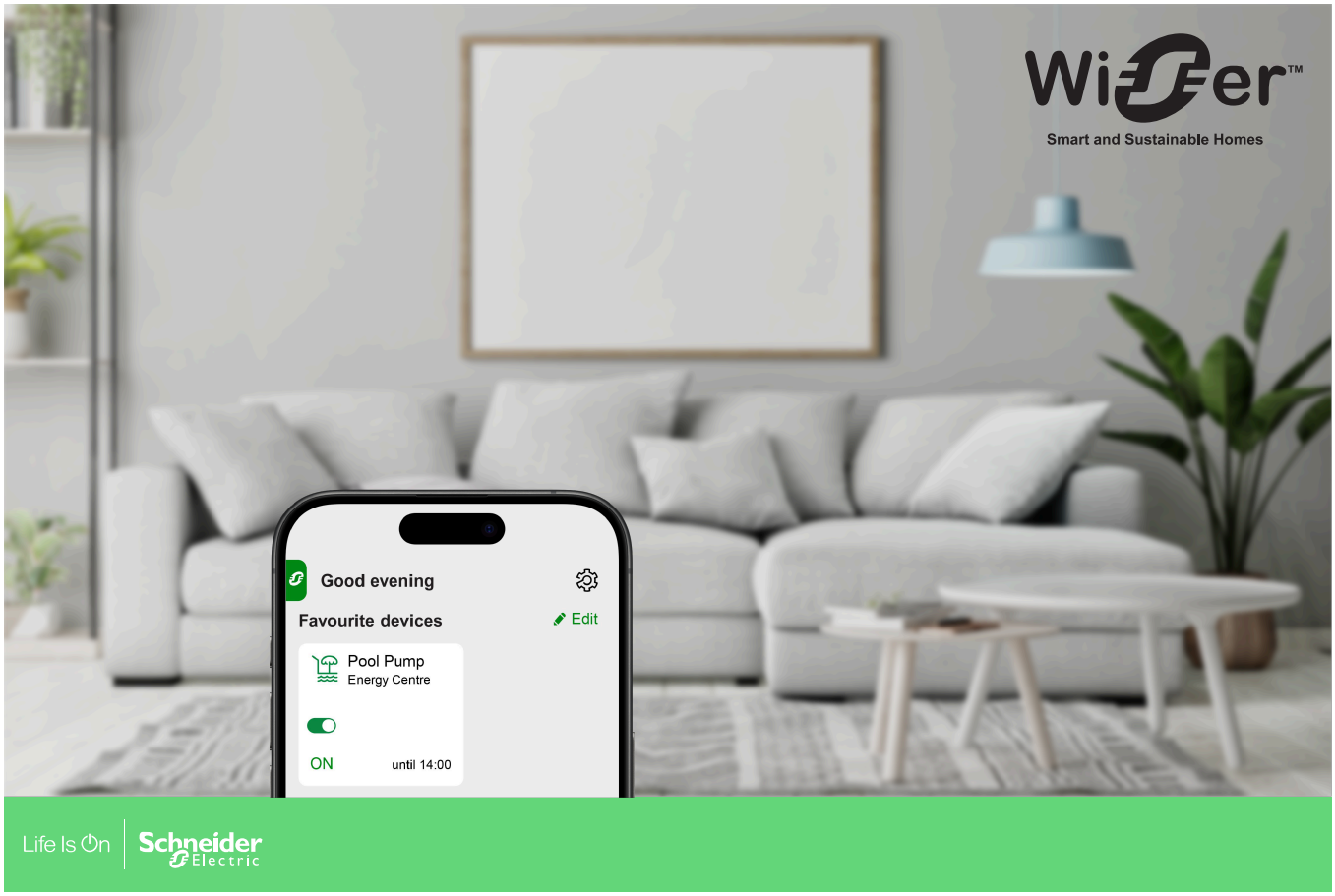
Wiser Home

System User Guide (Belgium)

03/2025



Schneider Electric™

www.se.com

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

Safety Information 5
Reading the System User Guide Online 6
Getting to Know the Wiser System 7
Migration from Wiser Energy to Wiser Home 8
List of Wiser Devices 9
- Hubs 9
- Energy 9
- Sensors 10

Setting-up the Wiser System 11
- System Requirements 11
- Limitations of the Wiser System 12
- Wiser Home App 13
  - Downloading the Wiser Home App 13
  - Roles in the Wiser Home App 14
  - Cybersecurity Principles 18

Getting to know the Hub 19
- Wiser Hub 2nd Generation 19
  - Operating Elements 19
  - LED Behavior 19
  - Updating 20
  - Resetting to factory defaults 20

Setting up the Hub 21
- Setting up as a Professional Installer 21
- Downloading hub firmware into the app 23
- Connecting to the Hub's Temporary Wi-Fi® Network 24
- Updating the firmware 28
- Entering Wi-Fi® login information 31

Creating an Account 35
Connecting Devices to the Hub 40
Matter 41
- Compatible Wiser Devices for Matter Bridge 41
- Commissioning Wiser Hub to Matter Ecosystem 41
  - Managing Matter Connection 43

Configuring the Wiser System 47
- Modes 47
  - Away Mode 47
- App Settings 49
  - Support 50
  - App Theme 51
- Account settings 51
- Notifications and Alarms 53
  - Setting-up Overconsumption Alarm 55
  - Setting-up No Consumption Alarm 56
- App Language 58

Controlling the Wiser System 59
- Energy Domain with Grid 59

Live 59
History 61
Insights 63
Additional Information 66
About Signal Strength 66
Changing home Wi-Fi login information 67
Troubleshooting 68
Decommissioning a Wiser System 69
Compliance 70
Product Environmental Data 70
EU Declaration of Conformity 70
Trademarks 72

Safety Information

Important Information

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

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

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

⚠⚠DANGER

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

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

⚠WARNING

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

⚠CAUTION

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

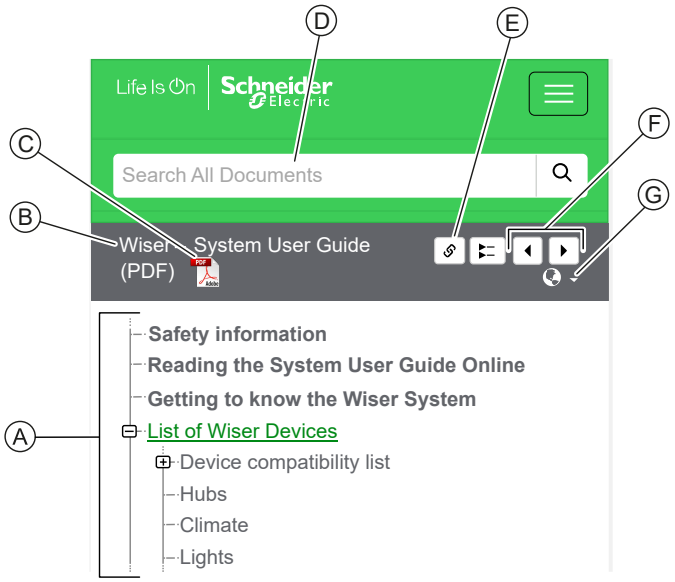
NOTICE

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

Reading the System User Guide Online

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

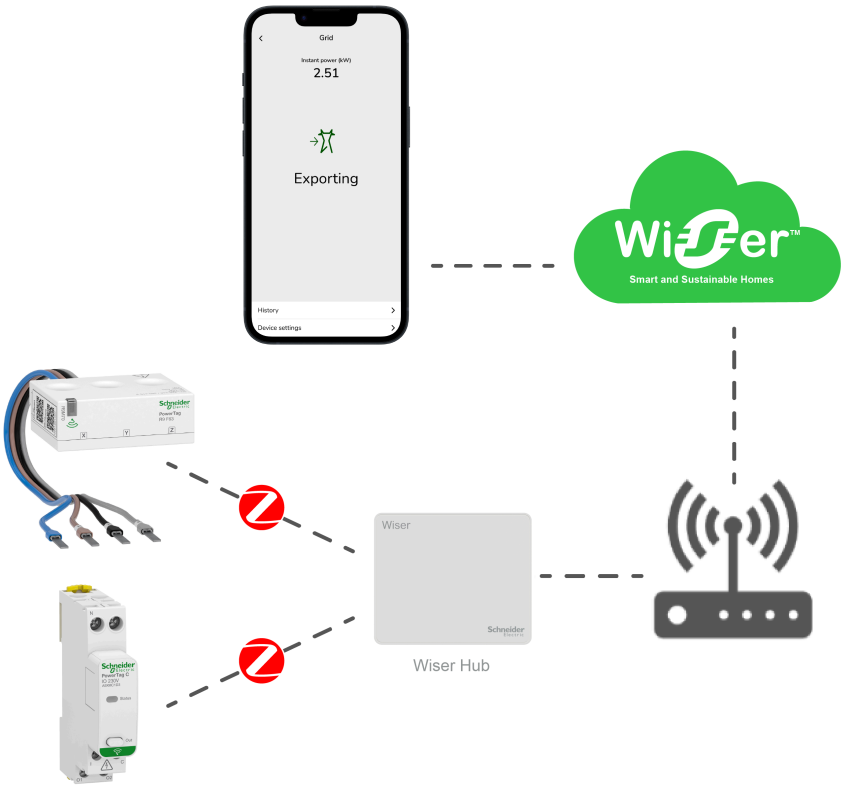
The System User Guide is optimized for online presentation. Several functions are available to help you navigate.



A	**Table of Contents**	Tap/Click to navigate through the topics. Tap/Click the **+** and **-** icons to expand/collapse a chapter.
B	**Document name**	Tap/Click to navigate to the first page of the document.
C	**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.
E	**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.
G	**Language selection**	Tap/Click to select your country.

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 center of the system, processing control requests and status reports for connected Wiser devices, page 9.

IMPORTANT: The Hub is recommended to be installed within 3 meters of PowerTag devices to ensure the strong connection.

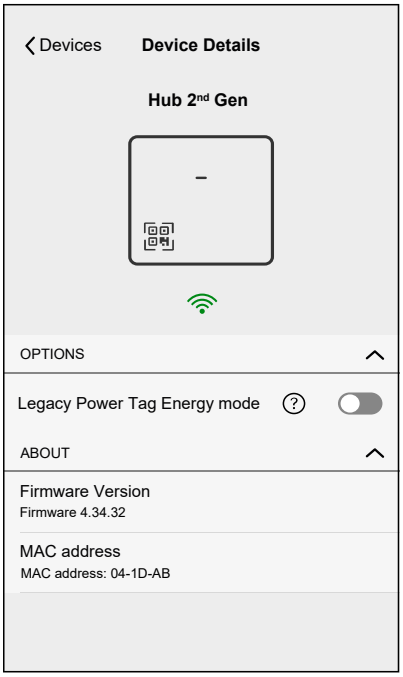
With a personal account and the Wiser Home App on a smartphone you can control and monitor connected Wiser devices from anywhere where the internet is available for both mobile phone and the Hub.

