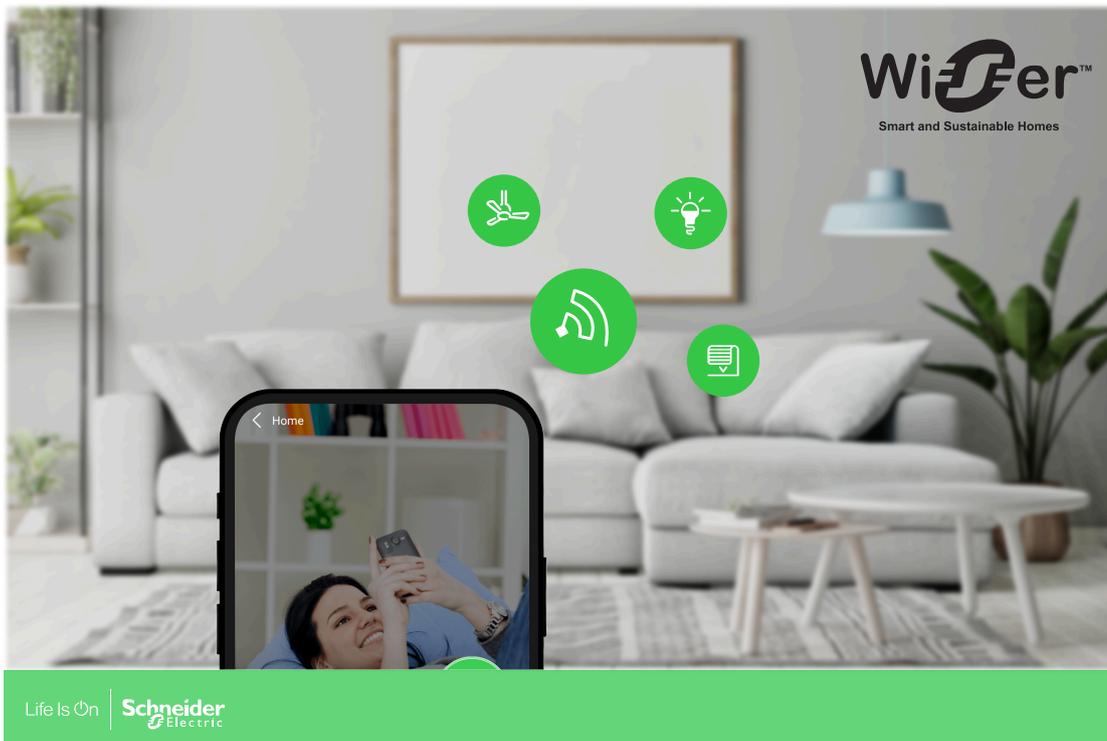


Wiser India

System User Guide (Wiser Automation Gateway)

Information about Wiser system, devices and app.

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**.

