

ELKO - Wiser Room Thermostat

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 instructions for installing, configuring, and using the ELKO Wiser Room Thermostat with the Wiser Home system. It explains how to pair the device, adjust temperature settings manually or via the app, and integrate with voice assistants like Alexa and Google Home. Users can create moments and automations, manage device location and lock settings, and monitor battery status. The guide also includes steps for resetting the thermostat, replacing batteries, and troubleshooting common issues.

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

<i>NOTICE</i>
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.

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.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the [Cybersecurity Best Practices](#) document.

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- Subscribe to the Schneider Electric [security newsletter](#).
- Visit the [Cybersecurity Support Portal](#) web page to:
 - Find Security Notifications.
 - Report vulnerabilities and incidents.
- Visit the [Schneider Electric Cybersecurity and Data Protection Posture](#) web page to:
 - Access the cybersecurity posture.
 - Learn more about cybersecurity in the cybersecurity academy.
 - Explore the cybersecurity services from Schneider Electric.

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



General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

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



Declaration of Conformity

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://www.go2se.com/ref=CCTFR6400>
- <https://www.go2se.com/ref=CCTFR6401>

Available Languages of the Document

The document is available in these languages:

- English
- Norwegian

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Wiser Room Thermostat



CCTFR6400
CCTFR6401

Related Topics

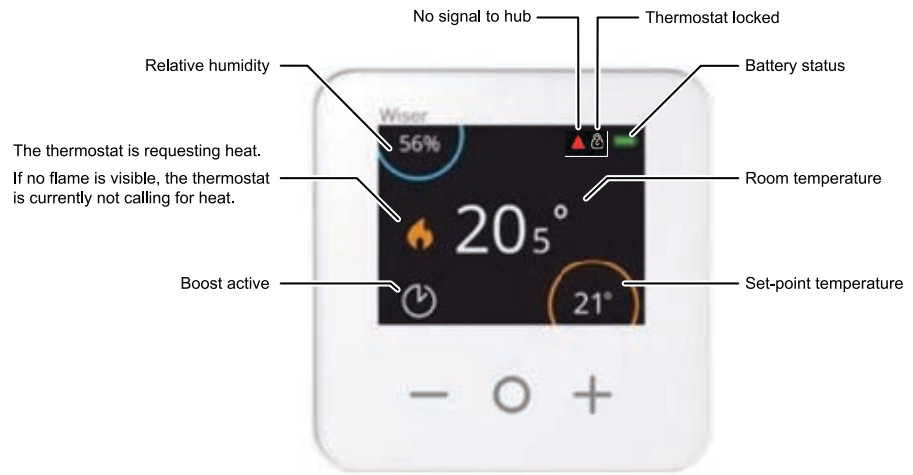
- About the device
- Installing the device
- Pairing the device with the Wiser Hub
- Configuring the device
- Using the device
- Removing the device
- Resetting the device
- Replacing the batteries
- LED indications
- Troubleshooting
- Technical Data

About the device

The Wiser Room Thermostat (hereinafter referred to as **Room Thermostat**) is a wireless, battery-powered, colorful touch-button display where the end-user can increase, decrease, boost, and set the room temperature.

The Room Thermostat display shows information such as (room temperature, relative humidity, battery level, boost status, heating symbol, and signal status).

NOTE: On the Room Thermostat screen,  icon changes and appears  when the room is in Comfort Mode and  when the room is in ECO Mode. For more information, refer to the System User Guide.



Advantage of using the Room Thermostat:

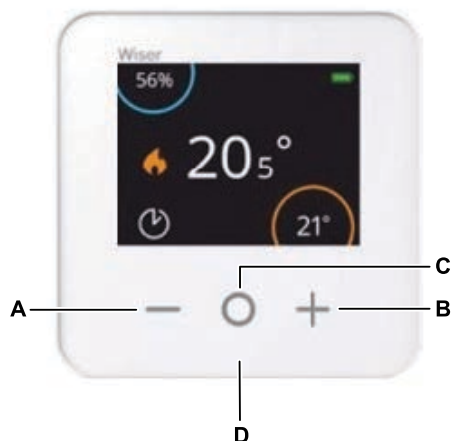
- Easy to control all heating appliances in the room from one place.
- Control locally or remotely using the wiser app

Features of the Room Thermostat:

- Works with Amazon Alexa & the Google Assistant
- Boost, and set the room temperature
- Configure several time schedules for heating
- To check humidity of the room
- Device user interface lock

Diagram of operating elements

- A. Reduce temperature
- B. Increase temperature
- C. Boost
- D. LED



Related Topics

- Wiser Room Thermostat (Parent Topic)

Installing the device

Refer to the installation instruction supplied with this product.

Pairing the device with the Wiser Hub

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

IMPORTANT: Insert the batteries before pairing and follow the Room Thermostat on-screen instructions.

