Wiser™
System User Guide

Commissioning instructions for the Wiser system, Wiser by SE app and Wiser devices.

4/2019

www.schneider-electric.com
Legal Information

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this guide are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owners.

This guide and its content are protected under applicable copyright laws and furnished for informational use only. No part of this guide may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the guide or its content, except for a non-exclusive and personal license to consult it on an "as is" basis. Schneider Electric products and equipment should be installed, operated, serviced, and maintained only by qualified personnel.

As standards, specifications, and designs change from time to time, information contained in this guide may be subject to change without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this material or consequences arising out of or resulting from the use of the information contained herein.
# Table of Contents

Compliance .............................................................................................................. 5  
Trademarks ................................................................................................................ 5  

Getting to know the Wiser system ........................................................................ 6  
Overview of the Wiser system ................................................................................ 6  
E-mode system ........................................................................................................... 7  
Key features of the Wiser system ............................................................................. 7  
The Wiser by SE app ................................................................................................ 8  
  System requirements for the Wiser by SE app ......................................................... 8  
  Downloading the Wiser by SE app ........................................................................ 8  
The Wiser system gateway ....................................................................................... 9  
  The gateway web UI ................................................................................................ 9  
Supported Wiser devices .......................................................................................... 10  
  Gateways ................................................................................................................. 10  
  Light switches ......................................................................................................... 11  
  Curtain switches ..................................................................................................... 11  
  Dimmers .................................................................................................................. 12  
  Control devices ...................................................................................................... 12  
  Sensors ..................................................................................................................... 13  
Wiser system limits .................................................................................................. 14  
Wiser system cyber security requirements ............................................................... 15  

Commissioning the Wiser system .......................................................................... 16  
Overview of system commissioning ....................................................................... 16  
Installing and testing Wiser devices ...................................................................... 16  
Connecting a smartphone to the gateway ................................................................. 17  
Commissioning the gateway .................................................................................... 18  
Setting up rooms ..................................................................................................... 19  
Commissioning Wiser devices ............................................................................... 19  
  General procedure for commissioning a device .................................................... 19  
  Device-specific settings in the Wiser by SE app .................................................... 21  
  Programming the buttons on a frelocate ............................................................... 24  
  Programming the IR convertor ............................................................................. 25  
  Performing an IR convertor key search ................................................................. 27  
  Learning remote controller commands ................................................................. 28  
  Logging in to the gateway web UI ......................................................................... 28  
  Commissioning a Wiser multifunction interface .................................................. 30  
Adding user accounts ............................................................................................ 32  
Setting up Moments ............................................................................................... 33  
  Adding devices to a Moment ................................................................................ 34  
  Specifying conditions for a Moment .................................................................. 35  
  Condition type options for Moments ................................................................ 36  
  Manually triggering a Moment ............................................................................ 36  
  Unbinding a Moment from a frelocate button .................................................. 37  
  Removing a Moment ............................................................................................. 37  
Setting the system date and time .......................................................................... 38  
Configuring the system for remote access ............................................................. 38  

Additional information for commissioning ............................................................. 41  
Wiser device function key and LED locations ......................................................... 41  
Wiser device LED behavior ..................................................................................... 42  

MFR1569800_00  
3
Compliance

Trademarks

This guide makes reference to system and brand names that are trademarks of their relevant owners.

• Zigbee® is a registered trademark of the Zigbee Alliance.
• Apple® and App Store® are brand names or registered trademarks of Apple Inc.
• Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
• Wi-Fi® (WLAN) is a registered trademark of the Wi-Fi Alliance.

Other brands and registered trademarks are the property of their respective owners.
Getting to know the Wiser system

Overview of the Wiser system

The Wiser system provides an easy, convenient and flexible solution for controlling home devices.

A wide range of Wiser devices is available to configure a system that suits the needs of the owner.

Using the gateway (see A) as the central hub of the system, Wiser devices can be controlled from any room using the Wiser by SE app on a smartphone (see B) or a Wiser AvatarOn Freelocate (see C). For remote access and control via the Internet, owners can use the Wiser by SE app through selected Dynamic DNS (DDNS) service providers.

Choose from the range of Wiser devices to control:
- lighting
- curtains
- VRF HVAC systems and floor heating systems
- media equipment (televisions, set top boxes, audio systems).

Sensors are also available to record and report:
- room occupancy
- ambient light level
- window/door open or close
- temperature
- humidity
- water leakage.
Getting to know the Wiser system

One or more Wiser devices can be configured to operate when a specific time is reached or a specific sensor condition is met.

**E-mode system**

If a building owner does not want the features and functionality of a full Wiser system, create a simpler Wiser system that provides remote control for switching/dimming lights and opening, stopping and closing curtains.

This system is called E-mode and does not require a gateway or the Wiser by SE app. Instead, combine the Wiser AvatarOn series of light switches, curtain switches and dimmers to create a self-contained network of up to 30 devices. The owner can remotely control these devices using the Wiser AvatarOn Freelocate.

Configuration is achieved by operating the buttons on the devices. Scenes can also be created and assigned to the freelocate in the same way.

**NOTE:** Do not set up an E-mode system where a Zigbee network created by a gateway already exists.

For more information, see *E-mode commissioning, page 51*.

**Key features of the Wiser system**

The Wiser system provides many benefits for installers.

- Flexibility to add new devices to the system.
- Commissioning of devices can be done easily by both installer and owner.
- Supports commissioning for lighting, curtain and dimmer control without the need for a gateway (E-mode system).
- Devices use wireless communication within the system.
- Home appliances such as air conditioners, floor heating, televisions and audio systems can be managed remotely using the Wiser by SE app.
- Flexibility to change the color and brightness of Wiser device backlighting (where included) by local setup on the device or by using the Wiser by SE app.
- Supports multi-gang design for switches, curtain switches and dimmers.
- Supports customizable remote controller (Wiser AvatarOn Freelocate).
- Use the Wiser by SE app to group multiple device actions together and select an event that will trigger those actions. (For example, adjust the lights, curtains and switch the television on at 18:00.)
- Option to convert mechanical push-button switches to smart switches for lighting and dimmer control.
Getting to know the Wiser system

The Wiser by SE app

The Wiser by SE app is the primary tool for setting up the Wiser system.

Use the app to commission the gateway and devices, organize devices into groups by room, and add user accounts.

System requirements for the Wiser by SE app

To use the Wiser by SE app, the host smartphone must have a compatible operating system and version installed.

Supported operating systems:
- Android™ OS version 7, 7.1, and 8
- Apple® iOS 11 or later.

IMPORTANT: The compatibility of the interfaces with smartphones depends on the software version installed on the smartphone, and may change with a software upgrade. Due to the large number of smartphones available in the market, the compatibility and functionality of any particular smartphone with the Wiser by SE app cannot be guaranteed.

NOTE: The Wiser by SE app only supports portrait orientation.

Downloading the Wiser by SE app

Install the Wiser by SE app on a smartphone to commission and work with the Wiser system and devices.

1. Perform one of the following:

   Scan QR code to download app for Apple devices

   ![QR Code for Apple devices]


   Scan QR code to download app for Android devices

   ![QR Code for Android devices]
The Wiser system gateway

The Wiser system gateway is a communication interface, connecting all Wiser devices and enabling control of those devices through the Wiser by SE app.

The gateway manages devices by:
- monitoring and controlling Wiser devices through the Wiser by SE app, Ethernet or WLAN, and
- automatically operating one or more Wiser devices when a specified event occurs, such as a time being reached, room temperature changing or motion being detected.

Any gateway model listed in Supported Wiser devices, page 10 can be used as the Wiser system gateway.

The gateway web UI

Configure Wiser system settings using a laptop and web browser.

