Wiser™

System user guide

Commissioning instructions for the Wiser system, devices and app.

05/2021

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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.

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).

General information about Green Premium products

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

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Find compliance information for a Green Premium product

Click the link below to search for a product's compliance information (RoHS, REACH, PEP and EOLI).

> **NOTE:** You will need the product reference number or product range to perform the search.

https://www.reach.schneider-electric.com/CheckProduct.aspx?cskey= ot7n66yt63o1xblflyfj

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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.
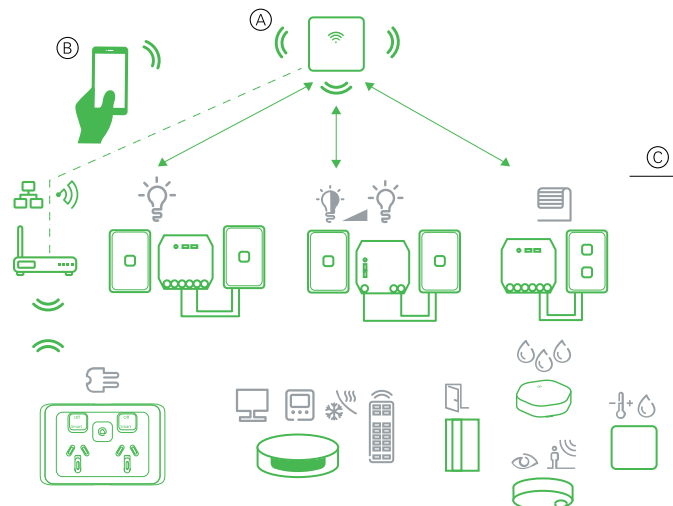
The Wiser hub (see A) is the center of the system, processing control requests and status reports for connected Wiser devices.

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

The Iconic connected switches, dimmers and sockets leverage both BLE (Bluetooth Low Energy) and Zigbee technology, making them flexible and scalable. Iconic connected devices in BLE default mode can be swapped to Zigbee mode after installation to allow the smart home to evolve over time with the changing needs of the end user.

The intention of this document is to provide the information about the Zigbee System Commissioning. For more information on control with BLE, refer to *clipsal.com/support.*

Wiser devices

The following range of devices are available to provide convenient control of:

- lighting and dimming
- motorised shutters and blinds
- power outlet switching
- infrared-controlled equipment (televisions, audio systems, split system air conditioners)

Sensors are also available to record and report the following:

- room occupancy
- ambient light level
- window/door open or close
- temperature and humidity
- water leakage

Moments and Automations

You can combine the settings of one or more Wiser 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 the perfect movie night. This is a Moment saved to your Wiser by SE app. Once you create it, you can use it again and again with just a tap on your smartphone's screen.

Automation

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

The Wiser by SE app

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

App account

The first time you use the app, you must register an account using your mobile phone number or an e-mail address, plus 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 (see the next heading Data stores, page 8). You can operate any devices that belong to the Home, from any location that has Internet access, using any compatible mobile phone that has the app installed.

> **NOTE:** An account cannot be logged in on multiple smartphones 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 from 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 9.

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, Australia, Antigua and Barbuda, Armenia, Aruba, Austria, Azerbaijan, 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, Naminia, 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

Homes

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.
- **2nd Home:** Create a Home in a separate building on the same property for aged parents or teenagers.

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

System requirements for the app

To use the app, your mobile phone must support particular operating systems and versions.

Supported operating systems:

- Android™ OS version 7 and above

- Apple® iOS 11 and above

    NOTE: When a new version of an operating system is released, it may take some time before the Wiser system is fully compatible with that version.

IMPORTANT:

- 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 depends on the software version installed on your mobile phone, and may change with a software upgrade. Due to the large number of mobile phones available in the market, the compatibility and functionality of your mobile phone with the app cannot be guaranteed.

NOTE: The app only supports mobile phones, and portrait orientation. Tablet devices such as iPads are not supported.

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 of your mobile phone's security settings:
  - 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 the factory reset.
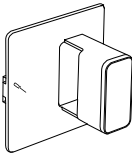
Supported Wiser devices

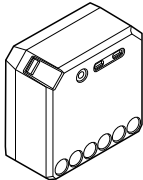The devices listed in the following table are available for use in the Wiser system.
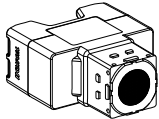
Follow the device Installation Instructions links for device installation instructions.

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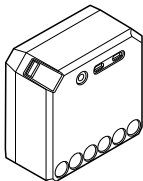
Hub

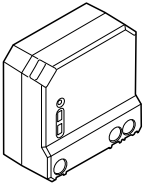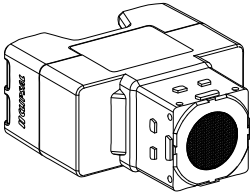| Device	Application	Installation Instructions
Wiser hub	The Wiser hub monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world.	Wiser Hub
Tablestand for Wiser hub	An optional stand for placing the Wiser hub on a table or on another flat surface.	Tablestand

Connected switches

Device	Application	Installation Instructions
Wiser Micro Module Switch	Enables convenient multi-way switching by connecting up to 10 compatible momentary push-button switches. **NOTE:** Momentary push buttons must be certified for use in 220-240 V AC applications. Voltage free contacts allow control of garage door or gate motors as well as lighting, exhaust fans and other loads. Use for non Iconic plates such as Saturn Zen. Also, ensure to lock all the doors to avoid accidental access.	Wiser Micro Module Switch
Iconic Connected Switch 10AX — Zigbee default mode	Controls the lights, fan motors or other loads from the push button in a room, or automatically switches the load On or Off in response to a specified condition or event. Use with Iconic, Iconic Styl, Iconic Essence or Pro Series plates.	Connected Switch 10AX
Iconic Connected Switch 2AX — Zigbee default mode	Controls the lights, fan motors or other loads from the push button in a room, or automatically switches the load On or Off in response to a specified condition or event. Use with Iconic, Iconic Styl, Iconic Essence or Pro Series plates.	Connected Switch 2AX

Blind controllers

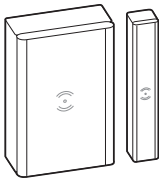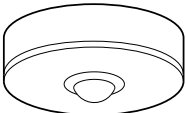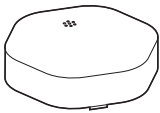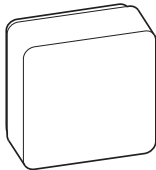| Device	Application	Installation Instructions
Wiser Micro Module Blind	Controls the opening and closing of compatible 240 V AC twin active motorized blinds. Connect up to 10 compatible double momentary push-button switches. **NOTE:** Momentary push buttons must be certified for use in 240V AC twin active (4-wire).	Wiser Micro Module Blind

Connected Dimmers

Device	Application	Installation Instructions
Wiser Micro Module Dimmer	Enables convenient multi-way switching and dimming by connecting up to 10 compatible momentary push-button switches. **NOTE:** Momentary push buttons must be certified for use in 220-240V AC applications. Use for non Iconic wall plates such as Saturn Zen.	Wiser Micro Module Dimmer
Iconic Connected Dimmer — Zigbee default	Controls the lighting level in a room, or automatically sets lighting to a desired level in response to a specified condition or event using the push button. Use with Iconic, Iconic Styl, Iconic Essence or Pro Series plates.	Connected Dimmer

Control devices
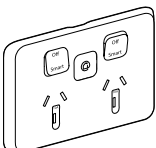
Device	Application	Installation Instructions
Wiser IR Convertor	Controls split system air-conditioners, televisions, audio systems and other equipment that can be operated by infrared (IR) remote control.	Wiser IR Convertor

Sensors

Device	Application	Installation Instructions
Wiser Window/Door Sensor	Detects when windows and doors are opened or closed and sends the status to the hub.	Wiser Window/Door Contact
Wiser Motion Sensor	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.	Wiser Motion Sensor

Device	Application	Installation Instructions
Wiser Water Leakage Sensor	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 gateway. **NOTE:** The device can operate as a standalone product when not connected to the hub.	Wiser Water Leakage Sensor
Wiser Temperature/Humidity Sensor	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.	Wiser Temperature/ Humidity Sensor

Connected socket

Device	Application	Installation Instructions
Iconic Connected Twin 10 A Socket	It provides smart control of plug in appliances such as lamps, home theater equipment or hair straighteners. Operate with a schedule or a programmed timer or integrate into Wiser moments or automation functions.	Connected twin socket 10 A

Room Control with Iconic BLE devices

Use the Wiser by SE App to set timers, schedulers or specific device features by pairing your smartphone to an Iconic connected device in BLE mode. When in the room, the end user can switch loads and dim lights through the Wiser by SE App or directly via the wall-mount switch. The Wiser Hub is not required.

For more information, refer to the installation instructions for the Iconic BLE default devices

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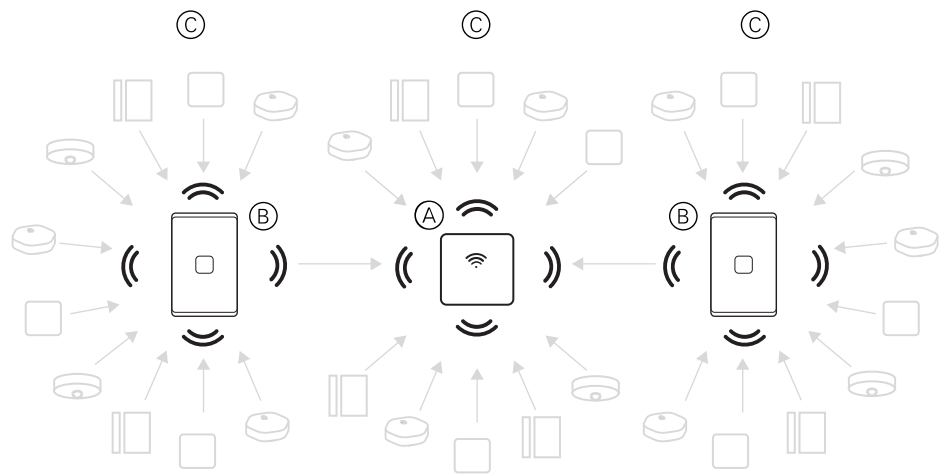
TIP: Install and commission all mains-powered devices before commissioning battery-powered devices. This provides maximum hosting capacity prior to adding the battery-powered devices.

