## Wiser Home System User Guide (UK, Ireland)

05/2025

# Drayton





## Legal Information

The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

This document is not intended as a substitute for a detailed study or operational and site-specific development or schematic plan. It is not to be used for determining suitability or reliability of the products/solutions for specific user applications. It is the duty of any such user to perform or have any professional expert of its choice (integrator, specifier or the like) perform the appropriate and comprehensive risk analysis, evaluation and testing of the products/solutions with respect to the relevant specific application or use thereof.

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this document are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owner.

This document and its content are protected under applicable copyright laws and provided for informative use only. No part of this document may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the document or its content, except for a non-exclusive and personal license to consult it on an "as is" basis.

Schneider Electric reserves the right to make changes or updates with respect to or in the content of this document or the format thereof, at any time without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this document, as well as any non-intended use or misuse of the content thereof.

## **Table of Contents**

	7
Reading the System User Guide Online	8
Getting to Know the Wiser System	9
Device compatibility list	10
Climate	10
Lights	11 14
	۱۱۱۰ 12
Sensors	12
Safety and Security	
List of Wiser Devices	14
Kits	
Hub	15
Climate	16
Lights	16
Shutters	17
Appliances	17
Sensors	17
Safety and Security	18
Setting-up the Wiser System	19
System Requirements	19
Support for battery-powered devices	20
Limitations of the Wiser System	20 20
Wiser Home App	22 23
Downloading the Wiser Home App	23
Roles in the Wiser Home App	
Cybersecurity Principles	
Getting to know the Hub	29
Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation)	29
Operating Elements	29
LED Behaviour	30
Updating	30
Resetting to factory defaults	31
Wiser Hub 2 <sup>nd</sup> Generation	32
Operating Elements	
LED Behaviour	33
Updating	33
Wiser HubB 2nd Generation	
Operating Elements	
LED Behaviour	
Updating	
Resetting to factory defaults	37
Setting up the Hub	
Setting up as a Professional Installer	
Downloading hub firmware into the app	41

Connecting to the Hub's Temporary Wi-Fi® Network	43
Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation)	43
Wiser Hub 2 <sup>nd</sup> Generation	
Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation	51
Updating the firmware	
Entering Wi-Fi <sup>®</sup> login information	63
Connecting Devices to the Hub	67
Matter	68
Compatible Wiser Devices for Matter Bridge	68
Commissioning Wiser Hub to Matter Ecosystem	00 03
Managing Matter Connection	
Creating on Assount	
Configuring the Wiser System	79
Devices	79
List of Devices	79
Adding a Device	83
Device Details	87
Rooms	
List of Rooms	
Adding a Room	90
Room Details	91
Moments	92
Creating a Moment	
Editing a Moment	
Deleting a Moment	
Automations	
Creating an Automation	101
Editing an Automation	111
Deleting an Automation	113
Schedules	114
Adding a Schedule	116
Editing a Schedule	118
Deleting a Schedule	120
Modes	121
Away Mode	121
Boost Mode	122
Smart Modes	123
Ann Settings	128
Support	130
	131
Setting Tariff	132
Configuring - flat rate	13/
Configuring - (neak/off-neak) rate	136
Configuring feed in tariff	138
	120
Notifications and Alarma	130
Sotting up Overconsumption Alarm	140
Setting up No Consumption Alarm	142
	145
	147
Controlling the Wiser System	148

Home Screen	148
Managing Favourites	149
Tips and Advice	151
Home Screen Settings	154
Device control	154
Climate control	158
Voice Control	
Amazon Alexa	
Google Home	
Insights	
Energy overview	
Activity and environment	
Weather and Heating	
Heat report	
Insights+	172
Subscription to Insight+	173
Using Insight+	177
Energy	
Live	
History	
Insights	
Additional Information	
About Signal Strength	
Understanding Control Mode Priorities	
Changing home Wi-Fi login information	
Troubleshooting	188
Decommissioning a Wiser System	
Compliance	
Product Environmental Data	
Declaration of Conformity	
Trademarks	191

## **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.

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

## 

**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.

## **Reading the System User Guide Online**

Navigating through the System User Guide and getting to know the functions.

The System User Guide is optimised for online presentation. Several functions are available to help you navigate.



Α	Table of	Tap/Click to navigate through the topics.
	Contenta	Tap/Click the + and - icons to expand/collapse a chapter.
В	Document name	Tap/Click to navigate to the first page of the document.
С	PDF Icon	Tap/Click to open the document as a PDF file.
D	Search field	Enter a search term and tap/click the magnifying icon.
Е	Copy Link	Tap/Click to generate a link for the current chapter displayed on the screen.
F	Previous / Next	Tap/Click to navigate through the previous and next topics.

## **Getting to Know the Wiser System**

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



The Hub is the centre of the system, processing control requests and status reports for connected Wiser devices, page 14.

With a personal account and the Wiser Home App on a smartphone you can control and monitor connected Wiser devices from anywhere where the internet is available for both mobile phone and the Hub.

## **Device compatibility list**

## Climate

Wiser Radiator Thermostat	Wiser Hub <sup>R</sup> (Channel 1) WT714R1S0902 Wiser Hub <sup>R</sup> (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1) CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
WV704R0A0902 WV704R0A0901			
Wiser Room Thermostat with display	<	<	<
Wiser Underfloor Heating Connection Strip (Wiser Underfloor Heating Controller) WF762F1A0902	•		
Wiser 16 A Relay for Temperature Control (Wiser Electrical Heat Switch)			
Aidoo Pro Heat Pump (Wiser ASHP Interface)			

## Lights

	Wiser Hub <sup>R</sup> (Channel 1)	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1)
			I wiser
	WT714R1S0902	CCT501800	CCTFR6311G2D
	Wise Hub (Channel 2/3)		Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3)
			A met
	WT724R1S0902		CCTFR6312G2D
	WT734R1S0902		CCTFR6313G2D
Wiser Multiwire Micro Module LED Dimmer			
(Anno)			
CCT5010-0003			

## **Shutters**

	Wiser Hub <sup>R</sup> (Channel 1) WT714R1S0902 Wiser Hub <sup>R</sup> (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1) CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Micro Module Shades Control	⊗		

## Appliances

	Wiser Hub <sup>R</sup> (Channel 1) WT714R1S0902 Wiser Hub <sup>R</sup> (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1) CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Smart Plug			
Wiser Power Micromodule	⊗	<	

## Sensors

	Wiser Hub <sup>R</sup> (Channel 1) WT714R1S0902 Wiser Hub <sup>R</sup> (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1) CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3) CCTFR6312G2D CCTFR6312G2D
Wiser Window/Door Sensor	⊗		

Wiser Motion Sensor	⊗	
CCT595012		
Wiser Water Leakage Sensor	8	
Wiser Temperature/Humidity Sensor CCT593012	⊗	

## Safety and Security

	Wiser Hub <sup>R</sup> (Channel 1) WT714R1S0902 Wiser Hub <sup>R</sup> (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2 <sup>nd</sup> Generation	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1) CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Smoke Alarm - Battery	⊗		

## **List of Wiser Devices**

The devices listed in the following table are compatible Wiser devices.

Follow the device Instruction sheet links for installation instructions and device user guide links for more details on the device configuration.

### **Kits**

#### Wiser Hub<sup>R</sup> (1<sup>st</sup> Generation)

Wiser Thermostat Kit 1	1 x Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation) Channel 1 1 x Wiser Room Thermostat	One channel thermostat pack ideal for combi-boilers. Enables you to control heating via the Wiser Home app.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Thermostat Kit 2	1 x Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation) Channel 2 1 x Wiser Room Thermostat	Two channel thermostat pack ideal for conventional systems. Enables you to control heating and hot water via the Wiser Home app. Wire in existing cylinder thermostat for hot water control.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Thermostat Kit 3	1 x Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation) Channel 3 2 x Wiser Room Thermostat	Three channel thermostat pack ideal for properties with two heating zones. Enables you to control heating and hot water via the Wiser Home app. Wire in existing cylinder thermostat for hot water control.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Multi-zone Kit 1	1 x Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation) Channel 1 2 x Wiser Radiator Thermostat 1 x Wiser Room Thermostat	One channel thermostat system with two radiator thermostats to start zoning your system. Suitable for combination boilers. Control the room thermostat and radiator thermostats via the Wiser Home app. Add more radiator thermostats to create more independent zones.	Instruction Sheet Device User Guide (Wiser Radiator Thermostat) Device User Guide (Wiser Room Thermostat)
Wiser Multi-zone Kit 2	1 x Wiser Hub <sup>R</sup> (1 <sup>st</sup> Generation) Channel 2 2 x Wiser Radiator Thermostat 1 x Wiser Room Thermostat	Two channel thermostat system with two radiator thermostats to start zoning your system. Suitable for conventional boilers. Set schedules for the room thermostat, radiator thermostats and hot water via the Wiser Home app. Add more radiator thermostats to create more independent zones.	Instruction Sheet Device User Guide (Wiser Radiator Thermostat) Device User Guide (Wiser Room Thermostat)

#### Wiser Hub 2<sup>nd</sup> Generation

Wiser ASHP Kit	1 x Wiser Hub 2 <sup>nd</sup> Generation 1 x Aidoo Pro Heat Pump (Wiser ASHP Interface) 1 x Wiser ASHP Interface – Ext Cable	This kit is purely for air to water heat pumps. It is a solution that lets you control the heat pump through the Wiser Home app. An Wiser ASHP interface is wired to the heat pump and connects to the Wiser Home app via Wi-Fi®.	Instruction Sheet (PDF)
Wiser ASHP CCTFR6900DND Kit – Daikin Altherma			
Wiser ASHP CCTFR6900PCD Kit – Panasonic Aquarea			

### Hub

#### 1<sup>st</sup> Generation Hub

Wiser Hub <sup>R</sup> (Channel 1)	The Wiser HubR is used to connect the	Instruction Sheet
	central heating (e.g. boiler or heat pump) is used.	Getting to know the Hub, page 29
	The Wiser Hub <sup>R</sup> is available in three variants, according to your heating system	
WT714R1S0902	<ul> <li>One Channel (WT714R1S0902): 1x heating for combination boilers</li> </ul>	
Wiser Hub <sup>R</sup> (Channel 2/3)	<ul> <li>Two Channels (WT724R1S0902): 1x Heating, 1x Hot water, for conventional boilers with a separate hot water cylinder</li> </ul>	
	Three Channels (WT734R1S0902): 2x Heating, 1x Hot water, for large	
WT724R1S0902	properties with dual heating circuits.	
WT734R1S0902		

#### 2<sup>nd</sup> Generation Hub

Wiser Hub 2 <sup>nd</sup> Generation	The Wiser Hub 2 <sup>nd</sup> Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi <sup>®</sup> .	Instruction Sheet (PDF) Getting to know the Hub, page 29
Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 1)	The Wiser HubR 2nd Generation is the central control unit of the Wiser Home system. It monitors and controls the devices of your home via the Wiser Home app. It can directly control a heating system and turn on a boiler.	Instruction Sheet (PDF) Getting to know the Hub, page 29
CCTFR6311G2D Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Generation (Channel 2/3)	<ul> <li>The Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation is available in three variants, according to your heating system</li> <li>One Channel (CCTFR6311G2D): 1x heating, for combination boilers.</li> <li>Two Channels (CCTFR6312G2D): 1x Heating, 1x Hot water, for conventional boilers with a separate hot water cylinder</li> <li>Three Channels (CCTFR6313G2D): 2x Heating, 1x Hot water, for large properties with dual heating circuits.</li> </ul>	

## Climate

Wiser Radiator Thermostat	Provides individual temperature control	Instruction Sheet (PDF)
Q	for radiators.	Device User Guide
WV704R0A0902		
WV704R0A0901		
Wiser Room Thermostat with display	Wireless, battery-powered, coloured	Instruction Sheet (PDF)
	temperature.	Device User Guide
WN704R0S0902		
WN704R0S0901		
Wiser Underfloor Heating Connection Strip (Wiser	Control thermal actuator valve heads to	Instruction Sheet (PDF)
	underfloor pipes.	Device User Guide
WF762F1A0902		
Wiser 16 A Relay for Temperature Control (Wiser	Control electrical heaters with On/Off	Instruction Sheet (PDF)
	commands (Relay output) commands.	Device User Guide
WE714U1A0902		
Aidoo Pro Heat Pump (Wiser ASHP Interface)	It is a solution that let you control the heat pump through the Wiser Home app. A Wiser ASHP interface is wired to the heat pump and connects to the Wiser Home app via Wi-Fi <sup>®</sup> .	Device User Guide
Wiser ASHP CCTFR_AZAI6WSPDA2 Interface – Daikin Altherma		
Wiser ASHP CCTFR_AZAI6WSPPA2 Interface – Panasonic Aquarea		

## Lights

Wiser Multiwire Micro Module LED Dimmer	The Wiser Multiwire Micro Module LED Dimmer is used to switch and dim the ohmic or capacitive loads.	Instruction Sheet (PDF)
(A)		Device User Guide
CCT5010-0003		

## **Shutters**

Wiser Micro Module Shades Control	Controls blinds through connected push-buttons or the Wiser Home app.	Instruction Sheet (PDF)
and a sea		Device User Guide
CCT5015-0002W		

## Appliances

Wiser Smart Plug	Remotely control and monitor the power consumption of the plugged-in load.	Instruction Sheet (PDF) Device User Guide
Wiser Power Micromodule	The Wiser Power Micromodule hereinafter referred as module is for switching loads (up to 3000 W resistive) such as a hot water tank or a socket outlet. In combination with the Wiser app, the energy consumption can be measured and the module can be used for load shedding or demand response.	Instruction Sheet (PDF) Device User Guide

## Sensors

Wiser Window/Door Sensor	Can be used to detect if a door or window is opened or closed.	Instruction Sheet (PDF) Device User Guide
Wiser Motion Sensor	Reports the detection of movement and measures the luminance of the environment.	Instruction Sheet (PDF) Device User Guide
Wiser Water Leakage Sensor	Detects water on a surface.	Instruction Sheet (PDF) Device User Guide

Wiser Temperature/Humidity Sensor	Measures temperature and humidity	Instruction Sheet (PDF)
		Device User Guide
CCT593012		
ARGUS Motion Sensor Outdoor 360	It offers advanced motion detection, LUX measurement, and temperature sensing capabilities. It allows you to automate and enhance your smart home environment effortlessly.	Instruction Sheet (PDF) Device User Guide
CCT564114		
CCT564119		

## Safety and Security

Wiser Smoke Alarm - Battery	The Wiser Smoke Alarm - Battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat caused by rapid increase in temperature. When connected to the Wiser system, the device sends notifications to the user via the	Instruction Sheet (PDF) Device User Guide
CCT599002	Wiser app.	

## **Setting-up the Wiser System**

The following chapters guide you through the initial setup of your Wiser system.

### **System Requirements**

For a Wiser system you need at least the following devices and conditions.

#### Wiser Hub

The Hub communicates with all Wiser devices and the Wiser Home app.

You can find more information about the available hubs in Chapter List of Wiser Devices, page 14

#### Internet access for the Hub

In order to properly control Wiser Devices, the hub needs to be connected to the internet via your router.

**IMPORTANT:** The hub requires IPv4 network features to function correctly. To ensure full functionality, make sure that IPv4 is enabled in your local area network and internet settings on your internet provider's router. Systems configured as IPv6-only will impact your hub's ability to communicate and receive software updates, and may affect your ability to remotely control the hub.

#### **Wiser devices**

You can find more information about the available Wiser Devices in Chapter List of Wiser Devices, page 14

#### Smartphone

iOS Version 15 and higher

Android Version 8 and higher

#### Wiser Home App

For more information, please read chapter Downloading the Wiser Home App, page 23.

#### A valid e-mail address.

To set up your Wiser system, you will need to register an account at Schneider Electric with a valid e-mail address.

#### **Data localization**

Data Localization in general refers to a mandatory legal or administrative requirement directly or indirectly requiring that data be stored or processed, exclusively or non-exclusively, within a specified jurisdiction.

If data localization laws apply in your region, we strongly recommend setting up this device or system in a way that would not conduct a data cross-border transfer directly or through other channels. Details of data localization laws may vary in different regions. Your legal team is the best resource to give you compliance advice for your specific situation.

### Support for battery-powered devices

By default, a system with a Hub can support up to 20 battery-powered devices, such as sensors. Systems that also include mains-powered devices can support additional battery-powered devices.

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

**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.

## **Limitations of the Wiser System**

When commissioning a Wiser system, it is important to understand the system limits, such as the maximum number of supported devices.

**IMPORTANT:** Refer to Device compatibility list, page 10 to find out which devices are compatible with 1<sup>st</sup> Generation Hub and 2<sup>nd</sup> Generation Hubs.

#### System Limits

Maximum number of	
Devices total	128 (63 Zigbee devices + 1 Hub + 1 Aidoo Pro Heat Pump (Airzone Heat Pump Interface))
Devices Zigbee	63
Rooms	16
Moments	20
Automations	10
Schedules:	
Climate Schedules (e.g. for room setpoint)	16
On/Off Schedules (e.g. On/Off of appliances)	16
Level Schedules (e.g. % shutter position, % Light dimming)	32

#### **Device Limits With Respect to Single Hub**

Climate	Maximum overall	Maximum per Room
Room Thermostat	16	1
Radiator Thermostat	32	4
Wiser Underfloor Heating Connection Strip (Wiser Underfloor Heating Controller)	3	-
Wiser 16 A Relay for Temperature Control (Wiser Electrical Heat Switch)	48	4

Lights	Maximum overall	Maximum per Room
Lighting devices	32	32
Shutters	Maximum overall	Maximum per Room
Shutters Shutter Devices	Maximum overall 32	Maximum per Room 32
Shutters Shutter Devices	Maximum overall 32	Maximum per Room 32

Appliances	Maximum overall	Maximum per Room
Smart Plug + Wiser Power Micromodule (Combination)	20	20
Wiser Power Micromodule	20	20

Sensors	Maximum overall	Maximum per Room
Window + Door Sensor	10	10
Motion Sensor	10	10
Water Leakage Sensor	10	10
Temperature + Humidity Sensor	10	10
ARGUS Motion Sensor Outdoor 360	10	10
Safety and Security	Maximum overall	Maximum per Room
Smoke Alarm	16	16
Energy	Maximum overall	Maximum per Room
Aidoo Pro Heat Pump (Wiser ASHP Interface)	1	-

### **Selecting the mounting location**

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

The ideal location for the Hub is determined by the following:

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

### **General Instructions for Hub and Device Mounting**

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



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

## **Wiser Home App**

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

## **Downloading the Wiser Home App**

Before you can set up your home, you need the Wiser Home app.

