Wiser™
System User Guide
Commissioning instructions for the Wiser system, devices and app.
04/2020
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# Table of Contents

Compliance ..................................................................................................................... 5  
Compliance information for Green Premium products .............................................. 5  
Trademarks ..................................................................................................................... 5  

Getting to know the Wiser system ............................................................................. 6  
Overview of the Wiser system ..................................................................................... 6  
Wiser devices ................................................................................................................ 6  
Moments and Automations ........................................................................................... 7  
The Wiser by SE app ....................................................................................................... 7  
App account .................................................................................................................... 7  
Homes .............................................................................................................................. 7  
Access levels in the app ................................................................................................. 8  
System requirements for the app .................................................................................. 8  
Supported Wiser devices .............................................................................................. 9  
Hubs ............................................................................................................................... 9  
Light switches ............................................................................................................... 9  
Curtain switches ......................................................................................................... 10  
Dimmers ......................................................................................................................... 11  
Control devices ........................................................................................................... 11  
Sensors ......................................................................................................................... 12  
Support for battery-powered devices ........................................................................ 12  
Wiser system limits ...................................................................................................... 13  

Commissioning the Wiser system ............................................................................. 14  
Overview of system commissioning .......................................................................... 14  
Installing and testing devices ...................................................................................... 14  
Selecting a location for the hub .................................................................................. 15  
Wi-Fi network requirements ....................................................................................... 15  
Connecting the hub to the Wi-Fi network ................................................................ 16  
Ethernet mode connection ......................................................................................... 16  
AP mode connection .................................................................................................... 16  
Download the app ........................................................................................................ 17  
Creating an app account ............................................................................................. 17  
Working with Homes .................................................................................................... 18  
Adding a Home ............................................................................................................ 18  
Adding Home members .............................................................................................. 19  
Commissioning the hub (Ethernet mode) ................................................................. 21  
Adding the hub to the Home ....................................................................................... 21  
Switching the hub Ethernet connection to Wi-Fi (optional) ....................................... 22  
Commissioning the hub (AP mode) ....................................................................... 23  
Commissioning devices .............................................................................................. 26  
Adding a device ............................................................................................................ 26  
Assigning a device to a Room .................................................................................... 27  
Configuring a device .................................................................................................... 29  
Configuring a Wiser Multifunction Interface ............................................................ 30  
Configuring a Wiser 360Degree ZB/IR Convertor ..................................................... 32  
Making devices work together .................................................................................. 34  
Moments and Automations ......................................................................................... 34  
Example: Creating a Welcome Automation ............................................................... 35  
Programming the keys on a freelocate ...................................................................... 39
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.


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=ot7n66yt63o1xbffyfj

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• Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
• Wi-Fi® (WLAN) is a registered trademark of the Wi-Fi Alliance.

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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 in their home from any location where the internet is available.

Within the home, Wiser devices can also be controlled using a Wiser AvatarOn frelocare (see C).

Wiser devices

Choose from a wide range of Wiser devices.

Devices are available to control:

- lighting
- curtains
- infrared-controlled equipment (televisions and set top boxes, audio systems, air conditioners)
- HVAC (floor heating, air conditioning).

Sensors are also available to record and report:

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

Operate one or more Wiser devices with a single action.

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.

The Wiser by SE app

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

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.

When you create your account, a country code is set based on your mobile phone number or e-mail address. You can also set the country code manually.

Using your account, you can become a member of one or more Homes (see the next heading Data stores). 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.

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.

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.

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

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

A person can be a member of multiple Homes and operate any device that has been added to one of those Homes.
Access levels in the app

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

There are 3 access levels in the app:
- Home Owner (one account only)
- Administrator
- Common Member.

<table>
<thead>
<tr>
<th>Function</th>
<th>Supported Features</th>
<th>Home Owner</th>
<th>Administrator</th>
<th>Common Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Homes and Home members</td>
<td>Transfer Home Owner rights to another Home member</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Add or delete* a Home (*Delete the entire Home, its members and devices)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Remove a Home (Access to the Home is removed from the user’s app, but the Home is not deleted)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Configure Home details</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Add or delete Home members</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Grant administrator access for a Home member</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Receive invite notifications from a home</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Manage Rooms</td>
<td>Add or delete Rooms</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Name or rename Rooms</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Manage devices</td>
<td>Add or delete devices</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Configure device feature setting</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Operate device</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Update device firmware</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Device alarm notifications</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>'Device added' or 'Device Reset' notification</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Manage Moments and Automations</td>
<td>Create Moments and Automations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Assign devices to Moments/Automations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Adjust device settings in Moments/Automations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Set Trigger conditions in Moments/Automations</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Receive Moment/Automation trigger notifications</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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 will take some time before the Wiser system is fully compatible with that version.
IMPORTANT:
- Utilizing a rooted Android phone or a jailbroken iPhone with Schneider Electric applications voids all warranties associated with the application. (Android and Apple environments).
- 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.

