PowerTag E

Device user guide

Information about features and functionality of the device.
03/2024

www.se.com

Legal Information

The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

This document is not intended as a substitute for a detailed study or operational and site-specific development or schematic plan. It is not to be used for determining suitability or reliability of the products/solutions for specific user applications. It is the duty of any such user to perform or have any professional expert of its choice (integrator, specifier or the like) perform the appropriate and comprehensive risk analysis, evaluation and testing of the products/solutions with respect to the relevant specific application or use thereof.

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

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

Schneider Electric does not grant any right or license for commercial use of the document or its content, except for a non-exclusive and personal license to consult it on an "as is" basis.

Schneider Electric reserves the right to make changes or updates with respect to or in the content of this document or the format thereof, at any time without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this document, as well as any non-intended use or misuse of the content thereof.

Table of Contents

Safety Information....4
PowerTag Energy....5
For your safety....5
About the device....6
Installing the device....6
Supported mounting positions....6
Pairing the device....7
Pairing the main device....8
Pairing additional devices....11
Pairing the main device with On Grid solar system....12
Pairing the device with Energy storage system (ESS)....15
Configuring the device....18
Identifying the device....18
Renaming the device....19
Setting Tariff....19
Advance settings....27
Personalized Energy Insights....29
Enabling Personalized Energy Insights....30
Creating/updating home profile....31
Disabling Personalised Energy Insights....34
Using the device....34
Checking device consumption....34
Automation....45
Triggering notifications and alarms....51
Removing the device from Wiser system....53
LED indications....54
Troubleshooting....55
Technical data....56
Compliance....58
Compliance information for Green Premium products....58
EU Declaration of Conformity....58
Trademarks....59

Safety Information

Important Information

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

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

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

⚠⚠DANGER

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

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

⚠WARNING

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

⚠CAUTION

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

NOTICE

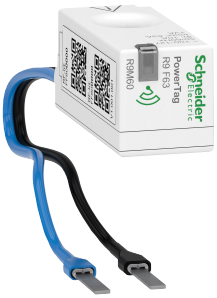
NOTICE is used to address practices not related to physical injury.

PowerTag Energy

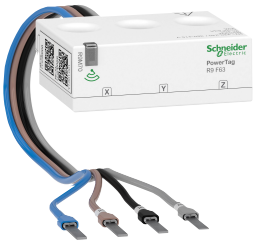
R9M20

R9M40

R9M41



R9M60



R9M70

For your safety

⚠⚠DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by qualified electrical personnel. Qualified electrical personnel must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices
- Laying electrical cables
- Safety standards, local wiring rules, and regulations

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

About the device

PowerTag E (hereinafter referred to as PowerTag) is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to identify which load is consuming most energy. It is designed specifically to manage energy consumption and power availability applications for new or existing residential installations. It monitors and measures energy and power in real-time, and also provides complete visibility of power transfer between power source and loads.

Features of PowerTag :

- Easily mounted with top or bottom position directly on circuit breaker.
- Measures energy consumption and production (power).
- Sends real-time notifications and alarms in Wiser Home app in case of any electrical system anomalies.

Benefits of PowerTag:

- Smallest footprint and fastest installation.
- Energy Class 1: Accurate measurement.
- Compact and cost effective

Installing the device

It is recommended to install the PowerTag within 3 metres of the Wiser Hub for best results. This provides a good network strength and helps to prevent online/offline issues, which might result in corrupting data. Refer to the installation instruction supplied with this product.

Instruction manual links:

- PowerTag Resi9 M63
- PowerTag Resi9 F63

Installation video: PowerTag E installation

Supported mounting positions

Mounting position	Smart Tag	Model number
Top or Bottom	PowerTag Energy R9 M63 1PW	R9M20
Top or Bottom	PowerTag Energy R9 M63 3P	R9M40
Top	PowerTag Energy R9 M63 3PN	R9M41
Top or Bottom	PowerTag Energy R9 F63 1PN	R9M60
Top or Bottom	PowerTag Energy R9 F63 3PN	R9M70

Pairing the device

Pair your PowerTag with the **Wiser Hub** to access and control the PowerTag using the Wiser Home app.

IMPORTANT: Make sure that the PowerTag has been installed by a qualified professional.

NOTE: The installer will provide the information to the user on which circuit breaker the main and additional PowerTag are installed.

Grid and Loads

We recommend to configure one of your PowerTag as **Grid** on the main incomer of the house. This helps to record the overall house consumption.

- **Grid:** Main Supply (referred as **Grid** in the app) source of the house.
- **Load:** Power consumed from the Grid by electrical devices such as light, water heater and fridge.

If you have more than one additional PowerTag installed for loads, it is recommended to pair the main PowerTag first and then pair the additional PowerTag.

NOTE:

- Main PowerTag refers to the PowerTag which is connected to the Grid.
- Additional PowerTag refer to the PowerTag that are connected to the loads.

Refer to Pairing main device, page 8 and Pairing additional devices, page 11

Grid with existing solar system

If you have installed the PowerTag with an existing On Grid solar system. Refer to Pairing the main device with On Grid solar system, page 12

- On Grid solar system refers to the system that is connected to the Grid (main supply) of the house. If the system produces more energy than is used, the excess power is fed into the Grid.

If you have installed the PowerTag with an existing Off Grid solar system. Refer to Pairing main device, page 8.

- Off Grid solar system refers to the system that works independently and is not connected to the Grid but have batteries which can store solar power generated by the system.

Energy storage system (ESS)

If you have installed the PowerTag to monitor your energy saving systems individually. Refer to Pairing the device with Energy storage system, page 15.

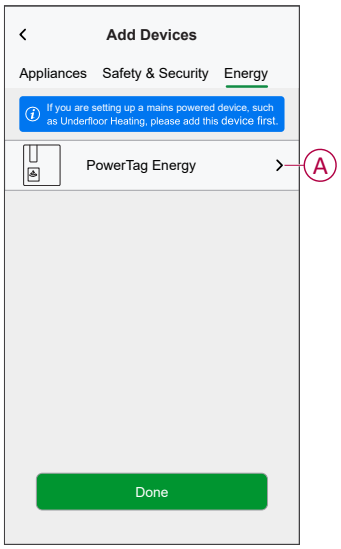
Energy storage system (hereinafter referred as ESS) is a device or group of devices assembled together for storing energy in order to supply electrical energy at a later time.

- **Solar:** Whenever solar energy is available, the solar power system without battery would provide electricity to your home. When there's not enough solar energy to provide, the solar inverter would revert to grid electricity.
- **Solar and Battery:** When your solar power system is generating more energy than you are using, the excess energy is used to charge your battery for later use. You can use that stored energy to power your home during nights, cloudy days, and power outages.

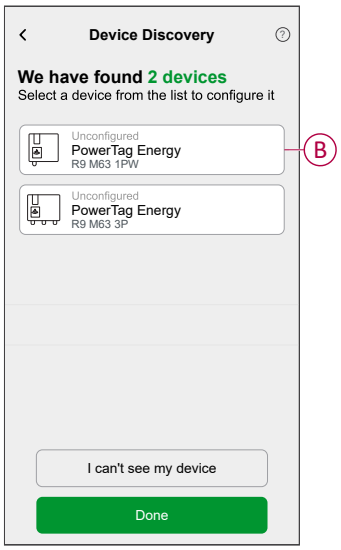
Pairing the main device

To pair the main device:

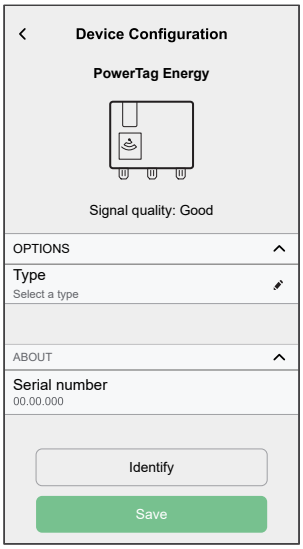
1. On the **Home** page, tap ⚙.
2. Tap **Devices** > ⊕ > **Energy**.
3. Select **PowerTag Energy** (A).



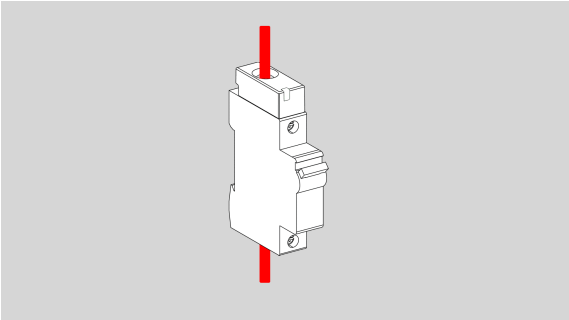
4. The **Device Discovery** page will search for a minute to display the available PowerTag.
5. If there is more than one PowerTag available, select one among them (B).



6. On the **Device Configuration** page, tap **Identify** to recognize the main PowerTag.



A notification window is prompted and the status LED flashes fast in green on the PowerTag.

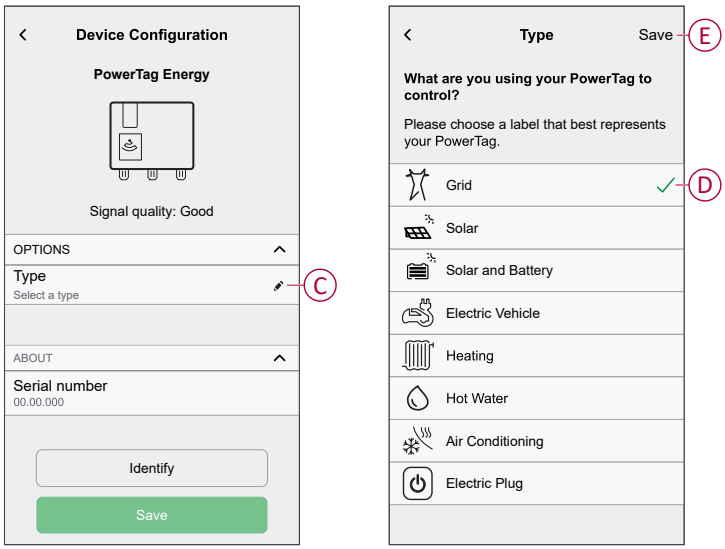


7. Tap **OK** on the notification window when you have finished identifying the PowerTag.

8. Tap (C) to assign a label to the main PowerTag.

   The label list appears on the **Type** page.

9. Select a label type (D) and tap **Save** (E).



NOTE: It is recommended to select the **Grid** type to represent the main PowerTag.

Once the **Grid** type is selected, by default the **Name** is assigned as **Main Incomer**.

