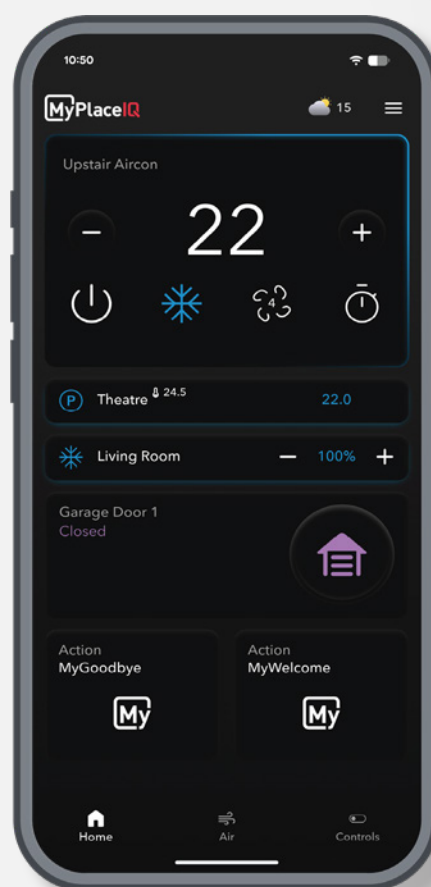




User Manual

MyPlaceIQ User Manual

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1 – INTRODUCTION

Welcome to your new MyPlaceIQ smart home system.

The information provided in this user manual will help you to get the most from your new smart home system.

MyPlaceIQ is a smart home control system that allows you to view and manage your connected devices from anywhere, at any time. It lets you control your aircon, lights, blinds, and garage door using your phone or tablet.

Navigating around the app is simple. All aircons are managed on the aircon screen and the garage doors are controlled through the controls screen.



MyPlaceIQ has an automation feature called Actions which can change the state of your smart home system according to time, weather or room temperature.

MyPlaceIQ also has a smart energy-saving and comfort feature called IQe which lets you use low-cost energy to improve comfort in your home. To learn more about IQe, go to “8.4 — MYPLACEIQ SETTINGS > IQe” on page 23.

The Home screen is your personal space that can be easily customised. This means you can choose which controls you want to show in your Home screen. You can add your favourite aircon downstairs, a zone in your theatre and bedroom, or your garage door. You can even add Actions to quickly change multiple settings with a single button. The Home screen makes it easy to control all your favourite items quickly.

MyPlaceIQ can operate with or without your ducted aircon control panel.

2 - GETTING THE MYPLACEIQ APP

The MyPlaceIQ app can be installed on your phone or tablet running iOS or Android.

For iOS devices:

Scan the QR code to download the app or you can search for “MyPlaceIQ” in the App Store.



For Android devices:

Scan the QR code to download the app or you can search for “MyPlaceIQ” in the Google Play Store.



When you run the MyPlaceIQ App for the first time, it will request three permissions:

- **Location**
Allow this to permit the app to obtain local weather updates, which can be used in Actions.
- **Notification**
Allow this to permit the app to show notifications.
- **Local Network**
This allows the app to search for your QHub device. Without this permission, the app won't be able to locate your QHub on your home network.

i Please keep the MyPlaceIQ App up to date to enjoy new features and a smooth user experience.

3 - UNDERSTANDING QHUB

The QHub is the gateway to your smart home system. It connects to your aircon and connected devices wirelessly. The MyPlaceIQ App finds and connects to your QHub device.

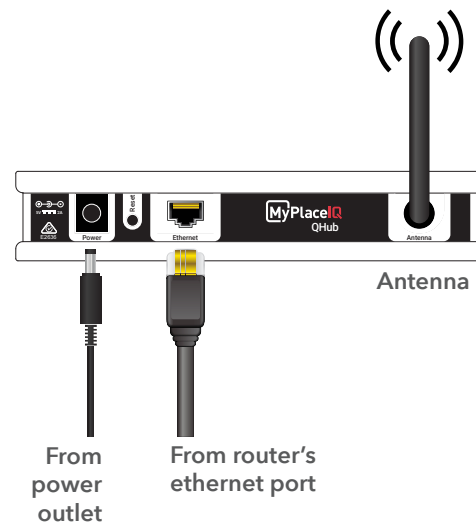
The MyPlaceIQ App can remember multiple hubs. This allows you to choose the smart home system that you want to access.

QHub Connection:

Setting up the QHub is straightforward. Simply connect cables as shown in the diagram before powering it on.

Connecting the app to QHub:

The MyPlaceIQ App will automatically scan for QHub devices. Once connected, the app will remember the Hub. This will let you access your smart home system from anywhere, at any time.



For the app to find your QHub device, your devices should be on the same network as your QHub.

Connection Type:

- **Local Access**

Your device and QHub device are on the same network. This is the usual connection when your device is using your home Wi-Fi.

- **Remote Access**

Your device is accessing your Hub from outside your home network. This happens when your phone is using mobile data or office Wi-Fi to connect to your MyPlaceIQ smart home system.



Remote Access requires a reliable internet connection.

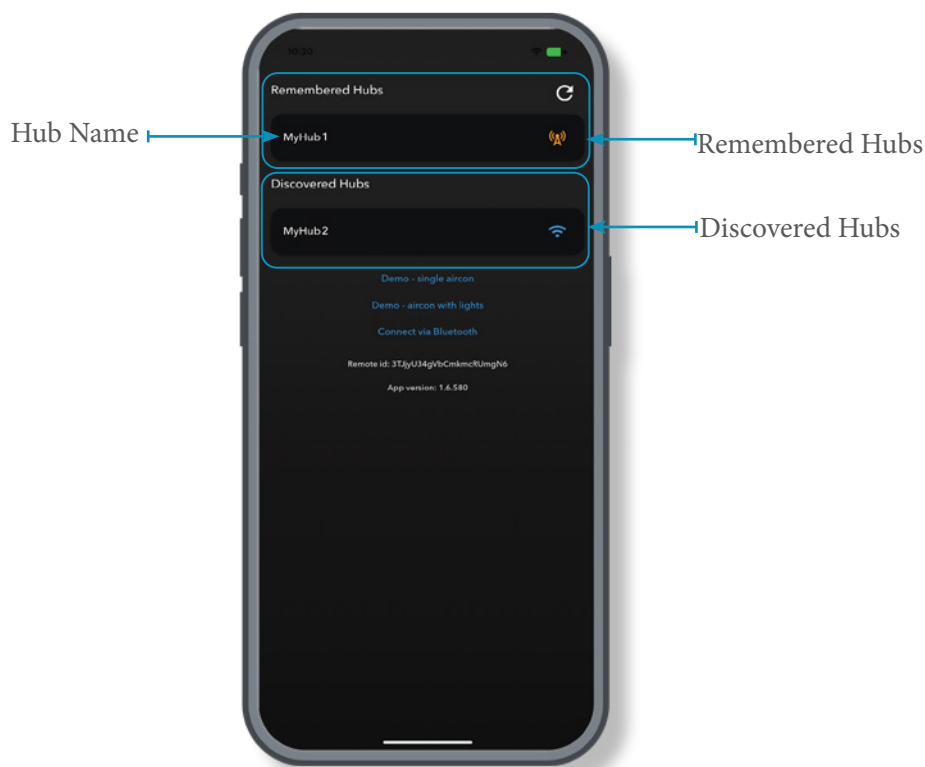
It is recommended that your QHub device has Internet access so it can automatically receive and install updates when they are available.



Please note that reinstalling the app will remove all saved Hub devices on your device, and you'll need to connect to your QHub device locally to add them again.

4 - HUB SCREEN

The Hub screen is where you manage your Hubs and select which smart home system to access.



Remembered Hubs

These are the Hubs you have connected to previously. These Hubs are saved on your device so you can connect to them remotely.

Forget Hub

Swipe-right on the Hub name then press Delete to remove it from Remembered Hubs.

i Once you delete the Hub, you won't be able to remotely access it. You will need to connect to the same Wi-Fi as the Hub to add it back to your remembered Hubs.

Discovered Hubs

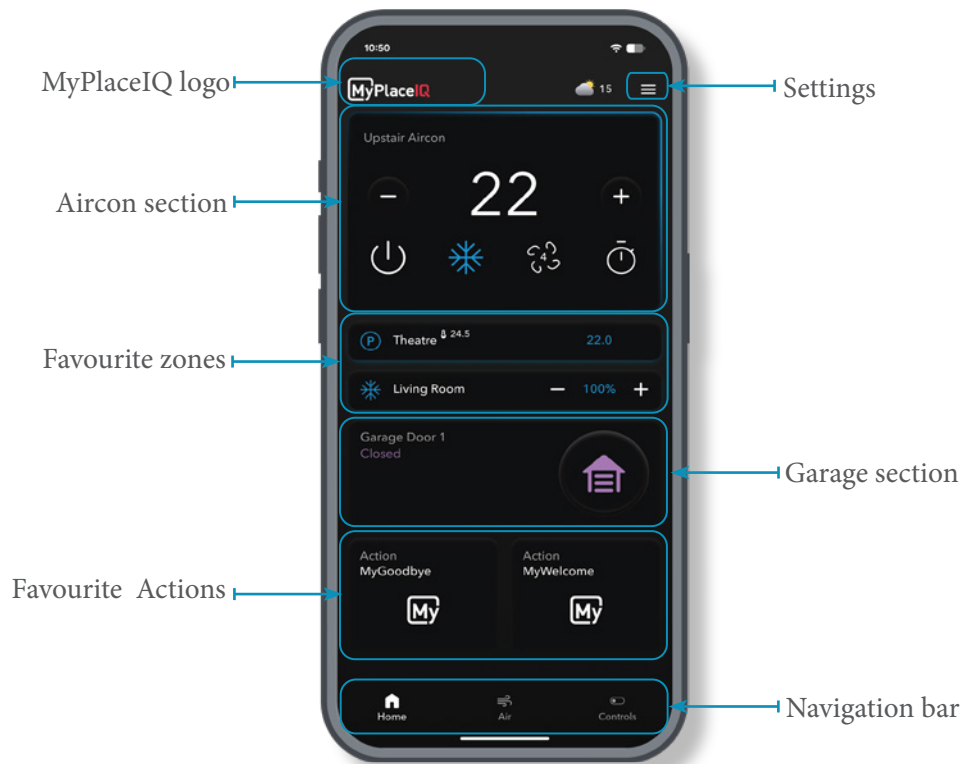
The app automatically discovers Hubs on the same Wi-Fi network. Any new and unregistered Hubs detected by the app will be listed here.

Hub Name

Press the Hub name to connect to it and follow instructions on the next screen.

5 - HOME SCREEN

The Home screen starts empty and displays your favoured items from other areas in the app. As you use the app, add any frequently-used control to the Home screen by long-pressing on the item and turning Add to Home Screen ON from the menu.



MyPlaceIQ Logo

Press this to go back to the Hub screen.

Aircon Section

Aircons added to the home screen will be displayed in this section.

Favourite Zones

Zones added to the home screen will be displayed in this section.

Favourite Actions

Actions added to the home screen will be displayed in this section.

Settings

Tap Settings to access the MyPlaceIQ app settings.

