

Wiser™

System User Guide (Sweden, Finland)

Commissioning instructions for the Wiser system, devices and app.

03/2022



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Table of Contents

Safety information	5
Compliance	6
Compliance information for Green Premium products	6
Trademarks	6
Getting to know the Wiser system	7
Overview of the Wiser™ system	7
Wiser devices	7
The Wiser by SE app	7
System requirements for the app	7
Downloading the app	8
Creating an app account	8
App account	9
Homes	11
Access levels in the app	11
Cybersecurity principles	12
Support for battery-powered devices	12
Wiser system limits	13
Setting-up the Wiser system	14
Overview of system commissioning	14
Installing and testing devices	14
Working with Homes	14
Adding a Home	14
Adding Home members	15
Preparedness before getting into a Home	16
Transferring Home ownership	17
Establish Wiser Hub	22
Selecting a location for the gateway	22
Connecting the gateway to the Internet	22
Wi-Fi network requirements	22
Switching the gateway Ethernet connection to Wi-Fi (optional)	23
Supported Wiser devices	25
Gateway	25
Light switches	25
Blind controllers	26
Dimmers	26
Sensors	27
Power devices	28
Cameras	29
Safety device	29
Setting-up the Gateway	30
Ethernet mode connection— Wiser Gateway	30
Wi-Fi mode connection— Wiser Gateway	30
Adding the gateway to the Home	34
Resetting the gateway	35
Setting-up devices	37
Adding a device	37
Assigning a device to a Room	38

Configuring a device	39
General device configuration	39
Resetting devices	41
Device LED behavior	42
Device button/key and LED locations	45
Making devices work together	50
Moments and Automations	50
Differences between Moments and Automations	50
Creating a Moment	51
Example: Creating a Welcome Automation	52
Start a new Automation	53
Configure an Action to operate the devices	53
Add Conditions to trigger the Automation	55
Troubleshooting	57
For your safety	57
General system	57
Sensors	58
Devices with motion sensors	58
Switches	58
Dimmers	59
Blinds control	59
Additional information	60
Configuring voice control	60
Alarms and Notifications	60
Removing a device/Restoring factory defaults	61
Checking for device firmware upgrades	62
Checking a specific device for firmware upgrade	62
Checking for any device requiring a firmware upgrade	62
Using the FAQ & Feedback page	63
Glossary	65

Safety information

Important information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Compliance

Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

<https://www.schneider-electric.com/en/work/support/green-premium/>

Find compliance information for a Green Premium product

Click the link below to search for a product's compliance information (RoHS, REACH, PEP and EOLI).

NOTE: You will need the product reference number or product range to perform the search.

<https://www.reach.schneider-electric.com/CheckProduct.aspx?cskey=ot7n66yt63o1xblflyfj>

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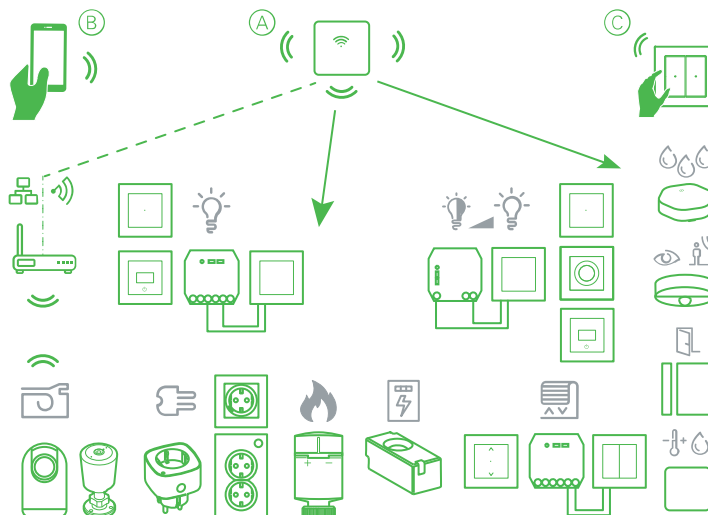
- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
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Getting to know the Wiser system

Overview of the Wiser™ system

The Wiser system provides an easy, convenient and flexible solution for controlling home devices.



The Wiser gateway (see A) is the center of the system, processing control requests and status reports for connected Wiser devices.

With a personal account and the Wiser by SE app on a mobile phone (see B), users can control the Wiser devices (see C) in their home from any location where the internet is available for both mobile phone and the Hub.

Wiser devices

The following range of devices are available to provide convenient control of:

- lighting and dimming

Sensors are also available to record and report the following:

- room occupancy
- ambient light level
- window/door open or close
- temperature and humidity
- water leakage

The Wiser by SE app

Use the Wiser by SE app to set up the Wiser system, control Wiser devices and receive notifications.

System requirements for the app

To use the app, your mobile phone must support particular operating systems and versions.

Supported operating systems:

- Android™ OS version 7 and above

- Apple® iOS 11 and above

NOTE: When a new version of an operating system is released, it may take some time before the Wiser system is fully compatible with that version.

IMPORTANT:

- Using Schneider Electric applications with an Android phone that has bypassed restrictions, or a jailbroken iPhone, voids all warranties associated with the application.
- The compatibility of the interfaces with mobile phones depends on the software version installed on your mobile phone, and may change with a software upgrade. Due to the large number of mobile phones available in the market, the compatibility and functionality of your mobile phone with the app cannot be guaranteed.

NOTE: The app only supports mobile phones, and portrait orientation. Tablet devices such as iPads are not supported.

Downloading the app

Install the app on a mobile phone to commission and work with the Wiser system and devices.

1. Perform one of the following:
 - **For Apple mobile phones:** Visit <https://itunes.apple.com/us/app/wiser-by-se/id1026806919?ls=1&mt=8>.

Scan QR code to download app for Apple devices



- **For Android mobile phones:** Visit <https://play.google.com/store/apps/details?id=com.schneiderelectric.WiserBySE>.

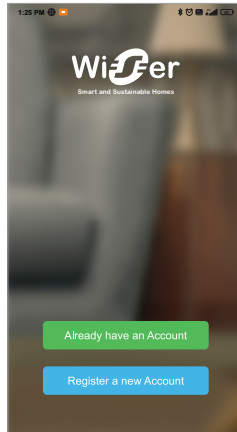
Scan QR code to download app for Android devices



Creating an app account

A user account is required to log in and use the app.

1. Start the app, wait for the login page to display and then tap **Register a new Account**.



2. Select your country and provide your Mobile No. or E-mail to receive the verification code. Tap the check box to agree **User Agreement** and **Privacy Notice**.

You need to select a country code. By default, the country code is set as follows:

- Mobile phone-based IDs: country code determined by mobile phone number
- E-mail address-based IDs: country code determined by mobile phone location. Also, you must select the country code manually, when you register using an e-mail ID.

3. Enter the verification code received via E-mail or SMS.
 - by SMS, if you use your mobile phone number as the user ID, or
 - by e-mail, if you use your e-mail address as the user ID.
4. Create a password based on the criteria provided.

Once the registration process is finished, a new Home is created and the Home page is displayed in the app. As the creator of the Home, your account is automatically set as the Home owner with full access to the system. See [Access levels in the app](#), page 11.

IMPORTANT: Your account cannot be transferred to another country, due to restrictions with data storage (see [Data stores](#), page 9). If you want to join a Home or create a Home in a different country, first create a new account using the new country code.

App account

The first time you use the app, you must register an account using your mobile phone number or an e-mail address, plus a password.

NOTE: It is mandatory to select the correct country code while registering using e-mail address.

When you create your account, a country code is set based on your location.

Using your account, you can become a member of one or more Homes (see the next heading [Data stores](#), page 10). You can operate any devices that belong to the Home, from any location that has Internet access, using any compatible mobile phone that has the app installed.

NOTE: An account cannot be logged in on multiple smart devices and used at the same time.

Data stores

Home and account data is assigned to one of several data stores, depending on the country code selected at registration, and the country code of the user who creates a Home. These data stores are independent from each other. The major data centres are:

- China
- Europe
- United States of America
- India

For more information, refer to the country table [Data centre](#), page 10.

IMPORTANT: Home and user account data is assigned to one data store and cannot be transferred to another. Therefore, a user can only join Homes with data assigned to the same data store as the user's account.

TIP: If you want to join a Home in another country (for example, if you are visiting and staying with family), create a new account using the same country as displayed in the Home location. This way, the data for your new account will be assigned to the same data store as the Home.

Data centre

Data centre	Country/Regions
Oregon, USA	Region: North America, South America, East Asia, parts of Southeast Asia Countries: America, Antarctica, Argentina, Bolivia, Bonaire, Brazil, British Indian Ocean Territory, Chile, Colombia, Cook Islands, Cuba, Curacao, Dominican Republic, Ecuador, East Timor, Falkland Islands (Malvinas), French Guiana, Guatemala, Guinea-Bissau, Hong Kong, Indonesia, Japan, Kazakhstan, Kiribati, Korea, Kosovo, Malaysia, Macao, Mexico, Myanmar, Nauru, Niue, New Zealand, Palestine, Paraguay, Peru, Philippines, Puerto Rico, Papua New Guinea, Sao Tome and Principe, Solomon Islands, St. Helena, Sint Maarten, South Sudan, Suriname, Svalbard and Jan Mayen, Taiwan, Thailand, Tokelau, Uruguay, Vatican City, Vanuatu, Vietnam, Venezuela
Frankfurt, Germany	Region: Western Europe, Central Europe, Eastern Europe, , parts of Southeast Asia Countries: Afghanistan, Albania, Algeria, American Samoa, Andorra, Anguilla, Angola, Antigua and Barbuda, Armenia, Aruba, Austria, Azerbaijan, Australia, Bahamas, Bahrain, Barbados, Bermuda, , Belize, Bhutan, Bangladesh, Brunei, Burkina Faso, Botswana, Burundi, Benin, Bulgaria, Bosnia, Belgium, Belarus, Cayman Islands, Costa Rica, Cambodia, Cameroon, Cape Verde, Cote d'Ivoire, Chad, Central Africa, Congo (Brazzaville), Congo (Gold), Croatia, Czech Republic, Cyprus, Cocos (Keeling) Islands, Dominic, Djibouti, Denmark, Ethiopia, Egypt, Equatorial Guinea, Eritrea, Estonia, French Polynesia, Fiji, Former South Macedonia, France, Finland, Faroe Islands, Greenland, Guadeloupe, Grenada, Georgia, Guam, Guinea, Gabon, Gambia, Ghana, Germany, Greece, Gibraltar, Haiti, Honduras, Hungary, Israel, Iran, Iraq, Iceland, Italy, Ireland, Jamaica, Jordan, Kuwait, Kyrgyzstan, Korea, Kenya, Laos, Lebanon, Lesotho, Liberia, Libya, Lithuania, Liechtenstein, Luxembourg, Latvia, Martinique, Montserrat, Maldives, Mongolia, Micronesia, Marshall Islands, Mozambique, Malawi, Morocco, Madagascar, Mauritania, Mali, Mayotte, Mauritius, Montenegro, Malta, Monaco, Moldova, Nicaragua, Nepal, New Caledonia, Northern Mariana Islands, Niger, Nigeria, Naminia, Netherlands, Oman, Panama, Pakistan, Palau, Poland, Portugal, Qatar, Rwanda, Reunion, Russia, Romania, Saint Pierre and Miquelon, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Salvador, Saint Lucia, Sri Lanka, Saudi Arabia, Syria, Singapore, Samoa, Serrali, Senegal, Sudan, Swaziland, South Africa, Somalia, Seychelles, Serbia and Montenegro, Spain, Svalbard and Jan Mayen, Slovenia, Slovakia, Sweden, Switzerland, San Marino, Trinidad and Tobago, Turks and Caicos Islands, The British Virgin Islands, Turkmenistan, Turkey, Tajikistan, Tuvalu, Tonga, Togo, Tunisia, Tanzania, United States Virgin Islands, Uzbekistan, United Arab Emirates, Uganda, Ukraine, United Kingdom, Wallis and Futuna, Yemen, Zimbabwe, Zambia
Mumbai, India	Country: India
Mainland China	Country: China

Homes

In the app, a Home defines a group of people, rooms and devices as a unit.

Here are some examples:

- **Single-family dwelling:** Create one Home for all occupants, rooms and devices in the dwelling.
- **Multi-family dwelling:** Create a Home for occupants, rooms and devices located in one part of a dwelling and another Home for occupants, rooms and devices located in another part of the dwelling.

A device can be added to only one Home at a time. Once a device is added, only members of that Home can control the device.

A person can be a member of multiple Homes and operate any device that has been added to one of those Homes.

Access levels in the app

Home members can perform various tasks in the app, depending on their access level.

There are 3 access levels in the app:

- Home owner

NOTE: For each Home, only one Home member can be set as the Home owner.

- Administrator
- Common member

Function	Supported Features	Home owner	Administrators	Common members
Manage Homes and Home members	Transfer Home owner rights to another Home member	Yes	No	No
	Add or delete* a Home (*Delete the entire Home, its members and devices)	Yes	No	No
	Remove a Home (Access to the Home is removed from the user's app, but the Home is not deleted)	Yes	Yes	No
	Configure Home details	Yes	Yes	No
	Add or delete Home members	Yes	Yes	No
	Grant administrator access for a Home member	Yes	No	No
	Receive invite notifications from a home	Yes	Yes	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes	No
	Name or rename Rooms	Yes	Yes	No
Manage devices	Add or delete devices	Yes	Yes	No
	Configure device feature setting and schedule	Yes	Yes	Yes
	Change device icon, name and location	Yes	Yes	No
	Operate device	Yes	Yes	Yes
	Update device firmware	Yes	Yes	No
	Receive device alarm notifications	Yes	Yes	Yes
	'Device added', 'Device factory restored', 'Receive device alarm' notification	Yes	Yes	Yes
Manage Moments and Automations	Create Moments and Automations	Yes	Yes	No
	Assign devices to Moments/Automations	Yes	Yes	No

	Adjust device settings in Moments/Automations	Yes	Yes	No
	Set Trigger conditions in Moments/Automations	Yes	Yes	No
	Receive Moment/Automation trigger notifications	Yes	Yes	Yes

Cybersecurity principles

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- Keep your phone up to date and install the latest security updates.
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or Apple store.
- Use all of your mobile phone's security settings:
 - long passcodes
 - two-factor authentication (2FA)
 - facial recognition
 - block unknown apps
- Use strong phone and account passwords:
 - Do not reuse a password from any other account.
 - Passwords should be 12-16 characters long. (A passphrase is best and easier to remember.)
 - The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols.
 - Do not use a password with easily guessed or commonly known personal information. For example, avoid using home town, favorite pet or high school mascot.