10. Tap (F) and select **Yes**/**No** if you have solar panels installed.
    - **Yes:** Refer to Pairing the device with On Grid solar system, page 12.
    - **No:** If you do not have solar panels installed. Proceed to step 11.

    The power direction will be enabled automatically (I).

11. Set the **Grid Limit** (H).

    NOTE: Grid limit is the maximum permissible power on the Grid on your contract. It will help to prevent power tripping by shutting down loads in order to keep the power consumption under a defined limit.

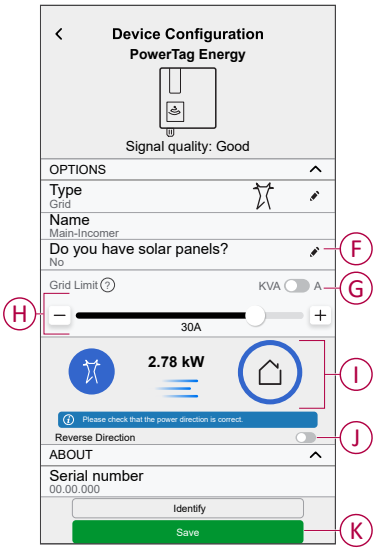
    - Tap the toggle switch (G) to set the Grid limit in kVA.

      NOTE: By default, the grid limit is set to measure in ampere - A.
    - Drag the slider or tap +/- to set the Grid limit (H).

12. Enable the **Reverse Direction** toggle switch (J), if the power direction is from **Home** to **Grid**.

    IMPORTANT: Enabling **Reverse Direction** ensures the power direction is correct.

13. Tap **Save**.



14. You will be notified to enter the tariff after the PowerTag is commissioned, refer to Setting Tariff, page 19.

    NOTE: If you have already configured your tariff, you will be directed to **Home** page to view the status of device.

Pairing additional devices

To pair additional PowerTag, you must assign a label to them. It helps to easily identify the additional PowerTag installed for different loads and track the power consumed by them individually.
Follow any one of the procedures to label the additional PowerTag:

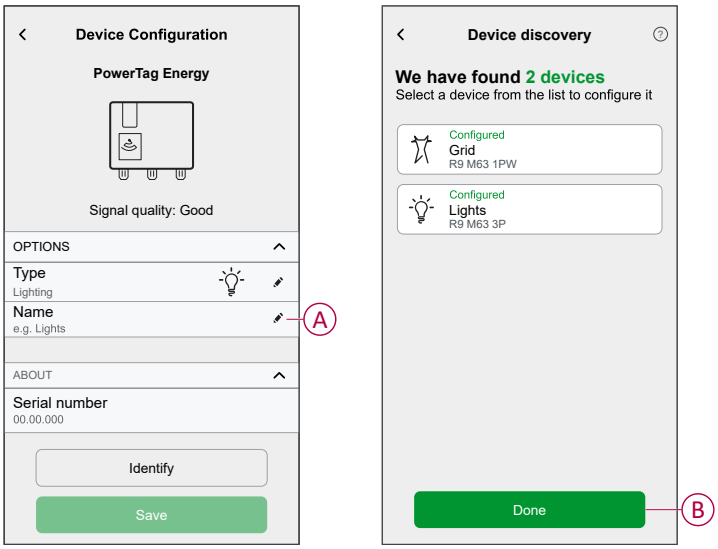
- **Selecting a label type from the available list:** You can select a label type from the available list.
- **Customizing label type:** If the available label list is not suitable for your load, you can customize the label type of your choice.

NOTE: Maximum **20** PowerTag can be paired.

To select a label type from the available list:

1. On the **Device Discovery** page, tap the PowerTag.
2. On the **Device Configuration** page, tap **Identify** to recognize the additional PowerTag.

   A notification window is prompted and the status LED flashes fast in green on the PowerTag.
3. Tap **OK** on the notification window when you have finished identifying the PowerTag.
4. Tap , the label list appears on the **Type** page.
5. Choose a label that best represents your PowerTag and tap **Save**.
6. Tap (A), enter a name and tap **Save**.
7. Tap **Done** (B).

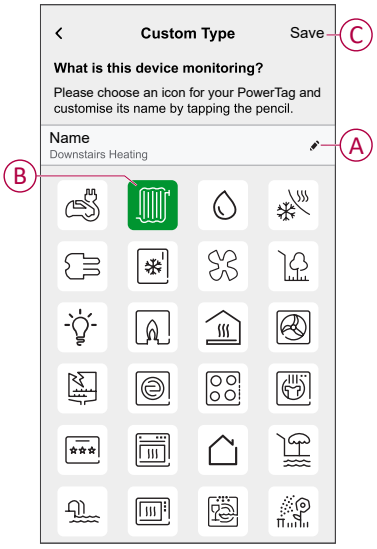


Customizing label type

1. On the **Device Discovery** page, tap the PowerTag.
2. On the **Device Configuration** page, tap **Identify** to recognize the PowerTag.

   A notification window is prompted and the status LED flashes fast in green on the PowerTag.
3. Tap **OK** on the notification window when you have finished identifying the PowerTag.
4. Tap , the label list appears on the **Type** page.

5. Select **Custom**.
6. On the **Custom Type** page, tap (A) and enter a name.
7. Choose an icon of your choice (B) and tap **Save** (C).



8. In the **Device Configuration** page, tap **Save** and then tap **Done**.

   On successful pairing,

   - The LED status flashes slow in green for 5 seconds on the PowerTag.
   - The paired PowerTag will appear on app's home page.

Pairing the main device with On Grid solar system

If you have installed the PowerTag with an existing On Grid solar system, the power flow would be in any of the following directions:

- Grid to Home: Import (Home consuming power from Grid)
- Home to Grid: Export (Excess power from Solar production fed to Grid)

It is necessary to configure the correct power direction else the PowerTag may measure the power direction incorrectly - (Grid to Home as export) and (Home to grid as import).

1. On the **Home** page, tap .
2. Tap **Devices** > > **Energy**.
3. Select **PowerTag Energy**.
4. The **Device Discovery** page will search for a minute to display the available PowerTags.
5. If there is more than one device available, select one among them.
6. On the **Device Configuration** page, tap **Identify** to recognize the main PowerTag.

   A notification window is prompted and the status LED flashes fast in green on the PowerTag.
7. Tap **OK** on the notification window when you have finished identifying the PowerTag.
8. Tap to assign a label to the PowerTag.

   The label list appears on the **Type** page.

9. Select a label type (Grid) and tap **Save**.

   NOTE: It is recommended to select the **Grid** type to represent the main PowerTag.

   Once the **Grid** type is selected, by default the **Name** is assigned as **Main Incomer**.

10. Tap (A) and select **Yes** if you have installed solar panels.

    The power direction will be enabled automatically.

11. Tap (B) and select any one of the options based on your requirement:
    - **Yes, I sell all of it:** (Grid tied solar system) Connected to the Grid (main supply) of the house. All the produced energy is fed into the Grid.
    - **Yes, I sell some of it:** (On Grid solar system) Connected to the Grid (main supply) of the house. If the system produces more energy than is used, the excess power is fed into the Grid.
    - **No:** (Off Grid solar system) Works independently and is not connected to the Grid but have batteries which can store solar power generated by the system.

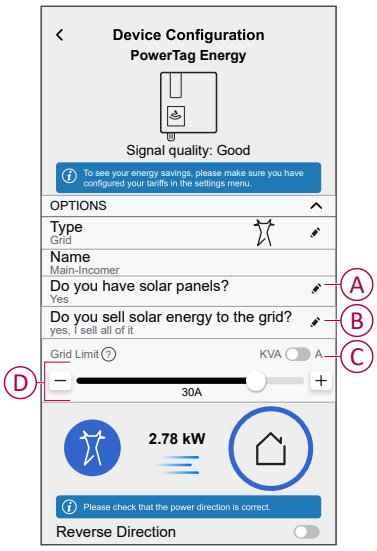
12. Set the **Grid Limit** (D).

    NOTE: Grid limit is the maximum permissible power on the Grid on your contract. It will help to prevent power tripping by shutting down loads in order to keep the power consumption under a defined limit.

    - Tap the toggle switch to set the Grid limit kVA (C).

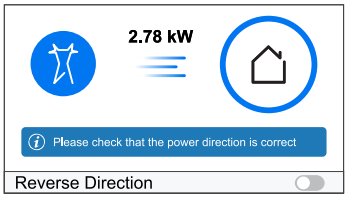
      NOTE: By default, the grid limit is set to measure in ampere - A.

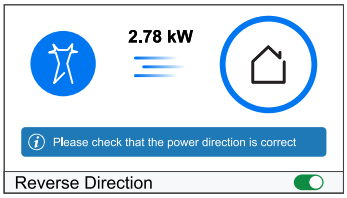
    - Drag the slider or tap +/- to set the Grid limit (D).



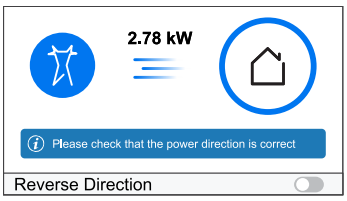
13. If you have selected the option as **Yes, I sell all of it** and the power direction is from **Grid** to **Home**.

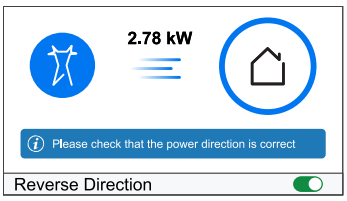
    a. Enable the **Reverse Direction** toggle switch.





14. If you have selected the option as **Yes, I sell some of it**.
    a. Switch off the solar circuit breaker.
    If the power direction is from **Home** to **Grid**.
    b. Enable the **Reverse Direction** toggle switch.
    c. Switch on the solar circuit breaker.





IMPORTANT: Enabling **Reverse Direction** ensures the power direction is correct.

15. Tap **Save**.
16. You will be notified to enter the tariff after the PowerTag is commissioned, refer to Setting Tariff, page 19.

NOTE:

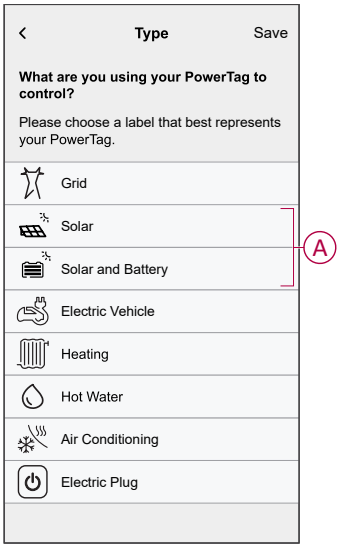
- If you have already configured your tariff, you will be directed to **Home** page to view the status of device.
- If PowerTag is installed before installing an On Grid solar system, refer to Advance settings, page 27.
- If you have configured your PowerTag as Solar or Solar / Battery (combo), (A) field **Do you have solar panels?** will be disabled. Refer to Pairing the device with ESS, page 15.

