Wiser Home

System User Guide (France)

09/2024





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Table of Contents

Sa	afety Information	7
Re	eading the System User Guide Online	8
	gration from Wiser Energy to Wiser Home	
	Energy	
Ge	etting to Know the Wiser System	12
	st of Wiser Devices	
	Device compatibility list	
	Climate	
	Lights	
	Shutters	
	Appliances	16
	Sensors	18
	Safety	19
	Energy	
	Hubs	
	Climate	
	Lights	
	Shutters	
	Appliances	
	Sensors	
	Safety Energy	
-		
se	etting-up the Wiser System	
	System Requirements.	
	Support for battery-powered devices	
	Third party devices	
	Selecting the mounting location	
	Wiser Home App	
	Downloading the Wiser Home App	
	Roles in the Wiser Home App	
	Cybersecurity Principles	40
Ge	etting to know the Hub	42
	Wiser Hub ^R 2 nd Generation	
	Operating Elements	42
	LED Behavior	43
	Updating	43
	Resetting to factory defaults	43
	Wiser Hub 2 nd Generation	44
	Operating Elements	
	LED behaviour	
	Updating	
	Resetting to factory defaults	
Se	etting up the Hub	
	Setting up as a Professional Installer	
	Downloading hub firmware into the app	
	Connecting to the Hub's Temporary Wi-Fi® Network	51

	Wiser Hub 2 nd Generation	51
	Wiser Hub ^R 2 nd Generation	55
	Updating the firmware	62
	Entering Wi-Fi® login information	65
Cr	eating an Account	68
	onnecting Devices to the Hub	
Сс	onfiguring the Wiser System	74
	Devices	74
	List of Devices	74
	Adding a Device	78
	Device Details	81
	Rooms	83
	List of Rooms	83
	Adding a Room	84
	Room Details	85
	Moments	87
	Creating a Moment	88
	Editing a Moment	92
	Deleting a Moment	93
	Automations	94
	Creating an Automation	96
	Editing an Automation	105
	Deleting an Automation	107
	Schedules	108
	Adding a Schedule	110
	Editing a Schedule	112
	Deleting a Schedule	113
	Modes	114
	Away Mode	114
	Boost Mode	115
	Smart Modes	116
	App Settings	120
	Support	122
	App Theme	122
	Account settings	124
	Notifications and Alarms	126
	Setting-up Overconsumption Alarm	127
	Setting-up No Consumption Alarm	130
	App Language	132
Сс	ontrolling the Wiser System	133
	Home Screen	
	Rearranging Rooms	134
	Home Screen Settings	135
	Device control	
	Climate control	
	Compatible third party devices	
	Voice Control	
	Amazon Alexa	
	Google Home	
	Insights	

Energy overview	145
Activity and environment	146
Weather and Heating	147
Heat report	148
Energy	152
Live	153
History	155
Insights	157
EcoWatt	160
Forecast	160
Eco-gestures	161
Grid Status Notifications	163
Status bar on Home Screen	163
Additional Information	165
About Signal Strength	165
Understanding Control Mode Priorities	166
Changing home Wi-Fi login information	167
Troubleshooting	169
Decommissioning a Wiser System	170
eSetup App	171
Compliance	172
Compliance information for Green Premium products	172
EU Declaration of Conformity	173
Trademarks	173

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.

AADANGER

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.

AWARNING

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

ACAUTION

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

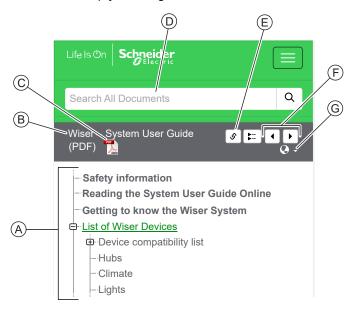
NOTICE

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

Reading the System User Guide Online

Navigating through the System User Guide and getting to know the functions.

The System User Guide is optimized for online presentation. Several functions are available to help you navigate.



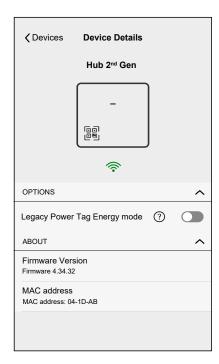
Α	Table of Contents	Tap/Click to navigate through the topics.
	Contents	Tap/Click the + and - icons to expand/collapse a chapter.
B Document name Tap/Click to navigate to the first page of the document.		Tap/Click to navigate to the first page of the document.
С	PDF Icon	Tap/Click to open the document as a PDF file.
D	Search field	Enter a search term and tap/click the magnifying icon.
Ε	Copy Link	Tap/Click to generate a link for the current chapter displayed on the screen.
F	Previous / Next	Tap/Click to navigate through the previous and next topics.
G	Language selection	Tap/Click to select your country.

Migration from Wiser Energy to Wiser Home

Migration video: Click here for migration video.

IMPORTANT: If you have an older PowerTag with firmware version 3.x.x and earlier (the firmware version will be printed on the device or can be provided by customer support), enable the **Legacy PowerTag Energy mode** toggle switch on the Wiser Hub's **Device Details** screen to allow the system to pair with them.

- 1. On the **Home** screen of the Wiser Home app, tap 🐯
- 2. Tap Devices > Hub 2nd Gen to navigate to the Device Details screen.
- 3. Tap the toggle switch and enable the **Legacy PowerTag Energy mode** to commission the old PowerTag.



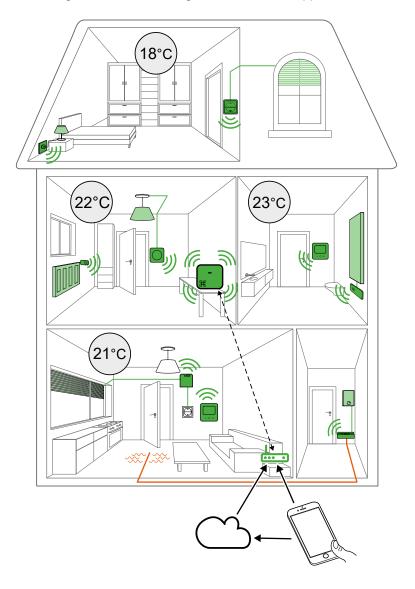
Energy

PowerLogicTM - PowerTag Resi9 M63 R9M20 R9M21 R9M22	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
R9M40 R9M41 R9M43 R9M42		
PowerLogic TM - PowerTag Acti9 M63 A9MEM1520 A9MEM1521 A9MEM1522	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
A9MEM1540 A9MEM1543 A9MEM1542		
PowerLogic TM - PowerTag Resi9 F63 R9M70 R9M60	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide

PowerLogic TM - PowerTag Acti9 F63 A9MEM1570 A9MEM1570	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
PowerTag C A9XMC1D3	It is a wireless-communication module explicitly designed for controlling and monitoring applications. It is part of PowerTag System and Wiser System, turning a distribution board into a connected panel.	Instruction Sheet Device User Guide

Getting to Know the Wiser System

The Wiser system provides an easy, convenient and flexible solution for controlling home devices using the Wiser Home App.



The Hub is the center of the system, processing control requests and status reports for connected Wiser devices, page 13.

With a personal account and the Wiser Home App on a smartphone you can control and monitor connected Wiser devices from anywhere where the internet is available for both mobile phone and the Hub.

List of Wiser Devices

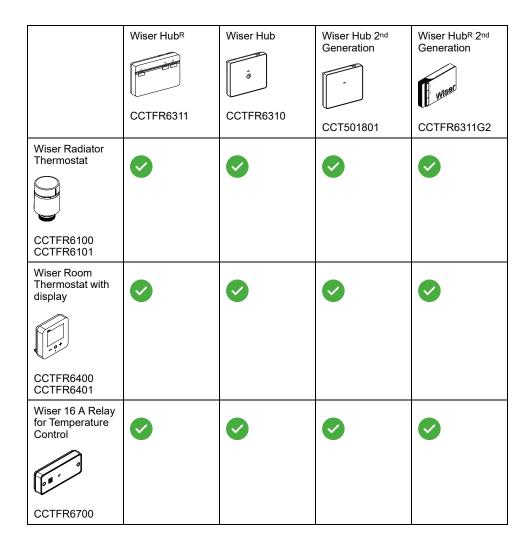
The devices listed in the following table are compatible Wiser devices.

Follow the device Instruction sheet links for installation instructions and device user guide links for more details on the device configuration.

Device compatibility list

Not all Wiser Devices can be added to all Hubs. Check the tables in these chapters to find out which Devices can be added to your Hub.

Climate



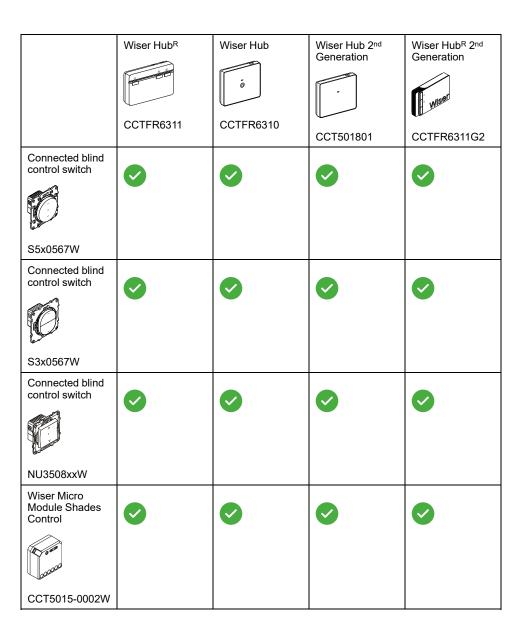
Wiser Underfloor Heating Connection Strip	⊘	⊘	⊘	(
CCTFR6600				
Wiser Boiler Relay				
				×
CCTFR6001				

Lights

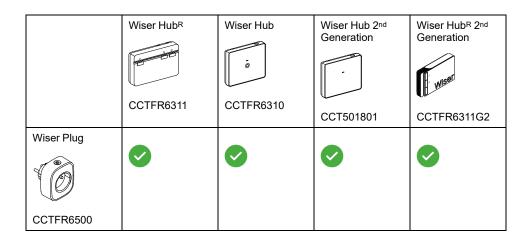
	Wiser HubR CCTFR6311	Wiser Hub CCTFR6310	Wiser Hub 2nd Generation	Wiser Hub ^R 2 nd Generation CCTFR6311G2
Connected relay switch 10A S5x0530W	•	•	•	•
Connected relay switch 10A S3x0530W				
Connected relay switch 10A NU3537xxW				
Connected universal push-button dimmer LED S5x0522W				

Connected universal push-				
button dimmer LED				
O				
S3x0522W				
Connected universal push- button dimmer LED	⊘	•	•	•
NU3515xxW				
Connected universal rotary dimmer LED	⊘	②	⊘	⊘
S5x0513W				
Connected universal rotary dimmer LED	Ø	Ø	②	•
NU3516xxW				
Wiser Micro Module Light Switch	Ø	Ø	•	
and the second				
CCT5011-0002W				
Wiser Micro Module Dimmer				
CCT5010-0002W				
Wiser Multiwire Micro Module LED Dimmer	8	8		
(A)				
CCT5010-0003				

Shutters



Appliances

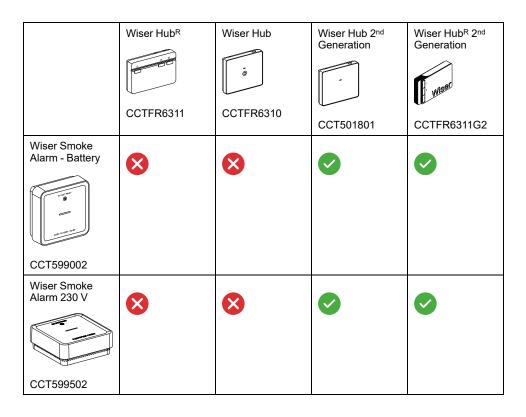


	ı	1	1	T
Wiser Power Micromodule	×	×		
·				
CCTFR6730				
Wiser Micromodule for Fil Pilote Radiators	8	8	•	②
THG_ CCTFR6710				
Connected single socket outlet	8	×		
S5x0559				
Connected single socket outlet	8	8	⊘	Ø
S3x0559				
Connected single socket outlet	×	×		
NU5559xx				
Connected Wireless Switch 1-gang/2-gang	8	8		②
S5x0531				
Connected Wireless Switch 1-gang/2-gang	8	8	②	⊘
S3x0531				
Connected Wireless Switch 1-gang/2-gang	8	8	•	•
NU5571xxW				

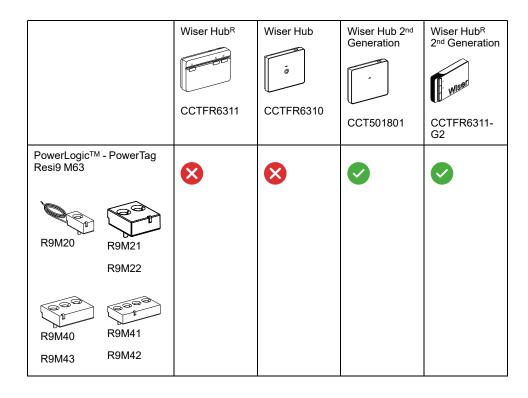
Sensors

	Wiser Hub ^R CCTFR6311	Wiser Hub CCTFR6310	Wiser Hub 2 nd Generation CCT501801	Wiser Hub ^R 2 nd Generation CCTFR6311G2
Wiser Window/ Door Sensor	&	⊗		
Wiser Motion Sensor CCT595012	8	8	•	
Wiser Water Leakage Sensor CCT592012	8	8	•	
Wiser Temperature/ Humidity Sensor CCT593012	&	&		

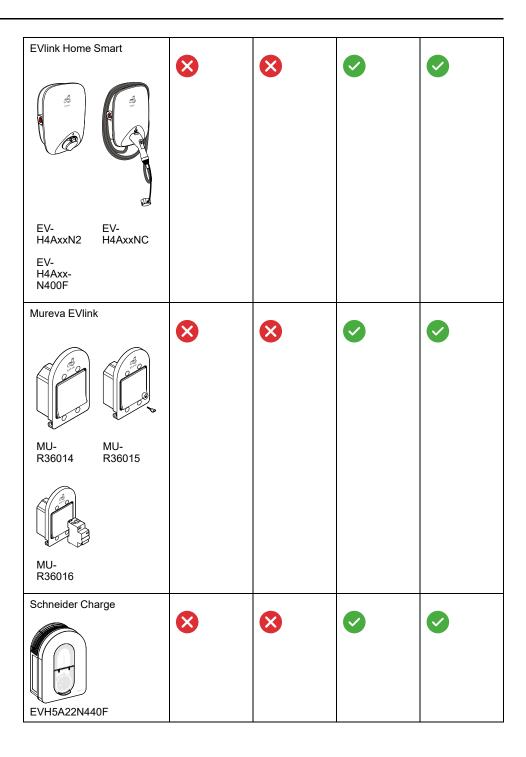
Safety



Energy



- PowerTag	8	8	②	②
A9ME- M1521				
W1522				
A9ME- M1541				
A9ME- M1542				
- PowerTag	×	×	⊘	⊘
R9M70				
- PowerTag	×	×	Ø	⊘
A9ME- M1570				
	&	×		
	A9ME-M1521 A9ME-M1522 A9ME-M1541 A9ME-M1542 - PowerTag R9M70 - PowerTag A9ME-A9ME-M1542	A9ME-M1521 A9ME-M1522 A9ME-M1541 A9ME-M1542 - PowerTag R9M70 - PowerTag A9ME-M1542 A9ME-M1542	A9ME-M1521 A9ME-M1522 A9ME-M1541 A9ME-M1542 - PowerTag R9M70 - PowerTag A9ME-M1570	A9ME-M1521 A9ME-M1522 A9ME-M1541 A9ME-M1542 - PowerTag R9M70 - PowerTag A9ME-M1570



Hubs

The Hub monitors and controls the Devices of your Home via the Wiser Home app, using Wi-Fi $^{\! @}\! .$

Wiser Hub ^R 2 nd Generation	The Wiser HubR is used to connect all the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is used.	Instruction Sheet (PDF) Getting to know the Hub, page 42
CCTFR6311G2		
Wiser Hub 2 nd Generation	The Wiser Hub 2 nd Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.	Instruction Sheet (PDF) Getting to know the Hub, page 42
CCT501801	The Wiser Wiser Hub 2 nd Generation is compatible with all Wiser Devices	
Wiser Wall Box Power Supply CCT501800-0001	Alternative power supply for the Wiser Hub 2 nd Generation, placed in a wall box.	Instruction Sheet (PDF)
Wiser HubR CCTFR6311	The Wiser HubR is used to connect all the Wiser devices. This version is used where central heating (e.g. boiler or heat pump) is used. NOTE: Certain Wiser Devices can not be added to the Hub. Check the Device compatibility list, page 13.	Instruction Sheet (PDF) System User Guide
Wiser Hub CCTFR6310	The Wiser Hub is used to connect and control all the Wiser devices. NOTE: Certain Wiser Devices can not be added to the Hub. Check the Device compatibility list, page 13.	Instruction Sheet (PDF) System User Guide

Climate

NOTE:

Not all Devices can be added to all Wiser Hubs. To find out if a Device can be added to your Hub, please check chapter Device compatibility list, page 13

Wiser Radiator Thermostat	Provides individual temperature control for radiators.	Instruction Sheet (PDF) Device User Guide
CCTFR6100 CCTFR6101		
Wiser Room Thermostat with display	Wireless, battery-powered, colored touch-button display to set the room temperature.	Instruction Sheet (PDF) Device User Guide
CCTFR6400 CCTFR6401		
Wiser 16 A Relay for Temperature Control	Control electrical heaters with On/Off commands (Relay output) or Fil Pilote commands.	Instruction Sheet (PDF) Device User Guide
CCTFR6700		
Wiser Underfloor Heating Connection Strip	Control thermal actuator valve heads to regulate the flow of hot water in the underfloor pipes.	Instruction Sheet (PDF) Device User Guide
CCTFR6600		
Wiser Boiler Relay CCTFR6001	Allows control of a domestic boiler in water based central heating applications.	Instruction Sheet Device User Guide
Connected Thermostat 2 A S5x0619	Used for water-based heating and cooling applications, such as water-based underfloor heating and radiator heating.	Instruction Sheet Device User Guide

Third party devices

Devices that are compatible with a Wiser system, but not provided by Schneider Electric.

