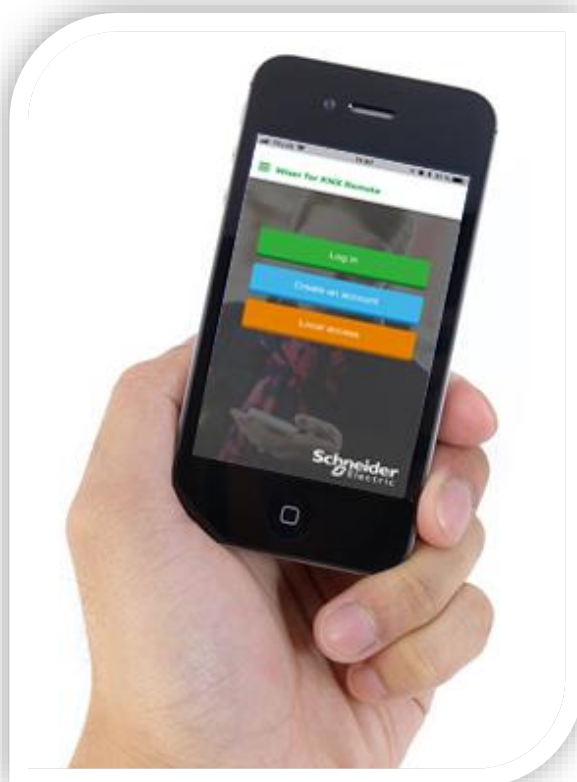


User guide

Wiser for KNX Remote App



Safety Information

Important Information

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



The addition of this 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 follow 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.

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.

Intended use

The solution described below is intended to be used to control home automation equipment. The type or model of automation equipment suitable for each application will vary depending on factors such as the control function required, degree of protection required, unusual conditions, government regulations, etc. In some applications, more than one processor may be required, as when backup redundancy is needed.

Only you, the installer or system integrator can be aware of all the conditions and factors present during setup, operation, and maintenance and, therefore, can determine the automation equipment and the related safeties and interlocks which can be properly used. When selecting automation and control equipment and related software for a particular application, you should refer to the applicable local and national standards and regulations.

Ensure that appropriate safeties and mechanical/electrical interlocks related to point-of-operation protection have been installed and are operational before placing the equipment into service. All interlocks and safeties related to point-of-operation protection must be coordinated with the related automation equipment and software programming.

Installation

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material. A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

Before using electrical control and automation equipment for regular operation after installation, the system should be given a start-up test by qualified personnel to verify correct operation of the equipment. It is important that arrangements for such a check be made and that enough time is allowed to perform complete and satisfactory testing.

CAUTION

EQUIPMENT OPERATION HAZARD

- Ensure that the products are installed according the related operating instructions.
- Verify that all installation and set up procedures have been completed.

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

Follow all start-up tests recommended in the equipment documentation. Store all equipment documentation for future references.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Do not use the software for critical control, protection or alarm applications where human or equipment safety relies on the operation of the control action.
- Do not use the software to control time-critical functions because communication delays can occur between the time a control is initiated and when that action is applied.
- Do not use the software to control remote equipment without securing it with an authorized access level, and without including a status object to provide feedback about the status of the control operation.
- Do not use the software to control remote equipment with unknown or hazardous loads which may cause fire, damages or smoke alarms.

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

Notice

INACCURATE DATA RESULTS

- Do not incorrectly configure the software, as this can lead to inaccurate reports and/or data results.
- Do not base your maintenance or service actions solely on messages and information displayed by the software.
- Do not rely solely on data displayed in the software reports to determine if the system is functioning correctly or meeting all applicable standards and requirements.
- Do not use data displayed in the software as a substitute for proper workplace practices or equipment maintenance

Data privacy

Please ensure the data privacy of the end user. The end user terms and conditions for the “Wiser for KNX Remote” App is available in the Wiser for KNX Remote App and must be confirmed during configuration.

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2 About user guide

Read all instructions, safety instructions and this user manual carefully before commissioning to ensure that the App is used safely and correctly.

- Schneider Electric is not liable for performance problems and incompatibilities caused by applications, services or devices from third-party providers.
- Applications/devices and their functions may differ according to country, region or hardware specifications.
- Images and screenshots in this user manual may differ from the actual product's appearance

2.1 Document scope

This guide is intended for use by a certified partner to set up.

The information contained in this guide covers:

- Wiser for KNX Remote App set-up

Note: Wiser for KNX Remote App is only available in specific countries. Please contact a Schneider Electric representative for detailed information about availability in your country.

The information contained in this guide does not cover the installation, usage, or maintenance of devices mentioned in the Wiser for KNX user guide.

2.2 Validity Note

This user guide is valid for Wiser for KNX Remote App version 3.0.x and higher.