Pairing the device with Energy storage system (ESS)

If you have installed the PowerTag on **Solar** or **Solar and Battery**, follow the procedure from step 1 to step 10 and then proceed according to your ESS installed in your home:

1. On the **Home** page, tap .
2. Tap **Devices >** **>** **Energy**.
3. Select **PowerTag Energy**.
4. The **Device Discovery** page will search for a minute to display the available PowerTags.
5. If there is more than one device available, select one among them.
6. On the **Device Configuration** page, tap **Identify** to recognize the main PowerTag.

   A notification window is prompted and the status LED flashes fast in green on the PowerTag.
7. Tap **OK** on the notification window when you have finished identifying the PowerTag.
8. Tap to assign a label to the PowerTag.
9. The label list appears on the **Type** page.
10. Select a label type based on any one of the following ESS installed in your home (A).
    - Solar
    - Solar and Battery

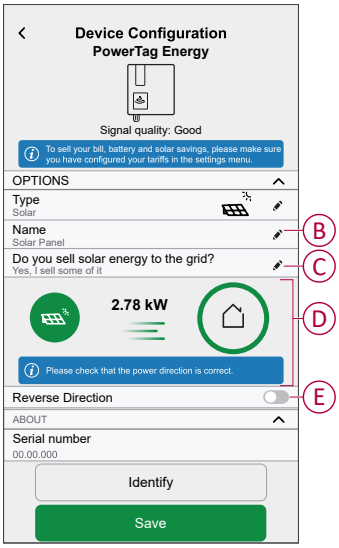


Solar

1. Select a label type (Solar).
2. Tap (B), enter a name.

   The power direction will be enabled automatically.
3. Tap (C) and select any one of the options based on your requirement:
   - **Yes, I sell all of it**
   - **Yes, I sell some of it**
   - **No**
4. If you have selected the option as **Yes, I sell all of it** and the power direction is from **Home** to **Solar panels**.
   - Enable the **Reverse Direction** toggle switch.
5. If you have selected the option as **Yes, I sell some of it**.
   - Switch off the main supply.
   - If the power direction is from **Home** to **Solar panels**. Enable the **Reverse Direction** toggle switch.
   - Switch on the main supply.
6. Tap **Save > Done**.
7. You will be notified to enter the tariff after the PowerTag is commissioned, refer to Setting Tariff, page 19.

   NOTE: If you have already configured your tariff, you will be directed to **Home** page to view the status of device.



Solar and Battery

If you have installed the PowerTag on Battery and Solar, the power flow would be either from **Home to Battery** (if battery is charging from Grid) or **Battery to Home** (If the battery is supplying power to Home). It is necessary to configure the correct power direction else the PowerTag may measure the power direction incorrectly.

1. Select a label type (**Solar and Battery**).

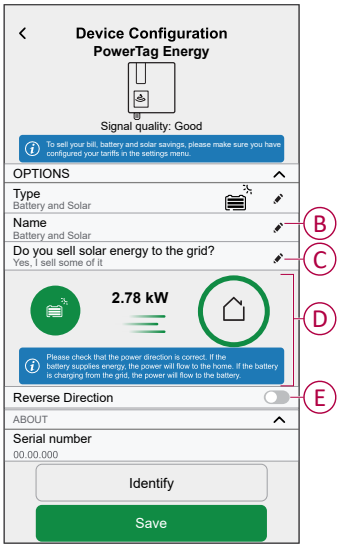
   The power direction will be enabled automatically (D).

2. Tap (B) and enter a name.

3. Tap (C) and select any one of the options based on your requirement:
   - **Yes, I sell all of it**
   - **Yes, I sell some of it**
   - **No**

4. If you have selected the option as **Yes, I sell all of it** and the power direction is from **Home** to **Battery**.
   - Enable the **Reverse Direction** toggle switch.

5. If you have selected the option as **Yes, I sell some of it**.
   - Switch off the main supply.
   - If the power direction is from **Home** to **Battery**. Enable the **Reverse Direction** toggle switch.
   - Switch on the main supply.



   Enabling **Reverse Direction** ensures the power direction is correct.

6. Tap **Save > Done**.

7. You will be notified to enter the tariff after the PowerTag is commissioned, refer to Setting Tariff, page 19.

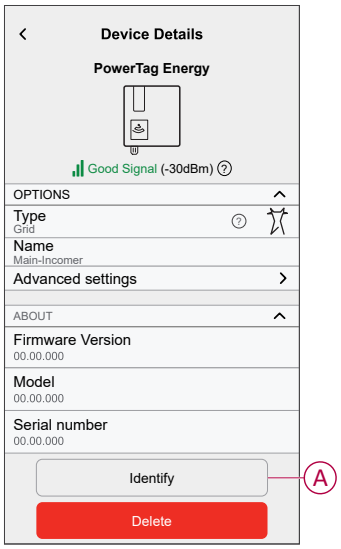
   NOTE: If you have already configured your tariff, you will be directed to **Home** page to view the status of device.

Configuring the device

Identifying the device

Using the Wiser Home app, you can identify the device.

1. On the **Home** page, tap .
2. Tap **Devices** and select the required PowerTag from the list and then tap **Identify** (A).



A notification window is prompted and the status LED flashes green for 30 seconds on the PowerTag.

3. Tap **OK** on the notification window when you have finished identifying the PowerTag.

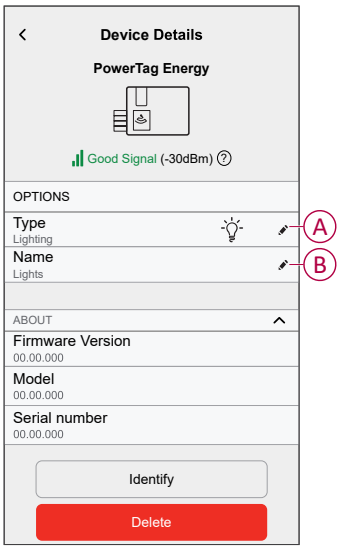
Renaming the device

Using the Wiser Home app, you can rename your PowerTag for easy identification.

NOTE: You can rename only for additional PowerTag installed for loads.

To rename the device:

1. On the **Home** page, tap .
2. Tap **Devices > Energy** and select a PowerTag from the list.
3. Tap (A) and choose a label type of your choice and tap **Save**.
4. Tap (B), enter a new name.



The settings will be saved automatically.

Setting Tariff

You can set tariff in the Wiser Home app to access your energy cost and billing data.

You can set the tariff based on your contract type:

- **Flat rate:** Flat rate is defined as the fixed rate for the entire time period of electricity service. Configuring - flat rate, page 21.

  Peak/Off-Peak Hours rate: Peak rate is defined as a rate set to a specific period of time at which electrical consumption is at its highest. Off peak rate is the time period when the demand for power is at its lowest. It is the amount you pay for each unit of electricity consumed for the time period set. Refer to Configuring - peak rate, page 23.

- **No contract:** Electricity rate is not set, no information related to bill will be shown in the app.

  NOTE: By default, **No Contract** option is set.

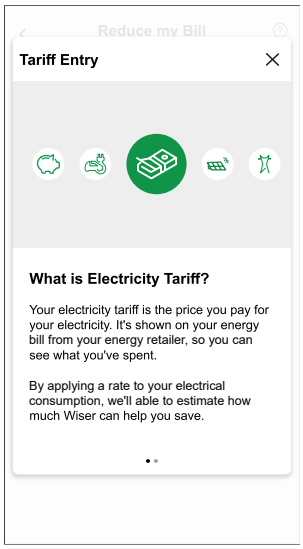
- **Feed in tariff:**

  IMPORTANT: Feed in tariff will be shown only if you have set the PowerTag for Solar or Solar and Battery which feed electricity to the Grid.

  The electricity generated from solar or solar and battery that is not used is exported to the electricity grid. You are eligible for a payment for the exported electricity. This payment is called a feed-in tariff. Refer to Configuring - feed in tariff, page 26.

Once PowerTag is commissioned and the contract limit is set, user gets notified that this feature is available. The **Tariff Entry** screen appears on the Home page.

1. Tap **Continue**.
2. Read the feature update and swipe to navigate to next screen.
3. Tap ✕ to close the overlay screen.



NOTE: If you have not configured your tariff, a push notification will be sent after 2 weeks and the last reminder after 6 weeks.

Configuring - flat rate

To set flat rate:

1. After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

   NOTE: If you have already configured your tariff settings, follow below menu navigation if you need to modify tariff rate

   On the **Home** page, tap **> Tariff > Electricity**.

2. Tap (A) and select **Flat**.

   IMPORTANT:

   - **Contract limit** is already set when pairing the main **PowerTag** as **Grid**. Refer to Pairing the main device.
   - If you like to change the contract limit, proceed to step 4.

3. Tap (B) to set the contract limit.

   a. Tap the toggle switch to set the Contract limit in kVA.

   b. Select a value and tap **Set**.

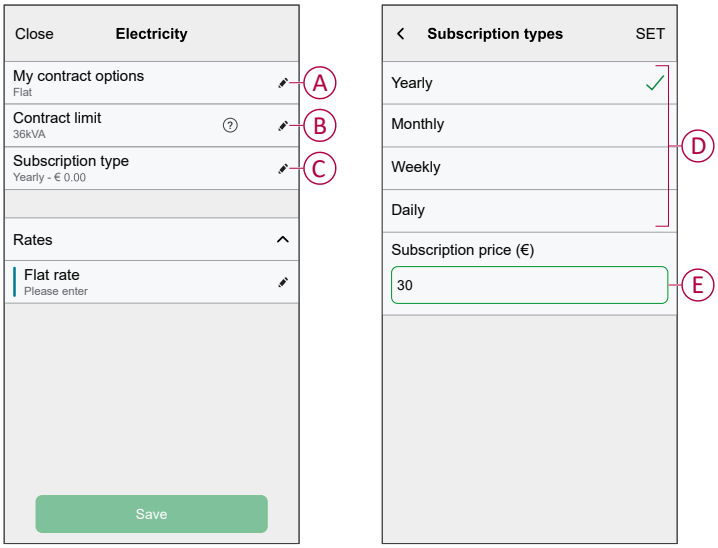
   A notification window will be prompted that the Contract Limit is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

   IMPORTANT: Anti-Tripping is applicable only if you have installed Water Heater or EV Socket in your home.

   c. Tap **Continue**, if you like to proceed.

