Control Programming LLC

Release Notes

CPLLC Mitsubishi Kumo Cloud Platform

Version 5.00 · November 24, 2026

Product	CPLLC Mitsubishi Kumo Cloud Platform (Crestron Home platform)
Version	5.00
Release date	November 24, 2026
Where to find it	Drivers › Platform › Mitsubishi Electric › Kumo Cloud
Requires	Crestron Home OS 4.12 or later, Mitsubishi Electric indoor units with Kumo Cloud Wi-Fi interfaces registered to an account in the Mitsubishi Electric Comfort (Kumo Cloud) app, and internet access from the processor
Licensing	A Mitsubishi Kumo Cloud Platform license key (cpllc.net/product/mitsubishi-kumo-cloud-platform) or a CPLLC site license key (cpllc.net/product/site-license), entered in the platform's Enter License Key, or a site license key once in the CPLLC License Manager

> **Buyer Beware: Unofficial API**
> Mitsubishi Electric does not publish an API for this product. This platform uses the unpublished protocol Mitsubishi Electric's own app uses, which Mitsubishi Electric can change or turn off at a moment's notice, without warning. If that happens the platform may stop working until it can be updated, and it may not be possible to update it.

Overview

The CPLLC Mitsubishi Kumo Cloud Platform brings Mitsubishi Electric mini-split and ducted indoor units into Crestron Home through Kumo Cloud, the service behind the Mitsubishi Electric Comfort app. Every indoor unit on the customer's account becomes a Crestron Home thermostat of its own, named as its zone is in the app. Each unit's page picks its mode, sets its heat and cool set points, its fan speed and its vane, and shows the room temperature and, where the unit measures it, the humidity. The platform signs in to Kumo Cloud with the

account's email and password, so nothing has to be wired; changes made at a unit, with its remote or in the app reach Crestron Home as they happen.

Capabilities

Capability	What it does
Every indoor unit	Every indoor unit on the Kumo Cloud account, in every site, is listed in Crestron Home under its zone's name, ready to be placed in a room.
Mode	Off and Cool, and as the unit allows Heat, Dual (Mitsubishi's Auto: the unit heats or cools to keep the room between the two set points), Dry and Fan.
Set points	A heat and a cool set point, in the scale the account's app shows, or in Fahrenheit or Celsius for every unit (Temperature Scale), each within the limits set on the unit. Fahrenheit set points follow Mitsubishi's own Fahrenheit steps, so they read as they do in the app and on the unit's controller.
Fan speed	Auto, Super Quiet, Quiet, Low, Powerful and Super Powerful, as the unit has them.
Vane	On a unit with a vane, the Swing list sets it: Auto, Horizontal, Mid Horizontal, Midpoint, Mid Vertical, Vertical, and Swing where the unit can.
Temperature and humidity	The room temperature the unit reports, and the humidity on a unit with a wireless controller or sensor that measures it.
Live changes	Kumo Cloud sends each change as it happens. As a backstop every unit is also read every 60 seconds by default (30 to 3600).
Sync	Reads every unit again on demand.
Debugging	Debug output turns on and off while the processor runs.

What's New in 5.00

- When the service cannot be reached as the driver starts (a processor back from a power failure before the internet is), the driver now tries again by itself until it is signed in; it used to stay unlinked until Reconfigure Driver or a reload.
- With Polling Enabled unchecked, a device that does not answer a command is asked again until it answers, so it no longer stays unavailable until the next command.
- First release.

