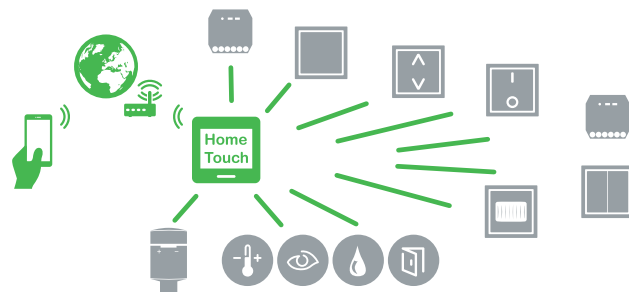




**merten™**

**WiFer™**

**Schneider**  
Electric



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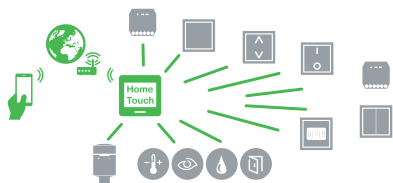
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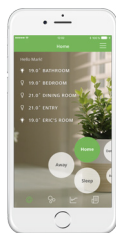
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Wiser system



Wiser app



Wiser Home Touch



Wiser micro modules

## Wiser in your home

Wiser is a convenient, flexible system for controlling your building functions.

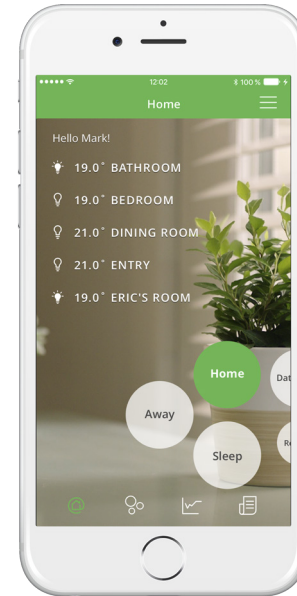
Wiser offers you a wide range of solutions for your home, which you can tailor according to your preferences and requirements. These start with simple control solutions for individual lights or blinds, all the way up to multi-device room control systems and even full home control systems.

You can conveniently set and run all these options via the Wiser app. You can also add a wide range of Wiser devices to the Wiser app on your smartphone or tablet.

Wiser maximises your convenience.

## The Wiser app

- Intuitive app for controlling lighting, blinds and heating
- Convenient status overview of all your connected devices
- Responds immediately to your actions
- Device pairing and setup in the app
- Moments in the Wiser system are the new way to program actions of one or more Wiser devices. Moments control your devices according to your requirements for particular occasions – whether you are at home or out and about, and whether you want to read, watch TV or go to sleep. Select the right moment in the app to trigger actions in multiple devices (scene function) – either manually or on a time switch.
- Individual settings for each device
- Enables software updates for your devices



## About this product information

This document provides an overview of the Wiser system, helps you with setup and contains information about the functions and settings of Wiser devices.

## The operating instructions

Always observe the information in our operating instructions for installation, operation and the technical data.







Operate your Wiser devices with ease and convenience in a single room.

The following options are available for this, for example:

- Wiser switching modules, dimmer modules and blind modules
- Battery-powered, free located switches, for example to operate the Wiser modules
- Push-button modules you can combine with a range of flush-mounted inserts
- Wiser sensors
- Your smartphone with the Wiser app

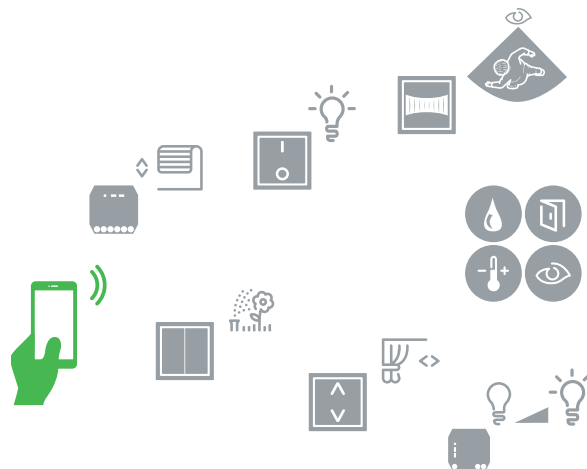
The devices are paired either with the Wiser app or with one another – depending entirely on your needs.

