

Wiser™

System user guide (Europe)

Commissioning instructions for the Wiser system, devices and app.

05/2021



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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

Related Topics

- Compliance information for Green Premium products
- Trademarks

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=ot7n66yt63o1xbflyfj>

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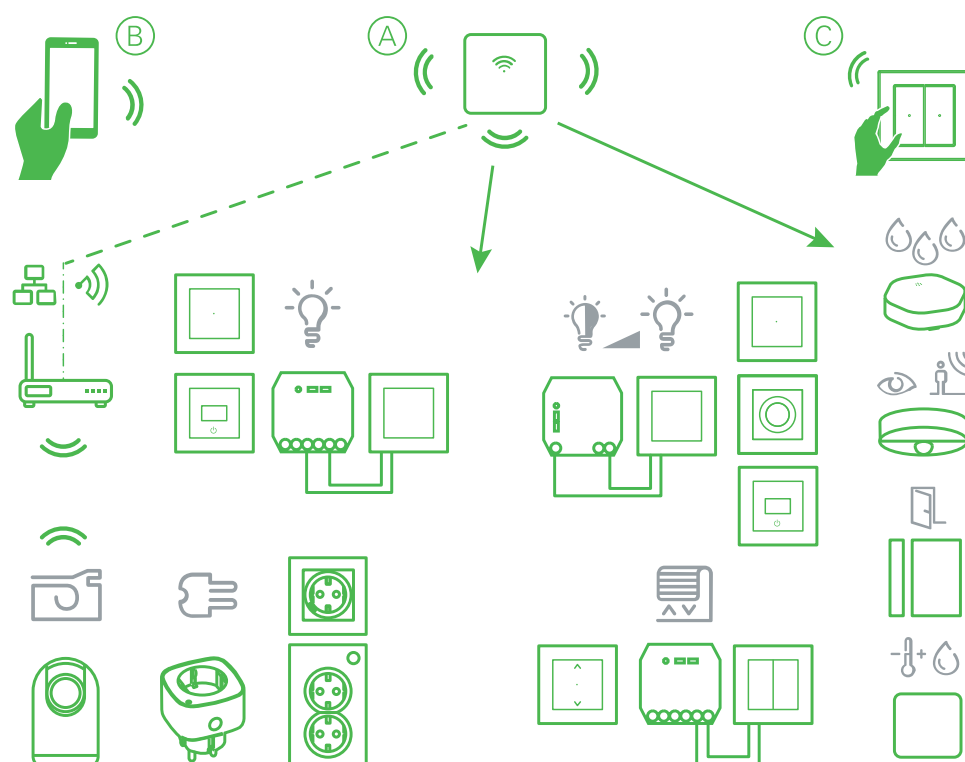
Getting to know the Wiser system

Related Topics

- Overview of the Wiser™ system
- The Wiser by SE app
- Supported Wiser devices
- Support for battery-powered devices
- Wiser system limits

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 Wiser Hub.

Wiser devices

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

- lighting and dimming
- motorised shutters and blinds

- power outlet switching and metering

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

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 the perfect movie night. 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 ambiance 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.

The Wiser by SE app

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

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 9). 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 smartphones 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 9.

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

Data centre	Country/Regions
	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

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.

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.

Supported Wiser devices


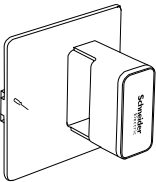
The devices listed in the following table are available for use in the Wiser system.

Follow the device Installation Instructions links for device installation instructions.

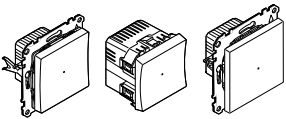
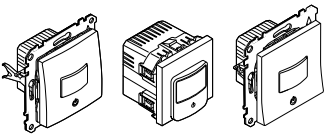
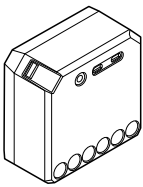
IMPORTANT: These devices must not be used in safety applications and are only for general residential use only.

NOTE: Some devices shown in this section may not be available in your country.

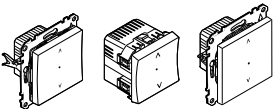
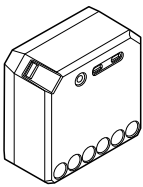
Gateways

Device	Application	Installation Instructions
<p>Wiser gateway</p> 	<p>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</p>	<p>Gateway</p>
<p>Tablestand for Wiser gateway</p> 	<p>An optional stand for placing the Wiser gateway on a table or on another flat surface.</p>	<p>Tablestand</p>

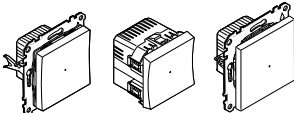
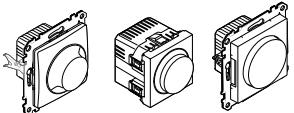
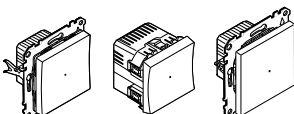
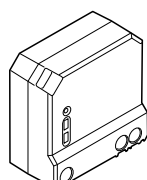
Light switches

Device	Application	Installation Instructions
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.	Sedna Exxact Unica
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.	Sedna Exxact Unica
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.	Micro module light switch

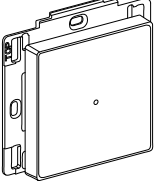
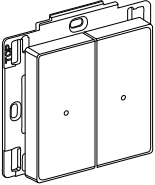
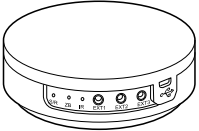
Blind controllers

Device	Application	Installation Instructions
Connected blind control switch 	Remotely open/close blinds or automatically set blind position in response to a specified condition or event.	Sedna Exxact Unica
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.	Micro module shades control

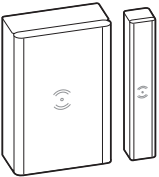
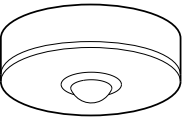
Dimmers


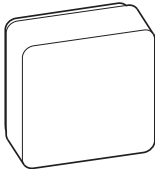
Device	Application	Installation Instructions
<p>Connected universal push-button dimmer LED</p> 	Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.	<p>Sedna</p> <p>Exxact</p> <p>Unica</p>
<p>Connected universal rotary dimmer LED</p> 		<p>Sedna</p> <p>Exxact</p> <p>Unica</p>
<p>Connected motion sensor with universal push-button dimmer LED</p> 	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.	<p>Sedna</p> <p>Exxact</p> <p>Unica</p>
<p>Wiser Micro Module Dimmer</p> 	<p>Converts compatible mechanical push-button switches into smart dimmers. Connect up to 10 compatible mechanical push buttons.</p> <p>NOTE: Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	Micro module dimmer

Control devices

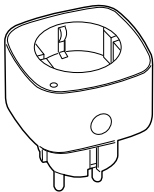
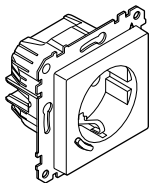
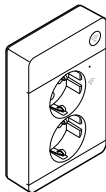
Device	Application	Installation Instructions
Free Locate Wireless Switch 1-gang 	The Free Located Wireless Switch 1-gang is used to control a group of Zigbee devices within the same Zigbee network.	Free Located Wireless Switch 1-gang
Free Locate Wireless Switch 2-gang 	The Free Located Wireless Switch 2-gang is used to control a group of Zigbee devices within the same Zigbee network.	Free Located Wireless Switch 2-gang
Wiser IR Convertor 	Control split system air-conditioners, televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.	Installation instructions

Sensors


Device	Application	Installation Instructions
Wiser Window/Door Sensor 	Detects when windows and doors are opened or closed and sends the status to the gateway.	Wiser Window/Door Sensor
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.	Motion sensor

Device	Application	Installation Instructions
<p>Wiser Water Leakage Sensor</p> 	<p>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.</p> <p>NOTE: The device can operate as a standalone product when not connected to the gateway.</p>	Water leakage sensor
<p>Wiser Temperature/Humidity Sensor</p> 	<p>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.</p>	Temperature/humidity sensor

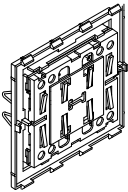
Power devices

Device	Application	Installation Instructions
<p>Wiser SmartPlug 16 A</p> 	<p>Controls various electrical devices, for example floor lamps, radios, ventilators or coffee machines, using the app. Monitor energy consumption of plugged-in devices.</p>	SmartPlug 16 A
<p>Connected single socket outlet 16A - Schuko</p> 	<p>Remotely controls and monitors the power consumption of the plugged-in load.</p>	Connected single socket outlet 16A - Schuko
<p>Connected double socket outlet 16A</p> 	<p>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.</p>	Connected double socket outlet 16A

IP camera

Device	Application	Installation Instructions
Wiser IP Camera Indoor 	Monitors sensitive areas of your home and can be triggered by other smart devices.	Wiser IP Camera Indoor

User interfaces

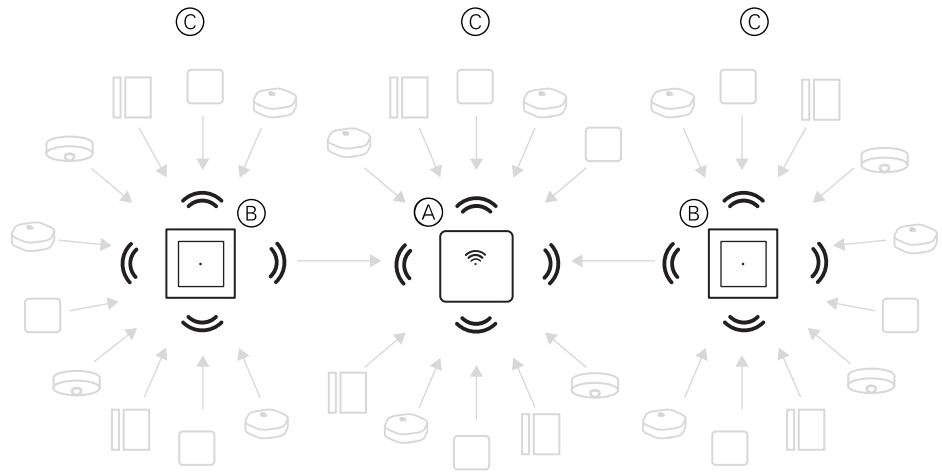
Device	Application	Installation Instructions
Connected push-button module, 1-gang/2-gang 	With the Connected push-button module you can carry out various functions, depending on the insert, such as: <ul style="list-style-type: none"> Switching, dimming and controlling blinds Retrieving, changing and saving light scenes and blind scenes NOTE: The application modules must be used when System M and System Design wiring device is used.	Installation instructions

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	Limits
Devices	Max. 60 devices in one Home
	Max. 60 devices in one Room
	Max. 20 devices assigned to a wireless switch button
	Max. 10 battery-powered devices per mains-powered device. See Support for battery-powered devices, page 19 for more information.
Moments/Automations	Max. 80 Moments in one Home
	Max. 80 Automations in one Home
	Max. 80 Actions in one Moment/Automation
	Max. 1000 Actions in one home (the total actions in Moments and Automations must not exceed 1000)
	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 hub, devices, and sensors, see [Selecting a location for the gateway, page 24](#). 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.

