

Wiser™

System User Guide

Commissioning instructions for the Wiser system, devices and app.

10/2023



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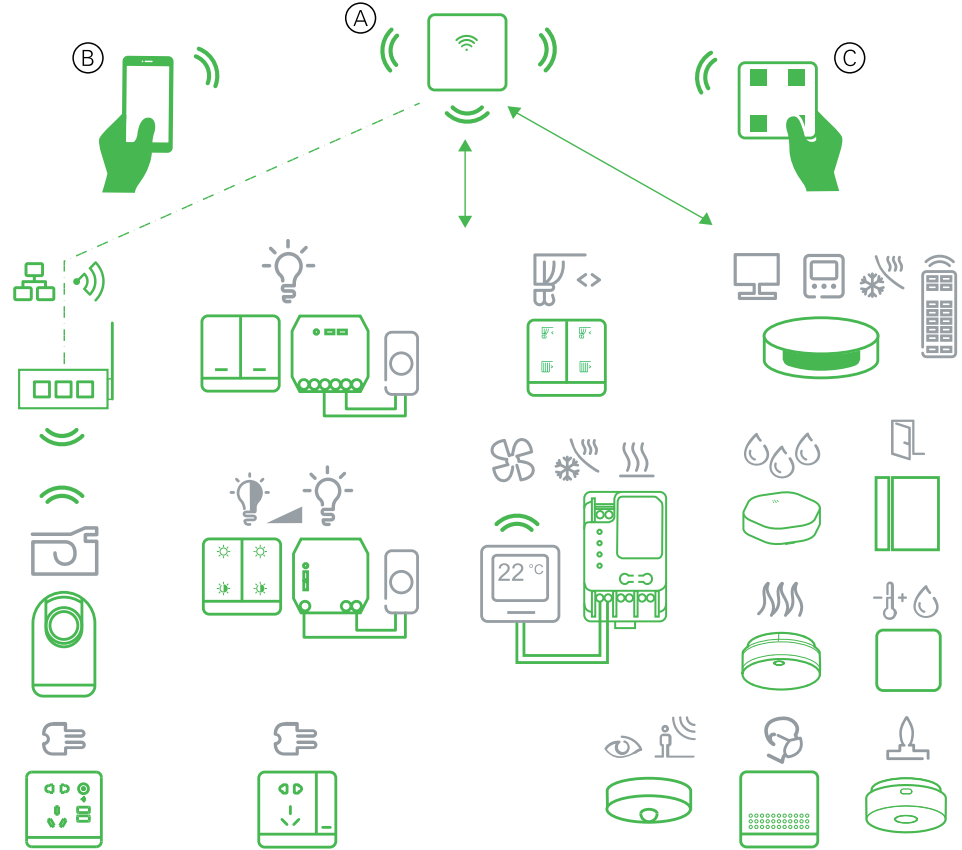
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Getting to know the Wiser system

Overview of the Wiser™ system

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



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

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

With a personal account and the Wiser by SE app on a mobile phone/tablet, users can control Wiser devices in their home from any location where internet is available for both mobile phone/tablet and the Hub .

Within the home, Wiser devices can also be controlled using a Wiser AvatarOn freelocate.

Device groups

Operate identical Wiser devices together, either from the local control on one of the devices or by using the Wiser app.

Use the Group feature in the Wiser app to combine many identical devices and operate them as one unit. For example, create a group of three Wiser light switches for multi-way operation.

Device groups	Control assistance
Lights, Switches/Dimmers	Lighting and dimming
Shutters/Blinds/Curtains	Motorized shutters and blinds

Device groups	Control assistance
Sockets/Adapters	Electric supply
Heating	Temperature
Cameras	Security and privacy
Energy	Monitors power consumption
Safety and Sensors	Smoke alarm, Room occupancy, window/door open or close, temperature and humidity, water leakage

The Wisier by SE app

Use the Wisier by SE app to set up the Wisier system, control Wisier devices and receive notifications.

System requirements

To use the app, your mobile phone/tablet must support following operating systems and versions.

Supported operating systems for mobile phone:

- Android™ OS version 7 and above
- Apple® iOS 11 and above

Supported operating systems for tablet/iPad:

- Android™ OS version 8 and above
- Apple® iOS 10 and above

NOTE:

- When a new version of an operating system is released, it may take some time before the Wisier system is fully compatible with that version.
- Using Schneider Electric applications with an Android phone that has bypassed restrictions, or a jailbroken iPhone, voids all warranties associated with the application.
- The compatibility of the interfaces with mobile phones/tablets depends on the software version installed on your mobile phone/tablet, and may change with a software upgrade. Due to the large number of mobile phones/tablets available in the market, the compatibility and functionality of your mobile phone/tablet with the app cannot be guaranteed.

Downloading the app

Install the app on a mobile phone/tablet to commission and work with the Wisier system and devices.

1. Perform one of the following:

- **Apple mobile phones/iPads:** Visit <https://itunes.apple.com/us/app/wiser-by-se/id1026806919?ls=1&mt=8>.

Scan QR code to download the app



- **Android mobile phones/tablets:** Visit <https://play.google.com/store/apps/details?id=com.schneiderelectric.WiserBySE>.

Scan QR code to download the app



- **For Android mobile phones/tablets:** Visit one of the following stores:
 - 华为应用市场 (Huawei app store)
 - 百度应用市场 (Baidu app store)
 - 安智应用市场 (Anzhi app store)
 - 360应用市场 (360 app store)
 - 腾讯应用市场 (Tencent app store).

NOTE: While downloading the app, search with Wisier as the app name.

Creating an account

The first time you use the app, you must register an account using your mobile phone number or an e-mail address and a password.

NOTE: It is mandatory to select the correct country code while registering using e-mail address.

When you create your account, a country code is set based on your location.

Using your account, you can become a member of one or more Homes ([Data stores](#), page 9). You can operate any devices that belong to the Home, from any location that has Internet access, using any compatible mobile phone/tablet that has the app installed.

NOTE: An account cannot be logged in on multiple smart devices and used at the same time.

Data stores

Home and account data is assigned to one of several data stores, depending on the country code selected at registration, and the country code of the user who

creates a Home. These data stores are independent of each other. The major data centres are:

- China
- Europe
- United States of America
- India

For more information, refer to the country table [Data centre](#), page 10.

IMPORTANT: Home and user account data is assigned to one data store and cannot be transferred to another. Therefore, a user can only join Homes with data assigned to the same data store as the user's account.

TIP: If you want to join a Home in another country (for example, if you are visiting and staying with family), create a new account using the same country as displayed in the Home location. This way, the data for your new account will be assigned to the same data store as the Home.

Data centre

Data centre	Country/Regions
Oregon, USA	Region: North America, South America, East Asia, parts of Southeast Asia Countries: America, Antarctica, Argentina, Bolivia, Bonaire, Brazil, British Indian Ocean Territory, Chile, Colombia, Cook Islands, Cuba, Curacao, Dominican Republic, Ecuador, East Timor, Falkland Islands (Malvinas), French Guiana, Guatemala, Guinea-Bissau, Hong Kong, Indonesia, Japan, Kazakhstan, Kiribati, Korea, Kosovo, Malaysia, Macao, Mexico, Myanmar, Nauru, Niue, New Zealand, Palestine, Paraguay, Peru, Philippines, Puerto Rico, Papua New Guinea, Sao Tome and Principe, Solomon Islands, St. Helena, Sint Maarten, South Sudan, Suriname, Svalbard and Jan Mayen, Taiwan, Thailand, Tokelau, Uruguay, Vatican City, Vanuatu, Vietnam, Venezuela
Frankfurt, Germany	Region: Western Europe, Central Europe, Eastern Europe, , parts of Southeast Asia Countries: Afghanistan, Albania, Algeria, American Samoa, Andorra, Anguilla, Angola, Antigua and Barbuda, Armenia, Aruba, Austria, Azerbaijan, Australia, Bahamas, Bahrain, Barbados, Bermuda, , Belize, Bhutan, Bangladesh, Brunei, Burkina Faso, Botswana, Burundi, Benin, Bulgaria, Bosnia, Belgium, Belarus, Cayman Islands, Costa Rica, Cambodia, Cameroon, Cape Verde, Cote d'Ivoire, Chad, Central Africa, Congo (Brazzaville), Congo (Gold), Croatia, Czech Republic, Cyprus, Cocos (Keeling) Islands, Dominic, Djibouti, Denmark, Ethiopia, Egypt, Equatorial Guinea, Eritrea, Estonia, French Polynesia, Fiji, Former South Macedonia, France, Finland, Faroe Islands, Greenland, Guadeloupe, Grenada, Georgia, Guam, Guinea, Gabon, Gambia, Ghana, Germany, Greece, Gibraltar, Haiti, Honduras, Hungary, Israel, Iran, Iraq, Iceland, Italy, Ireland, Jamaica, Jordan, Kuwait, Kyrgyzstan, Korea, Kenya, Laos, Lebanon, Lesotho, Liberia, Libya, Lithuania, Liechtenstein, Luxembourg, Latvia, Martinique, Montserrat, Maldives, Mongolia, Micronesia, Marshall Islands, Mozambique, Malawi, Morocco, Madagascar, Mauritania, Mali, Mayotte, Mauritius, Montenegro, Malta, Monaco, Moldova, Nicaragua, Nepal, New Caledonia, Northern Mariana Islands, Niger, Nigeria, Namibia, Netherlands, Oman, Panama, Pakistan, Palau, Poland, Portugal, Qatar, Rwanda, Reunion, Russia, Romania, Saint Pierre and Miquelon, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Salvador, Saint Lucia, Sri Lanka, Saudi Arabia, Syria, Singapore, Samoa, Serrali, Senegal, Sudan, Swaziland, South Africa, Somalia, Seychelles, Serbia and Montenegro, Spain, Svalbard and Jan Mayen, Slovenia, Slovakia, Sweden, Switzerland, San Marino, Trinidad and Tobago, Turks and Caicos Islands, The British Virgin Islands, Turkmenistan, Turkey, Tajikistan, Tuvalu, Tonga, Togo, Tunisia, Tanzania, United States Virgin Islands, Uzbekistan, United Arab Emirates, Uganda, Ukraine, United Kingdom, Wallis and Futuna, Yemen, Zimbabwe, Zambia
Mumbai, India	Country: India
Mainland China	Country: China

1. Start the app, wait for the login page to display and then tap **Register a new Account**.



2. Select your country and provide your Mobile No. or E-mail to receive the verification code.
3. Tap the check box to agree with the **User Agreement** and **Privacy Notice**.
4. Select a country code. By default, the country code is set as follows:
 - Mobile phone-based IDs: country code determined by mobile phone number.
 - E-mail address-based IDs: country code determined by mobile phone location. Also, you must select the country code manually when you register using an e-mail ID.
5. Enter the verification code received via E-mail or SMS.
 - SMS, if you use your mobile phone number as the user ID, or
 - e-mail, if you use your e-mail address as the user ID.
6. Create a password based on the criteria provided.

Once the registration process is finished, a new Home is created and the Home page is displayed. As the creator of the Home, your account is automatically set as the Home owner with full access to the system. See [Access levels in the app](#), page 12.

IMPORTANT: Your account cannot be transferred to another country, due to restrictions with data storage (see [Data stores](#), page 9). If you want to join a Home or create a Home in a different country, first create a new account using the new country code.

Working with home

Create a home, add rooms to represent the areas with devices, and add home members.

In the app, a home defines a group of people, rooms and devices as a unit. Here are some examples:

- **Single-family dwelling:** Create one home for all occupants, rooms and devices in the dwelling.
- **Multi-family dwelling:** Create a home for occupants, rooms and devices located in one part of a dwelling and another home for occupants, rooms and devices located in another part of the dwelling.

A device can be added to only one home at a time. Once a device is added, only members of that home can control the device.

A person can be a member of multiple homes and operate any device that has been added to one of those homes.

Access levels in the app

Home members can perform various tasks in the app, depending on their access level.

There are 3 access levels in the app:

- Home owner

NOTE: For each Home, only one Home member can be set as the Home owner.

- Administrator
- Common member

Function	Supported Features	Home owner	Administrators	Common members
Manage Homes and Home members	Transfer Home owner rights to another Home member	Yes	No	No
	Add or delete* a Home (*Delete the entire Home, its members and devices)	Yes	No	No
	Remove a Home (Access to the Home is removed from the user's app, but the Home is not deleted)	Yes	Yes	No
	Configure Home details	Yes	Yes	No
	Add or delete Home members	Yes	Yes	No
	Grant administrator access for a Home member	Yes	No	No
	Receive invite notifications from a home	Yes	Yes	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes	No
	Name or rename Rooms	Yes	Yes	No
Manage devices	Add or delete devices	Yes	Yes	No
	Configure device feature setting and schedule	Yes	Yes	Yes
	Change device icon, name and location	Yes	Yes	No
	Operate device	Yes	Yes	Yes
	Update device firmware	Yes	Yes	No
	Receive device alarm notifications	Yes	Yes	Yes
	'Device added', 'Device factory restored', 'Receive device alarm' notification	Yes	Yes	Yes
Manage Moments and Automations	Create Moments and Automations	Yes	Yes	No
	Assign devices to Moments/Automations	Yes	Yes	No
	Adjust device settings in Moments/Automations	Yes	Yes	No
	Set Trigger conditions in Moments/Automations	Yes	Yes	No
	Receive Moment/Automation trigger notifications	Yes	Yes	Yes

Cybersecurity principles

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- Keep your phone up-to-date and install the latest security updates.
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or Apple store.

- Use all the security settings on your mobile phone/tablet:
 - long passcodes
 - two-factor authentication (2FA)
 - facial recognition
 - block unknown apps
- Use strong phone and account passwords:
 - Do not reuse a password from any other account.
 - Passwords should be 12-16 characters long. (A passphrase is best and easier to remember.)
 - The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols.
 - Do not use a password with easily guessed or commonly known personal information. For example, avoid using home town, favorite pet or high school mascot.

Decommissioning a device

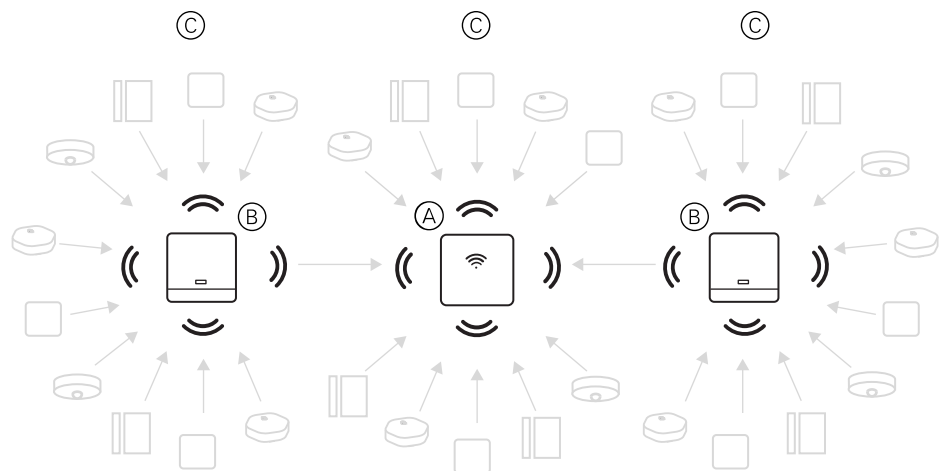
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system hub. Refer to the particular device instructions for information on how to perform factory reset.

Support for battery-powered devices

By default, a system with a hub can support up to 10 battery-powered devices, such as sensors. Systems that also include mains-powered devices such as light switches can support additional battery-powered devices.

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

The example system shown in the next diagram includes a hub (A) and two mains-powered light switches (B). Each mains-powered device can host up to 10 battery-powered devices (C), so this example system can support a total of 30 battery-powered devices.



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

Wiser system limits

When commissioning a Wiser system, it is important to understand the system limits, such as the maximum number of supported devices. For best performance, it is required to run the system at 80%.

System component	Wiser Hub Limits	Basic Hub Limits
Devices	Max. 120 devices in one Home	Max. 30 devices in one Home
	Max. 120 devices in one Room	Max. 30 devices in one Room
	Max. 20 devices assigned to a freelocate button	Max. 20 devices assigned to a freelocate button
	Max. 10 battery-powered devices per mains-powered device.	
Wiser Multifunction Interface	Max. 3 channels per device	Not Supported for Basic Hub
	Max. 8 thermostats or controllers per channel	Not Supported for Basic Hub
Wiser 360Degree ZB/IR Convertor	Max. 8 channels (1 IR-controlled appliance per channel) NOTE: Channels 6 to 8 are reserved for IR extender connections EXT1 , EXT2 and EXT3 .	Not Supported for Basic Hub
Moments/Automations	Max. 80 Moments in one Home	
	Max. 80 Automations in one Home	
Device Schedules	Max. 80 Actions in one Moment/Automation	
	Max. 80 Actions in one Moment/Automation	
	Max. 1000 Actions in one home (the total actions in Moments and Automations must not exceed 1000)	
	Max. 10 Conditions in one Automation	
Homes, Rooms and Members	Max. 10 Schedules per device	
20 is the recommended number for home per account.	Max. 20 Homes (recommended number) The installer will be Home owner until successful handover. Max. 20 Rooms in one Home (recommended number) Max. 20 Members in one Home (recommended number)	

For information about the recommended distance between the Hub, devices, and sensors, see [Selecting a location for the Wiser Hub or Basic Hub](#), page 21. The distance between Hub and device, device and device, and device and sensor is dependent on construction materials or interference in between, it could be a much longer range, in open air, without any interference.

Setting-up the Wiser system

Overview of system commissioning

To commission the Wiser system, first install the devices and then configure the system using the app.

System commissioning involves these steps.

Install and test Wiser devices.	See Installing and testing devices, page 15.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 21.
Connect the hub to the Wi-Fi network. The mode of connection is Ethernet mode to connect the hub . For anything further steps for commissioning, app is required. NOTE: The Ethernet cable is supplied separately.	See Connecting the Wiser Hub and Basic Hub to the Internet, page 21.
Download and install the app.	See Downloading the app, page 8.
Create an account to use the app.	See .
Set up a Home, Rooms and add Home members.	See Working with homes, page 15.
Join the hub to the Home.	See .
Add devices to the Home, assign devices to Rooms and configure device settings.	See Setting-up devices, page 48.
Set devices to operate together, either manually, or in response to a schedule or event.	See Moments and Automations, page 70.

Once these steps have been completed, the system is ready to use.

Installing and testing devices

Install and test light switches, dimmers, sensors and other devices before using the app to configure the Wiser system.

1. Follow the installation instructions supplied with each device. See .
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 65.

NOTE: See Selecting a location for the Wiser Hub or Basic Hub, page 21 for information regarding location selection for Hub.

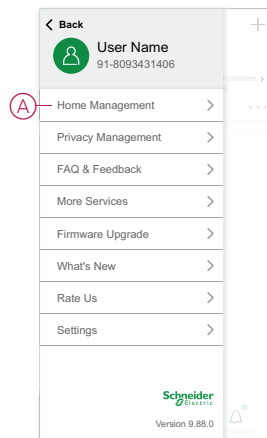
Working with homes

Create a home, add rooms to represent the areas with devices, and add home members.

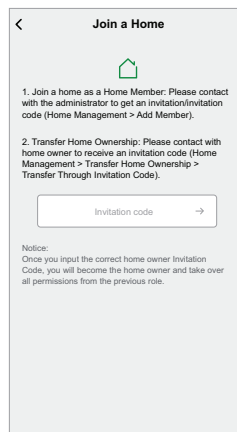
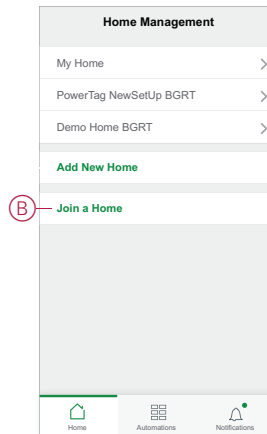
Joining a home

When you register to the app, join a home to have ownership rights, transfer home ownership and access homes.

1. Tap **Home Management**(A) to join a home.



2. Tap **Join a Home** (B) to enter invitation code and receive access to the required home.

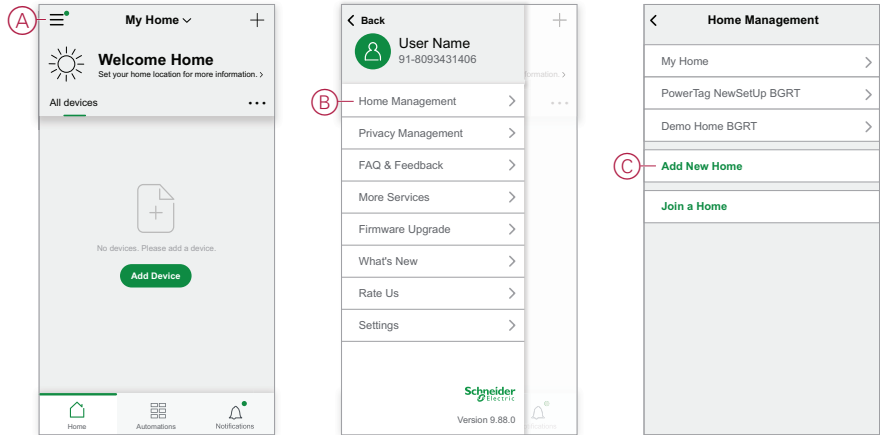


Adding a home

Add a home from the **Home Management** menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the home that is automatically created at the end of registration.

1. On the **Home** page (A, B, C), tap the **Menu icon** (A), then tap **Home Management > Add Home** (B, C).

NOTE: If you have just registered an account, a new home has already been created for you. Tap **Add New Home** in (C) and continue from step 2a.

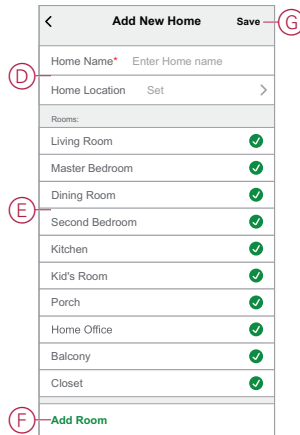


2. On the **Add Home** page, do the following:

- a. **Home name and location:** Input (D) a name for the home and set the home location.
- b. **Rooms:** Create (E, F) rooms to match the physical spaces where devices are located in the home.

Select from a default list of common room names (E). Unselect any rooms you do not want to include. To add a room name not listed, tap **Add Room** (F) and input the desired room name.

- c. (See G) Tap **Save**.



As the creator of the home, your account is automatically set as the Home owner so that you have full control over the home settings. See *Access levels* in the app, page 12.

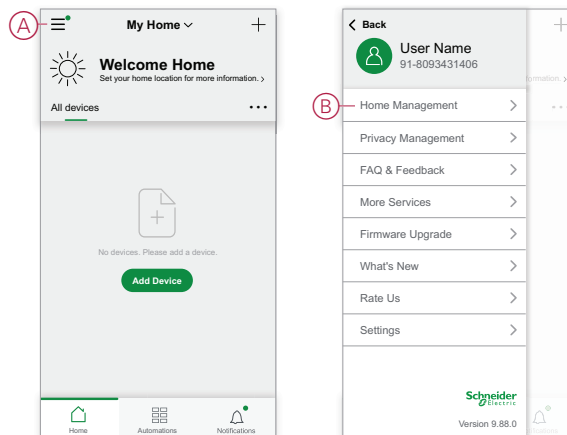
Once devices are added to the home, each device can be assigned to one of the rooms created in this task.

Adding home members

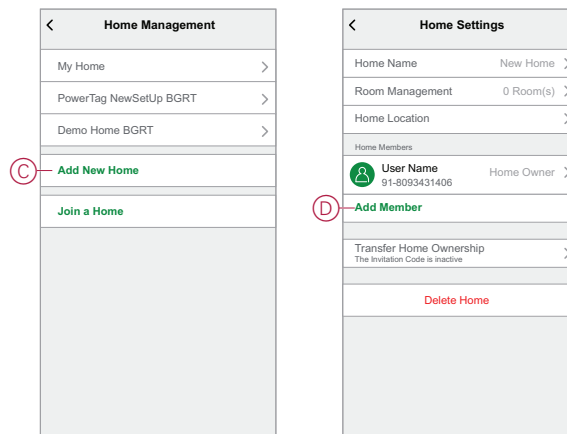
Add members to the home so that they can operate the devices in the home using their mobile phone/tablet and the app. Home owners can also enable Administrator access for selected home members to configure and maintain the Wiser system.

NOTE: Each person to be added as a home member must have registered an app account using a country code in the same region as the home location. See [Data stores](#), page 9 and [Data centre](#), page 10.

1. On the home page, tap **Menu icon (A)**, then tap **Home management (B)**.



2. Tap **Add New Home (C)** and then tap **Add member (D)** and enter the required details in the fields that appears in the app after tapping (D).



Getting into a home

Before the home owner moves to the new home, it is advised to the installer to complete the following activities. As a result, the home owner can access and use their Wiser smart home with their home internet.

Steps to be performed by the installer:

1. Register in Wiser app by using an email address or valid mobile number. See [Creating an account](#), page 9.
2. Ensure that all the devices are switched on, and the Wiser Hub has Ethernet connection before configuration to complete the commissioning process. After this, configure the device settings.

NOTE: Pairing to other Wi-Fi and BLE enabled devices can also be done during this step.

3. Configure the Moments and Automations in the app.
4. Generate the Invitation code/Redeem code and note it on the handover card that is provided in the box/package. Ensure to leave it on the Wiser Hub or in the home.

See [Joining a home](#), page 16.

Steps to be performed by the home owner:

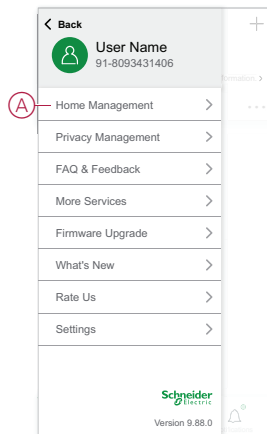
1. Register in Wiser app by using an email ID or valid mobile number. See [Creating an account](#), page 9.

2. Join a home by providing the invitation code written on the handover card.
3. Power on the Wiser Hub and connect to the Hub by using the router via Ethernet cable. See [Ethernet mode connection- Wiser Hub](#), page 34

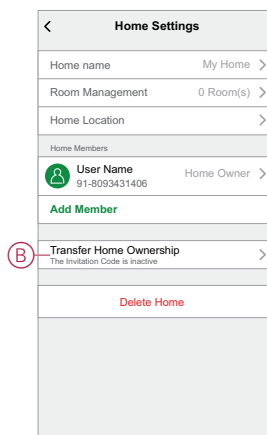
NOTE: Ethernet cable is provided in the package/box. Hence, it is advised to collect separately and use the cable to connect to the router for better performance. If the home owner needs to Hub using Wi-Fi, see [Wi-Fi mode connection- hub](#), page 31

Transferring home ownership

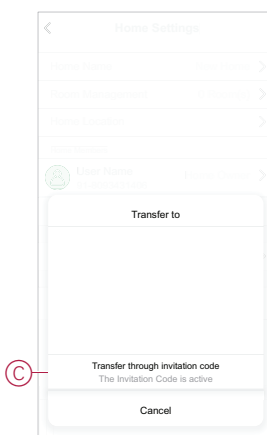
1. Tap to open **Home Management** (A) which will allow to join a home.



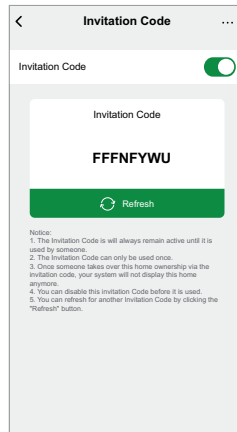
2. Tap **Transfer Home Ownership** (B) to transfer home ownership to the existing user.



3. Select the home member to transfer ownership and tap **Transfer Through Invitation Code**(C).



4. Share the generated invitation code with the home member to complete the transfer process.



NOTE: After transferring the home ownership to the selected home member, existing home member will no longer be the home owner.

Establish Wiser or Basic Hub

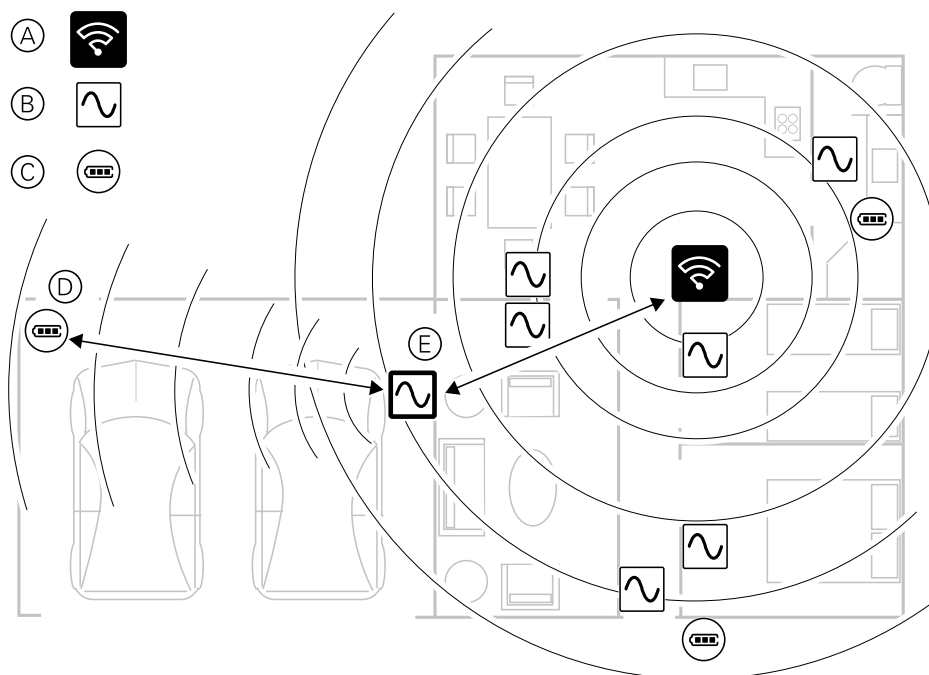
Selecting a location for the Wiser Hub or Basic Hub

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

The ideal location for the Basic Hub or hub is determined by the following:

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

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



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

Connecting the Wiser Hub and Basic Hub to the Internet

The hub can be connected to the network either by using an Ethernet cable (Ethernet mode), or by using the Wi-Fi (Wi-Fi Mode).

Wi-Fi network requirements

The Wiser system requires a Wi-Fi with Internet access. The Wi-Fi network router must meet certain requirements for the system to work.

NOTE: The Wiser system only supports 2.4 GHz Wi-Fi networks.

Router requirements

The Wi-Fi router must conform to the following requirements:

- The router should have an integrated firewall.
- All devices should be located behind the router firewall.
- The router must support security protocol WPA2 or higher.

Unavailability of Wi-Fi

There might be situation when there is no Wi-Fi when you are installing devices in a new home. In this case, it is advised to use another mobile device to establish a Wi-Fi hotspot during commissioning.

NOTE: In this case, it is advised to use a pocket Wi-Fi module with a 4G SIM to establish a Wi-Fi hotspot during commissioning. Alternatively, another phone may be used for the hotspot.

After, setting up the hotspot, follow [Wi-Fi mode connection- hub](#), page 31.

NOTE: The system can be operated physically from switches in case of unavailability of Wi-Fi after commissioning is finalized.

Switching the hub Ethernet connection to Wi-Fi (optional)

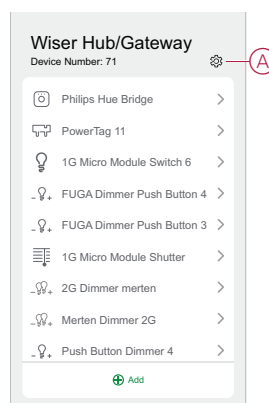
Use Wi-Fi to connect the hub to the network router so that the Ethernet cable is no longer needed.

Before doing this task, confirm that the mobile phone/tablet and hub are both connected to the Wi-Fi network router.

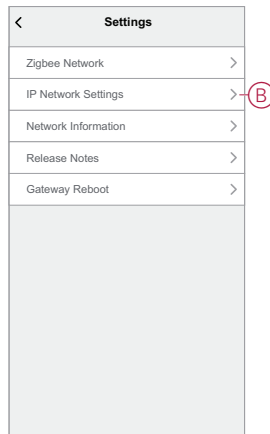
1. In the app, select the hub to the same Wi-Fi network.

NOTE: At this stage, the Ethernet cable should be still connected.

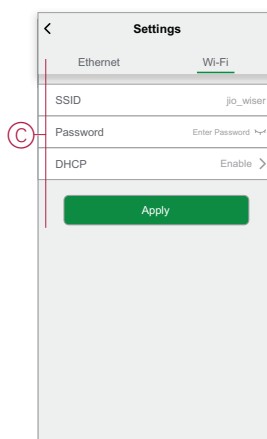
2. Tap the **Settings (gear)** icon (A).



3. In the Settings page, tap **IP Network Setting**(B).



4. Tap the **Wi-Fi** tab, set the **SSID** and **Password** for the Wi-Fi network router and then tap **Apply**(C).



5. Once the Wi-Fi connection is successful, remove the Ethernet cable from the hub .

Wiser Hub

CCT501900



Installing the Wiser Hub

The Wiser Hub monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world. Refer to the in-package installation guide for more information:


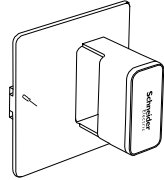
Wiser Hub

Supported devices with Wiser Hub


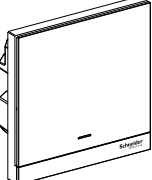
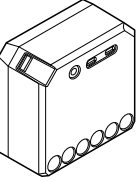
Follow the device Installation Instructions links for device installation instructions.

