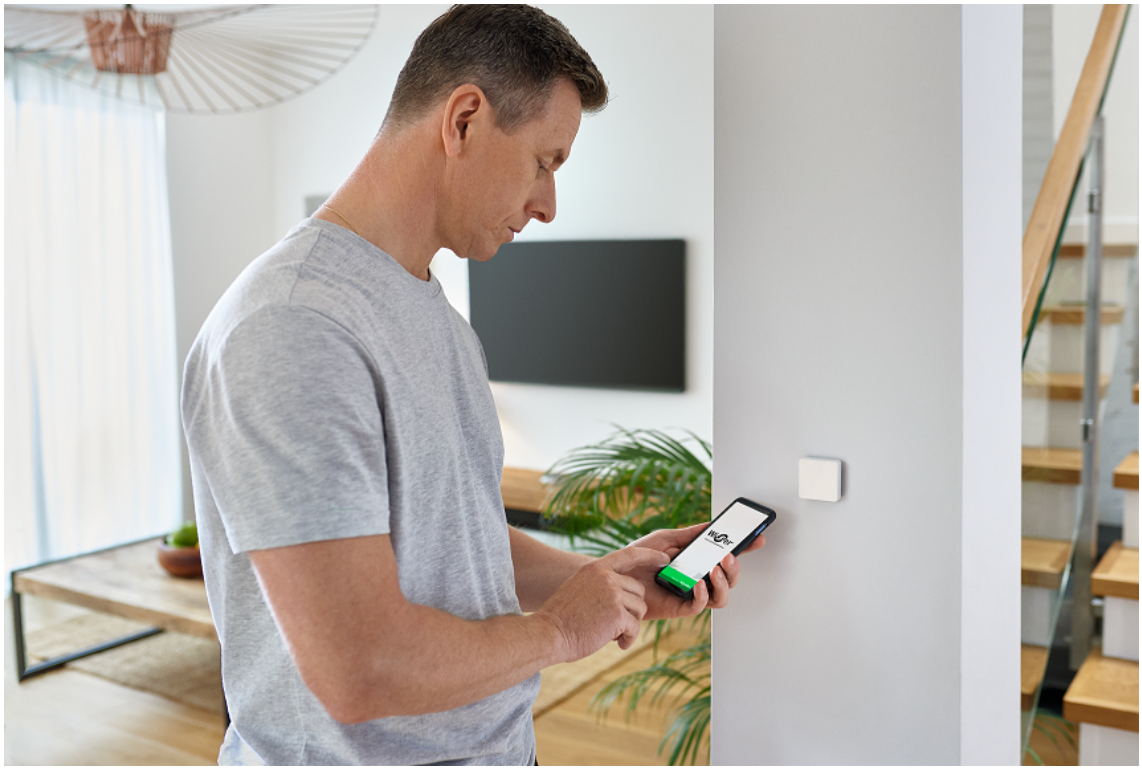
Wiser Temperature/Humidity Sensor

Wiser Home Device user guide

Information about features and functionality of the devices
05/2025



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.

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

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.

Wiser Temperature/Humidity Sensor

CCT593012
CCT593011

For your safety

NOTICE
EQUIPMENT DAMAGE Do not install the sensor in a place where there is strong sunlight or wind (for example, close to the ventilation). **Failure to follow these instructions can result in equipment damage.**

About the device

The Wiser Temperature/Humidity sensor (hereinafter referred to as **sensor**) combines two sensors in one unit. The sensor measures temperature and humidity in the environment where the sensor is installed. When the sensor is connected to the **Wiser Hub**, it reports the temperature and humidity data to the **Wiser Hub**.

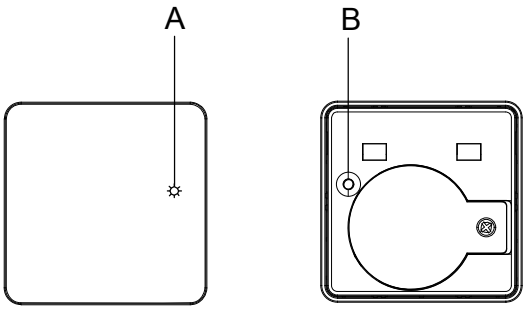
The sensor triggers other Wiser devices (such as turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high) through automation.

