Wiser Home

System User Guide (UK, Ireland)

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Drayton

wiser.draytoncontrols.co.uk

Schneider Electric

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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.

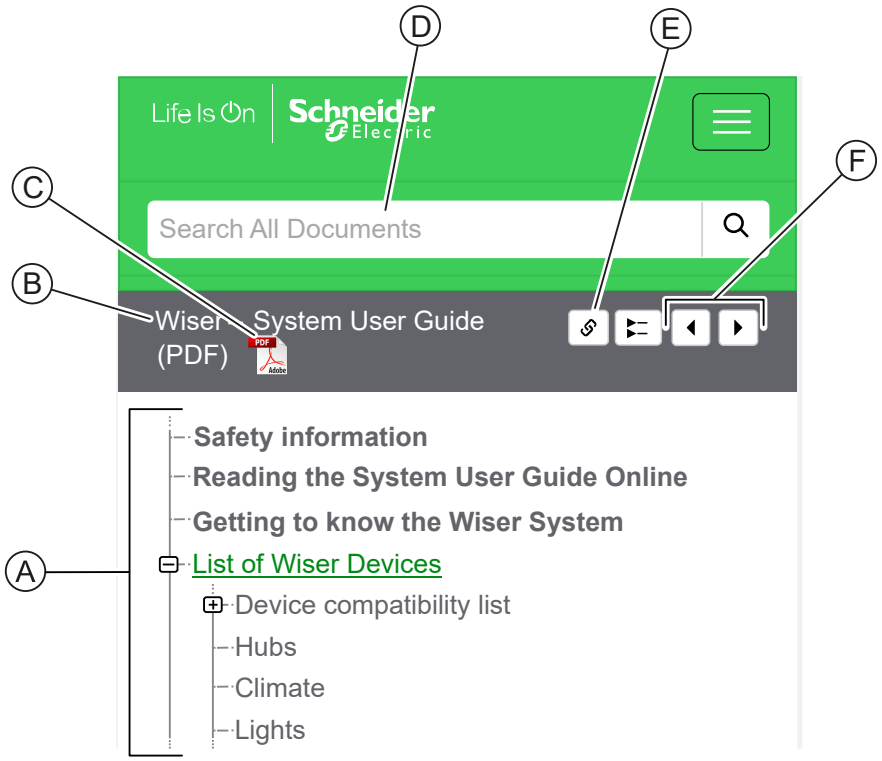
NOTICE

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.

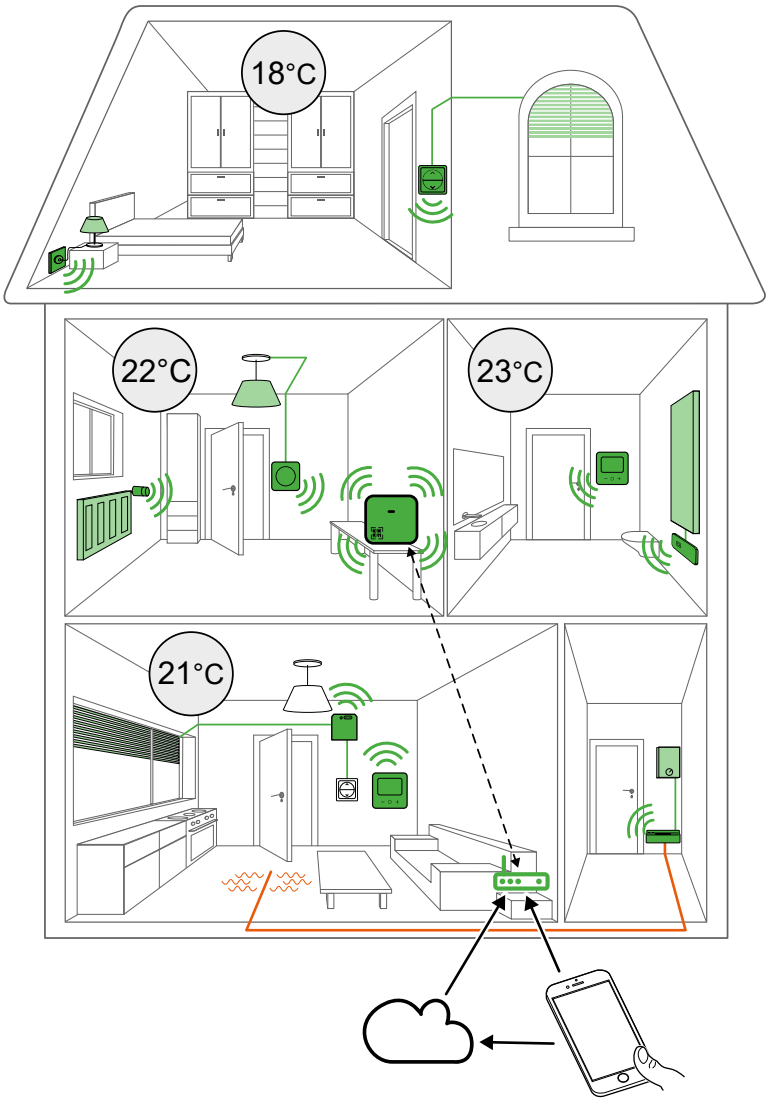
The System User Guide is optimised for online presentation. Several functions are available to help you navigate.



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 Home App.

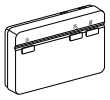
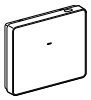
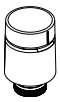
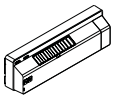


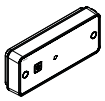
The Hub is the centre of the system, processing control requests and status reports for connected Wiser devices, page 15.

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

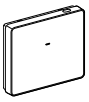
Device compatibility list

Climate

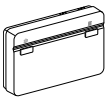
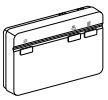
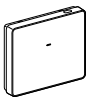
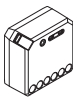
	Wiser Hub^{R} (Channel 1) WT714R1S0902 Wiser Hub^{R} (Channel 2/3)  WT724R1S0902 WT734R1S0902	Wiser Hub 2nd Generation  CCT501800	Wiser Hub^{R} 2nd Generation (Channel 1) CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Radiator Thermostat  WV704R0A0902 WV704R0A0901	✓	✓	✓
Wiser Room Thermostat with display WN704R0S0902 WN704R0S0901	✓	✓	✓
Wiser Underfloor Heating Connection Strip (Wiser Underfloor Heating Controller)  WF762F1A0902	✓	✓	✓

Wiser 16 A Relay for Temperature Control (Wiser Electrical Heat Switch)  WE714U1A0902	✓	✓	✓
Aidoo Pro Heat Pump (Wiser ASHP Interface) Wiser ASHP Interface – Daikin Altherma CCTFR_AZAI6WSPDA2 Wiser ASHP Interface – Mitsubishi Ecodan CCTFR_AZAI6WSPME2 Wiser ASHP Interface – Vaillant CCTFR_AZAI6WSPVA1 Wiser ASHP Interface – Panasonic Aquarea CCTFR_AZAI6WSPPA2	✗	✓	✓

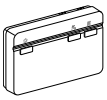
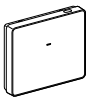
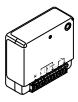
Lights

	Wiser Hub^{R} (Channel 1) WT714R1S0902 Wiser Hub^{R} (Channel 2/3) WT724R1S0902 WT734R1S0902	Wiser Hub 2nd Generation  CCT501800	Wiser Hub^{R} 2nd Generation (Channel 1) CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Multiwire Micro Module LED Dimmer CCT5010-0003	✗	✓	✓

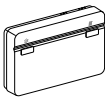
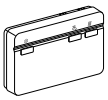
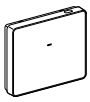
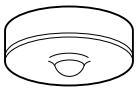
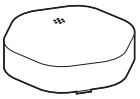
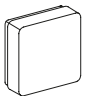
Shutters

	Wiser Hub^{R} (Channel 1)	Wiser Hub 2nd Generation	Wiser Hub^{R} 2nd Generation (Channel 1)
	 WT714R1S0902 Wiser Hub^{R} (Channel 2/3)  WT724R1S0902 WT734R1S0902	 CCT501800	 CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Micro Module Shades Control  CCT5015-0002W	✗	✓	✓

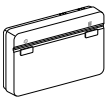
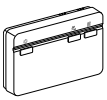
Appliances

	Wiser Hub^{R} (Channel 1)	Wiser Hub 2nd Generation	Wiser Hub^{R} 2nd Generation (Channel 1)
	 WT714R1S0902 Wiser Hub^{R} (Channel 2/3)  WT724R1S0902 WT734R1S0902	 CCT501800	 CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Smart Plug WB704H1A0902	✓	✓	✓
Wiser Power Micromodule  CCTFR6730	✗	✓	✓

Sensors

	Wiser Hub^{R} (Channel 1)  WT714R1S0902 Wiser Hub^{R} (Channel 2/3)  WT724R1S0902 WT734R1S0902	Wiser Hub 2nd Generation  CCT501800	Wiser Hub^{R} 2nd Generation (Channel 1) CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Window/Door Sensor CCT591012	✗	✓	✓
Wiser Motion Sensor  CCT595012	✗	✓	✓
Wiser Water Leakage Sensor  CCT592012	✗	✓	✓
Wiser Temperature/Humidity Sensor  CCT593012	✗	✓	✓

Safety and Security

	Wiser Hub^{R} (Channel 1)  WT714R1S0902 Wiser Hub^{R} (Channel 2/3)  WT724R1S0902 WT734R1S0902	Wiser Hub 2nd Generation CCT501800	Wiser Hub^{R} 2nd Generation (Channel 1) CCTFR6311G2D Wiser Hub^{R} 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D
Wiser Smoke Alarm - Battery CCT599002	✗	✓	✓

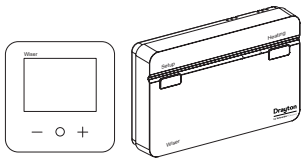
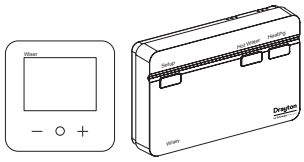
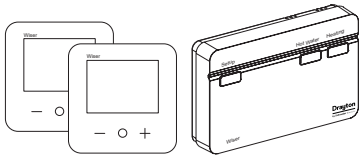
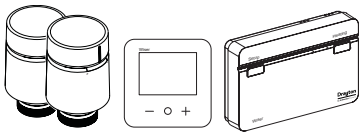
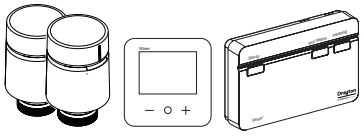
List of Wiser Devices

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

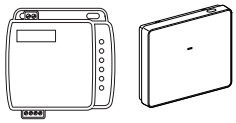
Follow the device Instruction sheet links for installation instructions and device user guide links for more details on the device configuration.

Kits

Wiser Hub^{R} (1st Generation)

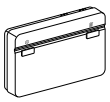
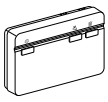
Wiser Thermostat Kit 1  WT714R9K0902	1 x Wiser Hub^{R} (1st Generation) Channel 1 1 x Wiser Room Thermostat	One channel thermostat pack ideal for combi-boilers. Enables you to control heating via the Wiser Home app.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Thermostat Kit 2  WT724R9K0902	1 x Wiser Hub^{R} (1st Generation) Channel 2 1 x Wiser Room Thermostat	Two channel thermostat pack ideal for conventional systems. Enables you to control heating and hot water via the Wiser Home app. Wire in existing cylinder thermostat for hot water control.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Thermostat Kit 3  WT734R9K0902	1 x Wiser Hub^{R} (1st Generation) Channel 3 2 x Wiser Room Thermostat	Three channel thermostat pack ideal for properties with two heating zones. Enables you to control heating and hot water via the Wiser Home app. Wire in existing cylinder thermostat for hot water control.	Instruction Sheet Device User Guide (Wiser Room Thermostat)
Wiser Multi-zone Kit 1  WV714R9K0902	1 x Wiser Hub^{R} (1st Generation) Channel 1 2 x Wiser Radiator Thermostat 1 x Wiser Room Thermostat	One channel thermostat system with two radiator thermostats to start zoning your system. Suitable for combination boilers. Control the room thermostat and radiator thermostats via the Wiser Home app. Add more radiator thermostats to create more independent zones.	Instruction Sheet Device User Guide (Wiser Radiator Thermostat) Device User Guide (Wiser Room Thermostat)
Wiser Multi-zone Kit 2  WV724R9K0902	1 x Wiser Hub^{R} (1st Generation) Channel 2 2 x Wiser Radiator Thermostat 1 x Wiser Room Thermostat	Two channel thermostat system with two radiator thermostats to start zoning your system. Suitable for conventional boilers. Set schedules for the room thermostat, radiator thermostats and hot water via the Wiser Home app. Add more radiator thermostats to create more independent zones.	Instruction Sheet Device User Guide (Wiser Radiator Thermostat) Device User Guide (Wiser Room Thermostat)

Wiser Hub 2nd Generation

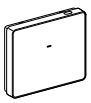
Wiser ASHP Kit  Wiser ASHP Kit – Daikin Altherma CCTFR6900DND Wiser ASHP Kit – Mitsubishi Ecodan CCTFR6900MID Wiser ASHP Kit – Vaillant CCTFR6900VTD Wiser ASHP Kit – Panasonic Aquarea CCTFR6900PCD	1 x Wiser Hub 2nd Generation 1 x Aidoo Pro Heat Pump (Wiser ASHP Interface)	This kit is purely for air to water heat pumps. It is a solution that lets you control the heat pump through the Wiser Home app. An Wiser ASHP interface is wired to the heat pump and connects to the Wiser Home app via Wi-Fi®.	Instruction Sheet (PDF)

Hub

1st Generation Hub

Wiser HubR (Channel 1)  WT714R1S0902 Wiser HubR (Channel 2/3)  WT724R1S0902 WT734R1S0902	The Wiser HubR is used to connect the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is used. The Wiser HubR is available in three variants, according to your heating system • One Channel (WT714R1S0902): 1x heating, for combination boilers. • Two Channels (WT724R1S0902): 1x Heating, 1x Hot water, for conventional boilers with a separate hot water cylinder • Three Channels (WT734R1S0902): 2x Heating, 1x Hot water, for large properties with dual heating circuits.	Instruction Sheet Getting to know the Hub, page 30

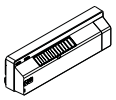
2nd Generation Hub

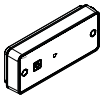
Wiser Hub 2nd Generation  CCT501800	The Wiser Hub 2nd Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.	Instruction Sheet (PDF) Getting to know the Hub, page 30

2nd Generation Hub (Continued)

Wiser HubR 2nd Generation (Channel 1) CCTFR6311G2D Wiser HubR 2nd Generation (Channel 2/3) CCTFR6312G2D CCTFR6313G2D	The Wiser HubR 2nd Generation is the central control unit of the Wiser Home system. It monitors and controls the devices of your home via the Wiser Home app. It can directly control a heating system and turn on a boiler. The Wiser HubR 2nd Generation is available in three variants, according to your heating system • One Channel (CCTFR6311G2D): 1x heating, for combination boilers. • Two Channels (CCTFR6312G2D): 1x Heating, 1x Hot water, for conventional boilers with a separate hot water cylinder • Three Channels (CCTFR6313G2D): 2x Heating, 1x Hot water, for large properties with dual heating circuits.	Instruction Sheet (PDF) Getting to know the Hub, page 30

Climate

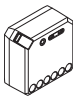
Wiser Radiator Thermostat WV704R0A0902 WV704R0A0901	Provides individual temperature control for radiators.	Instruction Sheet (PDF) Device User Guide
Wiser Room Thermostat with display WN704R0S0902 WN704R0S0901	Wireless, battery-powered, coloured touch-button display to set the room temperature.	Instruction Sheet (PDF) Device User Guide
Wiser Underfloor Heating Connection Strip (Wiser Underfloor Heating Controller)  WF762F1A0902	Control thermal actuator valve heads to regulate the flow of hot water in the underfloor pipes.	Instruction Sheet (PDF) Device User Guide

Wiser 16 A Relay for Temperature Control (Wiser Electrical Heat Switch)  WE714U1A0902	Control electrical heaters with On/Off commands (Relay output) commands.	Instruction Sheet (PDF) Device User Guide
Aidoo Pro Heat Pump (Wiser ASHP Interface) Wiser ASHP Interface – Daikin Altherma CCTFR_AZAI6WSPDA2 Wiser ASHP Interface – Mitsubishi Ecodan CCTFR_AZAI6WSPME2 Wiser ASHP Interface – Vaillant CCTFR_AZAI6WSPVA1 Wiser ASHP Interface – Panasonic Aquarea CCTFR_AZAI6WSPPA2	It is a solution that let you control the heat pump through the Wiser Home app. A Wiser ASHP interface is wired to the heat pump and connects to the Wiser Home app via Wi-Fi®.	

Lights

Wiser Multiwire Micro Module LED Dimmer CCT5010-0003	The Wiser Multiwire Micro Module LED Dimmer is used to switch and dim the ohmic or capacitive loads.	Instruction Sheet (PDF) Device User Guide

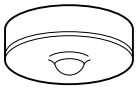
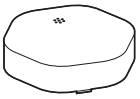
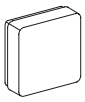
Shutters

Wiser Micro Module Shades Control  CCT5015-0002W	Controls blinds through connected push-buttons or the Wiser Home app.	Instruction Sheet (PDF) Device User Guide

Appliances

Wiser Smart Plug WB704H1A0902	Remotely control and monitor the power consumption of the plugged-in load.	Instruction Sheet (PDF) Device User Guide
Wiser Power Micromodule CCTFR6730	The Wiser Power Micromodule hereinafter referred as module is for switching loads (up to 3000 W resistive) such as a hot water tank or a socket outlet. In combination with the Wiser app, the energy consumption can be measured and the module can be used for load shedding or demand response.	Instruction Sheet (PDF) Device User Guide

Sensors

Wiser Window/Door Sensor CCT591012	Can be used to detect if a door or window is opened or closed.	Instruction Sheet (PDF) Device User Guide
Wiser Motion Sensor  CCT595012	Reports the detection of movement and measures the luminance of the environment.	Instruction Sheet (PDF) Device User Guide
Wiser Water Leakage Sensor  CCT592012	Detects water on a surface.	Instruction Sheet (PDF) Device User Guide
Wiser Temperature/Humidity Sensor  CCT593012	Measures temperature and humidity	Instruction Sheet (PDF) Device User Guide

Safety and Security

Wiser Smoke Alarm - Battery CCT599002	The Wiser Smoke Alarm - Battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat caused by rapid increase in temperature. When connected to the Wiser system, the device sends notifications to the user via the Wiser app.	Instruction Sheet (PDF) Device User Guide

Setting-up the Wiser System

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

System Requirements

For a Wiser system you need at least the following devices and conditions.

Wiser Hub

The Hub communicates with all Wiser devices and the Wiser Home app.

You can find more information about the available Hubs in Chapter List of Wiser Devices, page 15

Internet access for the 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 15

Smartphone

iOS Version 12 and higher

Android Version 5 and higher

Wiser Home App

For more information, please read chapter Downloading the Wiser Home App, page 24.

A valid e-mail address.

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

Data localization

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

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

Support for battery-powered devices

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

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

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

Limitations of the Wiser System

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

IMPORTANT: Refer to Device compatibility list, page 10 to find out which devices are compatible with 1st Generation Hub and 2nd Generation Hubs.

System Limits

Maximum number of	
Devices total	63 Zigbee devices + 1 Hub + 1 Aidoo Pro Heat Pump (Airzone Heat Pump Interface)
Devices Zigbee	63
Rooms	16
Moments	20
Automations	10
Schedules:	
Climate Schedules (e.g. for room setpoint)	16
On/Off Schedules (e.g. On/Off of appliances)	16
Level Schedules (e.g. % shutter position, % Light dimming)	32

Device Limits With Respect to Single Hub

Climate	**Maximum overall**	**Maximum per Room**
Room Thermostat	16	1
Radiator Thermostat	32	4
Wiser Underfloor Heating Connection Strip (Wiser Underfloor Heating Controller)	3	-
Wiser 16 A Relay for Temperature Control (Wiser Electrical Heat Switch)	48	4

Lights	**Maximum overall**	**Maximum per Room**
Lighting devices	32	32

Shutters	**Maximum overall**	**Maximum per Room**
Shutter Devices	32	32

Appliances	**Maximum overall**	**Maximum per Room**
Smart Plug + Wiser Power Micromodule	20	20
Wiser Power Micromodule	20	20

Sensors	Maximum overall	Maximum per Room
Window + Door Sensor	10	10
Motion Sensor	10	10
Water Leakage Sensor	10	10
Temperature + Humidity Sensor	10	10

Safety and Security	Maximum overall	Maximum per Room
Smoke Alarm	16	16

Energy	Maximum overall	Maximum per Room
Aidoo Pro Heat Pump (Wiser ASHP Interface)	1	-

Selecting the mounting location

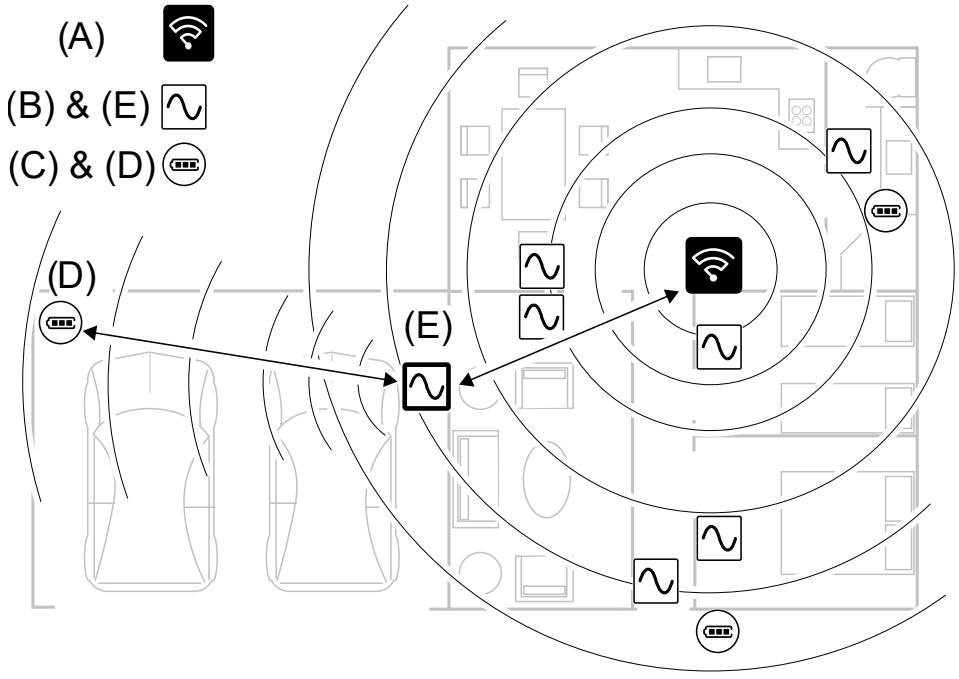
The Hub is the controller of the system and must be within a range of all devices in order for the system to work properly.

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

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

General Instructions for Hub and Device Mounting

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



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

Wiser Home App

Use the Wiser Home app to set up the Wiser system, control Wiser devices and receive notifications.

Downloading the Wiser Home App

Before you can set up your home, you need the Wiser Home app.

Download the Wiser Home app from the relevant app store:

iOS

Requires iOS 12.0 or later

Search term: Wiser Home

https://apps.apple.com/app/wiser-heat/id1222853887

Android

Requires Android 5.0 or later

Search term: Wiser Home

https://play.google.com/store/apps/details?id=com.schneider_electric.WiserHeat

Roles in the Wiser Home App

In the Wiser Home app, you can perform various tasks in the app, depending on the access level.

Function	Supported Features	Home owner	Professional Installer
Creating an account	Create an account by providing email address and setting up the password	Yes	No
Setting up the Wiser System	Adding and configuring the hub and devices.	Yes	Yes
Manual Firmware Update	Updating the hub firmware manually	No	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes
	Name or rename Rooms	Yes	Yes
Manage devices	Add or delete devices	Yes	Yes
	Configure device feature setting and schedule	Yes	Yes
	Change device icon, name and location	Yes	Yes
	Control device	Yes	Yes
	Receive device notifications and alarms	Yes	Yes
Manage Moments, Schedule and Automations	Create Moments, and Automations	Yes	Yes
	Create or assign a Schedule.	Yes	Yes
	Assign devices to Moments/Automations	Yes	Yes
	Adjust device settings in Moments/ Automations	Yes	Yes
	Set Trigger conditions in Moments/ Automations	Yes	Yes
	Receive Moment/Automation trigger notifications	Yes	Yes

IMPORTANT:

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

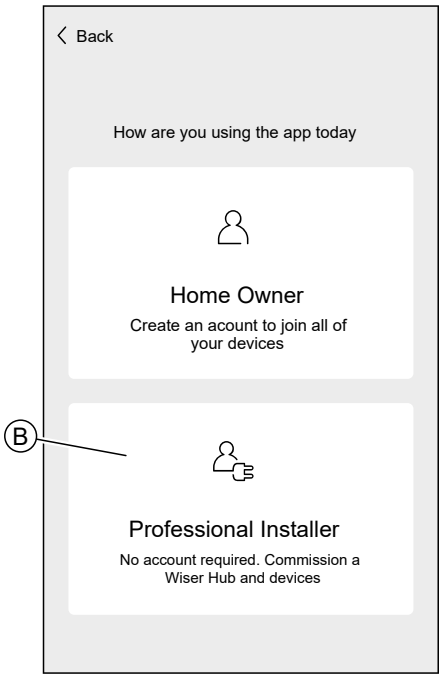
Professional Installer

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

To use the App as a Professional Installer:

1. Tap **Get started** (A).

2. Tap **Professional Installer** (B).



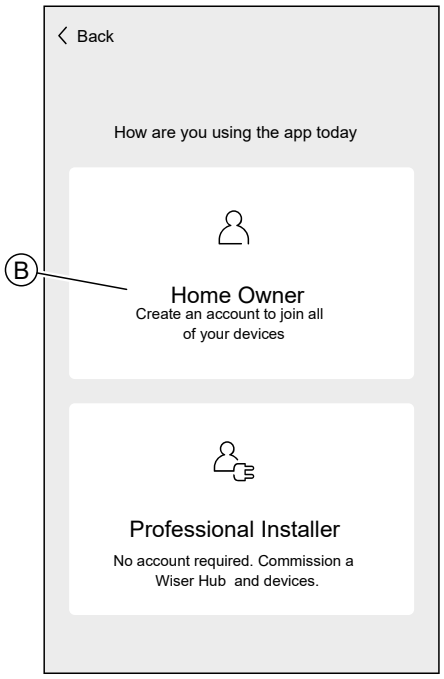
Home Owner

The Home Owner can create an account and set-up the Wiser system.

To use the App as a Home Owner:

1. Tap **Get started** (A).

2. Tap **Home Owner** (B) and create an account. Refer to Creating an Account, page 70 for information on how to create an account.

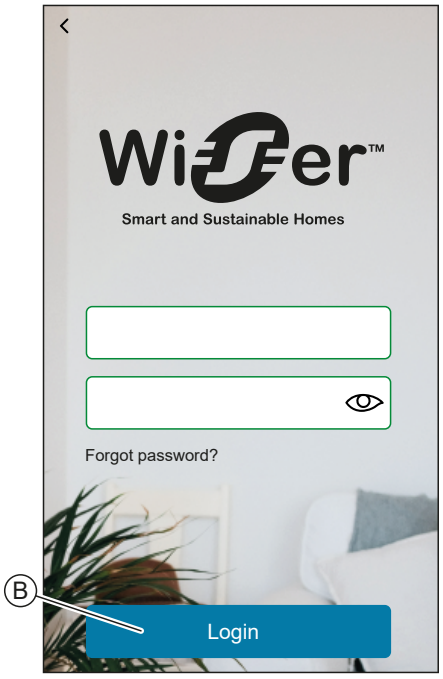


NOTE: After successfully creating your account using your email address and password, log in to the app and start using the Wiser system with your credentials.

Login to the App

1. To login to the app, tap **Login** (A).

2. Enter your credentials and tap **Login** (B).



NOTE: You only have to log in to the app once. Each time you use the app again, you will be automatically logged in. You can log out of your account in the Account Settings, page 124.

Cybersecurity Principles

This system hardening guideline can help you to follow best practices to improve the security of your system.

Passwords

- Passwords should include upper case, lower case, number and special characters.
- The password must have 10 characters minimum.
- The password should not be easily found in the dictionary and a phrase is preferred.
- Passwords should be changed frequently, at least once a year.
- A default Admin password must be changed immediately when first received and after a factory reset.
- Never reuse passwords.
- After first login, change default password for local access.

Network

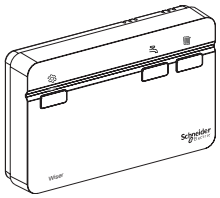
- IoT devices should only be connected in your personal home internal network.
- IoT devices should not be made directly accessible from internet. Ensure that you DO NOT use port forwarding to access an IoT device from the public internet.
- An IoT device should be on its own network segment. If your router supports a VLAN or other form of network segmentation, the IoT device should be located there.
- Use the strongest Wi-Fi® encryption available.

Software

- Always use the latest software for all devices in order to get new features, cyber security fixes and improvements.
- Keep your devices up to date.

Getting to know the Hub

Wiser Hub^{R} (1st Generation)



WT714R1S0902 (One Channel)

WT724R1S0902 (Two Channels)

WT734R1S0902 (Three Channels)

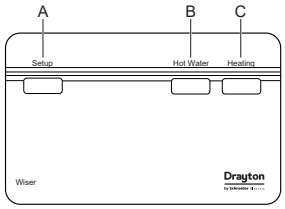
The Wiser Hub^{R} is the central control unit used to connect and manage the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is setup.

Refer to Device compatibility list, page 10 to find out which devices are compatible with Wiser Hub^{R} .