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

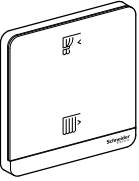
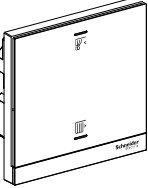
Hub

<p>Wiser Hub</p> 	<p>The Wiser hub monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world</p>	<p>Instruction Sheet(PDF)</p>
<p>Tablestand for Wiser Hub</p> 	<p>An optional stand for placing the Wiser hub on a table or on another flat surface.</p>	<p>Instruction Sheet(PDF)</p>

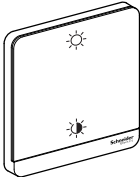
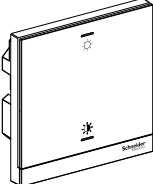
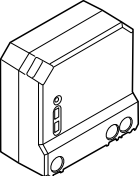
Light switches

<p>Wiser AvatarOn 1G/2G/3G Switch</p>  <p>AvatarOn T switch 1G/2G/3G</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>AvatarOn 1G/2G/3G switch AvatarOn T Switch 1G/2G/3G</p>
<p>Wiser 1 Gang Micro Module Switch</p> 	<p>Converts compatible momentary switches into smart switches. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

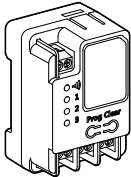
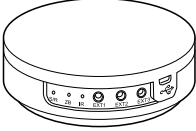
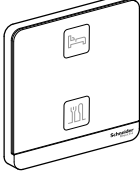
Curtain switches

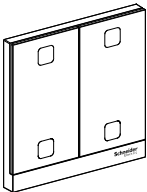
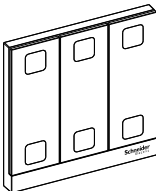
<p>Wiser AvatarOn 1G/2G Curtain Switch</p>  <p>Wiser AvatarOn T 1G/2G Curtain Switch</p> 	<p>Remotely/Manually open and close curtains, or automatically set curtain position in response to a specified condition or event.</p>	<p>AvatarOn 1G curtain switch</p> <p>AvatarOn 2G curtain switch</p> <p>AvatarOn T 1G/2G Curtain Switch</p>
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Dimmers

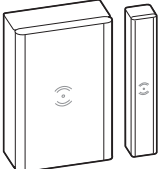
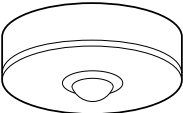
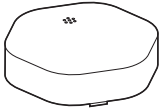
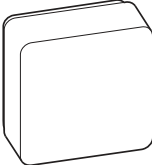

<p>Wiser AvatarOn 1G Dimmer Wiser AvatarOn 2G Dimmer</p>  <p>AvatarOn T 1G/2G Dimmer</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>AvatarOn 1G Dimmer AvatarOn 2G Dimmer AvatarOn T 1G/2G Dimmer</p>
<p>Wiser 1 Gang Micro Module Dimmer</p> 	<p>Converts compatible momentary switches into smart dimmers. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

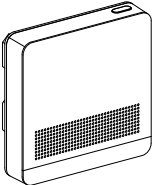
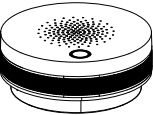
Control devices

<p>Wiser Multifunction Interface</p> 	<p>Control the environmental conditions in a home or other building by interacting with HVAC and floor heating systems.</p> <p>NOTE: A compatible thermostat must be connected to the interface to interact with the app. See Compatible thermostats for the Wiser Multifunction Interface, page 65.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser IR Convertor</p> 	<p>Controls split system air-conditioners, televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn 2K Freelocate Wiser AvatarOn 4K Freelocate AvatarOn T 4K Freelocate</p> 	<p>Control Wiser devices and Moments/Automations in the Wiser system with a convenient remote controller.</p> <p>A freelocate can also be used as a remote controller in an E-mode system. (See About E-mode, page 80 for more information.)</p>	<p>Instruction Sheet (PDF)</p>

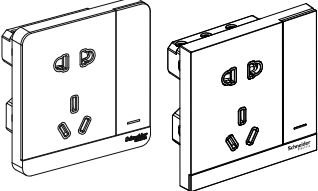

<p>Zigbee 4 Key Freelocate</p> 	<p>The Wiser AvatarOn T Zigbee Freelocate (the device) is used to control a group of Wiser Zigbee devices after successful commissioning.</p>	<p>Instruction Sheet (PDF)</p>
<p>Zigbee 6 Key Freelocate</p> 		

Sensors and detectors


<p>Wiser Window/Door Sensor</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the Hubgateway.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Motion Sensor</p> 	<p>Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of movement can be programmed to determine what action to be taken at that moment.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Water Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser Hub and detects water on the floor, the sensor sends out a sound alarm and reports the event to the hub. NOTE: The device can operate as a standalone product when not connected to the hub. This device also produces sound alarm when not connected to the hub .</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Temperature/Humidity Sensor</p> 	<p>Maintains 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, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Gas Detector</p> 	<p>Detects gas leakage and have the Wiser system trigger an alert and/ or action in response.</p>	<p>Instruction Sheet (PDF)</p>

<p>Wiser AvatarOn Air Quality Detector</p> 	<p>Detects air quality level by PM_{2.5} concentration and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smoke Detector</p> 	<p>Detects smoke and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>

Power devices

<p>Wiser AvatarOn smart socket Wiser AvatarOn T smart socket</p> 	<p>Remotely switch the power socket On/Off and report real time power consumption to the app.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smart adapter</p> 	<p>Remotes the time and schedule to turn on/off 2P&3P&USB charger together.</p>	<p>Instruction Sheet (PDF)</p>

Cameras

<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>Instruction Sheet (PDF)</p>
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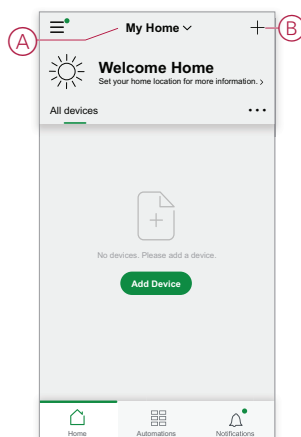
Configuring the Wiser Hub

Adding the Hub to home

Use the app to add the Hub to a home. Before you start, make sure that the hub is connected to power supply and network either Ethernet network with cable (ie

Ethernet LED and Zigbee LED must be lit) or Wi-Fi network (ie WLAN LED and Zigbee LED must be lit) .

1. Login to the app.
2. Select the home to which the Hub will be added (A).
3. In the home page, tap the + icon (B).



4. In the **Add Device** page, do the following:
 - a. Tap **Auto Scan**.
 - b. If prompted, follow any instructions displayed on the page.
 - c. Tap **Start scanning**.
 - d. Tap the hub device name displayed on the app page and follow the steps in the app.

Once the process is complete, the hub is displayed as a device on the home page.

Setting the Wiser Hub

The Wiser Hub supports Wi-Fi (AP Mode) and Ethernet mode of connection:
Refer to the following animations to setup the Wiser Hub:

AP Mode (Wi-Fi)



Ethernet Mode



Wi-Fi mode connection- hub

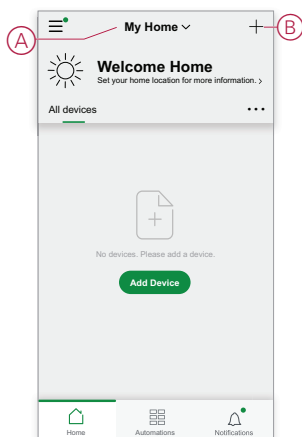
Wi-Fi mode is used to connect the hub via wireless method. There might be a situation when Ethernet connection is not available for installing the Hub . For example, the router location or installing in a new home with router not available yet, therefore, the installer can choose Wi-Fi mode.



Pre-requisite:

- The Wi-Fi is supported in the hub . The date code must be 2037 and above when it is moved from out of the box. To update the latest firmware, connect the hub to the Ethernet (see Ethernet mode connection- Wiser Hub, page 34).
- To install the hub by Wi-Fi mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone/tablet must be active.
- The Wi-Fi router, hub and mobile phone/tablet must be as close as possible.
- The following norms are satisfied based on the date code of the hub

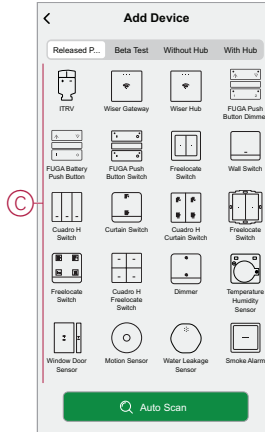
1. Login in to the App.
2. Select the home where the hub is located (A) then tap + icon (B) or **Add Device**.



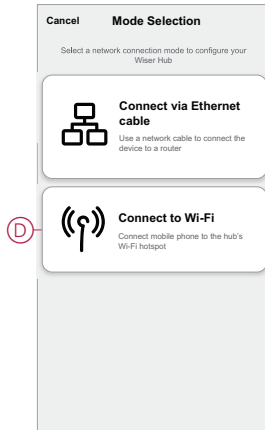
3. On the **Add device** page, tap **Add manually** (C). Then select hub under the listed devices.

NOTE:

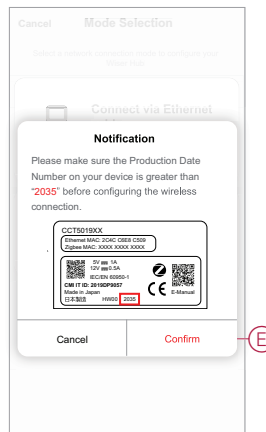
- Do not tap **Auto Scan** as the hub is not visible in Wi-Fi mode under **Auto Scan**
- The list of the devices vary based on country.
- The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



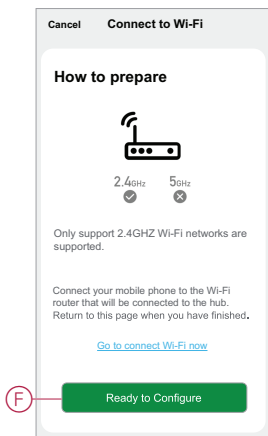
4. Upon selecting hub, you will receive options to select the modes of installing the hub. Select **Wi-Fi Mode** for installing (D).



5. Tap **Confirm** when you receive the **Notification** (E).

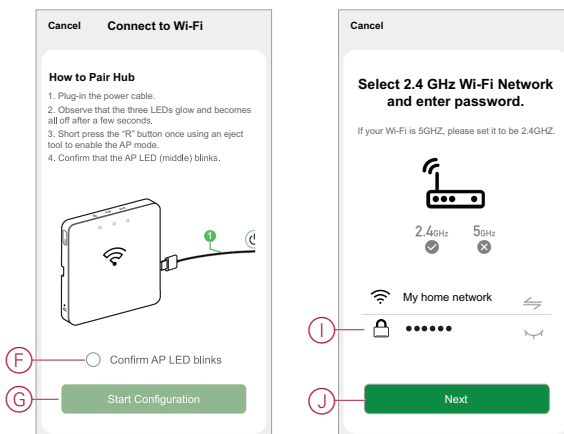


6. Click **Next (F)** when you reach the **How to prepare** page.



7. An animation is displayed about **How to pair device**. Follow the steps to complete the pairing, tap **Confirm AP LED blinks (G)** and tap **Next (H)**. Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (I) and tap **Next (J)**.

NOTE: Use an eject tool (as shown in the animation) to short press on 'R' button to enable hub to Wi-Fi mode. The pairing window lasts for 3 minutes (when the date code is 2037 or later). In case of other version, the pairing window lasts for 10 minutes.



8. Once the Wi-Fi connection is successful with the hub(K), a hotspot network will be created with the Wi-Fi name **WiserGW_XXXXXX** (l). Tap **Go to Connect** (L). Then you will be prompted to the phone setting page that will request your approval to connect to the Wi-Fi network. Tap **WiserGW_XXXXXX** to connect to Wi-Fi. It is recommended to go to the phone settings and check WiserGW as the Wi-Fi network and then attempt to connect.

NOTE:

- The last 6 digits in the Wi-Fi network (WiserGW_XXXXXX) represents the Ethernet MAC number which is labeled on the back of the device.
- The default password for the Wi-Fi network - **WiserGW_XXXXXX** is **wisersmarthome**.



9. After successfully connecting the phone to Wi-Fi, go back to the App. When the connection is progressed, the Wi-Fi mode installing is connection completed. Tap **Done** to finish.

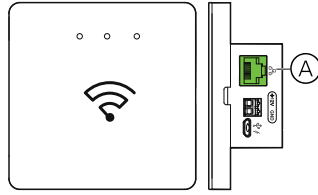
NOTE: If the installation is being done in a new home and there was no router yet, (for ex, using a pocket Wi-Fi 4G module), refer the steps Joining a home, page 16 after installing is complete.

NOTE: If installing has been done in a new home where there was no Wi-Fi available (See Unavailability of Wi-Fi in Wi-Fi network requirements, page 21). Ensure to follow steps for transferring Home ownership (See Transferring home ownership, page 19) after installing is complete.

Ethernet mode connection- Wiser Hub

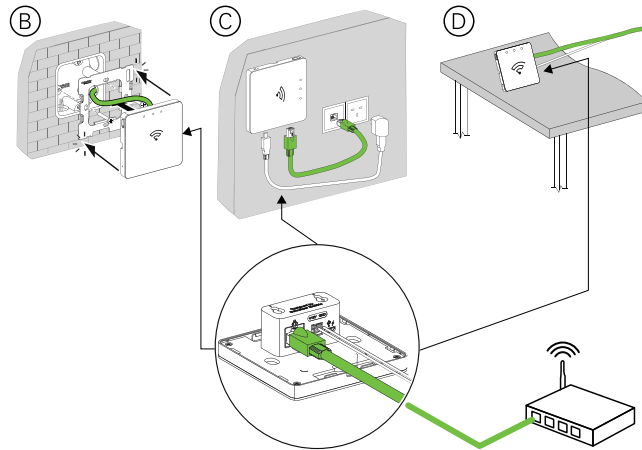


1. Locate the Ethernet port (A) on the hub.



2. Connect an Ethernet cable between the hub and the router to suit the installation method used for the hub:

- Wall box installation (B)
- Wall mount using two screws (C)
- Table mount using optional Docking Kit (D)



Post-requisite: You must add the hub to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone/ tablet (see *Downloading the app*, page 8) and register a user account. You can then add the hub and optionally connect the hub to the network router by Wi-Fi.

Resetting the Hub

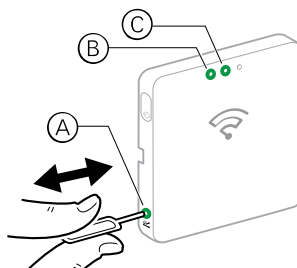
Delete existing settings from a Hub for installation or to remove a Hub from the system. It may also be necessary to restore the Hub .

The reset/eject tool Hub is required to press the 'R' button.

There are two reset options:

- Level 1 reset (Restores Ethernet/WLAN settings only).
- Level 2 reset (Upon successful reset, all configuration data, user data, and network data is deleted).

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










2. Do one of the following:
 - **Level 1 reset:** Press and hold the **Reset** button for 5 s (max. 15 s). The Ethernet LED (B) and WLAN LED (C) both flashes once.
 - **Level 2 reset:** Press and hold the **Reset** button for more than 15 s. The Ethernet LED (B) and WLAN LED (C) both flashes 3 times.
3. Release the **Reset** button.

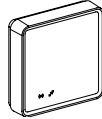
The Hub restarts. This takes about 40 s.

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

LED Behavior

Device	Status	LED indication	Duration
Wiser Hub	Switching On/Restarting	All 3 LEDs display solid white 	40 s approx. NOTE: When the device is out of the box for the first time, due to firmware upgrade, the process might take longer than usual (90 seconds).
	Connected to router (Wi-Fi)	WLAN LED displays solid white 	While connected to router
	AP mode commissioning	WLAN LED flashes white. 	3 minutes approx.
	Level 1 reset in progress	Ethernet/WLAN LEDs flash white 	Once
	Level 2 reset in progress	Ethernet/WLAN LEDs flash white 	3 times
	Zigbee network initialized	Zigbee network LED displays solid white 	While Zigbee network is available
	Zigbee network is Open	Zigbee network LED flashes white 	While Zigbee network is Open

Wiser Basic Hub



Installing the Wiser Basic Hub

The Wiser Basic Hub is a communication interface that can be connected to all your Wiser Zigbee devices, enabling you to easily manage your home environment.

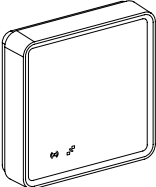
Refer to the installation manual available in the package: [Basic Hub](#)

Supported devices with Wiser Basic Hub

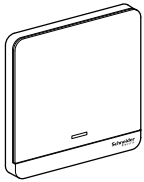
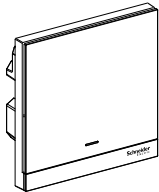
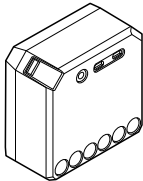
Follow the device Installation Instructions links for device installation instructions.

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

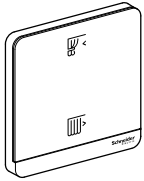
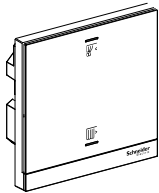
Basic Hub

Device	Application	Installation Instructions
Wiser Basic Hub 	The Wiser Basic Hub is a communication interface that can be connected to all the below listed Wiser Zigbee devices, enabling you to easily manage your home environment.	Basic Hub

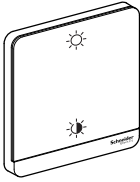
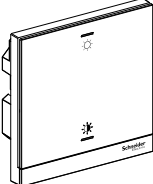
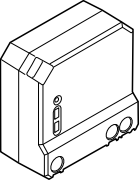
Light switches

<p>Wiser AvatarOn 1G/2G/3G Switch</p>  <p>AvatarOn T switch 1G/2G/3G</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>AvatarOn 1G/2G/3G switch</p> <p>AvatarOn T Switch 1G/2G/3G</p>
<p>Wiser 1 Gang Micro Module Switch</p> 	<p>Converts compatible momentary switches into smart switches. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

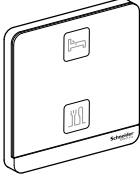
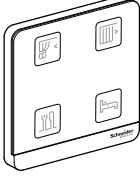
Curtain switches

<p>Wiser AvatarOn 1G/2G Curtain Switch</p>  <p>Wiser AvatarOn T 1G/2G Curtain Switch</p> 	<p>Remotely/Manually open and close curtains, or automatically set curtain position in response to a specified condition or event.</p>	<p>AvatarOn 1G curtain switch</p> <p>AvatarOn 2G curtain switch</p> <p>AvatarOn T 1G/2G Curtain Switch</p>
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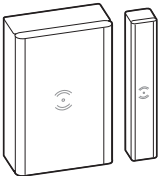
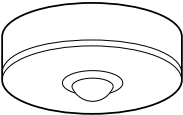
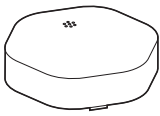
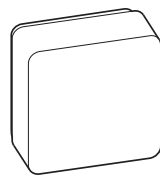

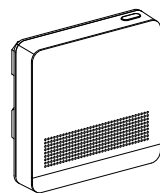
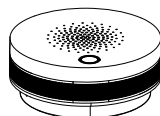
Dimmers

<p>Wiser AvatarOn 1G Dimmer Wiser AvatarOn 2G Dimmer</p>  <p>AvatarOn T 1G/2G Dimmer</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>AvatarOn 1G Dimmer AvatarOn 2G Dimmer AvatarOn T 1G/2G Dimmer</p>
<p>Wiser 1 Gang Micro Module Dimmer</p> 	<p>Converts compatible momentary switches into smart dimmers. Connect up to 10 compatible momentary switches.</p> <p>NOTE: Momentary switches must be certified for use in 220–240 V AC applications.</p>	<p>Instruction Sheet (PDF)</p>

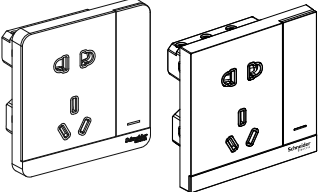
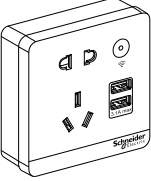
Control devices

<p>Wiser AvatarOn 2K Freelocate</p> 	<p>Control Wiser devices and Moments/Automations in the Wiser system with a convenient remote controller.</p> <p>A freelocate can also be used as a remote controller in an E-mode system. (See About E-mode, page 80 for more information.)</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn 4K Freelocate</p> 		<p>Instruction Sheet (PDF)</p>


Sensors and detectors

<p>Wiser Window/Door Sensor</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the Hubgateway.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Motion Sensor</p> 	<p>Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of movement can be programmed to determine what action to be taken at that moment.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Water Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser Hub and detects water on the floor, the sensor sends out a sound alarm and reports the event to the hub.</p> <p>NOTE: The device can operate as a standalone product when not connected to the hub. This device also produces sound alarm when not connected to the hub .</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Temperature/Humidity Sensor</p> 	<p>Maintains 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, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Gas Detector</p> 	<p>Detects gas leakage and have the Wiser system trigger an alert and/ or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser AvatarOn Air Quality Detector</p> 	<p>Detects air quality level by PM_{2.5} concentration and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smoke Detector</p> 	<p>Detects smoke and have the Wiser system trigger an alert and/or action in response.</p>	<p>Instruction Sheet (PDF)</p>




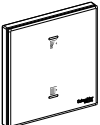
Power devices


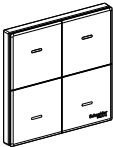
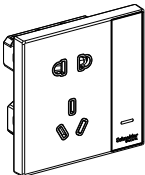
<p>Wiser AvatarOn smart socket Wiser AvatarOn T smart socket</p> 	<p>Remotely switch the power socket On/Off and report real time power consumption to the app.</p>	<p>Instruction Sheet (PDF)</p>
<p>Wiser Smart adapter</p> 	<p>Remotes the time and schedule to turn on/off 2P&3P&USB charger together.</p>	<p>Instruction Sheet (PDF)</p>

Cameras

<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>Instruction Sheet (PDF)</p>
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Cuadro H Switches

<p>ZigBee 1G Switch</p> 	<p>This device is dedicated to switching the specified lighting load Or motor load (exhaust fan/motor) etc. The device can either pass Wiser by SE app or Smart Scene Switch, or use directly by pressing the local control key.</p>	<p>Instruction Sheet (PDF)</p>
<p>ZigBee 2G Switch</p> 		
<p>ZigBee 3G Switch</p> 		
<p>Zigbee 1G Curtain SW</p> 		

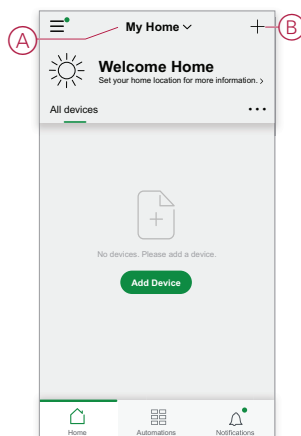
<p>Zigbee 2G Curtain SW</p> 		<p>Instruction Sheet (PDF)</p>
<p>Zigbee 4K scene switch</p> 	<p>After connecting to Wiser APP, it can be connected with other devices and equipped with scene control.</p>	<p>Instruction Sheet (PDF)</p>
<p>ZigBee 5P switch socket</p> 	<p>The smart socket can provide a rated current output of 10A and can be connected to load not exceeding 2500W load.</p>	<p>Instruction Sheet (PDF)</p>

Configuring the Basic Hub

Adding the Basic Hub to the Home

Use the app to add the Basic Hub to a Home.

1. Log in to the app.
2. (See A) Select the Home to which the Basic Hub will be added.
3. (See B) In the Home page, tap the + icon.



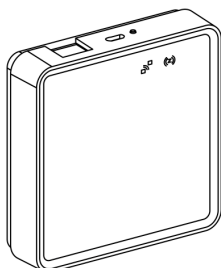
4. In the Add Device page, do the following:
 - a. Tap **Auto Scan**.
 - b. If prompted, follow any instructions displayed on the page.
 - c. Tap **Start scanning**.
 - d. Tap the hub device name displayed on the app page and follow the steps in the app.

Once the process is complete, the Basic Hub is displayed as a device on the Home page.

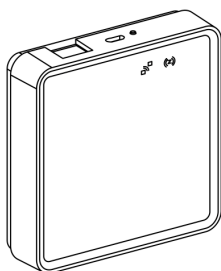
Setting the Basic Hub

The Basic Hub supports Wi-Fi (AP Mode) and Ethernet mode of connection. Refer to the following animations to set up the device:

AP Mode (Wi-Fi)



Ethernet Mode



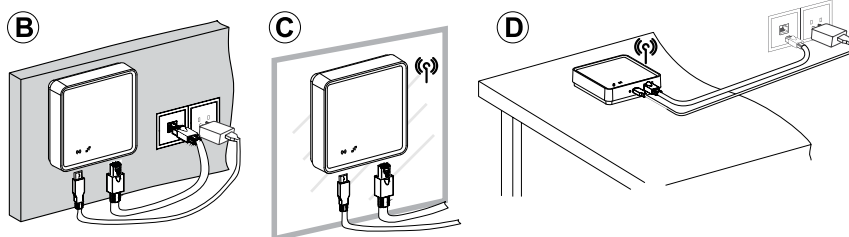
Ethernet mode connection— Wiser Basic Hub

1. (See A) Locate the Ethernet port on the Basic Hub.



2. Connect an Ethernet cable between the Basic Hub and the router to suit the installation method used for the Basic Hub:

- (See B) Wall surface installation
- (See C) Smooth surface installation
- (See D) Table mount



Post-requisite: You must add the Basic Hub to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone/tablet (see [Downloading the app](#), page 8) and register a user account. You can then add the basic hub and optionally connect the basic hub to the router by Wi-Fi. See .

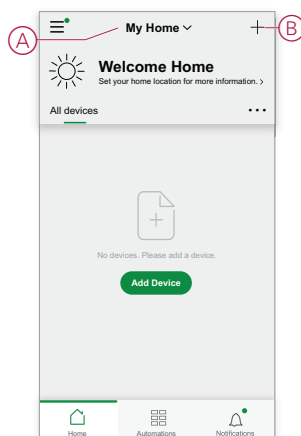
Wi-Fi mode connection — Basic Hub

AP mode (Wi-Fi) is used to commission the Basic Hub via wireless (Wi-Fi) rather than Ethernet. There might be a situation when Ethernet mode of commissioning is not available for commissioning the Basic Hub. For example, the router location or commissioning new home with router not available yet, therefore, the installer can choose AP mode.

Pre-requisite:

- The Wi-Fi mode is supported in the Basic Hub. To update the latest firmware, connect the hub to the Ethernet (see [Ethernet mode connection- Wiser Hub](#), page 34).
- To commission the basic hub by AP mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone/tablet must be active.
- The Wi-Fi router, basic hub, and mobile phone/tablet must be as close as possible.

1. Login in to the App.
2. (See A, B) Select the home where the Hub is located (A) then tap the + icon (B) or **Add Device**.

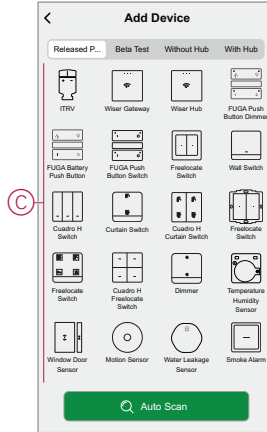


- On the Add device page, tap **Add manually** (See C). Then select Basic Hub under the listed devices.

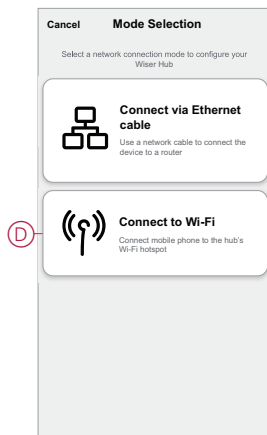
NOTE: Do not tap **Auto Scan** as the Basic Hub is not visible in Wi-Fi mode under **Auto Scan**.

NOTE: The list of the devices vary based on country.

NOTE: The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



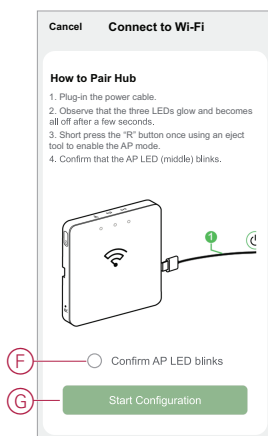
- Upon selecting Basic Hub, you will receive option to select the modes of commissioning the Basic Hub. Select **Connect with WiFi** for commissioning (See D).



- Click **Ready to Configure** (See E) when you reach the **Connect with WiFi** page.



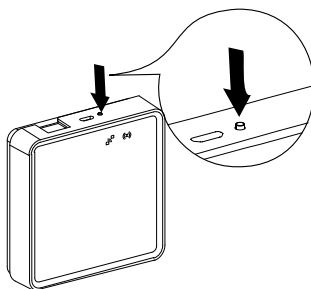
6. An animation is displayed about **How to pair** device. Follow the steps to complete the pairing, tap **Confirm Internet LED blinks** (See F) and tap **Start Configuration** (See G). Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password and tap **Next** .



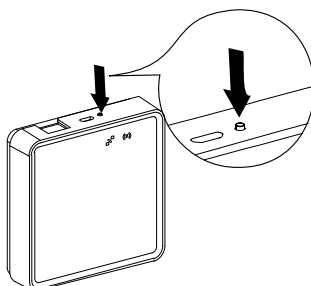
Resetting the Basic Hub

Delete existing settings from a Hub for commissioning or to remove a Hub from the system. It may also be necessary to restore the Hub .









- For resetting the Ethernet and Wi-Fi settings, long press the reset button between 5 s to 15 s.



- For resetting the device to factory default mode, long press the reset button for more than 15 s.



LED Behavior

Device	Status	LED indication	Duration
Wiser Basic Hub	Switch On/ Indication that the Basic Hub is working	<p>During system booting, both Zigbee and Network LEDs are On.</p> <p>After system booted, Zigbee LED is On, Network LED is Off when no network connection/ Network LED is On when there is network connection.</p> 	System booting duration is approx. 40 seconds.
	Connected to the Wi-Fi or Ethernet	Network LED is always On 	While connected to the Wi-Fi or Ethernet
	The Basic Hub is in AP mode	Network LED blinks 	10 mins approx.
	The zigbee network formed	Zigbee LED is On 	While connected to the power cable
	Trigger the Zigbee commissioning process	Zigbee LED blinks 	254 seconds approx.
	In installation mode	Zigbee and Network LED blinks 	Both LEDs will stop blinking once the commissioning is completed.
	Level 1 reset	Zigbee and Network LED blinks 	Once
	Level 2 reset	Zigbee and Network LED blinks 	3 times

Setting-up devices

Add devices to a Home, assign each device to a Room and configure device settings.

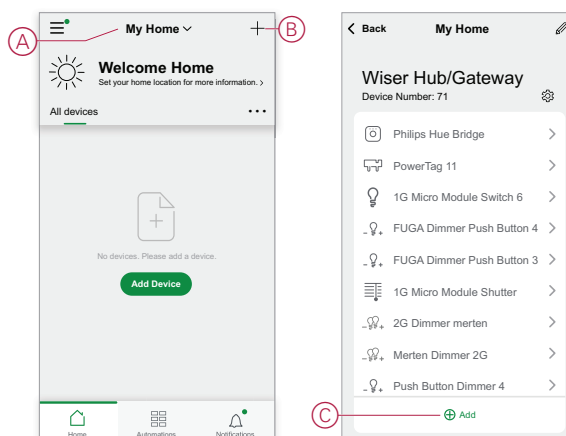
Adding a device

Add a device to a home by using the app.

NOTE:

- A Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. (See [Support for battery-powered devices](#), page 13.)
- Devices that connect to the network router such as, IP camera, do not require the hub to be commissioned.

1. Login to the app.
2. Select the home to which the device will be added (A).
3. Do one of the following:
 - In the **Home** page, tap the **+**(B) icon (or **Add Device** if displayed).
 - From the Hub page (C), tap **Add**.



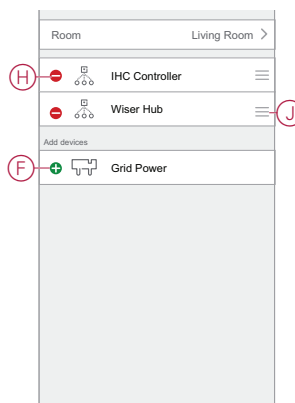
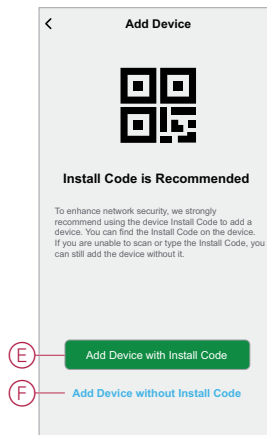
4. On the **Add Device** page (D), tap the device you want to add and follow the instructions in the app.

NOTE: The actual list of devices displayed varies based on different countries.



5. Do one of the following:

- If the device has a visible install code, tap **Add Device with Install Code** (E). Scan the install code printed on the device, or enter the code manually, and follow the instructions in the app.
- If the device does not have the visible install code then tap **Add Device Without Install Code** (F) and follow the instructions in the app.

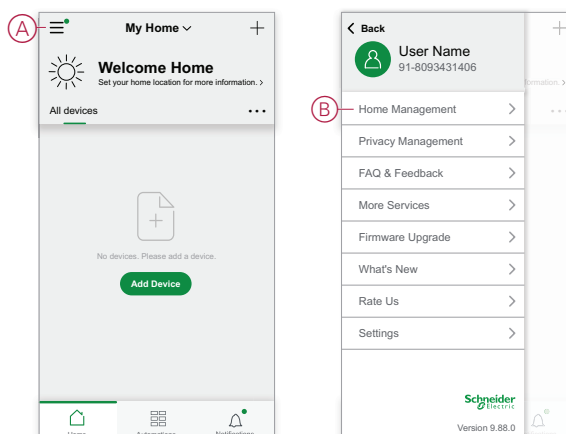


Tap the device to access device controls, functions and settings.

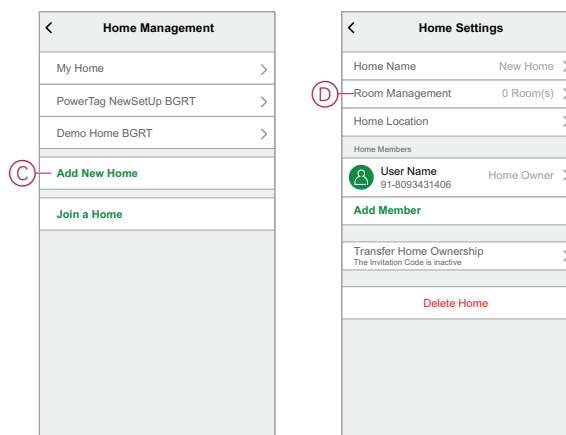
Assigning a device to a room

Organize devices into Rooms to represent their physical location in the home.

