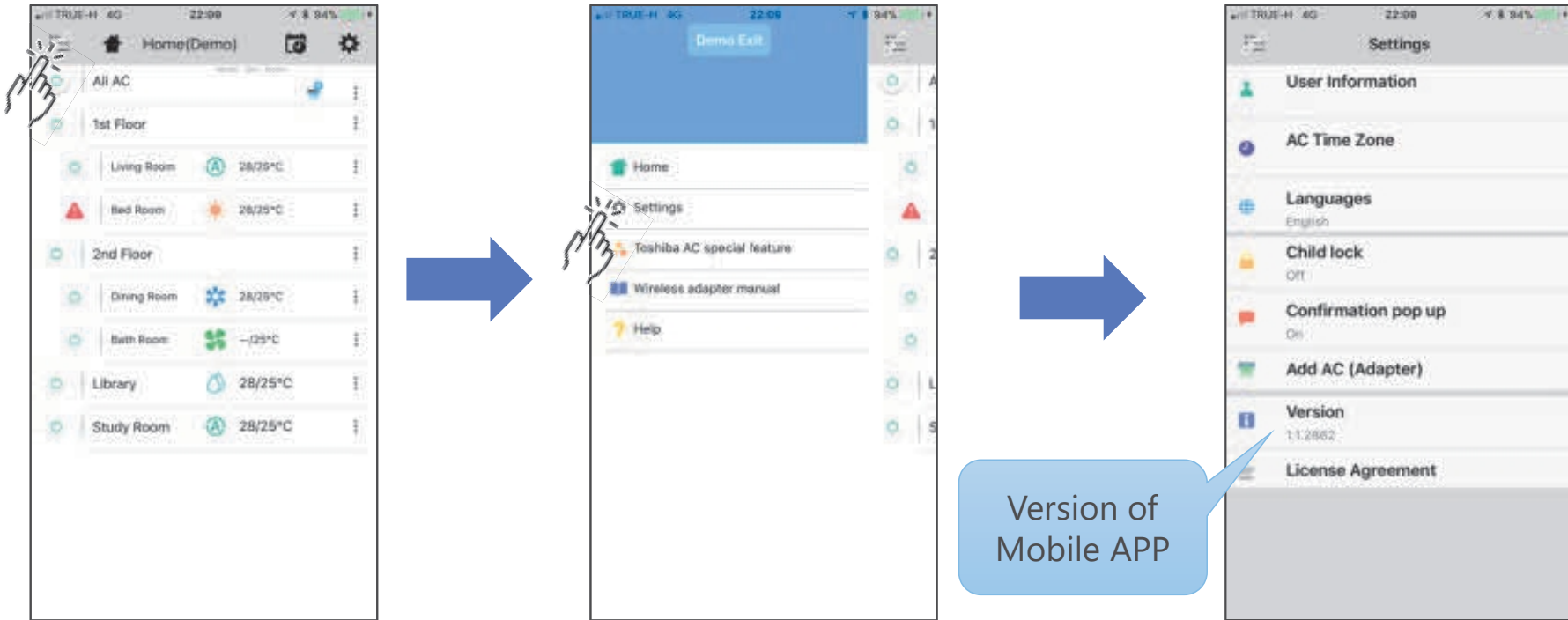




**“Toshiba Home AC Control”**  
**Enhance your comfort at home or away**

# How to check software version of Mobile Application



# How to check firmware version of WiFi adapter



- The issue of beep sound in old FCU PCB will be solved by upgrading the firmware.
- As of today, the latest available version is 2.0.1.2937.
- New version 3.0.0.3190 (including beep cancellation) will be available within Oc'19

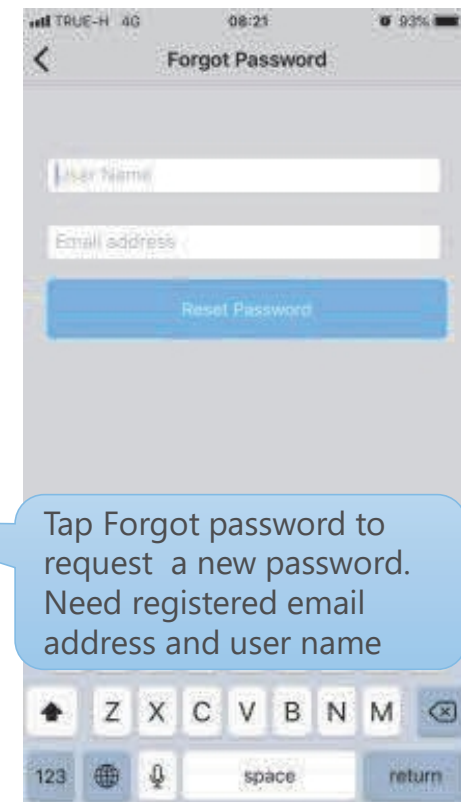
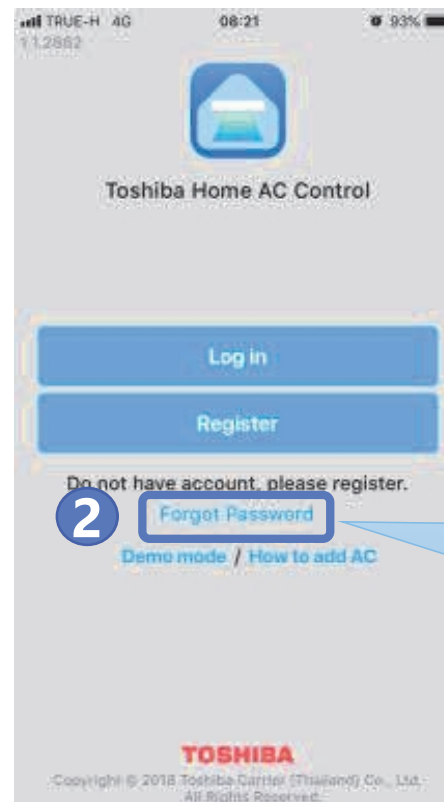
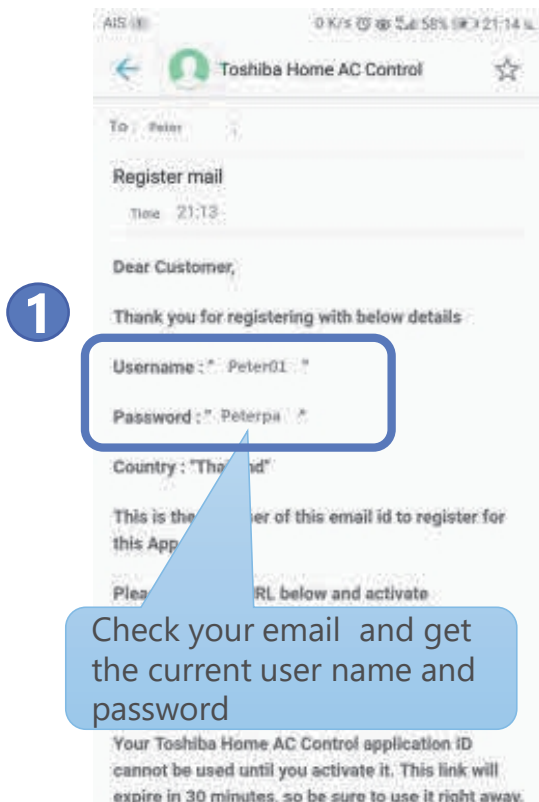
# Wireless adapter firmware version & Software version of mobile application