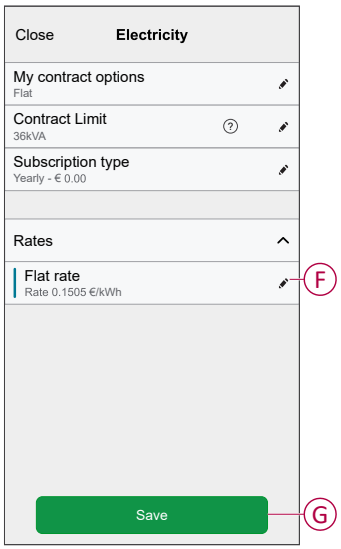
4. Tap (C) and select a subscription type (D) (refers to recurrent fee).

5. Enter a subscription value in the **Subscription price (€)** (E) field and tap **SET**.



6. Tap (F), enter a flat rate of consumption in the **Rate - €/kWh** field and tap **Save**.

7. Tap **Save**(G).


Close
Electricity
My contract options
Flat
Contract Limit
36kVA
Subscription type
Yearly - € 0.00
Rates
Flat rate
Rate 0.1505 €/kWh
F
Save
G

Configuring - (peak/off-peak) rate

To set peak rate:

1. After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

   NOTE:

   - If you have already configured your tariff settings, follow this menu navigation to if you need to make changes:
   - On the **Home** page, tap **> Tariff > Electricity**.

2. Tap (A) and select **Time of use (peak /off-peak hours)**.

   IMPORTANT: Contract limit is already set when pairing the main **PowerTag** as **Grid**. Refer to Pairing the main device. If you like to change the contract limit, proceed to step 4.

3. Tap (B) to set the contract limit.

   a. Tap the toggle switch to set the Contract limit in kVA.

   b. Select a value and tap **Set**.

   A notification window will be prompted that the Contract Limit is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

   IMPORTANT: Anti-Tripping is applicable only if you have installed Water Heater or EV Socket in your home.

   c. Tap **Continue**, if you like to proceed.

4. Tap (C) and select a Fixed charge type (refers to recurrent fee) -**Yearly**, **Monthly**, **Weekly**, **Daily**.

5. Enter a fixed charge value in the **Cost (€)** field and tap **Set**.

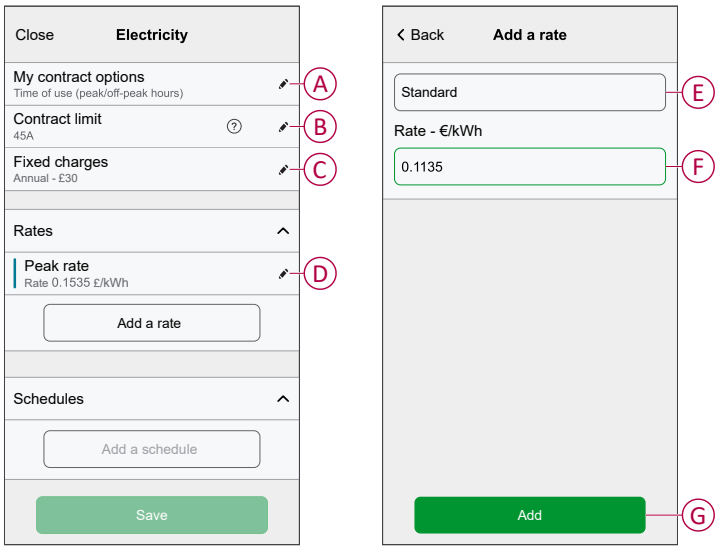
   NOTE: The **Fixed Charge** is applied to recover the basic cost of electric service, independent of how much energy is used. These charges are electricity costs that don't change no matter how much electricity you use. This amount is fixed in your electricity bills.

6. Tap (D), enter peak rate of consumption in the **Rate - €/kWh** (F) field and tap **Add** (G).

7. Tap **Add a rate**.

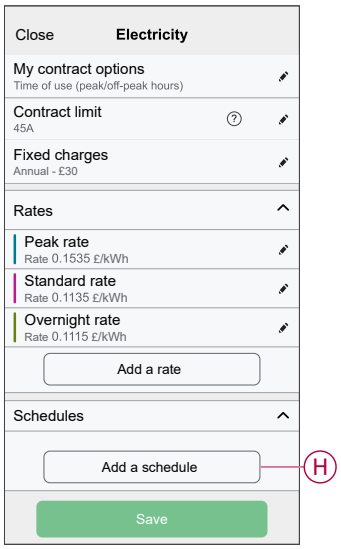
8. Enter the name of the rate in the text field (E).

9. Enter a target value in the **Rate - €/kWh** field (F) and tap **Add** (G).



NOTE: Maximum 5 additional rates can be added.

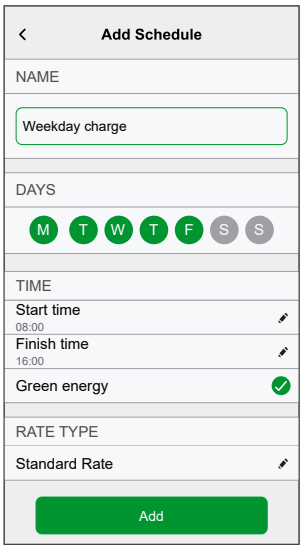
10. Tap **Add a Schedule** (H) to set the time frame.

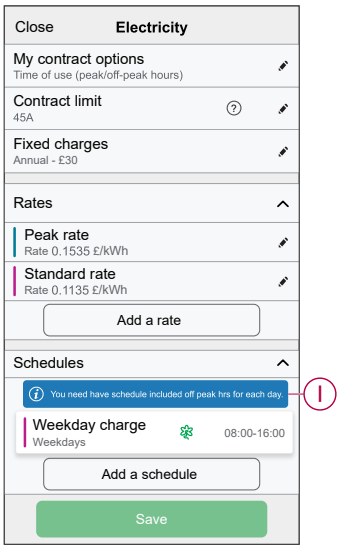


11. Enter a schedule name in the **NAME** field. Example, Weekend tariff.
12. Select the days of the week in **DAYS** field to apply the schedule.
13. Tap to set **Start time** and **Finish time**.
14. Tap the icon to activate **Green energy** if your energy provider delivers green energy in that timeframe.
15. Tap and select a **RATE TYPE**.

    IMPORTANT: It is necessary to set off-peak hours for each day per schedule (I) else you will not be able to save your tariff details.

16. Tap **Add** and then tap **Save**.





TIP: You can create multiple schedules by tapping **Add a schedule**.

NOTE: Avoid assigning the same date and time to more than one schedule to avoid conflicts.

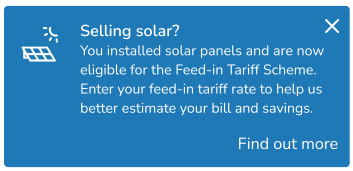
Configuring - feed in tariff

IMPORTANT:

- Feed in tariff will be shown only for users with On Grid solar system who feed electricity to the Grid.
- You will be notified to enter the Feed in Tariff in the **Insights** page.

To set feed-in tariff:

1. On the **Insights** page, tap **Find out more** and read the **Feed-in Tariff** onboarding information.
   a. Tap ✕ to close the overlay screen.

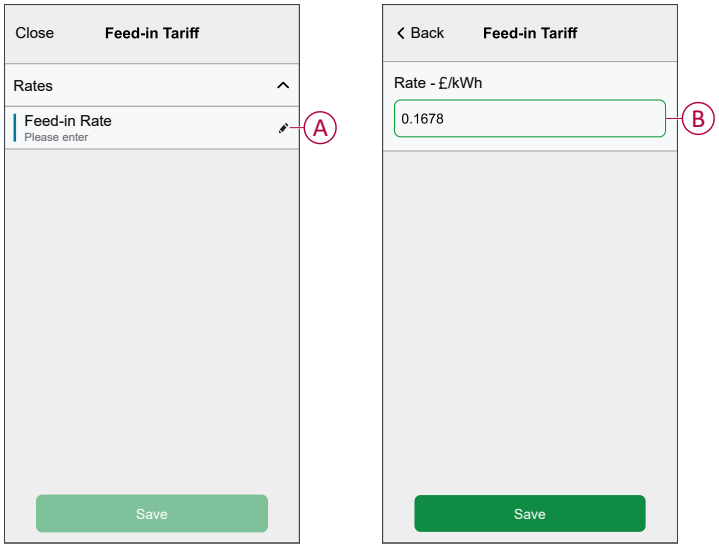


NOTE: If you have not configured your Feed-in tariff, a push notification will be sent after 2 weeks and the last reminder after 6 weeks.

TIP:

- If you have closed the reminder splash screen, you can also set your Feed-in tariff in the **Settings** page.
- On the **Home** page, tap ⚙ **> Tariff > Feed-in Rate**.

2. Tap ✎ (A) and enter a target value in the **Rate - €/kWh** field (B).
3. Tap **Save**.



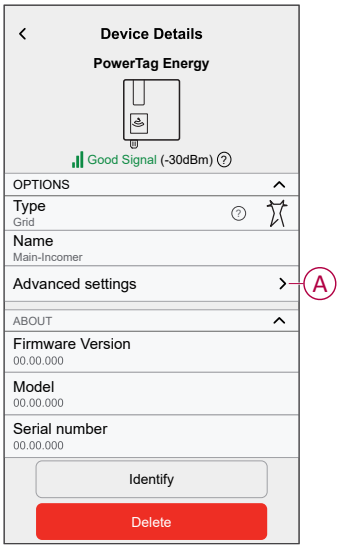
NOTE: If you have an Off Grid solar system and you wish to sell your excess energy, refer to Advanced settings, page 27 before setting the Feed-in tariff.

Advance settings

Advance settings is applicable for **Grid, Solar, Solar / Battery (combo) and Battery** to re-configure the power direction.
The following is an example of configuring the Advance settings for Grid in any one of the following scenarios:

- Installed a new On Grid solar system.
- Removed the On Grid solar system.
- If power direction is incorrect with the existing On Grid solar system.
- If you have changed your Grid limit (power contract).

