

# Wiser™

## System user guide (Egypt)

Commissioning instructions for the Wiser system, devices and app.

05/2023



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# Safety information

## Important information

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



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



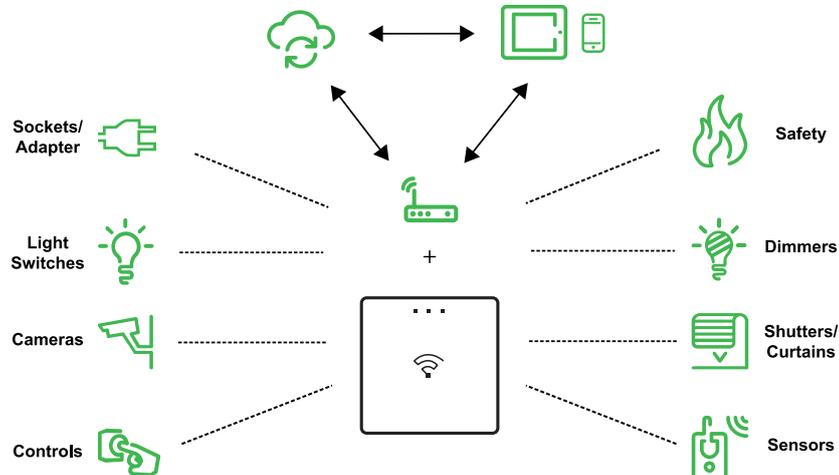
This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

<b>⚡ ⚠ DANGER</b>
<b>DANGER</b> indicates a hazardous situation which, if not avoided, <b>will result in death or serious injury.</b> <b>Failure to follow these instructions will result in death or serious injury.</b>
<b>⚠ WARNING</b>
<b>WARNING</b> indicates a hazardous situation which, if not avoided, <b>could result in death or serious injury.</b>
<b>⚠ CAUTION</b>
<b>CAUTION</b> indicates a hazardous situation which, if not avoided, <b>could result in minor or moderate injury.</b>
<b>NOTICE</b>
NOTICE is used to address practices not related to physical injury.

# 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 Wiser gateway 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 Wiser gateway.

## 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
Sockets/Adapters	Electric supply
Cameras	Security and privacy
Sensors	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 particular operating systems and versions.

Supported operating systems 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 Wisier 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 Wisier 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**



## 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 8). 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 8.

**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.

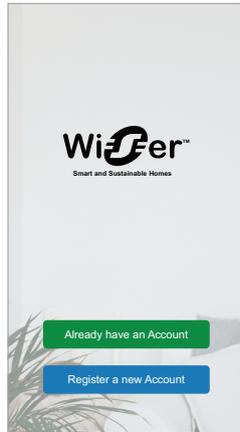
**TIP:** If you want to join a Home in another country (for example, if you are visiting and staying with family), create a new account using the same country as displayed in the Home location. This way, the data for your new account will be assigned to the same data store as the Home.

## Data centre

Data centre	Country/Regions
Oregon, USA	<b>Region:</b> North America, South America, East Asia, parts of Southeast Asia <b>Countries:</b> 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	<b>Region:</b> Western Europe, Central Europe, Eastern Europe, , parts of Southeast Asia <b>Countries:</b> 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,

Data centre	Country/Regions
	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	<b>Country:</b> India
Mainland China	<b>Country:</b> 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 10.

**IMPORTANT:** Your account cannot be transferred to another country, due to restrictions with data storage (see [Data stores](#), page 8). 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.

**NOTE:** A home administrator can share\* a device to a user who is not a member of the home. For example, share the devices in a guest room with someone who is staying for a short time.

\* Some device types cannot be shared. In such situations, advice is provided in the app.

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
<b>Manage Homes and Home members</b>	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
<b>Manage Rooms</b>	Add or delete Rooms	Yes	Yes	No
	Name or rename Rooms	Yes	Yes	No
<b>Manage devices</b>	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

<b>Manage Moments and Automations</b>	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 of your mobile phone’s/tablet’s security settings:
  - 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

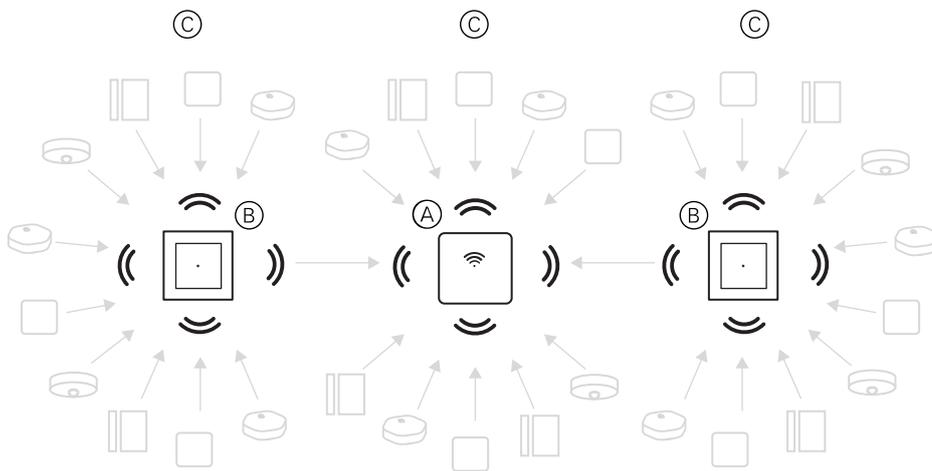
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system gateway. Refer to the particular device instructions for information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

## Support for battery-powered devices

By default, a system with a gateway 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 gateway (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 Gateway Limits
Devices	Max. 120 devices in one Home
	Max. 120 devices in one Room
	Max. 20 devices assigned to a wireless switch button
	Max. 10 battery-powered devices per mains-powered device. See <a href="#">Support for battery-powered devices, page 11</a> for more information.
Homes, Rooms and Members 20 is the recommended number for home per account.	Max. 20 Homes (recommended number) 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)
Device Groups	Max. 200 devices in one Group Max. 200 devices in one Group Max. 100 device Groups in one Home Max. 100 device Groups in one Home
Device Schedules	Max. 10 Schedules per device
Moments/Automations	Max. 80 Moments in one Home
	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

For information about the recommended distance between the gateway, devices, and sensors, see [Selecting a location for the gateway, page 19](#). 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 13.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 19.
Connect the gateway to the Wi-Fi network. The mode of connection is Ethernet mode to connect the gateway. For anything further steps for commissioning, app is required.  <b>NOTE:</b> The Ethernet cable is supplied separately.	See Connecting the gateway to the Internet, page 19.
Download and install the app.	See Downloading the app, page 7.
Create an account to use the app.	See .
Set up a Home, Rooms and add Home members.	See Working with homes, page 13.
Join the gateway to the Home.	See Setting-up the gateway, page 27.
Add devices to the Home, assign devices to Rooms and configure device settings.	See Setting-up devices, page 34.
Set devices to operate together, either manually, or in response to a schedule or event.	See Moments and Automations, page 38.

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 Supported Wiser devices, page 22.
2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.

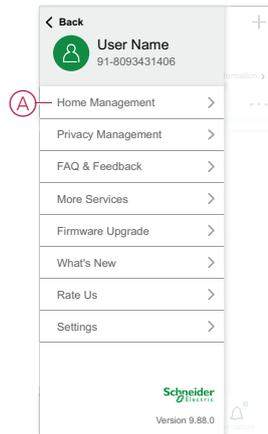
## Working with homes

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

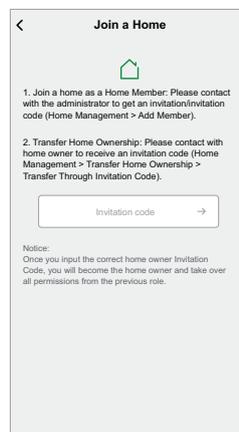
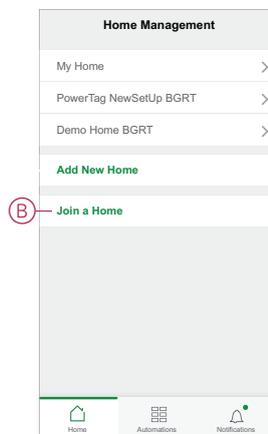
## Joining a home

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.

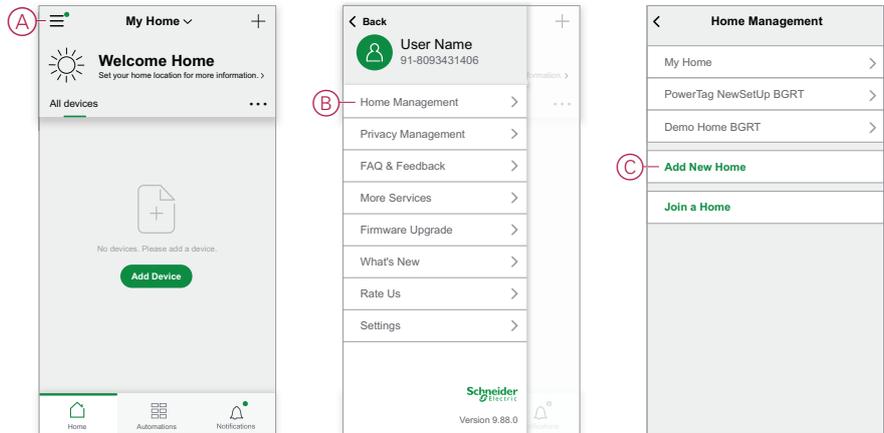


## Adding a home

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.

