MITSUBISHI ELECTRIC
HEATING & AIR CONDITIONING

kenza cloud™

Heating, Ventilation and Air-Conditioning Control System

kenza cloud™ 2.1.0

OPERATION MANUAL

FOR USER

For safe and correct use, please read this operation manual thoroughly before operating the system.

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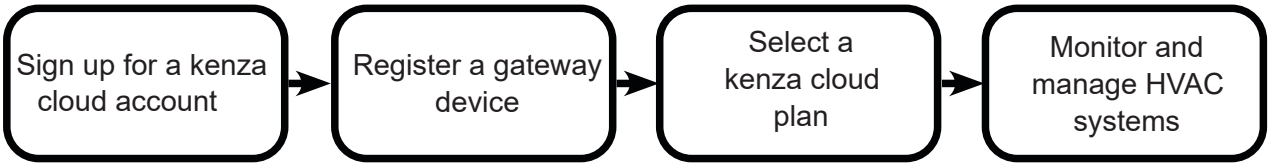
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1. Introduction

kenza cloud™ enables remote monitoring and control of Mitsubishi Electric CITY MULTI® VRF systems using a PC, smartphone or tablet connected to the internet.

You can use kenza cloud with other local and central controllers that are compatible with CITY MULTI VRF systems.

1.1. Process overview



1.2. Safety precautions

Make sure you read and follow the safety precautions, which provide very important points regarding safety. Symbols used in the text:

WARNING
Describes precautions that should be observed to prevent danger of injury or death to the user.

CAUTION
Describes precautions that should be observed to prevent damage to the unit.

For safety precautions to observe when using HVAC equipment or other connected devices, refer to their respective manuals.

1.3. Browser compatibility

kenza cloud works best with Google Chrome™ browser.

1.4. Roles

The physical location where the remotely monitored HVAC system is located is referred to as a "site" in kenza cloud. All account holders who monitor the site are its "members".

Each member is assigned a unique role for the site from among four roles: Site Owner, Administrator, User and Viewer. *A site has only one Site Owner.* If you are a member of multiple sites, you may have a different role for each site. For example, you may be the Site Owner of site A, an Administrator of site B and a User of site C. Your role in a site determines the kenza cloud features you are permitted to view and manage for the site. For more information about permissions, see Appendix: Permissions (page 92) .

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2. Getting started

Prerequisites:

- The HVAC equipment and accessories must be already installed.

  WARNING
  Only a professional should complete the installation to prevent electric shock or personal injury.

  You can find a qualified Mitsubishi Electric installer online.
- The gateway (Remote Monitoring Device RMD-50A or Mitsubishi Cloud Connector MCC-50A) that enables remote monitoring and control of the HVAC equipment through kenza cloud™ must be already installed and connected to the equipment.

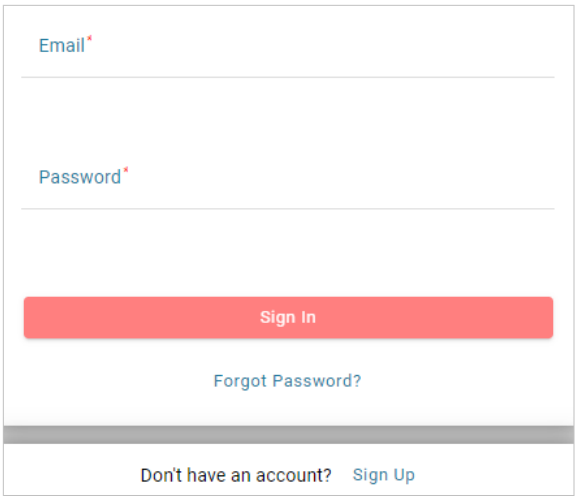
  WARNING
  – To ensure safe and proper operation of the gateway, it should only be installed by qualified personnel.
  – Precautions and security measures should be taken when using a wireless LAN.

  CAUTION
  When setting up the RMD in a remote location, security measures should be taken to prevent unauthorized access.
- A valid email address.

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3. Signing up for a kenza cloud™ account

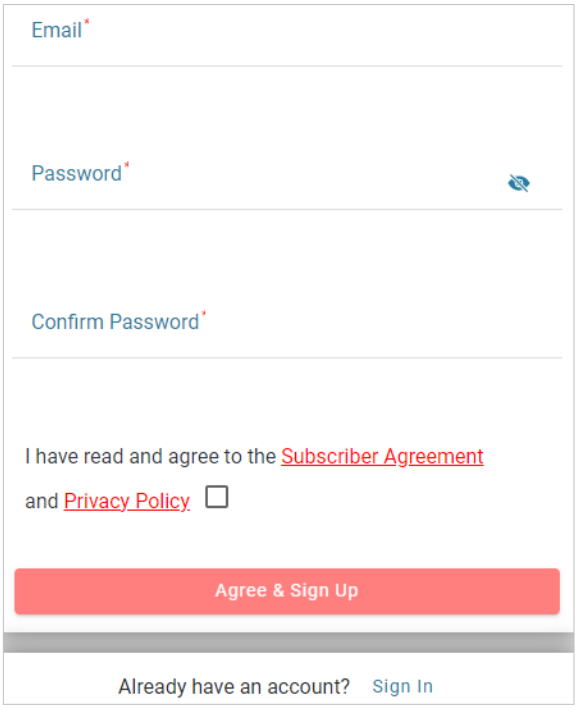
1. On the kenza cloud™ sign up page, click **Sign Up** .



2. Type your **Email** and **Password** and confirm the password.

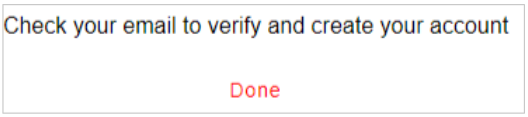
> **TIP**
> To show the password, click and to hide it, click .

3. Click **Subscriber Agreement** and **Privacy Policy** to read them and then select the check box to confirm you have read and agree to them.
4. Click **Agree & Sign Up**

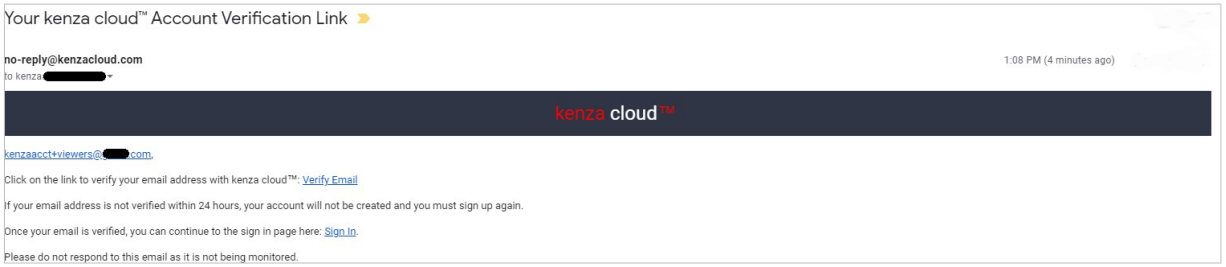


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A message to check your email to verify and create your account appears.



5. A verification email is sent to the email address you provided. Click the **Verify Email** link in the email. *The link expires after 24 hours. If it expires, you have to sign up again.*



When you click the link, a message confirming your registration appears.

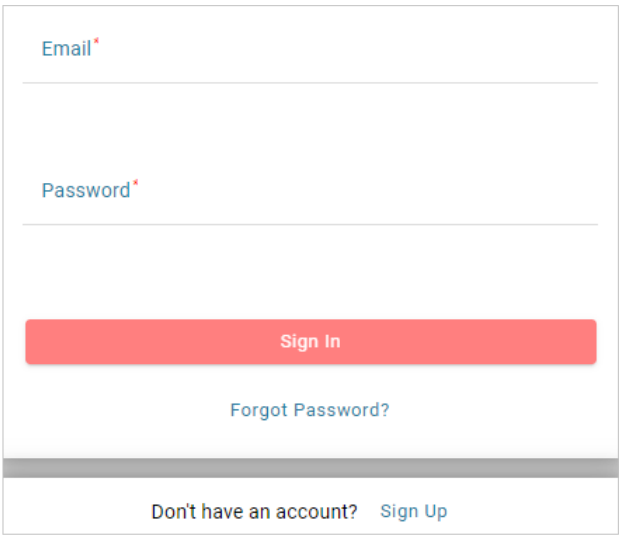
6. Click the **Sign In** link in the verification email or click **Done** in the above message in kenza cloud. You can then sign in to your account.

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4. Signing in/out of your account

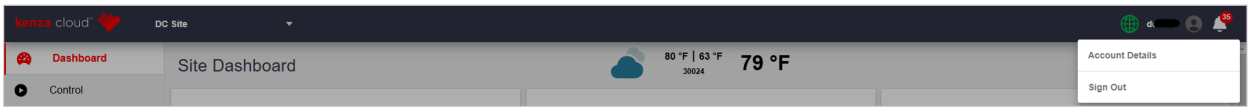
To sign in to your account:

1. On the kenza cloud™ sign in page, enter your **Email** and **Password** and then click **Sign In**.



To sign out of your account:

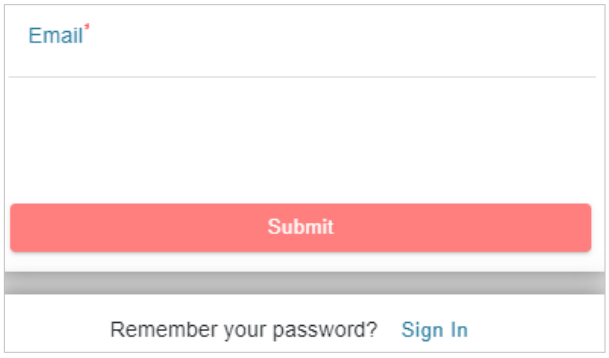
- In the upper-right corner of the page, click and then click **Sign Out**.



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5. Resetting a forgotten password

1. On the kenza cloud™ sign in page, click **Forgot Password?**
2. Enter the email address linked to your kenza cloud account and click **Submit**.

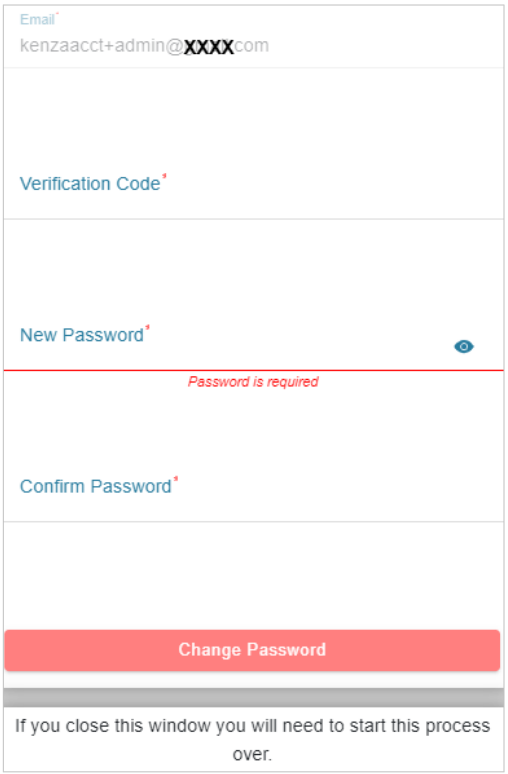


A verification code is sent to your email address. *The code expires in 60 minutes.* If the code expires, repeat steps 1 and 2 above to submit your request.

3. In kenza cloud, type the **Verification Code** and your **New Password** and then confirm the password.

> **TIP**
> To show the password, click To hide it, click .

4. Click **Change Password**. An email confirming the password reset is sent to the email address linked to your kenza cloud account.



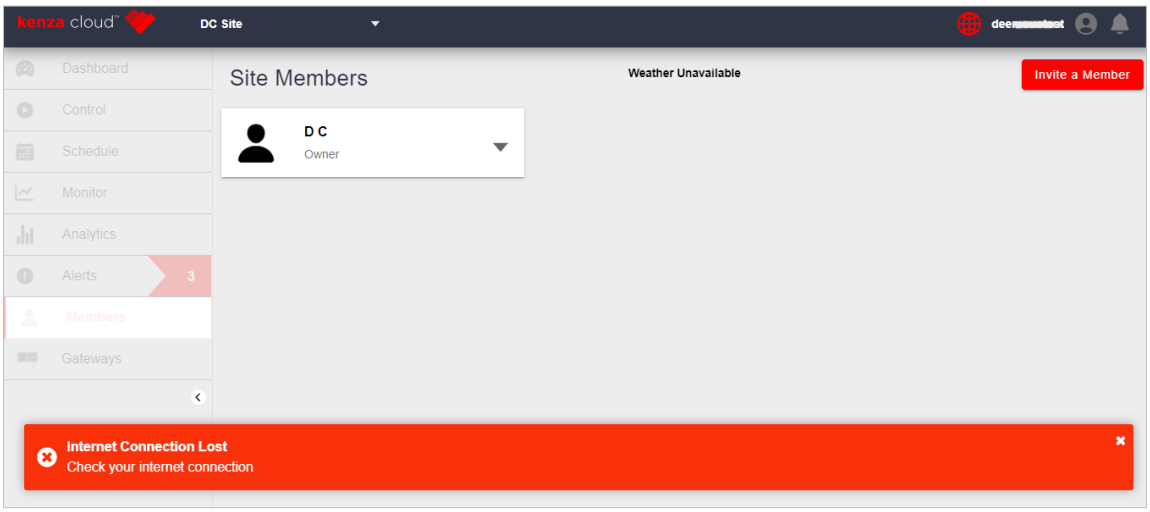
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6. Checking internet connection status

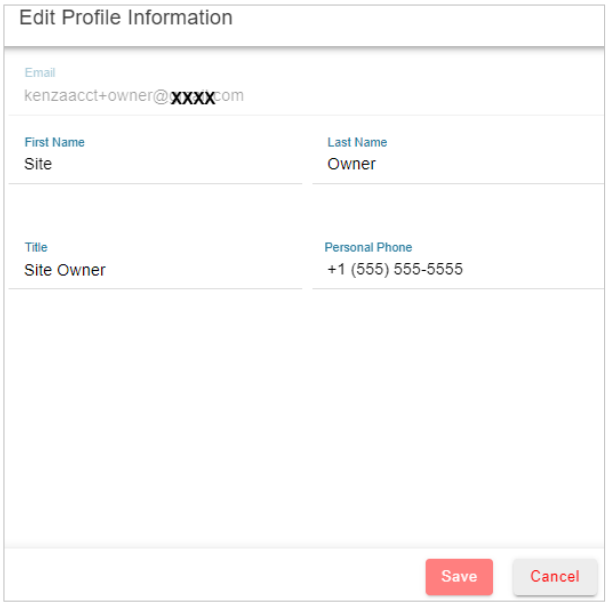
When you are signed in to your kenza cloud™ account, a green appears in the upper-right corner of the page when your PC or smart device is connected to the internet.



When disconnected from the internet, a red appears instead of the green along with a message to check your internet connection. Click the message to dismiss it. Check your internet connection and try again. You can similarly dismiss any server connections error messages that may appear and try to access kenza cloud again later.



- To end any current kenza cloud process, for example in **Edit Profile Information**, click **Cancel**. Note that any information you entered is not saved when you cancel a process.

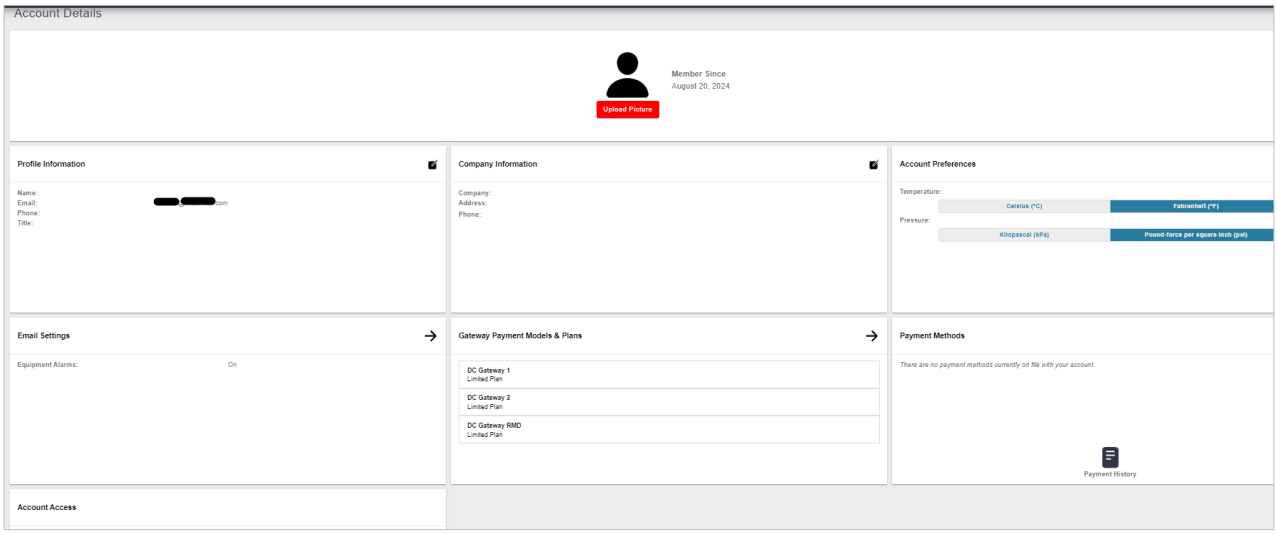


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7. Editing account details

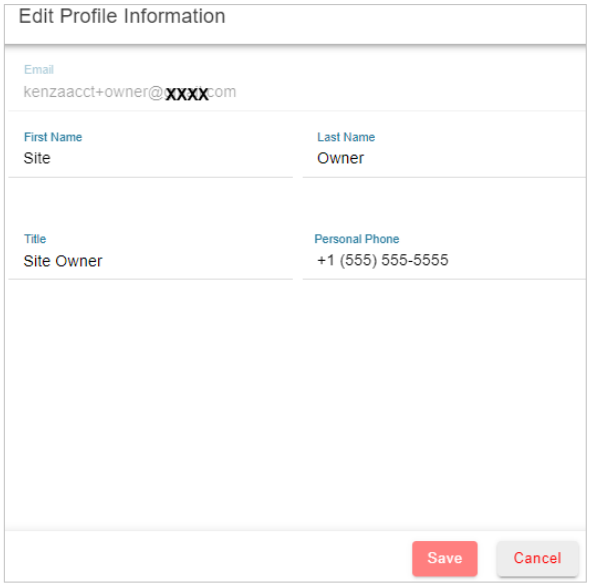
- In the upper-right corner of the page, click or your name, and then click **Account Details**.
- In **Account Details**, to add a picture to your account, click **Upload Picture** and choose the picture to upload. Ensure the image file format and size is supported by kenza cloud™. Click **Remove Picture** (not shown) to remove an uploaded picture.

You can also edit other account details as explained below.



7.1. Editing profile information

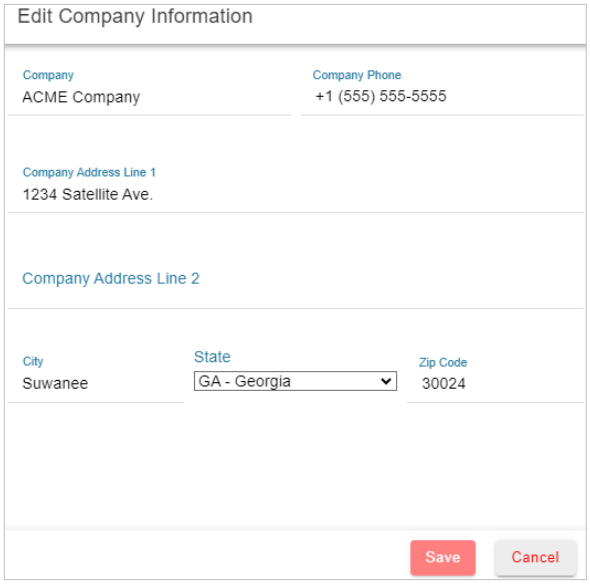
1. On the **Account Details** page, in **Profile Information**, click .
2. In **Edit Profile Information**, update the information as required. You cannot edit the default **Email** address, which is the address linked to your kenza cloud account.
3. Click **Save**.



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7.2. Editing company information

1. On the **Account Details** page, in **Company Information**, click .
2. In **Edit Company Information**, update the information as required.
3. Click **Save**.



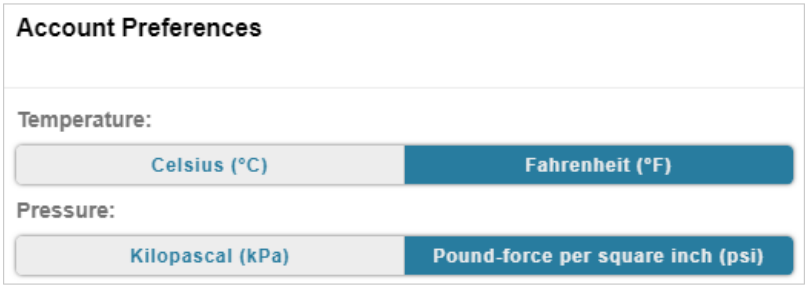
7.3. Setting temperature and pressure display units

You can select the units for viewing temperature and pressure information for the HVAC systems installed in sites linked to your account.

NOTE

This setting does not change the **Pressure** unit of measure **Site Weather** shows. See Viewing site weather (page 25).

- On the **Account Details** page, in **Account Preferences**:
  1. For **Temperature**, click **Fahrenheit (° F)** or **Celsius (° C)**. Fahrenheit is the default option.
  2. For **Pressure**, click **Pound-force per square inch (psi)** or **Kilopascal (kPa)**. Pound-force per square inch (psi) is the default option.



A success notification briefly appears in the upper-right corner of **Account Preferences**.

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7.4. Manage email settings

You can manage email settings for equipment alarm emails you receive from kenza cloud for gateways connected to the sites in your account.

Permitted role: Site Owner, Administrator and User

1. On the **Account Details** page, click → next to **Email Settings**.
   Manage Email Settings displays sites linked to your account. Only sites with gateways and where you are assigned one of the above-mentioned permitted roles are shown. See Roles (page 4) for more information.



2. *The default setting is **All On***. The setting defaults to On for any new site or gateway that's added to your account.
   - To stop receiving equipment alarm emails for all sites and all gateways linked to your account, click **All Off** at the top of the page.
   - To stop receiving the emails for all gateways in a site, click **All Off** for the required site.
   - To stop receiving the emails for specific gateways in a site, clear the **Emails** check box for the required gateway(s).

7.5. Changing your account password

1. On the **Account Details** page, in **Account Access**, click **Change Password**.
2. In **Change Account Password**, enter your **Current Password** and the **New Password** and confirm the new password.
3. Click **Change Password.**
   A message that the password was changed successfully appears. A confirmation email is sent to the email address linked to the account. Use the new password the next time you sign in to kenza cloud.

7.6. Managing gateway payment models and plans

A Site Owner can change a gateway's kenza cloud™ plan, the payment method used to pay for the plan or decommission a gateway registered to the site.

7.6.1. Changing gateway payment plans

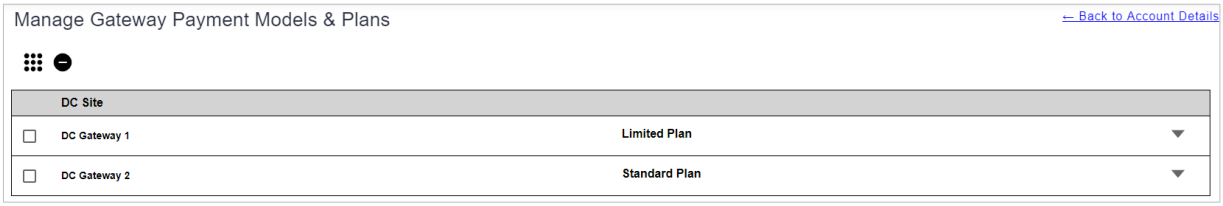
Permitted role: Site Owner

NOTE
To change a gateway's plan, the gateway must be registered to the site. For information about registering a gateway, see Registering a gateway to a site (page 73).

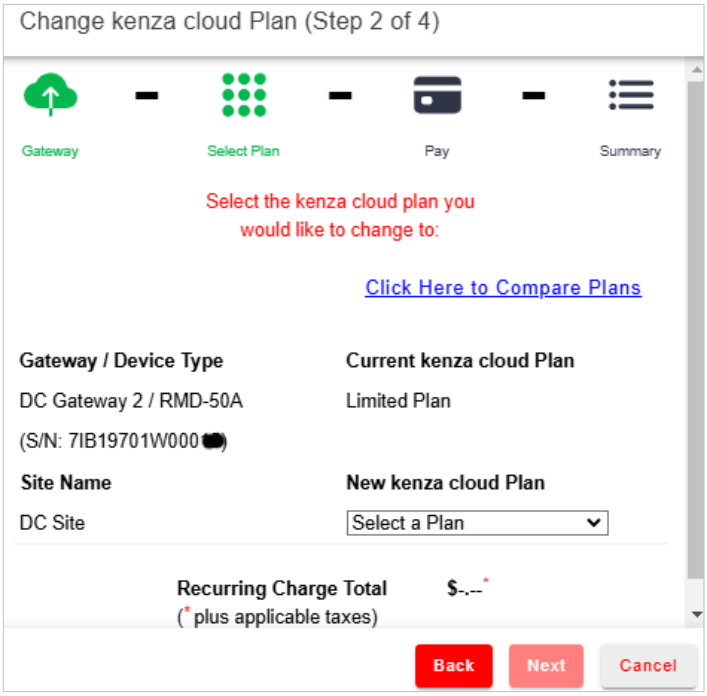
1. On the **Account Details** page, click → next to **Gateway Payment Models & Plans** , which also displays a list of gateways you own and their kenza cloud plans, including any expired plan.

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2. In **Manage Gateway Payment Models & Plans**, select the required gateway(s) and click . Click to view a gateway's details including the plan's expiration date, if applicable.



3. Review the **Change kenza cloud Plan** information and click **Next**.
4. In **Change kenza cloud Plan (Step 1 of 4)**, review the gateway details displayed and click **Next**.
5. In **Change kenza cloud Plan (Step 2 of 4)**, for each gateway, select the **New kenza cloud Plan** . To compare plans, click the link. To close the comparison window, click **Close** (not shown).
6. After selecting the kenza cloud plan, click **Next**.



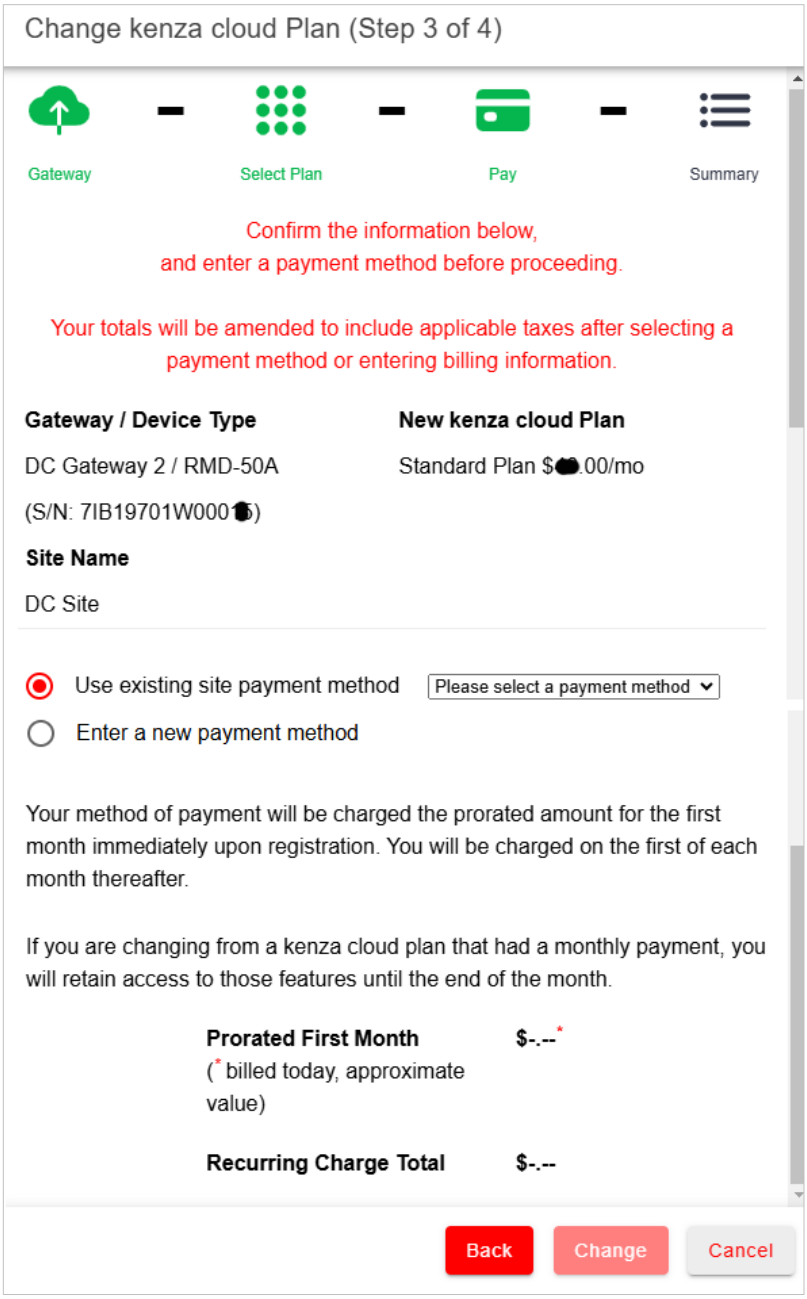
NOTE
A Limited plan expires after 90 days and must be upgraded to continue accessing gateway services.

7. In **Payment (Step 3 of 4)**,
   - If your kenza cloud plan requires no payment, click **Change**.
   - If your kenza cloud plan requires a payment:
     i. Select **Use an existing payment method** and the required method from the list or select **Enter a new payment method** and provide the **Secure Payment Information**.

NOTE
You can use only one payment method to pay for kenza cloud plans for all the gateways in a site. If you enter a different payment method than the existing one used for the site, the new method will be applied to all the gateways in the site at the next billing cycle.

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ii. Click **Change**.



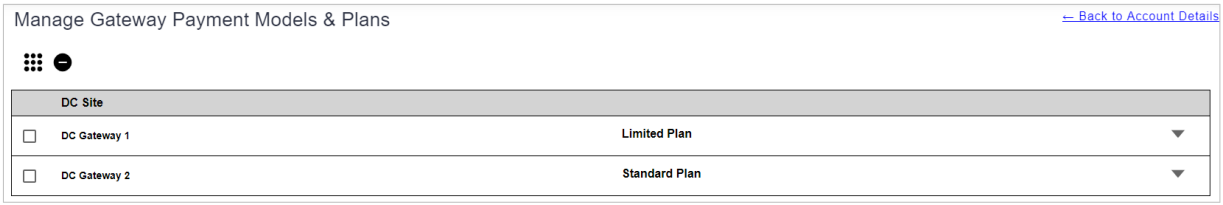
8. **Change kenza cloud Plan (Step 4 of 4)** displays the change summary. Click **Close**. A confirmation email is sent to the Site Owner.