The Wiser Hub^{R} is available in three variants, according to your heating system:

- One Channel (WT714R1S0902): 1 x Heating, for combination boilers.
- Two Channels (WT724R1S0902): 1 x Heating, 1 x Hot water, for conventional boilers with a separate hot water cylinder.
- Three Channels (WT734R1S0902): 2 x Heating, 1 x Hot water, for large properties with dual heating circuits.

Operating Elements

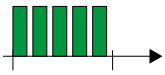
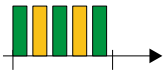
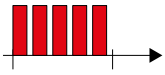


A	**Setup**	Activates the temporary Wi-Fi® network of the Hub. Useful for troubleshooting.
B	**Heating Override***	Turning on the heating override will turn on the connected heating system for 2 hours regardless of any settings in the app or thermostats. In this state the boiler will self regulate its temperature. To start override: press and hold button for more than 3 seconds. To stop override, short press the button. This will put the heating back under system control.
C	**Hot Water override**	Turning on the Hot Water override will turn on the connected Hot Water for 1 hour. In this state the hot water will be regulated by a thermostat or the boiler. To start override: press and hold button for more than 3 seconds. To stop override, short press the button. This will put the hot water back under system control.

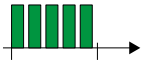
* **NOTE**: The heating override switches off when the temperature is close to set point. However, in the app, the heating flame symbol will continue to display until the set point is reached. This is normal operation and will not affect the heating.

LED Behaviour

Setup LED

LED	Description
	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	**Wi-Fi® Error** Hub is unable to connect to your Wi-Fi® network. Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly. **Firmware update** During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

Heating LED

LED	Description
	Connected heating is active.
	Override is active.

Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

Resetting to factory defaults

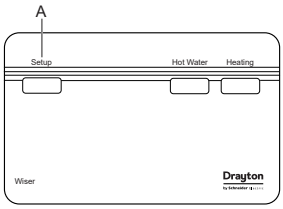
You can reset the Hub to it’s factory defaults.

NOTE: Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 15 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

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

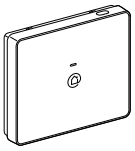
To reset the Hub to factory defaults:

1. Press and hold the **Setup** button (A) until the Setup LED turns solid red followed by all LEDs flashing red once.



This indicates that the hub is successfully reset.

Wiser Hub 2nd Generation

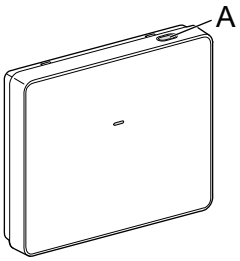


CCT501800

The Wiser Hub 2nd Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.

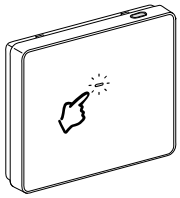
Refer to Device compatibility list, page 10 to find out which devices are compatible with Wiser Hub 2nd Generation.

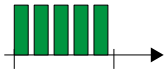
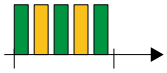
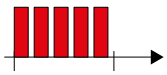
Operating Elements



A	**Setup** button	For commissioning and resetting the Hub

LED Behaviour



LED	Description
	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	**Wi-Fi® Error** Hub is unable to connect to your Wi-Fi® network. Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly. **Firmware update** During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

Resetting to factory defaults

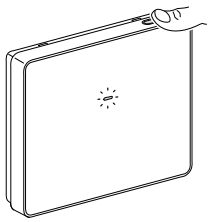
You can reset the Hub to its factory defaults.

NOTE: Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 15 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

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

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button until the LED turns solid red, and then quickly flashes green and turns solid RED again.



This indicates that the hub is successfully reset.

Wiser Hub^{R} 2nd Generation

CCTFR6311G2D (One Channel)

CCTFR6312G2D (Two Channels)
CCTFR6313G2D (Three Channels)

You can connect a heating or hot water system directly to the Wiser Hub^{R} 2nd Generation.

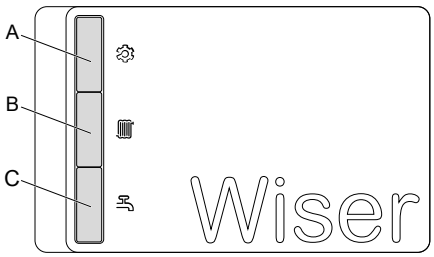
The app will guide you through the process to configure and add the devices to the system. Refer to Device compatibility list, page 10 to find out which devices are compatible with Wiser Hub^{R} 2nd Generation.

Once configured and added, the system connected to the Wiser Hub^{R} 2nd Generation will show up as a device in the app and can be configured and operated accordingly.

The Wiser Hub^{R} 2nd Generation is available in three variants, according to your heating system:

- One Channel (CCTFR6311G2D): 1 x Heating, for combination boilers.
- Two Channels (CCTFR6312G2D): 1 x Heating, 1 x Hot water, for conventional boilers with a separate hot water cylinder.
- Three Channels (CCTFR6313G2D): 2 x Heating, 1 x Hot water, for large properties with dual heating circuits.

Operating Elements

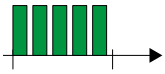
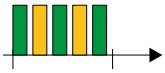
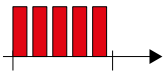


A	**Setup**	Activates the temporary Wi-Fi® network of the Hub. It is used during the commissioning process and troubleshooting.
B	**Heating Override***	Turning on the heating override will turn on the connected heating system for 2 hours regardless of any settings in the app or thermostats. To start override: press and hold button for more than 3 seconds. To stop override, short press the button.
C	**Hot Water override**	Turning on the Hot Water override will turn on the connected Hot Water for 1 hour. In this state the hot water will be regulated by a cylinder thermostat or the boiler. When the Hot Water override is active, the Hot Water LED will flash green. To start override: press and hold button for more than 3 seconds. To stop override, short press the button. This will put the hot water back under system control.

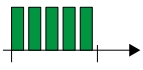
* **NOTE**: The heating override switches off when the temperature is close to set point. However, in the app, the heating flame symbol will continue to display until the set point is reached. This is normal operation and will not affect the heating.

LED Behaviour

Setup LED

LED	Description
	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	**Wi-Fi® Error** Hub is unable to connect to your Wi-Fi® network. Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly. **Firmware update** During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

Heating LED

LED	Description
	Connected heating is active.
	Override is active.

Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

Resetting to factory defaults

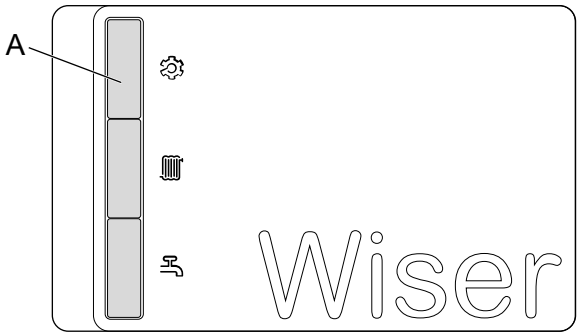
You can reset the Hub to it's factory defaults.

NOTE: Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 15 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

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

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button (A) until the Setup LED flashes green and amber.



To signal the completion of the reset, all LEDs will flash green once.

Setting up the Hub

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

You can set up the Hub by using the app as Home Owner and Professional Installer.

The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

You can also setup the Wiser System by using the app as a Home Owner after creating an account. Refer to Setting up an Account, page 70 for information on how to create an account.

Setting up as a Professional Installer

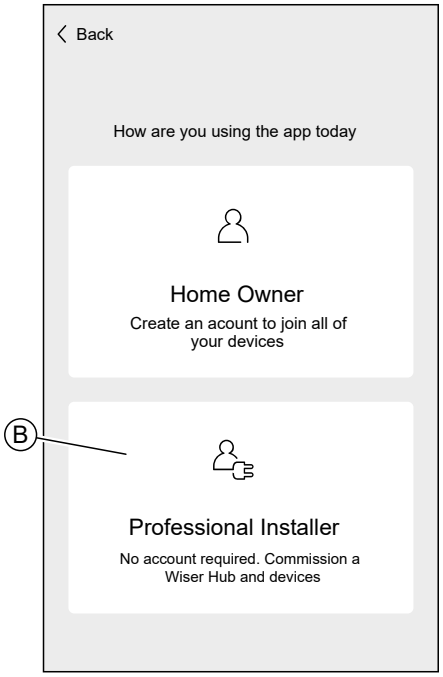
The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

> **NOTE:** The option to act as a Professional Installer is only available if you are logged out of the app. To log out of the app, navigate to the Account settings, page 124 and tap **Logout**.

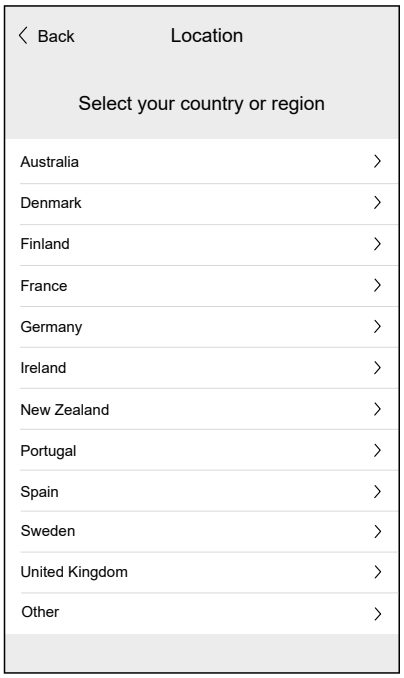
To set up the Wiser System as Professional Installer:

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

2. Tap **Professional Installer** (B).

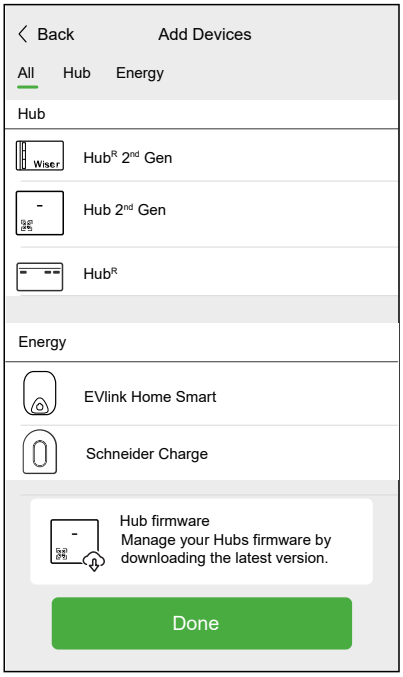


3. Select your country from the list.



The Add Devices screen allows you to add a Hub to the system. Refer to Connecting to the Hub's Temporary Wi-Fi® Network , page 44 and Entering Wi-Fi® login information, page 65 to add and setup the Hub.

You can also download firmware into your app that will update the hub during setup. See Downloading hub firmware into the app, page 42.


Back
Add Devices
All
Hub
Energy
Hub
Hub^R 2nd Gen
Hub 2nd Gen
Hub^R
Energy
EVlink Home Smart
Schneider Charge
Hub firmware
Manage your Hubs firmware by downloading the latest version.
Done

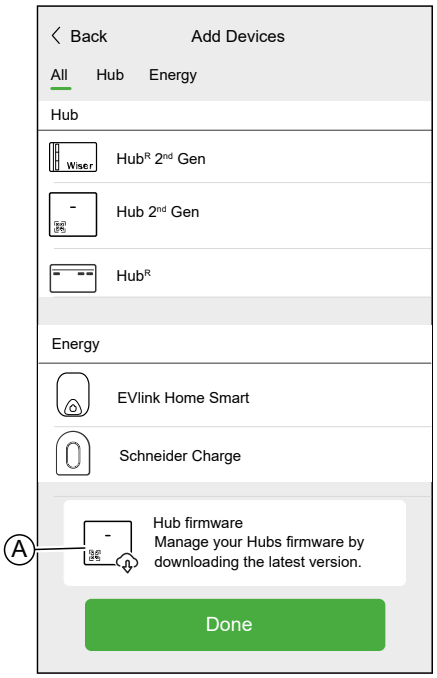
Downloading hub firmware into the app

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

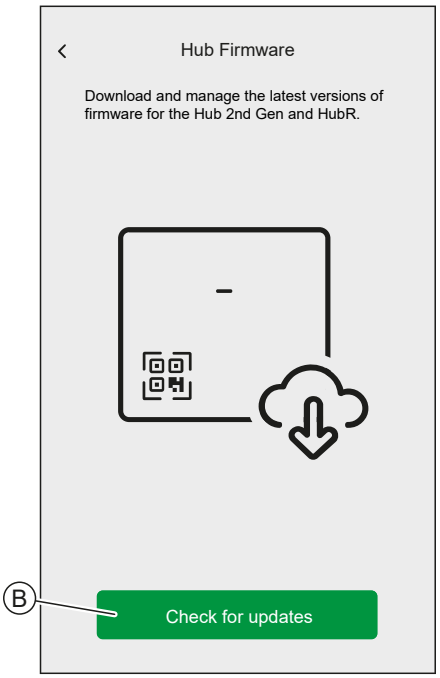
If you want to update the hub manually before connecting to the cloud, you can use the app as a professional installer.

As professional installer, page 39:

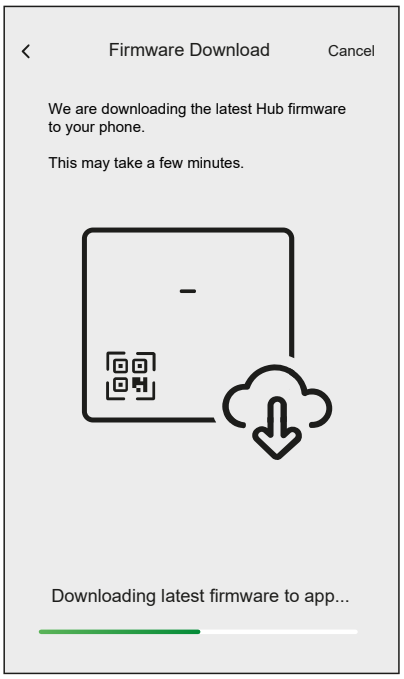
1. Tap **Hub-Firmware** (A).



2. Tap **Check for updates** (B).

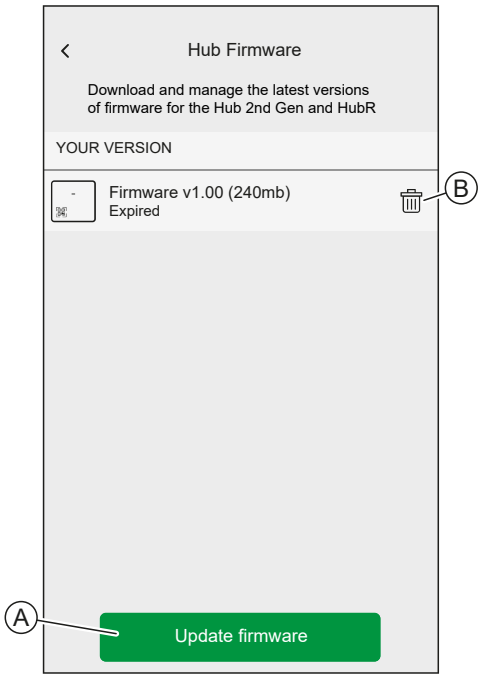


3. If there is a new version of firmware, it will be downloaded into the app.



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

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



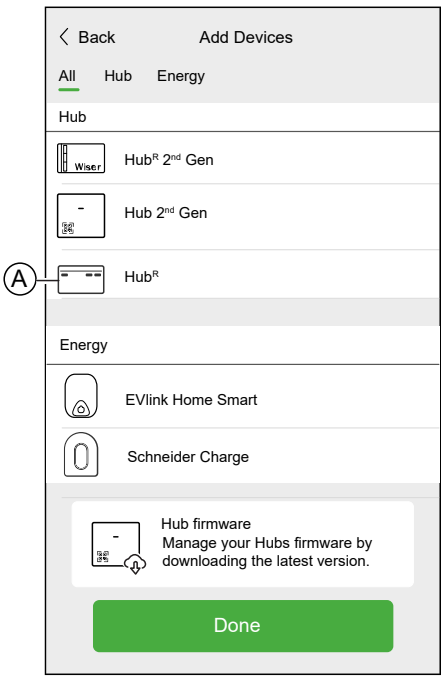
Connecting to the Hub's Temporary Wi-Fi® Network

The hub will create a temporary Wi-Fi® network. To connect your smartphone to this network, follow the instructions provided in this section specific to the type of hub you have at home.

Wiser Hub^{R} (1st Generation)

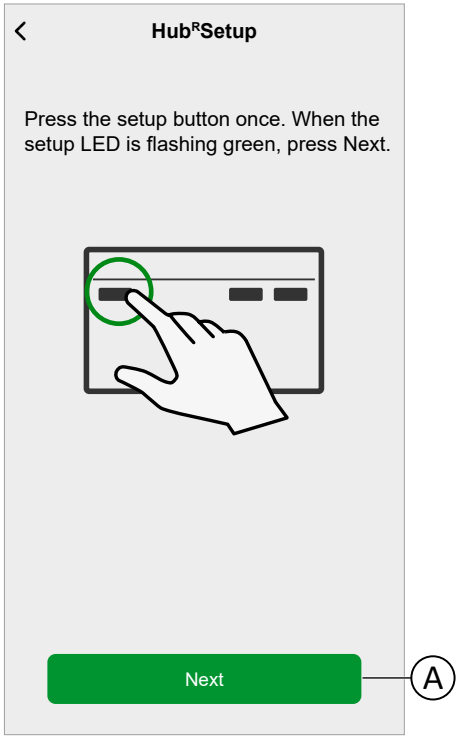
Using app as a Professional Installer, page 39 or Home Owner:

1. Select your hub in the app. Tap **Hub^{R}** (A).

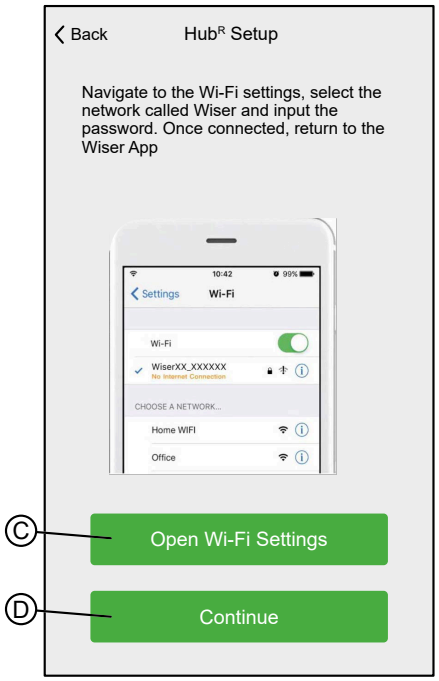


NOTE: If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

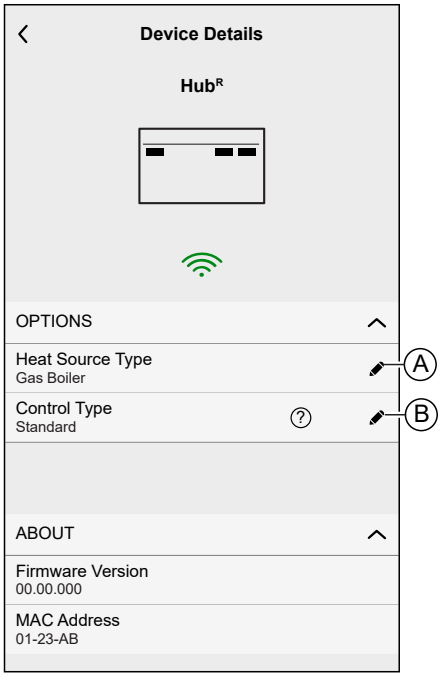
2. Put the Controller into setup-mode as per the instruction provided by the app. Then tap **Next** (A).



3. Navigate to your smartphone's settings or tap **Open Wi-Fi Settings** (C).
4. Connect to the Hub Wi-Fi® and enter the password located on the front cover and inside the rear cover of the Hub.
5. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.



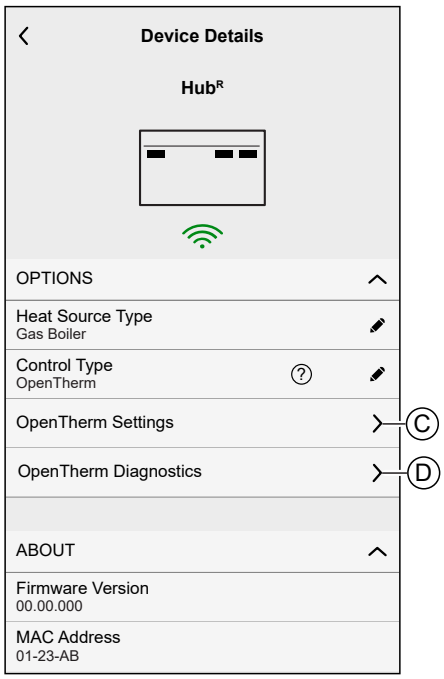
6. Select your options from the **Device Details** screen of the Hub^{R}.



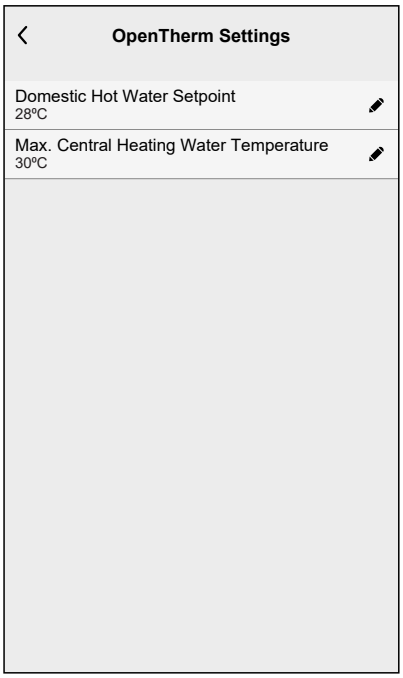
a. **Heat Source Type** (A): Tap and select the type of heating system available in your home from the drop-down, and then tap **OK**.
   - Gas Boiler
   - Oil Boiler
   - Electric Boiler
   - Heat Pump

b. **Control Type** (B): Tap and select the type of control your heating system uses, and then tap **OK**.
   - **Standard**: Select this option if your heating system uses the basic On/Off control. Standard controls typically use simple On/Off commands to control the boiler. The thermostat signals the boiler to turn On when heating is needed and to turn Off when the desired temperature is reached.
   - **OpenTherm**: Select this option if your heating system supports OpenTherm. OpenTherm is a digital communication protocol that allows continuous communication between the boiler and thermostat. As a result, the boiler can determine the room's current temperature and heat accordingly as required, thereby improving energy efficiency and providing more consistent heating.

c. If you choose **OpenTherm** control type, following additional options will appear:



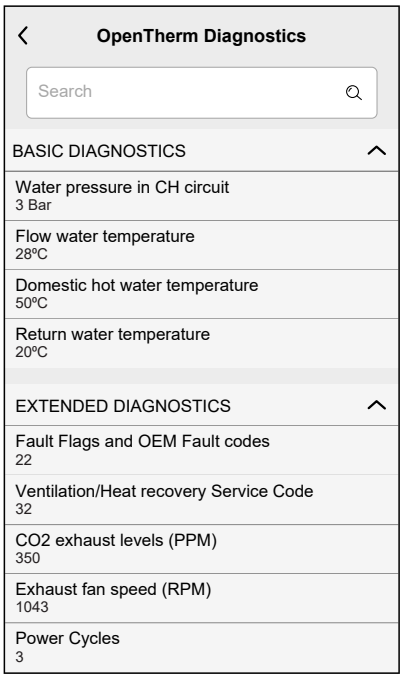
- **OpenTherm Settings** (C):



Domestic Hot Water Setpoint	Set the desired temperature for domestic hot water. This option allows you to control the temperature of the hot water used for domestic purpose such as showers, baths, and other domestic uses. **NOTE:** If you physically change the temperature of your boiler, it will be automatically updated in the app.
Max Central Heating Water Temperature	Set the maximum temperature for the water circulating through your central heating system. This will help control the heat output of your radiators or underfloor heating.
NOTE: If these options are non-editable or appear as blank values, this indicates that your boiler does not support these settings.	

- **OpenTherm Diagnostics** (D): Tap to view the live status of your heating system. The diagnostic information helps the technician to identify faults and resolve problems related to heating system.

  NOTE: If some of the diagnostic information appears as blank values, this indicates that your boiler does not support these information.

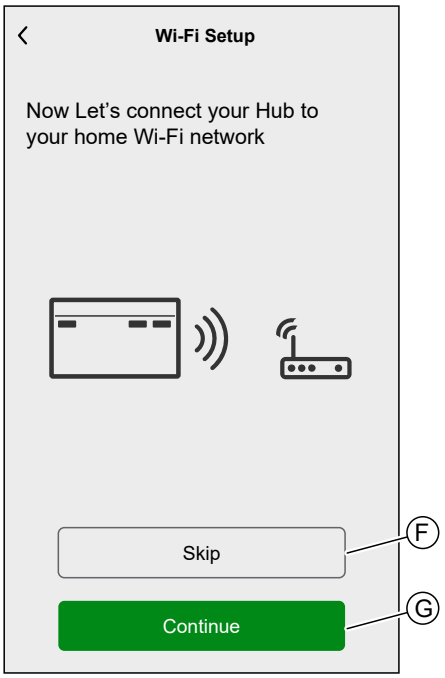


7. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 61

   NOTE:

   - The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 25 to find more information on the access levels.
   - The Professional Installer has the ability to skip the Wi-Fi® setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

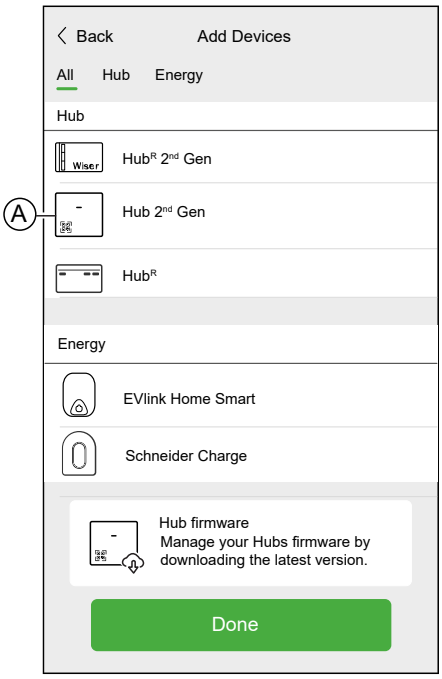
8. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 65.



Wiser Hub 2nd Generation

Using app as a Professional Installer, page 39 or Home Owner:

1. Select your hub in the app. Tap **Hub 2nd Gen** (A).



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

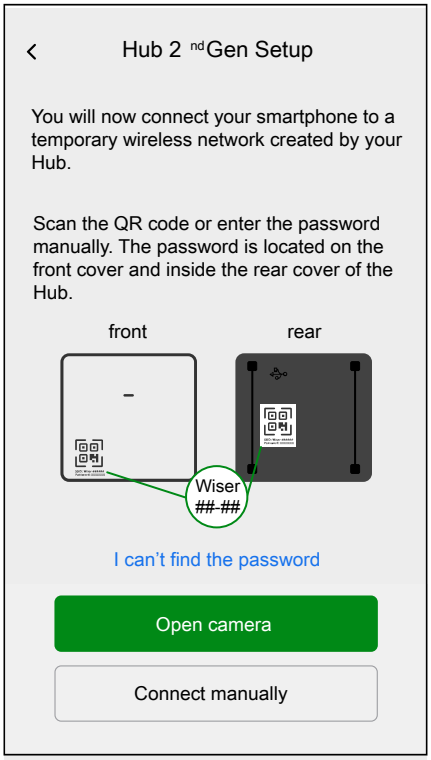
2. Put the Hub into setup-mode as per the instruction provided by the app. Then tap **Next** (A).

3. Connect your smartphone to the Hub's temporary Wi-Fi® network either by QR Code connection or Manual connection.

   TIP: If you cannot find the password, tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

   QR Code Connection:

   a. Tap on **Open Camera** and scan the QR Code from the device.



   IMPORTANT: Allow the app to access your camera when prompted.

   b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

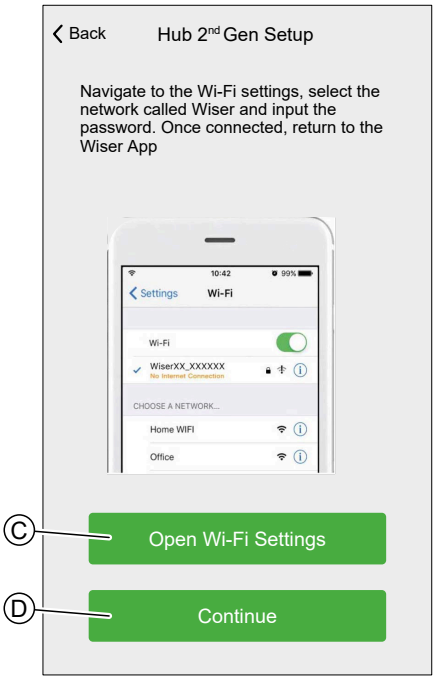
   Manual Connection:

   a. Tap on **Connect Manually**.

   b. Navigate to your smartphone's settings or tap **Open Wi-Fi Settings** (C).

   c. Connect to the Hub Wi-Fi® and enter password located on the front cover and inside the rear cover of the Hub.

   d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

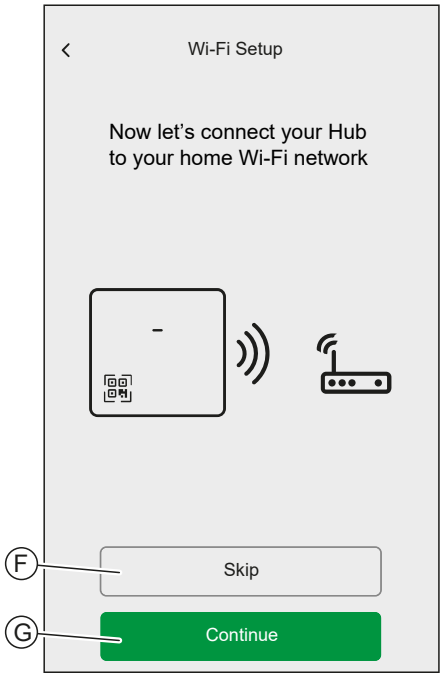


4. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 61

   NOTE:

   - The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 25 to find more information on the access levels.
   - The Professional Installer has the ability to skip the Wi-Fi® setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

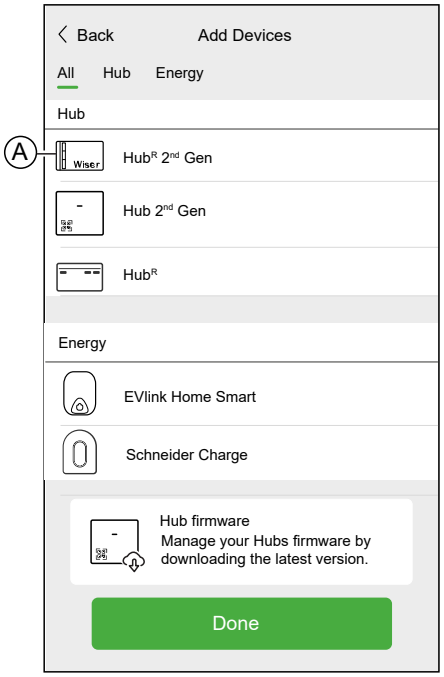
5. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 65.