# Forgot password

## How to get the password?

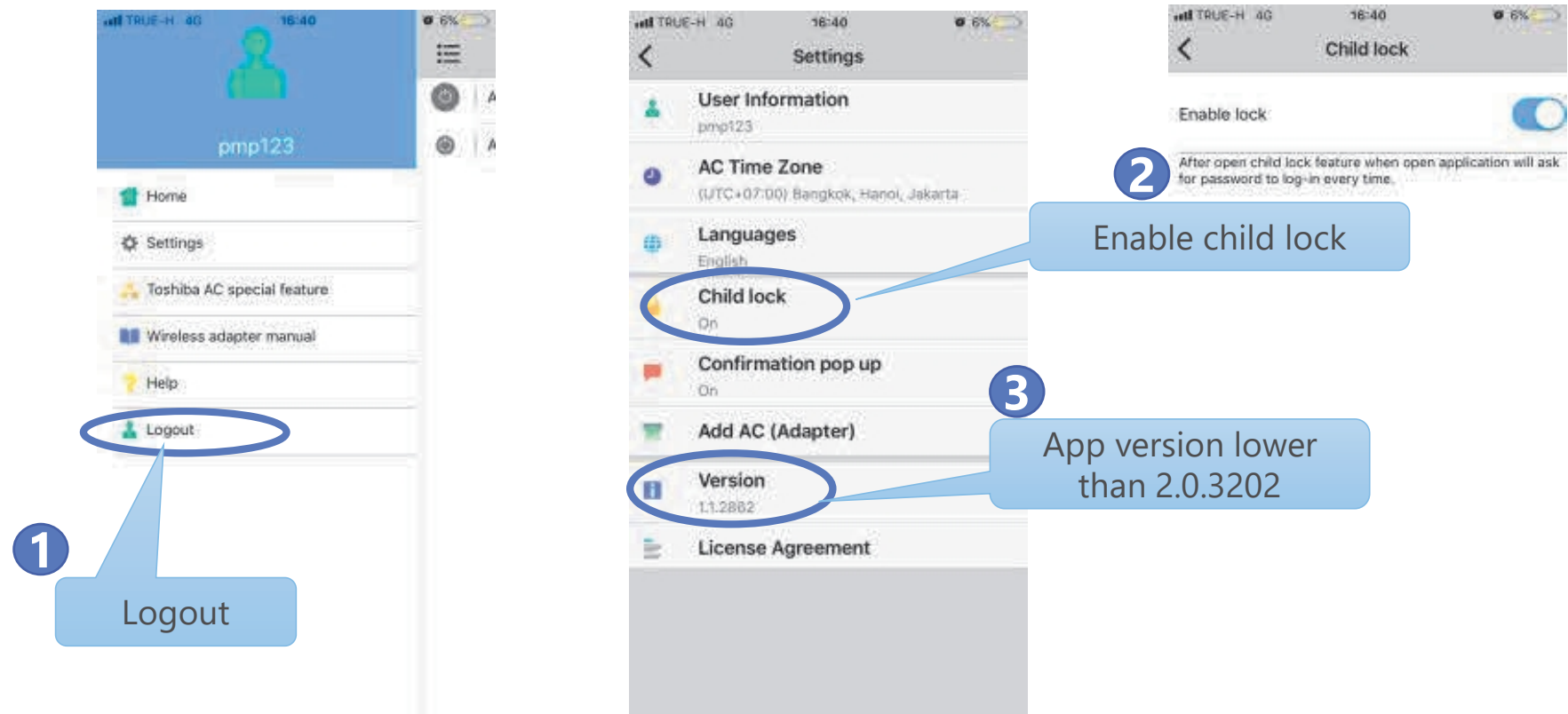
1. Open the email that already registered with Toshiba app and check the username and password from confirmation email. or
2. If they already removed confirmation email they need to request new password by tap "forgot password" at log in page and input username and email address.



# Forgot password

Re-login require if your app is one of these condition below

1. Logout
2. Activate child lock function
3. User mobile app version is lower than 2.0.3202 and user did not open app over one week

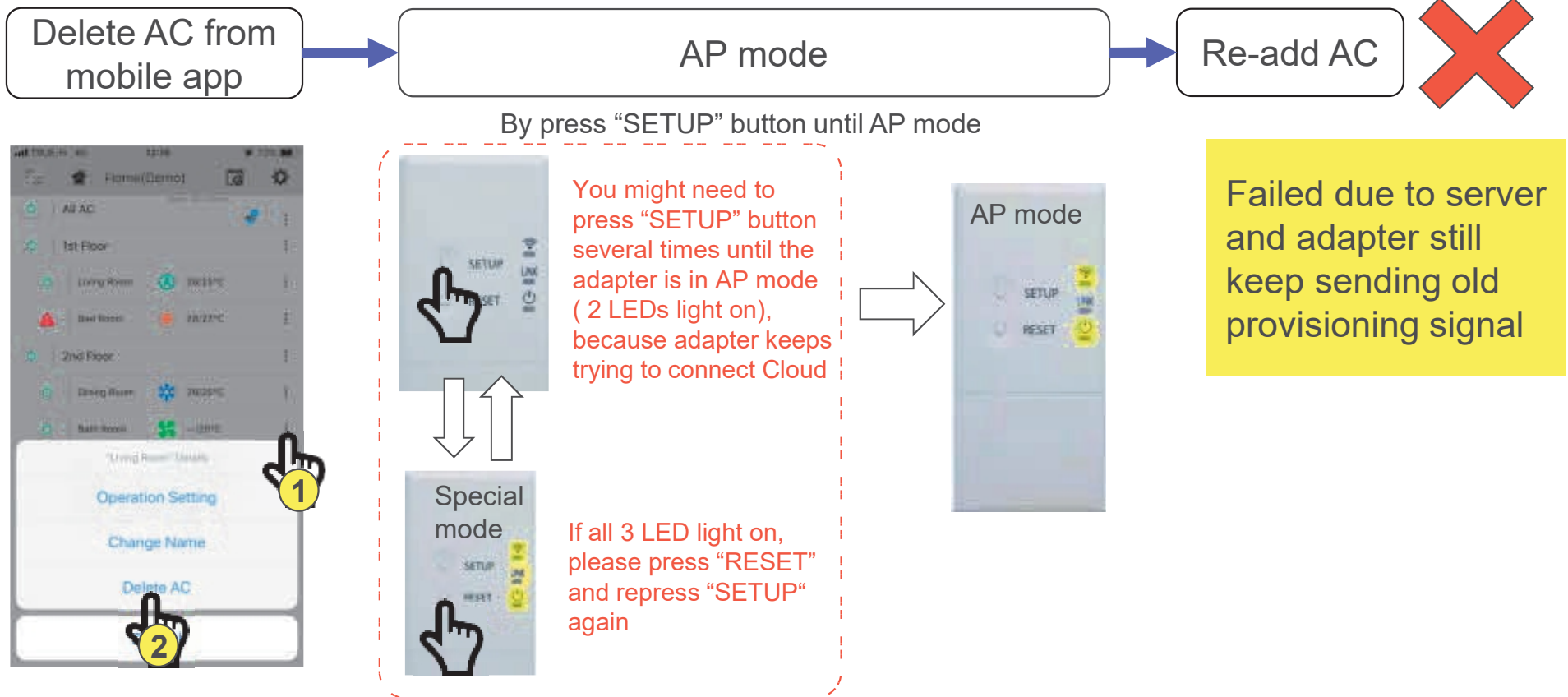


Forgot password



# Delete & Re-add AC : **Incorrect method**

The reused adapter cannot be functioned (re-add AC failure) if a user forgets to perform factory reset on adapter.