Decommissioning a device

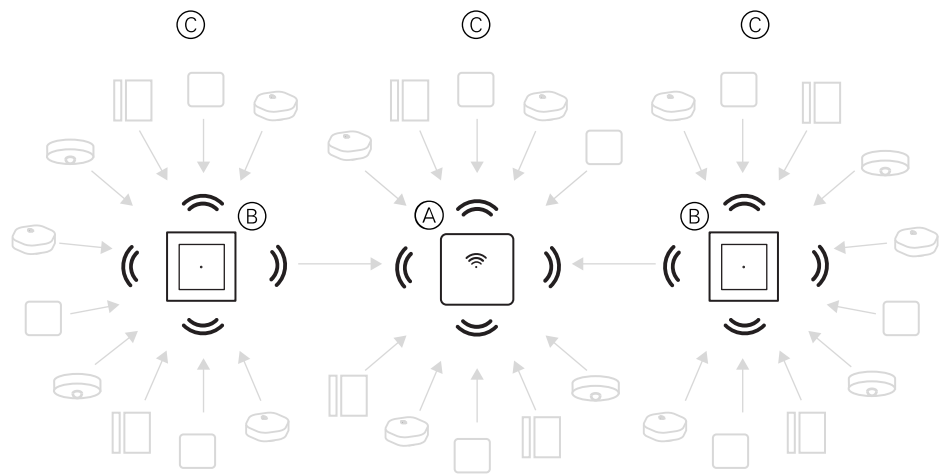
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system gateway. Refer to the particular device instructions for information on how to perform the factory reset.

Support for battery-powered devices

By default, a system with a gateway can support up to 10 battery-powered devices, such as sensors. Systems that also include mains-powered devices such as light switches can support additional battery-powered devices.

The reason for this is that mains-powered devices in the system also act as system network extenders.

The example system shown in the next diagram includes a gateway (A) and two mains-powered light switches (B). Each mains-powered device can host up to 10 battery-powered devices (C), so this example system can support a total of 30 battery-powered devices.



TIP: Install and commission all mains-powered devices before commissioning battery-powered devices. This provides maximum hosting capacity prior to adding the battery-powered devices.

Wiser system limits

When commissioning a Wiser system, it is important to understand the system limits, such as the maximum number of supported devices. For best performance, it is required to run the system at 80%.

System component	Wiser Hub Limits
Devices	Max. 60 devices in one Home
	Max. 60 devices in one Room
	Max. 10 battery-powered devices per mains-powered device. See Support for battery-powered devices, page 12 for more information.
Max. 80 Moments in one Home Max. 80 Moments in one Home Max. 80 Automations in one Home Max. 80 Automations in one Home Max. 80 Actions in one Moment/Automation Max. 80 Actions in one Moment/Automation Max. 1000 Actions in one home (the total actions in Moments and Automations must not exceed 1000)	Moments/Automations
Max. 10 Conditions in one Automation	
Device Schedules	Max. 10 Schedules per device
Homes, Rooms and Members 20 is the recommended number for home per account.	Max. 20 Homes (recommended number) The installer will be Home owner until successful handover. Max. 20 Rooms in one Home (recommended number) Max. 20 Members in one Home (recommended number)

For information about the recommended distance between the gateway, devices, and sensors, see [Selecting a location for the gateway](#), page 22. The distance between Hub and device, between device and device, and between device and sensor is dependent on construction materials or interference in between, it could be a much longer range, in open air, without any interference.

Setting-up the Wiser system

Overview of system commissioning

To commission the Wiser system, first install the devices and then configure the system using the app.

System commissioning involves these steps.

Install and test Wiser devices.	See Installing and testing devices, page 14.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 22.
Connect the gateway to the Wi-Fi network. The mode of connection is Ethernet mode to connect the gateway. For anything further steps for commissioning, app is required. NOTE: The Ethernet cable is supplied separately.	See Connecting the gateway to the Internet, page 22.
Download and install the app.	See Downloading the app, page 8.
Create an account to use the app.	See Creating an app account, page 8.
Set up a Home, Rooms and add Home members.	See Working with Homes, page 14.
Join the gateway to the Home.	See Setting-up the Gateway, page 30.
Add devices to the Home, assign devices to Rooms and configure device settings.	See Setting-up devices, page 37.
Set devices to operate together, either manually, or in response to a schedule or event.	See Making devices work together, page 50.

Once these steps have been completed, the system is ready to use.

Installing and testing devices

Install and test light switches, dimmers, sensors and other devices before using the app to configure the Wiser system.

1. Follow the installation instructions supplied with each device. See [Supported Wiser devices](#), page 25.
2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.

Working with Homes

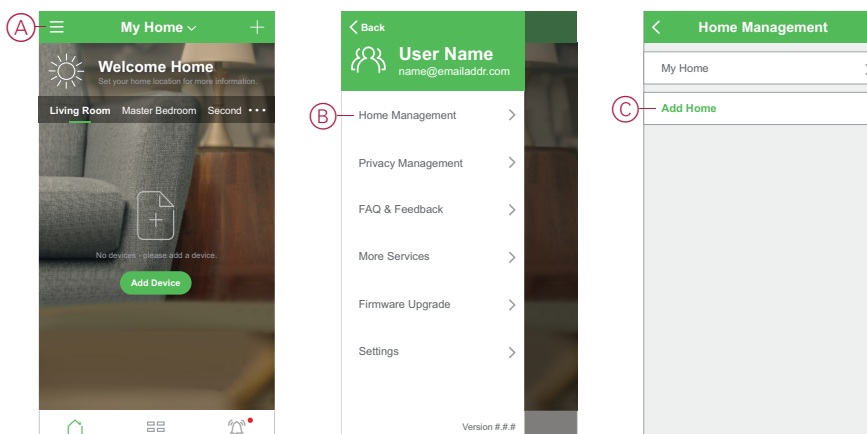
Create a Home, add Rooms to represent the areas with devices, and add Home members.

Adding a Home

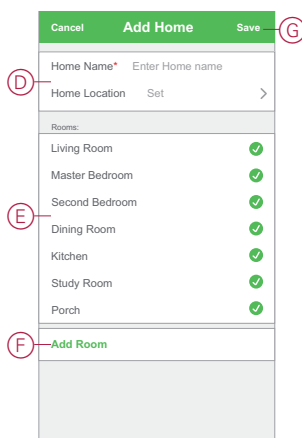
Add a Home from the Home Management menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the Home that is automatically created at the end of registration.

1. (See A, B, C) On the Home page, tap the **Menu icon** (A), then tap **Home Management > Add Home** (B, C).

NOTE: If you have just registered an account, a new Home has already been created for you. Tap **Add Home** in (C) and continue from step 2a.



2. On the Add Home page, do the following:
 - a. **Home name and location:** (See D) Input a name for the Home and set the Home location.
 - b. **Rooms:** (See E, F) Create Rooms to match the physical spaces where devices are located in the Home.
Select from a default list of common Room names (E). Un-tick any Rooms you do not want to include. To add a Room name not listed, tap **Add Room** (F) and input the desired Room name.
 - c. (See G) Tap **Save**.



As the creator of the Home, your account is automatically set as the Home owner so that you have full control over the Home settings. See [Access levels](#) in the app, page 11.

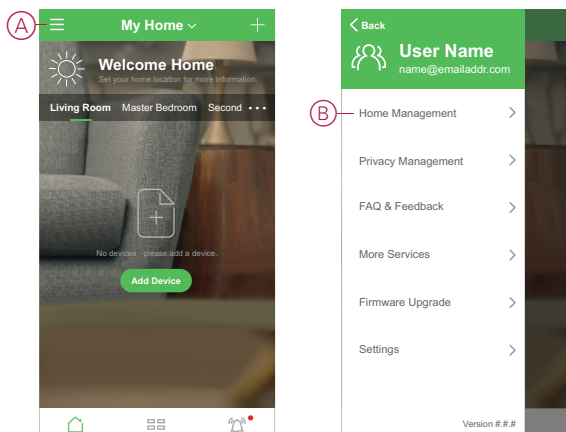
Once devices are added to the Home, each device can be assigned to one of the Rooms created in this task.

Adding Home members

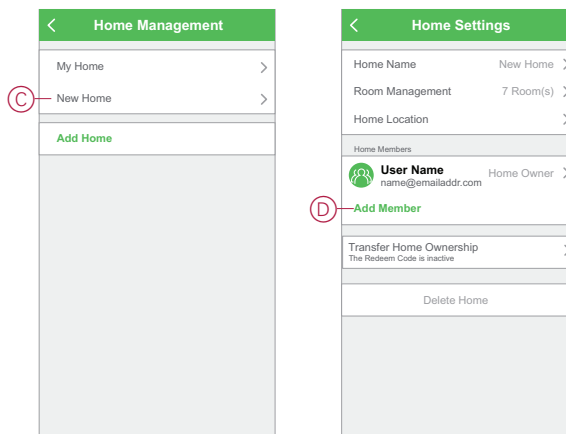
Add members to the Home so that they can operate the devices in the Home using their mobile phone and the app. Home owners can also enable Administrator access for selected Home members to configure and maintain the Wiser system.

NOTE: Each person to be added as a Home member must have registered an app account using a country code in the same region as the Home location. See [Data stores](#), page 9 and [Data centre](#), page 10.

1. (See A, B) On the Home page, tap the **Menu icon** (A), then tap **Home management** (B).



2. (See C,D) Tap the Home to add members to (C) and then tap **Add member** (D) and enter the required details in the fields that appears in the app after tapping (D).



Preparedness before getting into a Home

Before the Home owner moves to the new Home, it is advised to the installer to complete the following activities. As a result, the Home owner can access and use their Wiser smart home with their home internet.

Steps to be performed by the installer:

1. Register in Wiser app by using an email address or valid mobile number. See [Creating an app account](#), page 8.
2. Ensure that all the devices are switched on, and the Wiser Hub has Ethernet connection before configuration to complete the commissioning process. After this, configure the device settings.
NOTE: Pairing to other Wi-Fi and BLE enabled devices can also be done during this step.
3. Configure the Moments and Automations in the app.
4. Generate the Invitation code/Redeem code and note it on the handover card that is provided in the box/package. Ensure to leave it on the Wiser Hub or in the Home.

See [Enabling Redeem Code](#), page 18.

Steps to be performed by the Home owner:

1. Register in Wiser app by using an email ID or valid mobile number. See [Creating an app account](#), page 8.
2. Join a Home by providing the invitation code written on the handover card.
3. Power on the Wiser Hub and connect to the Hub by using the router via Ethernet cable. See [Ethernet mode connection— Wiser Gateway](#), page 30

NOTE: Ethernet cable is provided in the package/box. Hence, it is advised to collect separately and use the cable to connect to the router for better performance. If the Home owner needs to Hub using Wi-Fi, see [AP mode connection \(Wi-Fi\)](#), page

NOTE: The Home owner can follow the Wiser Welcome web pages for more information.

The Home owner can follow the Wiser Welcome web pages for more information.

Transferring Home ownership

This activity can be completed by two methods:

1. Using **Redeem Code/Invitation Code**.

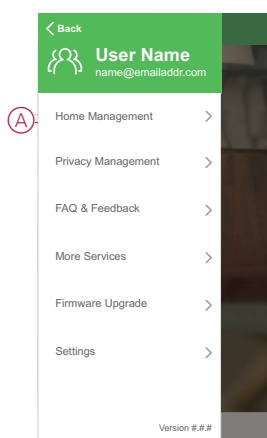
NOTE: This method is advised to use in case of new Home owners.

2. Without using **Redeem Code/Invitation Code**.

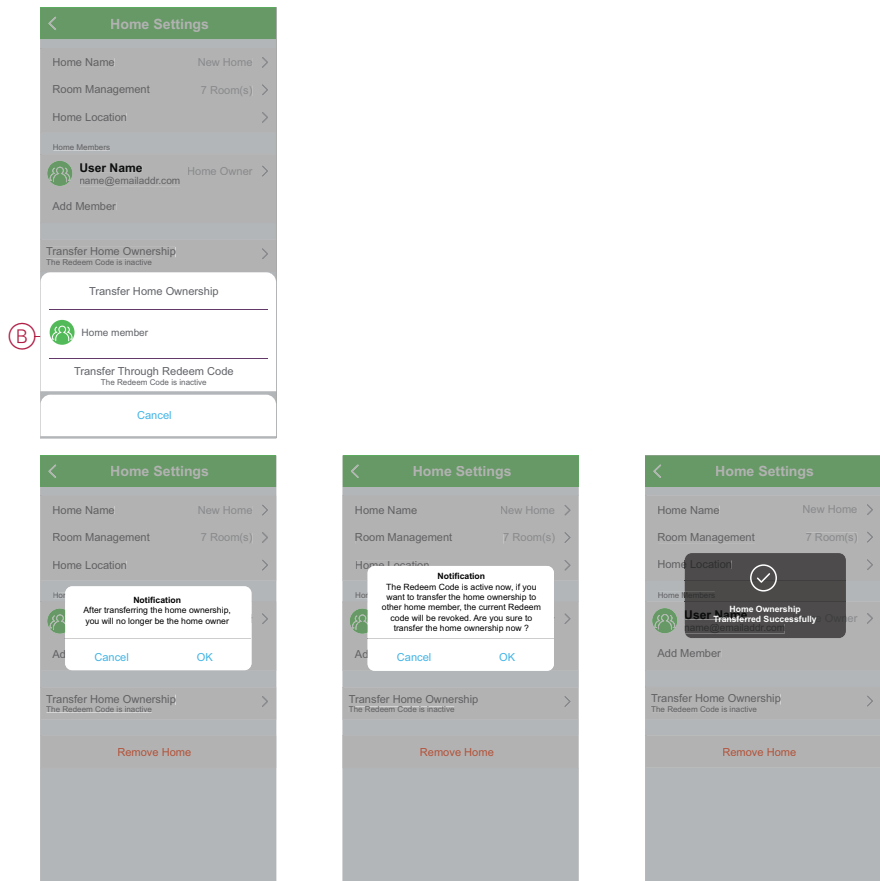
NOTE: This method is most useful for the existing Home members.

Transfer without using Redeem/Invitation Code

1. Tap (See A) to open **Home Management** which will allow to join a Home.



2. (See B) Tap desired Home member from the list to transfer the ownership. After doing this, you will receive notifications and prompted to confirm the transfer.



