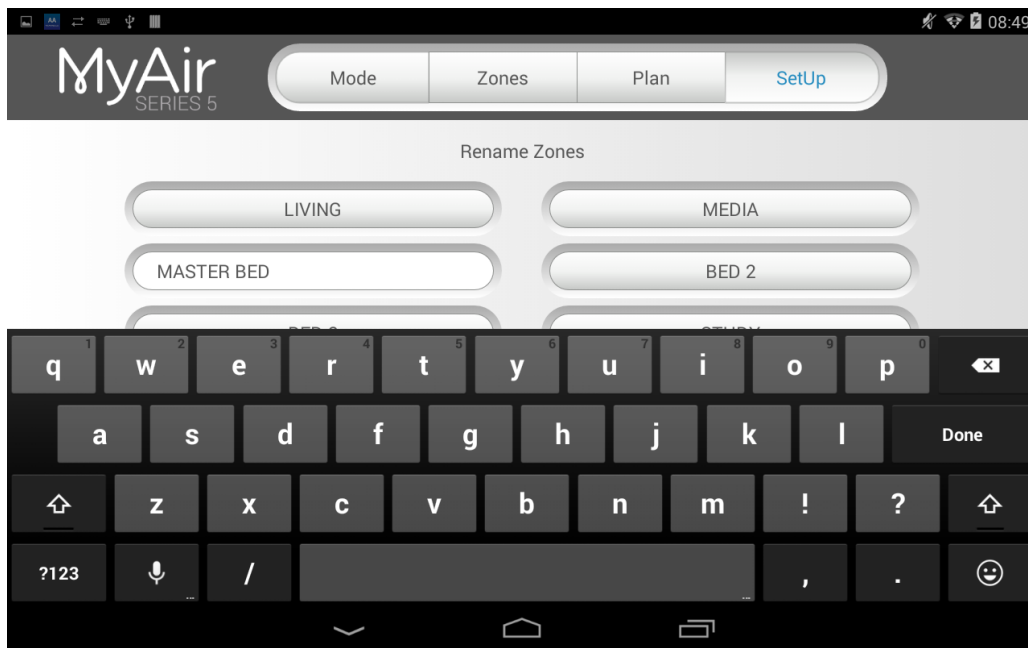
Screen Beep

You can turn the screen beep ON or OFF depending on your preference.

Rename Zones

Press this button to change the zone names, you will be presented with a list of all your zones press any zone to edit the name.

You can use the symbols & or . plus any combination of letters, numbers or spaces.



Press the DEL key (X) to delete each character

Enter new zone name using the on-screen keyboard

Zone names can be up to 12 characters in length, when finished press DONE.

ADVANCED INFO

This page will display information about your system & the way it has been configured, this info may be used by your air conditioning professional when servicing.

STATUS WINDOW

Warnings about your air conditioning system will be displayed here such as low battery warnings for your temperature sensors or air conditioning unit error codes.

Your installer may have also provided their contact number, if so it will also be displayed here so it's always on hand when it comes time for your annual service.

Tech Setup

This button is used by your air conditioning professional to configure & commission your system on the day of installation; there are no user settings in this menu.

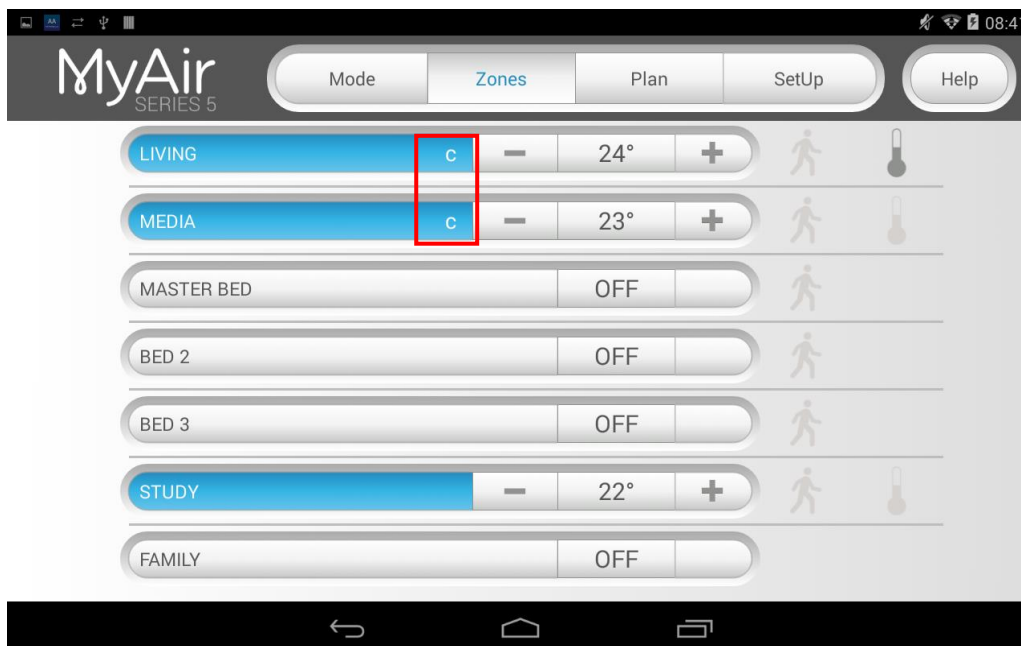
Constant Zones

Your MyAir5 system may be set up with electronic Constant Zones. These are pre-programmed zones that open up to relieve excess air pressure in your air-conditioning system if insufficient zones are open. Constant Zones are noted with a small letter c to the right of the zone name.