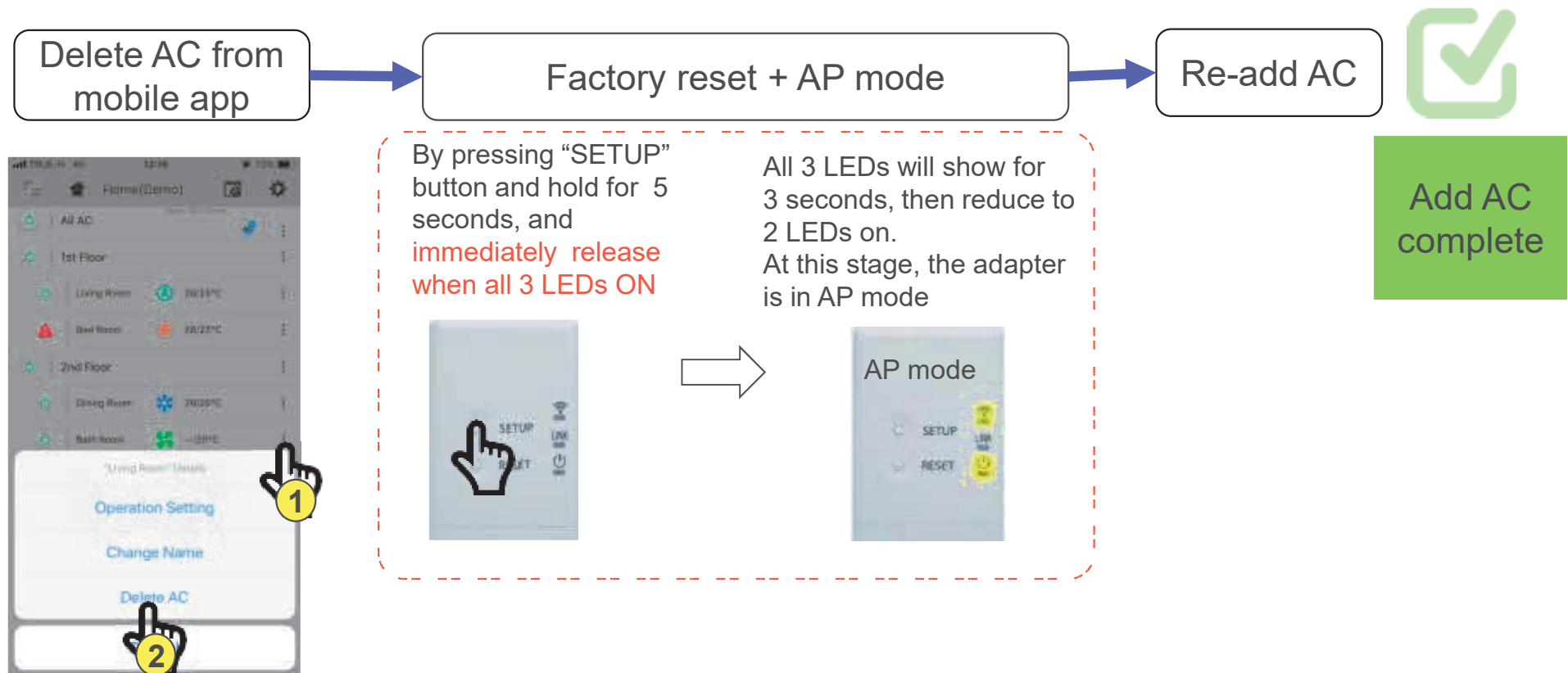




# Delete & Re-add AC : Correct method

Delete then Re-add AC are needed, after either Router SSID change, Registered email change, or Reuse an adapter with the other air-conditioner.

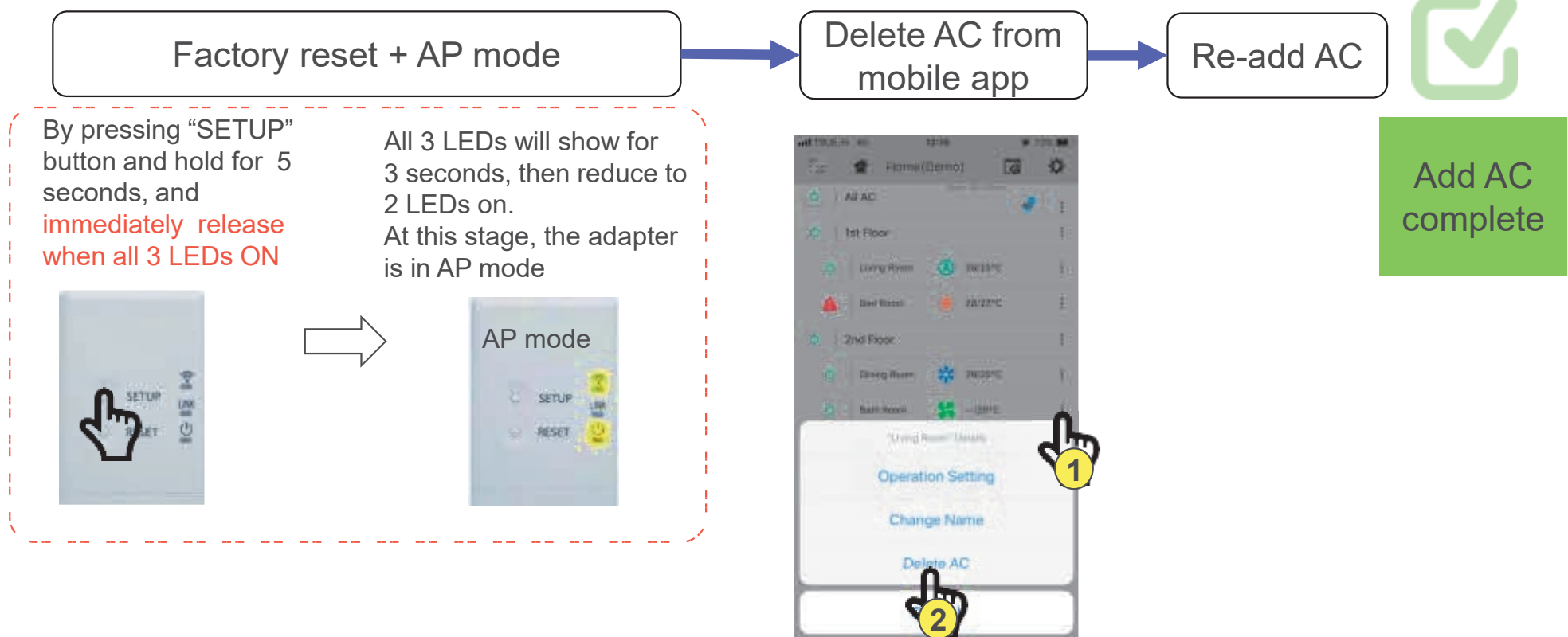
Delete AC from mobile app before do factory reset on adapter.



# Delete & Re-add AC : Correct method (recommend)

Delete then Re-add AC are needed, after either Router SSID change, Registered email change, or Reuse an adapter with the other air-conditioner.

Factory reset on Adaptor before delete it from mobile app.

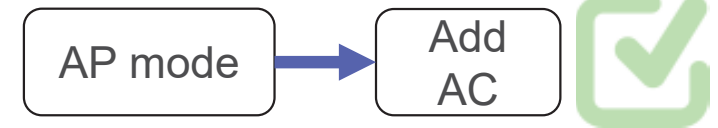
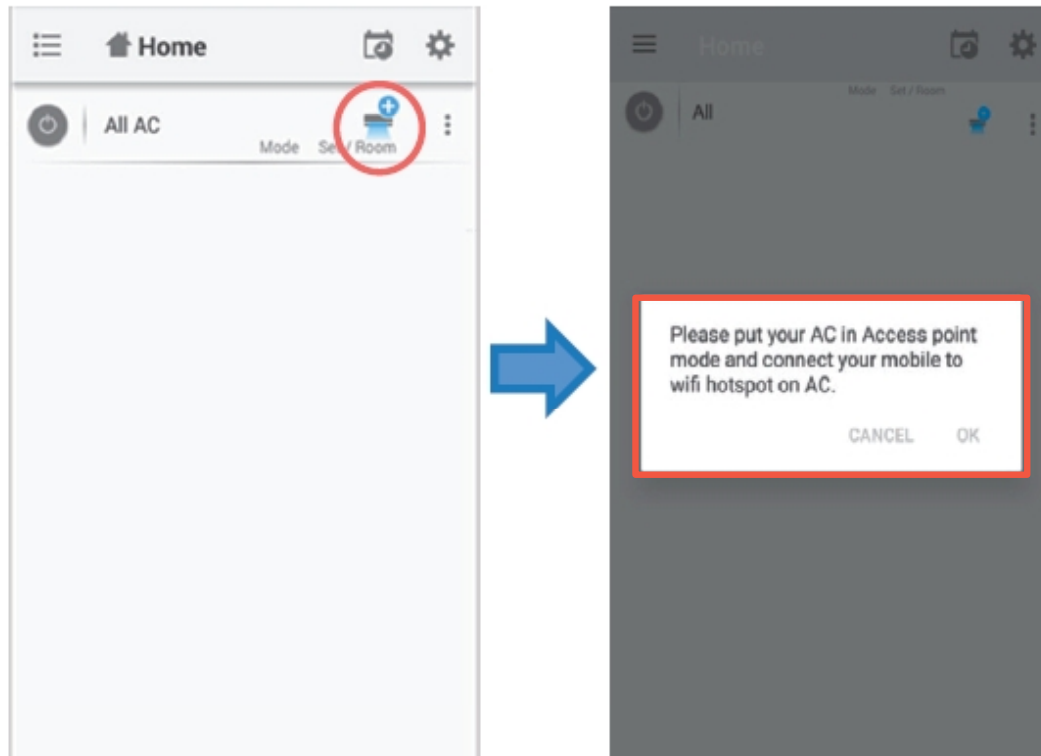


# Add AC 1st time

In the 1st time to add AC, please follow installation manual and make sure you wireless adapter is under AP mode(Access point mode), 2 LED will on

## How to connect TOSHIBA Home AC Control. (Cont.)

4. To add Wireless adapter, Please tab on icon add AC (Adapter).



Normally the adapter will go to AP mode automatically push + in mobile app.  
If the wireless adapter is not in AP mode press "SETUP" button 1 time



During AP mode,  
2 LED will light on

# How to add Adapter (Add AC)

Firstly creating a Master-user who can approve all sub user

After that 4 sub-users can be added, however all of them must be registered under the same e-mail.