Download the Wiser Home app from the relevant app store:

#### iOS

Requires iOS 15.0 or later

Search term: Wiser Home

https://apps.apple.com/app/wiser-heat/id1222853887



#### Android

Requires Android 8.0 or later

Search term: Wiser Home

https://play.google.com/store/apps/details?id=com.schneider\_electric.WiserHeat



### **Roles in the Wiser Home App**

In the Wiser Home app, you can perform various tasks in the app, depending on the access level.

Function	Supported Features	Home owner	Professional Installer
Creating an account	Create an account by providing email address and setting up the password	Yes	No
Setting up the Wiser System	Adding and configuring the hub and devices.	Yes	Yes
Manual Firmware Update	Updating the hub firmware manually	No	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes
	Name or rename Rooms	Yes	Yes
Manage devices	Add or delete devices	Yes	Yes
	Configure device feature setting and schedule	Yes	Yes
	Change device icon, name and location	Yes	Yes
	Control device	Yes	Yes
	Receive device notifications and alarms	Yes	Yes
Manage Moments, Schedule and	Create Moments, and Automations	Yes	Yes
Automations	Create or assign a Schedule.	Yes	Yes
	Assign devices to Moments/Automations	Yes	Yes
	Adjust device settings in Moments/ Automations	Yes	Yes
	Set Trigger conditions in Moments/ Automations	Yes	Yes
	Receive Moment/Automation trigger notifications	Yes	Yes

#### **IMPORTANT:**

- 1. As a professional installer, the app offers for setting up a Wiser System and adding devices without having to be logged in.
- 2. Any user can log in to the app, if the home owner provides the login credentials.

#### **Professional Installer**

This is a setup role by the Professional Installer. The main task of the Professional Installer is to set up the Wiser system.

To use the App as a Professional Installer:

1. Tap Get started (A).



2. Tap Professional Installer (B).



#### **Home Owner**

The Home Owner can create an account and set-up the Wiser system. To use the App as a Home Owner: 1. Tap Get started (A).



2. Tap **Home Owner** (B) and create an account. Refer to Creating an Account, page 75 for information on how to create an account.



**NOTE:** After successfully creating your account using your email address and password, log in to the app and start using the Wiser system with your credentials.

#### Login to the App

1. To login to the app, tap **Login** (A).



2. Enter your credentials and tap Login (B).



**NOTE:** You only have to log in to the app once. Each time you use the app again, you will be automatically logged in. You can log out of your account in the Account Settings, page 138.

### **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 in your personal home 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.

#### Software

- Always use the latest software for all devices in order to get new features, cyber security fixes and improvements.
- Keep your devices up to date.

## Getting to know the Hub

## Wiser Hub<sup>R</sup> (1<sup>st</sup> Generation)



WT714R1S0902 (One Channel)

WT724R1S0902 (Two Channels)

WT734R1S0902 (Three Channels)

The Wiser Hub<sup>R</sup> is the central control unit used to connect and manage the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is setup.

Refer to  ${\sf Device \ compatibility \ list, \ page \ 10}$  to find out which devices are compatible with Wiser  ${\sf Hub}^{\sf R}$  .

The Wiser Hub<sup>R</sup> is available in three variants, according to your heating system:

- One Channel (WT714R1S0902): 1 x Heating, for combination boilers.
- Two Channels (WT724R1S0902): 1 x Heating, 1 x Hot water, for conventional boilers with a separate hot water cylinder.
- Three Channels (WT734R1S0902): 2 x Heating, 1 x Hot water, for large properties with dual heating circuits.

### **Operating Elements**



-		
A	Setup	Activates the temporary Wi-Fi <sup>®</sup> network of the Hub. Useful for troubleshooting.
В	Heating Override*	Turning on the heating override will turn on the connected heating system for 2 hours regardless of any settings in the app or thermostats. In this state the boiler will self regulate its temperature. To start override: press and hold button for more than 3 seconds. To stop override, short press the button. This will put the heating back under system control.
С	Hot Water override	<ul><li>Turning on the Hot Water override will turn on the connected Hot Water for 1 hour. In this state the hot water will be regulated by a thermostat or the boiler.</li><li>To start override: press and hold button for more than 3 seconds.</li><li>To stop override, short press the button. This will put the hot water back under system control.</li></ul>

\* **NOTE**: The heating override switches off when the temperature is close to set point. However, in the app, the heating flame symbol will continue to display until the set point is reached. This is normal operation and will not affect the heating.

### **LED Behaviour**

#### Setup LED

LED	Description
Solid Flashing Solid Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	Wi-Fi <sup>®</sup> Error
	Hub is unable to connect to your Wi-Fi® network.
	Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly.
	Firmware update
	During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud.
	The hub continues to control the connected devices as normal.
	The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

#### **Heating LED**

LED	Description
	Connected heating is active.
	Override is active.

### Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

### **Resetting to factory defaults**

You can reset the Hub to it's factory defaults.

**NOTE:** Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 14 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button (A) until the Setup LED turns solid red followed by all LEDs flashing red once.



This indicates that the hub is successfully reset.

### Wiser Hub 2<sup>nd</sup> Generation



CCT501800

The Wiser Hub  $2^{nd}$  Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi<sup>®</sup>.

Refer to Device compatibility list, page 10 to find out which devices are compatible with Wiser Hub  $2^{nd}$  Generation.

### **Operating Elements**



#### **LED Behaviour**



LED	Description
Solid Flashing Breathing Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	Wi-Fi® Error         Hub is unable to connect to your Wi-Fi® network.         Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly.         Firmware update
	During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

### Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

#### **Resetting to factory defaults**

You can reset the Hub to its factory defaults.

**NOTE:** Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 14 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button until the LED turns solid red, and then quickly flashes green and turns solid RED again.



This indicates that the hub is successfully reset.

### Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation



CCTFR6311G2D (One Channel)

CCTFR6312G2D (Two Channels) CCTFR6313G2D (Three Channels)

You can connect a heating or hot water system directly to the Wiser  ${\sf Hub}^{\sf R}\,2^{\sf nd}$  Generation.

The app will guide you through the process to configure and add the devices to the system. Refer to Device compatibility list, page 10 to find out which devices are compatible with Wiser Hub<sup>R</sup>  $2^{nd}$  Generation.

Once configured and added, the system connected to the Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation will show up as a device in the app and can be configured and operated accordingly.

The Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation is available in three variants, according to your heating system:

- One Channel (CCTFR6311G2D): 1 x Heating, for combination boilers.
- Two Channels (CCTFR6312G2D): 1 x Heating, 1 x Hot water, for conventional boilers with a separate hot water cylinder.
- Three Channels (CCTFR6313G2D): 2 x Heating, 1 x Hot water, for large properties with dual heating circuits.

#### **Operating Elements**



A	Setup	Activates the temporary Wi-Fi® network of the Hub. It is used during the commissioning process and troubleshooting.
В	Heating Override*	Turning on the heating override will turn on the connected heating system for 2 hours regardless of any settings in the app or thermostats.
		To start override: press and hold button for more than 3 seconds.
		To stop override, short press the button.
С	Hot Water override	Turning on the Hot Water override will turn on the connected Hot Water for 1 hour. In this state the hot water will be regulated by a cylinder thermostat or the boiler. When the Hot Water override is active, the Hot Water LED will flash green.
		To start override: press and hold button for more than 3 seconds.
		To stop override, short press the button. This will put the hot water back under system control.

\* **NOTE**: The heating override switches off when the temperature is close to set point. However, in the app, the heating flame symbol will continue to display until the set point is reached. This is normal operation and will not affect the heating.

### **LED Behaviour**

### Setup LED

LED	Description
Solid Flashing Breathing Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi <sup>®</sup> network of Hub is enabled
	The Hub is actively searching for the device to pair.
<b>↓↓↓</b>	<ul> <li>Wi-Fi® Error</li> <li>Hub is unable to connect to your Wi-Fi® network.</li> <li>Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly.</li> <li>Firmware update</li> <li>During the firmware update process, Hub will disconnect from Wi-Fi®.</li> </ul>
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

#### **Heating LED**

LED	Description
	Connected heating is active.
	Override is active.
## Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

## **Resetting to factory defaults**

You can reset the Hub to it's factory defaults.

**NOTE:** Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 14 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button (A) until the Setup LED flashes green and amber.



To signal the completion of the reset, all LEDs will flash green once.

## Setting up the Hub

In order to be able to control the system via your smartphone, the hub must be connected to the internet.

You can set up the Hub by using the app as Home Owner and Professional Installer.

The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

You can also setup the Wiser System by using the app as a Home Owner after creating an account. Refer to Setting up an Account, page 75 for information on how to create an account.

## Setting up as a Professional Installer

The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

**NOTE:** The option to act as a Professional Installer is only available if you are logged out of the app. To log out of the app, navigate to the Account settings, page 138 and tap **Logout**.

To set up the Wiser System as Professional Installer:

1. On the welcome screen, tap Get started (A).



2. Tap Professional Installer (B).



3. Select your country from the list.

< Back	Location	
Seleo	ct your country or region	
Australia		>
Denmark		>
Finland		>
France		>
Germany		>
Ireland		>
New Zealand		>
Portugal		>
Spain		>
Sweden		>
United Kingdor	n	>
Other		>

The Add Devices screen allows you to add a Hub to the system. Refer to Connecting to the Hub's Temporary Wi-Fi<sup>®</sup> Network , page 43 and Entering Wi-Fi<sup>®</sup> login information, page 63 to add and setup the Hub.

You can also download firmware into your app that will update the hub during setup. See Downloading hub firmware into the app, page 41.

All Hub Energy		
Hub		
Hub <sup>R</sup> 2 <sup>nd</sup> Gen		
- Hub 2 <sup>nd</sup> Gen		
Hub <sup>R</sup>		
Energy		
EVlink Home Smart		
C Schneider Charge		
Hub firmware Manage your Hubs firmware by downloading the latest version.		
Done		

# Downloading hub firmware into the app

When the hub is connected to the Wiser cloud, it automatically updates the latest firmware.

If you want to update the hub manually before connecting to the cloud, you can use the app as a professional installer.

As professional installer, page 38:

1. Tap Hub-Firmware (A).

	K Add Devices	
	All Hub Energy	
	Hub	
	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Gen	
	F Hub 2 <sup>nd</sup> Gen	
	Hub <sup>R</sup>	
	Energy	
	EVlink Home Smart	
	Schneider Charge	
A	Hub firmware Manage your Hubs firmware by downloading the latest version.	
	Done	

2. Tap Check for updates (B).



3. If there is a new version of firmware, it will be downloaded into the app.



**NOTE:** If a firmware is saved in the app, you can check the version number and expiry date.

- To check if a newer version is available, tap Update firmware (A).
- To remove a firmware from your app, tap the **bin** (B).

	< Hub Firmware		
	Download and manage the latest versions of firmware for the Hub 2nd Gen and HubR		
	YOUR VERSION		
	Firmware v1.00 (240mb) Expired	<u>أ</u>	B
$\bigcirc$			
(A)	Update firmware		

## **Connecting to the Hub's Temporary Wi-Fi® Network**

The hub will create a temporary Wi-Fi $^{\mbox{\tiny B}}$  network. To connect your smartphone to this network, follow the instructions provided in this section specific to the type of hub you have at home.

### Wiser Hub<sup>R</sup> (1<sup>st</sup> Generation)

Using app as a Professional Installer, page 38 or Home Owner:

1. Select your hub in the app. Tap **Hub**<sup>R</sup> (A).

	All Hub Energy
	Hub
	Hub <sup>R</sup> 2 <sup>nd</sup> Gen
	- Hub 2 <sup>nd</sup> Gen
(A)	Hub <sup>R</sup>
	Energy
	EVlink Home Smart
	Schneider Charge
	Hub firmware Manage your Hubs firmware by downloading the latest version.
	Done

**NOTE:** If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

2. Put the Controller into setup-mode as per the instruction provided by the app. Then tap **Next** (A).



- 3. Navigate to your smartphone's settings or tap Open Wi-Fi Settings (C).
- 4. Connect to the Hub Wi-Fi $^{\otimes}$  and enter the password located on the front cover and inside the rear cover of the Hub.
- 5. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

Navig netwo passw	ate to the Wi-Fi sett rk called Wiser and rord. Once connecte	ings, select the input the ed, return to the
Wiser	Арр	
	-	
	<ul> <li>10:42</li> <li>Settings Wi-Fi</li> </ul>	0 99%
	Wi-Fi	
	ViserXX_XXXXXX No Internet Connection	* ()
	CHOOSE A NETWORK	
	Home WIFI	<ul><li><b>○</b></li></ul>
	Office	* U
	Open Wi-Fi S	ettings
	Continue	

6. Select your options from the **Device Details** screen of the Hub<sup>R</sup> and tap **Next**.

C Device Details	
Hub <sup>R</sup>	
· · · · · · · · · · · · · · · · · · ·	
OPTIONS ^	
Heat Source Type Gas Boiler	A
Boiler Type Standard	B
Next	

- a. **Heat Source Type** (A): Tap and select the type of heating system available in your home from the drop-down, and then tap **OK**.
  - Gas Boiler
  - Oil Boiler
  - Electric Boiler
  - Heat Pump
- b. **Boiler Type** (B): Tap and select the type of control your heating system uses, and then tap **OK**.
  - **Standard**: Select this option if your heating system uses the basic On/ Off control. Standard controls typically use simple On/Off commands to control the boiler. The thermostat signals the boiler to turn On when heating is needed and to turn Off when the desired temperature is reached.
  - **OpenTherm**: Select this option if your heating system supports OpenTherm. OpenTherm is a digital communication protocol that allows continuous communication between the boiler and thermostat. As a result, the boiler can determine the room's current temperature and heat accordingly as required, thereby improving energy efficiency and providing more consistent heating.
- c. If you choose **OpenTherm** control type, following additional options will appear:

Contraction of the second s			
(î;			
OPTIONS		^	
Heat Source Type Gas Boiler			
Boiler Type OpenTherm	?		
Control Type OpenTherm modulation	?	/	C
Next			

• Tap **(**C) and select the **Control Type** your heating system uses:

÷	Device Details	
c		
H G	OpenTherm modulation	P
B C	On/Off load compensation	*
CC	CANCEL OK	>
		^

Opentherm modulation	o	Adjusts the water temperature from the boiler continuously to maintain your desired room temperature.
	0	Keeps the boiler ON longer but uses a lower water temperature for better energy efficiency and comfort.
ON/OFF load compensation	0	Adjusts how long the boiler runs to achieve the desired temperature. It runs the boiler at higher water temperatures for shorter periods.
	0	Runs the boiler at higher water temperatures for shorter periods, providing faster heating.

 If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap Skip (F) and continue with chapter Updating the firmware, page 59

#### NOTE:

- The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 24 to find more information on the access levels.
- The Professional Installer has the ability to skip the Wi-Fi<sup>®</sup> setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi<sup>®</sup>, register for an account, or control your devices outside of your home.
- To connect the hub with your Wi-Fi<sup>®</sup> network and continue the setup, tap Continue (G) and continue with chapter Entering Wi-Fi<sup>®</sup> login information, page 63.



## Wiser Hub 2<sup>nd</sup> Generation

Using app as a Professional Installer, page 38 or Home Owner:

1. Select your hub in the app. Tap Hub 2<sup>nd</sup> Gen (A).

	All Hub Energy
	Hub
	Wiser Hub <sup>R</sup> 2 <sup>nd</sup> Gen
A	Hub 2 <sup>nd</sup> Gen
	Hub <sup>R</sup>
	Energy
	EVlink Home Smart
	Schneider Charge
	Hub firmware Manage your Hubs firmware by downloading the latest version.
	Done

**NOTE:** If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

2. Put the Hub into setup-mode as per the instruction provided by the app. Then tap **Next** (A).

3. Connect your smartphone to the Hub's temporary Wi-Fi<sup>®</sup> network either by QR Code connection or Manual connection.

**TIP:** If you cannot find the password, tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

#### **QR Code Connection:**

a. Tap on Open Camera and scan the QR Code from the device.



**IMPORTANT:** Allow the app to access your camera when prompted.

b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

#### **Manual Connection:**

- a. Tap on Connect Manually.
- b. Navigate to your smartphone's settings or tap Open Wi-Fi Settings (C).
- c. Connect to the Hub Wi-Fi $^{\otimes}$  and enter password located on the front cover and inside the rear cover of the Hub.
- d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

	<b>〈</b> Back	Hub 2 <sup>nd</sup> Gen Setup
	Navio netwo pass Wise	pate to the Wi-Fi settings, select the ork called Wiser and input the word. Once connected, return to the r App
		▼ 10.42 ● 99X ■ Settings Wi-Fi Wi-Fi
		✓ WiserXX_XXXXXX ● ↑ ① No Internet Connection
		Home WIFI 🗢 (j)
		Office 🗢 (j)
©-		Open Wi-Fi Settings
D		Continue

 If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap Skip (F) and continue with chapter Updating the firmware, page 59

NOTE:

- The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 24 to find more information on the access levels.
- The Professional Installer has the ability to skip the Wi-Fi<sup>®</sup> setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi<sup>®</sup>, register for an account, or control your devices outside of your home.

 To connect the hub with your Wi-Fi<sup>®</sup> network and continue the setup, tap Continue (G) and continue with chapter Entering Wi-Fi<sup>®</sup> login information, page 63.



### Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation

Using app as a Professional Installer, page 38 or Home Owner:

1. Select your hub in the app. Tap Hub 2<sup>nd</sup> Gen (A).

	All Hub Energy
	Hub
A	Hub <sup>R</sup> 2 <sup>nd</sup> Gen
	- Hub 2 <sup>nd</sup> Gen
	Hub <sup>R</sup>
	Energy
	EVlink Home Smart
	Schneider Charge
	Hub firmware Manage your Hubs firmware by downloading the latest version.
	Done

**NOTE:** If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

2. Put the Hub into setup-mode as per the instruction provided by the app. Then tap **Next** (A).



3. Connect your smartphone to the Hub's temporary Wi-Fi<sup>®</sup> network either by QR Code connection or Manual connection.

**TIP:** Tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

#### **QR Code Connection:**

a. Tap on **Open Camera** and scan the QR Code from the device.

