

Wiser Smart Plug 16A

Wiser Home Device User Guide

10/2025



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Safety Information

Important Information

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



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



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

DANGER

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

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

WARNING

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

CAUTION

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

NOTICE

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

About the document

Document Scope

This document provides comprehensive guidance on the Wiser Smart Plug 16A, detailing its features, installation process, and configuration using the Wiser Home app. It explains how to pair the plug with the Wiser Hub, rename and assign it to rooms, and control devices manually or remotely. Users can create schedules, enable voice control via Google Home, and group actions into customizable “moments.” The plug also supports energy monitoring and includes instructions for resetting, removing, and identifying the device.

Validity Note

The characteristics of the products described in this document are intended to match the characteristics that are available on www.se.com. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on www.se.com, consider www.se.com to contain the latest information.

For your safety

<i>NOTICE</i>
HAZARD OF EQUIPMENT DAMAGE - The plug must be used indoor only. - To disconnect the plug from the power supply pull it out of the socket outlet or turn off the fuse in the incoming circuit. - Do not connect plugs one after another. - Only connect the plug to a mains socket outlet with a protective earthing connection. Failure to follow these instructions can result in equipment damage.

General Cybersecurity Information

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

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

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

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 (EOL) 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.

Declaration of conformity can be downloaded on:

- <https://www.go2se.com/ref=CCT711119>

Available Languages of the Document

The document is available in these languages:

- English
- Portuguese
- Spanish
- Danish
- Finnish
- Swedish

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Wiser Smart Plug 16 A



CCT711119

About the device

The Wiser Smart Plug (hereinafter referred to as **Plug**) is used as a plug adapter to control various electrical devices such as floor lamps, radios, or coffee machines manually or using Wiser app. The plug can also monitor energy consumption of plugged-in devices. The wall socket needs to be switched On for it to function.

NOTE: Do not insert the plug into socket outlets that are behind large objects or furniture such as refrigerators or cabinets that reduces the radio reception.

Control options

Home control: To control the plug in your home through the Wiser app you will need the Wiser Hub.

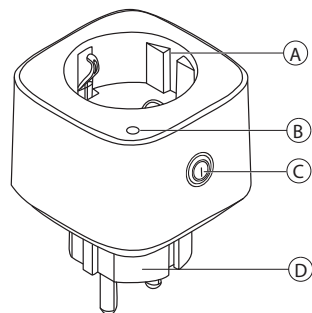
Direct operation: The plug can always be controlled directly on-site. To do this, you can switch the plug On and Off with the operation button.

Functions

- Switching On and Off plugged-in devices manually and remotely via app.
- Setting a timer or a time schedule (via app)
- Visibility of load status (via app)
- Monitoring and visualization of energy consumption (via app)

Operating elements

- A: Socket for protective earthing and standardized European plugs
- B: Status LED
- C: Operation button
- D: Plug fitting to a European protective earthing socket outlet



Installing the device

Refer to the installation instruction supplied with this product.

See Wiser Smart Plug.

Pairing the device with the Wiser Hub

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

1. On the Home screen, tap .

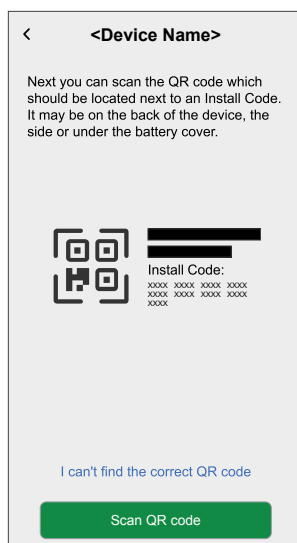
2. Tap **Devices** >  and tap **Appliances** > **Smart Plug**.

TIP: You can also navigate by tapping **Control** >  > **Appliances** > **Smart Plug**.

TIP: The next screen shows the joining process of the Plug.

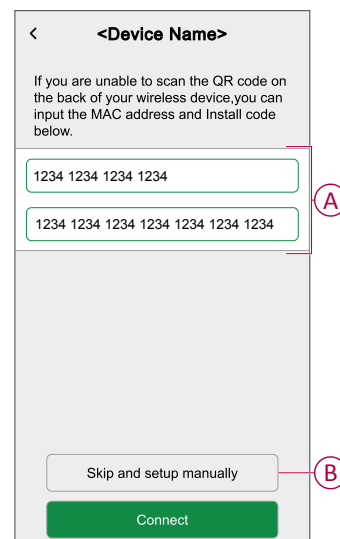
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

