

Remote Access

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Remote access feature has been released for MyAir4 & e-zone, you will now be able to control your MyAir4/e-zone system from your Android or Apple device when outside of the home Wi-Fi network using your mobile network data (eg 3G/4G) this guide will help you get up & running.

Your Android or Apple device will also require the latest apps for complete minimum requirements see below.

Minimum Requirements:

Apple Devices:

- iOS7
- MyAir4/e-zone app v4.20

Android Devices:

- Android Honeycomb 3.0
- MyAir4/e-zone app v3.216

MyAir4/e-zone Touchscreen:

- AA CONFIG app 3.34
- AA WACA 10.14
- MyAir4/e-zone app v3.216

Router:

- UPNP must be enabled

Enabling Remote Access

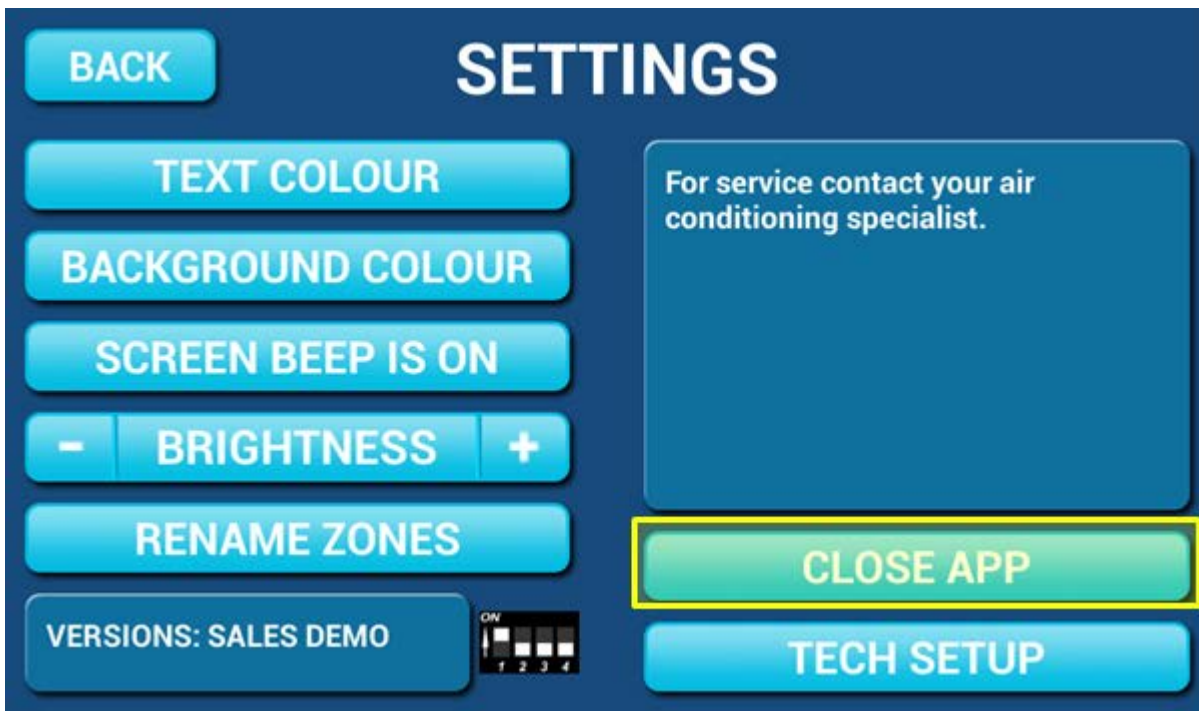
Remote access feature is disabled by default. To enable remote access follow the steps below.

