Wiser Window/Door Sensor

Device user guide

Information about features and functionality of the device.
11/2021

www.se.com

Legal Information

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this guide are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owners.

This guide and its content are protected under applicable copyright laws and furnished for informational use only. No part of this guide may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the guide or its content, except for a non-exclusive and personal license to consult it on an "as is" basis. Schneider Electric products and equipment should be installed, operated, serviced, and maintained only by qualified personnel.

As standards, specifications, and designs change from time to time, information contained in this guide may be subject to change without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this material or consequences arising out of or resulting from the use of the information contained herein.

Table of Contents

Safety information 5
Wiser Window/Door Sensor 6
- For your safety 6
- About the device 6
- Installing the device 7
- Pairing the device 7
  - Pairing device manually 7
  - Pairing device with auto scan 9
- Configuring the device 10
  - Changing the device icon 10
  - Renaming the device 10
  - Changing the device location 11
- Removing the device 11
- Resetting the device 12
- Using the Device 13
  - Checking the device history 13
  - Creating an automation 13
- Replacing the batteries 18
- LED Indications 19
- Troubleshooting 19
- Technical Data 20

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.

Wiser Window/Door Sensor

CCT591011

For your safety

NOTICE
EQUIPMENT DAMAGE To avoid degrading sensor performance, do not install the sensor near magnetic devices. With the window/door in the close state, the distance between the primary part and secondary part of the sensor should be <18 mm for a non-metallic base (for example, wood or plastic surfaces) and <10 mm for a metallic base. **Failure to follow these instructions can result in equipment damage.**

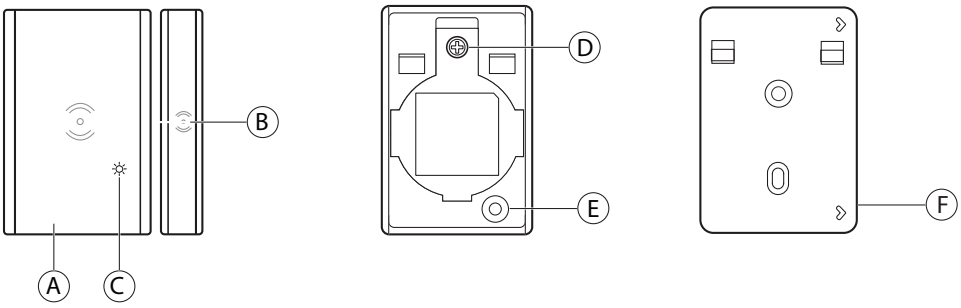
About the device

The Wiser Window/Door Sensor (hereinafter referred to as **Sensor**) consists of two separate parts: Primary and Secondary. The primary part includes the sensing circuit which detects the secondary part. The secondary part is a magnet.

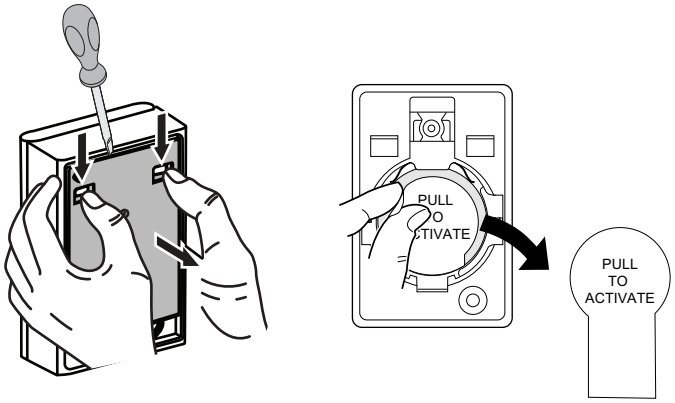
When the sensor is connected to the **Gateway** and the window/door is opened or closed, the primary part directly reports the change to the app via Gateway.

Operating elements

- A: Primary part (sensing circuit)
- B: Secondary part (magnet)
- C: Status LED
- D: Screw
- E: Function key
- F: Base plate



TIP: Pull the base plate downwards to open it, remove the screw to open the battery cover and pull the strip to activate the device.



Installing the device

Refer to the installation instruction supplied with this product.

See Wiser Window/Door Sensor.

