

Wiser BMS – Building Management System

User Guide

Information about features and functionality of the software.
06/2025



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Safety Information

Important Information

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



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



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

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

Cybersecurity Information

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

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

Schneider Electric provides additional information and assistance:

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

Cybersecurity Principles

This system hardening guideline can help you to follow best practices to improve the security of your system.

Passwords

- Passwords should include upper case, lower case, number and special characters.
- The password must have 10 characters minimum.
- The password should not be easily found in the dictionary and a phrase is preferred.
- Passwords should be changed frequently, at least once a year.
- A default Admin password must be changed immediately when first received and after a factory reset.
- Never reuse passwords.
- After first login, change default password for local access.

Network

- IoT devices should only be connected to your building's private internal network.
- IoT devices should not be made directly accessible from internet. Ensure that you DO NOT use port forwarding to access an IoT device from the public internet.
- An IoT device should be on its own network segment. If your router supports a VLAN or other form of network segmentation, the IoT device should be located there.
- Use the strongest Wi-Fi® encryption available.

Sales Enquiry and Subscriptions

Wiser Building Management System

Building managers interested in the **Wiser Building Management System** offer can reach out to the Schneider Electric Sales team. You can also email to **wiser_info@schneider-electric.com** for sales related information.

For technical support, you can email **wiser_support@schneider-electric.com** or call **855-559-4737**.

Target Audience

Wiser Building Management System

Audience: Building Mangers

As a building manager, you are the primary user of the **Wiser Building Management System (BMS)**. With the Wiser BMS, you can remotely operate various devices, such as scheduling operations, turning devices ON/OFF, and monitoring energy usage.

Wiser Building Management System

About the Wiser BMS

The Wiser Building Management System (hereinafter referred to as **BMS**) is a solution to improve the efficiency and effectiveness of buildings equipped with the Wiser system. Wiser BMS allows setting up schedules for lighting, HVAC, and other systems that ensure they operate efficiently and only when needed. The system offers remote access capabilities, allowing building managers to monitor and control building systems from anywhere. Building managers can track real-time energy consumption, analyze usage patterns, and implement energy-saving measures to reduce costs and improve sustainability.

NOTE: The Wiser BMS UI may vary for each user, depending on their specific requirements.

Benefits

Efficiency: Wiser BMS improves operational efficiency, reducing the time and effort required to manage building operations.

Cost Savings: Enhanced energy management and automation resulting in significant cost savings by reducing energy consumption and maintenance costs.

Comfort and Safety: Wiser BMS ensures that the HVAC, lighting, and security systems operate well, providing a comfortable and safe environment for building occupants.

Temperature Control: You can set the temperature for your different spaces.

Alarms: Different alarms can be triggered based on your specific needs (set up by the Schneider Electric team):

- Detect abnormal high temperatures caused by unauthorized auxiliary heating methods.
- Detect a risk of mold proliferation caused by excessive humidity levels.
- Detect excessive use of domestic hot water.

Applications

Residential Buildings:

- Social housing complexes.
- Student accommodations.
- Retirement homes.
- Small to extra-large apartment buildings.

Non-residential Buildings:

- Small schools and daycare centers.
- Restaurants and cafes.
- Co-working spaces and small offices.
- Cultural centers, including community centers, religious sites, small museums, and art galleries.
- Libraries and standalone retail stores or dealerships.
- Small entertainment centers, such as cinema theaters, sports clubs, and gaming centers.

The Wiser system is suitable for controlling dwellings or small non-residential buildings that share similar infrastructures with dwellings. For buildings requiring

more advanced controls, it is recommended to use an appropriate solution from the Schneider Electric portfolio for commercial and industrial buildings.

The Wiser BMS solution can manage both Wiser setups and installations for non-residential buildings for the same customer. For example, a large shopping mall can include extensive retail areas on the ground floors and dwellings on the upper floors. In this scenario, Wiser BMS is a suitable solution.

Data as a Service

Wiser BMS provides data to building managers to check energy efficiency and operate devices efficiently.

- **Wiser BMS:** Enables building managers, facility managers, or maintenance supervisors to operate the devices remotely and monitor energy efficiency.
- **Wiser Home Essential API:** Integrates with your existing custom software, allowing you to enhance your system with custom workflows and functionalities.