The below instructions assume the following:

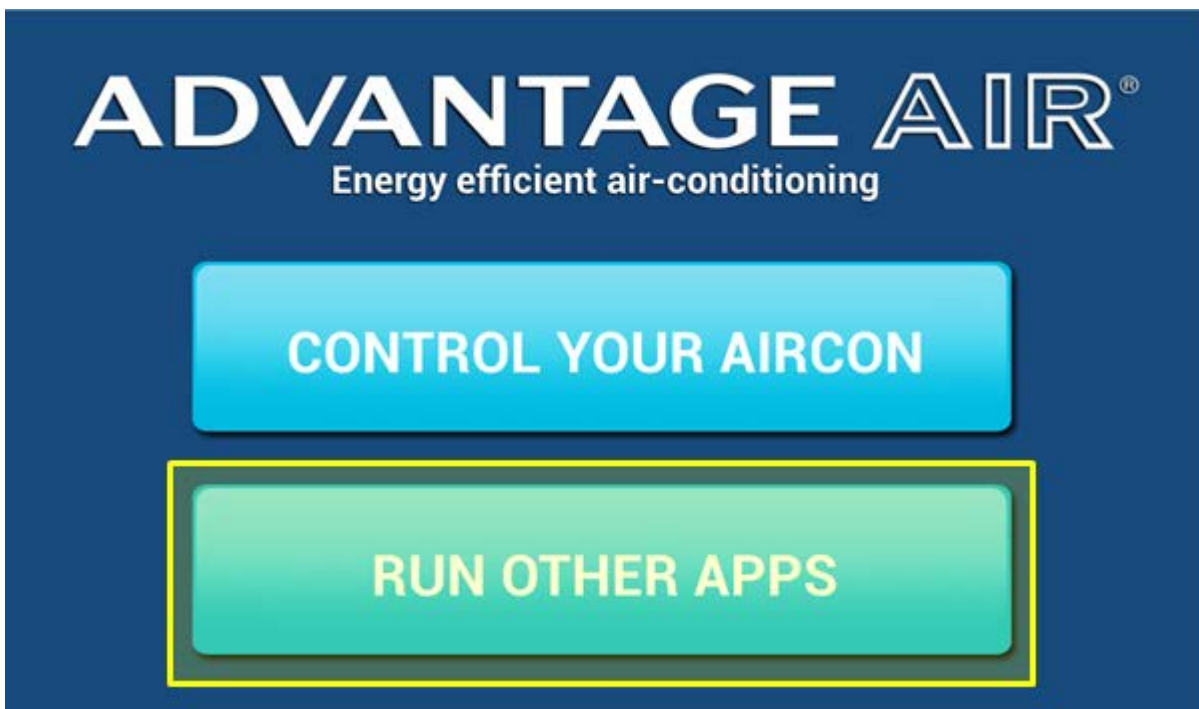
1. MyAir4/e-zone touch screen is connected to the home Wi-Fi network.
2. You are able control your system from your mobile device when connected to your home Wi-Fi network.
3. Your MyAir4/e-zone touch screen has a Google Play account active on the device & all updates have been installed, please visit www.advantageair.com.au/support/update1 to ensure this has been done before proceeding to the next step.



