

# Wiser™

## System user guide

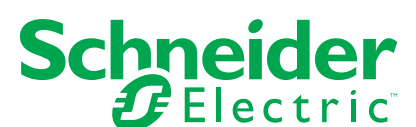
Commissioning instructions for the Wiser system, devices and app.

05/2023

Lauritz Knudsen 



Life Is On | 



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# Safety information

## Important information

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



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

### **DANGER**

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

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

### **WARNING**

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

### **CAUTION**

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

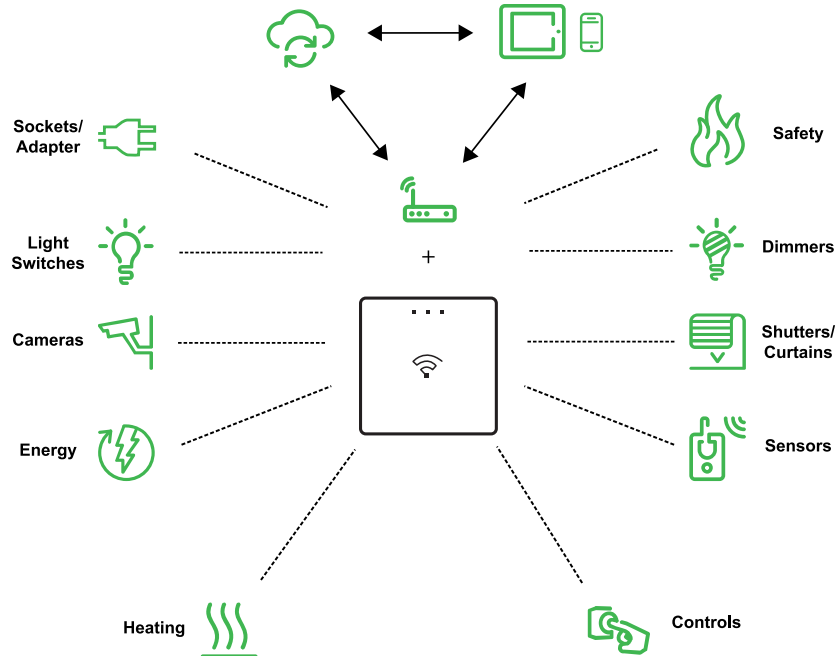
### **NOTICE**

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

# Getting to know the Wiser system

## Overview of the Wiser™ system

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



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

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

With a personal account and the Wiser by SE app on a mobile phone/tablet, users can control Wiser devices in their home from any location where internet is available for both mobile phone/tablet and the Wiser gateway.

Within the home, the devices, such as, LK FUGA® Wiser wireless battery 4 button switch, LK FUGA® Wiser wireless double relay, LK FUGA® Wiser wireless dimmer can be used to control the Wiser system.

## Device groups

Operate identical Wiser devices together, either from the local control on one of the devices or by using the Wiser app.

Use the Group feature in the Wiser app to combine many identical devices and operate them as one unit. For example, create a group of three Wiser light switches for multi-way operation.

Device groups	Control assistance
Lights, Switches/Dimmers	Lighting and dimming
Shutters/Blinds/Curtains	Motorized shutters and blinds
Sockets/Adapters	Electric supply
Heating	Temperature

Device groups	Control assistance
Cameras	Security and privacy
Energy	Monitors power consumption
Safety and Sensors	Smoke alarm, Room occupancy, window/door open or close, temperature and humidity, water leakage

## The Wiser by SE app

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

## System requirements

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

Supported operating systems for mobile phone:

- Android™ OS version 7 and above
- Apple® iOS 11 and above

Supported operating systems for tablet/iPad:

- Android™ OS version 8 and above
- Apple® iOS 10 and above

**NOTE:**

- When a new version of an operating system is released, it may take some time before the Wiser system is fully compatible with that version.
- Using Schneider Electric applications with an Android phone that has bypassed restrictions, or a jailbroken iPhone, voids all warranties associated with the application.
- The compatibility of the interfaces with mobile phones/tablets depends on the software version installed on your mobile phone/tablet, and may change with a software upgrade. Due to the large number of mobile phones/tablets available in the market, the compatibility and functionality of your mobile phone/tablet with the app cannot be guaranteed.

## Downloading the app

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

1. Perform one of the following:

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

**Scan QR code to download the app**



- **Android mobile phones/tablets:** Visit <https://play.google.com/store/apps/details?id=com.schneiderelectric.WiserBySE>.

**Scan QR code to download the app**



## Creating an account

The first time you use the app, you must register an account using your mobile phone number or an e-mail address and a password.

**NOTE:** It is mandatory to select the correct country code while registering using e-mail address.

When you create your account, a country code is set based on your location.

Using your account, you can become a member of one or more Homes ( [Data stores](#), page 8). You can operate any devices that belong to the Home, from any location that has Internet access, using any compatible mobile phone/tablet that has the app installed.

**NOTE:** An account cannot be logged in on multiple smart devices and used at the same time.

## Data stores

Home and account data is assigned to one of several data stores, depending on the country code selected at registration, and the country code of the user who creates a Home. These data stores are independent of each other. The major data centres are:

- China
- Europe
- United States of America
- India

For more information, refer to the country table [Data centre](#), page 9.

**IMPORTANT:** Home and user account data is assigned to one data store and cannot be transferred to another. Therefore, a user can only join Homes with data assigned to the same data store as the user’s account.

**TIP:** If you want to join a Home in another country (for example, if you are visiting and staying with family), create a new account using the same country as displayed in the Home location. This way, the data for your new account will be assigned to the same data store as the Home.

## Data centre

Data centre	Country/Regions
Oregon, USA	<b>Region:</b> North America, South America, East Asia, parts of Southeast Asia <b>Countries:</b> America, Antarctica, Argentina, Bolivia, Bonaire, Brazil, British Indian Ocean Territory, Chile, Colombia, Cook Islands, Cuba, Curacao, Dominican Republic, Ecuador, East Timor, Falkland Islands (Malvinas), French Guiana, Guatemala, Guinea-Bissau, Hong Kong, Indonesia, Japan, Kazakhstan, Kiribati, Korea, Kosovo, Malaysia, Macao, Mexico, Myanmar, Nauru, Niue, New Zealand, Palestine, Paraguay, Peru, Philippines, Puerto Rico, Papua New Guinea, Sao Tome and Principe, Solomon Islands, St. Helena, Sint Maarten, South Sudan, Suriname, Svalbard and Jan Mayen, Taiwan, Thailand, Tokelau, Uruguay, Vatican City, Vanuatu, Vietnam, Venezuela
Frankfurt, Germany	<b>Region:</b> Western Europe, Central Europe, Eastern Europe, , parts of Southeast Asia <b>Countries:</b> Afghanistan, Albania, Algeria, American Samoa, Andorra, Anguilla, Angola, Antigua and Barbuda, Armenia, Aruba, Austria, Azerbaijan, Australia, Bahamas, Bahrain, Barbados, Bermuda, , Belize, Bhutan, Bangladesh, Brunei, Burkina Faso, Botswana, Burundi, Benin, Bulgaria, Bosnia, Belgium, Belarus, Cayman Islands, Costa Rica, Cambodia, Cameroon, Cape Verde, Cote d'Ivoire, Chad, Central Africa, Congo (Brazzaville), Congo (Gold), Croatia, Czech Republic, Cyprus, Cocos (Keeling) Islands, Dominic, Djibouti, Denmark, Ethiopia, Egypt, Equatorial Guinea, Eritrea, Estonia, French Polynesia, Fiji, Former South Macedonia, France, Finland, Faroe Islands, Greenland, Guadeloupe, Grenada, Georgia, Guam, Guinea, Gabon, Gambia, Ghana, Germany, Greece, Gibraltar, Haiti, Honduras, Hungary, Israel, Iran, Iraq, Iceland, Italy, Ireland, Jamaica, Jordan, Kuwait, Kyrgyzstan, Korea, Kenya, Laos, Lebanon, Lesotho, Liberia, Libya, Lithuania, Liechtenstein, Luxembourg, Latvia, Martinique, Montserrat, Maldives, Mongolia, Micronesia, Marshall Islands, Mozambique, Malawi, Morocco, Madagascar, Mauritania, Mali, Mayotte, Mauritius, Montenegro, Malta, Monaco, Moldova, Nicaragua, Nepal, New Caledonia, Northern Mariana Islands, Niger, Nigeria, Namibia, Netherlands, Oman, Panama, Pakistan, Palau, Poland, Portugal, Qatar, Rwanda, Reunion, Russia, Romania, Saint Pierre and Miquelon, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Salvador, Saint Lucia, Sri Lanka, Saudi Arabia, Syria, Singapore, Samoa, Serrali, Senegal, Sudan, Swaziland, South Africa, Somalia, Seychelles, Serbia and Montenegro, Spain, Svalbard and Jan Mayen, Slovenia, Slovakia, Sweden, Switzerland, San Marino, Trinidad and Tobago, Turks and Caicos Islands, The British Virgin Islands, Turkmenistan, Turkey, Tajikistan, Tuvalu, Tonga, Togo, Tunisia, Tanzania, United States Virgin Islands, Uzbekistan, United Arab Emirates, Uganda, Ukraine, United Kingdom, Wallis and Futuna, Yemen, Zimbabwe, Zambia
Mumbai, India	<b>Country:</b> India
Mainland China	<b>Country:</b> China

1. Start the app, wait for the login page to display and then tap **Register a new Account**.



2. Select your country and provide your Mobile No. or E-mail to receive the verification code.
3. Tap the check box to agree with the **User Agreement** and **Privacy Notice**.
4. Select a country code. By default, the country code is set as follows:
  - Mobile phone-based IDs: country code determined by mobile phone number.
  - E-mail address-based IDs: country code determined by mobile phone location. Also, you must select the country code manually when you register using an e-mail ID.
5. Enter the verification code received via E-mail or SMS.
  - SMS, if you use your mobile phone number as the user ID, or
  - e-mail, if you use your e-mail address as the user ID.
6. Create a password based on the criteria provided.

Once the registration process is finished, a new Home is created and the Home page is displayed. As the creator of the Home, your account is automatically set as the Home owner with full access to the system. See [Access levels](#) in the app, page 10.

**IMPORTANT:** Your account cannot be transferred to another country, due to restrictions with data storage (see [Data stores](#), page 8). If you want to join a Home or create a Home in a different country, first create a new account using the new country code.

## Working with home

Create a home, add rooms to represent the areas with devices, and add home members.

In the app, a home defines a group of people, rooms and devices as a unit. Here are some examples:

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

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

A person can be a member of multiple homes and operate any device that has been added to one of those homes.

## Access levels in the app

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

There are 3 access levels in the app:

- Home owner

**NOTE:** For each Home, only one Home member can be set as the Home owner.

- Administrator
- Common member

Function	Supported Features	Home owner	Administrators	Common members
<b>Manage Homes and Home members</b>	Transfer Home owner rights to another Home member	Yes	No	No

	Add or delete* a Home (*Delete the entire Home, its members and devices)	Yes	No	No
	Remove a Home (Access to the Home is removed from the user's app, but the Home is not deleted)	Yes	Yes	No
	Configure Home details	Yes	Yes	No
	Add or delete Home members	Yes	Yes	No
	Grant administrator access for a Home member	Yes	No	No
	Receive invite notifications from a home	Yes	Yes	Yes
<b>Manage Rooms</b>	Add or delete Rooms	Yes	Yes	No
	Name or rename Rooms	Yes	Yes	No
<b>Manage devices</b>	Add or delete devices	Yes	Yes	No
	Configure device feature setting and schedule	Yes	Yes	Yes
	Change device icon, name and location	Yes	Yes	No
	Operate device	Yes	Yes	Yes
	Update device firmware	Yes	Yes	No
	Receive device alarm notifications	Yes	Yes	Yes
	'Device added', 'Device factory restored', 'Receive device alarm' notification	Yes	Yes	Yes
<b>Manage Moments and Automations</b>	Create Moments and Automations	Yes	Yes	No
	Assign devices to Moments/Automations	Yes	Yes	No
	Adjust device settings in Moments/Automations	Yes	Yes	No
	Set Trigger conditions in Moments/Automations	Yes	Yes	No
	Receive Moment/Automation trigger notifications	Yes	Yes	Yes

## Cybersecurity principles

Following these cybersecurity principles may help to reduce the risk of cyber threats to the network where your system is installed.

- Keep your phone up-to-date and install the latest security updates.
- Only connect to secure Wi-Fi networks.
- Only download apps from Google Play or Apple store.
- Use all of your mobile phone's/tablet's security settings:
  - long passcodes
  - two-factor authentication (2FA)
  - facial recognition
  - block unknown apps
- Use strong phone and account passwords:
  - Do not reuse a password from any other account.
  - Passwords should be 12-16 characters long. (A passphrase is best and easier to remember.)
  - The password must be a combination of uppercase letters, lowercase letters, numbers, punctuation and symbols.
  - Do not use a password with easily guessed or commonly known personal information. For example, avoid using home town, favorite pet or high school mascot.

