Wiser[™] KNX Mobile Application User Guide

Release date 08/2025



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Table of Contents

Safety Information	6
Before You Begin	7
Start-up and Test	8
Operation and Adjustments	9
About the Document	10
User Roles and Permissions	12
Wiser KNX App Availability	
Wiser KNX System	14
Requirements for a Wiser KNX system	15
Mounting Your Controller	16
Prenare Vour Controller	17
Firepare Tour Controller	17
Cloud Connectivity	17
Enable Cloud Connector and KNX IoT 3rd Party API	17
Voice Control	20
Refere You Install the Mabile Application	20
Widget Beach Visuelization	
Nidget Configuration	ZZ
	ZJ
Dimmer	23
	20
PGB	20
RGBW	23
Vertical Blinds	
Vertical Venetian Blinds with Slats	
Horizontal Shutters with Slats	
General Switch	
AC Switch	
Fan Switch	40
Thermostat with Operation Modes and Fan	41
Thermostat for Valve Drive Controller (VDC)	46
Electric Underfloor Heating	50
Socket	51
EVlink Pro AC	52
General Alarm	54
Fire/Smoke Alarm	55
Gas Alarm	56
Water Leak Alarm	57
Multi Sensor	58
Weather Station	60
Door Sensor	61
Window Sensor	62
Motion Sensor	63
Scenes	64
Content Widget	65

Info 1/2 Widget	66
Smart Lock	67
YALE Smart Lock	69
Installing the Mobile Application	73
Launching the Application	74
Application Language	74
Create Your User Account	74
Reset or Change Your Password	75
Logging in	75
Pair Your Controller	76
Settings	78
Account	78
User Profile	78
Login History	78
Change Password	79
Multifactor Authentication	79
Consents	80
Integrations	81
Delete Energy Data	81
Delete My Account	81
Logging out	82
Tariff	82
Electricity	82
Feed-in Tariff	84
Floors & Rooms	85
Devices	86
Supported Widgets	87
Notifications	88
Home Management	89
Adding New Home	90
Enable Access to Your Home	91
Managing Remote Access via SpaceLogic KNX Remote Service	91
Home Screen	93
Device Control Screen	93
Weather Panel	94
Schedules	95
List of Schedules	95
Add Schedules	95
Edit and Delete Schedules	96
Moments	97
Types of Moments	97
Add Moments	97
Activate Moments	98
Edit Moments	98
Edit Moments	98 98
Edit Moments Delete Moments Control Moments from Your Home Screen	98 98 99
Edit Moments Delete Moments Control Moments from Your Home Screen Automations	98 98 99 100
Edit Moments Delete Moments Control Moments from Your Home Screen Automations Create Automations	98 98 99 100 100
Edit Moments Delete Moments Control Moments from Your Home Screen Automations Create Automations Add Conditions – If.	98 98 99 100 100 100

Edit Automations
Delete Automations103
Energy
Live Tab
History
Insights
My Annual Bill108
My Carbon Impact109
Wiser KNX Home Energy Management System (HEMS) 110
Energy Groups 111
Energy Plugin Installation/Update 111
Mapping Energy Data to Energy Groups 111
Grid 112
Solar Panels
Battery 115
Electrical Appliances 116
Electric Vehicles 117
Aggregated Equipment119
Energy Data Update Optimization120
Equipment Editor120
Typical User Scenarios121
Energy Plugin Uninstallation121
Energy Troubleshooting122
Supported Solar Inverters122
KOSTAL Plenticore
Solax X3 G4123
Supported Chargers for Electric Vehicles123
EVIINK PROAC
Supported Energy Meters
Evilink Pro AC

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 documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this 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 follow this symbol to avoid possible injury or death.

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

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

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.



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NOTICE

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

Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

Before You Begin

Do not use this product on machinery lacking effective point-of-operation guarding. Lack of effective point-of-operation guarding on a machine can result in serious injury to the operator of that machine.

AWARNING

UNGUARDED EQUIPMENT

- Do not use this software and related automation equipment on equipment which does not have point-of-operation protection.
- Do not reach into machinery during operation.

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

This automation equipment and related software is used to control a variety of industrial processes. The type or model of automation equipment suitable for each application will vary depending on factors such as the control function required, degree of protection required, production methods, unusual conditions,

government regulations, etc. In some applications, more than one processor may be required, as when backup redundancy is needed.

Only you, the user, machine builder or system integrator can be aware of all the conditions and factors present during setup, operation, and maintenance of the machine and, therefore, can determine the automation equipment and the related safeties and interlocks which can be properly used. When selecting automation and control equipment and related software for a particular application, you should refer to the applicable local and national standards and regulations. The National Safety Council's Accident Prevention Manual (nationally recognized in the United States of America) also provides much useful information.

In some applications, such as packaging machinery, additional operator protection such as point-of-operation guarding must be provided. This is necessary if the operator's hands and other parts of the body are free to enter the pinch points or other hazardous areas and serious injury can occur. Software products alone cannot protect an operator from injury. For this reason the software cannot be substituted for or take the place of point-of-operation protection.

Ensure that appropriate safeties and mechanical/electrical interlocks related to point-of-operation protection have been installed and are operational before placing the equipment into service. All interlocks and safeties related to point-of-operation protection must be coordinated with the related automation equipment and software programming.

NOTE: Coordination of safeties and mechanical/electrical interlocks for pointof-operation protection is outside the scope of the Function Block Library, System User Guide, or other implementation referenced in this documentation.

Start-up and Test

Before using electrical control and automation equipment for regular operation after installation, the system should be given a start-up test by qualified personnel to verify correct operation of the equipment. It is important that arrangements for such a check are made and that enough time is allowed to perform complete and satisfactory testing.

EQUIPMENT OPERATION HAZARD

- Verify that all installation and set up procedures have been completed.
- Before operational tests are performed, remove all blocks or other temporary holding means used for shipment from all component devices.
- Remove tools, meters, and debris from equipment.

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

Follow all start-up tests recommended in the equipment documentation. Store all equipment documentation for future references.

Software testing must be done in both simulated and real environments.

Verify that the completed system is free from all short circuits and temporary grounds that are not installed according to local regulations (according to the National Electrical Code in the U.S.A, for instance). If high-potential voltage testing is necessary, follow recommendations in equipment documentation to prevent accidental equipment damage.

Before energizing equipment:

- · Remove tools, meters, and debris from equipment.
- Close the equipment enclosure door.
- Remove all temporary grounds from incoming power lines.

Perform all start-up tests recommended by the manufacturer.

Operation and Adjustments

The following precautions are from the NEMA Standards Publication ICS 7.1-1995:

(In case of divergence or contradiction between any translation and the English original, the original text in the English language will prevail.)

- Regardless of the care exercised in the design and manufacture of equipment or in the selection and ratings of components, there are hazards that can be encountered if such equipment is improperly operated.
- It is sometimes possible to misadjust the equipment and thus produce unsatisfactory or unsafe operation. Always use the manufacturer's instructions as a guide for functional adjustments. Personnel who have access to these adjustments should be familiar with the equipment manufacturer's instructions and the machinery used with the electrical equipment.
- Only those operational adjustments required by the operator should be accessible to the operator. Access to other controls should be restricted to prevent unauthorized changes in operating characteristics.

About the Document

Document Scope

This user manual provides detailed information on the installation and use of the Wiser KNX mobile application. With the Wiser KNX mobile application, you can easily control and monitor your home's KNX and ZigBee devices directly from your mobile device, anywhere you have internet access.

Validity Note

This document provides information related to the latest available version of the mobile application. To use all the features, make sure you have the latest version of the mobile application installed.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the Cybersecurity Best Practices document.

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric security newsletter.
- Visit the Cybersecurity Support Portal web page to:
 - Find Security Notifications.
 - Report vulnerabilities and incidents.
- Visit the Schneider Electric Cybersecurity and Data Protection Posture web page to:
 - Access the cybersecurity posture.
 - Learn more about cybersecurity in the cybersecurity academy.
 - Explore the cybersecurity services from Schneider Electric.

Available Languages of the Document

The document is available in these languages:

- Czech
- English
- French
- German
- Italian
- Norwegian
- Spanish
- Swedish

Related Documents

- Wiser for KNX controller user guide
- Wiser for KNX instruction sheet
- spaceLYnk controller user guide
- spaceLYnk instruction sheet
- Wiser for KNX, spaceLYnk How to create a widget based visualization in Touch 3
- Wiser KNX mobile application installation package (iOS)
- Wiser KNX mobile application installation package (Android)
- Voice control Alexa
- Voice control Google Assistant

To enable seamless integration with Apple devices, the Wiser for KNX system supports a **HomeKit plugin**, which is detailed in the Wiser for KNX/spaceLYnk controller user guide. The **HomeKit plugin** allows you to control your KNX-connected devices using the **Apple Home** app or Siri voice commands, offering a convenient and secure way to manage your smart home environment from your iPhone, iPad, or Apple Watch.

For users interested in extending their smart home automation capabilities, please refer to the chapter on **IFTTT** integration in the Wiser for KNX/spaceLYnk controller user guide. **IFTTT** (If This Then That) is a cloud-based service that enables you to create custom automations between your Wiser system and other smart devices or services – such as triggering Away Mode when you leave home or adjusting lighting based on weather conditions.

To find documents online, visit the Schneider Electric download center (www.se.com/ww/en/download/).

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User Roles and Permissions

In the mobile application, user roles and permissions are essential for managing access and control within the system. This chapter outlines the roles available, including the Homeowner and System Integrator/Family, and details the specific permissions and shared privileges associated with each role.

Understanding these roles and permissions ensures that users can effectively manage their smart home environment, maintain security, and customize access according to their needs.

- 1. Homeowner
 - · Primary user/account that pairs with a controller.
 - Grant and revoke access for System integrator/Family. Access can either be unlimited or restricted to a specific time frame determined by the Homeowner.
 - · Restrict access to specific rooms for System integrator/Family.
 - Set up the controller's name and address.

2. System integrator/Family

- · Users/accounts granted access by the Homeowner.
- There is no difference in privileges between the System integrator and Family roles.
- Revoke access to a controller that a Homeowner granted.

Shared privileges (for both Homeowner and System integrator/Family)

- Control and monitor devices
- Rename devices and rooms
- Edit schedulers
- · Edit and execute moments
- Edit automations
- Access energy data
- Manage notifications
- Manage tariffs
- Manage consents

Wiser KNX App Availability

The Wiser KNX app is currently available in the following countries:

- Armenia
- Austria
- Belgium
- Croatia
- Czech Republic
- Denmark
- Ecuador
- Egypt
- Finland
- France
- Germany
- Greece
- India
- Israel
- Italy
- Jordan
- Kuwait
- Latvia
- Lebanon
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Oman
- Poland
- Portugal
- Romania
- Qatar
- Saudi Arabia
- Singapore
- Slovakia
- Slovenia
- Spain
- Sweden
- Turkey
- UAE
- United Kingdom
- Ukraine

Wiser KNX System

The Wiser KNX system provides a robust, convenient, and scalable solution for managing your KNX installation.

You can integrate it with the new Wiser KNX mobile application if the app is available in your country (see Wiser KNX App Availability, page 13).

The Wiser KNX application lets you control and monitor your KNX and ZigBee devices from anywhere with an Internet connection.

Additionally, the Wiser for KNX logic controller (LSS100100) serves as a versatile multi-protocol logic controller, allowing you to:

- 1. Visualize your KNX installation
- 2. Control your KNX and ZigBee devices
- 3. Create advanced logic

Requirements for a Wiser KNX system

To use the mobile application, you need at least the following devices and conditions:

Component	Requirements	Notes
Wiser for KNX controller (LSS100100)	 Hardware version higher than 2.0 Firmware – 3.0.0 or higher 	The Wiser for KNX controller handles visualizing the KNX and ZigBee devices in the installation and enables communication with the Wiser KNX app.
KNX project and a running installation	All KNX devices are installed and configured through the ETS application or Schneider's eConfigure.	This has to be done by a qualified system integrator or electrician.
Internet access for the controller	To use the Wiser KNX mobile app, your Wiser for KNX controller must be connected to the Internet via a router.	
Supported devices	For more information, read Widget-Based Visualization, page 22.	
Smartphone	iOS version 15.1 and higherAndroid version 13 and higher	The mobile application supports portrait mode on smartphones and both portrait and landscape modes with auto-rotation on tablets.
Wiser KNX app	For more information, read Installing the Mobile Application, page 73.	
A valid e-mail address	To set up your Wiser KNX app, register an account at Schneider Electric with a valid email address.	If you already have an existing account (from the previous Wiser for KNX app), use it for the new Wiser KNX app.
Correct object naming	To ensure proper functionality with the mobile application, all objects must have valid and clearly defined names.	Object names must not contain invalid characters, such as the replacement symbol \diamondsuit .
Cloud Connector plugin	Must be installed and activated in its latest version.	Enable automatic updates to ensure it stays up to date.
Optional plugins	Automations plugin Energy plugin	These plugins enhance the features of the app and are recommended for extended functionality. Enable automatic updates to ensure the plugins stay up to date.

Mounting Your Controller

Check the instruction sheet.

https://www.go2se.com/ref=LSS100100

 Install your controller in the low-voltage electrical cabinet.
 It is powered by a 24 V power supply and connected to the KNX network through twisted pair (TP) cables or IP.

• Connect your controller to the Internet router.

Without the Internet, the controller cannot be controlled via the app.

Prepare Your Controller

If you want to connect with the Wiser KNX app, you must enable your Wiser for KNX controller for cloud communication.

- **Update** the firmware in your controller to the highest available version (Firmware Update, page 17).
- Enable Cloud Connector and KNX IoT 3rd Party API plugins. Both will be automatically installed with firmware updates.

NOTE: It is recommended to **allow automatic updates** of Cloud Connector and KNX IoT 3rd Party API plugins.

Firmware Update

- 1. Go to www.se.com.
- 2. In the top left corner, choose your country.
- 3. Enter LSS100100 in the search bar. From the search results, choose LSS100100 Wiser for KNX logic controller.
- 4. On the product page, scroll down to the Software and Firmware section.
- 5. Click the firmware file (the highest available version) corresponding to your hardware version. It automatically downloads to your local repository.
- 6. In your controller, access the **Configurator** (accessible only with the Admin account).

System

7. Click

> System tab at the top left > Upgrade firmware.

- 8. In the pop-up window, click **Choose File** and select the file downloaded in step 3.
- 9. Click **Open** and update the firmware. Once done, your controller automatically reboots.

NOTE: The Wiser KNX app is compatible with version 2 and higher hardware.

Cloud Connectivity

Firmware (Firmware Update, page 17) automatically installs the Cloud connector, KNX IoT 3rd Party API, and Touch visualization plugins in the controller, together with a new feature that allows the automatic updating of the plugins.

It is highly recommended that you enable automatic updates.

Then you do not have to manually update the plugins in your controller Marketplace in the future.



Enable Cloud Connector and KNX IoT 3rd Party API

Cloud Connector

On the start page of your controller, click the **Cloud connector** tile to open the **Cloud connector**. Then, enable the **Cloud connector** for cloud communication.

The **Cloud connector** tile on the start page will show the status of the plugin:

 \Diamond

Cloud connector Connected

 \Box

ctoud connector In the connection process

 \mathbf{x}

Cloud connector, Not able to connect

 \mathbf{x}

Cloud connector Disabled

KNX IoT 3rd Party API

Next, open the **KNX IoT 3rd Party API** plugin, go to the **SETTINGS** tab, and enable the following options:

- Enable API for cloud
- Enable API for local network (optional)
- Send 3rd party application data (e.g., Energy plugin)

The KNX IoT 3rd Party API tile on the start page will indicate the plugin's status by the color in the upper left corner of the tile:

 Dark grey icons of the cloud or network: Remote or local access to the KNX IoT 3rd Party API is enabled.



Light grey icons of the cloud or network: Remote or local access to the KNX loT 3rd Party API is disabled.



In the **TRAFFIC LIGHTS** tab, you can view the current health status of your device from a performance perspective. The indicators are represented as percentages of the maximum load, ensuring that your device responds effectively to all other possible events. Hover over any indicator to see its detailed meaning.

You can tell the controller's load status from the Start page by the color of the dot in the upper left corner of the API tile:



⁾ Having a load on any indicator **below 50%** is great.



•

•

Anything **below 80%** is considered **OK**. Although the load is high, there is no need for intervention.



Values **above 80%** indicate that your controller is on the edge of optimal performance, and you should take the recommended action.

Voice Control

The controller supports the voice control functionality from the Amazon Alexa and Google Assistant services.

