Wiser

System User Guide (Multi Protocol Gateway)

07/2025

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Table of Contents

Safety Information

Important Information

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

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

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

⚡⚠ DANGER
DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.
Failure to follow these instructions will result in death or serious injury.

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

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

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

Reading the System User Guide Online

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

The System User Guide is optimized for online presentation. Several functions are available to help you navigate.
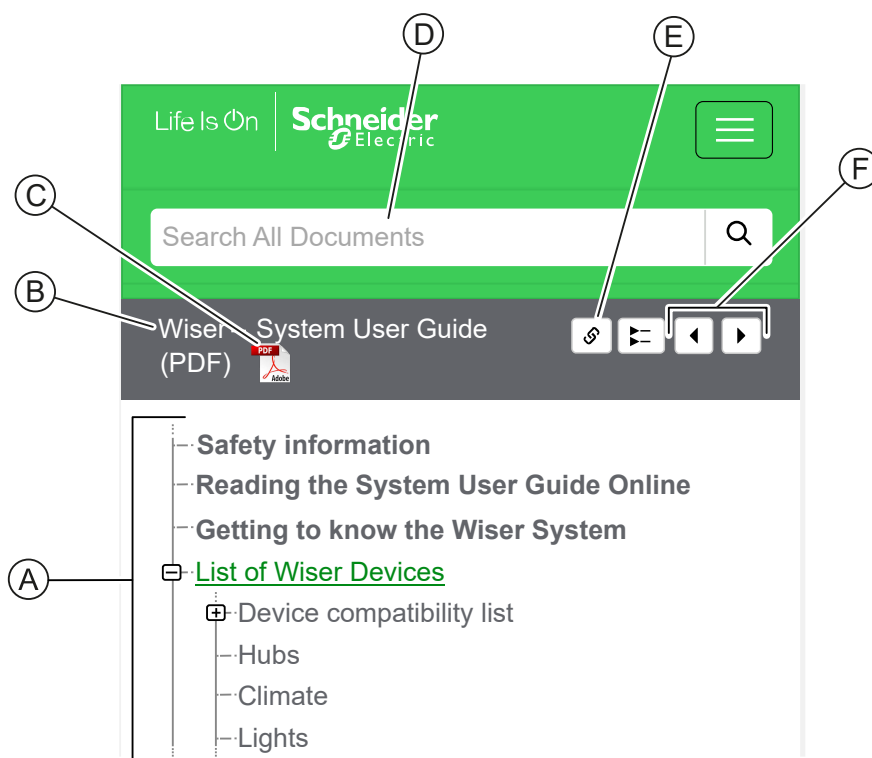
A	Table of Contents	Tap/Click to navigate through the topics.
		Tap/Click the **+** and **-** icons to expand/collapse a chapter.
B	Document name	Tap/Click to navigate to the first page of the document.
C	PDF Icon	Tap/Click to open the document as a PDF file.
D	Search field	Enter a search term and tap/click the magnifying icon.
E	Copy Link	Tap/Click to generate a link for the current chapter displayed on the screen.
F	Previous / Next	Tap/Click to navigate through the previous and next topics.

Getting to Know the Wiser System

The Wiser system provides an easy, convenient and flexible solution for controlling home devices using the Wiser App.
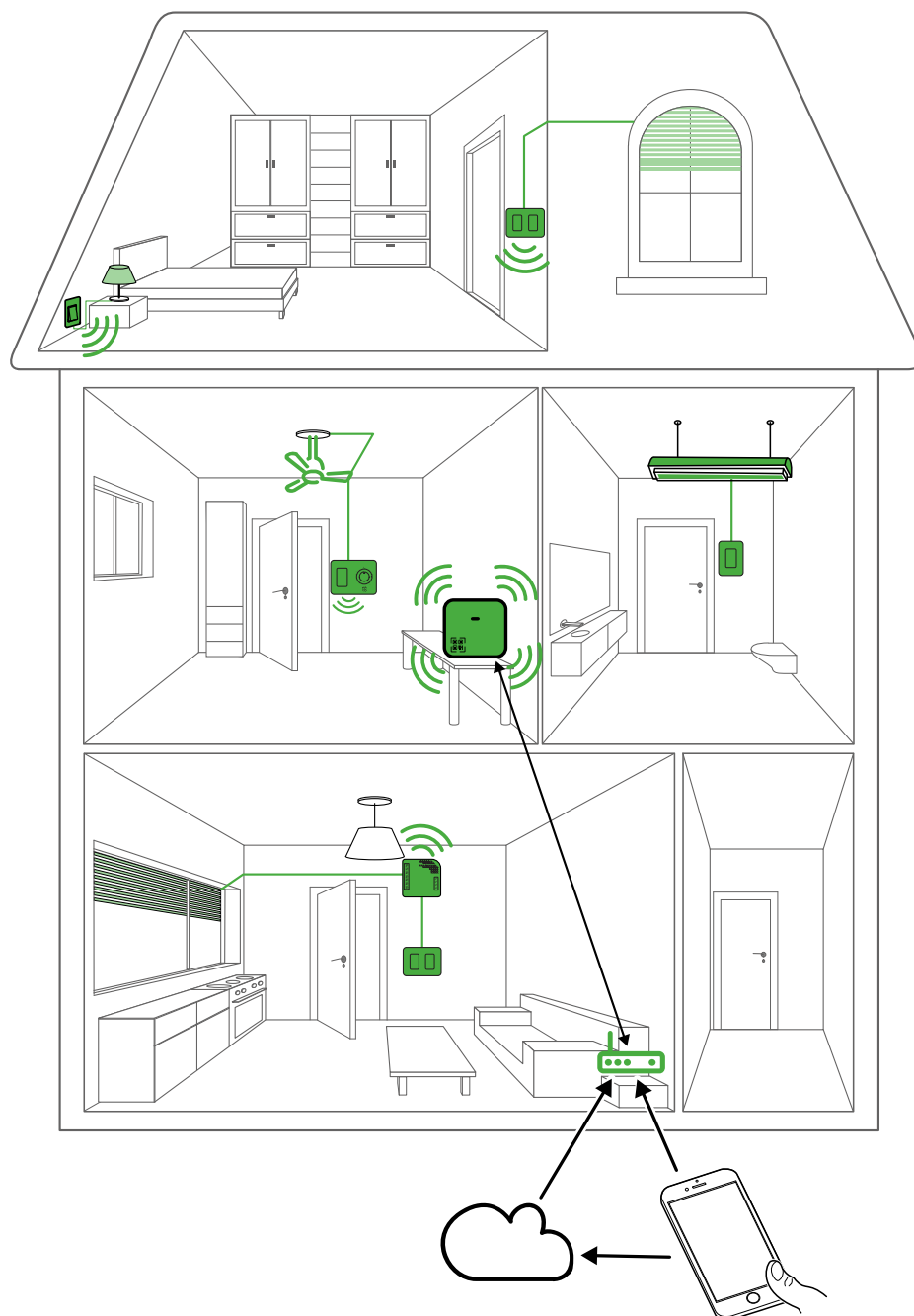
The Wiser Hub is the center of the system, processing control requests and status reports for connected Wiser devices.
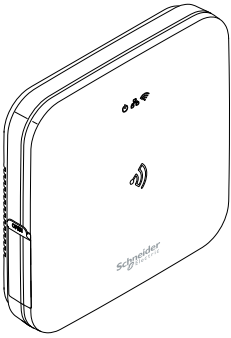
With a personal account and the Wiser App on a smartphone you can control and monitor connected Wiser devices from anywhere where the internet is available for both mobile phone and the Hub.
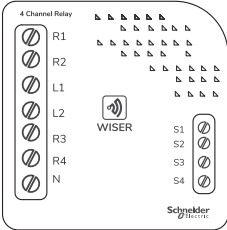
List of Wiser Devices
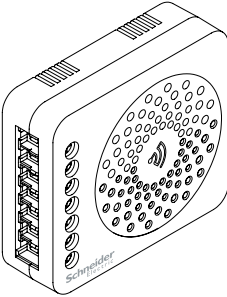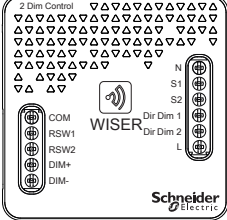
The devices listed in the following table are compatible Wiser devices.

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

Wiser Hub

Multi Protocol Gateway (Wiser Hub) B1GTEWY	The Wiser Hub monitors and controls the devices of your Home via the Wiser App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.	Instruction Sheet (PDF)

Lights

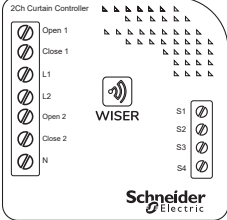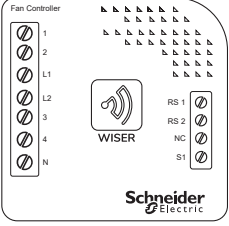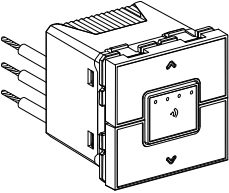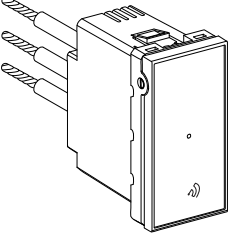| Wiser 4 Channel Automation Relay	The Wiser 4 Channel Automation Relay puck is used to transforms a conventional switch into a connected device to switch loads.	Z-Wave (Communication protocol)	Instruction Sheet (PDF) Device User Guide
IH14000100			
2 Channel Relay Puck	The 2 Channel Relay Puck is used to transforms a conventional switch into a connected device to switch loads.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide
CR2CHRLYPG			
Wiser 2 Channel Dimmer Controller	The Wiser 2 Channel Dimmer Controller puck is used to control different types of analog/digital dimmable lights.	Z-Wave (Communication protocol)	Instruction Sheet (PDF) Device User Guide
IH12000020-00			

Curtain Controller

Wiser Curtain Controller	The Wiser Curtain Controller is used to control two active blind/roller shutter motor equipped with an end position switch.	Z-Wave (Communication protocol)	Instruction Sheet (PDF) Device User Guide
IH11000200			
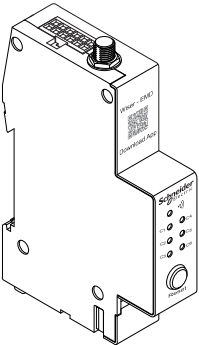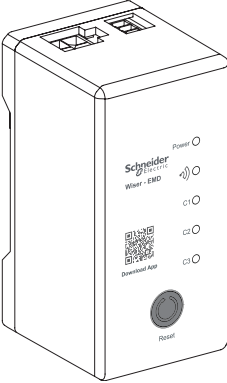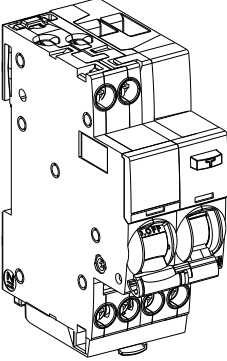
Fan Controller

