

Wiser Plug

Device user guide

Information about features and functionality of the device.

05/2024



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Safety Information

Important Information

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



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



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

DANGER

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

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

WARNING

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

CAUTION

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

NOTICE

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

Wiser Plug



CCTFR6501



CCTFR6500

For your safety

NOTICE

RISK OF DAMAGE TO DEVICE

Always operate the product in compliance with the specified technical data.

Failure to follow these instructions can result in equipment damage.

⚠ CAUTION

RISK OF DAMAGE TO DEVICE

- The plug must be used indoors only.
- To disconnect the plug from the power supply, pull it out of the socket outlet or turn Off the fuse in the incoming circuit.
- Do not connect plugs one after another.
- Do not install in places with high humidity or extreme temperatures.
- Do not expose the smart plug to flammable liquids, gases or other explosives.

Failure to follow these instructions can result in injury or equipment damage.

About the device

The Wiser Smart Plug (hereinafter referred to as **Plug**) is a push button switch that allows you to turn your electrical appliances ON and OFF from the Wiser Home App. It provides power to the electrical appliance connected to it. The Plug will work in any wall socket when it is Plugged into. The wall socket needs to be switched on for it to function.

The Plug acts as a Radio Frequency (RF) signal range extender to control your electrical appliances remotely. It has a built-in RF signal range extender to enable connectivity to devices further away from the Wiser Hub.

Advantage of using the Plug:

- Configure several time schedules to switch on/off the Plug.
- Set notification to alarm when power consumption (high or low).

Features of the Plug:

- Mobile or manual control anytime, anywhere with the Wiser app
- Works with Amazon Alexa, the Google Assistant and Siri

Diagram of operating elements

A. On/Off button





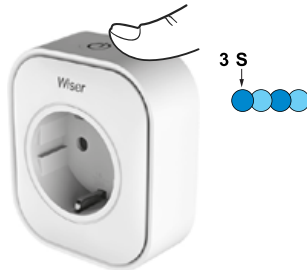
Installing the device

Refer to the installation instruction supplied with this product.

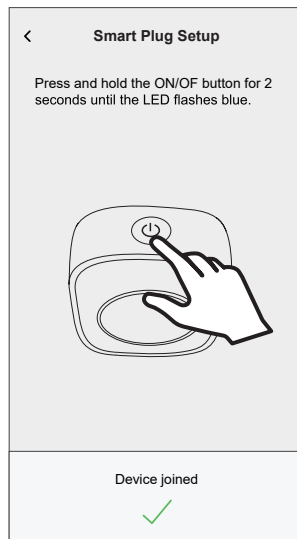
Pairing the device


Using the Wiser Home app, pair your Plug with the **Wiser Hub** to access and control the Plug.
To pair the Plug:

1. On the Home page, tap .
2. Tap **Devices** >  and tap **Appliances** > **Smart Plug** > **Next**.
TIP: The next screen shows the joining process of the Plug.
3. Press the Plug top push-button fast three times.




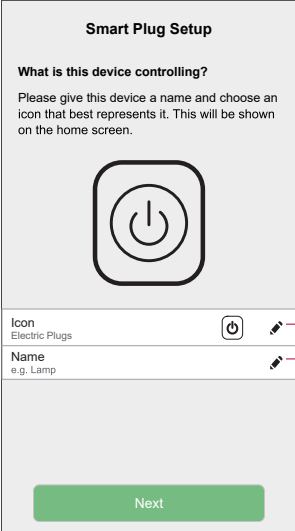
4. Wait for a few seconds until Plug is successfully joined.



5. Once the device is joined, tap  (A) and select an icon suitable for your load and tap **Save**.

NOTE: Electric plug icon is assigned by default.


6. Tap  (B) and assign a name.






Smart Plug Setup

What is this device controlling?

Please give this device a name and choose an icon that best represents it. This will be shown on the home screen.



Icon
Electric Plugs   (A)

Name
e.g. Lamp  (B)

Next

7. Tap **Next** to assign the Plug to an existing room or a new room.
8. Tap **Submit**.

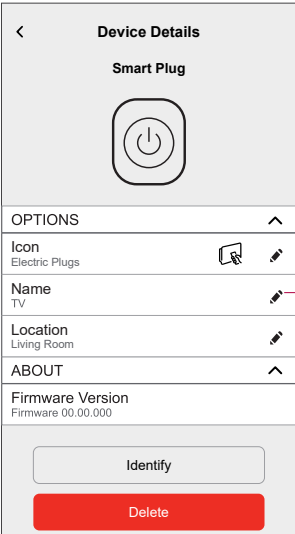
You can see the added Plug on the **Home** page under the room tab or under **ALL** devices.