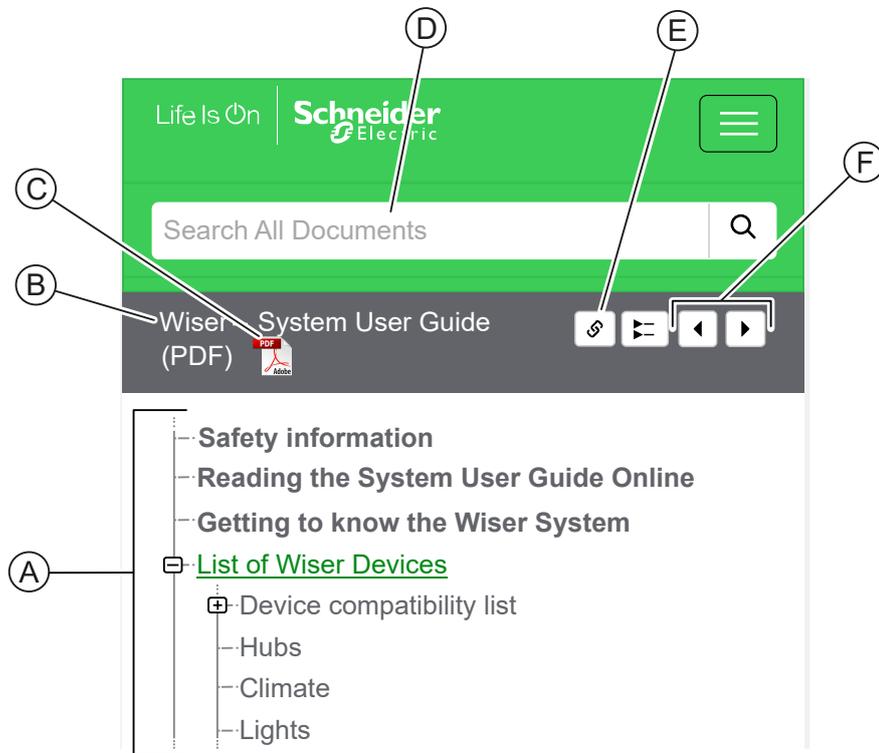
NOTICE

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

Reading the System User Guide Online

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

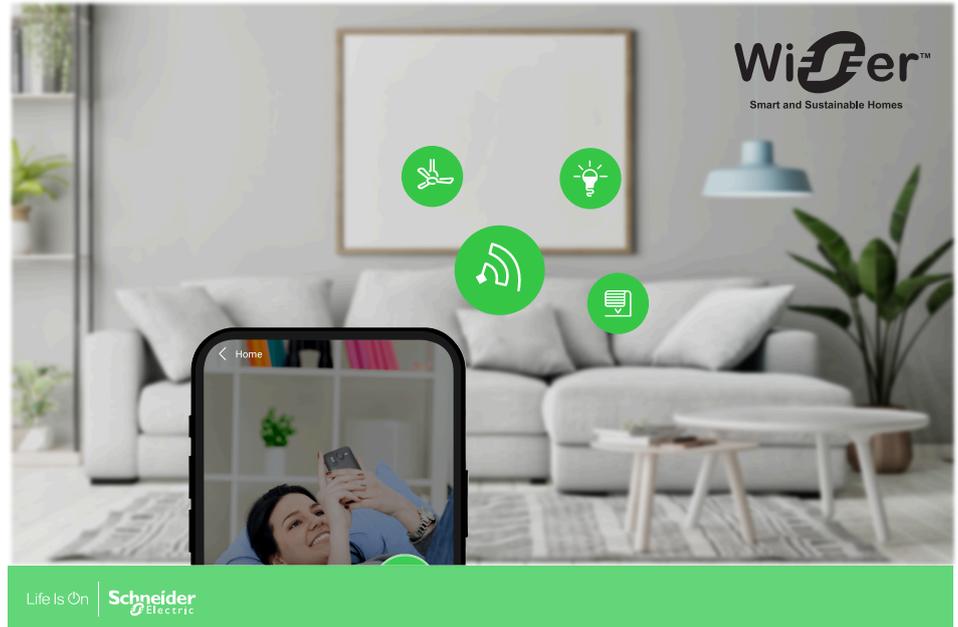
The System User Guide is optimized for online presentation. Several functions are available to help you navigate.



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 India App.



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

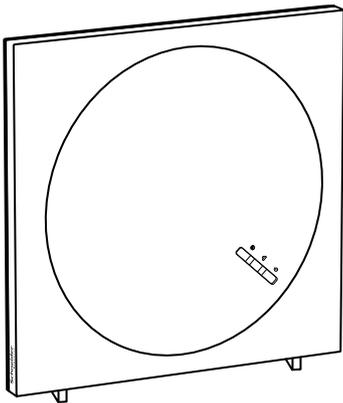
With a personal account and the Wiser India App on a smartphone you can control and monitor connected Wiser devices from anywhere where the internet is available for both mobile phone and the Gateway.

List of Wiser Devices

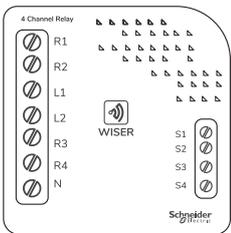
The devices listed in the following table are compatible Wiser devices.

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

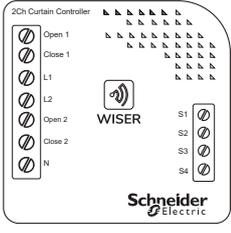
Wiser Automation Gateway

<p>Wiser Automation Gateway</p>  <p>IH101ZWIFI</p>	<p>The Wiser Automation Gateway monitors and controls the devices of your Home via the Wiser India App. It is connected to the Wiser Cloud for remote control via LAN Port.</p>	<p>Instruction Sheet (PDF)</p>
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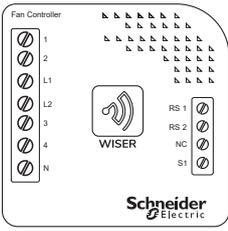
Light Switches

<p>Wiser 4 channel automation relay</p>  <p>IH14000100</p>	<p>Transforms a conventional switch into a connected device to switch loads.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
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Curtain Controller

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

<p>Wiser Fan Speed Controller</p>  <p>The diagram shows a terminal block for a Fan Controller. On the left side, there are terminals labeled 1, 2, L1, L2, 3, 4, and N. On the right side, there are terminals labeled RS 1, RS 2, NC, and S1. A central terminal is labeled WISER. The Schneider Electric logo is at the bottom.</p> <p>IH120001OF</p>	<p>Controls fan speed of up to 4/5 step speed regulator 240 V ceiling fans by using Wiser India App.</p>	<p>Instruction Sheet (PDF) Device User Guide</p>
---	--	--

Setting-up the Wiser System

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

System Requirements

Wiser Automation Gateway

The Wiser Automation Gateway communicates with all Wiser Z-Wave devices and the Wiser India App.

You can find more information about the Gateway in chapter [List of Wiser Devices](#), page 8.

Internet access for the Wiser Automation Gateway

In order to properly control Wiser Devices, the Gateway 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 India App

For more information, please read chapter .

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

Maximum number of	Supported/Not Supported	Remarks
Z-Wave devices	120	We practically verified with 50-60 devices (Around 30+ power based and remaining sleepy/ battery based devices).
Moment and Schedule	Supported	We verified maximum 60 actions can be created.