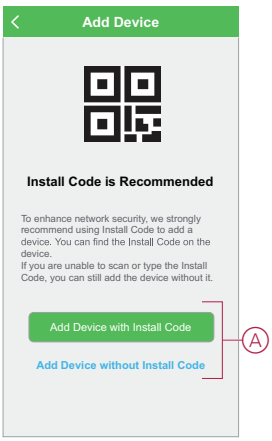
Pairing the device

Using the Wiser app, pair your device with the **Gateway** to access and control the device. You can either add the device manually or do an auto-scan to pair it.

Pairing device manually

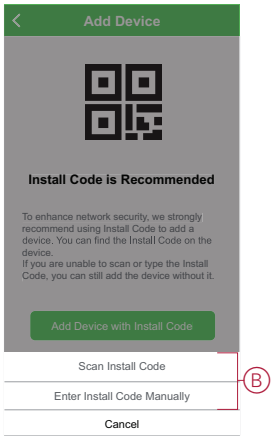
Follow the steps to pair the device manually:

1. On **Home** page, tap **+** icon.
2. Tap icon, select the **Wiser Hub**.
3. Select any one of the options to add device (A):
   - Add Device with Install Code
   - Add Device without Install Code



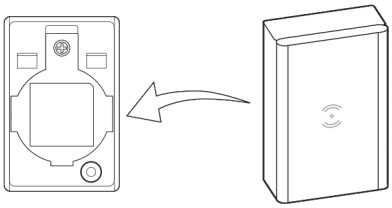
4. To add the device with Install Code, tap **Add Device with Install Code** button to open the slide-up menu. Select any one of the options (B):
   - Scan Install Code - You can scan the device for the Install Code
   - Enter Install Code Manually - You can manually enter the install code from the device

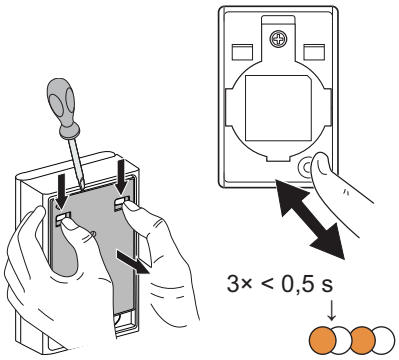
   After adding the device with Install Code, proceed to **Step 6**.



   TIP: It is recommended to add the device with Install Code for security purpose.

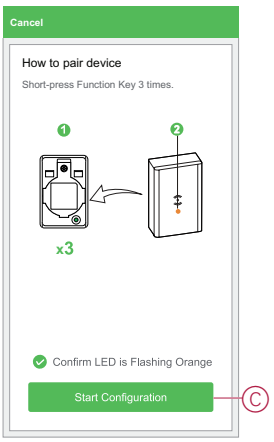
5. To add the device without Install Code, tap **Add Device without Install Code**.
6. On the back of the device, pull the base plate downwards to open it and short press (< 0,5 s) the function key 3 times on the device.





   The LED blinks orange.

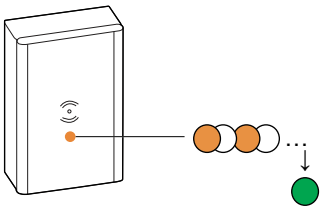
7. In the app, select **Confirm LED is Flashing Orange** and tap **Start Configuration** (C).



   The app displays the progress of connecting the device.

8. Wait for a few seconds until the device is connected and the app shows that the device is added successfully.

   The stable green LED on the sensor shows that it is successfully connected to the **Gateway**.



9. After the device is added in the app, tap **Done**.

Pairing device with auto scan

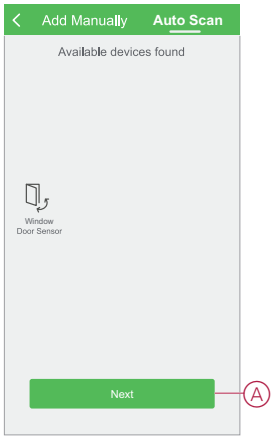
Pairing the device with auto scan automatically discovers the device when the corresponding device is powered on.
Follow the steps to pair the device:

1. On the **Home** page, tap **+** icon.
2. Tap **Auto scan** tab and tap **Confirm**.
3. If you have multiple hubs, do Step 4 or proceed to Step 5.
4. Tap **Select hub** and select the Wiser hub from the slide-up menu.
5. Short press the function key 3 times (< 0,5 s).