Wiser Fan Speed Controller IH1200010F	Controls fan speed of up to 4/5 step speed 240 V ceiling fans by using the Wiser App.	Z-Wave (Communication protocol)	Instruction Sheet (PDF) Device User Guide
4 Step Connected Fan Regulator CD4SFR2M	The 4 Step Connected Fan Regulator is used to control 4 step fan speed by using the Wiser App.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide

Appliances

16A 1M Connected Switch CS16A1MSW	The 16A 1M Connected Switch is used to operate resistive, inductive or capacitive loads.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide
IR Controller 1Module CCIRC1M	The IR Controller 1Module is used to automate IR controlled devices such as television, air conditioner, music system and so on.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide

Energy

Energy Monitoring Device 1 Phase	The Energy Monitoring Devices is used to monitor the power consumption of the connected loads.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide
ENMOD1P			
Energy Monitoring Device 3 Phase	The Energy Monitoring Devices is used to monitor the power consumption of the connected loads.	Wi-Fi® (Communication protocol)	Instruction Sheet (PDF) Device User Guide
ENMOD3P			
Acti9 Active AFDD	Arc fault detection devices (AFDD) offer enhanced safety for homes and buildings.	Z-Wave (Communication protocol)	Instruction Sheet (PDF) Device User Guide
A9TDNC606 A9TDNC610 A9TDNC616 A9TDNC625 A9TDNC632 A9TDNC640 A9TDND606 A9TDND610 A9TDND616 A9TDND620 A9TDND625	AFDD mitigates the risk of electrical fires caused by electrical arcs resulting from faulty or worn electrical appliances and circuits. Thus, AFDD immediately trips as soon as it detects a potentially dangerous arc. It is tolerant of electrical arcs caused by the normal operation of electrical devices such as switches, brushed motors and the plugging and unplugging of devices.		

A9TDND632			

Setting-up the Wiser System

The following chapters guide you through the initial setup of your Wiser system.

System Requirements

Wiser Hub

The Hub communicates with all Wiser devices and the Wiser App.

You can find more information about the available Hubs in chapter List of Wiser Devices, page 8.

Internet access for the Wiser Hub

In order to properly control Wiser Devices, the Hub needs to be connected to the internet via your router.

Wiser devices

You can find more information about the available Wiser Devices in chapter List of Wiser Devices, page 8.

Smartphone

iOS Version 13 and higher

Android Version 8 and higher

Wiser App

For more information, read chapter Downloading the Wiser App, page 15.

A valid email address.

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

Data localization

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

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

Limitations of the Wiser System

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

System Limits

| Category	Details
Total Devices	
Zigbee Devices	A single Hub/Gateway can support up to 60 devices, including a maximum of 10 Acti9 Active/AFDD devices. This includes both power-based and sleepy (battery-operated) devices.
Z-Wave Devices	A single Hub/Gateway can support up to 30 devices.
Total Rooms Supported	Unlimited
Moments Supported	Unlimited
Automations Supported	Unlimited
Schedules	Each device can have up to 4 schedules assigned.

Selecting the Mounting Location

The Wiser 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 Wiser 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 install the Hub (A) as central as possible to the area occupied by all mains-powered devices (B), such as switches, dimmers, shutters, and fan controllers.
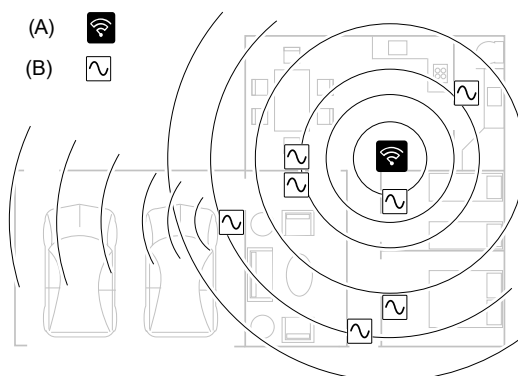
Energy Monitoring Device Mounting Requirements

The Wiser Hub (A) is recommended to be installed within 3 meters of Energy Monitoring Devices (B) to ensure strong connection.

Ⓐ 📶

Ⓑ 🌱

3 m (max)

🌱

360°
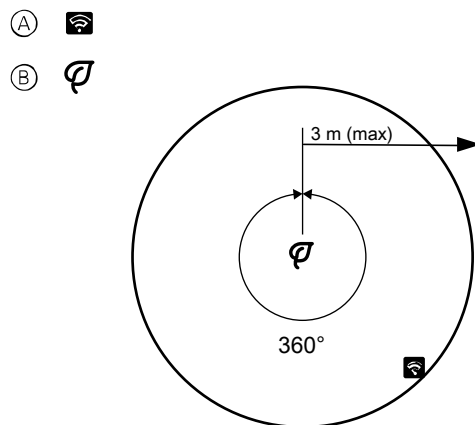
Wiser App

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

Andriod

Requires Android 8 or later

Search term: Wiser

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

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.
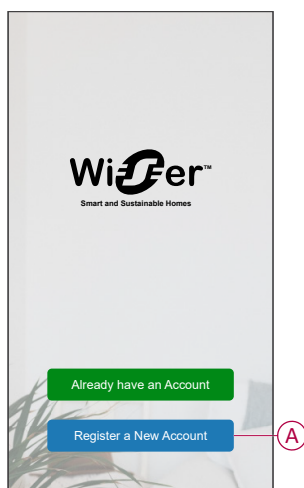
Decommissioning a device

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.

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.

3. Enter a password in the **Password** and **Re-enter password** fields.

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 select the check box to agree with the **Terms of Use** and **Privacy Notice**.

5. Tap **Register** (B).
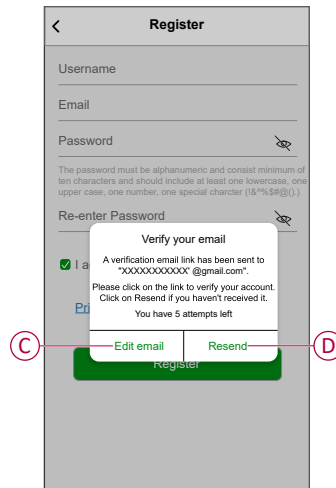
6. Activate account.

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

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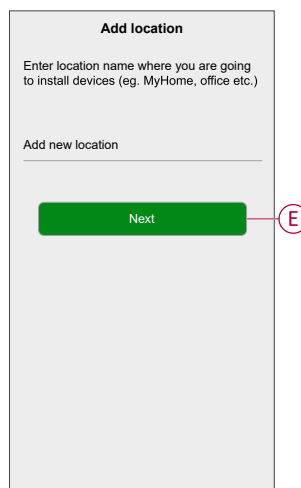
8. Tap **Next** (E).

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

Forgot Password

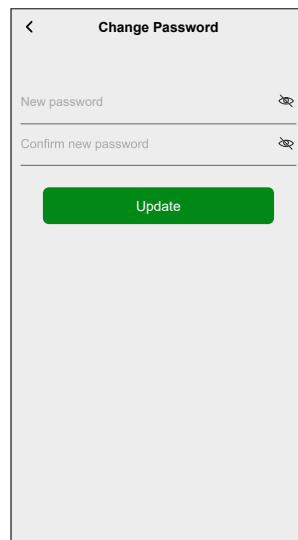If you forgot your Wiser app password, follow the below steps to create a new password.

To create:

1. Tap **Already have an Account**.

2. Tap **Forgot Password?**.

3. Enter the same email address you used when creating your account and tap **Next**.

   An email will be sent to your registered email address.

4. Open the received email and tap **Authenticate e-mail**.

   You can see the verification successful message.

5. Enter a new password and confirm it in the **Password** fields.

```
┌─────────────────────────────┐
│  <        Change Password    │
│                              │
│                              │
│  New password           👁̶   │
│                              │
│  Confirm new password   👁̶   │
│                              │
│  ┌─────────────────────────┐ │
│  │        Update           │ │
│  └─────────────────────────┘ │
│                              │
│                              │
│                              │
│                              │
└─────────────────────────────┘
```

6. Tap **Update**.

   You can see the password changed successful message. You will also receive a confirmation email.

Setting up the Wiser Hub

In order to be able to control the system via your smartphone, the Wiser Hub must be connected to the internet.

You can set up the Wiser Hub by using the Wiser app.

You can setup the Wiser System by using the app after creating an account. Refer to Setting up an Account, page 16 for information on how to create an account.

You can set up the Wiser System using the following options:

- Setup With Bluetooth, page 19
- Setup With Ethernet, page 20

Setting up the Wiser Hub with Bluetooth

The app allows you to setting up a Wiser System with Bluetooth and add devices to the Wiser Hub.

Before setting up the Wiser System, you need to create an account. Refer to creating an account, page 16.

To set up the Wiser System:

1. Login to the Wiser App.

2. On the **Home** screen, tap ▢ **Devices**.

3. Tap **Devices** > **+**.

   The **Add Device** screen appears.

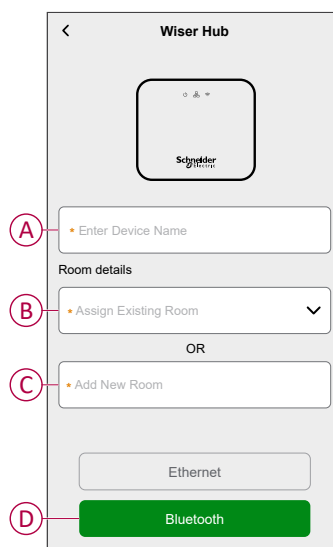4. Tap **Preferred** > **With Hub** > [icon] **Wiser Hub**.

   TIP: You can also tap **All** > **Hubs** > [icon] **Wiser Hub**.

   The Wiser Hub screen appears.

5. Enter the following Hub information:

   • **Enter Device Name** (A): Enter the device name.

   • **Room details:**

      ◦ **Assign Existing Room** (B): Select an existing room.

         TIP: If your room is not in the existing list, enter a new room name in the **Add New Room** field.

      ◦ **Add New Room** (C): Enter a new room name.

6. Tap **Bluetooth** (D).

7. Select the check box of **Confirm that the LED is blinking RED** and, then tap **Start Configuration**.

   TIP: If the LED is solid red or blinking slowly, then reset the device. For more information, refer to the Resetting the device, page 27 topic.

8. Turn On your phone's Bluetooth or tap **Allow** to enable Bluetooth.

9. After a few seconds, you can see the Wiser Hub details. Select Wiser Hub.

   TIP: If you are unable to find the device name, tap **Search Again**.

10. When the **Bluetooth pairing request** message appears, tap **Pair**.

11. Select your home Wi-Fi® network and enter the password, and then tap **Confirm**.

   TIP: If you are unable to find the Wi-Fi® network, tap **Enter SSID** to connect manually. Tap **Refresh** to update the Wi-Fi® list.

Wait for a few minutes. You will see the Wiser Hub added to the **Device Management** screen under **Devices**.