To enable those, follow the steps explained in the documents below:

Amazon Alexa

https://www.se.com/ww/en/download/document/AN002_104/

Official supported languages:

- English
- German
- Spanish
- French
- Italian
- Portuguese

Google Assistant

https://www.se.com/ww/en/download/document/AN002_108/

Official supported languages:

- English
- German
- Spanish
- French
- Italian
- Portuguese

Before You Install the Mobile Application

After meeting the following requirements, you can start installing and setting up your mobile application:

Running KNX installation	A system integrator or electrician installed and set up the KNX devices using the ETS application or Schneider's eConfigure commissioning tool.
Wiser for KNX controller installed	The controller fulfills the hardware and firmware requirements in chapter Prepare Your Controller, page 17. It has been properly set up, the KNX project has been imported into it.
The controller properly set up, the KNX project imported into the controller	For detailed information, refer to the Wiser for KNX user guide, which is available at https://www.productinfo.schneider-electric. com/w4k_sl_ug/.
Touch visualization created	See more in Touch 3 Visualization, page 22.

• **Touch 3** is a widget-based visualization that provides easy control over KNX and Zigbee devices in the installation.

In a few steps, the system integrator creates the building structure (floor and rooms), adds specific widgets and selects the required KNX group objects depending on the widget's function.

Once created, widgets will automatically generate the visualization in the Wiser KNX app.

You can add widgets at any time later. Widgets are automatically synchronized with the Wiser KNX app.

For detailed information on how to create the visualization in Touch and configure the widgets, refer to the instruction *Wiser for KNX, SpaceLYnk - How to create a widget-based visualization in Touch 3* available here: https://www.se.com/ww/en/download/document/AN002_105_SL/.

• **eConfigure** is the software tool for designing, configuring, and maintaining the KNX building automation system. With this tool, you can manage your KNX installation without perfect knowledge of KNX or ETS. See more here.

Widget-Based Visualization

As an open standard for home automation, KNX guarantees the interoperability of the devices regardless of manufacturer.

The system integrator installs and configures the KNX project and creates a widget-based visualization with the KNX/Zigbee devices in the Touch plugin.

The Touch visualization is then converted to the visualization in the mobile app (as explained in Touch 3 Visualization, page 22).

In the Touch visualization, you can add your devices and change their parameters.

You can add other elements at any time later.

Touch 3 Visualization

Touch 3 is a plugin that provides a widget-based visualization and allows you to control or read information from devices in your installation (KNX, ZigBee, Modbus, BACnet), as long as they have been integrated into the controller and their group objects have been mapped accordingly. It also provides input for the mobile application. With the **Touch Config** plugin, the system integrator designs the visualization.

Creating Touch 3 Visualization

- 1. On your web browser, log in to your controller.
- 2. On the **Start page** of your controller, click **Touch Config** Touch Config to open the visualization configurator **Main screen**.

NOTE: When you first open the **Touch Config**, at least one floor is already present by default.

- 3. To add more floors (if needed), click **ADD NEW FLOOR** at the bottom of the page, name your floor, and press **Enter** on your keyboard.
- 4. Continue by adding rooms: Click **ADD NEW ROOM**, name your room, and press **Enter** on your keyboard.
- 5. Assign icons to your rooms: Open the room and click ICON.

Icons are categorized in several tabs:

- SVG
- Title
- Line Awesome
- Custom
- Each category has a different style. Custom icons can be uploaded.
- 6. Add widgets to your room:
 - Click the + icon in the upper right corner of the room screen.
 - Select the widget you want to add.
- 7. In the widget Settings dialogue:
 - Fill in the configuration parameters (as described here: Widget Configuration, page 23)
 - Verify the widget (refer to the Widget Verification, page 23 section).

You can copy rooms together with all widgets and paste them into any floor of your building. The room and widget styles are preserved.

The KNX objects mapping has to be changed according to your installation.

Learn more on creating Touch visualization: https://www.se.com/ww/en/download/ document/AN002_105_SL/.

Widget Verification

When creating widgets, ensure all required fields for each widget are entered as described in the following pages. Before saving the widget, you can perform the following verifications:

- 1. Verify for Local
 - Click the **Verify for Local** button. This verification ensures that all required fields for controlling the widget from the **Touch** visualization are filled.
 - If everything is correct, you will see the green message *Verified for Local* at the bottom left of each **Settings** dialogue tab.
 - If any mandatory fields are missing, they will be highlighted in red for you to fill in.
- 2. Verify for App
 - Click **Verify for App**. This verification ensures that all required fields for controlling the widget from the mobile application are filled.
 - If everything is correct, you will see the green message *Verified for App* at the bottom left of each **Settings** dialogue tab.
 - If any mandatory fields are missing, they will be highlighted in red for you to fill in.

Widget Configuration

To control your device through the mobile application, you must properly configure the widgets in the Touch plugin properly. The following sections describe which widget to use for the required functionality, the mandatory parameters, and group objects that need to be configured.

Function	Widget	
Lighting	Light switch	
	Dimmer	
	Dali	
	RGB	
	RGBW	
Shutters	Blinds	
	Vertical shutters with slats	
	Horizontal shutters with slats	
Climate	General switch	
	AC switch	
	Thermostat + mode + fan	
	Thermostat VDC	
	Electric underfloor heating	
Energy	Socket	
	EVlink Pro AC: This widget is set up through the Energy plugin, not the Touch configuration.	
Safety	General alarm	
	Smoke alarm	

Function	Widget
	Gas alarm
	Water leak alarm
	Multisensor
	Weather station
Security	Door sensor
	Window sensor
	Motion sensor
	Smart lock
Scenes	Scenes
Content	Content widget
Info	Info widget

NOTE: If you are adding a new widget that you want to control from the mobile app, use the **App compatible** filter, and you will see only those widgets that are compatible with the mobile application.

Light Switch

CONTROLLER

Settings

Gen	eral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields (per channel)
Title	Light 1 – 6 Title	Switch object	Device status
	Light 1 – 6 voice control enabled (checkbox)	Status feedback object	

NOTE: Multi-widgets can have different names for each of their loads. In the app, each channel will display as a separate widget with the name assigned.

It is recommended that multi-widgets be configured for only **one device/load**. For example, if you have five lights, configure five multi-widgets – one multi-widget for each light.

Touch widget



Light switch

MOBILE APPLICATION

App widget





Dimmer

CONTROLLER

Settings

Ger	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Value object	Device status
	Voice control (checkbox)	Status feedback value object	
		Switch object	
		Status feedback switch object	

NOTE: Multi-widgets can have different names for each of their loads. In the app, each channel will display as a separate widget with the name assigned.

It is recommended that multi-widgets be configured for only **one device/load**. For example, if you have five lights, configure five multi-widgets – one multi-widget for each light.

Touch widgets







Rotary dimmer

Horizontal dimmer

Vertical dimmer

MOBILE APPLICATION

App widget





Widget-Based Visualization

DALI Dimmer

CONTROLLER

Settings

Ger	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Hide from mobile app and all	Group value object	Group failure status, alert
	(checkbox)	Group status value object	Device status
	Slider status wait time (s)	Group switch object	
	Dimmer title	Group switch object feedback	
	Fail alert title		
	Voice control (checkbox)		

Touch widgets



MOBILE APPLICATION

App widget



<	Dali Dimmer	☆
	Tap to turn off	Ì
Follow sch	nedule	
Manage s	chedule	>

RGB

CONTROLLER

Settings

General		Objects
Mandatory fields	Optional fields	Mandatory fields (per channel)
Title	Slider status wait time (s)	RGB object
	Voice control (checkbox)	RGB status object
		Switch object
		Status feedback switch object

Touch widget



RGB dimmer

MOBILE APPLICATION

App widget





RGBW

CONTROLLER

Settings

General		Objects
Mandatory fields	Optional fields	Mandatory fields (per channel)
Title	Slider status wait time (s)	Red value object
	Voice control (checkbox)	Red status feedback value object
		Green value object
		Green status feedback value object
		Blue value object
		Blue status feedback value object
		White value object
		White status feedback value object
		Switch object
		Status feedback switch object
		Switch white object
		Status feedback white switch object

Touch widget



RGBW dimmer

MOBILE APPLICATION

App widget



Control screen



RGBW is controlled by two channels: RGB and W. Tap the circle in the top right corner of the control screen to switch between the RGB and W channels.

Vertical Blinds

CONTROLLER

Settings

Ger	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position	Movement object
		Status feedback for height	Stop object
			Device status

Touch widgets



Rotary shutter



Vertical shutter

MOBILE APPLICATION

App widget

■	Shutter Closed		

Use the above optional objects for additional Up/Down buttons to control the blinds. You can also stop the movement by pressing and holding any of these buttons.



Control screens



With optional objects

Vertical Venetian Blinds with Slats

CONTROLLER

Settings

Ge	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position	Movement object
		Status feedback for height	Stop object
			Device status object
			Slats position
			Status feedback for slats

Touch widget



Vertical shutter

MOBILE APPLICATION

App widgets

Shutter Closed

Use the above optional objects for additional Up/Down buttons to control the shutters. You can also stop the movement by pressing and holding any of these buttons.

Shutter Closed	$(\uparrow) \downarrow$
-------------------	-------------------------

Control screens



With optional objects

Horizontal Shutters with Slats

CONTROLLER

Settings

	General	Ob	jects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position	Movement object
		Status feedback for height	Stop object
			Device status object
			Slats position
			Status feedback for slats

Touch widget



Horizontal shutter

MOBILE APPLICATION

App widget



Use the above optional objects for additional left/right buttons to control the shutters. You can also stop the movement by pressing and holding any of these buttons.


Control screens



With optional objects

General Switch

CONTROLLER

Settings

Ger	eral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Voice control (checkbox)	Switch object	Device status object
	Send fixed value (checkbox)	Status feedback object	
	Fixed value		

Touch widget



MOBILE APPLICATION

App widget





AC Switch

CONTROLLER

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Switch object	Device status
	Status feedback object	

Touch widget



AC switch

MOBILE APPLICATION

App widget





Fan Switch

CONTROLLER

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Switch object	Device status
	Status feedback object	

Touch widget



Fan switch

MOBILE APPLICATION

App widget





Thermostat with Operation Modes and Fan

CONTROLLER

Settings

General tab		
Mandatory fields	Optional fields	
Title	Hide from mobile app and all other remote services (checkbox)	
Setpoint minimum value	Fan step 1 – 6	
Setpoint maximum value	Voice control (checkbox)	
	Thermostat title	
	Dewpoint alarm title	
	Setpoint step	
	Auto mode override on value (0-255)	
	Auto mode override off value (0-255)	
	Use custom operation modes (checkbox)	
	Mode name	
	Mode value	
	Mode status	

Objects			
Mandatory fields	Description	Optional fields	Description
Current temperature	Currently measured temperature for the widget (input value)	Operation mode input	Operation mode that widget writes by default when following icons are used:
	DPT_Value_Temp (9.001)		• Icon 1 = value 1 ())
			 Icon 2 = value 2
			• Icon 3 = value 3
			• Icon 4 = value 4 🛞
			DPT_1-byte unsigned int (05.010)
Current setpoint temperature output	Output value changed by the widget	Thermostat status, alert	1-byte status object interpreting values:
	DPT Value Temp (9.001)		Bit 0: Comfort
			Bit 1: ECO
			Bit 2: Night mode
			Bit 3: Frost/heat protection
			Bit 4: Dewpoint alarm
			Bit 5: Heating/cooling
			DPT_1-byte unsigned int (05.010)
Current setpoint temperature input	Input value changed by external device (feedback field)	Switch on/off thermostat	Control object for thermostat on/ off
	DPT_Value_Temp (9.001)		DPT_Switch (01.001) or DPT_ 1-bit (01.0)
		Switch on/off thermostat status	Feedback object for thermostat on/off
			DPT_Switch (01.001) or DPT_ 1-bit (01.0)
		Thermostat HVAC status	Feedback object; values correspond to the operation mode input.

Objects			
Mandatory fields	Description	Optional fields	Description
			DPT_1-byte unsigned int (05.010)
		Heating/Cooling	Control object to control heating/ cooling (1-bit)
			DPT_1-bit (01.0)
		Heating/Cooling status	Feedback object (1-bit)
			DPT_1-bit (01.0)
		Frost alarm	Feedback object (1-bit)
			DPT_1-bit (01.0)
		Dewpoint alarm	Feedback object (1-bit)
			DPT_1 bit (01.0)
		Battery level	Optional feedback object
			DPT_Scale (05.001)
		Battery alert	Optional feedback object
			DPT_1-bit (01.0)
		Is Active	System is actively heating/ cooling
			DPT_1-bit (01.0)
		Device status object	Optional feedback object
			DPT_1-bit (01.0)
		Fan speed	Control object to control fan speed in %
			DPT_Scale (05.001)
		Fan speed status	Feedback object for the widget
			DPT_Scale (05.001)
		Fan manual mode	 1-bit control object: 1 = manual 0 = auto DPT_Switch (1.001)

Touch widget



Thermostat

MOBILE APPLICATION

App widget





Control screens



CONTROL SCREEN ELEMENTS

Current temperature

- Displayed at the top of the screen.
- The value is read directly from the KNX datapoint.
- Units are shown in either °C or F, depending on system settings.

Status icon – Heating/Cooling

- A dynamic icon indicates the current operating state.
- The icon changes based on the relationship between the current temperature and the setpoint, and the selected mode:

Condition	Mode	lcon
Current temperature > Setpoint	Cooling	*
Current temperature > Setpoint	Heating	(Å
Current temperature < Setpoint	Cooling	*
Current temperature < Setpoint	Heating	•

Setpoint temperature

- Displays the current target temperature.
- The value is read from the datapoint.
- Shown in °C or °F.

Mode button

• Displays the currently active mode (e.g., Comfort, Eco, Night).

• Tap the mode icon to open the mode selection screen.



• Select the desired mode and tap Set to confirm.

Fan button

- Displays the current fan status:
 - ON (with selected mode)
 - OFF
 - Auto

•

Tap the fan icon

to open the fan mode selection screen.



- Select the desired fan mode and tap Set.
- To turn the fan off, deselect the currently active mode.

Cooling/Heating toggle

A simple toggle button that switches between cooling and heating modes.

On/Off button

- The On/Off button controls the overall state of the thermostat. It turns the RTU (room temperature unit) on or off. This button does not control any actuator directly; instead it disables the logic inside the actuator, which stops the RTU from functioning.
- When the button is ON, all interactive elements (buttons, sliders) are active.
- When the button is OFF, the widget becomes inactive and settings cannot be changed.
- The On/Off button can be mapped to control other functions, such as heating/ cooling. For example, if it is mapped to air conditioning (heating/cooling), switching it OFF will stop the AC until it is turned back ON.
- Even when the On/Off button is set to OFF, the **Follow schedule** and **Manage schedule** features continue to work as usual.
 - **NOTE:** This feature is only available in the generic thermostat. It is not supported for the Danfoss thermostat or the VDC thermostat.

Custom Modes

The thermostat allows you to configure up to **six custom modes**, which extend the functionality beyond the standard modes like **Comfort**, **Standby**, or **Sleep**. These custom modes are useful for tailoring the thermostat's behavior to specific user needs or scenarios.

Each custom mode must include:

- A unique name used to identify the mode in the app.
- A mode value the value sent to the system when the mode is activated.
- A mode status a status value that is used for feedback or logic in the system.

Adding and Managing Modes

- To add a new mode, click the **Add another mode** button.
- Fill in the Mode name, Mode value, and Mode status fields.
- To remove a mode, click **Remove this mode** next to the specific mode you want to delete.

Using custom modes is optional – they are enabled by checking the **Use custom modes** box in the thermostat **General** settings.

Thermostat for Valve Drive Controller (VDC)

CONTROLLER

Settings

General		
Mandatory fields	Optional fields	
Title	Hide from mobile app and all other remote services (checkbox)	
	Thermostat title	
	Dewpoint alarm title	
	Voice control (checkbox)	
	Step for shifting (if not set, then 0.5 K)	
	Setpoint/Shifting minimum value	
	Setpoint/Shifting maximum value	
	Use custom modes (checkbox)	
	Mode name	
	Mode value	
	Mode status	

Objects			
Mandatory fields	Description	Optional fields	Description
Current temperature	Currently measured	Operation mode input	Mode set by widget
	(input)		DPT_1-byte unsigned int
	DPT_Value_Temp (9.001)		(05.010)
Current setpoint output	Output value changed by the widget	Thermostat status, alert	1-byte status object interpreting values:
	DPT_Value_Temp (9.001)		Bit 0: Comfort
			Bit 1: ECO
			Bit 2: Night mode
			Bit 3: Frost/heat protection
			Bit 4: Dewpoint alarm
			Bit 5: Heating/cooling
			DPT_1-byte unsigned int (05.010)
Current setpoint input (Absolute mode)/Basic setpoint (Relative mode)	Input value changed by external device (feedback field)	Thermostat HVAC status	Feedback object; values correspond to the operation mode input.
	DP1_value_temp (9.001)		DPT_1-byte unsigned int (05.010)
Preset setpoint shifting	Predefined shift value	Is Active	Currently not supported.
(Relative mode)	DPT_Value_Temp (9.001)		DPT_1-bit (01.0)
Current setpoint shifting	Current shift value	Dewpoint alarm	Feedback object (1-bit)
(Relative mode)	DPT_Value_Temp (9.001)		DPT_1-bit (01.0)
		Frost alarm	Feedback object (1-bit)
			DPT_1-bit (01.0)
		Heating/Cooling changeover	Control object (1-bit)
			DPT_1-bit (01.0)

Touch widget



MOBILE APPLICATION

App widget

Thermostat	20.5	°C
·/ * · · · · · · · · · · · · · · · · · ·		

Control screens



With objects for Absolute value and Operation modes

With objects for Relative value and Operation modes

CONTROL SCREEN ELEMENTS

Current temperature

- Displayed at the top of the screen.
- The value is read directly from the KNX datapoint.
- Units are shown in either °C or F, depending on system settings.