Your installer may enable 1, 2 or 3 constants zones depending on the size of your system & the design of the home.

If you have the MyZone feature enabled the zone selected as the MyZone will automatically take over as the first constant, airflow will be constant in this zone.

In the example below you can see two constant zones are set, LIVING & MEDIA.

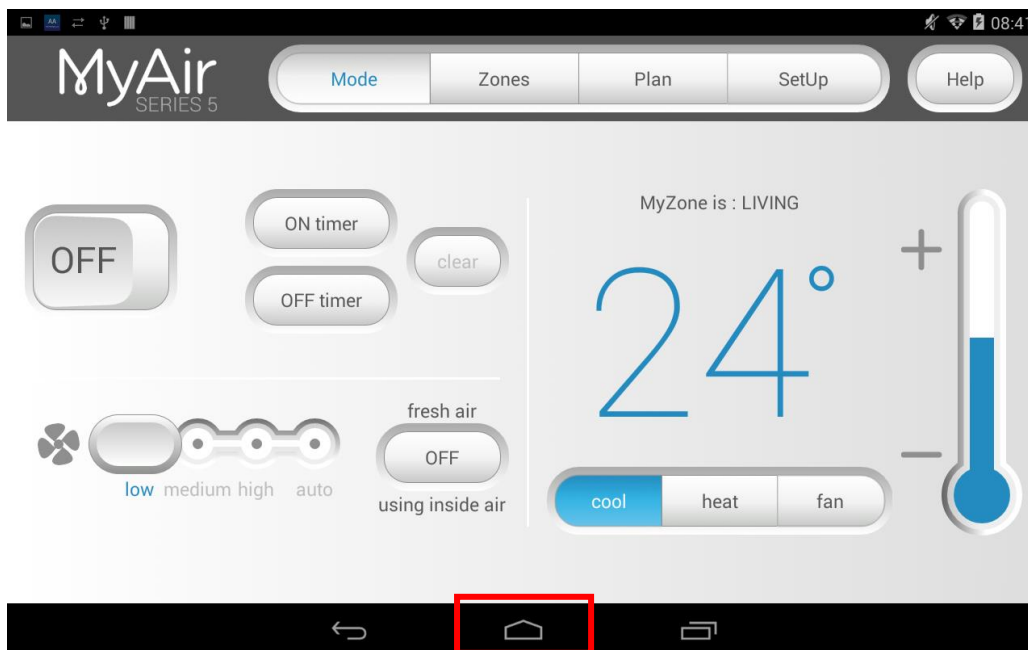


Android Tablet

Great news! Your MyAir5 system is also an Android tablet which means you can install your favourite apps such as News apps, Email & Weather all from the Google Play Store.

Your MyAir5 tablet is permanently attached to your wall with the ability to pivot the tablet between portrait & landscape modes so you can enjoy all your favourite apps in the orientation for which they were designed.

To exit the MyAir5 app press the press home button from any screen as pictured below



Here you can connect to a Wi-Fi network to access the Google Play Store & download other apps etc.

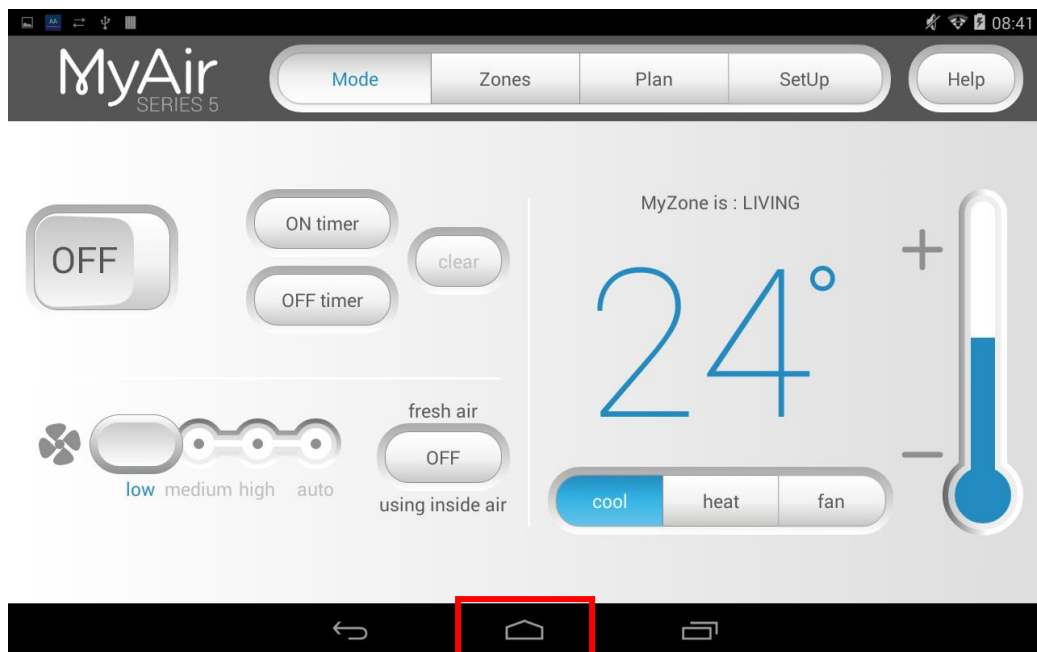
If you are not familiar with the Android operating system an abundance of information can be found on the internet.

TIP: Do a Google search for “A guide to Android 4.4 KitKat”.

