

Wiser Window/Door Sensor

Device user guide

Information about features and functionality of the device.
10/2022

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Table of Contents

Safety information	5
Wiser Window/Door Sensor	6
For your safety	6
About the device	7
Installing the device	7
Pairing the device	8
Configuring the device	11
Renaming the device	11
Changing the device location	12
Selecting the operating mode	13
Using the device	15
Checking the device history	16
Setting device notification	17
Identifying the device	18
Resetting the device	19
Removing the device	20
Creating an automation	21
Deleting an automation	24
Example of an automation	25
Replacing the batteries	28
LED Indications	28
Troubleshooting	29
Technical Data	29

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



CCT591012

For your safety

NOTICE

EQUIPMENT DAMAGE

- Do not install the sensor near magnetic devices to avoid degrading its performance.
- With a window/door in the closed state, the distance between the primary and secondary parts 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.

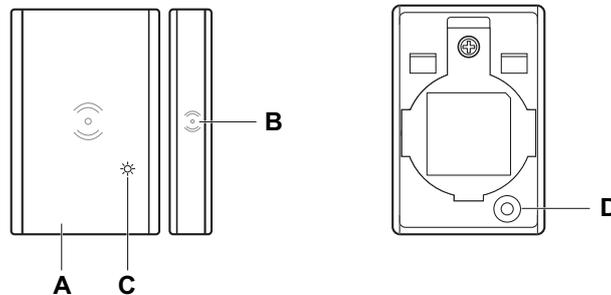
When the sensor is connected to the **Wiser Hub** and the window/door is opened or closed, the primary part directly reports the change to the app via **Wiser Hub**.

Features of the sensor:

- Detect when a window or door is open or closed and send this information to the **Wiser Hub**.
- Send the battery level and offline sensor status information to the **Wiser Hub**.

Operating elements

- Primary part (sensing circuit)
- Secondary part (magnet)
- Status LED
- Function key



Installing the device

Refer to the installation instruction supplied with this product.

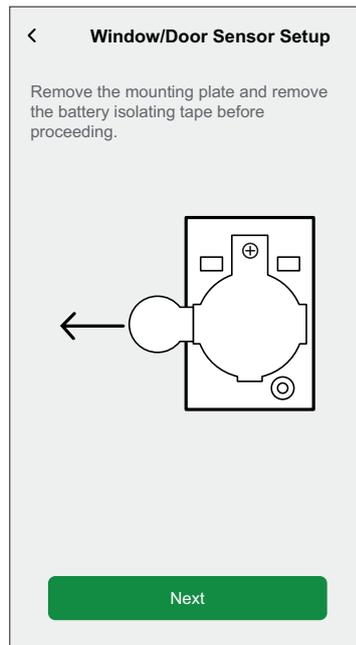
Pairing the device

Using the Wiser Home app, pair your sensor with the Wiser system to access and control the sensor.

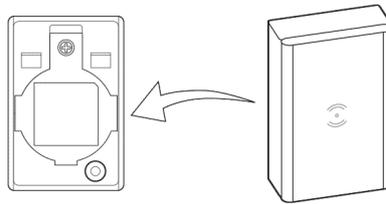
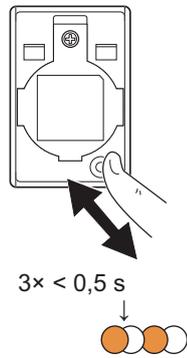
Follow the steps to pair the sensor:

1. On the Home page, tap  icon.
2. Tap **Devices** >  icon > **Safety and Security** (tab) .
3. Tap **Window/Door Sensor** > **Next**.

The next screen shows the progress of the joining.

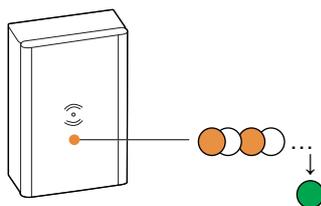


4. Short press the function key three times ($< 0,5$ s).
The LED blinks amber.

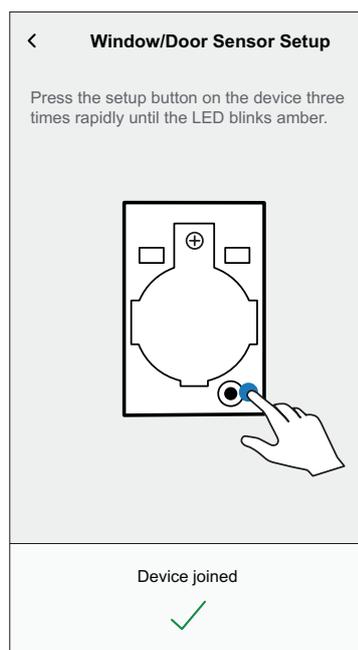


5. Wait for a few seconds until the sensor LED turns green.

TIP: The stable green LED on the sensor shows that it is successfully joined to the **Wiser Hub**.