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	Limits
Devices	Max. 60 devices in one Home
	Max. 60 devices in one Room
	Max. 10 battery-powered devices per mains-powered device. See Support for battery-powered devices, page 14 for more information.
Moments/Automations	Max. 80 Moments in one Home
	Max. 80 Automations in one Home
	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	
Device Schedules	Max. 10 Schedules per device
Homes, Rooms and Members 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 hub, page 17. The distance between hub and device, between device and device, and between 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.

Commissioning 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 16.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 17.
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 hub to the Wi-Fi network, page 18.
Download and install the app.	See Downloading the app, page 20.
Create an account to use the app.	See Creating an app account, page 20.
Set up a Home, Rooms and add Home members.	See Working with Homes, page 21.
Join the hub to the Home.	See Commissioning the hub (Ethernet mode), page 28, or Commissioning the hub (AP mode), page 29.
Add devices to the Home, assign devices to Rooms and configure device settings.	See Commissioning devices, page 33.
Set devices to operate together, either manually, or in response to a schedule or event.	See Making devices work together, page 38.

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 Supported Wiser devices, page 11.

2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.

Selecting a location for the hub

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

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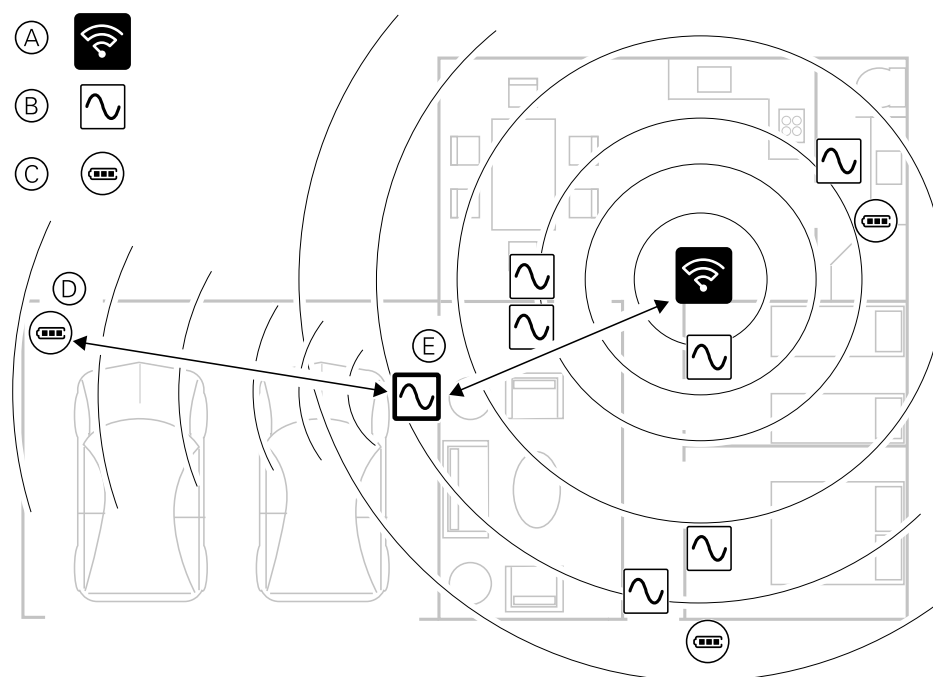
TIP: The battery-powered motion sensor in the garage (D) is a long way from the hub. However, the sensor can connect to the hub via the mains-powered device being used as the garage light switch (E). This is because mains-powered devices also act as system network extenders. Consider this when deciding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

Wi-Fi network requirements

The Wiser system requires a Wi-Fi network 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 network Wi-Fi router used to host the system 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 AP mode connection (Wi-Fi), page 18.

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

Connecting the hub to the Wi-Fi network

The hub can be connected to the network Wi-Fi router either by using an Ethernet cable (Ethernet mode), or by using the app to obtain the network details and apply these to the hub in order to connect by Wi-Fi (AP mode).

Ethernet mode connection (cable)

1. (See A) Locate the Ethernet port on the hub.
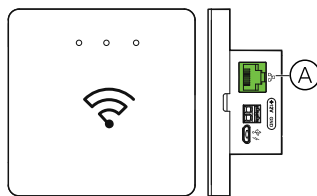
2. Connect an Ethernet cable between the hub and the Wi-Fi router to suit the installation method used for the hub:
   - (See B) Wall mount using two screws
   - (See C) Table mount using optional tablestand
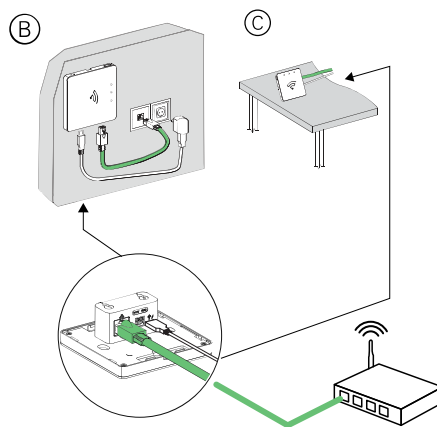
Post-requisite: You must add the hub to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone (see Downloading the app, page 20) and register a user account. You can then add the hub and optionally connect the hub to the network router by Wi-Fi. See Commissioning the hub (Ethernet mode), page 28.

AP mode connection (Wi-Fi)

1. Download the app to your mobile phone. See Downloading the app, page 20.

2. Register an account to use the app. See Creating an app account, page 20.

3. Commission the hub using AP mode. See Commissioning the hub (AP mode), page 29.

Downloading the app

Install the app on a mobile phone to commission and work with the Wiser system and devices.

1. Perform one of the following:

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

   Scan QR code to download app for Apple devices

   – **For Android mobile phones:** Visit https://play.google.com/store/apps/details?id=com.schneiderelectric.WiserBySE.

   Scan QR code to download app for Android devices

Creating an app account

A user account is required to log in and use the app.

1. Start the app, wait for the login page to display and then tap **Register** (see A).
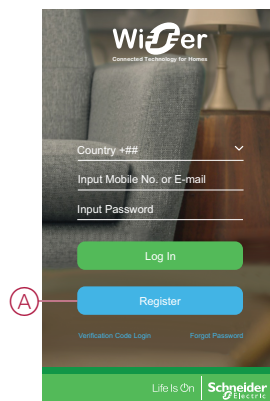
2. Follow the steps in the app to complete the registration process.

   NOTE: You will receive a verification code to confirm account registration. The verification code will be sent to you:

   • by SMS, if you use your mobile phone number as the user ID, or

   • by e-mail, if you use your e-mail address as the user ID.

   You must also 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.

Once the registration process is finished, a new Home is created and the Home page is displayed in the app. 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 10.

IMPORTANT: Your account cannot be transferred to another country, due to restrictions with data storage (see Data stores, page 8). 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 Homes

Create a Home, add Rooms to represent the areas with devices, and add Home members.

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. (See A, B, C) On the Home page, 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 Home** in (C) and continue from step 2a.
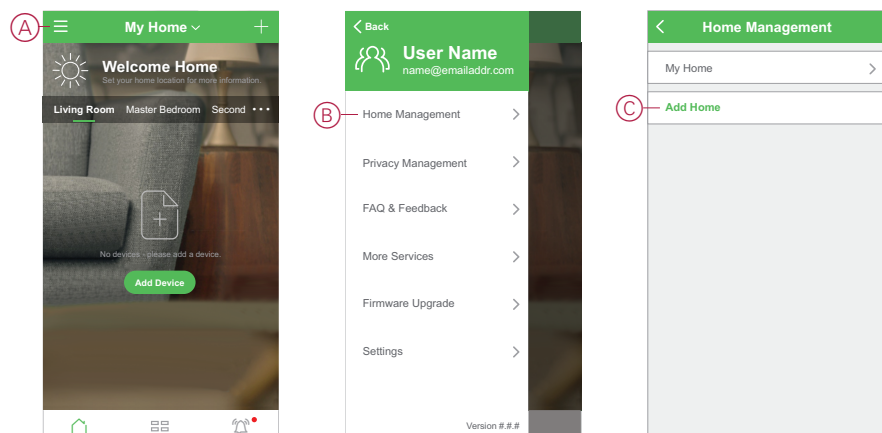
2. On the Add Home page, do the following:

   a. **Home name and location:** (See D) Input a name for the Home and set the Home location.

   b. **Rooms:** (See E, F) Create Rooms to match the physical spaces where devices are located in the Home.

      Select from a default list of common Room names (E). Un-tick 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 10.

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 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 8 and Data centre, page 9.

1. (See A, B) On the Home page, tap the **Menu icon** (A), then tap **Home management** (B).
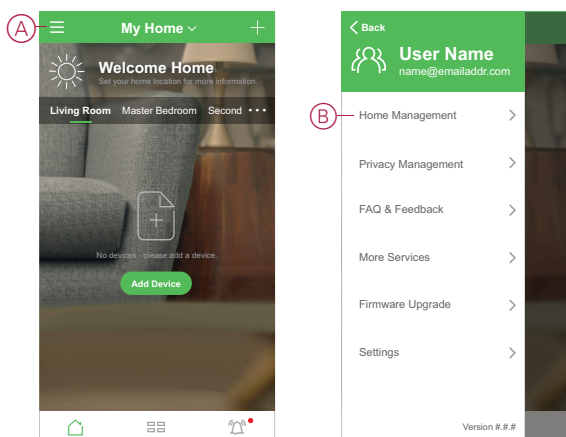
2. (See C,D) Tap the Home to add members to (C) and then tap **Add member** (D) and enter the required details in the fields that appears in the app after tapping (D).

