Midea

Smarter

Technical Support Dept.

Oct 2019

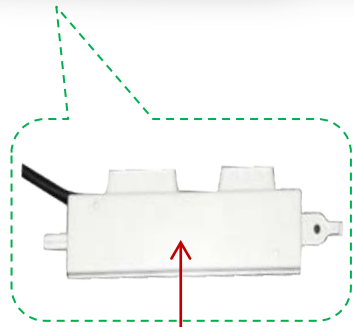New WIFI Control
and
Intelligent Speaker

CONTENTS

/01

Midea WIFI Control

Supporting text here.

When you copy & paste, choose "keep text only" option.
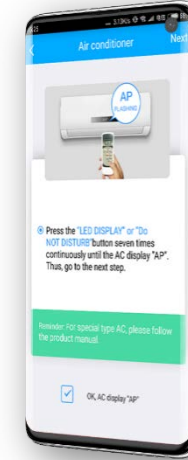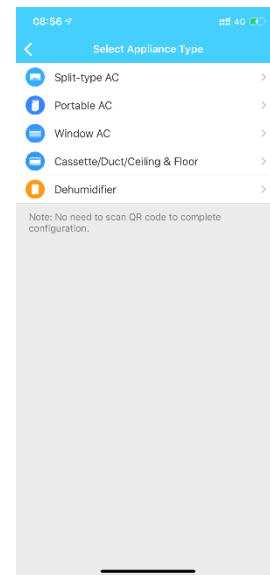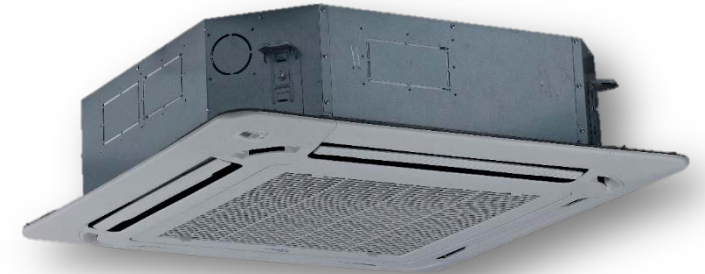
Midea WIFI Control

Control Frame

Wifi Module

Router

Cloud servers & Internet

Midea WIFI Control

More Available Products

Split-type AC
Portable AC
Window AC
Cassette/Duct/Ceiling & Floor
Dehumidifier

Select Appliance Type

Note: No need to scan QR code to complete configuration.
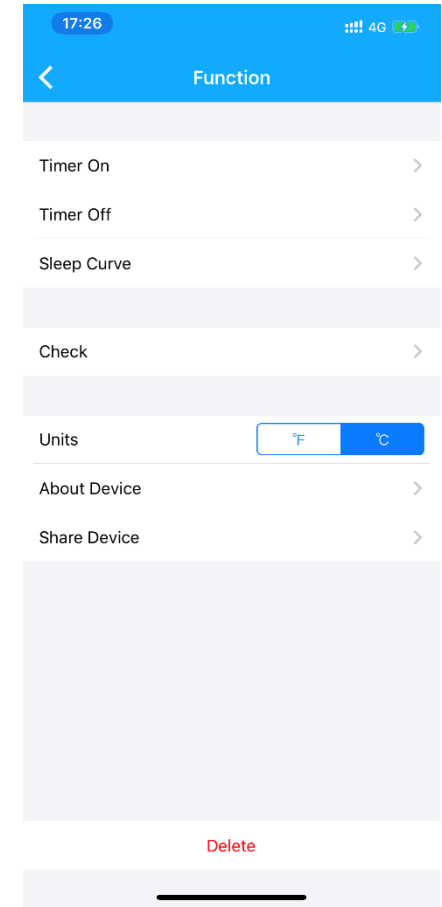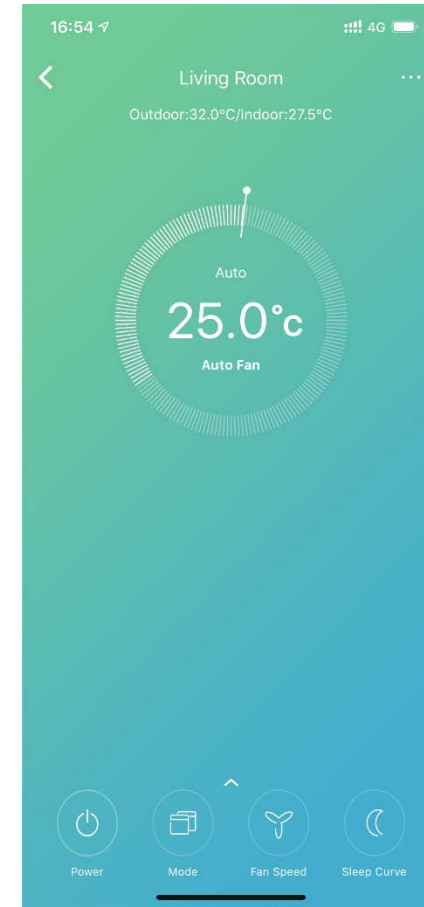
Smart Port

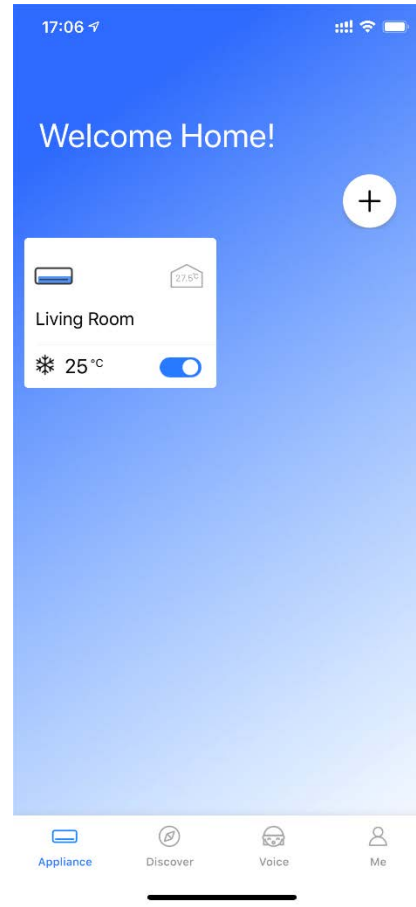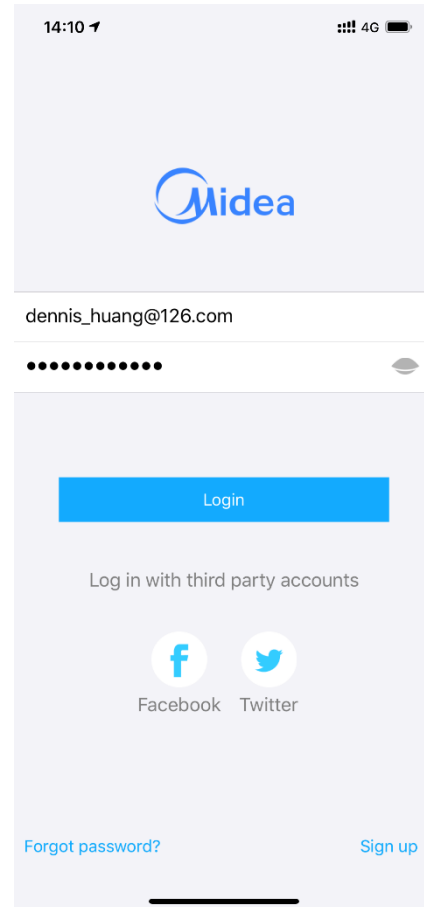Midea Air-conditioning Equipment Co., Ltd.

Midea WIFI Control

New APP Interface

Midea Air

GD Midea Air-Conditioning Equipment Co., Ltd. >

Login screen:
- dennis_huang@126.com
- ●●●●●●●●●●●●
- Login
- Log in with third party accounts
- Facebook   Twitter
- Forgot password?   Sign up

Welcome Home! screen:
- Living Room
- ❄ 25℃
- Appliance   Discover   Voice   Me

Living Room screen:
- Outdoor:32.0℃/Indoor:27.5℃
- Auto
- 25.0℃
- Auto Fan
- Power   Mode   Fan Speed   Sleep Curve

Function screen:
- Timer On >
- Timer Off >
- Sleep Curve >
- Units   ℉ ℃
- About Device >
- Share Device >
- Delete

Midea WIFI Control

Share WIFI A/C to Another User

User 1

User 2

Midea Air-conditioning Equipment Co., Ltd.
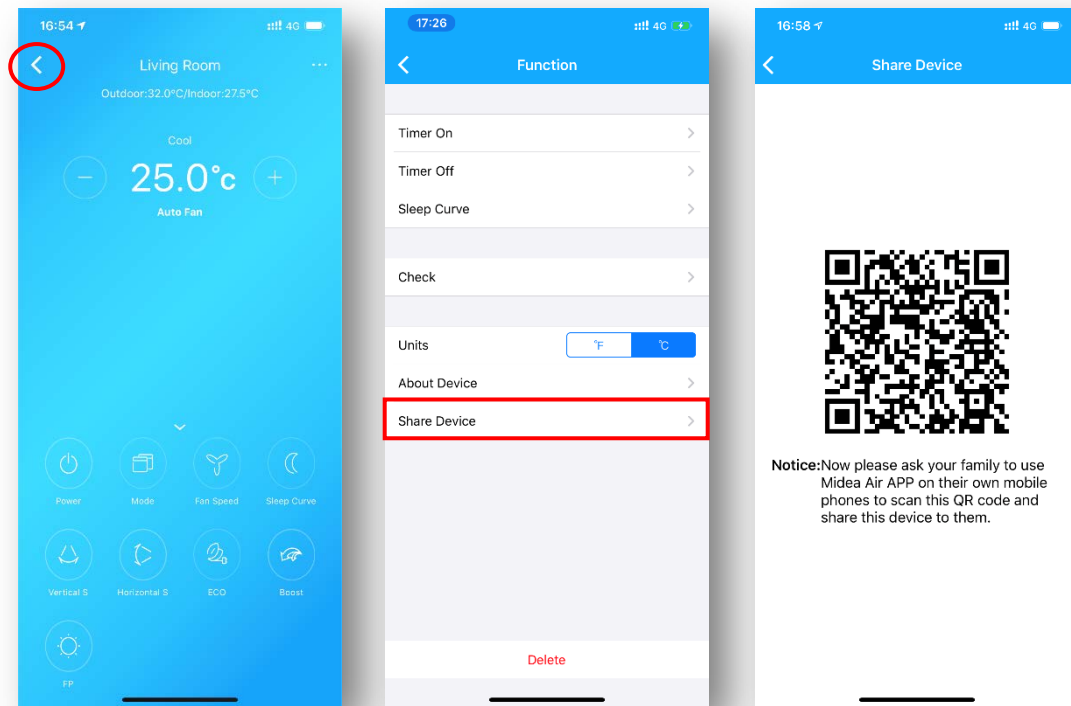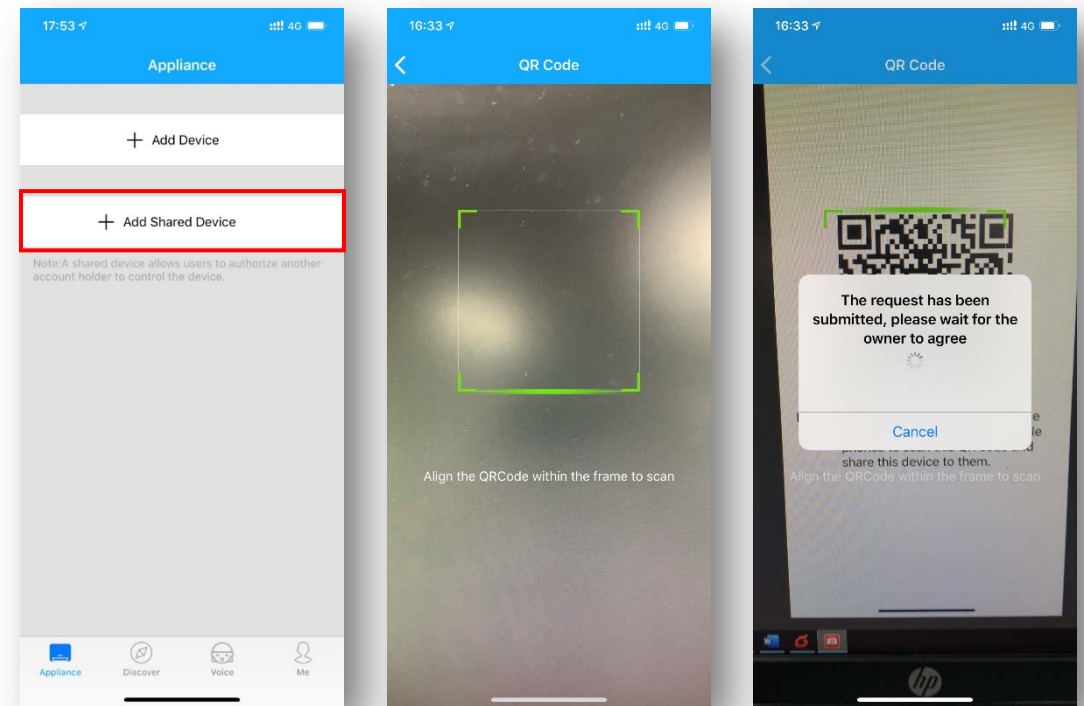
Midea WIFI Control