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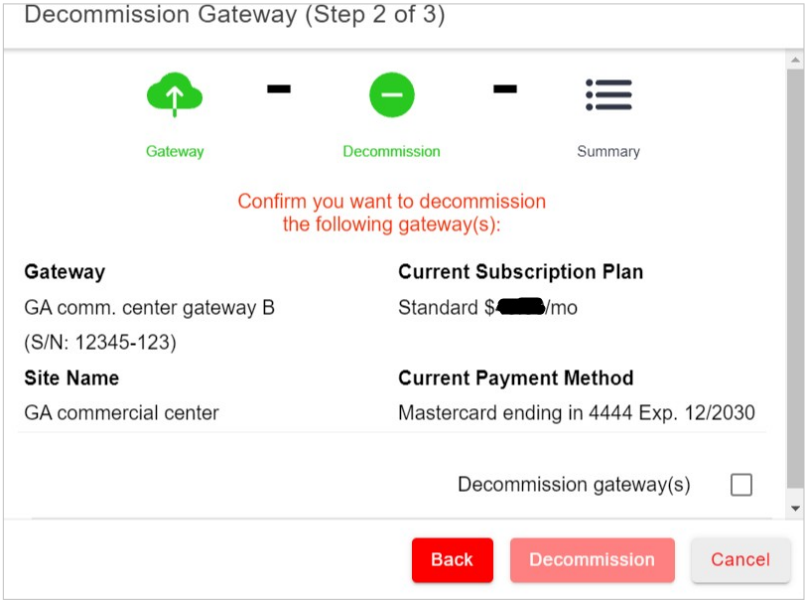
7.6.2. Decommissioning a gateway

Permitted role: Site Owner

1. On the **Account Details** page, click → next to **Gateway Payment Models & Plans**, which lists gateways connected to sites you own.
2. In **Manage Gateway Payment Models & Plans**, select the required gateway(s) and click ⊖.



3. Note the **Decommission Gateway** information and click **Next**.
4. In **Decommission Gateway (Step 1 of 3)**, review the gateway details and click **Next**.
5. In **Decommission Gateway (Step 2 of 3)**, select the **Decommission gateway(s)** check box and click **Decommission**.



6. In **Decommission Gateway (Step 3 of 3)**, review the summary that appears and click **Close**. A confirmation email is sent to the email address linked to your account and a notification is sent to all the site members.

7.7. Managing payment methods

kenza cloud ™ enables you to pay for gateway plans using a credit card (recurring subscription plan) or multi-year i.e.,1, 3 or 5-year licenses (non recurring set term plan). For managing licenses for kenza cloud, please contact our Customer Care Center.

You can change the payment method used to pay for kenza cloud plans for gateways registered to a site. You can also remove a payment method from your kenza cloud account. To avoid errors when executing tasks that involve recurring subscription plan payments such as registering gateways to a site or moving gateways between sites, ensure that you use up-to-date payment methods. For information about registering gateways and moving gateways between sites, see Registering a gateway to a site (page 73) and Moving a gateway to another site (page 78).

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7.7.1. Changing a payment method for a site

Permitted role: Site Owner

NOTE
When you change the payment method, the new payment method will apply to all gateways with paid plans in the site and will be charged on the next billing cycle.

1. On the **Account Details** page, click → next to **Payment Methods**, which lists existing payments methods.
2. In **Manage Payment Methods**, select the payment method for the required site and click .



3. Note the **Change Payment Method** information and click **Next**.
4. Review the **Change Payment Method (Step 1 of 3) information** and click **Next**.
5. In **Change Payment Method (Step 2 of 3)**, enter the **Secure Payment Information** for the new payment method and click **Change**.
6. Review the **Change Payment Method (Step 3 of 3)** confirmation. Click **Close**.

7.7.2. Removing a payment method from your account

Permitted role: Site Owner

NOTE
If a site contains a gateway with an active kenza cloud™ plan, you must change the plan to one that requires no payment, move the gateway to another site, or decommission the gateway before removing the payment method. For more information, see Changing gateway payment plans (page 13), Moving a gateway to another site (page 78) and Decommissioning a gateway (page 16).

1. On the **Account Details** page, click → next to **Payment Methods**, which lists existing payments methods.
2. In **Manage Payment Methods**, select the payment method for the required site and click .



3. In **Remove Payment Method**, click **Remove**.
   If a site contains a gateway with an active plan, **Remove Payment Method** displays a message that you cannot remove the payment method. Click **Ok**. Change the gateway plan, move the gateway to another site or decommission the gateway. Then, follow the above steps to remove the gateway.
4. In **Confirm Remove Payment Method**, click **Yes** to confirm.

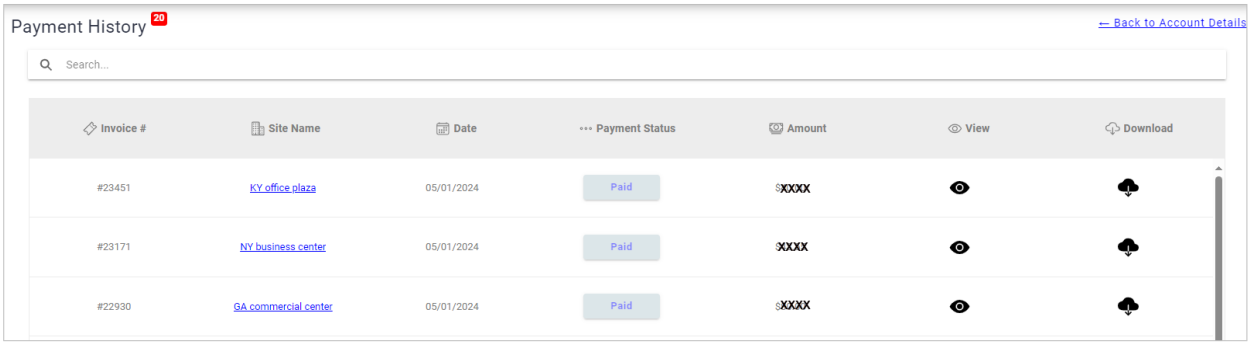
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7.7.3. Viewing payment history

Permitted role: Site Owner

1. On the **Account Details** page, in **Payment Methods**, click **Payment History**.
2. On the **Payment History** page, click (**View**) or (**Download**) to view or download an invoice in PDF format.

- To go to a site displayed in the history, click its **Site Name** and its **Site Dashboard** appears.

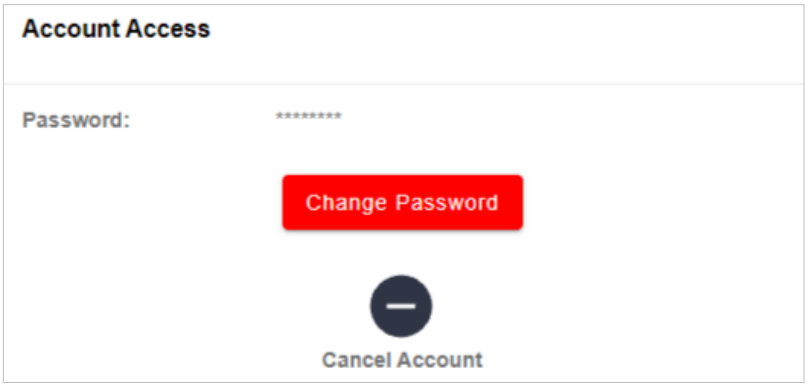


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8. Canceling your account

IMPORTANT
You cannot undo the action of canceling your account.

1. On the **Account Details** page, in **Account Access**, click **Cancel Account**.



2. If there are any active gateways linked to your account, a message to decommission active gateways appears. Click **Ok** to close the message. Decommission the gateway(s) and then repeat step 1 above. For more information about decommissioning gateways, see Decommissioning a gateway (page 16).
   If there are *no* active gateways, the **Cancel Account** window appears. Note the displayed information.
3. To proceed with the cancelation, in **Confirm Password**, type your current password and click **Cancel Account**.
4. In **Confirm Cancel Account**, click **Yes** to confirm the cancelation.

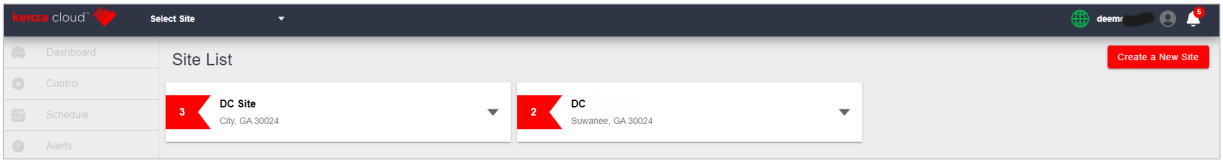
You are immediately signed out of kenza cloud™. Members of sites that were linked to your account receive a notification that you are no longer a member of those sites.

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9. Creating a site

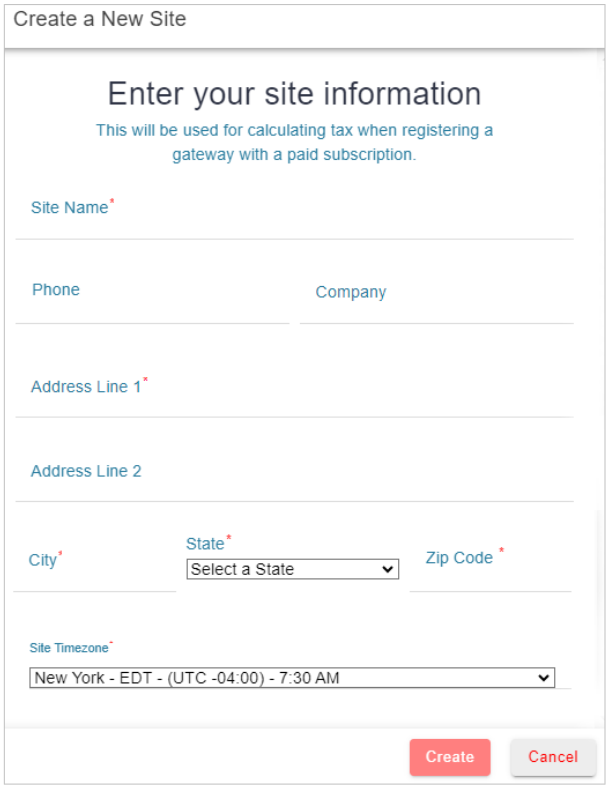
A site is linked to a physical address, which is used for calculating any applicable tax when registering a gateway with a paid subscription to the site. *The kenza cloud™ account holder creating a site is automatically designated as the Site Owner.*

1. In the upper-left corner of the page, click kenza cloud™ .
2. On the **Site List** page, click **Create New Site**.



3. In **Create New Site**, type a **Site Name** and other site information and then click **Create**.

> **NOTE**
> The time zone option you select sets the time zone for the site and is used for scheduling events. For more information about scheduling events, see Setting a schedule (page 35).

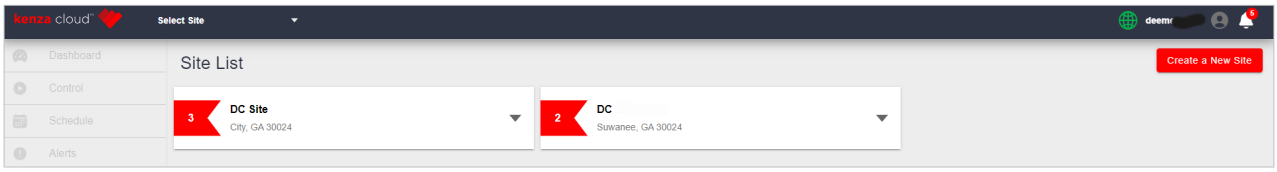


The site is created and added to the **Site List**.

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10. Selecting the required site

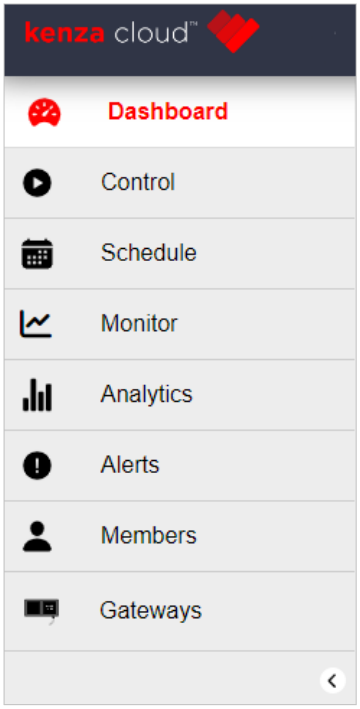
- On the **Site List** page, which displays all sites linked to your account, click the required site or click **Select Site** (or the name of the current site) next to kenza cloud and then select the required site from the list.



TIP

- To view additional information about a site, click ▼ next to its name.
- To return to the **Site List** from any other kenza cloud™ page, click kenza cloud.

After selecting a site, you can use the menu options in the left pane to view the site's dashboard, control settings of its indoor units, monitor it, add members to it, etc. Click ‹ (**Expand / Collapse Menu**) to expand or collapse the left pane.



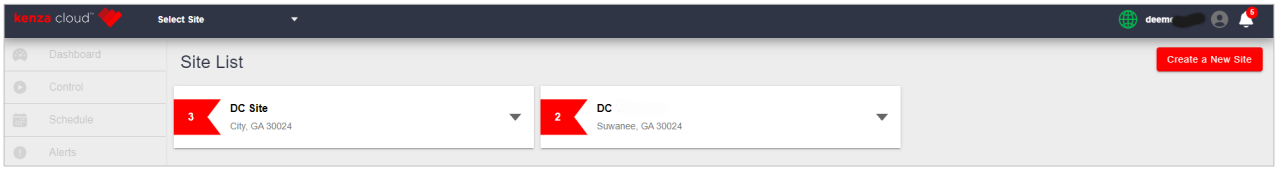


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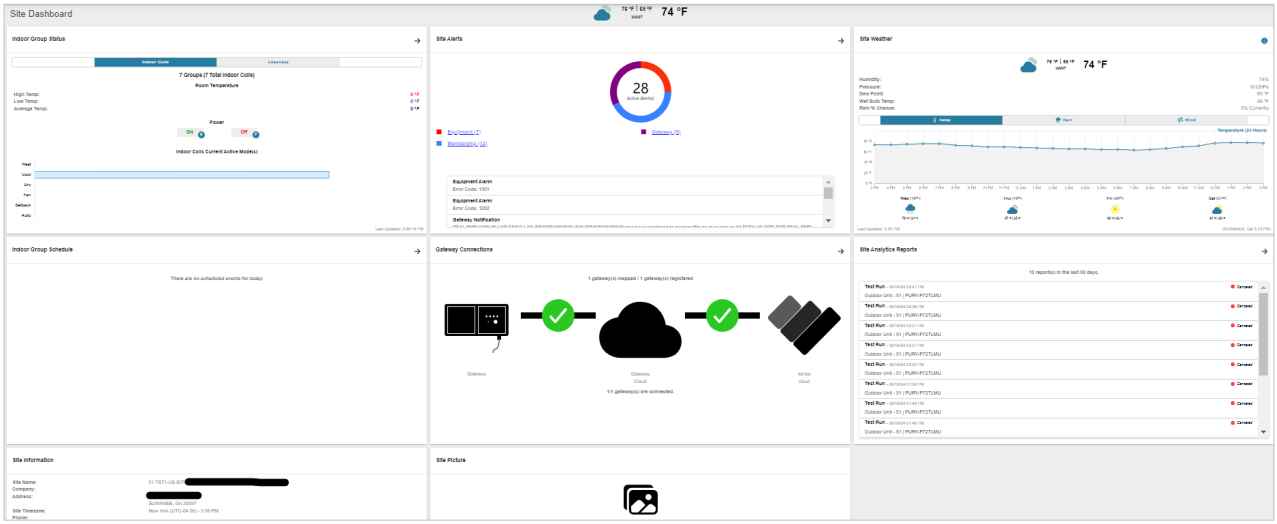
11. Using the site dashboard

You can use the dashboard to view and edit site-related information such as add a site picture, view status of indoor units (i.e., both indoor coils or Lossnays) and their active modes, and view active alerts for the site.

- To view the **Site Dashboard**, in the upper-left corner of the page, click kenza cloud and then click the site name on the **Site List** page.



The **Site Dashboard** displays the **Site Information**, **Site Alerts** and other site-related information.



A summary of the local weather appears at the top of the **Site Dashboard** and on most pages of a site. The summary displays the following information: current temperature in Fahrenheit or Celsius depending on your account settings, the maximum and minimum temperature for the day, a weather icon denoting the current weather e.g., sunny, cloudy, etc., and the ZIP code of the site. The weather data is updated every hour and at the beginning of an hour.

If there are gateways with expired plans in the site, ⚠ appears besides "Site Dashboard". The dashboard does not display information related to the expired gateways.

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11.1. Viewing indoor group status

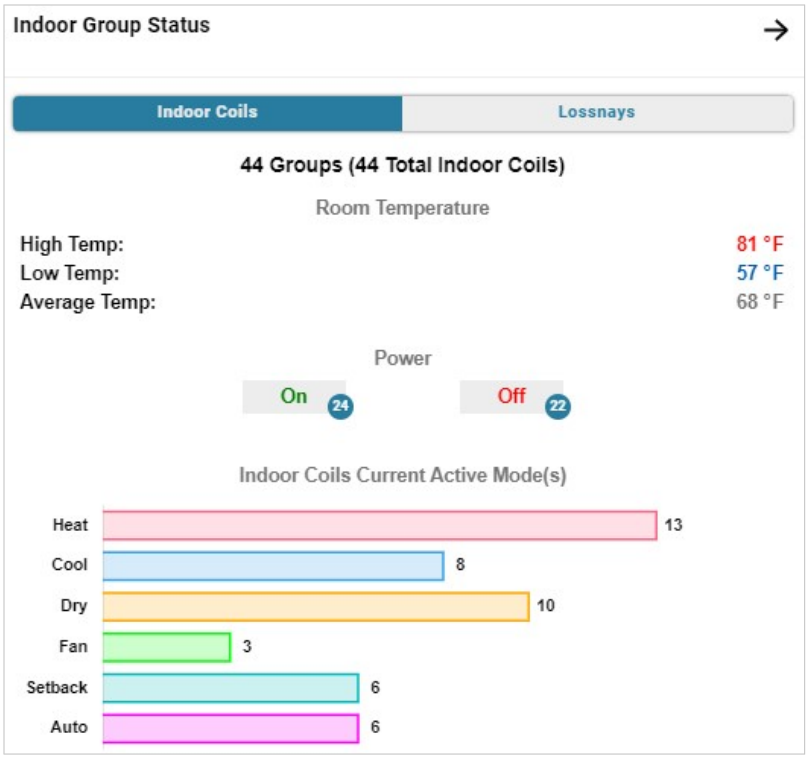
Permitted role: All

Prerequisite: Outdoor and indoor units must be mapped to the gateway. For more information, see Mapping outdoor and indoor units to a gateway

Indoor Group Status displays information such as the number of indoor units and any indoor coil groups in the site, their high, low and average room temperature, how many units are turned on or off, and active modes and the number of indoor units in each mode.

By default, **Indoor Group Status** displays this information for indoor coils. To view similar information for Lossnay units, click the **Lossnay** tab.

- The number of units in each mode is displayed at the end of the graph bar for each mode. You can also hover over the bar to view this information.
- Click the arrow in the upper-right corner to go to **Site Controls** page to control the settings for these indoor units.



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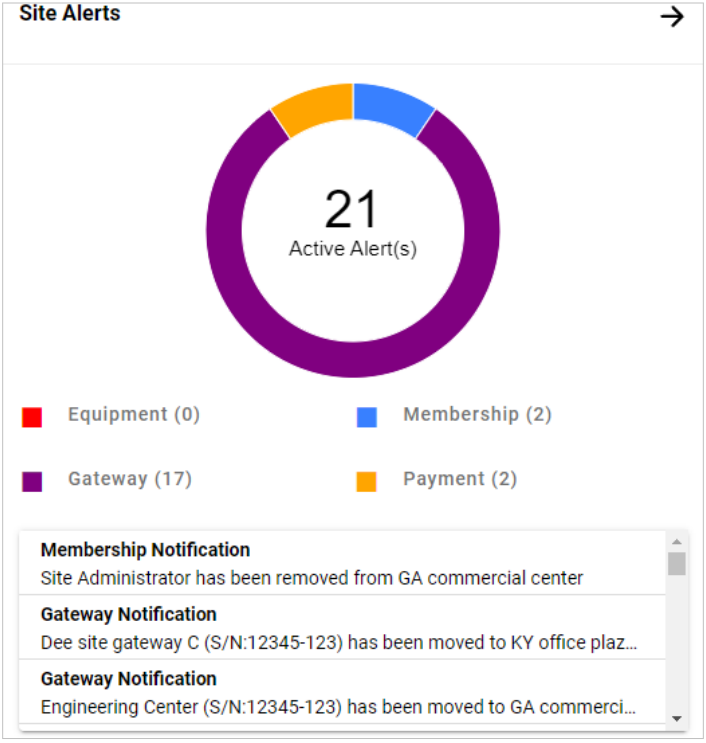
11.2. Viewing site alerts

Site Alerts displays a donut chart of the types of alerts that are active. If there are no active alerts for the site, the entire chart is green.

Permitted role: All

Alerts are displayed based on your site role. For example, only the Site Owner can see **Payment** alerts for the site.

- On the **Site Dashboard** page, in **Site Alerts**, to view information about:
  - All the active alerts, click → next to **Site Alerts**.
  - Alerts of a specific type, click its legend below the chart.



The **Site Alerts** page displays your selection.

- *If you are the Site Owner, Administrator or User*, you can also click a specific alert in the alerts list below the chart to view its details.

For more information about alerts, see Managing alerts (page 64).

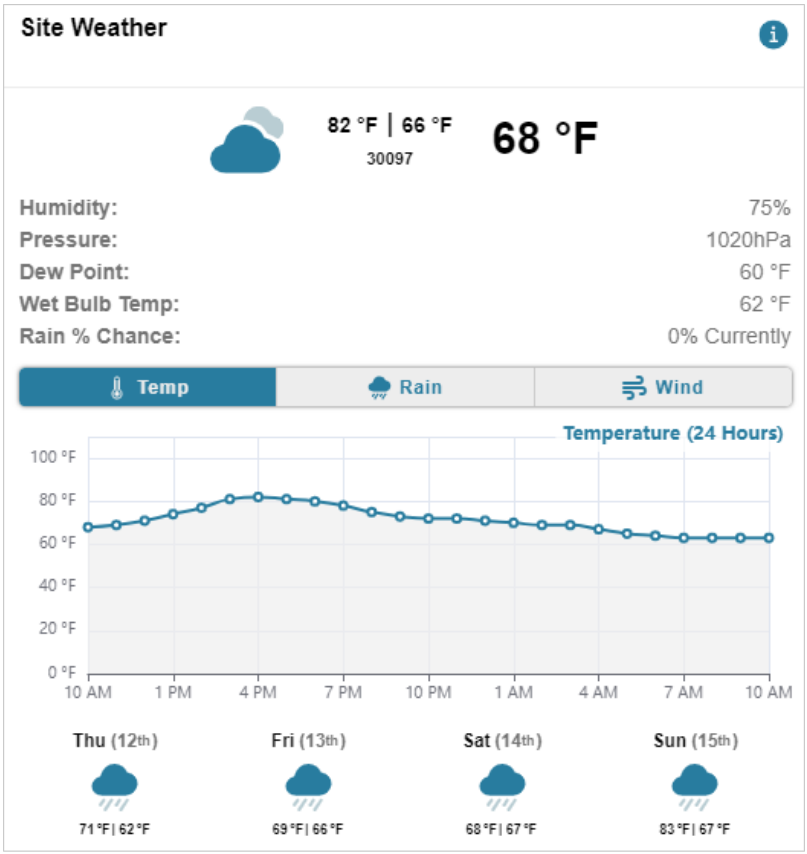
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11.3. Viewing site weather

Permitted role: All

Site Weather shows weather data for the site such as current temperature, high and low temperatures, the site's ZIP code and humidity. The weather data is updated every hour and at the beginning of an hour.

Click ⓘ for information about the weather data. To view 24 hours of temperature, precipitation and wind data, click the **Temp**, **Rain** and **Wind** tabs, respectively. To view this information for a particular time, point to the data point on the graph.



Site Weather also displays a 4-day weather forecast (high and low temperatures). To view additional weather information for a day, point to the weather icon e. g., 🌧 for that day.

NOTE

Site Weather always displays pressure in Hectopascal (hPa).

The **Pressure** unit of measure **Site Weather** displays does not change if the pressure unit is changed in **Account Preferences**. See Setting temperature and pressure display units (page 12).

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11.4. Viewing indoor group schedule

Permitted role: All

Indoor Group Schedule shows events scheduled for the day. Past events are displayed in gray.

- Click the arrow in the upper-right corner to go to the **Site Schedule** page to manage indoor unit/group schedules.
- To see the groups in the event, point to .

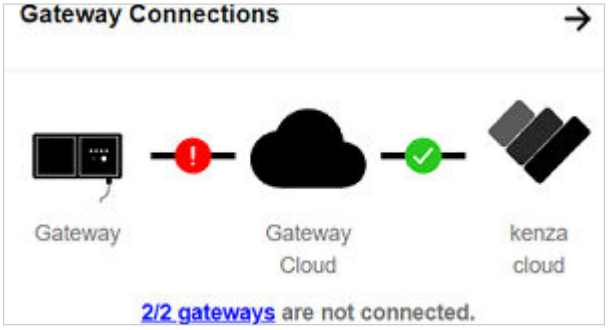
11.5. Viewing gateway connection status

Permitted role: All

When all the gateways in the site and kenza cloud are connected to the internet, **Gateway Connections** displays between **Gateway Cloud** and the **Gateway** and **kenza cloud** connections.

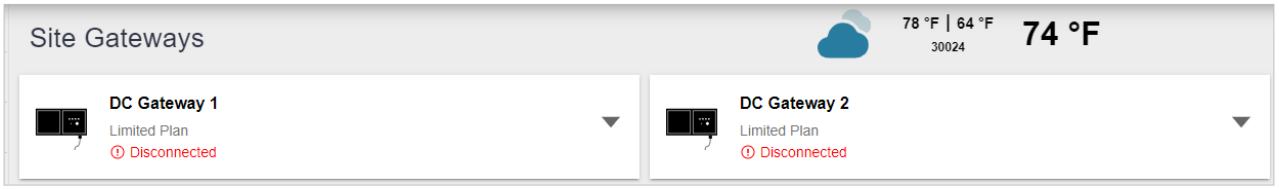
When a gateway is disconnected but kenza cloud is connected to the internet, **Gateway Connections** displays between **Gateway Cloud** and **Gateway**.

- To see which gateways are disconnected, click the link displaying the number of gateways not connected. You can also click → in **Gateway Connections** to go to the **Site Gateways** page.



The **Site Gateways** page displays which gateways are disconnected. Gateways connected to the internet show as **Online** instead of **Disconnected**.

- To see **Gateway Details**, click the gateway name.

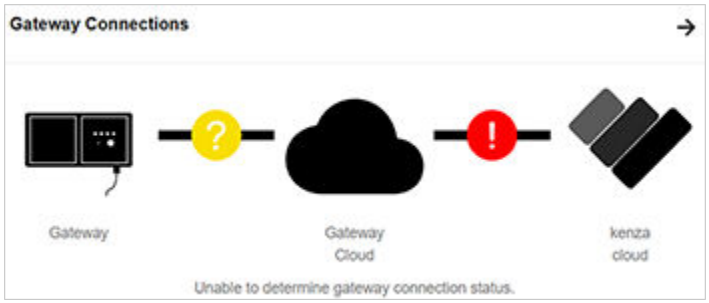


For more information about the gateways, refer to the respective gateway installation manual.

When kenza cloud is disconnected from the internet, **Gateway Connections** displays between **Gateway Cloud** and **kenza cloud**. Without an internet connection, it is not possible to verify if the gateway

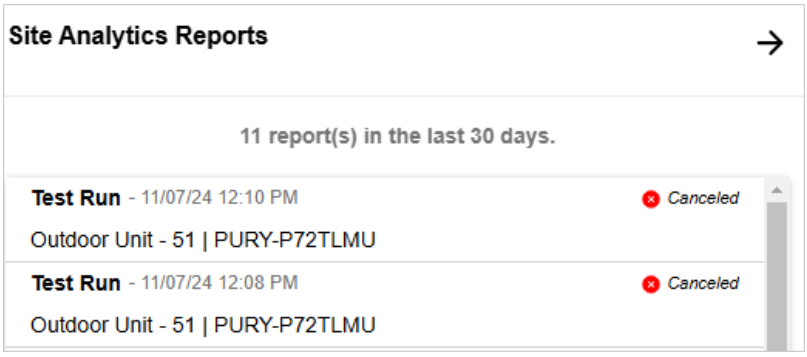
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connection was established. Hence, **Gateway Connections** displays ? between **Gateway Cloud** and **Gateway**. For more information, also see Checking internet connection status (page 10) .



11.6. Viewing site analytics reports

Site Analytics Reports displays a summary of analytics (i.e. Test Run, Refrigerant Check and Branch Port Check) reports generated in the last 30 days for the site. Click → to go to **Analytics Report History**. For more information about analytics reports, see Working with analytics report history (page 55).



11.7. Editing site information

Permitted role: Site Owner

1. On the **Site Dashboard** page, in **Site Information**, click .
2. In **Edit Site Information,** change the site details as required.
3. Click **Save**.

11.8. Uploading a site picture

Permitted role: Site Owner and Administrator

1. On the **Site Dashboard** page, in **Site Picture**, click **Upload Picture** and choose the picture to upload.
2. Click **Remove Picture** (not shown) to remove an uploaded picture.

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12. Working with a site

Depending on your role, you can manage various site-related features such as control HVAC systems and add members and gateways to the site.

12.1. Controlling indoor unit settings

Prerequisite: Outdoor and indoor units must be mapped to the gateway. For more information, see Mapping outdoor and indoor units to a gateway.

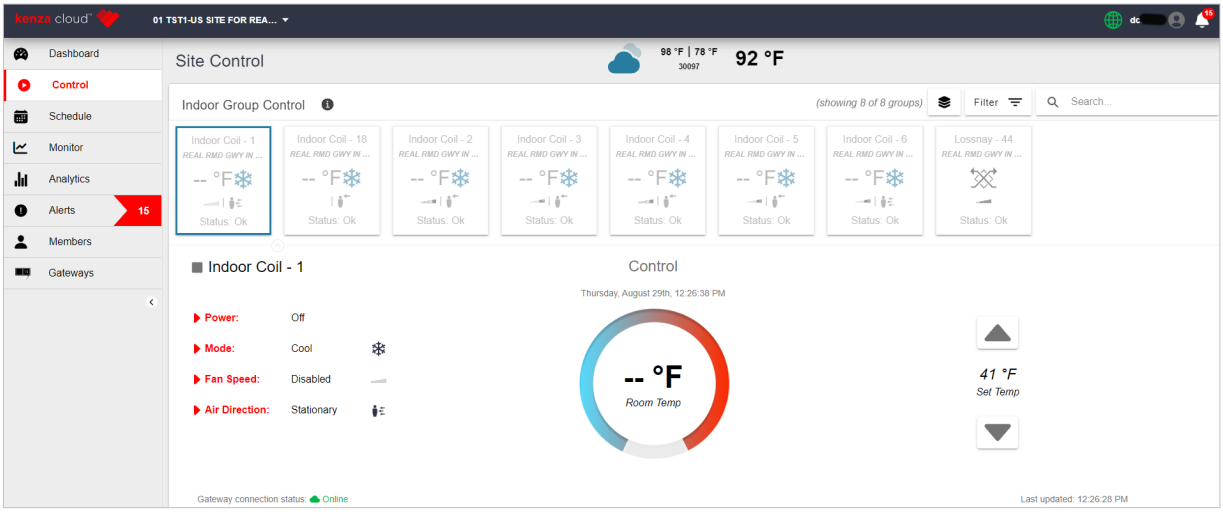
Permitted role: Site Owner, Administrator and User

The Site Owner, Administrator and User can use the controls if the gateway plan permits. Otherwise, these roles can only view the controls.

Viewers can only view the settings if the gateway plan permits. Otherwise, these settings are not displayed to the Viewer. The Viewer may be able to select some view settings on the controls page e.g., choose to view either indoor coils or Lossnay units linked to the site.

If both kenza cloud™ and a (local or central) controller control the indoor unit, the latest command takes precedence. For example, you select the Heat mode setting in kenza cloud but an instant later someone selects the Auto mode through the controller, kenza cloud shows Auto as the selected mode when it receives this input from the unit. For information about using the local or central controllers, see the respective controller manuals.

