# Wiser Home System User Guide (Clipsal)

03/2025







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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.

## **A A DANGER**

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

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

## 

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

## 

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

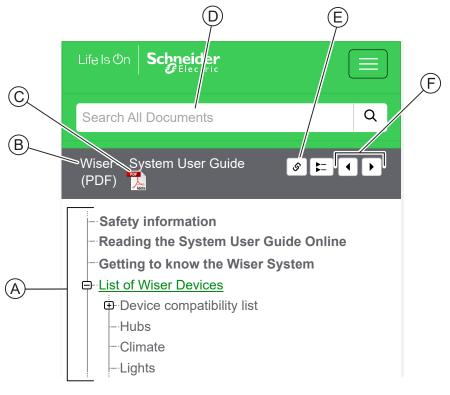
## NOTICE

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

# **Reading the System User Guide Online**

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

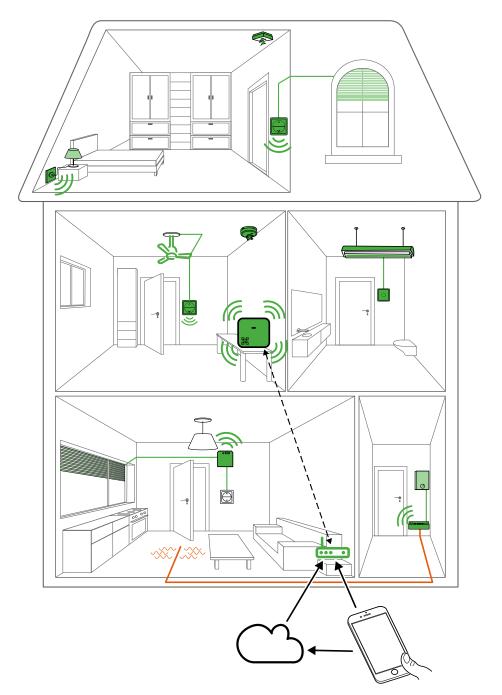
The System User Guide is for online presentation. Several functions are available to help you navigate.



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

# **Getting to Know the Wiser System**

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



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

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**

**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  $\mathfrak{D}$ .
- 2. Tap Devices > Hub 2<sup>nd</sup> 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.

Cevices Device Details
Hub 2 <sup>nd</sup> Gen
- 001
OPTIONS ^
Legacy Power Tag Energy mode ?
ABOUT
Firmware Version Firmware 4.34.32
MAC address MAC address: 04-1D-AB

# **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.

## Hub

Wiser Hub 2 <sup>nd</sup> Generation	The Wiser Hub 2 <sup>nd</sup> Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.	Instruction Sheet (PDF) Getting to know the Hub, page 25
CLP502WH		

# **Light Switches**

If you are migrating from Wiser by SE to Wiser Home, make sure that all your devices are updated to the latest firmware version in Wiser by SE before migrating.

Wiser Micro Module Light Switch	Transforms a conventional switch into a connected device to switch loads.	Instruction Sheet (PDF) Device User Guide
Iconic Connected Switch 10AX	The Iconic Connected Switch 10 AX operates as a switch "out-of-the-box", with no configuration needed. Controls the lights, fan motors or other loads from the push button in a room, or automatically switches the load On or Off in response to a specified condition or event.	Instruction Sheet (PDF) Device User Guide
Iconic Connected Switch 2AX	The Iconic Connected Switch 2 AX operates as a switch "out-of-the-box", with no configuration needed. Controls the lights, fan motors or other loads from the push button in a room, or automatically switches the load On or Off in response to a specified condition or event.	Instruction Sheet (PDF) Device User Guide

## **Blind controller**

Wiser Micro Module Blind	The Wiser micro module blind is used to control one 240 V twin active blind/roller shutter motor equipped with an end position switch.	Instruction Sheet (PDF) Device User Guide
CLP5015WBZ		

# **Dimmers**

**NOTE:** If you are migrating from Wiser by SE to Wiser Home, make sure that all your devices are updated to the latest firmware version in Wiser by SE before migrating.

Wiser Micro Module Dimmer	The Wiser Micro Module Dimmer combines the advantages of smart dimmer functionality with ordinary mechanical push- button switches. It transforms a conventional switch into a connected device which can be controlled from the switch or through the Wiser Home app. It can switch and dim the ohmic, inductive, or capacitive loads and it is also compatible with dimmable LEDs.	Instruction Sheet (PDF) Device User Guide
Iconic Connected Dimmer	The Iconic Connected Dimmer is a push- button device that can be used to switch and dim LED, ohmic or capacitive loads manually or remotely. It can detect the load automatically and provides thermal protection, overload-resistance and short- circuit protection.	Instruction Sheet (PDF) Device User Guide

# **Fan Controller**

Iconic Connected AC Fan Speed Controller	Controls fan speed of up to two 3 speed 240 V ceiling fans by using Wiser Home app.	Instruction Sheet (PDF)
		Device User Guide
41ECSFWMZ-VW		

### Sensors

**NOTE:** If you are migrating from Wiser by SE to Wiser Home, make sure that all your devices are updated to the latest firmware version in Wiser by SE before migrating.

Wiser Window/Door Sensor	Can be used to detect if a door or window is opened or closed.	Instruction Sheet (PDF) Device User Guide
CLP591011		
Wiser Motion Sensor	Reports the detection of movement and measures the luminance of the environment.	Instruction Sheet (PDF) Device User Guide
CLP595011		
Wiser Water Leakage Sensor	Detects water on a surface and gives the alarm notification	Instruction Sheet (PDF) Device User Guide
CLP592011		
Wiser Temperature/Humidity Sensor	Measures temperature and humidity	Instruction Sheet (PDF) Device User Guide
CLP593011		

### **Connected socket**

Iconic Connected Twin 10 A Socket	The Iconic Connected Socket Twin 10 A operates as a standard socket outlet "out-of- the-box", with no configuration needed. It provides smart control of plug in appliances such as lamps, home theater equipment or hair straighteners.	Instruction Sheet (PDF) Device User Guide
3025CSGZ		

# Safety devices

Wiser Smoke Alarm - Battery	The Wiser Smoke Alarm - Battery uses a dual spectrum photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat by rapid increase in temperature. When connected to the Wiser system, the device will send the notifications via the Wiser Home app.	Instruction Sheet (PDF) Device User Guide
Smoke Alarm 240 V	The Smoke Alarm 240V uses a dual spectrum photoelectric sensor to detect smoke generated by fire. It also includes a backup battery that allows the device to work if the power supply is disconnected. When connected to the Wiser system, the device sends notifications to the user via the Wiser Home app	Instruction Sheet (PDF) Device User Guide
Wiser Smoke Alarm 240V Square	The Wiser Smoke Alarm 240 V Square uses a dual spectrum photoelectric sensor to detect smoke generated by fire and a temperature sensor that detects heat caused by rapid increase in temperature. It also includes a backup battery that allows the device to work if the power supply is disconnected. When connected to the Wiser system, the device will send notifications via the Wiser Home app.	Instruction Sheet (PDF) Device User Guide

# Energy

	Г	
Schneider Charge	The Schneider Charge provides homeowners with an easy and smart charging experience. This charging station is an electrical appliance that supplies electric energy to charge plug-in electric vehicles for indoor and private outdoor areas.	Instruction Sheet Device User Guide
EVH5A22N2S EVH5A07N2CX EVH5A11N2CX		
PowerTag Energy - for 1P Clipsal RCBO	Wireless-communication energy sensor	Instruction Sheet
	<b>NOTE:</b> Suitable for use with Clipsal MAX9 and ResiMAX 1P Slim RCBO.	Device User Guide
4RCBEM2T 4RCBEM2B		
PowerTag Energy - for MCBs	Wireless-communication energy sensor.	Instruction Sheet
	<b>NOTE:</b> Suitable for use with 1P and 3P MCBs.	Device User Guide
4CBEM1		
4CBEM3		

PowerTag Energy - For RCBO/RCDs	Wireless-communication energy sensor.	Instruction Sheet
	<b>NOTE:</b> Suitable for use with 1P and 3P RCBOs/RCDs (Residual Current Breaker with Overload protection/ Residual Current Device)	Device User Guide
4RCBEM2		
A COLORING COLORINA COLORINA COLORINA COLORINA COLORINA COLORINA COLORINA COLORINA C		
4RCBEM4		
PowerTag C	Actuator to control resistive loads from the	Instruction Sheet
	electrical panel and optimise their energy consumption via the Wiser system.	Device User Guide
A9XMC1D3		

# **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 19.

#### A valid e-mail address.

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

#### **Data localization**

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

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

### Support for battery-powered devices

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

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

**TIP:** Install and commission all mains-powered devices before commissioning battery-powered devices. This provides maximum hosting capacity prior to adding the battery-powered devices.

### **Limitations of the Wiser System**

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

#### System Limits

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

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

Lights	Maximum overall	Maximum per Room		
Lighting devices	32	32		
Blinds	Maximum overall	Maximum per Room		
Blind controller	32	32		
	1			
Appliances	Maximum overall	Maximum per Room		
Connected Socket	20	20		
Fan Controller	32	32		
Sensors	Maximum overall	Maximum per Room		
Window + Door Sensor	10	10		
Motion Sensor	10	10		
Water Leakage Sensor	10	10		
Temperature + Humidity Sensor	10	10		
Infrascan Outdoor Motion Sensor 360	23	23		
	-			
Safety and Security	Maximum overall	Maximum per Room		
Smoke Alarm	16	16		
<u>г</u>				
Energy	Maximum overall	Maximum per Room		
PowerTag	20	-		
Schneider Charge	1	1		

## **Selecting the mounting location**

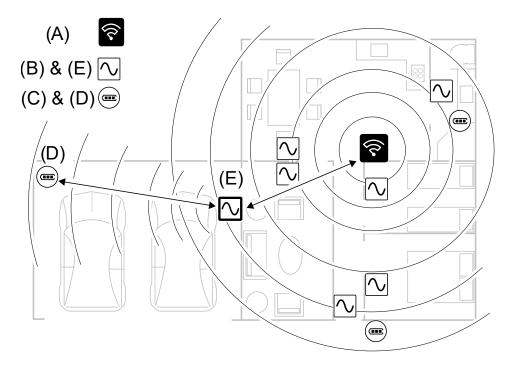
The Hub is the controller of the system and must be within a range of all devices in order for the system to work properly.

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

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

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

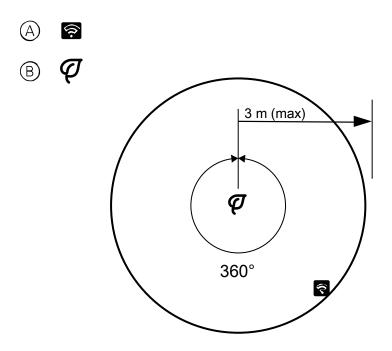
Referring to the diagram, it is most important to locate the **Hub** (A) as central as possible to the area occupied by all **mains-powered devices** (B), such as switches and dimmers. Proximity to **battery-powered devices** (C) should also be considered in context with the tip mentioned after the diagram.



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

### **PowerTag Mounting Requirements**

The Wiser Hub (A) is recommended to be installed within 3 meters of PowerTag (B) devices to ensure the strong connection.