## Decommissioning a device

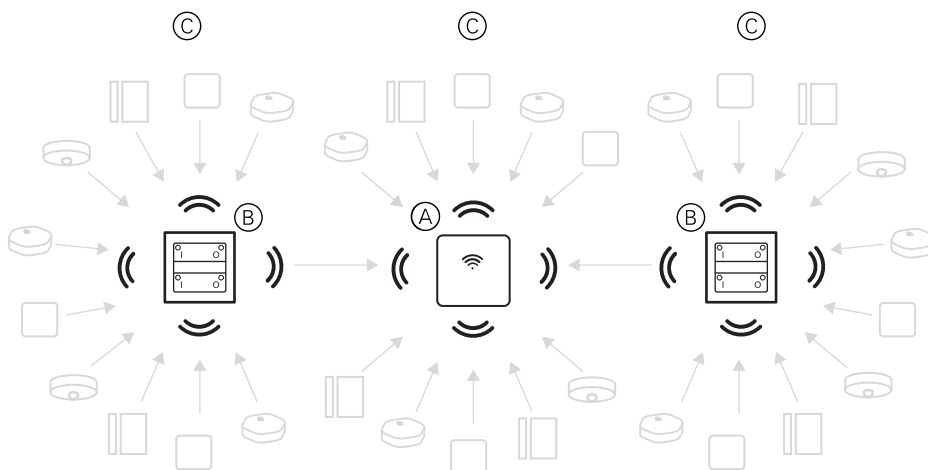
If you remove a device from your system to gift, resell or otherwise dispose of, firstly remove any personally-identifiable information from the device by performing a factory reset. This is especially important when decommissioning a system gateway. Refer to the particular device instructions for information on how to perform factory reset.

## Support for battery-powered devices

By default, a system with a gateway can support up to 10 battery-powered devices, such as sensors. Systems that also include mains-powered devices such as light switches can support additional battery-powered devices.

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

The example system shown in the next diagram includes a gateway (A) and two mains-powered light switches (B). Each mains-powered device can host up to 10 battery-powered devices (C), so this example system can support a total of 30 battery-powered devices.



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

## Wiser system limits

When commissioning a Wiser system, it is important to understand the system limits, such as the maximum number of supported devices. For best performance, it is required to run the system at 80%.

System component	Wiser Gateway Limits
Devices	Max. 120 devices in one Home
	Max. 120 devices in one Room
	Max. 20 devices assigned to a wireless battery switch button
	Max. 10 battery-powered devices per mains-powered device. See <a href="#">Support for battery-powered devices, page 12</a> for more information.
Homes, Rooms and Members 20 is the recommended number for home per account.	Max. 20 Homes (recommended number)  The installer will be Home owner until successful handover.  Max. 20 Rooms in one Home (recommended number)

System component	Wiser Gateway Limits
	Max. 20 Members in one Home (recommended number)
Device Groups	Max. 200 devices in one Group Max. 200 devices in one Group Max. 100 device Groups in one Home Max. 100 device Groups in one Home
Device Schedules	Max. 10 Schedules per device
Moments/Automations	Max. 80 Moments in one Home
	Max. 80 Actions in one Moment/Automation
	Max. 1000 Actions in one home (the total actions in Moments and Automations must not exceed 1000)
	Max. 10 Conditions in one Automation

For information about the recommended distance between the gateway, devices, and sensors, see [Selecting a location for the gateway, page 20](#). The distance between Hub and device, device and device, and device and sensor is dependent on construction materials or interference in between, it could be a much longer range, in open air, without any interference.

# Setting-up the Wiser system

## Overview of system commissioning

To commission the Wiser system, first install the devices and then configure the system using the app.

System commissioning involves these steps.

Install and test Wiser devices.	See Installing and testing devices, page 14.
Make sure the Wi-Fi network is ready for the system.	See Wi-Fi network requirements, page 20.
Connect the gateway to the Wi-Fi network. The mode of connection is Ethernet mode to connect the gateway. For anything further steps for commissioning, app is required. <b>NOTE:</b> The Ethernet cable is supplied separately.	See Connecting the gateway to the Internet, page 20.
Download and install the app.	See Downloading the app, page 7.
Create an account to use the app.	See .
Set up a Home, Rooms and add Home members.	See Working with homes, page 14.
Join the gateway to the Home.	See Setting-up the gateway, page 28.
Add devices to the Home, assign devices to Rooms and configure device settings.	See Setting-up devices, page 35.
Set devices to operate together, either manually, or in response to a schedule or event.	See Moments and Automations, page 48.

Once these steps have been completed, the system is ready to use.

## Installing and testing devices

Install and test light switches, dimmers, sensors and other devices before using the app to configure the Wiser system.

1. Follow the installation instructions supplied with each device. See Supported Wiser devices, page 23.
2. Ensure that the batteries in battery-powered devices are installed and in good condition. Refer to the device instructions for low battery indications.

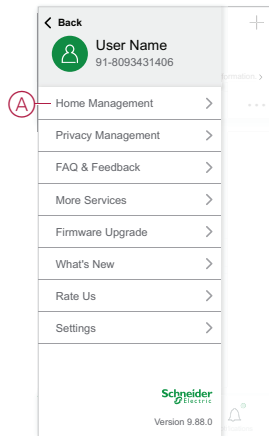
## Working with homes

Create a home, add rooms to represent the areas with devices, and add home members.

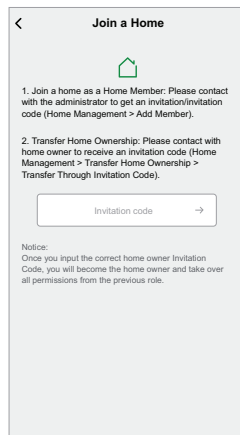
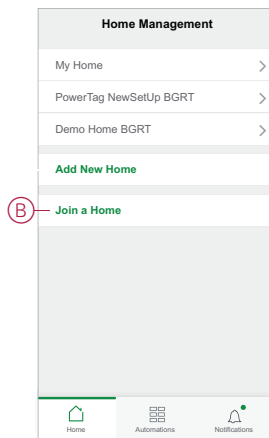
## Joining a home

When you register to the app, join a home to have ownership rights, transfer home ownership and access homes.

1. Tap **Home Management**( A) to join a home.



2. Tap **Join a Home** ( B) to enter invitation code and receive access to the required home.

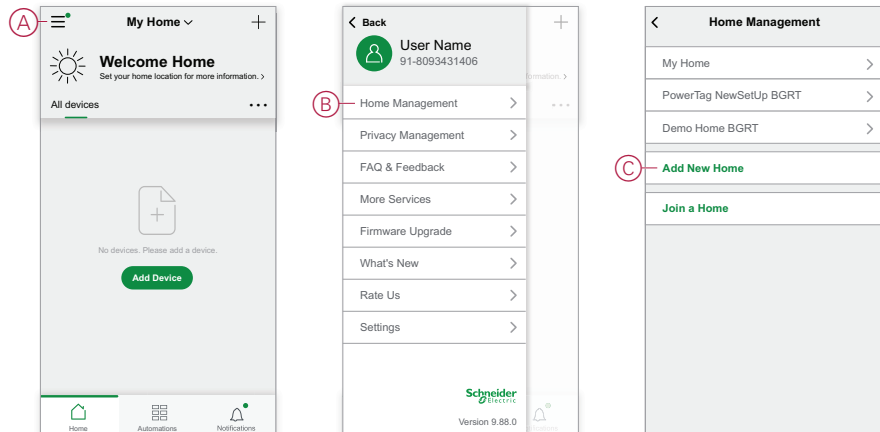


## Adding a home

Add a home from the **Home Management** menu in the app. Rooms can also be added during this task. When you register a new account, you can also use this task to set up the home that is automatically created at the end of registration.

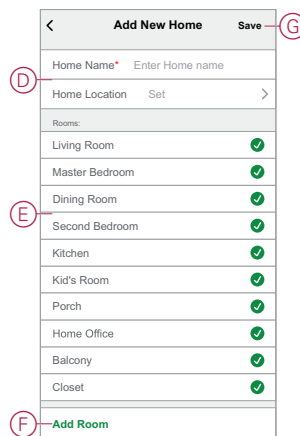
1. On the **Home** page (A, B, C), tap the **Menu icon** (A), then tap **Home Management > Add Home** (B, C).

**NOTE:** If you have just registered an account, a new home has already been created for you. Tap **Add New Home** in (C) and continue from step 2a.



2. On the **Add Home** page, do the following:

- a. **Home name and location:** Input (D) a name for the home and set the home location.
- b. **Rooms:** Create (E, F) rooms to match the physical spaces where devices are located in the home.  
Select from a default list of common room names (E). Unselect any rooms you do not want to include. To add a room name not listed, tap **Add Room** (F) and input the desired room name.
- c. (See G) Tap **Save**.



As the creator of the home, your account is automatically set as the Home owner so that you have full control over the home settings. See [Access levels in the app](#), page 10.

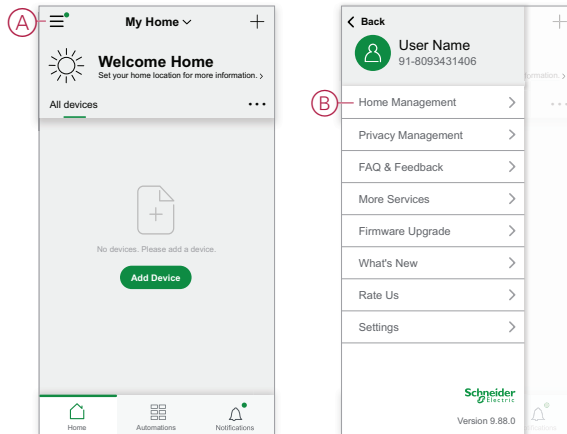
Once devices are added to the home, each device can be assigned to one of the rooms created in this task.

## Adding home members

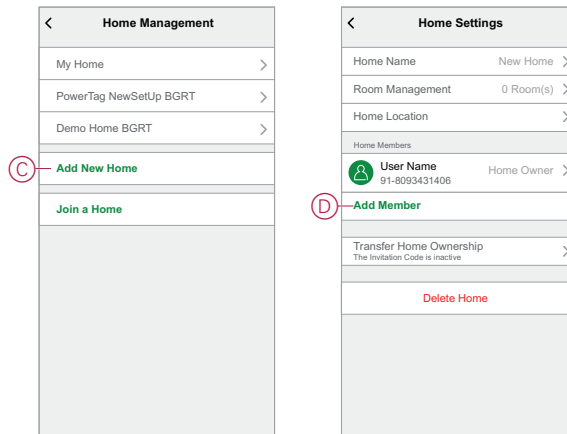
Add members to the home so that they can operate the devices in the home using their mobile phone/tablet and the app. Home owners can also enable Administrator access for selected home members to configure and maintain the Wiser system.

**NOTE:** Each person to be added as a home member must have registered an app account using a country code in the same region as the home location. See Data stores, page 8 and Data centre, page 9.

1. On the home page, tap **Menu icon (A)**, then tap **Home management (B)**.



2. Tap **Add New Home (C)** and then tap **Add member (D)** and enter the required details in the fields that appears in the app after tapping (D).



## Getting into a home

Before the home owner moves to the new home, it is advised to the installer to complete the following activities. As a result, the home owner can access and use their Wiser smart home with their home internet.

Steps to be performed by the installer:

1. Register in Wiser app by using an email address or valid mobile number. See Creating an account, page 8.
2. Ensure that all the devices are switched on, and the Wiser Gateway has Ethernet connection before configuration to complete the commissioning process. After this, configure the device settings.

**NOTE:** Pairing to other Wi-Fi and BLE enabled devices can also be done during this step.

3. Configure the Moments and Automations in the app.
4. Generate the Invitation code/Redeem code and note it on the handover card that is provided in the box/package. Ensure to leave it on the Wiser Gateway or in the home.

See Joining a home, page 14.

Steps to be performed by the home owner:

1. Register in Wiser app by using an email ID or valid mobile number. See Creating an account, page 8.

2. Join a home by providing the invitation code written on the handover card.
3. Power on the Wiser Gateway and connect to the Gateway by using the router via Ethernet cable. See [Ethernet mode connection- Gateway, page 28](#)

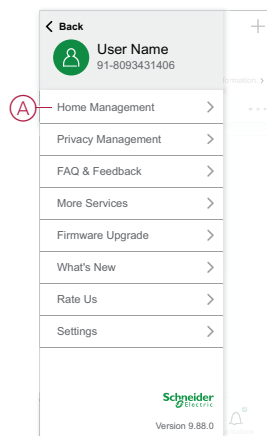
**NOTE:** Ethernet cable is provided in the package/box. Hence, it is advised to collect separately and use the cable to connect to the router for better performance. If the home owner needs to Gateway using Wi-Fi, see

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

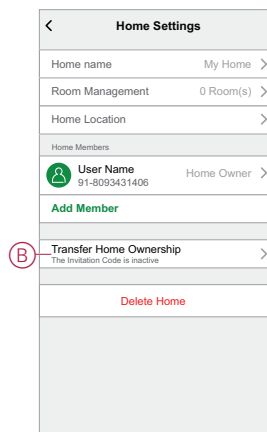
The home owner can follow the Wiser Welcome web pages for more information.

## Transferring home ownership

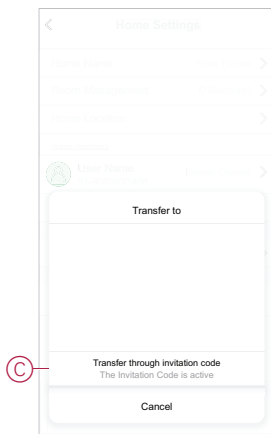
1. Tap to open **Home Management (A)** which will allow to join a home.



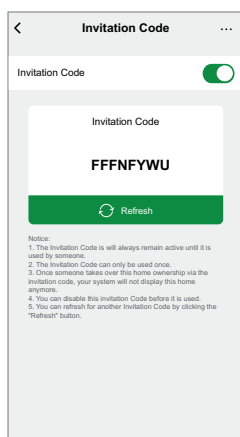
2. Tap **Transfer Home Ownership (B)** to transfer home ownership to the existing user.



- 3. Select the home member to transfer ownership and tap **Transfer Through Invitation Code(C)**.



- 4. Share the generated invitation code with the home member to complete the transfer process.