1. After selecting the required site, in the left pane, click **Control**.



The **Site Control** page displays the indoor units (or indoor coil groups) in the site and the settings of the indoor unit selected by default.

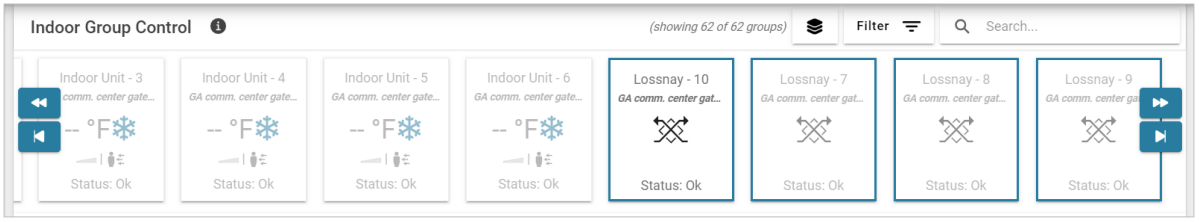
- Click ⓘ next to **Indoor Group Control** for information about the units or groups in the site.
- To move through multiple units, click ⏪ and ⏩. To go to the first and last unit, click ⏮ and ⏭, respectively. You can also drag and scroll to the left or right to find the required unit.

You can select the units to view control information for as follows. You can only select units connected to gateways with active (not expired) plans.

- If you are a Site Owner, Administrator or User, to view information about indoor coils and Lossnay units separately, click ⧉. If the site has only one type of units, then all units are selected. If the site

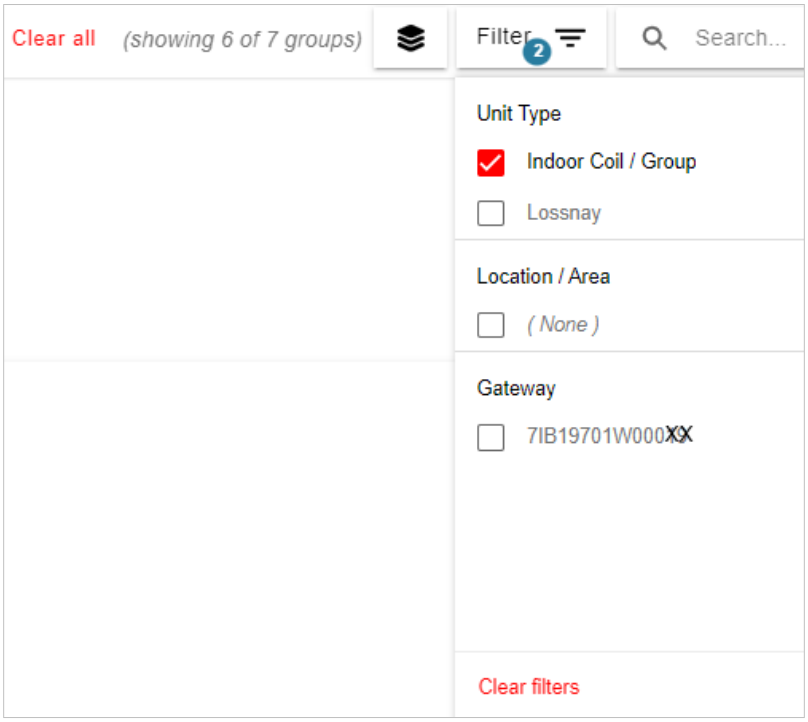
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has both types of units, then the **Select all** pop-up window appears. Click **Indoor Coils/Groups** or **Lossnays**. In the list of units **Indoor Group Control** displays, a blue border appears around each unit of the selected type as shown in the image, for example, if **Lossnays** is selected.



To clear the selection, click and select any indoor coil or Lossnay in the list.

- To filter the units displayed based on their type i.e. indoor coil/group or Lossnay, location or the gateway they are connected to, click Filter and then select the required **Unit Type**, **Location/ Area** and/or **Gateway**. Filter 2 displays the number of filters selected e.g. 2. To clear the selection, click **Clear filters**.
- To search for a particular unit, begin typing in the search box in the upper-right side of the page. Search results start appearing as you type.
- To clear both filters and search results, click **Clear All**.



2. Under **Indoor Group Control**, click the required indoor unit to select it and control its **Power**, **Mode**, **Fan Speed** and other settings if permitted by the corresponding gateway plan. The type of indoor unit, i.e., indoor coil or Lossnay determines which settings are displayed on this page. For example, if you select a Lossnay unit, **Air Direction** settings do not display.

NOTE

When using an MCC device, if you change control settings in kenza cloud but the settings do not change on the HVAC equipment, see the MCC device Installation and Instruction Manual for more information.

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Controlling multiple indoor unit groups (batch control)

Prerequisite: Paid kenza cloud plan.

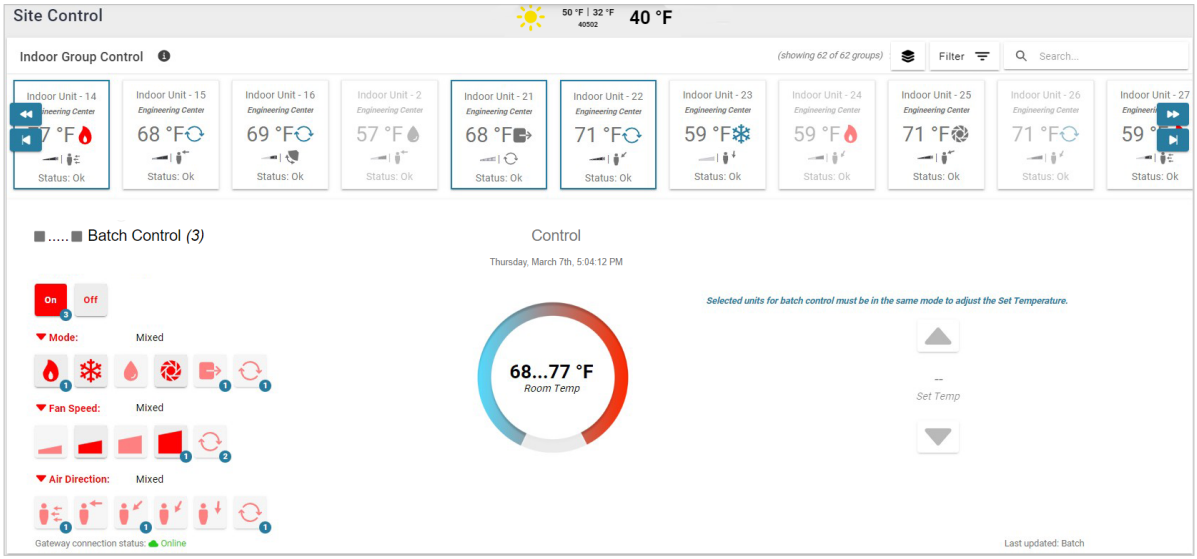
Permitted role: Site Owner, Administrator and User

You can select multiple indoor units/groups to control their settings as a batch.

NOTE

- You can select either indoor coils/groups of indoor coils or Lossnay units but not both at the same time.
- At least one unit/group must be selected.

1. Select the units to control:
   - To select multiple groups/indoor units, press the **Ctrl** or **Command** key on your keyboard and then click the required units/groups. *The units/groups are selected only if they are the same type as the existing selection*.e.g., either indoor coils or Lossnay units. A blue border appears around the selected units/groups.
     To remove a unit/group from the selection, keeping the **Ctrl** or **Command** key pressed, click the unit/group.
   - To select a range of groups/indoor units, press and hold the **Shift** key on your keyboard and click a unit/group. The units/groups between the already selected group and the clicked unit/group are selected and a blue border appears around them.
     To remove a unit/group from the selected range, press the **Ctrl** or **Command** key and click the required unit/group.



When multiple units/groups are selected, the **Batch Control** section on the **Site Control** page displays the controls as follows.

- Controls not supported by any group are hidden.
- Controls supported only by some groups are not available (become opaque).
- Controls supported by all groups are available to adjust. e.g., **Power**, **Cool** and **Fan** modes, and **Energy Recovery** mode for Lossnay units.

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2. Click the required control to apply it to all the selected units/groups.

> **NOTE**
> Units selected for batch control must be in the same mode to adjust the **Set Temperature** setting.

12.1.1. Turning the indoor unit on or off

Permitted role: Site Owner, Administrator and User

- On the **Site Controls** page, for the selected indoor unit**,** next to **Power**, click ▸ and then select **On** or **Off**.

12.1.2. Changing the system mode

Permitted role: Site Owner, Administrator and User

To change the current system mode for the selected indoor unit:

- On the **Site Controls** page, click ▸ next to **Mode** and then select the required mode.

You can change the mode even if the indoor unit **Power** setting is **Off**. kenza cloud will send the command to the unit when the unit turns on.

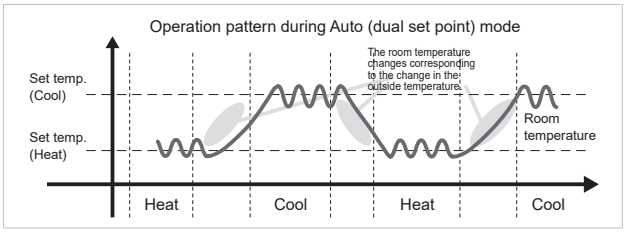
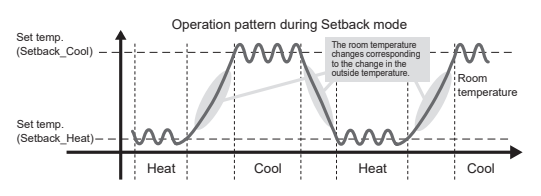
The available modes may vary depending on the indoor coil model and the system settings set by the installer. For grouped indoor coils, only modes common to all the indoor coils in the group are available. However, the Auto mode is available if at least one indoor coil in the group has an Auto mode.

Mode	Description	
	**Heat**	Engages the heating function of the air-conditioning equipment.
	**Cool**	Engages the cooling function of the air-conditioning equipment.
	**Auto**[1]	Engages the heating and cooling functions of the air-conditioning equipment. kenza cloud switches between heating and cooling as needed to stay at the target temperature value (single set point) or within the target temperature range (dual set point - if available on the unit).
	**Fan**	Engages the fan function of the air-conditioning equipment without heating or cooling applied.
	**Dry**	Engages the drying function of the air-conditioning equipment. The room may be cooled slightly.
	**Set-back**[1]	Engages the heating and cooling functions of the air-conditioning equipment. kenza cloud switches between heating and cooling as needed to stay within the *temperature range specified for the Setback mode*.

[1]See Difference between Auto (dual set point) and Setback modes (page 32) .

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Difference between Auto (dual set point) and Setback modes

Auto mode	Setback mode
Single set point Room temperature is automatically controlled to stay at the set temperature specified for the Cool/Dry mode and the Heat mode. **Dual set point** Room temperature is automatically controlled to stay within the set temperatures specified for the Cool/Dry mode and the Heat mode. 	Room temperature is controlled to stay within the set temperature range specified for the Setback mode.  By leaving sufficient temperature differential between the set temperature for cooling (upper limit) and heating (lower limit), it is possible to keep the room temperature within the specified range without overworking the air conditioners.
This mode is especially effective during the in-between seasons, when the temperature difference between the highest and the lowest is large and both heating and cooling modes are used within the same day.	This setting is especially effective during periods of non-occupancy.

12.1.3. Setting fan speed

Permitted role: Site Owner, Administrator and User

To increase or decrease the current velocity or force of the airflow from the indoor unit:

1. On the **Site Controls** page, click ▸ next to **Fan Speed**.
2. Select one of the following speeds (*the available fan speed settings may vary depending on the indoor unit model*).

Very Low	Low	Medium	High	Auto
				

If you select **Auto**, kenza cloud determines the optimal fan speed based on the set temperature. You can change the fan speed even if the indoor unit **Power** setting is **Off**.

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12.1.4. Setting air direction

Permitted role: Site Owner, Administrator and User

To change the current direction of the airflow from the selected indoor unit:

1. On the **Site Controls** page, click ▶ next to **Air Direction**.
2. Select one of the following directions *(the available air direction settings may vary depending on the indoor unit model).*

Ceiling	High	Middle	Low	Floor	Swing	Auto
						

If you select **Swing**, the vane moves up and down automatically to facilitate air flow to all corners of the room. If you select **Auto,** kenza cloud automatically sets the vane position that enables effective operation for the corresponding mode (Heat, Cool, Dry, etc.). If there are no vanes to direct the air flow, kenza cloud displays the  (**Stationary**) air direction instead of the above options.

You can change the fan speed even if the indoor unit **Power** setting is **Off**.

12.1.5. Adjusting temperature set point

Permitted role: Site Owner, Administrator and User

You can set the desired temperature for a room. kenza cloud heats or cools the room to maintain the set temperature. Depending on the indoor coil, you can also set a temperature range (dual set point) for the **Auto** or **Setback** mode.

- On the **Site Controls** page, click the up and down arrows to change the set point as required.

12.1.6. Changing ventilation mode: Lossnay® ERV

Permitted role: Site Owner, Administrator and User

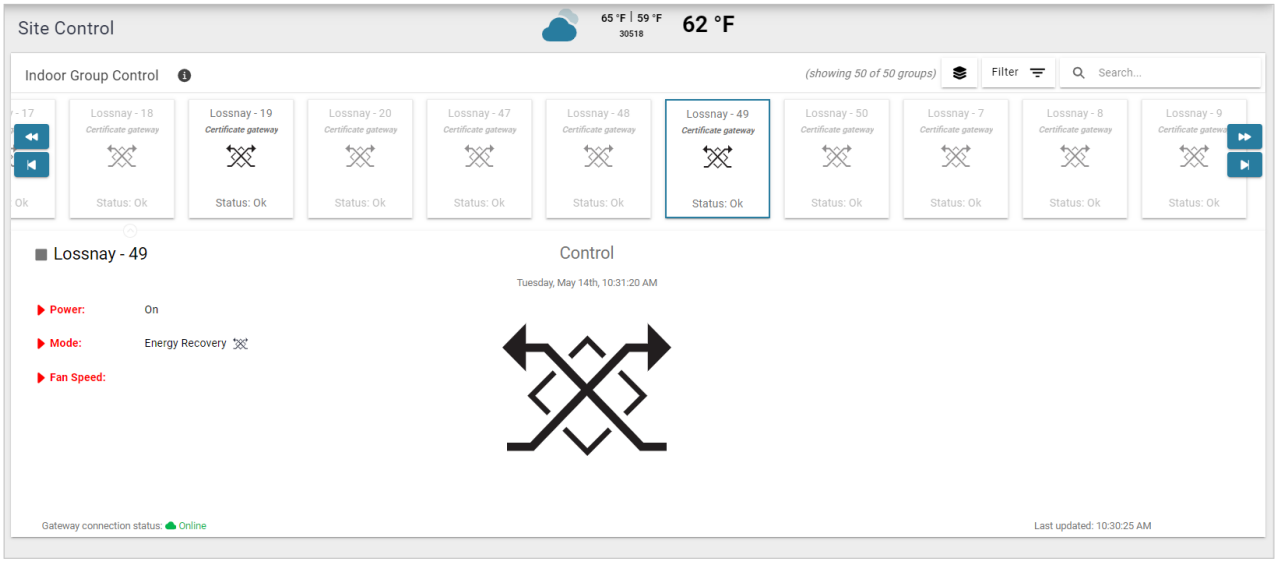
In kenza cloud, when you select a Lossnay ERV, the **Site Control** page displays the **Energy Recovery**, **Bypass** and **Auto** ventilation modes. *The available modes may vary depending on the ventilator model*.



NOTE

When using the RMD or MCC on a system with a Lossnay, the Lossnay wall controller does not show the Night Purge setting at this time.

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Ventilation modes		Description
	Energy Recovery	Fresh air and return air passes through the energy recovery cores. The fresh air temperature is brought close to the indoor temperature. This setting is normally operated during summer and winter.
	By-Pass	Fresh air passes through the Lossnay cores. Return air is directly exhausted. This setting is normally operated during spring and autumn. **CAUTION** With By-pass ventilation, the supply air temperature rises slightly more than the outside air temperature due to the heat effect around the ducts or the unit motors.
Auto	**Auto**	The Auto setting automatically provides the correct ventilation for the conditions in the room. The effect of By-pass ventilation under various conditions is as follows: • Reduces cooling load: If outside air is cooler than the air inside the building during the cooling season (for example, early morning or night), By-pass ventilation draws in the cooler air from outside, reducing the cooling load on the system. • Office equipment room cooling: During the cold season, fresh air can be drawn in to cool rooms where the use of office equipment may have increased the temperature. **CAUTION** When using the pre-heater function in the Auto setting, outdoor temperature may be detected as higher and the mode may change to By-pass mode, even in winter.

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12.2. Setting a schedule

Prerequisite: Paid subscription plan

Permitted role: Site Owner, Administrator and User

Site Owners, Administrators and Users can create, edit and delete scheduled events. Viewers can only view events.

kenza cloud enables you to create events to adjust indoor unit settings automatically following a customized schedule. You can create events under any gateway plan but the created events are executed only if the plan permits. You have to upgrade the plan for the event to execute.

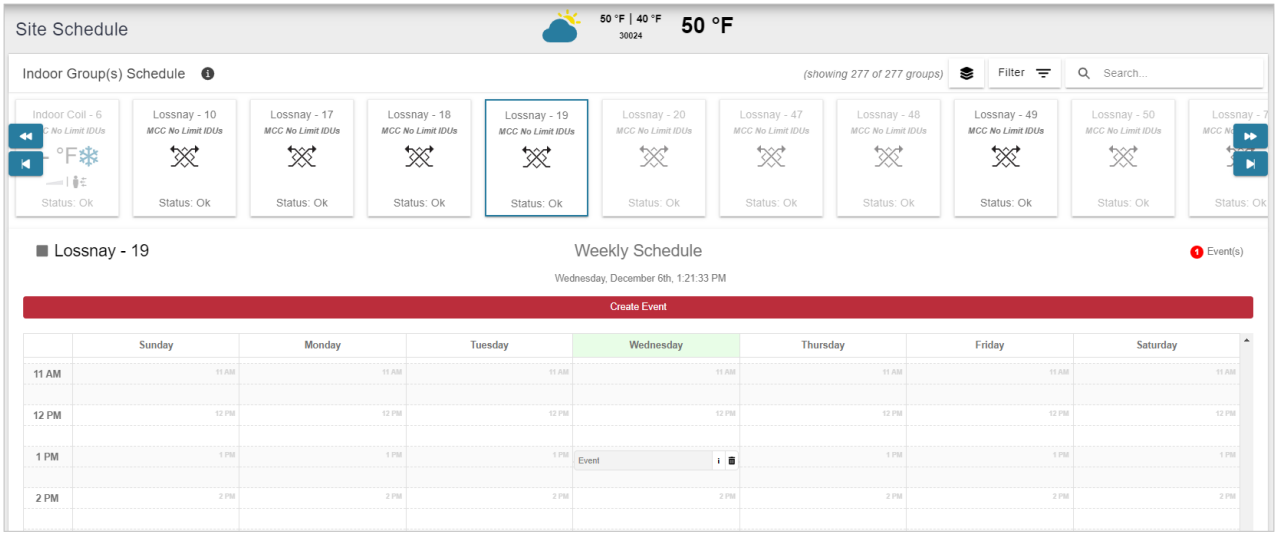
Events are scheduled and triggered based on the time zone selected when creating the site and execute as scheduled even if the gateway is moved to another site. Scheduled events are not executed if the unit is in Test Run.

If both kenza cloud and a (local or central) controller control the indoor unit, the latest command takes precedence. For example, if you schedule an event in kenza cloud and shortly after schedule an event through the local controller, the event scheduled through the controller occurs.

NOTE
The events are scheduled in kenza cloud and not on the equipment. If the internet connection between kenza cloud and the gateway is lost, a scheduled event does not execute on the equipment.

- After selecting the required site, in the left pane, click **Schedule**.

The **Site Schedule** page displays the schedule for the unit(s) selected in the **Weekly Schedule** section. The current week's schedule is shown by default. Point to the event in the **Weekly Schedule** to view its details.



For information about the selected unit(s), click ℹ next to **Indoor Group(s) Schedule.** You can select all indoor coils/groups or Lossnays **Indoor Group(s) Schedule** displays, filter the units based on unit type, location, etc. and search for a particular unit like you filter and search for units when setting their controls. For more information, see Controlling indoor unit settings (page 28).

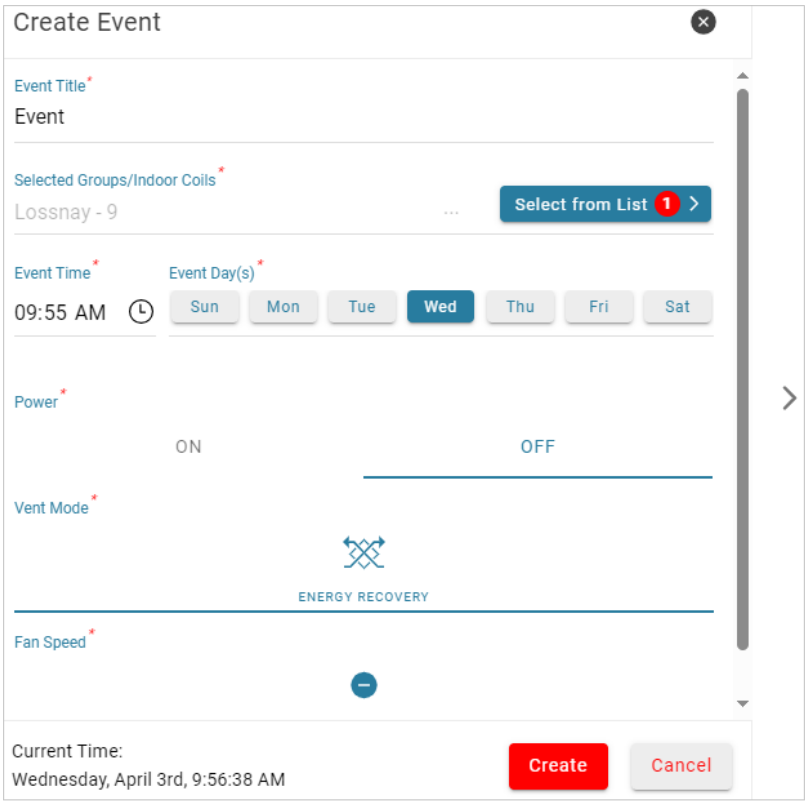
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NOTE
If you select multiple units to view their schedule and one of more of those units have an expired gateway plan, you must exclude those units from the selection to be able to view the other units' schedule. Units with expired gateway plans display **Status: Expired**.

In **Indoor Group(s) Schedule**, when you select any one unit/group that is part of a batch event, **Weekly Schedule** displays the entire batch event series.

12.2.1. Creating a scheduled event

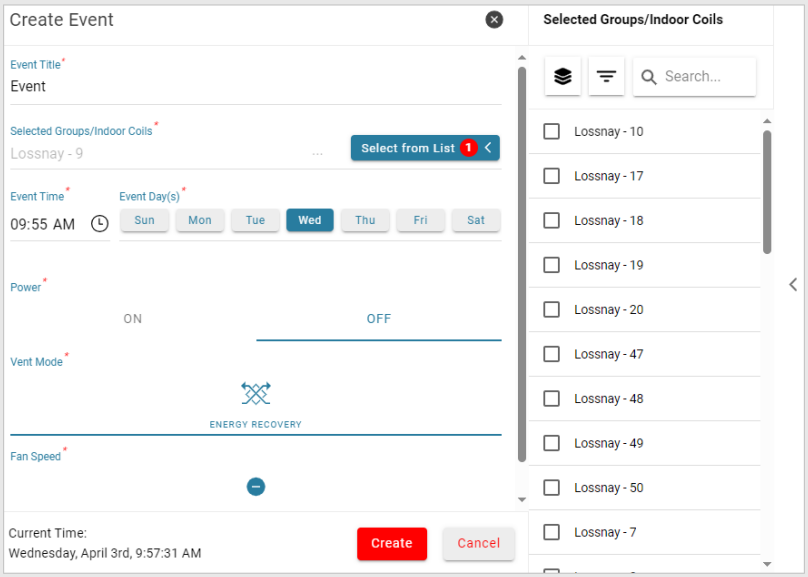
1. On the **Site Schedule** page, under **Indoor Group(s) Schedule**, select an indoor unit/group.
2. Under **Weekly Schedule**, click **Create Event** or click the day and time when you want to create the event.
3. In the **Create Event** window that appears, change the default **Event Title**, if desired.



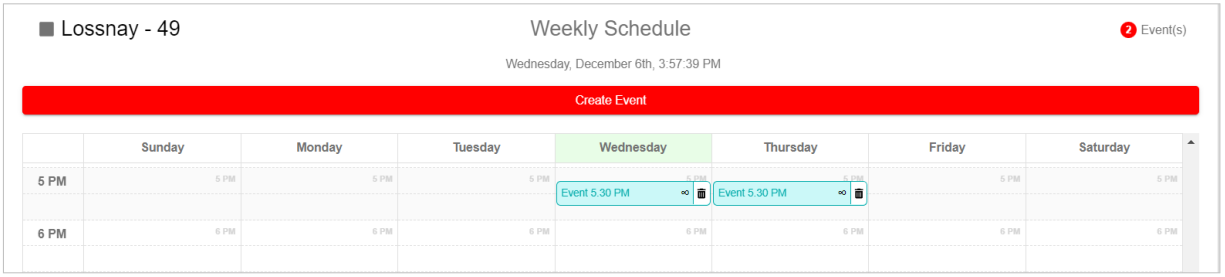
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TIP

To select additional units and create a scheduled event for multiple indoor units/groups (batch scheduling), click **Select from List** or click › in the right side of the **Create Event** window. To close the **Selected Groups/Indoor Coils** list, click **Select from List** or ‹. For information about creating batch events, see Creating a scheduled event for multiple indoor units/groups (batch event) (page 38).



4. The current time and day are displayed as the default **Event Time** and **Event Day(s)**. If required, enter a new event time or click 🕒 to select the time. There must be at least a 30-minute gap between the new event time and the start time of an existing event. Otherwise, you will not be able to create the new event.
5. Click the required **Event Day(s)**, i.e., the day(s) of the week the event should occur, to select them.
6. Click the up or down arrows or move the slider to **Set Temperature**.
7. Click the required **Power**, **Mode**, **Fan Speed** and **Air Direction** options. The available options vary based on the type of unit (indoor coil or Lossnay) selected. **No Change** denotes that a specific control point will default to the current state of the individual group/indoor unit. For example, if the Air Direction control point for that group/unit is "Ceiling", it will remain as "Ceiling" while the other control points will be executed as selected in the event.
8. Click **Create**. The event is created and appears in the **Weekly Schedule**.



∞ appears next to the event name for a multi-day, recurring event. "**i**" appears next to the event name and the event appears in gray on the schedule if the unit's gateway plans must be updated to activate and execute the event. Click "**i**" for information about upgrading your plan. To upgrade the plan, see Changing gateway payment plans (page 13).

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NOTE
Events recur each week until modified.

TIP
You can schedule an event to shut the HVAC system at night or set a higher set point to save energy.

Creating a scheduled event for multiple indoor units/groups (batch event)

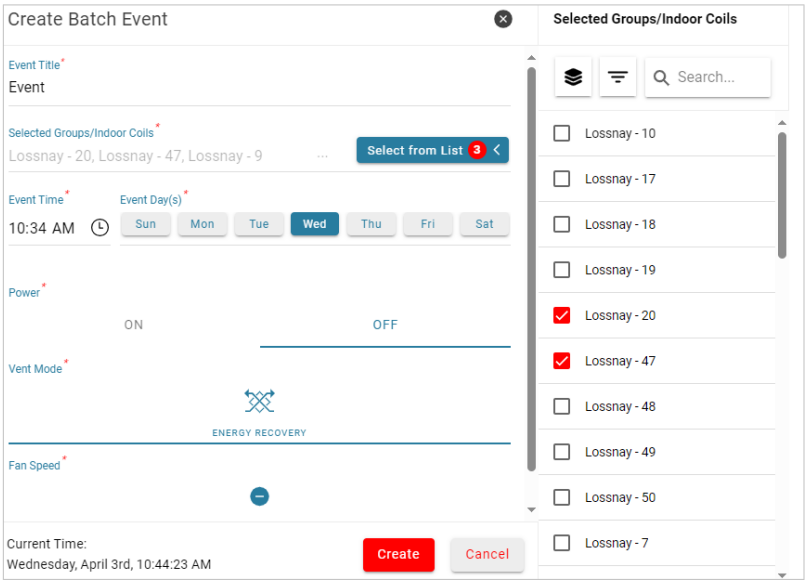
Permitted role: Site Owner, Administrator and User

You can select multiple indoor units/groups to set their schedule as a batch like you select multiple units to set their controls. For more information about selecting multiple units, see Controlling multiple indoor unit groups (batch control) (page 30)

NOTE

- You can select either indoor coils/groups of indoor coils or Lossnay units but not both at the same time.
- At least one unit/group must be selected.

1. After selecting the required units, click **Create Batch Event** or in the **Weekly Schedule** calendar, click the day and time when you want to create the batch event.
2. **Create Batch Event** displays the selected units under **Selected Groups/Indoor Coils**. To select additional units, click **Select from List** and then from the **Selected Groups/Indoor Coils** list that appears, select the units to add to the batch events. At least one group/indoor unit must be selected in the list.



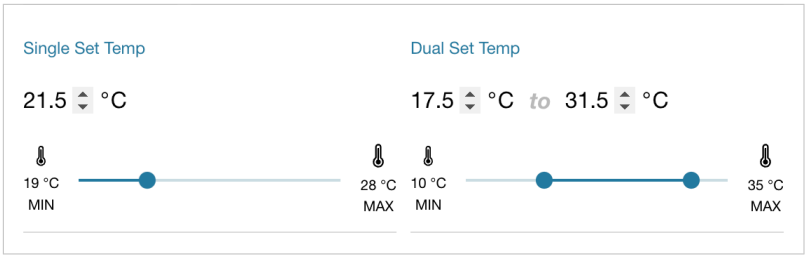
3. In **Create Batch Event**, enter the **Event Title**, **Event Time** and other details as explained in Creating a scheduled event (page 36).
4. Select the controls (e.g. Temperature, Mode, Fan Speed and Air Direction) for the units. **Create Batch Event** displays control points (e.g. Heat and Cool for Mode or Low and Medium for Fan Speed) that are common to all selected units but control points that not common to all selected units are not available (become opaque).

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Temperature control appears if the unit(s) or group(s) selected are indoor coils that are currently not in Fan mode. Use the up and down arrows or move the slider to set temperature.

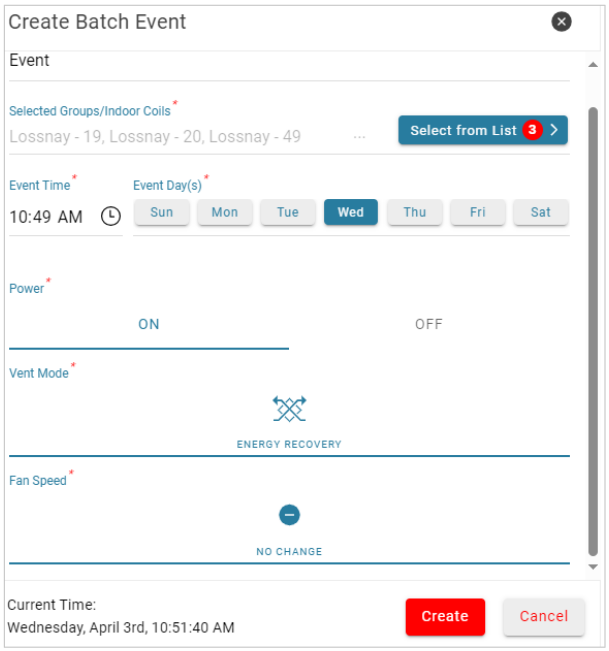
If some of the selected units support single set point while others support the dual set point Setback or Auto mode option, **Create Batch Events** displays **Single Set Temp** and **Dual Set Temp** as independent temperature settings. You must *set both* for the corresponding units that support each type of set point.