# **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
Automations	Create or assign a Schedule.	Yes	Yes
	Assign devices to Moments/Automations	Yes	Yes
	Adjust device settings in Moments/ Automations	Yes	Yes
	Set Trigger conditions in Moments/ Automations	Yes	Yes
	Receive Moment/Automation trigger notifications	Yes	Yes

#### **IMPORTANT:**

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

#### **Professional Installer**

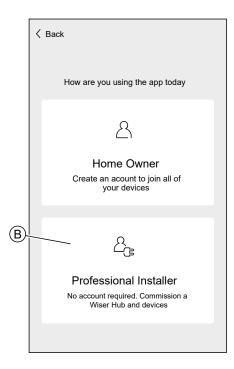
This is a setup role by the Professional Installer. The main task of the Professional Installer is to set up the Wiser system.

To use the App as a Professional Installer:

1. Tap Get started (A).



2. Tap Professional Installer (B).

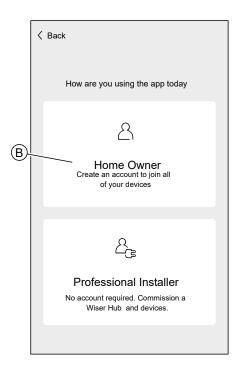


#### **Home Owner**

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



2. Tap **Home Owner** (B) and create an account. Refer to Creating an Account, page 41 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 99.

#### **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

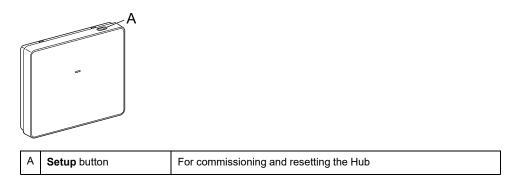
# Wiser Hub 2<sup>nd</sup> Generation



CLP502WH

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

## **Operating Elements**



### **LED Behavior**



LED	Description
Solid Flashing Breathing Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.

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 $^{\mbox{\scriptsize e}}$ .
	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 41 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.

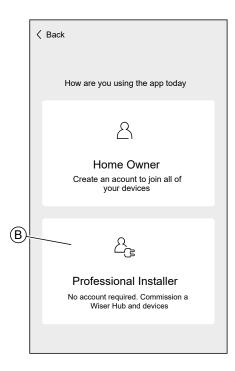
**NOTE:** The option to act as a Professional Installer is only available if you are logged out of the app. To log out of the app, navigate to the Account settings, page 99 and tap **Logout**.

To set up the Wiser System as Professional Installer:

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



2. Tap Professional Installer (B).



3. Select your country from the list.

< Back	Location	
Select	your country or region	
Australia		>
Denmark		>
Finland		>
France		>
Germany		>
Ireland		>
New Zealand		>
Portugal		>
Spain		>
Sweden		>
United Kingdom		>
Other		>

The Add Devices screen allows you to add a Hub to the system. Refer to and Entering Wi-Fi $^{\odot}$  login information, page 39 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 30.

< Back Add Devices
All Hub Energy
Hub
ି Hub 2™ Gen
Energy
Schneider Charge
Hub firmware Manage your Hubs firmware by downloading the latest version.
Done

# Downloading hub firmware into the app

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

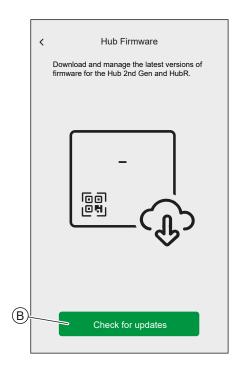
If you want to update the hub manually before connecting to the cloud, you can use the app as a professional installer.

As professional installer, page 27:

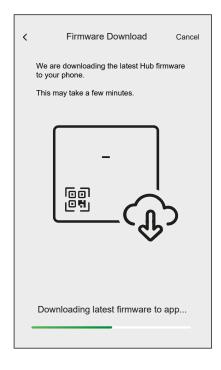
1. Tap Hub-Firmware (A).

	Add Devices     Add De	
	All Hub Energy	
	Hub	
	- Hub 2 <sup>nd</sup> Gen	
	Energy	
	Schneider Charge	>
(A).	Hub firmware Manage your Hubs firmware by downloading the latest version.	
	Done	

2. Tap Check for updates (B).



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



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

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

	Hub Firmware Download and manage the latest versions f firmware for the Hub 2nd Gen and HubR	t
YOUF	RVERSION	
- 20	Firmware v1.00 (240mb) Expired	
	Update firmware	

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

The hub will create a temporary Wi-Fi $^{\rm @}$  network. Connect your phone to the Hub's Wi-Fi $^{\rm @}$  network.

Using app as a Professional Installer, page 27 or Home Owner:

1. Select your Hub.

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

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

- 2. Put the Hub into setup-mode.
- 3. Tap Next (A).

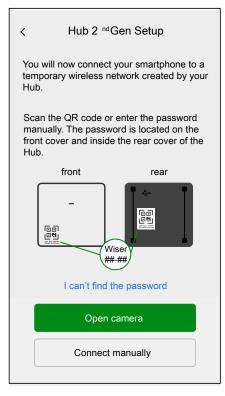
For Hub 2nd Generation:

	Hub setup Hub 2 <sup>nd</sup> Gen
	Press the setup button once. when the setup LED is flashing green, press Next
A	Next

- 4. Connect your smartphone to the Hub's temporary Wi-Fi<sup>®</sup> network either by QR Code connection or Manual connection.
  - **TIP:** Tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

#### **QR code Connection:**

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<sup>®</sup> and enter password located on the front cover and inside the rear cover of the Hub.
- d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

	<b>〈</b> Back	Hub 2 <sup>nd</sup> Gen Setup
	netwo	ate to the Wi-Fi settings, select the rk called Wiser and input the vord. Once connected, return to the App
		♥ 10.42 ♥ 99%
		Wi-Fi WiserXX_XXXXXX • • • ①
		CHOOSE A NETWORK
		Office 🗢 (j)
©-		Open Wi-Fi Settings
D-		Continue

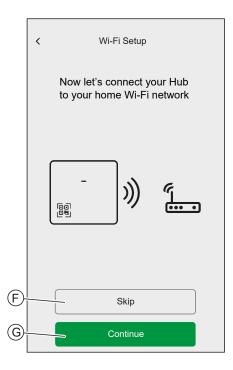
 If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap Skip (F) and continue with chapter Updating the firmware, page 35

**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 20 to find more information on the access levels.

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

 To connect the hub with your Wi-Fi<sup>®</sup> network and continue the setup, tap Continue (G) and continue with chapter Entering Wi-Fi<sup>®</sup> login information, page 39.

For Hub 2nd Generation:



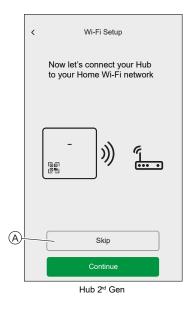
### Updating the firmware

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:

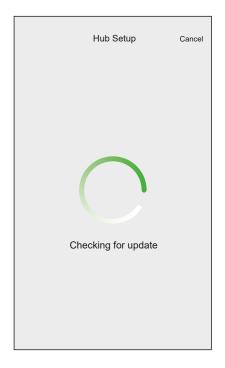
- 1. Use the Wiser Home App as a professional installer, page 27.
- 2. Download the latest hub firmware to the app. Refer to Downloading hub firmware into the app, page 30.
- 3. Follow the steps in chapter .

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



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





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

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

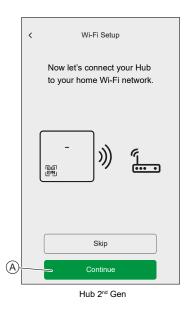
Your Hub needs to be updated to a newer firmware version and may reboot multiple times. Please don't close or leave the app whilst the update is in progress.		
Updating firmware to the Hub		
Hub 2 <sup>nd</sup> Gen		

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

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

To enter the Wi-Fi<sup>®</sup> login information:

- 1. Use the Wiser Home App as a Professional Installer, page 27 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).

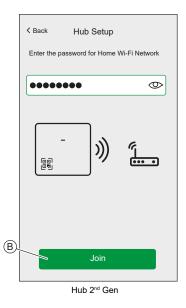


4. Select your Wi-Fi® network from the list.

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

< Hub	
Select your Wi-Fi network.	
Home Wi-Fi Network	ß
Other network 1	æ
Other network 2	
Can't see your network?	

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



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

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

**NOTE:** For more information about adding devices to the hub, refer to chapter Adding a Device, page 58.

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

	🕻 Back	Add	I Devices		
	All	Lights	Shutters	Appliances	
		Iconic switc	h/dimmer		
		Micromodul	e Switch		
	_				
(A)-	/		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 15 for information on how to setup the wiser system.

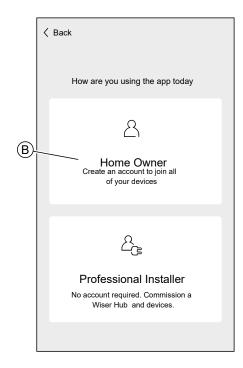
If the homeowner decides to set up the Wiser system independently, they need to begin by creating an account before proceeding with setting up the Wiser system.

**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 24

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

6. Tap Continue .

K Back A	ccount
First name	
Last name	
Email addres	s
Password	Ø
Repeat Passw	rord 👌
Country	, si
Please ensure your pa it includes at least 1 c	assword is at least 8 characters and apital and 1 number.
Required	
I accept the Terms	s of Use
View Privacy Notice	
	Continue

7. Activate account.

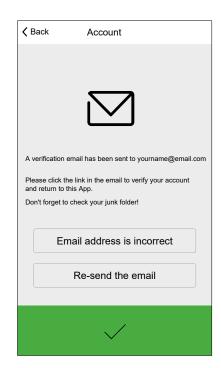
An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

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

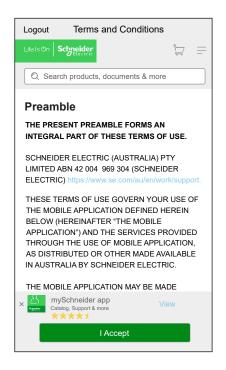
You can change the information and have the e-mail sent again

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

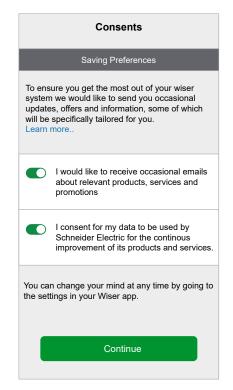
8. Tap 🗸 icon.



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



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.

ack	Address
Your addre weather ac	ess is used to detemine local tivity.
Address	line 1
Address	line 2
Town/City	у
Postcode	e
Country	ø
	Continue

You can now control your home with the Wiser Home app, add and set up  $\ensuremath{\mathsf{Devices}}$  and  $\ensuremath{\mathsf{Rooms}}$ .

# **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.

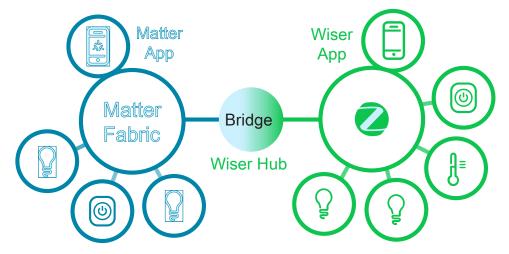
You can find detailed information about the necessary steps for adding the device in the chapter Adding a Device, page 58.

## Matter

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

### **Matter Bridging**

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



In this case, Wiser Hub 2<sup>nd</sup> Generation 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.