Setting up the Wiser Hub with Ethernet

The app allows you to setting up a Wiser System with Ethernet and add devices to the Wiser Hub.

Before setting up the Wiser System, you need to create an account. Refer to creating an account, page 16.

Before setting up the Wiser Hub with Ethernet, connect the Ethernet cable to the Wiser Hub. Also, connect your mobile device to the Wi-Fi® network.

To set up the Wiser System:

1. Login to the Wiser App.

2. On the **Home** screen, tap ⬛ **Devices**.
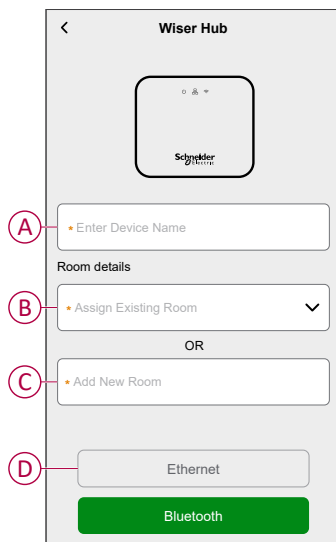
3. Tap **Devices** > **+**.

    The **Add Device** screen appears.

4. Tap **Preferred** > **With Hub** > 📶 **Wiser Hub**.

    TIP: You can also tap **All** > **Hubs** > 📶 **Wiser Hub**.

    The Wiser Hub screen appears.

5. Enter the following Hub information:

    - **Enter Device Name** (A): Enter the device name.
    - **Room details:**
        ◦ **Assign Existing Room** (B): Select an existing room.

            TIP: If your room is not in the existing list, enter a new room name in the **Add New Room** field.

        ◦ **Add New Room** (C): Enter a new room name.

6. Tap **Ethernet** (D).

7. Connect the Ethernet cable to the Wiser Hub, and then tap **Next**.

8. Check the status of the Ethernet LED indicator and select **Solid Green** from the following options (E):

  • **Solid Green**: Indicates an internet connection.

  • **Blinking Green**: Indicates no internet connection.
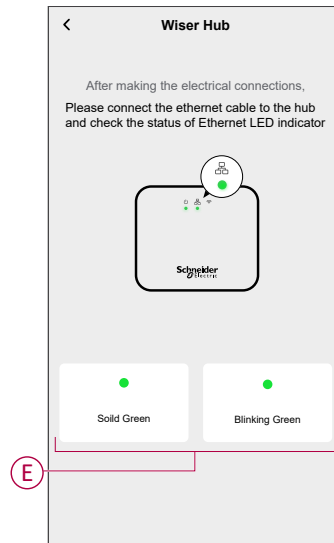
9. Tap **Next**.

  The Wiser pop-up appears.

10. Tap **Ok** and scan either of the two QR codes located behind the Wiser Hub or on the packing box.

  Wait for a few minutes, and you will see the successful setup screen. You can see the newly added Hub on the **Device Management** screen under **Devices**.

Updating the Hub Firmware

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.

You can also update the firmware manually by using the Wiser App.

To update the firmware:

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. Select the **Hub**.

  The **About Hub** screen appears.

3. On the Device Control Screen, tap ⚙.

  The **Hub Settings** screen appears.

4. Tap **Update Hub Firmware** (A).

Hub Settings	
Hub Name	Hub ✎
Change Room	Living Room ›
Change Access Point	›
Delete Z-Wave Device	›
Reset Z-Wave Radio	›
Reset Zigbee Radio	›
Reset Actions	›
Update Z-Wave Network	›
Update Hub Firmware	›
Update Z-Wave Json	›
Reset Hub	›
History	↻
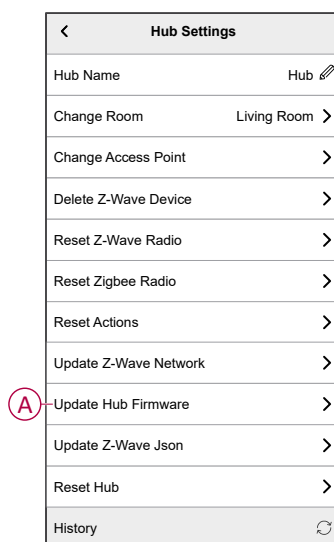
5. Enter the Wiser App password and tap **Continue**.

It will take a few minutes to update the firmware. Once the update is completed, you will see a successful pop-up message.

Connecting Devices to the Wiser 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 setup process. You can add devices to the Wiser 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 29.

Getting to know the Wiser Hub

Wiser Hub
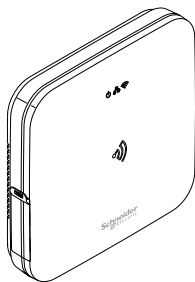
B1GTEWY

The Wiser Hub monitors and controls the devices of your home via the Wiser App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.

About Wiser Hub

The Multi Protocol Gateway (hereafter referred to as the Wiser Hub), a versatile communication interface designed to connect with all your Zigbee and Z-Wave devices. This Wiser Hub allows you to effortlessly manage and control your home environment.

Functions:

- Monitors and controls Zigbee and Z-wave devices via the Wiser app with Ethernet or Wi-Fi®.
- Allows you to create Actions or Automations to operate Zigbee and Z-Wave devices using the Wiser app.

On the **Home** screen, tap ▢ **Devices** > **Devices** and select the Hub to access the Device Control Screen.

The Device Control Screen displays the following options:
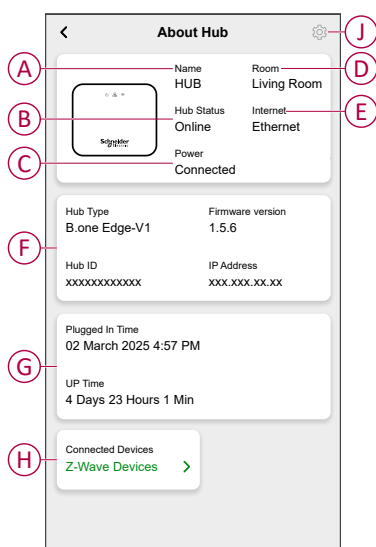
A	**Hub Name**	Displays the Hub name.
B	**Hub Status**	Displays the Hub status (Offline/Online).
C	**Power**	Displays the power connection.

D	**Room**	Displays the room name.
E	**Internet** (Wi-Fi®/Ethernet)	Displays the Hub connectivity with Wi-Fi® or Ethernet. **NOTE:** The Wi-Fi® signal strength can only be seen when you set up the Wiser Hub with Wi-Fi®.
F	**Hub Information**	Displays the Hub type, ID, Firmware version, and IP address.
G	**Time**	Displays the plugged-in time and up time.
H	**Connected Devices**	Displays the connected devices, tap to view the connected devices.
J	**Settings**	Tap to view the Hub settings. Refer Hub settings, page 26 for more information.
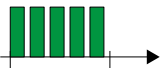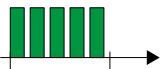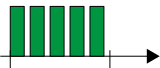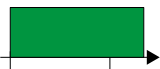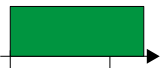
Operating Elements
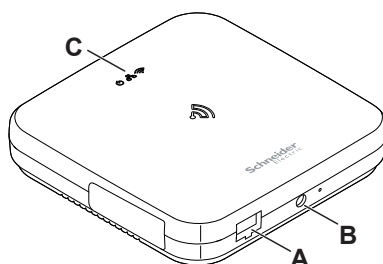
A	Ethernet port	This port is used for connecting the Ethernet cable to establish a wired network connection.
B	Power adapter port	This port is used for connecting the power adapter cable to supply power to the device.
C	LED Indicator	Displays the status of the Wiser Hub.

LED Behaviour

LED	Description
Wi-Fi® LED Blinks 	Wi-Fi® signal or internet is not working.
Ethernet LED Blinks 	The Ethernet is connected but there is no internet.
Wi-Fi® LED Blinks 	The Wi-Fi® is connected but there is no internet.
Wi-Fi® LED Solid 	Setting up the Wiser Hub with Wi-Fi®.
Ethernet LED Solid 	Setting up the Wiser Hub with Ethernet.

Hub Settings

You can find all relevant settings of a Hub on the settings page.

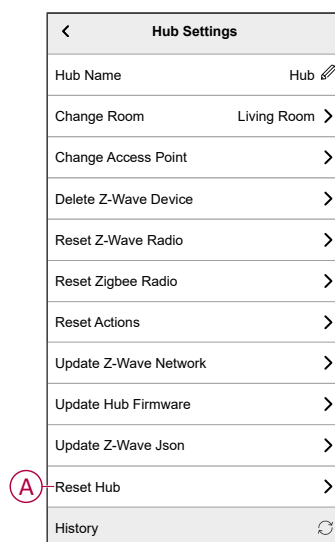| A	Hub Name	Tap to change the Hub name.
B	Change Room	Tap to change the Hub location.
C	Change Access Point	Tap to change the access point when the Hub is setup with Wi-Fi®. Refer Change access point, page 63 for more information. **NOTE:** Change access point is not allowed when the Hub is setup with Ethernet and online.
D	Delete Z-Wave Device	Tap to delete the Z-Wave devices.
E	Reset Z-Wave Radio	Tap to reset the Z-Wave radio.
F	Reset Zigbee Radio	Tap to reset the Zigbee radio.
G	Reset Actions	Tap to reset actions.
H	Update Z-Wave Network	Tap to update Z-Wave network.
J	Update Hub Firmware	Tap to update the Hub Firmware. Refer updating the firmware, page 22 for more information.
K	Update Z-Wave Json	Tap to update Z-Wave Json file.
L	Reset Hub	Tap to reset the Hub to factory defaults. Refer resetting the Hub, page 27 for more information.
M	History	To see the history of the Wiser Hub. Tap ⟳ to update the history of the device.

Resetting to Factory Defaults

You can reset the Hub to its factory defaults using the Wiser App.

NOTE: Resetting the Wiser 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 8 provides the links to Device User Guide for each devices. You will have to recreate all schedules, actions, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. Select the **Hub**.

    The **About Hub** screen appears.

3. On the Device Control Screen, tap ⚙.
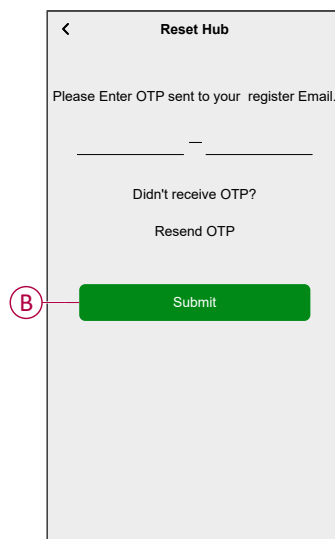
    The **Hub Settings** screen appears.

