System M and System D - Connected Thermostat 2 A, ZB

Wiser Home Device user guide

Information about features and functionality of the device.
05/2025

merten™

Schneider Electric

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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.

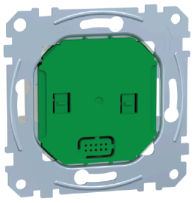
⚠CAUTION

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

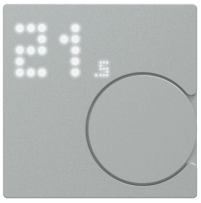
NOTICE

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

System M and System D - Connected Thermostat 2 A, ZB



MEG5777-0000
Connected Thermostat Insert



MEG5779-0xxx
System M
Connected Thermostat Module

MEG5779-60xx
System D
Connected Thermostat Module

For your safety

⚠⚠DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by skilled professionals. Skilled professionals must prove profound knowledge in the following areas:

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

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

⚠⚠DANGER

RISK OF FATAL INJURY FROM ELECTRIC SHOCK

The output may carry electric current even when the load is switched Off.

- Disconnect the fuse in the incoming circuit before working on the device.
- Make sure the mains input has a 2 A fuse.

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

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

About the device

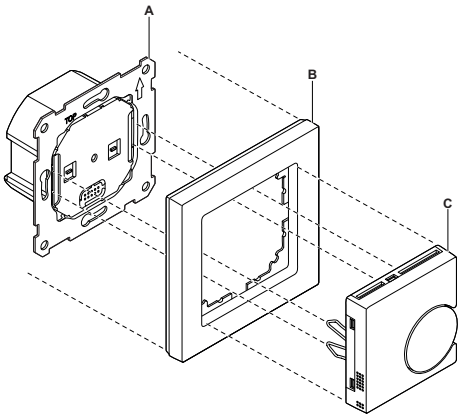
The SysM - Connected Thermostat, ZB (hereinafter referred to as **thermostat**) is mainly used for water-based heating and cooling applications, such as water-based underfloor heating and radiator heating.

The thermostat consists of:

A. Connected Thermostat Insert 2 A (MEG5777-0000)

B. Frame

C. Connected Thermostat Module, ZB (MEG5779-0xxx)



NOTE: The thermostat insert 2 A is not suitable for directly connecting an electrical heating.

The thermostat is composed of three components: inserts, frame, and ZB module, and each must be ordered separately.

Thermostat features:

- Measure & control the room temperature
- Dot-matrix displays (current room and set temperature)
- Device lock
- Valve Protection
- Heat/cool changeover
- Universal input setback/presence (external)
- Volt-free or live control, normally open or normally closed.
- Smart schedule through a Wiser app

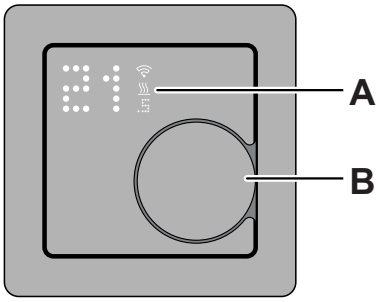
Operating elements

A. Dot-matrix display

- Wireless connectivity LED ( )
- Heat and cool demand LED ( )

TIP: All LED indications are explained in the LED behavior chapter, page 50.

B. Rotary push-button



Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

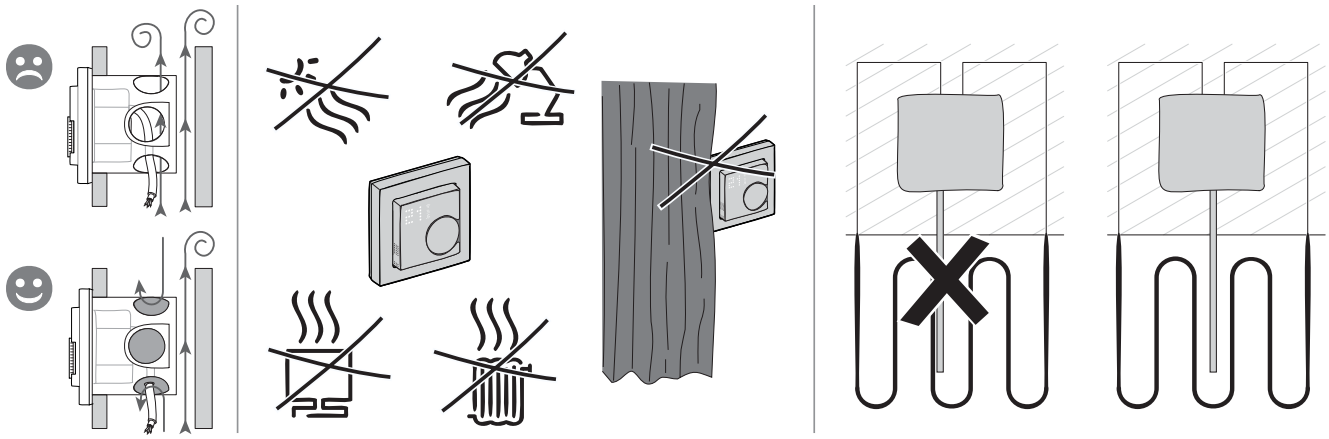
Installing the device

- Refer to the **Connected Thermostat Insert 2 A** installation instruction supplied with this product.
- Refer to the **Connected Thermostat Module, ZB** installation instruction supplied with this product.

Selecting the installation site:

In order for the thermostat to be operated, the internal temperature sensor must be protected as far as possible against external influences and temperature fluctuations. This helps to guarantee reliable detection of the room temperature. The following should therefore be taken into account when considering the installation site:

- Minimum installation height: 1.5 m above the floor.
- Do not install too close to windows, doors or ventilation openings.
- Do not install above heaters or other heat sources.
- Do not cover or install behind curtains.
- Avoid direct sunlight and light from lamps.
- Do not install in power strips above or next to components that produce heat, such as dimmers or electronic switches.
- Mounting on the cavity wall requires proper sealing of the conduit box or installation tube, to prevent airflow from affecting temperature sensor performance.



Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Device presetting

You can preset the thermostat on the first power-on or immediately after a factory reset. The thermostat will require the selection of a preset to pre-configure settings depending on what the thermostat is directly controlling, which allows the thermostat to function correctly for the intended use case. Preset selection is a manual process and all preset uses a PI control algorithm which provides highly stable results.

You can choose one of three preset configurations:

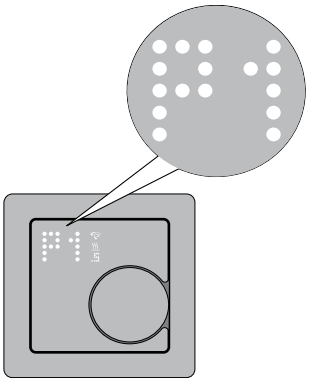
Preset	**Configuration**	**Cycle Time* (min)**	**Valve Protection** (by default)
P1	Heat Pump/Oil Boiler	20	Off
P2	Hydronic Radiator/ Gas Boiler	10	Off
P3	Hydronic Underfloor	10	On

You can also enable/disable valve protection in Wiser app. Refer valve protection settings, page 18.

***Cycle time:** This setting determines the length of each on/off cycle of the output relay. The percentage of time within that cycle time that the relay is on is varied based on demand. A longer cycle time may be more appropriate for slow heating surfaces, such as a concrete floor. A short cycle time is more appropriate for faster heating surfaces, such as an electric panel heater.

Initial preset configuration (by default)

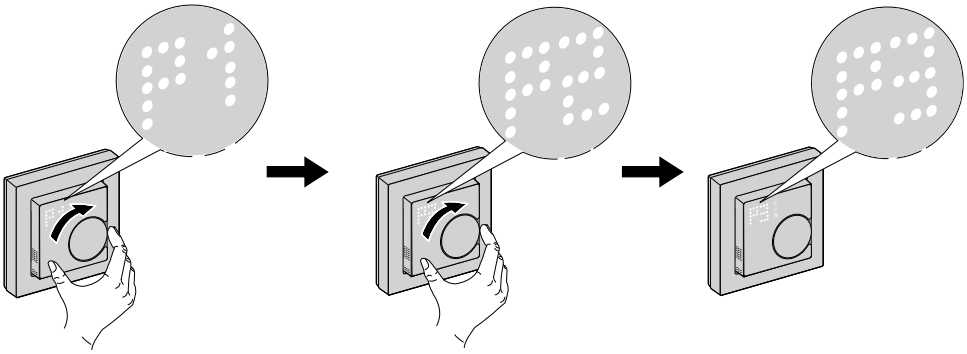
When the thermostat is first powered on or immediately after a factory reset, by default “**P1**” flashes on the matrix LED’s to indicate Preset (**P1**) is selected to provide initial configuration.



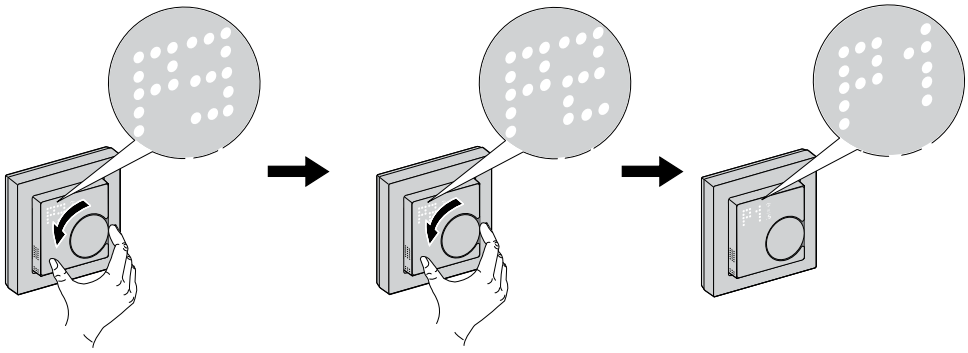
Modifying the preset value

When the rotary push-button is turned **clockwise**, it increases the preset value by 1 and rotating rotary push-button **anti-clockwise**, it decreases the preset value by 1.