Maximum number of	Supported/Not Supported	Remarks
Multiple Automation Gateway compatible	Supported	
Can we add any Brand and any type of Z-Wave device?	No H/W is supported	Devices which are not part of the Mobile App, Need customization in the Firmware based on the device type and the features supported. Some devices get added but may not function properly.
What is the range of the Z-Wave devices can be connected ? (Ex - 2000 sqft home)		It depends on the constructed area and Z-Wave network formation.
Max. no. of devices in one Location (Z-Wave)	Verified	60 devices
Max. no. of devices in one Room (Z-Wave)	Not verified	

Selecting the Mounting Location

The ideal location for the Wiser Automation Gateway 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

Wiser India App

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

Downloading the Wiser India App

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

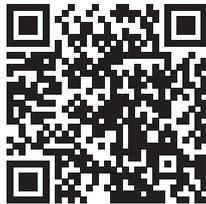
Download the Wiser India app from the relevant app store:

iOS

Requires iOS 13 or later

Search term: Wiser India

Wiser India - Apps on Apple Store



Andriod

Requires Android 8 or later

Search term: Wiser India

Wiser India - Apps on Google Play



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.

- **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.

Setting up the Wiser Automation Gateway

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

You can set up the Wiser Automation Gateway by using the Ethernet:

1. Use the adapter provided in the box to power up the Wiser Automation Gateway.
2. Connect the Wiser Automation Gateway to the internet router using a LAN Cable.
3. Wait until the gateway displays solid red and blue lights.

You can set up the Wiser Automation Gateway by using the Wiser India app. Refer to

You can setup the Wiser System by using the app after creating an account. Refer to for information on how to create an account.

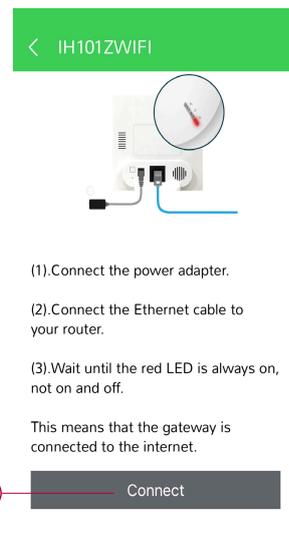
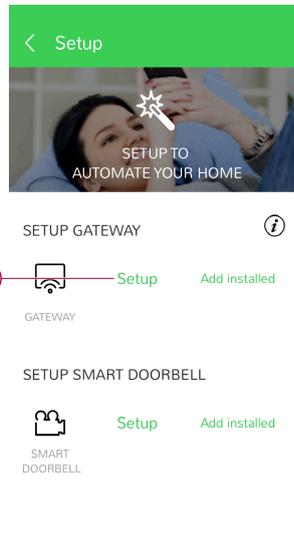
Setting up the Wiser Automation Gateway with Ethernet

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

Before setting up the Wiser Automation Gateway with Internet router, connect the Ethernet cable to the Wiser Automation Gateway. Also, connect your mobile device to the Wi-Fi network.

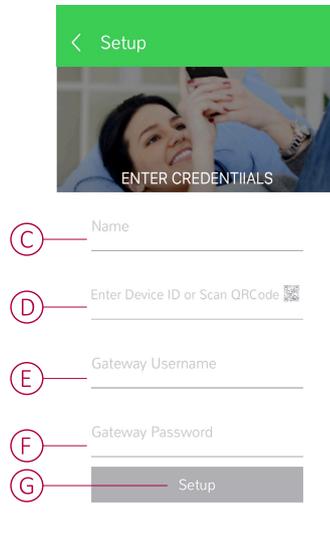
To set up the Wiser System:

1. Power up the Wiser Automation gateway using the adapter.
2. Connect the gateway to the internet router using an Ethernet (LAN) cable.
3. Wait until the red and blue lights on the gateway appears solid.
4. Log in to the Wiser India app on your mobile device.
5. Select **Add Gateway / Smart doorbell**
6. On the **Setup** page, tap **Setup (A)** and select the Gateway **IH101ZWIFI** and tap on **Connect (B)**.



7. On the **Device** page, tap **Devices**.
8. Tap **+ > All > B.One Edge 3.0**.
The **IH101ZWIFI** Gateway Setup page appears.

9. On the Setup page, add the following Wiser Automation gateway information:
 - **Name (C):** Add the device name.
 - **Enter Device ID or Scan QRCode (D):** You can find the these information on the back side of the Gateway.
 - **Gateway Username (E):** Add the name as per your requirement.
 - **Gateway Password (F):** provide password as per your requirement.
 - Tap on **Setup (G)** to finish the setup.

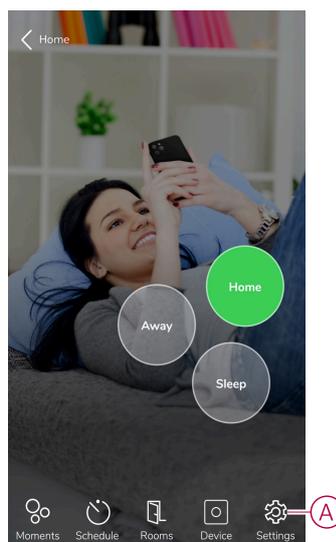


Wait for a few minutes, and you will see the **Gateway info** screen.

Creating a user account

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

1. To create a user account, tap on **Settings** and then select **User Management**.



2. Click on **+** to add a new user.

3. Enter all mandatory fields (Username, password, time, authority etc).

NOTE: The users can be assigned different authorities:

- The 'Scene' authority will allow user to use the scenes/shortcut functions only.
- The 'Control' authority will allow the user to control everything but no modifications.
- The Settings' authority will allow user to do any task as well as modifications, except the user management.
- Click on **Update** to save the changes.