Home Management		Home Settings	
My Home	>	Home Name	New Home >
(C) New Home	>	Room Management	7 Room(s) >
Add Home		Home Location	>
		Home Members	
		User Name name@emailaddr.com	Home Owner >
		(D) Add Member	
		Transfer Home Ownership The Redeem Code is inactive	>
		Delete Home	
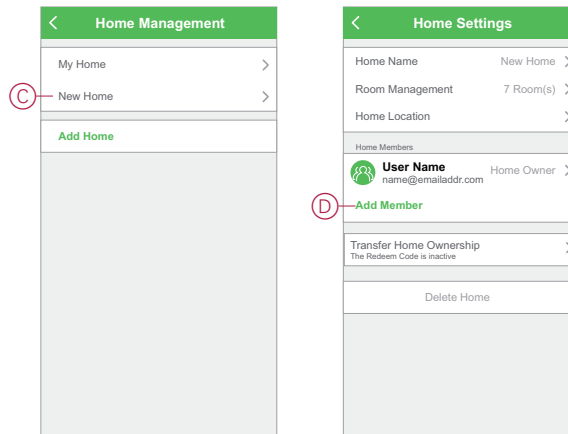
Preparedness before getting into a Home

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 app account, page 20.

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 Enabling Redeem Code, page 25.

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 app account, page 20.

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 (cable), page 18

   NOTE: Ethernet cable is not 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 AP mode connection (Wi-Fi), page 18

NOTE: The Home owner can follow the Wiser Welcome web pages for more information.

The Home owner can follow the Wiser Welcome web pages for more information.

Transferring Home ownership

This activity can be completed by two methods:

1. Using **Redeem Code/Invitation Code**.

    NOTE: This method is advised to use in case of new Home owners.

2. Without using **Redeem Code/Invitation Code**.

    NOTE: This method is most useful for the existing Home members.

Transfer without using Redeem/Invitation Code

1. Tap (See A) to open **Home Management** which will allow to join a Home.
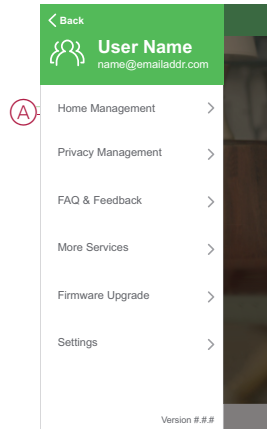
2. (See B) Tap desired Home member from the list to transfer the ownership. After doing this, you will receive notifications and prompted to confirm the transfer.
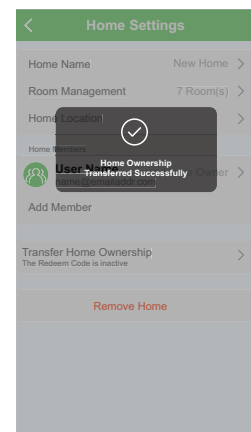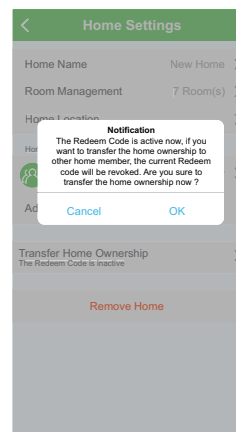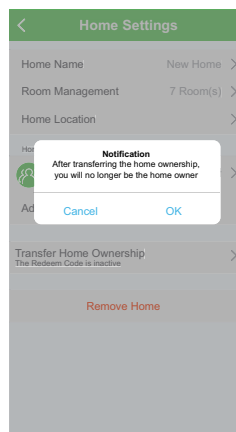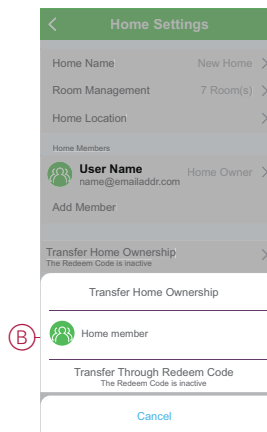
Enabling Redeem Code

There may be a need to transfer the home ownership from one member to another. For example, an installer would be the home owner while setting up the system and needs to transfer the ownership to the home owner after the set-up is completed.

The transfer activity can be completed by enabling the **Redeem Code**. Perform the following steps to generate the **Redeem Code**.

> **NOTE:** The **Redeem Code** is recommended when there is no chance of transfer between the installer and the home owner.

1. Tap (See A) to open the list of Homes and select the Home (See B) that is required to transfer the ownership.
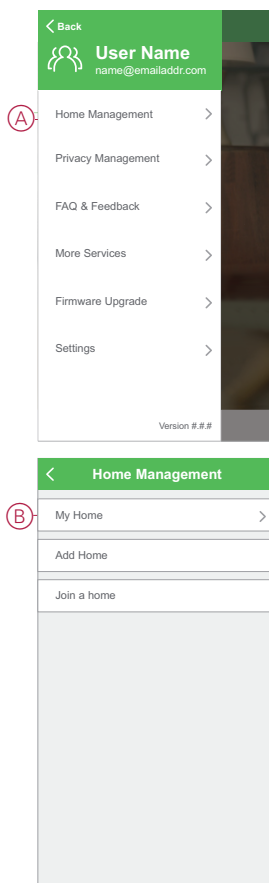
2. Tap (See C) to initiate the process of transferring the ownership.
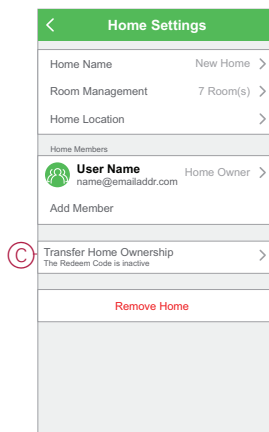
3. (See D) Select the Home member that you want to hand over the ownership.
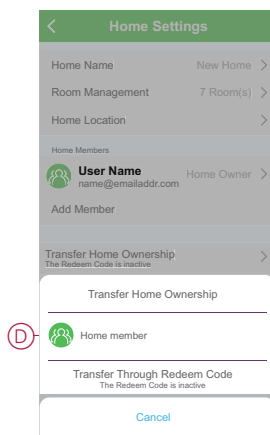
4. Tap (See E) to enable the **Redeem Code**. After, the **Redeem Code** is enabled, the code is generated and the code can also be refreshed to generate a new code.
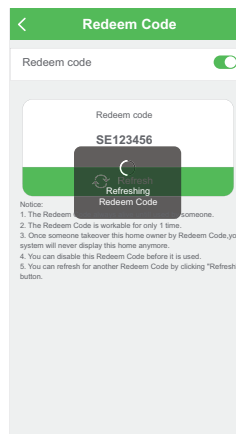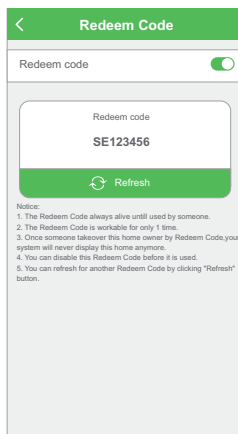
Transfer using Redeem Code/Invitation Code

Redeem code should be generated already generated and shared with the person who wants to join the Home. See Enabling Redeem Code, page 25
For the new Home members, perform the following steps to obtain the access and join to the Hub and Home:

1. Tap (See A) to open **Home Management** which will allow to join a Home.
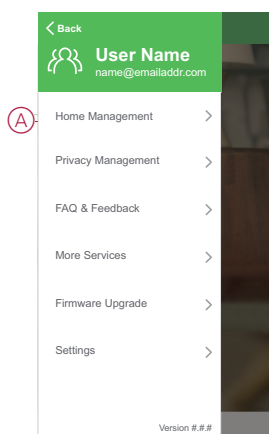
2. Tap (See B) to join a Home.
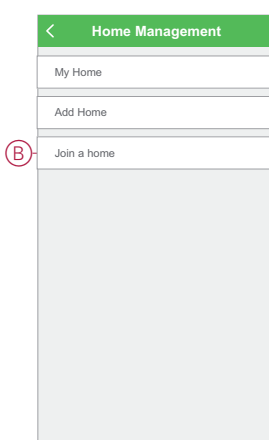
3. Enter the **Redeem Code** in the field to complete the process.
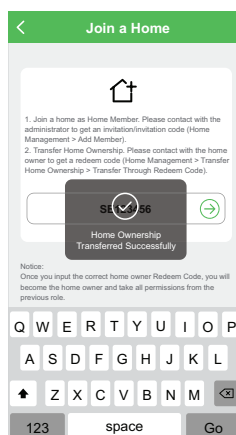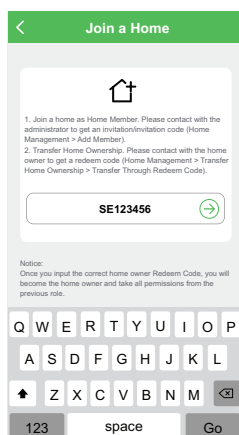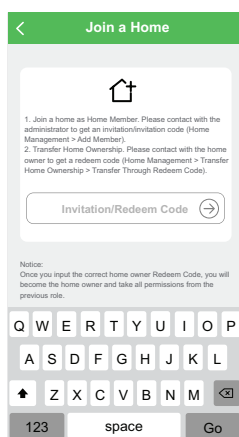
Commissioning the hub (Ethernet mode)

If the hub is connected to the network by Ethernet, commissioning involves adding the hub to the Home using the app.

Before commissioning the hub, the hub must be connected to the Wi-Fi network router using an Ethernet cable. (See Connecting the hub to the Wi-Fi network, page 18.) After commissioning, you can optionally switch the connection to Wi-Fi, if needed. (See Switching the hub Ethernet connection to Wi-Fi (optional), page 28.)

> **NOTE:** Before commissioning the hub, make sure that both the hub and mobile phone are connected to the same Wi-Fi network router.

Adding the hub to the Home

Use the app to add the hub to a Home.

1. Log in to the app.

2. (See A) Select the Home to which the hub will be added.

3. (See B) In the Home page, tap the **+** icon.
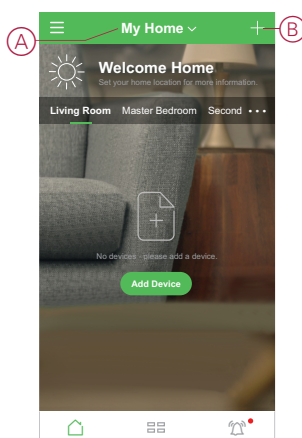
4. In the Add Device page, do the following:

   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 hub is displayed as a device on the Home page.

