Wiser Window and Door Sensor

Device user guide

Information about features and functionality of the device.

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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.

Wiser Window/Door Sensor



CLP591011

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.

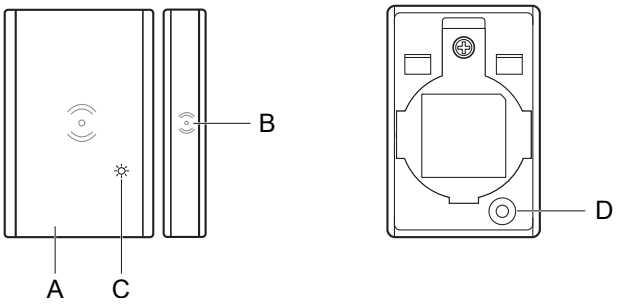
When the sensor is connected to the **Wiser Hub** and the window/door is opened or closed, the primary part directly reports the change to the app via **Wiser Hub**.

Features of the sensor:

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

Operating elements

A. Primary part (sensing circuit)
B. Secondary part (magnet)
C. Status LED
D. Function key



Installing the device

Refer to the installation instruction supplied with this product.

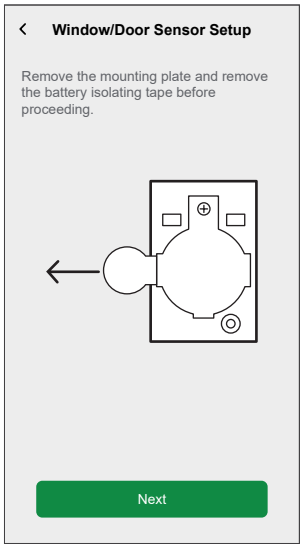
See Wiser Window/Door Sensor.

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.**

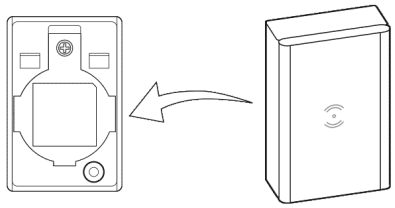
Pairing the device

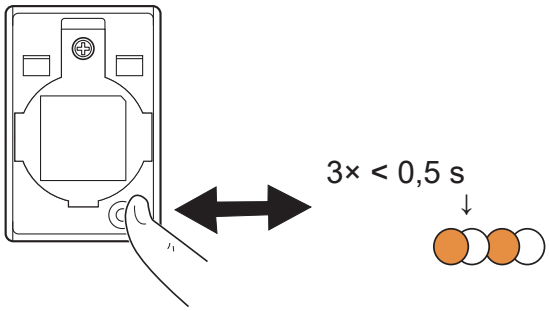
Using the Wiser Home app, pair your sensor with the Wiser system to access and control the sensor.
Follow the steps to pair the sensor:

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.



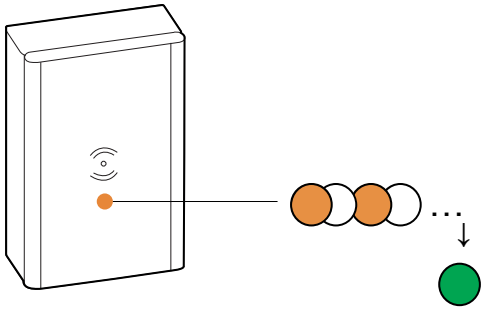
4. Short press the function key three times (< 0,5 s).
   The LED blinks amber.



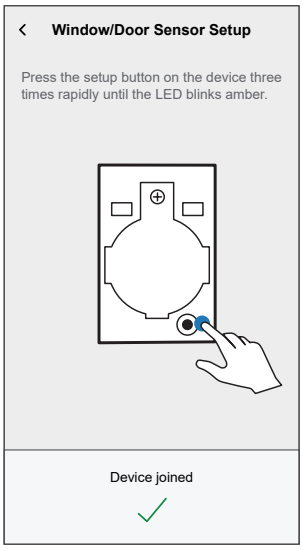


5. Wait for a few seconds until the sensor LED turns green.

   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 11.
   - In operation mode "**Door**," the Homepage displays a door sensor. For more information, refer to chapter Selecting the operating mode, page 11.