You will see **Device joined** at the bottom of the screen once the sensor has been successfully connected to the **Wiser Hub**.



6. Install the primary part on the base plate. For more information, refer to the installation instruction.
7. Tap **Next** to enter the sensor name.
8. Tap **Next** to assign sensor location.
9. Tap **Operational Mode** to select **Window** or **Door** and then tap **Done**.

NOTE:

- In operation mode "**Window**," the Homepage displays a window sensor. For more information, refer to chapter *Selecting the operating mode*, page 13.
- In operation mode "**Door**," the Homepage displays a door sensor. For more information, refer to chapter *Selecting the operating mode*, page 13.

TIP: You can find the paired sensor name and its location on the **All** or **Room** tab on the Home page.

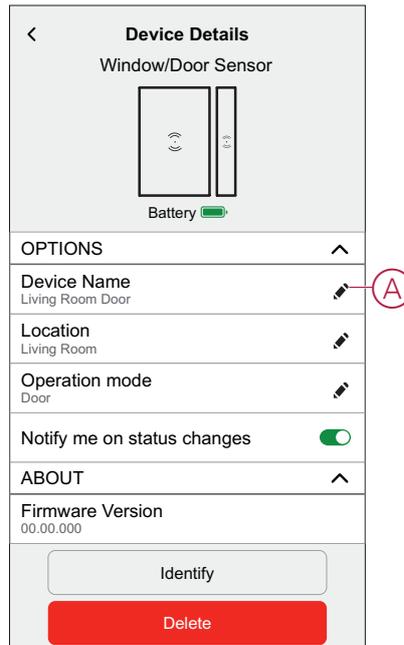
Configuring the device

Renaming the device

Using the Wiser Home app, you can rename the sensor. Follow the steps to rename the sensor.

1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Device Name (A)**.

TIP: Additionally, you can rename the sensor by tapping on the Home page **Window/Door Sensor > Device settings > Device Name (A)**.

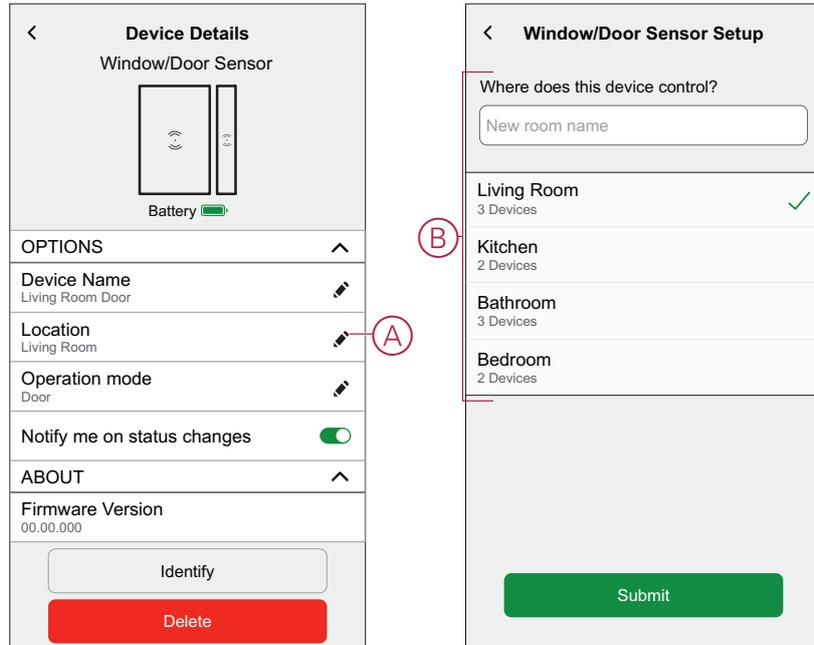


Changing the device location

Using the Wiser Home app, you can change the sensor location. Follow the steps to change the sensor location:

1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Location (A)** to assign the sensor in your existing room or a new room (B).

TIP: Additionally, you can change the sensor location by tapping on the Home page **Window/Door Sensor > Device settings > Location (A)**.



