

Wiser™

System User Guide

Commissioning instructions for the Wiser system, devices and app.

10/2023



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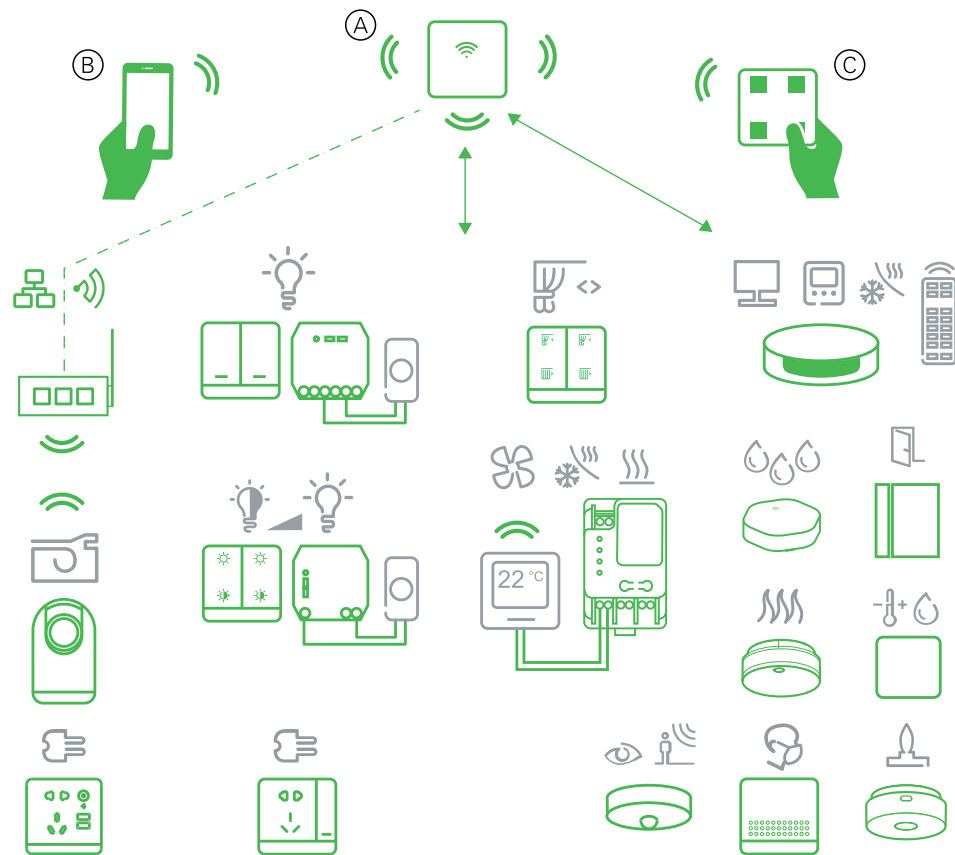
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Getting to know the Wiser system

Overview of the Wiser™ system

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



The Hub is the center of the system, processing control requests and status reports for connected Wiser devices.

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

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

Within the home, Wiser devices can also be controlled using a Wiser AvatarOn freelocate.

Device groups

Operate identical Wiser devices together, either from the local control on one of the devices or by using the Wiser app.

Use the Group feature in the Wiser app to combine many identical devices and operate them as one unit. For example, create a group of three Wiser light switches for multi-way operation.

Device groups	Control assistance
Lights, Switches/Dimmers	Lighting and dimming
Shutters/Blinds/Curtains	Motorized shutters and blinds

Device groups	Control assistance
Sockets/Adapters	Electric supply
Heating	Temperature
Cameras	Security and privacy
Energy	Monitors power consumption
Safety and Sensors	Smoke alarm, Room occupancy, window/door open or close, temperature and humidity, water leakage

The Wiser by SE app

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

System requirements

To use the app, your mobile phone/tablet must support following operating systems and versions.

Supported operating systems for mobile phone:

- Android™ OS version 7 and above
- Apple® iOS 11 and above

Supported operating systems for tablet/iPad:

- Android™ OS version 8 and above
- Apple® iOS 10 and above

NOTE:

- When a new version of an operating system is released, it may take some time before the Wiser system is fully compatible with that version.
- Using Schneider Electric applications with an Android phone that has bypassed restrictions, or a jailbroken iPhone, voids all warranties associated with the application.
- The compatibility of the interfaces with mobile phones/tablets depends on the software version installed on your mobile phone/tablet, and may change with a software upgrade. Due to the large number of mobile phones/tablets available in the market, the compatibility and functionality of your mobile phone/tablet with the app cannot be guaranteed.

Downloading the app

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

1. Perform one of the following:

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

Scan QR code to download the app



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

Scan QR code to download the app



- **For Android mobile phones/tablets:** Visit one of the following stores:
 - 华为应用市场 (Huawei app store)
 - 百度应用市场 (Baidu app store)
 - 安智应用市场 (Anzhi app store)
 - 360应用市场 (360 app store)
 - 腾讯应用市场 (Tencent app store).

NOTE: While downloading the app, search with Wiser as the app name.

Creating an account

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

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

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

Using your account, you can become a member of one or more Homes (Data stores, page 9). You can operate any devices that belong to the Home, from any location that has Internet access, using any compatible mobile phone/tablet that has the app installed.

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

Data stores

Home and account data is assigned to one of several data stores, depending on the country code selected at registration, and the country code of the user who

creates a Home. These data stores are independent of each other. The major data centres are:

- China
- Europe
- United States of America
- India

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

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

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

Data centre

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

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



2. Select your country and provide your Mobile No. or E-mail to receive the verification code.
3. Tap the check box to agree with the **User Agreement** and **Privacy Notice**.
4. Select a country code. By default, the country code is set as follows:
 - Mobile phone-based IDs: country code determined by mobile phone number.
 - E-mail address-based IDs: country code determined by mobile phone location. Also, you must select the country code manually when you register using an e-mail ID.
5. Enter the verification code received via E-mail or SMS.
 - SMS, if you use your mobile phone number as the user ID, or
 - e-mail, if you use your e-mail address as the user ID.
6. Create a password based on the criteria provided.

Once the registration process is finished, a new Home is created and the Home page is displayed. As the creator of the Home, your account is automatically set as the Home owner with full access to the system. See [Access levels in the app](#), page 12.

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

Working with home

Create a home, add rooms to represent the areas with devices, and add home members.

In the app, a home defines a group of people, rooms and devices as a unit. Here are some examples:

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

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

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

Access levels in the app

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

There are 3 access levels in the app:

- Home owner

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

- Administrator
- Common member

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

Cybersecurity principles

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

- Keep your phone up-to-date and install the latest security updates.
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or Apple store.

- Use all the security settings on your mobile phone/tablet:
 - long passcodes
 - two-factor authentication (2FA)
 - facial recognition
 - block unknown apps
- Use strong phone and account passwords:
 - Do not reuse a password from any other account.
 - Passwords should be 12-16 characters long. (A passphrase is best and easier to remember.)
 - The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols.
 - Do not use a password with easily guessed or commonly known personal information. For example, avoid using home town, favorite pet or high school mascot.

Decommissioning a device

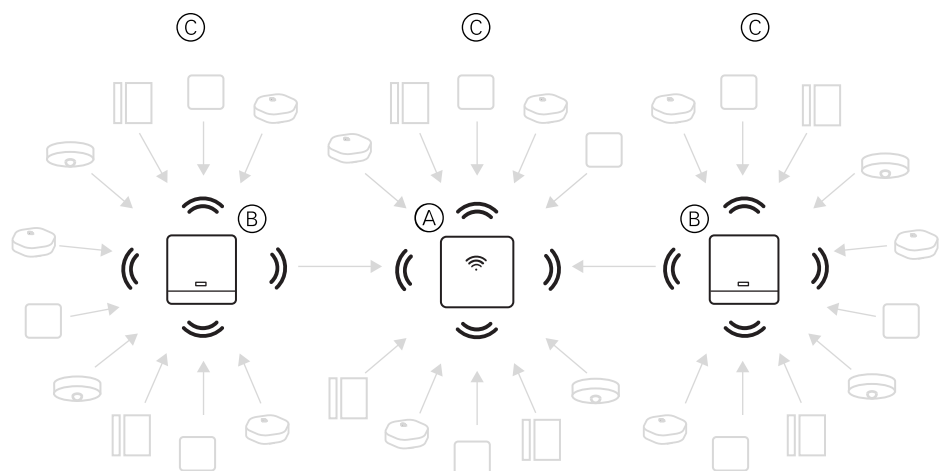
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system hub. Refer to the particular device instructions for information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

Support for battery-powered devices

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

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

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



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

Wiser system limits

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

System component	Wiser Hub Limits	Basic Hub Limits
Devices	Max. 120 devices in one Home	Max. 30 devices in one Home
	Max. 120 devices in one Room	Max. 30 devices in one Room
	Max. 20 devices assigned to a freelocate button	Max. 20 devices assigned to a freelocate button
	Max. 10 battery-powered devices per mains-powered device.	
Wiser Multifunction Interface	Max. 3 channels per device	Not Supported for Basic Hub
	Max. 8 thermostats or controllers per channel	Not Supported for Basic Hub
Wiser 360Degree ZB/IR Convertor	Max. 8 channels (1 IR-controlled appliance per channel) NOTE: Channels 6 to 8 are reserved for IR extender connections EXT1 , EXT2 and EXT3 .	Not Supported for Basic Hub
Moments/Automations	Max. 80 Moments in one Home	
	Max. 80 Moments in one Home	
	Max. 80 Automations in one Home	
	Max. 80 Automations in one Home	
	Max. 80 Actions in one Moment/Automation	
	Max. 80 Actions in one Moment/Automation	
	Max. 1000 Actions in one home (the total actions in Moments and Automations must not exceed 1000)	
	Max. 10 Conditions in one Automation	
Device Schedules	Max. 10 Schedules per device	
Homes, Rooms and Members	Max. 20 Homes (recommended number)	
20 is the recommended number for home per account.	The installer will be Home owner until successful handover.	
	Max. 20 Rooms in one Home (recommended number)	
	Max. 20 Members in one Home (recommended number)	

For information about the recommended distance between the Hub, devices, and sensors, see [Selecting a location for the Wiser Hub or Basic Hub](#), page 21. The distance between Hub and device, device and device, and device and sensor is dependent on construction materials or interference in between, it could be a much longer range, in open air, without any interference.

Setting-up the Wiser system

Overview of system commissioning

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

System commissioning involves these steps.

Install and test Wiser devices.	See Installing and testing devices , page 15.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements , page 21.
Connect the hub to the Wi-Fi network. The mode of connection is Ethernet mode to connect the hub. For anything further steps for commissioning, app is required. NOTE: The Ethernet cable is supplied separately.	See Connecting the Wiser Hub and Basic Hub to the Internet , page 21.
Download and install the app.	See Downloading the app , page 8.
Create an account to use the app.	See .
Set up a Home, Rooms and add Home members.	See Working with homes , page 15.
Join the hub to the Home.	See .
Add devices to the Home, assign devices to Rooms and configure device settings.	See Setting-up devices , page 48.
Set devices to operate together, either manually, or in response to a schedule or event.	See Moments and Automations , page 70.

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

Installing and testing devices

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

1. Follow the installation instructions supplied with each device. See .
2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.
3. When installing Wiser multifunction interfaces, connect thermostats that are compatible with the device. See [Compatible thermostats for the Wiser Multifunction Interface](#), page 65.

NOTE: See [Selecting a location for the Wiser Hub or Basic Hub](#), page 21 for information regarding location selection for Hub.

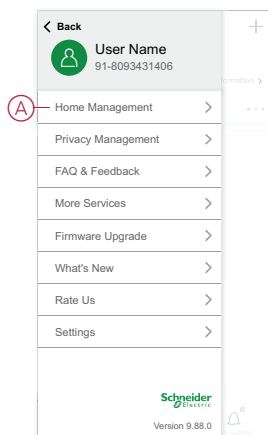
Working with homes

Create a home, add rooms to represent the areas with devices, and add home members.

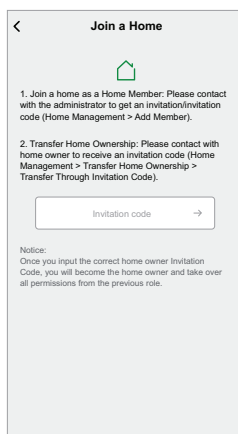
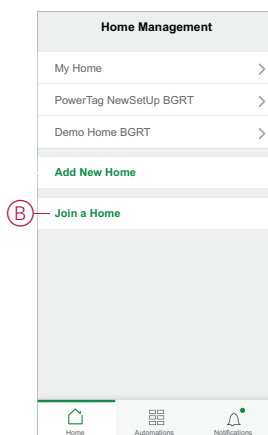
Joining a home

When you register to the app, join a home to have ownership rights, transfer home ownership and access homes.

1. Tap **Home Management**(A) to join a home.



2. Tap **Join a Home** (B) to enter invitation code and receive access to the required home.

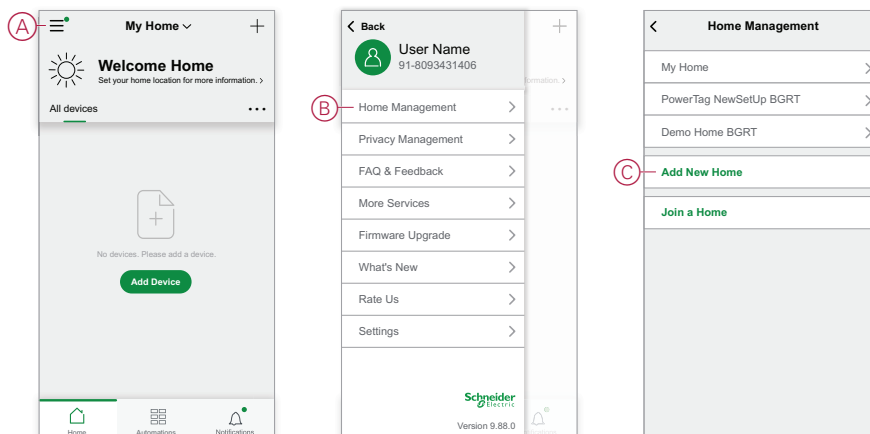


Adding a home

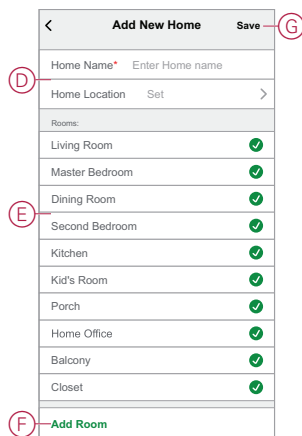
Add a home from the **Home Management** menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the home that is automatically created at the end of registration.

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

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



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



As the creator of the home, your account is automatically set as the Home owner so that you have full control over the home settings. See [Access levels](#) in the app, page 12.