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

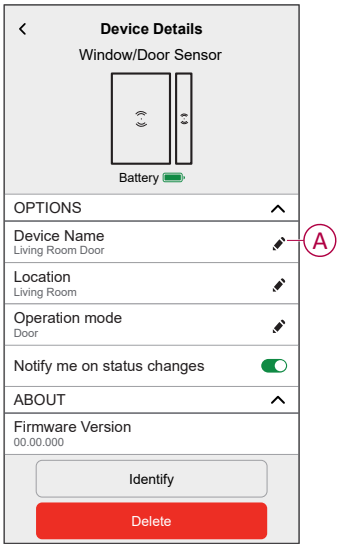
Configuring the device

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).

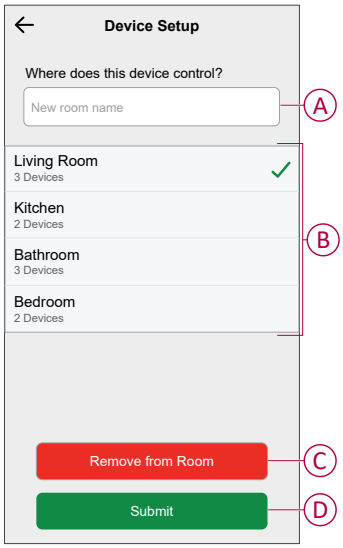
   TIP: Additionally, you can rename the sensor by tapping on the Home page **Window/Door Sensor > Device settings > Device Name** (A).



Setting the device location

You can change the device location using Wiser Home app (such as bedroom, living room, dining room etc.).

1. On the Home page, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location** to open setup page.
4. On setup page, you can enter **New room name** (A) or select an existing room from the list (B).



TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

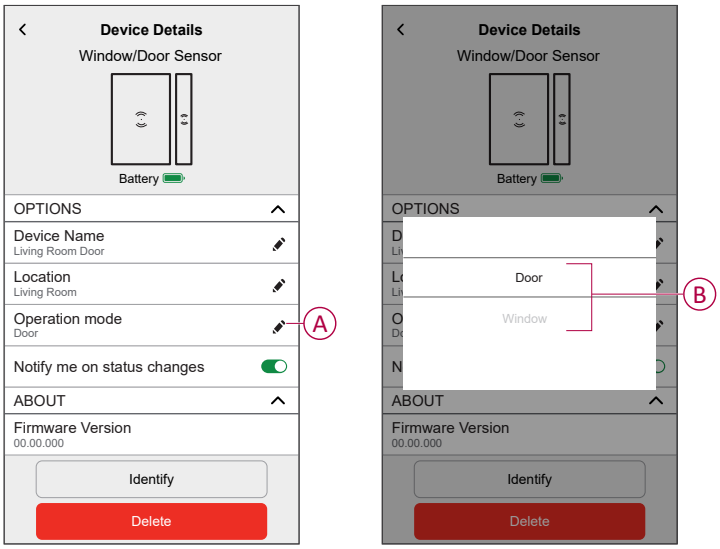
5. Once changes are done, tap **Submit** (D).

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:

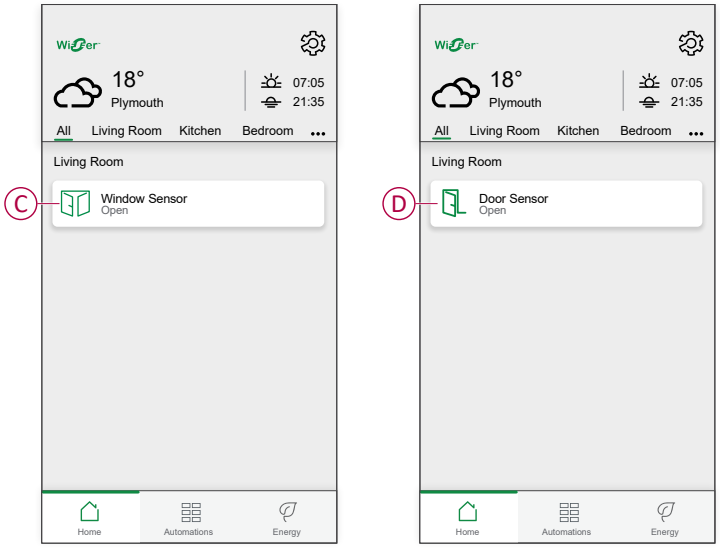
1. On the Home page, tap  icon.
2. Tap **Devices > Window/Door Sensor > Operation Mode** (A) to select one of the following option (B):
   - **Window**
   - **Door**

   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).



