

ELKO - SmartSocket Double 16 A

Wiser Home Device user guide

Information about features and functionality of the device.

10/2025



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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.

About the Document

Document Scope

This document provides comprehensive guidance on the ELKO SmartSocket Double 16 A , detailing its features, installation process, and integration with the Wisier Home system. It explains how to pair and configure the device, rename and assign it to rooms, and manage its LED behavior. Users can control the socket manually or via app, set schedules, monitor energy consumption, and create automations and moments for enhanced convenience. The guide also includes instructions for resetting, troubleshooting, and removing the device, along with technical specifications and supported functionalities like remote access, voice control, and overload protection.

Validity Note

The characteristics of the products described in this document are intended to match the characteristics that are available on elko.no. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on elko.no, consider elko.no to contain the latest information.

For your safety

 DANGER
HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH
Safe electrical installation must be carried out only by skilled professionals. Skilled professionals must prove profound knowledge in the following areas:
- Connecting to installation networks. - Connecting several electrical devices. - Laying electric cables. - Safety standards, local wiring rules and regulations.
Failure to follow these instructions will result in death or serious injury.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

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 - [Access the cybersecurity posture.](#)
 - [Learn more about cybersecurity in the cybersecurity academy.](#)
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Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLi) and much more.

<https://www.se.com/myschneider>



General information about Schneider Environmental Data Program

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<https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/>



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Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU.

Declaration of conformity can be downloaded on:

- <https://go2se.com/ref=EKO09738>
- <https://go2se.com/ref=EKO09739>
- <https://go2se.com/ref=EKO09741>

Available Languages of the Document

The document is available in these languages:

- English
- Norwegian

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ELKO - SmartSocket Double 16 A



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Related Topics

- About the device
- Installing the device
- Pairing the device with Wiser Hub
- Configuring the device
- Using the device
- Removing the device
- Resetting the device
- LED indications
- Troubleshooting
- Technical Data

About the device

The SmartSocket Double 16 A (hereinafter referred to as a **Socket outlet**) is a connected electrical outlet designed to manage and control electrical devices in a convenient and efficient manner.

NOTE: You can control only the top socket with the Wiser Home app.

The Socket outlet is equipped with:

- Temperature protection mechanism: When the Socket outlet is used with a high load over a long time, the mechanism can switch off the Socket outlet, ensuring overheat protection.
- Overload protection mechanism: When the Socket outlet is used with a high load (~18A or higher), the mechanism can switch off the Socket outlet, ensuring overload protection.

Features of a Socket outlet:

- **Remote access:** You can switch On/Off the Socket outlet using the app or through a connected wireless switch or through voice control (Google Home, Amazon Alexa, Siri) in addition to using the On/Off button on the device itself.

- **Power consumption:** You can monitor power (W) consumption using the app.
- **Easy installation:** The Socket Outlet fits in existing wall boxes (40 mm), no separate wall box requirement.
- **Easy scheduling:** You can create a schedule for the various device functions in an easy manner as per your specific requirements for comfort and convenience.
- **High safety:** The integrated overload and overheat protection ensures that the Socket outlet is safe at all times.

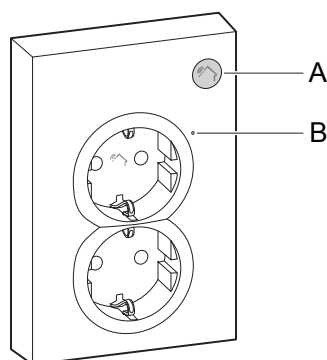
NOTE:

- Do not connect any devices that depend on a permanent power supply
- Do not mix different load types in the controlled socket
- Do not use multi-sockets in the controlled socket
- Do not use for EV charging

Operating element

A. Push button

B. Status LED



Related Topics

- [ELKO - SmartSocket Double 16 A \(Parent Topic\)](#)

Installing the device

Refer to the installation instruction supplied with this product.
See [Connected Double Socket Outlet 16 A](#).

Related Topics

- [ELKO - SmartSocket Double 16 A \(Parent Topic\)](#)

Pairing the device with Wiser Hub

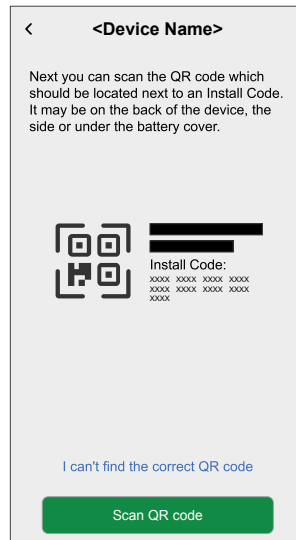
Using the Wiser Home app, pair your device with the **Wiser Hub** to access and control the device.

1. On the Home screen, tap .
2. Tap **Devices** >  > **Appliances** > **Connected Socket**.

TIP: You can also navigate by tapping **Control** >  > **Appliances** > **Connected Socket**.

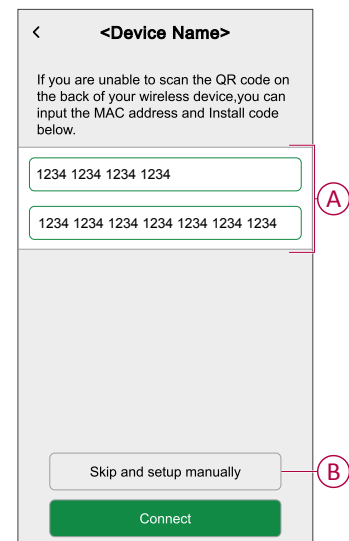
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

NOTE: If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.

