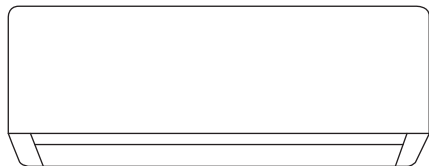




## Setup Instructions

### Wireless LAN Module (built-in)



設定說明書  
無線區域網路模組 (內建) 2-33  
請細讀此設定說明，並保存此書以備日後參考。

**Setup Instructions** 34-65  
**Wireless LAN Module (built-in)**  
Please read these Setup Instructions thoroughly and keep them for future reference.

中文

English



ACXF55-36110

# 內建網絡適配器，允許從任何地方控制空調器裝置的運轉。

感謝您購買此 Panasonic 產品。

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## 安全措施

在遠端位置嘗試透過無線通訊控制/操作該空調器產品之前，請確保檢查裝置的安裝及其周圍區域，並警惕附近的任何人。

為了防止個人傷害，危害其他人或財物的損失，請遵守以下指示。

因不遵守以下指示導致的錯誤操作將引起傷害或損壞，其嚴重程度分類如下：

 <b>警告</b>	此標識所示的行為有可能導致嚴重傷害或死亡。
----------------------------------------------------------------------------------------------	-----------------------

 <b>注意</b>	此標識所示的行為有可能導致傷害或財產損失。
----------------------------------------------------------------------------------------------	-----------------------

要遵守的指示按下列符號分類：



此符號表示被禁止的行為。



此符號表示務必執行的行為。



**警告**

### 網絡適配器（已啟用）



請勿在任何醫療設備或自動控制設備（自動門、火警設備等）附近使用室內機。  
（室內機的無線電波可能會干擾設備，可能導致設備故障而發生意外）

# 安全措施



如果您裝有心臟起搏器，請與室內機保持至少 15 cm 的距離。  
(無線電波可能干擾起搏器的工作)



注意

## 網絡適配器 (已啟用)



提前檢查以下要求(在家):

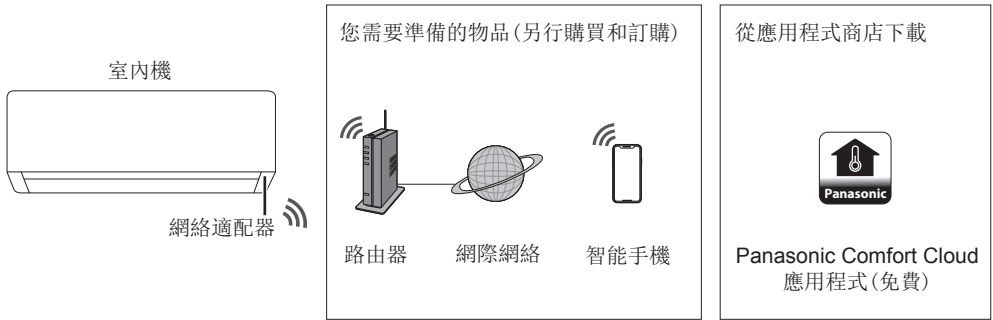
- 完全插入電源。確保沒有灰塵積聚在電源上。  
(這可能導致電源接觸不良而打火，從而引起火災)
- 檢查其他人設定的定時器啟動狀態。  
(意外的停止運行操作可能對人體、寵物和植物造成傷害)
- 空調器不應該有任何異常，如氣流變化。確保沒有任何物件因氣流直接吹向它而容易移位。掉落或移動的物件可能導致火災、人身傷害等危險。
- 任何時候，如有可能無法自行控制溫度而依賴於空調器的預設配置的人(例如嬰兒、兒童、殘疾人、長者或病人)，請使用內部遙控器。  
由於遙控操作而引起的溫度升高和降低，可能使居住者感到不適和/或擾亂他們的日常生活。  
植物和動物可能受溫度突然調節的影響。



從遠端位置操作空調器之前，請檢查以下要求：

- 請告知空氣調節區域附近的人，您將遙控空調器的操作和設定。以此避免因被驚嚇或溫度突然變化(從舒適到寒冷，或反之)而對人造成嚴重影響的任何可能性。  
(由於室外溫度和室內溫度的突然變化，這可能對人體造成傷害。溫度調節可以通過遙控器操作)
  - 如果 **Panasonic Comfort Cloud** 應用程式的主畫面未顯示操作狀態，請使用內部遙控器操作空調器。
- 由於該應用程式使用網絡通訊，因此有時可能因通訊和/或網絡故障(例如 **Panasonic** 雲端伺服器停機、電信提供商的伺服器停機、WIFI 連接等)而無法進行遠端操作。如果發生此類故障，請使用內部遙控器操作空調器。

# 系統概述



- 此功能需要應用程式與智慧型手機配合使用。請檢查每個商店以獲取支援的作業系統版本。
- 網絡適配器專門設計為“Panasonic Comfort Cloud”應用程式的端子。
- 無線區域網絡覆蓋必須到達室內機安裝位置。

## 規格 - 內置網絡適配器 - (1 個二維碼) \*

型號	DNSK-P11
輸入電壓	DC 5V(來自空調器室內機)
電流消耗	Tx/Rx 最大 290/100 mA
無線標準	IEEE 802.11 b/g/n
頻率範圍	2.4 GHz 頻帶
加密	WPA™ / WPA2™

## 在 DNSK-P11 頻帶中傳輸的最大無線電頻率功率

無線的類型	頻帶	最大 EIRP (dBm)
無線區域網路	2412 - 2472 MHz	20 dBm

## 規格 - 內置網絡適配器 - (2 個二維碼) \*

型號	PIOT-V2(WA)
輸入電壓	DC 5V(來自空調器室內機)
電流消耗	Tx/Rx 最大 190/70 mA
無線標準	IEEE 802.11 b/g/n; 低功耗藍牙5.0 (BLE)
頻率範圍	2.4 GHz 頻帶
加密	WPA™ / WPA2™ / WPA3™

## 在 PIOT-V2(WA) 頻帶中傳輸的最大無線電頻率功率

無線的類型	頻帶	最大 EIRP (dBm)
無線區域網路	2412 - 2472 MHz	20 dBm
BLE	2402 - 2480 MHz	20 dBm

\* 兩者中任一特定的網絡適配器需納入相應的空調器型號中。請務必向銷售代表說明具體情況。

### 預先注意事項

- 請勿以任何方式拆卸或改裝此網絡適配器。
- 請勿在操作期間從室內機移除此網絡適配器。
- 通過無線電波發送和接收的數據可以被截取和監視。

### 使用注意事項

- 使用產品前，請務必閱讀本手冊中的所有注意事項以正確使用。對於您或第三方因錯誤使用或在使用過程中發生的因使用本產品而引起的故障，除非承認，否則本公司不承擔任何法律責任。

### 安全措施


- 無線區域網絡使用無線電波交換資訊。因此，存在未經授權存取的風險。
- 在處置或轉讓給第三者之前，請初始化產品上的應用程式設定。

### 設定網絡連接之前

- 確認無線路由器已正確連接到網絡。
- 確認智能手機的無線區域網路已啟動。
- 確認您的智能手機和本產品已連接到同一無線路由器。

### 應用程式安裝

#### Android 使用者

- 打開 。
- 搜尋 “Panasonic Comfort Cloud” 應用程式。
- 下載並安裝。

#### iOS 使用者

- 打開 。
- 搜尋 “Panasonic Comfort Cloud” 應用程式。
- 下載並安裝。

### 備註

- 應用程式使用者介面圖像可能在未通知的情況下隨版本升級而更改。
- 使用此應用程式是免費的。但連接和操作可能會產生其他費用。

# 開始使用

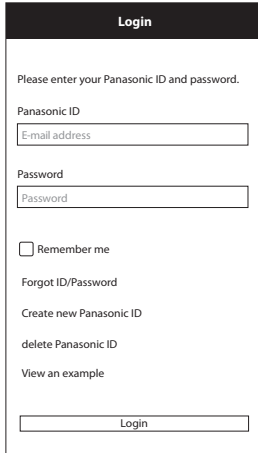
操作之前和操作期間檢查應用程式的連接狀態。如果未顯示狀態，請使用遙控器操作空調器。

## 啟動“Panasonic Comfort Cloud”

### 建立新的 Panasonic ID

使用“Panasonic Comfort Cloud”應用程式作為控制空調器的選項。

- 對於新使用者，選擇“Create new Panasonic ID”以註冊。
- 對於已註冊的使用者，使用您的 Panasonic ID 和密碼登入。

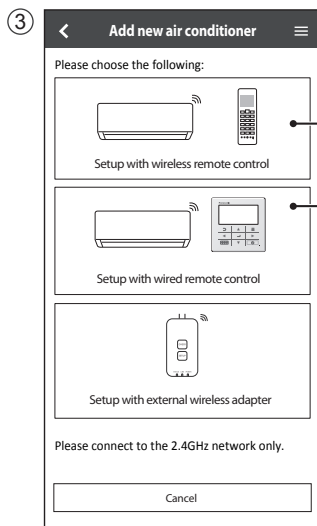
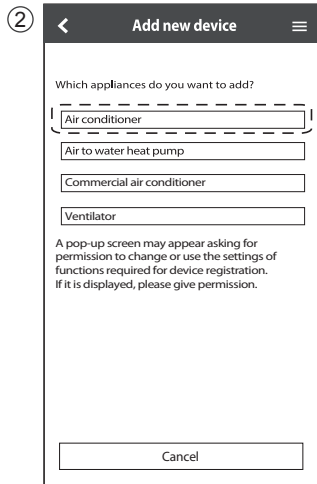
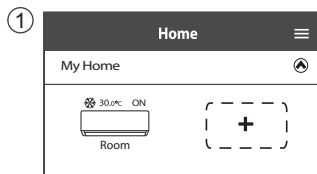


The screenshot shows a login interface with a black header containing the word "Login" in white. Below the header, the text "Please enter your Panasonic ID and password." is displayed. There are two input fields: the first is labeled "Panasonic ID" and contains the placeholder text "E-mail address"; the second is labeled "Password" and contains the placeholder text "Password". Below these fields is a checkbox labeled "Remember me". Underneath the checkbox are four links: "Forgot ID/Password", "Create new Panasonic ID", "delete Panasonic ID", and "View an example". At the bottom of the form is a "Login" button.

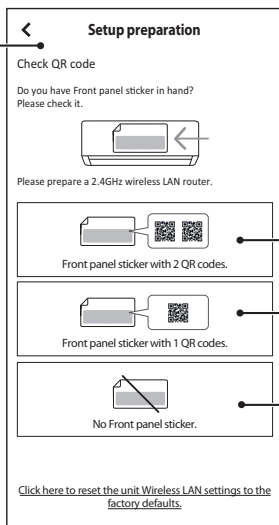
# 應用程式設定

## 新增新的空調器設備

在使用“Panasonic Comfort Cloud”應用程式之前需要註冊空調器。



### 設定連接網絡 (無線遙控器)

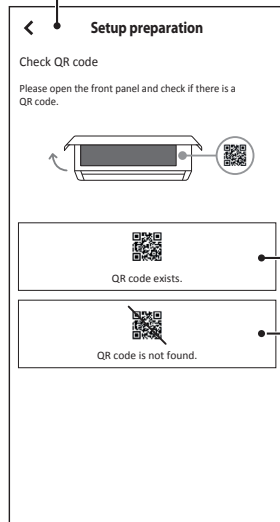
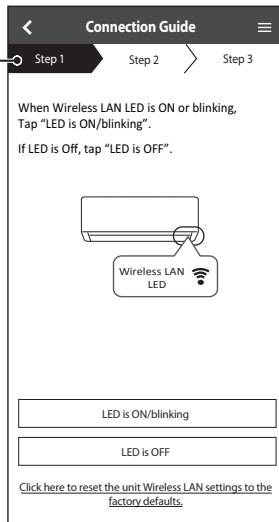


識別並選擇二維碼可用性條件。

**2 個二維碼**  
使用 QR 掃描設定  
(參見第 8-9 頁)或  
使用 AP 模式設定  
(參見第 10-11 頁)

**1 個二維碼**  
手動設定 AP 方法  
(參見第 12-13 頁)  
手動設定 WPS 方法  
(參見第 14-15 頁)

### 設定連接網絡 (有線遙控器) (參見第 16 頁)

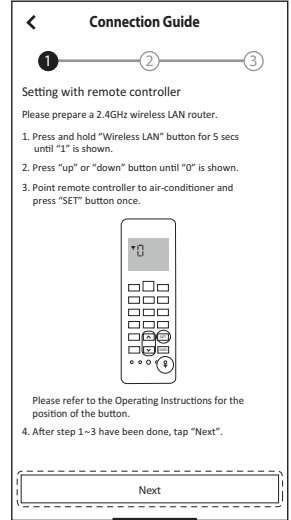
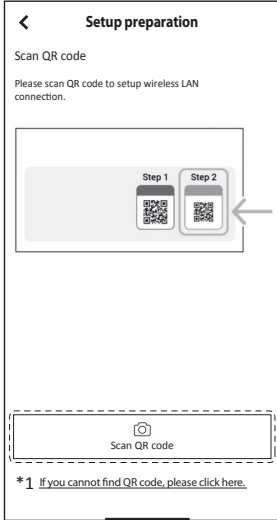


# 應用程式設定

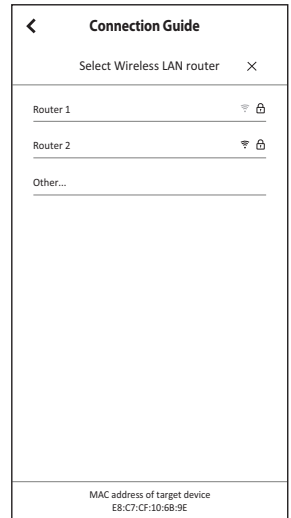
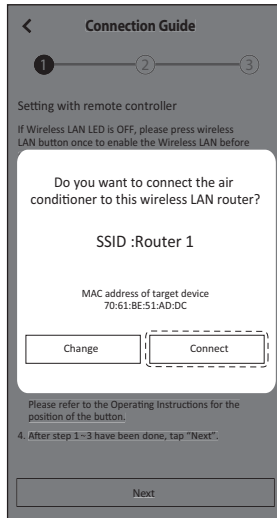
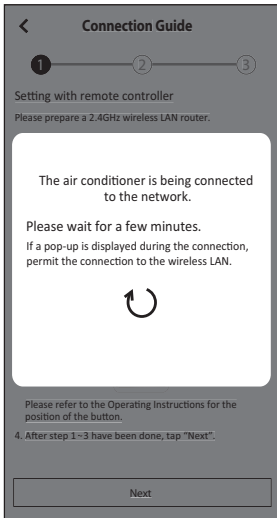
## 設定連接網絡(無線遙控器) - (2 個二維碼)

### 使用 QR 掃描設定

- ① 輕按“Scan QR code”。
- ② 正在掃描中。
- ③ 依照應用程式的畫面說明進行操作。輕按“Next”。



- ④ 正在連接中。
- ⑤ 輕按“Connect”。
- ⑥ 選擇您的路由器。



\*1 如果 QR 掃描失敗。繼續操作“使用 AP 模式設定”。(參見第 10-11 頁)



## 設定連接網絡(無線遙控器) – (2 個二維碼)

### 使用 QR 掃描設定

⑦ 輸入路由器密碼。

Connection Guide

Router 1

Password

.....

Cancel Connect

⑧ 正在連接。

Connection Guide

Router 1

Password

.....

The air conditioner is being connected to the network.

Please wait for a few minutes.

If a pop-up is displayed during the connection, permit the connection to the wireless LAN.

Refresh icon

Cancel Connect

⑨ 設定密碼。

Connection Guide

1 2 3

Device password settings

Model: CS-HZ25UKE-5

Input the password to complete the registration. Password must be 8-15 characters with letters and numbers.

Password

Reenter password

Register

⑩ 輸入空調器的名稱。

Connection Guide

1 2 3

Air-conditioner name

Model: CS-HZ25UKE-5

Enter your preferred name for this air-conditioner.

Air conditioner name

Register

⑪ 註冊已完成。

Connection Guide

1 2 3

Registration completed

Thank you for your registration. The air conditioner has been registered and connected to the wireless LAN.