Configuring the device

Renaming the device


Using the Wiser Home app, you can rename the Plug.


- On the Home page, tap .
- Tap **Devices > Smart Plug > Device Name** (A) to rename the Plug.






< **Device Details**


Smart Plug




OPTIONS 

Icon
Electric Plugs  

Name
TV  (A)

Location
Living Room 

ABOUT 

Firmware Version
Firmware 00.00.000


Identify

Delete

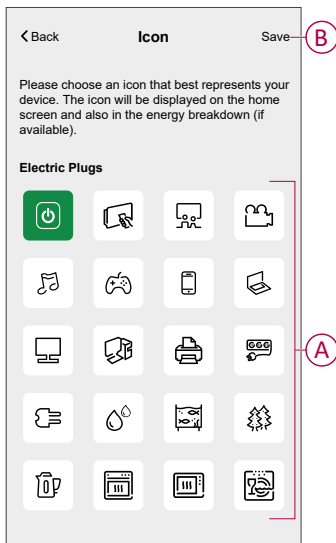
Changing the icon

You can change the icon of the device.

1. On the **Home** page, tap  > **Devices** > **Smart Plug**.



2. Tap  **Icon**, select an icon of your choice (A) and tap **Save** (B).

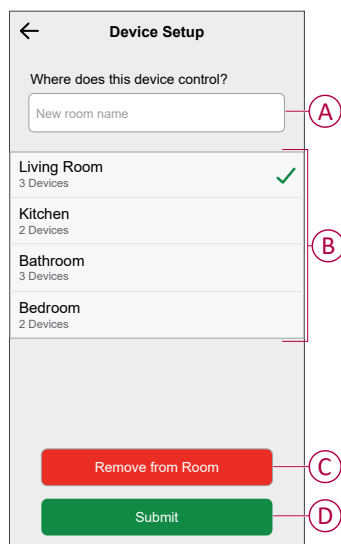
IMPORTANT: If you have installed Plug and PowerTag, changing the icon to another category will delete all the historical data. Refer to Energy view of individual devices.



Setting the device location

You can change the device location using Wiser Home app (such as bedroom, living room, dining room etc.).

1. On the Home page, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open setup page.
4. On setup page, you can enter **New room name** (A) or select an existing room from the list (B).



TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

5. Once changes are done, tap **Submit** (D).

Identifying the device

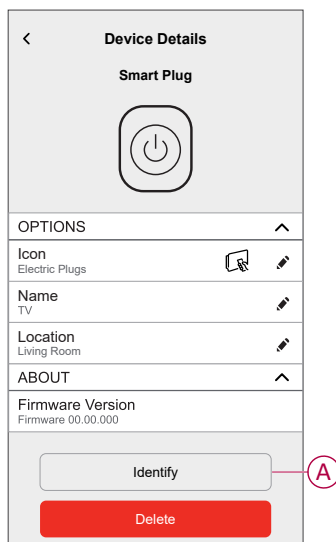
Using the Wiser Home app, you can identify the Plug from the other available devices in the room.

To identify the Plug:

1. On the Home page, tap .
2. Tap **Devices > Smart Plug > Identify (A)**.

NOTE:

- This feature flashes the Plug LED, so you can find the actual device. It may take up to a minute to start and flash the Plug LED.
- The Plug LED will continue to flash until you tap **OK**.



Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater, EV Socket) or reducing the power of the load. This keeps the total consumption of the system under a defined limit. The limit value is set by your Contract limit, refer to Setting Tariff - Peak/Off peak rate. Devices that are eligible will be added automatically to the Anti-Tripping Management.

IMPORTANT:

- When a device is managed by the Anti-Tripping management, the Schedules, Moments and Automations for that device are not executed.
- This feature is available only in France and Germany.

NOTE: Maximum of 8 devices can be added.