It is recommended that the Wiser by SE app be used for most device configuration tasks. However, some tasks can only be performed using the gateway web user interface (web UI).

Tasks that require the gateway web UI

- Set the system date and time, or configure an NTP server to maintain the date and time automatically.
- Change the Wiser system Zigbee channel (for example, set different channels on neighboring Wiser systems to reduce signal interferences or wireless RF traffic on the channel and improve system performance).
- Commission a Wiser Multifunction Interface.
- Manually update gateway firmware and device firmware images (if automatic firmware update fails, for example).

In this guide, prompts to use the gateway web UI are provided when required.
Supported Wiser devices

Many Wiser devices can be used in a Wiser system. Follow the resource links for device installation instructions.

**IMPORTANT:** These devices must not be used in safety applications and are only for general residential use.

Gateways

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser ZB/IP Gateway</td>
<td>The Wiser system communication interface, connecting Wiser devices and enabling communication between one or more devices and the Wiser by SE app.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser ZB/IP Gateway Docking Kit</td>
<td>An optional dock for placing the Wiser ZB/IP gateway on a table or other flat surface.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>
## Light switches

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Switch</td>
<td>Control the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Switch</td>
<td></td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 3G Switch</td>
<td></td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser 1 Gang Micro Module Switch</td>
<td>Convert compatible push-button switches into smart switches. Connect up to 10 compatible push-button switches.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>

## Curtain switches

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Curtain Switch</td>
<td>Remotely open/close curtains or automatically set curtain position in response to a specified condition or event.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Curtain Switch</td>
<td></td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>
## Dimmers

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Dimmer</td>
<td>Control the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image1.png" alt="Wiser AvatarOn 1G Dimmer" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Dimmer</td>
<td>Have you always wanted a dimmer that can turn itself on?</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image2.png" alt="Wiser AvatarOn 2G Dimmer" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiser 1 Gang Micro Module Dimmer</td>
<td>Convert compatible push-button switches into smart dimmers. Connect up to 10 compatible push-button switches.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image3.png" alt="Wiser 1 Gang Micro Module Dimmer" /></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Control devices

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser Multifunction Interface</td>
<td>Control the environmental conditions in a home or other building by interacting with HVAC and floor heating systems. NOTE: A compatible thermostat must be connected to the interface to interact with the Wiser by SE app. See Compatible thermostats for the Wiser multifunction interface, page 45.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image4.png" alt="Wiser Multifunction Interface" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiser 360Degree ZB/IR Convertor</td>
<td>Control televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image5.png" alt="Wiser 360Degree ZB/IR Convertor" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiser AvatarOn 2K Freelocate</td>
<td>Control lights, exhaust fans and curtains in the Wiser system with a convenient remote controller. In an E-mode system, a freelocate is used as the controller instead of a gateway.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td><img src="image6.png" alt="Wiser AvatarOn 2K Freelocate" /></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Sensors

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser Window/Door Sensor</td>
<td>Detect when windows and doors are opened or closed and send the status to the gateway.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Motion Sensor</td>
<td>Detect movement and luminance in a room and control Wiser devices to configure the room for a desired effect.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Water Leakage Sensor</td>
<td>Detect leaking pipes and the presence of water, and alert via an alarm and/or notification.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Temperature/Humidity Sensor</td>
<td>Maintain a comfortable environment in the home by detecting changes in temperature and humidity and having the Wiser system respond by adjusting connected environmental control systems.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>
Wiser system limits

Be aware of the system limits, such as maximum number of supported devices, when commissioning a Wiser system.

<table>
<thead>
<tr>
<th>System component</th>
<th>Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices</td>
<td>Max. 60 devices in the Wiser system</td>
</tr>
<tr>
<td></td>
<td>Max. 60 devices assigned to a Moment</td>
</tr>
<tr>
<td></td>
<td>Max. 20 devices assigned to a freelocate button</td>
</tr>
<tr>
<td></td>
<td>Max. 10 devices that sleep (for example, battery-operated devices such as sensors)</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The installation of a Wiser AvatarOn light switch, curtain switch or dimmer allows for an additional 10 ‘sleep’ devices to be added to the system. (That is, an additional 10 devices for every Wiser AvatarOn switch/curtain switch/dimmer.)</td>
</tr>
<tr>
<td>Wiser multifunction interface</td>
<td>Max. 3 channels per device</td>
</tr>
<tr>
<td></td>
<td>Max. 8 identical controllers per channel</td>
</tr>
<tr>
<td>Wiser 360Degree ZB/IR convertor</td>
<td>Max. 8 channels (1 IR-controlled appliance per channel)</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Channels 6 to 8 are reserved for IR extender connections <strong>EXT1, EXT2 and EXT3.</strong></td>
</tr>
<tr>
<td>Moments</td>
<td>Max. 80 Moments stored in the gateway</td>
</tr>
<tr>
<td></td>
<td>Up to 16 Moments stored as Favorites (dependent on smartphone screen size and resolution)</td>
</tr>
<tr>
<td>User accounts</td>
<td>Max. 1 <strong>Installer</strong> account</td>
</tr>
<tr>
<td></td>
<td>Max. 1 <strong>Admin</strong> account</td>
</tr>
<tr>
<td></td>
<td>Max. 8 user accounts</td>
</tr>
<tr>
<td>E-mode system</td>
<td>Max. 30 Wiser AvatarOn devices in the network, including freelocate remote controllers</td>
</tr>
</tbody>
</table>
Wiser system cyber security requirements

Follow these requirements to ensure a level of cyber security for the Wiser system.

Network router requirements

Where the Wiser system gateway is connected to a network:

- The network Wi-Fi router should have an integrated firewall and the gateway should be connected behind the firewall.
- For the Wiser system, the router must support security protocol WPA2 or higher.

Router port requirements

When configuring the system for remote access:

- Port 55700 must be configured to allow remote access using the Wiser by SE app.
- Port 443 must be configured to allow remote access to the gateway web UI.

IMPORTANT: Keep these ports closed if remote access is not required.

See the topic Configuring the system for remote access, page 38 for more information.
Commissioning the Wiser system

Overview of system commissioning

To commission the Wiser system, first install the Wiser devices and then follow the sequence shown in the Wiser by SE app Setting page.

1. Install and test light switches, dimmers, sensors and other devices before commissioning a Wiser system gateway.
2. Ensure that the batteries in battery-powered devices are installed and in good condition. (Refer to the device instructions for low battery indications.)
3. When installing Wiser multifunction interfaces, connect thermostats that are compatible with the device. (See Compatible thermostats for the Wiser multifunction interface, page 45.)
Connecting a smartphone to the gateway

Use the Wiser by SE app to commission the gateway and Wiser devices.

This task requires a smartphone with the Wiser by SE app installed. (See Downloading the Wiser by SE app, page 8.)

1. Connect the smartphone WiFi to the gateway access point.
   For a first-time connection, look for the network name WiserGW_xxxxxx and use the default network password wisersmarthome.

2. Open the Wiser by SE app.

3. (See A): Tap Scan.

4. (See B): Select the gateway or input the gateway name.
   For subsequent logins, the last selected gateway is displayed.

5. (See C, D, E): Use the installer or admin user name and password, then tap Login.
   The installer default password is installer and the admin default password is admin.

The Home page is displayed and the account used is logged out on any other device.

NOTE:
- After logging in, the app may force a gateway firmware update. The gateway restarts when the update is finished.
- The firmware update may also include firmware updates for connected devices. Ensure that any device firmware updates are pushed to the devices before configuring Moments.
- After logging out, the gateway will deny access to the Wi-Fi access point after 1 hour if the time-out feature is enabled. See Setting the gateway time-out feature, page 44. To reconnect, short press the gateway reset (R) button, then log in again.
Commissioning the gateway

Rename the gateway to make it easier to identify and join the gateway to a home network.