## Example

Register Email address	User name	User status	Password	Wireless adapter	Remark
<a href="mailto:Father@xx.com">Father@xx.com</a>	Father1	<b>Master user</b>	aa123456	No.1 - 10	All sub user can be created by master user activate link in email
<a href="mailto:Father@xx.com">Father@xx.com</a>	Mother1	Sub user	BB567800	No.1 - 10	Can add/delete AC AC will automatically pair to other user
<a href="mailto:Father@xx.com">Father@xx.com</a>	Peter1	Sub user	Cc3685aa	No.1 - 10	Can add/delete AC AC will automatically pair to other user
<a href="mailto:Father@xx.com">Father@xx.com</a>	Sarah1	Sub user	Da7634ZZ	No.1 - 10	Can add/delete AC AC will automatically pair to other user
<a href="mailto:Father@xx.com">Father@xx.com</a>	Jean12	Sub user	E12345aa	No.1 - 10	Can add/delete AC AC will automatically pair to other user

# Wireless Adapter Provisioning

How to add adapter (add AC) into TOSHBIA Home AC application

How to delete adapter (delete AC) from TOSHBIA Home AC application



## 6.Manual languages

All wireless adapter(RB-N101S-G, RB-N102S-G, RB-N103S, RB-N104S) will have same manual after app update end Sep'19.

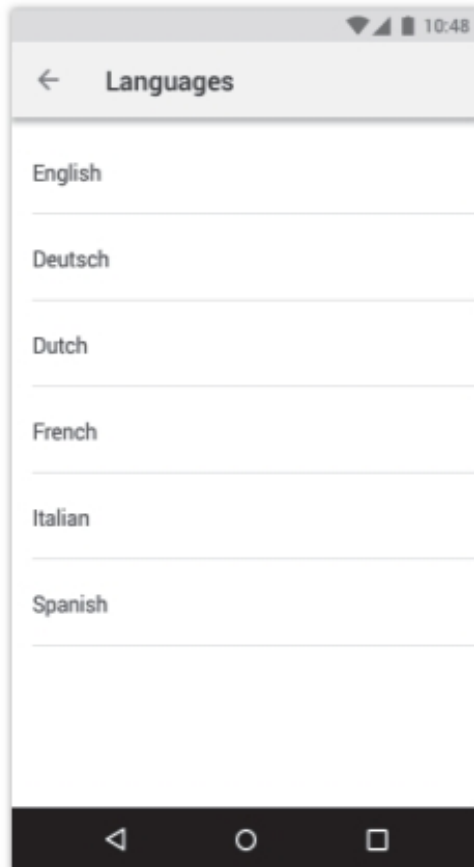
Manual add 9 languages, total 19 languages,



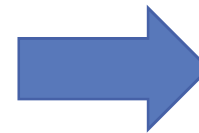
- English
- Italian
- French
- Netherlands
- Greek
- Spanish
- Finnish
- Norwegian
- Deutsch
- Czech
- Croatian
- Hungarian
- Slovenian
- Slovakian
- Thai
- Turkish
- Korea
- Vietnam
- Chinese

# App languages

## Additional more app language Apr'20



English  
Deutsch  
Dutch  
French  
Italian  
Spanish  
Norwegian  
Finnish  
Korea  
Thai  
Croatian  
Greek



Add Polish language  
Czech, Denmark,  
Swedish, Etc..

# 4.Delete and re-add AC

## Old model wireless adapter and new adapter have to follow TSB-015-02\_Technical Service Bulletin\_RAS Wi-Fi

**TOSHIBA**  
Leading Innovation >>>

Technical Service Bulletin no. TSB-015-02

Issue Date: 27<sup>th</sup> Feb 2019

**SUBJECT:** RAS Wi-Fi – RB-N101S-G & RB-N102S-G – Technical Issue

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**Overview**

The technical issue raised for the RAS Wi-Fi module has now been fixed, as the Microsoft Azure Cosmos DB server (Cloud Data Base) was updated overnight (27/02/2019).

**Update**

The delete function in the Toshiba Home AC Control App can now be used successfully.

The server update also means that new devices can be commissioned and new accounts can be setup.

Devices that have tried to connect unsuccessfully during the server technical issue can now be registered and connected successfully.

If you have attempted to create a new account during the period when the server was down, the user account can still be used.



In some cases the account could have a corrupt unit displayed in the Toshiba Home AC Control App, if this is the case please delete the indoor unit and re-add. Please see images below on how to factory reset the Wi-Fi module and delete units from the application. Please also refer to the Wireless interface - How to add AC Air conditioners document on the EMEA portal

**1. Reset procedure**

If previous registration has failed please follow the reset procedure.

Factory reset + AP mode

✔



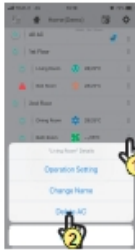
Please factory reset the Wi-Fi module and put device in to AP (Access Point) mode. To carry out this process please press the 'SETUP' button and hold for 5 seconds. Release the 'SETUP' button immediately when all three LED's are illuminated.

All three LED's will show for three seconds then device will automatically go in to AP mode.

If the 'SETUP' Button is held for too long the adapter will go in to test mode and all three LED's will be permanently illuminated. If the occurs the device will not go to AP mode, please press reset and try again.

**2. Delete Procedure**

Delete AC from mobile app



Please delete the AC from the Toshiba Home AC Control application. Please press the button as shown in icon 1 as shown in the image above. Once this button has been pressed the screen above will be displayed. Please then press the 'DELETE AC' button (icon 2).

**3. Add Procedure**

Add AC

✔

Add AC complete

Please follow the normal process for adding indoor units after factory reset and indoor unit have been completed.

**AFFECTED MODELS & SERIAL NUMBER**

Toshiba Home AC Control App

- RB-N101S-G
- RB-N102S-G



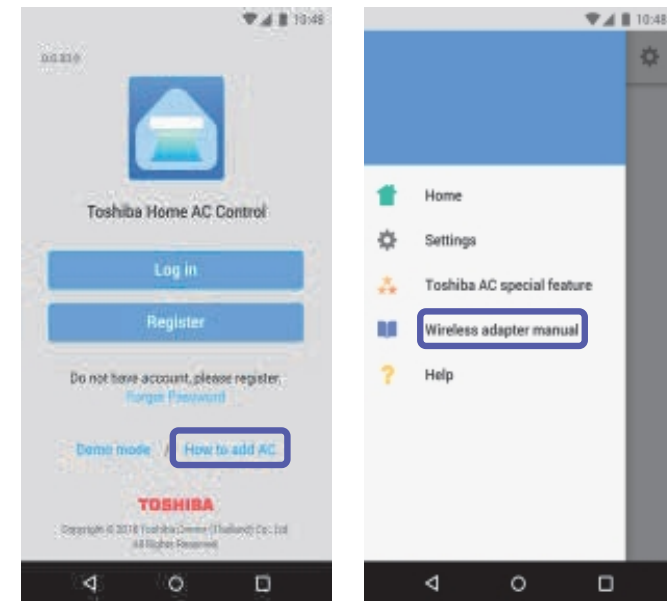
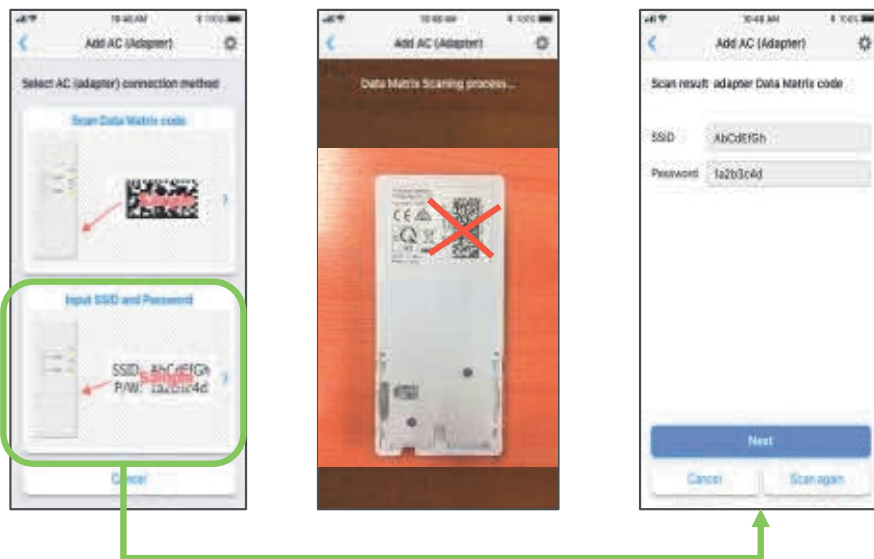
# New add AC method for current model in stock

