Wiser Window/Door Sensor

Wiser Home Device user guide

Information about features and functionality of the device.
05/2025



www.se.com

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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



CCT591012
CCT591011

For your safety

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

About the device

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

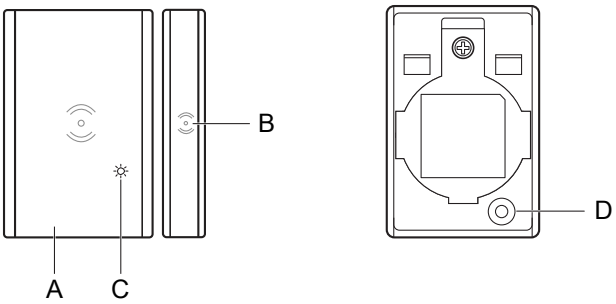
When the sensor is connected to the **Wiser Hub** and the window/door is opened or closed, the primary part directly reports the change to the app via **Wiser Hub**.

Features of the sensor:

- Detect when a window or door is open or closed and 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.

Installation manual links:

- Installation instruction (CCT591012)
- Installation instruction (CCT591011)

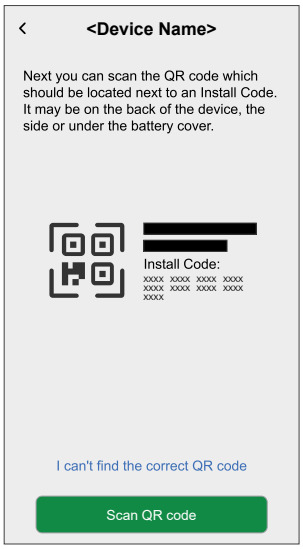
Pairing the device with the Wiser Hub

Using the Wiser Home app, pair your device with the **Wiser Hub**.

1. On the Home screen, tap ⚙.
2. Tap **Devices >** ＋ icon **>Safety and Security > Window/Door Sensor**.

   TIP: You can also navigate by tapping **Control** > ＋ > **Safety and Security** > **Window/Door Sensor**.
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

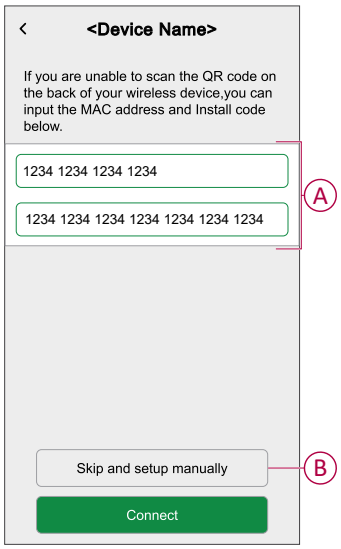
   NOTE: If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.



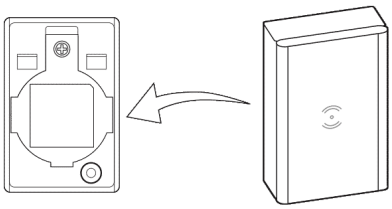
If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

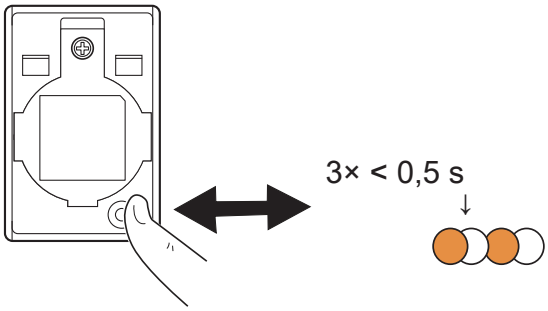
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI–64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI–64 and Install code.