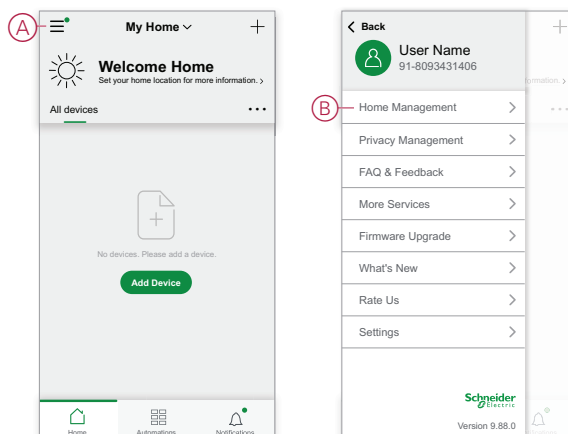
Once devices are added to the home, each device can be assigned to one of the rooms created in this task.

Adding home members

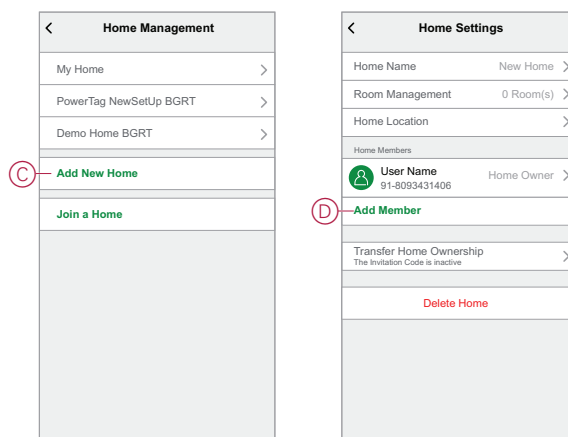
Add members to the home so that they can operate the devices in the home using their mobile phone/tablet and the app. Home owners can also enable Administrator access for selected home members to configure and maintain the Wiser system.

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

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



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



Getting into a home

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

Steps to be performed by the installer:

1. Register in Wiser app by using an email address or valid mobile number. See [Creating an account](#), page 9.
2. Ensure that all the devices are switched on, and the Wiser Hub has Ethernet connection before configuration to complete the commissioning process. After this, configure the device settings.

NOTE: Pairing to other Wi-Fi and BLE enabled devices can also be done during this step.

3. Configure the Moments and Automations in the app.
4. Generate the Invitation code/Redeem code and note it on the handover card that is provided in the box/package. Ensure to leave it on the Wiser Hub or in the home.

See [Joining a home](#), page 16.

Steps to be performed by the home owner:

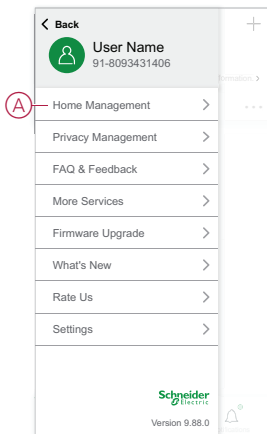
1. Register in Wiser app by using an email ID or valid mobile number. See [Creating an account](#), page 9.

2. Join a home by providing the invitation code written on the handover card.
3. Power on the Wiser Hub and connect to the Hub by using the router via Ethernet cable. See [Ethernet mode connection- Wiser Hub](#), page 34

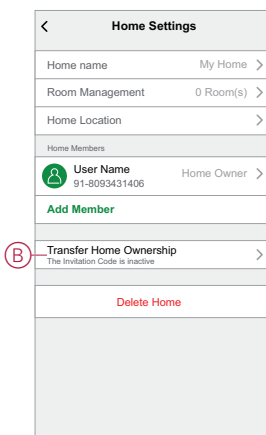
NOTE: Ethernet cable is provided in the package/box. Hence, it is advised to collect separately and use the cable to connect to the router for better performance. If the home owner needs to Hub using Wi-Fi, see [Wi-Fi mode connection- hub](#), page 31

Transferring home ownership

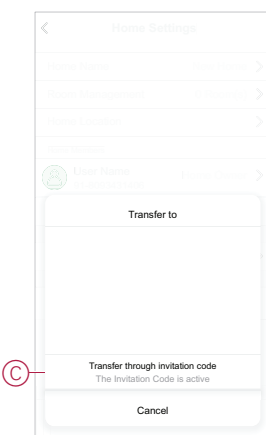
1. Tap to open **Home Management** (A) which will allow to join a home.



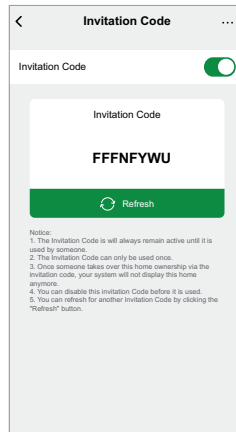
2. Tap **Transfer Home Ownership** (B) to transfer home ownership to the existing user.



3. Select the home member to transfer ownership and tap **Transfer Through Invitation Code**(C).



4. Share the generated invitation code with the home member to complete the transfer process.



NOTE: After transferring the home ownership to the selected home member, existing home member will no longer be the home owner.

Establish Wiser or Basic Hub

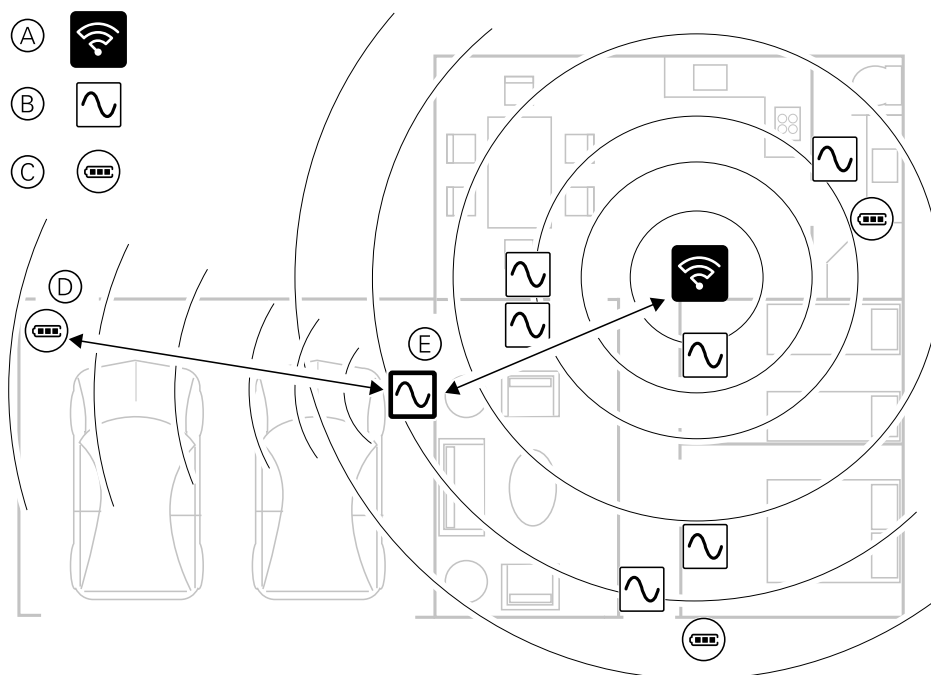
Selecting a location for the Wiser Hub or Basic Hub

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

The ideal location for the Basic Hub or hub is determined by the following:

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

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



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

Connecting the Wiser Hub and Basic Hub to the Internet

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

Wi-Fi network requirements

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

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

Router requirements

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

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

Unavailability of Wi-Fi

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

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

After, setting up the hotspot, follow [Wi-Fi mode connection- hub](#), page 31.

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

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

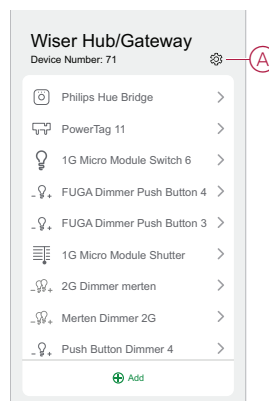
Use Wi-Fi to connect the hub to the network router so that the Ethernet cable is no longer needed.

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

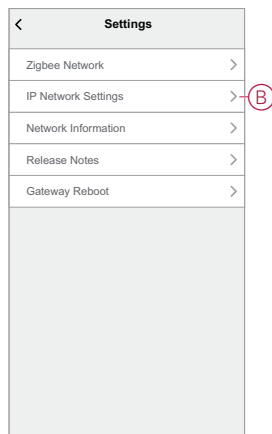
1. In the app, select the hub to the same Wi-Fi network.

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

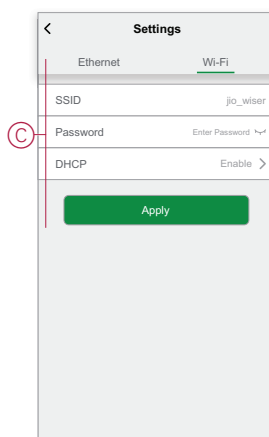
2. Tap the **Settings (gear)** icon (A).



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



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



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

Wiser Hub

CCT501900



Installing the Wiser Hub

The Wiser Hub monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world. Refer to the in-package installation guide for more information:


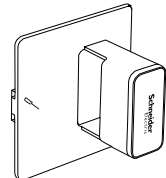
Wiser Hub

Supported devices with Wiser Hub

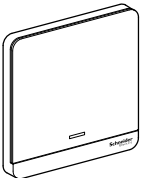
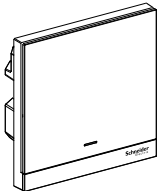
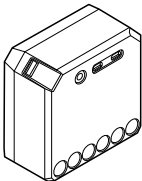
Follow the device Installation Instructions links for device installation instructions.

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

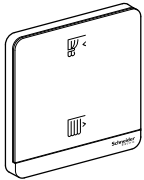
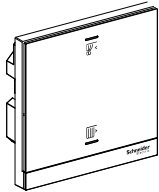
Hub

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

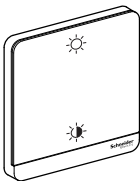
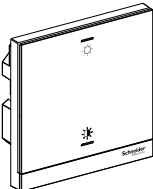
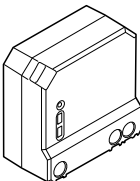
Light switches

<p>Wiser AvatarOn 1G/2G/3G Switch</p>  <p>AvatarOn T switch 1G/2G/3G</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>AvatarOn 1G/2G/3G switch</p> <p>AvatarOn T Switch 1G/2G/3G</p>
<p>Wiser 1 Gang Micro Module Switch</p> 	<p>Converts compatible momentary switches into smart switches. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

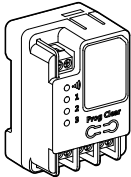

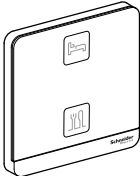
Curtain switches

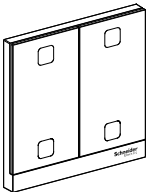
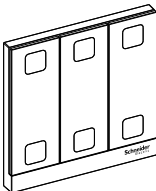
<p>Wiser AvatarOn 1G/2G Curtain Switch</p>  <p>Wiser AvatarOn T 1G/2G Curtain Switch</p> 	<p>Remotely/Manually open and close curtains, or automatically set curtain position in response to a specified condition or event.</p>	<p>AvatarOn 1G curtain switch</p> <p>AvatarOn 2G curtain switch</p> <p>AvatarOn T 1G/2G Curtain Switch</p>
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Dimmers

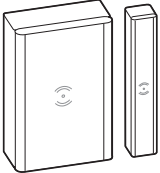
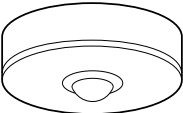

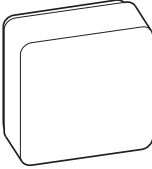

<p>Wiser AvatarOn 1G Dimmer</p> <p>Wiser AvatarOn 2G Dimmer</p>  <p>AvatarOn T 1G/2G Dimmer</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>AvatarOn 1G Dimmer</p> <p>AvatarOn 2G Dimmer</p> <p>AvatarOn T 1G/2G Dimmer</p>
<p>Wiser 1 Gang Micro Module Dimmer</p> 	<p>Converts compatible momentary switches into smart dimmers. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

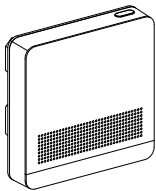
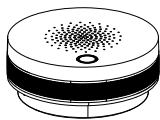
Control devices

<p>Wiser Multifunction Interface</p> 	<p>Control the environmental conditions in a home or other building by interacting with HVAC and floor heating systems.</p> <p>NOTE: A compatible thermostat must be connected to the interface to interact with the app. See Compatible thermostats for the Wiser Multifunction Interface, page 65.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser IR Convertor</p> 	<p>Controls split system air-conditioners, televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn 2K Freelocate</p> <p>Wiser AvatarOn 4K Freelocate</p> <p>AvatarOn T 4K Freelocate</p> 	<p>Control Wiser devices and Moments/Automations in the Wiser system with a convenient remote controller.</p> <p>A freelocate can also be used as a remote controller in an E-mode system. (See About E-mode, page 80 for more information.)</p>	<p>Instruction Sheet (PDF)</p>

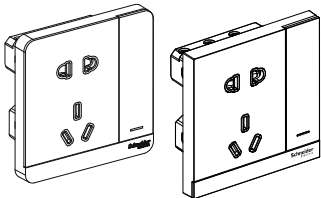
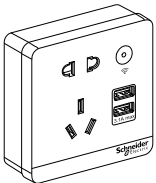
<p>Zigbee 4 Key Freelocate</p> 	<p>The Wiser AvatarOn T Zigbee Freelocate (the device) is used to control a group of Wiser Zigbee devices after successful commissioning.</p>	<p>Instruction Sheet (PDF)</p>
<p>Zigbee 6 Key Freelocate</p> 		

Sensors and detectors


<p>Wiser Window/Door Sensor</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the Hubgateway.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Motion Sensor</p> 	<p>Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of movement can be programmed to determine what action to be taken at that moment.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Water Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser Hub and detects water on the floor, the sensor sends out a sound alarm and reports the event to the hub.</p> <p>NOTE: The device can operate as a standalone product when not connected to the hub. This device also produces sound alarm when not connected to the hub .</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Temperature/Humidity Sensor</p> 	<p>Maintains a comfortable environment in the home by detecting changes in temperature and humidity and having the Wiser system respond by adjusting connected environmental control systems, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Gas Detector</p> 	<p>Detects gas leakage and have the Wiser system trigger an alert and/ or action in response.</p>	<p>Instruction Sheet (PDF)</p>

<p>Wiser AvatarOn Air Quality Detector</p> 	<p>Detects air quality level by PM_{2.5} concentration and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smoke Detector</p> 	<p>Detects smoke and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>

Power devices

<p>Wiser AvatarOn smart socket</p> <p>Wiser AvatarOn T smart socket</p> 	<p>Remotely switch the power socket On/Off and report real time power consumption to the app.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smart adapter</p> 	<p>Remotes the time and schedule to turn on/off 2P&3P&USB charger together.</p>	<p>Instruction Sheet (PDF)</p>

Cameras

<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>Instruction Sheet (PDF)</p>
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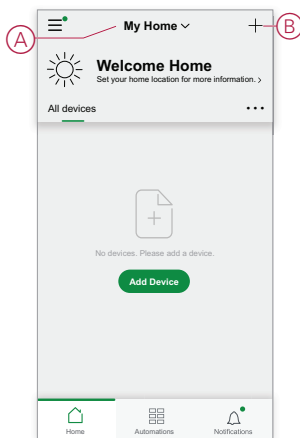
Configuring the Wiser Hub

Adding the Hub to home

Use the app to add the Hub to a home. Before you start, make sure that the hub is connected to power supply and network either Ethernet network with cable (ie

Ethernet LED and Zigbee LED must be lit) or Wi-Fi network (ie WLAN LED and Zigbee LED must be lit) .