For **Dual Set Temp**, you can control the lower and upper temperature values independently, subject to the deadband buffer/range between the values, and the minimum and maximum lower and upper temperature values allowed.



When you select a common control point, it is highlighted in red. If the selected units/groups do not have any common fan speed or air direction control point, the **No Change** option is selected by default.

5. Click **Create**.

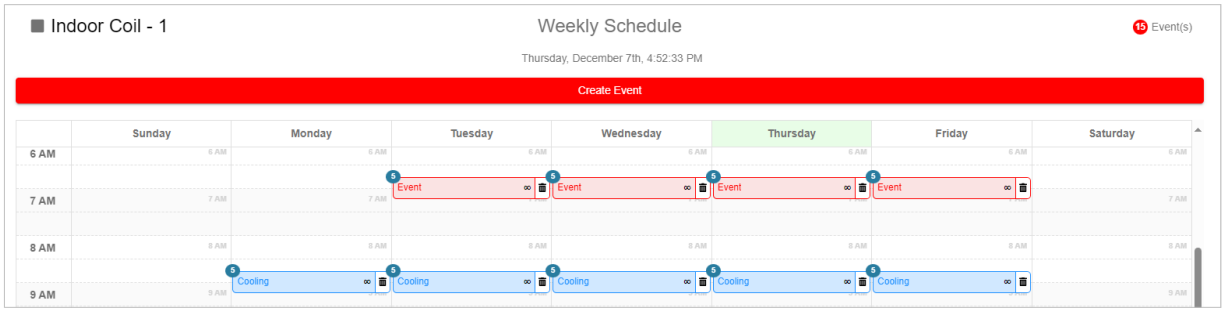


You can edit or delete the scheduled events as explained in Editing a scheduled event (page 40) and Deleting an event (page 42).

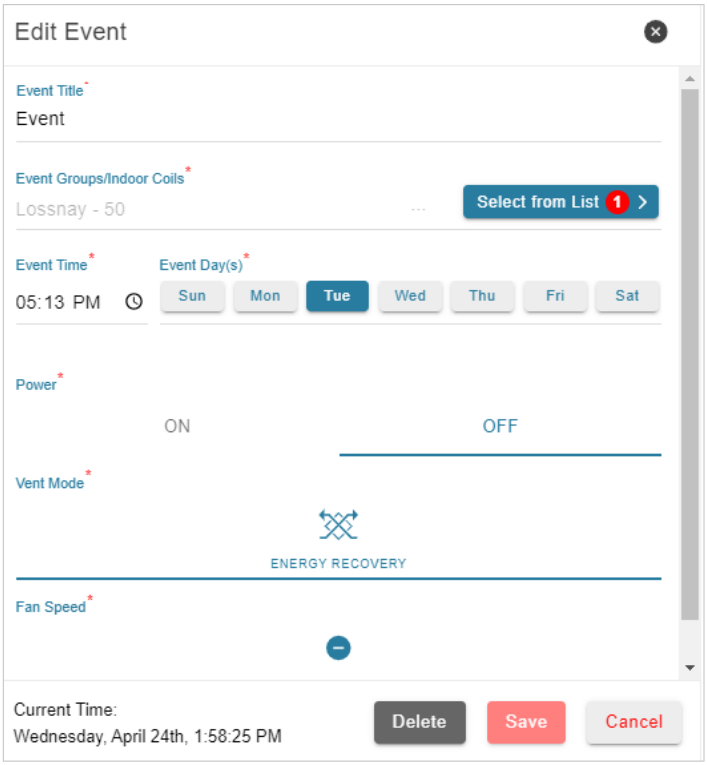
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12.2.2. Editing a scheduled event

1. Click the required event in the **Weekly Schedule** section.



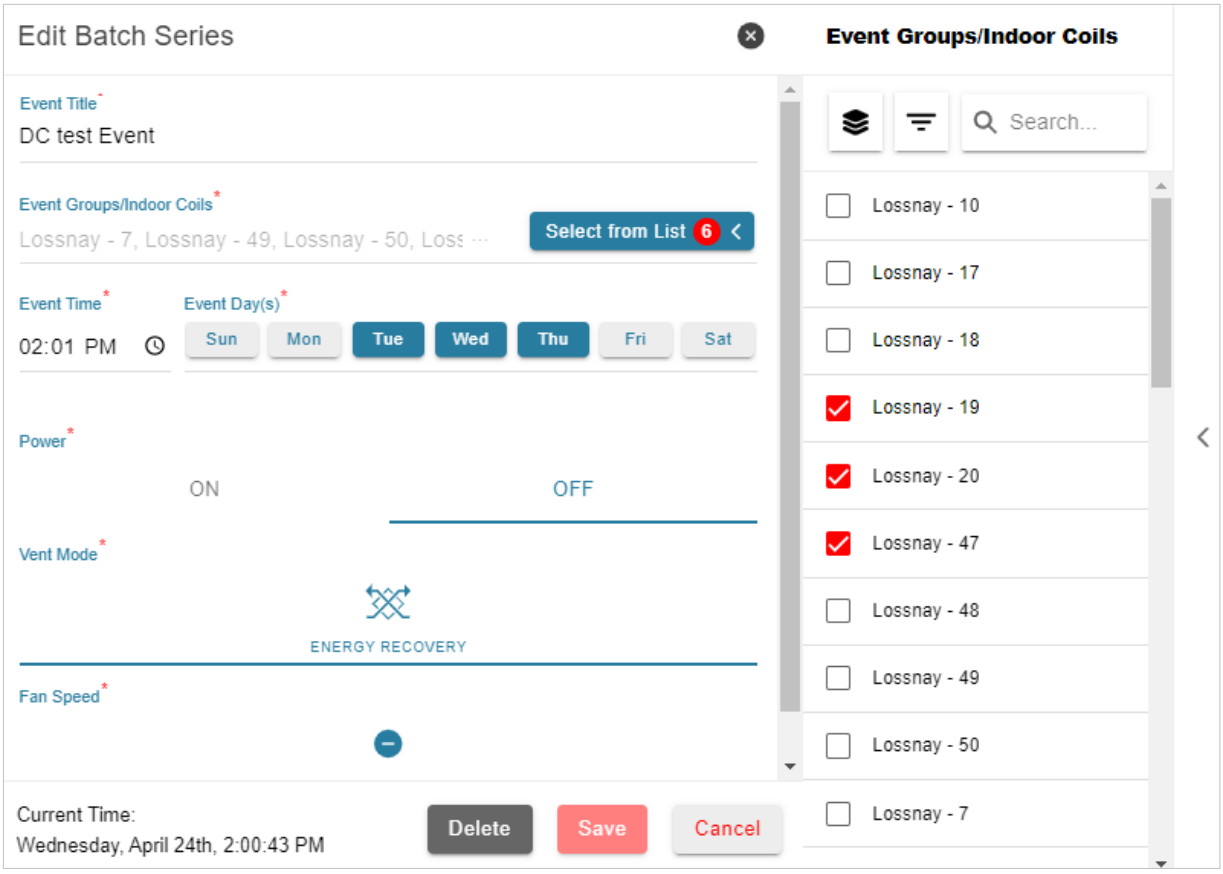
2. In **Edit Event**, to edit the event, make the required changes and click **Save**.



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Editing a scheduled event for multiple indoor units/groups (batch event)

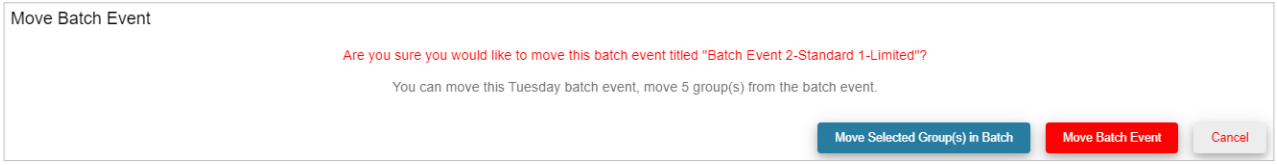
1. In the **Weekly Schedule**, click an occurrence of the batch event to edit.
2. In **Edit Batch Series**, make the required changes. For more information about editing the available control options (e.g. Temperature, Mode, Fan Speed and Air Direction) for the units in the batch, see Controlling multiple indoor unit groups (batch control) (page 30).
   - To add units to the event, click **Select from List** or click › in the right side of the **Edit Batch Series** window and add the required units from the **Event Groups/Indoor Coils** list. You can select all units from the list, filter the units displayed in the list or search for the unit(s) to add. At least one group/indoor unit must be selected in the list.



3. Click **Save**.

You can also edit a batch event directly from the **Weekly Schedule** by dragging and moving the event to the new day/time.

A confirmation message, based on the type of event being moved appears such as the message below. Click the required option.

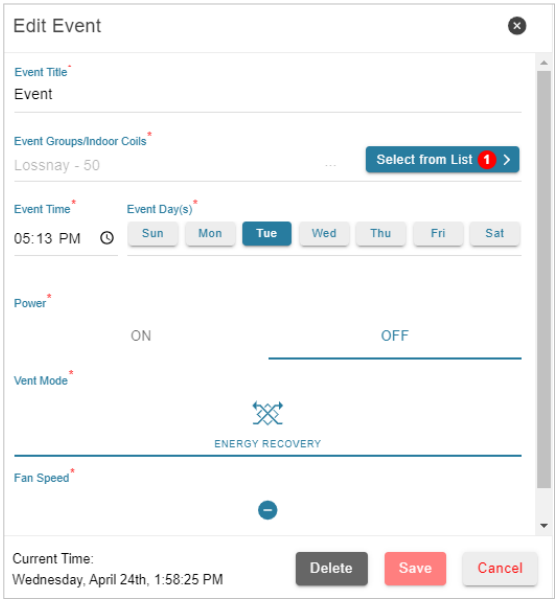


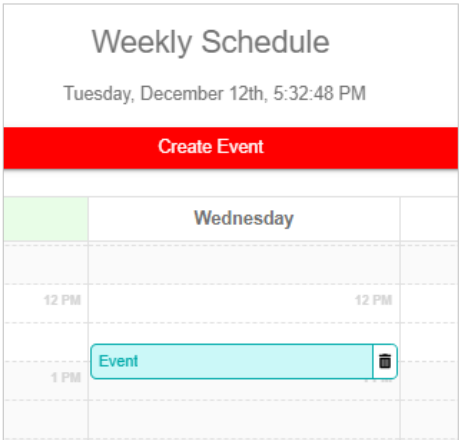
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Event type/Move	Click:
Single-day event with *all* groups in the event selected.	Not applicable (Simply drag the event.)
Multi-day event with *all* groups in the event selected, move to the same time on a different day.	Not applicable (Simply drag the event.)
Multi-day single event with any group in the event selected.	• **Move Event** to move the selected event. • **Move Series** to move the entire multi-day series.
Single-day batch event with *some* but not all units in the batch selected.	• **Move Batch Event** to move the entire event. • **Move Selected Group(s) in Batch** to move only the selected units.
Multi-day batch event to same day different time with *some* groups from the batch selected.	• **Move Batch Event Series** to move the entire batch multi-day series. • **Move Selected Group(s) in Batch** to move the selected groups from the batch event. • **Move Batch Event** to change the selected day of the batch event.
Multi-day batch event to different day different time with *some* group(s) from the batch selected.	• **Move Selected Group(s) in Batch** to move the selected group(s) from the batch event. • **Move Batch Event** to change the selected day.
Multi-day batch event to same day different time with *all* groups in batch selected.	**Move Batch Event Series** to move the entire multi-day series. **Move Batch Event** to change the selected day.
Multi-day batch event to different day different time with *all* groups in batch selected.	**Move Batch Event** to move the entire event.

12.2.3. Deleting an event

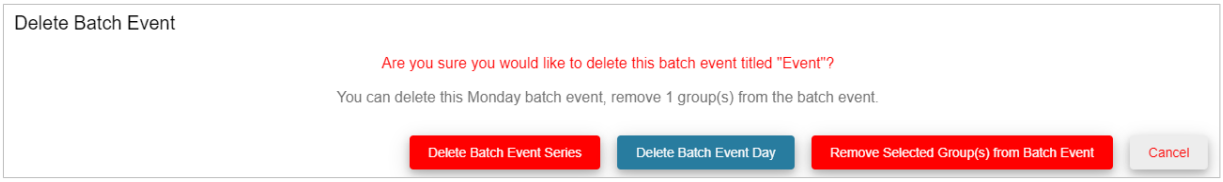
1. In **Edit Event**, click **Delete** or in the **Weekly Schedule**, click 🗑 next to the event name.





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2. A confirmation message based on the type of event being deleted appears such as the message below. Click the required deletion option.



To delete an event for:	Click:
A single unit for a single day	**Delete Event**
A single unit for multiple days	• **Delete Event** to delete the event for a single day, or • **Delete Series** to delete all occurrences of the event.
Multiple units for a single day (batch event)	• **Delete Batch Event** • **Remove Selected Group(s) from Batch Event** When only *some* of the units/groups in the batch event are selected, an additional option-**Remove Selected Group(s) from Batch Event**-appears.
Multiple units for multiple days (batch event)	• **Delete Batch Event Series** to delete all occurrences of the event, or • **Delete Batch Event Day** to delete the event for a single day, or • **Remove Selected Group(s) from Batch Event**. **Delete Batch Event Series/Day** options appear when *all* units/groups in the batch event are selected for deletion. When only *some* of the units/groups in the batch event are selected, an additional option-**Remove Selected Group(s) from Batch Event**-appears.

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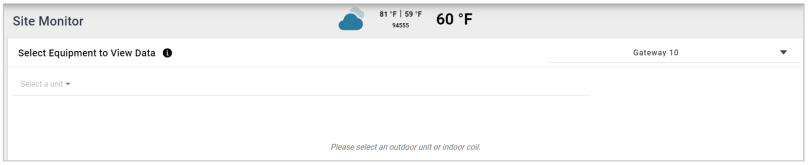
12.3. Monitoring a site

Prerequisite: Outdoor (ODU) and indoor (IDU) units must be mapped to the gateway.

Permitted role: Site Owner, Administrator and User

Site Monitor displays monitoring data for indoor coils and outdoor units.

1. After selecting the required site, in the left pane, click **Monitor**.
2. On the **Site Monitor** page, under **Select Equipment to View Data**, click **Select a Gateway** and select the required gateway. If the gateway is an MCC device, to view time gap information about the monitoring data, click ⓘ next to **Select Equipment to View Data**. The **Upgrade your Subscription Plan** window appears if you need to upgrade your plan to view the monitoring date. For information on upgrading your plan, see Changing gateway payment plans (page 13) If your plan permits you to view the data, click **Select a unit** to select an indoor coil or outdoor unit connected to the gateway.



3. A graph displaying various data points for the selected unit appears. To view data for a different indoor or outdoor unit, choose another unit from the **Select a unit** list.



4. To select the time period for which you want to view the monitoring information such as an hour, day or week (default), click the **1h**, **12h** , **1d**, or **1w** option above the upper-right corner of the graph.
(You can also drag the ends of the slider below the graph to select the time period.)



5. The graph displays default data points based on the type (indoor coil or outdoor unit) of unit selected. To the right of the graph, under **Data Points** select the ones you want to view. The available data point options may differ based on the unit (indoor coil or outdoor unit) and only data points available for the selected unit are listed.
To view a description of a data point, click ⓘ next to the data point.
To view the data points at a specific time, point to the required time on the line graph.
6. Click and drag to zoom into an area of the graph, click to reset the zoom, and click to generate an image of the current graph.
7. To reset the zoom, time period (week) and data points to the defaults ones, click ↻.
8. The bar below the graph, displays the unit's Mode during the selected time period.



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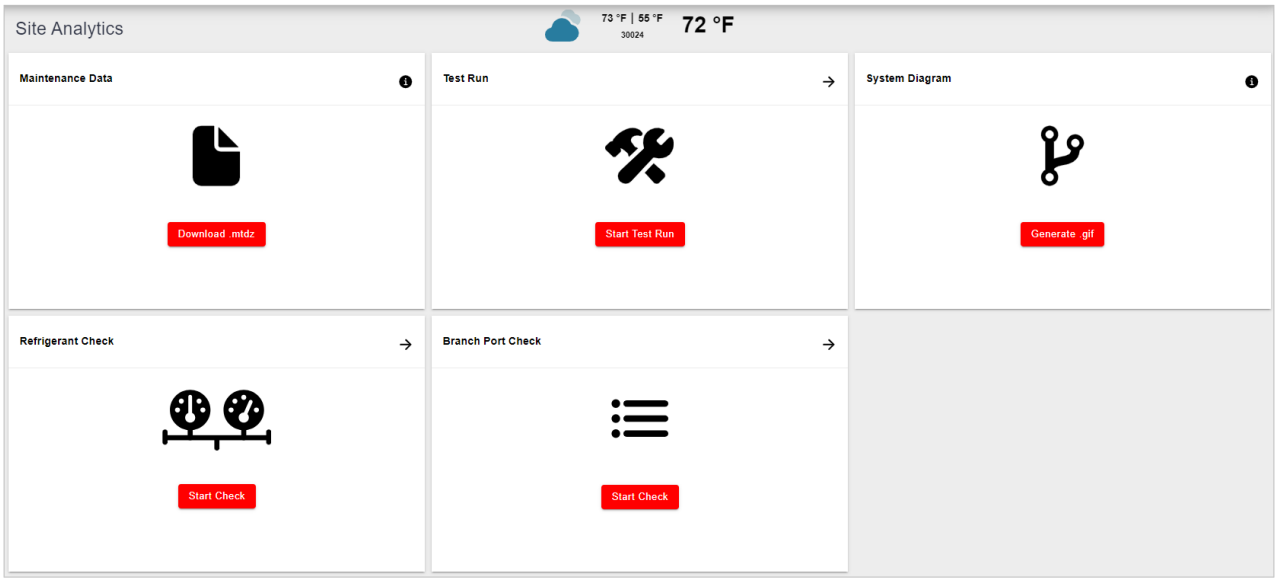
12.4. Performing site analytics

Prerequisites:

- Outdoor and indoor units must be mapped to the gateway. For more information, see Mapping outdoor and indoor units to a gateway.
- Your gateway plan must permit performing site analytics. You may need to upgrade the plan to view the analytics.

Permitted role: Site Owner, Administrator and User

- After selecting the required site, in the left pane, click **Analytics**.



NOTE

While you can use other kenza cloud™ features and functions when viewing maintenance data or the system diagram, when performing other analytics i.e., test runs, refrigerant leak detection and branch port checks on a unit, you cannot control its settings and its scheduled events do not execute. For more information about actions that are restricted during site analytics, see Appendix: Action restrictions (page 93)

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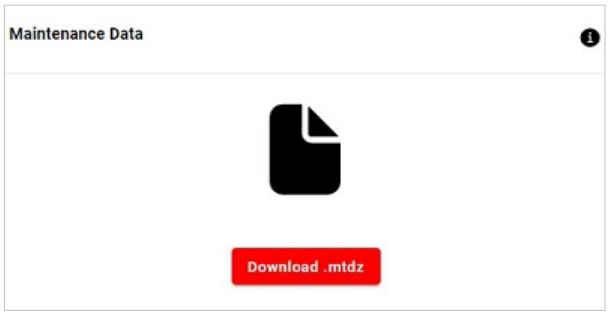
12.4.1. Viewing maintenance data

Prerequisite: *If the gateway connected to the outdoor unit is an RMD device, the latest version of the Maintenance Tool software must be installed on your computer.*

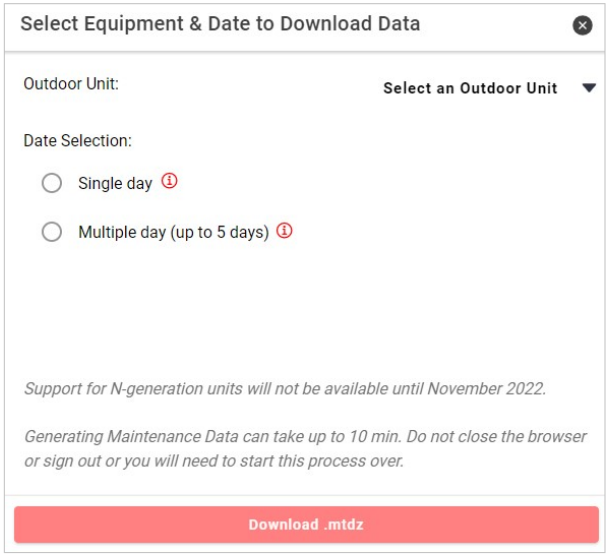
NOTE
kenza cloud is compatible with Maintenance Tool software 5.49 and above.

- For instructions to download the latest software version for an RMD device and to view time gap information when downloading maintenance data for an MCC device, in the upper-right corner of **Maintenance Data**, click ⓘ and then click **Ok** to close the instruction window.

1. To download maintenance data, click **Download.mdtz**. You can download up to 5 days of data.

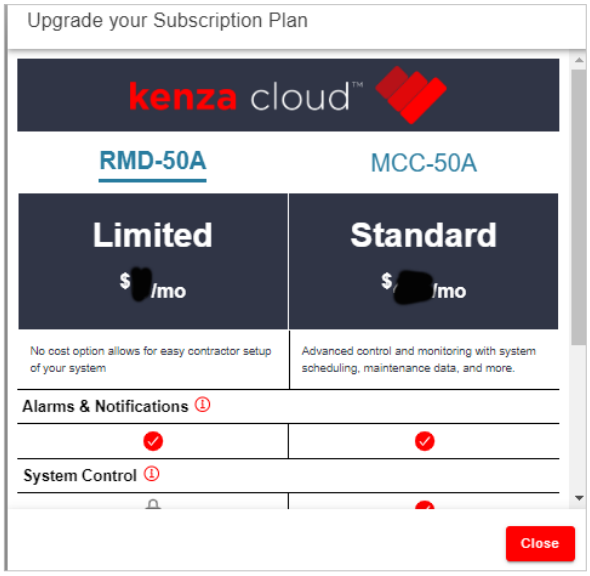


2. In **Select Equipment & Date to Download Data**, **Select an Outdoor Unit**.



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If your kenza cloud plan needs an upgrade to be able to analyze maintenance data, the **Upgrade your Subscription Plan** window appears showing a comparison of plans.



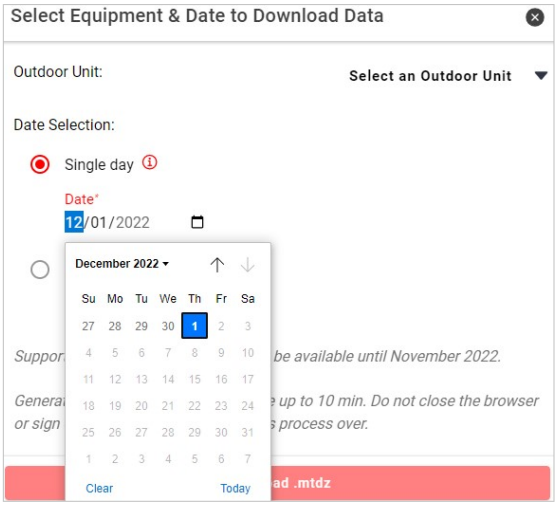
> **NOTE**
> If the gateway remains on the Limited plan for 90 days, services will be discontinued.

In **Upgrade your Subscription Plan**, ✓ indicates features included in the plan. 🔒 indicates features not included in the plan.

- Click ⓘ for a description of the feature.
- Click **Close** to close the window.

You can analyze the data after you upgrade your plan. For information on upgrading your plan, see Changing gateway payment plans (page 13) .

3. If your plan permits data analysis, after you select the outdoor unit, under **Date Selection**, select **Single day** or **Multiple day (up to 5 days)**. For more information about these options, click ⓘ.
4. Click 🗓 to change the default dates displayed.
   - Click **Today** for the current date or select the required date. Click **Clear** to remove the selected date.



5. Click **Download.mtdz**. kenza cloud™ generates maintenance data.
6. When the data generation is completed, click **Download.mtdz** again.

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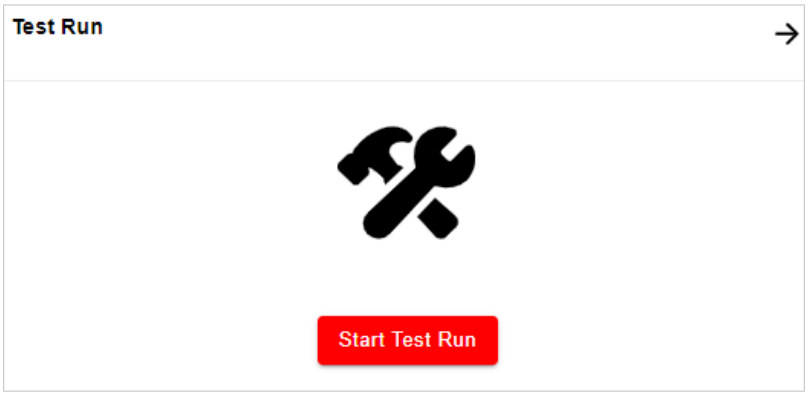
12.4.2. Performing a test run

Permitted role: Site Owner, Administrator and User

Prerequisites:

- The ODU must be connected to an RMD and not an MCC device.
- The gateway's kenza cloud plan should permit performing of a test run; otherwise, you must upgrade the plan to run the test.

If your plan permits, the **Site Analytics** page displays the **Test Run** option.



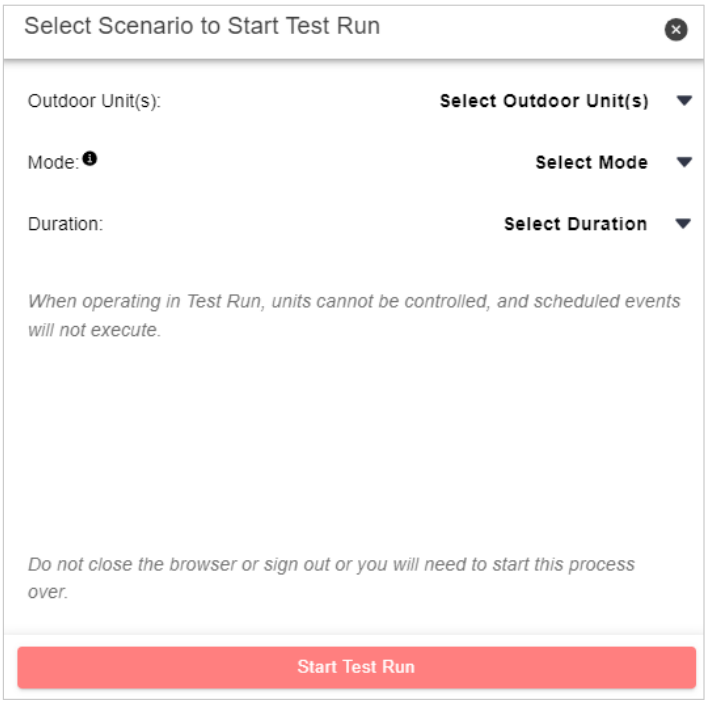
1. In **Test Run**, click **Start Test Run**.
2. In **Select Scenario to Start Test Run**,
   a. Click **Select Outdoor Unit**.
      The list displays all ODUs in the site that are connected to RMDs. You can only select the ones linked to RMDs with plans that allow a test run. For RMDs with plans that do not permit a test run, you can **Upgrade Subscription**. See Changing gateway payment plans (page 13) for more information.
      To see the name of the gateway linked to an ODU, hover over the ODU name. If a gateway is not connected to the internet, the **Select Outdoor Unit** displays **Gateway is not connected** besides the ODU. Reconnect the gateway and then retry the test run.
   b. **Select** (or **Unselect**) **All** or specific ODUs in the list and click **Select**.
   c. Select **Mode**. The following Auto Mode warning appears when you click ⓘ .

      WARNING
      When selecting Auto Mode, units are operated in the cooling mode when the outside temperature is 59° F (15° C) or above and in the heating mode when the outside temperature is below 59° F (15° C). If the outdoor unit does not support temperature detection, the test is performed in the heating mode.

   d. Select **Duration** of the test run.

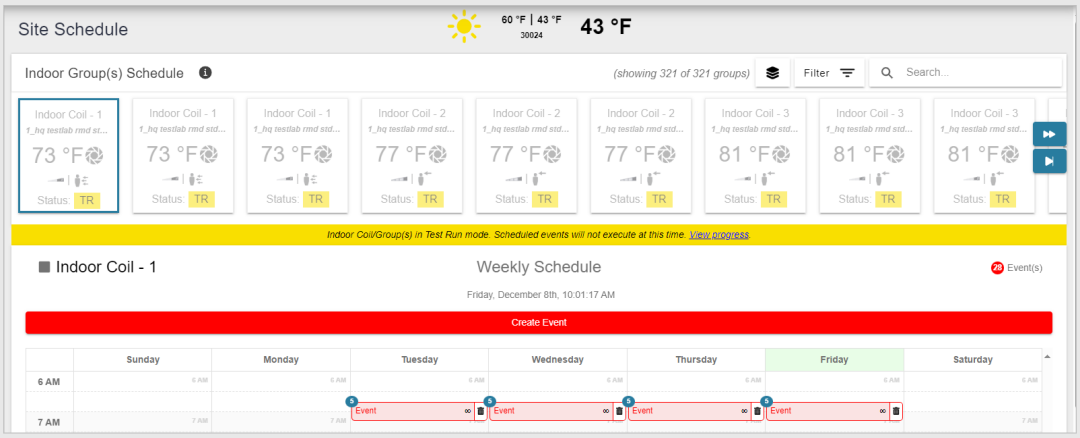
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3. Click **Start Test Run**.



NOTE

While a unit is in Test Run mode, you cannot set its control settings and its scheduled events do not execute. **Site Schedule** displays **Status: TR** for indoor units/groups in test run. For more information about actions that are restricted during a test run, see Appendix: Action restrictions (page 93).



To cancel an in-progress test run, on the **Site Analytics** page, click →next to **Test Run** and cancel the test run as explained in Working with analytics report history (page 55).

NOTE

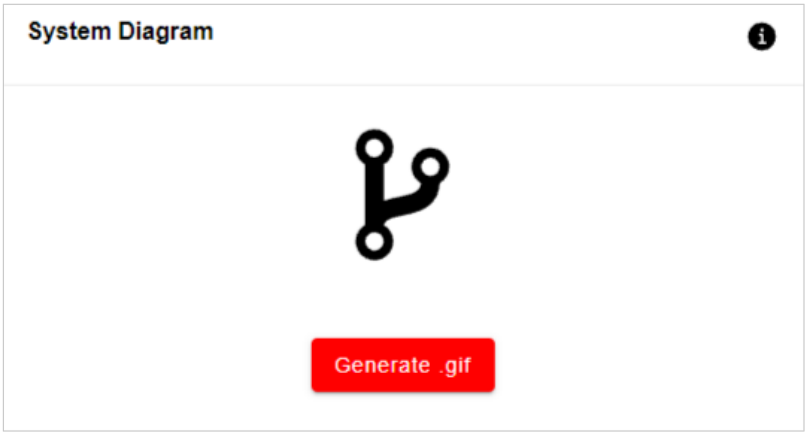
If you selected multiple ODUs for a test run and you cancel the test run, it is canceled for all ODUs connected to that same gateway,

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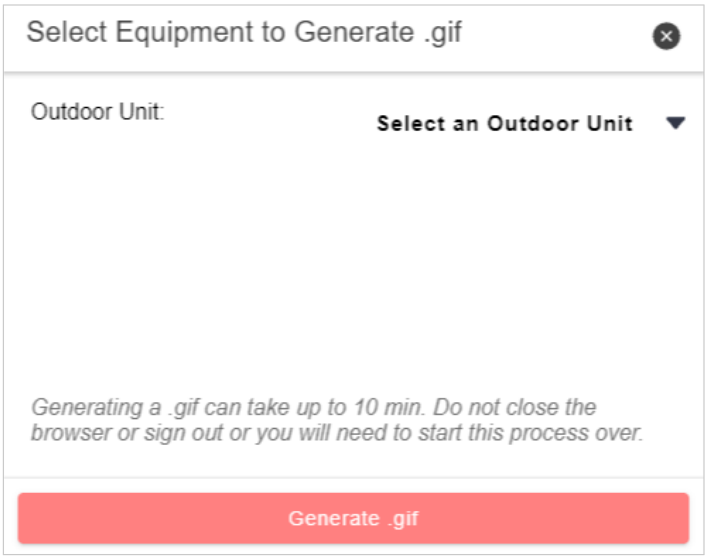
12.4.3. Viewing the system diagram

NOTE
Site diagram is available only for MCC devices.