Start Using

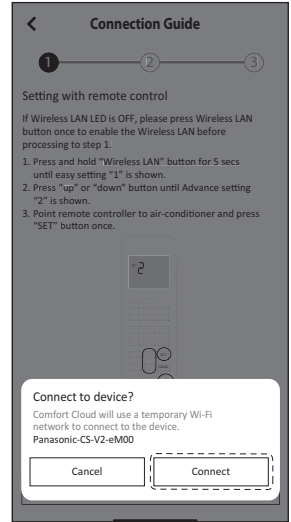
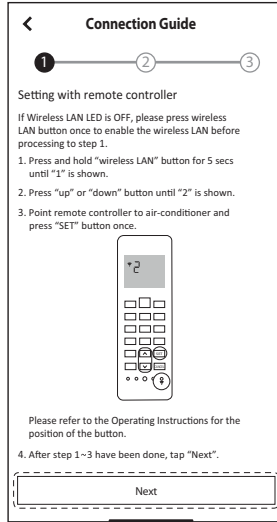
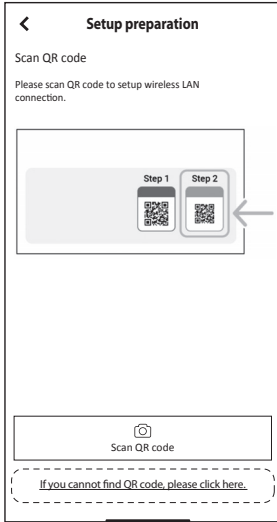
• 保存密碼以供將來使用。

# 應用程式設定

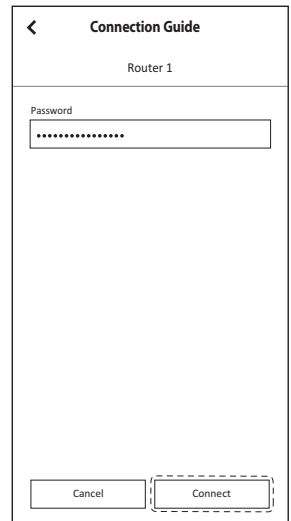
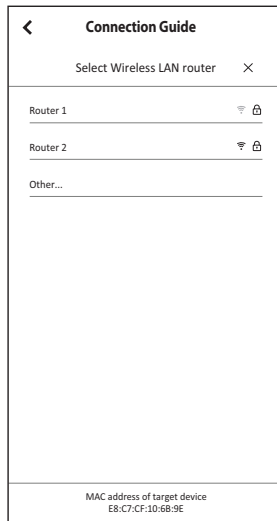
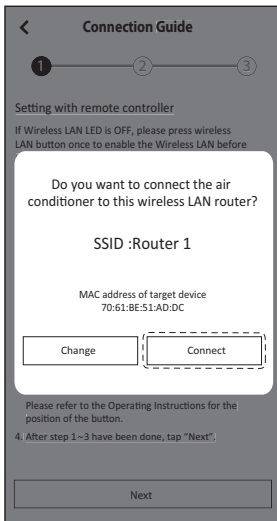
## 設定連接網絡(無線遙控器) - (2個二維碼)

### 使用 AP 模式設定

- ① 輕按“can't find QR code”。
- ② 依照應用程式的畫面說明進行操作。輕按“Next”。
- ③ 輕按“Connect”。



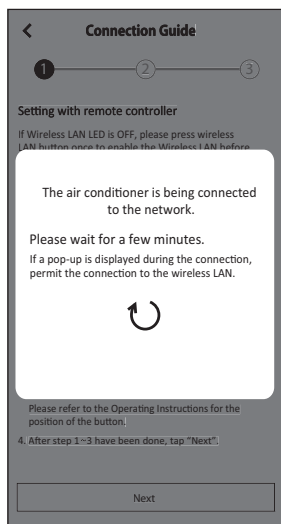
- ④ 輕按“Connect”。
- ⑤ 選擇您的路由器。
- ⑥ 輸入路由器密碼。



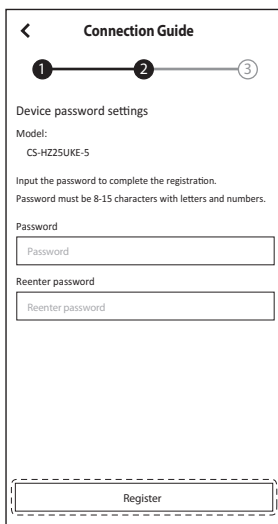
## 設定連接網絡(無線遙控器) - (2 個二維碼)

### 使用 AP 模式設定

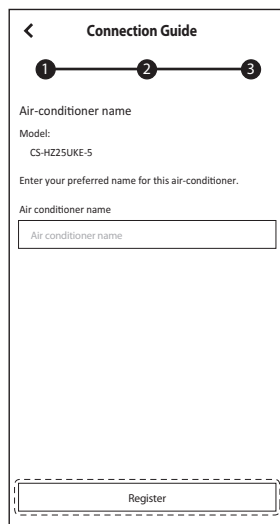
#### ⑦ 正在連接。



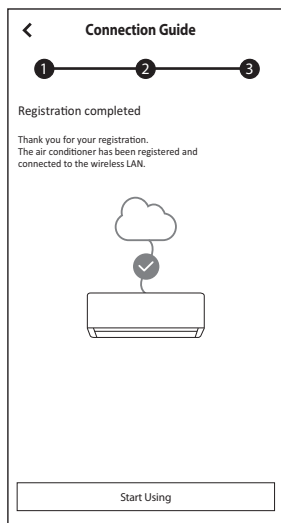
#### ⑧ 設定密碼。



#### ⑨ 輸入空調器的名稱。



#### ⑩ 註冊已完成。



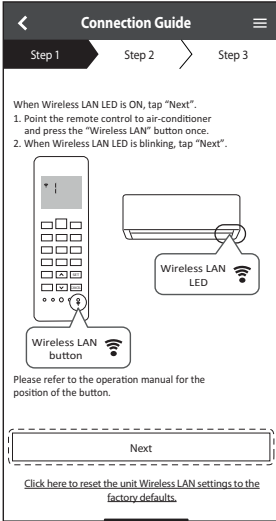
- 保存密碼以供將來使用。

# 應用程式設定

## 設定連接網絡(無線遙控器) - (1 個二維碼)

### 手動設定 - AP 方法

- ① 依照應用程式的畫面說明進行操作。輕按“Next”。



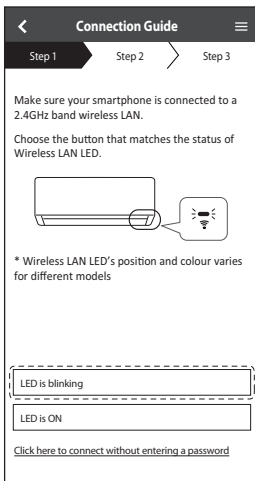
快速閃爍	本裝置正在建立連接。
緩慢閃爍	本裝置未建立連接。
未閃爍(保持)	本裝置已建立連接。

- 即使本裝置關閉時，它也能建立與本裝置的連接。

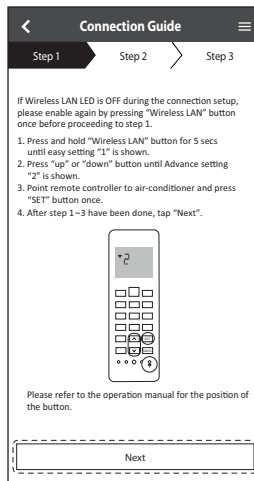
### 備註

- 如果無線區域網絡 LED 持續閃爍並且您不想使用該應用程式，請按無線區域網絡 按鈕將其關閉。

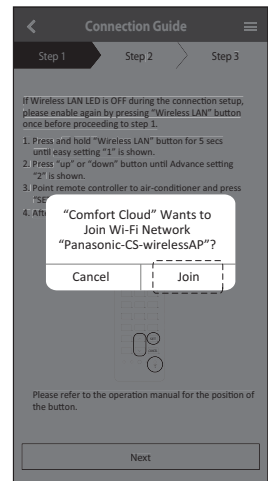
- ② 輕按“LED is blinking”。



- ③ 依照應用程式的畫面說明進行操作。輕按“Next”。



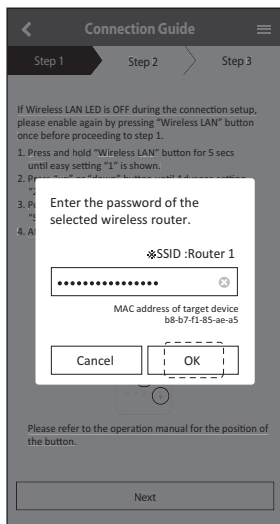
- ④ 輕按“Join”。



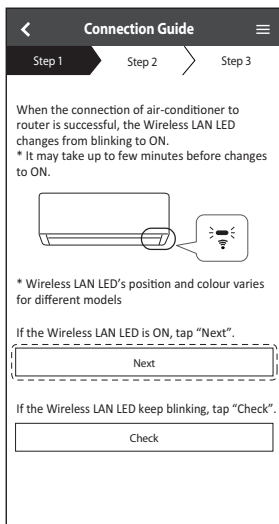
## 設定連接網絡(無線遙控器) - (1 個二維碼)

### 手動設定 - AP 方法

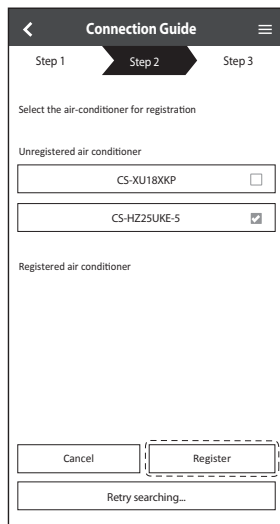
#### ⑤ 輸入路由器密碼。



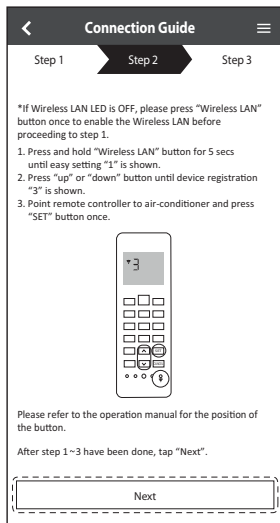
#### ⑥ 輕按“Next”。



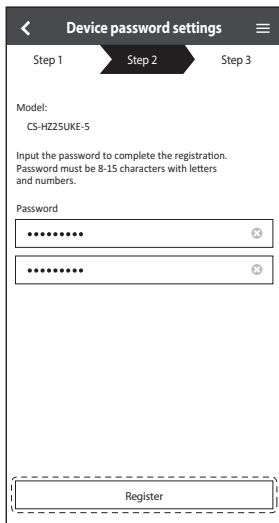
#### ⑦ 選擇您要註冊的空調器。



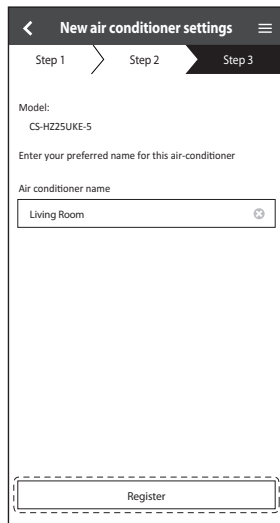
#### ⑧ 輕按“Next”。



#### ⑨ 設定密碼。



#### ⑩ 輸入空調器的名稱。



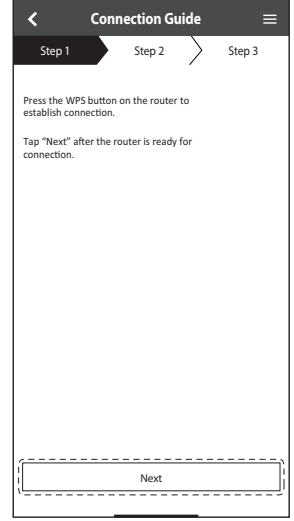
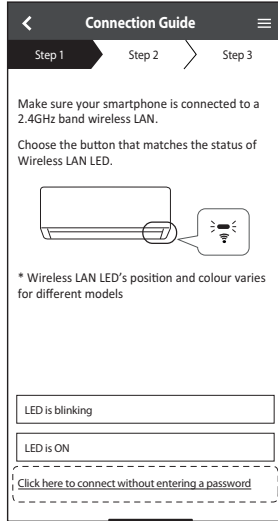
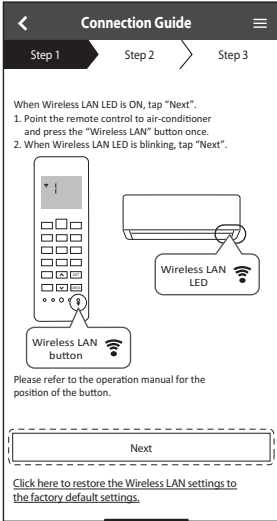
- 保存密碼以供將來使用。

# 應用程式設定

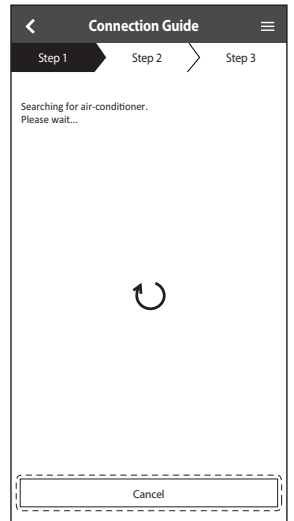
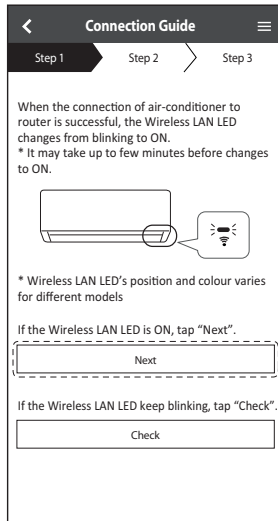
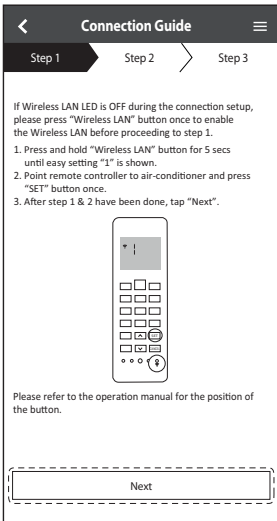
## 設定連接網絡(無線遙控器) - (1 個二維碼)

### 手動設定 - WPS 方法

- ① 依照應用程式的畫面說明進行操作。輕按“Next”。
- ② 輕按“connect without entering a password”。
- ③ 輕按“Next”。



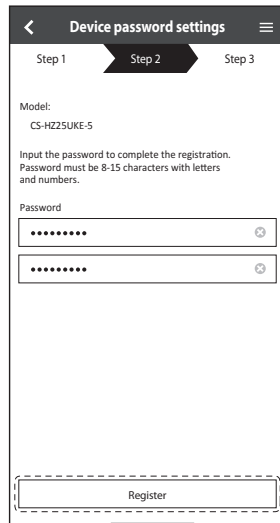
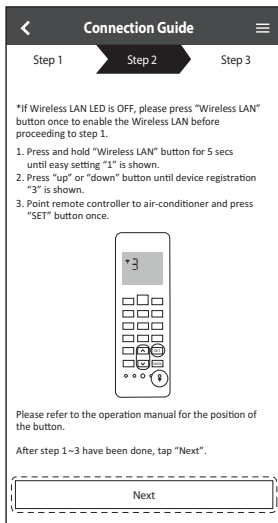
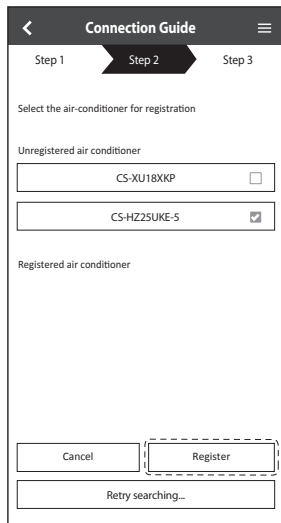
- ④ 依照應用程式的畫面說明進行操作。輕按“Next”。
- ⑤ 輕按“Next”。
- ⑥ 正在連接。



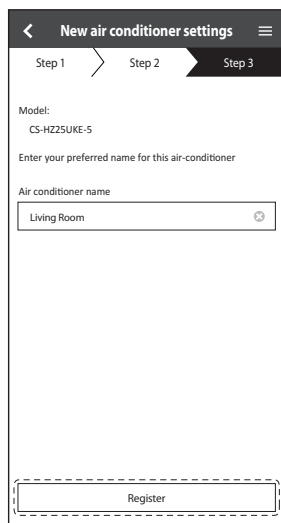
## 設定連接網絡(無線遙控器) – (1 個二維碼)

### 手動設定 - WPS 方法

- ⑦ 選擇您要註冊的空調器。
- ⑧ 依照應用程式的畫面說明進行操作。輕按“Next”。
- ⑨ 設定密碼。



- ⑩ 輸入空調器的名稱。

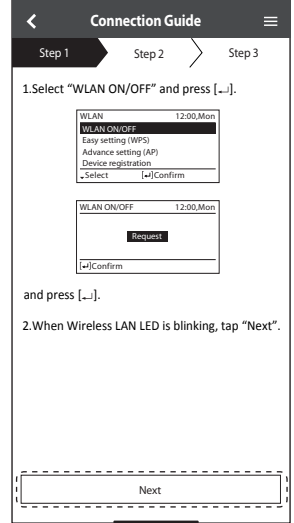
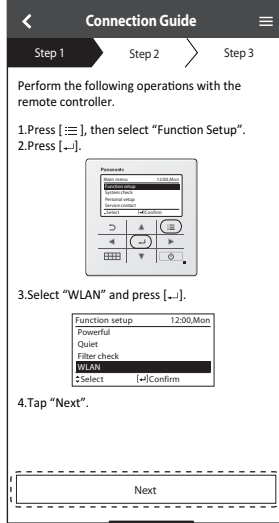
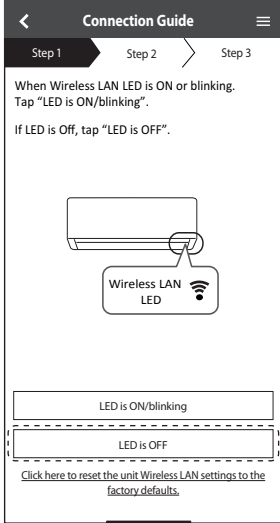


# 應用程式設定

## 設定連接網絡（有線遙控器）

準備室內機以連接無線區域網絡

- ① 輕按“LED is OFF”。
- ② 依照應用程式的畫面說明進行操作。輕按“Next”。
- ③ 依照應用程式的畫面說明進行操作。輕按“Next”。





## 設定連接網絡（有線遙控器）

### 設定連接網絡

- ① 確認無線區域網絡 LED 已開啟。在遙控器上，選擇無線區域網絡開啟/關閉按鈕，直到無線區域網絡 LED 開始閃爍。

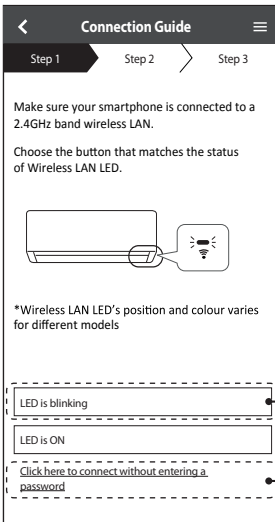
快速閃爍	本裝置正在建立連接。
緩慢閃爍	本裝置未建立連接。
未閃爍(保持)	本裝置已建立連接。