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

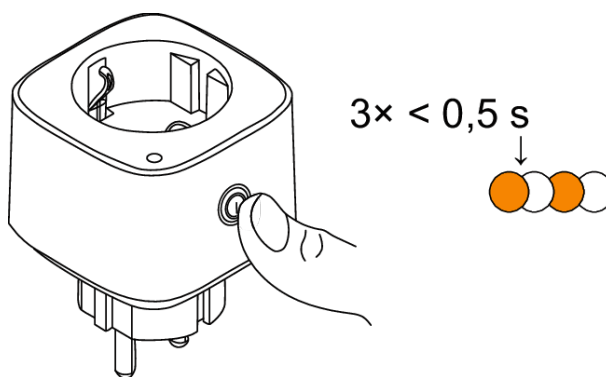


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

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



4. Insert the device into the socket outlet and short press the operation button 3 times ($< 0,5$ s).



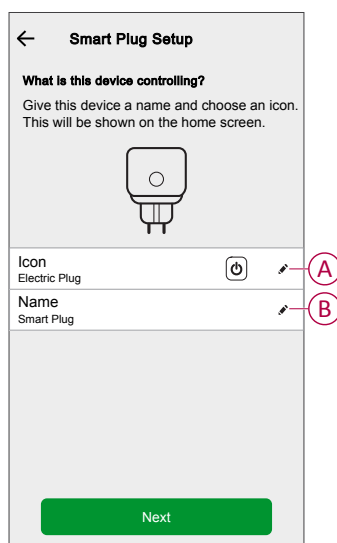
Wait for a few seconds until Plug is successfully joined.



5. Once the device is joined, tap  (A) and select an icon suitable for your load and tap **Save**.

NOTE: Electric plug icon is assigned by default.

6. Tap  (B) and assign a name.

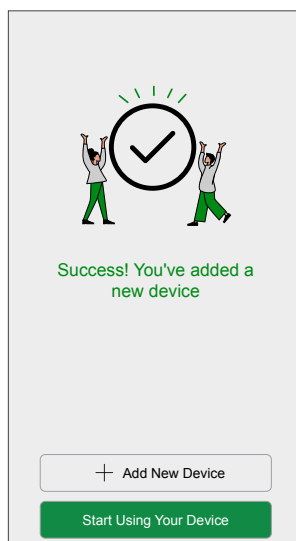


7. Tap **Next** to assign the Plug to an existing room or a new room.

8. Tap **Submit**.

After you pair the device, a success screen appears with the following options:

- **+ Add New Device:** Tap to continue pairing more devices.
- **Start Using Your Device:** Tap to start using the paired device.



NOTE: The success screen appears only if you are logged in as a **Home Owner**.

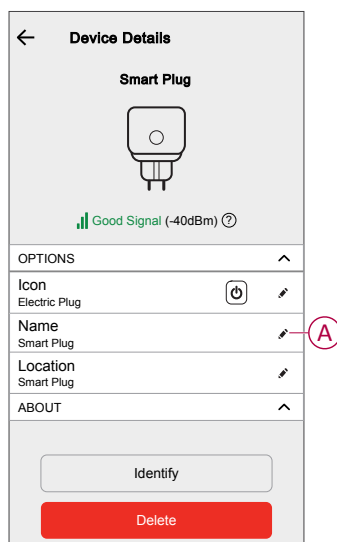
Now, you can see the newly added device on the **Control** tab under the **All** and **Room** tabs.

Configuring the device

Renaming the device

Using the Wiser Home app, you can rename the Plug.

1. On the **Home** screen, tap .
2. Tap **Devices > Smart Plug > Device Name** (A) to rename the Plug.

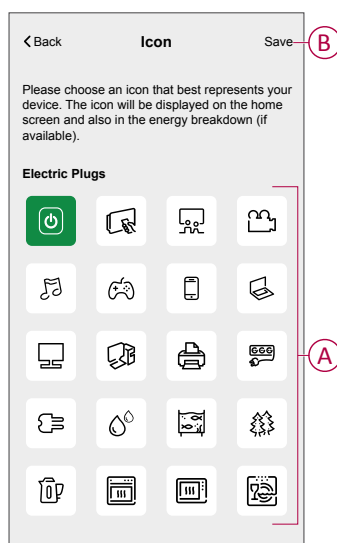


Changing the icon and reassigning the equipment type

You can change the icon of the device.

1. On the **Home** screen, tap  > **Devices > Smart Plug**.
2. Tap  **Icon**, select an icon of the equipment type (A) and tap **Save** (B).

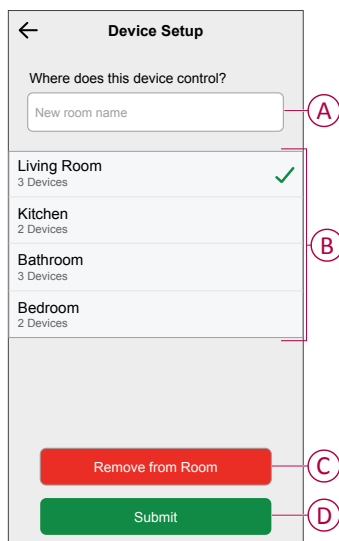
IMPORTANT: If you have installed Plug and PowerTag, changing the icon to another category will delete all the historical data. Refer to [Energy view of individual devices](#)



Setting the device location

You can add your device to any room (such as bedroom, living room, dining room etc.).

