

# 2 Channel Relay Puck

## Device user guide

Information about features and functionality of the device.  
07/2024

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# Safety Information

## Important Information

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



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



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

### DANGER

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

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

### WARNING

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

### CAUTION

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

### NOTICE

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

# Wiser App

Use the Wiser app to control Wiser devices and receive notifications.

## Downloading the Wiser App

Before you create an account, you need the Wiser app.

Download the Wiser app from the relevant app store:

### iOS

Requires iOS 13 or later

Search term: Wiser

<https://apps.apple.com/app/id6467395962>



### Android

Requires Android 8 or later

Search term: Wiser

<https://play.google.com/store/apps/details?id=com.schneiderelectric.soha>

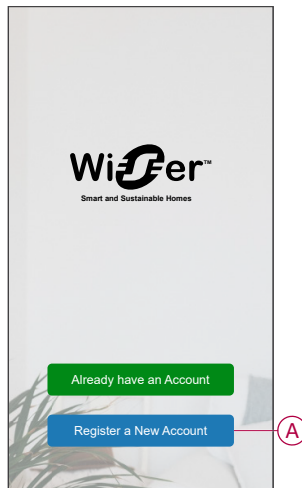


## Creating an account

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

To create an account:

1. On the welcome screen, tap **Register a New Account** (A).



2. Enter Username and Email.

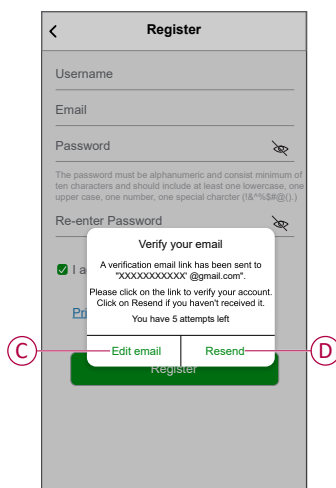
The image shows the 'Register' form in the app. It has a back arrow and the title 'Register'. The form contains four input fields: 'Username', 'Email', 'Password', and 'Re-enter Password'. Each field has a clear icon (an 'x' in a circle) to the right. Below the 'Password' field, there is a note: 'The password must be alphanumeric and consist minimum of ten characters and should include at least one lowercase, one upper case, one number, one special character (!&^%\$#@!.)'. Below the 'Re-enter Password' field, there is a checkbox labeled 'I agree to the [Terms of Use](#)' and a link for '[Privacy notice](#)'. At the bottom of the form is a green 'Register' button. A red circle with the letter 'B' is placed next to the 'Register' button, with a line pointing to it.

3. Enter a password and re-enter in the password field.

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

- Ten characters long
- Contain at least one lowercase letter
- Contain at least one uppercase letter
- Contain at least one number
- Contain at least one special character (!&^%\$#@!.)

4. Read and tick the check box to agree with the **User Agreement** and **Privacy Notice**.

5. Tap **Register** (B).

## 6. Activate account.

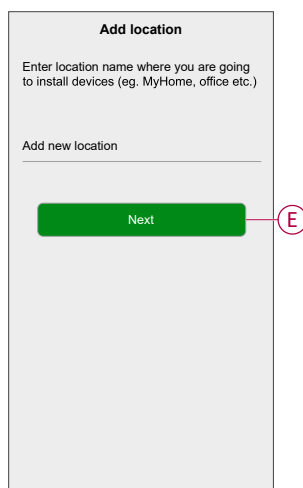
An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

**TIP:**

- If you do not see the email in your inbox, also check your spam folder.
- If you still have not received the email, tap **Resend** (D).
- You can update the information by tapping **Edit Email** (C) and request the email to be sent again.
- After confirming the e-mail, the Wiser app shows the confirmation that the setup is complete.

**NOTE:** You have a total of 5 attempts to send an email.

## 7. Enter your home address.

8. Tap **Next** (E).

You have successfully logged into the Wiser app. Now, you can use the Wiser app to control devices and set up Devices and Rooms.

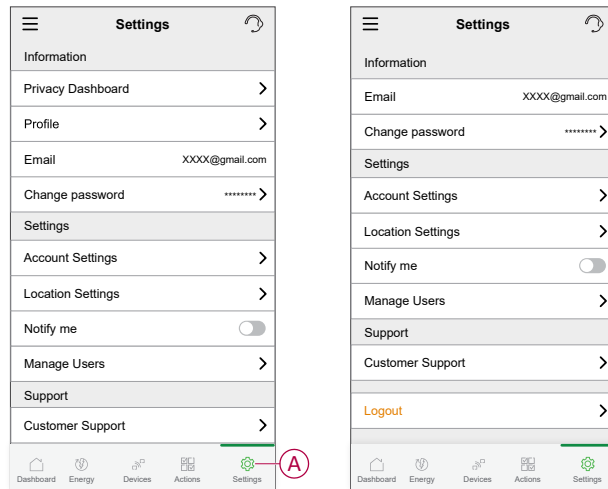
## App settings

An overview of the options available from the settings menu.

You can manage Account Settings, Location Settings, and Manage Users from the settings menu.

Tap **Settings** (A).

The **Settings** page appears.



The Setting page includes the following options:

<b>Information</b>	
<b>Privacy Dashboard</b>	Displays the Terms of Use and Privacy Notice.
<b>Profile</b>	Allows you to see the username and change it by tapping the Edit button.
<b>Email</b>	Displays the email ID information.
<b>Change password</b>	Allows you to change the password
<b>Settings</b>	
<b>Account Settings</b>	<p>Allows you to delete an account.</p> <p>Delete Account</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>Deleting your account is immediate and permanent.</li> <li>A deleted account cannot be restored.</li> <li>Deleting your account will log you out of your Wiser app and you will not be able to log in again. Make sure to decommission your devices first.</li> </ul>
<b>Location Settings</b>	Allows you to check the location-based energy consumption. Also, you can create and delete the location.
<b>Notify Me</b>	Allows you to receive the notifications.
<b>Manage Users</b>	Allows you to invite guests, friends, and family members by adding them as users, allowing access to devices or actions associated with your Wiser account. Also, you can remove from the users.
<b>Support</b>	
<b>Customer Support</b>	Allows you to contact customer support via email or by calling.
<b>Logout</b>	Allows you to logout from the Wiser app.

## User

### Adding a user

The Manage Users menu allows you to add new users and grant them access to devices or actions linked with your Wiser account.

1. Tap  **Settings**.
2. Tap **Manage Users**.

3. Tap **Add User**.

## 4. Enter a Username and Email ID.

5. Tap **Access time** and select any one of the following options from the dropdown menu:

- **From and To:** Allows you to select a specific time and date.
- **Permanent:** Allows you to select a permanent access.

**NOTE:** Enter a date and time when selecting **From and To**.

6. Tap **Add location**.

The **Select Location** page appears.

7. Select any of the listed locations and tap **Add**.

**TIP:** You can select multiple locations and provide respective access levels.

## 8. Select the access level (A) for the location from the following options:

- **No access:** You do not have any permission to control the device.
- **View access:** This allows you to view the devices.
- **Control access:** This allows you to control the device.