For example, when the rotary push-button is turned clockwise, preset P1 becomes P2; continue rotating the rotary push-button clockwise, and the preset changes to P3.

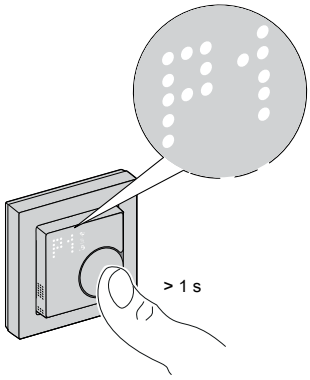


Similarly, when the rotary push-button is turned anti-clockwise, preset P3 changes to P2; if the rotary push-button is continue rotating anti-clockwise, preset P2 changes to P1.



Confirming the preset
Select the preset that meets your needs by turning the rotary push-button, and then hold the rotary push-button for > 1 s to confirm the selection.

For **example**, P1 is confirmed.



- Cycle Time : 20 mins
- Valve Protection : Off

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

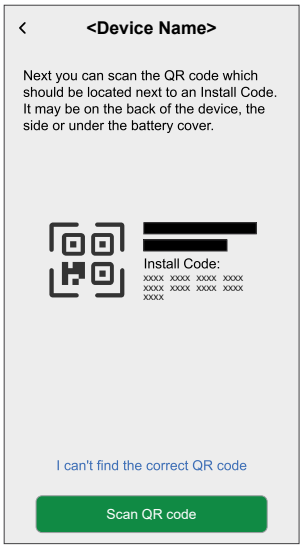
Pairing the device with the Wiser hub

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

1. On the **Home** screen, tap .
2. Tap **Devices >** **>Climate >** .

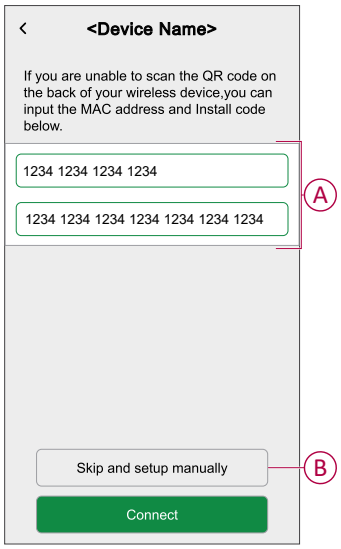
   TIP: You can also navigate by tapping **Control** tab > > **Climate** > .
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

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

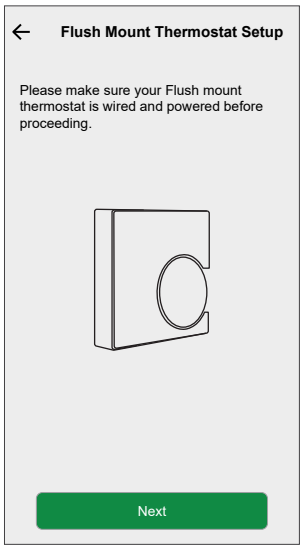


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

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

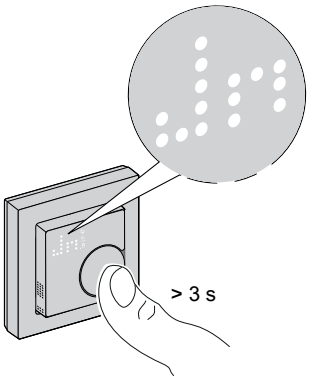


4. Once the device is validated, tap **Next**.

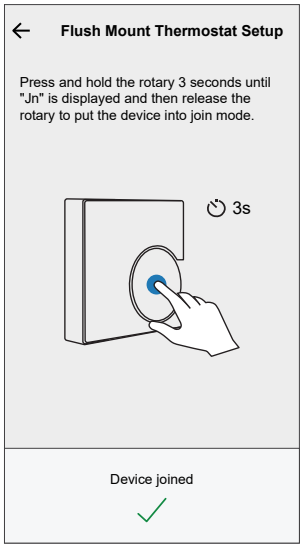


5. Press and hold the thermostat rotary push-button (> 3 s) until **Jn** appears on the device.

   The wireless LED blinks amber while joining.



   Wait for a few seconds until the wireless LED on the thermostat turns green and the app confirms that the relay is joined.



   NOTE: The wireless LED on the thermostat turns red if it is unable to connect. For more information, refer to Troubleshooting, page 53.

6. Assign a room to the thermostat and tap **Submit**.

   NOTE: If the thermostat's preset is set to P3 (Hydronic Underfloor) and it is connected to a Wiser Underfloor Heating (UFH) actuator, then assign a room and tap **Next** to configure UFH. Refer configuring UFH actuator, page 13 to completed the setup.

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

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)
- Configuring UFH actuator

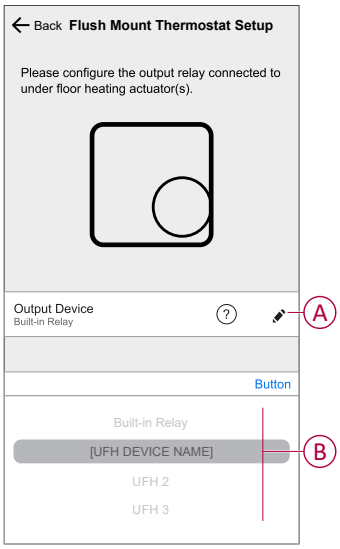
Configuring UFH actuator

When thermostat's preset is set to P3 (Hydronic Underfloor) and it is connected with Wiser under floor heating (UFH) actuator, pairing process continues to configure UFH system. Thermostat will use UFH to control room temperature.

NOTE: Refer, pairing the device, page 11.

1. Assign a room to the thermostat once it has been paired and then tap **Next** to configure UFH.
2. Tap **Output Device** (A) for slide up menu and select the UFH (B) from the list which is connected to the thermostat.

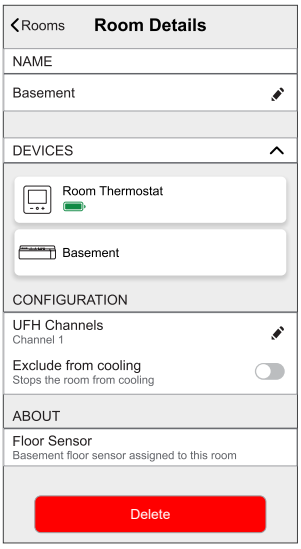
   NOTE: Built-in relay is selected by default as the output device, there are no other settings for it.



3. Tap on **Channels** (C) and select the channel which controls the room where thermostat is located.
4. Tap **Submit**

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

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



Related Topics

- Pairing the device with the Wiser hub (Parent Topic)

Configuring the device

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)
- Changing the device location
- Locking user interface
- Setting the display brightness
- Advanced device settings
- Room setting
- Identifying the device

Changing the device location

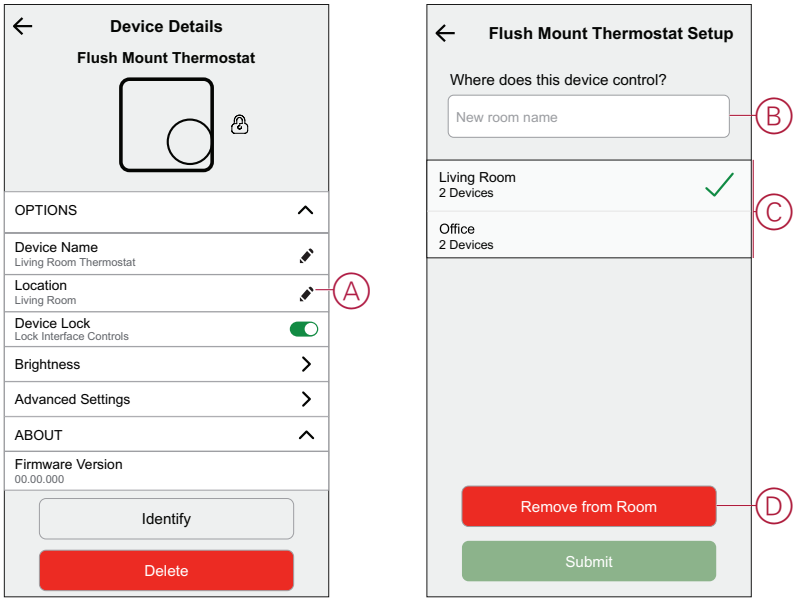
Using the Wiser Home app, you can change the thermostat location.
To change the thermostat location:

1. On the Home page, tap .
2. Tap **Devices >** **> Location** (A) for any of the following:

   TIP: You can also select a device from the list in the **Control** tab, tap > **Device Settings**.

   - To create a new room, enter the room name (B) and tap **Submit**.
   - Change the device location (C).

   NOTE: To remove the device from the room, tap **Remove from Room** (D).