Supported Wiser devices

A wide range of devices is available for use in the Wiser system.

Follow the resource links for device installation instructions.

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

Hubs

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser Hub</td>
<td>The Wiser Hub monitors and controls the Zigbee devices through the mobile app, Ethernet or Wi-Fi in your smart home.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Docking Kit</td>
<td>An optional dock for placing the Wiser Hub on a table or other flat surface.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>

Light switches

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Switch</td>
<td>Control the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Switch</td>
<td>INSTALLATION INSTRUCTIONS</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>
## Getting to know the Wiser system

### Device Application Resources

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 3G Switch</td>
<td></td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser 1 Gang Micro Module Switch</td>
<td>Convert compatible momentary switches into smart switches. Connect up to 10 compatible momentary switches. <strong>NOTE:</strong> Momentary switches must be certified for use in 220–240 V AC applications.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>

## Curtain switches

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Curtain Switch</td>
<td>Remotely/Manually open and close curtains, or automatically set curtain position in response to a specified condition or event.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Curtain Switch</td>
<td></td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>
## Dimmers

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser AvatarOn 1G Dimmer</td>
<td>Control the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</td>
<td><img src="image1.png" alt="Image" /> Installation instructions</td>
</tr>
<tr>
<td>Wiser AvatarOn 2G Dimmer</td>
<td><img src="image2.png" alt="Image" /></td>
<td><img src="image3.png" alt="Image" /> Installation instructions</td>
</tr>
</tbody>
</table>
| Wiser 1 Gang Micro Module Dimmer | Convert compatible momentary switches into smart dimmers. Connect up to 10 compatible momentary switches.  
**NOTE:** Momentary switches must be certified for use in 220–240 V AC applications. | ![Image](image4.png) Installation instructions |

## Control devices

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
</table>
| Wiser Multifunction Interface | Control the environmental conditions in a home or other building by interacting with HVAC and floor heating systems.  
**NOTE:** A compatible thermostat must be connected to the interface to interact with the app. See Compatible thermostats for the Wiser Multifunction Interface, page 47. | ![Image](image5.png) Installation instructions |
| Wiser 360Degree ZB/IR Convertor | Control televisions, audio systems and other equipment that can be operated by infrared (IR) remote control. | ![Image](image6.png) Installation instructions |
| Wiser AvatarOn 2K Freelocate | Control Wiser devices and Moments/Automations in the Wiser system with a convenient remote controller.  
A freelocate can also be used as a remote controller in an E-mode system. (See About E-mode, page 52 for more information.) | ![Image](image7.png) Installation instructions |
## Sensors

<table>
<thead>
<tr>
<th>Device</th>
<th>Application</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser Window/Door Sensor</td>
<td>Detect when windows and doors are opened or closed and send the status to the hub.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Motion Sensor</td>
<td>Detect movement and luminance in a room and control Wiser devices to configure the room for a desired effect.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Water Leakage Sensor</td>
<td>Detect leaking pipes and the presence of water, and alert via an alarm and/or notification.</td>
<td>Installation instructions</td>
</tr>
<tr>
<td>Wiser Temperature/Humidity Sensor</td>
<td>Maintain 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.</td>
<td>Installation instructions</td>
</tr>
</tbody>
</table>

## 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.
Getting to know the Wiser system

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

Be aware of the system limits, such as maximum number of supported devices, when commissioning a Wiser system.