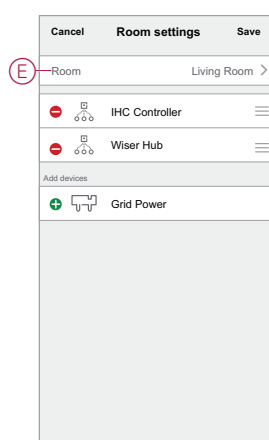
1. On the **Home** page, tap the **Menu icon** (A), then tap **Home Management** (B).



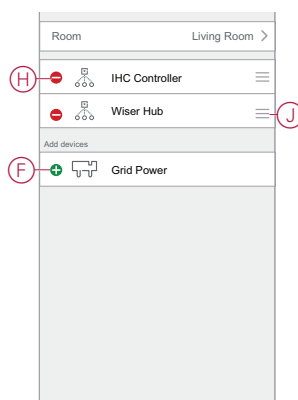
2. Tap the home where the room is located (C) and then tap **Room Management (D)**.



3. Select the Room to assign the device to (E) .



4. In the Room Settings Page, choose a device listed under **Add devices(F)** . Tap the **Add (+)** icon next to the device to assign it to the Room.



5. **Optional:**

- hold the room devices and sort them in the desired order to arrange Room.
- Tap the **Remove (-)** icon to un-assign a device from the room (H).

6. Tap **Save** when finished.

The device can be accessed by selecting the applicable Room tab on the Home page.

TIP: If you select a room from the **Home** page and then add a new device from there, it is assigned to that room automatically.

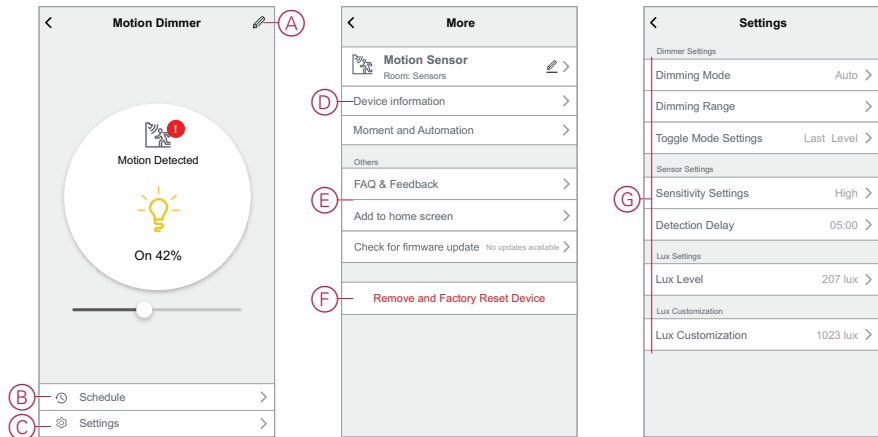
Configuring a device

General device configuration

Adjust device settings, rename a device, re-assign a device to another room, perform firmware upgrades and more.

Devices can be configured in various ways, depending on the device type. In the app, device settings are grouped into the device details (**More**) and **Settings** pages.

1. In the **Home** page, tap a device to open the device control page. Also, you can tap and hold the device to open device control page.
2. In the device control page, do any of the following:
 - Tap the **Pen** (Edit) (A) icon to display the device details (**More**) page (see Step 3).
 - If displayed, tap **Schedule** (B) to operate the device at a given time. (Other device types may display different configuration options here, or none at all.)
 - (C) Tap **Settings** (C) to open the device-specific **Settings** page (see Step 4).



3. On the device details (**More**) page, do any of the following:
 - Rename the device, change the device icon or assign the device to a different room (D). Find information about the device.
 - Browse FAQs relating to the device, provide feedback to the app developer regarding the device, or check to see if a device firmware upgrade is available (E).
 - Tap **Remove and Factory Reset Device** to restore the device to its original factory defaults (F) .

NOTE: All device settings are lost and the device details are removed from the cloud, effectively restoring the device to its original state prior to use.

4. On the **Settings** page, adjust the device-specific settings. (The available settings vary by device type.) (G)

IP Camera Indoor

The IP camera is connected to the system via the network router. To pair the camera with the app, see [Pairing the device](#) and follow the steps to add the device from the home page. Therefore, commissioning of the hub is not required before pairing.

After the device is added, follow the instructions in the app to complete the pairing process.

Configuring a Wiser Multifunction Interface

The Wiser Multifunction Interface may have one or more air conditioner or floor heater thermostats connected to any of three channels. To interact with a thermostat using the app, set the channel communication parameters and specify the thermostat make, model and Unit Address.

Before configuring a multifunction interface, add the device to the Home using the procedure *Adding a device*, page 48.

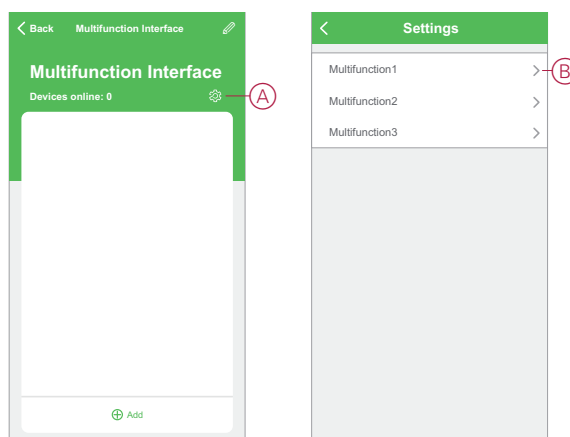
This task uses the example of adding a Schneider Electric TC300 floor heater thermostat connected as the first device on Channel 1 of the multifunction interface. The same method can be used to add other connected thermostats.

Setting Wiser Multifunction Interface channel communication parameters

Adjust the channel communication parameters on a Wiser Multifunction Interface to suit the make and model of thermostat(s) connected to that channel.

1. Select the multifunction interface in the app.
2. (See A, B) In the Multifunction Interface page, tap the Settings icon (A) and then select the channel to which the thermostat is connected (B).

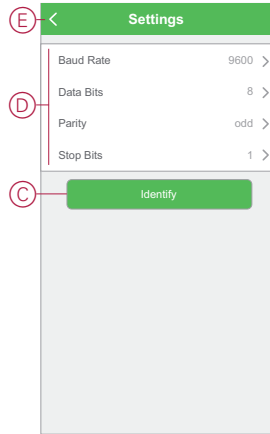
(Channel **Multifunction1** is selected for this example.)



3. Do one of the following:
 - (See C) Tap the **Identify** button to detect and set the required parameters automatically.
 - (See D) Manually adjust the parameters to suit the thermostat.

TIP: Refer to *Compatible thermostats for the Wiser Multifunction Interface*, page 65 to find the communication parameters for a specific thermostat make and model.

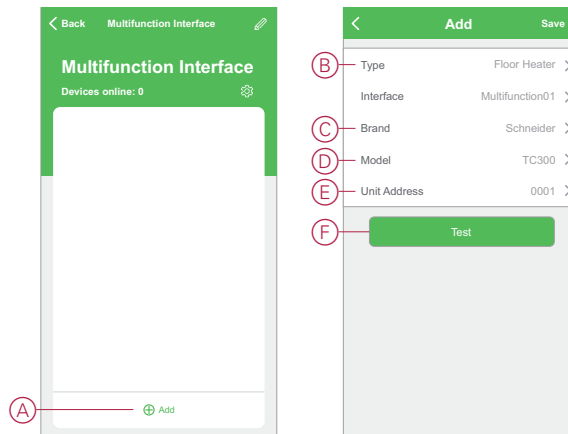
- (See E) Tap the Back arrow < to return to the Multifunction Interface page so that the thermostat can be added.



Adding a thermostat to the Wiser Multifunction Interface

In the app, use the Multifunction Interface page to add thermostats that are connected to the interface. Then, control these thermostats using the app.

- (See A) In the Multifunction Interface page, tap **Add**.



- On the **Add** page, set the following:
 - Type:** (See B) Air Conditioner or Floor Heater (**Floor Heater** for this example)
 - Brand:** (See C) **Schneider** for this example
 - Model:** (See D) **TC300** for this example.
- (See E) Set the Unit Address of the thermostat.

TIP: Refer to Thermostat unit addresses explained, page 65 for more information.
- (See F) Tap **Test** to confirm that the app switches the thermostat On and Off.

The newly added thermostat is listed on the Multifunction Interface page and is added as a device on the Home page. Tap the device to control the thermostat, change the thermostat name and assign the device to a Room.

Wiser IR Converter

Add infrared-controlled appliances such as televisions, split system air conditioners to an IR Converter and control them using the app.

Before configuring an IR Converter, add the convertor to the Home using the procedure *Adding a device*, page 48.

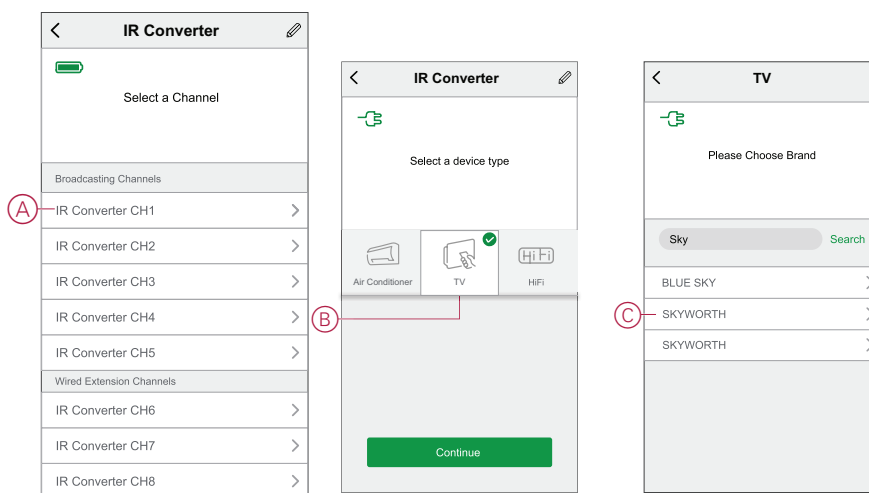
IMPORTANT: If you have a brand-new model of TV, split system air conditioners or HiFi system, the IR code sets may not yet be available in the IR Converter. The code sets in the IR Converter are updated regularly, but there may be times when a new model appliance cannot be used with the device.

NOTE: This task uses the example of adding a television to the IR Converter. The same method can be used to add other infrared-controlled appliances such as split system air conditioners and HiFi systems.

1. In the Home page, or Room page where the IR Converter is located, tap the device button to open the IR Converter page.
2. (See A) Tap an unused IR Converter channel. (Unused channels have no name displayed against them.)

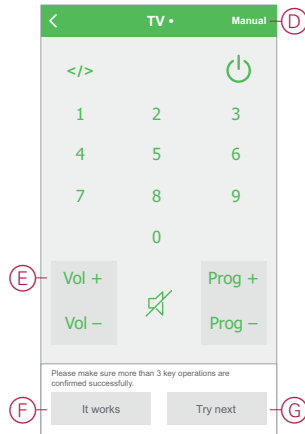
NOTE: IR Converter channels CH6 to CH8 are only for use with the optional IR extenders.

3. (See B) Choose **TV** as the device type then tap **Continue**.
4. (See C) Select the television brand.



5. (See D) If you know the television model number, you can tap **Manual** and select the model from the list to complete the setup. (Skip the remaining steps.)
6. If you do not know your television model number, or your television model was not listed in Step 5, you will need to discover the code set by operating a series of remote commands. To do this, first check that the television is switched On and you can see the screen.
7. (See E) Tap a button on the remote control display in the app. (For example, the **Vol +** button.)

8. Do one of the following:
 - **If the TV responds as expected:** (See F) Tap **It works** and go to Step 9.
 - **If the TV does not respond as expected:** (See G) Tap **Try next** and repeat Steps 7 and 8 using the same button.



9. Repeat Steps 7 and 8 using a different remote button on the app remote control display.

NOTE: It may take 3 or more buttons before the IR Converter recognizes the correct code set.

Once the correct code set has been recognized, the IR Converter downloads the IR code set. The IR Converter page is then displayed, with the new television added. Tap the button with the TV name to display the remote page and control the television.

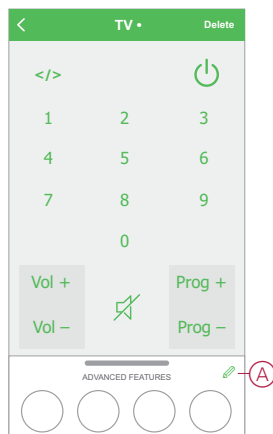
Programming the Advanced Feature buttons

The IR Converter TV and HiFi control pages include 8 additional buttons that can be programmed with non-standard operations from the remote controller supplied with the appliance.

NOTE: You may need to tap the bar above the **ADVANCED FEATURES** label in order to access the button(s) for programming.

This example shows the TV control page. The Advanced Features section is identical in both the TV and HiFi control pages.

1. (See A) Tap the Edit (**pen**) icon, then tap **Learn**.



2. Tap the Advanced Feature button that you want to program.

3. Follow the instruction in the dialog box to program the remote control function into the Advanced Feature button.

NOTE: If the IR Converter does not receive a signal from the remote control within 15 seconds, a **Learning Failure** message is displayed and the button is not programmed. Tap the Advanced Feature button for another 15 seconds of programming time.

4. Repeat steps 2 and 3 to program the other Advanced Feature buttons.

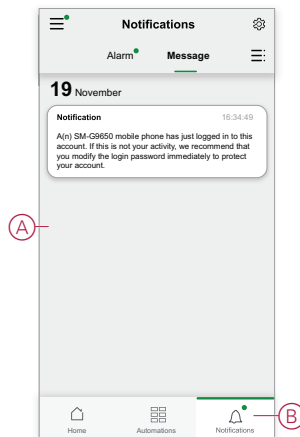
Additional information

Alarms and Notifications

The app provides alarm for significant system events that require urgent attention (such as water leakage) and notifications for non-urgent events such as system access and device management.

The Notifications page

Alarms and notifications are stored in the Notifications page (A). You can open the Notification page by tapping the Notifications icon (B).



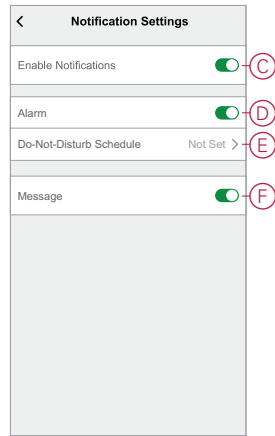
New alarms and notifications are indicated by a red dot:

- next to the Notification icon, and
- next to the **Alarm** and **Message** tabs.

Notification options

Tap the Settings icon (gear) at the top of the Notifications page to access the Notifications Settings. (You can also access the Notifications Settings page from the app Settings page by tapping **App Notification >**.)

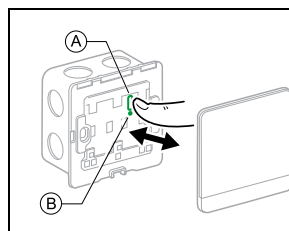
- **Enable notifications:** A master switch that turns all notifications On or Off (C).
- **Alarm:** Enable or disable device alarms such as water leakage, motion detection and camera motion detection(D).
- **Do-Not-Disturb Schedule (Alarms only):** Set one or more time periods when the alarm function will be disabled. Single or repeating schedules are possible. A schedule can affect either all device alarms or only selected device alarms (E).
- **Message:** Enable or disable all messages, including messages relating to home, account, remove device, add, upgrade, and factory reset (F).



Device button/key and LED locations

Find the location of buttons, keys and LED indicators on various devices.

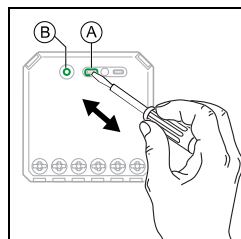
Wiser AvatarOn Switch/Curtain Switch/Dimmer



(See A) **Setup/Reset** button

(See B) Programming indicator

Wiser 1 Gang Micro Module Switch



⚠️ ⚠️ WARNING

DANGER DUE TO ELECTRIC SHOCK

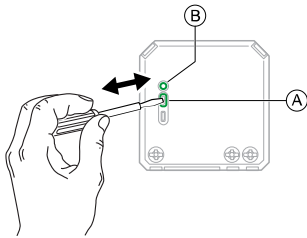
- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

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

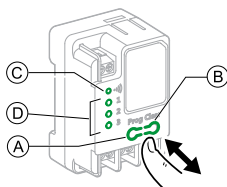
(See A) **Setup/Reset** button. Press 3 times on the rocker to activate.

(See B) Status LED

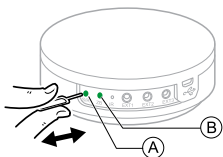
Wiser 1 Gang Micro Module Dimmer

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">⚠️ ⚠️ WARNING</p> <p>DANGER DUE TO ELECTRIC SHOCK</p> <ul style="list-style-type: none"> • Observe the regulations for working on live parts. • Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900. <p>Failure to follow these instructions can result in death, serious injury, or equipment damage.</p> </div> <p>(See A) Setup/Reset button. Press 3 times on the rocker to activate.</p> <p>(See B) Status LED</p>
---	--

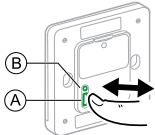
Wiser Multifunction Interface

	<p>(See A) Programming (Prog) button</p> <p>(See B) Clear button</p> <p>(See C) Network Status LED</p> <p>(See D) RS485 port LEDs (ports 1, 2 and 3)</p>
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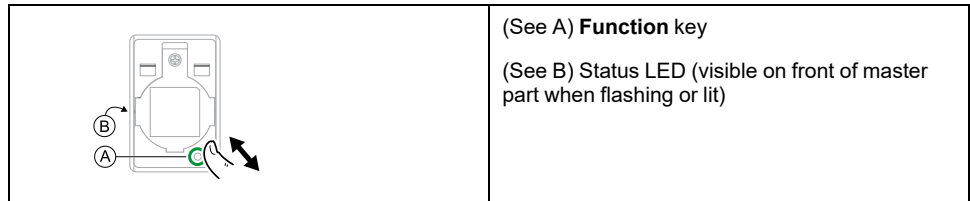
Wiser IR Convertor

	<p>(See A) Set/Reset (S/R) button</p> <p>(See B) Network status LED</p>
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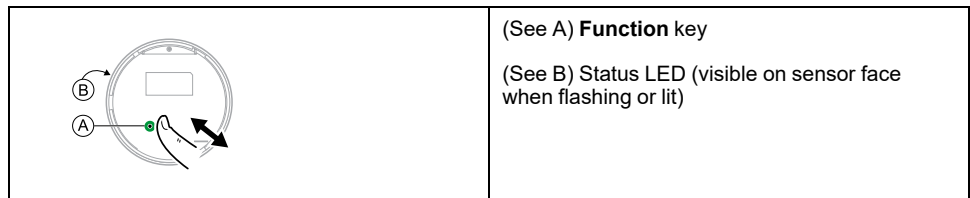
Wiser AvatarOn Freelocate

	<p>(See A) Setup/Reset button</p> <p>(See B) Programming indicator</p>
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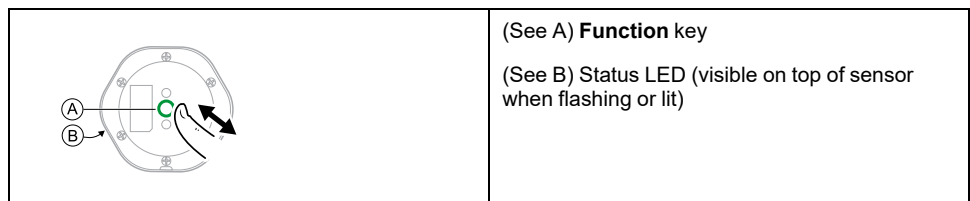
Wiser Window/Door Sensor



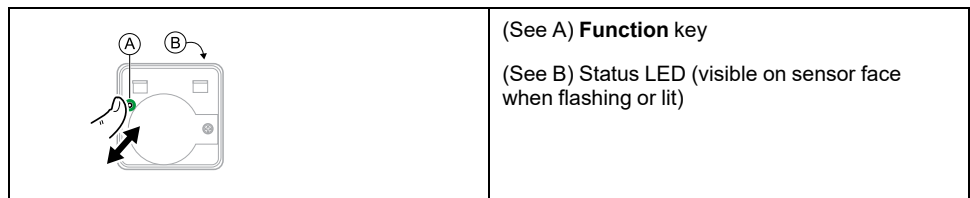
Wiser Motion Sensor



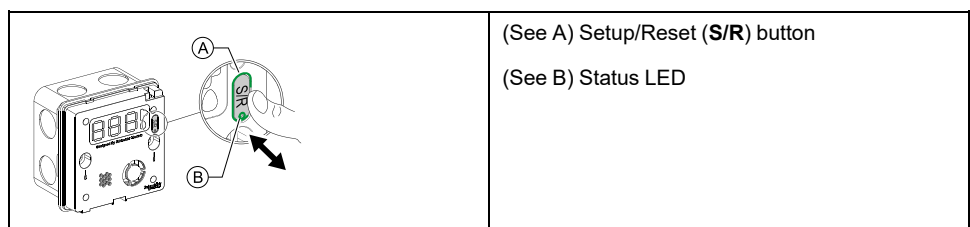
Wiser Water Leakage Sensor



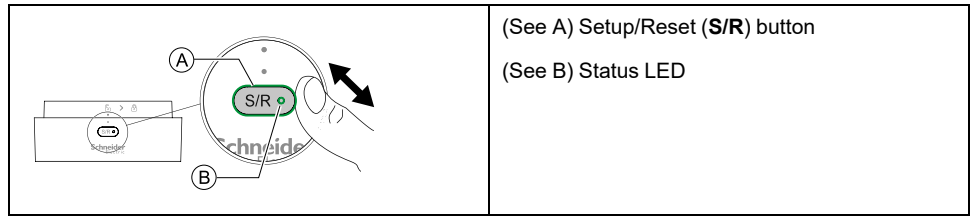
Wiser Temperature/Humidity Sensor



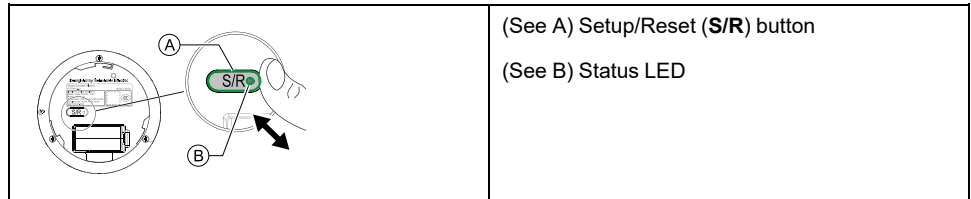
Wiser AvatarOn Air Quality Detector



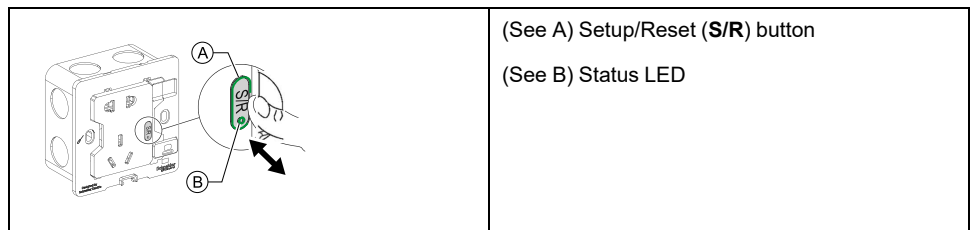
Wiser Gas Detector



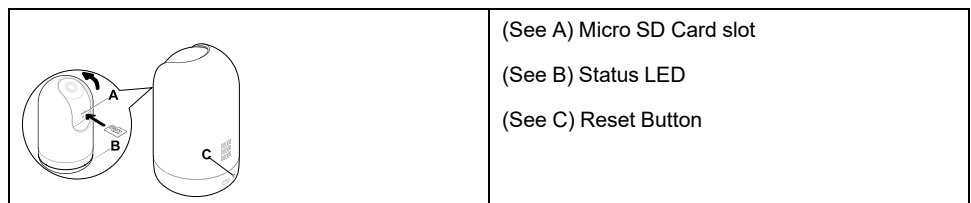
Wiser Smoke Detector



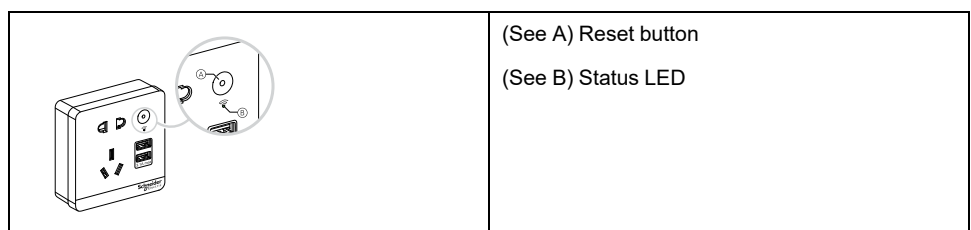
Wiser AvatarOn Smart Socket/ Zigbee 5P Switch Socket



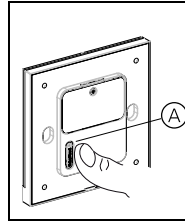
Wiser IP Camera Indoor



Wiser Smart Adapter

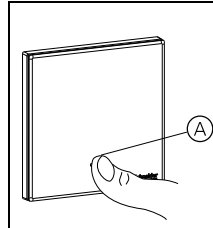


Zigbee 6 key Freelocate



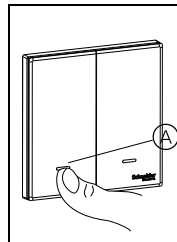
See (A) Set/Reset button

ZigBee 1G Switch



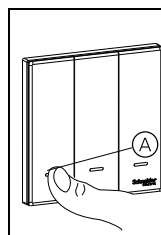
See (A) Set/Reset button

Zigbee 2G Switch



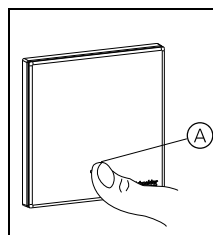
See (A) Set/Reset button

Zigbee 3G Switch



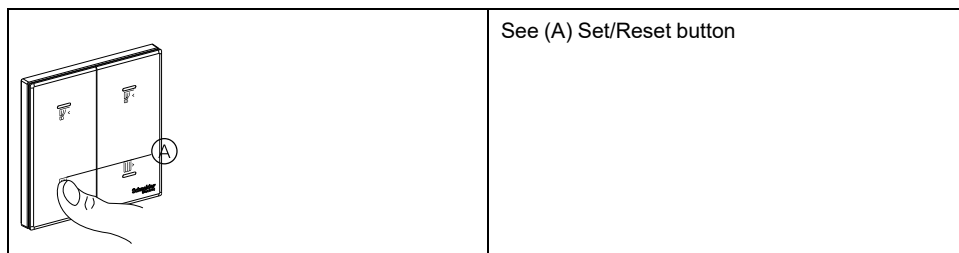
See (A) Set/Reset button

Zigbee 1G Curtain Switch

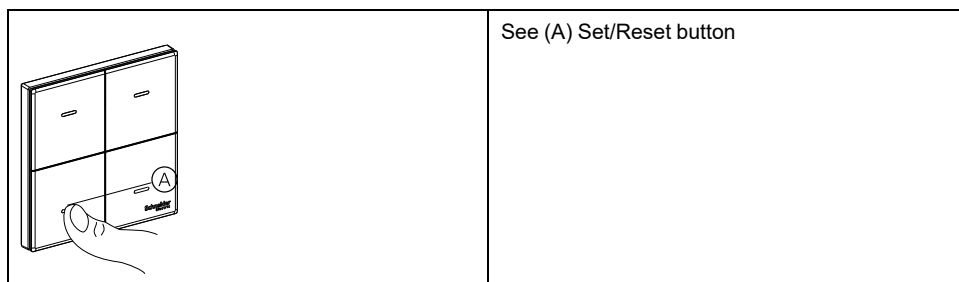


See (A) Set/Reset button

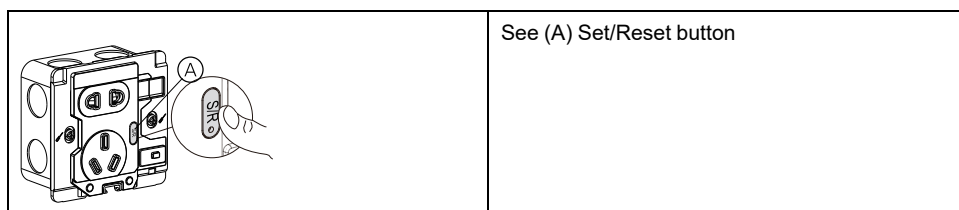
Zigbee 2G Curtain Switch



Zigbee 4K Scene Switch

















ZigBee 5P switch socket



Device LED behavior

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

Device	Status	LED indication	Duration
Wiser AvatarOn Light Switches, Curtain Switches, Dimmers and Freelocates	Connection in progress	Flash orange 	Until connection completed
Wiser AvatarOn smart socket Wiser Multifunction Interface Wiser 360Degree ZB/IR Convertor Wiser AvatarOn Air Quality Detector	Connection completed/connected to network	Solid green 	3 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	Connection in progress	Flash orange	Until connection completed

Device	Status	LED indication	Duration
Wiser Micro Module Switch			
	Connection completed	Solid green 	5 s
	Connected to network	Flash green 	7 times
	Reset in progress	Flash red 	Until Function key/Reset button released
	Reset completed	Flash green 	7 times
Wiser Micro Module Dimmer	Connection in progress	Flash orange 	Until connection completed
	Connection completed	Solid green 	5 s
	Connected to network	Flash green 	2 times
	Reset in progress	Flash red 	Until Reset button released
	Reset completed	Flash green 	2 times
Wiser Gas Detector Wiser Smoke Detector	Connection in progress	Flash orange 	Until connection completed
	Connection completed	Solid orange 	10 s
	Connected to network	Solid green 	30 s
	Reset in progress	Flash red 	Until Reset button released
	Reset completed	Solid orange 	30 s
IP camera indoor	Plug-in the power cable to power on the device 	LED blinks red for a few seconds for pairing. 	LED glows green, when the pairing mode is complete. 
Wiser Smart adapter	Press and hold the push button for 5 seconds to start pairing.	LED blinks green. 	Pairing is completed.

Device	Status	LED indication	Duration
ZigBee 1G/2G/3G switches Zigbee 1G Curtain SW Zigbee 2G Curtain SW ZigBee 4K Scene Switch	Short press the power button for 3 times. Device is pairing	Pairing indication: All LEDs blink in 1Hz. Pairing completed: All LEDs blink for 10 seconds.	Pairing is completed.
	Short press the power button for 3 times and hold for 10 seconds. Device is resetting	Resetting indication: All LEDs blink in 4Hz. Resetting complete: No LED blinks.	Resetting completed.

Compatible thermostats for the Wiser Multifunction Interface

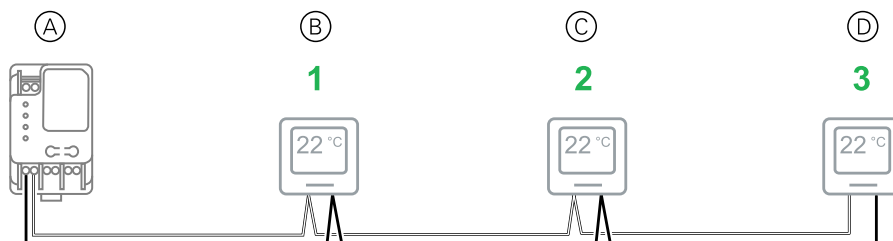
The Wiser Multifunction Interface supports a select range of thermostats to control air conditioning and floor heating systems using the app.

Thermostat brand and model	Baud rate	Data bits	Parity	Stop bits	Supported systems	Functionality
Hitachi HL03B	9600	8	None	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Dry, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status
Hitachi HL310S						Set temperature Change mode (Heating, Cooling, Dry, Fan) Change fan speed (Low, Medium, High) Change power status
Schneider Electric TC300	4800	8	Odd	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Auto) Change fan speed (Low, Medium, High, Auto) Change power status
					Floor heating	
Schneider Electric TC500	4800	8	Odd	1	Air conditioning	Set temperature Change mode (Heating, Cooling) Change fan speed (Low, Medium, High, Auto) Change power status
					Floor heating	
Schneider Electric TCM AO	4800 (default) 9600	8	None	1	Air conditioning	Set temperature Change mode (Heating, Cooling, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status

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 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 devices

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

- **AvatarOn light switches, curtain switches and dimmers:** Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See for a link to the device installation instructions.)
- **AvatarOn freelocate:** Remove the freelocate from its metal bracket.
- **Wiser 360Degree ZB/IR convertor:** The reset/eject tool is required.
- **Wiser smoke detector:** Remove the smoke detector from its mounting bracket.

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 Device button/key and LED locations, page 58.)
2. **All devices except Wiser multifunction interface:** Press the **Setup/Reset/Function** button 3 times within 1 second and then press and hold the button for between 10 to 20 seconds.
The programming/status LED flashes red.
3. **Wiser multifunction interface only:** Press and hold the **Clear** button for at least 10 seconds.
The Network Status LED flashes red.
4. Release the button.

All devices except those specified below: The LED displays solid orange.

Battery-operated Wiser sensors only: The LED flashes green 7 times.

Wiser AvatarOn smart socket only: The LED flashes green 2 times.