Related Topics

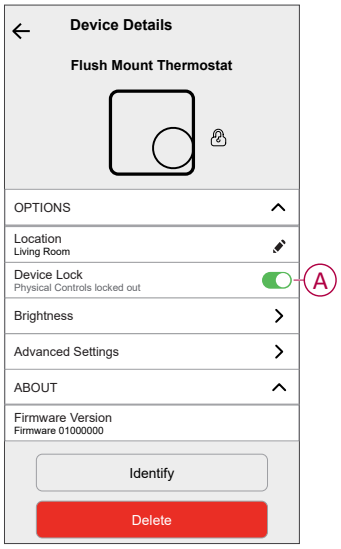
- Configuring the device (Parent Topic)

Locking user interface

Using the Wiser Home app, you can lock the thermostat controls (nothing will happen when the thermostat rotary push-button is turned clockwise or anti-clockwise). This will prevent children from changing the temperatures in your room by playing with it.

1. On the **Home** screen, tap .
2. Tap **Devices >** **> Device Lock** (A) to lock or unlock the thermostat control.

   TIP: When the thermostat lock is active, a will appear next to the thermostat.



Related Topics

- Configuring the device (Parent Topic)

Setting the display brightness

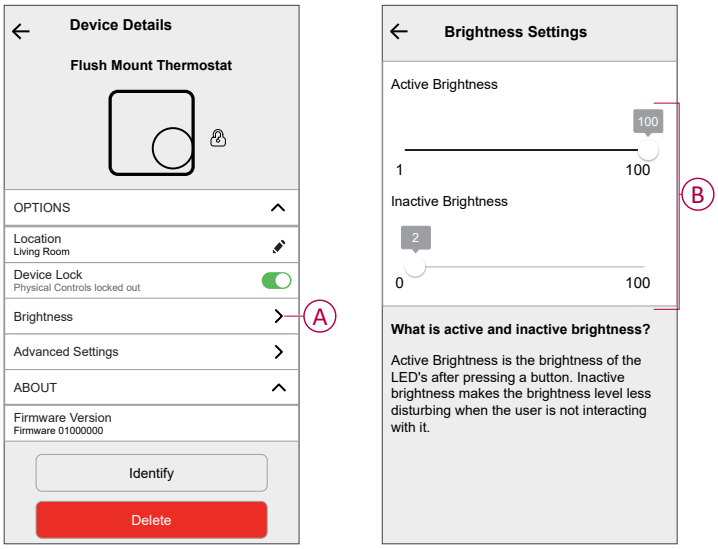
Using the Wiser Home app, you can set the thermostat display brightness such as active (brightness during interaction) and inactive (brightness after 60 seconds of inactivity).
To set the thermostat display brightness:

1. On the **Home** screen, tap .
2. Tap **Devices >** **> Brightness** (A) to set the active and inactive brightness using the sliding bar (B).

   NOTE:

   - Default active screen brightness is 100%. Range from 1%~100%, and the setting accuracy is 1%.
   - Default inactive screen brightness is 0% range is 0%~100%, the setting accuracy is 1%, and it must be <= active brightness.

   For example:
   Allowed: Both active and inactive brightness can be set to 50%.
   Not allowed: Inactive brightness set to 60 % and active brightness set to 50 %.



Related Topics

- Configuring the device (Parent Topic)

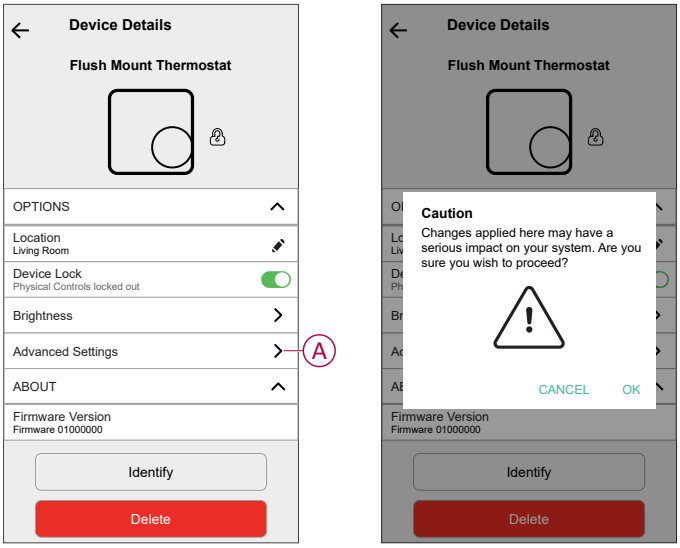
Advanced device settings

The Wiser Home app offers advanced settings for the thermostat. These settings include toggle switches that let you enable or disable valve protection, enable cooling input and output relay, and set cycle time and universal input.

NOTE: Making changes to advanced settings can severely impact your system, so be sure to understand its impact before applying any changes to the advanced settings.

To do advanced settings:

1. On the **Home** screen, tap .
2. Tap **Devices >** **> Advanced Settings** (A).
3. Read the caution and tap **OK**.

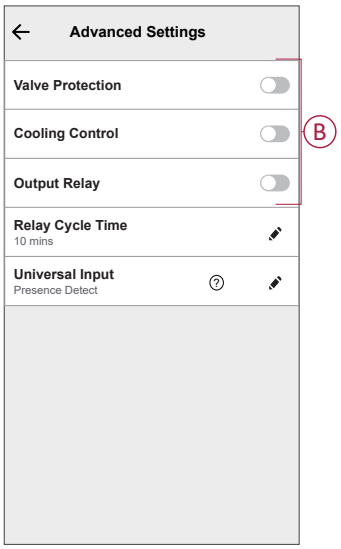


Toggle switch

In advanced settings, you can enable or disable any features using the toggle switch.

Tap the toggle switch (B) to enable or disable any of the features:

- **Valve Protection**
  Activate output every two weeks to prevent valve calcification.
- **Cooling Control:** (setting only available when thermostat's preset is set to P3 - Hydronic Underfloor)
  Enable input for cooling switchover detection.
- **Output Relay:**
  This option is to turn off the relay, if used as a temperature measurement device.



Relay Cycle Time

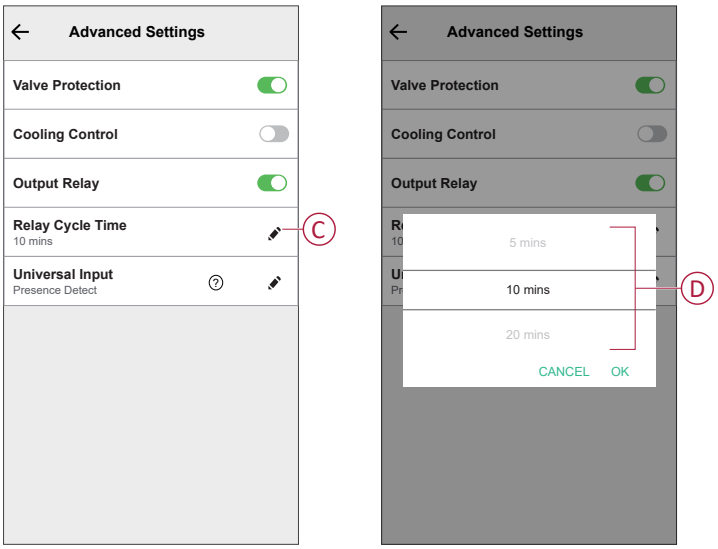
In advanced settings, you can choose relay cycle time. This setting determines the length of each on/off cycle of the output relay. The percentage of time within that cycle time that the relay is on is varied based on demand. A longer cycle time may be more appropriate for slow heating surfaces, such as a concrete floor. A short cycle time is more appropriate for faster heating surfaces, such as an electric panel heater.

For example, 20 mins = three cycle per hour.

NOTE: A relay cycle time can be viewed only when the output relay is on.

Tap **Relay Cycle Time** (C) and choose any (D):

- 5 mins
- 10 mins
- 20 mins
- 30 mins

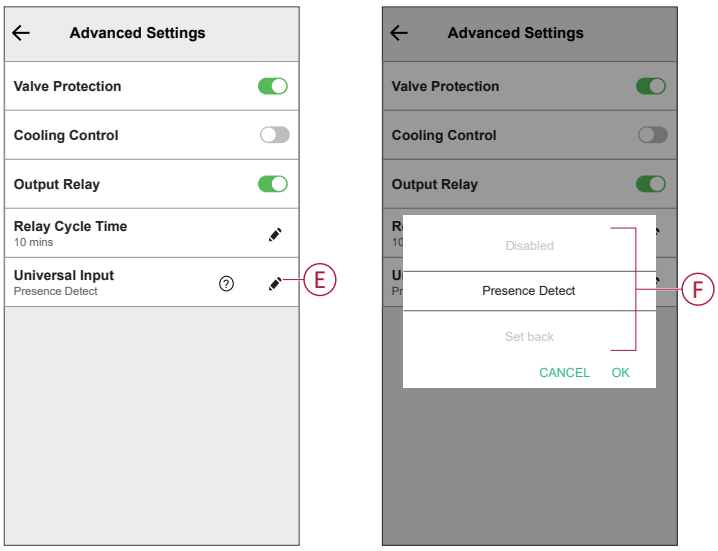


Universal Input

Universal Input can provide a setback of 2° C when input is controlled by a setback timer or a room proximity sensor. In advanced settings, you can choose Universal Input.

