

# MELCloud Home: Frequently Asked Questions

## General

Question	Answer
<b>My interface stopped working after a power outage. What should I do?</b>	Repeat the Bluetooth, AP or WPS pairing process. Future outages should auto-reconnect after a second pairing.
<b>How many systems can I register per user account?</b>	Up to 10 systems by default.
<b>My system behaves oddly. What could be wrong?</b>	Check for conflicting settings between MELCloud Home™ and local controllers. Avoid duplicate timer settings. Ensure you are the only one accessing your user account
<b>Why is there a delay in updating control settings?</b>	MELCloud Home™ checks for updates regularly. Changes may take a few seconds to 5 minutes.
<b>What systems are compatible with MELCloud Home™?</b>	Refer to MELCloud Home user manual
<b>Can I use third-party Wi-Fi interfaces?</b>	No, only official Mitsubishi Electric interfaces are supported.
<b>Do I need to delete my account to start again if I have made a mistake?</b>	No, you can delete your products and re-start your product connectivity set-up from scratch. For instructions on how to do this refer to your product user manual. Should you require more help, please contact your local Mitsubishi Electric Branch MELCloud support team or submit a support request within MELCloud Home using the Feedback function.

## Technical

Question	Answer
I have a MAC-557IF-E Wi-Fi device. My router does not have a WPS button. Can I still use MELCloud Home™?	User with MAC-557IF-E can only connect their product to Wi-Fi using WPS pairing methodology. To benefit from a wider range of connectivity options, contact your local Mitsubishi Electric sales branch.
I have a MAC-557IF-E Wi-Fi device. Can I connect using WEP security protocol?	No, the MAC-557IF-E Wi-Fi Interface only connects to routers that support WPS.
What router security protocol should I use?	Use WPA2-AES. Other protocols may prevent successful connection.
Does the MAC-587IF-E support dynamic IP address? (DHCP)	Yes, it supports Dynamic IP Addressing (DHCP). WPS setup ensures it remains functional after IP changes.



Why is there a delay in updating control settings?	MELCloud Home™ checks for updates regularly. Changes may take a few seconds to 5 minutes.
How many Wi-Fi interfaces do I need for a Mr Slim twin/triple/quad system?	Only 1 interface is needed, as all indoor units share the same settings.
How many interfaces for a MXZ system with 6 indoor units?	You need 1 interface for each indoor unit you want to control.
Why doesn't my MXZ system switch mode when one indoor unit changes?	MXZ systems can only operate in a single mode for all active units—this is a normal product feature. Refer to your indoor unit product user manual for LEDs meanings
Can I control my system without an internet connection?	No, any Wi-Fi connectivity devices require an internet connection to enable MELCloud Home™ to work
Is there a maximum installation distance from the router?	It depends on your environment. Keep the interface close to the router. Use third-party Wi-Fi signal testers or boosters if needed.
What systems are compatible with MELCloud Home™?	Currently, only M Series, Mr Slim AC systems, and Ecodan Heat Pumps are supported. More systems will be supported in future updates.
Can I use third-party Wi-Fi interfaces?	No, only official Mitsubishi Electric interfaces are supported.
Can I connect MAC-587IF-E and another device to the same unit?	No, they all use the same connection point, so only one device can be connected.