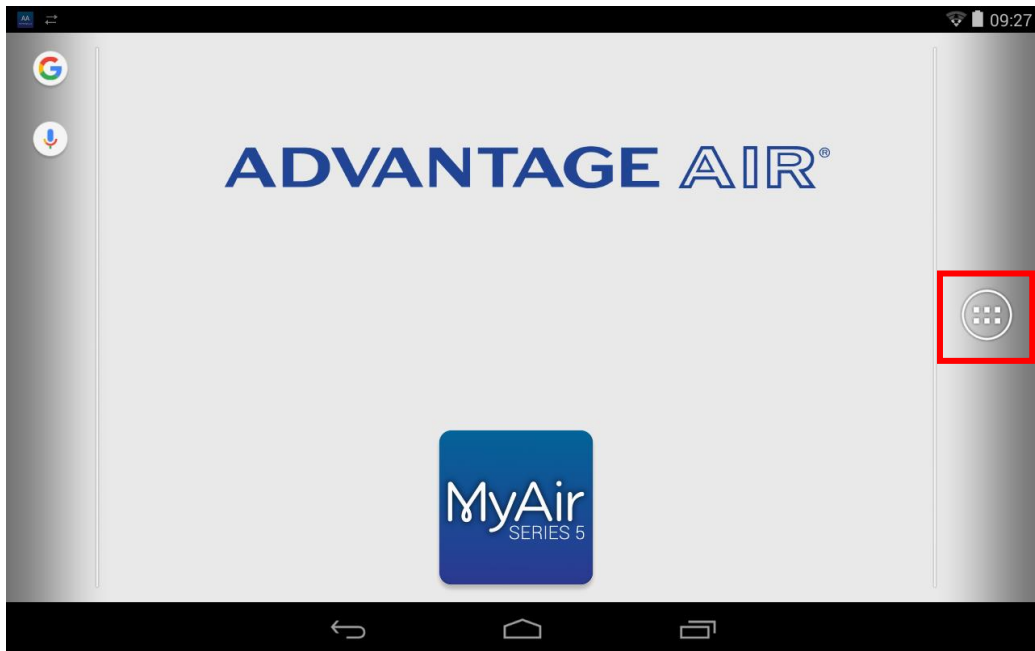
Smart Phone Control – Quick Setup Guide

Once your air conditioner is installed:

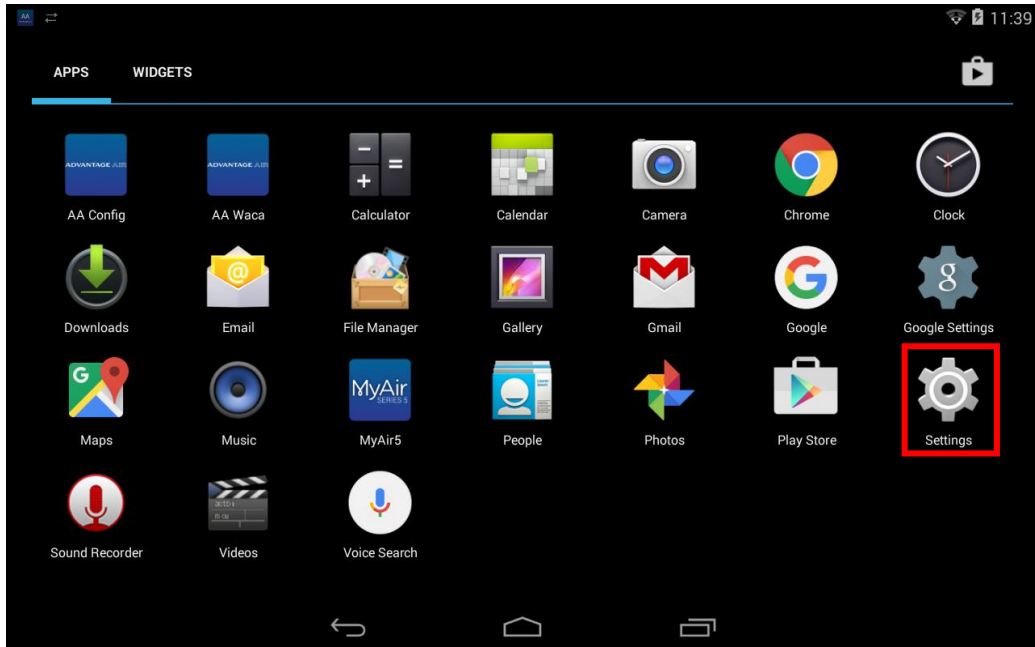
1. Ensure you have an existing home Wi-Fi network is working & you have your password on hand.
2. Press the home button