   NOTE:

   - The LED blinks orange.
   - Wait for a few seconds until the device search is complete.

6. Tap **Window/Door Sensor** and tap **Next** (A).



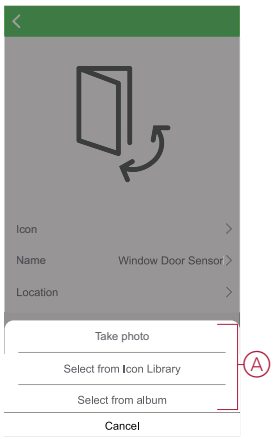
7. Once the device is added successfully, tap **Done**.

Configuring the device

Changing the device icon

Using the Wiser app, you can change the icon of the device.
Follow the steps to change the device icon:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. Tap icon and tap .
3. Tap **Icon** to view the menu.
4. In the slide-up menu, select any one of the following (A):
   - Take photo - Allows you to take a photo from the mobile camera
   - Select from Icon Library - Allows you to select an icon from the app library
   - Select from Album - Allows you to select photo from the mobile gallery



5. Tap on the required photo/icon to change the icon.

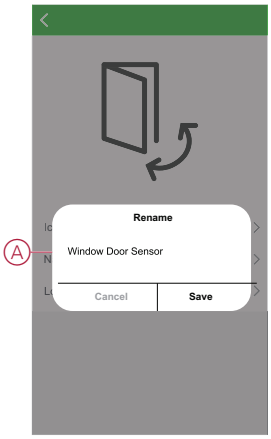
Renaming the device

Using the Wiser app, you can rename your device for easy identification.

Follow the steps to rename the device:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.

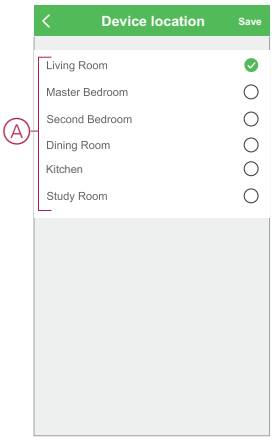
2. Tap icon and tap .
3. Tap **Name**, enter the name (A) and tap **Save**.



Changing the device location

Using the Wiser app, you can change the location of the device. Follow the steps to change the device location:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. Tap icon and tap .
3. Tap **Location**, select any location from the list (A) and tap **Save**.

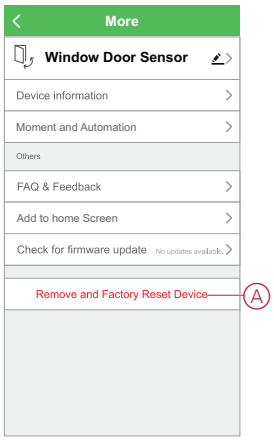


Removing the device

Using the Wiser app, you can remove a device from the device list. Follow the steps to remove the device:

1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. Tap icon to display more details.

3. Tap **Remove and Factory Reset Device** (A) and short press the function key 3 times on the **Sensor** to activate the device.



TIP: Alternatively, you can long tap on the **Window/Door Sensor** on the **Home** page to remove the device.

NOTE: By removing the device, you will reset the device. If you still have a problem with the reset, then refer to reset the device, page 12.

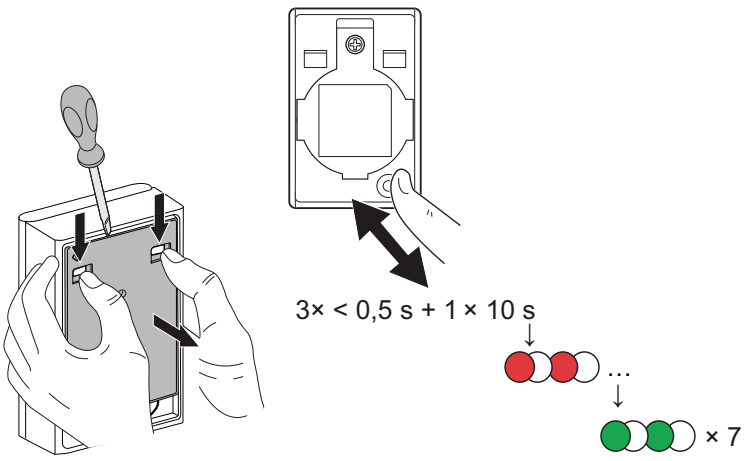
Resetting the device

You can reset the Sensor to factory default manually.
Follow the steps to reset the Sensor:

1. On the back of the device, pull the base plate downwards to open it.
2. Short press the function key three times (< 0.5 s) and then long press the function key once (>10 s).
3. After 10 s, LED starts blinking red then release the function key.

   The LED stops blinking upon successful reset of the device.
4. The sensor restarts and blinks green for a few seconds.

   NOTE: After reset, the LED turns off to save the battery.



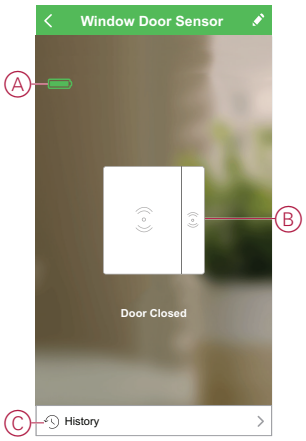
Using the Device

The Control Panel of the Sensor allows you to view if the window/door is opened or closed.

On the **Home** page, tap **All devices** > **Window/Door Sensor** to access the control panel.

On the Sensor control panel page, you can see the following:

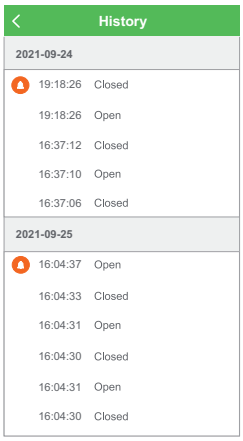
- Battery level (A)
- Window/Door status (B)
- History (C)



Checking the device history

Using the Wiser app, you can monitor the opening and closing of the window/door by accessing the device history.
Follow the steps to see the device history:

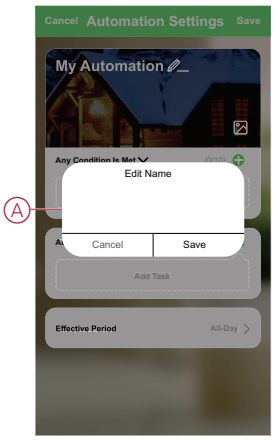
1. On the **Home** page, tap **All devices** > **Window/Door Sensor**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the date and time when the window/door was opened or closed.



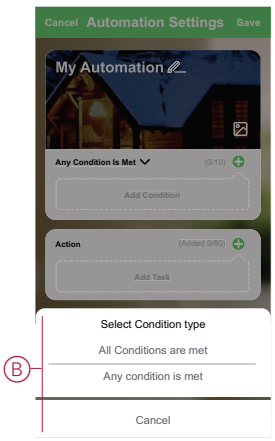
Creating an automation

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

1. On the **Home** page, tap the icon.
2. Go to **Automation** > **+** icon to create an automation.
3. Tap **Edit name**, enter the name of the automation (A) and tap **Save**.
   TIP: You can choose the cover image that best represents your automation by tapping icon.



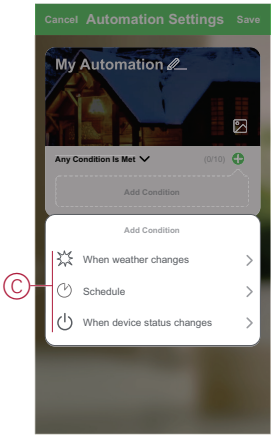
4. Tap **Any condition is met** to select any one of the condition type (B):
   – All conditions are met - The automation is triggered when all the conditions are met
   – Any condition is met - The automation is triggered when at least one condition is met



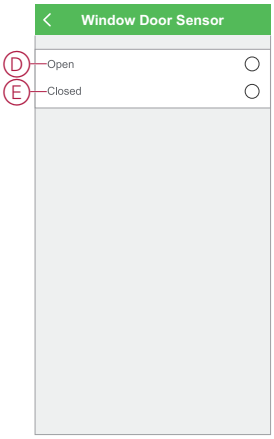
5. Tap **Add Condition** to open the slide-up menu.