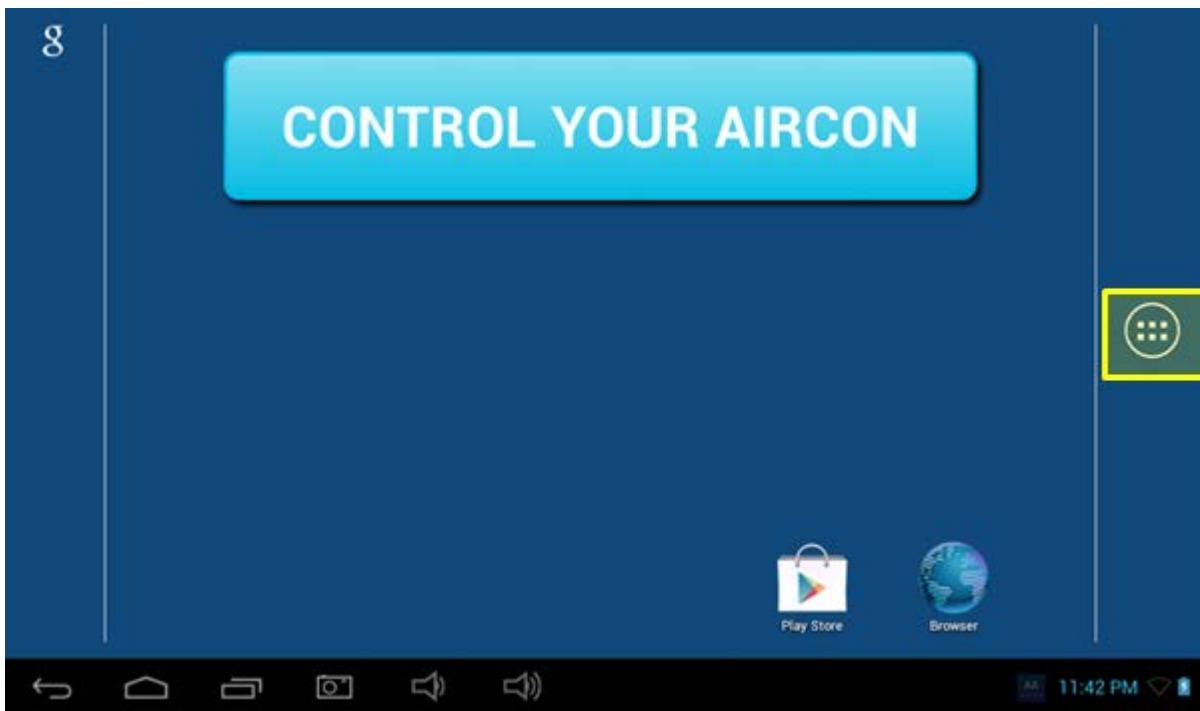
Step 1 – Press the *SETTINGS* button.



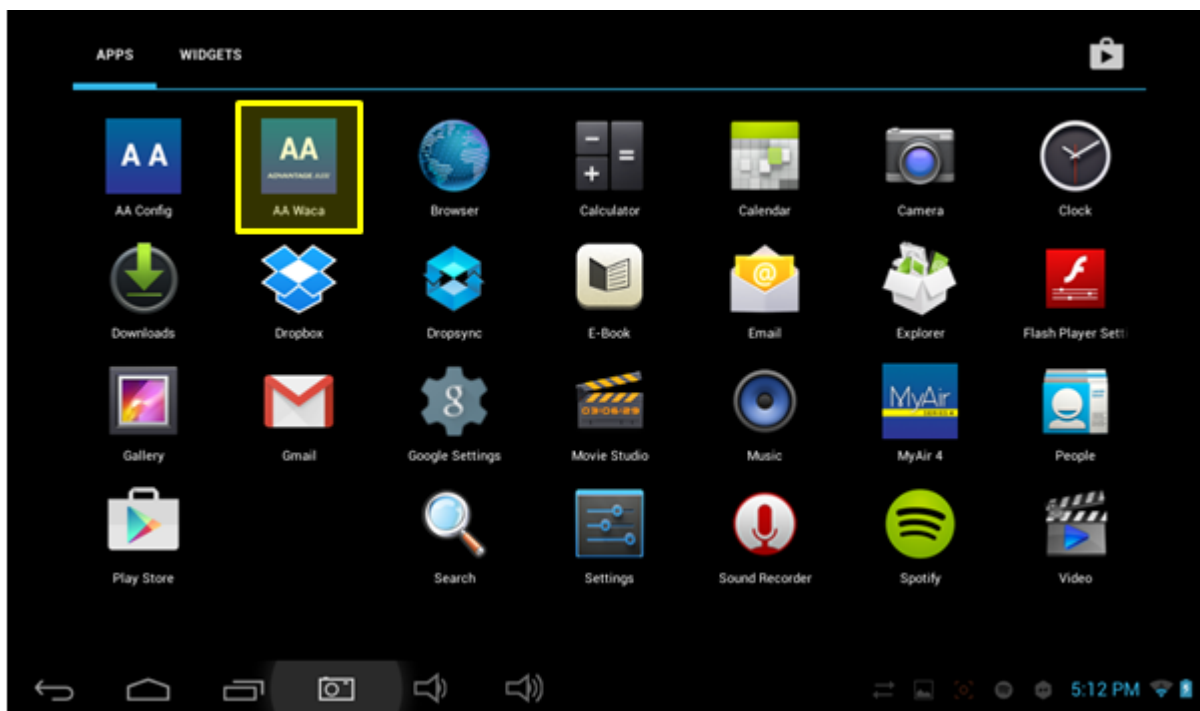
Step 2 – Press the CLOSE APP button.