1. Login to the app.
2. Select the home to which the Hub will be added (A).
3. In the home page, tap the + icon (B).



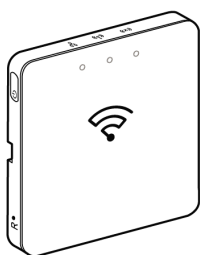
4. In the **Add Device** page, do the following:
 - a. Tap **Auto Scan**.
 - b. If prompted, follow any instructions displayed on the page.
 - c. Tap **Start scanning**.
 - d. Tap the hub device name displayed on the app page and follow the steps in the app.

Once the process is complete, the hub is displayed as a device on the home page.

Setting the Wiser Hub

The Wiser Hub supports Wi-Fi (AP Mode) and Ethernet mode of connection: Refer to the following animations to setup the Wiser Hub:

AP Mode (Wi-Fi)



Ethernet Mode



Wi-Fi mode connection- hub

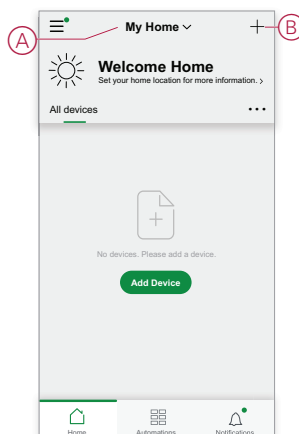
Wi-Fi mode is used to connect the hub via wireless method. There might be a situation when Ethernet connection is not available for installing the Hub . For example, the router location or installing in a new home with router not available yet, therefore, the installer can choose Wi-Fi mode.



Pre-requisite:

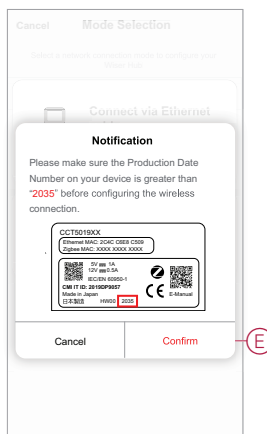
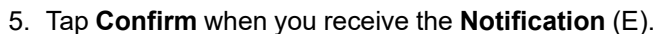
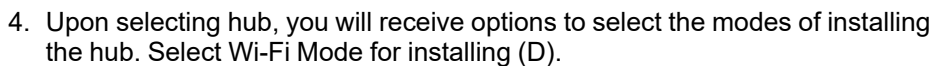
- The Wi-Fi is supported in the hub . The date code must be 2037 and above when it is moved from out of the box. To update the latest firmware, connect the hub to the Ethernet (see [Ethernet mode connection- Wiser Hub](#), page 34).
- To install the hub by Wi-Fi mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone/tablet must be active.
- The Wi-Fi router, hub and mobile phone/tablet must be as close as possible.
- The following norms are satisfied based on the date code of the hub

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

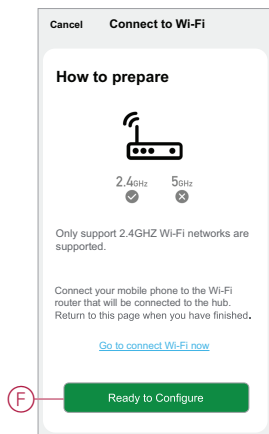


3. On the **Add device** page, tap **Add manually** (C). Then select hub under the listed devices.

- Do not tap **Auto Scan** as the hub is not visible in Wi-Fi mode under **Auto Scan**
- The list of the devices vary based on country.
- The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.

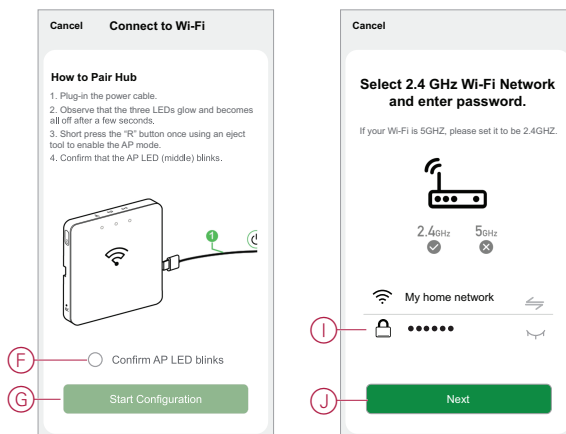


6. Click **Next** (F) when you reach the **How to prepare** page.



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

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



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

NOTE:

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



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

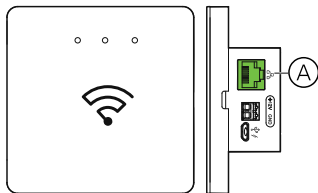
NOTE: If the installation is being done in a new home and there was no router yet, (for ex, using a pocket Wi-Fi 4G module), refer the steps Joining a home, page 16 after installing is complete.

NOTE: If installing has been done in a new home where there was no Wi-Fi available (See Unavailability of Wi-Fi in Wi-Fi network requirements, page 21). Ensure to follow steps for transferring Home ownership (See Transferring home ownership, page 19) after installing is complete.

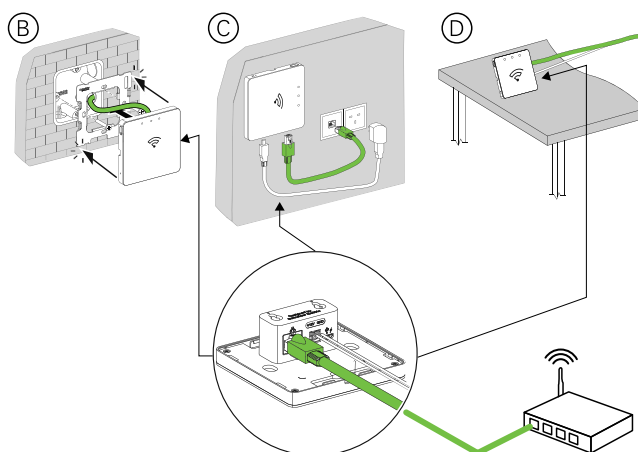
Ethernet mode connection- Wiser Hub



1. Locate the Ethernet port (A) on the hub.



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



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

Resetting the Hub

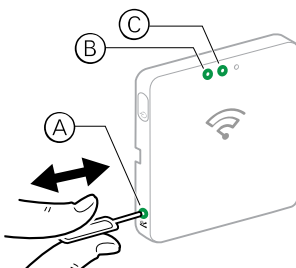
Delete existing settings from a Hub for installation or to remove a Hub from the system. It may also be necessary to restore the Hub .

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

There are two reset options:

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

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



2. Do one of the following:








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

3. Release the **Reset** button.

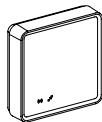
The Hub restarts. This takes about 40 s.

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

LED Behavior

Device	Status	LED indication	Duration
Wiser Hub	Switching On/Restarting	All 3 LEDs display solid white 	40 s approx. NOTE: When the device is out of the box for the first time, due to firmware upgrade, the process might take longer than usual (90 seconds).
	Connected to router (Wi-Fi)	WLAN LED displays solid white 	While connected to router
	AP mode commissioning	WLAN LED flashes white. 	3 minutes approx.
	Level 1 reset in progress	Ethernet/WLAN LEDs flash white 	Once
	Level 2 reset in progress	Ethernet/WLAN LEDs flash white 	3 times
	Zigbee network initialized	Zigbee network LED displays solid white 	While Zigbee network is available
	Zigbee network is Open	Zigbee network LED flashes white 	While Zigbee network is Open

Wiser Basic Hub



Installing the Wiser Basic Hub

The Wiser Basic Hub is a communication interface that can be connected to all your Wiser Zigbee devices, enabling you to easily manage your home environment.

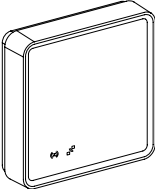
Refer to the installation manual available in the package: [Basic Hub](#)

Supported devices with Wiser Basic Hub

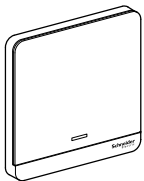
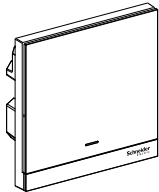
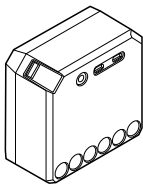
Follow the device Installation Instructions links for device installation instructions.

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

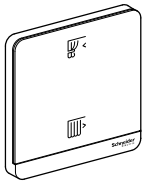
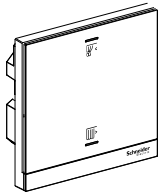
Basic Hub

Device	Application	Installation Instructions
<div>Wiser Basic Hub</div> 	The Wiser Basic Hub is a communication interface that can be connected to all the below listed Wiser Zigbee devices, enabling you to easily manage your home environment.	Basic Hub

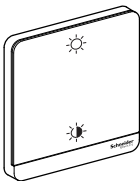
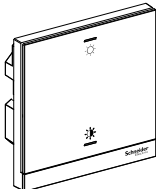
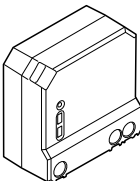
Light switches

<p>Wiser AvatarOn 1G/2G/3G Switch</p>  <p>AvatarOn T switch 1G/2G/3G</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>AvatarOn 1G/2G/3G switch</p> <p>AvatarOn T Switch 1G/2G/3G</p>
<p>Wiser 1 Gang Micro Module Switch</p> 	<p>Converts compatible momentary switches into smart switches. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

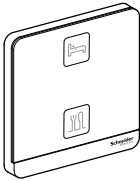

Curtain switches

<p>Wiser AvatarOn 1G/2G Curtain Switch</p>  <p>Wiser AvatarOn T 1G/2G Curtain Switch</p> 	<p>Remotely/Manually open and close curtains, or automatically set curtain position in response to a specified condition or event.</p>	<p>AvatarOn 1G curtain switch</p> <p>AvatarOn 2G curtain switch</p> <p>AvatarOn T 1G/2G Curtain Switch</p>
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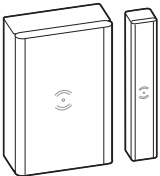
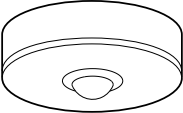
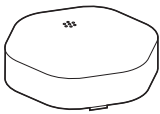
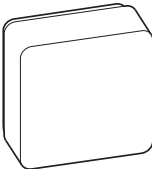

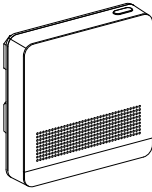
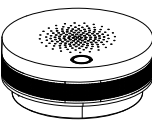
Dimmers

<p>Wiser AvatarOn 1G Dimmer</p> <p>Wiser AvatarOn 2G Dimmer</p>  <p>AvatarOn T 1G/2G Dimmer</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>AvatarOn 1G Dimmer</p> <p>AvatarOn 2G Dimmer</p> <p>AvatarOn T 1G/2G Dimmer</p>
<p>Wiser 1 Gang Micro Module Dimmer</p> 	<p>Converts compatible momentary switches into smart dimmers. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

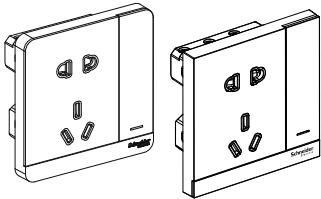

Control devices

<p>Wiser AvatarOn 2K Freelocate</p> 	<p>Control Wiser devices and Moments/Automations in the Wiser system with a convenient remote controller.</p> <p>A freelocate can also be used as a remote controller in an E-mode system. (See About E-mode, page 80 for more information.)</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn 4K Freelocate</p> 		<p>Instruction Sheet (PDF)</p>


Sensors and detectors

<p>Wiser Window/Door Sensor</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the Hubgateway.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Motion Sensor</p> 	<p>Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of movement can be programmed to determine what action to be taken at that moment.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Water Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser Hub and detects water on the floor, the sensor sends out a sound alarm and reports the event to the hub.</p> <p>NOTE: The device can operate as a standalone product when not connected to the hub. This device also produces sound alarm when not connected to the hub .</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Temperature/Humidity Sensor</p> 	<p>Maintains a comfortable environment in the home by detecting changes in temperature and humidity and having the Wiser system respond by adjusting connected environmental control systems, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Gas Detector</p> 	<p>Detects gas leakage and have the Wiser system trigger an alert and/ or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn Air Quality Detector</p> 	<p>Detects air quality level by PM_{2.5} concentration and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smoke Detector</p> 	<p>Detects smoke and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>




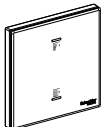
Power devices



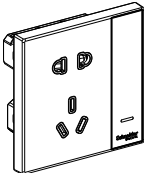
<p>Wiser AvatarOn smart socket</p> <p>Wiser AvatarOn T smart socket</p> 	<p>Remotely switch the power socket On/Off and report real time power consumption to the app.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smart adapter</p> 	<p>Remotes the time and schedule to turn on/off 2P&3P&USB charger together.</p>	<p>Instruction Sheet (PDF)</p>

Cameras

<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>Instruction Sheet (PDF)</p>
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Cuadro H Switches

<p>ZigBee 1G Switch</p> 	<p>This device is dedicated to switching the specified lighting load Or motor load (exhaust fan/motor) etc. The device can either pass Wiser by SE app or Smart Scene Switch, or use directly by pressing the local control key.</p>	<p>Instruction Sheet (PDF)</p>
<p>ZigBee 2G Switch</p> 		
<p>ZigBee 3G Switch</p> 		
<p>Zigbee 1G Curtain SW</p> 		<p>Instruction Sheet (PDF)</p>

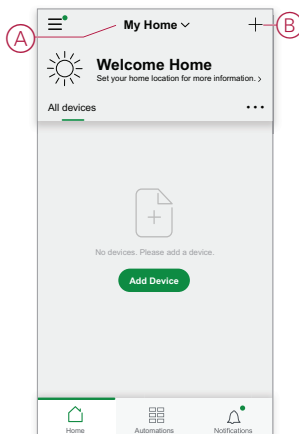
Zigbee 2G Curtain SW 		Instruction Sheet (PDF)
Zigbee 4K scene switch 	After connecting to Wiser APP, it can be connected with other devices and equipped with scene control.	Instruction Sheet (PDF)
ZigBee 5P switch socket 	The smart socket can provide a rated current output of 10A and can be connected to load not exceeding 2500W load.	Instruction Sheet (PDF)

Configuring the Basic Hub

Adding the Basic Hub to the Home

Use the app to add the Basic Hub to a Home.