Status icon – Heating/Cooling

- A dynamic icon indicates the current operating state.
- The icon changes based on the relationship between the current temperature and the setpoint, and the selected mode:

Condition	Mode	lcon
Current temperature > Setpoint	Cooling	*
Current temperature > Setpoint	Heating	(k)

Condition	Mode	lcon
Current temperature < Setpoint	Cooling	*
Current temperature < Setpoint	Heating	6

Setpoint temperature

- Displays the current target temperature.
- The value is read from the datapoint.
- Shown in °C or °F.

Mode button

- Displays the currently active mode (e.g., Comfort, Eco, Night).
 - Tap the mode icon $\stackrel{l}{\vdash}$ to open the mode selection screen.

<	Modes		Set
Plea	se select th therm	e mode fo nostat	r your
Comfort	Eco	zZZ Sleep	Heat Protection

• Select the desired mode and tap Set to confirm.

Cooling/Heating toggle

A simple toggle button that switches between cooling and heating modes.

Custom Modes

The VDC thermostat allows you to configure up to **six custom modes**, which extend the functionality beyond the standard modes like **Comfort**, **Standby**, or **Sleep**. These custom modes are useful for tailoring the thermostat's behavior to specific user needs or scenarios.

Each custom mode must include:

- A unique name used to identify the mode in the app.
- A mode value the value sent to the system when the mode is activated.
- A mode status a status value that is used for feedback or logic in the system. Adding and Managing Modes
- To add a new mode, click the **Add another mode** button.
- Fill in the Mode name, Mode value, and Mode status fields.

• To remove a mode, click **Remove this mode** next to the specific mode you want to delete.

Using custom modes is optional – they are enabled by checking the **Use custom modes** box in the thermostat **General** settings.

Electric Underfloor Heating

CONTROLLER

Settings

Ger	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Minimum value	On/Off object	Temperature alert object
Floor heating title	Maximum value	On/Off status object	
	Temperature alert threshold	Temperature object	
	Temperature alarm title	Temperature status object	
	Setpoint step		
	Voice control (checkbox)		

Touch widget





The On/Off button on the widget can be used in two ways:

- To control a relay in the actuator.
- To control the RTU of the floor heating system.

MOBILE APPLICATION

App widget



<	Floor Heating	☆
	 21 ℃	
Follow sch	nedule	
Manage se	chedule	>

Socket

CONTROLLER

Settings

Gen	eral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Socket 1 – 6 Title	Switch object	Active power
	Socket 1 – 6 voice control enabled checkbox	Status feedback object	Device status

NOTE: Multi-widgets can have different names for each of their loads. In the app, each channel will display as a separate widget with the name assigned.

It is recommended to configure multi-widgets for only one device/load. For example, if you have five lights, configure five multi-widgets – one multi-widget for each light.

Touch widget



Socket switch

MOBILE APPLICATION

App widget





EVlink Pro AC

CONTROLLER

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Rooms	Status	EV state
Equipment type	Power limit (A)	Consumed on last charge	Charging set point
Charger type	Reverse direction	Remote command	Charging start
		Energy	Charging stop
		Power	Transaction time
			Device status

Important charging instructions

- 1. Starting charging: When charging begins, you have two options:
 - Pause: You can pause the charging process.
 - Stop: Alternatively, you can stop it.
- 2. Paused charging: If you choose to pause charging:
 - You can later **resume** it.
 - During the pause, you **cannot disconnect** the car from the charger (the cable plug remains locked in the charger socket).
- 3. Stopped charging: If you decide to stop charging:
 - You must **unplug and then re-plug** the car before initiating charging again.

NOTE: After charging is complete, it may take up to 15 minutes to synchronize information and reset the app charge counter. If you start charging again, the counter will likely use values from the previous session as a starting point. The counter will display accurate values once the charging level exceeds the prior session's.

Status of the charger	Meaning
EVlink Pro AC / Available	EV is unplugged.
EVlink Pro AC / Loading	EV is plugged in, but charging has not started.
EVlink Pro AC / Charging	EV is charging.
EVlink Pro AC / Paused by EV	Paused by the EV.
EVlink Pro AC / Paused by user	Paused by the user or the EV charger.
EVlink Pro AC / Finishing	Charging has been stopped, and the EV is still plugged.
EVlink Pro AC / Error	An error has been detected.

Widget

This widget is set up through the **Energy** plugin, not the Touch configuration. See Electric Vehicles, page 117.



EVlink Pro AC

MOBILE APPLICATION

App widget





General Alarm

CONTROLLER

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Alarm object, alert	Device status object
Alert text		Battery object
		Battery alert

Touch widget



General alarm

MOBILE APPLICATION

App widget



Fire/Smoke Alarm

CONTROLLER

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status object
			Battery object
			Battery alert

Touch widget



Fire alarm

MOBILE APPLICATION

App widget

Smoke Alarm Smoke detected



Gas Alarm

CONTROLLER

Settings

Ger	eral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status object
			Battery object
			Battery alert

Touch widget



Gas leak alarm

MOBILE APPLICATION

App widget







Water Leak Alarm

CONTROLLER

Settings

Ger	neral	Obj	ects
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status object
			Battery object
			Battery alert

Touch widget



Water leak alarm

MOBILE APPLICATION

App widget

Water Leakage Sensor



Multi Sensor

CONTROLLER

Settings

General	Objects		
Mandatory fields	Mandatory fields	Optional fields	
Title	At least one is needed:	CO ₂ threshold 1	
	CO ₂ value	CO ₂ threshold 2	
	Humidity value	CO ₂ threshold 3, alert	
	Temperature value	Humidity threshold 1	
		Humidity threshold 2	
		Humidity threshold 3, alert	
		Temperature threshold, alert	
		Battery object	
		Low battery alert	
		Device status object	

Touch widget



Multi sensor

MOBILE APPLICATION

App widget

And Multiple Sensor

<	Multi Sensor		습
	Temperature 21 °C	Humidity 51%	
	100)) ppm	
	Relative pressure	Absolute pressure	•
	1013 _{hPa}	2927 _{hPa}	
Hist	tory		>

Weather Station

CONTROLLER

Settings

General		Objects		
Mandatory fields	Optional fields	Mandatory fields	Optional fields	
Title	Weather station title	At least one is needed:	Wind threshold, alert	
	Wind alarm title	Brightness value	Temperature threshold, alert	
	Temperature alarm title	Wind speed	Rain sensor	
		Temperature value		

Touch widget



Weather station

MOBILE APPLICATION

App widget

Weather Station

<	Weather Station					
	Temperature 21 °C	Humidity 51%				
Wind 51m/s						
	Relative pressure	Absolute pressure	•			
His	story		>			

Door Sensor

CONTROLLER

Settings

General	Objects				
Mandatory fields	Mandatory fields	Optional fields			
Title	Detection	Battery level			
Sensor type		Low battery level			
		Device status object			

Touch widget



Door sensor

MOBILE APPLICATION

App widget





Window Sensor

CONTROLLER

Settings

General	Objects				
Mandatory fields	Mandatory fields	Optional fields			
Title	Detection	Battery level			
Sensor type		Low battery level			
		Device status object			

Touch widget



Window sensor

MOBILE APPLICATION

App widget





Motion Sensor

CONTROLLER

Settings

General	Objects		
Mandatory fields	Mandatory fields Optional fields		
Title	Detection	Illuminance (lux)	
		Battery level	
		Low battery detected	
		Alarm notification	
		Device status object	

Touch widget





Motion sensor

MOBILE APPLICATION

App widget

Motion Sensor



Scenes

CONTROLLER

Settings

General		Objects
Mandatory fields Optional fields		Mandatory fields (per channel)
Title Scene Nr. name		Scene object
Scene 1 value (0 – 63) Scene 2 – 6 value (0 – 63)		
	Voice control (checkbox)	

Touch widget



Scenes

Content Widget

CONTROLLER

Settings

Gen	Objects	
Mandatory fields	Optional fields	
Title	Size of widget	There are no objects in this widget, just the URL.
Url 1	Reload period	

Touch widget



Content

MOBILE APPLICATION

App widget



Control screen



IMPORTANT: The content of the widget is defined by the system integrator or user based on the URLs inserted into it. The system integrator or user assumes full responsibility for all content displayed in the Content widget, including copyright and other intellectual property rights compliance.

Info 1/2 Widget

CONTROLLER

Settings

General		Objects		
Mandatory fields	Optional fields	Mandatory fields	Optional fields	
Title	Info 1 title	Text 1 object	Text 2 object	
	Info 2 title			
	Text 1 description			
	Text 2 description			

Touch widget

Info 1	Info 2
Descritption 1	Descritption 1
Demo text 1	11.1 unit
Description 2	Description 2
Demo text 2	22.2 unit

Info 1

Info 2

MOBILE APPLICATION

App widget

i	Info Title Text value inside	
i	Info Tille 52 mis	



Smart Lock

CONTROLLER

Settings

Gen	eral	Objects		
Mandatory fields	Optional fields	Mandatory fields	Optional fields	
_	Title	 Door control: Sends command to lock or unlock the door. DPT_1-bit (1.001 Switch) Lock state: Indicates the current lock status. Values: 0 = JAMMED 1 = LOCKED 2 = UNLOCKED DPT_8-bit unsigned value (05.) 	Battery: Reports the battery level. DPT_8-bit unsigned value (05.) Door state: Indicates the current door position or error state. Values: • 0 = OPENED • 1 = CLOSED • 2 = JAMMED • 3 = FORCED OPEN • 4 <= UNSPECIFIED DPT_8-bit unsigned value (05.)	

NOTE: The following smart locks have been tested: YDM7116A, YMI70A, YDM3109A, and Kyra Pro (Yale).

Touch widget



App widget



<	Doorlock Door Closed	<	Doorlock Door Open	☆	<	Doorlock the door alignment. Closed	☆	< A Check	Doorlock your property! Open	☆
	æ ×		්			^ گ			B	
	Locked	U	nlocked			Jammed		F	orced open	
Follow sche	dule	Follow schedu	le		Follow sch	nedule		Follow sche	dule	
Manage schedule > Manage schedule >		>	Manage s	Manage schedule		Manage schedule		>		

YALE Smart Lock

The Yale Smart Lock widget lets you lock and unlock your door and check if it is open or closed – right from your mobile application. It works similarly to the standard Smart lock widget but is tailored for Yale locks and includes a few extra states for more detailed feedback.

If you have used the ZigBee **Smart Lock** widget before, this one will feel very familiar. It is just as easy to use, with a few more detailed states to help you understand what is going on with your Yale lock.

Limitations

- This widget is not supported in the controller. You can use it in the mobile app, but it will not appear in the controller interface.
- Yale widgets appear in the Home view and under Settings > Devices
- Users cannot:
 - Create schedules
 - Use them in moments or automations
- These widgets are **not part of the KNX installation** and are treated as thirdparty devices.

Requirements

To use the Yale Smart Lock widget, you must have:

- An active Yale Home account
- A Yale Smart Lock assigned to that account

Integration Setup

To link your Yale Smart Lock with the mobile application:

- 1. Open the mobile application and go to **Settings > Account > Integrations**.
- 2. On the Add device screen, select the Yale integration.

<	Add device	
INTEC	GRATIONS	
Yale	Yale	>

- 3. Authenticate via the in-app browser:
 - Enter your Yale Home account username and password.
 - Tap Sign In.
 - Grant consent to link the account.
- 4. Once your **Yale Home** account is linked, close the in-app browser and tap **Next** in the mobile application.

- 5. From the list of available devices on the **Yale** screen, choose the lock you want to assign to a room:
 - Tap > next to the device. < Yale YALE ₿ Yale SmartLock 1 > ₿ Yale SmartLock 2 > ₿ Yale SmartLock 3 > Yale SmartLock 4 ሌ > Save

•

Tap \checkmark to assign the device to a home and a room.

<	Yale SmartLock 1	
Home Home 1		,
Room Ground floor •	Hallway	1
	Done	

• Confirm with Done.

NOTE: If the user has only one controller – one Home – the system will automatically preselect this controller. In this case, it is not possible to make changes.

6. Tap Save to complete the setup

Once completed, the integration status will show as **Connected** on the **Settings** > **Account** > **Integrations** > **Add device** screen.

<	Add device	
INTEG	GRATIONS	
Yale	Yale Connected	>

Unlinking the Yale Widget or Yale Home Account

You can remove either an individual Yale widget from a room or unlink your entire **Yale Home** account from the mobile application.

To unlink a Yale widget from a room:

- 1. Go to **Settings > Devices**.
- 2. Tap on the Yale device.
- 3. On the Device Details screen, tap Unlink device.
- 4. Confirm the action.

To unlink your entire Yale Home account:

- 1. Go to Settings > Account > Integrations.
- 2. Tap on Yale.
- 3. Tap Unlink account.
- 4. Confirm the action.

Widget Features

The widget shows:

- The name of your lock
- Whether it's currently locked or unlocked
- The next action (e.g., "Unlock" if it is currently locked).

Tap the widget to open the detail view, where you can:

- Control the lock (lock/unlock)
- See the door status (open/closed)

You can also add it to your favorites for quicker access.

App widget



Control screens



Door and Lock States

Door status		Lock status	
Open	The door is open	Locked	The door is locked
Closed	The door is closed	Unlocked	The door is unlocked

Door status		Lock status	
Init	The door sensor has not been set up yet	Locking/Unlocking	The lock is in progress (you will see a loading spinner)
Unknown	The app cannot tell what state the door is in	Unknown/Not advertising/Invalid	Something went wrong (e.g. Bridge connection issue, Bluetooth issue, timeout, or unexpected error)

Interaction Behavior

When you tap **Lock** or **Unlock**, the app sends a command and waits for confirmation from the lock. If the lock does not respond within 15 seconds, the request may time out and an error message will be shown.
Installing the Mobile Application



Check the following before installing the application:

	iOS	Android
The minimum OS version	13.4	10.0
Web browser	Safari *	Google Chrome *
Search term	Wiser KNX	Wiser KNX
URL	https://apps.apple.com/de/app/ wiser-knx/id1596463690?l=en- GB	https://play.google.com/store/ apps/details?id=com. schneiderelectric.WiserKNX

* The application's proper functionality is not guaranteed on other web browsers.

NOTE: Do not confuse the app with the previous Wiser for KNX app that has been discontinued.



Wiser for KNX app icon

Launching the Application

You have installed the mobile application. The application icon looks like this on your phone:



Tap the app icon to launch the application on your mobile device.

Tap Get started and log in (Logging in, page 75).

If you do not have an account yet, tap **Register** (Create Your User Account, page 74).

Application Language

The application language is set automatically according to the language of your mobile device.

The currently supported languages correspond to the official languages of the countries where the app is available.

If your local language is supported, the app displays in your language. Otherwise, the app uses the default language (English).

Create Your User Account

You do not need to register again if you have an existing account for the previous mobile app.

You can sign in using this account (it is already linked to the legacy mobile app).

Register if you do not have an account yet:

- 1. On the welcome screen, tap Get started.
- 2. On the login screen, tap Register to create your account.
- 3. Fill in the **Registration** form.
- 4. Accept the Terms and Conditions and read the Privacy notice.

5. Tap Continue.

< Registration	
First name	
Last name	
Email	
Password	Ø
•••••	Ø
Country	
Please ensure your password has at least 8 it includes at least 1 uppercase letter, 1 num these special characters @%&#§%\$ °C()!-+-	characters and ber and 1 of =^*~<>.,;:_?"
☑ I accept the <u>Terms of use</u> and <u>notice</u> .	Privacy
Continue	

- An e-mail with a verification link will be sent to your e-mail address. Click the link and verify your account. (The link expires in 24 hours.)
- 7. Return to the application and log in (Logging in, page 75).
- 8. After your first login, tap Accept to grant the access privileges.

Reset or Change Your Password

If you forget your password, you can reset it.

- 1. While logging in (Logging in, page 75) to your account, tap **Forgot** password?.
- 2. Enter your email address and tap Submit.

You will get an email with a link to reset your password. The link expires in 24 hours.

If you want to change your password:

- 1. Tap () > Account > Change password.
- 2. Enter your old password > enter your new password > repeat your new password.
- 3. Tap Change password.

Logging in

To begin using the Wiser KNX mobile app, follow these steps to log in:

- 1. Launch the application on your mobile device. The welcome screen will appear.
- 2. Tap Get started.
- 3. On the login screen, enter your e-mail address and password.
- 4. Tap Login to access your account.

