



# **Myko Support Guide Air Conditioner**

**Powered by Myko**

# Myko Support Guide: Air Conditioner

This guide explains how to use features and functions specific to Myko-compatible Air-Conditioner

## Terminology

- Myko – this is the brand name for the products, app, and service to enable smart products.
- “Onboarding” means the process of adding a product to a user’s account.
- QR Code – this is a 2D barcode that is imprinted on the product and scanned by the Myko app to identify and onboard the product.

## Applicable Devices

This document applies to the following products:  
Connected Home Air Conditioner 12000 & 9000 BTU

# Adding a Product to the Myko App

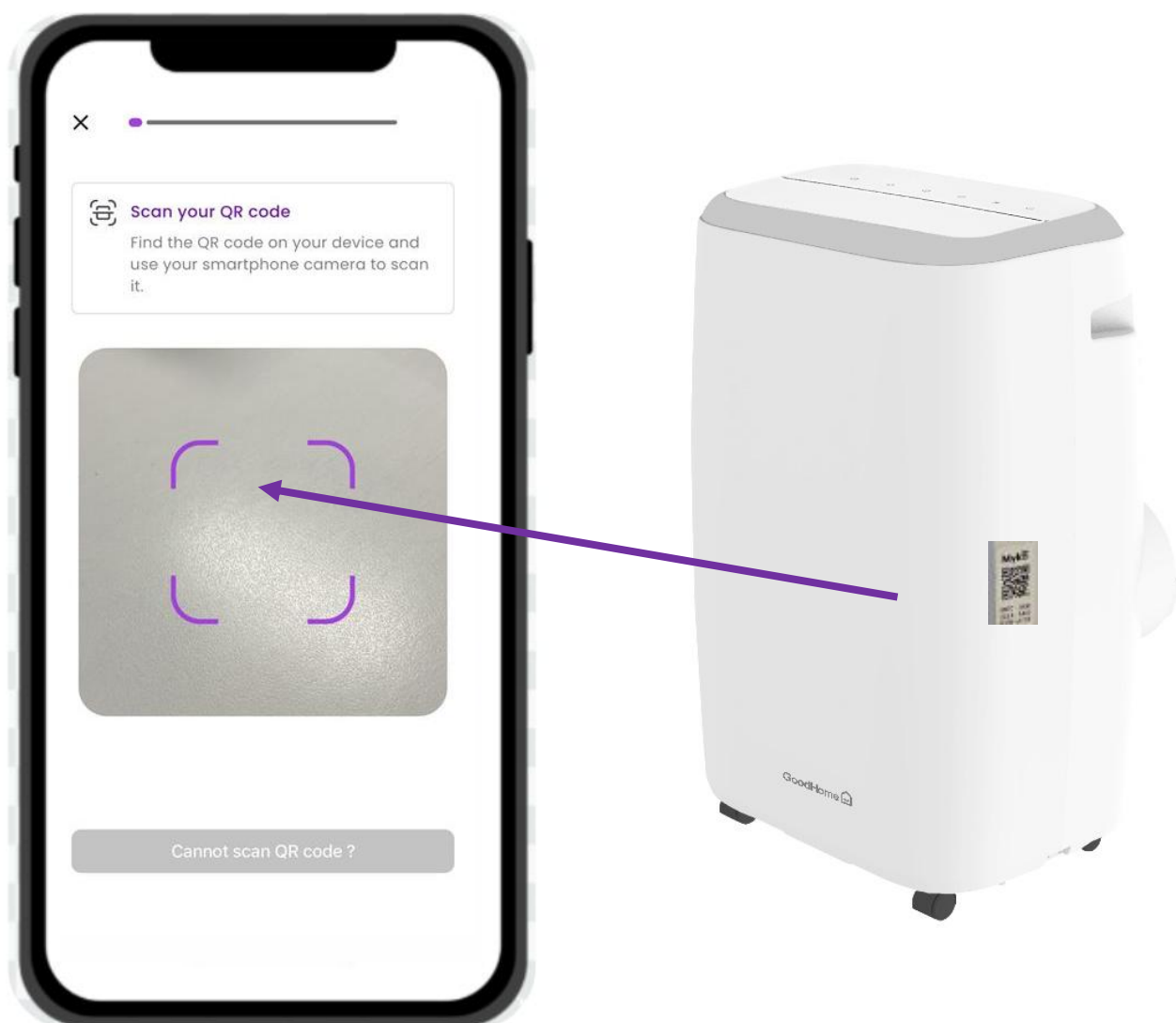
## Adding a Product to the Myko App

Please refer to the “Onboarding Products – Myko Support Guide” for instructions on adding a product to the Myko app (“onboarding”). In the section below you will find the locations of the Air Conditioner QR code, which is needed for onboarding.