4. Tap **Reset Hub** (A) and **Continue**.

Hub Settings	
Hub Name	Hub ✎
Change Room	Living Room ›
Change Access Point	›
Delete Z-Wave Device	›
Reset Z-Wave Radio	›
Reset Zigbee Radio	›
Reset Actions	›
Update Z-Wave Network	›
Update Hub Firmware	›
Update Z-Wave Json	›
(A) Reset Hub	›
History	↻

5. Enter the Wiser App password and tap **Reset Hub**.

   An OTP will be sent to the specified email address.

6. Enter the same OTP on the **Reset Hub** screen.

   Reset Hub

   Please Enter OTP sent to your register Email.

   _____ — _____

   Didn't receive OTP?

   Resend OTP

   (B) Submit

7. Tap **Submit** (B).

   After a few minutes, the Wiser successful pop-up message appears, indicating that you have successfully deleted the Hub from the App.

Configuring the Wiser System

Devices

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

List of Devices

On the **Devices** screen, you can find all installed devices of your Home, sorted by their device type. The devices will also display their Name and Room location.

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

You can see the list of Devices:
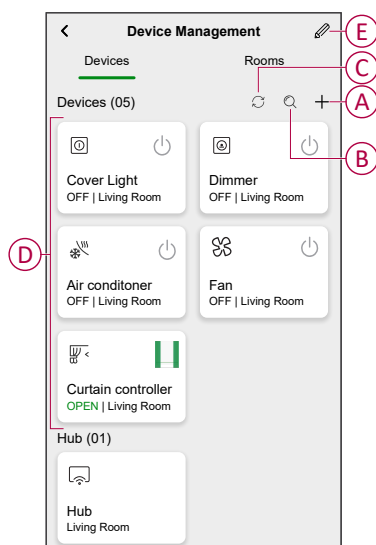
A	Tap **+** to add new devices to your home.
B	Tap 🔍 and enter the device name in the search bar to find it.
C	Tap ↻ refresh button to update the device list.
D	Tap the power button to turn the device ON/OFF.
E	Tap ✎ to remove the device from the Wiser System.

Adding a Device

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

NOTE:

- The Wiser Hub must be installed before adding a Wiser device.
- 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 8 for the links to Device user guide for each devices.
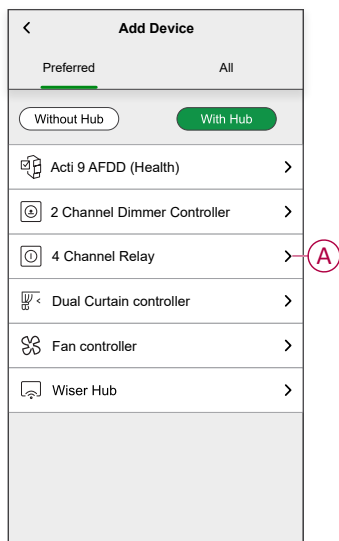
1. On the **Home** screen, tap ▢ **Devices**.

The **Device Management** screen appears.

2. Tap **Devices** > **+**.

    The **Add Device** screen appears.

3. Tap **Preferred** > **With Hub** > **Type of Device** (A).

    TIP: You can also tap **All** > ⊡ **Switches and Controls** > ⊡ **Z-Wave Switches and Controls** > **Type of Device**.

‹	**Add Device**	
Preferred		All

Without Hub	With Hub	
▦ Acti 9 AFDD (Health)		›
⊚ 2 Channel Dimmer Controller		›
⊙ 4 Channel Relay		› — (A)
▦ Dual Curtain controller		›
� Fan controller		›
▱ Wiser Hub		›

4. Enter the following **Device Information** and then tap **Next**:

    - **Enter Device Name**: Enter the device name.
    - **Assign Existing Room**: Select an existing room.
        TIP: If your room is not in the existing room list, create a new one.
    - **Add New Room**: Create a new room.

5. Tap **Next** and choose one of the following options to pair the device with the Wiser Hub.

   • Press the pairing button once and make sure that the LED blinks green.
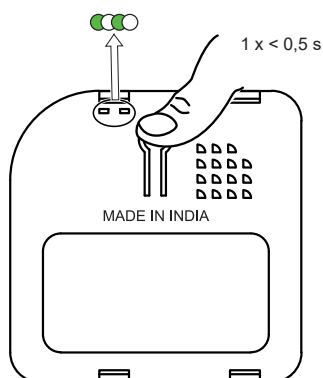
   Wait for a few seconds until the LED turns green.

   > **TIP:** If the LED is blinking red, then the device is not paired to the Hub. Reset the device and start pairing again.

   • Press the toggle Switch-1 3 times (Sequence: ON-OFF ON-OFF ON-OFF) within 4 seconds.
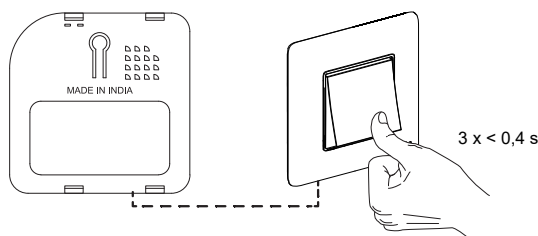
   > **NOTE:** If the relay puck is installed inside the wall box, the status LED is not visible.

6. After a few minutes, you can see the Wiser message. Tap **Ok**.

   You can see the newly added device on the **Device Management** screen under **Devices**.

You can now control the Device with the Wiser App. You can find detailed information about controlling your Devices in chapter Controlling the Wiser System, page 57

> **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 8 for the links to Device user guide for each devices.

Device Settings

You can find all relevant settings of a Device on the Device Settings screen.

You can navigate to the Device Settings from the List of Devices, page 29 by tapping settings on the Device Control Screen.

A	Device Name	Displays the device name, tap ✎ to change the device name. For more information, refer to the respective Device User Guide.
B	Change Room	Displays the assigned room of the device, tap **Change Room** to assign any room (such as living room, bedroom, kitchen, etc.). For more information, refer to the respective Device User Guide.
C	Radio Type	Displays the Z-Wave network.
D	Device Type	Displays the device type.
E	Signal Strength	Displays the signal strength. For more information, refer to the About Signal Strength, page 63 topic.
F	Advanced Settings	Allows you to set group switches and configuration. When you tap **Advanced Settings**, you can see the following options: • **Group Switches**: Manage multiple switches as a single group. • **Associate with other powered Z-Wave devices**: Link your device with other Z-Wave devices for synchronized operation. • **Group Association**: Create associations between devices for coordinated actions. • **View Configuration**: Check the current settings and configurations of your device. • **Set Configuration**: Adjust and customize the settings of your device.
G	Product Details	Displays the product details such as manufacturer name, ID, product name, ID, and type. Also you can view the firmware version and update it if a new version is available by tapping **Product Details** > **Firmware Version & OTA**.
H	Notification	Enable the **Notify Me** toggle button to receive device notifications.

Some devices have specific features and settings. For example, Shutter devices have an option to select the shutter type and 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 8 for the link to device user guide of each devices.

Removing the Device

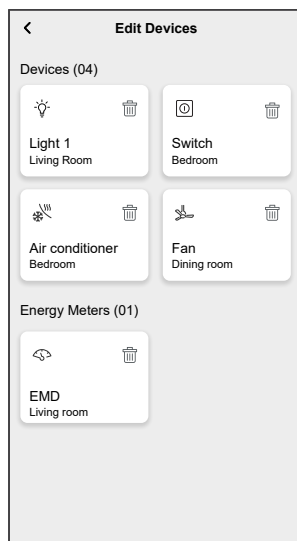Using the Wiser app, you can remove a device from the device list.

To remove the device:

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. On the top-right screen, tap ✐ .

   The **Edit Devices** screen appears.

3. Tap 🗑 on the device that you want to remove from the Wiser system.

   The **Delete** message pop-up appears.

4. Tap **Confirm**.

   Wait for a few seconds, and the successful message appears on the screen.

   > **NOTE:** By removing the device, you will reset the device. If you still have a problem with the reset, then refer to the **Resetting the device** topic of the respective Device User Guide.
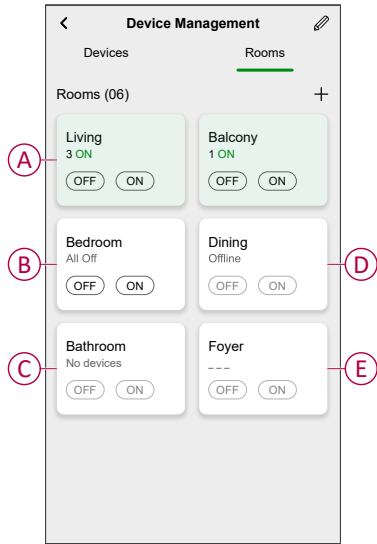
Rooms

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

Room Status

You can see the room status using the Wiser app.

1. On the **Home** screen, tap ▢ **Devices** > **Rooms**.

The following screen displays the status of various rooms.

A	3 ON	Displays the number of devices that are ON in the room.
B	All off	Displays that all devices are turned OFF in the room.
C	No devices	Displays that no devices are added to the room.
D	Offline	Displays that all devices in the room are offline.
E	———	Displays that no operational devices are added to the room.

Creating a New Room

You can create a new room using the Wiser app.

To create a new room:

1. On the **Home** screen, tap ▢ **Devices** > **Rooms**.

2. Tap **+** to create a new room.

   The **Add Room** screen appears.

3. Enter the room name in the name field (A).
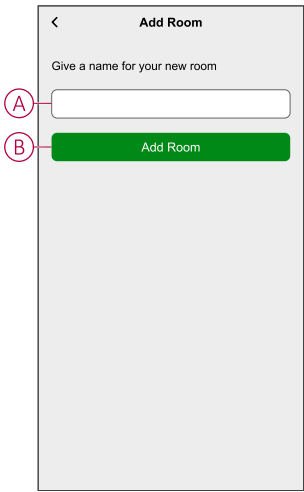
4. Tap **Add Room** (B).

The new room is added to the **Rooms** tab.

> **TIP:** If no devices are assigned to the room, tap room > ✎ > **+** to add a device from the **Add Device** screen. If a device is already added, you can tap **+** to add another device.

Adding a Device to the Room

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

To add:

1. On the **Home** screen, tap ▢ **Devices** > **Rooms**.

2. Select the room from the list.

3. Tap **+** (A) to add a device.
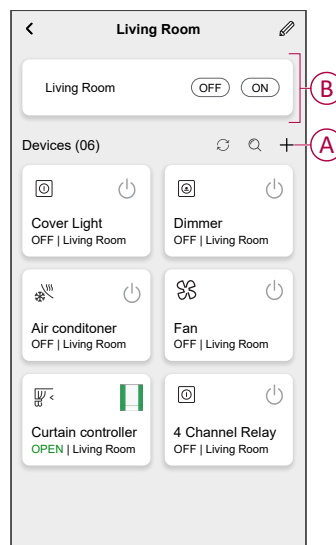
> **TIP:** If no devices are assigned to the room, tap ✎ > **+** to add a device from the **Add Device** screen.

4. Select a device from the **Add Device** screen. Refer to pairing the device with the Wiser Hub topic of the respective device user guide for the next steps.