Garage Section

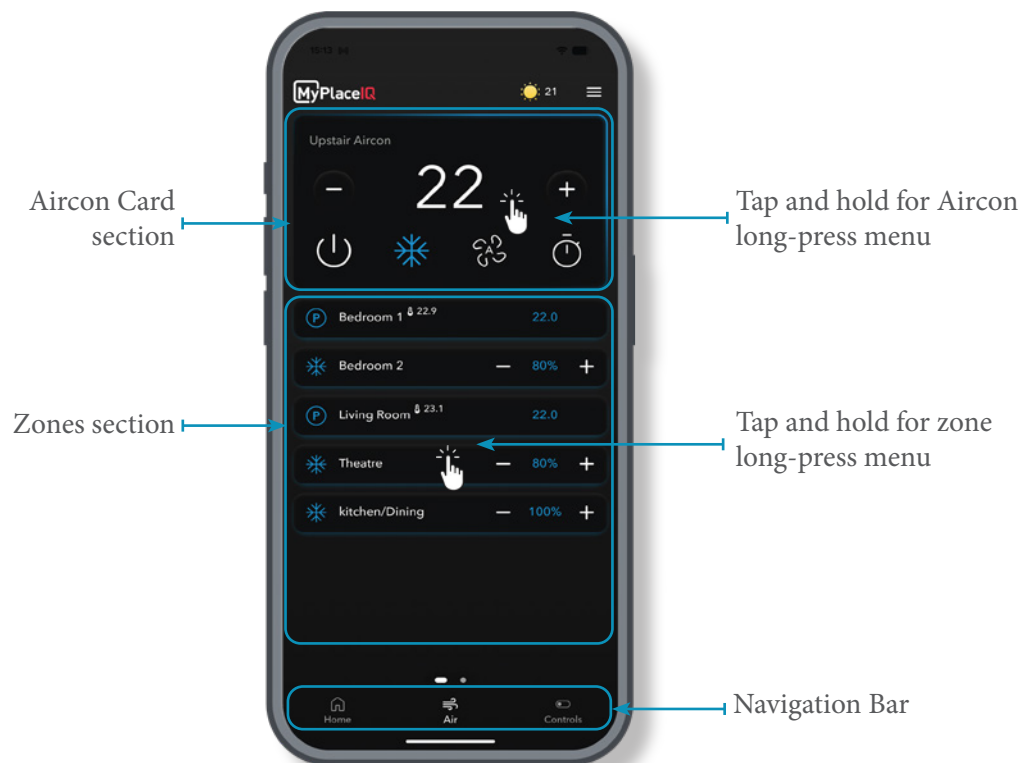
Garage doors will be displayed in this section if added to the home screen.

Navigation Bar

Use the navigation bar to browse controls by device category.

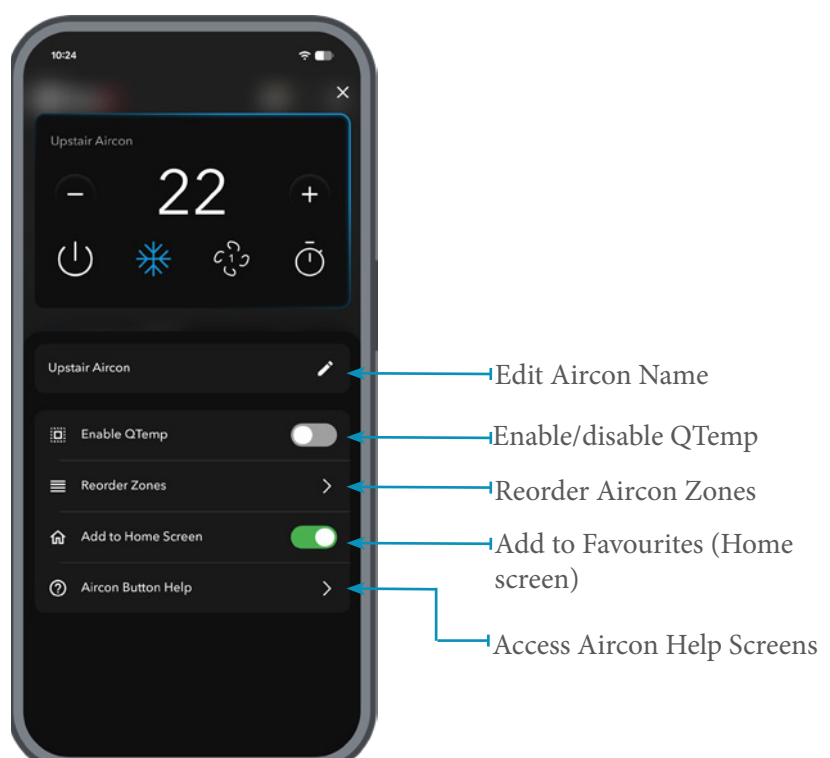
6 - AIRCON SCREEN

The Aircon screen contains controls for your aircon and zones. If you have more than one aircon, you can swipe between them from this screen.



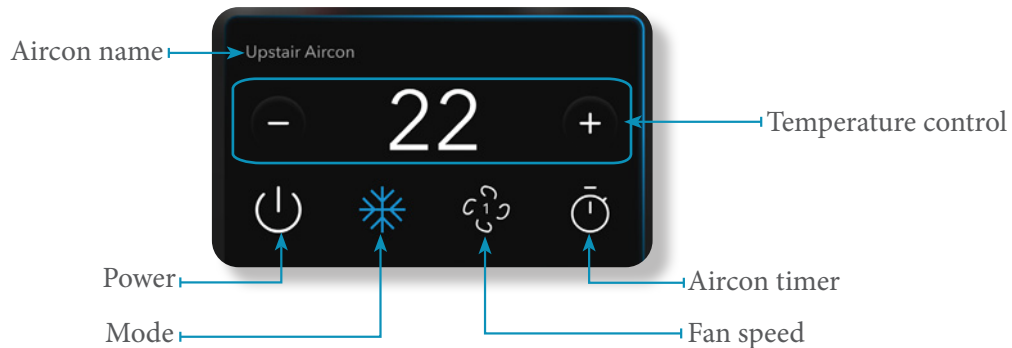
Long-Press Menu

Long-pressing on a control reveals additional settings and features. The options shown will vary depending on the air-conditioning system installed.



6.1 – AIRCON SCREEN > AIRCON CARD

Aircon Card



Temperature control

Press the + and - buttons to change your target temperature.

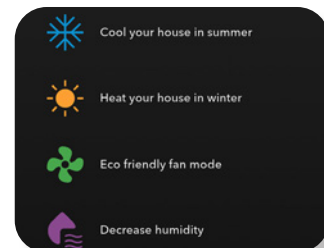
Power

Press the Power button to turn the aircon on and off.



Mode

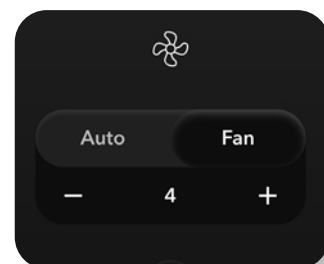
Press the Mode button to access standard aircon modes: Heat, Dry, Fan and Cool. Press one of the options in the pop-up menu to activate.



Fan Speed

Select fan to set your desired fan speed. Press the + and - button to change the fan speed.

Select Auto to let MyPlaceIQ adjust the unit fan speed based on the current number of open zones.

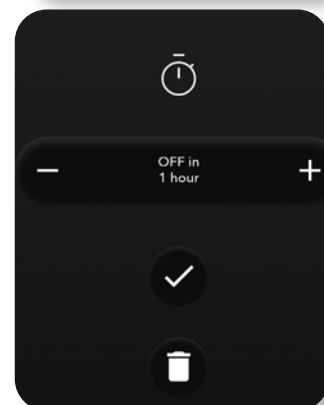


ON/OFF Timer

The aircon timer lets you turn the aircon on or off after a set time.

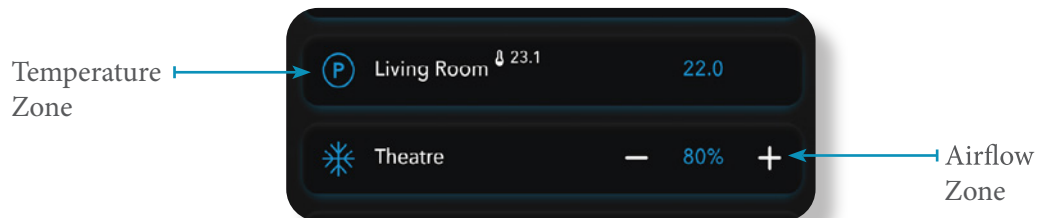
Use the + and - button to set the timer up to 12 hours.

Press the check button to accept the changes and the bin button to clear the timer.



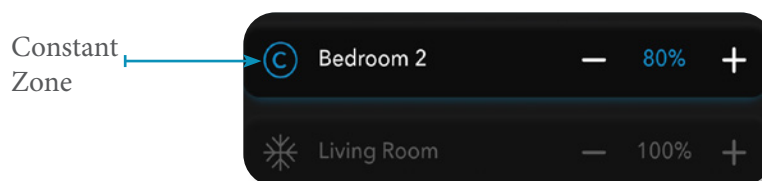
6.2 – AIRCON SCREEN > ZONES

MyPlaceIQ zones each room individually. This allows everyone to have their room at their preferred temperature. There are two types of zone buttons.



Depending on your specific installation, your MyPlaceIQ system may also be set up with electronic Constant Zones.

These are pre-programmed by your installer to relieve excess air pressure in your air-conditioning system if insufficient zones are open.



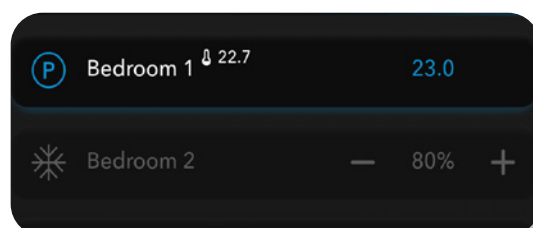
Pressing a Zone name toggles that Zone between ON and OFF.

Use the - / + buttons when a zone is turned ON, to adjust the target airflow/temperature of that zone.

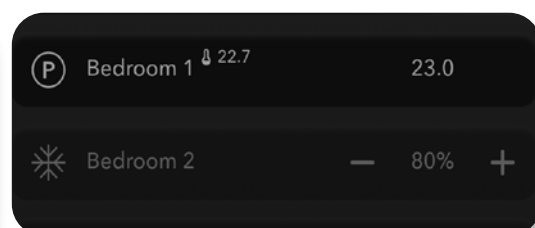


Zones are OFF when they are in grey colour. The Mode icon and target airflow/temperature colour will stay if the AC System is still ON.