1. On the **Site Analytics** page, to view information about **System Diagram**, click .
2. To download the **System Diagram** for the HVAC system connected to the gateway, click **Generate.gif**



3. In the **Select Equipment to Generate.gif** window, select an outdoor unit from the list. After selecting the unit, click **Generate.gif**.

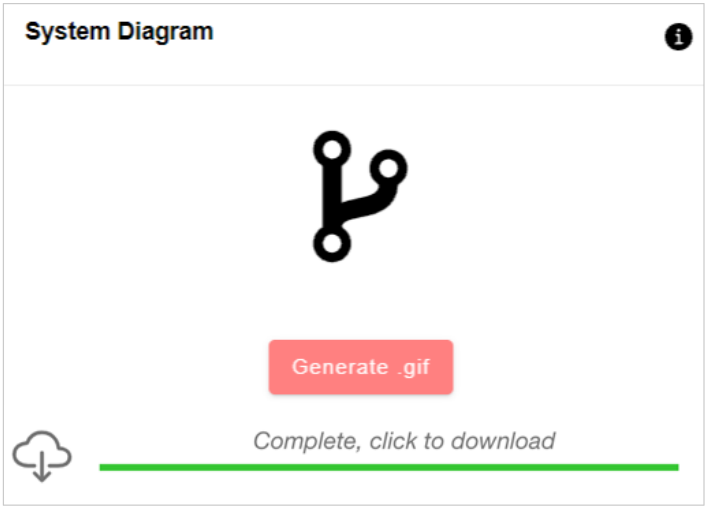


If your kenza cloud plan needs to be upgraded to be able to generate the system diagram, the **Upgrade your Subscription Plan** window appears. Click **Close** to close the window. You can generate the diagram after you upgrade your plan. If your plan permits, kenza cloud™ starts generating the system diagram.

NOTE
Generating the system diagram may take several minutes. You can use other kenza cloud features and functions while the diagram is being generated.

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4. When the system diagram is generated, in **System Diagram**, click to download the diagram to your computer.



12.4.4. Checking refrigerant

Prerequisites:

- The ODU must be connected to an RMD and not an MCC device.
- The gateway plan should permit refrigerant check; otherwise, you must upgrade the plan to perform the check.

Refrigerant Check analyzes temperature, pressure and compressor values to determine if the refrigerant amount in the system is undercharged, properly charged or overcharged. If the refrigerant amount is outside the acceptable range, consult the manual for the specific model and follow all applicable laws when adjusting refrigerant amounts.

If your gateway plan permits, the **Site Analytics** page displays the **Refrigerant Check** option.

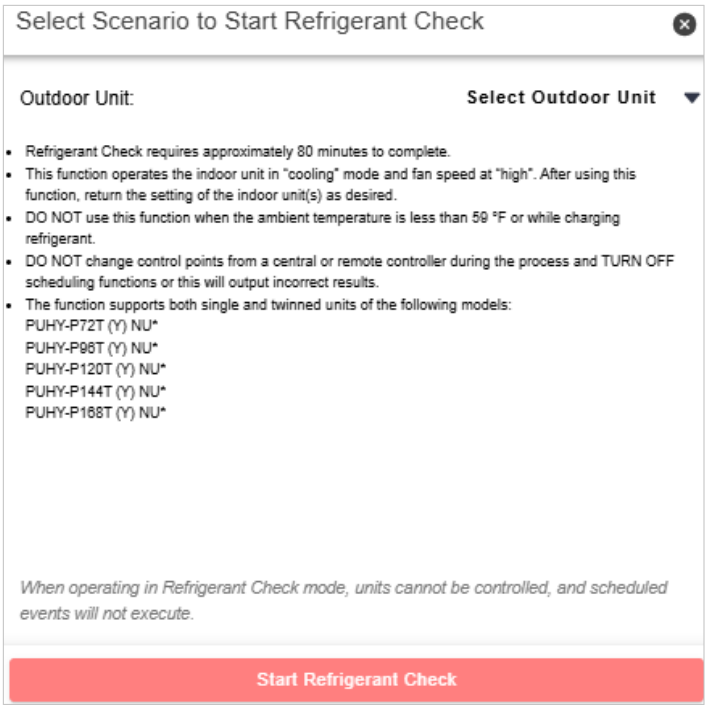


1. In **Refrigerant Check**, click **Start Check**. The **Select Scenario to Start Refrigerant Check** window appears.

> **IMPORTANT**
> Be sure to read and follow the instructions that **Select Scenario to Start Refrigerant Check** displays.

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2. In the upper right side of the **Select Scenario to Start Refrigerant Check** window, click **Select Outdoor Unit**.



3. In **Select Outdoor Unit**, select the required ODU in the list, which displays all ODUs in the site that are connected to RMDs, and click **Select**.



You can only select an ODU if:

- The ODU is capable of performing the refrigerant check,
  See instructions **Select Scenario to Start Refrigerant Check** window displays (step 1 above) for ODUs capable of performing this check.
- The kenza cloud plan of the connected RMD permits the check, *and*

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- The ODU is not already part of any in-progress analytics i.e. Test Run, Refrigerant Check or Branch Port Check. If the ODU is part of in-progress analytics, you can select it after the analytics are completed.

For ODUs that cannot be selected, the list displays a message such as **Function Unsupported**, **Gateway Performing Maintenance** or **Gateway Expired** next to the ODU.

If the RMD's plan does not permit the check, you can **Upgrade Subscription**. See Changing gateway payment plans (page 13) for more information.

To see the name of the gateway linked to an ODU, hover over the ODU name. If a gateway is not connected to the internet, the **Select Outdoor Unit** displays **Gateway is not connected** besides the ODU. Reconnect the gateway and then retry the analytics.

4. In **Select Scenario to Start Refrigerant Check**, which appears again after you select the ODU, click **Refrigerant Check**.
5. On the **Site Analytics** page, **Refrigerant Check** displays a bar showing the progress of the check. You can also click → to go to **Analytics Report History** and see the status of the check.

NOTE

While a unit's refrigerant is being checked, you cannot set its control settings and its scheduled events do not execute. **Site Schedule** and **Site Control** pages display **Status: RC** for indoor units/groups connected to the unit that being checked.

For more information about actions that are restricted during a refrigerant check, see Appendix: Action restrictions (page 93).

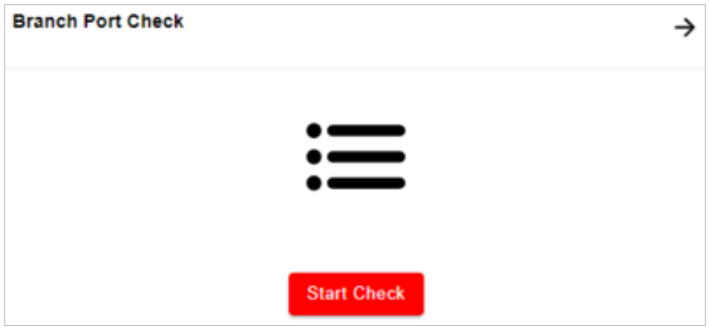
You can cancel an in-progress refrigerant check as explained in Working with analytics report history (page 55).

12.4.5. Checking branch port

Prerequisites:

- The ODU must be connected to an RMD and not an MCC device.
- The gateway's kenza cloud plan should permit branch port checking; otherwise, you must upgrade the plan to check it.

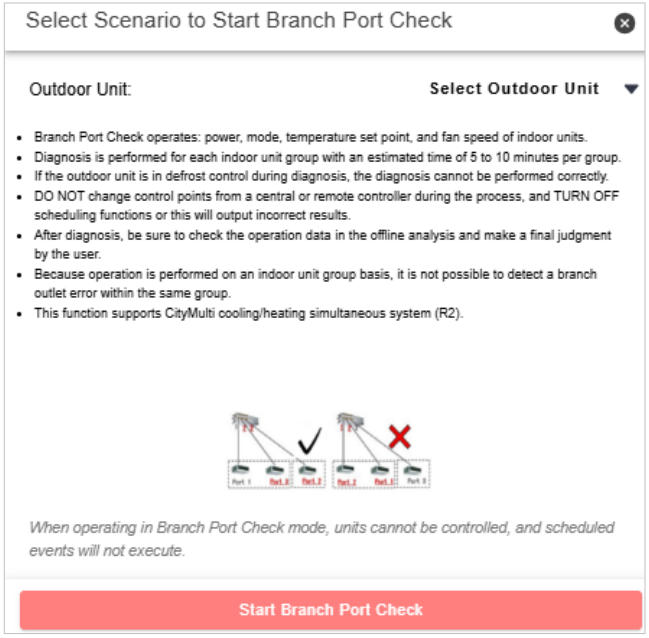
If your gateway plan permits, the **Site Analytics** page displays the **Branch Port Check** option.



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1. In **Branch Port Check**, click **Start Check**. The **Select Scenario to Start Branch Port Check** window appears.

> **IMPORTANT**
> Be sure to read and follow the instructions that **Select Scenario to Start Branch Port Check** displays.



2. In the upper right side of the **Select Scenario to Start Branch Port Check** window, click **Select Outdoor Unit**.
3. In **Select Outdoor Unit**, select the required ODU in the list, which displays all ODUs in the site that are connected to RMDs, and click **Select**.



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You can only select an ODU if:

- The ODU is capable of performing the refrigerant check,
  See instructions **Select Scenario to Start Branch Port Check** window displays (step 1 above) for ODUs capable of performing this check.
- The kenza cloud plan of the connected RMD permits the check, *and*
- The ODU is not already part of any in-progress analytics i.e. Test Run, Refrigerant Check or Branch Port Check. If the ODU is part of in-progress analytics, you can select it after the analytics are completed.

For ODUs that cannot be selected, the list displays a message such as **Function Unsupported**, **Gateway Performing Maintenance** or **Gateway Expired** next to the ODU.

If the RMD's plan does not permit the check, you can **Upgrade Subscription**. See Changing gateway payment plans (page 13) for more information.

To see the name of the gateway linked to an ODU, hover over the ODU name. If a gateway is not connected to the internet, the **Select Outdoor Unit** displays **Gateway is not connected** besides the ODU. Reconnect the gateway and then retry the analytics.

4. In **Select Scenario to Start Branch Port Check**, which appears again after you select the ODU, click **Start Branch Port Check**.
5. On the **Site Analytics** page, **Branch Port Check** displays a bar showing the progress of the check. You can also click → to go to **Analytics Report History** and see the status of the connection check.

NOTE

While a unit's branch port is being checked, you cannot set its control settings and its scheduled events do not execute. **Site Schedule** and **Site Control** pages display **Status: BPC** for indoor units/groups connected to the unit that being checked.

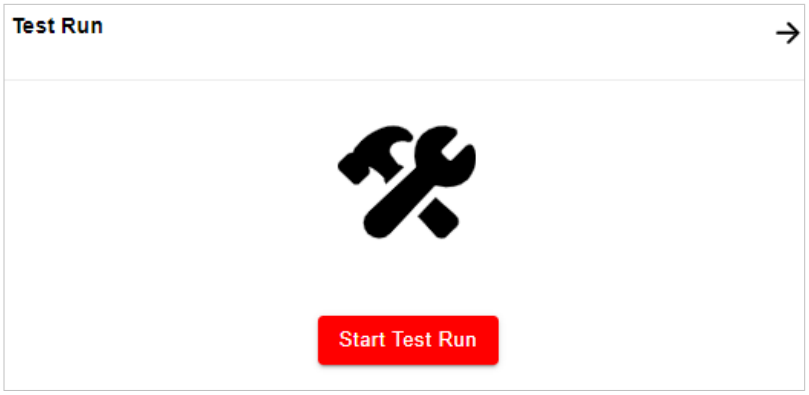
For more information about actions that are restricted during a branch port check, see Appendix: Action restrictions (page 93).

You can cancel an in-progress branch port check as explained in Working with analytics report history (page 55).

12.4.6. Working with analytics report history

Analytics Report History displays a history of analytics (i.e. Test Run, Refrigerant Check and Branch Port Check) that have been performed for the different sites linked to your account. You can view and download the analytics reports for up to 30 days after they are generated.

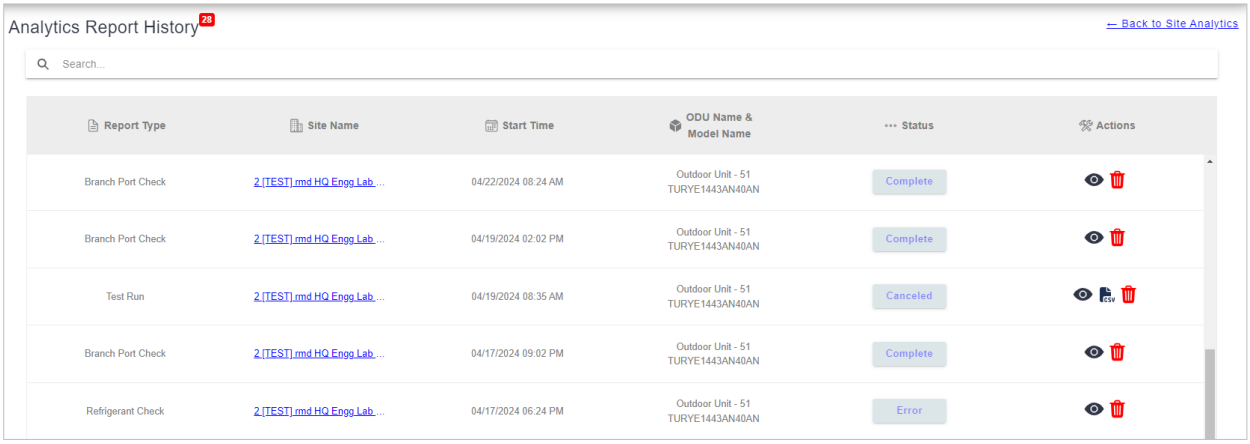
- To go to **Analytics Report History**, on the **Site Analytics** page, click → next to **Test Run**, **Refrigerant Check** or **Branch Port Check**.



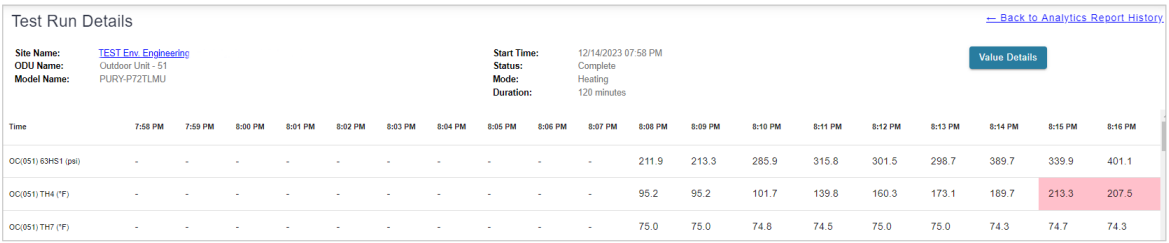
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In **Analytics Report History:**

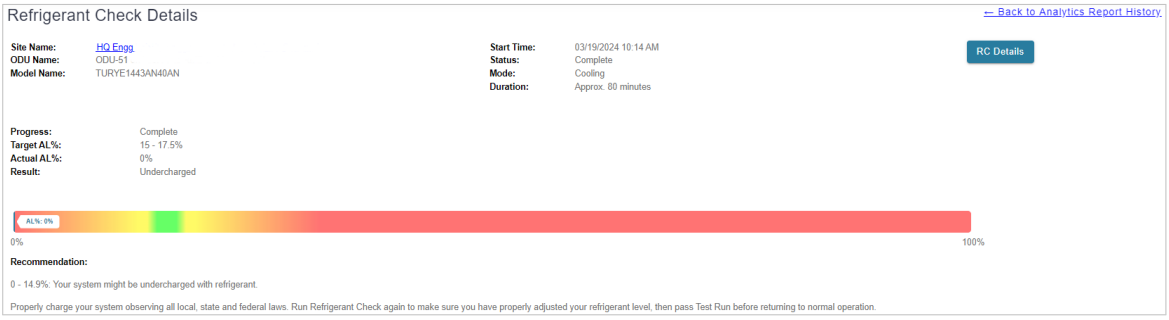
- To search for a report, start typing the **Report Type**, **Site Name**, **Start TIme**, **ODU** or **Model Name** in the **Search** box near the top of the page. Search results start appearing as you type. An analytics task (**Status**) may be **Starting**, **In Progress**, in **Error**, **Canceled** or **Complete**.
- To cancel **In Progress** analytics, under **Actions**, click ⊗ for the analytics task you want to cancel. You can also click 👁 and then on the details page that appears, click the cancel button, if it shows for that analytics task.
  In the confirmation message, click **Yes** to confirm cancelation. The analytics **Status** in the report history changes from **In Progress** to **Canceled**.
- To go to a site in the report, click its **Site Name**. To download a (.csv) report or delete it, under **Actions**, click CSV and 🗑 respectively.



- To view details of an analytics report,
  1. Click 👁.
  2. On the details page,
     – For a **Test Run**, error values, that is, values outside certain ranges for that analytics appear in red. Click **Value Details** to see ranges considered to be in error.

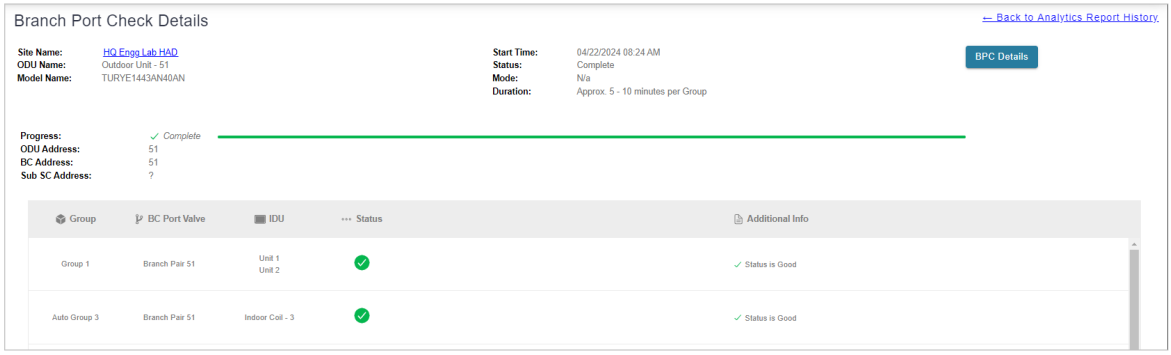


     – For a **Refrigerant Check**, a progress bar shows the status of an in-progress check. For a completed check, the **Refrigerant Check Details** page shows the details of the check and recommendations. Click **RC Details** to view additional refrigerant check details.



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– For a **Branch Port Check**, a progress bar shows the status of an in-progress check. For a completed check, the **Branch Port Check Details** page shows the status of the branch port. Click **BPC Details** to view additional branch port check details



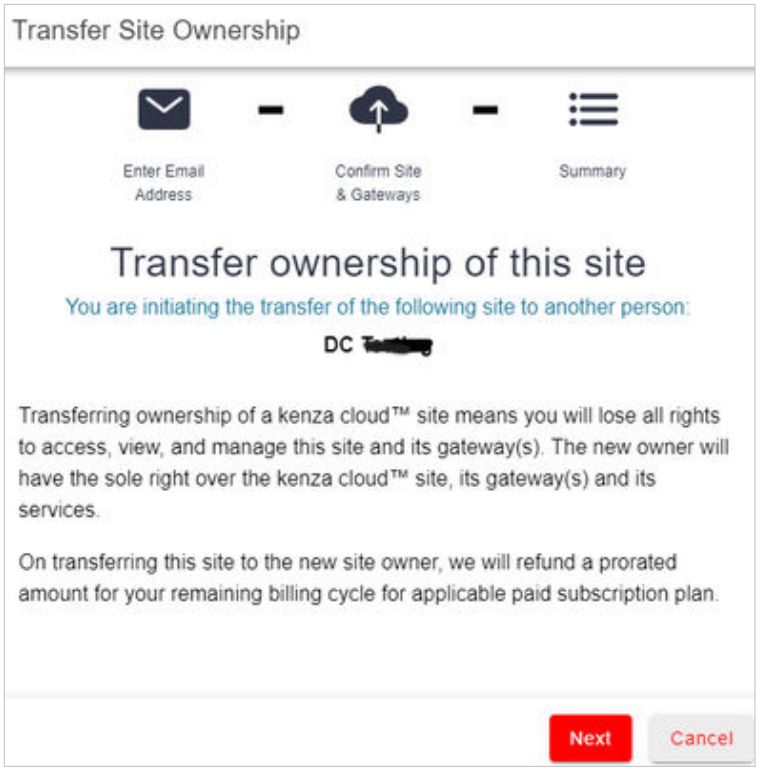
3. Click **Ok** to close the **Test Run**/ **Refrigerant Check** /**Branch Port Check Details** window.

12.5. Transferring site ownership

A Site Owner can transfer the ownership of a site to other kenza cloud account holders and even to those who do not have an existing account. A potential new site owner who does not have an account must sign up for one to accept site ownership.

Permitted role: Site Owner

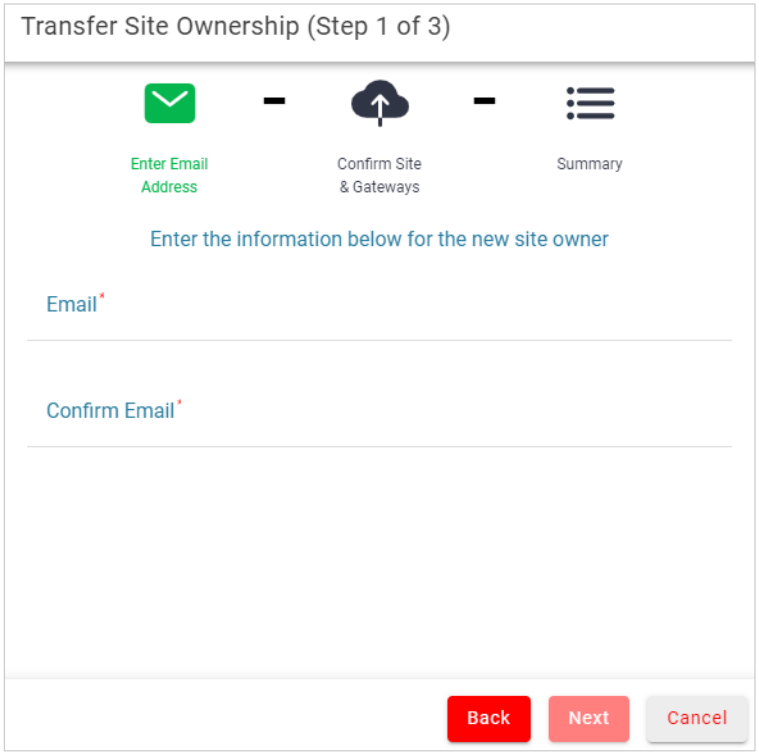
1. On the **Site Dashboard**, in **Site Information**, click ⇄ (**Transfer Site Ownership**).
2. Note the **Transfer Site Ownership** information that appears and click **Next**.



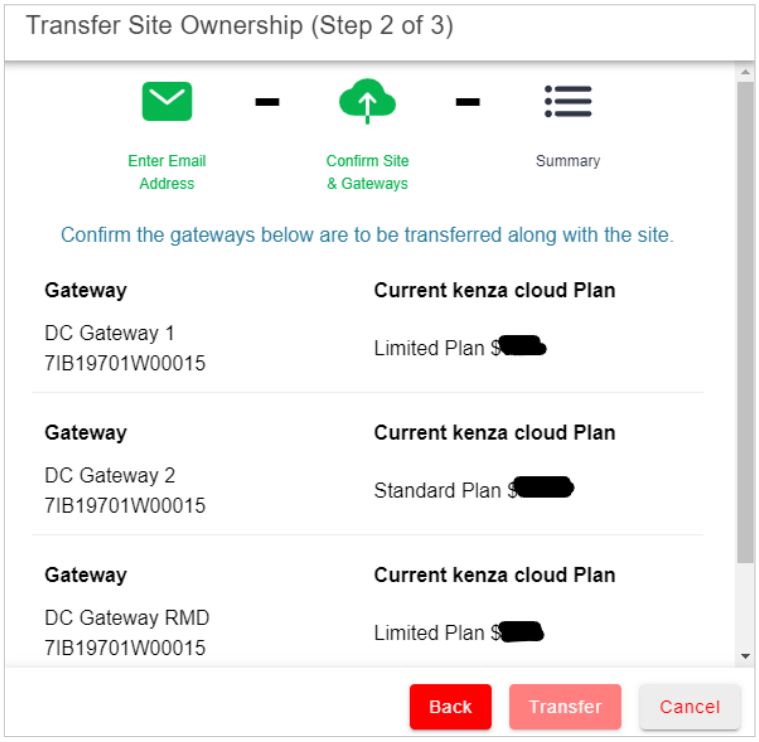
To cancel the site ownership transfer at any step in the process, click **Cancel**. Then, in **Cancel Transfer Site Ownership**, click **Yes** to confirm. If you cancel, previously entered information is not saved.

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3. In **Transfer Site Ownership (Step 1 of 3)**, type and then confirm the **Email** address of the potential new owner. Click **Next**. If transferring ownership to an existing kenza cloud account holder, use the email address linked to their account.

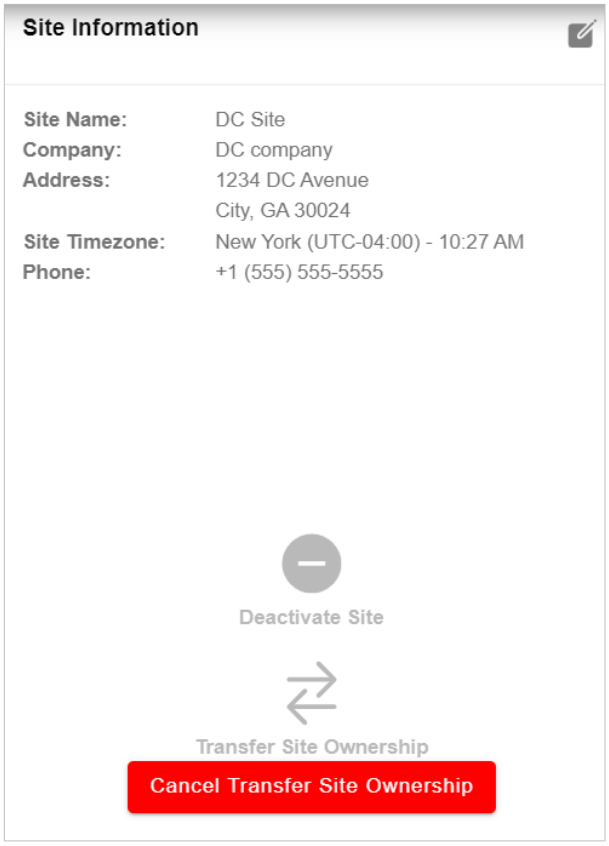


4. In **Transfer Site Ownership (Step 2 of 3)** review the gateway and plan information, select the check box to confirm this site and gateway(s) are to be transferred and click **Transfer**.

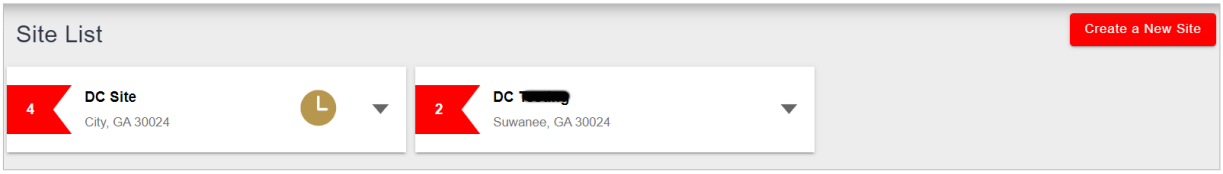


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5. Click **Close** to close **Transfer Site Ownership (Step 3 of 3)**, which displays a message that you have successfully initiated transferring your site.
   Site Information displays the **Cancel Transfer Site Ownership** option, click it to cancel the transfer and then click **Yes** to confirm.



   The **Site List** page displays for the site being transferred.



   To cancel the transfer from the **Site List** page, click the site name. On the **Site Dashboard** that appears, under **Site Information**, click **Cancel Transfer Site Ownership** as explained above.

When a transfer is initiated, the potential new site owner receives an email about the transfer and must accept site ownership within 24 hours of receiving the email. *During these 24 hours the existing site owner cannot conduct activities such as deactivating the site, registering a gateway, editing site information or sending invites*. For more information about which actions are restricted while performing a site transfer, see Appendix: Action restrictions (page 93).

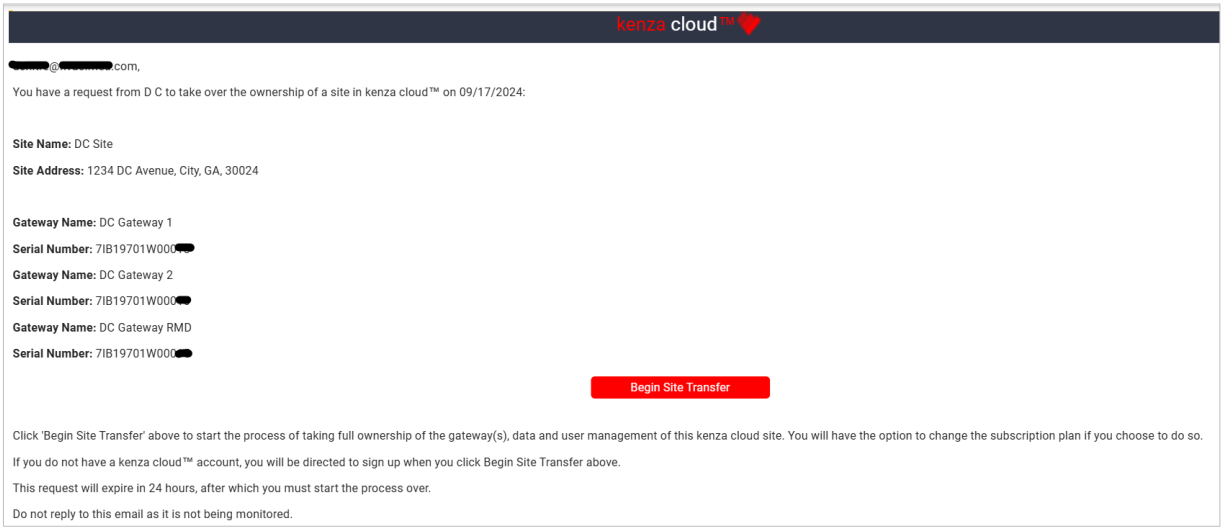
12.5.1. Accepting site ownership

When a site owner initiates a request to transfer the site's ownership, the potential new site owner receives an email request to accept the transfer. To accept ownership, the potential site owner must complete the ownership transfer process within 24 hours from the time the request was submitted. To decline ownership, the potential owner can ignore the request, which is removed after 24 hours.