**NOTE:** When you select No access, you cannot choose a device from the devices list.

**TIP:** You can also set the access level for Security (C).

## 9. Select at least one device from the Devices (B) list.

10. Tap **Add User**.



An e-mail will be sent to the specified e-mail address.

#### 11. Tap **Done**.

You have successfully added the new user. Now, you can see the new user on the **Manage Users** page.

## Removing a user

You can remove a user from the Manage Users menu.


1. Tap  **Settings**.
2. Tap **Manage Users**.
3. On the top right corner of the screen, tap  **Edit**.
4. Tap the remove button next to the username and tap **Delete**.


You have successfully removed the user from the Manage Users menu.

## Location

### Adding a new location

You can add a new location from the Settings menu.



1. Tap  **Settings**.
2. Tap **Location Settings**.
3. On the bottom right corner of the screen, tap **+**.
4. Enter a new location name.
5. Tap **Add**.

**NOTE:** Alternatively, you can also create a new location from the  Hamburger menu > **+ Add Location**.

**TIP:** If you want to switch to another location, navigate to the Hamburger menu and select the location you want to switch.

## Removing a location

You can remove a location from the Settings menu.

1. Tap  **Settings**.
2. Tap **Location Settings**.
3. On the top right corner of the screen, tap  **Edit**.
4. Tap the remove button next to a location.
5. Tap **Delete**.

You have successfully removed the location.



## Energy

In the Energy Center, you can monitor your power grid in real-time, daily, over the last 7 days, monthly, and yearly. You can also access a detailed history of your grid and information on energy savings.

It provides detailed information on the annual bill.

**NOTE:** This energy data will only be populated if you have the EMD device in the Wiser App. Otherwise, you will not be able to see any energy-related data.

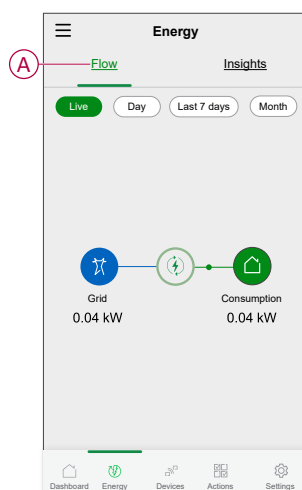
## Flow

The Flow tab shows the amount of power coming from the grid and how much is being consumed. You can filter it by Live, Date, Last 7 days, Month, and Year.

It displays you how much energy you are using in real-time, helps you use energy more efficiently, and controls appliances to reduce waste and save energy.

To navigate, tap **Energy**.

Tap **Flow (A)**.



## Insights

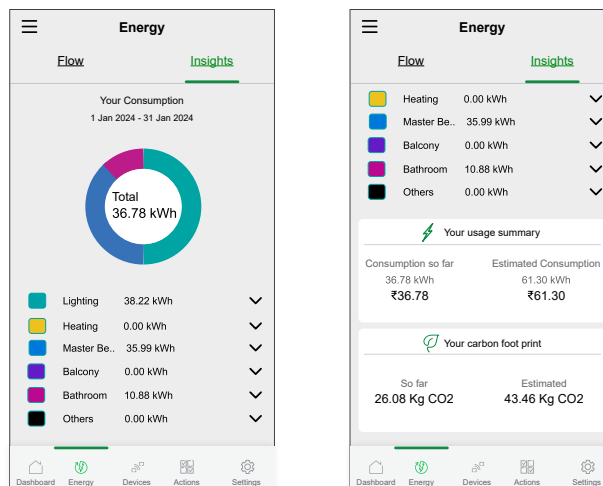
Insights provide users with detailed analytics and reports on their energy usage patterns, trends, and potential areas for improvement.

This information empowers users to make informed decisions about their energy consumption, identify opportunities for efficiency gains, and ultimately reduce their environmental impact and energy costs.

You can see where power is utilized more, check your usage summary, and track your carbon footprint all in one location.


To navigate, tap **Energy**.

Tap **Insights**



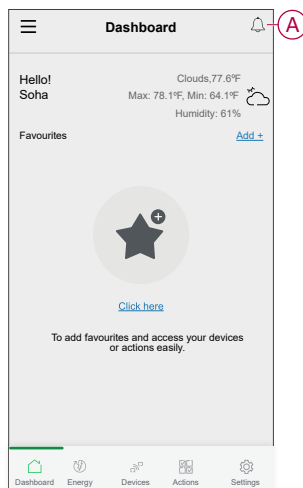
## Notifications

Notifications allow you to view messages related to your connected devices and keep informed about their status and activities.

1. Tap  **Settings**.
2. Tap the **Notify Me** toggle button.

**NOTE:** When you enable the **Notify Me** button, you can see notification messages on the **Dashboard** page.

3. Navigate to a **Dashboard** page.



4. On the top right corner of the screen, tap the **Notifications** (A) button.  
Now, you can see all messages related to devices.

## Changing the password

You can change a password from the Settings menu.

1. Tap  **Settings**.


2. Tap **Change password**.

**NOTE:** When changing the password, the new password should not match the previous 3 passwords.

3. Enter a current password.
4. Enter a new password.
5. Tap **Change password**.

## Deleting an account

You can delete an account from the Settings menu.

1. Tap  **Settings**.
2. Tap **Account Settings**.
3. Tap **Delete Account**.

**NOTE:**

- Deleting your account is immediate and permanent.
- A deleted account cannot be restored.
- Deleting your account will log you out of your Wiser app and you will not be able to log in again. Make sure to decommission your devices first.
- If you re-login within 7 days, you can restore the data.

4. Tap **Delete**.

You have successfully deleted an account.

## Customer support


Allows you to contact customer support via email or by calling.

Customer support allows you to address any issues, inquiries, or technical problems users may encounter while using the application. It includes email and direct contact with support representatives, aiming to ensure a positive user experience.

Tap  **Settings**.

Tap **Customer Support**.

Now, you can contact customer support via Email or by Call.

**TIP:** Alternatively, you can also navigate to  **Settings**, and on the top right corner of the screen, tap the customer support symbol.

## Cybersecurity principles

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- **Strong and Unique Passwords:** Use strong, unique passwords for your mobile app account and each connected device. Avoid using common or easily guessable passwords. Consider using a password manager to securely store your passwords.