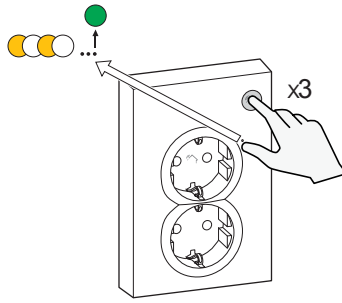


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

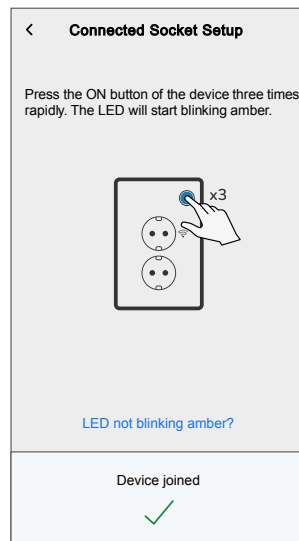
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI-64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI-64 and Install code.



4. Tap **Next**, short press the push button 3 times and make sure that the LED blinks amber.



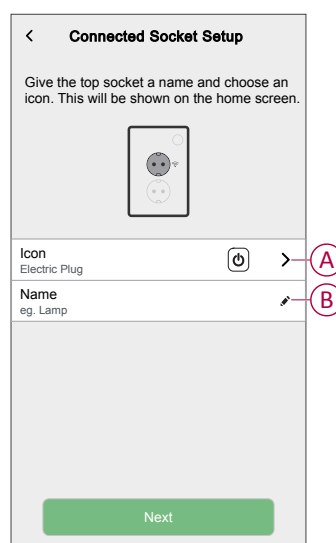
Wait for a few seconds until the LED turns green and the app confirms that the device is joined.



5. Once the device is joined, tap  (A) and select an icon suitable for your load and tap **Save**.

NOTE: Electric plug icon is assigned by default.

6. Tap  (B) to enter the name of the device.

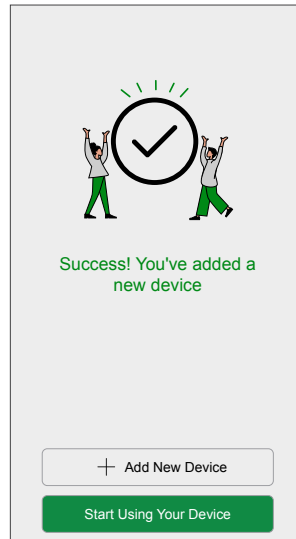


- Tap **Next** and assign the socket to a new room or an existing room and tap **Submit**.

IMPORTANT: The next screen shows the **Device Settings** page, where you have the option to configure the settings during the pairing process or at a later time. If you prefer to configure it later, tap **Submit**.

After you pair the device, a success screen appears with the following options:

- **+ Add New Device:** Tap to continue pairing more devices.
- **Start Using Your Device:** Tap to start using the paired device.



NOTE: The success screen appears only if you are logged in as a **Home Owner**.

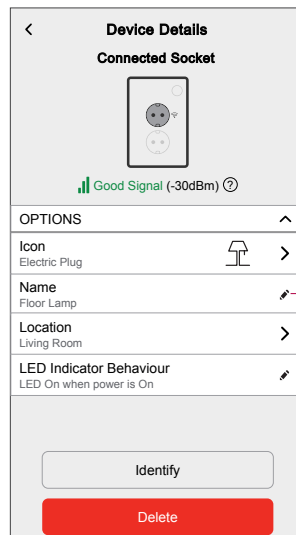
Related Topics

- ELKO - SmartSocket Double 16 A (Parent Topic)

Configuring the device

Renaming the device

- On the Home screen, tap .
- Tap **Devices > Connected Socket > Name (A)** to rename the Socket outlet.



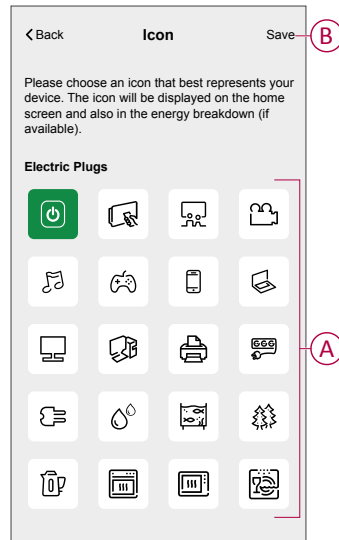
Related Topics

- Configuring the device (Parent Topic)

Changing the icon

1. On the Home screen, tap  > **Devices** > **Connected Socket**.
2. Tap  **Icon**, select an icon of your choice (A) and tap **Save** (B).

IMPORTANT: If you have installed Socket outlet and PowerTag, changing the icon to another category will delete all the historical data.



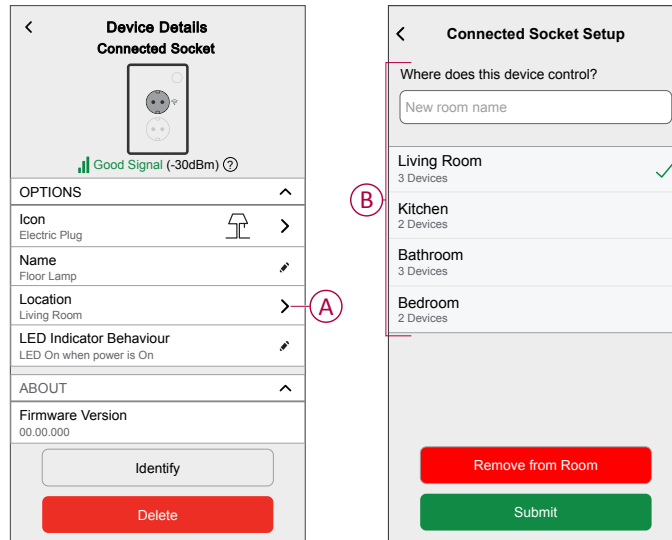
Related Topics

- Configuring the device (Parent Topic)

Setting the device location in the room

Using the Wiser Home app, you can assign your Socket outlet to any room (such as bedroom, living room, dining room etc.).