If joining the gateway to a network

- The network name (SSID), authorization type and password is required.
- Read the section *Wiser system cyber security requirements, page 15.*

1. Open the Wiser by SE app Home page.

2. (See A): Tap the *settings icon.*

3. (See B): In the *Setting* page, tap *Gateway Name* > *Edit Name* > and give the gateway a name that can be easily identified by home users.

4. If connecting gateway to a network. (See C): Tap *Network* > *Config* > and input the network details.

   **NOTE:** The app logs out automatically once the new network details are set.

*Post-requisite:*

Once the gateway is joined to a network, connect the smartphone to the network Wi-Fi before logging in to the gateway.
Commissioning the Wiser system

Setting up rooms

Create rooms in the Wiser by SE app to group devices by physical location and operate them together.

1. Open the Wiser by SE app Setting page.

2. (See A): Tap Room > Config >.

   (See B): Three Rooms are already set up by default: Bedroom, Living Room and Dining Room.

3. (See C): In the room setting page, tap Add Room.

4. (See D): Input a name for the room and tap Confirm.

   (See E): The new room is displayed in the room configuration page.

5. To rename or delete a room: (See F): In the room setting page, choose a room and swipe left.

6. To rename: (See G): Tap the Edit icon, rename the room and tap Confirm.

7. To delete: (See H): Tap the Trash icon and tap Confirm.

   If devices are still assigned to the room, an alert is displayed. The room cannot be deleted until all devices have been re-assigned to another room, or removed from the system.

Commissioning Wiser devices

Join Wiser devices to the gateway so that they can be configured and controlled using the Wiser by SE app.

The initial commissioning steps to join a device to the gateway are identical for all Wiser devices except the multifunction interface. Once joined, make specific settings that are different for each device type.

General procedure for commissioning a device

Perform the initial device commissioning steps common to all Wiser devices.

NOTE: This procedure does not apply to the multifunction interface. To commission that device, see the topic Commissioning a multifunction interface, page 30.
1. Open the Wiser by SE app **Setting** page.

2. (See A): Tap **Device > Config >**.

3. (See B): In the app, tap **Add Device**.

   (See C): A **Scanning devices (nnn)** message is displayed, counting down from 254 seconds.

4. On the device, short press the **Setup/Reset/Function** button 3 times.

   The device programming/status LED flashes orange, then displays solid green once the device has joined successfully.

   The **Scanning devices** message remains displayed until 254 seconds has elapsed. During this time, join further devices or tap the close icon on the message to finish joining and display the **Device Setting** page.

   **NOTE:** When joining an IR convertor, the device list is displayed instead, showing the 8 IR channels as separate IR devices (example: **IR Convertor01-D1** to **IR Convertor01-D8**). Each channel controls one physical appliance. Tap an IR device to open the Device setting page and set up a television, tap another IR device to set up a music system, and so on.

5. (See D): Tap **Name** and rename the device to make it easier to identify.

6. (See E): Tap **Room** and select the room where the device is located.

7. (See F): Tap **Icon** and choose an icon to represent the device.
8. **For devices that switch loads**: (See G): Tap the Test icon to switch the load and confirm operation.

**Devices with backlighting only**: If the device has no load connected when testing, confirm operation by setting the backlight Mode to **Consistent with load** and then tap the test icon while observing the backlight toggle On/Off.

**Post-requisite:**
Make device-specific settings as displayed on the **Device Setting** page.

---

**Device-specific settings in the Wiser by SE app**

Apply the settings that are unique to specific types of Wiser device. For example, set minimum/maximum brightness on dimmer devices or adjust the backlight settings on devices equipped with LED backlighting.

**Backlight settings**

Applies to:
- Wiser AvatarOn 1G/2G/3G Switch
- Wier AvatarOn 1G/2G Dimmer
- Wiser AvatarOn 1G/2G Curtain Switch
- Wiser AvatarOn 2K/4K Freelocate (LED color and brightness only).

Sets the color and brightness of the backlight LEDs, and the mode of operation. For example, set the LED to display only when the load is Off.

<table>
<thead>
<tr>
<th>Backlight mode</th>
<th>Backlight behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse with load</td>
<td>Backlight is On when the load is Off.</td>
</tr>
<tr>
<td></td>
<td>Backlight is Off when load is On.</td>
</tr>
<tr>
<td>Consistent with load</td>
<td>Backlight is Off when the load is Off.</td>
</tr>
<tr>
<td></td>
<td>Backlight is On when load is On.</td>
</tr>
<tr>
<td>Always On</td>
<td>Backlight is On regardless of the load state.</td>
</tr>
<tr>
<td>Always Off</td>
<td>Backlight is Off regardless of the load state.</td>
</tr>
</tbody>
</table>

**Runtime**

Applies to: Wiser AvatarOn 1G/2G Curtain Switch.

Sets the time that it takes for the curtain to go from fully open to fully closed, or fully closed to fully open.
Commissioning the Wiser system

NOTE: This setting only applies to curtains with AC motors. The setting has no effect on DC pulse motors.

Sensor settings

Applies to:
- Wiser Motion Sensor
- Wiser Temperature/Humidity Sensor (Report setting only).

For the motion sensor only: Sets the motion sensitivity, occupancy (time delay before reporting no occupancy) and light sensor lux modes (4 configurable names and lux levels used when setting sensor conditions in Moments).

For both the motion sensor and temperature/humidity sensor: Sets the time interval in minutes for reporting sensor information to the gateway.

Dimmer settings

Applies to:
- Wiser AvatarOn 1G/2G Dimmer
- Wiser 1G micro module dimmer.

Sets the following:
- Dimmer mode (enable/disable Leading Edge Mode)
- Minimum/maximum brightness levels (by slider controls or numerical input as a percentage of brightness), and
Commissioning the Wiser system

- **For the Wiser 1G micro module dimmer only:** Toggle mode (set the light to switch on at full brightness, or at the dimmer level when light was last switched Off).

  ![Device Setting](image)

  **NOTE:** The min. and max. brightness adjustment ranges are limited as follows:
  - Wiser AvatarOn 1G/2G Dimmer: Min. (10‒35%), Max. (70‒90%)
  - Wiser 1G micro module dimmer: Min. (10‒30%), Max. (55‒75%)

  When a numerical input is outside of these limits, the app applies the closest valid brightness percentage.

**Button settings**

Applies to: Wiser AvatarOn 2K/4K Freelocate.

Assigns device functions (such as light switch buttons), or Moments, to a button on the freelocate remote controller.

![Device Setting](image)

See the topic *Programming the buttons on a freelocate, page 24.*

**IR Type settings**

Applies to: Wiser 360Degree ZB/IR Convertor.

Sets an infrared (IR) type (for example, a television) and remote control data based on appliance brand. The IR remote control keys displayed in the app can also learn commands from the remote controller supplied with the appliance.
Programming the buttons on a freelocate

Assign one or more light switches, curtain switches (open or close), or Moments to a button on the freelocate remote controller.

**NOTE:** This task describes the steps for assigning one or more devices to a freelocate button. For Moments, the steps are similar except that only one Moment can be assigned to a freelocate button.

1. In the Wiser by SE app, open the **Device Setting** page for the freelocate.

2. (See A): Tap **Button Config**.

3. (See B): Tap the button to be programmed.

   For 2K freelocates, only 2 buttons are displayed.
4. (See C): Tap the button type to assign and then tap **Continue**. For curtain switches, **Curtain Open** and **Curtain Close** must be assigned to separate freelocate buttons.