Connecting Devices to the Wiser Automation Gateway

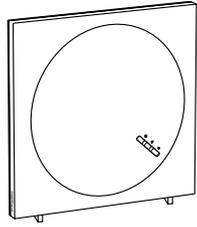
For the Wiser devices to be controlled by the Wiser Automation Gateway, they must be connected to the Wiser Automation Gateway.

Connecting devices to the Wiser Automation Gateway is part of the set up process. You can add devices to the Wiser Automation Gateway 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 .

Getting to know the Wiser Automation Gateway

Wiser Automation Gateway



IH101ZWIFI

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

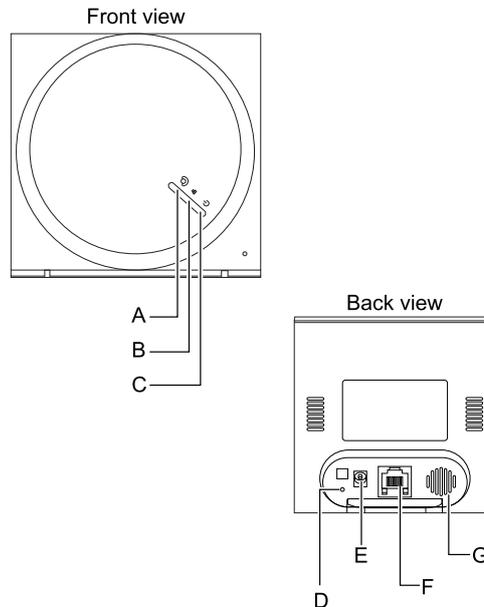
About Wiser Automation Gateway

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

Functions:

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

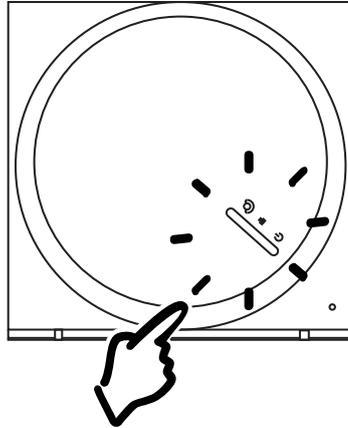
Operating Elements



A	Z-Wave Indication LED
B	Ethernet Indication LED
C	Status Indication LED
D	Reset button
E	Power Jack

F	Ethernet Jack
G	Internal Speaker

LED Behaviour



LED	Description
Ethernet LED Solid 	Setting up the Wiser Hub with Ethernet
Z-wave LED Blinks 	The internet is connected.
Ethernet LED Blinks 	The Ethernet is connected and internet is working

Resetting the Wiser Automation Gateway Manually

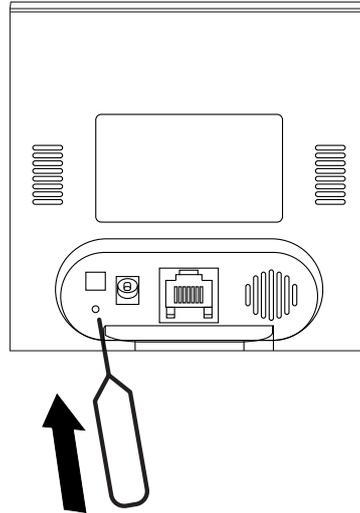
You can reset the Wiser Automation Gateway to its factory defaults.

NOTE: Resetting the Wiser Automation gateway 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 device. You will have to recreate all schedules, moments, automations, etc.

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

To reset the Wiser Hub to factory defaults:

1. Press and hold the **Reset** button until the LED turns solid Blue.

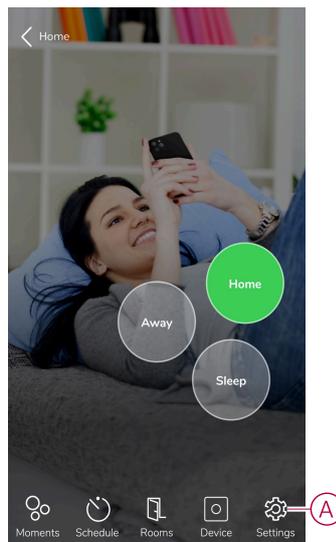


This indicates that the Wiser Automation Gateway is successfully reset.

Resetting to Factory Defaults

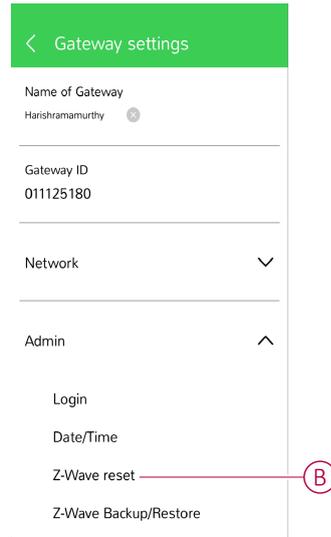
You can reset the Wiser Automation Gateway to its factory defaults using the Wiser India App.

1. On the **Home** page, select the **Settings** (A).



The Settings page appears. Tap **Gateway settings** (B).