These services are offered as subscriptions. The Schneider Electric team hosts the data, maintains its accessibility, and the customers use it on demand.

Supporting Devices

Wiser BMS is compatible with both the 1st and 2nd generation Wiser Hubs. You can use all Wiser Home devices with Wiser BMS.

NOTE: It is highly recommended to use mains-powered thermostats. For example, if the Wiser system is installed in dwellings where tenants are not available to replace batteries, it is recommended to install mains-powered devices, such as the Wiser flush-mounted thermostats.

Log in to Wiser BMS

You can log in to the Wiser BMS using Chrome or Edge browser.

NOTE: You will receive the credentials (user name, password, and domain name), from the SE team once you opt for the Wiser BMS services.

To log in:

1. Click the following link: Wiser BMS.

2. In the **User name** (A) field, enter your user name.
3. In the **Password** (B) field, enter your password.

4. In the **Domain** (C) field, enter your domain name.
5. Click **Log on** (D).
6. When the Welcome window appears, click **OK**.
You will be successfully logged in to the Wiser BMS.

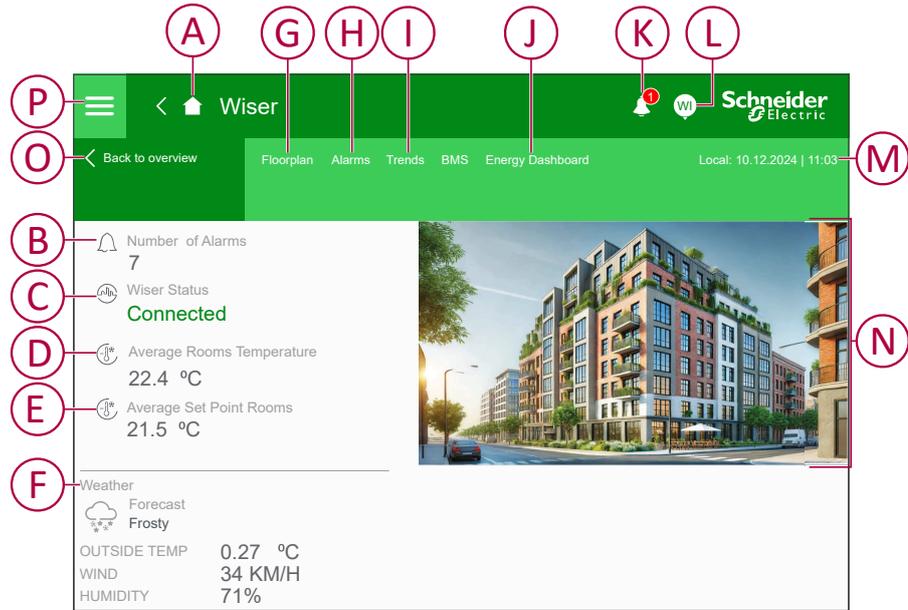
Features

Home Screen

You will land on the Home page once you log in to the Wiser BMS.

Here is an example of the home screen of the Wiser BMS. As a building manager, you can request a different layout for your dashboards. The following example shows the standard layout, which will be adapted to the building's picture and floor plans.

Overview of the Home Screen:



A	Home	Takes you to the Home page.
B	Number of Alarms	Displays the number of alarms created.
C	Wiser Status	Indicates whether the system is connected to Wiser.
D	Average Rooms Temperature	Shows the average temperature of all rooms.
E	Average Set Point Rooms	Displays the average set point for all rooms.
F	Weather	Provides the forecast, including day/night conditions, outside temperature, wind, and humidity.
G	Floorplan	Shows the floorplan and how devices are set up. For more details, refer to the floor plan, page 12 topic.
H	Alarms	Allows you to create alarms for devices. For more details, refer to the alarms, page 14 topic.
I	Trends	Displays trends based on energy consumption. For more details, refer to the trends, page 14 topic.
J	Energy Dashboard	Shows the energy dashboard with flow charts. Form more details, refer to the energy dashboard, page 17 topic.
K	Alarm Notifications	Displays alarm notifications.
L	Profile	Allows you to set workspaces, options, and user settings.
M	Local	Displays the date and time.
N	Building Image	Displays the building image. When you hover over it, the floorplan for that floor is highlighted.

