

Wiser IP Camera Indoor

Device User Guide

Information about features and functionality of the devices.

05/2023

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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.

Wiser IP Camera Indoor



CLP723419

For your safety

NOTICE
RISK OF DAMAGE TO DEVICE Always operate the product in compliance with the specified technical data. Failure to follow these instructions can result in equipment damage.

About the device

The Wiser IP Camera Indoor (hereinafter referred to as **IP Camera**) is a Wi-Fi® operated device that is used to monitor sensitive areas of your home. You can install the IP camera in all directions, e.g. at the ceiling or just put it on a table. The IP camera can be triggered by other Wiser devices.

Advantages of using an IP camera:

- Increases your overall security
- High resolution recording
- Provides 340° view of the surrounding
- Infrared night vision for low light recording

NOTE: Users are solely responsible for adhering to applicable laws (e.g. privacy or any other relevant laws around surveillance). Users must ensure that guarantees are taken to avoid any misuse of equipment for surveillance or entirely different and unexpected purposes than intended.

Installing the device

Refer to the installation instruction supplied with this product.
See Wiser IP Camera Indoor.

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

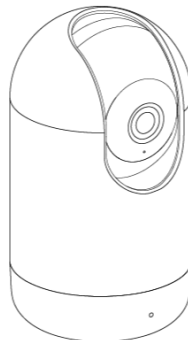


Pairing the device

Using the Wiser app, pair your device with the local Wi-Fi network to register on cloud to access and control the device.

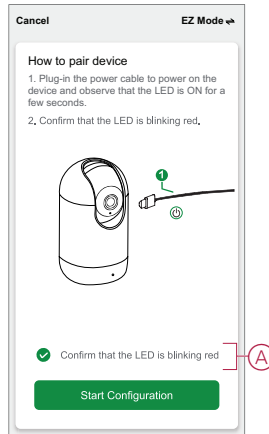
Before you pair the device, download the Wiser app, page 5 to your mobile device. Follow the steps to pair the device:

1. On the **Home** page, tap + icon and tap .
2. Plug-in the power cable to a power supply to power On the device.



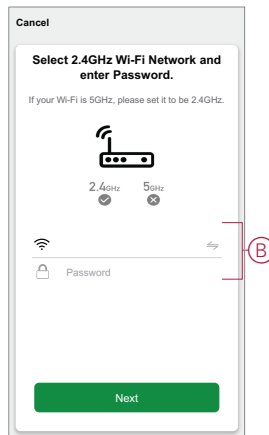
Make sure that the LED blinks red.

- In the Wiser app, select **Confirm that the LED is blinking red (A)** and tap **Start Configuration**.

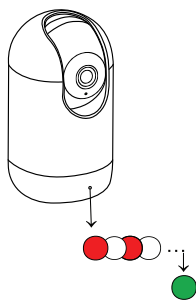


- Select the **Wi-Fi network**, enter the **Password (B)** and tap **Next**.

NOTE: Make sure to first connect your mobile phone to the home Wi-Fi and select 2.4 GHz network.



- Wait for a few seconds until the LED blinks green and becomes stable.
The green LED on the IP camera shows that it is successfully connected to the Wi-Fi network and ready to use.





- After the device is connected, tap **Done**.

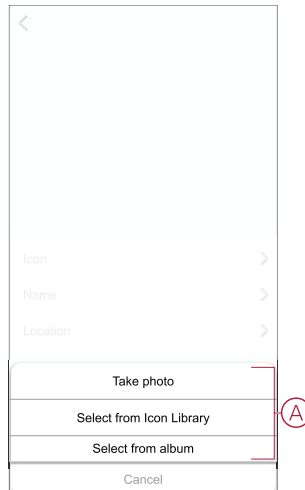
Configuring the device

Changing the device icon

You can change the device icon using the Wiser app.



- On the **Home** page, select the device for which you wish to change the icon.