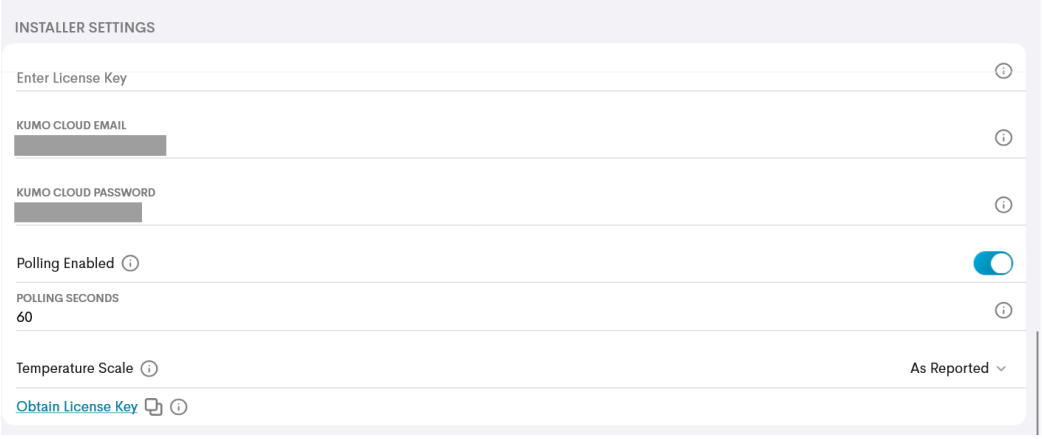
Installing

Before installing, register each indoor unit's Wi-Fi interface to an account with the Mitsubishi Electric Comfort app, following the app's instructions, and check that each unit can be controlled from the app.

Add the platform from Drivers › Platform › Mitsubishi Electric › Kumo Cloud. The CPLLC License Manager is not required. Enter the license key (or leave it blank on a site with a CPLLC site license) and the account's email and password and save the options; the platform signs in, and each indoor unit appears in Crestron Home, ready to be placed in a room. Setup shows "Invalid Username or Password" when Kumo Cloud refuses the sign-in. Kumo Cloud locks an account for a while after repeated sign-ins, so after a refused one the platform waits 15 minutes before trying the same email and password again; correcting either one tries at once.

Installer Options

Option	Description
Obtain License Key	Opens CPLLC.net, where license keys and site licenses can be purchased.
Enter License Key	The Mitsubishi Kumo Cloud Platform license key. Leave blank when the site has a CPLLC site license.
Kumo Cloud Email	The email address used to sign in to the Mitsubishi Electric Comfort (Kumo Cloud) app.
Kumo Cloud Password	The password of that account.
Polling Enabled	Changes arrive from Kumo Cloud as they happen; with this on, every unit is also read every Polling Seconds, in case one was missed (default on).
Polling Seconds	How often every unit is read when polling is on, 30 to 3600 seconds (default 60).
Temperature Scale	The scale every unit's page shows its temperatures and set points in: As Reported (the default) keeps the scale the account's app shows, Fahrenheit shows whole degrees and Celsius half degrees. A change shows once the platform is reloaded.



The platform's Installer Settings in Configure Pro (the email and password are hidden here)

Once the options are saved, each indoor unit is listed under Managed Platforms › the platform's name in Pair Devices, ready to be added to a room with its +. Each unit's own options are listed under Indoor Units.

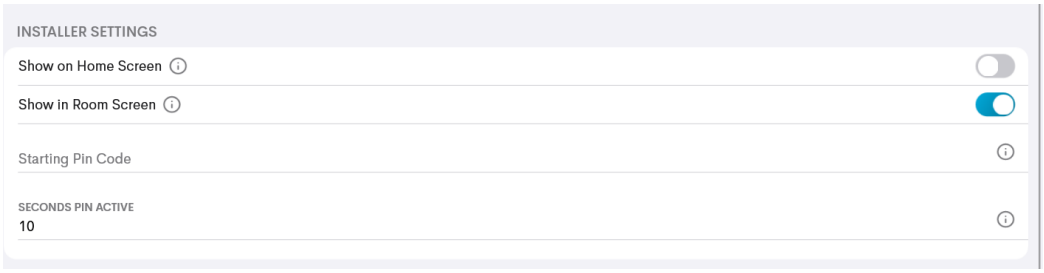
Indoor Units

Each indoor unit is a Crestron Home thermostat named as its zone is in the Comfort app. Its tile shows its mode, or Off; its page has the thermostat with the heat and cool set points and the room temperature, a Humidity line on a unit that measures it, lists for Mode, Fan Mode and, on a unit with a vane, Swing, and a Sync button. Each list holds only what that unit can do.