Supported devices:

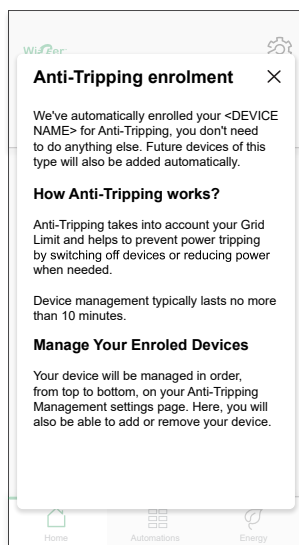
- Power Micromodule (Water Heater)
- EV Socket
- Smart Plug
- Smart Sockets

Pre-requisite:

- Configure one of your PowerTag as Grid. Refer to Pairing main PowerTag.
- Set the Contract limit.
A default contract limit is automatically set when pairing the main **PowerTag** as **Grid**. You can change the contract limit later if the Grid value set during the PowerTag installation does not match the tariff, refer to Setting - Peak/Off peak rate.
- Pair the supported devices. Refer to Pairing the device (based on what devices you have installed) - Power Micromodule, EV socket, Smart Plug, Smart Socket.

Enabling Anti-Tripping Management


Once the prerequisites are completed, user gets notified that this feature is available. The **Anti-Tripping** screen appears on the **Home** page.



1. Read the feature update and swipe to navigate to next screen.
2. Tap **X** to close the overlay screen.
 - The supported devices will be enrolled automatically.

Disabling Anti-Tripping Management





The Anti-Tripping Management feature for the supported devices can be deactivated at any time.

1. On the **Home** page, tap  > **Energy Management > Anti-Tripping Management**.
Tap the toggle switch (A) for the devices you want to disable.
If the device is currently in use, a notification will prompt you that deactivating this feature may cause your power to trip.
2. Tap **Continue** to disable.

Anti-Tripping Management

The first 8 devices listed will either use less power or be turned off to prevent power tripping when needed.

When a device is being managed, your Schedules, Moments and Automations will not run for that device.

1	 EV Charger	<input checked="" type="checkbox"/>
2	 Water Heater	<input checked="" type="checkbox"/>
3	 Smart Plug	<input checked="" type="checkbox"/>
4	 Single Socket Outlet	<input checked="" type="checkbox"/>


A

Anti-Tripping Management

Sheddable equipment

Equipment involved in the management of overloads.

Caution




This device is being managed by Anti-Tripping Management. Removing it may cause your power to trip. Are you sure you want to proceed?

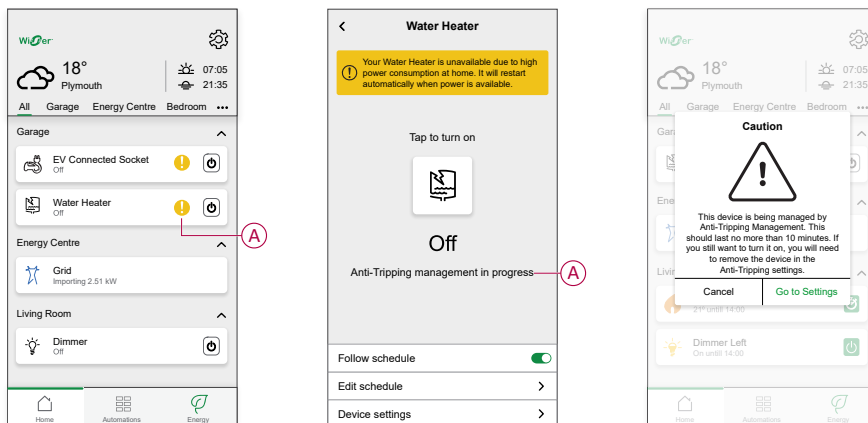
Cancel Continue

+ Add equipment

Activation status

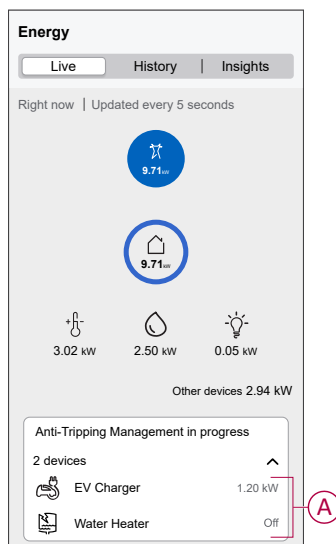
On the Home page and control panel page of the devices,  (A) denotes the Anti-Tripping management status.