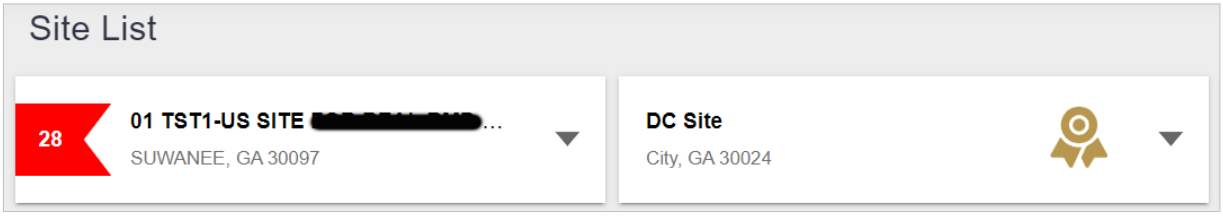
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To accept the ownership:

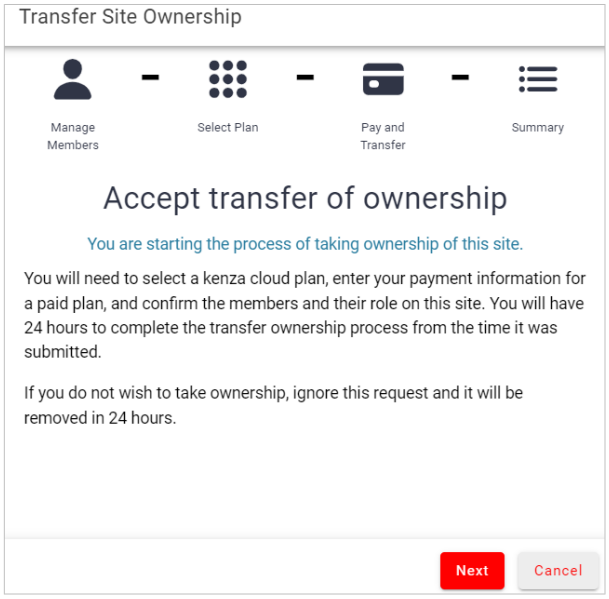
1. In the email request, click **Begin Site Transfer**.



2. The kenza cloud™ sign in/up screen appears. Sign in to your account. If you do not have an account, sign up for one as explained in Signing up for a kenza cloud™ account (page 6) and proceed as follows.
3. The **Site List** page displays for the site being transferred. Click the site name.

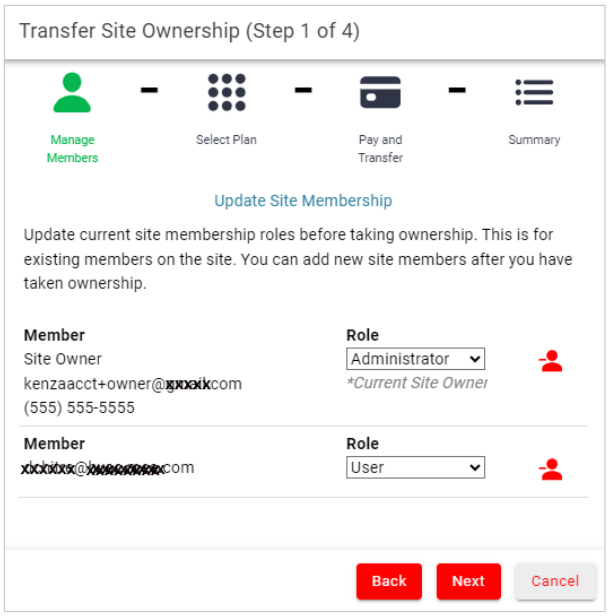


4. Review the **Transfer Site Ownership** information and click **Next**.
   If you want to cancel the site ownership transfer at any step in the process, click **Cancel**. Then, in **Cancel Transfer Site Ownership**, click **Yes** to confirm. If you cancel, previously entered information is not saved.

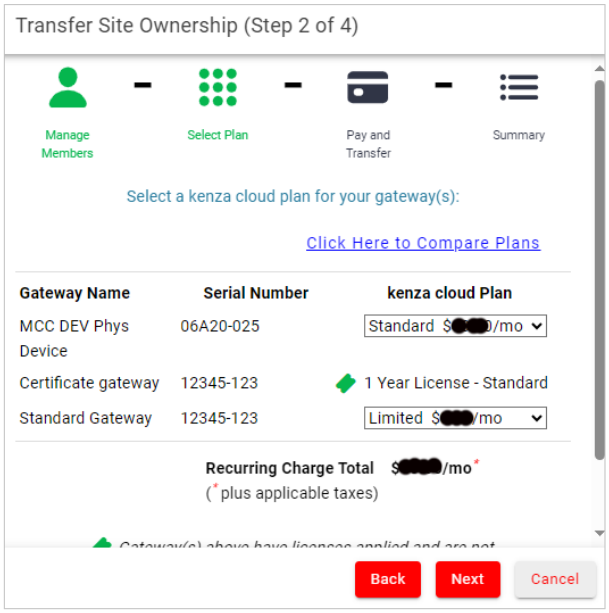


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5. In **Transfer Site Ownership (Step 1 of 4)** update the role of existing site members or remove them from the site, if required. You can add new members after taking ownership of the site. Click **Next**.

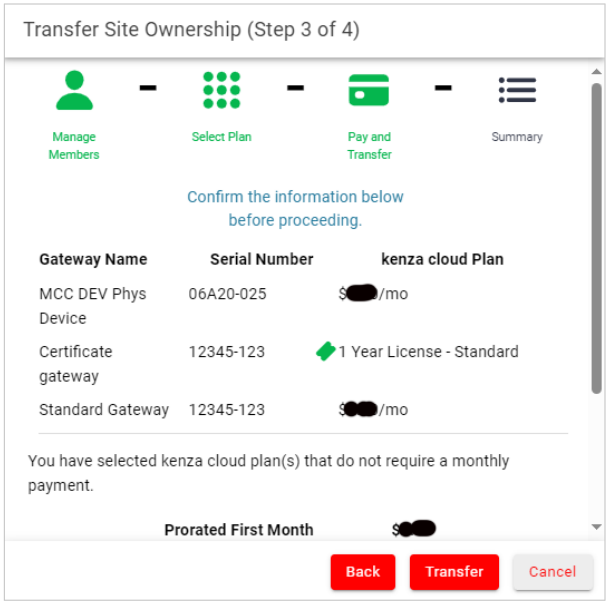


6. In **Transfer Site Ownership (Step 2 of 4)**, if required, change the **kenza cloud Plan** of any gateway(s) linked to the site and click **Next**.

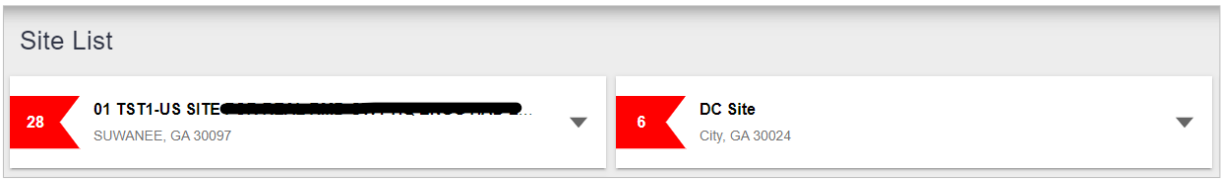


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7. In **Transfer Site Ownership (Step 3 of 4)**, confirm the displayed information and click **Transfer**. For any paid subscription plans, provide payment information. kenza cloud displays the prorated first month payment amounts. Then click **Pay and Transfer**.



8. In **Transfer Site Ownership (Step 4 of 4)** to close the message that you have successfully completed the site ownership transfer, click **Close**.
The **Site List** page of the new site owner's kenza cloud account displays the transferred site, without the .



The previous site owner receives an email that the transfer is complete. For paid recurring subscription plans, fees for the remainder of the month are refunded to the previous site owner. All site members are notified of the site ownership transfer through a notification on the **Site Alerts** page of their account. For more information about alerts, see Managing alerts (page 64).

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12.6. Deactivating a site

Permitted role: Site Owner

IMPORTANT

- *If you deactivate a site, you cannot undo the action*. Members, including the Site Owner, can no longer access a deactivated site or its historical data.
- You cannot deactivate a site if a gateway connected to a site is registered to a license.

1. On the **Site Dashboard**, in **Site Information**, click (**Deactivate Site**).
   - If there are any gateways connected to the site, the **Deactivate Site** window displays the gateways. Click **OK**.
     You must decommission all gateways that are connected to the site or move them to another site before you can deactivate the site. See Decommissioning a gateway (page 16) and Moving a gateway to another site (page 78).
   - After you have decommissioned or moved the gateway(s), click (**Deactivate Site**) as mentioned in step 1 and proceed as follows.
2. Note the information displayed in the **Deactivate Site** window and click **Deactivate**. *You cannot undo this action.*
3. In **Confirm Deactivate Site**, click **Yes** to confirm deactivation. The site is removed from the **Site List** page and the **Site Selection** list.

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13. Managing alerts

Depending on their roles, members of a site receive alerts such as HVAC equipment alarms or notifications pertaining to gateways, memberships and payments.

13.1. Viewing alerts

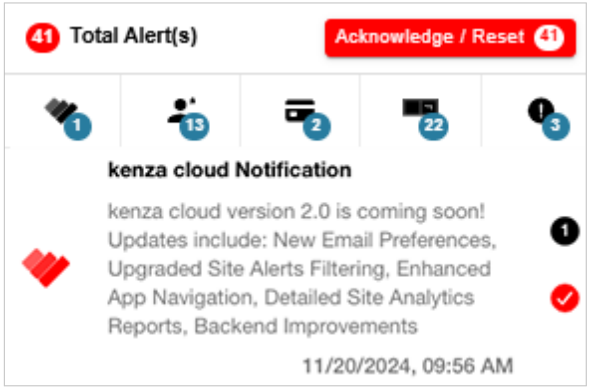
A white bell icon appears in the upper-right corner of a kenza cloud™ page, *if* there is an active (unacknowledged) alert related to any site linked to your account, and displays the total number of such alerts. The bell icons appears dimmed when there are no alerts.

- To view a list of the total number of active alerts, click the bell notification.



The **Total Alert(s)** list displays the total number of each type of active alert (e.g. , Membership Notifications, Equipments Alarm(s), etc.) at the top of the list. **kenza cloud Notification(s)** let you know when new kenza cloud features are available or of any ongoing technical issues. To acknowledge all alerts in the list, click **Acknowledge** (or **Acknowledge / Reset**).

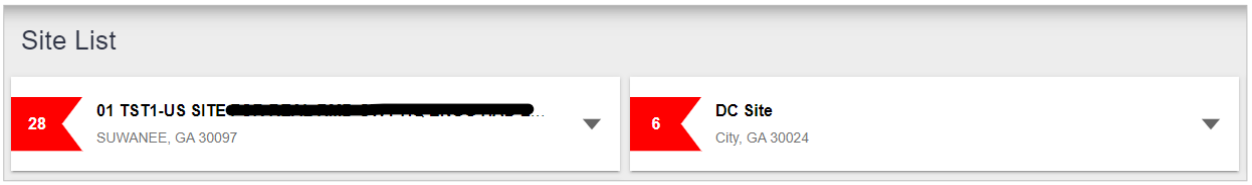
- Point to the alert type (icon) to view its description, for example, "Gateway Notification(s)" as shown in the image.
- To filter alerts, click the required alert type. To clear the filter, click the alert type again. You can select multiple types of alerts at the same time to filter the alerts.
- To go to the **Site Dashboard** of the site associated with the alert, click the site name link next to the alert date and time.
- In the **Total Alert(s)** list, the serial no. of the alert appears to its right. Click ✓ to acknowledge the alert and, where shown, ⓘ to view its details. Note that ✓ appears only if you have permission to acknowledge that alert. (For more information about acknowledging alerts, see Acknowledging a notification (page 66)).
  kenza cloud Notifications(a) are account-level notifications and are independent of any specific site, gateway, member or role. If you acknowledge a kenza cloud Notification, it is removed from the Total Alert(s) list for your account only.



You can also see active alerts for a site from the **Site List** page, which displays a red flag with the total number of active alerts, if any, for each site that has such alerts.

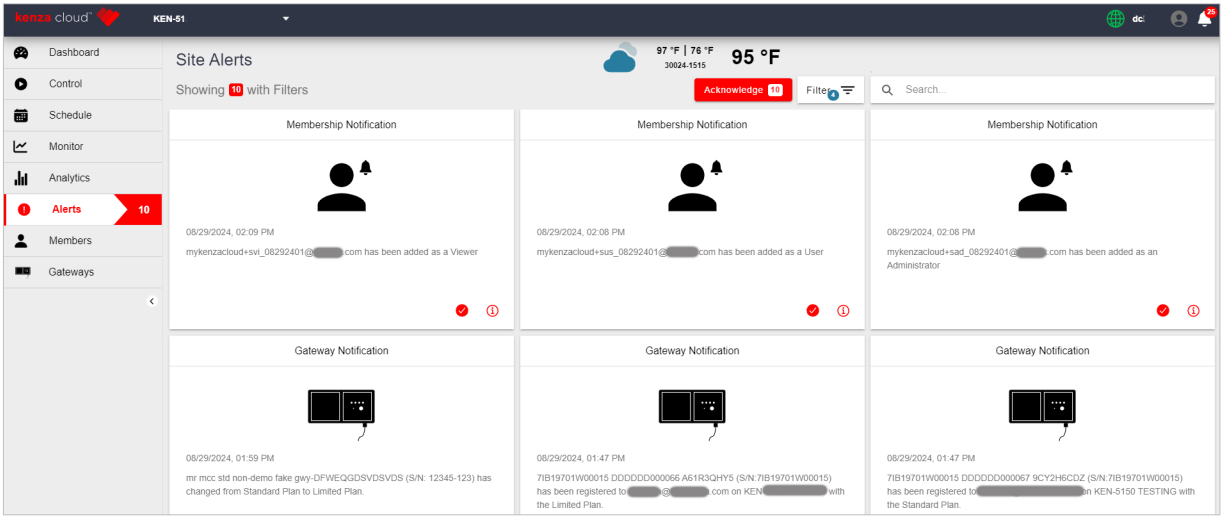
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- To view descriptions of the active alerts, click the red flag.



You can also view descriptions of the active alerts as follows.

1. On the **Site List** page, select the required site.
2. In the left pane, click **Alerts** . The **Site Alerts** page displays active alerts.



- To search for an alert, begin typing in the search box in the upper-right side of the page. Search results start appearing as you type.
- *If you are the Site Owner or Administrator,* to view details of an alert displayed on the **Site Alerts** page, click ⓘ for the required alert.



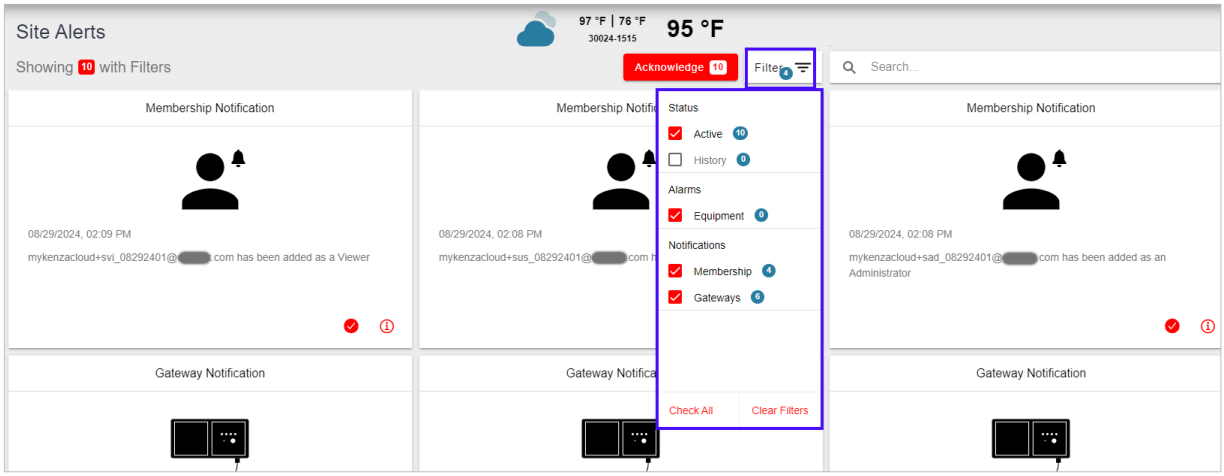
TIP

To view alerts for a different site, in the upper-left corner of the page, click the arrow next to the name of the current site and then in the **Site Selection** list, select the required site. The **Site Alerts** page for the selected site appears.

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13.2. Filtering alerts

1. In the upper-right side of the **Site Alerts** page, click Filter.
2. Select the required **Status**, **Alarms** and **Notifications** check boxes to view/hide **Active** (unacknowledged) and/or **History** (acknowledged) alerts, **Equipment** alarms, and **Membership**/ **Gateways** notifications.

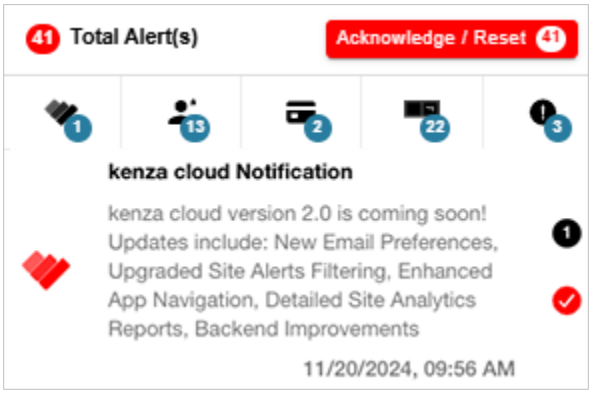


13.3. Acknowledging a notification

Permitted role: Site Owner and Administrator

Some notifications such as payment notifications can only be acknowledged by the Site Owner.

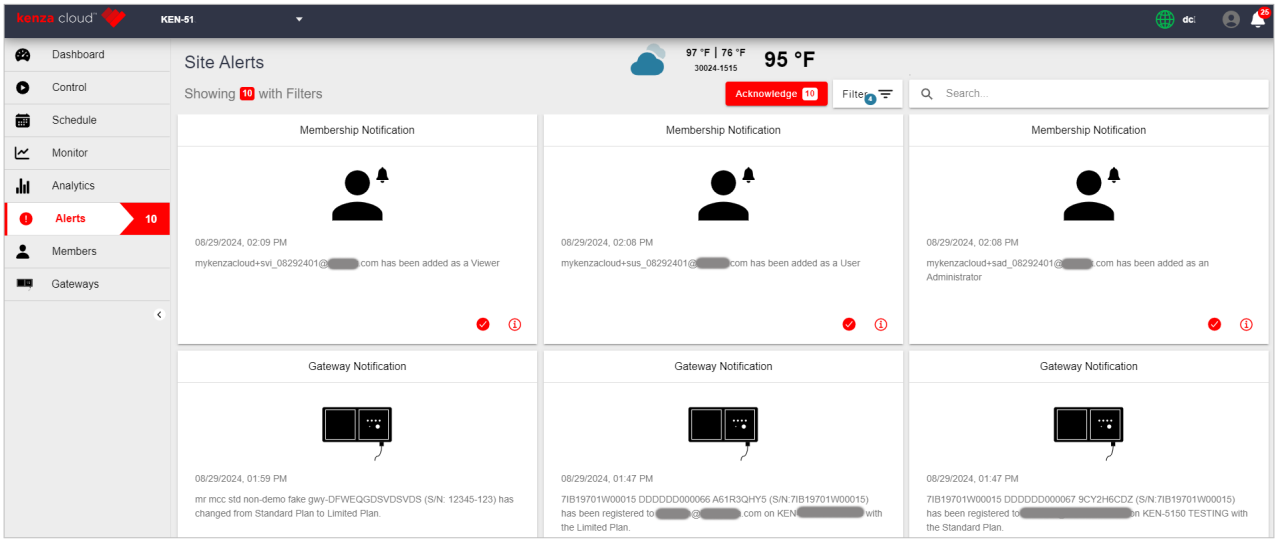
You can acknowledge notifications related to the sites in your account in the **Total Alert(s)** list that appears when you click the bell icon in the upper-right corner of the page. For more information about acknowledging notifications in the list see Viewing alerts (page 64).



You can also acknowledge site-level notifications on the **Site Alerts** page of the site. The **Site Alerts** page displays an **Acknowledge** button, next to the search box, with the total number of active notifications you are permitted to acknowledge for the site.

- Click the button to acknowledge all the alerts. (If there are any active equipment alarms for the site, an **Acknowledge/Reset** button appears instead of an **Acknowledge** button.)
- To acknowledge a specific notification, click , which appears on notifications you are permitted to acknowledge.

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Alternatively, you can click ⓘ and then on the notification details page that appears, click ✔ (**Acknowledge**).



A message that the notification was successfully acknowledged appears. The notification details page displays the name (or, if unavailable, the email), the role of the member who acknowledged the notification, and the date and time of acknowledgment.

When a notification is acknowledged, for all members of the site:

- The status of the notification changes from **Active** to **History**.
- In the left pane, the number of active alerts—in red next to **Alerts** and under **Alert Filter** with an **Active** status—decreases and there is corresponding increase in the number of alerts with a **History** status.

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On the **Site List** page, the number of active alerts that the red flag displays for the site decreases. If the acknowledged notification was the only active alert for the site, the flag is removed from the site.

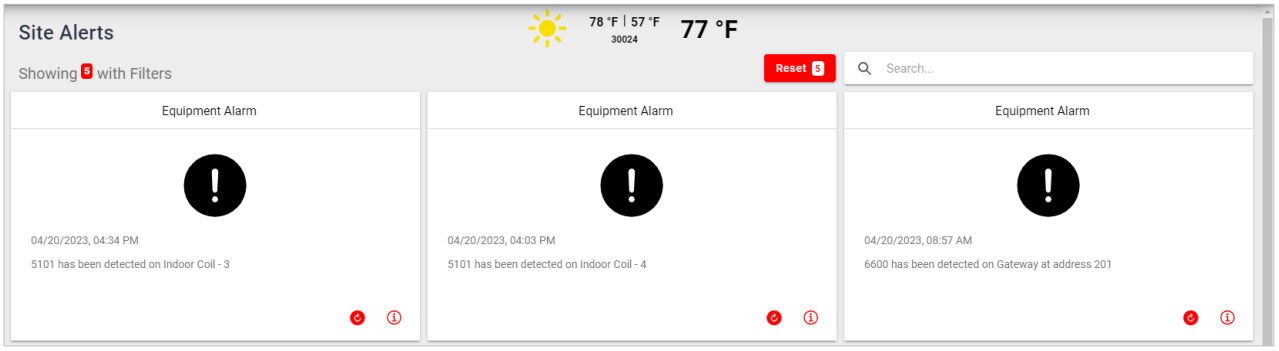
13.4. Resolving equipment alarms

An equipment alarm and an email is sent to the Site Owner, Administrator and User of a site if an outdoor or indoor unit in the site emanates an error code. To manage email settings for equipment alarm emails you receive from kenza cloud, see Manage email settings (page 13)

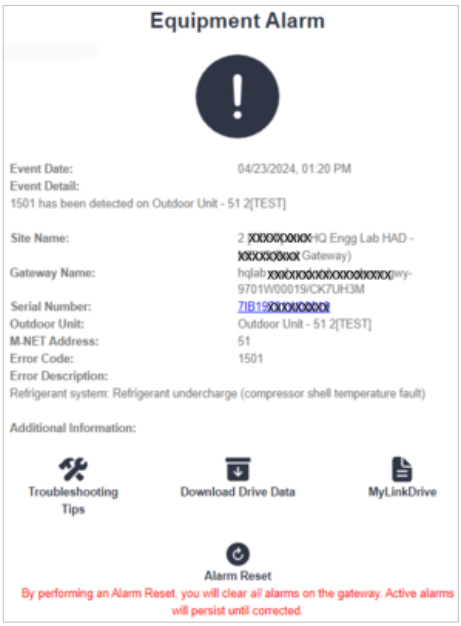
NOTE

To receive equipment alarms, outdoor and indoor units must be mapped to the gateway that has an active (not expired) plan. For information about mapping units and gateway plans, see Mapping outdoor and indoor units to a gateway and Managing gateway payment models and plans (page 13)

To view details of the alarm, click ⓘ on the **Equipment Alarm**.



- **Equipment Alarm** displays (**Troubleshooting Tips**) if a troubleshooting tip is available for that error. Click to view the tip.
- For manuals and other product information, click (**MyLinkDrive**).
- For an RMD, **Equipment Alarm** displays (**Download Drive Data**) for all equipment alarms, immediately when the alarm happens. If the gateway plan permits, click , an hour after the icon appears for up to 30 days, to download drive date. To upgrade the plan to be able to download the data, see Changing gateway payment plans (page 13).
  The following information is downloaded when you download drive data:
  – Equipment Alarm information
  – .mtdz file (1 hour of data prior to the alarm)
  – Compressor operating time
  – Function settings
  – DIP switch settings
  While the drive data download is in progress, you cannot transfer sites or map units. For more information about actions that are restricted during drive data download, see Appendix: Action restrictions (page 93)



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13.4.1. Resetting equipment alarms

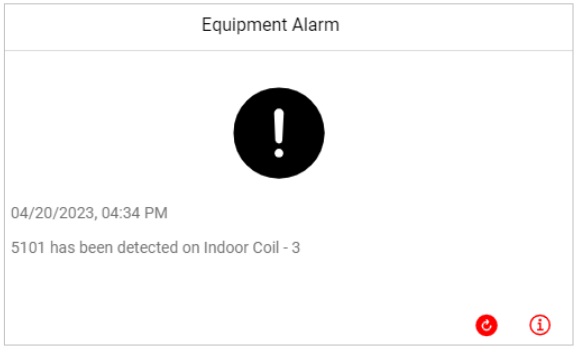
Permitted role: Site Owner and Administrator

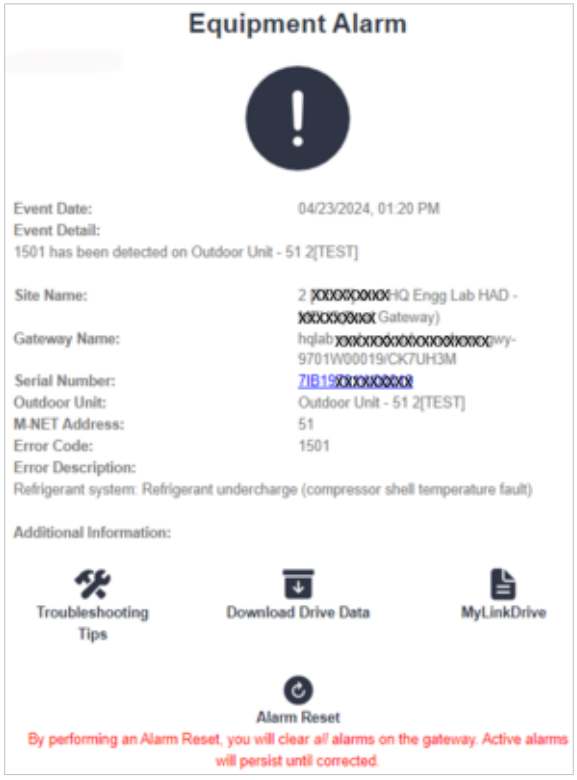
The Site Owner or Administrator can perform an error reset in kenza cloud.

NOTE

Errors must be resolved on the equipment before the equipment alarm can be reset in kenza cloud. When the alert is reset in kenza cloud, its status changes from **Active** to **History**. However, if the error is still unresolved on the equipment, kenza cloud displays a new **Active** alert for the same error. For more information about equipment errors, see the respective equipment manuals.

- On the **Site Alerts** page, for the required **Equiment Alarm**,click or click on the **Equipment Alarm** and then on the equipment alarm details page, click . A success message appears.





When an alarm is reset through kenza cloud or a connected controller:

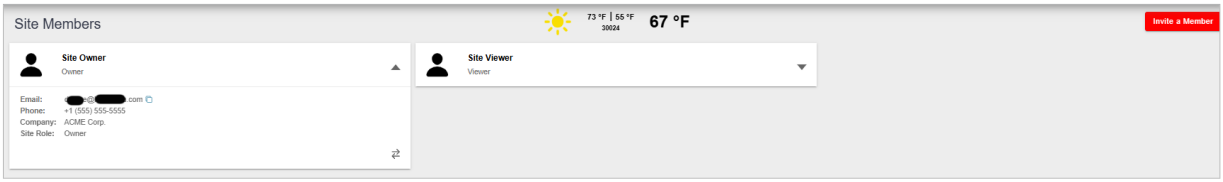
- The status of the alert changes from **Active** to **History**. For more information about the status of an alert, see Acknowledging a notification (page 66).
- The following information is added to the equipment alarm details page:
  - Name (or, if unavailable, the email) and role of the member resetting the error.
  - Date and time the error is reset.

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14. Managing site memberships

Depending on your role, you can invite members to a site, change their roles, and remove them from the site.

1. After selecting the required site, in the left pane, click **Members**. The **Site Members** page displays the site's members.
2. Click ▼ for an overview of the member's information and click the member's name/email for more details.



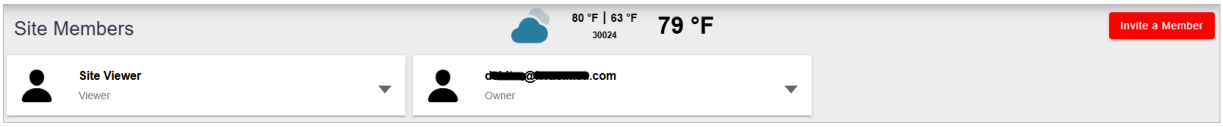
If you are the Site Owner, ⇄(**Transfer Site Ownership**) appears along with your other details, which enables you to transfer the site's ownership to another kenza cloud account holder. For more information, see Transferring site ownership (page 57).

14.1. Inviting a member to join a site

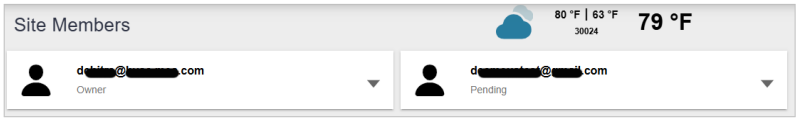
Permitted role: Site Owner and Administrator

Administrators can only invite others to join as Users or Viewers. You can invite new or existing kenza cloud™ account holders to join a site.

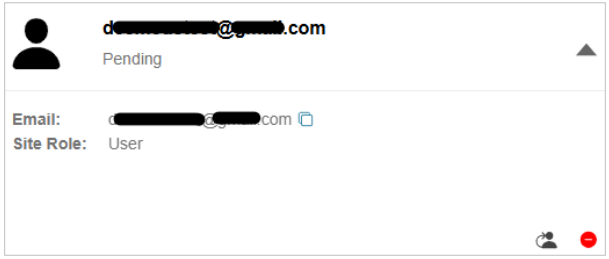
1. In the upper-right corner of the **Site Members** page, click **Invite a Member**.



2. In **Invite a Member**, type the **Email** of the member to invite and select the **Role** to assign to the member. The **Role** list only displays roles you are permitted to invite.
3. To invite additional members, click **Add Another Member** and enter each member's email and role.
   To remove a member from the invitation process, next to the member **Role**, click ⊗.
4. After adding the member(s), click **Invite**.
   The member is added to the **Site Members** page with a **Pending** status and an invitation email is sent to the member (see Accepting an invitation to join a site (page 71)).



- To view the invited member's **Email** and **Site Role**, click ▼. To copy the invitee's email, click ⧉.



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If the invitation expires, its status changes to **Expired Invite**. Click (**Resend Site Member Invite**) to re-send the invitation, which returns to **Pending** status. You can continue to re-send the invitation until the member accepts it or you remove the invitee. Each invitation expires after 24 hours. If you re-send the invitation within 24 hours of the previous one, the old invitation does not work.