The Wiser devices and the app are connected via Bluetooth. In order for two Wiser devices to communicate, they must be within Bluetooth range of one another.

This also means that the room control system is not necessarily limited to a single room. Instead, the limits of the connection are defined by the Bluetooth range. If you have a connection to an adjacent room, for example, there is nothing stopping you from using the room control system to control another area as well.

You can control the room in just three steps:

- ① Install Wiser devices (see operating instructions)
- ② [Setting up the Wiser app](#)
- ③ [Pairing Wiser devices](#)



## Wiser room control

- Easy pairing of multiple devices with one another and/or the Wiser app
- Bluetooth transmission
- Devices must be within Bluetooth range

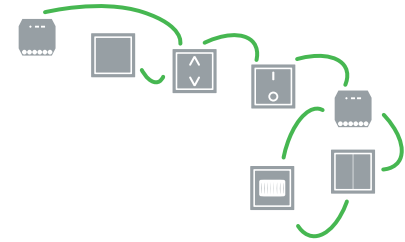


The room control system offers the following control options:

## Networked operation without the Wiser app

For specific situations, you can also set up a room control system using only Wiser devices – without the need for the Wiser app.

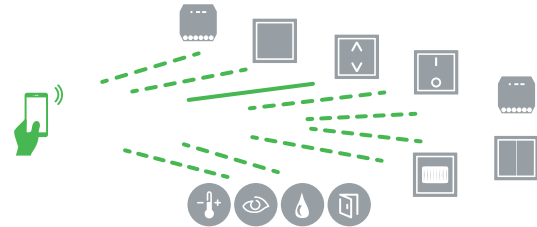
For example, you can use this method to connect the flush-mounted Wiser modules to one or more Wiser push-buttons, or you can pair two Wiser push-button modules to set up a simple two-way circuit without any additional wiring.



## Individual operation using the Wiser app

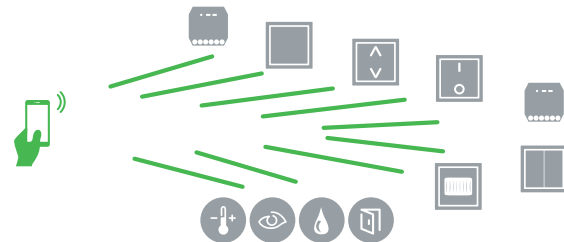
With the Wiser app, you can control all Wiser devices individually.

To do this, pair the device in question with the app. This will allow you to adjust specific settings and set actions to run automatically. To do so, simply set up individual time switches.



## Parallel operation using the Wiser app

With the Wiser app offers you can control multiple Wiser devices with a single operating step, just create a moment with multiple Wiser devices.



## Operation via Wi-Fi

Is a single room not enough for you?

Then why not use Wiser with the Wiser Home Touch to control functions in your entire building? You can do this using your own home network or from anywhere in the world via a cloud connection.

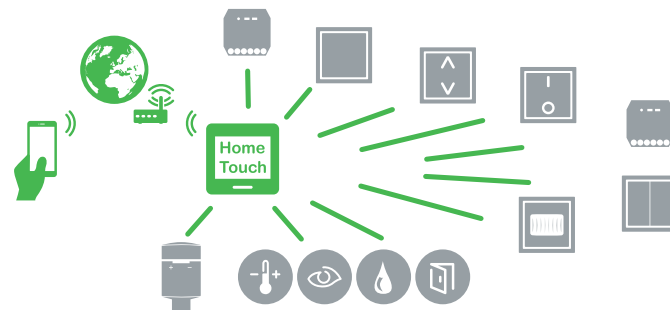
You can also connect all the Wiser devices you would use in a room control system for your home control system.

You can convert devices you have already used for room control (see [Converting Wiser devices](#)) so that they can be controlled via the Internet. In this way, you will no longer be restricted by the Bluetooth range of the devices.