Airzone Plenum	Zoning system for HVAC (heating, ventilation, and air conditioning) used in buildings that regulates the indoor temperature.	Device User Guide
Aidoo Pro Air conditioner	It is a solution that lets you control individual air conditioner through the Wiser Home app. An Aidoo Pro Air conditioner is wired to the AC and connects to the Wiser Home app via Wi-Fi®.	Device User Guide

Lights

NOTE:

Not all Devices can be added to all Wiser Hubs. To find out if a Device can be added to your Hub, please check chapter Device compatibility list, page 13

Connected relay switch 10A	Switch ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
	·	Device User Guide
S5x0530W		
Connected relay switch 10A	Switch ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
TOA	capacitive loads.	Device User Guide
S3x0530W		
Connected relay switch	Switch ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
		Device User Guide
NU3537xxW		
Connected universal push- button dimmer LED	Switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
		Device User Guide
S5x0522W		
Connected universal push- button dimmer LED	Switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
battori dirimici EEB	or capacitive loads.	Device User Guide
S3x0522W		
Connected universal push- button dimmer LED	Switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
	, ===	Device User Guide
NU3515xxW		

Connected universal rotary dimmer LED	Switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
		Device User Guide
S5x0513W		
Connected universal rotary dimmer LED	Switch and dim ohmic, inductive or capacitive loads.	Instruction Sheet (PDF)
- M	or supusitive loads.	Device User Guide
NU3516xxW		
Wiser Micro Module Light	The Wiser Micro Module Light	Instruction Sheet (PDF)
Switch	Switch is used to switch ohmic, inductive or capacitive loads.	Device User Guide
To all		
220000		
CCT5011-0002W		
Wiser Micro Module	The Wiser Micro Module	Instruction Sheet (PDF)
Dimmer	Dimmer is used to switch ohmic, inductive or capacitive loads.	Device User Guide
CCT5010-0002W		
Wiser Multiwire Micro	The Wiser Multiwire Micro	Instruction Sheet (PDF)
Module LED Dimmer	Module LED Dimmer is used to switch and dim LED lamps, as	Device User Guide
	well as ohmic or capacitive loads.	
par de		
CCT5010-0003		
1		

Shutters

NOTE:

Not all Devices can be added to all Wiser Hubs. To find out if a Device can be added to your Hub, please check chapter Device compatibility list, page 13

Connected blind control switch S5x0567W	Control one blind or roller shutter motor that is equipped with an end position switch.	Instruction Sheet (PDF) Device User Guide
Connected blind control switch S3x0567W	Control one blind or roller shutter motor that is equipped with an end position switch.	Instruction Sheet (PDF) Device User Guide

Connected blind control switch NU3508xxW	Control one blind or roller shutter motor that is equipped with an end position switch.	Instruction Sheet (PDF) Device User Guide
Wiser Micro Module Shades Control CCT5015-0002W	Controls blinds thru connected push- buttons or the Wiser Home app.	Instrucion Sheet (PDF) Device User Guide

Appliances

NOTE:

Not all Devices can be added to all Wiser Hubs. To find out if a Device can be added to your Hub, please check chapter Device compatibility list, page 13

	T	
Wiser Plug	Remotely control and monitor the power consumption of the plugged-	Instruction Sheet (PDF)
	in load.	Device User Guide
CCTFR6500		
Wiser Power Micromodule	The Wiser Power Micromodule is for switching loads (up to 3000 W	Instruction Sheet (PDF)
	resistive) such as a hot water tank or a socket outlet.	Device User Guide
	In combination with the Wiser app,	
	the energy consumption can be measured and the module can be	
CCTFR6730	used for load shedding or demand response.	
Wiser Micromodule for Fil Pilote Radiators	The Wiser Micromodule for Fil Pilote Radiators is intended for	Instruction Sheet (PDF)
Ior Fil Pilote Radiators	controlling FIP compatible electric	Device User Guide
.0	heaters.	
THG_CCTFR6710		
Connected single socket outlet	Control and monitor the power	Instruction Sheet (PDF)
socket outlet	consumption of the plugged-in load.	Device User Guide
S5x0559		
Connected single	Control and monitor the power	Instruction Sheet (PDF)
socket outlet	consumption of the plugged-in load.	Device User Guide
S3x0559		

Connected single socket outlet NU5559xx	Control and monitor the power consumption of the plugged-in load.	Instruction Sheet (PDF) Device User Guide
Connected Wireless Switch 1-gang/2-gang	Battery powered push-button switch. Buttons can be freely assigned with functions with the Wiser Home App.	Instruction Sheet (PDF) Device User Guide
Connected Wireless Switch 1-gang/2-gang	Battery powered push-button switch. Buttons can be freely assigned with functions with the Wiser Home App.	Instruction Sheet (PDF) Device User Guide
Connected Wireless Switch 1-gang/2-gang	Battery powered push-button switch. Buttons can be freely assigned with functions with the Wiser Home App.	Instruction Sheet (PDF) Device User Guide

Sensors

Wiser Window/Door Sensor	Can be used to detect if a door or window is opened or closed.	Instruction Sheet (PDF) Device User Guide
Wiser Motion Sensor CCT595012	Reports the detection of movement and measures the luminance of the environment.	Instruction Sheet (PDF) Device User Guide
Wiser Water Leakage Sensor CCT592012	Detects water on a surface.	Instruction Sheet (PDF) Device User Guide
Wiser Temperature/ Humidity Sensor CCT593012	Measures temperature and humidity	Instruction Sheet (PDF) Device User Guide

Safety

Wiser Smoke Alarm - Battery CCT599002	The Wiser Smoke Alarm - Battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat caused by rapid increase in temperature. When connected to the Wiser system, the device sends notifications to the user via the Wiser app.	Instruction Sheet (PDF) Device User Guide
Wiser Smoke Alarm 230 V CCT599502	The Wiser Smoke Alarm 240 V Square uses a photoelectric sensor to detect smoke generated by fire and a temperature sensor that detects heat caused by rapid increase in temperature. It also includes a backup battery that allows the device to work if the power supply is disconnected. When connected to the Wiser system, the device will send notifications via the Wiser app.	Instruction Sheet (PDF) Device User Guide

Energy

PowerLogic™ - PowerTag Resi9 M63 R9M20 R9M21 R9M22	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
R9M40 R9M41 R9M43 R9M42		
PowerLogic [™] - PowerTag Acti9 M63	It is a compact, robust, and easy- to-install Class 1 wireless	Instruction Sheet
	communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Device User Guide
A9MEM1520 A9MEM1521		
A9MEM1522		
A9MEM1540 A9MEM1541		
A9MEM1543 A9MEM1542		

PowerLogic™ - PowerTag Resi9 F63	It is a compact, robust, and easy-to-install Class 1 wireless communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Instruction Sheet Device User Guide
R9M60 R9M70		
PowerLogic™ - PowerTag Acti9 F63	It is a compact, robust, and easy- to-install Class 1 wireless	Instruction Sheet
A9MEM1560 A9MEM1570	communication energy sensor. It is used together with the Wiser Hub to collect information from every equipped circuit to measure how much energy is consumed in the circuit.	Device User Guide
PowerTag C	It is a wireless-communication module explicitly designed for	Instruction Sheet
	controlling and monitoring applications. It is part of PowerTag System and Wiser System, turning a distribution board into a connected panel.	Device User Guide
A9XMC1D3		

EVH4AxxN2 EVH4AxxNC EV- H4AxxN400- F	Supplies electric energy to charge plug-in electric vehicles	Instruction Sheet EVlink Home Smart EVH4AxxN2, EVH4AxxNC Instruction Sheet EVlink Home Smart EVH4AxxN400F Device User Guide
Mureva EVlink Murafoul Murafoul Murafoul Murafoul Murafoul	The Mureva EVlink is a connected socket outlet to charge electric vehicles. You can also remotely control the EV Socket with Wiser Home app.	Instruction Sheet Device User Guide
Schneider Charge EVH5A22N440F	Supplies electric energy to charge plug-in electric vehicles	Instruction Sheet Device User Guide

Setting-up the Wiser System

The following chapters guide you through the initial setup of your Wiser system.

System Requirements

For a Wiser system you need at least the following devices and conditions.

Wiser Hub

The Hub communicates with all Wiser devices and the Wiser Home app.

You can find more information about the available Hubs in Chapter List of Wiser Devices, page 13

Internet access for the Hub

In order to properly control Wiser Devices, the Hub needs to be connected to the internet via your router.

Wiser devices

You can find more information about the available Wiser Devices in Chapter List of Wiser Devices, page 13

Smartphone

iOS Version 12 and higher

Android Version 5 and higher

Wiser Home App

For more information, please read chapter Downloading the Wiser Home App, page 36.

A valid e-mail address.

To set up your Wiser system, you will need to register an account at Schneider Electric with a valid e-mail address.

Data localization

Data Localization in general refers to a mandatory legal or administrative requirement directly or indirectly requiring that data be stored or processed, exclusively or non-exclusively, within a specified jurisdiction.

If data localization laws apply in your region, we strongly recommend setting up this device or system in a way that would not conduct a data cross-border transfer directly or through other channels. Details of data localization laws may vary in different regions. Your legal team is the best resource to give you compliance advice for your specific situation.

Support for battery-powered devices

By default, a system with a Hub can support up to 20 battery-powered devices, such as sensors. Systems that also include mains-powered devices can support additional battery-powered devices.

The reason for this is that mains-powered devices in the system also act as system network extenders.

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.

Limitations of the Wiser System

When commissioning a Wiser system, it is important to understand the system limits, such as the maximum number of supported devices.

NOTE: The limits listed below only apply to the following hubs:

- Wiser Hub 2nd Generation, page 44
- Wiser Hub^R 2nd Generation, page 42

System Limits

Maximum number of	
Devices total	63 Zigbee devices + 1 Hub + 20 PowerTag + 1 EV Charger / Schneider charge + 16 Airzone devices
Devices Zigbee	63
Rooms	16
Moments	20
Automations	10
Schedules:	
Climate Schedules (e.g. for room setpoint)	16
On/Off Schedules (e.g. On/Off of appliances)	16
Level Schedules (e.g. % shutter position, % Light dimming)	32

Device Limits With Respect to Single Hub

Climate	Maximum overall	Maximum per Room
Room Thermostat	16	1
Radiator Thermostat	32	4
Underfloor Connection Strip	3	-
Boiler Relay	1	-
Flush-mounted Thermostat	16	4
16A Relay	48	4
Flush-mounted Thermostat + 16A Relay	48	Individually specified limits

Lights	Maximum overall	Maximum per Room
Lighting devices	32	32

Shutters	Maximum overall	Maximum per Room
Shutter Devices	32	32

Appliances	Maximum overall	Maximum per Room
Smart Plug + Connected Socket + Wiser Power Micromodule	20	20
1-gang / 2-gang Connected Wireless Switch	10	10
FIP Micromodule	48	4
Wiser Power Micromodule	20	20

Sensors	Maximum overall	Maximum per Room
Window + Door Sensor	10	10
Motion Sensor	10	10
Water Leakage Sensor	10	10
Temperature + Humidity Sensor	10	10

Safety and Security	Maximum overall	Maximum per Room
Smoke Alarm	16	16

Energy	Maximum overall	Maximum per Room
PowerTag E & PowerTag C	20	-
EV Charger	1	1
EV Charger + Mureva Evlink	3	3

Third party devices

Device Limits

Device	Maximum overall	Maximum per Room
Airzone Plenum + Aidoo Pro Air Cond	ditioner 16	4

Selecting the mounting location

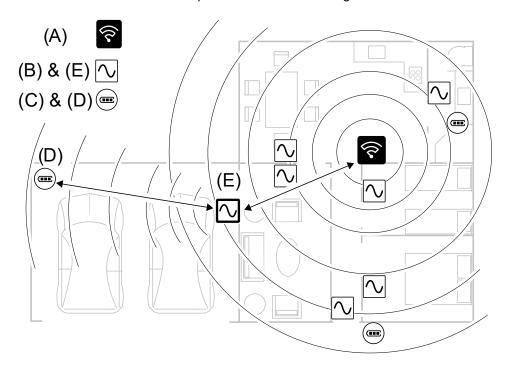
The Hub is the controller of the system and must be within a range of all devices in order for the system to work properly.

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

General Instructions for Hub and Device Mounting

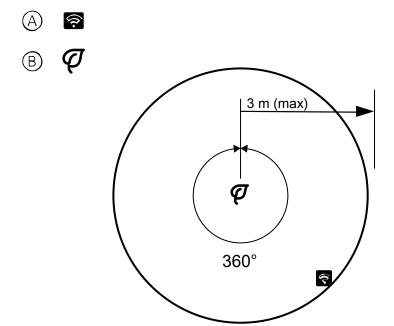
Referring to the diagram, it is most important to locate the **Hub** (A) as central as possible to the area occupied by all **mains-powered devices** (B), such as switches and dimmers. Proximity to **battery-powered devices** (C) should also be considered in context with the tip mentioned after the diagram.



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 **main-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.

PowerTag Mounting Requirements

The Wiser Hub (A) is recommended to be installed within 3 meters of PowerTag (B) devices to ensure the strong connection.



Wiser Home App

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

Downloading the Wiser Home App

Before you can set up your home, you need the Wiser Home app.

Download the Wiser Home app from the relevant app store:

iOS

Requires iOS 12.0 or later

Search term: Wiser Home

https://apps.apple.com/app/wiser-heat/id1222853887



Android

Requires Android 5.0 or later

Search term: Wiser Home

https://play.google.com/store/apps/details?id=com.schneider_electric.WiserHeat



Roles in the Wiser Home App

In the Wiser Home app, you can perform various tasks in the app, depending on the access level.

Function	Supported Features	Home owner	Professional Installer
Creating an account	Create an account by providing email address and setting up the password	Yes	No
Setting up the Wiser System	Adding and configuring the hub and devices.	Yes	Yes
Manual Firmware Update	Updating the hub firmware manually	No	Yes
Manage Rooms	Add or delete Rooms	Yes	Yes
	Name or rename Rooms	Yes	Yes
Manage devices	Add or delete devices	Yes	Yes

Function	Supported Features	Home owner	Professional Installer
	Configure device feature setting and schedule	Yes	Yes
	Change device icon, name and location	Yes	Yes
	Control device	Yes	Yes
	Receive device notifications and alarms	Yes	Yes
Manage Moments, Schedule and Automations	Create Moments, and Automations	Yes	Yes
Automations	Create or assign a Schedule.	Yes	Yes
	Assign devices to Moments/Automations	Yes	Yes
	Adjust device settings in Moments/ Automations	Yes	Yes
	Set Trigger conditions in Moments/ Automations	Yes	Yes
	Receive Moment/Automation trigger notifications	Yes	Yes

IMPORTANT:

- 1. As a professional installer, the app offers for setting up a Wiser System and adding devices without having to be logged in.
- 2. Any user can log in to the app, if the home owner provides the login credentials.

Professional Installer

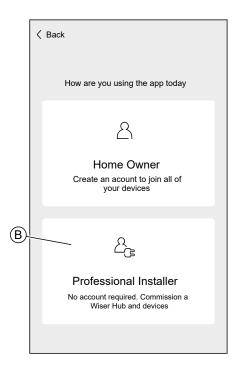
This is a setup role by the Professional Installer. The main task of the Professional Installer is to set up the Wiser system.

To use the App as a Professional Installer:

1. Tap Get started (A).



2. Tap Professional Installer (B).



Home Owner

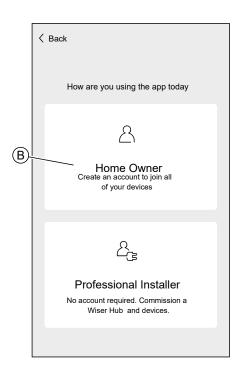
The Home Owner can create an account and set-up the Wiser system.

To use the App as a Home Owner:

1. Tap Get started (A).



2. Tap **Home Owner** (B) and create an account. Refer to Creating an Account, page 68 for information on how to create an account.



NOTE: After successfully creating your account using your email address and password, log in to the app and start using the Wiser system with your credentials.

Login to the App

1. To login to the app, tap Login (A).



2. Enter your credentials and tap Login (B).



NOTE: You only have to log in to the app once. Each time you use the app again, you will be automatically logged in. You can log out of your account in the Account Settings, page 124.

Cybersecurity Principles

This system hardening guideline can help you to follow best practices to improve the security of your system.

Passwords

- Passwords should include upper case, lower case, number and special characters.
- · The password must have 10 characters minimum.
- The password should not be easily found in the dictionary and a phrase is preferred.
- · Passwords should be changed frequently, at least once a year.
- A default Admin password must be changed immediately when first received and after a factory reset.
- · Never reuse passwords.
- After first login, change default password for local access.

Network

- IoT devices should only be connected in your personal home internal network.
- IoT devices should not be made directly accessible from internet. Ensure that you DO NOT use port forwarding to access an IoT device from the public internet.
- An IoT device should be on its own network segment. If your router supports
 a VLAN or other form of network segmentation, the IoT device should be
 located there.
- Use the strongest Wi-Fi® encryption available.

Software

- Always use the latest software for all devices in order to get new features, cyber security fixes and improvements.
- Keep your devices up to date.

Firmware

- Always use the latest firmware for controlling devices in order to get new features, cyber security fixes and improvements.
- · Keep the controlling devices up to date.

Getting to know the Hub

Wiser Hub^R 2nd Generation



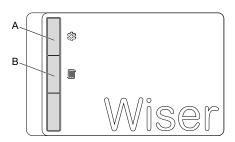
CCTFR6311G2

You can connect a heating or hot water system directly to the Wiser $\mathsf{Hub}^\mathsf{R}\ 2^\mathsf{nd}$ Generation.

The app will guide you through the process to configure and add the devices to the system.

Once configured and added, the system connected to the Wiser Hub^R 2nd Generation will show up as a device in the app and can be configured and operated accordingly.

Operating Elements



Α	Setup	Activates the temporary Wi-Fi® network of the Hub. It is used during the commissioning process and troubleshooting.
В	Heating Override*	Turning on the heating override will turn on the connected heating system for 2 hours regardless of any settings in the app or thermostats.
		To start override: press and hold button for more than 3 seconds.
		To stop override, short press the button.

* **NOTE**: The heating override switches off when the temperature is close to set point. However, in the app, the heating flame symbol will continue to display until the set point is reached. This is normal operation and will not affect the heating.

LED Behavior

Setup LED

LED	Description
Solid Flashing Breathing Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	Wi-Fi® Error Hub is unable to connect to your Wi-Fi® network. Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly.
	Firmware update During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

Heating LED

LED	Description
	Connected heating is active.
	Override is active.

Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

Resetting to factory defaults

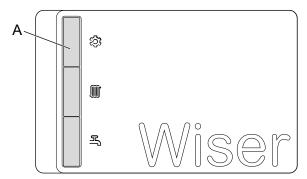
You can reset the Hub to it's factory defaults.

NOTE: Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 13 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

To reset the Hub to factory defaults:

 Press and hold the **Setup** button (A) until the Setup LED flashes green and amber.



To signal the completion of the reset, all LEDs will flash green once.

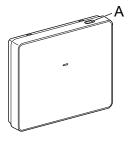
Wiser Hub 2nd Generation



CCT501801

The Wiser Hub 2nd Generation monitors and controls the Devices of your Home via the Wiser Home App. It is connected to the Wiser Cloud for remote control via Wi-Fi®.

Operating Elements



A Setup button

For commissioning and resetting the Hub

LED behaviour



LED	Description
Solid Flashing Breathing Solid	Hub is starting up or booting.
	Hub is powered on and operating as normal.
	Temporary Wi-Fi® network of Hub is enabled
	The Hub is actively searching for the device to pair.
	Wi-Fi® Error Hub is unable to connect to your Wi-Fi® network. Check if your router is powered on and operating as normal. If you have changed your Wi-Fi® credentials or installed a new router, configure the hub accordingly. Firmware update During the firmware update process, Hub will disconnect from Wi-Fi®.
	Hub cannot connect to Wiser Cloud. The hub continues to control the connected devices as normal. The App will only connect to the Hub when your smartphone is in the same Wi-Fi® network as the Hub.