1. On the **Home** screen, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open setup screen.
4. On the **Device Setup** screen, you can enter **New room name** (A) or select an existing room from the list (B).



TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

5. Once changes are done, tap **Submit** (D).

Identifying the device

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

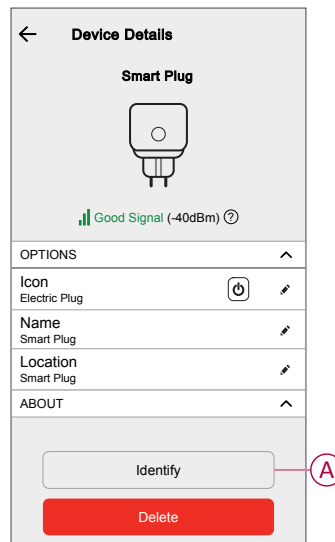
To identify the Plug:

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

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

NOTE:

- This feature flashes the Plug green LED, so you can find the actual device. It may take up to a minute to start and flash the Plug LED.
- The Plug LED will continue to flash until you tap **OK**.



Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater, EV Socket) or reducing the power of the load.

The Power Consumption Management (PCM) system is an advanced algorithm designed to prevent global overconsumption. It achieves this by reducing setpoints and shutting down specific loads, ensuring that overall energy consumption stays within a predefined limit. With the integration of Wiser Home, users gain enhanced control over the loads monitored by the PCM. You can enroll up to eight loads at a time, which helps maintain the total consumption of the system below the established limit. This limit is determined by your contract specifications, so it's important to refer to the [Setting Tariff](#) section for information on peak and off-peak rates. Eligible devices will be automatically incorporated into the Anti-Tripping Management system, further optimizing energy usage and enhancing the overall efficiency of your home energy management.

For more information on **Anti-Tripping Management** refer to the respective [System User Guide](#).

Tariff

Set tariff in the Wiser Home app to view energy costs and billing information.

Accurate calculation of real-time energy consumption is based on the specific contract type and tariff information. To ensure accurate cost calculations, it is important to provide the correct tariff details. This allows the system to reflect the true cost of your energy usage, helping you better understand your energy usage and manage your expenses effectively.

The cost of energy consumption is based on the contract type:

- Flat rate
- Peak/Off-Peak Hours rate
- No contract

For more information on **Setting Tariff**, refer to the respective [System User Guide](#).

Energy Centre

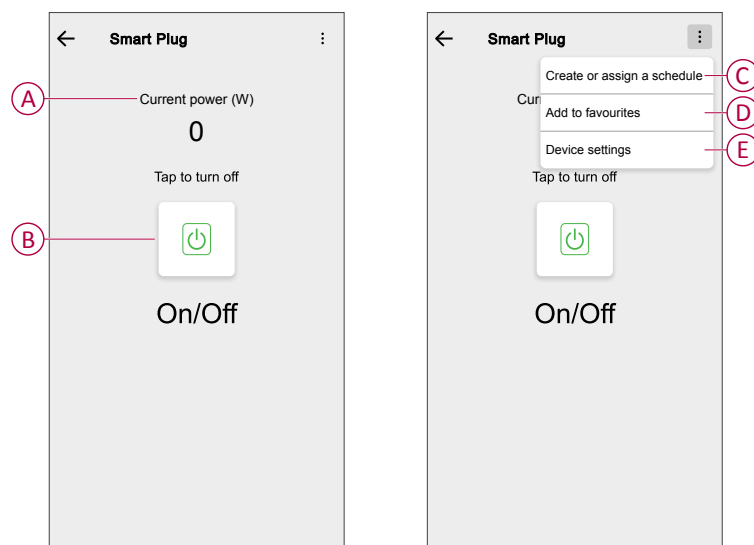
You can monitor your energy consumption and production even without a grid monitoring device (PowerTag E). If standalone energy devices are installed in your home, the Energy Center will be available to help you manage and monitor your energy usage.

For more information on **Energy Centre**, refer to the respective **System User Guide**.

Using the device

The Device Control Screen allows you to switch ON/OFF the device and control various settings.

On the **Control** tab, select the plug and the control screen shows the options below.