Commissioning the Wiser system

Related Topics

- Overview of system commissioning
- Installing and testing devices
- Selecting a location for the gateway
- Wi-Fi network requirements
- Connecting the gateway to the Wi-Fi network
- Downloading the app
- Creating an app account
- Working with Homes
- Commissioning the gateway (Ethernet mode)
- Commissioning the gateway (AP mode)
- Commissioning devices
- Configuring a device
- General device configuration
- Wiser IR Convertor
- Making devices work together
- Configuring voice control

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 23.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 24.
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 Wi-Fi network, page 25.
Download and install the app.	See Downloading the app, page 27.
Create an account to use the app.	See Creating an app account, page 27.
Set up a Home, Rooms and add Home members.	See Working with Homes, page 28.
Join the gateway to the Home.	See Commissioning the gateway (Ethernet mode), page 30, or Commissioning the gateway (AP mode), page 32.
Add devices to the Home, assign devices to Rooms and configure device settings.	See Commissioning devices, page 36.
Set devices to operate together, either manually, or in response to a schedule or event.	See Making devices work together, page 44.

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 12.
2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.

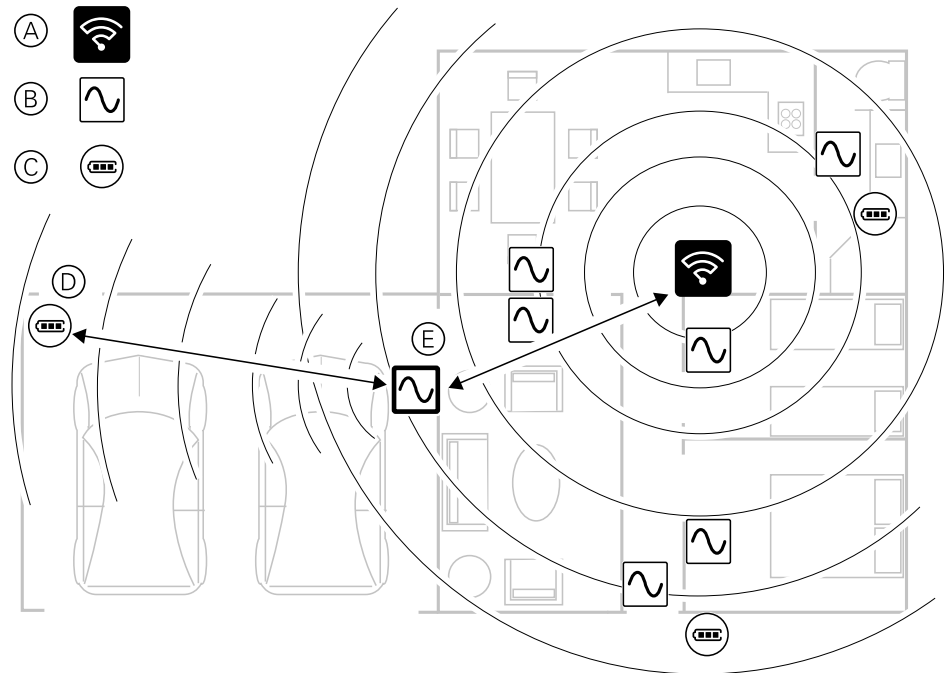
Selecting a location for the gateway

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.

Wi-Fi network requirements

The Wiser system requires a Wi-Fi network 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 network Wi-Fi router used to host the system 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 [AP mode connection \(Wi-Fi\)](#), page 26.

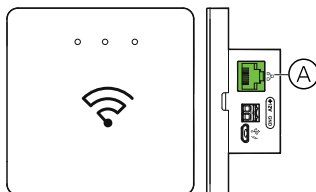
NOTE: The system can be operated physically from switches in case of unavailability of Wi-Fi after commissioning is finalized.

Connecting the gateway to the Wi-Fi network

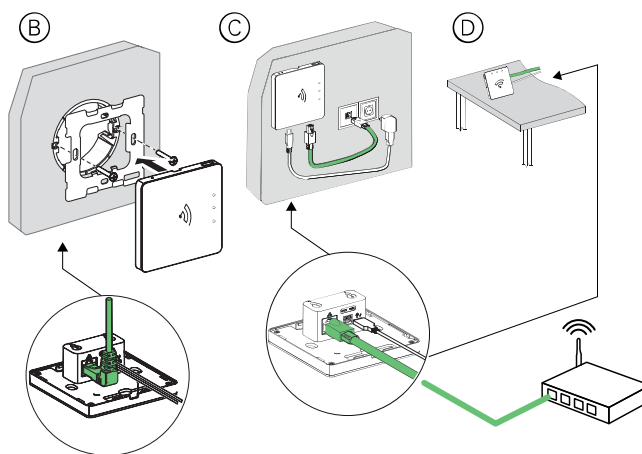
The gateway can be connected to the network Wi-Fi router either by using an Ethernet cable (Ethernet mode), or by using the app to obtain the network details and apply these to the gateway in order to connect by Wi-Fi (AP mode).

Ethernet mode connection (cable)

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



2. Connect an Ethernet cable between the gateway and the Wi-Fi 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 27) and register a user account. You can then add the gateway and optionally connect the gateway to the network router by Wi-Fi. See [Commissioning the gateway \(Ethernet mode\)](#), page 30.

AP mode connection (Wi-Fi)

1. Download the app to your mobile phone. See [Downloading the app](#), page 27.
2. Register an account to use the app. See [Creating an app account](#), page 27.
3. Commission the gateway using AP mode. See [Commissioning the gateway \(AP mode\)](#), page 32.

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>.

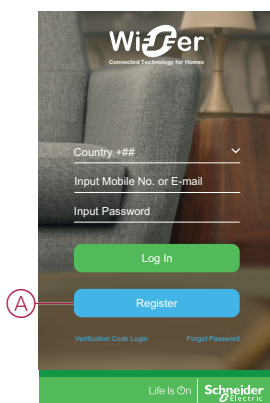
Scan QR code to download app for Android devices



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** (see A).



2. Follow the steps in the app to complete the registration process.

NOTE: You will receive a verification code to confirm account registration. The verification code will be sent to you:

- 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.

You must also 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.

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.

Working with Homes

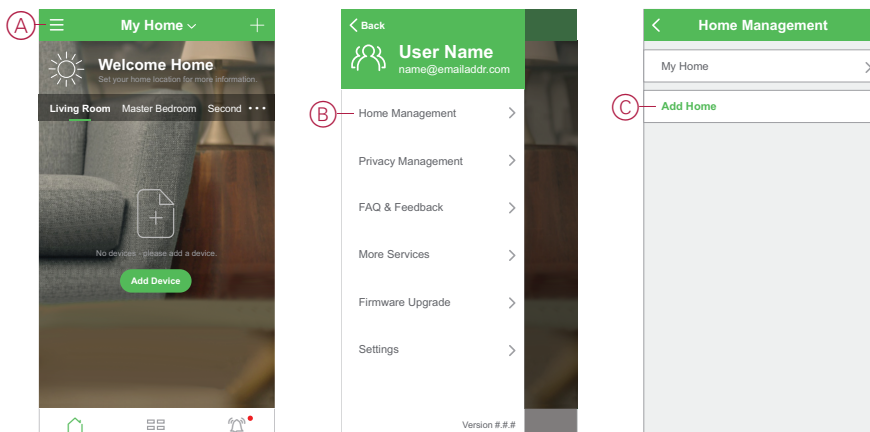
Create a Home, add Rooms to represent the areas with devices, and add Home members.

Adding a Home

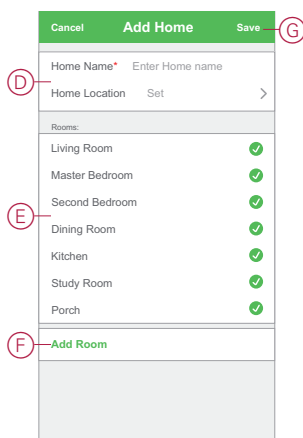
Add a Home from the Home Management menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the Home that is automatically created at the end of registration.

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.