Updating

Firmware updates are intended for security and functional updates to help ensure that the System is always up to date. The firmware updates automatically and it runs in the background.

Resetting to factory defaults

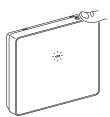
You can reset the Hub to its factory defaults.

NOTE: Resetting the Hub will delete the Wiser System you have set up. If you want to reinstall your System, you will have to also reset all your Connected Devices and add them again to your System. Refer to resetting the device chapter in the Device User Guide of the respective Device. List of Wiser Devices, page 13 provides the links to Device user guide for each devices. You will have to recreate all schedules, moments, automations, etc.

Only use the reset when you want to decommission your Wiser System or if all other troubleshooting measures failed.

To reset the Hub to factory defaults:

1. Press and hold the **Setup** button until the LED turns solid red, and then quickly flashes green and turns solid RED again.



This indicates that the hub is successfully reset.

Setting up the Hub

In order to be able to control the system via your smartphone, the hub must be connected to the internet.

You can set up the Hub by using the app as Home Owner and Professional Installer.

The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

You can also setup the Wiser System by using the app as a Home Owner after creating an account. Refer to Setting up an Account, page 68 for information on how to create an account.

Setting up as a Professional Installer

The app offers the Professional Installer menu for setting up a Wiser System and adding devices without having to be logged in.

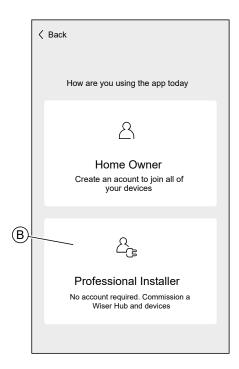
NOTE: The option to act as a Professional Installer is only available if you are logged out of the app. To log out of the app, navigate to the Account settings, page 124 and tap **Logout**.

To set up the Wiser System as Professional Installer:

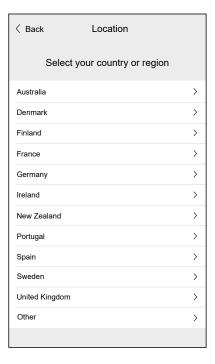
1. On the welcome screen, tap Get started (A).



2. Tap Professional Installer (B).

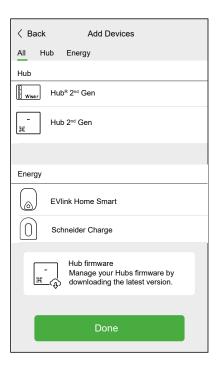


3. Select your country from the list.



The Add Devices screen allows you to add a Hub to the system. Refer to Connecting to the Hub's Temporary Wi-Fi® Network , page 51 and Entering Wi-Fi® login information, page 65 to add and setup the Hub.

You can also download firmware into your app that will update the hub during setup. See Downloading hub firmware into the app, page 49.



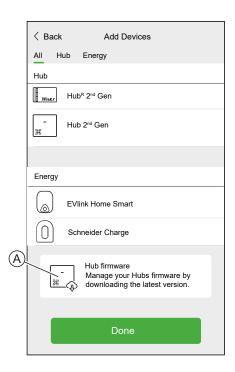
Downloading hub firmware into the app

When the hub is connected to the Wiser cloud, it automatically updates the latest firmware.

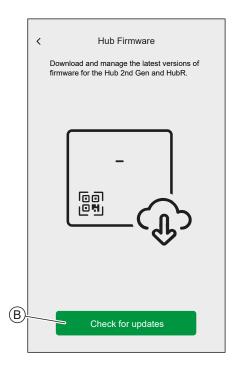
If you want to update the hub manually before connecting to the cloud, you can use the app as a professional installer.

As professional installer, page 47:

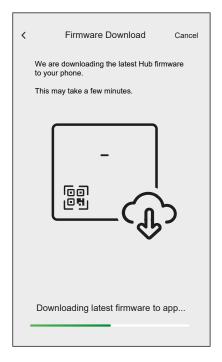
1. Tap Hub-Firmware (A).



2. Tap Check for updates (B).



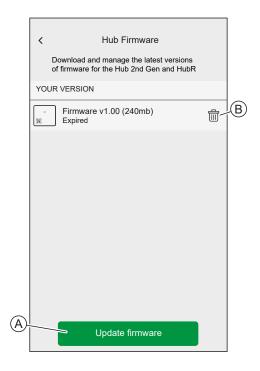
3. If there is a new version of firmware, it will be downloaded into the app.



50

NOTE: If a firmware is saved in the app, you can check the version number and expiry date.

- To check if a newer version is available, tap Update firmware (A).
- To remove a firmware from your app, tap the bin (B).



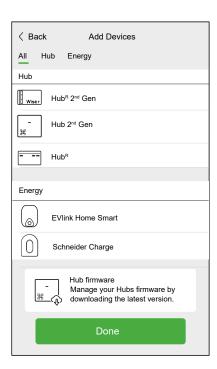
Connecting to the Hub's Temporary Wi-Fi® Network

Wiser Hub 2nd Generation

The hub will create a temporary Wi-Fi® network. Connect your phone to the Hub's Wi-Fi® network.

Using app as a Professional Installer, page 47 or Home Owner:

1. Select your Hub.

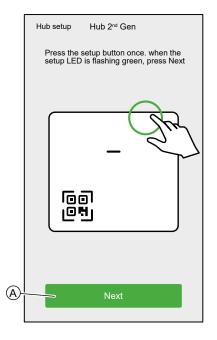


NOTE: If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

2. Put the Hub into setup-mode.

NOTE: The method of putting the hub into setup-mode is individual for each hub. Refer to the instructions provided by the App.

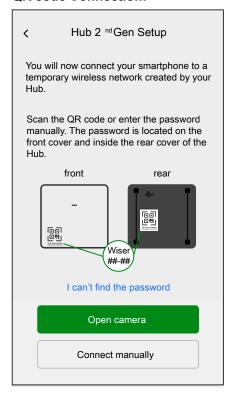
3. Tap Next (A).



4. Connect your smartphone to the Hub's temporary Wi-Fi® network either by QR Code connection or Manual connection.

TIP: Tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

QR code Connection:



- a. Tap on Open Camera and scan the QR code from the device.
 IMPORTANT: Allow the app to access your camera when prompted.
- b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

Manual Connection:

- a. Tap on Connect Manually.
- b. Navigate to your smartphone's settings or tap Open Wi-Fi Settings (C).
- c. Connect to the Hub Wi-Fi® and enter password located on the front cover and inside the rear cover of the Hub.
- d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.

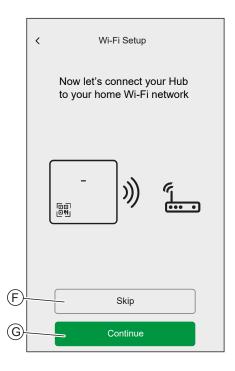


5. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 62

NOTE: The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 36 to find more information on the access levels.

NOTE: The Professional Installer has the ability to skip the Wi-Fi® setup on all Hubs and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

6. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 65.

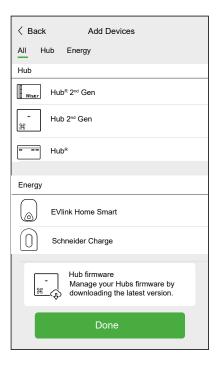


Wiser Hub^R 2nd Generation

The hub will create a temporary Wi-Fi® network. Connect your phone to the Hub's Wi-Fi® network.

Using app as a Professional Installer, page 47 or Home Owner:

1. Select your Hub.

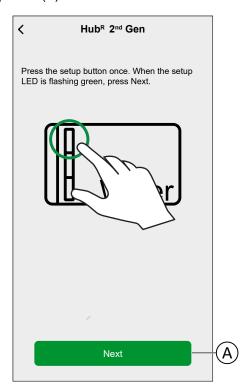


NOTE: If no firmware is saved in the app, you will be asked if you want to download the latest firmware.

2. Put the Hub into setup-mode.

NOTE: The method of putting the hub into setup-mode is individual for each hub. Refer to the instructions provided by the App.

3. Tap **Next** (A).



4. Connect your smartphone to the Hub's temporary Wi-Fi® network either by QR Code connection or Manual connection.

TIP: Tap **I can't find the password** to open the Schneider Electric FAQ site in your browser.

QR code Connection:

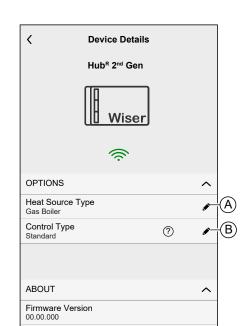


- a. Tap on Open Camera and scan the QR code from the device.
 IMPORTANT: Allow the app to access your camera when prompted.
- b. A pop-up will appear, requesting permission to use a temporary WiFi network. Tap **Connect** to establish the connection.

Manual Connection:

- a. Tap on Connect Manually.
- b. Navigate to your smartphone's settings or tap Open Wi-Fi Settings (C).
- c. Connect to the Hub Wi-Fi® and enter password located on the front cover and inside the rear cover of the Hub.
- d. Return to the Wiser Home App and tap **Continue** (D) to establish the connection.



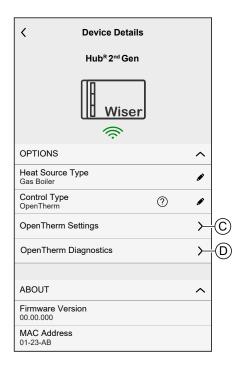


5. Select your options from the **Device Details** screen of the Hub^R 2nd Gen.

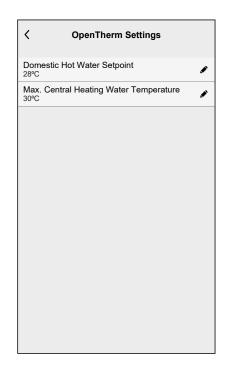
- a. **Heat Source Type** (A): Tap and select the type of heating system available in your home from the drop-down, and then tap **OK**.
 - · Gas Boiler
 - Oil Boiler

MAC Address 01-23-AB

- · Electric Boiler
- · Heat Pump
- b. **Control Type** (B): Tap and select the type of control your heating system uses, and then tap **OK**.
 - Standard: Select this option if your heating system uses the basic On/Off control. Standard controls typically use simple On/Off commands to control the boiler. The thermostat signals the boiler to turn On when heating is needed and to turn Off when the desired temperature is reached.
 - OpenTherm: Select this option if your heating system supports
 OpenTherm. OpenTherm is a digital communication protocol that
 allows continuous communication between the boiler and
 thermostat. As a result, the boiler can determine the room's current
 temperature and heat accordingly as required, thereby improving
 energy efficiency and providing more consistent heating.
- c. If you choose **OpenTherm** control type, following additional options will appear:



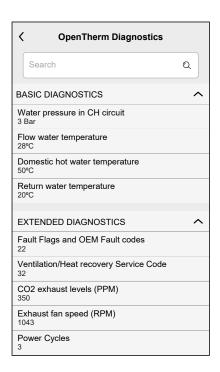
OpenTherm Settings (C):



Domestic Hot Water Setpoint	Set the desired temperature for domestic hot water. This option allows you to control the temperature of the hot water used for domestic purpose such as showers, baths, and other domestic uses.
	NOTE: If you physically change the temperature of your boiler, it will be automatically updated in the app.
Max Central Heating Water Temperature	Set the maximum temperature for the water circulating through your central heating system. This will help control the heat output of your radiators or underfloor heating.

NOTE: If you physically change the temperature of your boiler, it will be automatically updated in the app.

 OpenTherm Diagnostics (D): Tap to view the live status of your heating system. The diagnostic information helps the technician to identify faults and resolve problems related to heating system.

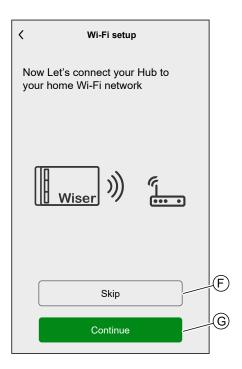


6. If you want to check if the Hub has the latest version of firmware or complete the installation process without connecting to the network, tap **Skip** (F) and continue with chapter Updating the firmware, page 62

NOTE: The **Skip** (F) option is not available if you login to the app as a Home Owner. Refer to Roles in the Wiser Home App, page 36 to find more information on the access levels.

NOTE: The Professional Installer has the ability to skip the Wi-Fi® setup on all Hubs and complete the installation process. However, this means you won't be able to connect the hub to Wi-Fi®, register for an account, or control your devices outside of your home.

7. To connect the hub with your Wi-Fi® network and continue the setup, tap **Continue** (G) and continue with chapter Entering Wi-Fi® login information, page 65.



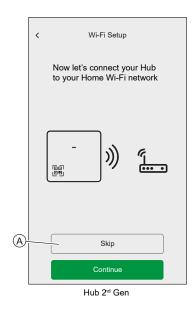
Updating the firmware

When the hub is connected to the Wiser cloud, it automatically updates the latest firmware. For the first time installation, if you want to check and update the firmware manually, use the app as a professional installer.

To check and update the firmware manually:

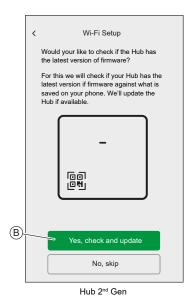
- 1. Use the Wiser Home App as a professional installer, page 47.
- 2. Download the latest hub firmware to the app. Refer to Downloading hub firmware into the app, page 49.
- Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi[®] Network, page 51.

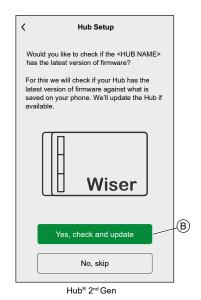
4. When asked to Connect your Hub to your home Wi-Fi® network, tap **Skip** (A).

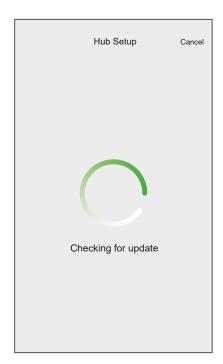




5. Tap Yes, check and update (B).



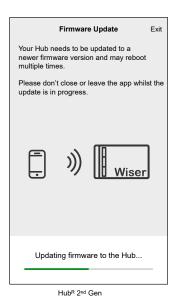




- 6. Here are the possible conditions:
 - If the firmware version on your smartphone matches the one on the hub, your setup is complete. You can proceed to add devices.
 - If the firmware version on your smartphone doesn't match the one on the hub, the hub will automatically update to the latest firmware version.

IMPORTANT: Do not close the Wiser Home App during this process.





Entering Wi-Fi® login information

Once you are connected to the hub's Wi-Fi®, you can enter the login information of your home Wi-Fi® into the hub.

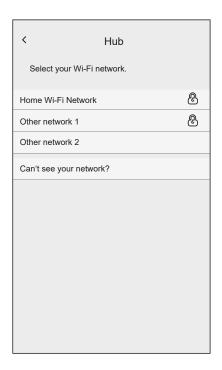
To enter the Wi-Fi® login information:

- Use the Wiser Home App as a Professional Installer, page 47 or a Home owner.
- Follow the steps in chapter Connecting to the Hub's Temporary Wi-Fi[®] Network , page 51.
- 3. When asked to Connect your Hub to your home Wi-Fi® network, tap **Continue** (A).

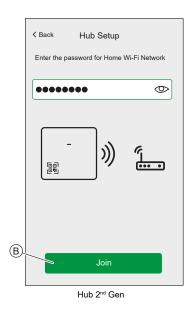


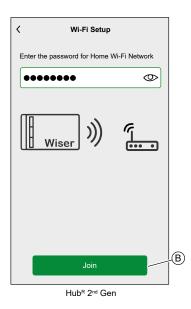


4. Select your Wi-Fi® network from the list.



5. Enter the Wi-Fi® password and tap **Join** (B).



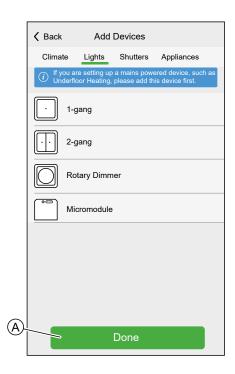


6. When the hub is connected to your Wi-Fi $^{\odot}$ network, you can start adding devices to your hub.

NOTE: The hub only operates in the 2.4 GHz range.

NOTE: For more information about adding devices to the hub, refer to chapter Adding a Device, page 78.

7. When all devices are connected to the hub, tap ${\bf Done}$ (A).



Creating an Account

To be able to control the system from your smartphone, you need to create an account and log in.

Once the professional installer sets up the Wiser system, they will hand it over to the homeowner. Subsequently, the homeowner will create an account to have control over the Wiser system. Refer to the chapter Setting-up the Wiser System, page 31 for information on how to setup the wiser system.

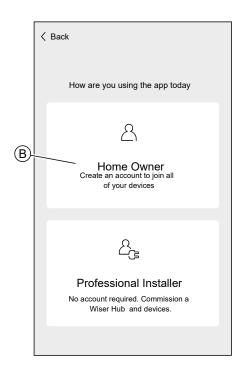
If the homeowner decides to set up the Wiser system independently, they need to begin by creating an account before proceeding with setting up the Wiser system.

IMPORTANT: Only a Home Owner has access to create an account.

1. On the welcome screen, tap Get started (A).



2. Tap Home Owner (B) to create an account.



- 3. Enter your name and e-mail address
- 4. Enter a password

NOTE: The password must meet at least the following criteria:

- · Eight characters long
- Contain at least one uppercase and one lower case letter
- · Contain at least one number

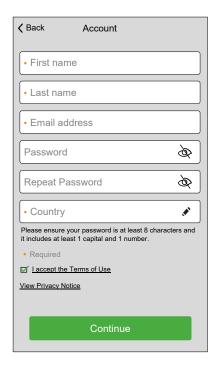
TIP: Increase the security of your password by observing the following points:

- Do not use any personal information such as a name, birthday, e-mail address, etc. These data are publicly visible and make it easier to guess the password.
- Use a long password. It should contain at least six characters; longer passwords help increase security.
- Do not use a password that you have already assigned for another service.
- If possible, include numbers, special characters and differences in upper and lower case.
- Change the password frequently.

TIP: For more information about securing your network, read chapter Cybersecurity Principles, page 40

5. Select the country in which your home is located.

6. Tap Continue.



7. Activate account.

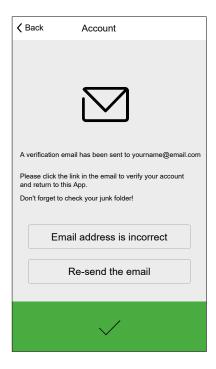
An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

TIP: If you do not see the e-mail in your inbox, also check the spam folder if your provider offers one.

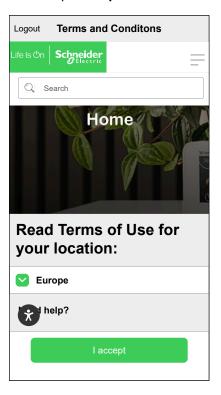
You can change the information and have the e-mail sent again

After confirming the e-mail, the Wiser Home app shows the confirmation that the setup is complete.