Wiser Hub^{R} 2nd Generation

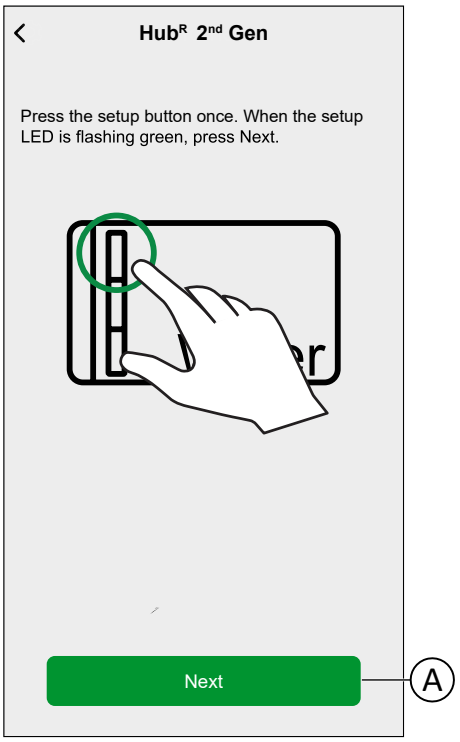
Using app as a Professional Installer, page 39 or Home Owner:

1. Select your hub in the app. Tap **Hub 2nd Gen** (A).



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

2. Put the Hub into setup-mode as per the instruction provided by the app. Then tap **Next** (A).



3. Connect your smartphone to the Hub's temporary Wi-Fi® network either by QR Code connection or Manual connection.

   TIP: Tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

   QR Code Connection:

   a. Tap on **Open Camera** and scan the QR Code from the device.

   IMPORTANT: Allow the app to access your camera when prompted.

   b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

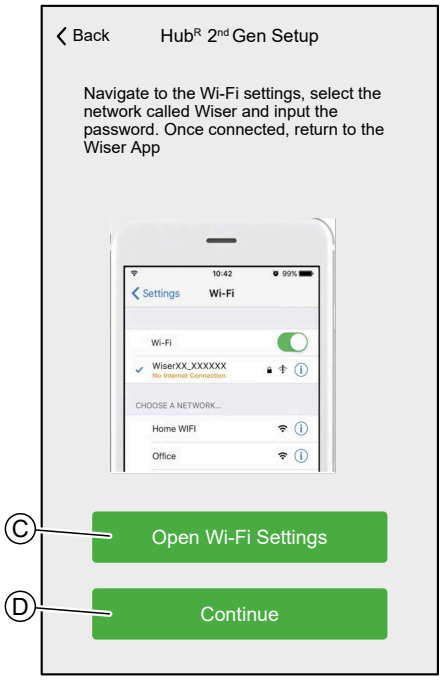
   Manual Connection:

   a. Tap on **Connect Manually**.

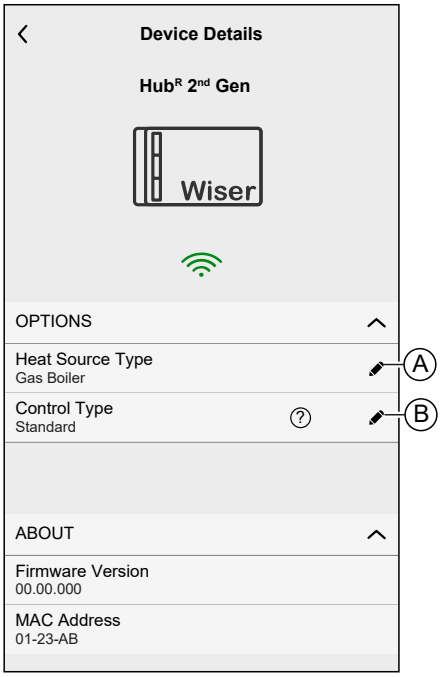
   b. Navigate to your smartphone's settings or tap **Open Wi-Fi Settings** (C).

   c. Connect to the Hub Wi-Fi® and enter password located on the front cover and inside the rear cover of the Hub.

   d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.


Back
Hub^R 2nd Gen Setup
Navigate to the Wi-Fi settings, select the network called Wiser and input the password. Once connected, return to the Wiser App
10:42
99%
Settings
Wi-Fi
Wi-Fi
WiserXX_XXXXXX
No Internet Connection
CHOOSE A NETWORK...
Home WIFI
Office
C
Open Wi-Fi Settings
D
Continue

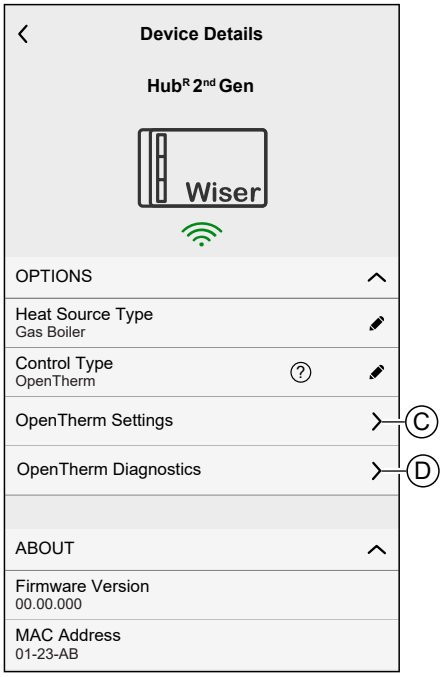
4. Select your options from the **Device Details** screen of the Hub^{R} 2nd Gen.



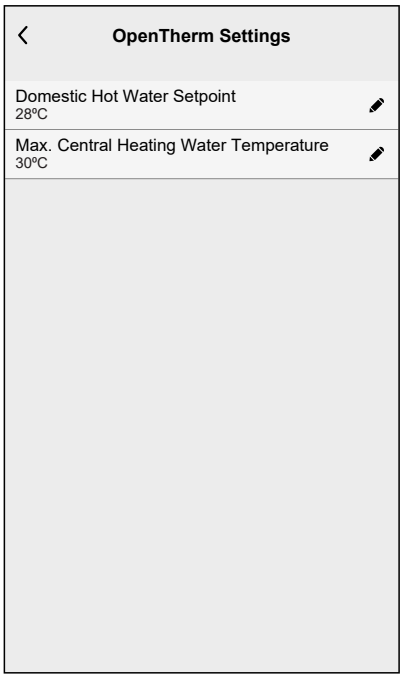
a. **Heat Source Type** (A): Tap and select the type of heating system available in your home from the drop-down, and then tap **OK**.
   - Gas Boiler
   - Oil Boiler
   - Electric Boiler
   - Heat Pump

b. **Control Type** (B): Tap and select the type of control your heating system uses, and then tap **OK**.
   - **Standard**: Select this option if your heating system uses the basic On/Off control. Standard controls typically use simple On/Off commands to control the boiler. The thermostat signals the boiler to turn On when heating is needed and to turn Off when the desired temperature is reached.
   - **OpenTherm**: Select this option if your heating system supports OpenTherm. OpenTherm is a digital communication protocol that allows continuous communication between the boiler and thermostat. As a result, the boiler can determine the room's current temperature and heat accordingly as required, thereby improving energy efficiency and providing more consistent heating.

c. If you choose **OpenTherm** control type, following additional options will appear:



- **OpenTherm Settings** (C):

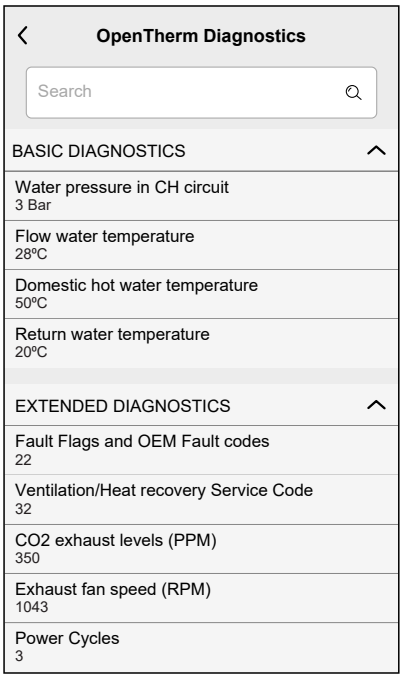


Domestic Hot Water Setpoint	Set the desired temperature for domestic hot water. This option allows you to control the temperature of the hot water used for domestic purpose such as showers, baths, and other domestic uses. **NOTE:** If you physically change the temperature of your boiler, it will be automatically updated in the app.
Max Central Heating Water Temperature	Set the maximum temperature for the water circulating through your central heating system. This will help control the heat output of your radiators or underfloor heating.
NOTE: If these options are non-editable or appear as blank values, this indicates that your boiler does not support these settings.	

NOTE: If you physically change the temperature of your boiler, it will be automatically updated in the app.

- **OpenTherm Diagnostics** (D): Tap to view the live status of your heating system. The diagnostic information helps the technician to identify faults and resolve problems related to heating system.

  NOTE: If some of the diagnostic information appears as blank values, this indicates that your boiler does not support these information.

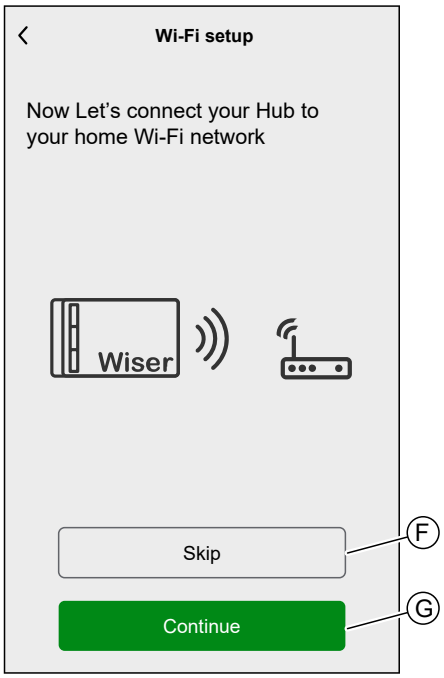


5. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 61

   NOTE:

   - The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 25 to find more information on the access levels.
   - The Professional Installer has the ability to skip the Wi-Fi® setup and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

6. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 65.

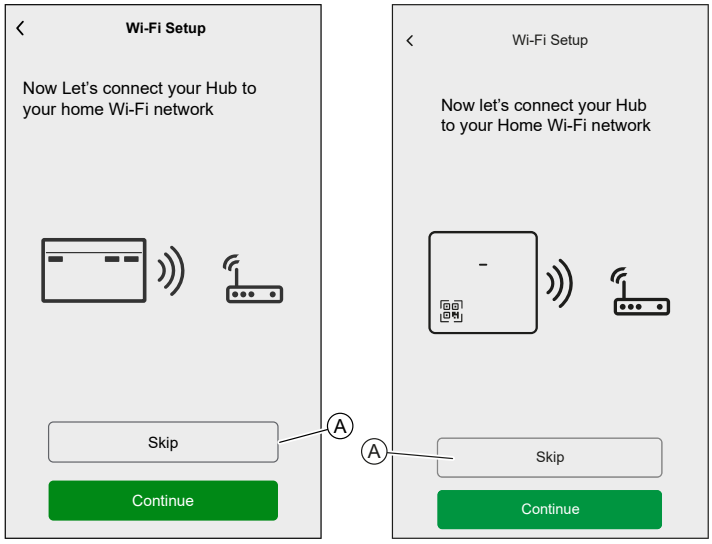


Updating the firmware

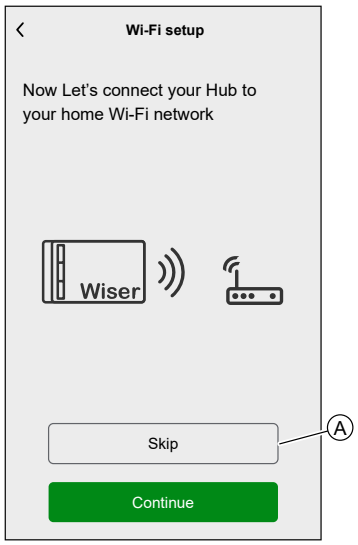
When the hub is connected to the Wiser cloud, it automatically updates the latest firmware. For the first time installation, if you want to check and update the firmware manually, use the app as a professional installer.

To check and update the firmware manually:

1. Use the Wiser Home App as a professional installer, page 39.
2. Download the latest hub firmware to the app. Refer to Downloading hub firmware into the app, page 42.
3. Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi® Network , page 44.
4. When asked to Connect your Hub to your home Wi-Fi® network, tap **Skip** (A).

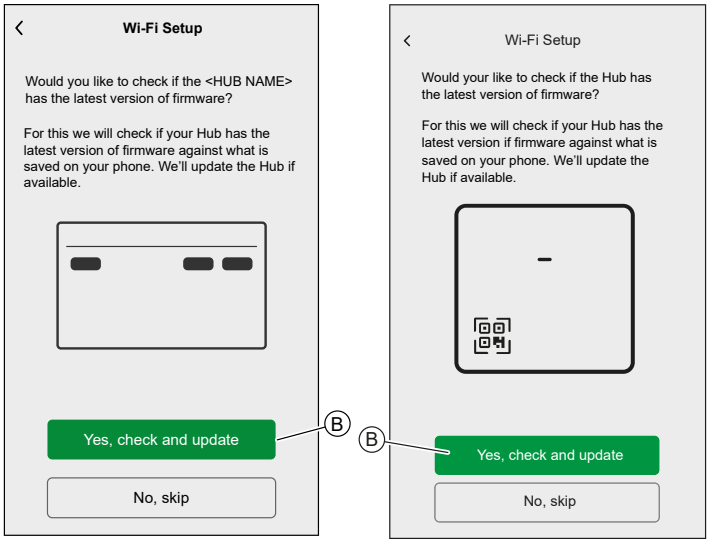


Wiser Hub^{R} Hub 2nd Gen

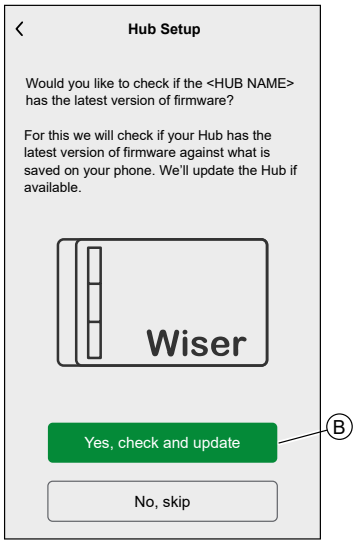


Hub^{R} 2nd Gen

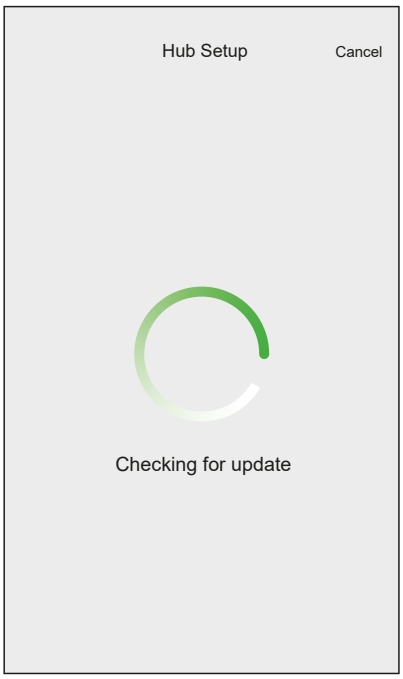
5. Tap **Yes, check and update** (B).



Wiser Hub[R] Hub 2nd Gen



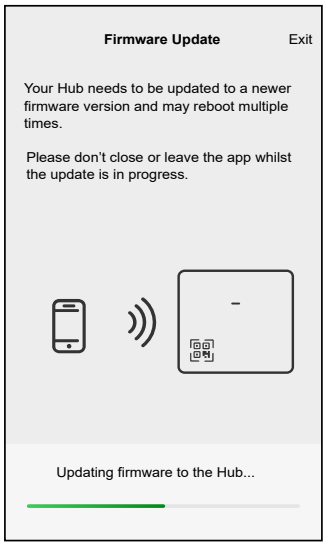
Hub[R] 2nd Gen


Hub Setup
Cancel
Checking for update

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

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

Wiser Hub^{R}



Hub 2nd Gen

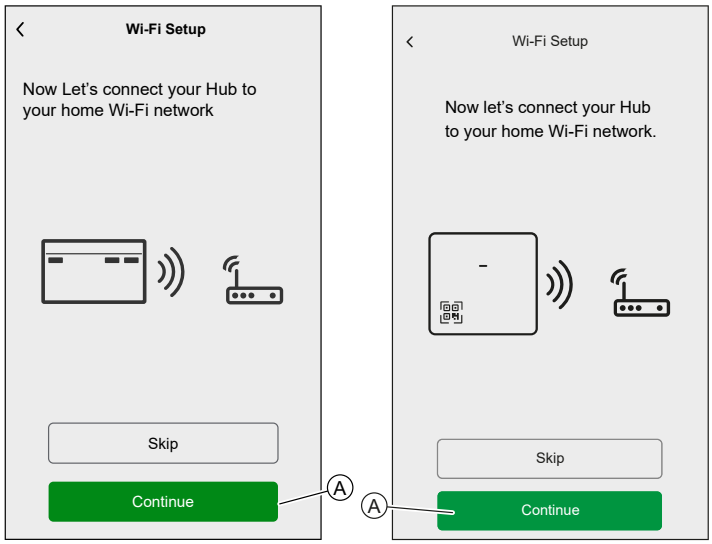
Hub^{R} 2nd Gen

Entering Wi-Fi® login information

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

To enter the Wi-Fi® login information:

1. Use the Wiser Home App as a Professional Installer, page 39 or a Home owner.
2. Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi® Network , page 44.
3. When asked to Connect your Hub to your home Wi-Fi® network, tap **Continue** (A).

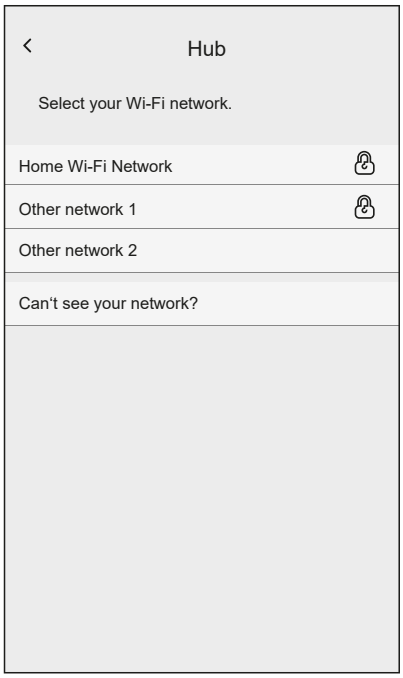


Wiser Hub^{R} Hub 2nd Gen

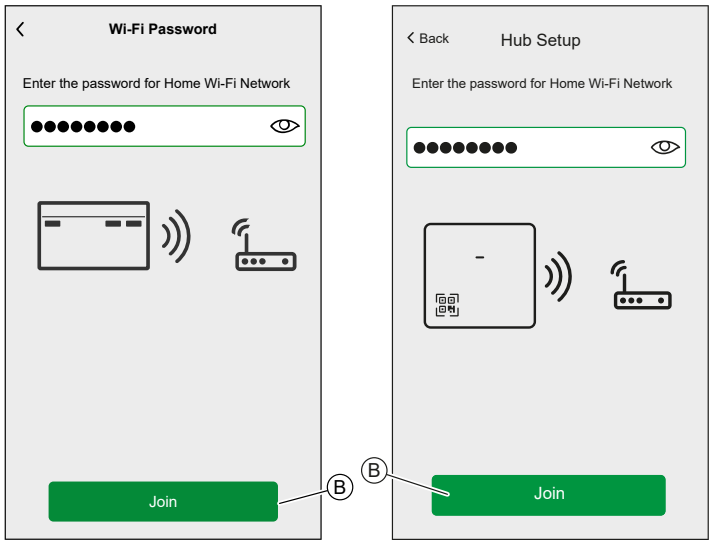
Hub^{R} 2nd Gen

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

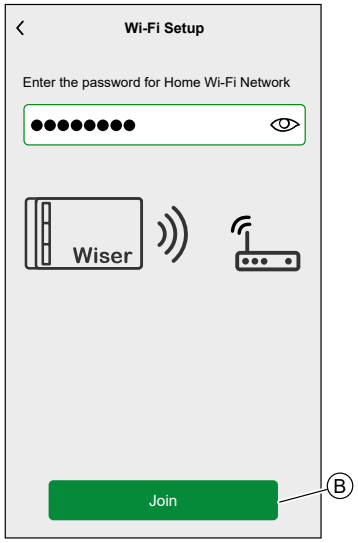
   NOTE: If your home network does not appear in the list of available network, tap **Can‘t see your network?** to allow you to manually enter your network credentials to easily connect to your home network.



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



Wiser Hub^{R} Hub 2nd Gen



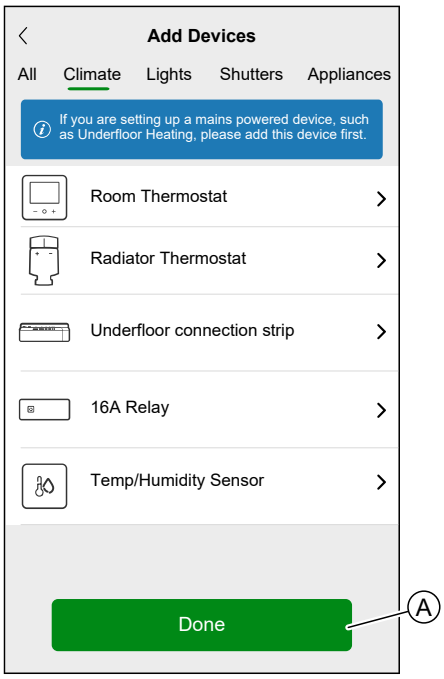
Hub^{R} 2nd Gen

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

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

   NOTE: For more information about adding devices to the hub, refer to chapter Adding a Device, page 78.

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



Connecting Devices to the Hub

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

Connecting devices to the hub is part of the set up process. You can add devices to the hub at any time. The app guides you through the process of adding devices.

You can find detailed information about the necessary steps for adding the device in the chapter Adding a Device, page 78.

Creating an Account

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

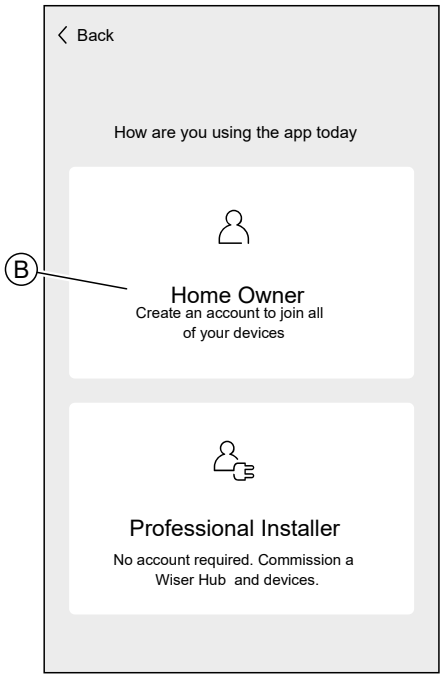
Once the professional installer sets up the Wiser system, they will hand it over to the homeowner. Subsequently, the homeowner will create an account to have control over the Wiser system. Refer to the chapter Setting-up the Wiser System, page 20 for information on how to setup the wiser system.

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

IMPORTANT: Only a Home Owner has access to create an account.

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

2. Tap **Home Owner** (B) to create an account.



3. Enter your name and e-mail address
4. Enter a password

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

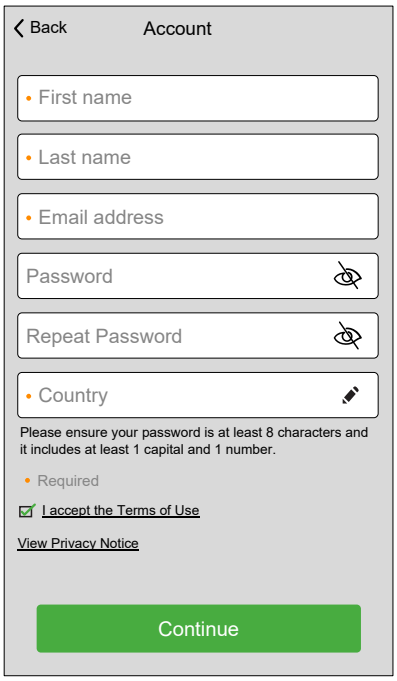
   - Eight characters long
   - Contain at least one uppercase and one lower case letter
   - Contain at least one number

   TIP: Increase the security of your password by observing the following points:

   - Do not use any personal information such as a name, birthday, e-mail address, etc. These data are publicly visible and make it easier to guess the password.
   - Use a long password. It should contain at least six characters; longer passwords help increase security.
   - Do not use a password that you have already assigned for another service.
   - If possible, include numbers, special characters and differences in upper and lower case.
   - Change the password frequently.

   TIP: For more information about securing your network, read chapter Cybersecurity Principles, page 29
5. Select the country in which your home is located.

6. Tap **Continue** .



7. Activate account.

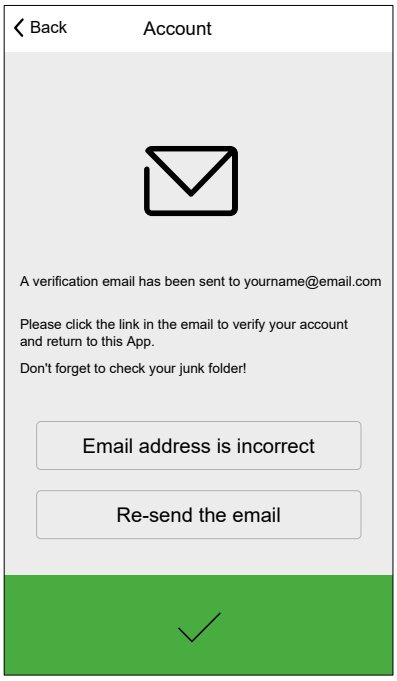
   An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

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

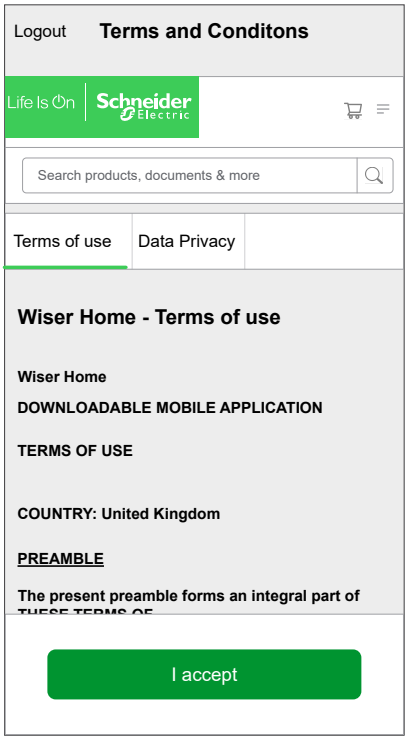
   You can change the information and have the e-mail sent again

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

8. Tap ✓ icon.

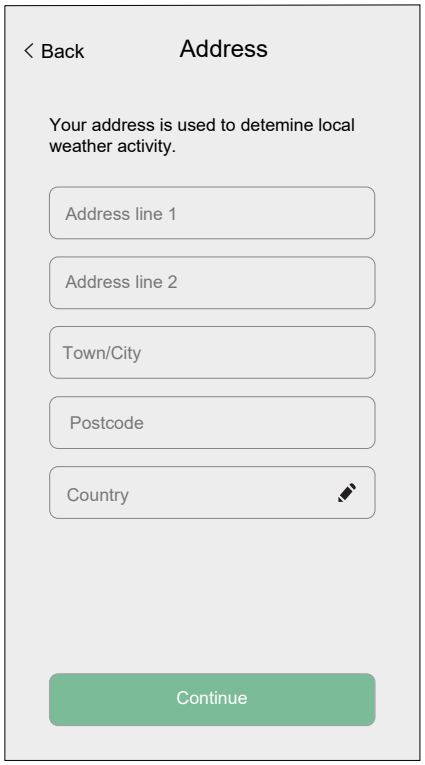


9. Read and tick the check box to agree with the **User Agreement** and **Privacy Notice** and tap **I accept**.



10. Personalise your consents and tap **Continue**.
11. Enter your home address and tap **Continue**.

    The home address is required so that functions dependent on the location work properly.