1. On the Home page, tap .
2. Tap **Devices > Connected Socket > Location (A)** to assign the Socket outlet to the existing room or a new room (B) and tap **Submit**.



Related Topics

- Configuring the device (Parent Topic)

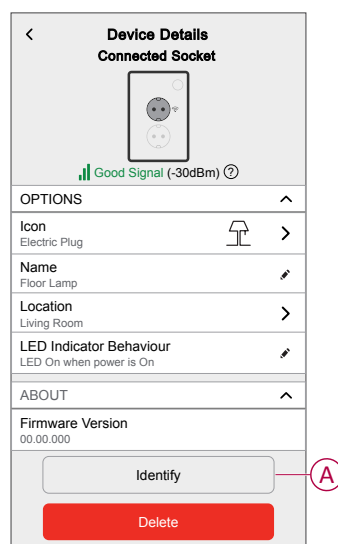
Identifying the device

Using the Wiser Home app, you can identify a Socket outlet from the other available devices in the room.

1. On the Home screen, tap .
2. Tap **Devices > Connected Socket > Identify (A)**.

NOTE:

- This feature flashes the Socket outlet LED, so you can identify the actual device. It may take up to a minute to start and flash the Socket outlet LED.
- The socket LED will continue to flash until you tap **OK**.



Related Topics

- Configuring the device (Parent Topic)

Setting the LED indicator behaviour

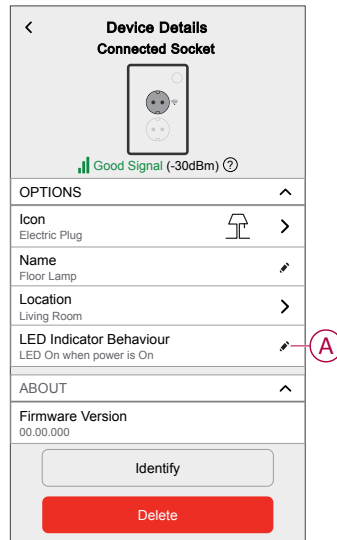
Using the Wiser Home app, you can set the state of LED indicator when the socket is turned ON.

By default, the LED turns ON, when the socket is turned ON.

1. On the Home page, tap .

2. Tap **Devices > Connected Socket > LED Indicator Behaviour (A)** and select one of the following options as per your preference:

LED On when Power is On	The LED turns ON when the device is ON.
LED Off when Power is On	The LED turns OFF when the device is ON.
Always Off	The LED stays OFF all the time.
Always On	The LED stays ON all the time.



3. Tap **Done**.

Related Topics

- Configuring the device (Parent Topic)

Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater, EV Socket) or reducing the power of the load.

The Power Consumption Management (PCM) system is an advanced algorithm designed to prevent global overconsumption. It achieves this by reducing setpoints and shutting down specific loads, ensuring that overall energy consumption stays within a predefined limit. With the integration of Wiser Home, users gain enhanced control over the loads monitored by the PCM. You can enroll up to eight loads at a time, which helps maintain the total consumption of the system below the established limit. This limit is determined by your contract specifications, so it's important to refer to the [Setting Tariff](#) section for information on peak and off-peak rates. Eligible devices will be automatically incorporated into the Anti-Tripping Management system, further optimizing energy usage and enhancing the overall efficiency of your home energy management.

For more information on **Anti-Tripping Management** refer to the respective [System User Guide](#).

Related Topics

- [Configuring the device \(Parent Topic\)](#)

Using the device

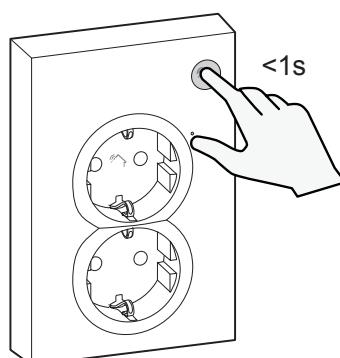
Related Topics

- [ELKO - SmartSocket Double 16 A \(Parent Topic\)](#)
- [Switching operation manually](#)
- [Switching operation using the app](#)
- [Schedule](#)
- [Monitoring energy consumption](#)
- [Moments](#)
- [Automation](#)
- [Voice control](#)

Switching operation manually

You can turn On/Off the Socket outlet manually by pressing the push button. The LED turns red (default settings), which indicates the power output is On from the Socket outlet.

Short press the push button once to switch On/Off the Socket outlet.



Related Topics

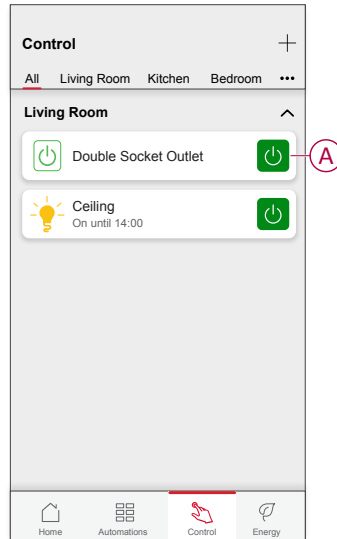
- Using the device (Parent Topic)

Switching operation using the app

Using the Wiser Home app, you can turn On/Off the Socket outlet remotely.