6. In the **Add Condition** menu, you can do either or all of the following options (C):
   - When weather changes - Select the various weather settings
   - Schedule - Set the time and day
   - When device status changes - Select the device and it's function

   Note: You can add one or more conditions using icon.



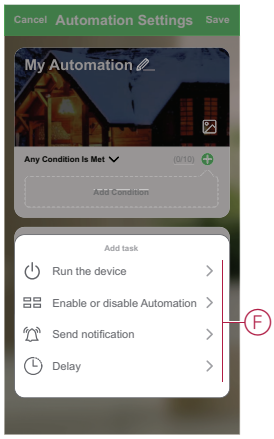
7. Tap **When device status changes** > **Window/Door Sensor** to select either or all of the functions to add in the automation:
   - Open - When the window/door is opened (D)
   - Closed - When the window/door is closed (E)



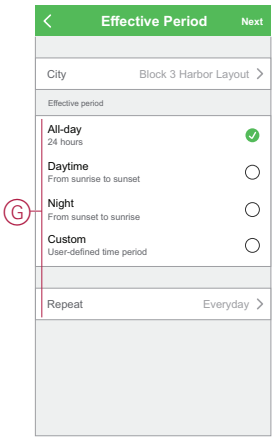
8. Tap **Add task** to open the slide-up menu.

9. In the **Add task** menu, you can do either or all of the following options (F):
   - Run the device - Select the devices that you want to be triggered
   - Enable or disable Automation - Select the automation that you want to enable or disable
   - Send notification - Turn On notification for the automation
   - Delay - Set the delay time

   NOTE: You can add one or more actions using ⊕ icon.



10. Tap on Effective period to set the time range for the automation. You can select any one of the following (G):
    - All-day - 24 hours
    - Daytime - From sunrise to sunset
    - Night - From sunset to sunrise
    - Custom - User defined time period



11. Once all the actions and conditions are set, tap **Save**.

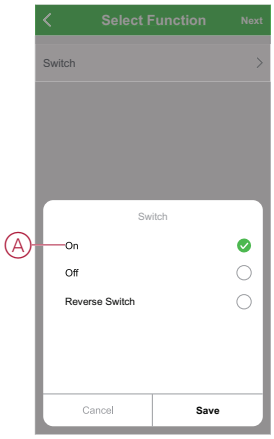
Example of an automation

This demonstration shows you how to create an automation to switch On the light when the door is opened.

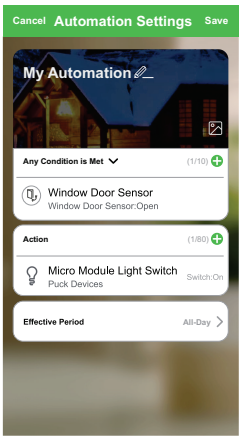
1. Go to **Automation** > **+** icon to create an automation.
2. Tap **Edit name**, enter the name of the automation and tap **Save**.

   TIP: You can choose the cover image that best represents your automation by tapping 🖼 icon.
3. Tap **Add Condition** > **When device status changes** > **Window/Door Sensor**.

4. Tap **Window/Door Sensor** > **Open**.
5. Tap **Add task** > **Run the device** and select **Micro Module Light Switch**.
6. Tap **Switch** > **On** (A) and tap **Save**.
7. Tap **Next**.



8. In the **Automation Settings** page, tap **Save**.



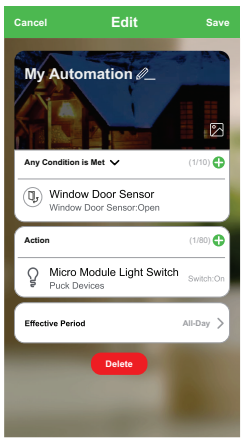
Once the automation is saved, it is visible on the **Automation** tab. You can tap the toggle switch on the automation to enable it.