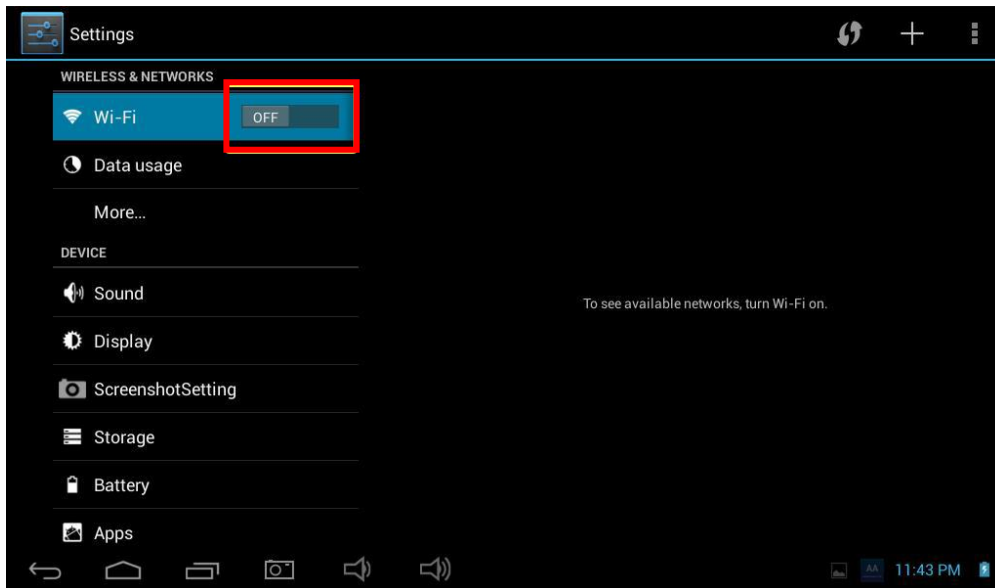
3. Press the app drawer button.



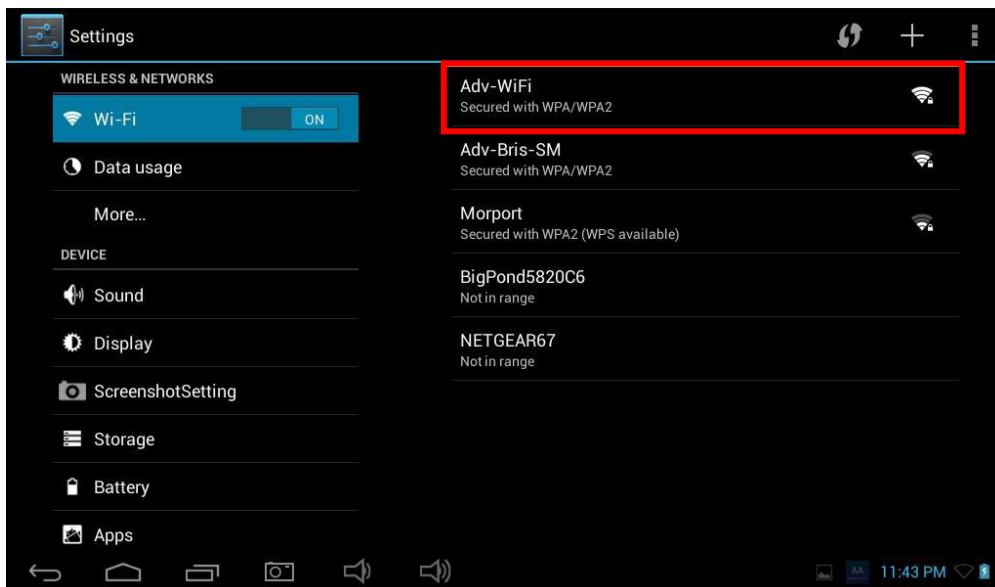
4. Press the settings button



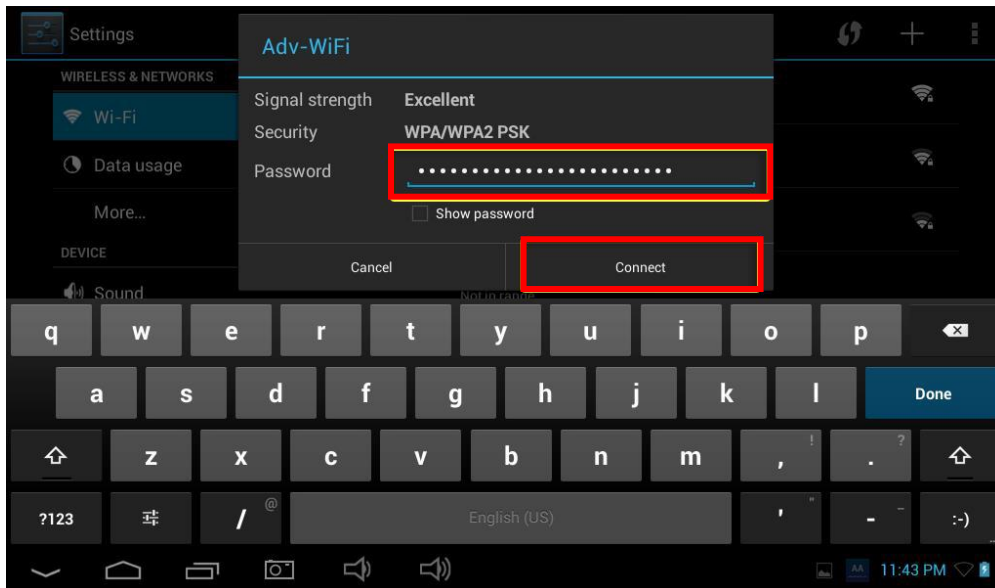
5. Ensure you are connected to your home Wi-Fi network, if it is OFF as shown in the image below press the switch to turn it ON