1. On the **Control** tab, tap **All** and find the device.

2. Tap  (A) to turn On/Off the device.



Related Topics

- Using the device (Parent Topic)

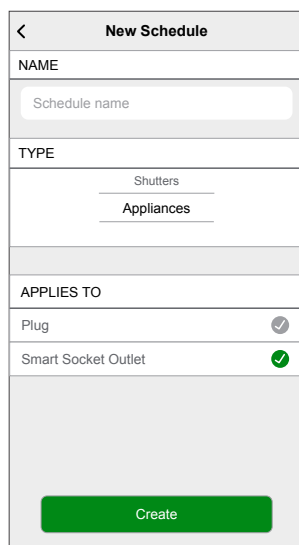
Schedule

You can set up schedules to specify the times at which a state of the device changes.

Setting up a schedule

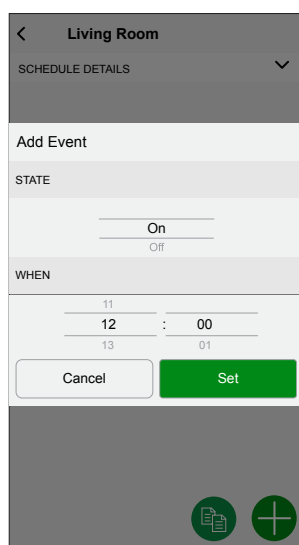
Using the Wiser Home app, you can create or assign a schedule to the Socket outlet.

1. On the Home screen, tap .
2. Go to **Schedule** tab, tap .
3. Enter the Schedule name and select **Appliances** from the **TYPE** menu.
4. Select the **Smart Socket Outlet** from the **APPLIES TO** menu and tap **Create**.



The next screen shows by default an Event for the week that can be modified.

5. Tap  to add an event such as **STATE** (on/off) and **WHEN** (sunrise/sunset or specific time range).



6. Tap **Set** to save the schedule.

TIP:

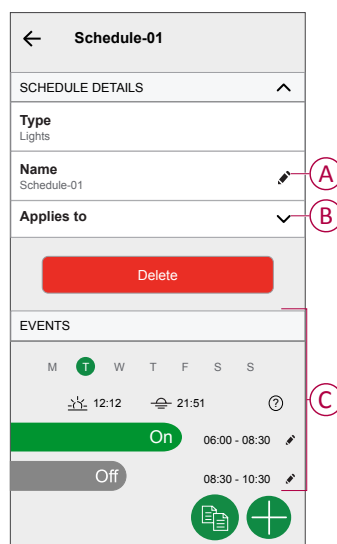
- You can add multiple schedules based on your requirement. Select days, tap , set on/off state and time.
- You can copy the existing schedule to another schedule or to the days of your choice. Tap .
 - Tap **Schedule** and select an existing schedule and tap **Copy**.
 - Tap **Day** and select the days you want to assign and tap **Copy**.
- On the top-right screen, tap  and select **Follow Schedule** toggle switch to turn On/Off the schedule.
- When the schedule begins, you can see the **until time** in the following screens:
 - Device Control Screen.
 - Control tab under the device name.
 - Favourite devices section on the home screen.

Related Topics

- Schedule (Parent Topic)

Editing a schedule

1. On the **Home** screen, tap **Automations**  > **Schedules**.
2. Tap the schedule you want to edit.
3. Tap the **SCHEDULE DETAILS** and you can do the following actions:
 - Rename the schedule (A).
 - Within the **Applies to** (B) menu, you have the option to select from the listed devices or deselect those that are already selected.



NOTE: When the above changes are edited, the schedule is saved automatically.

4. Under the **EVENTS** (C) menu, you can do the following actions:
 - Tap  to update an event, such as **STATE** (lights Off or dimming level in %), **WHEN** (sunrise/sunset or a specific time range), and you can also delete an event.
 - Tap **Set** to save the schedule.

Related Topics

- [Schedule \(Parent Topic\)](#)

Deleting a schedule

1. On the **Home** screen, tap **Automations**  > **Schedules**.
2. Tap the schedule you want to delete.
3. Tap **SCHEDULE DETAILS**, tap **Delete**, and then select **OK**.

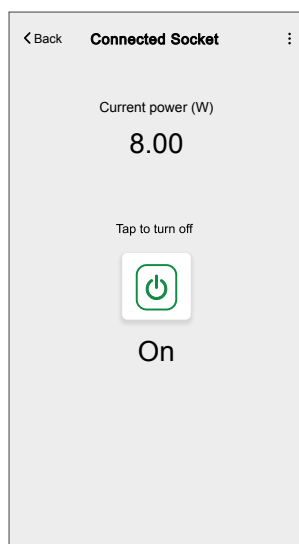
Related Topics

- [Schedule \(Parent Topic\)](#)

Monitoring energy consumption

Using the Wiser app, you can monitor the energy consumption of the load connected to the device.

1. On the **Control** tab, tap **All** > **Connected Socket**.
2. When the socket outlet is turned on, the power consumption is displayed in watts (W).



TIP: The power consumption varies depending on the load connected to the socket outlet.