1. On the **Home** page, tap **> Devices > Energy > Grid > Advance settings**.

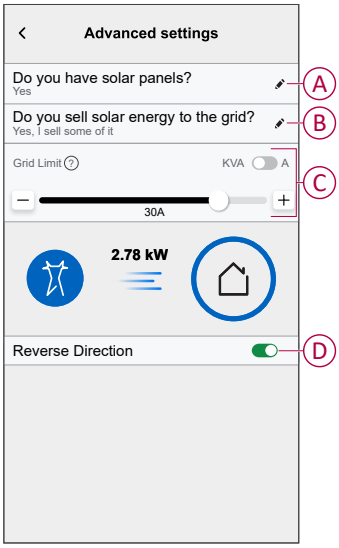


2. Tap **OK** when the caution window is prompted for confirmation.

3. Follow any one of these steps based on the requirement:
   - If you have installed a new On Grid solar system. Refer to Pairing the device with an On Grid solar system, page 12.
   - If you have removed the solar system, tap (A) and select **No** or if your solar system feed only the Grid.

     NOTE: If you have configured your PowerTag as Solar or Solar / Battery (combo), (A) field **Do you have solar panels?** will be disabled. Refer to Pairing the device with ESS, page 15.
   - If your solar system feed only the Grid, tap (B) and select **Yes, I sell all of it**.
   - If you have updated your power contract, drag the slider or tap +/- to change the Grid limit (C).
   - Enable or disable the **Reverse Direction** toggle switch, if the power direction is incorrect with the existing On Grid solar system. Refer to Pairing the device with an On Grid solar system, page 12.

     TIP: During night time, the power direction must be from Grid to Home, if the power direction is incorrect enable or disable the **Reverse Direction** toggle switch accordingly.



Follow the same procedure to configure the Advance settings for ESS -**Solar, Solar / Battery (combo)** and **Battery**.

1. On the **Home** page, tap ⚙ **> Devices > Energy > Solar > Advance settings**.
2. Enable or disable the **Reverse Direction** if the power direction is incorrect with the existing ESS. Refer to Pairing the device with Energy storage system, page 15.

Personalized Energy Insights

NOTE:

- Personalized Energy Insights is available only in France.
- This feature will be notified in the **Insights** tab once you commission the Grid.

Personalized Energy Insights is an energy management feature dedicated to monitor the way we use energy in our everyday life. This feature estimates energy consumption of a household purely based on data from their utility.

This makes it possible to follow the consumed energy over time and calculate a load/energy consumption and provides you with the following personalized energy insights:

- comparison of energy consumption with similar homes
- breakdown of energy consumption
- energy saving tips

Enabling Personalized Energy Insights

Using the Wiser Home app you can enable Personalized Energy Insights to monitor the energy breakdown, and comparison between similar homes and also view energy-saving tips.

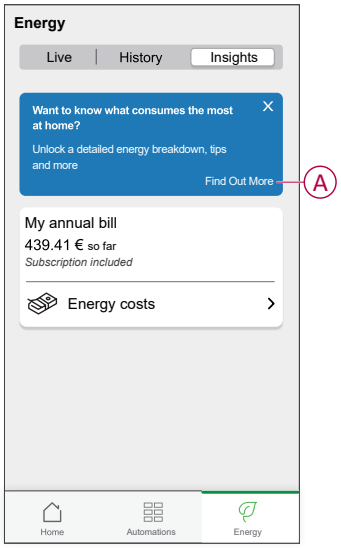
IMPORTANT: To enable Personalized Energy Insights you must configure one PowerTag as Grid (main incomer).

NOTE:

- You will be notified that this feature is available after PowerTag is commissioned.
- You can enable this feature and create your home profile.
- You should have minimum of 1 month of load consumption data to view your energy breakdown. A push-notification will be sent to the user when data is available.

To enable Personalized Energy Insights:

1. On the **Home** page, tap **Energy Dashboard** > **Insights**, then tap **splash screen** (A).



NOTE: Do not accidentally close the splash screen as it will take 2 weeks and a final reminder after 6 weeks to reappear.

2. Read the tutorial information and tap **Next** twice, then tap **Unlock Energy Insights**.

3. Read the privacy notice and tap **Activate** on each page.

   NOTE: Accepting consent is optional.

4. Once Personalized Energy Insights is successfully enabled, you will receive an in-app notification and then immediately you will be prompted to create a home profile. Refer Creating home profile, page 31.

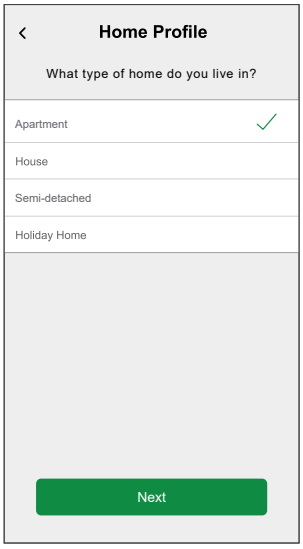
   NOTE: You can also navigate through in-app notification which is received after enabling Personalized Energy Insights by tapping 🔔.

Creating/updating home profile

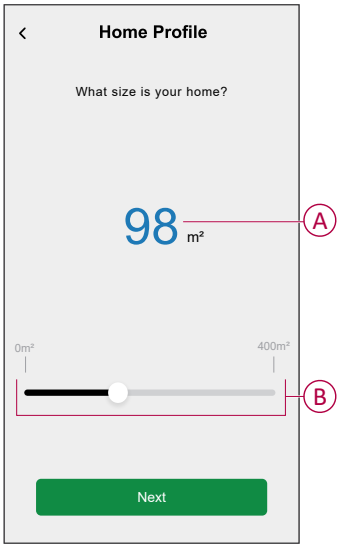
User must create a home profile to compare the energy consumption with similar home profiles and also to get the energy usage breakdown based on categories like heating, cooking, lighting, washing etc.
To create home profile:

1. On the **Home Profile** page tap **Continue**.
2. Select the type of home you live and tap **Next**.

   NOTE: Based on the type of home step 4 to step 12 may differ.

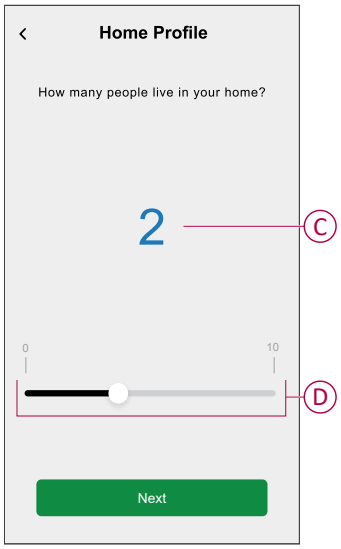


3. Set the size of your home either by tapping (A) or using the sliding bar (B).



NOTE: Maximum home size can be 400 sq m.

4. Set the number of people living in the home either by tapping (C) or using the sliding bar (D).



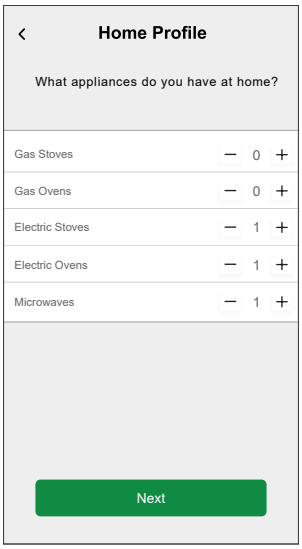
NOTE: Maximum 10 people can be added.

5. Select the main heating system and tap **Next**:
   - **Radiators**
   - **Air/Air Heat Pump**
   - **Air/Water Heat Pump**
   - **Ground Source Heat Pump**
   - **District Heating**
   - **Pellet Stove**
   - **Gas**
   - **Other**
6. Select the type of hot water system and tap **Next**:
   - **District Heating**
   - **Water Heater (Water Pan)**
   - **Air Water Heat Pump**
   - **Ground Source Heat Pump**
   - **Gas**
   - **Other**

7. Select the appliances used to cook and tap **Next**:

   NOTE:

   - By default it will be 0, use +/- to set the number.
   - Maximum of 5 individual appliances can be added.



8. Select the appliances in your home and tap **Next**:
   - **Dishwashers**
   - **Washing Machines**
   - **Dryers**
   - **TVs**
   - **Game Consoles**
   - **Laptops**
   - **Stationary Computers**

     NOTE: Maximum 5 individual appliances can be added.

9. Select the fridges and freezers from the list:
   - **Fridges**
   - **Freezers**
   - **Fridges and Freezers**

     NOTE: Maximum 5 individual appliances can be added.

10. Select the number of Electric cars and tap **Next**.

11. Select the air conditioners from the list and tap **Done**.
    - **Air/Air Heat Pump**
    - **Air/Water Reversible Heat Pump**
    - **Other**

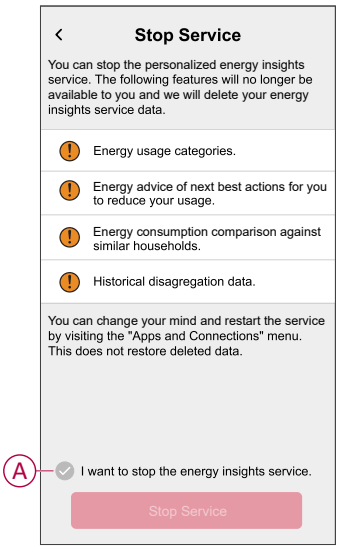
      NOTE: To update the home profile, on the **Insights** tab, tap **Update my home profile**, follow from step 2.

    To view history and insights of estimated energy consumption of similar homes, refer to Personalized Energy Insights (Estimated energy), page 40.

Disabling Personalised Energy Insights

To disable/stop Personalized Energy Insights services:

1. On the **Home** page, tap **> Account > Apps and Connections > Personalised Energy Insights**.
2. Read the information and tap (A), then tap **Stop Service**.



NOTE: To reactivate the service again, follow step 1 menu navigation and tap **Personalised Energy Insights**. Refer to Enabling Personalised Energy Insights, page 30 to follow the same procedure.

Using the device

Checking device consumption

Using the Wiser Home app, you can monitor the live, history of Grid and individual loads as well as statistical analysis of energy consumption of all the loads installed with PowerTag.

- **Live:** Provides live data of the grid consumption and live status of where the power is coming from:
  - Grid to Home: Import (Home consuming power from Grid)
  - Home to Grid: Export (Excess power from Solar production fed to Grid)

    IMPORTANT: It is necessary to install PowerTag on **Grid** and additional power sources such as Solar, Solar and Battery to have accurate data of powerflow.
- **History:** Provides history of power consumed by loads. If there is an existing On Grid solar system, the app provides history of imported and exported energy.
- **Insights:** Provides information on energy savings and annual bill for the tariff set.

- **History and Insights for Personalized Energy Insights:** Provides estimated energy breakdown of your home's consumption. Energy comparison with similar homes and top energy saving tips.

  NOTE:

  - Live data is not shown.
  - History is only shown for months and years.
  - All energy insights are not shown at the same time.
    Example: A breakdown of energy for the previous month is available on the first day of the month.