- **Regularly Update Software:** Keep your mobile app, smartphone operating system, and smart home device firmware up to date. Updates often include security patches that address vulnerabilities and protect against potential threats.
- **Secure Network:** Ensure that your home Wi-Fi network is secured with a strong password and encryption (WPA2 or higher). Avoid using public Wi-Fi networks when interacting with your smart home app as they may be insecure and expose your data.
- **Two-Factor Authentication (2FA):** Enable 2FA if your smart home app supports it. This adds an extra layer of security by requiring a second verification step, such as a unique code sent to your mobile device, when logging in.
- **Only Download Official Apps:** Use official app stores (such as Google Play Store or Apple App Store) to download the mobile app for your smart home solution. Avoid downloading apps from unofficial sources, as they may contain malicious software.
- **Be Cautious with Permissions:** Review the permissions requested by the app during installation. Grant only the necessary permissions required for the app to function properly. Be cautious about granting unnecessary access to your device's location, camera, or microphone.
- **Regularly Review Connected Devices:** Periodically review the list of connected devices in your smart home app. Remove any devices that are no longer in use or unfamiliar to you, as they may pose a security risk.
- **Regularly Monitor Activity:** Keep an eye on the activity logs or notifications provided by the smart home app. Look for any suspicious or unauthorized access attempts, and report them to the app provider immediately.
- **Secure Physical Access:** Ensure that your smartphone and other devices used to control your smart home are protected with a lock screen or biometric authentication. This helps prevent unauthorized access in case of loss or theft.
- **Educate Yourself:** Stay informed about the latest cybersecurity best practices and potential threats related to smart home devices. Regularly update your knowledge to make informed decisions and protect your smart home ecosystem.

## Decommissioning a device

If you remove a device from your system to gift, resell, or otherwise dispose of, first remove any personally identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system gateway. Refer to the particular device instructions for information on how to perform a factory reset.

## 2 Channel Relay Puck



CR2CHRLYPG

### For your safety

#### **⚠ DANGER**

##### **HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH**

Safe electrical installation must be carried out only by skilled professionals. Skilled professionals must prove profound knowledge in the following areas:

- Connecting to installation networks.
- Connecting several electrical devices.
- Laying electric cables.
- Safety standards, local wiring rules and regulations.

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

### About this product

The 2-Channel Relay Puck (hereinafter referred to as puck) is a miniature micro module, which is remotely controlled and designed to operate in AC mains. It enables remote control of two electrical appliances, each with a 5 A capacity. It provides app controlled switching of plug-in appliances with power monitoring feature using the Wiser app.

### Installing the device

Refer to the installation instruction supplied with this product.  
See 2 Channel Relay Puck.

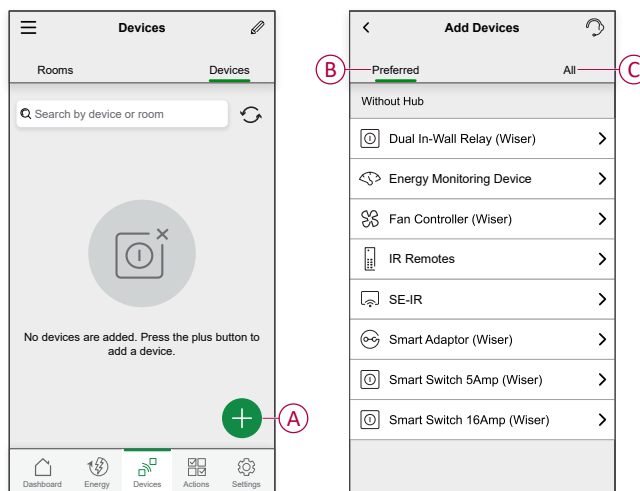
### Pairing the device

Connect your mobile device with your home Wi-Fi network and use the Wiser app to access and control it.  
To pair the device:

**IMPORTANT:** Before pairing the device, connect your mobile to the home Wi-Fi network.

1. Open the Wiser app.
2. On the **Devices** page, tap **Devices**.
3. Tap **+** (A) to add a device.

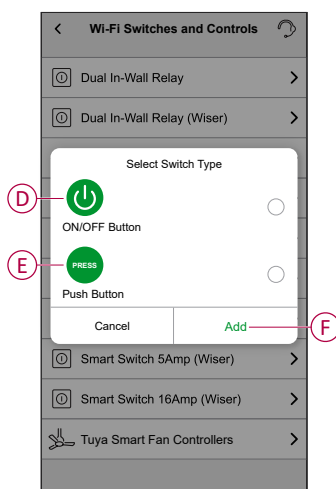
The **Add Device** page appears.



4. The **Add Device** page includes the following tabs:
  - **Preferred (B):** This tab allows you to select a device directly from the preferred list.
  - **All (C):** This tab includes all available devices for you to select from.

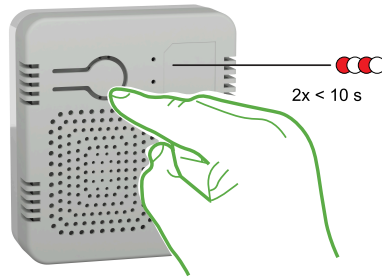
**TIP:** You can select a device from either tab based on your preference.

  - Select **Preferred** > **Dual In-Wall Relay (Wiser)**.
  - Select **All** > **Switches and Controls** > **Wi-Fi Switches and Controls** > **Dual In-Wall Relay (Wiser)**.
5. Select any one of the following switch types based on your preference and tap **Add (F)**:
  - ON/OFF Button (D)
  - Push Button (E)



6. Press the reset button 2 times in 10 s.

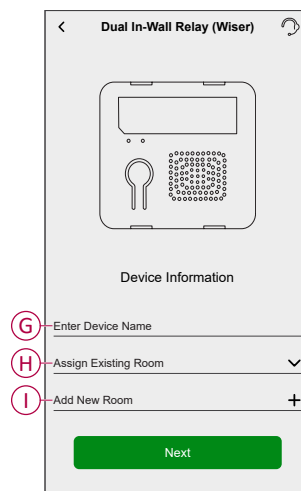
The LED indicator rapidly blinks red.



7. Tap **Next**.

8. Add the following Device Information:

- **Enter Device Name (G)**: Add the device name.
- **Assign Existing Room (H)**: Select an existing room.  
**NOTE:** If your room is not in the existing room, create a new one.
- **Add New Room (I)**: Create a new room.



9. Tap **Next**.

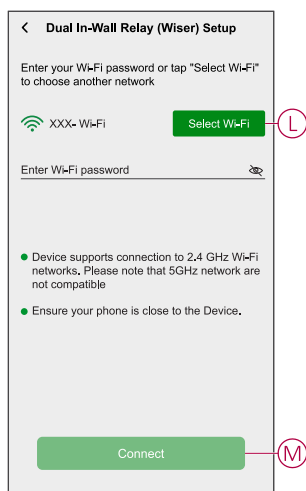
**NOTE:** To begin scanning for devices, make sure to enable Bluetooth permissions.

10. Tap MAC ID (J).

**NOTE:** If you are unable to find the device, tap **Rescan (K)**.



11. Tap **Select Wi-Fi (L)** and choose Wi-Fi network.



12. Enter the Wi-Fi password in the password field.

**NOTE:** After entering the password, the **Connect (M)** button will be enabled.

13. Tap **Connect (M)**.

Now, you can see the newly added two devices on the **Devices** page.