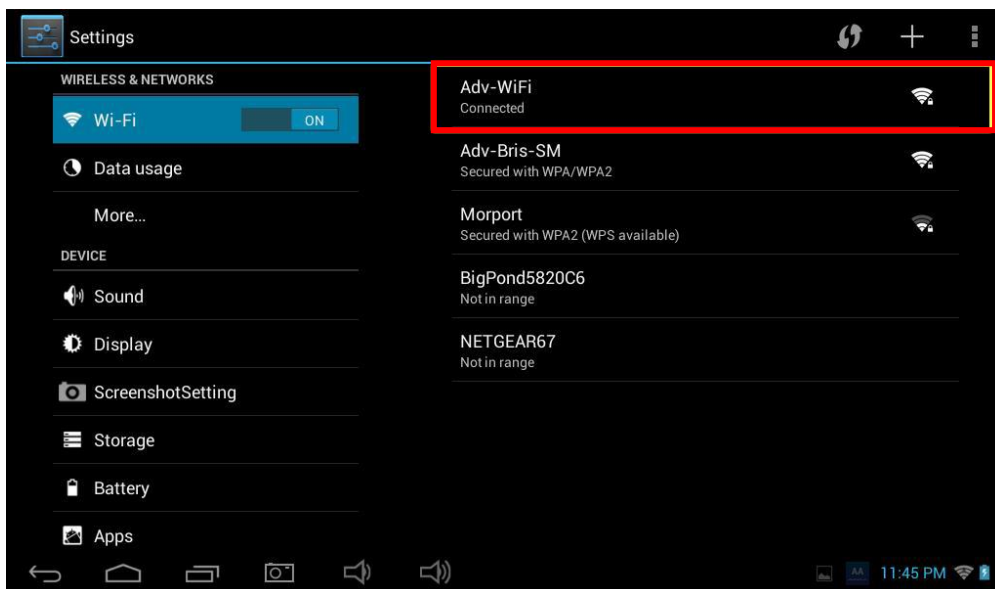
6. Once you have Wi-Fi turned ON you need to find your home Wi-Fi network in the list then press it.



7. After pressing the home Wi-Fi button you will need to enter your home Wi-Fi network password then press CONNECT.



8. Once you have connected successfully (may take up to 5 minutes) you will see the word CONNECTED below your home Wi-Fi network name as per above image.



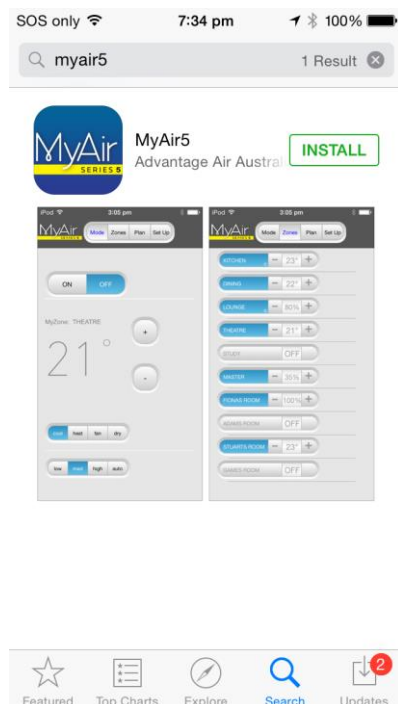
9. Connect your smart device (your tablet or phone) to your home Wi-Fi network. You will need to enter your network password as you did above for the MyAir5 screen.

TIP: Some routers have the network name (SSID) & password printed on a sticker located on the reverse of the router.

10. Download the MyAir5 app on your device, see subsequent sections for detailed instruction on installing the Apple or Android app to your device.
11. Once the above is complete you will be able to control your system from the MyAir5 app on your smart device (phone/tablet) provided you have WiFi or 3G/4G coverage.

Apple Devices

1. The MyAir5 apple app requires your device to be running iOS7 or greater, please check to ensure you device meets this requirement before proceeding.
2. If you do not have an Apple ID and password, then create one and verify your email by checking and following the instructions in the email from Apple.
 - a. See instructions here: <http://support.apple.com/kb/ht2534>
 - b. Be sure to set your country as Australia.
3. Download the MyAir5 App from the Apple App Store.
 - a. Using your iPhone/iPod/iPad - click on the App Store icon.
 - b. Click on the Search tab.
 - c. Type “MyAir5” into the search box.
 - d. Press Search.
 - e. Select the correct MyAir5 App by Advantage Air (It’s Free).



- f. To install, press the blue FREE button, and then Green GET button.

- g. Enter your Apple ID password (it's case sensitive).

Apple Installation Troubleshooting

1. Is your device an iPhone 3 or older? If so, Apple no longer support these devices and our App cannot be downloaded to your device.

Requirements: Compatible with iPhone, iPod touch and iPad. Requires iOS 4.3 or later. (iPhone 3GS or later).


2. If you are using an iPad you will need to select the iPhone apps button at the top of the search results screen.

If your device does not fall into the above categories, you should have no problem downloading the App to your device.


Android Devices

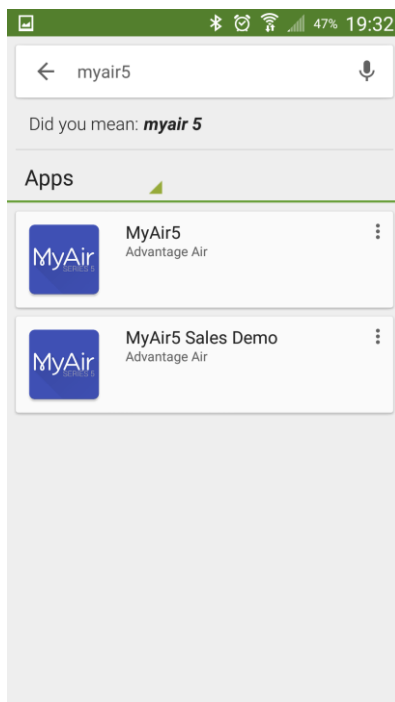
To start downloading items on the  Google Play Store app, you need to add a Google Account on your device.