1. Log in to the app.
2. (See A) Select the Home to which the Basic Hub will be added.
3. (See B) In the Home page, tap the + icon.



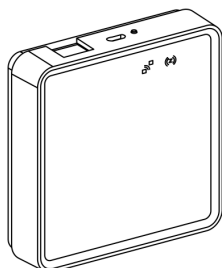
4. In the Add Device page, do the following:
 - a. Tap **Auto Scan**.
 - b. If prompted, follow any instructions displayed on the page.
 - c. Tap **Start scanning**.
 - d. Tap the hub device name displayed on the app page and follow the steps in the app.

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

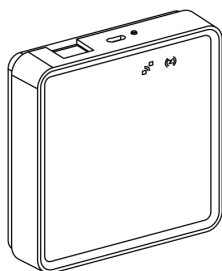
Setting the Basic Hub

The Basic Hub supports Wi-Fi (AP Mode) and Ethernet mode of connection. Refer to the following animations to set up the device:

AP Mode (Wi-Fi)

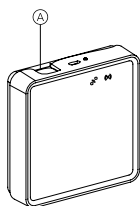


Ethernet Mode



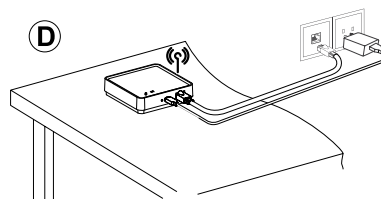
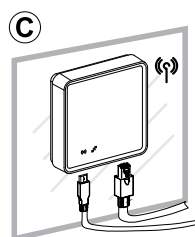
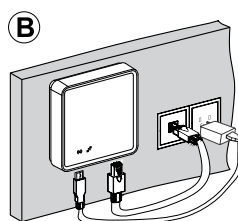
Ethernet mode connection— Wiser Basic Hub

1. (See A) Locate the Ethernet port on the Basic Hub.



2. Connect an Ethernet cable between the Basic Hub and the router to suit the installation method used for the Basic Hub:

- (See B) Wall surface installation
- (See C) Smooth surface installation
- (See D) Table mount



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

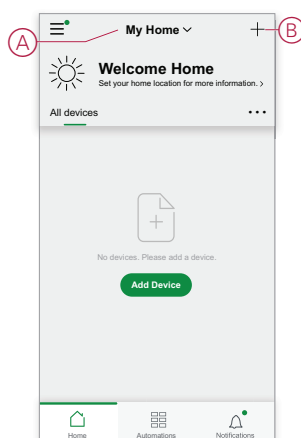
Wi-Fi mode connection — Basic Hub

AP mode (Wi-Fi) is used to commission the Basic Hub via wireless (Wi-Fi) rather than Ethernet. There might be a situation when Ethernet mode of commissioning is not available for commissioning the Basic Hub. For example, the router location or commissioning new home with router not available yet, therefore, the installer can choose AP mode.

Pre-requisite:

- The Wi-Fi mode is supported in the Basic Hub. To update the latest firmware, connect the hub to the Ethernet (see [Ethernet mode connection- Wiser Hub, page 34](#)).
- To commission the basic hub by AP mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone/tablet must be active.
- The Wi-Fi router, basic hub, and mobile phone/tablet must be as close as possible.

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

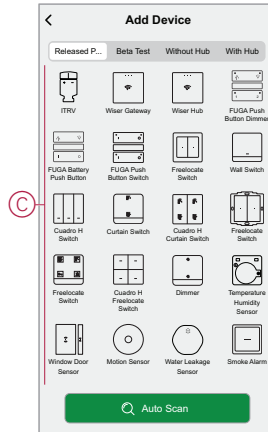


3. On the Add device page, tap **Add manually** (See C). Then select Basic Hub under the listed devices.

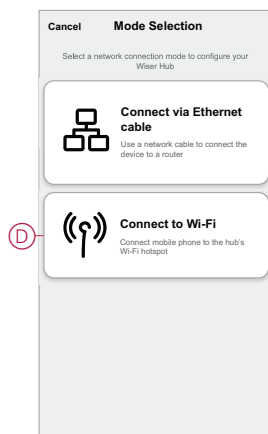
NOTE: Do not tap **Auto Scan** as the Basic Hub is not visible in Wi-Fi mode under **Auto Scan**.

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

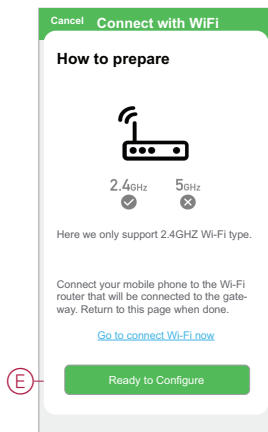
NOTE: The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



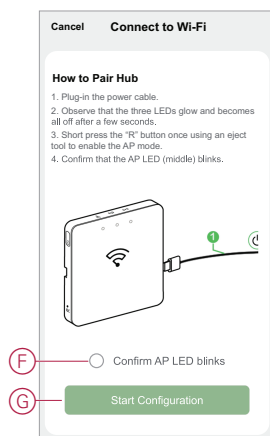
4. Upon selecting Basic Hub, you will receive option to select the modes of commissioning the Basic Hub. Select **Connect with WiFi** for commissioning (See D).



5. Click **Ready to Configure** (See E) when you reach the **Connect with WiFi** page.



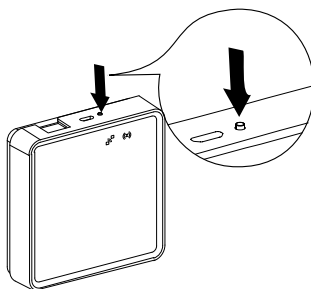
6. An animation is displayed about **How to pair** device. Follow the steps to complete the pairing, tap **Confirm Internet LED blinks** (See F) and tap **Start Configuration** (See G). Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password and tap **Next**.



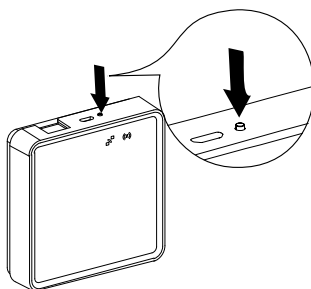
Resetting the Basic Hub

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









- For resetting the Ethernet and Wi-Fi settings, long press the reset button between 5 s to 15 s.
-



- For resetting the device to factory default mode, long press the reset button for more than 15 s.
-



LED Behavior

Device	Status	LED indication	Duration
Wiser Basic Hub	Switch On/ Indication that the Basic Hub is working	<p>During system booting, both Zigbee and Network LEDs are On.</p> <p>After system booted, Zigbee LED is On, Network LED is Off when no network connection/ Network LED is On when there is network connection.</p> 	System booting duration is approx. 40 seconds.
	Connected to the Wi-Fi or Ethernet	<p>Network LED is always On</p> 	While connected to the Wi-Fi or Ethernet
	The Basic Hub is in AP mode	<p>Network LED blinks</p> 	10 mins approx.
	The zigbee network formed	<p>Zigbee LED is On</p> 	While connected to the power cable
	Trigger the Zigbee commissioning process	<p>Zigbee LED blinks</p> 	254 seconds approx.
	In installation mode	<p>Zigbee and Network LED blinks</p> 	Both LEDs will stop blinking once the commissioning is completed.
	Level 1 reset	<p>Zigbee and Network LED blinks</p> 	Once
	Level 2 reset	<p>Zigbee and Network LED blinks</p> 	3 times

Setting-up devices

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

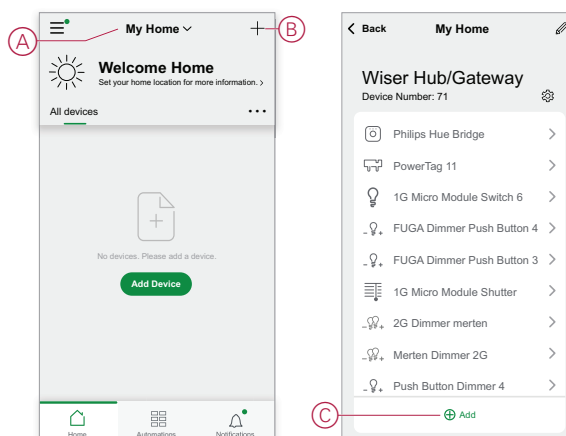
Adding a device

Add a device to a home by using the app.

NOTE:

- A Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. (See [Support for battery-powered devices](#), page 13.)
- Devices that connect to the network router such as, IP camera, do not require the hub to be commissioned.

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



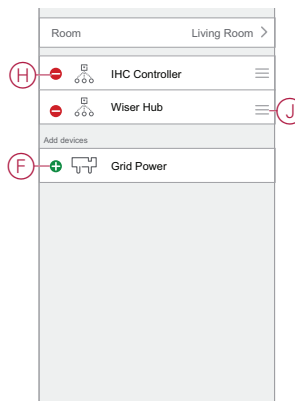
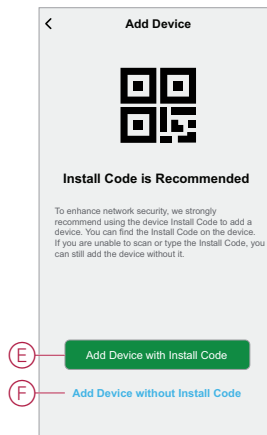
4. On the **Add Device** page (D), tap the device you want to add and follow the instructions in the app.

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



5. Do one of the following:

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

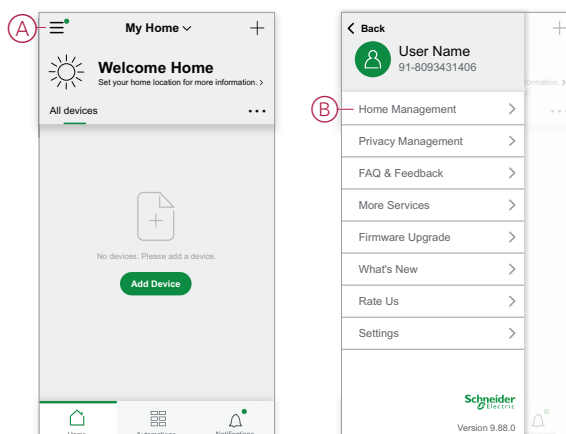


Tap the device to access device controls, functions and settings.

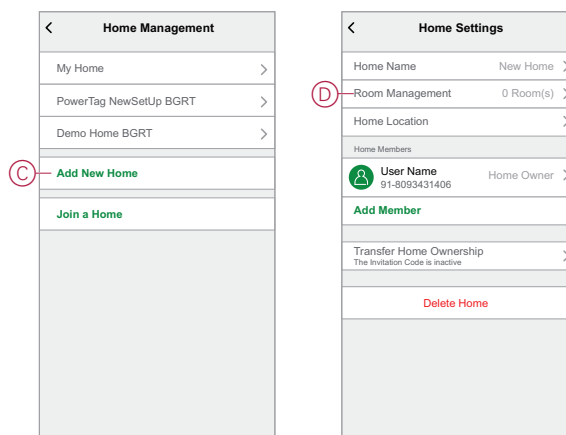
Assigning a device to a room

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

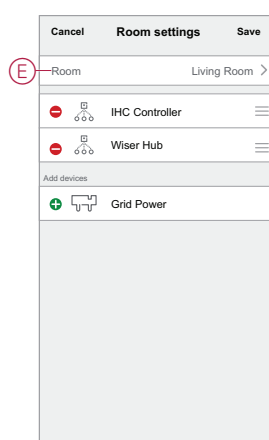
1. On the **Home** page, tap the **Menu icon** (A), then tap **Home Management** (B).



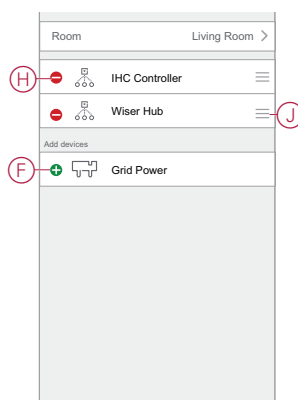
2. Tap the home where the room is located (C) and then tap **Room Management (D)**.



3. Select the Room to assign the device to (E) .



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



5. **Optional:**

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

6. Tap **Save** when finished.

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

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

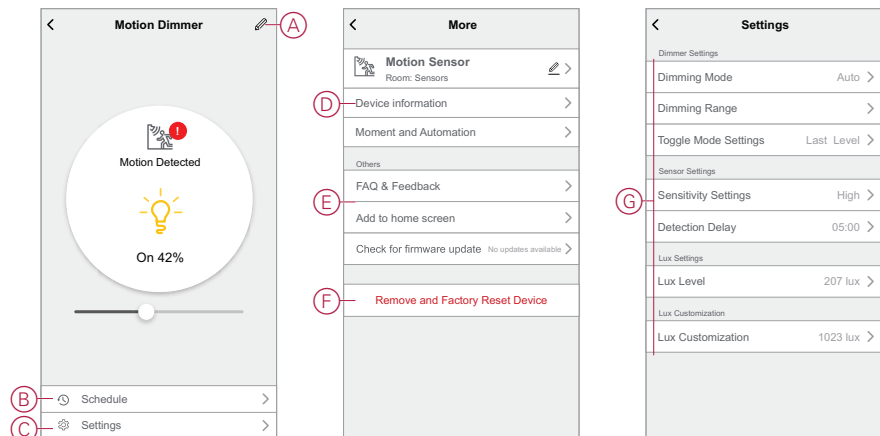
Configuring a device

General device configuration

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

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

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



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

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

IP Camera Indoor

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

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

Configuring a Wiser Multifunction Interface

The Wiser Multifunction Interface may have one or more air conditioner or floor heater thermostats connected to any of three channels. To interact with a thermostat using the app, set the channel communication parameters and specify the thermostat make, model and Unit Address.

Before configuring a multifunction interface, add the device to the Home using the procedure [Adding a device](#), page 48.

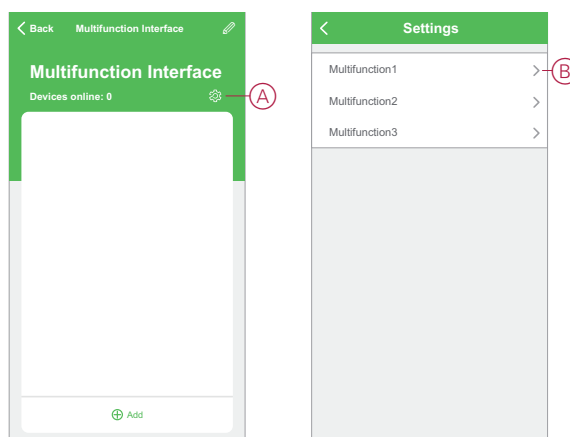
This task uses the example of adding a Schneider Electric TC300 floor heater thermostat connected as the first device on Channel 1 of the multifunction interface. The same method can be used to add other connected thermostats.