## Configuring the device

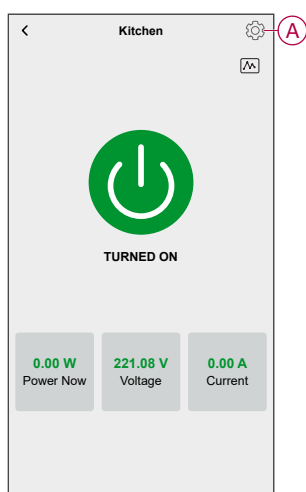
### Renaming the device

You can rename the device name using the Wiser app.

**NOTE:** You can also rename the other connected device using the below steps.

To rename the device:

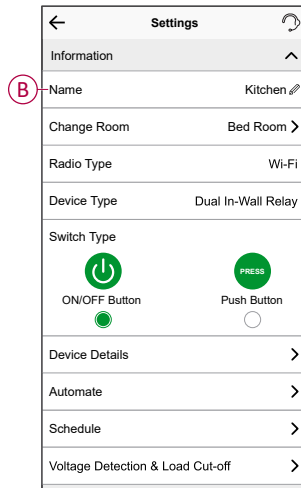
1. On the **Devices** page, tap **Devices**.
2. Select the device for which you want to change the name.
3. On the top-right corner of the screen, tap **Settings (A)**.



4. Tap **Information**.



5. Enter the new name in the **Name (B)** field.

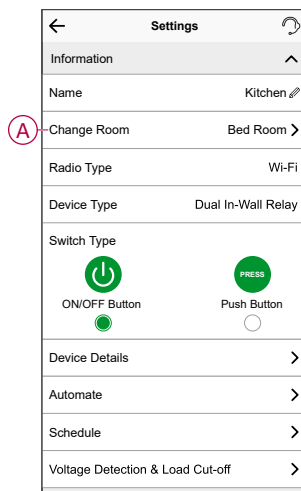


## Changing the device location

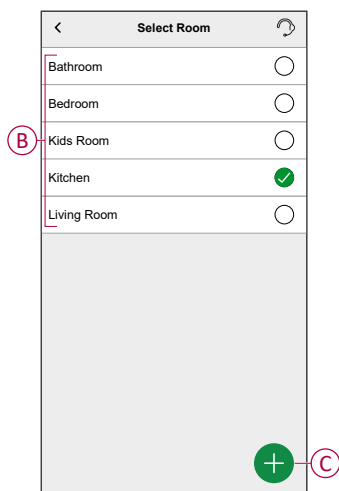
You can change the device location using the Wiser app.

To change the device location:

1. On the **Devices** page, tap **Devices**.
2. Select the device for which you wish to change the location.
3. On the top-right corner of the screen, tap **Settings**.
4. Tap **Information**.
5. Tap **Change Room (A)**.



6. Select the desired room from the list (B).



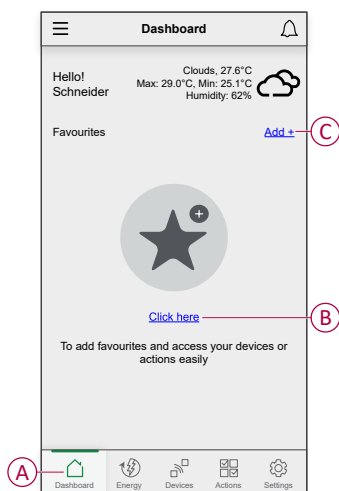
**NOTE:** If your room name is not present in the list. You can create a new room using the + (C).

## Adding devices to favourites

You can add devices to the favourites list using the Wiser app.

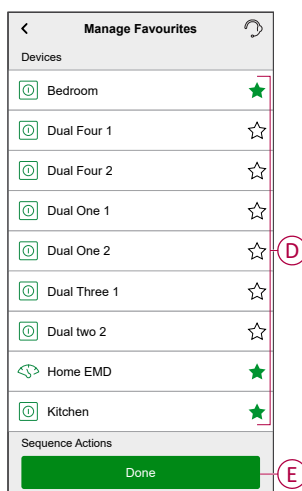
To add favourites:

1. On the **Dashboard** (A) page, tap **Click here** (B) / **Add +** (C).



The **Manage Favourites** page appears.

2. Select a device from the list (D).



**NOTE:** You can select multiple devices as favourites.

3. Tap **Done** (E).

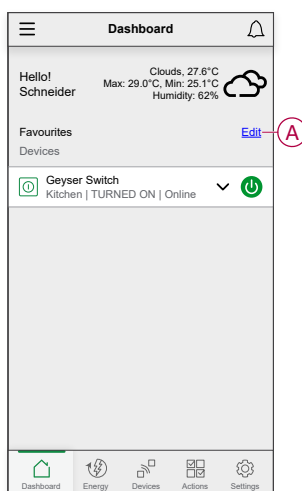
Now, you can see the devices on the **Dashboard** page.

## Removing devices from favourites

You can remove devices from the favourites list using the Wiser app.

To remove favourites:

1. On the **Dashboard** page, tap **Edit** (A).



The **Manage Favourites** page appears.

2. Unselect the device.
3. Tap **Done**.

## Creating a schedule

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

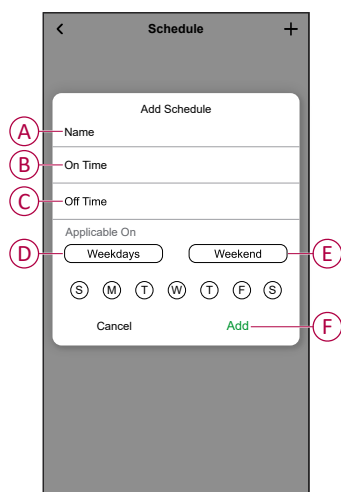
You can create separate schedules for each connected device by following the steps below.

To create a schedule:

1. On the **Devices** page, tap **Devices**.
2. Select the device for which you want to create a schedule.
3. On the top-right corner of the screen, tap **Settings**.
4. Tap **Information > Schedules**.
5. On the top right corner of the screen, tap **+** to create a schedule.

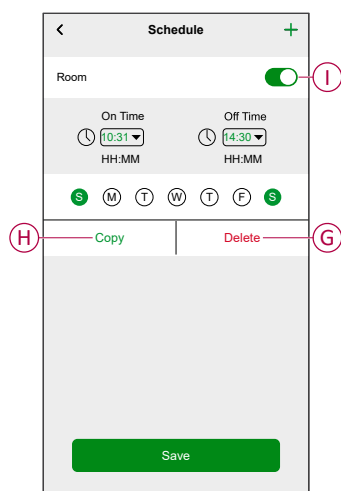
The **Add Schedule** page appears.

6. Add the following details when creating a schedule:
  - **Name (A)**: Enter a name for the schedule.
  - **On Time (B)**: Select the desired start time.
  - **Off Time (C)**: Select the desired end time.
  - **Weekdays (D)**: Select the schedule for weekdays.
  - **Weekend (E)**: Select the schedule for weekends.