- The devices will typically be off for upto 10 minutes. It will restart automatically when power is available.
- If you wish to turn on the device in Home page or control panel page, a **Caution** window is prompted that the device is being actively managed. Read the information and tap **Go to settings** and disable the toggle switch to remove the device from the Anti-Tripping Management.




Live status

When the Anti-tripping feature is active for any device, the load shedding (A) is shown in the **Live** tab.



Troubleshooting

Error	Possible cause	Solution
 Algorithm is currently unavailable displayed in the Live tab.	<ul style="list-style-type: none"> • The device is offline. • System/Hub is unable to receive data from the device. • Technical issue. 	Restart your Hub. If the problem still persists contact your installer or visit Help and Support and select your country.

Using the device

Switching Operation

To use the plug insert into a wall socket, and it needs to stay switched on for it to function. You can manually turn on/off the plug by pressing the plug top push-button, or you can access the plug via the home screen to switch them on/off by tapping the on/ off button.

Switching Operation Manually


You can turn on/off the plug manually by pressing a push-button button, this will be displayed in green beside the plug, and the plug will provide power to the electrical appliance connected to it.

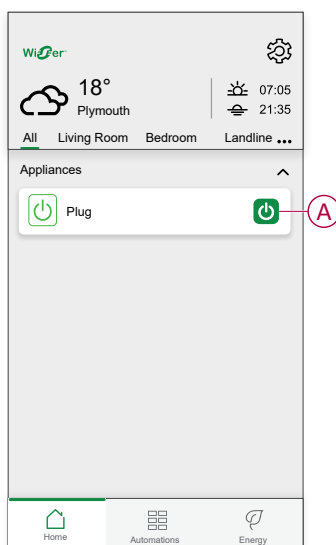


Switching Operation using the app

You can turn On/Off the Plug remotely using the Wiser Home app.

To turn On/Off the Plug using the app:



1. Go to the Home page, tap **All** devices or a room tab where the Plug is located.
2. Tap  (A) to turn On or Off the Plug.

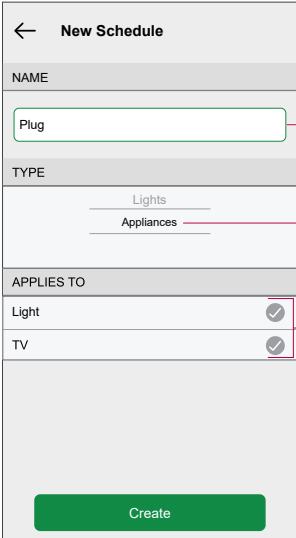


Creating a Schedule

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

To create a schedule:

1. On the **Home** page, tap  > **Schedules** > .
2. Enter a name of the schedule (A).
3. Select a device type (B).
4. Select the list of devices (C) to which the schedule must apply.
5. Tap **Create**.



← New Schedule

NAME

Plug (A)

TYPE

Lights


Appliances (B)

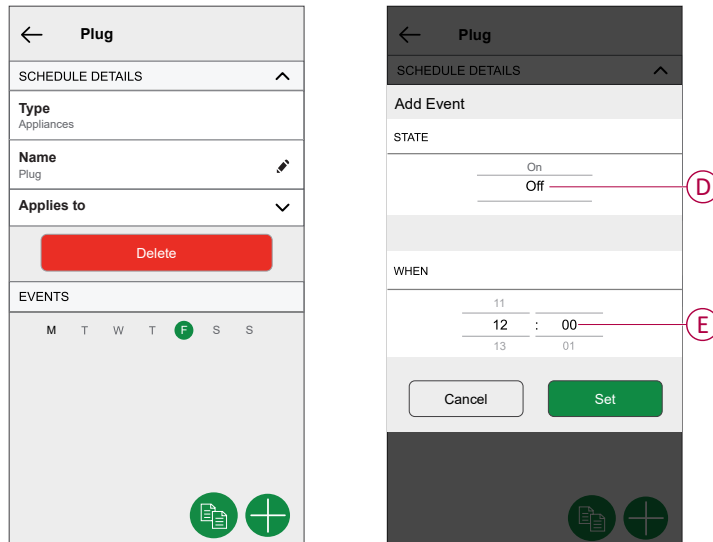
APPLIES TO



Light (C)

TV (C)

Create

6. Tap  to add an event.

7. Select a state (On/Off) (D), time period (E) and tap **Set**.**TIP:**

- You can add multiple schedules based on your requirement. Select days, tap , set on/off state and time.
- You can copy the existing schedule to another schedule or to the days of your choice. Tap  .
 - Tap **Schedule** and select an existing schedule and tap **Copy**.
 - Tap **Day** and select the days you want to assign and tap **Copy**.