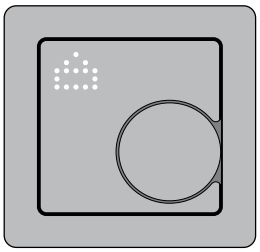
Tap **Universal Input** (E) and choose any (F):

- **Disabled** – Any change of state on the input is ignored on room occupancies.
- **Presence Detect** – Input presence indicates that the room is occupied.
- **Setback** – Indicates thermostat should follow unoccupied setpoint.



When the universal input is configured for presence detection and detects room occupancy, the thermostat adheres to the user-set setpoint. Upon detecting the room as unoccupied, the thermostat maintains the same setpoint for the next occupancy time which is set in room settings. If there is no change in occupancy status during this period, the thermostat reverts to the unoccupied setpoint. Refer room settings, page 22 for more information on occupancy duration.

When presence detect or setback has been activated, thermostat dot matrix display shows away mode as below indicating input detection.



Example for heating mode: If the user sets the thermostat's setpoint to 23° C Celsius and the inputs detect room occupancy, the thermostat will adhere to the 23° C setpoint. However, if the room becomes unoccupied, the thermostat will maintain the 23° C setting for the next 10 mins before transitioning to the unoccupied setpoint of 21° C, which is 2° C lower than the user's initial setting.

Example for cooling mode: If the user sets the thermostat's setpoint to 18° C Celsius and the inputs detect room occupancy, the thermostat will adhere to the 18° C setpoint. However, if the room becomes unoccupied, the thermostat will maintain the 18° C setting for the next 10 mins before transitioning to the unoccupied setpoint of 20° C, which is 2° C higher than the user's initial setting.

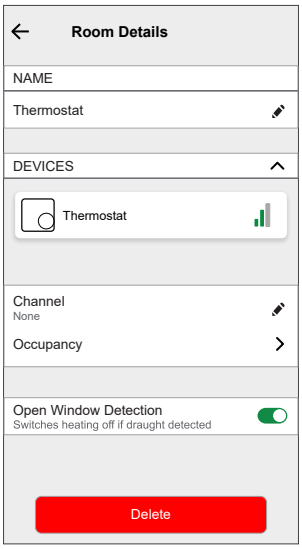
Related Topics

- Configuring the device (Parent Topic)

Room setting

You can set channel, occupancy and window detection in the room settings.

1. On the **Control** tab, select the thermostat for which you want to change room setting.
2. On device control screen of thermostat, tap **Room setting** to open room details.

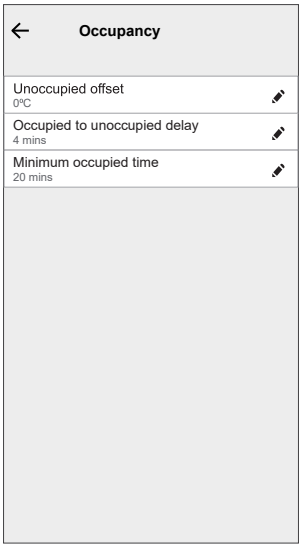


Channel settings

If the thermostat and under floor heating device are in same room you can change channel which is assigned to same room as thermostat by tapping on **Channel** in room details and select the channel.

Occupancy

You can change the occupancy settings according to user requirement by tapping **Occupancy** in room details.



- **Unoccupied Offset**: You set the setpoint when room is unoccupied.
  This helps to save energy by allowing the temperature to drift from the normal setpoint to a less comfortable but more energy-efficient level when the space is not in use.

- **Occupied to Unoccupied Delay**: You can set the time delay between a room being occupied and then transitioning to an unoccupied state.
  his delay ensures that the system doesn't immediately switch to an unoccupied mode when a room becomes vacant, preventing unnecessary fluctuations and providing a grace period in case the room becomes occupied again shortly after being unoccupied. This delay helps to optimize energy efficiency and maintain comfort within the building.

- **Minimum Occupied Time**: You can set the minimum duration for which the thermostat detects occupancy before it takes certain actions, such as adjusting temperature settings to unoccupied setpoint. This feature helps prevent the system from reacting to short-term movements or presence, ensuring that it responds to sustained occupancy, thereby optimizing energy usage and maintaining comfort effectively.

Open window detection

Windows open detection in a thermostat is a feature that utilizes sensors to detect when windows or doors are open in the vicinity. When an open window or door is detected, the thermostat can adjust the heating system to conserve energy. This helps improve energy efficiency and can contribute to cost savings by ensuring that the system operates more intelligently in response to changes in the indoor environment.
Switch the toggle to enable open window detection.

Related Topics

- Configuring the device (Parent Topic)

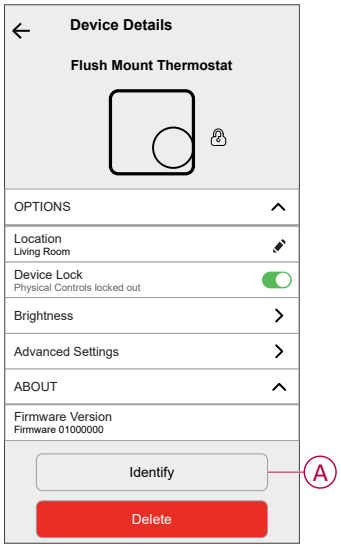
Identifying the device

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

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

2. Tap **Devices >**  **> Identify** (A).

   NOTE: The thermostat LEDs on the dot-matrix display flash white while the wireless connectivity LED flashes green at the same until you tap **Ok**.



Related Topics

- Configuring the device (Parent Topic)

Using the device

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)
- Setting the room temperature manually
- Setting the room temperature using the app
- Setting boost mode manually
- Creating a Schedule/Event
- Editing Schedule/Event
- Creating a Moment
- Editing a Moment
- Creating an automation
- Built in Automation
- Voice control

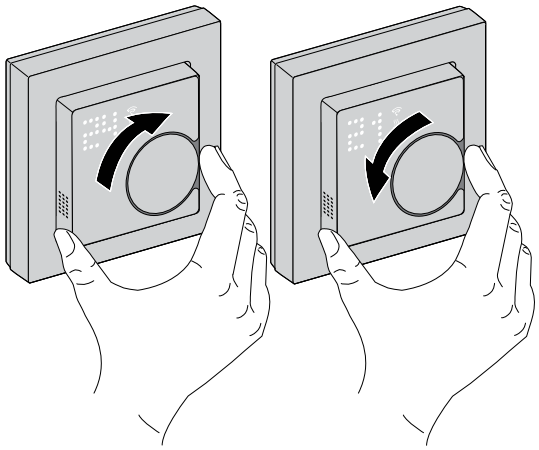
Setting the room temperature manually

The room temperature can be increased/decreased manually by rotating the rotary push-button of the thermostat.

Prerequisite: Select the Preset, page 8.

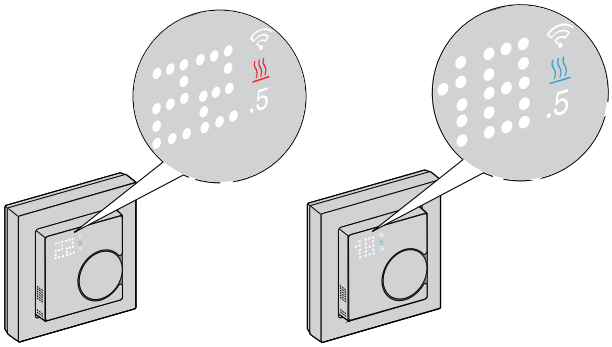
Rotate the thermostat rotary push-button:

- In the “**clockwise**” direction to increase the temperature.
- In the “**anti-clockwise**” direction to decrease the temperature.



NOTE:

- When the system is in heating mode and the setpoint is higher than the current room temperature then the demand LED is lit **Red** to show the heating mode is active.
- When the system is in cooling mode and the setpoint is lower than the current room temperature then the demand LED is lit **Blue** to show cooling mode is active.



Related Topics

- Using the device (Parent Topic)

Setting the room temperature using the app

Using the Wiser Home app, you can adjust the room temperature for heating and cooling.

Heating

1. On the **Control** tab, tap **All** devices or a room tab where the thermostat is located.
2. To select a thermostat, tap .
3. Use the slider control and set the room temperature for heating.

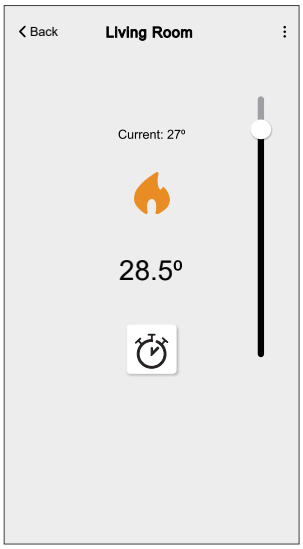
   NOTE:

   - The indicates that the room temperature is below the desired temperature (set point), so the heating is on.
   - The indicates that the room temperature is above the desired temperature (set point), so the heating is off.

   TIP: You can also adjust the set-point temperature:

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

   TIP: Tapping you can set the boost time and turns it off.



IMPORTANT: Once the boost time is set, the set-point temperature automatically increases by 2° C for the set boost time. After the boost time is over, the set-point temperature returns to the current scheduled event or to the previous set-point temperature.

Cooling

1. On the **Control** tab, tap **All** devices or a room tab where the thermostat is located.
2. To select a thermostat, tap .
3. Use the slider control and set the room temperature for cooling.