You will need the following items to set up a home control system:

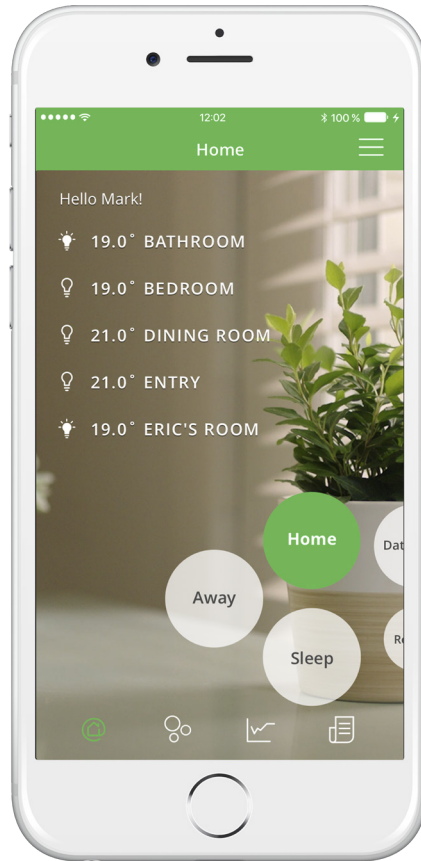
- Wiser devices
- The [Wiser Home Touch](#)
- Your own Wi-Fi router
- Your smartphone with the [Wiser app](#)

The Wiser Home Touch acts as the central transmission device in your Wiser network. It connects your smartphone to your Wiser devices via your router. In this system, your smartphone and Home Touch will communicate via Wi-Fi.



## + Wiser home control

- Easy pairing of multiple devices with the Wiser app
- Wiser Home Touch as a central communication element
- Wi-Fi transmission
- Wiser Home Touch setup in a few simple steps
- Worldwide access to your Wiser system (see [Wiser Home Touch](#))



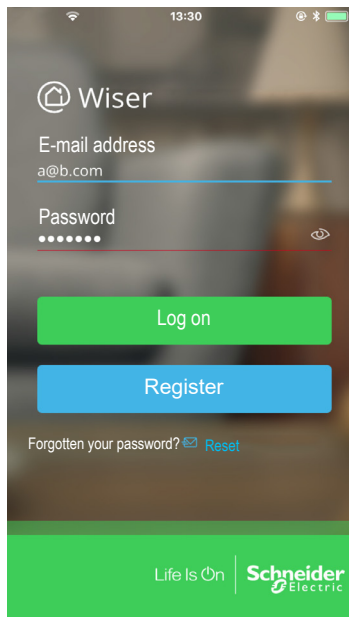
## Downloading the Wiser app

In order to configure and control your Wiser devices, you need the *Wiser app*. The *Wiser app* is designed for use on smart devices, such as smartphones and tablets.

- ① Open the *App Store* or *Google Play*.



- ② Search for the *Wiser app*
- ③ Download the *Wiser app* and install it on your smartphone.



## System requirements

Your smartphone must fulfil the following minimum technical requirements:

### Bluetooth interface:

Bluetooth Smart Ready V4.1 or higher

### Operating system:

Android™ Version 5.1 or higher

Apple® iOS 10.3 or higher

The compatibility of the interfaces with smartphones and tablets depends on the end device in question, and may change if the end device receives a new software version. Due to the large number of smart devices on the market, we cannot guarantee the unrestricted compatibility and functionality of your smartphone with the Wiser app.



## Creating a user account


You will need a user account in order to use the Wiser app. This account will allow you to log into the app so that you can connect it to your Wiser system.

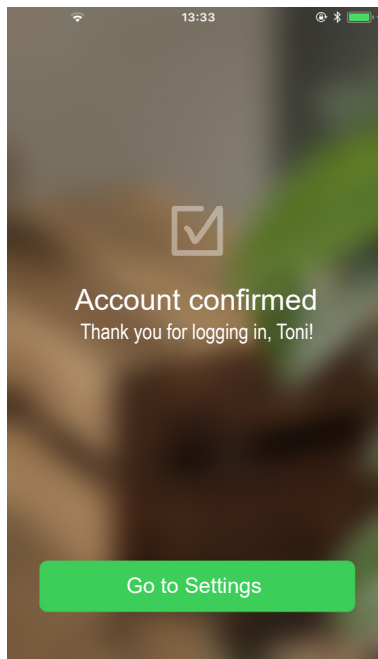
You'll create the account at Schneider Electric using the app for the first time.

The app will guide you through the registration process step by step.