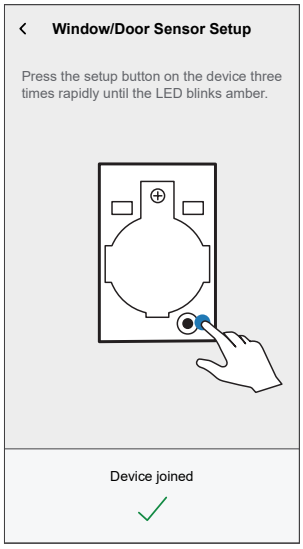


4. Tap **Next**, short press the function key 3 times and make sure that the LED blinks amber.





Wait for a few seconds until the LED turns green and the app confirms that the device is joined.



5. Tap , to enter the name of the device.
6. Tap **Next** and assign the device to a new room or an existing room and tap **Submit**.

   IMPORTANT: The next screen shows the **Device Settings** page, where you have the option to configure the settings during the pairing process or at a later time. If you prefer to configure it later, tap **Submit**. For more information on device settings, refer to Configuring the device, page 9 section.

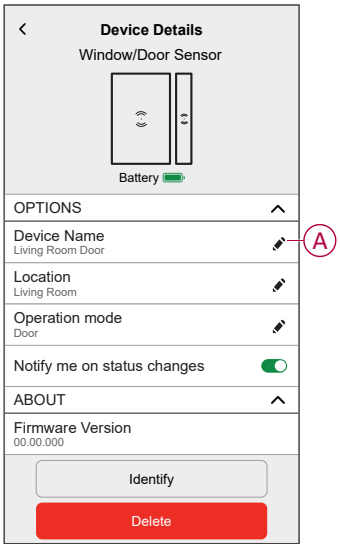
Configuring the device

Renaming the device

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

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

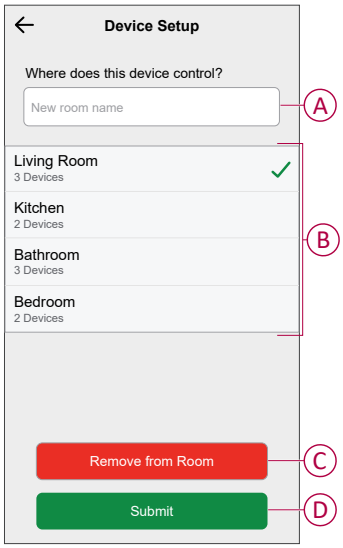
   TIP: Additionally, you can rename the sensor by tapping on the Control tab **Window/Door Sensor > Device settings > Device Name** (A).



Setting the device location

Using the Wiser Home app, you can add your Wireless Switch to any room (such as bedroom, living room, dining room etc.).

1. On the **Home** screen, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location** to open setup screen.
4. On the **Device Setup** screen, 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).

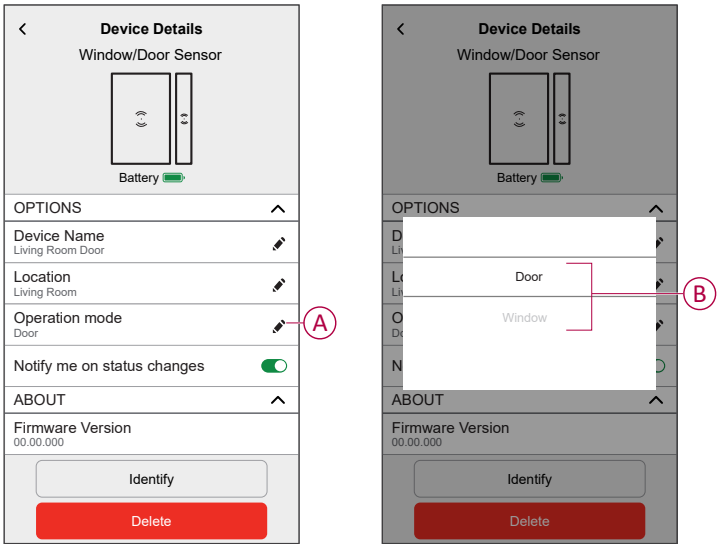
5. Once changes are done, tap **Submit** (D).