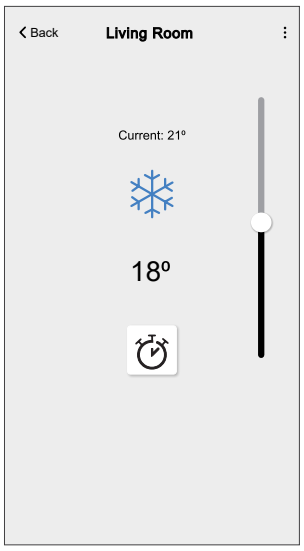
   NOTE:

   - The indicates that the room temperature is higher than the desired temperature (set point), so the cooling is on.
   - The indicates that the room temperature is lower than desired temperature (set point), so the cooling is off.

   TIP: You can also adjust the set-point temperature:

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

   TIP: You can initiate boost on & off anytime tapping .



   IMPORTANT: Once the boost time is set, the set-point temperature automatically decreases by 2° C for the set boost time. After the boost time is over, the set-point temperature returns to the current scheduled event or to the previous set-point temperature.

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

Related Topics

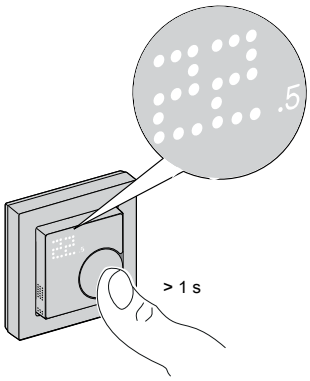
- Using the device (Parent Topic)

Setting boost mode manually

You can enable and disable boost mode manually.
When enabled the temperature increases by 2° C for temperature control modes and by +2 over the setpoint.

To enable boost mode:

1. Press the rotary push-button until the display flashes (press 2 times if the device is in standby mode, 1 time if the setpoint is already displayed).
2. Press the rotary push-button once to enter boost menu.



+1 flashes on thermostat matrix.

NOTE: The thermostat will exit boost mode if there is no interaction within 5 seconds after pressing rotary push-button.

3. Press the rotary push-button to navigate between the boost hours from **+1** to **+3**

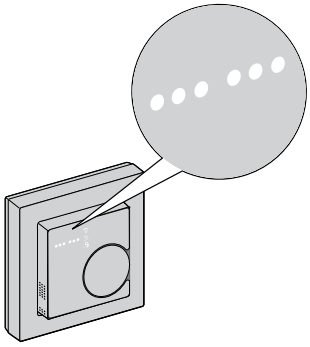
NOTE: When you press the rotary push-button on the device, the boost mode selection cycle through **+1** → **+2** → **+3** → **- -** (boost cancel) and again back to **+1**.

After selecting the boost hours, thermostat will save and exit boost mode if there is no interaction within 5 s.

For example:
If current setpoint is 12° C and you enable boost mode by selecting +3.
The boost mode will set the setpoint temperature to 14° C for next 3 hour. After 3 hour setpoint will return to 12° C.

To disable boost mode:

1. Press the rotary push-button once.
   +1 flashes on thermostat matrix.
2. Turn the rotary push-button **clockwise** button for thermostat to display **– –** (boost cancel).



After selecting the boost cancel, thermostat will save and exit boost mode if there is no interaction within 5 s.

Related Topics

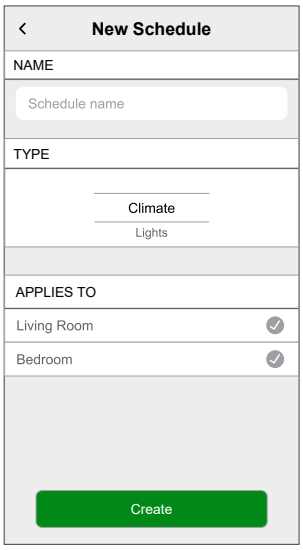
- Using the device (Parent Topic)

Creating a Schedule/Event

The device can be fully controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

To create the schedule/event:

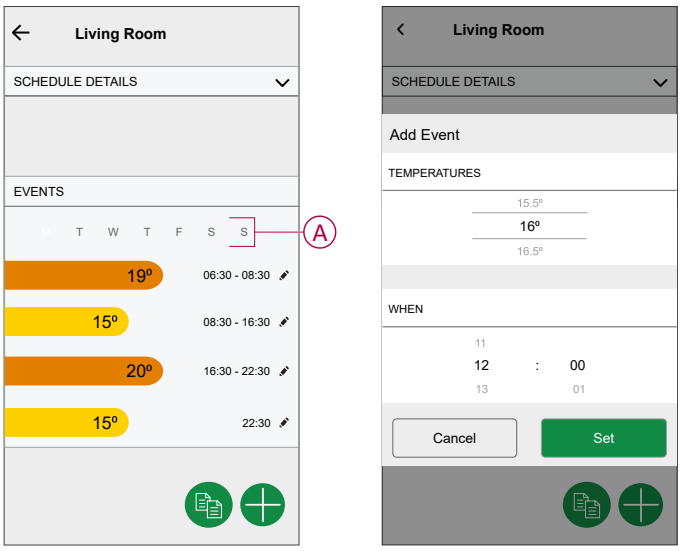
1. On the **Home** screen, tap .
2. Tap on the **Schedules** tab > .
3. On the **New Schedule** page, enter the **Schedule name**, select **Type**, and select room.
4. Tap **Create**.



5. Select any day (A) and tap for add event:
   - Select temperature (for example 16 °C).
   - Set time (for example 12:00).

     NOTE: A maximum of 8 events can be created per day.

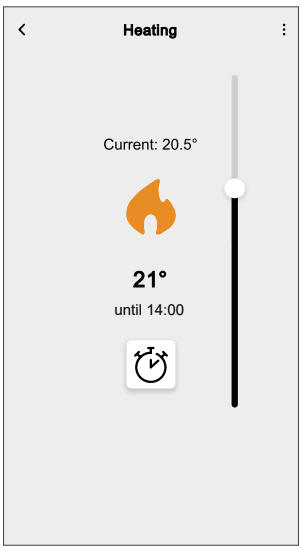
     You can tap to copy the schedule from one day to other days or copy the entire schedule to a new schedule or to an existing one.



6. Tap **Set**.
7. On the top right corner of the screen, tap and select **Follow schedule** toggle switch to turn on/off the schedule.

When your system is following a schedule:
The new set point will continue to be active until the next scheduled event.

You can see the until time on the **Control** tab under the device name. The until time shows the time till which the schedule is set to ON.



When your system is not following a schedule:
Any set-point changes made with the slider will continue to be active until the next time the slider is used.
The until time disappears from the screen.

Related Topics

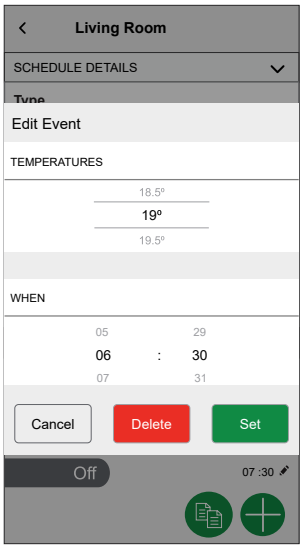
- Using the device (Parent Topic)

Editing Schedule/Event

To edit the schedule:

1. On the **Home** screen, tap .
2. Tap **Schedules** tab and select the Schedule that you want to modify.
3. Tap **SCHEDULE DETAILS** to do any of the following:
   - To rename the device
   - To change the device location
   - To delete Schedule

4. To edit the **EVENTS**, select a day, and tap to change the time and temperature.



Related Topics

- Using the device (Parent Topic)

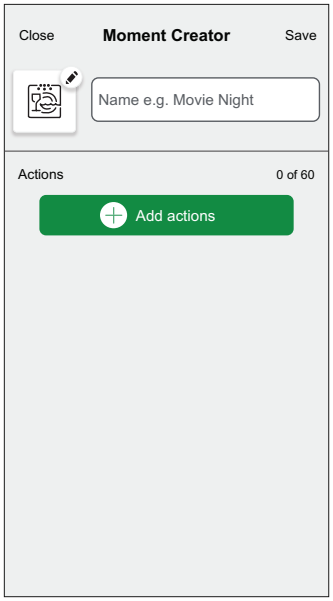
Creating a Moment

A Moment allows you to group multiple actions that are usually done together. Using the Wiser app, you can create moments based on your needs (such as movie night).

To create a moment:

1. On the Home page, tap .
2. Go to **Moments** > **+** to create a moment.
3. On the **Moment creator** page, enter the Moment name (for example, Movie night).

   TIP: You can choose the cover image that represents your Moment by tapping .
4. Tap **Add actions** and select the device that you want to include in a Moment.



5. Tap **Done > Save**.

   NOTE: Maximum of 60 actions can be added in a moment.

6. Tap **Save**.

   TIP: You can view saved moment on the Home page.

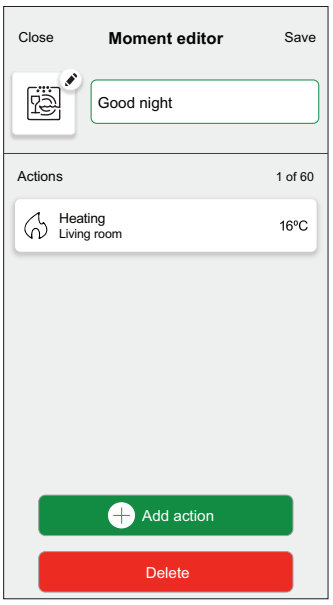
Related Topics

- Using the device (Parent Topic)

Editing a Moment

Using the Wiser Home app, you can edit the existing Moment, and you can change the thermostat settings.