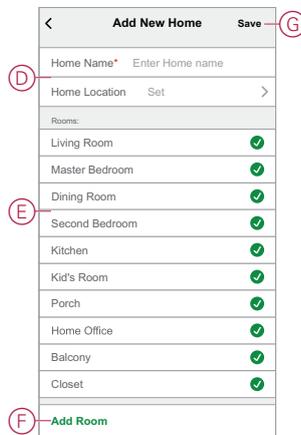
1. On the **Home** page (A, B, C), tap the **Menu icon** (A), then tap **Home Management > Add Home** (B, C).

**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 10.

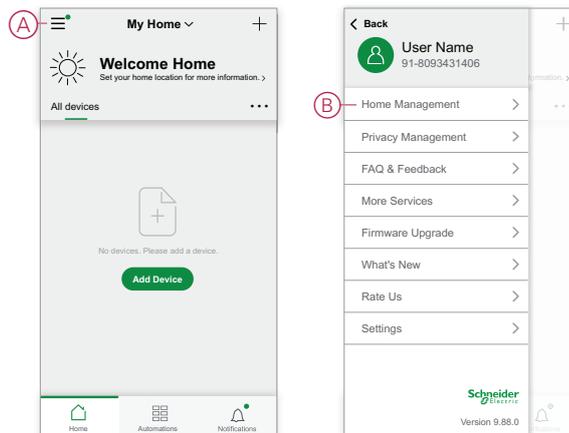
Once devices are added to the home, each device can be assigned to one of the rooms created in this task.

## Adding home members

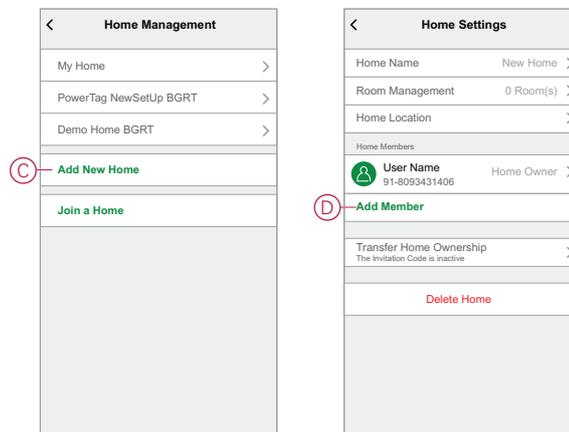
Add members to the home so that they can operate the devices in the home using their mobile phone/tablet and the app. Home owners can also enable Administrator access for selected home members to configure and maintain the Wiser system.

**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 8](#) and [Data centre, page 8](#).

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 7](#).
2. Ensure that all the devices are switched on, and the Wiser Gateway 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 Gateway or in the home.

See [Joining a home, page 13](#).

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 7](#).

2. Join a home by providing the invitation code written on the handover card.
3. Power on the Wiser Gateway and connect to the Gateway by using the router via Ethernet cable. See Ethernet mode connection- Gateway, page 27

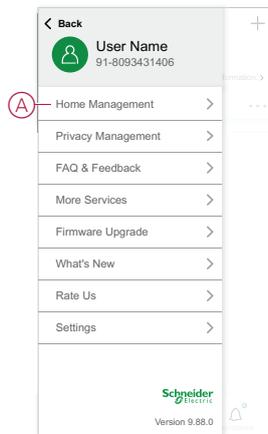
**NOTE:** Ethernet cable is provided in the package/box. Hence, it is advised to collect separately and use the cable to connect to the router for better performance. If the home owner needs to Gateway using Wi-Fi, see

**NOTE:** The home owner can follow the Wiser Welcome web pages for more information.

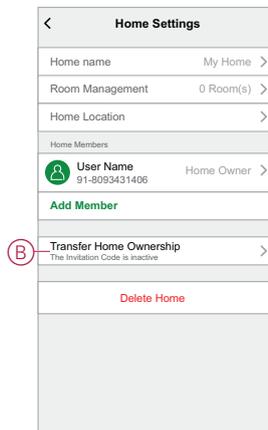
The home owner can follow the Wiser Welcome web pages for more information.

## Transferring home ownership

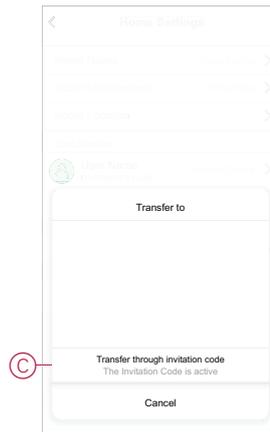
1. Tap to open **Home Management** (A) which will allow to join a home.



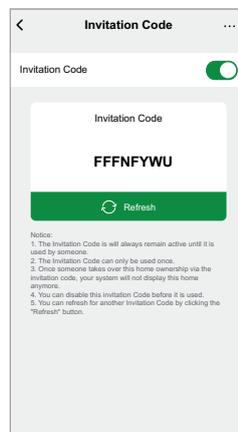
2. Tap **Transfer Home Ownership** (B) to transfer home ownership to the existing user.



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 Gateway

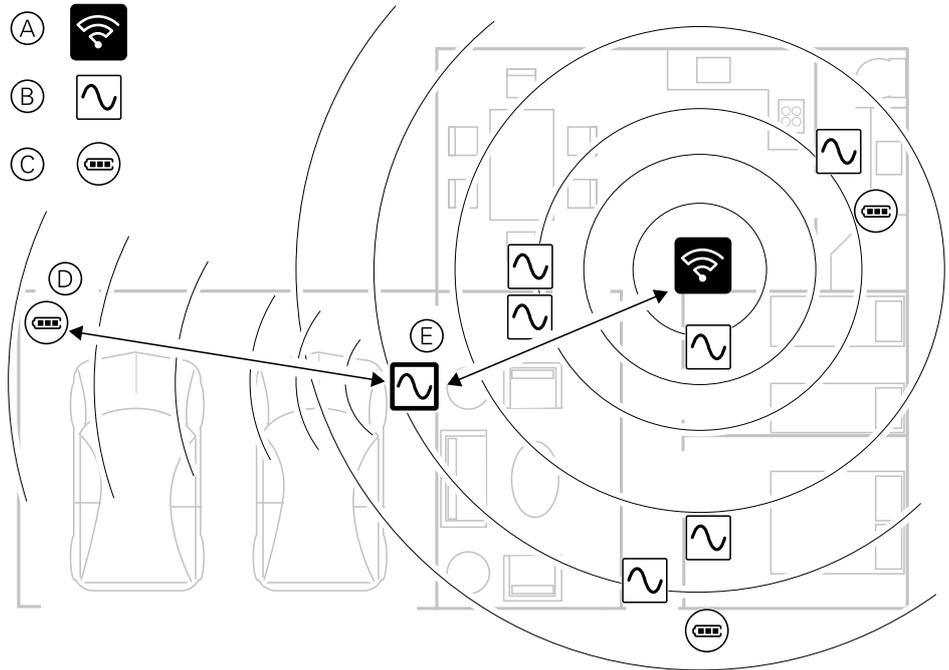
## Selecting a location for the gateway

The gateway 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 gateway 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 gateway (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 gateway. However, the sensor can connect to the gateway 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 gateway.

## Connecting the gateway to the Internet

The gateway 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- Gateway, page 27](#).

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

## Switching the gateway Ethernet connection to Wi-Fi (optional)

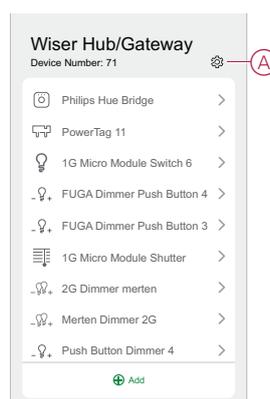
Use Wi-Fi to connect the gateway to the network router so that the Ethernet cable is no longer needed.

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

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

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

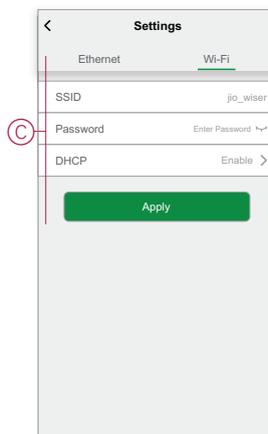
2. Tap the **Settings (gear)** icon (A).



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 gateway.

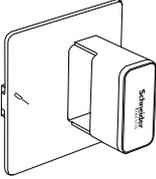
## Supported Wiser devices

The devices listed in the following table are available for use in the Wiser system.