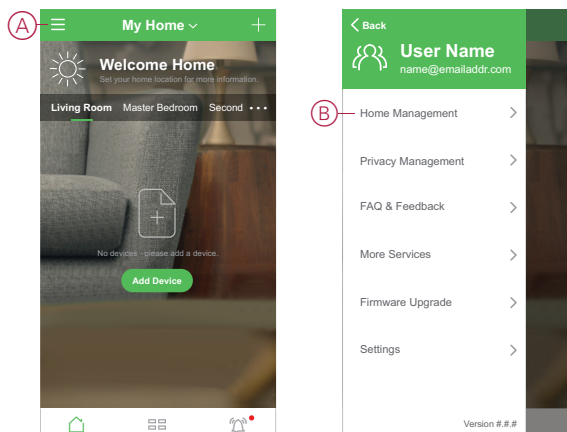
Once devices are added to the Home, each device can be assigned to one of the Rooms created in this task.

Adding Home members

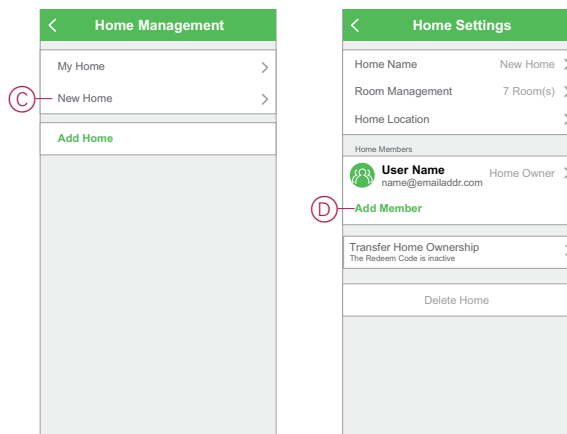
Add members to the Home so that they can operate the devices in the Home using their mobile phone and the app. Home owners can also enable Administrator access for selected Home members to configure and maintain the Wiser system.

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 9.

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).



Commissioning the gateway (Ethernet mode)

If the gateway is connected to the network by Ethernet, commissioning involves adding the gateway to the Home using the app.

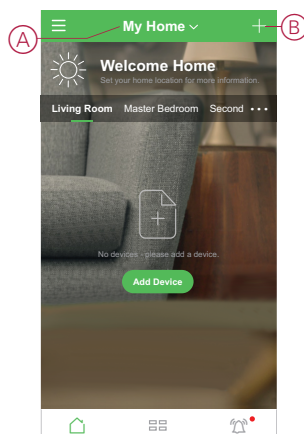
Before commissioning the gateway, the gateway must be connected to the Wi-Fi network router using an Ethernet cable. (See [Connecting the gateway to the Wi-Fi network](#), page 25.) After commissioning, you can optionally switch the connection to Wi-Fi, if needed. (See [Switching the gateway Ethernet connection to Wi-Fi \(optional\)](#), page 31.)

NOTE: Before commissioning the gateway, make sure that both the gateway and mobile phone are connected to the same Wi-Fi network router.

Adding the gateway to the Home

Use the app to add the gateway to a Home.

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.

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

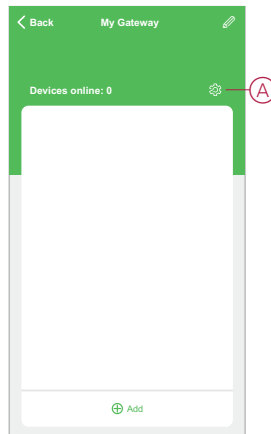
Use Wi-Fi to connect the gateway to the network router so that the Ethernet cable is no longer needed.

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

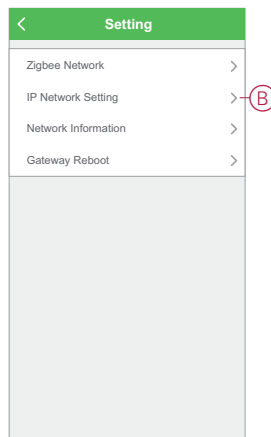
1. In the app, select the gateway to the same Wi-Fi network.

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

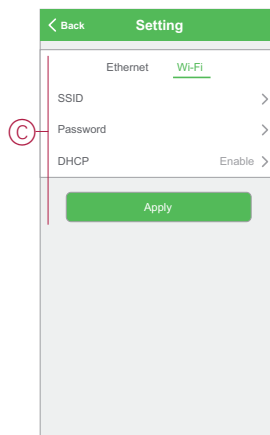
2. (See A) Tap the **Settings (gear)** icon.



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.

Commissioning the gateway (AP mode)

AP mode 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

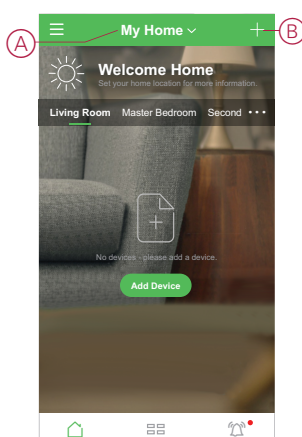
commissioning new home with router not available yet, therefore, the installer can choose AP mode.

Pre-requisite:

- The AP mode is supported in the . 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 \(cable\)](#), page 25).
- 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 27.
- 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**.

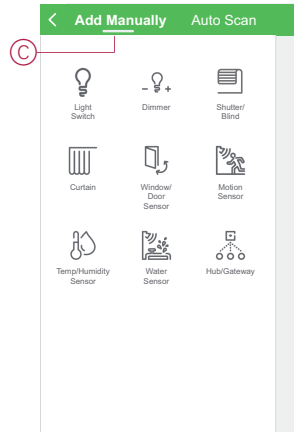


- On the Add device page, tap **Add manually** (See C). Then select Wiser Gateway under the listed devices.

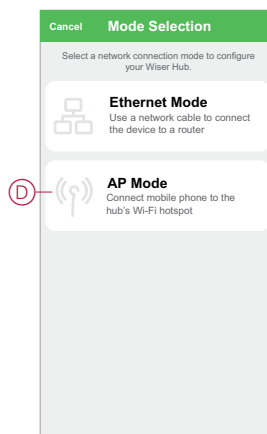
NOTE: Do not tap **Auto Scan** as the Wiser Gateway is not visible in AP mode under **Auto Scan**.

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

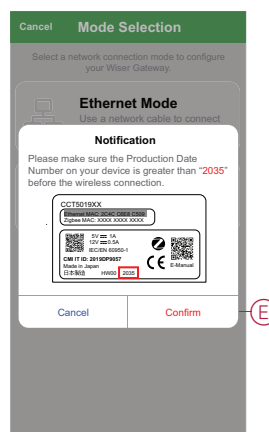
NOTE: The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



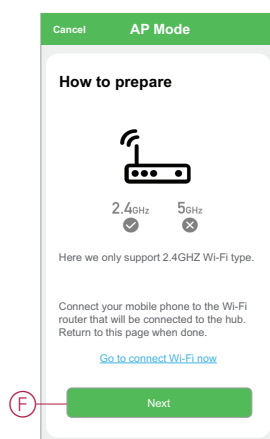
- Upon selecting Wiser Gateway, you will receive option to select the modes of commissioning the Wiser Gateway. Select AP Mode for commissioning (See D).



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

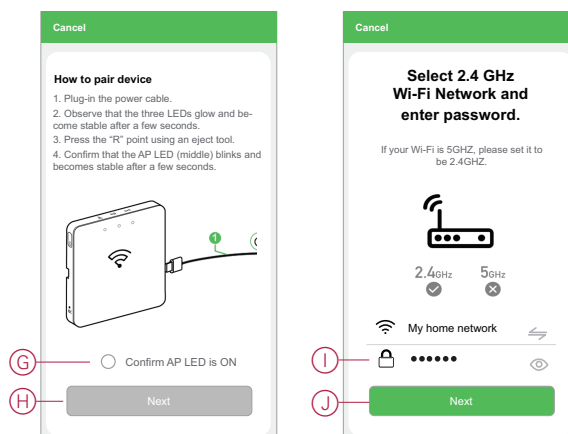


6. Click **Next** (See F) when you reach the **How to prepare** page.



7. An animation is displayed about **How to pair device**. Follow the steps to complete the pairing, tap **Confirm AP LED is ON** (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).

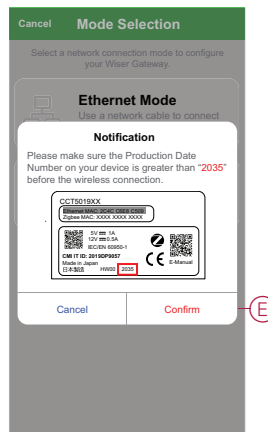
NOTE: Use an eject tool (as shown in the animation) to short press on 'R' button to enable gateway AP mode. The pairing window lasts for 3 minutes (when the date code is 2037 or later). In case of other version, the pairing window lasts for 10 minutes.



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 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 24). Ensure to follow steps for transferring Home ownership (See) after commissioning is complete.

Commissioning devices

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

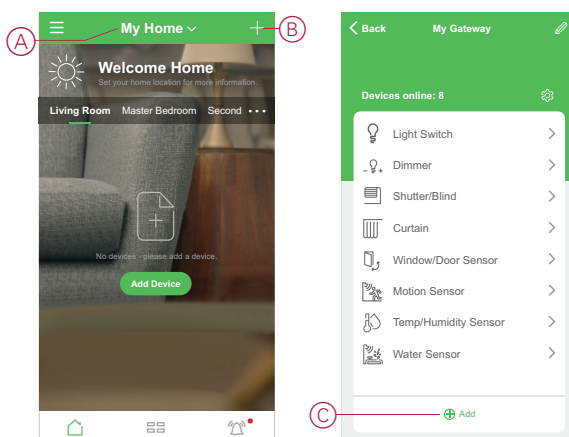
Adding a device

Add a device to a Home by using the app.