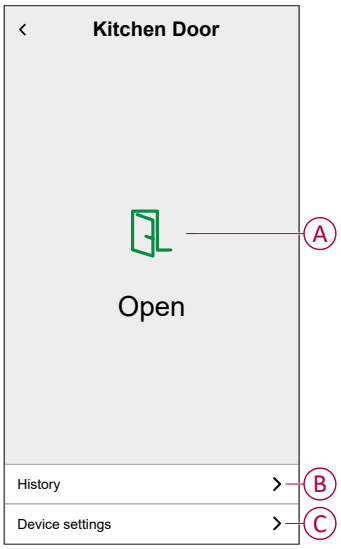
Using the device

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

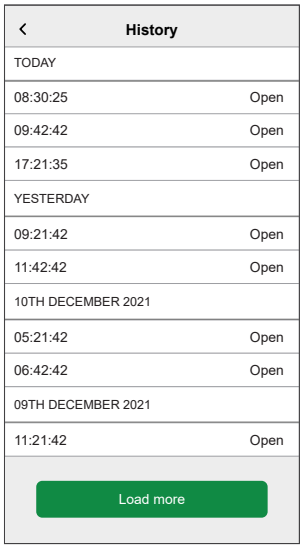
Using the Wiser Home app, you can view the sensor's history, which provides information about when the window/door was open. The sensor records each event and stores it in the cloud.

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 15.



Setting device notification

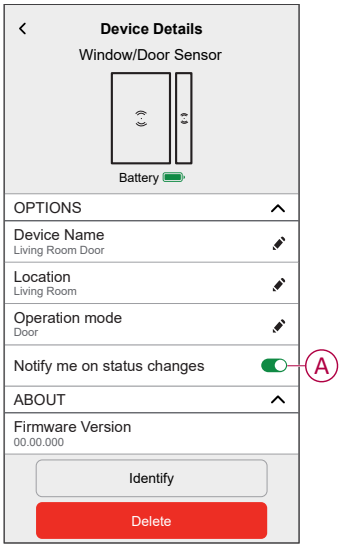
Using the Wiser Home app, you can enable or disable the sensor notification. Follow the steps to enable or disable the sensor notification:

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:

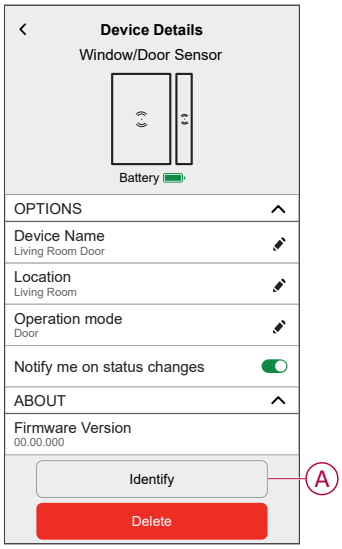
1. On the Home page, tap icon.

   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**.



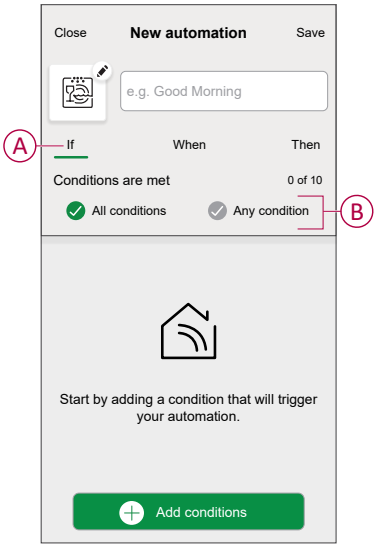
Automation

An automation allows you to trigger an action automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