Voice Assistant

Providing weather information and control of WIFI A/C
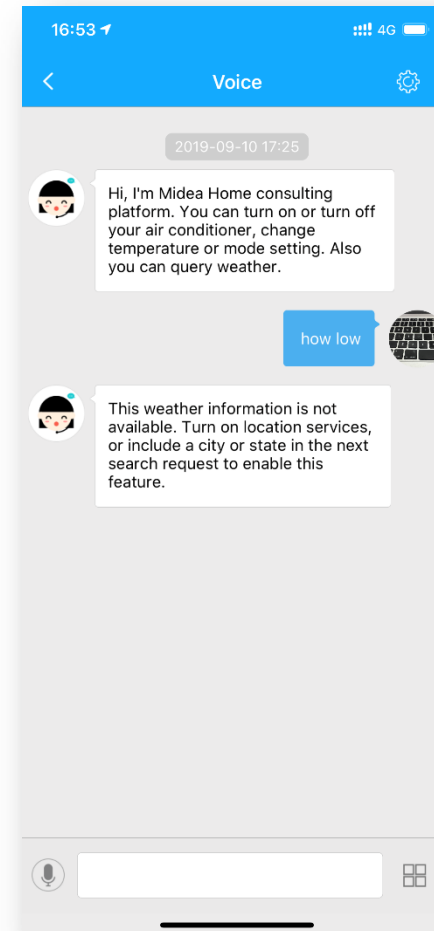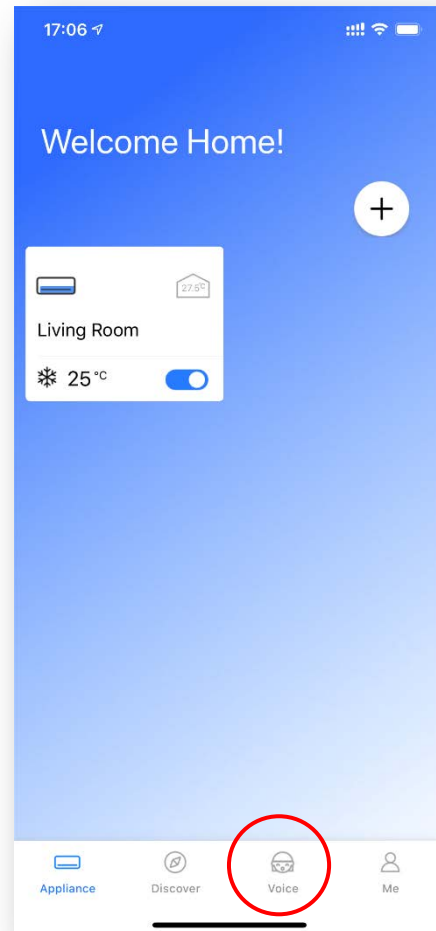
Midea Air-conditioning Equipment Co., Ltd.

Midea WIFI Control

Step by Step Connection Guidance

Screen 1 (08:58 — Split-type AC — Quit)

Power on the device, wait 5 seconds, then click "Next"

Reminder: You must complete all the steps within 8 minutes after the device is powered on, otherwise you need to power it on again!

1 / 4

Next

Screen 2 (08:58 — Split-type AC — Quit)

FLASHING
AP

Press the LED or Do Not Disturb button on the remote 7 times until the device shows "AP" on the display

Reminder: For other models, please refer to product manual

2 / 4

Next

Screen 3 (08:59 — Split-type AC — Quit)

WLAN
net_ac_xxxx

WLAN
net_ac_xxxx

Go to the phone's "WLAN" settings,
use the password "12345678"
to connect to the network "net_ac_xxxx"

Reminder: If "net_ac_xxxx" network is not found on the WLAN, check whether the device is in AP mode. If not, Try again

3 / 4

Next

Screen 4 (16:50 — Split-type AC — Quit)

Please select home Wi-Fi and enter the password

Choose home WiFi

Please enter password!

Note: Only 2.4Ghz networks are supported by this product.

4 / 4

Start Configuration

Screen 5 (16:51 — Connecting)

Connecting phone to Appliance: Done
Configuring appliances: Done
Appliances connecting to Wi-Fi: 3%

Quit

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Midea WIFI Control

Step by Step Connection Guidance

1 Cut-off the power and repower the unit.

2 Then press "LED" button more than 7 times to active AP mode.

*In AP mode, the WIFI module of A/C unit will generate a WIFI signal named as "net_ac_****" .*
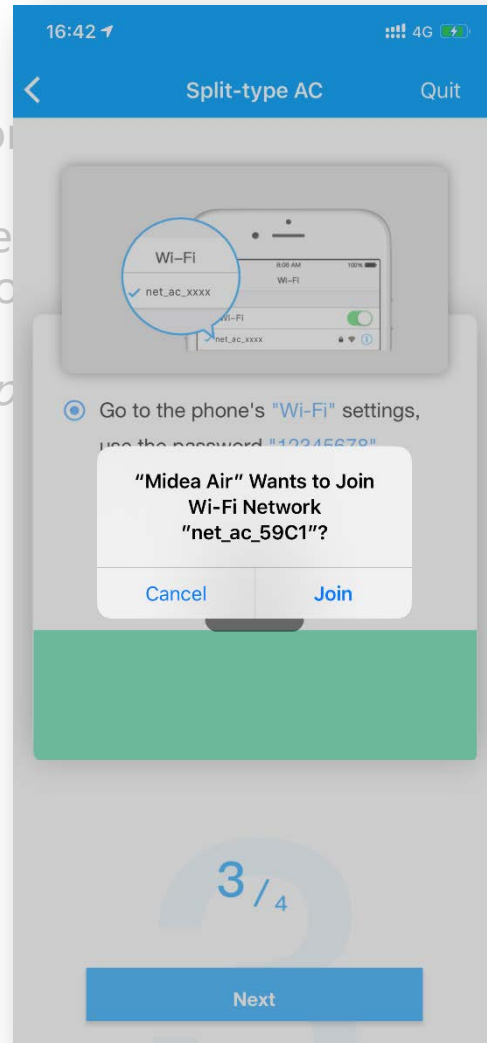
7 Times

Midea Air-conditioning Equipment Co., Ltd.
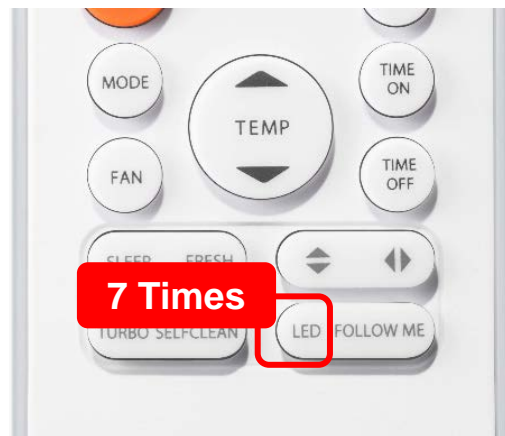
Midea WIFI Control

Step by Step Connection Guidance

3 Make mobile pho... ...nal named as "net_ac_****".

(Users don't nee... ...g of the phone to connect it manually like befo... ...automatically with permission.)

Now the mobile p... ...and display part of A/C unit.
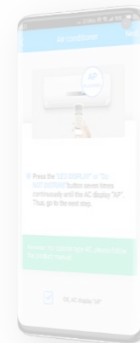
Midea WIFI Control

Step by Step Connection Guidance

4 Use mobile p... hit search and ... IFI router.
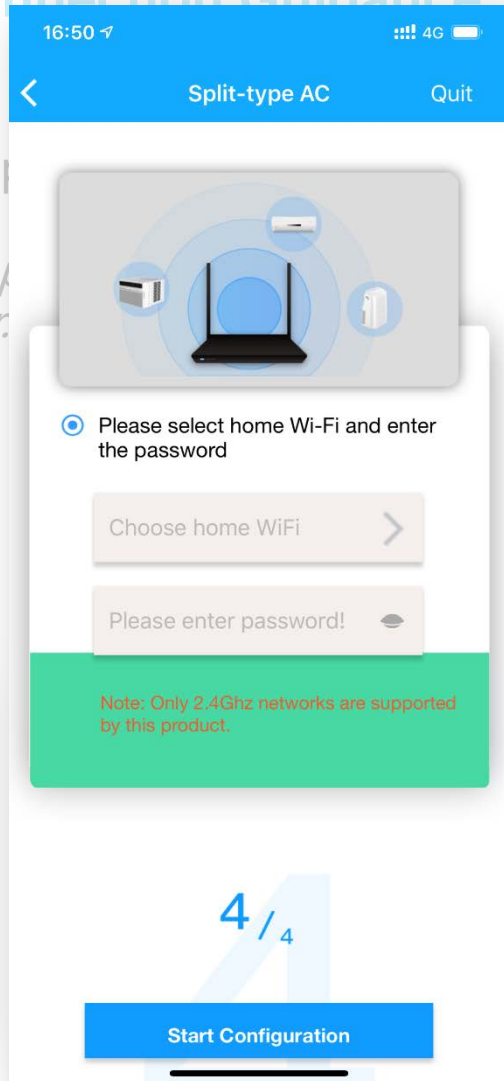
During this p... phone and ... to the same router... ection failure.

Split-type AC Quit

- Please select home Wi-Fi and enter the password

Choose home WiFi >

Please enter password! 👁

Note: Only 2.4Ghz networks are supported by this product.

4 / 4

Start Configuration

Connecting

Connecting phone to Appliance： Done

Configuring appliances： Done

Appliances connecting to Wi-Fi： 3%

Quit
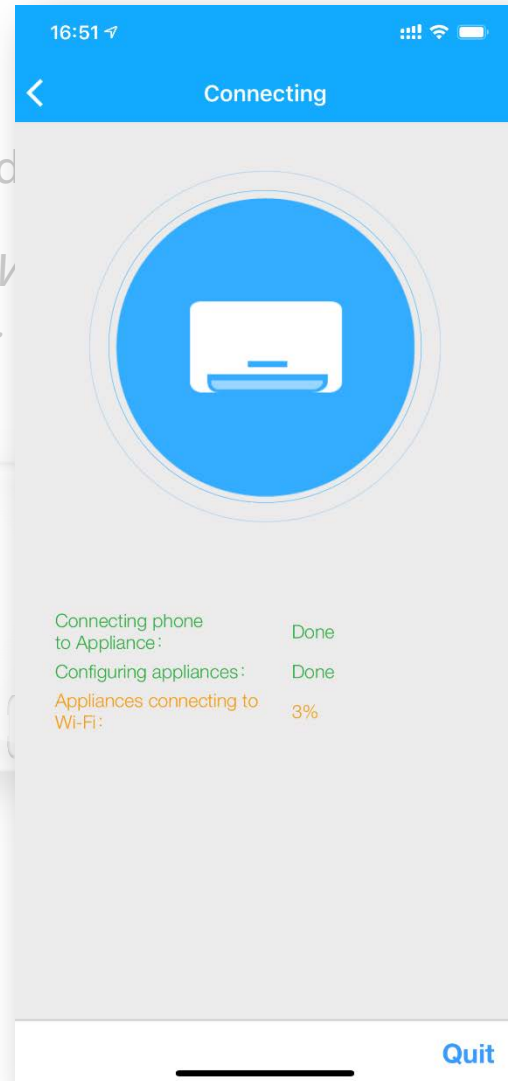
Cloud servers & Internet

Midea WIFI Control

Step by Step Connection Guidance
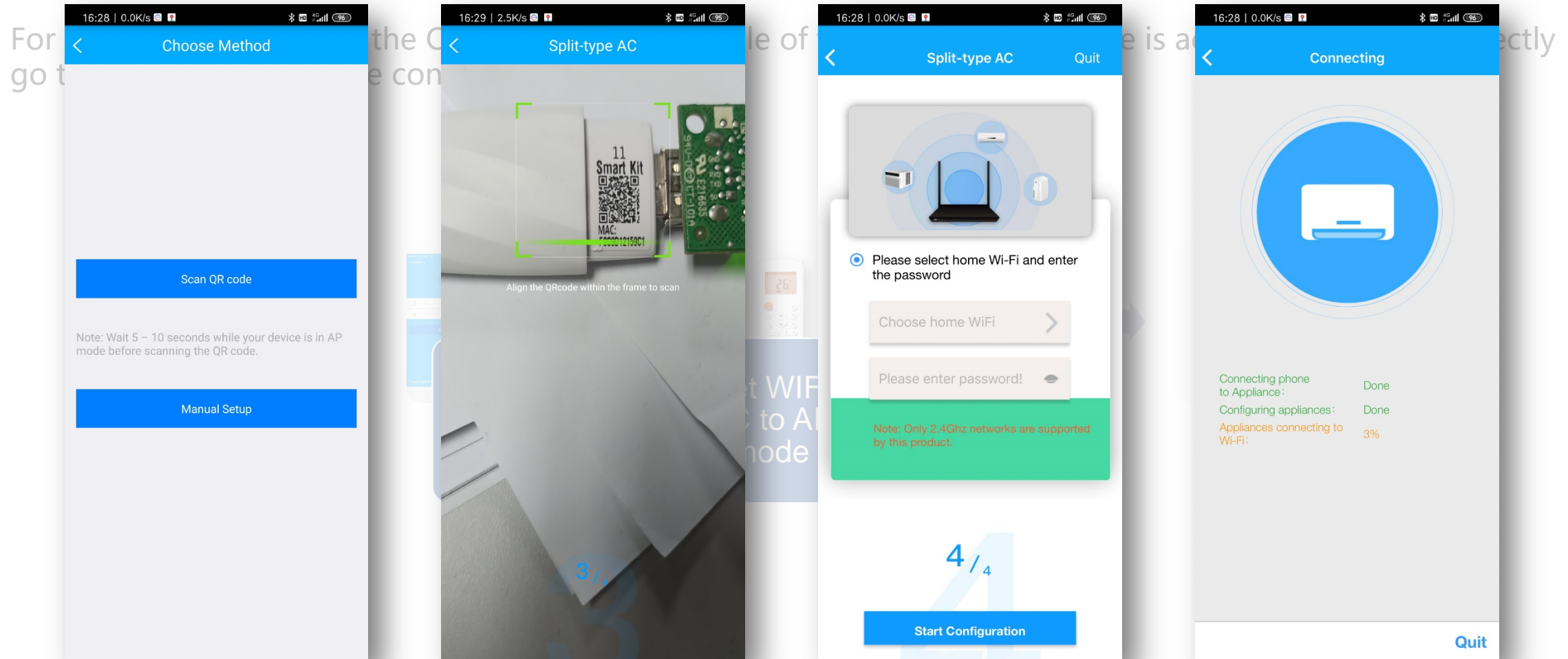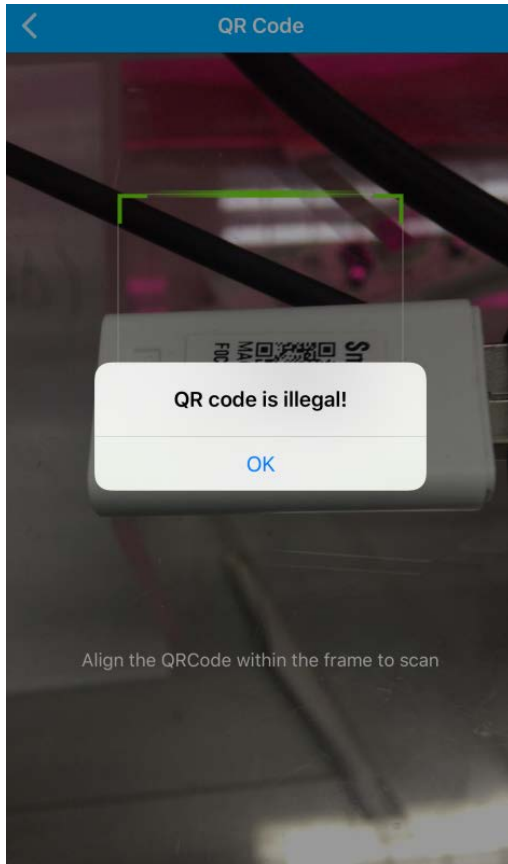
/02