If you do not already have a user account from the previous version of the mobile application, you will be prompted to pair your controller after logging in. For detailed instructions, see Pair Your Controller, page 76.

Pair Your Controller

After creating your user account (Create Your User Account, page 74) and logging in (Logging in, page 75) for the first time, the app will welcome you and prompt you to pair your controller.

NOTE: If your controller is already paired with your account, you can skip this section.

Pairing Guide

1. Start the Pairing Wizard



- 2. Prepare Your Setup
 - Make sure your controller is powered and properly connected.
 - Ensure your phone is on the same network as the controller.
 - Before pairing, it is recommended to manually force any pending updates. If the DNS is not set up correctly, available updates may not appear on the controller.
- 3. Tap Next to continue.
- 4. Update the Controller Firmware
 - Go to your controller and install the latest firmware from https://www.se. com (Firmware Update, page 17).
 - This firmware includes essential plugins: Cloud Connector, KNX IoT 3rd Party API, and Touch Visualization.
- 5. Enable Required Plugins
 - Activate the Cloud Connector and KNX IoT 3rd Party API plugins.
 - It is recommended to enable automatic updates for these plugins.
- 6. Check Your Visualization Setup
 - Ensure your controller has a **Touch** visualization with widgets organized into rooms (Touch 3 Visualization, page 22).
 - All devices should be correctly configured in their respective widgets.
- 7. Reboot the Controller:

After rebooting, tap **Next** in the app.

- 8. Search for the Controller
 - Tap Search for the controller.
 - · Select your controller from the list to start pairing automatically.
 - Alternatively, tap **Enter manually**, input the IP or MAC address, and tap **Pair**.

NOTE: You can also scan the controller's QR code. If scanning fails, enter the MAC address manually.

9. Name Your Controller

After pairing, give your controller a name and tap Next.

- 10. Set Your Location
 - Allow the app to access your location or select it manually on the map.
 - The location helps provide local weather data. Tap **Submit**.
- 11. Review and Confirm

Check your details and tap Pair controller.

12. Enable Weather Info (Optional)

After pairing, you can enable the weather panel on your Home screen. This can be changed anytime in **Settings**.

13. Use a Weather Station (Optional)

If a weather station is detected, you can choose it as your weather data source. This setting is also adjustable in **Settings**.

After Pairing

Your controller is now paired and will appear at the top of the app's Home screen.

To pair another controller later:

- Go to the Home screen
- Tap 😳 > Home Management > Pair new controller.
- Follow the same steps in the wizard

Settings

Tap ⁽²⁾ at the top right of your Home screen (Home Screen, page 93) to access the **Settings** screen.

The Settings section allows you to manage/view:

Account	User profile (edit and update your details – name, surname, country)
	Login history (Login History, page 78)
	Change password (Reset or Change Your Password, page 75)
	Multifactor authentication (Multifactor Authentication, page 79)
	Consents (Consents, page 80)
	Integrations (YALE Smart Lock, page 69)
	Delete energy data (Delete Energy Data, page 81)
	Delete my account (Delete My Account, page 81)
	Logout (Logging out, page 82)
Tariff (Tariff, page 82)	Electricity
	Feed-in Tariff
Floors & rooms (Floors & Rooms,	page 85)
Devices (Devices, page 86)	
Notifications (Notifications, page	Enable notification
88)	Alarms
	Devices
Home Management (Home Manag	gement, page 89)
Home Screen (Home Screen,	Show Moments
page 93)	Weather panel
Support	
About	

Account

User Profile

In the **User profile** section, you set your details, such as your name, surname, and country.

- 1. Tap S > Account > User profile.
- 2. Type your name and surname.
- 3. Select the country and tap **OK**.
- 4. Tap Submit.

Login History

In the **Login history**, you can see the login history for the mobile application.

Each history entry contains the following login information:

- Login email address
- Date
- Time of the login

Change Password

See Reset or Change Your Password, page 75.

Multifactor Authentication

Multifactor authentication (MFA) is a security measure requiring users to provide two verification factors to access a mobile application. It enhances security by combining a username and password with a one-time code generated by one of the following authentication tools:

- Google Authenticator
- FreeOTP

If you enable multifactor authentication, you will be prompted to authenticate using a one-time code after entering your user email and password when logging into the mobile application.

To use multifactor authentication in the application, follow these steps:

1. Download the authentication tool.

NOTE: It is recommended that you use **Google Authenticator** because it is more user-friendly than **FreeOTP** and also works on iOS.

- 2. Enable Multifactor authentication:
 - In the mobile application, go to Settings > Account > Multifactor authentication and enable multifactor authentication.
- 3. First multifactor authentication in the mobile application:
 - Open the mobile application on your device, enter your user email and password on the login screen, and tap **Login**.
 - A screen with a QR code will appear, prompting you to proceed with the next authentication step.
 - · Launch the authentication tool on your mobile device.
 - **Google Authenticator**: Tap **Add a code**, then tap **Scan a QR code** and scan the QR code from the mobile application.
 - FreeOTP: First, you must set a password to log into FreeOTP. After logging in, tap the + button at the bottom right of the screen, then tap the QR code icon. Scan the QR code from the mobile application.
 - The authentication tool will generate a one-time code, which you should copy and paste into the **One-time code** field in the mobile application.
 - Enter the name of your device in the **Device name** field in the mobile application.

You are logged into the mobile application and your device has been added to the authentication tool.

For future logins, the mobile application will only require the one-time code.

Disabling Multifactor Authentication

In certain situations, users of the mobile application may need to temporarily disable multifactor authentication (MFA). These situations include:

- 1. **Device change**: When transitioning to a new device and the original device is no longer accessible, it may be necessary to disable MFA temporarily to set up the new device.
- 2. **Application issues**: If the authentication application is experiencing technical difficulties (e.g., the app is not functioning correctly or login attempts are failing), MFA may need to be disabled until the issue is resolved.
- 3. **Travel**: Traveling to areas with limited access to mobile networks or the internet can make using MFA challenging, necessitating a temporary disablement of this feature.
- 4. **Security concerns**: If there is a suspicion that the account has been compromised, MFA may need to be disabled to perform a security check and restore account access.
- 5. **Phone number change**: When changing phone numbers, it may be necessary to disable MFA to update the user's information and reconfigure authentication.

You can disable multifactor authentication in **Settings** > **Account** > **Multifactor authentication**.

If you are unable to temporarily disable MFA for any reason, please contact the Schneider Electric Customer Care Center for assistance.

Consents

Types of Consents

In the mobile application, there are two types of consent:

- 1. Notifications consent: Each user can set this consent individually.
- 2. **Weather consent**: Specific to each controller. The controller user can grant this consent to share the controller's location with the cloud weather service. Configuration is done for the active controller (the one selected on the Home screen).

First Start

When you log into the mobile application for the first time, you will need to handle your consent. Notification and weather consents work similarly. Upon being prompted, you can respond as follows:

Accept	The consent status changes to Granted .	Notifications: You will receive push notifications via the OneSignal service. Weather: The weather forecast information based on your location will be displayed on the Home screen.
Decline	The consent status changes to Declined .	Notifications: You will not receive any push notifications. Weather: The weather forecast data based on your location will not be available.
Close	The consent status remains Declined .	The consent will be in a pending state and displayed again at the next startup.

NOTE: You can only manage consents for the active controller in the mobile application if you have multiple controllers. Changes to consents or prompts for approval upon logging into the mobile application apply only to the active controller.

Consent Settings

If you decide to change the consent settings, follow these steps:

- 1. Go to Settings > Account > Consents.
- 2. Select the service you want to set the consent for and make the desired changes.

Integrations

Refer to the chapter YALE Smart Lock, page 69.

Delete Energy Data

You can delete data related to your house's and energy equipment's energy consumption. The option to **Delete energy data** is visible only when you are the owner of the controller and have the **Energy** plugin installed.

To delete your energy data, follow these steps:

- 1. Tap 🔅 > Account > Delete energy data.
- 2. Before proceeding with data deletion, consider the following:
 - You are about to delete your house's energy consumption and energy equipment data.
 - This operation is irreversible. Once the data is deleted, it cannot be recovered.
 - By tapping **Delete my energy data**, you confirm your understanding of the consequences and agree to initiate data deletion.
- 3. If you still want to proceed, tap **Delete my energy data** > type your password to confirm account deletion > tap **Confirm**.

NOTE: If the password is incorrect, you will need to re-enter the password or cancel the process.

Delete My Account

To delete your account, follow these steps:

- 1. Tap S > Account > Delete my account.
- 2. Read carefully what deleting an account means:
 - You will no longer have access to your app, and you will not be able to use the voice control feature.
 - You can still use your controller and access it through any web browser while you are at home (on a local network).
 - All the schedules, scenes, and logic you created will continue to work as they are stored locally in your controller.
 - The devices in your installation will keep working as usual.
 - Once you delete your account, you will be automatically logged out of the app and unable to log back in.
 - If you change your mind and want to recreate your account, you must register again in the app.
 - You will not be able to regain access to your old data (data will be deleted forever).

3. If you still want to proceed, tap **Delete my account** > type your password to confirm account deletion > tap **Confirm**.

NOTE: If the password is incorrect, you will need to re-enter the password or cancel the process.

 Check your mailbox and click the confirmation button there to finish the process.

NOTE: Deleting an account cannot be undone.

Logging out

If you want to log out of the mobile application, tap 3 at the top right of the Home screen (Home Screen, page 93) > **Account** > **Logout** > **Confirm**.

Tariff

The **Tariff** section becomes visible once you have configured the **Energy** plugin in your controller (as explained here: Wiser KNX Home Energy Management System (HEMS), page 110).

In the **Tariff** section, you set the terms and price for the electricity you consume according to the contract with your supplier.

If your installation includes solar panels, you can also track savings from selling electricity to the grid (Feed-in Tariff, page 84).

This data is further utilized by Schneider Cloud Service to generate an overview of electricity consumption and pricing over time (history).

To access the **Tariff** section, tap O > **Tariff**.

When you open the **Tariff** section for the first time, a step-by-step tutorial will guide you through its functions and settings.

You can also revisit the tutorial later by clicking ? at the top right of the screen.

Electricity

In the **Electricity** section, you set the energy consumption parameters according to your contract with the electricity supplier.

My Contract Options, page 83

Subscription Type, page 83

Rates, page 83

Close	Electricity	
My contract	ct options	,
Subscriptio	on type	1
Rates		^
Flat Rate Rate 0.15	505 £/kWh	1
	Continue	
	Continue	

My Contract Options

To track your energy consumption costs, start by choosing the type of contract you have with your supplier.

On the **Electricity** screen, under **My contract options**, tap one of the three types of contract at the bottom:

- Time of use (peak/off-peak hours)
- Flat rate
- No contract (set by default)

If you choose **Flat rate** or **Time of use (peak/off-peak hours)**, you have to specify the type of subscription and rates (see Subscription Type, page 83 and Rates, page 83).

Subscription Type

The subscription type represents the interval and payments in the selected currency according to your energy supplier contract.

The **Subscription Type** option is available on the **Electricity** screen after you select the rate (see My Contract Options, page 83).

Example:

Your contract states a monthly advance payment of a certain amount in EUR.

- In the Tariff > Electricity > Subscription Type, check the Monthly interval and type the amount of money from your contract in the Subscription price field.
- 2. Tap Save.

NOTE: The currency will be set automatically according to the country you set in your account. See User Profile, page 78.

Rates

To track electricity costs over time, set a rate value per unit of electricity (kWh).

Based on the entered data, the application creates graphs of the cost of electricity over time (see Insights, page 108).

Flat Rate

After you choose **Flat rate** as the contract option (My Contract Options, page 83), go to the **Rates** section of the screen and set the amount charged per kWh as follows:

- 1. In the Tariff > Electricity > Rates > tap S at the Flat Rate.
- 2. Enter the amount per kWh.
- 3. Tap Add.

The rate you set will appear in the **Rates** section on the **Electricity** screen. You can edit it from there: Tap \checkmark > edit your rate > tap **Update**.

Time of Use (Peak/Off-Peak Hours)

If you choose **Time of use** as the contract option, define the subscription type as follows:

- 1. In the Rates section, tap 🖍 at the Peak Rate.
- 2. Enter the amount per kWh.
- 3. Tap **Add**.
- 4. After defining all the rates, set up the schedules to specify which days of the week and times those tariffs apply:
 - Go to the **Schedules** section.
 - Tap Add a schedule.
 - In the Edit schedule screen, fill in the name of your schedule, select the rate to which it applies, and set the start/finish time and the days of the week.
 - Tap Save.

Feed-in Tariff

If you use or sell energy from solar panels, with the **Feed-in tariff** function, you can track how much money you save by feeding energy into the grid and using your electricity produced from solar panels.

Set the Feed-in tariff as follows:

1. First, set the **Energy taken by grid from house** parameter in the energy plugin of your controller:

In the web browser, log in to your controller > energy plugin > **Objects** tab of the grid settings (Grid, page 112).

2. In the mobile application, set the electricity sales rate:

Click 😳 > Tariff > Feed-in Tariff > enter the Feed-in Rate > click Save.

Once you have finished setting up the **Feed-in Tariff**, you will see **My savings** in the **Energy costs** section (\checkmark > **Insights** > **My annual bill**).

< Energy costs	
Days Months Ye	ars
From January 2021	>
My bill 12.40C My savings 30.90C	5
20 10 10 10 10 10 10 10 10 10 1	New Dec
Production sold → ↓ Production used	
Production used by equipm	nent
The selected month in the chart:	
	12%
	20%
-å• Heating	12%

My savings is the sum of the following items:

- Production sold = your earnings for selling energy.
- Production used = energy costs if you buy energy instead of your production (calculated according to your tariff).

If you click **My savings**, you can see the **Savings and earning history** chart with **Production sold** and **Production used** details for the selected period.

At the bottom of the screen, you see **Production used by equipment**. There is each energy equipment that uses the energy from your production sorted from the highest consumption to the lowest. The number shows the percentage of the total production consumed by the equipment during the selected period.

You can select a column from the chart to see **My savings**, **Production sold**, **Production used**, and **Production used by equipment** for the exact period (day/month/year).

Click Production sold and Production used to filter the earning history chart.

Floors & Rooms

In the **Floors & rooms** section, you can view all the rooms in your home either as a simple list or by enabling the **Show floors level** feature. This will display the rooms grouped by the floors you have assigned them to in the **Touch**

visualization. You can rename the rooms and floors as you like and change the order in which they appear.

- 1. Accessing floors and rooms:
 - Tap ^Q at the top right of the home screen > navigate to the Floors & rooms section in your application.
- 2. Viewing rooms:
 - By default, all rooms are displayed as a simple list.
 - To view rooms grouped by floors, enable the Show floors level feature.
 - When **Show floors level** is enabled, rooms are grouped by floors not only on the Home screen, but also on the **Select devices** screen when creating automations and moments.
- 3. Customizing names:
 - You can rename any room or floor to suit your preferences better.
 - Click on the name of the room or floor you wish to change > tap I.
 - Enter the new name > tap **Save**.
- 4. Reordering rooms:
 - You can change the order in which rooms are displayed.
 - Make sure the Show floors level option is disabled.
 - Tap = 4 > drag and drop the rooms to the desired position.
 - Tap Save.

Devices

Tap 🖓 at the top right of the Home screen (Home Screen, page 93) to access the **Settings** screen.

1. Tap **Devices** to see a list of all installed devices in your home, sorted by their type.

The devices also display their name and, if applies, other information, e.g. the charge level of the battery.