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 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. (See A) Tap the **Settings (gear)** icon.
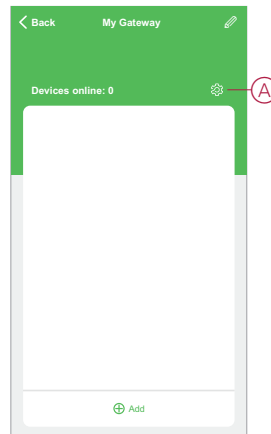
3. (See B) In the Settings page, tap **IP Network Setting**.
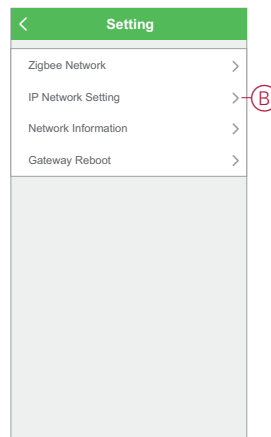
4. (See C) Tap the **Wi-Fi** tab, set the **SSID** and **Password** for the Wi-Fi network router and then tap **Apply**.
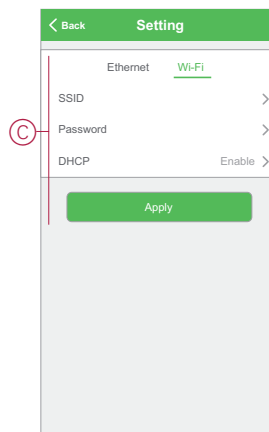
5. Once the Wi-Fi connection is successful, remove the Ethernet cable from the hub.

Commissioning the hub (AP mode)

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

Pre-requisite:

- To commission the hub by AP mode, a user must have an account in the App. For more information on creating a user account see Creating an app account, page 20.
- The Wi-Fi in the mobile phone must be active.
- The Wi-Fi router, hub and mobile phone must be as close as possible.
- The following norms are satisfied based on the date code of the Wiser Hub

Working mode	Date code/version number	SSID	Password	AP connection time	Extension time
User mode	2037 or later / 1.40.0 or later	WiserGW_XXXXXX	wisersmarthome	3 minutes	Not applicable
	-/1.49.0 or later	WiserGW_XXXXXX	empty	10 minutes	Not applicable
Installation mode	-/1.49.0 or later	WiserGW_XXXXXX	empty	1 hour	3 times

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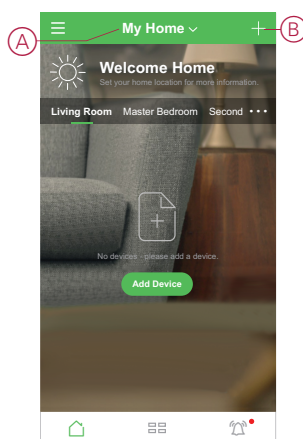
3. On the Add device page, tap **Add manually** (See C). Then select Wiser Hub under the listed devices.

   NOTE: Do not tap **Auto Scan** as the Wiser Hub is not visible in AP mode under **Auto Scan**.

   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.
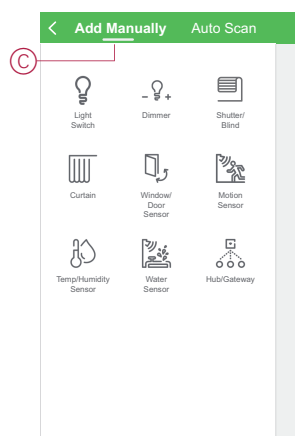
4. Upon selecting Wiser Hub, you will receive option to select the modes of commissioning the Wiser Hub. Select AP Mode for commissioning (See D).
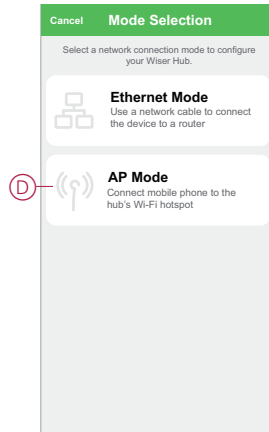
5. Tap **Confirm** when you receive the **Notification** (See E).
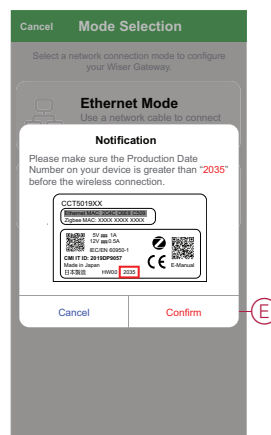
6. Click **Next** (See F) when you reach the **How to prepare** page.
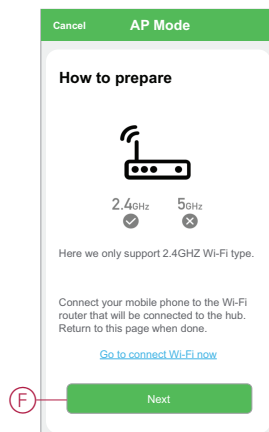
7. An animation is displayed about **How to pair** device. Follow the steps to complete the pairing, tap **Confirm AP LED is ON** (See G) and tap **Next** (See H). Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (See I) and tap **Next** (See J).

> **NOTE:** Use an eject tool (as shown in the animation) to short press on 'R' button to enable hub AP 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.
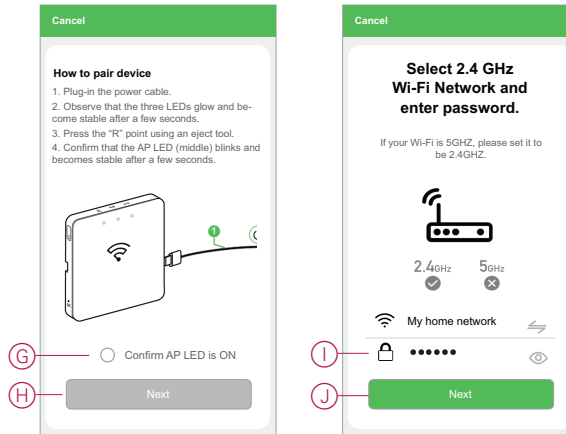
8. (See K, L) Once the Wi-Fi connection is successful with the hub, a hotspot network will be created with the Wi-Fi name **WiserGW_XXXXXX** (I). Tap **Go to Connect** (See L).

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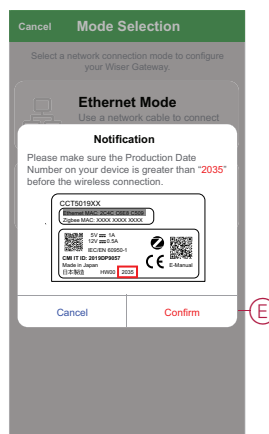
9. After successfully connecting the phone to Wi-Fi, go back to the App. When the connection is progressed, the AP mode commissioning is successfully completed. Tap **Done** to finish.

> **NOTE:** If the commissioning 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 Enabling Redeem Code, page 25 after commissioning is complete.

> **NOTE:** If commissioning 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 17). Ensure to follow steps for transferring Home ownership (See Transferring Home ownership, page 24) after commissioning is complete.

Commissioning 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 commissioned and operating before adding a Wiser device.
- Add mains-powered devices before battery-powered Wiser devices. (See Support for battery-powered devices, page 14.)

1. Log in to the app.

2. (See A) Select the Home to which the device will be added.

3. Do one of the following:
   - (See B) In the Home page, tap the **+** icon (or **Add Device** if displayed).
   - (See C) From the Wiser Hub page, tap **Add**.
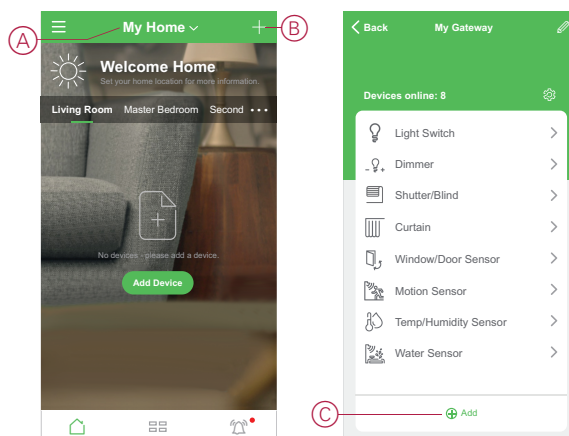
4. (See D, E) On the Add Device page (D) or the hub Add Sub-device page (E)- (whichever is displayed) -tap the device you want to add and follow the instructions in the app.
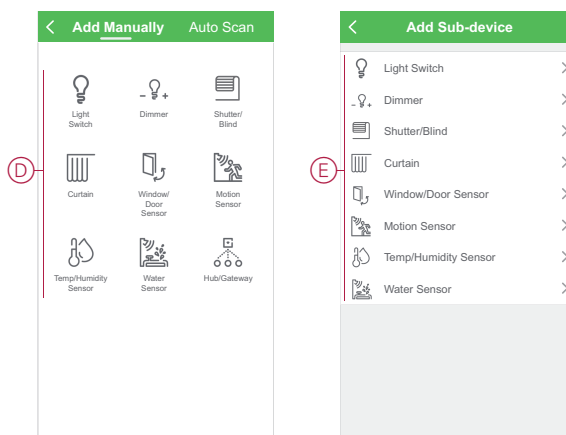
5. Do one of the following:

   – (See F) If the device has a visible install code, tap **Add Device with Install Code**. Scan the install code printed on the device, or enter the code manually, and follow the instructions in the app.