Creating an automation

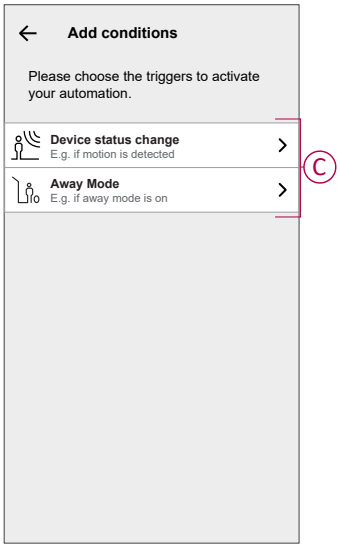
1. On the **Home** page, tap .
2. Go to **Automation** > to create an automation.

   NOTE: Max. 10 automations can be added.
3. Tap **If** (A) and select any of the following conditions (B):
   - **All conditions**: This triggers an action only when all conditions are met.
   - **Any condition**: This triggers an action when at least one condition is met.

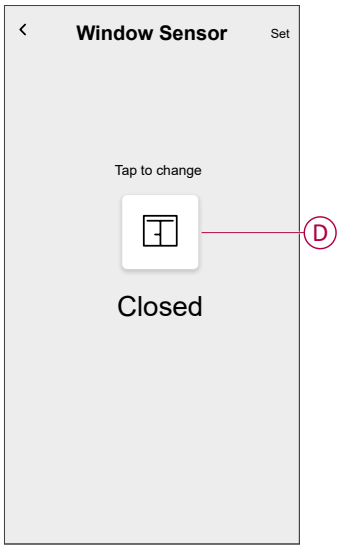


4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

     TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information refer to Away mode.



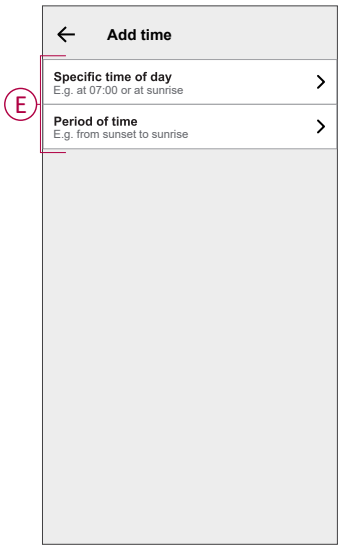
5. Tap **Device status change** > **Window Sensor** or **Door Sensor** and tap (D) to set the state:
   - **Open**: when the window/door is opened.
   - **Closed**: when the window/door is closed.



NOTE:

- In operation mode "**Window**," the Homepage displays a window sensor. For more information, refer to chapter Selecting the operating mode, page 11.
- In operation mode "**Door**," the Homepage displays a door sensor. For more information, refer to chapter Selecting the operating mode, page 11.

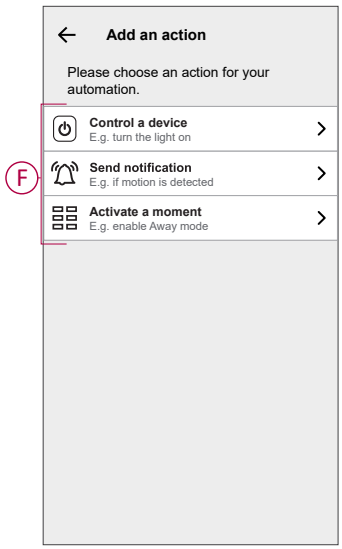
6. Tap **Set**.
7. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (E):
   - **Specific time of day: Sunrise, Sunset, Custom**
   - **Period of time: Daytime, Night time, Custom**



NOTE:

- Max. 10 entries can be added.
- To remove a specific time, swipe left and tap .

8. To add an action, tap **Then** > **Add an action** and select any of the following (F)**:**
   - **Control a device**: select a devices that you want to trigger.
   - **Send notification**: turn on the notification for the automation.
   - **Activate a moment**: select the moment that you want to trigger.