5. (See D): Tap the + icon.

6. (See E): Choose the room where the device is located, then tap **Continue**.

7. (See F): Choose the device to assign to the button, then tap **Continue**.

**NOTE**: (See G): A yellow flag indicates that the button programming is not yet complete.

8. Repeat steps 5 to 7 to assign more device switch functions or Moments to the freelocate button.

9. (See H, I): Tap **Done** (H). When prompted by the app, long press any 2 buttons on the freelocate (I) to finish programming.

**Post-requisite:**

Add light/curtain switch functions or Moments to the remaining freelocate buttons.

**Programming the IR convertor**

Install command code sets to the IR convertor to control IR-enabled appliances such as televisions, music systems and split-system air conditioners.

- The brand name and IR remote control command set is required for the appliance being programmed.
- Keep the original remote control for the appliance in case it is needed for the convertor to learn the commands.
Commissioning the Wiser System

This task describes the steps to program one channel of the IR convertor. The IR convertor supports 8 channels, each of which can be programmed to operate an IR-enabled appliance. In the Wiser by SE app, each channel is represented as a device (-D1 to -D8).

Devices -D6 to -D8 may only be used with optional IR emitter extenders that connect to ports on the IR convertor:

- Port EXT1 (device -D6)
- Port EXT2 (device -D7)
- Port EXT3 (device -D8).

If using an IR emitter extender, program the device that matches the IR convertor port where the IR emitter is connected.

1. Open the Wiser by SE app **Device** page.

2. (See A): Tap a convertor channel to start.

3. (See B): In the **Device Setting** page, tap **IR Type**.

4. (See C): Select the type of device that matches the appliance.

5. (See D): Select the appliance brand from the list and tap **Continue**.

6. (See E): Tap the number matching the code set of the appliance remote control, then tap **Continue**.

   **TIP:** If the code set number is not in the list, try one of the following:
   
   - (See F): Performing an IR convertor key search, page 27, or
   - (See G): Learning remote controller commands, page 28.

7. (See H): Tap **Confirm** to install the appliance IR code set.
Post-requisite:
Program the remaining IR convertor channels for other appliances as needed (max. 8 appliances with 3 appliances using optional IR emitter extenders).

Performing an IR convertor key search

Perform this task if the remote controller code set for an IR appliance cannot be found when programming the Wiser 360Degree ZB/IR Convertor.

1. While programming an IR convertor device, in the Please Choose Code page, tap Key Search.

2. (See A,B): Tap the test key (A) displayed in the app. If the appliance does not respond, tap > (B) and try again until the appliance responds.

3. (See C): When the appliance responds, switch on Does key work? to confirm and then tap Continue.

4. Repeat steps 2 and 3 with other commands displayed by the app, until the correct code set is identified.

   NOTE: At least 3 different commands may be required to identify the correct code set. If the correct code set cannot be identified, then try learning the remote controller commands, page 28.
Learning remote controller commands

Perform this task if the remote controller code set for an IR appliance cannot be found when programming the Wiser 360Degree ZB/IR Convertor and a key search has failed to identify the correct code set.

1. While programming an IR convertor device, in the Please Choose Code page, tap Learn.

<table>
<thead>
<tr>
<th>Bedroom</th>
<th>iR Converter03-D5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light</td>
<td></td>
</tr>
<tr>
<td>TV</td>
<td></td>
</tr>
<tr>
<td>Sensor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
</tbody>
</table>

2. (See A): From the Home page, navigate to the IR convertor device and tap to open the on-screen controls.

3. (See B): In the on-screen control page, press and hold a key until prompted to press the matching key on the appliance remote control.

4. (See C): Hold the remote control transmitter less than 1 cm from the IR convertor and press the key on the remote control until the app responds with a success message (see D).

5. (See E): To learn more key commands, tap the Learn button and then repeat steps 3 and 4.

TIP: (See F): Tap the bar at the bottom edge of the app screen to display custom keys that can be programmed for other remote controller functions. For example, program the Guide and Info buttons used with cable television.

Logging in to the gateway web UI

The gateway web user interface (web UI) must be used to commission the Wiser multifunction interface and configure some Wiser system settings.

This task requires a laptop with an Internet browser installed and WiFi or Ethernet enabled.

1. Do one of the following:
   - If **gateway is in a network**: Join the laptop Wi-Fi to the network where the gateway is connected.
   - If **the gateway is not in a network**: Connect the laptop directly to the gateway access point using Wi-Fi or Ethernet. Use the default password **wisersmarthome** if connecting to the access point for the first time.
Commissioning the Wiser system

2. Open a web browser and input the IP address of the gateway in the form
   https://nnn.nnn.nnn.nnn.
   If the gateway is part of a network, find the gateway IP address by checking
   the network router, or log in to the gateway with the Wiser by SE app and tap
   Settings > Network.
   **NOTE:** If a website security certificate message is displayed when
   opening the login page (see example in next screenshot), either:
   - check the certificate information and add the certificate to the Trusted
     Root Certificate location on the laptop, or
   - click the link to go on to the webpage.

   ![Example of website security certificate message from Internet Explorer](image)

3. Log in to the gateway web user interface (web UI) using the installer or
   admin account.
   **NOTE:** For a first-time login, a password change prompt may be
   displayed.

   ![Smart Home](image)  
   ![Smart Home Configuration](image)

   (See A): The Web UI main page is displayed and the account used is logged out
   on any other device.

   (See B): To perform system configuration actions, click the Exclusive check box
   at the top of the web UI main page. This logs all other users out of the gateway
   and prevents other users from logging in.

   **NOTE:**

   After logging out of the gateway Wi-Fi access point or the gateway web UI, the
   gateway denies access to the web UI after 1 hour if the web UI time-out
   feature is enabled. See Setting the gateway time-out feature, page 44.

   To reconnect, open the Wiser by SE app and go to the Setting page. Tap
   WebServer > Start and then use the laptop to log in to the web UI.
Commissioning a Wiser multifunction interface

Perform this task to join a Wiser multifunction interface to the gateway and configure the connected HVAC thermostats so that they are available as devices in the Wiser by SE app.

- Use the gateway web UI for this task.
- Ensure that the communication parameters (Baud rate, Data bits, Parity, Stop bits) for the connected thermostat(s) are available.
- For more information about the thermostats, see Compatible thermostats for the Wiser multifunction interface, page 45.

**NOTE:**
- The multifunction interface supports three channels, providing control pathways for three different HVAC systems. Up to 8 identical thermostats can be connected to each channel.
- This task describes the procedure for joining a Wiser multifunction interface to the gateway and configuring one connected thermostat.

1. Log in to the gateway web UI using the installer or admin account.

2. (See A, B): In the web UI, select System Configuration > Zigbee Network (A) and set Permit Join (B) to Open.

3. On the multifunction interface, short press the Prog button once.
The LED on the device flashes orange and then displays solid green.

4. Set Permit Join to Close.

5. (See C): In the web UI, select Device Configuration > Node List.
6. (See D, E): Click the Edit icon (D) for a channel (01, 02 or 03) that has a thermostat connected. Set the channel communication parameters (E) to match the thermostat brand and model. See Compatible thermostats for the Wiser multifunction interface, page 45.

Repeat this step for other channels with thermostats connected.

7. (See F): Select Device Configuration > ~(VRF) (choose the appropriate system).