- 即使本裝置關閉時，它也能建立與本裝置的連接。

### 備註

- 如果無線區域網絡 LED 持續閃爍並且您不想使用該應用程式，請選擇無線區域網絡開啟/關閉按鈕將其關閉。

- ② 選擇無線區域網絡 LED 的狀態。  
如要使用 WPS 連接，請輕按“connect without entering a password”。



轉至 AP 模式(方法 2)

轉至 WPS 模式(方法 1)

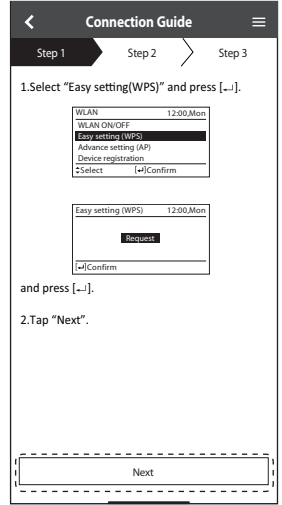
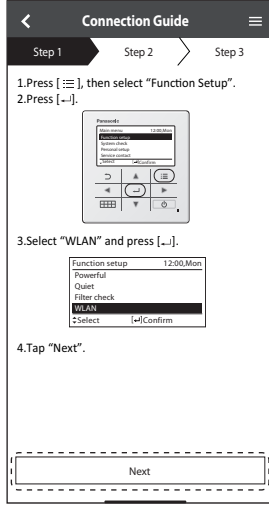
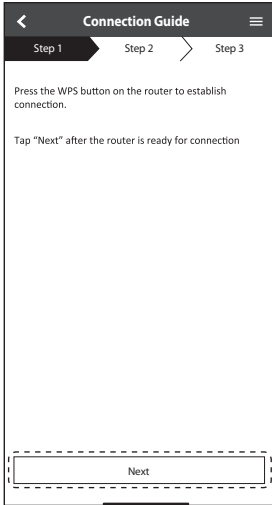
# 應用程式設定

## 設定連接網絡（有線遙控器）

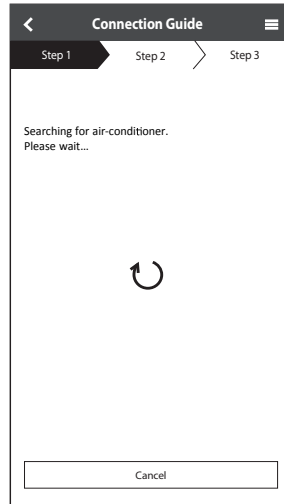
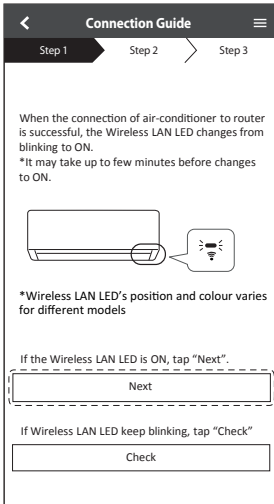
### 使用 WPS 模式的連接網絡（方法 1）

• 確認無線區域網絡 LED 已開啟。如果無線區域網絡 LED 已關閉，選擇無線區域網絡開啟/關閉按鈕將其開啟，並啟用無線區域網絡連接。

- ① 依照應用程式的畫面說明進行操作。輕按“Next”。
- ② 依照應用程式的畫面說明進行操作。輕按“Next”。
- ③ 依照應用程式的畫面說明進行操作。輕按“Next”。



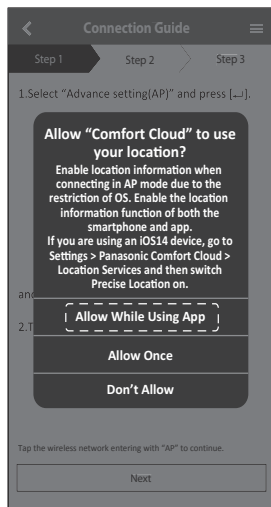
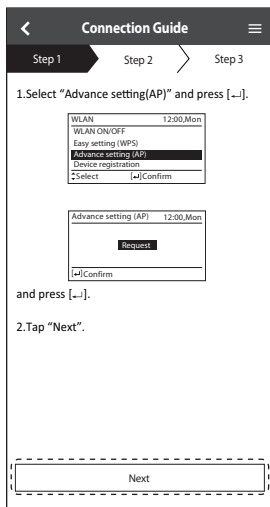
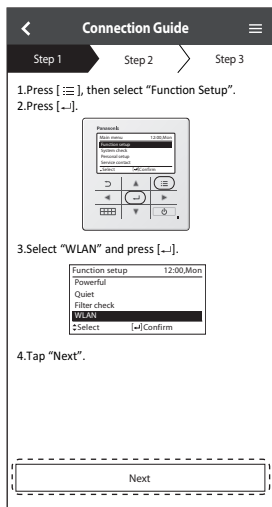
- ④ 依照應用程式的畫面說明進行操作。輕按“Next”。
- ⑤ 如果無線區域網路 LED 持續閃爍，檢查無線路由器連接。



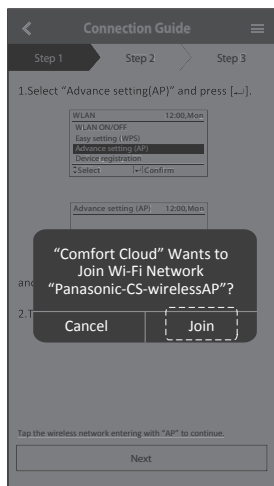
## 設定連接網絡（有線遙控器）

### 使用 AP 模式的連接網絡（方法 2）

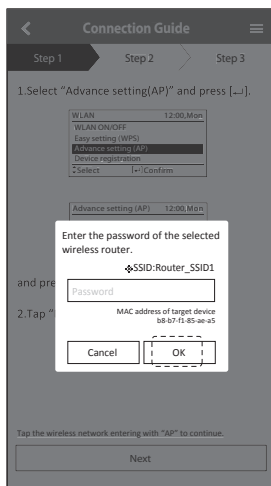
- ① 依照應用程式的畫面說明進行操作。輕按“Next”。
- ② 依照應用程式的畫面說明進行操作。輕按“Next”。
- ③ 輕按“Allow While Using App”。



- ④ 輕按“Join”。



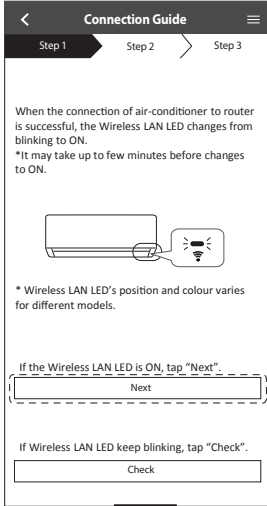
- ⑤ 輸入路由器密碼



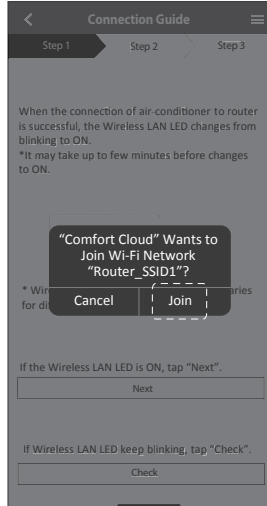
# 應用程式設定

## 設定連接網絡（有線遙控器）

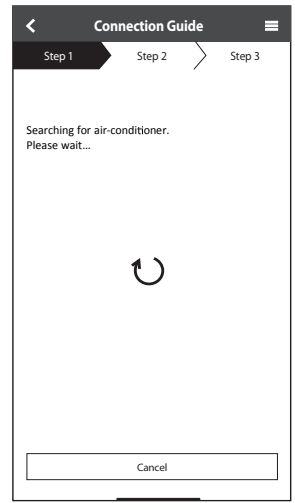
- ⑥ 依照應用程式的畫面說明進行操作。輕按“Next”。



- ⑦ 輕按“Join”。



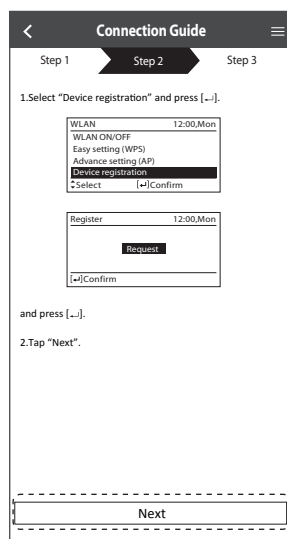
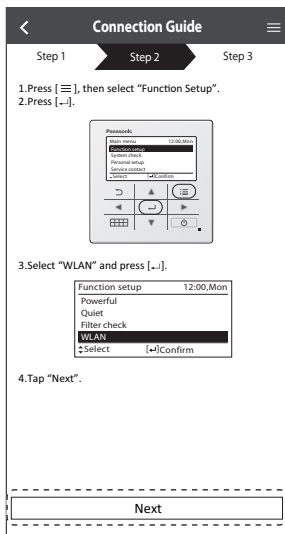
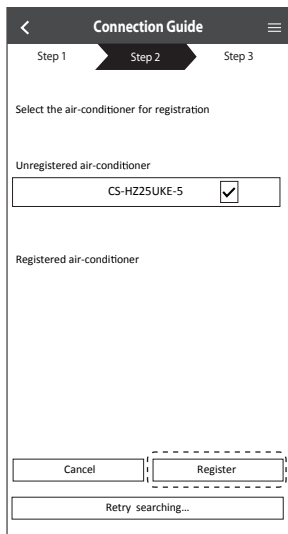
- ⑧ 如果無線區域網路 LED 持續閃爍，檢查無線路由器連接。



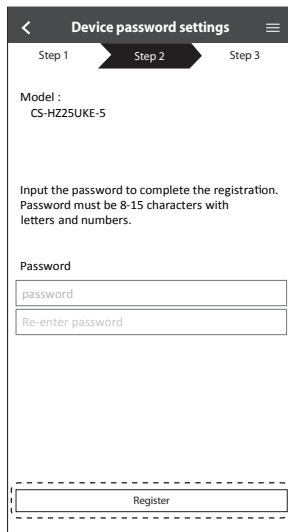
## 設定連接網絡（有線遙控器）

### 註冊

- ① 選擇您要註冊的空調器。
- ② 依照應用程式的畫面說明進行操作。輕按“Next”。
- ③ 依照應用程式的畫面說明進行操作。輕按“Next”。



### ④ 設定密碼

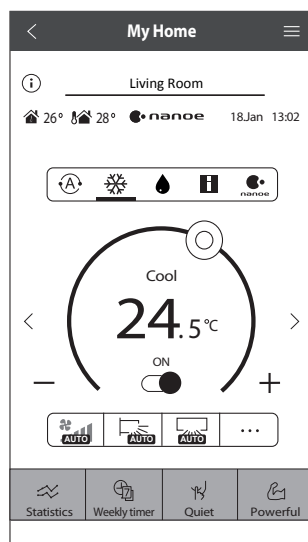
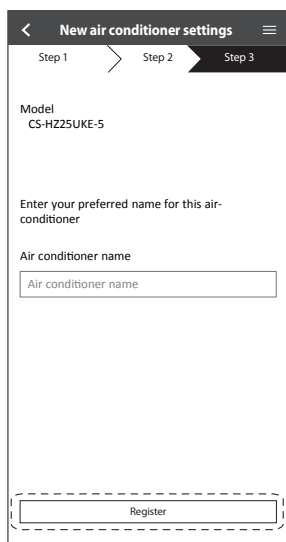


- 保存密碼以供將來使用。

# 如何使用

## 註冊已完成

- ① 在註冊以及在應用程式和空調器之間建立連接後，設定首選名稱以輕鬆識別您的空調器。
  - 在為空調器註冊首選名稱後，您可以使用“Panasonic Comfort Cloud”應用程式功能。
- ② 除了操作控制之外，該應用程式還可以通過參考統計圖來監控估計的能耗並針對不同時間段進行比較。