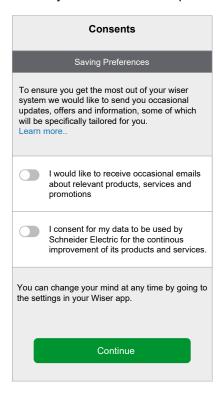
8. Tap ✓ icon.



9. Read and tick the check box to agree with the **User Agreement** and **Privacy Notice** and tap **I accept**.

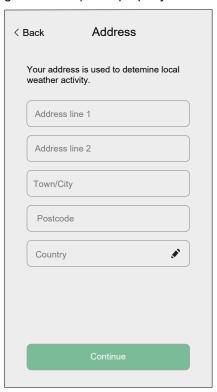


10. Personalize your consents and tap Continue.



11. Enter your home address and tap **Continue**.

The home address is required so that functions dependent on the location (e. g. Eco-Mode) work properly.



You can now control your home with the Wiser Home app, add and set up Devices and Rooms.

Connecting Devices to the Hub

For the Wiser devices to be controlled by the hub, they must be connected to the hub.

Connecting devices to the hub is part of the set up process. You can add devices to the hub at any time. The app guides you through the process of adding devices.

You can find detailed information about the necessary steps for adding the device in the chapter Adding a Device, page 78.

Configuring the Wiser System

Devices

Adding new Devices / Assigning Devices to Rooms / Device settings / Removing a Device

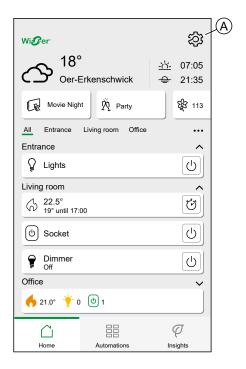
List of Devices

In the Devices page, you can find all installed Devices of your Home, sorted by their device type.

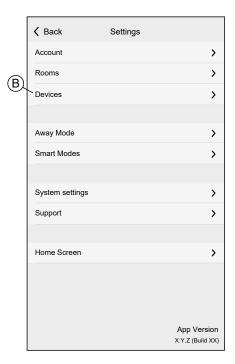
The Devices will also display their Name, their Room location and, if applies, other information, e.g. the charge level of the battery and the indication of zigbee signal strength.

Tap a Device in the List to navigate to the Device Details, page 81.

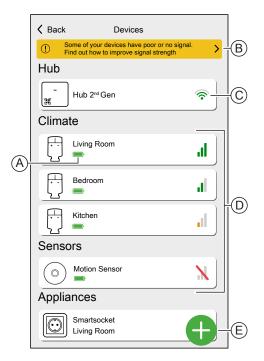
- 1. Login to the app.
- 2. On the Home Screen, tap 😂 (A).



3. Tap Devices (B).



List of Devices:



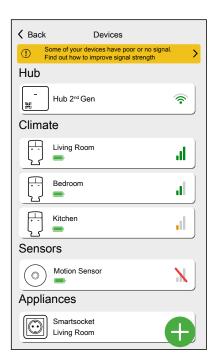
А	The battery charge level indicator which displays the current battery status for battery-powered devices.
В	Tap/click on the banner to get details about devices experiencing signal issues. Refer to Device With Signal Issues, page 76 for details on devices facing the signal issues and refer to About Signal Strength, page 165 to know more about the zigbee signal strength.
С	Hub Wi-Fi® signal strength indicator which displays your hub's connection to your Wi-Fi® network. When the indicator displays , it signifies that there is no signal or connection.
D	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices.
E	Tap/click to add devices.

Device With Signal Issues

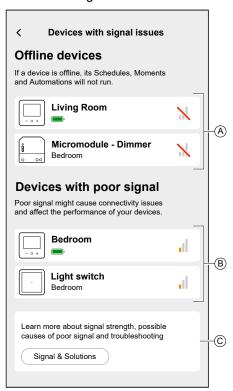
You can view devices which are currently offline and those with poor signal strength. Additionally, you'll find information regarding signal strength and solutions.

1. On the Home Screen, tap 💝 > Devices.

2. Tap on the banner to get details about devices experiencing signal issues.



Device with signal issues:



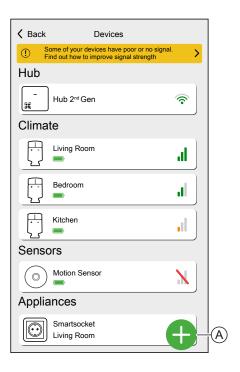
А	Displays a list of all devices that are currently offline.
В	Lists devices experiencing weak signal strength.
С	Tap Signal & Solutions for detailed information about Zigbee signal strength and possible solutions.

Adding a Device

You can add a new Device at any time.

NOTE:

- The Hub must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. Refer to Selecting the mounting location, page 34.
- 1. Tap (A) in the List of Devices, page 74.

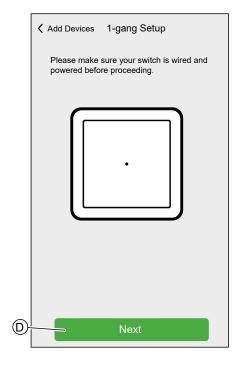


2. Find your device by navigating the categories at the top of the screen (B).

3. Tap the **type of Device** (C) you want to add and follow the instruction in the app.

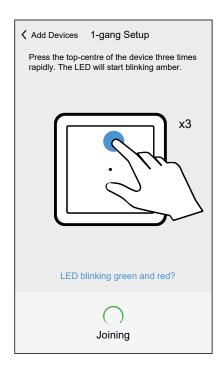


4. Tap Next (D).



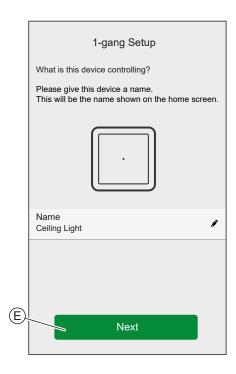
5. Set the Device into pairing mode.

The Wiser Home App will guide you through the pairing process. You can find detailed information about the pairing mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.



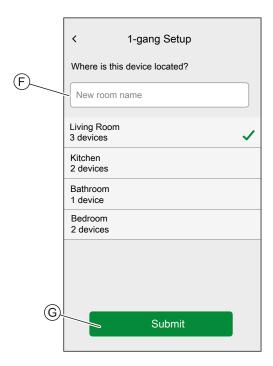
When the pairing is complete, you can give the device a name.

- 6. Enter a name for the Device.
- 7. Tap Next (E).



8. Assign the Device to an existing Room, page 83 or create a new Room by entering a name in the field (F).

9. Tap Submit (G).



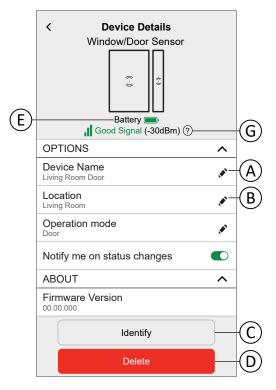
You can now control the Device with the Wiser Home App. You can find detailed information about controlling your Devices in chapter Controlling the Wiser System, page 133

Depending on the type of Device, there are further features available. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.

Device Details

You can find all relevant settings of a Device in the Device details.

You can navigate to the Device details from the List of Devices, page 74 by tapping the Device or from the Device control, page 136 by tapping the device setting.



Α	Tap to change the name of the device.
В	Tap to change the location of the of the device
	NOTE:
	A Device can only be assigned to one Room.
	 Devices (except the Climate devices) which you remove from the room are listed as unassigned.
	 Climate Devices must be assigned to a Room in order to function. Climate Devices will combine into a single Climate Control when assigned to the same room. You can find detailed information about the Climate Control in chapter: Climate Control, page 138.
С	Tap to identify the device.
	NOTE: Most of the devices will light up their status LED to help locate them. You can find the detailed information about this behavior in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.
D	Tap to remove the device from the Wiser system.
	NOTE: Removing a device should only be necessary if it needs to be replaced or as part of troubleshooting, for example, if you need to reconnect the device to the hub.
Е	The battery charge level indicator which displays the current battery status for battery-powered devices.
G	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 165 to know more about the zigbee signal strength.
	NOTE: This feature is not applicable for Wiser Plug device.
	IMPORTANT: The signal strength is not displayed for Wi-Fi® devices (expect for
	Hubs). It will only display no-signal (

Some devices have specific features and settings. For example, Shutter devices have an option to set the duration for opening and closing. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the link to device user guide of each devices.

Rooms

Adding new Rooms / Changing Room Information / Room settings / Removing a Room

List of Rooms

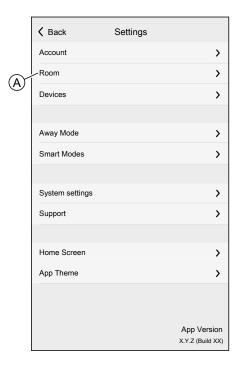
In the Rooms page, you can find all your Rooms in a condensed list.

You can add new Rooms.

Tap a Room in the list to navigate to the Room options.

On the Setting menu, page 120:

1. Tap **Rooms** (A).



List of Rooms:



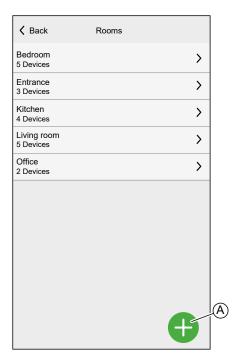
NOTE: When calculating the number of Devices in a Room, each Climate Device of a Climate control, page 138 will be counted individually.

For certain multi-gang Devices, each gang will be counted as a single Device.

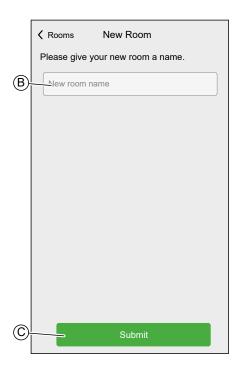
Adding a Room

You can add a new Room when assigning a Device or from the List of Rooms, page 83:

1. Tap (A) icon.



- 2. Enter a name in the text field (B).
- 3. Tap Submit (C)



Room Details

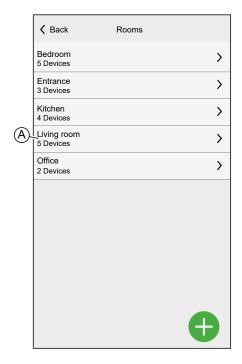
In the Room details screen, you can check and change Room specific options, like a list of Devices assigned to a Room or changing the name of the Room.

Some devices have specific options and settings. For example **Open Window Detection**, when a Radiator Thermostat is assigned to the Room. You can find detailed information in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.

Tap a Device to navigate to the Device Options.

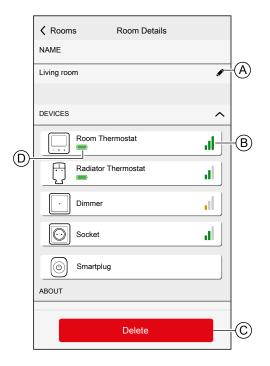
In the List of Rooms, page 83:

1. Tap a **Room** (A).



Room Details:

86

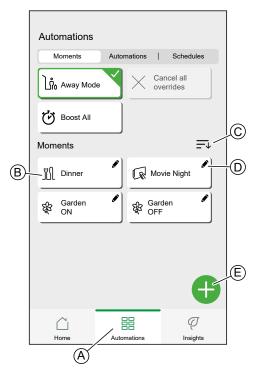


Α	Tap to change the name of the room
В	Zigbee Signal strength indicator which displays the current signal strength of the zigbee devices. Refer to About Signal Strength, page 165 to know more about the zigbee signal strength. NOTE: This feature is not available for the Wiser Plug device.
С	Tap to delete the room. NOTE: Deleting a Room should not be necessary after you set up your Home, but you can do so at any time. When you delete a Room, all the devices (except the climate device) assigned to that room will be listed as Unassigned in the Home screen.
D	The battery charge level indicator which displays the current battery status for battery-powered devices.

Moments

Create a Moment to change the state of multiple devices with a single tap. Moments act like scenes, allowing you to control several devices all at the same time.

Moments are created and edited on the **Automation** screen (A)



Α	Navigate to the automations screen.
В	Activate a Moment.
С	Rearrange the order of Moments.
	Also affects the list on the Home Screen, page 133.
D	Edit a Moment.
E	Add a Moment

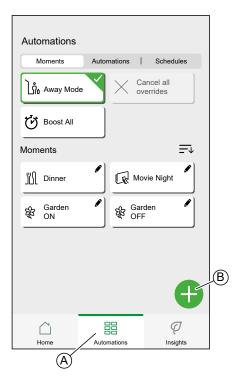
NOTE:

- A Moment will only set the status of devices. In order to put the affected devices in another status, you need to change it manually or create a reversing Moment.
- If you added a Climate device to the Moment, you can reverse the change of the Climate device by tapping **Cancel all overrides**.
- If a device follows a Schedule, page 108, the Moment of that device will
 only last to the next scheduled setting.

Moments can also be assigned to push buttons of specific devices (e.g. Connected Wireless Switch). Find more information about this feature in the respective device user guide. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.

Creating a Moment

On the **Automation** screen (A):



- 2. Select an icon from the list (C).
- 3. Enter a name for the Moment into the **text field**. (D).
- 4. Tap Add actions (E).



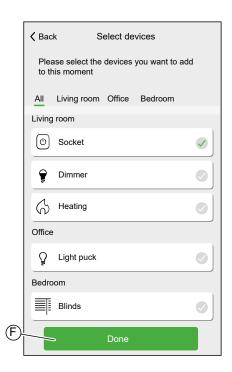
5. Tap the Device you want to add to the Moment.

Tap a selected Device again to remove it from the Moment.

You can add any Device in your Home. For your convenience, you can also filter the Devices by Room.

You can add max. 60 Devices to a Moment.

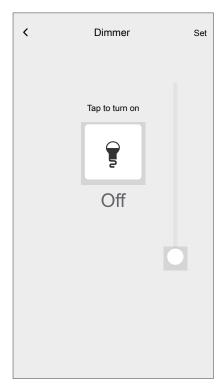
6. Tap **Done** (F).



7. Tap a Device to open the **Device Control** and set the state you want to put the device into and tap **Set** in the upper right corner.

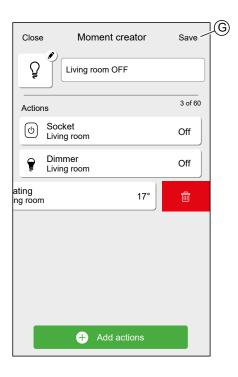
Repeat for all devices.





8. Tap Save (G).

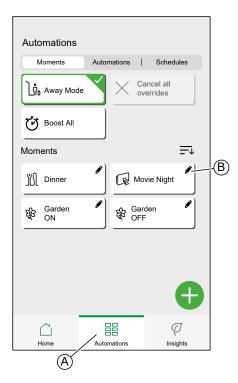
TIP: You can remove a Device by swiping it left and taping the $\overline{\square}$ icon.



Editing a Moment

On the **Automation** screen (A):

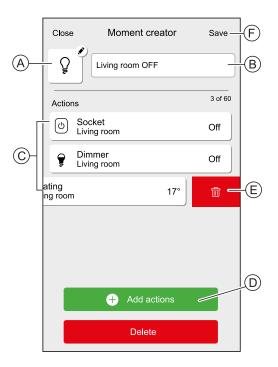
1. Tap (B) icon.



You can:

• Change the Icon (A).

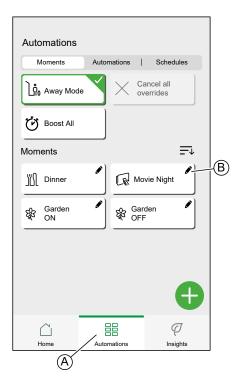
- Change the name (B).
- Tap the Device to open the Device Control screen (C) and change the state of the device.
- Tap the Add actions (D) and more Devices to the Moment.
 Tap
- Swipe the Device left and tap the $\stackrel{\square}{\boxplus}$ (E) to remove a device from the Moment Tap **Save** to save the changes to the Moment.



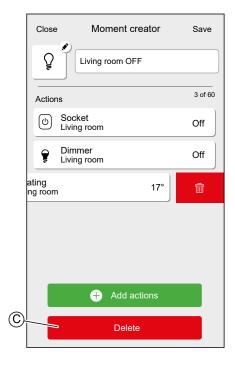
Deleting a Moment

On the **Automation** screen (A):

1. Tap 🖍 (B).



2. Tap **Delete** (C) and confirm the deletion with **OK**.



Automations

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

Conditions can be:

- · Device status change.
- · Activate away mode.

Times can be:

- Specific time of a day (e.g. 7:30 each day).
- Period of time (e.g. from sunrise to sunset).

Actions can be:

- Change the state of a Device (e.g. open shutter 50%).
- Send a notification.
- · Activate a Moment.

Limitations:

Maximum number of Automations: 10

Maximum number of conditions: 10

Maximum number of actions: 10

An Automation needs at least one Action and one Condition or specific time of a day.

NOTE: An Automation changes the state of a Device only once, based on the conditions. If you want to reverse the state change, you will have to create another Automation. For example, if you want to switch a lamp based on motion detection, you will have to create an Automation as Presence detected – Light ON and another one No Presence detected – Light OFF.

IMPORTANT: The new action always overrides the current action. Therefore, if a new event is added to the automation or manual operation occurs while a scheduled automation is in progress, the system will stop the ongoing automation. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 166.

Automations are created and edited on the Automation screen (A).

You can turn an automation ON or OFF by tapping the slider (B).



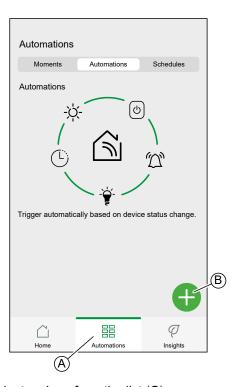
Creating an Automation

In this chapter an example will be used to explain the necessary steps to create an automation:

This demonstration shows how to create an automation that turns ON the light in the Entrance room and notify when the action is triggered, as well as turns ON the living room light with one minute delay when the motion sensor detects motion and the socket named Night Light is OFF.

On the Automation Screen (A):

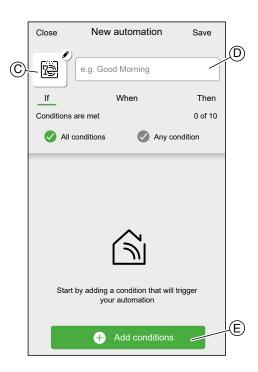
1. Tap (B).



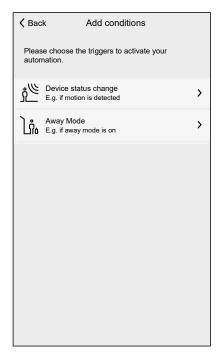
- 2. Select an Icon from the list (C).
- 3. Enter a name for the Automation into the text field (D).
- 4. Tap one of the following options:
 - **All conditions**: Select if you want all conditions to be met to trigger the automation.
 - Any condition: Select if you want any of the given conditions to be met to trigger the automation.

In this example, the automation should trigger only when all conditions are met.

5. Tap Add conditions (E).



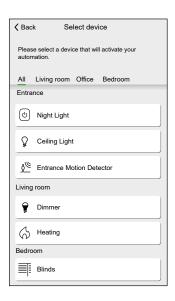
6. Select the type of trigger to activate your automation. In this example, tap **Device status change** to activate your automation.