Migration from Wiser Energy to Wiser Home

Migration video: Click here for migration video.

IMPORTANT: If you have an older PowerTag with firmware version 3.x.x and earlier (the firmware version will be printed on the device or can be provided by customer support), enable the **Legacy PowerTag Energy mode** toggle switch on the Wiser Hub's **Device Details** screen to allow the system to pair with them.

1. On the **Home** screen of the Wiser Home app, tap ⚙.
2. Tap **Devices > Hub 2nd Gen** to navigate to the **Device Details** screen.
3. Tap the toggle switch and enable the **Legacy PowerTag Energy mode** to commission the old PowerTag.

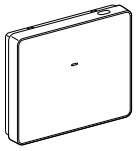


List of Wiser Devices

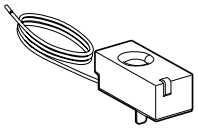
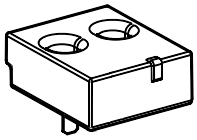
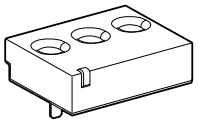
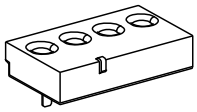
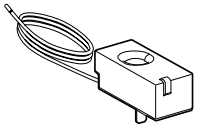
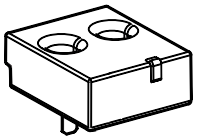
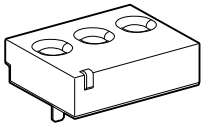
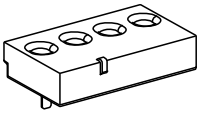
The devices listed in the following table are compatible Wiser devices.

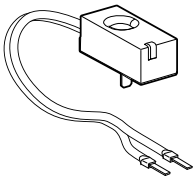
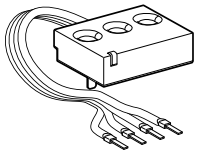
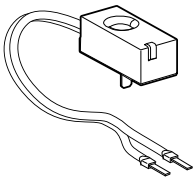
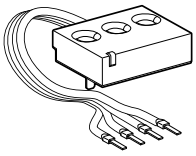
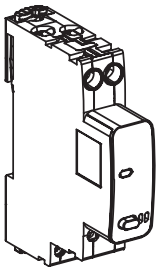
Follow the device Instruction sheet links for installation instructions and device user guide links for more details on the device configuration.

Hubs

Wiser Hub 2nd Generation  CCT501801	The Wiser Hub 2nd 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®.	Instruction Sheet (PDF)

Energy

PowerLogic™ - PowerTag Resi9 M63  R9M20  R9M21 R9M22  R9M40 R9M43  R9M41 R9M42	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
PowerLogic™ - PowerTag Acti9 M63  A9MEM1520  A9MEM1521 A9MEM1522  A9MEM1540 A9MEM1543  A9MEM1541 A9MEM1542	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide

PowerLogic™ - PowerTag Resi9 F63  R9M60  R9M70	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
PowerLogic™ - PowerTag Acti9 F63  A9MEM1560  A9MEM1570	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
PowerTag C  A9XMC1D3	It is a wireless-communication module explicitly designed for controlling and monitoring applications. It is part of PowerTag System and Wiser System, turning a distribution board into a connected panel.	Instruction Sheet Device User Guide

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 9

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 9

Smartphone

iOS Version 13 and higher

Android Version 5 and higher

Wiser Home App

For more information, please read chapter Downloading the Wiser Home App, page 13.

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.

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.

System Limits

Maximum number of	
Devices total	128 (63 Zigbee devices + 1 Hub + 20 PowerTag)
Rooms	16
Moments	20
Automations	10

Device Limits With Respect to Single Hub

Energy	**Maximum overall**	**Maximum per Room**
PowerTag E + PowerTag C (Combination)	20	-

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 13.0 or later

Search term: Wiser Home

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

Android

Requires Android 5.0 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 Automations	Create Moments, and Automations	Yes	Yes
	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.

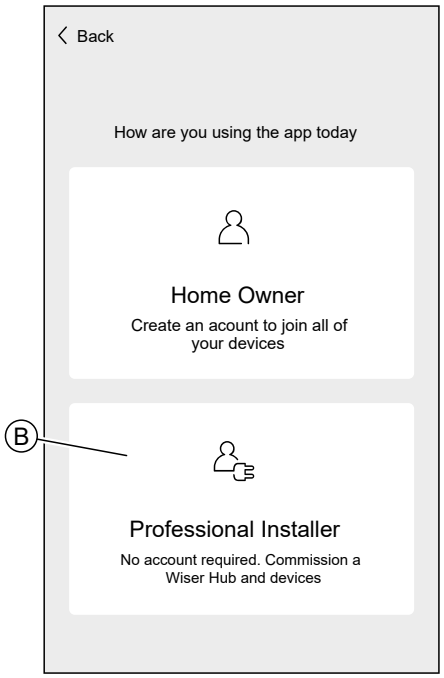
Professional Installer

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).



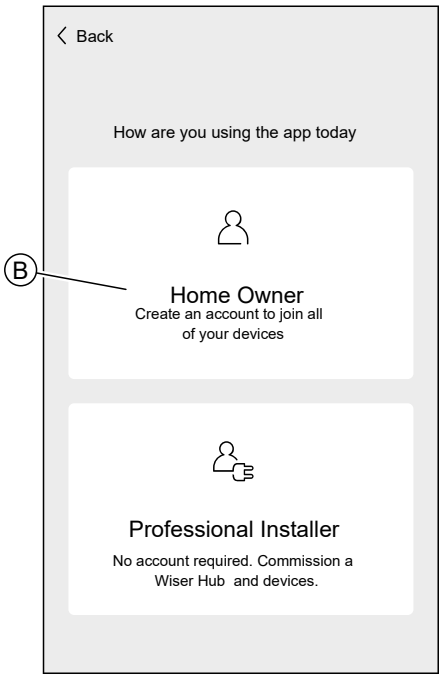
Home Owner

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).

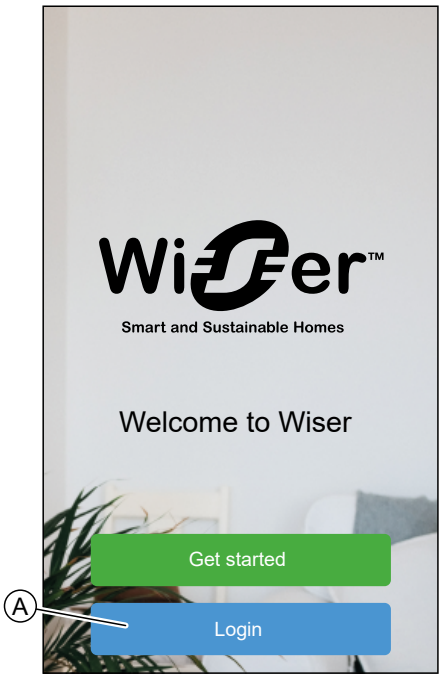
2. Tap **Home Owner** (B) and create an account. Refer to Creating an Account, page 35 for information on how to create an account.



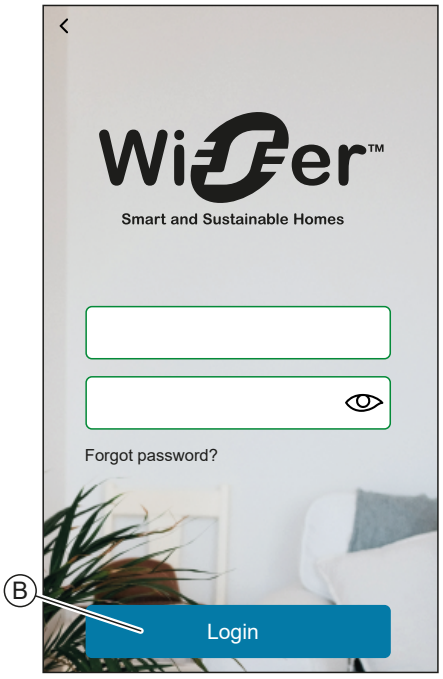
NOTE: After successfully creating your account using your email address and password, log in to the app and start using the Wiser system with your credentials.

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 51.

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

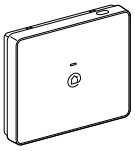
- IoT devices should only be connected in your personal home internal network.
- IoT devices should not be made directly accessible from internet. Ensure that you DO NOT use port forwarding to access an IoT device from the public internet.
- An IoT device should be on its own network segment. If your 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

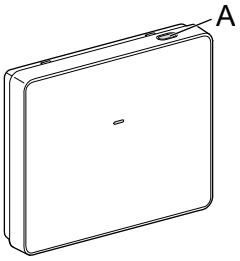
Wiser Hub 2nd Generation



CCT501801

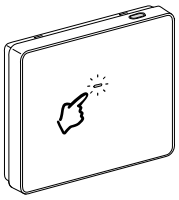
The Wiser Hub 2nd Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.

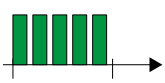
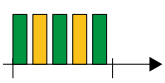
Operating Elements

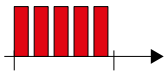


A	**Setup** button	For commissioning and resetting the Hub

LED Behavior



LED	Description
	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.

LED	Description
	**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

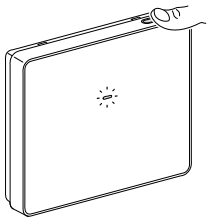
You can reset the Hub to its factory defaults.

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 9 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.

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 35 for information on how to create an account.

Setting up as a Professional Installer

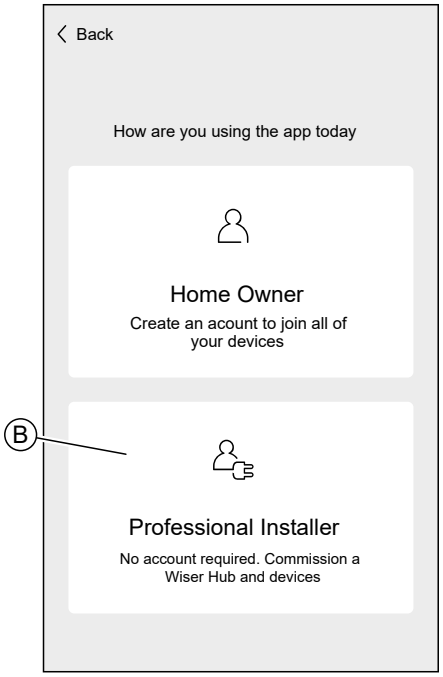
The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

> **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 51 and tap **Logout**.