NOTE:

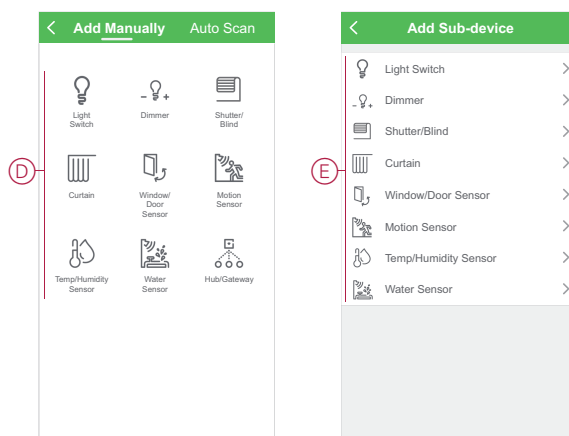
- A gateway must be commissioned and operating before adding a Wiser device.
- Add mains-powered devices before battery-powered Wiser devices. (See [Support for battery-powered devices](#), page 19.)
- Devices that connect to the network router such as, IP camera, do not require the gateway to be commissioned 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 Wiser Gateway page, tap **Add**.



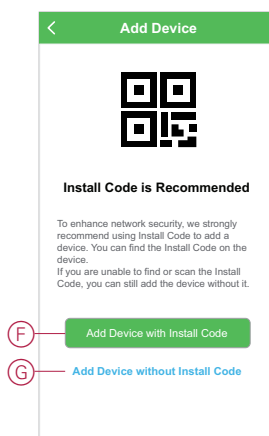
4. (See D, E) On the Add Device page (D) or the gateway Add Sub-device page (E)- (whichever is displayed) -tap the device you want to add and follow the instructions in the app.

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:

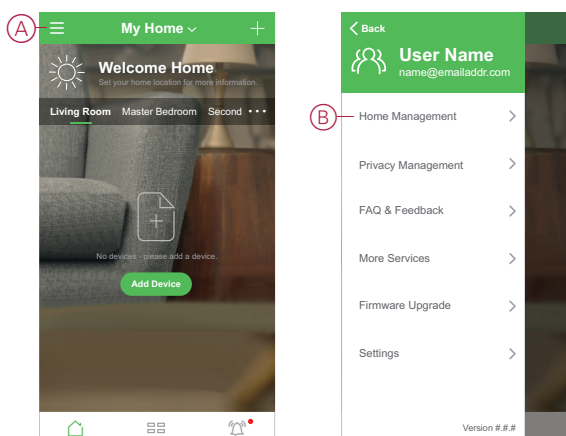
- Under a Room tab if the Add Device action was started from that Room
- Under the **All Devices** tab if the Add Device action was started from that Wiser Gateway page

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

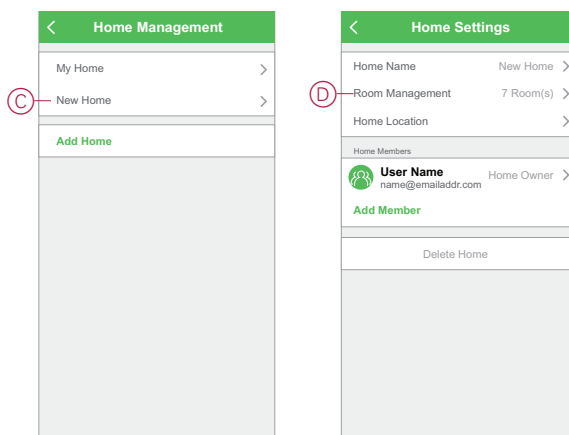
Assigning a device to a Room

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

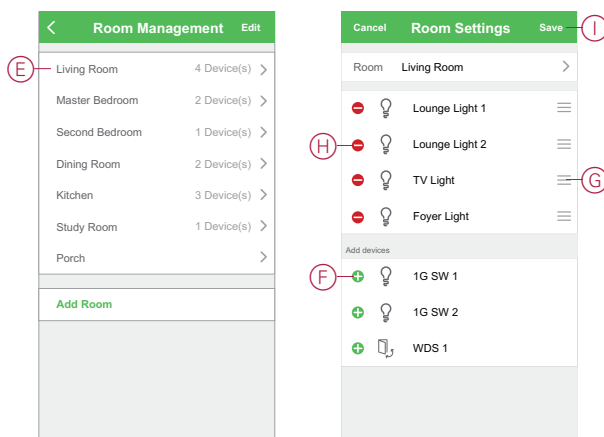
1. (See A, B) On the Home page, tap the **Menu icon** (A), then tap **Home Management** (B).



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.

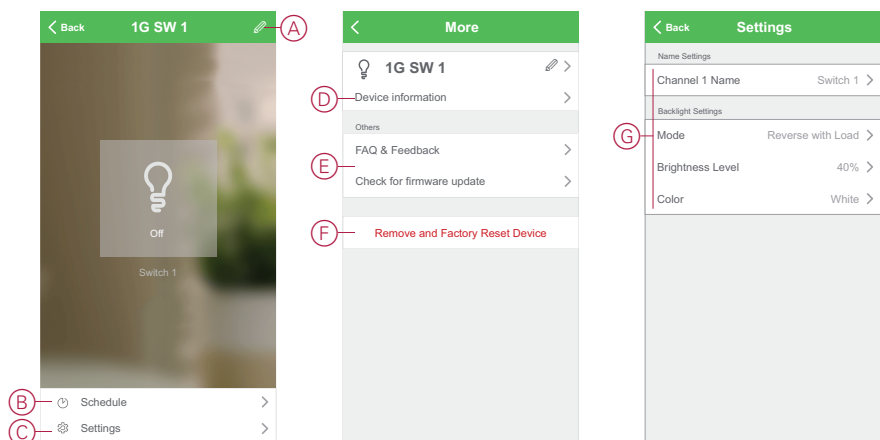
Configuring a device

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 40

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 40 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 [Adding a device](#), page 36 and follow the steps to add the device from the home page. Therefore, the commissioning to hub is not required before pairing.

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

Wiser IR Convertor

Add infrared-controlled appliances such as televisions, split system air conditioners to an IR Convertor and control them using the app.

Before configuring an IR Convertor, add the convertor to the Home using the procedure [Adding a device](#), page 36.

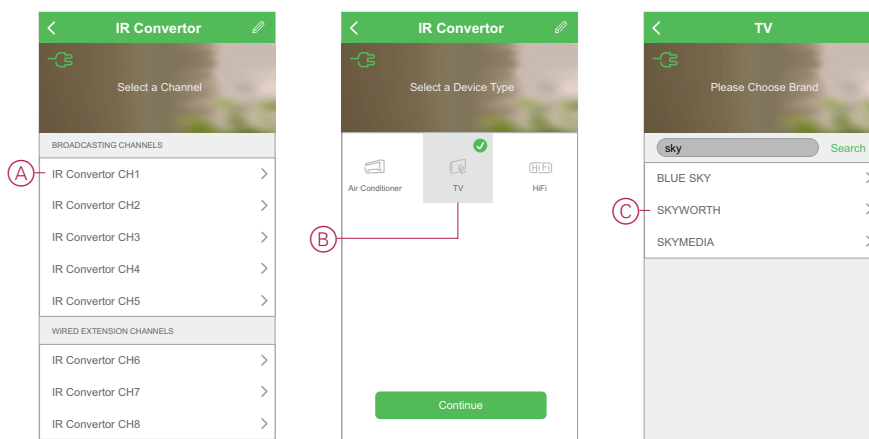
IMPORTANT: If you have a brand-new model of TV, split system air conditioners or HiFi system, the IR code sets may not yet be available in the IR Convertor. The code sets in the IR Convertor are updated regularly, but there may be times when a new model appliance cannot be used with the device.

NOTE: This task uses the example of adding a television to the IR Convertor. The same method can be used to add other infrared-controlled appliances such as split system air conditioners and HiFi systems.

1. In the Home page, or Room page where the IR Convertor is located, tap the device button to open the IR Convertor page.
2. (See A) Tap an unused IR Convertor channel. (Unused channels have no name displayed against them.)

NOTE: IR Convertor channels CH6 to CH8 are only for use with the optional IR extenders.

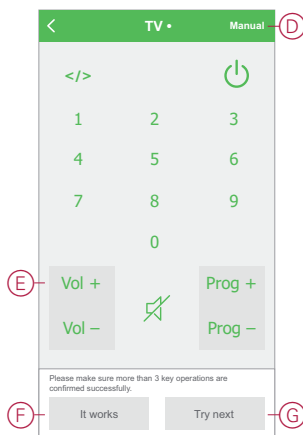
3. (See B) Choose **TV** as the device type then tap **Continue**.
4. (See C) Select the television brand.



5. (See D) If you know the television model number, you can tap **Manual** and select the model from the list to complete the setup. (Skip the remaining steps.)
6. If you do not know your television model number, or your television model was not listed in Step 5, you will need to discover the code set by operating a series of remote commands. To do this, first check that the television is switched On and you can see the screen.
7. (See E) Tap a button on the remote control display in the app. (For example, the **Vol +** button.)

8. Do one of the following:

- **If the TV responds as expected:** (See F) Tap **It works** and go to Step 9.
- **If the TV does not respond as expected:** (See G) Tap **Try next** and repeat Steps 7 and 8 using the same button.



9. Repeat Steps 7 and 8 using a different remote button on the app remote control display.

NOTE: It may take 3 or more buttons before the IR Converter recognizes the correct code set.

Once the correct code set has been recognized, the IR Converter downloads the IR code set. The IR Converter page is then displayed, with the new television added. Tap the button with the TV name to display the remote page and control the television.

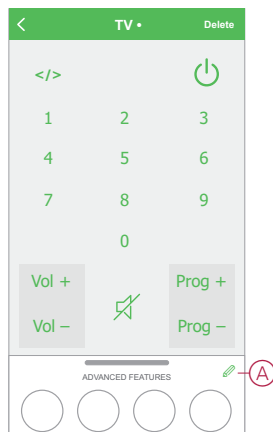
Programming the Advanced Feature buttons

The IR Converter TV and HiFi control pages include 8 additional buttons that can be programmed with non-standard operations from the remote controller supplied with the appliance.

