Wiser wireless door and windows contact kit

Device user guide

Information about features and functionality of the device
02/2023

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Safety information

Important information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Wiser wireless door and windows contact kit

550B1023

For your safety

NOTICE
EQUIPMENT DAMAGE • Do not install the sensor near magnetic devices to avoid degrading its performance. • With a window/door in the closed state, the distance between the primary and secondary parts of the sensor should be <18 mm for a non-metallic base (for example, wood or plastic surfaces) and <10 mm for a metallic base. **Failure to follow these instructions can result in equipment damage.**

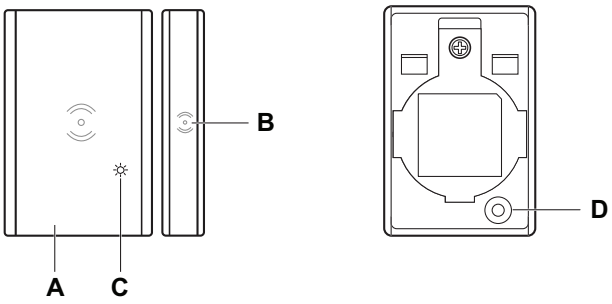
About the device

The Wiser Window/Door Sensor (hereinafter referred to as **sensor**) consists of two separate parts: Primary and Secondary. The primary part includes the sensing circuit which detects the secondary part. The secondary part is a magnet.

When the sensor is connected to the **Wiser Gateway** and the window/door is opened or closed, the primary part directly reports the change to the app via **Wiser Gateway**.

Operating elements

A. Primary part (sensing circuit)
B. Secondary part (magnet)
C. Status LED
D. Function key



Installing the device

Refer to the installation instruction supplied with this product.

See Wiser Window/Door Sensor.

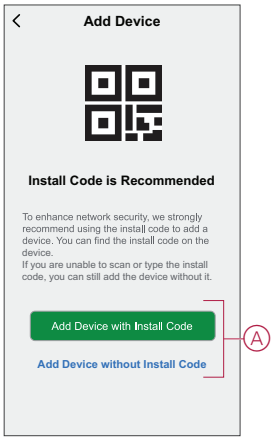
Pairing the device

Using the Wiser app, pair your device with the **Gateway/Hub** to access and control the device. You can either add the device manually or do an auto-scan to pair it.

Pairing device manually

To pair the device manually:

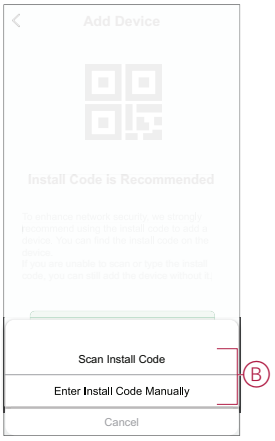
1. On **Home** page, tap **+**.
2. Tap , select the required **Wiser Hub** on the slide-up menu.
3. Select an option to add the device(A):
   - **Add Device with Install Code**
   - **Add Device without Install Code**



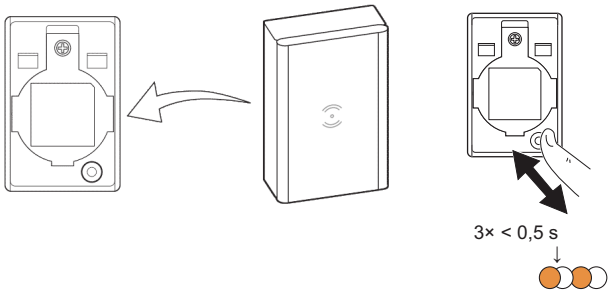
TIP: It is highly recommended to add the device with install code.

4. To pair the device with an install code, tap **Add Device with Install Code** to display the slide-up menu. Select any one of the options (B):
   - **Scan Install Code** - you can scan the device for the install code.
   - **Enter Install Code Manually** - you can manually enter the install code from the device.

   After pairing the device with install code, proceed to **Step 6**.