**NOTE:** After transferring the home ownership to the selected home member, existing home member will no longer be the home owner.

# Establish Wisier Gateway

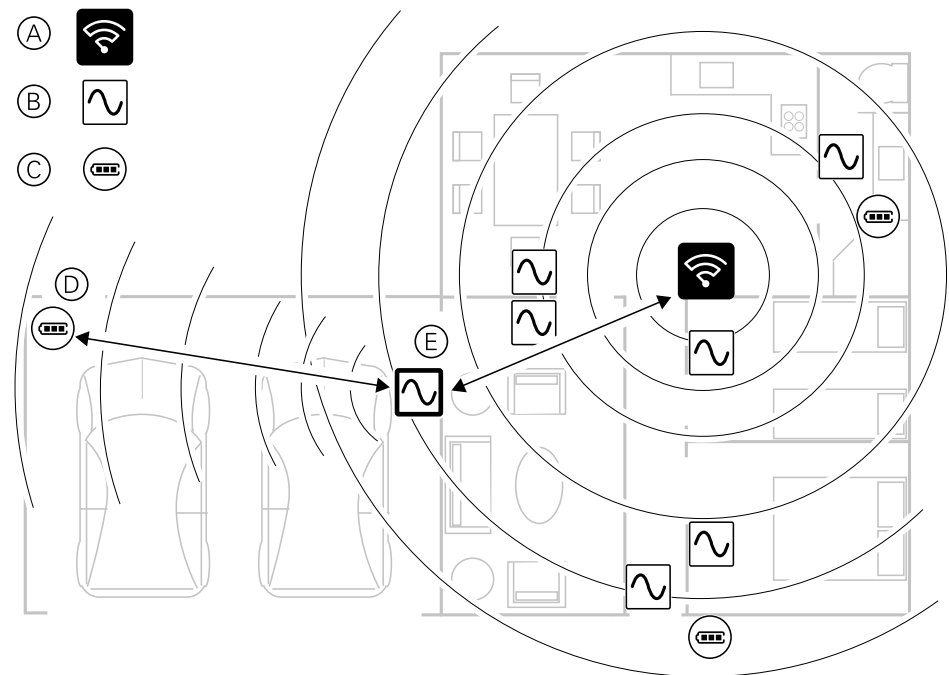
## Selecting a location for the gateway

The gateway 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 gateway is determined by the following:

- Layout of the building where the system is installed
- Location of other devices that will be used in the system

Referring to the next diagram, it is most important to locate the gateway (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 gateway. However, the sensor can connect to the gateway via the mains-powered device being used as the garage light switch (E). This is because mains-powered devices also act as system network extenders. Consider this when deciding where to locate the gateway.

## Connecting the gateway to the Internet

The gateway can be connected to the network either by using an Ethernet cable (Ethernet mode), or by using the Wi-Fi (Wi-Fi Mode).

## Wi-Fi network requirements

The Wisier system requires a Wi-Fi with Internet access. The Wi-Fi network router must meet certain requirements for the system to work.

**NOTE:** The Wisier system only supports 2.4 GHz Wi-Fi networks.

## Router requirements

The Wi-Fi router must conform to the following requirements:

- The router should have an integrated firewall.
- All devices should be located behind the router firewall.
- The router must support security protocol WPA2 or higher.

## Unavailability of Wi-Fi

There might be situation when there is no Wi-Fi when you are installing devices in a new home. In this case, it is advised to use another mobile device to establish a Wi-Fi hotspot during commissioning.

**NOTE:** In this case, it is advised to use a pocket Wi-Fi module with a 4G SIM to establish a Wi-Fi hotspot during commissioning. Alternatively, another phone may be used for the hotspot.

After, setting up the hotspot, follow [Wi-Fi mode connection- Gateway, page 28](#).

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

## Switching the gateway Ethernet connection to Wi-Fi (optional)

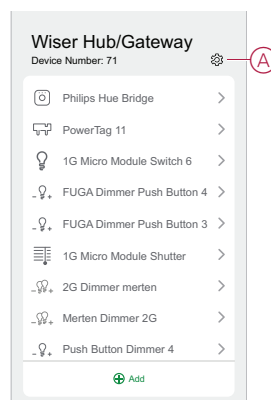
Use Wi-Fi to connect the gateway to the network router so that the Ethernet cable is no longer needed.

Before doing this task, confirm that the mobile phone/tablet and gateway are both connected to the Wi-Fi network router.

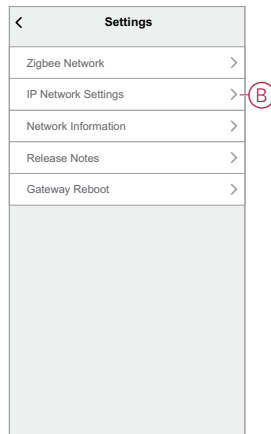
1. In the app, select the gateway to the same Wi-Fi network.

**NOTE:** At this stage, the Ethernet cable should be still connected.

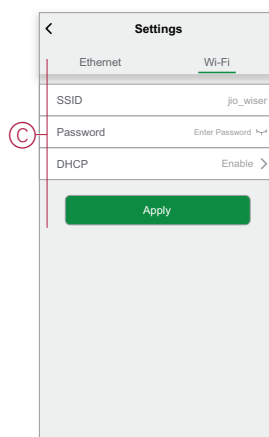
2. Tap the **Settings (gear)** icon (A).



- In the Settings page, tap **IP Network Setting**(B).



- Tap the **Wi-Fi** tab, set the **SSID** and **Password** for the Wi-Fi network router and then tap **Apply**(C).



- Once the Wi-Fi connection is successful, remove the Ethernet cable from the gateway.


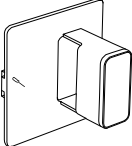
## Supported Wiser devices

The devices listed in the following table are available for use in the Wiser system.

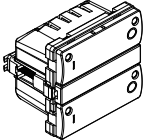
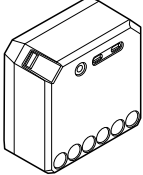
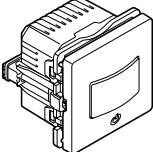
Follow the device Installation Instructions links for device installation instructions.

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

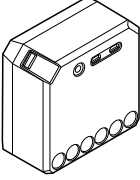
### Gateway

<p>Wiser Gateway</p> 	<p>The Wiser Gateway monitors and controls the Zigbee devices through the mobile app, using Ethernet or Wi-Fi in your smart home. It enables voice control and the ability to control from anywhere in the world</p>	<p>LK product catalog Instruction Sheet (PDF)</p>
<p>Tablestand for Wiser Gateway</p> 	<p>An optional stand for placing the gateway on a table or on another flat surface.</p>	<p>LK product catalog Instruction Sheet (PDF) Instruction Sheet (PDF)</p>

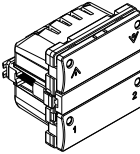
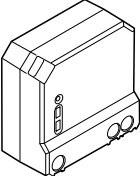
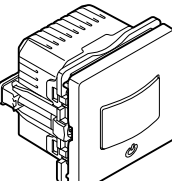
### Light switches

<p>LK FUGA®Wiser Wireless Double Relay</p> 	<p>Controls the lights in a room, or automatically switch lights On or Off in response to a specified condition or event.</p>	<p>LK product catalog Instruction Sheet (PDF)</p>
<p>Wiser Wireless Relay for Build in (Puck)</p> 	<p>Converts compatible mechanical push-button switches into smart switches. Connect up to 10 compatible mechanical push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
<p>LK FUGA® Wiser Wireless PIR with Relay</p> 	<p>Detects moving heat sources (e.g. persons) and can switch on ohmic, inductive or capacitive loads for an adjustable overtravel time.</p>	<p>LK product catalog Instruction Sheet (PDF)</p>

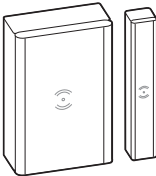
## Shutter controllers

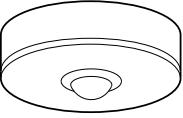
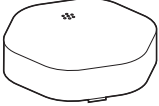
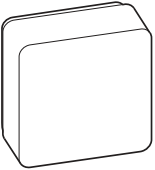
<p>Wiser Wireless Shutter Control for Build in (Puck)</p> 	<p>Converts compatible mechanical push-button switches into smart shutter switches. Connect up to 10 mechanical double push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>LK product catalog Instruction Sheet (PDF)</p>
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## Dimmers

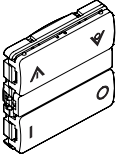
<p>LK FUGA®Wiser Wireless Dimmer</p> 	<p>Controls the lighting level in a room, or automatically set lighting to a desired level in response to a specified condition or event.</p>	<p>LK product catalog Instruction Sheet (PDF)</p>
<p>Wiser Wireless Dimmer for Build in (Puck)</p> 	<p>Converts compatible mechanical push-button switches into smart dimmers. Connect up to 10 compatible mechanical push buttons.</p> <p><b>NOTE:</b> Mechanical push buttons must be certified for use in 220–240 V AC applications.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
<p>LK FUGA® Wiser Wireless PIR with Dimmer</p> <p>LK FUGA® Wiser wireless PIR dimmer with neutral</p> 	<p>Detects moving heat sources (e.g. persons) and can dim ohmic, inductive or capacitive loads and switch them on for an adjustable overtravel time.</p>	<p>LK product catalog Instruction Sheet (PDF) Instruction Sheet (PDF) (With Neutral) Device User Guide</p>

## Sensors


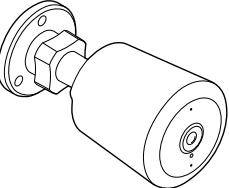
<p>Wiser Wireless Door and Windows Contact Kit</p> 	<p>Detects when windows and doors are opened or closed and sends the status to the gateway.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser Wireless Ceiling PIR Sensor</p>	<p>Reports the detection of movement to the Wiser Hub (and device to perform configured functions), measures the luminance of the environment and passes this data to the Wiser Hub. The threshold of luminance settings and/ or detection of</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>

	<p>movement can be programmed to determine what action to be taken at that moment.</p> <p>For many battery units, you can set the reporting interval in the Wiser app. The reporting interval affects the battery life, so the longer the interval, the longer the battery life.</p>	
<p>Wiser Wireless Leakage Sensor</p> 	<p>When the sensor is connected to the Wiser gateway and detects water on the floor, the sensor sends out a sound alarm and reports the event to the gateway.</p> <p><b>NOTE:</b> The device can operate as a standalone product when not connected to the gateway. This device also produces sound alarm when not connected to the gateway.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser Wireless Temperature and Humidity Sensor</p> 	<p>Maintains a comfortable environment in the home by detecting changes in temperature and humidity and having the Wiser system respond by adjusting connected environmental control systems, such as, automatically turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>

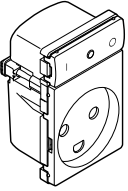
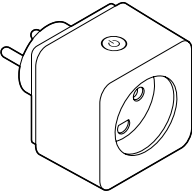
## Control devices

<p>LK FUGA® Wiser Wireless Battery 4 Button Switch</p> 	<p>Control Wiser devices and Moments/Automations with a convenient remote controller.</p> <p>A wireless battery switch can also be used as a remote controller in a Room Control system.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
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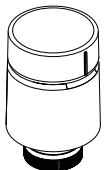
## Cameras

<p>Wiser IP Camera Indoor</p> 	<p>Monitors sensitive areas of your home and can be triggered by other smart devices.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
<p>Wiser IP Camera Outdoor</p> 	<p>With the Wiser IP Camera Outdoor you can monitor sensitive outdoor areas of your home. The IP camera can be triggered by other Wiser devices.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>

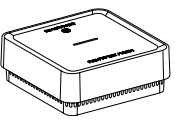
## Connected sockets

<p>LK FUGA® Wiser wireless Socket Outlet 1½ M</p> 	<p>Remotely controls and monitors the power consumption of the plugged-in load.</p>	<p>LK product catalog Instruction Sheet (PDF)</p>
<p>Wiser Adapter</p> 	<p>To control various electrical devices such as floor lamps, radios, ventilators or coffee machines manually or using Wiser app. The Plug can also monitor energy consumption of plugged-in devices.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>

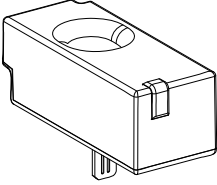
## Heating device

<p>Wiser Radiator Thermostat</p> 	<p>The Wiser Radiator Thermostat uses integrated temperature sensors to control the flow of water through a radiator, thereby regulating the temperature in a room. The target temperature and switching times are set in the Wiser App.</p>	<p>LK product catalog Instruction Sheet (PDF) Device User Guide</p>
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## Safety device

<p>Wiser Smoke Alarm - Battery Wiser Smoke Alarm 230 V</p> 	<p>The Wiser Smoke Alarm - Battery uses a photoelectric sensor to detect smoke generated by fire. It also includes a temperature sensor that detects heat by rapid increase in temperature. When connected to the Wiser system, the device will send the notifications via the Wiser app.</p>	<p>LK Product Catalog Instruction Sheet (PDF) Device User Guide</p>
	<p>The Wiser Smoke Alarm 230 V 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.</p>	<p>LK Product Catalog Instruction Sheet (PDF) Device User Guide</p>

## Energy device

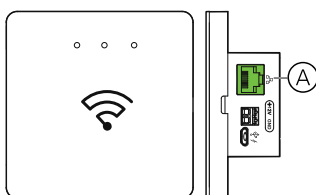
<p>PowerTag Energy</p> 	<p>PowerTag E (hereinafter referred as PowerTag) is a compact, robust, and easy-to-install wireless communication energy sensor. It is used together with the <b>Gateway/Hub</b> to collect information from every equipped circuit to identify the energy consumption of each connected load. It is designed specifically to manage energy consumption for new and existing residential installations. It monitors and measures energy and power in real-time, and also provides complete visibility of power transfer between power source and loads.</p>	<p>LK Product Catalog (RM920)</p> <p>LK Product Catalog (RM921)</p> <p>LK Product Catalog (RM922)</p> <p>LK Product Catalog ((R9M41)</p> <p>LK Product Catalog (R9M42)</p> <p>LK Product Catalog (R9M60)</p> <p>Instruction Sheet (PDF)- PowerTag Resi9 M63</p> <p>Instruction Sheet (PDF)- PowerTag Resi9 F63</p> <p>Device User Guide</p>
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# Setting-up the gateway

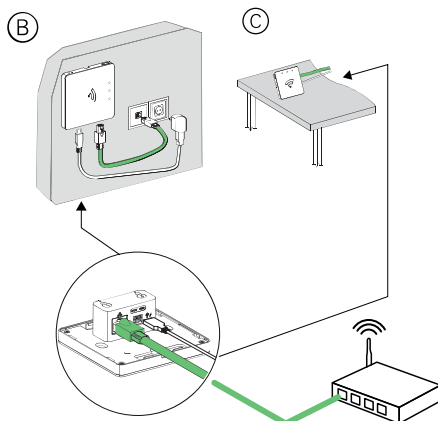
## Ethernet mode connection- Gateway



1. Locate the Ethernet port (A) on the gateway.



2. Connect an Ethernet cable between the gateway and the router to suit the installation method used for the gateway:



**Post-requisite:** You must add the gateway to the app before you can add devices to control them. To do this, first download and install the app on your mobile phone/tablet (see *Downloading the app*, page 7) and register a user account. You can then add the gateway and optionally connect the gateway to the network router by Wi-Fi.