NOTE: You may need to tap the bar above the **ADVANCED FEATURES** label in order to access the button(s) for programming.

This example shows the TV control page. The Advanced Features section is identical in both the TV and HiFi control pages.

1. (See A) Tap the Edit (**pen**) icon, then tap **Learn**.



2. Tap the Advanced Feature button that you want to program.
3. Follow the instruction in the dialog box to program the remote control function into the Advanced Feature button.

NOTE: If the IR Convertor does not receive a signal from the remote control within 15 seconds, a **Learning Failure** message is displayed and the button is not programmed. Tap the Advanced Feature button for another 15 seconds of programming time.

4. Repeat steps 2 and 3 to program the other Advanced Feature buttons.

Making devices work together

Moments and Automations

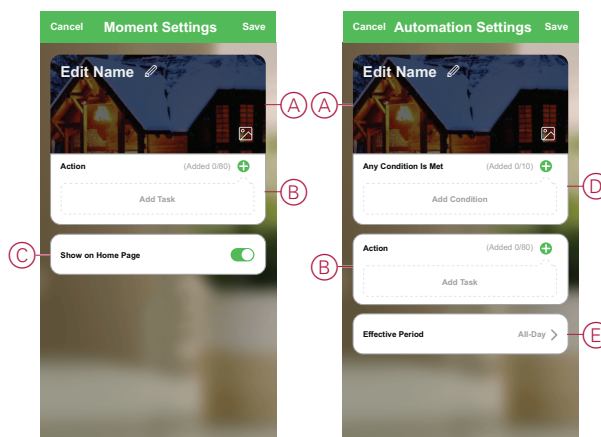
You can combine the settings of one or more devices together to form a Moment or an Automation.

A Moment is a scene that is operated manually by tapping the Moment button (or triggered by voice control where enabled). An Automation is triggered automatically when specified conditions are met.

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

Example: Creating a Welcome Automation

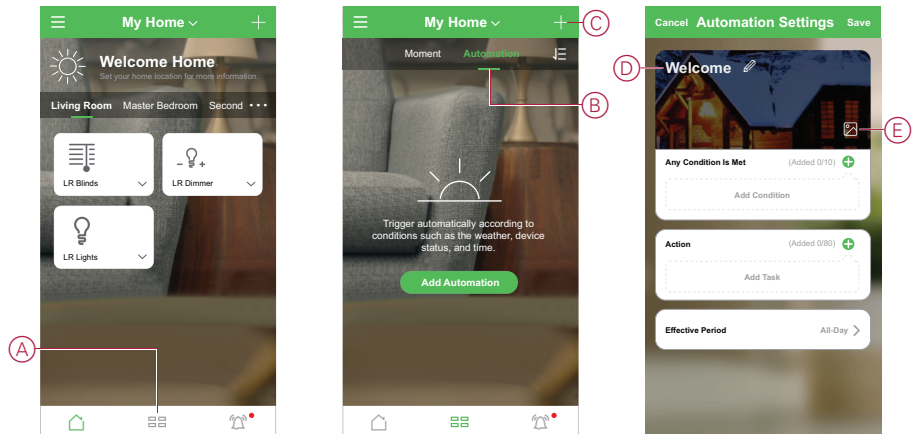
This example demonstrates how to create an Automation that turns on the Living Room lights, opens blinds and sets a dimmer level, all when the front door is opened.

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).

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

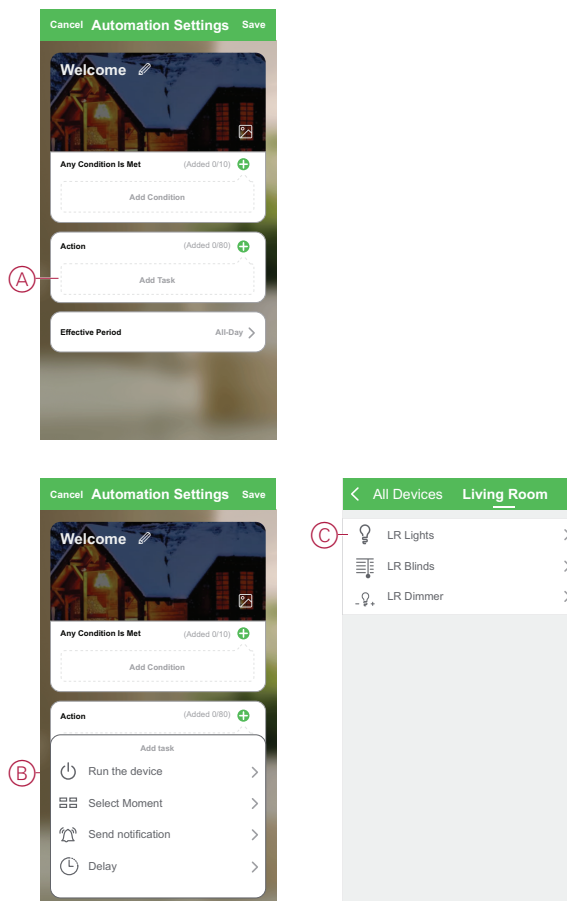


Configure an Action to operate the devices

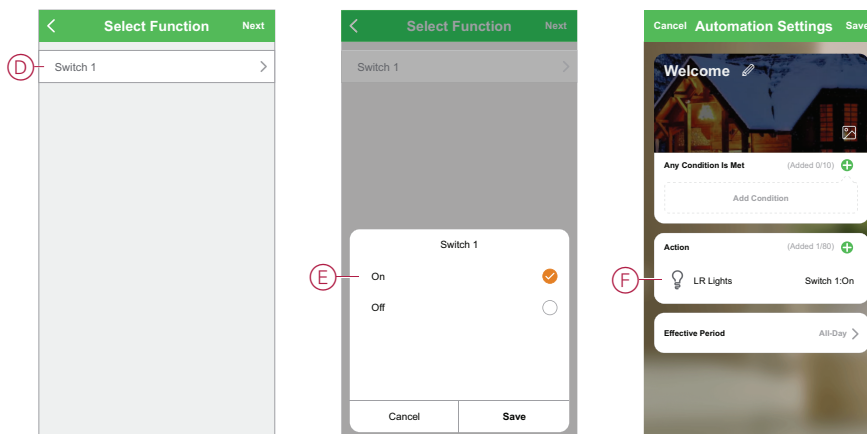
An Action is required to operate the light switch, blinds and dimmer devices in the Living Room. Configure the Action by setting one or more Tasks.

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

- (See A) Tap **Add Task**.
- (See B) Tap **Run the device**. There are four types of tasks and these can be added in action list in Automation.
- (See C) Select the Living Room light switch from the list.



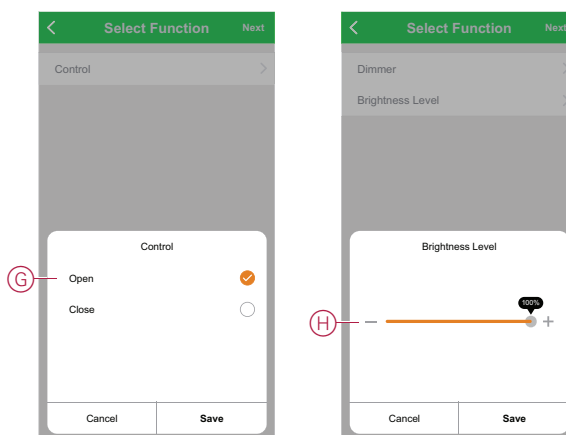
4. (See D, E) Select the Switch (D) and set its state to **On** (E).
5. Tap **Save**, then **Next**.



(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).



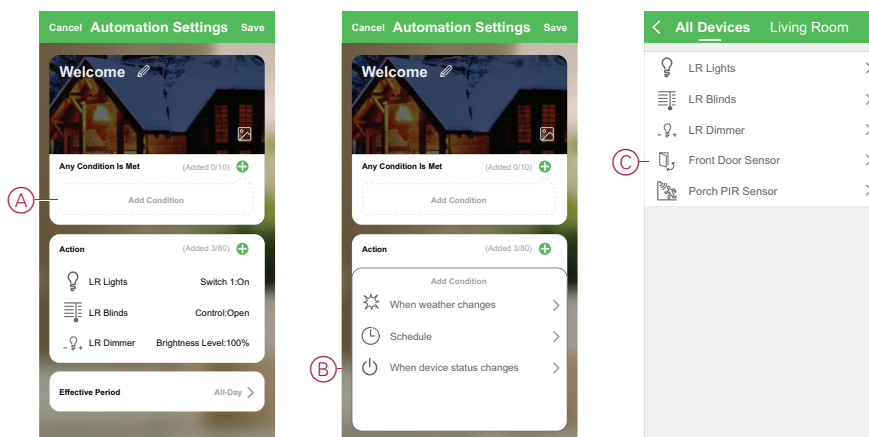
Add Conditions to trigger the Automation

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.