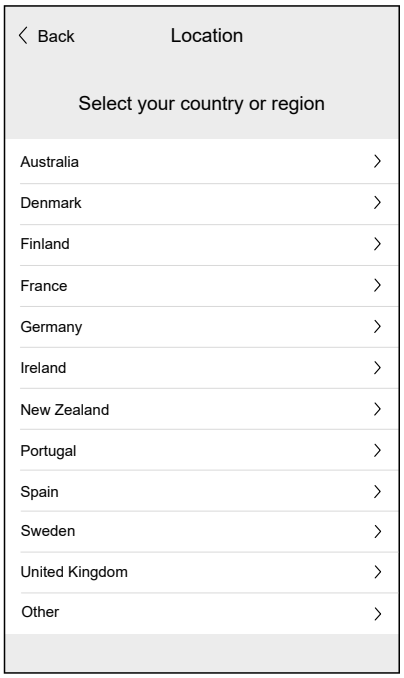
To set up the Wiser System as Professional Installer:

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

2. Tap **Professional Installer** (B).



3. Select your country from the list.



The Add Devices screen allows you to add a Hub to the system. Refer to and Entering Wi-Fi® login information, page 31 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 23.

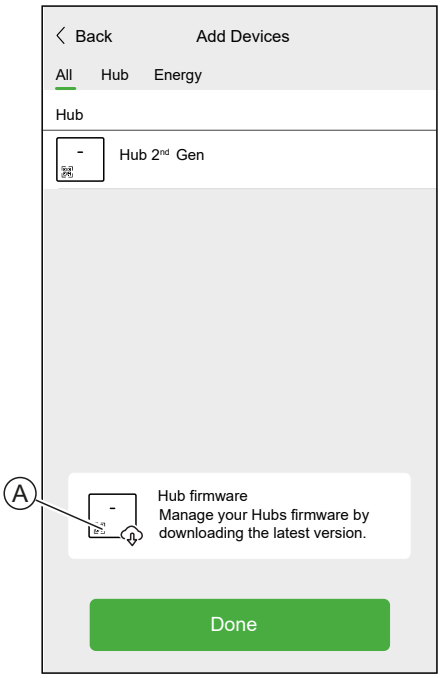
Downloading hub firmware into the app

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

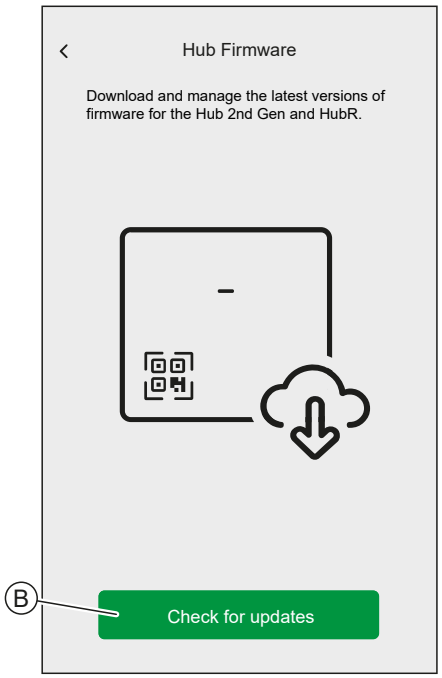
If you want to update the hub manually before connecting to the cloud, you can use the app as a professional installer.

As professional installer, page 21:

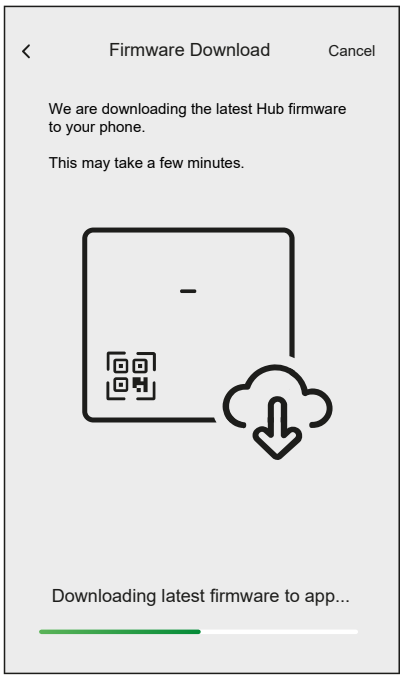
1. Tap **Hub-Firmware** (A).



2. Tap **Check for updates** (B).

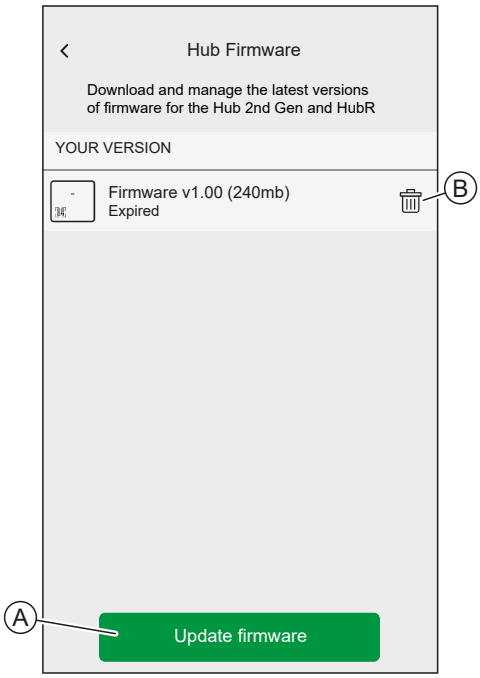


3. If there is a new version of firmware, it will be downloaded into the app.



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).



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

The hub will create a temporary Wi-Fi® network. Connect your phone to the Hub's Wi-Fi® network.

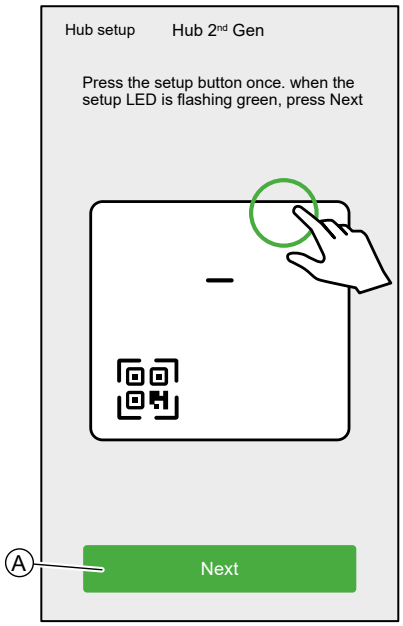
Using app as a Professional Installer, page 21 or Home Owner:

1. Select your Hub.

   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.
3. Tap **Next** (A).

   For Hub 2nd Generation:

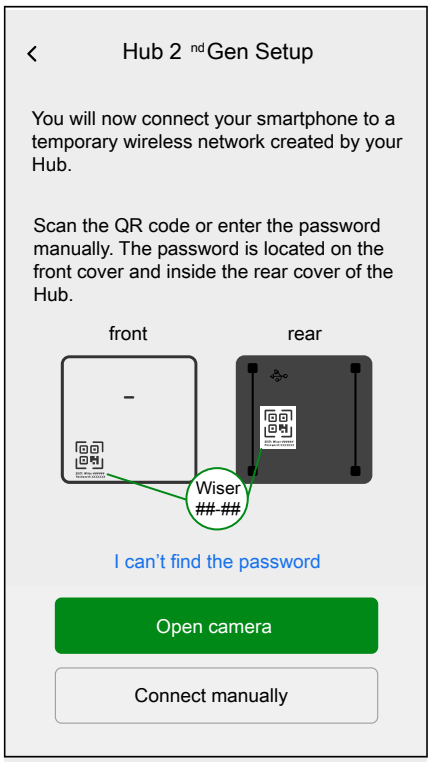


4. Connect your smartphone to the Hub's temporary Wi-Fi® network either by QR Code connection or Manual connection.

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

   QR code Connection:

   For Hub 2nd Generation:



   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.

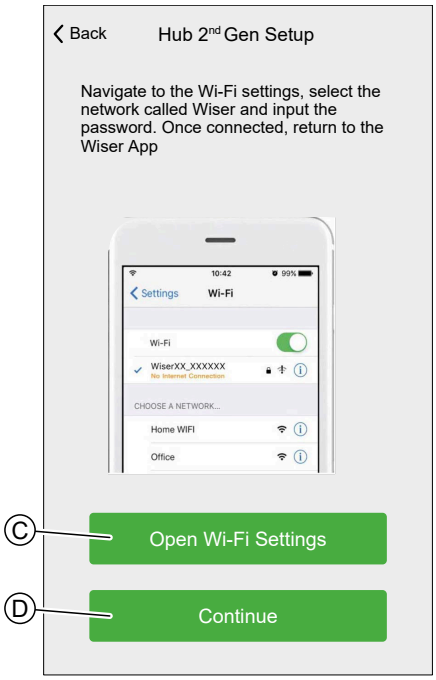
   Manual Connection:

   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® 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.



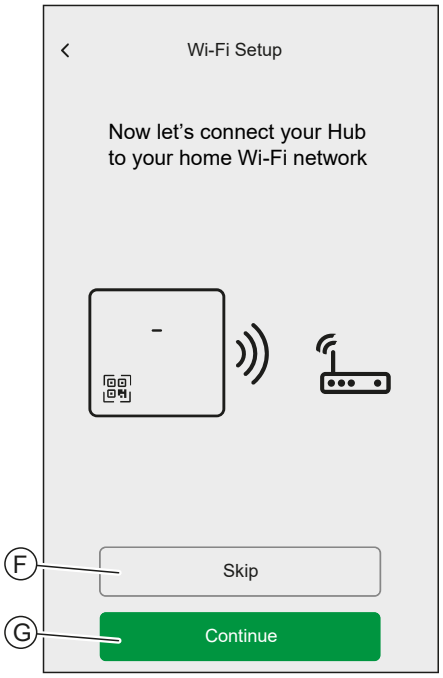
5. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 28

   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 14 to find more information on the access levels.

   NOTE: The Professional Installer has the ability to skip the Wi-Fi® setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

6. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 31.

   For Hub 2nd Generation:



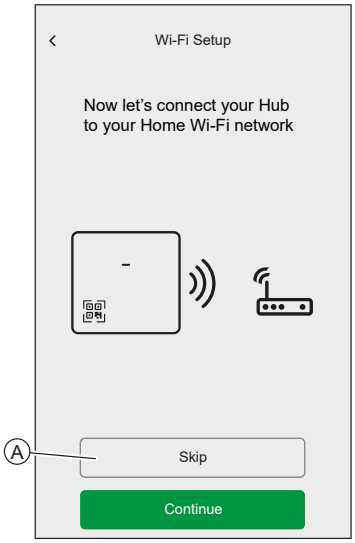
Updating the firmware

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:

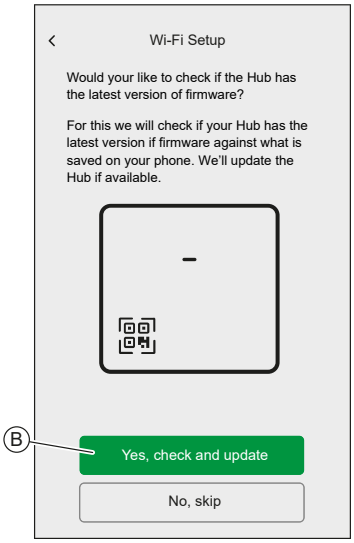
1. Use the Wiser Home App as a professional installer, page 21.
2. Download the latest hub firmware to the app. Refer to Downloading hub firmware into the app, page 23.
3. Follow the steps in chapter .