## Wi-Fi mode connection- Gateway

Wi-Fi mode is used to connect the gateway via wireless method. There might be a situation when Ethernet connection is not available for installing the gateway. For example, the router location or installing in a new home with router not available yet, therefore, the installer can choose Wi-Fi mode.

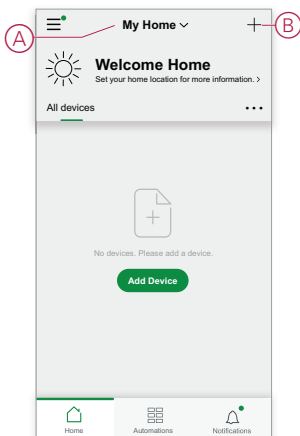


**Pre-requisite:**

- To install the gateway by Wi-Fi mode, a user must have an account in the App. For more information on creating a user account see .
- The Wi-Fi in the mobile phone/tablet must be active.
- The Wi-Fi router, gateway and mobile phone/tablet must be as close as possible.
- The following norms are satisfied based on the date code of the gateway

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

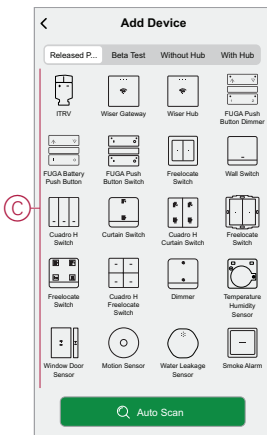
1. Login in to the App.
2. Select the home where the gateway is located (A) then tap + icon (B) or **Add Device**.



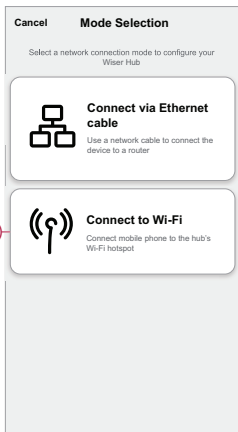
3. On the **Add device** page, tap **Add manually** (C). Then select gateway under the listed devices.

**NOTE:**

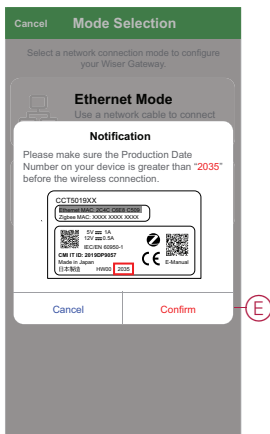
- Do not tap **Auto Scan** as the gateway is not visible in Wi-Fi mode under **Auto Scan**
- The list of the devices vary based on country.
- The device images in below screenshot is only for representation purpose. However, the real screen in the app varies based on the devices available in your country.



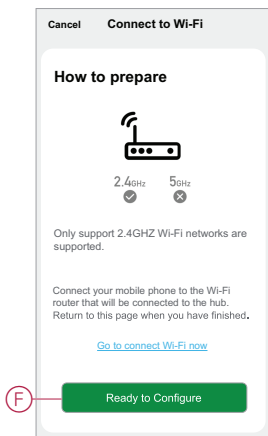
4. Upon selecting gateway, you will receive options to select the modes of installing the gateway. Select **Wi-Fi Mode** for installing (D).



5. Tap **Confirm** when you receive the **Notification** (E).

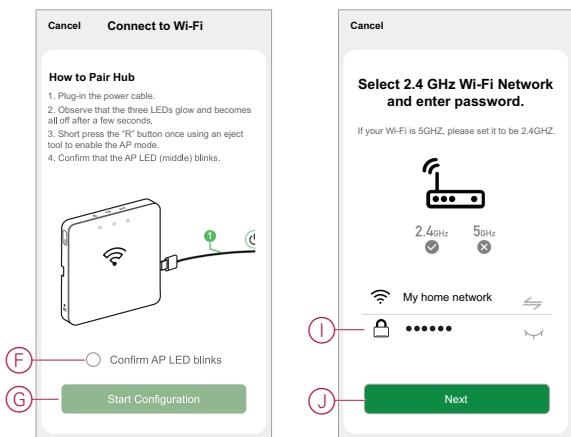


6. Click **Next (F)** when you reach the **How to prepare** page.



7. An animation is displayed about **How to pair device**. Follow the steps to complete the pairing, tap **Confirm AP LED blinks (G)** and tap **Next (H)**. Then you will be prompted to a page showing the available Wi-Fi network. Enter the Wi-Fi password (I) and tap **Next (J)**.

**NOTE:** Use an eject tool (as shown in the animation) to short press on 'R' button to enable gateway to Wi-Fi mode. The pairing window lasts for 3 minutes (when the date code is 2037 or later). In case of other version, the pairing window lasts for 10 minutes.

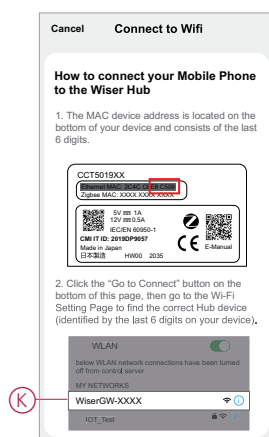


8. Once the Wi-Fi connection is successful with the gateway(K), a hotspot network will be created with the Wi-Fi name **WiserGW\_XXXXXX** (I). Tap **Go to Connect** (L).

Then you will be prompted to the phone setting page that will request your approval to connect to the Wi-Fi network. Tap **WiserGW\_XXXXXX** to connect to Wi-Fi. It is recommended to go to the phone settings and check WiserGW as the Wi-Fi network and then attempt to connect.

**NOTE:**

- The last 6 digits in the Wi-Fi network (WiserGW\_XXXXXX) represents the Ethernet MAC number which is labeled on the back of the device.
- The default password for the Wi-Fi network - **WiserGW\_XXXXXX** is **wisersmarthome**.



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

**NOTE:** If the installation is being done in a new home and there was no router yet, (for ex, using a pocket Wi-Fi 4G module), refer the steps Joining a home, page 14 after installing is complete.

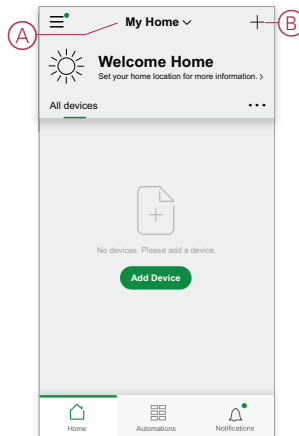
**NOTE:** If installing has been done in a new home where there was no Wi-Fi available (See Unavailability of Wi-Fi in Wi-Fi network requirements, page 20). Ensure to follow steps for transferring Home ownership (See Transferring home ownership, page 18) after installing is complete.

## Adding the gateway to home

Use the app to add the gateway to a home. Before you start, make sure that the gateway is connected to power supply and network either Ethernet network with cable (ie Ethernet LED and Zigbee LED must be lit) or Wi-Fi network (ie WLAN LED and Zigbee LED must be lit) .

1. Login to the app.
2. Select the home to which the gateway will be added (A).

- In the home page, tap the **+** icon (B).



- In the **Add Device** page, do the following:
  - Tap **Auto Scan**.
  - If prompted, follow any instructions displayed on the page.
  - Tap **Start scanning**.
  - Tap the gateway device name displayed on the app page and follow the steps in the app.

Once the process is complete, the gateway is displayed as a device on the home page.

## Resetting the gateway

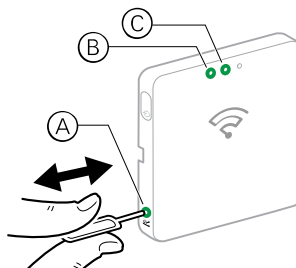
Delete existing settings from a gateway for installation or to remove a gateway from the system. It may also be necessary to restore the gateway .

The reset/eject tool gateway is required to press the 'R' button.

There are two reset options:

- Level 1 reset (Restores Ethernet/WLAN settings only).
- Level 2 reset (Upon successful reset, all configuration data, user data, and network data is deleted).

- (See A) Locate the **Reset** button on the side of the gateway.



- Do one of the following:
  - **Level 1 reset:** Press and hold the **Reset** button for 5 s (max. 15 s).The Ethernet LED (B) and WLAN LED (C) both flashes once.
  - **Level 2 reset:** Press and hold the **Reset** button for more than 15 s. The Ethernet LED (B) and WLAN LED (C) both flashes 3 times.
- Release the **Reset** button.

The gateway restarts. This takes about 40 s.

After a Level 2 reset, all settings are returned to their original default values. The latest Zigbee firmware is also downloaded from the current active host and installed, erasing any existing network settings.

# Setting-up devices

Add devices to a Home, assign each device to a Room and configure device settings.

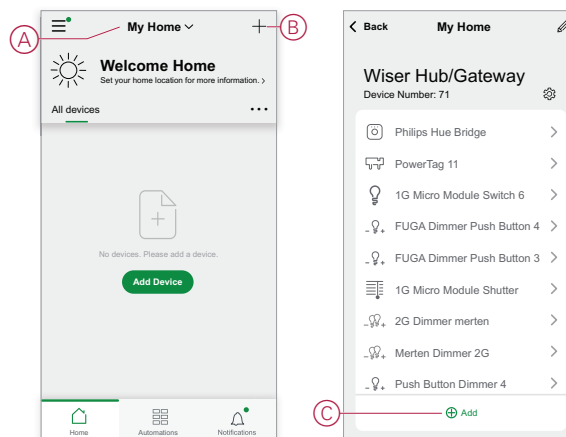
## Adding a device

Add a device to a home by using the app.

### NOTE:

- A gateway must be installed before adding a Wiser device.
- Add mains-powered devices before battery-powered devices. (See [Support for battery-powered devices](#), page 12.)
- Devices that connect to the network router such as, IP camera, do not require the gateway to be commissioned.

1. Login to the app.
2. Select the home to which the device will be added (A).
3. Do one of the following:
  - In the **Home** page, tap the **+**(B) icon (or **Add Device** if displayed).
  - From the Wiser Gateway page (C), tap **Add**.



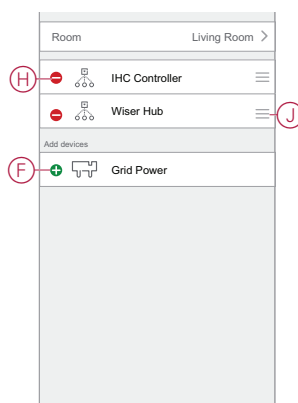
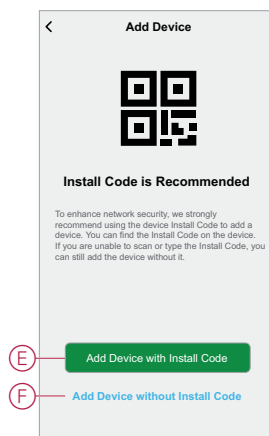
4. On the **Add Device** page (D), tap the device you want to add and follow the instructions in the app.

**NOTE:** The actual list of devices displayed varies based on different countries.



## 5. Do one of the following:

- If the device has a visible install code, tap **Add Device with Install Code (E)**. Scan the install code printed on the device, or enter the code manually, and follow the instructions in the app.
- If the device does not have the visible install code then tap **Add Device Without Install Code (F)** and follow the instructions in the app.

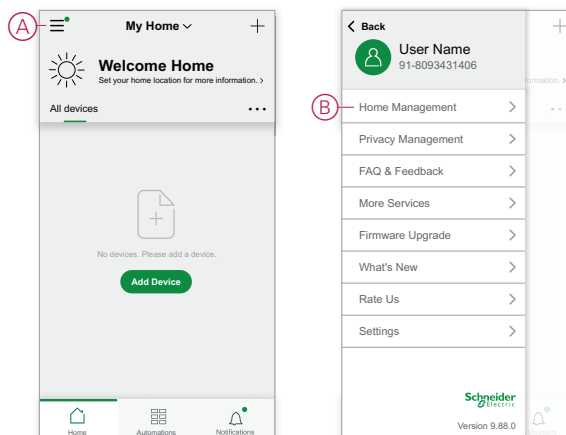


Tap the device to access device controls, functions and settings.