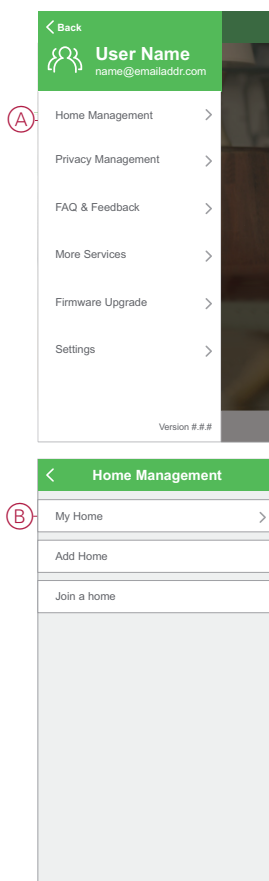
Enabling Redeem Code

There may be a need to transfer the home ownership from one member to another. For example, an installer would be the home owner while setting up the system and needs to transfer the ownership to the home owner after the set-up is completed.

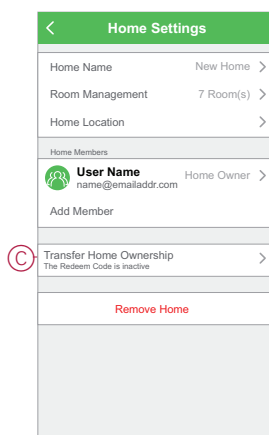
The transfer activity can be completed by enabling the **Redeem Code**. Perform the following steps to generate the **Redeem Code**.

NOTE: The **Redeem Code** is recommended when there is no chance of transfer between the installer and the home owner.

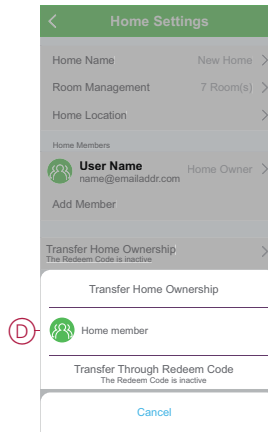
1. Tap (See A) to open the list of Homes and select the Home (See B) that is required to transfer the ownership.



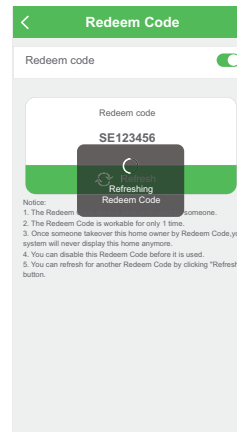
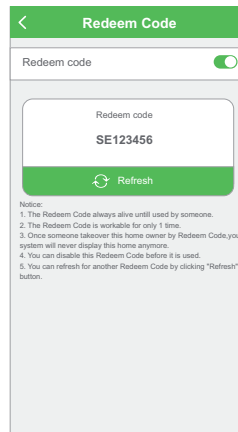
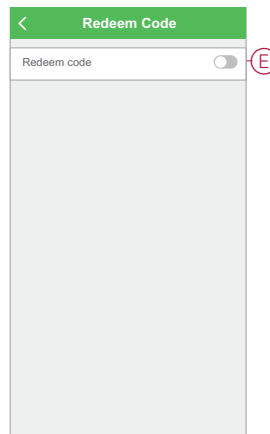
2. Tap (See C) to initiate the process of transferring the ownership.



3. (See D) Select the Home member that you want to hand over the ownership.



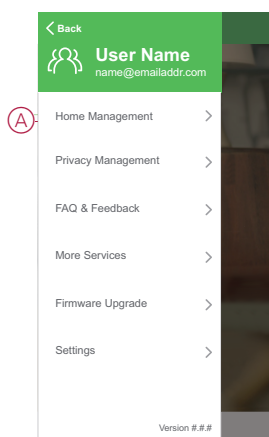
4. Tap (See E) to enable the **Redeem Code**. After, the **Redeem Code** is enabled, the code is generated and the code can also be refreshed to generate a new code.



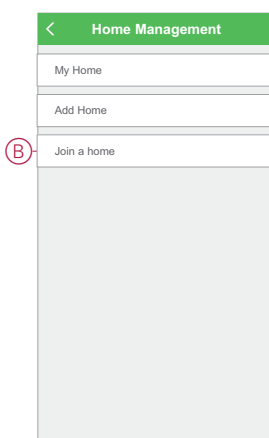
Transfer using Redeem Code/Invitation Code

Redeem code should be generated and share with the person who wants to join the Home. See [Enabling Redeem Code](#), page 18
For the new Home members, perform the following steps to obtain the access and join to the Hub and Home:

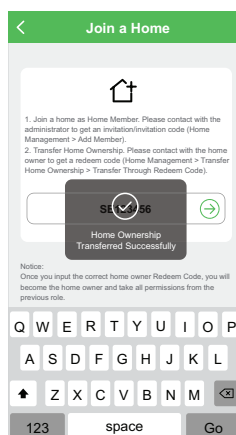
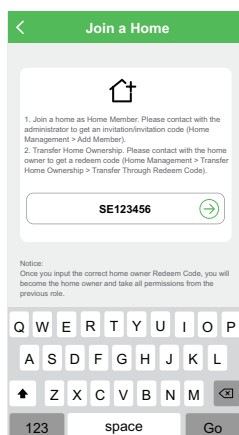
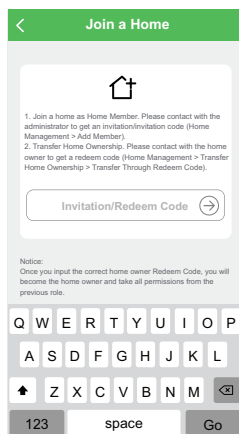
1. Tap (See A) to open **Home Management** which will allow to join a Home.



2. Tap (See B) to join a Home.



3. Enter the **Redeem Code** in the field to complete the process.



Establish Wiser Hub

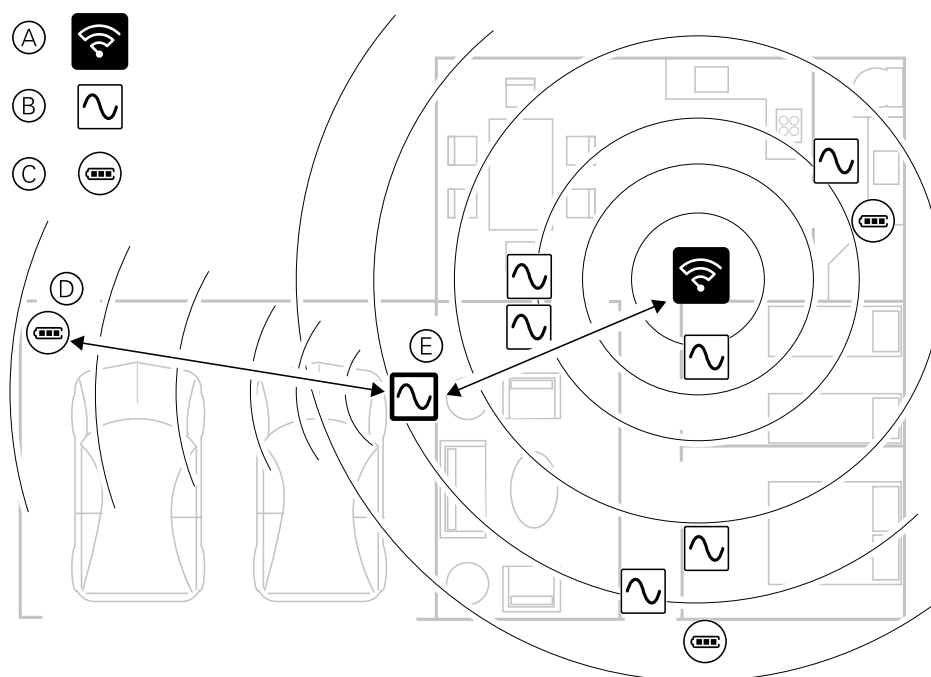
Selecting a location for the gateway

The gateway is the central controller of the system and must be within range of all devices in order for the system to work properly.

The ideal location for the gateway is determined by the following:

- Layout of the building where the system is installed
- Location of other devices that will be used in the system

Referring to the next diagram, it is most important to locate the gateway (A) as central as possible to the area occupied by all mains-powered devices (B), such as switches and dimmers. Proximity to battery-powered devices (C) should also be considered in context with the tip mentioned after the diagram.



TIP: The battery-powered motion sensor in the garage (D) is a long way from the gateway. However, the sensor can connect to the gateway via the mains-powered device being used as the garage light switch (E). This is because mains-powered devices also act as system network extenders. Consider this when deciding where to locate the gateway.

Connecting the gateway to the Internet

The gateway can be connected to the network Wi-Fi router either by using an Ethernet cable (Ethernet mode), or by using the Wi-Fi (AP Mode).

Wi-Fi network requirements

The Wiser system requires a Wi-Fi with Internet access. The Wi-Fi network router must meet certain requirements for the system to work.

NOTE: The Wiser system only supports 2.4 GHz Wi-Fi networks.

Router requirements

The Wi-Fi router must conform to the following requirements:

- The router should have an integrated firewall.
- All devices should be located behind the router firewall.
- The router must support security protocol WPA2 or higher.

Unavailability of Wi-Fi

There might be situation when there is no Wi-Fi when you are installing devices in a new home. In this case, it is advised to use another mobile device to establish a Wi-Fi hotspot during commissioning.

NOTE: In this case, it is advised to use a pocket Wi-Fi module with a 4G SIM to establish a Wi-Fi hotspot during commissioning. Alternatively, another phone may be used for the hotspot.

After, setting up the hotspot, follow [Wi-Fi mode connection— Wiser Gateway](#), page 30.

NOTE: The system can be operated physically from switches in case of unavailability of Wi-Fi after commissioning is finalized.

Switching the gateway Ethernet connection to Wi-Fi (optional)

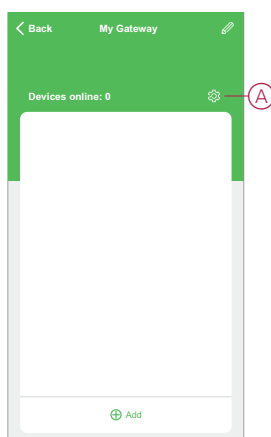
Use Wi-Fi to connect the gateway to the network router so that the Ethernet cable is no longer needed.

Before doing this task, confirm that the mobile phone and gateway are both connected to the Wi-Fi network router.

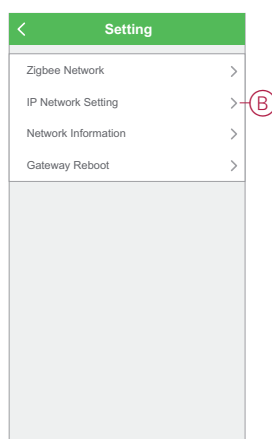
1. In the app, select the gateway to the same Wi-Fi network.

NOTE: At this stage, the Ethernet cable should be still connected.

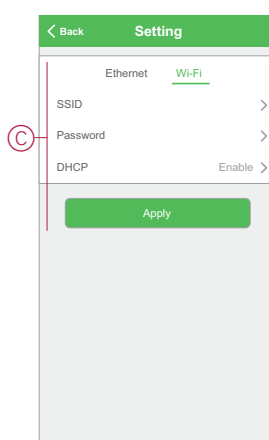
2. (See A) Tap the **Settings (gear)** icon.



3. (See B) In the Settings page, tap **IP Network Setting**.



4. (See C) Tap the **Wi-Fi** tab, set the **SSID** and **Password** for the Wi-Fi network router and then tap **Apply**.



5. Once the Wi-Fi connection is successful, remove the Ethernet cable from the gateway.

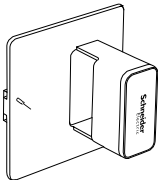
Supported Wiser devices

The devices listed in the following table are available for use in the Wiser system.

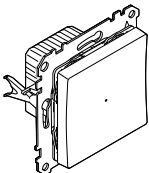
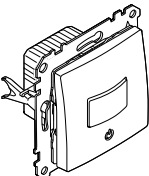
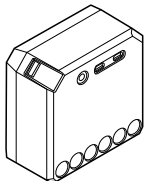
Follow the device Installation Instructions links for device installation instructions.

IMPORTANT: These devices must not be used in safety applications and are only for general residential use only.

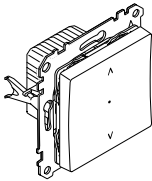
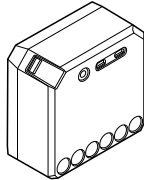
Gateway

Wiser Gateway 	The Wiser gateway monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world	Instruction Sheet(PDF)
Tablestand for Wiser Gateway 	An optional stand for placing the Wiser gateway on a table or on another flat surface.	Instruction Sheet(PDF)

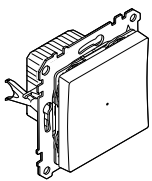
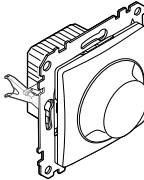
Light switches

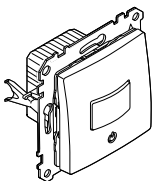
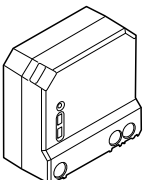
Connected Relay Switch 10 A 	Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.	Instruction Sheet (PDF)
Connected Motion Sensor with Switch 10 A 	Controls the lights in a room, or automatically switch lights On or Off in response to detected motion, a specified condition or other event.	Instruction Sheet (PDF)
Wiser Micro Module Light Switch 	Converts compatible mechanical push-button switches into smart switches. Connect up to 10 compatible mechanical push buttons. NOTE: Mechanical push buttons must be certified for use in 220–240 V AC applications.	Instruction Sheet (PDF)

Blind controllers

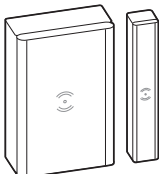
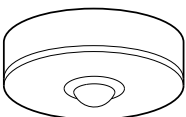
Connected Blind Control Switch 	Remotely open/close blinds or automatically set blind position in response to a specified condition or event.	Instruction Sheet (PDF)
Wiser Micro Module Shades Control 	Converts compatible mechanical push-button switches into smart shades switches. Connect up to 10 mechanical double push buttons. NOTE: Mechanical push buttons must be certified for use in 220–240 V AC applications.	Instruction Sheet (PDF)

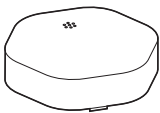
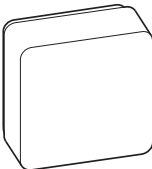
Dimmers

Connected Universal Push-Button Dimmer LED 	Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.	Instruction Sheet (PDF)
Connected Universal Rotary Dimmer LED 		Instruction Sheet (PDF)