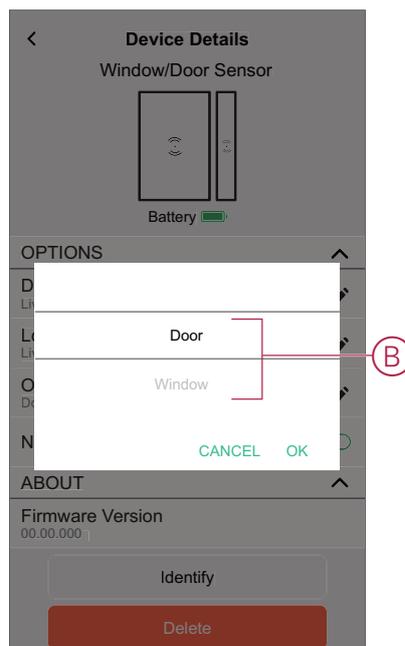
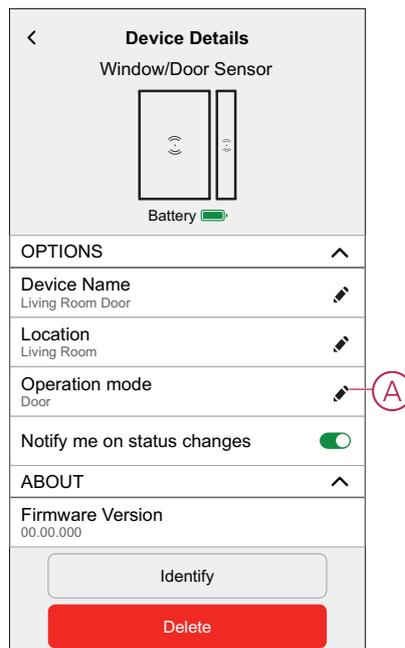
Selecting the operating mode

Using the Wiser Home app, you can select the operating mode for the sensor such as window or door.

Follow the steps to select operating mode of the sensor:

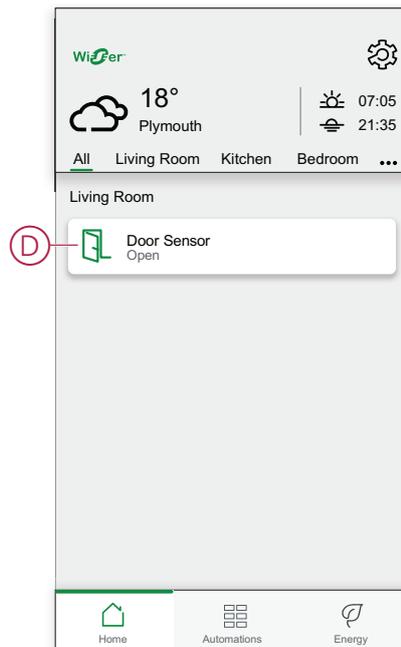
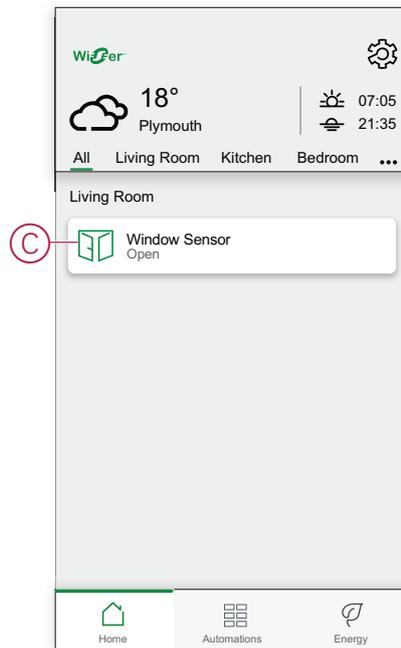
1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Operation Mode (A)** to select one of the following option (B):
 - **Window**
 - **Door**

TIP: Additionally, you can select the operating mode of the sensor by tapping on the Home page **Window/Door Sensor > Device settings > Operation mode (A)**.



NOTE:

- In operation mode **"Window,"** the Homepage displays a Window Sensor (C).
- In operation mode **"Door,"** the Homepage displays a Door Sensor (D).



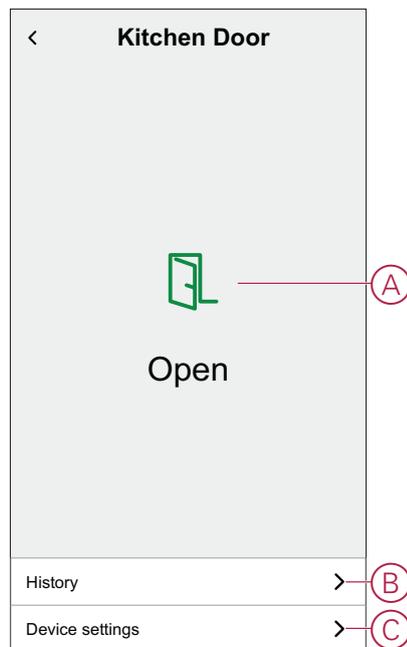
Using the device

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

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

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

- Window/Door status (A)
- History (B)
- Device settings (C)



Checking the device history

Using the Wiser Home app, you can view the sensor's history, which provides information about when the window/door was open. The sensor records each event and stores it in the cloud.