Sensors	Wiser Window/Door Sensor
	Wiser Water Leakage Sensor
	Wiser Motion Sensor
	Wiser Temperature/Humidity Sensor
Lights	Iconic Connected Switch 10 AX / Iconic Connected Switch 2 AX
	Wiser Micro Module Light Switch
Dimmers	Iconic Connected Dimmer
	Wiser Micro Module Dimmer

Shutters	Wiser Micro Module Shades Control
Appliances	Iconic Connected Twin 10 A Socket
Safety	Wiser Smoke Alarm - Battery
	Wiser Smoke Alarm 230 V
Fan Control	Iconic Fan Controller
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  $\mathfrak{D}$ .
- 2. Tap Account > App and Connections > Matter.

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

3. Tap Add a new connection.



A screen will appear with instruction how to join the Matter network using the QR code on the Wiser Hub  $2^{nd}$  Generation or the pairing code.

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

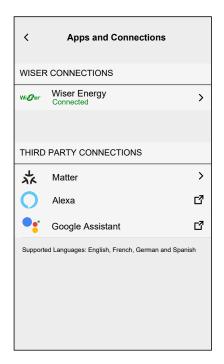
< Add Matter Connection	< Add Matter Connection
How to join	How to join
Step 1 - Allow joining	Step 1 - Allow joining
To connect Wiser Home to a Matter-enabled network, the Hub needs to be visible to your third-party app. Once the button below is pressed, you will have 15 minutes to join a matter network.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

- 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.
- Follow the instructions from the third-party app to add a Matter device. When prompted, either enter the pairing code from the Wiser app into the third-party app or scan the QR code on the hub to successfully add the hub to the Matter network.

#### **Managing Matter Connection**

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

2. Tap Account > App and Connections > Matter.



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 48 to rejoin the matter network.

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

• If you want to completely remove the network from the Matter network.

**NOTE:** Make sure you remove the network from your third-party app as well.

b. Add a new connection: Tap this option to add new connections to the Matter network. Refer to Commissioning Wiser Hub to Matter Ecosystem, page 48 to add new connection.

# **Configuring the Wiser System**

# **Devices**

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

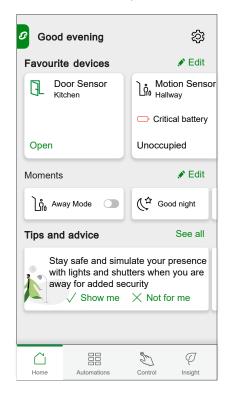
#### **List of Devices**

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

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

Tap a Device in the List to navigate to the Device Details, page 61.

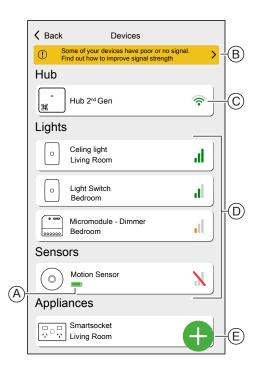
- 1. Login to the app.
- 2. On the Home Screen, tap 🔅.



3. Tap Devices.

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

List of Devices:



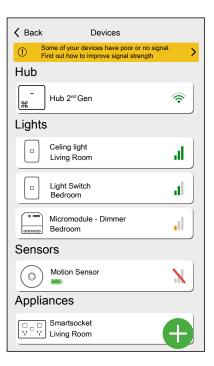
A	The battery charge level indicator which displays the current battery status for battery-powered devices.
В	Tap/click on the banner to get details about devices experiencing signal issues. Refer to Device With Signal Issues, page 56 for details on devices facing the signal issues and refer to About Signal Strength, page 146 to know more about the zigbee signal strength.
С	Hub Wi-Fi® signal strength indicator which displays your hub's connection to your Wi-Fi® network. When the indicator displays , it signifies that there is no signal or connection.
D	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices.
E	Tap/click to add devices.

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

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

1. On the Home Screen, tap 🔅 > Devices.

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



Device with signal issues:

	1
C Devices with signal issues	
Offline devices	
If a device is offline, its Schedules, moments and Automations will not run.	
Light Switch     Bedroom	
Micromodule - Dimmer N Bedroom	
 Devices with poor signal	
Devices with poor signal	
Poor signal might cause connectivity issues and affect the performance of your devices.	
Motion Sensor	
Light - Switch     Bedroom	
Learn more about signal strength, possible causes of poor signal and troubleshooting	l C
Signal & Solutions	

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

#### **Adding a Device**

You can add a new Wiser devices at any time using the Wiser Home app.

NOTE:

- The Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to Selecting the mounting location, page 17.
- The instructions provided for adding the device are generic. Some steps may vary based on the device types. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.
- 1. Tap (A) in the List of Devices, page 54.

			1
🕻 Back	Devices		
	ome of your devices have poor or no signal. nd out how to improve signal strength	>	
Hub			
-	Hub 2 <sup>nd</sup> Gen	<b>?</b>	
Lights			
•	Celing light Living Room	.1	
•	Light Switch Bedroom	J	
() () () () () () () () () () () () () () () (	Micromodule - Dimmer Bedroom		
Senso	ors		
$\bigcirc$	Motion Sensor	N	
Applia	inces		
	Smartsocket Living Room	<b>Ð</b> -	A

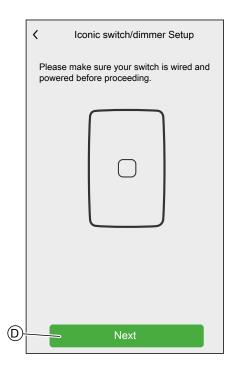
2. Find your device by navigating the categories at the top of the screen (B).

3. Tap the **type of Device** (C) you want to add and follow the instruction in the app.

**NOTE:** The banner is not applicable at this time.

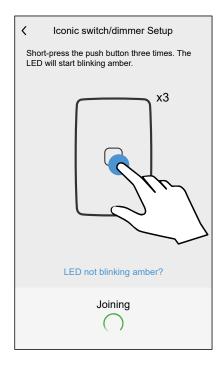
	K Back Add Devices
B	Climate Lights Shutters Appliances
	$\widehat{(I)}^{\rm If}$ you are setting up a mains powered device, such as Underfloor Heating, plase add this device first.
Ċ	Iconic switch/dimmer
	Micromodule Switch
	Done

4. Tap **Next** (D).



5. Set the Device into pairing mode.

The Wiser Home App will guide you through the pairing process. You can find detailed information about the pairing mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.



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

- 6. Enter a name for the Device.
- 7. Tap Next (E).

	<ul> <li>Iconic Switch 2AX Setup</li> <li>What is this device controlling?</li> <li>Please give this device a name.</li> <li>This will be the name shown on the home screen.</li> </ul>
	Name Ceiling Light
D	Next

8. Assign the Device to an existing Room, page 62 or create a new Room by entering a name in the field (F).

9. Tap Submit (G).

	< Iconic Switch 2AX Setup Where is this device located?
(F)	New room name
	Living Room 3 devices
	Kitchen 2 devices
	Bathroom 1 device
	Bedroom 2 devices
$\bigcirc$	
G	Submit

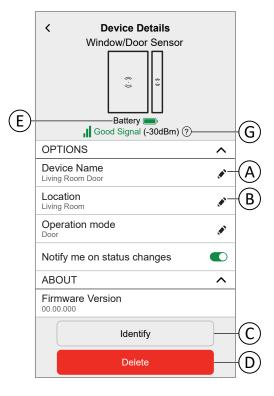
You can now control the Device with the Wiser Home App. You can find detailed information about controlling your Devices in chapter Controlling the Wiser System, page 109

**NOTE:** Depending on the type of Device, there are further features available. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.

#### **Device Details**

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

You can navigate to the Device details from the List of Devices, page 54 by tapping the Device or from the Device control, page 116 by tapping the device setting.



А	Tap to change the name of the device.
В	Tap to change the location of the of the device <b>NOTE:</b> A Device can only be assigned to one Room.
С	Tap to identify the device. <b>NOTE:</b> Most of the devices will light up their status LED to help locate them. You can find the detailed information about this behavior in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.
D	Tap to remove the device from the Wiser system. <b>NOTE:</b> Removing a device should only be necessary if it needs to be replaced or as part of troubleshooting, for example, if you need to reconnect the device to the hub.
E	The battery charge level indicator which displays the current battery status for battery-powered devices.
G	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 146 to know more about the zigbee signal strength. <b>NOTE:</b> This feature is not applicable for Wiser Plug device. <b>IMPORTANT:</b> The signal strength is not displayed for Wi-Fi® devices (expect for Hubs). It will only display no-signal ( ) if the device is offline.

Some devices have specific features and settings. For example, Shutter devices have an option to set the duration for opening and closing. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the link to device user guide of each devices.

### Rooms

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

#### **List of Rooms**

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

You can add new Rooms.

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

On the Setting menu, page 96:

1. Tap Rooms (A).

	<b>〈</b> Back	Settings	
	Account		>
	Room		>
$(\mathbf{A})$	Devices		>
	Away Mode		>
	Smart Modes		>
	System settings		>
	Support		>
	Home Screen		>
	App Theme		>
			App Version X.Y.Z (Build XX)

#### List of Rooms:

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

**NOTE:** When calculating the number of Devices in a Room, for certain multigang Devices, each gang will be counted as a single Device.

#### Adding a Room

You can add a new Room when assigning a Device or from the List of Rooms, page 63:

1. Tap 🛨 (A) icon.

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

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



#### **Room Details**

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

Some devices have specific options and settings. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.

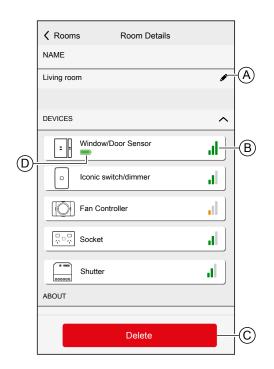
Tap a Device to navigate to the Device Options.

In the List of Rooms, page 63:

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

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

Room Details:

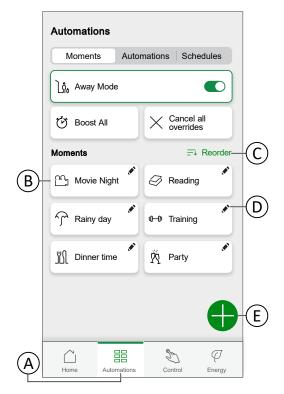


А	Tap to change the name of the room	
В	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 146 to know more about the zigbee signal strength. <b>NOTE:</b> This feature is not available for the Wiser Plug device.	
C	<ul> <li>Tap to delete the room.</li> <li>NOTE:</li> <li>Deleting a Room should not be necessary after you set up your Home, but you can do so at any time.</li> <li>When you delete a Room, all the devices assigned to that room will be listed as Unassigned in the Home screen.</li> </ul>	
D	The battery charge level indicator which displays the current battery status for battery-powered devices.	

#### Moments

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

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



Α	Navigate to the automations screen.
В	Activate a Moment.
С	Rearrange the order of Moments.
	Also affects the list on the Home Screen, page 109.
D	Edit a Moment.
E	Add a Moment

#### NOTE:

- A Moment will only set the status of devices. In order to put the affected devices in another status, you need to change it manually or create a reversing Moment.
- The **Cancel all overrides** and **Boost All** feature is not available at this time.
- If a device follows a Schedule, page 88, the Moment of that device will only last to the next scheduled setting.

Moments can also be assigned to push buttons of specific devices (e.g. Iconic connected switch 2AX). Find more information about this feature in the respective device user guide. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.