Features of the sensor:

- Detect temperature and humidity in the environment and passes the information to the **Wiser Hub**.
- Sends the battery level and offline device status information to the **Wiser Hub**.

Operating elements

A. Status LED
B. Function key



Installing the device

The Wiser Temperature/Humidity Sensor has an IP20 rating. Installing it outdoors can cause damage and void the warranty.
For more details, refer to the

Installation manual links:

- Installation instruction (CCT593012)
- Installation instruction (CCT593011)

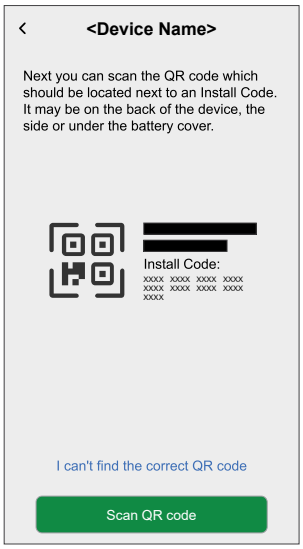
Pairing the device with the Wiser Hub

Using the Wiser Home app, you can pair your sensor with the **Wiser Hub**.

1. On the Home screen, tap ⚙.
2. Tap **Devices >** + **>Climate > Temperature/Humidity Sensor**.

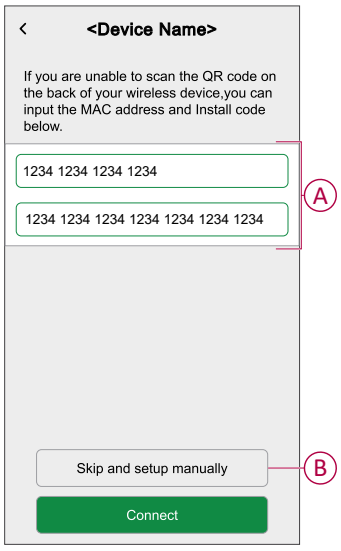
   TIP: You can also navigate by tapping **Control** > + > **Climate** > **Temperature/Humidity Sensor**.
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

   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.

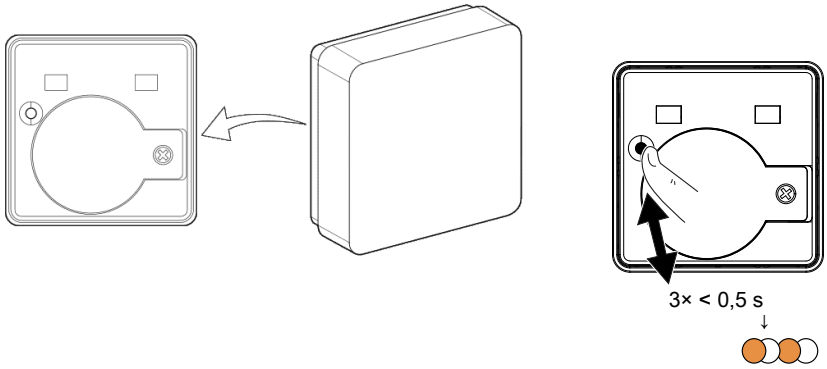


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

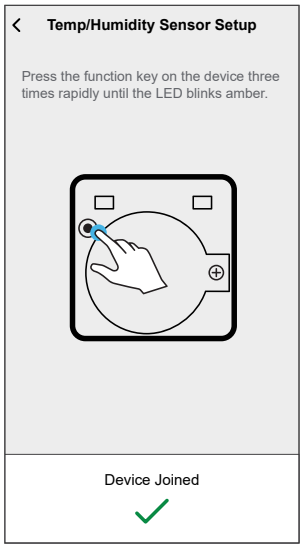
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI–64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI–64 and Install code.



4. Tap **Next**, short press the function key 3 times and make sure that the LED blinks amber.



Wait for a few seconds until the LED turns green and the app confirms that the sensor is joined.



5. Ensure that the first battery cover is securely fastened, then install the sensor on the baseplate. For more information, refer to the installation instruction.