Selecting the operating mode

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

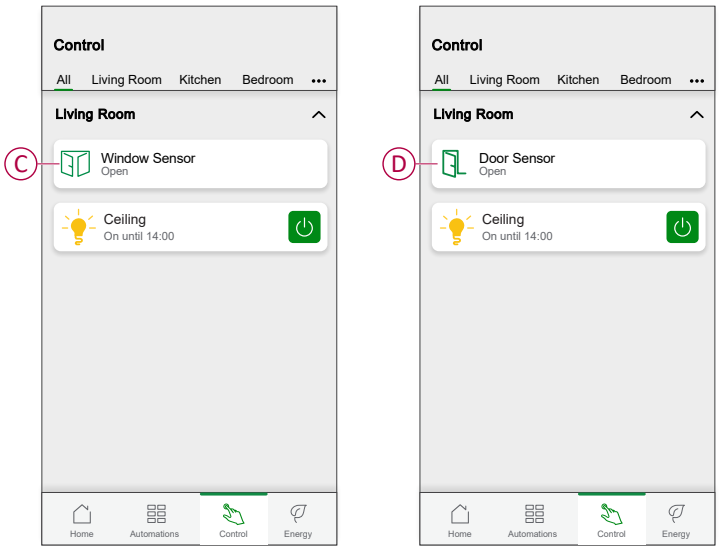
1. On the Home screen, tap  icon.
2. Tap **Devices > Window/Door Sensor > Operation Mode** (A) to select one of the following option (B):
   - **Window**
   - **Door**

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



NOTE:

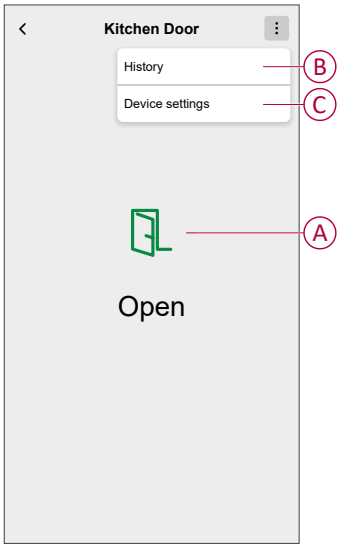
- In operation mode "**Window**," the Control tab displays a Window Sensor (C).
- In operation mode "**Door**," the Control tab displays a Door Sensor (D).



Using the device

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

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located.
2. On the sensor control panel page, you can see the following:
   - Window/Door status (A)
   - History (B)
   - Device settings (C)



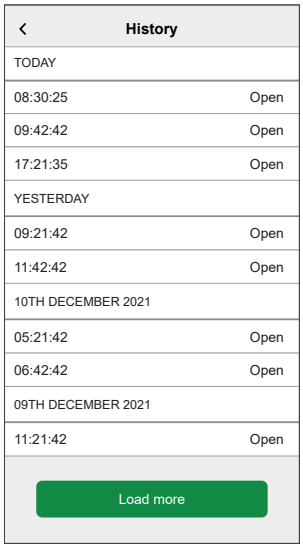
Checking the device history

Using the Wiser Home app, you can view the sensor 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 window or door events will not appear in the history.

1. On the **Control** tab, tap **All** devices or a room tab where the sensor is located.
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

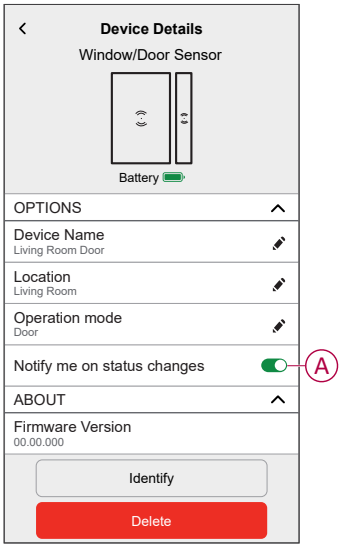
Using the Wiser Home app, you can enable or disable the sensor notification.

1. On the Home screen, tap .
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 Control tab **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.