Setting Wiser Multifunction Interface channel communication parameters

Adjust the channel communication parameters on a Wiser Multifunction Interface to suit the make and model of thermostat(s) connected to that channel.

1. Select the multifunction interface in the app.
2. (See A, B) In the Multifunction Interface page, tap the Settings icon (A) and then select the channel to which the thermostat is connected (B).

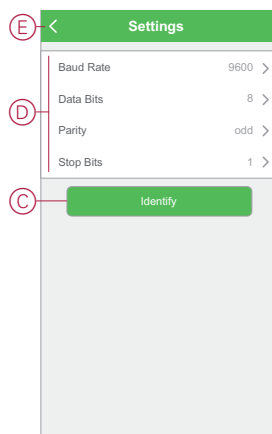
(Channel **Multifunction1** is selected for this example.)



3. Do one of the following:
 - (See C) Tap the **Identify** button to detect and set the required parameters automatically.
 - (See D) Manually adjust the parameters to suit the thermostat.

TIP: Refer to [Compatible thermostats for the Wiser Multifunction Interface](#), page 65 to find the communication parameters for a specific thermostat make and model.

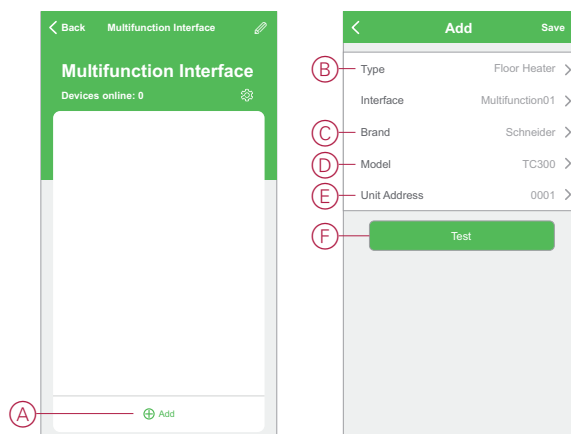
4. (See E) Tap the Back arrow < to return to the Multifunction Interface page so that the thermostat can be added.



Adding a thermostat to the Wiser Multifunction Interface

In the app, use the Multifunction Interface page to add thermostats that are connected to the interface. Then, control these thermostats using the app.

1. (See A) In the Multifunction Interface page, tap **Add**.



2. On the **Add** page, set the following:
- **Type:** (See B) Air Conditioner or Floor Heater (**Floor Heater** for this example)
 - **Brand:** (See C) **Schneider** for this example
 - **Model:** (See D) **TC300** for this example.
3. (See E) Set the Unit Address of the thermostat.
- TIP:** Refer to *Thermostat unit addresses explained*, page 65 for more information.
4. (See F) Tap **Test** to confirm that the app switches the thermostat On and Off.

The newly added thermostat is listed on the Multifunction Interface page and is added as a device on the Home page. Tap the device to control the thermostat, change the thermostat name and assign the device to a Room.

Wiser IR Converter

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

Before configuring an IR Convertor, add the convertor to the Home using the procedure [Adding a device](#), page 48.

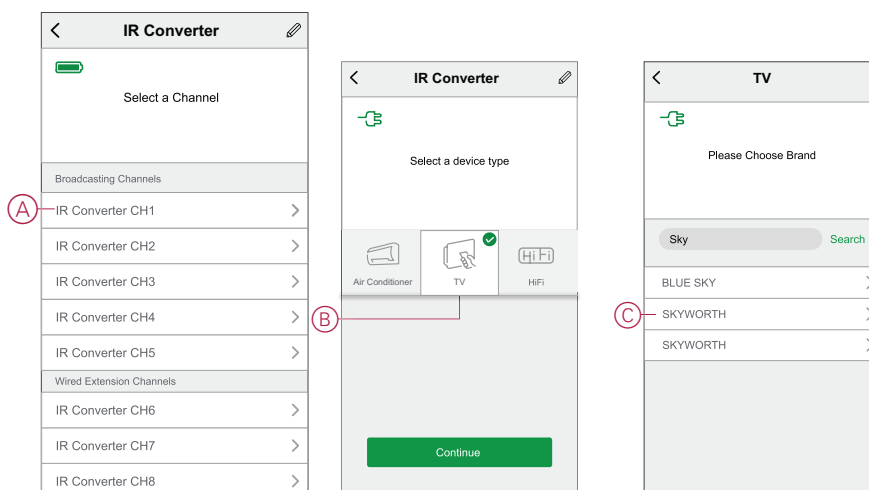
IMPORTANT: If you have a brand-new model of TV, split system air conditioners or HiFi system, the IR code sets may not yet be available in the IR Convertor. The code sets in the IR Convertor are updated regularly, but there may be times when a new model appliance cannot be used with the device.

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

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

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

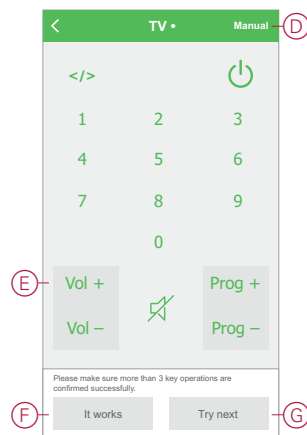
3. (See B) Choose **TV** as the device type then tap **Continue**.
4. (See C) Select the television brand.



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

8. Do one of the following:

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



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

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

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

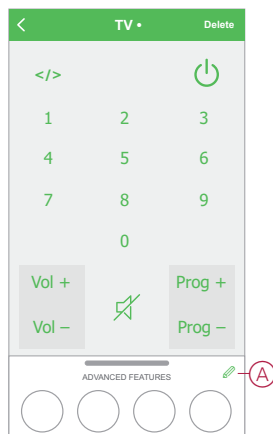
Programming the Advanced Feature buttons

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

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

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

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



2. Tap the Advanced Feature button that you want to program.

3. Follow the instruction in the dialog box to program the remote control function into the Advanced Feature button.

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

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

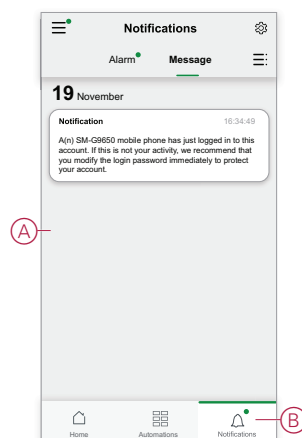
Additional information

Alarms and Notifications

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

The Notifications page

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



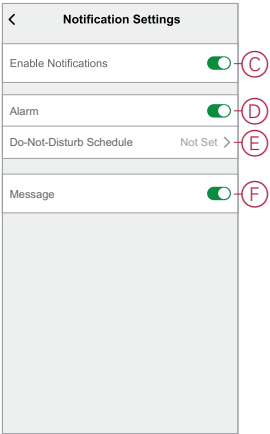
New alarms and notifications are indicated by a red dot:

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

Notification options

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

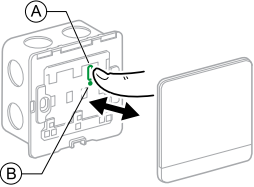
- **Enable notifications:** A master switch that turns all notifications On or Off (C).
- **Alarm:** Enable or disable device alarms such as water leakage, motion detection and camera motion detection(D).
- **Do-Not-Disturb Schedule (Alarms only):** Set one or more time periods when the alarm function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



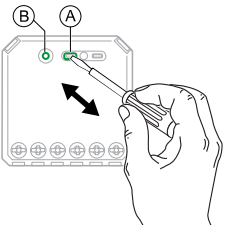
Device button/key and LED locations

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

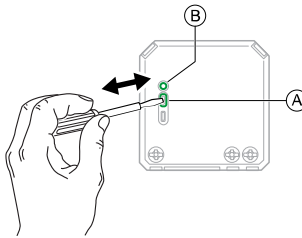

Wiser AvatarOn Switch/Curtain Switch/Dimmer

	<p>(See A) Setup/Reset button</p> <p>(See B) Programming indicator</p>
--	---

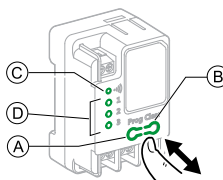
Wiser 1 Gang Micro Module Switch

	<div data-bbox="983 1346 1437 1821"><p>⚡ ⚠ WARNING</p><p>DANGER DUE TO ELECTRIC SHOCK</p><ul style="list-style-type: none">• Observe the regulations for working on live parts.• Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.<p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p></div> <p>(See A) Setup/Reset button. Press 3 times on the rocker to activate.</p> <p>(See B) Status LED</p>
---	---

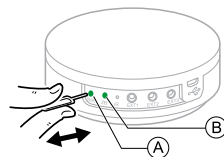
Wiser 1 Gang Micro Module Dimmer

	<div data-bbox="1005 235 1444 302">  WARNING </div> <div data-bbox="1005 309 1444 369"> DANGER DUE TO ELECTRIC SHOCK </div> <div data-bbox="1005 380 1444 571"> <ul style="list-style-type: none"> • Observe the regulations for working on live parts. • Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900. </div> <div data-bbox="1005 582 1444 705"> Failure to follow these instructions can result in death, serious injury, or equipment damage. </div> <div data-bbox="1005 739 1444 795"> (See A) Setup/Reset button. Press 3 times on the rocker to activate. </div> <div data-bbox="1005 806 1444 828"> (See B) Status LED </div>
---	--

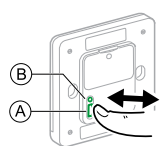
Wiser Multifunction Interface

	<div data-bbox="1005 1008 1444 1030">(See A) Programming (Prog) button</div> <div data-bbox="1005 1052 1444 1075">(See B) Clear button</div> <div data-bbox="1005 1097 1444 1120">(See C) Network Status LED</div> <div data-bbox="1005 1142 1444 1164">(See D) RS485 port LEDs (ports 1, 2 and 3)</div>
---	--

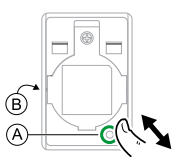
Wiser IR Convertor

	<div data-bbox="1005 1388 1444 1411">(See A) Set/Reset (S/R) button</div> <div data-bbox="1005 1433 1444 1456">(See B) Network status LED</div>
---	--

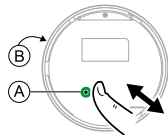
Wiser AvatarOn Freelocate

	<div data-bbox="1005 1736 1444 1758">(See A) Setup/Reset button</div> <div data-bbox="1005 1780 1444 1803">(See B) Programming indicator</div>
---	---

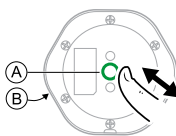
Wiser Window/Door Sensor

	<p>(See A) Function key</p> <p>(See B) Status LED (visible on front of master part when flashing or lit)</p>
---	---

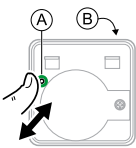
Wiser Motion Sensor

	<p>(See A) Function key</p> <p>(See B) Status LED (visible on sensor face when flashing or lit)</p>
---	--

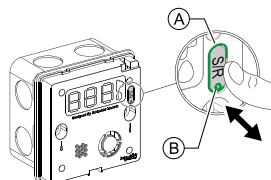
Wiser Water Leakage Sensor

	<p>(See A) Function key</p> <p>(See B) Status LED (visible on top of sensor when flashing or lit)</p>
--	--

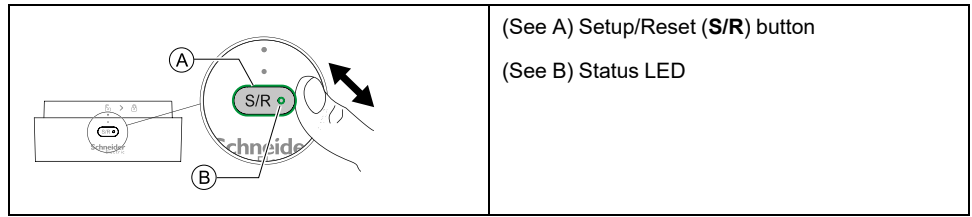
Wiser Temperature/Humidity Sensor

	<p>(See A) Function key</p> <p>(See B) Status LED (visible on sensor face when flashing or lit)</p>
---	--

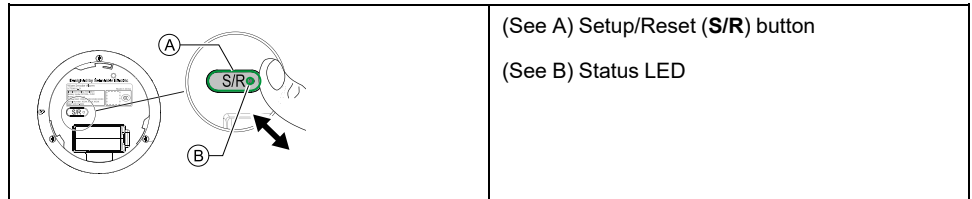
Wiser AvatarOn Air Quality Detector

	<p>(See A) Setup/Reset (S/R) button</p> <p>(See B) Status LED</p>
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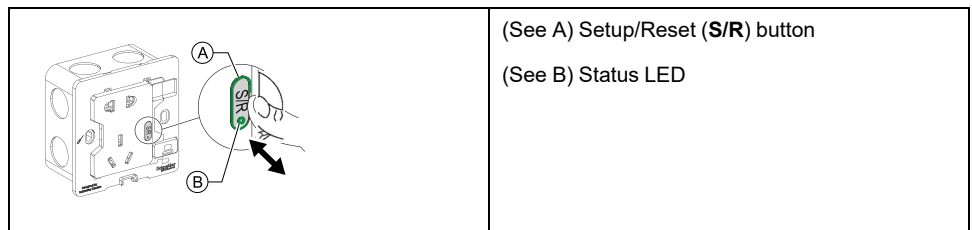
Wiser Gas Detector