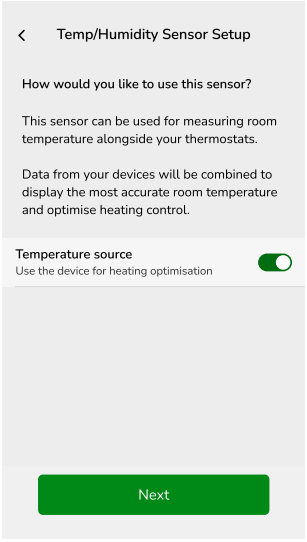
6. Tap , to enter the name of the sensor.

   NOTE: If you have installed following Wiser heating device in your home, proceed to Step 8 if you wish to use the Temperature/Humidity Sensor for temperature control in conjunction with this device, else proceed to Step 9.

   - Wiser 16 A Relay for Temperature Control
   - Wiser Radiator Thermostat
   - Wiser Underfloor Heating Connection Strip

7. Turn on the toggle switch if you want to use Temperature/Humidity Sensor to measuring room temperature alongside your thermostats.

   TIP: If enabled, data from your devices will be combined to display the most accurate room temperature and optimize heating control.



8. Tap **Next** and assign the sensor to a new room or an existing room and tap **Submit**.

   IMPORTANT: The next screen shows the **Device Settings** page, where you have the option to configure the settings during the pairing process or at a later time. If you prefer to configure it later, tap **Submit**. For more information on device settings, refer to Configuring the device, page 10 section.

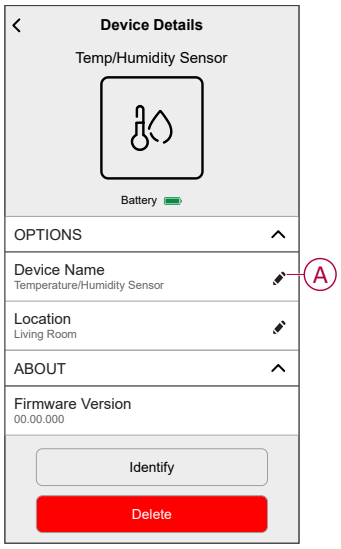
Configuring the device

Renaming the device

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

1. On the Home screen, tap .
2. Tap **Devices > Temperature/Humidity Sensor > Device Name** (A).

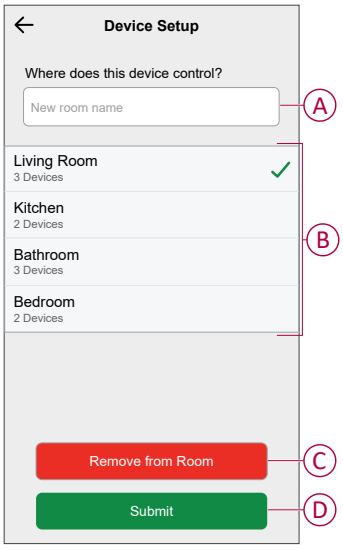
   TIP: Additionally, you can rename the sensor by tapping on the Control tab **Temperature/Humidity Sensor > Device settings > Device Name** (A).



Setting the device location

Using the Wiser Home app, you can add your Wireless Switch 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).

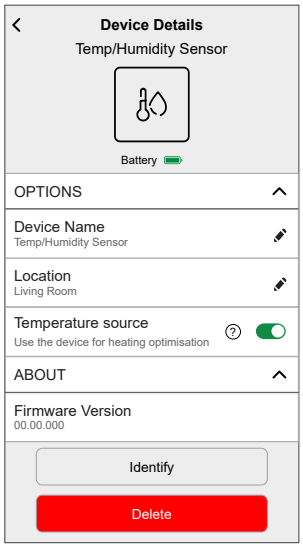
Setting the device as temperature source

You can set the required room temperature using the temperature/humidity sensor as the measuring device.
The temperature data from the sensor will be used as an input for the heating system of the room. If a room has multiple temperature measuring devices (Wiser Room Thermostat/Flush-mounted Connected Thermostat/Temperature Humidity sensor), the system calculates the average temperature measured from the devices to control the heating based on the overall temperature of the room.