2. On the **Gateway settings** page, tap on the **Admin** drop-down and select the **Z-Wave reset**.



The Z-Wave reset page appears.

3. Tap **YES** to remove the gateway from the Wiser India App and reset the settings to factory default.

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

Configuring the Wiser System

Devices

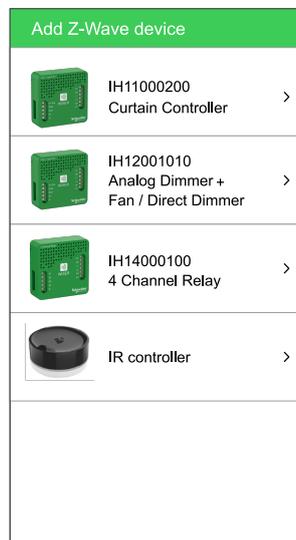
Adding new Devices / Assigning Devices to Rooms / Device settings / Removing a Device

List of Devices

On the Devices page, 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. Login to the app.
2. On the **Devices** page, tap **Devices**.

You can see the list of Devices:



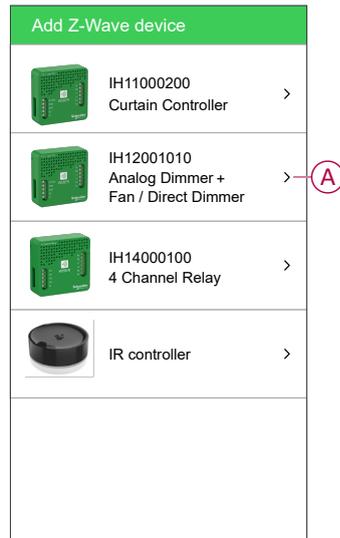
Adding a device

NOTE:

- The Wiser Automation Gateway must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to [Selecting the Mounting Location](#), page 11.
- 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 page, tap  **Device**.

2. Tap **Add>Schneider Electric > Fan/Dimmer (A)**.



The next screen shows the joining process of **Puck**.

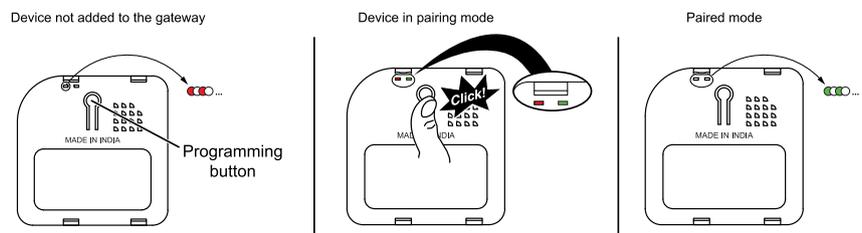
NOTE:

- The puck blinks red to show the device is not added to the gateway.
- For more information, refer to the pairing video [How to pair the micro module](#).
- For more information on pairing and configuration, refer to the video [wiring and configuration for 4 & 5 step fan regulator](#)

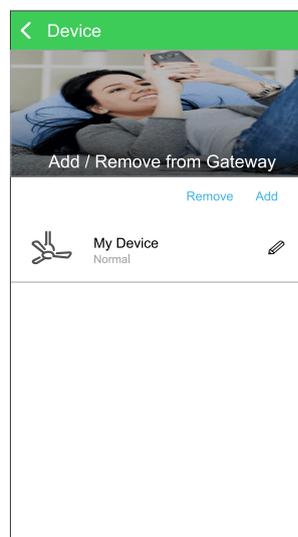
The gateway generates a "beep" sound.

3. Trigger the device by pressing on the **Programming button** on the back of the device and make sure the LED blinks green.

NOTE: If the puck device blinks red LED then it means that the device is not added to any gateway.



4. Wait for a few seconds until the LED turns green. You can also see in the app that the device is joined.



5. Tap **Next** to enter the name of the device and assign the device to a new room or an existing room.

The **Puck** is now listed under **Device** page.

NOTE:

- The Wiser Automation gateway must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to [Selecting the Mounting Location](#), page 11.
- 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.

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

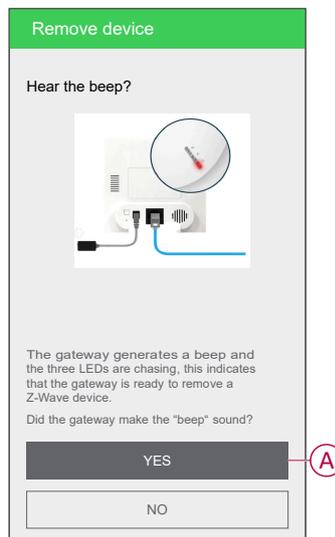
NOTE: Depending on the type of Device, there are further features available. You can find detailed information in the Device User Guide of the respective device. Refer to [List of Wiser Devices](#), page 8 for the links to Device user guide for each devices.

Removing the device

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

To remove the device:

1. On the **Home** page, tap **Device**.
2. Tap **Remove** > **Other Z-Wave device** > **YES** (If you heard the beep sound).



NOTE:

- Removing the device will reset the Puck. After reset, the LED turns RED indicating that the Puck is ready to pair with another network.
- For more information, please refer to the video: [How to remove the device](#).