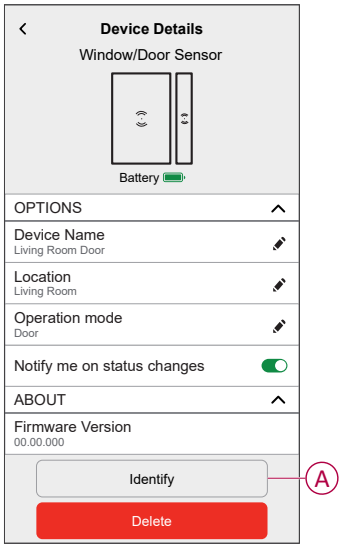
1. On the Home screen, tap .

   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 Control tab **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**.

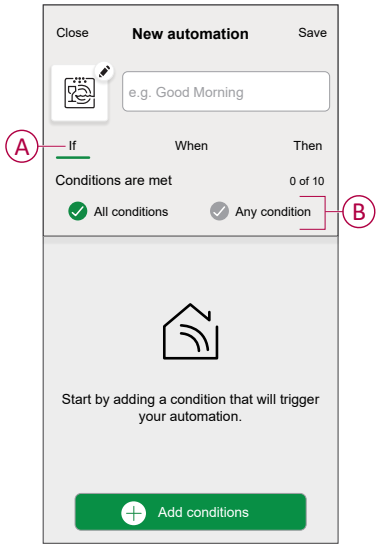


Creating an automation

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.

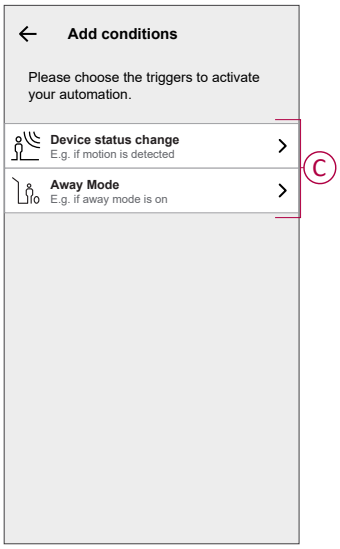
1. On the Home screen, tap .
2. Go to **Automation** > + to create an automation.

   NOTE: Maximum 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.

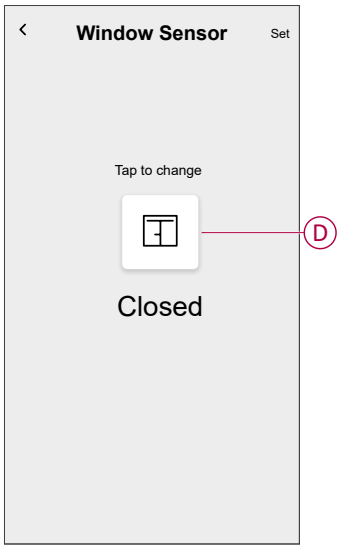


4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

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



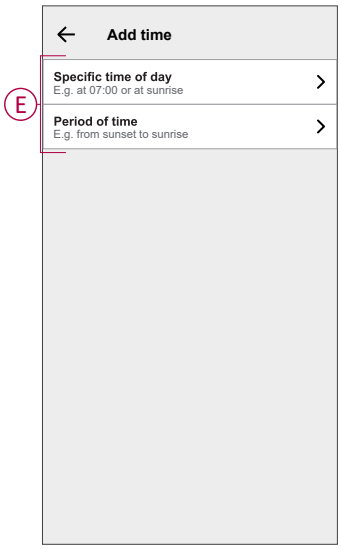
5. Tap **Device status change** > **Window Sensor** or **Door Sensor** and tap (D) to set the state:
   - **Open**: when the window/door is opened.
   - **Closed**: when the window/door is closed.