   – (See G) If the device does not have the visible install code then tap **Add Device Without Install Code** and follow the instructions in the app.
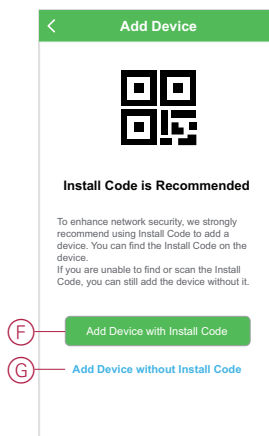
The device is displayed on the Home page as follows:

- Under a Room tab if the Add Device action was started from that Room
- Under the **All Devices** tab if the Add Device action was started from that Wiser Hub page

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. (See A, B) On the Home page, tap the **Menu icon** (A), then tap **Home Management** (B).
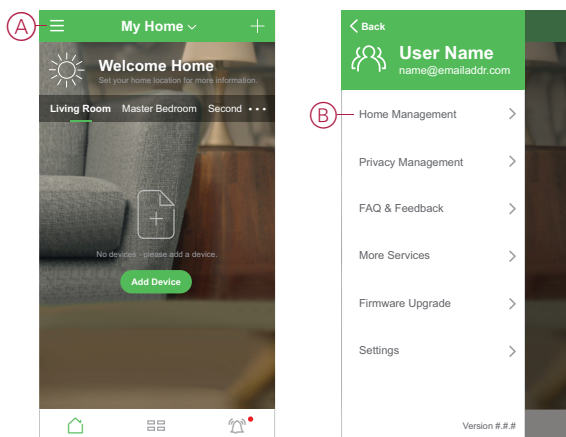
2. (See C,D) Tap the Home where the Room is located (C) and then tap **Room Management** (D).
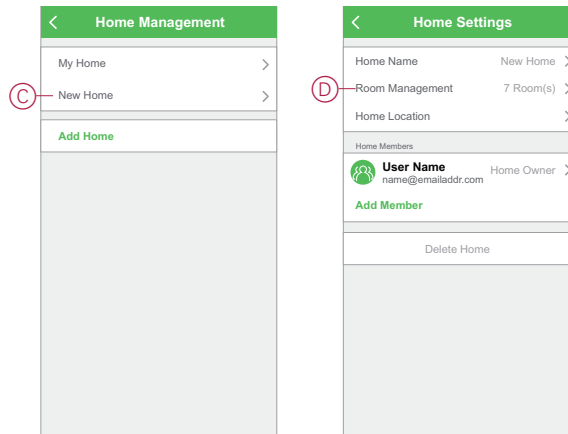
3. (See E) Select the Room to assign the device to.

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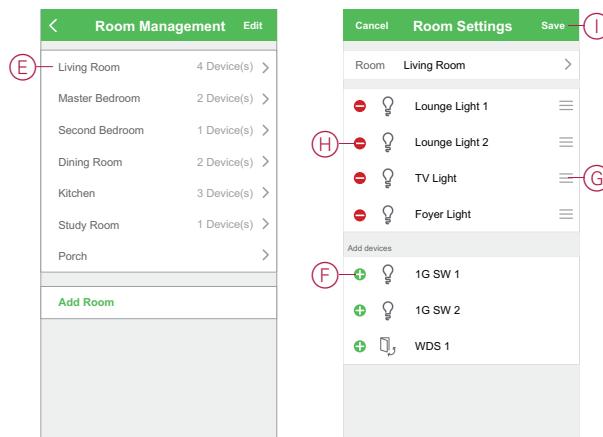
5. **Optional:**

   – (See G) hold the room devices and sort them in the desired order to arrange Room.

   – (See H) Tap the **Remove (-)** icon to un-assign a device from the Room.

6. (See I) 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:

– (See A) Tap the **Pen** (Edit) icon to display the Device Details **(More)** page (see Step 3).

– (See B) If displayed, tap **Schedule** to operate the device at a given time. (Other device types may display different configuration options here, or none at all.)

– (See C) Tap **Settings** to open the device-specific **Settings** page (see Step 4).
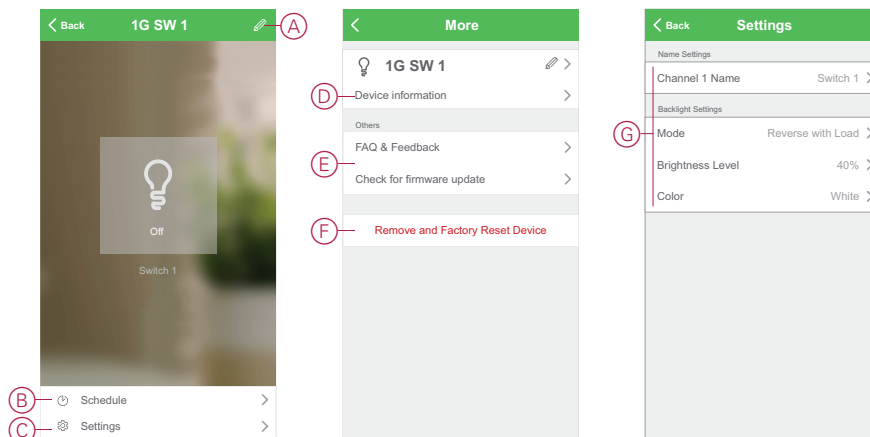
3. On the Device Details **(More)** page, do any of the following:

– (See D) Rename the device, change the device icon or assign the device to a different Room. Find information about the device.

– (See E) 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.

– (See F) Tap **Remove and Factory Reset Device** to restore the device to its original factory defaults.

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

Wiser IR Convertor

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

Before configuring an IR Convertor, add the convertor to the Home using the procedure Adding a device, page 33.

> **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 Convertor. The code sets in the IR Convertor 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 Convertor. 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 Convertor is located, tap the device button to open the IR Convertor page.

2. (See A) Tap an unused IR Convertor channel. (Unused channels have no name displayed against them.)

> **NOTE:** IR Convertor 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.
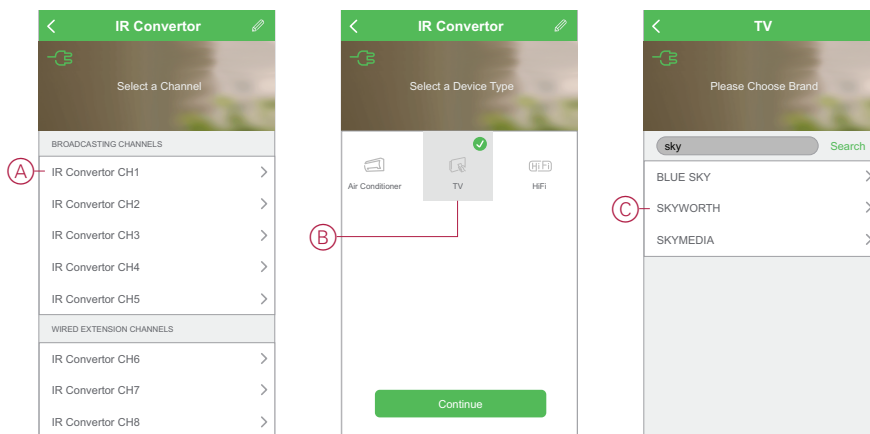
5. (See D) If you know the television model number, you can tap **Manual** and select the model from the list to complete the setup. (Skip the remaining steps.)

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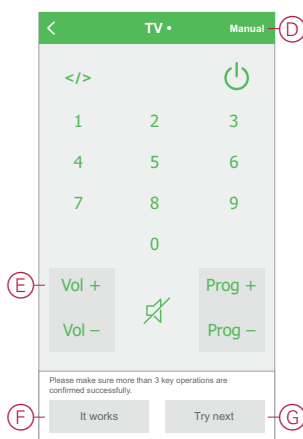
9. Repeat Steps 7 and 8 using a different remote button on the app remote control display.

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

Once the correct code set has been recognized, the IR Convertor downloads the IR code set. The IR Convertor 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 Convertor 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 Convertor 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.

Calibrating Blinds

The device is supplied in an uncalibrated state.

Each blinds motor varies in the time taken to complete the movement from bottom to top position (i.e. edge to edge). This is called the run time.

To determine the default time, operate the blinds and use a stopwatch to record the time it takes to move from fully closed to the fully open position.

In the app, enter the recorded time in seconds in the drive time section of the device Settings page.

> **NOTE:** The default run time is 120 s.

When the blinds is operated for the first time after the drive time is set, the blinds performs a calibration by completing a full movement from edge to edge. The Green LED turns off and then blinds drives to the desired position.

> **IMPORTANT:** Do not use the blinds while the calibration is in process to avoid any interruption.

# Making devices work together

Moments and Automations

You can combine the settings of one or more devices together to form a Moment or an Automation.

A Moment is a scene that is operated manually by tapping the Moment button (or triggered by voice control where enabled). An Automation is triggered automatically when specified conditions are met.

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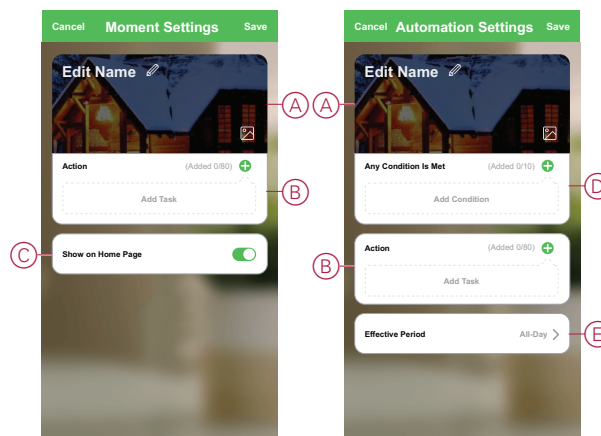
Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more Tasks.)	Execute an Automation.	No	Yes
	Enable or disable a Moment or Automation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

Example: Creating a Welcome Automation

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

Start a new Automation

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

1. (See A) In the Home page, tap the ⊞ icon.

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

3. (See D, E) Set a name for the Automation (for example, **Welcome**) (D) and optionally a background image (E).
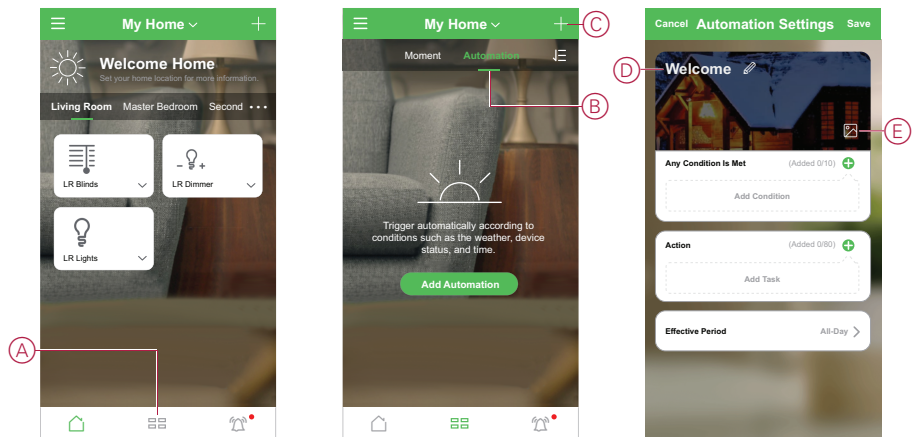
Configure an Action to operate the devices

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

> **NOTE:** This example shows the setting of the light switch.