2.3 Related documents

Document	Reference number
Operating Instructions – Wiser for KNX (LSS100100)	AR1739-GB Ed E
User Guide – Wiser for KNX	AR1740_EdJ_EN

Table 1: Documentation

Note: The documentation is available at Schneider Electric website (www.schneider-electric.com)

3 Wiser for KNX device compatibility

The Wiser for KNX Remote App is compatible with all versions of Wiser for KNX logic controllers. Nevertheless there are 2 options for configuration of Remote access of your controller.

Option 1		Option 2	
RN-2014-Waa-yyy	Description in chapter 3.1	RN-2015-Waa-yyy yyy > 455	Description in chapter 3.2
RN-2015-Waa-yyy yyy < 455		RN-2016-Waa-yyy	
		RN-2017-Waa-yyy	

Table 2: Configuration options

Note: Serial number is available on the side label of the controller



3.1 Wiser for KNX device compatibility – option 1

- Precondition: Upgrade controller's firmware to version 2.1.0 or higher

3.1.1 Upgrade procedure

1. Click *Configurator -> System -> System -> Upgrade firmware*
2. Find firmware for your product
3. Click **OK**

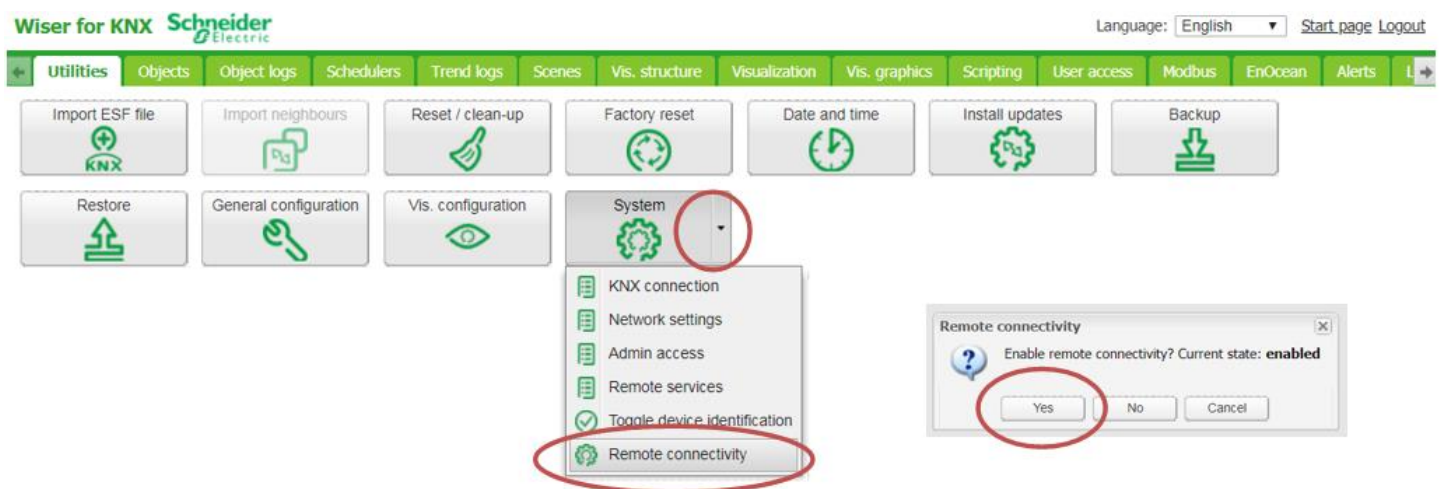
Note: It is highly recommended to create backup of your actual project before upgrade!

Note: We recommend to use always the latest firmware because of optimization of writing data to microSD cards, running services, cyber security etc.

Note: Check HW version of your logic controller. There are available HW 1.xx, HW 2.xx and HW 3.xx in parallel on the market. HW version is located in the side label of the controller.

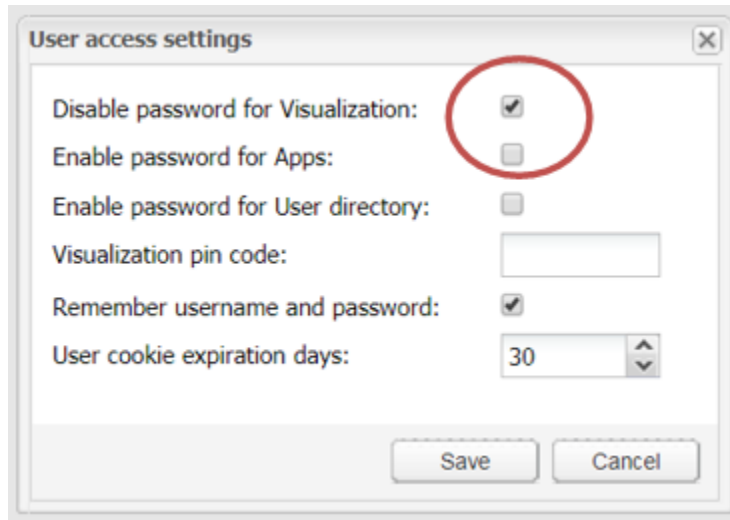
3.1.2 Wiser for KNX – Remote connectivity configuration