<table>
<thead>
<tr>
<th>System component</th>
<th>Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices</td>
<td>Max. 60 devices in one Home</td>
</tr>
<tr>
<td></td>
<td>Max. 60 devices in one Room</td>
</tr>
<tr>
<td></td>
<td>Max. 20 devices assigned to a freelocate button</td>
</tr>
<tr>
<td></td>
<td>Max. 10 battery-powered devices per mains-powered device. See Support for battery-powered devices, page 12 for more information.</td>
</tr>
<tr>
<td>Wiser Multifunction Interface</td>
<td>Max. 3 channels per device</td>
</tr>
<tr>
<td></td>
<td>Max. 8 thermostats or controllers per channel</td>
</tr>
<tr>
<td>Wiser 360Degree ZB/IR Convertor</td>
<td>Max. 8 channels (1 IR-controlled appliance per channel)</td>
</tr>
<tr>
<td></td>
<td>NOTE: Channels 6 to 8 are reserved for IR extender connections EXT1, EXT2 and EXT3.</td>
</tr>
<tr>
<td>Moments/Automations</td>
<td>Max. 80 Moments in one Home</td>
</tr>
<tr>
<td></td>
<td>Max. 80 Automations in one Home</td>
</tr>
<tr>
<td></td>
<td>Max. 80 Actions in one Moment/Automation</td>
</tr>
<tr>
<td></td>
<td>Max. 1000 Actions in one home (The total actions in Moments and Automations must not exceed 1000)</td>
</tr>
<tr>
<td></td>
<td>Max. 10 Conditions in one Automation</td>
</tr>
<tr>
<td>Schedules</td>
<td>Max. 10 Schedules per device</td>
</tr>
<tr>
<td>Homes, Rooms and Members</td>
<td>Max. 20 Homes</td>
</tr>
<tr>
<td></td>
<td>Max. 20 Rooms in one Home</td>
</tr>
<tr>
<td></td>
<td>Max. 20 Members in one Home</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install and test Wiser devices.</td>
<td>See Installing and testing devices, page 14.</td>
</tr>
<tr>
<td>Make sure the Wi-Fi network is ready for the system.</td>
<td>See Wi-Fi network requirements, page 15.</td>
</tr>
<tr>
<td>Connect the hub to the Wi-Fi network.</td>
<td>See Connecting the hub to the Wi-Fi network, page 16.</td>
</tr>
<tr>
<td>Download and install the app.</td>
<td>See Downloading the app, page 17.</td>
</tr>
<tr>
<td>Create an account to use the app.</td>
<td>See Creating an app account, page 17.</td>
</tr>
<tr>
<td>Set up a Home, Rooms and add Home members.</td>
<td>See Working with Homes, page 18.</td>
</tr>
<tr>
<td>Join the hub to the Home.</td>
<td>See Commissioning the hub (Ethernet mode), page 21, or Commissioning the hub (AP mode), page 23.</td>
</tr>
<tr>
<td>Set devices to operate together, either manually, or in response to a schedule or event.</td>
<td>See Making devices work together, page 34.</td>
</tr>
</tbody>
</table>

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 9.)

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

3. When installing Wiser multifunction interfaces, connect thermostats that are compatible with the device. (See Compatible thermostats for the Wiser Multifunction Interface, page 47.)
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 layout of the building where the system is installed
• the 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 garage light switch (E)—a mains-powered device that also acts as a system network extender. This is a useful property of all mains-powered devices. 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 network.

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.
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

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 box installation
   - (See C) Wall mount using a hook
   - (See D) Table mount using optional Docking Kit.

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 17) 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 21.

AP mode connection

NOTE: The AP mode is supported in the hub with firmware version 1.25.2 or above. To update the latest firmware, connect the hub to the Ethernet (see Ethernet mode connection, page 16).

1. Download the app to your mobile phone. (See Downloading the app, page 17.)
2. Register an account to use the app. (See Creating an app account, page 17.)
3. Commission the hub using AP mode. (See Commissioning the hub (AP mode), page 23.)
Commissioning the Wiser system

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:

   ![Scan QR code to download app for Apple devices](image)


   ![Scan QR code to download app for Android devices](image)

Creating an app account

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

1. Start the app and 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
- 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.

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 8.

IMPORTANT: Your account cannot be transferred to another country, due to issues with data storage (see Data stores, page 7). 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. In this case, tap the new Home name in (C) instead of Add Home, 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 **Done**.

   ![Add Home screen](image)

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 8**.

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 7**.
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).
3. Add the new Home member details:
   a. **User Name:** (See E) Set a name to identify the member to other Home users.
   b. **Account ID:** (See F) Input the Home member account ID.
      
      **NOTE:** Check that the account region is the same as the Home. See Data stores, page 7.
   c. **Family Role:** (See G) By default, the new member’s role will be **Common Member.** Tap the role to put the member in an Administrator role. This will grant the member system access rights at the Administrator level as described in Access levels in the app, page 8.
      
      **NOTE:** The Family Role option is enabled only for the Home Owner.
   d. (See H) Tap **Save.**

The new Home member is added to the **Home Members** list on the Home settings page.

### 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 16.) After commissioning, you can optionally switch the connection to Wi-Fi, if needed. (See Switching the hub Ethernet connection to Wi-Fi (optional), page 22.)

**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.
2. (See A) Tap the Setting (gear) icon.
3. (See B) In the Setting 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)

Pre-requisite:

- The AP mode is supported in the hub with firmware version 1.25.2 or above. To update the latest firmware, connect the hub to the Ethernet (see Ethernet mode connection, page 16).
- 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 17.
- The Wi-Fi in the mobile phone must be active.
- The Wi-Fi router, hub and mobile phone must be as close as possible.