Old model wireless adapter in customers stock (RB-N101S-G, RB-N102S-G)  
Manual in carton box is different from app.  
TCTC will issue information product bulletin when application update new method and share soft file of new add AC method

**Note**“If cannot scan please back to input AC (Adapter) SSID and passwords”

After Sep'19 current wireless adapter. The data matrix scan page will display but customers have no Data matrix label need to enter SSID and password by manual method

User can download new installation manual from mobile application on How to add AC or Wireless adapter manual



# 3.Add AC method

## New Add AC method + Old model wireless adapter (RB-N101S-G, RB-N102S-G)

New application from Sep'19, app will be improved add AC method by does not require switching between app and mobile setting.

**On App** Old wireless adapter (RB-N101S-G, RB-N102S-G) cannot use data matrix & WPS

**No label to scan**  
**Data matrix Scan**



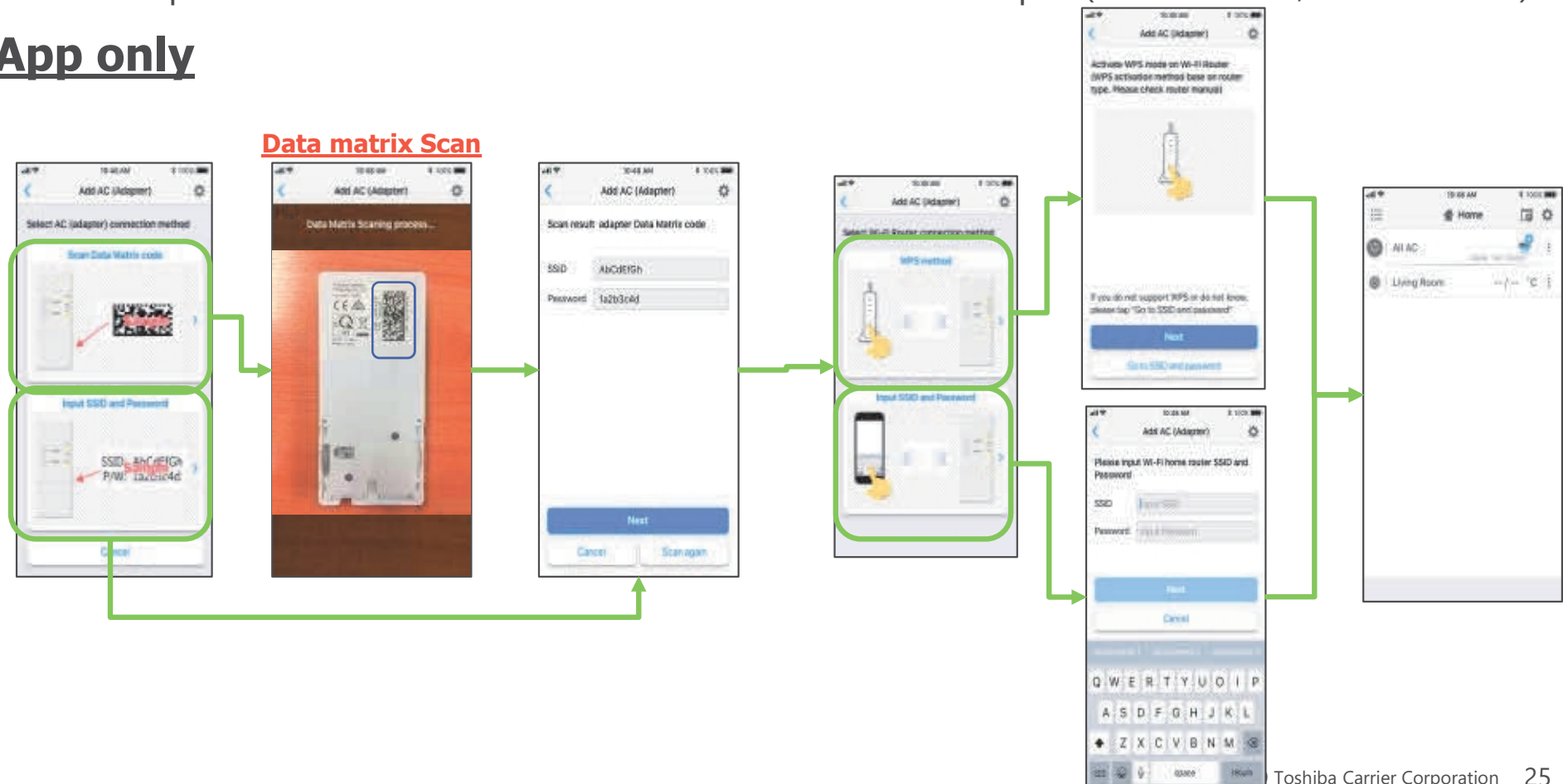
**App automatically detect and will not display WPS method for current model**

# 3.Add AC method

## New Add AC method + New Adapter (RB-N103S-G, RB-N104S-G)

New application from Sep'19, app will be improved add AC method by does not require switching between app and mobile setting including add data matrix scan and WPS method. TCTC will provide data matrix label at back side of wireless adapter(RB-N103S-G, RB-N104S-G).

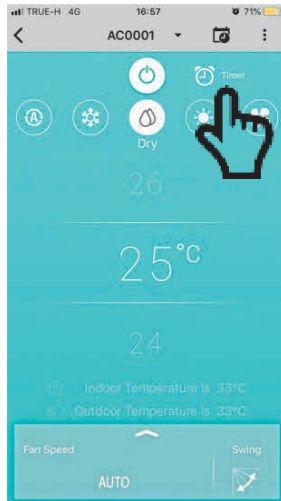
### App only



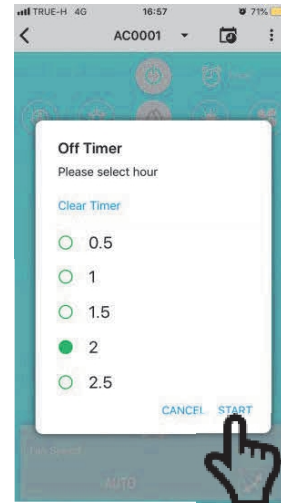
# Wireless adapter features

## Off timer

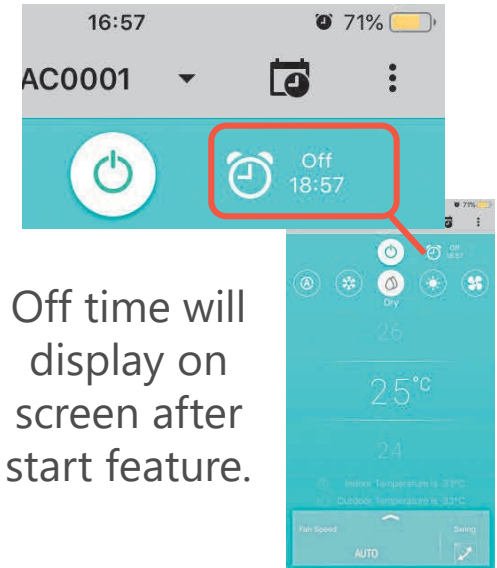
AC is on status, then select timer icon



Off timer can be selected 0.5 -12 Hrs.