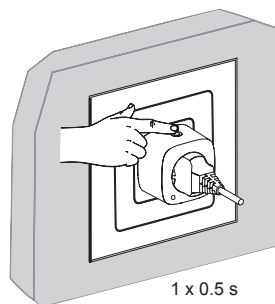
A	Total energy consumption in the session
B	Tap to manually turn the device ON/OFF.
C	Tap to redirect you to the Schedule screen, where you can create a schedule. For more information, refer to the Creating a Schedule , page 18 topic.
D	Tap to add the device to the Favourite devices section on the Home screen. To know more about Favourite , refer to Managing Favourites in the respective System User Guide
E	Tap to control various settings from the Device Settings screen. For more information, refer to the Configuring the device , page 13 topic.

Switching Operation

To operate the Plug, insert it into a wall socket and ensure that the socket is switched on. You can control the Plug manually by pressing the operation button. Also, you can turn on/off through the app by tapping the on/off button on the home screen.

Switching Operation Manually

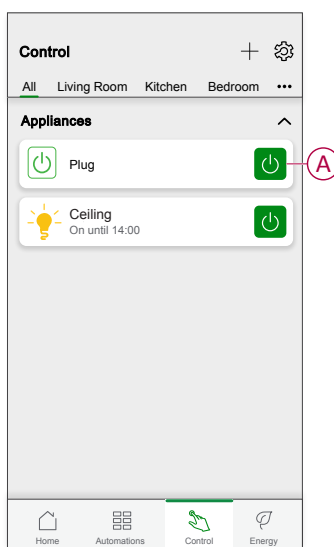
You can turn on/off the plug manually by pressing a operation button, this will be displayed in green beside the plug, and the plug will provide power to the electrical appliance connected to it.



Switching Operation using the app

You can turn On/Off the Plug remotely using the Wiser Home app.

1. Go to the **Control** tab, tap **All** devices or a room tab where the Plug is located.
2. Tap  (A) to turn On or Off the Plug.



TIP: You can also turn the device on/off and adjust the brightness from the **Home** screen when you add it to your **Favourite**.

Creating a Schedule

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

1. On the **Home** screen, tap  > **Schedules** > .
2. Enter a name of the schedule (A).
3. Select a device type (B).
4. Select the list of devices (C) to which the schedule must apply.

5. Tap **Create**.

6. Tap to add an event.7. Select a state (On/Off) (D), time period (E) and tap **Set**.

TIP:

- You can add multiple schedules based on your requirement. Select days, tap , set on/off state and time.
- You can copy the existing schedule to another schedule or to the days of your choice. Tap .
 - Tap **Schedule** and select an existing schedule and tap **Copy**.
 - Tap **Day** and select the days you want to assign and tap **Copy**.
- When the schedule begins, you can see the **until time** in the following screens:
 - Device Control Screen.
 - Control tab under the device name.
 - Favourite devices section on the home screen.

Enabling a Schedule

To follow the schedule for the Plug:

1. Go to the **Control** tab, tap **All** devices or a room tab where the Plug is located.
2. Tap **Follow schedule** toggle switch to turn on/off Schedule.

Voice control

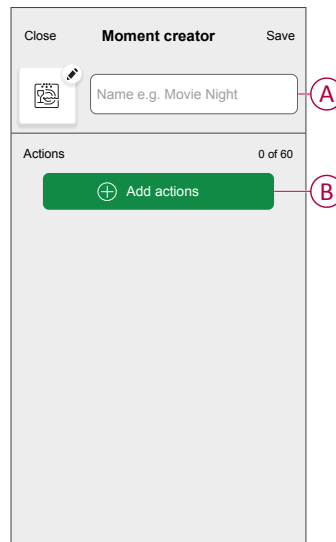
Using Google Home, you can control the device with your voice.

NOTE: Use the device name you assigned during pairing. For example, the device name is added as .

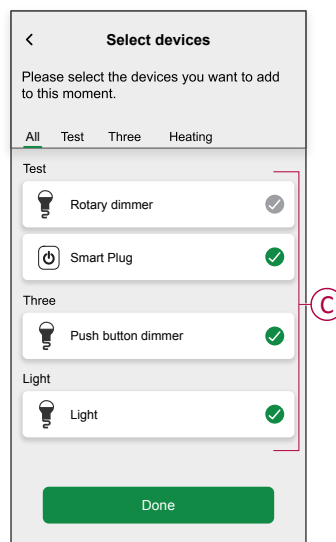
Creating a moment

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs.

1. On the **Home** screen, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).
TIP: You can choose the cover image that best represents your moment by tapping .
4. Tap **Add actions** (B) to select the list of devices.