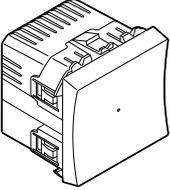
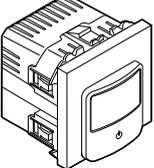
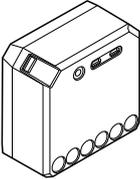
Follow the device Installation Instructions links for device installation instructions.

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

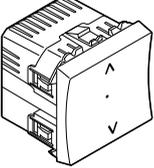
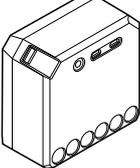
## Gateway

<p>Wiser Gateway</p>  A square, white Wiser Gateway device with a Wi-Fi symbol on the front and a small antenna on the top edge.	<p>The Wiser Gateway 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><a href="#">Instruction Sheet(PDF)</a></p>
<p>Tablestand for Wiser Gateway</p>  A white, L-shaped tablestand with a rectangular cutout in the center. The Wiser Gateway device is shown inserted into the cutout. The stand has a small 'Wiser' logo on the vertical part.	<p>An optional stand for placing the gateway on a table or on another flat surface.</p>	<p><a href="#">Instruction Sheet(PDF)</a></p>

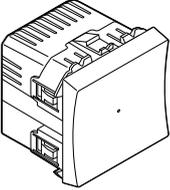
## Light switches

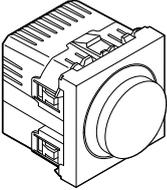
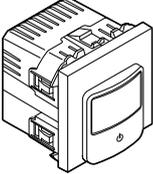
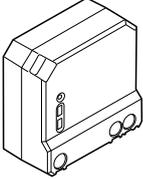
<p>Connected Relay Switch 10 A</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
<p>Connected Motion Sensor with Switch 10 A</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to detected motion, a specified condition or other event.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser Micro Module Light Switch</p> 	<p>Converts compatible mechanical push-button switches into smart switches. Connect up to 10 compatible mechanical push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>

## Blind controllers

<p>Connected Blind Control Switch</p> 	<p>Remotely open/close blinds or automatically set blind position in response to a specified condition or event.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser Micro Module Shades Control</p> 	<p>Converts compatible mechanical push-button switches into smart shades switches. Connect up to 10 mechanical double push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>

## Dimmers

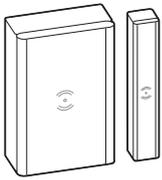
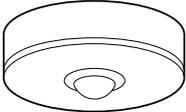
<p>Connected Universal Push-Button Dimmer LED</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
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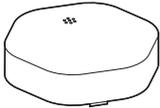
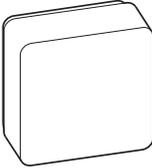
<p>Connected Universal Rotary Dimmer LED</p> 		<p>Instruction Sheet (PDF) Device User Guide</p>
<p>Connected Motion Sensor with Universal Push-Button Dimmer LED</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to detected motion, a specified condition or other event.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser Micro Module Dimmer</p> 	<p>Converts compatible mechanical push-button switches into smart dimmers. Connect up to 10 compatible mechanical push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>

## Control devices

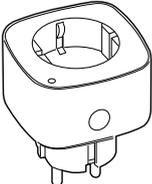
<p>Wiser IR Convertor</p> 	<p>Controls split system air-conditioners, televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
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## Sensors

<p>Wiser Window/Door Sensor</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the .</p>	<p>Instruction Sheet (PDF) Device User Guide</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) Device User Guide</p>

<p>Wiser Water Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser and detects water on the floor, the sensor sends out a sound alarm and reports the event to the .</p> <p><b>NOTE:</b> The device can operate as a standalone product when not connected to the gateway. This device also produces sound alarm when not connected to the gateway.</p>	<p>Instruction Sheet(PDF) Device User Guide</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) Device User Guide</p>

## Power devices

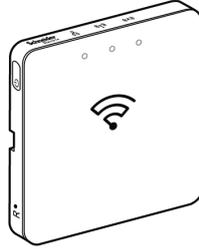
<p>Wiser SmartPlug 16 A</p> 	<p>Controls various electrical devices, for example floor lamps, radios, ventilators or coffee machines, using the app. Monitor energy consumption of plugged-in devices.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
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## Cameras

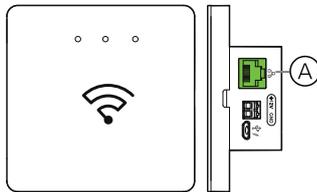
<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
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# Setting-up the gateway

## Ethernet mode connection- Gateway

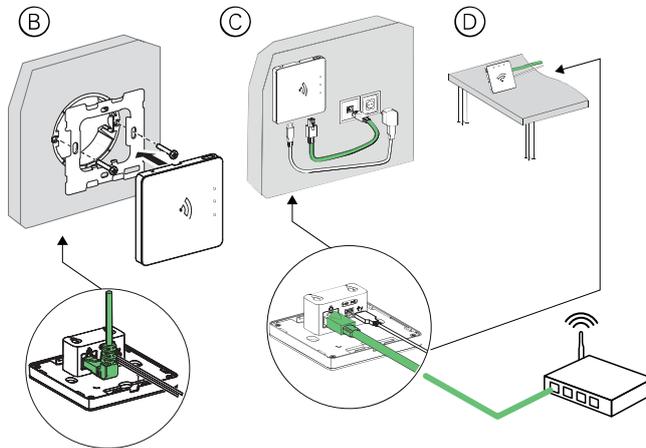


1. Locate the Ethernet port (A) on the gateway.



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

- Wall box installation (B)
- Wall mount using two screws (C)
- Table mount using optional Docking Kit (D)



**Post-requisite:** You must add the gateway 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 7) and register a user account. You can then add the gateway and optionally connect the gateway to the network router by Wi-Fi.

## Wi-Fi mode connection- Gateway

Wi-Fi mode is used to connect the gateway via wireless method. There might be a situation when Ethernet connection is not available for installing the gateway. For

example, the router location or installing in a new home with router not available yet, therefore, the installer can choose Wi-Fi mode.

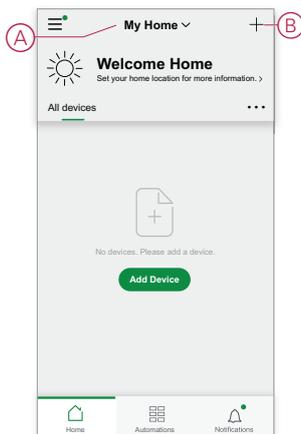


**Pre-requisite:**

- The Wi-Fi is supported in the gateway . The date code must be 2037 and above when it is moved from out of the box. To update the latest firmware, connect the gateway to the Ethernet (see Ethernet mode connection-Gateway, page 27).
- To install the gateway 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, gateway and mobile phone/tablet must be as close as possible.
- The following norms are satisfied based on the date code of the gateway

Working mode	Date code/version number	SSID	Password	Wi-Fi connection time	Extension time
<b>User mode</b>	2037 or later / 1.40.0 or later	WiserGW_XXXXXX	wisersmarthome	3 minutes	Not applicable
	-/1.49.0 or later	WiserGW_XXXXXX	empty	10 minutes	Not applicable
<b>Installation mode</b>	-/1.49.0 or later	WiserGW_XXXXXX	empty	1 hour	3 times

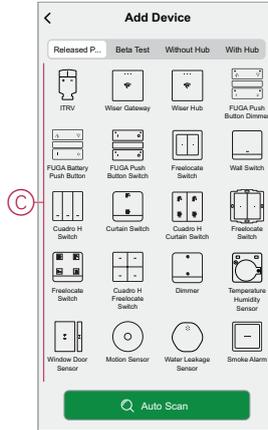
1. Login in to the App.
2. Select the home where the gateway is located (A) then tap + icon (B) or **Add Device**.



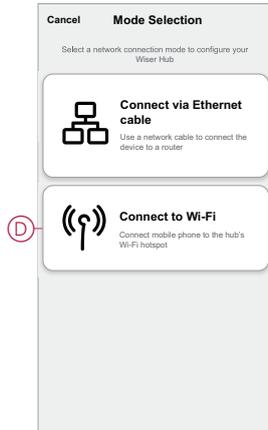
3. On the **Add device** page, tap **Add manually** (C). Then select gateway under the listed devices.

**NOTE:**

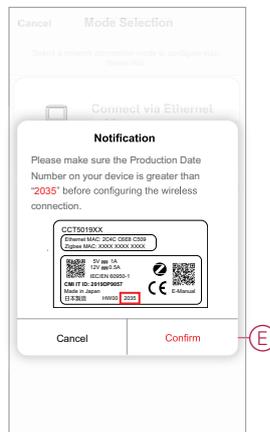
- Do not tap **Auto Scan** as the gateway is not visible in Wi-Fi mode under **Auto Scan**
- The list of the devices vary based on country.
- The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



4. Upon selecting gateway, you will receive options to select the modes of installing the gateway. Select **Wi-Fi Mode** for installing (D).