Editing an automation

Follow the steps to edit an automation:

1. On the **Automation** tab, locate the automation you want to edit and tap ●●● icon.

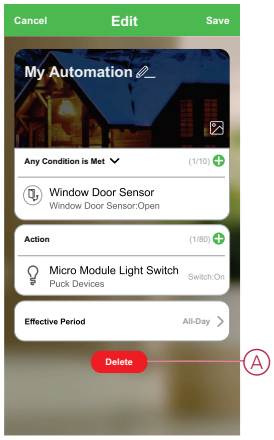
2. On the **Edit** page, you can tap each item (such as dimmer, shutter, delay, etc.) to change the settings and tap **Save**.



Deleting an automation

Follow the steps to delete an automation:

1. On the **Automation** tab, locate the automation you want to delete and tap ●●● icon.
2. Tap **Delete** (A).



Replacing the batteries

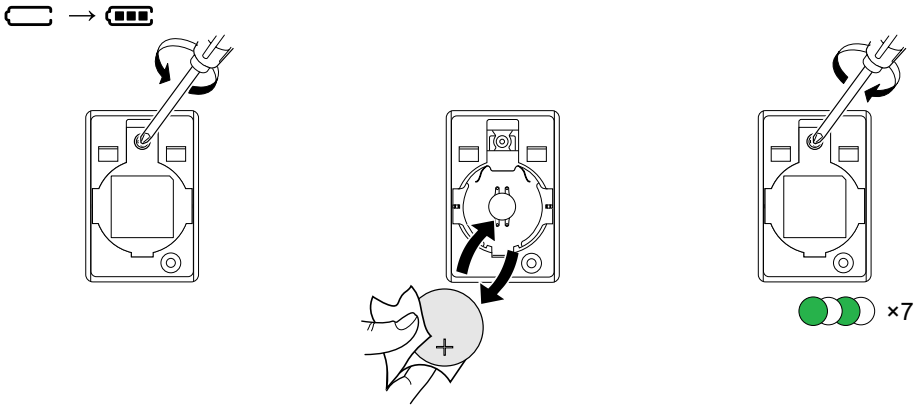
Follow the steps to replace the batteries:

1. On the back of the device, pull the base plate downwards to open it.
2. Use a Screwdriver to remove the screw from the battery cover to access the batteries.
3. Replace the batteries with proper polarity and then re-install the battery cover with screw.

   The LED blinks green seven times and then stops blinking.

4. Position the base plate on the device and push the base plate until it locks onto the device.

   NOTE: Batteries should be disposed, according to statutory regulations.



LED Indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks orange, 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 function key 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.

Battery level

LED Indication	Status
LED blinks orange once per minute.	The battery is low (< 10%), replace the battery, page 18. **NOTE:** A notification pop-up will appear on the app.

Troubleshooting

Symptom	Possible cause	Solution
The sensor triggers the automation/ schedule, but does not show the status on the app.	The device may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the device is reporting status. **NOTE:** The firmware update runs in the background.
LED blinks orange.	The device battery is low or drained.	Replace the battery in the device, page 18 **NOTE:** A notification pop–up will appear on the app.

Technical Data

Battery	3 VDC, CR2450
Battery life	Up to 5 years (may vary based on the usage, frequency of firmware update and environment)
Nominal power	≤90 mW
IP rating	IP20
Operating frequency	2405 - 2480 MHz
Max. radio frequency power transmitted	≤7 dBm
Operating temperature	−10 °C to 50 °C
Relative humidity	10 % to 95 %
Primary part dimensions (H × W × D)	50.3 × 33.0 × 16.3 mm
Secondary part dimensions (H × W × D)	50 × 9 × 9 mm
Certification	Zigbee 3.0 certified

Compliance

Compliance information for Green Premium products

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

General information about Green Premium products

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

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

Find compliance information for a Green Premium product

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

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

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

Trademarks

This guide makes reference to system and brand names that are trademarks of their relevant owners.

- Zigbee® is a registered trademark of the Connectivity Standards Alliance.
- Apple® and App Store® are brand names or registered trademarks of Apple Inc.
- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- Wiser™ is a trademark and the property of Schneider Electric, its subsidiaries and affiliated companies.

Other brands and registered trademarks are the property of their respective owners.

Schneider Electric
35 rue Joseph Monier
92500 Rueil Malmaison
France

+ 33 (0) 1 41 29 70 00

www.se.com

As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

© 2021 – Schneider Electric. All rights reserved.

Device user guide_00