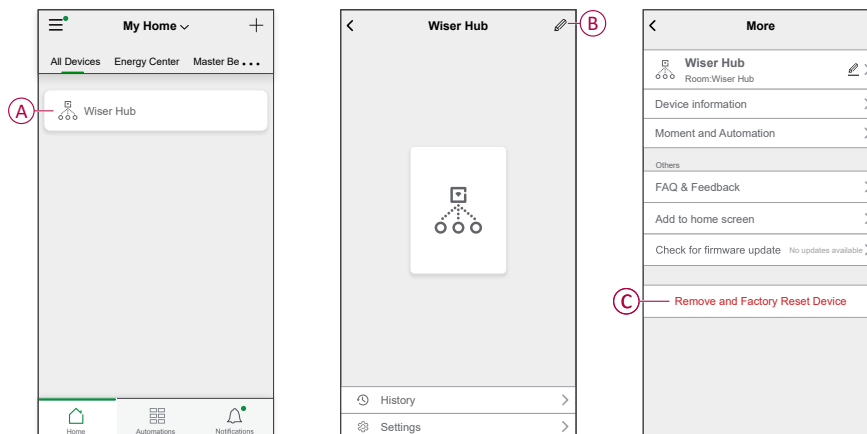
All configuration, user and network data is deleted.

Removing a device/Restoring factory defaults

Restore a device to factory default settings in order to solve a problem with a device or remove it from the system for use elsewhere.

NOTE: After restoring factory defaults, the device is removed from the system and all configuration settings made to the device will be lost.

1. Tap the device in the Home page (A).
2. Tap the **Edit (pen)** icon (B).
3. in the Device Settings page, tap **Remove and Factory Reset Device** and follow the steps in the app (C).

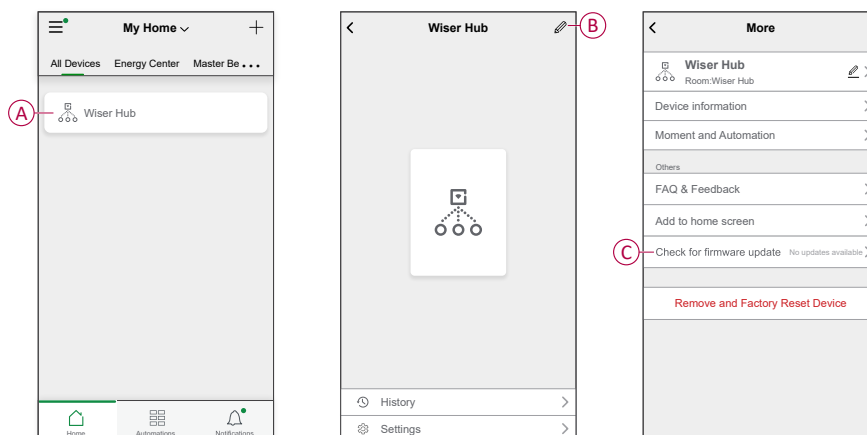


Checking for device firmware upgrades

Keep devices up-to-date with the latest firmware releases.

Checking a specific device for firmware upgrade

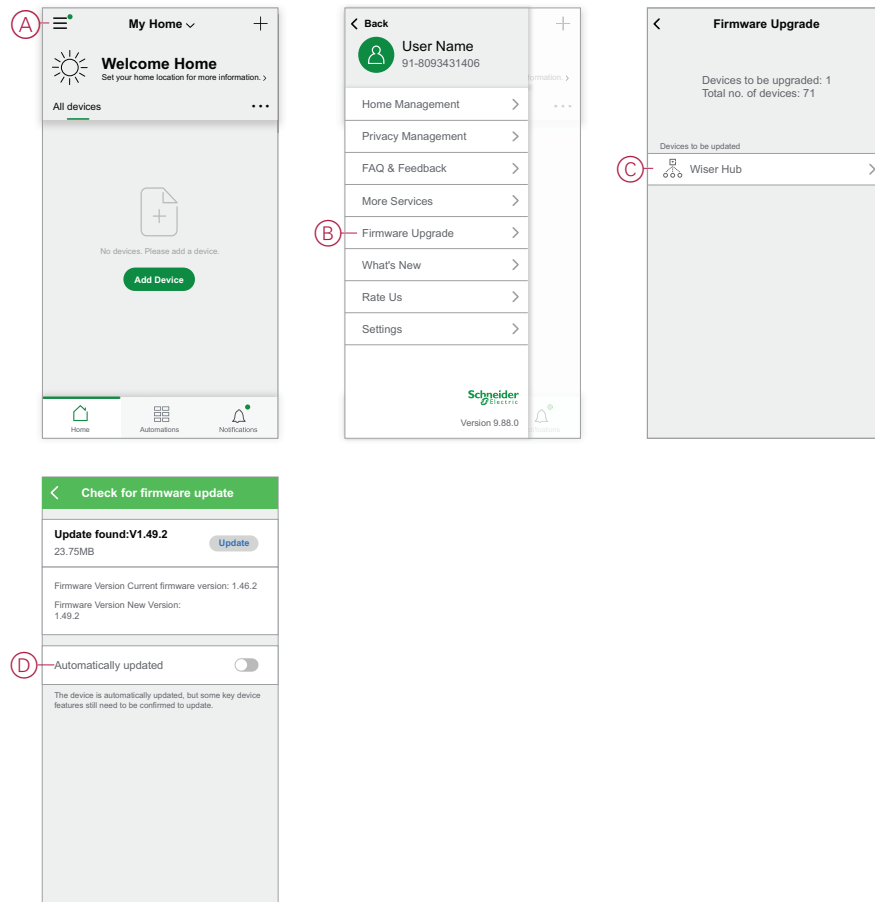
1. Tap the device in the Home page (A).
2. Tap the **Edit (pen)** icon (B).
3. In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app (C).



Checking for any device requiring a firmware upgrade

1. On the Home page, tap the Menu icon (A) .
2. In the menu slide-out, tap **Firmware Upgrade**(B) .
3. Tap a device in the **Devices to be updated list**(C) and follow the instructions in the app.
4. Tap the button beside **Automatically updated**(D) to enable automatic updates.

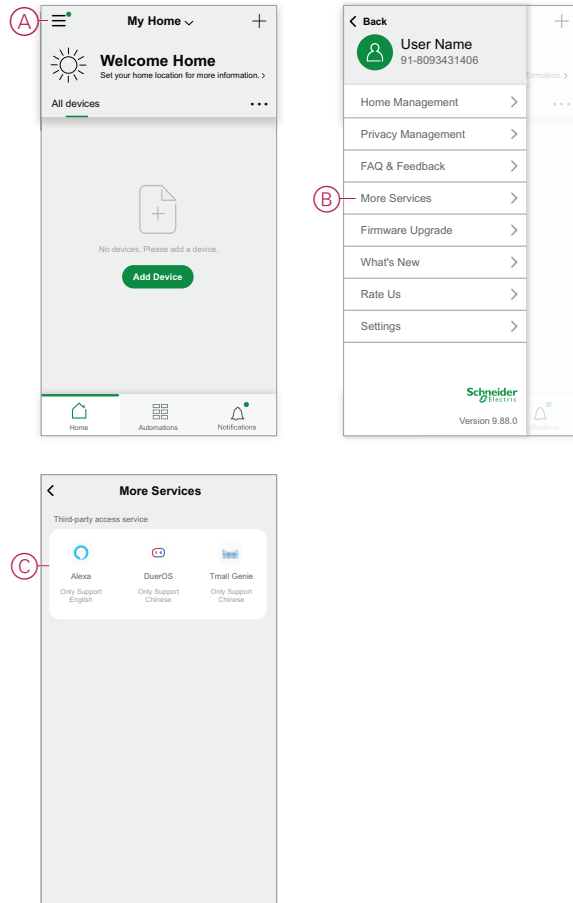
After this, a notification is received that the firmware is updated.



Configuring voice control

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

1. From the Home page, tap the **Menu** (A) icon.
2. Tap **More Services**(B).
3. Tap a service and follow the instructions in the app to configure the service for use.



Moments and Automations

You can combine the settings of one or more devices together to form a Moment or an Automation. Operate a Moment manually whenever desired, or set up an Automation and specify conditions to trigger the devices. Moment is triggered manually and Automation is triggered by an event.

Moment

Your evening is about to begin. You settle in on the couch. The roller shutters close, the lights dim, and the TV switches on, everything you need for a great movie night and desired lighting ambience. This is a Moment saved to your app. Once you create it, you can easily access it with a simple tap on your smartphone/tablet screen.

Automation

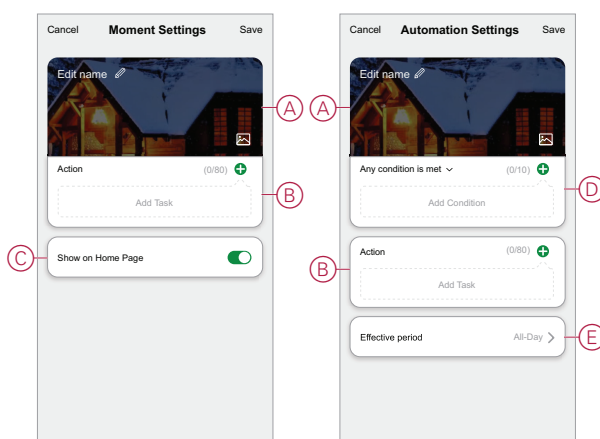
The members of your family always come home at about the same time. Using an Automation, your system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival. Automation launches automatically according to your schedule.

You can set an Automation to activate based on date and/or time, sensor status and other options, depending on the devices in your system.

Differences between Moments and Automations

There are some features common to both Moments and Automations. Other features apply to only one or the other.

Moment settings and Automation settings pages in the app



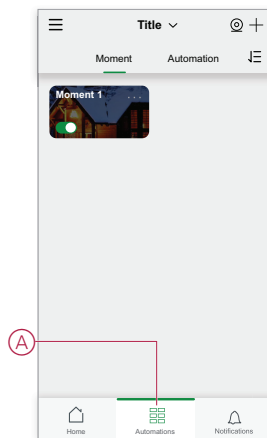
Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more tasks.)	Execute an automation.	No	Yes
	Enable or disable a moment or automation (for example, if you are going away for an extended time).	Yes	Yes
	Send a notification when the automation is triggered.	No	Yes

Feature	Description	Moment	Automation
	Set a delay time for the moment/automation to operate once triggered.	Yes	Yes
	Select a device and configure settings to be applied when the moment/automation is triggered.	Yes	Yes
(See C) Show on home Page	Display a moment on the home page (tap the moment to operate).	Yes	No
(See D) Conditions	Trigger an automation based on one or more conditions, including temperature/humidity/weather, time (including sunset/sunrise at a nominated location), and device operation or output.	No	Yes
(See E) Effective Period	Configure when an automation can be triggered. Options include daytime and night based on a home location, a custom time period, and repeating on days of the week.	No	Yes

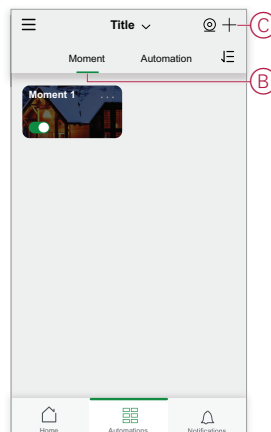
Creating a Moment

This topic explains how to create a moment.

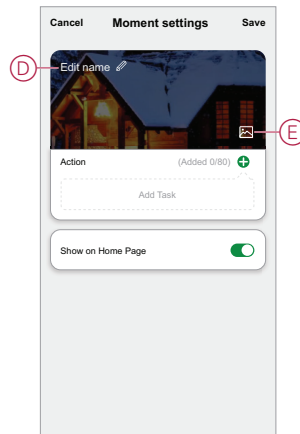
1. In the **Home** page, tap the ☰ (A) icon.



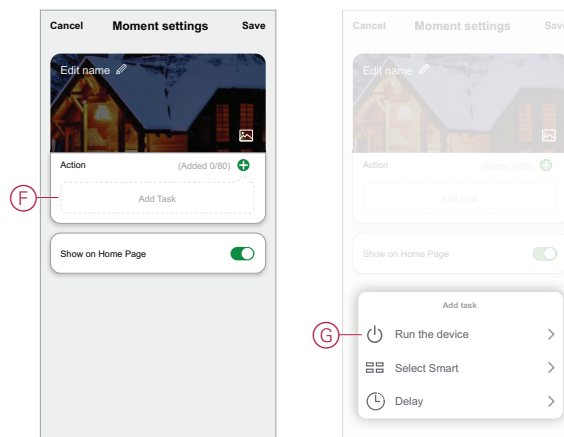
2. In the **Moment** page, tap the **Moment** tab (B) and then tap the + icon (C).



- Set a name for the moment (for example, **Welcome**) (D) and optionally a background image (E).



- (See F, G) Tap **Add Task**(F) and **Run the device**(G) to select the device from the **All devices** list. After you select the required functions in **Select Function** page, follow the steps in the app.




- Tap **Save** to complete the process to create a moment.

Example: Creating a Welcome Automation

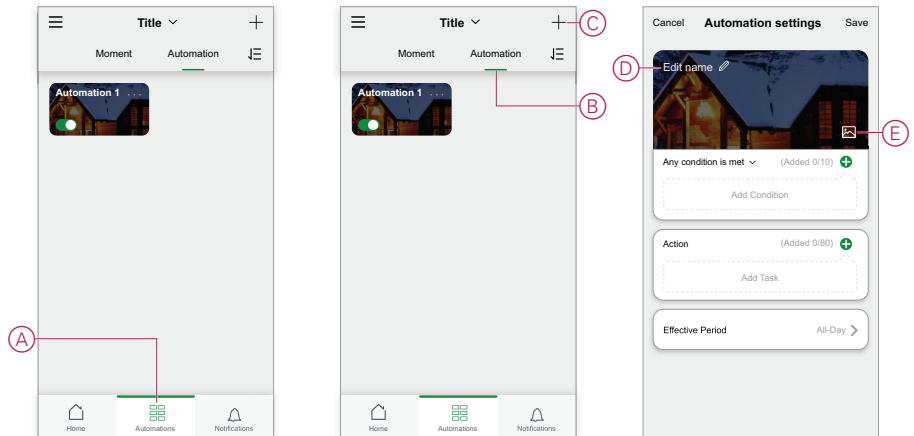
This example demonstrates how to create an Automation that turns on the Living Room lights, opens curtains, sets a dimmer level and turns on an air conditioner, all when the front door is opened.

Start a new Automation

To trigger one or more devices when selected conditions occur, create an Automation.

- In the **Home** page, tap the  (A) icon.
- In the **Moment** page, tap the **Automation** tab (B) and then tap the **+** icon (C).

- Set a name for the Automation (for example, **Welcome**) (D) and optionally a background image (E).



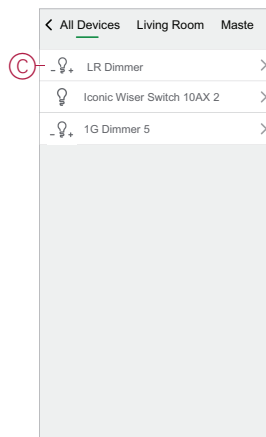
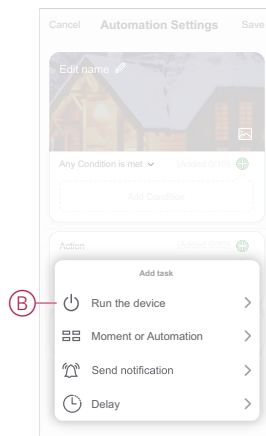
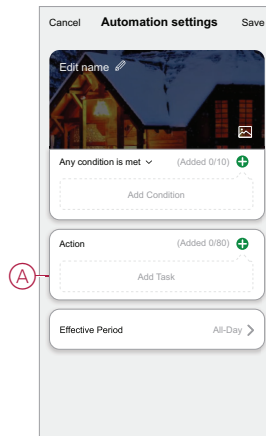
Configure an Action to operate the devices

An Action is required to operate the light switch, curtain, dimmer and air conditioner devices in the Living Room. Configure the Action by setting one or more Tasks.

NOTE: This example shows the setting of the dimmer.

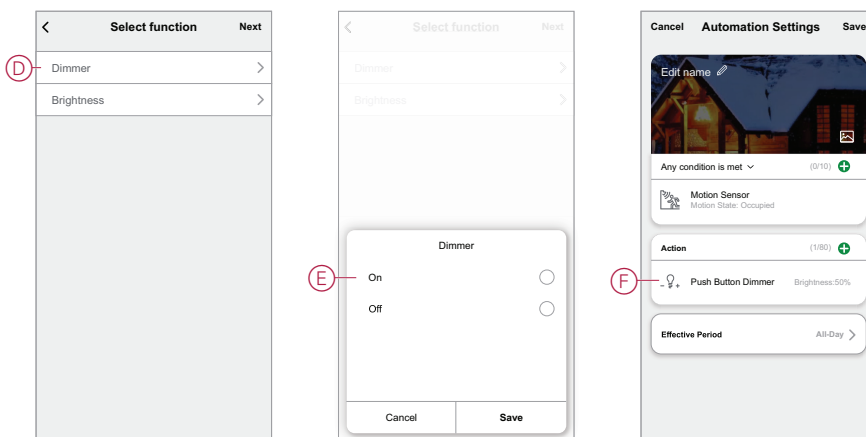
- (See A) Tap **Add Task**.
- (See B) Tap **Run the device**. There are four types of tasks and these can be added in action list in Automation.

3. (See C) Select the Living Room Dimmer switch from the list.



4. (See D, E) This example is a push button dimmer. Select one of the Dimmers (D) and set its state to **On** (E).

5. Tap **Save**, then **Next**.



(See F) The switch Task is displayed in the **Action** section of the Automation page.

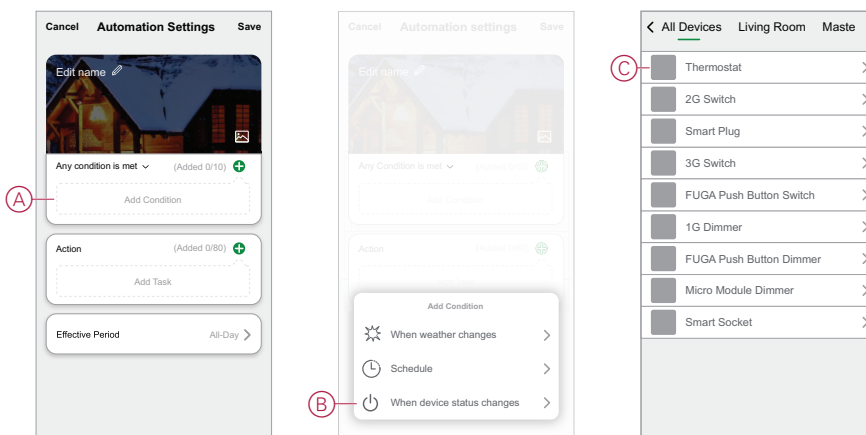
TIP: If you want to delete a created action, swipe the action to left and tap the **Delete** option. To re-order the existing actions, tap and hold an action and drag it to the desired position in the list.

Add Conditions to trigger the Automation

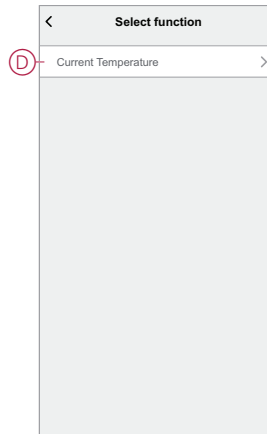
At least one Condition is required to trigger an Automation.

NOTE: For this example, a Condition will be set to trigger the Automation when the temperature changes and the thermostat (installed externally) is detecting the temperature change.

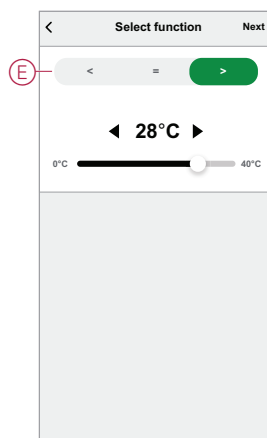
1. (See A) Tap **Add Condition**.
2. (See B) Tap **When device status changes**.
3. (See C) Select the Thermostat.



4. (See D) Tap the **Current Temperature** function.



5. (See E) Set the temperature condition.



6. (See F) The thermostat is displayed in the **Condition** section of the Automation page.

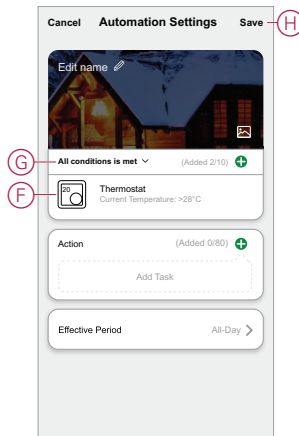
7. (See G) For Automations with more than one condition, set whether the Automation should be triggered when any condition is met, or only when all conditions are met.


You have a choice to trigger the automation when any or all conditions are met. However, in this case, the automation is triggered when all the conditions are met.

TIP: In case you want to delete a created condition, then, swipe the condition to left and tap the **Delete** option.

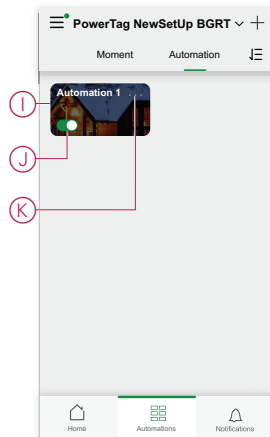
8. If you want to limit to when this automation occurs, for ex, between 6-7pm when arriving from work, then tap **Effective Period** field in the app and set a time interval.

9. (See H) Tap **Save**.



The finished Automation (I) is displayed on the  page under the **Automation** tab.

Tap the **Enable** switch (J) on the Automation button to enable/disable the Automation. Tap the Edit (...) icon (K) to change the Automation settings.



Programming the keys on a freelocate

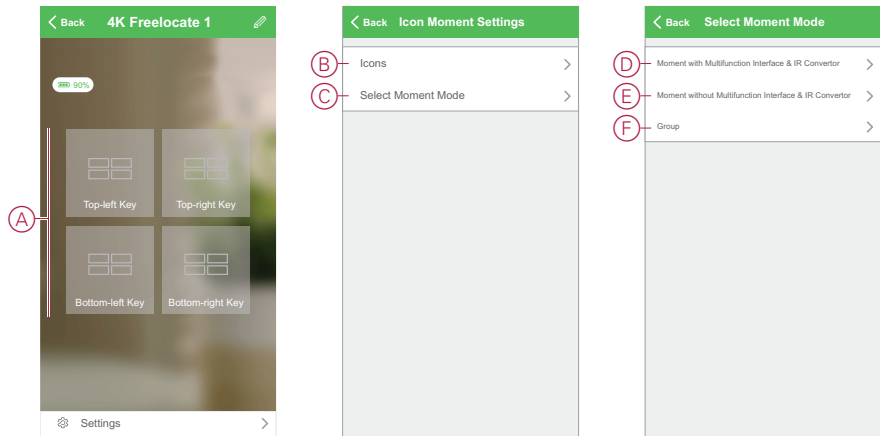
Assign a Moment to a key on the freelocate remote controller.

You can add an existing Moment to a freelocate key, or create a Moment as part of the programming task. You can assign only one Moment to a key.

If you choose to create a new Moment as part of this task:

- The creation process is best described in *Creating a Moment*, page 71.
- The new Moment will be verified when complete. You then assign the newly created Moment to a freelocate key.

1. In the app, select a freelocate and open the device page.



2. (See A): Tap and hold one of the keys displayed on the page.
(For 2K freelocates, only 2 keys are displayed.)
3. (See B): In the Icon Moment Settings page, tap **Icons** and choose an icon to display on the key.
4. (See C): Tap **Select Moment Mode**, then perform step 5, 6 or 7 only.
5. **(Optional) Add a cloud-based Moment** (can only be used when wiser hub is present and the system is connected to the internet. This is the most flexible option because you can control everything including IR, Multifunction Interface and WiFi devices):
 - a. (See D) Tap **Moment with Multifunction Interface & IR Converter**.
 - b. Either select an existing Moment displayed on the page, or tap **Add Moment** to create a new one.
 - c. Go to step 8.
6. **(Optional) Add a local Moment** (can be used without Internet once configured. This option provides control for moments which only contain Zigbee devices.):
 - a. (See E) Tap **Moment without Multifunction Interface & IR Converter**.
 - b. Either select an existing Moment or tap **Add Moment** to create a new one.
 - c. Go to step 8.
7. **(Optional) Add a Moment containing a device group** (can be used without Wiser Hub and without Internet once configured. Zigbee group devices are controlled using freelocate switch.)
 - a. (See F) Tap **Group**.
 - b. In the Group Setting page, tap **Add Moment** and create a Moment containing a group of devices.
(For example, add all the lights in one room or area to be operated from the freelocate switch.)

TIP:

 1. Only group devices that operate in a similar way. For example, lighting only, or curtain control only.
 2. The group devices controlled by freelocate switch operated in toggle control. For example, if the current status in a group of light switches is Off, when a user press the pre-configured key on freelocate switch, the status of the group devices changes to On.
 - c. Go to step 8.

8. After selecting the Moment to assign to the freelocate key, tap **Complete** to finish the task.

TIP: You may be prompted to wake battery-operated devices before the task can be completed.

NOTE:

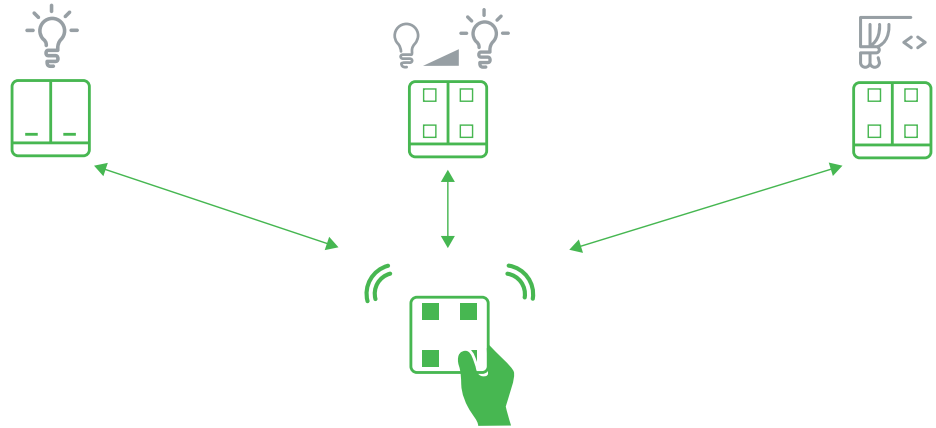
You can wake up battery devices:

- In general, short press program button once.
- For the devices which have local push button such as AvatarOn freelocate switch, it is okay to press the push button.
- For motion sensor battery devices, wave hand in front of the device.

Setting-up E-mode

About E-mode

Create a simple 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 hub or the 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. You can remotely control these devices using the Wiser AvatarOn Freelocate.

Configuration is achieved by operating the buttons on the devices. Moments can also be created using the freelocate.

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

Supported devices for E-mode set-up

Selected devices are capable of creating a Zigbee network for E-mode.




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.
- AvatarOn T switch 1G Switch
- AvatarOn T switch 2G Switch
- AvatarOn T switch 3G Switch
- AvatarOn T 1G Curtain Switch
- AvatarOn T 2G Curtain Switch
- AvatarOn T1G Curtain Switch
- AvatarOn T 2G Curtain Switch
- AvatarOn T 6K Freelocate
- AvatarOn T 4K Freelocate
- AvatarOn T 5P Switch sockets

NOTE: While a Wiser AvatarOn Freelocate can be used in an E-mode system, it cannot create the required network.

E-mode LED behavior

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

Device	Status	LED indication	Duration
Wiser AvatarOn Smart Socket	Reset completed	Flash green 	2 times
Wiser AvatarOn Freelocate (programming)	Programming mode On	Solid green 	Until button pressed on freelocate to assign device controls/scene, or until programming mode time-out is reached
Wiser AvatarOn devices (control assignment)	Local control selected on device(s)	Local control backlight LED flashes	Until button pressed on freelocate to assign device controls
	Local control(s) successfully assigned to freelocate button	Local control backlight LED flashes	5 times (freelocate LED also flashes green 5 times)
Wiser AvatarOn devices (E-mode scene programming)	E-mode scene successfully programmed to a button on freelocate	Flash green 	5 times on freelocate and all programmed devices

Setting up an E-mode system

There are 4 tasks to set up an E-mode system.

Task	Reference
Create a Zigbee network for the E-mode system.	See Creating the network for E-mode, page 82.
Add devices to the E-mode system.	See Adding devices to the E-mode system, page 82.
Assign device control operations to the buttons on a freelocate for remote control.	See Assigning device control operations to a freelocate button (E-mode), page 83. NOTE: Before performing this task, the freelocate must be set to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 84.)
Create Moments using the freelocate,	See Creating a Moment using the freelocate (E-mode), page 83. NOTE: Before performing this task, the freelocate must be set to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 84.)

Creating the network for E-mode

Use a compatible Wiser AvatarOn device to create a Zigbee network for the E-mode system.

IMPORTANT: When setting up more than one E-mode system for the home. Only create one network at a time. If another network is being created when you perform this task, the device you use will join that network instead of creating a new one.

1. Select a compatible device to create the network. (See Supported devices for E-mode set-up, page 80.)

NOTE: Only light switches, dimmers and curtain switches can be used. The freelocate is not capable of creating a network.

2. Locate the **Setup/Reset** button on the device.
(See Device button/key and LED locations, page 58.)
3. Short press the **Setup/Reset** button 3 times.

The programming indicator LED on the device displays solid green and the network is created.

Adding devices to the E-mode system

Join compatible Wiser AvatarOn devices and a freelocate remote controller to the E-mode system.

- Make sure that the Zigbee network for the E-mode system has been created. (See Creating the network for E-mode, page 82.)
 - Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See for a link to the device installation instructions.)
 - If adding a freelocate, remove the freelocate from its metal bracket.
1. Locate the **Setup/Reset** button on the device.
(See Device button/key and LED locations, page 58.)
 2. Short press the **Setup/Reset** button 3 times.

The programming indicator LED on the device displays solid green.

Assigning device control operations to a freelocate button (E-mode)

Perform this task so that users can remotely operate the controls on Wiser AvatarOn switches/dimmers, or Wiser AvatarOn curtain switches, using the buttons 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. (See *Setting programming mode on a Wiser AvatarOn Freelocate*, page 84.)

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 one 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.

Creating a Moment using the freelocate (E-mode)

Perform this task to create a Moment that can be triggered by pressing a button on the Wiser AvatarOn Freelocate.

The devices to be used in the Moment must first be added to the E-mode system.

1. Operate the local control on each device to the required level or position to create the Moment:
 - 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. The devices used in the Moment work in toggle control. For example if the current status in a group of light switches is Off, when a user triggers the Moment, the status of the group devices will change to On.
3. Set the freelocate to programming mode. (See *Setting programming mode on a Wiser AvatarOn Freelocate*, page 84.)
4. Short press the local control button on each device used in the Moment.

The local control backlight on each device starts flashing.
5. Long press (more than 2 seconds) the freelocate button that will be used to trigger the Moment.

The programming LEDs on each device and the freelocate flash green 5 times to confirm that the Moment settings have been assigned to the freelocate button.

NOTE: The new assignment overrides any Moment settings previously assigned to the freelocate button.

Additional information for E-mode

Setting programming mode on a Wiser AvatarOn Freelocate

Perform this task before assigning device control operations to a freelocate or creating a Moment using a freelocate.

1. On the back of the freelocate, short press the Setup/Reset key 3 times.
See Device button/key and LED locations, page 58.
2. Observe that the programming LED on the back of the freelocate displays solid green, indicating that the freelocate is in programming mode.

Troubleshooting

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

General system

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the Wiser system.	Only use devices listed in .
When triggering a Moment or Automation with multiple devices, one or more Wi-Fi devices fail to respond.	There may be too many Wi-Fi devices for the router to support.	Performance and stability issues may occur when there are more than 10 Wi-Fi devices connected to the router. Try reducing the number of Wi-Fi devices connected to the router.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be located in a different data store to the Home. See <i>Data stores</i> , page 9 for more information.	Users can create a another account using a country code in the same region as the Home they wish to join. NOTE: Users cannot access their own Homes with the new account and must log in to the app with their original account details in order to do so.
The Wiser system cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	Check that the following router ports are open: <ul style="list-style-type: none"> • Port 443 8883 1443 • Port 6667 • Port 6668 • Port 6669 • Port 6608 • Port 6681 • Port 6682 IMPORTANT: For cyber-security, check that all unused ports are closed.

Wiser AvatarOn Freelocate

Symptom	Possible cause	Solution
The freelocate LED is blinking orange rapidly.	The freelocate battery may be very low or drained.	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.

Wiser Motion Sensor

Symptom	Possible cause	Solution
The Motion Sensor has stopped reporting occupancy status, but is otherwise operating normally.	The Motion Sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the motion sensor is reporting occupancy status.

Wiser IP Camera Indoor

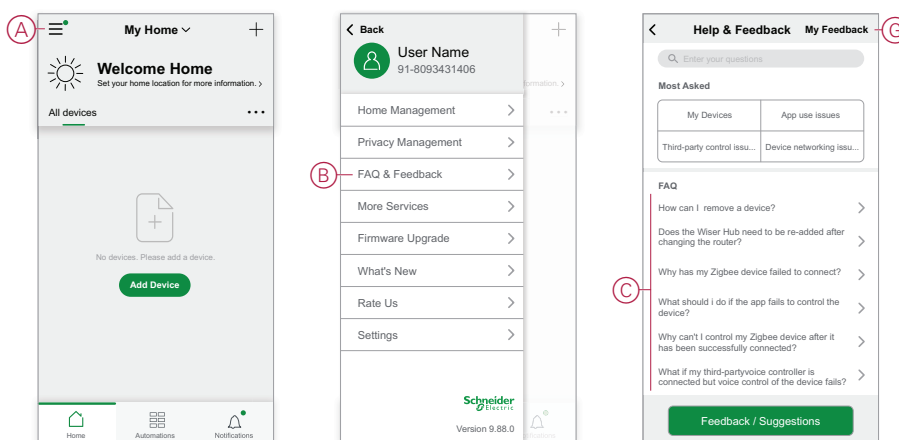
Symptom	Possible cause	Solution
The Wiser IP Camera Indoor cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	Check that the following router ports are open: <ul style="list-style-type: none">• Port 6667• Port 6666• Port 6668• Port 6669• Port 1883• Port 8886• Port 8883• Port 443 IMPORTANT: For cyber-security, check that all unused ports are closed.

Using the FAQ & Feedback page

Find information about the app and working with devices.

The FAQ & Feedback page provides a list of Frequently Asked Questions (FAQ) and answers, information about using the app, device-specific help, and a way to report issues with the app and devices.