The Site Owner can remove any invitee and Administrators can remove invited Users and Viewers as follows:

1. Click next to the pending member's name (or email) and then click .
2. In the **Remove Invitee** window, click **Remove** to confirm the removal.
   The invitee is removed from the **Site Member** page.

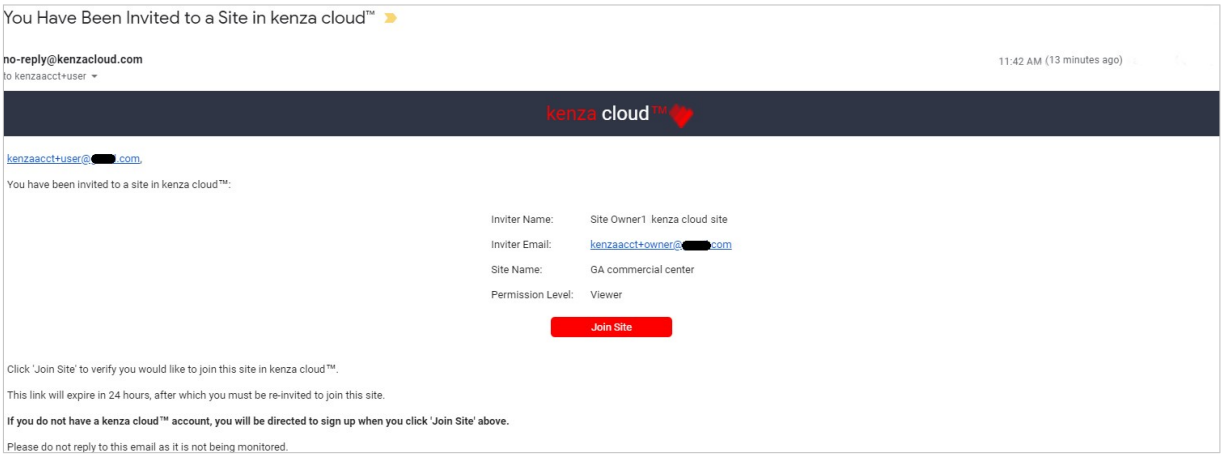
When an invitee accepts the invitation and joins the site:

- The **Pending** status is replaced by the member's role.
- All site members receive a notification that the member has been added to the site. For information about notifications, see Managing alerts (page 64) .

14.2. Accepting an invitation to join a site

When a Site Owner or Administrator invites you to join a kenza cloud™ site, an invitation is sent to the email address that the inviter used to invite you.

1. In the invitation email, click **Join Site**. *Note that the invitation expires in 24 hours.*



2. If you *do not have* a kenza cloud account, sign up for an account as explained in Signing up for a kenza cloud™ account (page 6). *To create the account, you must use the same email address to which the invitation was sent.*
   If you *have* a kenza cloud account, sign in to your account.
   If the invitation was sent to a different email address than the one linked to your kenza cloud account, the Site Owner or Administrator must cancel the pending invitation and re-send it to the email address linked to your account.

After you sign up/in, the **Site List** page appears with a message that you have successfully joined the site and displays the site you joined. You also receive a notification that you have joined the site. For information about notifications, see Managing alerts (page 64).

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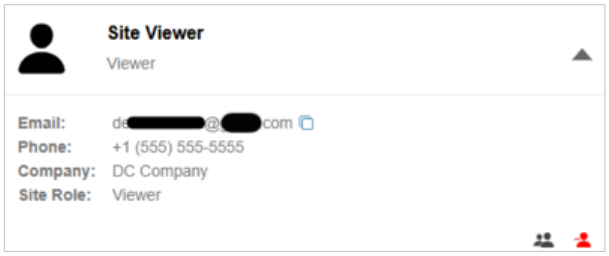
14.3. Changing member roles

Permitted role: Site Owner and Administrator

An Administrator:

- Can only change the roles of users and viewers.
- Cannot make a User or a Viewer an Administrator; only the Site Owner can make this change.

1. On the **Site Members** page, click next to the name of the member whose role you want to change.
2. Click .



3. In the **Change Member Role** window, in **New Role**, select the role to assign to the member. *The **New Role** list displays only those roles to which you are authorized to change the existing role.*
4. Click **Change**. The member's role is updated on the **Site Membership** page and all site members are notified of the change. For information about notifications, see the Managing alerts (page 64).

14.4. Removing yourself or other members from a site

Permitted role: All

- Site Owners cannot remove themselves from a site.
- Administrators can only remove Users and Viewers from a site.

1. On the **Site Members** page, click next to your name (or email) or that of the site member to remove from the site.
2. Click to remove yourself or the site member.
3. In **Remove Member**, click **Remove** to confirm the removal.
   The member is removed from the **Site Member** page. A notification is sent to you (if removing another person, not yourself) and all site members. For information about notifications, see Managing alerts (page 64).

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15. Working with gateways

In order to remotely monitor and control the CITY MULTI VRF® outdoor unit system installed on a site through kenza cloud™:

- The system must be connected to an RMD or MCC gateway device,
- The gateway must be registered to the site in kenza cloud, and
- The outdoor and indoor units in the site must be mapped to the gateway. An MCC can be mapped to multiple outdoor units. An RMD can be mapped to one outdoor unit.

WARNING
The gateway should only be installed and connected to the system by qualified personnel to ensure its safe and proper operation.

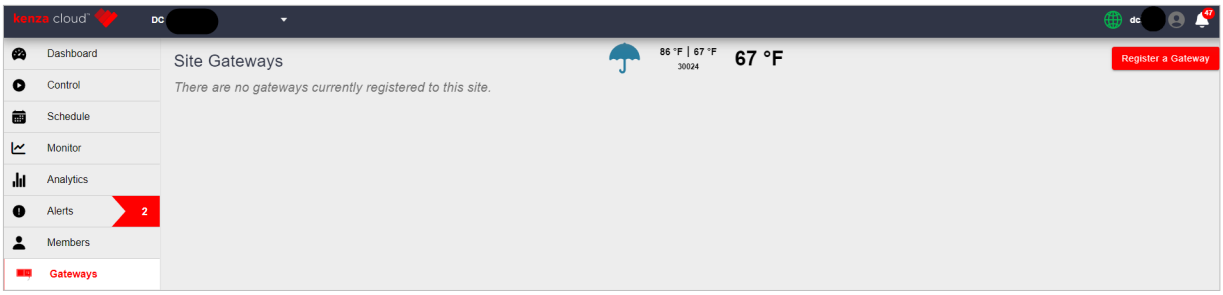
For information regarding installing the gateway, see the respective gateway manual.

15.1. Registering a gateway to a site

Permitted role: Site Owner

You can register multiple gateways to a site. *One gateway can only be registered to one site at a time*. You can only register 5 gateways at a time. If you have more, register the first 5, then start the process over again.

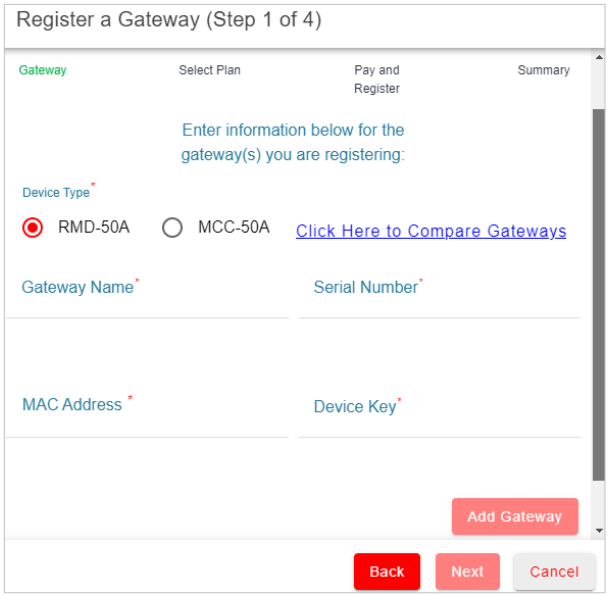
1. After selecting the required site, in the left pane, click **Gateways**. In the upper-right corner of the **Site Gateways** page, click **Register a Gateway**.



2. Note the **Register a Gateway** information that appears and click **Next**.

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3. In **Register a Gateway** (**Step 1 of 4**), select **Device Type** as **MCC-50A (default)** or **RMD-50A**. To compare gateways, click the compare gateways link.
4. For an MCC device, type a **Gateway Name**, and type the **Serial Number** and **Gateway Registration Code** printed on the label on the device. For an RMD device, type a **Gateway Name**, and type the **Serial Number**, **MAC Address** and **Device Key** printed on the label on the device.
5. Click **Add Gateway**.



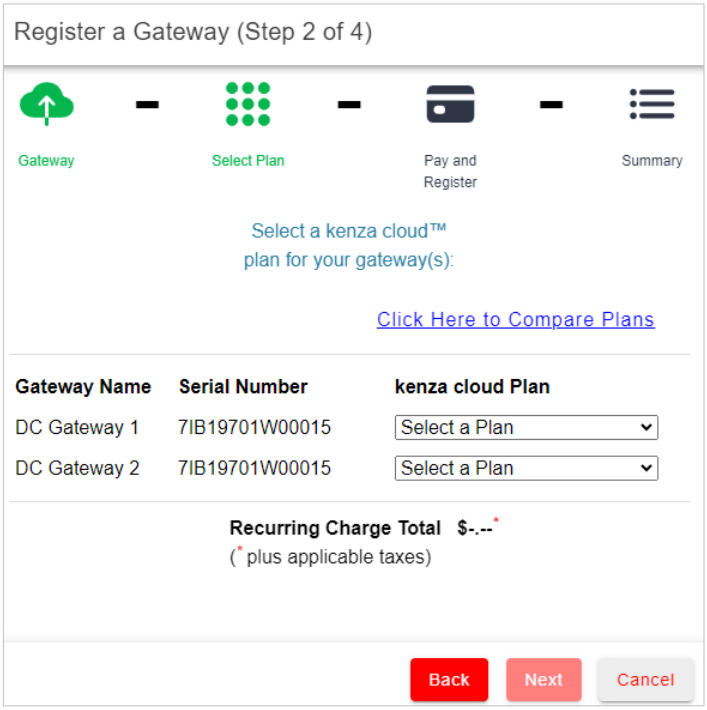
6. The gateway appears under **Added Gateways**.
   To view its details, click ▼ next to the gateway name. To remove the gateway, click ⊗ . Add more gateways to the site, if required, as explained above. To cancel the registration process at any time, click **Cancel**. To return to the previous screen, click **Back**.



   If a license has been applied to the gateway and it is not subject to a recurring subscription charges, **Added Gateways** displays this information.
7. After adding all the gateways, click **Next**. You can add both gateways with recurring subscription plans and with non recurring set term plans at the same time (up to 5 gateways).

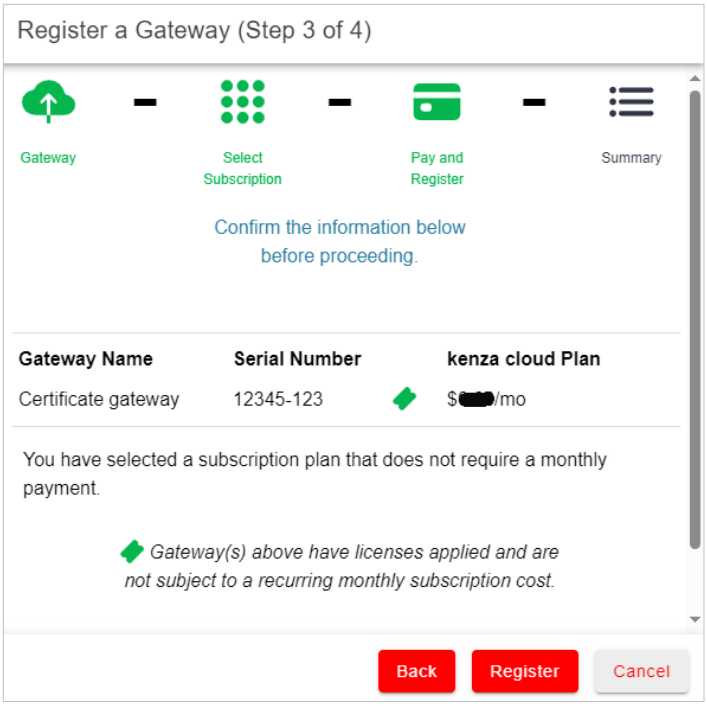
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8. In **(Step 2 of 4)**, select a **kenza cloud Plan** for each gateway. If a license has been applied to the gateway, the license information appears instead of the option to select a plan.
9. To compare plans, click the link. To close the comparison window, in its upper-right corner, click ⊗ (not shown).
10. After you have selected a plan for each gateway, click **Next**.



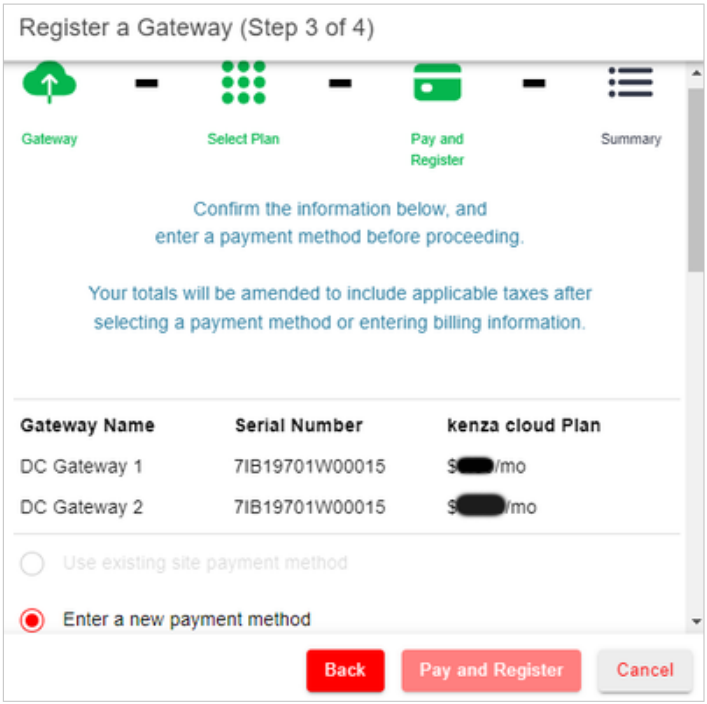
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11. In **Payment and Registration (Step 3 of 4)**, if you have selected subscription plan(s) that require no payment, e.g. a gateway with a license applied, click **Register**.



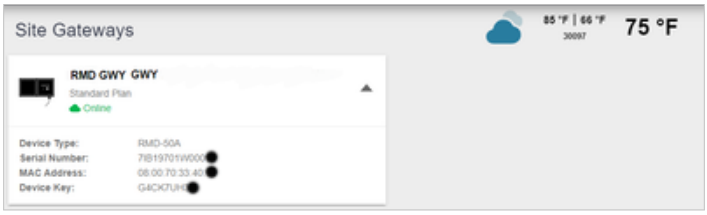
If any subscription plan requires a payment:

a. Select **Use an existing payment method** and the required method from the list or select **Enter a new payment method** and under **Secure Payment Information** enter the required details.
b. Click **Pay** and **Register**.



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12. **Register a Gateway (Step 4 of 4)** displays a registration summary. Click **Close**.
    - A confirmation email is sent to the Site Owner.
    - A notification is also sent to all the members of the site for each gateway that is registered. For information about notifications, see Managing alerts (page 64).
    - The gateway appears on the **Site Gateways** page. To view additional information about the gateway, click ▼ next to its name.

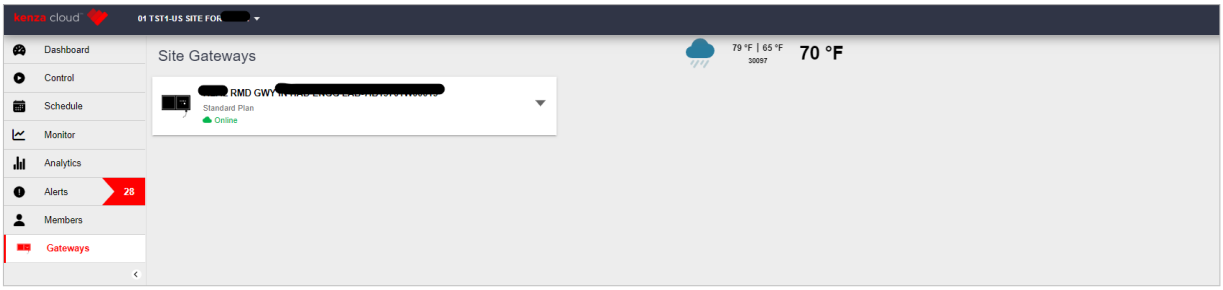


To enable remote monitoring of the HVAC system, the outdoor and indoor units that are to be monitored must be mapped in kenza cloud™ to the registered gateway. For information about mapping the units, see Mapping outdoor and indoor units to a gateway.

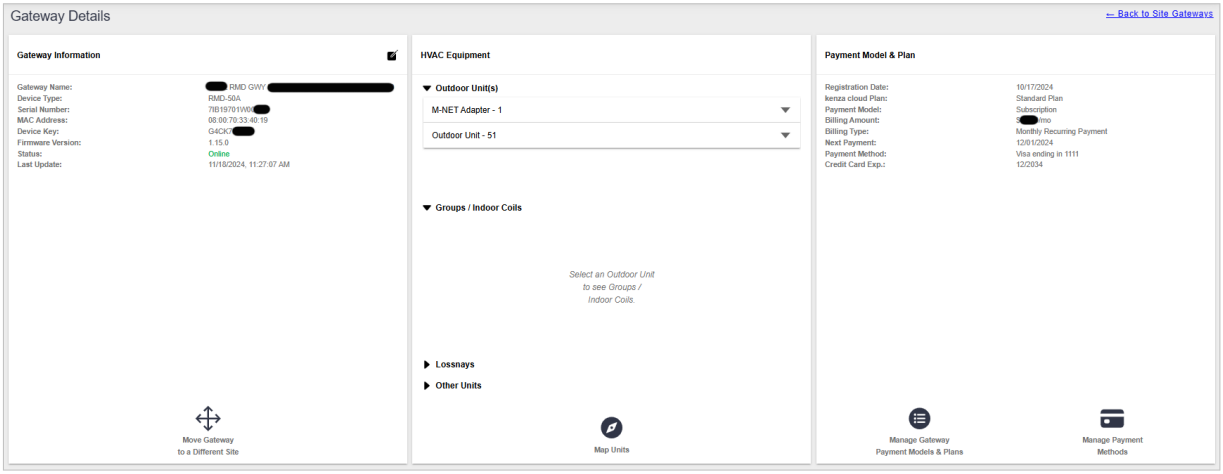
15.2. Managing a gateway

Depending on your role, you can change a gateway name, move a gateway between sites and make other such changes.

1. On the **Site Gateways** page, click the name of the required gateway.



   The **Site Gateways** page shows all gateways linked to the site. It shows if a gateway is **Online**, **Disconnected** or if it has an **Expired** plan.
2. On the **Gateway Details** page, manage **Gateway Information**, **HVAC Equipment** and **Payment Model & Plan** as required.

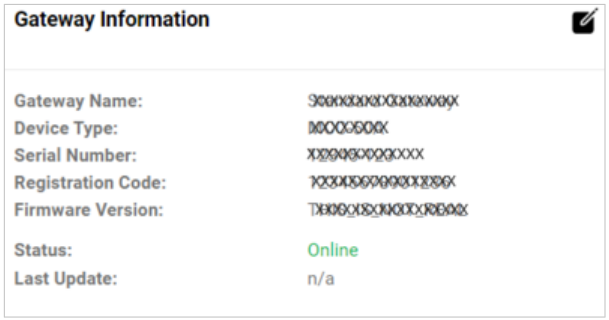


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15.2.1. Editing gateway information

Permitted role: Site Owner and Administrator

1. On the **Gateway Details** page, click ✎ next to **Gateway Information**.



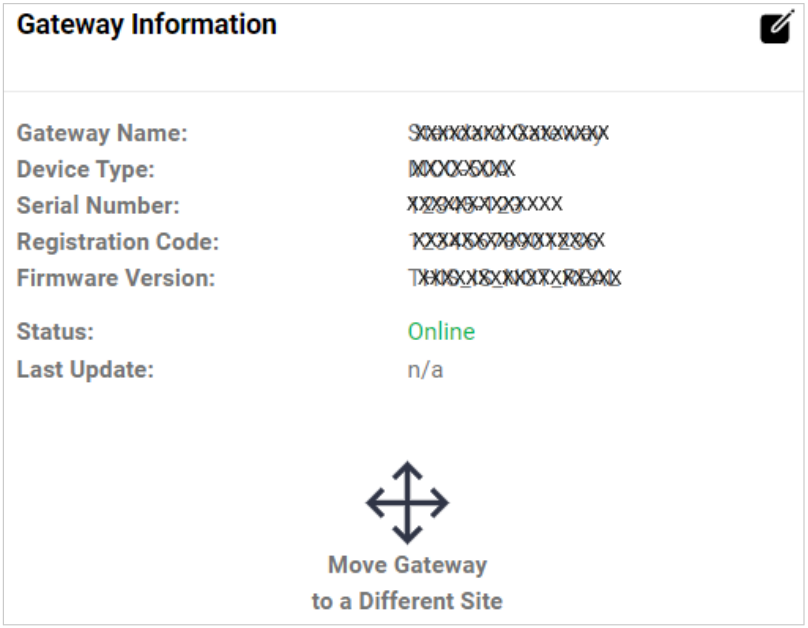
2. In **Edit Gateway Information**, change the **Gateway Name** and click **Save**.

15.2.2. Moving a gateway to another site

Permitted role: Site Owner

If you are the Site Owner of multiple sites, you can simply move a registered gateway between those sites without having to register it to the new site.

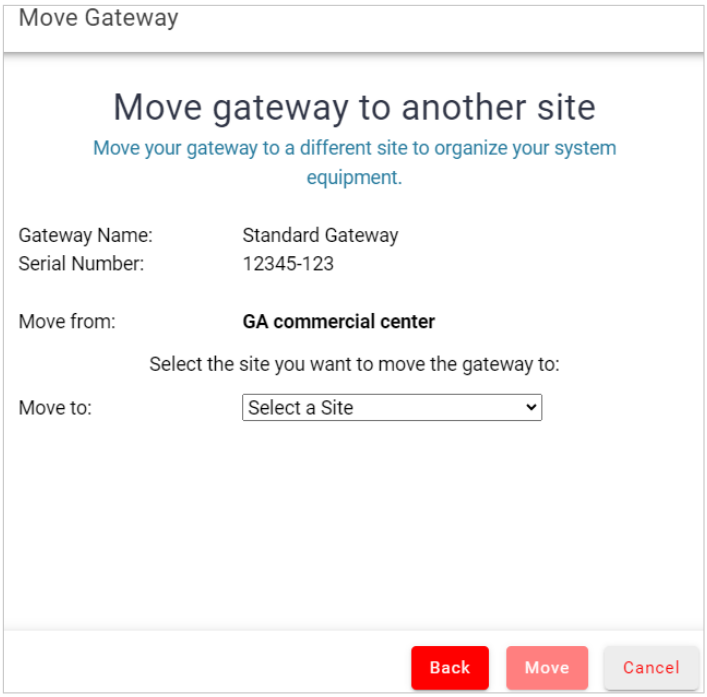
1. On the **Gateway Details** page, under **Gateway Information**, click ✥ (**Move Gateway to a Different Site**).



2. Note the information that appears in **Move Gateway** and click **Next**.

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3. In the **Move to** list, select the site to which you want to move the gateway. *The list only displays sites you own.* Click **Move**.



NOTE

- If you are moving a gateway with a paid plan to a site that does not have a payment method associated with it, **Move Gateway** enables you to provide a payment method to be used for the site. Enter the payment information and then click **Move**.
- If you encounter an error when moving the gateway to the new site, please check that the new site has a payment method that is up to date.

A message displays that you have successfully moved the gateway.

- The site name in the upper-left corner of the page changes to that of the new site.
- The gateway is removed from the old site.
- Status of **Active** equipment alerts in the old site changes to **History**.
- Members of both the sites are notified of the move. For information about alerts and notifications, see Managing alerts (page 64).

15.2.3. Mapping outdoor and indoor units to a gateway

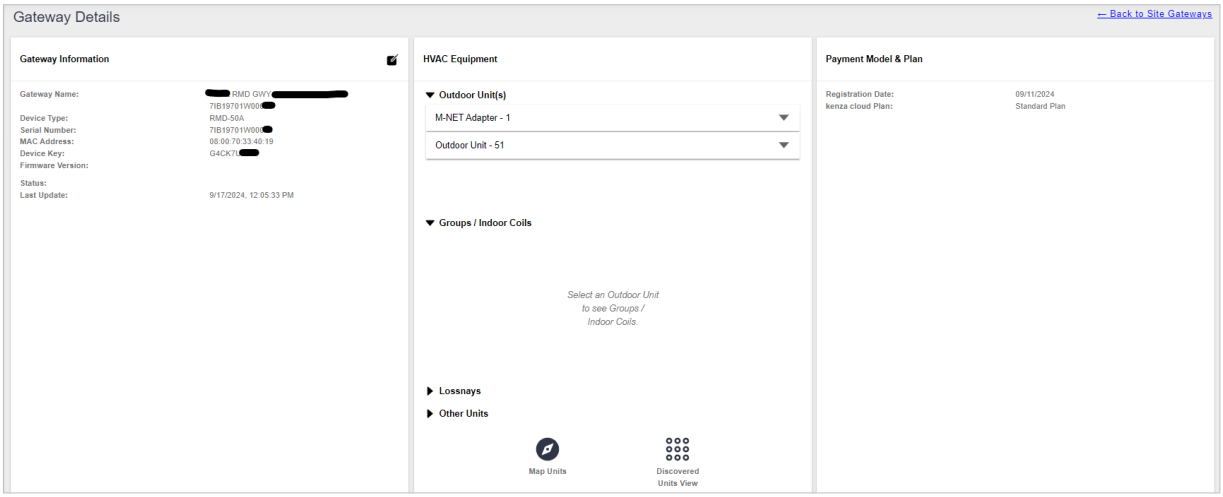
Permitted role: Site Owner

Prerequisite: The gateway device must be connected to the outdoor unit system and turned on.

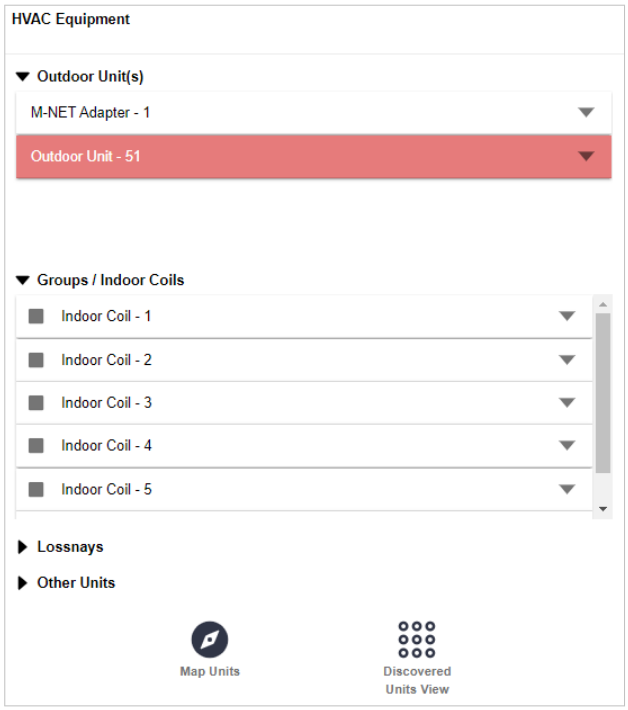
To enable transmission of HVAC system data to the cloud, you have to map the outdoor and indoor units to be monitored to a gateway. The units must be mapped when you register a gateway to a site and when you add or remove an indoor unit from the outdoor unit system.

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1. To map the units, on the **Gateway Details** page, under **HVAC Equipment**, click **Map Units**.



2. Note the information **Map Units** displays about mapping units. Click **Map**. Mapping units may take several minutes. A success message appears. **HVAC Equipment** displays the mapped outdoor units. When units are successfully mapped to an RMD for the first time, **HVAC Equipment** also displays **Discovered Units View**, which enables you to view successfully mapped units. For more information, see Viewing discovered units (page 81)
   While the units are being mapped, you cannot transfer sites or move gateways. For more information about actions that are restricted during unit mapping, see Appendix: Action restrictions (page 93)
3. Click ▼ next to an outdoor unit to see additional information about the unit. **Groups / Indoor Coils** displays indoor coils/groups connected to the selected outdoor unit. **Lossnays** appears if any Lossnays are mapped to the ODU and **Other Units** appears if Sub Outdoor Coils (OS), Branch Controllers (BC), Sub Branch Controllers (BS) or Remote Controllers are mapped to the ODU. Click ▼ next to the unit to see additional information. For information about indoor coil groups, see Grouping indoor coils (page 82).



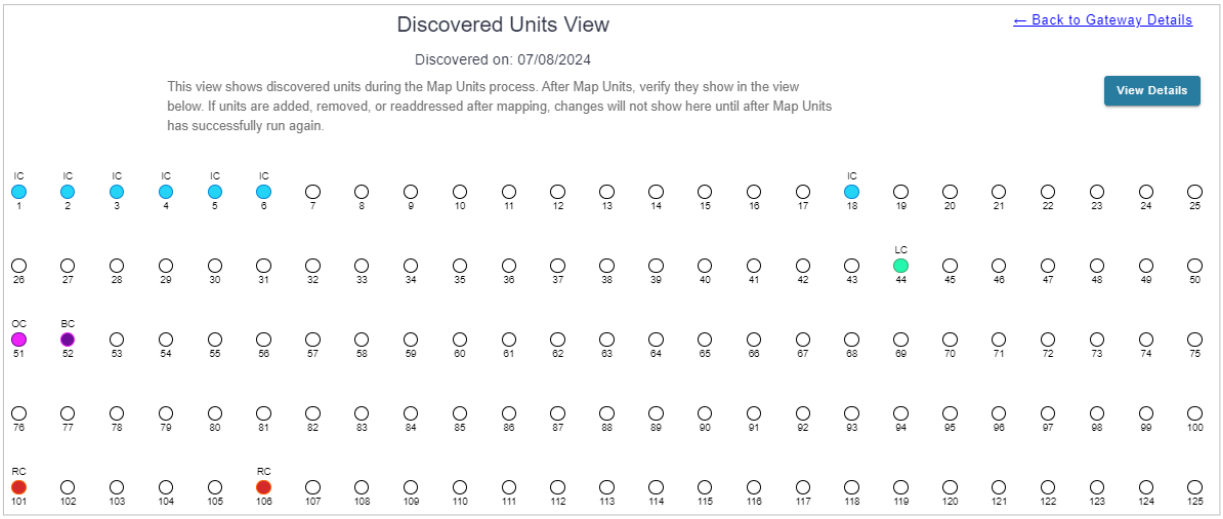
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15.2.4. Viewing discovered units

Permitted role: Site Owner and Administrator

Prerequisite: The outdoor and indoor units to be monitored must be successfully mapped to an RMD gateway.

1. To view units discovered in the mapping process, on the **Gateway Details** page, under **HVAC Equipment**, click **(Discovered Units View)**. For more information about mapping units, see Mapping outdoor and indoor units to a gateway
2. **Discovered Units View** shows each unit discovered during the mapping process. Any unit that does not appear in the view, was not discovered. Ensure that the system is properly connected and map units again. The view updates whenever you map units, e.g. after removing or adding units.