4. When asked to Connect your Hub to your home Wi-Fi® network, tap **Skip** (A).

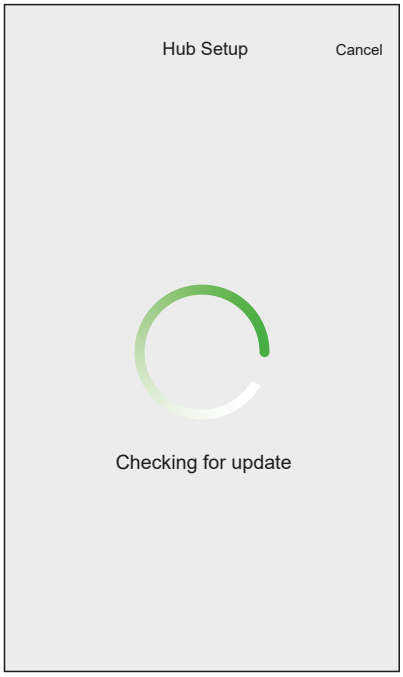


Hub 2nd Gen

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

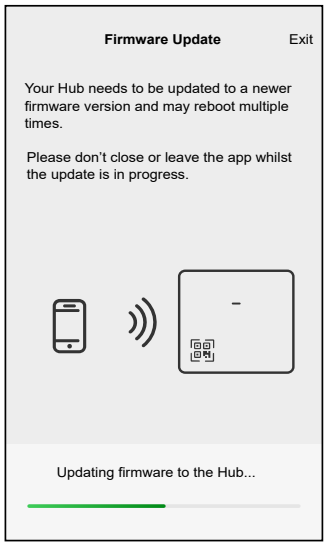


Hub 2nd Gen



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.



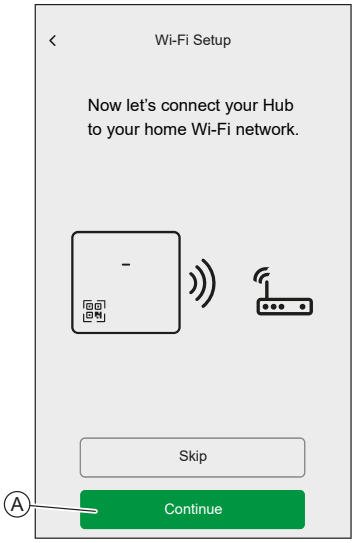
Hub 2nd Gen

Entering Wi-Fi® login information

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

To enter the Wi-Fi® login information:

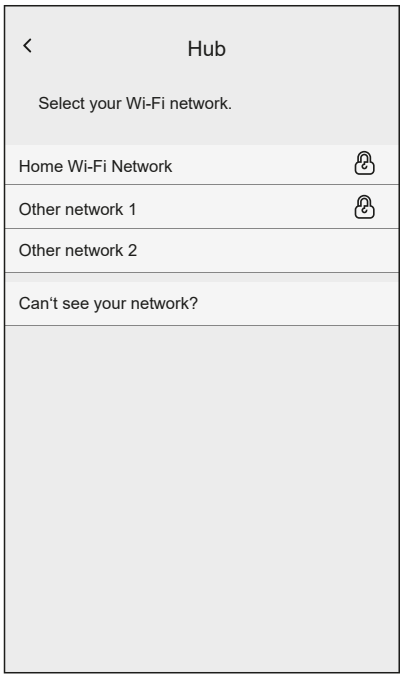
1. Use the Wiser Home App as a Professional Installer, page 21 or a Home owner.
2. Follow the steps in chapter .
3. When asked to Connect your Hub to your home Wi-Fi® network, tap **Continue** (A).



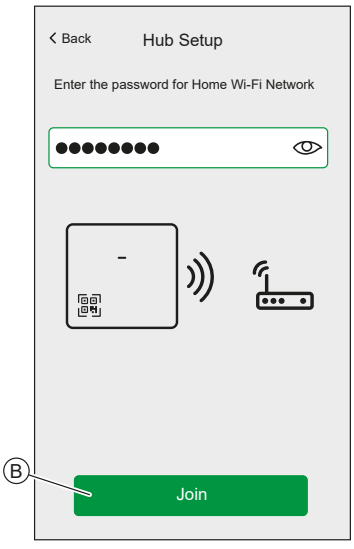
Hub 2nd Gen

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.



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



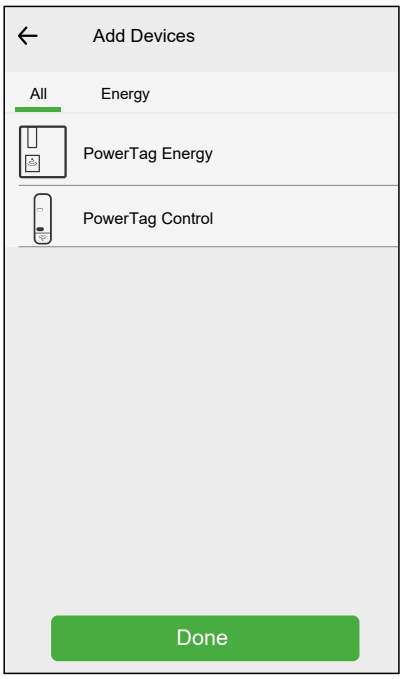
Hub 2nd Gen

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 .

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



Creating an Account

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

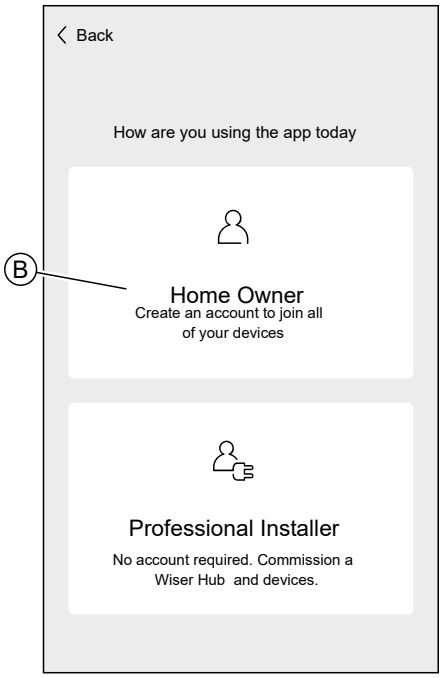
Once the professional installer sets up the Wiser system, they will hand it over to the homeowner. Subsequently, the homeowner will create an account to have control over the Wiser system. Refer to the chapter Setting-up the Wiser System, page 11 for information on how to setup the wiser system.

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:

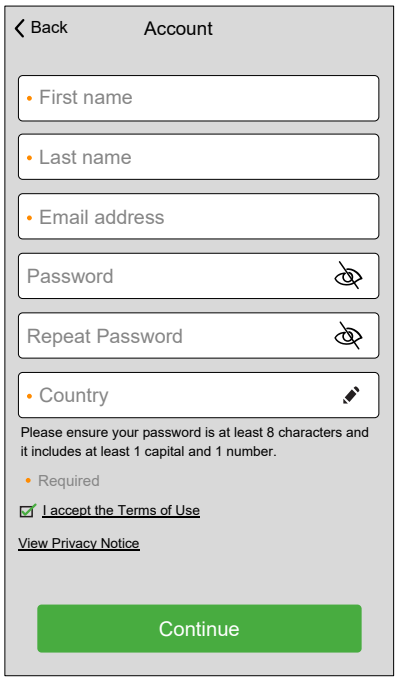
   - Eight characters long
   - Contain at least one uppercase and one lower case letter
   - Contain at least one number

   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 18
5. Select the country in which your home is located.

6. Tap **Continue** .



7. Activate account.

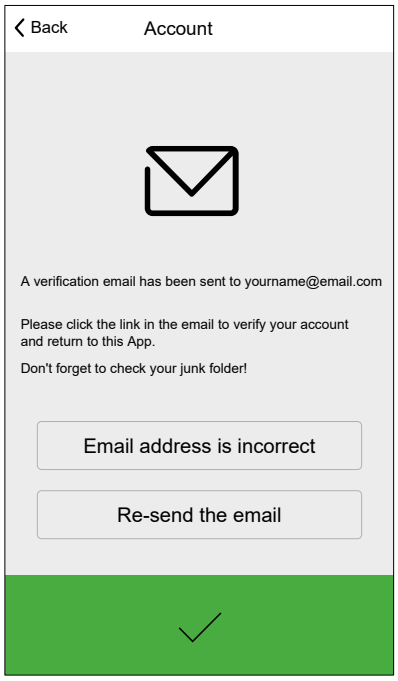
   An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

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

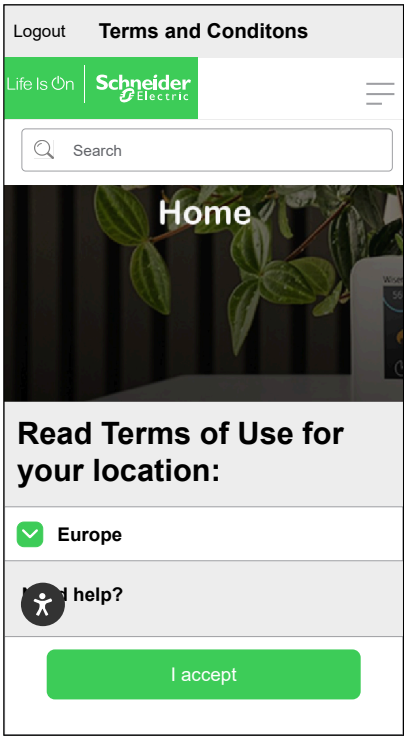
   You can change the information and have the e-mail sent again

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

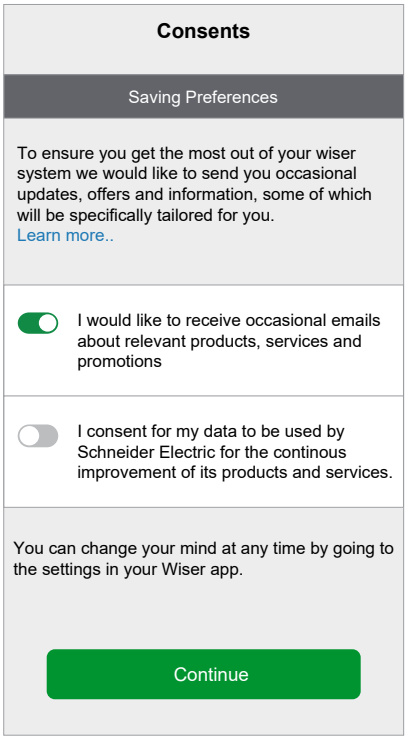
8. Tap ✓ icon.