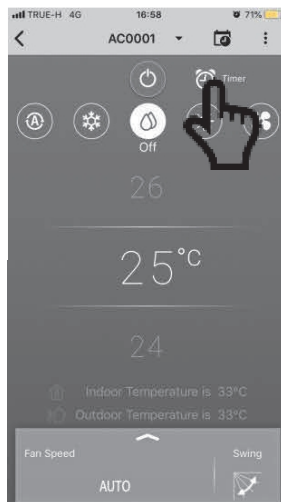


Off time will display on screen after start feature.

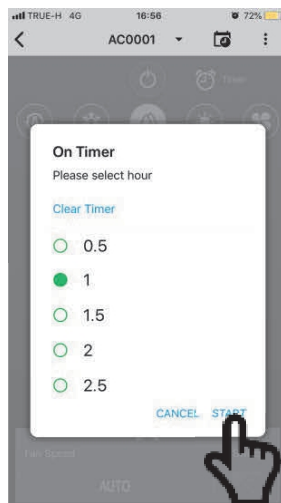


## On timer

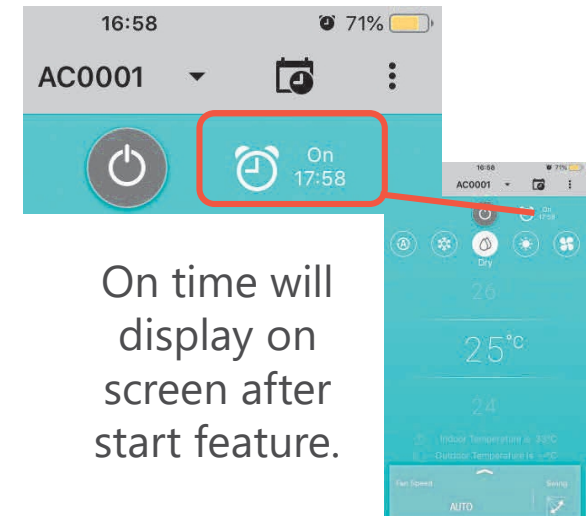
AC is off status, then select timer icon



On timer can be selected 0.5 -12 Hrs.



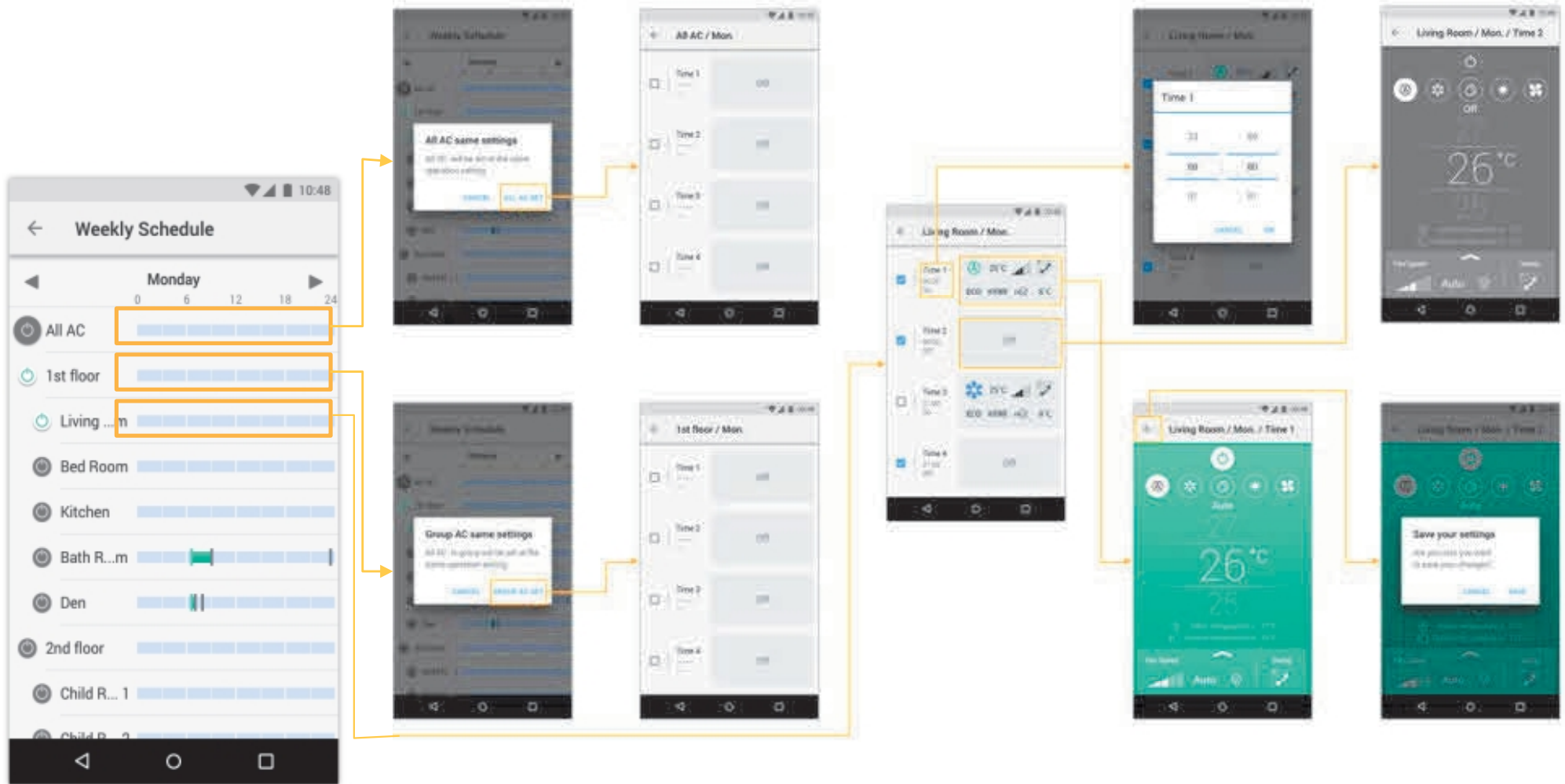
On time will display on screen after start feature.



~Strictly Confidential~

# Wireless adapter features

## Weekly schedule



# Smart phone application



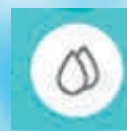
## Difference mode Difference color



Auto



Cool



Dry



Heat

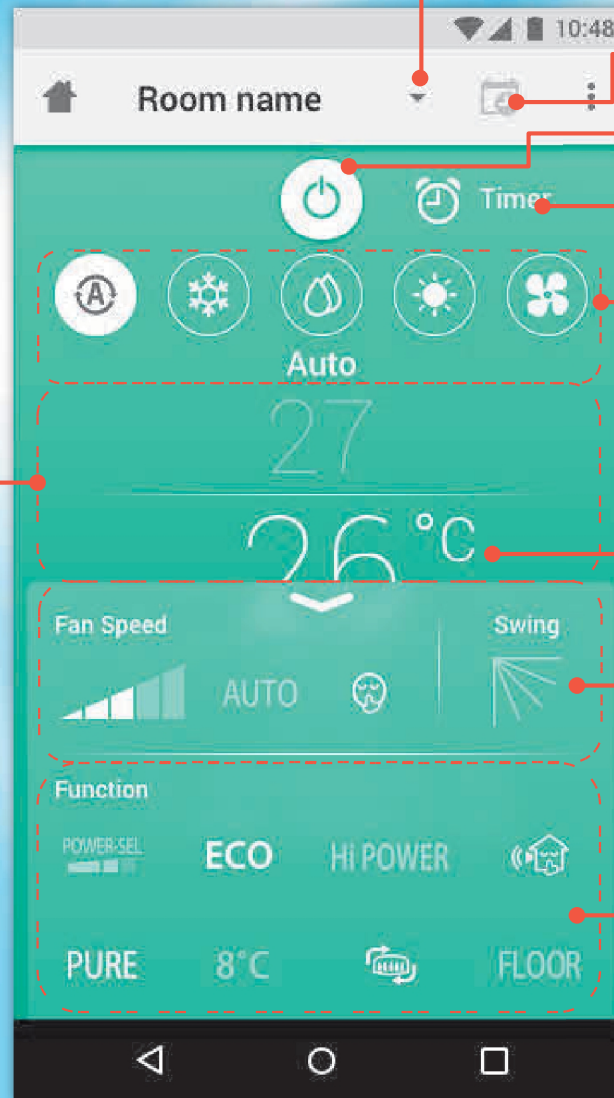


Fan only

# Wireless adapter features



## Operation setting



- Room switching
- Weekly schedule status
- POWER ON/OFF
- TIMER ON/OFF setup
- MODE selection
  - Auto, Cool, Dry, Heat, Fan only
- Temperature selection
  - 17-30°C
- Air flow control
  - Fan speed (6speed + Quiet)
  - Louver Swing control
- TOSHIBA's Merit features
  - ECO, POWER-SEL, 8°C• Hi-POWER, FIREPLACE, SILENT, PURE, FLOOR