- Enter your name
- Enter your email address
- Choose a password. The strength of your password is being checked while typing
- Accept the general terms and conditions
- Confirm your registration via a link that is sent to you by email.

Once you have registered successfully, you will be able to log onto Wiser using your name and password.

-  • You will not be asked to log in again unless you explicitly log out of the app. If you simply close the app, your login data will remain active.
- If you forget your password at any time, you can easily reset it and assign a new password.



## Setting up the GPS approval

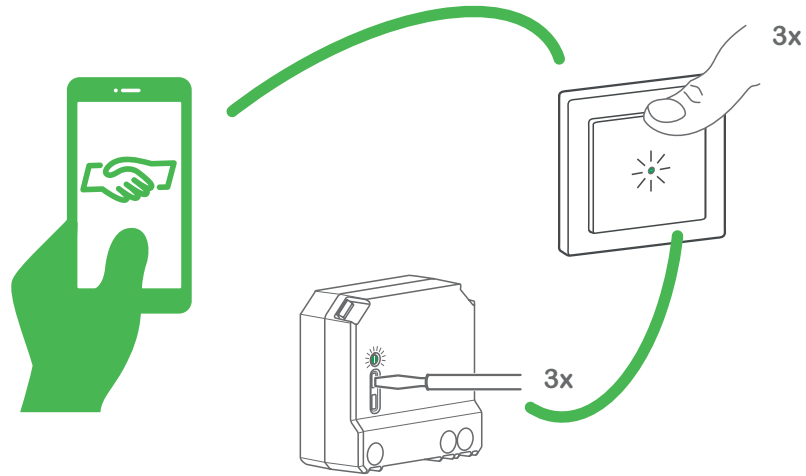
After you log onto the *Wiser App*, it will request your approval to access your Bluetooth connection and GPS location. GPS approval is required in order to use the Astro function, and is a prerequisite in the Android operating system for actively searching for Bluetooth devices. GPS approval is therefore mandatory for pairing with devices.



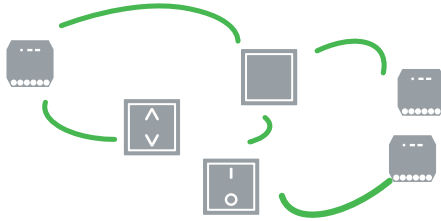
### Help with operation in the app

The Wiser app guides you through the setup of your Wiser system using step-by-step instructions.

It also provides explanations on operation and special functions.



## Pairing Wiser devices with one another



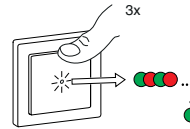
You can also control a Wiser device using another Wiser device, completely separately from the Wiser app. To do this, simply pair the two devices using Bluetooth.

Please note that you can only pair Wiser devices having the same functionality, which means for example, Wiser dimmers with one another or Wiser devices for blind control with one another.

## Pairing in two simple steps

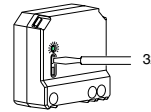
The pairing procedure is identical for all Wiser devices.

- 1 Activate pairing mode on the control device, e.g. a push-button. Therefore, press the pairing button three times.



The status LED will flash, alternating between red and green.

- 2 Activate pairing mode on the device you wish to control, e.g. a micro module. Therefore, press the pairing button three times.



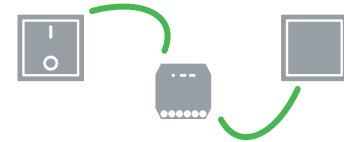
Once pairing has been completed successfully, the LEDs on the devices will flash green four times. The connected loads will be switched briefly as confirmation that the process was successful.

## Pairing failed?


If the pairing attempt fails, the LEDs on the devices will flash red four times. The connected loads will not react.

In this case, you should repeat the pairing procedure.

## Reciprocal pairing

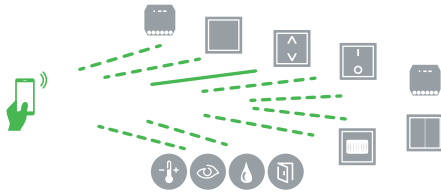


You can also set up a reciprocal pairing connection between two or more Wiser devices. This means that the devices will control one another like in a two-way circuit. To do this, repeat the pairing procedure for each additional Wiser device.