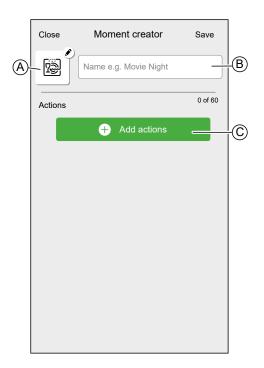
#### **Creating a Moment**

On the Automation screen:

1. Tap <table-cell-rows> icon to navigate to **moment creator** screen.

Automations	mations Schedules
Away Mode	
🕑 Boost All	Cancel all overrides
Moments	<i>≣</i> ↓ Reorder
ີ Movie Night	Reading
Rainy day	ቀ–ው Training
Dinner time	🅅 Party
	G
Home Automations	Control Energy

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



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

🗸 Bac	k S	elect de	vices	
	ase select the his moment	devices	you want to ac	bb
All	Living room	Office	Bedroom	
Living	room			
٢	Socket			
P	Dimmer			
Office				
ŷ	Light puck			
Bedro	om			
	Blinds			
		Done		

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

Repeat for all devices.

Close	Moment creator	Save
ŷ	Living room OFF	
Action	ns	3 of 60
٩	Socket Living room	Off
Ţ	Dimmer Living room	Off
	+ Add actions	

<	Dimmer	Set
	Tap to turn on	
	Ţ	
	Off	

8. Tap **Save**.

**TIP:** You can remove a Device by swiping it left and taping the  $\overline{\textcircled{III}}$  icon.

Close		Save
ŷ	Living room OFF	
Actio	ns	3 of 60
٢	Socket Living room	Off
Ţ	Dimmer Living room	Off
ng roor ng rooi	m dimmer m Off	<u>ش</u>
		Ū

#### **Editing a Moment**

On the Automation screen:

Moments	Autor	mations	Schedul	es
ຼີ ໄດ້ Away Mode	9			D
🕑 Boost All		$\times d$	Cancel all verrides	
Moments			⊒v Re	orde
ິ Movie Nigh	t 🔎	Ø F	leading	
Rainy day	ø	Ф-Ф Т	raining	
∭ Dinner time		Ř F	arty	
				4
				<b>'</b>

You can:

- Change the Icon (A).
- Change the name (B).
- Tap the Device to open the Device Control screen (C) and change the state of the device.
- Tap the Add actions (D) and more Devices to the Moment.

Тар

• Swipe the Device left and tap the  $\overline{\textcircled{}}$  (E) to remove a device from the Moment Tap **Save** to save the changes to the Moment.



# **Deleting a Moment**

On the Automation screen:

Automations				
Moments	Auton	nations	Schedu	les
ຼີ ຼີ Away Mode				
👸 Boost All		$\times \overset{\mathrm{c}}{,}$	ancel all verrides	
Moments			⊒∓ Re	eorder
ഫ്പ Movie Night		Ø R	eading	
Rainy day	×	ው-ው ፐ፣	aining	
∭ Dinner time		Ř P	arty	
				0
Home Autom	ations	S. Con		Q

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

Close	Moment	creator	Save
ð	Living room O	FF	
Action	s		3 of 60
(1)	Socket Living room		Off
<b>P</b>	Dimmer Living room		Off
ng room ng room	n dimmer 1	Off	
	+ Add a	actions	
	Dele		
	Dele	le	

## **Automations**

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

Conditions can be:

- Device status change.
- · Activate away mode.

Times can be:

• Specific time of a day (e.g. 7:30 each day).

• Period of time (e.g. from sunrise to sunset).

Actions can be:

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

Limitations:

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

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

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

**IMPORTANT:** The new action always overrides the current action. Therefore, if a new event is added to the automation or manual operation occurs while a scheduled automation is in progress, the system will stop the ongoing automation. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 148.

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

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

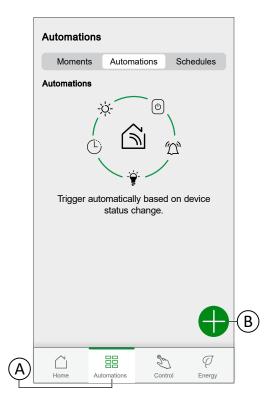
Automations	i.		
Moments	Automations	s Schedu	lles
Automations			
Z⊊ Entrance	e Motion ON		
Z Entrance	e Motion OFF		D
			•
			Ð
		S.	P

#### **Creating an Automation**

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

This demonstration shows how to create an automation that turns ON the light in the Entrance room and notify when the action is triggered, as well as turns ON the living room light with one minute delay when the motion sensor detects motion and the socket named Night Light is OFF.

On the Automation Screen (A):



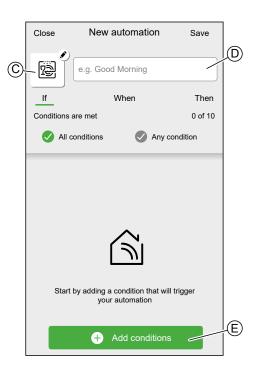
2. Select an Icon from the list (C).

1. Tap 🔁 (B).

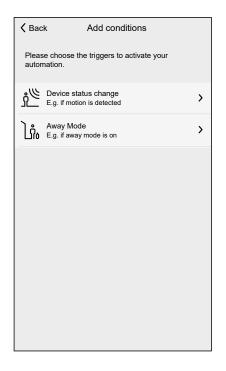
- 3. Enter a name for the Automation into the text field (D).
- 4. Tap one of the following options:
  - All conditions: Select if you want all conditions to be met to trigger the automation.
  - **Any condition**: Select if you want any of the given conditions to be met to trigger the automation.

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

5. Tap Add conditions (E).



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



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

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

Detailed information can be found in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to device user guide for each devices.

	< Motion Senso	or
Back Select device	,	
Please select a device that will activate your automation.		
All Living room Office Bedroom		
Entrance	Tap to change	
(b) Night Light	all all	
♀ Ceiling Light		
நீ Entrance Motion Detector	Not Detect	ted
Living room		
Dimmer		
Bedroom		
Blinds		
	-	

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

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

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

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

Close	New automation	Save	
25	Entrance Motion ON		F
lf	When	Then	
Condition	s are met	3 of 10	
IIA 💟	conditions 🛛 🖉 Any	condition	
	ntrance Motion Detector ntrance	Detected	
-(	ntrance Motion Detector ntrance	Very dark	
	ight Light htrance	Off	
	+ Add condition	s	

10. Tap Add time (G).

	Close	New automation	Save
	25	Entrance Motion ON	
	lf	When	Then
	At this time		0 of 10
	Stari	your automation at a specific time	a of
0		day or define a period of time.	
G		+ Add time	

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

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

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

In this example: Period of time — Night time (From sunset to sunrise).

12. Once the time is set, tap  $\boldsymbol{\mathsf{Then}}$  (H).

Close	New automation	Save	
۲ ۲	Entrance Motion ON		
lf	When	Then	
At this time		1 of 10	
Every day	-	<u>-ነל-</u> ]	
	+ Add time		

13. Tap Add an action (I).

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

- 14. Select the type of action for your automation:
  - **Control a device**: Select the Device and set the desired state of the Device.
  - Send notification: You will be notified if the condition is met.
  - Activate a moment: Select a Moment.
  - 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.

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

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

#### Control a device:

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

K Back Se		ct devid	ce
	Please select a device that will activate your automation.		
All Liv	ving room	Office	Bedroom
Entrance			
ပ္ခ် င	eiling Light		
Living roo	om		
ပ္ခ် င	eiling Left		
Bedroom			
В	inds		

b. Set the desired state and tap Set.

#### Send Notification:

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

K Notification
You will receive a push notification when your action gets triggered.
(
Notify me

#### Wait:

- a. Tap Wait to open the Add a wait screen.
- b. Specify the duration of the delay to trigger the action and tap Set.

<	Add a	Wait	Set
WAIT			
_	00	59	
_	01 hrs	00 min	
	02	01	

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

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

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

16. Tap **Save** (J) once all the actions are added.

**TIP:** You can long press an action, then drag and drop it to rearrange the actions to the desired location.

Close New automation Save Close New automation Save Entrance Motion ON If When Then Run this action $2 \text{ of } 10$ Ceiling Light On = $\bigcirc$ Ceiling Light On = $\bigcirc$ Notification On = $\bigcirc$ Wait 1 min = $\bigcirc$ Ceiling Left On = $\bigcirc$ Ceiling Left On =				$(\mathbf{J})$
If       When       Then         Run this action       2 of 10 $\textcircled{P}$ Ceiling Light       On = $\textcircled{P}$ Notification       On = $\textcircled{P}$ Notification       On = $\textcircled{P}$ Wait       1 min = $\textcircled{P}$ Ceiling Left       On = $\textcircled{P}$ Ceiling Left       On =	Close	New automation	Save	$\sim$
If       When       Then         Run this action       2 of 10 $\textcircled{P}$ Ceiling Light       On = $\textcircled{P}$ Notification       On = $\textcircled{P}$ Notification       On = $\textcircled{P}$ Wait       1 min = $\textcircled{P}$ Ceiling Left       On = $\textcircled{P}$ Ceiling Left       On =		<b>A</b> )		
Run this action $2 \text{ of } 10$ $\checkmark$ Ceiling Light Entrance $On \equiv$ $\textcircled{On}$ Notification $On \equiv$ $\textcircled{On}$ $\blacksquare$ $1 \text{ min } \equiv$ $\textcircled{On}$ Ceiling Left Living Room $On \equiv$	ZŞ	Entrance Motion ON		
Ceiling Light       On =         Image: Ceiling Light       On =         Image: Ceiling Left       On =         Image: Ceiling Left       On =	lf	When	Then	
Entrance     On =       Image: Contract of the second secon	Run this	saction	2 of 10	
Living Room On ≡	*		On =	
Ceiling Left On =	Ŋ	Notification	On ≡	
	Ċ	Wait	1 min 😑	
+ Add an action	- <u>*</u> -		On ≡	
+ Add an action				
+ Add an action				
+ Add an action				
+ Add an action				
		+ Add an actior	ו	

This automation switches the entrance light ON and sends notification and then turns ON the living room light with one minute delay.

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

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

# **Editing an Automation**

On the Automation screen (A):

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

	Automatio	ns			
	Moments	Autom	ations	Schedules	\$
	Automations				
	Z⊊ Entra	nce Motion	ON		B
	즈 Entrai	nce Motion	OFF	C	
A	Home	Automations	Contr	ol Energy	У

On the Edit Automation screen, you can:

- Change the icon.
- Rename the automation.
- Change the condition, time or action.

To change the condition, time or action of an Automation:

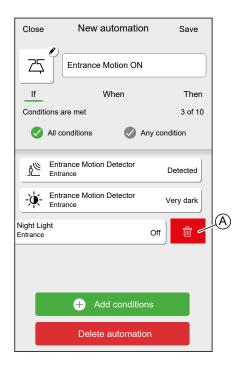
- 1. Navigate to the relevant tab (If/When/Then) and tap the condition, time or action you want to change.
- 2. Set the new values.