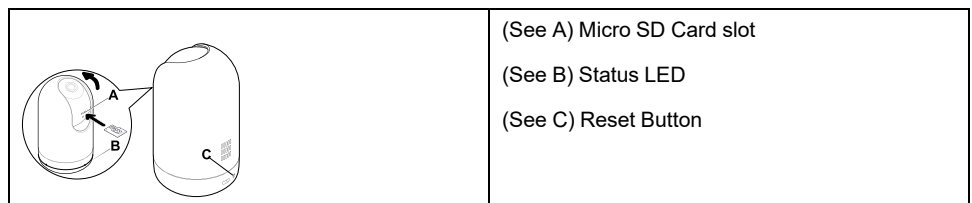
Wiser Smoke Detector



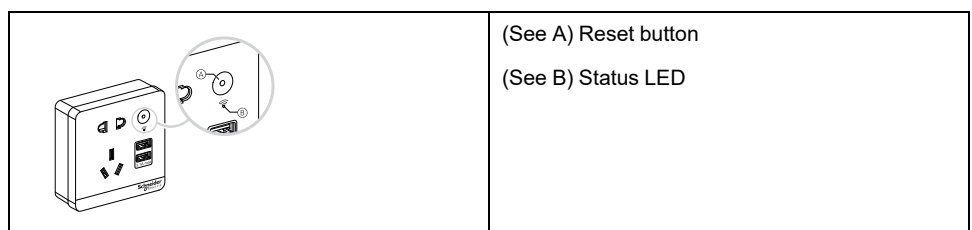
Wiser AvatarOn Smart Socket/ Zigbee 5P Switch Socket



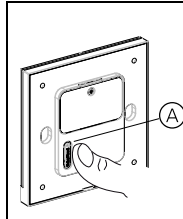
Wiser IP Camera Indoor



Wiser Smart Adapter

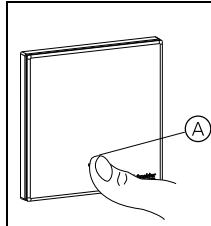


Zigbee 6 key Freelocate



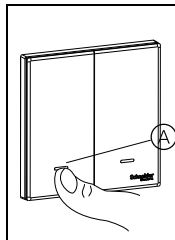
See (A) Set/Reset button

ZigBee 1G Switch



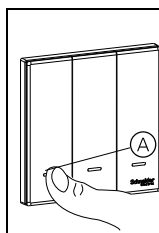
See (A) Set/Reset button

Zigbee 2G Switch



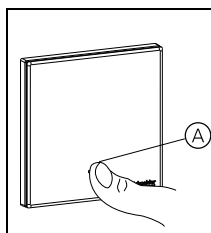
See (A) Set/Reset button

Zigbee 3G Switch



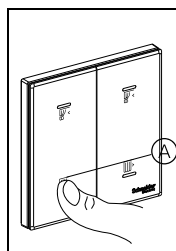
See (A) Set/Reset button

Zigbee 1G Curtain Switch



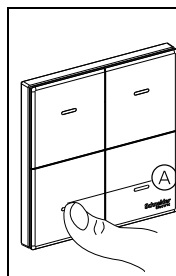
See (A) Set/Reset button

Zigbee 2G Curtain Switch



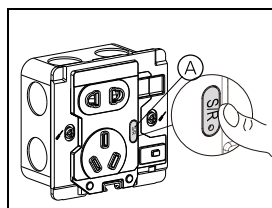
See (A) Set/Reset button

Zigbee 4K Scene Switch



See (A) Set/Reset button





ZigBee 5P switch socket













See (A) Set/Reset button

Device LED behavior

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

Device	Status	LED indication	Duration
Wiser AvatarOn Light Switches, Curtain Switches, Dimmers and Freelocates	Connection in progress	Flash orange 	Until connection completed
Wiser AvatarOn smart socket Wiser Multifunction Interface Wiser 360Degree ZB/IR Convertor Wiser AvatarOn Air Quality Detector	Connection completed/connected to network	Solid green 	3 s Multifunction interface only: Top-most LED displays solid green when power is connected. Channel indicators 1,2 and 3 display solid green when a thermostat is connected to the channel.
	Reset in progress	Flash red 	Until Reset/Prog button released
	Reset completed	Solid orange 	5 s
Wiser Sensors	Connection in progress	Flash orange	Until connection completed

Device	Status	LED indication	Duration
Wiser Micro Module Switch			
	Connection completed	Solid green 	5 s
	Connected to network	Flash green 	7 times
	Reset in progress	Flash red 	Until Function key/Reset button released
	Reset completed	Flash green 	7 times
Wiser Micro Module Dimmer	Connection in progress	Flash orange 	Until connection completed
	Connection completed	Solid green 	5 s
	Connected to network	Flash green 	2 times
	Reset in progress	Flash red 	Until Reset button released
	Reset completed	Flash green 	2 times
Wiser Gas Detector Wiser Smoke Detector	Connection in progress	Flash orange 	Until connection completed
	Connection completed	Solid orange 	10 s
	Connected to network	Solid green 	30 s
	Reset in progress	Flash red 	Until Reset button released
	Reset completed	Solid orange 	30 s
IP camera indoor	Plug-in the power cable to power on the device 	LED blinks red for a few seconds for pairing. 	LED glows green, when the pairing mode is complete. 
Wiser Smart adapter	Press and hold the push button for 5 seconds to start pairing.	LED blinks green. 	Pairing is completed.

Device	Status	LED indication	Duration
ZigBee 1G/2G/3G switches Zigbee 1G Curtain SW Zigbee 2G Curtain SW ZigBee 4K Scene Switch	Short press the power button for 3 times. Device is pairing	Pairing indication: All LEDs blink in 1Hz. Pairing completed: All LEDs blink for 10 seconds.	Pairing is completed.
	Short press the power button for 3 times and hold for 10 seconds. Device is resetting	Resetting indication: All LEDs blink in 4Hz. Resetting complete: No LED blinks.	Resetting completed.

Compatible thermostats for the Wiser Multifunction Interface

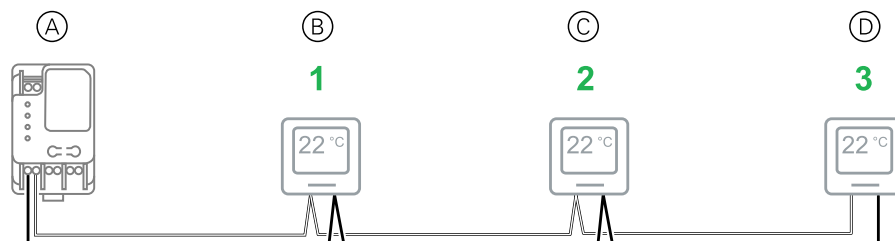
The Wiser Multifunction Interface supports a select range of thermostats to control air conditioning and floor heating systems using the app.

Thermostat brand and model	Baud rate	Data bits	Parity	Stop bits	Supported systems	Functionality
Hitachi HL03B	9600	8	None	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Dry, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status
Hitachi HL310S						Set temperature Change mode (Heating, Cooling, Dry, Fan) Change fan speed (Low, Medium, High) Change power status
Schneider Electric TC300	4800	8	Odd	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Auto) Change fan speed (Low, Medium, High, Auto) Change power status
					Floor heating	
Schneider Electric TC500	4800	8	Odd	1	Air conditioning	Set temperature Change mode (Heating, Cooling) Change fan speed (Low, Medium, High, Auto) Change power status
					Floor heating	
Schneider Electric TCMAO	4800 (default) 9600	8	None	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status

Thermostat unit addresses explained

When multiple thermostats are connected to one channel of a Wiser Multifunction Interface, each thermostat has a unit address that identifies its position in the chain.

Example: Three thermostats connected to one channel of a multifunction interface



- (See A): Multifunction interface
- (See B): First thermostat in chain (unit address = 1)
- (See C): Second thermostat in chain (unit address = 2)
- (See D): Third thermostat in chain (unit address= 3)

Configure a particular thermostat in a multi-thermostat chain to appear as a device in the app by specifying the unit address of that thermostat during multifunction interface commissioning.

NOTE: For multifunction interface channels with only one thermostat connected, the thermostat unit address is always 1.

Resetting devices

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

- **AvatarOn light switches, curtain switches and dimmers:** Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See for a link to the device installation instructions.)
- **AvatarOn freelocate:** Remove the freelocate from its metal bracket.
- **Wiser 360Degree ZB/IR convertor:** The reset/eject tool is required.
- **Wiser smoke detector:** Remove the smoke detector from its mounting bracket.

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

1. Locate the **Setup/Reset/Function** button and the programming/status LED on the device.
(See Device button/key and LED locations, page 58.)
2. **All devices except Wiser multifunction interface:** Press the **Setup/Reset/Function** button 3 times within 1 second and then press and hold the button for between 10 to 20 seconds.
The programming/status LED flashes red.
3. **Wiser multifunction interface only:** Press and hold the **Clear** button for at least 10 seconds.
The Network Status LED flashes red.
4. Release the button.

All devices except those specified below: The LED displays solid orange.

Battery-operated Wiser sensors only: The LED flashes green 7 times.

Wiser AvatarOn smart socket only: The LED flashes green 2 times.

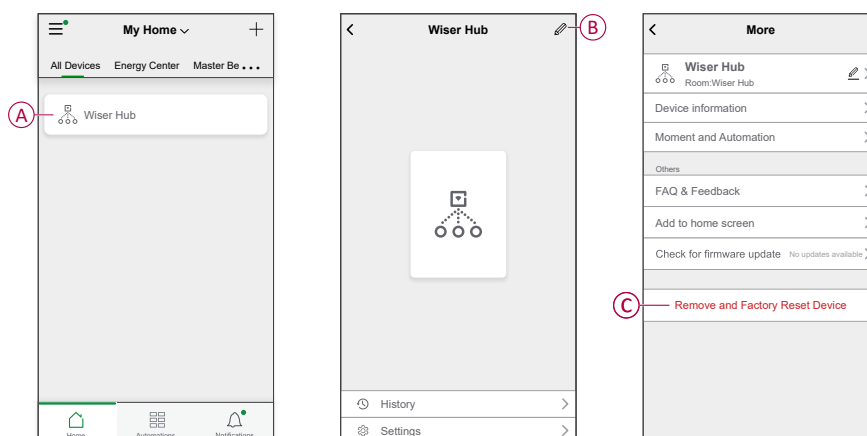
All configuration, user and network data is deleted.

Removing a device/Restoring factory defaults

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

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

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

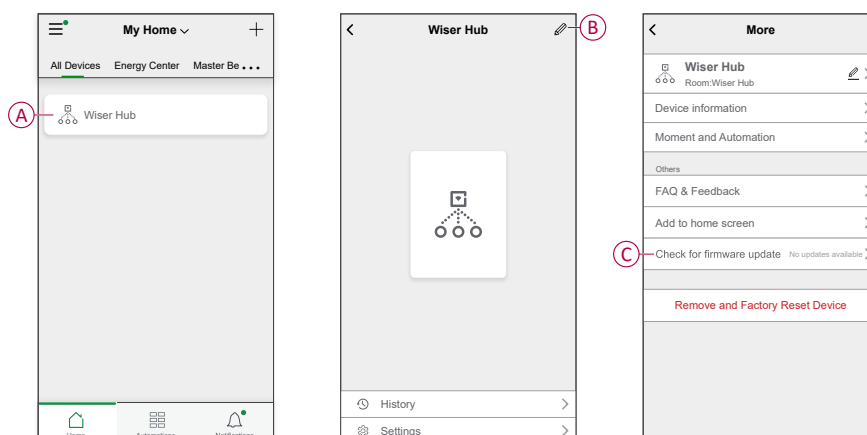


Checking for device firmware upgrades

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

Checking a specific device for firmware upgrade

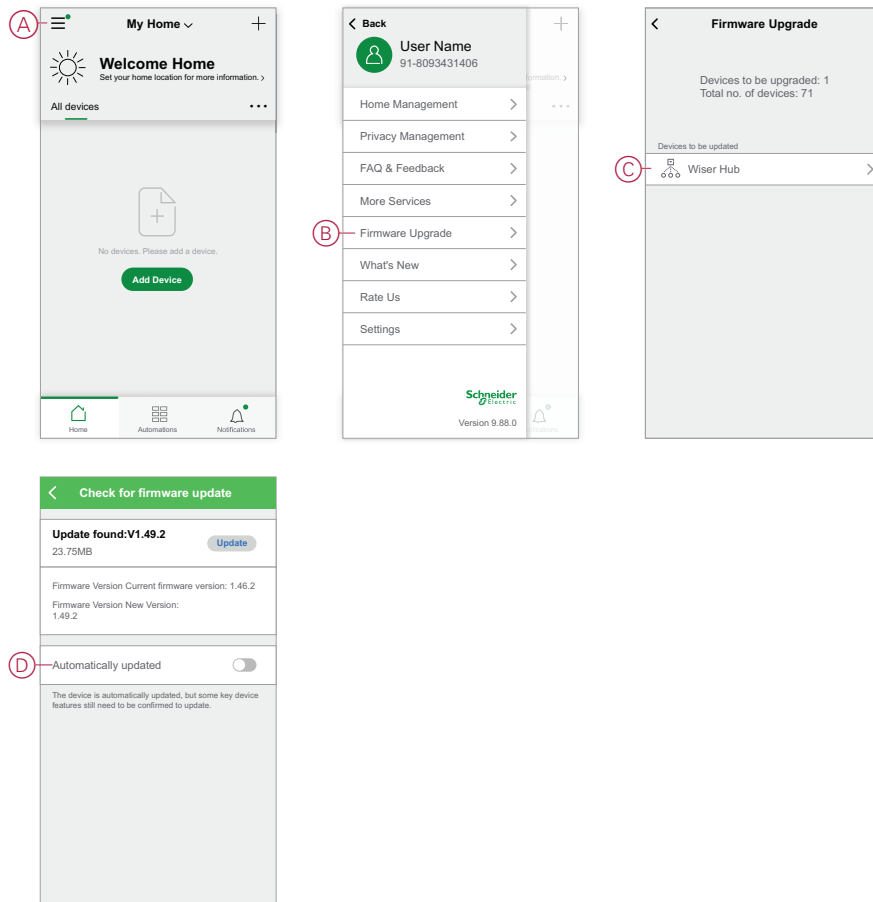
1. Tap the device in the Home page (A).
2. Tap the **Edit (pen)** icon (B).
3. In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app (C).



Checking for any device requiring a firmware upgrade

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

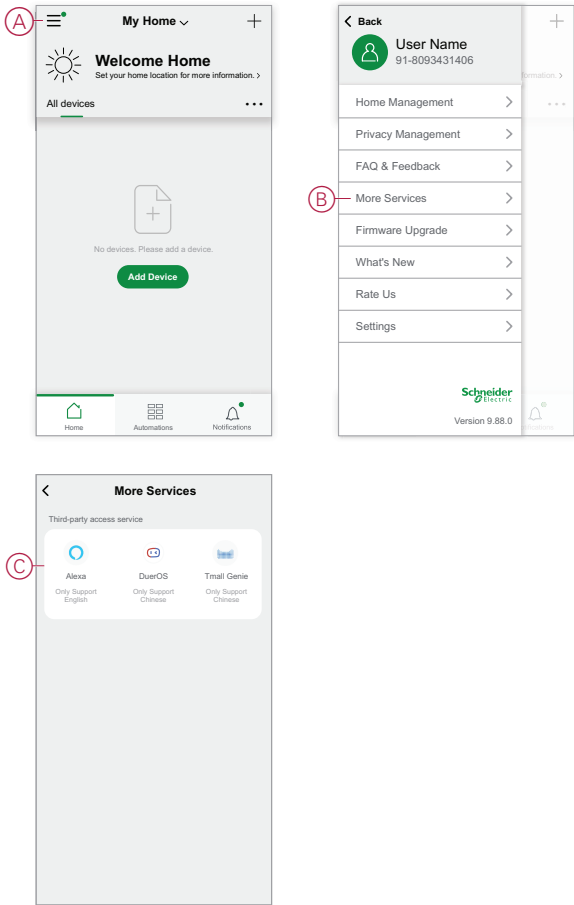
After this, a notification is received that the firmware is updated.