1. In the Home page, tap the Menu icon (A) .
2. Tap **FAQ & Feedback**(B).
3. Do any of the following:
 - Browse the list of FAQs (tap a question to see the answer) (C)
 - Tap **All**(D) to find device-specific help by selecting the device from a list
 - Tap **Network Diagnosis**(E) for help with solving network issues
 - Tap **Report Issue**(F) to raise an issue with the development team
 - Tap **My Feedback**(G) to check the status of issues that you have reported.



Glossary

A

Action: An operation on a device is an action. For example, turning a light On or Off, or setting the brightness level on a dimmer.

Automation: One or more device actions that are triggered together when one or more conditions are met. For example, switch off all the lights in the home after one hour of sunrise.

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 (E-Mode): The effect created by adjusting the settings on one or more Wiser AvatarOn devices such as lighting switches, curtain switches and dimmers. For example, create a relaxed mood for the evening by closing the curtains and dimming the lights to half-brightness. Multiple device settings can be assigned to a Wiser AvatarOn Freelocate to trigger the Moment at any time with the push of a button.

Moment: One or more device actions that can be triggered together with a single command. For example, turn all the lights on and close the curtains in the living room by tapping a button or using a voice controller such as TMall Genie.

O

OTA: (Over the air) Refers to the method of updating the firmware in a device. Example: Perform an *OTA update* of firmware on a device using the app.

Compliance

Compliance information for Green Premium products

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

<https://checkaproduct.se.com/>



General information about Green Premium products

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

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



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SUG_Wiser_China_WSE-06

Wiser®

系统用户指南

Wiser 系统、设备和 App 的调试说明。

10/2023



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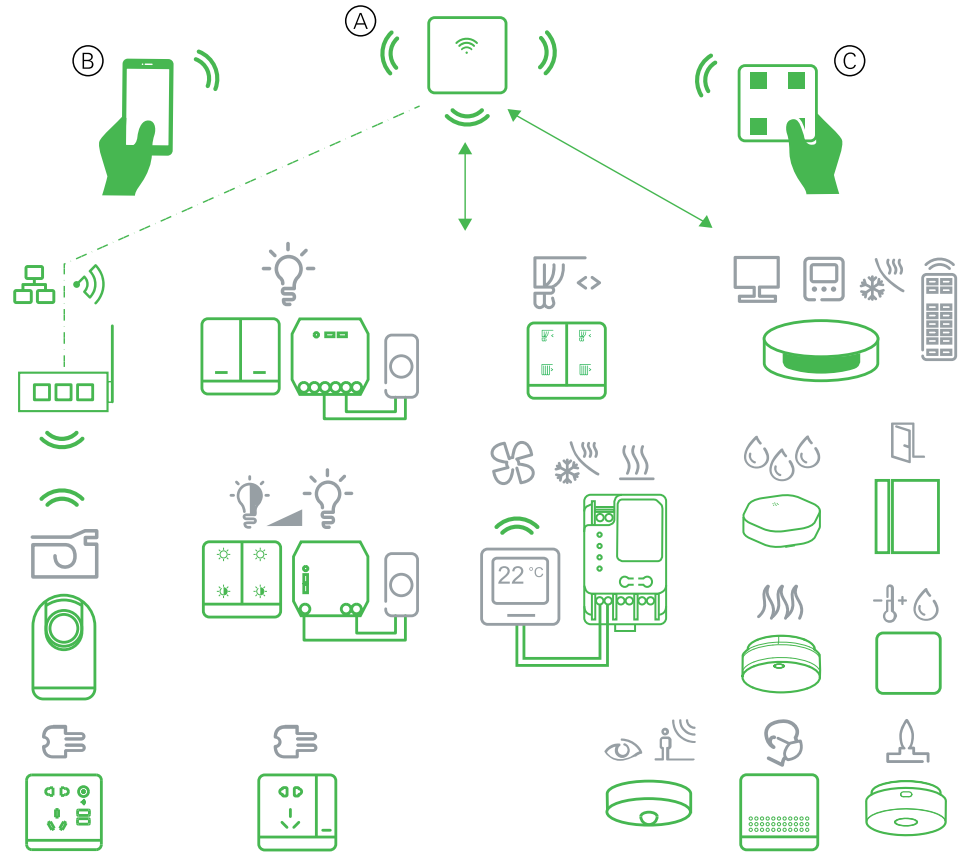
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了解 Wiser 系统

Wiser™ 系统概述

Wiser 系统为控制家庭设备提供了一种简单、方便和灵活的解决方案。



The 集线器 是系统的中心，用于处理连接的Wiser设备的控制请求和状态报告。

使用 Wiser by SE 应用程序设置 Wiser 系统、控制 Wiser 设备和接收通知。

借助个人帐户和手机上的Wiser by SE应用程序/平板电脑，用户可以控制Wiser设备 从任何可以同时使用这两种手机的位置访问它们/平板电脑 和 集线器。

在家中，Wiser设备也可以使用Wiser AvatarOn场景开关进行控制。

设备组

通过其中一个设备的本地控制或使用Wiser应用程序，一起操作相同的Wiser设备。

使用 组 wiser应用中的功能，可组合许多相同的设备并将它们作为一个单元运行。例如，创建一组三个 Wiser 照明开关，实现多路操作。

设备组	控制辅助
灯、开关/调光器	照明和调光
百叶窗/百叶窗/窗帘	电动百叶窗和百叶窗
插口/适配器	电源
暖气	温度
摄像头	安全和隐私

设备组	控制辅助
Energy	监控功耗
安全和 传感器	烟雾报警器， 房间占用， 窗/门打开或关闭， 温度和湿度， 漏水

Wiser by SE 应用程序

使用 Wiser by SE 应用程序设置 Wiser 系统、控制 Wiser 设备和接收通知。

系统要求

要使用应用程序，请使用您的手机/平板电脑 必须支持以下操作系统和版本。

支持的操作系统 适用于手机:

- Android™ 操作系统版本 7 及以上
- Apple® iOS 11 和更高版本。

平板电脑/iPad支持的操作系统：

- Android™ 操作系统版本 8 及以上
- Apple® iOS 10 和更高版本。

注:

- 新版本的操作系统发布后，Wiser 系统可能需要一段时间才能完全兼容该版本。
- 在绕过限制的 Android 手机或越狱的 iPhone 上使用 Schneider Electric 应用程序会使与应用程序相关的所有保修失效。
- 接口与移动电话的兼容性/平板电脑 取决于手机上安装的软件版本/平板电脑、和可能会随着软件升级而更改。由于手机数量众多/平板电脑 兼容性和功能的所有方面/平板电脑 无法保证使用app。

下载应用程序

在手机上安装应用程序/平板电脑 调试并使用Wiser系统和设备

1. 应用程序下载指引：

- **苹果手机/iPad:** 请访问 <https://itunes.apple.com/us/app/wiser-by-se/id1026806919?ls=1&mt=8>。

扫描二维码以下载应用



- **Android手机/平板电脑:** 请访问 <https://play.google.com/store/apps/details?id=com.schneiderelectric.WiserBySE>。

扫描二维码以下载应用



- **对于Android手机/平板电脑：** 访问以下商店之一：

- 华为应用商店
- 百度应用商店
- 安智应用商店
- 360 应用商店
- 腾讯应用商店

注: 下载应用程序时，使用 Wiser 作为应用名称进行搜索。

创建帐户

首次使用App时，必须使用手机号码或电子邮件地址和密码来注册帐户。

注: 在使用电子邮件地址进行注册时，必须选择正确的国家/地区代码。

创建帐号时，将根据您的位置设置国家/地区代码。

使用您的帐户，您可以成为一个或多个帐户的成员 住宅 (数据存储, 9 页)。您可以使用任何兼容的手机，从可以访问Internet的任何位置操作属于“家庭”的任何设备/平板电脑 安装了应用的服务器。

注: 一个帐号无法登录多个智能设备并同时使用。

数据存储

根据在注册时选择的国家/地区代码以及创建“家庭”页面的用户的国家/地区代码，将家庭和帐号数据分配给多个数据存储区中的一个。这些数据存储区彼此独立。主要数据中心位于：

- 邮编 100102
- 欧洲
- 美国

- 印度

有关详细信息，请参阅国家/地区表格（数据中心, 10 页）。

重要: 家庭和用户帐号数据将分配到同一个数据存储区，无法传输到另一个数据存储区。因此，用户只能加入所分配的数据存储区与用户帐号相同的家庭。

建议: 如果您要在其他国家/地区加入家庭（例如，如果您正在访问并与家人同住），请使用“家庭”位置中显示的相同国家/地区创建新帐号。这样，您的新帐户的数据将分配给与家庭相同的数据存储。

数据中心

数据中心	国家/地区
美国俄勒冈州	区域: 北美、南美、东亚、东南亚部分地区 国家/地区: 美国、南极洲、阿根廷、玻利维亚、博内尔、巴西、英属印度洋领地、智利、哥伦比亚、库克群岛、古巴、库拉索、多米尼加共和国、厄瓜多尔、东帝汶、福克兰群岛（马尔维纳斯）、法属圭亚那、危地马拉、几内亚比绍、香港、印度尼西亚、日本、哈萨克斯坦、基里巴斯、韩国、科索沃、马来西亚、澳门、墨西哥、缅甸、瑙鲁、纽埃、新西兰、巴勒斯坦、巴拉圭、秘鲁、菲律宾、波多黎各、巴布亚新几内亚、圣多美和普林西比、所罗门群岛、圣赫勒拿、圣马丁、南苏丹、苏里南、斯瓦尔巴和扬马延、台湾、泰国、托克劳、乌拉圭、梵蒂冈城、瓦努阿图、越南、委内瑞拉
德国法兰克福	区域: 西欧、中欧、东欧、东南亚部分地区 国家/地区: 阿富汗、阿尔巴尼亚、阿尔及利亚、美属萨摩亚、安道尔、安圭拉、安哥拉、安提瓜和巴布达、亚美尼亚、阿鲁巴、奥地利、阿塞拜疆、澳大利亚、巴哈马、巴林、巴巴多斯、百慕大、伯利兹、不丹、孟加拉国、文莱、布基纳法索、布隆迪、贝宁、保加利亚、波黑、比利时、白俄罗斯、开曼群岛、哥斯达黎加、哥斯达黎加、柬埔寨、喀麦隆、佛得角、科特迪瓦、乍得、中非、刚果（布）、刚果（金）、克罗地亚、捷克共和国、塞浦路斯、科科斯（基林）群岛、多米尼克、吉布提、丹麦、埃塞俄比亚、埃及、赤道几内亚、厄立特里亚、爱沙尼亚、法属波利尼西亚、斐济、前南马其顿、法国、芬兰、法罗群岛、格林兰、瓜德罗普、格林纳达、格鲁吉亚、关岛、几内亚、加蓬、冈比亚、加纳、德国、希腊、直布罗陀、海地、洪都拉斯、匈牙利、以色列、伊朗、伊拉克、冰岛、爱尔兰、爱尔兰、牙买加、约旦、科威特、肯尼亚、韩国、老挝、黎巴嫩、莱索托、利比亚、利比亚、立陶宛、列支敦士登、卢森堡、拉脱维亚、马提尼克、蒙特塞拉特、马尔代夫、蒙古、密克罗尼西亚、马绍尔群岛、莫桑比克、马拉维、摩洛哥、马达加斯加、毛里塔尼亚、马里、马约特、毛里求斯、黑山、马耳他、摩纳哥、摩尔多瓦、尼加拉瓜、新喀里多尼亚、马里亚纳群岛、尼日尔、尼日利亚、纳米比亚、荷兰、阿曼、巴拿马、巴基斯坦、帕劳、波兰、葡萄牙、卡塔尔、卢旺达、留尼汪岛、俄罗斯、罗马尼亚、圣皮埃尔和密克隆、圣基茨和尼维斯、圣文森特和格林纳丁斯、萨尔瓦多、圣卢西亚、斯里兰卡、沙特阿拉伯、新加坡、萨摩亚、塞拉利、塞内加尔、苏丹、斯威士兰、南非、索马里、塞舌尔、塞黑、西班牙、斯瓦尔巴德和扬马延、斯洛文尼亚、斯洛伐克、瑞典、瑞士、圣马力诺、特立尼达和多巴哥、特克斯和凯科斯群岛、英属维尔京群岛、土库曼斯坦、塔吉克斯坦、图瓦卢、汤加、多哥、突尼斯、坦桑尼亚、美属维尔京群岛、乌兹别克斯坦、阿拉伯联合酋长国、乌干达、乌克兰、英国、瓦利斯和富图纳、也门、津巴布韦、赞比亚
印度孟买	国家: 印度
中国大陆	国家: 中国

1. 启动 App，等待显示登录页面，然后点击**注册新帐号**。



2. 选择您所在的国家/地区，输入手机号码或电子邮件以接收验证码。

3. 点击复选框以同意 **用户协议** 和 **隐私声明**。
4. 选择国家/地区代码。国家/地区代码默认设置如下：
 - 基于手机的ID：由手机号码确定的国家代码。
 - 基于电子邮件地址的 ID：根据手机定位确定的国家/地区代码。另外，在使用电子邮件ID注册时，您必须手动选择国家/地区代码。
5. 输入通过电子邮件或短信接收的验证码。
 - SMS（如果您使用手机号码作为用户ID），或者
 - 电子邮件（如果您使用电子邮件地址作为用户ID）。
6. 按要求创建密码。

注册过程完成后，将创建一个新的“家庭”，并显示“家庭”页面。作为家庭的创建者，您的帐号会自动设置为家庭所有者，并拥有系统的完整访问权限。参见 [应用中的访问级别](#), 11 页。

重要: 由于数据存储限制，您的帐号无法转移到其他国家地区/（请参见[数据存储区](#), 9 页）。如果您要加入家庭或在其他国家/地区创建家庭，请首先使用新的国家/地区代码创建新帐号。

使用家庭

创建家庭，添加房间，以表示设备所在的区域，并添加家庭成员。

在App中，“家庭”将一组人员、房间和设备定义为一个单元。下面是一些示例：

- **单户住宅**：为住宅中的所有住户、房间和设备创建一个家庭。
- **多户住宅**：为位于住宅一部分的住户、房间和设备创建一个家庭，为位于住宅另一部分的住户、房间和设备创建一个家庭。

一个设备一次只能添加到一个家庭。添加设备后，只有该家庭的成员才能控制该设备。

一个人可以是多个家庭的成员，并操作已添加到其中一个家庭中的任何设备。

App 中的访问级别

家庭成员可以根据其访问级别在应用程序中执行各种任务。

应用程序中有 3 个访问级别：

- 家庭所有者
 - 注:** 对于每个家庭，只能将一个家庭成员设置为家庭所有者。
- 管理员
- 普通成员

Function	支持的功能	家庭所有者	管理员	普通成员
管理家庭和家庭成员	将家庭所有者权限转给其他家庭成员	是	否	否
	添加或删除*一个家庭 (*删除整个家庭、其成员和设备)	是	否	否
	删除家庭(从用户的应用程序中删除对家庭的访问，但不删除家庭)	是	是	否
	配置家庭详细信息	是	是	否
	添加或删除家庭成员	是	是	否
	授予家庭成员管理员访问权限	是	否	否
	从家庭接收邀请通知	是	是	是
管理机房	添加或删除房间	是	是	否
	名称或重命名房间	是	是	否

管理设备	添加或删除设备	是	是	否
	配置设备功能设置和时间表	是	是	是
	更改设备图标、名称和位置	是	是	否
	操作设备	是	是	是
	更新设备固件	是	是	否
	接收设备警报通知	是	是	是
	“已添加设备”、“设备已恢复出厂设置”、“接收设备警报”通知	是	是	是
管理“场景”和“自动控制”	创建场景和自动控制	是	是	否
	将设备分配给场景/自动控制	是	是	否
	调整场景/自动控制中的设备设置	是	是	否
	设置场景/自动控制的触发条件	是	是	否
	接收场景/自动控制的触发通知	是	是	是

网络安全原则

遵循这些网络安全原则有助于降低系统所在的网络遭受网络威胁的风险。

- 保持手机处于最新状态并安装最新的安全更新。
- 仅连接到安全的 Wi-Fi 网络。
- 仅从 Google Play 或苹果 App Store 下载应用程序。
- 使用手机上的所有安全设置/平板电脑:
 - 长密码
 - 双重认证 (2FA)
 - 人脸识别
 - 阻止未知应用程序
- 手机和帐户均使用强密码：
 - 请勿重复使用任何其他帐户的密码。
 - 密码长度应为 12-16 个字符。（密码最好容易记住。）
 - 密码必须为大写字母、小写字母、数字、标点和符号的组合。
 - 请勿使用容易猜出或含有常见个人信息的密码。例如，需避免使用家庭地址、宠物或高中吉祥物。

停用设备

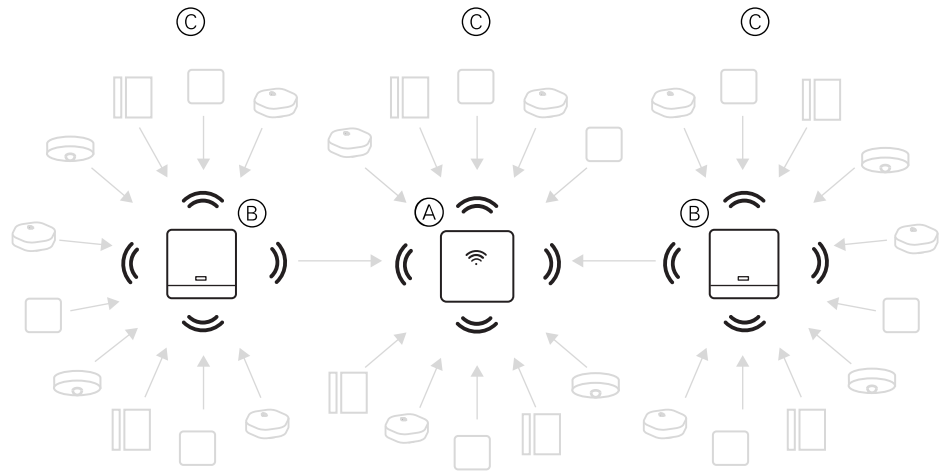
如果您因为转移或废弃要从系统中移除设备，请首先将设备恢复出厂设置，这样就可以从设备中删除任何身份识别信息。在停用系统智能网关时，这尤其重要。有关如何执行出厂复位的说明，请参阅特定设备说明。

电池供电设备支架

默认情况下，带有集线器最多可支持10个电池供电的设备，如传感器。还包括电源供电设备（如照明开关）的系统可支持其他电池供电设备。

因为系统中的市电供电设备也可充当系统网络扩展器。

下图所示的系统示例包括集线器 (A)和两个市电供电的照明开关(B)。每台市电供电设备最多可以安装10台电池供电设备(C)，因此本示例系统可支持30台电池供电设备。



建议: 在调试电池供电设备之前, 请安装并调试所有市电供电设备。这将在添加电池供电设备之前提供最大支持的容量。

Wiser 系统限制

调试 Wiser 系统时, 了解系统限制 (如支持的最大设备数量) 非常重要。为获得最佳性能, 系统运行容量为 80%。

系统组件	Wiser 智能网关限制	基础版智能网关限制
设备	一个家庭最多 120 个设备	一个家庭最多 30 个设备
	一个房间最多 120 个设备	一个房间最多 30 个设备
	最多可分配 20 个设备给场景开关按钮	最多可分配 20 个设备给场景开关按钮
	每个市电供电设备最多支持 10 个电池供电设备。	
Wiser 多功能接口	每个设备最多 3 个信道	不支持基础版智能网关
	每个信道最多 8 个温控器或控制器	不支持基础版智能网关
Wiser 360 度红外转换器	最多 8 个信道 (每个信道 1 个红外 (IR) 控制装置) 注: 通道6至8保留用于红外扩展连接 EXT1, EXT2 和 EXT3.	不支持基础版智能网关
场景/自动控制	最大一个“家庭”中的“80个时刻”	最大一个“家庭”中的“80个时刻”
	最大一个“家庭”中有80个“自动场景”	
设备定时设置	最大“手动场景/自动场景”中的80个操作	最大“手动场景/自动场景”中的80个操作
	最大“手动场景/自动场景”中的80个操作	
家庭、房间和成员	最大一个家庭中的1000个操作 (场景和自动控制中的操作总数不得超过1000)	最大一个自动化中的10个条件
	最大一个家庭中的10个条件	
设备定时设置	最大 每个设备10个时间表	
家庭、房间和成员 每个帐号推荐关联 20 个家庭。	最大 20个家庭 (建议数量) 成功交接之前, 安装人员将是家庭所有者。 最大一个“家庭”中20个“房间” (建议数量) 最大一个“家庭”中有20个成员 (建议数量)	

有关、设备和传感器之间建议距离的信息，请参见 [为选择位置 Wiser网关 或基本集线器](#), 21 页。集线器与设备、设备与设备、设备与传感器之间的距离取决于建筑材料或它们之间的干扰，它可以在无任何干扰的开放空气中具有较长距离。

设置 Wiser 系统

系统调试概述

要调试 Wiser 系统，请先安装设备，然后使用 App 配置系统。

系统调试的步骤如下。

安装和测试 Wiser 设备。	请参见 安装和测试设备, 15 页。
确保 Wi-Fi 网络已做好调试系统的准备。	请参见 Wi-Fi 网络要求, 21 页。
将智能网关连接到 Wi-Fi 网络。连接模式为以太网模式，用于连接智能网关。若要执行进一步的调试步骤，需要使用 App。 注: 以太网线单独提供。	请参见 连接 Wiser 网关和基本集线器 到互联网, 21 页。
下载并安装 App。	请参见 下载应用程序, 8 页。
创建帐号以使用 App。	请参见。
设置家庭、房间并添加家庭成员。	请参见 使用家庭, 15 页。
将智能网关加入“家庭”。	请参见。
将设备添加到家庭后，将其分配到房间并配置设备设置。	请参见 设置设备, 46 页。
将设备设置为同时操作，可以是手动操作或者按照时段或事件自动操作。	请参见 场景和自动控制, 67 页。

完成这些步骤后，系统即可使用。

安装和测试设备

在使用应用程序配置 Wiser 系统之前，请安装和测试照明开关、调光器、传感器和其他设备。

1. 遵循每台设备随附的安装说明。请参见。
2. 确保电池供电设备中的电池已安装，且状况良好。有关电池电量低的指示，参见设备说明。
3. 安装 Wiser 多功能接口时，请连接与设备兼容的温控器。请参见与 Wiser 多功能接口兼容的温控器, 62 页。

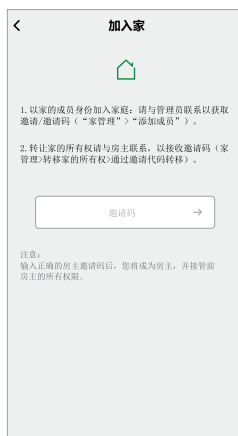
注: 有关智能网关位置选择的信息，请参见为选择位置 Wiser 网关 或基本集线器, 21 页。

使用家庭

创建家庭，添加房间，以表示设备所在的区域，并添加家庭成员。

加入家庭

当您注册到该应用时，请加入家庭以拥有所有权、转让家庭所有权和访问家庭。

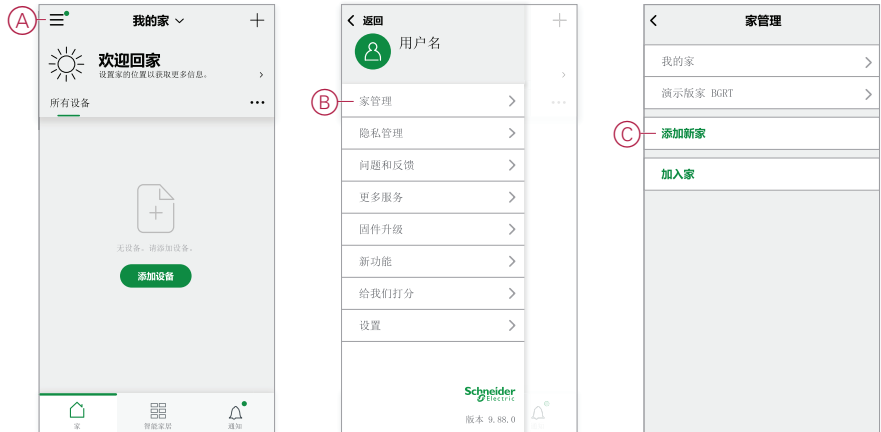
1. 分接头 **家庭管理(A)**加入家庭。2. 分接头 **加入家庭 (B)**输入邀请码，并获得访问所需家庭的权限。

添加家庭

从添加家庭 **家庭管理** 菜单。也可以在此任务期间添加房间。注册新帐户时，您也可以使用此任务来设置注册结束时自动创建的家庭。

1. 在 **主页** 页面(A、B、C)，点击 **菜单图标** (A)，然后点击 **家庭管理 > 添加家庭** (B、C)。

注: 如果您刚刚注册了一个帐户，则已为您创建了一个新家庭。分接头 **添加新家庭** (在(C)中)，然后从步骤2a继续。



2. 在 **添加家庭** 页面中，执行以下操作：

- a. **家庭名称和位置**：输入(D)家庭名称并设置家庭位置。
- b. **机房**：创建(E, F)房间以匹配设备位于家庭中的物理空间。

从常用机房名称(E)的默认列表中选择。取消选择任何您不希望包含的房间。要添加未列出的房间名称，请点击 **添加房间** (F)并输入所需的房间名称。

- c. (参见G) 点击 **保存**。



作为家庭的创建者，您的帐户会自动设置为家庭所有者，以便您可以完全控制家庭设置。请参阅 App 中的访问级别, 11 页。

将设备添加到“家庭”后，可将每个设备分配给在此任务中创建的其中一个房间。

添加家庭成员

将成员添加到家庭，以便他们可以使用手机操作家庭中的设备/平板电脑 和应用程序。家庭所有者还可以启用选定家庭成员的管理员访问权限以配置和维护Wiser系统。

注: 要添加为家庭成员的每个人必须已注册一个应用程序帐户，该帐户使用与家庭位置相同的区域中的国家代码。请参见数据存储, 9 页和数据中心, 10 页。

1. 在主页上，点击 **菜单图标 (A)**，然后点击 **家庭管理 (B)**。



2. 分接头 **添加新家庭 (C)**，然后点击 **添加成员 (D)**并在点击(D)后在应用程序中显示的字段中输入所需的详细信息。



进入家庭

在房屋业主搬到新居之前，建议安装人员完成以下活动。因此，业主可以通过其家庭互联网访问和使用其Wiser智能家居。

安装程序要执行的步骤：

1. 使用电子邮件地址或有效手机号码在Wiser应用中注册。请参阅 [创建帐户, 9 页](#)。
2. 确保所有设备都已打开，并且Wiser 集线器 在配置前，必须连接以太网，才能完成调试过程。之后，配置设备设置。
注: 在此步骤中，还可以与其他Wi-Fi和已启用BLE的设备配对。
3. 在App中配置“手动场景”和“自动场景”。
4. 生成邀请代码/兑换代码，并将其记在箱子/包装中提供的交接卡上。确保将其保留在Wiser上 集线器 或在家里。

请参阅 [加入家庭, 15 页](#)。

家庭所有者要执行的步骤：

1. 使用电子邮件ID或有效手机号码在Wiser应用中注册。请参阅 [创建帐户, 9 页](#)。
2. 通过提供在切换卡上写入的邀请代码加入家庭。
3. 打开Wiser电源 集线器 并连接到 集线器 通过以太网电缆使用路由器。请参阅 [以太网模式连接 — Wiser网关, 33 页](#)

注: 包装/包装箱中提供了以太网电缆。因此，建议单独收集，并使用电缆连接到路由器以获得更好的性能。如果房主需要 集线器 使用Wi-Fi，请参阅 [Wi-Fi模式连接 — 集线器, 30 页](#)

转让家庭所有权

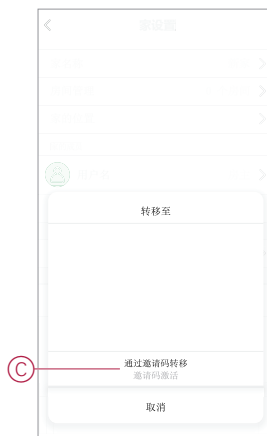
1. 点击打开 **家庭管理** (A)允许加入家庭。



2. 分接头 **转移住房所有权** (B)将房屋所有权转让给现有用户。



3. 选择要转移所有权的家庭成员，然后点击 **通过邀请代码转接**(C)。



4. 与家庭成员共享生成的邀请代码以完成转移过程。



注：将家庭所有权转让给选定的家庭成员后，现有家庭成员将不再为家庭所有者。

建立 Wiser 或基础版智能网关

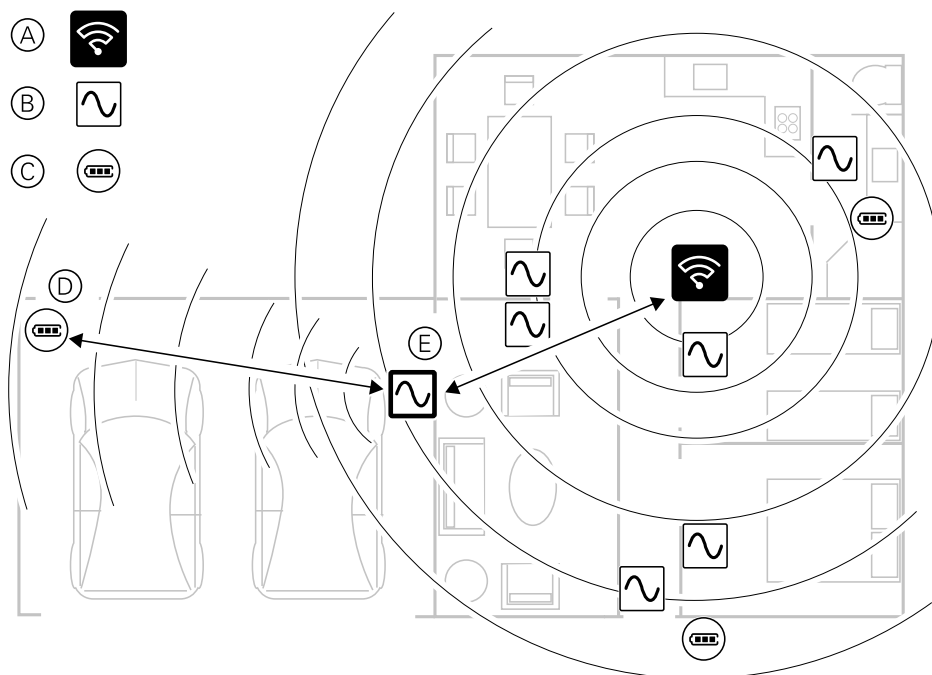
为选择位置 Wiser网关 或基本集线器

这集线器是系统的控制器，并且必须在所有设备的范围内才能使系统正常工作。

基础版智能网关或智能网关的理想位置由以下因素决定：

- 要安装该系统的楼宇布局
- 系统中使用的其他设备的位置

参考下一张图，最重要的是将集线器(A)尽可能设置在所有市电供电设备(B)（如开关和调光器）所在的区域的中心。电池供电设备的通信距离(C)也应与示意图后面提到的备注信息结合考虑。



建议: 车库(D)中由电池供电的运动传感器距离集线器。但是，传感器可以通过用作车库灯的智能开关(E)的市电供电设备连接到智能网关，因为市电供电设备也可充当系统网络扩展器。在决定从何处安装集线器。

连接 Wiser网关和基本集线器 到互联网

The 集线器 可以通过使用以太网电缆（以太网模式）或使用Wi-Fi（Wi-Fi模式）连接到网络。

Wi-Fi 网络要求

Wiser 系统需要 Wi-Fi 以及互联网接入。Wi-Fi 网络路由器必须满足系统工作的某些要求。

注: Wiser 系统仅支持 2.4 GHz Wi-Fi 网络。

路由器要求

Wi-Fi 路由器必须符合以下要求：

- 路由器应具有集成的防火墙。
- 所有设备都应位于路由器防火墙后。
- 路由器必须支持安全协议 WPA2 或更高版本。

Wi-Fi 不可用

在新家中安装设备时，可能出现没有 Wi-Fi 的情况。在这种情况下，建议在调试期间使用其他移动设备建立 Wi-Fi 热点。

注：在这种情况下，建议在调试期间使用带 4G SIM 的 袖珍 Wi-Fi 模块来建立 Wi-Fi 热点。或者，可以使用另一部手机作为热点。

之后，设置热点，按照 [Wi-Fi 模式连接 — 集线器, 30 页](#) 操作。

注：调试完成后，如果 Wi-Fi 不可用，系统可以通过开关进行物理操作。

将集线器以太网连接到 Wi-Fi (可选)

使用 Wi-Fi 连接 集线器 连接到网络路由器，从而不再需要以太网电缆。

执行此任务之前，请确认手机/平板电脑 和 集线器 都连接到 Wi-Fi 网络路由器。

1. 在 App 中，选择 集线器 连接到同一 Wi-Fi 网络。

注：在此阶段，仍应连接以太网线。

2. 点击 **设置 (传动)** 图标(A)



3. 在设置页面中，点击 **IP 网络设置**(B)。



4. 点击 **Wi-Fi** 选项卡中，将 **SSID** 和 **Password** ，然后点击 **Apply(C)**。



5. Wi-Fi连接成功后，请从集线器。

Wiser 智能网关

CCT501900



安装 Wiser 智能网关

Wiser 智能网关通过移动应用程序、以太网或智能家居中的 Wi-Fi 来监控和控制 Zigbee 设备。它支持语音控制，还可以从世界任何地方控制。更多信息请参见包装内的安装指南：


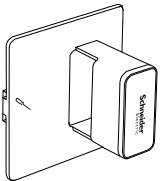
Wiser 智能网关

支持的 Wiser 智能网关设备


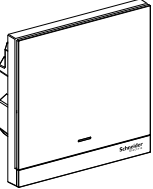
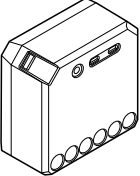
有关设备安装说明，请参阅设备安装说明链接。

