MELCloud Commercial FAQ

This FAQ has been designed to provide quick answers and guidance on the most common questions our users encounter. To make it easier to find the right information, the questions are grouped into four main categories:

- **General** – Covers basic information about the system, accounts, and everyday use
- **Installer** – Provides guidance for installers, including setup, configuration, and best practices
- **Monitor and Control** – Explains how to monitor system performance and control functions effectively
- **Technical** – Offers in-depth details for technical troubleshooting

Whether you are a new user, an installer, or a technical expert, this FAQ is structured to help you quickly locate the information you need.

General

Question	Answer
How do I reset my password?	If you are an existing user, complete the below steps to reset your password: - Click login - Click on the forgotten password link - Enter email address - Click reset password - Enter reset code and new password - Click change password - Login with new password
My Temporary password isn't working	Ensure that you're copying it correctly. If still unsuccessful, escalate to your Branch for assistance.

How can I add a new user?	Manager-level users can invite new Monitor & Control **Users** and **Managers**, to invite a new user:
	- Open the Invite New User pop-up from the Management Dashboard User Access table
	- Set the following options and click **Send Invitation**:
	  o Access time **Valid From** and **Valid To**
	  o User access **Role**
	  o Contact **Email Address**
	- The new user will receive:
	  o An email notification with a link to the Monitor & Control login
	  o An Email with a Temporary Password (If they are a new user)
	- When you login, new MELCloud Commercial users will be promoted to:
	  o Change their password
	  o Complete their User Profile
	  o Consent to the MELCloud Commercial Privacy and Cookie Policies

How can I add a new user?	Manager-level users can invite new Sservice & Maintenance **Service Engineers,** to invite a new user: - Open the Invite New Engineer pop-up from the Management Dashboard Service Engineer Access table

	- Set the following options and click **Send Invitation**: - Access time **Valid From** and **Valid To** - Contact **Email Address** - The new user will receive: - An email notification with a link to the Service & Maintenance login - An Email with a Temporary Password (If they are a new user) - When logged in new MELCloud Commercial users will be promoted to: - Change their password - Complete their User Profile - Consent to the MELCloud Commercial Privacy and Cookie Policies *Access is only allowed if the building has a valid and active Service & Maintenance (S&M) Package*
How can I add a new user?	Manager-level users can invite new Advanced Energy **Managers**, to invite a new user: - Open the Invite New User pop-up from the Management Dashboard User Access table - Set the following options and click **Send Invitation**: - Access time **Valid From** and **Valid To** - User access **Role = Manager** - Contact **Email Address** - You will receive: - An email notification with a link to the Monitor & Control login - An Email with a Temporary Password (If they are a new user) - When you login, a new MELCloud Commercial user will be promoted to: - Change their password - Complete their User Profile - Consent to the MELCloud Commercial Privacy and Cookie Policies *Advanced Energy access is provided to all **Manager**'s that have access to a building that has a valid and active Advanced Energy (AE) Package*

How do I set up tenant-level access for users?	Manager-level users can assign tenant-level access to a customised selection of groups or levels within a building:
	
	• Open the Invite New User pop-up from the Management Dashboard User Access table
	• Set the following options and click **Send Invitation**:
	   o Access time **Valid From** and **Valid To**
	   o User access **Role = User**
	   o Contact **Email Address**
	   o Select the required groups or levels using the building configuration on Right Hand Side
	• You will receive:
	   o An email notification with a link to the Monitor & Control login
	   o An Email with a Temporary Password (If they are a new user)
	• When you login, a new MELCloud Commercial user will be promoted to:
	   o Change their password
	   o Complete their User Profile
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	Tenant Level access is currently only available for the user role

What extra access does a manager have?	The **Manager** Role in the Monitor & Control Application provides users access so some extra functionality: • **Energy Dashboard Links**: Managers will have access to the Energy Dashboard via Allocated Buildings and the Buildings page for all buildings that have a valid and Active Advanced Energy Package • **Management Tab**: Managers will have access to the Management Tab which contains the User Access, Service Engineer Access and Rework Tabs • **Remote Controller Restrictions**: Managers will have access to this additional tile that can restrict the Temperature Limits for specific modes or Lock the Mode of a Group
How can I check the status of an indoor group?	The Indoor Status Tile on the Control Dashboard displays the following details for selected building levels and groups: • On/Off status • Room temperature • Setpoint • Mode (Auto/Heat/Cool/Fan/Dry) The available settings depend on the indoor group type.

