ARCTICNORD CUSTOMER GUIDE

Control your Daikin air conditioning from your phone

How to set up the Daikin Onecta app for every room in your home, switch rooms on and off, choose heating or cooling, set schedules and see how much energy you use. Written for homes with one outdoor unit serving several rooms.

Daikin Onecta app
Multi-room systems
Issue 1 · October 2026

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THE APP

Daikin Onecta

Free from the App Store and Google Play, made by Daikin. It lets you control each room from your phone, at home or while you are out.

Onecta replaced the older Daikin Residential Controller and Daikin Online Controller apps. If you used one of those, add your rooms again in Onecta.

YOUR SYSTEM

One outdoor unit, several rooms

Each room has its own indoor unit on the wall, and they are all fed by one outdoor unit. In the app, every room is added and controlled on its own.

Because the rooms share one outdoor unit, they need to agree on heating or cooling. Part 04 explains this.

Before you start

- A smartphone: iPhone on iOS 15.5 or later, or Android
- Your home Wi-Fi name and password
- Wi-Fi that reaches every room with air conditioning
- A 2.4 GHz Wi-Fi network (see Good to know)
- An email address for your Daikin account
- About 10 minutes for each room
- To be at home, close to the units
- The set-up label on each unit (step 3)

Good to know

- The units only connect to **2.4 GHz** Wi-Fi. If your router puts 2.4 GHz and 5 GHz under one name and set-up keeps failing, your broadband provider can split them. Daikin's connection help on daikin.eu explains more.
- What you can change in the app depends on your model, so you may not see every option in this guide.
- The app is free. There is no subscription.
- Your air conditioning still works with its remote control if your Wi-Fi is down.

01 Get set up

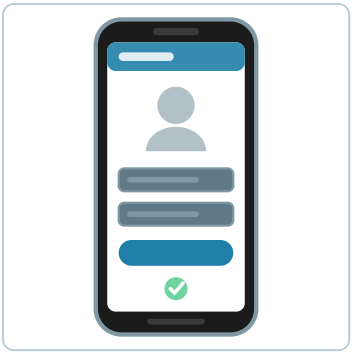
You only do this once. Set up one room first, then repeat for the others.



STEP 1

Download the Onecta app

Search for **Daikin Onecta** in the App Store on an iPhone, or Google Play on Android. Check it is made by Daikin Europe, then install it.

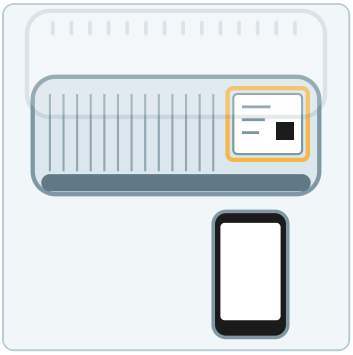


STEP 2

Create your Daikin account

Open the app and choose to create a **Daikin ID** account. Enter your email address and choose a password, then confirm your email when Daikin sends you a message. Log in to the app.

Whoever creates the account is the owner. The owner can share the system with the rest of the family later (step 14).



STEP 3

Find the set-up label

Each unit has a label printed with its Wi-Fi name, shown as **SSID**, and its **KEY**. You may find it under the front panel, which lifts up from the bottom edge. Take a photo of the label for each room so you have it to hand.

> **Can't find it?** Check your unit's user manual, or Daikin's getting started with Onecta guide on daikin.eu.



STEP 4

Add your first room

Stand in the room with the unit. In the app tap **+**, then **Add a device**, then **Detect a wireless device**. Choose your type of unit. If you can't see it, choose **Other**.

When the app asks how to connect, choose **SSID & Key**.



STEP 5

Connect your phone to the unit

The app shows you how to put the unit into set-up mode. Follow its steps exactly, as they differ between models. Set-up mode only lasts **3 minutes**, so have the app ready first and stay close to the unit.

Your phone then joins the unit's own Wi-Fi, called **daikin-ap**. If your phone says it has no internet, choose to stay connected.

> **On an iPhone**, if it won't connect, turn mobile data off for a moment and try again.