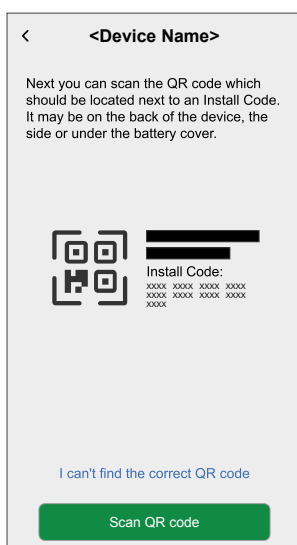
1. On the **Home** screen, tap .

2. Tap **Devices** >  icon and tap **Climate** > **Room Thermostat**.

TIP: You can also navigate by tapping **Control** tab >  > **Climate** > **Room Thermostat**.

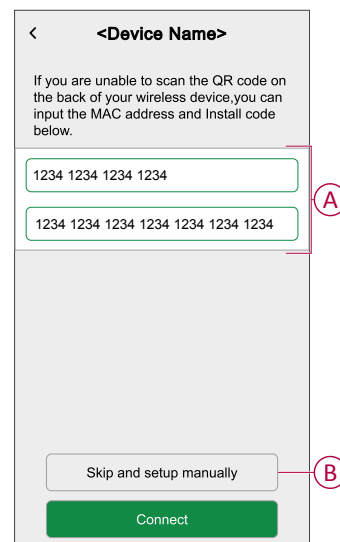
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

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.

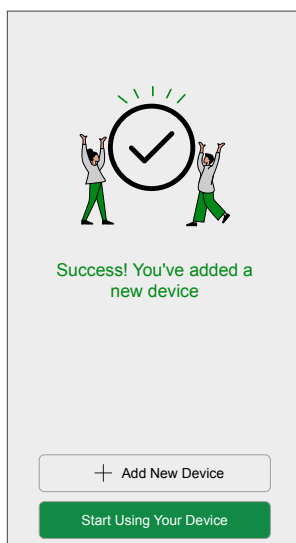


4. Tap **Next** to enter Room Thermostat name and assign it to an existing room or a new room, then tap **Submit**.
5. If Underfloor Heating (UFH) is already paired with Wiser Hub, turn on the toggle switch for better performance and update below details:
 - **Device:** If you have more than one UFH installed, select one.
 - **Channels:** Select the channel which is assigned to the same room as room thermostat in **Step 4**.
 - **Floor sensor is in this room?:** Turn on the toggle switch if you want to use the UFH floor sensor which is assigned to the same room as room thermostat.

NOTE:

- To change the UFH channel room refer [Assigning a channel to the room](#).
- Only one UFH floor sensor can be assigned to a room if you want to update refer [Setting Floor Sensor Location](#).

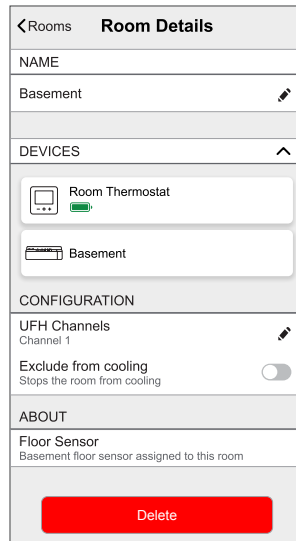
6. Tap **Submit** to complete the pairing process.
After you pair the device, a success screen appears with the following options:
 - **+ Add New Device:** Tap to continue pairing more devices.
 - **Start Using Your Device:** Tap to start using the paired device.



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

The Room Thermostat is now listed on the **Control** tab under the **All** and the specific room tabs.

IMPORTANT: If cooling input is enabled in UFH make sure in **Room Setting > Excluded From Cooling** toggle switch is On. This can be useful if there are areas in a building that do not require cooling, such as storage rooms or unoccupied spaces. Refer [UFH Cooling input](#).



Related Topics

- [Wiser Room Thermostat \(Parent Topic\)](#)

Configuring the device

IMPORTANT: The temperature data from the sensor will be used as an input for the heating system of the room. If a room has multiple temperature measuring devices (Room Thermostat, Smart ZB Thermostat 16 A, or SmartSensor Climate Wireless), the system calculates the average temperature measured from the devices to control the heating based on the overall temperature of the room.

For more details, refer to the [Setting the device as temperature source](#).

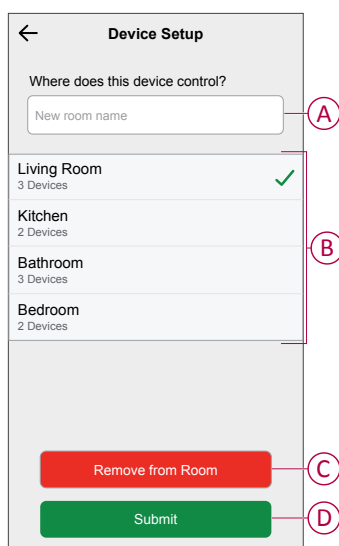
Related Topics

- [Wiser Room Thermostat \(Parent Topic\)](#)
- [Setting the device location](#)
- [User interface lock settings](#)
- [Identifying the device](#)

Setting the device location

You can add your device to any room (such as bedroom, living room, dining room etc.).