How can I enable alarm notifications via email?	To enable or disable email notifications:
	
	1. Open Account Settings (located at the top-right corner of any screen).
	2. Toggle notifications on or off for each building, including:
	   o Communication errors
	   o Group alerts
	   o Filter checks
	   o Outdoor unit alerts
	   o Third-party alerts

How can I control the minimum and maximum temperature limits?	Only a Manager-level user can adjust temperature limits:
	
	1. Open the Remote Control Restrictions tile on the Control Dashboard
	2. Set the Temperature limiting and locking parameters for:
	   o Heat mode
	   o Cool mode
	   o Auto mode
	
	Managers can also Lock Operating Mode from this tile. When restrictions are enabled, the restrictions are applied throughout the application so any Collective Controls or Schedule events wills still be bound by the restrictions

How do I set schedules for my building?	Schedules are created at the building by using the Schedule Dashboard:
	• Open the Schedule Allocation (+) button to create a new scheduled event
	• Set the following parameters:
	   o Schedule time
	   o Day(s) of the week
	   o Unit type
	   o Drive
	   o Mode
	   o Setpoint requirements
	Schedules can then be allocated to the building, a level or a group from the Schedule Allocation Tile which is located on the Control Tab.
	• When allocated the next schedule event(s) per group type will be displayed
	• If a scheduled is allocated to a building all lower levels and groups currently not assigned a schedule will inherit the schedule

Can I set different schedules for different groups/levels?	Yes, scheduling can be customised by group or level: • Schedules are inherited from building and level tiers • If a different schedule is allocated to a specific group, the group will follow the newly allocated schedule and a None button will appear • Selecting None will revert the schedule to the inherited event from the building level
How do I set energy consumption limits?	Daily Energy Consumption Limits can be set for a whole building or a Group within the Building, to set energy consumption limits: • Open the **Settings** button on the Building or Building Area dashboard • Enter a maximum consumption value (in kWh) and save • A red horizontal line will be added to the Energy Consumption Graph (Month & Day View only) which indicates the consumption limit • An alert will be stored if the limit is exceeded on any day

Where do I go to perform a building rework?	To perform a building rework:
	1. Open the Rework Tab on the Management Dashboard
	2. If the building is in rework/re-provisioning, the current rework code will be displayed
	3. Share the code with the Installer or Service Engineer for access to the Installer Portal
	4. The rework screen will also display:
	   o Current and last completed rework details
	   o Start and completion times
	   o Assigned installer/service engineer information

Can filter alerts be cleared without any action from the Service Engineer?	No, alerts must be actioned correctly as the device indicates attention is needed. These alerts cannot be deleted or cleared without action.
What happens if the internet connection is lost?	Local control remains available via the on-site controller. Cloud functions such as remote controlling, logging and scheduling will be unavailable until connectivity is restored.

Installer Portal

Question	Answer
Where is the building handover code	On the "waiting for allocation" building list there is a button under the handover code heading for each building. When clicked, a pop-up will display the handover code to share with the building manager. *Note – only users with the manager role have access to this.*

How can I add a new user?	Manager-level users can invite new Installer **Commissioning Engineers**, to invite a new user:
	• Open the Create New User pop-up from the Users Dashboard
	• Set the following options:
	   o First Name
	   o Last Name
	   o Email Address
	   o Mobile Number
	• The new user will receive:
	   o An email notification
	   o An Email with a Temporary Password (If they are a new user)
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	The default role added to new users is Commissioning Engineer

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Monitor & Control

Question	Answer
Where do I get my building handover code?	The building's Installer company can provide a newly generated Building Handover Code to the Building Manager. To claim the building, you will need the following information: 1. Building name 2. Building address 3. IoT gateway address(es)

Technical FAQ

Question	Answer
Can MCC's and AEC/EWC IoT gateways be mixed on same building?	No, MCC gateways and AEC/EWC gateways should not be mixed on the same network. MCC is a GEN 1 IoT interface and AEC/EWC are GEN 2 interfaces, therefore GEN 1 & GEN 2 interfaces should not be installed on same site, building or network.
I don't have a LAN connection available for connection to Cloud?	We have several connectivity solutions: Where LTE 4G signal is strong, we can supply either a specifically designed Marabun Modem that fits internally to AEC/EWC IoT gateways or We can supply a Q-Spot device which an Outdoor antenna with a built-in modem and LAN output with a PoE connection and can be terminated in the LAN port1 of the IoT Gateway. If multiple IoT gateways are required for building (1~400 indoors), one Q-Spot can be connected to a HUB which can then be connected via ethernet cables to each IoT Gateway.
Can MELCloud Commercial connect to BACnet?	The new GEN 2 IoT Gateways (AEC/EWC) can connect directly with BACnet when an optional PIN code is purchased. This allows direct connectivity to a BACnet BMS platform. It is inferred that this BMS will take priority over MELCloud from a control point of view, but those changes can be viewed by MELCloud as and when they occur.
What is a Cellular IoT interface?	The Cellular IoT interface is a conveniently packaged device that incorporates both an eSIM and Lan connectivity to a single Mitsubishi Electric manufactured HVAC indoor with CN105 connector. This is simple to install and is self-pairing to MELCloud once it is powered up. Normally this device would be used by domestic users in MELCLoud HOME, but MELCloud users can avail of using them in commercial application on MELCloud Commercial.

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What are the Modbus meters for?	The Modbus meters are assigned to 3rd Party devices that would not be normally be included in Energy Apportioning of AC/HVAC equipment: eg; Ovens, Lighting, Fridges etc. These meters will not form any part of Energy apportioning algorithm, as they are direct consumption only.
How is data security handled in MELCloud Commercial?	MELCloud Commercial uses secure encrypted connections (SSL/TLS) and authenticated access to protect data and user privacy.