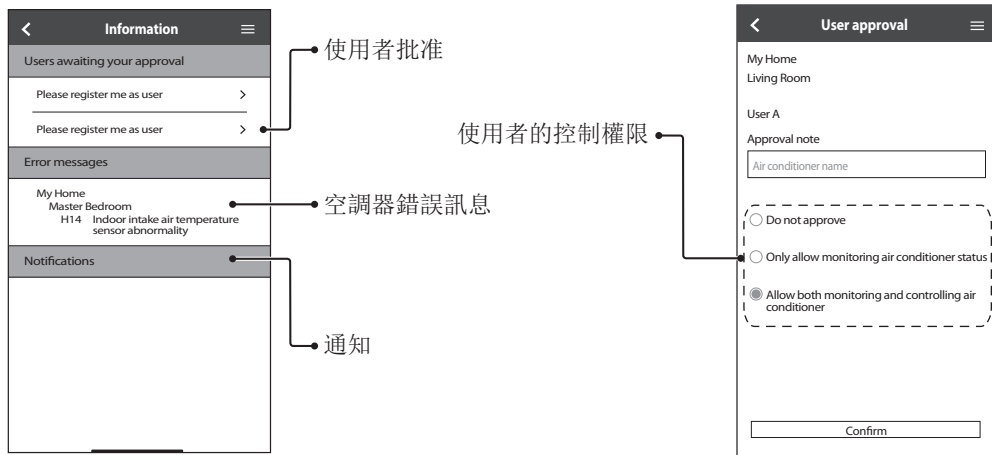
## 備註

- 操作之前和操作期間檢查應用程式的連接狀態。如果未顯示狀態，請使用遙控器操作空調器。

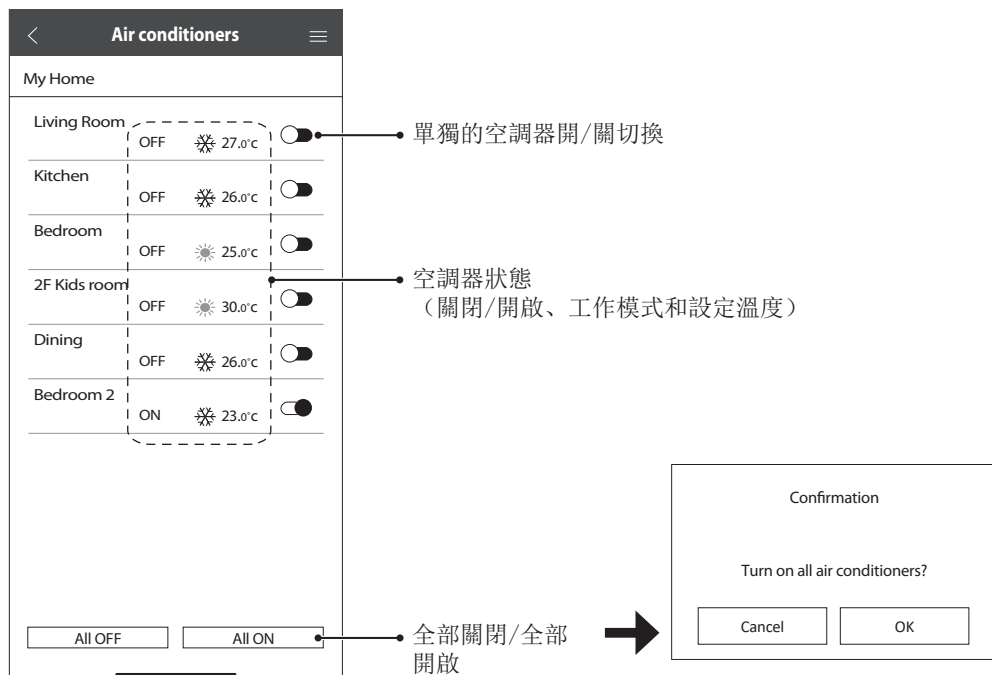


# 如何使用

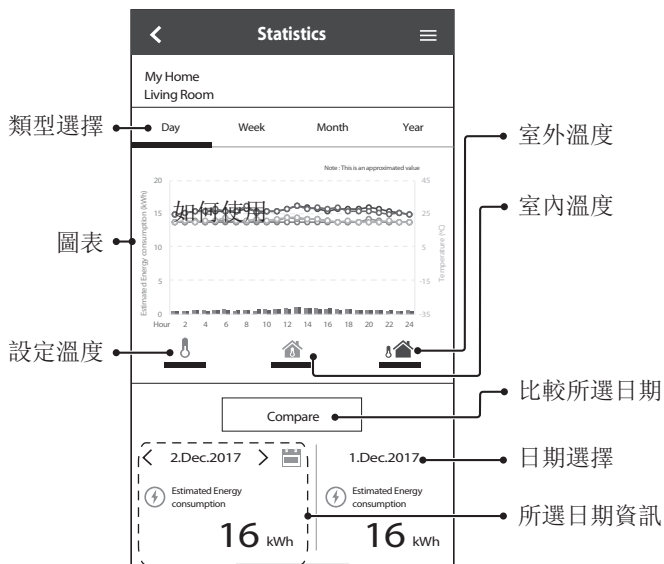
## 信息



## 空調器狀態







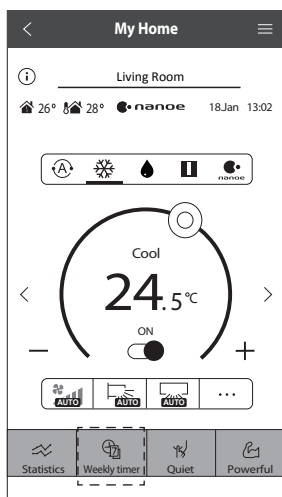
備註

- 某些型號可能不支援估計的能耗。
- 對於多聯分體式空調器系統：所顯示的能耗值適用於整個系統。

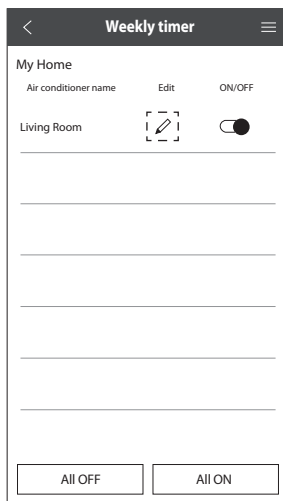
# 如何使用


## 每週定時器

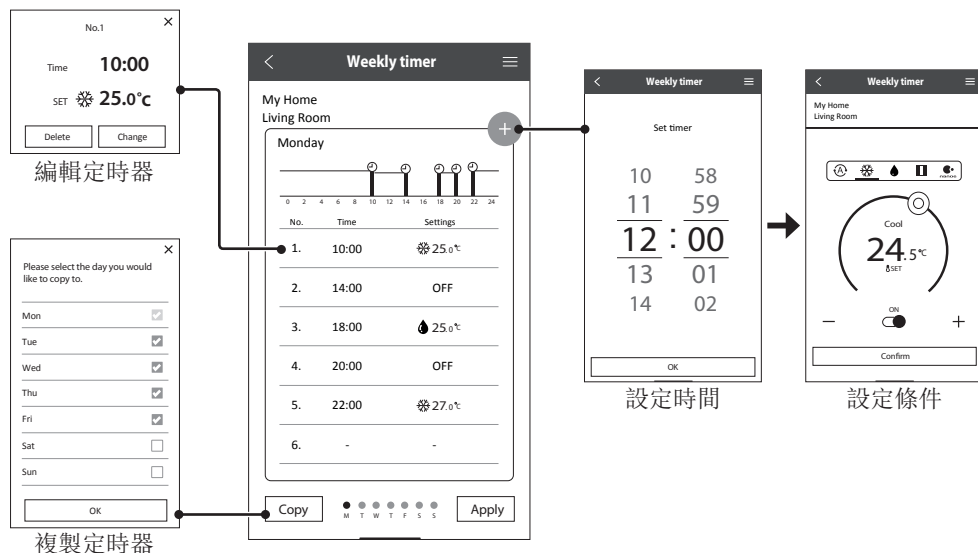
① 輕按“Weekly Timer”以設定定時器時間表。



② 輕按 。

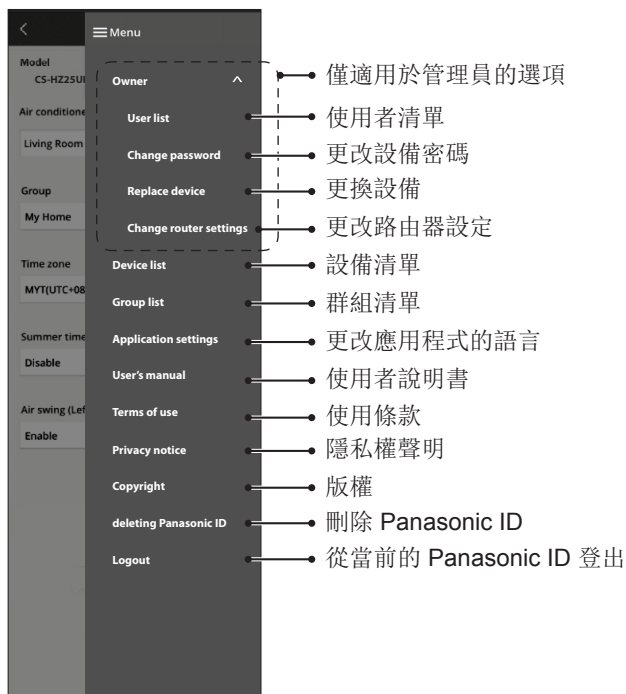


③ 輕按  以新增新程式。一天最多可以設定六個程式。

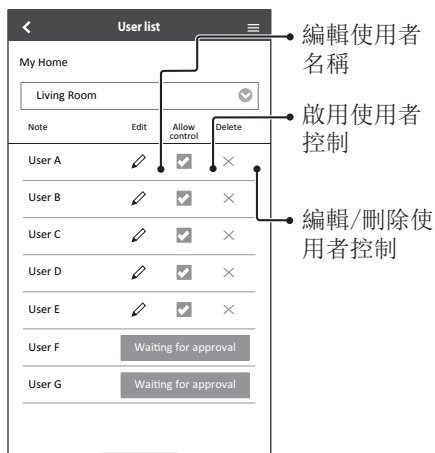


## 主選單

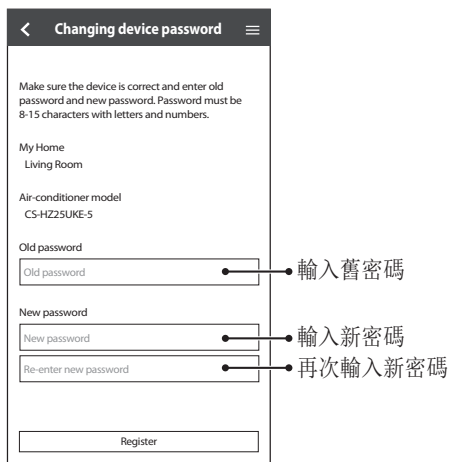
主選單允許使用者編輯設備設定並提供重要資訊。



## 使用者清單



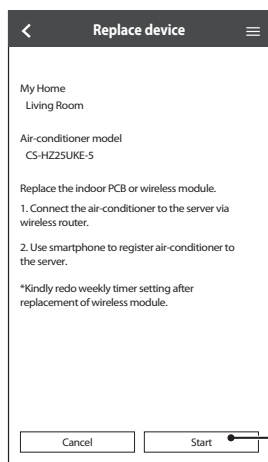
## 更改設備密碼



# 如何使用

## 更換設備

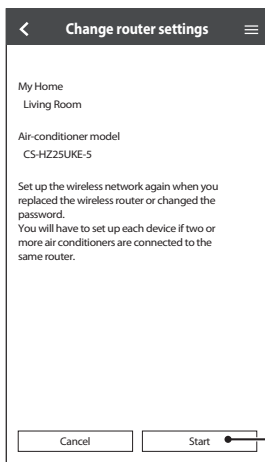
- ① 從選單中選擇“Replace device”。



輕按開始

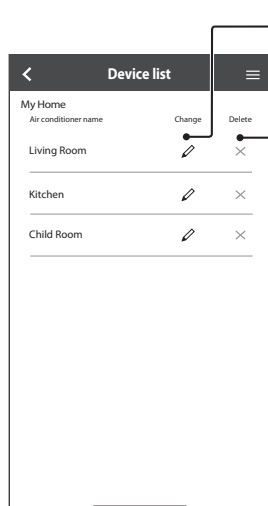
## 更改路由器設定

- ② 從選單中選擇“Change router settings”。



輕按開始

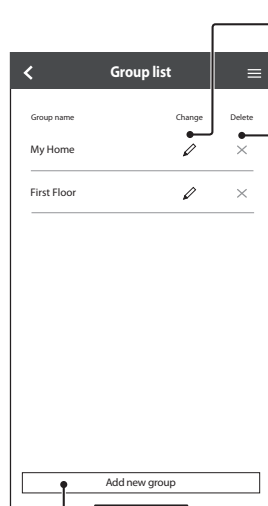
## 裝置清單



編輯設備信息和設定

刪除設備

## 群組清單



編輯群組名稱


刪除群組

新增群組





# 網絡適配器和應用程式常見問題解答

在致電您的本地服務代理商之前，請檢閱此清單。可為您節省一些時間。

## 初始設定

現象	解決方案
“Panasonic Comfort Cloud” 應用程式無法安裝在智能手機上。	確認智能手機版本是否相容 (Android 5.0 及更高版本，或 iOS 9 及更高版本)。 無法保證應用程式將適用於所有版本。
將其他空調器註冊至 “Panasonic Comfort Cloud” 應用程式。	按照初始空調器設定步驟進行操作。建議您為每個已註冊的空調器命名，以便於區分它們。
註冊控制網絡適配器的其他使用者。	下載 “Panasonic Comfort Cloud” 應用程式並建立新的 Panasonic ID。按照初始設定操作。 註冊空調器後，輸入第一個使用者 (擁有者) 設定的密碼。 擁有者需要批准才能完成註冊。 要批准，擁有者需要選擇  Menu，然後選擇 “Owner”。 之後，選擇 “User List” 以批准其他使用者。

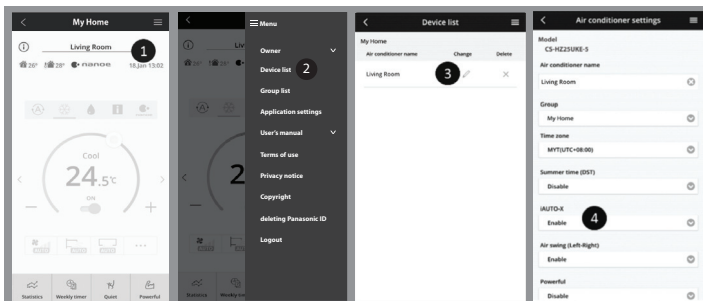
## 連接

現象	解決方案
無法連接空調器和無線路由器。	確認路由器的區域網絡信號已到達本裝置，未隱藏 SSID，已為本裝置啟用 MAC 位址設定，並且已啟用 2.4 GHz 連接的路由器雙頻段信號。 設定之前，確保您的智能手機已連接到 2.4 GHz 網絡。 一些 MESH 網絡路由器會自動分配給 5 GHz 信號。在這種情況下，向現有網絡新增專用的 2.4 GHz 路由器。
無法連接到雲端伺服器。	不支援需要伺服器登入的商業網絡。 PCPF 和 AFUS 的 IP 位址可能被篩選或已被封鎖。 為物聯網產品設定單獨的無線區域網絡。 對於路由器設定，請使用連接埠: 443; 網址: ldcws.pcpf.panasonic.com
無線信號斷開或中斷。	您的網絡連接可能不穩定。使用以下步驟檢查信號強度： • 停止空調器操作，然後按住無線區域網絡  按鈕 5 秒鐘，直到遙控器上出現 “1”。 • 按住  直到出現 “4”。 • 按  ，操作停止。 • 5 秒後，室內機上的無線區域網絡 LED 將顯示信號強度。 強: 閃爍 3 次，然後間隔 中等: 閃爍 2 次，然後間隔 弱: 閃爍一次，然後間隔 無信號: 關閉 • 網絡連接將在 10 分鐘後自動停止。按無線區域網絡  按鈕立即停止。
對本裝置的可疑或未經授權存取。	• 將空調器重設為製造預設設定。詳情請參閱本章中的 “其他 - 轉讓或報廢空調器”。然後，再次設定網絡連接。

# 網絡適配器和應用程式常見問題解答








## “Panasonic Comfort Cloud” 應用程式

現象	解決方案
無法擷取使用者 ID	由於有隱私資料保護法，“Panasonic Comfort Cloud” 管理員無法擷取您的 Panasonic ID。建立新的 Panasonic ID。
選擇 “Forgot ID/password” 後，無法收到用於密碼重設的電子郵件連結	您的電子郵件地址可能輸入有誤。再次選擇 “Forgot ID/password”。
即使選擇 “Remember me” 亦被登出。	<ul style="list-style-type: none"> <li>• 使用者不同意隱私權聲明。</li> <li>• 根據隱私資料保護法，如果您連續 15 天未存取 “Panasonic Comfort Cloud” 應用程式，則會讓您自動登出。</li> <li>• 您的手機中已關閉 “Panasonic Comfort Cloud” 應用程式。在沒有網絡連接的情況下重新開啟 “Panasonic Comfort Cloud” 應用程式。</li> <li>• “Panasonic Comfort Cloud” 伺服器正在維護或更新。</li> <li>• 您的 Panasonic ID 用於登入另一部智能手機。您在一部智能手機上只能登入一個 Panasonic ID。</li> <li>• “Panasonic Comfort Cloud” 儲存資料/快取已清除。</li> </ul> 再次返回至 “Panasonic Comfort Cloud” 應用程式。
室內溫度圖示未顯示。	室內溫度圖示僅適用於具有最新設計的型號。
不提供某些產品功能，如 HEAT、iAUTO-X、左右掃風和強風。	產品功能將根據每個國家/地區的預設設定顯示。使用者 ID 註冊期間選擇正確的國家。 應用程式管理員可以為群組中的每個空調器啟用產品功能，如下所示：




現象	解決方案
每週定時器不起作用。	<p>確認是否在“Panasonic Comfort Cloud”應用程式中開啟每週定時器，如下所示：</p>  <p>確認每週定時器和遙控器定時器之間是否存在任何衝突。應用伺服器及遠端控制時間可能不同。定時器將根據較早的時間啟用。確認時區是否已正確設定，如下所示：</p> 

其他

現象	解決方案
更換路由器。	從“Panasonic Comfort Cloud”應用程式中選擇  。選擇“Owner”並選擇“Change router settings”。
更改智能手機的型號。	確認智能手機版本是否相容 (Android 5.0 及更高版本，或 iOS 9 及更高版本)。安裝“Panasonic Comfort Cloud”應用程式並使用您的 Panasonic 登入 ID 和密碼登入。按照初始連接設定步驟進行操作。
更改室內機的控制板。	更換控制板。然後，從“Panasonic Comfort Cloud”應用程式中選擇  。選擇“Owner”，然後選擇“Replace device”。請注意，授權服務經銷商應執行此操作。
室內機更換適配器/無線區域網絡模組。	更換網絡適配器/無線區域網絡模組。然後，從“Panasonic Comfort Cloud”應用程式中選擇  。選擇“Owner”並選擇“Change router settings”。請注意，授權服務經銷商應執行此操作。
轉讓或報廢空調器。	<p>將空調器重設為製造預設設定。</p> <ul style="list-style-type: none"> <li>• 確認室內機上的無線區域網絡 LED 是否點亮/閃爍，然後按住無線區域網絡  按鈕 5 秒，直到遙控器上出現“1”。</li> <li>• 按住  直到出現“5”。</li> <li>• 按住  按鈕 3 秒，操作停止。</li> <li>• 無線區域網絡 LED 熄滅，並且出廠重設已完成。</li> </ul> <p>要從“Panasonic Comfort Cloud”應用程式取消註冊空調器，選擇 ，然後選擇“Device list”以刪除裝置。</p>

# 故障檢修

以下現象並非表示故障。

現象	原因
當裝置關閉時，無線區域網絡 LED 點亮。	• 裝置與路由器的無線區域網絡連接已啟用。
無線區域網絡 LED 持續閃爍。	• 裝置未與路由器建立無線區域網絡連接。重新檢查您的連接。 • 如果您不想使用該應用程式，請按無線區域網絡  按鈕將其關閉。



有關此產品的最新軟件許可和版權資訊，請參考我們網站上的最新使用者手冊：

[https://accsmart.panasonic.com/Manual/Built-In/en/manual\\_en.pdf](https://accsmart.panasonic.com/Manual/Built-In/en/manual_en.pdf)

## 韌體更新功能

本產品具有通過網際網絡連接到 Panasonic 韌體更新伺服器的功能，可自動將設備韌體更新到最新版本。

為了更新韌體，設備在上電後每天會檢查一次其韌體是否為最新版本。如果需要更新，將應用更新並自動重啟設備。設備重啟期間(需要大約 1-5 分鐘)無法進行操作。

## 軟件許可資訊

該產品包含以下軟件：

- (1) 由 Panasonic Corporation 或為 Panasonic Corporation 獨立開發的軟件，
- (2) 第三者擁有並授權給 Panasonic Corporation 的軟件，
- (3) BSD 許可和/或等效許可下的開放來源軟件。

自 (3) 起分類的軟件已發行，希望它會有用，但不作任何保證，甚至沒有對適銷性或特定目的適用性的暗示保證。

以下許可條款應適用於開放來源組件。

### 1. 要求者許可

版權所有 (C) 2003-2016, Jouni Malinen <j@w1.fi > 和貢獻者。

保留所有權利。

根據 BSD 許可的條款分發、使用和修改此軟件：

只要符合以下條件，無論是否經過修改，都允許以原始碼和二進位格式進行重新分發和使用：

1. 重新分發原始碼必須保留上述版權聲明，條件清單和以下免責聲明。
2. 以二進位格式重新分發，必須在分發隨附的文件和/或其他資料中複製以上版權聲明、條件清單以及以下免責聲明。
3. 未經明確的事先書面許可，以上列出的版權擁有者的名稱或其貢獻者的名稱均不得用於認可或促銷從該軟件衍生的產品。

本軟件由版權擁有者和貢獻者按原樣提供，並且不提供任何明示或暗示的保證，包括但不限於對適銷性和特定目的適用性的暗示保證。任何情況下，版權擁有者或貢獻者均不對任何直接、間接、偶發、特殊、懲戒性或後果性損害負責，包括但不限於採購替代商品或服務；使用、資料或利潤損失；或業務中斷，無論該等損害是如何導致的，基於任何責任理論，不論是合約、嚴格責任還是侵權(包括疏忽或其他方式)，以任何方式使用本軟件而產生，即使已告知該等損害的可能性。

# Built-in Network Adaptor that allows you to control your air conditioning unit operation from anywhere.

Thank you for purchasing this Panasonic product.