8. (See G, H): Click Add (G) and input the details for the connected thermostat (H).
   - **Name**: This will be displayed as the device name in the Wiser by SE app.
   - **Room**: Select the room where the thermostat is physically located.
   - **Interface**: Select the multifunction interface and channel that the thermostat is connected to.
   - **Brand**: Select the thermostat brand (for example, Schneider).
   - **Model**: Select the thermostat model (for example, TC300).
   - **Unit Address**: For a single thermostat connected to a channel, input the number 1. For multiple thermostats connected to a channel, input a number between 1 and 8 representing the position of the thermostat in the chain. See Thermostat unit addresses explained, page 45.

The thermostat is displayed in the list when the dialog box is closed.

9. (See I): Test communication by clicking the On and Off icons while observing the thermostat display.

10. Repeat steps 7 to 9 for other thermostats connected to the multifunction interface.

Each configured thermostat now appears in the Wiser by SE app as a device.
Adding user accounts

Give each person in the household a user account so that they can operate the devices and Moments in the Wiser system while preventing them from changing system settings.

1. Open the Wiser by SE app Setting page.

2. (See A): Tap User > Config.

3. (See B): Tap Add User.

4. (See C): Input the new user name and password, then tap Confirm.
   
   TIP: The password requirements are displayed on the page.

5. Editing or removing a user account. (See D, E, F): Swipe left on the user in the list (D) and then tap the edit icon (E) or the trash icon (F) as needed.

The user can now log in to the Wiser by SE app with the new user name and password.

Post-requisite:

Add more users as needed, up to a maximum of 8 user accounts.
Setting up Moments

Combine Wiser device settings to operate together with one action. For example, create a room effect, adjust the room comfort level or switch all lights off in a building or apartment. Then, specify the condition that will trigger the devices to operate.

**NOTE:** Wiser sensors can only be used to specify when a Moment is triggered.

1. Open the Wiser by SE app **Home** page.

2. (See A): Tap the Moments icon.

3. (See B): On the **Moment** page, tap +.

4. (See C, D): On the New Moment page, tap the Moment name **edit** icon (C), rename the Moment to something meaningful, then tap the **save** icon (D).

5. (See E): To set a trigger delay, tap the delay **edit** icon (E) and set the delay time.

For example, to switch a light off 10 minutes after a room becomes unoccupied, set the delay to **10m:00s**. Then, add the light switch (Off) as a device and select the room's motion sensor unoccupied status as the condition.
Adding devices to a Moment

Add devices and configure the device settings that will be triggered by the Moment.

1. Ensure that the Moment setting page is displayed.

2. (See A): Tap WHAT, then tap the + icon.

3. (See B): Choose the device to add.
   For example, select and close the dining room curtain to help retain heat in the room as the temperature drops below 20 °C.

4. (See C, D): Adjust the device settings as needed (C), then tap the complete icon (D).

5. Choose other devices and adjust their settings as desired.

6. To remove a device: (See E): Swipe left on the device and tap the trash icon.
   **NOTE:** The Moment requires at least one device in order to work.
Specifying conditions for a Moment

Set the conditions that will trigger the Moment to operate added devices.

1. Ensure that the Moment setting page is displayed.

2. (See A): Select WHEN and tap the + icon.

3. (See B): Choose a condition type.
   For example, select the temperature sensor in the dining room.

4. (See C) Set the parameters for the condition.
   For example, set the triggering temperature to be 20 °C or less.

5. (See D): Tap Continue.

   ![Image of Moment setting page]

   ![Image of temperature sensor]

   **IMPORTANT:** (See E): Ensure that the conditions are enabled before using the Moment.

6. **To remove a condition:** Swipe left on the condition and tap the trash icon.
   **NOTE:** The Moment requires at least one condition in order to work.

The new Moment is displayed on the Moment page in the Wiser by SE app.

**Post-requisite:**
- In the Moments list, enable the Moment by swiping left and tapping the enable icon.
- If desired, add the Moment to Favorites by tapping the icon to the left of the Moment in the list.
Condition type options for Moments

Set a condition, such as a specific time and day, or a particular room temperature, to trigger the operation of one or more devices in the Wiser system.

<table>
<thead>
<tr>
<th>Condition type/Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Set Start Time, End Time and Days of the Week to trigger a Moment.</td>
</tr>
<tr>
<td>Temperature</td>
<td>Select a Temperature/Humidity Sensor and set the temperature level to trigger a Moment.</td>
</tr>
<tr>
<td>Humidity</td>
<td>Select a Temperature/Humidity Sensor and set the humidity percentage to trigger a Moment.</td>
</tr>
<tr>
<td>Motion</td>
<td>Select a Motion Sensor and set the movement detection to be enabled or disabled to trigger a Moment.</td>
</tr>
<tr>
<td>Lux</td>
<td>Click to select the lux level in a room to trigger a Moment.</td>
</tr>
<tr>
<td>Door</td>
<td>Select a Window/Door Sensor and set the condition of the window/door to Open or Close to trigger a Moment.</td>
</tr>
<tr>
<td>Water</td>
<td>Select a Water Leakage Sensor and set the water leakage condition to be enabled or disabled to trigger a Moment.</td>
</tr>
</tbody>
</table>

Manually triggering a Moment

Override the conditions for a Moment and trigger the actions manually to confirm that the Moment performs as expected.

1. Open the Wiser by SE app Home page or the Moments page.

2. (See A): Tap a Moment bubble.

3. Observe the action on the assigned devices to confirm Moment operation.

The Moment bubble indicates that the Moment has been triggered by changing color to green briefly before fading back to its original appearance.
Unbinding a Moment from a freelocate button

Before removing a Moment, unbind the Moment from any freelocate buttons that the Moment is assigned to.

1. In the Wiser by SE app, open the Device Setting page for the freelocate that the Moment is assigned to.

2. (See A): Tap Button Config.

3. (See B): In the Choose button page, tap the button that the Moment is assigned to.

4. (See C): In the Choose Moment page, tap the trash icon at the top-right of the page, then tap Done.

5. Long press any 2 buttons on the freelocate to complete the unbinding action.

Removing a Moment

Remove a Moment when it is no longer needed.

Before removing a Moment assigned to a freelocate button, unbind the Moment from the freelocate.

A Moment that has devices assigned to it can be removed. (The device assignments are deleted on removal.)

1. Open the Wiser by SE app Home page.

2. (See A): Tap the Moments icon.
3. (See B): In the Moments page, tap the + button.

4. (See C, D): In the Moment list, swipe left (C) on the Moment to be removed and then tap the trash icon (D).

   If the Moment is still bound to one or more frelocate buttons, a prompt to unbind the Moments will be displayed.

**Setting the system date and time**

Set the gateway date and time so that scheduled Moments and other time-based actions occur when expected.

Use the gateway web UI for this task.

1. Log in to the web UI using the installer or admin account.

2. (See A): In the web UI, select System Configuration > Time Configuration.

3. Do one of the following:
   - (See B): Set System Time and Time Zone.
   - (See C): Enable the NTP server and input the server address to automatically maintain the date and time.

**Configuring the system for remote access**

Configure the gateway to access the Wiser system from any location using Dynamic DNS (DDNS).

Use the gateway web UI for this task.

This task requires an active account with one of the following DDNS service providers:

- DynDNS (https://www.dyn.com/dns)
- No-IP (https://www.noip.com/)

The DDNS account details (user name, password, domain name) are required for this task.

The gateway must be connected to a network.
1. Log in to the network router.

2. (See A, B, C): Configure ports 55700 and/or 443 to forward to the gateway IP address. Port 55700 allows remote access to the gateway using the Wiser by SE app, while port 443 allows remote access to the gateway web UI using a web browser.

   **TIP:** To improve cyber security, only configure the port(s) necessary for the required type of access.

   Ensure that the required port(s) are enabled once they are configured.

3. Log in to the gateway web UI using the installer or admin account.

4. (See D): In the Web UI, select System Configuration > DDNS Setting.