NOTE:

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

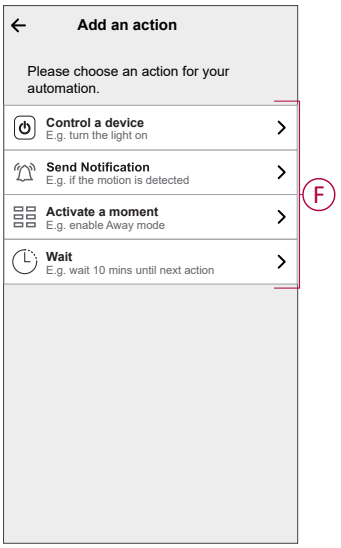
6. Tap **Set**.
7. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (E):
   - **Specific time of day: Sunrise, Sunset, Custom**
   - **Period of time: Daytime, Night time, Custom**



NOTE:

- Maximum 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.
   - **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.

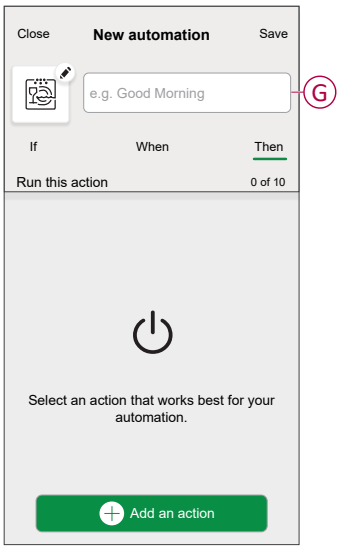


NOTE:

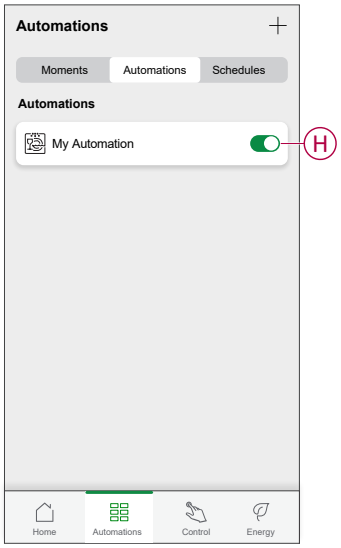
- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

9. Enter the automation name (G).

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



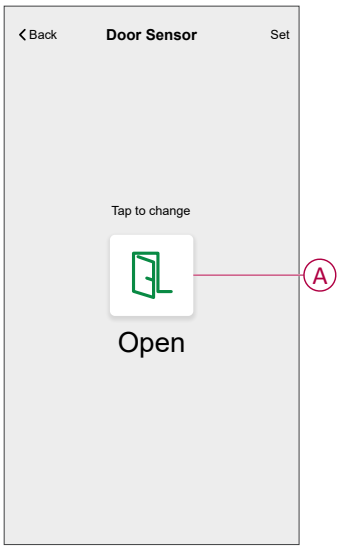
10. Tap **Save**.
    Once the automation is saved, it is visible on the **Automation** tab.
    Using the (H) you can enable and disable the automation.



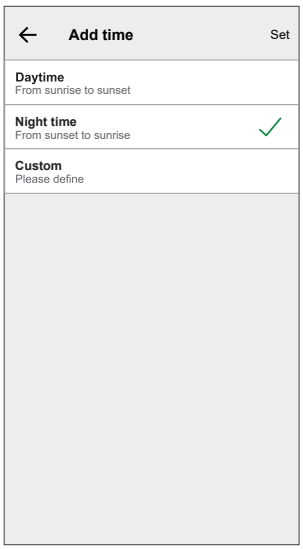
Example of an automation

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

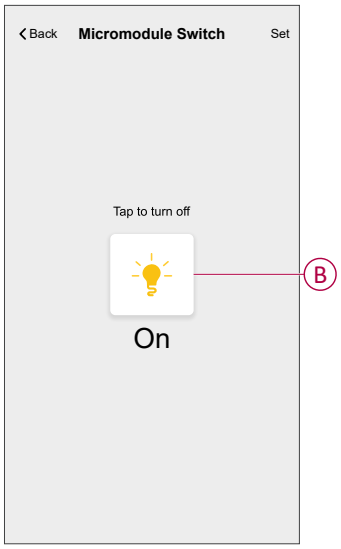
1. Go to **Automation** > + to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Door Sensor**, tap (A) to **Open**, then tap **Set**.