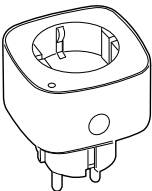
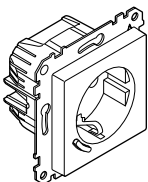
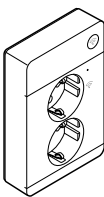
Connected Motion Sensor with Universal Push-Button Dimmer LED 	Controls the lighting level in a room, or automatically set lighting to a desired level in response to detected motion, a specified condition or other event.	Instruction Sheet (PDF)
Wiser Micro Module Dimmer 	Converts compatible mechanical push-button switches into smart dimmers. Connect up to 10 compatible mechanical push buttons. NOTE: Mechanical push buttons must be certified for use in 220–240 V AC applications.	Instruction Sheet (PDF)

Sensors

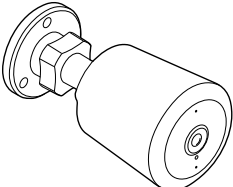
Wiser Window/Door Sensor 	Detects when windows and doors are opened or closed and sends the status to the gateway.	Instruction Sheet (PDF)
Wiser Motion Sensor 	Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of movement can be programmed to determine what action to be taken at that moment.	Instruction Sheet(PDF)

Wiser Water Leakage Sensor 	When the sensor is connected to the Wiser gateway and detects water on the floor, the sensor sends out a sound alarm and reports the event to the gateway . NOTE: The device can operate as a standalone product when not connected to the gateway. This device also produces sound alarm when not connected to the gateway.	Instruction Sheet(PDF)
Wiser Temperature/Humidity Sensor 	Maintains a comfortable environment in the home by detecting changes in temperature and humidity and having the Wiser system respond by adjusting connected environmental control systems, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.	Instruction Sheet (PDF)

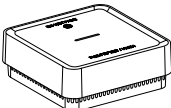
Power devices

Wiser SmartPlug 16 A 	Controls various electrical devices, for example floor lamps, radios, ventilators or coffee machines, using the app. Monitor energy consumption of plugged-in devices.	Instruction Sheet (PDF)
Connected Single Socket Outlet 16A - Schuko 	Remotely controls and monitors the power consumption of the plugged-in load.	Instruction Sheet (PDF)
Connected double socket outlet 16A 	Consists of a smart and standard outlet. The upper smart socket controls and monitors the plugged-in power. The lower standard socket provides uncontrolled and unmonitored power.	Instruction Sheet (PDF)

Cameras

Wiser IP Camera Indoor 	Monitors sensitive areas of your home and can be triggered by other smart devices.	IP Camera Indoor
Wiser IP Camera Outdoor 	With the Wiser IP Camera Outdoor you can monitor sensitive outdoor areas of your home. The IP camera can be triggered by other Wiser devices.	Instruction Sheet (PDF)

Safety device

Device	Application	Installation Instructions
Wiser Smoke Alarm - Battery 	The Wiser Smoke Alarm - Battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat by rapid increase in temperature. When connected to the Wiser system, the device will send the notifications via the Wiser app.	Instruction Sheet (PDF)

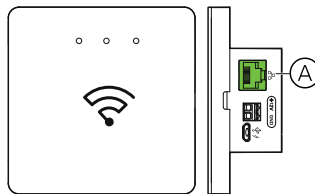
Setting-up the Gateway

Ethernet mode connection— Wiser Gateway

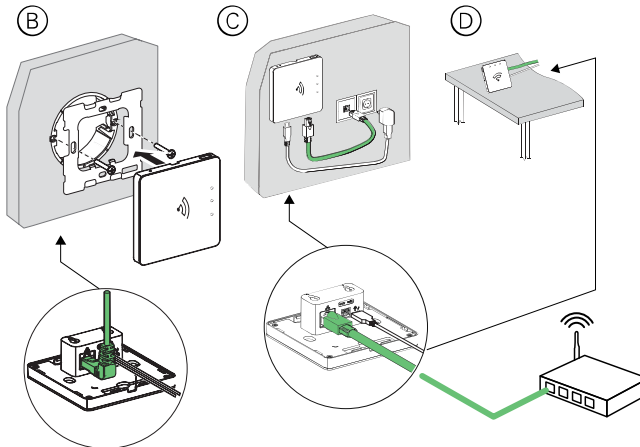
A short animation is provided in this topic to understand the process:



1. (See A) Locate the Ethernet port on the gateway.



2. Connect an Ethernet cable between the gateway and the router to suit the installation method used for the gateway:
 - (See B) Wall box installation
 - (See C) Wall mount using two screws
 - (See D) Table mount using optional Docking Kit

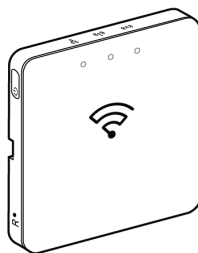


Post-requisite: You must add the gateway to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone (see [Downloading the app](#), page 8) and register a user account. You can then add the gateway and optionally connect the gateway to the network router by Wi-Fi.

Wi-Fi mode connection— Wiser Gateway

AP mode (Wi-Fi) is used to commission the gateway via wireless (Wi-Fi) rather than Ethernet. There might be a situation when Ethernet mode of commissioning

is not available for commissioning the gateway. For example, the router location or commissioning new home with router not available yet, therefore, the installer can choose AP mode.

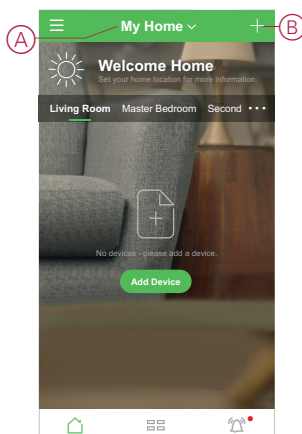


Pre-requisite:

- The AP mode (Wi-Fi) is supported in the Wiser Hub. The date code must be 2037 and above when it is moved from out of the box. To update the latest firmware, connect the Hub to the Ethernet (see [Ethernet mode connection—Wiser Gateway](#), page 30).
- To commission the gateway by AP mode, a user must have an account in the App. For more information on creating a user account see [Creating an app account](#), page 8.
- The Wi-Fi in the mobile phone must be active.
- The Wi-Fi router, gateway and mobile phone must be as close as possible.
- The following norms are satisfied based on the date code of the gateway

Working mode	Date code/version number	SSID	Password	AP connection time	Extension time
User mode	2037 or later / 1.40.0 or later	WiserGW_XXXXXX	wisersmarthome	3 minutes	Not applicable
	-/1.49.0 or later	WiserGW_XXXXXX	empty	10 minutes	Not applicable
Installation mode	-/1.49.0 or later	WiserGW_XXXXXX	empty	1 hour	3 times

1. Login in to the App.
2. (See A, B) Select the home where the gateway is located (A) then tap the + icon (B) or **Add Device**.

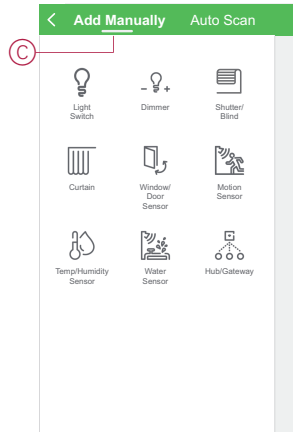


3. On the Add device page, tap **Add manually** (See C). Then select Wiser Gateway under the listed devices.

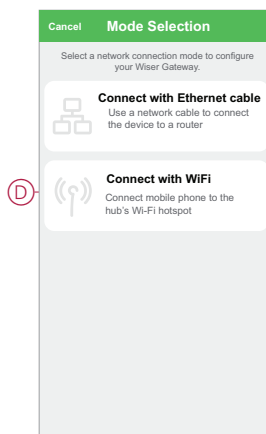
NOTE: Do not tap **Auto Scan** as the Wiser Gateway is not visible in AP mode under **Auto Scan**.

NOTE: The list of the devices vary based on country.

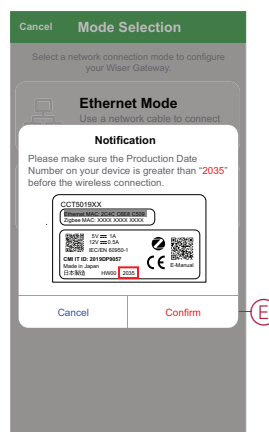
NOTE: The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



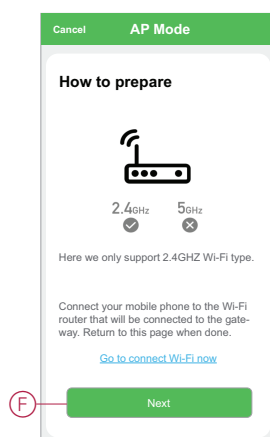
4. Upon selecting Wiser Gateway, you will receive option to select the modes of commissioning the Wiser Gateway. Select AP Mode for commissioning (See D).



5. Tap **Confirm** when you receive the **Notification** (See E).

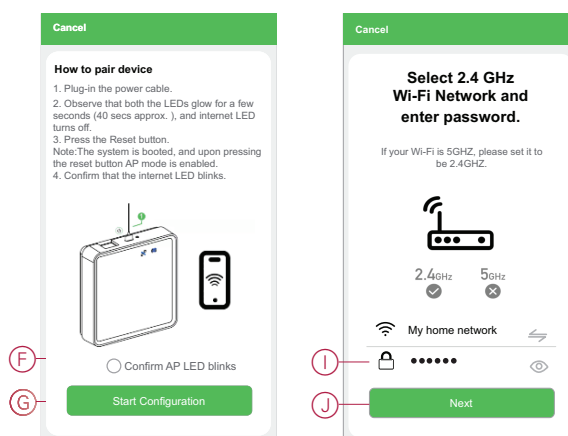


6. Click **Next** (See F) when you reach the **How to prepare** page.



7. An animation is displayed about **How to pair device**. Follow the steps to complete the pairing, tap **Confirm AP LED blinks** (See G) and tap **Next** (See H). Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (See I) and tap **Next** (See J).

NOTE: Use an eject tool (as shown in the animation) to short press on 'R' button to enable gateway AP mode. The pairing window lasts for 3 minutes (when the date code is 2037 or later). In case of other version, the pairing window lasts for 10 minutes.



8. (See K, L) Once the Wi-Fi connection is successful with the gateway, a hotspot network will be created with the Wi-Fi name **WiserGW_XXXXXX** (I). Tap **Go to Connect** (See L). Then you will be prompted to the phone setting page that will request your approval to connect to the Wi-Fi network. Tap **WiserGW_XXXXXX** to connect to Wi-Fi. It is recommended to go to the phone settings and check WiserGW as the Wi-Fi network and then attempt to connect.

NOTE:

- The last 6 digits in the Wi-Fi network (WiserGW_XXXXXX) represents the Ethernet MAC number which is labeled on the back of the device.
- The default password for the Wi-Fi network - **WiserGW_XXXXXX** is **wisersmarthome**.



9. After successfully connecting the phone to Wi-Fi, go back to the App. When the connection is progressed, the AP mode commissioning is successfully completed. Tap **Done** to finish.

NOTE: If the commissioning is being done in a new home and there was no router yet, (for ex, using a pocket Wi-Fi 4G module), refer the steps [Enabling Redeem Code](#), page 18 after commissioning is complete.

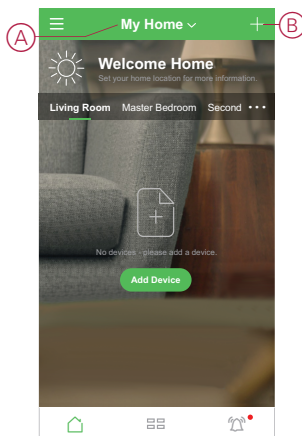
NOTE: If commissioning has been done in a new Home where there was no Wi-Fi available (See [Unavailability of Wi-Fi in Wi-Fi network requirements](#), page 22). Ensure to follow steps for transferring Home ownership (See [Transferring Home ownership](#), page 17) after commissioning is complete.

Adding the gateway to the Home

Use the app to add the gateway to a Home. Before you start, make sure that the gateway is connected to voltage and Zigbee network as well as either Ethernet network with cable (ie Ethernet LED and Zigbee LED must be lit) or WiFi network (ie WLAN LED and Zigbee LED must be lit) .

1. Log in to the app.
2. (See A) Select the Home to which the gateway will be added.

3. (See B) In the Home page, tap the + icon.



4. In the Add Device page, do the following:

- a. Tap **Auto Scan**.
- b. If prompted, follow any instructions displayed on the page.
- c. Tap **Start scanning**.
- d. Tap the gateway device name displayed on the app page and follow the steps in the app.

Once the process is complete, the gateway is displayed as a device on the Home page.

Resetting the gateway

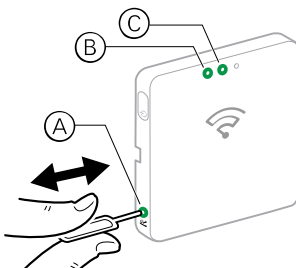
Delete existing settings from a gateway for commissioning or to remove a gateway from the system. It may also be necessary to restore the gateway .

The reset/eject tool gateway is required to press the 'R' button.

There are two reset options:

- Level 1 reset (Restores Ethernet/WLAN settings only).
- Level 2 reset (Upon successful reset, all configuration data, user data, and network data is deleted).

1. (See A) Locate the **Reset** button on the side of the gateway.



2. Do one of the following:

- **Level 1 reset:** Press and hold the **Reset** button for 5 s (max. 15 s). The Ethernet LED (B) and WLAN LED (C) on the front of the gateway both flash once.
- **Level 2 reset:** Press and hold the **Reset** button for more than 15 s. The Ethernet LED (B) and WLAN LED (C) on the front of the gateway both flash 3 times.

3. Release the **Reset** button.

The gateway restarts. This takes about 40 s.

After a Level 2 reset, all settings are returned to their original default values. The latest Zigbee firmware is also downloaded from the current active host and installed, erasing any existing network settings.

Setting-up devices

Add devices to a Home, assign each device to a Room and configure device settings.

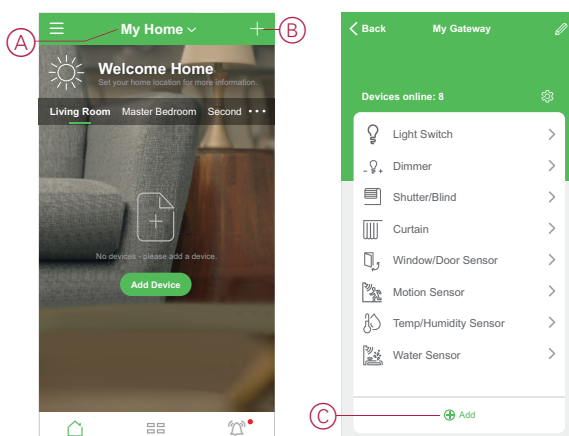
Adding a device

Add a device to a Home by using the app.