1. On the **Home** screen, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open setup screen.
4. On the **Device Setup** screen, you can enter **New room name** (A) or select an existing room from the list (B).



TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

5. Once changes are done, tap **Submit** (D).

Related Topics

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

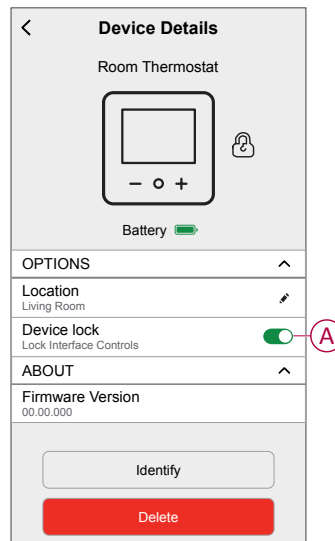
User interface lock settings

Using the Wiser Home app, you can lock the Room Thermostat controls. This prevents children from changing the temperatures in your room when playing with the Room Thermostat.

To lock or unlock the Room Thermostat control:

1. On the **Home** screen, tap .
2. Tap **Devices > Room Thermostat > Device lock (A)**.

TIP: When the Room Thermostat lock is active,  will appear next to the Room Thermostat.



Related Topics

- Configuring the device (Parent Topic)

Identifying the device

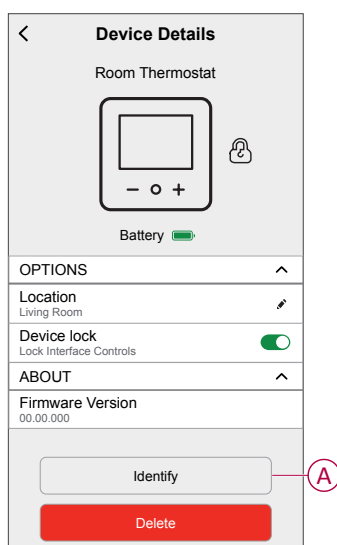
Using the Wiser Home app, you can identify a Room Thermostat from the other available devices in the room.

To identify the Room Thermostat:

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

NOTE:

- This feature displays an exclamation mark on the Room Thermostat screen, so you can identify the actual device. It may take up to a minute to display an exclamation mark on the Room Thermostat screen.
- The Room Thermostat displays an exclamation mark until you tap **OK**.



Related Topics

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

Using the device

Related Topics

- Wiser Room Thermostat (Parent Topic)
- Setting the room temperature
- Wake up the Device
- Voice control
- Creating a moment
- Creating an automation

Setting the room temperature

You can set the room temperature manually using the room thermostat button or remotely using the Wiser Home app.

Related Topics

- Using the device (Parent Topic)
- Setting room temperature manually
- Setting the room temperature using the app

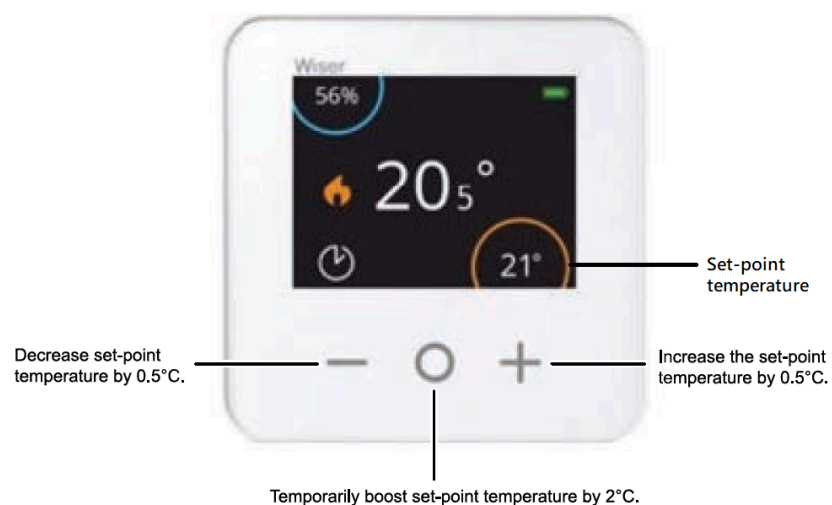
Setting room temperature manually

You can increase or decrease or boost the room temperature using the Room Thermostat button.

The room temperature can be increased or decreased, and boost time can be set using a Room Thermostat button.

- Press the + button to increase the set-point temperature by 0.5 °C.
- Press the - button to decrease the set-point temperature by 0.5 °C.

NOTE: After each set point change, wait 10 seconds and check that the desired set point is being displayed.