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

4. Upon selecting Wiser Hub, an animation of the hub connecting to Ethernet or Wi-Fi will play automatically. On the same page tap Other mode (See D).

5. On the Select network configuration mode page, select AP mode (See E).
6. (See F, G, H) Upon selecting AP mode, an animation of the hub configuring to AP mode will play automatically. Follow the instructions as shown in the animation. Tap Confirm WLAN LED flashing (F), then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (G). Tap Confirm (H).

7. (See I, J) 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 (J). 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.

**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.

8. 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.
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 using the app.

**NOTE:**
- A hub must be commissioned and operating before adding a Zigbee device.
- Add mains-powered Zigbee devices before battery-powered Zigbee devices. (See Support for battery-powered devices, page 12.)

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**.
Commissioning the Wiser system

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.

The device is displayed on the Home page as follows:

- Assigned to a Room if the Add Device action was started from that Room.
- Under the All Devices tab if the Add Device action was started from the 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) Arrange Room devices by using drag and drop to rearrange the order.
   - (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

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.
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) If the device supports third-party controls, tap a feature to find out more about setting it up.
   - (See F) 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 G) Tap to remove the device from the Home.
     **NOTE:** When you remove a device, all device settings are lost and the device is reset.
   - (See H) Tap 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 I) On the Settings page, adjust the device-specific settings. (The available settings vary by device type.)
Configuring a Wiser Multifunction Interface

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

Before configuring a multifunction interface, add the device to the Home using the procedure Adding a device, page 26.

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

Setting Wiser Multifunction Interface channel communication parameters

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

1. Select the multifunction interface in the app.

2. (See A, B) In the Multifunction Interface page, tap the Settings icon (A) and then select the channel to which the thermostat is connected (B).
   (Channel Multifunction1 is selected for this example.)

3. Do one of the following:
   - (See C) Tap the Identify button to detect and set the required parameters automatically.
   - (See D) Manually adjust the parameters to suit the thermostat.
   
   **TIP:** Refer to Compatible thermostats for the Wiser Multifunction Interface, page 47 to find the communication parameters for a specific thermostat make and model.
Adding a thermostat to the Wiser Multifunction Interface

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

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

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

3. (See E) Set the Unit Address of the thermostat.
   - **TIP:** Refer to Thermostat unit addresses explained, page 48 for more information.

4. (See F) Tap Test to confirm that the app switches the thermostat On and Off.

The newly added thermostat is listed on the Multifunction Interface page and is added as a device on the Home page. Tap the device to control the thermostat, change the thermostat name and assign the device to a Room.
Configuring a Wiser 360Degree ZB/IR Convertor

Add infrared-controlled appliances such as televisions and 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 26.

**IMPORTANT:** If you have a brand-new model of TV, air conditioner 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 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 that 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.

Making devices work together

**Moments and Automations**

Operate one or more devices with a single action.

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

Moment settings (L) and Automation settings (R).

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Moment</th>
<th>Automation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(See A) Name and background</td>
<td>Choose a unique name and set a custom background from a preset selection, your camera or photo albums.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>(See B) Action*</td>
<td>* The Action consists of one or more Tasks.)</td>
<td>Execute an Automation.</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Enable or disable a Moment or Automation (for example, if you are going away for an extended time).</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>Send a Notification when the Automation is triggered.</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>Set a delay time for the Moment/Automation to operate once triggered.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>Select a device and configure settings to be applied when the Moment/Automation is triggered.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>(See C) Show on Home Page</td>
<td>Display the Moment on the Home page (tap the Moment to operate).</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>(See D) Conditions</td>
<td>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.</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>(See E) Effective Period</td>
<td>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.</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>

Example: Creating a Welcome Automation

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

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

1. (See A) In the Home page, tap the Moments 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, curtain, dimmer and air conditioner devices in the Living Room. Configure the Action by setting one or more Tasks.

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

1. (See A) Tap Add Task.
2. (See B) Tap Device.
3. (See C) Select the Living Room light switch from the list.
4. (See D, E) This example is a 2–gang switch. Select one of the Switches (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.

6. Add further Tasks to set Curtain open (G), Dimmer level (H) and Air Conditioner temperature (I).

**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. This involves selecting the front door Window/Door sensor and choosing the Open Condition.

1. (See A) Tap Add Condition.
2. (See B) Tap Device.
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. (See F) The Window/Door Sensor is displayed in the **Condition** section of the Automation page.

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

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

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

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

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

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

If you choose to create a new Moment as part of this task:
- The creation process is best described in Configure an Action to operate the devices, page 36.
- The new Moment will be verified when complete. You must then select the newly created Moment displayed on the page.