NOTE: If the cloud connection is lost, the sensor's history will not display the window or door events.

Follow the steps to view the sensor history:

1. On the Home page, tap **All** (tab) > **Window/Door Sensor**.
2. On the device control panel page, tap **History**.

TIP: The history page displays all logged-in events, even if the sensor notification toggle switch is disabled. For more information about sensor notification toggle switch, refer to [Setting device notification](#), page 17.

< History	
TODAY	
08:30:25	Open
09:42:42	Open
17:21:35	Open
YESTERDAY	
09:21:42	Open
11:42:42	Open
10TH DECEMBER 2021	
05:21:42	Open
06:42:42	Open
09TH DECEMBER 2021	
11:21:42	Open
<div style="background-color: #28a745; color: white; padding: 5px; display: inline-block; border-radius: 5px;">Load more</div>	

Setting device notification

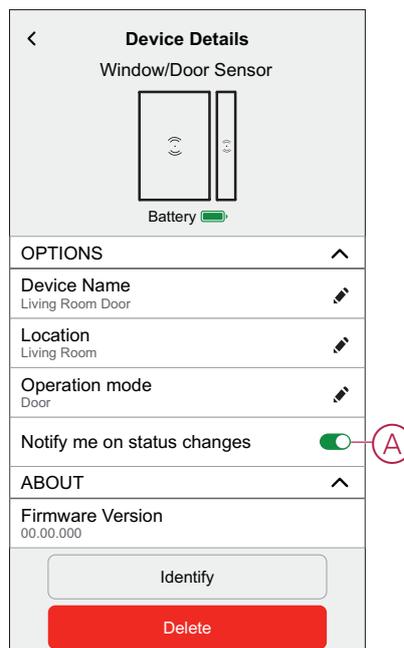
Using the Wiser Home app, you can enable or disable the sensor notification. Follow the steps to enable or disable the sensor notification:

1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Notify me on status changes (A)** to enable or disable the sensor notification toggle switch.

TIP: Additionally, you can enable or disable the sensor notification toggle switch by tapping on the Home page **Window/Door Sensor > Device settings > Notify me on status changes (A)**.

NOTE:

- The sensor notification toggle switch (A) is OFF by default.
- Notifications created via automation are treated as separate notifications.



Identifying the device

Using the Wiser Home app, you can identify the sensor from the other available devices in the room.

Follow the steps to identify the sensor:

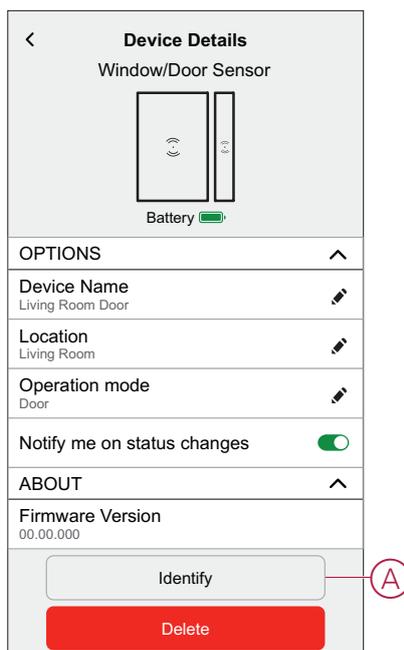
1. On the Home page, tap  icon.

NOTE: Please wake up the sensor (press the function key).

2. Tap **Devices > Window/Door Sensor > Identify (A)**.

TIP: Additionally, you can identify the sensor by tapping on the Home page **Window/Door Sensor > Device settings > Identify (A)**.

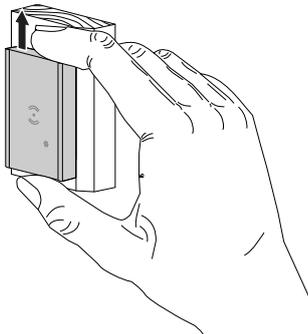
NOTE: The sensor LED blinks to identify the sensor and it continues blinking green until you tap **OK**.