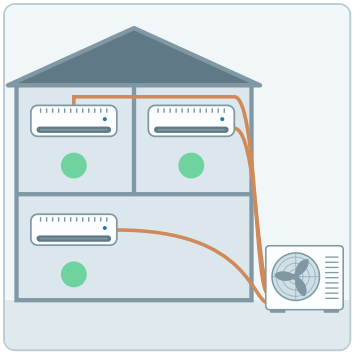


STEP 6

Choose your home Wi-Fi and name the room

The app lists the Wi-Fi networks the unit can see. Choose your home network, type in your Wi-Fi password and finish. The unit now connects to your router.

Give the room a name you'll recognise, such as **Main bedroom** or **Lounge**.



STEP 7

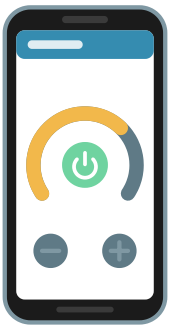
Repeat for every room

Go to the next room and repeat steps 4 to 6, one room at a time, until every unit in the house is in the app.

All your rooms then show on the app's home screen, each with its own controls.

02 Every day

Tap a room on the home screen to open its controls.



STEP 8

Switch on and set the temperature

Tap the power button to switch the room on or off. Use the dial, or **+** and **-**, to set the temperature you want the room to be.

Most people are comfortable at 20 to 22°C for heating and 23 to 25°C for cooling. Each degree lower in summer, or higher in winter, uses more energy.



STEP 9

Choose a mode

Pick what you want the room to do. Each mode is shown by its own symbol in the app.

Auto

Heats or cools by itself to hold the temperature you set.

Cool

Cools the room on warm days.

Heat

Heats the room, often more cheaply than other heating.

Dry

Takes damp out of the air without cooling it much.

Fan

Moves the air without heating or cooling.



STEP 10

Fan speed and air direction

Choose a fan speed, or **Auto** to let the unit decide. **Quiet** runs it more softly, which is good at night.

Turn on **swing** to move the air up and down the room. Some models can also move it side to side, so the whole room gets an even feel.



STEP 11

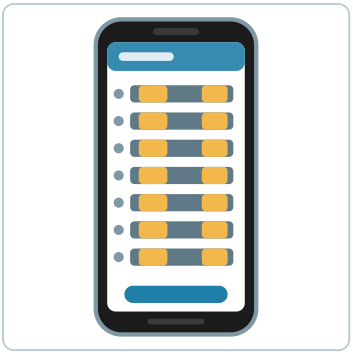
Special modes

Depending on your model, you may also see:

- **Powerful:** a 20-minute boost to heat or cool the room quickly, then it goes back to normal.
- **Econo:** limits how much power the unit uses.
- **Comfort airflow:** keeps the air from blowing straight onto you.
- **Presence sensor:** saves energy when nobody has been in the room for 20 minutes.
- **Flash Streamer:** helps clean the air in the room.

03 Schedules and savings

Let the app do the work, and see what it costs to run.



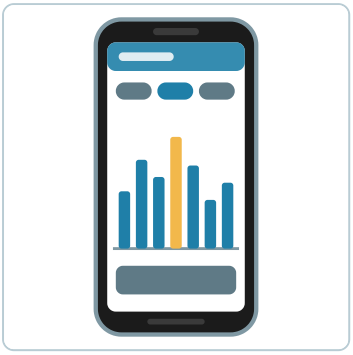
STEP 12

Set a schedule

For each room you can set the temperature, mode and fan speed to change at set times of day, on the days you choose. For example, warm the bedrooms before you get up and again in the evening.

Going away? Set a **holiday schedule** so the system stays off, or ticks over, until you're back.

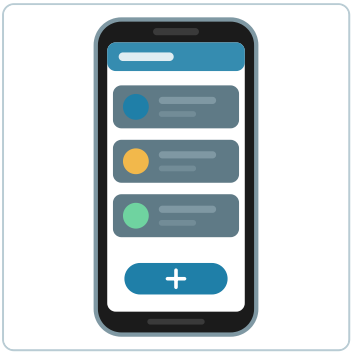
> **Several rooms?** Keep every room's schedule on the same kind of mode, all heating in winter or all cooling in summer. Part 04 explains why.