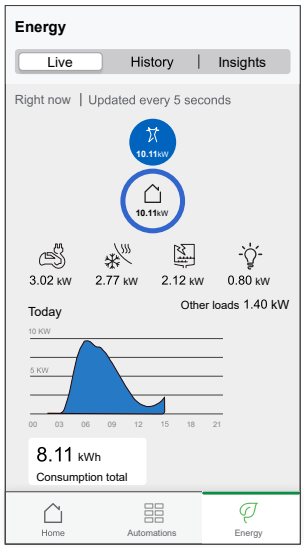
Live

Using Wiser Home app, you can view the live data of power flow in your house (Grid import and export).
To view live data:

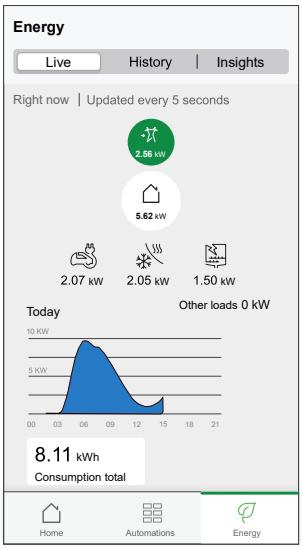
IMPORTANT: It is necessary to install PowerTag on **Grid** and additional power sources such as Solar, Solar and Battery to have accurate data of powerflow.

1. On **Home** page, tap Energy.
2. Tap **Live**.
   - **Grid import:** The grid consumption with loads is represented in blue.
   - **Grid import and export (Applicable for Grid with On Grid solar system):** The grid consumption with loads is represented in blue and the excess energy of solar production sold is represented in green.

The grid consumption with loads is represented in blue

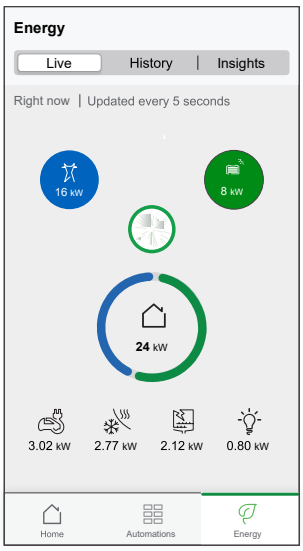


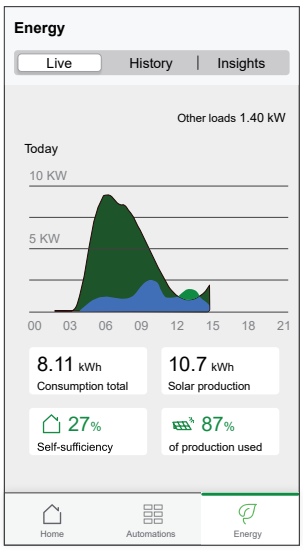
The excess energy of solar production sold is represented in green



– **Grid, Solar and Battery**
  - Grid: Represented in blue.
  - Solar and Battery: Represented in green.

  Scroll down to view the graph.





History

History of Grid import:

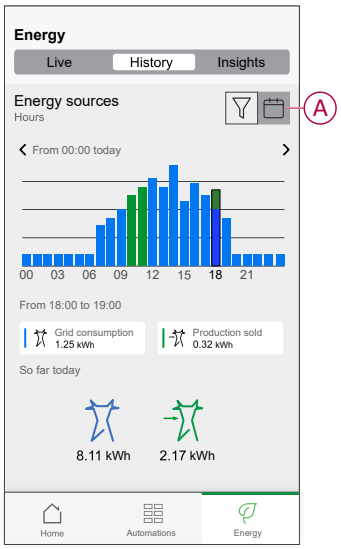
1. On **Home** page, tap Energy > **History**.
2. On the **History** page, select a required time frame (A):
   - Hours
   - Days
   - Months
   - Years

History of Grid import and export:

IMPORTANT: Applicable only for Grid with an existing On Grid solar system.

1. On the **History** page, select a required time frame (A):

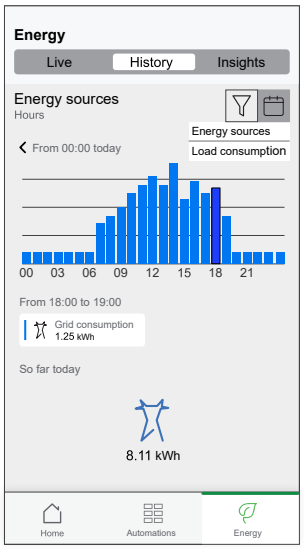
   NOTE: The Grid import is shown in blue and the excess energy of solar production sold is shown in green.

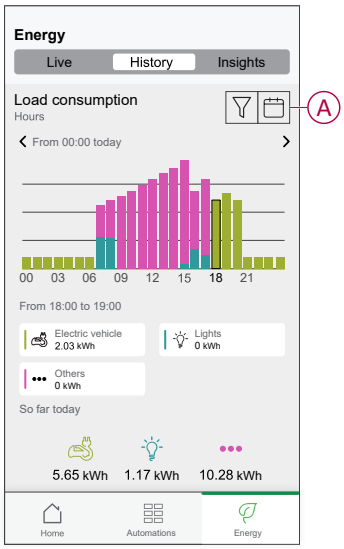


History of load consumption

IMPORTANT: You can view the power consumed by individual loads only if you have installed additional PowerTag for them.

1. On the **History** page, tap ▽ and select **Load consumption**.
2. Tap (A) and select a required time frame.

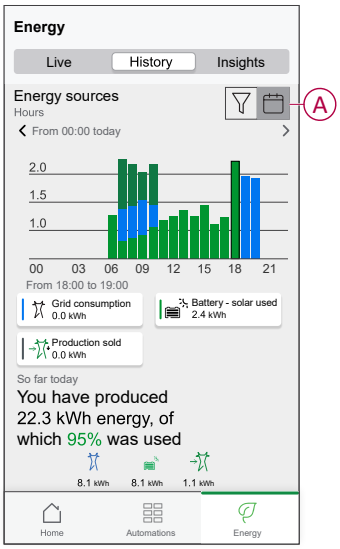




History of Solar and Battery

IMPORTANT: You can view the history of solar and battery only if you have installed additional PowerTag for them.

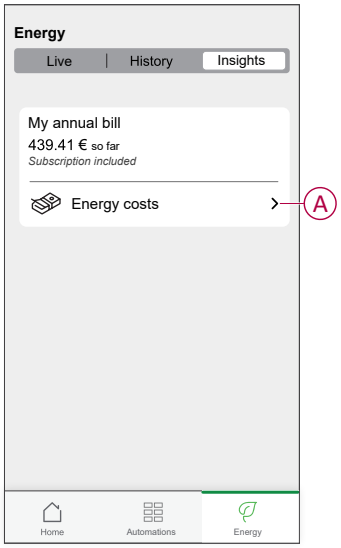
1. On the **History** page, select a required time frame (A).



Insights

The Insights provides information on the annual bill for the tariff set. It helps to keep track of your energy.
To know detailed information about insights, refer to Insights.
To view insights:

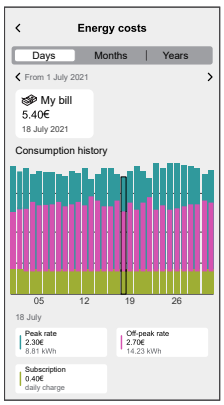
1. On **Home** page, tap Energy > **Insights** > **Energy costs** (A).



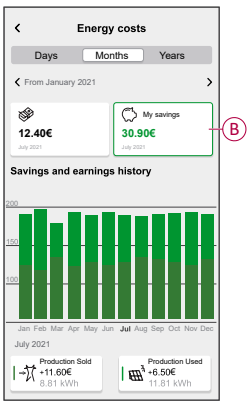
2. Select a time period to view the cost consumption.
   - Days
   - Months
   - Years
3. Tap **My savings** (B) to view savings and earning history.

   IMPORTANT: My savings is available only in the following scenarios:
   - if you have installed PowerTag on solar or solar with battery (combo).
   - if you have enabled **Reduce My Bill** feature. For more information, refer to Reduce My Bill.

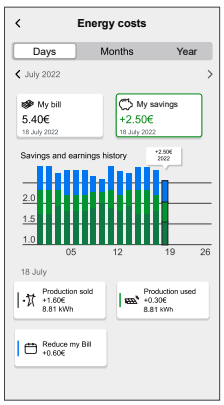
   NOTE: Please read the description below the images.



Energy costs with PowerTag installed for Grid and loads



Energy costs with PowerTag and solar



Energy costs with PowerTag, Solar and Reduce my Bill

Personalized Energy Insights (Estimated energy)

To view the History and Insights of estimated energy consumption with similar homes:

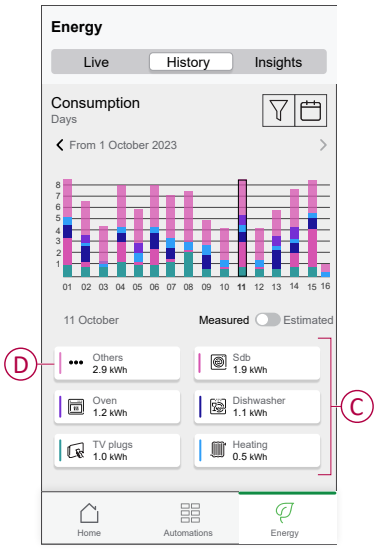
History

1. On **Home** page, tap Energy > **History**.
2. Tap (A) and select a required time frame: **Months** or **Years**.
3. Scroll down to view the breakdown of consumption.

   TIP: Tap (B) to switch from estimated history to measured history.

NOTE:

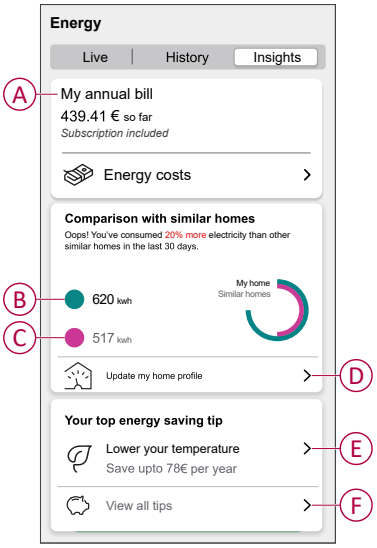
- The cards (C) shows only the 5 high consuming products for the selected time period. The loads that appear at the top are based on the usage across the whole range. For example, if EVlink Home Smart is not much used in October then, it will be shown in the **Others** (D) card. The updated consumption value will be shown in the breakdown part when you scroll down.
- The custom labels for loads are grouped in **Others** breakdown (D).