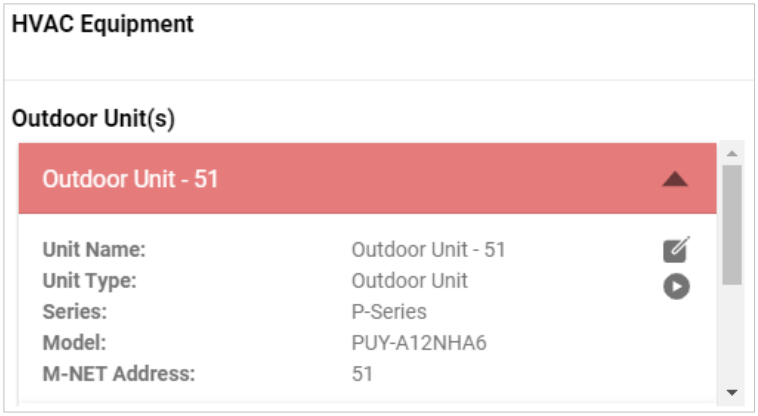
3. Click **View Details** to see an example of **Discovered Units** and click **Ok** to close the details window.

15.2.5. Editing outdoor unit information

Permitted role: Site Owner and Administrator

1. On the **Gateway Details** page, under **HVAC Equipment**, select the required unit in the **Outdoor Unit** list and click next to the unit name.
2. In the outdoor unit information that appears, click .

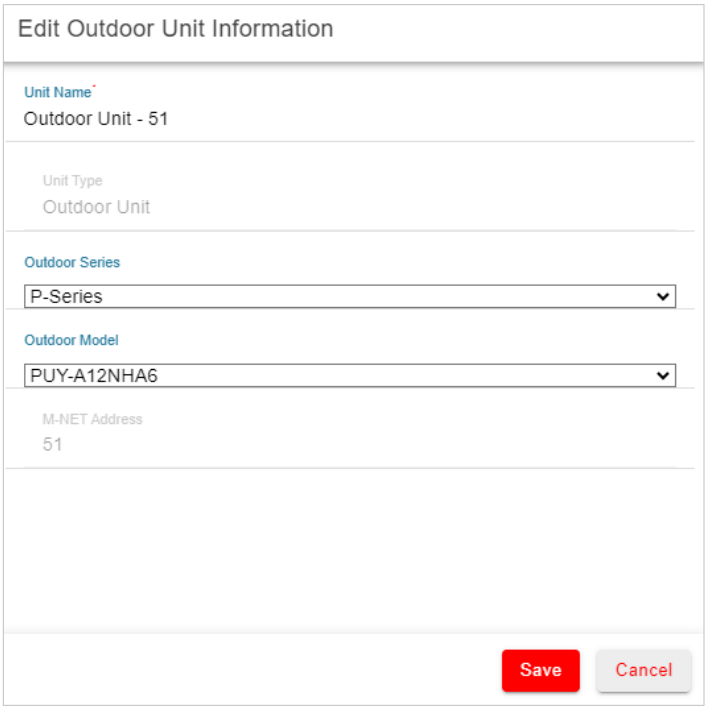
TIP
To view groups/ indoor units connected to the outdoor unit, click .



3. In **Edit Outdoor Unit Information**, type a new **Unit Name**.

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4. Select the series from the **Outdoor Series** list and then select the model from the **Outdoor Model** list.



5. Click **Save**.

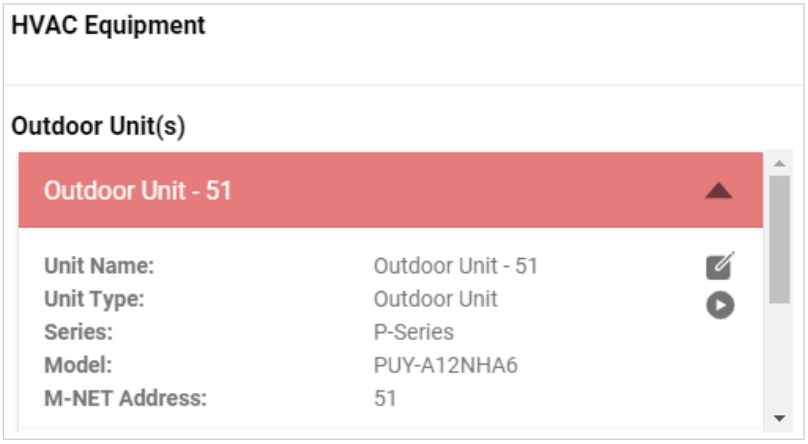
15.2.6. Grouping indoor coils

You can create groups of one or more indoor coils that are connected to the same outdoor unit and then control the grouped indoor coils together.

NOTE
After you add an indoor coil to a group, you cannot control the indoor coil independently.

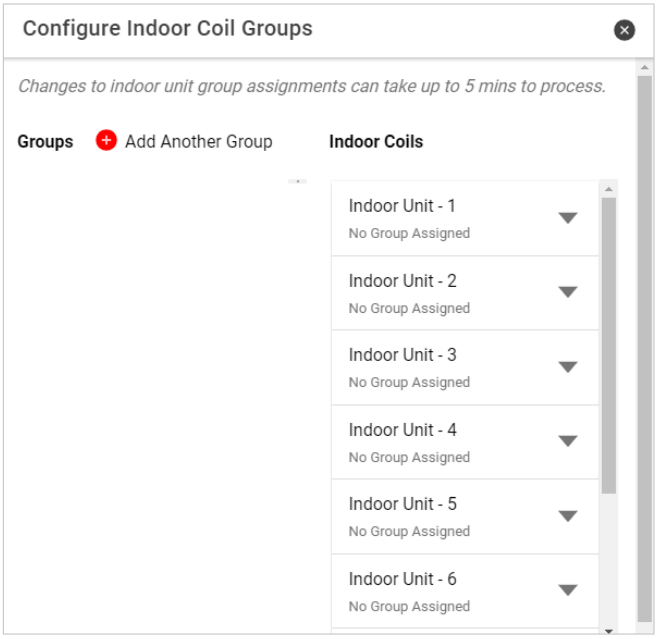
Permitted role: Site Owner and Administrator

1. On the **Gateway Details** page, under **HVAC Equipment**, click ▼ next to the required outdoor unit.
2. In the unit's information that appears, click ▶ (**Configure**).

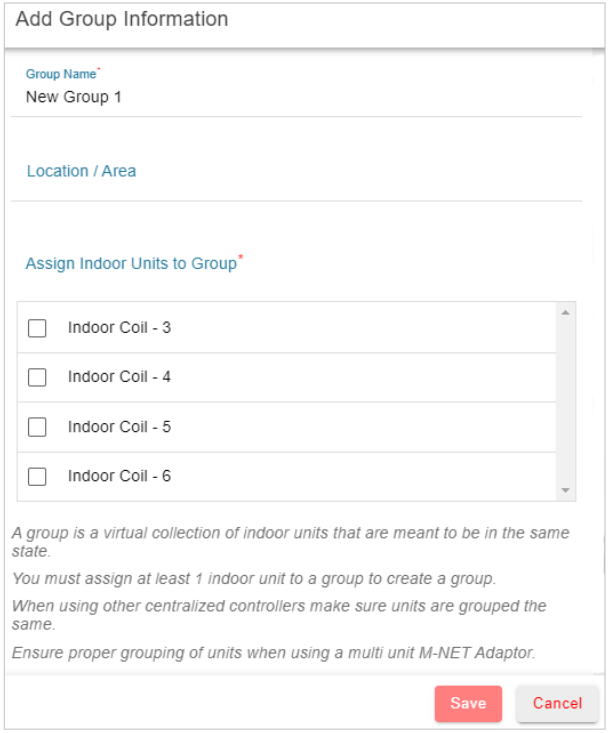


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3. In **Configure Indoor Coil Groups**, next to **Groups**, click **Add Another Group**.



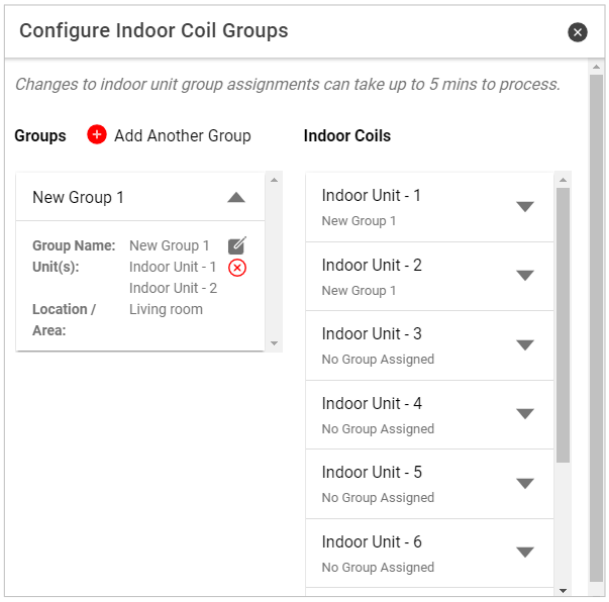
4. For grouping requirements and information, scroll to the end of the **Add Group Information** window that appears. Type a **Group Name** and a **Location/Area**.



5. Select the indoor coils to assign to the group and click **Save**.

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6. **Configure Indoor Coil Groups** displays the group under **Groups**. Click ▼ next to the group name to view group information. Under **Indoor Coils**, the group name appears below the unit name instead of **No Group Assigned**.

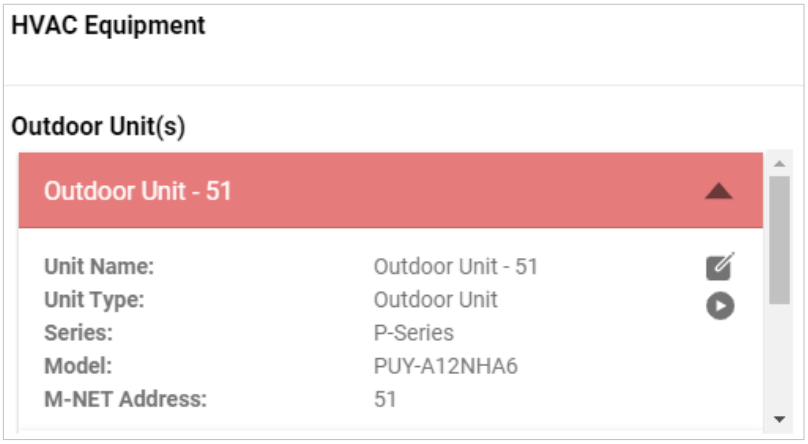


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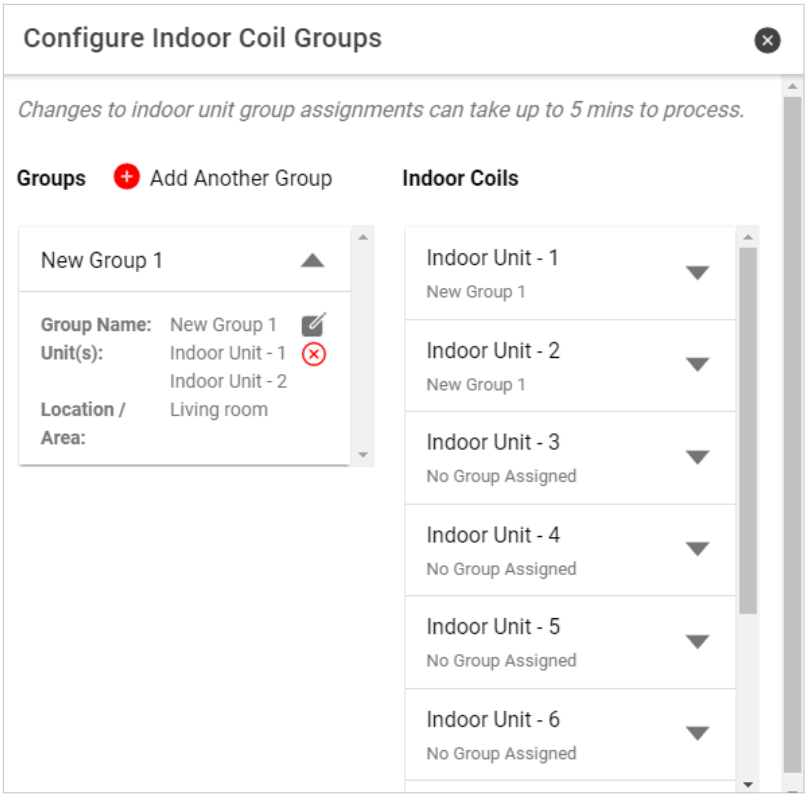
15.2.7. Editing group information or adding indoor coils to a group

Permitted role: Site Owner, Administrator and User

1. In **Gateway Details**, under **HVAC Equipment**, click ▼ next to the required **Outdoor Unit** and then click ▶ (**Configure**).

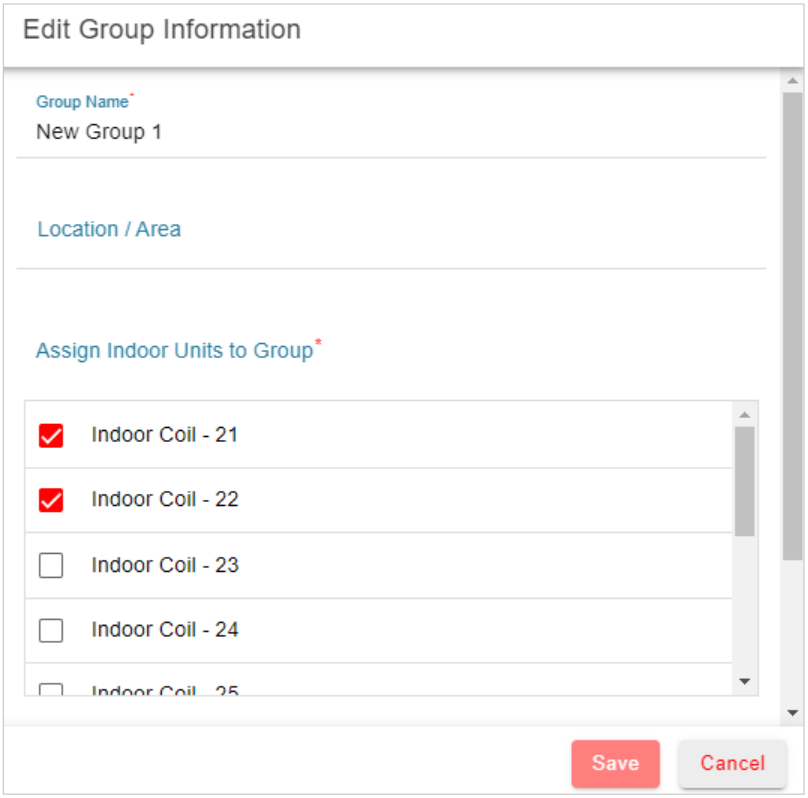


2. In **Configure Indoor Coil Groups**, under **Groups**, click ▼ next to the group name and then click ✎.



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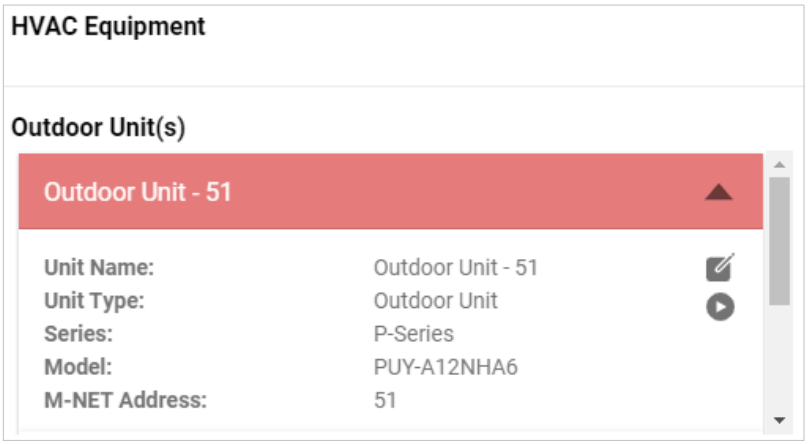
3. In **Edit Group Information**, change **Group Name** and **Location/Area**, if required.
4. Under **Assign Indoor Units to Group**, select or clear the check box next to the required unit to add or remove it from the group.
5. Click **Save**.



15.2.8. Deleting a group

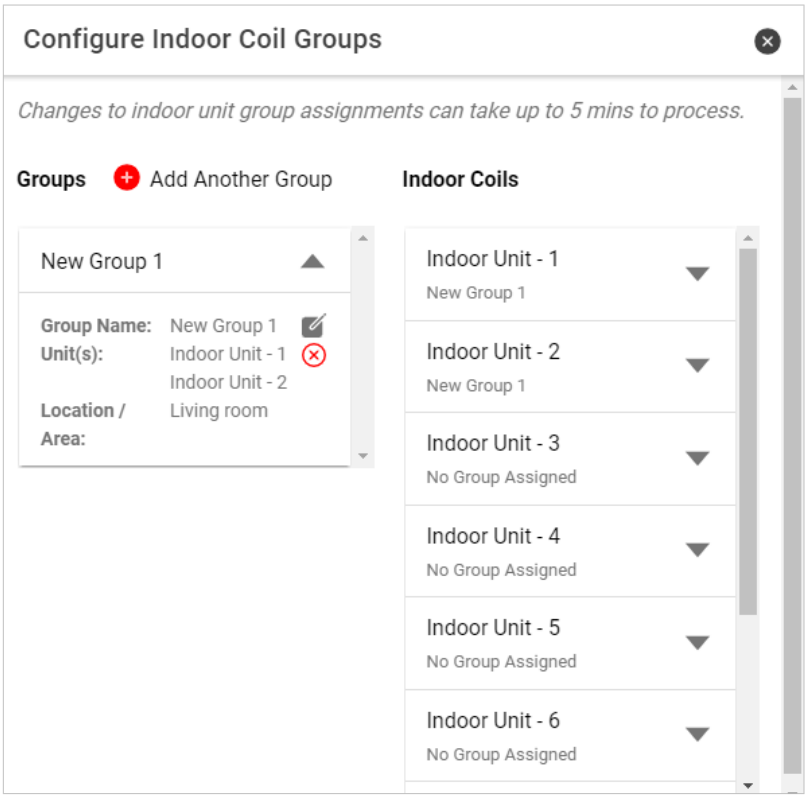
Permitted role: Site Owner, Administrator and User

1. In **Gateway Details**, under **HVAC Equipment**, click ▼ next to the required **Outdoor Unit** and then click ▶ (**Configure**).



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2. In **Configure Indoor Unit Groups**, under **Groups**, click ▼ next to the group name and then click ⊗

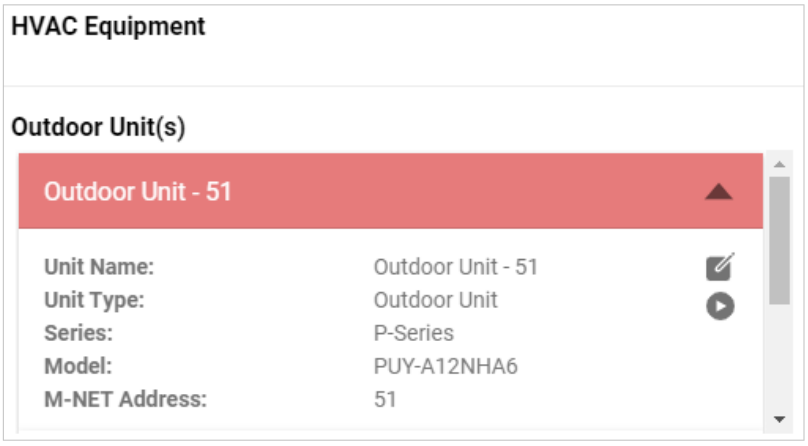


3. In **Delete Group Information** click **Yes** to confirm you want to delete the group.
   The group is deleted. Under **Indoor Coils**, the group name changes to **No Group Assigned** for units that were part of the group.

15.2.9. Editing indoor unit information

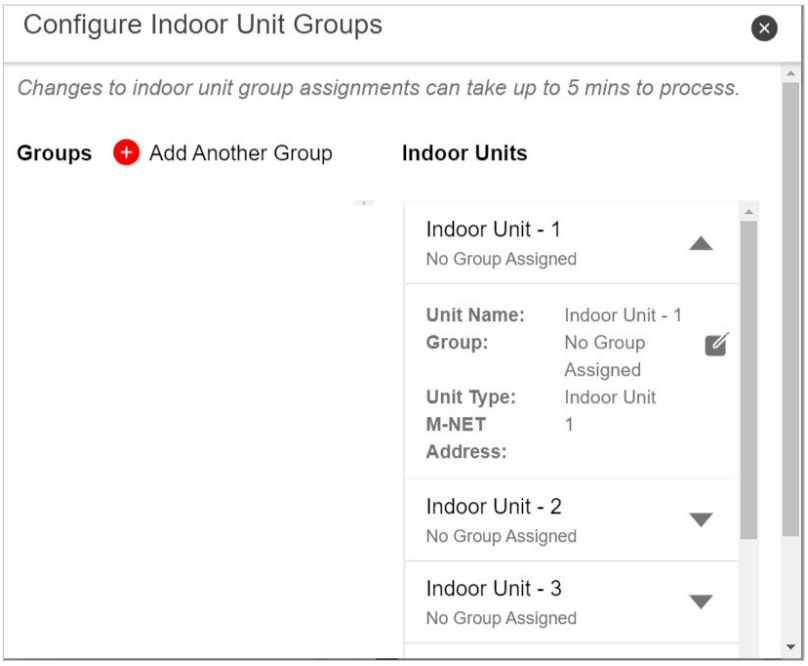
Permitted role: Site Owner and Administrator

1. In **Gateway Details**, under **HVAC Equipment**, click ▼ next to the required **Outdoor Unit** and then click ▶ (**Configure**).

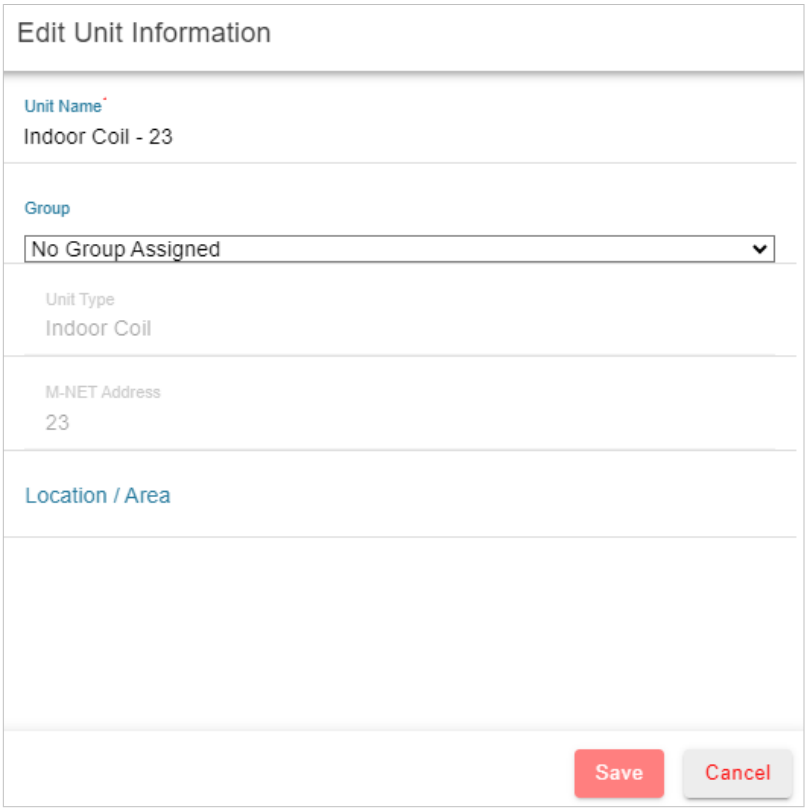


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2. Under **Indoor Units**, click ▼ for the required unit and then click ✎ next to **Unit Name**.



3. In **Edit Indoor Unit Information**,
   - To change the indoor unit name, type a new **Unit Name**.
   - To move the unit to a different group, select a new group from the **Group** list.
4. Click **Save**



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15.2.10. Managing the gateway plan

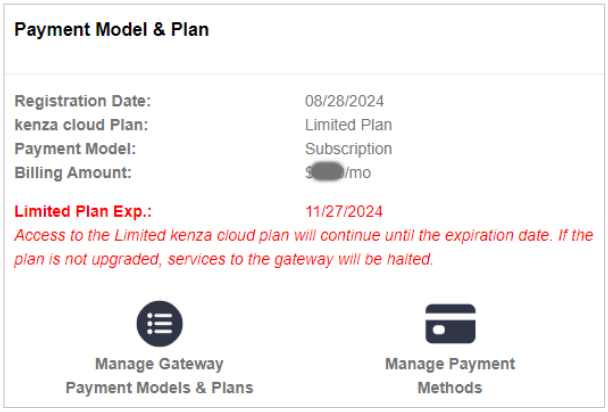
Permitted role: Site Owner

- On the **Gateway Details** page, under **Payment Model & Plan**, click (**Manage Gateway Payment Models & Plans**) and then change the kenza cloud plan as explained in Managing gateway payment models and plans (page 13).

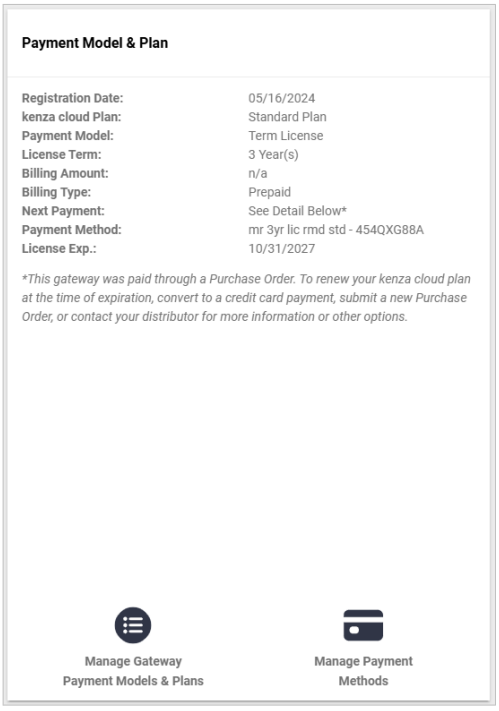
NOTE
A Limited plan expires after 90 days and must be upgraded to continue accessing gateway services.

Site Owners and Administrators can see a Limited plan's expiration date under **Payment Model & Plan**.

NOTE
Payment Model & Plan displays the gateway plan's expiration date in the MM/DD/YYYY format and the payment method (e.g. credit card) expiration date in the MM/YYYY format.



If a license was applied to the gateway, **Payment Model & Plan** displays license related information.



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15.2.11. Managing gateway plan payment methods

You can change the payment method used to pay for a kenza cloud plan for a gateway if there are no delinquent payments for the plan.

Permitted role: Site Owner

- On the **Gateway Details** page, under **Payment Model & Plan**, click (**Manage Payment Methods**) and then change the payment method as explained in Managing payment methods (page 16).

15.3. Decommissioning a gateway

Permitted role: Site Owner

- On the **Gateway Details** page, under **Payment Model & Plan**, click (**Manage Gateway Payment Models & Plans**) and then decommission the gateway as explained in Decommissioning a gateway (page 16).

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16. Updating firmware

For an MCC gateway, when a gateway firmware update is available, the **Gateway Details** page displays under **Gateway Information**. Click .



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17. Appendices

17.1. Appendix: Permissions

A specific permission level is assigned to each of the four member roles–Site Owner, Administrator, User and Viewer. The permission level determines the kenza cloud™ features the member can view and the tasks the member can perform for the site. For more information about member roles, see the Roles (page 4) section.

The following table displays the main tasks permitted for each role.

Task	Site Owner	Administra-tor	User	Viewer
Account Details				
Editing profile or company information	✓	✓	✓	✓
Changing gateways' kenza cloud plans	✓	x	x	x
Changing payment methods	✓	x	x	x
Viewing payment history	✓	x	x	x
Decommissioning a gateway	✓	x	x	x
Managing email settings	✓	✓	✓	x
Site				
Editing site information	✓	x	x	x
Uploading/removing the site picture	✓	✓	x	x
Removing a site from an account	✓	x	x	x
Controlling HVAC systems	✓	✓	✓	x
Scheduling events	✓	✓	✓	x
Monitoring a site	✓	✓	✓	x
Performing analytics	✓	✓	✓	x
Transferring site ownership	✓	x	x	x
Deactivating a site	✓	x	x	x
Members				
Inviting a member (with permission levels lower than own permission level) to a site	✓	✓	x	x
Changing roles of site members (with permission levels lower than own permission level)	✓	✓	x	x
Removing a member (with permission levels lower than own permission level) from a site	✓	✓	✓	x
Removing self from a site	x[1]	✓	✓	✓
Viewing other site members' membership details	✓	✓	✓	✓
Gateway				
Registering a gateway to a site (selecting subscription plans and payment method)	✓	x	x	x
Changing the name of a gateway	✓	✓	x	x
Moving a gateway to another site	✓	x	x	x

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Task	Site Owner	Administra-tor	User	Viewer
Editing outdoor/indoor unit information	✓	✓	x	x
Mapping outdoor and indoor units to a gateway	✓	✓	x	x
Viewing discovered units	✓	✓	x	x
Creating groups	✓	✓	x	x
Decommissioning a gateway	✓	x	x	x
Alerts				
Acknowledging notifications	✓	✓	x	x
Resetting equipment alarms	✓	✓	✓[2]	x

[1]Site Owners can transfer site ownership to others and then remove themselves from the site. (For more information, see Transferring site ownership (page 57).)

[2]User can reset equipment alarms . They cannot acknowledge notifications.

17.2. Appendix: Action restrictions

kenza cloud® restricts some actions while its performing some other actions, *even if your role permits those actions*.

The following table shows actions (First Action) that restrict (or permit) other actions (Second Actions) while they are in progress. x indicates a Second Action that cannot be performed and ✓ indicates a Second Action that can be performed during the First Action.

For example, during a site transfer you cannot map units in that site but its scheduled events still execute. Similarly, while a refrigerant check is in progress, you cannot download drive date and scheduled events for the site do not execute but you can edit site information or change the subscription plan for a gateway connected to the site. You cannot perform any Second Action for a decommissioned site.

kenza cloud can restrict an action in one or a combination of the following ways:

- Action buttons for the restricted actions appear dimmed and are not available.
- An **Action Restricted** message appears to inform that the action is restricted during the first action's time period and to cancel the first action to perform the restricted action.
- Outdoor units cannot be selected from drop-down lists and display a "Gateway performing maintenance" message when site analytics are being performed.
- Yellow banners appear to show that an action is restricted e.g. The Site Schedule page displays a yellow banner indicating units in Test Run and that scheduled events will not execute for those units.

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		First Action								
		Transfer Site	Map Units	Download Drive Data	Branch Port Check	Refigerant Check	Test Run	Deactivate Site	Decommission Gateway	Cancel Account
Second Action	Transfer Site	x	✓	x	x	x	x	Cannot perform after deactivating site	Cannot perform after decommissiong a gateway	Cannot perform after canceling an account
	Move Gateway	x	x	x	x	x	x			
	Edit Site Information	x	✓	✓	✓	✓	✓			
	HVAC Unit Control	x	✓	✓	x	x	x			
	Execute Schedule	✓	✓	✓	x	x	x			
	Change Subscription Plan	x	✓	✓	✓	✓	✓			
	Change Payment Method	x	✓	✓	✓	✓	✓			
	Remove Payment Method	x	✓	✓	✓	✓	✓			
	Map Units	x	x	x	x	x	x			
	Download Drive Data	✓	x	x	x	x	x			
	Branch Port Check	x	x	x	x	x	x			
	Refigerant Check	x	x	x	x	x	x			
	Test Run	x	x	x	x	x	x			
	Download Maintenance Data	x	✓	✓	✓	✓	✓			
	Acknowledge Alerts	✓	✓	✓	✓	✓	✓			
	Deactivate Site	x	x	x	x	x	x			
	Decommission Gateway	x	x	x	x	x	x			
	Cancel Account	x	✓	✓	✓	✓	✓	✓	✓	

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MEUS DOC# MD-2224-K001 Ver. 10, December 2024

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