Resetting the device

You can reset the sensor to factory default manually.
To reset the sensor:

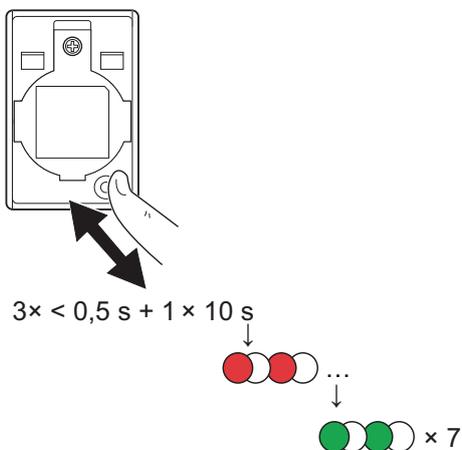
1. Remove the primary part from the base plate by sliding it upwards.



2. Short-press the function key 3 times (<0.5 s) and then long-press the function key once (>10 s), the LED blinks red after 10 s, and then release the function key.

Upon successful reset of the sensor, the LED stops blinking. Then, the sensor restarts and blinks green for a few seconds.

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

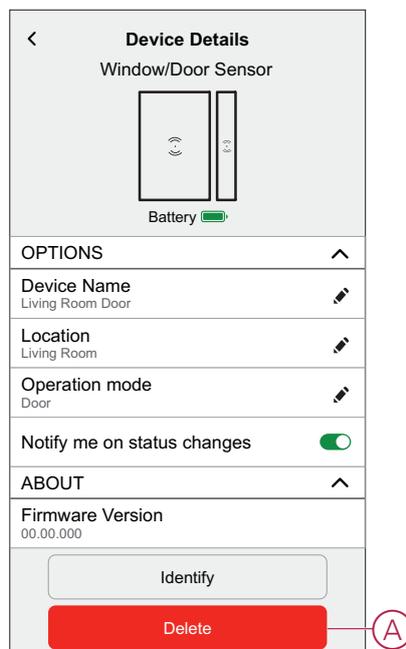


Removing the device

Using the Wiser Home app, you can remove the sensor from the Wiser system. Follow the steps to remove the sensor:

1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Delete (A)**.

TIP: Additionally, you can remove the Sensor from the Wiser system by tapping on the Home page **Window/Door Sensor > Device settings > Delete (A)**.



3. Read the confirmation message and tap **Ok** to remove the sensor from Wiser system on the next screen.

NOTE:

- Removing the sensor will reset the sensor. After resetting, the LED blinks amber indicating that the sensor is ready for pairing.
- If there is a problem while pairing or resetting the sensor, refer to Resetting the device, page 19.

Creating an automation

Using the Wiser app, you can create automations for the sensor by adding conditions and actions. When conditions are met, actions are triggered automatically.

Adding condition

Using the Wiser app, you can add a condition to your automation.

NOTE: You can add one condition in an automation; to add another condition, you need to create another automation.

Follow the steps to add a condition:

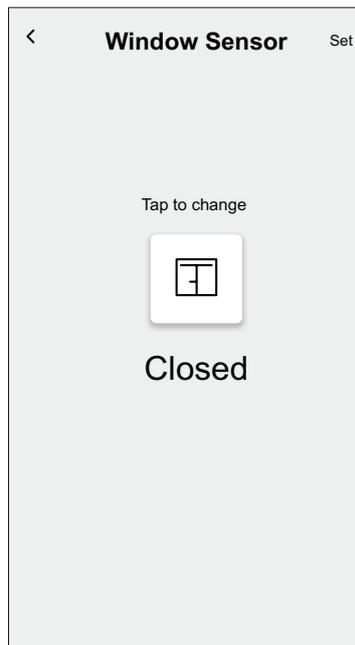
1. On the Home page, tap  icon.
2. Tap **Automations** >  icon.
3. Tap **Condition** > **Add a condition** and find your sensor from the list of devices.
4. Tap **Window Sensor** or **Door Sensor** and choose one of the following:

NOTE:

- In operation mode "**Window**," the Homepage displays a window sensor. For more information, refer to chapter *Selecting the operating mode*, page 13.
- In operation mode "**Door**," the Homepage displays a door sensor. For more information, refer to chapter *Selecting the operating mode*, page 13.

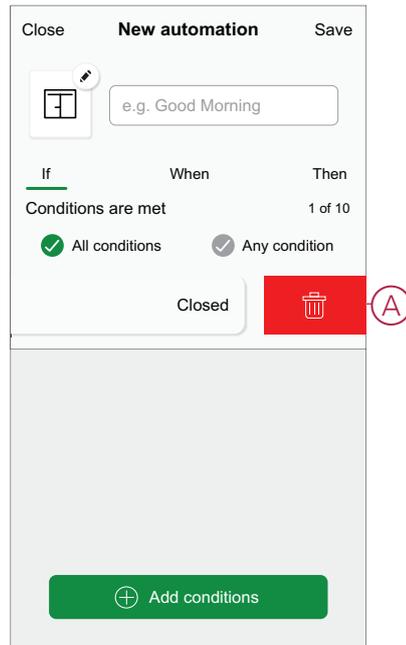
- **Open**
- **Closed**

For example, when the window is closed.