## QR Code Locations

The QR code is printed on the product

Or within the Quick Start Guide included in the packaging.



# Product Control Screen

Once the Air-Conditioner has been successfully added to the Myko account, tap the Air-Conditioner entry on the Myko Home screen to open the product Controls screen. Tap the Mode menu at the top to select a mode:

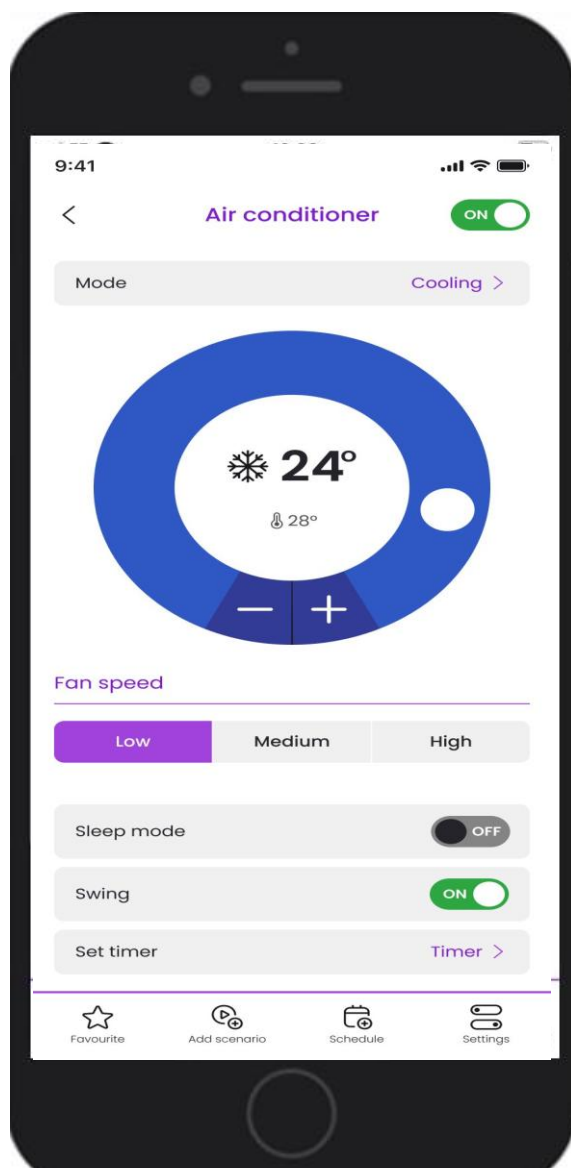
**Heating** – Tap to control heating (If applicable. Some models only support cooling.)