AC System ON



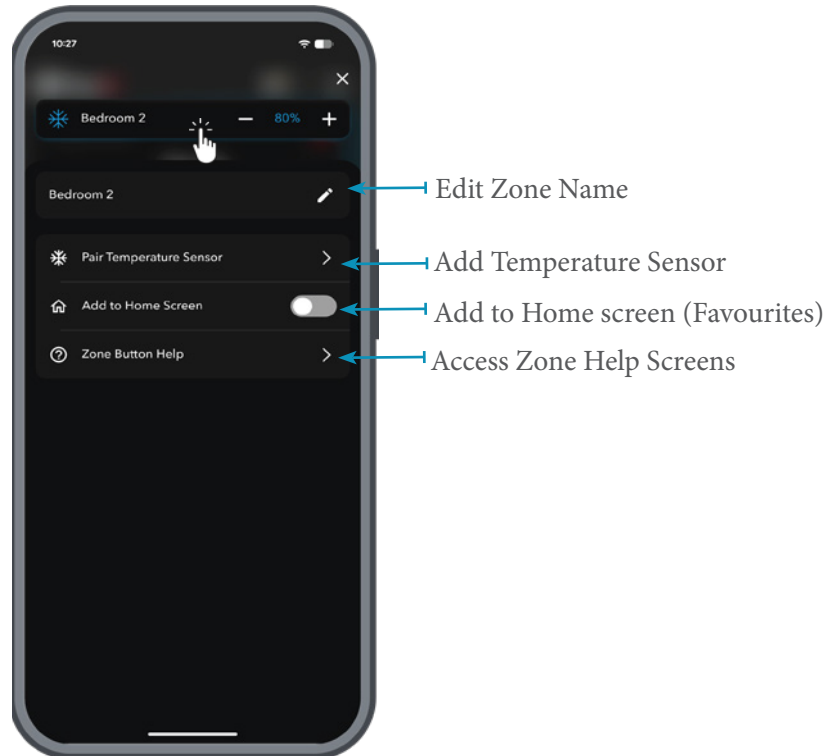
AC System OFF



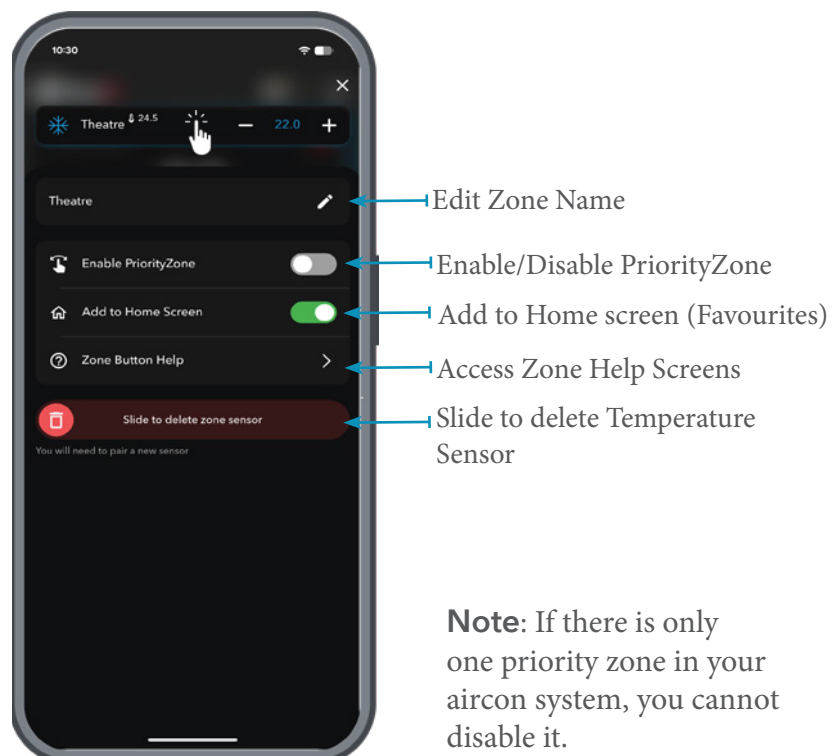
6.3 – AIRCON ZONES > LONG-PRESS MENU

Depending on the air-conditioning system installed, certain features will be available in the settings.

Long-press menu for an aircon zone without a temperature sensor paired.



Long-press menu for an aircon zone with a temperature sensor paired.



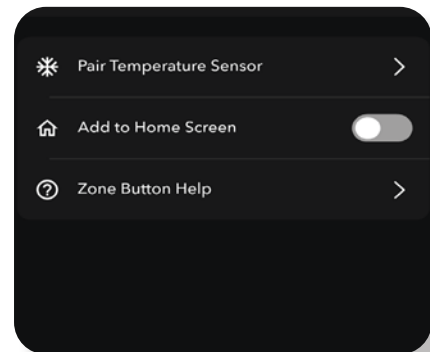
Note: If there is only one priority zone in your aircon system, you cannot disable it.

6.4 – AIRCON SCREEN > ZONES > TEMPERATURE SENSOR

A temperature sensor helps to maintain a more consistent room temperature by automatically adjusting the airflow based on the target temperature and actual room temperature.

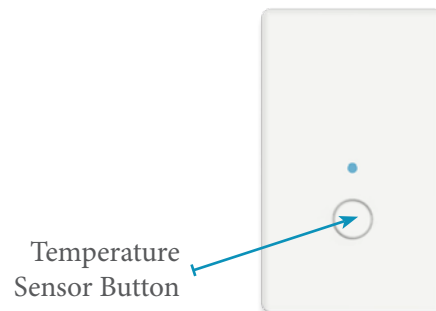
Pairing Temperature Sensor

To start pairing a sensor,
press and hold the zone to pair it with.
And then press “Pair Temperature Sensor” and follow the instructions in the next screen.



Temperature Sensor Button

Once the sensor is paired to a zone, you can use the button to turn the zone on or off. This allows you to quickly turn on or off the zone without using the app.



i Temperature Sensor uses 2 x AAA batteries.

Temperature Sensor Zone Display

MyPlaceIQ will aim to maintain the desired temperature in that zone by automatically controlling airflow when the air conditioner is running.

The thermometer icon shows the actual temperature in the room.



6.5 – AIRCON SCREEN > ZONES > PRIORITY ZONES

MyPlaceIQ with Priority Zone capability

The Priority Zone acts as the main reference point for your air conditioner.

The temperature you set in the Priority Zone is the temperature the system works towards. The air conditioner uses the actual temperature in that zone to decide when to start or stop, or whether to speed up or slow down, while keeping steady airflow to the Priority Zone.

Single Priority Zone

The overall temperature in your home is based on the temperature in the Priority Zone. Your air conditioner will keep running until the temperature in that zone reaches, or is close to, the set target point.

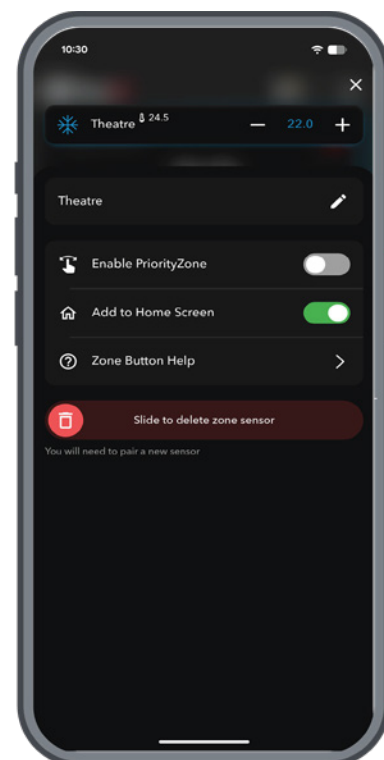
Multiple Priority Zones

If you select more than one Priority Zone, the overall temperature in your home is based on all of those zones. Your air conditioner will keep running until each Priority Zone reaches, or is close to, the target temperature. The system will focus on the zone that is the furthest from the target temperature.

Enabling and Disabling Priority Zone

Press and hold the zone with a temperature sensor. Select Enable or Disable Priority Zone.

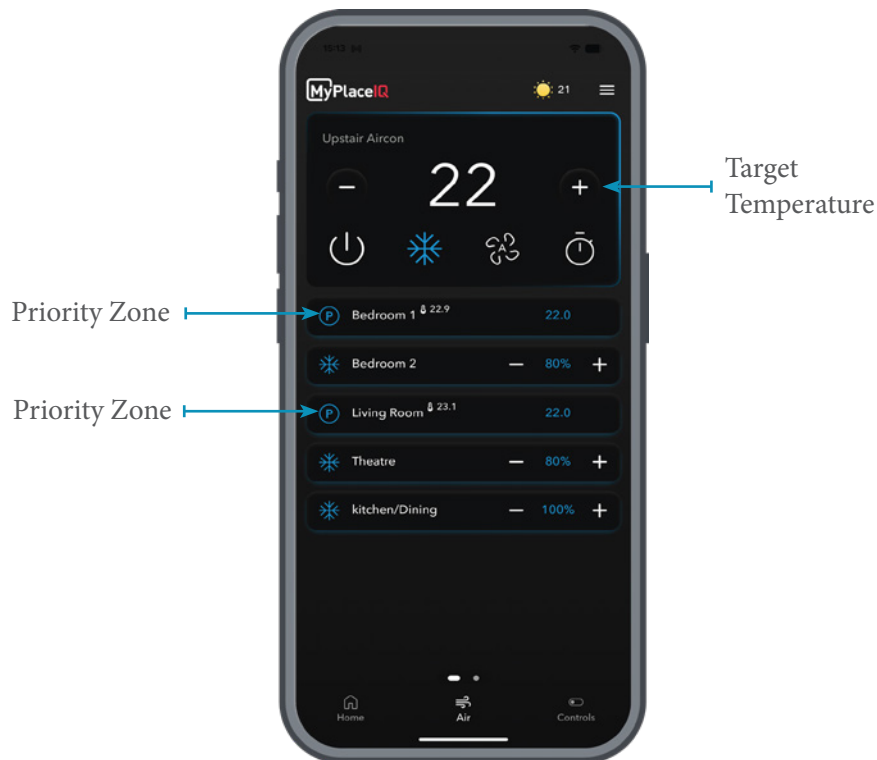
If there is only one priority zone in your aircon system, you cannot disable it.



i Priority Zone requires adding temperature sensors to the zones.

6.6 – AIRCON SCREEN > ZONES > PRIORITY ZONES

Once Priority Zone is enabled, the desired zone temperature will match the aircon target temperature. Hence, you cannot change the desired zone temperature directly, but you can change the aircon target temperature.



If your MyPlaceIQ system supports Priority Zone and there is no temperature sensor attached to any aircon zone, then adding a temperature sensor to any one zone makes that zone the Priority Zone automatically.

If two or more sensors are paired to a single aircon zone, the MyPlaceIQ app calculates the average temperature and displays it as the zone's measured temperature.

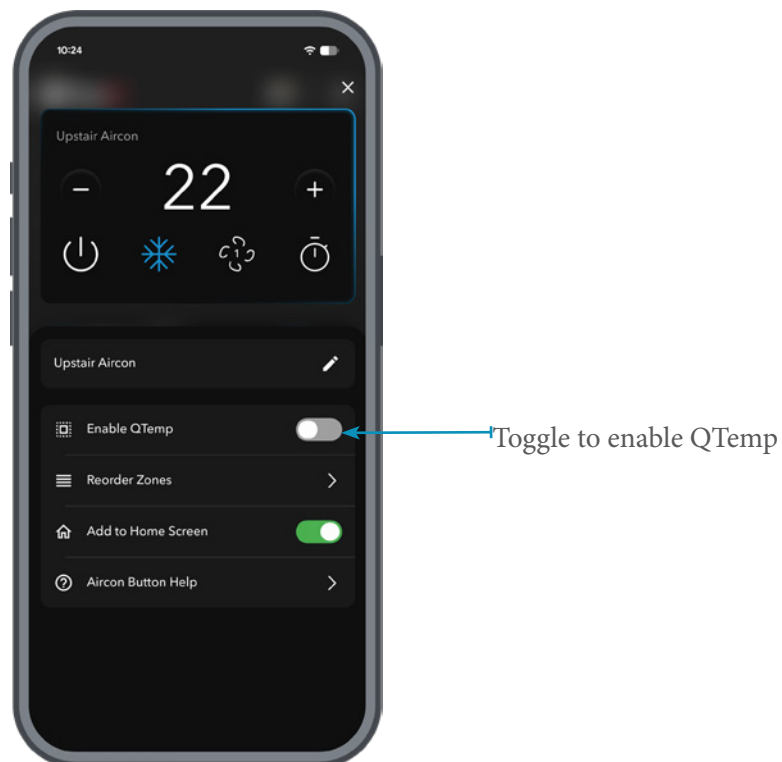
6.7 – AIRCON SCREEN > ZONES > QTEMP

QTemp takes Priority Zone even further.