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

2. (See A): Tap and hold one of the keys displayed on the page.
   (For 2K freelocates, only 2 keys are displayed.)

3. (See B): In the Icon Moment Settings page, tap Icons and choose an icon to display on the key.

4. (See C): Tap Select Moment Mode, then perform step 5, 6 or 7 only.
Commissioning the Wiser system

5. **(Optional) Add a cloud-based Moment** (can only be operated when system is connected to the Internet):
   a. (See D) Tap **Moment with Multifunction Interface & IR Convertor**.
   b. Either select an existing Moment displayed on the page, or tap **Add Moment** to create a new one.
   c. Go to step 8.

6. **(Optional) Add a local Moment** (can be operated when the system has no Internet connection):
   a. (See E) Tap **Moment without Multifunction Interface & IR Convertor**.
   b. Either select an existing Moment or tap **Add Moment** to create a new one.
   c. Go to step 8.

7. **(Optional) Add a Moment containing a device group**:
   a. (See F) Tap **Group**.
   b. In the Group Setting page, tap **Add Moment** and create a Moment containing a group of devices.
      (For example, add all the lights in one room or area to be operated from the freelocate switch.)
      **TIP:**
      1. Only group devices that operate in a similar way. For example, group light switches only, dimmers only or curtain switches only.
      2. The group devices work in toggle control. For example, if the current status in a group of light switches is Off, when a user triggers the Moment, the status of the group devices will change to On.
   c. Go to step 8.

8. After selecting the Moment to assign to the freelocate key, tap **Complete** to finish the task.
   **TIP:** You may be prompted to wake battery-operated devices before the task can be completed.
Configuring voice control

Integrate third-party voice control such as Alexa or Google Assistant 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 and camera motion detection/face recognition.
• **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 and account.
Device button/key and LED locations

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

Wiser AvatarOn Switch/Curtain Switch/Dimmer

(See A) Setup/Reset button
(See B) Programming indicator

To commission the device: Short press the Setup/Reset button 3 times.

Wiser 1 Gang Micro Module Switch

(See A) Setup/Reset button
(See B) Status LED

To commission the device: Short press the Setup/Reset button 3 times.
Wiser 1 Gang Micro Module Dimmer

(See A) Setup/Reset button
(See B) Status LED

To commission the device: Short press the Setup/Reset button 3 times.

Wiser Multifunction Interface

(See A) Programming (Prog) button
(See B) Clear button
(See C) Network Status LED
(See D) RS485 port LEDs (ports 1, 2 and 3)

To commission the device: Short press the Prog button once.

Wiser 360Degree ZB/IR Convertor

(See A) Set/Reset (S/R) button
(See B) Network status LED

To commission the device: Short press the S/R button 3 times.

Wiser AvatarOn Freelocate

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

(See A) Function key
(See B) Status LED (visible on front of master part when flashing or lit)
To commission the device: Short press the Function key 3 times.

Wiser Motion Sensor

(See A) Function key
(See B) Status LED (visible on sensor face when flashing or lit)
To commission the device: Short press the Function key 3 times.

Wiser Water Leakage Sensor

(See A) Function key
(See B) Status LED (visible on top of sensor when flashing or lit)
To commission the device: Short press the Function key 3 times.

Wiser Temperature/Humidity Sensor

(See A) Function key
(See B) Status LED (visible on sensor face when flashing or lit)
To commission the device: Short press the Function key 3 times.