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

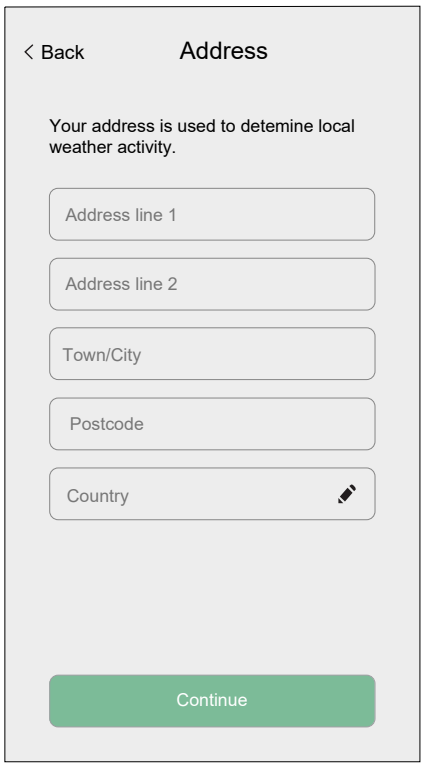


10. Personalize your consents and tap **Continue**.



11. Enter your home address and tap **Continue**.

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



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

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.

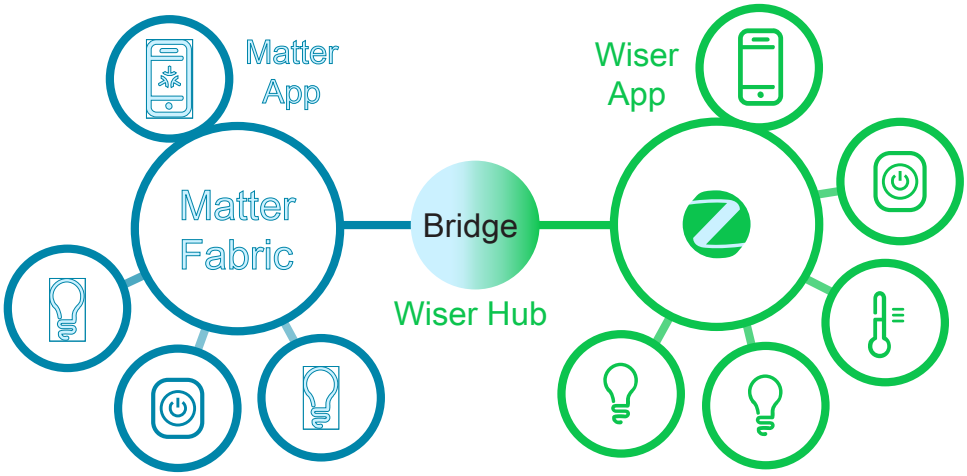
You can find detailed information about the necessary steps for adding the device, creating moments, automations, and schedule the respective device user guides. .

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 2nd 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 9 for the links to Device user guide for each devices.

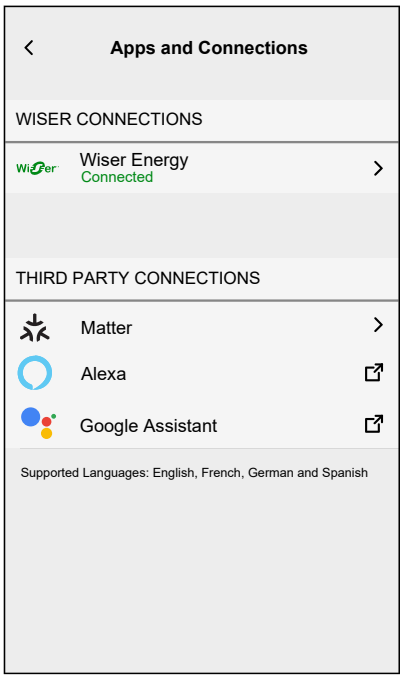
Energy	PowerTag E PowerTag C

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 ⚙.

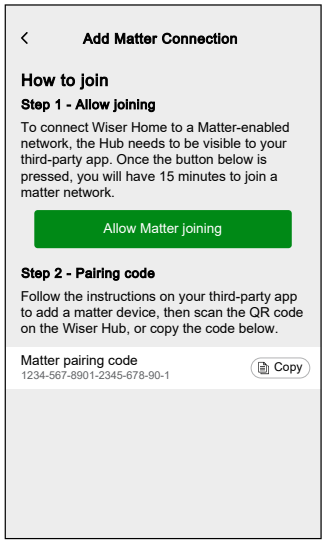
2. Tap **Account > App and Connections > Matter**.

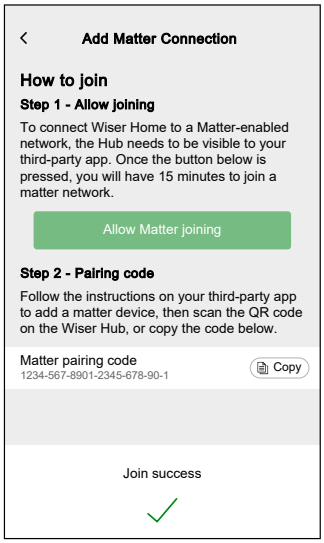


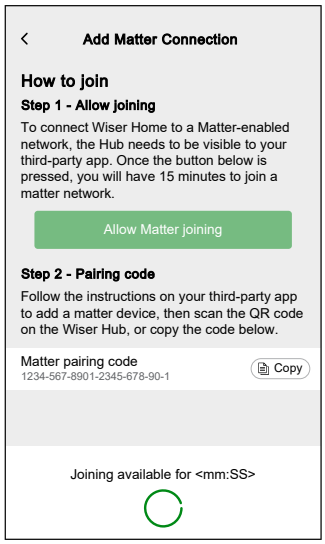
3. Tap **Add a new connection**.

A screen will appear with instruction how to join the Matter network using the QR code on the Wiser Hub 2nd 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).







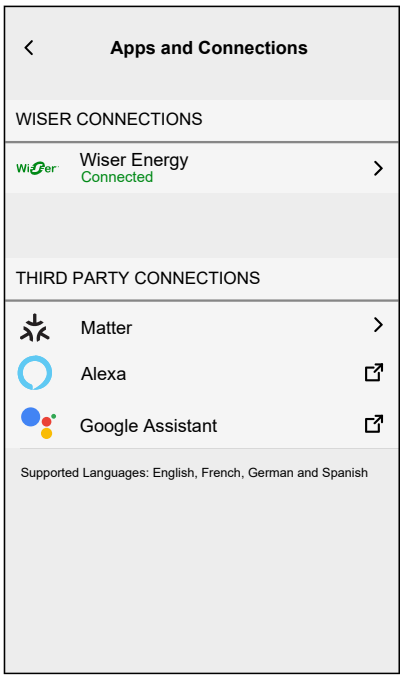
5. Choose one of the following options to prepare for connecting:
   - **Option 1 (Pairing Code)**: Copy the pairing code shown on the screen.

     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 ⚙.

2. Tap **Account > App and Connections > Matter**.



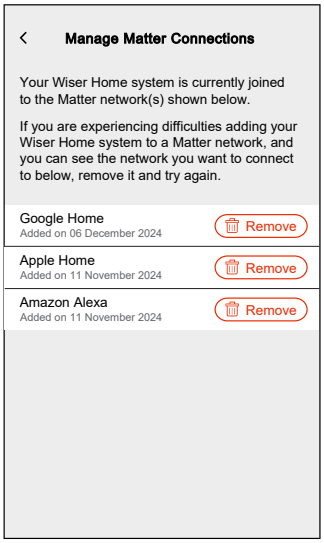
3. Choose one of the following options:

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 41 to rejoin the matter network.



- 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 41 to add new connection.

Configuring the Wiser System

Modes

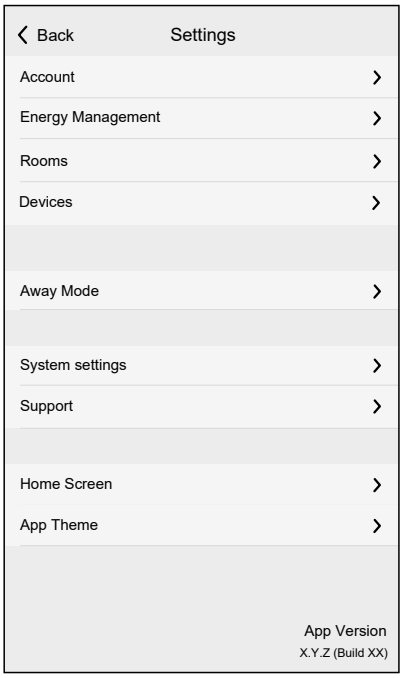
Away Mode

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.

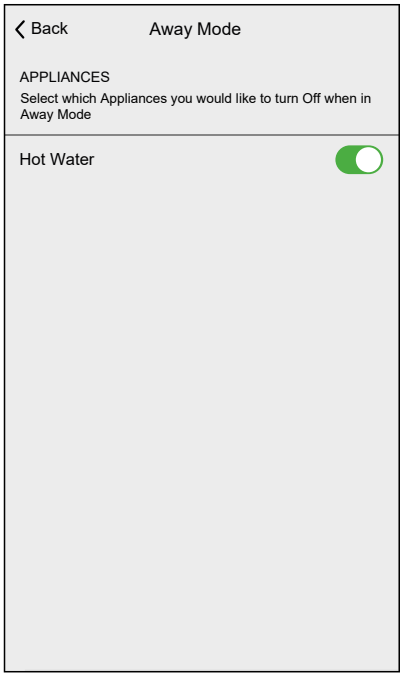
You can change the state of the devices (turn off lights, close shutters etc.) and their behavior to the Away Mode.