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

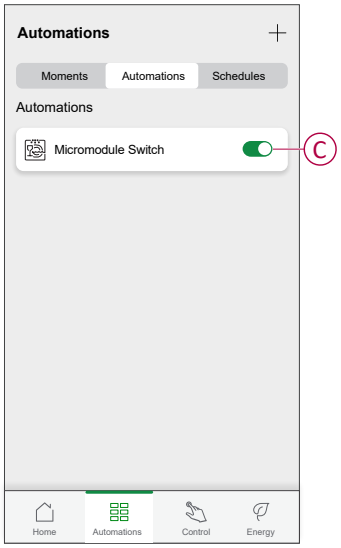


5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Micromodule Switch**, tap (B) to turn on, then tap **Set**.



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

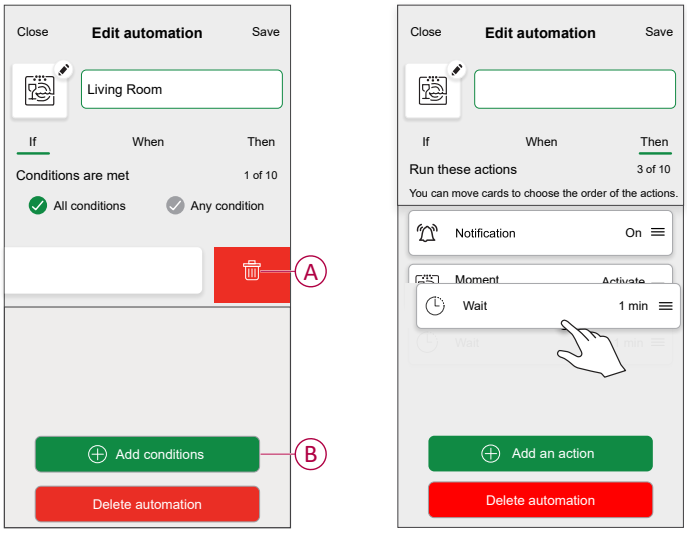
   TIP: You can choose the cover image that represents your automation by tapping .
8. Tap **Save**.
   Once the automation is saved, it is visible on the **Automation** tab.



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

Editing an automation

1. On the **Home** screen, tap **Automations**.
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** screen, you can perform the 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.
   - To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.