5. Tap **Set**.

NOTE: To remove the condition, swipe left on the condition and tap the bin icon (A).



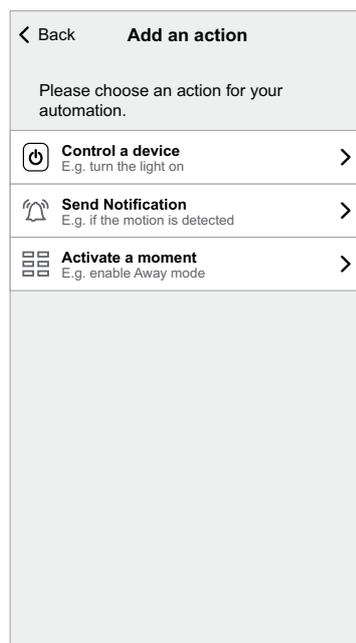
Adding Action

Using the Wiser app, you can add an action to your automation that will trigger automatically when the condition is met.

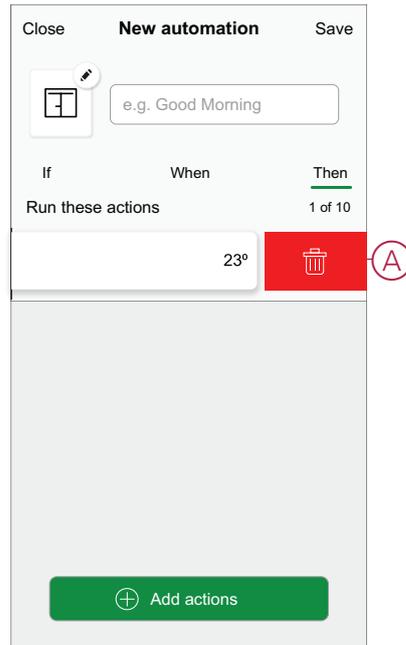
NOTE: You can add one action in an automation; to add another action, you need to create another automation.

Follow the step to add an action:

1. Tap **Action > Add an action** and then choose one of the following:
 - **Control a device** – Select the devices to trigger.
 - **Send notification > Notify me** – Enable notification for automation.
 - **Activate a moment** – Select the moment to trigger.



NOTE: To remove the action, swipe left on the action and tap the bin icon (A).

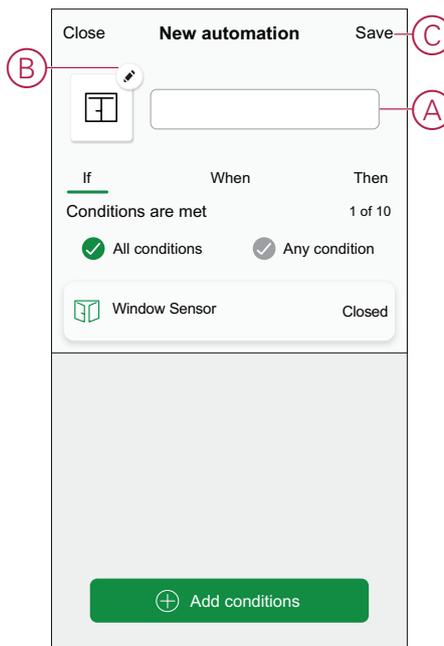


Saving Automation

Save the automation after adding the condition and action. Follow the steps for saving the automation:

1. Enter the name of the automation in the field box (A).
You can choose the cover image that best represents your automation by tapping  icon (B).
2. Tap **Save** (C).

NOTE: You can add up to 10 automations.



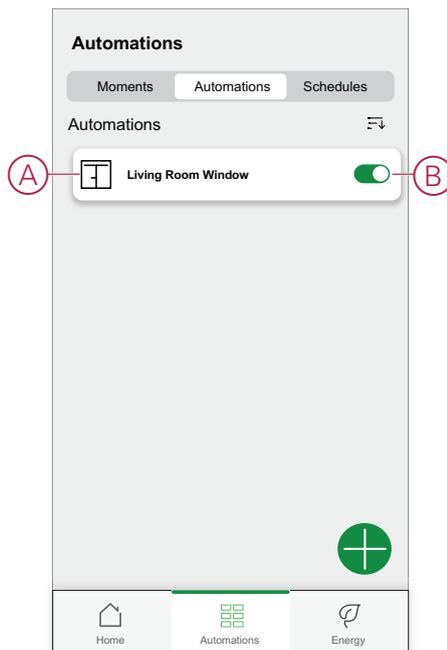
Deleting an automation

Using the Wiser app, you can delete the automation. Follow the steps to delete the automation:

1. On the Home page, tap  icon.
2. Tap **Automations** (tab) and find your automation.
3. Tap automation **Living Room Window** (A).