Set the Device State in Away Mode:

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

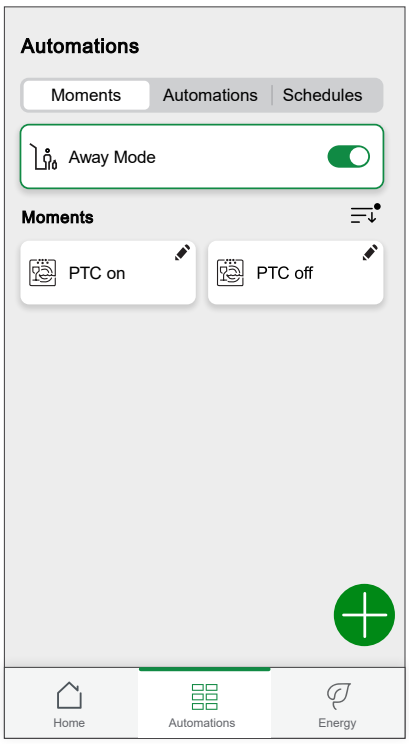


2. Tap the toggle switch to enable/disable the device when in away mode.



Enable/Disable Away Mode

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



App Settings

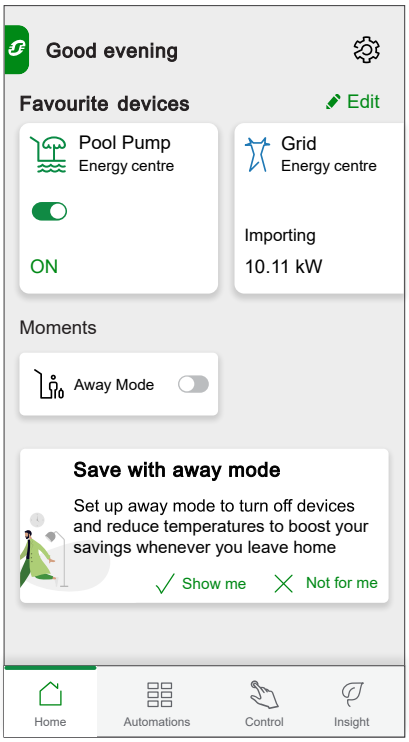
Overview of the options available in the settings menu.

The settings menu contains various settings for parts of the Wiser Home System.

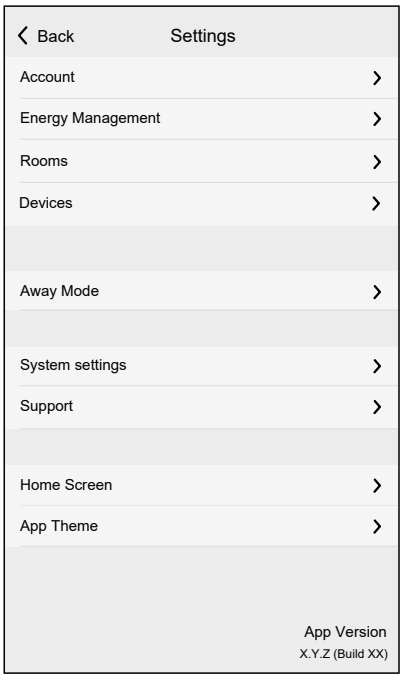
Rooms and Devices are managed from the settings menu.

On the Home Screen:

1. Tap .



The settings menu:

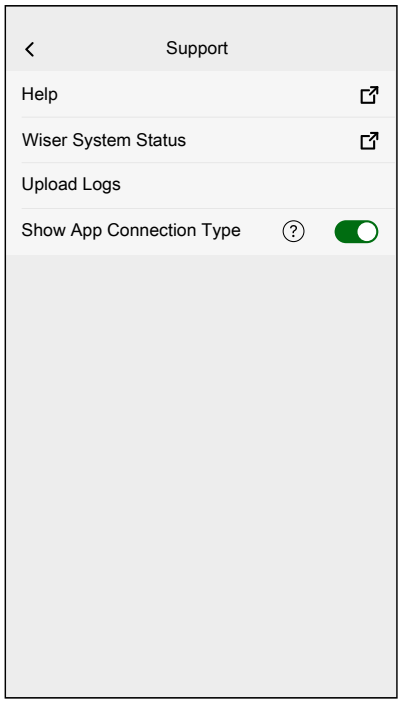


Account	Change the details of your account, like password, notification settings, home address, etc. **NOTE:** You can also find the notification settings here.
Energy Management	This option is available only if you have Energy devices installed at your home. • **Tariff**: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to Setting Tariff for detailed information on how to set the tariff.
Rooms	List of all Rooms of your Home. Access to Room options.
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 47 for detailed information.
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 , access detailed guide, report errors, and provides contact information for customer support. Refer to Support, page 50 for the detailed information.
Home Screen	Customize the appearance of the Home Screen.
App Theme	Personalize the appearance of Wiser home app to light mode or dark mode. Refer to App Theme, page 51.

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 49, click on **Support**.
2. Support menu:



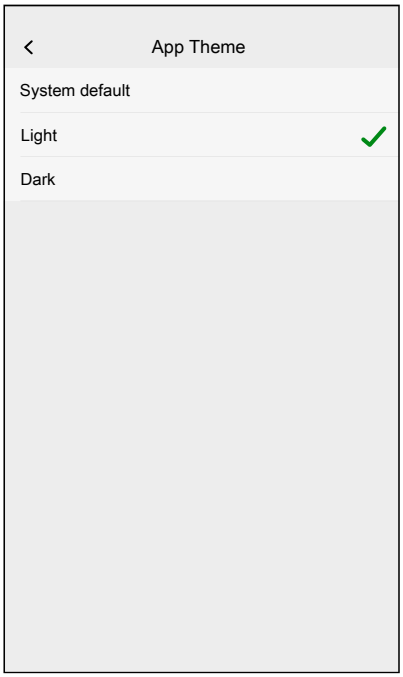
Help	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	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 **OK** to generate an ID number for this problem, and then contact the Schneider support team for further assistance. **NOTE:** 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 color schemes. By default, the app automatically matches your device's overall theme for a seamless look. You can also personalize the app experience by selecting your preferred appearance to light mode or dark mode.

1. On the App Settings, page 49, click on **App Theme**.
2. App Theme:

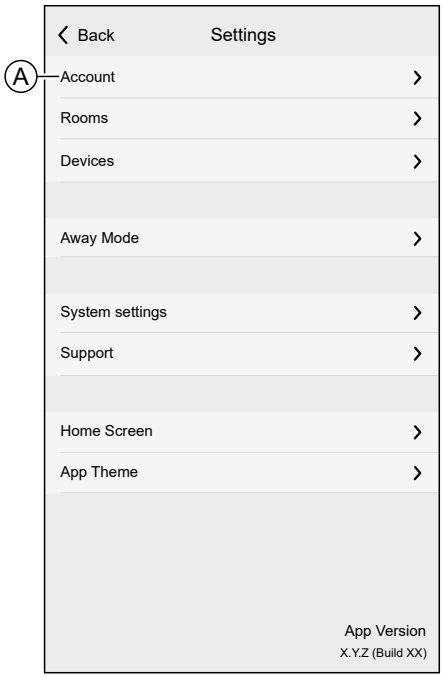


Account settings

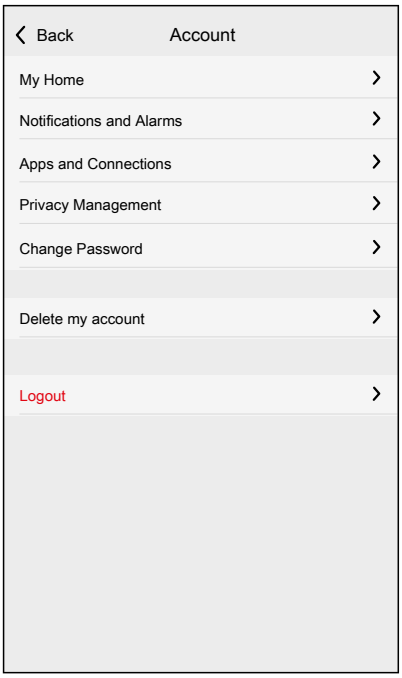
In the account menu you can manage your address, customize notifications and alarms, manage privacy, connect third-party apps, update your password, and even delete your account when needed.

In the Settings menu, page 49:

1. Tap **Account** (A).



The Account menu:



My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 53 you want to receive.
Apps and Connections	The Apps and Connections has following options: **Wiser Connections** • **Wiser Energy**: If you have a **Wiser Energy** account, you can link your Wiser Energy app or create an account. **Third Party Connections** • **Alexa** / **Google Home**: Integrate with popular third-party apps like **Alexa** and **Google Home** for convenient voice control. Refer to for detailed information.

	• **Reduce my Bill**: To stop or restart the **Reduce my Bill** service. This service is available if you have high energy devices like a Schneider Charge EV charger. Refer to respective device user guide for detailed information. • **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 41 for details information.
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 35 **TIP:** Please consider the tips about passwords and other methods to harden your system in chapter Cybersecurity Principles, page 18
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. **NOTE:** 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. **TIP:** 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.

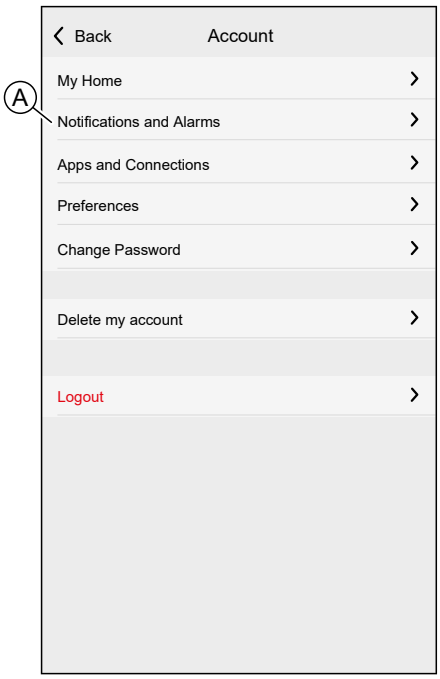
Notifications and Alarms

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.

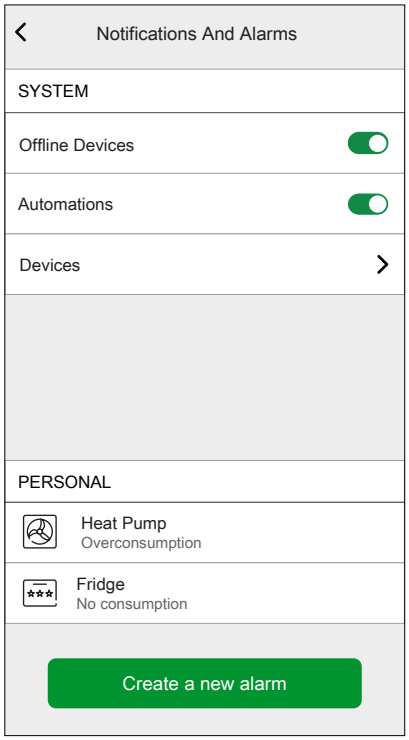
You can select the Notifications and Alarms in the Account options of the Settings menu, page 49.

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).