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## Safety Precautions

Before attempting to control / operate this air-conditioner product via wireless communication from a remote location, make sure to check the installation of the appliance and its surrounding area, and, be wary of any person(s) within the vicinity.





To prevent personal injury, injury to others or property damage, please comply with the following:

Incorrect operation due to failure to follow instructions below may cause harm or damage, the seriousness of which is classified as below:

 <b>WARNING</b>	This sign warns of death or serious injury.
---------------------------------------------------------------------------------------------------	---------------------------------------------

 <b>CAUTION</b>	This sign warns of injury or damage to property.
---------------------------------------------------------------------------------------------------	--------------------------------------------------

The instructions to be followed are classified by the following symbols:

	This symbol denotes an action that is PROHIBITED.
	This symbol denotes an action that is COMPULSORY.
	<b>WARNING</b>
<b>Network Adaptor (activated)</b>	
	Do not use the indoor unit near to any medical equipment or automatic control equipment (automatic door, wire alarms, etc.). (Radio wave from indoor unit may interfere with the equipment and may cause incident due to malfunction)

# Safety Precautions



Keep at least 15 cm away from the indoor unit if you have a cardiac pacemaker.

(Radio wave from indoor unit may interfere with the operation of pacemaker)



## CAUTION

### Network Adaptor (activated)



Check the following requirements in advanced (At home):

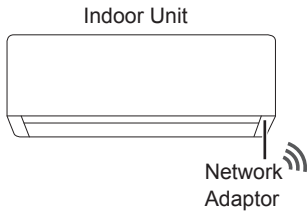
- Insert the power supply thoroughly. Ensure no dust builds up on the power supply.  
(This can cause fire due to ignition in the power supply's of poor contact)
- Check the status of timer activation set by other persons.  
(Unexpected run-stop operation may cause harm to human body, pets, and plants)
- There should be no abnormality in the air conditioner such as change of airflow. Ensure no object(s) which may be displaced easily due to the airflow blowing directly at it. The fallen or moved object(s) might lead to danger such as fire, injury etc.
- At all times, use the in-house remote control when there is a possibility of person(s) (such as infant, children, disabled person(s), elderly or sickly person(s)) who are incapable of controlling the temperature themselves and rely on the pre-set configuration of the air-conditioner.  
The rise and drop in the temperature due to remote operation might cause the occupant(s) to experience discomfort and/or disrupt their daily routine.  
Plant(s) and animal(s) are likely to be affected by sudden temperature adjustments.



Check the following requirements before operating the air conditioner from a remote location:

- Do inform the person(s) in the vicinity of the area being air-conditioned that you will remotely control the air conditioner operation and settings. This is to avoid any possibility of serious effects on person(s) either due to being taken by surprise or due to sudden changes in temperature (from comfort to cold or vice versa).  
(This may cause harm to human body due to sudden changes of outside temperature and room temperature. Temperature adjustment can be operated by remote control)
  - If the main display of the Panasonic Comfort Cloud app does not reflect the status of the operation, please use the in-house remote control to operate the air-conditioner.
- As the app uses network communication, there may be times when remote operation is not possible due to communication and/or network failures (such as Panasonic Cloud server downtime, telecom providers' server downtime, WIFI connectivity etc.). In the event of such failure(s), please use the in-house remote control to operate the air-conditioner.

# System Overview



Items you need to prepare  
(purchase and subscribe separately)

Router      Internet      Smartphone

Download from app store

Panasonic Comfort Cloud app (free)

- This feature requires the app to work with a smartphone. Please check each store for the supported OS version.
- The Network Adaptor is designed specifically as a terminal for “Panasonic Comfort Cloud” app.
- The Wireless LAN network coverage must reach the indoor unit installation location.

### Specification - Built-in Network Adaptor - (1QR code) \*

Model	DNSK-P11
Input Voltage	DC 5V (From Air Conditioner Indoor Unit)
Current Consumption	Tx/Rx max. 290/100 mA
Wireless standard	IEEE 802.11 b/g/n
Frequency range	2.4 GHz band
Encryption	WPA™ / WPA2™

### Maximum radio-frequency power transmitted in the frequency bands DNSK-P11

Type of wireless	Frequency band	Max. EIRP (dBm)
WLAN	2412 - 2472 MHz	20 dBm

### Specification - Built-in Network Adaptor - (2QR code) \*

Model	PIOT-V2(WA)
Input Voltage	DC 5V (From Air Conditioner Indoor Unit)
Current Consumption	Tx/Rx max. 190/70 mA
Wireless standard	IEEE 802.11 b/g/n; BT5.0 Low Energy (BLE)
Frequency range	2.4 GHz band
Encryption	WPA™ / WPA2™ / WPA3™

### Maximum radio-frequency power transmitted in the frequency bands PIOT-V2(WA)

Type of wireless	Frequency band	Max. EIRP (dBm)
WLAN	2412 - 2472 MHz	20 dBm
BLE	2402 - 2480 MHz	20 dBm

\* Either one of the specific network adaptor to be incorporated within the corresponding air conditioner model. Be sure to make clear with sales representative accordingly.

## Precaution

- Do NOT disassemble or alter this Network Adaptor in any way.
- Do NOT remove this Network Adaptor from the indoor unit during operation.
- Data transmitted and received over radio waves may be intercepted and monitored.

## Usage precaution

- Before using this product, be sure to read all the precautions in this manual for proper use. The Company is not liable for any defects and damages, unless legal liability is recognized, in regards to failures, incurred by use of this product that occur through incorrect use or during use by yourself or a third party.

## Security measure

- Wireless LAN uses radio waves to exchange information. Therefore, there is a risk of unauthorized access.
- Initialize the app settings on the product prior to disposal or transferring to a third party.

## Before setting the network connection


- Confirm the wireless router is connected to the network correctly.
- Confirm the Wireless LAN of the smartphone is activated.
- Confirm your smartphone and this product are connected to the same wireless router.

## App Installation

### For Android user

- Open  .
- Search for "Panasonic Comfort Cloud" app.
- Download and install.

### For iOS user

- Open  .
- Search for "Panasonic Comfort Cloud" app.
- Download and install.

## Note

- The app user interface image may change for version upgrade without notification.
- There is no charge to using this application. However, other charges may be incurred for connection and operation.

# Get Started

Check the app's connectivity status before and during operation. If the status is not reflected, use the remote control to operate your air conditioner.

## Starting "Panasonic Comfort Cloud"

### Create New Panasonic ID

Use "Panasonic Comfort Cloud" app as an option to control the air conditioner.

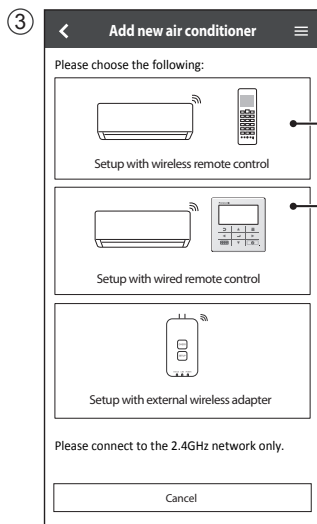
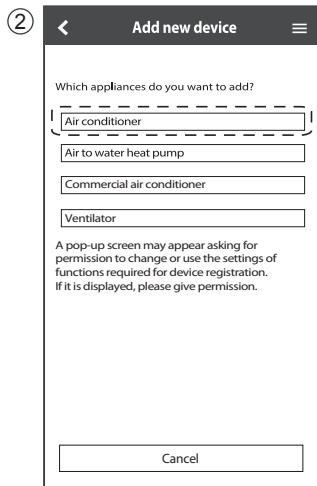
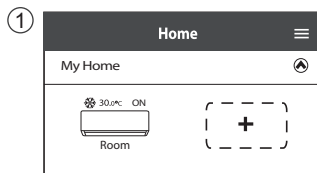
The screenshot shows a login interface with a black header containing the word "Login" in white. Below the header, the text "Please enter your Panasonic ID and password." is displayed. There are two input fields: the first is labeled "Panasonic ID" and contains the placeholder text "E-mail address"; the second is labeled "Password" and contains the placeholder text "Password". Below these fields is a checkbox labeled "Remember me". At the bottom of the form, there are four text links: "Forgot ID/Password", "Create new Panasonic ID", "delete Panasonic ID", and "View an example". A "Login" button is located at the very bottom of the form.

- For new user, select "Create new Panasonic ID" to register.
- For registered user, log in using your Panasonic ID and password.

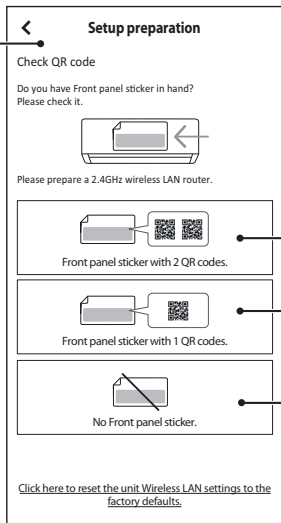
# App Settings

## Add new air conditioner device

Air conditioner need to be registered before using “Panasonic Comfort Cloud” app.



### Setting connection network (Wireless remote control)



Identify and select QR code availability condition.

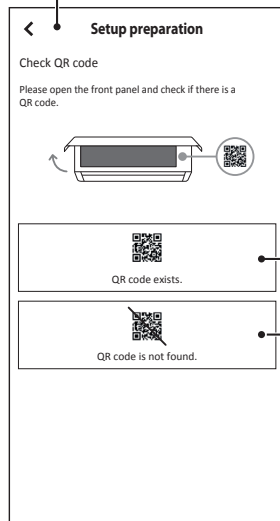
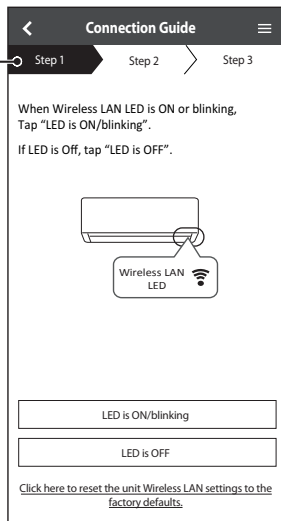
#### 2 QR codes

Setup using QR scan  
(Refer page 40-41) or  
Setup using AP mode  
(Refer page 42-43)

#### 1 QR code

Manual setup AP method  
(Refer page 44-45)  
Manual setup WPS method  
(Refer page 46-47)

### Setting connection network (Wired remote control) (Refer page 48)

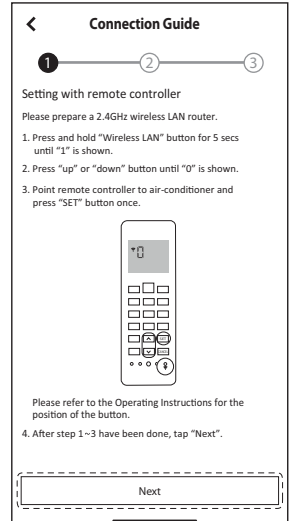
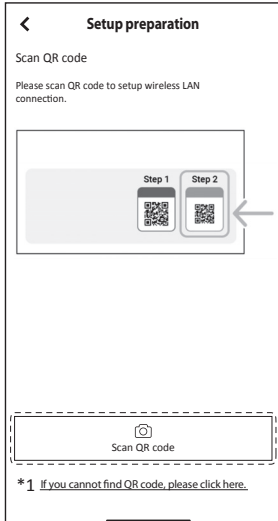


# App Settings

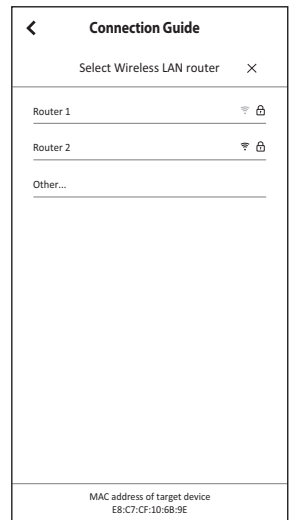
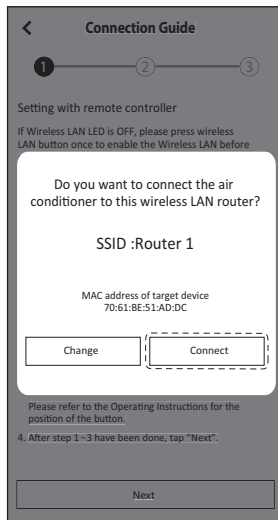
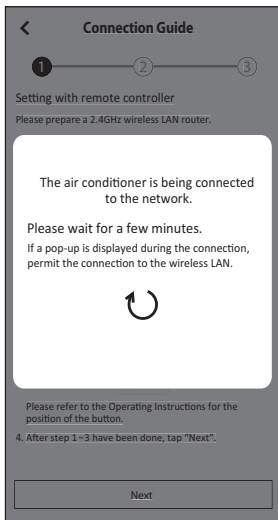
## Setting connection network (Wireless Remote Control) - (2QR code)

### Setup using QR scan

- ① Tap “Scan QR code”.
- ② Scan in progress.
- ③ Follow the screen instructions from the app. Tap “Next”.



- ④ Connecting in progress.
- ⑤ Tap “Connect”.
- ⑥ Select your router.



\*1 If QR scan is failed. Proceed to “Setup using AP mode”. (Refer page 42-43)



## Setting connection network (Wireless Remote Control) - (2QR code)

### Setup using QR scan

- ⑦ Input router password.      ⑧ Connection in progress.      ⑨ Set a password.

The screenshot shows the 'Connection Guide' app with the title 'Router 1'. Below the title is a 'Password' field with a masked input (dots). At the bottom, there are two buttons: 'Cancel' and 'Connect'. The 'Connect' button is highlighted with a dashed border.

The screenshot shows a pop-up message in the center of the app. The message reads: 'The air conditioner is being connected to the network. Please wait for a few minutes. If a pop-up is displayed during the connection, permit the connection to the wireless LAN.' Below the text is a circular refresh icon. At the bottom, there are two buttons: 'Cancel' and 'Connect'.

The screenshot shows the 'Connection Guide' app with a progress indicator at the top showing steps 1, 2, and 3. Step 2 is active. Below the progress indicator, it says 'Device password settings' and 'Model: CS-HZ25UKE-5'. It then prompts the user to 'Input the password to complete the registration. Password must be 8-15 characters with letters and numbers.' There are two input fields: 'Password' and 'Reenter password'. At the bottom, there is a 'Register' button highlighted with a dashed border.

- ⑩ Enter a name for the air conditioner.      ⑪ Registration completed.

The screenshot shows the 'Connection Guide' app with a progress indicator at the top showing steps 1, 2, and 3. Step 3 is active. Below the progress indicator, it says 'Air-conditioner name' and 'Model: CS-HZ25UKE-5'. It prompts the user to 'Enter your preferred name for this air-conditioner.' There is an input field for 'Air conditioner name'. At the bottom, there is a 'Register' button highlighted with a dashed border.

The screenshot shows the 'Connection Guide' app with a progress indicator at the top showing steps 1, 2, and 3. Step 3 is active. Below the progress indicator, it says 'Registration completed' and 'Thank you for your registration. The air conditioner has been registered and connected to the wireless LAN.' There is an illustration of an air conditioner with a checkmark above it. At the bottom, there is a 'Start Using' button.

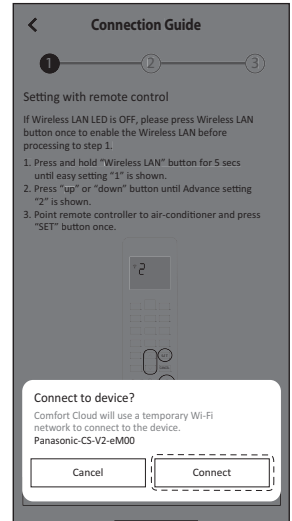
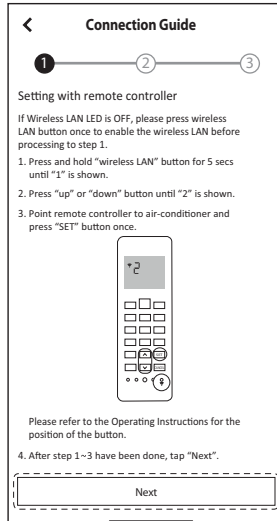
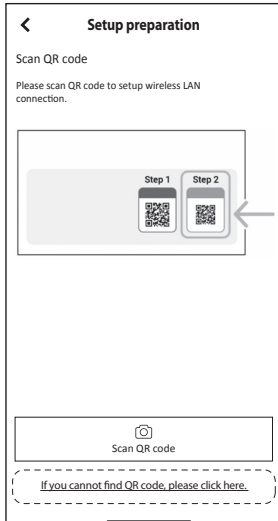
- Keep the password for future use.