✓ Hub <sup>R</sup> 2 <sup>nd</sup> Gen setup
You will now connect your smartphone to a temporary wireless network created by your H Scan the QR Code or enter the password manually. The password is located on the fror cover and insider the rear cover of the Hub.
Wiser ####
I can't find the password
Open camera
Connect manually

**IMPORTANT:** Allow the app to access your camera when prompted.

b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

#### **Manual Connection:**

- a. Tap on Connect Manually.
- b. Navigate to your smartphone's settings or tap Open Wi-Fi Settings (C).
- c. Connect to the Hub Wi-Fi $^{\otimes}$  and enter password located on the front cover and inside the rear cover of the Hub.
- d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

	Kack Hub <sup>R</sup> 2 <sup>nd</sup> Gen Setup			
	Navigate to the Wi-Fi settings, select the network called Wiser and input the password. Once connected, return to the Wiser App			
	▼ 10.42 ● 593. <ul> <li>Settings</li> <li>Wi-Fi</li> </ul>			
	Wi-Fi ViserXXXXXXX A + (1)			
	CHOOSE A NETWORK			
	Home WIFI 🗢 🛈			
©	Open Wi-Fi Settings			
D	Continue			

4. Select your options from the **Device Details** screen of the Hub<sup>R</sup> 2<sup>nd</sup> Gen and tap **Next**.

< D Н	evice Details ub <sup>R</sup> 2 <sup>nd</sup> Gen			
Wiser				
	((i·			
OPTIONS			^	
Heat Source Type Gas Boiler				A
Control Type Standard		?	<i>"</i>	B
	Next			

- a. **Heat Source Type** (A): Tap and select the type of heating system available in your home from the drop-down, and then tap **OK**.
  - Gas Boiler
  - Oil Boiler
  - Electric Boiler
  - Heat Pump
- b. **Control Type** (B): Tap and select the type of control your heating system uses, and then tap **OK**.
  - **Standard**: Select this option if your heating system uses the basic On/ Off control. Standard controls typically use simple On/Off commands to control the boiler. The thermostat signals the boiler to turn On when heating is needed and to turn Off when the desired temperature is reached.
  - **OpenTherm**: Select this option if your heating system supports OpenTherm. OpenTherm is a digital communication protocol that allows continuous communication between the boiler and thermostat. As a result, the boiler can determine the room's current temperature and heat accordingly as required, thereby improving energy efficiency and providing more consistent heating.
- c. If you choose **OpenTherm** control type, following additional options will appear:

Control Device Details Hub <sup>R</sup> 2 <sup>nd</sup> Gen    Wiser			
OPTIONS		^	
Heat Source Type Gas Boiler			
Control Type OpenTherm	?	ø	
OpenTherm Settings		≻	C
OpenTherm Diagnostics		≻	D
Next			

• OpenTherm Settings (C):



### **IMPORTANT:**

- If the options are editable, the App will display the symbol and allows you to set the temperature. In this case:
  - If the temperature displayed on your boiler does not match the setpoint shown in the app, rely on the value in the app. The app's setpoint takes precedence and ensures the boiler operates as expected.
- (2) If the options are NOT editable, the App will NOT display the symbol and will not allow you to set the temperature. In this case:

• If the temperature displayed on your boiler does not match the setpoint shown in the app, rely on the value on your boiler. The boilers setpoint takes precedence for this value.

Domestic Hot Water Setpoint	Set the desired temperature for domestic hot water. This option allows you to control the temperature of the hot water used for domestic purpose such as showers, baths, and other domestic uses.
Max Central Heating Water Temperature	Set the maximum temperature for the water circulating through your central heating system. This will help control the heat output of your radiators or underfloor heating.

 OpenTherm Diagnostics (D): Tap to view the live status of your heating system. The diagnostic information helps the technician to identify faults and resolve problems related to heating system.

**NOTE:** If some of the diagnostic information appears as unrealistic values, this indicates that your boiler does not support this information.

C OpenTherm Diagnostics			
Search	Q		
BASIC DIAGNOSTICS	^		
Water pressure in CH circuit 3 Bar			
Flow water temperature 28°C			
Domestic hot water temperature 50°C			
Return water temperature 20°C			
EXTENDED DIAGNOSTICS	^		
Fault Flags and OEM Fault codes			
Ventilation/Heat recovery Service Code 32			
CO2 exhaust levels (PPM) 350			
Exhaust fan speed (RPM) 1043			
Power Cycles			

5. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 59

### NOTE:

- The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 24 to find more information on the access levels.
- The Professional Installer has the ability to skip the Wi-Fi<sup>®</sup> setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi<sup>®</sup>, register for an account, or control your devices outside of your home.

6. To connect the hub with your Wi-Fi<sup>®</sup> network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi<sup>®</sup> login information, page 63.



# Updating the firmware

When the hub is connected to the Wiser cloud, it automatically updates the latest firmware. For the first time installation, if you want to check and update the firmware manually, use the app as a professional installer.

To check and update the firmware manually:

- 1. Use the Wiser Home App as a professional installer, page 38.
- 2. Download the latest hub firmware to the app. Refer to Downloading hub firmware into the app, page 41.
- 3. Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi<sup>®</sup> Network , page 43.
- 4. When asked to Connect your Hub to your home Wi-Fi® network, tap Skip (A).



Hub<sup>R</sup> 2<sup>nd</sup> Gen

5. Tap Yes, check and update (B).





- 6. Here are the possible conditions:
  - If the firmware version on your smartphone matches the one on the hub, your setup is complete. You can proceed to add devices.
  - If the firmware version on your smartphone doesn't match the one on the hub, the hub will automatically update to the latest firmware version.

**IMPORTANT:** The firmware update process may take some time. Do not close the Wiser Home App during this process to allow the update to complete.

Firmware UpdateExitYour Hub needs to be updated to a newer firmware version and may reboot multiple times	Firmware Update         Exit           Your Hub needs to be updated to a newer firmware version and may reboot multiple times.         Please don't close or leave the app whilst the update is in progress.
<b>.</b> ») <b></b>	
Updating firmware to the Hub	Updating firmware to the Hub
Wiser Hub <sup>R</sup>	Hub 2 <sup>nd</sup> Gen

Firmware Update	Exit		
Your Hub needs to be updated to a newer firmware version and may reboot multiple times.			
Please don't close or leave the app whilst the update is in progress.			
, ») . wise	]		
Updating firmware to the Hub			
Hub <sup>R</sup> 2 <sup>nd</sup> Gen			

# **Entering Wi-Fi® login information**

Once you are connected to the hub's Wi-Fi^{e}, you can enter the login information of your home Wi-Fi^{e} into the hub.

To enter the Wi-Fi® login information:

- 1. Use the Wiser Home App as a Professional Installer, page 38 or a Home owner.
- 2. Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi® Network , page 43.
- When asked to Connect your Hub to your home Wi-Fi<sup>®</sup> network, tap Continue (A).



4. Select your Wi-Fi® network from the list.

**NOTE:** If your home network does not appear in the list of available network, tap **Can't see your network?** to allow you to manually enter your network credentials to easily connect to your home network.

<	Hub	
Select your Wi-Fi n	etwork.	
Home Wi-Fi Network		ß
Other network 1		₽
Other network 2		
Can't see your networ	k?	

5. Enter the Wi-Fi® password and tap Join (B).



6. When the hub is connected to your Wi-Fi® network, you can start adding devices to your hub.

**NOTE:** The hub only operates in the 2.4 GHz range.

**NOTE:** For more information about adding devices to the hub, refer to chapter Adding a Device, page 83.

7. When all devices are connected to the hub, tap **Done**.



# **Connecting Devices to the Hub**

For the Wiser devices to be controlled by the hub, they must be connected to the hub.

Connecting devices to the hub is part of the set up process. You can add devices to the hub at any time. The app guides you through the process of adding devices.

You can find detailed information about the necessary steps for adding the device in the chapter Adding a Device, page 83.

### Matter

Matter is a new communication standard for IoT devices that allows devices from different manufacturers to communicate through third-party apps such as Google Home, Apple Home, and Amazon Alexa. Its goal is to simplify the smart home ecosystem by allowing internet-connected devices from different manufacturers to communicate seamlessly and securely. Matter promotes interoperability, meaning Matter-certified devices from different brands can easily work together without compatibility issues.

## **Matter Bridging**

A Matter Bridge acts as an intermediary between non-Matter devices (using various communication protocols like Zigbee) and the Matter network. It allows non-Matter IoT devices to seamlessly integrate into a Matter ecosystem (Matter Fabric). The Bridge translates signals between Matter and other protocols, enabling Matter nodes to communicate with these Bridged Devices. By using a Matter Bridge, consumers can maintain compatibility and unify their existing non-Matter devices with Matter-certified ones in their smart home setup.



In this case, Wiser Hub 2<sup>nd</sup> Generation / Wiser Hub<sup>R</sup> 2<sup>nd</sup> Generation acts as the Matter Bridge. By adding the hub to a third-party Matter app (Google/Amazon/Apple etc.), you can integrate your Wiser Zigbee devices into the Matter Fabric (network) and control them from the third-party app.

## **Compatible Wiser Devices for Matter Bridge**

Following are the Matter bridge compatible devices:

Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

Sensors	Wiser Window/Door Sensor
	Wiser Water Leakage Sensor
	Wiser Motion Sensor
	Wiser Temperature/Humidity Sensor
Dimmers	Wiser Multiwire Micro Module LED Dimmer
Shutters	Wiser Micro Module Shades Control

Appliances	Wiser Plug
Climate	Wiser Radiator Thermostat
	Wiser Room Thermostat
	Wiser Underfloor Heating Connection Strip
	Wiser Electrical Heat Switch
Safety	Wiser Smoke Alarm - Battery

## **Commissioning Wiser Hub to Matter Ecosystem**

This section outlines the steps to commission your Wiser Home system to the Matter network.

- 1. On the Home screen of the Wiser Home app, tap  $\mathfrak{D}$ .
- 2. Tap Account > App and Connections > Matter.

<	Apps and Connections				
WISEF	WISER CONNECTIONS				
Wi <b>g</b> er	Wiser Energy Connected	>			
THIRD PARTY CONNECTIONS					
ネ	Matter	>			
0	Alexa	ď			
•	Google Assistant	ď			
Support	ed Languages: English, French, German and :	Spanish			

3. Tap Add a new connection.



A screen will appear with instruction how to join the Matter network using the QR code on the Wiser Hub 2<sup>nd</sup> Generation/ Wiser HubR 2<sup>nd</sup> Generation or the pairing code.

4. Tap **Allow Matter Joining** and wait for the hub to connect to the Matter network (this may take up to 15 minutes).

< Add Matter Connection	< Add Matter Connection
How to join	How to join
Step 1 - Allow joining	Step 1 - Allow joining
To connect Wiser Home to a Matter-enabled network, the Hub needs to be visible to your third-party app. Once the button below is pressed, you will have 15 minutes to join a matter network.	To connect Wiser Home to a Matter-enabled network, the Hub needs to be visible to your third-party app. Once the button below is pressed, you will have 15 minutes to join a matter network.
Allow Matter joining	Allow Matter joining
Step 2 - Pairing code	Step 2 - Pairing code
Follow the instructions on your third-party app to add a matter device, then scan the QR code on the Wiser Hub, or copy the code below.	Follow the instructions on your third-party app to add a matter device, then scan the QR code on the Wiser Hub, or copy the code below.
Matter pairing code 1234-567-8901-2345-678-90-1	Matter pairing code 1234-567-8901-2345-678-90-1
	Join success
< Add Matter Connection	
How to join	
Step 1 - Allow joining	
To connect Wiser Home to a Matter-enabled network, the Hub needs to be visible to your third-party app. Once the button below is pressed, you will have 15 minutes to join a matter network.	
Allow Matter joining	
Step 2 - Pairing code	
Follow the instructions on your third-party app to add a matter device, then scan the QR code on the Wiser Hub, or copy the code below.	
Matter pairing code 1234-567-8901-2345-678-90-1	

5. Choose one of the following options to prepare for connecting:

Joining available for <mm:SS>

- **Option 1 (Pairing Code)**: Copy the pairing code shown on the screen.
  - **TIP:** Once the pairing code is copied, you will receive a confirmation message on your screen saying, **Copied to clipboard**.
- Option 2 (QR Code): Locate the QR code on the hub, ready to be scanned.
- 6. Follow the instructions from the third-party app to add a Matter device. When prompted, either enter the pairing code from the Wiser app into the third-party app or scan the QR code on the hub to successfully add the hub to the Matter network.

### **Managing Matter Connection**

1. On the Home screen of the Wiser Home app, tap  $\mathfrak{D}$ .

2. Tap Account > App and Connections > Matter.

<	Apps and Connection	ons		
WISER CONNECTIONS				
Wi <b>G</b> er	Wiser Energy Connected	>		
THIRD PARTY CONNECTIONS				
ネ	Matter	>		
0	Alexa	ď		
•	Google Assistant	ď		
Supported Languages: English, French, German and Spanish				
3. Choose one of the following options:



a. **Manage your connections**: Here you can see all Wiser Home system that are currently joined to the Matter network.

**NOTE:** This option is available only if you have already connected to Matter network.

Tap **Remove** for the following reasons:

 If you experience difficulties adding your Wiser Home system to the Matter network and can see the desired network in the list, tap this option to remove the network and try connecting again. Refer to Commissioning Wiser Hub to Matter Ecosystem, page 69 to rejoin the matter network.

< Manage Matter Co	nnections
Your Wiser Home system is to the Matter network(s) sho	currently joined wn below.
If you are experiencing diffic Wiser Home system to a Ma you can see the network you to below, remove it and try a	ulties adding your atter network, and u want to connect again.
Google Home Added on 06 December 2024	Remove
Apple Home Added on 11 November 2024	Remove
Amazon Alexa Added on 11 November 2024	Remove

•

If you want to completely remove the network from the Matter network. **NOTE:** Make sure you remove the network from your third-party app as well. b. Add a new connection: Tap this option to add new connections to the Matter network. Refer to Commissioning Wiser Hub to Matter Ecosystem, page 69 to add new connection.

# **Creating an Account**

To be able to control the system from your smartphone, you need to create an account and log in.

Once the professional installer sets up the Wiser system, they will hand it over to the homeowner. Subsequently, the homeowner will create an account to have control over the Wiser system. Refer to the chapter Setting-up the Wiser System, page 19 for information on how to setup the wiser system.

If the homeowner decides to set up the Wiser system independently, they need to begin by creating an account before proceeding with setting up the Wiser system.

**IMPORTANT:** Only a Home Owner has access to create an account.

1. On the welcome screen, tap **Get started** (A).



2. Tap Home Owner (B) to create an account.



- 3. Enter your name and e-mail address
- 4. Enter a password

NOTE: The password must meet at least the following criteria:

- · Eight characters long
- · Contain at least one uppercase and one lower case letter
- Contain at least one number

**TIP:** Increase the security of your password by observing the following points:

- Do not use any personal information such as a name, birthday, e-mail address, etc. These data are publicly visible and make it easier to guess the password.
- Use a long password. It should contain at least six characters; longer passwords help increase security.
- Do not use a password that you have already assigned for another service.
- If possible, include numbers, special characters and differences in upper and lower case.
- Change the password frequently.

**TIP:** For more information about securing your network, read chapter Cybersecurity Principles, page 28

5. Select the country in which your home is located.

6. Tap Continue .

K Back	Account
• First name	
Last name	
Email addres	SS
Password	Ø
Repeat Passv	vord
Country	
Please ensure your p it includes at least 1 o	bassword is at least 8 characters and capital and 1 number.
Required	
I accept the Term	ns of Use
View Privacy Notice	
	Continue

7. Activate account.

An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

**TIP:** If you do not see the e-mail in your inbox, also check the spam folder if your provider offers one.

You can change the information and have the e-mail sent again

After confirming the e-mail, the Wiser Home app shows the confirmation that the setup is complete.

8. Tap 🗸 icon.



9. Read and tick the check box to agree with the **User Agreement** and **Privacy Notice** and tap **I accept**.

Logout Terms and Conditons	
Life Is On Schneider	
Search products, documents & more	]
Terms of use Data Privacy	
Wiser Home - Terms of use Wiser Home DOWNLOADABLE MOBILE APPLICATION TERMS OF USE COUNTRY: United Kingdom	
PREAMBLE The present preamble forms an integral part of	
l accept	

- 10. Personalise your consents and tap **Continue**.
- 11. Enter your home address and tap **Continue**.

Г

The home address is required so that functions dependent on the location work properly.

< Back	Address
Your addr weather a	ess is used to detemine local ctivity.
Address	s line 1
Address	s line 2
Town/Ci	ity
Postco	de
Country	
	Continue

You can now control your home with the Wiser Home app, add and set up Devices and Rooms.

# **Configuring the Wiser System**

# **Devices**

Adding new Devices / Assigning Devices to Rooms / Device settings / Removing a Device

### **List of Devices**

In the Devices page, you can find all installed Devices of your Home, sorted by their device type.

The Devices will also display their Name, their Room location and, if applies, other information, e.g. the charge level of the battery and the indication of zigbee signal strength.

Tap a Device in the List to navigate to the Device Details, page 87.

- 1. Login to the app.
- 2. On the Home Screen, tap 🔅.

Good evening	欲
Favourite devices	🖋 Edit
Shutter Living room	Motion Sensor Hallway
Open (^	Critical battery
	Unoccupied
Moments	🖋 Edit
្ត្រុំ Away Mode 🕥	(੯ <sup>☆</sup> Good night
Tips and advice	See all
Stay safe and simu with lights and shut away for added sec √ Show me	llate your presence tters when you are curity X Not for me
Home Automations	Control Insight

3. Tap **Devices**.

<b>〈</b> Back	Settings
Account	>
Rooms	>
Devices	>
Away Mode	>
Smart Modes	>
System settings	>
Support	>
Home Screen	>
App Theme	>
	App Version X.Y.Z (Build XX)

List of Devices:



A	The battery charge level indicator which displays the current battery status for battery-powered devices.	
В	Tap/click on the banner to get details about devices experiencing signal issues. Refer to Device With Signal Issues, page 81 for details on devices facing the signal issues and refer to About Signal Strength, page 184 to know more about the zigbee signal strength.	
С	Hub Wi-Fi® signal strength indicator which displays your hub's connection to your Wi-Fi® network. When the indicator displays , it signifies that there is no signal or connection.	
D	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. NOTE: This feature is not applicable for Wiser Plug device.	
E	Tap/click to add new devices.	

#### **Device With Signal Issues**

You can view devices which are currently offline and those with poor signal strength. Additionally, you'll find information regarding signal strength and solutions.

1. On the Home Screen, tap  $2^{(1)}$  > **Devices**.

2. Tap on the banner to get details about devices experiencing signal issues.

<b>&lt;</b> Back	Devices	+
① Sor	me of your devices have poor or no sig d out how to improve signal strength	<sup>gnal.</sup> >
Hub		
-	Hub 2 <sup>nd</sup> Gen	<b>?</b>
Sensor	'S	
$\bigcirc$	Motion sensor	lı.
$\bigcirc$	Water Leakage Sensor	ы
Shutte	rs	
* === 0000000	Micromodule - Shutter Living Room	ıl
Lights		
0.00	Micromodule Dimmer Bedroom	N

Device with signal issues:

<	Devices with signal issu	es	
Offlin If a dev and au	ne devices vice is offline, its schedules, i tomations will not run.	moments	
0	Motion sensor	N	
0 00	Micromodule Dimmer Bedroom	N	
Devi Poor s and af	ces with poor signal ignal might cause connectivi fect the performance of your	ty issues devices.	
$\bigcirc$	Water Leakage Sensor	-II	B
000000	Micromodule - Shutter Living Room	,I	
Learn	more about signal strength, es of poor signal and troubles	possible shooting	C
Sign	ai & Solutions		

А	Displays a list of all devices that are currently offline.
В	Lists devices experiencing weak signal strength.
С	Tap <b>Signal &amp; Solutions</b> for detailed information about Zigbee signal strength and possible solutions.