**NOTE:** If you want to create a schedule on a specific day, select the day you want to schedule.

7. Tap **Add (F)**.  
The new schedule is added to the **Schedules** page.
8. Tap **Delete (G)** and then select **Ok** to delete a schedule.



9. Tap **Copy (H)** to reuse the same schedule.

10. Tap the toggle button (I) to turn on/off the schedule.

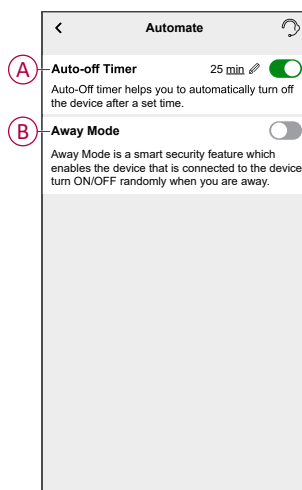
**NOTE:**

- You can edit the **On Time**, **Off Time**, and **Days** whenever you want to make changes.
- After editing the schedule, tap **Save**.

## Automate

Automate allows you to set the timing for when the device should be turned off and also set it to turn off when you are away.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings** > **Information** > **Automate**.
4. Tap the **Auto-Off Timer** (A) toggle button and set the time when the device should turn off.



5. Tap the **Away Mode** (B) toggle button to switch off the device when you are away.

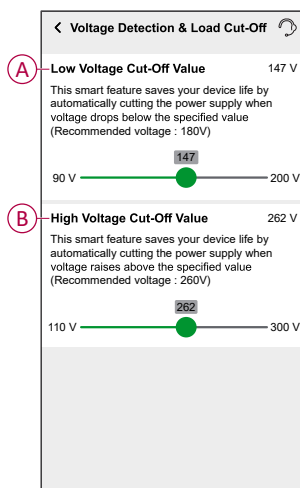
**NOTE:** Use only one option at a time.

## Voltage detection & load cut-off

This smart feature enables you to set a voltage threshold. When the voltage drops below the set value, it automatically cuts the power supply, thereby protecting the device and extending its lifespan.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings** > **Information** > **Voltage Detection & Load Cut-off**.

4. Drag the green button to set the **Low Voltage Cut-off Value** (A).



**NOTE:** The recommended voltage is 180 V, with a minimum voltage of 90 V and a maximum value of 200 V.

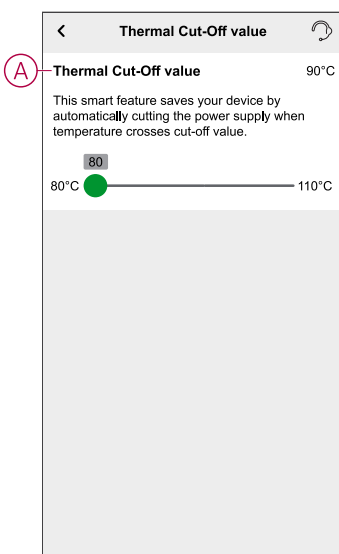
5. Drag the green button to set the **High Voltage Cut-off Value** (B).

**NOTE:** The recommended voltage is 260 V, with a minimum voltage of 110 V and a maximum value of 300 V.

## Thermal cut-off value

This smart feature enables you to set a temperature value. When the temperature crosses the set value, it automatically cuts the power supply, thereby protecting the device and extending its lifespan.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings > Information > Thermal Cut-Off Value**.
4. Drag the green button to set the **Thermal Cut-Off value** (A).




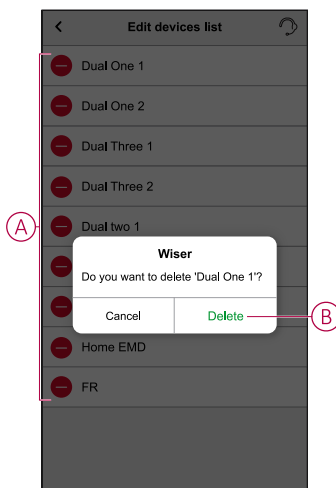
**NOTE:** The default thermal cut-off value is set to 90 degrees.

## Removing the device

Using the Wiser app, you can remove a device from the device list.

To remove the device:

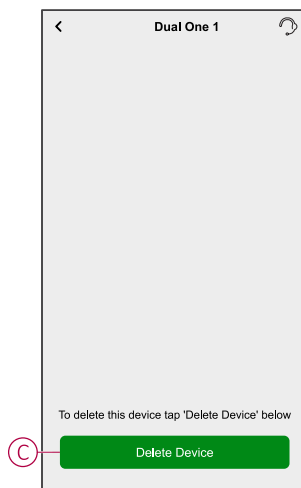
1. On the **Devices** page, tap **Devices**.
2. On the top right corner of the screen, tap . The **Edit Device List** page appears.
3. Tap the remove button (A) which is next to the device name.



The message pop-up appears.

4. Tap **Delete** (B).
5. Tap **Delete Device** (C) and then select **Ok**.

**NOTE:** By removing the device, you will reset the device. If you still have a problem with the reset, then refer to [Resetting the device](#), page 27.



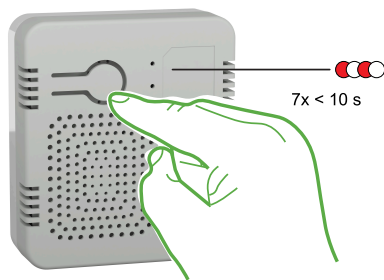
## Resetting the device

You can reset the device to factory default manually.

Short-press the reset button 7 times (<10 s).

The LED rapidly blinks red after 10 s.

If the puck is inside the wall, you can toggle the external connected switch 14 times in 10 s to reset the device.

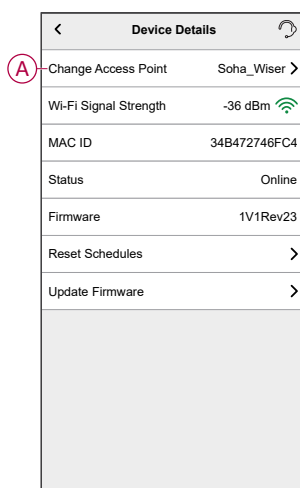


**NOTE:** After reset, the device is ready for pairing.

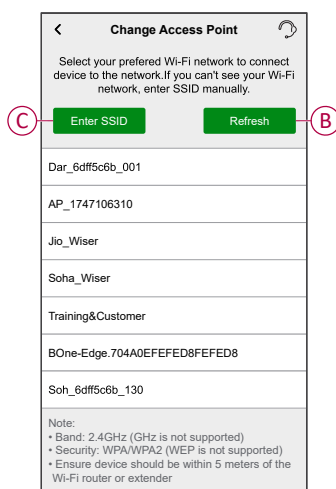
## Changing the Wi-Fi access point

You can change the Wi-Fi network using the Wiser app.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings > Information > Device Details**.
4. Tap **Change Access Point (A)** to change the Wi-Fi network.



