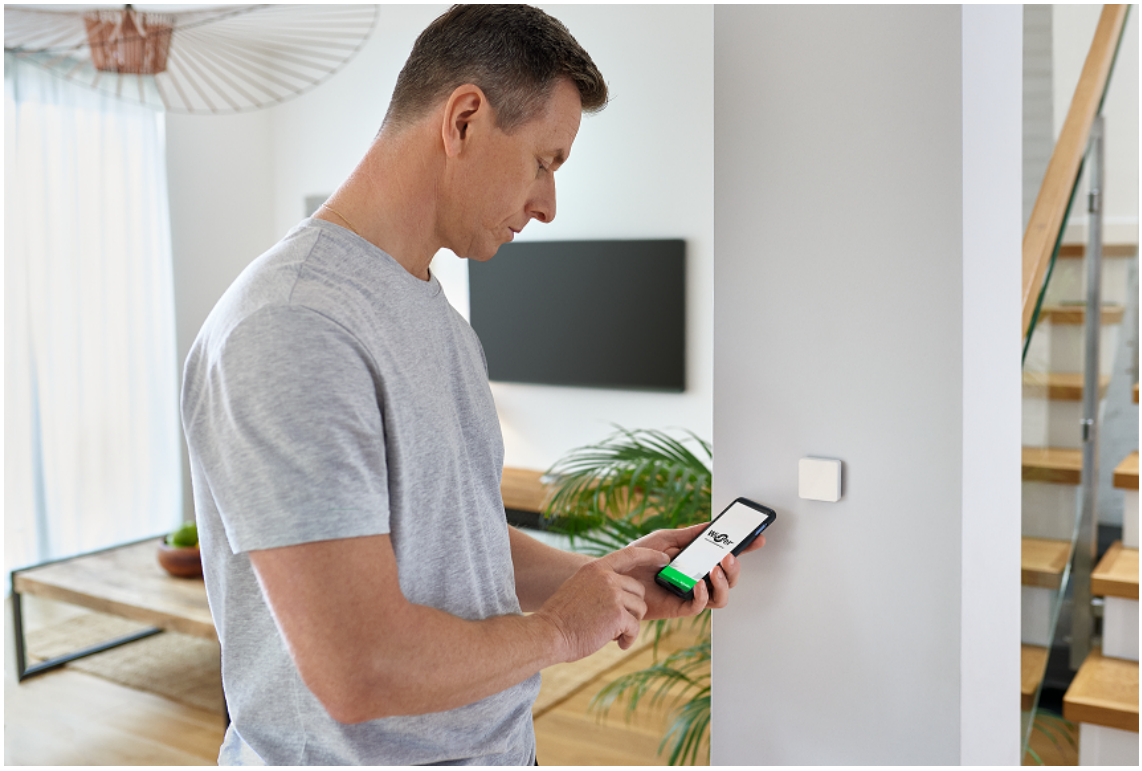
Wiser Temperature/Humidity Sensor

Device user guide

Information about features and functionality of the device.

06/2024

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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 Temperature/Humidity Sensor



CLP593011

About the device

The Wiser Temperature/Humidity sensor (hereinafter referred to as **sensor**) combines two sensors in one unit. The sensor measures temperature and humidity in the environment where the sensor is installed. When the sensor is connected to the **Wiser Hub**, it reports the temperature and humidity data to the **Wiser Hub**.

The sensor triggers other Wiser devices (such as turning on an air conditioner if the temperature is high or turning on an exhaust fan if the humidity is high) through automation.

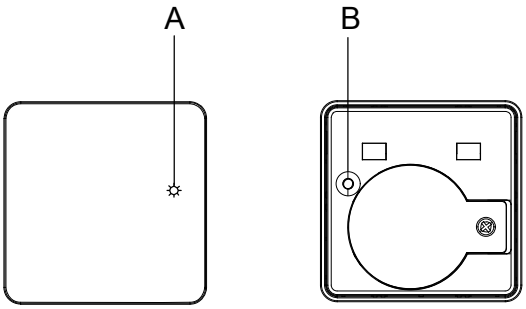
Features of the sensor:

- Detect temperature and humidity in the environment and passes the information to the **Wiser Hub**.
- Sends the battery level and offline device status information to the **Wiser Hub**.

Operating elements

A. Status LED

B. Function key



Installing the device

Refer to the installation instruction supplied with this product.