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

			$\bigcirc$
Close	New automation	Save	$\sim$
25	Entrance Motion ON		
If	When	Then 2 of 10	
		y condition	
	ntrance Motion Detector trance	Detected	
	ntrance Motion Detector	Very dark	
	+ Add condition	s	
	Delete automatior	ı	

To remove a condition, time or action:

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



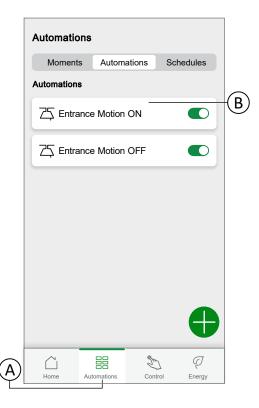
4. Tap **Save** (B).

			B
Close	New automation	Save	$\sim$
	(*)		
75	Entrance Motion ON		
_			
lf	When	Then	
Conditi	ons are met	2 of 10	
	All conditions Any c	condition	
ىڭ	Entrance Motion Detector	Detected	
<u> </u>	Entrance	Delected	
- <b>ò</b> -	Entrance Motion Detector Entrance	Very dark	
-			
	+ Add conditions		
	Delete automation		

### **Deleting an Automation**

On the Automation screen (A):

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



2. Tap Delete automation (C).

Close	New automation	Save	
25	Entrance Motion ON		
lf	When	Then	
Condition	is are met	3 of 10	
IA 📎	Il conditions 🛛 🗸 Any	condition	
i i i	intrance Motion Detector ntrance	Detected	
	intrance Motion Detector ntrance	Very dark	
	light Light ntrance	Off	
	+ Add conditions		
	Delete automation		C

# **Schedules**

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

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

Example 1: Event 1: Set kitchen light to 'ON' at 19:00. Event 2: Set kitchen light to 'OFF' at 23:00.

•

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

**NOTE:** The new action always overrides the current action. Therefore, if a new event is added to the device or manual operation occurs while a scheduled action is in progress, the system will stop the ongoing schedule. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 148.

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

Tap a Schedule to navigate to the Schedule details.

	Automatio	ons		
	Moments	s Automat	ions Sch	edules
	Climate			
	Living Roo 1 Room	m		>
	Office 1 Room			>
	Shutters			
	Rise and s 1 Room	hine		>
				0
Ī			Sh	Ū

Schedule details:

	<b>〈</b> Back		Ris	e and	l shin	е		
	SCHEDU	LE DE	TAILS					^
$\triangle$	Type Shutters							
B	Name Rise and s	hine						.*
(C)-	- Applies to Office Blir							^ 0
(				Delete	)			
U	-EVENTS							
	M	т	W	т	F	S	S	
				Open		8.00 -	17:30	
		25%				17:30 - 3	21:30	
	Closed					:	21:30	
						Þ	6	Ð

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

### Adding a Schedule

1. On the **Automation** Screen (A), tap  $\bigoplus$  (B) icon.

Automations	i	
Moments	Automations	Schedules
Climate		
Living Room 1 Room		>
Office 1 Room		>
Shutters		
Rise and shine 1 Room	9	>
		Ţ
		1 Q
Home Auto	omations Con	trol Energy

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

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

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

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

5. Tap Create (D).

	<b>〈</b> Back	New Schedule	
	NAME		
©	Schedule name		
	TYPE		
		Lights	
		Shutters Appliances	
	APPLIES TO		
	Office Blinds		
	Living Room Blind	s	
	Bedroom Blinds		
D		Create	

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

Find detailed information about adding events and editing Schedules in Chapter Editing a Schedule, page 92.

7. Keep adding events until the Schedule is complete.

NOTE: Changes to the Schedule will be saved immediately.

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

۷					
K Back	F	Rise and	shine		
SCHEDU	LE DETAIL	S			^
Type Shutters					
Name Rise and sl	hine				
Applies to	D				^
Office Blin	ıds				0
		Delete			
EVENTS					
M	T W	т	F S	S	
		Open	<u>-ਲ-</u>	- 07:31	,
	25%			17:30	
Closed				21:30	
			P		F

### **Editing a Schedule**

In the Schedule details screen:

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

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

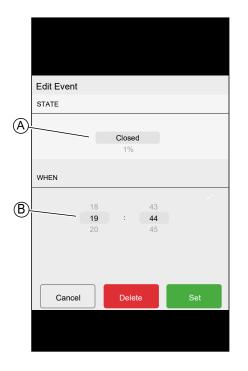
#### Adding / Editing an event

• Set the desired **state** (A).

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

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

**NOTE:** The available options and states are Device specific. Detailed information can be found in Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide of each devices.



## **Deleting a Schedule**

On the Schedule details screen:

1. Tap Delete (A).

	🗸 Back		Ris	se and	d shin	е		
	SCHEDU	E DE	TAILS					^
	Type Shutters							
	Name Rise and sl	nine						×
	Applies to	D						^
	Office Blir	ıds						
A				Delete	Э			
	EVENTS							
	M	т	W	т	F	S	S	
				Oper	n	8.00	- 17:30	
		25%				17:30	- 21.30	) 🖉
	Closed						21:30	
						È		Ð

# Modes

## Away Mode

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

#### Set the Device State in Away Mode:

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

1. On the Home screen, tap  $3^{(2)}$  > Away Mode.

2. Tap the toggle switch to enable/disable the device when in away mode. **NOTE:** The **Heating setpoint** feature is not available at this time.

<b>〈</b> Back	Away Mode	
CLIMATE		
Heating setpoint 16°	:	
LIGHTS Select which Lights Away Mode	you would like to turn Off when ir	1
Dimmer Module	(	
Ceiling Light		
SHUTTERS		
Select which Shutter Away Mode	s you would like to Close when i	n
Office Blinds		
APPLIANCES		
Select which Appliar Away Mode	nces you would like to turn Off wh	nen in
Night Light		

#### Enable/Disable Away Mode

1. On the Home screen, tap Automation .

2. Enable/Disable the toggle switch to activate or deactivate the away mode.

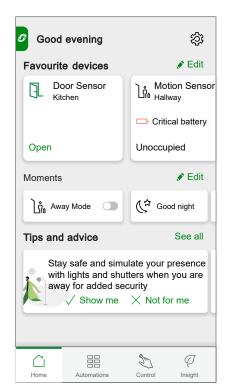
Automations	
Moments Auto	omations Schedules
ໄດ້ Away Mode	
🕑 Boost All	Cancel all overrides
Moments	<u></u> Reorder
ິ Movie Night	Reading
Rainy day	€ Ø–Ø Training
Dinner time	🕅 Party
	<b>•</b>
Home Automations	Control Energy

# **App Settings**

Overview of the options available in the settings menu.

The settings menu contains various settings for parts of the Wiser Home System. Rooms, page 62 and Devices, page 54 are managed from the settings menu. On the Home Screen, page 109:

1. Tap Settings .



#### The settings menu:

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

Account	Change the details of your account, like password, notification settings, home address, etc.						
	<b>NOTE:</b> You can also find the notification settings (e.g. Battery low) here.						
Energy Management	This option is available only if you have Energy devices installed at your home.						
	<ul> <li>Tariff: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to the respective device user guide for detailed information on how to set the tariff.</li> </ul>						
	Anti-Tripping Management: To enable/disable the Anti-Tripping Management for devices. The Anti- Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Schneider Charge EV charger) or reducing the power of the load. Devices that are eligible will be added automatically to the Anti-Tripping Management. Refer to respective device user guide for detailed information on how to enroll the Anti-Tripping management.						
	<ul> <li>Manage Wiser Home AI: You can enroll/disenrol the devices or edit the home profile whenever required. The Wiser Home AI feature allows users to reduce electricity costs by enrolling high energy devices like Schneider Charge EV charger. Refer to Reduce My Bill in Wiser Home, page 133 for detailed information on Reduce my Bill.</li> </ul>						
	C Energy Management						
	Tariff >						
	Anti-Tripping Management						
	Reduce my Bill						
	Home Profiles						
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 94 for detailed information.
Smart Modes	The <b>Smart Modes</b> feature is not available at this time.
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 clipsal.com, access detailed guide, report errors, and provides contact information for customer support. Refer to Support, page 98 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 99.

# 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 96, click on Support.
- 2. Support menu:

Support		
		ď
atus		ď
ection Type	?	
	atus	atus

Нер	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	Tap to check the current status of the Wiser system.

Upload Logs	This option allows you to upload log files if you have identified any issues in the app. When you tap on the option, a popup will appear, allowing you to describe the issue. Click <b>OK</b> to generate an ID number for this problem, and then contact the Schneider support team for further assistance.
	<b>NOTE:</b> Logs should be generated immediately when the issue happens, and the ID number is necessary to record for further investigation of the issue.
Show App Connection Type	This option displays information about the type of connection the app is using. It indicates whether the app is connected via local internet (when the phone and Hub are on the same Wi- Fi®) or via the cloud (when the phone uses mobile data or is connected to a different Wi-Fi® than the Hub). If this function is enabled, you can view the connection status directly from the app's Homescreen.

## **App Theme**

Wiser Home app is available with different 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 96, click on **App Theme**.
- 2. App Theme:

<	App Theme	
System default		
Light		/
Dark		

## **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 96:

1. Tap Account (A).

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

#### The Account menu:

🕻 Back	Account	
My Home		>
Notifications and Ala	rms	>
Apps and Connection	ıs	>
Privacy Managemen	t	>
Change Password		>
Delete my account		>
Logout		>

My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 101 you want to receive.
Apps and Connections	<ul> <li>The Apps and Connections has following options:</li> <li>Wiser Connections <ul> <li>Wiser Energy: If you have a Wiser Energy account, you can link your Wiser Energy app or create an account.</li> </ul> </li> <li>Third Party Connections <ul> <li>Alexa / Google Home: Integrate with popular third-party apps like Alexa and Google Home for convenient voice control. Refer to Voice Control, page 119 for detailed information.</li> </ul> </li> </ul>

	<ul> <li>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.</li> </ul>
	<ul> <li>Matter: Enable Matter-compatible devices to communicate with third party apps such as Google Home, Apple Home, and Amazon Alexa, ensuring seamless interaction between your smart devices. Refer to Matter, page 47 for details information.</li> </ul>
Privacy Management	Activate or deactivate the option to receive marketing emails and contribute to data analysis for service improvement. It also provides information about the terms of use and privacy notice.
Change Password	You can change you password here.
	NOTE: You can find the requirements of the Wiser Home password in chapter Creating an Account, page 41
	<b>TIP:</b> Please consider the tips about passwords and other methods to harden your system in chapter Cybersecurity Principles, page 24
Logout	Log out of your Account
	NOTE: In order to use the Wiser Home app, you need to be logged in with an Account.
Delete my account	Delete your Account.
	Deleting your account is immediate and permanent.
	You need to be logged in to your Wiser Hub to be able to delete your account.
	NOTE: Deleting your Account will flag your E-Mail Address as deleted.
	NOTE: A deleted account cannot be restored.
	<b>NOTE:</b> Deleting your Account will log you out of your Wiser System and you will not be able to log in again. Make sure to decommission your Wiser System first.
	<b>TIP:</b> Instead of deleting your account if you need to leave a Wiser System behind (e.g. moving out), reset the Hub and keep your credentials ready for the next Wiser System.

# **Notifications and Alarms**

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

You can select the Notifications and Alarms in the Account options of the Settings menu, page 96.