2. You can rename your devices: Tap your device > enter a new name > click **Save**.

Supported Widgets

Name	Widget	Control screen function	Control screen settings
Light switch	- ' •	On/Off	Follow/Manage Schedule
Dimmer		On (percentage)/Off	Follow/Manage Schedule
Dali dimmer	- ` <u></u>	On (percentage)/Off	Follow/Manage Schedule
RGB & RGBW Light	- <u>`</u> į-Q	Light On (select color)/Off	Follow/Manage Schedule
		Color On/Off	
		White On/Off	
Vertical blinds		Open (percentage)/Close	Follow/Manage Schedule
Vertical venetian blinds		Open (percentage)/Close	Follow/Manage Schedule
		Open/Close slats	
Horizontal blinds		Open (percentage)/Close	Follow/Manage Schedule
Horizontal blinds – Reverse		Open (percentage)/Close	Follow/Manage Schedule
Horizontal venetian blinds		Open (percentage)/Close	Follow/Manage Schedule
with slat angle		Open/Close slats	
Horizontal venetian blinds		Open (percentage)/Close	Follow/Manage Schedule
		Open/Close slats	
Socket	66	On/Off	Device settings
EVlink Pro AC	ත්ත්	Start/Stop/Resume charging	Charge now
AC	**	On/Off	Follow/Manage Schedule
General Switch	66	On/Off	Follow/Manage Schedule
Fan Switch	83 83	On/Off	Follow/Manage schedule
Thermostat	**	Temperature level	Follow/Manage Schedule
	6 3	Preset mode	
		Fan speed (not supported for the VDC thermostat)	
		On/Off (not supported for the VDC thermostat)	
Electric UFH		On/Off	Follow/Manage Schedule
		Temperature level	
Motion Sensor		Motion detection (Occupied/ Unoccupied)	Settings
Water Leakage Sensor	<u>o"o"</u>	On/Off	
Multiple Sensors	<u> </u>	Temperature, Humidity, CO ₂ values	
Gas leak (water leak)	Å [♠]	On/Off	

Name	Widget	Control screen function	Control screen settings
Fire/Smoke Alarm	Se Se	On/Off	
General alarm		On/Off	
Weather Station	AO	Temperature level	
		Wind speed	
		Brightness level	
		Rain sensor	
Content	\oplus	NOTE: The Content widget in Touch can support four different URLs, but only the first one will be displayed in the app.	
Info	(i)	Displaying text or values with units	N/A
Smart lock	(ARA)	Locked	Follow/Manage schedule (does
		Unlocked	integration).
		Jammed	Lock/Unlock
		Forced open	
		Ajar	

The following widgets are not supported in the app:

- Widget creator (most functions are covered by one of the supported widgets)
- · Somfy garage, Somfy motors, Somfy shades
- Danfoss
- Music, Sonos, Revox
- Chart creator
- Video
- Text notification
- Gauge

Notifications

On the Notifications screen, you can enable notifications and alarms.

Possible Settings

There are three setting options:

Enable notifications – enable or disable notifications. If you turn off notifications, you will not receive any notifications from the controller (alarms) or Schneider notifications (e.g., cloud outage).

NOTE: If you enable notifications, you will be prompted to accept your consent to share personal information with a third-party notification service provider. You will not receive any system, device, or service notifications if you decline this consent. For more information on granting consents, see the Consents, page 80 chapter.

Alarms – enable or disable alarms

- Devices set notifications for the devices (the whole device group or one by one):
 - Alarms
 - Events (low/critical battery level)

NOTE: Enabling/disabling notifications is related to the user's phone, not the controller. One user's notification settings do not affect the other user's notification settings.

Set Up Notifications

You can set notifications for the devices as follows:

1. Tap 💬 > Notifications > Devices > select your controller from the Home management list.

NOTE: The name of the specific controller that sent the notification is displayed in the notification's text.

- 2. You can set up notifications for the whole group of device types or separately for each device from the group.
- 3. For **the whole group of the devices**, just slide the button for the device type to the right, and all the devices of that type will start to send notifications.
- If you want to choose devices individually, tap the > icon at the end of the device group line and enable notifications by sliding the switch to the right for each device.
- 5. Scroll down and enable/disable battery level notifications for your devices (**Critical battery level** and **Low battery level** swipe-toggle): Follow steps 3 and/or 4.

Message Center

Notification information display on the Message center screen.

The icon \square at the top right of the Home screen indicates new messages.

1. Tap \bigtriangleup , and the **Message center** screen with the list of notifications opens.

NOTE: Only the last notification displays for the device enabled to trigger notifications. Once the new notification arrives from your device, it replaces the previous one.

2. Select the controller for which you want to display notifications (tap All controllers or Current controller)

Delete notifications: Swipe your notification left > tap \fbox to confirm.

Home Management

You can have more than one home linked to your app account and add additional accounts for other people so they can access your home.

For example:

Second residence	If you have a second home and want to avoid having different accounts to access it (Adding New Home, page 90).
Family sharing	Each family member can create an account so the parent does not have to share their credentials (Enable Access to Your Home, page 91).
SpaceLogic KNX Remote	Homeowners can enable permanent or time- limited remote access (Enable Access to Your Home, page 91).

There are two options how to access the Home Management section:

- 1. Tap 3 > Home Management > select the home you want to manage.
- 2. On the **Home** screen, tap your home name at the top center of your screen > select from your homes or tap **Home Management**.

If you tap on your home in the Home Management section, you can:

Edit your home name	Tap your home > tap > edit the name > tap Confirm.
Edit the address	Tap your home > tap Home address > type the address > tap Next > tap Submit .
Remove/unlink home from your account	If you are a Homeowner: Tap your home > tap Remove Home > Confirm . If you are a user: Tap your home > tap Unlink me > Confirm .
Manage access	Tap your home > tap Manage access > select the access request you want to manage > edit parameters (Role, Access period, Remove access) > tap Update access/Remove access.
Manage remote access via VPN	These options are only visible if:
	You are the Owner of the selected controller, or
	 You have Admin or System Integrator access.
	If your access level is Family , the screen will appear in its standard form without these options.
	Refer to Managing Remote Access via SpaceLogic KNX Remote Service, page 91.

Adding New Home

To add a new home, do the following:

Tap 3 > Home Management > tap 4 > Add new home > follow the steps described in Pair Your Controller, page 76. A step-by-step wizard guides you through the process.

Once you add your new home, it appears in the **Home Management** section (where you can find the list of all homes added to your account).

You can add as many homes as you like. There is no limit on the number.

Enable Access to Your Home

Here is what to do when you want to give someone else access to your home:

- The person you want to invite to your home must create a user account in the mobile application. They have to follow the steps described in Create Your User Account, page 74.
- 2. You, as the homeowner: In the mobile application, tap 33 > tap **Home**

Management > tap your home > tap **Manage access** > tap \mathbf{T} .

- 3. In the Share home screen, set up the following:
 - Enter the email address of the requester.
 - Define their access role.
 - Set what rooms the requester can access (all or just some rooms).
 - Set the access period (start/end/duration).
- 4. Tap **Confirm**.

When access to an existing home has been granted/revoked, the requester receives an email notification.

NOTE: Make sure the e-mail address you enter in the **Share home** form is the same as the e-mail address the person entered when registering their account in the mobile application.

Managing Remote Access via SpaceLogic KNX Remote Service

The mobile app allows users with appropriate access rights to enable or disable remote access settings for their controllers. These settings are essential for secure remote configuration and access via VPN technologies.

Accessing VPN Settings

To manage VPN settings:

- 1. Open the mobile application.
- 2. Navigate to: Settings > Home Management > select your controller.

<	#3		
NUC allives of	the certified		
Harris Address			>
New			1
Harage access			>
Remote Project C Your System Integral configure your KNX i or eConfigure, using subscription.	Configuration for can securely access a nstallation remotely via E the SpaceLogic KNX Re	(?) and ETS mote	
Remote Controlle	er Access	?	
Allows the secure rel of your Wiser for KN	mote access and configu X or spaceLYnk controlle	iration ir.	
Revenue Viscou			

The VPN settings correspond directly with the configuration options available in the **Management Plugin** on the controller.

Available VPN Options

There are two VPN-related settings available:

App setting	Corresponding Management Plugin setting
Remote Project Configuration	WireGuard VPN
Remote Controller Access	OpenVPN

These options are only visible if:

- You are the **Owner** of the selected controller, or
- You have Admin or System Integrator access.

If your access level is **Family**, the screen will appear in its standard form without these options.

Understanding the Options

Remote Project Configuration

This setting allows your system integrator to securely access and configure your KNX installation remotely using **ETS** or **eConfigure KNX**, provided they are subscribed to Schneider Electric's **SpaceLogic KNX Remote** service. See the **SpaceLogic KNX Remote** user guide available here.

- When enabled, a secure **WireGuard VPN tunnel** is established between your controller and the integrator via the cloud.
- You can disable this tunnel at any time by toggling the switch off.

Remote Controller Access

This option enables secure remote access to your controller using OpenVPN.

- Like the previous setting, it requires an active subscription to SpaceLogic KNX Remote by your system integrator. See the SpaceLogic KNX Remote user guide available here.
- Once enabled, remote configuration becomes possible through a secure connection.

User Interface Details

- The screen displays two toggle switches and two question mark icons ⁽²⁾.
- Tapping ? opens a dialog with more detailed information about the corresponding setting.

Error Handling

In some cases, the app may not be able to retrieve VPN settings from the controller. If this happens, the following message will appear:

"Unable to load tunnel settings for the remote connection from the controller. Please try again later."

When this occurs:

- Both VPN options will appear inactive (greyed out).
- You can attempt to refresh the screen by pulling down to reload.
- If the issue persists, try again later.

Home Screen

The Home screen offers a comprehensive view of all the devices in your home. Here are the key features:

- 1. Device Status: Quickly check the status of your devices.
- 2. **Device Control**: Easily manage and control your devices directly from the Home screen.

Weather panel	Weather
	Location
	Humidity
	Wind speed
	Temperature
	Time of the sunrise and sunset
Moments	Tap the moment tile to trigger the moment without navigating to the Automations screen. In the Settings section, you enable the display of moments on the Home screen.
Favorites	Displays items that you have marked as favorites.
All	List of all rooms with the devices
Rooms – quick access	Rooms and devices management.
	Drag to scroll through the rooms and their devices.
Home screen icon	Tap to show the Home screen
Automations	Tap to navigate to the Automations screen, to set up Moments and Automations.
Message center	Tap to see device notifications and system messages.
Energy	Tap to manage and monitor the consumption and use of energy from the various sources available in your home.
Settings	Account
	Tariff
	Floors & rooms
	Devices
	Notifications
	Home management
	Home screen
	Support
	About

Home screen overview:

Device Control Screen

On the device control screen, you can see your device's status (e.g., On/Off) and change the status.

You can add your device to **Favorites** (Add to Favorites, page 94) and manage its **Schedules** (Schedules, page 95).



Add to Favorites

You can mark devices as favorites and access them directly from the Home screen in the **Favorites** section.

- 1. Find the device you want to mark as a favorite.
- Tap on your device and open its control screen (Device Control Screen, page 93).
- 3. On the device control screen, tap \overleftrightarrow at the top right.

The device appears in the Favorites section on the Home screen.

Weather Panel

You enable the **Weather Panel** during the final step of the registration process (Create Your User Account, page 74) or in the **Settings**.

The **Weather Panel** displays weather data at the address you enter in the **Home Management** section (Home Management, page 89).

To view the weather information on your Home screen, follow these steps:

1. Tap \mathfrak{P} > Home screen > Weather Panel > enable Show Weather Panel.

NOTE: Logging out of the application will clear this user setting. When you log back in, you must re-enable the **Show Weather Panel** feature.

- 2. Tap Temperature units and select °C or °F.
- 3. If you enable **Use online weather service** option, you will be prompted to provide consent to share your device's location. Granting consent is a prerequisite for this service to function.

NOTE: The online weather service is a third-party service that provides weather forecasts based on your location. For more information on setting consents, see the chapter Consents, page 80.

 If you have a weather station (or more than one) in your KNX installation linked to a widget in your Touch visualization, you can select it here. Enable Use weather station information and select your weather station.

NOTE: Enable the weather information from your weather station in the installation, and the application replaces the data from an online weather service provider with the data provided by your weather station.

Schedules

You can set up **schedules** that determine specific times when a device changes its state.

These **Schedules** can be created and edited directly from your device control screen.

To access your device schedules:

- 1. Navigate to the device control screen.
- 2. Tap **Manage schedules** at the bottom of the screen to view the list of available schedules for your device:



IMPORTANT: If you manually modify the schedules **from the controller**, allow approximately 1 minute for the changes to propagate, then refresh the screen on your mobile application.

List of Schedules

Once you create your **schedule**, it automatically appears in the **schedule** list of the particular device.

- 1. Tap your device.
- 2. Tap **Manage schedules** on your device control screen. The **Schedule** list screen opens.

Each item displays basic **schedule** information and has easy toggle access to switch it On/Off.

If you want to add a new **schedule**, tap (see chapter Add Schedules, page 95).

Add Schedules

- 1. On the device control screen (Device Control Screen, page 93), tap Manage schedule.
- 2. Tap \bigcirc at the bottom-right to add a new **schedule**.

- 3. Enter a name in the text field, add a note, and set a period: yearly, monthly, or daily.
- 4. Set the device state (On/Off, Open/Close).

NOTE: Schedules apply to single devices only. If you want to trigger multiple devices simultaneously, create an **Automation**.

5. Activate your **schedule** immediately by swiping the **Activate schedule** toggle.

NOTE: You can activate or deactivate your schedules later as needed.

6. Tap **Create**, and your new **schedule** will appear on the device's **schedule** screen.

Edit and Delete Schedules

- 1. Tap the schedule you want to edit or delete in your device's list of schedules (List of Schedules, page 95).
- 2. Tap 🖋 for each parameter of your schedule and edit.
- 3. Tap Update.
- 4. Or tap **Delete schedule** to delete your schedule.

Moments

Moments allow you to change the state of several devices with a single tap. To create and edit moments, follow these steps:

- 1. On the Home screen (Home Screen, page 93), tap
- 2. Select the Moments tab.

NOTE: A moment only sets the status of devices. If you want to revert the affected devices to another status, you must change it manually or create a reversing moment.

IMPORTANT: If you manually modify the moments **from the controller**, allow approximately 1 minute for the changes to propagate, then refresh the screen on your mobile application.

Types of Moments

Type of moments Parameters Editable in the app Display KNX Scenes No Created in ETS or No icons or edit options in eConfigure. All lights off the app. Linked to scene widget in Touch visualization. • Editable in ETS or eConfigure. Displayed, controllable, located in the Moments screen in the Automations tab. Controller Scenes No Created in the controller (using Configurator). Living room Shutters down Centralized. Mapping exists only between scene actions and KNX J group objects. Tap to display the controller scenes in the app Logic is evaluated in the (green icon). controller. Tap to hide the controller scenes in the app (black icon). NOTE: The house icon is displayed even without available controller scenes. It is just not functional. Moments Yes Created in the mobile app. Custom icons and edit Composed of devices. പ്പ Movie Night options displayed. Stored and evaluated in the You can create and edit controller. them in the app.

There are three types of moments in the app:

Add Moments

- 1. On the Home screen (Home Screen, page 93), tap => tap + at the bottom right of the **Moments** tab to open the **moment** creator.
- 2. Name your moment and assign it an icon.

- Tap Add actions and select the devices you want to add to your moment > tap Done.
- 4. Tap on each device in your action list and set its behavior (for example, plugs on, lights off, heating at 21 degrees) on the control screen.
- 5. Tap Set at the top right of the device control screen.

Repeat for all devices.

NOTE: All devices are in their current state.

6. Once you have set the properties of your **moment**, tap **Save** in the **moment** creator.

You can add any device in your home. For your convenience, you can also filter the devices by room.

Activate Moments

Activate your moments from the Home screen (Home Screen, page 93), **Automations** section $(\stackrel{\square}{\boxminus})$ or via your voice assistant.

Edit Moments

Go to the **Automations** screen $(\stackrel{\square}{\square})$ > **Moments**:

- 1. Tap 🖍 in the **moment** tile.
- 2. In the Moment editor, you can:
 - Change the icon of your **moment**.
 - Change the name.
 - Change the desired state of a device (tap the device to open the device control screen).
 - Add more devices to the moment (tap Add actions).
 - Remove a device from the **moment** (swipe the device left and tap .
- 3. Tap Save to save the changes to your moment.

Delete Moments

Go to the **Automations** screen $(\bigcirc \bigcirc \bigcirc \bigcirc)$ > **Moments**:

- 1. Tap 🖍 in the **moment** tile.
- 2. Tap Delete.

The deleted **moment** will no longer appear in the list of **moments** in the **Automations** section on the **Moments** tab.

Control Moments from Your Home Screen

If you want to control **moments** directly from your Home screen, turn on the **Show Moments** feature:



All the **moment** tiles display now on the Home screen. You can scroll through them and turn them on.

NOTE: Moments cannot be edited or deleted from the Home screen (Edit Moments, page 98, Delete Moments, page 98).

Automations

To use Automations in the mobile app, ensure the Automation plugin is installed in the controller. You can install the Automations plugin from the Marketplace. Enabling automatic updates is recommended so you always have the latest version installed.

Automations trigger devices automatically based on predefined conditions. Here are some examples:

- 1. Sunrise scenario: If it is sunrise, automatically open the living room blinds.
- 2. Weekend motion detection: If motion is detected on weekends between 9:00 and 17:00, prevent the lights from switching on.

To create and edit automations:

- 1. Navigate to the Home screen (Home Screen, page 93).
- 2. Tap 🚟.
- 3. Select the Automations tab.

NOTE: In a future release of the app, you will be able to send specific Push notifications linked to the automation.

IMPORTANT: If you manually modify the automation **from the controller**, allow approximately 1 minute for the changes to propagate, and then refresh the screen on your mobile application.

Create Automations

- 1. On the Home screen (Home Screen, page 93), tap = > Automations > at the bottom right of the Automations tab to open the automation creator.
- 2. Name your automation and assign it an icon.
- 3. In the next step, add a condition (Add Conditions If, page 100), set up a schedule (Add Period When, page 101), and assign an action (Add Actions Then, page 102) to your automation.
- 4. Tap **Save** in the top right of the automation creator.