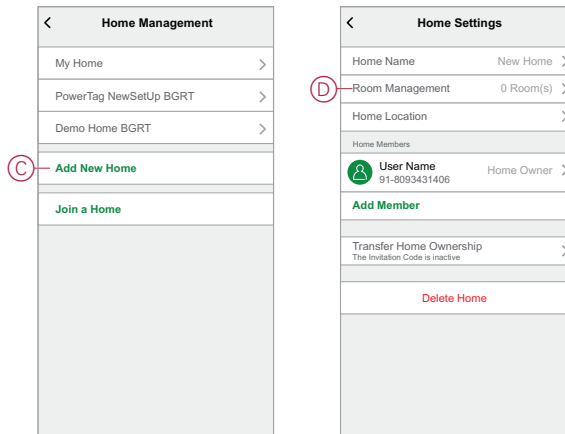
## Assigning a device to a room

Organize devices into Rooms to represent their physical location in the home.

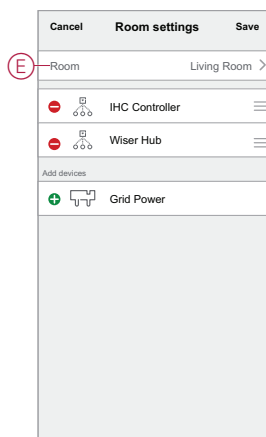
1. On the **Home** page, tap the **Menu icon (A)**, then tap **Home Management (B)**.



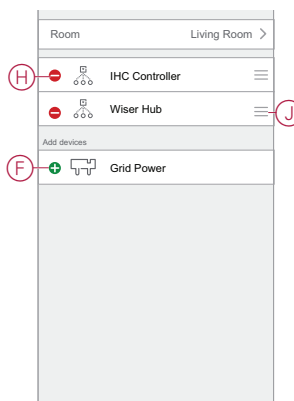
2. Tap the home where the room is located (C) and then tap **Room Management (D)**.



3. Select the Room to assign the device to (E) .



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



5. **Optional:**

- hold the room devices and sort them in the desired order to arrange Room.
- Tap the **Remove (-)** icon to un-assign a device from the room (H).

6. Tap **Save** when finished.

The device can be accessed by selecting the applicable Room tab on the Home page.

**TIP:** If you select a room from the **Home** page and then add a new device from there, it is assigned to that room automatically.

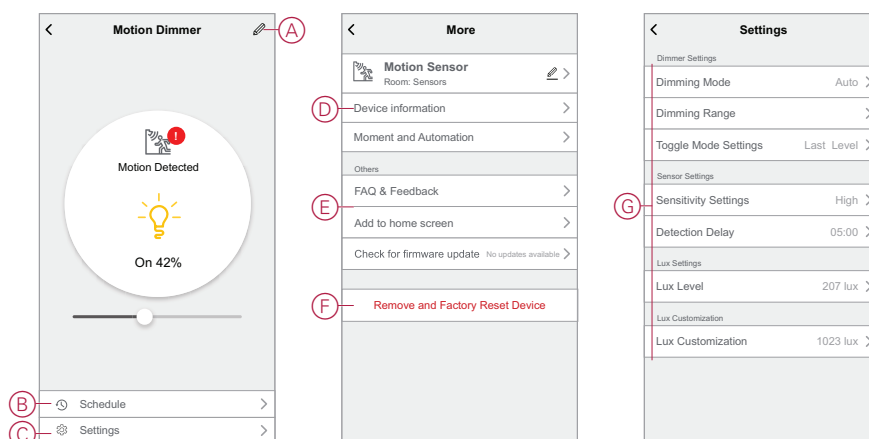
# Configuring a device

## General device configuration

Adjust device settings, rename a device, re-assign a device to another room, perform firmware upgrades and more.

Devices can be configured in various ways, depending on the device type. In the app, device settings are grouped into the device details (**More**) and **Settings** pages.

1. In the **Home** page, tap a device to open the device control page. Also, you can tap and hold the device to open device control page.
2. In the device control page, do any of the following:
  - Tap the **Pen** (Edit) (A) icon to display the device details (**More**) page (see Step 3).
  - If displayed, tap **Schedule** (B) to operate the device at a given time. (Other device types may display different configuration options here, or none at all.)
  - (C) Tap **Settings** (C) to open the device-specific **Settings** page (see Step 4).



3. On the device details (**More**) page, do any of the following:
  - Rename the device, change the device icon or assign the device to a different room (D). Find information about the device.
  - Browse FAQs relating to the device, provide feedback to the app developer regarding the device, or check to see if a device firmware upgrade is available (E).
  - Tap **Remove and Factory Reset Device** to restore the device to its original factory defaults (F).

**NOTE:** All device settings are lost and the device details are removed from the cloud, effectively restoring the device to its original state prior to use.

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

## Resetting devices

Delete settings from a device, or remove a device from the system. Refer to the specific devices' Instruction Manuals for more information.

## Device LED behavior

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








### Gateway

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



### Resetting Gateway

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








## Pairing

Device	User Action	LED Indication	Status
Sensors, PIR, Contact kit, Pucks, SmartPlug, Wireless dimmer, Wireless relay, Wireless battery 4 button switch	Press the push button 3 times	LED blinks orange, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED displays solid green for a time, before turning Off. 
IP camera Indoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	LED glows green, when the pairing mode is complete. 
IP Camera Outdoor	Plug-in the power cable to power on the device	After a few seconds LED starts blinking red for pairing. 	<ul style="list-style-type: none"> <li>LED blinks blue, when searching for Wi-Fi mode </li> <li>LED glows blue, when connected to Wi-Fi </li> </ul>

## Resetting smart devices



Device	User Action	LED Indication	Status
Sensors, PIR, Contact kit, Pucks, SmartPlug, Wireless dimmer, Wireless relay, Wireless battery 4 button switch	Press the push button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinks green, before turning Off. 

## LK FUGA® Wiser wireless socket outlet 1½ M












Status	LED Indication	Description
Setting 1 (Default state)	The Red LED glows. 	<ul style="list-style-type: none"> <li>The Red LED glows when the output is switched ON</li> <li>The LEDs are OFF, when the output is OFF.</li> </ul>
	All the LEDs are OFF. 	
Setting 2	The Red LED glows 	<ul style="list-style-type: none"> <li>Red LED is ON when output is ON.</li> <li>Green LED is ON when output is OFF.</li> </ul>
	The Green LED glows 	
Setting 3	All LEDs are OFF 	<ul style="list-style-type: none"> <li>All LEDs are OFF, when the output is OFF.</li> <li>Green LED is ON when output is OFF.</li> </ul>
	Green LED is glows 	
Setting 4	All LEDs are OFF 	There will be no LED indication in any case of the output state.
<b>NOTE:</b> Above settings are done in the app.		

## Wiser Radiator Thermostat






### Normal use

State	User action	Left LED	Centre LED	Right LED	Duration
Boost up	Twist the cap in the + direction		Not active	Not active	Solid for 5 seconds.
Boost down	Twist the cap in the — direction	Not active	Not active		Solid for 5 seconds.

### Head calibration



State	User action	Left LED	Centre LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction		Not active	Not active	Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open				Red and Blue: Flash for up to 5 minutes Orange solid= not joined   Green solid= joined
Closing the valve	Twist and hold the cap in the — direction for 2 seconds	Not active	Not active		Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds	Not active		Not active	Pulses for up to 2 minutes
Join success		Not active		Not active	Solid for 5 seconds
Failed to join	If no network is found after 2 minutes	Not active		Not active	Flashes for 5 seconds

### Error state



State	User action	Left LED	Centre LED	Right LED	Duration
Low battery	Twist the cap in the + direction	Not active		Not active	Solid for 1 second (Repeated each hour)
Critical battery	Twist the cap in the — direction	Not active		Not active	Fast flash for 5 seconds (Repeated each minute)
No signal	Twist the cap in the + direction to start a boost		Not active	Not active	Fast flash for 5 seconds (Repeated)
No signal	Twist the cap in the — direction to start a boost	Not active	Not active		Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or — direction to start a boost	Not active		Not active	Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the system and must either join the Gateway gateway or re-installed.

## Smoke Alarm Battery/Wiser Smoke Alarm 230 V/

### Pairing

User Action	LED Indication	Status
Press the Setup/Reset button 3 times	LED blinks yellow, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 



### Resetting


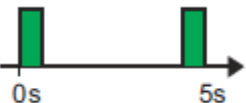



User Action	LED Indication	Status
Press the Setup/Reset button 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED starts blinking green before turning Off. 

### Operating

Operating Mode		Standby LED	Alarming Sound	Duration
Normal mode / Standby mode		Blinks every 48 s	OFF	—
Alarm Mode	Local Alarm *	Blinks every 1 s	3 beeps every 4 s	—
	Interconnected alarm	OFF	3 beeps every 4 s	—
Test mode		1 blink every 1 s	3 beeps every 4 s	Until Test/Hush button is released
RF interconnection test		OFF	Continuous 3 beeps every 4 s	25 s
Hush mode		Blinks every 8 s	OFF	10 min
Low battery mode		Blinks every 48 s	1 beep every 48 s	End of life: replace smoke alarm
Fault mode		2 blinks every 48 s	2 beeps every 48 s	Until fault has been cleared
Snooze Mode	Low battery	Blinks every 24 s	OFF	10 hrs
	Fault	2 blinks every 24 s	OFF	10 hrs
	Alarm memory	Blinks every 48 s	OFF	10 hrs
<p><b>NOTE:</b> For all the operating modes, LED blinks Red.</p> <p>* Local smoke alarm all Red LEDs blink and for Local temperature alarm only Standby Red LED blinks.</p>				



## PowerTag Energy

Behavior	Communication indicator light
	PowerTag Energy switched off.
	PowerTag Energy is searching for a Gateway in pairing mode.



Behavior	Communication indicator light
	PowerTag Energy is in identification mode.
	PowerTag Energy is in network. Normal communication with the Gateway.
	Occasional loss of communication.
	Loss of communication with the Gateway.
	Internal error detected.

## Wiser Adapter

### Pairing

User Action	LED Indication	Status
Press the operation button 3 times within 2 seconds.	LED blinks red, once per second. 	Pairing mode is active for 180 seconds. When pairing is completed, LED glows red if the operation button is turned On before you start pairing, else the LED turns Off. 

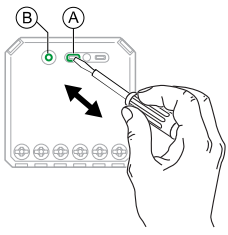
### Resetting

User Action	LED Indication	Status
Press the operation button 3 times within 2 seconds and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The device is in reset mode. It is reset to the factory settings after 10 seconds. The device then restarts and the LED blinks red indicating pairing mode. 

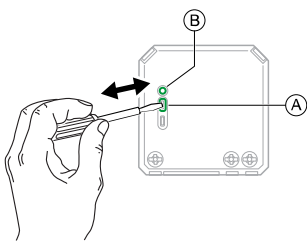
## Device button/key and LED locations

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

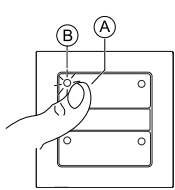
## Wiser Wireless Relay/Wireless Shutter Control for build in (puck)

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><b>⚠️⚠️ WARNING</b></p> <p><b>DANGER DUE TO ELECTRIC SHOCK</b></p> <ul style="list-style-type: none"> <li>• Observe the regulations for working on live parts.</li> <li>• Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.</li> </ul> <p><b>Failure to follow these instructions can result in death, serious injury, or equipment damage.</b></p> </div> <p>(See A) <b>Setup/Reset</b> button. Press 3 times on the rocker to activate.</p> <p>(See B) Status LED</p>
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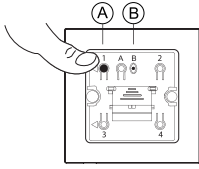
## Wiser Wireless Dimmer for Build in (puck)

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;"><b>⚠️⚠️ WARNING</b></p> <p><b>DANGER DUE TO ELECTRIC SHOCK</b></p> <ul style="list-style-type: none"> <li>• Observe the regulations for working on live parts.</li> <li>• Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.</li> </ul> <p><b>Failure to follow these instructions can result in death, serious injury, or equipment damage.</b></p> </div> <p>(See A) <b>Setup/Reset</b> button. Press 3 times on the rocker to activate.</p> <p>(See B) Status LED</p>
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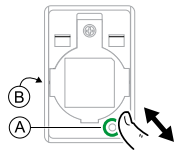
## LK FUGA® Wiser Wireless Double Relay/Wireless Dimmer

	<p>(See A) <b>Setup/Reset</b> button</p> <p>(See B) Status LED</p>
-------------------------------------------------------------------------------------	--------------------------------------------------------------------

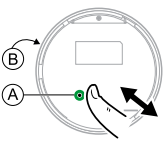
## LK FUGA® Wiser Wireless Battery 4 Button Switch

	<p>(See A) Button (1) (See B) Status LED</p>
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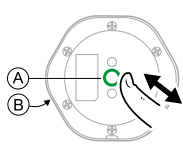
## Wiser Wireless Door and Windows Contact Kit

	<p>(See A) <b>Function</b> key (See B) Status LED (visible on front of master part when flashing or lit)</p>
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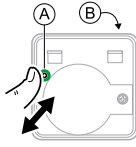
## Wiser Wireless Ceiling PIR

	<p>(See A) <b>Function</b> key (See B) Status LED (visible on sensor face when flashing or lit)</p>
------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------