O	Back to Overview	Allows you to return to the home screen when you are on other tabs.
P	Hamburger Menu	Displays all notifications such as alarms, schedule, etc.

Navigating the Floorplan

The Schneider Electric team creates the floorplan based on the building manager's requirements. Once the floorplan is ready and devices are set up, you can check the floorplan to see the number assigned to each room. You can also check the temperature settings, turn devices ON or OFF remotely, and create schedules.

1. On the Home screen, click **Floorplan**.
2. On the left pane, you can see the following options:
 - Building Overview
 - Floorplan

Building Overview

The Building Overview displays a complete image of the building. When you hover over different areas of the building image, the corresponding floorplan is highlighted, indicating the specific floor.

Interactive Floorplan: Hovering over the building image highlights the floorplan, making it easy to identify different floors and their layouts.

Navigation: Clicking on the highlighted floorplan redirects you to the Floorplan tab, where you can view detailed information and manage devices for that specific floor.

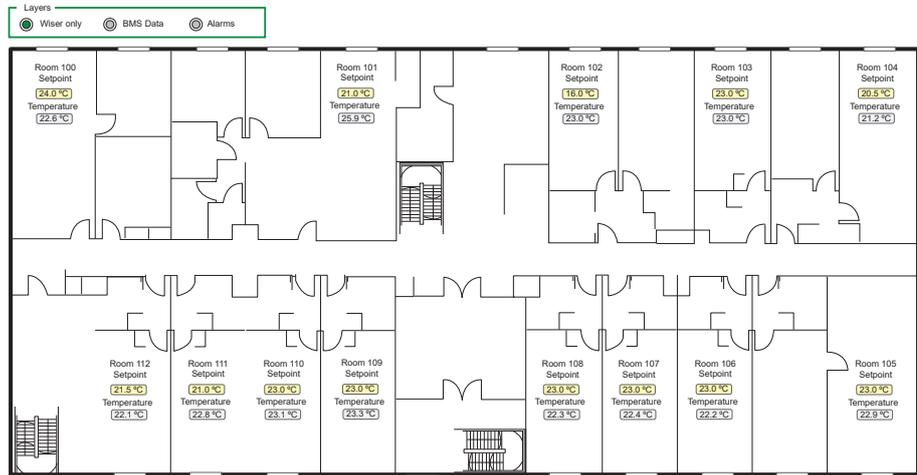
System Status: Provides a quick overview of the operational status of various building systems, such as HVAC, lighting, and security.



Floorplan

You can see all rooms assigned with room numbers. When you hover over a room, it will be highlighted, indicating that the room is assigned a number and devices are set up.

Here is an example of a standard floor plan layout:



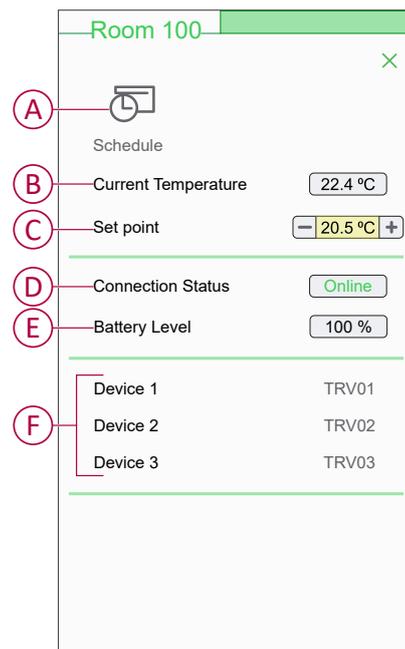
Changing the Set Point Temperatures

1. Select the room in the floorplan layout.
The selected room screen appears.
2. In the **Set Point** section, click +/- to increase or decrease the temperature.

TIP: If a room is equipped with a relay switch, dimmer, or socket, you can see the ON/OFF button as well.

Room Screen Details

Overview of the selected room:



A	Schedule	To create a schedule for the room. For more details, refer to the schedule , page 23 topic.
B	Current Temperature	Displays the current temperature of the room.
C	Set Point	Increase or decrease the temperature by clicking the +/- buttons.
D	Connection Status	Displays the connection status of the room.
E	Battery Level	Displays the battery percentage.
F	Devices	Displays the number of devices set up in the room.