# App Settings

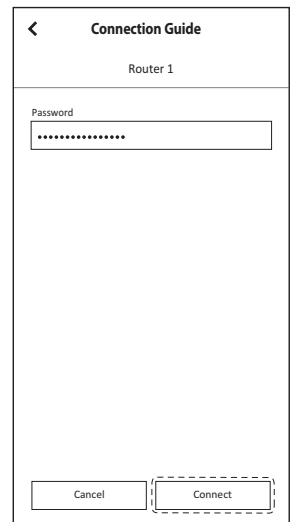
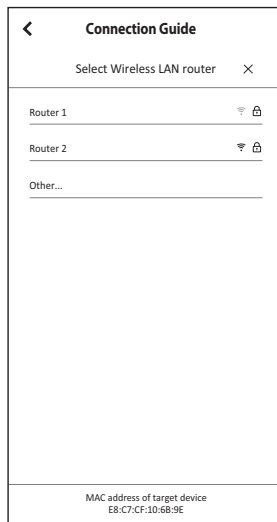
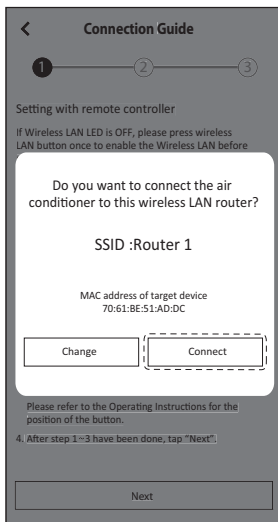
## Setting connection network (Wireless Remote Control) - (2QR code)

### Setup using AP mode

- ① Tap “can't find QR code”.
- ② Follow the screen instructions from the app. Tap “Next”.
- ③ Tap “Connect”.



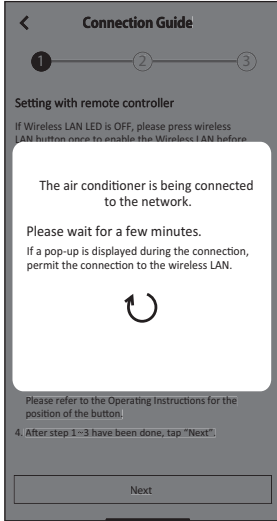
- ④ Tap “Connect”.
- ⑤ Select your router.
- ⑥ Input router password.



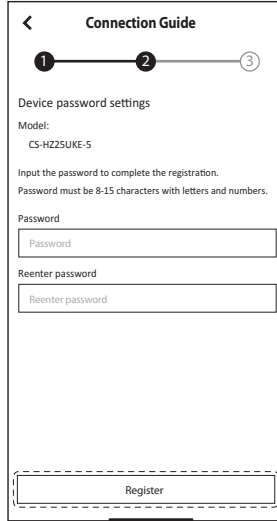
## Setting connection network (Wireless Remote Control) - (2QR code)

### Setup using AP mode

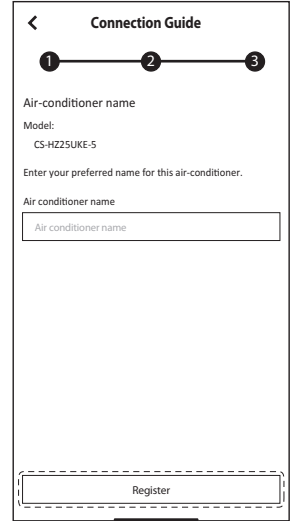
⑦ Connection in progress.



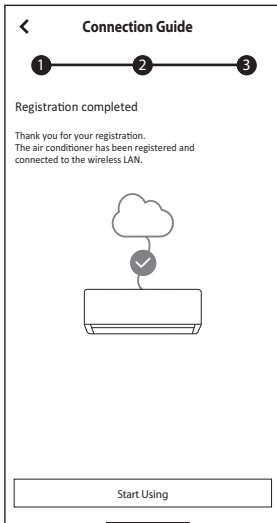
⑧ Set a password.



⑨ Enter a name for the air conditioner.



⑩ Registration completed.



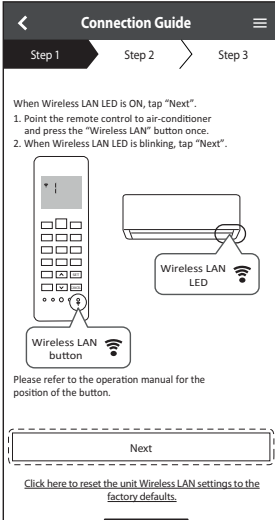
• Keep the password for future use.

# App Settings

## Setting connection network (Wireless Remote Control) - (1QR code)

### Manual Setup - AP method


- ① Follow the screen instructions from the app. Tap “Next”.



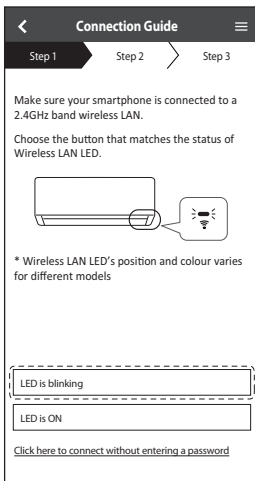
Fast blink	The unit is establishing the connection.
Slow blink	The unit is not securing the connection.
No blink (stays on)	The unit has established the connection.

- It can establish the connection to the unit even if the unit is turned OFF.

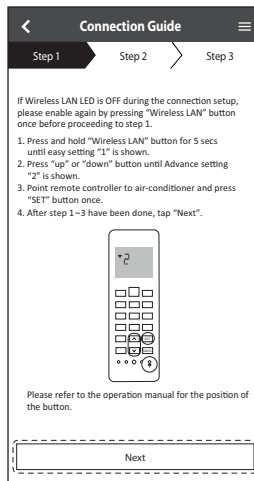
#### Note

- If the Wireless LAN LED blinks continuously and you do not want to use the app, press the Wireless LAN  button to turn it off.

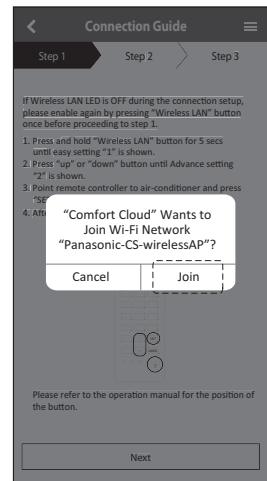
- ② Tap “LED is blinking”.



- ③ Follow the screen instructions from the app. Tap “Next”.



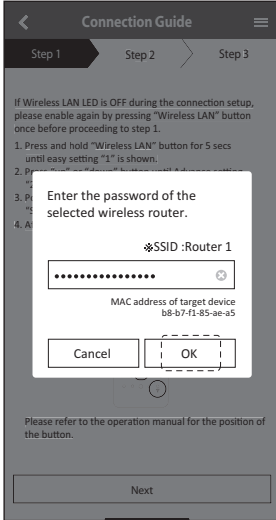
- ④ Tap “Join”.



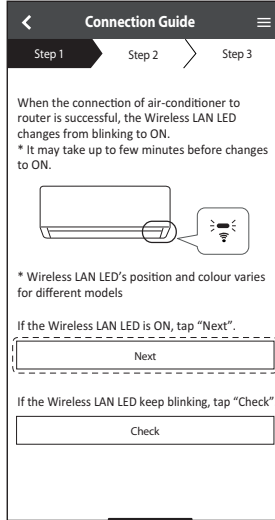
## Setting connection network (Wireless Remote Control) - (1QR code)

### Manual Setup - AP method

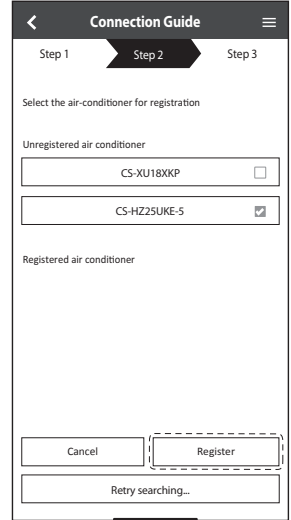
⑤ Enter router password.



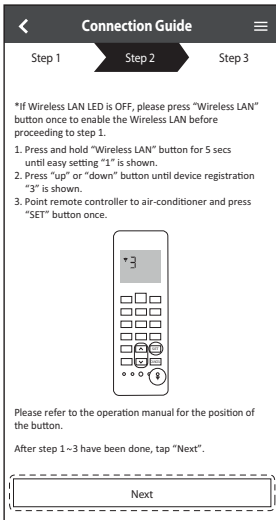
⑥ Tap "Next".



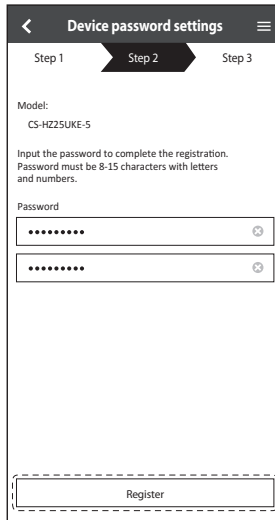
⑦ Select air conditioner to register.



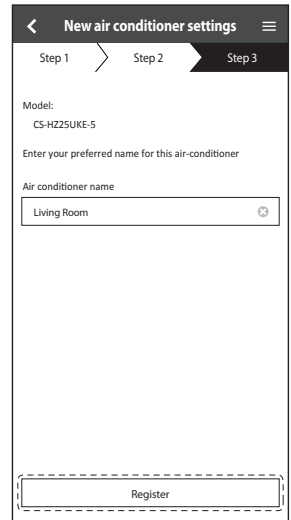
⑧ Tap "Next".



⑨ Set a password.



⑩ Enter a name for the air conditioner.



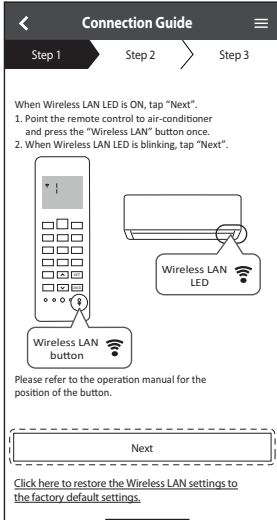
- Keep the password for future use.

# App Settings

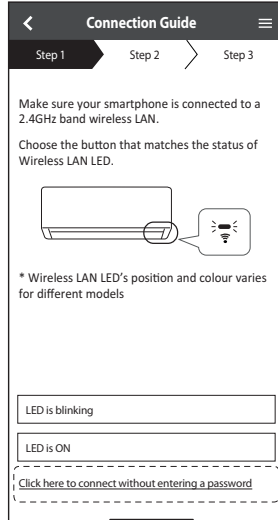
## Setting connection network (Wireless Remote Control) - (1QR code)

### Manual Setup - WPS method

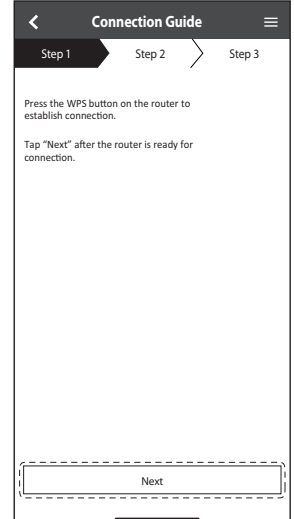
- ① Follow the screen instructions from the app. Tap “Next”.



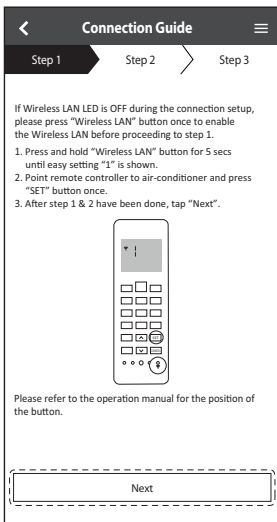
- ② Tap “connect without entering password”.



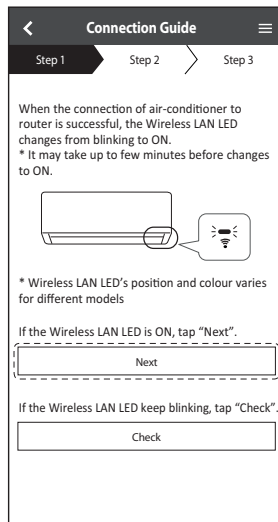
- ③ Tap “Next”.



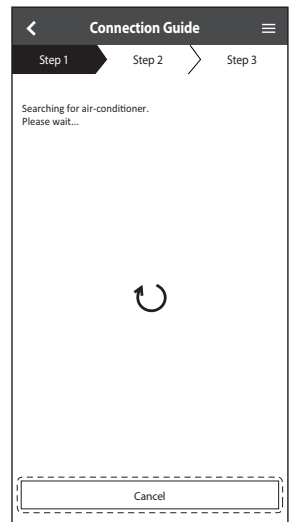
- ④ Follow the screen instructions from the app. Tap “Next”.



- ⑤ Tap “Next”.



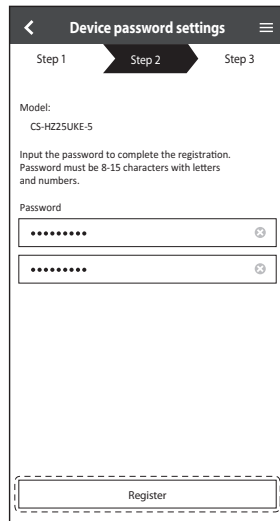
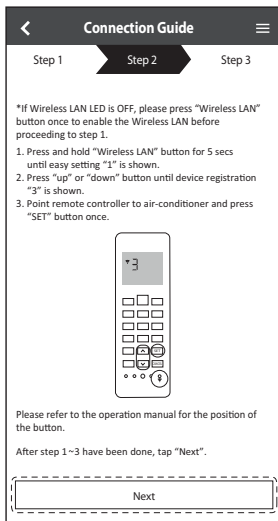
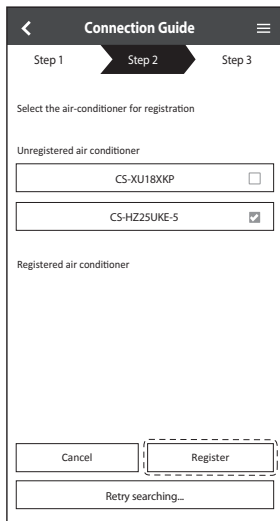
- ⑥ Connection in progress.



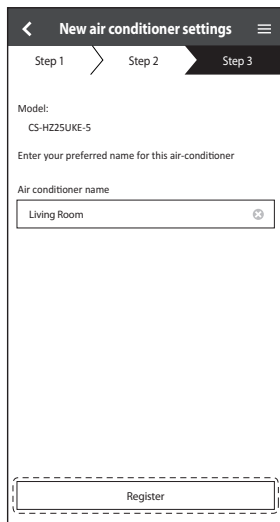
## Setting connection network (Wireless Remote Control) - (1QR code)

### Manual Setup - WPS method

- ⑦ Select air conditioner to register.
- ⑧ Follow the screen instructions from the app. Tap "Next".
- ⑨ Set a password.



- ⑩ Enter a name for the air conditioner.

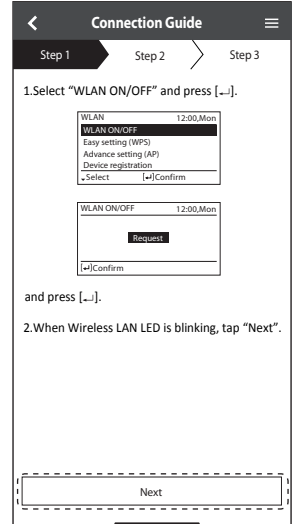
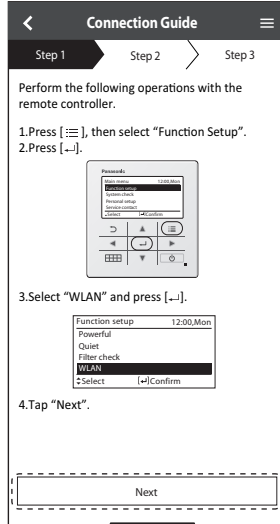
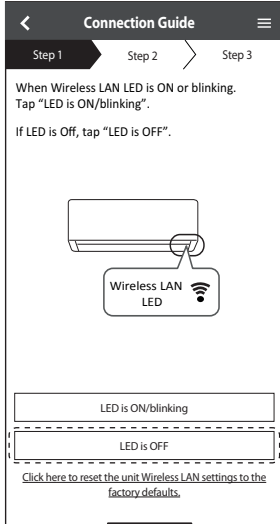


# App Settings

## Setting connection network (Wired Remote Control)

### Preparing indoor unit to connect Wireless LAN

- ① Tap "LED is OFF".
- ② Follow the screen instructions from the app. Tap "Next".
- ③ Follow the screen instructions from the app. Tap "Next".





## Setting connection network (Wired Remote Control)

### Setting connection network

- ① Check that the Wireless LAN LED is ON. At the remote controller, select the WLAN ON/OFF until the Wireless LAN LED starts blinking.

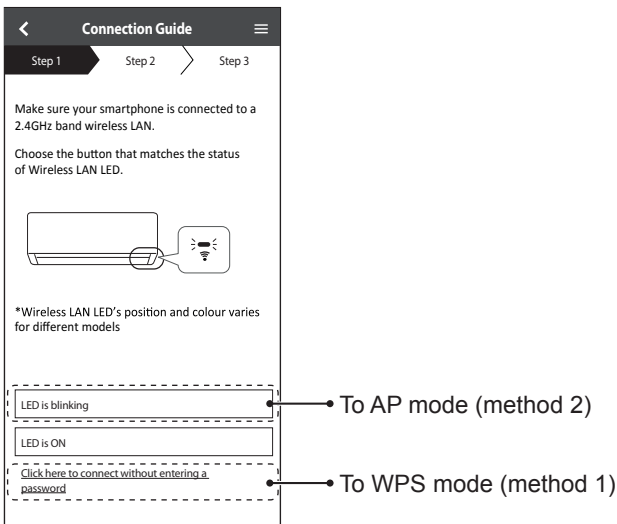
Fast blink	The unit is establishing the connection.
Slow blink	The unit is not securing the connection.
No blink (stays on)	The unit has established the connection.

- It can establish the connection to the unit even if the unit is turned OFF.

#### Note

- If the Wireless LAN LED blinks continuously and you do not want to use the app, select the WLAN ON/OFF to turn it off.

- ② Select the status of the Wireless LAN LED.  
To connect using WPS, tap “connect without entering a password”.