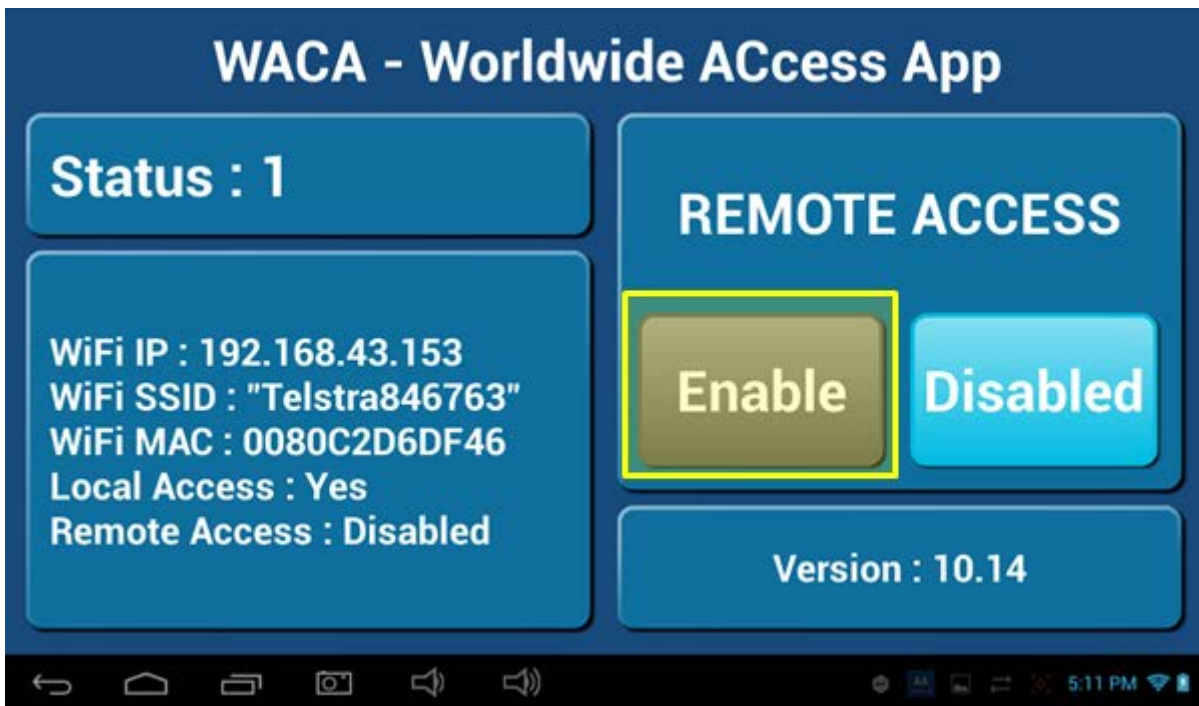
Step 3 – Press the RUN OTHER APPS button.