1. On the **Automation** page, tap **Moments** tab.
2. Select the moment that you want to modify.
3. On the Moment editor page, you can do the following:
   - Rename a moment
   - Delete a moment
   - Add actions
   - Change the device settings



Related Topics

- Using the device (Parent Topic)

Creating an automation

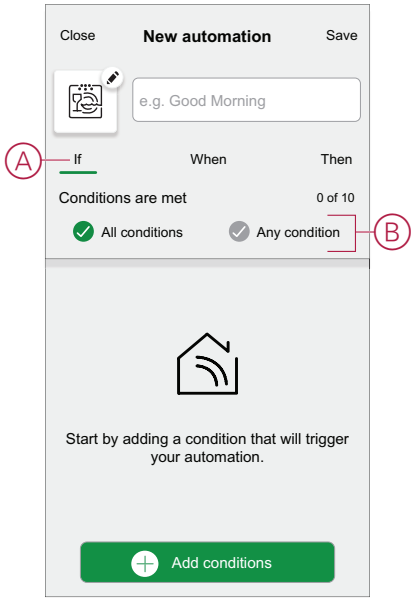
An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automations based on your needs.

NOTE: To create and save automation, at least one condition and action must be added.

To create an automation:

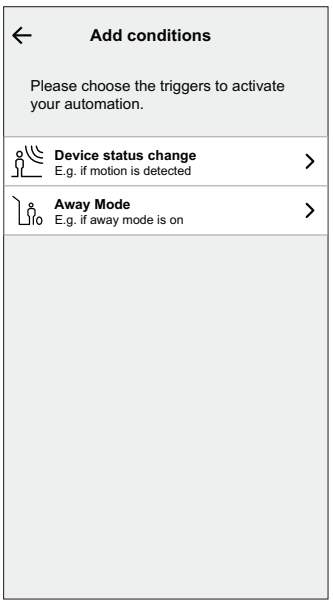
1. On the **Home** page, tap .
2. Go to **Automation** > **+** to create an automation.

3. Tap **If** (A) and select any of the following conditions to meet (B):
   - **All conditions**: This triggers an action only when all conditions are met.
   - **Any condition**: This triggers an action when at least one condition is met.

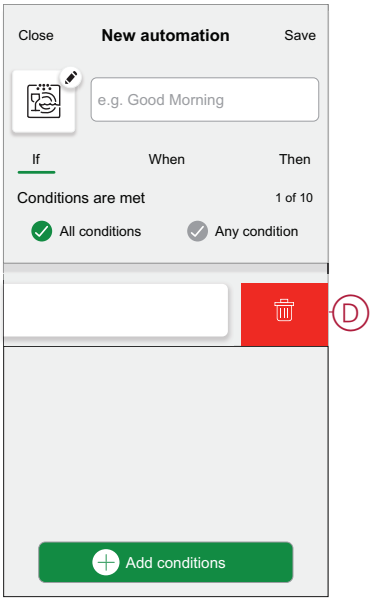


4. To add condition, tap **Add conditions** and select any of the following:
   - **Device status change** (Select the device)
   - **Away Mode** (Enable or Disable)

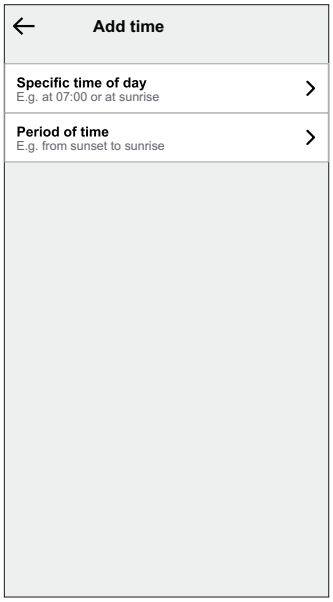
   NOTE: Max. of 10 conditions can be added.



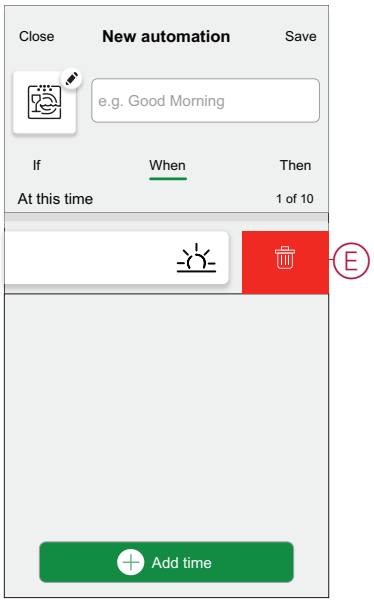
NOTE: To remove an added condition, swipe left and tap (D).



5. To set a specific time for your automation, tap **When** > **Add time** and select any of the following:
   - **Specific time of the day: Sunrise, Sunset, Custom**
   - **Period of time: Daytime, Nighttime, custom**



NOTE: To remove a specific time, swipe left and tap (E).



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

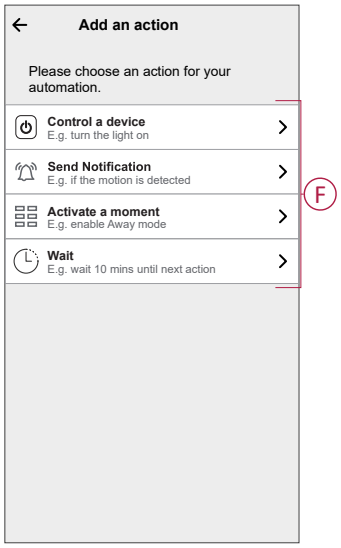
   NOTE: Max.of 10 actions can be added.

   – **Control a device:** Select a devices that you want to trigger.

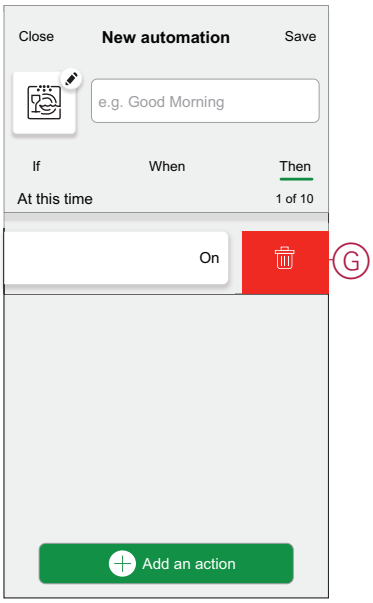
   – **Send notification:** Turn on the notification for the automation.

   – **Activate a moment:** Select the moment that you want to trigger.

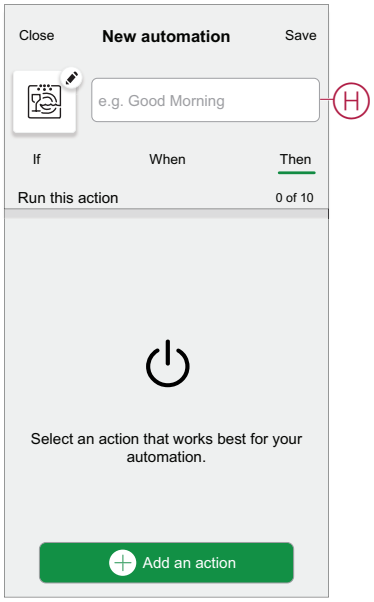
   – **Wait**: This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



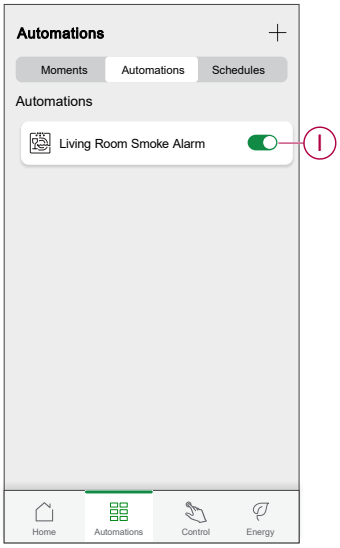
NOTE: To remove an action, swipe left on the action and tap (G).



7. Enter the automation name (H) and tap **Save**.
   You can choose the icon from the list that best represents your automation by tapping .



Once the automation is saved, it is visible on the **Automation** tab. Using the (I) you can enable and disable the automation.