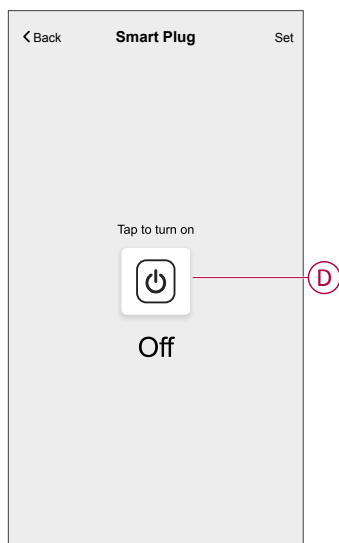
5. In the **Add actions** menu, you can select the devices (C).



6. Once all the device are selected, tap **Done**.

7. On the **Moment creator** page, tap on the device to set the condition. For example, select Plug.

- Tap  (D) to turn on.



When the desired condition is set, tap **Set**.

8. Once all conditions are set, tap **Save**.

Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

TIP:

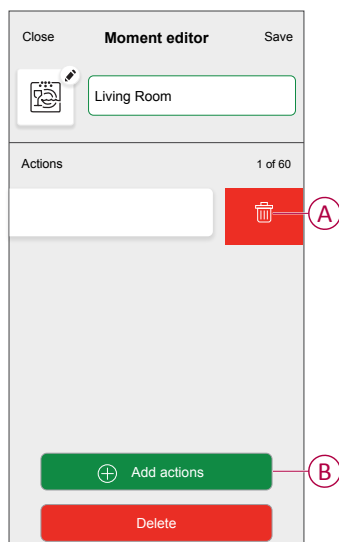
- If you want to see the created moments on the **Home** screen, go to **Home** >  > **Home Screen** > **Moments**. Enable the toggle button to view moments on the Home screen.
- You can also rearrange the moments by tapping **Edit** from the Moments tab on the Home screen, or by tapping **Automation** > **Moments** > **Reorder**.

Editing a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to edit and tap .

3. On the **Moment editor** screen, you can perform following changes:

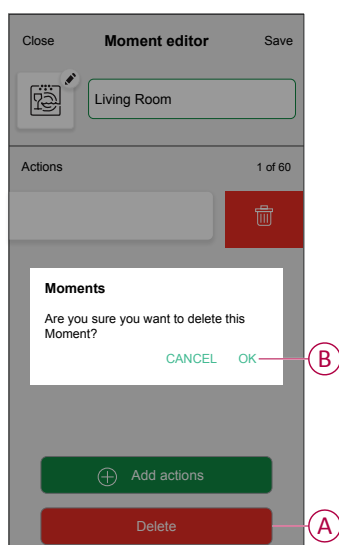
- Change the icon .
- Rename the moment.
- Tap each action to change the settings.
 - To remove an action, slide the action to the left and then tap  (A) to delete it.
 - Tap  **Add actions** (B) to add new action.



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

Deleting a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to delete and tap .
3. On the **Moment editor** screen, tap **Delete** (A) and then tap **OK** (B).



Creating an automation

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

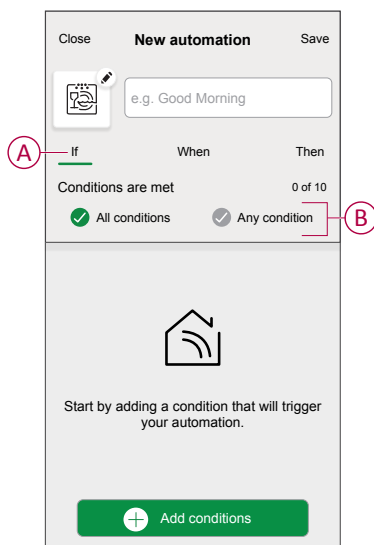
1. On the **Home** screen, tap .

2. Go to **Automation** >  to create an automation.

NOTE: Maximum 10 automations can be added.

3. Tap **If** (A) and select any of the following conditions (B):

- **All conditions:** This triggers an action only when all conditions are met.
- **Any condition:** This triggers an action when at least one condition is met.



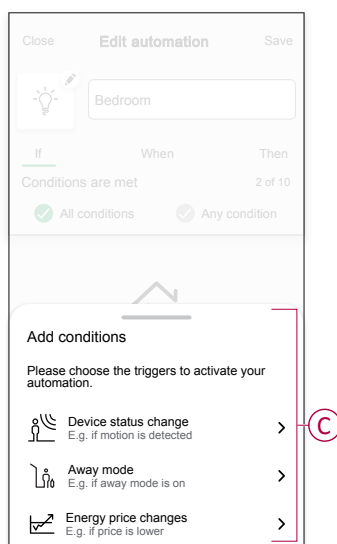
4. Tap **Add conditions** and select any of the following (C):

- **Device status change:** To select a device to enable automation.
- **Away Mode: Enable / Disable** away mode to trigger an action.

TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information refer to [Away mode](#).

- **Energy price changes:** To define the energy price limit.