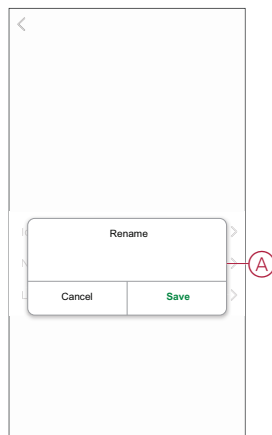
2. At the top-right corner of the screen, tap .
3. Tap edit  next to the device name.
4. Tap **Icon** to view the menu.
5. In the slide-up menu, select any one of the following (A) to change the device icon:
 - **Take photo** - allows you to click a photo from the mobile camera.
 - **Select from Icon Library** - allows you to select an icon from the app library.
 - **Select from Album** - allows you to select a photo from the mobile gallery.



Renaming the device



You can rename the device using the Wiser app.

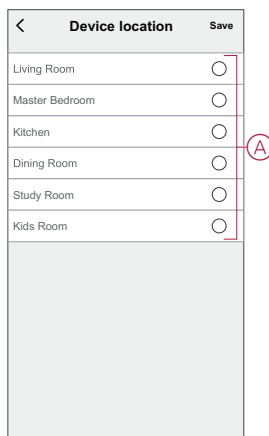
1. On the **Home** page, select the device for which you wish to rename.
2. At the top-right corner of the screen, tap .
3. Tap edit  next to the device name.
4. Tap **Name**, enter the new name (A) and then tap **Save**.



Changing the device location

You can change the device location using the Wiser app.

1. On the **Home** page, select the device for which you wish to change the location.
2. At the top-right corner of the screen, tap .
3. Tap edit  next to the device name.
4. Tap **Location**.
5. Select the desired location from the list (A) and then tap **Save**.




Configuring basic function settings

Using the Wiser app, you can configure the following features:

Flip screen

Enabling the **Flip screen** will turn the screen upside down on the live view on control panel.


Follow the steps to enable the Flip screen:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Basic function settings**.
3. Tap the toggle switch (A) to enable the **Flip screen**.

Time watermark

Enabling the **Time watermark** displays the date and time on the live view on control panel.

Follow the steps to enable the Time watermark:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Basic function settings**.
3. Tap the toggle switch (B) to enable the **Time watermark**.

Talk mode

Using the Talk mode, you can make one-way or two-way communication with the receiver.

Tap **Talk mode** (C) and select one of the options:

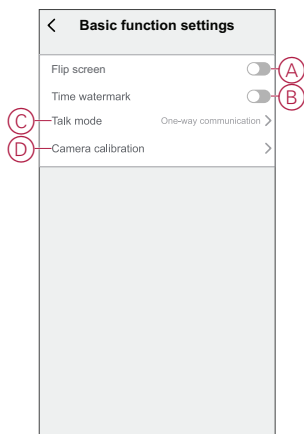
- **One-Way Communication** - Tap and hold to send a voice message, the other party can receive it and then reply to you with a voice message
- **Two-Way Intercom** - You and the other party can talk at the same time

Camera calibration

You can use Camera calibration feature to check if the camera is covering wider angle of the view.

Tap **Camera calibration** (D) and confirm the calibration process.


NOTE: The IP camera will turn automatically during the process. It might take 25 seconds to do the calibration.

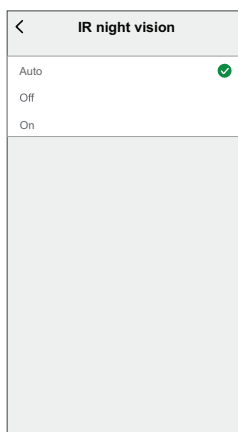


Configuring IR night vision

The infrared LEDs in the camera allows you to see and record a clear black and white video/image in the dark.