Related Topics

- [Using the device \(Parent Topic\)](#)

Moments

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

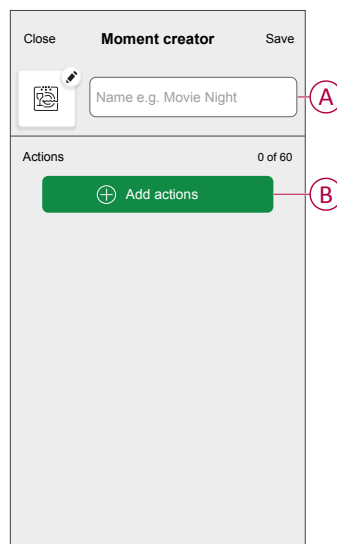
Creating a moment

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

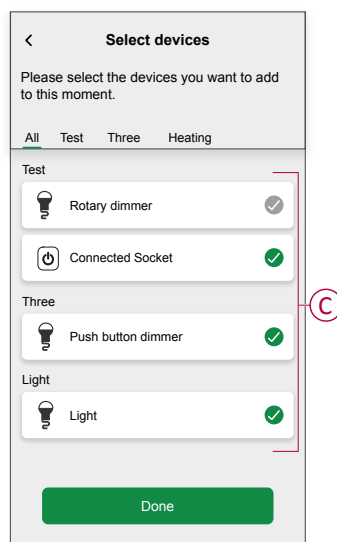
1. On the Home screen, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).

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

4. Tap **Add actions** (B) to select the list of devices.



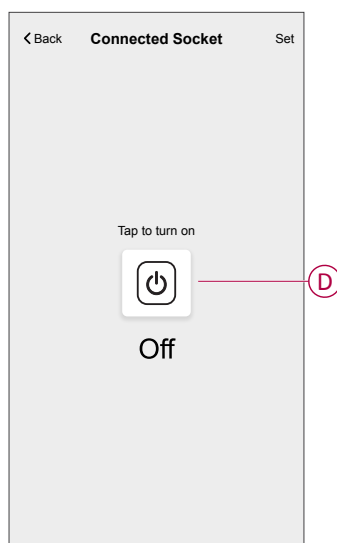
5. In the **Add actions** menu, you can select the devices (C).



6. Once all the device are selected, tap **Done**.

7. On the **Moment creator** page, tap on the device to set the condition. For example, select connected socket.

- Tap  (D) to turn on.



When the desired condition is set, tap **Set**.

8. Once all conditions are set, tap **Save**.

TIP:

- If you want to see the moments on the **Home** screen, go to **Home** >  > **Home Screen** > **Moments** and enable the **Moments** toggle switch.
- You can also rearrange the moments by tapping **Edit** from the Moments tab on the Home screen, or by tapping **Automation** > **Moments** > **Reorder**.

Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

Related Topics

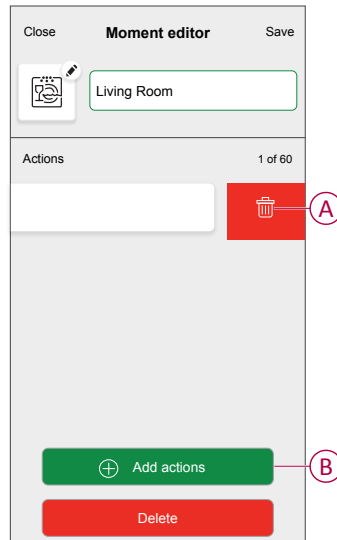
- Moments (Parent Topic)

Editing a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to edit and tap .

3. On the **Moment editor** screen, you can perform following changes:

- Change the icon .
- Rename the moment.
- Tap each action to change the settings.
 - To remove an action, slide the action to the left and then tap  (A) to delete it.
 - Tap  **Add actions** (B) to add new action.



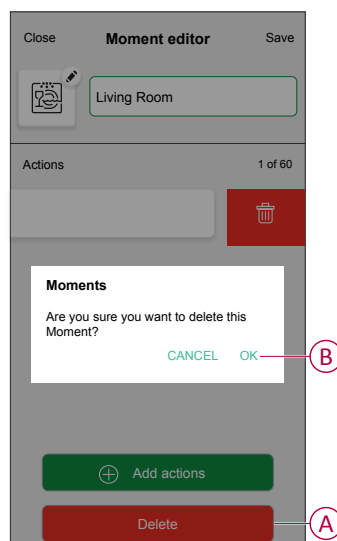
4. Tap **Save** to save the changes.

Related Topics

- Moments (Parent Topic)

Deleting a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to delete and tap .
3. On the **Moment editor** screen, tap **Delete** (A) and then tap **OK** (B).



Related Topics

- Moments (Parent Topic)

Automation

An automation allows you to trigger an action automatically or at scheduled times when certain conditions are met. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

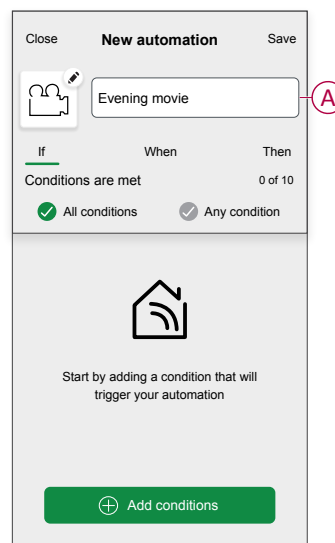
Related Topics

- Using the device (Parent Topic)
- Creating an automation
- Editing an automation
- Deleting an automation