NOTE:

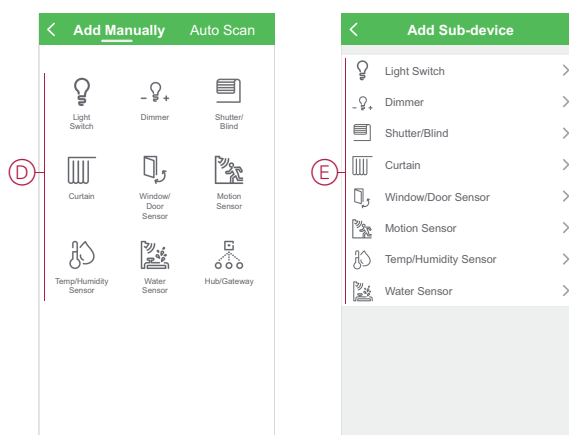
- A gateway must be commissioned and operating before adding a Wiser device.
- Add mains-powered devices before battery-powered Wiser devices. (See [Support for battery-powered devices](#), page 12.)
- Devices that connect to the network router such as, IP camera, do not require the gateway to be commissioned before add the device.

1. Log in to the app.
2. (See A) Select the Home to which the device will be added.
3. Do one of the following:
 - (See B) In the Home page, tap the **+** icon (or **Add Device** if displayed).
 - (See C) From the page, tap **Add**.



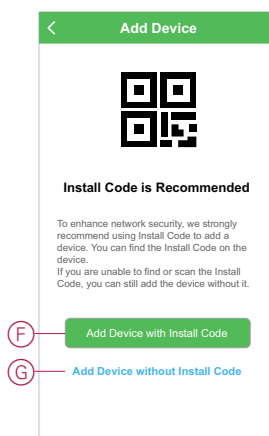
4. (See D, E) On the Add Device page (D) or the gateway Add Sub-device page (E)- (whichever is displayed) -tap the device you want to add and follow the instructions in the app.

NOTE: The actual list of devices displayed varies based on different countries.



5. Do one of the following:

- (See F) If the device has a visible install code, tap **Add Device with Install Code**. Scan the install code printed on the device, or enter the code manually, and follow the instructions in the app.
- (See G) If the device does not have the visible install code then tap **Add Device Without Install Code** and follow the instructions in the app.



The device is displayed on the Home page as follows:

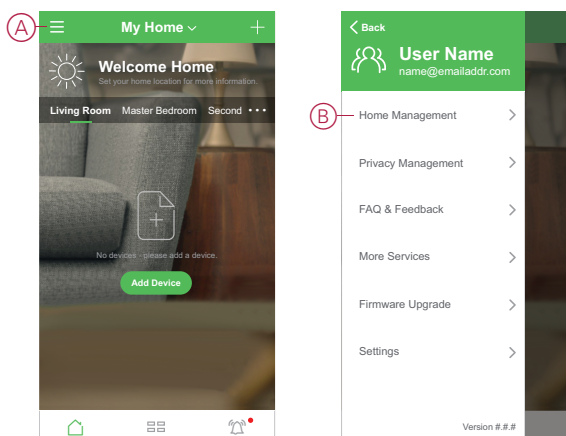
- Under a Room tab if the Add Device action was started from that Room
- Under the **All Devices** tab if the Add Device action was started from that Wiser Gateway page

Tap the device to access device controls, functions and settings.

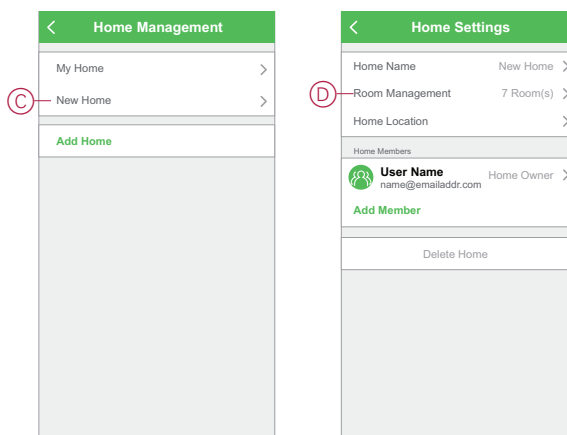
Assigning a device to a Room

Organize devices into Rooms to represent their physical location in the home.

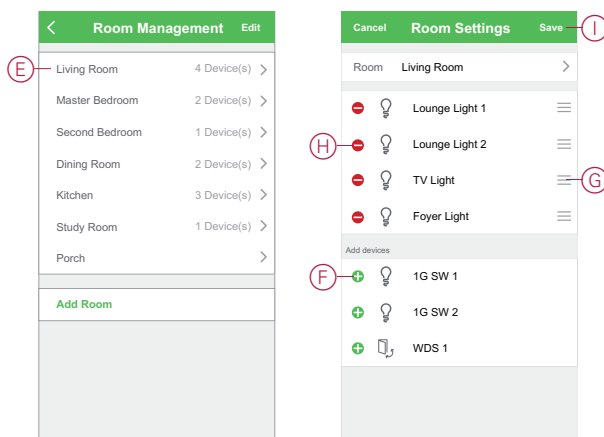
1. (See A, B) On the Home page, tap the **Menu icon (A)**, then tap **Home Management (B)**.



2. (See C,D) Tap the Home where the Room is located (C) and then tap **Room Management** (D).



3. (See E) Select the Room to assign the device to.
4. (See F) In the Room Settings Page, choose a device listed under **Add devices**. Tap the **Add (+)** icon next to the device to assign it to the Room.



5. **Optional:**

- (See G) hold the room devices and sort them in the desired order to arrange Room.
- (See H) Tap the **Remove (-)** icon to un-assign a device from the Room.

6. (See I) Tap **Save** when finished.

The device can be accessed by selecting the applicable Room tab on the Home page.

TIP: If you select a Room from the Home page and then add a new device from there, it is assigned to that Room automatically.

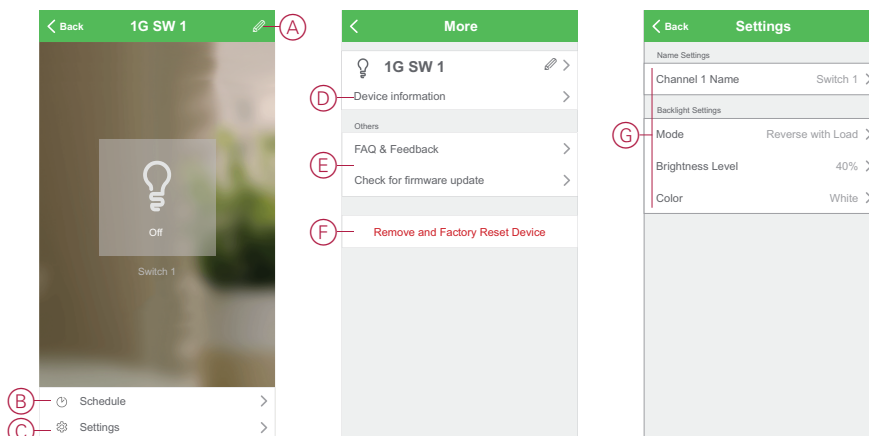
Configuring a device

General device configuration

Adjust device settings, rename a device, re-assign a device to another Room, perform firmware upgrades and more.

Devices can be configured in various ways, depending on the device type. In the app, device settings are grouped into the Device Details (**More**) and **Settings** pages.

1. In the Home page, tap a device to open the device control page. Also, you can tap and hold the device to open device control page.
2. In the device control page, do any of the following:
 - (See A) Tap the **Pen** (Edit) icon to display the Device Details (**More**) page (see Step 3).
 - (See B) If displayed, tap **Schedule** to operate the device at a given time. (Other device types may display different configuration options here, or none at all.)
 - (See C) Tap **Settings** to open the device-specific **Settings** page (see Step 4).



3. On the Device Details (**More**) page, do any of the following:
 - (See D) Rename the device, change the device icon or assign the device to a different Room. Find information about the device.
 - (See E) Browse FAQs relating to the device, provide feedback to the app developer regarding the device, or check to see if a device firmware upgrade is available.
 - (See F) Tap **Remove and Factory Reset Device** to restore the device to its original factory defaults.

NOTE: All device settings are lost and the device details are removed from the cloud, effectively restoring the device to its original state prior to use.
4. (See G) On the **Settings** page, adjust the device-specific settings. (The available settings vary by device type.)

Setting Lux level for Motion Sensor

The Motion Sensor Lux triggering level and delay can be set from the app. The settings required to complete this operation are available in the device control page. See [General device configuration](#), page 39

Calibrating Blinds

The device is supplied in an uncalibrated state.

Each blinds motor varies in the time taken to complete the movement from bottom to top position (i.e. edge to edge). This is called the run time.

To determine the default time, operate the blinds and use a stopwatch to record the time it takes to move from fully closed to the fully open position.

In the app, enter the recorded time in seconds in the drive time section of the device Settings page.

NOTE: The default run time is 120 s.

When the blinds is operated for the first time after the drive time is set, the blinds performs a calibration by completing a full movement from edge to edge. The Green LED turns off and then blinds drives to the desired position.

IMPORTANT: Do not use the blinds while the calibration is in process to avoid any interruption.

Setting RL-LED mode for Dimmers

In case you want to improve the dimming quality when the dimmer is connected to an LED lamp, you can change the dimming mode in the App.

1. See [General device configuration](#), page 39 for how to open the device Settings page.
2. In the device settings page of the dimmer, tap Dimming Mode and select the RL-LED mode option.

Wiser IP Camera Indoor

The IP camera is connected to the system via the network router. To pair the camera with the app, see [Pairing the device](#) and follow the steps to add the device from the home page. Therefore, commissioning of the Hub is not required before pairing.

After the device is added, follow the instructions in the app to complete the pairing process.

Resetting devices

Delete settings from a device, or remove a device from the system. Refer to the specific devices' Instruction Manuals for more information.

Device LED behavior

Devices have LEDs to indicate their operating status and to confirm actions such as resetting or joining a network.

Gateway

Status	LED Indication	LED Indication Duration
Switching On/Restarting	All 3 LEDs display solid white 	40 s
Connected to router (Wi-Fi)	WLAN LED displays solid white 	While connected to router
Connected to router (Ethernet)	Ethernet LED displays solid white 	While connected to router
Zigbee network initialized	Zigbee network LED displays solid white 	While Zigbee network is available
Zigbee network open for pairing (Wi-Fi)	WLAN LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open
Zigbee network open for pairing (Ethernet)	Ethernet LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open

Resetting Gateway

Reset Level	User Action	LED Indication	LED Indication Duration
Level 1 reset in progress. (Restores Ethernet/WLAN settings only)	Press and hold the Reset button for 5 to 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink once.
Level 2 reset in progress. (Upon successful reset, all configuration data, user data, and network data is deleted).	Press and hold the Reset button for more than 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink 3 times.

Pairing

Device	User Action	LED Indication	Status
Sensors, Micro modules, Dimmers, Switches, Motion sensor switch, Motion sensor dimmer, SmartPlug, Blinds control, Wireless switch	Press the push button 3 times	LED blinks orange, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off. 
IP camera Indoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	LED glows green, when the pairing mode is complete. 
IP Camera Outdoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	- LED blinks blue, when searching for Wi-Fi mode  - LED glows blue, when connected to Wi-Fi 

Power indication

Device	User Action	LED Indication	Status
SmartPlug	No action	LED displays solid red. 	SmartPlug power is On.

Resetting smart devices

Device	User Action	LED Indication	Status
Sensors, Micro modules, Dimmers, Switches, Motion sensor switch, Motion sensor dimmer, SmartPlug, Blinds control	Press the push button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinking green, before turning Off. 

Connected sockets

Status	LED Indication	Description
Setting 1 (Default state)	The Red LED glows. 	- The Red LED glows when the output is switched ON - The LEDs are OFF, when the output is OFF.
	All the LEDs are OFF. 	
Setting 2	The Red LED glows 	- Red LED is ON when output is ON. - Green LED is ON when output is OFF.
	The Green LED glows 	

Status	LED Indication	Description
Setting 3	All LEDs are OFF 	- All LEDs are OFF, when the output is OFF. - Green LED is ON when output is OFF.
	Green LED is glows 	
Setting 4	All LEDs are OFF 	There will be no LED indication in any case of the output state.
NOTE: Above settings are done in the app.		

Wiser Radiator Thermostat

Normal use

State	User action	Left LED	Centre LED	Right LED	Duration
Boost up	Twist the cap in the + direction		Not active	Not active	Solid for 5 seconds.
Boost down	Twist the cap in the — direction	Not active	Not active		Solid for 5 seconds.

Head calibration

State	User action	Left LED	Centre LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction		Not active	Not active	Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open				Red and Blue: Flash for up to 5 minutes Orange solid= not joined Green solid= joined
Closing the valve	Twist and hold the cap in the — direction for 2 seconds	Not active	Not active		Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds	Not active		Not active	Pulses for up to 2 minutes
Join success		Not active		Not active	Solid for 5 seconds
Failed to join	If no network is found after 2 minutes	Not active		Not active	Flashes for 5 seconds

Error state

State	User action	Left LED	Centre LED	Right LED	Duration
Low battery	Twist the cap in the + direction	Not active		Not active	Solid for 1 second (Repeated each hour)
Critical battery	Twist the cap in the — direction	Not active		Not active	Fast flash for 5 seconds (Repeated each minute)

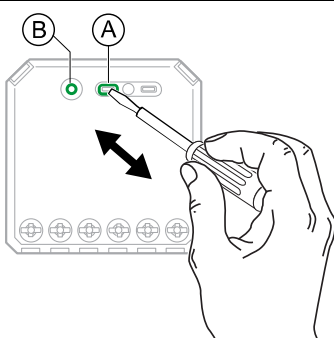
Error state (Continued)

State	User action	Left LED	Centre LED	Right LED	Duration
No signal	Twist the cap in the + direction to start a boost		Not active	Not active	Fast flash for 5 seconds (Repeated)
No signal	Twist the cap in the — direction to start a boost	Not active	Not active		Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or — direction to start a boost	Not active		Not active	Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the system and must either join the Hub or re-installed.

Device button/key and LED locations

Find the location of buttons, keys and LED indicators on various devices.