Your new automation appears on the list in the **Automations** tab.

In the **Automations** tab, you can turn your automation off and on, edit it (Edit Automations, page 102), or delete it (Delete Automations, page 103).

NOTE: Make sure the combination of conditions (**If**), periods (**When**), and actions (**Then**) are physically possible and do not go against each other.

Add Conditions – If

Add a condition that triggers your automation.

There are three types of conditions:

Device status change or action	Examples:	
	 If motion is detected If the living room light is switched on	
The specific time of the day	Sunrise	If sunrise starts.

If you want to define a specific time when the actions take place		 It is possible to select a period before or after the sunrise starts (up to 12 hours).
NOTE: Sunset and sunrise-based	Sunset	 If sunset starts. It is possible to select a period before or
the controller. There may be a slight	Custom	after the sunset starts (up to 12 hours).
and sunset times shown in the app (as those are taken using different algorithms from the online service provider).	Custom	and select days of the week.
Weather changes	You can define a weather type as a trigger.	
Weather changes Energy device value change	You can define a weather type as a trigger. Current power	Imported instant power
Weather changes Energy device value change Depending on the device, you can select	You can define a weather type as a trigger. Current power	Imported instant power Exported instant power
Weather changes Energy device value change Depending on the device, you can select different triggers.	You can define a weather type as a trigger. Current power	 Imported instant power Exported instant power See more here: Mapping Energy Data to Energy Groups, page 111.
Weather changes Energy device value change Depending on the device, you can select different triggers.	You can define a weather type as a trigger. Current power Battery used	 Imported instant power Exported instant power See more here: Mapping Energy Data to Energy Groups, page 111. More than
Weather changes Energy device value change Depending on the device, you can select different triggers.	You can define a weather type as a trigger. Current power Battery used	 Imported instant power Exported instant power See more here: Mapping Energy Data to Energy Groups, page 111. More than Exactly

You set the **If** condition for starting the automation as follows:

- 1. In the automation creator, tap **If** > tap **Add condition** and select the trigger to activate your automation:
 - Device status change > select your device and set up its status > tap Set.
 - Specific time of day > choose a start time and repeat period > tap Next.

You will then return to the automation creator main screen.

- 2. Select the conditions under which the automation realizes:
 - Only if ALL conditions are met: Tick All conditions.
 - If ANY condition is met: Tick **Any condition**.
 - NOTE: You can add several conditions. We recommend up to 20.
- 3. In the next step, select a period when the conditions apply.

NOTE: In a future release, you will be able to set conditions based on the weather (temperature, humidity, wind speed, etc.)

Add Period – When

Select a period when the conditions apply. If no period is selected, the condition will apply every day.

For example:

If you want a motion sensor detection to trigger an action, but ONLY on weekdays while you are out of the house, you have to define this period in the **When**.

There are four types of periods:

- 1. All day: 24 hours.
- 2. Daytime:
 - From sunrise to sunset.
 - It is possible to select a period before or after the sunrise/sunset starts (up to 12 hours).

- 3. Night time:
 - From sunset to sunrise.
 - It is possible to select a period before or after the sunset/sunrise starts (up to 12 hours).
- 4. **Custom**: Define a period start and end time.

In the automation creator, tap **When > Add period > Period >** select a start time and repeat period (days of the week) > tap **Next**.

You get back to the automation creator main screen.

NOTE: You can add different periods to the same automation.

In the next step, select the best action for your automation.

Add Actions – Then

Select one or more actions for your automation. We recommend defining up to 20. You can also set delays between them.

There are four types of actions:

- Run the device
- · Add a delay
- Moment
- · Send notification

In the automation creator, tap Then tab > Add an action > select:

- Run the device > select your device > tap Set delay > select the time of your delay > tap Save > tap Set.
- Add a Delay: In the device control screen, tap Set delay > define a delay (mm: ss) > tap Save.
- Moment > select from the list of moments > tap Done.
- Send notification > tap Notify me. (You will receive a push notification when your automation is triggered.)

NOTE: You must first enable receiving Notifications (⁽∅) > Notifications > swipe-toggle Enable notifications to enable notifications).

You get back to the automation creator main screen.

NOTE: In a future release of the app, you will be able to send specific push notifications linked to the automation.

Edit Automations

Go to the **Automations** screen (\square) > **Automations**:

- 1. Tap your automation to open it in the automation editor.
- 2. Edit your automation as described in Add Conditions If, page 100, Add Period When, page 101, and Add Actions Then, page 102.
- 3. Tap Save to save the changes to your automation.

Delete Automations

Go to the Automations screen (\bigcirc) > Automations:

- 1. Tap your automation.
- 2. Tap Delete.

The deleted automation will no longer appear in the list of automations in the **Automations** tab.

Energy

Within the **Energy** section, you can efficiently manage and monitor energy consumption from various sources in your home.

To access this feature, download the specialized **Energy** plugin to your controller. Learn more about installing or uninstalling the **Energy** plugin and energy data mapping for individual devices in the Wiser KNX Home Energy Management System (HEMS), page 110.

Tap \checkmark on the sheet at the bottom right of the screen to access the **Energy** management section, which includes **Live**, **History**, and **Insights** tabs.

When you first open the **Energy** section, a step-by-step tutorial will guide you through its functions and settings.

You can also access the tutorial later by clicking P at the top right of the screen.

IMPORTANT: The **Energy** section will only appear in your app once you have configured at least one equipment in the **Energy** plugin.

Live Tab

In the **Live** tab, you can monitor real-time energy consumption across your installation, including household appliances and other connected devices. It helps you monitor consumption patterns, identify high-usage devices, and understand how energy flows through your system.

Power Flow Overview

The power flow is visualized as a **circular meter**, showing the total current power consumption of your home in watts. At the top of the screen, you will see the available energy sources – based on your system configuration – along with the amount of energy each source is currently producing or consuming.

- **Grid consumption** (kW): Indicates the current power drawn from the utility grid.
- **Battery usage** (kW): Shows the current power drawn from battery storage. Visible only if a battery system is present.
- Solar Production (kW): Displays the current power generated by your solar panels. Visible only if a solar energy system is configured.
- **Grid export**: Represented by an outward-pointing arrow when energy is being fed back to the grid. Visible only if grid export is supported and active.



Each energy source is color-coded for clarity:

- Grid blue
- Battery dark grey
- Solar panels light green
- The energy sold to the grid dark green

Top Energy Consumers

Below the power flow, the app highlights the **three household appliances** with the highest current consumption (in watts). All other devices are grouped under **Other loads**.

Daily Energy Summary

Further down, you will find tiles summarizing your energy data for the current day (based on your configuration):

- Consumption total (kWh): Total energy consumed in your installation.
 - NOTE: Battery charging is excluded from house consumption.
- Solar production (kW): Displays the current power generated by your solar panels. Visible only if a solar energy system is configured.
- Self-sufficiency (%): The percentage of your total consumption covered by solar production and battery storage.
- (%) of production used: The portion of your solar production that was consumed within your installation.



Hourly Energy Graph

At the bottom of the screen, a graph displays your **hourly energy consumption**, broken down by source:

- The energy provided by the grid.
- The energy provided by the **photovoltaic**.
- The energy used from the **battery**.

History

The **History** screen allows you to explore your past energy usage and production data in a clear and interactive way. It helps you understand how energy is consumed and sourced over time.

What You Will See

When you tap the **History** tab, the app opens a detailed view showing:

- A graph of energy data for Today by default.
- Summary panels below the graph showing total values for the selected time period.

Filter Options

You can customize the data shown using two main filters:

Time Period Selection

Tap $\stackrel{\leftrightarrow}{\Box}$ to choose the time scale:

• Hours (default for daily view)

- Days
- Months
- Years

Data Type Selection

Tap \forall to switch between:

- Energy sources (default view): Displays energy by source:
 - Production used (e.g., solar) green
 - Grid consumption blue
 - Battery used black
 - Production sold to the grid (if applicable)
- Load consumption: Shows energy used by household appliances or categories like:
 - Water heating
 - Lights
 - Dryer
 - Cooktop
 - Electric plugs



Interactive Graph

- Tap or hover over bars in the graph to see **exact kWh/Wh values** for each time interval (e.g., 197.63 kWh from 07:00–08:00).
- Tap on tiles to show or hide specific energy sources or devices in the graph.
- The graph displays the top 5 energy consumers individually. All remaining consumers are grouped together and shown as **Others** in the sixth tile.

Breakdown Panels

Below the graph, you will find **summary panels** showing total values for the selected period:

- These adapt based on your setup (e.g., if no battery is installed, battery data is hidden).
- Units can be displayed in **kWh/Wh** or **currency**. Tap

Detailed Load Consumption View

When Load consumption is selected:

- The graph becomes a **stacked bar chart**, with each segment representing a load category.
- Below the graph, panels show total consumption per category.
- All categories can be expanded to view individual consumers within each category.
- Tap See more to expand the Others category and view sub-categories like:
 - Irrigation system
 - Heating
 - Heat pump
 - Ventilation
 - Floor heating
 - Microwave
- Tap See less to collapse the list.
- Unmonitored consumption represents energy usage from devices or circuits that are not individually tracked or assigned to a specific load category. It helps account for the total energy consumption even when some sources are not directly monitored.

Insights

The **Insights** tab provides a high-level overview of your home's energy performance, helping you understand your energy usage, production, and environmental impact.

My Annual Bill

The **My annual bill** section gives you a comprehensive view of your energy consumption and costs.

NOTE: To use this feature, make sure your **Energy** plugin is configured in your controller and your energy tariff is defined in the app (Tariff, page 82).

What You Will See

When you open My annual bill section, you will find:

Energy Costs: View your energy expenses by day, month, or year. Costs are split into:

Fixed subscription fees
Variable energy costs

My Savings:

• If you have set up a **Feed-in Tariff** (Feed-in Tariff, page 84), you will also see how much you have earned by selling solar energy back to the grid.

My Carbon Impact

The **My carbon impact** section shows how your energy usage affects the environment.

The feature is currently available in Germany, with more countries to follow soon.

What You Can Track

- My impact: See the total CO₂ emissions generated since you set up the Energy plugin.
- Filter your CO₂ emission history by:
 - ∘ Day
 - Month
 - Year

Wiser KNX Home Energy Management System (HEMS)

This chapter guides an installer through the setup of the controller to enable energy monitoring in the mobile application.

It requires a system integrator or an installer to know the general setup of the controller, which involves device commissioning and KNX object management.

The mobile application and its energy management provide information about house consumption, solar energy production, actual power flow, etc. It can also give insights into energy costs and CO_2 impact.

Required settings and installations:

1. Energy monitoring devices, as described below, have to be installed, connected to the controller, and commissioned:

Devices	Examples
Modbus or KNX Energy meters	 Schneider's KNX Energy Meter REG-K/3x230V/16A (MTN6600-0603) Schneider's iEM3150 energy meter - 63 A - Modbus (A9MEM3150) iEM3155 energy meter - 63 A - Modbus (A9MEM3155)
Power Tag Modbus	 Energy sensor PowerTag Resi9 80A 6xLN Modbus 1-Phase (R9M80X6M) with 80A Current transformers (R9MCT80) More info is available here: Supported Energy Meters, page 124. Find out more about creating a Modbus profile in the controller user guide here.
Power Tag Link and A9 Power Tags	 Acti9 PowerTag Link - Wireless to Modbus TCP/IP Concentrator (A9XMWD20) Acti9 PowerTag Link HD - Wireless to Modbus TCP/IP Concentrator (A9XMWD100) Power Tags: A9MEM1521 A9MEM1521 A9MEM154 A9MEM1561 Find out more about creating a Modbus profile in the controller user guide here.
KNX actuators with current detection	 Switch actuator REG-K/4x230/16 w (MTN647595) Switch actuator REG-K/8x230/16 w (MTN647895) Switch actuator REG-K/12x230/16 (MTN648493)
Modbus Solar inverters	 Currently supported: Kostal Plenticore Solax X3 G4 More info available here: Supported Solar Inverters, page 122 Find out more about creating a Modbus profile in the controller user guide here.
Other devices with energy monitoring options supported by KNX and/or the controller	Smart plugSmart socket

- 2. The **Energy** plugin has to be installed and configured. It is available in the controller's **Marketplace** and is designed to map the energy data from the devices described above.
- 3. The mobile application is installed on your mobile phone (the latest version available in the Google Playstore and Apple Appstore), and the valid account is linked with the controller.

4. You must set your controller location in the mobile application (see more in Home Management, page 89).

Energy Groups

In a residential house, there are various energy sources and appliances as follows:

Grid 🕅

The grid is the entrance point of the public electrical energy distribution network to the house. The house consumes energy from the grid, but it can also deliver electrical energy to the grid if a solar system is installed.

• Solar panels

It is a photovoltaic energy source. An inverter must be connected to the solar panels to transform the energy generated and transmit it to the house. The inverter also provides information about the amount of energy generated by the panels.

• Battery

Battery storage stores solar energy for later use. It is usually connected to an inverter that manages the battery's charging and discharging and delivers information about the charged and discharged energy.

Electrical appliances

An electrical appliance is any household device that consumes energy to fulfill its purpose, such as a washing machine or a boiler.

Energy Plugin Installation/Update

You have to install the **Energy** plugin to the controller before the start of energy data mapping.

Install as follows:

- 1. In your web browser, open your controller environment > click the cart icon to open Marketplace.
- 2. Search for the **Energy** plugin > click <u>↓</u> next to the plugin > click **Yes** to install it.
- 3. When the plugin icon appears on your controller's landing page, the installation is complete.



Follow the same procedure when updating your Energy plugin.

Mapping Energy Data to Energy Groups

Once the **Energy** plugin is installed in the controller, the energy data needs to be mapped to the energy groups to get them visible in the mobile application. See more in Energy Plugin Installation/Update, page 111.

Back up your system after the configuration of all required equipment items.

Back up after each energy configuration update.

The following image illustrates the flow of energy in your home:



Important:

The **Energy** section will only be displayed in your app when you have configured at least the **GRID** and a minimum of one additional load in the **Energy** plugin.

A section called **Energy** is created in the controller under the **Trend logs** tab for each energy equipment, where trend logs are automatically stored. Data is reloaded from these logs in case of an internet outage. However, if the internet outage lasts longer than 12 hours, the data cannot be reloaded and will be lost. Trend logs in the controller are read-only and cannot be deleted by the user.

Grid

You have to map the grid, as off-grid solar installations are not supported.

It is necessary for the following monitoring:

- 1. Energy consumed from the grid.
- 2. Energy delivered to the Grid (if there are solar panels in the house). Various insights are calculated based on these data.

A device providing the grid energy data has to be connected to the controller, commissioned, and the following KNX objects provided:

- Active power: This is the actual power consumed or generated by the house (if solar panels are installed).
 Assign this KNX object **unit** with **W** or **kW**.
- Active energy produced by the grid (energy taken from the grid): It is the total cumulative energy consumed by the house.
 Assign this KNX object **unit** with **Wh**.
- Active energy taken by the grid (self-produced energy delivered back to the grid): This is the total cumulative energy produced by the house. It is required if the house can deliver energy back to the grid, e.g., if solar panels or a battery are installed.

Assign this KNX object **unit** with **Wh**.

NOTE: If you use a solar inverter to provide the data, see Supported Solar Inverters, page 122.

- If KNX objects are available, map them in the **Energy** plugin as follows:
- 1. In your web browser, open the **Energy** plugin for your controller.

- 2. Click + at the bottom right corner > click **Add equipment**. The form for creating new equipment pops up.
- 3. Fill out the **General** tab of the form as follows:

Title	Any name.
Power limit (W)	Alarm threshold (it is compared to Active power).
	0 = The alarm is not set.
Self-consumption	Check the attribute if solar panels or a battery are installed.
Reverse direction	Leave the attribute unchecked

NOTE: If energy can be delivered from the house to the grid, check **Self-consumption**. Otherwise, leave it unchecked.

NOTE: Leave **Reverse direction** unchecked. You will find later in the mobile application if the power direction is correct. If not, get back to this attribute and check it.

4. Click the **Objects** tab and fill it out as follows:

Kostal inverter example	
Active power	Active power
Energy produced by grid to house	Energy taken from the grid
Energy taken by grid from house	Self-produced energy delivered to the grid
Device status	Optional (the status will be displayed in the plugin)
	1 = OK/ 0 = failure

NOTE: If the energy cannot be delivered from the house to the grid, leave **Energy taken by the grid from the house** unfilled.

5. Click Save.

The grid (GRID) appears as an item on the equipment list.

6. Check the GRID (checkbox on the left) > click at the bottom left > click Add selected to room > choose to which room(s) you want the GRID added.

NOTE: Rooms have to be already created in **Touch Config**.

7. Click Add.

The mapped grid power and energy are available in \bigcirc (new tab) at the bottom right of the mobile application (Installing the Mobile Application, page 73).