5. Tap **Confirm** when you receive the **Notification** (E).

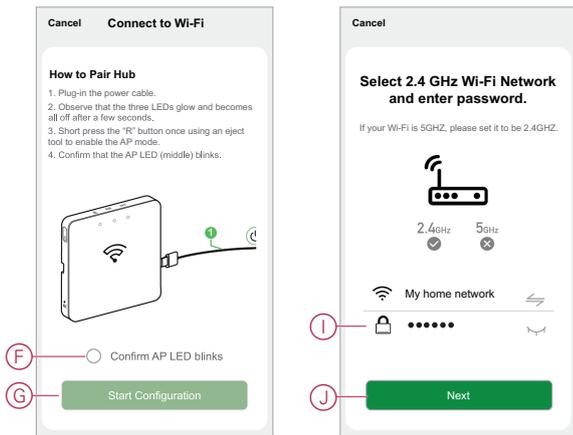


6. Click **Next (F)** when you reach the **How to prepare** page.



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 gateway 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.



- Once the Wi-Fi connection is successful with the gateway(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**.



- 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 13 after installing is complete.

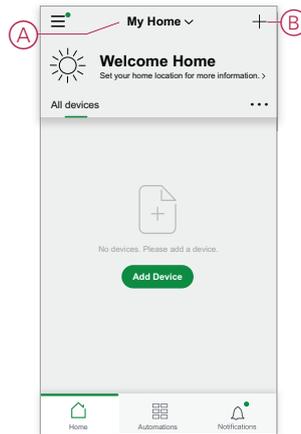
**NOTE:** If installing has been done in a new home where there was no Wi-Fi available (See Unavailability of Wi-Fi in Wi-Fi network requirements, page 19). Ensure to follow steps for transferring Home ownership (See Transferring home ownership, page 17) after installing is complete.

## Adding the gateway to home

Use the app to add the gateway to a home. Before you start, make sure that the gateway 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) .

- Login to the app.
- Select the home to which the gateway will be added (A).

- In the home page, tap the **+** icon (B).



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

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

## Resetting the gateway

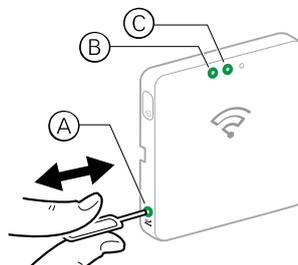
Delete existing settings from a gateway for installation or to remove a gateway from the system. It may also be necessary to restore the gateway .

The reset/eject tool gateway 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).

- (See A) Locate the **Reset** button on the side of the gateway.



- 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.
- Release the **Reset** button.

The gateway 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.

# Setting-up devices

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

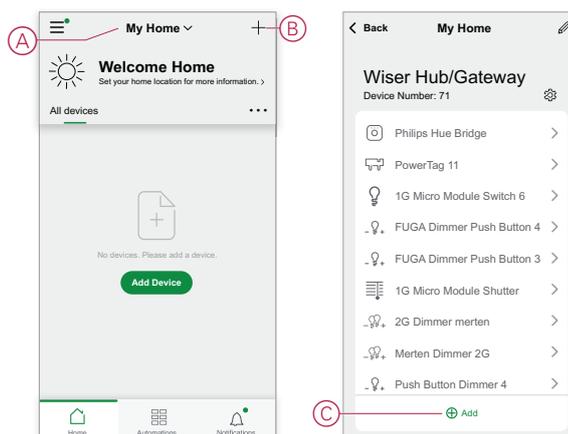
## Adding a device

Add a device to a home by using the app.

### NOTE:

- A gateway must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. (See [Support for battery-powered devices](#), page 11.)
- Devices that connect to the network router such as, IP camera, do not require the gateway 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 Wiser Gateway page (C), tap **Add**.



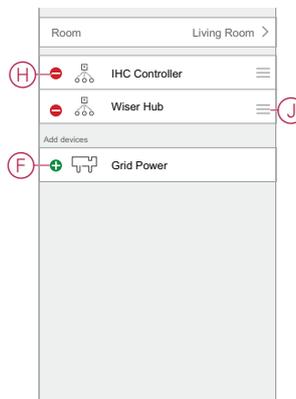
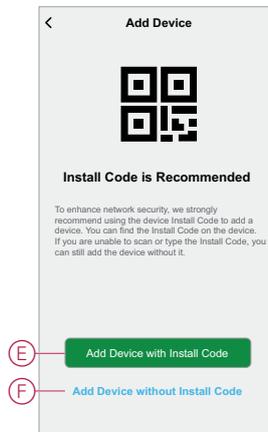
4. On the **Add Device** page (D), tap the device you want to add and follow the instructions in the app.

**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.

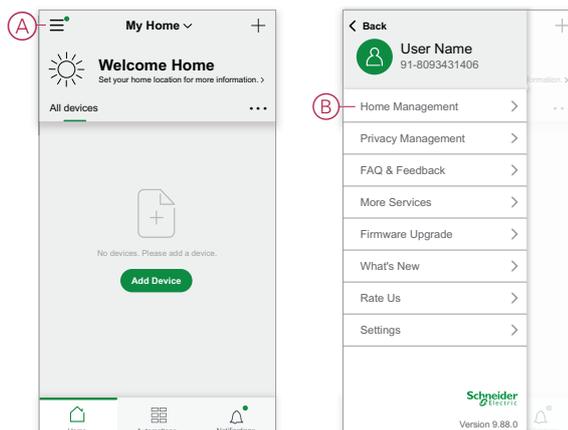


Tap the device to access device controls, functions and settings.

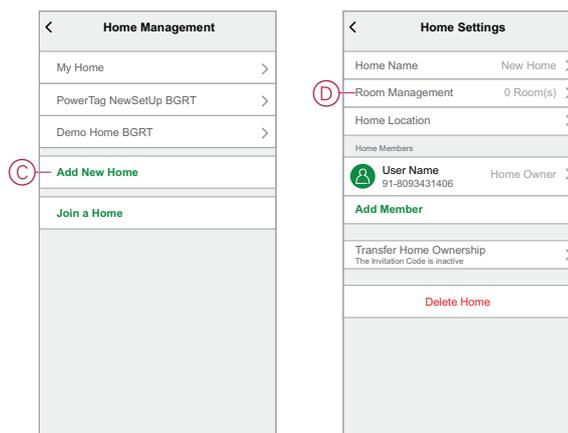
## Assigning a device to a room

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

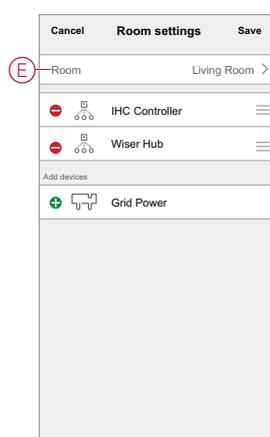
1. On the **Home** page, tap the **Menu icon** (A), then tap **Home Management** (B).



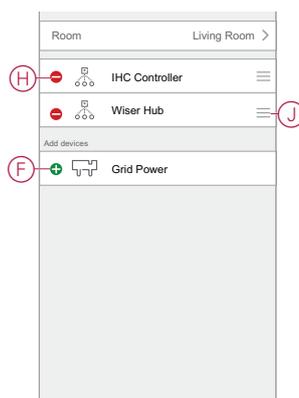
2. Tap the home where the room is located (C) and then tap **Room Management (D)**.



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.

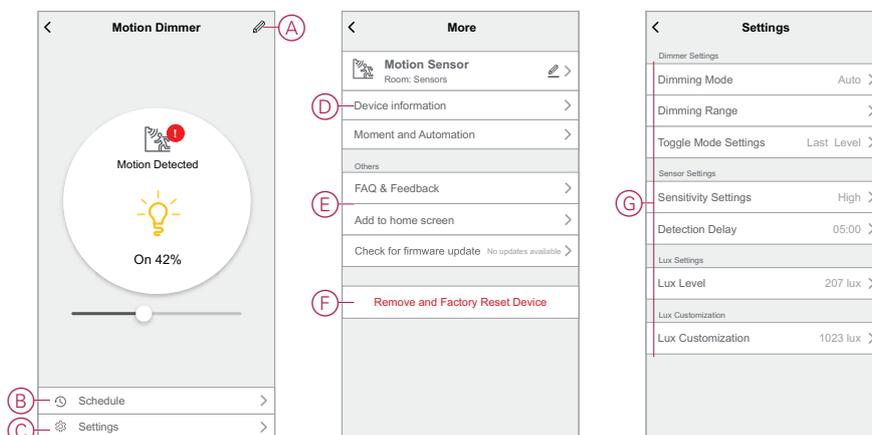
# Configuring a device

## 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)

## Resetting devices

Delete settings from a device, or remove a device from the system. Refer to the specific devices' Instruction Manuals for more information.

# 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 use it again and again with just a tap on your smartphone's/tablet's screen.