5. (See E): Input the required DDNS settings into the fields as shown.
   - **Enable:** Set this option to make the system available for remote access.
   - **Service Provider:** Select the service provider for the DDNS account.
   - **User Name:** Input the account user name.
   - **Password:** Input the password for the account.
   - **Domain Name:** Input the domain name provided for the account.
   - **External Port:** Set this value to 55700 to allow remote access using the Wiser by SE app.
   - **Connection Status:** Check this label to see if the remote connection has been established.
6. Test the remote access functionality to confirm operation.
   - **For access using the Web UI:** Include https:// before the domain name. (Example: https://mydomain.ddns.net.)
     
     **NOTE:** It is recommended to use Internet Explorer to access the Web UI remotely.
   
   - **For access using the Wiser by SE app:** Do not include https:// before the domain name. (Example: Input the following into the gateway field in the app login page: mydomain.ddsns.net). The address will be remembered for future logins using the domain name.

**Post-requisite:**

For security, disable remote access until the owner is ready to use the system.
**Additional information for commissioning**

Only refer to these topics if you have trouble with the standard commissioning tasks.

**Wiser device function key and LED locations**

Find the location of function keys and LED indicators on various Wiser devices.

- (See A): **Setup/Reset/Function** key
- (See B): Programming LED
- (See C): Programming **(Prog)** button
- (See D): Network status LED
- (See E): **Clear** button
- (See F): RS485 port LEDs (ports 1, 2 and 3)

**For sensors:** Network status LED is located on the opposite side to the function key.
# Wiser device LED behavior

Wiser devices have LEDs to indicate their operating status and to confirm actions such as resetting or joining a network.

<table>
<thead>
<tr>
<th>Device</th>
<th>Status</th>
<th>LED indication</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser ZB/IP Gateway</td>
<td>Switching On/Restarting</td>
<td>Ethernet/WLAN LEDs display solid white</td>
<td>40 s</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connected to router (WiFi)</td>
<td></td>
<td>WLAN LED displays solid white</td>
<td>While connected to router</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connected to router (Ethernet)</td>
<td></td>
<td>Ethernet LED displays solid white</td>
<td>While connected to router</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access Point mode</td>
<td></td>
<td>WLAN LED flashes white</td>
<td>While in Access Point mode</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 1 reset in progress</td>
<td></td>
<td>Ethernet/WLAN LEDs flash white</td>
<td>Once</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 2 reset in progress</td>
<td></td>
<td>Ethernet/WLAN LEDs flash white</td>
<td>3 times</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zigbee network initialized</td>
<td></td>
<td>Zigbee network LED displays solid white</td>
<td>While Zigbee network is available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zigbee network is Open</td>
<td></td>
<td>Zigbee network LED flashes white</td>
<td>While Zigbee network is Open</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiser AvatarOn devices, Wiser Multifunction Interface, Wiser 360Degree ZB/IR Convertor</td>
<td>Connection in progress</td>
<td>Flash orange</td>
<td>Until connection completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| | Connection completed/connected to network | Solid green | 5 s
| | | Multifunction interface only: Top-most LED displays solid green when power is connected. Channel indicators 1, 2 and 3 display solid green when a thermostat is connected to the channel. |
| | | | |
| | Reset in progress | Flash red | Until Reset/Prog button released |
| | | | |
| | Reset completed | Solid orange | 5 s |
| | | | |
| Wiser Sensors, Wiser Micro Module Switch | Connection in progress | Flash orange | Until connection completed |
### Device Status LED indication Duration

<table>
<thead>
<tr>
<th>Device</th>
<th>Status</th>
<th>LED indication</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Connection completed</td>
<td>Solid green</td>
<td>5 s</td>
</tr>
<tr>
<td></td>
<td>Connected to network</td>
<td>Flash green</td>
<td>7 times</td>
</tr>
<tr>
<td></td>
<td>Reset in progress</td>
<td>Flash red</td>
<td>Until Function key/Reset button released</td>
</tr>
<tr>
<td></td>
<td>Reset completed</td>
<td>Flash green</td>
<td>7 times</td>
</tr>
<tr>
<td>Wiser Micro Module Dimmer</td>
<td>Connection in progress</td>
<td>Flash orange</td>
<td>Until connection completed</td>
</tr>
<tr>
<td></td>
<td>Connection completed</td>
<td>Solid green</td>
<td>5 s</td>
</tr>
<tr>
<td></td>
<td>Connected to network</td>
<td>Flash green</td>
<td>2 times</td>
</tr>
<tr>
<td></td>
<td>Reset in progress</td>
<td>Flash red</td>
<td>Until Reset button released</td>
</tr>
<tr>
<td></td>
<td>Reset completed</td>
<td>Flash green</td>
<td>2 times</td>
</tr>
<tr>
<td>Wiser AvatarOn Freelocate (programming)</td>
<td>Programming mode On</td>
<td>Solid green</td>
<td>Until button pressed on freelocate to assign device controls/scene, or until programming mode time-out is reached</td>
</tr>
<tr>
<td>Wiser AvatarOn devices (control assignment)</td>
<td>Local control selected on device(s)</td>
<td>Local control backlight LED flashes</td>
<td>Until button pressed on freelocate to assign device controls</td>
</tr>
<tr>
<td></td>
<td>Local control(s) successfully assigned to freelocate button</td>
<td>Local control backlight LED flashes</td>
<td>5 times (freelocate LED also flashes green 5 times)</td>
</tr>
<tr>
<td>Wiser AvatarOn devices (scene programming)</td>
<td>Scene successfully programmed to a button on freelocate</td>
<td>Flash green</td>
<td>5 times on freelocate and all programmed devices</td>
</tr>
</tbody>
</table>

### Wiser ZB/IP gateway access levels

Log in to the Wiser system using the appropriate access level. Prevent users from making accidental configuration changes.

<table>
<thead>
<tr>
<th>Access level</th>
<th>Typical user</th>
<th>Activity allowed</th>
<th>Access method</th>
</tr>
</thead>
<tbody>
<tr>
<td>installer (1 account only)</td>
<td>The person setting up a new system</td>
<td>Full system access and configuration activity</td>
<td>Wiser by SE app</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gateway web UI</td>
</tr>
<tr>
<td>admin (1 account only)</td>
<td>Household member such as a parent; small hotel/bed and breakfast manager or concierge; IT administrator</td>
<td>Full system access and configuration activity</td>
<td>Wiser by SE app</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gateway web UI</td>
</tr>
<tr>
<td>user (up to 8 accounts)</td>
<td>Household members or guests</td>
<td>Operating devices such as lights, curtains and dimmers; selecting and using Moments</td>
<td>Wiser by SE app only</td>
</tr>
</tbody>
</table>
Wiser ZB/IP Gateway default passwords

For a first-time login as an installer or administrator, use the default password for the relevant account.

Access point password

The default access point password is **wisersmarthome**.

<table>
<thead>
<tr>
<th>Access level</th>
<th>User name</th>
<th>Default password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installer</td>
<td>installer</td>
<td>installer</td>
</tr>
<tr>
<td>Administrator</td>
<td>admin</td>
<td>admin</td>
</tr>
<tr>
<td>User</td>
<td></td>
<td>User accounts are managed by the installer and administrator.</td>
</tr>
</tbody>
</table>

Setting the gateway time-out feature (Wiser ZB/IP Gateway)

Automatically prevent access to the gateway Wi-Fi access point and/or web UI 1 hour after the installer or administrator logs out.

The gateway Wi-Fi access point and the gateway web UI are both used to configure the Wiser system. To improve cyber security and prevent unauthorized system changes, a time-out lock can be set on each of these access methods so that the installer or administrator does not have to remember to lock them manually.