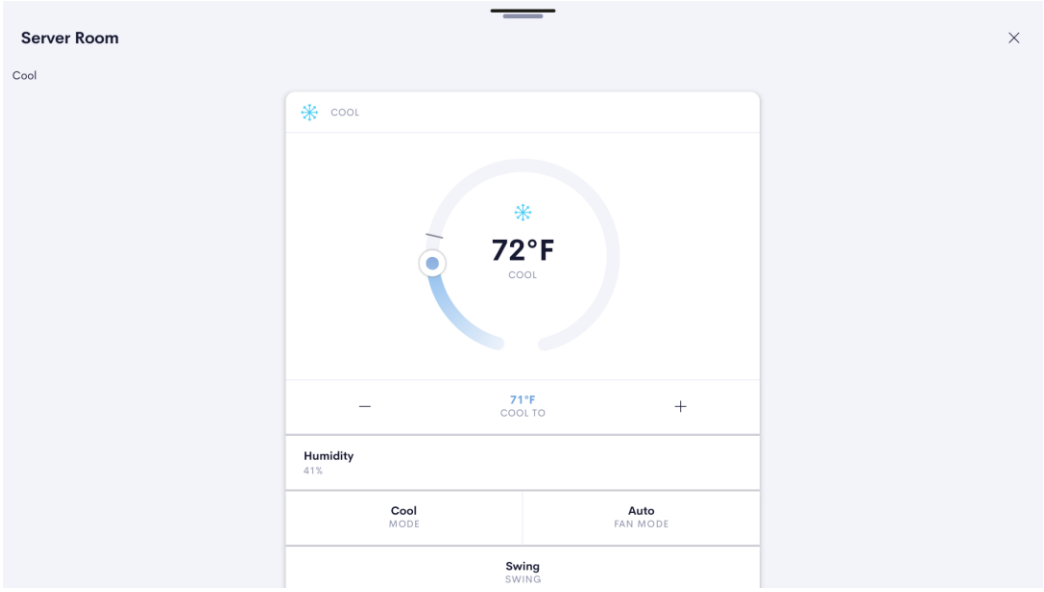
Heat uses the heat set point, Cool and Dry the cool one, and Dual both. A change made here is shown at once and sent to Kumo Cloud, which passes it to the unit within a few seconds.

Each unit's own options, under the unit in Configure Pro:

Option	Description
Show on Home Screen	Shows the unit's tile on the Home screen (default off).
Show in Room Screen	Shows the unit's tile in its room (default on).
Starting Pin Code	A numeric PIN that must be entered before the page's controls work. Blank means no PIN (the default).
Seconds Pin Active	How long the page stays unlocked after the last touch (default 10 seconds).



An indoor unit's own Installer Settings in Configure Pro



An indoor unit's page: a cool-only unit in Cool, the room temperature and the cool set point, Humidity, and the Mode, Fan Mode and Swing lists

Each unit brings its actions and events to Crestron Home sequences:

Action	Description
Set Heat Setpoint / Set Cool Setpoint	Sets the unit's heat or cool set point, in the scale its page shows (Temperature Scale): whole degrees in Fahrenheit, half degrees in Celsius.
Set Mode	Sets one of the unit's modes; Off turns it off.
Set Fan Mode	Sets the fan speed to one of the unit's speeds.
Set Swing	On a unit with a vane, sets the vane to one of its positions.
Sync	Reads every unit from Kumo Cloud again.
Extension Enable / Extension Disable	Enables or disables the unit. A disabled unit shows Disabled and ignores its tile and page.
Event	**Description**
Temp Above Setpoint / Temp Below Setpoint	The temperature crossed the set point, once per crossing; never while the unit is off.
is On / is Off	The unit left Off, or was turned off.
Mode is <mode>	The unit's mode changed to that mode (Mode is Off, Mode is Cool …, one for each of its modes), from Crestron Home, the app, the remote or the unit.
Fan Mode is … / Swing is …	The fan speed or the vane changed to that choice; one event for each choice the unit offers.
Extension Enabled / Extension Disabled	The unit was enabled or disabled.
Pin Locked / Pin UnLocked	The PIN keypad locked again, or the right PIN was entered.