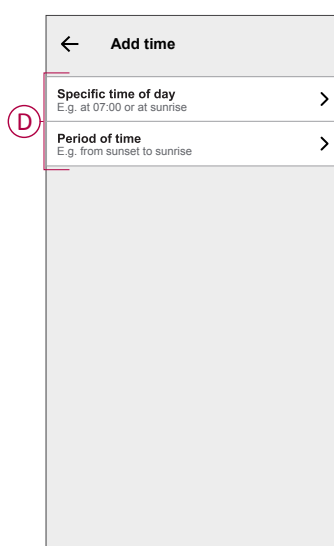
NOTE: This condition is available only if your tariff is set to Peak/Off-Peak or Dynamic. Refer to [Setting Tariff](#).

**NOTE:**

- Maximum 10 conditions can be added.
- To remove an added condition, swipe left and tap .

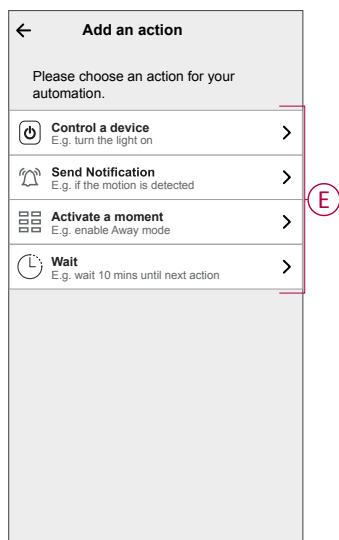
5. To set a specific time for your automation, tap **When > Add time** and select any of the following (D):

- **Specific time of the day:** Sunrise, Sunset, Custom.
- **Period of time:** Daytime, Night time, Custom.

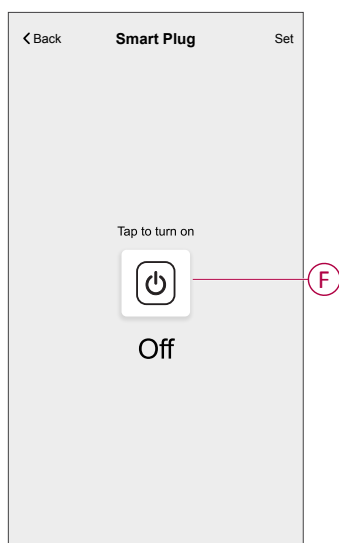
**NOTE:**

- Maximum 10 entries can be added.
- To remove a specific time, swipe left and tap .

6. To add an action, tap **Then > Add an action** and select any of the following (E):
- **Control a device:** Select a devices that you want to trigger.
 - **Send notification:** Turn on the notification for the automation.
 - **Activate a moment:** Select the moment that you want to trigger.
 - **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



7. Tap **Control a device > Smart Plug**, tap  (F) to turn on/off, then tap **Set**.

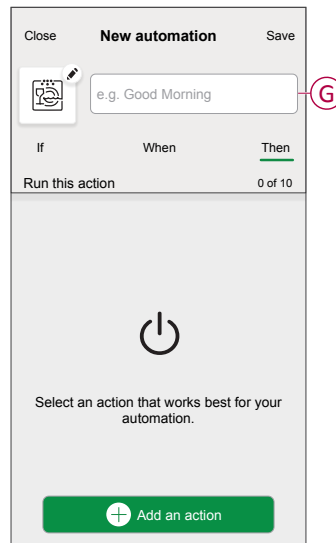


NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe left on the action and tap .

8. Enter the automation name (G).

You can choose the cover image that represents your automation by tapping

9. Tap **Save**.

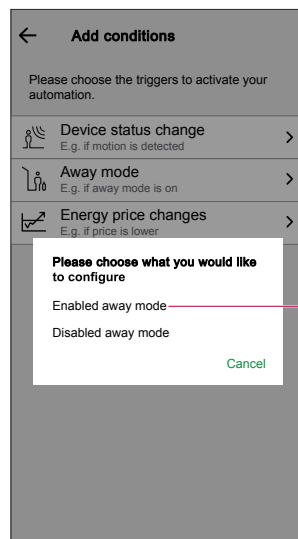
Once the automation is saved, it is visible on the **Automation** tab.

Using the  you can enable or disable the automation.

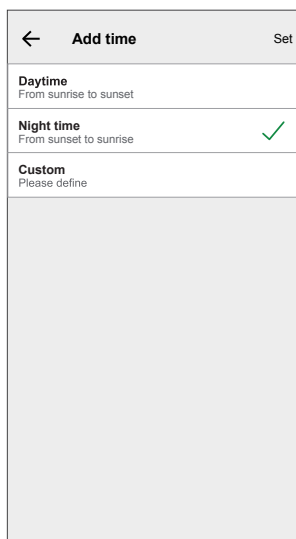
Example of an automation

In the example below, if away mode is enabled during Daytime, then Plug will turn off.