Enabling a Schedule

To follow the schedule for the Plug:




1. Go to the Home page, tap **All** devices or a room tab where the Plug is located.
2. Tap **Follow schedule** toggle switch to turn on/off Schedule.

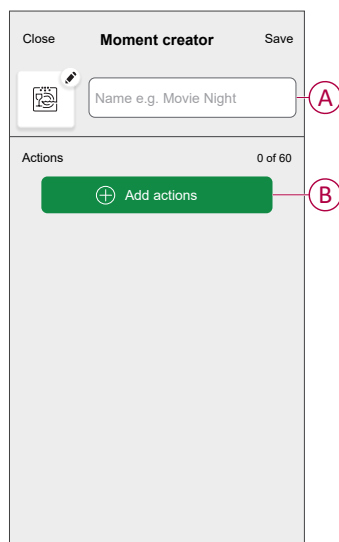
Voice control

You can control the plug using Amazon Alexa® and Google home by giving a voice command.

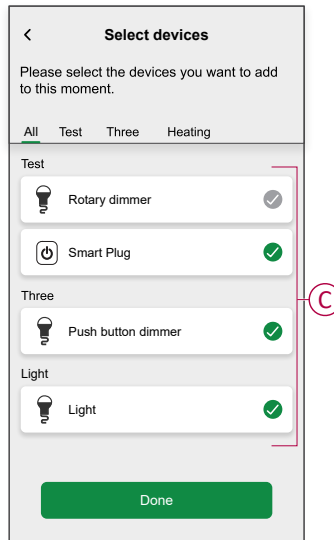
Creating a moment

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs. To create a moment:

1. On the **Home** page, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).
TIP: You can choose the cover image that best represents your moment by tapping .
4. Tap **Add actions** (B) to select the list of devices.




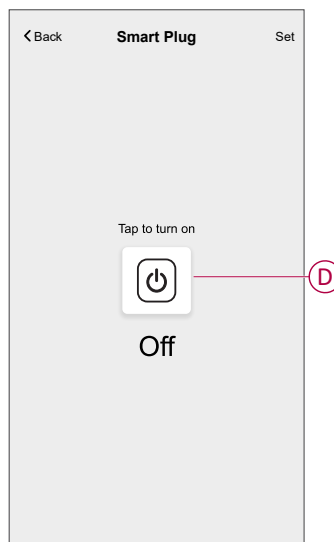
5. In the **Add actions** menu, you can select the devices (C).



6. Once all the device are selected, tap **Done**.

7. On the **Moment creator** page, tap on the device to set the condition. For example, select Plug.

– Tap  (D) to turn on.





When the desired condition is set, tap **Set**.

8. Once all conditions are set, tap **Save**.




Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

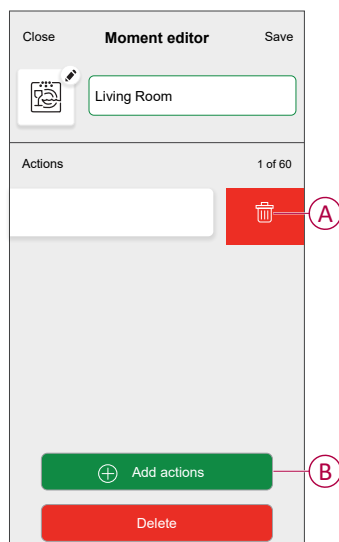
Editing a moment

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

2. Go to **Moments**, locate the moment you want to edit and tap .



3. On the **Moment editor** page, you can perform following changes:

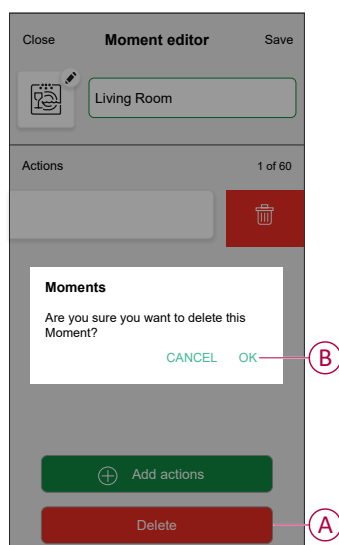
- Change the icon .
- Rename the moment.
- Tap each action to change the settings.
 - To remove an action, slide the action to the left and then tap  (A) to delete it.
 - Tap  **Add actions** (B) to add new action.