Sequences

Every unit's actions and events are listed under Indoor Units. The modes, fan speeds and vane positions a sequence can pick are that unit's own.

The controls on a device's page are also states a sequence's If (Conditional) step can test: on / off as "<name> Is On", open / close as "<name> Is Closed", "Pin Is Locked", sliders and drop-downs by their value, and a thermostat's temperature and setpoints. Crestron Home lists a "Changed" event for each state, raised whenever it changes. Devices Crestron Home draws itself (lights, locks, shades) keep Crestron Home's own states.

Known Limitations

- Tested on one wall-mounted unit; a ducted unit and an account set to Celsius are untested.
- Mitsubishi Electric publishes no API for Kumo Cloud, so the platform signs in and works the way the Comfort app itself does.

- Everything goes through Kumo Cloud: the processor and each unit's Wi-Fi interface need internet access, and nothing works while Kumo Cloud is down. The Wi-Fi interfaces can no longer be controlled directly on the local network.
- Kumo Cloud accepts a command before the unit has it: a unit whose Wi-Fi interface has just dropped can show a change it never received, until Kumo Cloud reports it offline.
- The modes, fan speeds, vane positions and set point limits are read when the platform starts. After changing a unit's limits or its equipment, reload the platform.
- With Temperature Scale at As Reported, the units keep the scale (°F or °C) the account's app had when the platform started: after changing it in the app, reload the platform.
- A ducted unit that reports three fan speeds still lists five.
- Schedules, holds, changeover groups, kumo station equipment (boilers, humidifiers and other auxiliary equipment) and the room temperature offset are not offered; they stay in the Comfort app.

Test Environment

Crestron Home 4.013.0171 on a DIN-AP4-R, set up with Configure Pro 4.13 and used from the Crestron Home app on Android, with a Kumo Cloud account holding one wall-mounted indoor unit (cool only, four fan speeds, a vane with swing, a wireless controller that reports humidity; the account in Fahrenheit). The platform signed in, listed the unit and paired it; its tile showed Cool, and its page the room temperature, the cool set point, the humidity, and Mode (Off, Cool, Dry, Fan), Fan Mode (Auto, Quiet, Low, Powerful, Super Powerful) and Swing (the vane's seven positions) as the unit reports them. Fan Mode Low and Auto set from a Crestron Home sequence reached the unit, and the page followed. After an upgrade the platform signed in again without the password, from its saved sign-in, and its live connection to Kumo Cloud delivered the unit's changes. From a test program against the same unit, the vane (Horizontal, Swing) and the fan speed were also set and confirmed by Kumo Cloud within seconds, and a wrong email and password were refused.

Version History

Date	Version	Changes
2026-11-23	5.00	• With Polling Enabled unchecked, a device that does not answer a command is asked again until it answers (it stayed unavailable until the next command). • The first sign-in is tried again by itself when the service can't be reached (it stayed unlinked until Reconfigure Driver or a reload).
2026-11-22	5.00	First release

Support

CPLLC Site License

A CPLLC site license is one key per processor, entered in the License Manager, that licenses every CPLLC extension and platform on that processor, current and future, so no product needs a key of its own. See the Site License page. Customers who already own CPLLC license keys can upgrade to a site license on the CPLLC website for the difference.

Company	Control Programming LLC
Contact	Randy Johnson
Email	randy@cpllc.net
Website	https://cpllc.net
Product page	https://cpllc.net/product/mitsubishi-kumo-cloud-platform/

© 2026 to the present, Control Programming LLC. All Rights Reserved.

Mitsubishi Electric and kumo cloud are trademarks of their respective owners. Crestron and Crestron Home are trademarks of Crestron Electronics, Inc. This platform is an independent product of Control Programming LLC and is not affiliated with, endorsed by or sponsored by the owners of Mitsubishi Electric and kumo cloud.