ARCTICNORD CUSTOMER GUIDE

Control your Midea air conditioning from your phone

How to set up the Midea SmartHome 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. Covers one room on its own, or several rooms on one outdoor unit.

Midea SmartHome app
Solstice · Breezeless E · Penrose XT
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THE APP

Midea SmartHome

Free from the App Store and Google Play, shown as **SmartHome (MSmartHome)**. It lets you control each room from your phone, at home or while you're out.

It replaced the older Midea Air and Nethome Plus apps. If your user manual mentions one of those, use SmartHome instead.

YOUR SYSTEM

One room or several

Each room has its own indoor unit on the wall, and every one is added and controlled on its own in the app. Some homes have one outdoor unit feeding several rooms.

If several 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 16.4 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 SmartHome account
- About 10 minutes for each room
- To be at home, in the room with the unit
- The remote control for each unit (step 3)

Good to know

- The units only connect to **2.4 GHz** Wi-Fi with normal home security (WPA or WPA2). If your router puts 2.4 GHz and 5 GHz under one name and set-up keeps failing, your broadband provider can split them.
- Your Wi-Fi name must be **letters and numbers only**. Wi-Fi that needs a login page, like in a hotel, won't work.
- 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. Your air conditioning still works with its remote 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 SmartHome app

Search for **MSmartHome** in the App Store on an iPhone, or Google Play on Android. The app is listed as **SmartHome (MSmartHome)**. Install it.



STEP 2

Create your account

Open the app and choose to sign up. Enter your email address and choose a password, then log in.

Whoever creates the account looks after the home in the app, and can invite the rest of the family later (step 14).



STEP 3

Get the remote ready

Midea units are put into set-up mode with their remote control, so have the remote for the room in your hand before you start.

Set-up has to be finished within **8 minutes** of the unit being switched on at the wall. If it has been on for a while, switch it off at its wall switch, wait a minute, then switch it back on just before step 5.



STEP 4

Add your first room

Stand in the room with the unit. In the app tap **+**, choose **Air conditioner**, then your model. Choose your home Wi-Fi and type in its password.

If your unit has Bluetooth, the app may find it by itself and show it as waiting to connect. Tap it and follow the steps.



STEP 5

Put the unit into set-up mode

When the app asks, point the remote at the unit and use the **SET** button to choose **AP**. AP stands for access point, the unit's own set-up Wi-Fi.

If your remote has no AP setting, press the **LED** button **7 times within 10 seconds** instead.

> **If the app asks** you to join the unit's own Wi-Fi, do so from your phone's Wi-Fi settings, then come back to the app.

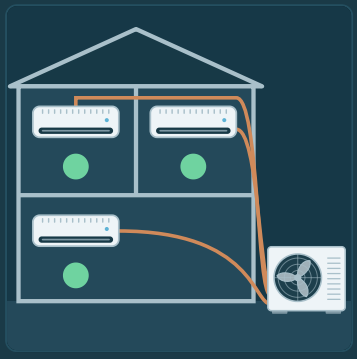


STEP 6

Let it connect and name the room

The app passes your Wi-Fi details to the unit and the unit joins your router. This can take a minute or two, so keep the app open.

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 with its remote and repeat steps 4 to 6, one room at a time, until every unit 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.

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:

- **Turbo:** a boost to heat or cool the room quickly.
- **ECO:** saves energy when cooling.
- **Sleep:** eases the temperature gently overnight.
- **Breezeless:** on Breezeless E, cools without a draught through tiny holes in the louvres.
- **8°C heat:** keeps an empty room from getting too cold, for example while you're away in winter.
- **Self clean:** dries and cleans the inside of the unit.
- **Display off:** turns the light on the unit off, which is handy in a bedroom.

03 Schedules and savings

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



STEP 12

Set timers and schedules

Use a **timer** to switch a room on or off later. For something that repeats, set up a **schedule** in the app's scenes, such as warming the bedrooms before you get up and again in the evening.

> **Several rooms on one outdoor unit?** 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

On models that show it, such as Breezeless E, open a room to see how much electricity it has used for the day, week, month or year. It's a good way to spot a room that's running more than you thought.



STEP 14

Share with your family

Invite the people you live with to join your home in the app. They download SmartHome, make their own account and can then control the rooms too.



STEP 15

Control it by voice

SmartHome works with **Amazon Alexa** and **Google Assistant**. In the app go to **Account**, then **Third-party services**, and link the one you use. You can then say things like "turn the lounge to 21 degrees".

04 Several rooms on one outdoor unit

Only for homes where one outdoor unit feeds more than one room.

Why the rooms must agree

All the 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 any of them.

What you'll see

- On Midea, **heating always wins**. If one room is switched to Heat, the other rooms stop.
- A room that has stopped shows -- on its display. Units without a display flash their lights quickly.
- If the first room on is heating, the others can only heat. If it's cooling, the others can do anything except heat.
- This is not a fault. The room starts again once nothing disagrees.



STEP 16

Clear a mode clash

Set the stopped room to the same kind of mode as the others, or switch off the room that's asking for the opposite.

In winter keep every room on Heat. In summer keep them on Cool, Dry or Fan. Avoid **Auto** on several rooms at once, as two rooms on Auto can end up asking for opposite modes.

05 If something goes wrong

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

A room shows offline

- Pull down on the app's home screen to refresh it.
- Check your Wi-Fi and broadband are working on another device.
- Switch the unit off and on at its wall switch, then wait a few minutes.
- Have you changed your Wi-Fi name or password? If so, see step 17.

A room won't connect during set-up

- Start again within 8 minutes of switching the unit on at the wall.
- Stand closer to the unit and the router.
- Check you're using 2.4 GHz Wi-Fi with a name of letters and numbers only.
- If it timed out, run the set-up again from step 4.



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, follow steps 3 to 6 with the new network.

If a room still won't connect, use the help in the app: **Account**, then **Help and Feedback**.



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. The app's **Check** function runs a self-test on the unit.

Look the code up in your unit's **user manual**, which Midea publishes on each product page at mideauk.co.uk. 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.

- [ ] SmartHome downloaded and account made
- [ ] Each room's remote to hand
- [ ] 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
- [ ] Midea's support page saved on your phone

Help from Midea

Midea keep their own help for their app and air conditioners.

Midea UK support: midea.com/uk/support. Customer service is on 0333 900 1101, Monday to Saturday 9am to 6pm, or service_uk@midea.com.

User manuals: on each product page at mideauk.co.uk.

In the app: Account, then Help and Feedback.

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

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