

Wiser™ KNX

Application User Guide

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Wiser KNX system

The Wiser KNX system offers a robust, convenient, and scalable solution for controlling your KNX installation.

You can use it in combination with the new Wiser KNX app (if available in your country). Wiser KNX app allows you to control and monitor your KNX devices from anywhere where the Internet is available.

The Wiser for KNX logic controller (LSS100100) is a multi-protocol logic controller that allows you to visualize your KNX installation, control your KNX devices, and create advanced logic to get a complete custom user experience.

Wiser KNX app availability

The Wiser KNX app is currently only available in the following countries:

- Germany
- France
- Spain
- Italy
- Sweden

Additional countries will be added periodically.

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.

Mounting the hardware

Requirements for a Wiser KNX system and the use of the Wiser KNX app, necessary considerations before installing the devices.

Requirements

To use the Wiser KNX app, you need at least the following devices and conditions:

Wiser for KNX controller (LSS100100)

IMPORTANT: Make sure that your controller has a hardware version newer than 2.0 and that the installed firmware version is 2.8.0 or higher.

The Wiser for KNX controller handles the visualization of the KNX devices in the installation and enables communication with the Wiser KNX app.

KNX project and a running installation

All KNX devices must be installed and configured through the ETS application or Schneider's eConfigure easy commissioning tool. This has to be done by a qualified system integrator or electrician.

Internet access for the controller

To operate the KNX and Wiser wireless devices, you do not need an Internet connection; however, to use the Wiser KNX mobile app, your Wiser for KNX controller needs to be connected to the Internet via your router.

Supported devices

For more information about the supported devices in the application, please read *Supported devices*, page 10.

Smartphone

Devices with iOS version 11 and higher.

Devices with Android version 10 and higher.

Wiser KNX app

For more information, please read *Installing the Wiser KNX app*, page 40.

A valid e-mail address

To set up your Wiser KNX app, you will need to register an account at Schneider Electric with a valid e-mail address.

IMPORTANT: If you already have an existing account (from the previous Wiser for KNX app), use it for the new Wiser KNX app.

Mounting the Wiser for KNX controller

Install your Wiser for KNX controller in the low voltage electrical cabinet. It is powered by a 24 V power supply and connected to the KNX network through twisted pair (TP) cables or IP.

Connect the controller to the Internet router so that you can control it through the Wiser KNX app.

Please check the instruction sheet available here (<https://www.go2se.com/ref=LSS100100>) for detailed information on how to mount the Wiser for KNX controller.

Supported devices

As an open standard for home automation, KNX guarantees the interoperability of the devices independently of the manufacturer.

To be able to control the devices in the KNX installation from the Wiser KNX app, the KNX devices need to be installed and configured in the KNX project by the system integrator.

Once the installation is ready, the system integrator creates a widget based visualization with the KNX devices in Touch application. This will later be converted into the visualization in the Wiser KNX app (as explained in the chapter [Creating Touch 3 visualization](#) , page 14).

Prepare your Wiser for KNX controller

If you want to connect with the Wiser KNX app, you have to enable your Wiser for KNX controller for cloud communication.


To do so, you need to update the firmware in your controller to version 2.8.0 or higher. The Cloud Connector and KNX IoT 3rd Party API applications will be automatically installed. You **have to enable** both of them.


NOTE: We recommend you to allow the automatic updates of both above mentioned applications so that you do not miss any new feature or improvement. You have to connect your controller to the Internet to be able to use the Wiser KNX app.

Wiser for KNX firmware update

1. Go to <https://www.se.com/ww/en/product/LSS100100/wiser-for-knx-logic-controller/>.
2. On the page, scroll down to the **Software and Firmware** section > click on the firmware file (version 2.8.0 or higher) that corresponds to your hardware version. It automatically downloads to your local repository.

NOTE: The Wiser KNX app is compatible with hardware version 2 or higher.

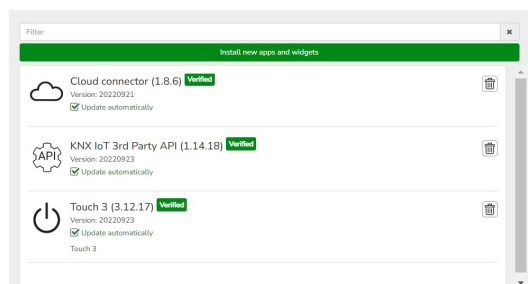
3. In your Wiser for KNX controller, access the **Configurator**  (accessible only with the Admin account).

4. Click  > **System** tab at the top left > **Upgrade firmware**.
5. In the pop-up window, click **Choose File** and select the file downloaded in step 2.
6. Click **Open** and update the firmware. Once done, your controller automatically reboots.

Cloud connector, KNX IoT 3rd Party API and Touch 3 installation

Firmware 2.8.0 (or higher) automatically installs the Cloud connector, KNX IoT 3rd Party API, and Touch visualization applications in the controller together with a new feature that allows the automatic update of the applications.

It is highly recommended that you enable automatic updates. Then you do not have to manually update the applications in the Wiser for KNX Marketplace in the future.



Check and enable Cloud connector and KNX IoT 3rd Party API

Open the Cloud connector and enable it.

The icon shows the status of the application:



Connected



In the connection process



Not able to connect



Disabled

Open the KNX IoT 3rd Party API application and enable it for cloud connection.

The icon shows the status of the application:

- Green icon of the cloud or network – remote or local access to the KNX IoT 3rd Party API is enabled.
- Red icon of the cloud or network – remote or local access to the KNX IoT 3rd Party API is disabled.



Before you install Wiser KNX app

The following chapters guide you through the setup of your Wiser KNX app, once the following requirements have been met:

- **Running KNX installation.** The KNX devices have been installed and set up by a system integrator or electrician using ETS application or Schneider's eConfigure commissioning tool.
- **Wiser for KNX controller installed.** The controller fulfills the hardware and firmware requirements mentioned in chapter *Prepare your Wiser for KNX controller*, page 11. The controller has been properly set up, the KNX project has been imported into the controller.
For detailed information please refer to the Wiser for KNX's user guide available at <https://www.go2se.com/ref=LSS100100>.
- **Touch visualization created.** Touch 3 is a widget based visualization that provides easy control of the KNX devices in the installation. In a few steps, the system integrator creates the building structure (floor and rooms), and then he adds specific widgets and selects the required KNX group objects depending on the function the widget is controlling. Once created, widgets will automatically generate the visualization in the Wiser KNX app.
See more in *Devices*, page 14.

Additional widgets can always be added afterward the initial setup and will automatically be synchronized with the Wiser KNX app.

For detailed information on how to create the visualization in Touch and to configure the widgets, please refer to the instruction *Wiser for KNX, SpaceLYnk - How to create a widget based visualization in Touch 3* available at https://www.se.com/ww/en/download/document/AN002_105_SL/.

With Schneider's eConfigure commissioning tool, electricians without full KNX knowledge would be able to perform all steps above more easily with a single tool, as explained further in *Setting up with eConfigure KNX commissioning tool*, page 39.

Devices

You need to have a Touch 3 visualization for adding your devices and changing their parameters.

The system integrator creates a visualization according to your project. You can add other elements at any time later.

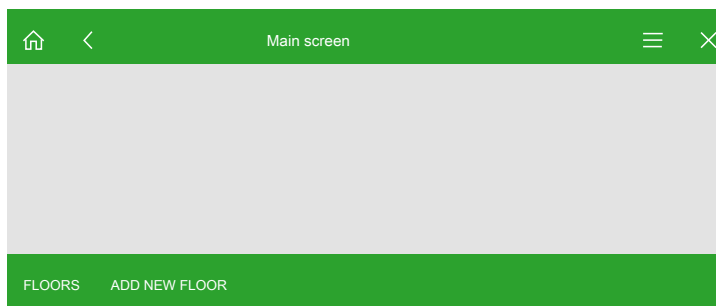
Creating Touch 3 visualization

Touch 3 is an application that allows you to control your KNX devices through a widget-based visualization. It also provides the inputs for the Wiser KNX app.



With Touch Config, the system integrator designs a visualization.