1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Away Mode** > **Enabled away mode** (A).

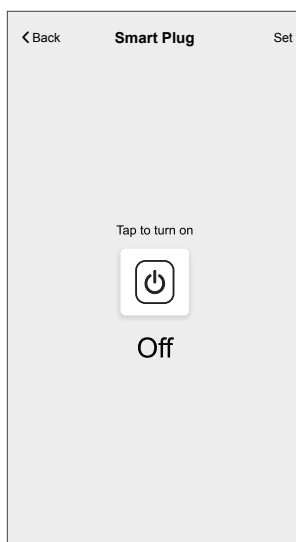
3. Read the information and tap **OK**.

4. To set the time, tap **When > Add time > Period of time > Day time > Set**.



5. To add an action, tap **Then > Add an action > Control a device > Smart Plug > Set**.

TIP: You can turn on/off the plug.



6. Read the information and tap **OK**.

7. Enter the name of the automation.

TIP: You can choose the cover image that represents your automation by tapping .

8. Tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab.

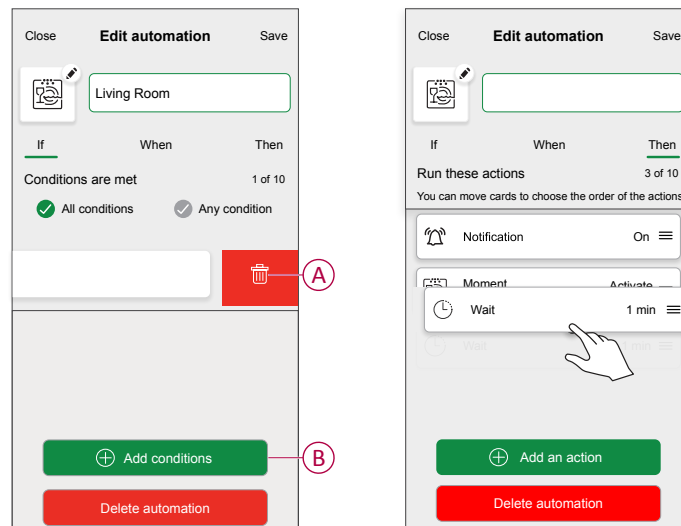
NOTE: You can enable or disable saved automations on the **Automation** tab by using the  toggle switch.

Editing an automation

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

3. On the **Edit automation** screen, you can perform the following changes:

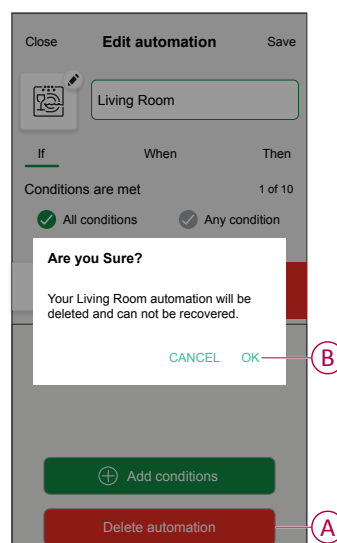
- Change the icon .
- Rename the automation.
- Tap each condition to change the settings.
 - To remove a condition, slide the condition towards left and then tap  (A) to delete it.
 - Tap  **Add conditions** (B) to add new condition.
- To change the order of actions, tap the **Then** option, and hold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



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

Deleting an automation

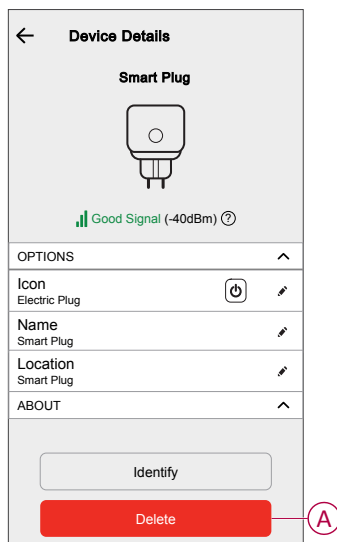
1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to delete.
3. On the **Edit automation** screen, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Removing the device

Using the Wiser home app, you can remove the Plug from the Wiser system.