Device LED behavior

Devices have LEDs to indicate their operating status and to confirm actions such as resetting or joining a network.
<table>
<thead>
<tr>
<th>Device</th>
<th>Status</th>
<th>LED indication</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiser Hub</td>
<td>Switching On/Restarting</td>
<td>All 3 LEDs display solid white</td>
<td>40 s</td>
</tr>
<tr>
<td>Connected to router (Wi-Fi)</td>
<td></td>
<td>WLAN LED displays solid white</td>
<td>While connected to router</td>
</tr>
<tr>
<td>Connected to router (Ethernet)</td>
<td></td>
<td>Ethernet LED displays solid white</td>
<td>While connected to router</td>
</tr>
<tr>
<td>Level 1 reset in progress</td>
<td></td>
<td>Ethernet/WLAN LEDs flash white</td>
<td>Once</td>
</tr>
<tr>
<td>Level 2 reset in progress</td>
<td></td>
<td>Ethernet/WLAN LEDs flash white</td>
<td>3 times</td>
</tr>
<tr>
<td>Zigbee network initialized</td>
<td></td>
<td>Zigbee network LED displays solid white</td>
<td>While Zigbee network is available</td>
</tr>
<tr>
<td>Zigbee network is Open</td>
<td></td>
<td>Zigbee network LED flashes white</td>
<td>While Zigbee network is Open</td>
</tr>
<tr>
<td>Wiser AvatarOn Light Switches, Curtain Switches, Dimmers and Freelocates</td>
<td>Connection in progress</td>
<td>Flash orange</td>
<td>Until connection completed</td>
</tr>
<tr>
<td>Wiser Multifunction Interface</td>
<td>Connection completed/connected to network</td>
<td>Solid green</td>
<td>5 s</td>
</tr>
<tr>
<td>Wiser 360Degree ZB/IR Convertor</td>
<td></td>
<td><strong>Multifunction interface only:</strong> Top-most LED displays solid green when power is connected. Channel indicators 1, 2 and 3 display solid green when a thermostat is connected to the channel.</td>
<td></td>
</tr>
<tr>
<td>Reset in progress</td>
<td>Flash red</td>
<td>Until Reset/Prog button released</td>
<td></td>
</tr>
<tr>
<td>Reset completed</td>
<td>Solid orange</td>
<td>5 s</td>
<td></td>
</tr>
<tr>
<td>Wiser Sensors</td>
<td>Connection in progress</td>
<td>Flash orange</td>
<td>Until connection completed</td>
</tr>
<tr>
<td>Wiser Micro Module Switch</td>
<td>Connection completed</td>
<td>Solid green</td>
<td>5 s</td>
</tr>
<tr>
<td></td>
<td>Connected to network</td>
<td>Flash green</td>
<td>7 times</td>
</tr>
<tr>
<td></td>
<td>Reset in progress</td>
<td>Flash red</td>
<td>Until Function key/Reset button released</td>
</tr>
</tbody>
</table>
### Additional information for commissioning

<table>
<thead>
<tr>
<th>Device</th>
<th>Status</th>
<th>LED indication</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset completed</td>
<td>Flash green</td>
<td>7 times</td>
<td></td>
</tr>
<tr>
<td>Wiser Micro Module Dimmer</td>
<td>Connection in progress</td>
<td>Flash orange</td>
<td>Until connection completed</td>
</tr>
<tr>
<td></td>
<td>Connection completed</td>
<td>Solid green</td>
<td>5 s</td>
</tr>
<tr>
<td></td>
<td>Connected to network</td>
<td>Flash green</td>
<td>2 times</td>
</tr>
<tr>
<td></td>
<td>Reset in progress</td>
<td>Flash red</td>
<td>Until Reset button released</td>
</tr>
<tr>
<td></td>
<td>Reset completed</td>
<td>Flash green</td>
<td>2 times</td>
</tr>
<tr>
<td>Wiser AvatarOn Freelocate</td>
<td>Programming mode On</td>
<td>Solid green</td>
<td>Until button pressed on freelocate to assign device controls/scene, or until programming mode time-out is reached</td>
</tr>
<tr>
<td>Wiser AvatarOn devices (control assignment)</td>
<td>Local control selected on device(s)</td>
<td>Local control backlight LED flashes</td>
<td>Until button pressed on freelocate to assign device controls</td>
</tr>
<tr>
<td></td>
<td>Local control(s) successfully assigned to freelocate button</td>
<td>Local control backlight LED flashes</td>
<td>5 times (freelocate LED also flashes green 5 times)</td>
</tr>
<tr>
<td>Wiser AvatarOn devices (E-mode scene programming)</td>
<td>E-mode scene successfully programmed to a button on freelocate</td>
<td>Flash green</td>
<td>5 times on freelocate and all programmed devices</td>
</tr>
</tbody>
</table>

### Compatible thermostats for the Wiser Multifunction Interface

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

<table>
<thead>
<tr>
<th>Thermostat brand and model</th>
<th>Baud rate</th>
<th>Data bits</th>
<th>Parity</th>
<th>Stop bits</th>
<th>Supported systems</th>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hitachi HL03B</td>
<td>9600</td>
<td>8</td>
<td>None</td>
<td>1</td>
<td>Air conditioning</td>
<td>Set temperature Change mode (Heating, Cooling, Dry, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status</td>
</tr>
<tr>
<td>Hitachi HL310S</td>
<td>4800</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Air conditioning</td>
<td>Set temperature Change mode (Heating, Cooling, Auto) Change fan speed (Low, Medium, High) Change power status</td>
</tr>
<tr>
<td>Schneider Electric TC300</td>
<td>4800</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Air conditioning</td>
<td>Set temperature Change mode (Heating, Cooling, Auto) Change fan speed (Low, Medium, High, Auto) Change power status</td>
</tr>
<tr>
<td>Schneider Electric TC500</td>
<td>4800</td>
<td>8</td>
<td>Odd</td>
<td>1</td>
<td>Floor heating</td>
<td>Set temperature Change mode (Heating, Cooling) Change power status</td>
</tr>
<tr>
<td>Schneider Electric TCMAO</td>
<td>9600 (default)</td>
<td>8</td>
<td>None</td>
<td>1</td>
<td>Air conditioning</td>
<td>Set temperature Change mode (Heating, Cooling, Fan, Auto) Change fan speed (Low, Medium, High, Auto) Change power status</td>
</tr>
</tbody>
</table>
Thermostat unit addresses explained

When multiple thermostats are connected to one channel of a Wiser Multifunction Interface, each thermostat has a unit address that identifies its position in the chain.

