

# Schneider Electric Wiser Window and Door Sensor User Guide

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## Wiser Window and Door Sensor

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### Product Information

**Product Name:** Wiser Window and Door Sensor

**Device User Guide:** 05/2023

**Manufacturer:** Schneider Electric SE

**Website:** [www.clipsal.com](http://www.clipsal.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.

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## Product Usage Instructions

## About the Device

The Wiser Window and Door Sensor is a device designed for monitoring the status of windows and doors. It provides information about whether a window or door is open or closed.

## Installing the Device

1. Select a suitable location for installing the sensor on the window or door frame.
2. Clean the installation area and ensure it is dry.
3. Peel off the adhesive backing from the sensor.
4. Press the sensor firmly onto the desired location.
5. Make sure the sensor is securely attached.

## Pairing the Device

1. Ensure that the device you want to pair the sensor with is compatible.
2. Put the device in pairing mode.
3. On the sensor, press and hold the pairing button for a few seconds until the LED indicator starts flashing.
4. The sensor will automatically detect and connect to the compatible device.
5. Once paired, test the sensor by opening and closing the window or door to check if the status is correctly reported by the device.

Note: For detailed instructions on pairing with specific devices, refer to the user guide of the compatible device.

[View Fullscreen](#)

Wiser Window and Door Sensor

Device user guide

Information about features and functionality of the device. 05/2023

[www.clipsal.com](http://www.clipsal.com)

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Safety information

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.

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Wiser Window/Door Sensor  
Wiser Window/Door Sensor  
CLP591011

#### About the device

The Wiser Window/Door Sensor (hereinafter referred to as sensor) consists of two separate parts: Primary and Secondary. The primary part includes the sensing circuit which detects the secondary part. The secondary part is a magnet. When the sensor is connected to the Wiser Hub and the window/door is opened or closed, the primary part directly reports the change to the app via Wiser Hub. Features of the sensor:

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

#### Operating elements

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

B

D

AC

#### Installing the device

Refer to the installation instruction supplied with this product. See Wiser Window/Door Sensor.

Wiser Window/Door Sensor

#### NOTICE

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

#### Pairing the device

Using the Wiser app, pair your device with the Wiser Hub to access and control the device. You can either add the device manually or do an auto-scan to pair it.

#### Pairing device manually

To pair the device manually: 1. On Home page, tap +.

2. Tap , select the required Wiser Hub on the slide-up menu. 3. Select an option to add the device(A):

Add Device with Install Code Add Device without Install Code

Add Device

Install Code is Recommended

device. If you are unable to scan or type the install code, you can still add the device without it.

Add Device without Install Code

A

TIP: It is highly recommended to add the device with install code.

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4. To pair the device with an install code, tap Add Device with Install Code to display the slide-up menu. Select any one of the options (B): Scan Install Code – you can scan the device for the install code. Enter Install Code Manually – you can manually enter the install code from the device. After pairing the device with install code, proceed to Step 6.

Add Device

Install Code is Recommended

device. If you are unable to scan or type the install code, you can still add the device without it.

Add Device without Install Code

B

Cancel

5. To pair the device without install code, tap Add Device without Install Code.

6. On the rear side of the sensor, short press (< 0,5 s) the function key 3 times on the device.

3x < 0,5 s

The LED blinks orange. 7. In the app, select Confirm LED is Flashing Orange and tap Start Configuration (C).

Cancel How to pair device Short-press Function Key 3 times.

x

C

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Wiser Window/Door Sensor

8. After a few seconds, a solid green LED indicates that the device has been successfully paired to the Hub.

...

9. Tap Done when the pairing is successful..

Pairing device with auto scan

Pairing the device with auto scan automatically discovers the device when it is powered on.

1. On the Home page, tap +. 2. Tap Auto scan > Confirm. 3. Enable permissions to Access location and Wi-Fi for scanning device and

tap Start scanning. NOTE: If you have multiple hubs, do Step 4 or proceed to Step 5.

4. Tap Select hub and select the Wiser hub from the slide-up menu. 5. Short press the setup/reset button 3 times (< 0,5 s) and wait for a few

seconds until the device search is complete. The LED blinks orange.

TIP: If you want to pair multiple devices at once, perform step 5 on each device and wait for a few seconds for them to be detected. 6. Tap Next (A) and select Window/Door Sensor.