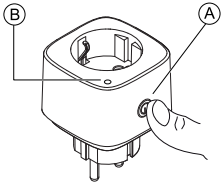
## Wiser Wireless Leakage Sensor

	<p>(See A) <b>Function</b> key (See B) Status LED (visible on top of sensor when flashing or lit)</p>
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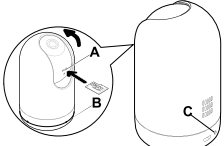
## Wiser Wireless Temperature and Humidity Sensor

	<p>(See A) <b>Function</b> key (See B) Status LED (visible on sensor face when flashing or lit)</p>
-------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------

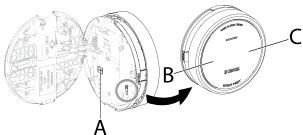
## Wiser SmartPlug 16 A

 <p>The diagram shows a top-down view of the smart plug. Callout (A) points to a small circular button on the right side of the device. Callout (B) points to a small circular LED indicator on the top surface of the plug.</p>	<p>(See A) Operation button (See B) Status LED</p>
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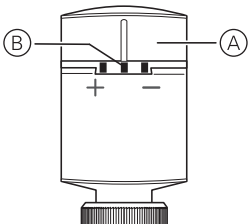
## Wiser IP Camera Indoor

 <p>The diagram shows the camera with its lens cap removed. Callout (A) points to a slot on the back of the camera. Callout (B) points to a small circular LED on the front. Callout (C) points to a small circular button on the back of the camera.</p>	<p>(See A) Micro SD Card slot (See B) Status LED (See C) Reset Button</p>
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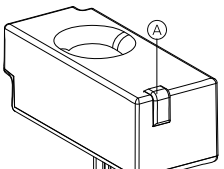
## Smoke Alarm Battery/ Wiser Smoke Alarm 230 V/

 <p>The diagram shows the back of the smoke alarm with the battery cover removed. Callout (A) points to a small circular button on the battery cover. Callout (B) points to a small circular LED on the back of the alarm. Callout (C) points to a larger circular LED on the back of the alarm.</p>	<p>(See A) Reset button (See B) Standby LED (See C) Status LED</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------

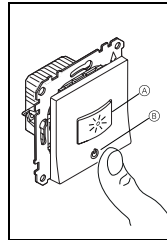
## Wiser Radiator Thermostat

 <p>The diagram shows the thermostat with its battery cover open. Callout (A) points to a large circular knob on the top. Callout (B) points to three small circular LEDs on the top surface of the thermostat.</p>	<p>(See A) Function Knob (See B) 3 status LED</p>
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## PowerTag Energy

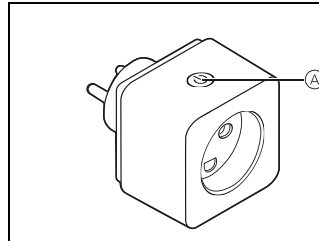
 <p>The diagram shows the PowerTag Energy device. Callout (A) points to a small circular LED on the top surface of the device.</p>	<p>(See A) Status LED</p>
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## Connected Motion Sensor with Multiwire Dimmer



(See A) Status LED  
(See B) Reset Button

## Wiser Adapter



(See A) Push button and Status LED

# Moments and Automations

You can combine the settings of one or more devices together to form a Moment or an Automation. Operate a Moment manually whenever desired, or set up an Automation and specify conditions to trigger the devices. Moment is triggered manually and Automation is triggered by an event.

## Moment

Your evening is about to begin. You settle in on the couch. The roller shutters close, the lights dim, and the TV switches on—everything you need for a great movie night and desired lighting ambience. This is a Moment saved to your app. Once you create it, you can use it again and again with just a tap on your smartphone's/tablet's screen.

## Automation

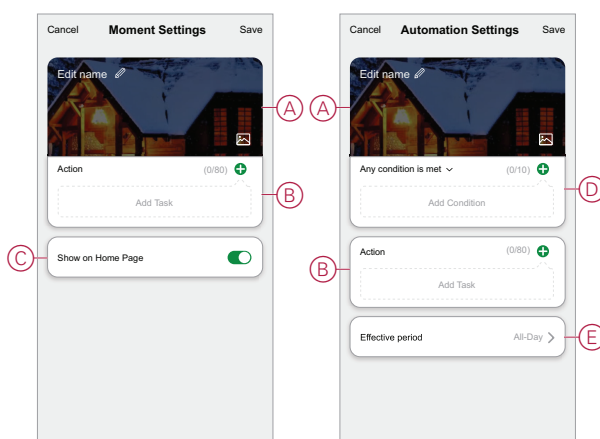
The members of your family always come home at about the same time. Using an Automation, your system can close the blinds to help protect your privacy and set the perfect lighting ambience on your arrival—your Automation launches automatically according to your schedule.

You can set an Automation to activate based on date and/or time, sensor status and other options, depending on the devices in your system.

# Differences between Moments and Automations

There are some features common to both Moments and Automations. Other features apply to only one or the other.

### Moment settings and Automation settings pages in the app



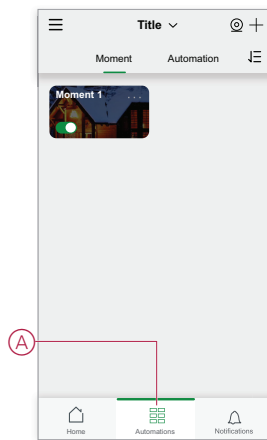
Feature	Description	Moment	Automation
(See A) Name and background	Choose a unique name and set a custom background from a preset selection, your camera or photo albums.	Yes	Yes
(See B) Action* (* The Action consists of one or more tasks.)	Execute an automation.	No	Yes
	Enable or disable a moment or automation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

Feature	Description	Moment	Automation
	Set a delay time for the moment/automation to operate once triggered.	Yes	Yes
	Select a device and configure settings to be applied when the moment/automation is triggered.	Yes	Yes
(See C) Show on home Page	Display a moment on the home page (tap the moment to operate).	Yes	No
(See D) Conditions	Trigger an automation based on one or more conditions, including temperature/humidity/weather, time (including sunset/sunrise at a nominated location), and device operation or output.	No	Yes
(See E) Effective Period	Configure when an automation can be triggered. Options include daytime and night based on a home location, a custom time period, and repeating on days of the week.	No	Yes

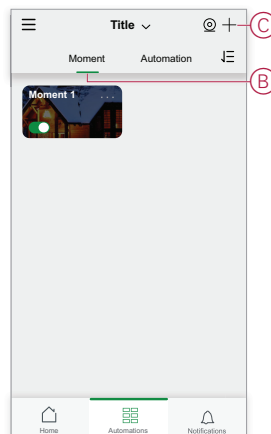
## Creating a Moment

This topic explains how to create a moment.

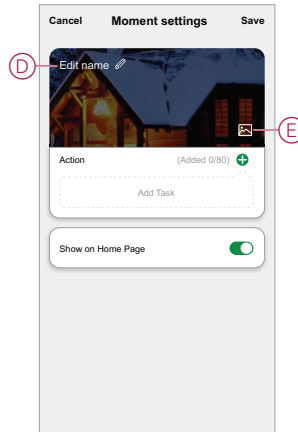
1. In the **Home** page, tap the ☰ (A) icon.



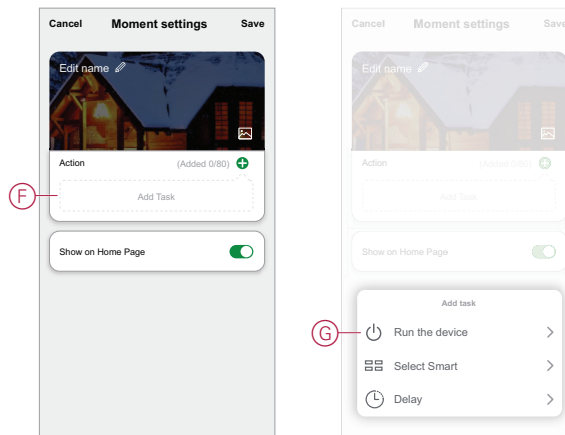
2. In the **Moment** page, tap the **Moment** tab (B) and then tap the + icon (C).



- Set a name for the moment (for example, **Welcome**) (D) and optionally a background image (E).




- (See F, G) Tap **Add Task**(F) and **Run the device**(G) to select the device from the **All devices** list. After you select the required functions in **Select Function** page, follow the steps in the app.



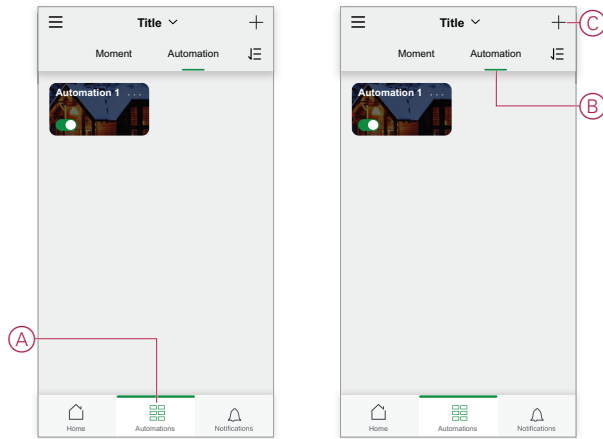
- Tap **Save** to complete the process to create a moment.

## Start a new Automation

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

- In the **Home** page, tap the  (A) icon.
- In the **Moment** page, tap the **Automation** tab (B) and then tap the **+** icon (C).

3. Set a name for the Automation (for example, **Welcome**) (D) and optionally a background image (E).



# Troubleshooting

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

## For your safety

**⚡⚠ DANGER**



**HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH**

Safe electrical installation must be carried out only by qualified electrical personnel. Qualified electrical personnel must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices
- Laying electrical cables
- Safety standards, local wiring rules, and regulations

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

## General system

Symptom	Possible cause	Solution
When adding a device, the device is rejected or will not join.	The device may not be supported by the system.	Only use devices listed in Supported Wiser devices, page 23.
Can't add a user from another country to a Home.	If the user is from another country, the account details may be stored in a different region. See, page 8 for more information.	Users can create another account using a country code in the same region as the Home they wish to join.  <b>NOTE:</b> Users cannot access their own Homes with the new account and must log in to the app with their original account details in order to do so.
The device is not able to connect with the Gateway. After pressing 3 times, the device LED blinks red/green for 30 s.   <b>NOTE:</b> This does not apply to sensors.	Pairing mode has changed.	Press the Reset button on the device 3 times then hold for 20 s, until the LED blinks red. The device should reboot into the correct mode.  
The system cannot connect to the internet via the Wi-Fi network router.	The router port settings may not be properly set for system access to the internet.	Check that the following router ports are open: <ul style="list-style-type: none"> <li>• Port 443 8883 1443</li> <li>• Port 6667</li> <li>• Port 6668</li> <li>• Port 6669</li> <li>• Port 6608</li> <li>• Port 6681</li> <li>• Port 6682</li> </ul> <b>IMPORTANT:</b> For cyber-security, check that all unused ports are closed.

## Wi-Fi devices

Symptom	Solution
The system cannot find a Wi-Fi device when commissioning.	<p>Check if your phone is connected to VPN by checking in the phone settings. If this is the case, disconnect the VPN while commissioning the Wi-Fi device.</p> <p><b>NOTE:</b> Some VPN connections are automatically reconnected after a few minutes if disconnected (for security reasons), so you may need to disconnect it several times, for example if you commissioning multiple Wi-Fi devices.</p>

## Micromodule dimmer, Relay, Shutter

Symptom	Solution
The setup/reset button cannot be operated due to inconvenient working position.	Connect a mechanical push-button (spring-loaded switch) to the L (Live wire) and 1 (switch) terminal. Push-button press can then be used instead of the setup/reset button.

## Sensors, PIR and contact kit

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

## Devices with motion sensors

Symptom	Possible cause	Solution
<p>Load does not switch on automatically.</p> <p><b>NOTE:</b> This does not apply to the battery-powered .</p>	Detection brightness for the sensor is low.	Increase the detection sensitivity in device settings.
Load does not switch off automatically when an Automation is triggered.	The Automation may include a delay Action that is set too long.	Reduce the Action delay time.

## LK FUGA® Wiser wireless double relay

Symptom	Solution
Connected load does not switch on.	<ul style="list-style-type: none"> <li>• Check the power supply.</li> <li>• Turn the device off and back on again.</li> <li>• Check the load.</li> <li>• In the case of an external push button, check the wiring.</li> <li>• Re-couple devices.</li> </ul>
Connected load is switched on permanently.	<p>Reduce the Detection Delay time in the app.</p> <p><b>NOTE:</b> This setting is only available in SmartMove Relay.</p>

## LK FUGA® Wiser wireless dimmer

Symptom	Solution
Dimming up not possible.	<ul style="list-style-type: none"> <li>Reduce/increase load.</li> <li>Allow the dimmer module to cool in case of overheating.</li> </ul>
Switching on not possible.	<ul style="list-style-type: none"> <li>Allow the dimmer module to cool in case of overheating.</li> <li>Reduce load.</li> <li>Change load.</li> <li>Check externally-connected push buttons and joined/paired devices:                             <ul style="list-style-type: none"> <li>In the case of an externally-connected push button, check the wiring between the push button and the dimmer.</li> <li>In the case of joined/paired devices, remove the assignments between the devices and re-join.</li> </ul> </li> </ul>
Brightness level reaches below the default value.	<ul style="list-style-type: none"> <li>Reduce/increase load.</li> <li>Reduce maximum brightness.</li> </ul>
Flickering at minimum brightness.	Increase minimum brightness (if flickering still persists, install a 31LCDA load correction device).
Flickering	<ul style="list-style-type: none"> <li>Change load.</li> <li>Set RL LED mode.</li> <li>Reset to default settings if you are using a micro module dimmer.</li> </ul>
Only slight dimming capability	<ul style="list-style-type: none"> <li>Change dimming range.</li> <li>Set RL LED mode.</li> </ul>

## Shutter control

Symptom	Solution
Connected shutters cannot be controlled.	<ul style="list-style-type: none"> <li>Check the power supply.</li> <li>Remove power to the shutter control switch and then re-connect power again.</li> <li>Check the load.</li> <li>In the case of an external push button, check the wiring.</li> <li>Re-couple devices.</li> </ul>
Shutter is not driving to the desired position.	Re-calibrate the shutter. See

## PowerTag Energy

Symptom	Possible cause	Solution
Currency or the cost related information is not appearing correct.	User has not configured the tariff plan.	Configure the tariff plan correctly by setting the consumption and production target.