Merit features

Indoor/ outdoor temperature

~Strictly Confidential~

# Wireless adapter features

**Menu**

**All ACs on/off**

**Group ACs on/off**

**An AC on/off**

**Error recognition Code**

**Status monitoring**

- AC name
- Current mode
- Setting temperature
- Actual temperature

**Weekly schedule setting**

**Setting**

**Add AC**

**All ACs sub menu**

- Add group
- Delete group
- All ACs Operation setting

**Group ACs sub menu**

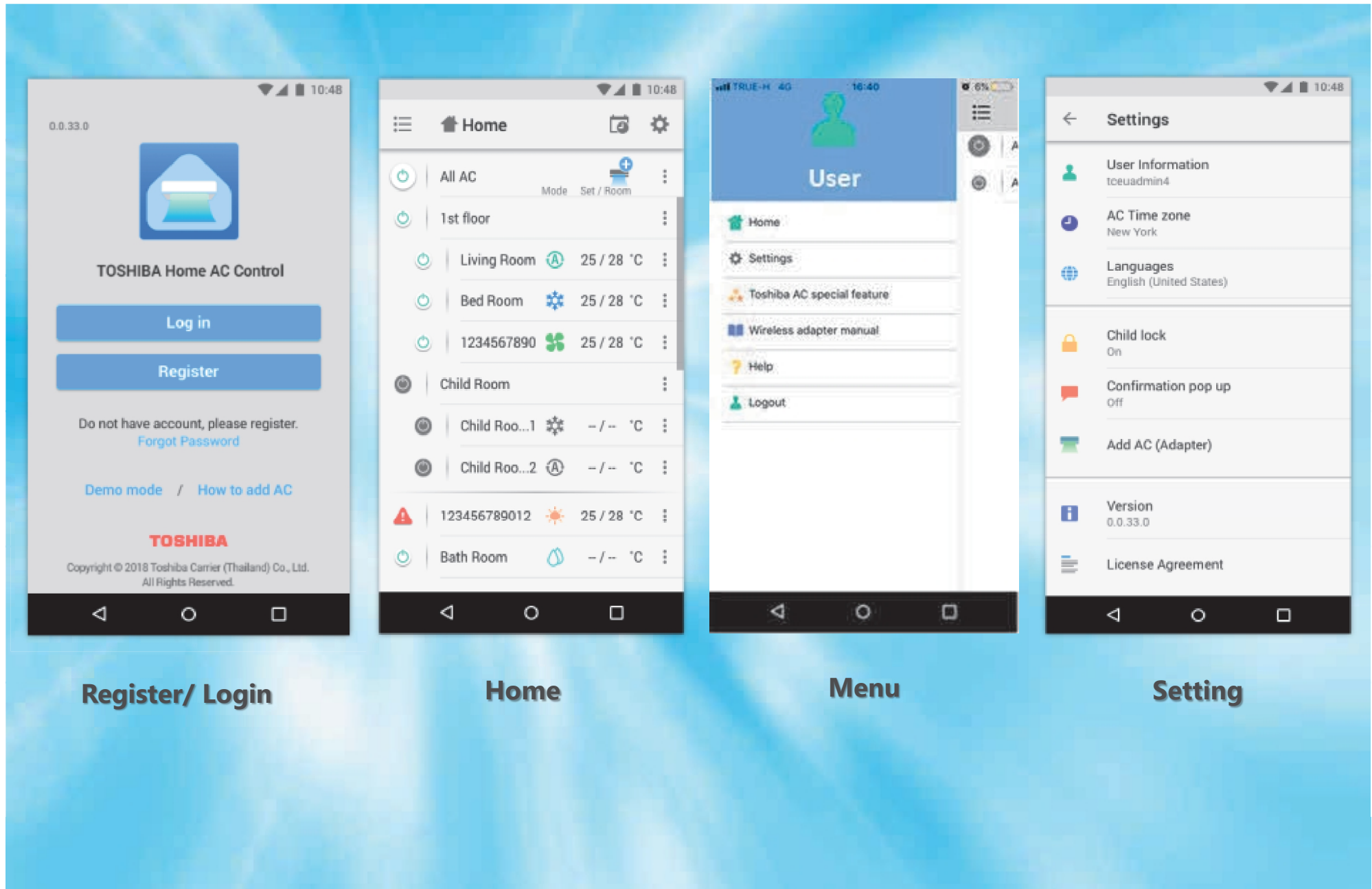
- Select AC
- Change group name
- Group operation setting