### **Adding a Device**

You can add a new Device at any time.

NOTE:

- The Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to Selecting the mounting location, page 22.
- The instructions provided for adding the device are generic. Some steps may vary based on the device types. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.
- 1. Tap + (A) in the List of Devices, page 79.

<b>&lt;</b> Back	Devices	+-(
① Sor	me of your devices have poor or no d out how to improve signal strength	signal. >
Hub		
- 11	Hub 2 <sup>nd</sup> Gen	<b></b>
Senso	rs	
$\odot$	Motion sensor	ll.
$\odot$	Water Leakage Sensor	ы
Shutte	rs	
000000	Micromodule - Shutter Living Room	.II
Lights		
<b>i</b> • • • •	Micromodule Dimmer Bedroom	N

- 2. Find your device by navigating the categories at the top of the screen (B).
- 3. Tap the **type of Device** (C) you want to add and follow the instruction in the app.

		Devices	
· Climate	Lights	Shutters	Appliances
() If you as U	i are setting up a nderfloor Heating	mains powere j, please add th	d device, such iis device first.
<u>Å</u>	Micromodule Multi - wire	- Dimmer	>
	D	lone	
	⑦ If you as Up correct	f you are setting up a as Underfloor Heating Micromodule Multi - wire	If you are setting up a mains powere as Underfloor Heating, please add the floor of the floor

4. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.



#### IMPORTANT:

1. The QR code scanning is not applicable to following hub / devices.

Hub	Wiser Hub <sup>R</sup>
Device	Wiser Plug
	Wiser Radiator Thermostat
	Wiser Room Thermostat
	Wiser Underfloor Heating Controller / Connection Strip

2. If you are facing difficulties in scanning the QR code, refer to Handling QR code Issues, page 87.

#### 5. Tap Next.



- 6. Set the Device into pairing mode.
  - The Wiser Home App will guide you through the pairing process. You can find detailed information about the pairing mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.



When the pairing is complete, you can give the device a name.

- 7. Enter a name for the Device.
- 8. Tap Next.

<	Micromodule	setup
What	are you using your de	evice to control?
Pleas the na	e give this device a n me shown on the ho	ame. This will be me screen.
	00000	
Name Ceiling	Dimmer	×
	Next	

9. Assign the Device to an existing Room, page 88 or create a new Room by entering a name in the field.

10. Tap Submit.

< Micromodule s	etup
Where is this device control	?
New room name	
Living Room	/
3 Devices	$\sim$
Kitchen	
2 Devices	
Bathroom	
1 Device	
Bedroom	
2 Devices	
0.1.1	
Submit	

11. Configure the dimmer settings, such as dimming mode, power-on behavior, and brightness level, according to your preferences, then tap **Submit**.

You can now control the Device with the Wiser Home App. You can find detailed information about controlling your Devices in chapter Controlling the Wiser System, page 148

**NOTE:** Depending on the type of Device, there are further features available. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

### Handling QR code Issues

Condition	Action	
If you are unable to find the QR code or if your hub is Wiser HubR, which does not support QR code scanning.	Tap I can't find the correct QR code and proceed Step 5, page 84.         .	ed to Step 5Adding a Device,
	I can't find the correct QR code	
If the QR code is incorrect, a message <b>Incorrect QR</b> <b>code scanned</b> will appear.	<ul> <li>Tap I can't scan the QR code and choose one of</li> <li>(E): Enter the Mac Address/EUI-64 and Inst The app will verify if the Mac Address/EUI-64</li> <li>(F): Tap this option if you are unable to find th Install code.</li> </ul>	of the following options: all Code, then tap Connect. and Install code are valid. the Mac Address/EUI–64 and Mircromodule - Dimmer If you are unable to scan the OR code on the back of your wireless device, you can imput the MAC address and the sulf profe
		E E
	I can't scan the QR code	Skip and setup manually F

### **Device Details**

You can find all relevant settings of a Device in the Device details.

You can navigate to the Device details from the List of Devices, page 79 by tapping the Device or from the Device control, page 154 by tapping the device setting.



А	Tap to change the name of the device.
В	Tap to change the location of the of the device <b>NOTE:</b>
С	Tap to identify the device. <b>NOTE:</b> Most of the devices will light up their status LED to help locate them. You can find the detailed information about this behaviour in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.
D	Tap to remove the device from the Wiser system. <b>NOTE:</b> Removing a device should only be necessary if it needs to be replaced or as part of troubleshooting, for example, if you need to reconnect the device to the hub.
E	The battery charge level indicator which displays the current battery status for battery-powered devices.
G	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 184 to know more about the zigbee signal strength. <b>NOTE:</b> This feature is not applicable for Wiser Plug device. <b>IMPORTANT:</b> The signal strength is not displayed for Wi-Fi <sup>®</sup> devices (expect for
	Hubs). It will only display no-signal ( $\stackrel{\textstyle  imes}{}$ ) if the device is offline.

Some devices have specific features and settings. For example, Shutter devices have an option to set the duration for opening and closing. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the link to device user guide of each devices.

# Rooms

Adding new Rooms / Changing Room Information / Room settings / Removing a Room

### **List of Rooms**

In the Rooms page, you can find all your Rooms in a condensed list.

You can add new Rooms.

Tap a Room in the list to navigate to the Room options.

On the Setting menu, page 128:

1. Tap **Rooms** (A).

	<b>〈</b> Back	Settings	
	Account		>
	Energy Management		>
(A)	Rooms		>
	Devices		>
	Away Mode		>
	Smart Modes		>
	System settings		>
	Support		>
	Home Screen		>
	App Theme		>
			App Version X.Y.Z (Build XX)

#### List of Rooms:

<b>〈</b> Back	Rooms	
Bedroom 5 Devices		>
Entrance 3 Devices		>
Kitchen 4 Devices		>
Living room 5 Devices		>
Office 2 Devices		>
		Ð

### Adding a Room

You can add a new Room when assigning a Device or from the List of Rooms, page 89:

1. Tap 🛨 (A) icon.

Kitchen     >       Living room     >       Office     >	Kitchen 4 DevicesNLiving room 5 Devices>Office 2 Devices>			
Bedroom     >       5 Devices     >       2 Devices     >       Kitchen     >       4 Devices     >       Living room     >       5 Devices     >       Office     >       2 Devices     >	Bedroom       >         5 Devices       >         2 Devices       >         Kitchen       >         4 Devices       >         Living room       >         5 Devices       >         Office       >         2 Devices       >	<b>〈</b> Back	Rooms	
Entrance 3 Devices > Kitchen 4 Devices > Living room 5 Devices > Office 2 Devices >	Entrance 3 Devices > Kitchen 4 Devices > Living room 5 Devices > Office 2 Devices >	Bedroom 5 Devices		>
Kitchen     >       4 Devices     >       Living room     >       5 Devices     >       Office     >       2 Devices     >	Kitchen     >       4 Devices     >       Living room     >       5 Devices     >       Office     >       2 Devices     >	Entrance 3 Devices		>
Living room 5 Devices > Office > Devices	Living room 5 Devices > Office > Devices >	Kitchen 4 Devices		>
Office >	Office >	Living room 5 Devices		>
		Office 2 Devices		>
				Ð
Ð	G			

- 2. Enter a name in the **text field** (B).
- 3. Tap Submit (C)



#### **Room Details**

In the Room details screen, you can check and change Room specific options, like a list of Devices assigned to a Room or changing the name of the Room.

Some devices have specific options and settings. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

#### Tap a Device to navigate to the Device Options.

In the List of Rooms, page 89:

1. Tap a **Room** (A).

	<b>〈</b> Back	Rooms	
	Bedroom 5 Devices		>
	Entrance 3 Devices		>
	Kitchen 4 Devices		>
A	Living room 5 Devices		>
	Office 2 Devices		>
			•

Room Details:



А	Tap to change the name of the room
В	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 184 to know more about the zigbee signal strength. NOTE: This feature is not available for the Wiser Plug device.
C	<ul> <li>Tap to delete the room.</li> <li>NOTE:</li> <li>Deleting a Room should not be necessary after you set up your Home, but you can do so at any time.</li> <li>When you delete a Room, all the devices assigned to that room will be listed as Unassigned in the Home screen.</li> </ul>
D	The battery charge level indicator which displays the current battery status for battery-powered devices.

## **Moments**

Create a Moment to change the state of multiple devices with a single tap. Moments act like scenes, allowing you to control several devices all at the same time.

Moments are created and edited on the Automation screen (A)

	Automations	+E
	Moments Autor	nations Schedules
	ြဲဂုံ Away Mode	
	🕑 Boost All	Cancel all overrides
	Moments	= Reorder C
B	- 🎦 Movie Night	Reading
	Rainy day	u⊸ Training
	Dinner time	🕅 Party
A	Home Automations	Control Energy

Α	Navigate to the automations screen.
В	Activate a Moment.
С	Rearrange the order of Moments.
	Also affects the list on the Home Screen, page 148.
D	Edit a Moment.
E	Add a Moment

#### NOTE:

- A Moment will only set the status of devices. In order to put the affected devices in another status, you need to change it manually or create a reversing Moment.
- If you added a Climate device to the Moment, you can reverse the change of the Climate device by tapping **Cancel all overrides**.
- If a device follows a Schedule, page 114, the Moment of that device will only last to the next scheduled setting.

Moments can also be assigned to push buttons of specific devices (e.g. ). Find more information about this feature in the respective device user guide. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

#### **Creating a Moment**

On the Automation screen:

1. Tap  $\,^+\,$  icon to navigate to **moment creator** screen.

Automations	+
Moments Auton	nations Schedules
ຼີ ໄດ້ Away Mode	
🕑 Boost All	Cancel all overrides
Moments	= Reorder
<sup>∩Ω</sup> , Movie Night	Reading
😚 Rainy day	아. Training
∭ Dinner time	Party
Home Automations	Energy

- 2. Select an **icon** from the list (A).
- 3. Enter a name for the Moment into the **text field**. (B).
- 4. Tap Add actions (C).

	Close	Moment creator	Save	
A		Name e.g. Movie Night		B
	Actions		0 of 60	
		+ Add actions		-©

5. Tap the Device you want to add to the Moment.

TIP:

- Tap a selected Device again to remove it from the Moment.
- You can add any device from your home to create a moment. The maximum number of devices you can add to a moment is 60.

6. Tap **Done**.

<b>&lt;</b> Back	Select devi	ices		
Please select the devices you want to add to this moment.				
<u>All</u> I	_iving room Office	Bedroom		
Living	room			
	Blinds	Ø		
7	Dimmer	Ø		
■	Blinds 2			
Office				
7	Office Dimmer			
Bedroom				
	Blinds 1	٢		
	Done			

7. Tap a Device to open the **Device Control** and set the state you want to put the device into and tap **Set** in the upper right corner.

Repeat for all devices.

Close Moment creator	Save
Living room OFF	
Actions	2 of 60
Blinds	Closed
Dimmer Living room	Off
Add actions	

8. Tap **Save**.

**TIP:** You can remove a Device by swiping it left and taping the  $\stackrel{\frown}{\boxplus}$  icon.

Close	Moment creator	Save
ŷ	Living room OFF	
Actions		2 of 60
	Dimmer iving room	Off
er ng room	Closed	1
	↔ Add actions	

# **Editing a Moment**

On the Automation screen:

<ol> <li>Tap 🗸 icon.</li> </ol>
---------------------------------

Automations Moments Autor	mations Schedules
ຼີ່ ເທັ່ງ Away Mode	
🕑 Boost All	Cancel all overrides
Moments	<u></u> Reorder
ິດຖຸງ Movie Night	Reading
Rainy day	৫–০ Training
۲ Dinner time	🅅 Party
Home Automations	Control Energy

You can:

- Change the Icon (A).
- Change the **name** (B).
- Tap the Device to open the Device Control screen (C) and change the state of the device.
- Tap the Add actions (D) and more Devices to the Moment.
- Swipe the Device left and tap the  $\overline{\mathbb{III}}$  (E) to remove a device from the Moment

Tap **Save**(F) to save the changes to the Moment



### **Deleting a Moment**

On the **Automation** screen:

4	т	
Ι.	тар	× .

ີ່_ດໍ່ Away Mode	
🕑 Boost All	Cancel all overrides
Ioments	<u></u> , Reor
ກາງ Movie Night	Reading
🖓 Rainy day	ወ–ው Training
Dinner time	R Party

2. Tap **Delete** and confirm the deletion with **OK**.

Close	Moment creator	Save
ŷ	Living room OFF	
Actions		2 of 60
	Blinds	Closed
7	Dimmer Living room	Off
	Add actions	
	Delete	

## **Automations**

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

Conditions can be:

- Device status change.
- Activate away mode.

Times can be:

- Specific time of a day (e.g. 7:30 each day).
- Period of time (e.g. from sunrise to sunset).

Actions can be:

- Change the state of a Device (e.g. open shutter 50%).
- Send a notification.
- Activate a Moment.

Limitations:

- Maximum number of Automations: 10
- Maximum number of conditions: 10
- Maximum number of actions: 10

An Automation needs at least one Action and one Condition or specific time of a day.

**NOTE:** An Automation changes the state of a Device only once, based on the conditions. If you want to reverse the state change, you will have to create another Automation. For example, if you want to switch a lamp based on motion detection, you will have to create an Automation as Presence detected – Light ON and another one No Presence detected – Light OFF.

**IMPORTANT:** The new action always overrides the current action. Therefore, if a new event is added to the automation or manual operation occurs while a scheduled automation is in progress, the system will stop the ongoing automation. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 185.

Automations are created and edited on the Automation screen (A).

You can turn an automation ON or OFF by tapping the slider (B).

Automation	IS		+	
Moments	Automat	ions S	chedules	
Automations				
Z, Entrand	ce Motion C	N		B
ZŞ Entrano	ce Motion C	)FF		
		-		
Home A	utomations	Control	Q Energy	

### **Creating an Automation**

In this chapter an example will be used to explain the necessary steps to create an automation:

This demonstration shows how to create an automation that notify and turns ON the ceiling dimmer with one minute delay when the motion sensor detects motion.

On the Automation Screen (A):



	Automation	s	+	B
	Moments	Automations	Schedules	
	Automations			
	Trigger au	tomatically base status change.	d on device	
A	Home A	utomations Cor	1 Q itrol Energy	

- 2. Select an Icon from the list (C).
- 3. Enter a name for the Automation into the text field (D).
- 4. Tap one of the following options:
  - **All conditions**: Select if you want all conditions to be met to trigger the automation.
  - **Any condition**: Select if you want any of the given conditions to be met to trigger the automation.

In this example, the automation should trigger only when all conditions are met.

5. Tap Add conditions (E).

	Close	New automation	Save	
©	- 12	e.g. Good Morning		D
	lf	When	Then	
	Conditions	are met	0 of 10	
	🗸 🚺	conditions 🛛 🐼 Any co	ndition	
		$\overline{\mathbb{A}}$		
	Start	by adding a condition that will t your automation	rigger	
				<b>E</b>
		+ Add conditions		J

6. Select the type of trigger to activate your automation. In this example, tap **Device status change** to activate your automation.

<b>〈</b> Bac	k Add conditions	
Please choose the triggers to activate your automation.		
<u>ئ</u>	Device status change E.g. if motion is detected	>
] Jů	Away Mode E.g. if away mode is on	>

7. Tap the device to open the **Device Control** screen and set the state of the device to activate the automation (e.g. Motion is detected), then tap **Set**.

**NOTE:** The available options and states are device specific. Certain devices offer additional options before you can set the state (e.g. for a Dimmer you will need to choose if you want ON/OFF as a condition or the brightness level).

Detailed information can be found in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to device user guide for each devices.

K Back Select device	
Please select a device that will activate your automation.	
All Living room Office Bedroom	
Entrance	
🕑 Night Light	
Ceiling Dimmer	
<u>أ</u> <sup>س</sup> Entrance Motion Detector	
Living room	
Dimmer	
Heating	
Bedroom	
Blinds	

#### In this example:



8. Keep adding conditions as needed, but note that you can add a maximum of 10 conditions.

**TIP:** If a Device offers more than one condition (e.g. Motion Sensor report motion detection and light level) you can add those as individual conditions.

**TIP:** The system will not only check for status changes, but also for the status of all condition-devices once one of them is triggered. In this example: The status of the Socket. Note that this also means that the System will check for the Motion Sensor status when you switch the Socket OFF.

9. When all the conditions are added, tap When (F).

Close	New automation	Save	
25	Entrance Motion ON		F
lf	When	Then	
Conditions	are met	3 of 10	
IIA 📎	conditions 🗸 Any	condition	
En En	trance Motion Detector trance	Detected	
(b) Nig En	ght Light trance	Off	
	+ Add conditions	5	

10. Tap Add time (G).



11. Set the time for the automation to trigger and tap Set.

**NOTE:** Specific time of day will act like a condition: The automation will trigger at that time when no conditions are set or if the conditions are met at that time of day. Periods of time will not trigger the automation by themselves, but the automation will only trigger during the set period.

<b>〈</b> Back	Add time		
Specific time o E.g. at 07:00 or	f day at sunrise	>	•
Period of time E.g. from sunset	to sunrise	>	•

In this example: Period of time — Night time (From sunset to sunrise). 12. Once the time is set, tap **Then** (H).

Close	New automation	Save	
25	Entrance Motion ON		
lf	When	Then	
At this time		1 of 10	
Every day	-4	<u></u> - <u>- ਮ</u> ੋ-	
	+ Add time		

13. Tap Add an action (I).

	Close	New automation	Save
	25	Entrance Motion ON	
	lf	When	Then
	Run this ac	tion	0 of 10
	Se	lect an action that works best for automation	
$\bigcirc$		+ Add an action	

14. Select the type of action for your automation:

- **Control a device**: Select the Device and set the desired state of the Device.
- Send notification: You will be notified if the condition is met.
- 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.

K Add actions		
Pleas	se choose an action for your automation.	
$\bigcirc$	Control devices E.g. turn the light on	>
B	Send notification E.g. if motion is detected	>
	Activate a moment E.g. enable Away Mode	>
╚	Wait E.g. wait for 10 minutes until next action	>

In this example: **Control a device**, **Send notification**, and **Wait** must be selected.

Control a device:

a. Tap **Control a device** and select the device that will be triggered as an action.

K Bac	k Select device
Dises	
auton	nation.
All	Living room Office Bedroom
Entra	nce
0	Ceiling Dimmer
- je	
Living	room
0	Dimmer
2	2
3	Heating
Bedro	om
	Blinds

b. Set the desired state and tap Set.