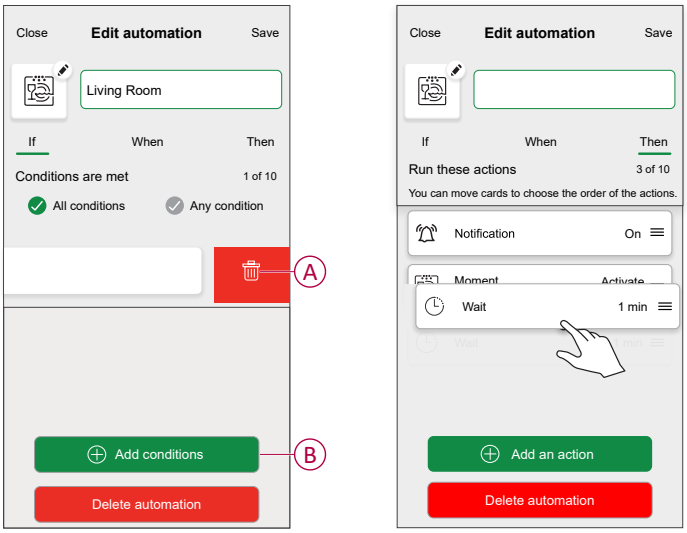
Related Topics

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

Editing an automation

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

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



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

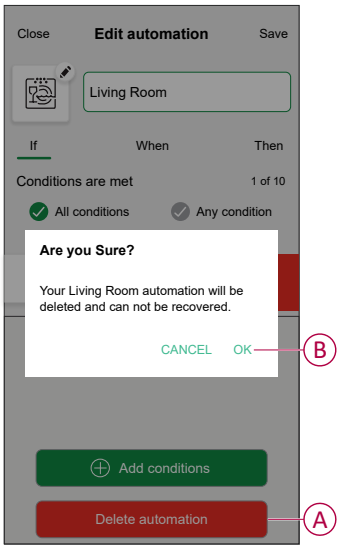
Related Topics

- Creating an automation (Parent Topic)

Deleting an automation

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

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



Related Topics

- Creating an automation (Parent Topic)

Built in Automation

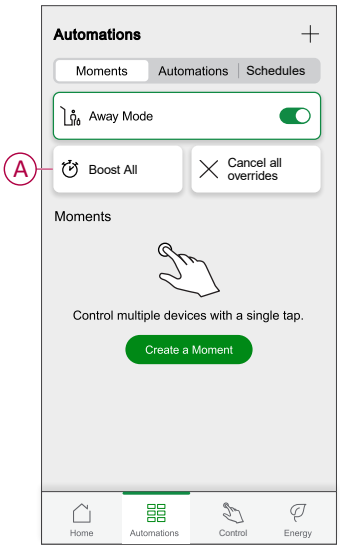
There are three built in Automation such as Boost All, Cancel all overrides and Away mode.

Related Topics

- Using the device (Parent Topic)
- Boost All
- Cancel all overrides
- Away Mode

Boost All

You can apply a boost of +2 °C for 1 hour to every room in the system. It won't affect hot water in any way. As this is a "one-time action", you can find Boost All (A) in the "Automation" menu by clicking the "Automation" tab at the bottom of the **Home** screen.

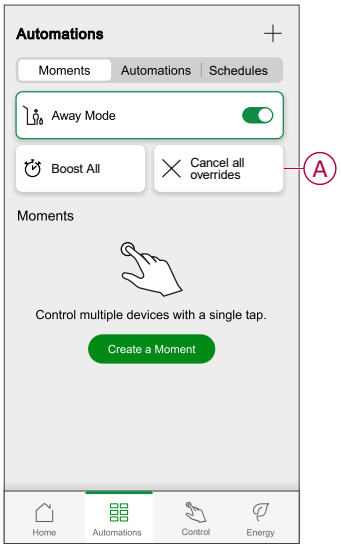


Related Topics

- Built in Automation (Parent Topic)

Cancel all overrides

The Cancel all overrides (A) will put all the heating back under 'system control' meaning that if you've selected Boost All or even if you've boosted or manually overridden a room setpoint individually, this will cancel the override and put all the rooms back to their scheduled set points. You can find it in the "Automation" menu by tapping the "Automation" tab at the bottom of the **Home** screen.



Related Topics

- Built in Automation (Parent Topic)

Away Mode

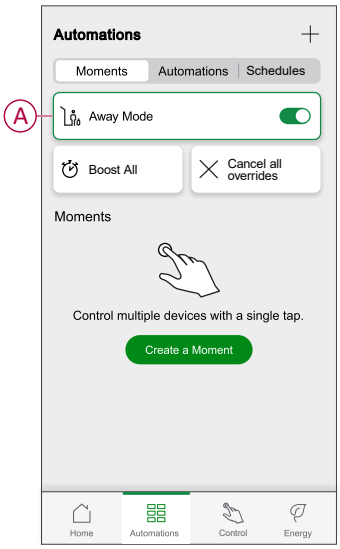
When Away Mode (A) is activated, all rooms will be set to the Away temperature (default 16 °C). It will show a checkmark in the “Automation” page when active. You can find it in the “Automation” menu by tapping the “Automation” tab at the bottom of the **Home** screen.

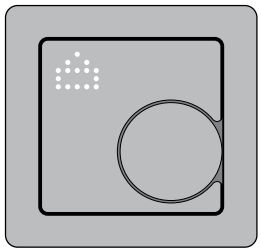
When Away mode is active, only rooms that have set point temperatures higher than the Away mode temperature will be affected. For example, if a given room is set to 5 °C, Away mode will not force it to the Away temperature.

While Away Mode overrides Boost and rooms that are and aren’t following a schedule, it is still possible to manually change the set-point temperature and boost individual rooms after activating Away Mode. It is also possible to boost or manually turn the hot water ON.

All rooms and hot water will display their Away mode values. The hot water will be turned OFF if you have activated this option on the Away Mode screen.

NOTE: The current temperature will not be displayed when away mode is activated.





Related Topics

- Built in Automation (Parent Topic)

Voice control

Using Amazon Alexa® or Google Home, you can control the thermostat with your voice.

Related Topics

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

Google Home

Google Home is a brand of smart speakers that works like Alexa. You can use Google Assistant to request information or perform an action using a variety of commands."

Common Wiser commands for Google Home:

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

Changes made with Google Home

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

Related Topics

- Voice control (Parent Topic)

Amazon Alexa™

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

Common Wiser commands for Alexa

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

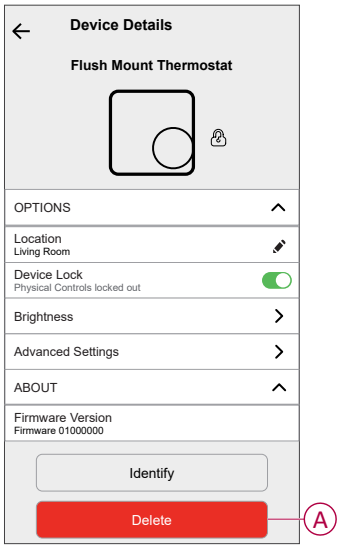
Related Topics

- Voice control (Parent Topic)

Removing the device

Using the Wiser Home app, you can remove the thermostat from the Wiser system.
To remove the thermostat from the Wiser system:

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



3. Read the confirmation message and tap **Ok** to remove the thermostat from the Wiser system.

   NOTE: By removing the thermostat, you will reset the thermostat. If you still have a problem with the reset, then refer to resetting the device, page 47.

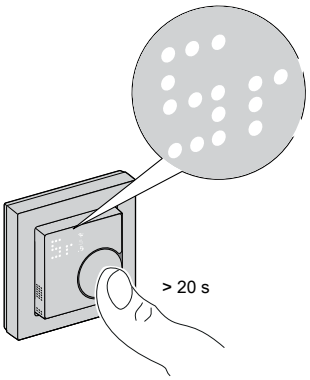
Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Resetting the device

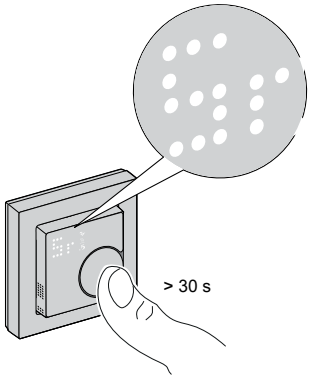
You can manually reset the thermostat to factory settings or soft reset.

Soft reset
Press and hold the rotary push-button > 20 s.
The thermostat displays “**Sr**”, indicating soft reset, and it is selected when the button is released.
The ‘**Sr**’ will flash to confirm the soft rest.



NOTE:

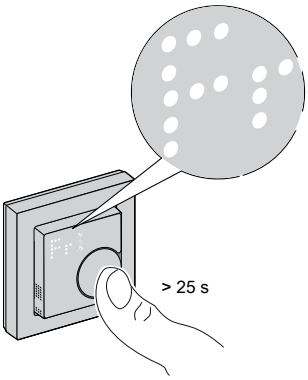
- In case you keep pressing rotary button for 25 s then the thermostat will reset to the factory default.
- To cancel the soft reset keep press and hold the rotary push-button for > 30 s. This reverts the thermostat's UI back to its previous state before the rotary push-button is pressed, with no change in a functional state



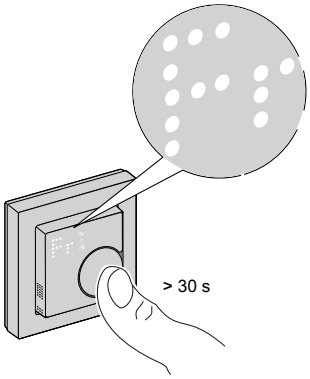
A soft reset will:

- Delete all Zigbee connection details.
- Delete all cloud and account details maintained by the device to allow re-registration.
- Revert to the default setpoint in manual control.
- Maintain all Factory settings e.g. MAC address.
- Maintain the installer configuration of the device to ensure proper functioning until and after rejoining/re-registration.

Factory reset
Press and hold the rotary push-button > 25 s.
The thermostat displays “**Fr**”, indicating factory reset, and it is selected when the button is released.
The ‘**Fr**’ will flash to confirm the factory reset.



NOTE: To cancel the factory reset keep pressing the rotary push-button for > 30 s. This reverts the thermostat's UI back to its previous state before the rotary push-button is pressed, with no change in a functional state.



