

MyAir

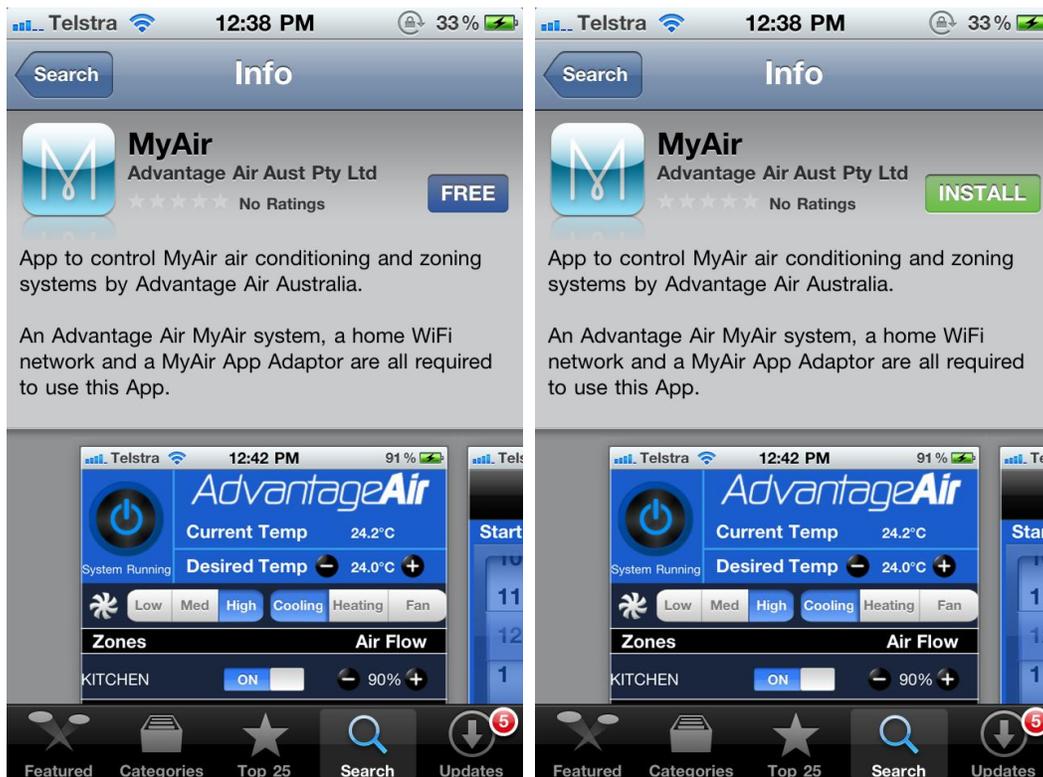
iPhone App User Manual



Homeowner Instructions:

Before your air conditioner is installed:

1. Make sure you have an existing home WiFi system with a spare LAN port (not WAN). You also need to know your WiFi password (you will need to enter this into your iPhone/iPod/iPad).
Note: It is not essential to have a home internet connect, only a WiFi system.
2. Connect your iPhone/iPod/iPad to your home WiFi. You may need to enter your password.
3. If you do not have an Apple ID and password, then create one and verify your email by checking and following the instructions in the email from Apple.
 - i. See instructions here: <http://support.apple.com/kb/ht2534>
 - ii. Be sure to set your country as Australia.
4. Download the MyAir App from the Apple App Store.
 - a. Using your iPhone/iPod/iPad - click on the App Store icon.
 - b. Click on the Search tab.
 - c. Type MyAir into the search box.
 - d. Press Search.
 - e. Select the correct MyAir App (by Advantage Air) [it's FREE]. (see pictures below)



- f. To install, press the blue FREE button, and then Green INSTALL button.
 - g. Enter your Apple ID password (it's case sensitive).
5. Setup an Apple iTunes ID (if you don't already have one) and verify your email by checking and following the instructions in the email from Apple.
- i. <http://support.apple.com/kb/ht2534>
 - ii. Be sure to set your country as Australia.