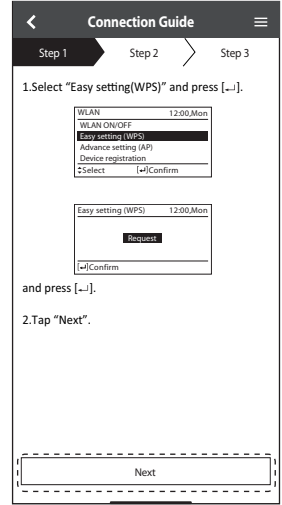
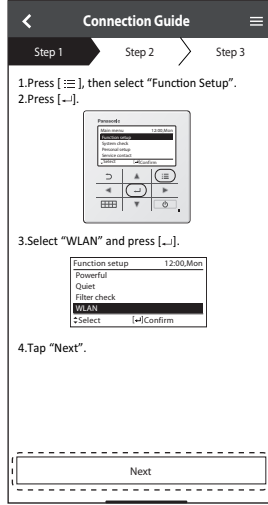
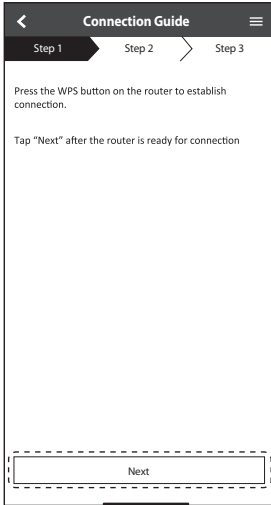
# App Settings

## Setting connection network (Wired Remote Control)

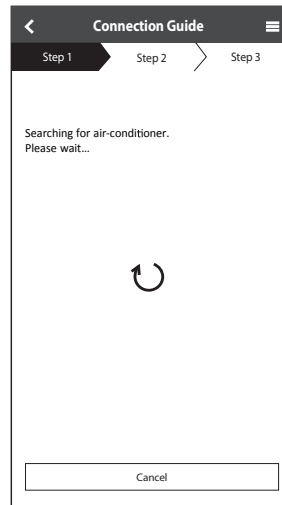
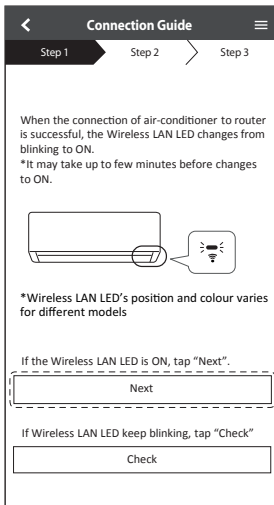
### Connection network using WPS mode (method 1)

• Check that the Wireless LAN LED is ON. If the Wireless LAN LED is OFF, select the WLAN ON/OFF to turn it on, and enable Wireless LAN connection.

- 1 Follow the screen instructions from the app. Tap "Next".
- 2 Follow the screen instructions from the app. Tap "Next".
- 3 Follow the screen instructions from the app. Tap "Next".



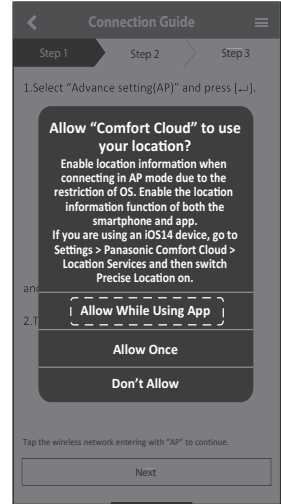
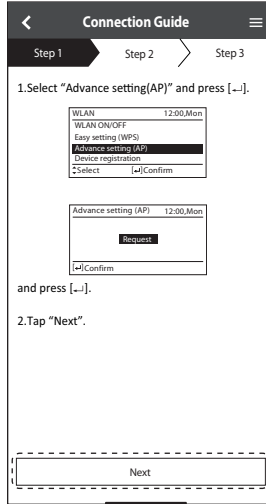
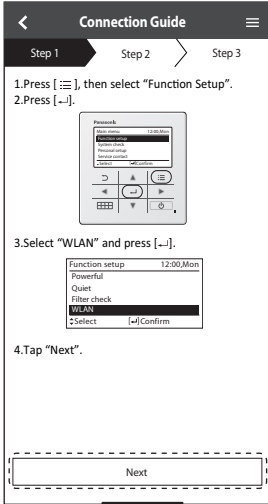
- 4 Follow the screen instructions from the app. Tap "Next".
- 5 If the Wireless LAN LED keeps blinking, check the wireless router connection.



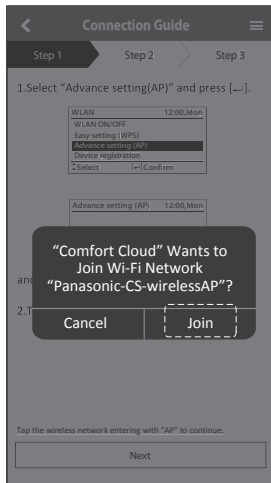
## Setting connection network (Wired Remote Control)

### Connection network using AP mode (method 2)

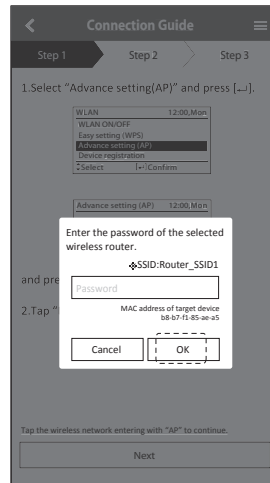
- ① Follow the screen instructions from the app. Tap "Next".
- ② Follow the screen instructions from the app. Tap "Next".
- ③ Tap "Allow While Using App"



- ④ Tap "Join"



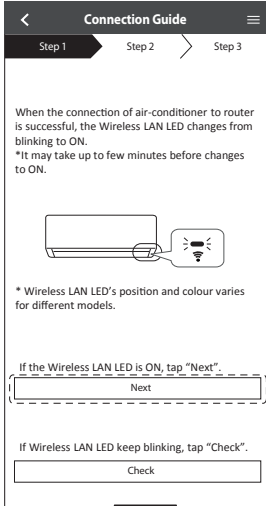
- ⑤ Input router password



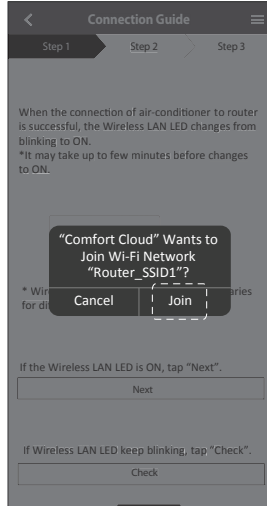
# App Settings

## Setting connection network (Wired Remote Control)

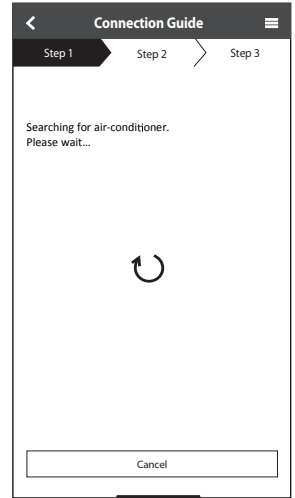
- ⑥ Follow the screen instructions from the app. Tap "Next".



- ⑦ Tap "Join".



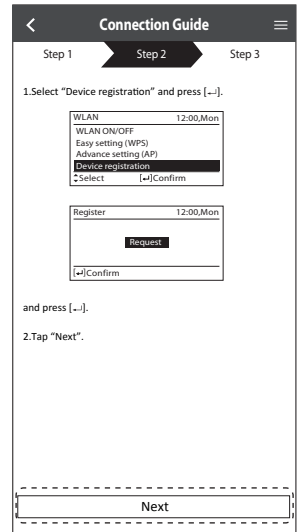
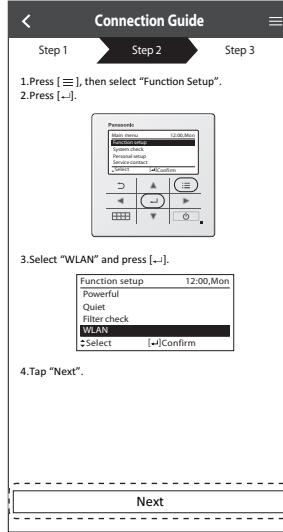
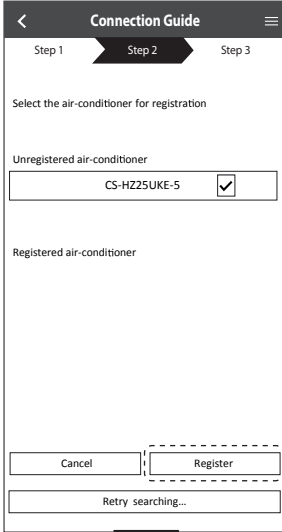
- ⑧ If the Wireless LAN LED keeps blinking, check the wireless router connection.



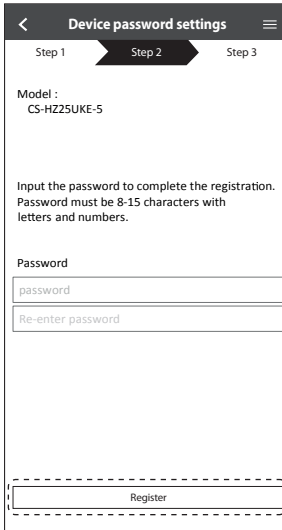
## Setting connection network (Wired Remote Control)

### Registration

- ① Select air conditioner to register.
- ② Follow the screen instructions from the app. Tap "Next".
- ③ Follow the screen instructions from the app. Tap "Next".



- ④ Set a password

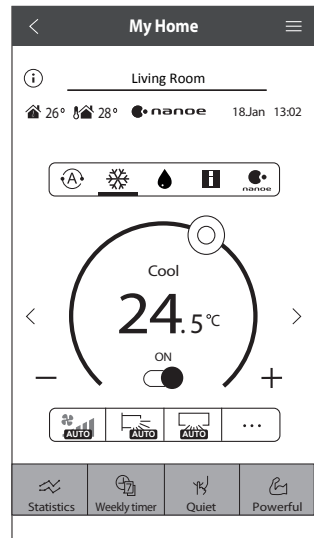
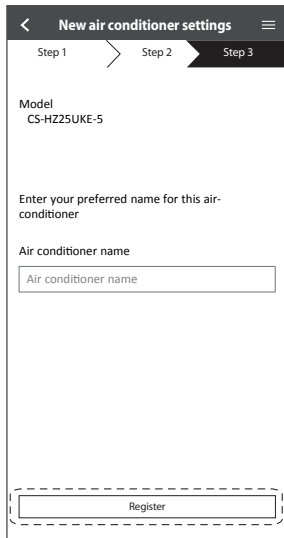


- Keep the password for future use.

# How to Use

## Registration completed

- ① After registration and connection is established between the app and your air conditioner, set the preferred name to identify your air conditioner easily.
  - After registering your preferred name for your air conditioner, you can use the “Panasonic Comfort Cloud” app functions.
- ② Beside operation control, this application can monitor the estimated energy consumption and do comparison for different time frame by referring to the statistic's graph.

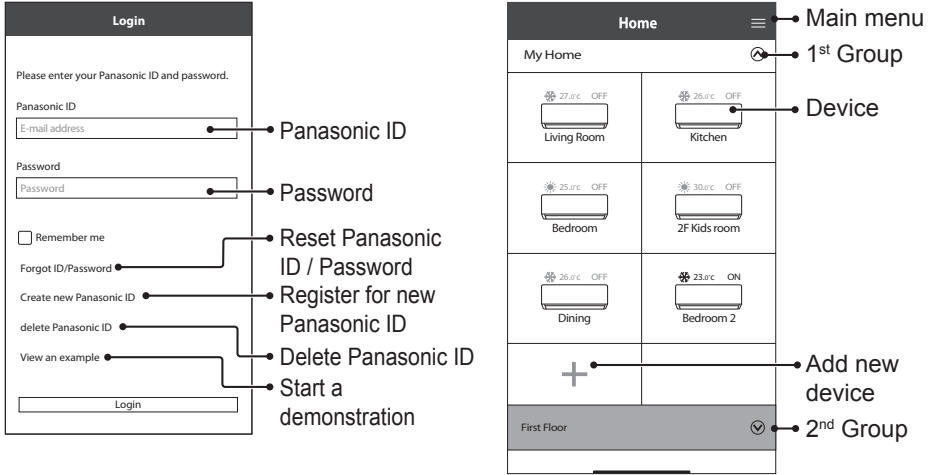


## Note

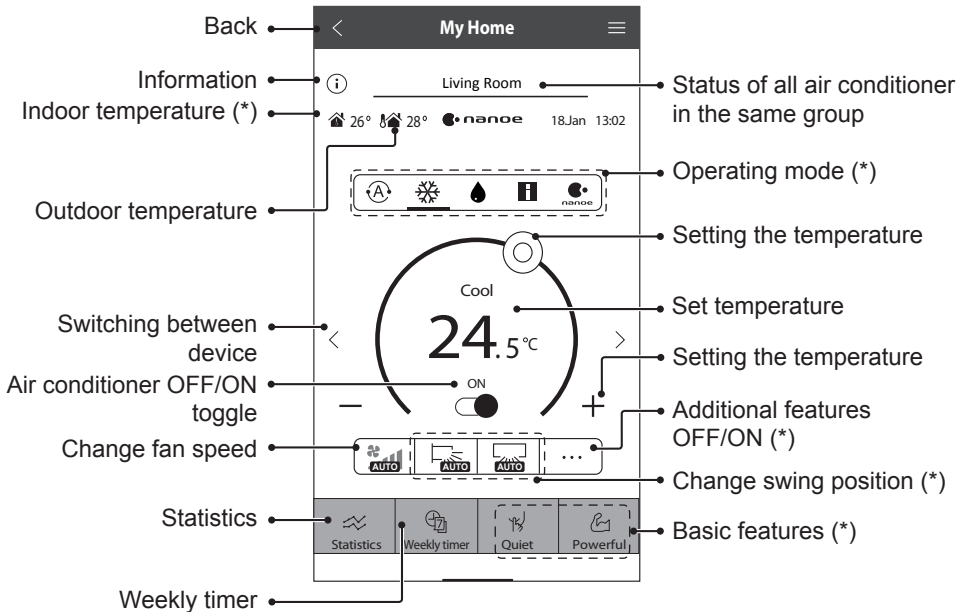
- Check the app's connectivity status before and during operation. If the status is not reflected, use the remote control to operate your air conditioner.

## Launch the App

- ① Log in to the “Panasonic Comfort Cloud” app.
- ② Select your air conditioner to control.



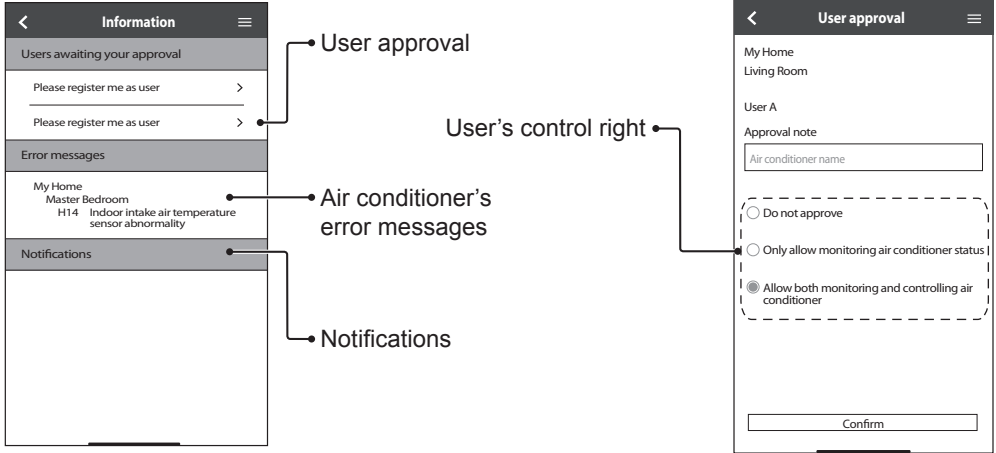
## Main Device Screen - Operation Setting