The amount of time the boost remains active depends on how many times you press O as follows:

- Press 1 time = 30 minutes
- Press 2 time = 1 hour
- Press 3 time = 2 hours

- Press 4 time = 3 hours
- Press 5 times = Cancel

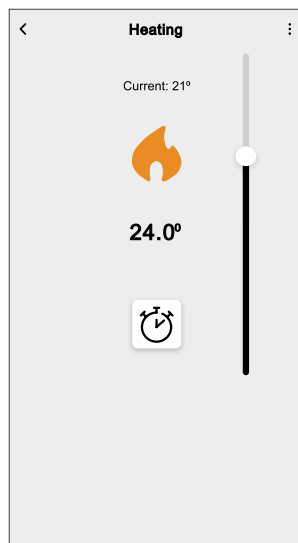
NOTE: With only boost features, you can set the time like how long you want the room to be heated up.

Related Topics

- Setting the room temperature (Parent Topic)

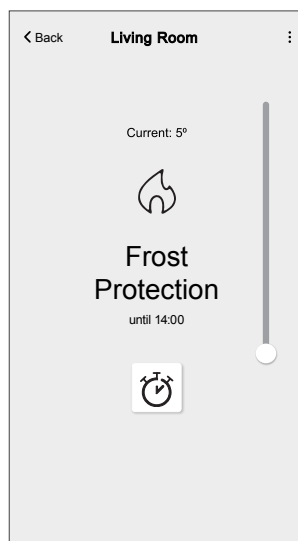
Setting the room temperature using the app

Using the Wiser Home app, you can adjust the room temperature. On the device control screen, drag the sliding bar up/down to adjust the room temperature.



IMPORTANT:

- When the boost time is set, the system automatically increases the set-point temperature by 2 °C for the duration of the boost. Once the boost period ends, the temperature returns to the last set-point.
- Moving the slider control to the bottom of the bar activates **Frost Protection** mode. In this mode, the system maintains the room temperature at a constant 5 °C to prevent freezing.



TIP: You can also adjust the room temperature:

- By tapping  or  on the **Control** tab, in the  **Heating** section of the concerned room to adjust its temperature.
- When you add it to your **Favourites**. To know more about **Favourites**, refer to the **Managing Favourites** topic in the respective System User Guide.

NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

Related Topics

- [Setting the room temperature \(Parent Topic\)](#)

Wake up the Device

If there has been no interaction for 15 seconds, the Room Thermostat goes into Sleep Mode, and the display fades out. Wake up the Room Thermostat by tapping any button.

Related Topics

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

Voice control

You can control the plug using Amazon Alexa® and Google home by giving a voice command.

Amazon Alexa™

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

Common Wiser commands for Alexa

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the temperature upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the temperature upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get the Set Point: “Alexa, what is the upstairs set to?”

Related Topics

- Voice control (Parent Topic)

Google Home

Google Home is a brand of smart speakers that work similarly to Amazon’s Alexa. The user can speak a profusion of commands to request information, or ask Google Assistant to perform action.”

Common Wiser commands for Google Home:

- Inquiry: “OK, Google, is the hot water on?”
- Hot Water Command: “OK, Google, turn on/off the hot water”
- Room Temperature: “OK, Google, how warm is (room name)?”
- Set Temperature: “OK, Google, set (room name) to XX degrees”
- Increase Temperature: “OK, Google, increase the setpoint by XX degrees”
- Set Temperature: “OK, Google, set (room name) to XX degree”

Changes made with Google Home

All changes made through a voice command related to room thermostat that is valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the room thermostat.

Related Topics

- Voice control (Parent Topic)

Creating a moment

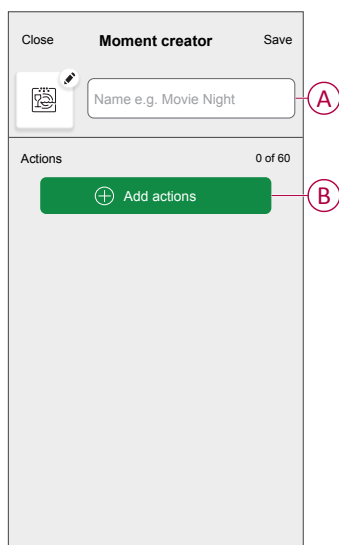
A Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

To create a moment:

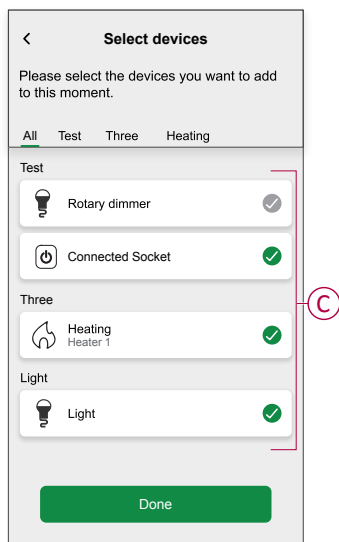
1. On the **Home** screen, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).

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).