Rooms

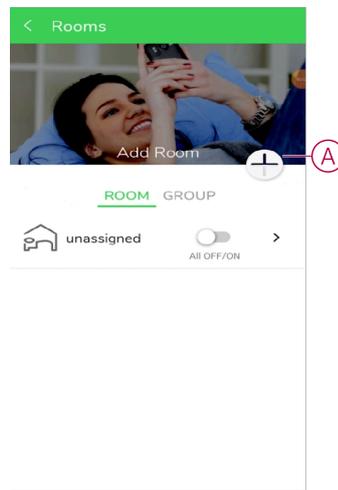
Adding new Rooms / Changing Room Information / Room settings / Removing a Room.

Creating a new room

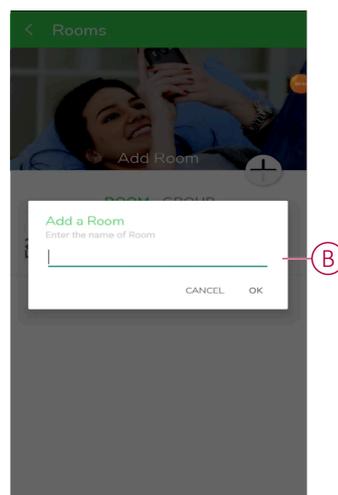
You can create a new room using the Wiser app.

To create a new room:

1. On the **Home** page, tap **Rooms**.
2. The **Rooms** page appears, tap **+** to create a new room (A).
The **Add a Room** page appears.



3. Enter the room name in the name field (B).



4. Tap **OK** .
The new room is added to the **Rooms** page.

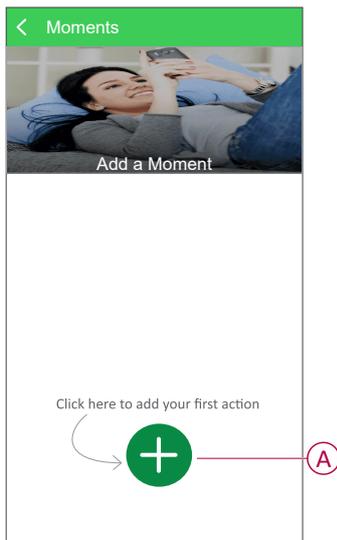
Moments

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

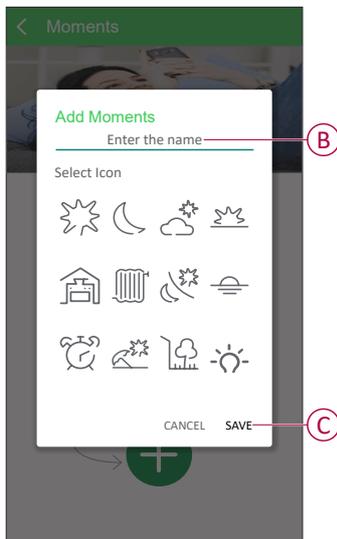
Creating a moment

A Moment allows you to group multiple actions that are usually done together. Using the Wiser India app, you can create moments based on your needs.

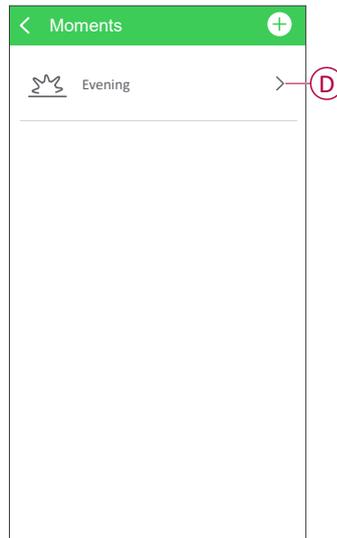
1. On the **Home** page, go to **Moments** > **+** to create a moment (A).



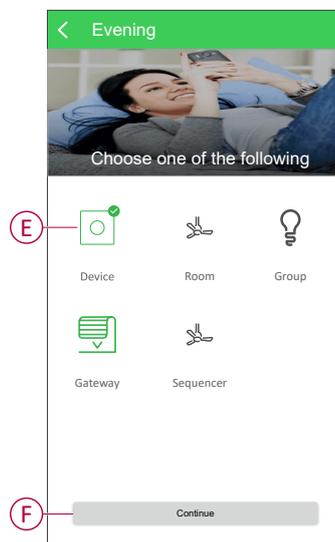
2. Tap **Enter the name** (B), type the name of the moment and select the icon and tap **SAVE** (C).



3. Tap on > beside the created moment name (D).

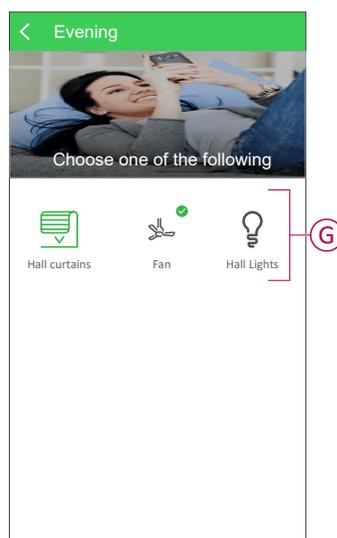


4. Tap **Device** and select the device to set the condition (E), tap **Continue** (F).

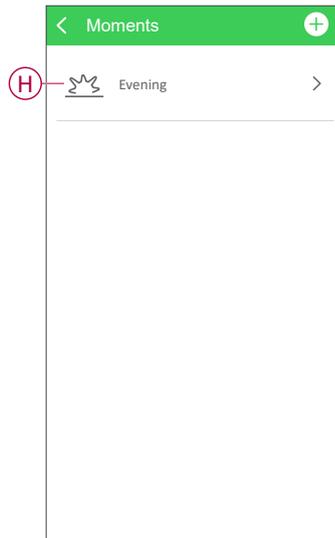


5. Set the condition and tap **OK** to finish. For example: Select Fan and choose the fan speed as 2 and tap **OK** to finish (G).