IMPORTANT: This option is only available if you have installed any one of the following Wiser heating device:

- Wiser 16 A Relay for Temperature Control
- Wiser Radiator Thermostat
- Wiser Underfloor Heating Connection Strip

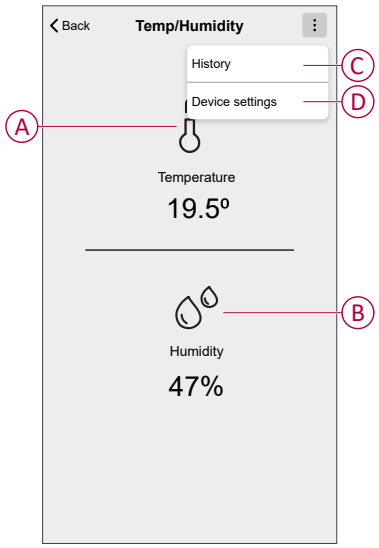
1. On the Home screen, tap .
2. Tap **Devices > Temperature/Humidity Sensor**.
3. On the **Device Details** page, turn on the toggle switch to enable temperature/humidity sensor as a temperature input source.



Using the device

The Control Panel of the sensor allows you to view the real-time temperature and humidity values.

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located.
2. On the sensor control panel page, you can see the following:
   - The current temperature value (A)
   - The current humidity value (B)
   - History (C)
   - Device settings (D)

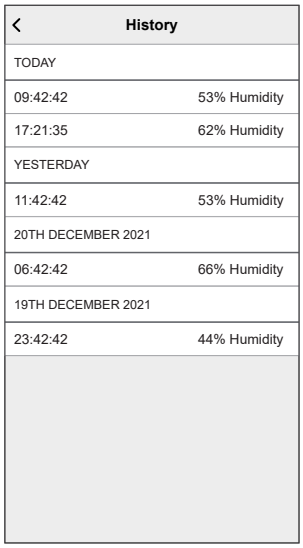


Checking the device history

Using the Wiser Home app, you can view the sensor history which displays room temperature and humidity values recorded as an event. The sensor records each event and stores it in the cloud.

NOTE: If the cloud connection is lost, the temperature and humidity values will not appear in the history.

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located.
2. On the device control panel page, tap **History**.



Identifying the device

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

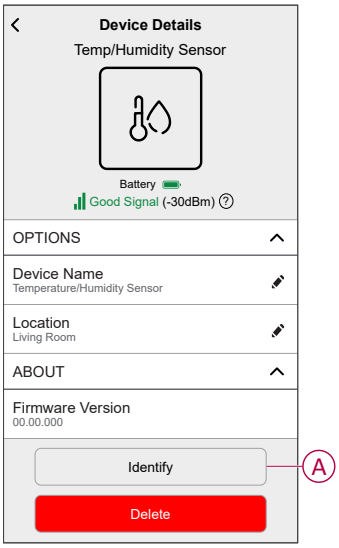
1. On the Home screen, tap .

   NOTE: Please wake up the sensor (press the function key).

2. Tap **Devices > Temperature/Humidity Sensor > Identify** (A).

   TIP: Additionally, you can identify the sensor by tapping on the Control tab **Temperature/Humidity Sensor > Device settings > Identify** (A).

   NOTE: The sensor LED blinks to identify the sensor and it continues blinking green until you tap **OK**.

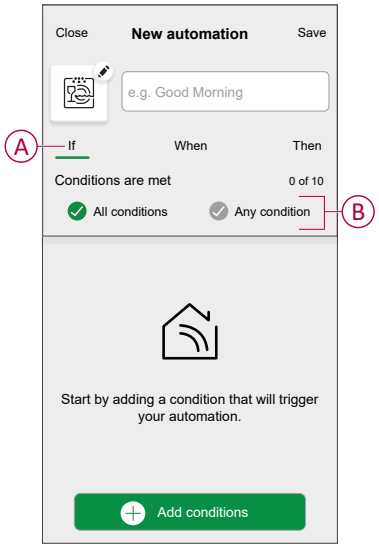


Creating an automation

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

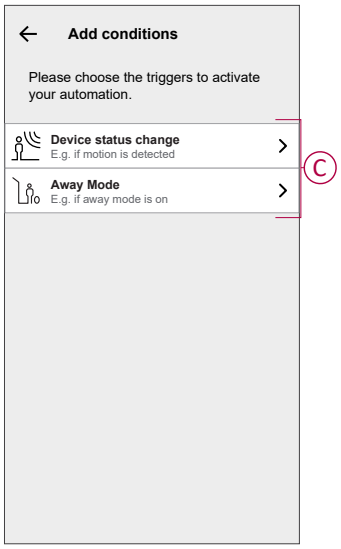
1. On the **Home** screen, tap .
2. Go to **Automation** > + to create an automation.