FAQ of WIFI Connection

Supporting text here.

When you copy & paste, choose "keep text only" option.

FAQ of WIFI Connection

Connection Failure

Case 1. When adding a new device, a "QR code is illegal" pops up after scanning.

Possible reasons:

1. The AP mode of the unit is not active.

2. Users might click on "+ Add Shared Device" on the Add Device page and scanned the QR code of the WIFI module, resulting in an error prompt.

3. Android users might scan other QR codes (like download link of WIFI app) rather than the QR codes of WiFi modules.
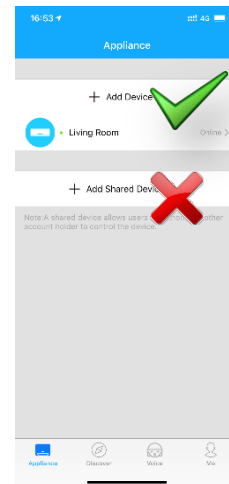
FAQ of WIFI Connection

Connection Failure

Case 2. Android users CANNOT proceed to Step 4 even mobile phone connected with the WIFI named "net_ac_****" in Step 3 .
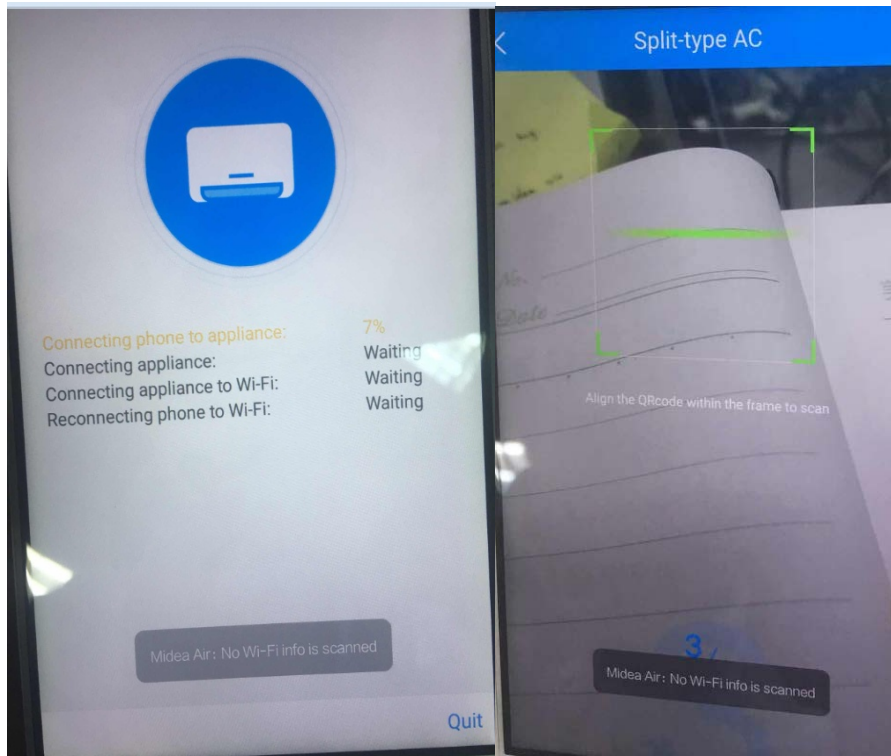
Solutions:

1. Power off the air conditioner, after 5 seconds, reboot the device, and re-operate according to the steps of How to add Device to app.

2. Contact After-sales personnel to replace the WiFi module and try to add device again.
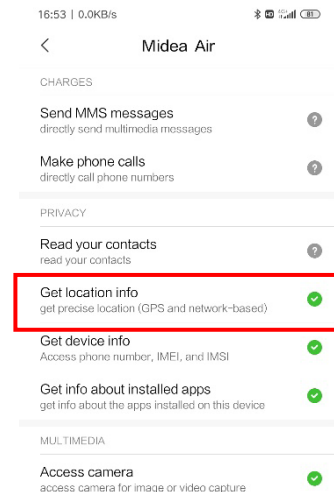
FAQ of WIFI Connection

Connection Failure

Case 3. Android users get error information "no Wi-Fi info is scanned" in Step 1 while scanning the QR code.

Solutions:

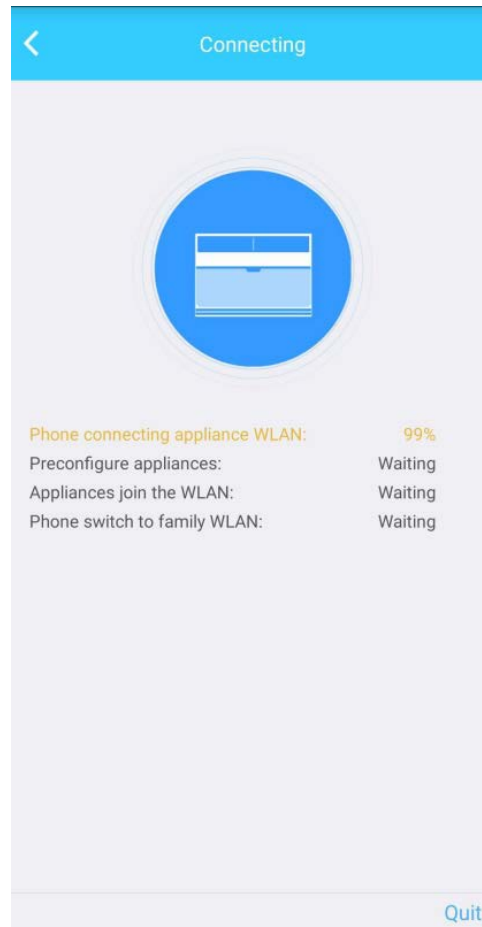1. Please check whether the APP is granted LOCATION permission in setting of the mobile phone.

Settings—Apps—Permissions--Midea Air--Get location info ✅

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FAQ of WIFI Connection

Connection Failure

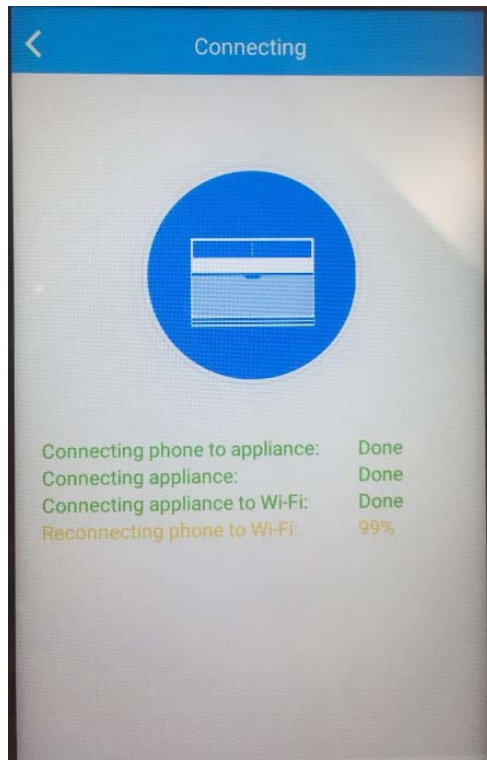**Case 5.** Freezing at 99% of first stage of Step 4 when making the connection.

Solutions:

1. Make sure AP mode of A/C unit is active.

2. Confirm the APP is granted LOCATION permission in setting of the mobile phone.

3. Some mobile phones will automatically switch to other WIFI or connected into internet or data if they find out that the WIFI of AP mode cannot reach internet, which will cause this failure. So keep mobile phone connected with the A/C unit during this process.
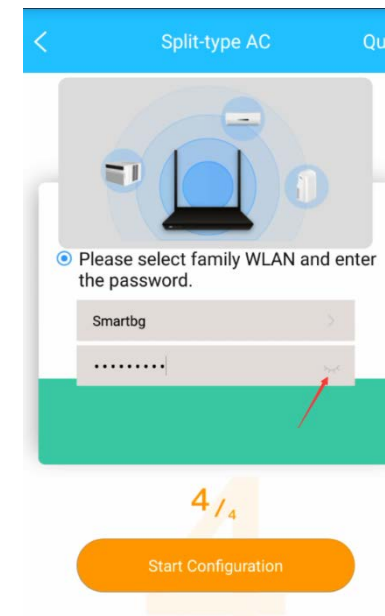
FAQ of WIFI Connection

Connection Failure

Case 6. Freezing at 99% of last stage of Step 4 when making the connection.
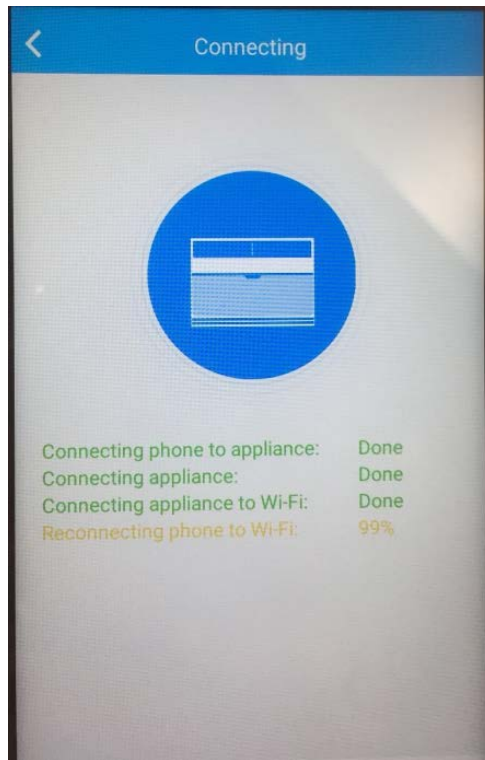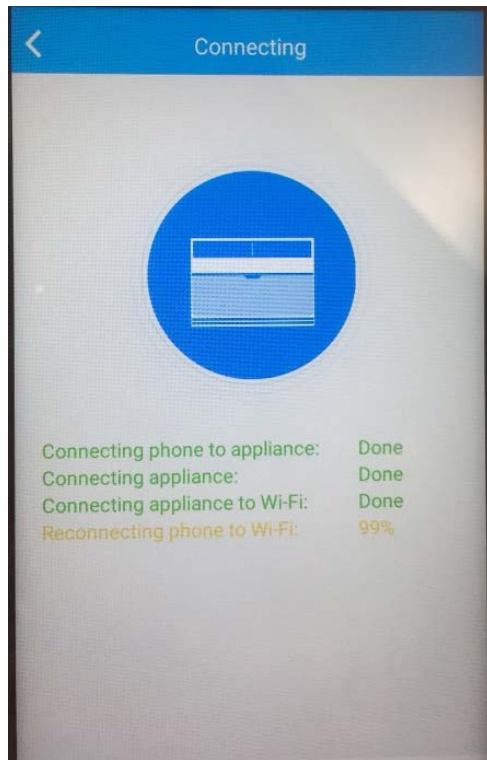

Solutions:

1. Make sure inputted password of the router is right. You can click the eye to show the password while inputting.

FAQ of WIFI Connection

Connection Failure

Case 6. Freezing at 99% of last stage of Step 4 when making the connection.

Solutions:

2. Make sure there is only one available WIFI signal there. The mobile phone will possibly switch to other WIFI which is different from the one that the A/C unit tries to connect if there is more than 1 available WIFI signal, which will cause this failure.