Follow the steps to configure the IR night vision:

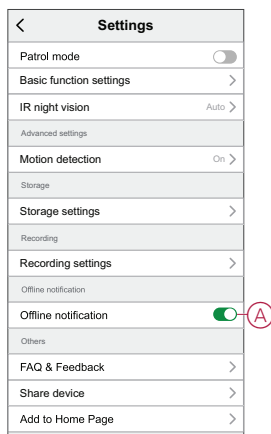
1. On the **Home** page, tap **All devices > IP Camera Indoor**.
2. Tap  and tap **Settings > IR night vision**.
3. Select any one of the following options:
 - **Auto** - Turns On/Off automatically when the environmental light is below/above a certain threshold of the lux level
 - **Off** - Turns Off the IR night vision at all times
 - **On** - Turns On the IR night vision at all times



Setting offline notification

Using the wiser app, you can receive a notification when the IP camera is offline. Follow the steps to turn on the Offline notification:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings**.
3. Tap the toggle switch (A) to turn On the **Offline notification** and tap **Confirm**.



Inserting a micro-SD card

The micro-SD card is inserted in the device to store the recording.

NOTE: The micro-SD card has to be inserted before you power On the device. If the device is already in On state, then switch Off the device to insert the micro-SD card.

Follow the steps to insert a micro-SD card:

1. Move the camera up to see the micro-SD card slot.

TIP: If the IP camera is already in use, then use \wedge icon on the control panel to move the camera up.
2. Insert a micro-SD card in the slot.
3. Move the camera back to its initial position.

Once the micro-SD card is inserted, you can configure the playback settings.


NOTE: A maximum of 128 GB SDHC and SDXC micro-SD cards with FAT32 format are supported.

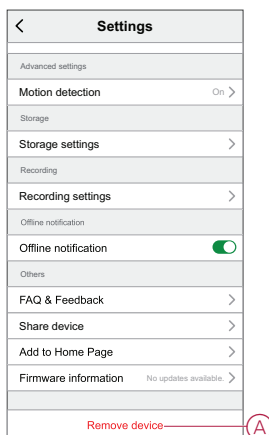


Removing the device

Using the Wiser app, you can remove a device from the device list.

Follow the steps to remove the device:

1. On the **Home** page, tap **All devices > IP Camera Indoor**.
2. Tap  and tap **Settings**.
3. Tap **Remove device (A)** and tap **Confirm**.



TIP: Alternatively, you can long tap on the **IP Camera Indoor** on the home page to remove the device.







NOTE:

- Removing the device will reset the device. The LED starts blinking red indicating that the device is ready to pair with another network.
- If there is a problem while pairing, refer to troubleshooting, page 23 the device.



Using the device

Using the control panel of the **IP Camera**, you can see live video of the indoors on the display screen and includes the following features:

TIP: LED blinks green on the device indicating that the IP Camera is in use.

	Enables audio of the live video
	Makes the video fullscreen
	Moves the camera in four directions (up, down, right, left)
	Takes screenshot of the live view
	Lets you communicate with a person near the device
	Records the live view


NOTE:

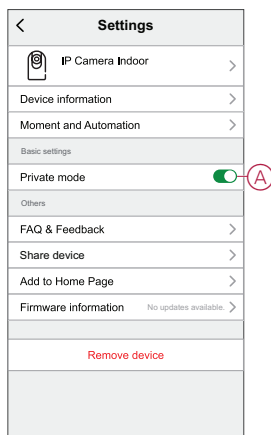
- To view the saved screenshot/recording, tap  > **Album**.
- To view the notification/alarm messages, tap  > **Message**.
- To review the recordings using playback feature, refer to Playback.

Using private mode

The Private Mode allows you to turn off the live view, thereby disabling all the other features on the control panel for all users connected to the same Zigbee network. Using this mode, the user is able to stay confidential during private moments.

Follow the steps to turn On the private mode:


1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  > **Settings**.
3. Tap the toggle switch (A) to turn On the **Private Mode**.

