



Kumo Cloud & Kumo Station Pre-Installation WiFi Setup

(Prior to the installation of Kumo Cloud & Kumo Station the following needs to be setup)

Prior to your planned date of installation of a Mitsubishi Electric system using Kumo Cloud and/or Kumo Station talk with the homeowner to verify the following. In almost all cases, modifications to the WiFi networks in the customer's home are necessary. These changes will need to be made by the homeowner and/or their internet service provider prior to your arrival at the home to prevent an increase in installation and troubleshooting time.

1. There must be an active 2.4 GHz WiFi network present in the home.
2. The 2.4GHz network **MUST** have its own unique password.
 - a. The 2.4 GHz and 5 GHz network cannot have the same password, or else the setup will fail.
3. Recommended routers are the mesh-type with expansion pods for greater strength throughout the home.
4. The strength of the signal must be strong enough throughout the entire home – especially where the wireless interfaces are located.
 - a. Wireless interfaces will be located at each indoor unit and the Kumo Station.
5. Use expansion pods if needed or WiFi extenders (not recommended)