Wiser Micro Module Light Switch/Shades Control



⚡ ⚠ WARNING

DANGER DUE TO ELECTRIC SHOCK

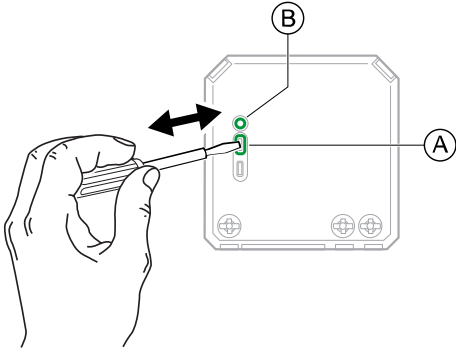
- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

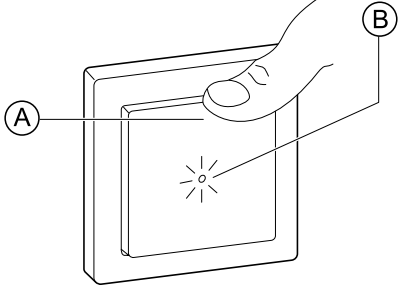
(See A) **Setup/Reset** button

(See B) Status LED

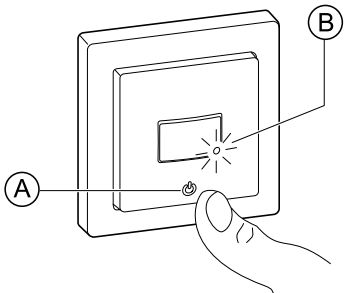
Wiser Micro Module Dimmer

	⚠ ⚠ WARNING DANGER DUE TO ELECTRIC SHOCK • Observe the regulations for working on live parts. • Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900. Failure to follow these instructions can result in death, serious injury, or equipment damage.
(See A) Setup/Reset button (See B) Status LED	

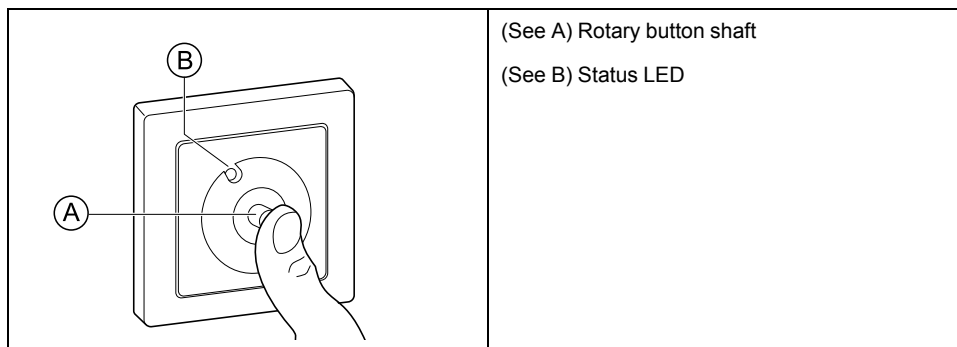
Wiser relay switch 10 A/universal push-button dimmer LED/blind control switch

	(See A) Push button (See B) Status LED
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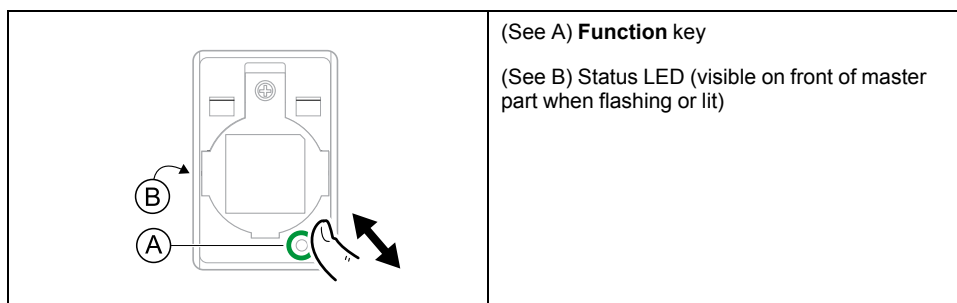
Wiser motion sensor with switch 10 A/with universal push-button dimmer LED

	(See A) Push button (See B) Status LED
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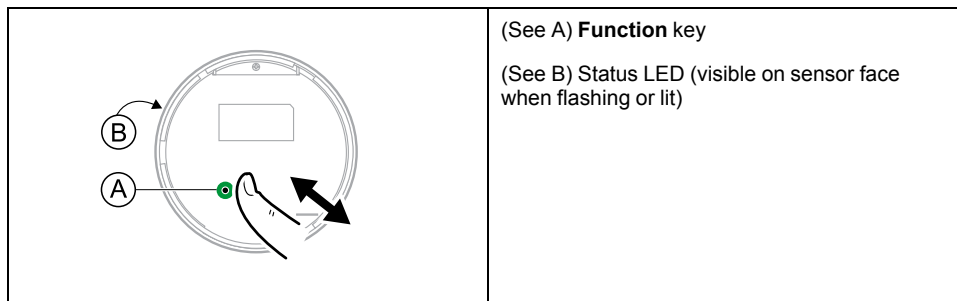
Wiser universal rotary dimmer LED



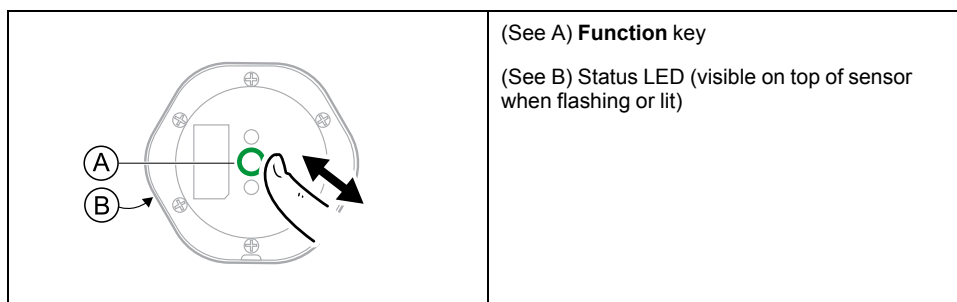
Wiser Window/Door Sensor



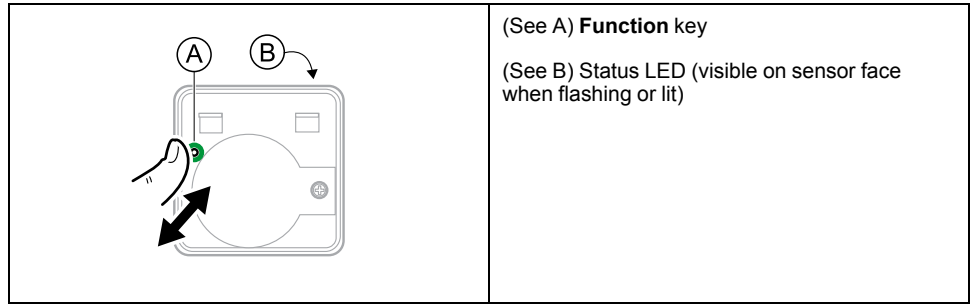
Wiser Motion Sensor



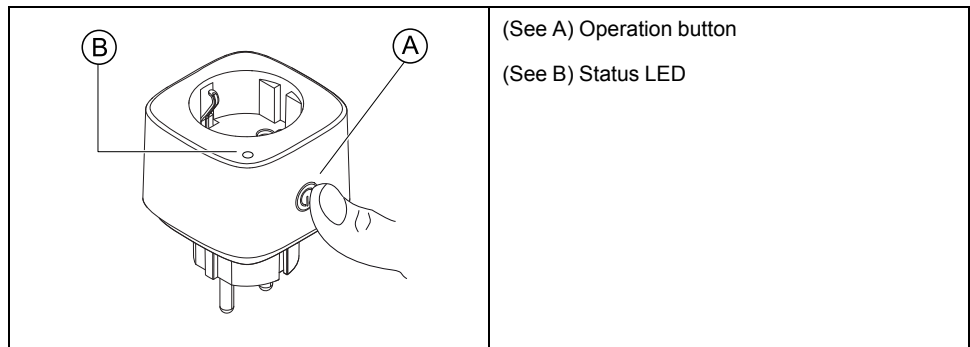
Wiser Water Leakage Sensor



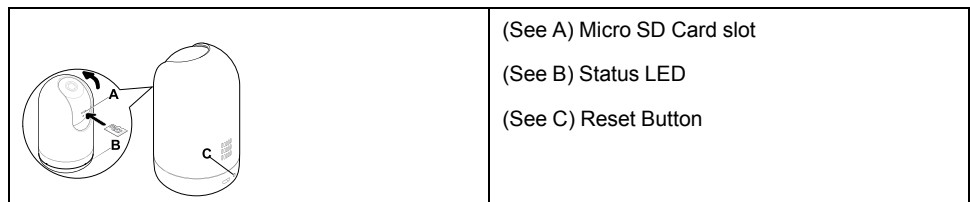
Wiser Temperature/Humidity Sensor



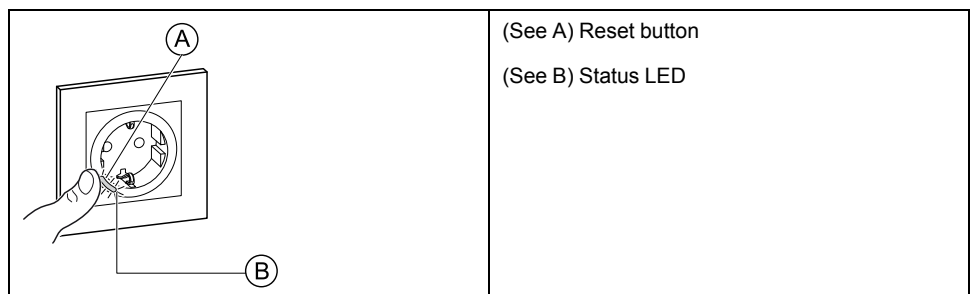
Wiser SmartPlug 16 A



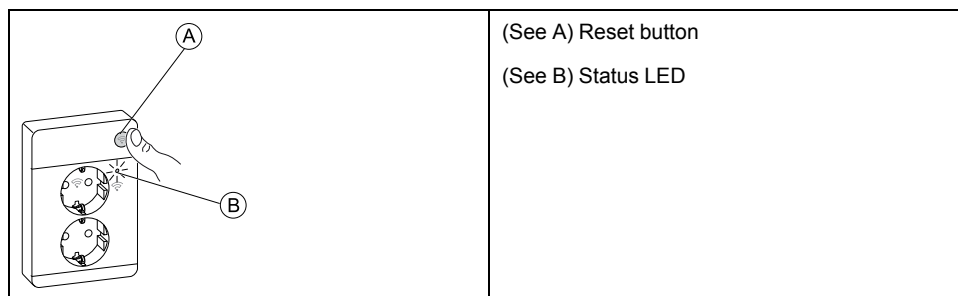
Wiser IP camera indoor



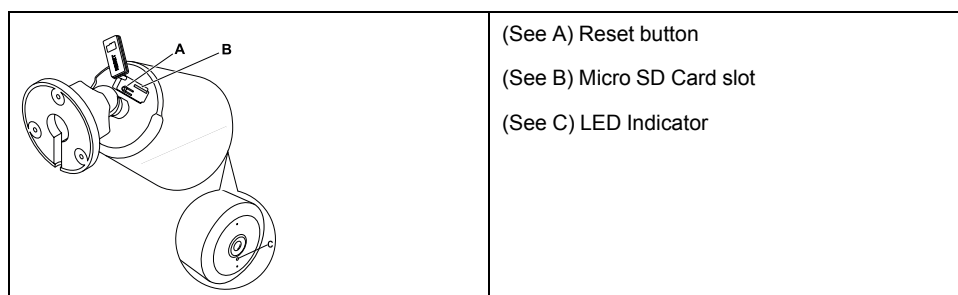
Connected single socket outlet 16A



Connected double socket outlet 16A



IP Camera Outdoor



Making devices work together

Moments and Automations

You can combine the settings of one or more Wiser devices together to form a Moment or an Automation.

Operate a Moment manually whenever desired, or set up an Automation and specify conditions to trigger the devices.

Moment is triggered manually and Automation is triggered by an event.

Moment

Your evening is about to begin. You settle in on the couch. The roller shutters close, the lights dim, and the TV switches on—everything you need for a great movie night and desired lighting ambience. This is a Moment saved to your Wiser by SE app. Once you create it, you can use it again and again with just a tap on your smartphone's screen.

Automation

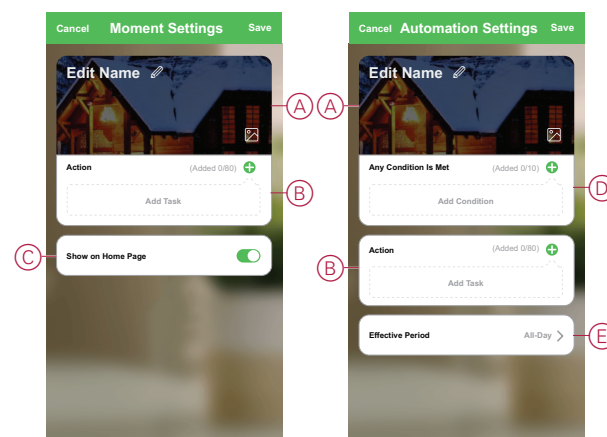
The members of your family always come home at about the same time. Using an Automation, your Wiser system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival—your Automation launches automatically according to your schedule.

You can set an Automation to activate based on date and/or time, sensor status and other options, depending on the devices in your Wiser system.

Differences between Moments and Automations

There are some features common to both Moments and Automations. Other features apply to only one or the other.

Moment settings and Automation settings pages in the app

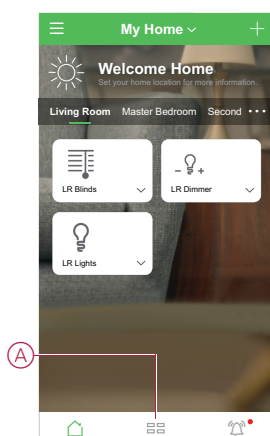


Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more Tasks.)	Execute an Automation.	No	Yes
	Enable or disable a Moment or Automation (for example, if you are going away for an extended time).	Yes	Yes
	Send a Notification when the Automation is triggered.	No	Yes
	Set a delay time for the Moment/Automation to operate once triggered.	Yes	Yes
	Select a device and configure settings to be applied when the Moment/Automation is triggered.	Yes	Yes
(See C) Show on Home Page	Display the Moment on the Home page (tap the Moment to operate).	Yes	No
(See D) Conditions	Trigger an Automation based on one or more conditions, including temperature/humidity/weather, time (including sunset/sunrise at a nominated location), and device operation or output.	No	Yes
(See E) Effective Period	Configure when an Automation can be triggered. Options include Daytime and Night based on a Home location, a custom time period, and repeating on days of the week.	No	Yes

Creating a Moment

This topic explains how to create a Moment.