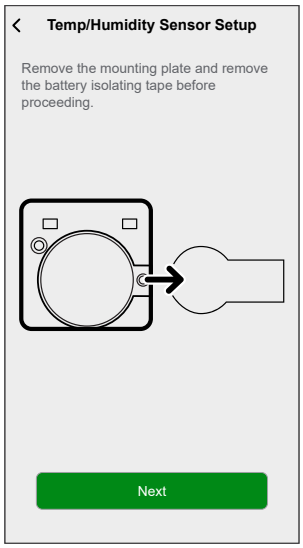
See Wiser Temperature Humidity Sensor.

NOTICE
EQUIPMENT DAMAGE Do not install the sensor in a place where there is strong sunlight or wind (for example, close to the ventilation). **Failure to follow these instructions can result in equipment damage.**

Pairing the device

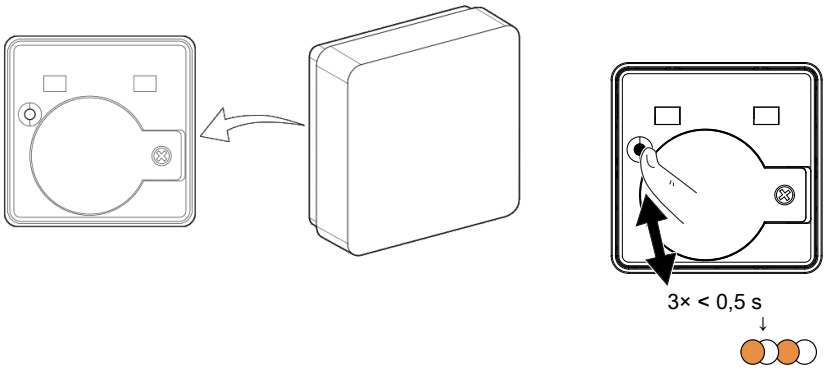
Using the Wiser Home app, you can pair your sensor with the **Wiser Hub** to access and control the sensor.

1. On the Home page, tap .
2. Tap **Devices >** **>Climate**.
3. Tap **Temperature/Humidity Sensor > Next**.
   The next screen shows the sensor joining process.



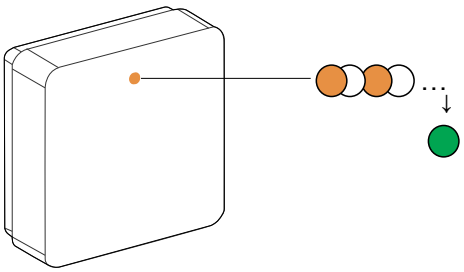
4. Short press the function key 3 times (< 0,5 s).

   The LED blinks amber.

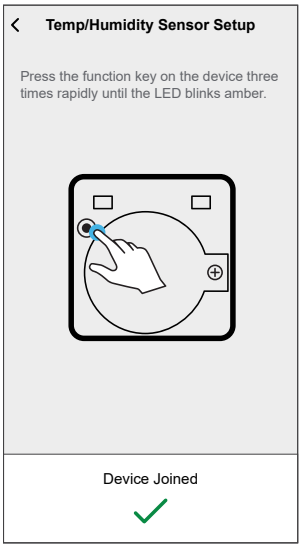


5. Wait for a few seconds until the sensor LED turns green.

   TIP: The stable green LED on the sensor shows that it is successfully connected 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. Ensure that the first battery cover is securely fastened, then install the sensor on the baseplate. For more information, refer to the installation instruction.
7. Tap **Next** to enter the sensor name.
8. Tap **Next** to assign room location and then tap **Submit**.

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

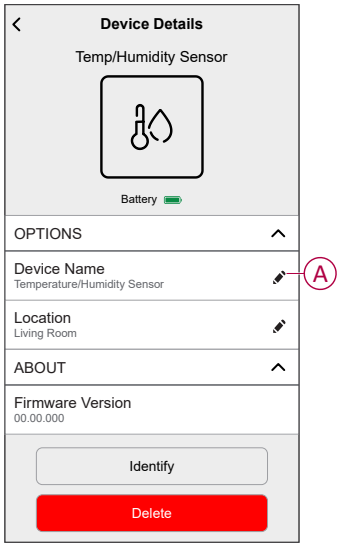
Configuring the device

Renaming the device

Using the Wiser Home app, you can rename the sensor.
To rename the sensor:

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

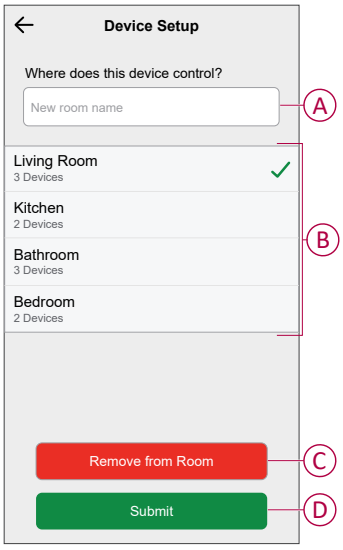
   TIP: Additionally, you can rename the sensor by tapping on the Home page **Temperature/Humidity Sensor > Device settings > Device Name** (A).