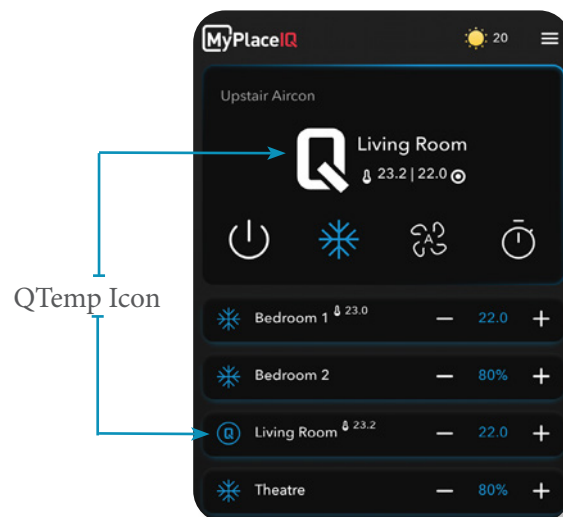
Instead of you choosing one fixed or multiple Priority Zones, QTemp automatically focuses on the room that needs the most cooling or heating.

The system looks at all the temperature sensors and targets the zone that is furthest away from its set temperature. That zone gets priority airflow until it gets closer to its target. Once that room is under control, QTemp automatically switches to the next zone that's furthest from its target, and so on.

Aircon Card > Long-Press Menu > Enable QTemp

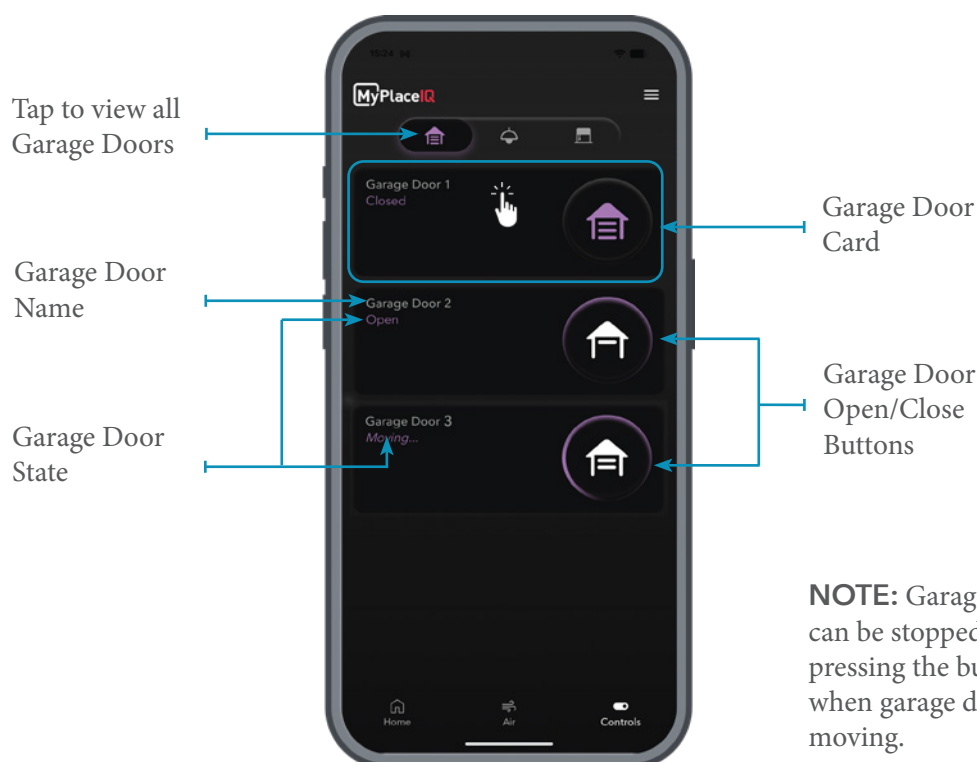


The Q icon on a zone shows which room QTemp is currently focusing on. While that icon is active, the system is working to bring that zone closer to its target temperature.



7 - CONTROLS SCREEN

If you have a Garage Door connected to your IQ system, the garage door card will appear here. Long-press the garage door icon to open or close your garage door.



NOTE: Garage door can be stopped by pressing the button when garage door is moving.

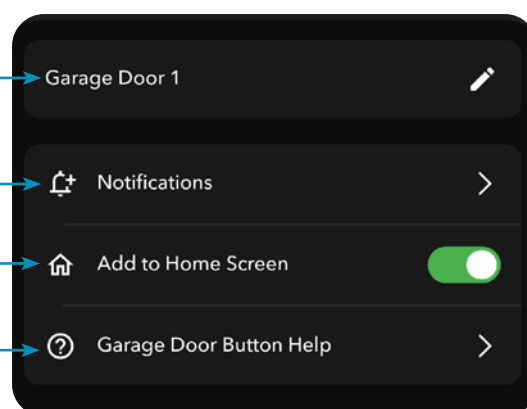
Garage Long-Press Menu

Edit name of the Garage Door.

Configure notification settings to receive alerts for an open garage.

Add to the Home Screen for quick access.

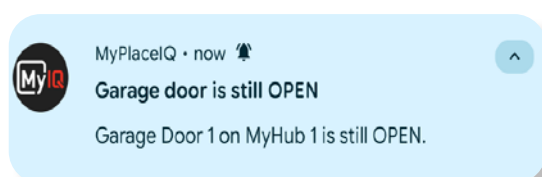
Access Garage Door button help screens.



Notification

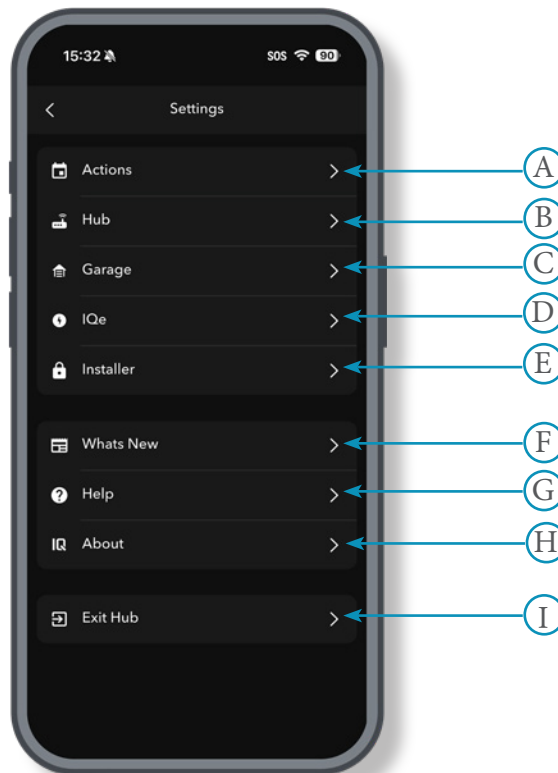
IQ sends a notification to your smart device if you forget to close your garage door.

An internet connection is required.



8 – MYPLACEIQ SETTINGS

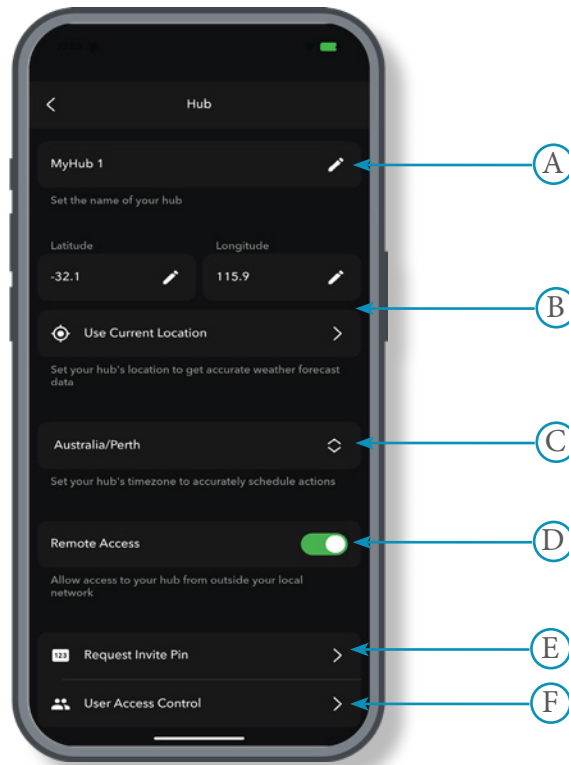
Manage MyPlaceIQ hub configuration, actions, garage settings, installer settings, and access application advanced information.



- A** – Actions is used to create new actions and manage existing actions.
- B** – Hub Settings to configure hub name, location, timezone, and manage the devices connected to the hub.
- C** – Garage settings are used to manage the garage door controller and garage door sensor connected to the MyPlaceIQ system.
- D** – IQe to configure, edit, and disable IQe functionality. To learn more about how to configure, go to “8.4 — MYPLACEIQ SETTINGS > IQe” on page 23.
- E** – Installer settings are used to setup the MyPlaceIQ system. It should be used by your installer only. Before making any changes, make sure you understand the implications.
- F** – Whats New is to provide information to users about the app changes.
- G** – Help is to view the MyPlaceIQ help screens.
- H** – Tap About section to view the device advanced information and installer contact details.
- I** – Tap Exit Hub to exit the current hub.

8.1 – MYPLACEIQ SETTINGS > HUB SETTINGS

Hub settings allow users to change hub name, location, and timezone. Users can manage devices connected to the hub, and enable/disable the remote access.



A— Change Hub Name allows you to update the hub name. To update, tap on the button and follow the on-screen instructions. The hub name field supports up to 16 characters.

B— Change Hub Location is to edit the hub location. Users can change the hub location to get accurate weather data for hub actions. Users can either manually provide the Latitude or Longitude or can update the current location using the *Use Current Location* button.

C— Change Hub Timezone allows you to edit timezone. Ensure the correct timezone is selected, otherwise scheduled actions may not work properly.

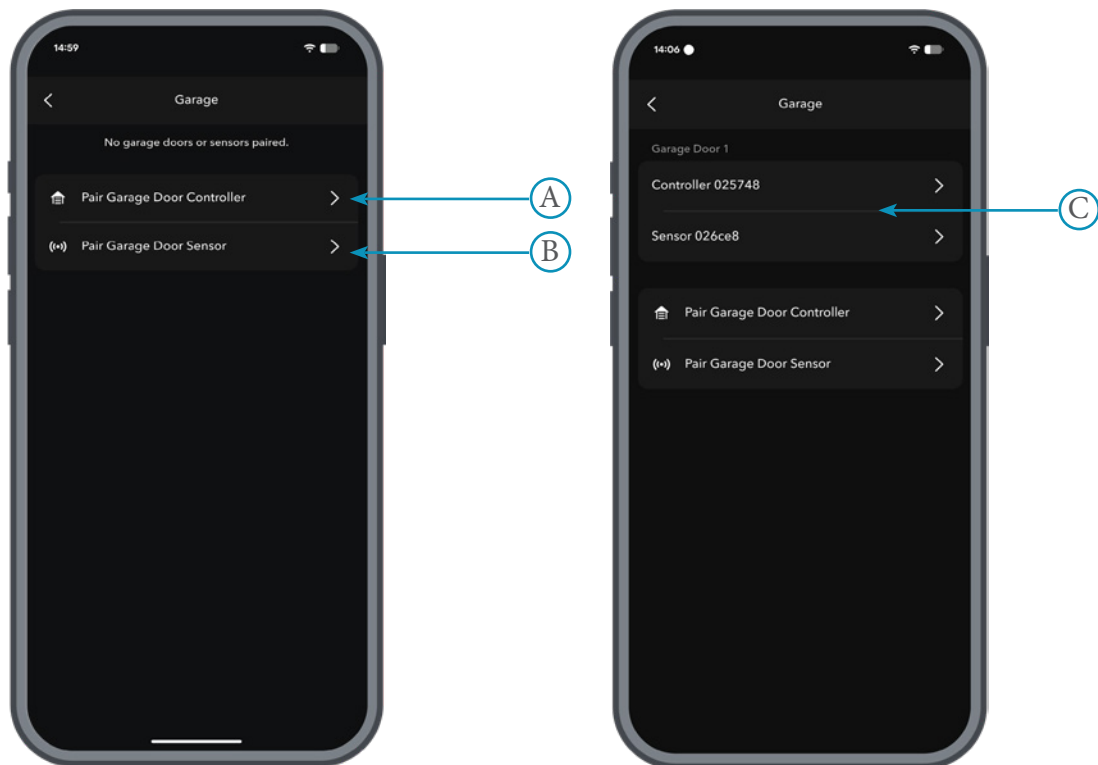
D— Keep Hub remote access ON if you want to access the MyPlaceIQ system remotely. Once remote access is turned OFF, users cannot access the system remotely unless they are using the same network to which your hub is connected.