You can now control your home with the Wiser Home app, add and set up Devices and Rooms.

Configuring the Wiser System

Devices

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

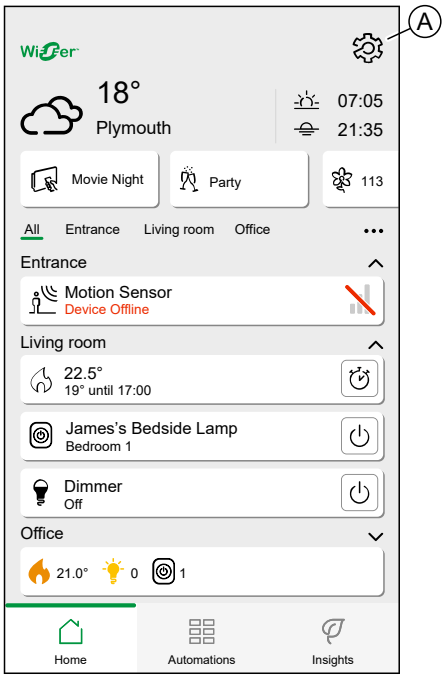
List of Devices

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

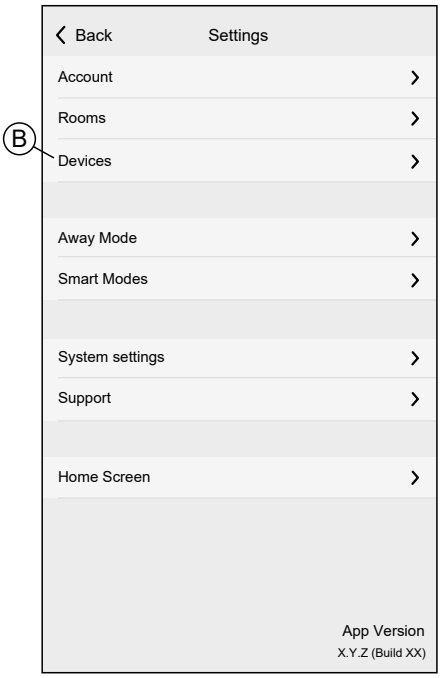
The Devices will also display their Name, their Room location and, if applies, other information, e.g. the indication of zigbee signal strength.

Tap a Device in the List to navigate to the Device Details, page 81.

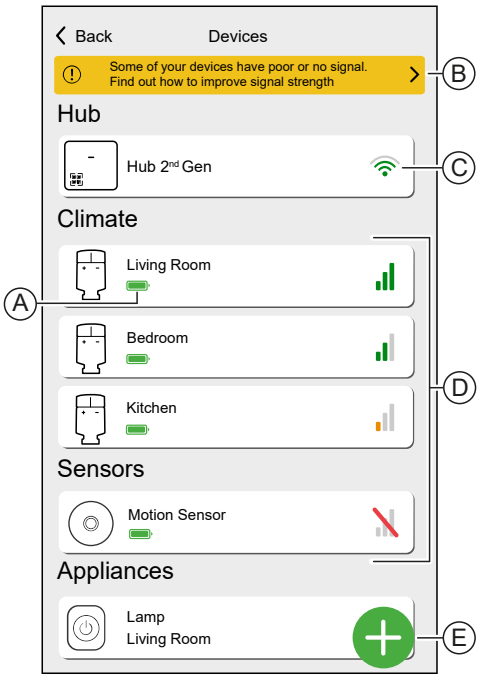
1. Login to the app.
2. On the Home Screen, tap (A).



3. Tap **Devices** (B).



List of Devices:



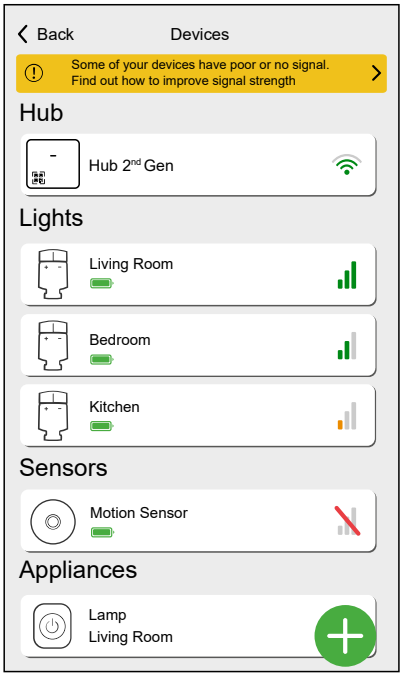
A	The battery charge level indicator which displays the current battery status for battery-powered devices.
B	Tap/click on the banner to get details about devices experiencing signal issues. Refer to Device With Signal Issues, page 76 for details on devices facing the signal issues and refer to About Signal Strength, page 153 to know more about the zigbee signal strength.
C	Hub Wi-Fi® signal strength indicator which displays your hub's connection to your Wi-Fi® network. When the indicator displays , it signifies that there is no signal or connection.
D	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices.
E	Tap/click to add devices.

Device With Signal Issues

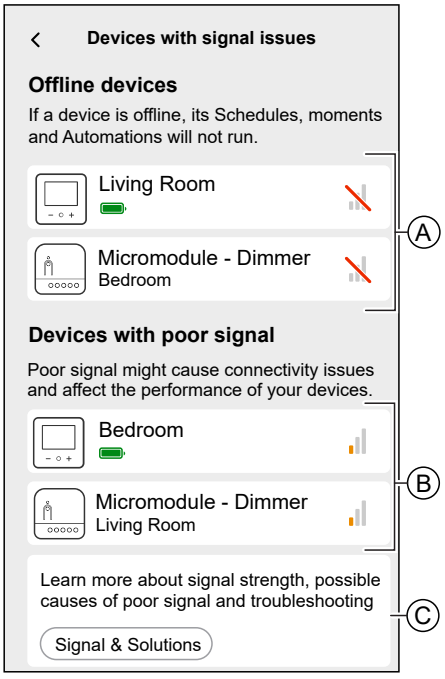
You can view devices which are currently offline and those with poor signal strength. Additionally, you'll find information regarding signal strength and solutions.

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

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



Device with signal issues:



A	Displays a list of all devices that are currently offline.
B	Lists devices experiencing weak signal strength.
C	Tap **Signal & Solutions** for detailed information about Zigbee signal strength and possible solutions.

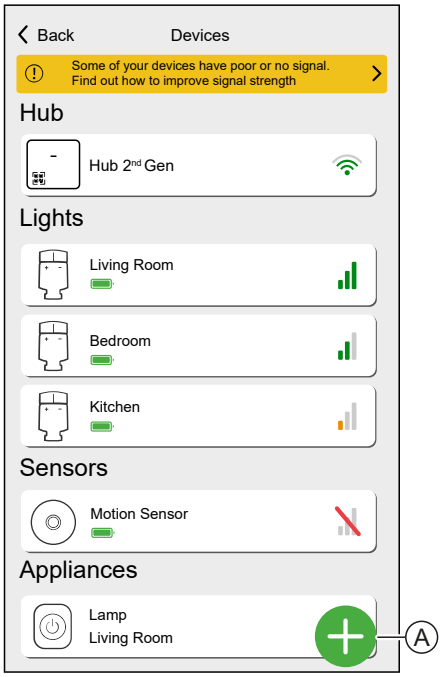
Adding a Device

You can add a new Device at any time.

NOTE:

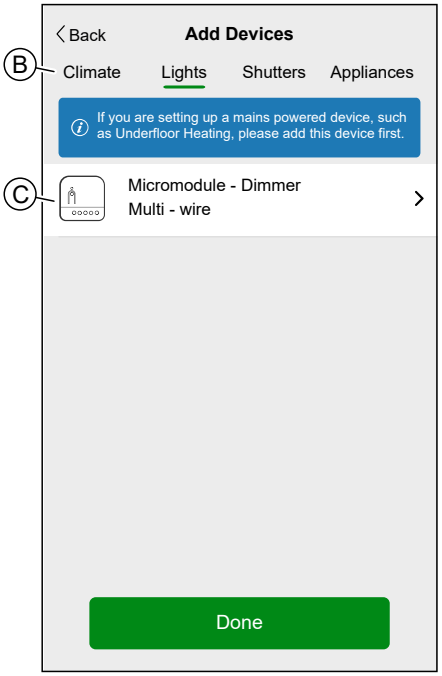
- The Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to Selecting the mounting location, page 23.

1. Tap (A) in the List of Devices, page 74.

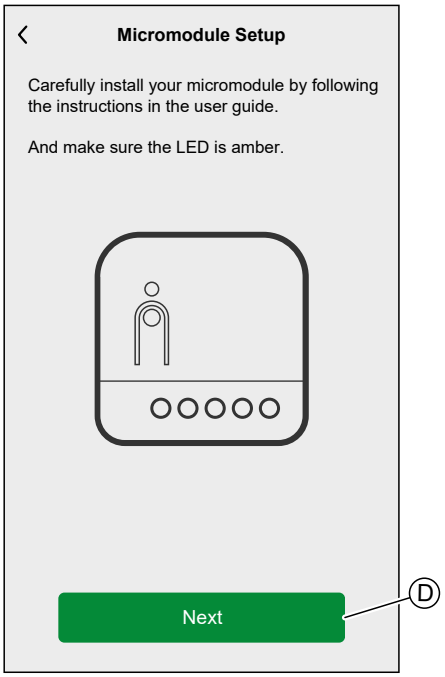


2. Find your device by navigating the categories at the top of the screen (B).

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

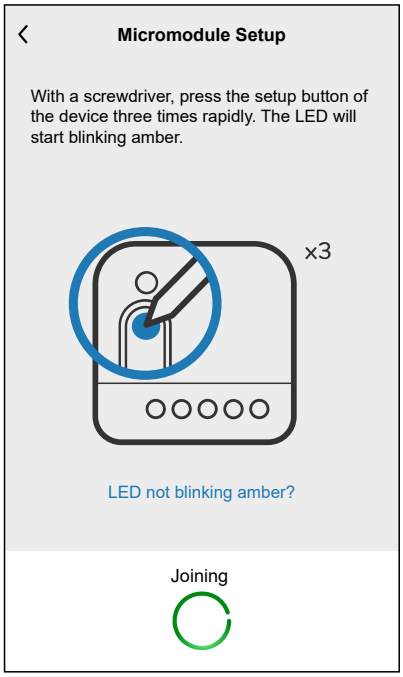


4. Tap **Next** (D).



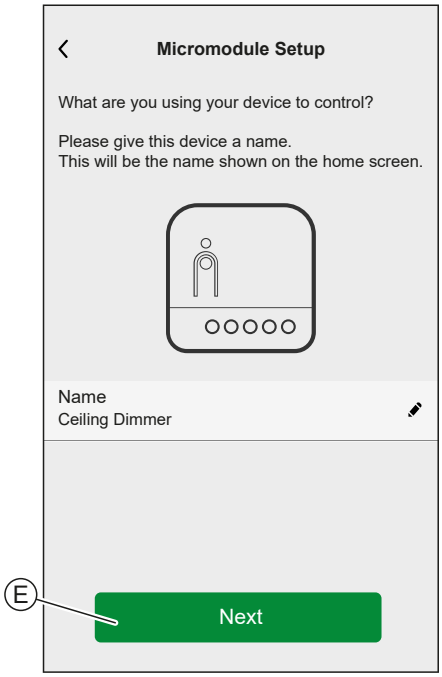
5. Set the Device into pairing mode.

   The Wiser Home App will guide you through the pairing process. You can find detailed information about the pairing mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.



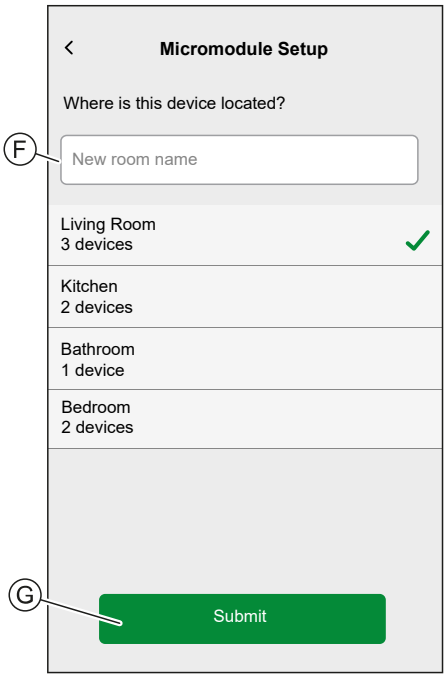
   When the pairing is complete, you can give the device a name.

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



8. Assign the Device to an existing Room, page 82 or create a new Room by entering a name in the field (F).

9. Tap **Submit** (G).



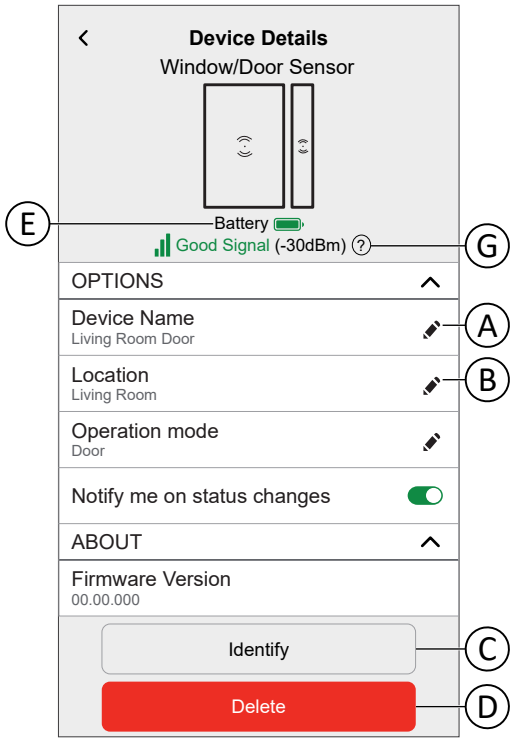
You can now control the Device with the Wiser Home App. You can find detailed information about controlling your Devices in chapter Controlling the Wiser System, page 133

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 15 for the links to Device user guide for each devices.

Device Details

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

You can navigate to the Device details from the List of Devices, page 74 by tapping the Device or from the Device control, page 136 by tapping the device setting.



A	Tap to change the name of the device.
B	Tap to change the location of the of the device **NOTE:**
C	Tap to identify the device. **NOTE:** Most of the devices will light up their status LED to help locate them. You can find the detailed information about this behaviour in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.
D	Tap to remove the device from the Wiser system. **NOTE:** Removing a device should only be necessary if it needs to be replaced or as part of troubleshooting, for example, if you need to reconnect the device to the hub.
E	The battery charge level indicator which displays the current battery status for battery-powered devices.
G	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 153 to know more about the zigbee signal strength. **NOTE:** This feature is not applicable for Wiser Plug device. **IMPORTANT:** The signal strength is not displayed for Wi-Fi® devices (expect for Hubs). It will only display no-signal ( ) if the device is offline.

Some devices have specific features and settings. For example, Shutter devices have an option to set the duration for opening and closing. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the link to device user guide of each devices.

Rooms

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

List of Rooms

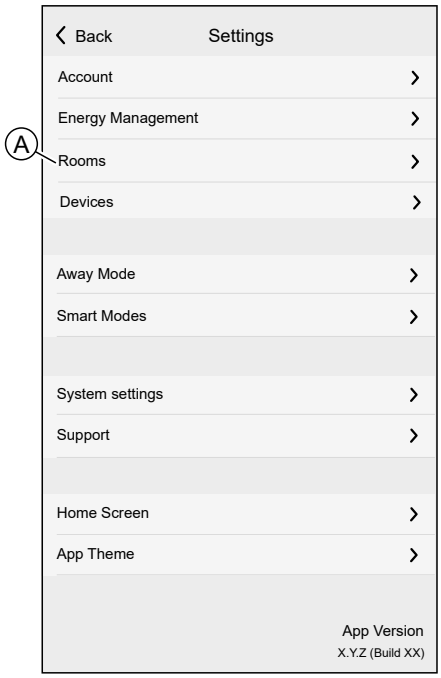
In the Rooms page, you can find all your Rooms in a condensed list.

You can add new Rooms.

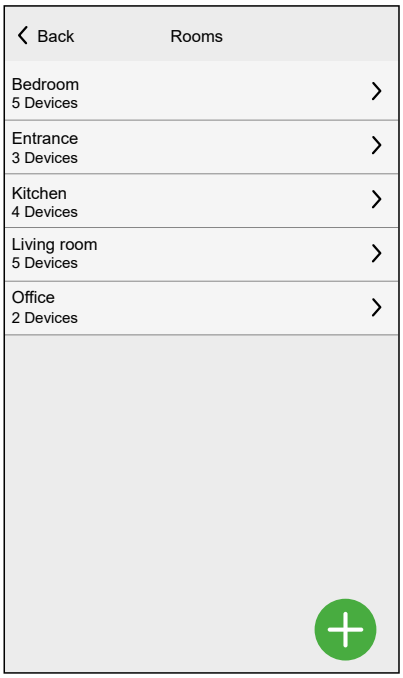
Tap a Room in the list to navigate to the Room options.

On the Setting menu, page 121:

1. Tap **Rooms** (A).



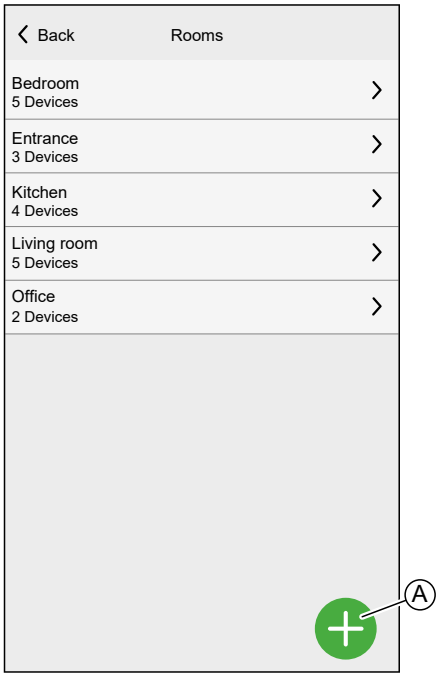
List of Rooms:



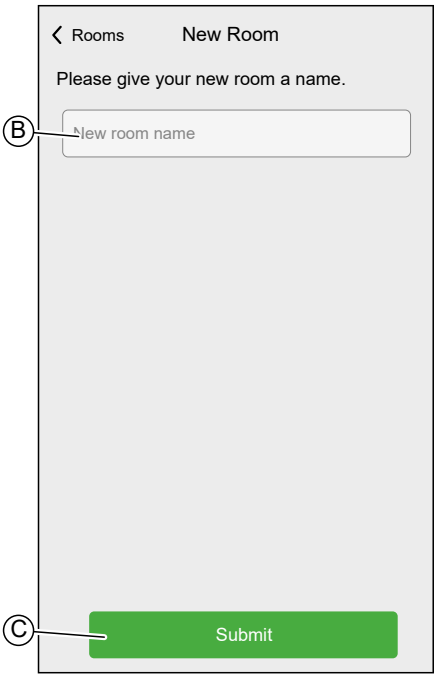
Adding a Room

You can add a new Room when assigning a Device or from the List of Rooms, page 83:

1. Tap (A) icon.



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



Room Details

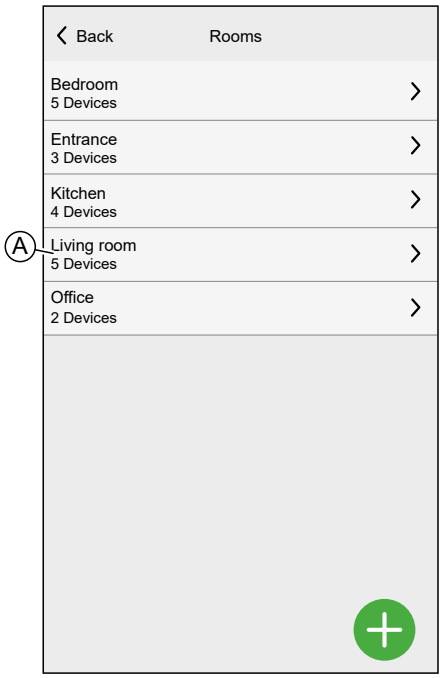
In the Room details screen, you can check and change Room specific options, like a list of Devices assigned to a Room or changing the name of the Room.

Some devices have specific options and settings. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.

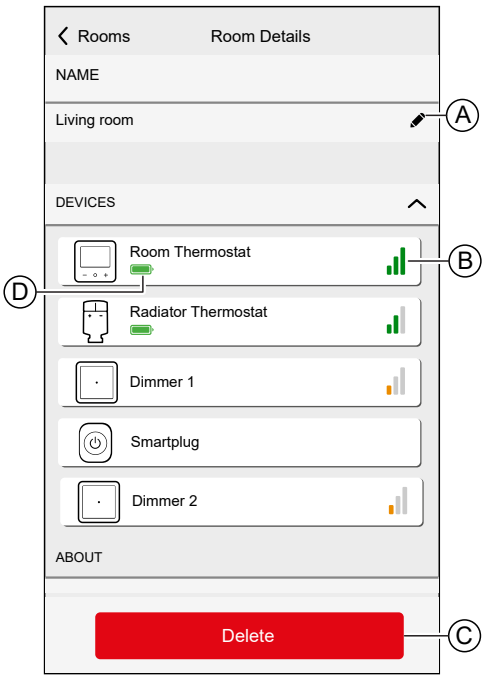
Tap a Device to navigate to the Device Options.

In the List of Rooms, page 83:

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



Room Details:

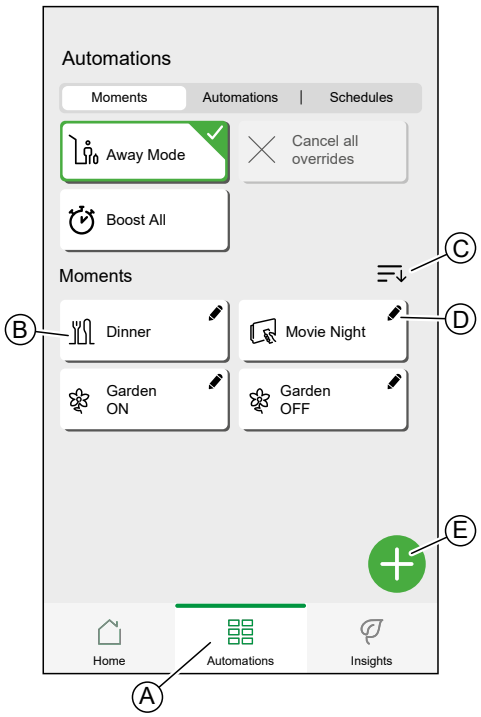


A	Tap to change the name of the room
B	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 153 to know more about the zigbee signal strength. **NOTE:** This feature is not available for the Wiser Plug device.
C	Tap to delete the room. **NOTE:** • Deleting a Room should not be necessary after you set up your Home, but you can do so at any time. • When you delete a Room, all the devices assigned to that room will be listed as **Unassigned** in the Home screen.
D	The battery charge level indicator which displays the current battery status for battery-powered devices.

Moments

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

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



A	Navigate to the automations screen.
B	Activate a Moment.
C	Rearrange the order of Moments. Also affects the list on the Home Screen, page 133.
D	Edit a Moment.
E	Add a Moment

NOTE:

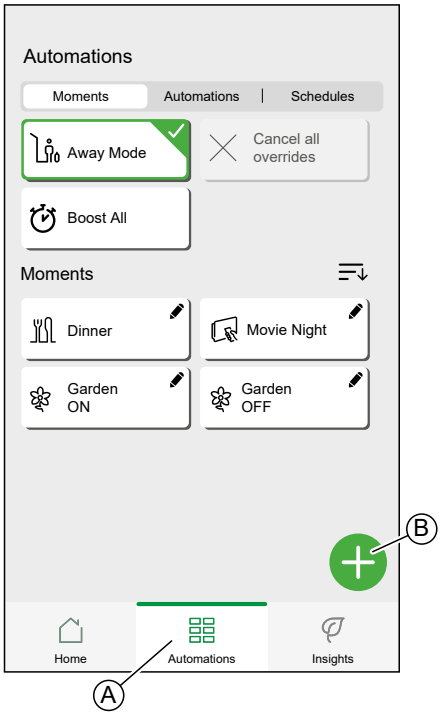
- A Moment will only set the status of devices. In order to put the affected devices in another status, you need to change it manually or create a reversing Moment.
- If you added a Climate device to the Moment, you can reverse the change of the Climate device by tapping **Cancel all overrides**.
- If a device follows a Schedule, page 108, the Moment of that device will only last to the next scheduled setting.

Moments can also be assigned to push buttons of specific devices (e.g.). Find more information about this feature in the respective device user guide. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.

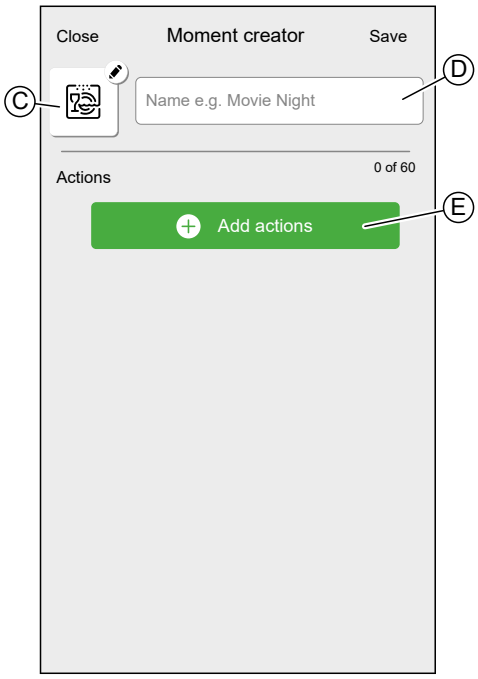
Creating a Moment

On the **Automation** screen (A):

1. Tap (B) icon.



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



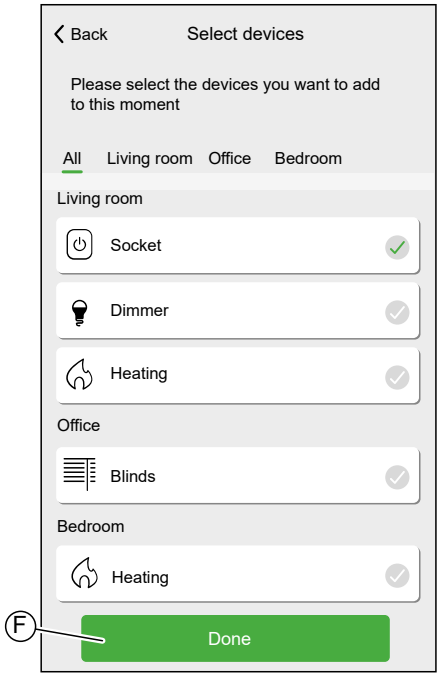
5. Tap the Device you want to add to the Moment.

   Tap a selected Device again to remove it from the Moment.

   You can add any Device in your Home. For your convenience, you can also filter the Devices by Room.

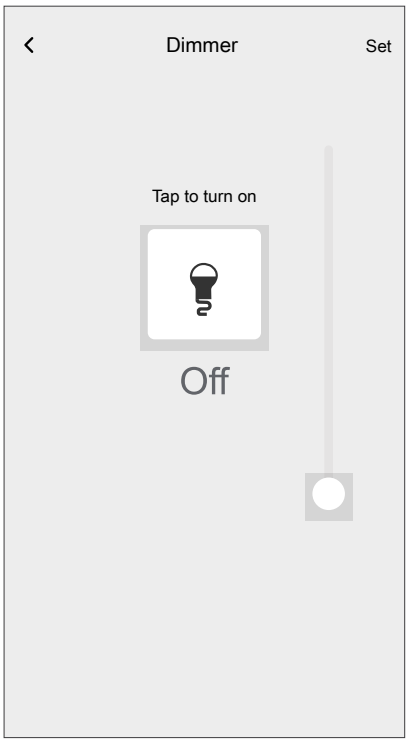
   You can add max. 60 Devices to a Moment.

6. Tap **Done** (F).



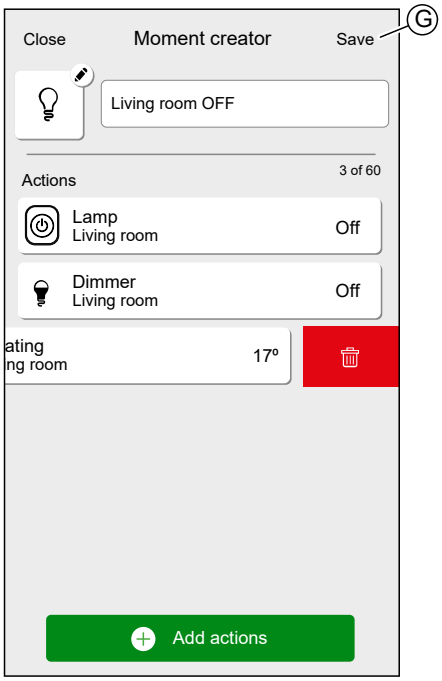
7. Tap a Device to open the **Device Control** and set the state you want to put the device into and tap **Set** in the upper right corner.

   Repeat for all devices.



8. Tap **Save** (G).

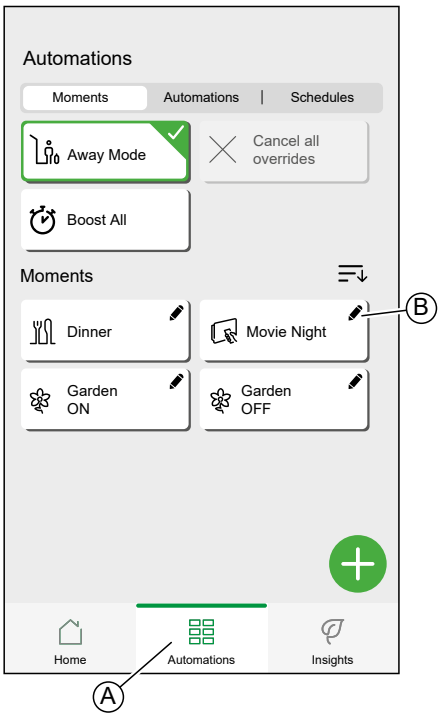
TIP: You can remove a Device by swiping it left and taping the icon.