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).

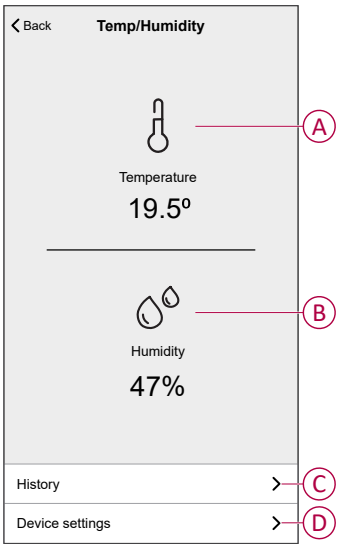
Using the device

The Control Panel of the sensor allows you to view the real-time temperature and humidity values.

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

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

- The current temperature value (A)
- The current humidity value (B)
- History (C)
- Device settings (D)



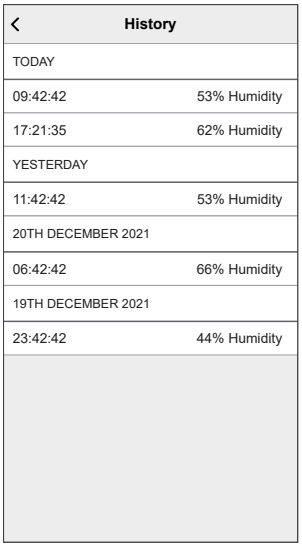
Checking the device history

Using the Wiser Home app, you can view the sensor's history which displays room temperature and humidity values recorded as an event. The sensor records each event and stores it in the cloud.

NOTE: If the cloud connection is lost, the sensor's history page will not display the temperature and humidity values.

To view the sensor history:

1. On the Home page, tap **All > Temperature/Humidity Sensor**.
2. On the device control panel page, tap **History**.



Identifying the device

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

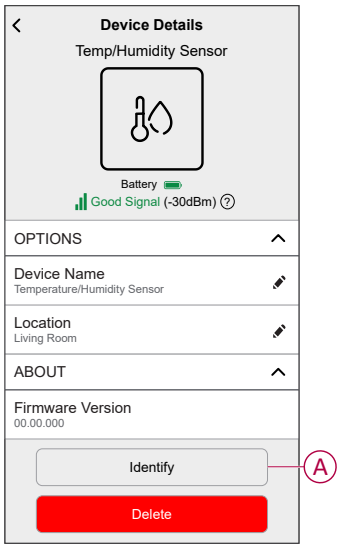
1. On the Home page, tap .

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

2. Tap **Devices > Temperature/Humidity Sensor > Identify** (A).

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

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



Automation

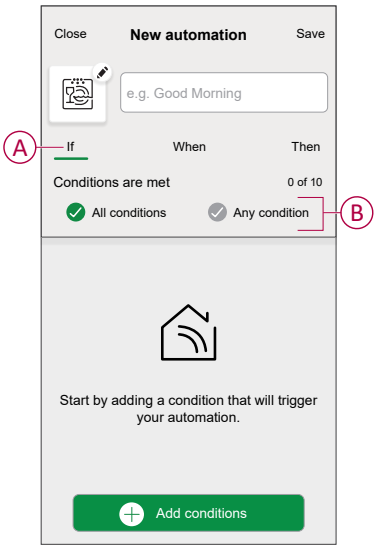
An automation allows you to trigger an action automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs. This example demonstrates how a device works when the condition is met.

Creating an automation

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.
To create an automation:

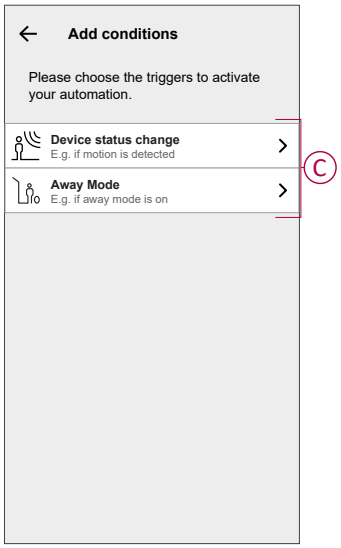
1. On the **Home** page, tap .
2. Go to **Automation** > to create an automation.