> **TIP:** 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 **Home** screen, tap ▢ **Devices** > **Rooms**.

2. Select a room from the list.

3. On the top-right screen, tap ✎ .

4. Enter a new name in the room name (A) field.
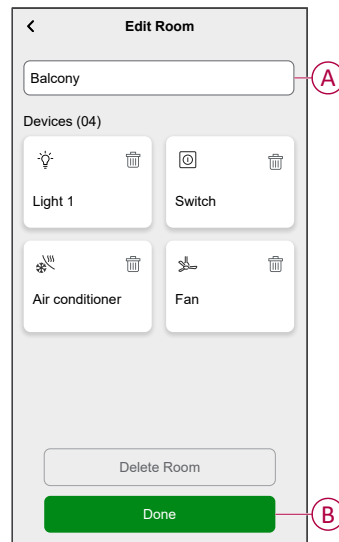
TIP: Tap 🗑 on the device that you want to remove from the room.
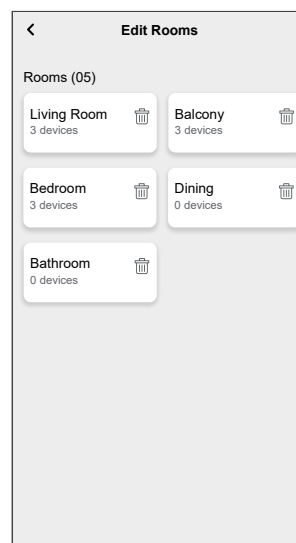
5. Tap **Done** (B).

Deleting a Room

You can delete a room using the Wiser app.

To delete:

1. On the **Home** screen, tap ▢ **Devices** > **Rooms**.

2. On the top-right screen, tap ✎.

   The **Edit Rooms** screen appears.

3. Tap 🗑 on the room that you want to remove from the Wiser system.

NOTE: You cannot delete a room directly if it contains devices. First, remove the devices from the room, then delete the room.

4. Tap **Confirm**.

   TIP: You can also delete a room by selecting a room > ✎ > **Delete Room**.
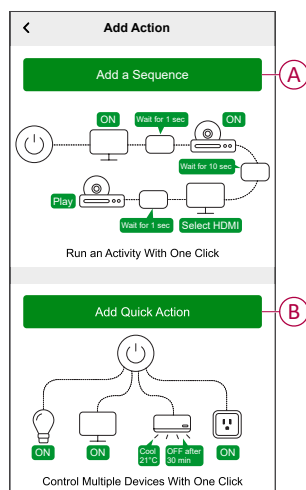
Quick (Action)

Creating an 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 **Automations** screen, tap **Quick**.

2. On the bottom-right screen, tap **+** to create an action.

   The **Add Action** screen appears.

3. Select one of the following options as per your preference:

   • **Add a Sequence** (A): Switch ON multiple devices in a sequence.

   • **Add Quick Action** (B): Switch ON multiple devices at a time.

   TIP: Follow the below steps to create an action for both **Add a Sequence** (A) and **Add Quick Action** (B). The only difference is that you need to enter the time gap for **Add a Sequence**.
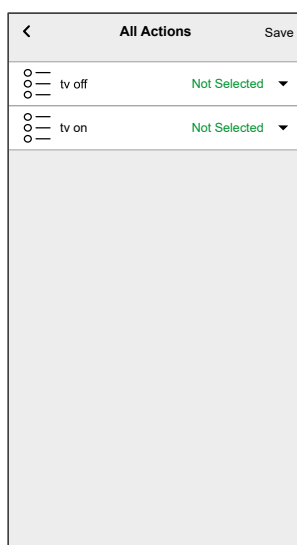
4. Tap **Add Device** (C) and select either a device or an action:
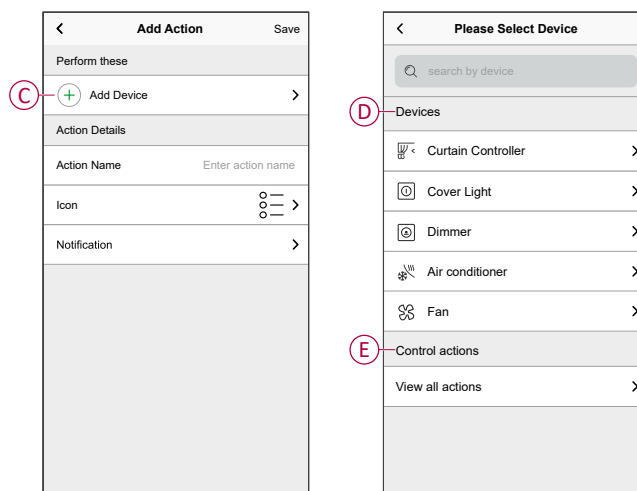
- **Devices** (D): Select a device from the list and set the device status (e.g., ON/OFF, delay). Then, tap **Done**.
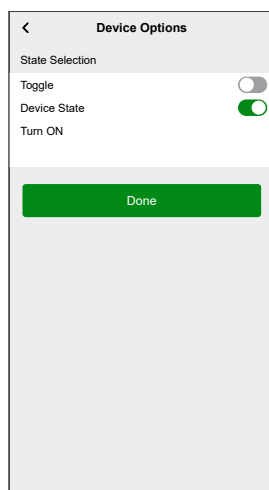
- **Control actions** (E): Tap **View all actions**, select an action from the list, and set the action status. Then, tap **Save**.
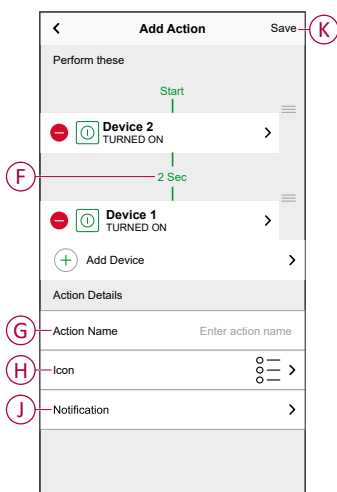

TIP: Tap 🔍 and enter your device name to find it.

5. Repeat steps 4 to add more than one device or an action.

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

> **NOTE:** By default, the time gap is 2 seconds, and the maximum time gap you can select is 120 seconds.
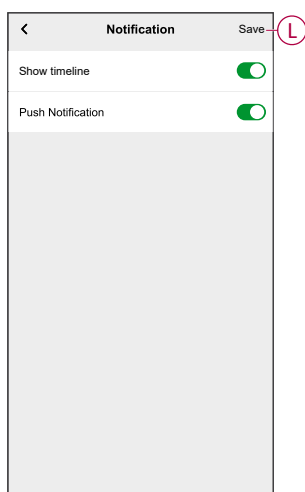
6. Enter the **Action Name** (G).

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

8. Tap **Notification** (J) and enable the toggle button for the following options and then tap **Save** (L):

   • **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.

9. Once all conditions are set, on the top-right screen, tap **Save** (K).

   You can see the newly created action on the **Quick** tab. Tap ⏻ on the action to enable it.

Editing an Action

To edit an action:

1. On the **Automation** screen, tap **Quick**.

2. On the top-right screen, tap ✎ .

   The **Edit Actions List** screen appears.

3. On the **Edit Actions List** screen, 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. You can perform the following changes:

   - Change the icon.
   - Rename the action.
   - Add a device or an action.
   - Remove a device or an action.
   - Change the time delay (Only for **Add a Sequence**).

5. Once all the edits are done, tap **Update**.

## Deleting an Action

To delete an action:

1. On the **Automation** page, tap **Quick**.

2. On the top-right screen, tap ✎ .

   The **Edit Actions List** screen appears.

3. On the **Edit Actions List** screen, tap the remove button that is next to the action, and then tap **Delete** to remove it.
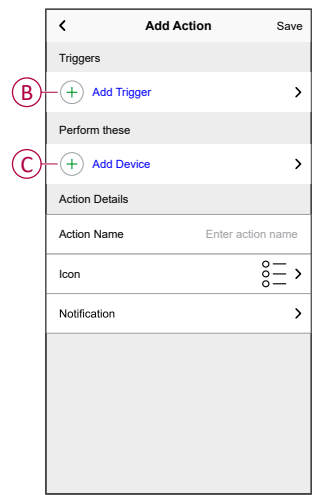
Automation (Trigger)

Creating an Automation for Trigger

Automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser app, you can create automation based on your needs.
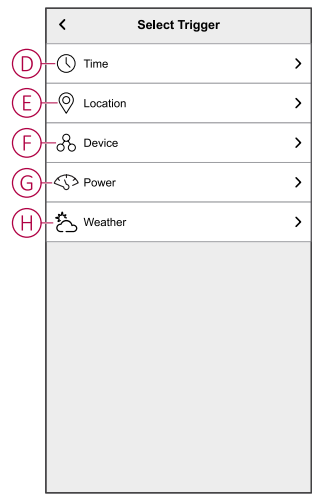
1. On the **Automation** screen, tap **Trigger**.

2. Tap **+** (A) to create an automation.
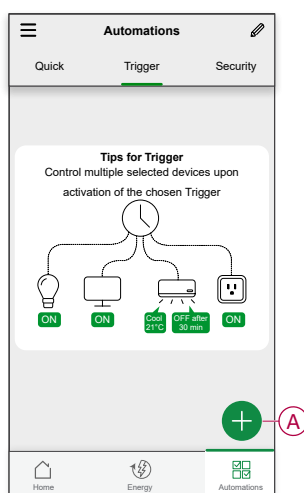
3. Tap **Add Trigger** (B).

The **Select Trigger** screen appears.

4. Select a trigger option from the following list on the **Select Trigger** screen:
    *   **Time** (D)
    *   **Location** (E)
    *   **Device** (F)
    *   **Power** (G)
    *   **Weather** (H)

    a. Tap **Time** (D), select any one of the following options and then tap **Save**.:
        *   **Any time**: Set for any time.
        *   **At Specific time**: Set for a specific time.
        *   **At in between time**: Set for in between time.
        *   **Perform only once**: Set for only once.

    b. Tap **Location** (E), select any one of the following options:
        *   **Arriving location**: Select arriving location.
   *   **Departing location**: Select a departing location.
            NOTE: Mobile location should turn on.

    c. Tap **Device** (F) and select a device from the list.

    d. Tap **Power** (G) and select an option from the following list:
        *   **EMD B**
        *   **EMD R**
        *   **EMD Y**
        *   **Raycon**
            NOTE: This option is only available when the EMD or Meter device is installed in your Home or location.

    e. Tap **Weather** (H) and select an option from the following list:
        *   **Outside Temperatures**: Select the temperature to trigger an action.
        *   **Outside Humidity**: Select the humidity level.
        *   **When Sunrises**: Select when sunrises.
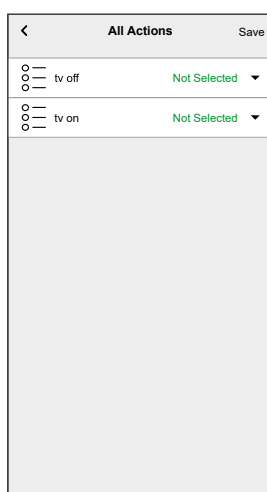   *   **When Sunsets**: Select when sunsets.