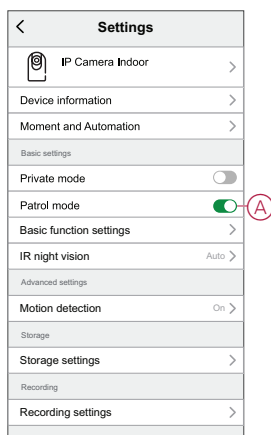


Using patrol mode

The patrol mode allows you to set up movements for camera to scan a large area by rotating the camera in a single continuous path automatically.

Follow the steps to turn On the patrol mode:


1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  > **Settings**.
3. Tap the toggle switch to turn On the **Patrol mode**.



Detection alarm setting

The motion detection function enables the IP camera to detect motion in the surveillance area and display notifications in the Wiser app.

Follow the steps to enable the motion detection:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Motion Detection**.
3. Tap the toggle switch (A) to turn On the **Motion Detection Alerts**.

Alarm sensitivity level

Using the Wiser app, you can adjust the sensitivity level of your motion detector.

Tap **Alarm sensitivity level** (B) and select any one of the following levels:

- Low
- Medium
- High

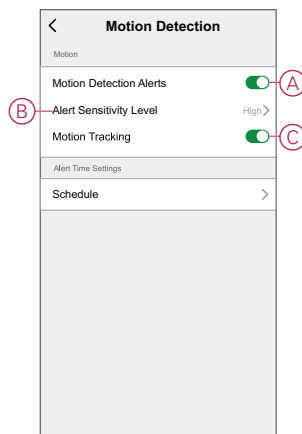
NOTE: The high sensitivity level detects the slightest movement and triggers an alarm.

Motion tracking

Enabling the Motion tracking allows the IP camera to detect the motion and automatically move the camera in the direction of the motion.

Tap the toggle switch (C) to enable the **Motion tracking**.


NOTE: The camera will only move in left and right directions.



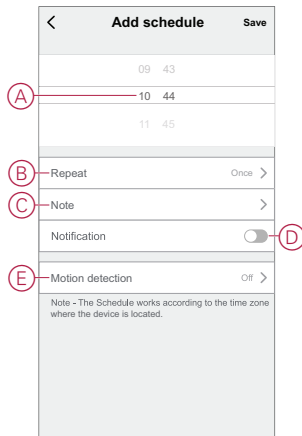
Scheduling detection alarm

Using the Wiser app, you can add a schedule that allows you to turn off/on motion detection automatically based on your needs.

Follow the steps to schedule the motion detection:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Motion Detection** > **Schedule**.
3. Tap **Add schedule** and set the time (A).
4. Tap **Repeat** (B) and select the days you want the schedule to repeat.
5. Tap **Note** (C), enter the note and tap **Confirm**.
6. Tap the toggle switch (D) to turn On the **Notification** for the schedule.

7. Tap **Motion detection (E)**, select one of the options:
- **On** - Turns On the motion detection on the scheduled time
 - **Off** - Turns Off the motion detection on the scheduled time



8. Tap **Save**.

Playback

Using the Wiser app, you can review the recording whenever you want with the Playback feature.

NOTE: You need to insert a micro-SD card, page 11 (max 128 GB) to use the playback feature.

The control panel of the playback consists of:


	<p>Select the recording date and time</p>
	<p>Click screenshot of the video</p>
	<p>Pause/play the recording</p>
	<p>Record the video</p>

NOTE:

- A display screen on the control panel shows the previous recordings.
- The screenshot/recording will be saved in the album.

Recording settings

Follow the steps to change the recording settings:

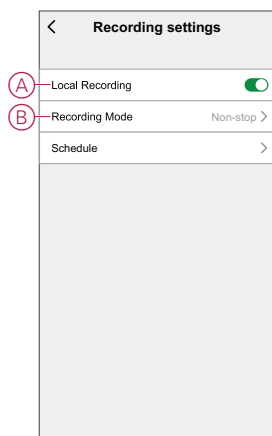
1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Recording Settings**.
3. In the **Recording Settings** section, tap the toggle switch (A) to enable the **Local recording**.