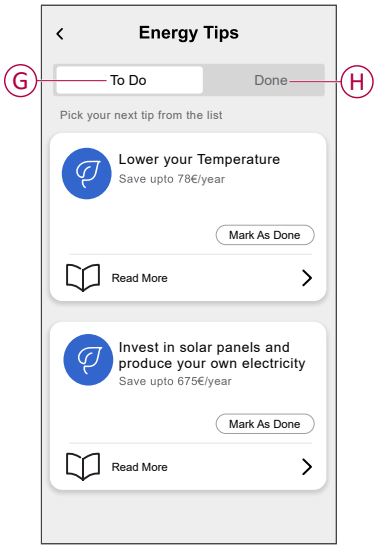
Insights

1. On **Home** page, tap Energy > **Insights**.

2. On the **Insights** page, you can see the following:
   - Annual bill as per the tariff set (A).
   - Comparison of energy consumption with similar homes.
     - (B) indicates energy consumption of your home.
     - (C) indicates energy consumption of similar homes.
   - Update home profile, page 31 (D).
   - Your top energy saving tip according to your usage (E).
   - List of all tips to save energy (F).



3. Tap (F) to view all tips:
   - **To Do** (G): list of tips to save energy.
   - **Done** (H): list of completed tips.



TIP:

- Tap **Read more** to view the detailed information of the tip and your early estimated savings.
- Tap **Mark As Done** if you have utilized the tip. The completed tip is shown in the **Done** tab (H).

Energy view of individual devices

You can monitor more devices in the powerflow in the Energy tab. You can view the energy consumption in kWh on a daily, weekly, monthly and yearly basis.

The powerflow will display instant power of these devices if you have installed them.

- Smart Plugs
- Connected Sockets
- 16 A Relays

Advantages:

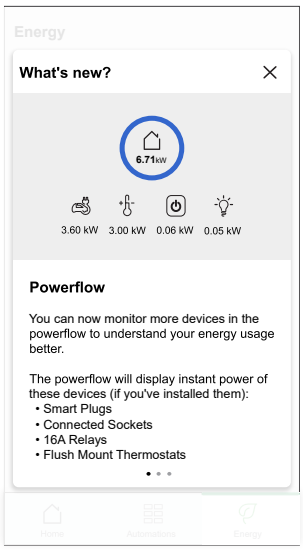
- Live data of individual devices.
- History of individual devices.

Pre-requisite: Pair smart plugs and connected sockets by assigning an icon. The new icon will be displayed on the home screen and energy breakdown.
If you are pairing the devices with Wiser Hub for the first time, refer to Pairing the Connected socket,Pairing Smart Plug.
If you have already installed the devices and want to change the device icon, refer to **Changing the icon** for Smart Plugs, Connected sockets.

NOTE: Changing the icon to another category will delete all the historical data.

Once the Wiser Home app is updated, user gets notified that powerflow feature is available for the mentioned devices in the **Energy** tab.

1. Read the feature update and swipe to navigate to next screen.
2. Tap ✕ to close the overlay screen.

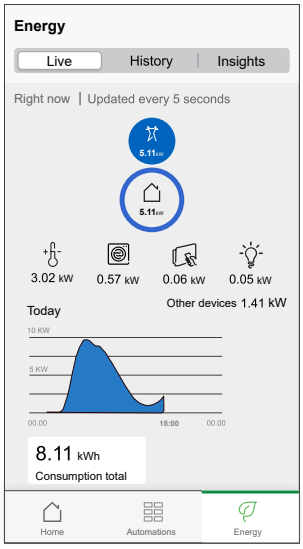


Live

To access the live data:

1. On **Home** page, tap Energy **> Live**.

   Powerflow and **Live** graph is shown for 16 A relays , smart plugs and connected sockets only if there is an energy source. (Display up to 4 highest devices).

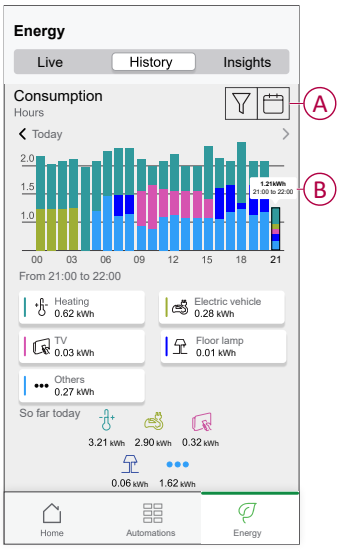


History

To access energy history:

1. On **Home** page, tap Energy **> History**.
2. Tap (A) to select a required time frame (A): Hours, Days, Months, Years.

   The history for the installed devices is highlighted in the graph (B).



Automation

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

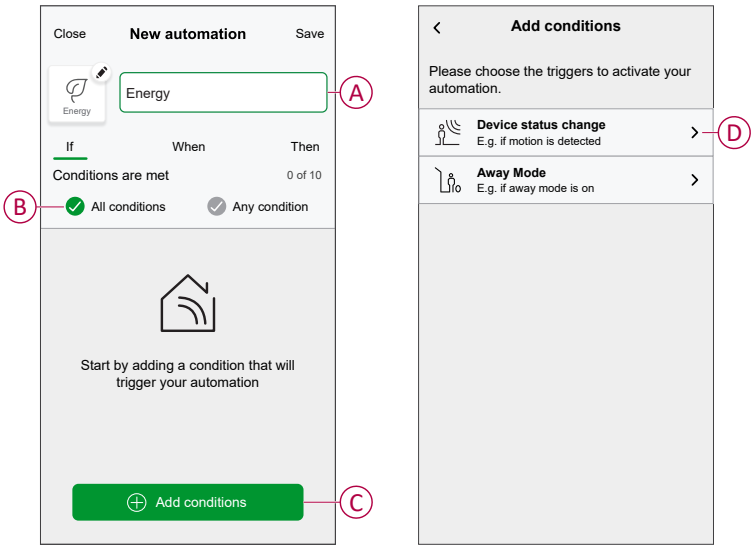
Creating an automation

The following is an example of creating an automation when Grid is importing more than 0.5 kW, then send a notification.

1. On the **Home** page, tap the .
2. Tap **Automation** > to create an automation.
3. Tap and choose an icon that best represents your automation.
4. Enter a name of the automation (A) and select any of the following conditions to meet (B).
   - **All conditions:** All conditions must be met to trigger an automation
   - **Any condition:** Any one of the condition must be met to trigger an automation.

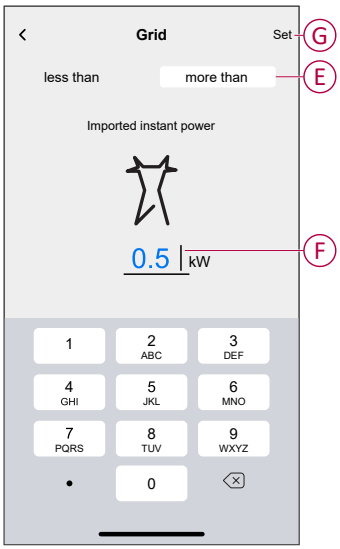
5. Tap **Add conditions** (C) and select any of the following (D):
   – **Device status change** (Select the device)
   – **Away Mode** (Enable or Disable)

   NOTE: Maximum 10 conditions can be added.

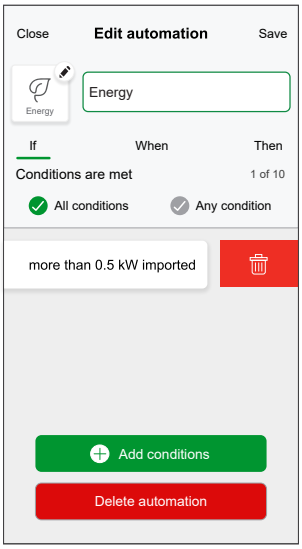


6. Select a device that will set the condition. In this example, select **Grid**.
7. Tap **more than** (E) and enter a power value in field (F).

8. Tap **Set** (G).



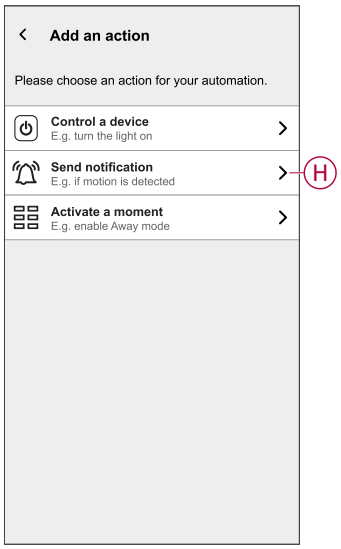
NOTE: To remove an added condition, swipe left and tap .



9. To add an action, tap **Then** > **Add an action** and select any of the following (H):

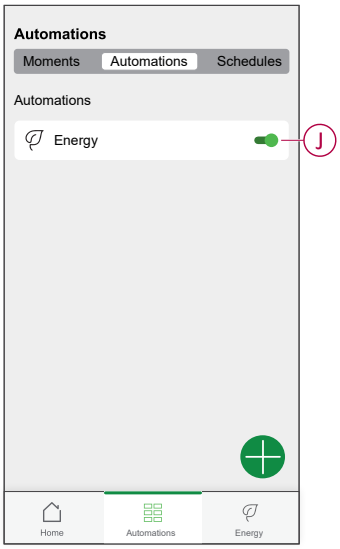
   NOTE: Maximum 10 actions can be added.

   – **Control a device:** Select a device that you want to trigger.
   – **Send notification:** Turn on the notification for the automation.
   – **Activate a moment:** Select the moment that you want to trigger.



10. Tap **Notify me** (I) and then tap **Save**.

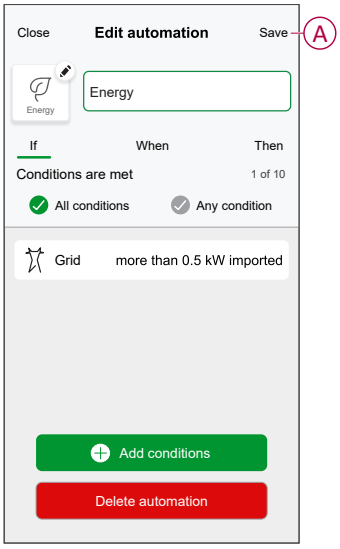
11. The saved Automation is displayed on the **Automation** page. Tap the toggle switch (J) to enable/disable the Automation.