E— Request invite Pin is to generate a pin so the MyPlace tech support team can access your system to aid you remotely.

F— Users can view and remove the devices connected to the hub. It lists all the devices with access to the hub. To delete the device, tap on delete button.

8.2 – MYPLACEIQ SETTINGS > GARAGE

Garage settings are used to configure and manage the garage door controller and garage door sensor connected to your MyPlaceIQ system.



A – Tap on Pair Garage Door Controller and follow the on-screen instructions to pair the controller.

B – Tap on Pair Garage Door Sensor and follow the on-screen instructions to pair the sensor.

C – Once the controller and sensor are paired, the Garage Door button will be visible. You can view and remove the paired controller and sensor using the button.



Use the provided paper clip to press the pairing button on the Garage Door Controller and Sensor.

8.3 – MYPLACEIQ SETTINGS > ACTIONS

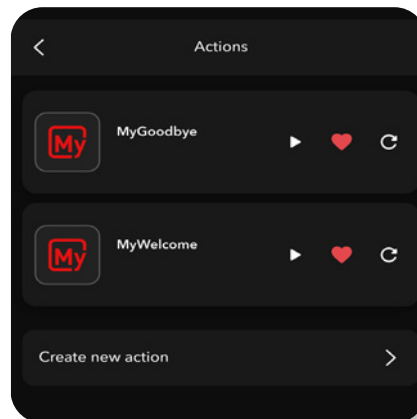
This feature allows you to create custom automations with your MyPlaceIQ system. Actions are a smart way of managing the systems connected to the hub based on weather, time or the temperature inside your home. Users can create, edit, or delete the actions.

There are two categories of actions:

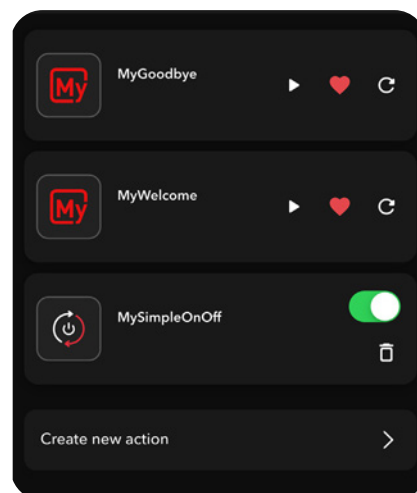
- Custom Actions - Users can create custom actions according to their preference.
- Default Actions (MyGoodbye and MyWelcome) - Users can edit the default actions.

Creating Custom Actions

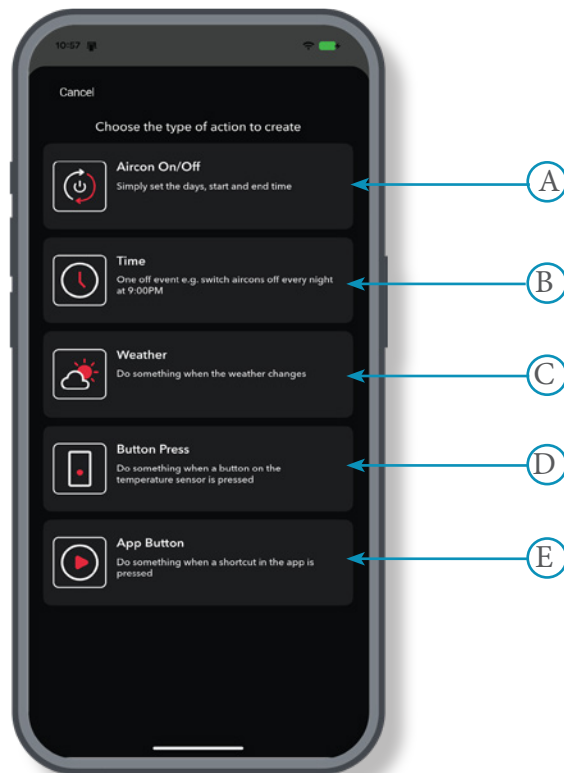
1. To create your own custom actions, go to Settings > Actions.
2. Tap on Create new action.



3. Select the type of action you want to create. There are 5 trigger options to choose from when configuring your custom action. Different action types are explained on the next page.
4. Once a custom action is created, it will be visible under the Actions page. You can make an action a favourite by clicking on heart icon. Doing this will list the action on the home screen of the app. To trigger the action manually, tap on play button.



Users can create custom actions based on different triggers to control the systems. The following action types are available.



A— Tap **Aircon On/Off** to create a simple automation to control the aircon's ON and OFF state based on selected days and times. This action runs automatically according to its schedule and cannot be triggered manually (no play button is available). You cannot rename this action once it is created. However, you can enable or disable it at any time using the green ON/OFF toggle.

B— **Time** Action allows you to control the state of your aircon, aircon zones, and lights (if installed). You only need to set a start time and select the days of the week for it to run. This action is especially useful when you want to manage multiple systems simultaneously with a single, streamlined automation.

C— Tap **Weather** to create a custom action based on conditions such as suburb temperature, cloudiness, or zone temperature. You can set up the action with a single condition (e.g., suburb temperature) or combine multiple conditions. When multiple conditions are selected, the action will only run when all conditions are met.

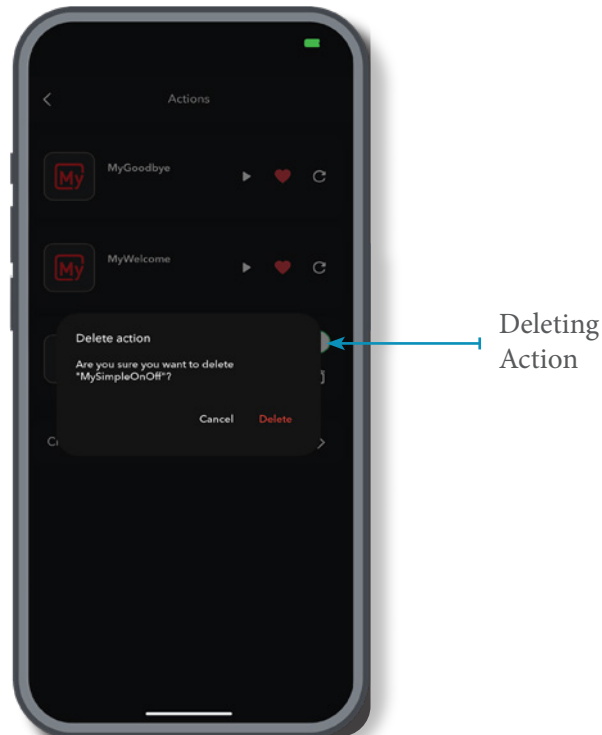
D— Tap **Button Press** to create an action that is triggered when a temperature sensor button is pressed. Follow the on-screen instructions to set up the action.

E— Tap **App Button** and follow the on-screen instructions to create an action. This action does not require a scheduled time or selected days to run. Instead, it is triggered manually when you press the play button on the action.

Deleting Custom Actions

Users can delete the custom actions.

1. Tap on the action delete button (bin). A pop-up will be displayed for confirmation.

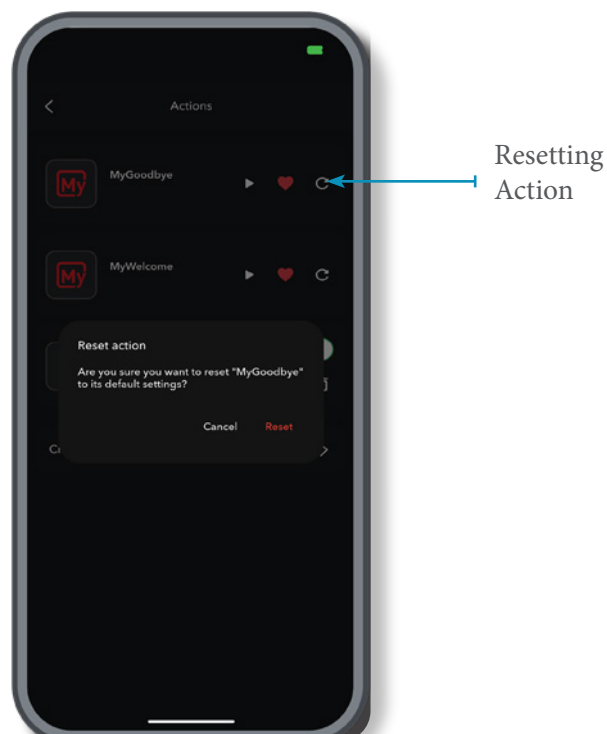


2. Tap on Delete. Once deleted, action will be removed from the actions page.

Resetting Default Actions

Users can only reset the default actions (MyGoodbye and MyWelcome).

1. Tap on the icon right next to the heart icon.



2. Tap on Reset. Once reset, the action conditions will be reset to their original conditions.

8.4 – MYPLACEIQ SETTINGS > IQe

IQe is a smart energy-saving and comfort automation feature of the MyPlaceIQ app that allows you to make the most of your solar generated energy and free electricity hours provided by your electricity plan. It is designed to enhance your home comfort without adding to your energy bill.

IQe can be set up to automatically operate your aircon when excess solar energy is available or during free energy hours. It allows you to define outdoor temperature thresholds as trigger conditions for both cooling and heating modes to ensure your aircon runs only when it makes sense.

IQe also allows scheduling so users can choose specific days of the week to run aircon to pre-cool or pre-heat their home for maximum comfort.

During IQe setup, users need to add some important information to the MyPlaceIQ system:

- Solar panel capacity (kW)
- Inverter capacity (kW)
- Free electricity hours if available
- Home electricity consumption per hour (in kW)
- Running current for your aircon (in amps)
- Trigger conditions

i Ensure solar capacity, inverter capacity, and electricity consumption values are added correctly in the MyPlaceIQ system. Otherwise, IQe may operate the aircon using the grid energy as it works based on estimation and solar forecast data.

IQe continuously analyses solar generation at your location and determines whether your solar system is producing sufficient energy to operate your aircon. It takes into account both your solar output and your home's hourly electricity consumption to accurately assess available surplus energy.

When IQe detects enough excess solar energy available, it automatically turns your aircon ON if the configured outdoor temperature conditions are met. This ensures your home is at maximum comfort using free solar energy whenever possible.