It is recommended to forget other WIFI connection of the mobile phone except for the one that the A/C unit tries to connect.

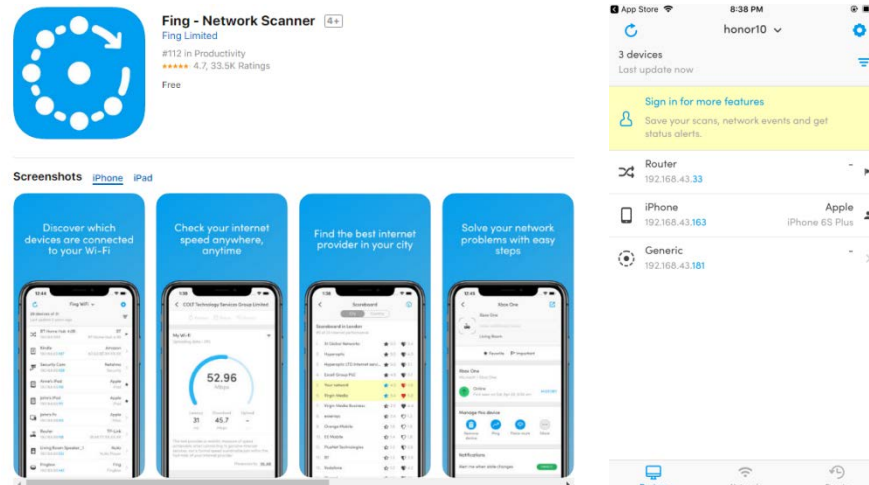# FAQ of WIFI Connection

Connection Failure

Case 6. Freezing at 99% of last stage of Step 4 when making the connection.

Solutions:

3. If there is timeout information and jumping to another page, the possible reason is that there are too many devices connected to the router or WIFI signal is too bad.
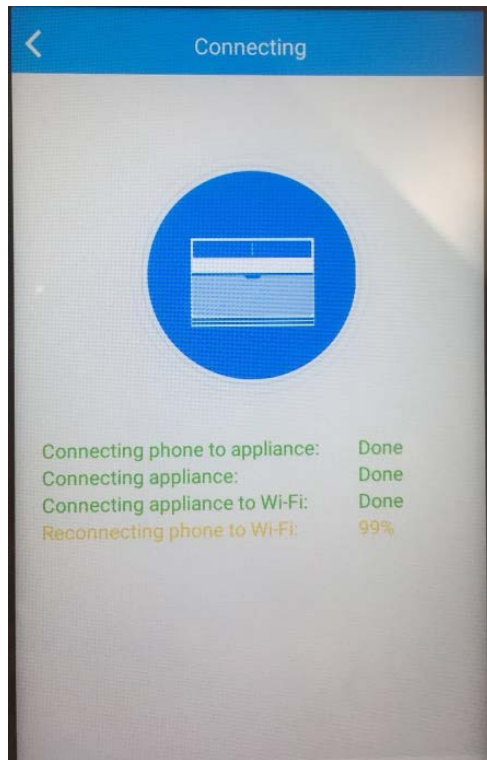
You can get into router management platform or download Fing-Network Scanner to check how many devices are connected to the router.

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FAQ of WIFI Connection

Connection Failure

Case 6. Freezing at 99% of last stage of Step 4 when making the connection.

Solutions:

4. There may be multiple routers with the same WIFI ID and password. The A/C unit and mobile phone are connected to different router.

You can download WiFi Analyzer to check if there are more than 1 router sending out the WIFI signal with same name.
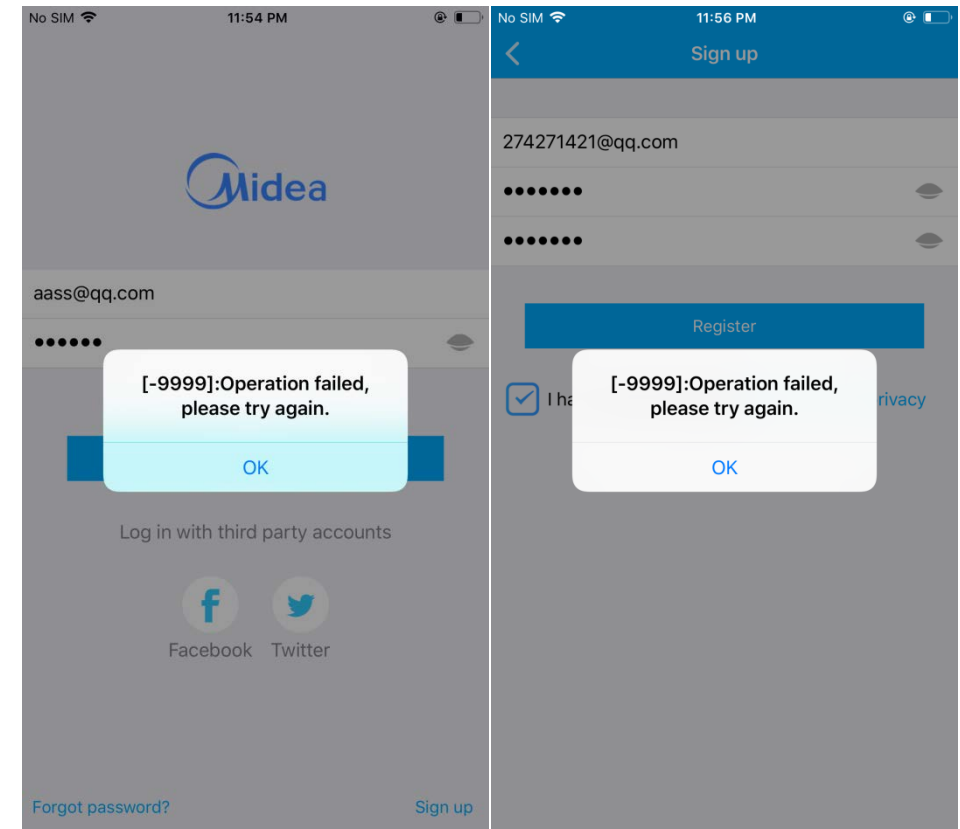
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FAQ of WIFI Connection

APP Problems

Case 1. Failure when register or login, error code: -9999.

Solutions:

1. Check the internet connection.

2. Go to the APP management page of mobile phone and grant the permission of WLAN.

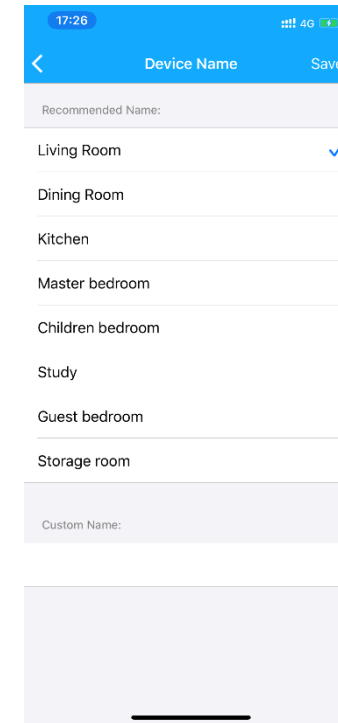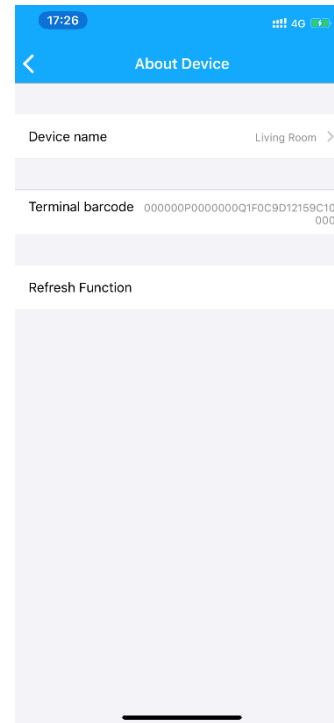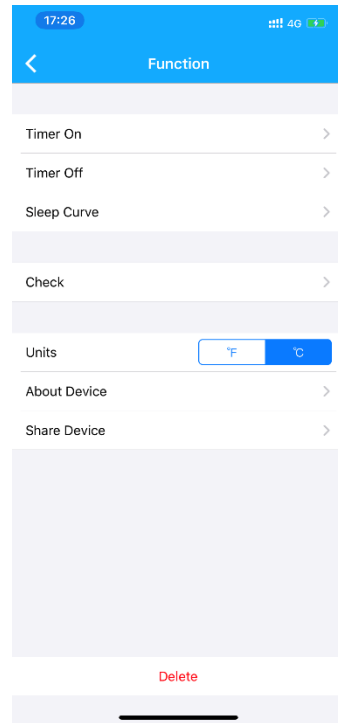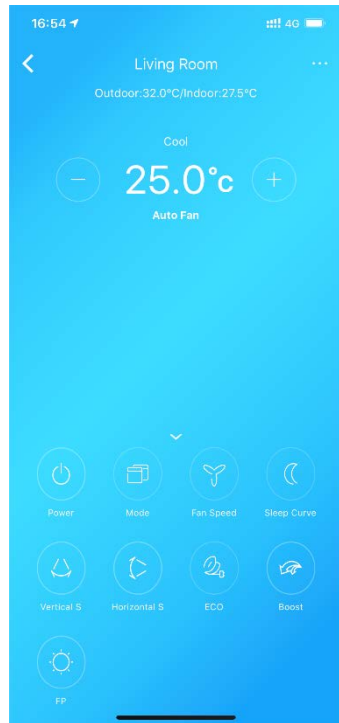If the error repeats, uninstall the app and re-install it again.

FAQ of WIFI Connection

APP problems

Case 2. Modifying the A/C name.

Solutions:

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FAQ of WIFI Connection

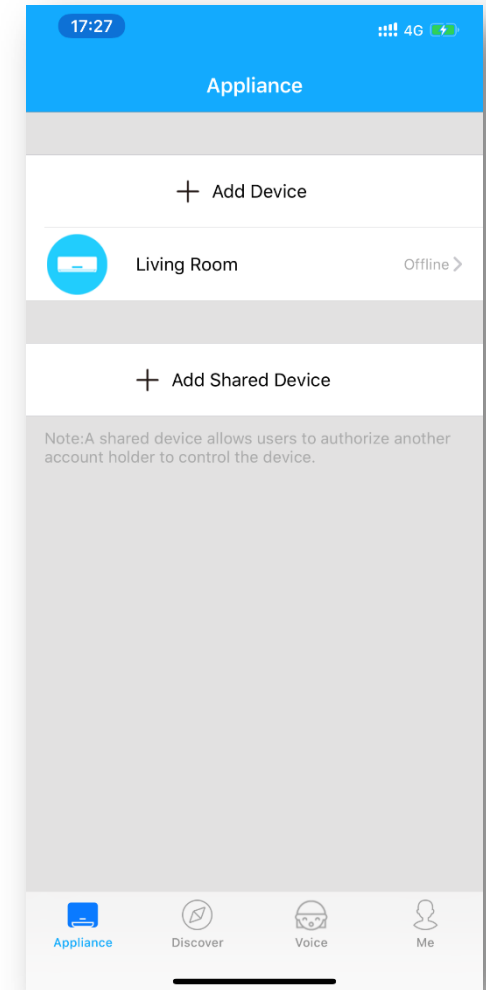## APP problems

Case 3. Why the A/C is offline?

Solutions:

1. Please check if the A/C unit is electrified.

2. Please check if the A/C unit is connected with the home router and make sure the SSID and password of home router never changed.

3. If the internet connection is OK, make sure there is no such situation that too many devices connected to the home router.

Make the A/C unit connect to the home router again.

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FAQ of WIFI Connection

APP problems

Case 3. Why the A/C disappears?

Solutions:

1. It maybe the internet connection problem. Pull down the page to refresh serve data.

2. Other user bonded this A/C, so it will disappear from current user's device list.

3. If the shared device disappears, the user sharing it has deleted it or it is bonded to other user.

Midea Air-conditioning Equipment Co., Ltd.
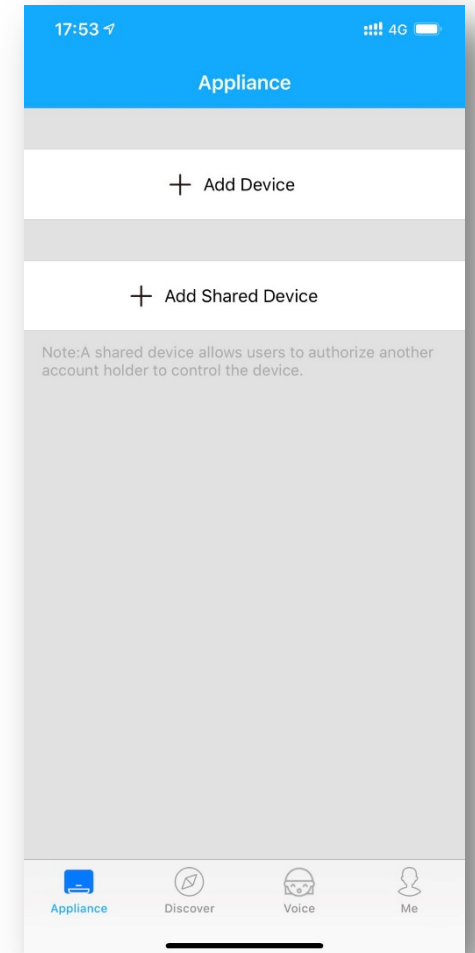
FAQ of WIFI Connection

APP problems

Case 4. Why the mobile phone screen is black when trying to scan the QR code?