## Automation

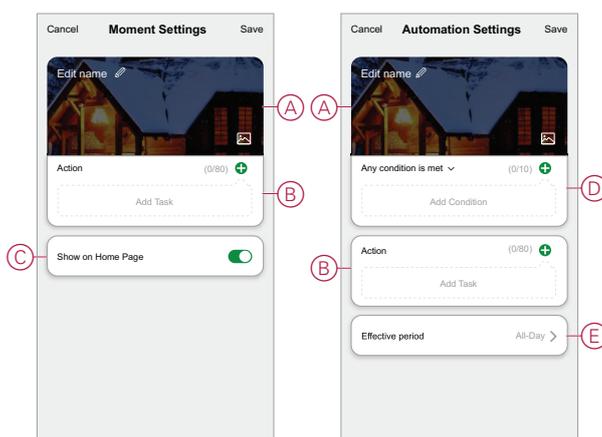
The members of your family always come home at about the same time. Using an Automation, your system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival. Automation launches automatically according to your schedule.

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



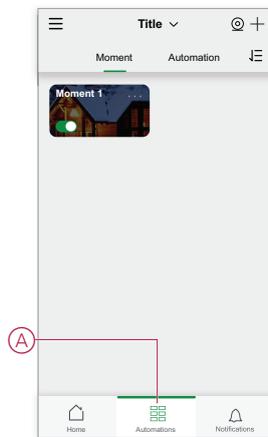
Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more tasks.)	Execute an automation.	No	Yes
	Enable or disable a moment or automation (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

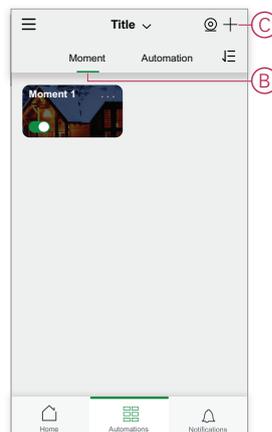
## Creating a Moment

This topic explains how to create a moment.

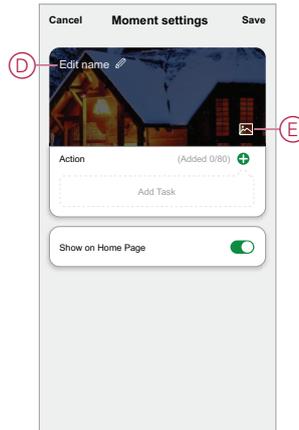
1. In the **Home** page, tap the ☰ (A) icon.



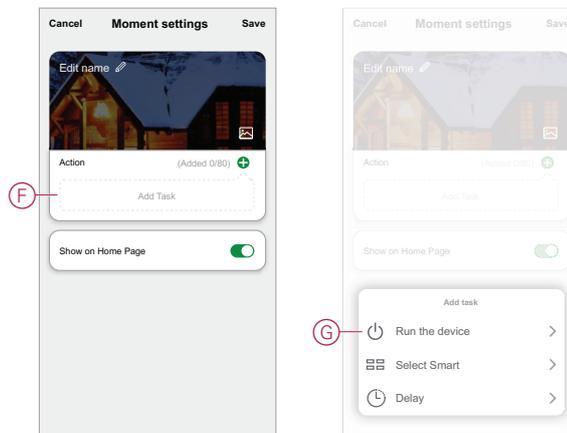
2. In the **Moment** page, tap the **Moment** tab (B) and then tap the + icon (C).



- 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

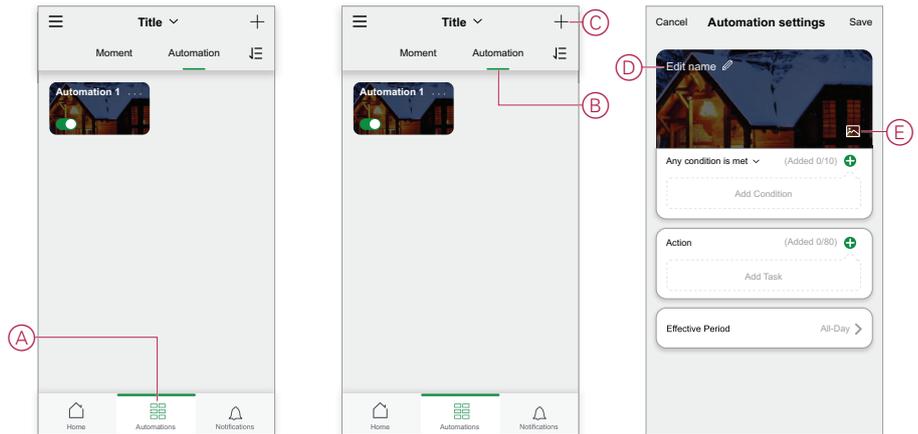
This example demonstrates how to create an Automation that turns on the Living Room lights, opens blinds and sets a dimmer level, all when the front door is opened.

### 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).

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



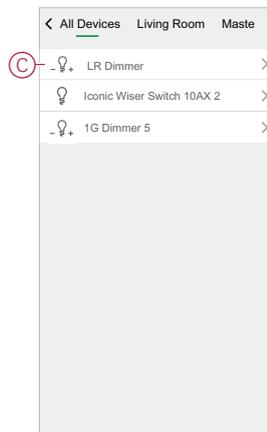
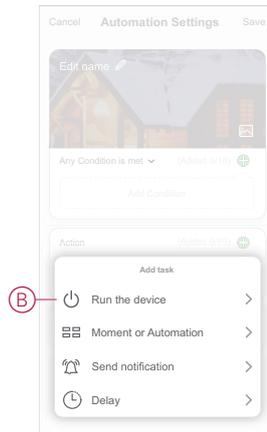
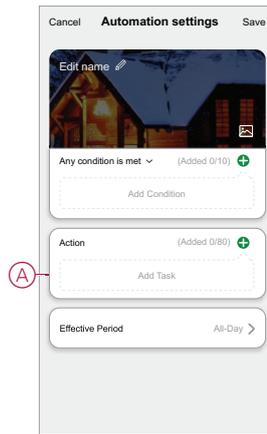
## Configure an Action to operate the devices

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

**NOTE:** This example shows the setting of the dimmer.

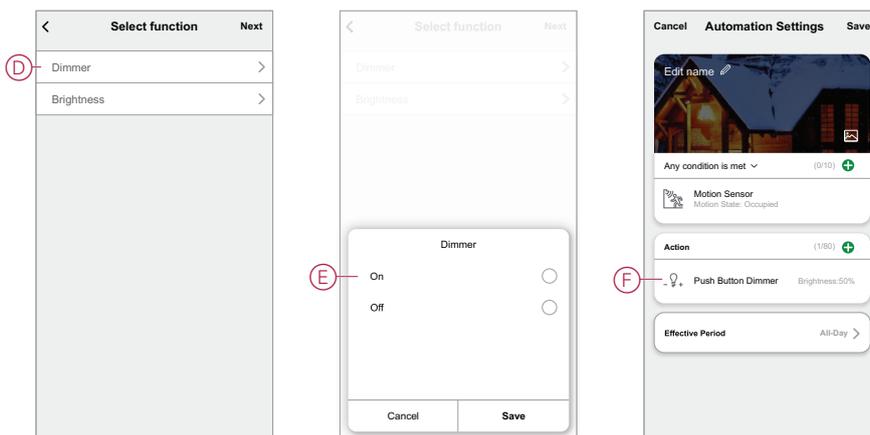
1. (See A) Tap **Add Task**.
2. (See B) Tap **Run the device**. There are four types of tasks and these can be added in action list in Automation.

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



4. (See D, E) Select the Switch (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.

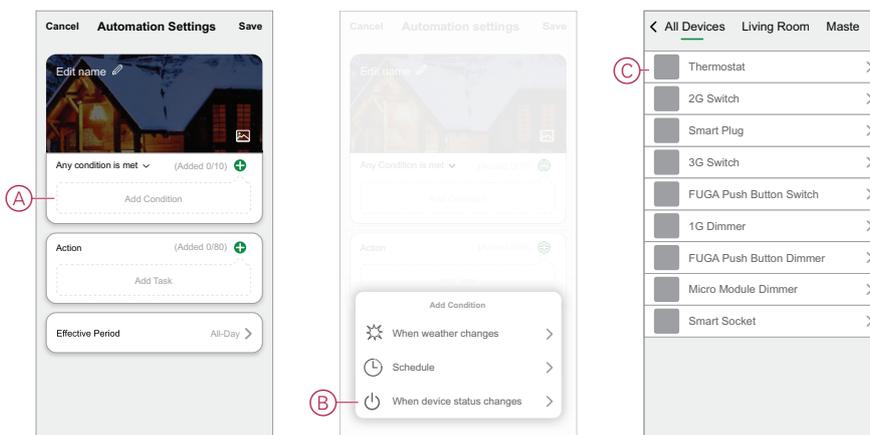
**TIP:** If you want to delete a created action, swipe the action to left and tap the **Delete** option. To re-order the existing actions, tap and hold an action and drag it to the desired position in the list.