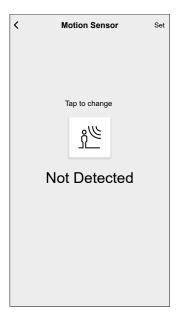


7. Tap the device to open the **Device Control** page and set the state of the device to activate the automation (e.g. Motion is detected), then tap **Set**.

NOTE: The available options and states are device specific. Certain devices offer additional options before you can set the state (e.g. for a Dimmer you will need to choose if you want ON/OFF as a condition or the brightness level).

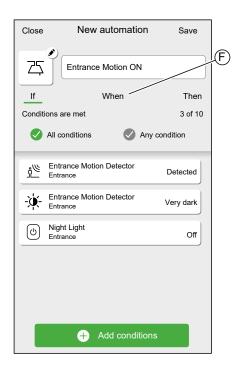
Detailed information can be found in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to device user guide for each devices.



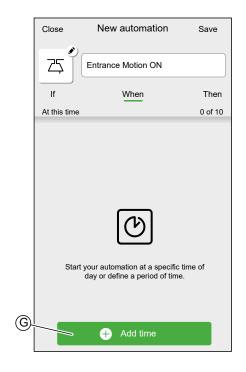


- 8. Keep adding conditions as needed, but note that you can add a maximum of 10 conditions.
 - **TIP:** If a Device offers more than one condition (e.g. Motion Sensor report motion detection and light level) you can add those as individual conditions.
 - **TIP:** The system will not only check for status changes, but also for the status of all condition-devices once one of them is triggered. In this example: The status of the Socket. Note that this also means that the System will check for the Motion Sensor status when you switch the Socket OFF.

9. When all the conditions are added, tap When (F).

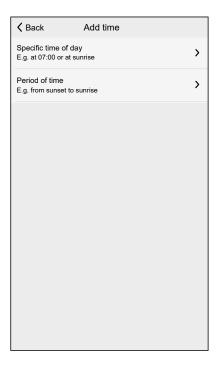


10. Tap Add time (G).



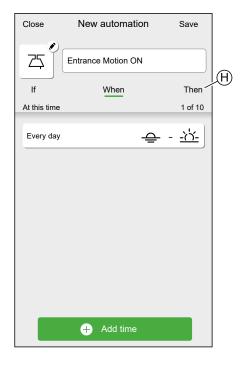
11. Set the time for the automation to trigger and tap Set.

NOTE: Specific time of day will act like a condition: The automation will trigger at that time when no conditions are set or if the conditions are met at that time of day. Periods of time will not trigger the automation by themselves, but the automation will only trigger during the set period.

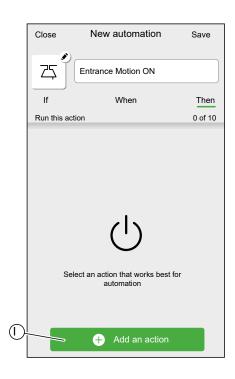


In this example: Period of time — Night time (From sunset to sunrise).

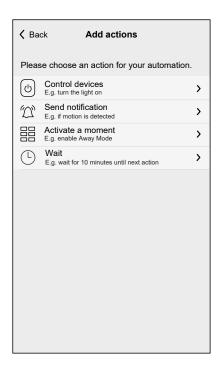
12. Once the time is set, tap **Then** (H).



13. Tap Add an action (I).



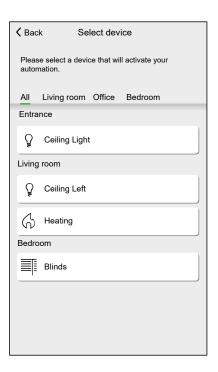
- 14. Select the type of action for your automation:
 - Control a device: Select the Device and set the desired state of the Device.
 - Send notification: You will be notified if the condition is met.
 - Activate a moment: Select a Moment.
 - Wait: This option allows you to add a delay in an automation sequence.
 You can set the wait time in increments of 1 hour and 1 minute, up to a
 maximum of 24 hours. This feature is useful for delaying actions within
 an automation.



In this example: **Control a device**, **Send notification**, and **Wait** must be selected.

Control a device:

a. Tap **Control a device** and select the device that will be triggered as an action.



b. Set the desired state and tap Set.

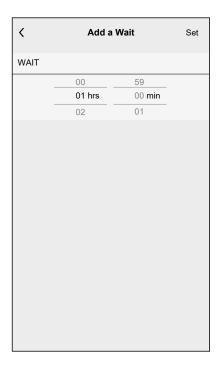
Send Notification:

a. Tap **Send Notification > Notify me** to receive the push notification when the motion is triggered.



Wait:

- a. Tap Wait to open the Add a wait screen.
- b. Specify the duration of the delay to trigger the action and tap **Set**.



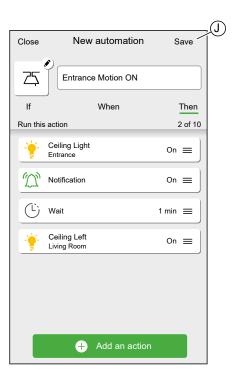
15. Include all necessary actions and make sure that the total number of action does not exceed 10.

TIP: If you need more devices to be triggered than the action limit can provide, you can combine device state changes to a Moment and select that Moment as an action.

NOTE: The system will not check if a combination of actions does not make sense, e.g. switching a light ON and OFF at the same time.

16. Tap Save (J) once all the actions are added.

TIP: You can long press an action, then drag and drop it to rearrange the actions to the desired location.



This automation switches the entrance light ON and sends notification and then turns ON the living room light with one minute delay.

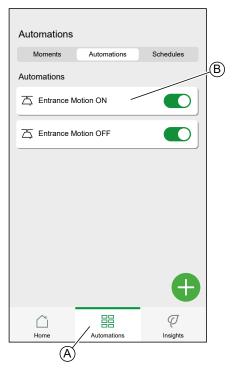
To switch the light OFF when no motion is detected, create another automation. In this example, it will suffice to set the condition "Not Detected" for the motion sensor and as action to switch the light OFF. Note that this will always switch the light OFF regardless of time of day, light level or status of the Socket.

NOTE: In this example, the time that has to pass between the motion sensor reporting motion and reporting no motion is not set in the automation. It is set in the Device Details of the motion sensor.

Editing an Automation

On the Automation screen (A):

1. Tap the Automation you want to edit (B).



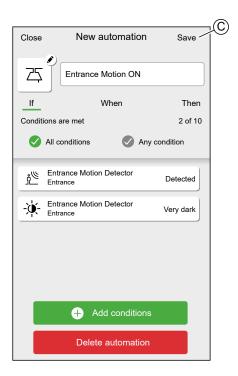
On the Edit Automation screen, you can:

- Change the icon.
- Rename the automation.
- · Change the condition, time or action.

To change the condition, time or action of an Automation:

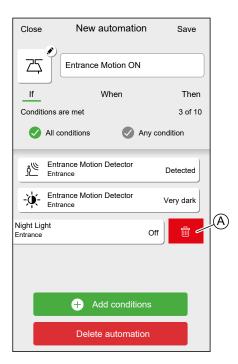
- Navigate to the relevant tab (If/When/Then) and tap the condition, time or action you want to change.
- 2. Set the new values.

3. Tap Save (C).

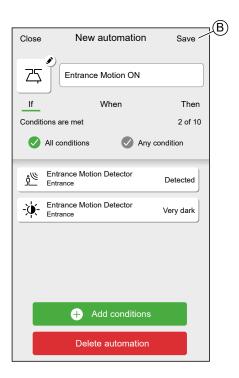


To remove a condition, time or action:

- 1. Navigate to the relevant tab.
- 2. Swipe the relevant condition, time or action left.
- 3. Tap the (A)



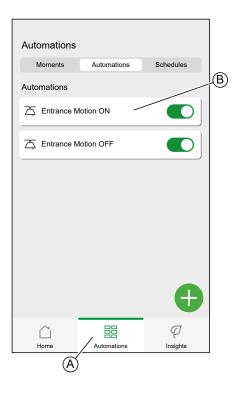
4. Tap Save (B).



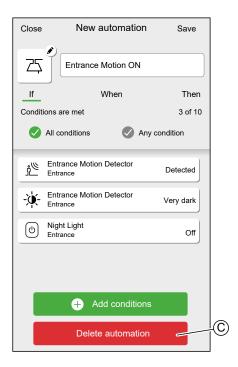
Deleting an Automation

On the **Automation** screen (A):

1. Tap the Automation you want to delete (B).



2. Tap Delete automation (C).



Schedules

Set a Schedule to define the specific time for changing the state of the device.

TIP: The Schedule changes the device's state based on the events set at a chosen time. If you need to reverse/change the state at a different time, add another schedule event.

• Example 1:

Event 1: Set heating to 19 °C at 6:30.

Event 2: Set heating to 15 °C at 8:30.

Result: This action maintains the temperature at 19 $^{\circ}$ C from 6:30 to 8:30, and at 8.30, it changes to 15 $^{\circ}$ C.

· Example 2:

Event 1: Set kitchen light to 'ON' at 19:00.

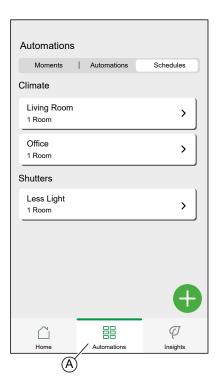
Event 2: Set kitchen light to 'OFF' at 23:00.

Result: This action keeps the kitchen light ON from 19:00 to 23:00, and at 23:00, the kitchen light turns OFF.

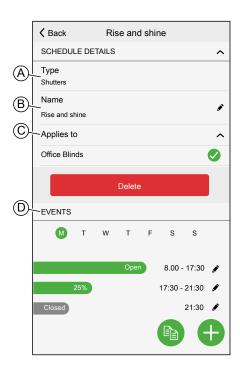
NOTE: The new action always overrides the current action. Therefore, if a new event is added to the device or manual operation occurs while a scheduled action is in progress, the system will stop the ongoing schedule. For a detailed understanding of which action/control mode takes precedence over others, refer to Understanding Control Mode Priorities, page 166.

Schedules are created and edited on the **Automation** screen (A)

Tap a Schedule to navigate to the Schedule details.



Schedule details:

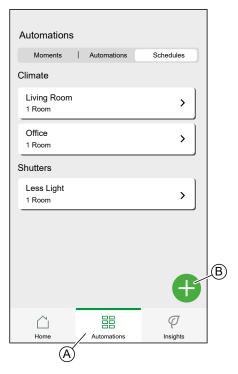


Α	Device type
	A Schedule can only be set for one specific Device type.
B Name of the Schedule	

С	Devices the Schedule applies to
D	Event list
	The events of the Schedule are listed here, sorted by day of the week.
	The bars give an overview of the status of the device during an event (e.g. full green bar when shutter fully open).
	The time of the event is shown next to the bar. An icon shows if the time is set automatically based on sunrise or sunset at the location of your Home.

Adding a Schedule

1. On the **Automation** Screen (A), tap (B) icon.



- 2. Enter a name in the text field (C).
- 3. Select the Device type of the Schedule

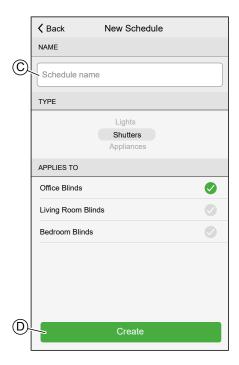
NOTE: A Schedule can only be created for one Device type. If you want to switch a light at the same time as closing a blind, you will need to create two Schedules.

When you assign a Climate Control device, such as a thermostat, to your room using the Wiser Home App, it will create a default schedule for you. However, you can edit the default schedule or add a new schedule for climate control in the same room. Refer to Climate control, page 138 for detailed information on the climate controls.

4. Select the Devices to which the Schedule applies to.

NOTE: All Devices of the selected Device type are available in the list.

5. Tap Create (D).



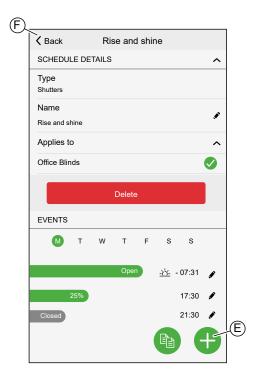
6. Tap • (E) icon and set the details of the event.

Find detailed information about adding events and editing Schedules in Chapter Editing a Schedule, page 112.

7. Keep adding events until the Schedule is complete.

NOTE: Changes to the Schedule will be saved immediately.

8. When the Schedule is complete, tap **Back** (F) to save the schedule.



Editing a Schedule

In the Schedule details screen:

- Tap 🖍 (A) icon to change the name of the Schedule.
- Select the **Devices** (B) the Schedule applies to.
- Select the day (C) you want to add or edit events.
- Tap (D) icon to edit an event.
- Tap

 (E) icon to add an event to the selected day.
- Tap (F) icon to copy a day or a Schedule.



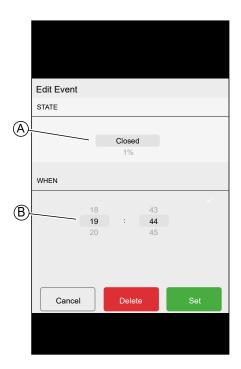
Adding / Editing an event

Set the desired state (A).

NOTE: The Device state will be different for individual Device types.

- Set the time (B) of the event.
- To save the event settings, tap Set.
- To discard changes, tap Cancel.
- To remove an event, tap **Delete**. (Not available when adding an event.)

NOTE: The available options and states are Device specific. Detailed information can be found in Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide of each devices.



Deleting a Schedule

On the Schedule details screen:

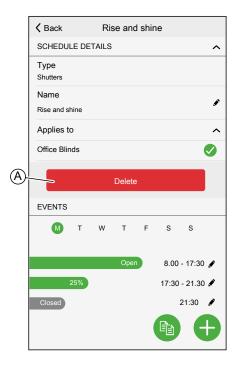
1. Tap Delete (A).

NOTE: The Wiser Home App automatically creates a default Schedule for Climate control devices.

If the Wiser Hub has to be reset, the Wiser Home App will again create a default Schedule for all Climate Control devices once assigned to the room.

To not follow the Schedule, remove the Device from the **Applies to** list in schedule details or disable the **Follow schedule** toggle switch in the Climate control, page 138/Device control, page 136 page.

It is recommended to not delete a default Climate Schedule.



Modes

Away Mode

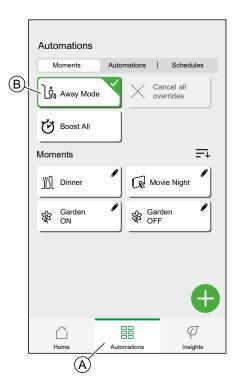
The Away Mode is designed to put your Home in a state that is sensible when you leave it for longer periods of time (e.g. being away for the weekend).

The default setting of the Away mode is to set the target temperature of all rooms in your Home to 16 $^{\circ}\text{C}.$

You can change the target value and even add devices and their behavior to the Away Mode.

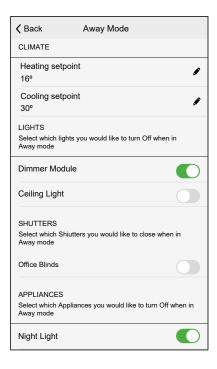
On the **Automation** Screen (A):

1. Tap Away Mode (B) to activate or deactivate the Away Mode.



If Boost Mode, page 115 is active, Away Mode will lower the target temperature of all boosted heaters, if the Boost value is higher than the Away Mode value.

You can set the target temperature and enable/disable the device in the Settings menu, page 120 **-Away Mode**.



Boost Mode

Boost Mode will apply a boost of +2 °C for one hour to every room in the system.

On the Automation Screen (A):

1. Tap Boost Mode (B).



2. To end boost mode earlier, tap Cancel all overrides (C).

Smart Modes

Smart Modes automatically adapt parameters of your Wiser System to increase comfort or energy savings.

Smart Modes are activated or deactivated in the Settings, page 120 menu.

Eco Mode

Eco Mode is a smart feature designed to maximize the efficiency of your heating system. It automatically optimizes the stop time of the heating phase, each time the set temperature changes from a higher to lower value.

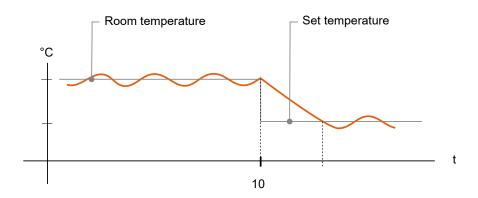
NOTE: Eco Mode is a system feature that is either activated or deactivated for all rooms.

NOTE: Eco Mode feature will not activate when cooling Mode.

Eco Mode deactivated

Wiser switches the set-point temperature at 10 pm according to the schedule. Depending on the weather and how well-insulated the home is, the room temperature drops proportionally starting at 10 pm.

The boiler keeps cycling until 10 pm.

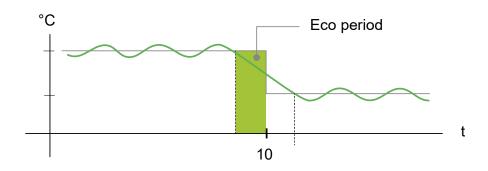


Eco Mode activated

When Eco Mode is activated, Wiser establishes how well your home retains heat in relation to the current and predicted outdoor temperatures. Based on this, the system switches to the next scheduled set-point temperature before 10 pm without any noticeable loss of comfort.

The period between the time that Eco Mode switches the set-point and 10 pm represents the eco period, and savings occur as a result of the boiler not being switched ON.

The boiler stops firing before 10 pm.



When a room is in an Eco period, an ECO icon will appear in the room on the home screen.

The ECO icon will also be visible on the temperature adjustment screen and the room thermostat.



Comfort Mode

Comfort Mode is a smart feature that helps ensure the set-point temperature is reached by the time the heating is scheduled to turn ON.

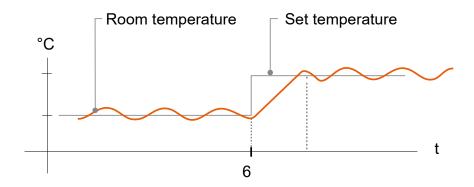
It enhances thermal comfort by adjusting the setpoint ahead of schedule, page 108, ensuring the room reaches the desired temperature at the exact time you set. Additionally, it saves energy by optimizing the times for the boiler to turn on, unlike traditional heating that only start heating at the scheduled time.

NOTE: Comfort Mode as a feature applies to all rooms, and cannot be activated for individual rooms. If you have scheduled certain heating intervals to start requesting heat early, they will need to be re-programmed when Comfort Mode is activated.

Comfort Mode deactivated

When Comfort Mode is deactivated, the room starts heating at the scheduled time and it will reach the set-point temperature some time after the scheduled start time.

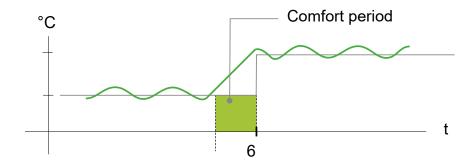
Boiler starts heating at 6 am, following the schedule request set for a temperature change.



Comfort Mode activated

With Comfort Mode activated a room will start to heat up to 3 hours ahead of a scheduled temperature change. The specific time needed to pre-heat the room is calculated by Wiser and may vary.