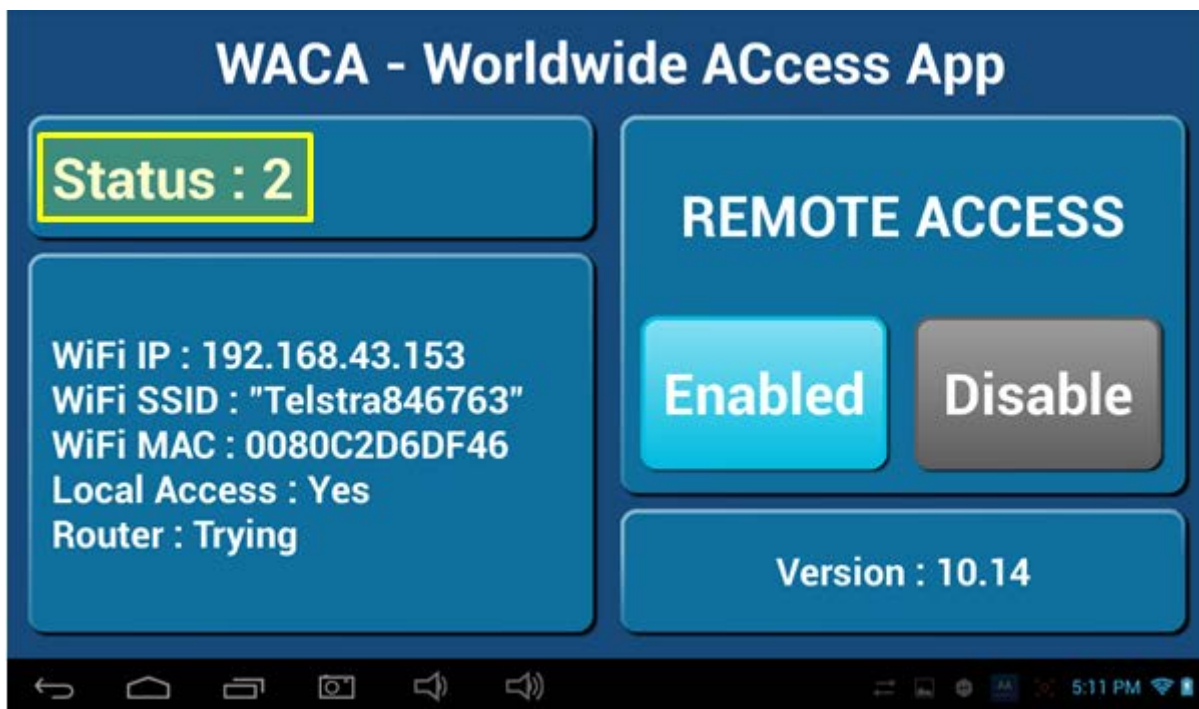
Step 4 – Press the APP draw button (Circle with 6 dots inside).



Step 5 – Find & press the app called AA Waca



Step 6 – You will notice the ENABLED button is greyed out, press it once to enable it & it should change colour to blue then wait for 5-10 minutes for remote access to be enabled on your network.



Step 7 – Whilst your system is enabling remote access you will notice the status will change numerous times, when remote access is successful the status should change to STATUS: 5, 8 or 11, if your status is something else wait or refer to troubleshooting guide below (please wait 10 minutes first).



Step 8 – When STATUS: 5, 8 or 11 are displayed remote access has been successfully configured.

Step 9 – Open the MyAir4/e-zone app on your Android /Apple device whilst it is connected to your home Wi-Fi network to pair your air conditioner with the phone/tablet then close the app. NOTE: There is no pair button – pairing is automatic, you just need to open the Apple/Android app whilst on the home Wi-Fi network.

Step 10 – Congratulations you should now be able to control your MyAir4/e-zone system remotely.

Troubleshooting:

| Status | Cause | Solution |
|----------|--|--|
| 3, 6, 9 | No internet access – cannot contact server | <ul style="list-style-type: none">• Confirm the tablet is connected to the home Wi-Fi network.• Open browser & confirm you can load a web page such as www.google.com.au• Check your router is connected to the internet. |
| 4 | No UPNP detected | <ul style="list-style-type: none">• Check your router has UPNP enabled. |
| 7, 10 | UPNP is detected but still trying | <ul style="list-style-type: none">• Ensure router has default firewall settings• Check your router has UPNP enabled. |
| 5, 8, 11 | Success | <ul style="list-style-type: none">• Your remote access should be working, if you are having troubles try connecting via Wi-Fi & clearing stored systems before retrying remotely. |