NOTE: The graphical style of the Room Control widget can vary and be localized according to the country or customer preferences.

Alarms

The alarm allows you to notify of important events and issues with the building management system. You can set an alarm for notifying overconsumption or no consumption of the specific device.

- You can use an alarm to alert you if the monitored variable matches the configured alarm conditions.
- You can configure an alarm to send a notification when the alarm is triggered. You can also configure the alarm to flash and play a sound when it is triggered.
- For example, you can create an alarm for when the set point temperature of a room exceeds 25 degrees during the summer season. Once the temperature crosses 25 degrees, the system will trigger an alarm and send a notification.

The following image is an example of a notification triggered when the conditions are met.

750	Temperature in room 101 is above upper t..	Source name
/Alarms/TMP101 - out of range alarm	TMP101 - Out of Range Alarm
	(6) 6 months ago	Timestamp
		12/16/2024 5:22:55 PM
750	Temperature in room 100 has returned to.	Source name
/Alarms/TMP100 - out of range alarm	TMP100 - Out of Range Alarm
	(6) 6 months ago	Timestamp
		12/16/2024 5:22:55 PM

Navigating to the Alarms

1. On the Home screen, click **Alarms**.

You can see the **Alarms** screen where the notifications are displayed.

TIP: You can also find notifications by clicking the  on the top-right pane.

Trends

The **Trends** feature allows you to monitor and analyze the data over time. It helps you track various parameters, such as temperature, and energy consumption. By visualizing this data, you can identify patterns, problems, and make better decisions to improve building operations.

Trend charts are a way to graphically present trend logs. A trend chart can contain one or more trend logs that are represented by lines or bars.

You can also add and remove trend logs from a trend chart. This makes it easy to compare different trend logs.

1. On the Home screen, click **Trends**.
2. On the left pane, you can see the following options:
 - **Trend Log Chart**
 - **Trend Log List**

Trend Log Chart

The **Trend Log Chart** displays recorded data in a graphical format. This feature is particularly useful for visualizing trends and changes over a period of time. You can add multiple trend logs to a single chart, allowing you to compare different data sets, such as energy consumption versus average temperature. This helps you spot correlations and significant events more easily.

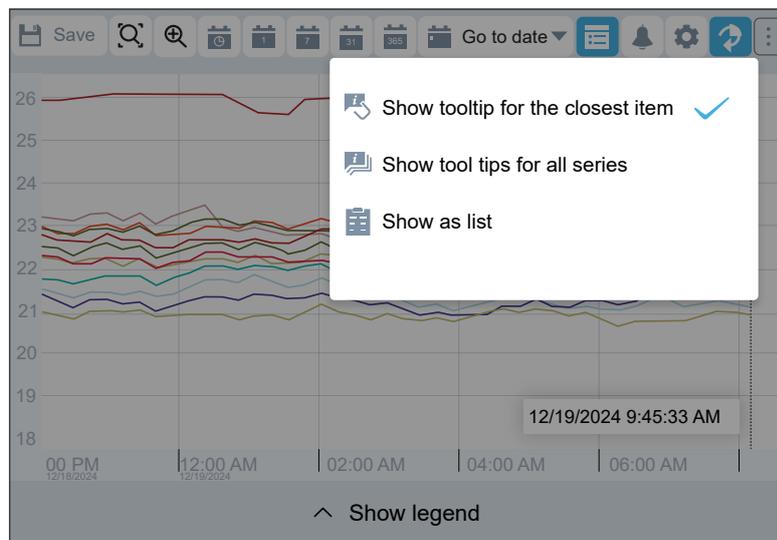
Here is an example of a Time vs. Set point temperature Trend Log Chart.



- When you hover over the graph, you can see the temperature of the assigned room, as well as the time and date.
- When you click **Show legend**, you can see the room numbers with the colored boxes.
- When you click **Hide legend**, it will be hidden, and the graph will be visible.

Trend Chart Toolbar

The Trend Chart Toolbar allows you to manage and interact with trend charts easily.