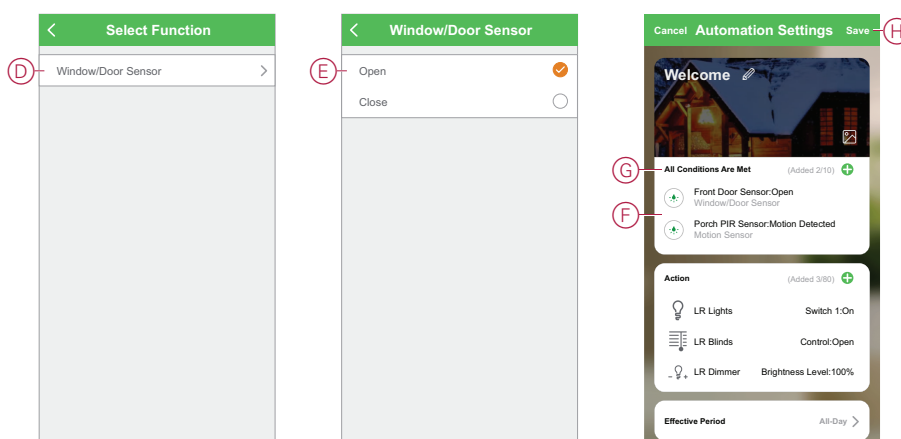
4. (See D) Tap the **Window/Door Sensor** function.5. (See E) Select the **Open** condition.6. The Window/Door Sensor is displayed in the **Condition** section of the Automation page.


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.

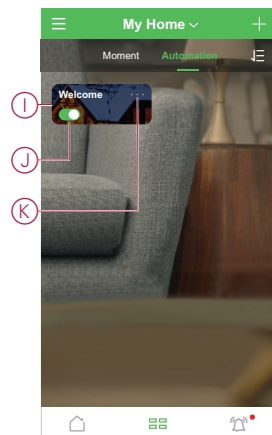
You have a choice to trigger the automation when any or all conditions are met. However, in this case, the automation is triggered when all the conditions are met.

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.

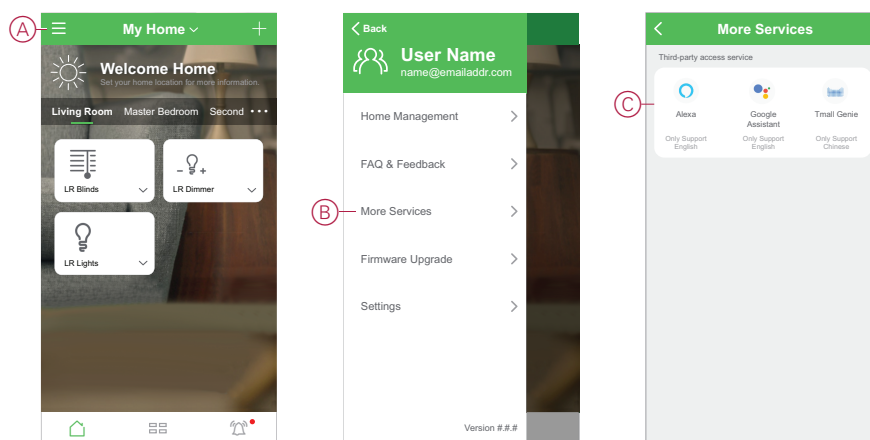
Tap the **Enable** switch (J) on the Automation button to enable/disable the Automation. Tap the Edit (...) icon (K) to change the Automation settings.



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.



Additional information for commissioning

Related Topics

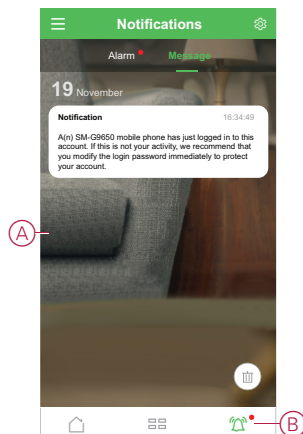
- Alarms and Notifications
- Device button/key and LED locations
- Device LED behavior
- Resetting the gateway
- Resetting devices
- Removing a device/Restoring factory defaults
- Checking for device firmware upgrades

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:

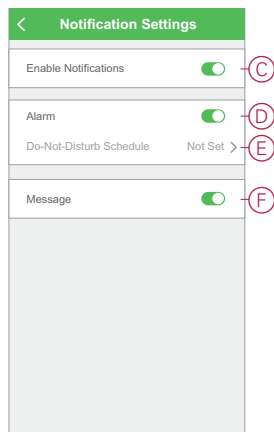
- next to the Notification icon, and
- next to the **Alarm** and **Message** tabs.

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.



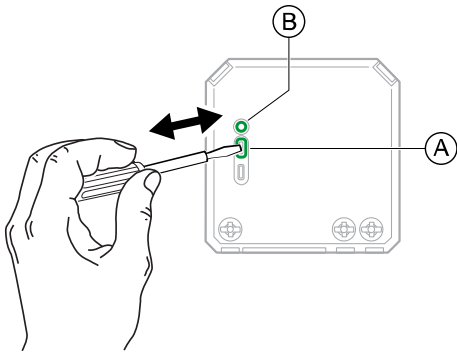
Device button/key and LED locations

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

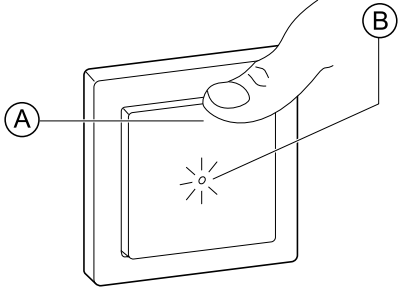
Wiser Micro Module Light Switch/Shades Control

	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">⚡ ⚠ WARNING</p> <p>DANGER DUE TO ELECTRIC SHOCK</p> <ul style="list-style-type: none"> • Observe the regulations for working on live parts. • Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p> </div> <p>(See A) Setup/Reset button</p> <p>(See B) Status LED</p>

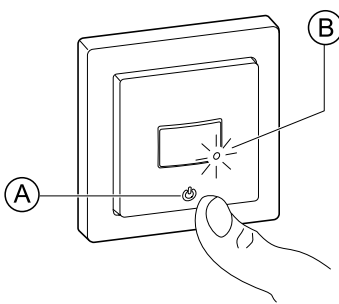
Wiser Micro Module Dimmer

	<p>⚠ ⚠ WARNING</p> <p>DANGER DUE TO ELECTRIC SHOCK</p> <ul style="list-style-type: none"> • Observe the regulations for working on live parts. • Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p>
	<p>(See A) Setup/Reset button</p> <p>(See B) Status LED</p>

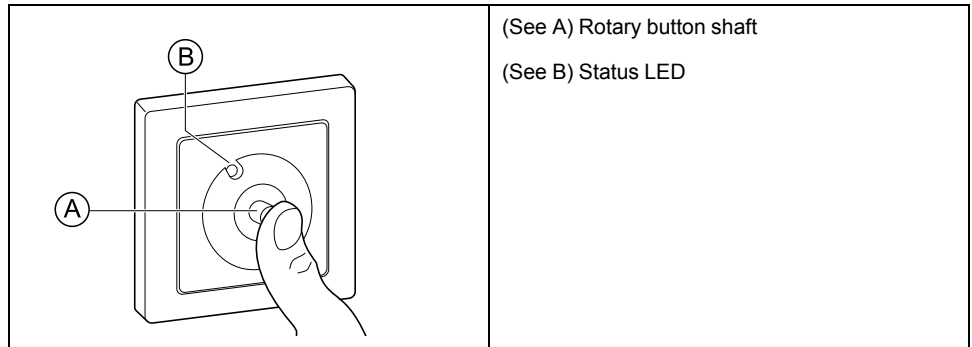
Wiser relay switch 10 A/universal push-button dimmer LED/blind control switch

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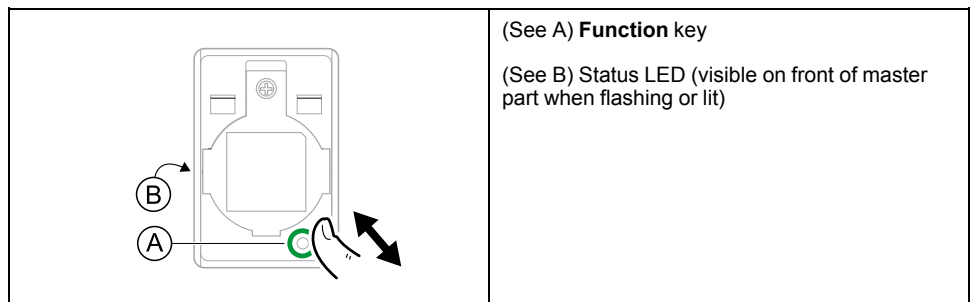
Wiser motion sensor with switch 10 A/with universal push-button dimmer LED

	<p>(See A) Push button</p> <p>(See B) Status LED</p>
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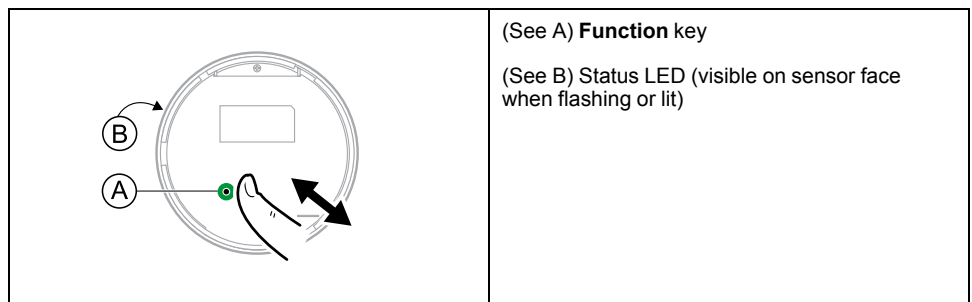
Wiser universal rotary dimmer LED