Boiler starts before 6 am in order to reach the requested temperature on time for the scheduled change.



When a room is in a Comfort period, a 'C' icon with an encircling arrow will appear on the temperature adjustment screen of the app. This icon will also appear on the display of the room thermostat.

During a Comfort period, the Wiser Home App and Wiser Room Thermostat with display will display the upcoming set temperature that Wiser is controlling the heating to. For example, if the schedule calls for 16 °C overnight and then 21 °C from 6am, the Wiser Home App and room thermostat will display the encircled 'C' and 21 °C as the set temperature during the Comfort period.



Summer Comfort Mode

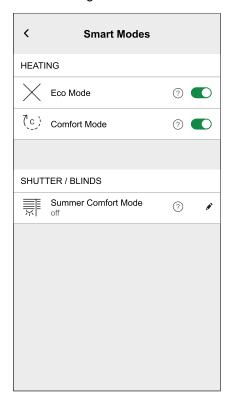
If you have an shutter control devices installed at your home, Summer Comfort Mode feature will be available.

The Summer Comfort Mode automatically adjusts the shutters to a specific position when temperature is too hot both indoor and outdoor. This solution passively cools your home by lowering your shutters.

Features:

- The inside temperature is measured by sensor and the outside temperature is measured based on your location.
- · Works only when the sun is out (during daytime).
- By default the blinds closes to 50%
- This feature is active only when there is minimum of 2 degrees difference between inside and outside temperature. For example: Inside temperature a minimum of 26 degrees, while the outside temperature a minimum of 28 degrees.

Find the details of setting-up the Summer Comfort Mode in the Device User Guide of the respective device. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.



App Settings

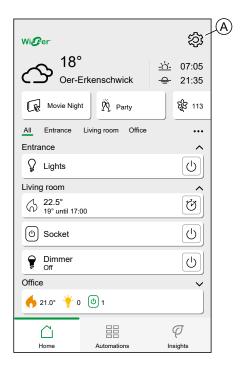
Overview of the options available in the settings menu.

The settings menu contains various settings for parts of the Wiser Home System.

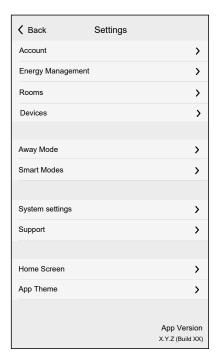
Rooms, page 83 and Devices, page 74 are managed from the settings menu.

On the Home Screen, page 133:

1. Tap Settings (A).



The settings menu:

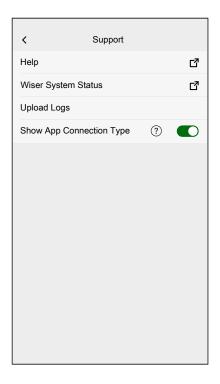


Account	Change the details of your account, like password, notification settings, home		
	address, etc. NOTE: You can also find the notification settings (e.g. Battery low) here.		
Energy	This option is available only if you have Energy devices installed at your home.		
Energy Management	 This option is available only if you have Energy devices installed at your home. Tariff: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to respective device user guide for detailed information on how to set the tariff. 		
	 Anti-Tripping Management: To enable/disable the Anti-Tripping Management for devices. The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Water Heater, EV Socket) or reducing the power of the load. Devices that are eligible will be added automatically to the Anti-Tripping Management. Refer to respective device user guide for detailed information on how to enrol the Anti-Tripping management. Reduce my Bill: To enable/disable the Reduce my Bill feature for the devices. The Reduce my Bill feature allows users to reduce electricity costs by enrolling high energy devices like EV Charger (EVlink Home Smart, Schneider Charge, EVlink socket) or resistive Water boilers (controlled with a Power Micromodule). Refer to respective device user guide for detailed information on Reduce my Bill. Home Profiles: To edit the routine questions you have answered during the enrollment of Reduce my Bill service. Refer to respective device user 		
	guide for detailed information on Reduce my Bill.		
	Tariff >		
	Anti-Tripping Management		
	Home Profiles		
Rooms	List of all Rooms of your Home. Access to Room options.		
Devices	List of all Devices of your Home. Access to Device options.		
Away Mode	Specify what happens when you activate the Away Mode, like temperature setting and which devices should be switched off. Refer to for detailed information.		
Smart Modes	Activate or deactivate the Smart Modes, like ECO Mode.		
System Settings	More detailed Wiser Home App information. Set your time zone here.		
Support	Provides you the general assistance such as the link to the FAQ section of se. com, access detailed guide, report errors, and provides contact information for customer support. Refer to Support, page 122 for the detailed information.		
Home Screen	Customize the appearance of the Home Screen.		
App Theme	Personalize the appearance of Wiser home app to light mode or dark mode. Refer to App Theme, page 122.		

Support

The Support page provides you with the essential resources and assistance options. From finding solutions to reporting errors, it's your go-to place for resolving issues and getting help.

- 1. On the App Settings, page 120, click on Support.
- 2. Support menu:



Help	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	Tap to check the current status of the Wiser system.
Upload Logs	This option allows you to upload log files if you have identified any issues in the app. When you tap on the option, a popup will appear, allowing you to describe the issue. Click OK to generate an ID number for this problem, and then contact the Schneider support team for further assistance.
Show App Connection Type	This option displays information about the type of connection the app is using. It indicates whether the app is connected via local internet (when the phone and Hub are on the same Wi-Fi®) or via the cloud (when the phone uses mobile data or is connected to a different Wi-Fi® than the Hub). If this function is enabled, you can view the connection status directly from the app's Homescreen.

App Theme

Wiser Home app is available with different color schemes. By default, the app automatically matches your device's overall theme for a seamless look. You can also personalize the app experience by selecting your preferred appearance to light mode or dark mode.

- 1. On the App Settings, page 120, click on **App Theme**.
- 2. App Theme:

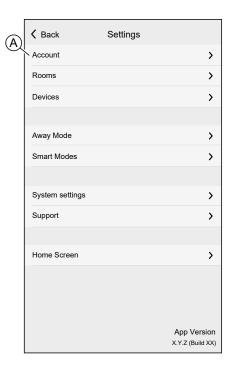


Account settings

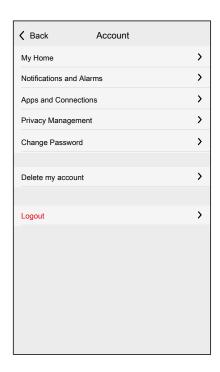
In the account menu you can manage your address, Customize notifications and alarms, manage privacy, connect third-party apps, update your password, and even delete your account when needed.

In the Settings menu, page 120:

1. Tap Account (A).



The Account menu:



My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 126 you want to receive.

Anne and	The Anna and Connections has following entions:
Apps and Connections	The Apps and Connections has following options:
	 If you have a Wiser Energy account, you can link your Wiser Energy app or create an account.
	 Integrate with popular third-party apps like Alexa and Google Home for convenient voice control. Refer to Voice Control, page 141 for detailed information.
	 To stop or restart the Reduce my Bill service. This service is available if you have high energy devices like a Schneider Charge EV chargerEV Charger (EVlink Home Smart, Schneider Charge, EVlink socket) or resistive Water boilers (controlled with a Power Micromodule). Refer to respective device user guide for detailed information.
Privacy Management	Activate or deactivate the option to receive marketing emails, contribute to data analysis for service improvement, and share energy insights data to enhance our eliq service.
	Provide details about the terms of use and privacy notice.
Change	You can change you password here.
Password	NOTE: You can find the requirements of the Wiser Home password in chapter Creating an Account, page 68
	TIP: Please consider the tips about passwords and other methods to harden your system in chapter Cybersecurity Principles, page 40
Logout	Log out of your Account
	NOTE: In order to use the Wiser Home app, you need to be logged in with an Account.
Delete my	Delete your Account.
account	Deleting your account is immediate and permanent.
	You need to be logged in to your Wiser Hub to be able to delete your account.
	NOTE: Deleting your Account will flag your E-Mail Address as deleted. You will not be able to create another Wiser Account with the same E-Mail address.
	NOTE: A deleted account cannot be restored.
	NOTE: Deleting your Account will log you out of your Wiser System and you will not be able to log in again. Make sure to decommission your Wiser System first.
	NOTE: If you have enabled Personalized Energy Insights feature for your energy device, deleting your account will cancel the subscription from the Personalized Energy Insights notifications.
	TIP: Instead of deleting your account if you need to leave a Wiser System behind (e.g. moving out), reset the Hub and keep your credentials ready for the next Wiser System.

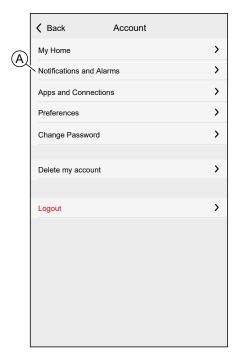
Notifications and Alarms

Notifications and Alarms allows the Wiser Home app to send messages that show up in the notifications of your mobile device's operating system and also you can set an alarm for overconsumption and no consumption of the specific device.

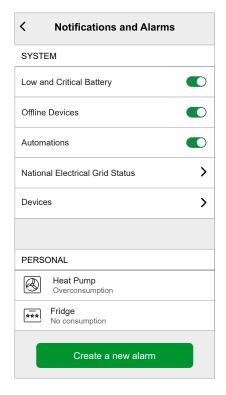
You can select the Notifications and Alarms in the Account options of the Settings menu, page 120.

NOTE: Notifications and Alarms settings are saved for an account in the Wiser cloud. Changes to one mobile device affect all mobile devices using the same account.

1. Tap Notifications and Alarms (A).



Notification and Alarm settings:

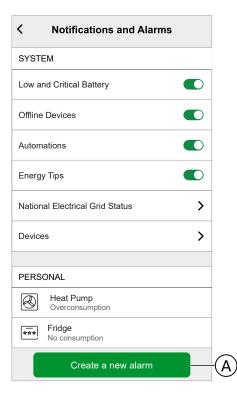


SYSTEM		
Low and Critical Battery	Will notify you when the battery of a Device is low.	
Offline Devices	Will notify you when the hub lost connection to a Device.	
Automations	Will notify you when an automation has been triggered.	
National Electrical Grid Status	Allows you to receive notifications regarding the status of the national electrical grid. To enable/disable toggle the switches next to each alert type: • Red Alerts: Receive notifications two hours before the grid becomes very tense. • Amber Alerts: Receive notifications two hours before the grid becomes tense.	
	Green Alerts: Receive notifications when the grid returns to normal operation.	
Devices	Certain Devices can send notifications on their own. You can select the devices that are allowed to send notifications.	
	TIP: You can also enable or disable notifications of a device in the device options.	
PERSONAL		
Overconsumption	The app will trigger an alarm when the device's usage exceeds the set limit, helping you to manage and reduce overconsumption effectively. Refer to Setting-up Overconsumption Alarm, page 127 for information on how to set the overconsumption alarm.	
No Consumption	The app will trigger an alarm when the device consumes 0 watts for a set period of time. Refer to Setting-up No Consumption Alarm, page 130 for information on how to set the no consumption alarm.	

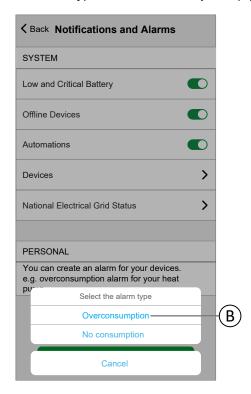
Setting-up Overconsumption Alarm

This topic explains how to setup an overconsumption alarm for a device.

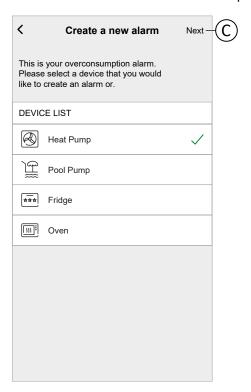
 On the Notifications and Alarms, page 126 screen, tap Create a new alarm (A).



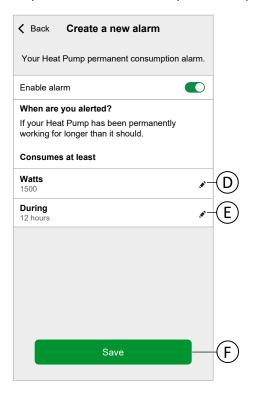
2. Choose alarm type as Overconsumption (B).



3. Select the device from the device list and tap Next (C).



- Tap icon (D) and set the power consumption limit that you consider normal for the selected device during its normal operation.
- 5. Tap \checkmark icon (E) and set the duration for which the device should be operating above the set power consumption limit before triggering an alarm.
- 6. Once you have entered the desired values for both the maximum power consumption and the duration, tap the **Save** (F).



Your Heat Pump permanent consumption alarm.

Enable alarm

When are you alerted?
If your Heat Pump has been permanently working for longer than it should.

Consumes at least

Watts
1500

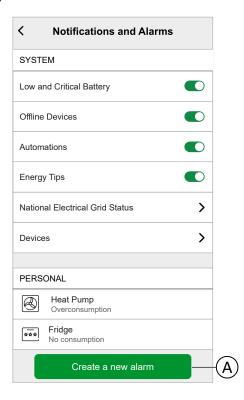
During
12 hours

7. To delete an alarm, select the device and tap **Delete** (G).

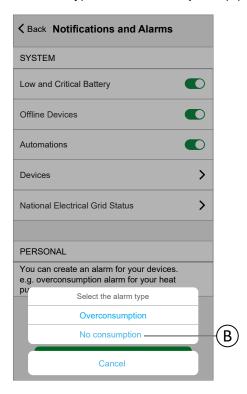
Setting-up No Consumption Alarm

This topic explains how to setup a No Consumption alarm for a device.

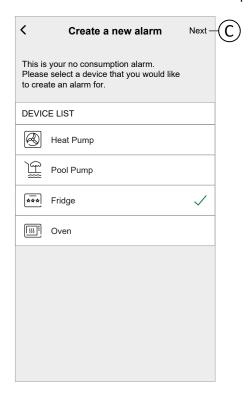
 On the Notifications and Alarms, page 126 screen, tap Create a new alarm (A).



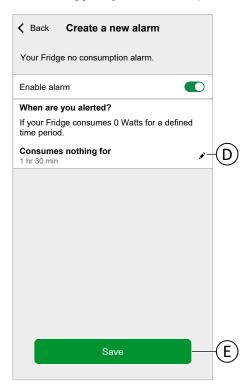
2. Choose alarm type as No consumption (B).



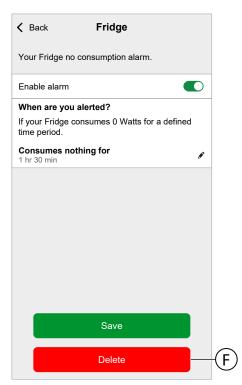
3. Select the device from the device list and tap Next (C).



4. Tap ★ icon (D) and set the duration for which the device should remain at 0 Watts before triggering the alarm. Tap the **Save** (E).



5. To delete an alarm, select the device and tap **Delete** (F).



App Language

To change the language of the app, go to your smartphone's settings and look for the option to set the language. If you're not sure how to find it, check the manual or guide of your smartphone's operating system for help.

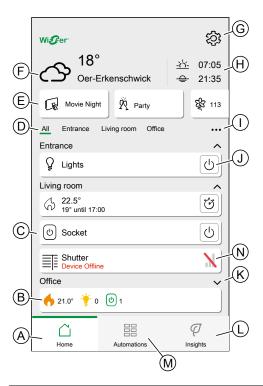
Controlling the Wiser System

Home Screen

The Home Screen provides an overview of all the Devices of your home.

On the Home Screen you can view the status of Devices, as well as control Devices quickly. The Home Screen informs you about the local weather and much more. You can also activate your favorite moments.

Overview of the elements on the Home Screen:



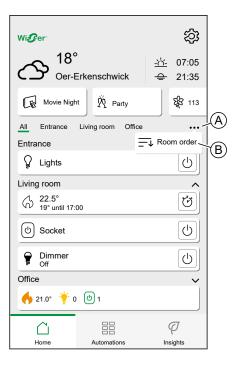
Α	Home screen	Tap to show the Home Screen
В	Room Quick Info	Compact display of information about the devices in a Room. Tap to expand/collapse the Room Device list.
С	Devices in a Room	Tap a Device to open the Device Control.
D	Room List	Drag to scroll through the list.
		Tap to navigate to Room.
E	Moments	Tap to activate a Moment.
F	Local weather	Displays weather, temperature and location.
G	Settings	Tap to navigate to the settings screen.
Н	Time of sunrise and sunset.	Displays time of sunrise and sunset.
I	Room order	Tap to rearrange the Room list.
J	Quick Access	Tap to control the Device without having to navigate to the Device Control Available function depends on Device type.
К	Room details	Tap to expand / collapse a Room.

L	Insights	Tap to navigate to the Insights screen. Here you can find detailed information about your Wiser system such as energy saving, system activity, heating time and access to your heat report.
		NOTE: When you added an Energy device, like PowerTag E, tapping will open the Energy information. Please read the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.
М	Automation	Tap to navigate to the Automation screen, where you can set up Moments, Schedules and more. Please read the relevant Device User Guide of the device for more information. Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.

Rearranging Rooms

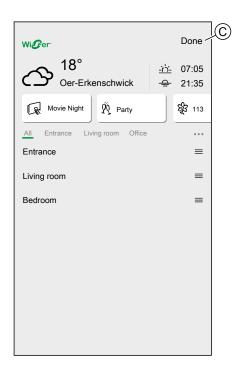
You can change the order of the Rooms displayed.

- 1. Tap the ••• icon (A)
- 2. Tap Room order (B)



3. Rearrange the Rooms by long pressing the room, then dragging and dropping the room in the desired location.

4. Tap **Done** (C).

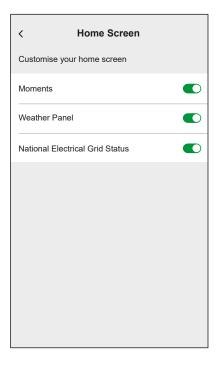


Home Screen Settings

The Wiser Home App offers options to customize the Home Screen.

Find the Home Screen options in the Settings Menu, page 120.

Available options:



Setting	ON	OFF
Moments	The List of available Moments is shown in the upper part of the Home Screen.	Moments will not be shown on the Home Screen
Weather Panel	Weather information is shown at the top of the Home Screen.	Weather information will not be shown on the Home Screen.
National Electrical Grid Status	Enable the Grid Status on the Home Screen.	Disable the Grid Status on the Home Screen

Device control

Control your Devices directly.

You can control a Device in your Home directly on the Home screen or with the Device Control page.

When you assigned the Device to a Room, you can find the Device in the Room on the Home Screen, page 133.

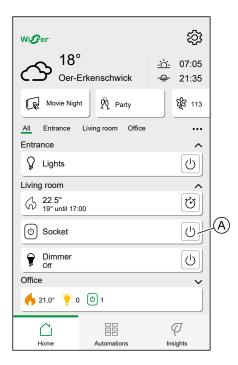
NOTE: Climate devices, like Radiator Thermostats, will be controlled like any other Device, but need to be set up properly.

Detailed information about setting up Climate devices can be found in chapter Climate control, page 138.