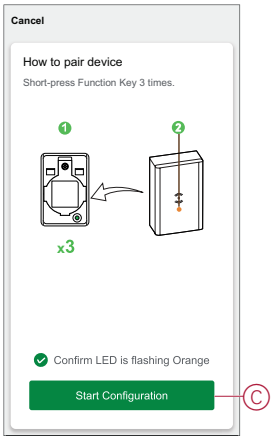


5. To pair the device without install code, tap **Add Device without Install Code**.
6. On the rear side of the sensor, short press (< 0,5 s) the function key 3 times on the device.

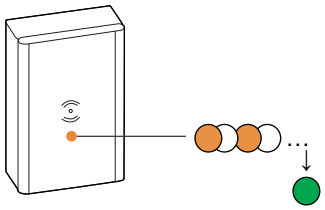


   The LED blinks orange.

7. In the app, select **Confirm LED is Flashing Orange** and tap **Start Configuration** (C).



8. After a few seconds, a solid green LED indicates that the device has been successfully paired to the Gateway.



9. Tap **Done** when the pairing is successful..

Pairing device with auto scan

Pairing the device with auto scan automatically discovers the device when it is powered on.

1. On the **Home** page, tap **+**.
2. Tap **Auto scan > Confirm**.
3. Enable permissions to **Access location** and **Wi-Fi** for scanning device and tap **Start scanning**.

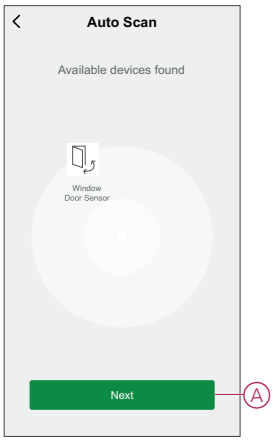
   NOTE: If you have multiple hubs, do Step 4 or proceed to Step 5.

4. Tap **Select hub** and select the Wiser hub from the slide-up menu.
5. Short press the setup/reset button 3 times (< 0,5 s) and wait for a few seconds until the device search is complete.

   The LED blinks orange.

   TIP: If you want to pair multiple devices at once, perform step 5 on each device and wait for a few seconds for them to be detected.

6. Tap **Next** (A) and select **Window/Door Sensor**.



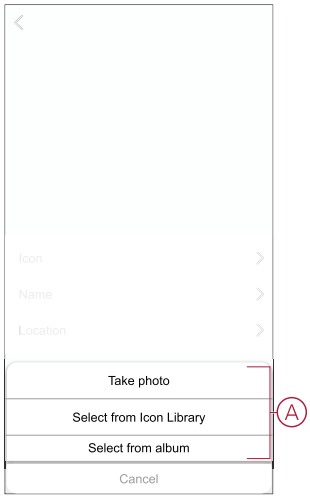
7. Once the device is added successfully, tap **Done**.

Configuring the device

Changing the device icon

You can change the device icon using the Wiser app.

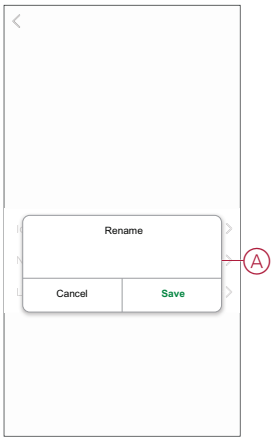
1. On the **Home** page, select the device for which you wish to change the icon.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Icon** to view the menu.
5. In the slide-up menu, select any one of the following (A) to change the device icon:
   - **Take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



Renaming the device

You can rename the device using the Wiser app.

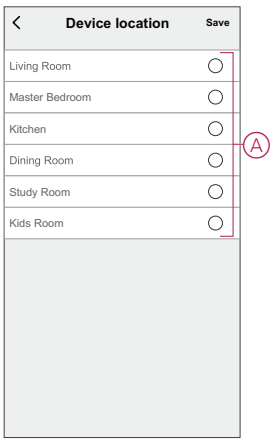
1. On the **Home** page, select the device for which you wish to rename.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Name**, enter the new name (A) and then tap **Save**.