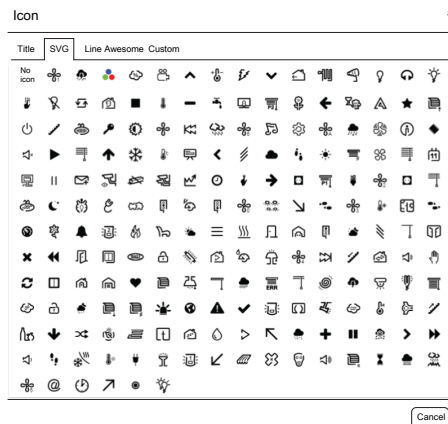
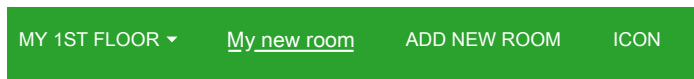
1. Download the Touch 3 app from the Marketplace (see [Cloud connector, KNX IoT 3rd Party API and Touch 3 installation](#) , page 11).
2. Open Touch Config which gets you to the visualization configurator's **Main screen**.



3. Click **Add new floor** and name your floor.
4. Continue with adding rooms. Click **Add new room** and name your room.



5. Click **Icon** and assign icons to your rooms.



Icons are categorized in several tabs: SVG, Title, Line Awesome, and Custom.

Each category has a different style. Custom icons can be uploaded.

6. Click **Add new widget** and add widgets to your rooms.



You can copy your rooms to make visualization deployment faster. You can copy rooms together with all widgets and paste them into any floor of your building. The room and widget styles keeps preserved. The KNX objects mapping have to be changed according to your installation.

Learn more on creating Touch 3 visualization: https://www.se.com/ww/en/download/document/AN002_105_SL/.

Widget configuration

You need to configure the widgets in the Touch application properly to be able to control your device through the Wiser KNX app. The following describes which widget to use for the required functionality and which mandatory parameters and group objects you need to configure.

Table

Lighting	Light switch Dimmer Dali RGB RGBW
Shutters	Blinds Vertical shutters with slats Horizontal shutters with slats
Climate	General switch AC switch Thermostat + mode + fan Thermostat VDC Electric underfloor heating
Energy	Socket
Safety	General alarm Smoke alarm Gas alarm Water leak alarm Multisensor Weather station
Security	Motion sensor

Light switch

Settings

General		Objects
Mandatory fields	Optional fields	Mandatory fields (per channel)
Title	Slider status wait time (s)	Switch object Status feedback object

NOTE: For easier handling in the application, it is better to assign each load its widget (instead of grouping multiple loads under one widget).

Widgets

Touch widget

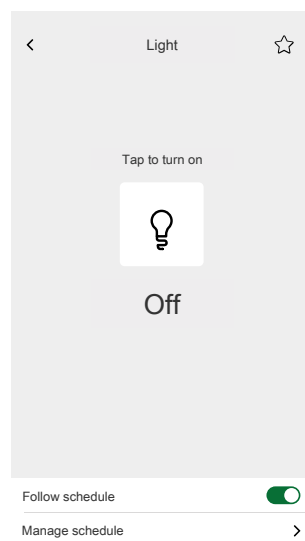


Light switch

App widget



Control screen



Dimmer

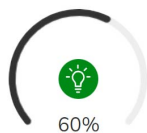
Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Value object Status feedback value object Switch object Status feedback switch object	Device status

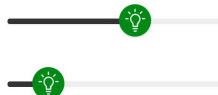
NOTE: For easier handling in the application, it is better to assign each load its widget (instead of grouping multiple loads under one widget).

Widgets

Touch widgets



Rotary dimmer



Horizontal dimmer

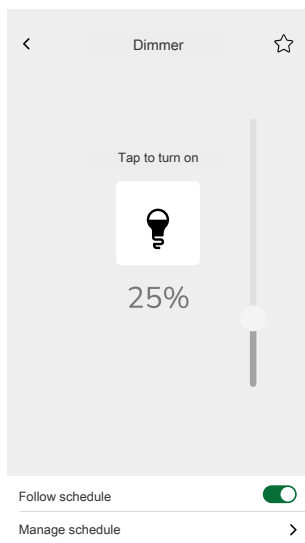


Vertical dimmer

App widget



Control screen



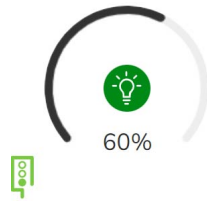
DALI

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Slider status wait time (s)	Group value object Group status feedback value object Group switch object	Group failure status, alert

Widgets

Touch widgets



DALI group rotary

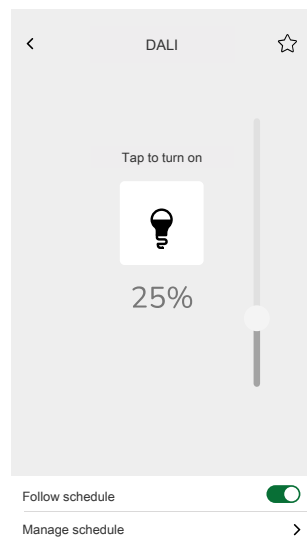


DALI group

App widget



Control screen



RGB

Settings

General		Objects
Mandatory fields	Optional fields	Mandatory fields (per channel)
Title	Slider status wait time (s)	RGB object RGB status object

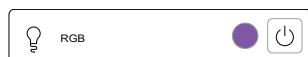
Widgets

Touch widget

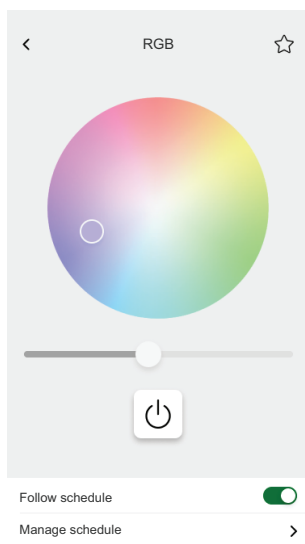


RGB dimmer

App widget



Control screen



RGBW

Settings

General		Objects
Mandatory fields	Optional fields	Mandatory fields (per channel)
Title	Slider status wait time (s)	Red value object Red status feedback value object Green value object Green status feedback value object Blue value object Blue status feedback value object White value object White status feedback value object

Widgets

Touch widget

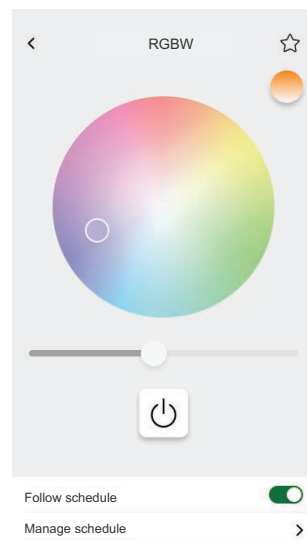


RGB dimmer

App widget



Control screen



Blinds

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position Status feedback for height	Movement object Stop object Device status

Widgets

Touch widgets



Rotary shutter



Vertical shutter

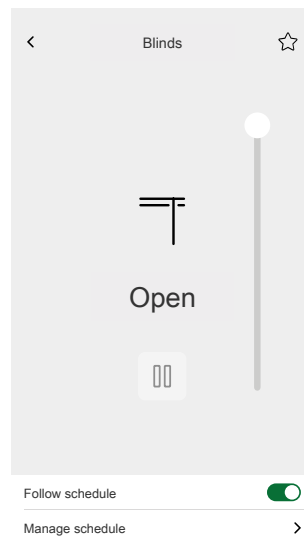
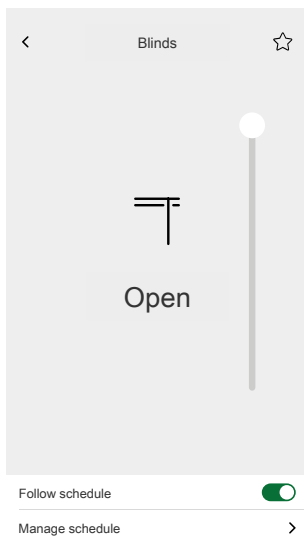
App widgets



Use the above optional objects to get additional Up/Down buttons to control the blinds. You can also stop the movement.