Symptom	Possible cause	Solution
Thermostat is not responding or app not measuring the temperature.	Power outage or generation restarted.	Post power outage, generation needs up to 15 minutes to recover to normal.
Thermostat displays offline in the app or the center LED blinks.	<ol style="list-style-type: none"> <li>Poor signal between the and Thermostat.</li> <li>The batteries need replacing in the Thermostat.</li> <li>The Thermostat has been reset through the human interaction at physical device.</li> </ol>	<ol style="list-style-type: none"> <li>Rejoin the Thermostat in the app.</li> <li>Replace the batteries and re-calibrate Thermostat, refer to the replacing batteries and calibrating the device.</li> <li>Re-configure the device.</li> </ol>

## Wiser Smoke Alarm 230 V / Wiser Smoke Alarm - Battery

Issue	Resolution/Action
Device does not sound when tested	<ol style="list-style-type: none"> <li>1. Confirm that the power switch is in ON position, or the device is installed correctly. If you are unsure then remove and reinstall the device.</li> <li>2. Press Test/Hush button until an alarm sound is produced. Do not press consecutively.</li> <li>3. If the problem persists or if you have questions about the warranty, contact customer care center.</li> </ol>

## EVlink Home Smart

Symptom	Possible causes and solutions
Connector plugged into EV but not charging.	<ul style="list-style-type: none"> <li>• Verify that the connector is inserted properly by unplugging and plugging it back into the EV's socket.</li> <li>• Verify the charging sequence by following the procedure described in <a href="#">connecting the charger</a>.</li> </ul>

## Additional information

### Pairing to other devices

You can combine compatible devices into a group so that when one device in the group is operated, the other devices also operate. This can be done independently of the Gateway and app.

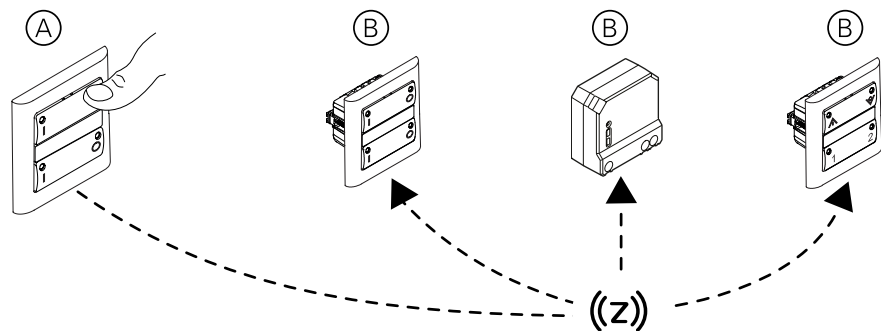
**NOTE:** You can only operate paired devices from the physical buttons on a device and not from the app. However, any device function and setting in the app remain unaffected by pairing devices together.

### Room Control

In a Room Control network, one or more groups of devices can be configured for remote control operation.

Within each group, devices can be configured as Senders (see A) and/or Receivers (see B).

#### A simple Room Control group using compatible devices



**NOTE:** Puck devices, relays, and dimmer LK FUGA® Wiser wireless double relay and LK FUGA® Wiser wireless dimmer can only be configured as receivers and battery switch can only be configured as sender.

### Compatible devices for Room Control

Selected devices can be used in a Room Control group.

#### Lighting control devices

Device name	Commercial reference number(s)
LK FUGA® Wiser wireless double relay	545D6514, 545D0514
LK FUGA® Wiser wireless dimmer	545D6102, 545D0102
Wiser wireless relay for build in (Puck)	550B1011
Wiser wireless dimmer for build in (Puck)	550B1012

#### Shutter control devices

**NOTE:** Shutter control devices can only be combined with other shutter control devices. Do not mix shutter and lighting applications.

Device name	Commercial reference number(s)
Wiser wireless shutter control for build in (Puck)	550B1013

## Control devices

Device name	Commercial reference number(s)
LK FUGA® Wiser wireless battery 4 button switch	550D6001, 550D0001
LK FUGA® Wiser wireless double relay	545D6514, 545D0514
LK FUGA® Wiser wireless double dimmer (Only the upper two buttons can be used for room control. The lower two buttons 1 and 2 are scenes for local control)	545D6102, 545D0102

## Room Control network limits

Up to 60 compatible devices can be added to a Room Control network.


Each Sender device can control up to 5 Receiver devices.

## Creating a network for Room Control

Create a network of compatible devices where there is no gateway network.

**IMPORTANT:** Do not perform this task if a gateway network is present. Compatible devices that are already part of a gateway network can be configured for Room Control. See [Creating a Room Control group](#), page 58.

**Important information for puck devices:**

 <b>WARNING</b>
<p><b>DANGER DUE TO ELECTRIC SHOCK</b></p> <ul style="list-style-type: none"> <li>• Observe the regulations for working on live parts.</li> <li>• Only actuate the device buttons using insulated auxiliary equipment that meets the requirements of EN 60900.</li> </ul> <p><b>Failure to follow these instructions can result in death, serious injury, or equipment damage.</b></p>

- 1. Create a new open network.** Select a mains-powered device and short-press the button 8 times. The device LED displays solid green once the network is created.

**TIP:** It can take a minute or longer to create the network. During this time there is no indication that anything is happening which can give the appearance that the action has not been achieved. However, this is not the case.
- 2. Add more devices to the network.** Short-press each device button 3 times. The device LEDs blink amber while joining the network, then steady green once joined successfully.

**TIP:** In the diagram, #1 signifies first device (i.e. the one used to create the Zigbee network). #2 ~ are the other devices added in the group.
- 3. Close the network.** On any device (except the wireless battery 4 button switch), short-press the device button 8 times.

**TIP:** The network closes automatically after 180 seconds if you do nothing.



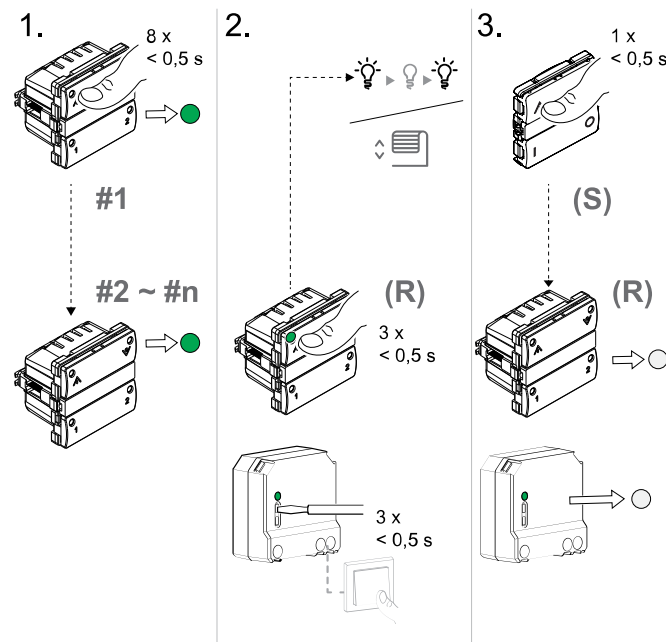
3. **Select the device to use as the controller (Sender).** Short-press the Sender device button once. The group is created and the network is closed.

**NOTE:** The cannot be set as the Sender.

**IMPORTANT:** Be aware of the differences when selecting push buttons:

- LK FUGA® Wiser wireless double relay: The complete rocker (left and right push buttons) is selected in one operation by pressing the left side of a rocker.
- LK FUGA® Wiser wireless double dimmer and LK FUGA® Wiser wireless dimmer: Only one push button is selected at each time. This means that step 1-3 must be repeated for each push button. When a push button is selected, the corresponding command is selected at the same time. This means that the command "turn on" for the left side of the rocker and "turn off" the right side of the rocker are send to the receiver devices when the buttons are pressed. Thus, the receivers know which function to perform when the buttons is activated.
- The Puck devices cannot be set as the Sender.

### Assigning Receivers (R) and a Sender (S)



## Removing a Room Control group

Remove the link between Sender devices and related Receiver devices when the Room Control group is no longer needed.

**IMPORTANT:** Only perform this task where there is no gateway network.

1. On the Sender device, short-press the device button 3 times then press and hold the button for 6 seconds. (Refer to the device user manual-see links to the user manuals in Supported Wiser devices, page 23.)
2. Release the device button when the device LED blinks green at 6 s.

**NOTE:** All bindings between the Sender and Receivers are removed.

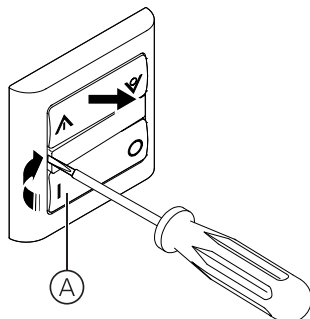
## Adding a Wireless battery switch to a Room Control network

Before using the Wireless battery switch as a remote controller, it must first be added to a Room Control network.

To perform adding Wireless battery switch, the target Room Control Network should be OPEN state first. In a Room Control network the Wireless battery switch works as a Sender but not as a Receiver.

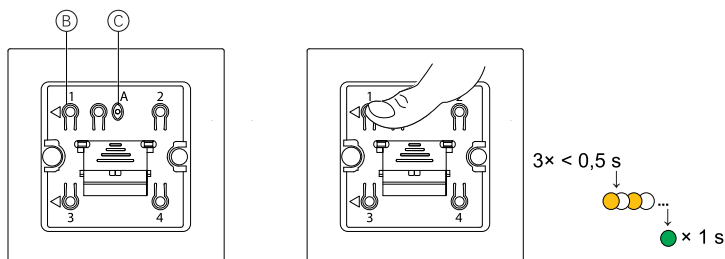
**NOTE:** When the wireless switch is paired to an ELKO SmartHUB, it is automatically set to 2-channel mode. Further setup of the device is done in the ELKO Smart App.

1. Remove the rockers and cover plate from the Wireless battery switch.



2. (See B, C) Short press the button (1) at top-left of device (B) 3 times.

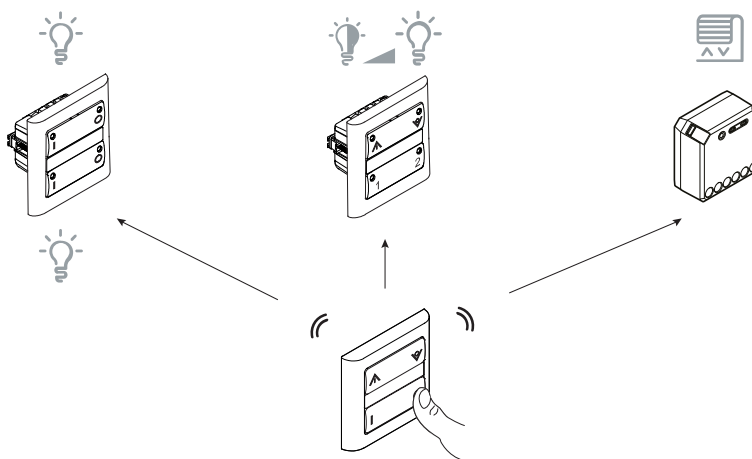
The status LED (C) blinks amber and then turns green upon successful connection to the Room Control network.



**TIP:** To save the battery, the green LED in the Wireless battery switch turns off after a few seconds, but the Wireless battery switch remains in Room Control network.

## Pairing compatible devices to the Wireless battery switch

Before using the Wireless battery switch as a remote controller, it must first be added to an existing network. See Adding a Wireless battery switch to a Room Control network, page 59.



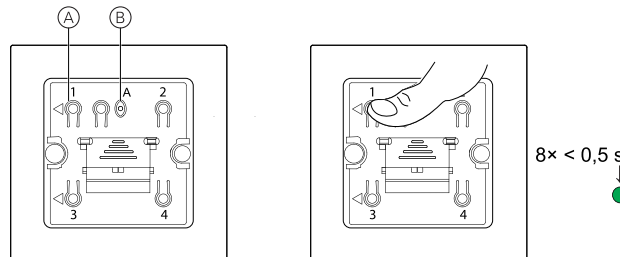
**NOTE:** The Wireless battery switch cannot be used to create a network.

Perform this task to assign device controls to a push button on the Wireless battery switch for remote control operation

- The devices to be paired to the Wireless battery switch must be added to a Room Control network. The maximum time out for a Room Control network is 180 s, hence the devices must be paired within 180 s (See [Creating a network for Room Control](#), page 57).
- Lighting devices such as Wireless double relay and Wireless dimmer can be operated on the same Wireless battery switch push button, but the shutter control must be paired to a different push button than that used for lighting.

1. (See A, B) Short press the push button (A) 8 times.