   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.

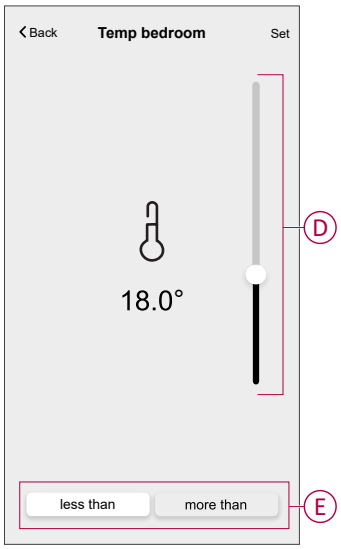


4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

     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.



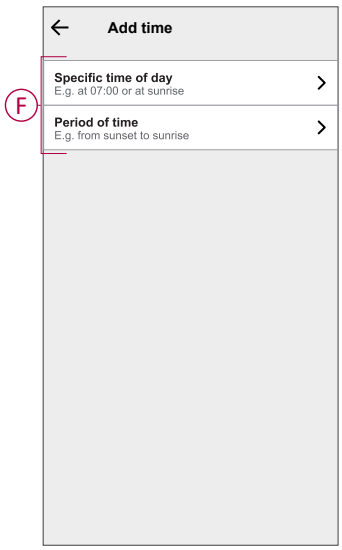
5. Tap **Device status change** > **Temperature/Humidity Sensor** > **Temperature**, Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.



NOTE:

- Max. 10 conditions can be added.
- To remove an added condition, swipe left and tap .

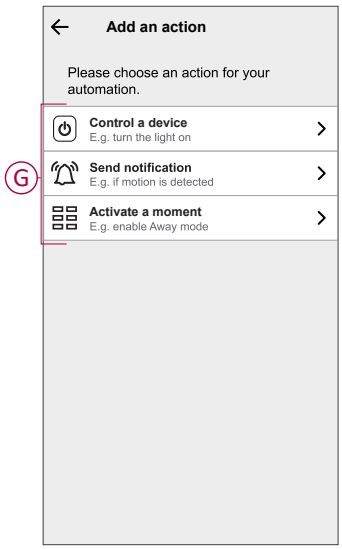
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):
   - **Specific time of the day: Sunrise, Sunset, Custom.**
   - **Period of time: Daytime, Night time, Custom.**



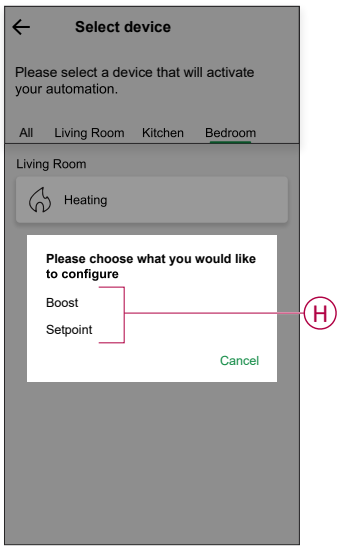
NOTE:

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

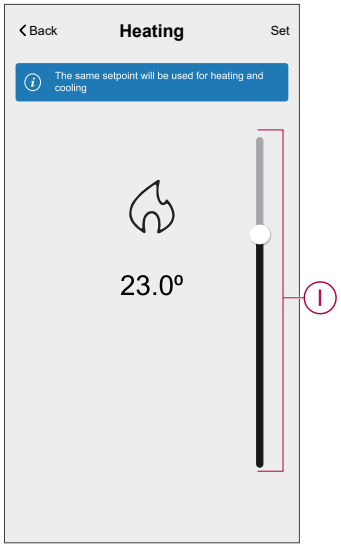
7. To add an action, tap **Then** > **Add an action** and select any of the following (G)**:**
   - **Control a device**: Select a devices that you want to trigger.
   - **Send notification**: Turn on the notification for the automation.
   - **Activate a moment**: Select the moment that you want to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



8. Tap **Control a device** > **Heating** and select any of the following (H):
   - **Boost**: Set the duration to increase the temperature by 2° C.
   - **Setpoint**: Set the desired temperature.