Control screens



With optional objects

Vertical shutters with slats

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position Status feedback for height Slats position Status feedback for slats	Movement object Stop object Device status

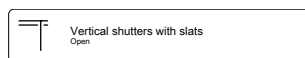
Widgets

Touch widget

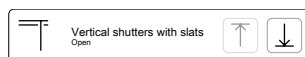


Vertical shutter

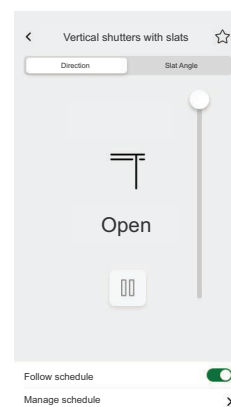
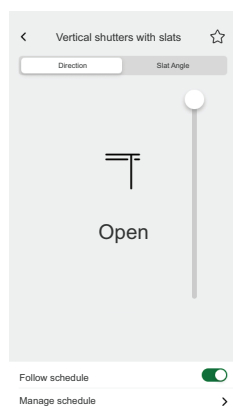
App widgets



Use the above optional objects to get additional Up/Down buttons to control the shutters. You can also stop the movement.



Control screens



With optional objects

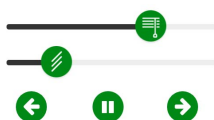
Horizontal shutters with slats

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields (per channel)	Optional fields
Title	Slider status wait time (s)	Height position Status feedback for height Slats position Status feedback for slats	Movement object Stop object Device status

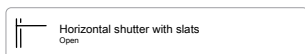
Widgets

Touch widget

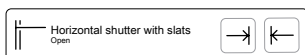


Horizontal shutter

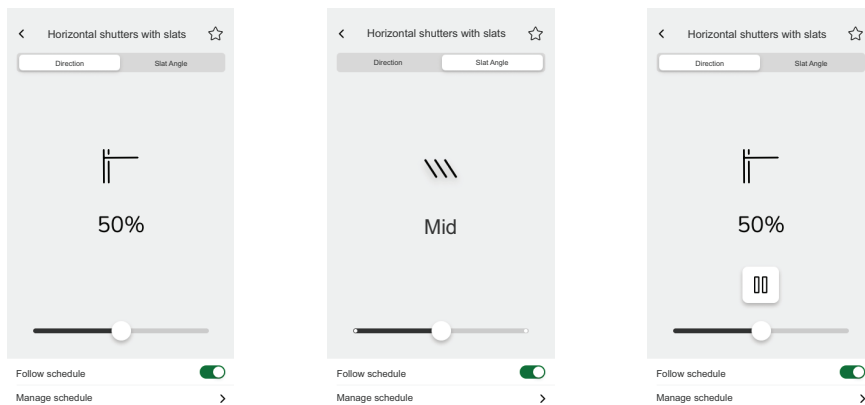
App widget



Use the above optional objects to get additional Up/Down buttons to control the shutters. You can also stop the movement.



Control screens



With optional objects

General switch

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Switch object Status feedback object	Device status

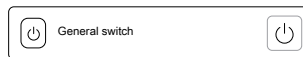
Widgets

Touch widget

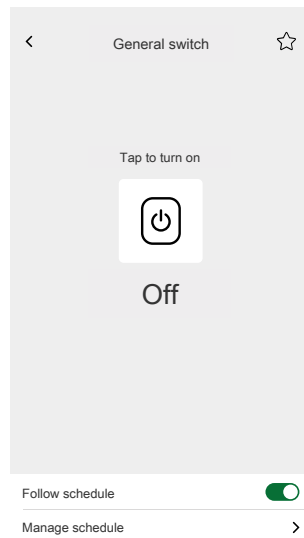


General switch

App widget



Control screen



AC switch

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Switch object Status feedback object	Device status

Widgets

Touch widgets

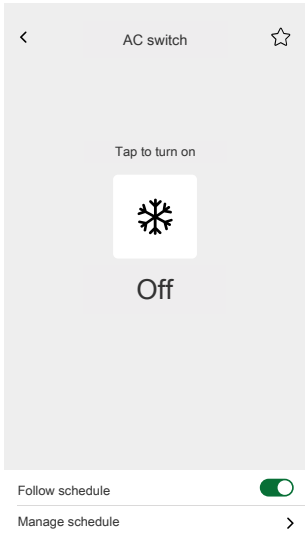


AC switch

App widget



Control screen



Fan switch

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Switch object Status feedback object	Device status

Widgets

Touch widgets

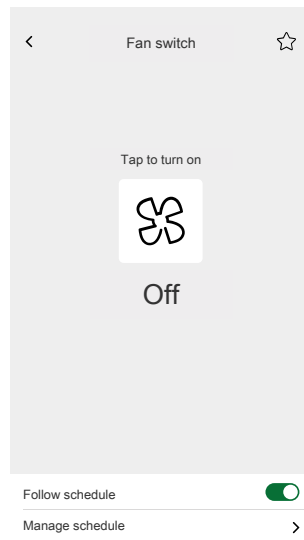


Fan switch

App widget



Control screen



Thermostat with operation modes and fan

Settings

General		Objects	
Mandatory fields	Optional fields (Fan)	Mandatory fields	Optional fields
Title	Fan step 1 – 6	Current temperature	<u>Operation modes</u>
Setpoint minimum value		Current setpoint temperature input	Operation mode input
Setpoint maximum value		Current setpoint temperature output	Thermostat status, alert
			<u>Fan</u>
			Fan speed
			Fan speed status

Widgets

Touch widgets



Thermostat

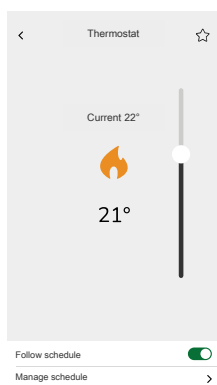


Thermostat Danfoss

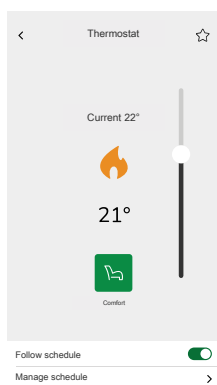
App widget



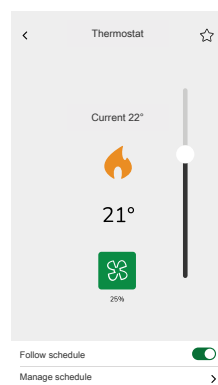
Control screens



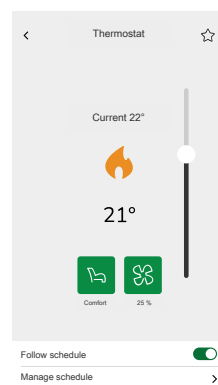
Mandatory fields only



With objects for operation modes



With objects for fan



With both operation modes and fan objects

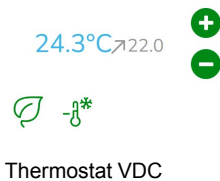
Thermostat for valve drive controller (VDC)

Settings

General		Objects	
Mandatory fields	Optional fields (Fan)	Mandatory fields	Optional fields
Title	Step for shifting Setpoint/shifting minimum value Setpoint/shifting maximum value	<u>Common for Absolute or Relative</u> Current temperature Current setpoint temperature output <u>Specific for Absolute</u> Current setpoint temperature input/basic setpoint (Absolute mode) <u>Specific for Relative</u> Preset setpoint shifting Current setpoint shifting	<u>Operation modes</u> Operation mode input Thermostat status, alert <u>Heating/Cooling changeover</u> Heating/Cooling changeover Thermostat status, alert