#### Send Notification:

a. Tap **Send Notification > Notify me** to receive the push notification when the motion is triggered.



#### Wait:

- a. Tap Wait to open the Add a wait screen.
- b. Specify the duration of the delay to trigger the action and tap Set.
| <    | Add a              | Set                       |  |
|------|--------------------|---------------------------|--|
| WAIT |                    |                           |  |
|      | 00<br>01 hrs<br>02 | 59<br>00 <b>min</b><br>01 |  |
|      |                    |                           |  |
|      |                    |                           |  |
|      |                    |                           |  |
|      |                    |                           |  |
|      |                    |                           |  |
|      |                    |                           |  |

15. Include all necessary actions and make sure that the total number of action does not exceed 10.

**TIP:** If you need more devices to be triggered than the action limit can provide, you can combine device state changes to a Moment and select that Moment as an action.

**NOTE:** The system will not check if a combination of actions does not make sense, e.g. switching a light ON and OFF at the same time.

16. When satisfied with the actions, tap Save (J).

**TIP:** You can rearrange the actions by long pressing an action and then dragging and dropping it to the desired location.

			$(\mathbf{J})$
Close	New automation	Save	
75	Entrance Motion ON		
		]	
lf	When	Then	
Run thi	s action	2 of 10	
(0)		1	
<u>"</u> []]	Notification	On ≡	
	147.17	$\cdot \cdot = 1$	
9	Wait	1 min =	
	Ceiling Left	On =	
	Living Room		
	+ Add an action		

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

To switch the ceiling dimmer OFF when no motion is detected, create another automation. In this example, it will suffice to set the condition "Not Detected" for the motion sensor and as action to switch the light OFF. Note that this will always switch the light OFF regardless of time of day, light level or status of the Socket.

**NOTE:** In this example, the time that has to pass between the motion sensor reporting motion and reporting no motion is not set in the automation. It is set in the Device Details of the motion sensor.

# **Editing an Automation**

On the Automation screen (A):

1. Tap the Automation you want to edit (B).

	Automatic	ons		+	
	Moments	Autom	ations Sc	hedules	
	Automation	S			
	Z⊊ Entra	nce Motion	ON		-(B)
	Z⊊ Entra	nce Motion	OFF		
			Ś	Ą	-
Y	Home	Automations	Control	Energy	

On the Edit Automation screen, you can:

- Change the icon.
- Rename the automation.
- Change the condition, time or action.
- To change the condition, time or action of an Automation:
- 1. Navigate to the relevant tab (If/When/Then) and tap the condition, time or action you want to change.
- 2. Set the new values.

3. Tap **Save** (C).

			C)
Close	New automation	Save	$\sim$
Z5	Entrance Motion ON		
lf	When	Then	
Conditio	ons are met	2 of 10	
<b>I</b>	All conditions 🛛 🖉 Any	/ condition	
<u>ئ</u> د	Entrance Motion Detector Entrance	Detected	
-À-	Entrance Motion Detector Entrance	Very dark	
	+ Add conditions	;	
	Delete automation		

To remove a condition, time or action:

- 1. Navigate to the relevant tab.
- 2. Swipe the relevant condition, time or action left.
- 3. Tap the 🛄 (A)



4. Tap **Save** (B).

			B
Close	New automation	Save	$\sim$
巧	Entrance Motion ON		
lf	When	Then	
Condit	ions are met	2 of 10	
	All conditions Any	condition	
لللا الأ	Entrance Motion Detector Entrance	Detected	
-ù-	Entrance Motion Detector Entrance	Very dark	
	+ Add conditions		
	Delete automation		

## **Deleting an Automation**

On the Automation screen (A):

1. Tap the Automation you want to delete (B).



2. Tap Delete automation (C).



# **Schedules**

Set a Schedule to define the specific time for changing the state of the device.

**TIP:** The Schedule changes the device's state based on the events set at a chosen time. If you need to reverse/change the state at a different time, add another schedule event.

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  $^\circ C$  from 6:30 to 8:30, and at 8.30, it changes to 15  $^\circ C.$ 

 Example : 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.

**NOTE:** The new action always overrides the current action. Therefore, if a new event is added to the device or manual operation occurs while a scheduled action is in progress, the system will stop the ongoing schedule. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 185.

Schedules are created and edited on the Automation screen (A)

Tap a Schedule to navigate to the Schedule details.

	Automatio	ns	+
	Moments	Automations	Schedules
	Shutters		
	Rise and sh 1 Room	ine	>
(A)	Home	Automations C	bontrol Energy

Schedule details:

	🕻 Back		Ris	e and	l shin	е		
	SCHEDU	LE DE	TAILS					^
A	Type Shutters							
(B)-	Name Rise and s	hine						
©-	Applies to							^
	Office Blinds							
				Delete				
D-	-EVENTS							
	M	т	W	т	F	S	S	
				Open		8.00 -	17:30	
		25%				17:30 -	21:30	
	Closed						21:30	
						Þ	•	Ð

Α	Device type
	A Schedule can only be set for one specific Device type.
В	Name of the Schedule
С	Devices the Schedule applies to
D	Event list
	The events of the Schedule are listed here, sorted by day of the week.
	The bars give an overview of the status of the device during an event (e.g. full green bar when shutter fully open).
	The time of the event is shown next to the bar.

## Adding a Schedule

Automatic	ons		+
Moments	Automation	s Schedules	;
Shutters			
Rise and s	hine		>
		<b>%</b>	7
		5 5	

1. On the Automation Screen (A), tap  $\,^+$  (B) icon.

- 2. Enter a name in the **text field** (C).
- 3. Select the Device type of the Schedule

**NOTE:** A Schedule can only be created for one Device type. If you want to switch a light at the same time as closing a blind, you will need to create two Schedules.

4. Select the Devices to which the Schedule applies to.

NOTE: All Devices of the selected Device type are available in the list.

5. Tap Create (D).

	Kew Schedule
	NAME
©	Schedule name
	ТҮРЕ
	Lights
	Shutters Appliances
	APPLIES TO
	Office Blinds
	Living Room Blinds
	Bedroom Blinds
ത	
	p Create

6. Tap  $\bigoplus$  (E) icon and set the details of the event.

Find detailed information about adding events and editing Schedules in Chapter Editing a Schedule, page 118.

7. Keep adding events until the Schedule is complete.

NOTE: Changes to the Schedule will be saved immediately.

8. When the Schedule is complete, tap **Back** (F) to save the schedule.

Back	Ri	so an	d chi	20		
			1 5111			•
SCHEDULE	JETAILO					
Type Shutters						
Name						_
Rise and shine						ø
Applies to						^
Office Blinds						
		Delete	e			
EVENTS						
Мт	w	т	F	s	s	
		Ope	n	<u>-ාර්-</u> -	07:31	
25%					17:30	
Closed					21:30	

## **Editing a Schedule**

In the Schedule details screen:

- Tap (A) icon to change the name of the Schedule.
- Select the **Devices** (B) the Schedule applies to.
- Select the day (C) you want to add or edit events.
- Tap I (D) icon to edit an event.
- Tap  $\bigoplus$  (E) icon to add an event to the selected day.
- Tap (F) icon to copy a day or a Schedule.

(G).									
	<b>〈</b> Back		Ris	se and	d shin	е			
	SCHEDU	E DET	AILS					^	
	Type Shutters								
	Name Rise and sl	nine							A
	Applies to	D						^	_
	Office Blin	ıds						9-	(B)
				Delete	)				
	EVENTS								_
	M	т	w	т	F	S	s—		-C
				Oper	1	8.00	- 17:30		D
		25%				17:30	- 21.30		
	Closed						21:30		Ē
						Þ	E	5	
					Ē				

### Adding / Editing an event

• Set the desired state (A).

NOTE: The Device state will be different for individual Device types.

- Set the time (B) of the event.
- To save the event settings, tap Set.
- To discard changes, tap Cancel.
- To remove an event, tap Delete. (Not available when adding an event.)

**NOTE:** The available options and states are Device specific. Detailed information can be found in Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide of each devices.



# **Deleting a Schedule**

On the Schedule details screen:

1. Tap **Delete** (A).

	🕻 Back		Ris	se and	d shin	е		
	SCHEDULE DETAILS						^	
	Type Shutters							
	Name Bise and shine							
	Applies t	0						^
	Office Blir	nds						0
(A)				Delete	Э			
-								
	EVENTS							
	Μ	т	w	т	F	S	S	
				Ope	n	8.00	- 17:30	) 🖋
		25%				17:30	- 21.30	) 🖉
	Closed					:	21:30	
						Þ	6	Ð

# Modes

## Away Mode

The Away Mode is designed to set your home in a state that is sensible when you are away for longer periods of time (e.g. being away for the weekend). It temporarily overrides the normal control (e.g. moments, automation) implemented in the Hub. When you disable the away mode, the controls revert to the state they where prior to entering the Away mode.

### Set the Device State in Away Mode:

1. On the Home screen, tap 2 > Away Mode.

🕻 Back	Settings	
Account		>
Energy Management		>
Rooms		>
Devices		>
Away Mode		>
Smart Modes		>
System settings		>
Support		>
Home Screen		>
App Theme		>
		App Version X.Y.Z (Build XX)

2. Tap the toggle switch to enable/disable the device when in away mode.

<b>〈</b> Back	Away Mode	
CLIMATE		
Heating setpoint 16º	t	
Cooling setpoint 30°	t	
LIGHTS Select which Lights Away Mode	you would like to turn Off when in	
Dimmer Module	(	
Ceiling Dimmer		
SHUTTERS Select which Shutter Away Mode	rs you would like to Close when in	I
Office Blinds		
APPLIANCES Select which Appliar Away Mode	nces you would like to turn Off who	en in
Night Light		

### Enable/Disable Away Mode

- 1. On the Home screen, tap Automation .
- 2. Enable/Disable the toggle switch to activate or deactivate the away mode.

Automations	+
Moments Auton	nations Schedules
ຼີ ໄດ້ Away Mode	
🕑 Boost All	Cancel all overrides
Moments	<u></u> Reorder
ີ Movie Night	Reading
TRainy day	�–⊕ Training
۲) Dinner time	🕅 Party
Home Automations	Control Energy

## **Boost Mode**

Boost Mode will apply a boost of +2 °C for one hour to every room in the system.

On the Automation Screen:

- 1. Tap Boost All.
- 2. To end boost mode earlier, tap Cancel all overrides.

Automations	+
Moments Auton	nations Schedules
] ຼ່າ Away Mode	
び Boost All	Cancel all overrides
Moments	<u></u> ↓ Reorder
ິ∩ງ Movie Night 🖍	Reading
Rainy day	ወው Training
Dinner time	Party
Home Automations	Control Energy

### **Smart Modes**

Smart Modes automatically adapt parameters of your Wiser System to increase comfort or energy savings.

Smart Modes are activated or deactivated in the Settings, page 128 menu.

### **Eco Mode**

Eco Mode is a smart feature designed to maximise the efficiency of your heating system. It automatically optimises the stop time of the heating phase, each time the set temperature changes from a higher to lower value.

**NOTE:** Eco Mode is a system feature that is either activated or deactivated for all rooms.

**NOTE:** Eco Mode feature will not activate when cooling Mode.

#### Eco Mode deactivated

Wiser switches the set-point temperature at 10 pm according to the schedule. Depending on the weather and how well-insulated the home is, the room temperature drops proportionally starting at 10 pm.

The boiler keeps cycling until 10 pm.



#### Eco Mode activated

When Eco Mode is activated, Wiser establishes how well your home retains heat in relation to the current and predicted outdoor temperatures. Based on this, the system switches to the next scheduled set-point temperature before 10 pm without any noticeable loss of comfort.

The period between the time that Eco Mode switches the set-point and 10 pm represents the eco period, and savings occur as a result of the boiler not being switched ON.

The boiler stops firing before 10 pm.



When a room is in an Eco period, an ECO icon will appear in the room on the home screen.

The ECO icon will also be visible on the temperature adjustment screen and the room thermostat.



### **Comfort Mode**

Comfort Mode is a smart feature that helps ensure the set-point temperature is reached by the time the heating is scheduled to turn ON.

It enhances thermal comfort by adjusting the setpoint ahead of schedule, page 114, ensuring the room reaches the desired temperature at the exact time you set. Additionally, it saves energy by optimising the times for the boiler to turn on, unlike traditional heating that only start heating at the scheduled time.

**NOTE:** Comfort Mode as a feature applies to all rooms, and cannot be activated for individual rooms. If you have scheduled certain heating intervals to start requesting heat early, they will need to be re-programmed when Comfort Mode is activated.

**Comfort Mode deactivated** 

When Comfort Mode is deactivated, the room starts heating at the scheduled time and it will reach the set-point temperature some time after the scheduled start time.

Boiler starts heating at 6 am, following the schedule request set for a temperature change.



#### **Comfort Mode activated**

With Comfort Mode activated a room will start to heat up to 3 hours ahead of a scheduled temperature change. The specific time needed to pre-heat the room is calculated by Wiser and may vary.

Boiler starts before 6 am in order to reach the requested temperature on time for the scheduled change.



When a room is in a Comfort period, a 'C' icon with an encircling arrow will appear on the temperature adjustment screen of the app. This icon will also appear on the display of the room thermostat.

During a Comfort period, the Wiser Home App and Wiser Room Thermostat with display will display the upcoming set temperature that Wiser is controlling the heating to. For example, if the schedule calls for 16 °C overnight and then 21 °C from 6am, the Wiser Home App and room thermostat will display the encircled 'C' and 21 °C as the set temperature during the Comfort period.



### **Seasonal Comfort Mode**

If you have a shutter control devices installed at your home, Seasonal Comfort Mode feature will be available.

Seasonal Comfort Mode is a smart feature helps maintain the perfect temperature throughout the year by automatically adjusting your shutters or blinds.

#### Features:

- · Keep your home comfortable in a cost-effective way.
- In the winter, let natural sunlight warm your home during the day.
- In the summer, block excess sunlight to prevent overheating.
- Save up to 5% on energy bills when used year-round, based on a home with both heating and cooling systems.

#### How It Works:

- **Summer:** The system will close your shutters based on temperature and light levels to reduce heat and keep your home cooler.
- Winter: Shutters will open at sunrise to let in natural warmth and close at sunset to help maintain indoor temperature.
- Mid-Seasons: The mode adapts to changing outdoor temperatures, ensuring your home stays comfortable.
  - If the highest temperature of a day reaches 22° C or above, the seasonal comfort mode operates the shutters the same as in summers.
  - If the highest temperature of a day is below 22° C, the seasonal comfort mode operates the shutters the same as in winters.

The Seasonal Comfort Mode adapts its operation based on the devices available in your system, offering three levels of algorithm efficiency. Each level improves the comfort and energy savings by integrating additional data sources:

• Basic level - Control based on time & geographical location:

At this level, it uses your home's geographical location and the time of day to manage shutters automatically based on the estimated sunrise and sunset times. This maintains the optimum light and temperature at home. This level is ideal for users who want a simple, automated solution without additional sensors.

Enhanced Level - Temperature - Driven Optimization:

At this level, it uses the local indoor and outdoor temperature in addition to the time and your home's geographical location. It manages the shutters dynamically based on the real-time temperature conditions to improve comfort.

Advanced Level - Best-in-class optimization with light sensors/outdoor motion sensors:

At this level, it further improves the shutter management by using the real-time light intensity measured by the outdoor motion sensors and the indoor and outdoor temperature.

**NOTE:** Make sure that the outdoor motion sensor is facing towards the floor and not facing the sun.

It offers maximum efficiency by adapting shutter movements based on actual temperature and natural light, rather than relying only on the estimated sunrise/sunset times.

**TIP:** Choosing the right level for shutter operation:

The Seasonal Comfort Mode adapts to the devices installed in your system. Even if you don't have all the required sensors, you can still benefit from the feature at a basic level. This flexible approach ensures that you can experience optimized comfort and energy efficiency, regardless of your system setup.

However, for the best results, we recommend using the full set of compatible devices.

**NOTE:** The seasonal comfort mode performs accurately when the indoor and outdoor temperature sensors (Temperature/Humidity Sensor) and outdoor motion sensors are installed at home.

**IMPORTANT:** The IP rating of the sensors used for the seasonal comfort mode are as follows:

Sensors	IP rating	
Temeperature/Humidity Sensor	IP20 - Sensor is protected against solid objects of size more than 12 mm.	

Therefore, they should be installed at a suitable location at home.

Find the details of setting-up the Seasonal Comfort Mode in the Device User Guide of the respective shutter control device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

<	Smart Modes							
HEAT	ING							
$\times$	Eco Mode	?						
(°)	Heating Comfort Mode	?						
SHUT	TER / BLINDS							
≣	Seasonal Comfort Mode Off		>					

# **App Settings**

Overview of the options available in the settings menu. The settings menu contains various settings for parts of the Wiser Home System. Rooms, page 88 and Devices, page 79 are managed from the settings menu. On the Home Screen, page 148:

1. Тар <sup>2</sup> .			
<b>G</b> Good	l evening	\$ <del>3</del>	
Favouri	te devices	🖋 Edit	
	Shutter Living room		
	Open (A)	Critical battery	
		Unoccupied	
Moments	;	🖋 Edit	
کڻ Aw	ay Mode 🕥	((☆ Good night	
Tips and	d advice	See all	
Sta witi aw.	ulate your presence tters when you are curity X Not for me		
Home	Automations	Control Insight	

### The settings menu:

🕻 Back	Settings	
Account		>
Energy Manageme	ent	>
Rooms		>
Devices		>
Unlock Insights+		>
Away Mode		>
Smart Modes		>
System settings		>
Support		>
Home Screen		>
App Theme		>
		App Version X.Y.Z (Build XX)

Account	Change the details of your account, like password, notification settings, home address, etc.			
Energy Management	NOTE: You can also find the notification settings (e.g. Battery low) here. This option is available only if you have Energy devices installed at your home. • Tariff: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to Setting Tariff, page 132 for detailed information on how to set the tariff. • Energy Management Terf • Terf • Terf • Output • Device the tariff to access the tariff to access the tariff.			
Rooms	List of all Rooms of your Home. Access to Room options.			
Unlock Insights+	Tap to unlock Insights+. Refer to Insights+, page 172 for the detailed information.			
Devices	List of all Devices of your Home. Access to Device options.			
Away Mode	Specify what happens when you activate the Away Mode, like temperature setting and which devices should be switched off. Refer to Away Mode, page 121 for detailed information.			
Smart Modes	Activate or deactivate the Smart Modes, like ECO Mode.			
System Settings	More detailed Wiser Home App information. Set your time zone here.			
Support	Provides you the general assistance such as the link to the FAQ section of se.com, access detailed guide, report errors, and provides contact information for customer support. Refer to Support, page 130 for the detailed information.			
Home Screen	Customise the appearance of the Home Screen.			
App Theme	Personalise the appearance of Wiser home app to light mode or dark mode. Refer to App Theme, page 131.			