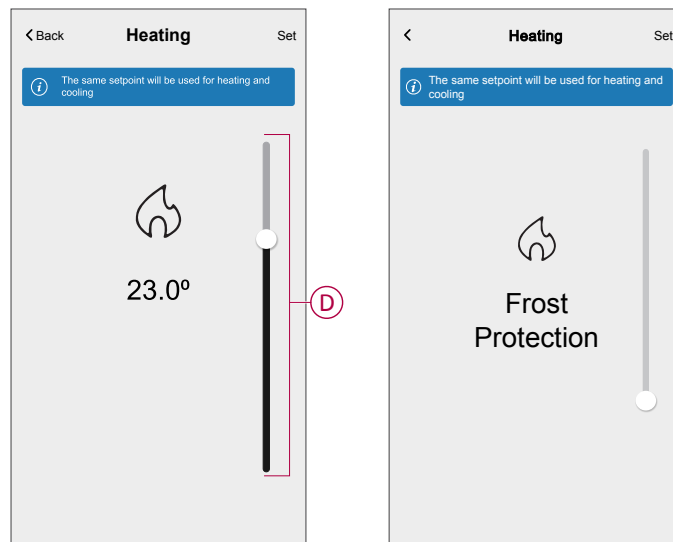


6. Once all the device are selected, tap **Done**.

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

- Set the required temperature using sliding control (D).

NOTE: When you put the slider control (D) at the bottom of the bar for the moment, the Frost Protection mode is activated. In the frost protection mode, the system maintains the room temperature at 5 °C.



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

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

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

TIP:

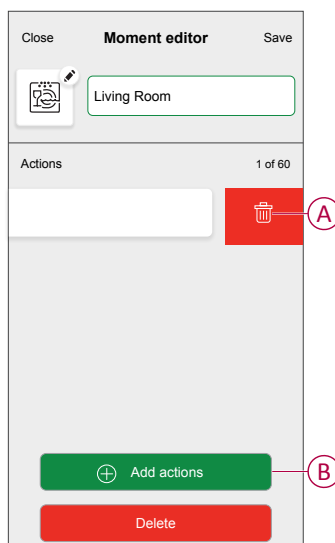
- If you want to see the created moments on the **Home** screen, go to **Home** >  > **Home** screen > **Moments**. Enable the toggle button to view moments on the **Home** screen.
- You can also rearrange the moments by tapping **Edit** from the **Moments** tab on the **Home** screen, or by tapping **Automation** > **Moments** > **Reorder**.

Related Topics

- Using the device (Parent Topic)
- Editing a moment
- Deleting a moment

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.

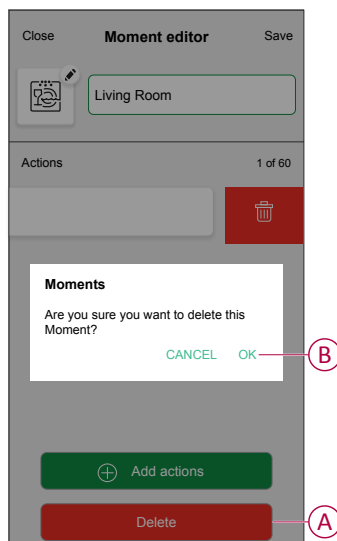
Related Topics

- Creating a moment (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 .

- On the **Moment editor** screen, tap **Delete** (A) and then tap **OK** (B).



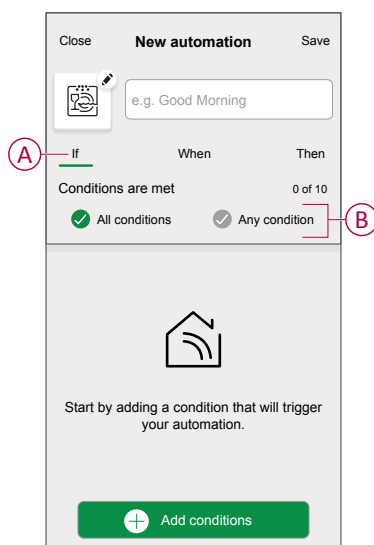
Related Topics

- Creating a moment (Parent Topic)

Creating an automation

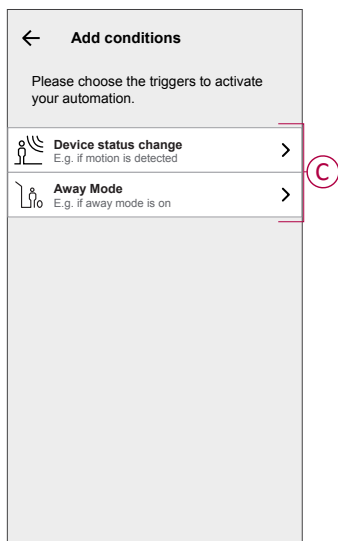
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs.

- On the **Home** screen, tap .
- Go to **Automation** >  to create an automation.
NOTE: Maximum 10 automations can be added.
- Tap **If** (A) and select any of the following conditions (B):
 - All conditions:** This triggers an action only when all conditions are met.
 - Any condition:** This triggers an action when at least one condition is met.