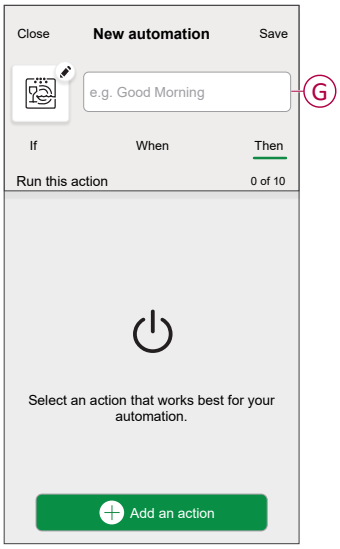


NOTE:

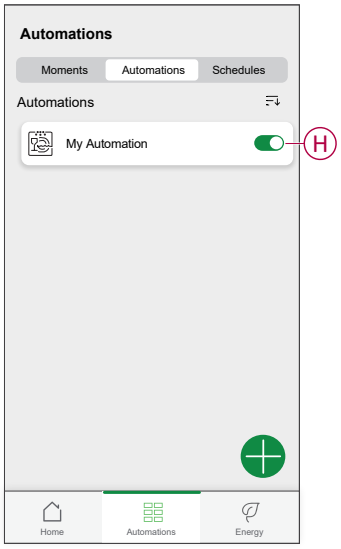
- Max. 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

9. Enter the automation name (G).

   You can choose the cover image that represents your automation by tapping .



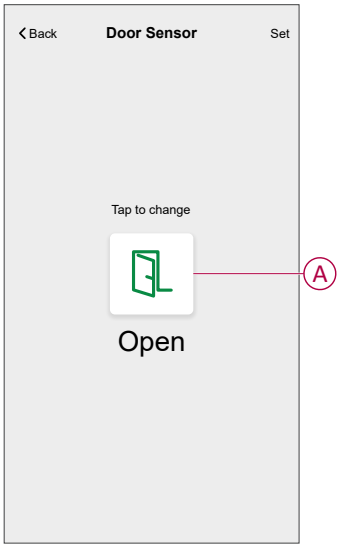
10. Tap **Save**.
    Once the automation is saved, it is visible on the **Automation** tab.
    Using the (H) you can enable and disable the automation.



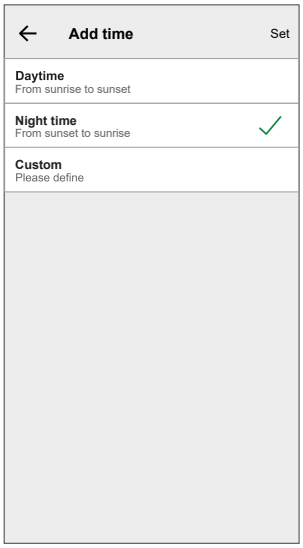
Example of an automation

This demonstration shows you how to create an automation to turn on the light switch when the Door is open during Night time.

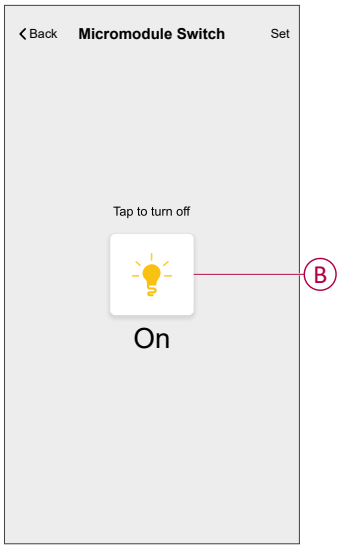
1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Door Sensor**, tap (A) to **Open**, then tap **Set**.



3. Read the information and tap **OK**.
4. To set the time, tap **When** > **Add time** > **Period of time** > **Night time** > **Set**.