NOTE: The recording will be saved to the micro-SD card.

4. Tap **Recording mode** (B) and select one of the options:

NOTE: **Recording mode** is enabled only when you turn on the **Local recording** toggle switch.


- **Event recording** - Records only when there is a motion detection
- **Non-stop** - Records continuously for 24 hours



Scheduling playback

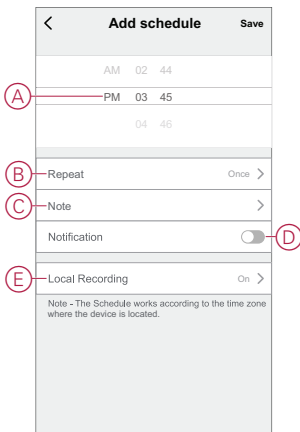
Using the Wiser app, you can add a schedule that allows you to turn off/on recording automatically based on your needs.

Follow the steps to schedule the recording:

1. On the **Home** page, tap **All devices** > **IP Camera Indoor**.
2. Tap  and tap **Settings** > **Recording Settings** > **Schedule**.
3. Tap **Add schedule** and set the time (A).
4. Tap **Repeat** (B) and select the days you want the schedule to repeat.
5. Tap **Note** (C), enter the note and tap **Confirm**.
6. Tap the toggle switch (D) to turn on the **Notification** for the schedule.

7. Tap **Local recording** (E), select one of the options:
 - **On** - Turns on the recording during the scheduled time
 - **Off** - Turns off the recording during the scheduled time


NOTE: The recording will be saved to the memory card.



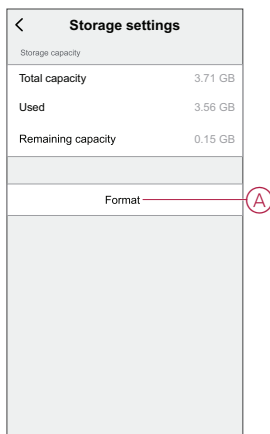
8. Tap **Save**.

Storage settings

Follow the steps to change the recording settings:

1. On the **Home** page, tap **All devices > IP Camera Indoor**.
2. Tap  and tap **Settings > Storage Settings**.
3. In the **Storage Settings** section, tap **Format(A)** to format the inserted micro-SD card.


IMPORTANT: This will delete all the data stored on the micro-SD card.




Creating a moment

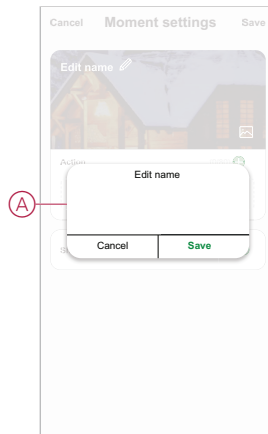
A Moment allows you to group multiple actions that are usually done together. Using the Wiser app, you can create moments based on your needs (such as movie night).

Follow the steps to create a moment:


1. On the **Home** page, tap .
2. Go to **Moment > +** to create a moment.

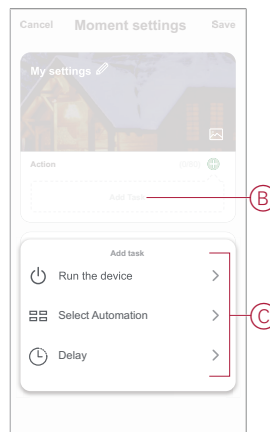
3. Tap **Edit name**, enter the name of the moment (A) and tap **Save**.

TIP: You can choose the cover image that best represents your moment by tapping .