Widgets

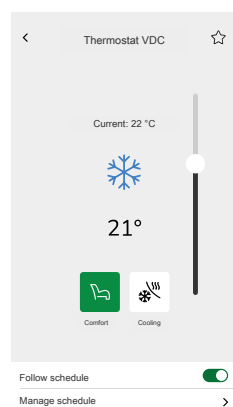
Touch widget



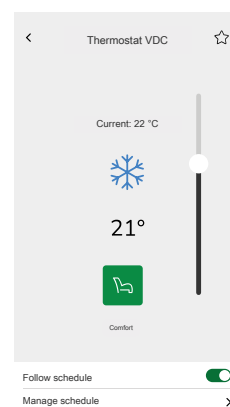
App widgets



Control screens



With objects for Absolute value and Operation modes



With objects for Relative value and Operation modes

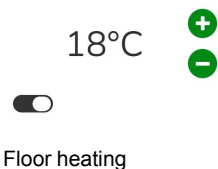
Electric underfloor heating

Settings

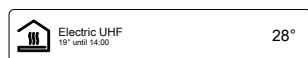
General		Objects	
Mandatory fields	Optional fields (Fan)	Mandatory fields	Optional fields
Title	Setpoint minimum value Setpoint maximum value Temperature threshold	On/Off object On/Off status object Temperature object Temperature status object	Temperature alert object

Widgets

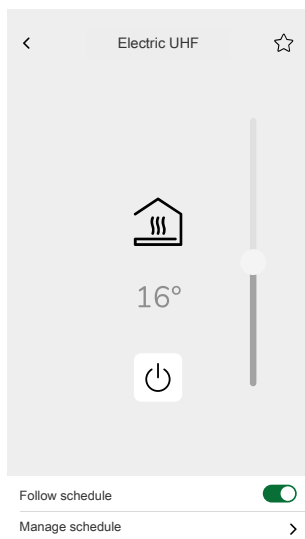
Touch widget



App widget



Control screen



Socket

Settings

General	Objects	
Mandatory fields	Mandatory fields (per channel)	Optional fields
Title	Switch object Status feedback object	Active power Device status

NOTE: For easier handling in the application, it is better to assign each load its widget (instead of grouping multiple loads under one widget).

Widgets

Touch widget

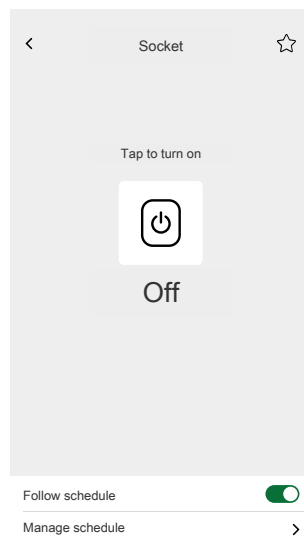


Socket switch

App widget



Control screen



General alarm

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Alarm object, alert	Device status
Alert text		

Widgets

Touch widget



General alarm

App widget



Smoke alarm

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status

Widgets

Touch widget

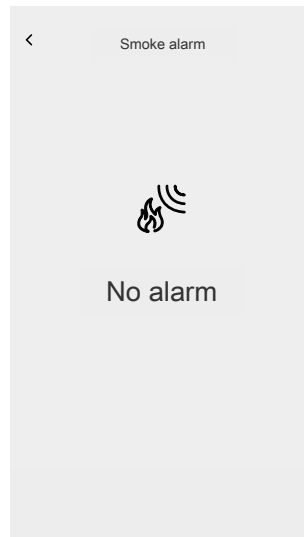


Fire alarm

App widget



Control screen



Gas alarm

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status

Widgets

Touch widgets

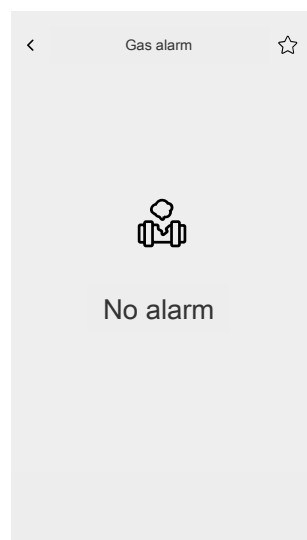


Gas leak alarm

App widget



Control screen



Water leak alarm

Settings

General		Objects	
Mandatory fields	Optional fields	Mandatory fields	Optional fields
Title	Alert text	Alarm object, alert	Device status

Widgets

Touch widget

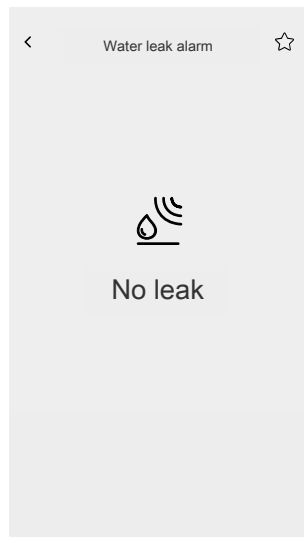


Water leak alarm

App widget



Control screen



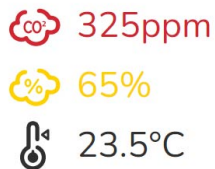
Multi sensor

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	At least one is needed: CO₂ value Humidity value Temperature value	CO₂ threshold 1 CO₂ threshold 2 CO₂ threshold 3, alert Humidity threshold 1 Humidity threshold 2 Humidity threshold 3, alert Temperature threshold, alert Device status

Widgets

Touch widget

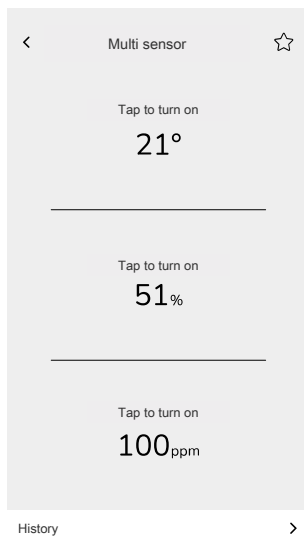


Multi sensor

App widget



Control screen



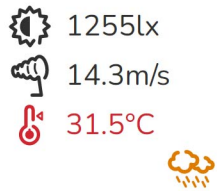
Weather station

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	At least one is needed: Brightness value Wind speed value Temperature value	Wind threshold, alert Temperature threshold, alert Rain sensor

Widgets

Touch widget

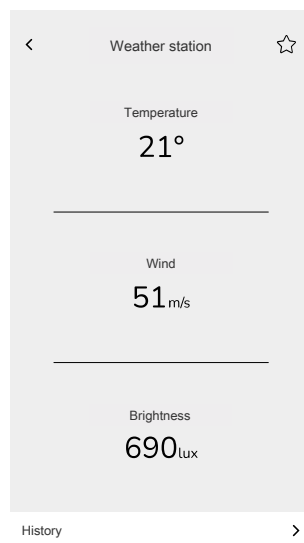


Weather station

App widget



Control screen



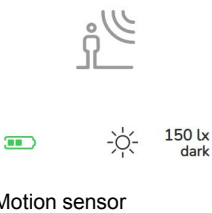
Motion sensor

Settings

General	Objects	
Mandatory fields	Mandatory fields	Optional fields
Title	Detection	Illuminance (lux) Alarm notification Device status

Widgets

Touch widget



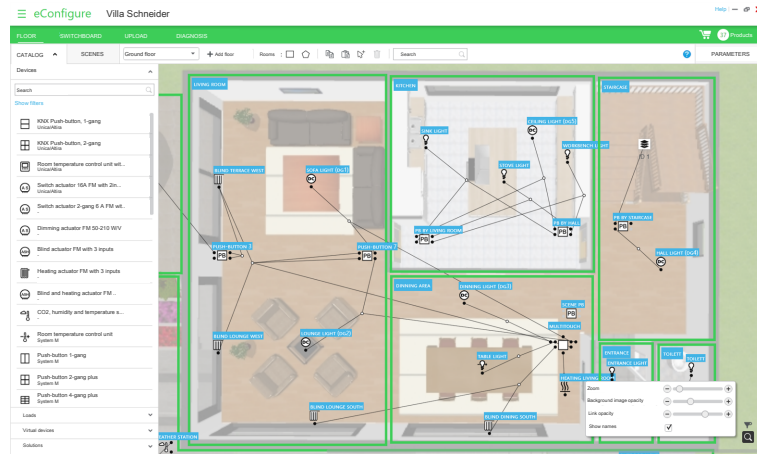
App widget



Control screen



Setting up with eConfigure KNX commissioning tool



eConfigure KNX software is a tool for designing, configuring, and maintaining KNX home and building automation systems.