   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.

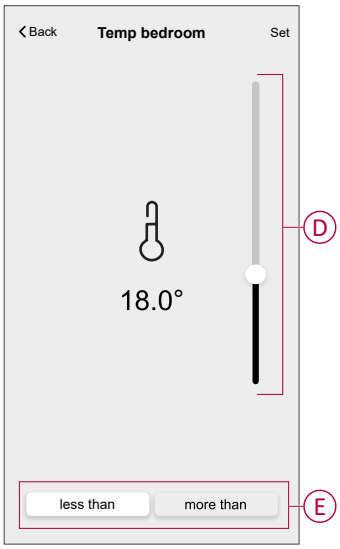


4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

     TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode**, refer to the system user guide.



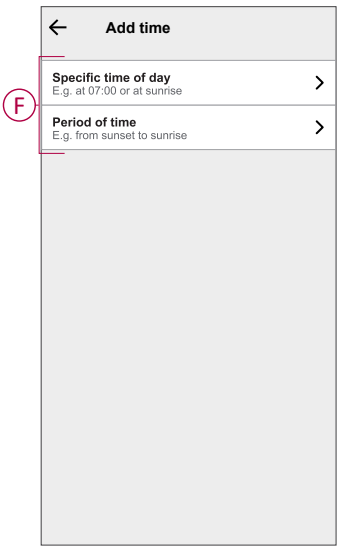
5. Tap **Device status change** > **Temperature/Humidity Sensor** > **Temperature**. Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.



NOTE:

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

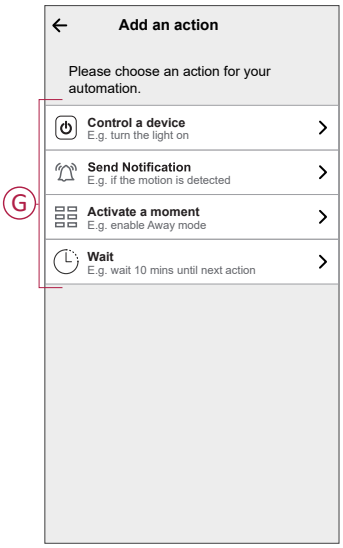
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):
   - **Specific time of the day: Sunrise, Sunset, Custom.**
   - **Period of time: Daytime, Night time, Custom.**



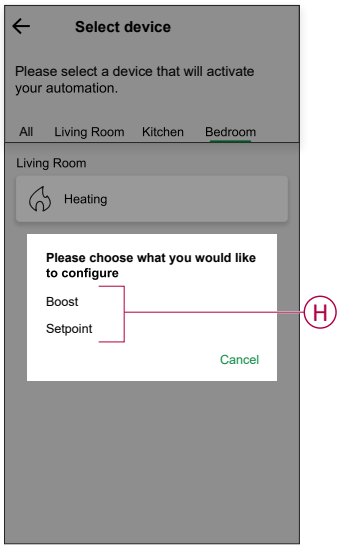
NOTE:

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

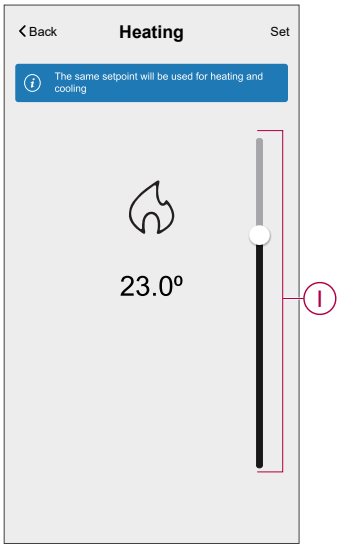
7. To add an action, tap **Then** > **Add an action** and select any of the following (G):
   - **Control a device**: Select a devices that you want to trigger.
   - **Send notification**: Turn on the notification for the automation.
   - **Activate a moment**: Select the moment that you want to trigger.
   - **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.