Creating an automation

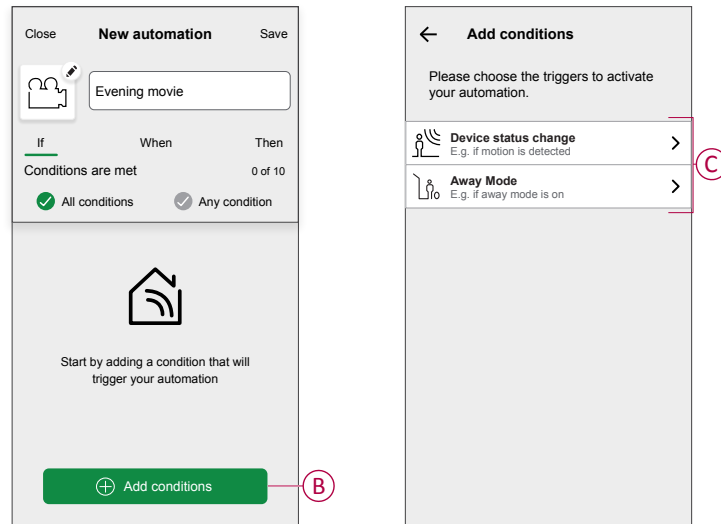
1. On the Home screen, tap .
2. Go to **Automation** and then tap  to create an automation.
3. Enter the name of the automation (A) and select any of the following conditions to trigger an automation.
 - **All conditions:** All conditions must be met to trigger an automation.
 - **Any condition:** Any one of the condition must be met to trigger an automation.

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



4. Tap **Add conditions** (B) and select any of the following (C).
- **Device status change** (Select the device): An automation will be triggered based on a device status, such as the opening of a shutter or the detection of movement by a motion sensor.
 - **Away Mode** (Enable or Disable): Away mode can also trigger an automation to turn on the lights, close the shutter etc. For more information about **Away Mode**, refer to the system user guide.

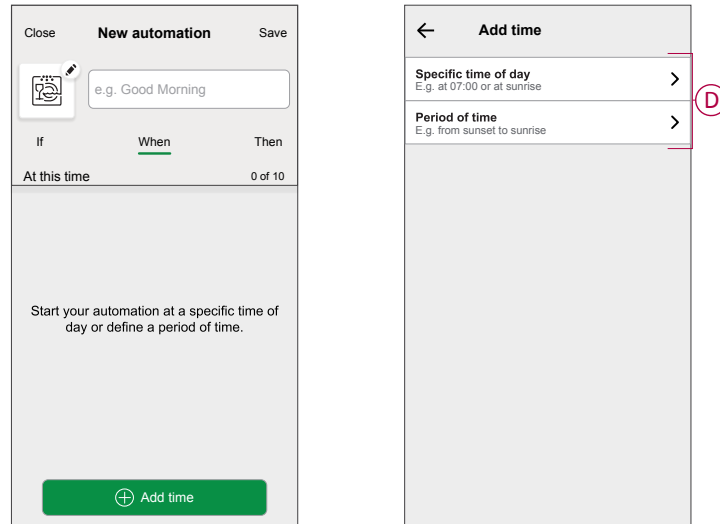
NOTE: Maximum 10 conditions can be added.



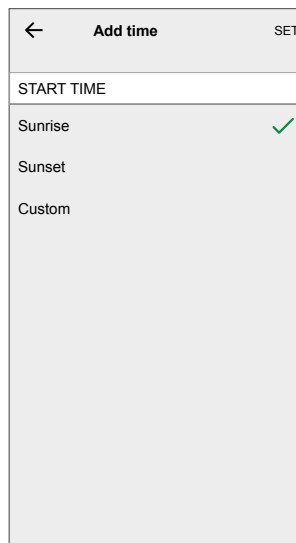
5. To start your automation at a particular time, tap **When > Add time** and select any of the following (D):

NOTE: Maximum 10 time entries can be added.

- **Specific time of day** - The automation will trigger at a specific time of the day, such as at sunrise, sunset, or at 8:00 AM.
- **Period of time** - The automation will be trigger during time periods such as from sunrise to sunset, or sunset to sunrise, or from 8:00 AM to 5:00 PM.



- a. In this example, we will choose **Specific time of day** and then select **Sunset** as the start time for the automation.

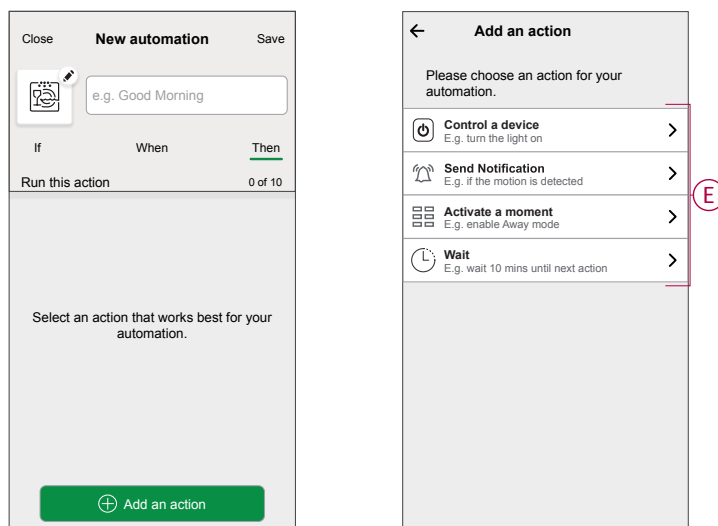


- b. After choosing the automation start time, tap on **Set** on the upper right corner.