Changing the device location

You can change the device location using the Wiser app.

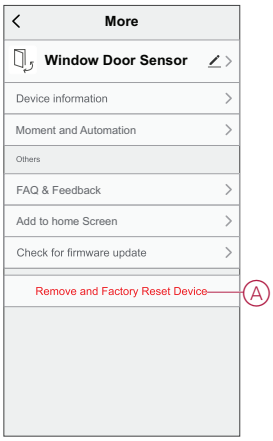
1. On the **Home** page, select the device for which you wish to change the location.
2. At the top-right corner of the screen, tap .
3. Tap edit next to the device name.
4. Tap **Location**.
5. Select the desired location from the list (A) and then tap **Save**.



Removing the device from Wiser system

You can remove a device from the device list using the Wiser app,
To remove the device:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. Tap to display more details.
3. Tap **Remove and Factory Reset Device** (A) and tap **Confirm**.



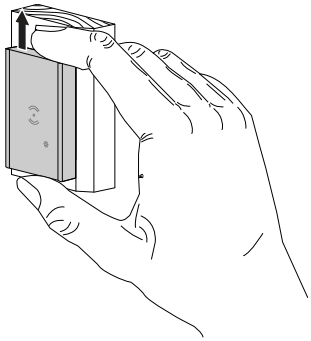
TIP: On the home page, you can tap and hold the **Window/Door Sensor** to remove the device

NOTE: By removing the device, you will reset the device. If you still have a problem with the reset, then refer to resetting the device, page 11.

Resetting the device

You can reset the sensor to factory default manually.
To reset the sensor:

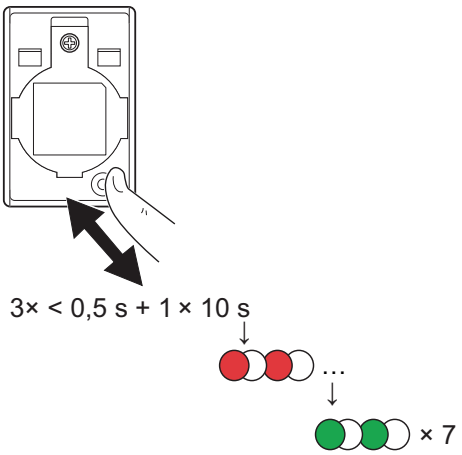
1. Remove the primary part from the base plate by sliding it upwards.



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

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

   NOTE: After reset, the LED turns off to save the battery.

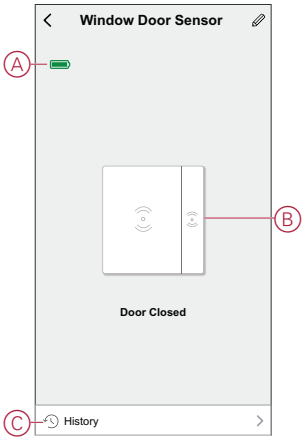


Using the Device

On the **Home** page, tap **All devices** > **Window/Door Sensor** to access the control panel.

On the Sensor control panel page, you can see the following:

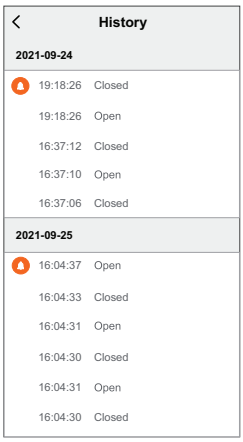
- Battery level (A)
- Window/Door status (B)
- History (C)



Checking the device history

You can monitor the opening and closing of the window/door by accessing the device history in the Wiser app.
To see the device history:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the date and time when the window/door was opened or closed.