8. Tap **Control a device** > **Heating** and select any of the following (H):
   - **Boost**: Set the duration to increase the temperature by 2° C.
   - **Setpoint**: Set the desired temperature.



9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.

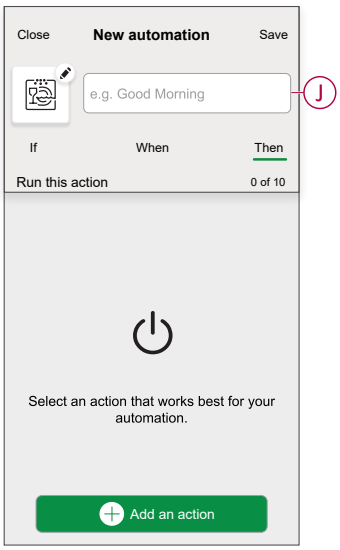


NOTE:

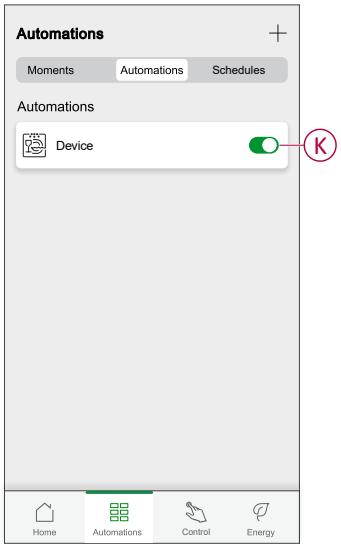
- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

10. Enter the automation name (J).

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



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



Example of an automation

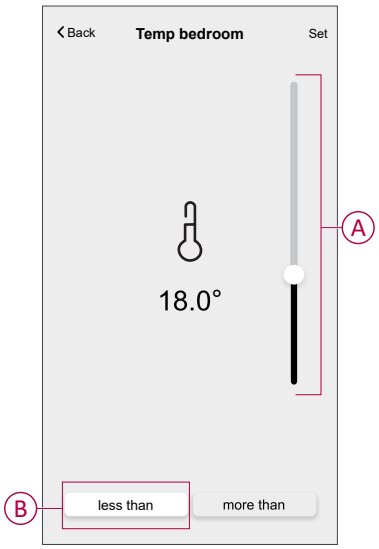
This demonstration shows you how to create an automation to turn on the Heating to the desired temperature (set point) of 20° C when the temperature is less than 18° C.

NOTE: It is mandatory to create two automations:

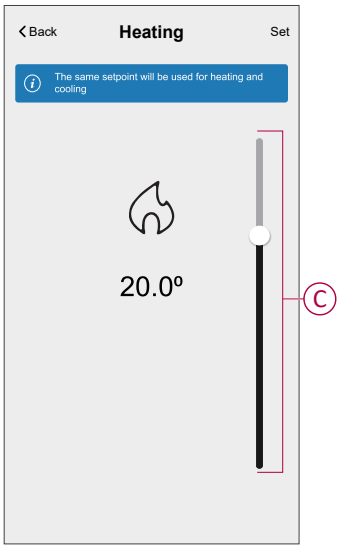
- First, switch on the heater at the desired 20° C when the room temperature is 18° C or lower.
- Second, switch off the heater when the room temperature is at 25° C or above.

The room heater will not turn off automatically until you create another automation.

1. Go to **Automation** > + to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.
3. Set the temperature as 18° C (A) and the condition as **less than** (B) and tap **Set**.

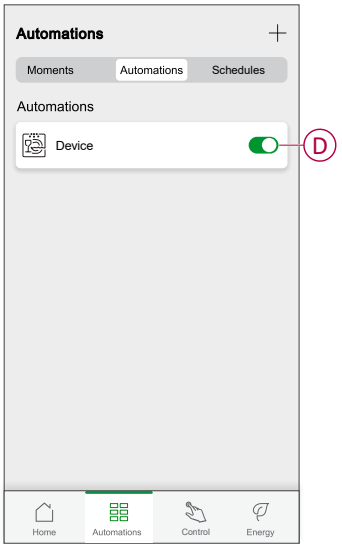


4. Read the information and tap **OK**.
5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Heating** > **Setpoint**. Set the temperature to 20° C (C), then tap **Set**.