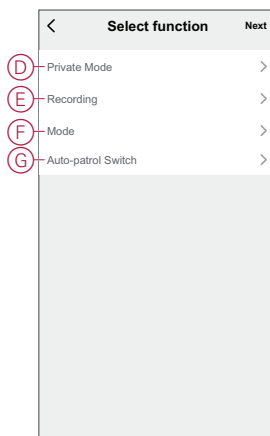


4. In the **Action** section, tap **Add task** (B) to open the slide-up menu.
5. In the **Add task** menu, you can do either or all of the following actions (C):
- **Run the device** - Select the devices that you want in a moment
 - **Select Automation** - Select the automation that you want to enable or disable. For more info refer to *Automation*, page 19
 - **Delay** - Set the delay time

NOTE: You can add one or more actions using .



6. Tap **Run the device** > **IP Camera Indoor** to select either or all of the functions to add in the moment:
 - **Private Mode** - Turn on/off the private mode (D)
 - **Recording** - Turn on/off the recording (E)
 - **Mode** - Select the type of recording (F)
 - **Auto-patrol Switch** - Turn on/off the patrol mode (G)




7. Once all the actions are set, tap **Save**.

Editing a moment

To edit a moment:

1. On the **Moment** tab, locate the moment you want to edit and tap **⋮**.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

TIP:

- You can add one or more actions using .
- To delete an existing action, slide the each item towards left and tap **Delete**.

Deleting a moment

To delete a moment:


1. On the **Moment** tab, locate the moment that you want to delete and then tap **⋮**.
2. Tap **Delete** and tap **Ok**.

NOTE: After deleting a moment, the device action can no longer be triggered.


Creating an automation

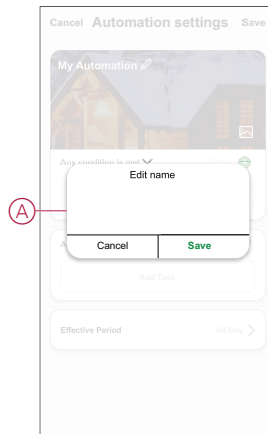
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

Follow the steps to create an automation:

1. On the **Home** page, tap the .
2. Go to **Automation** > **+** to create an automation.

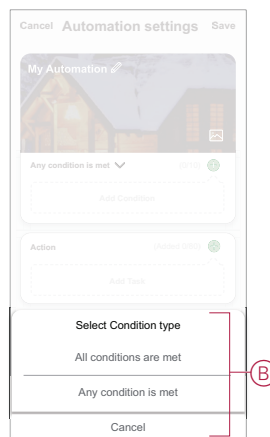
3. Tap **Edit name**, enter the name of the automation (A) and tap **Save**.

TIP: You can choose the cover image that best represents your automation by tapping .




4. Tap **Any condition is met** to select any one of the condition type (B):

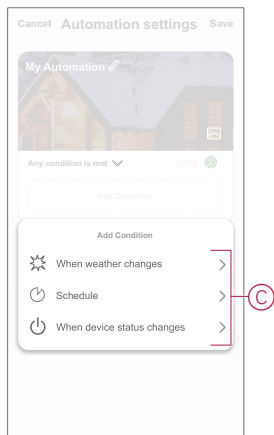
- **All conditions are met** - The automation is triggered when all the conditions are met
- **Any condition is met** - The automation is triggered when at least one condition is met



5. Tap **Add Condition** to open the slide-up menu.

6. In the **Add Condition** menu, you can do either or all of the following options (C):
- **When weather changes** - Select the various weather settings
 - **Schedule** - Set the time and day
 - **When device status changes** - Select the device and it's function

Note: You can add one or more conditions using .




7. Tap **When device status changes > Window/Door Sensor > Open**.

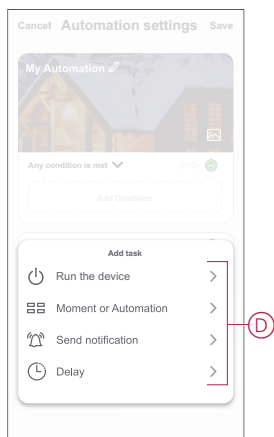
NOTE: : This is an example of an automation to turn On the Auto-patrol mode when the Window/Door is Open.