4. Tap **Save**, to save the changes.

Deleting a moment



1. On the **Home** page, tap .
2. Go to **Moments**, locate the moment you want to delete and tap .
3. On the Moment editor page, tap **Delete** (A) and then tap **Ok** (B).

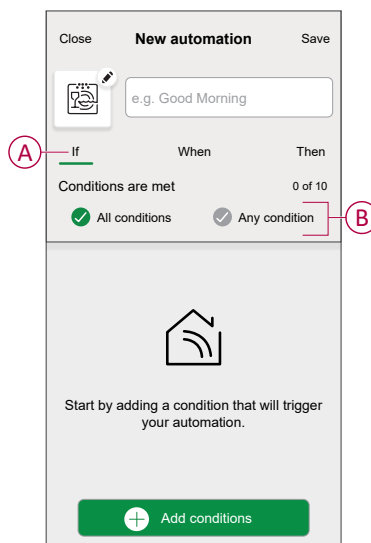


Creating an automation

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

To create an automation:

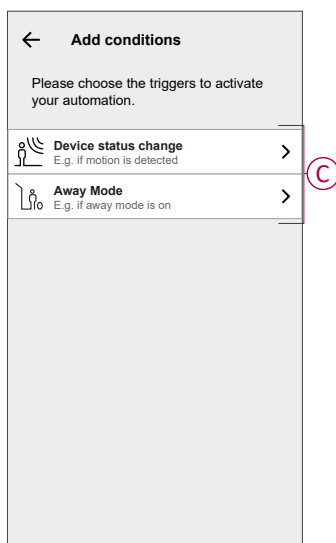
1. On the **Home** page, tap .
2. Go to **Automation** >  to create an automation.
NOTE: Max. 10 automations can be added.
3. Tap **If** (A) and select any of the following conditions (B):
 - **All conditions:** This triggers an action only when all conditions are met.
 - **Any condition:** This triggers an action when at least one condition is met.




4. Tap **Add conditions** and select any of the following (C):

- **Device status change:** To select a device to enable automation.
- **Away Mode: Enable / Disable** away mode to trigger an action.

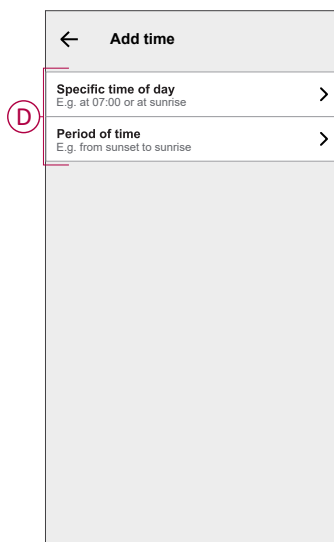
TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information refer to *Away mode*.


**NOTE:**

- Max. 10 conditions can be added.
- To remove an added condition, swipe left and tap .

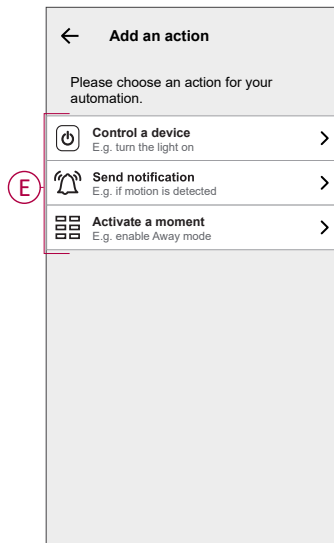
5. To set a specific time for your automation, tap **When > Add time** and select any of the following (D):


- **Specific time of the day: Sunrise, Sunset, Custom.**
- **Period of time: Daytime, Night time, Custom.**

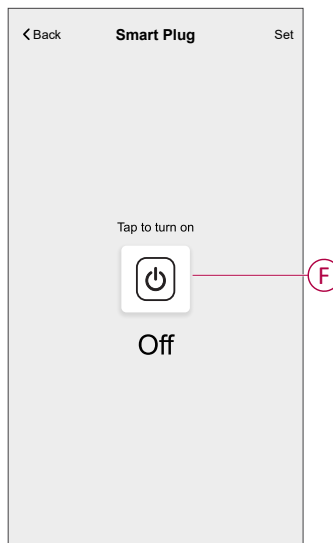
**NOTE:**

- Max. 10 entries can be added.
- To remove a specific time, swipe left and tap .