6. Read the information and tap **OK**.
7. Enter the name of the automation.

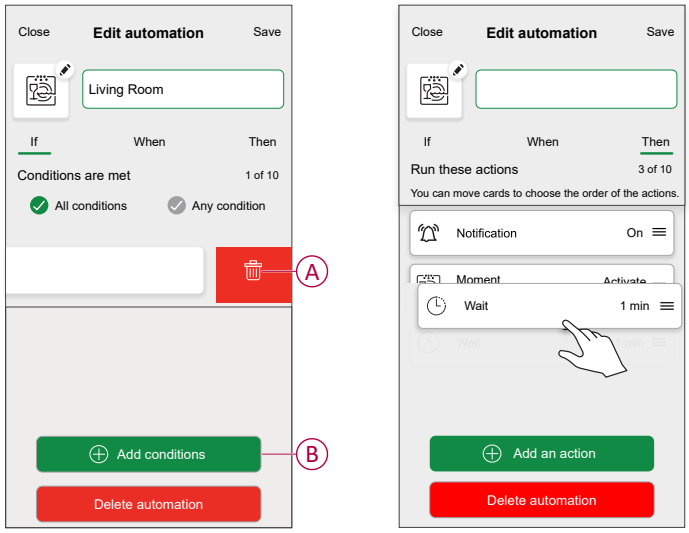
   TIP: You can choose the cover image that represents your automation by tapping .
8. Tap Save.
   Once the automation is saved, it is visible on the **Automation** tab.



NOTE: You can enable or disable saved automations on the **Automations** tab by using (D).

Editing an automation

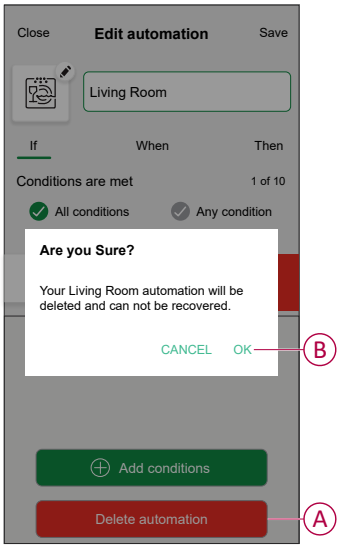
1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** screen, you can perform the following changes:
   - Change the icon .
   - Rename the automation.
   - Tap each condition to change the settings.
     - To remove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



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

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

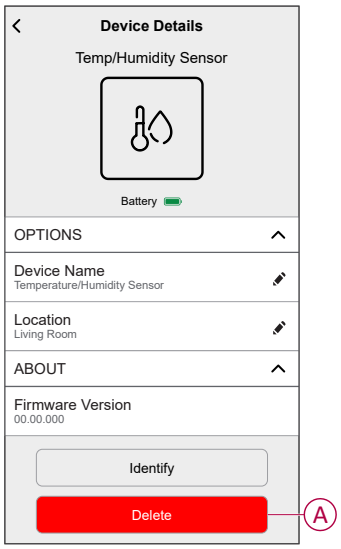
Using the Wiser Home app, you can remove the sensor from the Wiser system.

1. On the Home screen, tap .

   NOTE: Please wake up the sensor (press the function key).

2. Tap **Devices > Temperature/Humidity Sensor > Delete** (A).

   TIP: Additionally, you can remove the Sensor from the Wiser system by tapping on the Control tab **Temperature/Humidity Sensor > Device settings > Delete** (A).



3. Read the confirmation message and tap **Ok** to remove the sensor from Wiser system on the next screen.

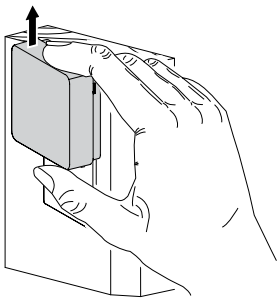
   NOTE:

   - Removing the sensor will reset the sensor. After resetting, the LED blinks amber indicating that the sensor is ready for pairing.
   - If there is a problem while pairing or resetting the sensor, refer to Resetting the device, page 25.