1. (See A) Tap **Add Task**.

2. (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 light switch from the list.
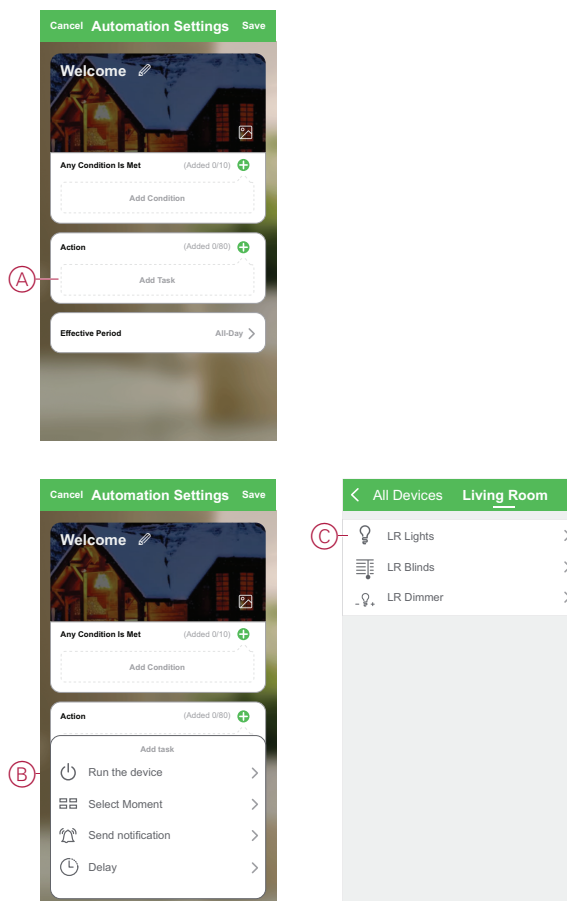
4. (See D, E) Select the Switch (D) and set its state to **On** (E).

5. Tap **Save**, then **Next**.
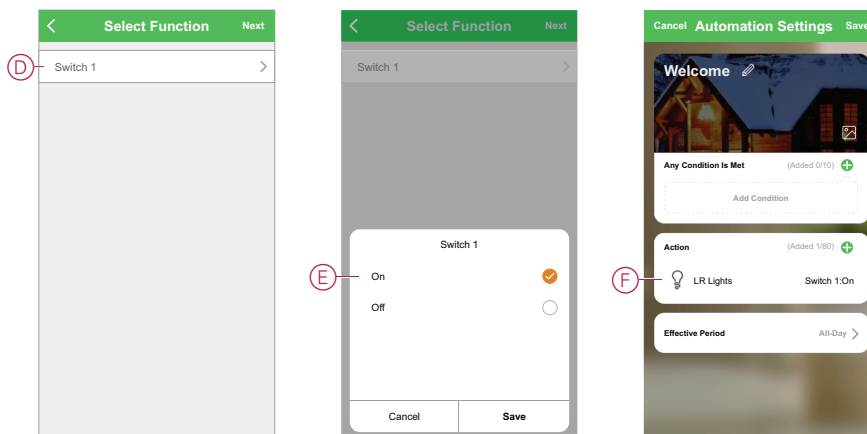
(See F) The switch Task is displayed in the **Action** section of the Automation page.

> **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.

6. Add further Tasks to set Blind open (G) and Dimmer level (H).
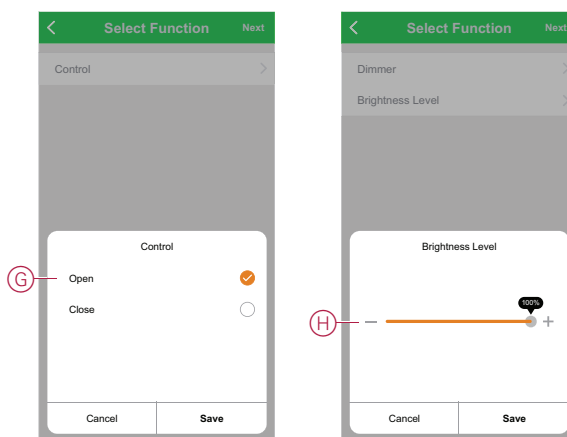
Add Conditions to trigger the Automation

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 front door is opened and the motion sensor (installed externally) is detecting the movement. This involves selecting the front door Window/Door sensor and selecting the motion sensor. Also, choosing the Open and motion detected Condition.

1. (See A) Tap **Add Condition**.

2. (See B) Tap **When device status changes**.

3. (See C) Select the Front Door Window/Door Sensor.
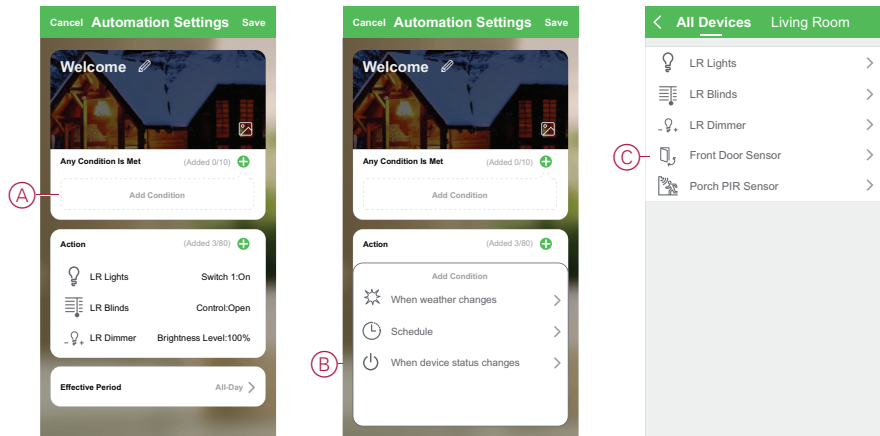
4. (See D) Tap the **Window/Door Sensor** function.

5. (See E) Select the **Open** condition.

6. The Window/Door Sensor is displayed in the **Condition** section of the Automation page.

   Repeat the steps from 1 to 6, to add the conditions to trigger the automation for Motion Sensor. Both devices are now displayed in the Condition section of the Automation page (see F).

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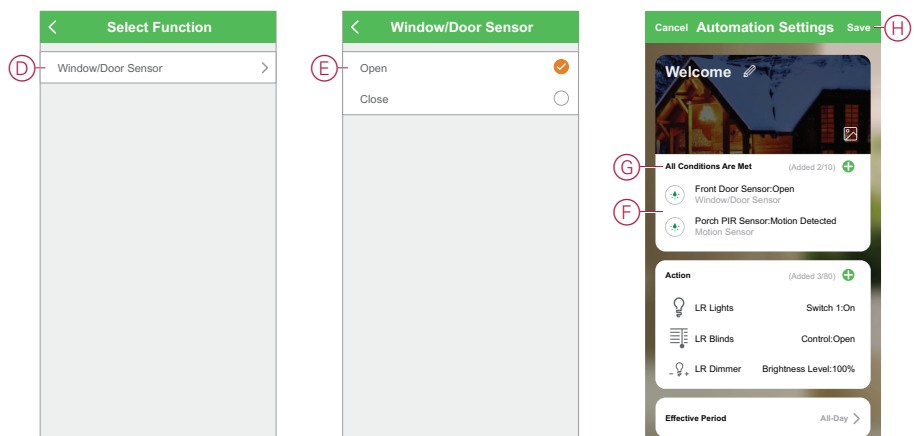
The finished Automation (I) is displayed on the ⊞⊟ page under the **Automation** tab.

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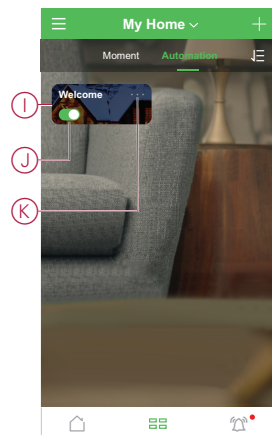
Configuring voice control

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

1. (See A) From the Home page, tap the Menu icon.

2. (See B) Tap **More Services**.

3. (See C) Tap a service and follow the instructions in the app to configure the service for use.
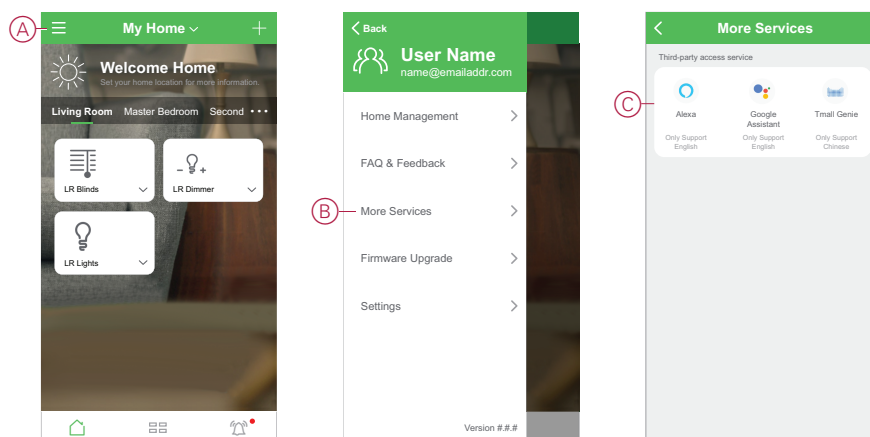
Additional information for commissioning

Alarms and Notifications

The app provides alarms 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 (see A). You can open the Notification page by tapping the Notifications icon (see B).
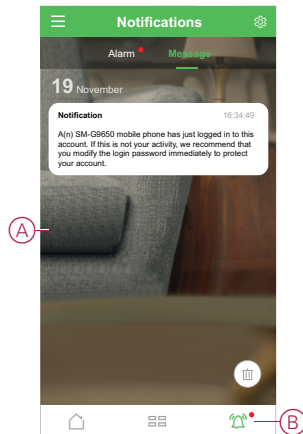
New alarms and notifications are indicated by a red dot:

- 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:** (See C) A master switch that turns all notifications On or Off.
- **Alarm:** (See D) Enable or disable device alarms such as water leakage, motion detection .
- **Do-Not-Disturb Schedule (Alarms only):** (See E) 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.
- **Message:** (See F) Enable or disable all messages, including messages relating to home, account, remove device, add, upgrade, and factory reset.
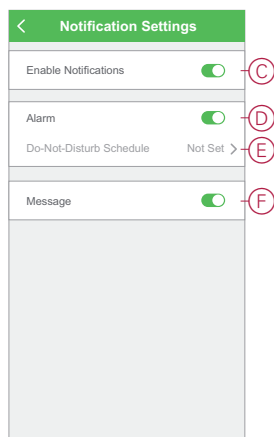
Device button/key and LED locations

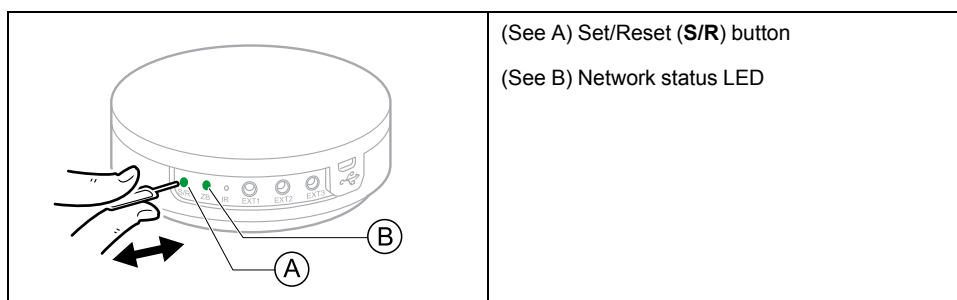Find the location of buttons, keys and LED indicators on various devices.
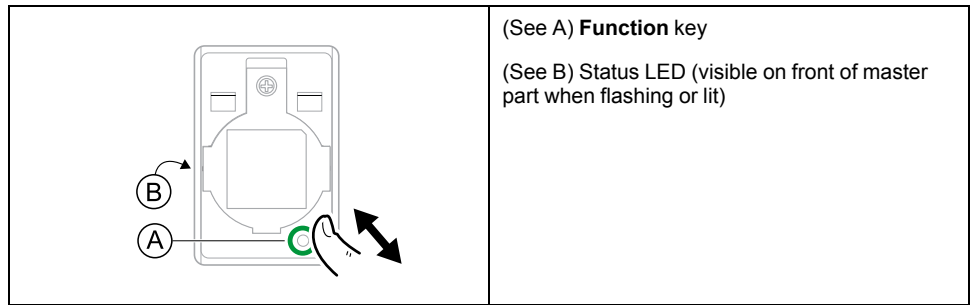
Wiser Micro Module Blind

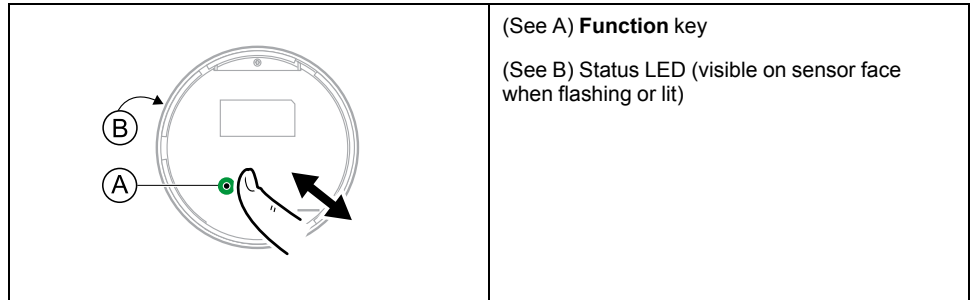The external push button is also the reset button. See the device instructions for more information.

NOTE: There is no LED indication.

Wiser Micro Module Dimmer

The external push button is also the reset button. See the device instructions for more information.

NOTE: There is no LED indication.

Wiser IR Convertor

(See A) Set/Reset (**S/R**) button

(See B) Network status LED

Wiser Window/Door Sensor

	(See A) **Function** key (See B) Status LED (visible on front of master part when flashing or lit)

Wiser Motion Sensor

	(See A) **Function** key (See B) Status LED (visible on sensor face when flashing or lit)

Wiser Water Leakage Sensor

	(See A) **Function** key (See B) Status LED (visible on top of sensor when flashing or lit)

Wiser Temperature/Humidity Sensor

	(See A) **Function** key (See B) Status LED (visible on sensor face when flashing or lit)

Connected Switch 2AX

	(See A) Operation button (See B) Status LED

Connected Switch 10AX

	(See A) Operation button (See B) Status LED

Connected Dimmer
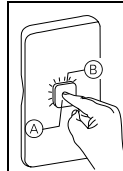
	(See A) Operation button (See B) Status LED

## Connected Socket Twin 10A
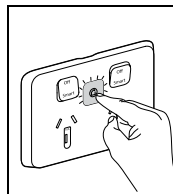
	The touch switch is also the reset button. See the device instructions for more information. The touch switch also has a left and right socket LED indicator, when is illuminated for 5 seconds each time a socket is turned on.

Device LED behavior

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

Hub

Status	LED Indication	LED Indication Duration
Switching On/Restarting	All 3 LEDs display solid white	40 s
Connected to router (Wi-Fi)	WLAN LED displays solid white	While connected to router
Connected to router (Ethernet)	Ethernet LED displays solid white	While connected to router
Zigbee network initialized	Zigbee network LED displays solid white	While Zigbee network is available
Zigbee network open for pairing (Wi-Fi)	WLAN LED displays solid white, Zigbee network LED blinks white	While Zigbee network is open
Zigbee network open for pairing (Ethernet)	Ethernet LED displays solid white, Zigbee network LED blinks white	While Zigbee network is open

Resetting Hub

Reset Level	User Action	LED Indication	LED Indication Duration
Level 1 reset in progress. (Restores Ethernet/WLAN settings only)	Press and hold the Reset button for 5 to 15 seconds	Ethernet/WLAN LEDs blink white.	LEDs blink once.
Level 2 reset in progress. (Upon successful reset, all configuration data, user data, and network data is deleted).	Press and hold the Reset button for more than 15 seconds	Ethernet/WLAN LEDs blink white.	LEDs blink 3 times.

Pairing

Device	User Action	LED Indication	Status
Sensors, Dimmers, Switches, Motion sensor dimmer, Blinds control	Press the push button 3 times	LED blinks orange, once per second.	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off.

Wiser IR Convertor

Device	Status	LED Indication	Duration
Wiser IR Convertor	Connection in progress	Flash orange	Until connection completed
	Connection completed/ connected to network	Solid green	5 s

Device	Status	LED Indication	Duration
		🟢	
	Reset in progress	Flash red 🔴⚪	Until Reset/Prog button released
	Reset completed	Solid orange 🟠	5 s

Power indication

Device	User Action	LED Indication	Status
Connected Socket Twin 10A	Tap the Touch Switch.	White LED arrow (Left/Right) indicates which socket outlets are On.	Indication continues for 5 seconds.

Resetting smart devices

Device	User Action	LED Indication	Status
Sensors, Dimmers, Switches, Blinds control	Press the push button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 🔴⚪	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinks green, before turning Off. 🟢⚪

Resetting Connected Twin Socket 10A

Device	User Action	LED Indication	Status
Connected Twin Socket 10A	Tap Touch Switch 3 times and hold for 10 seconds.	Right arrow LED starts flashing	Device is in reset mode.

Identification of the mode of connection

| Status	LED Indication
Device is in Zigbee mode and connected to hub	Green LED blinks 🟢⚪
Device is in Zigbee mode and not connected to the hub	Amber LED blinks 🟠⚪
Device is in BLE mode	Green and Red LED blinks 🟢🔴

Resetting the 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 .

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.
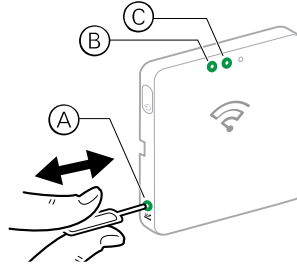
2. Do one of the following:

    – **Level 1 reset:** Press and hold the **Reset** button for 5 s (max. 15 s).The Ethernet LED (B) and WLAN LED (C) on the front of the hub both flash once.

    – **Level 2 reset:** Press and hold the **Reset** button for more than 15 s. The Ethernet LED (B) and WLAN LED (C) on the front of the hub both flash 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 are cleared. The latest Zigbee firmware is also downloaded from the current active host and installed, erasing any existing network settings.

Resetting devices

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

> **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 45.)

2. 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. **Connected Twin Socket 10A:** Tap the Touch Switch 3 times and hold for 10 seconds.

    The right arrow LED flashes white.

4. Release the button.

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. (See A) Tap the device in the Home page.

2. (See B) Tap the **Edit (pen)** icon.

3. (See C) in the Device Settings page, tap **Remove and Factory Reset Device** and follow the steps in the app.
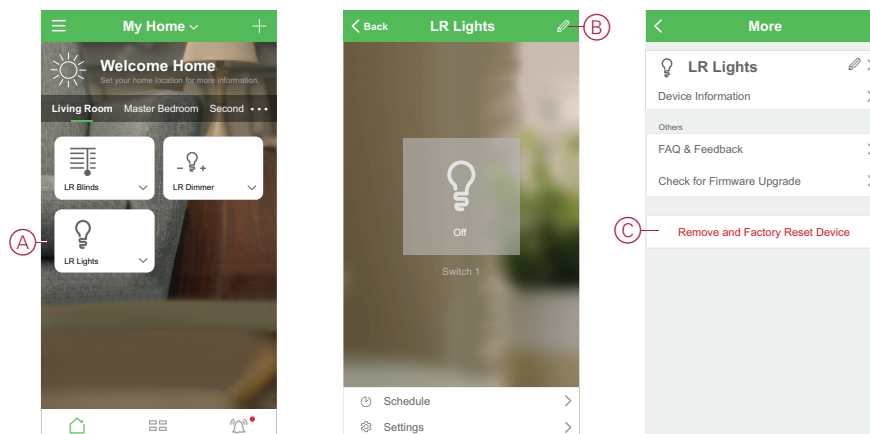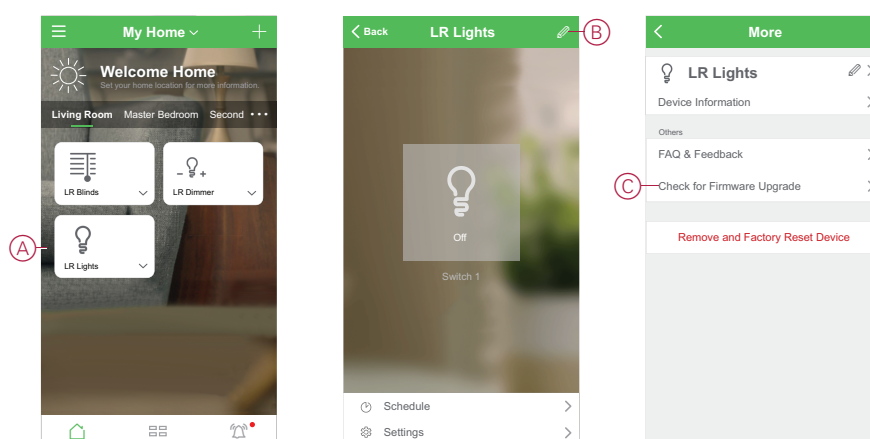
Checking for device firmware upgrades

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

Checking a specific device for firmware upgrade

1. (See A) Tap the device in the Home page.