# Support

The Support page provides you with the essential resources and assistance options. From finding solutions to reporting errors, it's your go-to place for resolving issues and getting help.

- 1. On the App Settings, page 128, click on Support.
- 2. Support menu:



Неір	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	Tap to check the current status of the Wiser system.
Upload Logs	This option allows you to upload log files if you have identified any issues in the app. When you tap on the option, a popup will appear, allowing you to describe the issue. Click <b>OK</b> to generate an ID number for this problem, and then contact the Schneider support team for further assistance. <b>NOTE:</b> Logs should be generated immediately when the issue happens, and the ID number is necessary to record for further investigation of the issue.
Show App Connection Type	This option displays information about the type of connection the app is using. It indicates whether the app is connected via local internet (when the phone and Hub are on the same Wi- Fi®) or via the cloud (when the phone uses mobile data or is connected to a different Wi-Fi® than the Hub). If this function is enabled, you can view the connection status directly from the app's Homescreen.

## **App Theme**

Wiser Home app is available with different colour schemes. By default, the app automatically matches your device's overall theme for a seamless look. You can also personalise the app experience by selecting your preferred appearance to light mode or dark mode.

- 1. On the App Settings, page 128, click on **App Theme**.
- 2. App Theme:

<	App Theme	
System defau	It	
Light		~
Dark		

# **Setting Tariff**

You can set tariff in the Wiser Home app to access your energy cost and billing data.

You can set the tariff based on your contract type:

• Flat rate: Flat rate is defined as the fixed rate for the entire time period of electricity service. Configuring - flat rate, page 134.

**Peak/Off-Peak Hours rate:** Peak rate is defined as a rate set to a specific period of time at which electrical consumption is at its highest. Off peak rate is the time period when the demand for power is at its lowest. It is the amount you pay for each unit of electricity consumed for the time period set. Refer to Configuring - peak rate, page 136.

• **No contract:** Electricity rate is not set, no information related to bill will be shown in the app.

#### NOTE:

- 1. Tap Continue.
- 2. Read the feature update and swipe to navigate to next screen.

3. Tap X to close the overlay screen.



**NOTE:** If you have not configured your tariff, a push notification will be sent after 2 weeks and the last reminder after 6 weeks.

### **Configuring - flat rate**

To set flat rate:

1. After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

**NOTE:** If you have already configured your tariff settings, follow below menu navigation if you need to modify tariff rate.

On the Home screen, tap S > Energy Management > Tariff > Electricity.

- 2. Tap (A) and select Flat.
- 3. Tap (B) to set the contract limit. The Contract Limit page appears.
  - a. Select your contract limit (kVA/A/kW) from the dropdown menu, then tap
    - real and enter a value using the dial pad as per your country.

A notification window will be prompted that the Contract Limit is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

**IMPORTANT:** Anti-Tripping is applicable only if you have installed Water Heater/EV Socket/Schneider Charge/EVlink Home Smart in your home.

- b. Tap **Continue**, if you like to proceed.
- 4. Tap  $\mathcal{O}(C)$  and select a subscription type (D) (refers to recurrent fee).
- 5. Enter a value in the Cost (€) (E) field and tap Set.

Close Electricity My contract options	A	Contract Limit	Cack Fixed Charges Set
Flat           Contract limit         ⑦           36kVA         ⑦           Fixed Charges         Yearly - € 0.00	B C	be found on your utility bill.	Monthly Weekly Daily
Rates Flat rate Please enter	^	NOLE: The range is 1 to 42kvA.	Cost (€)
Save			

7. Tap **Save** (G).



# Configuring - (peak/off-peak) rate

To set peak rate:

1. After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

NOTE:

- If you have already configured your tariff settings, follow this menu navigation to if you need to make changes:
- On the Home screen, tap > Energy Management > Tariff > Electricity.
- 2. Tap 🖍 (A) and select Time of use (peak /off-peak hours).
- 3. Tap 🖍 (B) to set the contract limit.
  - a. Select your contract limit (kVA/A/kW) from the dropdown menu, then tap

and enter a value using the dial pad as per your country.

A notification window will be prompted that the Contract Limit is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

**IMPORTANT:** Anti-Tripping is applicable only if you have installed Water Heater/EV Socket/Schneider Charge/EVlink Home Smart in your home.

- b. Tap Continue, if you like to proceed.
- 4. Tap (C) and select a Fixed Charges type (refers to recurrent fee) -Yearly, Monthly, Weekly, Daily.
- 5. Enter a fixed charge value in the **Cost (€)** field and tap **Set**.

**NOTE:** The **Fixed Charges** is applied to recover the basic cost of electric service, independent of how much energy is used. These charges are electricity costs that don't change no matter how much electricity you use. This amount is fixed in your electricity bills.

- 6. Tap (D), enter peak rate of consumption in the **Rate €/kWh** field and tap **Update**.
- 7. Tap Add a rate.
- 8. Enter the name of the rate in the text field (E).
- 9. Enter a target value in the Rate €/kWh field (F) and tap Add (G).

Close         Electricity           My contract options Time of use (peak/off-peak hours)         Ontract limit @A         Image: Contract limit @A           Fixed Charges Ammual - 630         Ammual - 630         Ammual - 640           Rates         Peak rate Rate 0.1535 GRWh         Add a rate	<ul> <li>A</li> <li>B</li> <li>C</li> <li>A</li> <li>A</li></ul>	Contract Limit Please enter your contract limit which can be found on your utility bill.      KVA     36 Note: The range is 1 to 42kVA.	Kack     Add a rate       Standard     E       Rate - €/kWh     E       0.1135     E
Schedules           Add a schedule	^		
Save			Add

NOTE: Maximum 5 additional rates can be added.

10. Tap Add a Schedule (H) to set the time frame.

Close	Electricity		
My contract option	ons /off-peak hours)		۲
Contract limit 46A		0	
Fixed Charges Annual - €30			ø
Rates			^
Peak rate Rate 0.1535 €/k\	Wh		ø
Standard rate Rate 0.1135 €/k\	Wh		ø
Overnight rate Rate 0.1115 €/k\	Wh		ø
	Add a rate		
Schedules			^
A	dd a schedule		_
	Save		

- 11. Enter a schedule name in the NAME field. Example, Weekend tariff.
- 12. Select the days of the week in **DAYS** field to apply the schedule.
- 13. Tap 🖍 to set **Start time** and **Finish time**.

# 14. Tap and select a **RATE TYPE**.

**IMPORTANT:** It is necessary to set off-peak hours for each day per schedule (I) else you will not be able to save your tariff details.

15. Tap Add and then tap Save.

✓ Add Schedule	Close Electricity
NAME	My contract options Time of use (peak/off-peak hours)
Weekday charge	Contract limit 46A
	Fixed Charges Annual - €30
DAYS	Rates
	Peak rate Rate 0.1535 €/kWh
	Standard rate Rate 0.1135 €/kWh
TIME	Add a rate
Start time 🖋	
Finish time	Schedules
16:00	You need have schedule included off peak hrs for each day
RATE TYPE	Weekday charge Weekdays 08:00-16:00
Standard Rate	Add a schedule
Add	Save

TIP: You can create multiple schedules by tapping Add a schedule.

**NOTE:** Avoid assigning the same date and time to more than one schedule to avoid conflicts.

# **Configuring - feed in tariff**

#### **IMPORTANT:**

- Feed in tariff will be shown only for users with On Grid solar system who feed electricity to the Grid.
- You will be notified to enter the Feed in Tariff in the **Insights** page.

To set feed-in tariff:

- 1. On the **Insights** page, tap **Find out more** and read the **Feed-in Tariff** onboarding information.
  - a. Tap X to close the overlay screen.



**NOTE:** If you have not configured your Feed-in tariff, a push notification will be sent after 2 weeks and the last reminder after 6 weeks.

TIP:

- If you have closed the reminder splash screen, you can also set your Feed-in tariff in the **Settings** page.
- On the Home screen, tap > Energy Management > Tariff > Feed-in Rate.
- 2. Tap **(**A) and enter a target value in the **Rate €/kWh** field (B).
- 3. Tap Save.



**NOTE:** If you have an Off Grid solar system and you wish to sell your excess energy, refer to Advanced settings before setting the Feed-in tariff.

## **Account settings**

In the account menu you can manage your address, customise notifications and alarms, manage privacy, connect third-party apps, update your password, and even delete your account when needed.

- In the Settings menu, page 128:
- 1. Tap Account (A).

K Back	Settings	
Account		>
Rooms		>
Devices		>
Away Mode		>
Smart Modes		>
System settings		>
Support		>
Home Screen		>
		App Version X.Y.Z (Build XX)

#### The Account menu:

<b>〈</b> Back	Account	
My Home		>
Notifications and Ala	irms	>
Apps and Connectio	ns	>
Privacy Managemen	ıt	>
Change Password		>
Delete my account		>
Logout		>

My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 141 you want to receive.
Apps and Connections	<ul> <li>The Apps and Connections has following options:</li> <li>Wiser Connections <ul> <li>Wiser Energy: If you have a Wiser Energy account, you can link your Wiser Energy app or create an account.</li> </ul> </li> <li>Third Party Connections</li> </ul>

	Alexa / Google Home: Integrate with popular third-party apps like Alexa and Google Home for convenient voice control. Refer to Voice Control, page 162 for detailed information.
	<ul> <li>Matter: Enable Matter-compatible devices to communicate with third party apps such as Google Home, Apple Home, and Amazon Alexa, ensuring seamless interaction between your smart devices. Refer to Matter, page 68 for details information.</li> </ul>
Privacy Management	Activate or deactivate the option to receive marketing emails and contribute to data analysis for service improvement. It also provides information about the terms of use and privacy notice.
Change Password	You can change you password here.
	NOTE: You can find the requirements of the Wiser Home password in chapter Creating an Account, page 75
	<b>TIP:</b> Please consider the tips about passwords and other methods to harden your system in chapter Cybersecurity Principles, page 28
Logout	Log out of your Account
	NOTE: In order to use the Wiser Home app, you need to be logged in with an Account.
Delete my account	Delete your Account.
	Deleting your account is immediate and permanent.
	You need to be logged in to your Wiser Hub to be able to delete your account.
	NOTE: Deleting your Account will flag your E-Mail Address as deleted.
	NOTE: A deleted account cannot be restored.
	<b>NOTE:</b> Deleting your Account will log you out of your Wiser System and you will not be able to log in again. Make sure to decommission your Wiser System first.
	<b>TIP:</b> Instead of deleting your account if you need to leave a Wiser System behind (e.g. moving out), reset the Hub and keep your credentials ready for the next Wiser System.

# **Notifications and Alarms**

Notifications and Alarms allows the Wiser Home app to send messages that show up in the notifications of your mobile device's operating system and also you can set an alarm for overconsumption and no consumption of the specific device.

You can select the Notifications and Alarms in the Account options of the Settings menu, page 128.

**NOTE:** Notifications and Alarms settings are saved for an account in the Wiser cloud. Changes to one mobile device affect all mobile devices using the same account.

1. Tap Notifications and Alarms (A).

_		
	K Back Account	
	My Home	>
	Notifications and Alarms	>
	Apps and Connections	>
	Preferences	>
	Change Password	>
	Delete my account	>
		、
	Logout	

Notification and Alarm settings:

<b>A</b> Notifications and Alarms	
SYSTEM	
Low and Critical Battery	
Offline Devices	
Automations	
Insights+ Budgeting	
Devices	>
PERSONAL	
Heat Pump Overconsumption	
Fridge No consumption	
Create a new alarm	

SYSTEM	
Offline Devices	Will notify you when the hub lost connection to a Device.
Automations	Will notify you when an automation has been triggered.
Insight+ Budgeting	Will notify you when you are approaching your budget and when you have reached it before the end of the month. Refer to Insights+, page 172 for the detailed information.
Devices	Certain Devices can send notifications on their own. You can select the devices that are allowed to send notifications.
	<b>TIP:</b> You can also enable or disable notifications of a device in the device options.
PERSONAL	
Overconsumption	The app will trigger an alarm when the device's usage exceeds the set limit, helping you to manage and reduce overconsumption effectively. Refer to Setting-up Overconsumption Alarm, page 142 for information on how to set the overconsumption alarm.
No Consumption	The app will trigger an alarm when the device consumes 0 watts for a set period of time. Refer to Setting-up No Consumption Alarm, page 145 for information on how to set the no consumption alarm.

# **Setting-up Overconsumption Alarm**

This topic explains how to setup an overconsumption alarm for a device.

1. On the Notifications and Alarms, page 141 screen, tap **Create a new alarm** (A).

K Notifications and Alari	ms
SYSTEM	
Low and Critical Battery	
Offline Devices	
Automations	
Devices	>
PERSONAL	
Heat Pump Overconsumption	
<pre>★★★ Fridge No consumption</pre>	
Create a new alarm	

2. Choose alarm type as **Overconsumption** (B).

K Back Notifications and Alarms	
SYSTEM	
Low and Critical Battery	
Offline Devices	
Automations	
Devices	>
PERSONAL	
You can create an alarm for your devices. e.g. overconsumption alarm for your heat pump.	
Select the alarm type	
Overconsumption	—(B)
No consumption	
Cancel	

3. Select the device from the device list and tap Next (C).

<	Create a new alarm	Next —	C
This is Please like to	your overconsumption alarm. e select a device that you would create an alarm or.		
DEVIC	CE LIST		
Ø	Heat Pump	$\checkmark$	
Ì	Pool Pump		
***	Fridge		
	Oven		

- 4. Tap *icon* (D) and set the power consumption limit that you consider normal for the selected device during its normal operation.
- 5. Tap icon (E) and set the duration for which the device should be operating above the set power consumption limit before triggering an alarm.
- 6. Once you have entered the desired values for both the maximum power consumption and the duration, tap the **Save** (F).

<b>K</b> Back Create a new alarm	
Your Heat Pump permanent consumption alarm.	
Enable alarm	
When are you alerted? If your Heat Pump has been permanently working for longer than it should.	
1500	Ð
During 12 hours	E
Save	F
7. To delete an alarm, select the device and tap **Delete** (G).

<b>〈</b> Back	Heat Pump		
Your Heat Pump	permanent consumption	alarm.	
Enable alarm			
When are you a	lerted?		
If your Heat Pum working for longe	ip has been permanently er than it should.		
Consumes at le	ast		
<b>Watts</b> 1500			
During 12 hours		, <b>#</b> `	
	Save		
	Delete		G

### **Setting-up No Consumption Alarm**

This topic explains how to setup a No Consumption alarm for a device.

1. On the Notifications and Alarms, page 141 screen, tap **Create a new alarm** (A).

< Notifications and Alarms	5
SYSTEM	
Low and Critical Battery	
Offline Devices	
Automations	
Devices >	
PERSONAL	
Heat Pump Overconsumption	
Fridge No consumption	
Create a new alarm	

2. Choose alarm type as **No consumption** (B).

K Back Notifications and Alarms		
SYSTEM		
Low and Critical Battery		
Offline Devices		
Automations		
Devices	>	
National Electrical Grid Status	>	
PERSONAL		
You can create an alarm for your devices. e.g. overconsumption alarm for your heat		
Select the alarm type		
Overconsumption		
No consumption		B
Cancel		

3. Select the device from the device list and tap Next (C).

<	Create a new alarm	Next –	C
This is Please to crea	your no consumption alarm. e select a device that you would like ate an alarm for.		
DEVIC	E LIST		
Ø	Heat Pump		
Ì	Pool Pump		
***	Fridge	$\checkmark$	
	Oven		

4. Tap icon (D) and set the duration for which the device should remain at 0 Watts before triggering the alarm. Tap the **Save** (E).



5. To delete an alarm, select the device and tap Delete (F).

<b>〈</b> Back	Fridge		
Your Fridge no con	sumption alarm.		
Enable alarm		D	
When are you aler	ted?		
If your Fridge consu time period.	umes 0 Watts for a defined		
Consumes nothing 1 hr 30 min	g for	۲	
	Save		
	Delete		F

## **App Language**

To change the language of the app, go to your smartphone's settings and look for the option to set the language. If you're not sure how to find it, check the manual or guide of your smartphone's operating system for help.

# **Controlling the Wiser System**

# **Home Screen**

Home Screen provides quick access to your favourite devices, lets you activate moments effortlessly, and offers personalized tips to help you maximize energy savings.

Home Screen:

	Good evening	- (令	A
$\bigcirc$	Some of your devices Find out how to impro	are offline.	
	Favourite devices	🖋 Edit	
	Shutter Living room	Motion Sensor	B
$(\mathbf{H})$	Open Open	Device Offline	
$\bigcirc$		Unoccupied	
	Moments	🖋 Edit	
	ໄຖ້ Away Mode 🔵	((☆ Good night —	C
	Tips and advice	See all	
	Stay safe and sim with lights and shu away for added se	ulate your presence utters when you are ecurity	D
			(E)
G	Home Automations	Control Insight	Ē

Α	Setting	Tap to navigate to the settings screen.
В	Favourite devices	<ul> <li>You can add your most frequently used devices to the favourite section for quick access. Scroll horizontally to view all your favourite devices. Refer to Managing Favourites, page 149 for information on how to add the devices to favourites.</li> <li>NOTE: <ul> <li>If you have only one device installed in your home, this section will display it as Your device instead of Favourite devices.</li> <li>If the device is currently following the schedule, it shows until when the current status will remain active based on the schedule. For example, here until 16:00 (H) means that device will stay On until 16.00.</li> </ul> </li> </ul>
C	Moments	<ul> <li>You can view all the moments you have created for your home, allowing you to easily activate or deactivate them.</li> <li>To rearrange the order of the moments: <ol> <li>Tap Edit option.</li> <li>Drag and drop the moments to arrange them in your preferred order.</li> </ol> </li> <li>NOTE: If you do not wish to see moments on your Home screen, go to Series Home Screen and disable the Show Moments toggle switch.</li> </ul>
D	Tips and advice	Provides useful tips and advice to help you make the best use of your devices and optimize energy usage. Scroll horizontally or tap <b>See all</b> to view all the tips. Refer to Tips and Advice, page 151 for more detailed information.
E	Insights	Tap to navigate to the Insights screen. Here you can find detailed information about your Wiser system such as energy saving, system activity, heating time and access to your heat report.

F	Control	View/Control all the devices installed in your home, organized by the rooms to which they are assigned. Refer to Device Control, page 154 for detailed information on how to control the devices. <b>NOTE:</b> If you have only one device installed at your home, the <b>Control</b> tab will not be available.
G	Automation	Tap to navigate to the Automation screen, where you can set up Moments, Schedules, and Automations for your home. Please read the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.
J	Banner	<ul> <li>Provides important messages and notifications. These messages can include updates on device status, connectivity issues, and other relevant alerts to keep you informed about your home system.</li> <li>Example: In the current screen, the banner displays a message about a device being offline, along with information on how to improve signal strength. This helps you quickly identify and address any connectivity issues.</li> </ul>

### **Managing Favourites**

Quickly access and control your most frequently used devices from the Home screen. You can also rearrange the devices as per your preference.