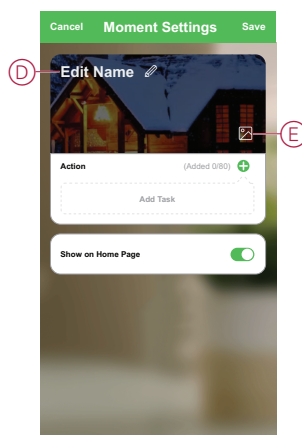
1. (See A) In the Home page, tap the  icon.



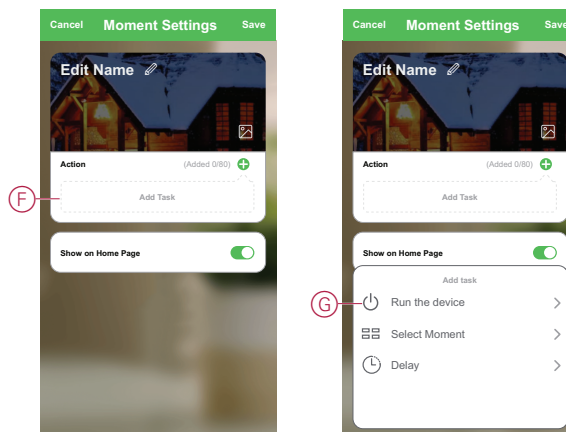
2. (See B, C) In the Moment page, tap the **Moment** tab (B) and then tap the + icon (C).



3. (See D, E) Set a name for the Moment (for example, **Welcome**) (D) and optionally a background image (E).



4. (See F, G) Tap **Add Task** and **Run the device** to select the device from the **All devices** list. After you select the required functions in **Select Function** page, follow the steps in the app.



5. Tap **Save** to complete the process to create a Moment.

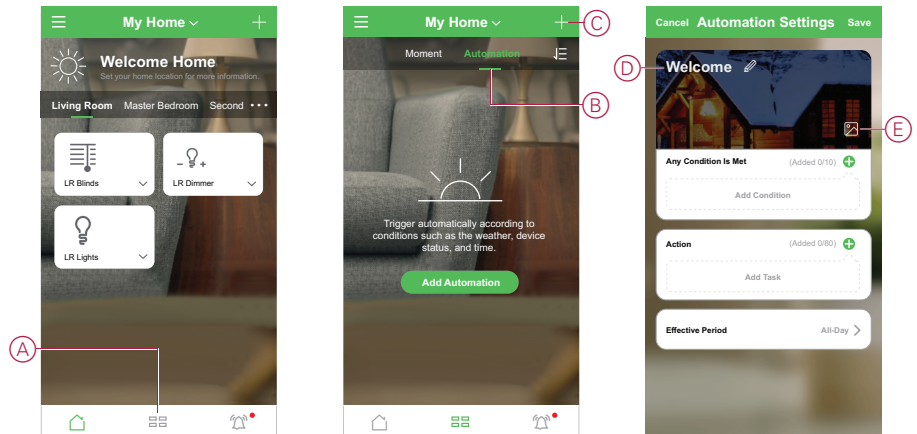
Example: Creating a Welcome Automation

This example demonstrates how to create an Automation that turns on the Living Room lights, opens blinds and sets a dimmer level, all when the front door is opened.

Start a new Automation

To trigger one or more devices when selected conditions occur, create an Automation.

1. (See A) In the Home page, tap the  icon.
2. (See B, C) In the Moment page, tap the **Automation** tab (B) and then tap the **+** icon (C).
3. (See D, E) Set a name for the Automation (for example, **Welcome**) (D) and optionally a background image (E).



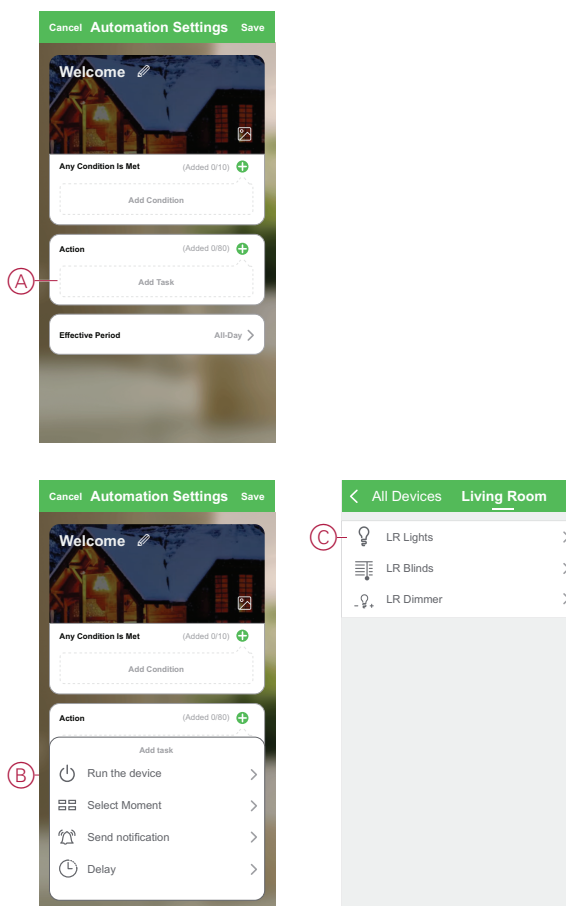
Configure an Action to operate the devices

An Action is required to operate the light switch, blinds and dimmer devices in the Living Room. Configure the Action by setting one or more Tasks.

NOTE: This example shows the setting of the light switch.

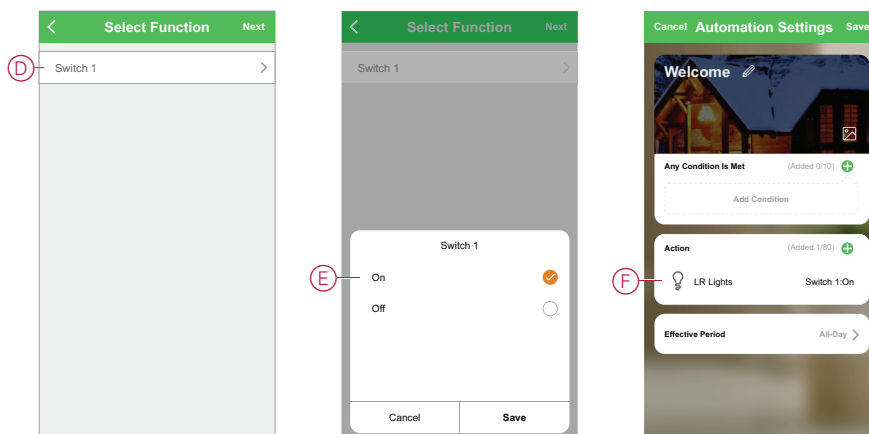
1. (See A) Tap **Add Task**.
2. (See B) Tap **Run the device**. There are four types of tasks and these can be added in action list in Automation.

3. (See C) Select the Living Room light switch from the list.



4. (See D, E) Select the Switch (D) and set its state to **On** (E).

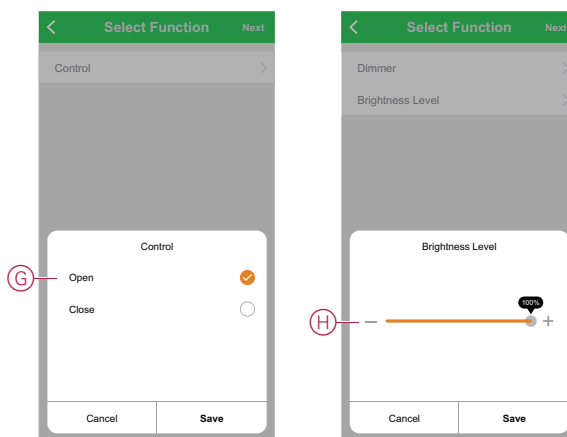
5. Tap **Save**, then **Next**.



(See F) The switch Task is displayed in the **Action** section of the Automation page.

TIP: If you want to delete a created action, swipe the action to left and tap the **Delete** option. To re-order the existing actions, tap and hold an action and drag it to the desired position in the list.

6. Add further Tasks to set Blind open (G) and Dimmer level (H).

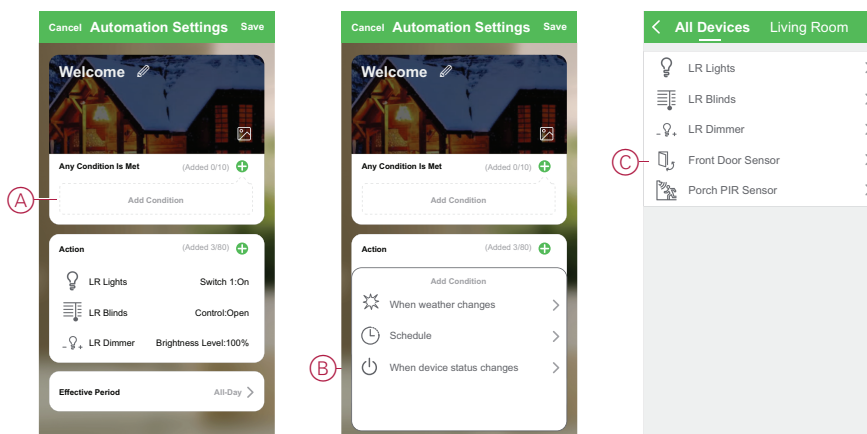


Add Conditions to trigger the Automation

At least one Condition is required to trigger an Automation.

NOTE: For this example, a Condition will be set to trigger the Automation when the front door is opened and the motion sensor (installed externally) is detecting the movement. This involves selecting the front door Window/Door sensor and selecting the motion sensor. Also, choosing the Open and motion detected Condition.

1. (See A) Tap **Add Condition**.
2. (See B) Tap **When device status changes**.
3. (See C) Select the Front Door Window/Door Sensor.



4. (See D) Tap the **Window/Door Sensor** function.
5. (See E) Select the **Open** condition.
6. The Window/Door Sensor is displayed in the **Condition** section of the Automation page.

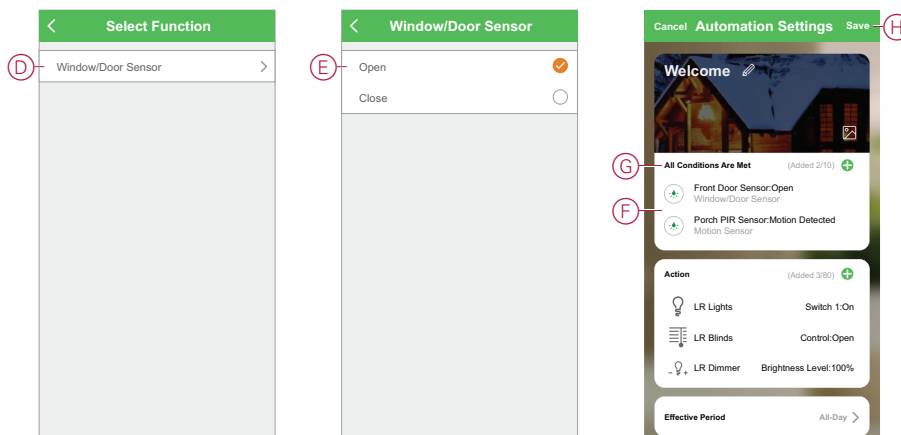
Repeat the steps from 1 to 6, to add the conditions to trigger the automation for Motion Sensor. Both devices are now displayed in the Condition section of the Automation page (see F).

7. (See G) For Automations with more than one condition, set whether the Automation should be triggered when any condition is met, or only when all conditions are met.

You have a choice to trigger the automation when any or all conditions are met. However, in this case, the automation is triggered when all the conditions are met.

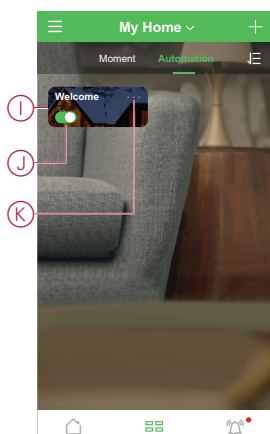
TIP: In case you want to delete a created condition, then, swipe the condition to left and tap the **Delete** option.

8. If you want to limit to when this automation occurs, for ex, between 6-7pm when arriving from work, then tap **Effective Period** field in the app and set a time interval.
9. (See H) Tap **Save**.



The finished Automation (I) is displayed on the  page under the **Automation** tab.

Tap the **Enable** switch (J) on the Automation button to enable/disable the Automation. Tap the Edit (...) icon (K) to change the Automation settings.



Troubleshooting

This topic explains the solutions to problems with the system, devices and configuration settings.

For your safety

⚠️⚠️ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by qualified electrical personnel. Qualified electrical personnel must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices
- Laying electrical cables
- Safety standards, local wiring rules, and regulations

Failure to follow these instructions will result in death or serious injury.

General system

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the system.	Only use devices listed in Supported Wiser devices , page 25.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be stored in a different region. See App account , page 9 for more information.	Users can create another account using a country code in the same region as the Home they wish to join. NOTE: Users cannot access their own Homes with the new account and must log in to the app with their original account details in order to do so.
The device is not able to connect with the Gateway. After pressing 3 times, the device LED blinks red/green for 30 s.  NOTE: This does not apply to sensors or the SmartPlug.	Pairing mode has changed.	Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode. 
The system cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	Check that the following router ports are open: • MQTT: Port 8883 • UDP: Port 6667 • TCP: Port 6668 • HTTPS: Port 443 IMPORTANT: For cyber-security, check that all unused ports are closed.

Wi-Fi devices, Indoor and Outdoor Camera

Symptom	Solution
The Wiser system cannot find a Wi-Fi device when commissioning.	Check if your phone is connected to VPN by checking in the phone settings. If this is the case, disconnect the VPN while commissioning the Wi-Fi device. NOTE: Some VPN connections are automatically reconnected after a few minutes if disconnected (for security reasons), so you may need to disconnect it several times, for example if you commissioning multiple Wiser Wi-Fi devices.

Micromodule dimmer, Relay, Shutter

Symptom	Solution
The setup/reset button cannot be operated due to inconvenient working position.	Connect a push-button (spring-loaded switch) to the L (Live wire) and 1 (switch) terminal. Push-button press can then be used instead of the setup/reset button.

Sensors

Symptom	Possible cause	Solution
The sensor has stopped reporting status, but is otherwise operating normally.	The device may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the device is reporting status. NOTE: The firmware update runs in the background.

Devices with motion sensors

Symptom	Possible cause	Solution
Load does not switch on automatically. NOTE: This does not apply to the battery-powered Wiser Motion Sensor.	Detection brightness for the sensor is low.	Increase the detection sensitivity in device settings.
Load does not switch off automatically when an Automation is triggered.	The Automation may include a delay Action that is set too long.	Reduce the Action delay time.