You can use the software at different stages of your project (Quotation, Commissioning, Maintenance). With eConfigure, you are autonomous in any step of the KNX setup.

There are two versions of the eConfigure software:

- **eConfigure KNX Lite**

Available for download on <https://www.se.com>.

Commercial reference: LSS900100 (<https://www.go2se.com/ref=LSS900100>)

You have to purchase a dongle license to be able to log in and commission the devices.

- **eConfigure KNX Expert**

Available for purchase on <https://my.knx.org> as a plugin that you add to ETS (official KNX commissioning tool).

You need a valid license of ETS.

You can find the user guide on how to configure your KNX installation with eConfigure and how to create your Touch visualization in your Wiser for KNX controller needed for the Wiser KNX app on <https://www.go2se.com/ref=LSS900100>.

Installing the Wiser KNX app



iOS

Requires iOS 11.0 and higher.

Search term: Wiser KNX

<https://apps.apple.com/app/wiser-knx/id1596463690>

Android

Requires Android 10.0 or higher

Search item: Wiser KNX

https://play.google.com/store/apps/details?id=com.schneider_electric.WiserKNX

NOTE: Do not confuse the app with the previous Wiser for KNX app that will be discontinued.



Wiser for KNX app icon

Launching the application

Launch the application on your mobile device. It appears as “KNX”. The welcome screen opens.

Tap **Get started** and log in (Logging in, page 42).

If you do not have the account yet, tap **Register** (Create your user account, page 41).

Application language

The application language is set automatically according to the language of your device.

The currently supported languages correspond to the official languages of the countries where the Wisier KNX app is available.

Create your user account

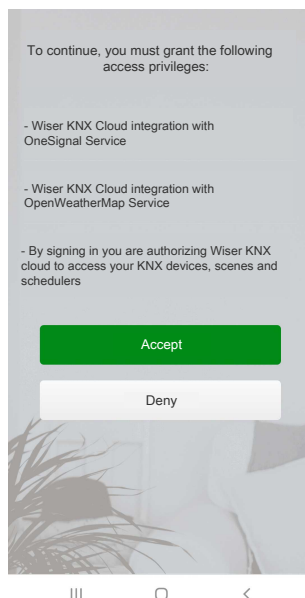
You do not need to register again if you have an existing account for the previous Wisier for KNX mobile app. Use this account to sign in (as it is already linked with your Wisier for KNX controller).

Register if you do not have an account yet:

1. On the welcome screen, tap **Get started**.
2. On the login screen, tap **Register** to create your account.
3. Fill in your first and last name, e-mail address, choose your password and confirm it. Select your country.
4. Accept the **Terms and Conditions** and read the **Privacy notice**.
5. Tap **Continue**.

6. An e-mail with a verification link will be sent to your e-mail address. Click the link and verify your account. (The link expires in 24 hours.)
7. Then return to the application and log in (Logging in, page 42).

8. After your first logging in, grant the access privileges.




Reset or change your password

If you forget your password, you can reset it.

1. While logging in (Logging in, page 42) to your account, tap **Forgot password?**
2. Enter your e-mail address and tap **Submit**.

You will get an e-mail with a link to reset your password. The link expires in 24 hours.

You can change your password:

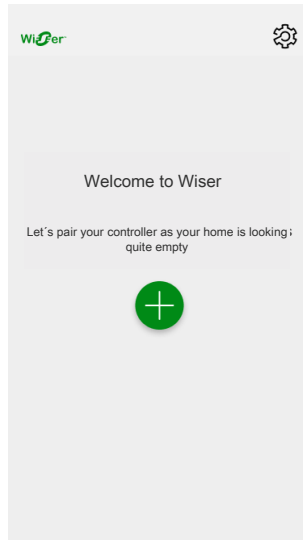
1. Tap  > **Account** > **Change password**.
2. Enter your old password and the new password > tap **Change password**.

Logging in

Launch the application on your mobile device. The welcome screen appears.

1. Tap **Get started**.
2. On the login screen, enter your e-mail address and password.
3. Tap **Login** to access your account.


After logging in, you get to the **Welcome to Wiser** screen of the application asking you to pair your controller.

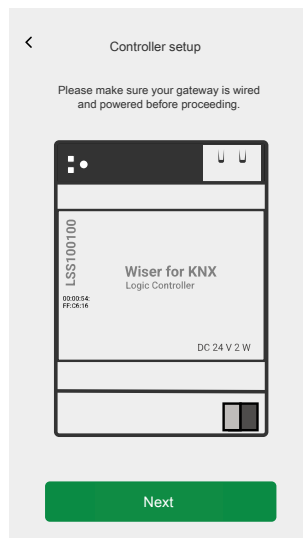


Pair your controller

After registering (Create your user account, page 41) and logging in (Logging in, page 42) for the first time, a welcome screen appears asking you to pair your controller.

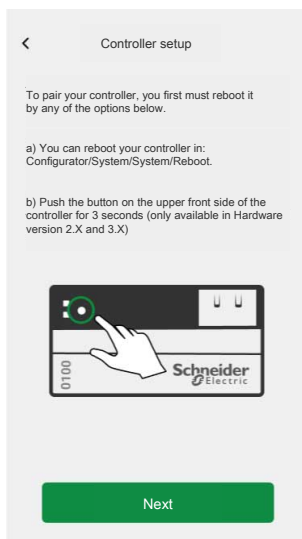
NOTE: If you have an existing account and your controller is already paired to it, you can skip this section.

1. Tap .
2. Make sure your controller is powered and wired and tap **Next**.



3. Make sure you have:
 - The latest versions of Cloud connector, KNX IoT 3rd party API, and Touch visualization installed and enabled on your controller (Cloud connector, KNX IoT 3rd Party API and Touch 3 installation , page 11).
 - Existing widget-based Touch visualization created in your controller with all the devices organized in Rooms (Creating Touch 3 visualization , page 14).
 - All the devices group objects properly configured in the widgets.

4. Reboot your controller and tap **Next**.



5. Tap **Search for the controller** and select the one you want to pair.
6. Or tap **Enter manually** and enter the IP or scan QR code (MAC address) of your controller.

NOTE: If scanning the QR code fails, you can enter the MAC address manually.

7. Tap **Pair**.
 8. Name your controller after pairing and tap **Submit**.
 9. Enter your address or search for it on the map. Tap **Next** > check or correct your data > **Submit**.
 10. Enable the weather station info on your Home screen.
- NOTE:** The application pairs the address with your account. Your address will be used to determine the local weather.

Your controller is paired and set up.

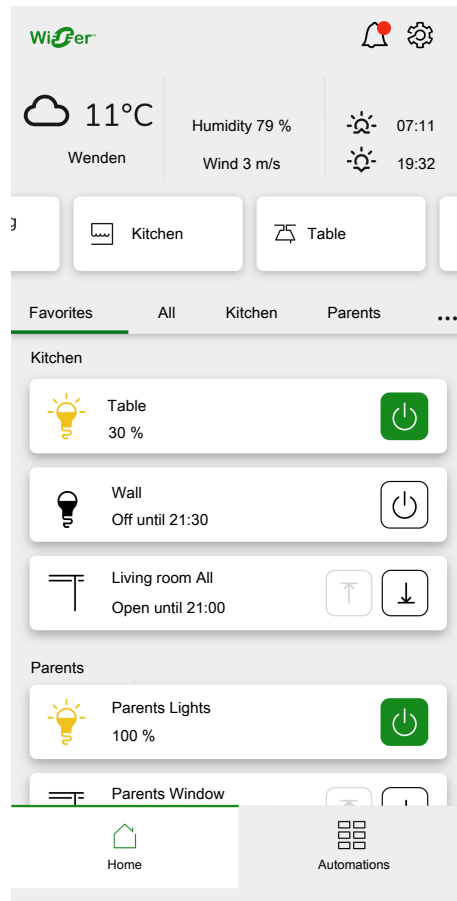
Home screen

The Home screen provides an overview of all the devices of your home.

On the Home screen you can view the status of devices, as well as control your devices quickly.