Editing a Moment

On the **Automation** screen (A):

1. Tap (B) icon.

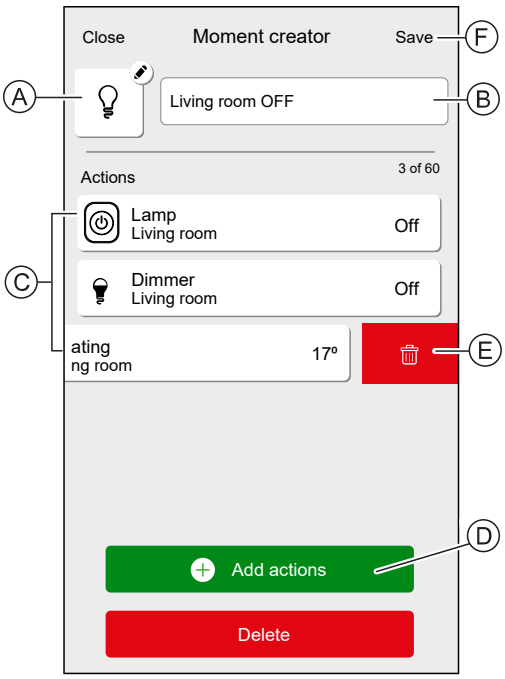


You can:

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

  Tap
- Swipe the Device left and tap the (E) to remove a device from the Moment

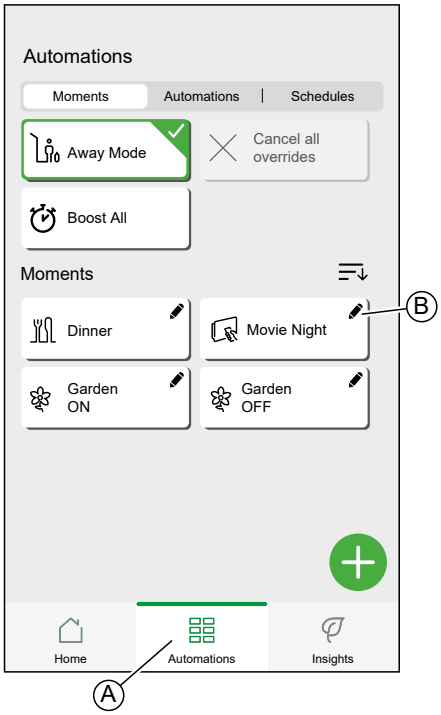
Tap **Save** to save the changes to the Moment.



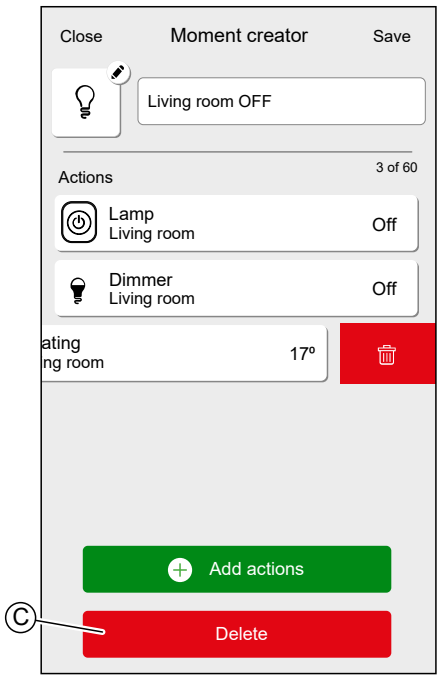
Deleting a Moment

On the **Automation** screen (A):

1. Tap ✎ (B).



2. Tap **Delete** (C) and confirm the deletion with **OK**.



Automations

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

Conditions can be:

- Device status change.
- Activate away mode.

Times can be:

- Specific time of a day (e.g. 7:30 each day).
- Period of time (e.g. from sunrise to sunset).

Actions can be:

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

Limitations:

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

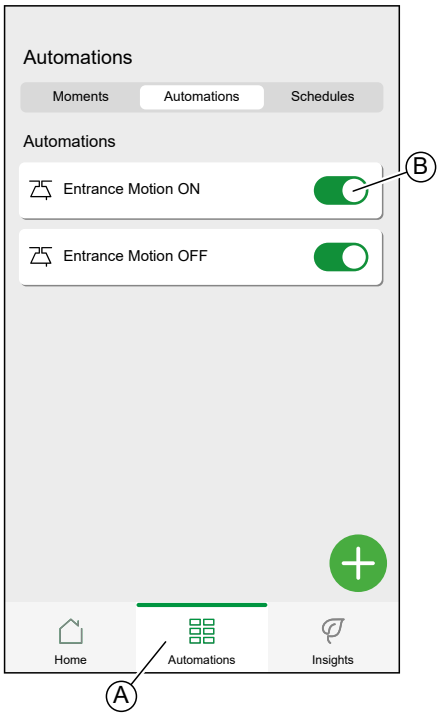
An Automation needs at least one Action and one Condition or specific time of a day.

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

IMPORTANT: The new action always overrides the current action. Therefore, if a new event is added to the automation or manual operation occurs while a scheduled automation is in progress, the system will stop the ongoing automation. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 154.

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

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



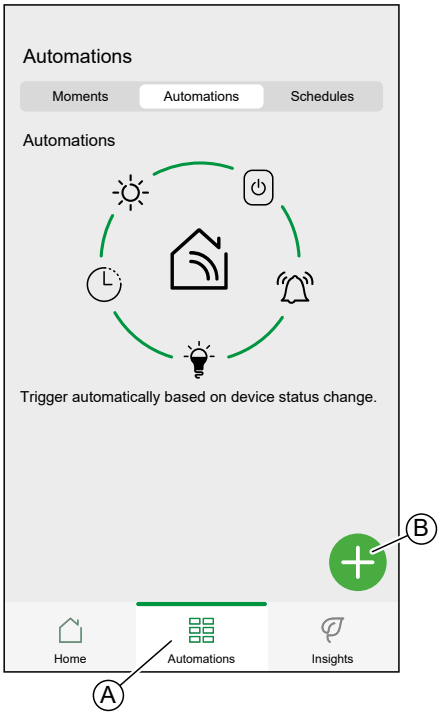
Creating an Automation

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

This demonstration shows how to create an automation that notify and turns ON the ceiling dimmer with one minute delay when the motion sensor detects motion.

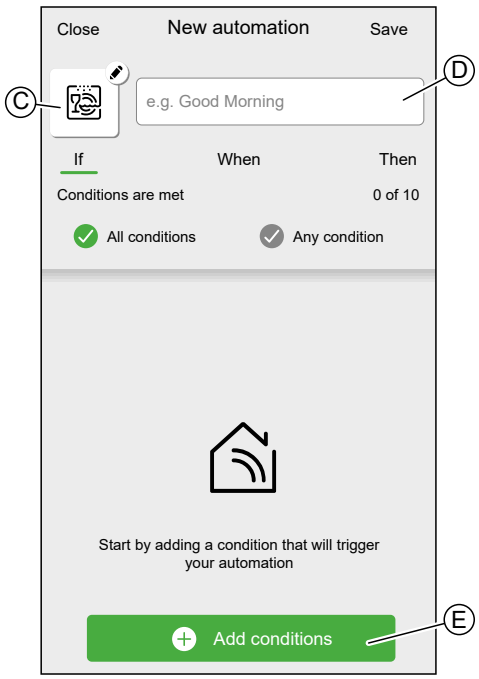
On the Automation Screen (A):

1. Tap (B).

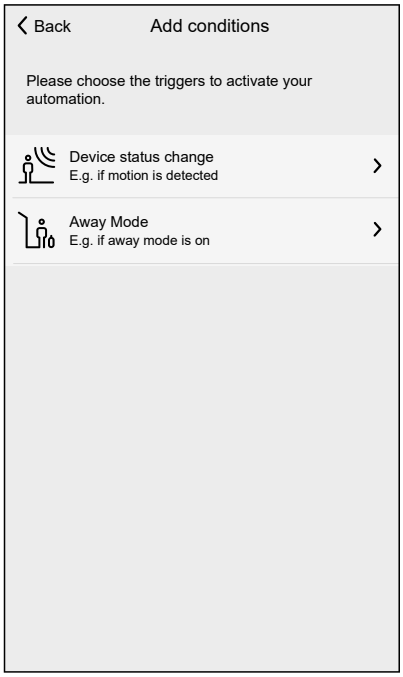


2. Select an Icon from the list (C).
3. Enter a name for the Automation into the **text field** (D).
4. Tap one of the following options:
   - **All conditions**: Select if you want all conditions to be met to trigger the automation.
   - **Any condition**: Select if you want any of the given conditions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

   In this example, the automation should trigger only when all conditions are met.
5. Tap **Add conditions** (E).

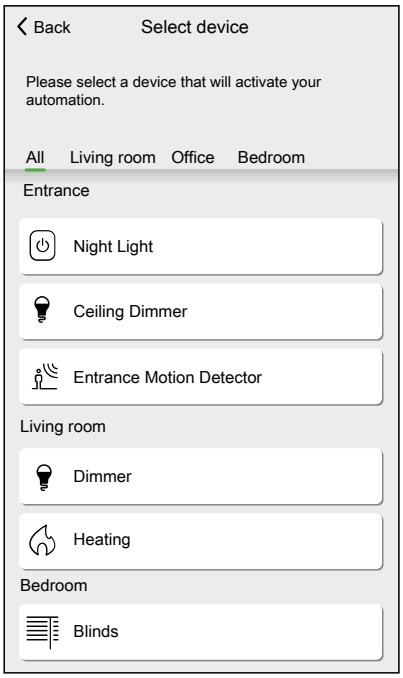


6. Select the type of trigger to activate your automation. In this example, tap **Device status change** to activate your automation.

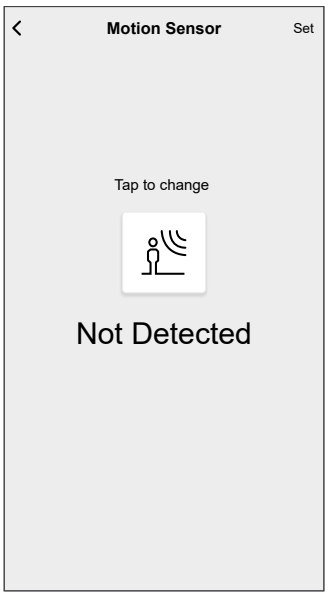


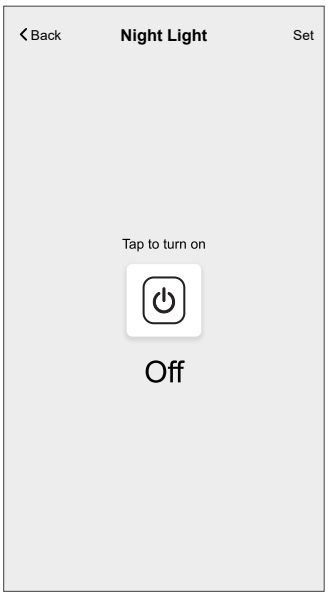
7. Tap the device to open the **Device Control** page and set the state of the device to activate the automation (e.g. Motion is detected), then tap **Set**.

   NOTE: The available options and states are device specific. Certain devices offer additional options before you can set the state (e.g. for a Dimmer you will need to choose if you want ON/OFF as a condition or the brightness level).
   Detailed information can be found in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to device user guide for each devices.



In this example:



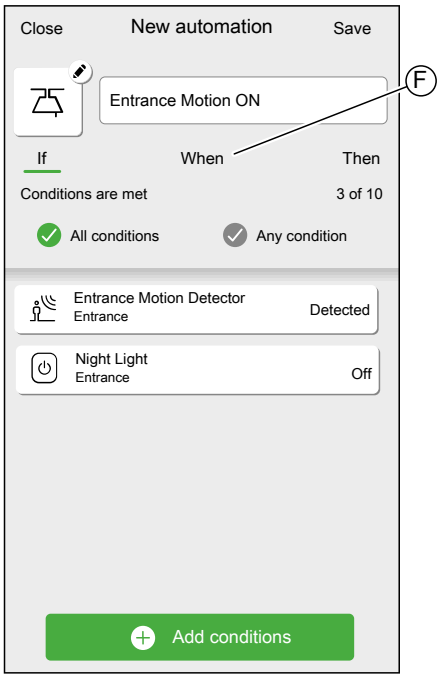


8. Keep adding conditions as needed, but note that you can add a maximum of 10 conditions.

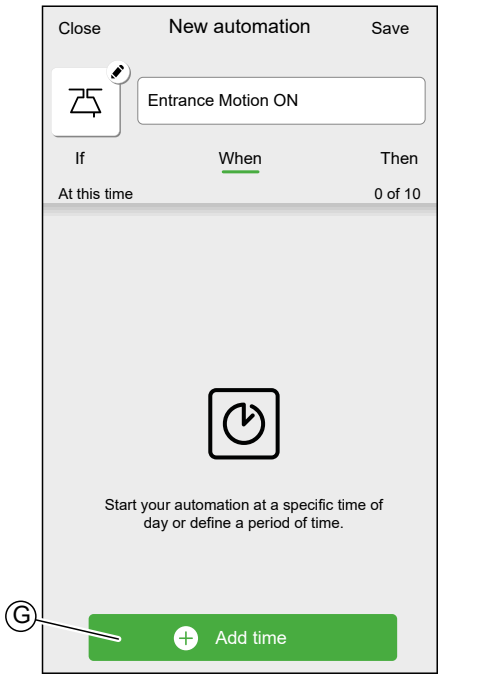
   TIP: If a Device offers more than one condition (e.g. Motion Sensor report motion detection and light level) you can add those as individual conditions.

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

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

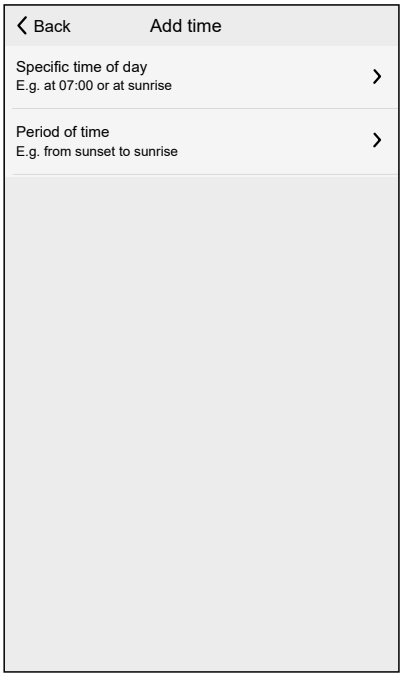


10. Tap **Add time** (G).



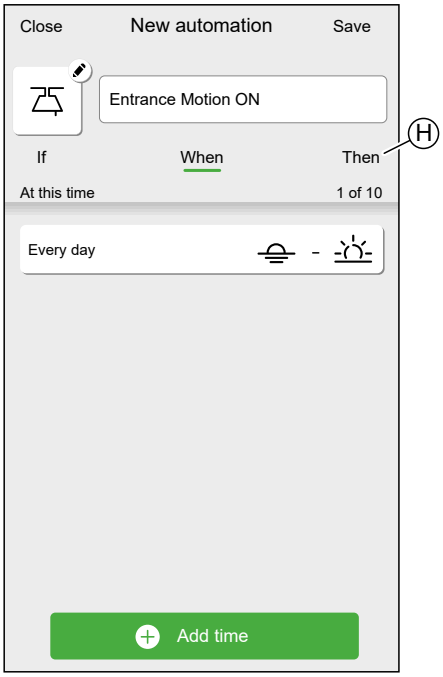
11. Set the time for the automation to trigger and tap **Set**.

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

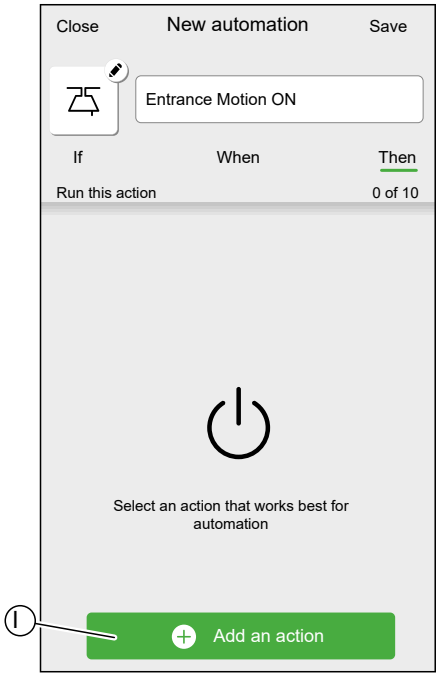


    In this example: Period of time — Night time (From sunset to sunrise).

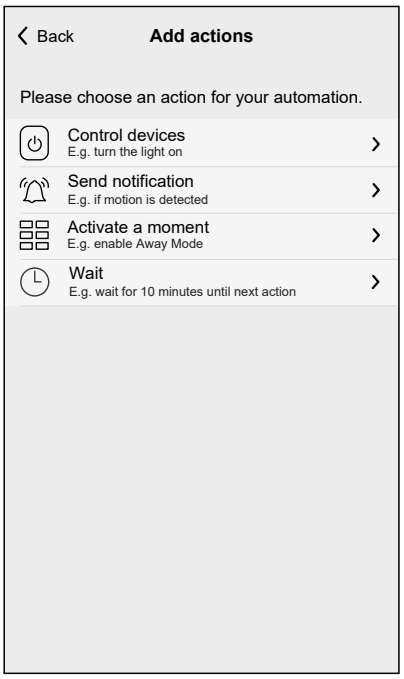
12. Once the time is set, tap **Then** (H).



13. Tap **Add an action** (I).



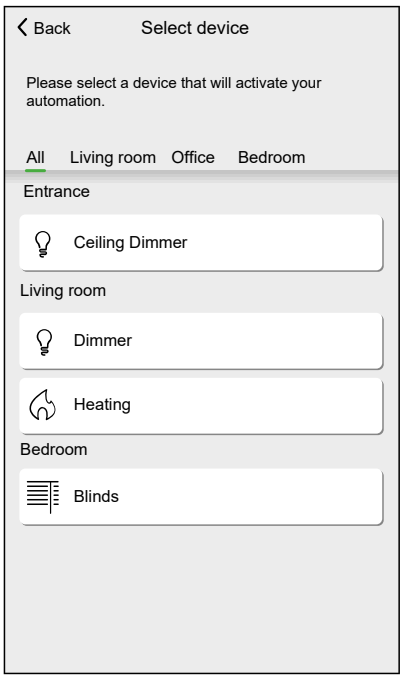
14. Select the type of action for your automation:
    - **Control a device**: Select the Device and set the desired state of the Device.
    - **Send notification**: You will be notified if the condition is met.
    - **Activate a moment**: Select the moment that you want to trigger.
    - **Wait**: This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



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

Control a device:

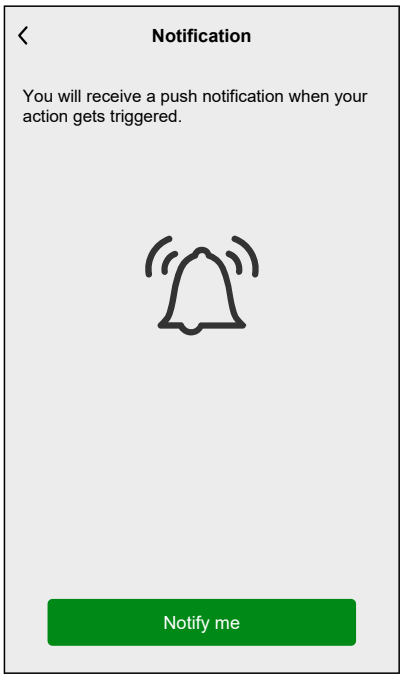
a. Tap **Control a device** and select the device that will be triggered as an action.



b. Set the desired state and tap **Set**.

Send Notification:

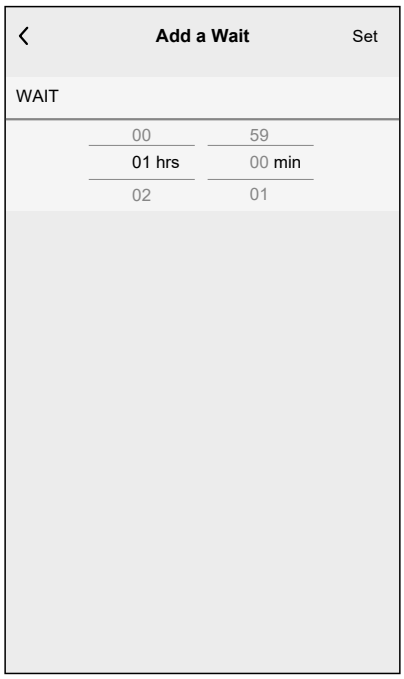
a. Tap **Send Notification > Notify me** to receive the push notification when the motion is triggered.



Wait:

a. Tap **Wait** to open the **Add a wait** screen.

b. Specify the duration of the delay to trigger the action and tap **Set**.



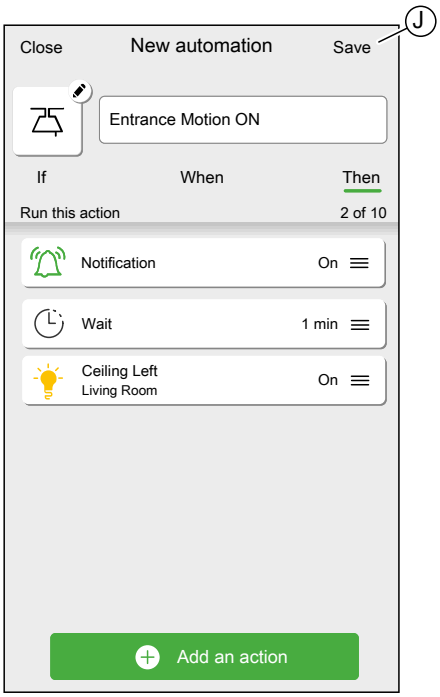
15. Include all necessary actions and make sure that the total number of action does not exceed 10.

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

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

16. When satisfied with the actions, tap **Save** (J).

    TIP: You can rearrange the actions by long pressing an action and then dragging and dropping it to the desired location.



Once the automation is saved, it is visible on the Automation tab. You can tap the toggle switch on the automation to enable it.

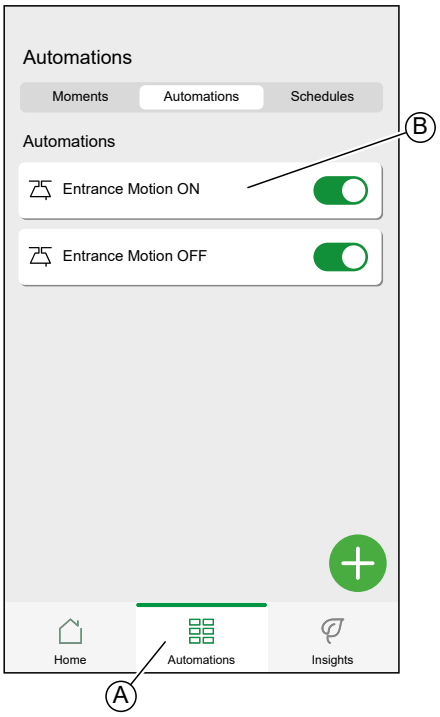
To switch the ceiling dimmer OFF when no motion is detected, create another automation. In this example, it will suffice to set the condition “Not Detected” for the motion sensor and as action to switch the light OFF. Note that this will always switch the light OFF regardless of time of day, light level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

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

Editing an Automation

On the **Automation** screen (A):

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



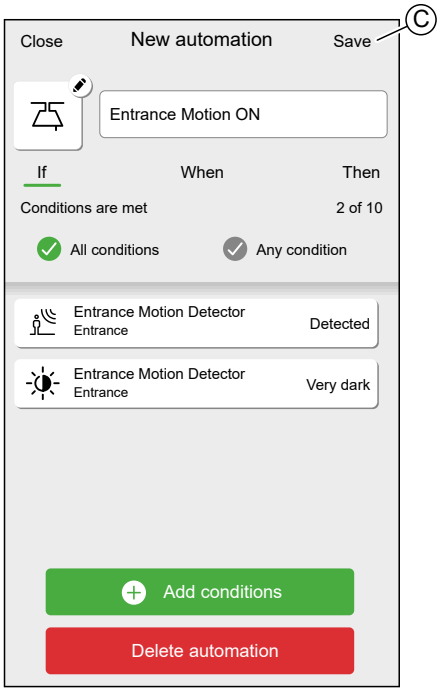
On the **Edit Automation** screen, you can:

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

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

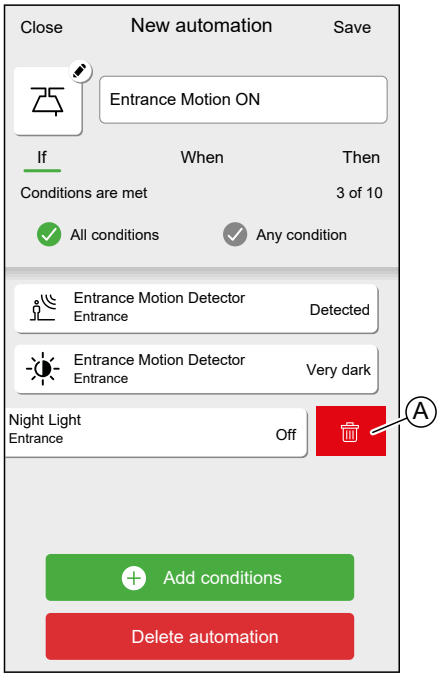
1. Navigate to the relevant tab (If/When/Then) and tap the condition, time or action you want to change.
2. Set the new values.

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

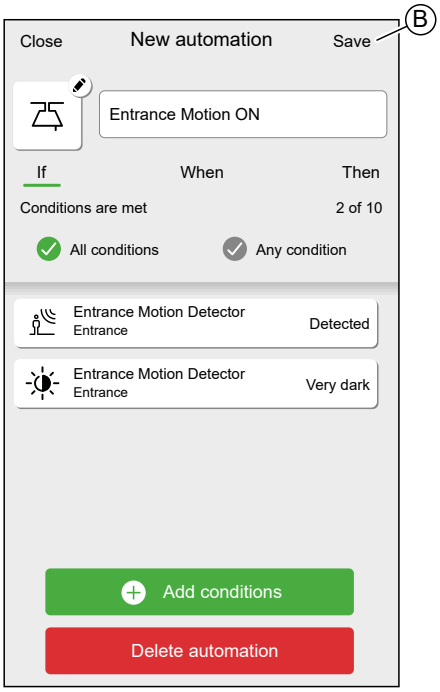


To remove a condition, time or action:

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



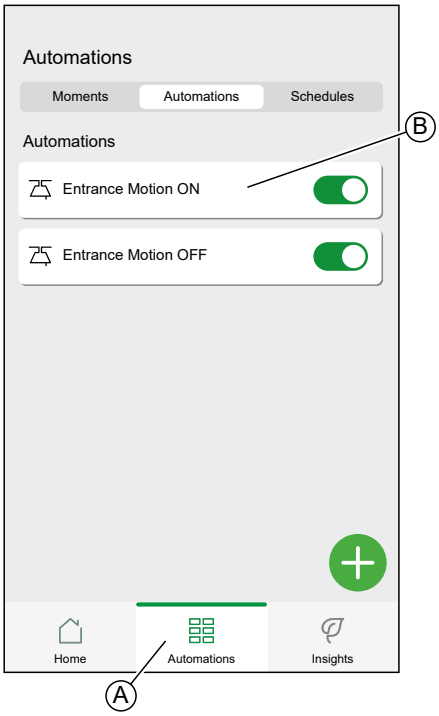
4. Tap **Save** (B).



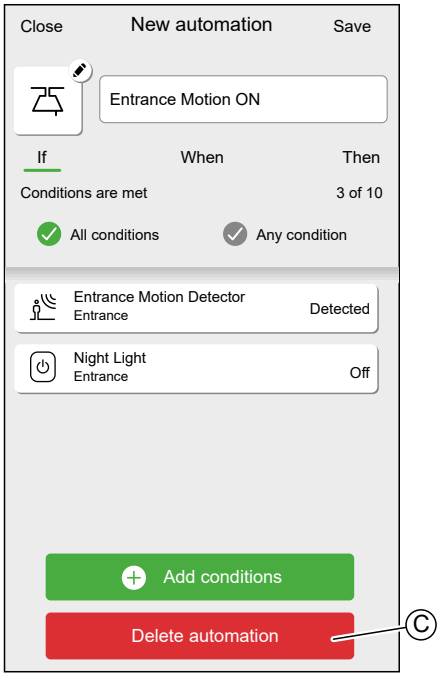
Deleting an Automation

On the **Automation** screen (A):

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



2. Tap **Delete automation** (C).



Schedules

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

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

- Example 1:
  Event 1: Set heating to 19 °C at 6:30.
  Event 2: Set heating to 15 °C at 8:30.

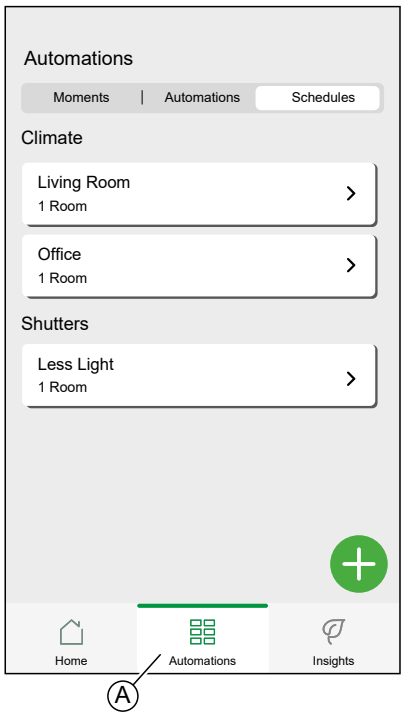
  Result: This action maintains the temperature at 19 °C from 6:30 to 8:30, and at 8.30, it changes to 15 °C.
- Example :
  Event 1: Set kitchen light to 'ON' at 19:00.
  Event 2: Set kitchen light to 'OFF' at 23:00.