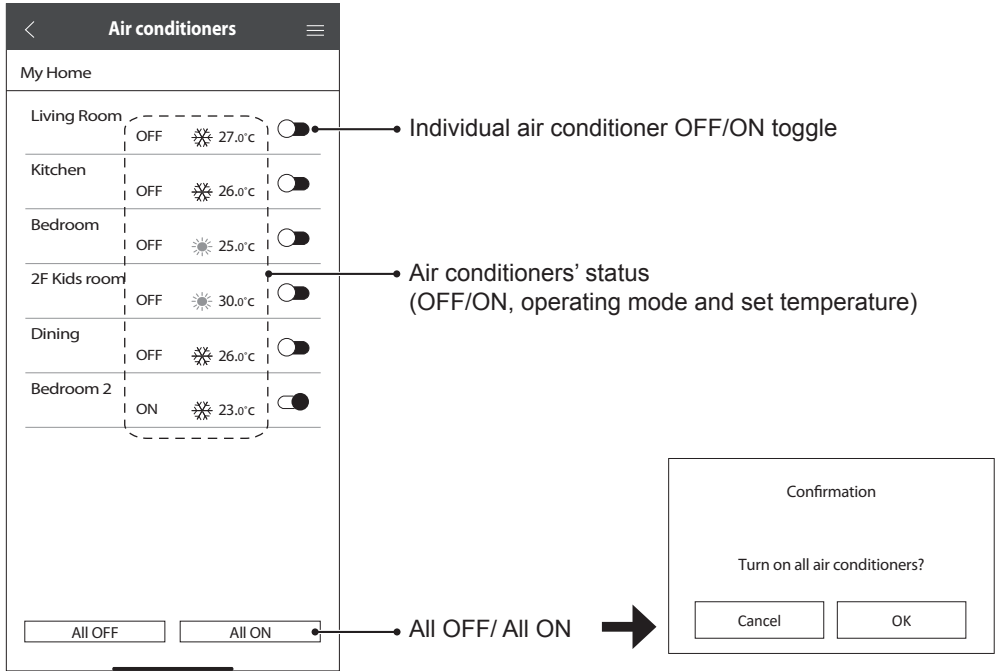
(\*) Subject to model compatibility

# How to Use

## Information

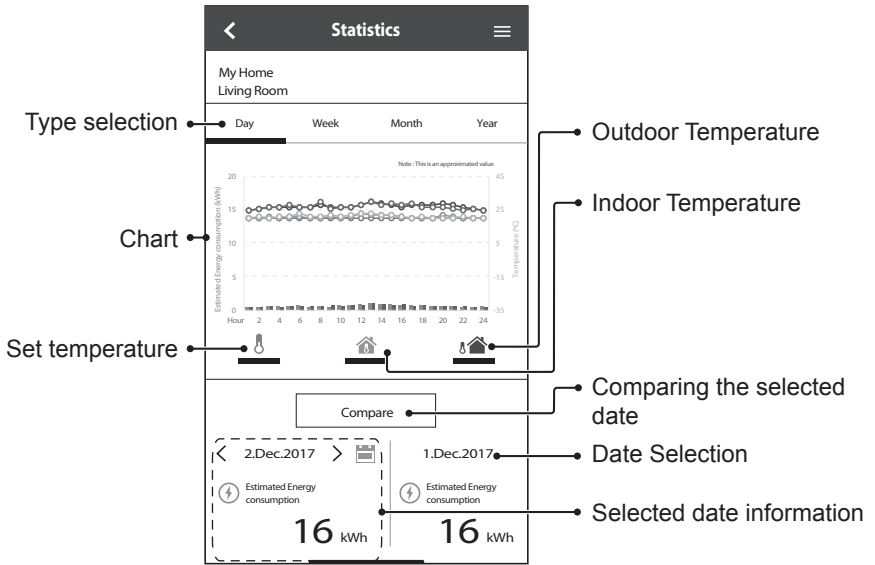


## Air Conditioner Status





## Statistics




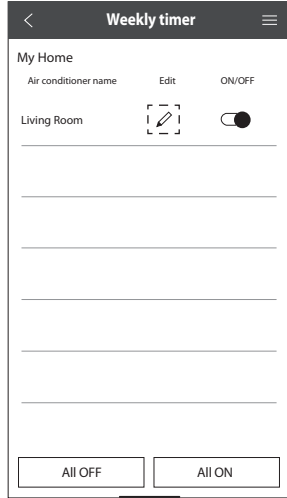
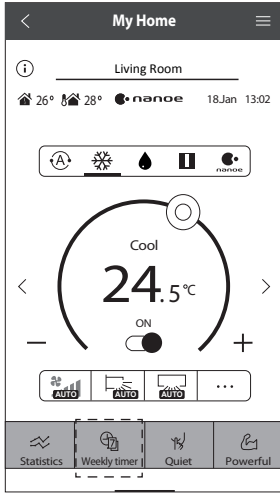
### Note


- Estimated energy consumption may not be supported by certain models.
- For Multi-split AC system: energy consumption value displayed is for whole system.

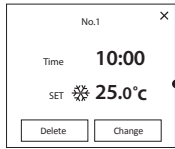
# How to Use

## Weekly Timer

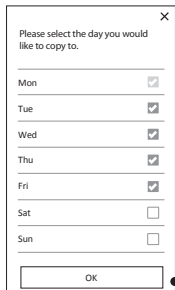
- 1 Tap "Weekly Timer" to set the timer schedule.
- 2 Tap .



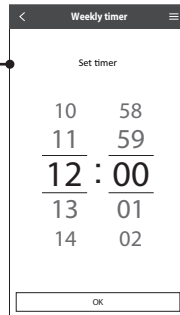
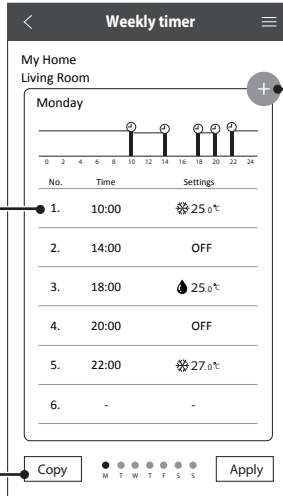
- 3 Tap  to add a new program. You can set a maximum of six programs for one day.



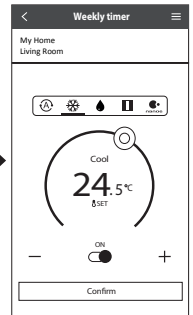
Edit timer



Copy timer



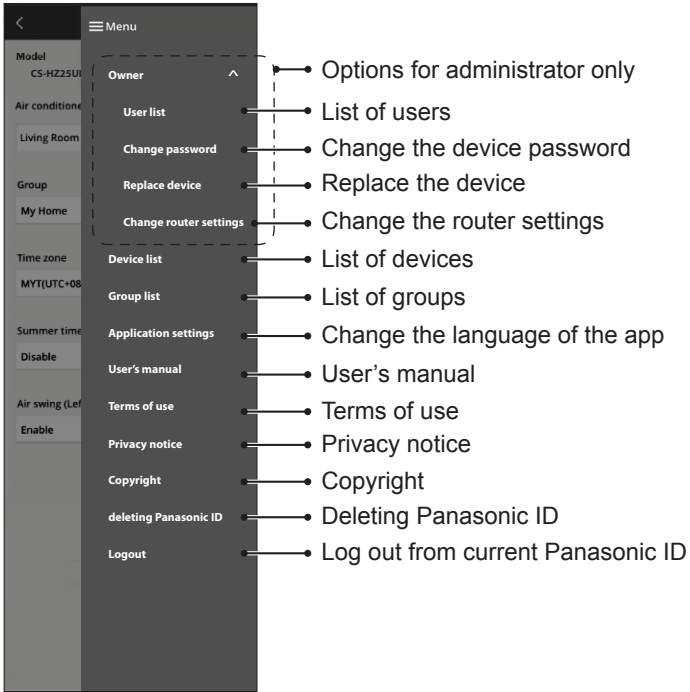
Set time



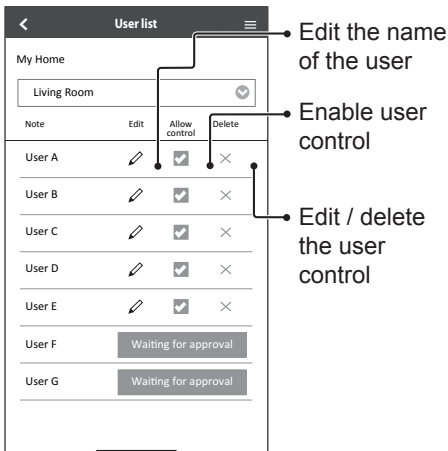
Set conditions

## Main Menu

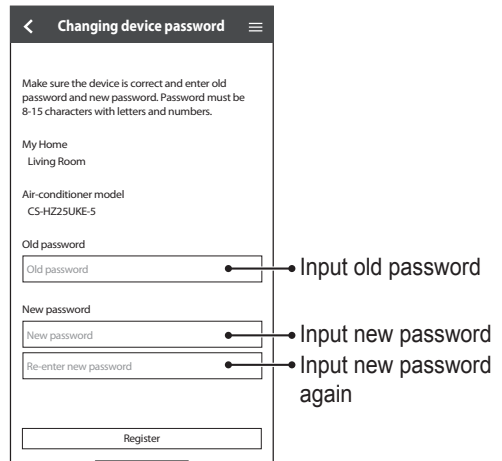
The main menu allows user to edit the device settings and provides important information.



## User List



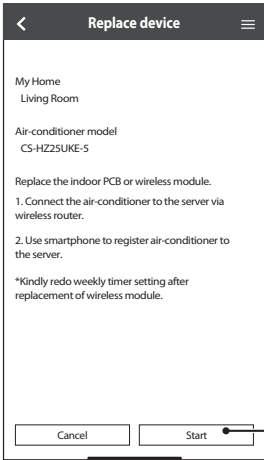
## Change the Device Password



# How to Use

## Replace the Device

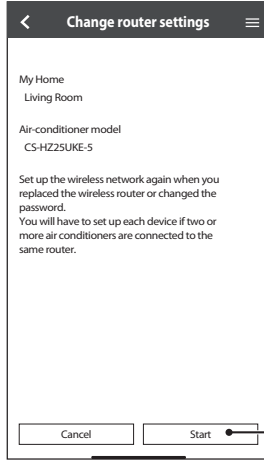
① Select “Replace device” from the menu.



Tap Start

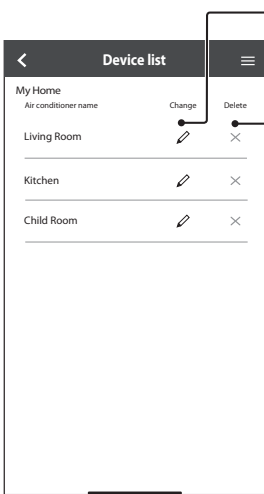
## Change the Router Settings

② Select “Change router settings” from the menu.



Tap Start

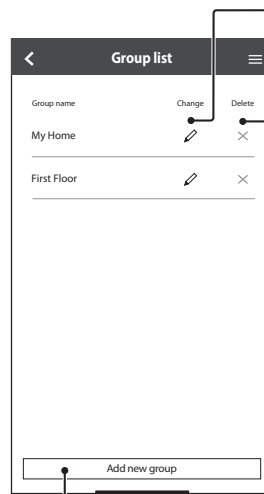
## Device List



Edit the device information and settings

Delete the device

## Group List



Edit the group name


Delete the group

Add new group





# Network Adaptor & App FAQs

Before calling your local service agent, please review this list. It may save you some time.

## Initial setting

Symptom	Solution
"Panasonic Comfort Cloud" app cannot be installed in smartphone.	Check if the smartphone version is compatible (Android 5.0 and above, or iOS 9 and above). There is no guarantee that the app will work well with all versions.
Register additional air conditioner to "Panasonic Comfort Cloud" app.	Follow the steps for the initial air conditioner setup. We recommend that you name each registered air conditioner so that it is easy to differentiate them.
Register additional user to control the Network Adaptor.	Download the "Panasonic Comfort Cloud" app and create a new Panasonic ID. Follow the initial setting. When the air conditioner is registered, input the password set by the first user (owner). The owner needs to approve to complete the registration. For approval, the owner needs to select  , then select "Owner". After that, select "User List" to approve the additional user.


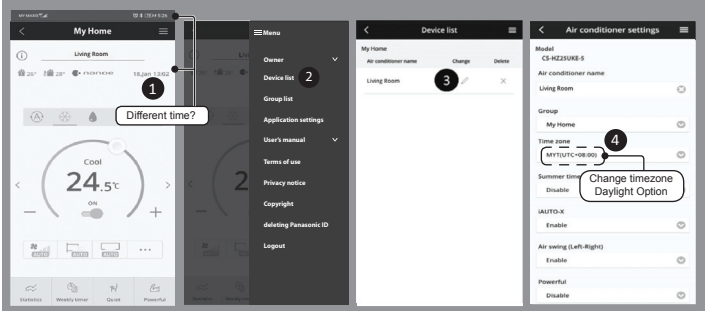
## Connection

Symptom	Solution
Air conditioner and wireless router cannot be connected.	Check that the router's LAN signal reaches the unit, the SSID is not hidden, the MAC address setup is enabled for the unit, and the router's dual band signal is enabled for 2.4 GHz connection. Before setup, ensure that your smartphone is connected to a 2.4 GHz network. Some MESH network router is automatically assigned to 5 GHz signal. In such case, add a dedicated 2.4 GHz router to the existing network.
Unable to connect to Cloud server.	Business network that requires a server login are not supported. The IP address of PCPF and AFUS may be filtered or could have been blocked. Set up a separate Wireless LAN network for IoT products. For router setting, use port: 443; URL: <a href="http://ldcws.pcpf.panasonic.com">ldcws.pcpf.panasonic.com</a>
Wireless signal is disconnected or interrupted.	Your network connection may not be stable. Check the signal strength using these steps: <ul style="list-style-type: none"> <li>• Stop the air conditioner operation, then press the Wireless LAN  button for 5 seconds until "1" appears on the remote control.</li> <li>• Press  until "4" appears.</li> <li>• Press  and the operation stops.</li> <li>• After 5 seconds, the Wireless LAN LED on the indoor unit will show the signal strength.               <ul style="list-style-type: none"> <li>Strong: Blink 3 times, followed by an interval</li> <li>Moderate: Blink 2 times, followed by an interval</li> <li>Weak: Blink once, followed by an interval</li> <li>No signal: OFF</li> </ul> </li> <li>• The network connection will automatically stop after 10 minutes. Press the Wireless LAN  button to stop immediately.</li> </ul>
Suspicious or unauthorized access to the unit.	• Reset the air conditioner to manufacturing default condition. For details, refer "Others - To transfer or dispose the air conditioner." in this chapter. Then, set up the network connection again.








# Network Adaptor & App FAQs

## “Panasonic Comfort Cloud” app

Symptom	Solution
Unable to retrieve user ID	Due to the privacy data protection act, the “Panasonic Comfort Cloud” administrator cannot retrieve your Panasonic ID. Create a new Panasonic ID.
Unable to receive the email link for password rest after selecting “Forgot ID/password”	Your email address may have been input incorrectly. Select “Forgot ID/ Password” again.
Logged off even though “Remember me” is selected.	<ul style="list-style-type: none"> <li>• User disagreed with the privacy notice.</li> <li>• Due to the privacy data protection act, you will be logged off automatically if you do not access the “Panasonic Comfort Cloud” app for 15 day continuously.</li> <li>• The “Panasonic Comfort Cloud” app was closed in your mobile phone. Reopen the “Panasonic Comfort Cloud” app without network connection.</li> <li>• The “Panasonic Comfort Cloud” server is being maintained or updated.</li> <li>• Your Panasonic ID was used to log in on another smartphone. You can only log in one Panasonic ID on one smartphone.</li> <li>• The “Panasonic Comfort Cloud” storage data / cache was cleared. Log in to “Panasonic Comfort Cloud” app again.</li> </ul>
The indoor temperature icon is not displayed.	The indoor temperature icon is only applicable for models with the latest design.
Some product features such as HEAT, iAUTO-X, Air swing (Left-Right) and Powerful are unavailable.	<p>The product features will appear according to each country’s default setting. Select the correct country during User ID registration.</p> <p>The app administrator can enable the product features for each air conditioner in the group as follow:</p>


Symptom	Solution
<p>The Weekly Timer does not function.</p>	<p>Check if you turned on the Weekly Timer at the “Panasonic Comfort Cloud” app as follow:</p>  <p>Check if there is any conflict between the Weekly Timer and the remote control Timer. The app server and the remote control time may be different. The timer will activate based on the earlier time. Check if the time zone has been set correctly as follow:</p> 

## Others

Symptom	Solution
<p>Replacement of router.</p>	<p>Select  <b>Menu</b> from the “Panasonic Comfort Cloud” app. Select “Owner”, then select “Change router settings”.</p>
<p>Change of smartphone’s model.</p>	<p>Check if the smartphone version is compatible (Android 5.0 and above, or iOS 9 and above). Install the “Panasonic Comfort Cloud” app and log in using your Panasonic login ID and password. Follow the steps for the initial connection setup.</p>
<p>Change of control board of the indoor unit.</p>	<p>Change the control board. Then, select  <b>Menu</b> from the “Panasonic Comfort Cloud” app. Select “Owner”, then select “Replace device”. Note that the authorised service dealer shall perform this.</p>
<p>Change of Network Adaptor/Wireless LAN module of indoor unit.</p>	<p>Change the Network Adaptor/Wireless LAN module. Then, select  <b>Menu</b> from the “Panasonic Comfort Cloud” app. Select “Owner”, then select “Change router settings”. Note that the authorised service dealer shall perform this.</p>
<p>To transfer or dispose the air conditioner.</p>	<p>Reset the air conditioner to manufacturing default condition.</p> <ul style="list-style-type: none"> <li>• Check that the Wireless LAN LED on the indoor unit is ON/blinking, then press the Wireless LAN  button for 5 seconds until “1” appears on the remote control.</li> <li>• Press  until “5” appears.</li> <li>• Press  for 3 seconds and the operation stops.</li> <li>• The Wireless LAN LED is OFF and the factory reset is completed.</li> </ul> <p>To unregister the air conditioner from the “Panasonic Comfort Cloud” app, select  <b>Menu</b>, then select “Device list” to delete the unit.</p>

# Troubleshooting

The following symptoms do not indicate malfunction.

Symptom	Cause
Wireless LAN LED is ON when the unit is OFF.	• The unit's wireless LAN connection with the router has been activated.
Wireless LAN LED blinks continuously.	• The unit's wireless LAN connection with the router is not established. Recheck your connection. • If you do not want to use the app, press Wireless LAN  button to turn it off.



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## **Firmware Update Function**

This product has functionality for connecting to the Panasonic firmware update server over the Internet to automatically update the device firmware to the latest version.

To update the firmware, the device will do check, once per day, whether its firmware is the latest version after power up. And if an update is required, the update is applied and the device restarts automatically. Operations are not possible while the device is being restarted (which takes about 1-5 minutes).

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# Memo

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