Solutions:

1. The APP doesn't get the permission of camera, please grant it.

Case 5. Why there is no WIFI named as "net_ac_****" after AP mode is active?

Solutions:

1. Cut off the power and re-power the A/C unit again in 2 minutes and set AP mode.

2. If P7 error code shows, it could be the connection problem or inner problem of WIFI module, please contact after-service team to check or replace it.

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FAQ of WIFI Connection

APP problems

Case 6. Why there is no any response while scanning the QR code?

Solutions:

1. Try to adjust the angle or distance while scanning.

2. If the QR code is damaged, try to use "Manual Setup". Go the WLAN setting of mobile phone and connect the WIFI named as "net_ac_****" and the password is "12345678".
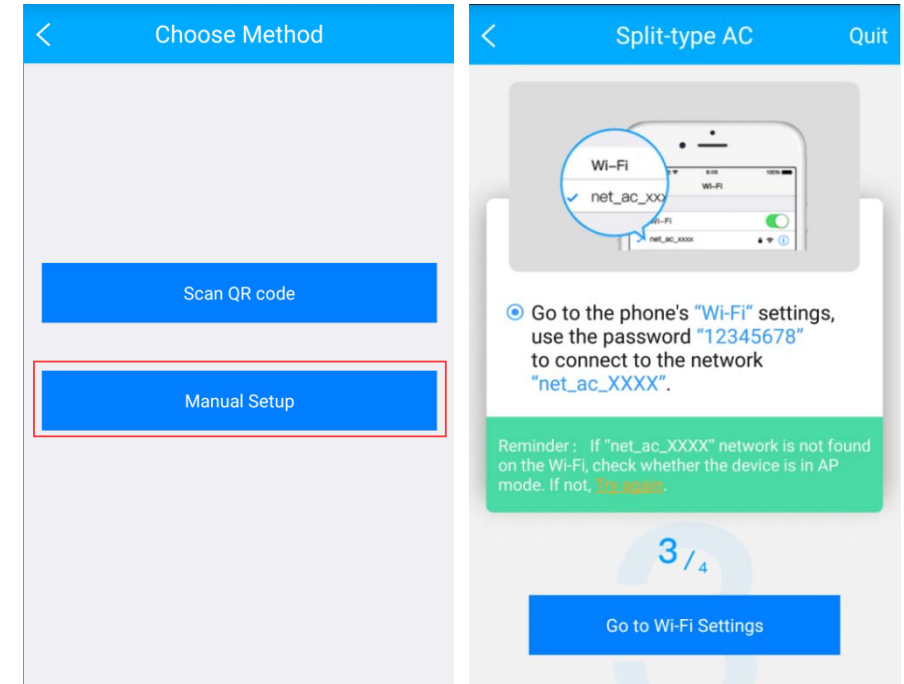
FAQ of WIFI Connection

APP problems

Case 7. Why there is no AP displayed after "LED" button is pressed 7 times?

Solutions:

1. Press LED button once more to turn on display, meanwhile check the WLAN setting of phone if there is the WIFI named as "net_ac_****" .

2. If the WIFI signal is there, the display board may have problem or POWER button was pressed after AP mode is active.

   If the WIFI signal isn't there, pull out the WIFI module and plug it in again after cut off the power of A/C unit and try again. Or the WIFI module is broken.

FAQ of WIFI Connection

APP problems

Case 7. Why some functions of A/C unit are available in the remote controller but not in the APP?

Solutions:

1. After making A/C unit connect to the WIFI, there is a function information for your choice when you press the device first time. When you made the choice, the functions will upload to the serve. But some old models don't have this function or uploading failure will cause the problem.

2. You can refresh the function uploading according to following steps.

Midea Air-conditioning Equipment Co., Ltd.
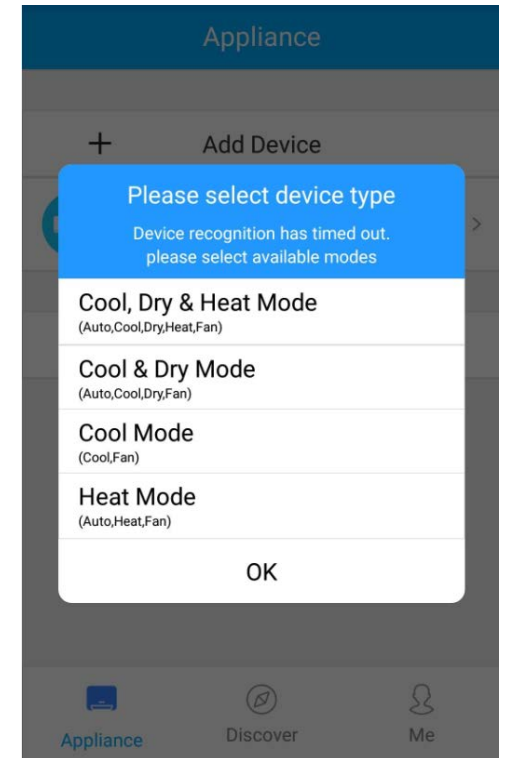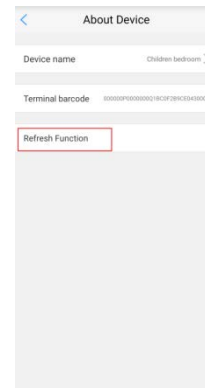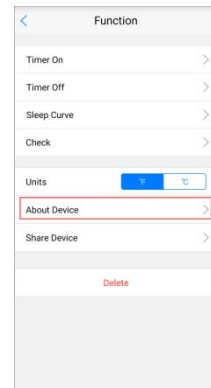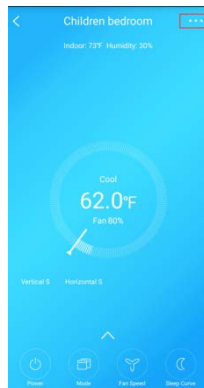
FAQ of WIFI Connection

APP problems

Case 7. APP crash when start.

Solutions:

1. Quit the APP completely (delete the background program) and restart.

2. Uninstall the app and reinstall it from App Store or Google Play and try again.

3. Try other mobile phone. Some phone with very old OS may cause crash problem. The APP is available for Android 4.0 or iOS 8.0 or later version.

FAQ of WIFI Connection

APP problems

Case 7. How to share the A/C device to other user?

Solutions:

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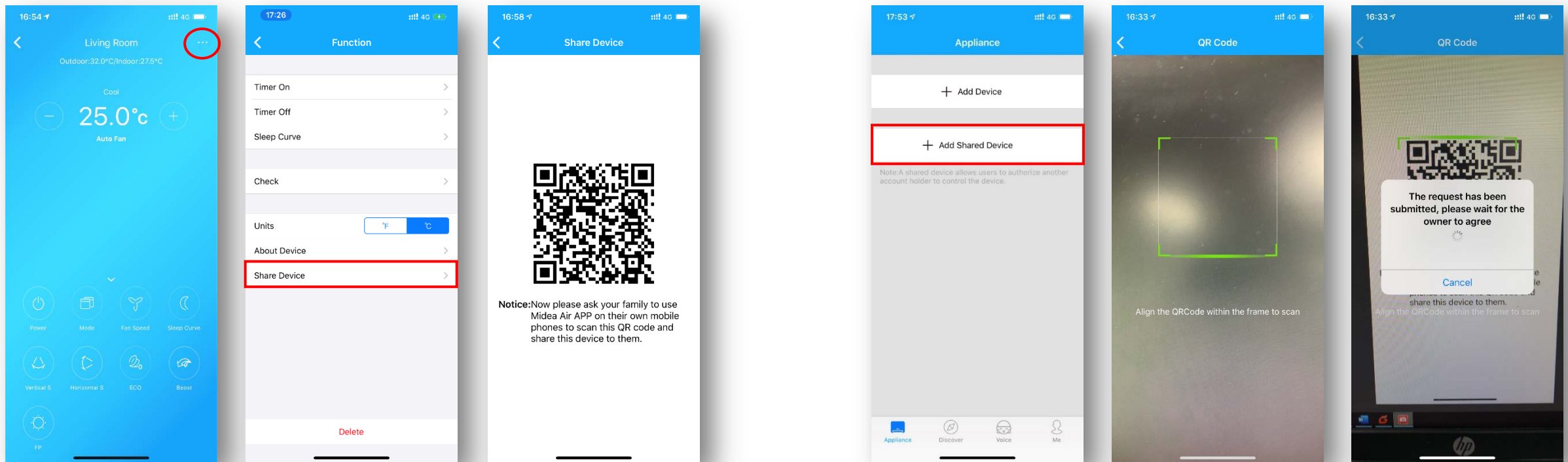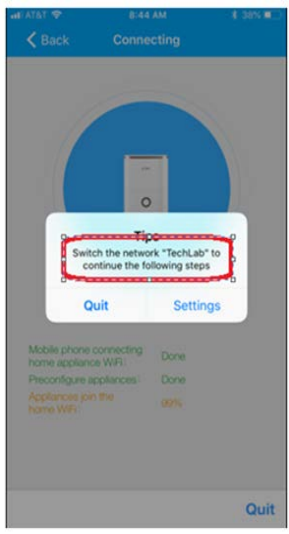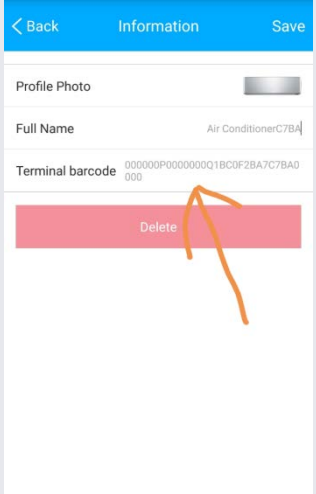
FAQ of WIFI Connection

If problem cannot be solved

Feedback necessary information to us

Time	Location	User Name	Problem Description	With pictures or Video	AC Model / Barcode	APP name / Version	Phone Type / OS version	Terminal Barcode
18-02-12 18:12	US	zhfmtr@gmail.com	Tip 4042 code Do not operate for a period of time. After entering, it will prompt Error Code.		DF6-AC 837489194343	Midea Air 1.2.1	iPhone 6 SP IOS 11.3	

/03 WIFI Control and Intelligent Speakers

How to use Echo and Google Home to Control

WIFI Control and Intelligent Speakers

In November, 2014, Amazon presented a whole new intelligent speaker Echo which integrated voice interaction
There are 2 types of Amazon speakers till now, **Echo** and **Echo Show**. Call Echo/Amazon/Alexa to wake them up.

Smart Home Skill: User can control air-conditioners directly without wake up special skill. But only On/Off, mode, temperature and fan speed. **A certificate will be issued by Amazon, and all features are limited. Custom skill: Extended Features are supported without Amazon certification.** Users have to wake up the custom skill (Midea Air/Nethome Plus) to control air-conditioners.

WIFI Control and Intelligent Speakers

Google published its own intelligent speaker Google Home integrated voice interaction on Oct 5th, 2016.

The control of air-conditioner is almost same as Echo, but the wake up directive is "Ok, google" .

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WIFI Control and Intelligent Speakers

Legend:
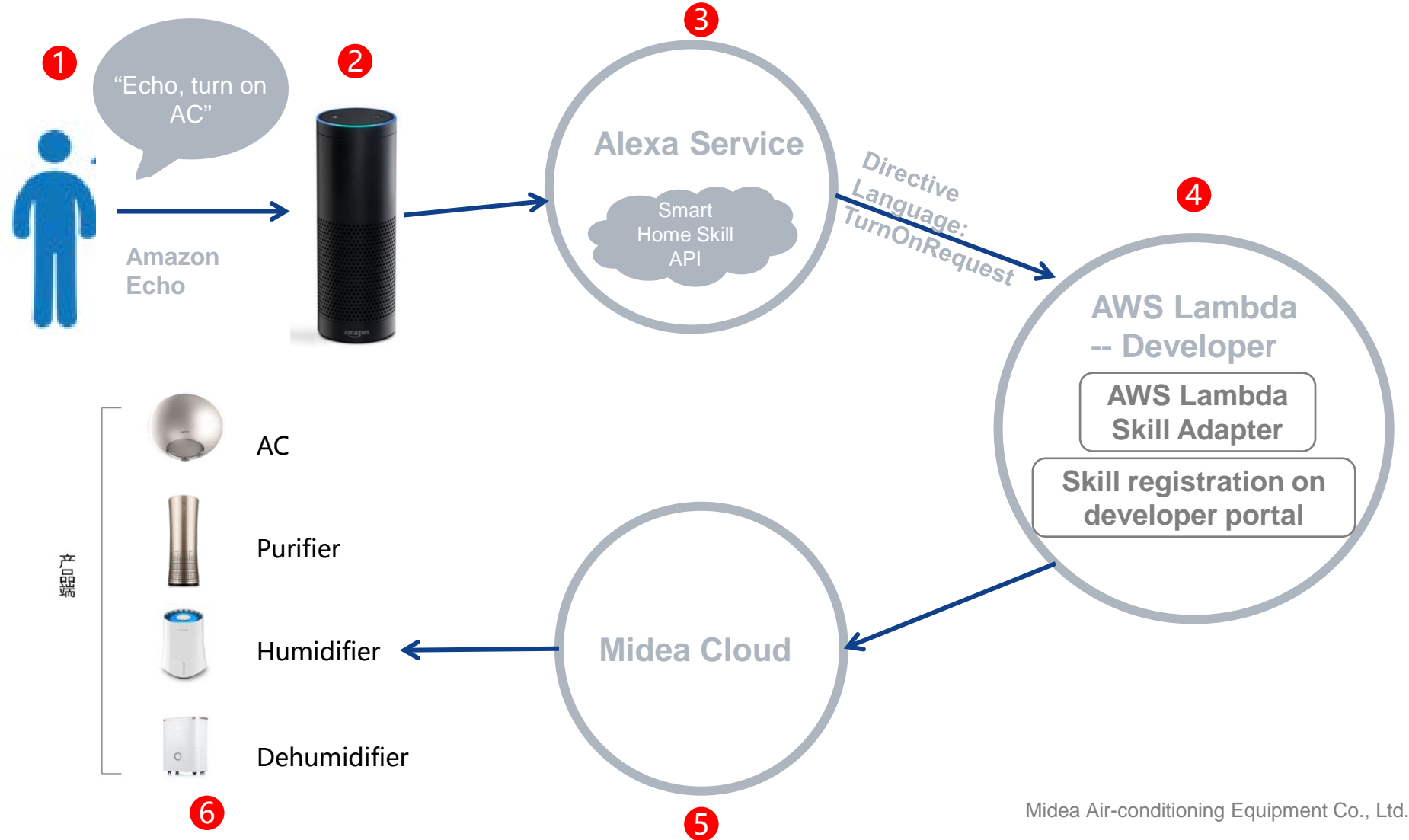
1. Voice input
2. ECHO Alexa
3. Alexa Service
4. AWS Lambda
5. Midea Cloud
6. Midea Products