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

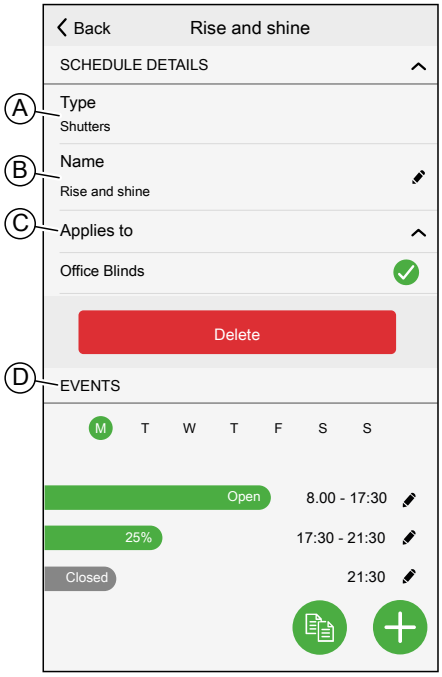
NOTE: The new action always overrides the current action. Therefore, if a new event is added to the device or manual operation occurs while a scheduled action is in progress, the system will stop the ongoing schedule. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 154 .

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

Tap a Schedule to navigate to the Schedule details.



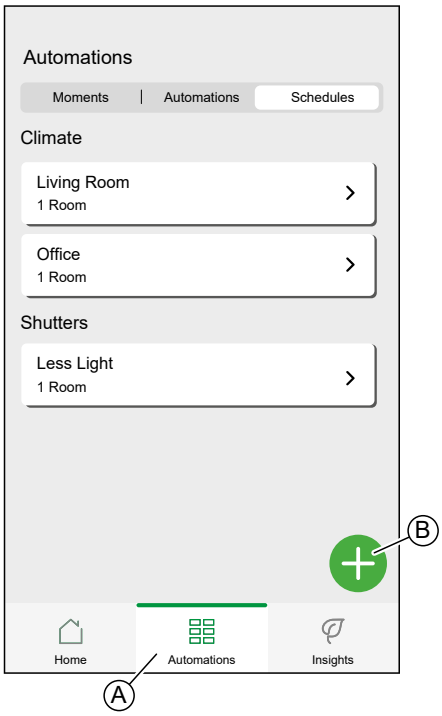
Schedule details:



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

Adding a Schedule

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

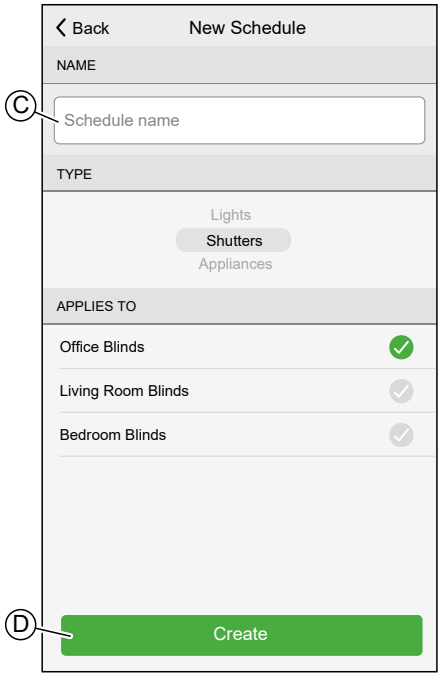


2. Enter a name in the **text field** (C).
3. Select the Device type of the Schedule

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

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

5. Tap **Create** (D).



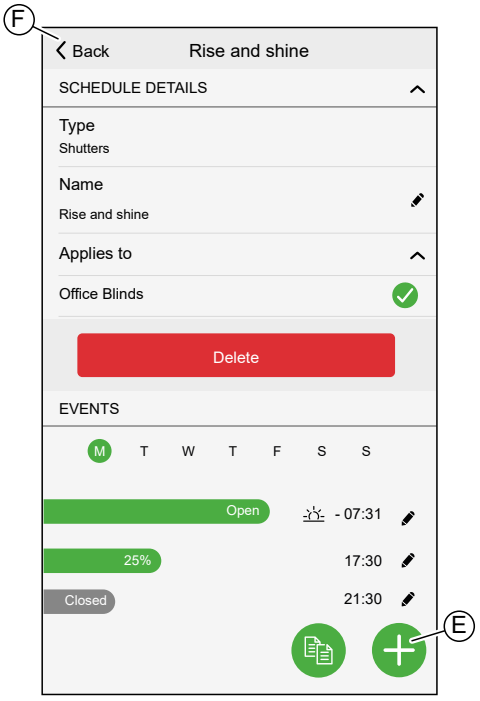
6. Tap (E) icon and set the details of the event.

   Find detailed information about adding events and editing Schedules in Chapter Editing a Schedule, page 112.

7. Keep adding events until the Schedule is complete.

   NOTE: Changes to the Schedule will be saved immediately.

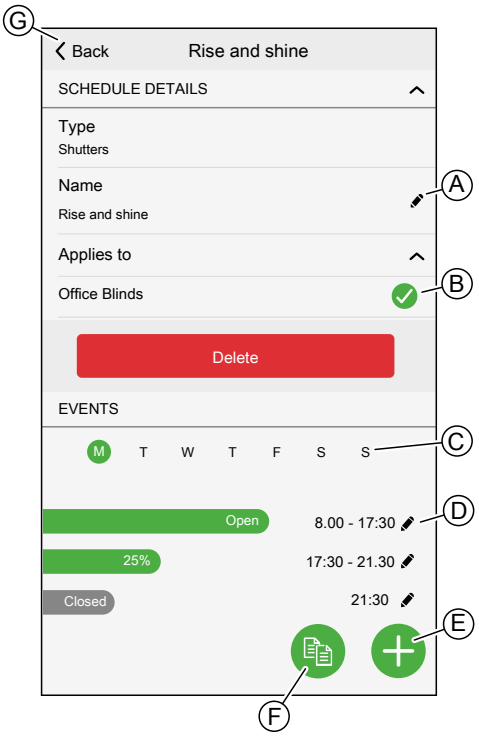
8. When the Schedule is complete, tap **Back** (F) to save the schedule.



Editing a Schedule

In the Schedule details screen:

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



Adding / Editing an event

- Set the desired **state** (A).

  NOTE: The Device state will be different for individual Device types.
- Set the **time** (B) of the event.
- To save the event settings, tap **Set**.
- To discard changes, tap **Cancel**.
- To remove an event, tap **Delete**. (Not available when adding an event.)

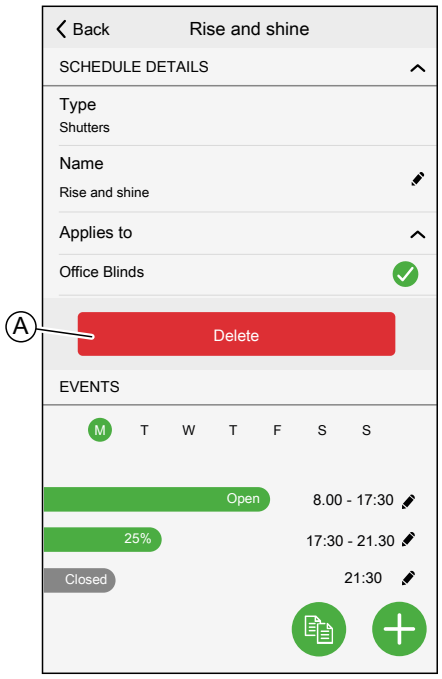
NOTE: The available options and states are Device specific. Detailed information can be found in Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to Device user guide of each devices.

Edit Event
STATE
A
Closed
1%
WHEN
B
18
19
20
:
43
44
45
Cancel
Delete
Set

Deleting a Schedule

On the Schedule details screen:

1. Tap **Delete** (A).



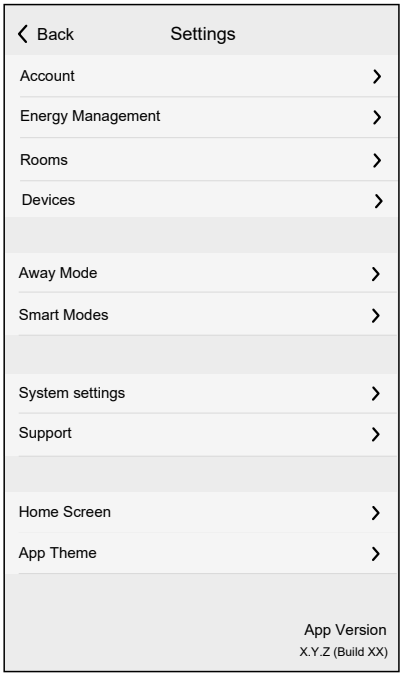
Modes

Away Mode

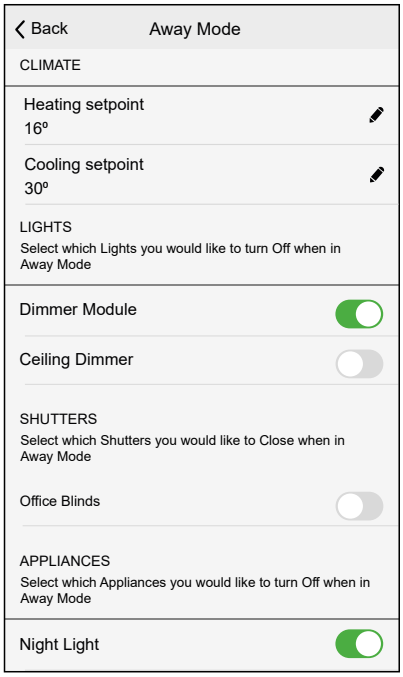
The Away Mode is designed to set your home in a state that is sensible when you are away for longer periods of time (e.g. being away for the weekend). It temporarily overrides the normal control (e.g. moments, automation) implemented in the Hub. When you disable the away mode, the controls revert to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

Set the Device State in Away Mode:

1. On the home page, tap **> Away Mode**.

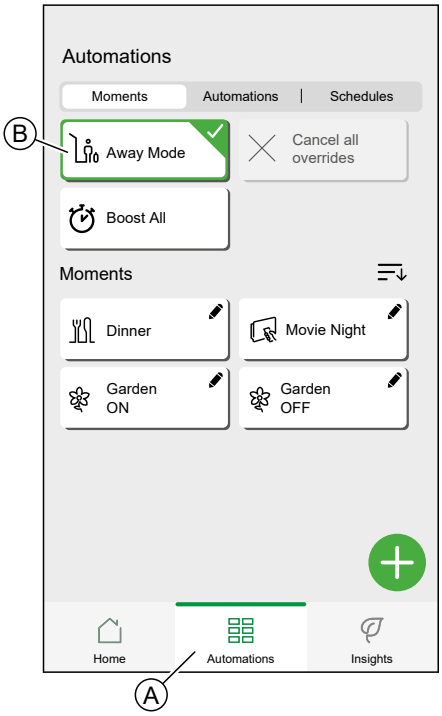


2. Tap the toggle switch to enable/disable the device when in away mode.



Enable/Disable Away Mode

1. On the home page, tap **Automation** (A).
2. Tap **Away Mode** (B) to activate or deactivate the away mode.

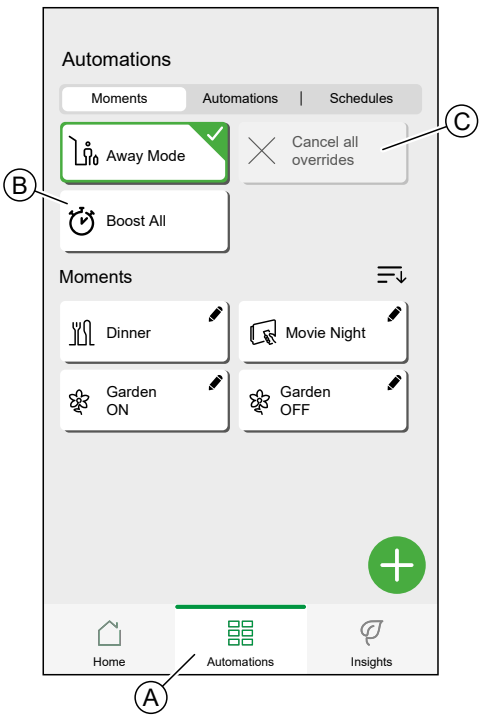


Boost Mode

Boost Mode will apply a boost of +2 °C for one hour to every room in the system.

On the **Automation** Screen (A):

1. Tap **Boost Mode** (B).
2. To end boost mode earlier, tap **Cancel all overrides** (C).



Smart Modes

Smart Modes automatically adapt parameters of your Wiser System to increase comfort or energy savings.

Smart Modes are activated or deactivated in the **Settings, page 121** menu.

Eco Mode

Eco Mode is a smart feature designed to maximise the efficiency of your heating system. It automatically optimises the stop time of the heating phase, each time the set temperature changes from a higher to lower value.

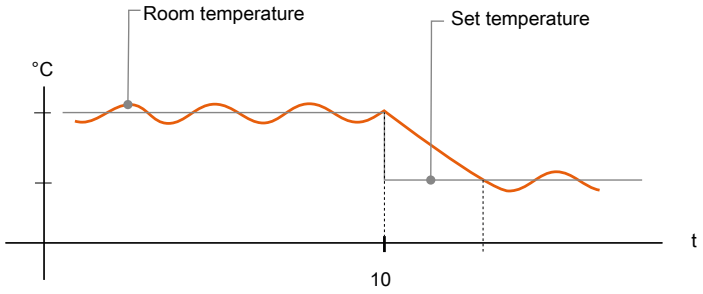
NOTE: Eco Mode is a system feature that is either activated or deactivated for all rooms.

NOTE: Eco Mode feature will not activate when cooling Mode.

Eco Mode deactivated

Wiser switches the set-point temperature at 10 pm according to the schedule. Depending on the weather and how well-insulated the home is, the room temperature drops proportionally starting at 10 pm.

The boiler keeps cycling until 10 pm.

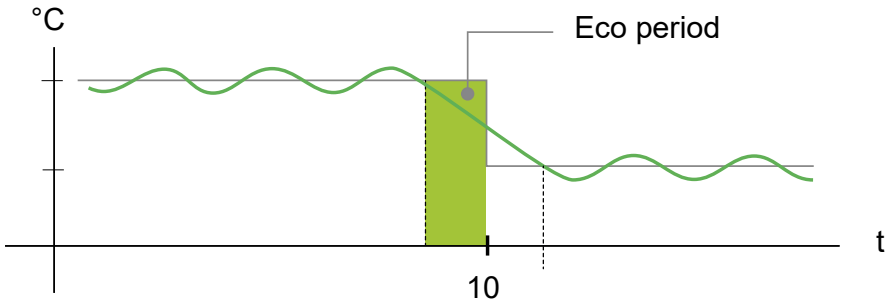


Eco Mode activated

When Eco Mode is activated, Wiser establishes how well your home retains heat in relation to the current and predicted outdoor temperatures. Based on this, the system switches to the next scheduled set-point temperature before 10 pm without any noticeable loss of comfort.

The period between the time that Eco Mode switches the set-point and 10 pm represents the eco period, and savings occur as a result of the boiler not being switched ON.

The boiler stops firing before 10 pm.



When a room is in an Eco period, an ECO icon will appear in the room on the home screen.

The ECO icon will also be visible on the temperature adjustment screen and the room thermostat.

Comfort Mode

Comfort Mode is a smart feature that helps ensure the set-point temperature is reached by the time the heating is scheduled to turn ON.

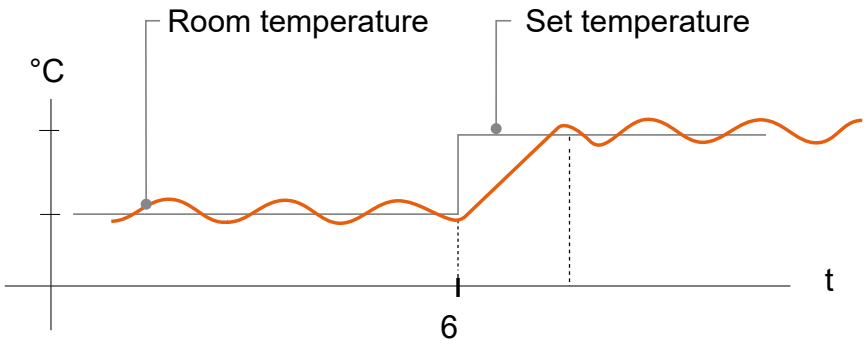
It enhances thermal comfort by adjusting the setpoint ahead of schedule, page 108, ensuring the room reaches the desired temperature at the exact time you set. Additionally, it saves energy by optimising the times for the boiler to turn on, unlike traditional heating that only start heating at the scheduled time.

> **NOTE:** Comfort Mode as a feature applies to all rooms, and cannot be activated for individual rooms. If you have scheduled certain heating intervals to start requesting heat early, they will need to be re-programmed when Comfort Mode is activated.

Comfort Mode deactivated

When Comfort Mode is deactivated, the room starts heating at the scheduled time and it will reach the set-point temperature some time after the scheduled start time.

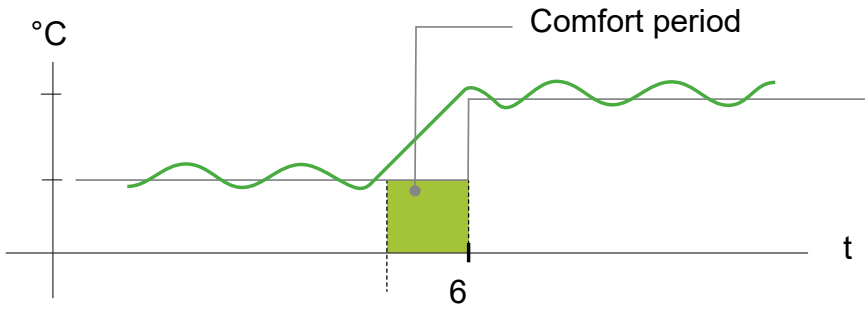
Boiler starts heating at 6 am, following the schedule request set for a temperature change.



Comfort Mode activated

With Comfort Mode activated a room will start to heat up to 3 hours ahead of a scheduled temperature change. The specific time needed to pre-heat the room is calculated by Wiser and may vary.

Boiler starts before 6 am in order to reach the requested temperature on time for the scheduled change.



When a room is in a Comfort period, a ‘C’ icon with an encircling arrow will appear on the temperature adjustment screen of the app. This icon will also appear on the display of the room thermostat.

During a Comfort period, the Wiser Home App and Wiser Room Thermostat with display will display the upcoming set temperature that Wiser is controlling the heating to. For example, if the schedule calls for 16 °C overnight and then 21 °C from 6am, the Wiser Home App and room thermostat will display the encircled ‘C’ and 21 °C as the set temperature during the Comfort period.

Summer Comfort Mode

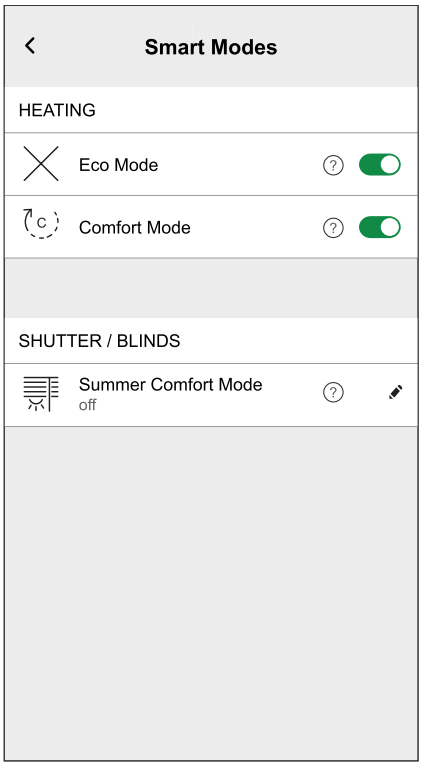
If you have an shutter control devices installed at your home, Summer Comfort Mode feature will be available.

The Summer Comfort Mode automatically adjusts the shutters to a specific position when temperature is too hot both indoor and outdoor. This solution passively cools your home by lowering your shutters.

Features:

- The inside temperature is measured by sensor and the outside temperature is measured based on your location.
- Works only when the sun is out (during daytime).
- By default the blinds closes to 50%
- This feature is active only when there is minimum of 2 degrees difference between inside and outside temperature. For example: Inside temperature a minimum of 26 degrees, while the outside temperature a minimum of 28 degrees.

Find the details of setting-up the Summer Comfort Mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.



App Settings

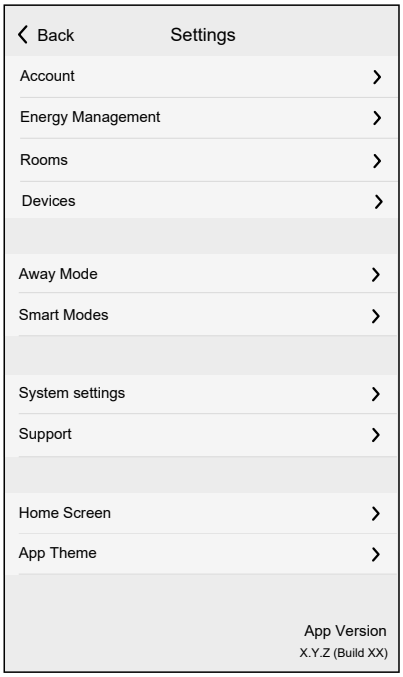
Overview of the options available in the settings menu.

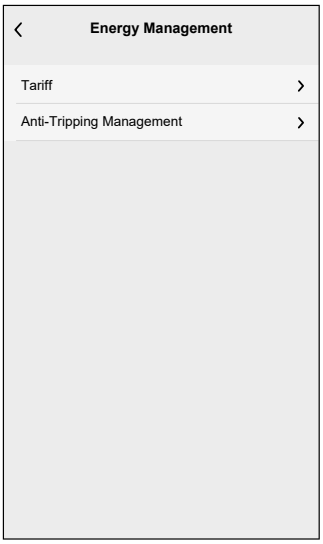
The settings menu contains various settings for parts of the Wiser Home System. Rooms, page 82 and Devices, page 74 are managed from the settings menu.

On the Home Screen, page 133:

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

The settings menu:

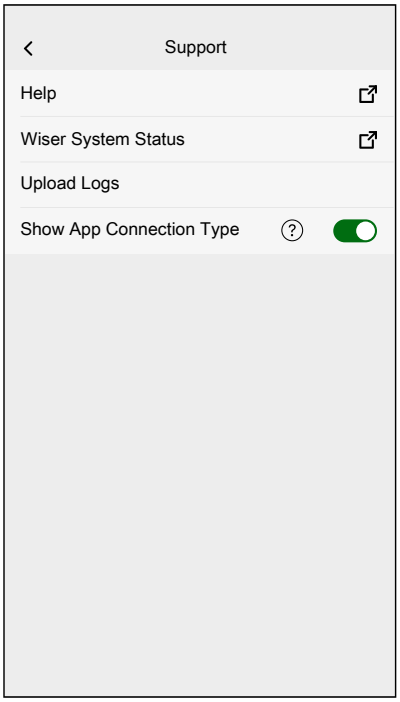


Account	Change the details of your account, like password, notification settings, home address, etc. **NOTE:** You can also find the notification settings (e.g. Battery low) here.
Energy Management	This option is available only if you have Energy devices installed at your home. • **Tariff**: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to for detailed information on how to set the tariff. • **Anti-Tripping Management**: To enable/disable the Anti-Tripping Management for devices. The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater) or reducing the power of the load. Devices that are eligible will be added automatically to the Anti-Tripping Management. Refer to for detailed information on how to enrol the Anti-Tripping management. 
Rooms	List of all Rooms of your Home. Access to Room options.
Devices	List of all Devices of your Home. Access to Device options.
Away Mode	Specify what happens when you activate the Away Mode, like temperature setting and which devices should be switched off. Refer to Away Mode, page 115 for detailed information.
Smart Modes	Activate or deactivate the Smart Modes, like ECO Mode.
System Settings	More detailed Wiser Home App information. Set your time zone here.
Support	Provides you the general assistance such as the link to the FAQ section of se.com, access detailed guide, report errors, and provides contact information for customer support. Refer to Support, page 122 for the detailed information.
Home Screen	Customise the appearance of the Home Screen.
App Theme	Personalise the appearance of Wiser home app to light mode or dark mode. Refer to App Theme, page 123.

Support

The Support page provides you with the essential resources and assistance options. From finding solutions to reporting errors, it's your go-to place for resolving issues and getting help.

1. On the App Settings, page 121, click on **Support**.
2. Support menu:

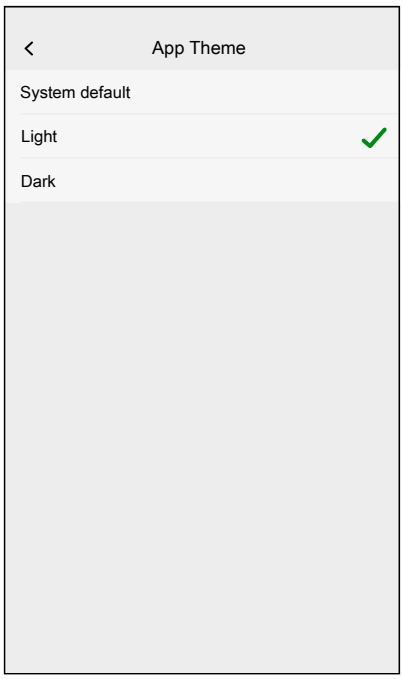


Help	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	Tap to check the current status of the Wiser system.
Upload Logs	This option allows you to upload log files if you have identified any issues in the app. When you tap on the option, a popup will appear, allowing you to describe the issue. Click **OK** to generate an ID number for this problem, and then contact the Schneider support team for further assistance. **NOTE:** Logs should be generated immediately when the issue happens, and the ID number is necessary to record for further investigation of the issue.
Show App Connection Type	This option displays information about the type of connection the app is using. It indicates whether the app is connected via local internet (when the phone and Hub are on the same Wi-Fi®) or via the cloud (when the phone uses mobile data or is connected to a different Wi-Fi® than the Hub). If this function is enabled, you can view the connection status directly from the app's Homescreen.

App Theme

Wiser Home app is available with different colour schemes. By default, the app automatically matches your device's overall theme for a seamless look. You can also personalise the app experience by selecting your preferred appearance to light mode or dark mode.

1. On the App Settings, page 121, click on **App Theme**.
2. App Theme:

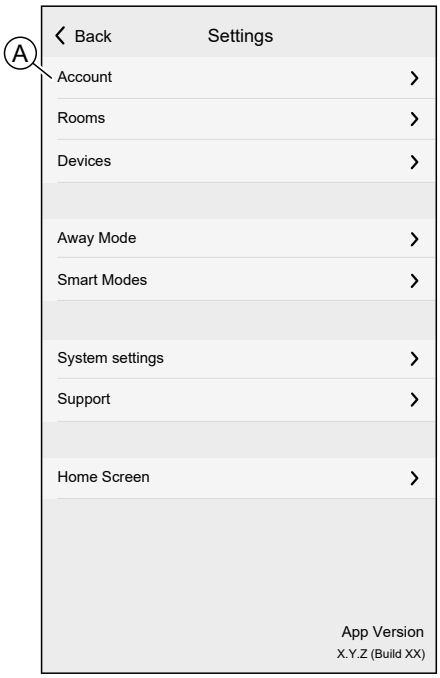


Account settings

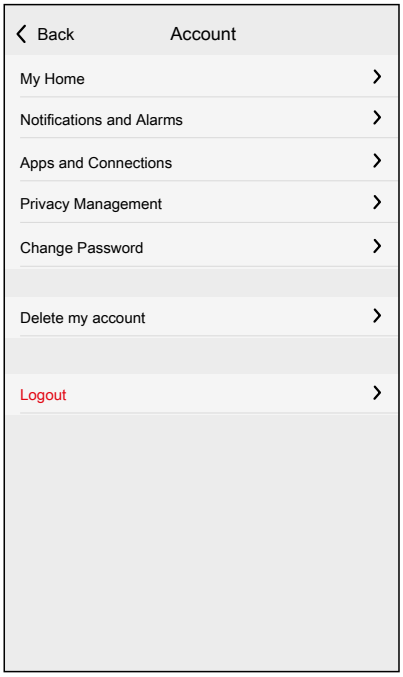
In the account menu you can manage your address, customise notifications and alarms, manage privacy, connect third-party apps, update your password, and even delete your account when needed.

In the Settings menu, page 121:

1. Tap **Account** (A).



The Account menu:



My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 126 you want to receive.
Apps and Connections	The Apps and Connections has following options: • Integrate with popular third-party apps like **Alexa** and **Google Home** for convenient voice control. Refer to Voice Control, page 142 for detailed information. • To stop or restart the **Reduce my Bill** service. This service is available if you have high energy devices like a Schneider Charge EV chargerresistive Water boilers (controlled with a Power Micromodule). Refer to respective device user guide for detailed information.
Privacy Management	Activate or deactivate the option to receive marketing emails, contribute to data analysis for service improvement, and share energy insights data to enhance our eliq service. Provide details about the terms of use and privacy notice.
Change Password	You can change you password here. **NOTE:** You can find the requirements of the Wiser Home password in chapter Creating an Account, page 70 **TIP:** Please consider the tips about passwords and other methods to harden your system in chapter Cybersecurity Principles, page 29
Logout	Log out of your Account **NOTE:** In order to use the Wiser Home app, you need to be logged in with an Account.
Delete my account	Delete your Account. Deleting your account is immediate and permanent. You need to be logged in to your Wiser Hub to be able to delete your account. **NOTE:** Deleting your Account will flag your E-Mail Address as deleted. **NOTE:** A deleted account cannot be restored. **NOTE:** Deleting your Account will log you out of your Wiser System and you will not be able to log in again. Make sure to decommission your Wiser System first. **NOTE:** If you have enabled personalised Energy Insights feature for your energy device, deleting your account will cancel the subscription from the personalised Energy Insights notifications. **TIP:** Instead of deleting your account if you need to leave a Wiser System behind (e.g. moving out), reset the Hub and keep your credentials ready for the next Wiser System.