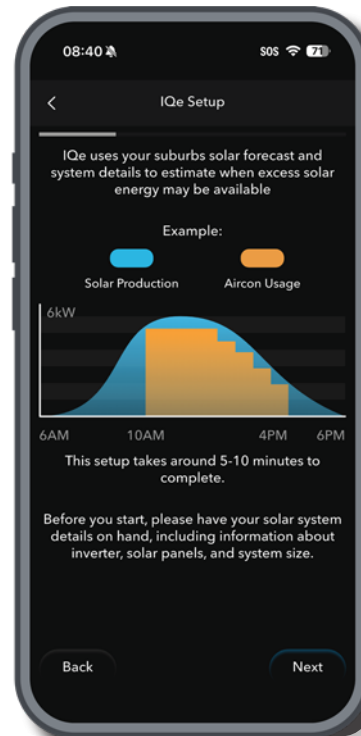
Important: Make sure your hub's location is being displayed correctly in the MyPlaceIQ app as incorrect hub's location may result in improper functioning of the IQe.

i IQe is designed to run aircon at full capacity (maximum heating or cooling) so it may cause users some discomfort due to excessive heating or cooling if they are running it when they are at home. It is recommended to run IQe only to pre-cool or pre-heat your home when you are away.

i IQe can be set up to run with solar energy, free energy hours that come with your energy plan, or both.

8.5 – IQe > CONFIGURING IQe

1. Go to MyPlaceIQ Settings > IQe.
2. Tap on Setup IQe.
3. Read the information provided on the screen and tap on Next.



4. Enter solar related information. This information is used by IQe to estimate solar energy generation.

Select Yes if you have solar panels.

Enter your solar panel capacity (in kW).

Enter your Inverter Capacity (in kW).

NOTE: If you do not know your solar panel and inverter capacity, check your solar installation documents or call your solar installation company.

This screenshot shows the 'IQe Setup' screen with input fields. The first question is 'Do you have solar panels?' with 'Yes' and 'No' buttons. Below this is a 'Solar Panel (kW)' field with a value of '6.0' and a pencil icon. The next field is 'Inverter Capacity (kW)' with a value of '5.0' and a pencil icon. At the bottom, there are 'Back' and 'Next' buttons.

Select No if you do not have solar panels.

Tap Next to go to the next screen.

8.6 – IQe > CONFIGURING IQe

5. Enter free electricity hours information. If you are unsure about free electricity hours, check your electricity plan.

If you have free electricity hours on your electricity plan, select Yes.

Choose free electricity hours window.

Select No if you do not have free electricity hours.

The screenshot shows the 'IQe Setup' screen. At the top, it asks 'Do you receive free electricity hours?' with 'Yes' and 'No' buttons. Below this, it explains the 'three free (Solar Sharer) scheme'. Then it asks 'When are your free electricity hours?' with two options: '12pm to 3pm' and '11am to 2pm'. At the bottom, there is a 'Check your electricity plan if you are unsure.' link and 'Back' and 'Next' buttons.

Tap Next to go to the next screen.

6. Enter your hourly household power consumption in kW.

If you do not know your normal hourly energy consumption when the aircon is not running, calculate it: Record the kWh reading and time when you leave and return.

Average kW = $(\text{Reading}_2 - \text{Reading}_1) \div \text{Hours Elapsed}$
Example: 44,213.6 kWh at 07:40 and 44,220.1 kWh at 17:10 = 6.5 kWh over 9.5 hours = 0.68 kW average.

Or time the meter's flashing LED while the house is quiet (no unusual energy loads running):

Watts = $3,600,000 \div (\text{imp/kWh} \times \text{Seconds per Flash})$
Example: A meter rated at 1000 imp/kWh flashing every 20 seconds = 180 W (0.180 kW).

Enter your house power consumption (in kW) when aircon is not running.

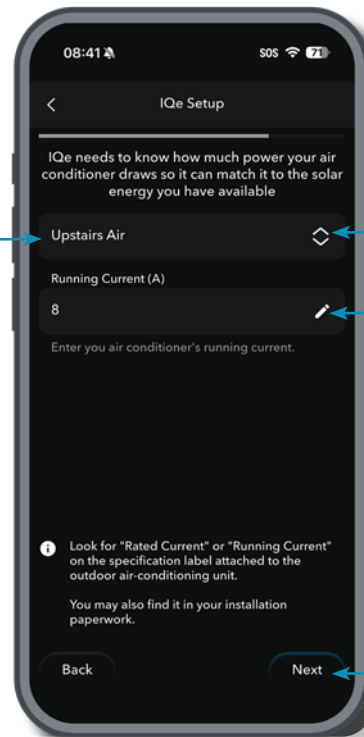
The screenshot shows the 'IQe Setup' screen. It asks to 'Estimate your home's power use' and has a text input field for 'Household Power Use (kW)' with the value '1' entered. Below this, it explains that this helps IQe estimate solar energy availability. At the bottom, there is a 'You can check your solar app or smart meter while the air conditioning is off.' link and 'Back' and 'Next' buttons.

Tap Next to go to the next screen.

8.7 – IQe > CONFIGURING IQe

7. Enter your air conditioner's running current or rated current.

NOTE: This field is displayed only when there are multiple aircons paired to your MyPlaceIQ system.



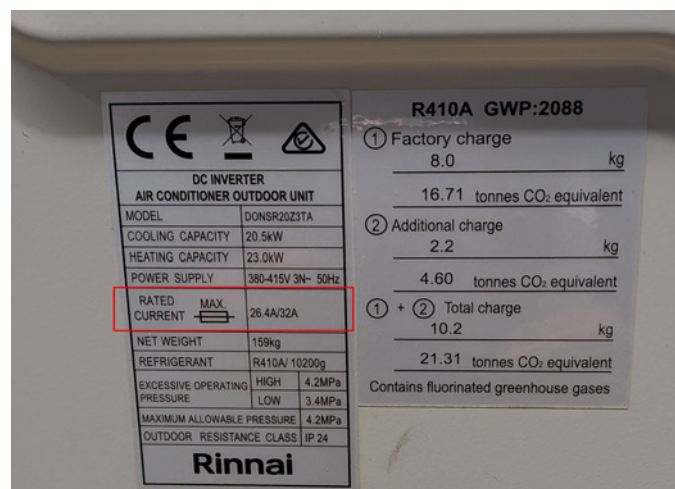
Select the aircon that you want to run with IQe if you have multiple aircons.

Enter 'Rated Current' or 'Running Current' for your aircon.

Tap Next to go to the next screen.

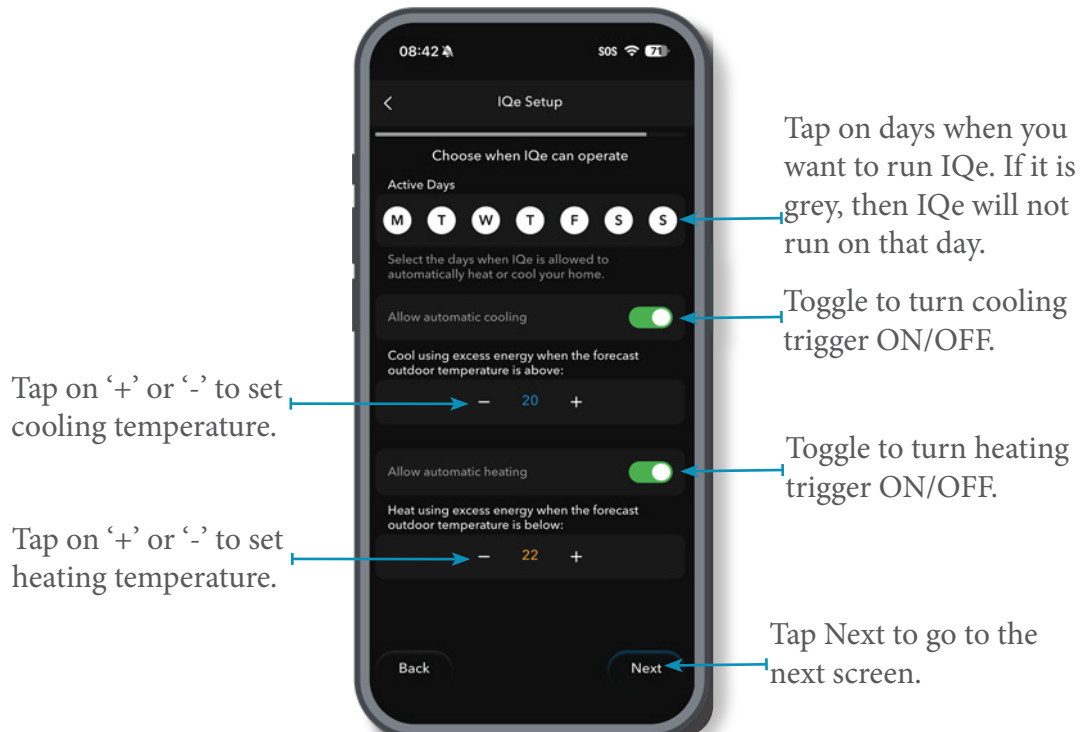
If you are unsure of your air conditioner's running or rated current, check the nameplate on your aircon outdoor condenser unit. This label typically lists important electrical specifications, including the rated current, running current, or maximum current.

Your unit should have a label similar to the one shown as an example.



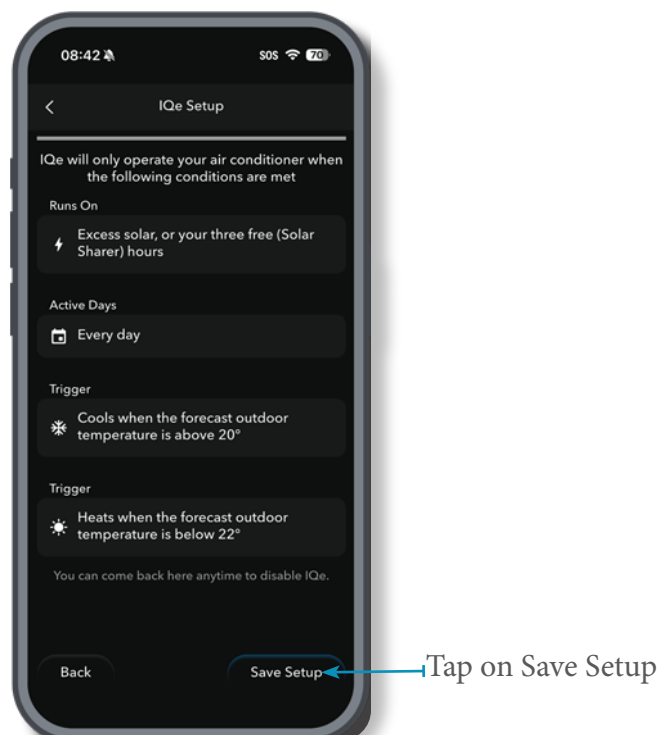
8.8 – IQe > CONFIGURING IQe

8. Set when IQe can heat or cool.



NOTE: Ensure there is an adequate margin between cooling and heating temperature triggers. Otherwise, IQe may operate the aircon in the wrong mode for the day, as it checks temperature trigger condition only once a day.

9. Save your IQe configuration. Once IQe is configured properly, your aircon will run when the trigger conditions are met.