By default:

- the gateway Wi-Fi access point time-out is enabled
- the gateway web UI time-out is disabled.

1. Open the Wiser by SE app **Setting** page.

2. **Gateway Wi-Fi access point time-out.** Do the following:
   
a. (See A): Tap **WLAN AP > Timeout Option >**.
   
b. (See B): Enable or disable the WLAN AP time-out as needed.  
   **TIP:** Keep the gateway Wi-Fi access point time-out feature enabled unless it interferes with the commissioning process. Remember to enable the feature once commissioning has been completed.

3. **Gateway web UI time-out.** Do the following:
   
a. (See C): In the **Setting** page, tap **WebServer > Timeout Option >**.
   
b. (See D): Enable or disable the WebServer time-out as needed.
Once a time-out has elapsed, the gateway Wi-Fi access point and/or gateway web UI stops anyone logging in.

Compatible thermostats for the Wiser multifunction interface

The Wiser multifunction interface supports a select range of thermostats to control air conditioning and floor heating systems using the Wiser by SE app.

<table>
<thead>
<tr>
<th>Thermostat brand and model</th>
<th>Baud rate</th>
<th>Data bits</th>
<th>Parity</th>
<th>Stop bits</th>
<th>Supported systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hitachi HL03B</td>
<td>9600</td>
<td>8</td>
<td>None</td>
<td>1</td>
<td>Air conditioning</td>
</tr>
<tr>
<td>Hitachi HL310S</td>
<td>9600</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Floor heating</td>
</tr>
<tr>
<td>Hailin HA8223–Ti-MD</td>
<td>9600</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Floor heating</td>
</tr>
<tr>
<td>Schneider Electric TC300</td>
<td>4800</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Air conditioning</td>
</tr>
<tr>
<td>Schneider Electric TC500</td>
<td>4800</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Floor heating</td>
</tr>
</tbody>
</table>

Thermostat unit addresses explained

When multiple thermostats are connected to one channel of a Wiser multifunction interface, each thermostat has a unit address that identifies its position in the chain.

Example: Three thermostats connected to one channel of a multifunction interface

- (See A): Multifunction interface
- (See B): First thermostat in chain (unit address = 1)
- (See C): Second thermostat in chain (unit address = 2)
- (See D): Third thermostat in chain (unit address= 3)

Configure a particular thermostat in a multi-thermostat chain to appear as a device in the Wiser by SE app by specifying the unit address of that thermostat during multifunction interface commissioning.

NOTE: For multifunction interface channels with only one thermostat connected, the thermostat unit address is always 1.

Resetting the gateway (Wiser ZB/IP Gateway)

Delete existing settings from a Wiser ZB/IP Gateway for commissioning or to remove a gateway from the Wiser system. It may also be necessary to restore the firmware in a gateway to fix a problem.

The reset tool supplied with the gateway is required.
There are two reset options:

- Level 1 reset (restores default installer/admin passwords and Ethernet/WLAN settings only)
- Level 2 reset (complete restore of all settings and firmware to factory defaults).

1. (See A): Locate the **Reset** button on the side of the gateway.

2. Do one of the following:
   - **Level 1 reset**: Press and hold the **Reset** button for between 10 and 15 seconds.
     The Ethernet LED (B) and WLAN LED (C) on the front of the gateway both flash once.
   - **Level 2 reset**: Press and hold the **Reset** button for more than 15 seconds.
     The Ethernet LED (B) and WLAN LED (C) on the front of the gateway both flash 3 times.

3. Release the **Reset** button.

The gateway restarts. This takes about 40 seconds.

After a Level 2 reset, all settings are returned to their original default values and all imported files are cleared. The latest Zigbee firmware is also downloaded from the current active host and installed, erasing any existing network settings.

### Resetting a Wiser device

Delete settings from a Wiser device, or remove a device from the Wiser system.

- **AvatarOn light switches, curtain switches and dimmers**: Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See **Supported Wiser devices, page 10** for a link to the device installation instructions.)
- **AvatarOn Freelocate**: Remove the freelocate from its metal bracket.
- **Wiser 360Degree ZB/IR convertor**: The reset tool supplied with the product is required.

**NOTE**: After a device reset, all configuration data, user data, and network data is deleted.

1. Locate the **Setup/Reset/Function** button and the programming/status LED on the device.
   (See **Wiser device function key and LED locations, page 41**.)

2. **All devices except Wiser multifunction interface**: Press the **Setup/Reset/Function** key 3 times within 1 second and then press and hold the key for at least 10 seconds.
   The programming/status LED flashes red.

3. **Wiser multifunction interface only**: Press and hold the **Clear** button for at least 10 seconds.
   The status LED flashes red.
4. Release the key/button.

**All devices except sensors:** The LED displays solid orange.

**Sensors only:** The LED flashes green 7 times.

All configuration, user and network data is deleted.

### Changing the gateway Zigbee channel

Perform this task to set different gateway Zigbee channels in areas with multiple Wiser systems to reduce signal congestion and improve system performance.

Use the gateway web UI for this task.

1. Log in to the gateway web UI using the **Installer** or **Admin** account.

![Gateway Web UI](image)

2. (See A): In the web UI, select **System Configuration > Zigbee Network**.

3. (See B): Click **Recommend** to let the gateway select the best channel automatically.

4. (See C): Click **Apply** to set the new Zigbee channel.

### Manually upgrading Wiser ZBIP gateway firmware

Manually upgrade gateway firmware if automatic firmware upgrades fail.

Use the gateway web UI for this task.

Install the gateway firmware on the local drive of the laptop being used to connect to the gateway.

1. Log in to the gateway web UI using the **installer** or **admin** account.
2. Ensure that **Exclusive** mode is selected.

3. (See A): On the web UI navigation pane, click **System Configuration > System Upgrade**.

4. (See B): In the **Gateway Upgrade** pane, click **Choose file** and select the gateway firmware file from the laptop local drive.
   
   The filename is displayed when the firmware is ready to be installed.

5. (See C): Click **Upgrade** to install the gateway firmware.

   Once the firmware upgrade is complete, the gateway restarts.

   **Post-requisite:**
   
   Log into the gateway web UI again and uncheck **Exclusive** mode to release the system for use.

**Manually upgrading Wiser device firmware**

Manually install device firmware images to the gateway and force a device firmware upgrade.

Use the gateway web UI for this task.

Install the device firmware image on the local drive of the laptop being used to connect to the gateway.

1. Log in to the gateway web UI using the **installer** or **admin** account.
2. Ensure that **Exclusive** mode is selected.

3. (See A): On the web UI navigation pane, click **System Configuration > System Upgrade**.

4. (See B): In the **Node Upgrade** pane, ensure that **Background Upgrade Disable** is selected.
   This stops automatic firmware deployment to devices while the new firmware image is being installed.

5. (See C): Click **Choose file** and select the device firmware image from the laptop local drive.
   The filename is displayed when the firmware image is ready to be installed.

6. (See D): Click **Upload** to install the device firmware image to the gateway.
   (See E): Once a device firmware image has been updated, check to see if any connected devices need the latest firmware by looking at the **Upgrade/Total Num** column.
   Any number greater than zero on the left of the forward slash indicates the number of devices that need a firmware upgrade.

7. (See F): Click **Device Configuration > Node List**.

8. (See G): Click the **Start** button to force a firmware upgrade for the selected device.
   **NOTE:** Only 1 device at a time can be upgraded.
   (See H): If the device is battery-powered, it may be in sleep mode to save power. In this case, a message is displayed prompting to press the function key on the device (short press 5 times).
Post-requisite:

**IMPORTANT:** When the task is finished, clear the Background Upgrade Disable tick box before closing the gateway web UI. Otherwise, connected devices will not automatically receive firmware upgrades when they become available.
E-mode commissioning

Combine Wiser AvatarOn switches, curtain switches and dimmers in a simple system without a Wiser ZB/IP Gateway, and use a Wiser AvatarOn Freelocate to control the devices.