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

1. Tap Notifications and Alarms (A).

	K Back	Account	
	My Home		>
J	Notifications ar	nd Alarms	>
	Apps and Conr	nections	>
	Preferences		>
	Change Passw	ord	>
	Delete my acco	punt	>
	Logout		>

Notification and Alarm settings:

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

SYSTEM		
Low and Critical BatteryWill notify you when the battery of a Device is low.		
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 allo notifications.		
	<b>TIP:</b> You can also enable or disable notifications of a device in the device options.	
PERSONAL		
Overconsumption The app will trigger an alarm when the device's usage exceeds the set limit, helping you to manage a reduce overconsumption effectively. Refer to Setting-up Overconsumption Alarm, page 103 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 105 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 101 screen, tap **Create a new alarm** (A).

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

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

K Back Notifications and Alarm	s	
SYSTEM		
Low and Critical Battery		
Offline Devices		
Automations		
Devices	>	
PERSONAL		
You can create an alarm for your device e.g. overconsumption alarm for your he		
Select the alarm type		
Overconsumption		(B
No consumption		)
Cancel		

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

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

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

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

K Back Create a new alarm	
Your Heat Pump permanent consumption alarm.	
Enable alarm	
When are you alerted? If your Heat Pump has been permanently working for longer than it should.	-
Consumes at least	
Watts 1500	D
During 12 hours	E
Save	F

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

K Back	Heat Pump		
Your Heat Pump	permanent consumption	alarm.	
Enable alarm			
When are you al	erted?		
If your Heat Pump working for longer	o has been permanently r than it should.		
Consumes at lea	ist		
<b>Watts</b> 1500			
During 12 hours		, <b>#</b> `	
	Save		
	Delete		G

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

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

1. On the Notifications and Alarms, page 101 screen, tap **Create a new alarm** (A).

K Notifications and Alarr	ns
SYSTEM	
Low and Critical Battery	
Offline Devices	
Automations	
Devices	>
PERSONAL	
Heat Pump Overconsumption	
Fridge No consumption	
Create a new alarm	

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

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

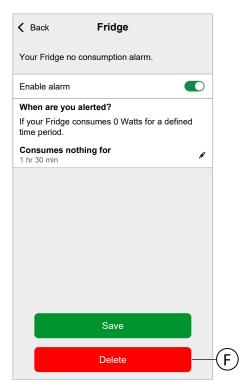
3. Select the device from the device list and tap Next (C).

<	Create a new alarm	Next –	C
Please	your no consumption alarm. e select a device that you would like te an alarm for.		
DEVIC	ELIST		
Ø	Heat Pump		
Ì	Pool Pump		
***	Fridge	$\checkmark$	
	Oven		

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

K Back Create a new alarm	
Your Fridge no consumption alarm.	
Enable alarm	
When are you alerted?	_
If your Fridge consumes 0 Watts for a defined time period.	
Consumes nothing for 1 hr 30 min	D
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**

# **Home Screen**

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

Home Screen:

	<b>B</b> Good evening	\$}(	A
$(\mathbf{H})$	Some of your devices a     Find out how to improv		
	Favourite devices	🖋 Edit	
	Shutter Living room	Motion Sensor <sub>Hallway</sub>	B
	Open	Device Offline  🗎	U
		Unoccupied	
	Moments	🖋 Edit	
	ຼີ ກໍູ Away Mode 🕥	( Good night — (	C
	Tips and advice	See all	
	Stay safe and simu with lights and shut away for added sec	ters when you are	D
	Show me		(E)
G	Home Automations	Control Insight	F

Α	Setting	Tap to navigate to the settings screen.
В	Favourite devices	You can add your most frequently used devices to the favourite section for quick access. Scroll horizontally to view all your favourite devices. Refer to Managing Favourites, page 110 for information on how to add the devices to favourites.
		<b>NOTE:</b> If you have only one device installed in your home, this section will display it as <b>Your device</b> instead of <b>Favourite devices</b> .
С	Moments	You can view all the moments you have created for your home, allowing you to easily activate or deactivate them.
		To rearrange the order of the moments:
		1. Tap <b>Edit</b> option.
		2. Drag and drop the moments to arrange them in your preferred order.
		<b>NOTE:</b> If you do not wish to see moments on your Home screen, go to <b>Screen</b> and disable the <b>Show Moments</b> toggle switch.
D	Tips and advice	Provides useful tips and advice to help you make the best use of your devices and optimize energy usage. Scroll horizontally or tap <b>See all</b> to view all the tips. Refer to Tips and Advice, page 112 for more detailed information.
E	Energy	Tap to navigate to the Energy screen where you can monitor your energy consumption and production, view detailed history, and get information on energy savings.
F	Control	View/Control all the devices installed in your home, organized by the rooms to which they are assigned. Refer to Device Control, page 116 for detailed information on how to control the devices.
		<b>NOTE:</b> If you have only one device installed at your home, the <b>Control</b> tab will not be available.

G	Automation	Tap to navigate to the Automation screen, where you can set up Moments, Schedules, and Automations for your home. Please read the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.
н	Banner	<ul> <li>Provides important messages and notifications. These messages can include updates on device status, connectivity issues, and other relevant alerts to keep you informed about your home system.</li> <li>Example: In the current screen, the banner displays a message about a device being offline, along with information on how to improve signal strength. This helps you quickly identify and address any connectivity issues.</li> </ul>

# **Managing Favourites**

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

## **Add Favourites**

1. On the Home screen, tap Add favourites.

Good ev Favourite d	<b>devices</b> Make you Let's add y	ur selectio our favourite aasy access ourites		
Moments			🖋 Edit	
Away №	((☆ Good night			
Tips and advice			See all	
Home	Automations	S	Energy	

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

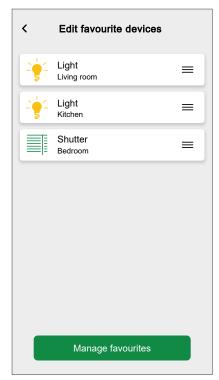
3. Once complete, tap **Done**.

< Manage favourite de	vices
Kitchen	
	*
2 <b>.</b>	*
Living room	
	$\overleftrightarrow$
	*
Kid's room	
	$\overleftrightarrow$
	*
Done	

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

## **Edit Favourites**

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



# **Tips and Advice**

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

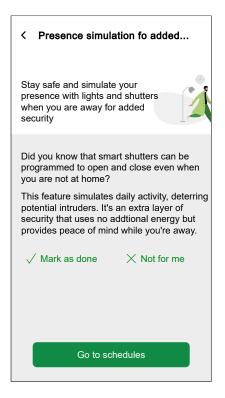
On the **Home screen > Tips and advice**, scroll horizontally to view three most important tips or tap **See all** to view complete list of available tips.

	Save with away mode
	Set up away mode to turn off devices and reduce temperatures to boost your savings whenever you leave home
	$\checkmark$ Show me $$ Not for me
	Energy efficiency
4	At 23:00, turn off the lights in all rooms to avoid energy waste
1	√ Show me X Not for me
	Presence simulation
4	Stay safe and simulate your presence with lights and shutters when you are away for added security
	✓ Show me × Not for me

Each tip has two options:

NOTE: You can perform this action only if you are connected to internet.

• Show Me: Tap on this option to view the complete tip along with any necessary actions you may need to take. After reviewing the tip, you have two further options:



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

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

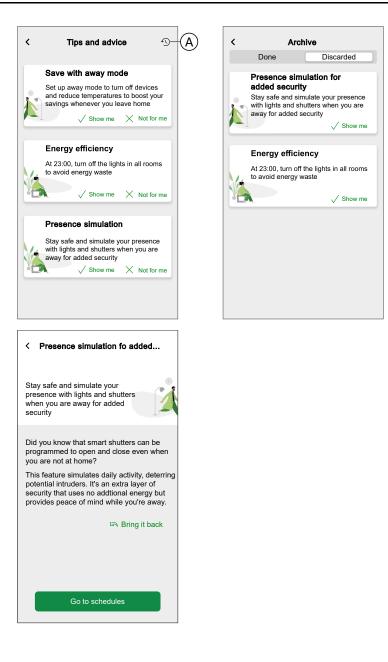
## **Archived Tips**

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

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

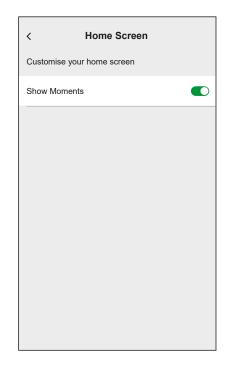
#### To view/retrieve a tip:

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



# **Home Screen Settings**

The Wiser Home App offers options to customize the Home Screen. Find the Home Screen options in the Settings Menu, page 96. Available options:



Setting ON		OFF	
Show Moments	The List of available Moments is shown in the upper part of the Home Screen.	Moments will not be shown on the Home Screen.	

# **Device control**

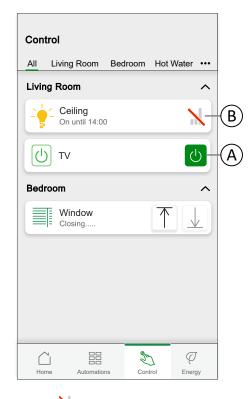
You can control a Device in your Home directly on the **Control** tab for quick control or in the **Device Control Screen**.

# **Control tab**

On the **Control** tab, you can find all the devices installed in your home. The devices are arranged according to the Rooms, page 62 they are assigned to, making it easy to manage and control them.

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

- 1. On the Home screen, tap **Control** tab 3.
- 2. Tap on the icon (A) available under each device to quickly control a device (e. g., turn it on/off, adjust the temperature or adjust the shutter).



**NOTE:**  $\aleph$  (B) indicates that the device is offline. Tap on the device to open the troubleshooting steps. Tap **Learn more** to know more about the zigbee signal strength, page 146 and tap **Help & Support** if you require further assistance and visit our Wiser Support Pages.



# **Device Control Screen**

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

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

	0				
	Con	troi			
	All	Living Room	Bedroom	Hot Water	•••
	Livin	ig Room			^
	-	Ceiling On until 14:00	0	l	X
A	- C			C C	
	Bed	room			^
		Window Closing			
	Hor	me Automatio	ns Con	trol Ene	7 ergy

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

Device Control screen:

**NOTE:** The options and functions available on the device control screen vary depending on the type of device. For detailed information, refer to the Device User Guide of the respective device. Refer to List of Wiser Devices, page 9 for the links to Device user guide for each devices.

< TV	
Current power (W)	
Tap to turn off	B
Follow schedule     Image: Comparison of the schedule       Edit schedule     >       Device settings     >	C D E

В	Tap to manually turn the device on or off. The green icon indicates the device is currently ON.         Enable/disable to follow the pre-set schedule for the device. If the schedule is not yet created for the device, a Create or assign a schedule option will be available to create a new schedule or assign the device to an existing schedule. Refer to Schedule, page 88 for detailed information.	
С		
D	Redirects you to Schedule details screen to modify your existing schedule. Refer to Editing a Schedule, page 92.	
E	Navigates to the Device Details, page 61	

# **Voice Control**

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

## Amazon Alexa

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

Wiser Home works with Alexa to allow you to control your devices with voice command by using a wake-word and an instruction.

The wake-work is "Alexa" followed by an instruction such as "Turn on the lights".

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

## **Configuring Wiser Home with Alexa**

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

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

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

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

### **Changes made with Alexa**

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

## **Common Wiser Commands for Alexa**

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as "turn on the lights". If no specific room is mentioned, Alexa will ask you which room you want to address, and will turn on the light only based on your response.