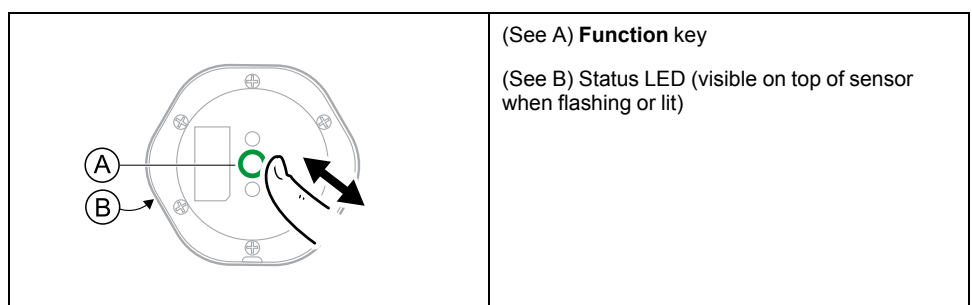
Wiser Window/Door Sensor



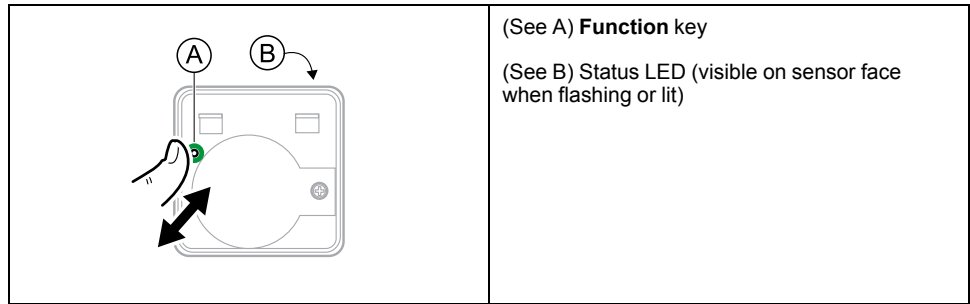
Wiser Motion Sensor



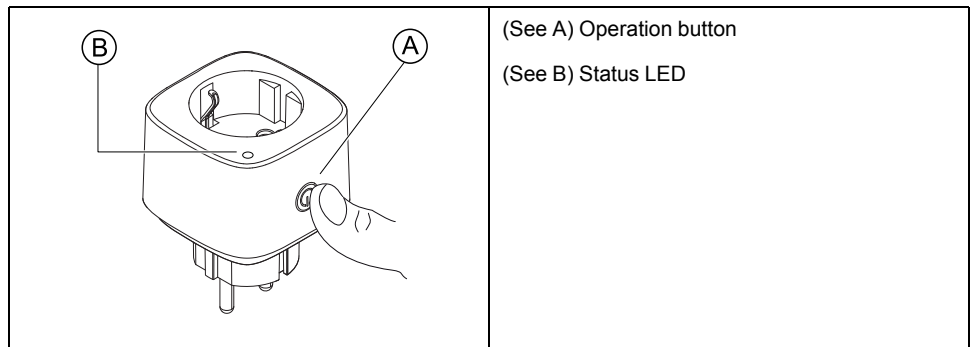
Wiser Water Leakage Sensor



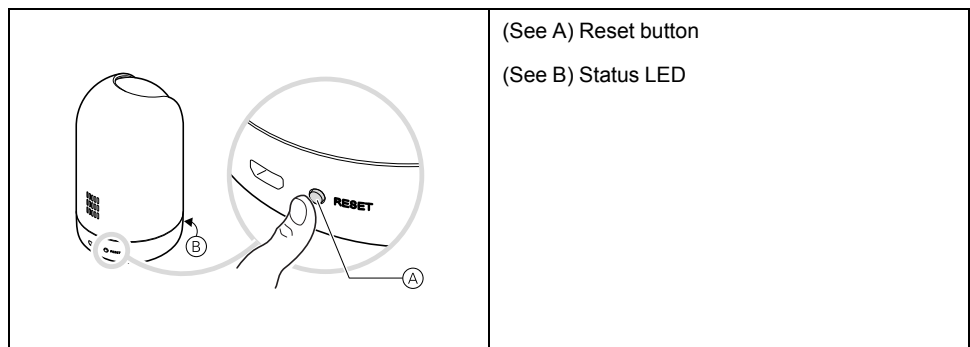
Wiser Temperature/Humidity Sensor



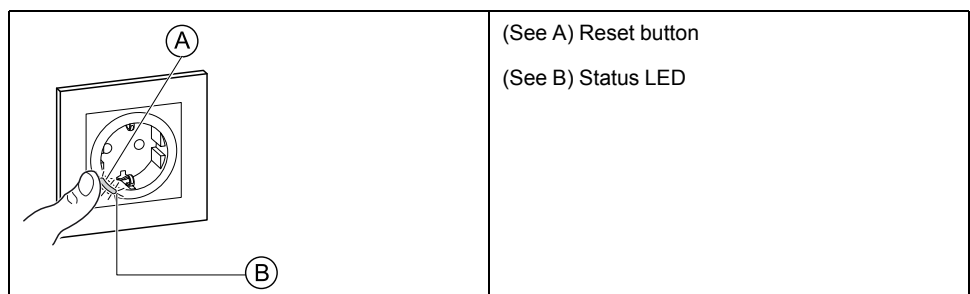
Wiser SmartPlug 16 A



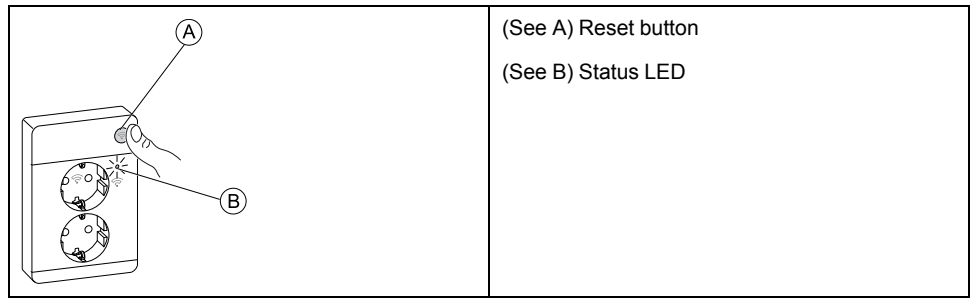
Wiser IP camera indoor



Connected single socket outlet 16A









Connected double socket outlet 16A





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 	LED blinks red for a few seconds for pairing. 	LED glows green, when the pairing mode is complete. 








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. 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Red LED is ON when output is ON. Green LED is ON when output is OFF.
	The Green LED glows 	
Setting 3	All LEDs are OFF 	<ul style="list-style-type: none"> 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.

User interfaces

Operation	User action	LED Indication
Create network	Short press 8 times on a product without network	Green LED glows 
Joining the network	Click 3 times	Amber LED blinks for 30 secs 
Connectivity Reset	Click 3 times and hold for 6 secs	Green LED blinks after 6 secs until release or start of factory reset 
Factory reset	Click 3 times and hold for less than 10 seconds	Red LED blinks after 10 secs

Operation	User action	LED Indication
Switch to BLE	Click 3 times, and hold for less than 20 seconds	After 20 seconds, the Red LED blinks 
	Click 15 times	The process is identified by multiple LED sequences. In case you are already in BLE mode, after 30 seconds, Green and Red LED blinks 

Resetting the gateway

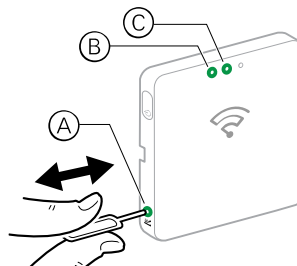
Delete existing settings from a gateway for commissioning or to remove a gateway from the system. It may also be necessary to restore the gateway .

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 are cleared. The latest Zigbee firmware is also downloaded from the current active host and installed, erasing any existing network settings.

Resetting devices

Delete settings from a device, or remove a device from the system.

- **Rotary dimmers:** Remove the rotary knob.
- **Connected single socket outlet 16A - Schuko:** Short press the button for 3 times followed by one long press.
- **Connected double socket outlet 16A:** Short press the button for 3 times followed by one long press.

NOTE: After a device reset, all configuration data, user data, and network data is deleted.

1. Locate the **Setup/Reset/Function** button and the programming/status LED on the device.
(See Device button/key and LED locations, page 51.)
2. Press the **Setup/Reset/Function** button 3 times within 1 second and then press and hold the button for between 10 to 20 seconds.
The programming/status LED flashes red.
- 3.
4. Release the button.

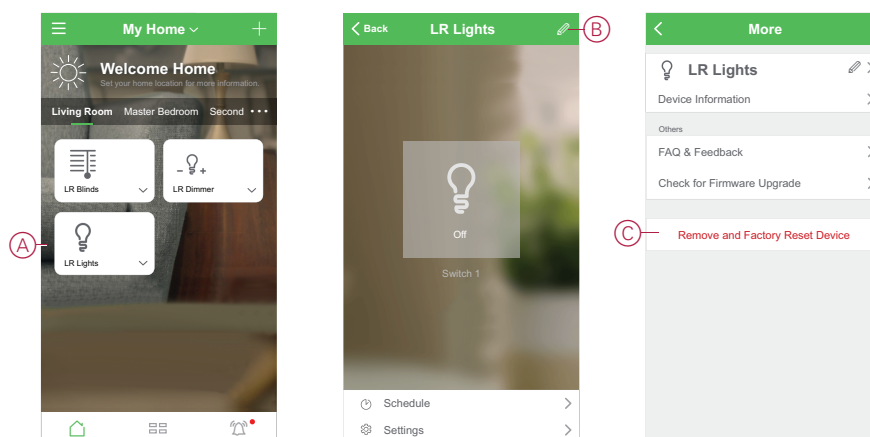
All configuration, user and network data is deleted.

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.