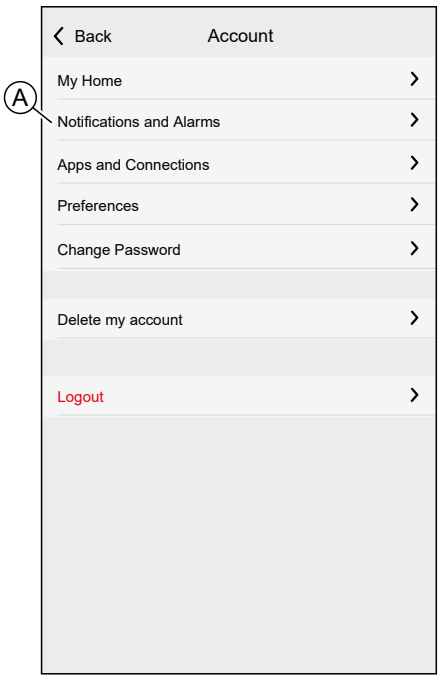
Notifications and Alarms

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

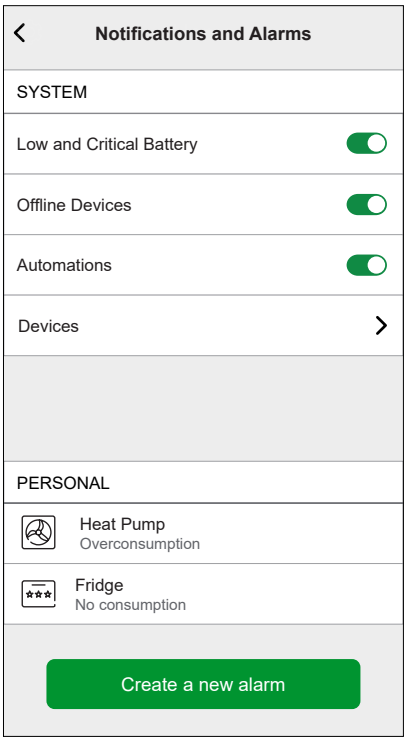
You can select the Notifications and Alarms in the Account options of the Settings menu, page 121.

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

1. Tap **Notifications and Alarms** (A).



Notification and Alarm settings:

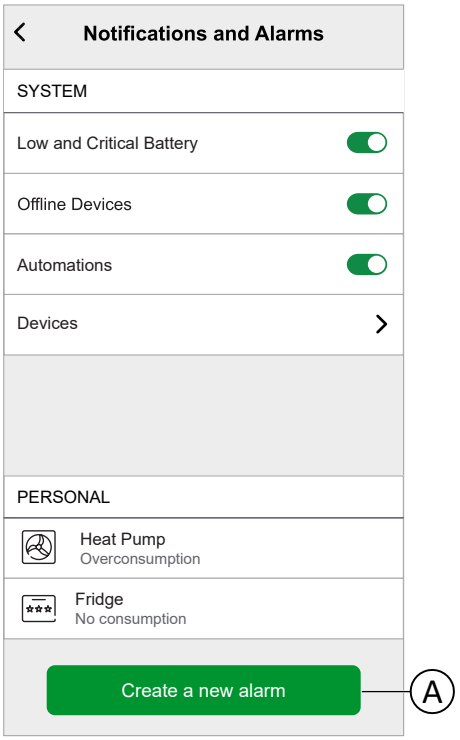


SYSTEM	
Offline Devices	Will notify you when the hub lost connection to a Device.
Automations	Will notify you when an automation has been triggered.
Devices	Certain Devices can send notifications on their own. You can select the devices that are allowed to send notifications. **TIP:** You can also enable or disable notifications of a device in the device options.
PERSONAL	
Overconsumption	The app will trigger an alarm when the device's usage exceeds the set limit, helping you to manage and reduce overconsumption effectively. Refer to Setting-up Overconsumption Alarm, page 127 for information on how to set the overconsumption alarm.
No Consumption	The app will trigger an alarm when the device consumes 0 watts for a set period of time. Refer to Setting-up No Consumption Alarm, page 130 for information on how to set the no consumption alarm.

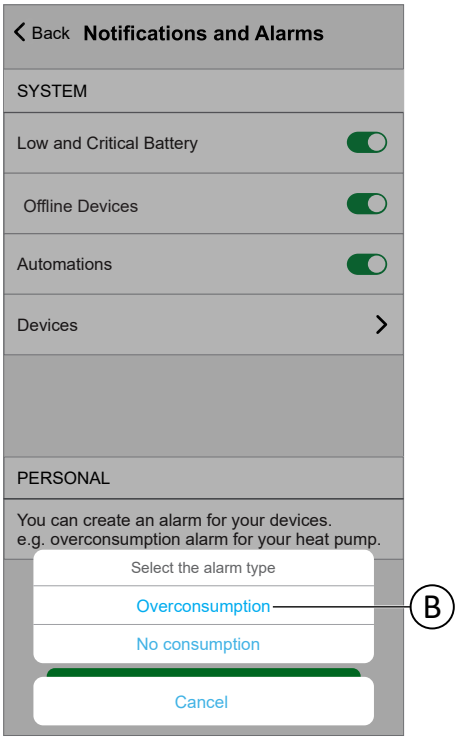
Setting-up Overconsumption Alarm

This topic explains how to setup an overconsumption alarm for a device.

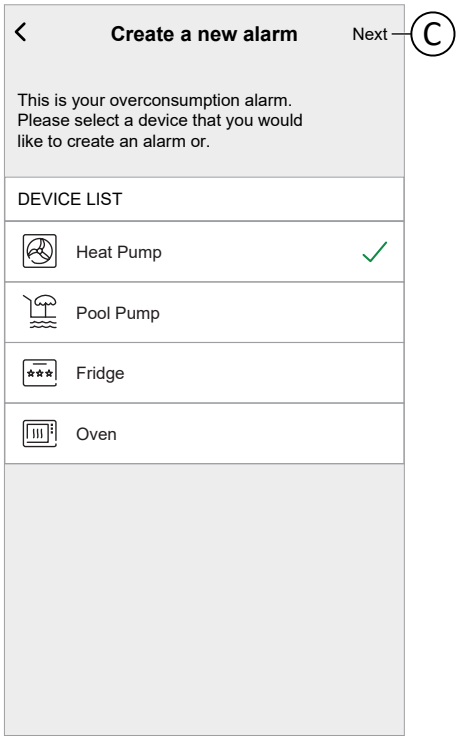
1. On the Notifications and Alarms, page 126 screen, tap **Create a new alarm** (A).



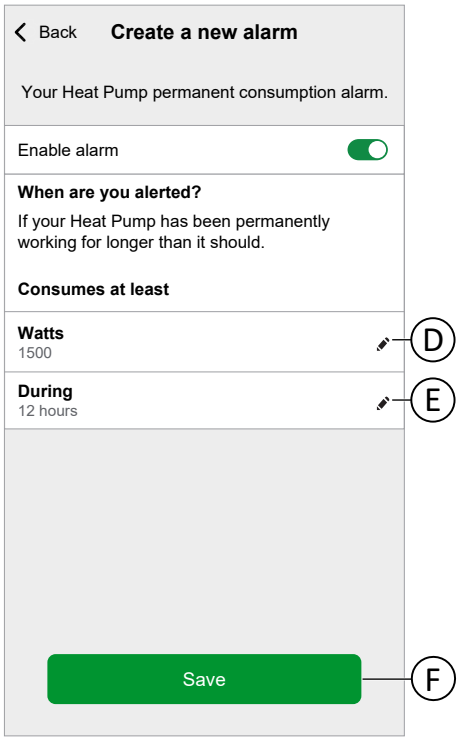
2. Choose alarm type as **Overconsumption** (B).



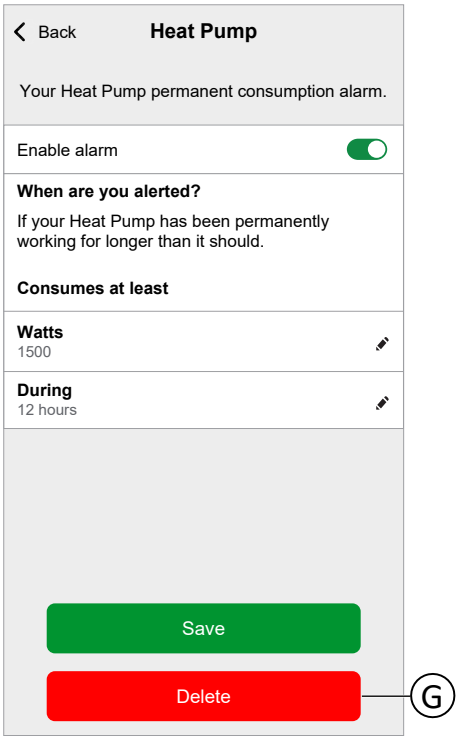
3. Select the device from the device list and tap **Next** (C).



4. Tap icon (D) and set the power consumption limit that you consider normal for the selected device during its normal operation.
5. Tap icon (E) and set the duration for which the device should be operating above the set power consumption limit before triggering an alarm.
6. Once you have entered the desired values for both the maximum power consumption and the duration, tap the **Save** (F).



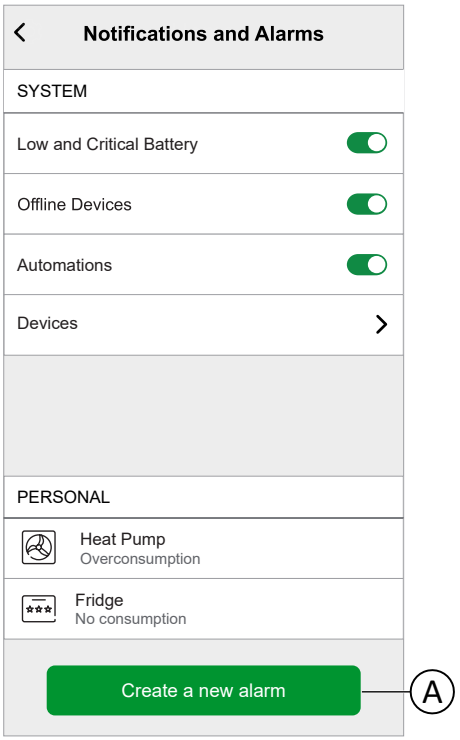
7. To delete an alarm, select the device and tap **Delete** (G).



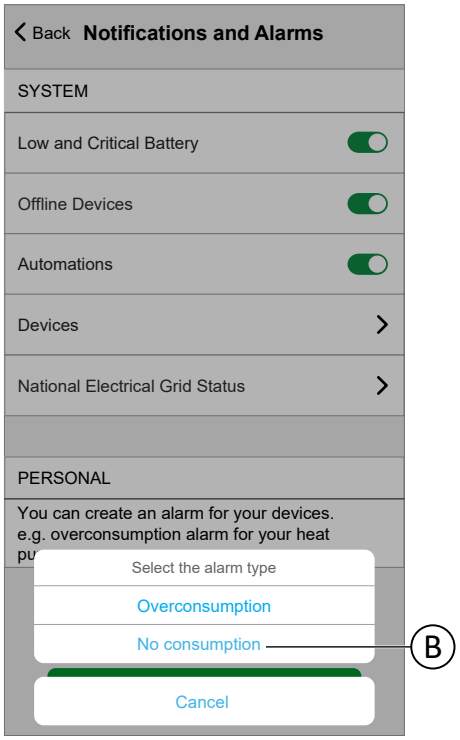
Setting-up No Consumption Alarm

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

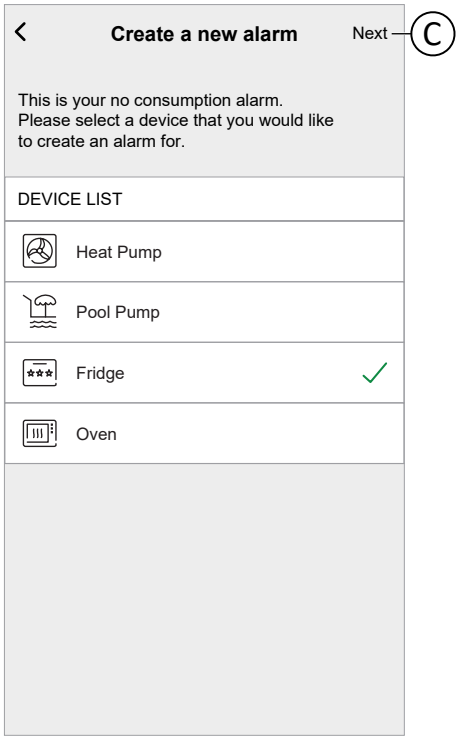
1. On the Notifications and Alarms, page 126 screen, tap **Create a new alarm** (A).



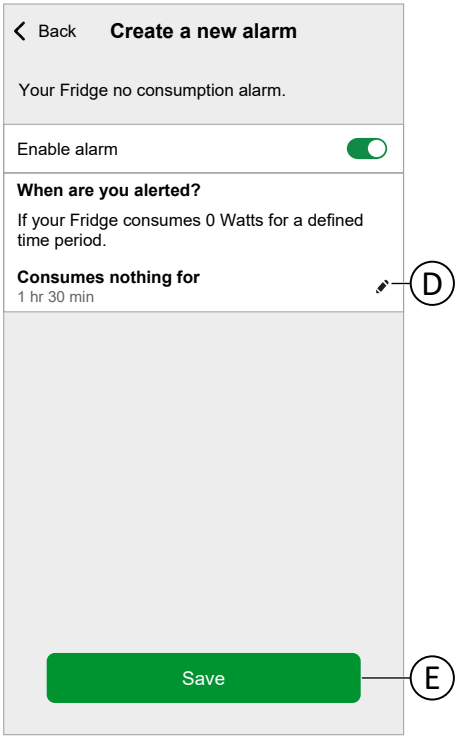
2. Choose alarm type as **No consumption** (B).



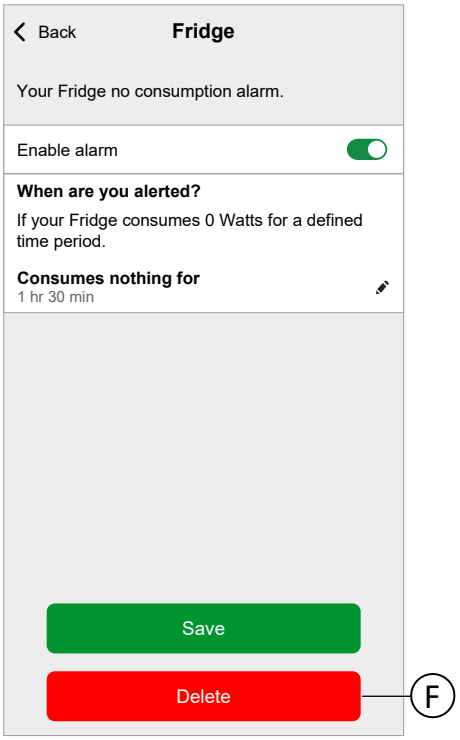
3. Select the device from the device list and tap **Next** (C).



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



5. To delete an alarm, select the device and tap **Delete** (F).



App Language

To change the language of the app, go to your smartphone's settings and look for the option to set the language. If you're not sure how to find it, check the manual or guide of your smartphone's operating system for help.

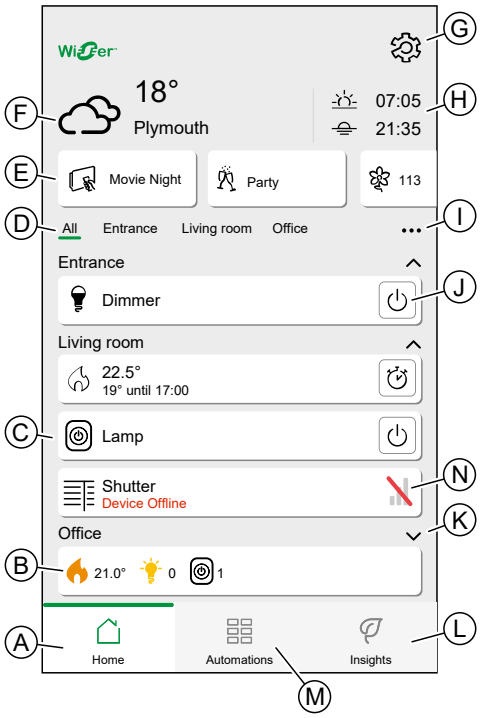
Controlling the Wiser System

Home Screen

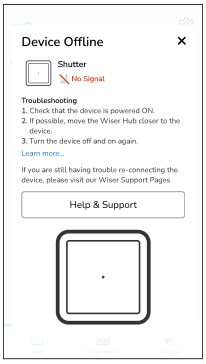
The Home Screen provides an overview of all the Devices of your home.

On the Home Screen you can view the status of Devices, as well as control Devices quickly. The Home Screen informs you about the local weather and much more. You can also activate your favourite moments.

Overview of the elements on the Home Screen:



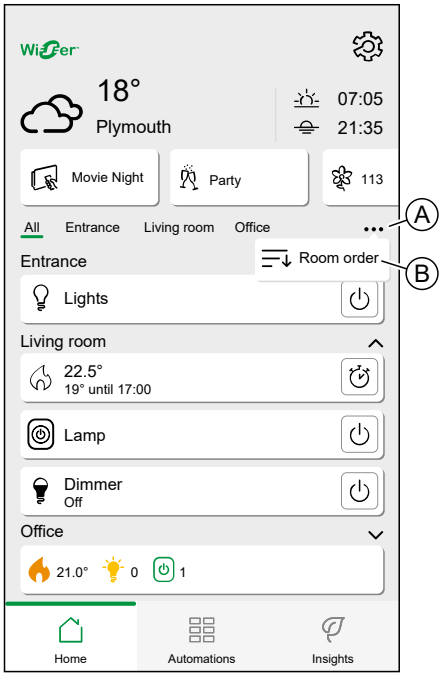
A	**Home screen**	Tap to show the Home Screen
B	**Room Quick Info**	Compact display of information about the devices in a Room. Tap to expand/collapse the Room Device list.
C	**Devices** in a **Room**	Tap a Device to open the Device Control.
D	**Room List**	Drag to scroll through the list. Tap to navigate to Room.
E	**Moments**	Tap to activate a Moment.
F	Local weather	Displays weather, temperature and location.
G	**Settings**	Tap to navigate to the settings screen.
H	Time of sunrise and sunset.	Displays time of sunrise and sunset.
I	Room order	Tap to rearrange the Room list.
J	Quick Access	Tap to control the Device without having to navigate to the Device Control Available function depends on Device type.
K	Room details	Tap to expand / collapse a Room.
L	**Insights**	Tap to navigate to the Insights screen. Here you can find detailed information about your Wiser system such as energy saving, system activity, heating time and access to your heat report.

M	**Automation**	Tap to navigate to the Automation screen, where you can set up Moments, Schedules and more. Please read the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.
N	**Device Offline**	The device is offline. Tap on the device to open the popup with troubleshooting steps. Tap **Learn more** to know more about the zigbee signal strength and tap **Help & Support** if you require further assistance and visit our Wiser Support Pages. 

Rearranging Rooms

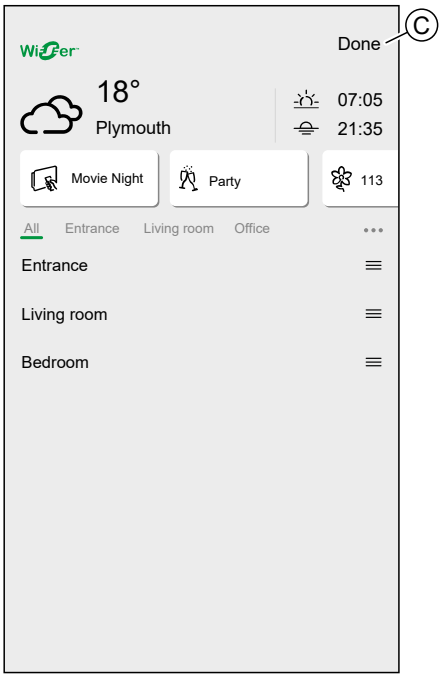
You can change the order of the Rooms displayed.

1. Tap the ••• icon (A)
2. Tap **Room order** (B)



3. Rearrange the Rooms by long pressing the room, then dragging and dropping the room in the desired location.

4. Tap **Done** (C).

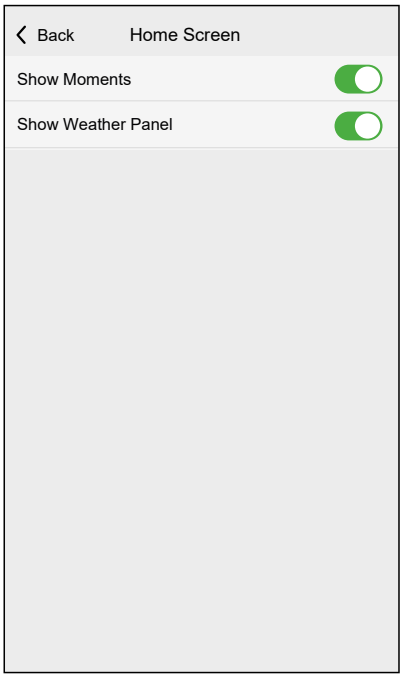


Home Screen Settings

The Wiser Home App offers options to customise the Home Screen.

Find the Home Screen options in the Settings Menu, page 121.

Available options:



Setting	ON	OFF
Moments	The List of available Moments is shown in the upper part of the Home Screen.	Moments will not be shown on the Home Screen
Weather Panel	Weather information is shown at the top of the Home Screen.	Weather information will not be shown on the Home Screen.

Device control

Control your Devices directly.

You can control a Device in your Home directly on the Home screen or with the Device Control page.

When you assigned the Device to a Room, you can find the Device in the Room on the Home Screen, page 133.

Home Screen Control

1. In the List of Rooms, page 83, tap the **icon** (A) of the device you want to control.

   NOTE: The displayed function differs for all Devices. The displayed function is the one most commonly used for the Device. Detailed functions (e.g. raising a blind to a specific value) can be found in the Device Controls page.

Device Control Page

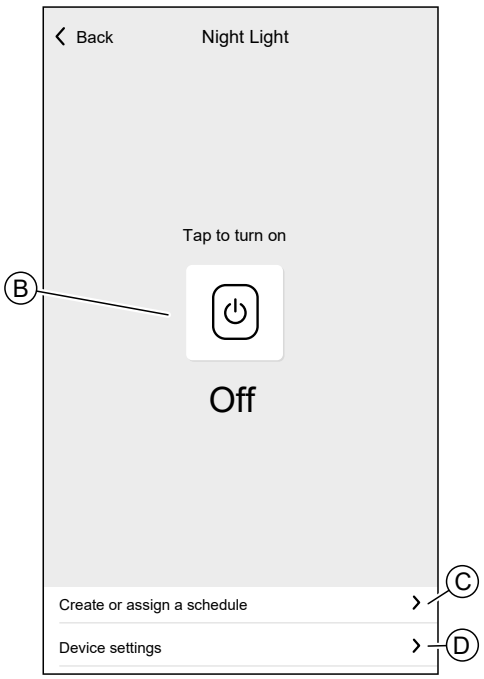
1. In the Home Screen, page 133, tap the **Device** (A) you want to control.

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

   NOTE: The displayed function differs for all Devices.

   You can find further Device specific options at the bottom of the screen, like navigating to the Device settings or if the Device should follow a Schedule.

Device Control page:



B	Device options and status display. The icon and text show the status of the Device. The controls differ for each device type (e.g. a Blind Control Device will offer a slider and separate **open** and **close** buttons.)
C	Create a Schedule, page 108 or assign the device to an existing schedule. When the Device is assigned to a schedule, you will find the options to enable/disable the **Follow Schedule** toggle switch and edit the schedule.
D	See and edit the Device Details, page 81.

Climate control

Climate control involves managing the behaviour of climate devices within the Wiser system. To create a climate control, climate devices must be assigned to a room.

System-Level Climate Control

- If a Single Wiser Heat system, like UFH, supports a centralised water-based heat source (a boiler or heat pump), then that single source can either be heating or cooling, but not both.
- Rooms that are sourced from the single heat source and not capable of cooling (e.g., radiator-based rooms), will not operate during the cooling period. For example, when the system is in cooling mode in a non-cooling room:
  - The Radiator Thermostat shall not perform a Boost and shall display the same status as in Device Lock mode.
  - The Room thermostat shall wake up using any of the 3 keys **(+, -, O)**, but subsequent button presses will not change the set point.
- Domestic Hot Water is generally out of scope of cooling. This means that during Cooling mode, any Hot Water control will operate as normal (this may be sourced by an alternate supply e.g. electrical)
- Rooms that are not sourced centrally from the heat source (e.g. electrical heating rooms) will continue to operate normally in the Heating mode when the cooling mode is ON.
- Where there are multiple UFH devices each containing a Heat/Cool switch input, only one of these needs to indicate cooling for the entire system to be put into cooling mode

NOTE: Refer to the dedicated device user guide for more detailed information on the climate control features of a specific device.List of Wiser Devices, page 15 provides the links to Device user guide for each devices.

Room-Level Climate Control

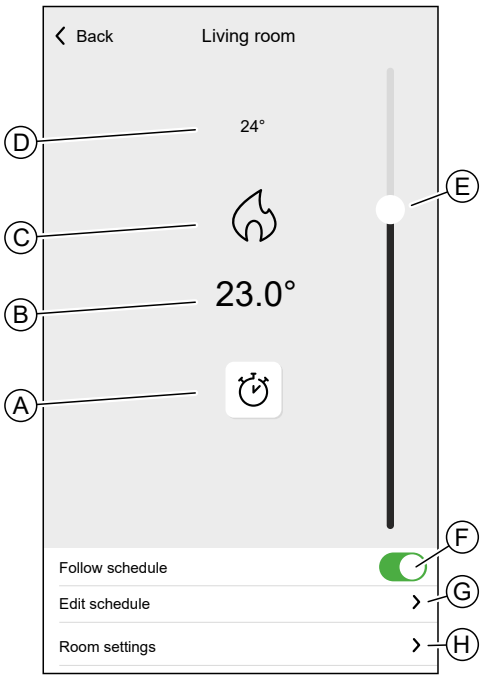
When a Climate Device is assigned to a Room, a single **Climate** is created which includes all the climate devices assigned to that room.

The Climate Control looks and acts like a Device Control. You can control the Climate Control directly from the Home Screen and assign it to Moments or Schedules.

- All Climate Devices assigned to a Room will be combined as one Climate Control.
- The Climate Control cannot be named unlike other devices, but will take the name of the Room.
- Individual Climate Devices can not be assigned to a Schedule or Moment. Instead, the Climate Control will show up in the relevant lists.

- Operating a single device of the Climate Control manually (e.g. one of three Radiator Thermostats) will send the command to the Climate Control, affecting all assigned Devices. (All three Radiator Thermostats will open/ close based on the command).
- Individual Devices can be locked against manual operation.
- To remove a Climate Device from a Climate Control, remove the Climate Device from the Room.

Climate Control:



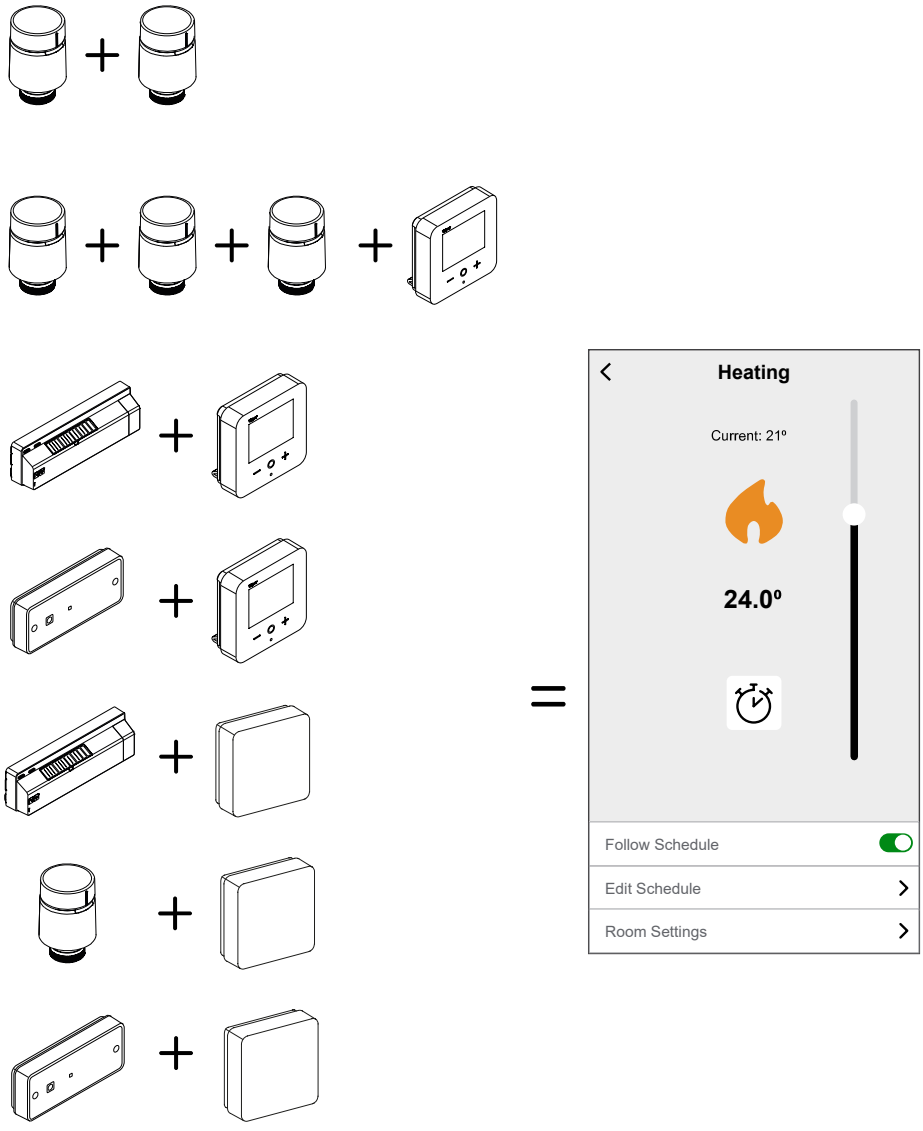
A	Boost Mode
B	Target Temperature
C	Status Icon Heating Icon: Cooling Icon:
D	Measured temperature in the Room
E	Slider to set target temperature
F	If the Climate Control is assigned to a Schedule, page 108, you can choose whether the Climate Control should follow the Schedule.
G	Lets you edit an existing Schedule, page 108. **TIP:** If the Climate Control is not assigned to a Schedule, the option **Create or assign a schedule** will be available.
H	Navigate to the Room Details, page 85 of the room to which the climate control is assigned.