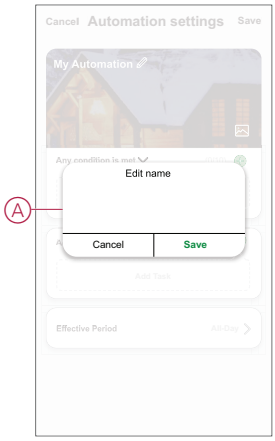


Creating an automation

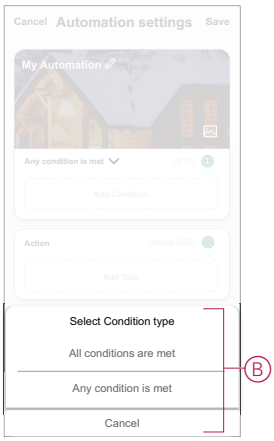
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.
To create an automation:

1. On the **Home** page, tap the .
2. Go to **Automation** > **+** to create an automation.
3. Tap **Edit name** , enter the name of the automation (A) and tap **Save**.

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

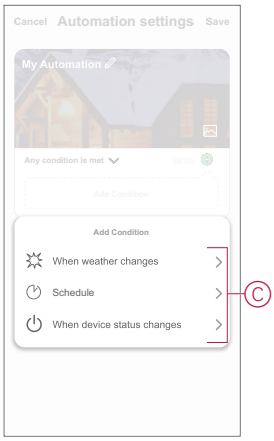


4. Tap **Any condition is met** to select any one of the condition type (B):
   - **All conditions are met**- The automation is triggered when all the conditions are met.
   - **Any condition is met**- The automation is triggered when at least one condition is met.

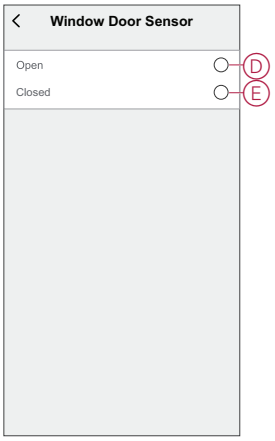


5. Tap **Add Condition** to display the slide-up menu.
6. In the **Add Condition** menu, you can do either or all of the following options (C):
   - **When weather changes**- Select various weather settings
   - **Schedule**- Set the time and day
   - **When device status changes** - Select the device and its function

   NOTE: You can add one or more conditions using ⊕.

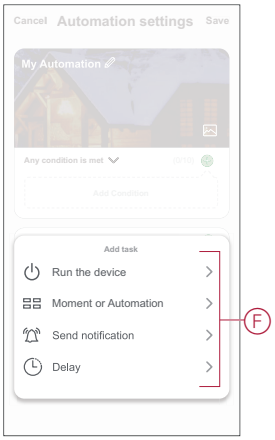


7. Tap **When device status changes** > **Window/Door Sensor** to select either or all of the functions to add in the automation:
   - **Open**- When the window/door is opened (D)
   - **Closed**- When the window/door is closed (E)

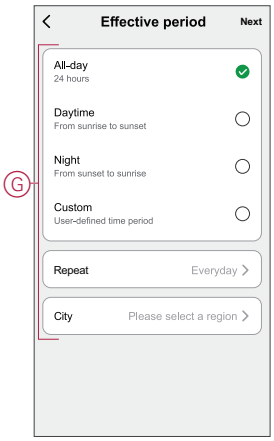


8. Tap **Add task** to display the slide-up menu.
9. In the **Add task** menu, you can do either or all of the following options (F):
   - **Run the device**- Select the devices that you want to trigger.
   - **Moment or Automation**- Select the moment which you want to trigger or select the automation that you want to enable or disable.
   - **Send notification**- Turn on notification for the automation.
   - **Delay** - Set the delay time.

   NOTE: You can add one or more actions using ⊕.