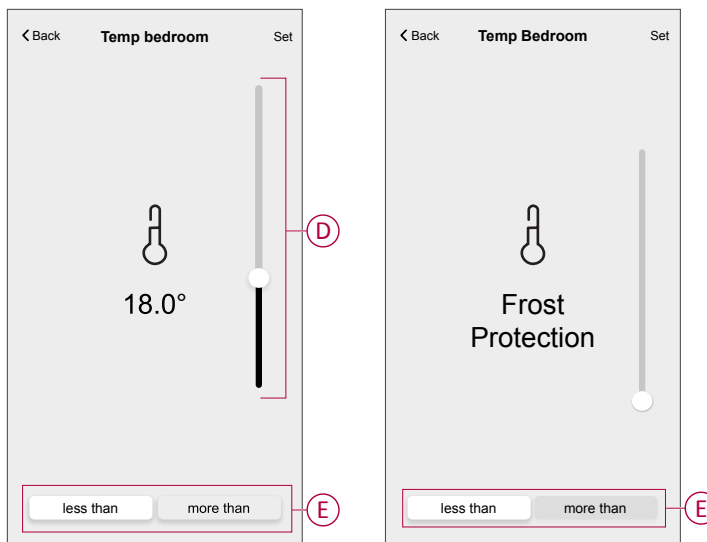
4. Tap **Add conditions** and select any of the following (C):
- **Device status change**: Select a device to enable automation.
 - **Away Mode**: Enable/Disable away mode to trigger an action.

TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode**, refer to the system user guide.



5. Tap **Device status change** > . Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.

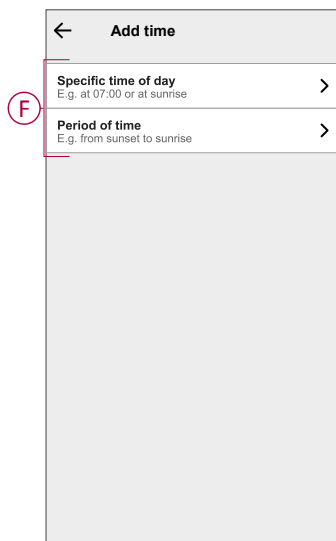
NOTE: When the slider control is set to the bottom for the automation, Frost Protection mode is automatically activated at the start of the automation. In this mode, the system maintains the room temperature at 5 °C to prevent freezing.



NOTE:

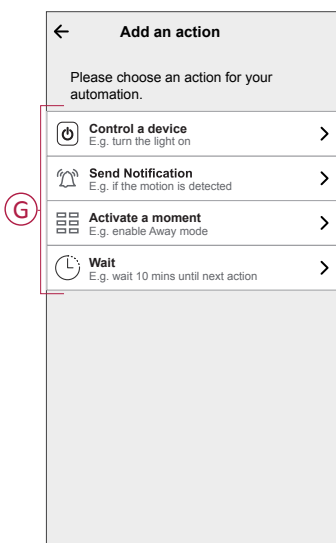
- Maximum 10 conditions can be added.
- To remove an added condition, swipe left and tap .

6. To set a specific time for your automation, tap **When > Add time** and select any of the following (F):
- **Specific time of the day: Sunrise, Sunset, Custom.**
 - **Period of time: Daytime, Night time, Custom.**

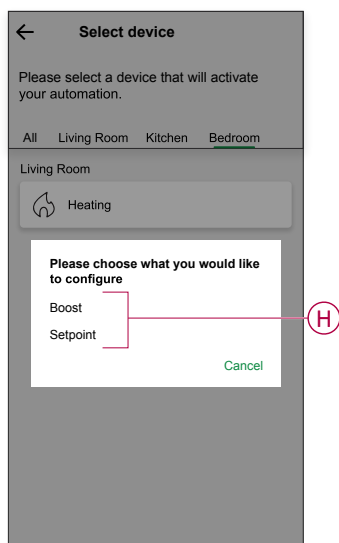
**NOTE:**

- Maximum 10 entries can be added
- To remove a specific time, swipe left and tap .

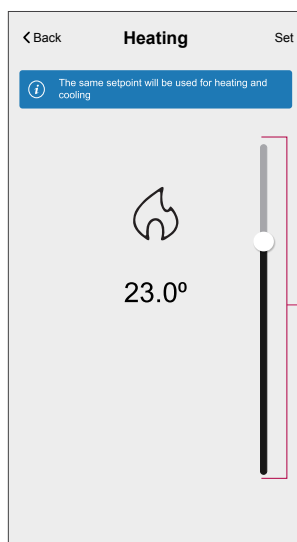
7. To add an action, tap **Then > Add an action** and select any of the following (G):
- **Control a device:** Select a devices that you want to trigger.
 - **Send notification:** Turn on the notification for the automation.
 - **Activate a moment:** Select the moment that you want to trigger.
 - **Wait:** 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.



8. Tap **Control a device** > **Heating** and select any of the following (H):
- **Boost**: Set the duration to increase the temperature by 2 °C.
 - **Setpoint**: Set the desired temperature.



9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.