-  • Communication via Bluetooth is a factory setting for all Wiser devices.
- You can pair a maximum of 10 Wiser devices with one another.
- Pay attention to the order in which you pair the devices.
- Keep both devices within Bluetooth range of one another during the procedure.
- Pairing mode is active for 30 s.



## Pairing Wiser devices with the app



If you want to control your Wiser devices conveniently via your smartphone, you can pair them with the app via Bluetooth.

### Pairing in four simple steps

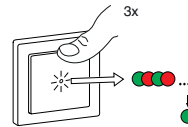
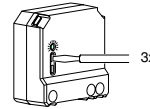
The pairing procedure is identical for all Wiser devices.

To do this, you will first need to install the [Setting up the Wiser app](#) and create a user account. The Wiser app will guide you through the pairing procedure step by step.

- ① Open the Wiser app.
- ② Select the "Add new devices" function.
- ③ Select the correct device type.



- ④ Activate pairing mode on the Wiser devices you wish to add. Press the pairing button three times.



Once pairing has been completed successfully, the LEDs on the devices will flash green four times. The connected loads will be switched briefly as confirmation that the process was successful.

### Pairing failed?

If the pairing attempt fails, the LEDs on the device will flash red four times. The connected loads will not react.

The Wiser app will also inform you that pairing has failed. In this case, you should repeat the pairing procedure.



- Communication via Bluetooth is a factory setting for all Wiser devices.
- You can pair a maximum of 10 smartphones with the Wiser device.
- Keep both devices within Bluetooth range of one another during the procedure.
- Pairing mode is active for 30 s.



## Firmware update

As soon as your Wiser devices are paired with the Wiser app, they will be updated regularly. This ensures continual improvement, maximum compatibility with new smartphones and expanded functionality.

The updates are carried out by updating the Wiser app. It is thus important to make sure that the Wiser app on your smartphone is always up to date.

## Resetting the device

In certain circumstances, it may become necessary to reset your Wiser device. There are three levels of resetting.

### Deleting the pairing information

Possible applications:

- If you have paired several Wiser devices with one another and you wish to remove a Wiser device from this room control system

Effects:

- Deletes all Bluetooth connection data

If you wish to use this function, you can use the pairing button on your device.

- ① Press the button three times in quick succession.
- ② Then hold the button down for more than 6 seconds.

The status LED will light up once green.

- ③ When it does, release the button.

The status LED will go out. The device's Bluetooth pairing information has now been deleted.

### Restoring the factory settings

Possible applications:

- If you wish to remove your Wiser device from a room control system **and**
- If you wish to delete your settings

Effects:

- Deletes all settings
- Deletes all moments
- Deletes all Bluetooth connection data

If you wish to use this function, go to the **Advanced settings** menu in the Wiser app and select **Reset settings**.

You can also use the pairing button on your device.

- ① Press the button three times in quick succession.
- ② Then hold the button down for more than 10 seconds.

The status LED will slowly flash red.

- ③ When it does, release the button.

The status LED will now light up continuously red. The device's default settings have now been restored.



## Resetting to Bluetooth

Possible applications:

- If you wish to remove your Wiser device from a home control system and convert it to room control (Bluetooth)

Effects:

- Deletes all settings and connections in the same way as a factory reset
- Deletes all connections to the home control system

You will find this function in the ***Advanced settings*** menu in the Wiser app.

You can also use the pairing button on your device.

- ① Press the button three times in quick succession.
- ② Then hold the button down for more than 20 seconds.

The status LED will flash red, slowly at first and then quickly after 10 seconds.

- ③ When it does, release the button.

The status LED will now light up continuously red. The device has now been reset to Bluetooth.





## Getting to know Wiser Home Touch

Wiser Home Touch is the central hub for your Wiser system. It connects your Wiser products to one another so that you can control them from anywhere you like using the Wiser app.

Wiser Home Touch is more than just an interface between the devices, however. Thanks to its full-colour touch screen, it can also be used as a controller when you don't have your smartphone to hand.

### *Home/Away/Sleep modes*

Set all of your Wiser devices to the same mode by simply tapping on the Wiser Home Touch screen.

### **Moments**

Load your favourite moments after setting them up in the Wiser app

Intelligent thermostat

When used in combination with the Wiser heating control system, Home Touch becomes an intelligent thermostat for your home.