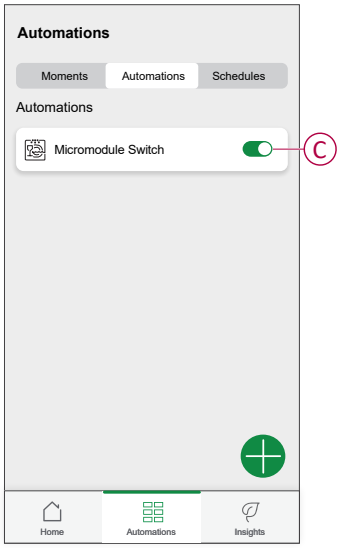


5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Micromodule Switch**, tap (B) to turn on, then tap **Set**.



6. Read the information and tap **OK**.
7. Enter the name of the automation.

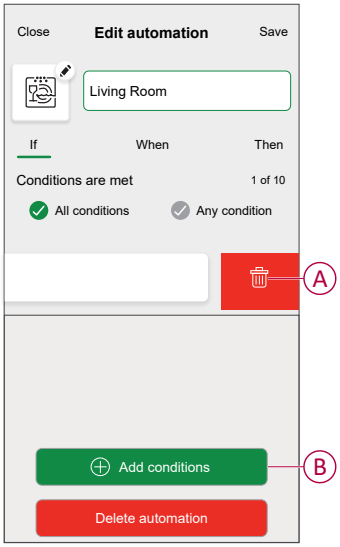
   TIP: You can choose the cover image that represents your automation by tapping .
8. Tap **Save**.
   Once the automation is saved, it is visible on the **Automation** tab.



NOTE: You can enable or disable automations on the **Automation** tab by using (C).

Editing an automation

1. On the **Home** page, tap **Automations**.
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** page, you can perform following changes:
   - Change the icon.
   - Rename the automation.
   - Tap each condition to change the settings.
     - To remove a condition, slide the condition towards left and then tap (A) to delete it.
     - Tap ⊕ **Add conditions** (B) to add new condition.

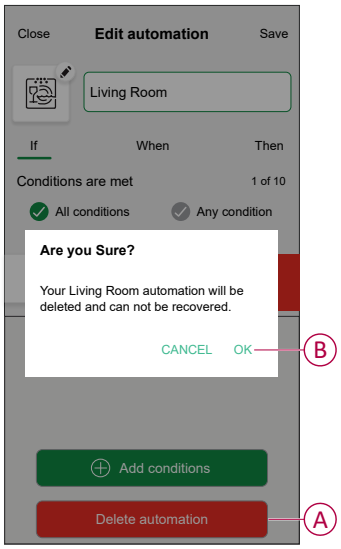


4. Tap **Save** , to save the changes.

Deleting an automation

1. On the **Home** page, tap **Automations**.
2. Go to **Automation**, tap the automation you want to delete.

3. On the **Edit automation** page, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Replacing the batteries

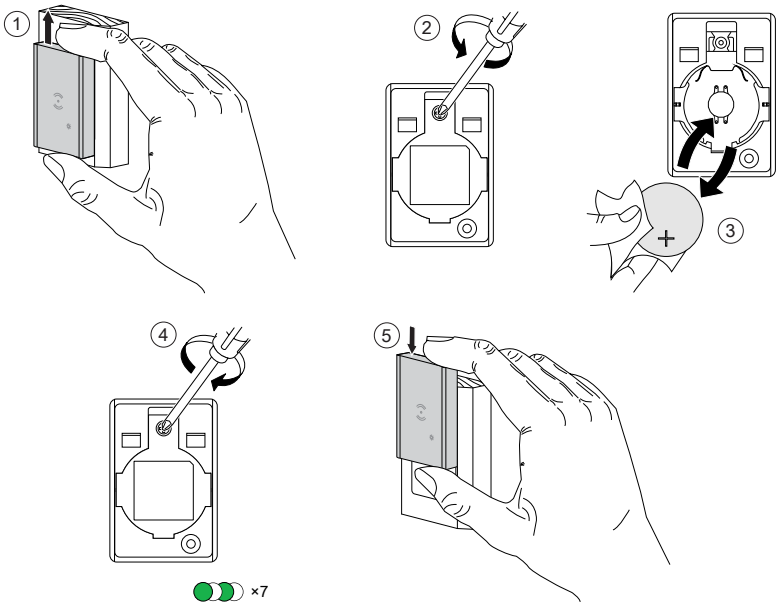
To replace the batteries:

1. Remove the primary part from the base plate by sliding it upwards.
2. Unscrew the battery cover using a screwdriver.

   NOTE: The screw is captive, after unscrewing from the primary part it remains attached to the cover.
3. Replace the battery with the proper polarity.
4. Re-install the battery cover and tighten the screw using a screwdriver.

