Wiser™ Ethernet to Zigbee® Gateway
Models EER21100 (Router) and EER21200 (Coordinator)
Quick Start Guide

Your Wiser™ Ethernet Gateway provides quick Internet access to your home management system. It also allows your energy service provider to access the electrical loads in your house for participation in cost reduction programs such as demand response. This document contains instructions for connecting a Wiser Ethernet Gateway to your home Internet system.

Technical Support
Technical support for Wiser products is just a phone call away. For assistance call toll-free, 1-855-559-4737.

What Is Included

![Gateway](Gateway.png)
![Power Supply](PowerSupply.png)
![Ethernet Cable](EthernetCable.png)

Figure 1: Kit Contents

What You Need
To use the gateway, you must have a broadband Internet connection and an Internet router.

Your router is typically connected to your digital subscriber line (DSL) or cable modem. A router may have antennas protruding from it and has several Ethernet ports on one side. If you do not have more than one computer in your home or have wireless Internet, you may not have a router installed. You can purchase an Ethernet broadband router with multiple ports from most electronics retail stores.

Setting up Your Gateway

To set up your gateway, see Figure 2 on page 2 and follow these instructions:

1. Connect the Ethernet cable supplied with the gateway to an open port on your Internet router.
2. Connect the other end of the Ethernet cable to the Ethernet port on the gateway (a).
3. Attach the power supply (b) to the gateway, then plug it into a nearby power outlet.
4. Verify that the LEDs on the gateway’s Ethernet port are operating. After approximately 30 seconds, you should see a solid amber LED and a flashing green LED.

5. Using the appropriate web portal or mobile application, enter the device Catch Phrase or MAC address and install code to register your gateway. This information is located on the device, or in the product box.

**Figure 2: Setting Up the Gateway**

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**Troubleshooting**

1. If the web portal or mobile application does not recognize your gateway:
   - Ensure that you have properly connected the Ethernet and power cables as described in “Setting up Your Gateway.”
   - Verify that your Internet access is working by opening a browser and connecting to a web page, for example www.schneider-electric.com.

2. If you experience difficulty connecting the gateway to the Internet, your router or access point security settings may need to be modified.
   - Ensure that Dynamic Host Configuration Protocol (DHCP) is enabled.
   - Ensure that your router or Internet access point permits outbound connections on ports 3197 and 3199.

3. If the LEDs do not operate as described in “Setting up Your Gateway”:
   - Ensure that you have properly connected the Internet and power cables.
   - Verify that you have Internet access.

4. For assistance, call toll free 1-855-559-4737.

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