## Installing Home Touch

Before installation, please read the operating instructions enclosed with your Wiser Home Touch. These explain in details all the steps you will need to perform.

### **Connecting Home Touch to the Wiser app**

Once installation is complete, you can connect Wiser Home Touch to your Wiser system. First, connect Home Touch to the Wiser app.

- ① Open the Wiser app.
- ② Select the "Add new devices" function.
- ③ Go to the **Connectivity** area and select Wiser Home Touch.

 The Wiser app will then guide you through the rest of the commissioning procedure step by step.

### Connecting Home Touch to the Internet

Wiser Home Touch is connected to the Wiser app and the Internet via Wi-Fi.

- ① Follow the detailed explanations in the Wiser app.





## Getting to know the Wiser micro modules

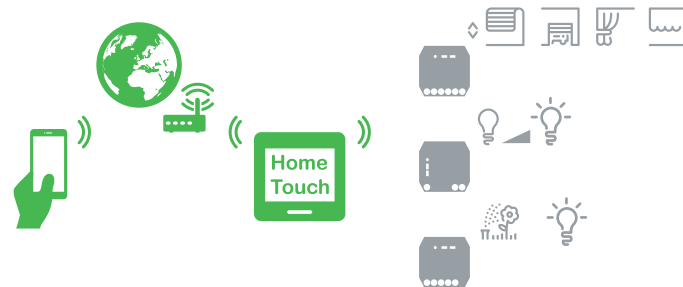
Three different modules act as the control devices for a wide range of applications. You can use them to switch or dim your lighting or control your blind motors.

The modules can be installed very universally, for example in a flush-mounted box, in the false ceiling, or in the roller shutter housing.

You can connect a maximum of 10 mechanical double push-buttons as extension units for direct operation.

You can operate additional functions and settings via the Wiser app:

- Time switch with Astro and random function
- Timer with prewarning (dimmer and switch module)
- Set min./max. brightness (dimmer module)
- Set LED operating mode manually (dimmer module)
- Define initial brightness (dimmer module)
- Activating the memory function (dimmer module)
- Setting the blind running time (blind module)



### Key properties

- Compact design
- Easy to install
- Easy to retrofit in existing installations
- Easy to expand with additional devices
- Wireless device networking
- Software updates via the Wiser app



In addition to the basic switching, dimming and blind running functions, the Wiser app also offers a number of special functions.

You can set a **moment**, a **random function** and a **timer with prewarning**.

### Setting up moments


You can create a moment with a time switch. That enables events to be carried out time-controlled. You can store 16 independent events per Wiser device. An event is always made up of a start time and the day/month on which the event will be carried out. You can also adjust the following settings:

- What is to be carried out: on/off, dimming values, up/down (depending on the Wiser device)?
- Is the event to be carried out at sunrise/sunset (Astro function)?
- Is the event to be combined with a random function?

The creation can be done at **Moments**.

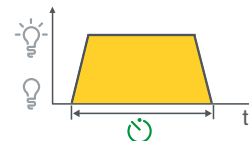
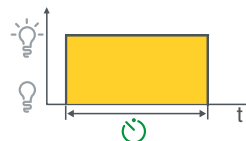
### Activating the random function

The random function varies the events configured for the time switch. This can be used to simulate your presence in the home while you are actually on holiday, for example. The system randomly deviates from the set time by up to +/- 25 minutes for a set duration of max. 3.5 hours. If the set duration is longer, the deviation will be +/- 51 minutes.

 The Wiser app explains in detail how to set up a moment and use the Astro and random functions.

### How does the timer work?

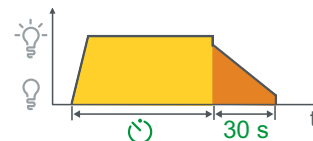
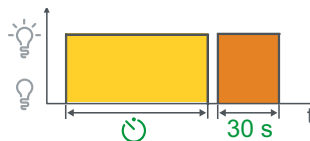
Using the timer, you can switch on lamps simply for the duration of the set overtravel time. This provides a very easy way of setting up a staircase lighting function without using an automated staircase lighting system.



- ① Activate the timer.
- ② Set the overtravel time (1 s – 24 h).
- ③ Optional: Activate the **Staircase lighting** function to set the prewarning function.