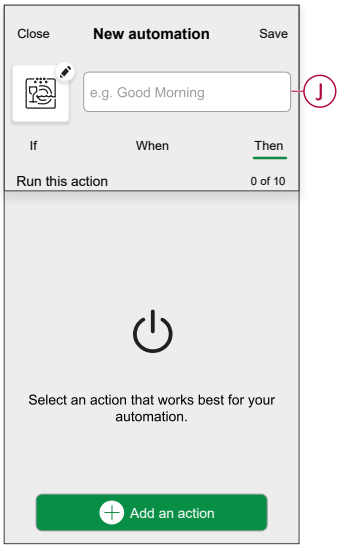
9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.



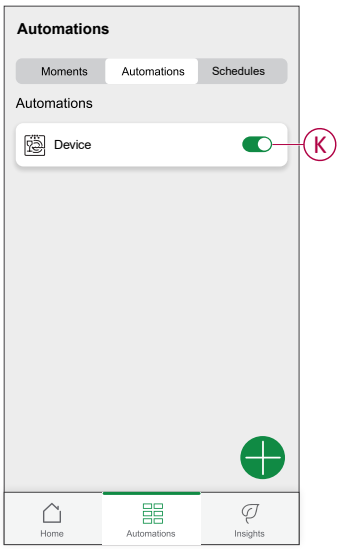
NOTE:

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

10. Enter the automation name (J).
    You can choose the cover image that represents your automation by tapping .



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

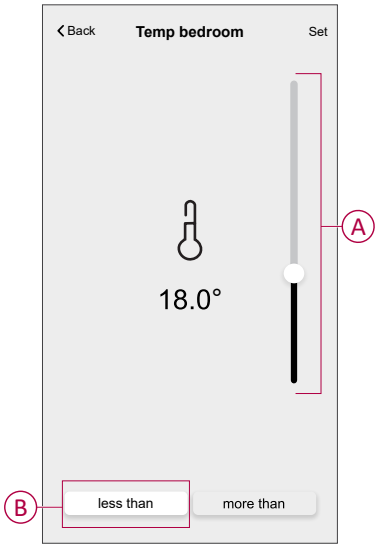


Example of an automation

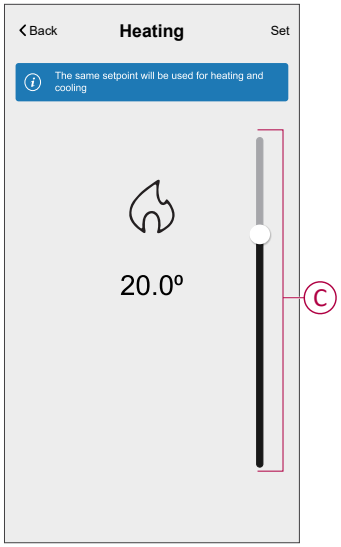
This demonstration shows you how to create an automation to turn on the Heating to 20 °C when the temperature is less than 18 °C.

NOTE: It is mandatory to create two automations. First, switch on the heater at 22 °C when the room temperature is at 17 °C or lower. Second, switch off the heater when the room temperature is at 25 °C or above.
The room heater will not turn off automatically until you create another automation.

1. Go to **Automation** > ⊕ to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.
3. Set the temperature as 18 °C (A) and the condition as **less than** (B) and tap **Set**.



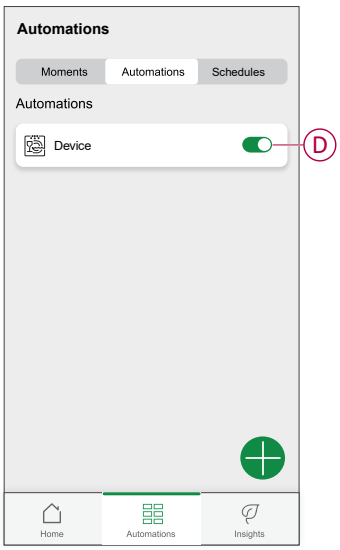
4. Read the information and tap **OK**.
5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Heating** > **Setpoint**. Set the temperature to 20 °C (C), then tap **Set**.



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 .