**An AC sub menu**

- Operation setting
- Change name
- Delete AC



# Wireless adapter features



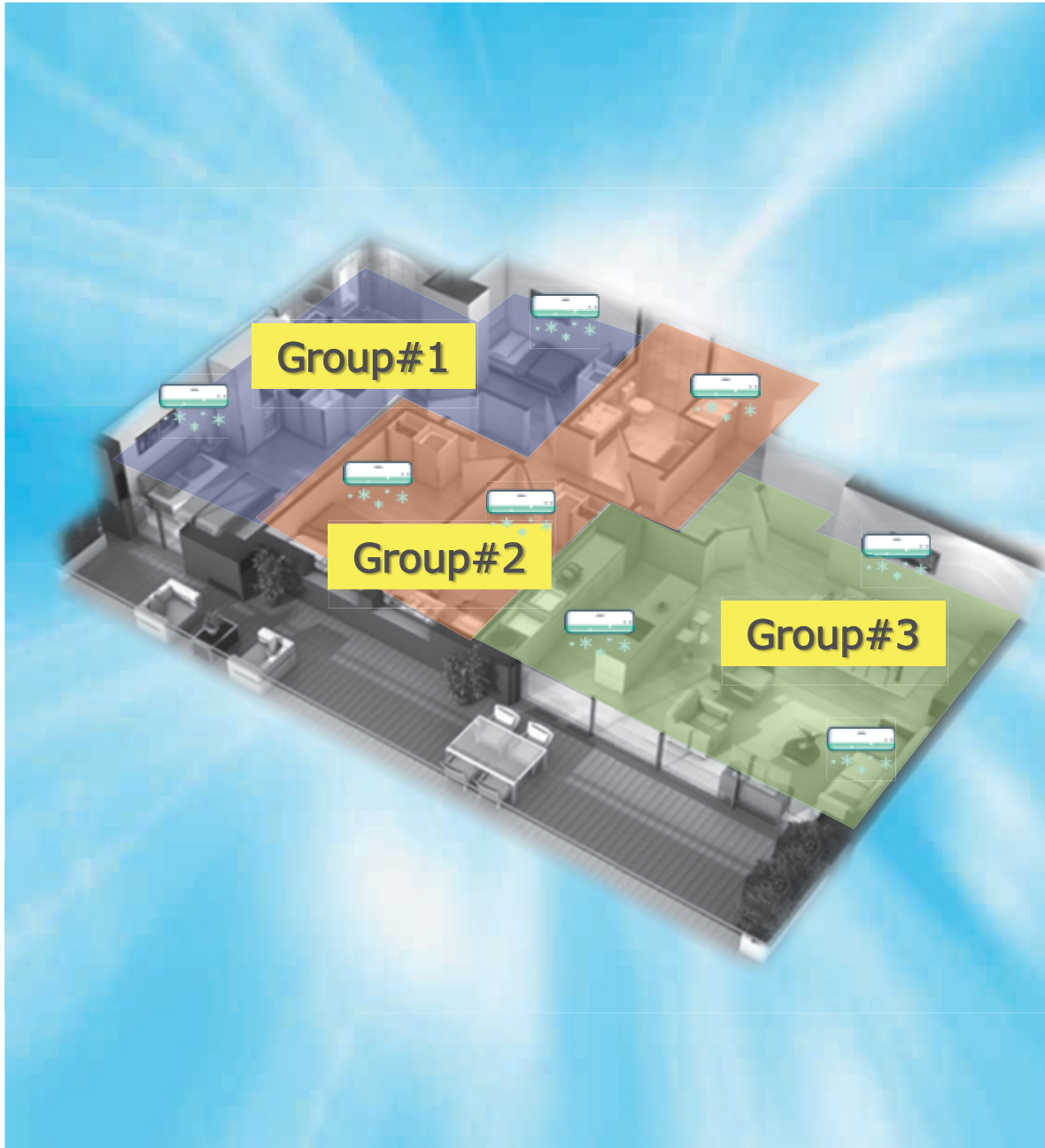
Register/ Login

Home

Menu

Setting

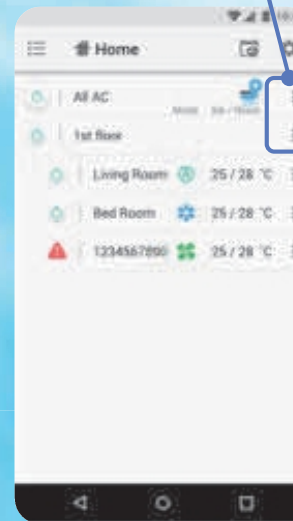
# Smart AC grouping control



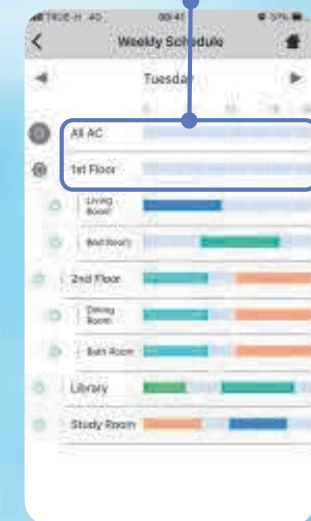
All ACs can be separated to **3** groups/zone control

All ACs and All ACs in a group can be set the same operation setting including weekly schedule

All ACs / group operation setting



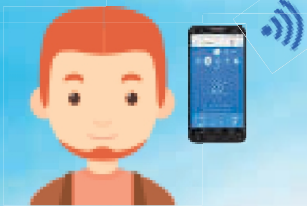
All ACs / group Weekly schedule



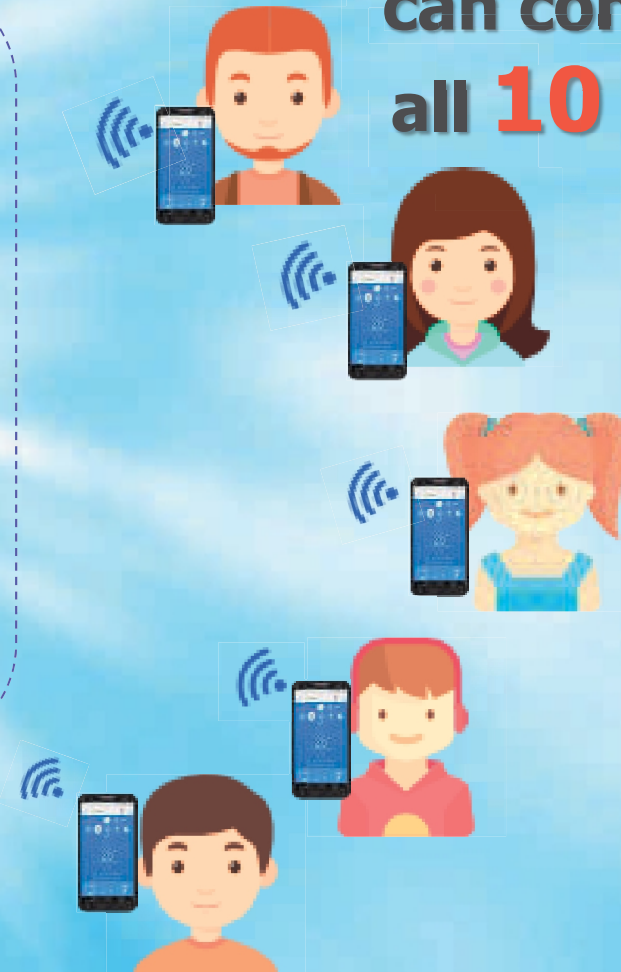
# Experience of all in one touch



A user can control up to **10 ACs**

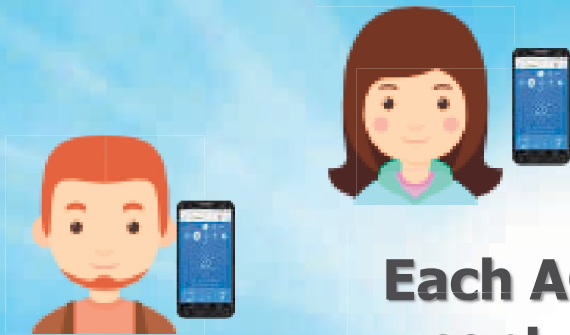


All **5** users can control all **10** ACs

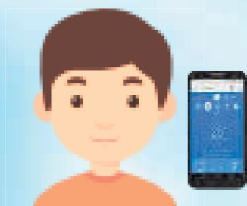


After first user add ACs successfully.  
All user can enjoy to control each ACs

# Optimize user control



Each ACs can be controlled by maximum **5** users in the same time.



**Real time display and last order operation**

1 email required as a home administrator.  
5 users have to register and be activated by administrator email address.



# Smart phone application



## Toshiba Home AC Control



### 1) Optimize user control

One AC can be controlled by maximum 5 users with same email address

### 2) Experience all in one touch

1 user can control up to 10 A/Cs

### 3) Smart A/C grouping control

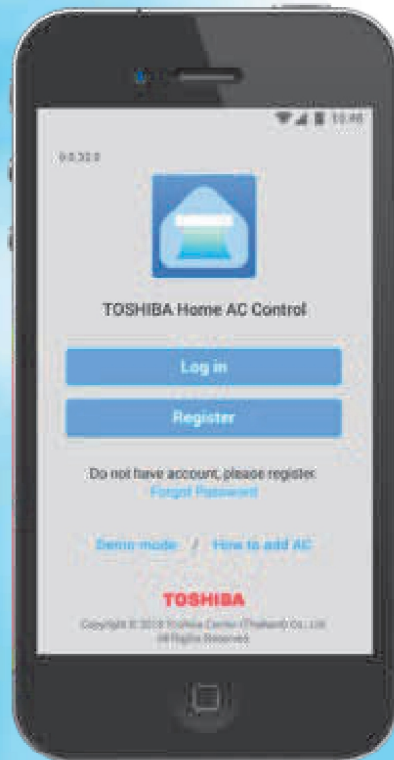
A/Cs can be separated to 3 groups control  
1 group can control maximum 10 A/Cs

Enhance your comfort, at home or away  
Customize your comfort, finding  
the perfect cooling or heating  
level for your family at any time,  
no matter where you are. \*Just connect internet

# Smart phone application



## Toshiba Home AC Control



- Support both iOS and Android



iOS : 9.0 or later



Android : 5.0 or later

- Support phone and tablet



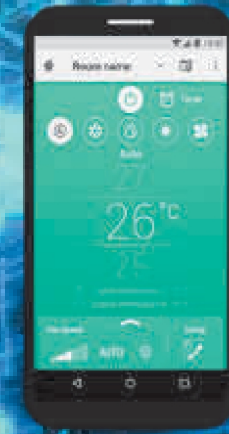
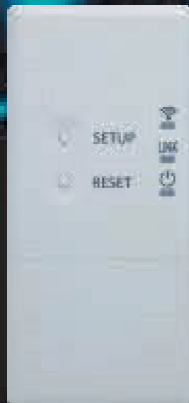
- **Wireless Adapter & Toshiba Home AC Control Application overview**
- **New model vs Old model**
- **Wireless Adapter Provisioning**
- **Forgot password**



# TOSHIBA

## WIRELESS INTERFACE

Control A/C operation by smart phone



Toshiba Home AC Control

# IoT