NOTE: To check the moments, turn off all the devices and run the scene.

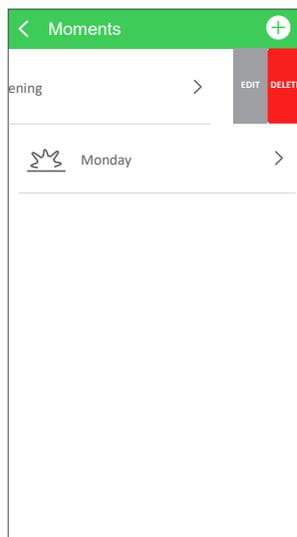


- To run the moments, tap **Moments** and tap on the created moment icon (H).



Editing a moment

- On the **Moments** page, locate the moment you want to edit.
- Slide left on the selected moment, it will show the option to edit and delete, tap **EDIT**.
- On the **EDIT** page, you can tap each item (Such as Dimmer, Fan, 4 channel relay, Curtain controller, etc.) to change the settings.

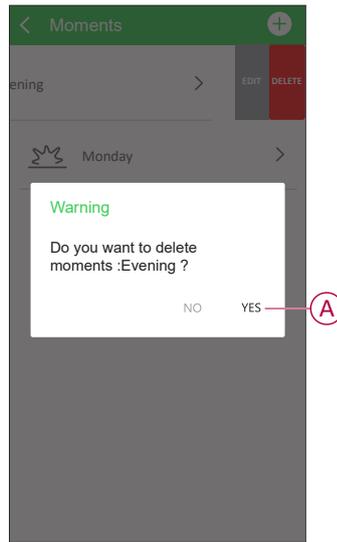


Deleting a moment

- On the **Moments** page, locate the moment you want to delete.
- Slide left on the selected moment, it will show the option to edit and delete, tap **DELETE**.

- It will show a **Warning** pop-up, you can tap **YES** to delete the moment (A).

NOTE: After deleting a moment, the device action can no longer be triggered.



Changing the passwordChanging the Password

You can change a password from the Settings menu.

- Tap  **Settings**.
- Tap **Change password**.

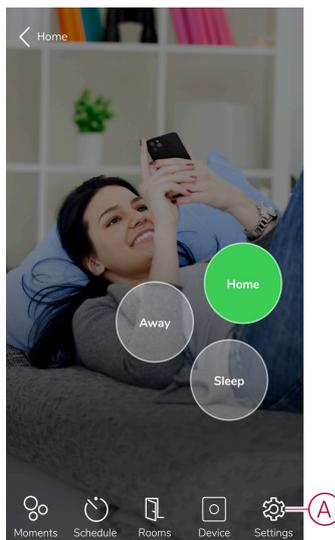
NOTE: When changing the password, the new password should not match the previous 3 passwords.

- Enter a current password.
- Enter a new password.
- Tap **Change password**.

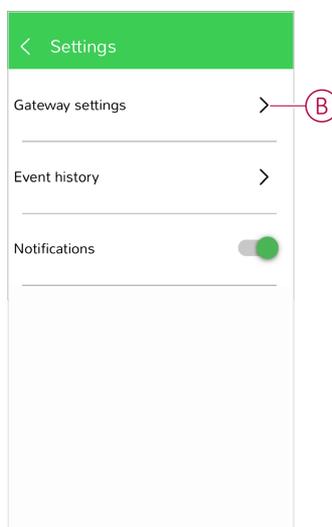
Deleting an Account

You can delete an account from the Settings menu.

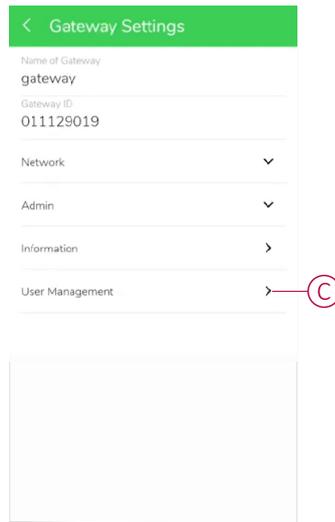
1. Tap  **Settings (A)**.



2. Tap **Gateway Settings (B)**.



- On the **Gateway Settings** page, tap **User Management** (C).



NOTE:

- Deleting your account is immediate and permanent.
- A deleted account cannot be restored.

- On the **User** page, swipe the user name from right to left to get the **delete** option.



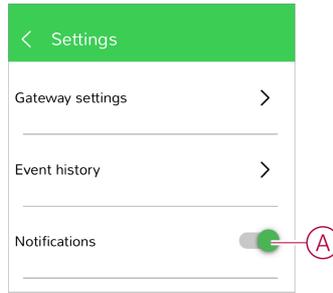
- Tap **Delete**.
You have successfully deleted an account.