Setting up a Climate Control

While setting up your Climate Control, make sure to consider the following information.

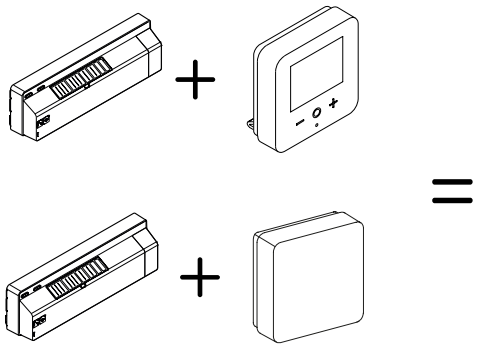
Heating Control:

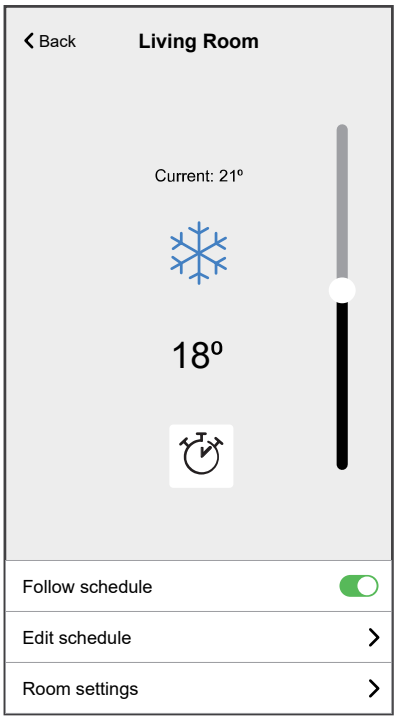
- If your Home is using a Wiser 16A Relay for Temperature Control, you must add a Wiser Room Thermostat or Wiser Temperature/Humidity Sensor to that Room.
- If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / to that Room.
- If you assigned more than two Radiator Thermostats to a Room, it is recommended to also assign a Room Thermostat / Wiser Temperature/ Humidity Sensor / to that Room.
- Assign only one Room Thermostat to any Climate Control.



Cooling Control:

- If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / to the concerned Room.
- When the cooling mode is activated on a or on the UFH, all the devices switch to cooling mode. So, if the is in cooling mode, the UFH goes into cooling mode even if its cooling input is not enabled. Refer to device user guide of the respective device for more detailed information. List of Wiser Devices, page 15 provides the links to Device user guide for each devices.
- The UFH setpoint temperature ranges from 18°C to 30 °C.




Back
Living Room
Current: 21º
18º
Follow schedule
Edit schedule
Room settings

Voice Control

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

Amazon Alexa

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

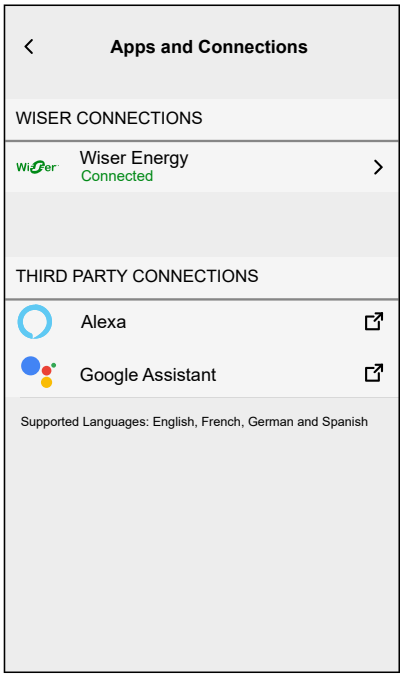
Wiser works with Alexa to allow you to regulate the temperature of each room in your system by using a wake-word and an instruction.

The wake-work is “**Alexa**” followed by an instruction such as “**Increase temperature.**”

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

Configuring Wiser Home with Alexa

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



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

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

Changes made with Alexa

If Alexa is asked to increase the temperature by 2°C, then Alexa will add 2°C to your setpoint. If the ambient temperature is already >2°C above the current setpoint then the actual temperature will not change and Wiser will not turn the heating ON.

Example: If the current setpoint is 16°C, the current room temperature is 19°C and you ask Alexa to increase the temperature by 2°C - the current setpoint will change to 18°C but the heating will not start because the room temperature is already higher than 18°C.

Everything you tell Alexa to do related to Wiser Room Thermostats and Radiator Thermostats will last only for one hour, or until the next scheduled setpoint change if that change is to occur in under an hour. After that it goes back to its original setting, and you must tell Alexa to do it again.

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

Common Wiser Commands for Alexa

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as “increase temperature.” If no specific room is mentioned, Alexa will ask you which room you want to address, and then will increase the setpoint temperature by 1°C only based on the room reply from you.

If you want the setpoint temperature to increase by 4°C in the living room, you must explicitly state to Alexa to “**Increase the temperature in the living room by 4°C.**”

Listed below are common Wiser commands used with Alexa:

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get Set Point: “Alexa, what is the upstairs set to?”

NOTE: Alexa considers the Room names and lights as the Devices.

Listed below are common Wiser Smart Plugs commands used with Alexa:

- Turn Off the Lights in the plug named bedside lamps: “Alexa, turn OFF the bedside lamps.”
- Turn ON the Lights in the plug named bedside lamps: “Alexa, turn ON the bedside lamps.”

Suggestions when using Alexa:

- Simple room names are recommended, such as “living room.”
- You cannot turn Heating ON or Off using Alexa.
- You cannot increase/decrease the temperature from Off. When a room is set to Off, you can adjust the room to a specific temperature.

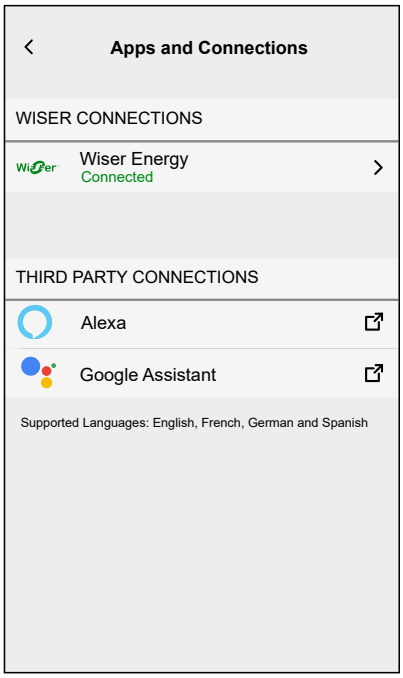
Google Home

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

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

Configuring Wiser Home with Google Home

1. On the Home page of the Wiser Home app, tap .
2. Tap **Account > App and Connections** to find different cloud services.
3. Tap on **Google Assistant** option. This will open the Google assistant app on your smartphone to link to Wiser system.



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

Changes made with Google Home

All changes made through a voice command related to room thermostats and radiator thermostats are valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the radiator thermostat.

The reason for not implementing permanent changes to Wiser temperature is that a voice command can easily be forgotten, resulting in the heating accidentally being left ON for long periods of time, such as when users exit their home.

NOTE: When a command is given to increase/ decrease the temperature but no temperature setpoint is given, Google Home defaults the new setpoint temperature to the prior setpoint ± 3 degrees. This value is controlled by Google Home and differs from a normal Wiser boost, which defaults the new setpoint to ±2 degrees above/below the current ambient temperature.

NOTE: Commands for turning the heating “ON/ OFF” are currently unavailable on Google Home. This is done intentionally as “OFF” cannot be reconciled with the notion of a temporary operation, and conversely, the notion of an “ON” setpoint does not exist on the Wiser system.

NOTE: If the Wiser Plug is following a schedule everything you tell Google Home to do related to Wiser Plugs will last until the next event in the Wiser Plug schedule. If the Wiser Plug is running in Manual Mode, everything you tell Google Home to do will remain in place until the next command either from Google Home or from the Wiser Home App.

Common Wiser commands for Google Home

Listed below are common Wiser commands used with Google Home:

- Enquiry: “OK Google, is the light in bedroom ON?”
- Room Temperature: “OK Google, how warm is (room name)?”
- Set Temperature: “OK Google, set (room name) to XX degrees”
- Increase Temperature: “OK Google, increase setpoint by XX degrees”

Listed below are common Wiser Smart Plug commands used with Google Home:

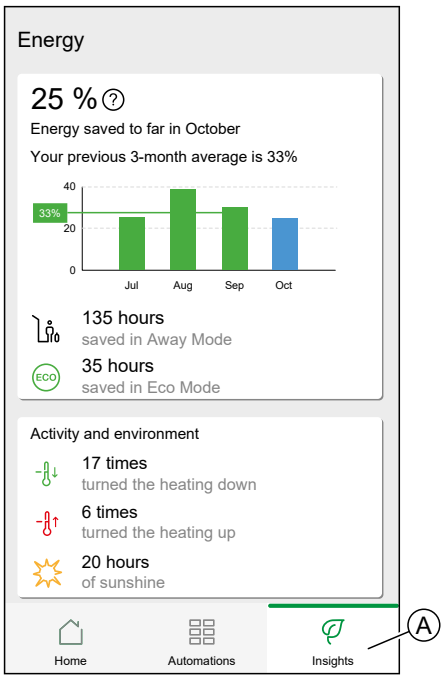
- Table lamp command: “OK Google, turn ON/ OFF the Table lamp”

Insights

The Insights feature gives you multiple features in a single place. This includes energy saving, system activity, heating time and access to your heat report.

To navigate to Insights from the Home screen:

1. Tap **Insights** (A)



Energy overview

We estimate how much energy you would have otherwise used, compare it against what you have used and show this as a percentage saving.

As the month progresses you can keep track of your savings by simply opening the app. Your energy savings are updated hourly so fluctuations are normal.

The system uses a smart algorithm to only count the time when Wiser's smart features were actively saving you energy.

Tap the **Question Mark** (A) for more details.

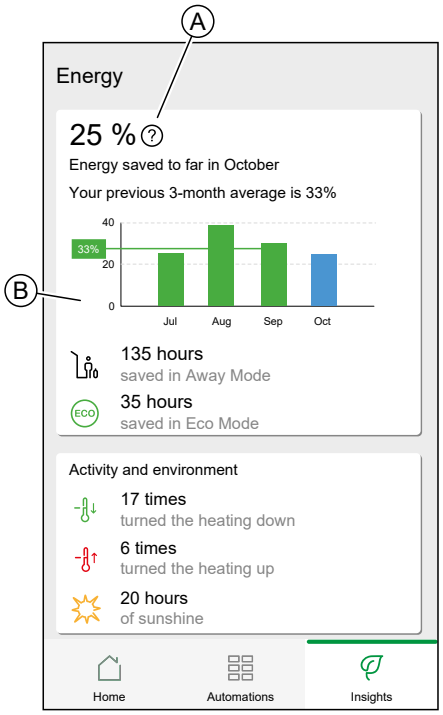
Heating hours (B):

This section shows how much heating time you have used, relative to outdoor temperatures.

The temperatures are updated every hour. Each green bar displays the daily heating duration for the past 30 days. The length of the bars represents how many times your rooms called for heat during each day.

> **NOTE:** The blue bar indicates the current month and will change to green once the month is finished.

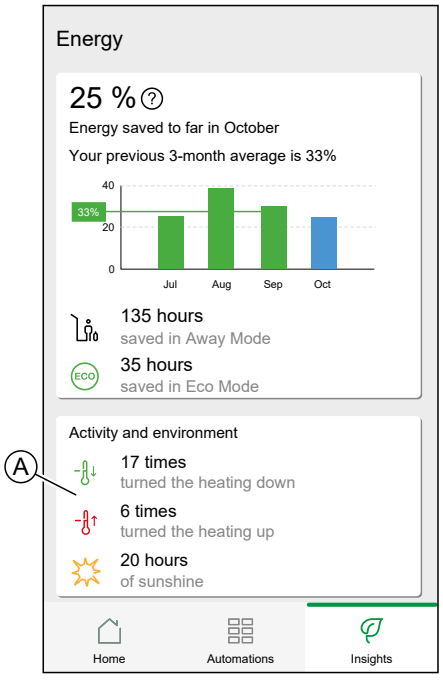
New users will not see any green bars until you begin using your heating.



Activity and environment

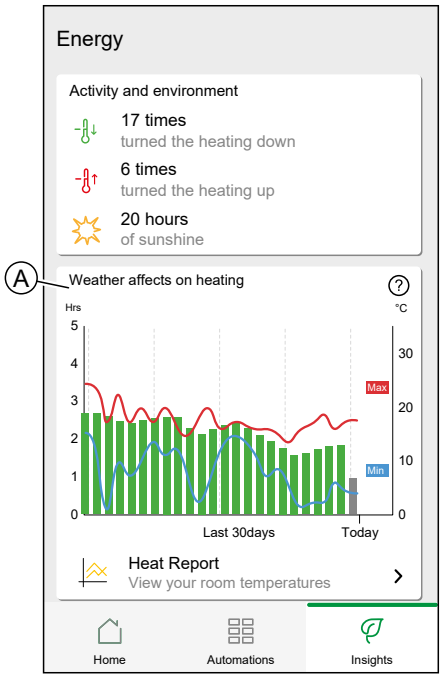
(A) Shows interesting facts about how you use your heating system as well as other interesting things that have been happening in your environment within the current month.

These numbers are updated hourly. Number of times you turned your heating down is counted by a manual boost or boost down. Number of times you turned your heating up is counted by a boost up or manual adjustment to the temperature. Number of hours of sunshine is calculated as number of hours when the cloud coverage was less than 50%.



Weather and Heating

(A) The weather can have a big impact on how your heating system performs. We take into account the thermal efficiency of your home and the outdoor temperature, so we can save you as much as possible.



Heating time

The green bars show an estimate of how many hours your heating was on each day. Incomplete and missing heating hours are both represented by grey bars.

Weather

The maximum and minimum temperatures for each day are shown by red and blue lines. Missing weather temperatures are represented by dotted lines.

Heat report

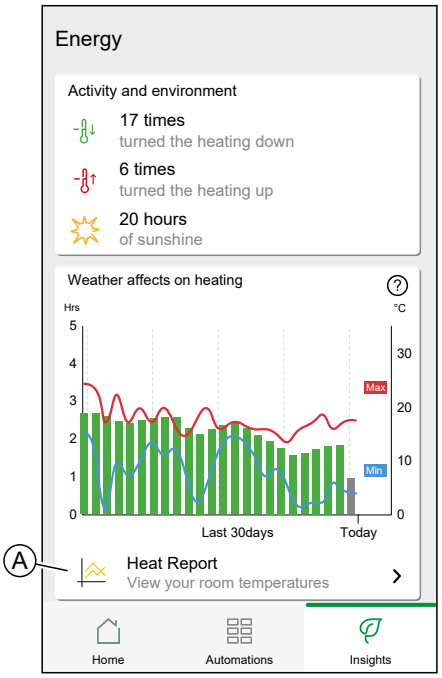
The performance of your heating system can be monitored with the Heat Report.

It enables the viewing of historical room, set (target), outdoor temperatures and allows for room-by room comparison over time, to ensure that the system performs according to scheduled and manual operations.

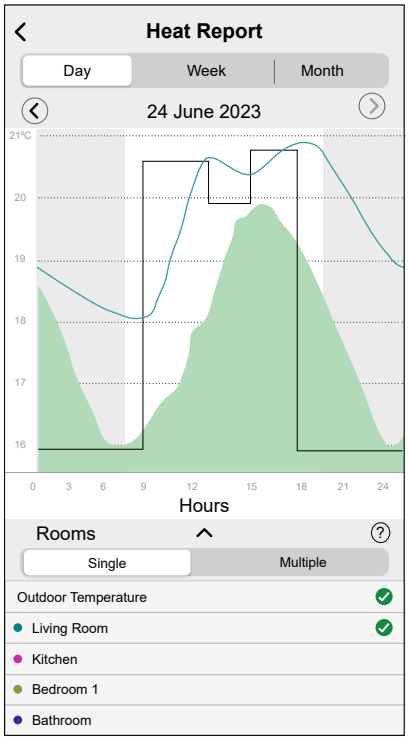
Wiser records room, set and outdoor temperatures on a continual basis and makes the data available in the Heat Report. The report is updated daily and a given day's temperature data is available the next day. It is possible to view the report on the basis of day, week and month.

To navigate to the Heat report:

1. Tap **Heat Report** (A).



2. Heat Report:



Single-room view

When accessed for the first time, the report opens from the single-room view.

This view defaults to display today's room temperature for the first room, as it appears on the Home screen of the app. It also displays the set temperature for the room (always illustrated by a black line).

The outdoor temperature is not displayed by default, but you can choose to view it by selecting it from room selector.

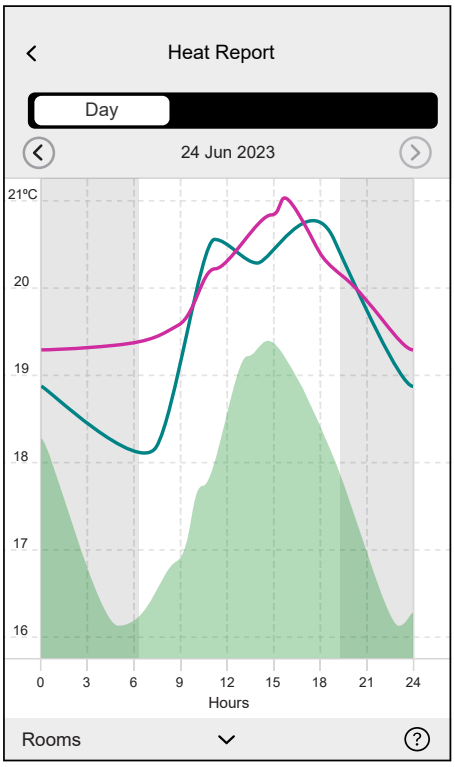
When viewing a single room, it is possible to see how long it takes for the room to heat up or cool down to the set temperature; the black line shows the set (target) temperature, i.e. Wiser's heating schedule for the room (if in Auto mode) or the manually selected set temperature (if in Manual mode). This line indicates the room temperature that Wiser is regulating to at all times.

NOTE: The Single room view always displays the set (target) temperature line for a given room. Temporary changes to the set temperature like manual boosts and temperature overrides are also visible on this line.

Multi-room view

The multi-room view allows for simultaneous viewing and comparing of up to 16 rooms. The outdoor temperature can also be selected/ deselected in this view.

NOTE: If only one room is selected in the multi-room view, the black line denoting the set temperature will appear.



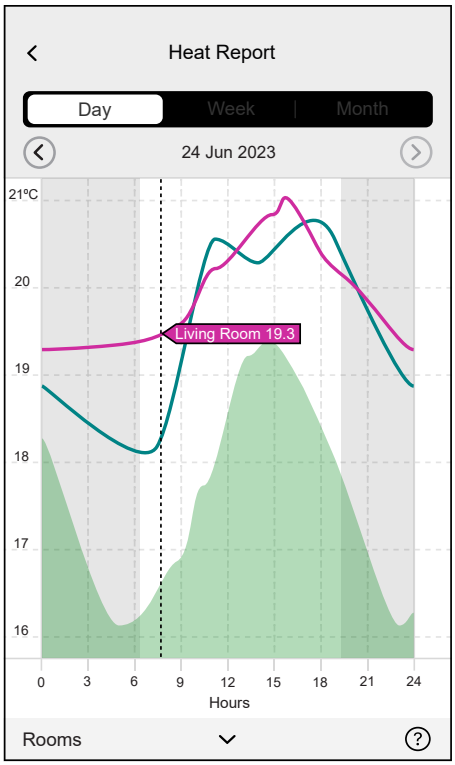
Monthly view

The monthly view provides a summary of room temperature fluctuations during a given calendar month. All daily temperatures in this view are averaged out due to the screen size.

The outdoor temperature in this view is displayed as a green band indicating the daily min/max temperatures and the range in which the daily temperatures have fluctuated throughout the month.

Temperature Display

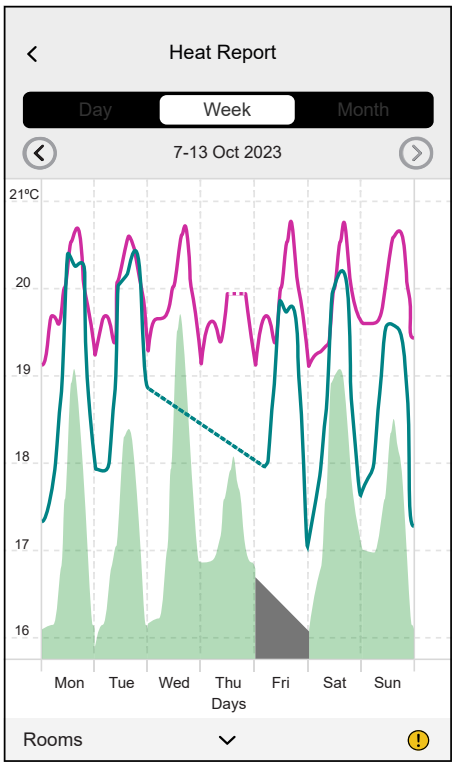
The room name and temperature will appear when a temperature line is tapped. Any area outside the line can be tapped to make them disappear again. It is possible to tap on any point of a temperature line, including the outline of the green outdoor temperature area. Temperature lines can be tapped in all three views (Day/Week/Month).

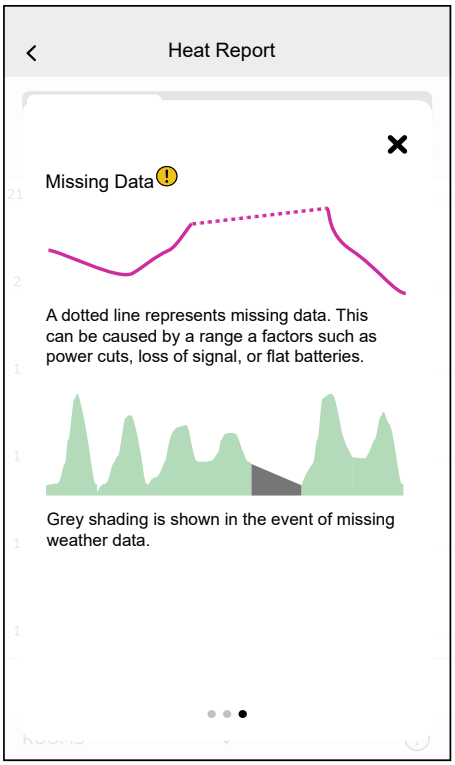


Missing Temperature Data

Temperature data may be missing from the system at times. This could be due to power failures, no internet connectivity, flat device batteries or poor RF signal. Missing data is denoted by a dotted line connecting the two points between which data is unavailable.

If data is missing for a given date or date range, the question mark on the ROOMS bar is replaced by ⚠. If data for the date/ range becomes available at a later time, or if the view is changed to another date/range, with no missing data, the question mark will reappear.




Heat Report
Missing Data
A dotted line represents missing data. This can be caused by a range a factors such as power cuts, loss of signal, or flat batteries.
Grey shading is shown in the event of missing weather data.

Additional Information

About Signal Strength

Zigbee signal strength or RSSI (Received Signal Strength Indicator) indicates the signal quality between your devices and the Wiser Hub. The Closer the RSSI value is to 0, the better the signal. For example, an RSSI of -50dBm is a good signal, while an RSSI of -80dBm indicates poor signal.

Signal Strength Indicator

There is four different levels of signal strength:

Good Signal (between 0 & -54dBm)

Normal Signal (between -54 & -79dBm)

Poor Signal (<-79dBm)

No Signal (device is offline)

Cause of Poor Signal

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

- **Distance between the Wiser Hub and devices** - the signal becomes weaker as the devices move farther apart.
- **Physical Obstructions** - doors, walls, furniture, household appliances, especially with metal surfaces, and other electronic devices can weaken the Zigbee signal.

Troubleshooting

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

Signal Extender

If you are still experiencing connectivity issues, we recommend adding Wiser smart plug to your system. It has a built-in signal range extender that boosts the signal between your devices and Wiser Hub.

Discover Extenders:

For UK: https://shop.se.com/uk/en/smart-plug-wiser-uk-230-v-ac-13-a-3-kw-wb704h1a0902.html

Help & Support

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

Help & Support:

For UK, Visit: https://shop.se.com/uk/en/customer-support

Understanding Control Mode Priorities

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

Anti-Tripping Management (Highest Priority)

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

> **NOTE:** Anti Tripping Management is applicable only for Power Micromodule (water heater) and Smart plug.

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

Scenario 2: Your home operates multiple high-power devices simultaneously, such as air conditioning and an electric oven. Consider that the maximum allowable power is 40 amps and is already consumed. You have scheduled the water heater to turn On at the same time.
Response: The water heater will not activate. Instead, it will notify you that heating is unavailable due to excessive power consumption in your home and resumes normal heating once the load decreases. Refer to respective device user guide for detailed information on Anti-Tripping management.

Manual Override

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

Scenario 1: The water heater is scheduled to start at 10 PM. At 6 PM, you manually start heating the water heater urgent requirement.
Response: The manual override takes precedence over the scheduled charging time and water heater starts heating right away, overriding the predefined off-peak schedule until the next trigger.

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

Scenario 3: The heating system is scheduled to turn On at 6 AM and set the temperature to 22 °C, turn off at 8 AM, Turn On again at 6 PM to 22 °C and turn Off at 10 PM. Consider that you feel cold and you manually set the heating system to 24 °C at 5 AM.
Response: The manual override takes precedence over the predefined schedule, changing the temperature to 24 °C until the next trigger.

Pre-defined Schedule (Lowest Priority)

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

Scenario 1: Your water heater is scheduled to turn on at 6 AM to 8 AM. That is water heater will automatically heat from 6 AM to 8 AM. During this period the total power demand exceeds the household limit.
Response: To prevent tripping the circuit breaker, Anti-Tripping Management is activated, and the water heater is temporarily turned Off or reduced to prevent overload, thereby overriding the pre-defined schedule.

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

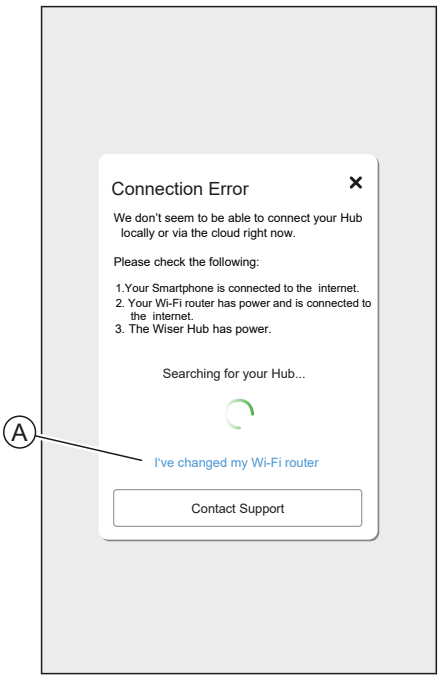
Changing home Wi-Fi login information

If you have made changes to your home Wi-Fi®, you need to apply those changes to the hub.

The Wiser app will detect that the connection to the hub is lost and suggest solutions.

To change the Wi-Fi® information in the hub:

1. Tap **I’ve changed my Wi-Fi router** (A).



The app will guide you through the process of selecting a Wi-Fi® network and entering the password.

Troubleshooting

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

HUB

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the system.	Only use devices listed in List of Wiser Devices, page 15.
The device is not able to connect with the Hub/Hub^{R}. After pressing 3 times, the device LED blinks amber for 30 s.	Pairing mode has changed.	Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode.

If you face any issues in commissioning the device, refer to the troubleshooting section of the specific device user guide.

Refer to List of Wiser Devices, page 15 for the links to Device user guide for each devices.

Decommissioning a Wiser System

To remove a device from your Home or prepare the Home for a new user, follow these steps.

- Remove all Devices from the System.
- Reset all Devices to the factory settings.
- Reset the Hub to the factory settings.

  NOTE: Before an IoT device is permanently removed from your network, a full factory reset must be done to erase all data.

Removing a device

Possible reasons:

- The Device needs to be replaced.
- The Device is no longer needed in the Wiser System.

Steps:

- Remove the Device from the Wiser System.
- 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 15

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 35
- Delete your Account.

Compliance

Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOLI).

https://checkaproduct.se.com/

General information about Green Premium products

Click the link below to read about Schneider Electric’s Green Premium product strategy.

https://www.schneider-electric.com/en/work/support/green-premium/

EU Declaration of Conformity

Hereby, Schneider Electric Industries, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO DIRECTIVE 2014/53/EU. Declaration of conformity can be downloaded on se.com/docs.

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