5. Select the Wi-Fi network.

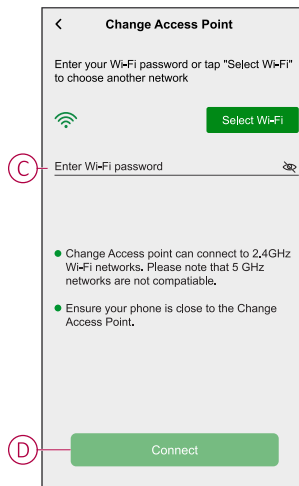


**TIP:** If you can't find your Wi-Fi network, try tapping **Refresh (B)**. If you still cannot find it, you can manually enter the SSID by tapping **Enter SSID (C)**.



6. Enter the new Wi-Fi password in the password field (D).


**NOTE:** The **Connect** button will be enabled after entering the password.



7. Tap **Connect** (E).
8. Alternatively, you can also change the Wi-Fi access point manually by pressing the reset button 4 times in 10 seconds.  
If the puck is inside the wall, you can toggle the external connected switch 8 times in 10 s to change access point mode.

## Changing the Wi-Fi access point while offline

When you change the SSID or password, the device goes offline. You can connect to a new Wi-Fi network without losing any previous data. You can change the Wi-Fi network using the Wiser app when the device is offline.

1. On the **Devices** page, tap **Devices**.
2. Select the IR controller.
3. On the top right corner of the screen, tap  **Settings**.
4. Tap **Change Access Point**.  
Enter Wiser app password pop-up appears.
5. Enter the Wiser app password.  
The Change Access Point page appears.
6. Press the reset button 7 times in 10 seconds.
7. Tap MAC ID.

**NOTE:** If you are unable to find the device, tap **Rescan**.

It will redirect to the Wi-Fi network which is connected to the mobile.

8. Enter the new Wi-Fi password in the password field and tap **Connect**.

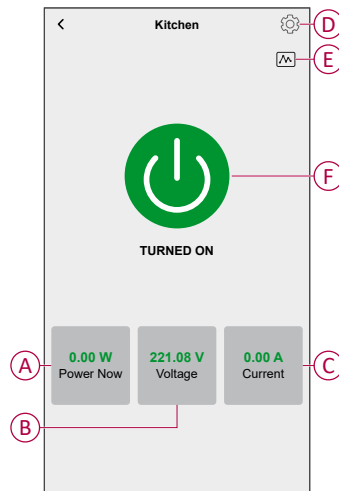
**NOTE:** The **Connect** button will be enabled after entering the password.

## Using the device

The Control Panel allows you to switch on/ off and control various settings. On the **Devices** page, tap **Devices** and select the device to access the control panel.

The control panel displays the following options:

- Power Now (W): Displays the load value of the device (A).
- Voltage (V): Displays the voltage of the device (B).
- Current (A): Displays the flow of electric current of the device (C).
- The current state of the device (F).
- Settings (D)
- Timeline (E)



## Switching On/Off the device manually

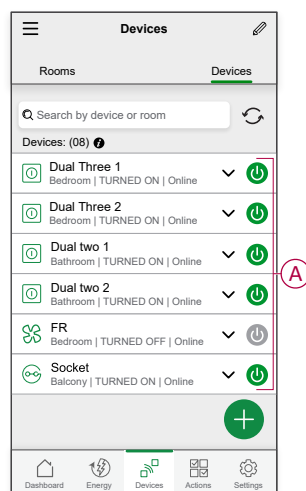
When the puck is connected to a mechanical push button, the connected devices can be controlled manually by short pressing the push button.

**NOTE:** When the puck is installed inside the wall box, the status LED is not visible while using the puck.

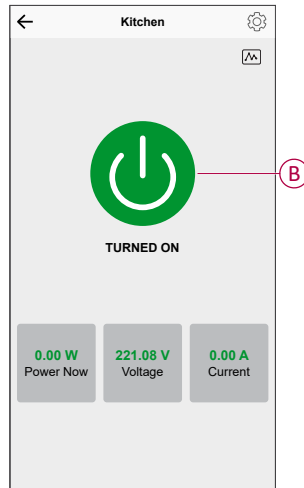
## Switching On/Off the device using the app

By using the Wiser app, you can switch on/off the device.  
To switch the device on/off:

1. On the **Devices** page, tap **Devices**.
2. Tap the power button (A) to switch on/off.



3. You can also switch on/off from the control panel by tapping the power button (B).



4. Alternately, you can also switch on/off from the **Dashboard** page when you add a device to the favourites list.

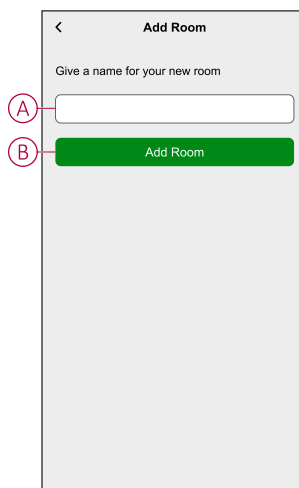
## Rooms

### Creating a new room

You can create a new room using the Wiser app.

To create a new room:

1. On the **Devices** page, tap **Rooms**.
2. Tap **+** to create a new room.  
The **Add Room** page appears.
3. Enter the room name in the name field (A).



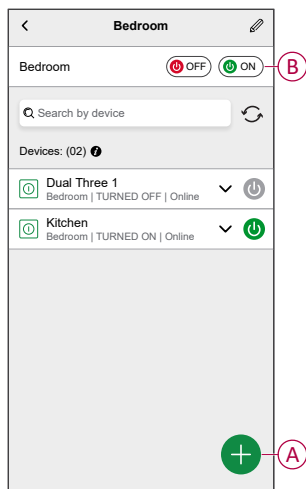
4. Tap **Add Room** (B).  
The new room is added to the **Rooms** page.

### Reassigning the device to a room

You can reassign a device to a room using the Wiser app.

To reassign:

1. On the **Devices** page, tap **Rooms**.
2. Select the room.
3. Tap **+** (A) to add a device.




4. Select a device from the **Devices** list.

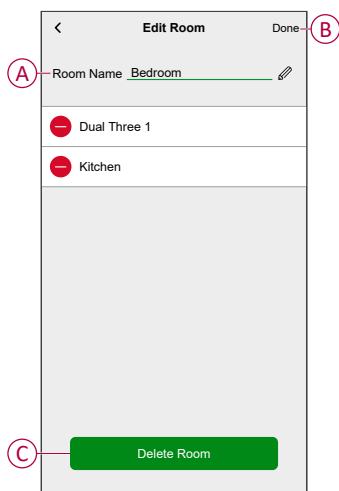
**NOTE:** When you turn the room on/off (B), the devices that have been added to that room are activated.

## Renaming a room

You can rename a room using the Wiser app.

To rename:

1. On the **Devices** page, tap **Rooms**.
2. Select the room.
3. On the top right corner of the screen, tap .
4. Enter the new name in the **Room Name** (A) field.