## Add Conditions to trigger the Automation

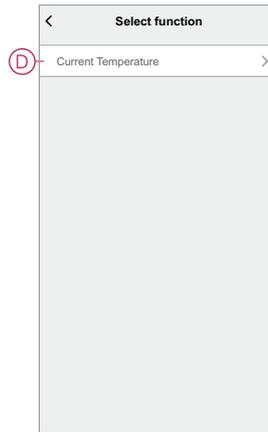
At least one Condition is required to trigger an Automation.

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

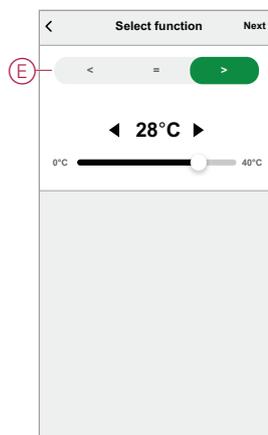
1. (See A) Tap **Add Condition**.
2. (See B) Tap **When device status changes**.
3. (See C) Select the Thermostat.



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

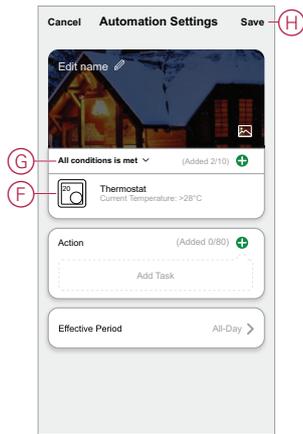


5. (See E) Set the temperature condition.



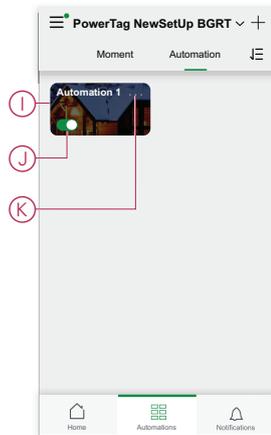
6. (See F) The thermostat is displayed in the **Condition** section of the Automation page.
7. (See G) For Automations with more than one condition, set whether the Automation should be triggered when any condition is met, or only when all conditions are met.  
You have a choice to trigger the automation 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.



# Device LED behavior

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

## Gateway

Status	LED Indication	LED Indication Duration
Switching On/Restarting	All 3 LEDs display solid white 	40 s
Connected to router (Wi-Fi)	WLAN LED displays solid white 	While connected to router
Connected to router (Ethernet)	Ethernet LED displays solid white 	While connected to router
Zigbee network initialized	Zigbee network LED displays solid white 	While Zigbee network is available
Zigbee network open for pairing (Wi-Fi)	WLAN LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open
Zigbee network open for pairing (Ethernet)	Ethernet LED displays solid white, Zigbee network LED blinks white 	While Zigbee network is open

## Resetting Gateway

Reset Level	User Action	LED Indication	LED Indication Duration
Level 1 reset in progress. (Restores Ethernet/WLAN settings only)	Press and hold the Reset button for 5 to 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink once.
Level 2 reset in progress. (Upon successful reset, all configuration data, user data, and network data is deleted).	Press and hold the Reset button for more than 15 seconds	Ethernet/WLAN LEDs blink white. 	LEDs blink 3 times.

## Pairing

Device	User Action	LED Indication	Status
Sensors, Micro modules, Dimmers, Switches, Motion sensor switch, Motion sensor dimmer, SmartPlug, Blinds control, Wireless switch	Press the push button 3 times	LED blinks orange, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off. 
IP camera Indoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	LED glows green, when the pairing mode is complete. 

## Wiser IR Convertor

Device	Status	LED Indication	Duration
Wiser IR Convertor	Connection in progress	Flash orange 	Until connection completed
	Connection completed/ connected to network	Solid green 	5 s
	Reset in progress	Flash red 	Until Reset/Prog button released
	Reset completed	Solid orange 	5 s

## Power indication

Device	User Action	LED Indication	Status
SmartPlug	No action	LED displays solid red. 	SmartPlug power is On.

## Resetting smart devices

Device	User Action	LED Indication	Status
Sensors, Micro modules, Dimmers, Switches, Motion sensor switch, Motion sensor dimmer, SmartPlug, Blinds control	Press the push button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinking green, before turning Off. 

## Connected sockets

Status	LED Indication	Description
Setting 1 (Default state)	The Red LED glows. 	<ul style="list-style-type: none"> <li>The Red LED glows when the output is switched ON</li> <li>The LEDs are OFF, when the output is OFF.</li> </ul>
	All the LEDs are OFF. 	
Setting 2	The Red LED glows 	<ul style="list-style-type: none"> <li>Red LED is ON when output is ON.</li> <li>Green LED is ON when output is OFF.</li> </ul>
	The Green LED glows 	

Status	LED Indication	Description
Setting 3	All LEDs are OFF 	<ul style="list-style-type: none"> <li>All LEDs are OFF, when the output is OFF.</li> <li>Green LED is ON when output is OFF.</li> </ul>
	Green LED is glows 	
Setting 4	All LEDs are OFF 	There will be no LED indication in any case of the output state.
<b>NOTE:</b> Above settings are done in the app.		

## Pairing

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

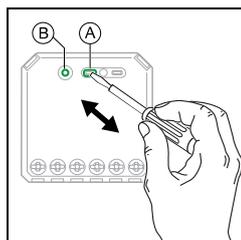
## Operating

Operating Mode		Standby LED	Alarming Sound	Duration
Normal mode / Standby mode		Blinks every 48 s	OFF	—
Alarm Mode	Local Alarm *	Blinks every 1 s	3 beeps every 4 s	—
	Interconnected alarm	OFF	3 beeps every 4 s	—
Test mode		1 blink every 1 s	3 beeps every 4 s	Until Test/Hush button is released
RF interconnection test		OFF	Continuous 3 beeps every 4 s	25 s
Hush mode		Blinks every 8 s	OFF	10 min
Low battery mode		Blinks every 48 s	1 beep every 48 s	End of life: replace smoke alarm
Fault mode		2 blinks every 48 s	2 beeps every 48 s	Until fault has been cleared
Snooze Mode	Low battery	Blinks every 24 s	OFF	10 hrs
	Fault	2 blinks every 24 s	OFF	10 hrs
	Alarm memory	Blinks every 48 s	OFF	10 hrs
<b>NOTE:</b> For all the operating modes, LED blinks Red.				
* Local smoke alarm all Red LEDs blink and for Local temperature alarm only Standby Red LED blinks.				

## Device button/key and LED locations

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

## Wiser Micro Module Light Switch/Shades Control



### **⚡ ⚠ WARNING**

#### **DANGER DUE TO ELECTRIC SHOCK**

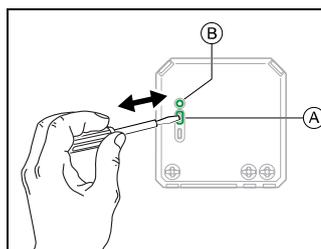
- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

**Failure to follow these instructions can result in death, serious injury, or equipment damage.**

(See A) **Setup/Reset** button. Press 3 times on the rocker to activate.

(See B) Status LED

## Wiser Micro Module Dimmer



### **⚡ ⚠ WARNING**

#### **DANGER DUE TO ELECTRIC SHOCK**

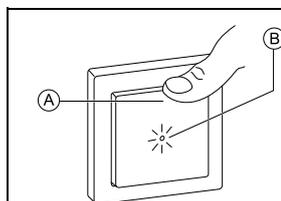
- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

**Failure to follow these instructions can result in death, serious injury, or equipment damage.**

(See A) **Setup/Reset** button. Press 3 times on the rocker to activate.

(See B) Status LED

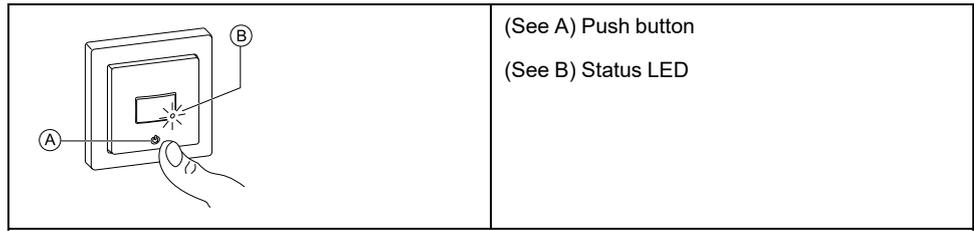
## Wiser Relay Switch 10 A/Universal Push-Button Dimmer LED/ Blind Control Switch/Connected Multiwire Universal Push-button Dimmer LED