1. Enable Remote connectivity

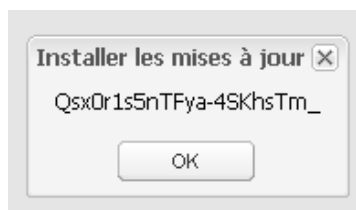


2. Disable password for visualization

Configurator -> User access -> User access settings



3. Install the Cloud compatibility package in order to discover unique ID of your controller from https://www.schneider-electric.com/en/download/document/W4K_Cloud_Compatibility
4. Send an registration email with unique ID to fr-homelynk-registration@schneider-electric.com



Note: Use copy & paste of unique ID not image. Your controller will be registered in 10 days.

3.2 Wiser for KNX device compatibility – option 2

1. Upgrade controller's firmware to version 2.1.0 or higher as it is described in chapter [3.1.1](#).
2. Enable Remote connectivity. Described in chapter [3.1.2 -1](#).
3. Disable password for visualization. Described in chapter [3.1.2 – 2](#).

4 Wiser for KNX Remote App

This section describes how to use the Wiser for KNX Remote App in order to control your installation remotely by your Smartphone or tablet. In order to use the app you need to be connected to the internet or to your Wi-Fi network depending on your need.

WARNING

UNINTENDED EQUIPMENT OPERATION

- Do not use the software for critical control, protection or alarm applications where human or equipment safety relies on the operation of the control action.
- Do not use the software to control time-critical functions because communication delays can occur between the time a control is initiated and when that action is applied.
- Do not use the software to control remote equipment without securing it with an authorized access level, and without including a status object to provide feedback about the status of the control operation.
- Do not use the software to control remote equipment with unknown or hazardous loads which may cause fire, damages or smoke alarms.

Not follow these instructions can result in death or serious injury.

4.1 IP network

To allow the remote control of your installation make sure that:

- Wiser for KNX is properly configured and attached to your local IP network
- Wiser for KNX has a visualization made for your residence and is linked to the objects to control the attached devices of your control system.

Your local IP network shall meet the following rules (that is often the case in residential with the Internet box):

- No Proxy,
- Normal and adapted IP configuration of the Wiser for KNX (DHCP or Fix address),
- No filtering elements.

4.2 Platforms

Wiser for KNX Remote App supports

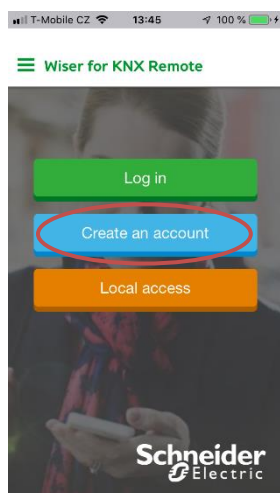
- iOS 8 and higher
- Android 5.0 and higher

4.3 How to install and set up Wiser for KNX Remote App

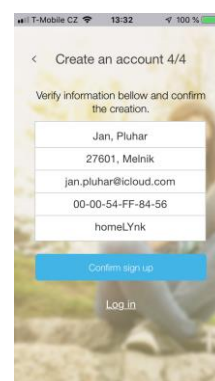
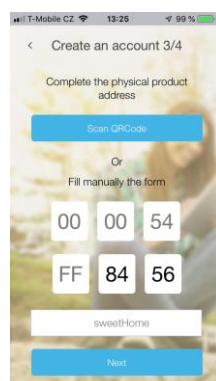
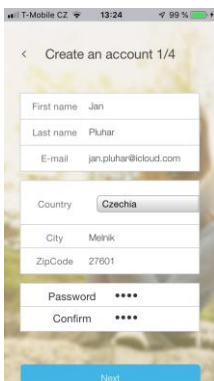
1. Visit App Store or Google play store and download the Wiser for KNX Remote App



2. Create an account



3. Follow the steps in setup wizard



4. Confirm Email Address

HomeLynk
Schneider-Electric - Email Successfu...
Email successfully confirmed.
Schneider-Electric

13:34

HomeLynk
Schneider-Electric - Email Confirmat...
Please confirm your email address by clicking the following link:

13:32

Schneider-Electric - Email Confirmation Request

před 1 minutou v 13:32

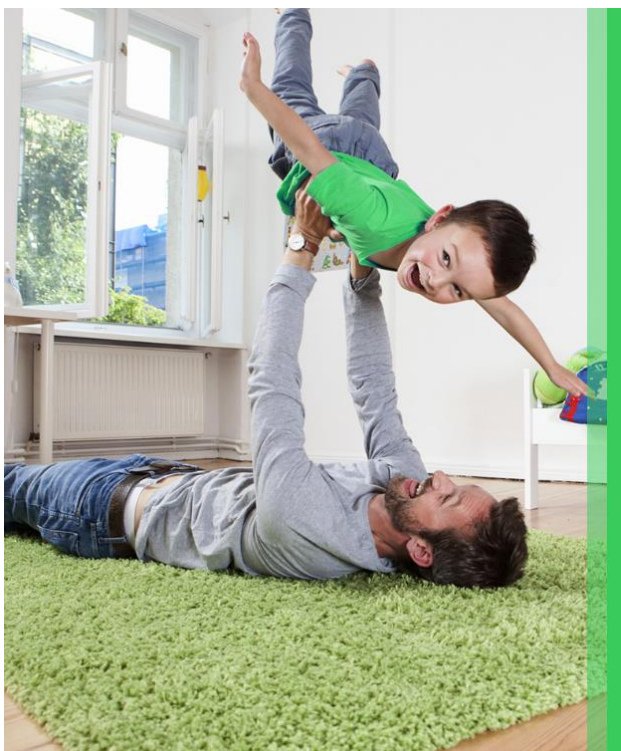
Od HomeLynk >


Více

Please confirm your email address by clicking the following link:

[Confirm Email Address](#)

Schneider-Electric




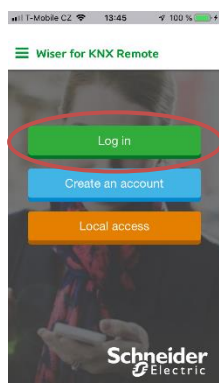


Congratulations, your account is successfully created.

Start the application, and get connected to your installation !

Life Is On | 

The Wiser for KNX Remote App is configured and paired with the Wiser for KNX logic controller. You can log in to the controller. Click  icon and set Username and Password.



Note: IP camera connected to Wiser for KNX are available only locally. You must use an IP camera with a specific remote App to get remote access.

5 Temporary local access

If you have not created an account yet, you can locally use the app to control you Wiser for KNX via **Local access** button.

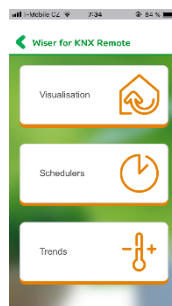
Note: Your phone and the Wiser for KNX device must be in the same IP network.

1. Search for the local Wiser for KNX automatically by pressing the “Search device” button
2. Alternatively, you can manually enter the IP address of your Wiser for KNX provided by your installer or available in your “Internet Box” (depending on your internet provider)
3. Click the “Go” button: Wiser for KNX Remote App in order to redirect to start page of the controller

Notes:

Wiser for KNX visualisation is protected by password. The pop up window will appear and you must enter the credentials. Please, ask your installer for the username and password.

When Wiser for KNX is not found please verify that both devices are properly entered to your network. You may need to check the configuration of your internet box.



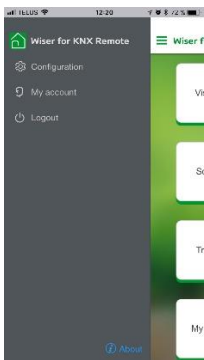
The main view contains following features:

- Visualization
- Scheduler
- Trends

Note: if you choose the widget view in the settings the Wiser for KNX menu will be directly displayed.

6 Wiser for KNX remote App configuration

Configuration page is available when swipe the screen from left to the right.




6.1 Configuration

The **Configuration** menu allows you to configure the behaviour of the App.

	Step	Action
	1	Choice of control view allows you to select if the App shows the Smartphone view (“basic”) or PC/Tablet view (“advanced”) of your Wiser for KNX. The basic view default option optimized for smartphones.
	2	Display widgets can be used from firmware version 2.0.0 and higher.
	3	Language allows you to select the language of your App.
	4	In order to login Wiser for KNX controller fill Username and Password.

6.2 My account

The **My account** menu allows you to modify your account profile.

	Step	Action
	1	Open My Account
	2	Enter the new name of user
	3	Confirm Update Account This information is just informal and does not have impact on log in.

6.2.1 Change password

1. Open **My account**
2. Select **Update password**
3. Enter old password
4. Enter new password and confirm it
5. Enter **Update account**

6.2.2 Delete Account

1. Open **My account**
2. Select **Delete account**
3. Press **Confirm**

Note: All linked data will be deleted. Email Address and Wiser for KNX can be used in another installation.

6.2.3 Logout

Logout option must be confirmed.

6.2.4 Forgot password

When you lost or forgot your password click **Forgot password**. A new password is automatically send to your email address filled during account creation.

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