	Save	Save the changes to the chart.
	Zoom to fit	Displays the complete data within the visible area.
	Zoom tool	Increase the scale of the trend chart or drag to magnify an area in the trend chart.
	Pan tool	Move the chart horizontally to see data that is not currently visible.

	Hour	Set the scale of the x-axis to one hour.
	Day	Set the scale of the x-axis to one day.
	Week	Set the scale of the x-axis to one week.
	Month	Set the scale of the x-axis to one month.
	Year	Set the scale of the x-axis to one year.
	Go to date	Set the scale of the x-axis to the selected date.
	Show events	Displays the events.
	Show alarm guides	Displays the alarm lines on the graph.
	Settings	Allows you to configure the trend chart series, axes, and calculations.
	Automatic scroll	The chart updates with the latest data by automatically scrolling to the most recent values.
	Show tool tip for the closet item	Displays the values of the series only where the cursor is placed.
	Show tool tip for all series	Displays the values of all series for the timestamp where the cursor is placed.
	Show as list	Displays all trend chart series as a list for each timestamp.

Trend Log List

The Trend Log List shows all recorded values with their timestamps. You can view, edit, and export this data to excel or .csv for analysis. It's useful for detailed inspections and reporting, giving you a complete record of all monitored parameters.

Exporting a Trend Log List to excel

You can export a trend log list to excel format for viewing and processing.

1. On the Home screen, click **Trends**.
2. On the left pane, click **Trend Log List**.
3. On the **Trend Log List** toolbar, click **Export to Excel**.

The **Export to Excel** pop up appears.

4. Select the **Start (R)** and **End (S)** date.

TIP: If you want to include the placeholder values, tick the checkbox.



5. On the top right pane, click **Export (T)**.

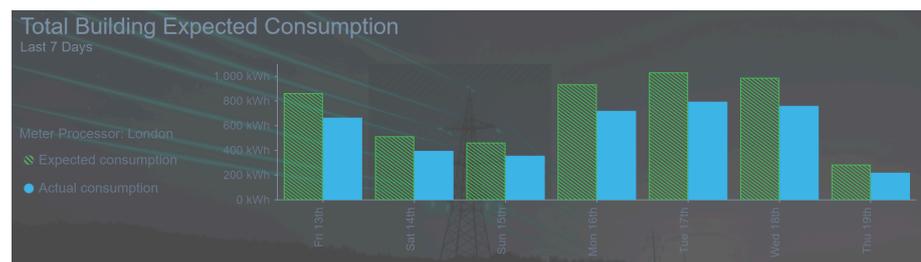
You have successfully exported the trend log list to excel format.

Energy Dashboard

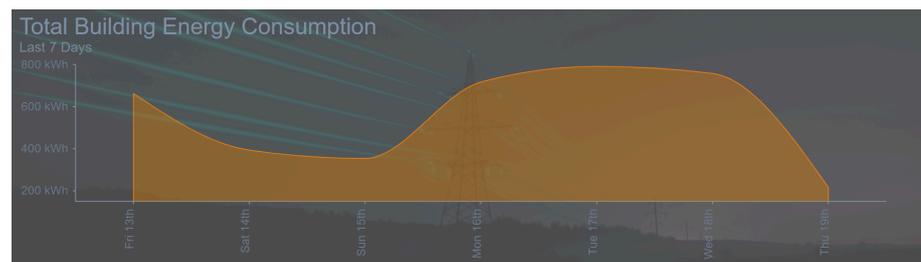
The Energy Dashboard provides detailed information on the energy consumption of an entire building. It offers visualizations of energy data through charts and graphs, making complex information easy to understand. This allows you to analyze usage patterns, identify areas for improvement, and track costs.

Here are some examples of energy dashboards.