### What is the prewarning time?

The prewarning time reminds you that the lamp will be switched off in 30 seconds. This gives you plenty of time to decide whether you want to restart the timer.



Once the overtravel time has expired, the lamp briefly switches off and then back on again. This is when the prewarning time of 30 seconds starts running.

If you assign the prewarning time to a dimmer, the lamp will be dimmed down for 30 seconds when the overtravel time expires.

## Advanced settings

Every Wiser device comes with **Advanced settings** that can be used to set special functions.

To access the special functions, proceed as follows:

- ① Open the **Wiser app**.
- ② Open the **Settings** in the main menu.
- ③ Select **Manage devices** to open the device overview.
- ④ Select the required device and open the settings for it.
- ⑤ Tap **Advanced settings**.

**Depending on which device you select, you will now see the following advanced settings:**

- Set the min./max. brightness
- Set LED operating mode manually
- Define initial brightness
- Activate memory function
- Individual blind running time

## Set min./max. brightness (dimmer module)


By setting the minimum and maximum brightness, you can limit the dimming range of the dimmer. This can be useful when connected lamps (particularly LED lamps) start to flicker at low dimming values.

Limiting the maximum brightness can be useful if you wish to reduce your energy consumption, for example.

## Converting to RL LED mode (dimmer module)

Most LED lamps are capacitive loads. They are automatically detected by the dimmer and controlled in RC mode.

Particularly with dimmable LED lamps, which can vary greatly in terms of the electronics used in them, the dimmer may not always recognise an inductive LED load correctly. If expressly recommended or prescribed by the lamp manufacturer, you can activate RL LED mode in such cases.

-  In RL LED load mode, LED lamps can only be connected at up to 10% of the maximum permissible dimmer load.



### **Define initial brightness (dimmer module)**

With the initial brightness activated, you can determine the brightness level at which the dimmer switches on. For example, you can set the light in your hallway or bathroom to switch on at minimum brightness to give your eyes time to adjust.

### **Activating the memory function (dimmer module)**

If the memory function is activated, the dimmer retains the brightness level that was last set. The memory function is activated automatically when you deactivate the initial brightness.







### **Setting the blind running time (blind module)**

The Wiser blind module has a pre-set blind running time of 2 minutes. This means that the blind outputs (Up/Down) are switched for 2 minutes when actuated for a long period of time. The blind cannot be run back in the opposite direction until this time has elapsed.







In the settings, you can adjust this running time to the running time your blind motor actually needs. This will allow you to run the blind back in the opposite direction as soon as it reaches its end position.




## Pairing (see “Pairing Wiser devices”)

Status	User action	LED	Description
Normal			The LED is off. The Wiser device is working normally.
Room control	Press push-button 3x		The Wiser device is in pairing mode for a room control system (Bluetooth). Pairing mode will remain active for 30 seconds.
Room control		 4x	The Wiser device has been paired successfully.
Room control		 4x	Pairing for room control was not successful. Try again.
Home control	Press push-button 3x		The Wiser device is in pairing mode for a home control system (with Wiser Home Touch). Pairing mode will remain active for 30 seconds.
Home control			Pairing for home control was not successful. Try again.

## Reset the devices (see “Resetting Wiser devices”)

Status	User action	LED	Description
delete pairing	Press button 3x and hold down 1x 6 s	 1x	The device's Bluetooth pairing information will be deleted.
reset to factory settings	Press button 3x and hold down 1x 10 s	 	The device is in reset mode. It will be reset to the factory settings after 10 seconds. The device will then restart.
reset to Bluetooth	Press button 3x and hold down 1x 20 s	  	The device is in reset mode. It will be reset to Bluetooth after 20 seconds. The device will then restart.

## Error mode

Status	User action	LED	Description
Device defective			The device is defective and must be replaced. Please contact your Customer Service representative.



## Cyber security

The Wisser system has been evaluated by the Schneider Electric Global Security Lab. This independent facility safeguards systems against current threats. It protects the Wisser system against cyberattacks. The modern security systems in place between Wisser devices, the app and the cloud services protect end user data using the same encryption technology as banks.

The Wisser Heat app and all our software products are updated continually in order to protect against potential security risks.

## Brand names

- Apple®, iTunes®, App Store®, iPhone®, iPod®, iPad® and MAC OS® are brand names or registered trademarks of Apple Inc.
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