6. To add an action, tap **Then > Add an action** and select any of the following (E):
- **Control a device:** Select a devices that you want to trigger.
 - **Send notification:** Turn on the notification for the automation.
 - **Activate a moment:** Select the moment that you want to trigger.



7. Tap **Control a device > Smart Plug**, tap  (F) to turn on/off, then tap **Set**.

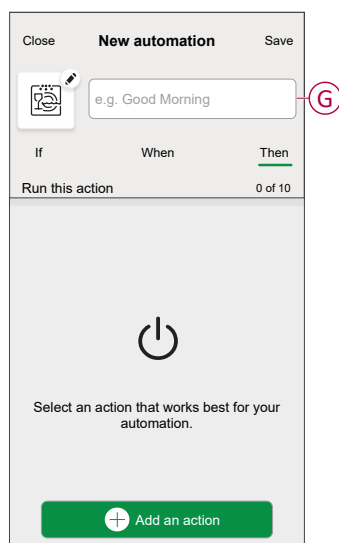


NOTE:

- Max. 10 actions can be added.
- To remove an action, swipe left on the action and tap .

8. Enter the automation name (G).

You can choose the cover image that represents your automation by tapping


9. Tap **Save**.

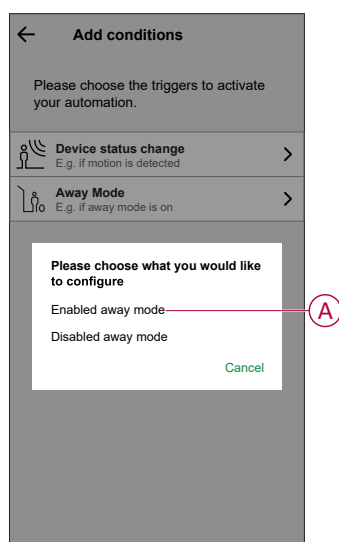
Once the automation is saved, it is visible on the **Automation** tab.

Using the you can enable or disable the automation.

Example of an automation

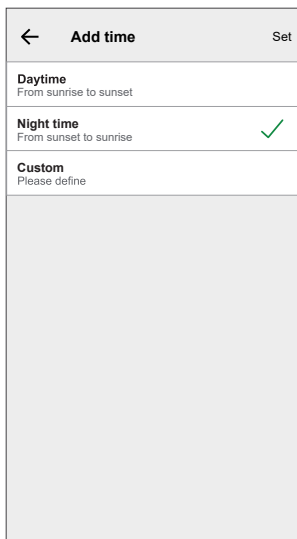
In the example below, if away mode is enabled during Daytime, then Plug will turn off.

1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Away Mode** > **Enabled away mode (A)**.



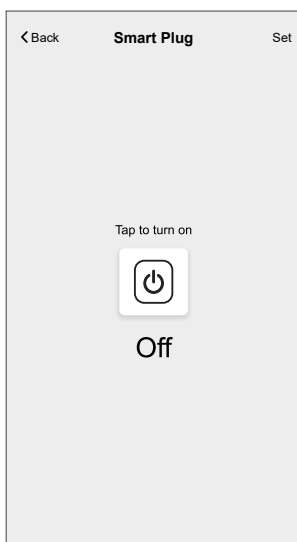
3. Read the information and tap **OK**.

4. To set the time, tap **When** > **Add time** > **Period of time** > **Day time** > **Set**.




5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Smart Plug** > **Set**.

TIP: You can turn on/off the plug.




6. Read the information and tap **OK**.

7. Enter the name of the automation.

TIP: You can choose the cover image that represents your automation by tapping .

8. Tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab.




NOTE: You can enable or disable saved automations on the **Automation** tab by using the  toggle switch.