6. To add an action, tap **Then > Add an action** and select any of the following (E):

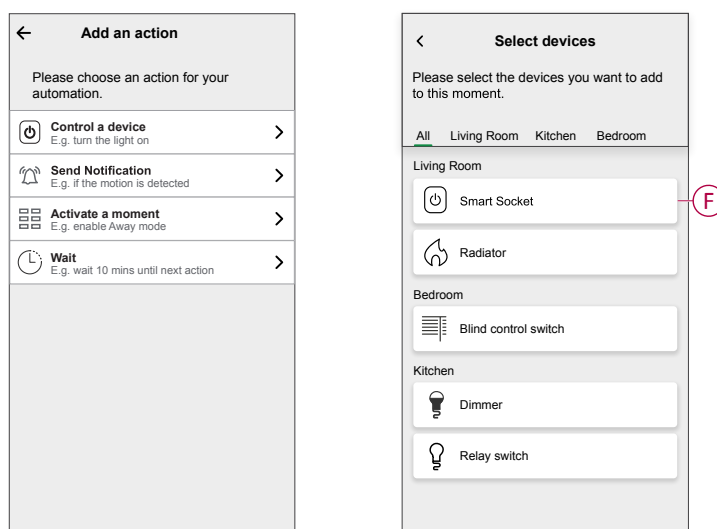
NOTE: Maximum 10 actions can be added.

- **Control a device** - Select the device and set the desired state of the device.
- **Send notification** - You will be notified if the condition is met.
- **Activate a moment** - Select a Moment to activate during the automation.
- **Wait** - This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



- a. In this example, we will initially select **Control a device** and select **Smart Socket** (F) as the device to trigger an action, later, we will select for the **Wait** option to add a delay in the automation.

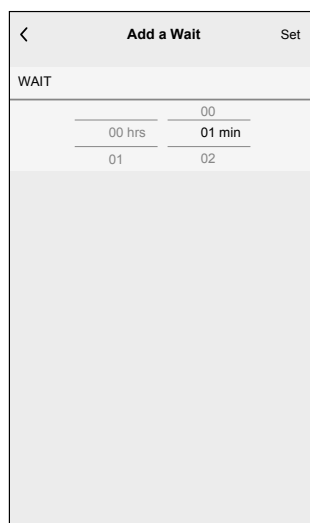
IMPORTANT: You cannot select the same device that you selected for **Add conditions** in Step 4. The device should be different.



- b. Set the state, such as On/Off state of the Smart Socket. Then, tap **Set** located on the upper right corner.

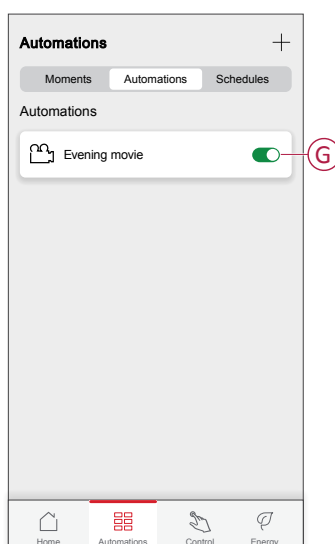


- c. Again, tap **Add an action** and select **Wait** option.
- d. Scroll through the minutes and set the wait time to 1 minute. Then, tap **Set** located on the upper right corner.



7. Tap **Save**.

The saved Automation is displayed on the **Automation** page. Tap the toggle switch (G) on the Automation page to enable/disable the Automation.

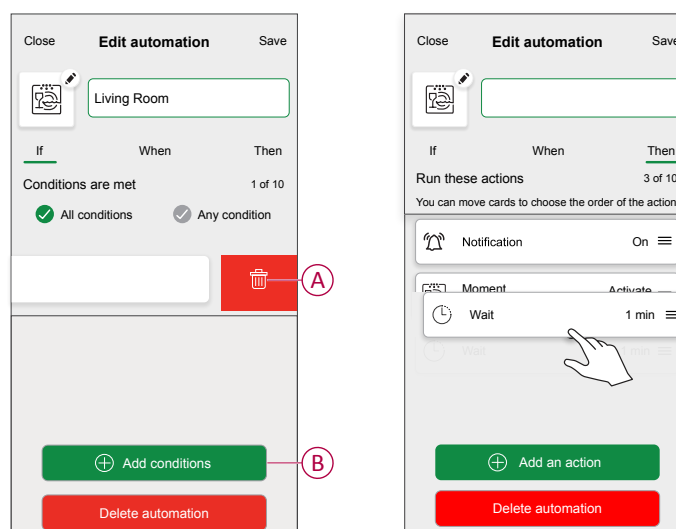


Related Topics

- Automation (Parent Topic)

Editing an automation

- On the **Home** screen, tap **Automations** .
- Go to **Automation**, tap the automation you want to edit.
- On the **Edit automation** screen, you can perform the following changes:
 - Change the icon .
 - Rename the automation.
 - Tap each condition to change the settings.
 - To remove a condition, slide the condition towards left and then tap  (A) to delete it.
 - Tap  **Add conditions** (B) to add new condition.
 - To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.



- Tap **Save** to save the changes.

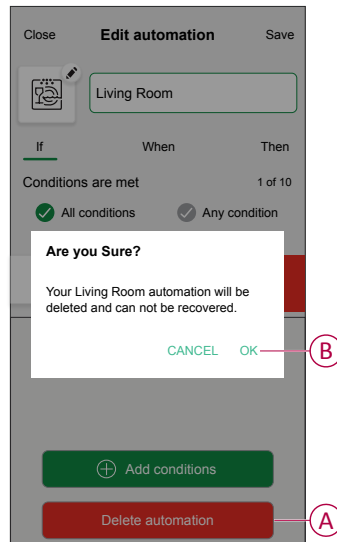
Related Topics

- Automation (Parent Topic)

Deleting an automation

- On the **Home** screen, tap **Automations** .
- Go to **Automation**, tap the automation you want to delete.

- On the **Edit automation** screen, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Related Topics

- Automation (Parent Topic)

Voice control

Using Amazon Alexa™ or Google Home, you can control the device with your voice.