**Dehumidify** – Tap to control dehumidifier

**Cooling** – Tap to control cooling

**Fan** – Tap to control fan only

## Heating and Cooling Controls



# Product Control Screen

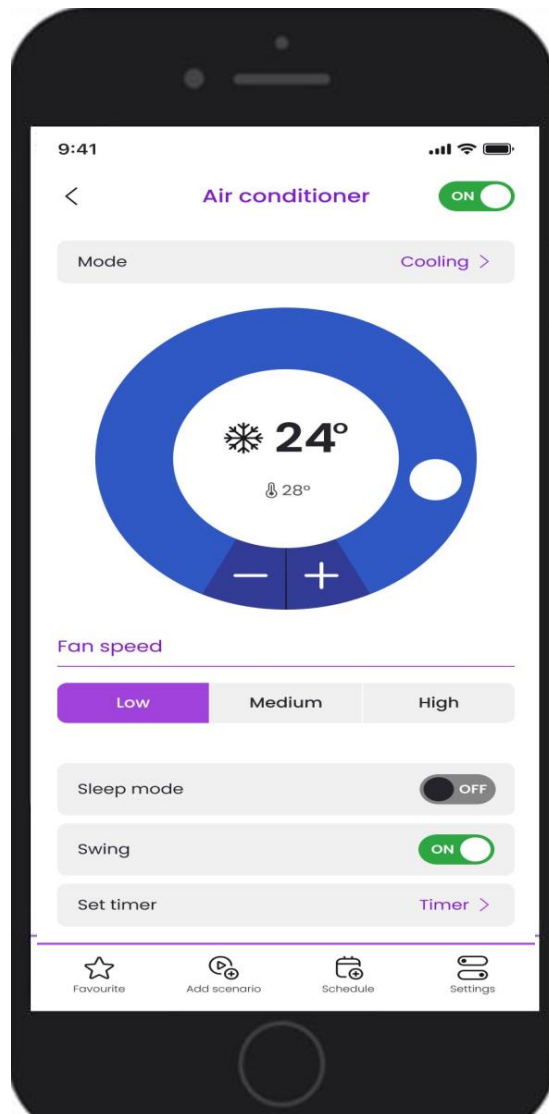
## Heating and Cooling Controls

### Temperature

- Slide your finger around the temperature wheel to select your desired temperature.