重要： 这些设备不得用于专业安全安防应用环境，仅用于一般住宅用途。


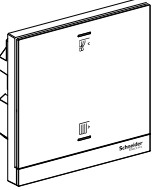
智能网关

<p>Wiser 智能网关</p> 	<p>The Wiser网关 通过手机App，使用智能家居中的以太网或Wi-Fi监控和控制Zigbee设备。它支持语音控制，还可以从世界任何地方控制。</p>	<p>说明书(PDF)</p>
<p>Wiser 智能网关底座</p> 	<p>用于将 Wiser网关 放置在桌面或其他平坦表面上。</p>	<p>说明书(PDF)</p>

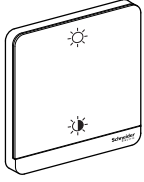
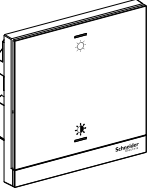
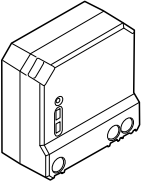
照明开关

<p>wiser 单联/双联/三联智能开关</p>  <p>AvatarOn T开关1G/2G/3G</p> 	<p>控制房间内的灯光，或根据指定的条件或事件自动开关灯光。</p>	<p>1G/2G/3G开关 AvatarOn T开关1G/2G/3G</p>
<p>Wiser 单联微型模块开关</p> 	<p>将兼容的瞬动式开关转换为智能开关。最多可连接 10 个兼容的瞬动式开关。 注: 瞬动式开关必须经认证可用于 220-240 V AC 应用。</p>	<p>说明书 (PDF)</p>

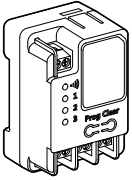
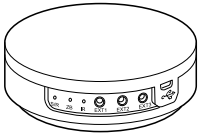
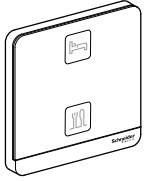
窗帘开关

<p>wiser 单联/双联窗帘开关</p>  <p>Wiser AvatarOn T 1G/2G窗帘开关</p> 	<p>远程/手动打开和关闭窗帘，或根据指定条件或事件自动设置窗帘位置。</p>	<p>绎尚1G窗帘开关 AvatarOn 2G窗帘开关 AvatarOn T 1G/2G窗帘开关</p>
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调光开关

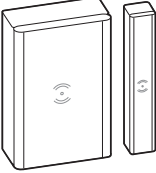
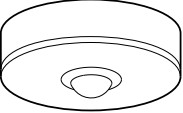

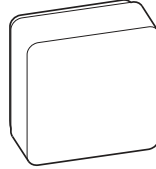

<p>Wiser AvatarOn 单联调光开关 Wiser AvatarOn 双联调光开关</p>  <p>AvatarOn T 1G/2G调光器</p> 	<p>控制房间内的照明亮度，或根据特定条件或事件自动将照明设备设置为所需亮度。</p>	<p>AvatarOn 1极调光器 AvatarOn 2联调光器 AvatarOn T 1G/2G调光器</p>
<p>Wiser 单联微型模块调光器</p> 	<p>将兼容的瞬动式转换成智能调光器。最多可连接 10 个兼容的瞬动式开关。 注：瞬动式开关必须经认证可用于 220–240 V AC 应用。</p>	<p>说明书(PDF)</p>

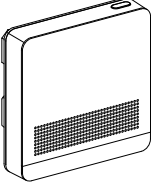
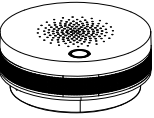
控制设备

<p>Wiser 多功能接口</p> 	<p>通过与暖通空调和地暖系统交互，控制家庭或其他楼宇的环境。 注：必须将兼容的温控器连接到多功能接口，以与 App 交互。请参见与 Wiser 多功能接口兼容的温控器, 62 页。</p>	<p>说明书(PDF)</p>
<p>Wiser 红外转换器</p> 	<p>控制分体式空调、电视、音响系统和其他可通过红外 (IR) 遥控操作的设备。</p>	<p>说明书(PDF)</p>
<p>Wiser AvatarOn 2 键场景开关 Wiser AvatarOn 4 键场景开关 AvatarOn T 4 键场景开关</p> 	<p>利用便捷的遥控器，控制 Wiser 系统中的 Wiser 设备和场景/自动化操作。 场景开关也可以用作 E 模式系统中的远程控制器。（有关更多信息，请参见关于 E 模式, 76 页。）</p>	<p>说明书(PDF)</p>

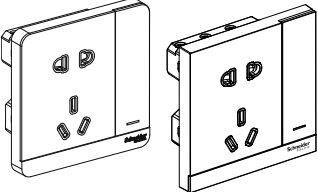

<p>Zigbee 4 键场景开关</p> 	<p>Wiser AvatarOn T Zigbee 场景开关 (设备) 用于在成功调试后控制一组 Wiser Zigbee 设备。</p>	<p>说明书(PDF)</p>
<p>Zigbee 6 键场景开关</p> 		

传感器和探测器

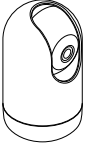
<p>Wiser 门/窗传感器</p> 	<p>检测窗户和门何时打开或关闭，并将状态发送到智能网关。</p>	<p>说明书(PDF)</p>
<p>Wiser 运动传感器</p> 	<p>向 Wiser 智能网关 (和执行已配置功能的设备) 报告运动检测情况、测量环境亮度并将这些数据发给 Wiser 智能网关。可以设定亮度设置和/或运动检测阈值，确定届时要执行的操作。</p>	<p>说明书(PDF)</p>
<p>Wiser 漏水传感器</p> 	<p>当连接到 Wiser 智能网关的传感器检测到地板上有水时，会发出声音警报，并将事件报告到智能网关。</p> <p>注: 如果未连接到智能网关，此传感器可作为独立产品运行。当未连接到智能网关时，此传感器也会发出声音。</p>	<p>说明书(PDF)</p>
<p>Wiser 温度/湿度传感器</p> 	<p>通过检测温度和湿度变化，使 Wiser 系统调整连接的环境控制系统 (例如，如果温度高，自动打开空调；如果湿度高，打开排风扇)，在家中保持舒适的环境。</p>	<p>说明书(PDF)</p>
<p>Wiser 燃气探测器</p> 	<p>检测燃气泄漏，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>

<p>Wiser AvatarOn 空气质量探测器</p> 	<p>通过 PM_{2.5} 浓度检测空气质量水平，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>
<p>Wiser 烟雾探测器</p> 	<p>检测烟雾，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>

电源设备

<p>Wiser AvatarOn 智能插座</p> <p>Wiser智能插座</p> 	<p>远程打开/关闭插座电源，并向 App 报告实时耗电量。</p>	<p>说明书(PDF)</p>
<p>Wiser 智能适配器</p> 	<p>远程控制打开/关闭 2 孔、3 孔和 USB 充电器的时间和定时控制。</p>	<p>说明书(PDF)</p>

摄像头

<p>Wiser 室内网络摄像头</p> 	<p>监控家中的敏感区域，并可由其他智能设备触发。</p>	<p>说明书(PDF)</p>
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配置 Wiser 智能网关

添加 集线器 到主页

使用App添加 集线器 到家。开始之前，请确保 集线器 连接到电源和网络电缆的以太网网络（ie以太网LED和Zigbee LED必须亮起）或Wi-Fi网络（ie WLAN LED和Zigbee LED必须亮起）。

1. 登录到应用程序。
2. 选择 集线器 将被添加(A)。
3. 在主题页中，点击 + 图标(B)。



4. 在 **添加设备** 页面中，执行以下操作：
 - a. 点击**自动发现**。
 - b. 如果有提示，请按照页面上显示的说明操作。
 - c. 点击**开始搜索**。
 - d. 点击应用程序页面上显示的智能网关设备名称，然后按照应用程序中的步骤操作。

过程完成后,集线器 在主页上显示为设备。

设置 Wiser 智能网关

Wiser 智能网关支持 Wi-Fi (AP 模式) 和以太网连接模式：要设置 Wiser 智能网关，请参见以下动画：

AP 模式 (Wi-Fi)



以太网模式



Wi-Fi模式连接 — 集线器

Wi-Fi模式用于连接 集线器 通过无线方式。可能存在以太网连接不可用于安装的情况 集线器。例如，路由器位置或安装在一个路由器尚不可用的新家庭中，因此，安装程序可以选择Wi-Fi模式。



先决条件：

- 支持Wi-Fi，在 集线器。日期代码必须为 2037，且晚于开箱日期。要更新最新固件，请将 集线器 到以太网(参见 以太网模式连接 — Wiser网关, 33 页)。
- 安装 集线器 在Wi-Fi模式下，用户必须在App中拥有帐户。有关创建用户帐号的详细信息，请参阅。
- 手机中的Wi-Fi/平板电脑 必须处于活动状态。
- Wi-Fi路由器 集线器 和手机/平板电脑 必须尽可能靠近。
- 根据的日期代码，满足以下规范 集线器

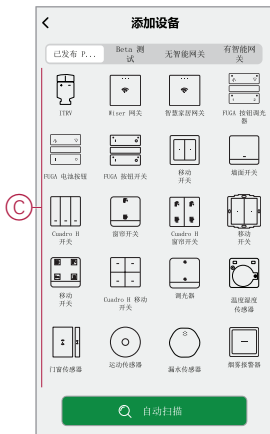
1. 登录 App。
2. 选择 集线器 位置(A)，然后点击 + 图标(B)或 添加设备。



3. 在 **添加设备** 页面，点击 **手动添加 (C)**。然后选择 **集线器** 在列出的设备下。

注:

- 不点击 **自动扫描** 作为 **集线器** 在Wi-Fi模式下不可见 **自动扫描**
- 设备列表因国家/地区而异。
- 以下截屏中的设备图像仅用于说明。App 中实际显示的界面会因您所在国家/地区的设备而异。

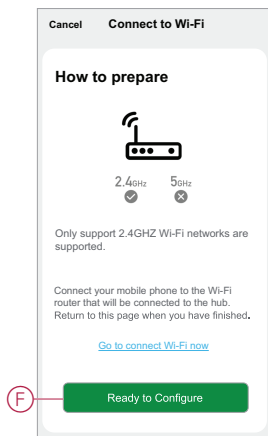


4. 在选择 **集线器**，您将收到用于选择安装模式的选项 **集线器**. 选择Wi-Fi模式进行安装(D)。

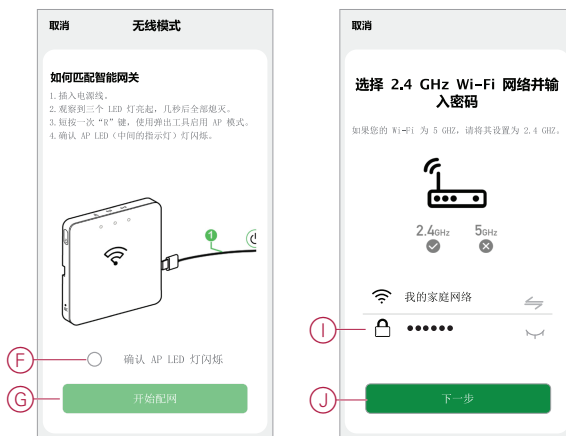


5. 分接头 **Confirm** 当您收到 **通知 (E)**。



6. 单击 **下一个 (F)** 当您到达 **如何准备** 页面时。7. 此时将显示有关**如何配对设备**的动画。按照以下步骤完成配对，然后单击 **确认AP LED闪烁 (G)**并单击 **下一个 (H)**。系统随后将提示您进入显示可用 Wi-Fi 网络的页面。输入Wi-Fi密码(I)并单击 **下一个 (J)**。

注: 使用顶针工具 (如动画中所示) 短按“R”按钮以启用 集线器 Wi-Fi 模式。配对窗口持续显示 3 分钟 (日期代码为 2037 或以上时)。如果是其他版本, 配对窗口将持续显示 10 分钟。



- 与成功建立Wi-Fi连接后，集线器(K)，将使用Wi-Fi名称创建热点网络 **WiserGW_XXXXXX (I)**。分接头 **转到连接 (L)**。
然后，系统会提示您进入电话设置页面，该页面将请求您批准连接到Wi-Fi网络。点击 **WiserGW_XXXXXX** 连接到 Wi-Fi。建议前往手机设置，检查 Wi-Fi 网络是否为 WiserGW，然后尝试连接。

注:

- Wi-Fi 网络 (WiserGW_XXXXXX) 的后 6 位数表示设备背面标记的以太网 MAC 地址。
- Wi-Fi 网络 — **WiserGW_XXXXXX** 的默认密码是 **wisersmarthome**。

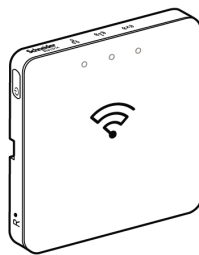


- 成功将手机连接到 Wi-Fi 后，返回到 App。连接完成后，Wi-Fi模式安装即完成。点击**完成**结束调试。

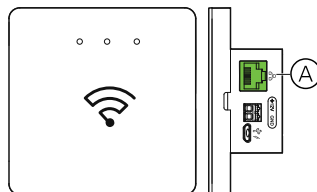
注: 如果安装是在新家庭中完成，并且还没有路由器（例如，使用袖珍Wi-Fi 4G模块），请参阅步骤 **加入家庭, 15 页** 安装完成后。

注: 如果在没有Wi-Fi的新家里进行了安装（请参阅中的“Wi-Fi不可用” Wi-Fi 网络要求, 21 页）。确保遵循转移住房所有权的步骤(参见 **转让家庭所有权, 19 页**)安装完成。

以太网模式连接 — Wiser网关

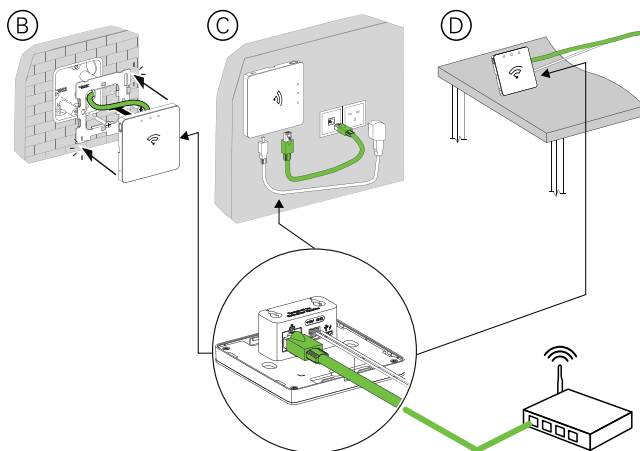


- 在上找到以太网端口(A) 集线器。



2. 使用Ethernet电缆将集线器和路由器，以适合集线器:

- 墙盒安装(B)
- 使用2个螺钉(C)安装在墙上
- 使用选配的网关基座套件实现台式安装(D)



后续条件: 您必须将集线器在添加设备以控制设备之前, 请先将其添加到应用程序。为此, 请先下载并在手机上安装应用程序/平板电脑(请参见 下载app, 8 页), 并注册用户帐户。然后, 您可以添加集线器并(可选)将集线器通过Wi-Fi连接到网络路由器。

重置智能网关

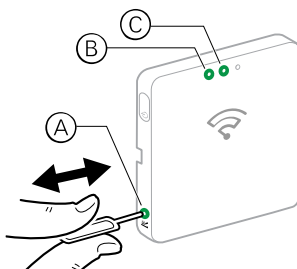
从删除现有设置 集线器 用于安装或拆卸 集线器 从系统中删除。可能还需要重置智能网关。

需要使用智能网关的重置/弹出工具并按下“R”按钮。

有两种重置选项：

- 1级重置(仅恢复以太网/WLAN 设置)
- 2级重置(成功重置后, 将删除所有配置数据、用户数据和网络数据)。

1. (参见 A) 在智能网关侧面找到重置按钮。



2. 执行以下操作之一：

- **1级重置:** 按住重置按钮 5 秒(不超过 15 秒)。以太网LED(B)和WLAN LED(C)闪烁一次。
- **2级重置:** 按住重置按钮超过 15 秒。以太网LED(B)和WLAN LED(C)闪烁3次。

3. 松开重置按钮。

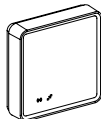
智能网关重启。这大约需要 40 秒。

2级重置后, 所有设置都将恢复成原始默认值。然后会从当前活动主机下载并安装最新的 Zigbee 固件并擦除现有的网络设置。

LED 状态

设备	状态	LED 指示	持续时间
Wiser 智能网关	电源重启	所有 3 个 LED 显示白光常亮 	40 秒左右 注: 设备首次开箱使用时，由于固件升级，可能需要更长的时间（90 秒）。
	连接到路由器 (Wi-Fi)	WLAN LED 显示白光常亮 	连接到路由器时
	AP 模式调试	WLAN LED 闪烁白色。 	约 3 分钟
	1 级重置正在进行	以太网/WLAN LED 白光闪烁 	一次
	2 级重置正在进行	以太网/WLAN LED 白光闪烁 	3 次
	Zigbee 网络已初始化	Zigbee 网络 LED 显示白光常亮 	Zigbee 网络可用
	Zigbee 网络打开	Zigbee 网络 LED 白光闪烁 	在 Zigbee 网络打开期间

Wiser 基本智能网关



安装 Wiser 基本智能网关

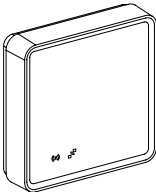
Wiser 基本智能网关是一个可以连接到所有 Wiser Zigbee 设备的通信接口，方便您管理家里的环境。
请参见包装中提供的安装手册：基本智能网关

支持的 Wiser 基本智能网关设备

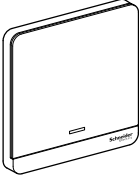
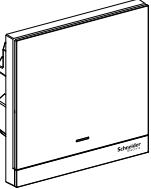
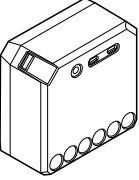
有关设备安装说明，请参阅设备安装说明链接。

重要: 这些设备不得用于安全应用，仅用于一般住宅用途。

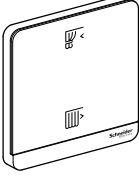
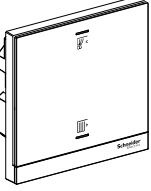
基本智能网关

设备	应用	安装说明
Wiser 基本智能网关 	Wiser 基本智能网关是一个可以连接到下列所有 Wiser Zigbee 设备的通信接口，方便您管理家里的环境。	基本智能网关

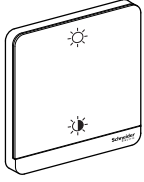
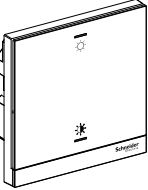
照明开关

<p>wiser 单联/双联/三联智能开关</p>  <p>AvatarOn T开关1G/2G/3G</p> 	<p>控制房间内的灯光，或根据指定的条件或事件自动开关灯光。</p>	<p>1G/2G/3G开关 AvatarOn T开关1G/2G/3G</p>
<p>Wiser 单联微型模块开关</p> 	<p>将兼容的瞬动式开关转换为智能开关。最多可连接 10 个兼容的瞬动式开关。 注: 瞬动式开关必须经认证可用于 220-240 V AC 应用。</p>	<p>说明书 (PDF)</p>

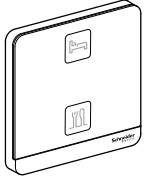
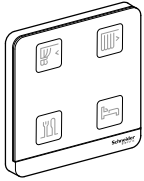
窗帘开关

<p>wiser 单联/双联窗帘开关</p>  <p>Wiser AvatarOn T 1G/2G窗帘开关</p> 	<p>远程/手动打开和关闭窗帘，或根据指定条件或事件自动设置窗帘位置。</p>	<p>绎尚1G窗帘开关 AvatarOn 2G窗帘开关 AvatarOn T 1G/2G窗帘开关</p>
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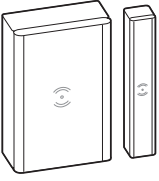
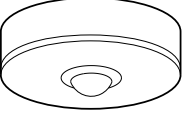

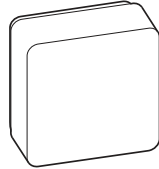

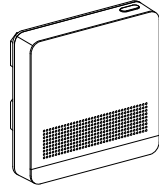
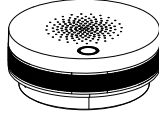
调光开关

<p>Wiser AvatarOn 单联调光开关 Wiser AvatarOn 双联调光开关</p>  <p>AvatarOn T 1G/2G调光器</p> 	<p>控制房间内的照明亮度，或根据特定条件或事件自动将照明设备设置为所需亮度。</p>	<p>AvatarOn 1极调光器 AvatarOn 2联调光器 AvatarOn T 1G/2G调光器</p>
<p>Wiser 单联微型模块调光器</p> 	<p>将兼容的瞬动式转换成智能调光器。最多可连接 10 个兼容的瞬动式开关。 注：瞬动式开关必须经认证可用于 220–240 V AC 应用。</p>	<p>说明书(PDF)</p>

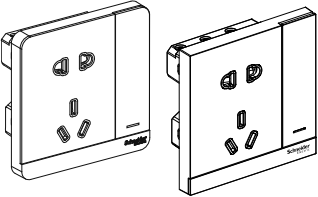

控制设备

<p>Wiser AvatarOn 2 键场景开关</p> 	<p>利用便捷的遥控器，控制 Wiser 系统中的 Wiser 设备和场景/自动化操作。</p> <p>场景开关也可以用作 E 模式系统中的远程控制器。（有关更多信息，请参见 关于 E 模式, 76 页。）</p>	<p>说明书(PDF)</p>
<p>Wiser AvatarOn 4 键场景开关</p> 		<p>说明书(PDF)</p>

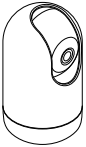
传感器和探测器

<p>Wiser 门/窗传感器</p> 	<p>检测窗户和门何时打开或关闭，并将状态发送到智能网关。</p>	<p>说明书(PDF)</p>
<p>Wiser 运动传感器</p> 	<p>向 Wiser 智能网关（和执行已配置功能的设备）报告运动检测情况、测量环境亮度并将这些数据发给 Wiser 智能网关。可以设定亮度设置和/或运动检测阈值，确定届时要执行的操作。</p>	<p>说明书(PDF)</p>
<p>Wiser 漏水传感器</p> 	<p>当连接到 Wiser 智能网关的传感器检测到地板上有水时，会发出声音警报，并将事件报告到智能网关。</p> <p>注: 如果未连接到智能网关，此传感器可作为独立产品运行。当未连接到智能网关时，此传感器也会发出声音。</p>	<p>说明书(PDF)</p>
<p>Wiser 温度/湿度传感器</p> 	<p>通过检测温度和湿度变化，使 Wiser 系统调整连接的环境控制系统（例如，如果温度高，自动打开空调；如果湿度高，打开排风扇），在家中保持舒适的环境。</p>	<p>说明书(PDF)</p>
<p>Wiser 燃气探测器</p> 	<p>检测燃气泄漏，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>
<p>Wiser AvatarOn 空气质量探测器</p> 	<p>通过 PM_{2.5} 浓度检测空气质量水平，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>
<p>Wiser 烟雾探测器</p> 	<p>检测烟雾，并让 Wiser 系统触发警报和/或响应操作。</p>	<p>说明书(PDF)</p>



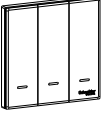
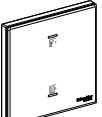
电源设备

<p>Wiser AvatarOn 智能插座</p> <p>Wiser智能插座</p> 	<p>远程打开/关闭插座电源，并向 App 报告实时耗电量。</p>	<p>说明书(PDF)</p>
<p>Wiser 智能适配器</p> 	<p>远程控制打开/关闭 2 孔、3 孔和 USB 充电器的时间和定时控制。</p>	<p>说明书(PDF)</p>

摄像头

<p>Wiser 室内网络摄像头</p> 	<p>监控家中的敏感区域，并可由其他智能设备触发。</p>	<p>说明书(PDF)</p>
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Cuadro H 开关

<p>ZigBee 单联开关</p> 	<p>此设备专用于开关指定的照明负载或电机负载（排风机/电机）等。设备可以通过Wiser by SE app或Smart Scene开关，也可以通过按下本地控制键直接使用。</p>	<p>说明书(PDF)</p>
<p>ZigBee 双联开关</p> 		
<p>ZigBee 三联开关</p> 		
<p>Zigbee 单联窗帘开关</p> 		<p>说明书(PDF)</p>

<p>Zigbee 双联窗帘开关</p> 		说明书(PDF)
<p>Zigbee 4 键场景开关</p> 	<p>连接到 Wiser APP 后，可与其他设备连接，从而具备场景控制功能。</p>	说明书(PDF)
<p>ZigBee 5孔智能插座</p> 	<p>此智能插座可提供 10A 的额定电流输出，并可连接至不超过 2500W 的负载。</p>	说明书(PDF)

配置基本智能网关

将基本智能网关添加到家庭

使用应用程序将基本智能网关添加到家庭。

1. 登录应用程序。
2. (参见 A) 选择将添加基本智能网关的家庭。
3. (参见 B) 在“家庭”页面中，点击 + 图标。



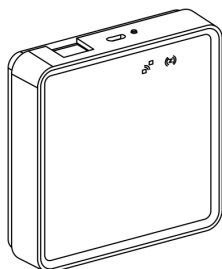
4. 在添加设备页面中，执行以下操作：
 - a. 点击**自动扫描**。
 - b. 如果提示，请遵循页面上显示的说明。
 - c. 点击**开始扫描**。
 - d. 点击应用程序页面上显示的智能网关设备名称，然后按照应用程序中的步骤操作。

完成该过程后，基本智能网关将作为设备显示在家庭页面上。

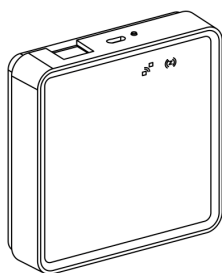
设置基本智能网关

基本智能网关支持 Wi-Fi (AP 模式) 和以太网连接模式。
要设置设备，请参阅以下动画：

AP 模式 (Wi-Fi)



以太网模式



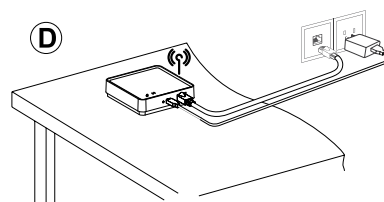
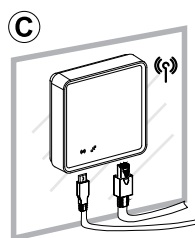
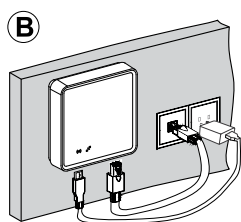
以太网模式连接—Wiser 基本智能网关

1. (参见 A) 在基本智能网关上找到以太网端口。



2. 在基本智能网关和路由器之间连接以太网电缆，以适合基本智能网关的安装方法：

- (参见 B) 壁面安装：
- (参见 C) 平滑表面安装
- (参见 D) 台式安装



后续条件: 您必须先基本智能网关添加到应用程序, 然后才能添加设备以控制它们。为此, 请先在手机/平板电脑上下载并安装应用程序(请参阅 下载应用程序, 8 页), 并注册用户帐户。然后, 您可以添加基本智能网关, 并可选择通过 Wi-Fi 将基本智能网关连接到路由器。请参见。

Wi-Fi 模式连接—基本智能网关

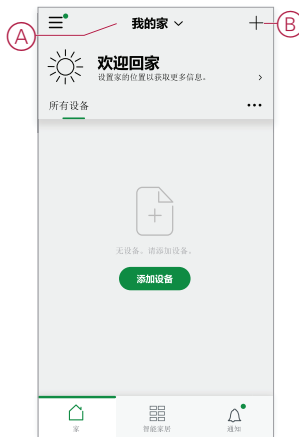
AP 模式 (Wi-Fi) 用于通过无线 (Wi-Fi) 而非以太网调试基本智能网关。在调试基本智能网关时, 可能出现以太网调试模式不可用的情况。例如, 路由器位置不可用或调试路由器尚不可用的新家庭, 因此安装者可以选择 AP 模式。

先决条件:

- 基本智能网关支持 Wi-Fi 模式。要更新最新固件, 将智能网关连接到以太网 (参见 以太网模式连接 — Wiser 网关, 33 页)。
- 要按 AP 模式调试基本智能网关, 用户必须在应用程序中拥有帐户。有关创建用户帐号的详细信息, 请参阅。
- 手机/平板电脑中的 Wi-Fi 必须处于活动状态。
- Wi-Fi 路由器、基本集线器和手机/平板电脑必须尽可能靠近。

1. 登录 App。

2. (参见 A、B) 选择智能网关所在的家庭 (A), 然后点击 + 图标 (B) 或**添加设备**。



3. 在“添加设备”页面上, 点击**手动添加** (参见 C)。然后在列出的设备下选择基本智能网关。

注: 请勿点击**自动扫描**, 因为在 Wi-Fi 模式下, 基本智能网关在**自动扫描**下不可见。

注: 设备列表因国家/地区而异。

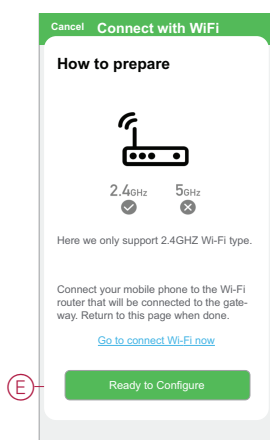
注: 以下截屏中的设备图像仅用于说明。App 中实际显示的界面会因您所在国家/地区的设备而异。



4. 选择基本智能网关后，您将收到选择调试基本智能网关模式的选项。选择**使用 WiFi 连接**进行调试（参见 D）。



5. 进入**使用 WiFi 连接**页面时，单击**准备配置**（参见 E）。



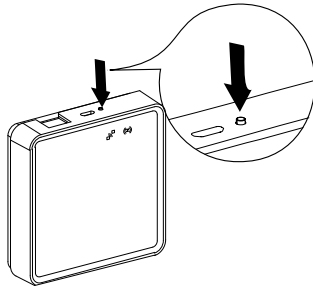
6. 此时将显示有关**如何配对设备**的动画。按照步骤完成配对，单击**确认互联网 LED 闪烁**（参见 F），然后单击**开始配置**（参见 G）。系统随后将提示您进入显示可用 Wi-Fi 网络的页面。输入 Wi-Fi 密码，然后单击**下一步**。



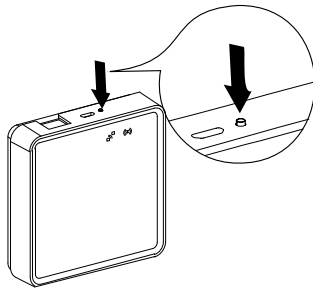
重置基本智能网关

从智能网关中删除现有设置以进行调试，或从系统中删除智能网关。可能还需要重置智能网关。

- 要重置以太网和 Wi-Fi 设置，长按重置按钮 5 到 15 秒。



- 要将设备重置为出厂默认模式，长按重置按钮超过 15 秒。



LED 状态

设备	状态	LED 指示	持续时间
Wiser 基本智能网关	打开/指示基本智能网关正在工作	<p>在系统启动期间，Zigbee 和网络 LED 都亮起。</p> <p>系统启动后，Zigbee LED 亮起，网络 LED 熄灭（无网络连接时）/网络 LED 亮起（有网络连接时）。</p> 	系统启动持续时间约为 40 秒。
	连接到 Wi-Fi 或以太网	<p>网络 LED 始终亮起</p> 	连接到 Wi-Fi 或以太网时
	基本智能网关处于 AP 模式	<p>网络 LED 闪烁</p> 	约 10 分钟
	Zigbee 网络建立	<p>Zigbee LED 亮起</p> 	连接到电源电缆时
	触发 Zigbee 调试过程	<p>Zigbee LED 闪烁</p> 	约 254 秒
	在安装模式下	<p>Zigbee 和网络 LED 闪烁</p> 	调试完成后，两个 LED 将停止闪烁。
	1 级重置	<p>Zigbee 和网络 LED 闪烁</p> 	一次
	2 级重置	<p>Zigbee 和网络 LED 闪烁</p> 	3 次

设置设备

将设备添加到一个家庭，将每个设备分配给一个房间并配置设备设置。

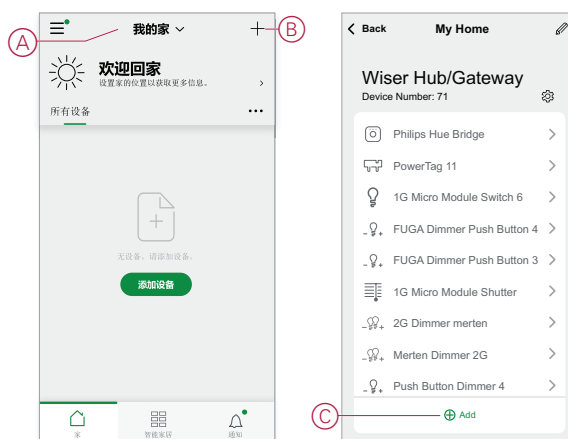
添加设备

使用App将设备添加到“家庭”。

注:

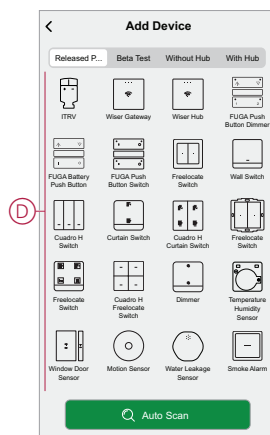
- A 集线器 添加Wiser设备前必须进行安装。
- 在使用电池供电的设备之前添加市电供电的设备。(请参见 电池供电设备 支架, 12 页。)
- 连接到网络路由器的设备(如IP摄像头)不需要 集线器 进行试运行。

1. 登录到应用程序。
2. 选择设备将添加到的家庭(A)。
3. 执行以下操作之一：
 - 在 **主页** 页面中，点击 **+(B)**图标(或 **添加设备**，如有显示)。
 - 从 **集线器** 页面(C)，点击 **Add**。



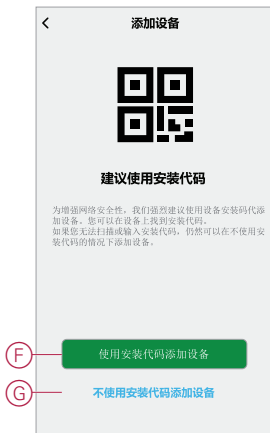
4. 在 **添加设备** 页面(D)，点击要添加的设备，然后按照应用程序中的说明操作。