NOTE: When the rotary push-button is released, the "**Fr**" flashes on the matrix display, and the thermostat resets to factory defaults and after 5 s it returns to Preset, page 8.

Resetting to the factory state will:

- Delete all Zigbee connection details..
- Delete all configuration data.
- Delete all schedules information.
- Revert to the default setpoint in manual control.
- Maintain all Factory settings e.g. MAC address.

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Cleaning

The external housing should be kept clean. Wipe the surface with a damp cloth.

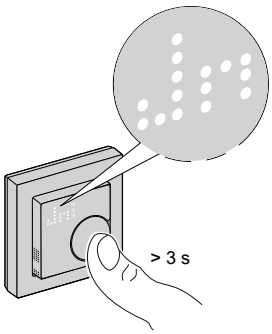
NOTICE
EQUIPMENT CLEANING INSTRUCTIONS
Do not use any cleaning agent, especially alcohol.
Failure to follow these instructions can result in equipment damage.

Related Topics

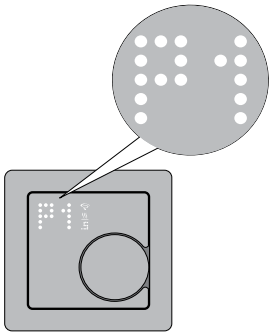
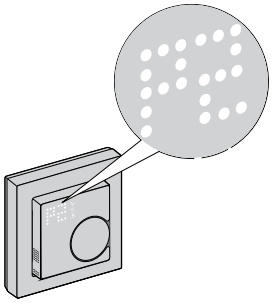
- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

LED Indications

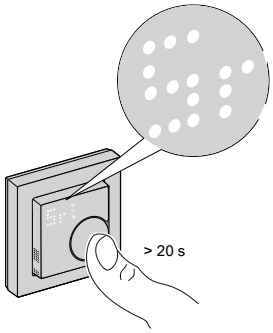
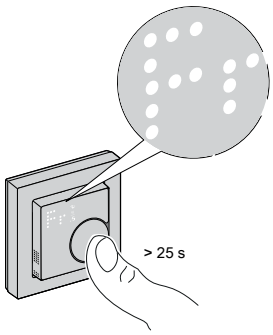
Pairing the device

Status	User Interaction	Description
Pairing in progress		The thermostat matrix display flashes "**Jn**" to indicate joining is initiated when the thermostat rotary push-button is pressed and held for > 3 s.
Successful joining network		The thermostat matrix display flashes a green LED when the thermostat successfully joins a network.
Fails to join the network		The thermostat matrix display flashes a red LED when the thermostat fails to join the network.

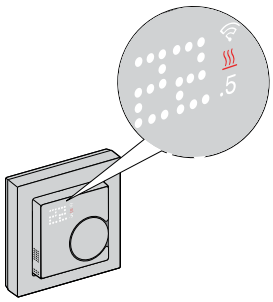
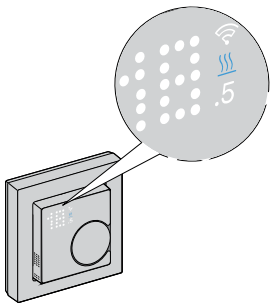
Presetting the device

Status	User Interaction	Description
Enter preset selection		The thermostat matrix display flashes "**P1**" when the thermostat is first powered on or after a factory reset to indicate preset "**P1**" is selected.
Modify preset selection		The thermostat matrix display flashes "**P2**" or "**P3**" when the thermostat rotary push-button is turned. **Note:** When the thermostat rotary push-button is turned clockwise, the preset increases by one; similarly, the preset decreases by one when the rotary push-button turned anti-clockwise. For more information, refer to the section Presetting the device, page 8.

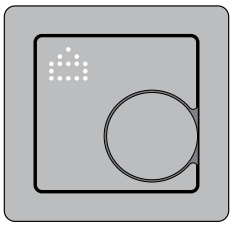
Resetting the device

Status	User Interaction	Description
Soft reset		A solid "Sr" LED is displayed on the thermostat matrix display until the user releases the rotary push-button, then "Sr" flashes. For more information, refer to the section Resetting the device, page 47.
Factory reset		A solid "Fr" LED is displayed on the thermostat matrix display until the user releases the rotary push-button, then "Fr" flashes. For more information, refer to the section Resetting the device, page 47.

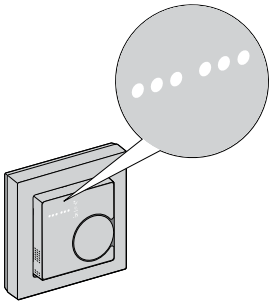
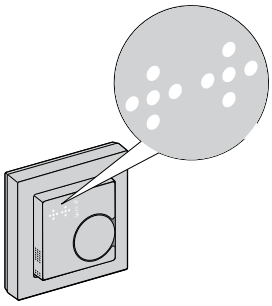
Showing demand - temperature control modes

Status	User Interaction	Description
Heating demand		The matrix display a solid red LED to indicate the thermostat is heating when the setpoint is higher than the current room temperature. **NOTE:** Heating input has been activated.
Cooling demand		The matrix display a solid blue LED to indicate the thermostat is cooling when the setpoint is lower than the current room temperature. **NOTE:** Cooling input has been activated.

Away mode

Status	User Interaction	Description
Away mode is set in Wiser Home app.		A dot-matrix display glows, indicates that the thermostat is in away mode. Refer Away mode, page 44.

Temperature display

Status	User Interaction	Description
Temperature below minimum display value **OR** Temperature reading error.		**Note**: The thermostat matrix displays temperature limits -9 °C to 99 °C. The thermostat matrix display flashes “--” When the temperature is below -9 degrees. **OR** The thermostat matrix display flashes “--” when the thermostat cannot determine the temperature due to an error.
Temperature above maximum display value		**Note**: The thermostat matrix displays temperature limits -9 °C to 99 °C. The thermostat matrix display flashes “+ +” when the temperature is above 99 degrees.

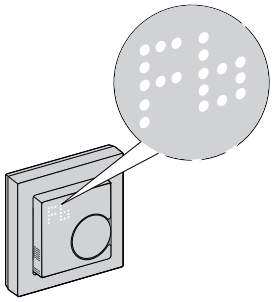
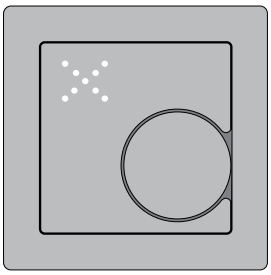
Identifying the device

User action	Status
Tap identify button in the app.	The dot-matrix display flash white along with green LED when identify command is received from the app.

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Troubleshooting

Symptom	Possible cause	Solution
Thermostat temperature measurement is not accurate.	Check the installation location for possible air flow in conduit box or installation tube.	Make sure there is proper sealing of the conduit box or installation tube, to prevent airflow from affecting sensor performance.
The thermostat has gone offline.	• The thermostat is not On. • The thermostat is no longer in signal range of the Hub.	• Turn the thermostat On and Off. • Move the Wiser Hub closer to the thermostat. • Use Wiser Smart plug to increase the range.
Unable to join to the Wiser Hub (blinking red LED)	Poor signal between the Wiser Hub and thermostat. The devices have no power (Thermostat/ Wiser Hub/Wi-Fi® network).	• Rejoin the thermostat in the app. • Turn on the devices' power (Thermostat/ Wiser Hub/Wi-Fi® network).
Status	**User Interaction**	**Description**
Unable to set the room temperature by the app.	Wiser Hub signal is weak or not connected to the Wi-Fi® network.	Check for a Wi-Fi® signal.
Find and Bind		When the user press and holds the rotary push-button for >8s, "Fb" LED is displayed on the thermostat matrix display. It is a Zigbee function, can be ignored.
“X” mark is displayed on LED matrix	Device is lock and LED matrix displays “X” 	Press rotary push-button for > 5 s to exit the menu.

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Technical Data

Connected Thermostat Insert 2 A

Nominal voltage:		AC 230 V ~, 50 Hz
Maximum current rating	Resistive load:	2 A
	Inductive load:	1 A
Connecting terminals:		Terminals for max. 2.5 mm²
Neutral conductor:		Required
Ambient temperature:		0 to 45 °C
Relative humidity:		max. 90% non-condensing
Temperature accuracy:		max. ±0.5 °C (across the range of 4 to 30 °C)
Protection Class:		II
Working voltage:		230 V
Over-voltage category:		III
Rated impulse voltage:		4 kV
Pollution degree:		2
CTI rating of insulation components:		175 V
Material group:		IIIa (based on CTI value)
Disconnection type:		1.B

Connected Thermostat Module, ZB

Standby:	max 0.4 W
Ambient operating temperature:	0 to 45°C
Relative humidity:	max. 90% non-condensing
Display:	7x5 dot matrix, 3 additional LEDs
Temperature measurement resolution:	0.5 °C
Operating frequency:	2.405 GHz to 2.48 GHz
Max. radio-frequency power transmitted:	< 10 mW
Communication protocol:	Zigbee 3.0 certified

Related Topics

- System M and System D - Connected Thermostat 2 A, ZB (Parent Topic)

Compliance

Related Topics

- Product Environmental Data
- Declaration of Conformity
- Trademarks

Product Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLI) and much more.

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

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

Related Topics

- Compliance (Parent Topic)

Declaration of Conformity

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

Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=MEG5777-0000

Related Topics

- Compliance (Parent Topic)

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Related Topics

- Compliance (Parent Topic)

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