Supported Wiser devices for E-mode commissioning

Selected Wiser devices are capable of creating a network for an E-mode system. Supported devices include the following:

- Wiser AvatarOn 1G Switch
- Wiser AvatarOn 2G Switch
- Wiser AvatarOn 3G Switch
- Wiser AvatarOn 1G Curtain Switch
- Wiser AvatarOn 2G Curtain Switch
- Wiser AvatarOn 1G Dimmer
- Wiser AvatarOn 2G Dimmer.

**NOTE:** A Wiser AvatarOn Freelocate is required to control the devices in an E-mode system, however the freelocate cannot create the required network.

Adding a Wiser AvatarOn switch, dimmer or freelocate to an E-mode system

Operate a Wiser AvatarOn light switch, curtain switch or dimmer to create the network for an E-mode system. Join other Wiser AvatarOn devices and a freelocate remote controller to complete the system.

- Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See Supported Wiser devices, page 10 for a link to the device installation instructions.)
- Remove the freelocate from its metal bracket.
- Ensure that there are no open Zigbee networks present.
- The first device to be added must be a Wiser AvatarOn switch, curtain switch or dimmer.

**IMPORTANT:** Do not add a freelocate remote controller as the first device. The freelocate cannot create a network, only join one.

1. Locate the **Setup/Reset** button on the device.
   (See Wiser device function key and LED locations, page 41.)

2. Short press the **Setup/Reset** button 3 times.

The programming indicator LED on the device displays solid green.
Setting programming mode on a Wiser AvatarOn Freelocate

Perform this task so that device controls and/or scenes can be assigned to a Wiser AvatarOn Freelocate in an E-mode system.

Remove the freelocate from its metal bracket.

1. On the back of the freelocate, short press the Setup/Reset key 3 times.
   See Wiser device function key and LED locations, page 41.
2. Observe that the programming LED on the back of the freelocate displays solid green, indicating that the freelocate is in programming mode.

Assigning device controls to a freelocate (E-mode)

Perform this task so that users can remotely operate the controls on one or more Wiser AvatarOn switches/dimmers, or one or more Wiser AvatarOn curtain switches, using a single button on a Wiser AvatarOn Freelocate.

- The devices to be assigned to the freelocate must be added to the E-mode system.
- Set the freelocate to programming mode.

**TIP:** Wiser AvatarOn Light Switches and Dimmers are operated differently to Wiser AvatarOn Curtain Switches. Assign curtain switch controls to a different freelocate button than that used for light switches/dimmers.

1. Select a Wiser AvatarOn device and short press the local control button to be assigned.
   The local control backlight starts flashing.
2. **To remotely control multiple device buttons from a freelocate button:**
   Select more devices in the E-mode system and press their local control buttons.
3. Short press the freelocate button that will operate the selected device controls.

   The backlight on each selected local control, and the freelocate programming LED, flashes 5 times.

   **NOTE:** The new assignments override any device controls previously assigned to the freelocate button.
Assigning a scene to a freelocate (E-mode)

Perform this task so that users can remotely control one or more Wiser AvatarOn switches, curtain switches and dimmers to create a mood or effect using a single button on a Wiser AvatarOn Freelocate.

The Wiser devices used to create the scene for the freelocate must be added to the E-mode system.

1. Operate the local control on each Wiser device to the required level or position to create the scene:
   a. **Switches**: Switch lights On/Off as desired.
   b. **Dimmers**: Operate the dimmer to full brightness, then dim the light down to the desired level.
   c. **Curtain switches**: Operate the curtains to fully-open or fully-closed only.

2. Set the freelocate to programming mode.

3. Short press the local control button on each device used in the scene.
   The local control backlight on each device starts flashing.

4. Long press (more than 2 seconds) the freelocate button that will be used to control the scene.
   The programming LEDs on each device and the freelocate flash green 5 times to confirm that the scene settings have been assigned to the freelocate button.

**NOTE**: The new assignment overrides any scene previously assigned to the freelocate button.
Troubleshooting

Find solutions to problems with the Wiser system, Wiser devices and configuration settings.

Wiser ZB/IP Gateway

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>After performing a firmware upgrade, the node list in the web UI does not list any devices and looks different than expected. Many pages are not accessible. The Wiser by SE app looks as expected with devices shown.</td>
<td>The web browser cache may be retaining old information that is in conflict with the upgraded firmware in the gateway.</td>
<td>Manually clear the web browser cache to refresh the displayed content. (Refer to the web browser help for instructions to clear the cache.)</td>
</tr>
<tr>
<td>Cannot connect to the gateway using Wi-Fi.</td>
<td>The Wi-Fi configuration information is not correct.</td>
<td>Connect an Ethernet cable between the laptop and gateway, then log in and set the Wi-Fi network details. Reset the gateway (Level 1), then check that the gateway WLAN LED is on.</td>
</tr>
<tr>
<td>After changing the gateway name, the old name is still displayed in the network router.</td>
<td>The router data for the gateway may need to be refreshed.</td>
<td>In the router, change the gateway IP address. (Disable DHCP, if required.) Reboot the router, then log in to the router and check that the new name is displayed.</td>
</tr>
</tbody>
</table>

Wiser AvatarOn Freelocate remote controller

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The freelocate LED is blinking orange rapidly.</td>
<td>The freelocate battery may be very low or drained.</td>
<td>Press a freelocate button and observe the operation of the assigned device(s). If the device does not operate, then the freelocate batteries are drained and must be replaced. (See the installation instructions for the freelocate to replace the batteries.) NOTE: Always replace both batteries even if 1 battery appears to be sufficiently charged.</td>
</tr>
</tbody>
</table>

Wiser Motion Sensor

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Motion Sensor has stopped reporting occupancy status, but is otherwise operating normally.</td>
<td>The Motion Sensor may be undergoing an over-the-air (OTA) firmware update.</td>
<td>Log in to the gateway web UI and check the Device Configuration &gt; Node List Upgrade column to see if the motion sensor firmware is being upgraded. (This is shown by the label Downloading (n%) or Success. Wait for the firmware update to complete and then check that the motion sensor is reporting occupancy status.</td>
</tr>
</tbody>
</table>

General system troubleshooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>When joining a device using the Wiser by SE app, the device is rejected or will not join.</td>
<td>The device may not be supported by the Wiser system.</td>
<td>Only use devices listed in Supported Wiser devices, page 10.</td>
</tr>
</tbody>
</table>
Glossary

H

HVAC: (Heating, Ventilation and Air Conditioning) A system of components that maintains a desired environment (e.g. temperature, humidity, air flow) in a building.

M

Moment: A configurable function in the Wiser by SE app that operates one or more Wiser devices when a condition occurs. For example: Create a Moment to open the blinds and switch the lights on in the kitchen every weekday at 7 am.

S

Scene: The effect created by adjusting the settings on one or more Wiser devices. For example, create a relaxed mood for the evening by closing the curtains and dimming the lights to half-brightness. Multiple Wiser device settings can be assigned to a remote control to create the scene at any time with the push of a button.

SSID: (Service Set Identifier) A unique name consisting of 32 case-sensitive characters that is used to identify a wireless network.

V

VRF: (Variable Refrigerant Flow) A type of split-system air conditioner (sometimes called VRF HVAC) that has multiple indoor units connected to a single outdoor condenser. The rate of refrigerant flow varies with the demands of the connected indoor units.