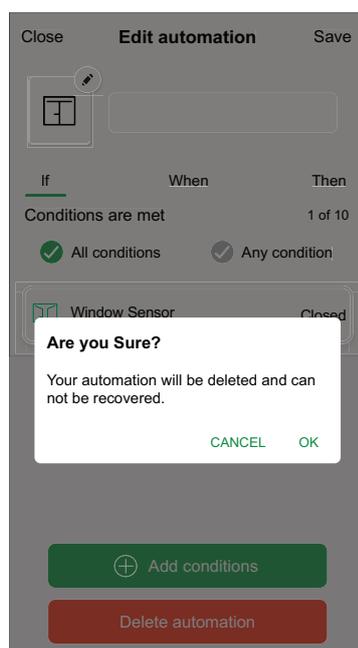
NOTE: Living Room Window is an example of automation. You can name your automation based on your preferences.

TIP: You can enable or disable the automation by tapping the toggle switch (B).



4. Tap **Delete automation > OK**.

TIP: On the **Edit automation** page, you can also rename and change the icon of your automation.



Example of an automation

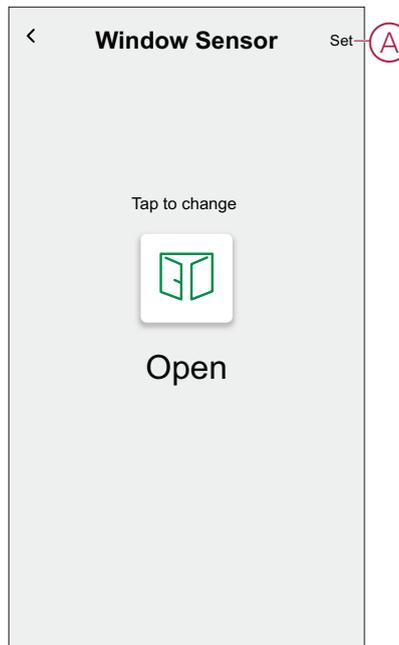
This demonstration shows you how to create automations that switch off the room heater when the window is open and switch it on at 23 °C when the window is closed.

NOTE: It is mandatory to create two automations. First, switch off the room heater when the window is open. Second, switch on the room heater at 23 °C when the window is closed. **The room heater will not be switched off by itself unless you create first automation.**

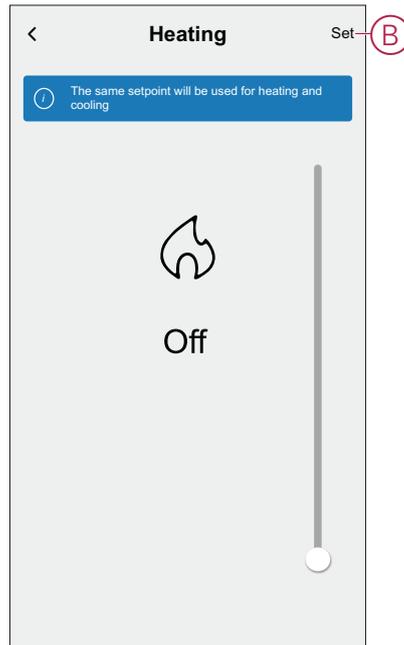
Follow the steps to create automation:

1. On the Home page, tap  icon.
2. Tap **Automations** >  icon.
 - **First Automation**
 - Tap **Condition** > **Add a condition** and find your sensor from the list of devices on the Home page.

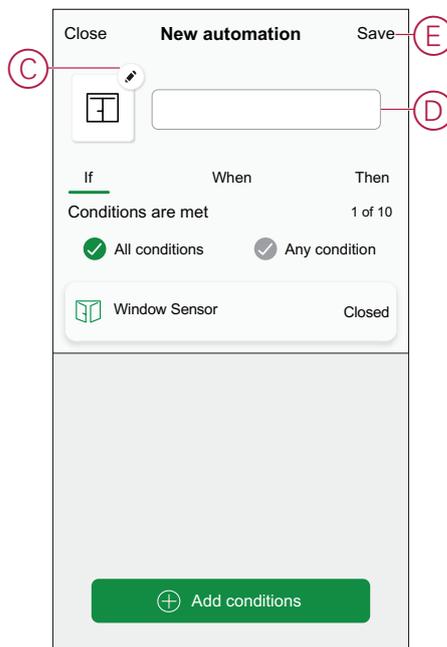
NOTE: Additionally, you can also locate the sensor from the available rooms.
 - Tap **Window Sensor** > **Open** > **Set (A)**.