Diagram labels:

① "Echo, turn on AC"

② Amazon Echo

③ Alexa Service — Smart Home Skill API

Directive Language: TurnOnRequest

④ AWS Lambda -- Developer — AWS Lambda Skill Adapter — Skill registration on developer portal

⑤ Midea Cloud

⑥ Products: AC, Purifier, Humidifier, Dehumidifier （产品端）

WIFI Control and Intelligent Speakers

amazon echo

1. Download Midea Air (or Nethome Plus) and Amazon Alexa app from App Store or Google Play.
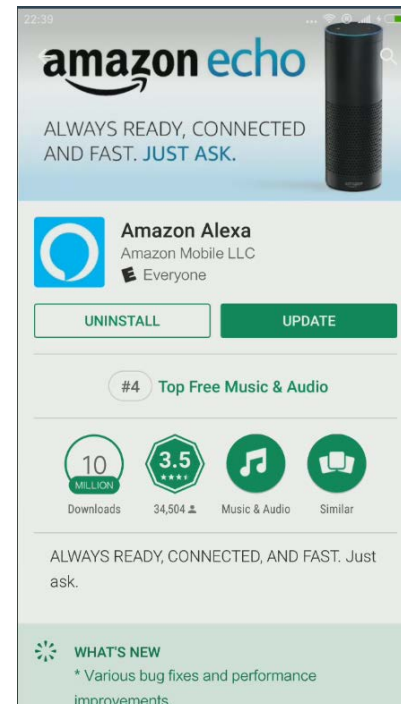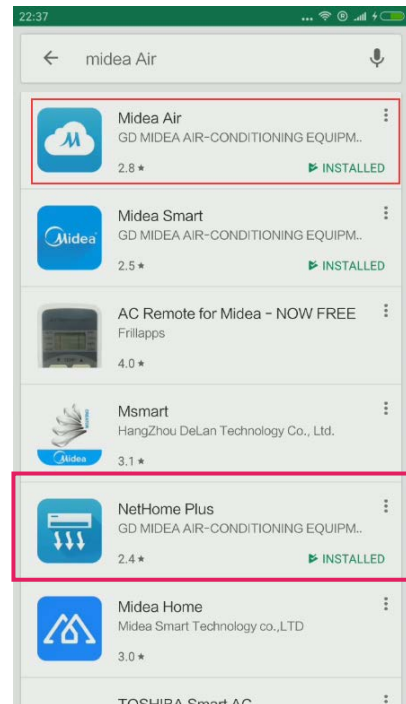
2. Connect the air-conditioner to internet via Midea Air app according to the prompts.

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WIFI Control and Intelligent Speakers

3. Configure your Echo speaker via Alexa app according to the prompts.

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3. Configure your Echo speaker via Alexa app according to the prompts.

Press and hold POWER button to AP mode

Listen to the voice prompts
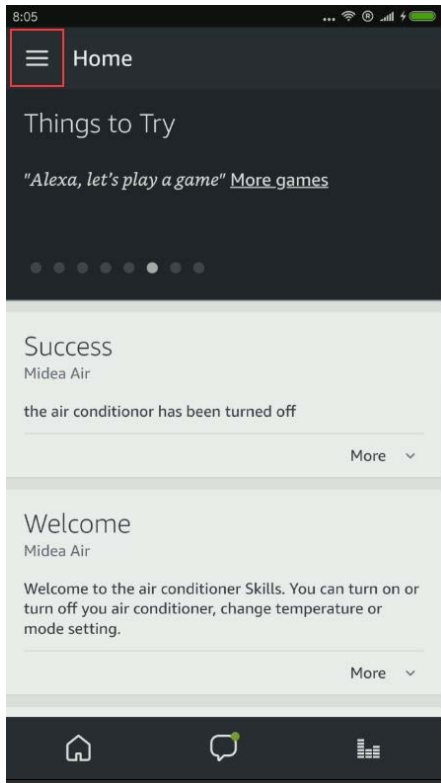
Midea Air-conditioning Equipment Co., Ltd.
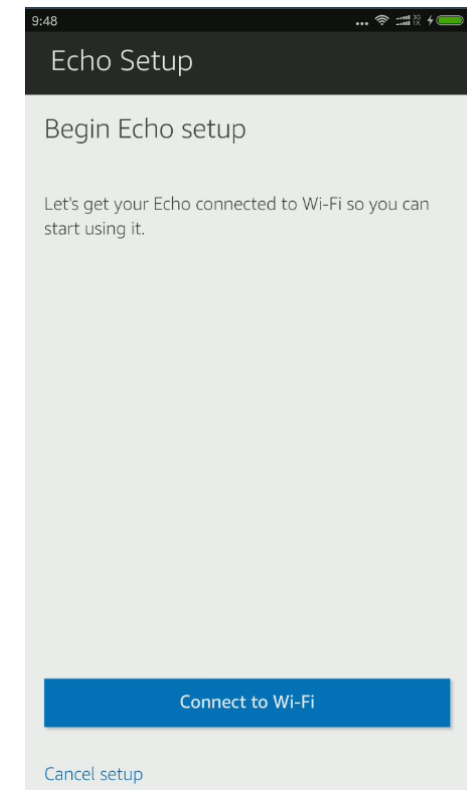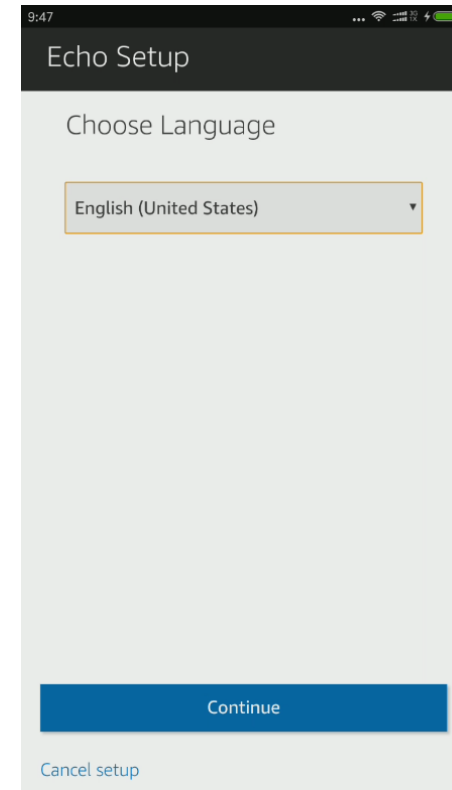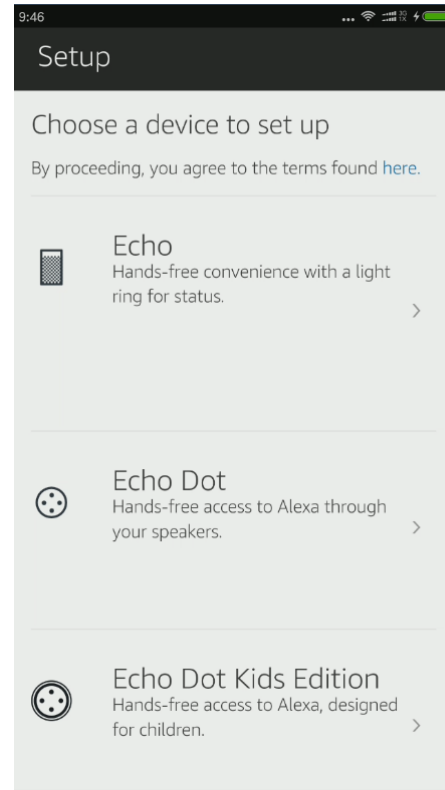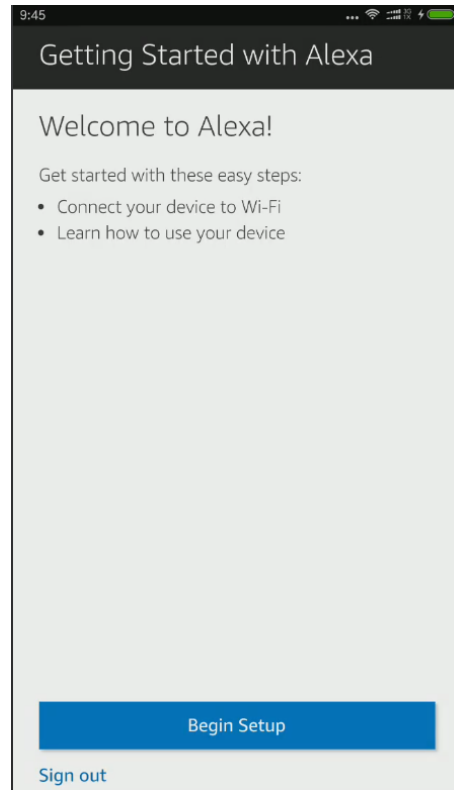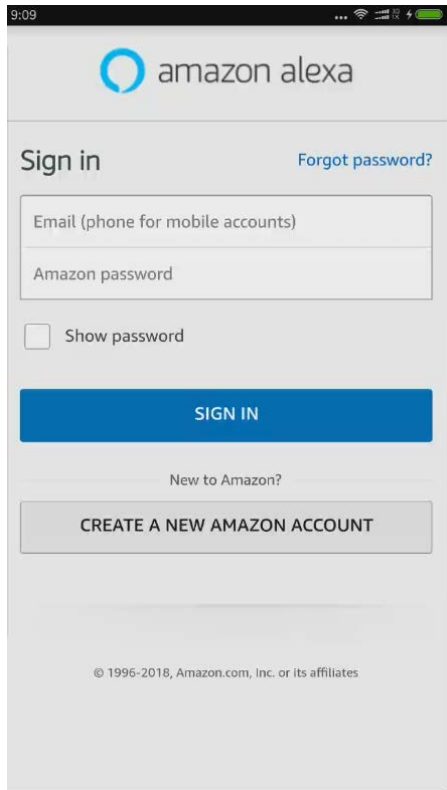
WIFI Control and Intelligent Speakers

amazon echo

3. Configure your Echo speaker via Alexa app according to the prompts.
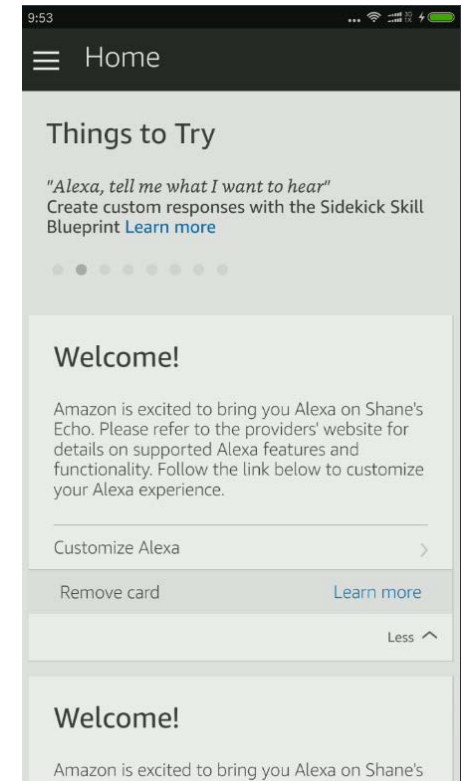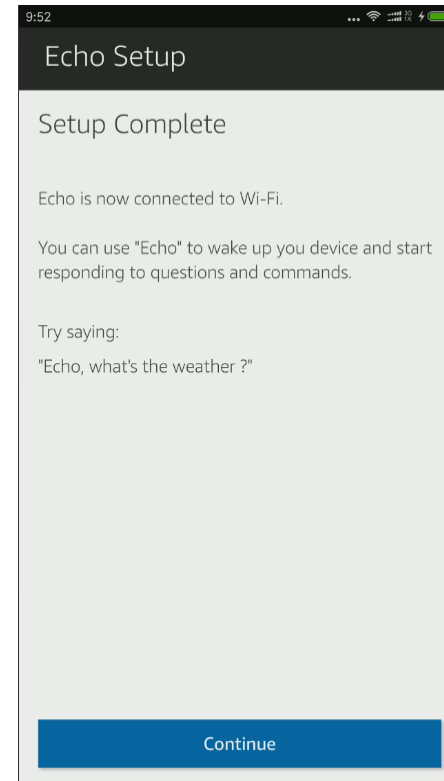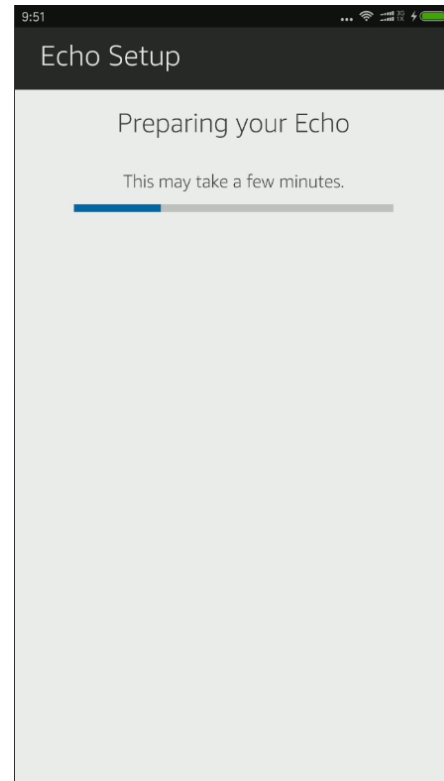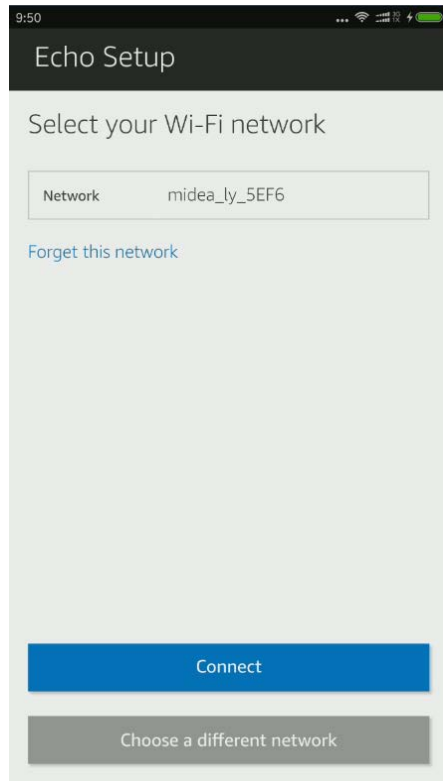
WIFI Control and Intelligent Speakers