Configuring voice control

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

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



Moments and Automations

You can combine the settings of one or more devices together to form a Moment or an Automation. Operate a Moment manually whenever desired, or set up an Automation and specify conditions to trigger the devices. Moment is triggered manually and Automation is triggered by an event.

Moment

Your evening is about to begin. You settle in on the couch. The roller shutters close, the lights dim, and the TV switches on, everything you need for a great movie night and desired lighting ambience. This is a Moment saved to your app. Once you create it, you can easily access it with a simple tap on your smartphone/tablet screen.

Automation

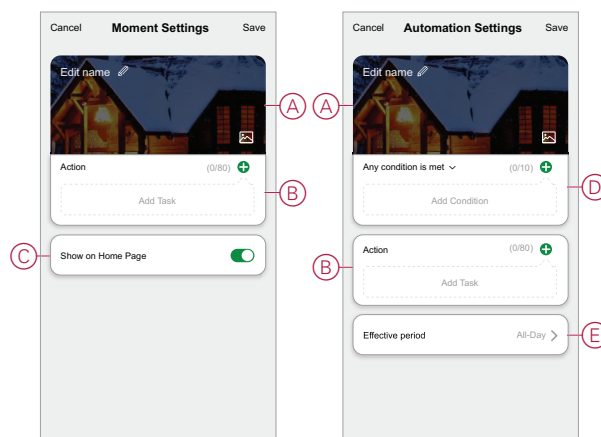
The members of your family always come home at about the same time. Using an Automation, your system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival. Automation launches automatically according to your schedule.

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

Differences between Moments and Automations

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

Moment settings and Automation settings pages in the app



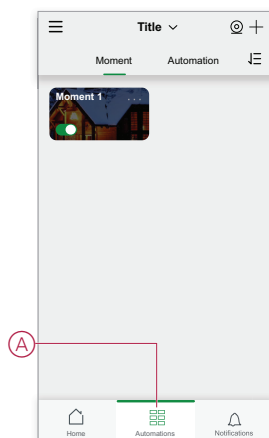
Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more tasks.)	Execute an automation.	No	Yes
	Enable or disable a moment or automation (for example, if you are going away for an extended time).	Yes	Yes
	Send a notification when the automation is triggered.	No	Yes

Feature	Description	Moment	Automation
	Set a delay time for the moment/automation to operate once triggered.	Yes	Yes
	Select a device and configure settings to be applied when the moment/automation is triggered.	Yes	Yes
(See C) Show on home Page	Display a moment on the home page (tap the moment to operate).	Yes	No
(See D) Conditions	Trigger an automation based on one or more conditions, including temperature/humidity/ weather, time (including sunset/ sunrise at a nominated location), and device operation or output.	No	Yes
(See E) Effective Period	Configure when an automation can be triggered. Options include daytime and night based on a home location, a custom time period, and repeating on days of the week.	No	Yes

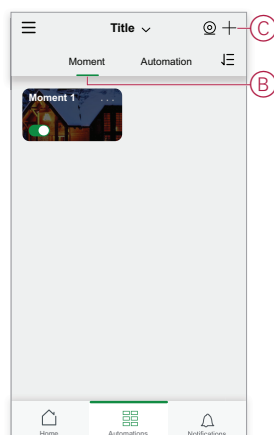
Creating a Moment

This topic explains how to create a moment.

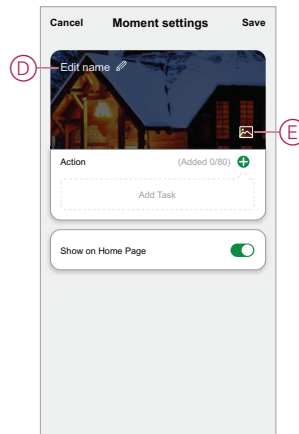
1. In the **Home** page, tap the ☰ (A) icon.



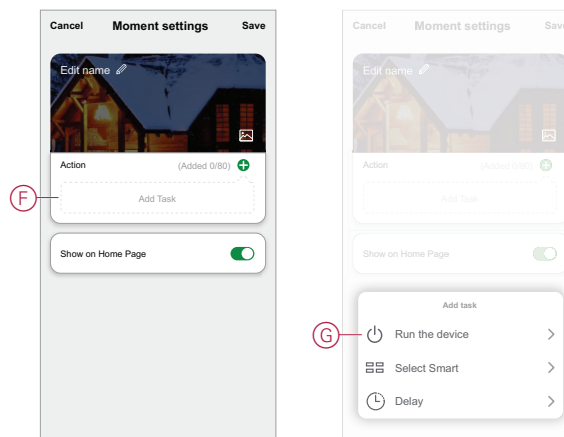
2. In the **Moment** page, tap the **Moment** tab (B) and then tap the + icon (C).



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



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




- Tap **Save** to complete the process to create a moment.

Example: Creating a Welcome Automation

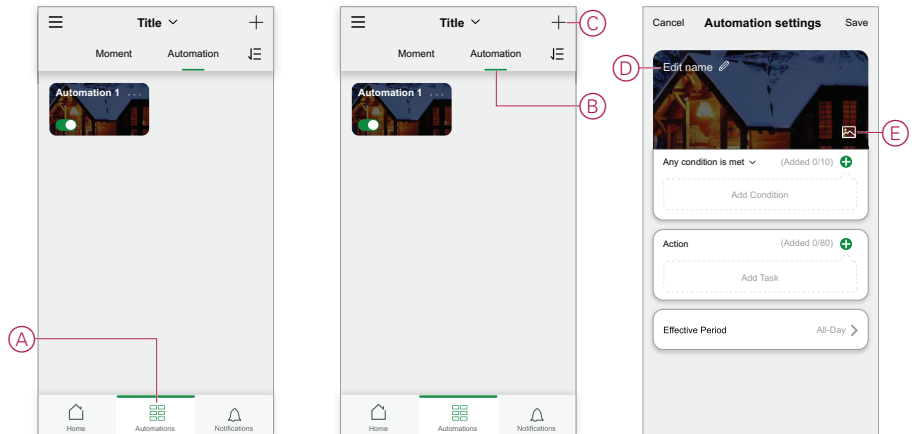
This example demonstrates how to create an Automation that turns on the Living Room lights, opens curtains, sets a dimmer level and turns on an air conditioner, all when the front door is opened.

Start a new Automation

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

- In the **Home** page, tap the  (A) icon.
- In the **Moment** page, tap the **Automation** tab (B) and then tap the **+** icon (C).

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



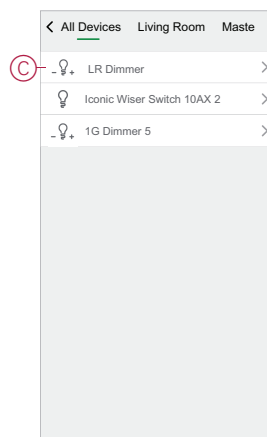
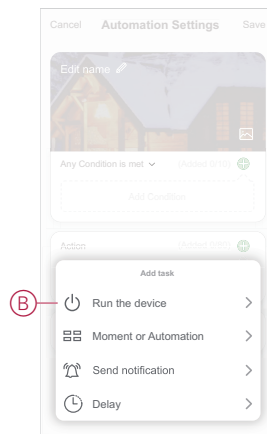
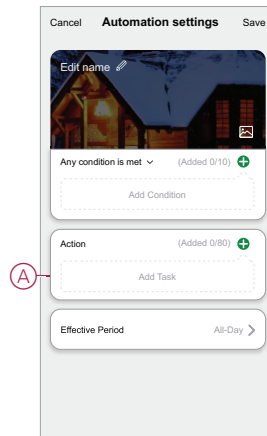
Configure an Action to operate the devices

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

NOTE: This example shows the setting of the dimmer.

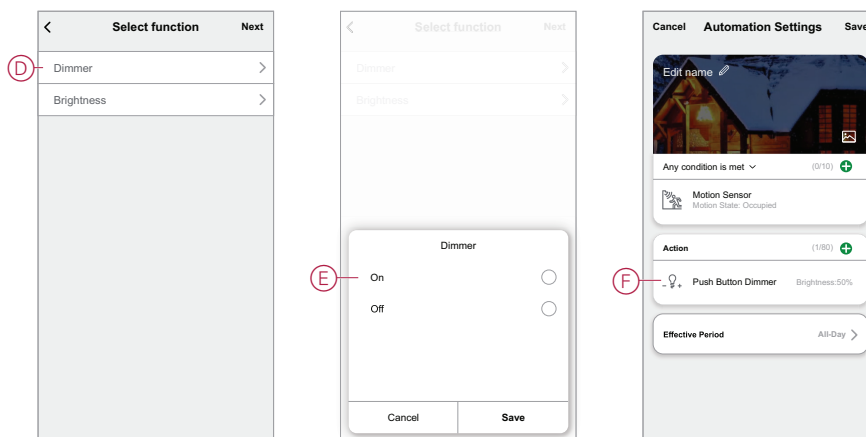
- (See A) Tap **Add Task**.
- (See B) Tap **Run the device**. There are four types of tasks and these can be added in action list in Automation.

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



4. (See D, E) This example is a push button dimmer. Select one of the Dimmers (D) and set its state to **On** (E).

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



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

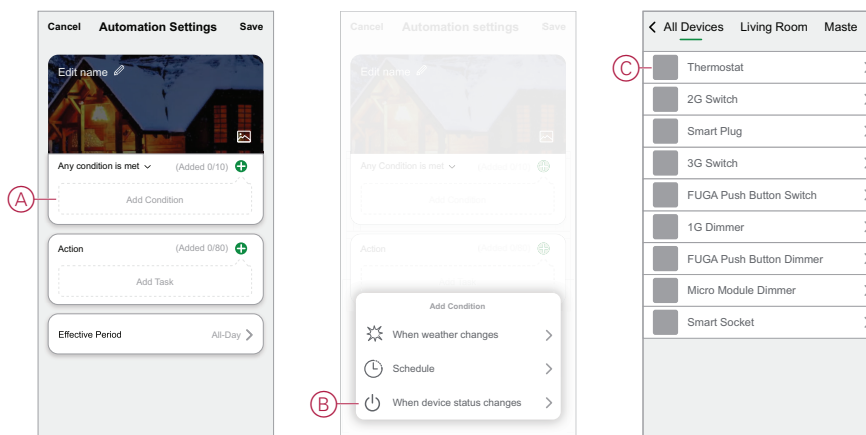
TIP: If you want to delete a created action, swipe the action to left and tap the **Delete** option. To re-order the existing actions, tap and hold an action and drag it to the desired position in the list.

Add Conditions to trigger the Automation

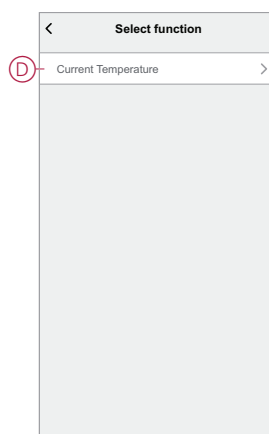
At least one Condition is required to trigger an Automation.

NOTE: For this example, a Condition will be set to trigger the Automation when the temperature changes and the thermostat (installed externally) is detecting the temperature change.

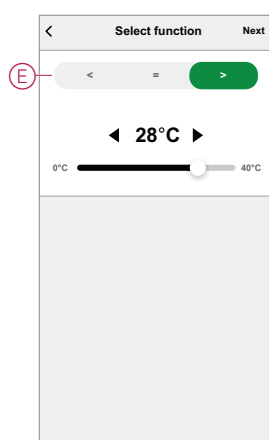
1. (See A) Tap **Add Condition**.
2. (See B) Tap **When device status changes**.
3. (See C) Select the Thermostat.



4. (See D) Tap the **Current Temperature** function.

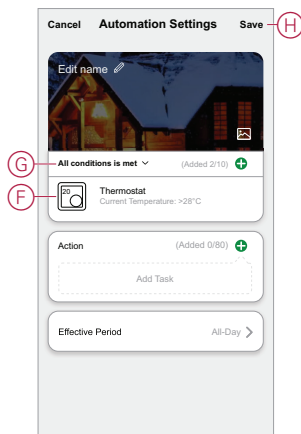



5. (See E) Set the temperature condition.



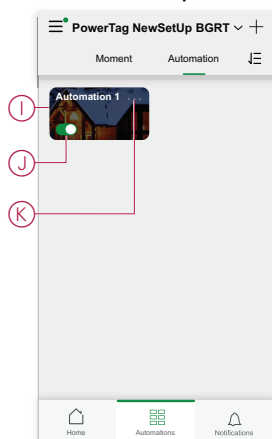
6. (See F) The thermostat is displayed in the **Condition** section of the Automation page.
7. (See G) For Automations with more than one condition, set whether the Automation should be triggered when any condition is met, or only when all conditions are met.
- You have a choice to trigger the automation when any or all conditions are met. However, in this case, the automation is triggered when all the conditions are met.
- TIP:** In case you want to delete a created condition, then, swipe the condition to left and tap the **Delete** option.
8. If you want to limit to when this automation occurs, for ex, between 6-7pm when arriving from work, then tap **Effective Period** field in the app and set a time interval.

9. (See H) Tap **Save**.



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

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



Programming the keys on a freelocate

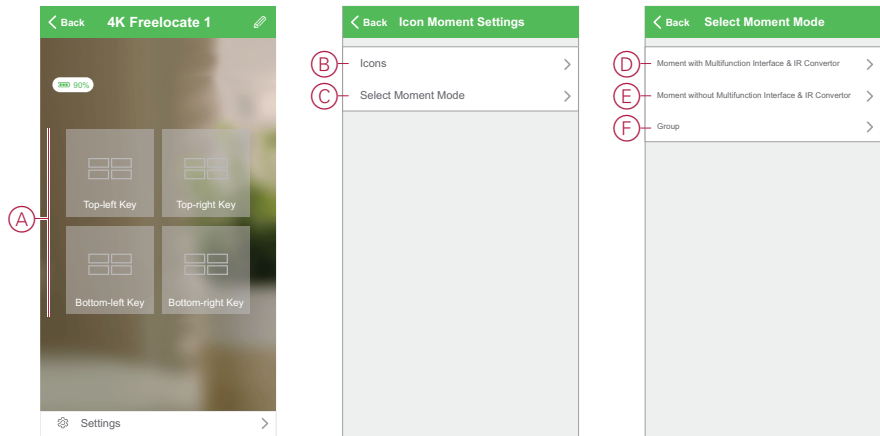
Assign a Moment to a key on the freelocate remote controller.