- The control shows the current temperature registered by the product.
- The temperature can also be adjusted using the '-' '+' icons.

### Fan Speed

- Tap below options to control fan speed
- Low
- Medium
- High



# Product Control Screen

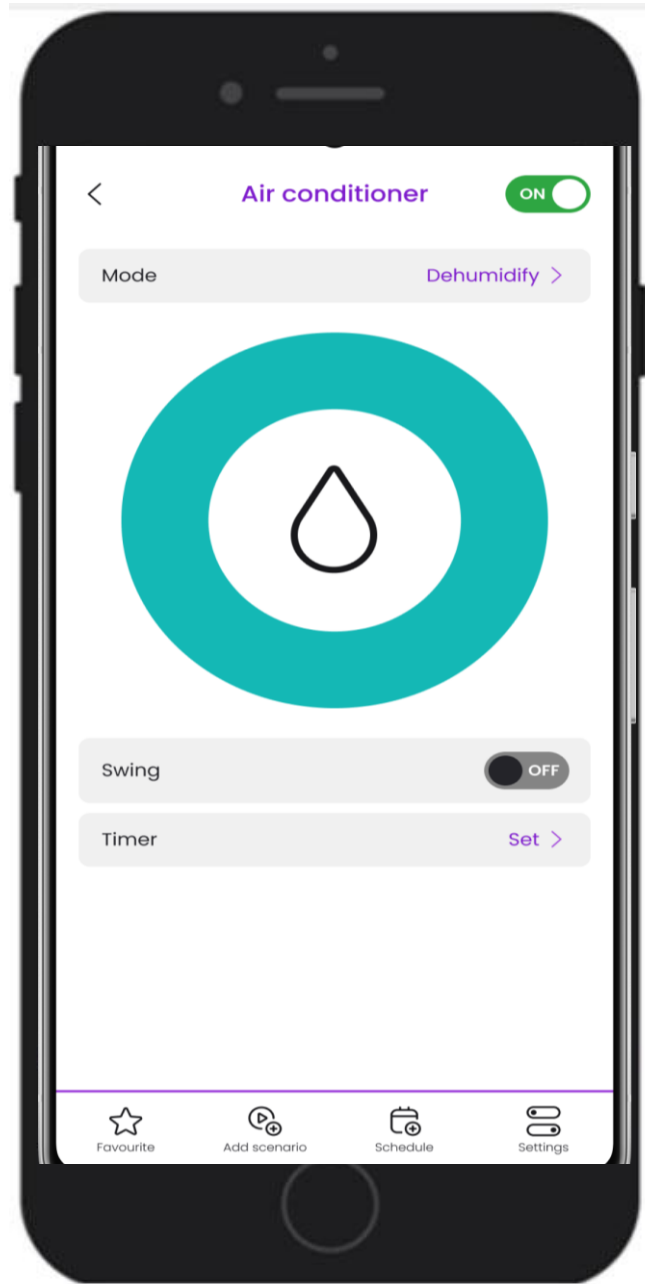
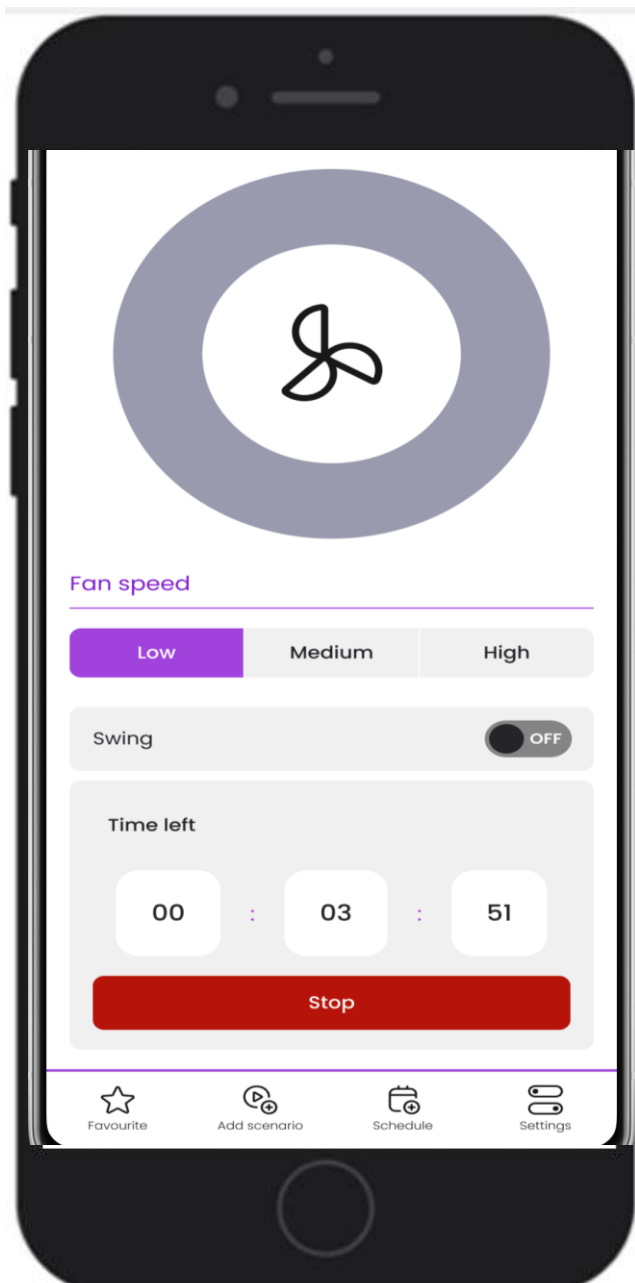
## **Sleep Mode – For Heating or Cooling modes only**