TIP: Use the device name you assigned during pairing. For example, the device name is added as .

Related Topics

- Using the device (Parent Topic)
- Google Home
- Amazon Alexa™

Google Home

You can use Google Assistant to request information or perform an action using a variety of commands.

Common Wiser commands for Google Home:

Related Topics

- Voice control (Parent Topic)

Amazon Alexa™

Amazon Alexa™ (Alexa) is an intelligent personal assistant developed by Amazon™, and is capable of voice interaction.

Common Wiser commands for Alexa

Related Topics

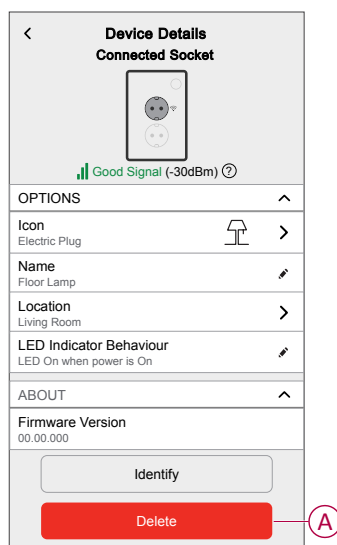
- Voice control (Parent Topic)

Removing the device

Using the Wiser Home app, you can remove the Socket outlet from the Wiser system.

1. On the Home screen, tap .
2. Tap **Devices > Connected Socket > Delete (A)**.

A confirmation window will be prompted, click **Remove from System** to confirm.



Related Topics

- ELKO - SmartSocket Double 16 A (Parent Topic)

Resetting the device

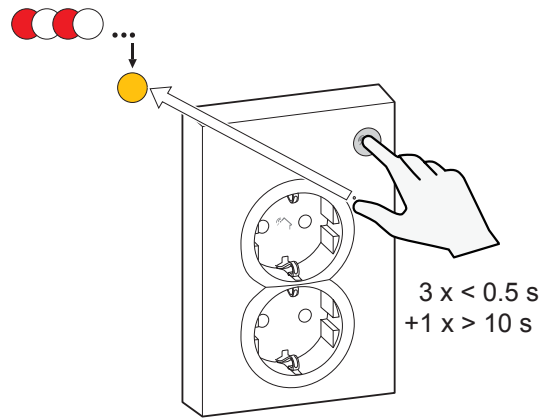
You can reset the Socket outlet to the factory default manually.

Short-press the push button 3 times (<0.5 s) and then long-press the push button once (>10 s). The LED blinks red after 10 s, and then release the push button.

Upon successful reset, the LED stops blinking. Then, the device restarts and blinks green for a few seconds.

NOTE:

- All configuration data, user data and network data are deleted.
- After reset, the LED turns amber, indicating that the socket is ready for pairing.



Related Topics

- [ELKO - SmartSocket Double 16 A \(Parent Topic\)](#)

LED indications

Pairing the device

User Action	LED Indication	Status
Press the push button 3 times	LED blinks amber, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off. 

Resetting the device

User Action	LED Indication	Status
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 glows solid orange. 

Setting (Default state)

LED Indication	Description
The Red LED glows. 	The Red LED glows when the output is switched ON.
All the LEDs are OFF. 	The LEDs are OFF, when the output is OFF.

Alarms

LED Indication	Description
Blinking red fast 	When there is an overload or over-temperature alarm and the device is switched off. Refer to the Troubleshooting, page 36 to clear the alarms.

Related Topics

- ELKO - SmartSocket Double 16 A (Parent Topic)

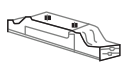
Troubleshooting

Symptom	Possible cause	Solution
The Socket outlet is not turning ON.	The Socket outlet is broken, or there could be an alarm if the LED blinks red.	Initially, turn Off the socket outlet, disconnect it from the power supply and turn it on after some time. If it still not working, you can replace the socket outlet. For more information about the wiring refer to the installation instructions.
When there is an alarm, the user cannot switch ON the output locally or remotely. LED blinks fast RED.	Clear the Socket outlet alarms.	To clear the alarm, press and hold the push button for 4 seconds. After 4 seconds, the blinking stops and the alarm will be cleared, you can use the socket outlet again. NOTE: Before clearing the alarm, you must verify the reason for over current fault and thermal fault for safety.
Device Offline is displayed on the screen.	• Device is powered Off. • Wiser Hub is too far from the device.	• If turned Off, turn On the device. • Move the Wiser Hub and the device close to each other. • Restart the device. NOTE: If the device still stays Offline, tap Help & Support for support in the Wiser Support pages.

Related Topics

- ELKO - SmartSocket Double 16 A (Parent Topic)

Technical Data

Nominal voltage	AC 230 V ~, 50 Hz		
Nominal power	Load type	Load name	Load value
	 LED	LED	100 W, 125 µF
	 M	Motor	1600 VA, max. 7 A
		Iron core transformer	1500 VA
		Incandescent lamp	2000 W
		Electronic step-down converter	2000 VA
	R	Ohmic load	3680 W
	C	Capacitive load	6 AX, max. 70 µF
	L	Inductive load	16 A, cosφ = 0.6
Standby	Maximum 0.4 W		

Fuse protection	16 A miniature circuit breaker
Connecting terminals	Terminals for max. 2x 2.5 mm ²
Operating frequency	2405 - 2480 MHz
Max. radio-frequency power transmitted	< 10 mW
IP rating	IP20
Measuring accuracy	± 1% for loads > 25 W
Communication protocol	Zigbee 3.0 certified

Related Topics

- [ELKO - SmartSocket Double 16 A \(Parent Topic\)](#)

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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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