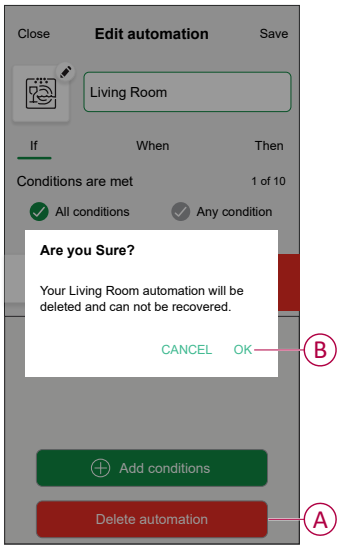


4. Tap **Save** to save the changes.

Deleting an automation

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

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

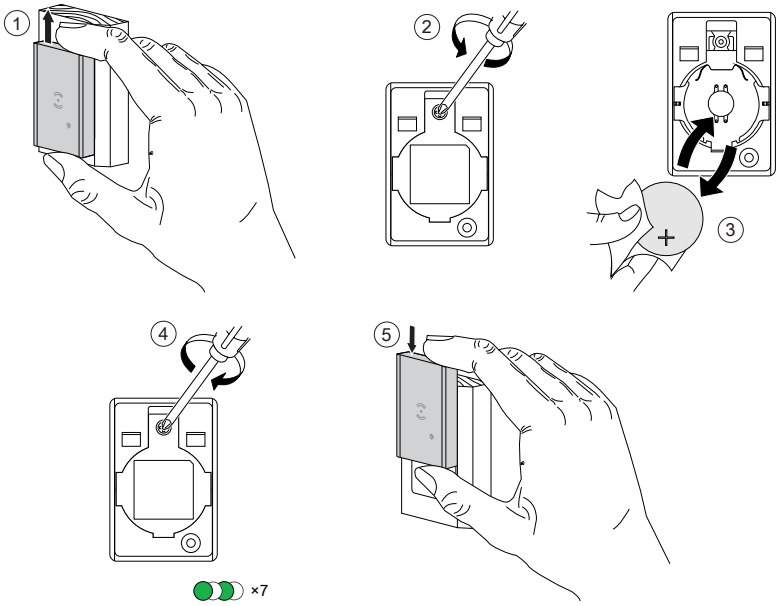


Replacing the batteries

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.
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.

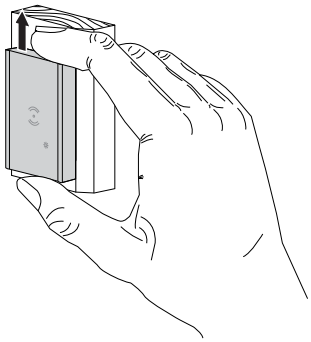
   IMPORTANT: Dispose used batteries, as per statutory regulations.



Resetting the device

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

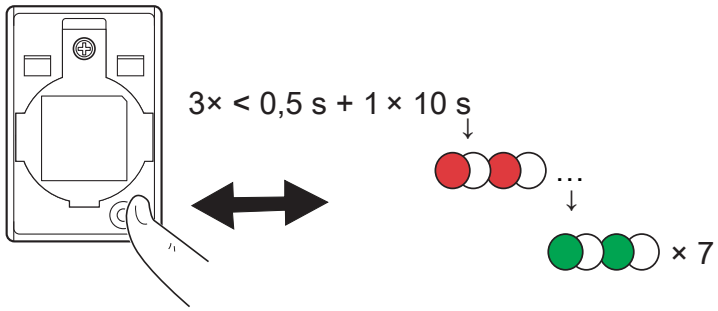
1. Remove the primary part from the base plate by sliding it upwards.



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.

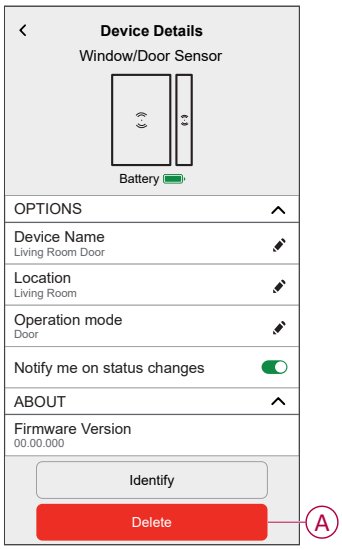


Removing the device

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

1. On the Home screen, 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 Control tab **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

Pairing

User Action	LED Indication	Status
Press the function key 3 times	LED blinks amber, once per second. 	Pairing mode is active for 30 seconds. When pairing is completed, LED glows green for some time before turning Off. 

Resetting

User Action	LED Indication	Status
Press the function key 3 times and hold it down once for > 10 s.	After 10 s, the LED starts blinking red. 	The sensor is in reset mode. It is reset to the factory settings after 10 seconds. The sensor then restarts and the LED starts blinks green before turning Off. 

Battery level

LED Indication	**Status**
LED blinks amber once per minute. 	The battery is low (< 10%), replace the battery, page 24. **NOTE:** A notification pop-up will appear on the app.

Identifying the device

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

Troubleshooting

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

Product Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLI) and much more.

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Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU and the Radio Equipment Regulations SI 2017 No. 1206.

Declaration of conformity can be downloaded on:

- https://www.go2se.com/ref=CCT591012
- https://www.go2se.com/ref=CCT591011

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DUG_Window/Door Sensor_WH-05