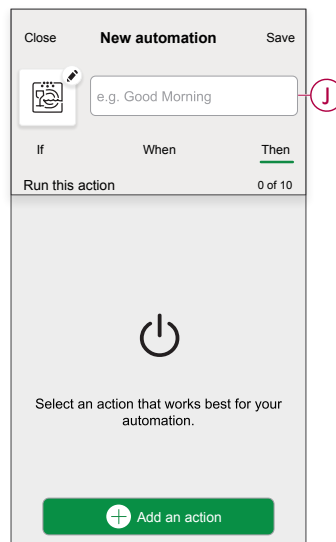


NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

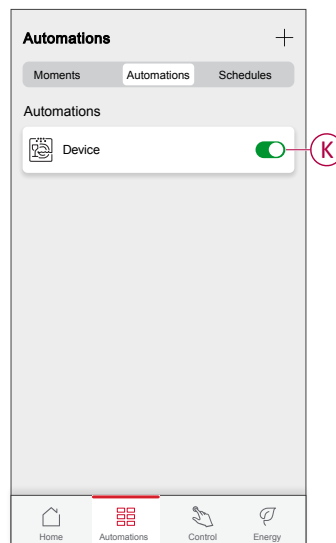
10. Enter the automation name (J).

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

11. Tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab.

Using the  (K) you can enable and disable the automation.



Related Topics

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

Example of an automation

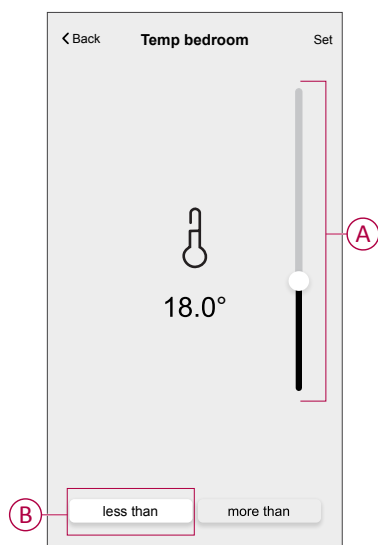
This demonstration guides you through setting up an automation that activates heating to a set temperature of 20 °C when the room temperature drops below 18 °C.

NOTE: To ensure proper heating control, you must create two separate automations:

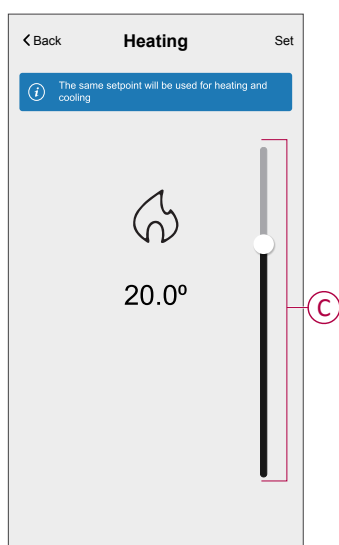
- Automation 1: Boost the heating when a presence is detected in the room.
- Automation 2: Turn off the heater when the room temperature reaches 25 °C or higher.

The room heater will not turn off automatically until you create another automation.

1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.
3. Set the temperature as 18 °C (A) and the condition as **less than** (B) and tap **Set**.



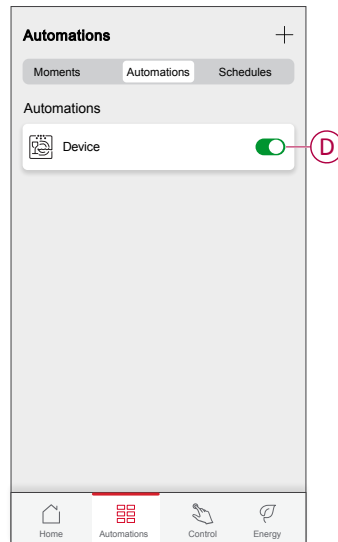
4. Read the information and tap **OK**.
5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Heating** > **Setpoint**. Set the temperature to 20 °C (C), then tap **Set**.



6. Read the information and tap **OK**.
7. Enter the name of the automation.

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

8. Tap Save.
Once the automation is saved, it is visible on the **Automation** tab.



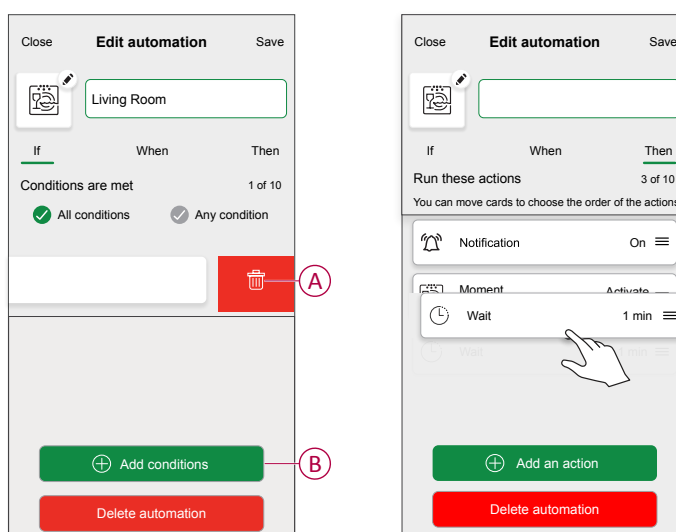
NOTE: You can enable or disable saved automations on the **Automations** tab by using  (D).