8. Tap **Add task** to open the slide-up menu.

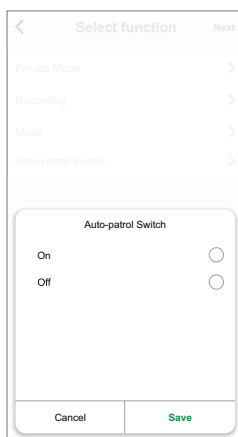
9. In the **Add task** menu, you can do either or all of the following options (D):

- **Run the device** - Select the devices that you want to be triggered
- **Moment or Automation** - Select the moment which you want to trigger or select the automation that you want to enable or disable
- **Send notification** - Turn On notification for the automation
- **Delay** - Set the delay time

NOTE: You can add one or more actions using .

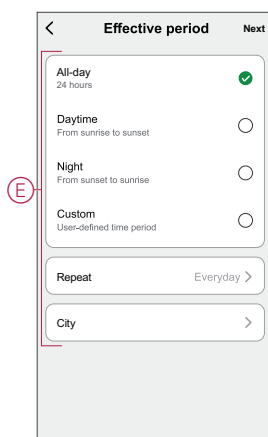


10. Tap **Run the device > IP Camera Indoor > Auto-patrol Switch**

11. Select **On** and tap **Save**.

12. Tap on Effective period to set the time range for the automation. You can select any one of the following (E):

- **All-day** - 24 hours
- **Daytime** - From sunrise to sunset
- **Night** - From sunset to sunrise
- **Custom** - User defined time period

13. Once all the actions and conditions are set, tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

Editing an automation

To edit an automation:

1. On the **Automation** tab, locate the automation you want to edit and tap **⋮**.
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings.

TIP:

- You can add one or more actions using **+**.
- To delete an existing condition or action, slide each item towards left and tap **Delete**.





Deleting an automation

To delete an automation:

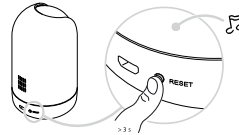
1. On the **Automation** tab, locate the automation that you want to delete and then tap **⋮**.
2. Tap **Delete** and tap **Ok**.

NOTE: After deleting an automation, the device action can no longer be triggered.

LED Indication

User Action	LED Indication
Plug-in the power cable to power on the device	
During the pairing process	
When the pairing process is complete	
While viewing live view on the control panel	

Troubleshooting

Symptom	Possible cause	Solution
The device is not ready to pair after the device is removed from the app.	The device is not reset correctly.	Long press the reset button for 3 seconds located on the back of the device to reset the device.
The device does not respond.	Wrong Wi-Fi credentials are entered during the pairing process. NOTE: You must log into 2.4 GHz network.	
The Wiser IP Camera Indoor 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: <ul style="list-style-type: none"> • Port 6667 • Port 6666 • Port 6668 • Port 6669 • Port 1883 • Port 8886 • Port 8883 • Port 443 IMPORTANT: For cyber-security, check that all unused ports are closed.

Technical Data

Nominal voltage	AC 100–240 V, 50/60 Hz
Power supply	DC 5 V, 2 A
Power consumption	max. 10 W
Ambient temperature	-10 °C to 45 °C

Operating humidity	< 95% RH
Operating frequency	2405 – 2480 MHz
Max. radio-frequency power transmitted	< 100 mW
Wi-Fi® standard	IEEE 802.11 b/g/n 2.4 GHz
Wi-Fi® security	WPA-PSK/WPA2-PSK
Channel bandwidth	Support 20/40 MHz
Data security	AES128
Resolution	1080p
Wide angle lens	80° horizontally 40° vertically
IR range	7 m
Pan angle	0° to 340°
Tilt angle	-75° to 75°
Local storage support	Micro SD card, max. 128 GB SDHC and SDXC type micro-SD cards with FAT32 format are supported

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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