Home Screen Control

 In the List of Rooms, page 83, tap the icon (A) of the device you want to control.

NOTE: The displayed function differs for all Devices. The displayed function is the one most commonly used for the Device. Detailed functions (e.g. raising a blind to a specific value) can be found in the Device Controls page.



Device Control Page

1. In the Home Screen, page 133, tap the **Device** (A) you want to control.

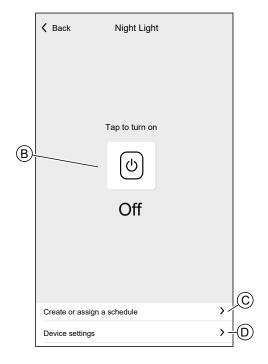


2. Set the desired state/value for the Device.

NOTE: The displayed function differs for all Devices.

You can find further Device specific options at the bottom of the screen, like navigating to the Device settings or if the Device should follow a Schedule.

Device Control page:



В	Device options and status display.
	The icon and text show the status of the Device. The controls differ for each device type (e.g. a Blind Control Device will offer a slider and separate open and close buttons.)
С	Create a Schedule, page 108 or assign the device to an existing schedule.
	When the Device is assigned to a schedule, you will find the options to enable/disable the Follow Schedule toggle switch and edit the schedule.
D	See and edit the Device Details, page 81.

Climate control

Climate control involves managing the behavior of climate devices within the Wiser system. To create a climate control, climate devices must be assigned to a room.

System-Level Climate Control

- If a Single Wiser Heat system, like UFH, supports a centralized water-based heat source (a boiler or heat pump), then that single source can either be heating or cooling, but not both.
- Rooms that are sourced from the single heat source and not capable of cooling (e.g., radiator-based rooms), will not operate during the cooling period. For example, when the system is in cooling mode in a non-cooling room.
 - The Radiator Thermostat shall not perform a Boost and shall display the same status as in Device Lock mode.
 - The Room thermostat shall wake up using any of the 3 keys (+, -, O), but subsequent button presses will not change the set point.
- Domestic Hot Water is generally out of scope of cooling. This means that during Cooling mode, any Hot Water control will operate as normal (this may be sourced by an alternate supply e.g. electrical)
- Rooms that are not sourced centrally from the heat source (e.g. electrical heating rooms) will continue to operate normally in the Heating mode when the cooling mode is ON.
- Where there are multiple UFH devices each containing a Heat/Cool switch input, only one of these needs to indicate cooling for the entire system to be put into cooling mode
- The Connected Thermostat 16 A should not be connected to the UFH for cooling mode. It should be connected only for UFH operating in heating mode.

NOTE: Refer to the dedicated device user guide for more detailed information on the climate control features of a specific device. List of Wiser Devices, page 13 provides the links to Device user guide for each devices.

Room-Level Climate Control

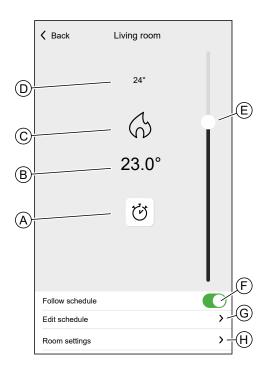
When a Climate Device is assigned to a Room, a single **Climate** is created which includes all the climate devices assigned to that room.

The Climate Control looks and acts like a Device Control. You can control the Climate Control directly from the Home Screen and assign it to Moments or Schedules.

 All Climate Devices assigned to a Room will be combined as one Climate Control.

- The Climate Control cannot be named unlike other devices, but will take the name of the Room.
- Individual Climate Devices can not be assigned to a Schedule or Moment.
 Instead, the Climate Control will show up in the relevant lists.
- Operating a single device of the Climate Control manually (e.g. one of three Radiator Thermostats) will send the command to the Climate Control, affecting all assigned Devices. (All three Radiator Thermostats will open/ close based on the command).
- Individual Devices can be locked against manual operation.
- To remove a Climate Device from a Climate Control, remove the Climate Device from the Room.

Climate Control:



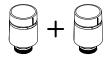
Α	Boost Mode
В	Target Temperature
С	Status Icon
	Heating Icon: Cooling Icon: Measured temperature in the Room
D	Measured temperature in the Room
E	Slider to set target temperature
F	If the Climate Control is assigned to a Schedule, page 108, you can choose whether the Climate Control should follow the Schedule.
G	Lets you edit an existing Schedule, page 108. TIP: If the Climate Control is not assigned to a Schedule, the option Create or assign a schedule will be available.
Н	Navigate to the Room Details, page 85 of the room to which the climate control is assigned.

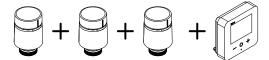
Setting up a Climate Control

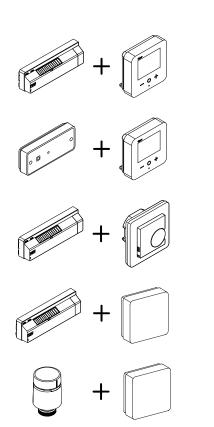
While setting up your Climate Control, make sure to consider the following information.

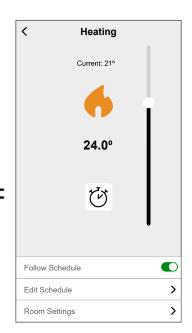
Heating Control:

- If your Home is using a Wiser 16A Relay for Temperature Control, you must add a Wiser Room Thermostat or Wiser Temperature/Humidity Sensor to that Room
- If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / Connected Thermostat to that Room.
- If you assigned more than two Radiator Thermostats to a Room, it is recommended to also assign a Room Thermostat / Wiser Temperature/ Humidity Sensor / Connected Thermostat to that Room.
- · Assign only one Room Thermostat to any Climate Control.





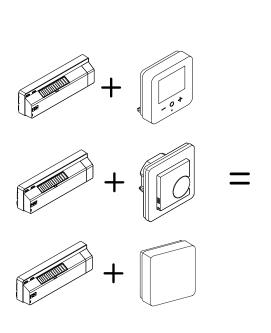


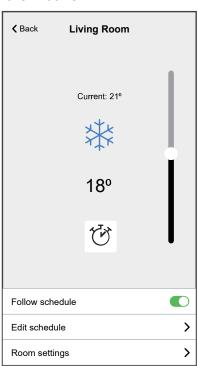


Cooling Control:

 If your Home is using a Wiser Underfloor Heating Connection Strip, you must add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor / Connected Thermostat 2 A to the concerned Room.

- When the cooling mode is activated on a Connected Thermostat 2 A or on the UFH, all the devices switch to cooling mode. So, if the Connected Thermostat 2 A is in cooling mode, the UFH goes into cooling mode even if its cooling input is not enabled. Refer to device user guide of the respective device for more detailed information. List of Wiser Devices, page 13 provides the links to Device user guide for each devices.
- The UFH setpoint temperature ranges from 18°C to 30 °C.





Compatible third party devices

Third party climate devices, that are compatible with the Wiser System, show up in the Wiser Home app like a regular Wiser device.

They will also merge into a Climate Control like, e.g. a Wiser Radiator Thermostat.

Voice Control

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

Amazon Alexa

Amazon Alexa® (Alexa) is an intelligent personal assistant developed by Amazon®, and is capable of voice interaction.

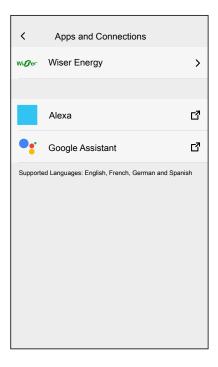
Wiser works with Alexa to allow you to regulate the temperature of each room in your system by using a wake-word and an instruction.

The wake-work is "**Alexa**" followed by an instruction such as "**Increase** temperature."

Currently, Amazon has made interaction and communication with Alexa only available in English and German.

Configuring Wiser Home with Alexa

- 1. On the Home page of Wiser Home app, tap 🔯
- 2. Tap Account > App and Connections to find different cloud services.
- 3. Tap on **Alexa** option. This will redirect you to the Amazon website to link to Wiser system.



- 4. Click on **Enable** to link Alexa with your Wiser System.
- 5. Enter the user name and password you have setup for your Wiser system and tap **Done**.
- Grant the required permissions. You will receive a confirmation that your account is now linked.

Alexa will now discover all the Wiser Home devices you have setup, allowing you to control your Wiser system using Alexa app and by using voice command.

Changes made with Alexa

If Alexa is asked to increase the temperature by 2°C, then Alexa will add 2°C to your setpoint. If the ambient temperature is already >2°C above the current setpoint then the actual temperature will not change and Wiser will not turn the heating ON.

Example: If the current setpoint is 16°C, the current room temperature is 19°C and you ask Alexa to increase the temperature by 2°C - the current setpoint will change to 18°C but the heating will not start because the room temperature is already higher than 18°C.

Everything you tell Alexa to do related to Wiser Room Thermostats and Radiator Thermostats will last only for one hour, or until the next scheduled setpoint change if that change is to occur in under an hour. After that it goes back to its original setting, and you must tell Alexa to do it again.

If a Device is following a Schedule, any setting changed by Alexa will last until the next event in the Schedule. If the Device is running in manual mode, any command to Alexa will remain in place until the next command or manual setting.

Common Wiser Commands for Alexa

Alexa requires explicit instructions. You must inform Alexa of the room to which you wish to address followed by an instruction, such as "increase temperature." If no specific room is mentioned, Alexa will ask you which room you want to address, and then will increase the setpoint temperature by 1°C only based on the room reply from you.

If you want the setpoint temperature to increase by 4°C in the living room, you must explicitly state to Alexa to "Increase the temperature in the living room by 4°C."

Listed below are common Wiser commands used with Alexa:

- · Discover Devices: "Alexa, discover devices"
- · Reduce Temperature: "Alexa, decrease the upstairs by 4 degrees"
- Increase Temperature: "Alexa, increase the upstairs by 3 degrees"
- Set Temperature: "Alexa, set the upstairs to 20 degrees"
- Get Temperature: "Alexa, what is the upstairs temperature?"
- Get Set Point: "Alexa, what is the upstairs set to?"

NOTE: Alexa considers the Room names and lights as the Devices.

Listed below are common Wiser Smart Plugs commands used with Alexa:

- Turn Off the Lights in the plug named bedside lamps: "Alexa, turn OFF the bedside lamps."
- Turn ON the Lights in the plug named bedside lamps: "Alexa, turn ON the bedside lamps."

Suggestions when using Alexa:

- · Simple room names are recommended, such as "living room."
- · You cannot turn Heating ON or Off using Alexa.
- You cannot increase/decrease the temperature from Off. When a room is set to Off, you can adjust the room to a specific temperature.

Google Home

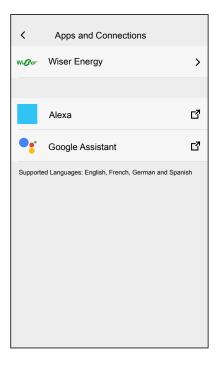
Google Home is a brand of smart speakers that work similarly to Amazon Echo. Google's intelligent PA, Google Assistant, is equivalent to Amazon's Alexa. Google Home is also available on all Android devices and does not require the use of the 'Smart Speakers'.

The user can speak a profusion of commands to request information, or ask the Google Assistant to perform an action such as play music, video playback, report news, access home automation. All of this can all be controlled from a Google Home device.

Configuring Wiser Home with Google Home

- 1. On the Home page of the Wiser Home app, tap 🕏.
- 2. Tap Account > App and Connections to find different cloud services.

3. Tap on **Google Assistant** option. This will open the Google assistant app on your smartphone to link to Wiser system.



- 4. Enter the user name and password you have setup for your Wiser system and tap **Done**.
- 5. Grant the required permissions to allow you to discover all the Wiser devices you have setup, and to control your wiser system using google assistant app and by using voice command.

Changes made with Google Home

All changes made through a voice command related to room thermostats and radiator thermostats are valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the radiator thermostat.

The reason for not implementing permanent changes to Wiser temperature is that a voice command can easily be forgotten, resulting in the heating accidentally being left ON for long periods of time, such as when users exit their home.

NOTE: When a command is given to increase/ decrease the temperature but no temperature setpoint is given, Google Home defaults the new setpoint temperature to the prior setpoint ± 3 degrees. This value is controlled by Google Home and differs from a normal Wiser boost, which defaults the new setpoint to ±2 degrees above/below the current ambient temperature.

NOTE: Commands for turning the heating "ON/ OFF" are currently unavailable on Google Home. This is done intentionally as "OFF" cannot be reconciled with the notion of a temporary operation, and conversely, the notion of an "ON" setpoint does not exist on the Wiser system.

NOTE: If the Wiser Plug is following a schedule everything you tell Google Home to do related to Wiser Plugs will last until the next event in the Wiser Plug schedule. If the Wiser Plug is running in Manual Mode, everything you tell Google Home to do will remain in place until the next command either from Google Home or from the Wiser Home App.

Common Wiser commands for Google Home

Listed below are common Wiser commands used with Google Home:

- Inquiry: "OK Google, is the light in bedroom ON?"
- Room Temperature: "OK Google, how warm is (room name)?"
- · Set Temperature: "OK Google, set (room name) to XX degrees"
- Increase Temperature: "OK Google, increase setpoint by XX degrees"

Listed below are common Wiser Smart Plug commands used with Google Home:

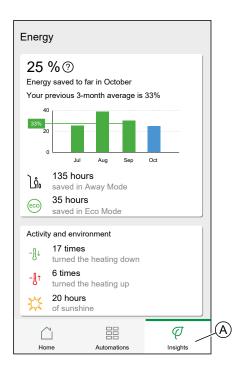
• Table lamp command: "OK Google, turn ON/ OFF the Table lamp"

Insights

The Insights feature gives you multiple features in a single place. This includes energy saving, system activity, heating time and access to your heat report.

To navigate to Insights from the Home screen:

1. Tap Insights (A)



NOTE: If you have an energy device installed, like a PowerTag E, the Energy Center, page 152 will be displayed.

Energy overview

We estimate how much energy you would have otherwise used, compare it against what you have used and show this as a percentage saving.

As the month progresses you can keep track of your savings by simply opening the app. Your energy savings are updated hourly so fluctuations are normal.

The system uses a smart algorithm to only count the time when Wiser's smart features were actively saving you energy.

Tap the Question Mark (A) for more details.

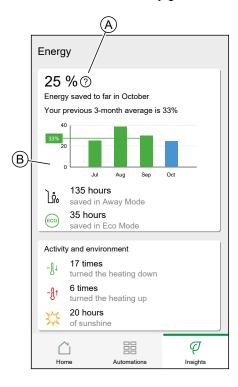
Heating hours (B):

This section shows how much heating time you have used, relative to outdoor temperatures.

The temperatures are updated every hour. Each green bar displays the daily heating duration for the past 30 days. The length of the bars represents how many times your rooms called for heat during each day.

NOTE: The blue bar indicates the current month and will change to green once the month is finished.

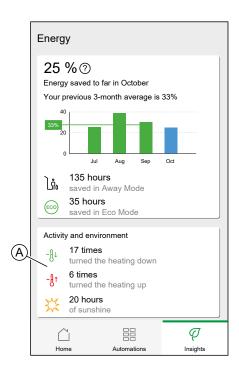
New users will not see any green bars until you begin using your heating.



Activity and environment

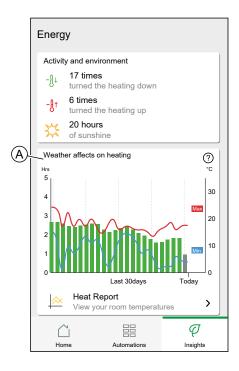
(A) Shows interesting facts about how you use your heating system as well as other interesting things that have been happening in your environment within the current month.

These numbers are updated hourly. Number of times you turned your heating down is counted by a manual boost or boost down. Number of times you turned your heating up is counted by a boost up or manual adjustment to the temperature. Number of hours of sunshine is calculated as number of hours when the cloud coverage was less than 50%.



Weather and Heating

(A) The weather can have a big impact on how your heating system performs. We take into account the thermal efficiency of your home and the outdoor temperature, so we can save you as much as possible.



Heating time

The green bars show an estimate of how many hours your heating was on each day. Incomplete and missing heating hours are both represented by grey bars.

Weather

The maximum and minimum temperatures for each day are shown by red and blue lines. Missing weather temperatures are represented by dotted lines.

Heat report

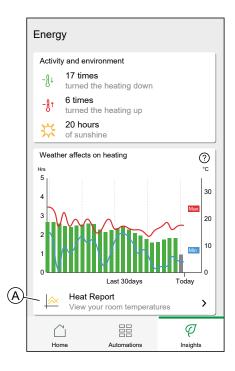
The performance of your heating system can be monitored with the Heat Report.

It enables the viewing of historical room, set (target), outdoor temperatures and allows for room-by room comparison over time, to ensure that the system performs according to scheduled and manual operations.

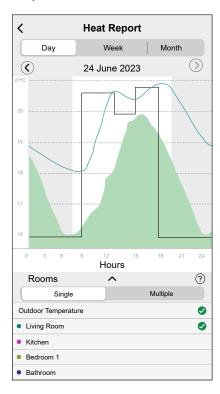
Wiser records room, set and outdoor temperatures on a continual basis and makes the data available in the Heat Report. The report is updated daily and a given day's temperature data is available the next day. It is possible to view the report on the basis of day, week and month.

To navigate to the Heat report:

1. Tap **Heat Report** (A).



2. Heat Report:



Single-room view

When accessed for the first time, the report opens from the single-room view.

This view defaults to display today's room temperature for the first room, as it appears on the Home screen of the app. It also displays the set temperature for the room (always illustrated by a black line).

The outdoor temperature is not displayed by default, but you can choose to view it by selecting it from room selector.

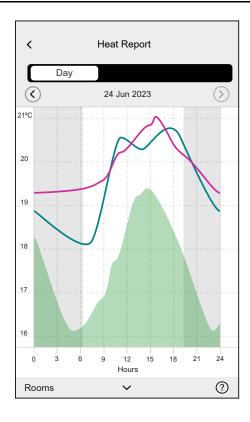
When viewing a single room, it is possible to see how long it takes for the room to heat up or cool down to the set temperature; the black line shows the set (target) temperature, i.e. Wiser's heating schedule for the room (if in Auto mode) or the manually selected set temperature (if in Manual mode). This line indicates the room temperature that Wiser is regulating to at all times.

NOTE: The Single room view always displays the set (target) temperature line for a given room. Temporary changes to the set temperature like manual boosts and temperature overrides are also visible on this line.

Multi-room view

The multi-room view allows for simultaneous viewing and comparing of up to 16 rooms. The outdoor temperature can also be selected/ deselected in this view.

NOTE: If only one room is selected in the multi-room view, the black line denoting the set temperature will appear.



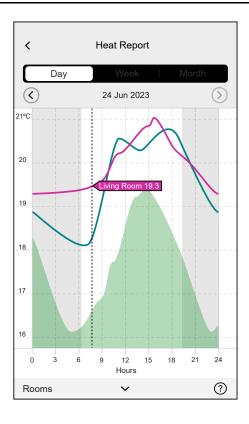
Monthly view

The monthly view provides a summary of room temperature fluctuations during a given calendar month. All daily temperatures in this view are averaged out due to the screen size.