Resetting the device

You can reset the sensor to factory default manually.

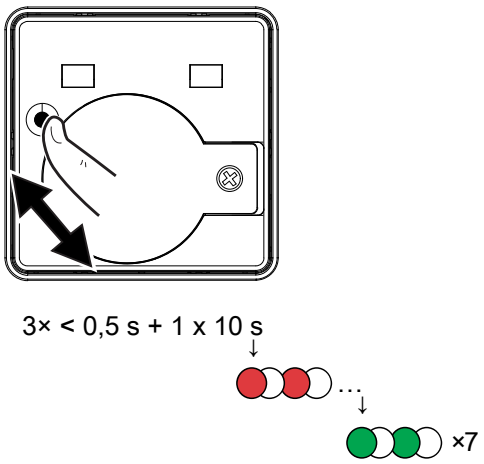
1. Remove the sensor from the base plate by sliding it upwards.



2. Short-press the function key 3 times (<0.5 s) and then long-press the function key once (>10 s), the LED blinks red after 10 s, and then release the function key.

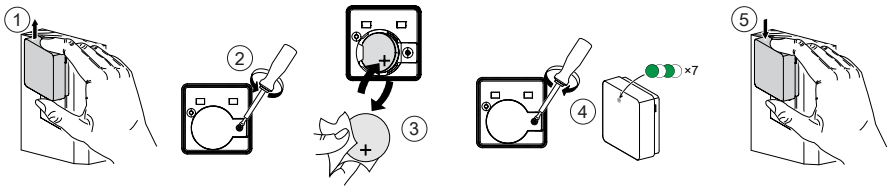
   Upon successful reset of the sensor, the LED stops blinking. Then, the sensor restarts and blinks green for a few seconds.

   NOTE: After reset, the LED turns off to save the battery.



Replacing the battery

1. Remove the sensor from the base plate by sliding it upwards.
2. Unscrew the battery cover using a screwdriver.
3. Replace the battery with the proper polarity.
4. Re-install the battery cover and tighten the screw using a screwdriver.
   The LED blinks green seven times and then stops blinking.
5. Install the sensor on the base plate by sliding it down.
   NOTE: Dispose used batteries, as per statutory regulations.



LED indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks amber, 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 function key 3 times and long press once for > 10 s.	After 10 s, the LED starts blinking red.	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts, and the LED starts blinking green before turning Off.

Battery level

LED Indication	**Status**
LED blinks amber once per minute.	The battery is low (< 10%), replace the battery, page 26. **NOTE:** A notification pop-up will appear on the app.

Identifying the device

LED Indication	**Status**
LED blinks green.	Sensor is connected to the **Wiser Hub**. **NOTE:** This function is initiated from the app to identify the sensor.

Troubleshooting

Symptom	Possible cause	Solution
The sensor triggers the automation/ schedule, but does not show the status on the app.	The sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the sensor is reporting status. **NOTE:** The firmware update runs in the background.
LED blinks amber.	The sensor battery is low or drained.	Replace the battery in the device, page 26 **NOTE:** A notification pop–up will appear on the app.

Technical Data

Battery	3 VDC, CR2450
Battery life	Up to 5 years (may vary based on the usage, frequency of firmware update and environment)
Nominal power	≤90 mW
IP rating	IP20
Operating frequency	2405 – 2480 MHz
Max. radio-frequency power transmitted	≤7 dBm
Operating temperature	-10 °C to 50 °C
Temperature accuracy	±1.5 °C
Temperature resolution	0.1 °C
Relative humidity	10 % to 95 %
Humidity accuracy	±5 %
Dimensions (H x W x D)	45 x 45 x 17.2 mm
Communication protocol	Zigbee 3.0 certified

Compliance

Product Environmental Data

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

https://www.se.com/myschneider

General information about Schneider Environmental Data Program

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

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

Declaration of Conformity

Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU and the Radio Equipment Regulations SI 2017 No. 1206.

Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=CCT593012
- https://www.go2se.com/ref=CCT593011

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.

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

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.

DUG_Temperature/Humidity Sensor_WH-06