注: 实际显示的设备列表因国家/地区而异。



5. 执行以下操作之一：

- 如果设备有可见的安装代码，则点击 **使用安装代码添加设备(E)**。扫描设备上印制的安装码，或手动输入安装码，然后按照 App 中的说明操作。
- 如果设备没有可见的安装代码，则点击 **不使用安装代码添加设备 (F)**并按照app中的说明操作。



点击设备可以访问设备控制、功能和设置。

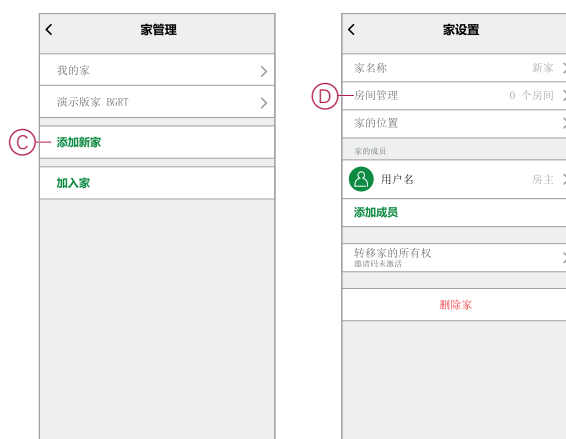
将设备分配给房间

将设备分配给不同房间，以表示其在家庭中的物理位置。

1. 在 **主页** 页面中，点击 **菜单图标 (A)**，然后点击 **家庭管理 (B)**。



2. 点击房间所在的家庭(C)，然后点击 **房间管理** (D)。



3. 选择要将设备分配给(E)的房间。



4. 在“房间设置”页面中，选择下列设备 **添加设备**(F)。点击设备旁边的**添加 (+)** 图标，将其分配给房间。



5. **可选**：

- 按住房间设备并按所需顺序对其排序，以排列房间。
- 点击 **删除(-)** 图标从房间(H)中取消分配设备。

6. 分接头 **保存** 完成时。

选择“家庭”页面上的相应“房间”选项卡即可访问设备。

建议: 如果从 **主页** 页面上添加新设备，然后自动将其分配给该机房。

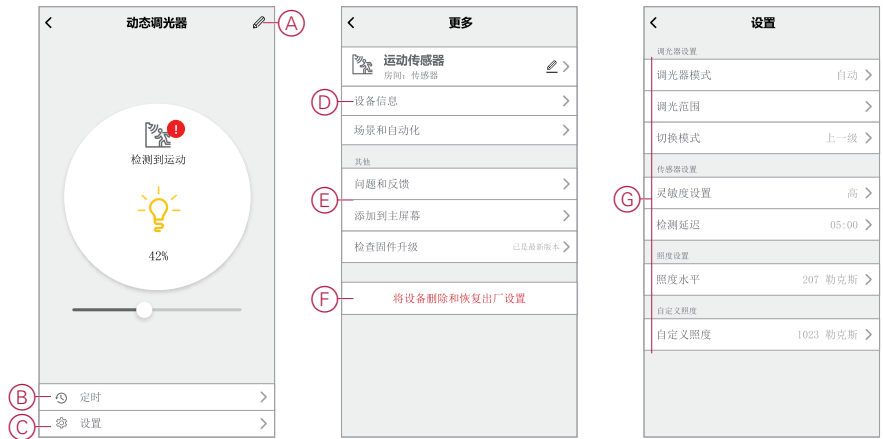
配置设备

常规设备配置

调整设备设置、重命名设备、将设备重新分配给其他房间、执行固件升级等。

设备可以通过多种方式配置，具体取决于设备类型。在App中，设备设置被分组到设备详细信息中（更多）和 Settings 页面。

1. 在 **主页** 页面中，点击设备以打开设备控制页面。您也可以点住设备来打开设备控制页面。
2. 在设备控制页面中，执行以下任一操作：
 - 点击 **笔**（编辑）(A)图标，显示设备详细信息（更多）页面（参见步骤）3）。
 - 如果显示，请点击 **Schedule** (B)在指定时间操作设备。（其他设备类型可能在此处显示不同的配置选项，或者完全不显示。）
 - (C)分接头 **Settings** (C)打开设备专用的 **Settings** 页面（参见步骤）4）。



3. 在设备详细信息中（更多）页面中，执行以下任一操作：
 - 重命名设备，更改设备图标或将设备分配给其他房间(D)。查找有关设备的信息。
 - 浏览与设备相关的常见问题解答，就设备向应用开发人员提供反馈，或检查设备固件升级是否可用(E)。
 - 分接头 **删除设备并恢复出厂设置** 将设备恢复为原始出厂默认值(F)。
注: 所有设备设置都将丢失，设备详细信息将从云中删除，从而在使用前有效地将设备恢复为原始状态。
4. 在 **Settings** 页面中，调整设备特定的设置。（可用设置因设备类型而异。）(G)

室内网络摄像头

网络摄像头通过网络路由器连接到系统。要将摄像头与 App 配对，请参见设备配对，然后按照步骤从“家庭”页面添加设备。因此，配对前不需要调试智能网关。

添加设备后，按照 App 中的说明完成配对。

配置 Wiser 多功能接口

Wiser 多功能接口可能有一个或多个空调或地暖温控器连接到三个通道中的任意一个。要使用 App 与温控器通讯，请设置通道通信参数并指定温控器类型、型号和设备地址。

配置多功能接口之前，请使用程序添加设备, 46 页将设备添加到“家庭”。

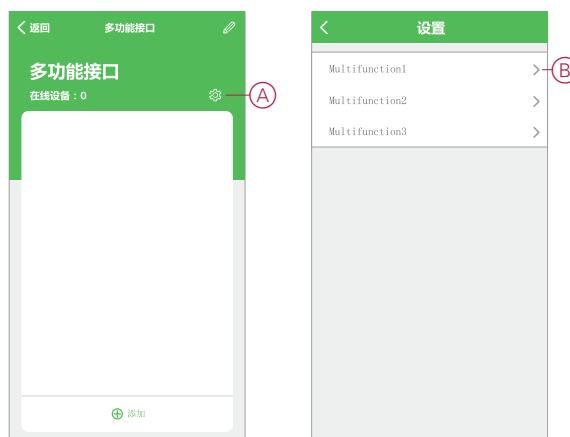
本任务使用添加 Schneider Electric TC300 地暖温控器的示例，该温控器作为多功能接口通道 1 上的第一个设备连接。同样的方法也可用于添加其他连接的温控器。

设置 Wiser 多功能接口通道通信参数

调整 Wiser 多功能接口上的通道通讯参数，以适合连接到该通道的温控器的制造商和型号。

1. 在应用程序中选择多功能接口界面。
2. (参见 A、B) 在“多功能接口”页面中，点击设置图标 (A)，然后选择温控器连接的通道 (B)。

(此示例中选择了通道 Multifunction1。)



3. 执行以下操作之一：
 - (参见 C) 点击**识别**按钮自动检测和设置所需参数。
 - (参见 D) 手动调整参数以适应温控器。

建议: 请参阅与 Wiser 多功能接口兼容的温控器, 62 页以了解特定温控器制造商和型号的通讯参数。

4. (参见 E) 点击后退箭头 <，返回到“多功能接口”页面，以便添加温控器。



将温控器添加到 Wiser 多功能接口

在应用程序中，使用“多功能接口”页面添加与接口相连的温控器。然后，使用应用程序控制这些温控器。

1. (参见 A) 在“多功能接口”页面中，点击**添加**。



2. 在**添加**页面上，设置以下内容：
 - **类型**：(参见 B) 空调或地暖 (本例中为**地暖**)
 - **品牌**：(参见 C) 对于本示例为 **Schneider**
 - **型号**：(参见 D) 对于本示例为 **TC300**。
3. (参见 E) 设置温控器的单元地址。
建议: 有关详细信息，请参阅温控器设备地址说明, 62 页。
4. (参见 F) 点击**测试**，确认应用程序 可以接通和断开温控器开关。

新添加的温控器列在“多功能接口”页面上，并作为设备添加到“家庭”页面上。点击设备以控制温控器，更改温控器名称并将设备分配给房间。

Wiser 红外转换器

将红外控制设备 (如电视机和分体式空调) 添加到红外转换器中，然后使用该应用程序进行控制。

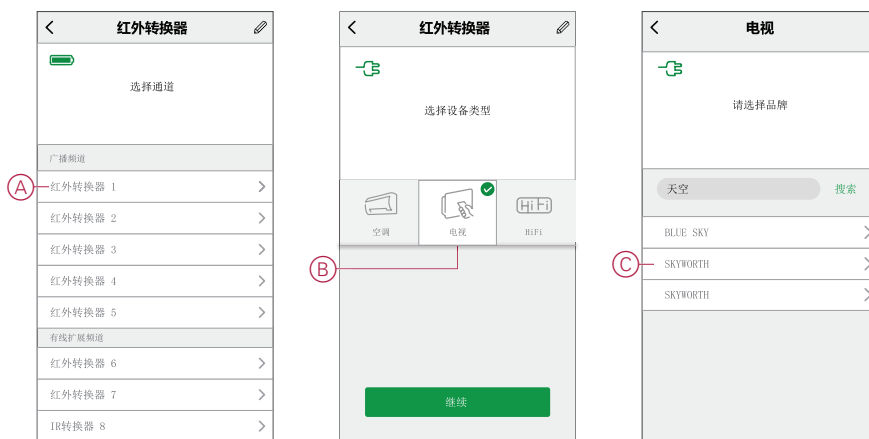
在配置红外转换器之前，请使用程序 **添加设备**, 46 页 将红外转换器添加到家庭中。

重要: 如果您有全新的电视、分体式空调或 HiFi 系统，红外转换器中可能尚未提供红外代码集。红外转换器中的代码集会定期更新，但有时新型设备无法与其他设备一起使用。

注: 此任务使用向红外转换器添加电视的示例。同样的方法也可用于添加其他红外控制设备，如分体式空调和 HiFi 设备。

1. 在红外转换器所在的“家庭”或“房间”页面中，点击设备按钮打开红外转换器页面。
2. (参见 A) 点击未使用的红外转换器通道。(未使用的通道上没有显示相应的名称。)
注: 红外转换器通道 CH6 至 CH8 仅用于可选的 IR 扩展器。
3. (参见 B) 选择**电视**作为设备类型，然后点击**继续**。

4. (参见 C) 选择电视品牌。



5. (参见 D) 如果您知道电视机型号，您可以点击**手动**，然后从列表中选择型号以完成设置。(跳过其余步骤。)

6. 如果您不知道您的电视机型号，或者您的电视机型号未在步骤 5 中列出，则需要通过操作一系列远程命令来发现代码集。为此，请先检查电视是否已打开，并且您可以看到屏幕。

7. (参见 E) 点击应用程序中遥控显示屏上的按钮。(例如，音量 + 按钮。)

8. 执行以下操作之一：

- 如果电视按预期响应：(参见 F) 点击**它工作**，转至步骤 9。
- 如果电视未按预期响应：(参见 G) 点击**尝试下一个**，然后使用同一按钮重复步骤 7 和 8。



9. 使用应用程序远程控制显示屏上的其他远程按钮重复步骤 7 和 8。

注：红外转换器可能需要 3 个或多个按钮才能识别正确的代码集。

一旦识别出正确的代码集，红外转换器就会下载红外代码集。然后显示红外转换器页面，并添加新电视。点击带有电视名称的按钮以显示远程页面并控制电视。

编程设置高级功能按钮

红外转换器的 TV 和 HiFi 控制页面中有 8 个附加按钮，这些按钮可通过电器设备随附的遥控器进行非标准操作的编程。

注：您可能需要点击**高级功能**标签上方的栏，访问用于编程的按钮。

此示例显示的是 TV 控制页面。TV 和 HiFi 控制页面的“高级功能”部分完全相同。

1. (请参阅 A) 点击编辑 (铅笔) 图标, 然后点击**学习**。



2. 点击要进行编程的“高级功能”按钮。
3. 按照对话框中的说明将遥控功能编写到高级功能按钮中。

注: 如果红外转换器在 15 秒钟内未从遥控模块接收到信号, 则会显示**学习失败**, 并且将不对按钮进行编程。点击“高级功能”按钮, 将编程时间延长 15 秒钟。

4. 重复步骤 2 和 3 以对其他高级功能按钮进行编程。

其他信息

警报和通知

App为需要紧急关注的重大系统事件（如漏水）提供报警，为非紧急事件（如系统访问和设备管理）提供通知。

“消息中心”页面

报警和通知存储在“通知”页面(A)中。您可以点击“通知”图标(B)打开“通知”页面。



新警报和通知通过以下位置的红点指示：

- “通知”图标旁边
- 警报和消息选项卡旁边。

通知选项

点击“通知”页面顶部的“设置”图标(工具)以访问“通知设置”。（您也可以通过点击 **App 消息通知 >**，从 App“设置”页面访问“消息推送设置”页面。）

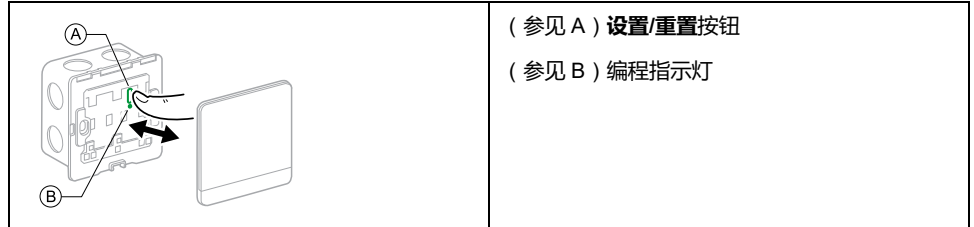
- **启用通知**：打开或关闭所有通知的主开关(C)。
- **报警**：启用或禁用设备报警，如漏水、运动检测和摄像头运动检测(D)。
- **免打扰时间表（仅限报警）**：设置将禁用报警功能的一个或多个时间段。可以设置单个或重复的时段。时间表可以影响所有设备报警或仅影响选定的设备报警(E)。
- **消息**：启用或禁用所有消息，包括与家庭、帐户、删除设备、添加、升级和出厂复位(F)相关的消息。



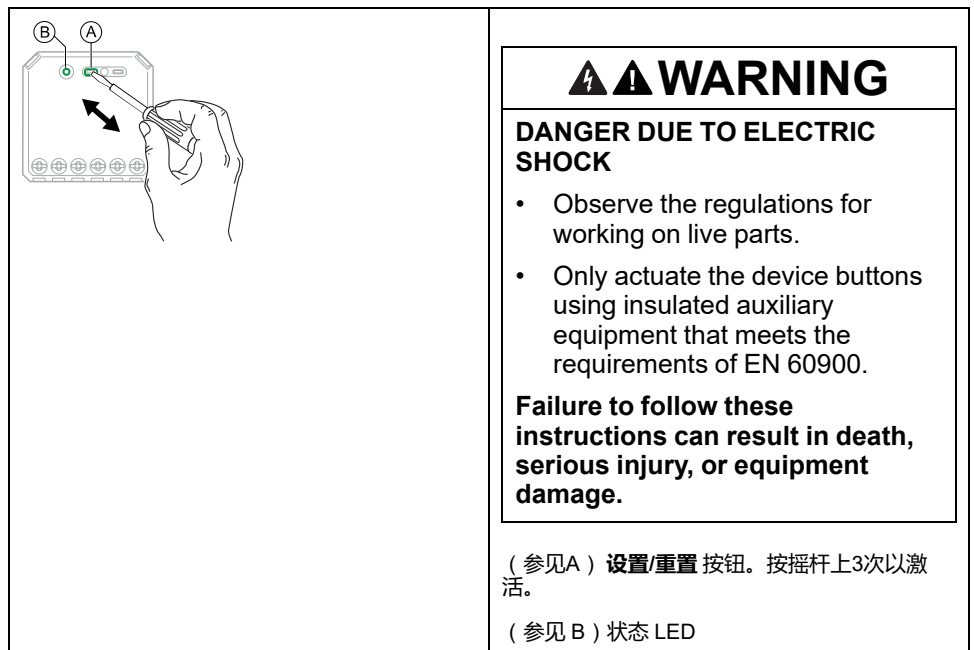
设备按钮/键和 LED 指示灯位置

查找各种设备上按钮、按键和LED指示灯的位置。

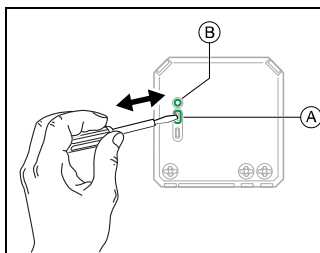
Wiser AvatarOn 开关/窗帘开关/调光开关



Wiser 单联微型模块开关



Wiser 单联微型模块调光器



⚠️ ⚠️ WARNING

DANGER DUE TO ELECTRIC SHOCK

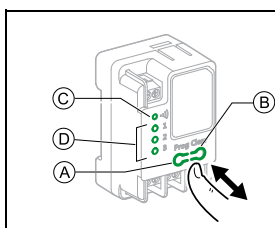
- Observe the regulations for working on live parts.
- Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.

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

(参见A) 设置/重置 按钮。按摇杆上3次以激活。

(参见B) 状态 LED

Wiser 多功能接口



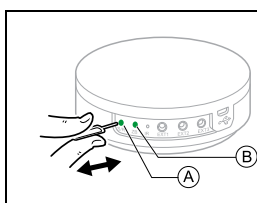
(参见A) 编程 (Prog) 按钮

(参见B) 清除 按钮

(参见C) 网络状态 LED

(参见D) RS485 端口 LED (端口 1、2 和 3)

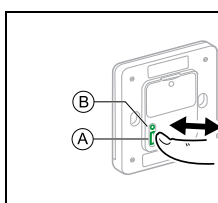
Wiser 红外转换器



(参见A) 设置/重置 (S/R) 按钮

(参见B) 网络状态 LED

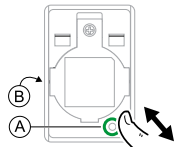
Wiser AvatarOn 场景开关



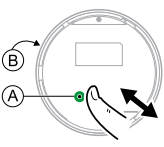
(参见A) 设置/重置按钮

(参见B) 编程指示灯

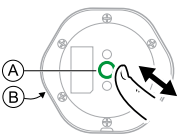
Wiser 门/窗传感器

	<p>(参见 A) 功能键</p> <p>(参见 B) 状态 LED (闪烁或亮起时, 在主体正面可见)</p>
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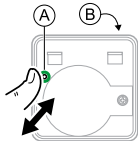
Wiser 运动传感器

	<p>(参见 A) 功能键</p> <p>(参见 B) 状态 LED (闪烁或亮起时, 在传感器正面可见)</p>
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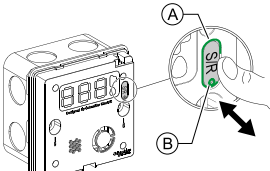
Wiser 漏水传感器

	<p>(参见 A) 功能键</p> <p>(参见 B) 状态 LED (闪烁或亮起时, 在传感器顶部可见)</p>
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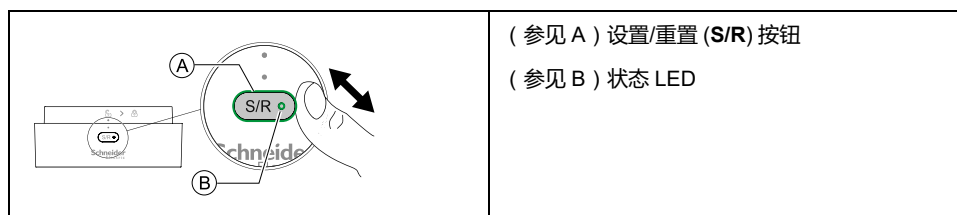
Wiser 温度/湿度传感器

	<p>(参见 A) 功能键</p> <p>(参见 B) 状态 LED (闪烁或亮起时, 在传感器正面可见)</p>
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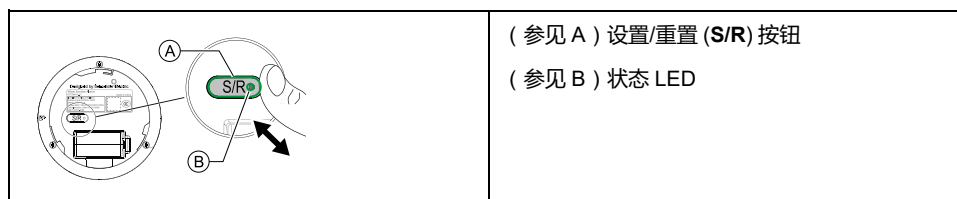
Wiser AvatarOn 空气质量探测器

	<p>(参见 A) 设置/重置 (S/R) 按钮</p> <p>(参见 B) 状态 LED</p>
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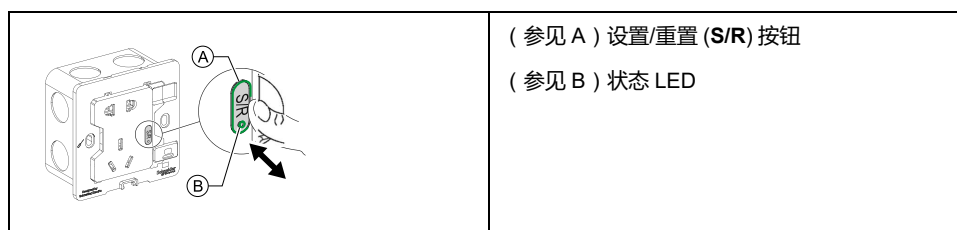
Wiser 燃气探测器



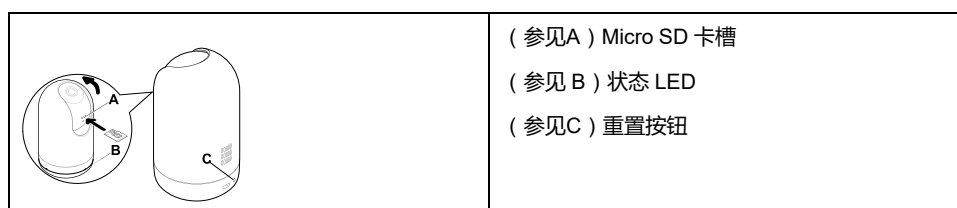
Wiser 烟雾探测器



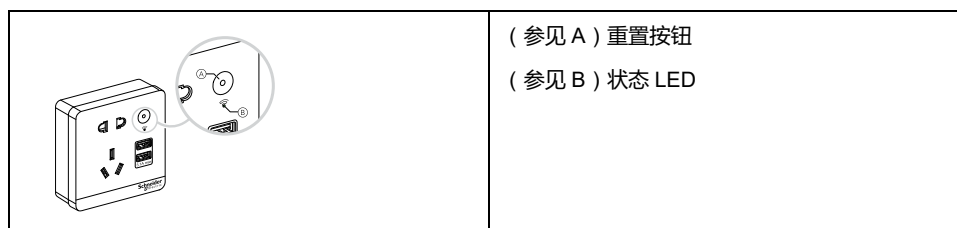
Wiser AvatarOn 智能插座/ Zigbee 5P 开关插座



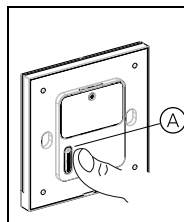
Wiser 室内网络摄像头



Wiser 智能适配器

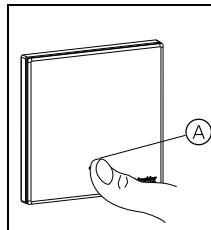


Zigbee 6 键场景开关



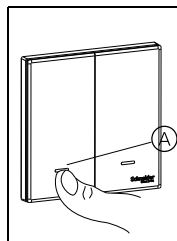
请参见 (A) 设置/重置按钮

ZigBee 单联开关



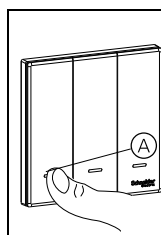
请参见 (A) 设置/重置按钮

Zigbee 双联开关



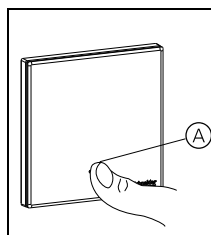
请参见 (A) 设置/重置按钮

Zigbee 三联开关



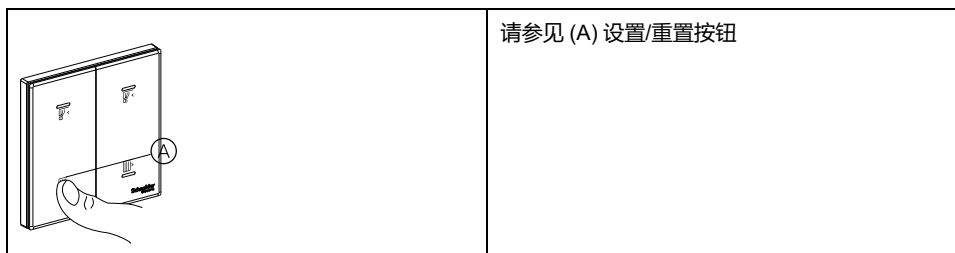
请参见 (A) 设置/重置按钮

Zigbee 单联窗帘开关

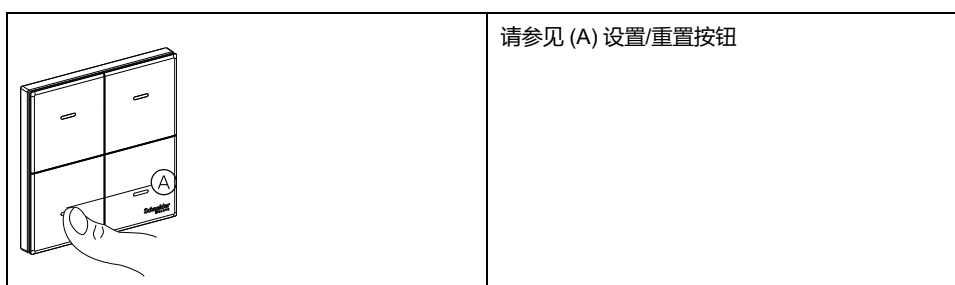


请参见 (A) 设置/重置按钮

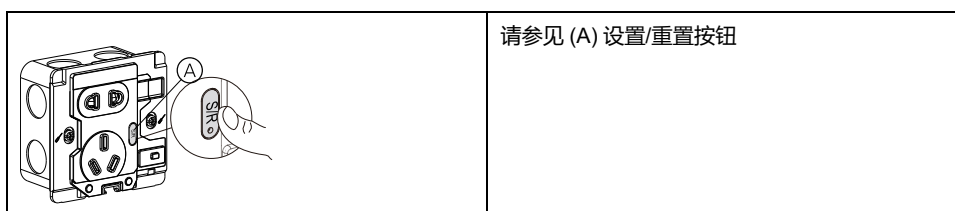
Zigbee 双联窗帘开关



Zigbee 4 键场景开关



ZigBee 5孔智能插座



设备 LED 状态

设备具有 LED 指示灯，用于指示其工作状态，并确认诸如重置或加入网络等操作。

设备	状态	LED 指示	持续时间
Wiser AvatarOn 照明开关、窗帘开关、调光开关和场景开关	正在连接	橙色闪烁	直到连接完成
Wiser AvatarOn 智能插座	连接完成/已连接到网络	绿色常亮	3 秒
Wiser 多功能接口			仅限多功能接口： 连接电源后，顶部 LED 显示为绿色常亮。当温控器连接到相应信道时，信道指示灯 1、2 和 3 显示为绿色常亮。
Wiser 360 度红外转换器	正在重置	红色闪烁	直到释放重置/程序按钮
Wiser AvatarOn 空气质量探测器	重置完成	橙色常亮	5 秒
Wiser 传感器	正在连接	橙色闪烁	直到连接完成

设备	状态	LED 指示	持续时间
Wiser 微型模块开关			
	连接完成	绿色常亮 	5 秒
	已连接到网络	绿色闪烁 	7 次
	正在重置	红色闪烁 	直到释放功能键/重置按钮
	重置完成	绿色闪烁 	7 次
Wiser 微型调光器模块	正在连接	橙色闪烁 	直到连接完成
	连接完成	绿色常亮 	5 秒
	已连接到网络	绿色闪烁 	2 次
	正在重置	红色闪烁 	直到释放重置按钮
	重置完成	绿色闪烁 	2 次
Wiser 燃气探测器 Wiser 烟雾探测器	正在连接	橙色闪烁 	直到连接完成
	连接完成	橙色常亮 	10 秒
	已连接到网络	绿色常亮 	30 秒
	正在重置	红色闪烁 	直到释放重置按钮
	重置完成	橙色常亮 	30 秒
室内网络摄像头	插入电源线，为设备通电 	LED 闪烁红色几秒钟以进行配对。 	配对模式完成后，LED 亮绿色。 
Wiser 智能适配器	按住按钮 5 秒钟以开始配对。	LED 闪烁绿色。 	配对完成。

设备	状态	LED 指示	持续时间
ZigBee 单联/双联/三联开关 Zigbee 单联窗帘开关 Zigbee 双联窗帘开关 ZigBee 4 键场景开关	短按电源按钮 3 次。 设备正在配对	配对指示：所有 LED 以 1Hz 的频率闪烁。 配对完成：所有 LED 闪烁 10 秒。	配对完成。
	短按电源按钮 3 次，持续 10 秒。 设备正在重置	重置指示：所有 LED 以 4 次频率闪烁。 重置完成：无 LED 闪烁。	重置完成。

与 Wiser 多功能接口兼容的温控器

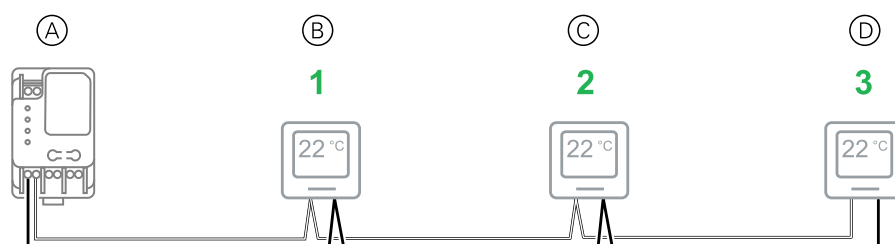
Wiser 多功能接口支持一系列温控器，可使用 App 控制空调和地暖系统。

温控器品牌和型号	波特率	数据位	奇偶	停止位	支持的系统	功能
日立 HL03B	9600	8	无	1	空调	设置温度 更改模式（制热、制冷、除湿、风扇、自动） 更改风速（低、中、高、自动） 更改电源状态
日立 HL310S						设置温度 更改模式（制热、制冷、除湿、风扇） 更改风速（低、中、高） 更改电源状态
施耐德电气 TC300	4800	8	奇	1	空调	设置温度 更改模式（制热、制冷、自动） 更改风速（低、中、高、自动） 更改电源状态
					地暖	
施耐德电气 TC500	4800	8	奇	1	空调	设置温度 更改模式（制热、制冷） 更改风速（低、中、高、自动） 更改电源状态
					地暖	
施耐德电气 TCM AO	4800（默认） 9600	8	无	1	空调	设置温度 更改模式（制热、制冷、风扇、自动） 更改风速（低、中、高、自动） 更改电源状态

温控器设备地址说明

当多个温控器连接到 Wiser 多功能接口的一个通道时，每个温控器具有一个设备地址，可借此识别其在通讯通道中的位置。

示例：连接到多功能接口的一个通道的三个温控器



- （参阅 A）：多功能接口
- （参阅 B）：通讯通道中的第一个温控器（设备地址 = 1）

- (参阅 C) : 通讯通道中的第二个温控器 (设备地址 = 2)
- (参阅 D) : 通讯通道中的第三个温控器 (设备地址 = 3)

通过多功能接口调试期间指定该温控器的设备地址, 将多温控器通讯通道中的特定温控器配置在 App 中显示。

注: 对于只连接了一个温控器的多功能接口通道, 温控器设备地址始终为 1。

重置设备

从设备中删除设置, 或从系统中删除设备。

- **AvatarOn 照明开关、窗帘开关和调光器:** 拆下开关/调光器面板, 找到开关/调光器模块上的控制装置。(有关设备安装说明的链接, 请参阅。)
- **AvatarOn 场景开关:** 从金属托架中取出场景开关。
- **Wiser 360 度红外转换器:** 需要使用重置/弹出工具。
- **Wiser 烟雾探测器:** 从安装支架上取下烟雾探测器。

注: 设备重置后, 所有配置数据、用户数据和网络数据将被删除。

1. 找到设备上的**设置/重置/功能按钮**和编程/状态 LED。
(请参见 设备按钮/键和 LED 指示灯位置, 55 页。)
2. **除 Wiser 多功能接口外的所有设备:** 在 1 秒钟内按 3 次**设置/重置/功能按钮**, 然后按住按钮 10 到 20 秒钟。
编程/状态 LED 闪烁红色。
3. **仅限 Wiser 多功能接口:** 按住**清除按钮**至少 10 秒。
网络状态 LED 闪烁红色。
4. 松开该按钮。

除以下指定设备外的所有设备: LED 常亮橙色。

仅限电池供电的 Wiser 传感器设备: LED 闪烁绿色 7 次。

仅限 AvatarOn 智能插座: LED 闪烁绿色 2 次。

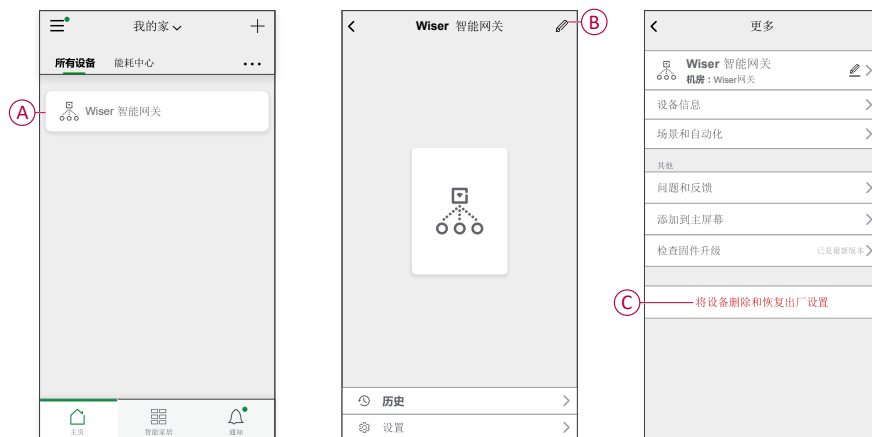
删除所有配置、用户和网络数据。

删除设备/恢复出厂默认设置

将设备恢复为出厂默认设置, 以解决设备问题, 或将其从系统中移除, 以便在其他地方使用。

注: 恢复出厂默认设置后, 设备将从系统中删除, 对设备进行的所有配置设置都将丢失。

1. 点击“家庭”页面(A)中的设备。
2. 点击 **编辑 (笔)** 图标(B)。
3. 在设备设置页面中, 点击 **删除设备并恢复出厂设置**, 然后按照应用程序(C)中的步骤操作。