8.9 – IQe > EDITING IQe CONFIGURATION

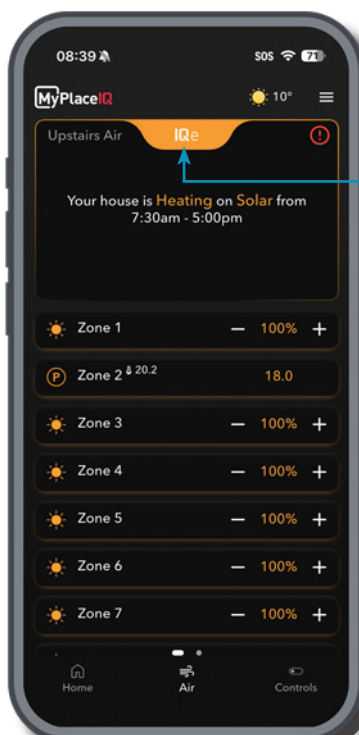
Users can edit IQe configuration as follows:

1. Go to MyPlaceIQ settings > IQe.



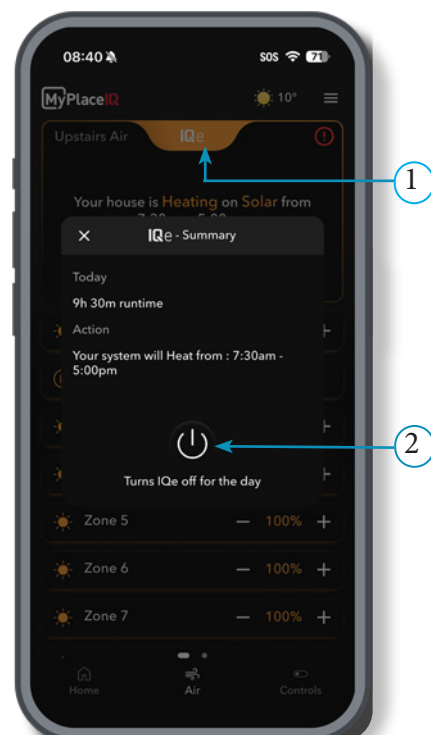
2. Tap on Edit IQe and follow the on-screen instructions.

When IQe is active, your aircon screen will look like this.



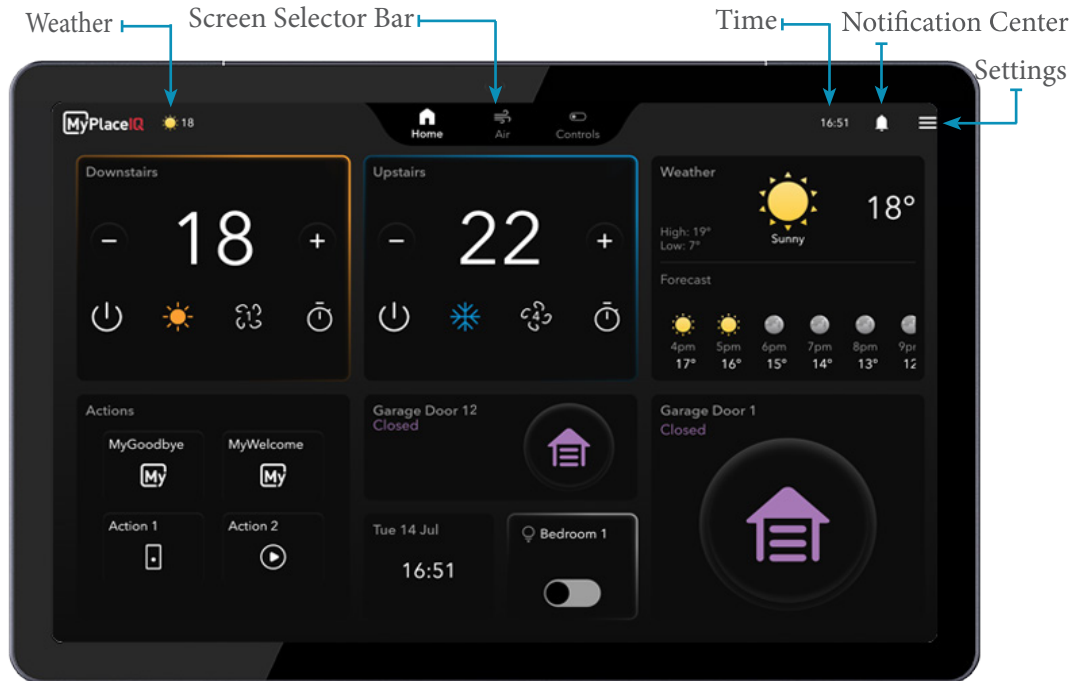
If IQe is active, this notch turns yellow or blue depending on the aircon mode. If IQe is OFF, then it turns grey.

You can turn IQe OFF for a day, tap on IQe notch (1) and then tap the IQe power button (2).



9 – QTP OVERVIEW

The MyPlaceIQ touch panel (QTP) provides a user-friendly interface to view and manage the systems connected to the MyPlaceIQ. The touch panel's home screen provides a single view to monitor and manage the aircon units, and other systems connected to the MyPlaceIQ system.



Screen Selector Bar

This bar provides an easy way to access Home, Air, and Controls screens. You just need to tap on the screen that you want to view.

Home Screen

This screen displays all the widgets you've added to the Home screen. You can add the widgets you use or need to manage most frequently for quick and easy access.

Air Screen

This screen displays all aircons that are connected to the MyPlaceIQ. You can manage the aircons through this screen.

Controls Screen

This screen displays all lights, garage, and blinds if installed as part of your MyPlaceIQ installation.

Notification Center (🔔)

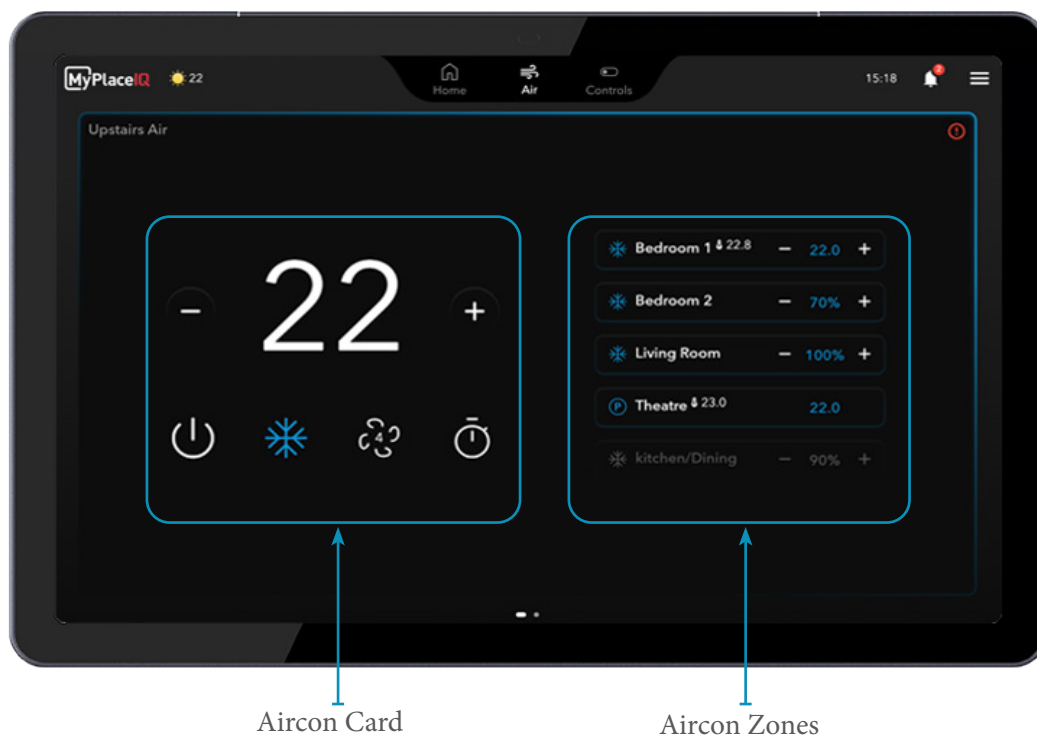
Notification Center gives you access to all notifications generated by your MyPlaceIQ system. Tap on notification icon to view the list of all notifications. You can delete the notification by swiping right on the notification.

Settings

This button gives you access to the QTP settings so you can configure settings according to your preference.

Air Screen

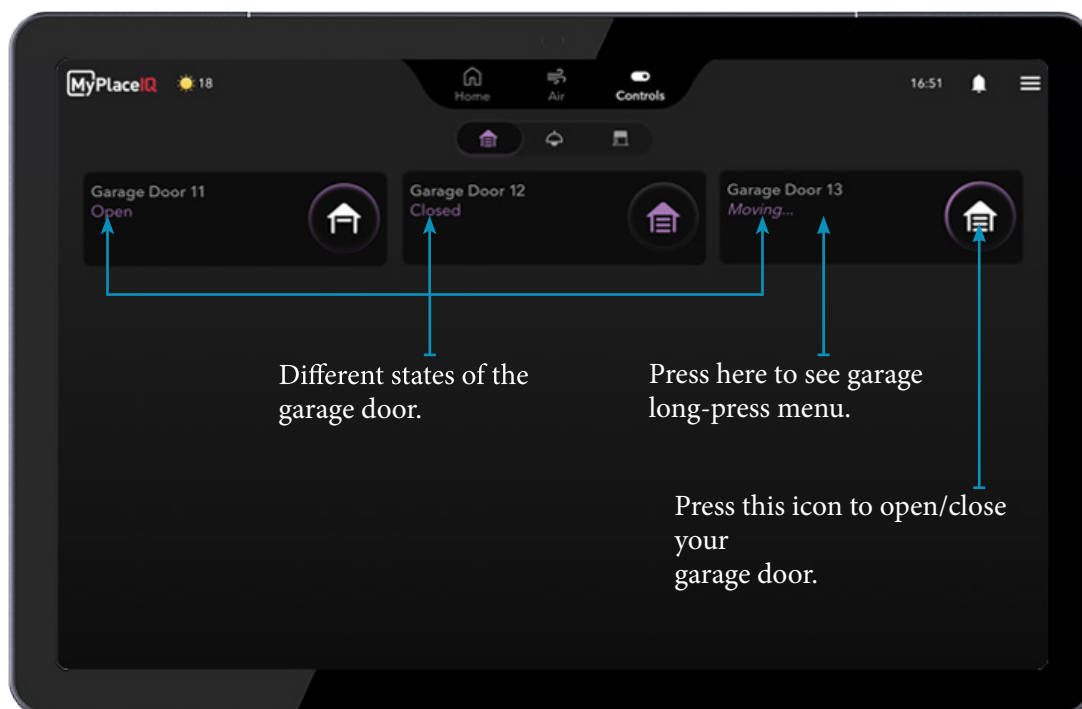
This screen allows you to view and manage all aircons connected to your MyPlaceIQ system.



NOTE: For aircon screen's icon details, refer to 'Chapter 6 Aircon Screen'.

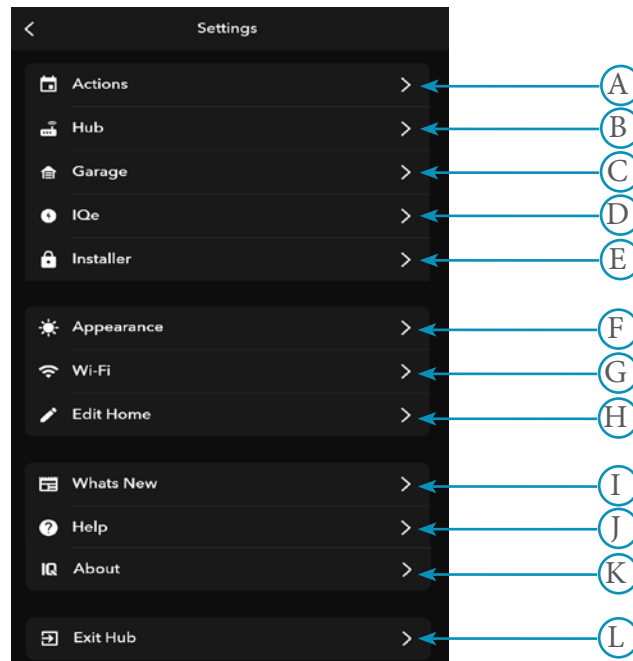
Controls Screen

This screen allows you to view and manage all garage doors, lights and blinds connected to your MyPlaceIQ system.