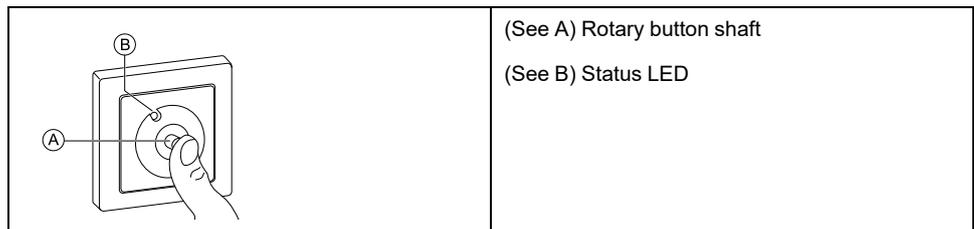
(See A) Push button

(See B) Status LED

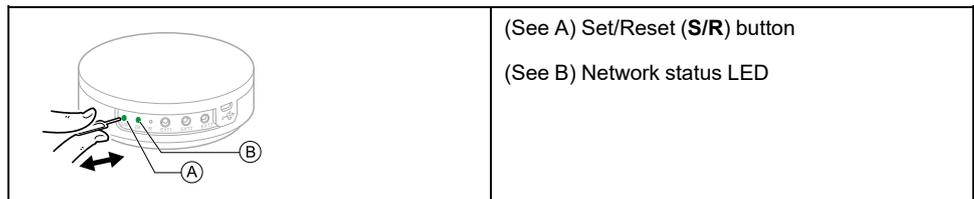
## Wiser Motion Sensor with Switch 10 A/with Universal Push-button Dimmer LED



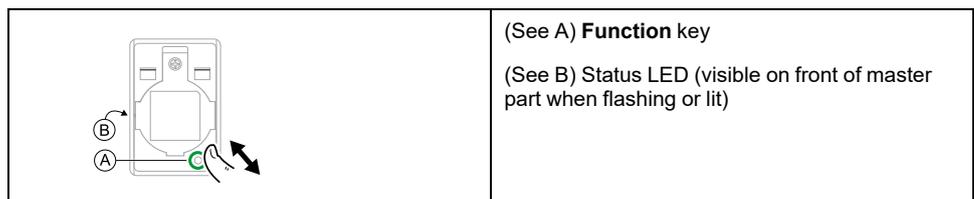
## Wiser Universal Rotary Dimmer LED/Connected Multiwire Universal Rotary Dimmer LED



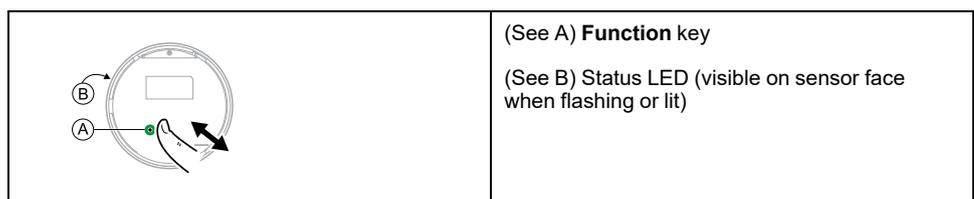
## Wiser IR Convertor



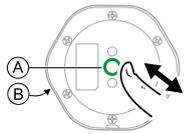
## Wiser Window/Door Sensor



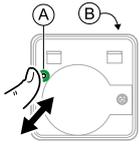
## Wiser Motion Sensor



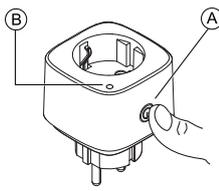
## Wiser Water Leakage Sensor

	<p>(See A) <b>Function</b> key</p> <p>(See B) Status LED (visible on top of sensor when flashing or lit)</p>
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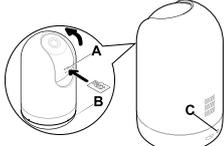
## Wiser Temperature/Humidity Sensor

	<p>(See A) <b>Function</b> key</p> <p>(See B) Status LED (visible on sensor face when flashing or lit)</p>
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## Wiser SmartPlug 16 A

	<p>(See A) Operation button</p> <p>(See B) Status LED</p>
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## Wiser IP Camera Indoor

	<p>(See A) Micro SD Card slot</p> <p>(See B) Status LED</p> <p>(See C) Reset Button</p>
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# Troubleshooting

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

## For your safety

**⚡⚠ DANGER**

**HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH**

Safe electrical installation must be carried out only by qualified electrical personnel. Qualified electrical personnel must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices
- Laying electrical cables
- Safety standards, local wiring rules, and regulations

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

## 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 system.	Only use devices listed in Supported Wiser devices, page 22.
Can't add a user from another country to a Home or share a device with that user.	If the user is from another country, the account details may be stored in a different region. See, page 8 for more information.	Users can create another account using a country code in the same region as the Home they wish to join.  <b>NOTE:</b> 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 device is not able to connect with the Gateway. After pressing 3 times, the device LED blinks red/green for 30 s.   <b>NOTE:</b> This does not apply to sensors or the SmartPlug.	Pairing mode has changed.	Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode.  
The 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"> <li>• Port 443 8883 1443</li> <li>• Port 6667</li> <li>• Port 6668</li> <li>• Port 6669</li> <li>• Port 6608</li> <li>• Port 6681</li> <li>• Port 6682</li> </ul> <b>IMPORTANT:</b> For cyber-security, check that all unused ports are closed.

## Wi-Fi devices and Indoor Camera

Symptom	Solution
The system cannot find a Wi-Fi device when commissioning.	<p>Check if your phone is connected to VPN by checking in the phone settings. If this is the case, disconnect the VPN while commissioning the Wi-Fi device.</p> <p><b>NOTE:</b> Some VPN connections are automatically reconnected after a few minutes if disconnected (for security reasons), so you may need to disconnect it several times, for example if you commissioning multiple Wi-Fi devices.</p>

## Micromodule dimmer, Relay, Shutter

Symptom	Solution
The setup/reset button cannot be operated due to inconvenient working position.	Connect a mechanical push-button (spring-loaded switch) to the L (Live wire) and 1 (switch) terminal. Push-button press can then be used instead of the setup/reset button.

## Sensors

Symptom	Possible cause	Solution
The sensor has stopped reporting status, but is otherwise operating normally.	The device may be undergoing an over-the-air (OTA) firmware update.	<p>Wait for the firmware update to complete and then check that the device is reporting status.</p> <p><b>NOTE:</b> The firmware update runs in the background.</p>

## Devices with motion sensors

Symptom	Possible cause	Solution
<p>Load does not switch on automatically.</p> <p><b>NOTE:</b> This does not apply to the battery-powered Wiser Motion Sensor.</p>	Detection brightness for the sensor is low.	Increase the detection sensitivity in device settings.
Load does not switch off automatically when an Automation is triggered.	The Automation may include a delay Action that is set too long.	Reduce the Action delay time.

## Switches

Symptom	Solution
Connected load does not switch on.	<ul style="list-style-type: none"> <li>• Check the power supply.</li> <li>• Turn the device off and back on again.</li> <li>• Check the load.</li> <li>• In the case of an external push button, check the wiring.</li> <li>• Re-couple devices.</li> </ul>
Connected load is switched on permanently.	<p>Reduce the Detection Delay time in the app.</p> <p><b>NOTE:</b> This setting is only available in SmartMove Relay.</p>

## Dimmers

Symptom	Solution
Dimming up not possible.	<ul style="list-style-type: none"> <li>Reduce/increase load.</li> <li>Allow the dimmer module to cool in case of overheating.</li> </ul>
Switching on not possible.	<ul style="list-style-type: none"> <li>Allow the dimmer module to cool in case of overheating.</li> <li>Reduce load.</li> <li>Change load.</li> <li>Check externally-connected push buttons and joined/paired devices:                             <ul style="list-style-type: none"> <li>In the case of an externally-connected push button, check the wiring between the push button and the dimmer.</li> <li>In the case of joined/paired devices, remove the assignments between the devices and re-join.</li> </ul> </li> </ul>
Brightness level reaches below the default value.	<ul style="list-style-type: none"> <li>Reduce/increase load.</li> <li>Reduce maximum brightness.</li> </ul>
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	<ul style="list-style-type: none"> <li>Change load.</li> <li>Set RL LED mode.</li> <li>Reset to default settings if you are using a micro module dimmer.</li> </ul>
Only slight dimming capability	<ul style="list-style-type: none"> <li>Change dimming range.</li> <li>Set RL LED mode.</li> </ul>

## Blinds control

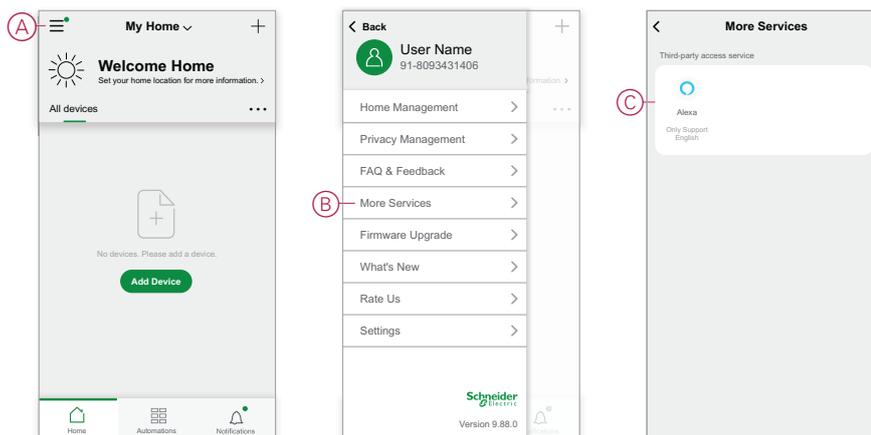
Symptom	Solution
Connected blinds cannot be controlled.	<ul style="list-style-type: none"> <li>Check the power supply.</li> <li>Remove power to the blinds control switch and then re-connect power again.</li> <li>Check the load.</li> <li>In the case of an external push button, check the wiring.</li> <li>Re-couple devices.</li> </ul>
Blinds is not driving to the desired position.	Re-calibrate the blinds. See

# Additional information

## Configuring voice control

Integrate third-party voice control such as Alexa, Google Assistant 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.