Switches

Symptom	Solution
Connected load does not switch on.	- Check the power supply. - Turn the device off and back on again. - Check the load. - In the case of an external push button, check the wiring. - Re-couple devices.
Connected load is switched on permanently.	Reduce the Detection Delay time in the app. NOTE: This setting is only available in SmartMove Relay.

Dimmers

Symptom	Solution
Dimming up not possible.	- Reduce/increase load. - Allow the dimmer module to cool in case of overheating.
Switching on not possible.	- Allow the dimmer module to cool in case of overheating. - Reduce load. - Change load. - Check externally-connected push buttons and joined/paired devices: - In the case of an externally-connected push button, check the wiring between the push button and the dimmer. - In the case of joined/paired devices, remove the assignments between the devices and re-join.
Brightness level reaches below the default value.	- Reduce/increase load. - Reduce maximum brightness.
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	- Change load. - Set RL LED mode. - Reset to default settings if you are using a micro module dimmer.
Only slight dimming capability	- Change dimming range. - Set RL LED mode.

Blinds control

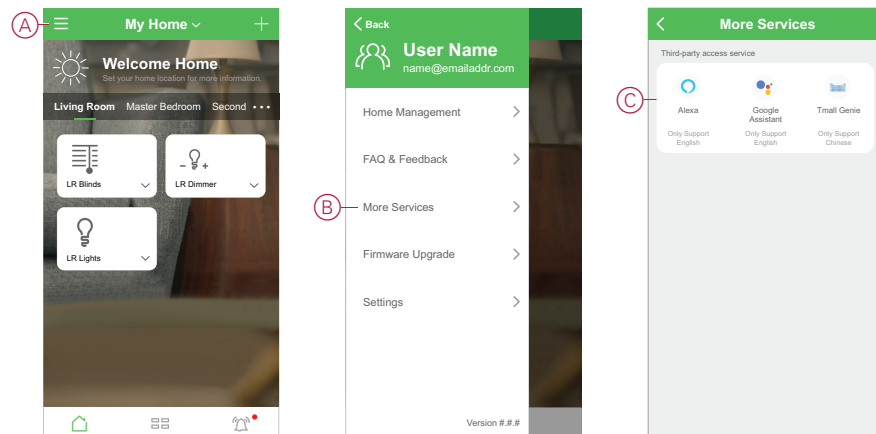
Symptom	Solution
Connected blinds cannot be controlled.	- Check the power supply. - Remove power to the blinds control switch and then re-connect power again. - Check the load. - In the case of an external push button, check the wiring. - Re-couple devices.
Blinds is not driving to the desired position.	Re-calibrate the blinds. See Calibrating Blinds , page 40

Additional information

Configuring voice control

Integrate third-party voice control such as Alexa, Google Assistant, Tmall Genie into the app for increased functionality.

1. (See A) From the Home page, tap the Menu icon.
2. (See B) Tap **More Services**.
3. (See C) Tap a service and follow the instructions in the app to configure the service for use.

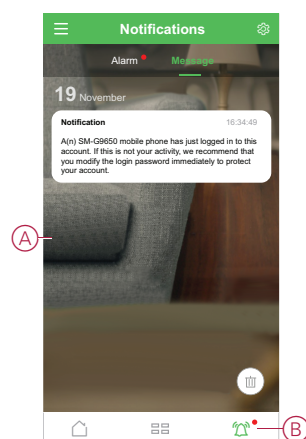


Alarms and Notifications

The app provides alarms for significant system events that require urgent attention (such as water leakage) and notifications for non-urgent events such as system access and device management.

The Notifications page

Alarms and notifications are stored in the Notifications page (see A). You can open the Notification page by tapping the Notifications icon (see B).



New alarms and notifications are indicated by a red dot:

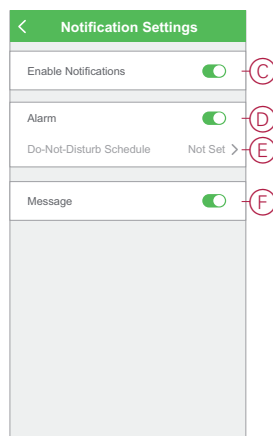
- next to the Notification icon, and

- next to the **Alarm** and **Message** tabs.

Notification options

Tap the Settings icon (gear) at the top of the Notifications page to access the Notifications Settings. (You can also access the Notifications Settings page from the app Settings page by tapping **App Notification >**.)

- **Enable notifications:** (See C) A master switch that turns all notifications On or Off.
- **Alarm:** (See D) Enable or disable device alarms such as water leakage, motion detection and camera motion detection.
- **Do-Not-Disturb Schedule (Alarms only):** (See E) Set one or more time periods when the alarm function will be disabled. Single or repeating schedules are possible. A schedule can affect either all device alarms or only selected device alarms.
- **Message:** (See F) Enable or disable all messages, including messages relating to home, account, remove device, add, upgrade, and factory reset.

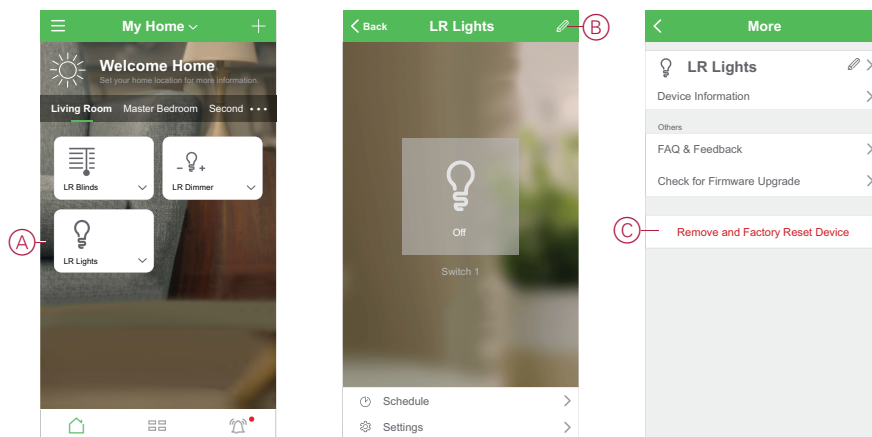


Removing a device/Restoring factory defaults

Restore a device to factory default settings in order to solve a problem with a device or remove it from the system for use elsewhere.

NOTE: After restoring factory defaults, the device is removed from the system and all configuration settings made to the device will be lost.

1. (See A) Tap the device in the Home page.
2. (See B) Tap the **Edit (pen)** icon.
3. (See C) in the Device Settings page, tap **Remove and Factory Reset Device** and follow the steps in the app.

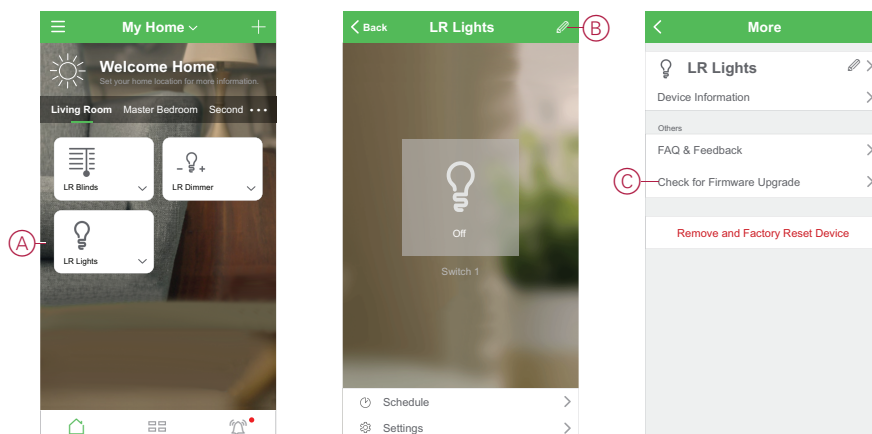


Checking for device firmware upgrades

Keep devices up-to-date with the latest firmware releases.

Checking a specific device for firmware upgrade

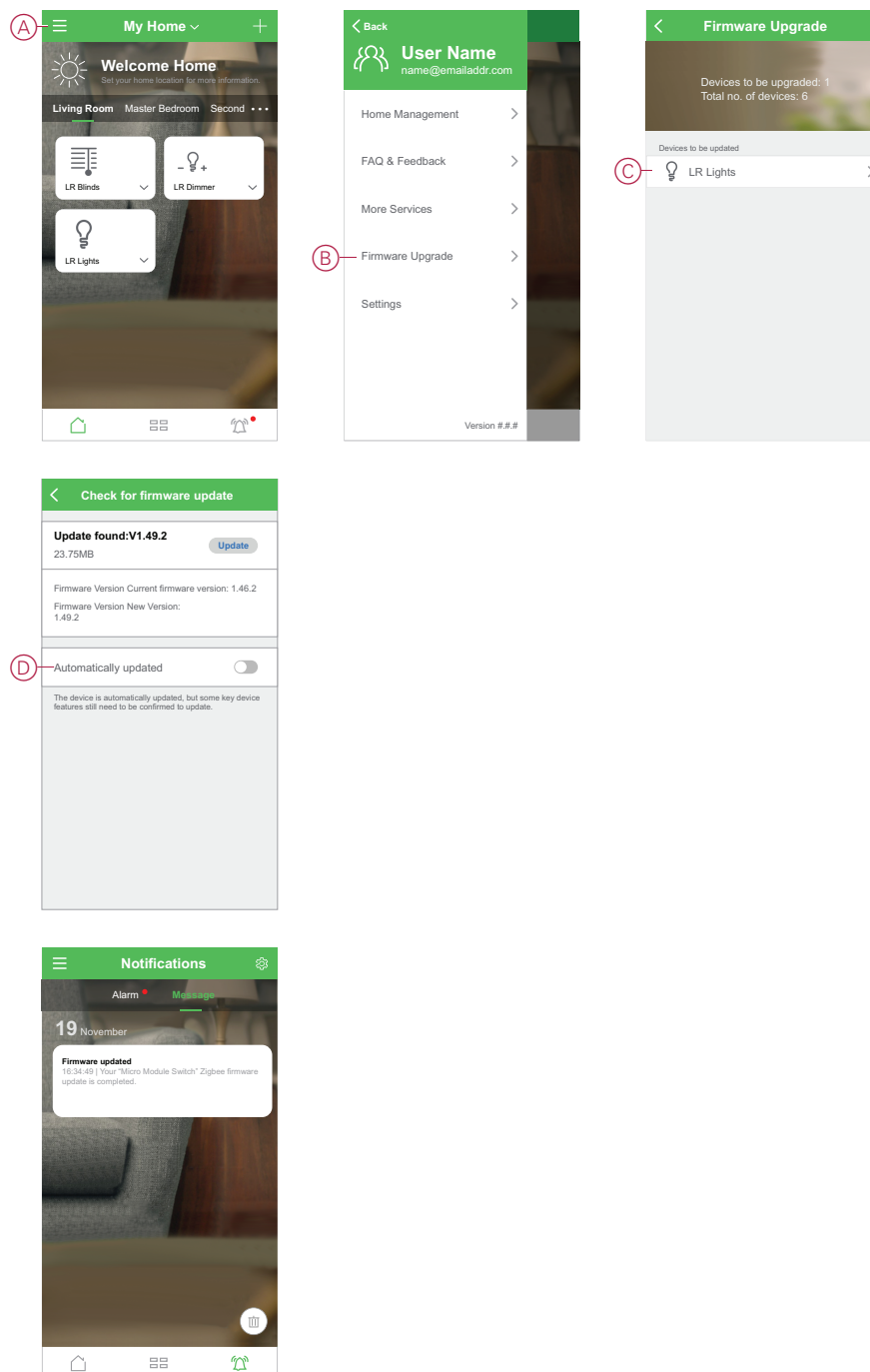
1. (See A) Tap the device in the Home page.
2. (See B) Tap the **Edit (pen)** icon.
3. (See C) In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app.



Checking for any device requiring a firmware upgrade

1. (See A) On the Home page, tap the Menu icon.
2. (See B) In the menu slide-out, tap **Firmware Upgrade**.
3. (See C) Tap a device in the **Devices to be updated** list and follow the instructions in the app.
4. (See D) Tap the button beside **Automatically updated** to enable automatic updates.

After this, a notification is received that the firmware is updated.



Using the FAQ & Feedback page

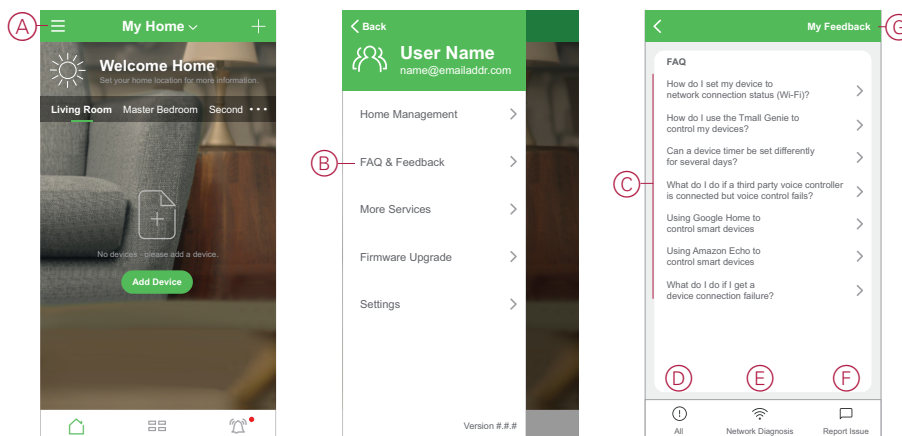
Find information about the app and working with devices.

The FAQ & Feedback page provides a list of Frequently Asked Questions (FAQ) and answers, information about using the app, device-specific help, and a way to report issues with the app and devices.

1. (See A) In the Home page, tap the Menu icon.
2. (See B) Tap **FAQ & Feedback**.

3. Do any of the following:

- (See C) Browse the list of FAQs (tap a question to see the answer)
- (See D) Tap **All** to find device-specific help by selecting the device from a list
- (See E) Tap **Network Diagnosis** for help with solving network issues
- (See F) Tap **Report Issue** to raise an issue with the development team
- (See G) Tap **My Feedback** to check the status of issues that you have reported.



Glossary

A

Action: An operation on a device is an action. For example, turning a light On or Off, or setting the brightness level on a dimmer.

Automation: One or more device actions that are triggered together when one or more conditions are met. For example, switch off all the lights in the home after one hour of sunrise.

M

Moment: One or more device actions that can be triggered together with a single command. For example, turn all the lights on and close the in the living room by tapping a button or using a voice controller such as .

O

OTA: (Over the air) Refers to the method of updating the firmware in a device. Example: Perform an *OTA update* of firmware on a device using the app.

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please ask for confirmation of the information given in this publication.

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