Settings

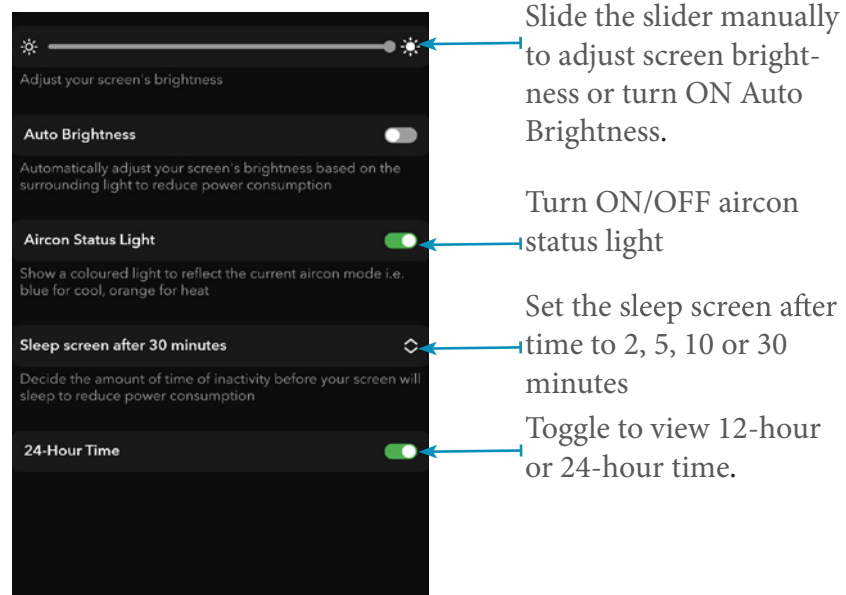
This button allows users to configure the settings for the QTP. Tap on the quick menu bar button to access the different settings.



- A**— Actions to manage all actions of your IQ system. Users can view, run, delete, or reset the actions. With the QTP, you cannot create custom actions. Use your mobile app to create actions.
- B**— Different hub settings like hub's name, timezone, location, and remote access can be configured using this button.
- C**— Tap this button to manage your garage door controller or sensor.
- D**— To configure, edit, and disable IQe functionality.
- E**— Installer settings are for installers to configure your MyPlaceIQ system.
- F**— Appearance to adjust screen brightness, aircon mode status lights, screen standby time and time display format.
- G**— Wi-Fi to connect to a network or manage your saved Wi-Fi connections.
- H**— Edit Home Screen to customise your home screen.
- I**— Whats New is to provide information to users about app changes.
- J**— Tap Help to see simple guides on how to use the key features of your system.
- K**— IQ About to view your system details and installer's support phone number.
- L**— Exit Hub to leave the current hub.

Settings > Appearance

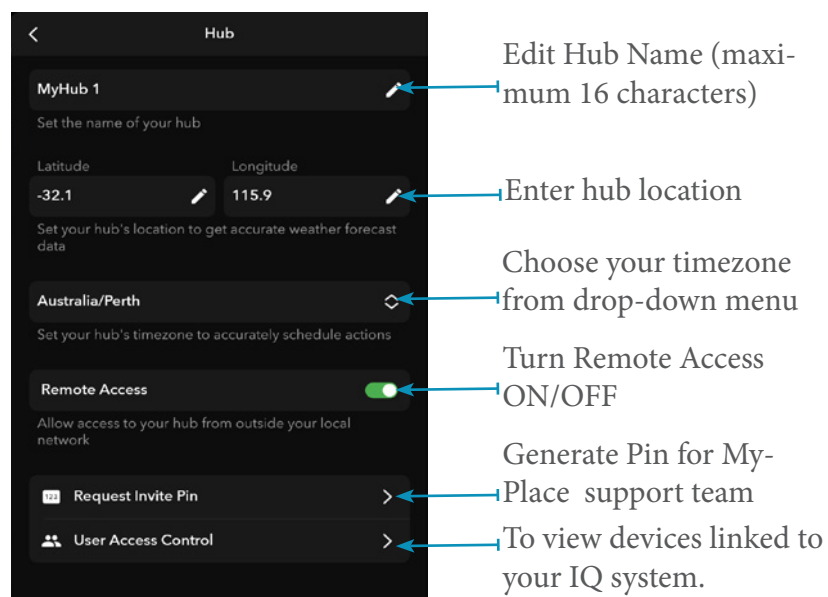
The Appearance screen allows users to adjust screen brightness, aircon mode status lights, screen standby time and time display format.



NOTE: The aircon status light displays the primary aircon mode to users if multiple aircon units are installed.

Settings > Hub

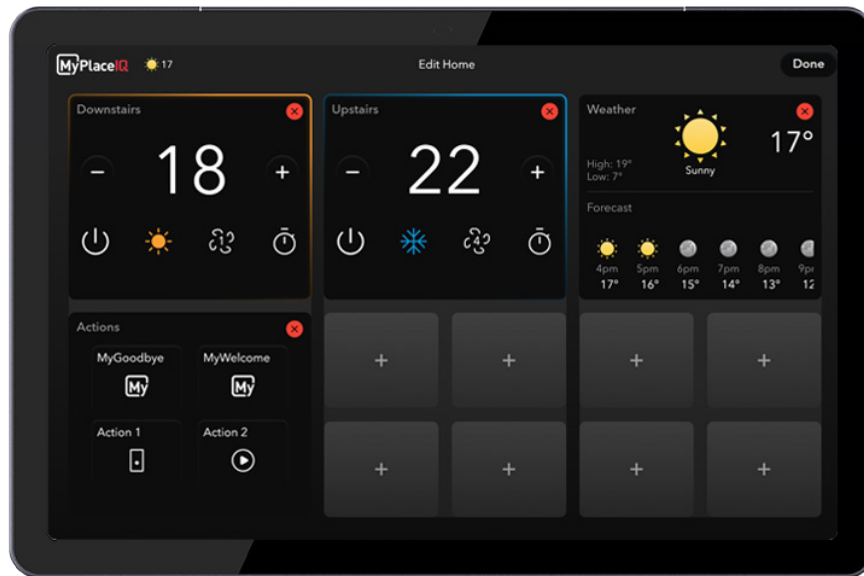
Users can configure different hub settings like hub's name, timezone, location, and remote access. Note that QTP supports only manual update for the hub location.



Editing Home Screen

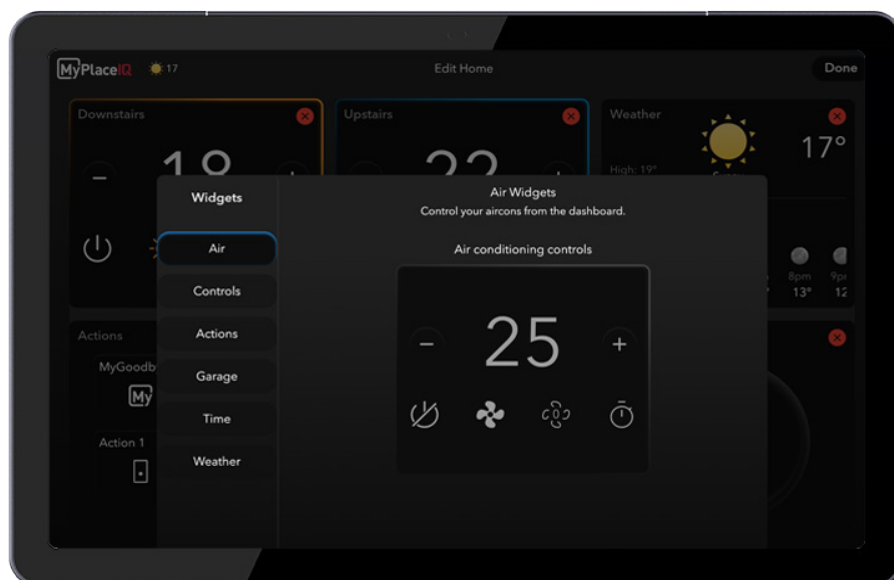
Users can add, remove, or rearrange different systems on the home screen.

- To edit the home screen, tap on Quick Menu bar > Edit Home button.



- To add a system to your home screen, tap on **+** icon, a widget screen appears where you can choose from different available widgets (Air, Controls, Actions, Garage, Time, and Weather).

NOTE: Different widgets have different sizes, some widgets may take one grid cell space while others may take 2 or 4 cells spacing. So, ensure there is enough space on the screen for the widget you are adding.



- To delete a widget from your home screen, tap on **X** button. To rearrange the widgets on the home screen, press and move the widget on the screen. Once changes are made, tap on Done button (top-right corner of screen).

10 – TROUBLESHOOTING

Things to check first:

- MyPlaceIQ is running the latest version.
- QHub is connected to the router and the router has internet access.
- Your phone or tablet is running the latest iOS version or Android version.

App cannot find the QHub:

1. Disable mobile data on your phone or tablet.
2. Make sure your device and QHub are connected to the same network.
3. For devices running iOS, make sure the Local Network permission is enabled in Settings > MyPlaceIQ > Local Network.
4. Ensure that QHub is powered on.

QAC timeout or AA1 error:

You may need to reset power to the system using the isolator switch located next to your air conditioner's outdoor unit.

1. Turn the isolator switch off and leave it off.
2. After a 5-minute delay, turn the isolator back on and allow approximately 3 minutes for the system to initialise.
3. Check the app if the QAC error has been cleared.

IQe is set up but isn't running:

1. Check if the IQe configuration has correct days and aircon selected.
2. Check that the QHub has an internet connection - without one, IQe cannot retrieve the solar forecast.
3. Check if the QHub location is correct.



If you still have an issue, call MyTeam at 1300 076 160 or email techsupport@advantageair.com.au



The advantage of Australian-made

MyPlaceIQ is designed by Advantage Air, a family-owned Australian company that started out designing and manufacturing innovative ducted air-conditioning. In the last 20 years we have focussed more specifically on smart electronic control systems, including MyPlaceIQ.

In this time we have earned a reputation for producing reliable, exceptional products that make daily life easier and more comfortable. We take pride in designing and creating an Australian product that is world class. To achieve this, we embrace technology and invest heavily in research and development.

Our ingenious engineers have developed numerous industry firsts and earned us a number of patents, registered designs and design awards in the process. We are committed to quality and where possible, make our components in Australia.

Consumer support

At Advantage Air, we are committed to the quality and user experience of our products, which is why we have our own consumer support centre, right here in Australia. Whether it is to step you through an app update, assist with getting your MyPlaceIQ and your Wi-Fi talking to each other, or just to go over how to get the most out of your system, we are here to help. You can take comfort in the fact that it is staffed internally, not outsourced, assuring the quality of advice and service you will receive.

Activation code

MyPlaceIQ has an activation feature. A code may be required from your installer to activate your system after 21 days.

Peace of mind warranty

Advantage Air components are well known in the industry for their quality and durability. To prove our confidence, we provide a 5 year warranty on all electronic controls.

Perth

Advantage Air AUST Pty Ltd
115 Vulcan Road, Canning Vale
Western Australia 6155

T: 1300 076 160

E: techsupport@advantageair.com.au

Brisbane

Advantage Air (QLD) Pty Ltd
359 Fison Avenue East, Eagle
Farm, Queensland 4009

Sydney

Advantage Air (NSW) Pty Ltd
Unit 1B, Anella Ave
Showground Business Park,
Castle Hill, New South Wales
2154

Victoria

MyPlace Victoria
8/450 Princes Highway, Noble
Park North, VIC 3174

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