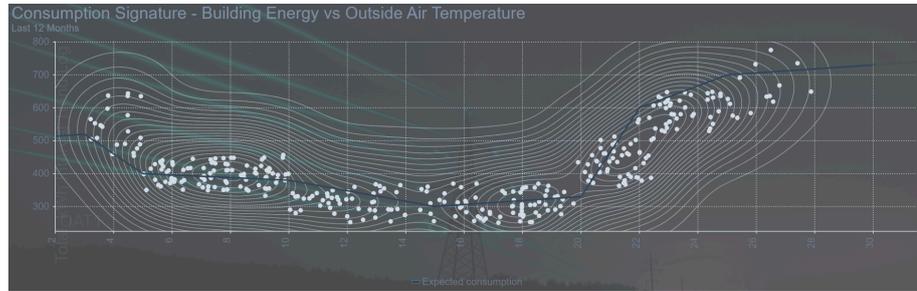
The below chart explains the Expected consumption vs. Actual consumption.



The below graph explains the total building energy consumption.



The signature graph explains the Building Energy vs. Outside Air Temperature.



The signature graph, helps you identify abnormalities in the energy consumption of a building.

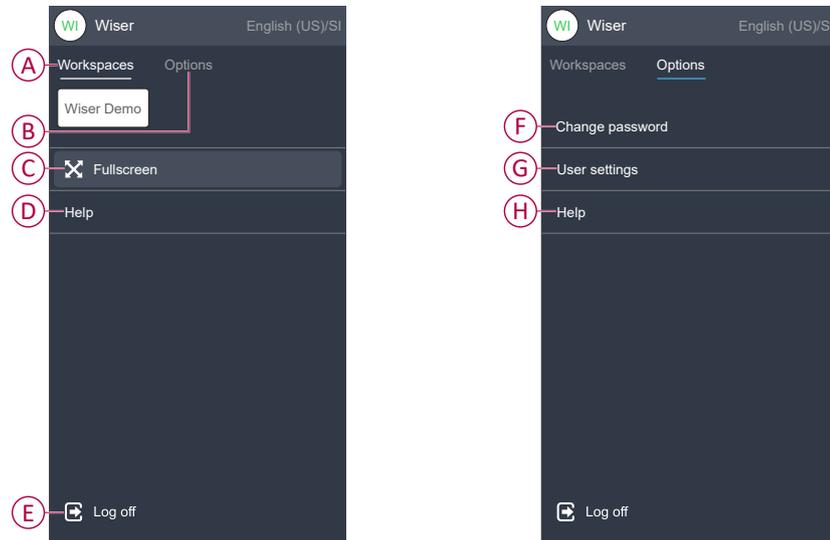
Any abnormalities, indicates an issue in the building, requiring further investigation by the building manager (BM). This ensures that the comfort for the tenants is not hampered.

For example, if the hot water tank is losing heat, it is not normal and should be checked. Additionally, if energy consumption is higher than expected, the BM should investigate the cause.

Profile Settings

You can set workspaces, options, and user settings.

1. On the top-right pane, click **Profile**.
2. You can see the following options:
 - **Workspaces (A)**
 - **Options (B)**



Workspaces (A)

Workspaces (A)	Allows you to switch between different workspaces if you are monitoring multiple buildings.
Fullscreen (C)	To maximize the screen view.
Help (D)	To access help resources.
Log off (E)	To log off from the application.

Options (B)

Change password (F)	Allows you to change your password.
User settings (G)	Allows you to change regional and theme settings.
About (H)	Provides information about the application.

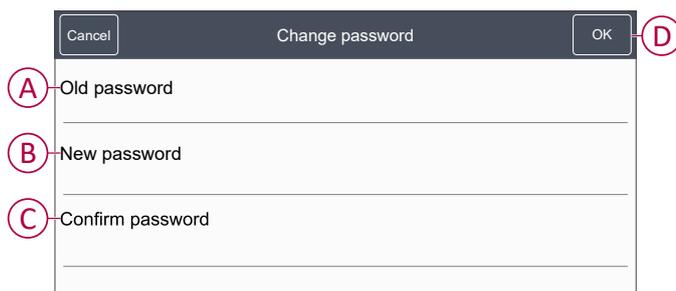
Changing the Password

You can change the password from the profile.

1. On the top-right pane, click **Profile**.
2. Click **Options**.

3. Click **Change password**.

The **Change password** screen appears.