Here's how to add a Google Account on your device:

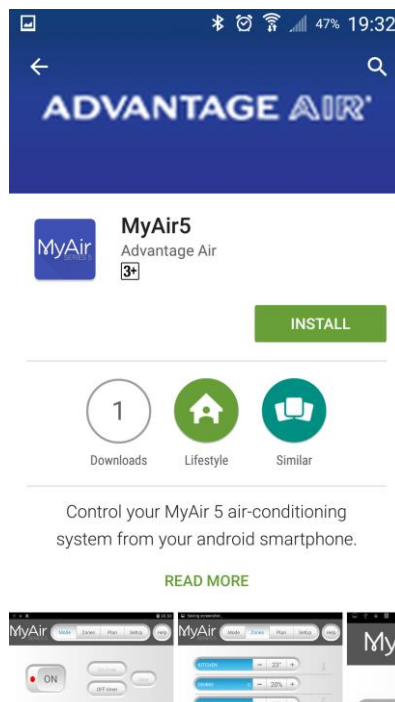
1. Under "Accounts", touch **+ Add account**.
2. Select  Google.
3. Choose **Existing** (if you want to add an account you already have) or **New** (if you want to create a new one).
4. Follow the instructions to add your account.

Download the MyAir5 App from the  Google Play Store.

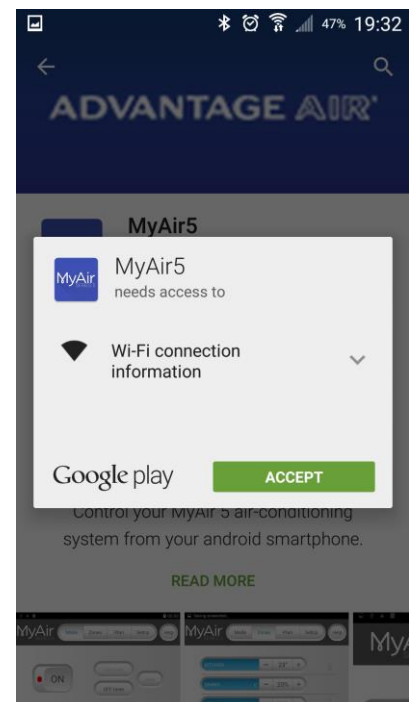
1. Open the  Google Play Store app.
2. Search for "MyAir5"



a) Touch the MyAir5 app.



b) Touch **INSTALL** (It's Free).



c) Touch **Accept** after reviewing the app's permissions

Network Troubleshooting

Assistance for the Homeowner's IT professional:

1. Check the Wi-Fi router is turned ON.
2. Check that your smart phone or tablet device is connected to the home Wi-Fi (not using "Mobile Data/3g/4g"), also ensure signal strength is adequate.
3. Check that the MyAir5 system is connected to the same home Wi-Fi network (SSID) as your smart phone or tablet, also ensure signal strength is adequate.
4. Ensure your MyAir5 tablet is up to date with the latest app updates from the Google Play Store.
5. For further info see the troubleshooting table on the following page.

Issue	Possible Cause	Possible Solution
1. MyAir5 App does not connect to MyAir5 system.	Your smart phone or tablet cannot find your MyAir5 system.	Check both your phone/tablet & MyAir5 system are connected to the same Wi-Fi network.
	Home Wi-Fi is not set to DHCP.	Contact your IT professional to make changes to DHCP home Wi-Fi settings.
2. Device is out of range of the home Wi-Fi system / cannot connect.	<p>Your Device may not connect to your Wi-Fi network from all rooms and all parts of your home.</p> <p>Test: You can turn off cellular/mobile data and test your Wi-Fi network by opening a new web browsing session</p>	Move the device into the Wi-Fi range.
	Smart phone/tablet is not connected to the Wi-Fi network	Connect your smart phone/tablet to your network using instructions that came with your device.
3. Belkin Router		Some Belkin routers require you to plug the Belkin WAN port into your home wired network before they will issue a DHCP IP addresses

How to reset your Wi-Fi control

1. Turn off the power to your home Wi-Fi router.
2. Turn off the power to your air-conditioning system. One way to do this is at the isolating switch, usually located on the wall near your air conditioning outdoor unit.
3. Turn on the power to your home Wi-Fi router.
4. Turn on the power to your air-conditioning system
5. Wait 5 minutes
6. Check your MyAir5 has successfully connected to the home Wi-Fi
7. Check your smart phone/tablet has successfully connected to the home Wi-Fi.

Further Information

1. You do not need to have a home internet connection to use the MyAir5 App within your home – the App uses Wi-Fi only to connect to your air conditioner. If you wish to use the app from outside your home (e.g. remotely) then an internet connection is required.

Remote Access - 3G/4G

MyAir5 has the ability to control your system from your Android or Apple smart device when you are outside of the home Wi-Fi network using your mobile network data (eg 3G/4G).

Your Android or Apple smart device will also require the latest MyAir5 app, go to Apple App store or Google Play to ensure you have the latest version.