STEP 13

See your energy use

Open a room to see how much electricity it has used, by day, week or month. It's a good way to spot a room that's running more than you thought.

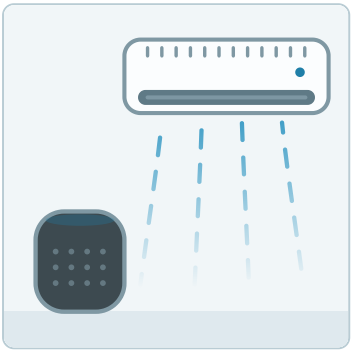


STEP 14

Share with your family

Go to **More**, then **Members**, and invite the people you live with. They download Onecta, make their own Daikin account and can then control the rooms too.

Only the owner can add, remove or change units.



STEP 15

Control it by voice

Onecta works with **Amazon Alexa** and **Google Assistant**. Add Daikin in your Alexa or Google Home app and log in with your Daikin account. You can then say things like "turn the lounge to 21 degrees".

04 One outdoor unit, several rooms

The one thing that catches people out with a multi-room system.

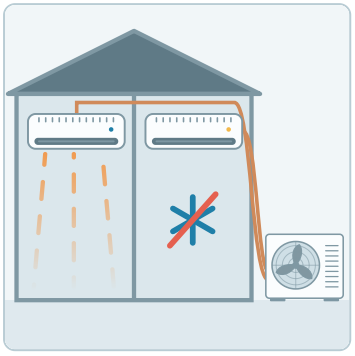
Why the rooms must agree

All your rooms are fed by one outdoor unit. It can heat the house or cool it, but **not both at the same time**.

Cool, Dry and Fan can all run together. Heat can't run alongside Cool or Dry.

What you'll see

- The room that disagrees goes on **standby**. It doesn't heat or cool.
- Its light on the unit **flashes**. This is not a fault.
- The app shows a **mode conflict** message.
- Usually the room switched on first wins, unless we set one room as the main room when we fitted your system.



STEP 16

Clear a mode conflict

Either set the room on standby to the same kind of mode as the others, or switch off the room that's asking for the opposite. The waiting room starts again on its own once nothing disagrees.

In winter keep every room on Heat or Auto. In summer keep them on Cool, Dry or Fan.

05 If something goes wrong

Most problems are Wi-Fi problems, and most are quick to fix.

A room shows offline

- Check your Wi-Fi and broadband are working on another device.
- Check the router is close enough to that room. A Wi-Fi booster can help in far rooms.
- Have you changed your Wi-Fi name or password? If so, see step 17.
- Check the date and time on your phone are right. A difference of more than 15 minutes can make a room show offline.

A room won't connect during set-up

- Stand closer to the unit and try again. Set-up mode only lasts 3 minutes.
- Only one phone can connect at a time, so close the app on other phones.
- Turn mobile data off, restart your phone, or try another phone.
- Check you're using 2.4 GHz Wi-Fi.



STEP 17

New router or new Wi-Fi password

The units remember your old Wi-Fi, so after a new router or a password change they need adding again. For each room, tap **+**, then **Add a device**, and follow steps 4 to 6 with the new network.

If a room still won't connect, follow Daikin's Onecta connection help on daikin.eu.



STEP 18

A warning or error code

If the app or the unit shows a warning or a code, write down the code and which room it's in, then look it up in your unit's **user reference guide**. Daikin publishes these at daikin.co.uk: search for the model number on the label of your unit. Please don't keep switching it off and on, as the code tells an engineer what the unit needs.

Set-up checklist

Tick each one off as you go.

- [ ] Onecta downloaded and Daikin account made
- [ ] A photo of the set-up label for each room
- [ ] Every room added and named
- [ ] Each room switches on from the app
- [ ] Schedules set, all on the same kind of mode
- [ ] Family members invited
- [ ] Alexa or Google linked, if you use one
- [ ] Daikin's Onecta help page saved on your phone

Help from Daikin

Daikin keep their own help pages for the Onecta app up to date as the app changes.

The Onecta app: daikin.co.uk, then search for Onecta.

Getting started: Daikin's getting started guide on daikin.eu.

Won't connect: Daikin's connection help on daikin.eu.

Your yearly service keeps the system running efficiently and keeps your warranty in place.

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