5. Tap **Add Device** (C) and select either a device or an action:
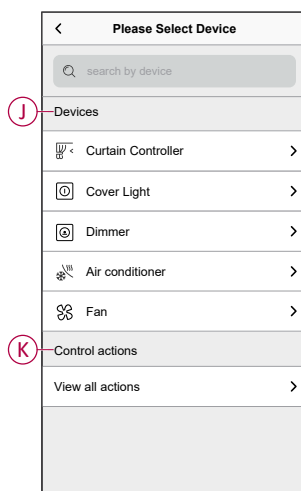
- **Devices** (J): Select a device from the list and set the device status (e.g., ON/OFF, delay). Then, tap **Done**.
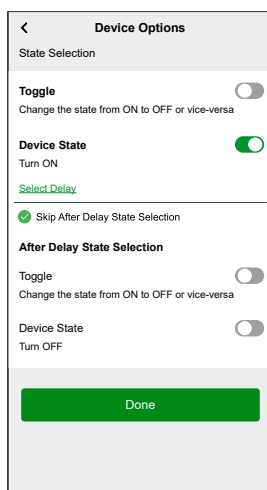
- **Control actions** (K): Tap View all actions, select an action from the list, and set the action status. Then, tap **Save**.

   TIP: Tap ⌕ and enter your device name to find it.

6. Repeat steps 5 to add more than one device or an action.

7. Enter the **Action Name**.

8. Tap **Icon** and select the icon from the list.

9. Tap **Notification** and enable the toggle button for the following options:

  • **Show timeline**: Displays the total power consumption.

  • **Push notifications**: Receives the notifications.

10. Once all the actions are set, tap **Save**.

  You can see the newly created automation on the **Trigger** tab. Tap the toggle button to enable or disable the automation.

Editing a Trigger

To edit a trigger:

1. On the **Automation** screen, tap **Trigger**.

2. On the top-right screen, tap ✐.

  The **Edit Actions List** screen appears.

3. On the **Edit Actions List** screen, tap the trigger you want to edit.

  TIP: If you want the same trigger, tap the hand symbol, it will copy the same trigger and add it to the **Edit Actions List**.

4. You can perform the following changes:

  • Change the icon.

  • Rename the trigger.

  • Add a device or an action.

  • Add a trigger.

  • Remove a device or an action.

  • Remove a trigger

5. Once all edits are done, tap **Update**.

Deleting a Trigger

To delete a trigger:

1. On the **Automation** screen, tap **Trigger**.

2. On the top-right screen, tap ✐ to remove a trigger.

  The **Edit Actions List** screen appears.

3. On the **Edit Actions List** page, tap the remove button that is next to the trigger, and then tap **Delete** to remove it.

Automate

Automate allows you to set a timer to automatically turning OFF devices after a specified period. For example, if you set a Auto-OFF timer for 30 minutes to turn OFF the light, the light will automatically turn OFF after 30 minutes of being turned ON.
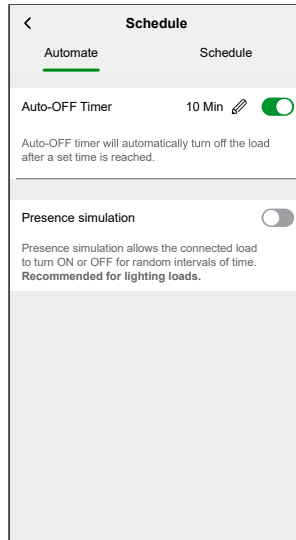
Auto-OFF Timer

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.
2. Select Wi-Fi® devices for which you want to set Automate.
3. On the Device Control screen, tap **Schedule**.
4. Tap **Automate**.
5. Tap the toggle button to turn it ON.
6. Tap 🖉 to enter the time.

   NOTE: You can not enter the time without enabling the toggle button.

Presence simulation

Presence simulation allows you to set connected loads to turn ON or OFF for random intervals of time.

For example, you can set the living room light to turn ON or OFF at random times in the evening. This makes it look like someone is at home, even when you are away.

Tap the toggle button to turn it ON.

   NOTE: This feature is only recommended for lighting loads.

Schedule

The schedule feature allows you to define the specific time for changing the state of the device.

For example, you can set a specific ON time and OFF time for the light so that the light will be turned ON/OFF at the specific times you choose.
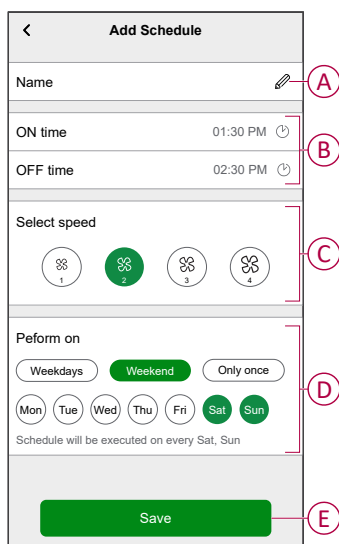
You can also create multiple schedules as per your needs, such as daily routines or special events.

   NOTE: This feature is only available in Wi-Fi® devices.

Creating a Schedule

You can create a schedule using the Wiser app.

1. On the **Home** screen, tap ⬚ **Devices** > **Devices**.

2. Select Wi-Fi® devices for which you want to create a schedule.

3. On the Device Control Screen, tap **Schedule**.

    The **Schedule** screen appears.

4. Tap **Schedule** > **+**.

5. Tap ✐ (A) and enter the name of the schedule.

6. Select the **ON time** and **OFF time** (B) as per your preference.

7. Select the fan speed (C).

    > **TIP:** The controlling options can vary based on the type of device you select. For example:
    > - **Fan Controller**: Set the fan speed.
    > - **Dimmer**: Adjust the brightness percentage.
    > - **Curtain Controller**: Set the percentage of shutter opening.

8. In the **Perform on** section (D), select one of the following options:
    - **Weekdays**: The schedule will apply to all weekdays.
    - **Weekend**: The schedule will apply only to weekends.
    - **Only once**: The schedule will apply to that particular day.

    You can also select random days without choosing these options, so the schedule will apply to those specific days.

9. Tap **Save** (E).

The schedule will be successfully created and added to the **Schedule** tab. Tap the toggle button to turn the schedule ON or OFF.

Editing a Schedule

You can edit a schedule using the Wiser app.

1. On the **Home** screen, tap ⬚ **Devices** > **Devices**.

2. Select Wi-Fi® devices for which you want to edit a schedule.

3. On the Device Control screen, tap **Schedule**.

4. Tap **Schedule**, select the schedule you want to edit, and then tap ✐.

5. On the **Update Schedule** screen, you can perform the following actions:

    • Tap ✐ to update the name of the schedule.

    • Tap **ON time** and **OFF time** to update the scheduled time.

    • Adjust the control options such as brightness percentage, fan speed, or shutter percentage.

    • In the **Perform on** section, add or remove the days you want to update.

Deleting a Schedule

You can delete a schedule using the Wiser app.

1. On the **Home** screen, tap ☐ **Devices** > **Devices**.

2. Select Wi-Fi® devices for which you want to delete a schedule.

3. On the Device Control screen, tap **Schedule**.

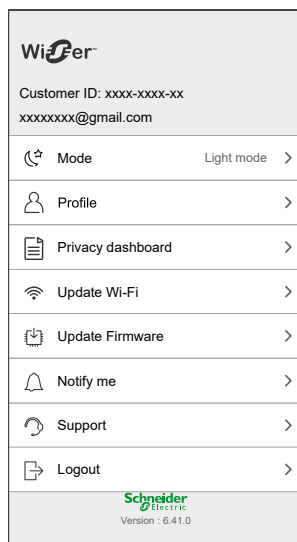4. Tap **Schedule**, select the schedule you want to delete, and then tap 🗑 .
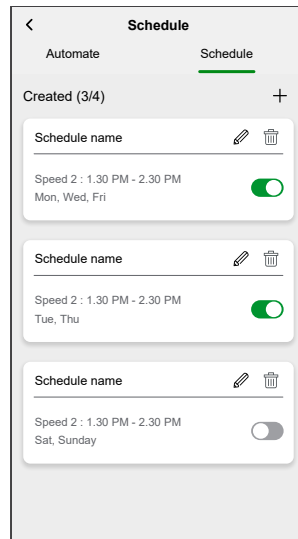
App Settings

An overview of the options available from the profile menu.

The profile menu contains various settings for different parts of the Wiser system.

On the **Home** screen, tap ⌂ .

The Profile menu includes the following options:

Mode	The Wiser 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: light mode or dark mode.
	Tap **Mode** to select the system theme. You can choose from the following options:
	• **Dark mode**: Switches the system theme to a darker color scheme.
	• **Light mode**: Switches the system theme to a lighter color scheme.
	• **Auto**: Automatically adjusts the system theme based on the time of day or ambient light conditions.
Profile	Allows you to view the username and password. Tap ✎ to change them. You can also delete the account by tapping **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.
Privacy dashboard	Displays the Terms of Use and Privacy Notice.
Update Wi-Fi	Allows you to update the Wi-Fi® network. For more information refer to the Updating Wi-Fi® Network, page 49 topic.
Update Firmware	Allows you to update the firmware for all commissioned devices. For more information, refer to the Updating Firmware, page 51 topic.
Notify me	Allows you to receive the notifications.
Support	Allows you to contact customer support via email or by calling.
	The Support screen 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.
Logout	Allows you to logout from the Wiser app.

Changing the Password

You can change a password from the Profile menu.

1. On the **Home** screen, tap 👤 .

2. Tap 👤 **Profile**.

3. Tap **Change password**.

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

4. Enter a current password.

5. Enter a new password and then confirm new password.

6. Tap **Change password**.

Deleting an Account

You can delete an account from the Profile menu.

1. On the **Home** screen, tap ⚇ .

2. Tap ⚇ **Profile**.

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.

Updating Wi-Fi® Network

You can update the Wi-Fi® network using the Wiser app.

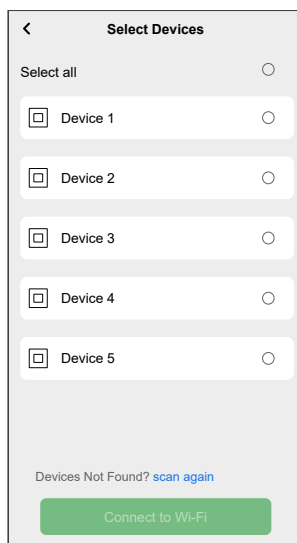1. On the **Home** screen, tap ⚇ .

2. Tap 📶 **Update Wi-Fi**.

   The **Update Wi-Fi** pop-up appears.

3. Enable your phone's Bluetooth. and make sure that your phone is in near to the devices.

   After sometime, you can see all Bluetooth paired devices.

