GENERAL WiZ FAQ'S

What is WiZ?

WiZ is a smart home system centered around connected lighting. WiZ devices are set-up through your Wi-Fi network and can be controlled with the WiZ application on your iOS or Android phone and tablet, with the control accessories such as the WiZmote and smart button or with your traditional power switch thanks to the WiZclick feature.

Schedule the behavior of your lights, for example to follow your routines or to simulate presence.

Use assistants such as Alexa or Google Assistant to control your lights with your voice or create further automations. For more advanced use cases, explore our range of integrations (IFTTT, SmartThings, Homey...).

How do I add a light in the WiZ app?

In the WiZ app, create a home and a room. Turn on Bluetooth on your phone, and power on your light. Simply tap on the prompt that appears on the Home Screen, and follow the steps to get your light connected to your Wi-Fi. If the prompt does not appear, tap on the + in the top right corner, select the type of light you are installing, and follow the instructions.

What technology do WiZ devices use?

WiZ devices connect to your home Wi-Fi, and then to the WiZ cloud over the internet. They support 2.4GHz b/g/n Wi-Fi, with up to WPA-3 Personal security. Open networks and enterprise networks are not supported.

All recent WiZ lights also include Bluetooth, which helps making the setup flow simpler and faster.

How do WiZ accessories work?

The accessories (such as the Wi-Fi remote, the smart button, or the standalone motion sensor) use a proprietary broadcast technology, allowing them to control an unlimited number of WiZ devices, and even if there is currently no Wi-Fi network available.

To set them up, tap on the + button in the top right corner of the Home Screen, select the type of accessory and follow the prompts.

By default, we link control accessories (remote, button, wall panel...) to a room. But you edit the list of controlled devices in Settings > Accessories. Select your accessory then the "targets" menu.

What is a Scene?

Saving a scene is the easiest way to capture a lighting configuration that you like to easily re-use it later.

Let's say you spent some time tweaking your living room lights to achieve the perfect movie mood. Instead of having to dial those settings back in every time you want to watch something, you can simply save a Scene. It will record what every light is currently doing ("one in blue, one in dim orange…"), and let you revert to that configuration in just a few taps.

You can save as many Scenes as you want. They will be shared with all home users. Pay attention to how you name them, since you can also call them back via voice control (for example "Alexa, turn on Movie time!").

How many users can there be in my home, and what are their roles?

Your WiZ home can have as many users as you need, there is no limit. Other users you invite in the home do not need to re-do any kind of setup. They are simply granted the right to view and use the home which is already installed. An invitation can be issued in just seconds, and from anywhere in the world.

There are currently three user roles you can choose from:

- Owners can access the home from anywhere in the world, and access all settings, such as adding and removing lights, inviting other users... Every home requires at least one owner, and you can have multiple if necessary.

- Users are allowed to control the lights of the home from anywhere, but they cannot edit any setting

- Guests are only allowed to control the lights when they are connected to the home Wi-Fi (in other words, no remote access), and they cannot edit any setting.

What is SpaceSense?

SpaceSense is an innovative technology developed by WiZ that allows you to automate your lights based on motion without the need for a dedicated motion sensor.

WiZ lights observe the fluctuations in Wi-Fi signal strength which occur between them when people move around the room. Those changes in Wi-Fi signal are interpreted to detect motion, and this motion detection is used to automate your lighting.

To enable SpaceSense in a room, you will need at least 2 compatible lights connected to the same Wi-Fi access point. For better results, we recommend to keep the lights at least 2 meters apart.

How do Schedules work?

Schedules let you automate your lights based on the time. Select a room to automate, choose the start time, end time, repeat frequency and what lights are supposed to do!

Schedules are kept in the memory of the lights, which makes them particularly reliable: as long as your lights remain powered on, schedules will run even if the internet or Wi-Fi network goes down.

Note: lights need to be powered on at the "start time" for schedules to apply. If you power on your light after the start time has passed, the schedule will not be applied that time.

How do Rhythms work?

The light you need at 11am is often not the same light you need at 11pm. We naturally prefer dimmer, warmer hues in the evening to avoid blinding us and help us relax. Yet our reflex is the same, we "turn on the light".

Rhythms let you specify what mode lights should use when receiving a simple "ON" command, depending on the time of the day. By default, our circadian rhythm will give you a brighter and cooler light in the daytime, and a warmer and dimmer light when evening comes.

Even better, if you simply turn on the light and let the rhythm do its work, your lights will gradually change hue throughout the day without any action required from you.

What are the Quick actions?

Quick actions are new feature introduced by WiZ in the app V2. They are personal shortcuts, allowing you to recall your favorite control actions in just two taps.

Do you frequently turn on a particular Scene? Do you often turn off the whole home while leaving? Do you often dim multiple lights at once to a specific level? All of those are perfect candidates to become quick actions.

Create up to 18 actions, organized in 3 folders, and make your daily control much faster.

Your quick actions are even available via widgets!

How can I configure what my lights do at power on?

When it comes to this, WiZ offers a variety of options for you to pick from.

By default, WiZ lights operate in WiZclick mode: you can select two configurations of your choice (light mode and brightness) and flicking the switch quickly will let you change between those.

For example, the light will go to bright white when you power on. Flick the switch off and on again in less than 5s and your light will go to Party mode instead.

If you prefer your light to always return to whatever color you were using before powering off, you can then select "last status" instead of WiZclick, and your lights will revert to their previous mode when you power them on.

If your home is frequently affected by power outages, you may want to turn on the "power outage recovery" feature, in the Settings tab. Once you enable this, lights which were either off or in night light will not turn back on after a power cut, and instead stay off - ensuring that power cuts don't wake you up in the middle of the night.

How many lights can I install in a home?

There is no limit to how many WiZ lights you can install in a given home. However, you may want to pay attention to the technical capabilities of your Wi-Fi router. A given router will have a maximum number of devices it can connect (usually at least 60 for the recent ones). If your home has a total number of device (including phones, laptops, lights...) exceeding what the router can support, then they will not be able to connect simultaneously.

This can be easily resolved by upgrading your Wi-Fi router to a more powerful unit, or using a Wi-Fi mesh solution.

Note that it is not necessary for your lights to all be on the same network. You may very much choose to set up a home with three distinct networks, for example one for each floor, and have all the lights within the same WiZ home.

Do all WiZ products support Matter?

WiZ supports Matter excluding WiZ accessories like WiZmote, Smart Button, Security Camera, and Motion Sensor. For further guidance, please check the "Matter Compatible Product List" on WiZ Connect Support.

How do I connect WiZ to Matter if I've had it for awhile or doesn't state compatibility on the box?

Pair WiZ devices without Matter logo on packaging in the WiZ Connect App & update to Matter manually. Go to Matter settings in the app, tap relevant device (online), & download Matter information. QR code for Matter setup should appear.