Notification and Alarm settings:

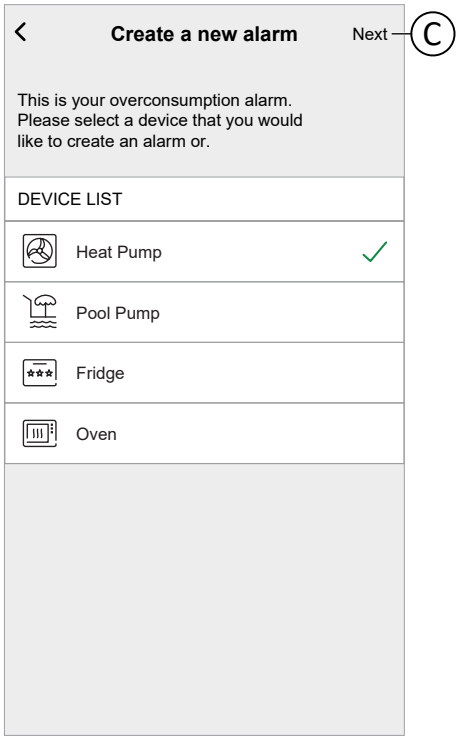


SYSTEM	
Offline Devices	Will notify you when the hub lost connection to a Device.
Automations	Will notify you when an automation has been triggered.
Insight+ Budgeting	Will notify you when you are approaching your budget and when you have reached it before the end of the month. Refer to for the detailed information.
Devices	Certain Devices can send notifications on their own. You can select the devices that are allowed to send notifications. **TIP:** 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 55 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 56 for information on how to set the no consumption alarm.

Setting-up Overconsumption Alarm

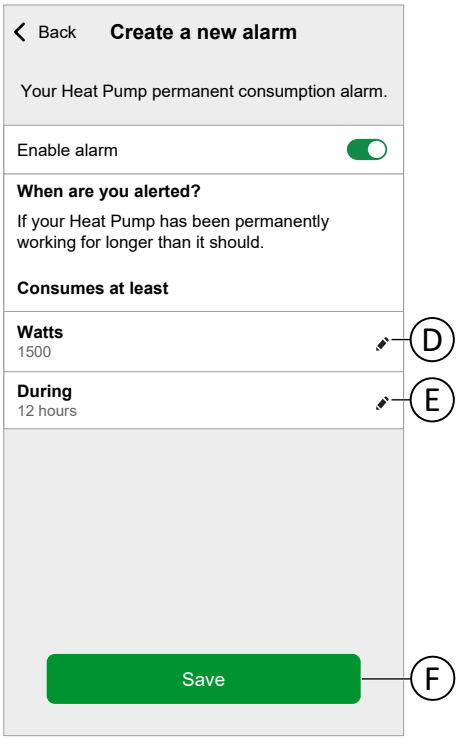
This topic explains how to setup an overconsumption alarm for a device.

1. On the Notifications and Alarms, page 53 screen, tap **Create a new alarm** (A).
2. Choose alarm type as **Overconsumption** (B).
3. Select the device from the device list and tap **Next** (C).

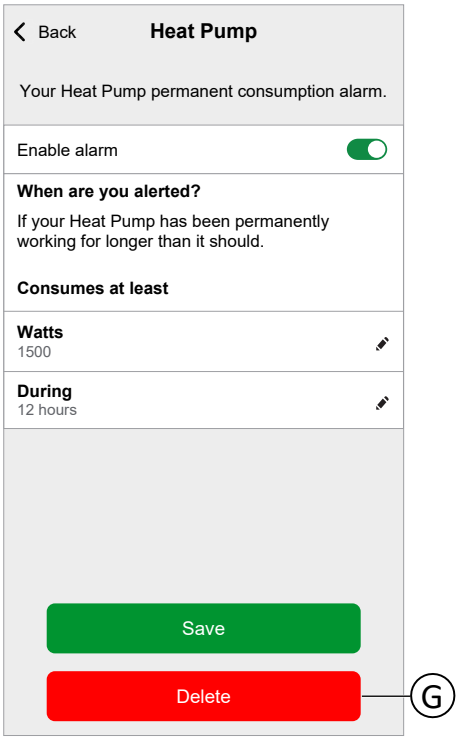


4. Tap icon (D) and set the power consumption limit that you consider normal for the selected device during its normal operation.
5. Tap icon (E) and set the duration for which the device should be operating above the set power consumption limit before triggering an alarm.

6. Once you have entered the desired values for both the maximum power consumption and the duration, tap the **Save** (F).



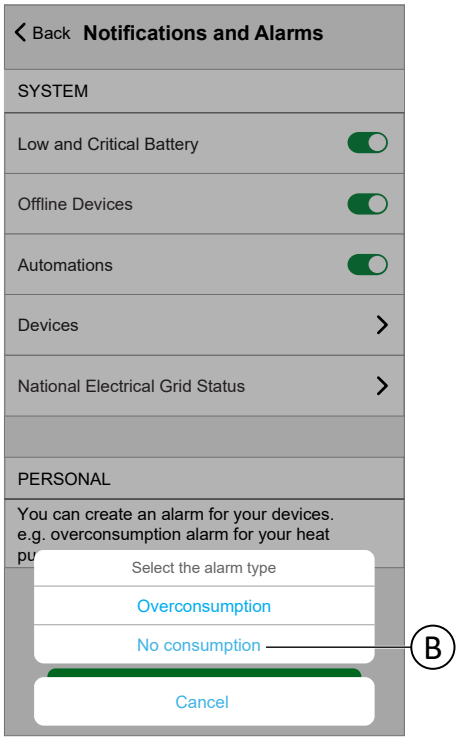
7. To delete an alarm, select the device and tap **Delete** (G).



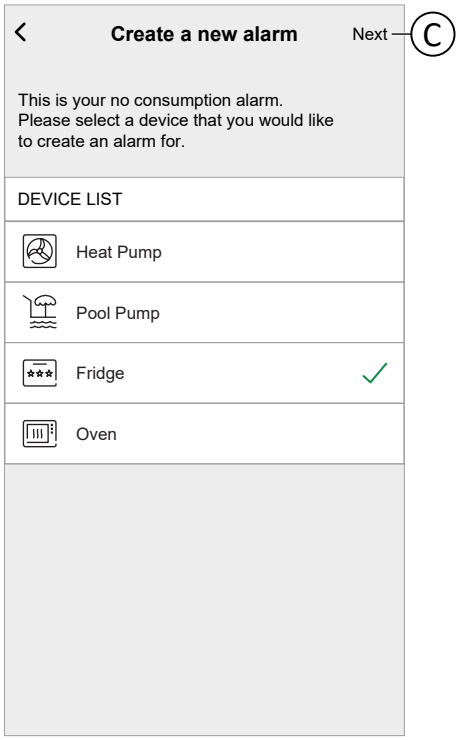
Setting-up No Consumption Alarm

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

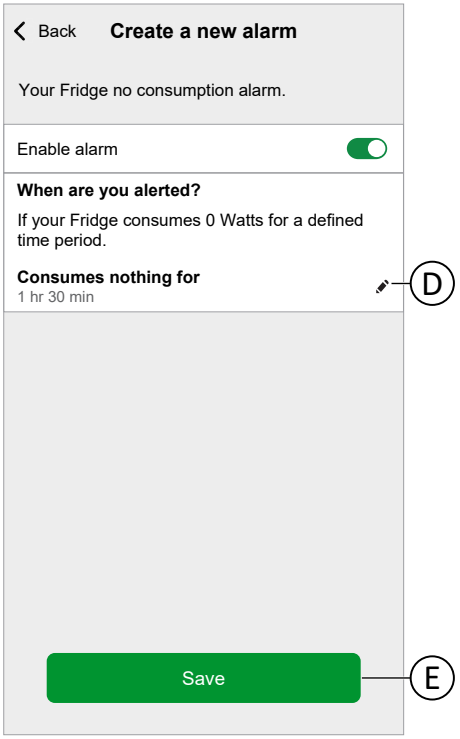
1. On the Notifications and Alarms, page 53 screen, tap **Create a new alarm** (A).
2. Choose alarm type as **No consumption** (B).



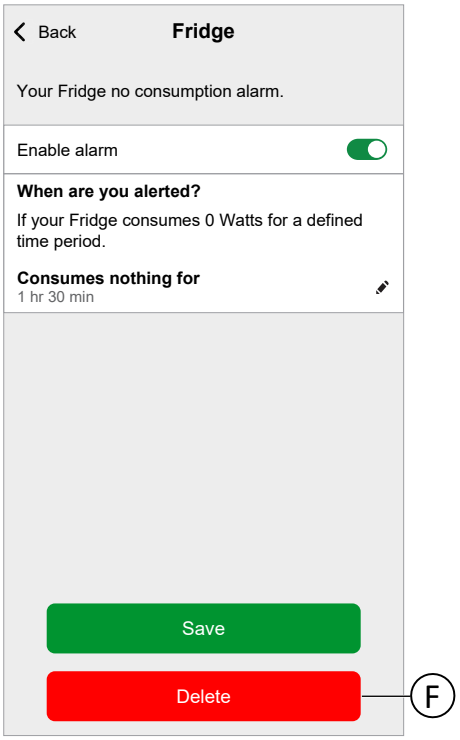
3. Select the device from the device list and tap **Next** (C).



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).



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

Energy Domain with Grid

If you have an energy device installed, like a PowerTag E, the Energy Centre will be available.

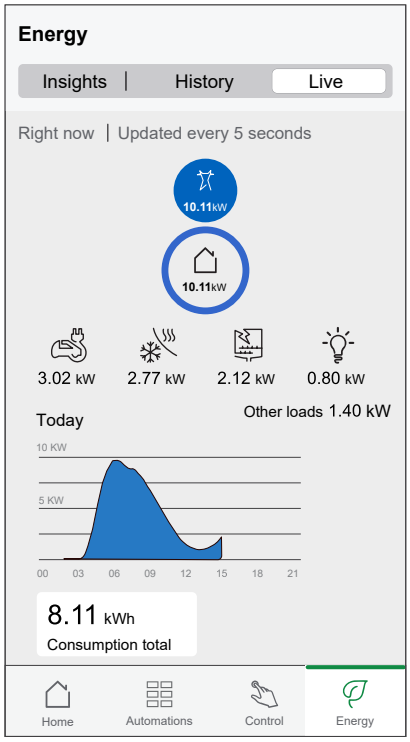
In the Energy Centre, you can monitor your energy consumption and production, view detailed history, and get information on energy savings.

IMPORTANT: The Wiser system supports the configuration with the following power source combinations where PowerTag Energy sensors are installed.

- Grid
- Grid and Solar
- Grid and Solar, and Battery and Solar (combo).

To navigate to the Energy Centre:

1. Tap Energy.



NOTE: You can find the detailed information in the Device User Guide of the respective device, page 9.

Live

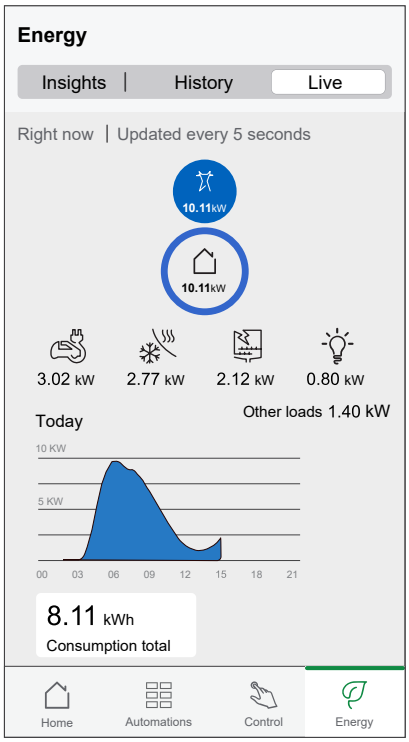
Provides live data of the grid consumption and live status of where the power is coming from:

- Grid to Home: Import (Home consuming power from Grid)
- Home to Grid: Export (Excess power of Solar production fed to Grid)

On the Energy page, tap **Live**.