Overview of the elements on the Home screen:

Weather panel	<ul style="list-style-type: none"> Weather Location Humidity Wind speed Temperature Time of the sunrise and sunset
Moments	Tap to trigger the Moment without having to navigate to the Automations screen. You enable the display of Moments on the Home screen in the Settings section.
Favorites	Displays items that you have marked as favorites.
All	List of all rooms with the devices
Rooms – quick access	<ul style="list-style-type: none"> Rooms and devices management. Drag to scroll through the rooms and their devices.
Home screen icon	Tap to show the Home screen
Automations	Tap to navigate to the Automations screen, where you can set up Moments and Automations.
Message center	Tap to see device notifications and system messages.
Settings	<ul style="list-style-type: none"> Account (My Home, Notifications, Change password, Logout, Delete your account) Rooms Devices Home screen About (Terms of use, Privacy notice, Open source component licence, App version)



Home screen

Settings

Tap  at the top right of your Home screen (Home screen, page 45).


You get to the **Settings** screen.

The **Settings** section allows you to manage/view:

- Your **Account** settings
 - Home address (My Home, page 48)
 - Notifications for your devices (Notifications, page 49)
 - Delete your account (Delete your account, page 50)
 - Logout (Logging out, page 51)
- **The list of Rooms** (List of Rooms, page 53)
- **The list of Devices** (List of devices, page 54)
- **Terms of use, Privacy notice, Open source component licence, App version**


My Home


In this section, you set the address of your home. The Weather panel (Weather panel, page 52) displays local weather data at the address you enter.


1. At the top right of the Home screen (Home screen, page 45), tap  > **Account**.
2. Tap **My Home** > enter your address or search for it on the map > tap **Next**.
3. Check or correct your data > tap **Submit**.

Notifications


On the **Notifications** screen, you can set notifications for individual devices.

1. Tap  > **Account** > **Notifications**.
2. Choose for which devices you want to enable push notifications (or choose **All devices** option).

Notification information displays on the **Message center** screen. New messages are indicated by  icon at the top right of the Home screen.


3. Tap  and the **Message center** screen with the list of notifications opens.

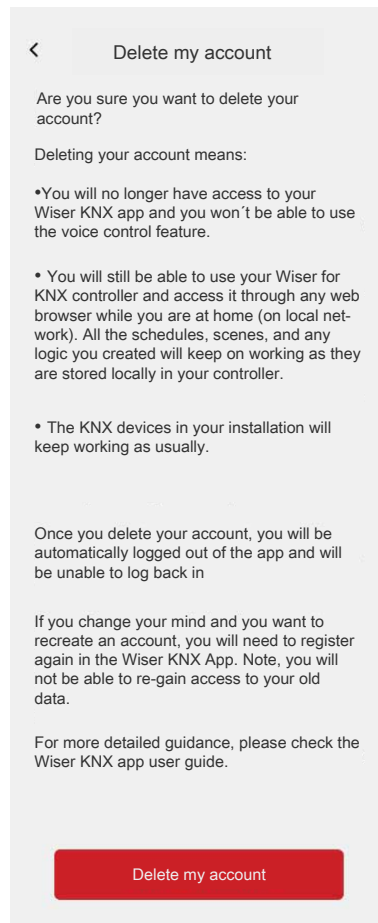
NOTE: Only the last notification display for the device enabled to trigger notifications. Once the new notification arrives from your device, it replaces the previous one.

Delete notifications: Swipe your notification left > tap  to confirm.

Delete your account

To delete your account, follow these steps:

1. Tap  > **Account** > **Delete my account**.
2. Read carefully what deleting an account means:



3. If you still want to proceed, tap **Delete my account** and **OK** to confirm.

NOTE: Deleting an account cannot be undone.

Logging out


If you want to log out of the application, tap  at the top right of the Home screen (Home screen, page 45) > **Account** > **Logout** > **Confirm**.

Weather panel

You enable the **Weather panel** during the final step of the registration process (Create your user account, page 41) or in the **Settings**.


The **Weather panel** displays weather data at the address you enter in the **My Home** section (My Home, page 48).

To view the weather information on your Home page, follow these steps:

1. Tap  > **Home screen** > **Weather panel** > enable **Show Weather panel**.
2. Tap **Temperature units** and select °C or °F.
3. If you have a weather station (or more than one) in your KNX installation linked to a widget in your Touch visualization, you can select it here. Tap **Home weather station** and select your weather station.

NOTE: Enable the weather information from your weather station in the installation, and the application replaces the data from an Internet weather service provider with the data provided by your weather station.

List of Rooms


Tap  at the top right of the Home screen (Home screen, page 45).

You get to the **Settings** screen.

1. Tap **Rooms** to see all your Rooms in a condensed list.
2. Tap on a Room to see and manage its details. (Room details, page 53).



Room details

In the **Room details** screen, you can check and change Room specific options, like a list of devices assigned to your Room or changing the name of your Room.

1. Tap  at the top right of the Home screen (Home screen, page 45). You get to the **Settings** screen.
2. Tap **Rooms** and select the Room you want to manage/view.
3. On the **Room details** screen, tap the devices you want to manage and navigate to the device control screen (Device control screen, page 54).

Change the Room name

You can change the name of a Room at any time.

1. Navigate to the Room details:  > **Rooms** > tap your Room (see Room details, page 53).
2. Tap  next to your Room name.
3. Enter a new name.
4. Tap **Enter** on the virtual keyboard.

Reorder Rooms on your Home screen


By default, Rooms on the Home screen are displayed in the following order (left to right):

1. Favorites
2. All
3. Rooms in alphabetical order

If you want to reorder Rooms, do the following:

1. On the Home screen at the end of the Room list, tap **⋮**.
2. Drag and drop the rooms in the desired order.

List of devices

Tap  at the top right of the Home screen (Home screen, page 45). You get to the **Settings** screen.

1. Tap **Devices** to see a list of all installed devices of your home, sorted by their type.

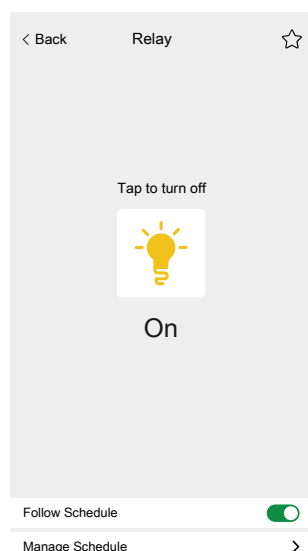
The devices also display their name, location and, if applies, other information, e.g. the charge level of the battery.

2. Tap a device in the list to navigate to the device control screen (see Device control screen, page 54).

Device control screen


On the device control screen, you can see the status of your device (e.g., On / Off) and you can change it.

You can add your device to **Favorites** (Add to Favorites, page 54) and manage its **Schedules** (Schedules, page 57).























Add to Favorites



You can mark devices as favorites and access them directly from the Home screen in the newly created **Favorites** section.

1. Find the device you want to mark as a favorite.
2. Tap on your device and open its control screen (Device control screen, page 54).
3. On the device control screen, tap  at the top right.

The device appears in the newly created **Favorites** section on the Home screen.