1. On the Home screen, tap .
2. Tap **Devices > Smart Plug > Delete (A)**.
All the network related data will be deleted.



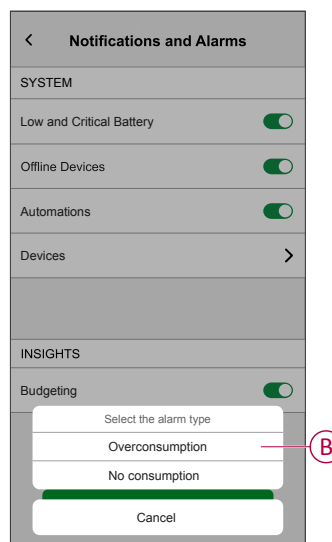
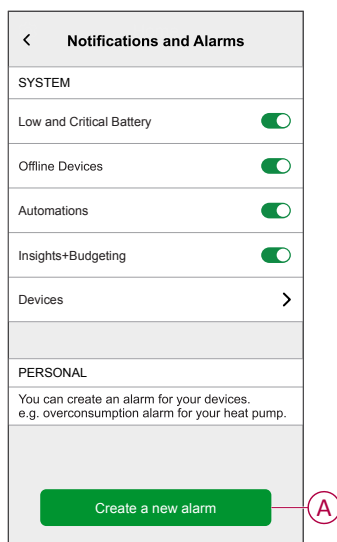
Triggering notifications and alarms

Using Wiser Home app, you can set alarms to notify overconsumption or no consumption of loads.

NOTE: Each device can have one overconsumption and one no consumption alarm.

To configure alarms:

1. On **Home** screen, tap .
2. Tap **Account > Notifications and Alarms**.
3. Tap **Create a new alarm (A)** and select an alarm type (B).



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

<

Create a new alarm

Next

This is your overconsumption alarm.
Please select a device that you would like to
create an alarm for.

DEVICE LIST

 Heat Pump

 Pool Pump

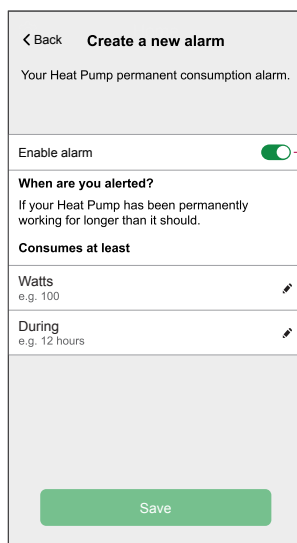
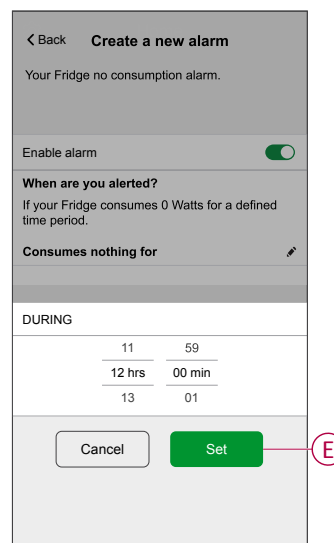
 Fridge

 Oven

✓

(C)

5. Enable the toggle switch (D) to set the alarm.
6. Tap  (Watts) and enter a value to set a power limit.
7. Tap  (During), select a time limit and tap **Set** (E).

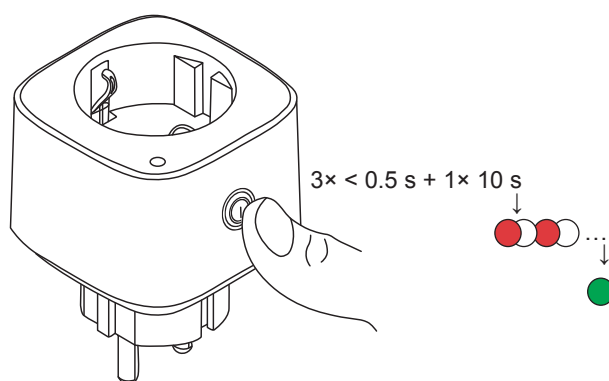
8. Tap **Save**.

Resetting the device

You can reset the device to factory default manually.

1. Short press the operation button three times (< 0.5 s) and then long press the operation button once (> 10 s).
2. After 10 s, LED starts blinking red then release the operation button.
The LED stops blinking upon successful reset of the device.
3. The Plug restarts and blinks green for a few seconds.

NOTE: After reset, the LED turns off.



LED Indications

Pairing

User Action	LED Indication	Status
Press the operation button 3 times	LED blinks orange, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 

Resetting

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

Technical Data

Nominal voltage	AC 230 V, 50 Hz	
Nominal power	Load type	Load value
	 LED	100 W
	 M	300 W
		500 W
		3680 W
		3680 W
Nominal current	16 A	
Standby	Maximum 0.5 W	
Operating temperature	0 °C to 35 °C	
Neutral conductor	Required	
Fuse protection	16 A circuit breaker	
IP rating	IP20	
Operating frequency	2405 - 2480 MHz	
Max. radio-frequency power transmitted	8.2 dBm	
Product dimensions (H X W X D)	60 X 60 X 65 mm	
Communication protocol	Zigbee 3.0 certified	

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

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DUG_Wiser Smart Plug_WH-00