#### **Add Favourites**

1. On the Home screen, tap Add favourites.



2. Tap the  $\overleftrightarrow$  icon to add all your favourite devices.

3. Once complete, tap **Done**.

< Manage favourite device	s
Kitchen	
- g - Dining table lights	*
- g - Kitchen Lights	*
Living room	
Living room blinds	$\overleftrightarrow$
- group 1	*
Kid's room	
- g- Kid's room lights	$\overleftrightarrow$
Kid's room blinds	*
Done	

Now you can view all your favourite devices in the Home Screen.

#### **Edit Favourites**

- 1. On the Home screen > Favourite devices, tap Edit.
- 2. You can perform following actions:
  - Drag and drop to reorder your favourite devices.
  - Tap **Manage favourites** to add or remove the device from the favourites list.



## **Tips and Advice**

Provides personalized tips based on the devices you own, helping you optimize their use and improve energy efficiency.

On the Home screen > Tips and advice, scroll horizontally to view three most important tips or tap See all to view complete list of available tips.

<	Tips and advice $\mathfrak{I}$
	Save with away mode
	Set up away mode to turn off devices and reduce temperatures to boost your savings whenever you leave home
	$\checkmark$ Show me $\times$ Not for me
_	
	Energy efficiency
	At 23:00, turn off the lights in all rooms to avoid energy waste
	√ Show me X Not for me
	Presence simulation
14	Stay safe and simulate your presence with lights and shutters when you are away for added security
	$\checkmark$ Show me $\times$ Not for me

Each tip has two options:

- **NOTE:** You can perform this action only if you are connected to internet.
- Show Me: Tap a tip or tap Show Me to view the complete tip along with any actions you may need to take. After reviewing the tip, you can choose further options:

< Presence simulation fo added
Stay safe and simulate your presence with lights and shutters when you are away for added security
Did you know that smart shutters can be programmed to open and close even when you are not at home?
This feature simulates daily activity, deterring potential intruders. It's an extra layer of security that uses no addtional energy but provides peace of mind while you're away.
$\checkmark$ Mark as done $ imes$ Not for me
Go to schedules

Mark as Done	If you find the tip relevant and have performed the necessary actions, tap this option to move it to the <b>Archived &gt; Done</b> folder, indicating that you have completed or implemented it.
Not for Me	After reading the complete tip, if you still think it is irrelevant to you, tap this option to move it to <b>Archived &gt; Discarded</b> folder.

• Not for Me: Tap on this option to move the tip directly to the Archived folder if it doesn't apply to you.

### **Archived Tips**

All tips marked as Not For Me or Mark as Done are stored in the Archived folder.

- The tips which are chosen as Not For Me will be moved to Archived > Discarded folder.
- The tips which are chosen as Mark as Done will be moved to Archived > Done folder.

#### To view/retrieve a tip:

- 1. On the Home screen, under Tips and Advice, tap See All.
- 2. Tap (A) to go to the **Archived** folder.
- 3. Select the desired tip and tap Show me.
- 4. Tap Bring it Back to restore it.

<	Tips and advice	0-A
	Save with away mode	
	Set up away mode to turn off devices and reduce temperatures to boost your savings whenever you leave home	
	$\checkmark$ Show me $$ $$ Not for me	•
	Energy efficiency	
14	At 23:00, turn off the lights in all rooms to avoid energy waste	
	√ Show me × Not for me	e
	Processo simulation	
14	Stay safe and simulation with lights and shutters when you are away for added security	
MB	$\checkmark$ Show me $\times$ Not for me	
Stay prese when secur	safe and simulate your nce with lights and shutters you are away for added ity	
Did y progr you a	ou know that smart shutters can be ammed to open and close even when re not at home?	n
This f	eature simulates daily activity, deterr	ing
secur provie	ity that uses no additional energy but tes peace of mind while you're away.	
secur provie	the minutes is no additional energy but des peace of mind while you're away.	
secur provie	that matures no additional energy but des peace of mind while you're away.	
secur	that introduces no additional energy but des peace of mind while you're away. 따 Bring it back	

<		Archive	1
	Done		Discarded
	Presence added sec Stay safe an with lights ar away for add	simulat curity d simulat nd shutter ded secur	tion for te your presence rs when you are ity √ Show me
	Energy ef At 23:00, tur to avoid ene	ficiency n off the l rgy waste	<b>y</b> lights in all rooms
層			Show me

### **Home Screen Settings**

The Wiser Home App offers options to customise the Home Screen. Find the Home Screen options in the Settings Menu, page 128. Available options:

<	Home Screen	
Customise you	ur home screen	
Start on Contr	ol Tab	
Moments		

Setting	ON	OFF
Start on Control Tab	The App opens directly in the Control tab.	The App will open on the Home Screen.
Show Moments	The List of available Moments is shown in the upper part of the Home Screen.	Moments will not be shown on the Home Screen.

# **Device control**

You can control a Device in your Home directly on the **Control** tab for quick control or in the **Device Control Screen**.

## **Control tab**

On the **Control** tab, you can find all the devices installed in your home. The devices are arranged according to the Rooms, page 88 they are assigned to, making it easy to manage and control them.

**NOTE:** If you have only one device installed at your home, the **Control** tab will not be available. You can control the device from the Home screen under**Your device** or from the Device Control Screen.

- 1. On the Home screen, tap **Control** tab $^{\bigcirc}$ .
- 2. Tap on the icon (A) available under each device to quickly control a device (e. g., turn it on/off, adjust the temperature or adjust the shutter).



**NOTE:** (B) indicates that the device is offline. Tap on the device to open the troubleshooting steps. Tap **Learn more** to know more about the zigbee signal strength, page 184 and tap **Help & Support** if you require further assistance and visit our Wiser Support Pages.



### **Device Control Screen**

The advanced controls such as device settings or creating/assigning schedules will be performed in the Device Control Screen.

1. On the **Home Screen > Control**, tap the device (A) you want to control.



2. Set the desired state/value for the Device.

Device Control screen:

**NOTE:** The options and functions available on the device control screen vary depending on the type of device. For detailed information, refer to the Device User Guide of the respective device. Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.



В	Tap to manually turn the device on or off. The green icon indicates the device is currently On.
С	If the device is currently following the schedule, it shows until when the current status will remain active based on the schedule.
	For example, here <b>until 14:00</b> means that device will stay On until 4:00 PM.
D	Enable/disable to follow the pre-set schedule for the device. If the schedule is not yet created for the device, a <b>Create or assign a schedule</b> option will be available to create a new schedule or assign the device to an existing schedule. Refer to Schedule, page 114 for detailed information.
E	Redirects you to Schedule details screen to modify your existing schedule. Refer to Editing a Schedule, page 118.
F	Navigates to the Device Details, page 87.

## **Climate control**

Climate control involves managing the behaviour of climate devices within the Wiser system. To create a climate control, climate devices must be assigned to a room.

### **System-Level Climate Control**

- If a Single Wiser Heat system, like UFH, supports a centralised water-based heat source (a boiler or heat pump), then that single source can either be heating or cooling, but not both.
- Rooms that are sourced from the single heat source and not capable of cooling (e.g., radiator-based rooms), will not operate during the cooling period. For example, when the system is in cooling mode in a non-cooling room:
  - The Radiator Thermostat shall not perform a Boost and shall display the same status as in Device Lock mode.
  - The Room thermostat shall wake up using any of the 3 keys (+, -, O), but subsequent button presses will not change the set point.
- Domestic Hot Water is generally out of scope of cooling. This means that during Cooling mode, any Hot Water control will operate as normal (this may be sourced by an alternate supply e.g. electrical)
- Rooms that are not sourced centrally from the heat source (e.g. electrical heating rooms) will continue to operate normally in the Heating mode when the cooling mode is ON.
- Where there are multiple UFH devices each containing a Heat/Cool switch input, only one of these needs to indicate cooling for the entire system to be put into cooling mode

**NOTE:** Refer to the dedicated device user guide for more detailed information on the climate control features of a specific device.List of Wiser Devices, page 14 provides the links to Device user guide for each devices.

### **Room-Level Climate Control**

When a Climate Device is assigned to a Room, a single **Climate** is created which includes all the climate devices assigned to that room.

The Climate Control looks and acts like a Device Control. You can control the Climate Control directly from the Home Screen and assign it to Moments or Schedules.

- All Climate Devices assigned to a Room will be combined as one Climate Control.
- The Climate Control cannot be named unlike other devices, but will take the name of the Room.
- Individual Climate Devices can not be assigned to a Schedule or Moment. Instead, the Climate Control will show up in the relevant lists.
- Operating a single device of the Climate Control manually (e.g. one of three Radiator Thermostats) will send the command to the Climate Control, affecting all assigned Devices. (All three Radiator Thermostats will open/close based on the command).
- Individual Devices can be locked against manual operation.
- To remove a Climate Device from a Climate Control, remove the Climate Device from the Room.

Climate Control:



Α	Boost Mode
в	Target Temperature
С	Status Icon
	Heating Icon:
D	Measured temperature in the Room
Е	Slider to set target temperature
F	If the Climate Control is assigned to a Schedule, page 114, you can choose whether the Climate Control should follow the Schedule.
G	Lets you edit an existing Schedule, page 114.
	<b>TIP:</b> If the Climate Control is not assigned to a Schedule, the option <b>Create or assign a schedule</b> will be available.
н	Navigate to the Room Details, page 91 of the room to which the climate control is assigned.

### Setting up a Climate Control

While setting up your Climate Control, make sure to consider the following information.

#### **Heating Control:**

- If your Home is using a Wiser 16A Relay for Temperature Control, you must add a Wiser Room Thermostat or Wiser Temperature/Humidity Sensor to that Room.
- If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / to that Room.
- If you assigned more than two Radiator Thermostats to a Room, it is recommended to also assign a Room Thermostat / Wiser Temperature/ Humidity Sensor / to that Room.
- Assign only one Room Thermostat to any Climate Control.







#### **Cooling Control:**

- If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / to the concerned Room.
- When the cooling mode is activated on a or on the UFH, all the devices switch to cooling mode. So, if the is in cooling mode, the UFH goes into cooling mode even if its cooling input is not enabled. Refer to device user guide of the respective device for more detailed information. List of Wiser Devices, page 14 provides the links to Device user guide for each devices.

• The UFH setpoint temperature ranges from 18°C to 30 °C.



## **Voice Control**

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

### **Amazon Alexa**

Amazon Alexa<sup>®</sup> (Alexa) is an intelligent personal assistant developed by Amazon<sup>®</sup>, and is capable of voice interaction.

Wiser works with Alexa to allow you to regulate the temperature of each room in your system by using a wake-word and an instruction.

The wake-work is "Alexa" followed by an instruction such as "Increase temperature."

Currently, Amazon has made interaction and communication with Alexa only available in English and German.

#### **Configuring Wiser Home with Alexa**

- 1. On the Home screen of Wiser Home app, tap
- 2. Tap Account > App and Connections to find different cloud services.
- 3. Tap on **Alexa** option. This will redirect you to the Amazon website to link to Wiser system.

<	Apps and Connections	
WISEF	RCONNECTIONS	
Wi <b>g</b> er	Wiser Energy Connected	>
THIRD	PARTY CONNECTIONS	
ボ	Matter	>
0	Alexa	ď
•	Google Assistant	ď
Support	ed Languages: English, French, German and S	panish

- 4. Click on Enable to link Alexa with your Wiser System.
- 5. Enter the user name and password you have setup for your Wiser system and tap **Done**.
- 6. Grant the required permissions. You will receive a confirmation that your account is now linked.

Alexa will now discover all the Wiser Home devices you have setup, allowing you to control your Wiser system using Alexa app and by using voice command.

#### **Changes made with Alexa**

If Alexa is asked to increase the temperature by 2°C, then Alexa will add 2°C to your setpoint. If the ambient temperature is already >2°C above the current setpoint then the actual temperature will not change and Wiser will not turn the heating ON.

**Example**: If the current setpoint is 16°C, the current room temperature is 19°C and you ask Alexa to increase the temperature by 2°C - the current setpoint will change to 18°C but the heating will not start because the room temperature is already higher than 18°C.

Everything you tell Alexa to do related to Wiser Room Thermostats and Radiator Thermostats will last only for one hour, or until the next scheduled setpoint change if that change is to occur in under an hour. After that it goes back to its original setting, and you must tell Alexa to do it again.

If a Device is following a Schedule, any setting changed by Alexa will last until the next event in the Schedule. If the Device is running in manual mode, any command to Alexa will remain in place until the next command or manual setting.

#### **Common Wiser Commands for Alexa**

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as "increase temperature." If no specific room is mentioned, Alexa will ask you which room you want to address, and then will increase the setpoint temperature by 1°C only based on the room reply from you.

If you want the setpoint temperature to increase by 4°C in the living room, you must explicitly state to Alexa to "Increase the temperature in the living room by 4°C."

Listed below are common Wiser commands used with Alexa:

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

**NOTE:** Alexa considers the Room names and lights as the Devices.

Listed below are common Wiser Smart Plugs commands used with Alexa:

- Turn Off the Lights in the plug named bedside lamps: "Alexa, turn OFF the bedside lamps."
- Turn ON the Lights in the plug named bedside lamps: "Alexa, turn ON the bedside lamps."

Suggestions when using Alexa:

- · Simple room names are recommended, such as "living room."
- You cannot turn Heating ON or Off using Alexa.
- You cannot increase/decrease the temperature from Off. When a room is set to Off, you can adjust the room to a specific temperature.

### **Google Home**

Google Home is a brand of smart speakers that work similarly to Amazon Echo. Google's intelligent PA, Google Assistant, is equivalent to Amazon's Alexa. Google Home is also available on all Android devices and does not require the use of the 'Smart Speakers'. The user can speak a profusion of commands to request information, or ask the Google Assistant to perform an action such as play music, video playback, report news, access home automation. All of this can all be controlled from a Google Home device.

#### **Configuring Wiser Home with Google Home**

- 1. On the Home screen of the Wiser Home app, tap  $\Im$ .
- 2. Tap **Account > App and Connections** to find different cloud services.
- 3. Tap on **Google Assistant** option. This will open the Google assistant app on your smartphone to link to Wiser system.

<	Apps and Connections	5
WISEF	RCONNECTIONS	
Wi <b>g</b> er"	Wiser Energy Connected	>
THIRD	PARTY CONNECTIONS	
ネ	Matter	>
0	Alexa	ď
•	Google Assistant	ď
Support	ed Languages: English, French, German a	and Spanish

- 4. Enter the user name and password you have setup for your Wiser system and tap **Done**.
- 5. Grant the required permissions to allow you to discover all the Wiser devices you have setup, and to control your wiser system using google assistant app and by using voice command.

#### Changes made with Google Home

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

The reason for not implementing permanent changes to Wiser temperature is that a voice command can easily be forgotten, resulting in the heating accidentally being left ON for long periods of time, such as when users exit their home.

**NOTE:** When a command is given to increase/ decrease the temperature but no temperature setpoint is given, Google Home defaults the new setpoint temperature to the prior setpoint  $\pm 3$  degrees. This value is controlled by Google Home and differs from a normal Wiser boost, which defaults the new setpoint to  $\pm 2$  degrees above/below the current ambient temperature.

**NOTE:** Commands for turning the heating "ON/ OFF" are currently unavailable on Google Home. This is done intentionally as "OFF" cannot be reconciled with the notion of a temporary operation, and conversely, the notion of an "ON" setpoint does not exist on the Wiser system.

**NOTE:** If the Wiser Plug is following a schedule everything you tell Google Home to do related to Wiser Plugs will last until the next event in the Wiser Plug schedule. If the Wiser Plug is running in Manual Mode, everything you tell Google Home to do will remain in place until the next command either from Google Home or from the Wiser Home App.

#### **Common Wiser commands for Google Home**

Listed below are common Wiser commands used with Google Home:

- Enquiry: "OK Google, is the light in bedroom ON?"
- Room Temperature: "OK Google, how warm is (room name)?"
- Set Temperature: "OK Google, set (room name) to XX degrees"
- Increase Temperature: "OK Google, increase setpoint by XX degrees"

Listed below are common Wiser Smart Plug commands used with Google Home:

• Table lamp command: "OK Google, turn ON/ OFF the Table lamp"

### Insights

The Insights feature gives you multiple features in a single place. This includes energy saving, system activity, heating time and access to your heat report.

To navigate to Insights from the Home screen:

1. Tap **Insights** (A)

**NOTE:** Tap on the banner (B) to subscribe to **Insights+**. Refer to Insights+, page 172 for the detailed information.



#### **Energy overview**

We estimate how much energy you would have otherwise used, compare it against what you have used and show this as a percentage saving.

As the month progresses you can keep track of your savings by simply opening the app. Your energy savings are updated hourly so fluctuations are normal.

The system uses a smart algorithm to only count the time when Wiser's smart features were actively saving you energy.

Tap the Question Mark (A) for more details.

Heating hours (B):

This section shows how much heating time you have used, relative to outdoor temperatures.

The temperatures are updated every hour. Each green bar displays the daily heating duration for the past 30 days. The length of the bars represents how many times your rooms called for heat during each day.

**NOTE:** The blue bar indicates the current month and will change to green once the month is finished.

New users will not see any green bars until you begin using your heating.



### Activity and environment

(A) Shows interesting facts about how you use your heating system as well as other interesting things that have been happening in your environment within the current month.

These numbers are updated hourly. Number of times you turned your heating down is counted by a manual boost or boost down. Number of times you turned your heating up is counted by a boost up or manual adjustment to the temperature. Number of hours of sunshine is calculated as number of hours when the cloud coverage was less than 50%.

	Energy	1		
	25 C Energy Your p 40 33% 20	% ⑦ revious 3-month ave	ober erage is 33%	
	]ů	135 hours saved in Away Mo	ode	
	ECO	35 hours saved in Eco Mod	е	
	Activity	and environment		
A	₿+	17 times turned the heating	down	
	<b>-₿</b> ↑	6 times turned the heating	up	
	**	20 hours of sunshine		
			2	ą
	Home	Automations	Control	Insights

### Weather and Heating

(A) The weather can have a big impact on how your heating system performs. We take into account the thermal efficiency of your home and the outdoor temperature, so we can save you as much as possible.



#### **Heating time**

The green bars show an estimate of how many hours your heating was on each day. Incomplete and missing heating hours are both represented by grey bars.

#### Weather

The maximum and minimum temperatures for each day are shown by red and blue lines. Missing weather temperatures are represented by dotted lines.

### **Heat report**

The performance of your heating system can be monitored with the Heat Report.

