ARCTICNORD CUSTOMER GUIDE

Control your Daikin air conditioning from your phone

How to set up the Daikin Onecta app, switch your air conditioning on and off, choose heating or cooling, set schedules and see how much energy you use. Written for a single split: one indoor unit and its own outdoor unit.

Daikin Onecta app
Single split systems
Issue 1 · October 2026

01 Get set up
02 Every day
03 Schedules and savings
04 If something goes wrong

THE APP

Daikin Onecta

Free from the App Store and Google Play, made by Daikin. It lets you control your air conditioning 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 unit again in Onecta.

YOUR SYSTEM

One indoor unit, one outdoor unit

A single split: one indoor unit on the wall, with its own outdoor unit outside. You add it to the app once and control it from one screen.

Got more than one single split? Add each one in the same way. Each runs on its own, so they can heat and cool at the same time.

Before you start

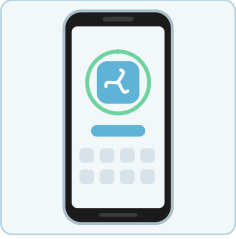
- A smartphone: iPhone on iOS 15.5 or later, or Android
- Your home Wi-Fi name and password
- Wi-Fi that reaches the room with the air conditioning
- A 2.4 GHz Wi-Fi network (see Good to know)
- An email address for your Daikin account
- About 10 minutes
- To be at home, close to the unit
- The set-up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

Good to know

- The unit only connects 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

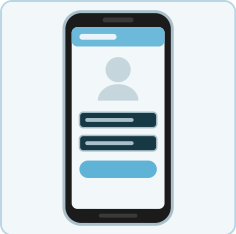
You only do this once.



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.

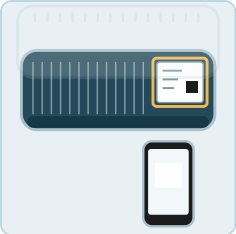


STEP 2

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 13).



STEP 3

Find the set-up label

The 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 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 unit

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

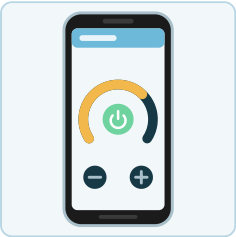
Choose your home Wi-Fi and name the room

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**.

02 Every day

Tap your unit on the home screen to open its controls.

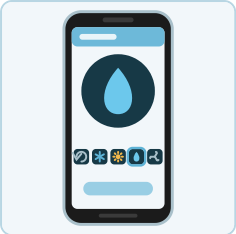


STEP 7

Switch on and set the temperature

Tap the power button to switch the unit 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 8

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 9

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 10

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.

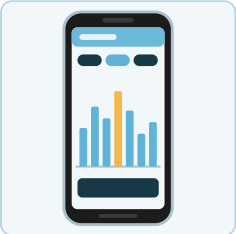


STEP 11

Set a schedule

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 room before you get up and again in the evening.

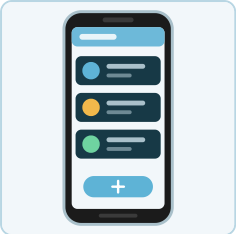
Going away? Set a **holiday schedule** so the system stays off, or ticks over, until you're back.



STEP 12

See your energy use

Open your unit to see how much electricity it has used, by day, week or month. It's a good way to see what it costs to run.

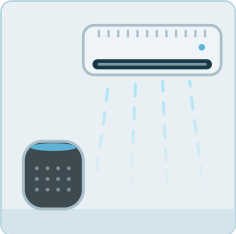


STEP 13

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 it too.

Only the owner can add, remove or change units.



STEP 14

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 If something goes wrong

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

The unit shows offline

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

The unit 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.

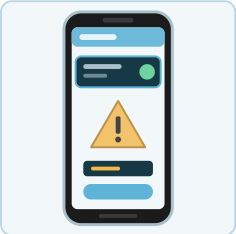


STEP 15

New router or new Wi-Fi password

The unit remembers your old Wi-Fi, so after a new router or a password change it needs adding again. Tap **+**, then **Add a device**, and follow steps 4 to 6 with the new network.

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



STEP 16

A warning or error code

If the app or the unit shows a warning or a code, write down the code, 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
- [ ] Unit added and named
- [ ] It switches on from the app
- [ ] Schedule set, if you want one
- [ ] 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.

ArcticNord, a Nord Group company, part of Qualis Energy Limited.

Daikin, Onecta, Alexa and Google Assistant are trademarks of their owners. App screens shown are simplified drawings.