Example: Three thermostats connected to one channel of a multifunction interface

- (See A): Multifunction interface
- (See B): First thermostat in chain (unit address = 1)
- (See C): Second thermostat in chain (unit address = 2)
- (See D): Third thermostat in chain (unit address = 3)

Configure a particular thermostat in a multi-thermostat chain to appear as a device in the app by specifying the unit address of that thermostat during multifunction interface commissioning.

NOTE: For multifunction interface channels with only one thermostat connected, the thermostat unit address is always 1.

Resetting 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 settings to fix a problem.

The reset tool supplied with the hub is required.

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 to 15 seconds. 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 seconds. 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 seconds.

After a Level 2 reset, all settings are returned to their original default values and all imported files 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.

- **AvatarOn light switches, curtain switches and dimmers:** Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See Supported Wiser devices, page 9 for a link to the device installation instructions.)
- **AvatarOn Freelocate:** Remove the freelocate from its metal bracket.
- **Wiser 360Degree ZB/IR Convertor:** The reset tool supplied with the product is required.

**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 43.)
2. **All devices except Wiser Multifunction Interface:** Press the **Setup/Reset/Function** button 3 times within 1 second and then press and hold the button for at least 10 seconds.
   - The programming/status LED flashes red.
3. **Wiser Multifunction Interface only:** Press and hold the **Clear** button for at least 10 seconds.
   - The Network Status LED flashes red.
4. Release the button.

**All devices except those specified below:** The LED displays solid orange for up to 30 seconds (depending on device).

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

All configuration, user and network data is deleted.

**Restoring device factory defaults using the app**

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 **Restore Factory Defaults** 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.
Additional information for commissioning

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.
E-mode commissioning

About E-mode

Create a simple system that provides remote control for switching/dimming lights and opening, stopping and closing curtains.

This system is called E-mode and does not require a hub or the app. Instead, combine the Wiser AvatarOn series of light switches, curtain switches and dimmers to create a self-contained network of up to 30 devices. You can remotely control these devices using the Wiser AvatarOn Freelocate.

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

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

Supported devices for E-mode commissioning

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

Supported devices include the following:

- Wiser AvatarOn 1G Switch
- Wiser AvatarOn 2G Switch
- Wiser AvatarOn 3G Switch
- Wiser AvatarOn 1G Curtain Switch
- Wiser AvatarOn 2G Curtain Switch
- Wiser AvatarOn 1G Dimmer
- Wiser AvatarOn 2G Dimmer.

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

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

<table>
<thead>
<tr>
<th>Task</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a Zigbee network for the E-mode system.</td>
<td>See Creating the network for E-mode, page 53.</td>
</tr>
<tr>
<td>Add devices to the E-mode system.</td>
<td>See Adding devices to the E-mode system, page 53.</td>
</tr>
<tr>
<td>Assign device control operations to the buttons on a freelocate for remote control.</td>
<td>See Assigning device control operations to a freelocate button (E-mode), page 54.</td>
</tr>
<tr>
<td>Create Moments using the freelocate,</td>
<td>See Creating a Moment using the freelocate (E-mode), page 54.</td>
</tr>
</tbody>
</table>

Creating the network for E-mode

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

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

1. Select a compatible device to create the network. (See Supported devices for E-mode commissioning, page 52.)
   
   **NOTE:** Only light switches, dimmers and curtain switches can be used. The freelocate is not capable of creating a network.

2. Locate the **Setup/Reset** button on the device.
   
   (See Device button/key and LED locations, page 43.)

3. Short press the **Setup/Reset** button 3 times.

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

Adding devices to the E-mode system

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

- Make sure that the Zigbee network for the E-mode system has been created. (See Creating the network for E-mode, page 53.)
- Remove the switch/dimmer fascia to access the controls on the switch/dimmer module. (See Supported Wiser devices, page 9 for a link to the device installation instructions.)
- If adding a freelocate, remove the freelocate from its metal bracket.

1. Locate the **Setup/Reset** button on the device.
   
   (See Device button/key and LED locations, page 43.)