5. On the top right corner of the screen, tap **Done** (B).

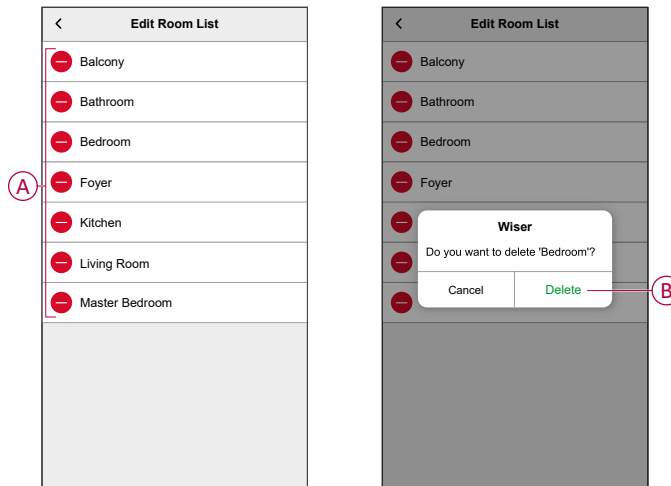
**NOTE:** You can also delete the room by using the **Delete Room** (C) button.

## Deleting a room

You can delete a room using the Wiser app.

To delete:

1. On the **Devices** page, tap **Rooms**.
2. On the top right corner of the screen, tap .  
The **Edit rooms list** page appears.
3. Unselect (A) the room.



4. Tap **Delete** (B).

## Notifications

The app will send notifications related to your device when you enable the notification button.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings > Notification**.
4. Tap the **Notify Me** toggle button to receive notifications.

**NOTE:** Tapping the notification icon on the **Dashboard** page allows you to view all notifications.

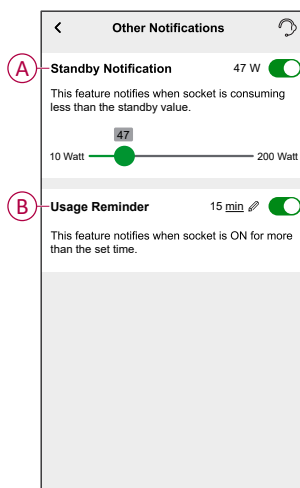
5. Tap **Other Notifications**. The **Other Notifications** include the following options:

- **Standby Notification (A)**: Tap the **Standby Notification (A)** toggle button to receive notifications when a device is consuming less than the standby value.

**NOTE:** The maximum value you can set is 200 watt.

- **Usage Reminder (B)**: Tap the **Usage Reminder (B)** toggle button to receive notifications when a device is on for more than the set time.

**NOTE:** You can set the time by tapping the time.



## History

The history tab provides a record of past activities and actions of the device in the Wiser app. It displays the date, time, and action.

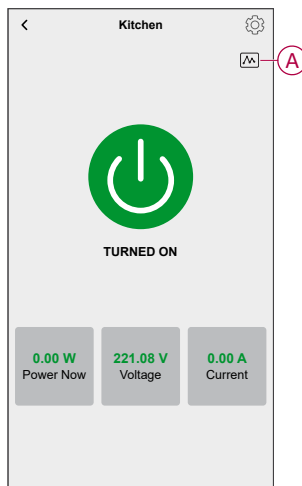
1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. Tap **Settings > History**.  
You can see the history of the device.
4. Tap the refresh button (A) to get the latest results.

Settings	
Notification	
History	
02 Nov 2023 15:41:47	TURNED ON Status
02 Nov 2023 15:41:47	TURNED ON Status
02 Nov 2023 17:57:45	TURNED OFF Status
02 Nov 2023 17:57:45	TURNED OFF Status
02 Nov 2023 11:53:12	TURNED ON Status
02 Nov 2023 11:53:12	TURNED ON Status
02 Nov 2023 11:53:11	TURNED OFF Status
02 Nov 2023 11:53:11	TURNED OFF Status
02 Nov 2023 11:52:51	TURNED ON Status
02 Nov 2023 11:52:51	TURNED ON Status

## Timeline

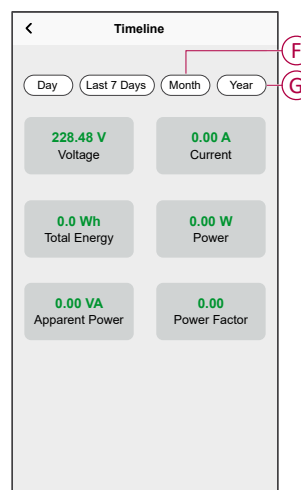
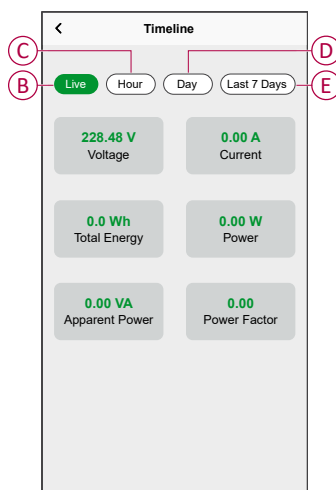
The timeline page displays the device's total energy consumption in kilowatt-hours (kWh) over several time intervals such as the hour, day, last 7 days, month, and year. This allows you to track and analyze your energy usage patterns over a specific time.

1. On the **Devices** page, tap **Devices**.
2. Select the device.
3. On the top right corner of the screen, tap **Timeline** (A).



The **Timeline** page appears.

4. The timeline displays the following options:
  - **Live** (B): Display the Voltage, Current, Total Energy, Power, Apparent Power, and Power Factor.
  - **Hour** (C): Displays the total consumption for the selected hour. You can select the time and date by tapping the time and date.
  - **Day** (D): Displays the total consumption for the selected day. You can select the day by tapping the day.
  - **Last 7 Days** (E): Displays the total consumption for the past 7 days.
  - **Month** (F): Displays the total consumption for the selected month. You can select the desired month by tapping the month.
  - **Year** (G): Displays the total consumption for the selected year. You can select the year by tapping the year.



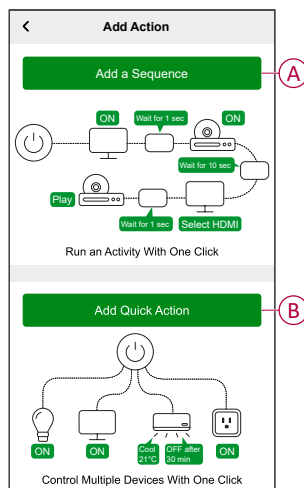
## Quick (Action)

An action allows you to group multiple actions that are usually done together. Using the Wiser app, you can create actions based on your needs (such as movie night).