Listed below are common Wiser commands used with Alexa:

- · Discover Devices: "Alexa, discover devices"
- Turn lights On/Off: "Alexa, turn on/off the living room lights"
- Dim the lights: "Alexa, dim the lights to 50%"
- Open/Close Shutters: "Alexa, open/close the kitchen shutters"
- Activate Moments: "Alexa, turn on bedtime Moment"
- Active Away Mode: "Alexa, turn on Away Mode"
  - TIP: Simple room names are recommended, such as "living room".

## **Google Home**

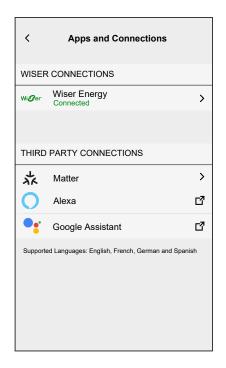
Google Home is a brand of smart speakers that work similarly to Amazon Echo. Google's intelligent PA, Google Assistant, is equivalent to Amazon's Alexa. Google Home is also available on all Android devices and does not require the use of the 'Smart Speakers'.

The user can speak a profusion of commands to request information, or ask the Google Assistant to perform an action such as play music, video playback, report news, access home automation. All of this can all be controlled from a Google Home device.

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

- 1. On the Home page of the Wiser Home app, tap 2.
- 2. Tap Account > App and Connections to find different cloud services.

3. Tap on **Google Assistant** option. This will open the Google assistant app on your smartphone to link to Wiser system.



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

### **Changes made with Google Home**

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

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

Listed below are common Wiser commands used with Google Home:

- Inquiry: "OK Google, is the light in bedroom ON?"
- Set Light Brightness: "OK Google, set the living room lights to 50% brightness"
- Turn Lights On/Off: "OK Google, turn On/Off the kitchen lights"
- Open/Close Shutters: "OK Google, close the bedroom shutters"
- Active Away Mode: "OK Google, turn on Away Mode"
- · Activate Moments: "OK Google, turn on bedtime Moment"

# **Energy Centre**

If you have grid monitoring device (Powertag E) installed in your grid, refer to Energy Domain with Grid, page 122

If you do not have grid monitoring device (Powertag E) installed in your grid, refer to Energy Domain without Grid, page 129

## **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:

		Ŷ
1.	Тар	Energy.

 $\overline{a}$ 

Energy			
Insights	His	tory	Live
Right now	10.	very 5 second	ls
3.02 kW Today 10 KW 5 KW 00 03 8.11 ft Consum	2.77 kW	2.12 kW Other loc	-ਊ- 0.80 kW ads 1.40 KW
Home	Automations	8 Control	Q 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)

Q

On the Energy page, tap Live.

## Import

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

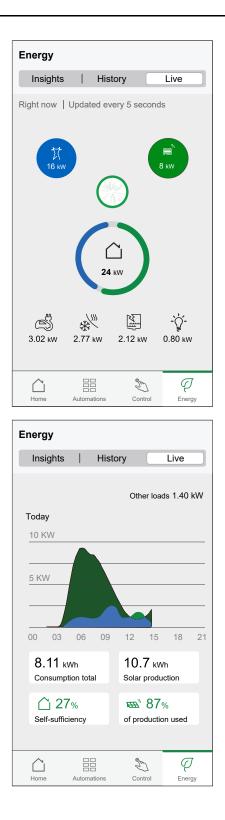
Energy			
Insights	His	tory	Live
Right now	Updated ev	ery 5 seco	onds
		1kw	
С 3.02 кW	₩ 2.77 kW	<u>2.12 к</u> w	-ݣ <b>ॗ</b> - 0.80 kW
Today		Othe	r loads 1.40 kW
10 KW 5 KW 00 03 0 8.11 k	D6 09 12	15 18	21
Consump			
Home	Automations	Contro	Q Energy

## 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.

Energy			
Insights H	History	Live	
Energy sources Hours K From 00:00 today			A
2.0 1.5 1.0			
00 03 06 From 15:00 to 16:00 び Grid consumption 0.0 kWh		15 18 21 duction used kWh	
Battery used 0.0 kWh			
You have produ	uced		
22.3 KWh ener			
which 95% was	EB. I	5	
8.1 kWh	21.2 kWh 2.9 k	Wh	
Home Automation	ns Control	Energy	

- 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.

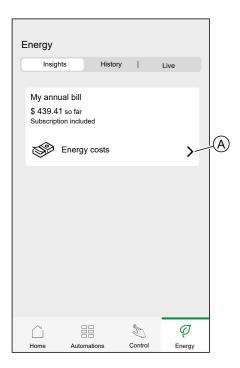
Energy	
Insights History	Live
Load consumption	
✔ From 00:00 today	>
00 03 06 09 12 1 From 18:00 to 19:00	5 18 21
So far today	
	10.28 kWh
Home Automations (	Control Energy

## Insights

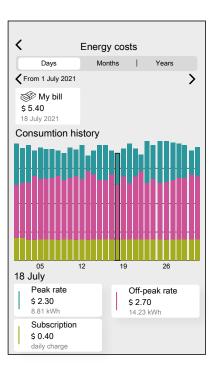
The Insights provides information on the annual bill for the tariff set. It helps to keep track of your energy.

**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.

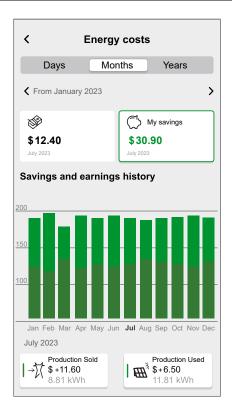
1. For a more detailed overview, tap **Energy costs** (A).



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 Domain without Grid**

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

#### Standalone Energy Devices:

- Schneider Charge
- PowerTag Energy

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

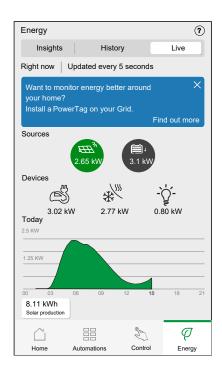
**IMPORTANT:** The Wiser system supports the configuration with the following energy source and combinations:

- No Sources
- Solar
- Battery
- Solar + Battery

To navigate to the Energy Centre:

Q

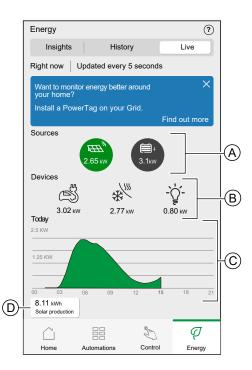
1. On the Home Screen, tap Energy.



### Live

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

From the Energy tab, tap **Live**.



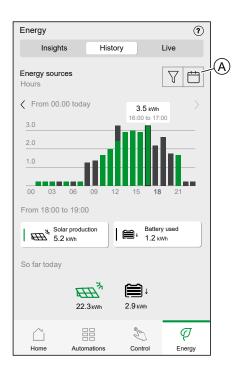
A	Displays live data on the power generated by various sources, such as solar panels.	
В	Lists major categories of devices and their real-time power usage in kilowatts (kW), helping you track energy consumption of each device.	
	<b>NOTE:</b> If more than four devices are tracked, the energy consumption of the remaining devices will be shown as <b>other loads</b> , representing the total energy consumption of all these devices.	
С	A graph represents energy production throughout the day. Peaks in the graph indicate higher output during specific hours.	
D	Displays the total energy generated by each energy source for the current day, measured in kilowatt-hours (kWh).	
NOTE: If there are no source available such as solar, battery etc., A, B, and D will not be available.		

## **History**

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

- Ţ
- 1. On the Energy, tap **History** to display the **Energy sources**. This will show you the total energy generated and consumed.
  - **NOTE:** If no energy sources are being tracked, the energy sources data will not be available.

To change the displayed timeframe (hours, days, months, or years), tap (A).
 NOTE: Green bars indicate solar production and gray bars show battery usage.



- 3. Tap  $\forall$  and select **Load consumption** to view the energy consumed by individual loads.
- 4. Tap (A) again to select a required timeframe.

Energy			1
Insights	History	Live	
Load consumption Hours		$\bigtriangledown$	
✓ From 00.00 toda	ау	3.5 21:00 to	
00 03 06 From 21:00 to 22:0	09 12 15 0	5 18 <b>2</b>	1
Electric veh 1.19kWh	icle	Oven 0.55 kWh	
-ਊ- Lights 0.36kwh		Others 0.21 kWh	
So far today	-ờ- 🗐	•••	
5.67 kWh 1.	17 kWh 2.59 kWł	0.62 kWh	
		1 M	ą
Home Auto	mations Co	ntrol E	nergy

## Insights

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

 I. On the Energy page, tap Insights.

Energy					?
Insi	ghts	Histo	ory	Live	
Energy \$ 439.4	costs 1 so far th	nis year			?
- SP	See bre	eakdown			>
$\square$			E		Ą
Home	Auto	mations	Control		Energy

2. Tap **See Breakdown** for detailed cost analysis.

**NOTE:** You can change the displayed timeframe (hours, days, months and years).

<	Energy costs	
Days	Months	Years
✓ From 1 July 202	1	>
Energy co	osts	
<b>\$ 25.40</b> July 2021		
Consumption His	story	
200		
150		
Jan Feb MarApri July 2021	I May Jun <b>Jul</b> Aug	Sep Oct Nov Dec
Peak rate \$ 45.85 176.35 kWh	\$ 8	beak rate 1.15 '.16 kWh

# **Reduce My Bill in Wiser Home**

## **Reduce my Bill - Basic Optimisation**

**IMPORTANT:** Reduce my bill feature is available only in Australia, France, German, Spain and Portugal.

This feature automatically schedule your loads when the cost is the cheapest. Shifting loads at low tariff periods reduces the energy bill. Based on your tariff input, enabling this feature will automatically switch your high-consuming devices ON during the cheapest electricity rates and OFF during peak hours.

**IMPORTANT:** While the feature is active, Reduce My Bill schedules replace any customized schedules.

#### **Supported devices:**

Schneider Charge

#### **Pre-requisite**

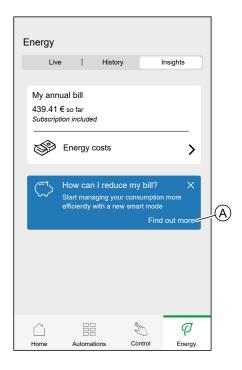
- Commission one of your PowerTag as Grid. Refer to Pairing the main device.
- Commission the supported devices. Refer to Pairing the device Power Micromodule, EVLink Home Smart, EV Connected Socket, Schneider Charge.
- Set your peak/off peak tariff according as per your electricity contract. Refer to Setting tariff.

Once device is commissioned and the tariff is set, user gets notified in the **Insights** tab that this feature is available and also a push-notification is sent.

#### **Enabling Basic Optimisation**

To enable Basic Optimization:

1. On the Home screen, tap **Energy > Insights** then tap **banner** (A).



#### **IMPORTANT:**

- Do not accidentally close the banner as it takes 2 weeks for this option to reappear.
- If you close the banner again, a final reminder will appear after 6 weeks.
- 2. Read the tutorial information and tap **Next** twice, then tap **Go to Reduce my Bill settings**.

- 3. Enable the toggle switch (A) for the devices you want to have this feature. **IMPORTANT:** 
  - If you have closed the reminder banner, you can also enable the **Basic Optimisation** feature in the **Settings** screen.
    - On the Home screen, tap S
       Energy Management > Reduce My Bill and follow step 3.