4. Configure Midea Air Skill.
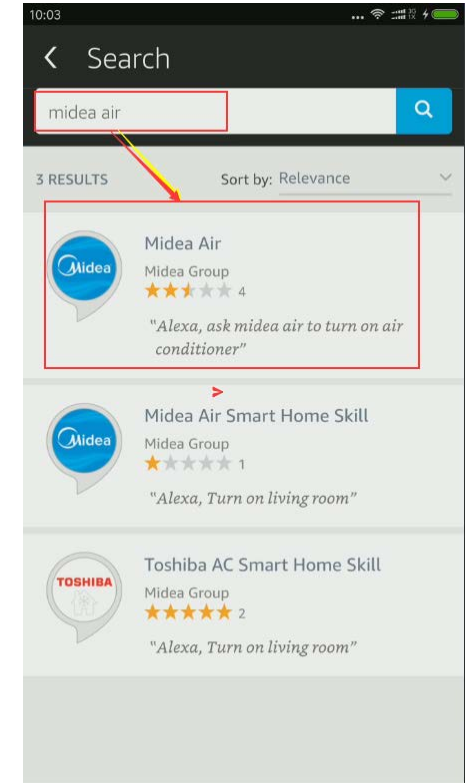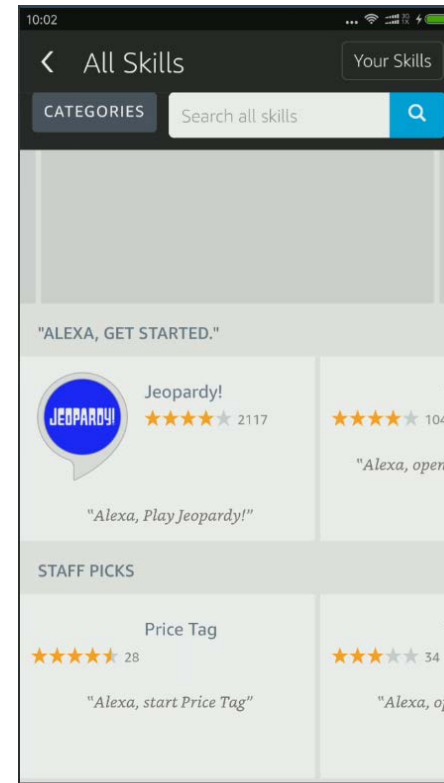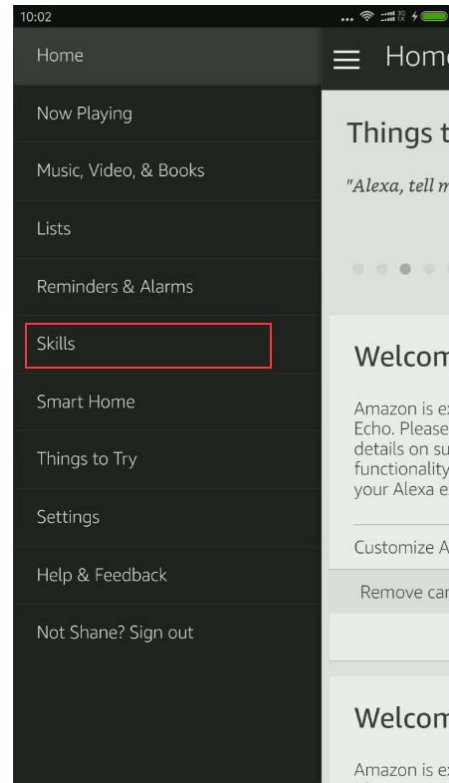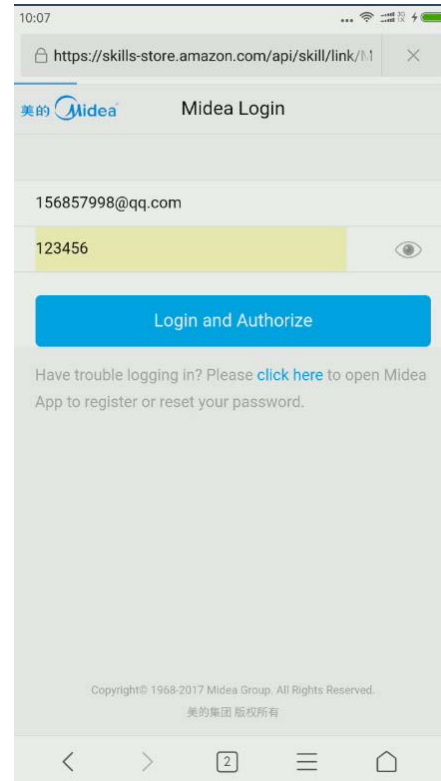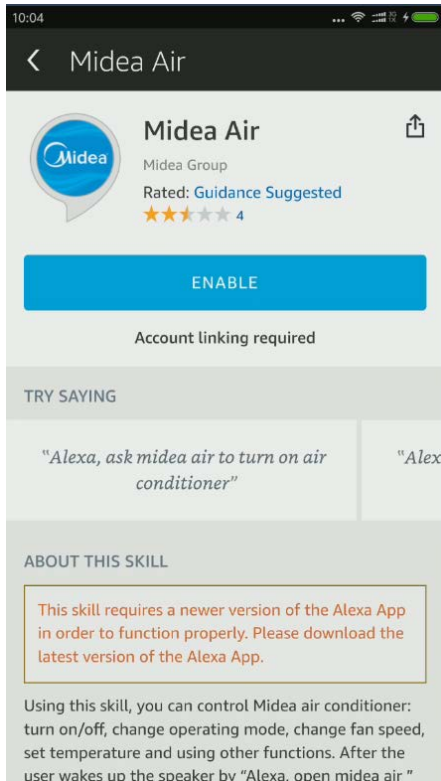
Midea Air-conditioning Equipment Co., Ltd.

4. Configure Midea Air Skill.

Midea Air-conditioning Equipment Co., Ltd.

WIFI Control and Intelligent Speakers

amazon echo
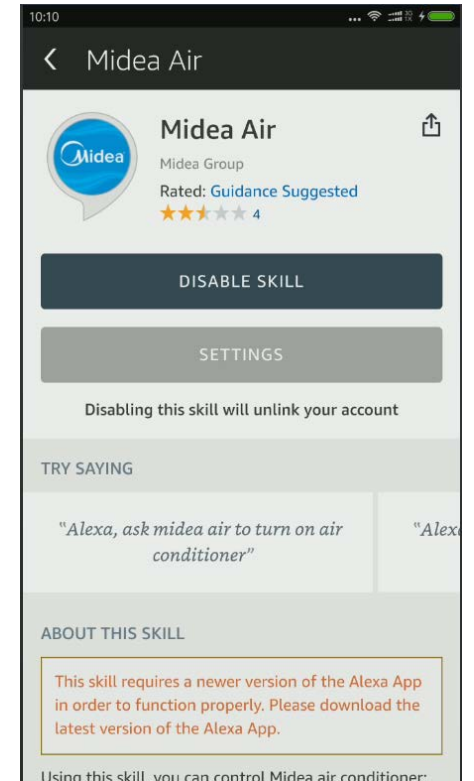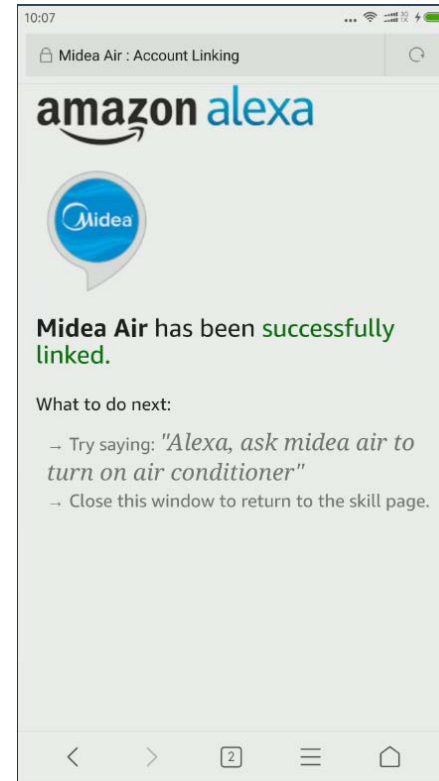
5. Voice command

Function	Parameter	Command
On/off	Turn on	Echo, turn on the air conditioner
	Turn off	Echo, turn off the air conditioner
Temperature setting	62°F	Echo, set air conditioner to 62 degrees
	63°F	Echo, set air conditioner to 63 degrees
	86°F	Echo, set air conditioner to 86 degrees
	17°C	Echo, set air conditioner to 17 degrees
	29°C	Echo, set air conditioner to 29 degrees
	30°C	Echo, set air conditioner to 30 degrees
Mode setting	Cool	Echo, set air conditioner to cool mode
	Heat	Echo, set air conditioner to heat mode
	ECO	Echo, set air conditioner to ECO mode

WIFI Control and Intelligent Speakers

Google Home

1. Download Midea Air (or Nethome Plus), Google Home and Google Assistant app from Google Play.
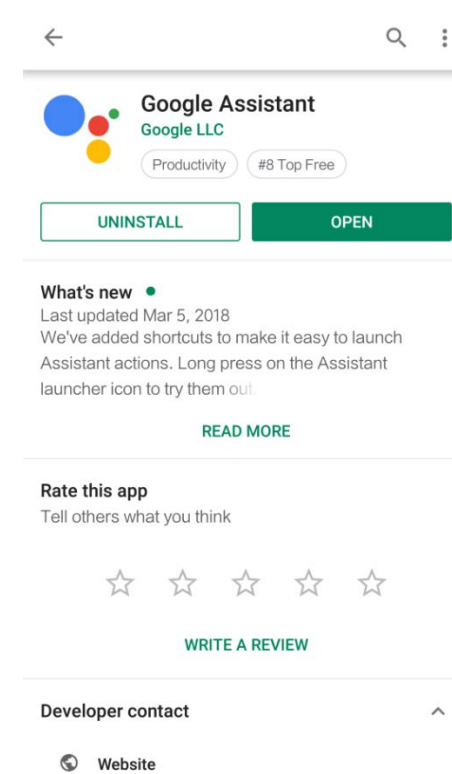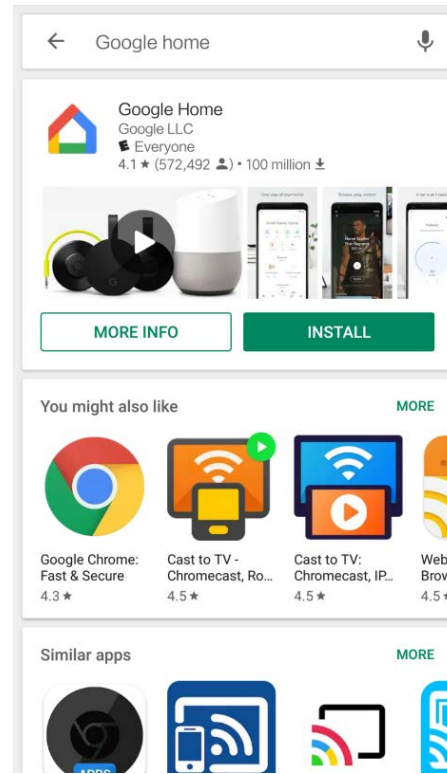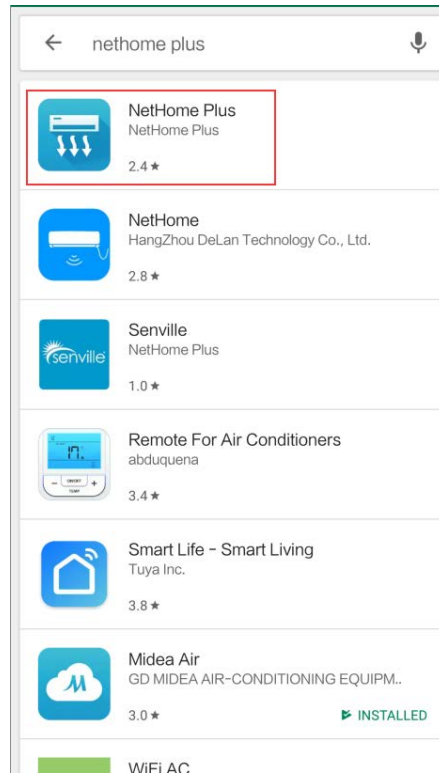
2. Connect the air-conditioner to internet via Midea Air (or Nethome Plus) app according to the prompts.