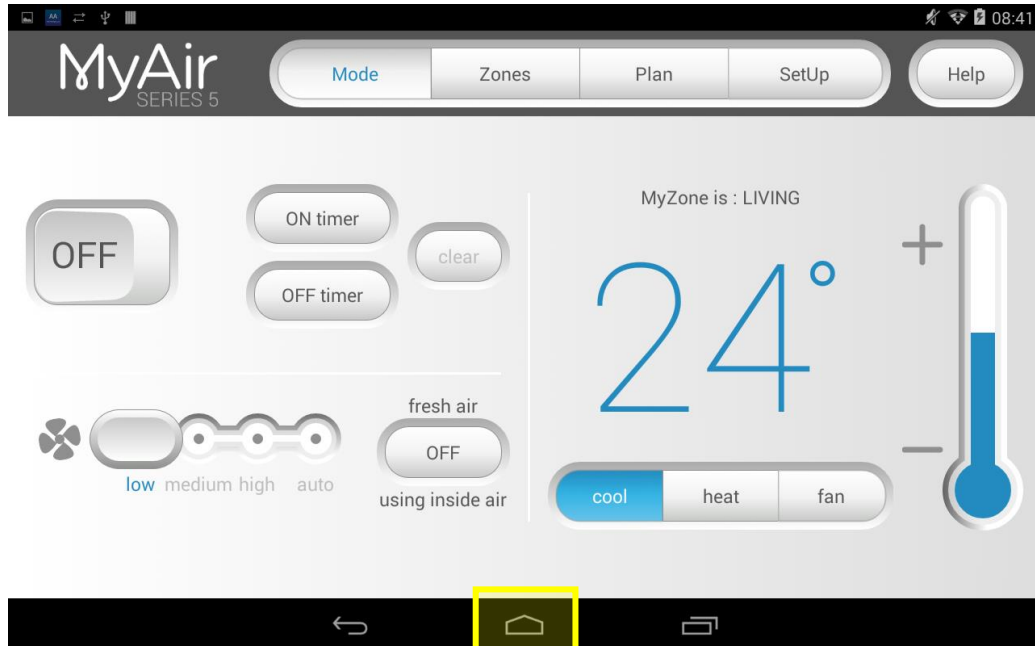
Remote Access requires UPNP to be enabled in your router settings.

Remote access is enabled by default; the instructions overleaf show how to enable/disable this function.

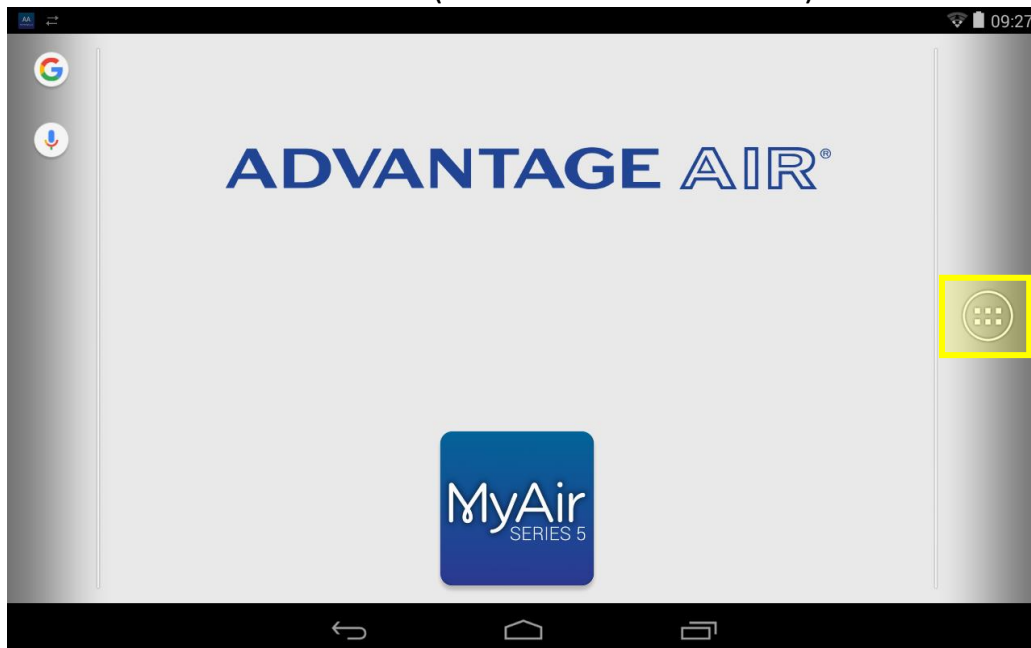
The below instructions assume the following:

- MyAir5 touch screen is connected to the home Wi-Fi network.
- You are able control your system from your mobile device when connected to your home Wi-Fi network.

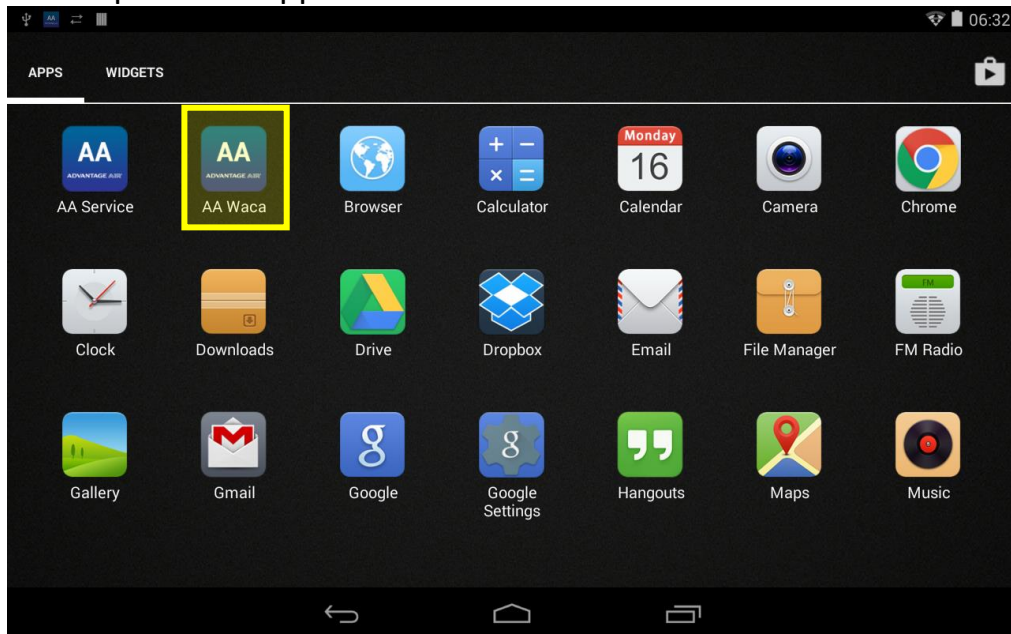
1. Press the home button.