   > **TIP:** If you do not see all devices, tap **Scan Again** to find all devices.
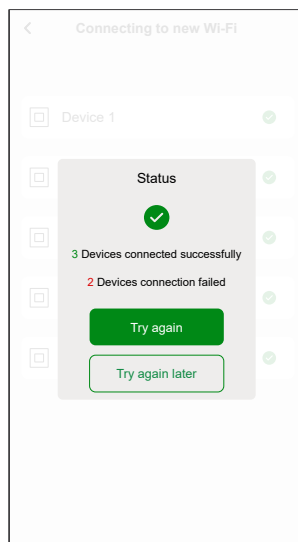

4. Select all or individual devices for which you want to change the Wi-Fi® network.

5. Tap **Connect to Wi-Fi**.

6. Select your home Wi-Fi® network, enter your password, and then tap **Confirm**.
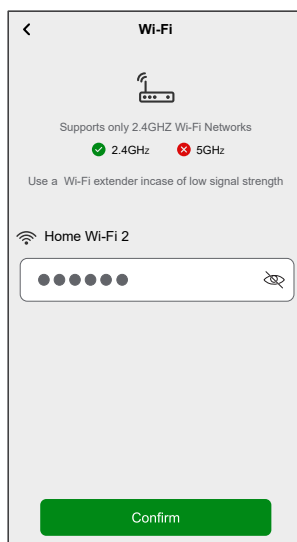
After sometime, you will see the **Connected** message on the screen. Also, you can see the **Status** message.

If any device connection fails, tap **Try Again** to update.

Updating Firmware

You can update the firmware of all devices using the Wiser app.

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.

1. On the **Home** screen, tap ⌂ .

2. Tap 🔲 **Update Firmware**.

3. Tap **Update All** or **Update** for individual devices.
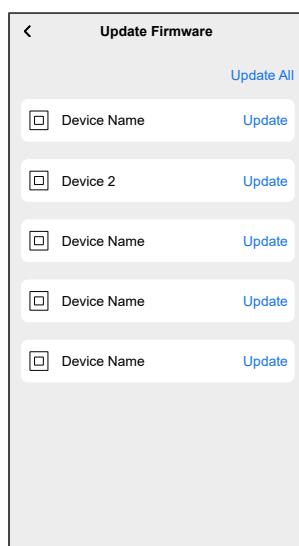
After sometime, you will see the **Update Firmware** status message.

If any device fails to update, tap **Retry**.

Customer Support

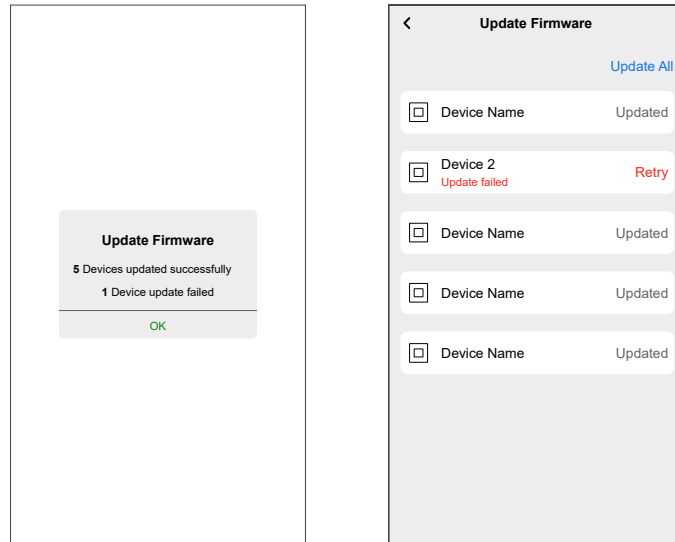Allows you to contact customer support via email or by calling.

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.

1. On the **Home** screen, tap ⌂ .

2. Tap ⌂ **Profile**.

3. Tap **Customer Support**.

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

Notifications and Alarm

Notifications and Alarm allow you to view messages related to your connected devices, keep informed about their status and activities, and see devices added or deleted from the Wiser System.

1. On the **Home** screen, tap 🔔 .

2. Tap **Alarm** to see the device messages, such as added or deleted from the Wiser System.

> **IMPORTANT:** You must enable the **Notify Me** button from the **Profile** menu to receive the messages and alarms of the devices.

3. Tap **Notifications** to see the device notifications, such as device offline or online.
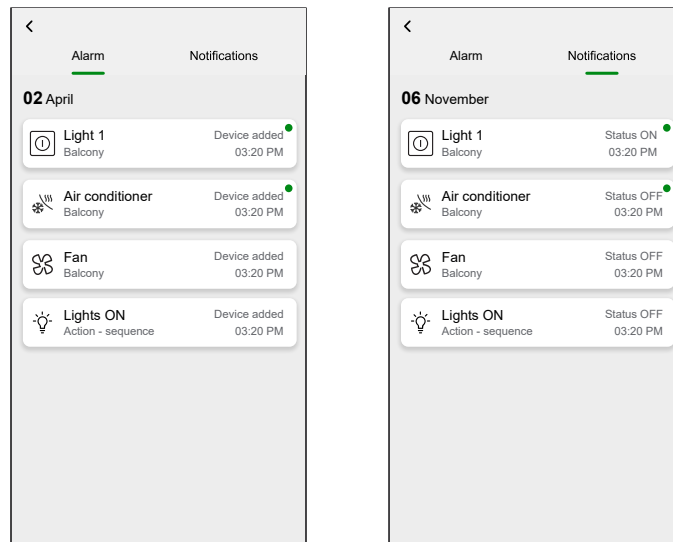
Manage Users

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

The **Manage Users** feature includes two options:

- **Owned**: This option grants full access to the devices. As the owner, you can manage all settings, add or remove devices, and make necessary changes.

- **Shared**: This option grants limited access to the devices. Shared users can control the devices but cannot add or remove them. They can interact with the devices based on the permissions set by the owner, such as adjusting settings or viewing status updates.

Adding a User

You can add a new user and grant them access to control and monitor the devices linked to your Wiser account.

> **TIP:** If you want to grant full access, tap **Owned** > **Add User** or limited access tap **Shared** > **Add User**.

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

2. Tap 👥 Manage users.

3. Tap **Owned** > **Add User**.

4. Enter a **Username**, **Email** and then **Confirm Email**.

5. Tap **Select Role Type**, and then select an option from the dropdown menu:

   - **Admin**: Admins have permanent access to your device and settings. They can manage all configurations, add or remove devices, and make necessary changes.

   - **Guest**: Guests have temporary access to the devices. You can set up an Access Timer to specify how long they can access the devices.

   - **Installer**: Installers have access until the installation is complete. You can set up an Access Timer to define the duration of their access. They can configure and test devices during the installation period.

     TIP: When you select **Guest**, you can choose either **Permanent** access or set a temporary access period using the **From and To** options in the **Access Timer**. When you select **Installer**, you can set a temporary access period using the **From and To** options in the **Access Timer**.

6. Tap **Add Location**, and select an existing location from the **Owned Locations** or **Shared Locations** tabs on the **Add Location** screen.

7. Tap location and choose the access type.

When you select **Guest** as the role type, you can choose to grant access to all devices or to specific devices within the selected location. The following are the access types:

- **No access**: Guest can not view or control any devices.
- **View access**: Guest can view devices but can not control them.
- **Control access**: Guest can view and control all devices in the location.
- **Individual**: Guest can control only the specific devices you select.

  TIP:
  - If you select **Admin** as the roll type, full access will be granted for that location.
  - If you select **Installer** as the roll type, full access will be granted for that location but only for the specific time. During this time, the installer can add or remove the devices from the location.

8. Select the **Security** access as per your preference.
9. Turn on the **Actions** toggle to share access.
10. Tap **Add User**.

An email will be sent to the specified email address.
11. Tap **Done**.

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

  TIP: To edit the user details, tap **Manage User** > **Owned**, select the user, then tap ✎ and make the necessary changes.

Removing a User

You can remove a user from the Manage Users menu.

1. On the **Home** screen, tap **Location** ⌄.
2. Tap **Manage Users** > **Owned** / **Shared**.
3. On the top-right screen, tap ✎.
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 Location menu.

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

2. Tap **+ Add Location**.

3. On the **Add Location** screen, enter a new location name.

4. Tap **Add**.

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

   TIP: If you want to switch to another location, tap the Location menu and select the location you want to switch.

Removing a Location

You can remove a location from the Settings menu.

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

2. Tap ⥣ **Location Settings**.

3. On the top-right screen, tap ✎.

4. Tap the remove button next to a location and then tap **Delete**.

   You have successfully removed the location.

Controlling the Wiser System

Home Screen

The Home screen provides an overview of all the devices in your home.

The Home Screen provides quick access to your favourite devices, lets you activate actions effortlessly, and offers personalized tips to help you maximize energy savings. Also informs you about the local weather and your location.
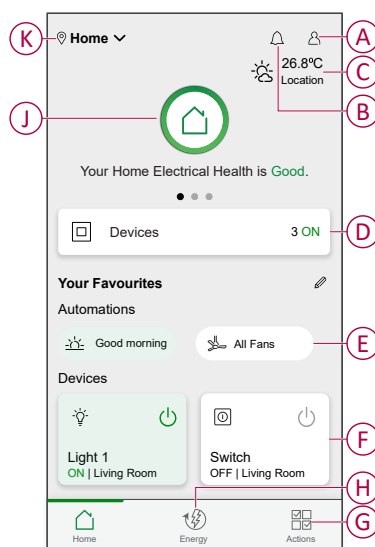
Home screen:

A	Profile	Tap to navigate to the Profile menu. For more information, refer to the App Settings, page 47 topic.
B	Notification	Tap to view the device and system notifications.
C	Weather and Location	Displays the current weather conditions and your location.
D	Devices	Tap to View/Control all the devices installed in your home, organized by the rooms to which they are assigned. Refer to Device Control, page 59 for detailed information on how to control the devices.
E	Favourite Automations	You can add your most frequently used action to the favourite section for quick access. Scroll horizontally to view all your favourite devices. Refer to Managing Favourites, page 58 for information on how to add the devices to favourites.
F	Favourite Devices	You can add your most frequently used devices to the favourite section for quick access. Scroll up to view all your favourite devices. Refer to Managing Favourites, page 58 for information on how to add the devices to favourites.
G	Automations	Tap to navigate to the Automation screen, where you can set up Quick and Trigger. Refer to the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices List of Wiser Devices, page 8 for the links to the Device user guide for each device.
H	Energy	Tap to navigate to the Energy screen where you can monitor your power consumption live, insights and get a detailed history of your power consumption. For more information, refer to the Energy, page 61 topic.
J	Tips and advice	Provides useful tips and advice to help you make the best use of your devices and optimize energy usage. Scroll horizontally to view all the tips.
K	Location menu	Tap to navigate to the location menu, where you can create/ delete locations and manage users. For more information, refer to the Location, page 56 topic.

Managing Favourites

Add Favourites

You can add your devices and automations to favourites for quick and easy control from the Home screen.