4. Enter the **Old password** (A).

5. Enter the **New password** (B) and **Confirm password** (C).

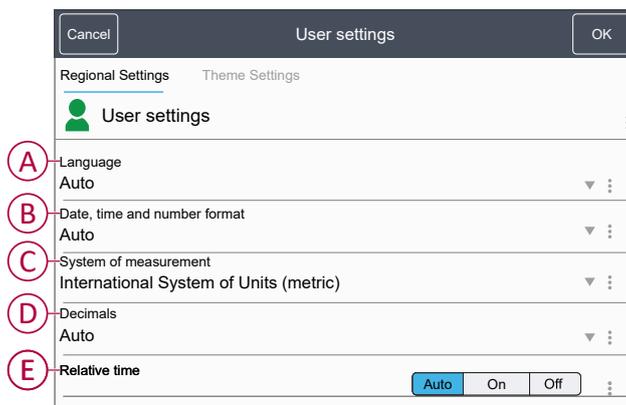
6. Click **OK** (D).

You have successfully changed your password.

User Settings

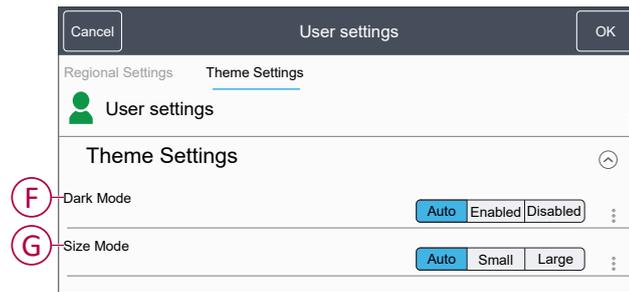
Allows you to change your regional and theme settings according to your preferences.

Regional Settings



Language (A)	Allows you to select the preferred language for the interface, making it easier to navigate and understand the system.
Date, time and number format (B)	Allows you to select the date, time and number format as per your preference. The date, time and number format are not dependent on the language setting. For example, it is possible to use English as a language but Arabic as a date, time, and number format.
System of measurement (C)	Allows you to select the measurements (metric/US standard) as per your regional preference.
Decimals (D)	Allows you to select how many decimals you want to display.
Relative Time (E)	You can present dates in a relative way (today, yesterday) or as calendar dates (dates presented as a specific date in number format): <ul style="list-style-type: none"> • Auto: Use the default configuration (Enable). • On: On relative time. • Off: Off relative time.

Theme Settings



Dark Mode (F)	Allows you to set the interface to a dark mode. <ul style="list-style-type: none"> • Auto: Use the default configuration (Enable). • Enabled: Enable dark mode. • Disabled: Disable dark mode.
Size Mode (G)	Allows you to adjust the size of icons and fonts within the interface. <ul style="list-style-type: none"> • Auto: Use the default configuration (Enable). • Small: Enable small size. • Large: Enable large size.

Changing the Regional Settings

You can change the **Regional Settings** in the User Settings.

1. On the top-right pane, click **Profile**.
2. Click **Options**.
3. Click **Regional Settings**.
4. In the **Language** list, select the language.
5. In the **Date, time and number format** list, select the date, time and number format.
6. In the **System of measurement** list, select the system of measurement.
7. In the **Decimal** list, select the number of decimals.
8. In the **Relative Time** list, select if you want to use relative time.
9. Click **OK**.

You have successfully changed the regional settings.

Changing the Theme Settings

You can change the **Theme Settings** in the User Settings.

1. On the top-right pane, click **Profile**.
2. Click **Options**.
3. Click **Theme Settings**.
4. In the **Dark Mode** field, select if you want to use dark mode.
5. In the **Size Mode** field, select the size of icons and fonts.
6. Click **OK**.

Using the Device

Changing the Set Point Temperature

You can change the **Set Point** temperature in the floorplan.

1. On the Home screen, click **Floorplan**.
2. Select a room in the floorplan layout.
The selected room screen appears.
3. In the **Set Point** section, click +/- to increase or decrease the temperature.

Switching the Device ON/OFF

You can switch the device ON/OFF in the floorplan.

1. On the Home screen, click **Floorplan**.
2. Select a room in the floorplan layout.
The selected room screen appears.
3. In the device section, click ON/OFF to switch the device ON/OFF.

Schedule

A schedule enables you to set events that change the state of a selected device.

NOTE: The state of a device changes at a set time according to the defined schedule. To reverse or change the device state, add different schedules to trigger the same.