Auto Scan Available devices found

Window

Next

A

7. Once the device is added successfully, tap Done.

Configuring the device

### Changing the device icon

You can change the device icon using the Wiser app. 1. On the Home page, select the device for which you wish to change the icon. 2. At the top-right corner of the screen, tap .

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3. Tap edit next to the device name.

4. Tap Icon to view the menu.

5. In the slide-up menu, select any one of the following (A) to change the device icon: Take photo – allows you to take a photo with your device camera. Select from Icon Library – allows you to select an icon from the app library. Select from Album – allows you to select a photo from the mobile gallery.

Icon Name Location

Take photo

Select from Icon Library

A

Select from album

Cancel

### Renaming the device

You can rename the device using the Wiser app. 1. On the Home page, select the device for which you wish to rename. 2. At the top-right corner of the screen, tap . 3. Tap edit next to the device name. 4. Tap Name, enter the new name (A) and then tap Save.

Icon

Rename

Name LocationCancel

A

Save

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Changing the device location



You can change the device location using the Wiser app. 1. On the Home page, select the device for which you wish to change the location.

2. At the top-right corner of the screen, tap .

3. Tap edit next to the device name. 4. Tap Location. 5. Select the desired location from the list (A) and then tap Save.

Device location

Save

Living Room Master Bedroom Kitchen

A

Dining Room Study Room Kids Room

Removing the device from Wiser system

You can remove a device from the device list using the Wiser app, To remove the device:

1. On the Home page, tap All devices > Window/Door Sensor.

2. Tap to display more details.

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3. Tap Remove and Factory Reset Device (A) and tap Confirm.

More Window Door Sensor

Moment and Automation

FAQ & Feedback Add to home Screen

A

TIP: On the home page, you can tap and hold the Window/Door Sensor to remove the device NOTE: By removing the device, you will reset the device. If you still have a problem with the reset, then refer to resetting the device, page 12.

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Resetting the device

Wiser Window/Door Sensor

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.

$3 \times < 0,5 \text{ s} + 1 \times 10 \text{ s} \dots$   
 $\times 7$

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Using the Device

On the Home page, tap All devices > Window/Door Sensor to access the control panel. On the Sensor control panel page, you can see the following:

· Battery level (A) · Window/Door status (B) · History (C)

A

Window Door Sensor

Door Closed

B

C

History

Checking the device history

You can monitor the opening and closing of the window/door by accessing the device history in the Wiser app. To see the device history:

1. On the Home page, tap All devices > Window/Door Sensor. 2. On the device control panel page, tap History. 3. In the History page, you can see the date and time when the window/door was opened or closed.

History

2021-09-24 19:18:26 Closed 19:18:26 16:37:12 Closed 16:37:10 16:37:06 Closed

2021-09-25 16:04:37 16:04:33 Closed 16:04:31 16:04:30 Closed 16:04:31 16:04:30 Closed

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:

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Wiser Window/Door Sensor

1. On the Home page, tap the . 2. Go to Automation > + to create an automation. 3. Tap Edit name , enter the

name of the automation (A) and tap Save.

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

Cancel Automation settings Save

My Automation

Any condition is met

(0/10)

A

Add Condition

Action Cancel

(ASdadvede 0/80)

Add Task

All-Day

4. Tap Any condition is met to select any one of the condition type (B): All conditions are met- The automation is triggered when all the conditions are met. Any condition is met- The automation is triggered when at least one condition is met.

Cancel Automation settings Save

My Automation

Any condition is met

(0/10)

Add Condition

Action

(Added 0/80) Add Task

Select Condition type All conditions are met Any condition is met

Cancel

B

5. Tap Add Condition to display the slide-up menu.

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6. In the Add Condition menu, you can do either or all of the following options (C): When weather changes- Select various weather settings Schedule- Set the time and day When device status changes – Select the device and its function

NOTE: You can add one or more conditions using .

Cancel Automation settings Save

My Automation

Any condition is met

(0/10)

Add Condition

Add Condition

Schedule

C

7. Tap When device status changes > Window/Door Sensor to select either or all of the functions to add in the automation: Open- When the window/door is opened (D) Closed- When the window/door is closed (E)

Window Door Sensor

Closed

D E

8. Tap Add task to display the slide-up menu.

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9. In the Add task menu, you can do either or all of the following options (F): Run the device- Select the devices that you want to trigger. Moment or Automation- Select the moment which you want to trigger or select the automation that you want to enable or disable. Send notification- Turn on notification for the automation. Delay – Set the delay time.