It enables the viewing of historical room, set (target), outdoor temperatures and allows for room-by room comparison over time, to ensure that the system performs according to scheduled and manual operations.

Wiser records room, set and outdoor temperatures on a continual basis and makes the data available in the Heat Report. The report is updated daily and a given day's temperature data is available the next day. It is possible to view the report on the basis of day, week and month.

To navigate to the Heat report:

1. Tap Heat Report (A).



#### 2. Heat Report:



#### Single-room view

When accessed for the first time, the report opens from the single-room view.

This view defaults to display today's room temperature for the first room, as it appears on the Home screen of the app. It also displays the set temperature for the room (always illustrated by a black line).

The outdoor temperature is not displayed by default, but you can choose to view it by selecting it from room selector.

When viewing a single room, it is possible to see how long it takes for the room to heat up or cool down to the set temperature; the black line shows the set (target) temperature, i.e. Wiser's heating schedule for the room (if in Auto mode) or the manually selected set temperature (if in Manual mode). This line indicates the room temperature that Wiser is regulating to at all times.

**NOTE:** The Single room view always displays the set (target) temperature line for a given room. Temporary changes to the set temperature like manual boosts and temperature overrides are also visible on this line.

#### **Multi-room view**

The multi-room view allows for simultaneous viewing and comparing of up to 16 rooms. The outdoor temperature can also be selected/ deselected in this view.

**NOTE:** If only one room is selected in the multi-room view, the black line denoting the set temperature will appear.



#### **Monthly view**

The monthly view provides a summary of room temperature fluctuations during a given calendar month. All daily temperatures in this view are averaged out due to the screen size.

The outdoor temperature in this view is displayed as a green band indicating the daily min/max temperatures and the range in which the daily temperatures have fluctuated throughout the month.

### **Temperature Display**

The room name and temperature will appear when a temperature line is tapped. Any area outside the line can be tapped to make them disappear again. It is possible to tap on any point of a temperature line, including the outline of the green outdoor temperature area. Temperature lines can be tapped in all three views (Day/Week/Month).



#### **Missing Temperature Data**

Temperature data may be missing from the system at times. This could be due to power failures, no internet connectivity, flat device batteries or poor RF signal. Missing data is denoted by a dotted line connecting the two points between which data is unavailable.

If data is missing for a given date or date range, the question mark on the ROOMS

bar is replaced by . If data for the date/ range becomes available at a later time, or if the view is changed to another date/range, with no missing data, the question mark will reappear.





# Insights+

Insights+ provides you with all the information you need to manage your energy consumption and save money.

Insights+ links directly to your smart meter to provide up-to-date energy tracking in your Wiser Home app which includes:

- 7 day energy prediction.
- Monthly budget tracking and spend notifications.
- · Tips to help make adjustments and avoid big bill.
- Energy breakdown on your smart plugs.

## Subscription to Insight+



2. A screen will appear showing the terms of use and the payment information. Tap **Continue**.



3. Add your address where your Wiser products are installed and then tap **Check my eligibility**. This is to check with our partner Green Energy Options Limited (geo) if your smart meter is eligible for **Insight+**.

**NOTE:** The geo will use this information to check government's smart meter database and confirm us the brands of your smart meters and the last time they communicated with the system. Following this check, geo will delete your data.

KBack Check your address	Eligibility check
To check your smart meter eligibility, We need to share the address of where your Wiser products are installed with our partner, Green Energy Options Limited (geo). See more	
401 Southway Drive	
Address line 2	
Plymouth	Checking your eligibility
PL6 6QT	We are checking to see if your smart meter is eligible for Insights+. This may take a few minutes. Well let you know
United Kingdom	once it's complete.
☐ I want to check eligibility of my smart meter for Insights+ with geo. <u>View Privacy Policy</u>	
Check my eligibility	Back to Home
Close Eligibility result	
You passed!	
Great news! You are eligible to unlock our brand new Insights+ features	
In order to complete your set up you will need an In Home Display (IHD) to allow Wiser access to your smart meter data. Place your order with the link below and once it arrives we can finish your set up.	
Order In Home Display	

**NOTE:** If you don't have a smart meter or if the smart meter is not a latest generation (SMETS2), you'll not be eligible for Insight+.

4. Once you have passed the eligibility test, tap **Order In Home Display** to order In Home Display (IHD).

**TIP:** An IHD allows Wiser to access your smart meter data for accurate energy usage tracking. Therefore, it's essential for completing your setup.

5. Read the consent and tap **Confirm** to open the webpage link to order IHD.



6. Once you receive your IHD, follow the instructions provided in the box to setup. You'll receive a notification on your smartphone once the **Insight+** is available.



If you need more help on how to setup the IHD, follow below step:

- a. On the Home screen, tap  $\bigotimes$  > Unlock Insight+.
  - **NOTE:** The **Unlock Insight+** option is available only until the setup is complete.
- b. Tap Get help setting up my IHD.

**NOTE:** If you have already set up your IHD, tap **I've already set up my IHD** option.

Close	IHD dispatched
Ŷ	′our IHD is on it's way
It cou to red please set up on hov	Ild take up to 2-5 working days eive your IHD. Once received, follow the in box instructions to your IHD. If you need more help v to get set up, please follow the link below.
	Get help setting up my IHD
	've already set up my IHD

c. Follow the instructions in the app to set up the IHD and tap **Finish** once complete.



## **Using Insight+**

On the Home screen, tap  $_{\mbox{\sc energy}}$ 

Insight+



Recent Consumption (A) This section takes data directly from your smart meter to show you how much energy you is updated approximately every 30 minutes for gas and every 15 minutes for electricity, k to date with your usage.	
	Tap <b>Consumption history</b> to analyse your usage over previous days, weeks and months to really understand your energy trends.
	<b>NOTE:</b> If there are any delays in the data Wiser receives from your smart meter, you will see a triangle appear under the recent consumption dial as well as dotted lines in your historical graphs.
Total Monthly Spend & Energy breakdown (B)	This section shows you how much energy you have used so far this month for both gas and electricity. The data is updated approximately every 30 minutes for gas and every 15 minutes for electricity, so you will see the total grow as the month progresses.
	<b>Energy breakdown</b> gives you an insight into how much gas is being used for heating vs. other appliances as well as providing detailed insights on your electricity usage per smart plug.

Electricity   £80.02   £16.22   £63.08   Other   Ø Smart Plugs     Gas   £70.51   £45.22   £25.29   Other	
Heating Prediction (C)       This section provides you with better visibility of your heating consumption for the next we you to make better choices on how you heat your home.         To predict your heating usage, the system considers the following:       • Temperature inside and outside your home: This helps us understand how much he needed based on current and forecasted weather conditions.         • Historical gas usage: Your past heating patterns are used to make accurate prediction	ek, allowing eating might ons.
Budgeting (E)       Stay in control of your monthly energy usage by setting the budget for both gas and elect choose to track your spending against the exact budget that you set, or our smart, seaso budget.         To set the budget       1. Tap Set budget.         2. Enter the monthly budget for your Gas and Electricity and tap Set         NOTE: Enable the Seasonal Adjustments toggle switch to seasonally adjust th         Energy         Set the Budget         Electricity         Electricity	> budget.
Smart Savings (E)       I his section shows the total costrenergy saved this month and a graph of savings over payou can view savings in £ or kWh.         It also displays savings from Away Mode and Eco Mode, with an option to enable Eco N additional savings.	ist months. I <b>ode</b> for

How the weather affects your heating (F)	This section shows how weather impacts your heating system's performance. We consider the thermal efficiency of your home and the outdoor temperature so we can save you as much as possible. <b>Heating time</b> : The green bars show an estimate of how long your heating was on each day. This graph will be displayed in heating hours for the first 30 days. After we learn from your smart meter data, it will convert to pounds and kWh. <b>Weather</b> : The maximum and minimum temperatures for each day are shown by red and blue lines. Missing weather temperatures are represented by dotted lines. Tap <b>Heat Report</b> to view temperature data for each room in your home. Refer to Heat report, page 168 for detailed information.
Home Carbon Footprint (G)	This Section represents the total greenhouse gas emissions caused by activities in your home such as heating, cooking and electricity use. It is expressed as CO <sub>2</sub> . In order to help you understand this better, we show you how many trees would need to be planted in order to reduce the impact of the CO <sub>2</sub> your household has generated each month. Your household CO <sub>2</sub> generation will reset at the beginning of every month so you can see how your impact varies month to month. You can learn more detail about how we calculate your footprint, as well as ideas on how to reduce your impact in our Wiser FAQs.
## Energy

You can monitor your energy consumption and production even without a grid monitoring device (PowerTag E). If standalone energy devices are installed in your home, the Energy Centre will be available to help you manage and monitor your energy usage.

#### Standalone Energy Devices:

- Wiser 16 A Relay for Temperature Control
- Wiser Power Micromodule
- Wiser Smart Plug

In the Energy Centre, you can monitor your energy production, view detailed consumption history, and track energy costs by entering your tariff.

To navigate to the Energy Centre:

1. On the Home Screen, tap Energy.



#### Live

Provides the live data of the consumption of devices within your home. It helps you understand how much power is being used by various devices.

From the Energy page, tap Live.



Ø

#### **History**

Provides a history of energy consumption on an hourly, daily, monthly, and yearly basis, allowing you to track energy usage patterns over time. It also provides a detailed breakdown of energy consumption, enabling you to monitor the usage of individual devices within your system.

- 1. On the Energy, tap **History** to view the energy consumed by individual loads.
- 2. To change the displayed timeframe (hours, days, months, or years), tap (A).



#### Insights

The Insights provides an overview of your energy usage, savings, and patterns that impact your energy efficiency.



Α	Tap on the banner to subscribe to Insight+. Refer to Insights+, page 172 for the detailed information.	
В	Shows the percentage of energy saved for the current month, along with a 3-month average comparison. It also provides data on hours saved in <b>Away Mode</b> and allows you to enable <b>Eco Mode</b> for additional savings.	
С	Tracks adjustments made to heating, including the number of times the heating was turned up or down, as well as environmental factors like hours of sunshine, which may impact energy needs. Refer to Weather and Heating, page 168 for detailed information.	
D	A graph shows how external temperatures have affected heating usage over the past 30 days. Tap <b>Heat Report</b> to view temperature data for each room in your home. Refer to Heat report, page 168 for detailed information.	

1. From the Home screen, tap Energy.

## **Additional Information**

## About Signal Strength

Zigbee signal strength or RSSI (Received Signal Strength Indicator) indicates the signal quality between your devices and the Wiser Hub. The Closer the RSSI value is to 0, the better the signal. For example, an RSSI of -50dBm is a good signal, while an RSSI of -80dBm indicates poor signal.

#### **Signal Strength Indicator**

There is four different levels of signal strength:

- Good Signal (between 0 & -54dBm)
- Normal Signal (between -54 & -79dBm)
- Poor Signal (<-79dBm)</p>
- No Signal (device is offline)

#### **Cause of Poor Signal**

Connectivity issues can be caused by various factors, such as:

- Distance between the Wiser Hub and devices the signal becomes weaker as the devices move farther apart.
- **Physical Obstructions** doors, walls, furniture, household appliances, especially with metal surfaces, and other electronic devices can weaken the Zigbee signal.

#### Troubleshooting

- 1. Place the Wiser Hub into open space.
- 2. Make sure you check if all powered devices are switched on and working normally.
- 3. If possible, move the Wiser Hub closer to the device with signal issues.
- 4. Try to remove any physical obstructions between the Wiser Hub and the device with poor or no signal.

#### **Signal Extender**

If you are still experiencing connectivity issues, we recommend adding Wiser smart plug to your system. It has a built-in signal range extender that boosts the signal between your devices and Wiser Hub.

#### **Discover Extenders:**

For UK: https://shop.se.com/uk/en/smart-plug-wiser-uk-230-v-ac-13-a-3-kw-wb704h1a0902.html

#### Help & Support

If you require further assistance, visit our Wiser Support Pages.

Help & Support:

For UK, Visit: https://shop.se.com/uk/en/customer-support

## **Understanding Control Mode Priorities**

In device management, it is necessary to prioritise different control modes to regulate the operation of devices. This section determines which control actions take precedence over others help provide safer, more efficient and user friendly installations.

#### **Anti-Tripping Management (Highest Priority)**

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load or reducing the power of the load. When the total power consumption in a household approaches or exceeds the maximum allowable limit, Anti-Tripping Management takes control to reduce or turn Off certain devices temporarily. The Anti-Tripping is given highest priorities and overrides any other actions such as manual override and predefined schedule.

**NOTE:** Anti Tripping Management is applicable only for Power Micromodule (water heater) and Smart plug.

**Scenario 1**: Your home operates multiple high-power devices running simultaneously, such as air conditioning and an electric oven. Consider that the maximum allowable power is 40 amps and other devices are using 30 amps. You have scheduled the water heater to turn On at the same time. **Response**: The charger temporarily adjusts its consumption to 10 amps to prevent overloading the electrical circuit. It resumes normal heating once the load decreases.

**Scenario 2**: Your home operates multiple high-power devices simultaneously, such as air conditioning and an electric oven. Consider that the maximum allowable power is 40 amps and is already consumed. You have scheduled the water heater to turn On at the same time.

**Response**: The water heater will not activate. Instead, it will notify you that heating is unavailable due to excessive power consumption in your home and resumes normal heating once the load decreases. Refer to respective device user guide for detailed information on Anti-Tripping management.

#### **Manual Override**

Manual override refers to a user-initiated action that temporarily changes the current settings or behaviour of a device, overriding any pre-existing schedules or automated controls in place at the same time. It is considered an override if the device has a predefined schedule that is active. This is typically the most recent action triggered on the device, such as setting the device to away mode, changing the settings manually, or activating specific moments. However, if the Anti-Tripping Management is activated due to high power usage, it will override the manual override to prevent overloading of electrical system.

**Scenario 1**: The water heater is scheduled to start at 10 PM. At 6 PM, you manually start heating the water heater urgent requirement. **Response**: The manual override takes precedence over the scheduled charging time and water heater starts heating right away, overriding the predefined off-peak schedule until the next trigger. **Scenario 2**: The living room lights are On as per the schedule from 7 PM to 11 PM. At 8 PM you want to watch a movie and activate a Moment such as Movie Night (in which the living room lights are set to Off).

Response: The living room lights will be turned Off until the next trigger.

**Scenario 3**: The heating system is scheduled to turn On at 6 AM and set the temperature to 22 °C, turn off at 8 AM, Turn On again at 6 PM to 22 °C and turn Off at 10 PM. Consider that you feel cold and you manually set the heating system to 24 °C at 5 AM.

**Response**: The manual override takes precedence over the predefined schedule, changing the temperature to 24 °C until the next trigger.

#### **Pre-defined Schedule (Lowest Priority)**

Pre-defined schedules are user-defined times such as automations, regular recurring schedules or system-optimised schedules (for example Wiser Home AI) for energy efficiency and convenience. The Pre-defined schedules are considered as lowest priority and will be overridden by manual override and Anti-Tripping management.

**Scenario 1**: Your water heater is scheduled to turn on at 6 AM to 8 AM. That is water heater will automatically heat from 6 AM to 8 AM. During this period the total power demand exceeds the household limit.

**Response**: To prevent tripping the circuit breaker, Anti-Tripping Management is activated, and the water heater is temporarily turned Off or reduced to prevent overload, thereby overriding the pre-defined schedule.

**Scenario 2**: You have a predefined schedule for your living room light to turn on every day at 6 PM and turn off at 10 PM. You have also set the living room light to turn Off when in away mode. At 7 PM, you leave home unexpectedly and activate Away Mode for an emergency.

**Response**: The Away Mode overrides the predefined schedule and turns Off the living room light until the next trigger.

## **Changing home Wi-Fi login information**

If you have made changes to your home Wi-Fi®, you need to apply those changes to the hub.

The Wiser app will detect that the connection to the hub is lost and suggest solutions.

To change the Wi-Fi<sup>®</sup> information in the hub:

1. Tap I've changed my Wi-Fi router (A).



The app will guide you through the process of selecting a Wi-Fi $^{\rm \tiny B}$  network and entering the password.

# Troubleshooting

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

#### HUB

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 List of Wiser Devices, page 14.
The device is not able to connect with the Hub/Hub <sup>R</sup> . After pressing 3 times, the device LED blinks amber for 30 s.	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 hub is not communicating or receiving updates.	IPv4 is not enabled in the network settings.	Make sure that IPv4 is enabled in your local area network and Internet settings on your Internet provider's router. Systems configured as IPv6- only will impact the hub's ability to communicate and receive software updates.

If you face any issues in commissioning the device, refer to the troubleshooting section of the specific device user guide.

Refer to List of Wiser Devices, page 14 for the links to Device user guide for each devices.

# **Decommissioning a Wiser System**

To remove a device from your Home or prepare the Home for a new user, follow these steps.

- · Remove all Devices from the System.
- Reset all Devices to the factory settings.
- Reset the Hub to the factory settings.

**NOTE:** Before an IoT device is permanently removed from your network, a full factory reset must be done to erase all data.

## **Removing a device**

Possible reasons:

- The Device needs to be replaced.
- The Device is no longer needed in the Wiser System.
- Steps:
- Remove the Device from the Wiser System.
- Reset the Device to the factory settings.
  - Find the details of resetting the Device in the Device User Guide of the respective Device: List of Wiser Devices, page 14

## **Resetting the Wiser System**

Possible reasons:

- You are moving out of the house and want to prepare it for the next owner.
- Ownership of the Wiser System is to be transferred to another user.

Steps:

- · Reset the Hub. Refer to Resetting to factory defaults, page 34
- Delete your Account.

## 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/



## **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 and the Radio Equipment Regulations SI 2017 No. 1206.

Declaration of conformity can be downloaded on: https://www.go2se.com and add your product number at the end of the URL.

**Example**: If your product is Wiser Hub 2<sup>nd</sup> Generation (CCT501801), go to https:// www.go2se.com/ref=CCT501801

## **Trademarks**

This guide makes reference to system and brand names that are trademarks of their relevant owners.

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple<sup>®</sup> and App Store<sup>®</sup> are brand names or registered trademarks of Apple Inc.
- Google Play<sup>™</sup> Store and Android<sup>™</sup> are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Wiser™ is a trademark and the property of Schneider Electric, its subsidiaries and affiliated companies.
- Aidoo is a trademark of CORPORACIÓN EMPRESARIAL ALTRA S.L. company.
- The word QR Code is a registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.
- Amazon Alexa is a trademark of Amazon.com, Inc. or its affiliates.

Other brands and registered trademarks are the property of their respective owners.

UK Representative Schneider Electric Controls 401 Southway Drive Plymouth PL6 6QT United Kingdom

+44 (0)333 6000 622

wiser.draytoncontrols.co.uk

As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

© 2024 – 2025 Schneider Electric. All rights reserved.

SUG\_Wiser\_Home\_UK\_IRL\_WH-02