2. Press the APP draw button (Circle with 6 dots inside).



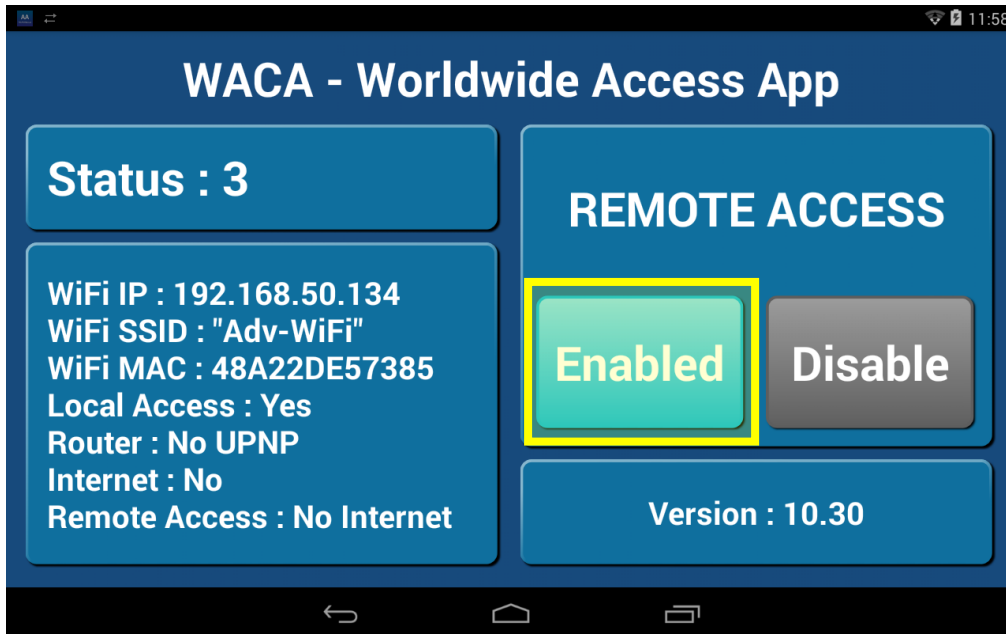
3. Find & press the app called AA Waca



4. To disable remote access press the Disable button once & the button will turn blue. Disabling remote access also clears all paired smart phones/tablets.



5. To enable remote access press the enable button once & the button will turn blue.



6. Whilst your system is enabling remote access you will notice the status will change numerous times, when remote access is successful the status should change to STATUS: 5, 8 or 11, if your status is something else wait or refer to troubleshooting guide below (please wait 10 minutes first).



7. When STATUS: 5, 8 or 11 are displayed remote access has been successfully configured.
8. Open the MyAir5 app on your Android /Apple device whilst it is connected to your home Wi-Fi network to pair your air conditioner with the phone/tablet then close the app. NOTE: There is no pair button – pairing is automatic, you just need to open the Apple/Android app whilst on the home Wi-Fi network.
9. Congratulations, you should now be able to control your MyAir5 system remotely when you have 3G/4G by simply opening up the MyAir5 app on your mobile device.

Remote Access – Troubleshooting

Assistance for the Homeowner's IT professional:

Status	Cause	Solution
3, 6, 9	No internet access – cannot contact server	<p>Confirm the tablet is connected to the home Wi-Fi network.</p> <p>Open browser & confirm you can load a web page such as www.google.com.au</p> <p>Check your router is connected to the internet.</p>
4	No UPNP detected	Check your router has UPNP enabled.
7, 10	UPNP is detected but still trying	<p>Ensure router has default firewall settings</p> <p>Check if router has a list of UPNP ports, check if 8000 is mapped in the UPNP table.</p>
5, 8, 11	Success	Your remote access should be working, if you are having troubles try connecting via Wi-Fi & clearing stored systems before retrying remotely.

General Troubleshooting

If you are experiencing problems with the operation of the system, you may reset the system using the isolator switch located next to your air-conditioner's outdoor unit. Turn the Isolator switch off, then try pressing the button to wake the touch screen. The touch screen should be inoperable. After a 5 minute delay, turn the isolator back on and allow approximately 3 minutes for the system to initialise.

- If air volume control is applicable, then increase all zones to 100%.
- If you have wireless wall sensors ensure the batteries aren't low, if the batteries are low a warning will be displayed on your HOME screen.
- Check for any fault codes that may be displayed in the SETTINGS screen, if a fault code is present contact your dealer and advise them of the fault code being displayed.
- If you are still experiencing difficulties, contact your dealer for further assistance.

Service Records

DATE	SERVICED BY	BATTERIES CHANGED	COMMENTS
		YES / NO	
		YES/ NO	
		YES / NO	
		YES / NO	
		YES / NO	
		YES / NO	