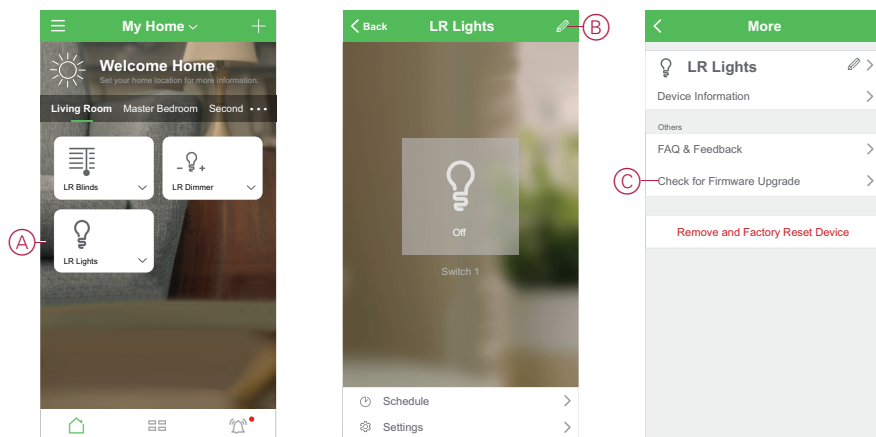


Checking for device firmware upgrades

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

Checking a specific device for firmware upgrade

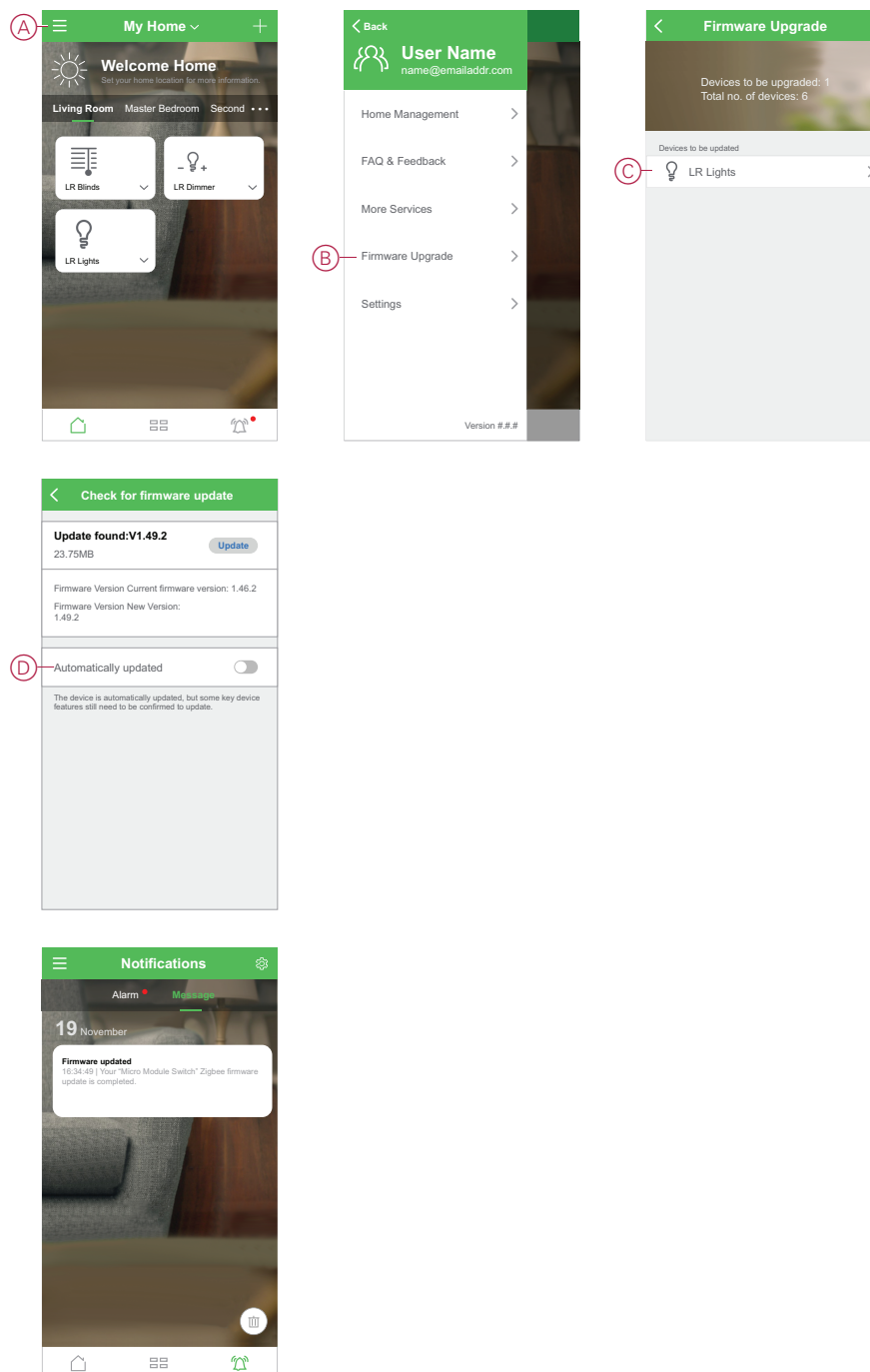
1. (See A) Tap the device in the Home page.
2. (See B) Tap the **Edit (pen)** icon.
3. (See C) In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app.



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.



Additional information for supported devices

Related Topics

- Power consumption

Power consumption

This shows the data about the power consumed in kWh and Watt units.

When the device is On for a while, this feature records the power consumed on a particular time dimension. The recorded data is displayed in a graphical representation in the app.

Troubleshooting

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

Related Topics

- For your safety
- General system
- Sensors
- Devices with motion sensors
- Switches
- Dimmers
- Blinds control
- Free Locate Wireless Switch
- Connected sockets
- Using the FAQ & Feedback page

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.		Only use devices listed in Supported Wiser devices, page 12.
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, 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.

Symptom	Possible cause	Solution
<p>The device is not able to connect with the Gateway. After pressing 3 times, the device LED blinks red/green for 30 s.</p>  <p>NOTE: This does not apply to sensors or the SmartPlug.</p>	Pairing mode has changed.	<p>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.</p> 
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.	<p>Check that the following router ports are open:</p> <ul style="list-style-type: none"> • MQTT: Port 8883 • UDP: Port 6667 • TCP: Port 6668 • HTTPS: Port 443 <p>IMPORTANT: For cyber-security, check that all unused ports are closed.</p>

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.	<p>Wait for the firmware update to complete and then check that the device is reporting status.</p> <p>NOTE: The firmware update runs in the background.</p>

Devices with motion sensors

Symptom	Possible cause	Solution
<p>Load does not switch on automatically.</p> <p>NOTE: This does not apply to the battery-powered Wiser Motion Sensor.</p>	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.	<ul style="list-style-type: none"> • 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.	<p>Reduce the Detection Delay time in the app.</p> <p>NOTE: This setting is only available in SmartMove Relay.</p>
For Merten range of push-button modules, the Red LED blinks very fast. The cause of this issue is the change in the insert type of the module. For ex, removing the module from a dimmer and put it to a relay.	Put a correct insert and perform a factory reset.

Dimmers

Symptom	Solution
Dimming up not possible.	<ul style="list-style-type: none"> • Reduce/increase load. • Allow the dimmer module to cool in case of overheating.
Switching on not possible.	<ul style="list-style-type: none"> • Allow the dimmer module to cool in case of overheating. • Reduce load. • Change load. • Check externally-connected push buttons and joined/paired devices: <ul style="list-style-type: none"> ◦ 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.	<ul style="list-style-type: none"> • Reduce/increase load. • Reduce maximum brightness.
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	<ul style="list-style-type: none"> • Change load. • Set RL LED mode. • Reset to default settings if you are using a micro module dimmer.
Only slight dimming capability	<ul style="list-style-type: none"> • Change dimming range. • Set RL LED mode.

Blinds control

Symptom	Solution
Connected blinds cannot be controlled.	<ul style="list-style-type: none"> • 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 41

Free Locate Wireless Switch

Symptom	Possible cause	Solution
The Wireless Switch displays offline in the app.	The Wireless Switch battery may be low or drained.	Replace the battery in the device — refer to Free Located Wireless Switch 1-gang/ 2-gang user manual for replacing the battery (See the user manual link in Control devices , page 17).
	The Wireless Switch battery is disconnected from the network.	Press any push button on the Wireless Switch. NOTE: The first press does not trigger Wireless Switch operation.

Connected sockets

Symptom	Solution
There is an error when the communication with the metering chip cannot be established. Hence, the output is switched OFF.	Replace the device.

Using the FAQ & Feedback page

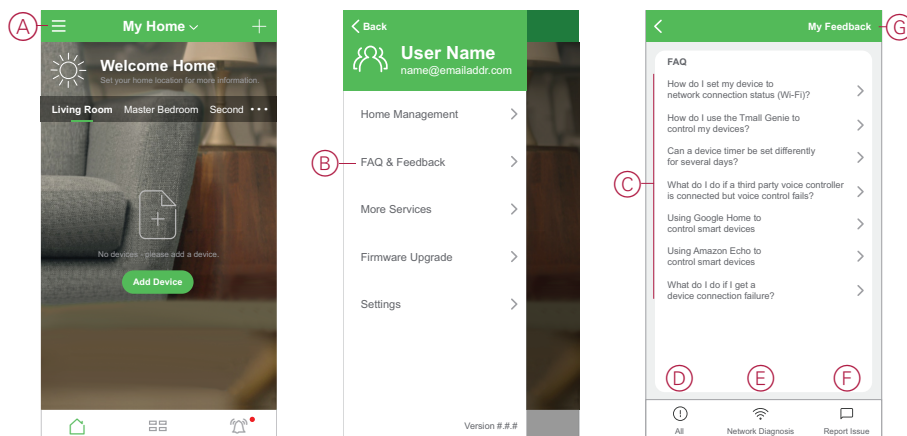
Find information about the app and working with devices.

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 blinds in the living room by tapping a button or using a voice controller such as Amazon Alexa or Google Assistant.

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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As standards, specifications, and design change from time to time,
please ask for confirmation of the information given in this publication.

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