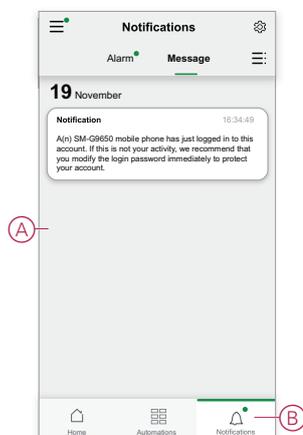


## Alarms and Notifications

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:

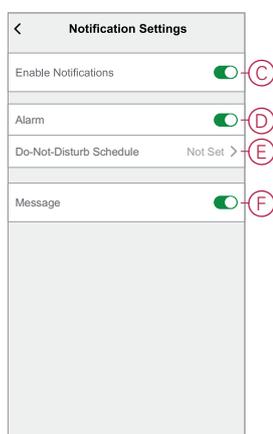
- next to the Notification icon, and

- 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).

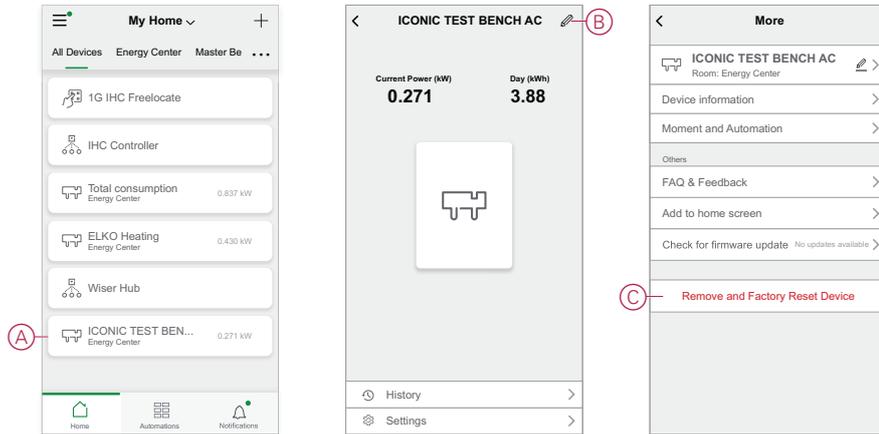


## Removing a device/Restoring factory defaults

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).

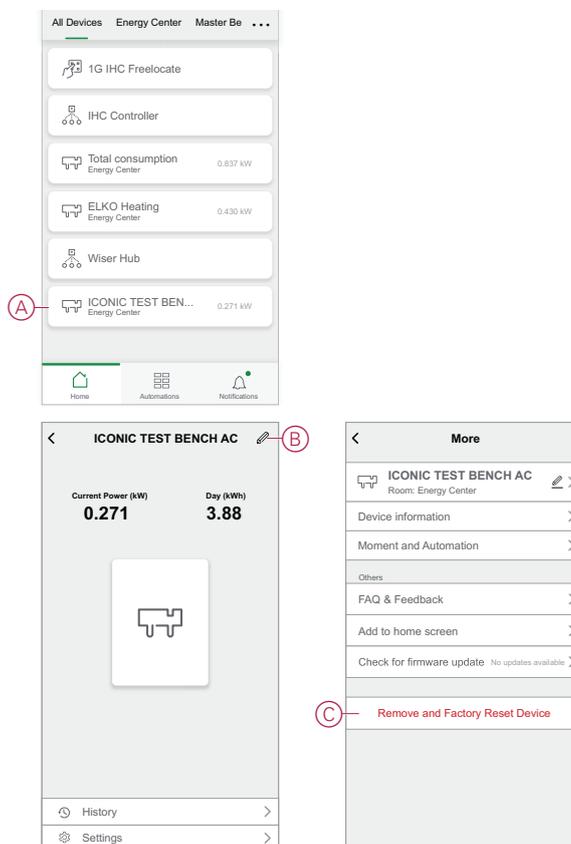


## Checking for device firmware upgrades

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

## Checking a specific device for firmware upgrade

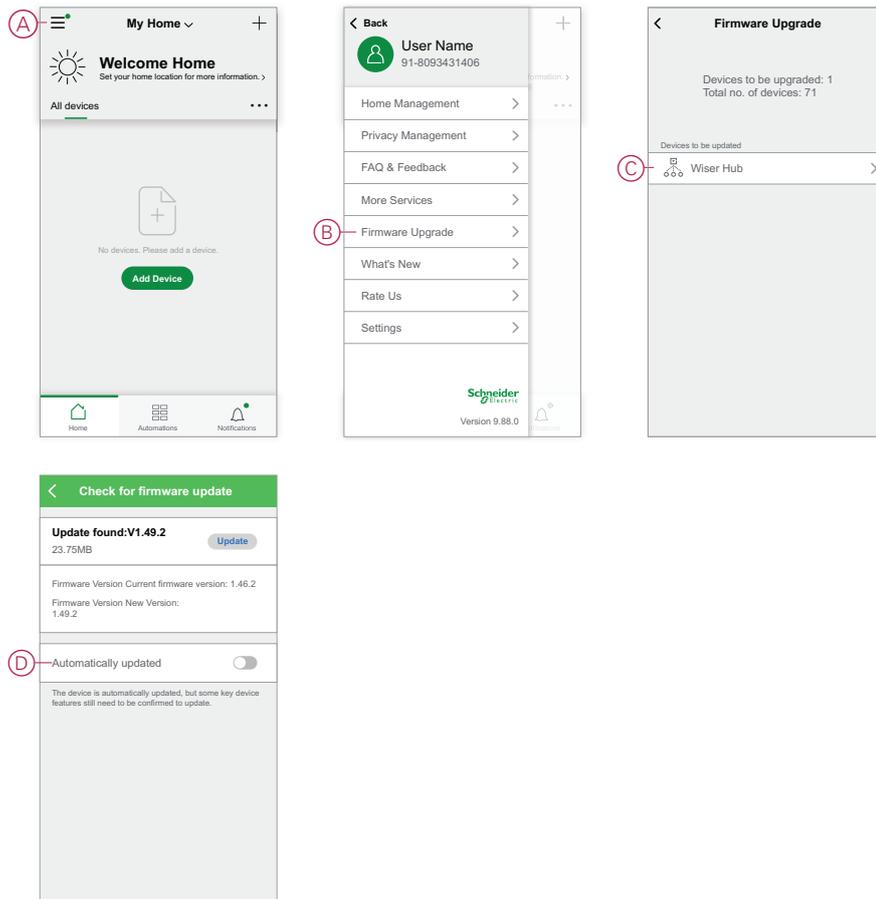
1. Tap the device in the Home page (A).
2. Tap the **Edit (pen)** icon (B).
3. In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app (C).



## 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.



## Using the FAQ & Feedback page

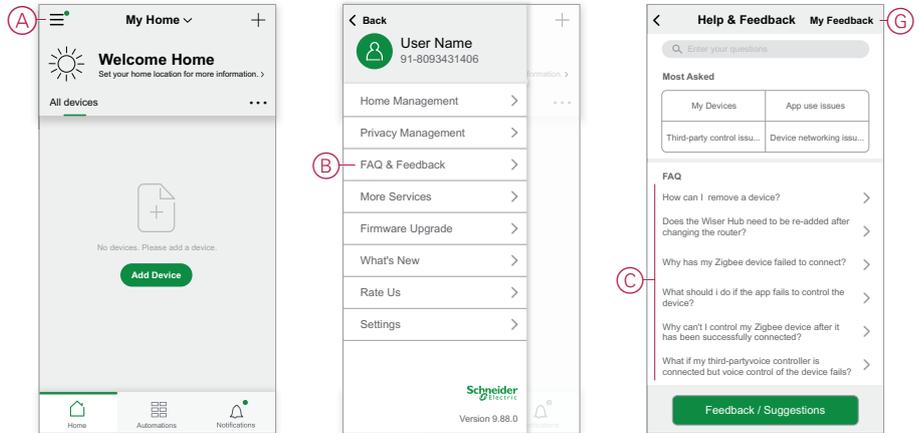
Find information about the app and working with devices.

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.





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# 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.

## M

**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 in the living room by tapping a button or using a voice controller such as .

## 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

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