   The LED blinks green seven times and then stops blinking.
5. Install the primary part on the base plate by sliding it down.

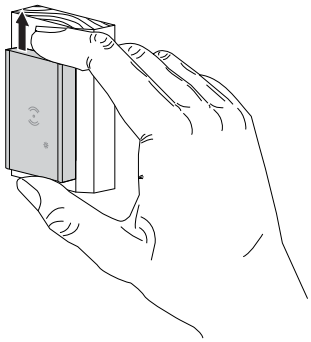
   IMPORTANT: Dispose used batteries, as per statutory regulations.



Resetting the device

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

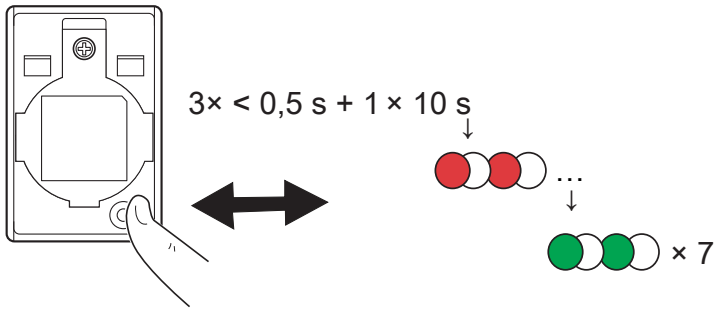
1. Remove the primary part from the base plate by sliding it upwards.



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.

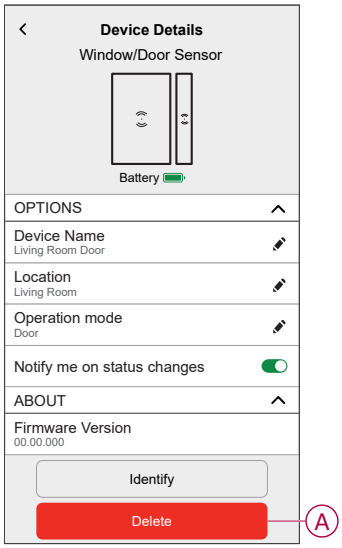


Removing the device

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 25.

LED Indications

Initial Stage

Action	LED Indication	Status
Green LED blinks 7 times (1 Hz)	→ **(7x)** →	After the sensor is powered On for the first time or after the batteries were replaced.

If not paired yet

Action	LED Indication	Status
Amber LED blinks (1 Hz)	→ **(2 min)** → → **(3 sec)** →	Indicates the pairing mode after function key is pressed 3 times within 1 second. If pairing is not successful, the amber LED is On for 3 seconds and then turns Off.
Green LED is On for 3 seconds	→ **(3 sec)** →	Pairing was successful.

If already paired

Action	LED Indication	Status
Green LED blinks 5 times (1 Hz)	→ **(5x)** →	The sensor is paired and connected.
An amber LED blinks for three seconds (4 Hz)	→ **(3 sec)** →	The sensor is paired, but disconnected.

Reset - After pressing the function key 3 times within 0.5 seconds and then hold for 10 seconds

Action	LED Indication
The red LED blinks for 10 seconds, remains on for 3 seconds, and then turns off. The sensor then restarts and blinks green for a few seconds.	→ **(10 sec)** → → **(3 sec)** → →

Battery level

LED Indication	**Status**
LED blinks orange once per minute.	The battery is low (< 10%), replace the battery, page 24. **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 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 24 **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

RCM	
Safety	IEC 60730-2-9
EMC	EN IEC 60730-2-9
Radio	EN 300 328
EMR	EN 62479

Compliance

Compliance information for Green Premium products

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

https://checkaproduct.se.com/

General information about Green Premium products

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

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

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DUG_Window/Door Sensor_WHP-00