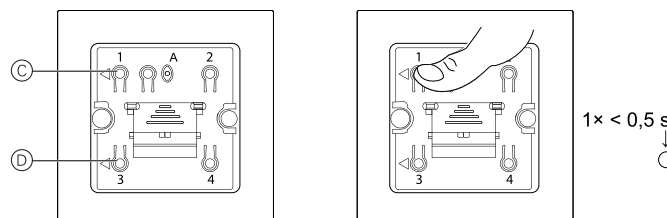
The status LED (B) displays solid green and the LEDs on all the devices displays solid green once the Room Control network is opened.



**TIP:** To save the battery, the green LED on the Wireless battery switch turns off after 15 s, but the Wireless battery switch remains in pairing mode.

2. Select a compatible device and short press the device control button 3 times.
  - Connected lighting load blinks On/Off.
  - Connected shutter moves slightly up/down.
3. (See C, D) Short press the push button (C) or (D) that you want to control the devices. For creating bindings between Switches and other device, you must push the up button.

This creates a pairing between the Wireless battery switch and the compatible devices.



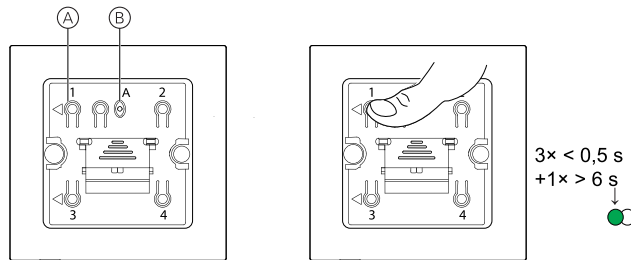
Once the pairing is successful, the Room Control network closes. The status LED in all devices turns off.

**TIP:** The Room Control network remains open if the pairing is unsuccessful.

## Removing a Wireless battery switch from a Room Control group

Remove the link between Wireless battery switch and other devices when the remote control operation is no longer needed.

1. (See A, B) Short press the button (1) at top-left of the device (A) 3 times then press and hold the button for 6 seconds.



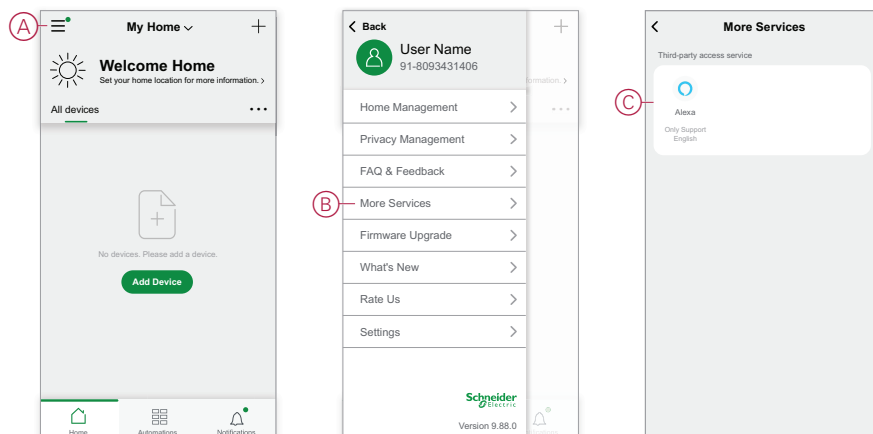
The status LED (B) blinks green after 6 seconds.

**NOTE:** The pairing between the Wireless battery switch and compatible devices is removed.

## Configuring voice control

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

1. From the Home page, tap the **Menu (A)** icon.
2. Tap **More Services(B)**.
3. Tap a service and follow the instructions in the app to configure the service for use.

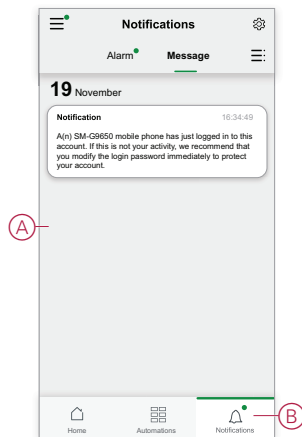


## Alarms and Notifications

The app provides alarm for significant system events that require urgent attention (such as water leakage) and notifications for non-urgent events such as system access and device management.

## The Notifications page

Alarms and notifications are stored in the Notifications page (A). You can open the Notification page by tapping the Notifications icon (B).



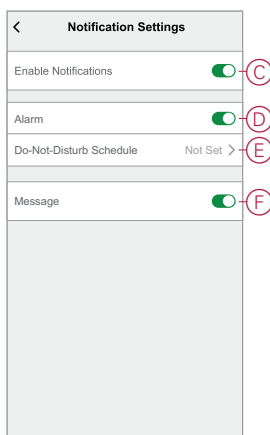
New alarms and notifications are indicated by a red dot:

- next to the Notification icon, and
- next to the **Alarm** and **Message** tabs.

## Notification options

Tap the Settings icon (gear) at the top of the Notifications page to access the Notifications Settings. (You can also access the Notifications Settings page from the app Settings page by tapping **App Notification >**.)

- **Enable notifications:** A master switch that turns all notifications On or Off (C).
- **Alarm:** Enable or disable device alarms such as water leakage, motion detection and camera motion detection(D).
- **Do-Not-Disturb Schedule (Alarms only):**Set one or more time periods when the alarm function will be disabled. Single or repeating schedules are possible. A schedule can affect either all device alarms or only selected device alarms (E).
- **Message:**Enable or disable all messages, including messages relating to home, account, remove device, add, upgrade, and factory reset (F).



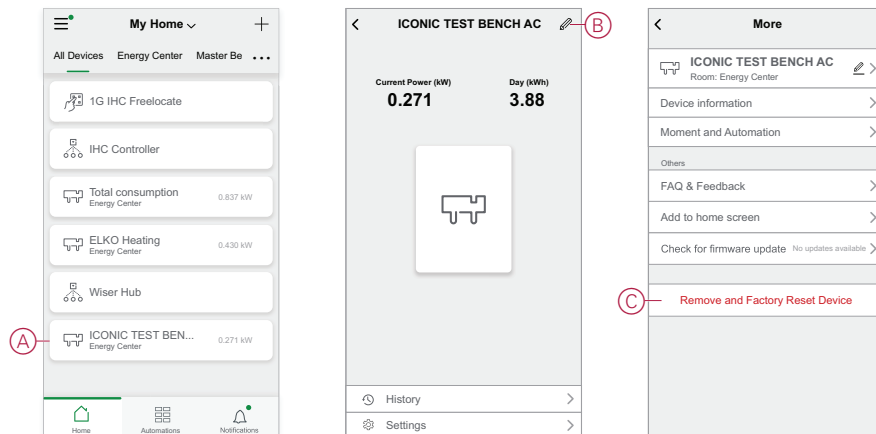
## Removing a device/Restoring factory defaults

Restore a device to factory default settings in order to solve a problem with a device or remove it from the system for use elsewhere.

**NOTE:** After restoring factory defaults, the device is removed from the system and all configuration settings made to the device will be lost.

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

2. Tap the **Edit (pen)** icon (B).
3. in the Device Settings page, tap **Remove and Factory Reset Device** and follow the steps in the app (C).

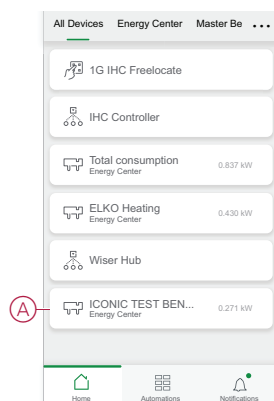


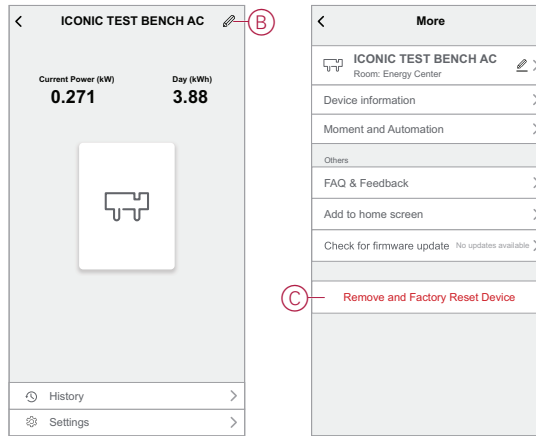
## Checking for device firmware upgrades

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

## Checking a specific device for firmware upgrade

1. Tap the device in the Home page (A).
2. Tap the **Edit (pen)** icon (B).
3. In the Device Details page, tap **Check for Firmware Upgrade** and follow the steps in the app (C).

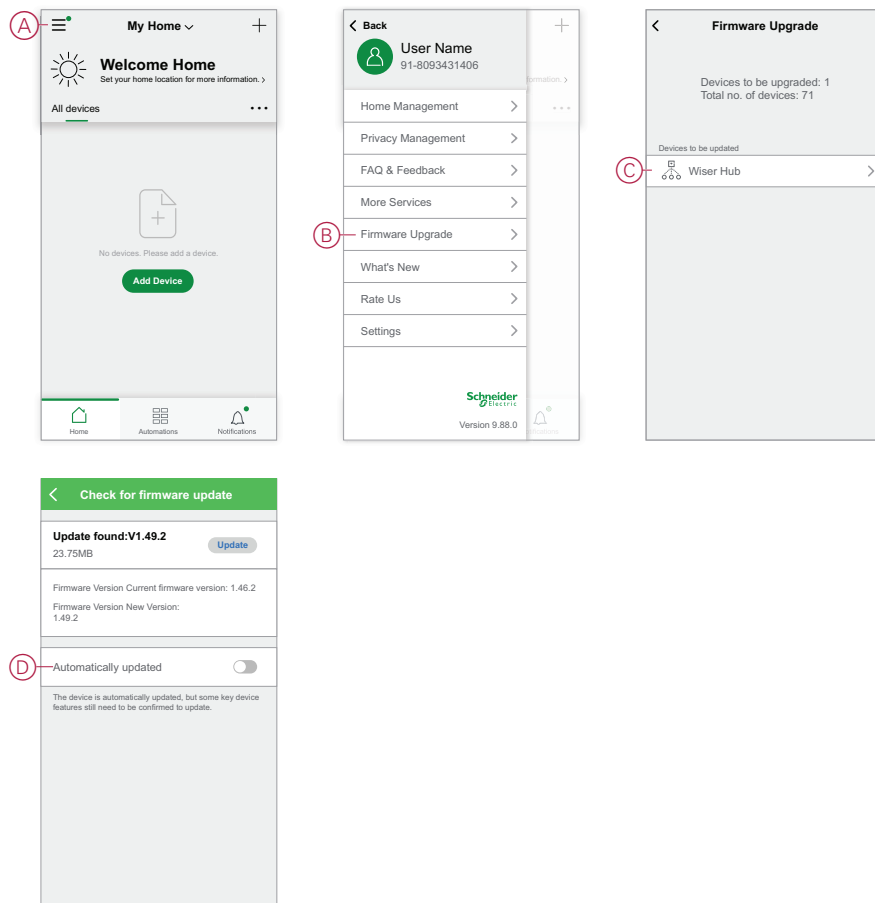




## Checking for any device requiring a firmware upgrade

1. On the Home page, tap the Menu icon (A) .
2. In the menu slide-out, tap **Firmware Upgrade**(B) .
3. Tap a device in the **Devices to be updated list**(C) and follow the instructions in the app.
4. Tap the button beside **Automatically updated**(D) to enable automatic updates.

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

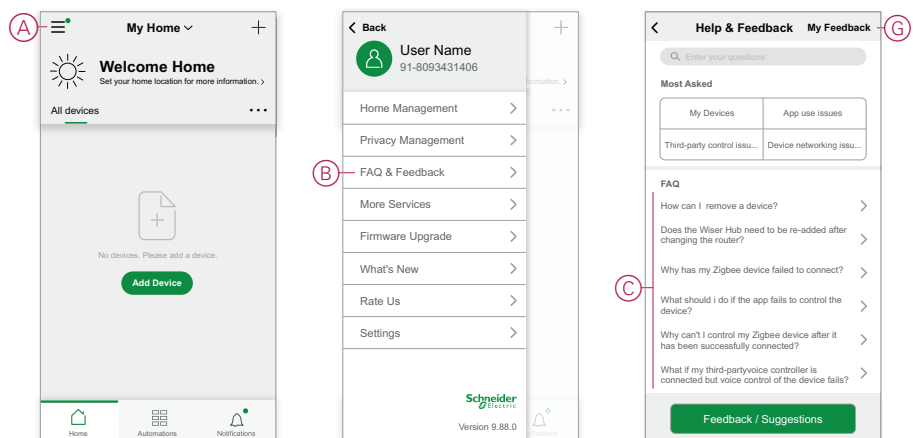


## Using the FAQ & Feedback page

Find information about the app and working with devices.

The FAQ & Feedback page provides a list of Frequently Asked Questions (FAQ) and answers, information about using the app, device-specific help, and a way to report issues with the app and devices.

1. In the Home page, tap the Menu icon (A) .
2. Tap **FAQ & Feedback**(B).
3. Do any of the following:
  - Browse the list of FAQs (tap a question to see the answer) (C)
  - Tap **All**(D) to find device-specific help by selecting the device from a list
  - Tap **Network Diagnosis**(E) for help with solving network issues
  - Tap **Report Issue**(F) to raise an issue with the development team
  - Tap **My Feedback**(G) to check the status of issues that you have reported.



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# Glossary

## A

**Action:** An operation on a device is an action. For example, turning a light On or Off, or setting the brightness level on a dimmer.

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

## M

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

## O

**OTA: (Over the air)** Refers to the method of updating the firmware in a device.  
Example: Perform an *OTA update* of firmware on a device using the app.

# Compliance

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