Tap $\overset{\checkmark}{\leftarrow}$ in the app and check if the grid is monitored correctly:

- The power in Live view has to be displayed instantly.
- You need to wait for data history and let the system generate enough data to display in the app.

NOTE: After any update to the configuration in the **Energy** plugin, it is always necessary to completely close the app and open it again to see the latest update. If the data is not displayed correctly, see Energy Troubleshooting, page 122.

Solar Panels

Map this energy group only when a photovoltaic system is installed in the house.

An inverter delivering the energy data has to be connected to the controller, commissioned, and following KNX objects provided:

- Active power: It is the actual power generated by solar panels. Assign this KNX object **unit** with **W** or **kW**.
- Active energy: It is the total cumulative energy generated by solar panels. Assign this KNX object **unit** with **Wh**.

A photovoltaic string is a separate set of panels connected to a DC port of an inverter.

If there are more strings of solar panels, there are two ways of mapping:

- 1. Single: If KNX objects are the aggregation of all solar panels strings, then the mapping procedure below is done just once to create a single photovoltaic equipment.
- 2. Multiple: Inverters allow the connection of multiple strings at the same time. Inverters handle multiple strings differently. Some manufacturers offer the total sum of photovoltaic power in one object and the total sum of photovoltaic energy in the other. Other manufacturers report values for each string separately, so there is photovoltaic power string 1, 2, etc. In the second case, it is necessary to commission as many pieces of equipment as the number of strings installed in the system.

Photovoltaic strings	Energy plugin mapping
1	One instance of photovoltaic equipment (power, energy).
2, aggregated	One instance of photovoltaic equipment with power and energy values aggregated by an inverter.
2, non-aggregated	 Two instances of photovoltaic equipment: 1 (power 1, energy 1) 2 (power 2, energy 2) The system aggregates the values and displays sums in the mobile application.

If an **object combines energy values** from multiple photovoltaic strings and **separate power objects** of individual photovoltaic strings, then the energy object is assigned only to the first instance of photovoltaic equipment.

Example:

- Solar panels 1: Active power 1, Active energy All
- Solar panels 2: Active power 2, –

If KNX objects are available, map them in the Energy plugin as follows:

- 1. In your web browser, open the Energy plugin for your controller.
- 2. Click + at the bottom right corner > click **Add equipment**. The form for creating new equipment pops up.
- 3. Fill out the **General** tab of the form as follows:

Title	Any name.
Power limit (W)	Alarm threshold (it is compared to Active power).

4. Click the **Objects** tab and fill it out as follows:

Kostal inverter example	
Active power	Active power.
Energy produced	Active energy.
Device status (1 Bit)	Optional (the status will be displayed in the plugin).
	1 = OK/ 0 = failure

5. Click Save.

The solar panels (Photovoltaic) appear as an item on the equipment list.

Check the Photovoltaic (checkbox on the left) > click at the bottom left > click Add selected to room > choose to which room(s) you want the photovoltaic added.

NOTE: Rooms have to be already created in Touch Config.

7. Click Add.

The mapped solar panel's power and energy are available in the mobile application.

Tap \checkmark in the app and check if the solar panels are correctly monitored:

- The power in the Live view has to be displayed instantly.
- For data history, you need to wait for the system to generate enough data to display in the app.

NOTE: After any update to the configuration in the **Energy** plugin, it is always necessary to completely close the app and open it again to see the latest update. If the data is not displayed correctly, see Energy Troubleshooting, page 122.

Battery

The battery is an energy storage device that keeps energy for later use. It is usually connected directly to an inverter. The inverter manages its regime and provides energy data.

The inverter delivering the energy data has to be connected to the controller, commissioned, and the following KNX objects provided:

- Active power: This is the actual power charged or discharged from the battery. Assign this KNX object unit with W or kW.
- Active energy charged to battery: It is the total cumulative energy charged to the battery.

Assign this KNX object **unit** with **Wh**.

- Active energy discharged from battery: This is the total cumulative energy discharged from the battery. Assign this KNX object **unit** with **Wh**.
- State of charge: This is the actual percentage level of battery charge. Assign this KNX object **type** with **scale** (05.001 1-byte integer).

NOTE: If you use a solar inverter to provide the data, see Supported Solar Inverters, page 122.

If KNX objects are available, map them in the Energy plugin as follows:

- 1. In your web browser, open the Energy plugin for your controller.
- 2. Click + at the bottom right corner > click **Add equipment**. The form for creating new equipment pops up.

3. Fill out the **General** tab of the form as follows:

Title	Any name
Power limit (W)	Alarm threshold (it is compared to Active power).
	0 = The alarm is not set.
Self-consumption	The attribute has to be checked.
Reverse direction	Leave the attribute unchecked.

NOTE: Leave **Reverse direction** unchecked. You will find later in the mobile application if the charging and discharging are correct. If not, get back to this attribute and check it.

4. Click the **Objects** tab and fill it out as follows:

Kostal inverter example	
Active power	Active power.
Energy taken (required for consumption calculations)	Active energy charged.
Energy produced (required for consumption calculations)	Active energy discharged.
Device status	Optional (the status will be displayed in the plugin).
	1 = OK/ 0 = failure
State of charge (05.001 (scale, 1-byte integer))	Battery charge level in %.

5. Click Save.

The battery (Energy Storage System) appears on the equipment list.

NOTE: Rooms have to be already created in Touch Config.

7. Click Add.

The mapped battery power and energy are available in \bigcirc (new tab) at the bottom right of the mobile application.

Tap $\overleftarrow{\bigtriangledown}$ in the app and check if the battery is monitored correctly:

- The power values in a Live view have to be displayed instantly.
- You need to wait for data history and let the system generate enough data to display in the app.

NOTE: After any update to the configuration in the **Energy** plugin, it is always necessary to completely close the app and open it again to see the latest update. If the data is not displayed correctly, see Energy Troubleshooting, page 122.

Electrical Appliances

When dealing with electrical appliances, it is essential to understand their energy consumption. The electrical appliance can be any household appliance that consumes energy to meet its purpose (e.g., washing machine, boiler). You have to map the appliances as described further.

A device providing the energy data of your appliance, such as an energy meter, smart socket, or smart plug, must be connected to the controller, commissioned, and the following KNX objects provided:

- Active power: This represents the actual power consumed by the appliance. Assign the KNX object unit with either watts (W) or kilowatts (kW).
- Active energy consumed: This reflects the total cumulative energy consumed by the appliance over time. Assign the KNX object unit with watt-hours (Wh).

If KNX objects are available, map them in the **Energy** plugin as follows:

- 1. In your web browser, open the **Energy** plugin for your controller.
- 2. Click + at the bottom right corner > click **Add equipment**. The form for creating new equipment pops up.
- 3. Fill out the General tab of the form as follows:

Title	Any name.
Power limit (W)	Alarm threshold (it is compared to Active power)-
	0 = Alarm is not set.

4. Click the **Objects** tab and fill it out as follows:

Active power	Active power.
Energy taken (required for consumption calculation)	Consumed energy.
Device status (1 Bit)	Optional (the status will be displayed in the plugin).
	1 = OK/ 0 = failure

5. Click Save.

The appliance appears as an item on the equipment list.

- Check the appliance (checkbox on the left) > click at the bottom left > click
 Add selected to room > choose to which room(s) you want the electrical appliance added.
 - NOTE: Rooms have to be already created in Touch Config.
- 7. Click Add.

The mapped appliance power and energy are available in \swarrow (new tab) at the bottom right of the mobile application.

- The values in the Live view have to be displayed instantly.
- You need to wait for data history and let the system generate enough data to display in the app.

NOTE: After any update to the configuration in the **Energy** plugin, it is always necessary to completely close the app and open it again to see the latest update. If the data is not displayed correctly, see Energy Troubleshooting, page 122.

Electric Vehicles

The mobile application supports Schneider's EVlink Pro AC chargers and the **Charge Now** functionality (scheduling is currently not supported). To set it up, you have to map the EVlink Pro AC charger as any other household appliance in the **Energy** plugin.

The charger has to be connected to the controller, commissioned, and the relevant KNX objects provided.

Once the required KNX objects are available, map them in the **Energy** plugin as follows:

- 1. In your web browser, connect to your controller and open the Energy plugin.
- 2. Click + at the bottom right corner > click **Add equipment**. The form for creating new equipment pops up.
- 3. Fill out the General tab of the form as follows:

Title	Any name.
Power limit (A)	Alarm threshold (it is compared to Power)
	0 = Alarm is not set.
Reverse direction	Leave the attribute unchecked.

4. Click the **Objects** tab and fill it out:

Status (Charger register)	Status of the charger
Charging set point (Charger register)	Charging speed (A)
**Charging start	Start of charging (s)
	4-byte unsigned integer
**Charging stop	End of charging (s)
	4-byte unsigned integer
Power (Charger register)	Power of the charger (kW)
Energy (Charger register)	The cumulative amount of electrical energy consumed by the charger since the installation of the application/operation of the charger (kWh)
**Consumed on last charge	The energy used during the last charge (kWh)
	4-byte floating point
**Transaction time	Charging time (s)
	4-byte unsigned integer
Remote command (Charger register)	Control commands for the charger (start, stop, pause)
**Device status	Communication status of the charger with the controller (1/0)

NOTE:

- Objects labeled as Charger register are obtained from the charger via Modbus protocol (see Supported Chargers for Electric Vehicles, page 123).
- **: You must create these objects in your controller preferably as virtual objects.
 For practical reasons, name the objects created in the controller the
 - same as in the table above so there are no doubts when mapping.
- 5. Click Save.

The appliance appears as an item on the equipment list.

Check the appliance (checkbox on the left) > click at the bottom left > click Add selected to room > choose to which room(s) you want the charger added.

NOTE:

Rooms already have to be created in **Touch Config**.

7. Click Add.

The mapped appliance power and energy are available in \checkmark (new tab) at the bottom right of the mobile application.

Tap \mathcal{C} in the app and check if the appliance is monitored correctly:

- The values in the Live view have to be displayed instantly.
- You need to wait for data history and let the system generate enough data to display in the app.

NOTE:

After any update to the configuration in the **Energy** plugin, it is always necessary to completely close the app and open it again to see the latest update. If the data is not displayed correctly, see Energy Troubleshooting, page 122.

Aggregated Equipment

You can combine individual household appliances or devices into one aggregated equipment. This is useful if you want to monitor, for example, the total energy consumption for lighting. When several families live in the house, you can use this tool to determine how much electricity each consumes.

Aggregated equipment is displayed on the equipment list at the bottom of the screen in the **Energy** plugin. You can also see it in the application as another load.

You create aggregated equipment as follows:

- 1. In your web browser, open the Energy plugin for your controller.
- 2. Click + at the bottom right corner of the screen > click **Add aggregated** equipment. The form for creating new aggregated equipment pops up.
- 3. Fill out the form as follows:

General	Objects	
Title: Name of the equipment.	Mandatory	Optional
Equipment type: Select the type of the device.	Active power: The actual consumed or delivered power. Unit = W (Watt) or kW. Select all the power group addresses for the aggregated equipment.	 Device status: It maps the KNX object status register of the equipment. The status is displayed in the plugin: 1 = ok/0 = failure. Select all the status group addresses for the aggregated equipment.
Rooms: Select your room.	Energy taken : The total cumulative active energy consumed by equipment. Select all the energy group addresses for the aggregated equipment.	

NOTE: Fill in the same number of group addresses into the **Active power** and **Energy taken** fields. Maximum limit: 10 group addresses per field.

Virtual equipment address = collectively represents the individual aggregated addresses from the **Objects** tab so you can see them all as one piece of equipment in the **Energy** plugin and the application. Fill in only one item in each box.

4. Click Save.

The **Aggregated equipment** appears as an item on the equipment list of the

Energy plugin. The mapped **Aggregated equipment** is available in \mathcal{C} (new tab) at the bottom right of the mobile app.

Energy Data Update Optimization

Frequent reporting of energy data might overload the controller CPU, delaying the update of power or energy data in the mobile app.

For example, when an energy meter reports insignificant power deviations (e.g., 701 W, 699 W, 702 W).

It is better to prevent CPU overload as it causes further related problems (delays and limitations).

There are several ways how to limit the frequency of reporting:

- Adjust the update period in the energy meter.
- For Modbus devices in the Mapping device set Value send delta to report only significant value deviation in the controller (e.g. 10% of nominal power).

PowerTag - Device 4 - Total active power	PowerTag - Device 4 - Total active power	
58/1/1 PowerTag - Device 4 - Total ac 💌 🔶 Does not apply to virtual objects		
		5 For 50 W nominal
W		
	PowerTag - Device 4 - Total active power 58/1/1 PowerTag - Device 4 - Total active Does not apply to virtual objects 5 For 50 W nominal W	

For Modbus devices, increase the Poll interval in the controller.

Connection type	O RTU	1 O RTU 2	O RTU 3	TCP/IP
Name:				
Status object:				 ★
Write to bus:	Do	es not apply	to virtual ob	jects
Profile:				~
IP:				
Port:	502	~		
Persistent connection:				
Device address:	1	~		
Poll interval (seconds):	5	~		
Timeout (seconds):		~		
Default timeout is 0.5	second	s for RTU an	d 3 seconds	for TCP

Equipment Editor

The table below provides descriptions for each of the input fields in the editor form:

Title	Name of the equipment: E.g., My boiler.
Equipment type	Type of the device: Grid, solar panel, battery, or an electrical appliance.
Self-consumption	If solar panels or batteries are installed in the house, you must set this parameter if the equipment is a battery or grid.
Reverse direction	 The parameter reverses the power flow for a battery or the grid. If the battery indicates charging and, in fact, it is discharging (or vice versa), you have to swap this attribute. If the grid indicates power being delivered from the house to the grid, but, in fact, the power is delivered from the grid to the house (or vice versa), you have to swap this attribute.
Power limit	Alarm threshold for Active power Unit = W (Watt)

A - 4 ¹	The set of
Active power	i ne actual consumed or delivered power.
	It has to be assigned for all equipment types: The grid, solar panels, a battery, and electrical appliances.
	Unit = W (Watt) or kW
Energy taken	The total cumulative active energy consumed by equipment.
	It has to be assigned to all types of energy-consuming equipment: The grid, batteries, and electrical appliances.
Energy produced	The total cumulative active energy delivered by equipment.
	It has to be assigned for all equipment types that can deliver energy: The grid, solar panels, and a battery.
Device status	Optional.
	It maps the KNX object status register of the equipment. The status is displayed in the plugin: 1 = ok / 0 = failure.

Typical User Scenarios

These scenarios may typically occur in real installations (the list is not exhaustive):

Scenario	Action
1. A user wants to stop monitoring a household appliance (e.g., a washing machine) and wants to remove it from history.	An installer deletes the respective equipment in the Energy plugin. By doing so, the historical data will be deleted forever.
2. A user wants to stop monitoring a household appliance (e.g., a washing machine) but wants to preserve its history.	An installer deletes the power and the energy - the KNX objects of the respective equipment.
3. A user decides to replace the monitoring of one household appliance (e.g., a washing machine) with another (e.g., a dryer) using the same energy meter (e.g., smart socket).	An installer physically disconnects the monitored household appliance and connects the other household appliance. Then the installer creates new Energy consumer equipment and maps the respective KNX objects. If a user wants to preserve the history of the recently monitored household appliance, follow Scenario 2: otherwise, follow Scenario
	1.
4. An energy meter linked to monitored equipment is broken down and needs a replacement.	An installer replaces the damaged energy meter and commissions a replacement meter to the controller.
	In the Energy plugin, the installer maps KNX objects of the new energy meter to the monitored equipment.

Energy Plugin Uninstallation

- Check the **Equipment list** first and delete all configured equipment items before uninstalling the plugin.
- Do not uninstall the plugin if any of the equipment items remain configured.
- Back up the system after each energy configuration update.
- An accidental uninstallation of the plugin may lead to irreversible data and configuration loss unless you restore the system.

Energy Troubleshooting

Description	Corrective action
The Energy tab does not appear in the application.	Make sure you are monitoring the grid and at least one more load. Those two devices need to be correctly configured with all required KNX objects.
	If the Energy tab is still not shown, go to Settings > Home Management , select your Home > tap Home Address > edit the address. Tap the target icon at the bottom right of the map to get a precise location and save the changes.
In the Live view, the grid shows delivering power instead of receiving, or vice versa.	Go to the Energy plugin and edit the grid equipment. Swap the attribute Reverse direction .
In the Live view, the battery shows charging instead of discharging, or vice versa.	Go to the Energy plugin and edit the battery equipment. Swap the attribute Reverse direction .
In the History view, the grid shows lower Grid consumption and higher Production sold than expected, or vice versa.	Go to the Energy plugin and edit the grid equipment. Swap the objects in the input fields: Energy taken and Energy produced .
In the History view, the battery shows lower Battery used (discharged) and higher Battery (charged) than expected, or vice versa.	Go to the Energy plugin and edit the battery equipment. Swap the objects in the input fields: Energy taken and Energy produced .
The grid, battery, or solar panel is missing in the Live view.	 Restart the mobile application. Go to the Energy plugin and check that a room was assigned to the missing equipment.
In the History view in Load consumption tab, an appliance consumed energy is missing.	 A room has not been assigned to the appliance in Energy plugin. → Go to the plugin and check that a room was assigned to the appliance. It may not have been long time enough for the appliance to measure any margin in consumption. → Wait and check the consumption of the appliance later. NOTE: The six most consuming appliances display for a given period. The other appliances are aggregated as Others.
In the Live view, power is updated with a significant delay. In the History view, energy data are missing for some hours, followed by a significant energy peak.	There may be frequent reporting on KNX objects, and the controller cannot process them on time. → see Energy Data Update Optimization, page 120.
The inverter native app shows slightly different values of power or energy than the mobile app.	Go to the Energy plugin and edit the grid equipment. Check that the attribute Self Consumption is set. This is caused by multiple factors, such as the frequency of data updates (e.g., much lower in the Solax inverter), a different way of calculating load consumption, etc.