Supported widgets

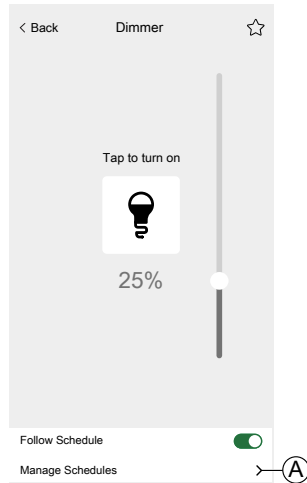
Name	Widget	Control screen function	Control screen settings
Light switch		On/Off	Follow/Manage Schedule
Dimmer		On (percentage)/Off	Follow/Manage Schedule
Dali dimmer		On (percentage)/Off	Follow/Manage Schedule
RGB & RGBW Light		Light On (select color)/Off Color On/Off White On/Off	Follow/Manage Schedule
Vertical blinds		Open (percentage)/Close	Follow/Manage Schedule
Vertical venetian blinds with slat angle		Open (percentage)/Close Open/Close slats	Follow/Manage Schedule
Horizontal blinds		Open (percentage)/Close	Follow/Manage Schedule
Horizontal blinds – Reverse		Open (percentage)/Close	Follow/Manage Schedule
Horizontal venetian blinds with slat angle		Open (percentage)/Close Open/Close slats	Follow/Manage Schedule
Horizontal venetian blinds with slat angle – Reverse		Open (percentage)/Close Open/Close slats	Follow/Manage Schedule
Socket		On/Off	Follow/Manage Schedule
AC		On/Off	Follow/Manage Schedule
General Switch		On/Off	Follow/Manage Schedule
Fan Switch		On/Off	Follow/Manage schedule
Thermostat		Temperature level Preset mode Fan speed	Follow/Manage Schedule
Electric UFH		On/Off Temperature level	Follow/Manage Schedule
Motion Sensor		Motion detection (Occupied/ Unoccupied)	History Settings
Water Leakage Sensor		Leakage detection (Leak/ No leak)	History Settings
Multiple Sensors		Temperature, Humidity, Relative/ Absolute pressure, CO ₂ values	History
Gas leak (water leak)		Gas leakage detection (Gas leak detected/No leak)	History Settings

Fire / Smoke Alarm		Hush mode On/Off Abnormal temperature detection Remote alarm Multiple alarms Test alarm Fault warning	History Device settings
General alarm			

Schedules

You can set up Schedules to set times when a device changes state. Schedules are created and edited from your device control screen.

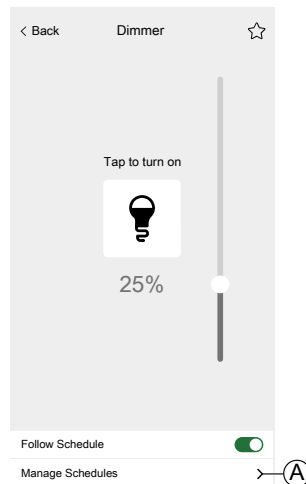
Tap **Manage Schedules** (A) to navigate to the list of Schedules of your device.



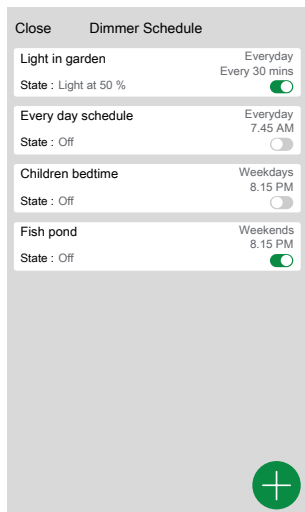
List of Schedules

Once you create your Schedule, it automatically appears in the Schedule list of the particular device.

1. Tap your device.
2. Tap **Manage schedules** (A) on your device's control screen. The Schedule list screen opens.




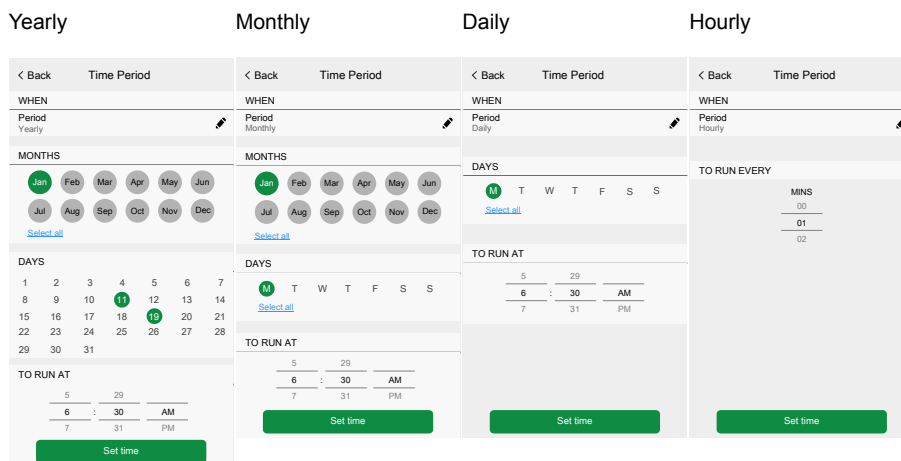
Each item displays basic Schedule information and has easy toggle access to switch it On/Off.



If you want to add a new Schedule, tap  (see chapter Add Schedules, page 58).

Add Schedules

1. On the device control screen (Device control screen, page 54), tap **Manage Schedule**.
2. Tap  down-right to add new Schedule.
3. Enter a name in the text field, add a note and set a time period:



4. Set the device state.


NOTE: Schedules apply to single devices only. If you want to trigger multiple devices at a time, then create an Automation.

5. You can activate your Schedule immediately. Tap **Activate schedule**.

NOTE: You can activate or deactivate your Schedules later as needed.

6. Tap **Create** and your new Schedule appears on the device **Schedules** screen.


Edit and delete Schedules

1. In the list of Schedules (List of Schedules, page 57) of your device, tap the one you want to edit or delete.
2. Tap  of each parameter of your Schedule and edit.
3. Tap **Update**.
4. Or tap **Delete Schedule** to delete your Schedule.

Moments

Create a Moment to change the state of several devices with the one tap.

Moments are created and edited in the **Automations** section.

1. On the Home screen (Home screen, page 45), tap .
2. Select the **Moments** tab.

NOTE: A Moment will only set the status of devices. In order to put the affected devices in another status, you need to change it manually or create a reversing Moment.


Types of Moments

There are two types of Moments in the application:

- **KNX Scenes**

System integrators can create KNX Scenes when configuring ETS or eConfigure. When KNX Scenes are linked to the Scenes Widget in the Touch visualization, the scenes are displayed and available to control. Scenes are located in the **Moments** screen in the **Automations** tab.

You can only edit KNX Scenes in ETS or eConfigure. You can not edit them in the Wisier for KNX controller or the application.

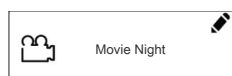
NOTE: KNX scenes do not display icons or edit options () in the application.





- **Moments**

You can create and edit Moments in the Wisier KNX app.

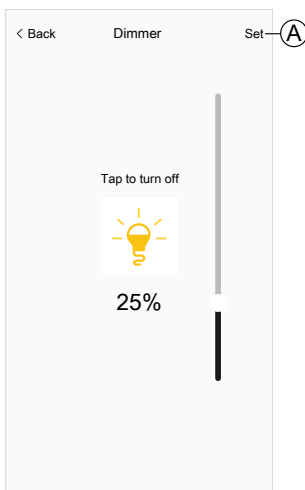
NOTE: Moments display a custom icon and edit options () in the application.



Add Moments

1. On the Home screen (Home screen, page 45), tap  > then tap  at the bottom right of the **Moments** tab to open the Moment creator.
2. Name your Moment and assign it an icon.
3. Tap **Add actions** and select the devices you want to add to your Moment > tap **Done**.
4. Tap on each device in your action list and set its behavior (for example, plugs on, lights off, heating at 21 degrees) on the control screen.

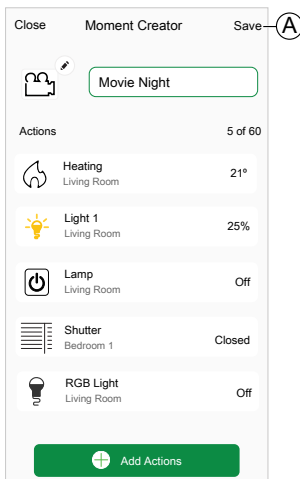
5. Tap **Set** (A) at the top right of the device control screen.



Repeat for all devices.

NOTE: All the devices are in their default state.


6. Once you have set the properties of your Moment, tap **Save** (A) in the Moment creator.



You can add any device in your home. For your convenience, you can also filter the devices by room.


Activate Moments


Activate your Moments from the Home screen (Home screen, page 45),

Automations section () or via your Voice Assistant.


You can activate only one Moment at a time. Turning on the Moment turns off the last active Moment.