10. Tap on Effective period to set the time range for the automation. You can select any one of the following (G):
    - **All-day - 24 hours**
    - **Daytime - From sunrise to sunset**
    - **Night - From sunset to sunrise**
    - **Custom - User defined time period**



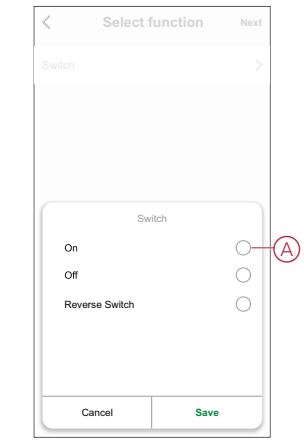
11. Once all the actions and conditions are set, tap **Save**.

Example of an automation

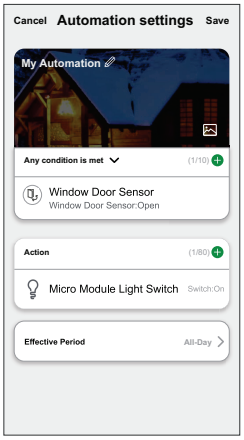
This demonstration shows you how to create an automation to switch on the light when the door is opened.

1. Go to **Automation** > **+** to create an automation.
2. Tap **Edit name**, enter the name of the automation and tap **Save**.

   TIP: You can choose the cover image that represents your automation by tapping .
3. Tap **Add Condition** > **When device status changes** > **Window/Door Sensor**.
4. Tap **Window/Door Sensor** > **Open**.
5. Tap **Add task** > **Run the device** and select **Micro Module Light Switch**.
6. Tap **Switch** > **On** (A) and tap **Save**.
7. Tap **Next**.



8. In the **Automation Settings** page, tap **Save**.



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

Editing an automation

To edit an automation:

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

   TIP:

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

Deleting an automation

To delete an automation:

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

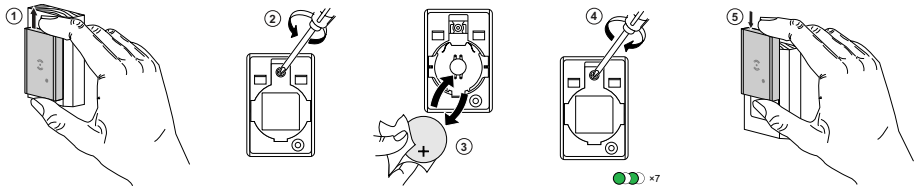
   NOTE: After deleting an automation, the device action can no longer be triggered.

Replacing the batteries

To replace the batteries:

1. Remove the primary part from the base plate by sliding it upwards.
2. Unscrew the battery cover using a screwdriver.
3. Replace the battery with the proper polarity.
4. Re-install the battery cover and tighten the screw using a screwdriver.
   The LED blinks green seven times and then stops blinking.
5. Install the primary part on the base plate by sliding it down.

IMPORTANT: Dispose used batteries, as per statutory regulations.



LED Indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks orange, once per second.	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off.

Resetting

User Action	LED Indication	Status
Press the function key 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red.	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off.

Battery level

LED Indication	**Status**
LED blinks orange once per minute.	The battery is low (< 10%), replace the battery, page 18. **NOTE:** A notification pop-up will appear on the app.

Troubleshooting

Symptom	Possible cause	Solution
The sensor triggers the automation/ schedule, but does not show the status on the app.	The sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the sensor is reporting status. **NOTE:** The firmware update runs in the background.
LED blinks orange.	The sensor battery is low or drained.	Replace the sensor battery, page 18 **NOTE:** A notification pop–up will appear on the app.

Technical Data

Battery	3 VDC, CR2450
Battery life	Up to 5 years (may vary based on the usage, frequency of firmware update and environment)
Nominal power	≤90 mW
IP rating	IP20
Operating frequency	2405 - 2480 MHz
Max. radio frequency power transmitted	≤7 dBm
Operating temperature	−10 °C to 50 °C
Relative humidity	10 % to 95 %
Primary part dimensions (H × W × D)	50.3 × 33.0 × 16.3 mm
Secondary part dimensions (H × W × D)	50 × 9 × 9 mm
Communication protocol	Zigbee 3.0 certified

Compliance

Compliance information for Green Premium products

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General information about Green Premium products

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