To create an action:

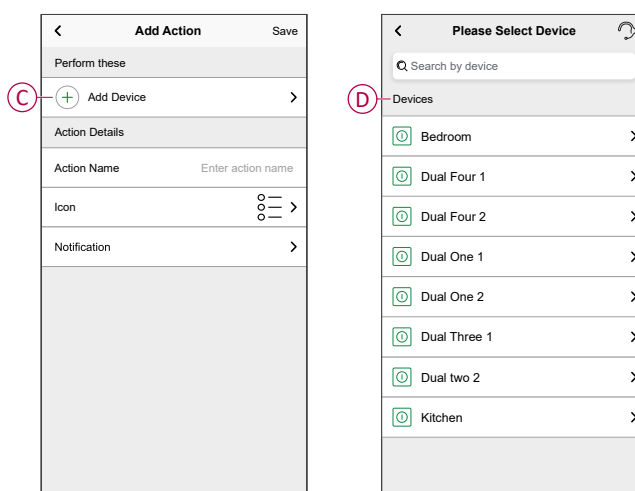
1. On the **Actions** page, tap **Quick**.
2. Tap **+** to create an action.

The **Add Action** page appears.



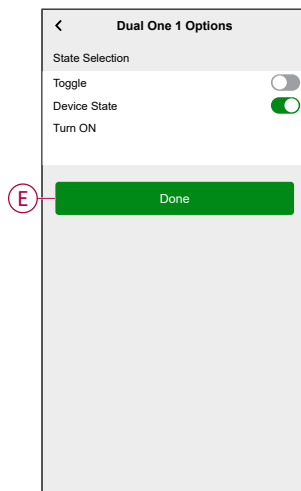
3. The **Add Action** page includes the following options:
  - **Add a Sequence (A)**: Switch on multiple devices in a sequence.
  - **Add Quick Action (B)**: Switch on multiple devices at a time.
4. Tap **Add a Sequence (A)** or **Add Quick Action (B)**.
 

**TIP:** Follow the same steps to create an action for both **Add a Sequence (A)** and **Add Quick Action (B)**.
5. Tap **Add Device (C)** and select the device with its respective options from the Devices list (D).





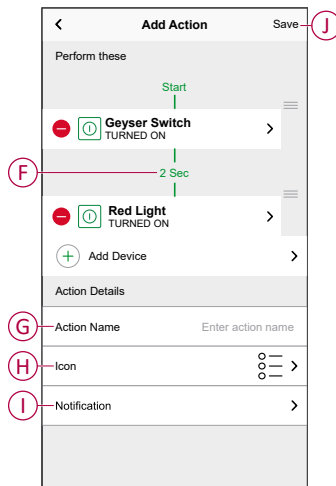
6. After selecting the device, tap **Done** (E).



**TIP:** Repeat steps 5 and 6 to add more than one device.

**NOTE:** You can change the waiting time by tapping the time (F) (Only for Add a Sequence).

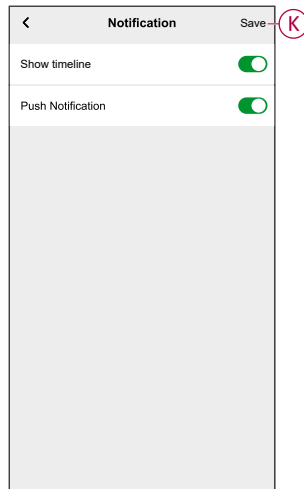
7. Enter the **Action Name** (G).



8. Tap **Icon** (H) and select the icon from the list.

9. Tap **Notification** (I) and enable the toggle button for the following options and then tap **Save** (K):

- **Show timeline:** Displays the total power consumption.
- **Push notifications:** Receives the notifications.




**NOTE:** To switch the toggle buttons, make sure to first activate the **Notify me** toggle button on the settings page.

10. Once all the actions are set, on the top right-corner of the screen, tap **Save** (J).

You can see the newly created action on the **Quick** page.


## Editing an action

To edit an action:

1. On the **Actions** page, tap **Quick**.
2. On the top right corner of the screen, tap . The **Edit Actions List** page appears.
3. From the **Edit Actions List** page, tap the action you want to edit.  
**TIP:** If you want the same action, tap the hand symbol, it will copy the same action and add it to the **Edit Actions List**.
4. Tap each item (such as add, remove, rename, etc.) to update.
5. Once all the edits are done, tap **Update**.



## Deleting an action

To delete an action:


1. On the **Actions** page, tap **Quick**.
2. On the top right corner of the screen, tap . The **Edit Actions List** page appears.
3. On the **Edit Actions List** page, tap the remove button that is next to the action, and then tap **Delete** to remove it.

## LED indication








### Pairing

User Action	LED Indication	Status
Press the reset button 2 times in 10 s. Or Toggle the external connected switch 4 times in 10 s.	Blinking red rapidly. 	Pairing mode is active for 3 minutes. When pairing is completed, the LED will display a solid red.
Press the reset button 4 times in 10 s to change the Wi-Fi access point mode. Or Toggle the external connected switch 8 times in 10 s.	Blinking red rapidly. 	The device is ready to connect with the new Wi-Fi network.

### Resetting

User Action	LED Indication	Status
Press the reset button 7 times in 10 s. Or Toggle the external connected switch 14 times in 10 s.	LED blinks red. 	The device is in reset mode. It is reset to the factory settings.

### LED Indicator Mode

LED Indicator Mode	LED 1 Indication	LED 2 Indication
Always Off	Solid red 	No LED
Load 1 On	Solid amber 	No LED
Load 2 On	Solid red 	Solid green 
Device paired	Solid red 	No LED
Device disconnected from the router after pairing	LED blinks red, once per 4 seconds 	No LED
Reset state / Not paired / Not added	LED blinks red 	No LED

## Troubleshooting

Symptom	Solution
The device is not ready to pair after the device is removed from the app.	Reset to factory default settings, refer to <a href="#">resetting the device</a> , page 27.
If the device is offline in the app.	The Wi-Fi credentials may have changed. Refer to <a href="#">Changing the Wi-Fi access point</a> , page 28 to update the Wi-Fi credentials.

Symptom	Solution
If the device is not responding by physical operation.	Reboot the device by switching off the MCB for 3 seconds, then switching it back on.
If the device is not responding in the App.	Reboot the device. If the issue is still not resolved, connect with customer care.

## Technical data

<b>Electrical Parameters</b>	
Operating Voltage	100 - 230 V AC
Output current	5 A/Channel for resistive load, 2 A/Channel for inductive load
Frequency	50/60 Hz
Standby Power	< 1.5 W (When the device is in Station Mode and when connected to a Wi-Fi® network)
Maximum withstand voltage	< 300 V AC (L-N) continuous
<b>Protections</b>	
Overvoltage Protection	> 300 V AC (Soft cut-off)
Under voltage protection	< 90 V AC (Soft cut-off)
Over current protection	5.25 A
Thermal Protection	110° C
<b>Communications</b>	
Wireless Frequency	Wi-Fi® (2.4 GHz)
<b>Environmental</b>	
Ingress Protection	IP20
Temperature	Operating: 0° C to 50° C Storage: -20° C to 70° C
Relative Humidity	< 95%
<b>Mechanical</b>	
Dimensions (L x W x H)	55.3 x 48.5 x 17.6 mm
Colour	White
Wire cross section	1.5 mm²

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