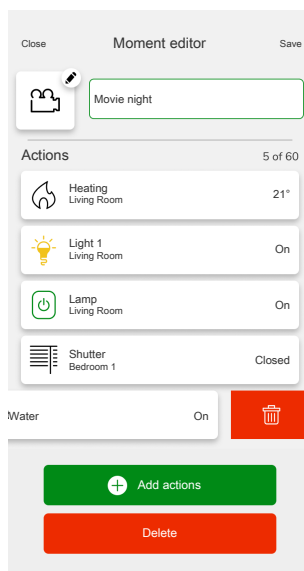
Edit Moments

Go to the **Automations** screen () > **Moments**..

1. Tap  in the Moment tile.


2. You can:


- Change the icon of your Moment.
- Change the name.
- Change the desired state of a device (tap the device to open the device control screen).
- Add more devices to the Moment (tap **Add actions**).
- Remove a device from the Moment (swipe the device left and tap .



3. Tap **Save** to save the changes to your Moment.

Delete Moments


Go to the **Automations** screen () > **Moments**:

1. Tap  in the Moment tile.
2. Tap **Delete**.

The deleted Moment will no longer appear in the list of Moments in the **Automations** section on the **Moments** tab.

Control Moments from your Home screen

If you want to control Moments directly from your Home screen, turn on the **Show Moments** feature:

Tap  > **Home screen** > enable **Show Moments**.

All the Moment tiles display now on the Home screen. You can scroll through them and turn them on.

NOTE: Moments cannot be edited or deleted from the home page (Edit Moments, page 61, Delete Moments, page 62).

Voice control

The Wiser for KNX Controller supports the voice control functionality from the Amazon Alexa and Google Assistant services. To enable those, follow the steps explained in the documents below.

Amazon Alexa

https://www.se.com/ww/en/download/document/AN002_104/

Official supported languages: English, German, Spanish, French, Italian and Portuguese.

Google Assistant

https://www.se.com/ww/en/download/document/AN002_108/

Official supported languages: English, German, Spanish, French, Italian and Portuguese.

FAQ

General

In which countries is the application available?	Currently, the app is available in Germany, France, Spain, Sweden, and Italy. Other countries will be added periodically.
Is the application replacing the existing Wiser for KNX app?	Yes. As soon as the new Wiser KNX app is available in a country, the previous Wiser for KNX app will be available for 2 months only and then removed from the Appstore and Google Play and will be in maintenance mode for 2 years.
I am using the Wiser for KNX app and want to migrate to the new Wiser KNX app. What shall I do?	<ol style="list-style-type: none"> 1. Update the firmware of your controller to the latest one available. 2. Install and enable the Cloud Connector and the KNX IoT 3rd party API available in the Marketplace of your controller. 3. Download the new Wiser KNX app from the Google Play or iOS Appstore. 4. Login using the same credentials used for the remote access in Wiser for KNX app. For more detailed information, download the Wiser KNX app user guide available here.
I am using the PC/tablet visualization at home. Is this supported by the new Wiser KNX app?	No. The new Wiser KNX app provides a widget-based solution to control your installation, giving you the control to create Schedules, Moments, and Automations, and receives push notifications from your phone. The PC/ tablet visualization remains accessible through any browser while connected to the local network.
I have a got a new device and/or I want a family member to have the access.	Users using Touch or PC/Tablet visualization: There's a unique account per controller and would need to be shared with all family members (in the next releases we're planning to launch support for a multi-account per controller where each member of the household could have its own account)
If I'm an existing user of the Wiser for KNX app, should I migrate to the new app?	The new Wiser KNX app provides an enhanced user experience compared to the previous app. It is simpler and faster and it provides you with many more functionalities to the tip of your hands. You will be able to create and edit your Schedules and Moments, and receive push notifications for the devices you would define. And this is just the beginning. In future app releases, we will deliver many more new functionalities.

Widgets

Supported Widgets from Touch.	Compatibility list available in the Wiser KNX app user guide available on https://www.se.com .
Are all the widgets in Touch visualization supported in the new Wiser KNX app?	No. Some of the widgets available in Touch are meant to be used in bigger displays (like text displays or showing a ULR). For others like custom, it's not feasible to adapt them to the new Wiser KNX app. Others (like music, Sonos, and Revos) will be supported later on. The list of supported widgets is available in the Wiser KNX app user guide.
Why I can't see my customizations (color, size, backgrounds) in the widgets I created in Touch in the new Wiser KNX app?	The main idea for the mobile application is to allow faster access and control of your widgets. If having the customized Touch widgets or the PC/Tablet visualization is needed you can always access it by connecting to your controller through your web browser, but only from your local network (at home).
The widgets in the app show incorrect configuration, what shall I do?	This message is displayed when the widget doesn't have all the required parameters (KNX group objects) filled. Once the missing parameters will be added in Touch, the widget will work.
Why do I see my multi-widget split in the mobile app?	To offer better control of each of the loads supported by the multi-widget, those have to be split. By default, they will keep the same name of the widget

	and add a number at the end (1, 2, 3, etc). Those names can be renamed in the Wiser KNX app.
How can I access my most frequently used widgets faster?	Access any widget that you would like to bookmark as a favorite and click on the star at the top right of the detail screen. That widget is now appearing in the Favorite Room in the app that will be shown by default every time you open the app.
Why do some of my widgets show a number after the name?	Multi-widgets like Light Switch, Dimmer, and Socket are shown as a single widget in Touch but they are broken down into single widgets in the Wiser KNX app. The number added at the end is to differentiate which channel is being controlled.
When I rename a widget, the name changes in other widgets too and the number remains after I delete it.	Yes, at this moment the name of the channel you want to change is associated with the number of the complete multi-widget it belongs to. The number is kept o differentiate the channel of the widget you're controlling. In a future version, you will be able to completely rename each of the channels of a multi-widget.

Rooms

How can I rename my Rooms?	In settings, access the Rooms section and tap the Room you want to rename. There are two default Rooms whose names can't be changed: All and Favorites .
How can I change the order of the Rooms?	You have to tap 3 dots (...) at the top right next to the Rooms and then drag and drop to reorder the way you want your Rooms to be displayed on the Home screen.

Moments

How can I access my Moments faster?	In Settings, you can enable the option so that your Moments can be shown on the Home screen.
How can I change the order of the Moments?	In the Automation tab, you must tap the 3 dots (...) at the top right and then drag and drop to reorder the way you want the Moments to be displayed on the Moments screen.
I can't edit all the Moments displayed in the app.	There are two different types of Moments: <ol style="list-style-type: none"> 1. KNX Scenes: Done in ETS or eConfigure. When those KNX Scenes are linked to the Scenes widget in the Touch visualization, these scenes will be displayed and available for control in the Wiser KNX app. Scenes are located in the Moments screen in the Automations tab. You can only edit those scenes in ETS. You can not edit them in the Wiser for KNX controller or the application. NOTE: KNX scenes do not display icons or edit options in the application. 2. Moments: You create them in the app and you can assign icons and edit them anytime from the WiserKNX app.

Weather panel

Where is the weather information coming from?	The weather information is provided by default by an Internet service provider once you have defined the address where your Wiser for KNX controller is located.
How can I hide the weather information from the Home screen?	If you don't want to see the weather information on the Home screen, you can always hide it in the settings.
I have a weather station in my home. Can I use its weather information instead?	Yes. By default, the weather information from the Internet service provider is shown, but if you have a weather station in your home with its widget in Touch you can always choose to use its information instead. To do so you must go to Settings > Home screen > Weather Panel > Home weather station and select it.

Message Center

What is the Message Center for?	The Message Center is the place where you will see the notifications that the platform has sent you, regarding the change in the status of devices, alarms, or other notifications about the platform, like new firmware availability, etc.
Do all notifications in the Message Center trigger a push notification?	Yes. You can always define which type of notifications you would like to receive.
Can I select which notifications I can receive?	Yes, in Settings > Notifications you can define which devices and in which cases they should trigger a notification.
Why can I only see 1 notification per device?	In Message Center are only shown the last notification of each device. If a new notification of the same device arrives, this overwrites the previous one (you would see the time stamp of the latest one). You can delete the notifications by swiping them from right to left.

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