You can add an existing Moment to a freelocate key, or create a Moment as part of the programming task. You can assign only one Moment to a key.

If you choose to create a new Moment as part of this task:

- The creation process is best described in [Creating a Moment](#), page 71.
- The new Moment will be verified when complete. You then assign the newly created Moment to a freelocate key.

1. In the app, select a freelocate and open the device page.



2. (See A): Tap and hold one of the keys displayed on the page.
(For 2K freelocates, only 2 keys are displayed.)
3. (See B): In the Icon Moment Settings page, tap **Icons** and choose an icon to display on the key.
4. (See C): Tap **Select Moment Mode**, then perform step 5, 6 or 7 only.
5. **(Optional) Add a cloud-based Moment** (can only be used when wiser hub is present and the system is connected to the internet. This is the most flexible option because you can control everything including IR, Multifunction Interface and WiFi devices):
 - a. (See D) Tap **Moment with Multifunction Interface & IR Convertor**.
 - b. Either select an existing Moment displayed on the page, or tap **Add Moment** to create a new one.
 - c. Go to step 8.
6. **(Optional) Add a local Moment** (can be used without Internet once configured. This option provides control for moments which only contain Zigbee devices.):
 - a. (See E) Tap **Moment without Multifunction Interface & IR Convertor**.
 - b. Either select an existing Moment or tap **Add Moment** to create a new one.
 - c. Go to step 8.
7. **(Optional) Add a Moment containing a device group** (can be used without Wisier Hub and without Internet once configured. Zigbee group devices are controlled using freelocate switch.)
 - a. (See F) Tap **Group**.
 - b. In the Group Setting page, tap **Add Moment** and create a Moment containing a group of devices.
(For example, add all the lights in one room or area to be operated from the freelocate switch.)

TIP:

1. Only group devices that operate in a similar way. For example, lighting only, or curtain control only.
2. The group devices controlled by freelocate switch operated in toggle control. For example, if the current status in a group of light switches is Off, when a user press the pre-configured key on freelocate switch, the status of the group devices changes to On.
- c. Go to step 8.

8. After selecting the Moment to assign to the freelocate key, tap **Complete** to finish the task.

TIP: You may be prompted to wake battery-operated devices before the task can be completed.

NOTE:

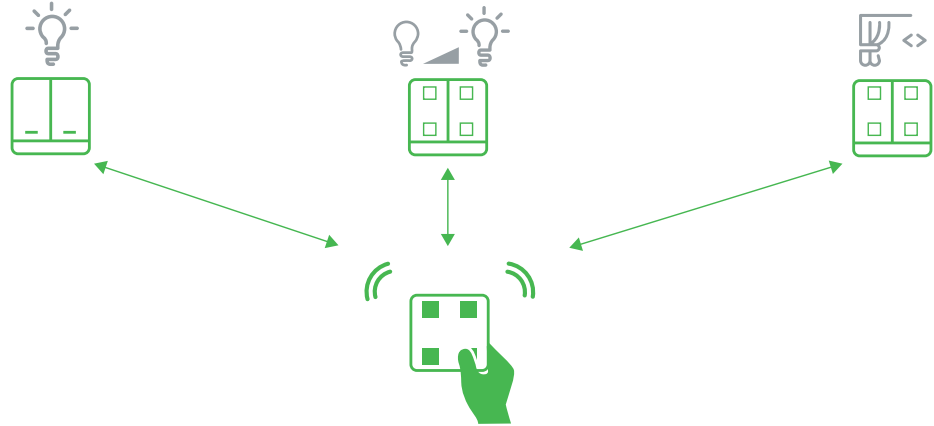
You can wake up battery devices:

- In general, short press program button once.
- For the devices which have local push button such as AvatarOn freelocate switch, it is okay to press the push button.
- For motion sensor battery devices, wave hand in front of the device.

Setting-up E-mode

About E-mode

Create a simple system that provides remote control for switching/dimming lights and opening, stopping and closing curtains.



This system is called E-mode and does not require a hub or the app. Instead, combine the Wiser AvatarOn series of light switches, curtain switches and dimmers to create a self-contained network of up to 30 devices. You can remotely control these devices using the Wiser AvatarOn Freelocate.

Configuration is achieved by operating the buttons on the devices. Moments can also be created using the freelocate.

NOTE: Do not set up an E-mode system where a Zigbee network created by a hub already exists.

Supported devices for E-mode set-up

Selected devices are capable of creating a Zigbee network for E-mode.




Supported devices include the following:

- Wiser AvatarOn 1G Switch
- Wiser AvatarOn 2G Switch
- Wiser AvatarOn 3G Switch
- Wiser AvatarOn 1G Curtain Switch
- Wiser AvatarOn 2G Curtain Switch
- Wiser AvatarOn 1G Dimmer
- Wiser AvatarOn 2G Dimmer.
- AvatarOn T switch 1G Switch
- AvatarOn T switch 2G Switch
- AvatarOn T switch 3G Switch
- AvatarOn T 1G Curtain Switch
- AvatarOn T 2G Curtain Switch
- AvatarOn T1G Curtain Switch
- AvatarOn T 2G Curtain Switch
- AvatarOn T 6K Freelocate
- AvatarOn T 4K Freelocate
- AvatarOn T 5P Switch sockets

NOTE: While a Wiser AvatarOn Freelocate can be used in an E-mode system, it cannot create the required network.

E-mode LED behavior

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

Device	Status	LED indication	Duration
Wiser AvatarOn Smart Socket	Reset completed	Flash green 	2 times
Wiser AvatarOn Freelocate (programming)	Programming mode On	Solid green 	Until button pressed on freelocate to assign device controls/scene, or until programming mode time-out is reached
Wiser AvatarOn devices (control assignment)	Local control selected on device(s)	Local control backlight LED flashes	Until button pressed on freelocate to assign device controls
	Local control(s) successfully assigned to freelocate button	Local control backlight LED flashes	5 times (freelocate LED also flashes green 5 times)
Wiser AvatarOn devices (E-mode scene programming)	E-mode scene successfully programmed to a button on freelocate	Flash green 	5 times on freelocate and all programmed devices

Setting up an E-mode system

There are 4 tasks to set up an E-mode system.

Task	Reference
Create a Zigbee network for the E-mode system.	See Creating the network for E-mode, page 82.
Add devices to the E-mode system.	See Adding devices to the E-mode system, page 82.
Assign device control operations to the buttons on a freelocate for remote control.	See Assigning device control operations to a freelocate button (E-mode), page 83. NOTE: Before performing this task, the freelocate must be set to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 84.)
Create Moments using the freelocate,	See Creating a Moment using the freelocate (E-mode), page 83. NOTE: Before performing this task, the freelocate must be set to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 84.)

Creating the network for E-mode

Use a compatible Wiser AvatarOn device to create a Zigbee network for the E-mode system.

IMPORTANT: When setting up more than one E-mode system for the home. Only create one network at a time. If another network is being created when you perform this task, the device you use will join that network instead of creating a new one.

1. Select a compatible device to create the network. (See Supported devices for E-mode set-up, page 80.)

NOTE: Only light switches, dimmers and curtain switches can be used. The freelocate is not capable of creating a network.

2. Locate the **Setup/Reset** button on the device.
(See Device button/key and LED locations, page 58.)
3. Short press the **Setup/Reset** button 3 times.

The programming indicator LED on the device displays solid green and the network is created.

Adding devices to the E-mode system

Join compatible Wiser AvatarOn devices and a freelocate remote controller to the E-mode system.

- Make sure that the Zigbee network for the E-mode system has been created. (See Creating the network for E-mode, page 82.)
 - Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See for a link to the device installation instructions.)
 - If adding a freelocate, remove the freelocate from its metal bracket.
1. Locate the **Setup/Reset** button on the device.
(See Device button/key and LED locations, page 58.)
 2. Short press the **Setup/Reset** button 3 times.

The programming indicator LED on the device displays solid green.

Assigning device control operations to a freelocate button (E-mode)

Perform this task so that users can remotely operate the controls on Wiser AvatarOn switches/dimmers, or Wiser AvatarOn curtain switches, using the buttons on a Wiser AvatarOn Freelocate.

- The devices to be assigned to the freelocate must be added to the E-mode system.
- Set the freelocate to programming mode. (See [Setting programming mode on a Wiser AvatarOn Freelocate](#), page 84.)

TIP: Wiser AvatarOn Light Switches and Dimmers are operated differently to Wiser AvatarOn Curtain Switches. Assign curtain switch controls to a different freelocate button than that used for light switches/dimmers.

1. Select a Wiser AvatarOn device and short press the local control button to be assigned.

The local control backlight starts flashing.

2. **To remotely control multiple device buttons from one freelocate button:** Select more devices in the E-mode system and press their local control buttons.
3. Short press the freelocate button that will operate the selected device controls.

The backlight on each selected local control, and the freelocate programming LED, flashes 5 times.

NOTE: The new assignments override any device controls previously assigned to the freelocate button.

Creating a Moment using the freelocate (E-mode)

Perform this task to create a Moment that can be triggered by pressing a button on the Wiser AvatarOn Freelocate.

The devices to be used in the Moment must first be added to the E-mode system.

1. Operate the local control on each device to the required level or position to create the Moment:
 - a. **Switches:** Switch lights On/Off as desired.
 - b. **Dimmers:** Operate the dimmer to full brightness, then dim the light down to the desired level.
 - c. **Curtain switches:** Operate the curtains to fully-open or fully-closed only.
2. The devices used in the Moment work in toggle control. For example if the current status in a group of light switches is Off, when a user triggers the Moment, the status of the group devices will change to On.
3. Set the freelocate to programming mode. (See [Setting programming mode on a Wiser AvatarOn Freelocate](#), page 84.)
4. Short press the local control button on each device used in the Moment.

The local control backlight on each device starts flashing.
5. Long press (more than 2 seconds) the freelocate button that will be used to trigger the Moment.

The programming LEDs on each device and the freelocate flash green 5 times to confirm that the Moment settings have been assigned to the freelocate button.

NOTE: The new assignment overrides any Moment settings previously assigned to the freelocate button.

Additional information for E-mode

Setting programming mode on a Wiser AvatarOn Freelocate

Perform this task before assigning device control operations to a freelocate or creating a Moment using a freelocate.

1. On the back of the freelocate, short press the Setup/Reset key 3 times.
See Device button/key and LED locations, page 58.
2. Observe that the programming LED on the back of the freelocate displays solid green, indicating that the freelocate is in programming mode.

Troubleshooting

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

General system

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the Wiser system.	Only use devices listed in .
When triggering a Moment or Automation with multiple devices, one or more Wi-Fi devices fail to respond.	There may be too many Wi-Fi devices for the router to support.	Performance and stability issues may occur when there are more than 10 Wi-Fi devices connected to the router. Try reducing the number of Wi-Fi devices connected to the router.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be located in a different data store to the Home. See Data stores , page 9 for more information.	Users can create a another account using a country code in the same region as the Home they wish to join. NOTE: Users cannot access their own Homes with the new account and must log in to the app with their original account details in order to do so.
The Wiser system cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	Check that the following router ports are open: <ul style="list-style-type: none"> • Port 443 8883 1443 • Port 6667 • Port 6668 • Port 6669 • Port 6608 • Port 6681 • Port 6682 IMPORTANT: For cyber-security, check that all unused ports are closed.

Wiser AvatarOn Freelocate

Symptom	Possible cause	Solution
The freelocate LED is blinking orange rapidly.	The freelocate battery may be very low or drained.	Press a freelocate button and observe the operation of the assigned device(s). If the device does not operate, then the freelocate batteries are drained and must be replaced. (See the installation instructions for the freelocate to replace the batteries.) NOTE: Always replace both batteries even if 1 battery appears to be sufficiently charged.

Wiser Motion Sensor

Symptom	Possible cause	Solution
The Motion Sensor has stopped reporting occupancy status, but is otherwise operating normally.	The Motion Sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the motion sensor is reporting occupancy status.

Wiser IP Camera Indoor

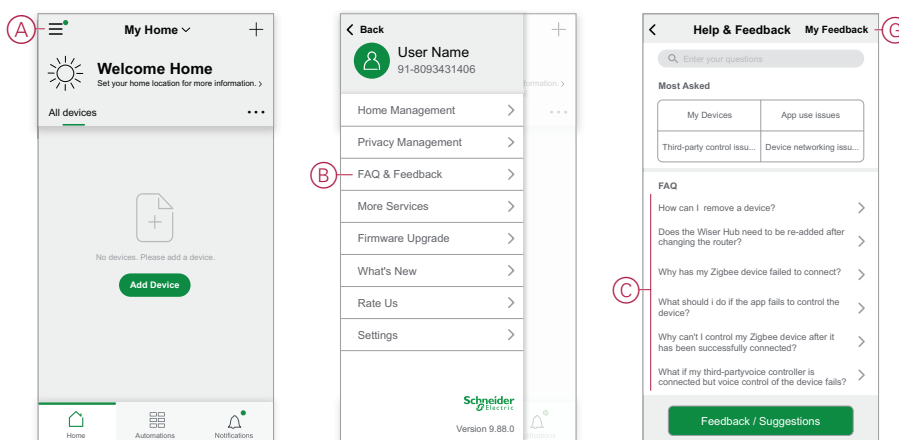
Symptom	Possible cause	Solution
The Wiser IP Camera Indoor cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	<p>Check that the following router ports are open:</p> <ul style="list-style-type: none">• Port 6667• Port 6666• Port 6668• Port 6669• Port 1883• Port 8886• Port 8883• Port 443 <p>IMPORTANT: For cyber-security, check that all unused ports are closed.</p>

Using the FAQ & Feedback page

Find information about the app and working with devices.

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

1. In the Home page, tap the Menu icon (A) .
2. Tap **FAQ & Feedback**(B).
3. Do any of the following:
 - Browse the list of FAQs (tap a question to see the answer) (C)
 - Tap **All**(D) to find device-specific help by selecting the device from a list
 - Tap **Network Diagnosis**(E) for help with solving network issues
 - Tap **Report Issue**(F) to raise an issue with the development team
 - Tap **My Feedback**(G) to check the status of issues that you have reported.



Glossary

A

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

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

H

HVAC: (Heating, Ventilation and Air Conditioning) A system of components that maintains a desired environment (e.g. temperature, humidity, air flow) in a building.

M

Moment (E-Mode): The effect created by adjusting the settings on one or more Wiser AvatarOn devices such as lighting switches, curtain switches and dimmers. For example, create a relaxed mood for the evening by closing the curtains and dimming the lights to half-brightness. Multiple device settings can be assigned to a Wiser AvatarOn Freelocate to trigger the Moment at any time with the push of a button.

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

O

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

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).

<https://checkaproduct.se.com/>



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/>



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