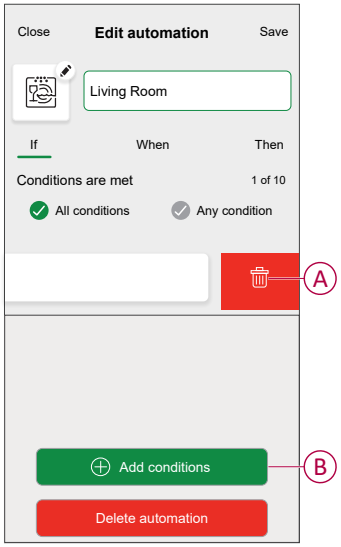
8. Tap Save.
   Once the automation is saved, it is visible on the Automation tab.



NOTE: You can enable or disable saved automations on the **Automations** tab by using (D).

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.

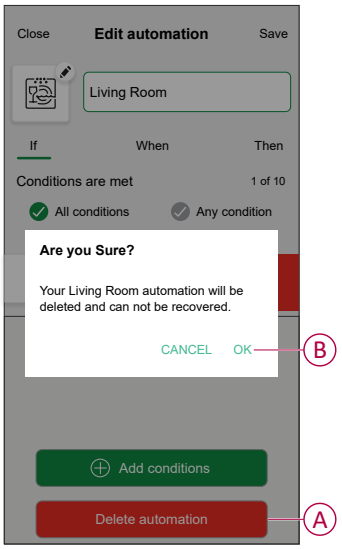


4. Tap **Save** , to save the changes.

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).



Removing the device

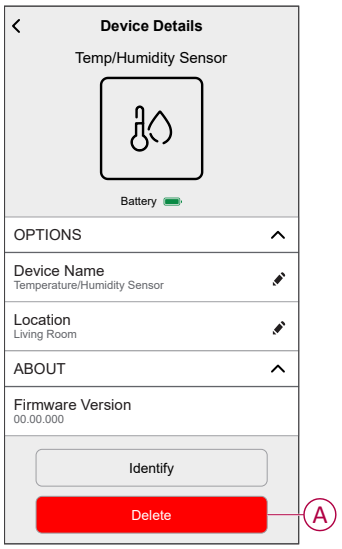
Using the Wiser Home app, you can remove the sensor from the Wiser system. To remove the sensor:

1. On the Home page, tap .

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

2. Tap **Devices > Temperature/Humidity Sensor > Delete** (A).

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



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

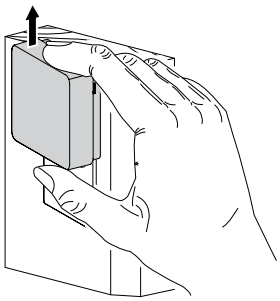
   NOTE:

   - 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 23.

Resetting the device

You can reset the sensor to factory default manually.

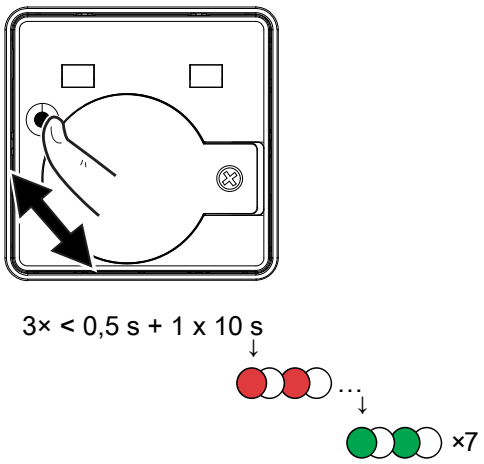
1. Remove the sensor from the base plate by sliding it upwards.



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.



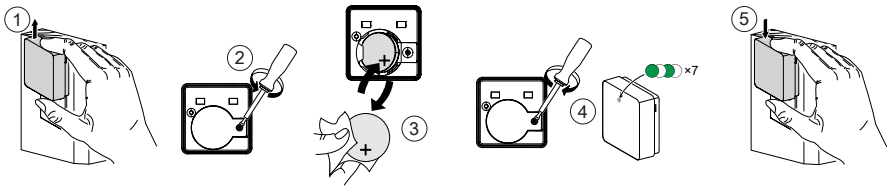
Replacing the battery

1. Remove the sensor 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 sensor on the base plate by sliding it down.

   NOTE: Dispose used batteries, as per statutory regulations.



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 amber 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 amber.	The sensor battery is low or drained.	Replace the battery in the device, 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
Temperature accuracy	±1.5 °C
Temperature resolution	0.1 °C
Relative humidity	10 % to 95 %
Humidity accuracy	±5 %
Dimensions (H x W x D)	45 x 45 x 17.2 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_Temperature and Humidity Sensor_WHP-00