2. (See B) Tap the **Edit (pen)** icon.

3. (See C) In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app.

Checking for any device requiring a firmware upgrade
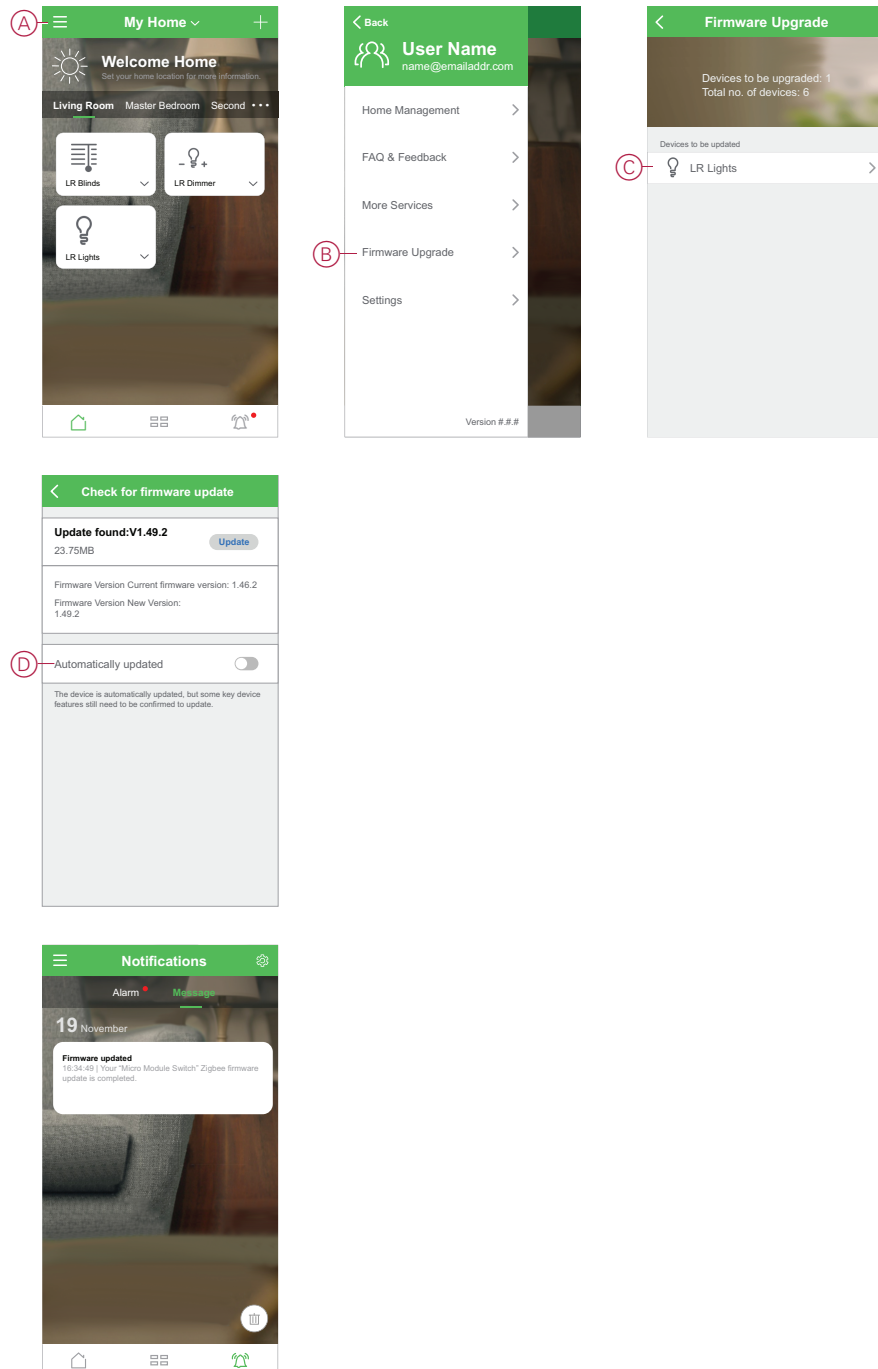
1. (See A) On the Home page, tap the Menu icon.

2. (See B) In the menu slide-out, tap **Firmware Upgrade**.

3. (See C) Tap a device in the **Devices to be updated list** and follow the instructions in the app.

4. (See D) Tap the button beside **Automatically updated** to enable automatic updates.

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

Troubleshooting

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

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.

General system

Symptom	Possible cause	Solution
When adding a Wiser Iconic devices, the device is rejected or does not join.	The Iconic device is may be in BLE mode. To check this, press the device button 3 times to put the device into the pairing mode. If the LED indication is other than flashing amber, the device is in BLE mode.	Only use devices listed in . Set the device to Zigbee mode by short pressing the push-button for 4 times and hold it for 20 secs, until, the red LED flashes in high frequency. **NOTE:** Do not release the button when it flashes in low frequency. Release the button and wait until the LED blinks red and green or no LED indication. To validate this action, press the push button for 3 times and the LED should blink red and green for 20 secs (approx.) or try pairing again in the app. Contact customer care for guidance on how to reset the device to Zigbee mode.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be stored in a different region. See, page 8 for more information.	Users can create 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.

Symptom	Possible cause	Solution
The device is not able to connect with the . After pressing 3 times, the device LED blinks red/green for 30 s. **NOTE:** This does not apply to sensors.	Pairing mode has changed.	Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode.
The 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: • **MQTT:** Port 8883 • **UDP:** Port 6667 • **TCP:** Port 6668 • **HTTPS:** Port 443 **IMPORTANT:** For cyber-security, check that all unused ports are closed.

Sensors

Symptom	Possible cause	Solution
The sensor has stopped reporting status, but is otherwise operating normally.	The device may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the device is reporting status. **NOTE:** The firmware update runs in the background.

Switches

Symptom	Solution
Connected load does not switch on.	• Check the power supply. • Turn the device off and back on again. • Check the load. • In the case of an external push button, check the wiring. • Re-couple devices.
Connected load is switched on permanently.	Reduce the Detection Delay time in the app. **NOTE:** This setting is only available in SmartMove Relay.

Dimmers

Symptom	Solution
Dimming up not possible.	• Reduce/increase load. • Allow the dimmer module to cool in case of overheating.

Switching on not possible.	• Allow the dimmer module to cool in case of overheating.
	• Reduce load.
	• Change load.
	• Check externally-connected push buttons and joined/paired devices:
	  ◦ In the case of an externally-connected push button, check the wiring between the push button and the dimmer.
	  ◦ In the case of joined/paired devices, remove the assignments between the devices and re-join.

Brightness level reaches below the default value.	• Reduce/increase load. • Reduce maximum brightness.

| Symptom	Solution
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	• Change load. • Set RL LED mode. • Reset to default settings if you are using a micro module dimmer.
Only slight dimming capability	• Install a 31LCDA load correction device • Change dimming range. • Set RL LED mode.

Blinds control

Symptom	Solution
Connected blinds cannot be controlled.	• Check the power supply. • Remove power to the blinds control switch and then re-connect power again. • Check the load. • In the case of an external push button, check the wiring. • Re-couple devices.
Blinds is not driving to the desired position.	Re-calibrate the blinds. See Calibrating Blinds, page 38

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. (See A) In the Home page, tap the Menu icon.

2. (See B) Tap **FAQ & Feedback**.

3. Do any of the following:

   – (See C) Browse the list of FAQs (tap a question to see the answer)

   – (See D) Tap **All** to find device-specific help by selecting the device from a list

   – (See E) Tap **Network Diagnosis** for help with solving network issues

   – (See F) Tap **Report Issue** to raise an issue with the development team

   – (See G) Tap **My Feedback** to check the status of issues that you have reported.
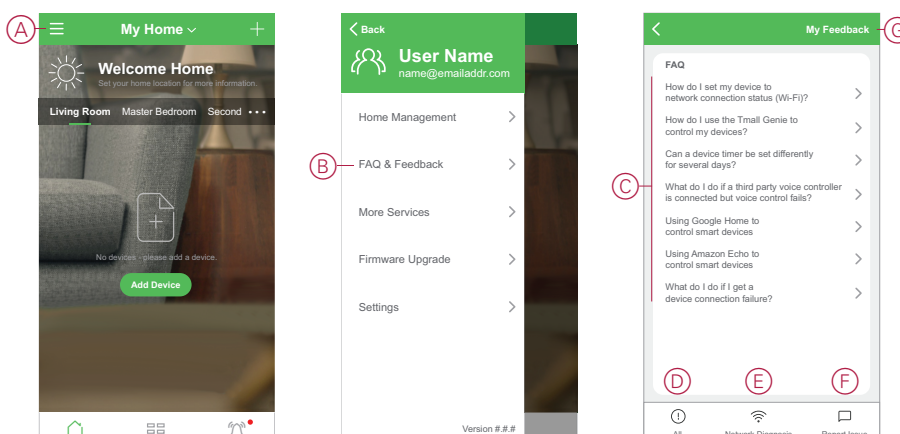
Glossary

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.

M

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 shutters in the living room by tapping a button or using a voice controller such as Amazon Alexa or Google Assistant.

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.

Clipsal_00