Supported Solar Inverters

The list is not exhaustive.

KOSTAL Plenticore

A **Modbus** profile is available for this model of an inverter: KOSTAL-Plenticore. json.

The following registers shall be mapped to KNX objects from the profile (battery registers shall be mapped only if a battery is available):

Modbus register	Modbus address	Designation
Total Active Power (power meter)	252	Grid: Active power
Total Home Consumption Grid	112	Grid: Active energy produced by the grid (energy taken by house)
Total energy AC-side to grid	1064	Grid: Active energy taken by the grid (energy produced by house)

Total DC power (sum of all PV inputs)	1066	Solar panels: Active power (all strings)
Total DC PV energy (sum of all PV inputs)	1056	Solar panels: Active energy (all strings)
Actual battery charge/discharge power	582	Battery: Active power
Total DC charge energy (DC-side to battery)	1046	Battery: Active energy charged to battery
Total DC discharge energy (DC-side from battery	1048	Battery: Active energy discharged from battery

NOTE: This profile has been tested with the KOSTAL Plenticore inverter. For compatibility with other models, contact KOSTAL's technical support.

Solax X3 G4

A **Modbus** profile is available for this model of an inverter: Solax_X3_G4.json.

The following registers shall be mapped to KNX objects from the profile (Battery registers shall be mapped only if a battery is available):

Modbus register	Modbus address	Designation
Feed-in power(meter)	70	Grid: Active power
Consumed energy total	74	Grid: Active energy produced by the grid (energy taken by house)
Energy total to grid	72	Grid: Active energy taken by the grid (energy produced by house)
PV 1 power	10	Solar panels: Active power (string 1)
PV 2 power	11	Solar panels: Active power (string 2)
Solar energy total	148	Solar panels: Active energy (all strings)
Battery power	22	Battery: Active power
Input energy charge	33	Battery: Active energy charged to battery
Output energy charge	29	Battery: Active energy discharged from battery

NOTE: The profile has only been tested with the Solax X3 G4 inverter range. It may work with older devices as well. For further queries regarding device compatibility, contact Solax's technical support.

Supported Chargers for Electric Vehicles

EVlink Pro AC

For the EVlink Pro AC charger, the following registers shall be mapped to KNX objects:

Modbus register	Modbus address	Designation
OCPP Status	150	Status
Set Point	4003	Charging set point
Power Active Phase TOT	3059	Power
Energy Active TOT	3203	Energy
Set command	4001	Remote command

Supported Energy Meters

The list is not exhaustive.

PowerTag Modbus 1-phase

For PowerTag Modbus 1-phase energy sensor, the following registers shall be mapped to KNX objects:

Modbus register	Modbus address	Designation
Voltage	3020	RMS voltage
Frequency	3126	Frequency
Current Lx	-	RMS current (channel X)
Active Power Lx	-	Active power (channel X)
Lx Active Energy Delivered	-	Active energy delivered (channel X) is the absolute energy accumulator when Active power has a positive value.
Lx Active Energy Received	-	Active energy received (channel X) is the absolute energy accumulator when Active power has a negative value.
Partial Lx Active Energy Delivered	-	A resetable register of Active energy delivered (channel X).
Partial Lx Active Energy Received	-	A resetable register of Active energy received (channel X).
Clear Energy	6000	Write 21920 to clear all partial active energy registers.
Power Factor Lx [-1,1]	-	Power factor in the range – 1 to 1 (channel X).
Power Factor Lx [-2,2]	-	Power factor in the range – 2 to 2 (to indicate capacitive or inductive load, channel X).
Lx Direction	-	Write 1 to change the active power direction (from positive to negative or vice versa, channel X).
Lx CT	-	The current coil rate, only 80A is supported.

FAQ

General

In which countries is the application available?	The app is available in the countries listed here: Wiser KNX App Availability, page 13.
Is the application replacing the legacy Wiser KNX app?	Yes, the legacy Wiser KNX application has been phased out and removed from the Google Play and Apple App Store.
I was using the previous Wiser KNX app and want to migrate to the new Wiser KNX app. What should I do?	 Update the firmware of your controller to the latest one available. Install and enable the Cloud Connector and the KNX loT 3rd party API which are available in the Marketplace of your controller. Download the new Wiser KNX app from the Google Play or iOS Appstore. Login using the same credentials for remote access in Wiser KNX app.
I am using the PC/tablet visualization at home. Does the new mobile application support this?	No. The new mobile application provides a widget-based solution to control your installation, allowing you to create schedules, moments, and automations, and receive push notifications from your phone. The PC/ tablet visualization remains accessible through any browser while connected to the local network.
How does the new app differ from the previous app?	The new mobile application provides an enhanced user experience compared to the previous app. It is simpler and faster, and it provides you with many more functionalities at the tip of your hands. You will be able to create and edit your schedules and moments and receive push notifications for the devices you would define. And this is just the beginning. In future app releases, we will deliver many more new functionalities.
How can I delete my account?	You can delete your account directly within the mobile application. Refer to Delete My Account, page 81.

Controller (Refer to the controller user guide: here)

Is it possible to use the controller without being connected to the Internet?	Yes, the controller can operate without an internet connection, using the touch panel as a user interface to control and monitor connected devices.
	Additionally, the controller can run schedules, automations, and collect and display data locally. However, without an internet connection, users will lose access to cloud-based services, such as remote control and monitoring, energy management, and third-party services like Alexa or Google Home voice control.
I'm about to move out of a Wiser for KNX equipped home, do I need to do something to ensure my data remains secure?	The data are linked to the controller, so you will need to delete the data before handing over access to the controller. Consider deleting the following data:
	1. Energy data (with your mobile application)
	2. Trends (with the controller web server)
	3. Logs (with the controller web server)
	4. User-specific moments and automations (with your mobile application)
	5. Delete your user account linked to the controller if no other controllers are linked to the account (within your mobile application)
	You can export trends and logs before deleting them. For the export of energy data, please contact our customer service.
	If you don't have access to the controller web server, please contact your system integrator.
I'm a new occupant in a Wiser for KNX equipped home, what can I do to ensure that former occupants do not retain access?	You will need to ensure that the former occupant has decommissioned the controller from their account. To verify this, create an account in the mobile application and commission the controller to your account. Additionally, with your account, check that no other accounts are shared with the controller.
	NOTE: The controller is commissioned properly only when it is accessible from the main page of the mobile application.
	Please contact the system installer of your new home to check on the topic.
	NOTE: Changing the account will also lead to disabling all third-party services.

Controller (Refer to the controller user guide: here)	
I'm about to ship a Wiser for KNX controller or a KNX device for technical support, do I need to do something before, to ensure my data remains secure?	Majority of KNX devices don't require any special handling to ensure data will remain secure as they typically do not store the data.
	For the Wiser for KNX controller, please discuss the topic with the technical support before sending the device.
I'm about to decommission a Wiser for KNX controller or a KNX device, do I need to do something before, to ensure my data remains secure?	Majority of KNX devices don't require any special handling to ensure data will remain secure as they typically do not store the data. However, unloading application and address is a good practice when the device will be used in another installation. For this reason, please contact your installer.
	Regarding Wiser for KNX controller decommissioning, you have the following options:
	Do the factory reset of the controller.
	Remove the SD card from the controller.
	Consider deleting the following data:
	 Energy data (with your mobile application)
	 Trends (with the controller web server)
	 Logs (with the controller web server)
	 User-specific moments and automations (with your mobile application)
	NOTE: Before you proceed with any of the options, you can export trends and logs. For the export of energy data, please contact our customer service.
	 Unlink the controller from your user account via the mobile application (see the Home Management, page 89 chapter).
	 If no other controllers are linked to your user account, consider deleting your entire user account.
	If you don't have access to the controller web server, please contact your system integrator.

Managing Third-Party Voice Assistant Permissions and Control

I would like to remove ability of third-party voice assistant to control system devices; how to do this?	For Alexa and Google Home, go to the respective voice assistant application and unlink the associated Wiser for KNX skill/service.
I would like to review and manage third parties who have permission to access my setup; how to do this?	In urgent need, disable the Cloud connector plugin in your controller. If you want to remove the ability to control some devices, disable the voice control for the devices in the Touch plugin.
	For Apple Homekit, delete the HomeKit plugin from your controller.
	Third-party permissions cannot be listed or managed within your mobile application. You need to check the permissions directly with the third parties.
	For detailed information on Alexa and Google Home voice control, please refer to the relevant application notes. For the HomeKit plugin, consult the corresponding chapter in the controller's user guide.
	You can find the links to all documents in About the Document, page 10 chapter > Related Documents section.

Multifactor Authentication (MFA)

How can I disable multifactor authentication?	Go to Settings > Account > Multifactor authentication and disable this feature. See the Multifactor Authentication, page 79 chapter for more details.
I want to disable multifactor authentication but can't do it for various reasons in the mobile app. What should I do?	If you are unable to disable multifactor authentication in the mobile app, please contact the Schneider Electric Customer Care Center.

Widgets

Which widgets are supported in the Touch plugin?	The list is available here: Widget Configuration, page 23.
Are all the widgets in Touch visualization supported in the new mobile application?	No. Some of the widgets available in Touch are meant to be used in bigger displays (like text displays or showing ULR). For others like custom, it's not feasible to adapt them to the new mobile application. Others (like music, Sonos, and Revos) will be supported later.
Why can't I see my customizations (color, size, backgrounds) in the widgets I created in Touch in the new mobile application?	The main idea for the mobile application is to allow faster access and control of your widgets. If you need customized Touch widgets or the PC/ Tablet visualization, you can always access them by connecting to your

FAQ

	controller through your web browser, but only from your local network (at home).
The widgets in the app show incorrect configuration. What should I do?	This message is displayed when the widget does not have all the required parameters (KNX group objects) filled. Once the missing parameters are added in Touch, the widget will work.
Why do I see my multi-widget split in the mobile app?	To offer better control of each of the loads supported by the multi-widget, those have to be split. By default, they will keep the same name of the widget and add a number at the end $(1, 2, 3, etc)$. Those names can be renamed in the mobile application.
How can I access my most frequently used widgets faster?	Access any widget that you would like to bookmark as a favorite and tap the star at the top right of the detail screen. That widget now appears in the Favorite Room in the app that will be shown by default every time you open the app.
Why do some of my widgets show a number after the name?	Multi-widgets like Light Switch, Dimmer, and Socket are shown as a single widget in Touch , but each channel is broken down into individual widgets in the mobile application. You can always rename the channels differently so they display with their specific names in the mobile application.

Rooms	
How can I rename my rooms?	In Settings , access the Rooms section and tap the room you want to rename. The default rooms whose names can't be changed are: All and Favorites .
How can I change the order of the rooms?	On your home screen, you have to tap three dots () at the top right next to the rooms and then drag and drop to reorder how you want your rooms displayed on the Home screen.

Floors

How can I see my floors in the mobile application?	By default, all rooms in the installation are shown on the same level in the mobile application. To enable floor-level navigation (as in Touch visualization), go to Settings > Floors and Rooms and enable it.

Moments

How can I access my moments faster?	In Settings > Home Screen > Show Moments , you can enable the option so that your moments can be displayed on the home screen.
How can I change the order of the moments?	In the Automation tab, tap the 3 dots () at the top right and then drag and drop to reorder the way you want the moments displayed on the Moments screen.
I can not edit all the moments displayed in the app.	There are two different types of moments:
	 KNX scenes: Created in ETS or eConfigure. They are linked to the scenes widget in the Touch visualization. They are displayed in the app with no icon and no edit options.
	 Controller scenes: Created in the controller using the Configurator. The mapping exists only between scene actions and KNX group objects. The logic is evaluated in the controller. They are displayed in the app with no icon and no edit options. They can be hidden in the mobile app by clicking the Home icon on the Moments screen.
	3. Moments: You create them in the app, and you can assign icons and edit them anytime from the mobile app.

Automations	
What is the difference between moments and automations?	Moments are similar to scenes and are triggered manually. Automations are actions triggered based on conditions like time, weather, or a device status change.
What are some examples of automations I can set up at home?	You can open your blinds at sunrise and close them at sunset. This way, closing, and opening automatically adapt during the year. (If done through schedules, the opening and closing are based on a fixed time). You can set the lights to turn on when the garden motion sensor detects motion ONLY during weekdays or weekends during a specific period. If you have a weather station at home, you can set the automation so that if the wind speed is above a certain threshold, your blinds open to prevent them from being damaged by strong winds.
Why don't I see the Automations feature in my mobile app?	First, you need to install the Automations plugin in the controller. This plugin is available in the controller's Marketplace. Before installation, enable automatic updates to ensure you always have the latest version of the Automations plugin.

Weather panel

Where is the weather information coming from?	An Internet service provider provides weather information by default once you have defined the address where your controller is located.
How can I hide the weather information from the Home screen?	If you don't want to see the weather information on the Home screen, you can hide it in the settings.
I have a weather station in my home. Can I use its weather information instead?	Yes. By default, the weather information from the Internet service provider is shown, but if you have a weather station in your home with its widget in Touch, you can always choose to use its information instead. To do so, you have to go to Settings > Home screen > Weather Panel > check Show Weather panel > check Use weather station information > select your weather station > tap Save.

Message Center

What is the Message Center for?	The Message Center is where you will see the notifications that the platform has sent you, regarding changes in the status of devices, alarms, or other notifications about the platform, like new firmware availability, etc.
Do all notifications in the Message Center trigger a push notification?	Yes. You can always define which type of notifications you would like to receive.
Can I select which notifications I can receive?	Yes, in Settings > Account > Notifications , you can define which devices and in which cases they should trigger a notification. For instance, if you have multiple motion sensors, you can enable notifications for all of them or only for selected ones. Furthermore, you can customize your notification preferences for automations. For each automation you wish to receive notifications from, simply include the action <i>send a notification</i> .
Why can I only see one notification per device?	In the Message Center , only the last notifications of each device are displayed. If a new notification for the same device arrives, it overwrites the previous one (you will see the time stamp for the latest one). You can delete notifications by swiping them from right to left.
If I have more than one controller associated with my account, can I receive notifications for both controllers?	Yes, you can decide which homes you want to receive notifications for. If you receive more than one, you can filter and see the notifications for each home in the Message Center .

Home Management

Can I access different Homes from the same account?	The Home Management feature lets you link a second Home to one account.
I have a new device, and/or I want a family member to have access.	With Home management , you can expand your control by adding a secondary controller to your main account. Additionally, you can invite other users to access your controller. Please visit the Home management, page 89 section for more info.
Do I need to share my account with my family members, or can each have their account?	With Home Management , you can expand your control by adding a secondary controller to your main account. Additionally, you can invite other users to access your controller. For instance, each family member can set up their account. Once this is done, you can add their respective email addresses associated with these accounts, granting them access to your installation. Furthermore, you can customize access permissions for specific rooms and, if necessary, restrict their access until a specific date.

Energy		
Why can't I see the Energy tab in my mobile app?	You need to have the Energy plugin (available for download in the Wiser for KNX controller marketplace) installed and configured first.	
	You have to set up at least one device to measure the energy from the Grid and at least one more load.	
	Even if the above is done, and you still do not see the Energy section, refresh the controller location. To do so, go to Settings > Home Management , select your Home > tap Home Address > edit your home address. Tap the target icon at the bottom right of the map to get a precise location and save the changes.	
I have photovoltaic at home, and my inverter does not seem to be supported.	We currently support Kostal and Solax, but we will add others periodically.	
	If you have advanced knowledge of Modbus registers, you can map the required objects to your controller and connect other Modbus inverters, too.	
I can not see the cost associated with my energy consumption.	You need to set up your tariff first.	
	Go to Settings > Tariffs and select your tariff.	
	Enter the details of your current contract and save changes.	
Which EV chargers are supported?	Currently, the app supports Schneider's EVlink Pro AC in the Charge Now mode.	
	We will soon enable support for the "Scheduling feature" and also support for Schneider's existing EVlink G4 charger.	
	In the future, others might be supported too.	

Licence Information

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