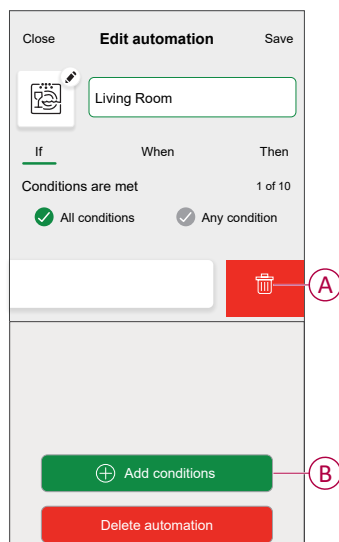
Editing an automation

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

2. Go to **Automation**, tap the automation you want to edit.


3. On the **Edit automation** page, you can perform following changes:

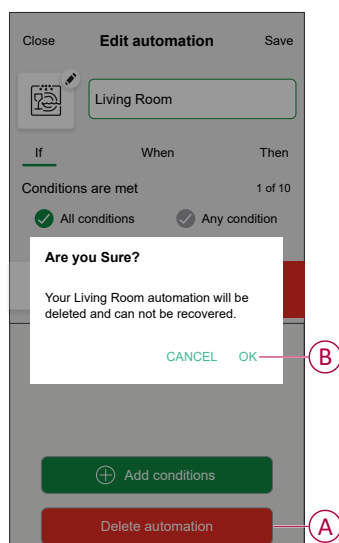
- Change the icon .
- Rename the automation.
- Tap each condition to change the settings.
 - To remove a condition, slide the condition towards left and then tap  (A) to delete it.
 - Tap  **Add conditions** (B) to add new condition.



4. Tap **Save** , to save the changes.


Deleting an automation

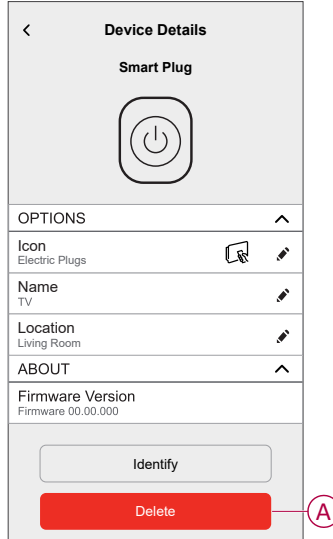
1. On the **Home** page, tap .
2. Go to **Automation**, tap the automation you want to delete.
3. On the **Edit automation** page, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Removing the device

Using the Wiser home app, you can remove the Plug from the Wiser system. To delete the Plug:

1. On the Home page, tap .
2. Tap **Devices > Smart Plug > Delete (A)**.
All the network related data will be deleted.



Resetting the device

To reset the device, follow these steps based on your device:

1. Ensure that the Plug is installed in a wall socket.
2. Press and hold the ON/OFF button.
3. In five seconds the LED will flash blue six times then go out. The Plug is now reset.

LED indications

Normal use

User Action	LED indication	Status
Plug into wall socket (not joined to the Wiser Hub)	1 red flash followed by 3 purple/ red flashes followed by 2 blue flashes.	–
Plug into wall socket (joined to the Wiser Hub)	The red flash followed by solid purple for 1 second followed by solid blue for 1 second.	–
Press ON/OFF button	Solid blue	Socket ON
Press ON/OFF button	Off	Socket OFF
Press and hold ON/OFF button for 2 seconds	Quick blue flashes. If the Plug successfully joins the Hub, the LED stops flashing. If the Plug fails to join the	Pairing Plug to the Wiser Hub

Normal use (Continued)

	Hub, after 60 seconds, the quick blue flashes are followed by 6 slow flashes.	
Press ON/OFF button	Quick blue flashes followed by 6 slow blue flashes.	Pairing mode interruption
Press and hold the ON/OFF button for 5 s.	6 slow blue flashes.	Reset the Plug and return to factory settings

Technical Data

Output type	CCTFR6500	Type E
	CCTFR6501	Type F or Schuko
Nominal voltage	AC 100-240 V, 50/60 Hz	
Nominal power	3000 W	
Nominal current	13 A	
Standby	Maximum 0.5 W	
Operating Temperature	0 °C to +40 °C	
Storage Temperature	-10 °C to +40 °C	
IP rating	IPX0	
Operating frequency	2400 MHz (ISM Band)	
Max. radio frequency power transmitted	+8 dBm	
Pollution Class	2	
Software Class	A	
Product dimensions (H x W x D)	79.6 x 67.9 x 72.5 mm	

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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As standards, specifications, and design change from time to time,
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