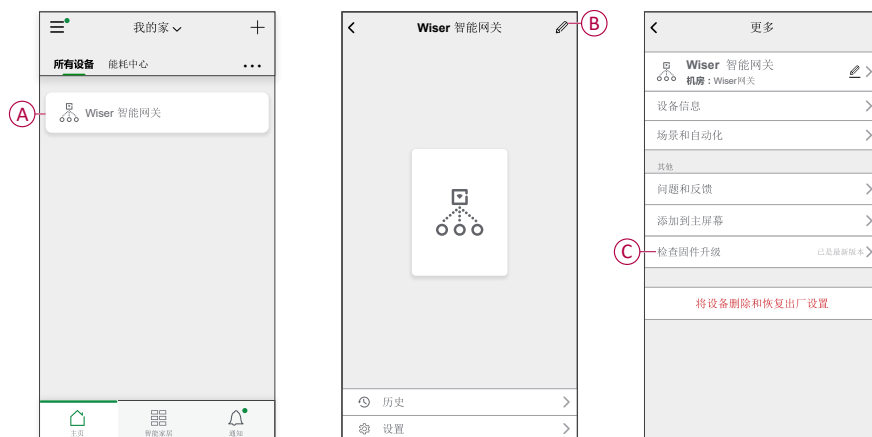


检查设备固件升级

使设备保持最新固件版本。

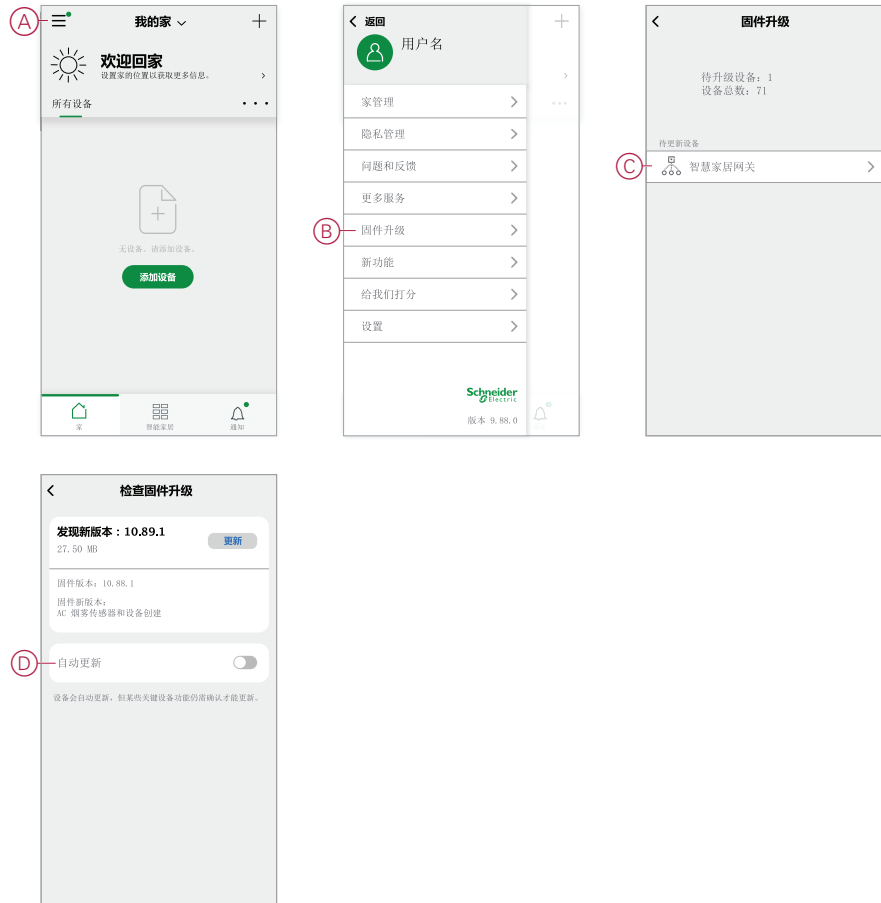
检查特定设备进行固件升级

1. 点击“家庭”页面(A)中的设备。
2. 点击 **编辑 (笔)** 图标(B)。
3. 在设备详细信息页面中，点击 **检查固件升级**，然后按照应用程序(C)中的步骤操作。



检查需要固件升级的设备

1. 在“家庭”页面上，点击“菜单”图标(A)。
2. 在菜单弹出项中，点击 **固件升级**(B)。
3. 点击 **待更新设备列表**(C)并遵循应用程序中的说明。
4. 点击旁边的按钮 **自动更新**(D)启用自动更新。
然后，会收到固件更新通知。

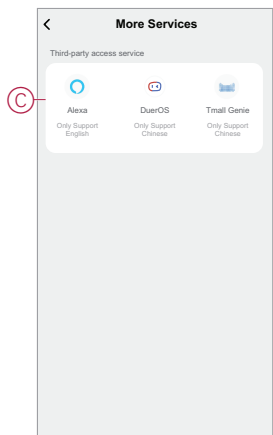


配置语音控制

集成第三方语音控制，如Alexa、Google Assistant，天猫精灵 应用程序，以增强功能。

1. 从“家庭”页面中，点击 **菜单 (A)**图标。
2. 分接头 **更多服务(B)**。
3. 点击服务，然后按照应用程序中的说明配置服务以供使用。





场景和自动控制

您可以将一个或多个设备的设置组合在一起，以形成场景或自动控制。在需要时，手动操作场景，或设置自动控制并指定条件触发设备。场景由手动触发，自动控制由事件触发。

场景

夜幕即将来临。你坐在沙发上。合上卷帘百叶窗，灯光变暗，电视开启，一切事物皆可为您营造精彩的夜晚和理想的照明氛围。这是保存到应用程序的手动场景。创建之后，只需轻触智能手机，即可轻松访问/平板电脑 屏幕。

自动控制

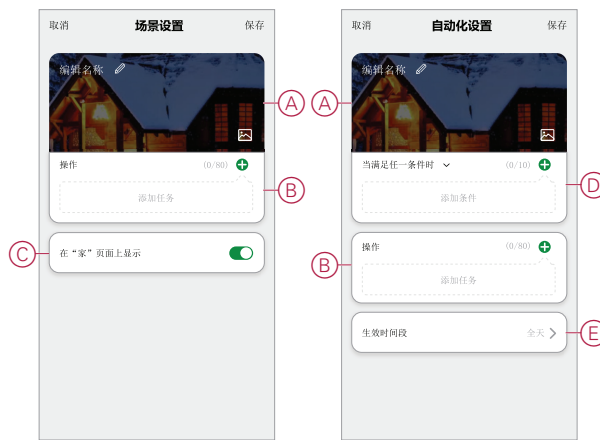
家庭成员总是同时回家。使用“自动场景”，您的系统可以关闭百叶窗，保护您的隐私，并在您抵达时营造完美的照明氛围。自动化将根据您的计划自动启动。

您可以根据日期和/或时间、传感器状态和其他选项，将“自动场景”设置为激活，具体取决于系统中的设备。

场景与自动化之间的差异

场景和自动化有一些相同的功能，有些功能则只有其中一项具备。

App 中的“场景设置”和“自动化设置”页面




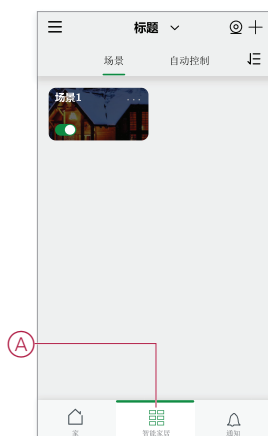
功能	描述	场景	自动化
(参见 A) 名称和背景	选择唯一的名称，并从预设选择、相机或相册中设置自定义背景。	是	是
(参见 B) 操作* (*操作包含一个或多个任务。)	执行自动控制。	否	是
	启用或禁用“手动场景”或“自动场景”(例如，如果您要离开一段时间)。	是	是
	触发自动控制时，发送通知。	否	是
	设置触发后手动场景/自动控制操作的延迟时间。	是	是
	选择设备并配置在触发场景/自动控制时要应用的设置。	是	是
(参见 C) 在“家庭”页面上显示	在主页上显示瞬间(点击要操作的瞬间)。	是	否

功能	描述	场景	自动化
(参见 D) 条件	基于一个或多个条件，包括温度/湿度/天气、时间（包括指定位置的日落/日出）以及设备操作或输出来触发自动化。	否	是
(参见 E) 有效时间段	配置何时可触发自动场景。选项包括基于家庭位置的白天和夜晚、自定义时间段以及按星期几重复。	否	是

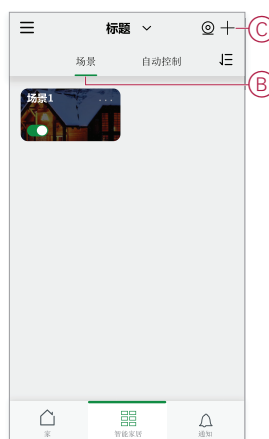
创建场景

本主题说明如何创建场景。

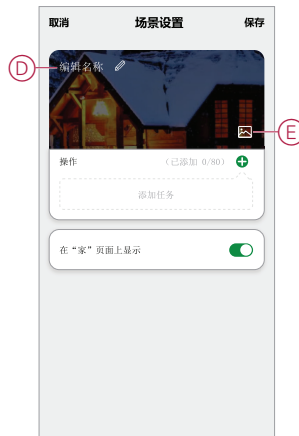
1. 在 **主页** 页面中，点击  (A) 图标。



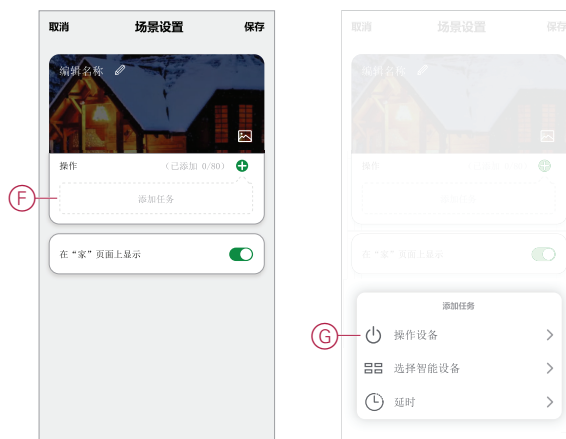
2. 在 **场景** 页面中，点击 **场景** 选项卡(B)，然后点击 + 图标(C)。



3. 设置场景名称(例如， **欢迎**)(D)和可选的背景图像(E)。



4. (参见F、G) 点击 **添加任务**(F)和 **运行设备**(G)从 **所有设备** 列表。在**选择功能** 页面中选择所需功能后，然后按照应用程序中的步骤操作。



5. 分接头 **保存** 以完成创建场景的过程。

示例：创建欢迎场景自动控制模式

本示例演示如何创建一个自动控制模式，在房间门打开时，启动客厅照明、打开窗帘、设置调光亮度水平、打开空调。

启动新的自动化操作

要在发生选定条件时触发一个或多个设备，可创建自动化操作。

1. 在 **主页** 页面中，点击 **菜单** (A)图标。
2. 在 **场景** 页面中，点击 **自动化** 选项卡(B)，然后点击 **+** 图标(C)。

3. 设置自动控制的名称(例如, **欢迎**)(D)和可选的背景图像(E)。

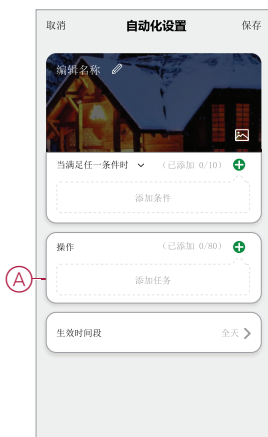
配置操作以运行设备

操作客厅中的照明开关、窗帘、调光器和空调设备需要执行相应操作。通过设置一个或多个任务来配置操作。

注: 此示例显示调光器的设置。

1. (参见 A) 点击**添加任务**。
2. (参见 B) 点击**操作设备**。有四种类型的任务, 这些任务可以添加到自动化操作列表中。

3. (参见C) 从列表中选择客厅调光开关。



4. (参见D、E) 本示例为按钮调光器。选择其中一个调光器(D)，并将其状态设置为开(E)。

5. 点击**保存**，然后点击**下一个**。



(参见 F) 开关任务显示在“自动化”页面的**操作**部分中。

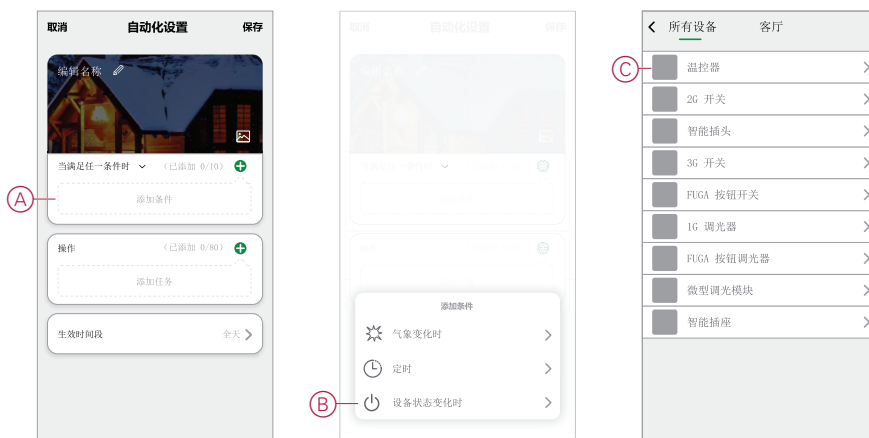
建议: 如果要删除所创建的操作，可向左滑动该操作，然后点击**删除**选项。若要重新排序现有操作，可点击并按住某个操作，然后将其拖动到列表中的相应位置。

添加条件以触发自动化操作

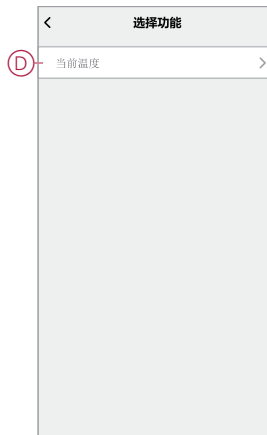
至少需要一个条件来触发“自动控制”。

注: 在本例中，条件设置为在温度变化且恒温器（外部安装）检测到温度变化时触发“自动场景”。

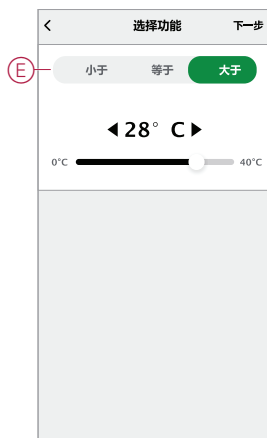
1. (参见 A) 点击**添加条件**。
2. (参见 B) 点击**设备状态发生变化时**。
3. (参见 C) 选择**恒温器**。



4. (参见D) 点击当前**温度功能**。



5. (参见E) 设置温度条件。



6. (参见F) 恒温器显示在**条件**部分中。

7. (参见G) 对于具有多个条件的自动化操作，设置是在满足任意条件时，还是仅当满足所有条件时，才应触发自动化操作。

您可以选择在满足任意或所有条件时触发自动化操作。但是，在这种情况下，当所有条件都满足时，将触发自动化操作。

建议: 如果您要删除已创建的条件，则向左滑动条件，然后点击**删除**选项。

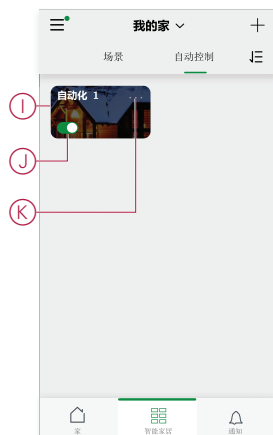
8. 如果您要限制此自动化操作发生的时间（例如，在下午 6-7 点下班回家时），点击 App 中的**有效时间段**字段并设置时间段。

9. (参见H) 点击**保存**。



已完成的自动化操作 (I) 显示在**自动化**选项卡中的 页面上。

点击“自动化”按钮上的**启用开关 (J)** 以启用/禁用自动化操作。点击编辑 (...) 图标 (K) 以更改“自动化”设置。



编程按键功能到 场景开关

为一个按键分配一个场景到 场景开关。

您可以将现有场景添加到 场景开关 按键，或在编程过程中创建一个场景。您只能为一个按键分配一个场景。

如果选择创建新的场景作为此任务的一部分：

- 创建过程参阅 创建场景, 68 页。
- 新场景将在完成时进行验证。然后，您可将新创建的场景分配给某个 场景开关 按键。

1. 在应用程序中，选择一个 场景开关 并打开设备页面。



- (参见 A)：点击并按住页面上显示的其中一个按键。
(对于两键场景开关，仅显示 2 个按键。)
- (参见 B)：在“场景图标设置”页面中，点击 **图标** 并选择要在按键上显示的图标。
- (参见 C)：点击 **选择“场景模式”**，然后仅执行步骤 5、6 或 7。
- (可选) **添加基于云的场景** (仅当存在 Wiser 智能网关且系统连接到互联网时才可使用。这是最灵活的选项，因为您可以控制包括红外线模块、多功能接口模块和 WiFi 设备在内的所有设备)：
 - (参见 D) 点击 **“有多功能接口模块和红外转换器的场景”**。
 - 选择页面上显示的现有场景，或点击 **“添加场景”** 以创建新场景。
 - 转到步骤 8。

6. (可选) **添加本地场景** (配置后, 无需互联网连接即可使用。此选项可对仅包含 Zigbee 设备的场景提供控制。)
 - a. (参见 E) 点击 **“无多功能接口模块和红外转换器的场景”**。
 - b. 选择一个现有场景或点击 **“添加场景”** 以创建新场景。
 - c. 转到步骤 8。
7. (可选) **添加一个包含设备组的场景** (配置后, 无需 Wiser 智能网关和互联网连接即可使用。Zigbee 组设备由场景开关控制。)
 - a. (参见 F) 点击 **“组”**。
 - b. 在“组设置”页面中, 点击 **“添加场景”** 以创建包含一组设备的场景。
(例如, 添加一个房间或区域中的所有灯, 以便通过场景开关操作。)

建议:

 1. 仅对以类似方式运行的设备进行分组。例如, 仅照明, 或仅控制窗帘。
 2. 通过切换控制操作的场景开关控制组设备。例如, 如果一组照明开关的当前状态为“关”, 则当用户按下场景开关上预先配置的按键时, 组设备的状态将变为“开”。
 - c. 转到步骤 8。

8. 选择要分配给 场景开关 按键的场景后, 按下 **“完成”** 以完成此任务。

建议: 可能会提示您在任务完成之前唤醒电池操作的设备。

注:

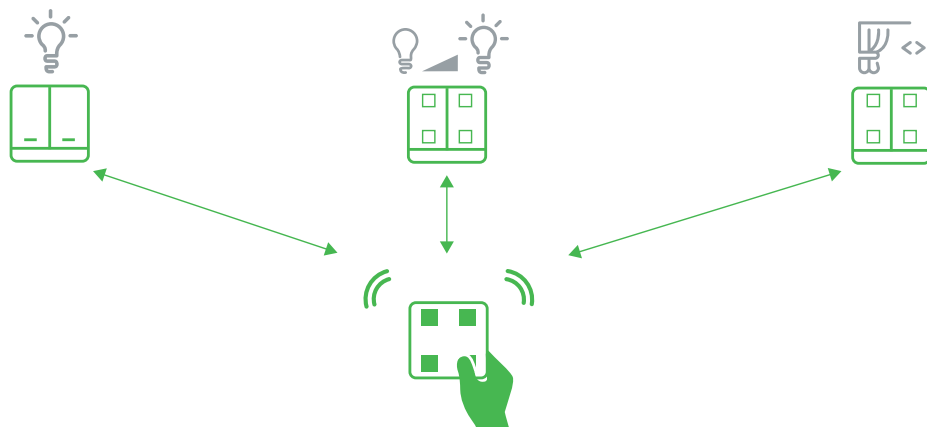
您可以唤醒电池设备:

- 通常, 短按一次编程按钮。
- 对于具有本地按钮 (如场景开关) 的设备, 可以按下该按钮。
- 对于运动传感器这类使用电池的设备, 需在设备前面挥手。

设置 E 模式

关于 E 模式

创建一个简单的系统，远程控制灯的开关/调光以及窗帘的打开、停止和关闭。



此系统被称为 E 模式，不需要网关或 App。相反，将 Wiser AvatarOn 系列智能照明开关、窗帘开关和调光开关组合在一起，可创建最多由 30 台设备组成的独立网络。您可以使用 Wiser AvatarOn 场景开关来远程控制这些设备。

通过操作设备上的按钮可实现配置。也可以使用场景开关创建手动场景。

注: 如果已存在由网关创建的 Zigbee 网络，请勿设置 E 模式。

E 模式设置支持的设备

所选设备能够为 E 模式创建 Zigbee 网络。




支持的设备包括：

- Wiser AvatarOn 单联开关
- Wiser AvatarOn 双联开关
- Wiser AvatarOn 三联开关
- Wiser AvatarOn 单联窗帘开关
- Wiser AvatarOn 双联窗帘开关
- Wiser AvatarOn 单联调光开关
- Wiser AvatarOn 双联调光开关。
- AvatarOn T 单联开关
- AvatarOn T 双联开关
- AvatarOn T 三联开关
- AvatarOn T 单联窗帘开关
- AvatarOn T 双联窗帘开关
- AvatarOn T 单联窗帘开关
- AvatarOn T 双联窗帘开关
- AvatarOn T 6 键场景开关
- AvatarOn T 4 键场景开关
- AvatarOn T 5孔智能插座

注: 虽然 Wiser AvatarOn 场景开关可以在 E 模式系统中使用，但无法创建所需的网络。

E 模式 LED 行为

Wiser 智能设备具有 LED 指示灯，以指示其操作状态并确认重置或加入网络等操作。

设备	状态	LED 指示	持续时间
Wiser 智能插座	重置完成	绿色闪烁 	2 次
Wiser 场景开关 (编程)	编程模式开启	绿色常亮 	直到按下场景开关上的按钮以分配控制设备/场景，或直到编程模式超时
Wiser 设备 (控制分配)	在设备上选择的本地设备	本地设备背光 LED 闪烁	按下场景开关上的按钮以分配控制设备
	本地设备已成功分配给场景开关按钮	本地设备背光 LED 闪烁	5 次 (场景开关 LED 绿色闪烁 5 次)
Wiser 设备 (E 模式场景编程)	E 模式场景已成功编程设定到场景开关上的按钮	绿色闪烁 	5 次，在场景开关和所有已编程设备上

设置E模式系统

要设置E模式系统有4个任务。

任务	参考
为E模式系统创建Zigbee网络。	请参见为E模式创建网络, 78 页。
将设备添加到E模式系统。	请参见将设备添加到 E 模式系统, 78 页。
将设备控制操作分配给自由文件上的按钮以进行远程控制。	请参见设备控制操作与场景开关按钮绑定 (E 模式), 78 页。 注: 在执行此任务之前, 必须将场景开关设置为编程模式。(请参见在 Wiser AvatarOn 场景开关上设置编程模式, 79 页。)
使用场景开关创建场景	请参见使用场景开关创建一个手动场景 (E 模式), 79 页。 注: 在执行此任务之前, 必须将场景开关设置为编程模式。(请参见在 Wiser AvatarOn 场景开关上设置编程模式, 79 页。)

为E模式创建网络

使用兼容的Wiser设备为E模式系统创建Zigbee网络。

重要: 为家庭设置多个E模式系统时。 一次只创建一个网络。如果执行此任务时正在创建另一个网络, 则您使用的设备将加入该网络, 而不是创建新网络。

1. 选择兼容设备以创建网络。(请参见 E 模式设置支持的设备, 76 页。)
注: 只能使用智能开关、调光开关和窗帘开关。场景开关无法创建网络。
2. 找到设备上的**设置/重置按钮**。
(请参见设备按钮/键和 LED 指示灯位置, 55 页。)
3. 短按**设置/重置按钮** 3 次。

设备上的编程指示灯LED显示为绿色常亮且网络已创建。

将设备添加到 E 模式系统

将兼容的 Wiser AvatarOn 设备和 场景开关远程控制器加入 E 模式。

- 确保已为 E 模式创建 Zigbee 网络。(请参阅为E模式创建网络, 78 页)。
 - 移除智能照明开关/调光开关面板, 以访问智能照明开关/调光开关模块上的控件。(有关设备安装说明的链接, 参阅。)
 - 如果添加一个场景开关, 请从其金属托架中移除场景开关。
1. 找到设备上的**设置/重置按钮**。
(请参阅设备按钮/键和 LED 指示灯位置, 55 页)。
 2. 短按**设置/重置按钮** 3 次。

设备上的编程指示器 LED 显示为绿色常亮。

设备控制操作与场景开关按钮绑定 (E 模式)

执行此任务, 以使用户可以使用 Wiser AvatarOn 场景开关上的按钮, 远程操作 Wiser AvatarOn 照明开关/调光器或 Wiser AvatarOn 窗帘开关上的控件。

- 必须将分配给场景开关的设备添加到 E 模式。

- 将场景开关设置为编程模式。（请参阅在 Wiser AvatarOn 场景开关上设置编程模式, 79 页）。

建议: Wiser AvatarOn 开关和调光器的操作方式与 Wiser AvatarOn 窗帘开关不同。将窗帘开关控件分配给并非用于照明开关/调光器的场景开关按钮。

1. 选择 Wiser AvatarOn 设备，然后短按要分配的本地控件按钮。
本地控件背光灯开始闪烁。
2. **要从场景开关按钮远程控制多个设备按钮：**在 E 模式中选择更多设备，然后操作其本地控件按钮。
3. 短按场景开关按钮，将操作所选设备控件。

每个所选本地控件上的背光灯和场景开关编程 LED 闪烁 5 次。

注: 新操作分配将覆盖先前分配给场景开关按钮的任何设备控件。

使用场景开关创建一个手动场景（E 模式）

执行此任务以创建一个手动场景，可按下 Wiser AvatarOn 场景开关上的按钮触发此手动场景。

首先必须用于手动场景的设备添加到 E 模式。

1. 操作每个设备上的本地控件至所需级别或位置，以创建手动场景：
 - a. **开关：**根据需要打开/关闭照明。
 - b. **调光开关：**将调光开关操作到全亮度，然后将亮度调低至所需水平。
 - c. **窗帘开关：**操作窗帘至仅完全打开或完全关闭。
2. 在手动场景中使用的设备以切换控制方式工作。例如，如果一组照明开关的当前状态为“关闭”，当用户触发手动场景时，该组设备的状态将变为“打开”。
3. 将场景开关设置为编程模式。（请参阅在 Wiser AvatarOn 场景开关上设置编程模式, 79 页）。
4. 短按手动场景中使用的每台设备上的本地控件按钮。
每台设备上的本地控件背光灯开始闪烁。
5. 长按（超过 2 秒）将用于触发手动场景的场景开关按钮。

每台设备上的编程 LED 和场景开关绿色闪烁 5 次，以确认手动场景设置已分配给场景开关按钮。

注: 新的绑定将覆盖先前与场景开关按钮绑定的任何手动场景设置。

E模式的附加信息

在 Wiser AvatarOn 场景开关上设置编程模式

在将装置控制操作分配给场景开关或使用场景开关建立手动场景之前，请先执行此任务。

1. 在场景开关背面，短按设置/重置键 3 次。
请参阅 设备按钮/键和 LED 指示灯位置, 55 页。
2. 请注意，场景开关背面的编程 LED 显示为绿色常亮，指示场景开关处于编程模式。

故障排除

本主题介绍系统、设备和配置设置问题的解决方案。

一般系统

故障现象	可能原因	解决方法
添加设备时，设备被拒绝或不会加入。	Wiser 系统可能不支持该设备。	仅使用中列出的设备。
当使用多台设备触发“手动场景”或“自动控制”时，一个或多个 Wi-Fi 设备无法响应。	路由器可能支持的 Wi-Fi 设备太多。	当连接到路由器的 Wi-Fi 设备超过 10 个时，可能会发生性能和稳定性问题。尝试减少连接到路由器的 Wi-Fi 设备数量。
无法将来自其他国家/地区的用户添加到“家庭”或。	如果用户来自其他国家，则帐户详细信息可能位于与主页不同的数据存储中。有关详细信息，请参阅数据存储，9 页。	用户可以使用与希望加入的“家庭”所在区域的国家代码创建另一个帐户。 注： 用户无法使用新帐户访问自己的家庭，因此必须使用其原始帐户详细信息登录到应用程序。
Wiser 系统无法通过 Wi-Fi 网络路由器连接到互联网。	路由器端口设置可能未正确设置，无法用于系统访问互联网。	检查下列路由器端口是否已打开： <ul style="list-style-type: none"> • 端口 443 8883 1443 • 端口 6667 • 端口 6668 • 端口 6669 • 端口 6608 • 端口 6681 • 端口 6682 重要： 为了保证网络安全，请检查确保所有未使用的端口已关闭。

Wiser AvatarOn 场景开关

症状	可能原因	解决方案
场景开关 LED 快速橙色闪烁。	场景开关电池电量可能非常低或已耗尽。	按场景开关按钮并观察所分配设备的操作。 如果设备不工作，则说明场景开关电池电量耗尽，必须更换。（参见场景开关的安装说明，以更换电池。） 注： 请务必更换两块电池，即使一块电池似乎仍然有足够的电量。

Wiser 人体移动传感器

症状	可能原因	解决方案
移动传感器已停止报告入住状态，但正常运行。	移动传感器可能正在进行在线下载 (OTA) 固件更新。	等待固件更新完成，然后检查移动传感器是否报告入住状态。

Wiser 室内网络摄像头

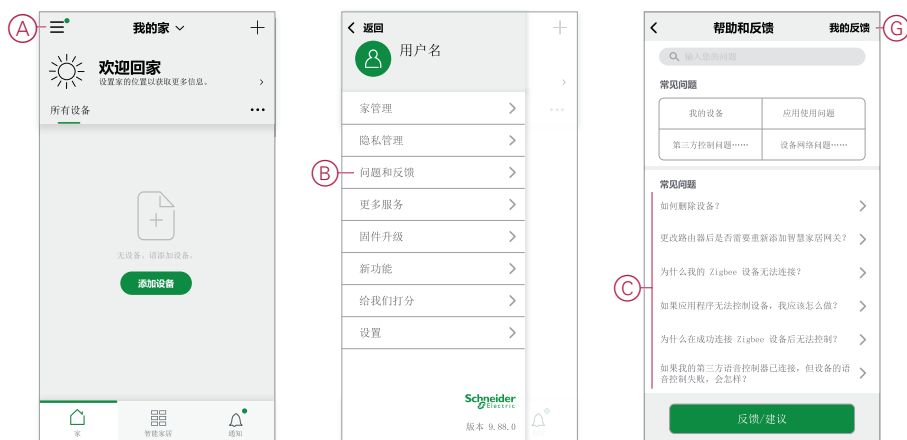
故障现象	可能原因	解决方法
Wiser IP Camera Indoor无法通过Wi-Fi网络路由器连接到互联网。	路由器端口设置可能未正确设置，无法用于系统访问互联网。	检查下列路由器端口是否已打开： <ul style="list-style-type: none">• 端口6667• 端口6666• 端口6668• 端口 6669• 端口 1883• 端口 8886• 端口8883• 端口443 重要: 为了保证网络安全，请检查确保所有未使用的端口已关闭。

使用“常见问题和反馈”页面

查找有关 App 和使用设备的信息。

“常见问题和反馈”页面提供常见问题解答 (FAQ) 和回答列表、有关使用 App 的信息、有关特定设备的帮助信息以及报告 App 和设备问题的方法。

1. 在“家庭”页面中，点击菜单图标(A)。
2. 分接头 **常见问题解答和反馈**(B)。
3. 执行以下任一操作：
 - 浏览常见问题解答列表（点击问题以查看答案）(C)
 - 分接头 **全部**(D)通过从列表中选择设备来查找特定于设备的帮助
 - 分接头 **网络诊断**(E)寻求解决网络问题的帮助
 - 分接头 **报告问题**(F)向开发团队提出问题
 - 分接头 **我的反馈**(G)检查您所报告问题的状态。



术语

在线升级: (线上)指更新设备中固件的方法。示例：使用应用程序对设备执行固件的在线升级更新。

场景:可利用单个命令一起触发一个或多个设备的操作。例如，点击按钮或使用语音控制，（如天猫精灵），打开客厅的所有灯光并关闭窗帘。

手动场景 (E 模式):通过调整一个或多个 Wiser AvatarOn 设备（如智能照明开关、窗帘开关和调光开关）的设置而产生的效果。例如，拉上窗帘，将灯光调亮至50%，为夜晚营造轻松的氛围。可以将多个设备设置分配给 Wiser AvatarOn 场景开关，以随时通过按钮触发手动场景。

操作:操作指的是对设备工作状态的改变。例如，将照明灯打开或关闭，或在调光器上设置亮度。

自动控制:满足一个或多个条件时一起触发的一个或多个设备操作。例如，在日出一小时后关闭家中的所有灯。

H

HVAC: (Heating, Ventilation and Air Conditioning) 在建筑物中维持所需环境（例如温度、湿度、气流）的部件系统。

合规性

Green Premium 产品合规性信息

查找并下载有关Green Premium产品的综合信息，包括RoHS合规性和REACH声明、产品环境概况(PEP)和寿命完结指令(EOLI)。

<https://checkaproduct.se.com/>



有关Green Premium产品的一般信息

点击下面的链接，阅读有关施耐德电气Green Premium产品策略的信息。

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



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