2. Short press the **Setup/Reset** button 3 times.

   The programming indicator LED on the device displays solid green.
Assigning device control operations to a freelocate button (E-mode)

Perform this task so that users can remotely operate the controls on Wiser AvatarOn switches/dimmers, or Wiser AvatarOn curtain switches, using the buttons on a Wiser AvatarOn Freelocate.

- The devices to be assigned to the freelocate must be added to the E-mode system.
- Set the freelocate to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 55.)

**TIP:** Wiser AvatarOn Light Switches and Dimmers are operated differently to Wiser AvatarOn Curtain Switches. Assign curtain switch controls to a different freelocate button than that used for light switches/dimmers.

1. Select a Wiser AvatarOn device and short press the local control button to be assigned.
   The local control backlight starts flashing.

2. To remotely control multiple device buttons from one freelocate button:
   Select more devices in the E-mode system and press their local control buttons.

3. Short press the freelocate button that will operate the selected device controls.
   The backlight on each selected local control, and the freelocate programming LED, flashes 5 times.

   **NOTE:** The new assignments override any device controls previously assigned to the freelocate button.

Creating a Moment using the freelocate (E-mode)

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

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

1. Operate the local control on each device to the required level or position to create the Moment:
   a. **Switches:** Switch lights On/Off as desired.
   b. **Dimmers:** Operate the dimmer to full brightness, then dim the light down to the desired level.
   c. **Curtain switches:** Operate the curtains to fully-open or fully-closed only.

2. The devices used in the Moment work in toggle control. For example if the current status in a group of light switches is Off, when a user triggers the Moment, the status of the group devices will change to On.

3. Set the freelocate to programming mode. (See Setting programming mode on a Wiser AvatarOn Freelocate, page 55.)

4. Short press the local control button on each device used in the Moment.
   The local control backlight on each device starts flashing.

5. Long press (more than 2 seconds) the freelocate button that will be used to trigger the Moment.
   The programming LEDs on each device and the freelocate flash green 5 times to confirm that the Moment settings have been assigned to the freelocate button.

   **NOTE:** The new assignment overrides any Moment settings previously assigned to the freelocate button.
**Additional information for E-mode**

**Setting programming mode on a Wiser AvatarOn Freelocate**

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

1. On the back of the freelocate, short press the Setup/Reset key 3 times.
   
   See *Device button/key and LED locations, page 43*.

2. Observe that the programming LED on the back of the freelocate displays solid green, indicating that the freelocate is in programming mode.
Troubleshooting

Find solutions to problems with the system, devices and configuration settings.

General system

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>When adding a device, the device is rejected or will not join.</td>
<td>The device may not be supported by the Wiser system.</td>
<td>Only use devices listed in Supported Wiser devices, page 9.</td>
</tr>
<tr>
<td>When triggering a Moment or Automation with multiple devices, one or more Wi-Fi devices fail to respond.</td>
<td>There may be too many Wi-Fi devices for the router to support.</td>
<td>Performance and stability issues may occur when there are more than 10 Wi-Fi devices connected to the router. Try reducing the number of Wi-Fi devices connected to the router.</td>
</tr>
<tr>
<td>Can’t add a user from another country to a Home.</td>
<td>If the user is from another country, the account details may be located in a different data store to the Home. See Data stores, page 7 for more information.</td>
<td>Users can create a another account using a country code in the same region as the Home they wish to join.</td>
</tr>
<tr>
<td>The Wiser system cannot connect to the internet via the Wi-Fi network router.</td>
<td>The router port settings may not be properly set for system access to the internet.</td>
<td>Check that the following router ports are open: • MQTT: Port 8883 • UDP: Port 6666 • UDP v4: Port 6667 • TCP: Port 6668 • HTTPS: Port 443 • HTTP: Port 80 IMPORTANT: For cyber-security, check that all unused ports are closed.</td>
</tr>
</tbody>
</table>

Wiser AvatarOn Freelocate

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The freelocate LED is blinking orange rapidly.</td>
<td>The freelocate battery may be very low or drained.</td>
<td>Press a freelocate button and observe the operation of the assigned device(s). If the device does not operate, then the freelocate batteries are drained and must be replaced. (See the installation instructions for the freelocate to replace the batteries.) NOTE: Always replace both batteries even if 1 battery appears to be sufficiently charged.</td>
</tr>
</tbody>
</table>

Wiser Motion Sensor

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

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.
A

**Action**: An operation on a device is an action. For example, opening or closing the curtain and switching on the AC on a sub-device of IR convertor.

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

H

**HVAC**: (Heating, Ventilation and Air Conditioning) A system of components that maintains a desired environment (e.g. temperature, humidity, air flow) in a building.

M

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

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