Import

Displays how much power you are importing, a breakdown into consumption categories and a consumption timeline.

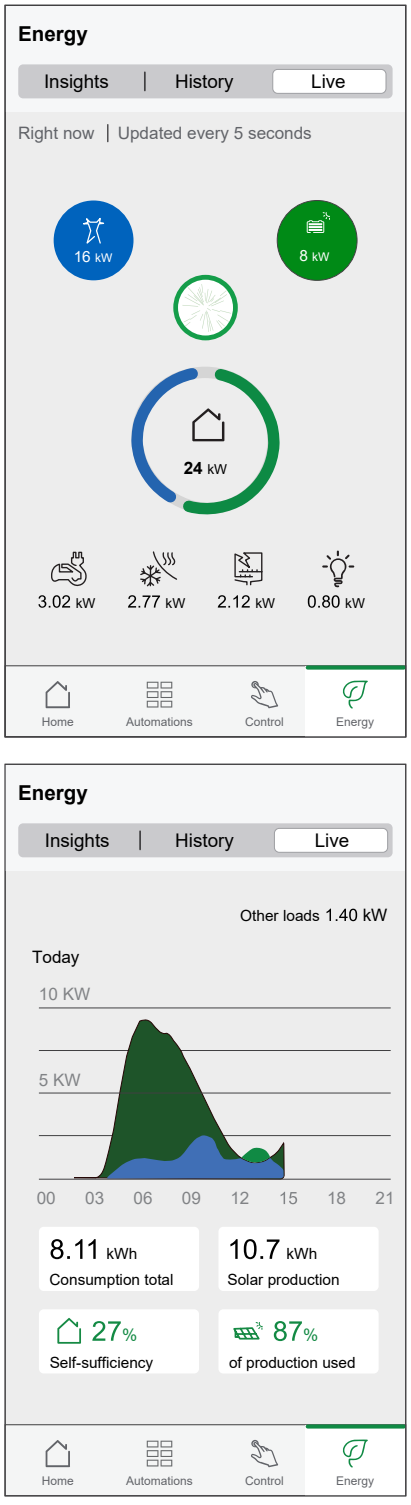


Import and Export (Applicable for Grid with On Grid solar system)

Displays how much power you are importing or exporting, a breakdown into consumption categories and a consumption time line.

The grid consumption with loads is represented in blue and the excess power of battery and solar is represented in green.

NOTE: Scroll down in the app to to view the complete graph.



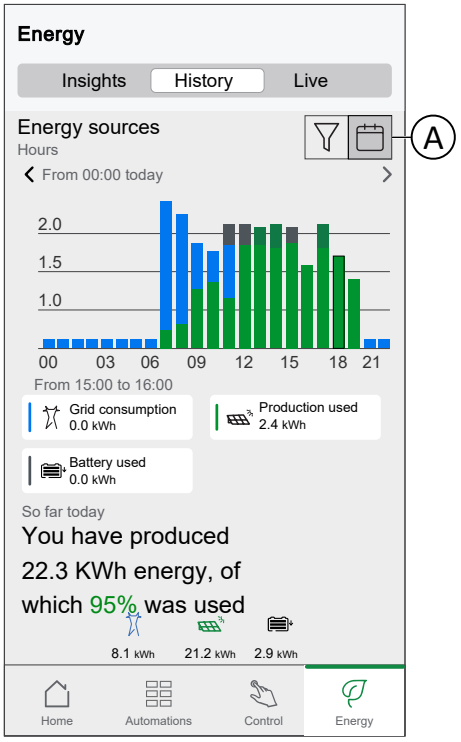
History

Provides history of power consumed by loads. If there is an existing On Grid solar system, the app provides history of imported and exported energy.

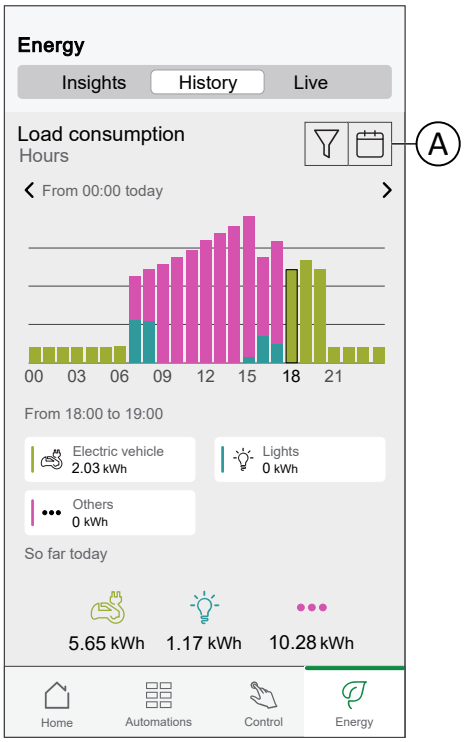
1. On the Energy page, tap **History**.

2. You can change the displayed timeframe (hours, days, months and years), by tapping (A).

   NOTE: The Grid import is shown in blue and the excess energy of solar and battery is shown in green.



3. You can tap ▽ and select **Load consumption** to view the energy consumed by individual loads.
4. Tap (A) and select a required time frame.



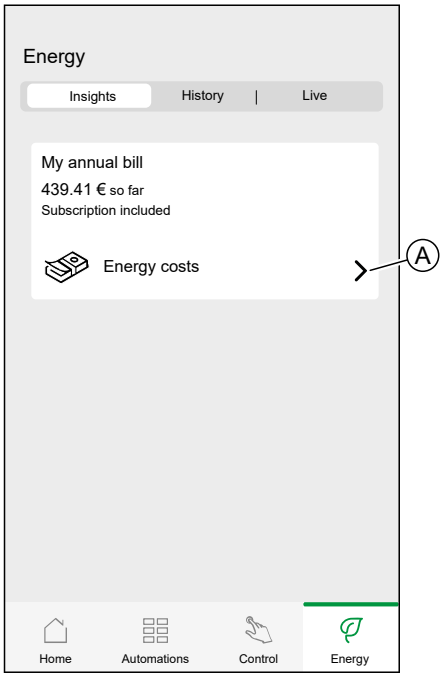
Insights

The Insights provides information on the annual bill for the tariff set. It helps to keep track of your energy.

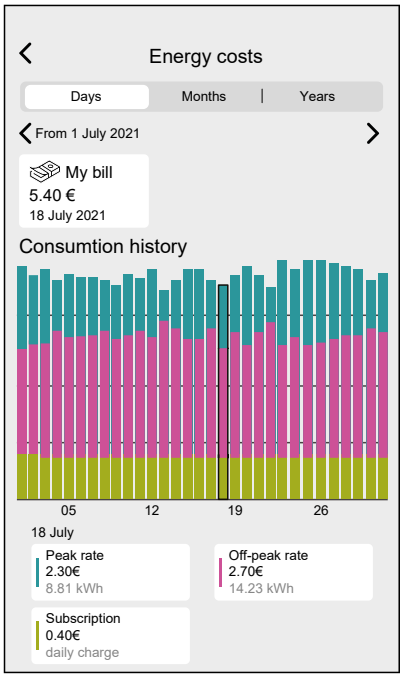
NOTE: The option to set a tariff is only available if you have an Energy device installed in your home. For more information, please refer to the Device User Guide of the respective device, page 9.

1. For a more detailed overview, tap **Energy costs** (A).

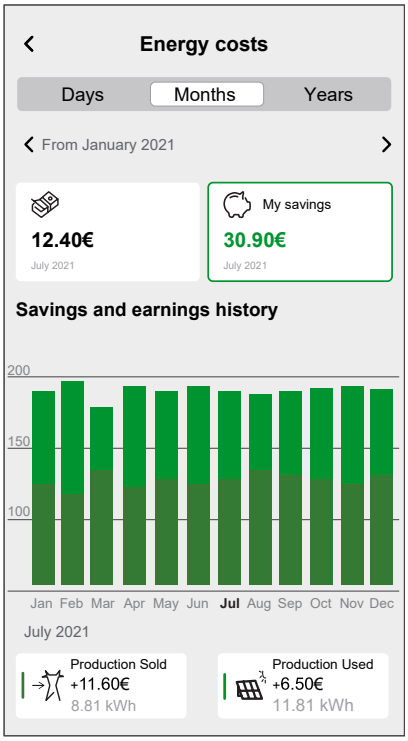
   Energy-Insight without Heating Devices:



2. You can change the displayed timeframe (days, months and years).



IMPORTANT: If you have installed PowerTag on solar or solar with battery **My savings** is available to view savings and earning history.


Energy costs
Days
Months
Years
From January 2021
12.40€
July 2021
My savings
30.90€
July 2021
Savings and earnings history
200
150
100
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
July 2021
Production Sold
+11.60€
8.81 kWh
Production Used
+6.50€
11.81 kWh

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)

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.

Help & Support

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

Help & Support:

For Belgium, Visit: https://www.se.com/be/nl/work/support/

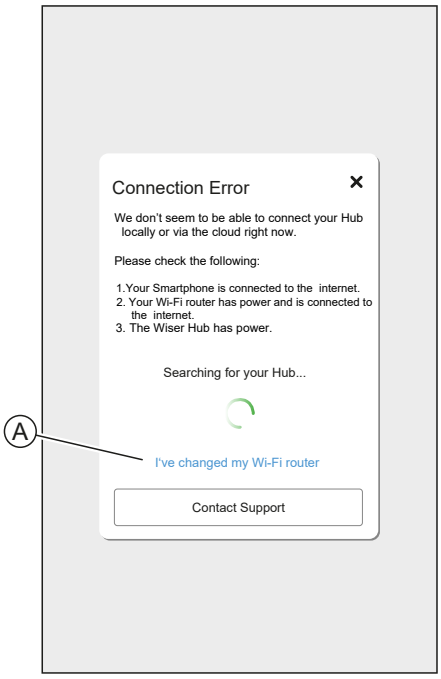
Changing home Wi-Fi login information

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® 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® 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 9.
The device is not able to connect with the Hub. 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 9 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 9

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 20
- 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/

EU Declaration of Conformity

Hereby, Schneider Electric Industries, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO DIRECTIVE 2014/53/EU. Declaration of conformity can be downloaded on se.com/docs.

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® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ 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.
- 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.

Printed in:
Schneider Electric
35 rue Joseph Monier
92500 Rueil Malmaison - France
+ 33 (0) 1 41 29 70 00

Schneider Electric
35 rue Joseph Monier
92500 Rueil Malmaison
France

+ 33 (0) 1 41 29 70 00

www.se.com

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_NL_WH-01