- Tap **Action > Control a device** and go to the room tab on the Home page where heater is installed.
- Tap **Heating > Setpoint** and adjust the vertical sliding bar to switch it off and tap **Set** (B).



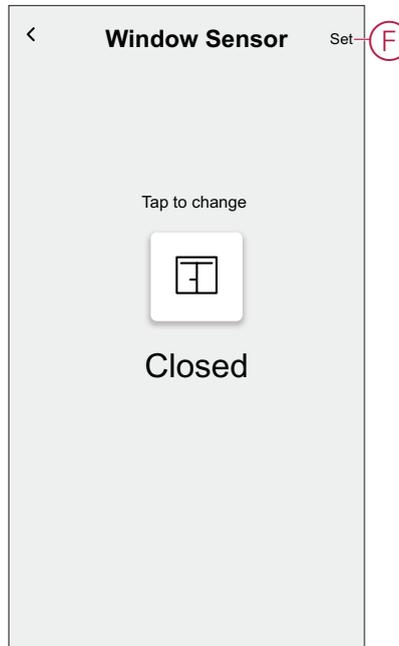
- You can choose the cover image that best represents your automation by tapping  icon (C).
- Enter the name of the automation (D) and tap **Save** (E).



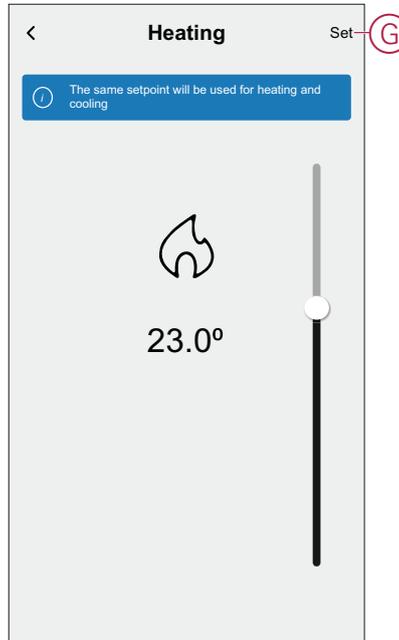
NOTE: Once the automation is saved, it is visible on the Automation tab. You can tap the toggle switch on the automation to enable it.

– Second Automation

- Tap **Condition > Add a condition** and find your sensor from the list of devices on the Home page.
- Tap **Window Sensor > Closed > Set (F)**.



- Tap **Action > Control a device** and go to the room tab on the Home page where heater is installed.
- Tap **Heating > Setpoint** and adjust the temperature at 23 °C on the vertical sliding bar and tap **Set (G)**.



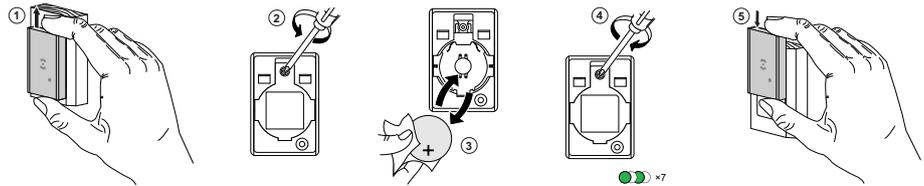
- Enter the name of the automation and tap **Save**.
Once the automation is saved, it is visible on the Automation tab. You can tap the toggle switch on the automation to enable it.

Replacing the batteries

To replace the batteries:

1. Remove the primary part from the base plate by sliding it upwards.
2. Unscrew the battery cover using a screwdriver.
3. Replace the battery with the proper polarity.
4. Re-install the battery cover and tighten the screw using a screwdriver.
5. Install the primary part on the base plate by sliding it down.

IMPORTANT: Dispose used batteries, as per statutory regulations.



LED Indications

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks amber, 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 sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off. 

Battery level

LED Indication	Status
LED blinks amber once per minute. 	The battery is low (< 10%), replace the battery, page 28. NOTE: A notification pop-up will appear on the app.

Identifying the device

LED Indication	Status
LED blinks green. 	Sensor is connected to the Wiser Hub . NOTE: This function is initiated from the app to identify the sensor.

Troubleshooting

Symptom	Possible cause	Solution
The sensor triggers the automation/schedule, but does not show the status on the app.	The sensor may be undergoing an over-the-air (OTA) firmware update.	Wait for the firmware update to complete and then check that the sensor is reporting status. NOTE: The firmware update runs in the background.
LED blinks orange.	The sensor battery is low or drained.	Replace the sensor battery, page 28 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
Communication protocol	Zigbee 3.0 certified

Compliance

Compliance information for Green Premium products

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General information about Green Premium products

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

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

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