Related Topics

- Creating an automation (Parent Topic)

Editing an automation

1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to edit.
3. 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.



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

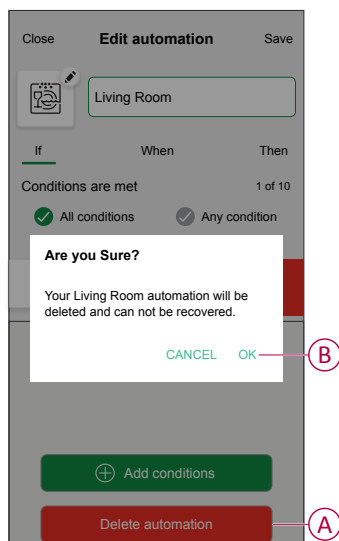
Related Topics

- Creating an automation (Parent Topic)

Deleting an automation

1. On the **Home** screen, tap **Automations** .
2. 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

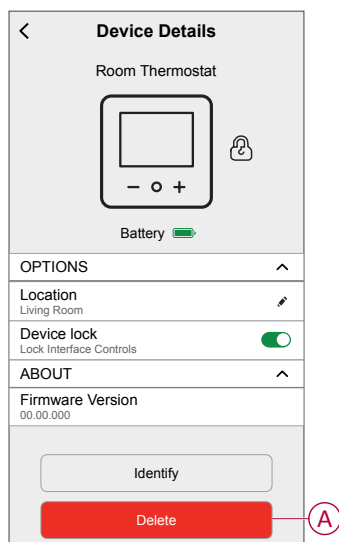
- Creating an automation (Parent Topic)

Removing the device

Using the Wiser Home app, you can remove the Room Thermostat from the Wiser system.

To delete the Room Thermostat:

- On the **Home** screen, tap .
- Tap **Devices > Room Thermostat > Delete** (A).



Related Topics

- Wiser Room Thermostat (Parent Topic)

Resetting the device

The Room Thermostat can be reset manually at any time, e.g., if the Hub is replaced. To remove the device from a heating system and join another system. To reset the Room Thermostat:

1. Remove the batteries and re-insert them.
2. When the “Wiser” startup screen appears, press the + and - buttons at the same time for 20 seconds until the unit restarts.



Related Topics

- Wiser Room Thermostat (Parent Topic)

Replacing the batteries

Replace the batteries when the battery level is low. The battery level can be seen in the Room Thermostat display top-right corner. It can also be viewed in the Wiser Home app under Settings > Devices. Follow the steps below to replace the batteries:

1. Open the battery compartments.
2. Replace the batteries.

TIP: Make sure that the polarity of the batteries (+ and -) are in the right direction. The polarity is indicated on the terminals of the device.

NOTICE

USE ONLY STANDARD, NON-RECHARGEABLE AA ALKALINE BATTERIES

- **Do not use** rechargeable batteries, Zinc Carbon, or Zinc Chloride batteries.
- Rechargeable batteries are not optimized for Wiser device systems.

Failure to follow these instructions can result in equipment damage.

3. Close the battery compartments.



Related Topics

- Wiser Room Thermostat (Parent Topic)

LED indications

Room thermostat

Status	LED	Description
Low Battery		Flashes red when the batteries are low.

Related Topics

- Wiser Room Thermostat (Parent Topic)

Troubleshooting

Symptom	Possible cause	Solution
The Room Thermostat screen goes blank.	Batteries may be low or drained	Replace the batteries., page 35
Unable to set the room temperature	Wiser Hub signal is weak or not connected to the WIFI network.	Check for a Wi-Fi® signal.
Unable to set the room temperature, control are disabled.	Check room details if only if Room thermostat is alone in the room and the hub is not connected to the boiler relay.	Add a heating device to this room will enable to control temperature.

Related Topics

- Wiser Room Thermostat (Parent Topic)

Technical Data

Power supply	2 alkaline batteries type IEC LR6 1.5 V (AA)
Interfaces	User: TFT screen, touch buttons
Wiring	No cabling required
Temperature setting range	5 °C to 30 °C
Temperature resolution	0.5 °C
Operating temperature	0 °C to 45 °C
Storage temperature	-20 °C to 65 °C
Operating frequencies	2.4 GHz (bidirectional, mesh)
Transmission	+13 dBm (20 mW)
Degree of pollution	2
Radio signal range	30 m in free space
Software class	A
IP rating	IP20
Mounting	Wall bracket or table stand
Product dimensions:(H x W x D)	76 x 76 x 25 mm

Related Topics

- [Wiser Room Thermostat \(Parent Topic\)](#)

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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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