- Sleep mode can be turned On/Off using the toggle.
- When sleep mode is turned on, fan speed is set to Low by default.
- After the sleep function is enabled if the ambient temperature is less than or equal to the desired temperature in cooling mode, the desired temperature will rise by 1°C after 1 hour and another 1°C after 2 hours (a total rise of 2°C).
- In heating mode, if the ambient temperature is greater than or equal to the desired temperature, then the desired temperature will decrease by 1°C after 1 hour and again by 1°C after 2 hours (a total decrease of 2°C)

# Dehumidify Controls

## Swing

- Swing mode can be turned On/Off using the toggle.
- When turned on, the flap on the top of the product will move up and down when the fan is in operation



## Set Timer- auto off timer

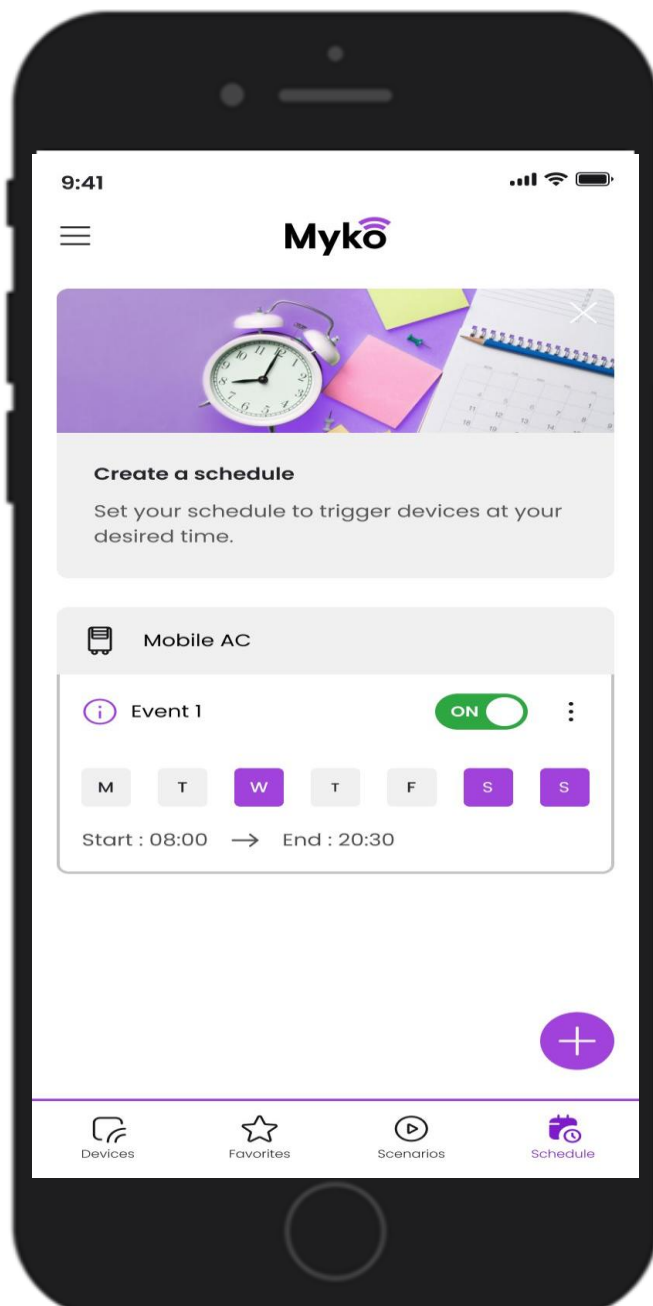
- This enables the setting of the auto-timer
- It can be set from 1 to 24 hours
- After the timer expires, the product will switch off.

# Schedules

Schedules can be set up to have the unit turn on and off into any mode or setting.

Setting up a schedule:

- Open the Myko App and then tap the schedule button at the bottom right of the screen.
- Tap + and select your device
- Select the days and timings, then tap save





# Troubleshooting

Troubles	Possible Causes	Suggested Remedies
1. Unit does not start when pressing on/off button	- Water full indicator lamp blinks and water tray is full	Dump the water out of the water tray
	- Room temperature is higher than the set temperature (heating mode)	Reset the temperature
	- Room temperature is lower than the set temperature (cooling mode)	Reset the temperature
2. Not cool enough	- The doors or windows are not closed	Make sure all the windows and doors are closed
	- There are heat sources inside the room	Remove the heat sources if possible
	- Exhaust air hose is not connected or blocked	Connect or clean the exhaust air hose
	- Temperature setting is too high	Reset the temperature
	- Air inlet is blocked	Clean the air inlet
3. Noisy	- The ground is not level or not flat enough	Place the unit on a flat, level ground if possible
	- The sound comes from the flowing of the refrigerant inside the air conditioner	It is normal

Notifications will be sent out for these errors

Error Code	Error Description	Notification Text
E0	Room temperature sensor failed	Warning. <Device Name> - Room temperature sensor failed.
E1	Condenser temperature sensor failed	Warning. <Device Name> - Condenser temperature sensor failed.
E2	Water tray is faulty/full during cooling or dehumidifying	Warning. <Device Name> - Water tray full.
E3	Evaporator temperature sensor failed	Warning. <Device Name> - Evaporator temperature sensor failed.
E4	Water tray is faulty/full during heating	Warning. <Device Name> - Water tray full.

# Help & Advice

## Device could not be added to the Myko App

If you are having trouble connecting to Myko and the product is powered-on and close by, the problem could be one of the following:

- QR code is lost or damaged. You can onboard the product by using the steps in the Myko Support Guide, “Onboarding Products” that can be found on [mykoapp.com](https://mykoapp.com).
- Wrong QR code. You are scanning the wrong QR code, make sure you are scanning the QR code that is on your product. If these continues, then, follow the instructions in “Can I set up a Myko product without a QR Code”? What can be found within the FAQ’s on [mykoapp.com](https://mykoapp.com)
- Non-Myko device. Double-check that the product is, in fact, a Myko device. Myko devices will have a Myko logo and QR code, non-Myko products will not have a logo or QR code

Individual product support guides and FAQ’s are available to help with Myko product-specific and operational questions.

Please visit [www.mykoapp.com](https://www.mykoapp.com)