On the day your air conditioner is installed:

- 6. Once the air-conditioning system is running, the installer will require someone to be at home to test the integration between your iDevice and the air-conditioner.
- 7. If connection is not successful then please see the information below. This information is written to assist your IT professional, not your air-conditioning installer.

Network Troubleshooting Assistance for the Homeowners IT professional:

1. Check your WiFi router is turned ON.
2. Check that your iPhone is connected to the WiFi (not using "Mobile Data").
3. Check that your MyApp adaptor module is connected to the WiFi router.
4. Check the Green and Orange LEDs next to the RED network cable coming from your MyApp adaptor are ON. - This means there is a basic network connection.
5. Check the RED light below the clear window in the MyApp module labeled NETWORK CONNECTED. - This means the MyApp is talking to the WiFi router through the cable and has obtained an IP address.
6. See the troubleshooting table below.

Issue	Possible Cause	Possible Solution
1. MyAir App does not connect to MyAir system.	MyApp is not connected to the home wifi network using a network cable. Connections may be loose. Cable may be damaged. Network LINK RED LED will be OFF.	Plug in, check connections, try different cable.
	Home Wifi is not set to DHCP. Network LINK RED LED on the MYApp adaptor will be OFF.	Homeowner contact your IT professional to use DHCP home WiFi system.
2. iDevice is out of range of the home WiFi system / cannot connect.	Your iDevice may not connect to your WiFi network from all rooms and all parts of your home. Test: You can turn off cellular/mobile data and test your WiFi network by opening a new web page in Safari.	Move the device into the WiFi range.
	iDevice is not connected to the WiFi network.	Connect your iDevice to your network using instructions that came with your iDevice.
3. Belkin Router		Some Belkin routers require you to plug the Belkin WAN port into your home wired network before they will issue a DHCP IP address to the MyApp.

How to reset your MyApp module.

1. Turn off the power to your home WiFi router.
2. Turn off the power to your air-conditioning system. One way to do this is at the isolating switch, usually located on the wall near your outdoor unit.
3. Check connections of the network cable from MyAir MyApp to home WiFi device. Check there is not dust / fluff / ceiling insulation stopping connection. Ensure both ends CLICK and connect firmly.
4. Press and hold the “RESET LAN DEFAULTS” button located under the clear window of the MyAir MyApp box, which may located be in your roof-space.
5. Turn on the power to your home WiFi router.
6. Turn on the power to your air-conditioning system
7. Check for the red NETWORK LINK LED in the clear window of the MyAir MyApp.
8. If connections are successful then the DHCP enabled WiFi device will give the MyAir MyApp a DHCP IP address and then this Red NETWORK LINK LED (in the clear window of the MyApp) will be ON.

Further Information

1. The MyAir App works within the home WiFi zone.
2. The MyAir App does not work via the internet. You need to be within your WiFi range, and connected to your WiFi.
3. Currently there is a limit of one MyAir system per WiFi network (one per household).
4. You can download the App onto all of your iDevices for free.
5. ON/OFF and Mode control will only be present in the App if your MyAir system includes unit control.
6. You do not need to have a home internet connection to use the MyAir App – the App uses WiFi only to connect to your air conditioner.

Recommended Wireless (WiFi) Modem Routers

If you want to combine your internet connection and home WiFi in the same device then we recommend you buy and setup one of the following:.

- NetGear Wireless Modem Router
- VividWireless DX-230 (Note: This product is not ADSL)

Recommended Wireless (WiFi) Routers

If you do not have home WiFi then we recommend you buy and setup one of the following WiFi routers. Please note that these devices add WiFi to a home, but they are not modems; they do NOT include ADSL (they do not connect the internet to your home).

- Netgear WNR1000
- iinet BoB Lite™
- Cisco Linksys WPT120N
- Belkin Connect N150 F7D1301 v1

Recommended WiFi extenders:

This will be helpful if you find your home WiFi range does not reach all rooms of the house. This will extend the range within your home that the App will work.

- Netgear WN3000RP