To add favourites:

1. On the **Home** screen, tap .
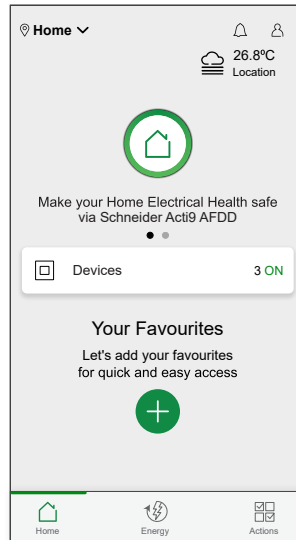
The **Edit Favourites** screen appears.

2. Tap the icon to add all your favourite devices and automations.

3. Once selected, tap **Save**.

Now you can view all your favourite devices/automations on the Home screen.

Edit Favourites

You can add or remove devices and automations from the favourites list.

To remove favourites:

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

The **Edit Favourites** screen appears.

2. Tap the ☆ icon to add or remove devices and automations from the favourites list.
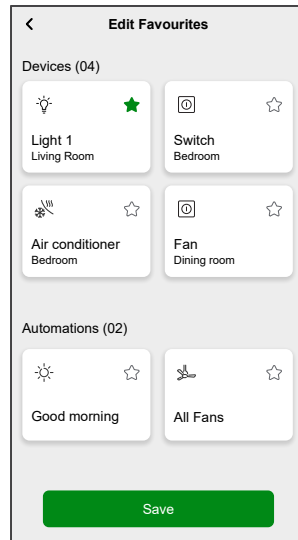
3. Once complete, tap **Save**.

Device Control

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

Devices

On the **Devices** tab, you can find all the devices installed in your home. The devices are arranged according to the Rooms, page 33 they are assigned to, making it easy to manage and control them.

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. Tap on the icon (A) available on each device to quickly control a device (e.g., turn it ON/FF and adjust the shutter).
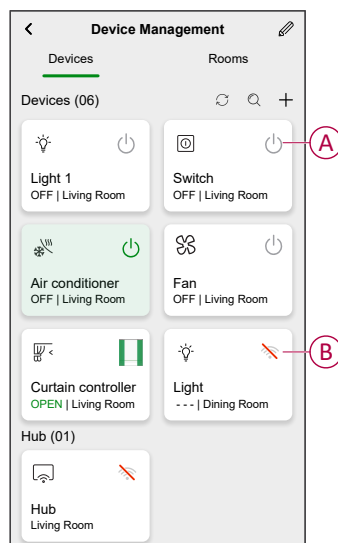
NOTE: ⟍ (B) indicates that the device is offline. Tap on the device to open the troubleshooting steps. Scroll up to see more details about the Z-Wave signal strength. Tap **Contact support** if you require further assistance and visit our Wiser Support Pages.
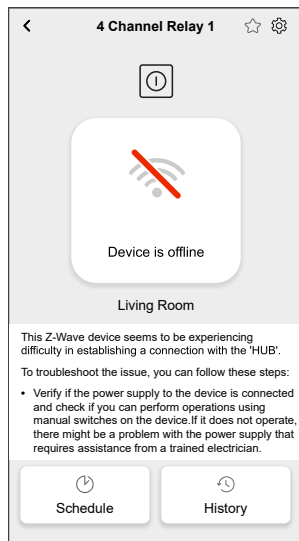
Device Control Screen

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

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. Select the device which you want to access the Device Control Screen.
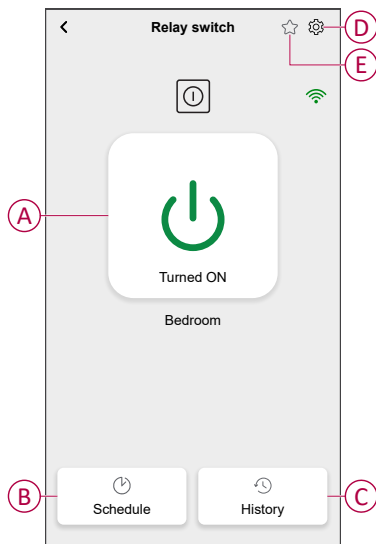
A	Power Button	Allows you to change the status of the device ON/OFF.
B	Schedule	Allows you to create quick actions and trigger automations.
C	History	Allows you to see the history of the device. Tap ↻ to update the history of the device when you open the History screen.
D	Settings	Allows you to control various settings. For more information, refer to the **Configuring the device** topic of the respective device user guide.
E	Favourites	Allows you to add the device to the favourites on the Home screen.

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 commissioned with the Wiser System. 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**, **Day**, **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.

If you have installed a solar system, you can view the flow of energy generated by the solar system and going to the grid (main incomer) in the **Live** option. When you tap **Day**, **Last 7 Days**, **Month**, or **Year**, you can see the total energy generated by the solar system, as well as the energy consumed by appliances (e. g., switches, dimmers, shutter controls, and fan controllers) and electric vehicle (EV charger).

To navigate, tap **Energy**.

Tap **Flow**.
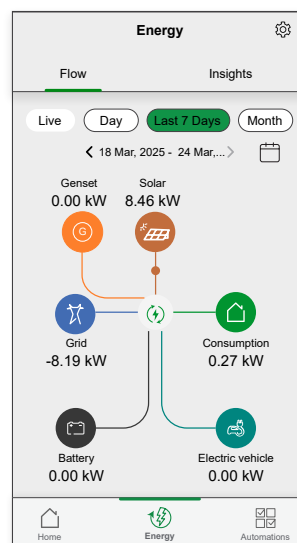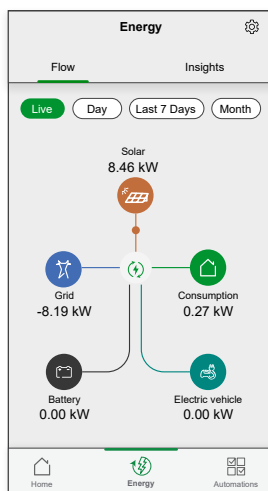
Insights

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**.

You can view the energy consumed by the home and the EV charger, as well as the energy generated by the solar system.
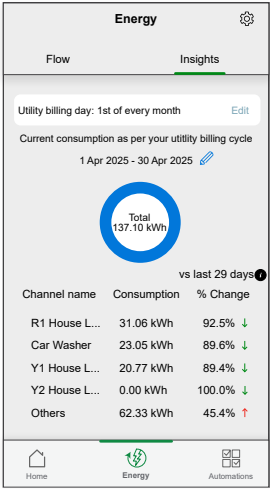
You can update the **utility billing day** by tapping **Edit**.

Additional Information

About Signal Strength

Z-Wave or Zigbee signal strength indicates the signal quality between your devices and the Wiser Hub. The closer the RSSI (Received Signal Strength Indicator) 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.

NOTE: The signal strength can only be seen when you set up the Wiser Hub with Wi-Fi®.

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**: The doors, walls, furniture, household appliances, especially with metal surfaces, and other electronic devices can weaken the Zigbee signal.

Troubleshooting

1. Place the Wiser Hub into open space.
2. Make sure you check if all powered devices are switched on and working normally.
3. If possible, move the Wiser Hub closer to the device with signal issues.
4. Try to remove any physical obstructions between the Wiser Hub and the device with poor or no signal.

Help & Support

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

Changing the Wiser Hub Wi-Fi® Access Point

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

IMPORTANT: Change Access point is not allowed when the Hub is setup with Ethernet and online.

1. On the **Home** screen, tap ▢ **Devices** > **Devices**.

2. Select Wiser Hub.

3. On the top-right screen, tap ⚙.

4. Tap **Change Access Point** (A) to change the Wi-Fi® network.

	Hub Settings	
Hub Name	Hub ✎	
Change Room	Living Room	>
Change Access Point		>
Delete Z-Wave Device		>
Reset Z-Wave Radio		>
Reset Zigbee Radio		>
Reset Actions		>
Update Z-Wave Network		>
Update Hub Firmware		>
Update Z-Wave Json		>
Reset Hub		>
History		↻
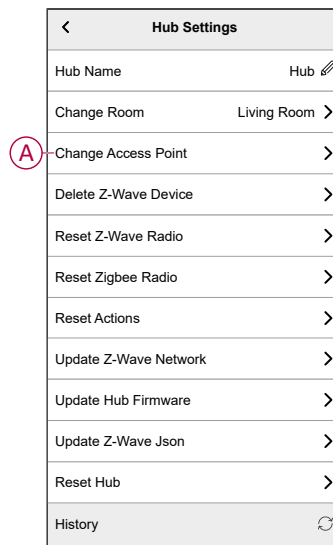
The **Select Wi-Fi** page appears.

5. Select the Wi-Fi® network which you want to connect.

Change Access Point ↻
Select your prefered Wi-Fi network to connect B.One Edge 3.0 to the network.If you can't see your Wi-Fi network, enter SSID manually.
[Enter SSID]   [Refresh]
Dar_6dff5c6b_001
AP_1747106310
Jio_Wiser
Soha_Wiser
Training&Customer
BOne-Edge.704A0EFEFED8FEFED8
Soh_6dff5c6b_130
Note: • Band: 2.4GHz (GHz is not supported) • Security: WPA/WPA2 (WEP is not supported) • Ensure B.One Edge 3.0 is within 5 meters of your Wi-Fi router

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).

7. Tap **Connect**.

Wait for a few minutes, you can see the successful Wiser pop-up message.

Troubleshooting

This topic explains the solutions to problems with the system, devices and configuration settings.

Wiser 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 8.

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.

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. Refer to Removing the device, page 32.
- 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 8

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 27.
- Delete your Account. Refer to Deleting an account, page 49.

Technical data

Electrical Parameter

Power Adaptor	Input: 100–240 Vac, 50/60 Hz, 0.4 A
	Output: 5 Vdc, 3.0 A

Processor & Memory

Processor	Make & Model Number: Amlogic S905Y4
	Configuration: Quad-core ARMCortex-A35 L2 512K
	Operating Frequency: 2 GHz
Memory	RAM : 1 GB
	eMMC: 8 GB

Other Key Features

RTC	On-Board RTC with battery backup
Hardware Watchdog	External Microcontroller based Hardware watchdog to restart the Processor in the event of unforeseen system hang-ups
Debug Port	USB - UART Converter for debug purposes inside the side compartment

Environmental

Operating temperature	0 °C to 50 °C
Relative humidity	0 - 90 %
Ingress Protection	IP20

Communication

Communication protocol	Wi-Fi® (2.4 GHz)
	Z-Wave: 700 Series
	Zigbee: Home Automation 3.0 profile
	BLE: 5
Ethernet Standard Configuration	1 x 10/100 port

Mechanical

Dimensions (W x H x D)	140 x 145 x 30 mm

Trademarks

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Wiser™ is a trademark and the property of Schneider Electric SE, its subsidiaries and affiliated companies.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Z-Wave® is a registered trademark of the Connectivity Standards Alliance.

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

SUG_Wiser-00