WIFI Control and Intelligent Speakers

Google Home

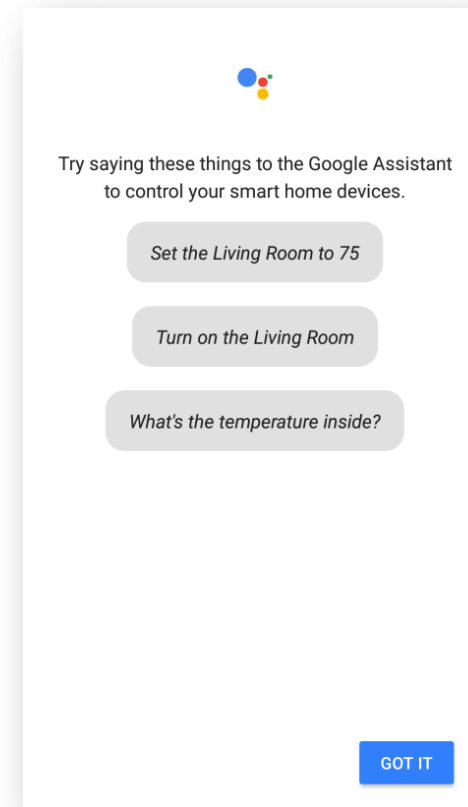3. Configure your Google Home speaker via app according to the prompts.
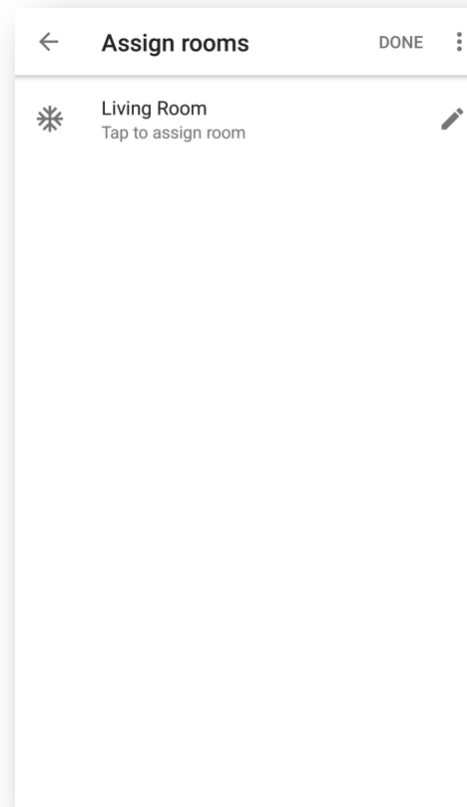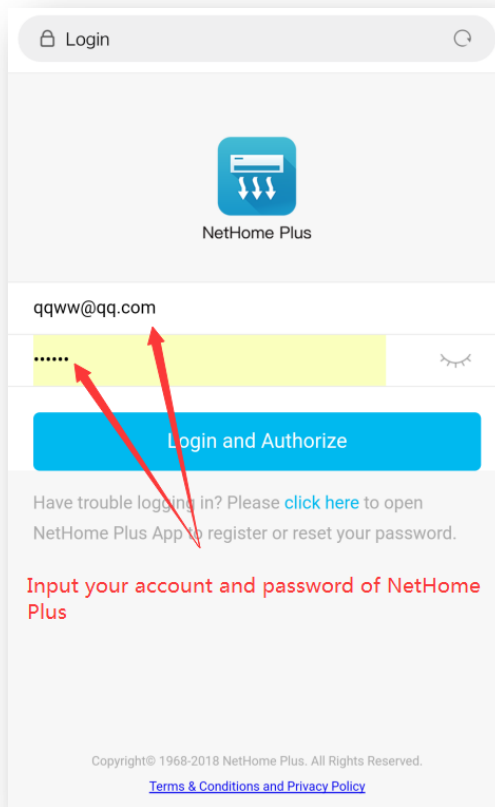
4. Link Nethome Plus to Google Home

Midea Air-conditioning Equipment Co., Ltd.
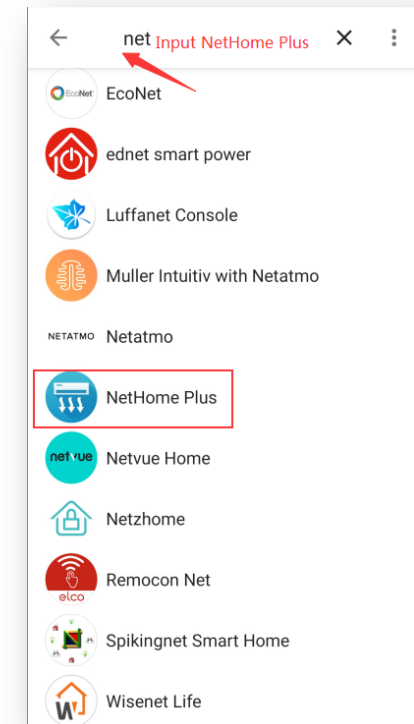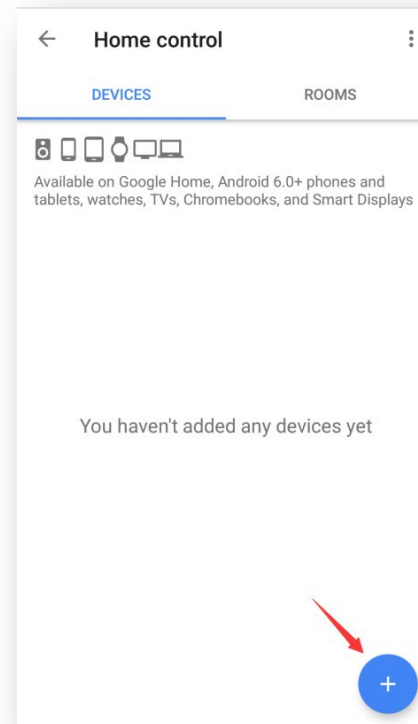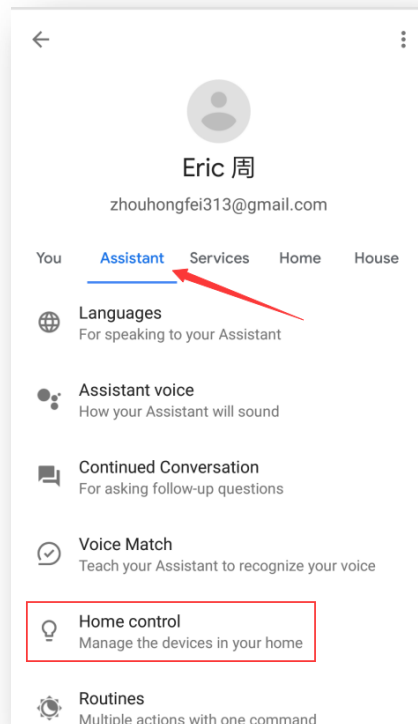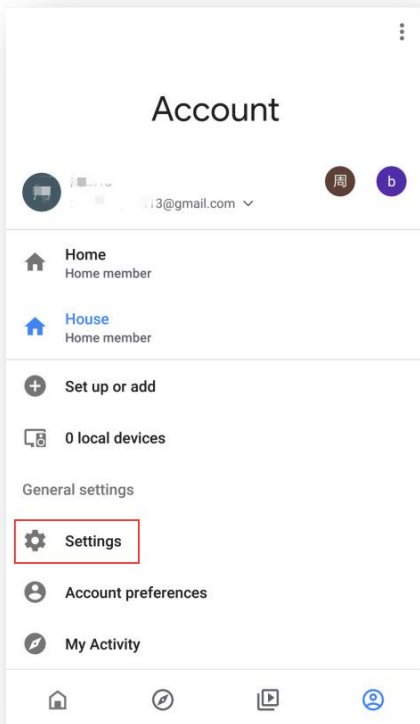
WIFI Control and Intelligent Speakers

Google Home

4. Link Nethome Plus to Google Home

Input your account and password of NetHome Plus

WIFI Control and Intelligent Speakers

Google Home

5. Voice command

Function	Parameter	Command
On/off	Turn on	OK, Google, turn on the air conditioner
	Turn off	OK, Google, turn off the air conditioner
Temperature setting	62°F	OK, Google, set air conditioner to 62 degrees
	63°F	OK, Google, set air conditioner to 63 degrees
	86°F	OK, Google, set air conditioner to 86 degrees
	17°C	OK, Google, set air conditioner to 17 degrees
	29°C	OK, Google, set air conditioner to 29 degrees
	30°C	OK, Google, set air conditioner to 30 degrees
Mode setting	Cool	OK, Google, set air conditioner to cool mode
	Heat	OK, Google, set air conditioner to heat mode
	ECO	OK, Google, set air conditioner to ECO mode
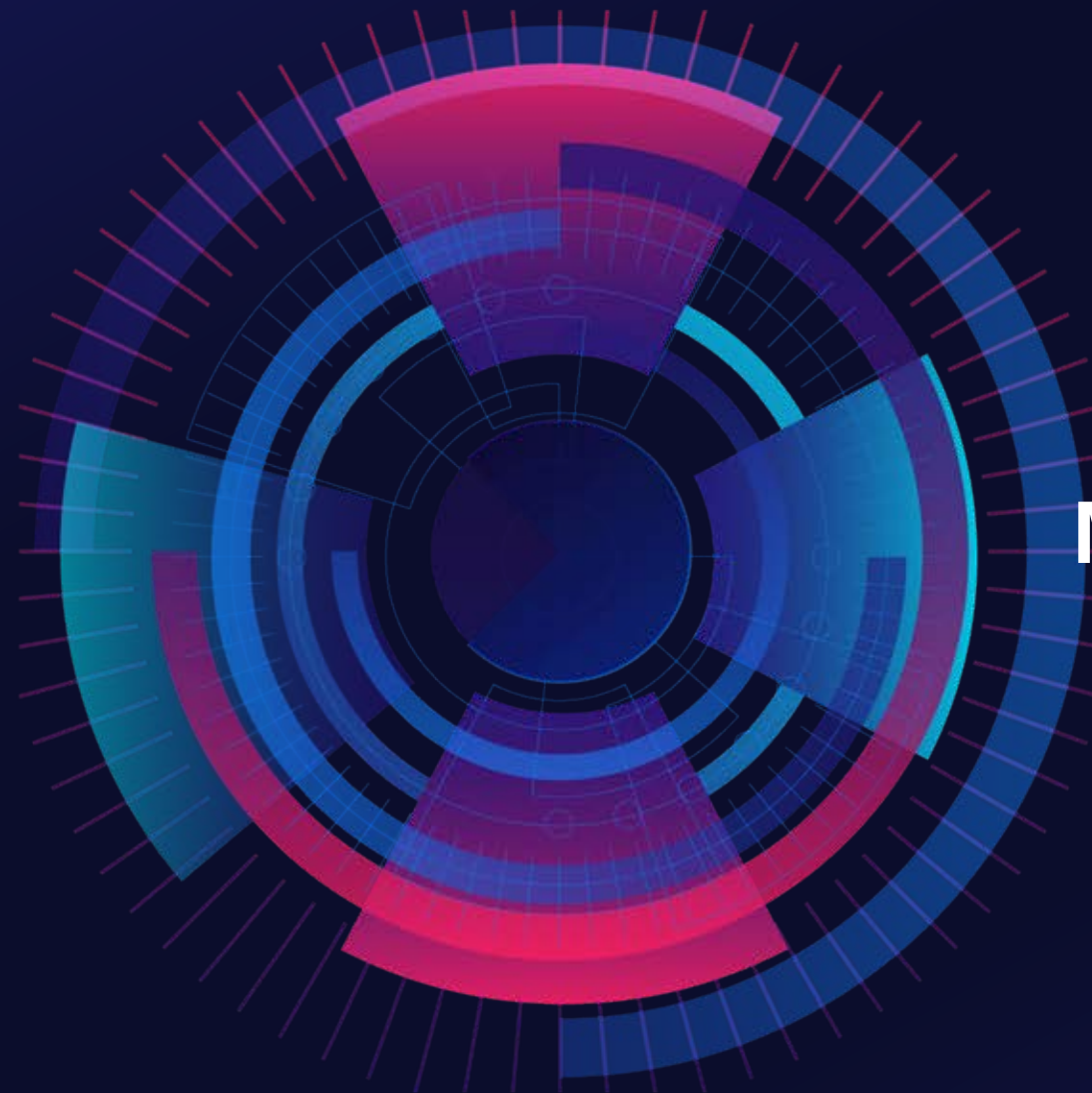
Thanks
Make Yourself Home

Dennis Huang

Midea Air-conditioning Equipment Co., Ltd.