Editing an automation

To edit an automation:

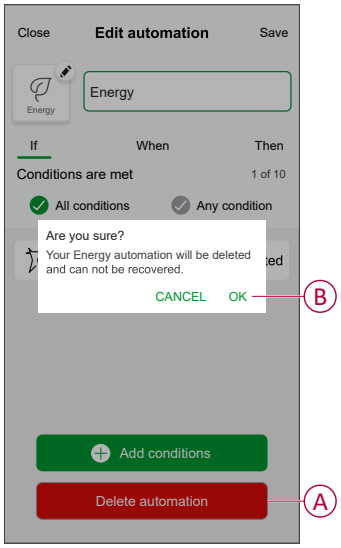
1. On the **Home** page, tap the .
2. In the **Edit automation** page:
   - Change the automation's name and icon.
   - Change the device's settings
   - Add a new action or condition
   - Delete an action or condition
3. Tap **Save** (A).



Deleting an automation

To delete an automation:

1. On the **Automation** tab, tap the automation that you want to delete.
2. On the **Edit automation** page, tap **Delete automation** (A).
3. Read the confirmation message and tap **OK** (B).



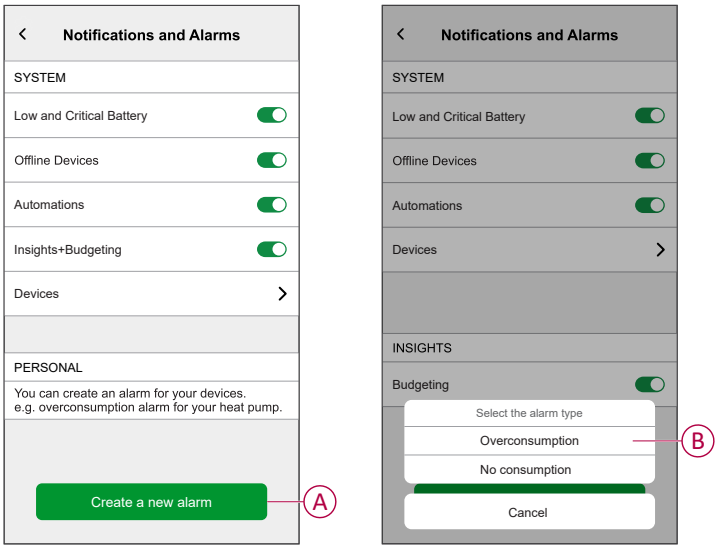
Triggering notifications and alarms

Using Wiser Home app, you can set alarms to notify overconsumption or no consumption of loads.

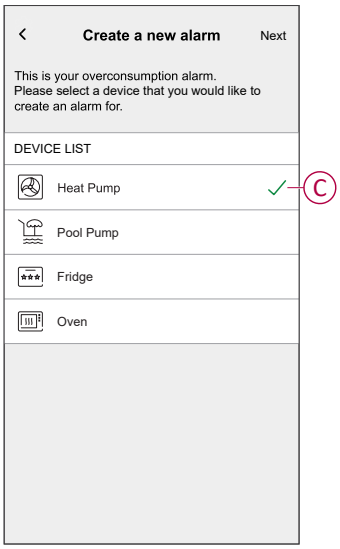
NOTE: Each device can have one overconsumption and one no consumption alarm.

To configure alarms:

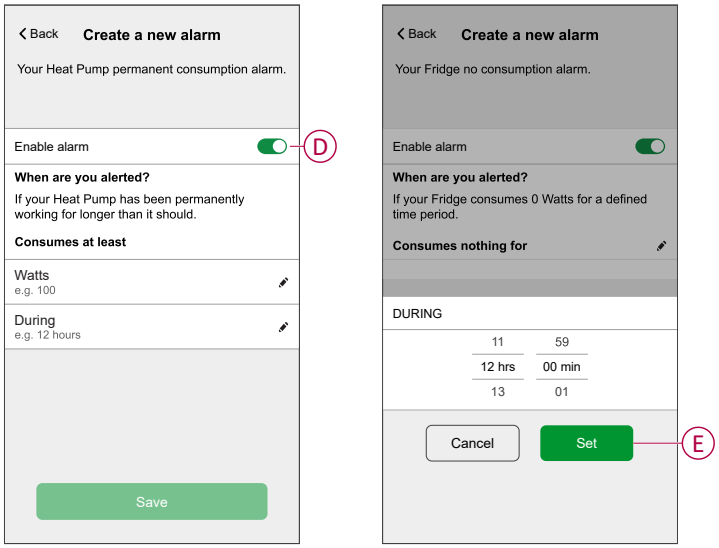
1. On **Home** page, tap ⚙.
2. Tap **Account > Notifications and Alarms**.
3. Tap **Create a new alarm** (A) and select an alarm type (B).



4. Select a device from the list (C) and tap **Next**.



5. Enable the toggle switch (D) to set the alarm.
6. Tap (Watts) and enter a value to set a power limit.
7. Tap (During), select a time limit and tap **Set** (E).

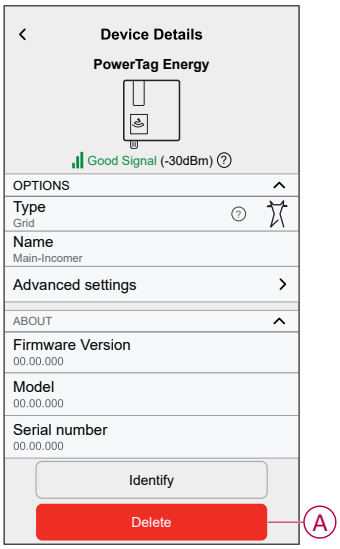


8. Tap **Save**.

Removing the device from Wiser system

Using the Wiser app, you can remove the PowerTag from the wiser system.

1. On the **Home** page, tap .
2. Tap **Devices > Energy** and select a PowerTag from the list.
3. Tap **Delete** (A).



4. Tap **Remove from System**.
   All the historical data will be deleted from the app.

LED indications

Behavior	Communication indicator light
	PowerTag switched off.
	PowerTag is searching for a Hub in pairing mode.
	PowerTag is in identification mode.
	PowerTag is in network. Normal communication with the Hub.
	Occasional loss of communication.
	Loss of communication with the Hub.
	Internal error detected.

Troubleshooting

Symptom	Possible cause	Solution
displayed in the Wiser Home app	Device Error	Try reinstalling the device. If the error persists, replace the device.
Individual PowerTag data is not available in home page.	• Device is offline. • System/Hub is unable to receive data from the PowerTag. • Ethernet connection is incorrect for Hub.	Restart the device. Also, ensure to correct the Ethernet connection.
The hourly data is incorrect against real local time.	Incorrect time configuration as per the user's country.	Set correct time zone as per your country.
The LED of PowerTag is blinking amber.	PowerTag not yet commissioned to the hub for the first time.	Commission the PowerTag to the hub. Refer to Pairing the device, page 8.
	PowerTag is out of range from Hub.	Perform any of the methods: • Reduce the distance between the hub and the device. • Power OFF any other Hub in the area which have wireless devices. ◦ Remove the device from the hub via the app. ◦ Do a power cycle by switching OFF and ON the Hub and the circuit breaker on which the PowerTag is installed. ◦ Ensure the PowerTag is blinking amber and then pair the device to Hub via app.
The LED of PowerTag blinks red rapidly.	PowerTag is out of range from Hub.	Perform any of the methods: • Reduce the distance between the hub and the device. • Power OFF any other Hub in the area which have wireless devices. ◦ Remove the device from the hub via the app. ◦ Do a power cycle by switching OFF and ON the Hub and the circuit breaker on which the PowerTag is installed. ◦ Ensure the PowerTag is blinking amber and then pair the device to Hub via app. **NOTE:** If the LED still blinks red, replace with a new device and try adding again.
	Hub is powered down	Power ON the Hub.
The LED of PowerTag is glowing red permanently.	The device is not working permanently.	Replace with a new device and try adding again.
The LED of PowerTag is OFF	PowerTag is probably not powered ON.	Recheck the wiring and power connection of the PowerTag and see if gets powered ON. Try adding the device after it is powered ON. If the above mentioned method do not work, replace the PowerTag and retry.

Technical data

Main data

Commercial Reference	R9M20	R9M40	R9M41	R9M60	R9M70
E-number	Not defined				
Product color	White				
Product or component type	**Energy Sensors**				

Features

Rated Voltage	Un	1P+W / 1P+N	Phase-to-neutral	200...240 V AC ± 20 %
	Un	3P	Phase-to-phase	380...415 V AC ± 20 %
	Un	3P+N	Phase-to-neutral	220...240 V AC ± 20 %
			Phase-to-phase	380...415 V AC ± 20 %
Frequency	50/60 Hz			
Maximum current	Imax		63 A	
Basic current	Ib		10A	
Saturation current			130 A	
Starting current	Ist		40 mA	

Environment

Operating temperature		-25 °C to +60 °C
Storage temperature		-40 °C to +85 °C
Overvoltage category	As per IEC 61010-1	Cat. III
Measuring category	As per IEC 61010-2-030	Cat. III
Altitude		≤ 2000 m
Degree of protection	Device only	IP20
	IK	05

Radio-frequency communication

ISM band 2.4 GHz		2.4 GHz to 2.4835 GHz
Channels	As per IEEE 802.15.4	11 to 26
Isotropic Radiated Power	Equivalent (EIRP)	0 dBm
Maximum transmission time		< 5 ms
Channel occupancy	Messages sent every	5 seconds (approx.)

Characteristics of measuring functions

Function		**Performance category as per IEC 61557–12** PMD-I/DD/K55/1	**Device measuring range**
Active energy (delivered and received)	Ea	Class 1	Total and partial 0 to 99999999.9 kWh
Current	I	Class 1	40 mA to 63 A
Voltage	U	Class 0.5	Un ± 20 %

Weight

R9 M63	**Type**	**Weight (g)**
	1P + Wire	16.4
	1P + N	17.5
	3P	28
	3P + N	35

Compliance

Compliance information for Green Premium products

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

https://checkaproduct.se.com/

General information about Green Premium products

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

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

EU Declaration of Conformity

Hereby, Schneider Electric Industries, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO DIRECTIVE 2014/53/EU. Declaration of conformity can be downloaded on se.com/docs.

Trademarks

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

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Wiser™ is a trademark and the property of Schneider Electric, its subsidiaries and affiliated companies.

Other brands and registered trademarks are the property of their respective owners.

Schneider Electric
35 rue Joseph Monier
92500 Rueil Malmaison
France

+ 33 (0) 1 41 29 70 00

www.se.com

As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

© 2024 – Schneider Electric. All rights reserved.

DUG_PowerTag-E_WH-05