Example 1:

Event 1: Set heating to 19 °C at 6:30.

Event 2: Set heating to 15 °C at 8:30.

Result: This action maintains the temperature at 19 °C from 6:30 to 8:30, and at 8.30, it changes to 15 °C.

Example 2:

Event 1: Set kitchen light to ON at 19:00.

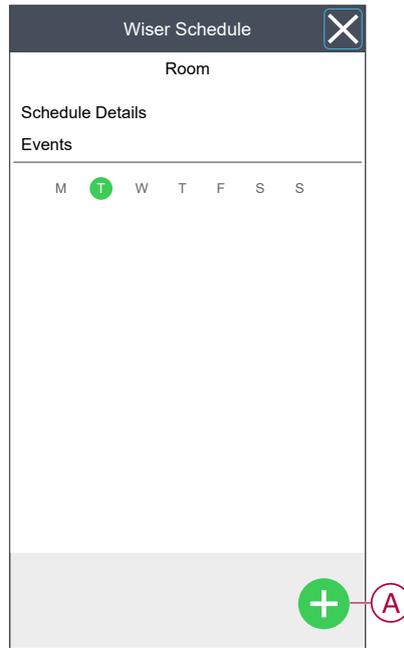
Event 2: Set kitchen light to OFF at 23:00.

Result: This action keeps the kitchen light ON from 19:00 to 23:00, and at 23:00, the kitchen light turns OFF.

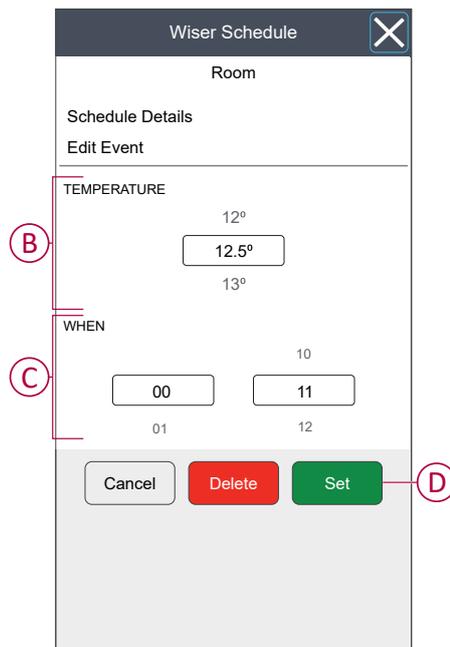
Creating a Schedule

1. Select a room in the floorplan layout.
The selected room screen appears.
2. Click **Schedule**.
The **Wiser Schedule** screen appears.

3. Select the day and click + (A) to create a schedule.



4. Select the **Temperature** (B).



5. Set **When** (C) the event must occur.
6. Click **Set** (D) to save the event.

Editing a Schedule

1. Select a room in the floorplan layout.
The selected room screen appears.
2. Click **Schedule**.
The **Wiser Schedule** screen appears.
3. On the **Wiser Schedule** screen, select the day and click .

4. Change the **Temperature** (A) or **When** (B).

The screenshot shows a 'Wiser Schedule' dialog box with a close button (X) in the top right corner. The dialog is titled 'Room' and contains 'Schedule Details' and 'Edit Event' sections. The 'TEMPERATURE' section has three input fields: '12°', '12.5°' (highlighted with a red circle 'A'), and '13°'. The 'WHEN' section has four input fields: '00', '11' (highlighted with a red circle 'B'), '01', and '12'. At the bottom, there are three buttons: 'Cancel', 'Delete' (red), and 'Set' (green, highlighted with a red circle 'C').

5. Click **Set** (C) to save the event.

Deleting a Schedule

1. Select a room in the floorplan layout.
The selected room screen appears.
2. Click **Schedule**.
The **Wiser Schedule** screen appears.
3. On the **Wiser Schedule** screen, click **Edit**
4. Click **Delete**.
The event will be removed from the **Schedule Details** page.

Compliance

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.

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



General information about Schneider Environmental Data Program

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

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



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Schneider Electric
35 rue Joseph Monier
92500 Rueil Malmaison
France

+ 33 (0) 1 41 29 70 00

www.se.com

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