The outdoor temperature in this view is displayed as a green band indicating the daily min/max temperatures and the range in which the daily temperatures have fluctuated throughout the month.

Temperature Display

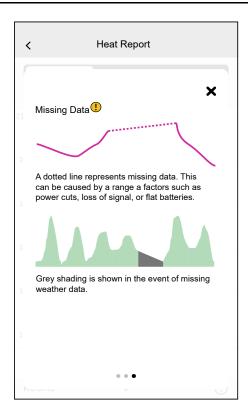
The room name and temperature will appear when a temperature line is tapped. Any area outside the line can be tapped to make them disappear again. It is possible to tap on any point of a temperature line, including the outline of the green outdoor temperature area. Temperature lines can be tapped in all three views (Day/Week/Month).



Missing Temperature Data

Temperature data may be missing from the system at times. This could be due to power failures, no internet connectivity, flat device batteries or poor RF signal. Missing data is denoted by a dotted line connecting the two points between which data is unavailable.





Energy

If you have an energy device installed, like a PowerTag E, the Energy Center will be available.

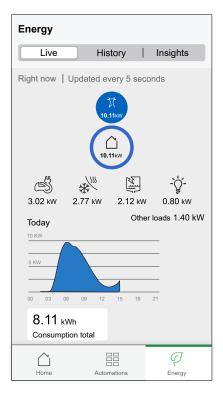
In the Energy Center, you can monitor your energy consumption and production, view detailed history, and get information on energy savings.

IMPORTANT: The Wiser system supports the configuration with the following power source combinations where PowerTag Energy sensors are installed.

- Grid
- · Grid and Solar
- Grid and Solar, and Battery and Solar (combo).

To navigate to the Energy Center:





NOTE: If you do not have any energy devices installed, like a PowerTag E, Insights, page 145 will be displayed.

NOTE: You can find the detailed information in the Device User Guide of the respective device, page 13.

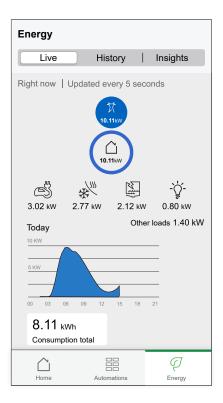
Live

Provides live data of the grid consumption and live status of where the power is coming from:

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

Import

Displays how much power you are importing, a breakdown into consumption categories and a consumption timeline.



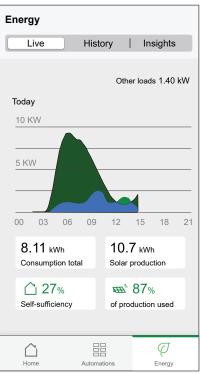
Import and Export (Applicable for Grid with On Grid solar system)

Displays how much power you are importing or exporting, a breakdown into consumption categories and a consumption time line.

The grid consumption with loads is represented in blue and the excess power of battery and solar is represented in green.

NOTE: Scroll down in the app to to view the complete graph.





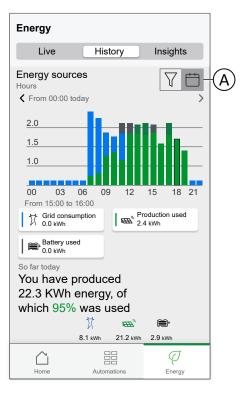
History

Provides history of power consumed by loads. If there is an existing On Grid solar system, the app provides history of imported and exported energy.

1. On the Energy page, tap **History**.

2. You can change the displayed timeframe (hours, days, months and years), by tapping (A).

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



- 3. You can tap

 √ and select **Load consumption** to view the energy consumed by individual loads.
- 4. Tap (A) and select a required time frame.

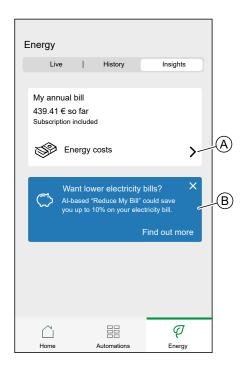


Insights

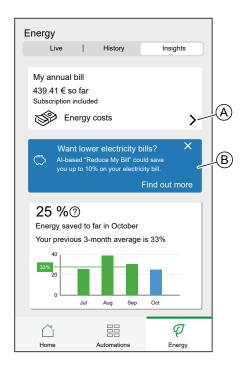
The Insights provides information on the annual bill for the tariff set. It helps to keep track of your energy.

NOTE: The option to set a tariff is only available if you have an Energy device installed in your home. For more information, please refer to the Device User Guide of the respective device, page 13.

For a more detailed overview, tap Energy costs (A).
 Energy-Insight without Heating Devices:



Energy-Insight with Heating Devices

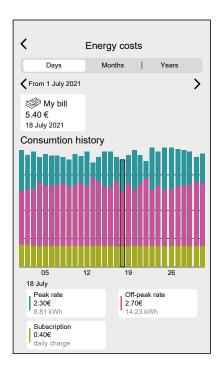


Tap banner (B) to enable Reduce My Bill with Artificial Intelligence (RMB - AI). RMB - AI is a feature that allows users to reduce electricity costs by enrolling high energy devices like EV Charger (EVlink Home Smart, Schneider Charge, EVlink socket) or resistive Water boilers (controlled with a Wiser Power Micromodule). It is used with variable tariffs, such as peak/off-peak tariff, and relies on users to answer routine questions. Refer to respective device user guide for detailed information on the Reduce my Bill service.

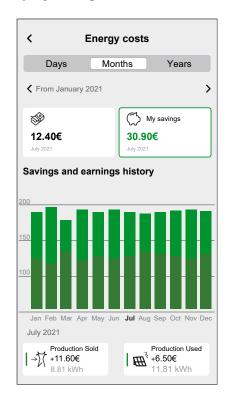
NOTE: If you have installed and configured solar panels in your home, RMB - Al could save up to 50% on your electricity bill.



2. You can change the displayed timeframe (hours, days, months and years).



IMPORTANT: If you have installed PowerTag on solar or solar with battery **My savings** is available to view savings and earning history.



EcoWatt

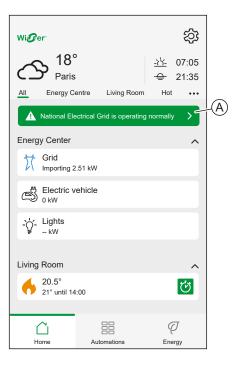
EcoWatt informs you about the state of the national power-grid and offers a forecast of the expected tension in the national power grid.

EcoWatt provides information on eco-gestures that can help relieve the burden on the national electricity grid.

Features:

- · Shows the state of the power grid.
- · Sends notifications about the state of the power grid.
- Sends alerts if there is a risk of power cuts.
- · Provides eco-gestures to help relieve grid tension.

When enabled, EcoWatt will display the **status of the power grid** (A) on the Home Screen.

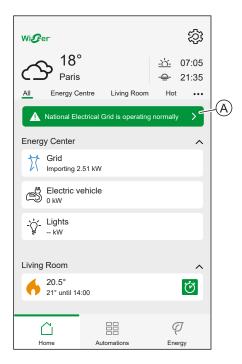


Color	Text	Recommended actions	
Green	National Electrical Grid is operating normally	The power grid is not under much tension. Eco-gestures are generally recommended to help safe energy and money.	
Amber	National Electrical Grid is tensed	The power grid is stressed. Eco-gestures are recommended to help relieve the tension	
Red	National Electrical Grid is very tensed	The power grid is critical. Eco-gestures are highly recommended to help prevent power outages.	

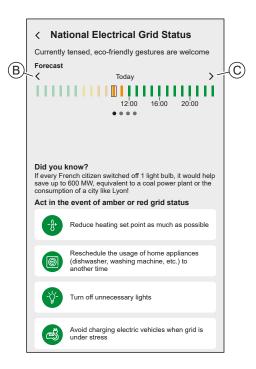
Forecast

EcoWatt provides a forecast of the power grid tension.

To show the forecast, tap the **Status** (A) on the Home Screen.

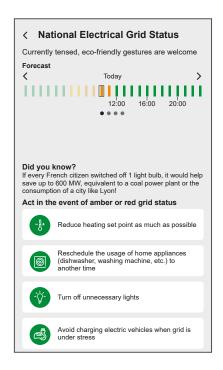


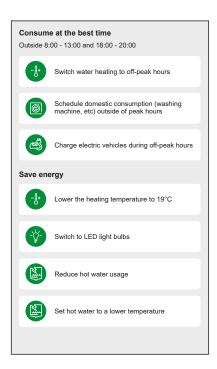
To browse through the forecasts, tap Left (B) or right (C).



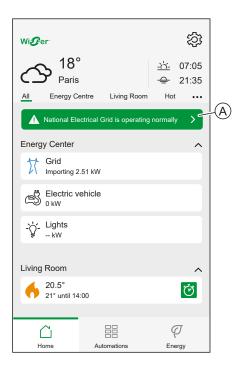
Eco-gestures

Eco-gestures provide information on measures to save energy.



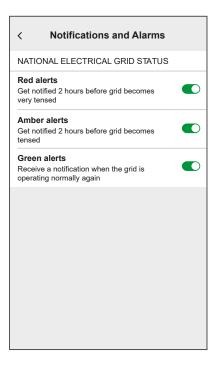


To show the eco-gestures, tap the **status** (A) on the Home Screen.



Grid Status Notifications

You can set which status is allowed to send a notification.

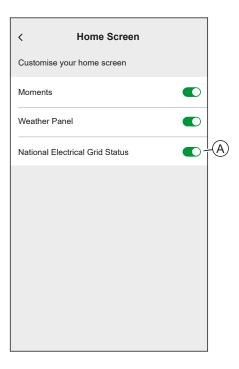


You can find the Grid Status Notification settings in Notifications and Alarms, page 126.

Status bar on Home Screen

You can set whether to display the Grid Status on the Home Screen.

On the Home Screen settings, page 135, tap the **slider** (A) to enable / disable the status bar.



NOTE: Disabling the Status Bar on the Home Screen will also disable access to the grid status forecast, gestures and eco tips. Eco tips can be accessed by tapping an EcoWatt notification.

Additional Information

About Signal Strength

Zigbee signal strength or RSSI (Received Signal Strength Indicator) indicates the signal quality between your devices and the Wiser Hub. The Closer the RSSI value is to 0, the better the signal. For example, an RSSI of -50dBm is a good signal, while an RSSI of -80dBm indicates poor signal.

Signal Strength Indicator

There is four different levels of signal strength:

- Good Signal (between 0 & -54dBm)
- Normal Signal (between -54 & -79dBm)
- Poor Signal (<-79dBm)
- No Signal (device is offline)

Cause of Poor Signal

Connectivity issues can be caused by various factors, such as:

- Distance between the Wiser Hub and devices the signal becomes weaker as the devices move farther apart.
- Physical Obstructions doors, walls, furniture, household appliances, especially with metal surfaces, and other electronic devices can weaken the Zigbee signal.

Troubleshooting

- 1. Place the Wiser Hub into open space.
- 2. Make sure you check if all powered devices are switched on and working normally.
- 3. If possible, move the Wiser Hub closer to the device with signal issues.
- 4. Try to remove any physical obstructions between the Wiser Hub and the device with poor or no signal.
- 5. For battery-powered devices, check the battery level and replace the batteries if necessary.

Signal Extender

If you are still experiencing connectivity issues, we recommend adding Wiser smart plug to your system. It has a built-in signal range extender that boosts the signal between your devices and Wiser Hub.

Discover Extenders:

For France: https://www.se.com/fr/fr/product/CCTFR6500/wiser-prise-connect% C3%A9e-r%C3%A9p%C3%A9teur-zigbee-13a/

Help & Support

If you require further assistance, visit our Wiser Support Pages.

Help & Support:

For France, Visit: https://www.se.com/fr/fr/work/support/

Understanding Control Mode Priorities

In device management, it is necessary to prioritize different control modes to regulate the operation of devices. This section determines which control actions take precedence over others help provide safer, more efficient and user friendly installations.

Anti-Tripping Management (Highest Priority)

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load or reducing the power of the load. When the total power consumption in a household approaches or exceeds the maximum allowable limit, Anti-Tripping Management takes control to reduce or turn Off certain devices temporarily. The Anti-Tripping is given highest priorities and overrides any other actions such as manual override and predefined schedule.

NOTE: Anti Tripping Management is applicable only for EV charger, Power Micromodule (water heater), Smart Sockets and Smart Plug.

Scenario 1: Your home operates multiple high-power devices running simultaneously, such as air conditioning and an electric oven. Consider that the maximum allowable power is 40 amps and other devices are using 30 amps. You have scheduled the EV charger to turn On at the same time.

Response: The charger temporarily adjusts its consumption to 10 amps to prevent overloading the electrical circuit. It resumes normal charging once the load decreases.

Scenario 2: Your home operates multiple high-power devices simultaneously, such as air conditioning and an electric oven. Consider that the maximum allowable power is 40 amps and is already consumed. You have scheduled the EV charger to turn On at the same time.

Response: The charger will not activate. Instead, it will notify you that charging is unavailable due to excessive power consumption in your home and resumes normal charging once the load decreases. Refer to respective device user guide for detailed information on Anti-Tripping management.

Manual Override

Manual override refers to a user-initiated action that temporarily changes the current settings or behavior of a device, overriding any pre-existing schedules or automated controls in place at the same time. It is considered an override if the device has a predefined schedule that is active. This is typically the most recent action triggered on the device, such as setting the device to away mode, changing the settings manually, or activating specific moments. However, if the Anti-Tripping Management is activated due to high power usage, it will override the manual override to prevent overloading of electrical system.

Scenario 1: The charger is scheduled to start at 10 PM. At 6 PM, you manually start charging the EV charger due to a low car battery and the need for the car to be charged as soon as possible.

Response: The manual override takes precedence over the scheduled charging time and EV charger starts charging right away, overriding the predefined off-peak schedule until the next trigger.

Scenario 2: The living room lights are On as per the schedule from 7 PM to 11 PM. At 8 PM you want to watch a movie and activate a Moment such as Movie Night (in which the living room lights are set to Off).

Response: The living room lights will be turned Off until the next trigger.

Scenario 3: The heating system is scheduled to turn On at 6 AM and set the temperature to 22 °C, turn off at 8 AM, Turn On again at 6 PM to 22 °C and turn Off at 10 PM. Consider that you feel cold and you manually set the heating system to 24 °C at 5 AM.

Response: The manual override takes precedence over the predefined schedule, changing the temperature to 24 °C until the next trigger.

Pre-defined Schedule (Lowest Priority)

Pre-defined schedules are user-defined times such as automations, regular recurring schedules or system-optimized schedules (for example RMB AI) for energy efficiency and convenience. The Pre-defined schedules are considered as lowest priority and will be overridden by manual override and Anti-Tripping management.

Scenario 1: Your EV charger is scheduled to RMB AI. That is EV charger will automatically charge at the Reduce My Bill charge period for example from 8 PM to 10 PM. During this period the total power demand exceeds the household limit. **Response**: To prevent tripping the circuit breaker, Anti-Tripping Management is activated, and the EV charger is temporarily turned Off or reduced to prevent overload, thereby overriding the RMB AI schedule.

Scenario 2: You have a predefined schedule for your living room light to turn on every day at 6 PM and turn off at 10 PM. You have also set the living room light to turn Off when in away mode. At 7 PM, you leave home unexpectedly and activate Away Mode for an emergency.

Response: The Away Mode overrides the predefined schedule and turns Off the living room light until the next trigger.

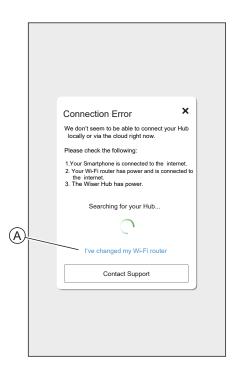
Changing home Wi-Fi login information

If you have made changes to your home Wi-Fi®, you need to apply those changes to the hub.

The Wiser app will detect that the connection to the hub is lost and suggest solutions.

To change the Wi-Fi® information in the hub:

1. Tap I've changed my Wi-Fi router (A).



The app will guide you through the process of selecting a Wi-Fi $^{\!0}$ network and entering the password.

Troubleshooting

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

HUB

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the system.	Only use devices listed in List of Wiser Devices, page 13.
The device is not able to connect with the Hub/Hub ^R . After pressing 3 times, the device LED blinks amber for 30 s.	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.

If you face any issues in commissioning the device, refer to the troubleshooting section of the specific device user guide.

Refer to List of Wiser Devices, page 13 for the links to Device user guide for each devices.

Decommissioning a Wiser System

To remove a device from your Home or prepare the Home for a new user, follow these steps.

- Remove all Devices from the System.
- Reset all Devices to the factory settings.
- · Reset the Hub to the factory settings.

NOTE: Before an IoT device is permanently removed from your network, a full factory reset must be done to erase all data.

Removing a device

Possible reasons:

- The Device needs to be replaced.
- · The Device is no longer needed in the Wiser System.

Steps:

- Remove the Device from the Wiser System.
 Details about this process can be found in Chapter Device Details, page 81
- Reset the Device to the factory settings.

Find the details of resetting the Device in the Device User Guide of the respective Device: List of Wiser Devices, page 13

Resetting the Wiser System

Possible reasons:

- · You are moving out of the house and want to prepare it for the next owner.
- · Ownership of the Wiser System is to be transferred to another user.

Steps:

- Reset the Hub. Refer to Resetting to factory defaults, page 45 for Wiser Hub 2nd Generation and Resetting to factory defaults, page 43 for Wiser HubR 2nd Generation.
- · Delete your Account.

eSetup App

eSetup for Electricians App is the dedicated app for Electricians to configure Smart Home and Smart panel devices.

No need for PC or complex tools to configure smart systems – everything can be done via smartphone, thanks to eSetup for Electricians App

With eSetup for Electricians App you can,

- Commissioning of Wiser products with step by step guidance
- · See the complete installation in DEMO Mode (no need of actual devices)
- Define the system and settings of the devices
- · Verify and test the installation

Get connected to Bluetooth or Wifi to the product directly. This dedicated application for Electricians is a commissioning tool for Wiser devices in residential and SmartLink, Powertag devices in Small Buildings.

NOTE: Not all the wiser devices can be configured using the eSetup app. The app offer the configuration for devices such as Light and Shutter Devices, Wiser Home Touch, Evlink Home Smart, Wiser IP Module.

Using the eSetup app

With the eSetup app, you can configure Devices without the need of an internet connection.

Your smartphone will connect to the Device directly.

You can set the Name of the Device and assign it to a Room. Other settings are depending on the individual Devices.

You can test the Devices.

To configure a Device:

- 1. Choose the Device type.
 - · Light and Shutter Devices
 - Wiser Home Touch
 - · Wiser IP Module
- 2. Choose the specific Device type, e.g. rotary dimmer.
- Connect the Device to the app by setting it into pairing mode.The app will show you how to set the Device into pairing mode.
- 4. Set the Name for the Device.
- Assign the Device to a Room.
- 6. Test the Device.

Compliance

Compliance information for Green Premium products

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

https://checkaproduct.se.com/



General information about Green Premium products

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

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



EU Declaration of Conformity

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

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Printed in: Schneider Electric 35 rue Joseph Monier 92500 Rueil Malmaison - France + 33 (0) 1 41 29 70 00

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System User Guide Wiser Home (France) - 10