Notifications

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

- Tap  **Settings**.

2. Tap the **Notifications** toggle button (A).



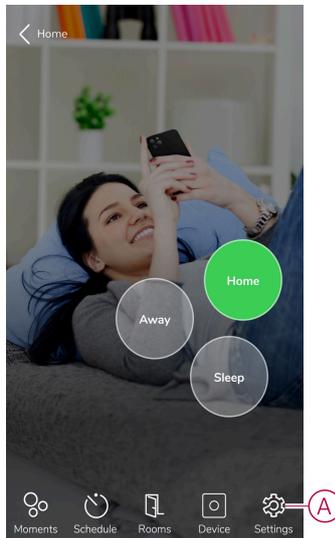
NOTE: When you enable the **Notifications** button, you can see notification messages on the **Dashboard** page.

User

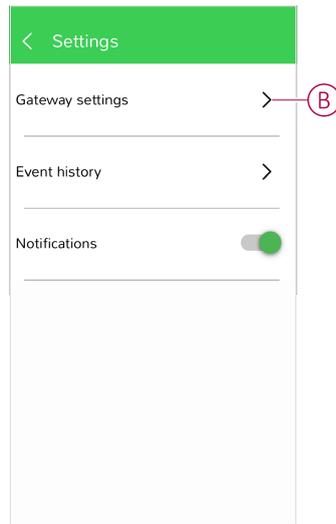
Adding a user

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

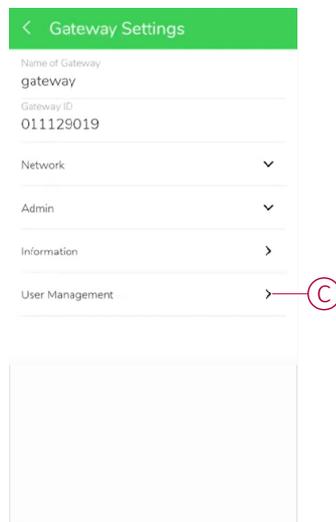
1. Tap  **Settings** (A).



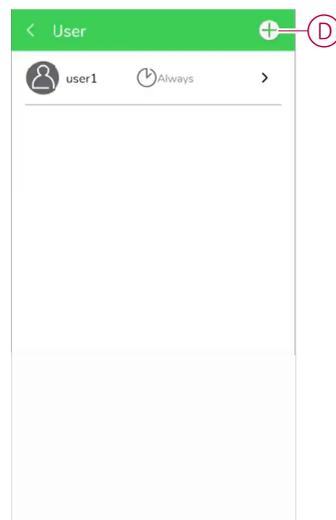
2. Tap **Gateway Settings** (B).



3. On the **Gateway Settings** page, tap **User Management** (C).



4. On the **User** page, tap + option (D).



Removing a user

You can remove a user from the Manage Users menu.

1. On the **User** page, swipe the user name from right to left to get the **delete** option.



2. Tap **Delete**.

You have successfully deleted an account.

Additional Information

About Signal Strength

Z-Wave signal strength indicates the signal quality between your devices and the Wiser Automation Gateway. 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 Automation Gateway with Ethernet.

Signal Strength Indicator

There is four different levels of signal strength:

Good Signal (between 0 & -54dBm)

Normal Signal (between -54 & -79dBm)

Poor Signal (<-79dBm)

Bad Signal (device is offline)

Cause of Poor Signal

Connectivity issues can be caused by various factors, such as:

- **Distance between the Wiser Automation Gateway and devices:** The signal becomes weaker as the devices move farther apart.

Troubleshooting

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

Help & Support

If you require further assistance, contact customer care.

Troubleshooting

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

Wiser Automation Gateway

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 Wiser Automation Gateway 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 23.
- 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 Wiser Automation Gateway. Refer to [Resetting to Factory Defaults](#), page 19.
- Delete your Account. Refer to [Deleting an Account](#), page 28.

Technical data

Model	Z-Wave Gateway
Power	Output: DC 5 V, 1.5 A
Processor	RISC CPU
Network interface	Ethernet 10 Base T/100 Base TX, Auto-MDIX, RJ45
Z-Wave module	<p>Sigma Design 500 series module</p> <p>Tx RF Power : -26 ~ 2 dBm</p> <p>Range:40 m open site</p> <p>Radio frequency : 865.2 MHz for</p>
Buttons	One reset button, to factory default
Indicators	<p>One LED for Internet connection status indication</p> <p>One LED for Ethernet connection indication</p> <p>One LED for Z-Wave signal indication</p>
Speaker	Built-in 0.5 W speaker for device inclusion/exclusion status indication
Installation	Plug and play by ID/password
Accessories (included)	Power adapter, RJ45 Ethernet cable, quick installation guide, ID/Password
App	App Wiser India for Android and iPhone/iPad
Alarm and event management	Push notification on iPhone/iPad and Android devices
Weight	129 g, including gateway bracket, excluding power adapter
Operating conditions	<p>0 to 50 °C</p> <p>Humidity 20 – 80 % RH (non-condensing)</p>
Communication protocol	Z-Wave: 500 and 700 Series
Ethernet Standard Configuration	1 x 10/100 port
Dimensions (W x H x D)	96 mm x 96 mm x 21 mm

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