NOTE: You can add one or more actions using .

Cancel Automation settings Save

My Automation

Any condition is met

(0/10)

Add Condition

Action

(Added 0/80) Add task

Run the deAvdidgeTask

Moment or Automation

All-Day

F

10. Tap on Effective period to set the time range for the automation. You can select any one of the following (G): - All-day – 24 hours Daytime – From sunrise to sunset Night – From sunset to sunrise Custom – User defined time period  
Next

G

Repeat

11. Once all the actions and conditions are set, tap Save.

Example of an automation

This demonstration shows you how to create an automation to switch on the light when the door is opened.

1. Go to Automation > + to create an automation.

2. Tap Edit name , enter the name of the automation and tap Save. TIP: You can choose the cover image that represents your automation by tapping .

3. Tap Add Condition > When device status changes > Window/Door Sensor.

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4. Tap Window/Door Sensor > Open. 5. Tap Add task > Run the device and select Micro Module Light Switch. 6. Tap Switch > On (A) and tap Save. 7. Tap Next.

Select function

Next

Switch

Switch Reverse Switch

A

Cancel

Save

8. In the Automation Settings page, tap Save.

Cancel Automation settings Save

My Automation

Any condition is met

(1/10)

Action

(1/80) All-Day

Once the automation is saved, it is visible on the Automation tab. You can tap the toggle switch on the automation to enable it.

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Editing an automation

1. On the Automation tab, locate the automation you want to edit and tap . 2. On the Edit page, you can tap each item (such as dimmer, shutter, delay, temperature, etc.) to change the settings. TIP: · You can add one or more condition or actions using . · To delete an existing condition or action, slide each item towards left and tap Delete.

Deleting an automation

1. On the Automation tab, locate the automation that you want to delete and then tap .  
2. Tap Delete and then tap Ok. NOTE: After deleting an automation, the device action can no longer be triggered.

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Replacing the batteries

To replace the batteries:

1. Remove the primary part from the base plate by sliding it upwards.
2. Unscrew the battery cover using a screwdriver. NOTE: The screw is captive, after unscrewing from the primary part it remains attached to the cover.
3. Replace the battery with the proper polarity.
4. Re-install the battery cover and tighten the screw using a screwdriver. The LED blinks green seven times and then stops blinking.
5. Install the primary part on the base plate by sliding it down. IMPORTANT: Dispose used batteries, as per statutory regulations.

1

2

4

5

3 × 7

LED Indications

Initial Stage

Action Green LED blinks 7 times (1 Hz)

LED Indication (7x)

Status

After the sensor is powered On for the first time or after the batteries were replaced.

If not paired yet

Action Amber LED blinks (1 Hz)

Green LED is On for 3 seconds

LED Indication (2 min) (3 sec) (3 sec)

Status

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.

Pairing was successful.

If already paired

Action Green LED blinks 5 times (1 Hz)

An amber LED blinks for three seconds (4 Hz)

LED Indication (5x) (3 sec)

Status The sensor is paired and connected.

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

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.

LED Indication (10 sec)

(3 sec)

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## Battery level

LED Indication LED blinks orange once per minute.

## Wiser Window/Door Sensor

Status The battery is low (< 10%), replace the battery, page 19.

NOTE: A notification pop-up will appear on the app.

## Troubleshooting

Symptom The sensor triggers the automation/ schedule, but does not show the status on the app.

LED blinks orange.

## Possible cause

## Solution

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.

The sensor battery is low or drained.

Replace the sensor battery, page 19 NOTE: A notification popup will appear on the app.

## Technical Data

### Battery Battery life

Nominal power IP rating Operating frequency Max. radio frequency power transmitted Operating temperature  
Relative humidity Primary part dimensions (H × W × D) Secondary part dimensions (H × W × D) Communication  
protocol Compliance

3 VDC, CR2450 Up to 5 years (may vary based on the usage, frequency of firmware update and environment) 90  
mW IP20 2405 – 2480 MHz 7 dBm -10 °C to 50 °C 10 % to 95 % 50.3 × 33.0 × 16.3 mm 50 × 9 × 9 mm Zigbee 3.0  
certified

## DUG\_Window/Door Sensor\_CLP-00

## Compliance

### 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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Documents / Resources

	<p><a href="#">Schneider Electric Wiser Window and Door Sensor</a> [pdf] User Guide Wiser Window and Door Sensor, Wiser, Window and Door Sensor, Door Sensor, Sensor</p>
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