	K Manage Basic Optimisation ?	
B	Premium Feature Wiser Home AI could save you money on your energy bill.	
	The feature will minimize costs during peak pricing.         Below are your devices that will be optimised:         Schneider Charge	A
	Back to Homescreen	

**NOTE:** After enrolling devices to Basic Optimisation, refer to Using Reduce My Bill, page 144 to view how the devices are controlled and scheduled for usage.

**TIP:** If you want to save further more, tap the banner (B) to explore **Wiser Home AI** and unlock advanced features. Refer to Wiser Home AI for detailed information.

#### **Disabling Device from Basic Optimisation**

To disable device from Basic Optimisation:

1. On the Home screen, tap -> Energy Management > Reduce my Bill.

<b>K</b> Manage Basic Optimisation
Premium Feature
Wiser Home AI could save you money on your energy bill.
Find out more
The feature will minimize costs during peak pricing.
Below are your devices that will be optimised:         Schneider Charge
Back to Homescreen

- 2. Disable the toggle switch for the devices you don't want to have this feature. A notification window is prompted. Read the information.
- 3. If you wish to proceed, tap **Continue** else tap **Cancel**.

<			
	Disable Rec	luce My Bill	re
	This device is fo my bill sche		ricin
	cost savings	may impact your and revert to edule if present	
	Are you sure proce	e you want to eed?	0
	Cancel	Continue	

## Wiser Home Al

Wiser Home AI is a feature that allows users to save electricity costs by enrolling high energy devices like Schneider Charge. It is used with variable tariffs, such as peak/off-peak tariff, and relies on users to answer routine questions. The AI creates smart schedules for enrolled devices and limits the usage of these devices when electricity prices are high, while following user's habits. It adapts the last 30 days of consumption data from the Grid.

- Savings on electricity bills upto 10 %
- If you have installed and configured solar panels in your home before opting for Wiser Home AI, you can save up to 50% on your electricity bill.
- · Your savings will be monitored on a daily, monthly and yearly basis.

#### **IMPORTANT:**

- The AI system learns by itself and benefits from historical data on electricity consumption. It can already optimize to some extent without pre-existing data, and its performance will improve significantly over time.
- While this feature is active, Wiser Home AI schedules replace any customized schedules.
- You can enroll upto 1 Schneider Charge.

#### **Supported devices:**

Schneider Charge

#### **Pre-requisite**

- Commission one of your PowerTag as Grid. Refer to Pairing the main device.
- If you have installed solar panels in your home. Refer to Pairing the device with Energy storage system.
- · Commission the supported devices. Refer to Pairing the device
  - 0
  - 0
  - 0
  - Schneider Charge
- Set your peak/off peak tariff according as per your electricity contract. Refer to Setting tariff.

### **Enabling Wiser Home AI**

The following is an example of enabling Wiser Home AI with EV Charger and Water heater installed.

To enable Wiser Home AI:

- 1. On the **Home** screen, tap **Energy Management > Reduce My Bill**.
- 2. Tap on the banner (A)

K Manage Basic Optimisation (?)	
Premium Feature Wiser Home AI could save you money on your energy bill.	A
Find out more	Ċ
The feature will minimize costs during peak pricing.	
Below are your devices that will be optimised:	
Schneider Charge	
Back to Homescreen	

3. Tap (B) to read the tutorial information.

- 4. Follow any one of the steps as per need:
  - Tap (C) if you want to continue with basic optimisation.
    - A notification window will be prompted for confirmation. Tap Continue. Refer to Reduce my Bill - Basic Optimisation, page 133.
  - Tap (D) if you want to use the Wiser Home AI offer.
  - On the Home Profile screen, tap Continue.

C Reduce My Bill	
Compare bill reduction offers	
Basic	AI Beta
Shifts loads to cheapest hours	
24h home consumption forecas	· · · · · · · · · · · · · · · · · · ·
<ul> <li>– Optimisation using home profile</li> </ul>	
Want to know more?	>
You are currently using the basic v Beta The AI feature is currently in we're counting on you to tell us wh think. Once released, a subscription required to gain all the benefits.	beta, and nat you
Keep the basic offer	C
Get the AI offer	

- 5. Set the time when you want your car to be charged:
  - a. Tap (E), select a time period (F) and tap  ${\boldsymbol{Set}}.$
  - b. Tap (G), select a time period (F) and tap  ${\ensuremath{\text{Set}}}$ .

<	Home	e Profile				
Step 1 of	ء					
When do fully cha	o you n rged?	eed you	r car to	)		
On Weekday	/S			:		E
At Weekends	6			· :		G
Choose Time	9					0
	07	59			_	-(F)
	08	: 00	)			
	09	01				
Canc	el		Set			

6. Tap **Next**.

- 7. Enter the number of kilometers required to drive this car using the dial pad:
  - a. Tap On week day
  - b. Tap Over the entire weekend

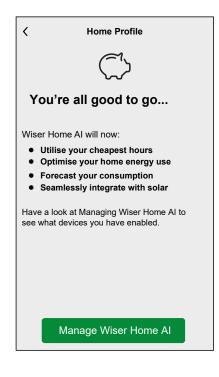
NOTE:

- If you have any one of the supported devices commissioned, you will see only the related questions.
- If you have all the supported devices commissioned, you will see all questions related to the devices.
- 8. Tap Next.

< Home Profile		
Step 2 of 3		_
On average, how many kil do you typically drive this		rs
On a Week day	90	km
Over the entire Weekend		km
Next		

- 9. Enter how many members take showers using the dial pad:
  - a. Tap In the mornings
  - b. Tap In the evenings

10. Tap Manage Wiser Home AI.



You will be directed to Manage Wiser Home AI screen from the C > Energy Management > Reduce My Bill.

#### Manage Wiser Home AI

You can enroll/disenroll the devices or edit the home profile whenever required.

1. On the Home screen, tap  $5^{\circ}$  > Energy Management > Reduce my Bill.

K Manage Wiser Home AI	)
Premium Feature	
The feature will minimise costs during peak pricing while ensuring comfort by learning and optimising a usage.	
Below are your devices that will be optimised:	
Schneider Charge	)
WEEKDAYS	
Leave home 7:00	
Use daily 90km	,
WEEKENDS	
Leave home 7:00	•
Use daily 90km	,
Manage Subscription	
Back to Homescreen	

#### Enrolling/Disenrolling devices from Wiser Home AI

#### Enroll the existing disabled devices to Wiser Home AI:

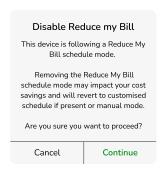
1. Enable the toggle switch for the devices you want to have this feature.

**NOTE:** You cannot enroll Wiser Home AI to two device of same type. For instance, if you have enrolled 1 Schneider Charge and you wish to add another Schneider Charge, you must disable the previously enrolled device to enable the new device (Schneider Charge).

Note
vill need to dis-enrol your ly selected Electrical Vehicle
before you can enrol this one.
OK

**Dis-enroll the devices from Wiser Home AI:** 

 Disable the toggle switch for the devices you don't want to have this feature. A notification window is prompted. Read the information.



2. If you wish to proceed, tap **Continue** else tap **Cancel**.

#### **Changing your Home Profile**

If you wish to change your home profile details for your devices:

- 1. Tap on the required detail to be updated.
  - Car Usage
    - Leave home (time)
    - Use daily (Km)

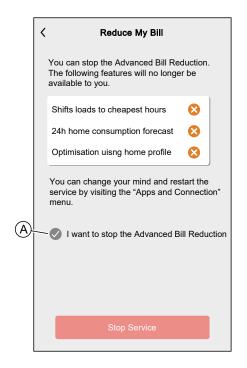
#### **Disabling Wiser Home Al**

To disable Wiser Home AI services:

1. On the Home screen, tap S > Account > Apps and Connections > Reduce My Bill Al.

2. Read the information and tap  $\checkmark$  (A), then tap **Stop Service**.

**NOTE:** To reactivate the service again, follow Item 1step 1, page 143 menu navigation and tap **Reduce My Bill AI**. Refer to Enabling Wiser Home AI, page 138 to follow the same procedure.

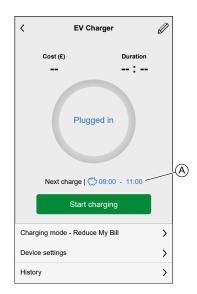


### **Using Reduce My Bill**

Using the Wiser Home app, you can view how the devices are controlled and scheduled for usage.

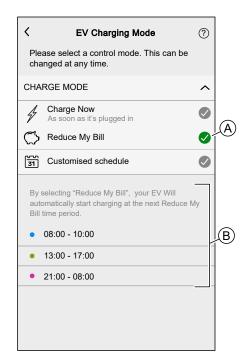
#### **Control screen**

On the Device control screen, (A) denotes the next schedule for the device to switch on.



#### Schedule

when you select **Reduce My Bill** (A), In the next reduced bill period which is listed (B), the device will operate.



#### **Away Mode**

If you wish to activate Away Mode with Reduce My Bill. Away Mode will override Reduce My Bill commands based on high priority. For more information on Away Mode, refer to .



#### Insights

To view how much money is saved through Reduce my Bill, refer to Insights, page 126.

NOTE: Savings will be shown as per what offer you have opted.

# **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.
- 5. For battery-powered devices, check the battery level and replace the batteries if necessary.

## **Signal Extender**

If you are still experiencing connectivity issues, we recommend adding lighting control devices such as a dimmer, switch, socket or blind control device etc. to your system. It has a built-in signal range extender that boosts the signal between your devices and Wiser Hub.

## Help & Support

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

#### Help & Support:

For Australia, Visit: https://www.clipsal.com/wiser-home-customer-support

## **Understanding Control Mode Priorities**

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

### Anti-Tripping Management (Highest Priority)

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

**NOTE:** Anti Tripping Management is applicable only for Schneider Charge EV charger.

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

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

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

#### **Manual Override**

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

**Scenario 1**: The charger is scheduled to start at 10 PM. At 6 PM, you manually start charging the Schneider Charge due to a low car battery and the need for the car to be charged as soon as possible.

**Response**: The manual override takes precedence over the scheduled charging time and Schneider Charge starts charging right away, overriding the predefined off-peak schedule until the next trigger.

**Scenario 2**: The living room lights are On as per the schedule from 7 PM to 11 PM. At 8 PM you want to watch a movie and activate a Moment such as Movie Night (in which the living room lights are set to Off).

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

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

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

**Scenario 1**: Your Schneider Charge is scheduled to RMB AI. That is Schneider Charge will automatically charge at the Reduce My Bill charge period for example from 8 PM to 10 PM. During this period the total power demand exceeds the household limit.

**Response**: To prevent tripping the circuit breaker, Anti-Tripping Management is activated, and the Schneider Charge is temporarily turned Off or reduced to prevent overload, thereby overriding the RMB AI schedule.

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

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

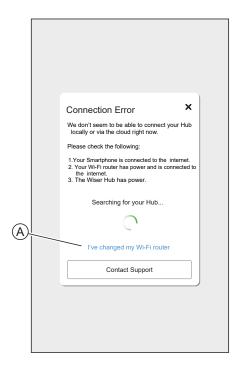
## **Changing home Wi-Fi login information**

If you have made changes to your home  $\text{Wi-Fi}^{\textcircled{\text{\tiny 0}}}$  , 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<sup>®</sup> 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.
- Details about this process can be found in Chapter Device Details, page 61
- 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 26
- 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/



# **Trademarks**

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