



# WiZ support and system training material

WiZ platform marketing and software product management

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# 1. WiZ key features summary for support

WiZ lamps will connect to your Wi-Fi router, like your phone or laptop. The requirements for the network are,

- 2.4GHz Wi-Fi, b/g
- WPA-2 Personal security
- The Wi-Fi network must have a password.

## 1.1 Pairing

“Pairing” is the process during which the user’s phone passes the Wi-Fi credentials to the light, so that the light can connect to the router by itself afterwards. The pairing process can be divided in four modes:

Mode 1: Ready To Pair (RTP): When a fresh lamp is powered ON for the first time, it will be in pairing mode for 1 minute, and user can pair it quickly without taking any action. If lamp does not pair successfully after 1minute, it will enter AP Pairing mode (see AP mode below).

Mode 2: 3x WiZclick Pairing: If the light is not found following Mode 1, follow the instructions on screen and do 3x WiZclick to make the lamp enter RTP mode. The lamp will start pulsing in blue / cool white for one minute, using the same pairing process as Mode 1.

Mode 3: 5x WiZclick Pairing: If the light is still not found during Mode 2, the third mode uses a different pairing mechanism, and works as a fallback. Light pulses in purple (RGB lamp) or pulse in white (tunable white and downlight lamps). during this step. The 5X WiZclick make the lamp enter RTP mode (Mode 1). Mode 3 is used for re-pairing a lamp that was already paired in a home, was not deleted from the home using WiZ app and need to be paired in different home.

Mode 4: Access Point Pairing (AP): When a lamp goes into pairing mode but cannot be paired after a certain time, it will go into AP Pairing mode and pulse in purple color. The lamp will become a Wi-Fi Access Point and let the phone connects to it, sending necessary credentials, information in this way. Also known as manual pairing since user needs to connect to the AP manually.

Mode 1, 2 and 3 require the user to connect his phone to the same 2.4GHz Wi-Fi network he wants to connect the lights to. If the phone is connected to 5GHz, those steps will fail, and the light will not be found. However, Mode 1, 2 and 3 allow you to pair multiple lights at once.

Mode 4 does not strictly require the user to be on 2.4GHz. Users will have to go in the Wi-Fi settings of their phone and find a network called *WiZconfig-...*, emitted by the light, connect to it and return to the app to complete the process. This step seldom fails. However, you can only pair one light at a time.

Support videos on pairing are available on WiZ YouTube channel, please check [here](#).

### Potential issues:

- a. Most routers nowadays do not let the user distinguish between Wi-Fi bands (same name is given to both), which can lead to confusion and failure of Step 1 and 2, especially since phones may preferentially connect to 5GHz. To fix this, there are several options:
  - Option 1: Walk away from the router until 5GHz is weak enough so that the phone connects to 2.4GHz.
  - Option 2: Enter the router settings (usually <http://192.168.1.1>) and temporarily rename or disable 5GHz (this can be reverted after pairing)
  - Option 3: Use a phone as Wi-Fi hotspot with the same network name and password as the router. Connect the light on that hotspot. It will automatically connect back to the router when the hotspot is turned off.
  - Option 4: Simply wait for pairing Step 3 (“Access Point” pairing).
- b. Users may struggle to find the right switching pace to enter Step 2 (blue pulse). Try leaving between 1s and 2s for each ON and OFF step.

### 1.2 Auto-update & cloud connection

After a lamp has successfully connected to the Wi-Fi, it will connect to the internet and attempt connecting to the WiZ servers. If its firmware version is not the most up to date, then an update will automatically be triggered, and the light may be unresponsive for a few minutes.

If the light fails to connect to our servers. Try pairing the light again. If the issue persists, you may need to check the ports of the router.

### 1.3 Multiple users in a WiZ home

As many people as needed can have access to a given WiZ home. There are two possible cases:

Case 1: Adding a device which shares an Apple, Google, Facebook or Yandex account with your primary device (for example adding your tablet to control from the couch).

Case 2: Inviting someone else, or a device with no accounts in common with the primary device.

For Case 1, on the primary device, go in the settings of the WiZ app and sign in with the account you plan to use to link the other device as well. Then download the WiZ app on the other device, select “I have an account” on the first page, and sign in with the same account. All settings will be automatically synchronized.

For Case 2, start the same way, by signing in on the primary device. In the settings of the home, select “invite” then share the invite code with your guest.

**By default, anyone joining with an invite receives a “Guest” role.** Guests can only control lights (no settings), and when connected to the local Wi-Fi network. If you want your guests to get full “owner” access (like the primary device), you can promote them from the primary device, in the list of users in the home.

**There is no need, ever, for any additional user to re-do the pairing of the lights.**

## 1.4 Integrations

You can integrate your WiZ lamps with most of the home automation systems out there, such as Google, Alexa, Samsung SmartThings and IFTTT.

To enable the integration with Google or Alexa, for example:

- In the WiZ app, go the integrations page, select the integration you want to enable and copy the code. This code is the “key” to identify your WiZ home.
- Go to the app of the integration, find WiZ among the brands, input the code when prompted.
- Your WiZ home will be linked. Enjoy!

For now, only one account can be linked to each WiZ home.

## 1.5 Scheduling

You can create **Scheduled Events** to automate your lighting. They will make the WiZ lamps perform certain actions at the time you specify, for example turning ON, changing mode...

Trying to get best light at every moment of the day? Try Rhythms. Rhythms define what your lights will do whenever they receive an “ON” command (from the app, integrations, scheduled events, sensor, remote...). If you turn on the light and do not manually adjust the mode afterwards, the lights will keep on following the Rhythms and change according to it throughout the day.

Scheduled Events and Rhythms are applied to all lights in a room.

## 1.6 Scenes

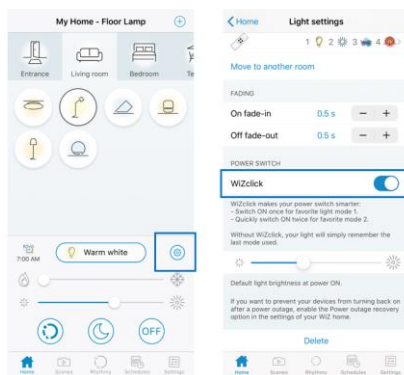
Scenes can be saved and replayed. To do so, take a snapshot of a current configuration of a room to replay it later. Scenes are discovered by Alexa, Google and most integrations, so you can simply “call” them back. If you have an iPhone running iOS 12 and above, you can also add the Scene to Siri Shortcut to call out Scenes by asking Siri.

## 1.7 WiZclick

You can also choose whether your light will return to last mode used when powered on, or work with WiZclick mode. To do that, the WiZclick feature can be enabled/disabled for each light, from the WiZ application. On the main screen, select the light you want to set up, then open its setting, enable WiZclick and your power switch becomes smarter:

- Switch ON once for favorite light Mode 1.
- Quickly switch ON twice for favorite Mode 2.

Without WiZclick, your light will simply remember the last mode used.

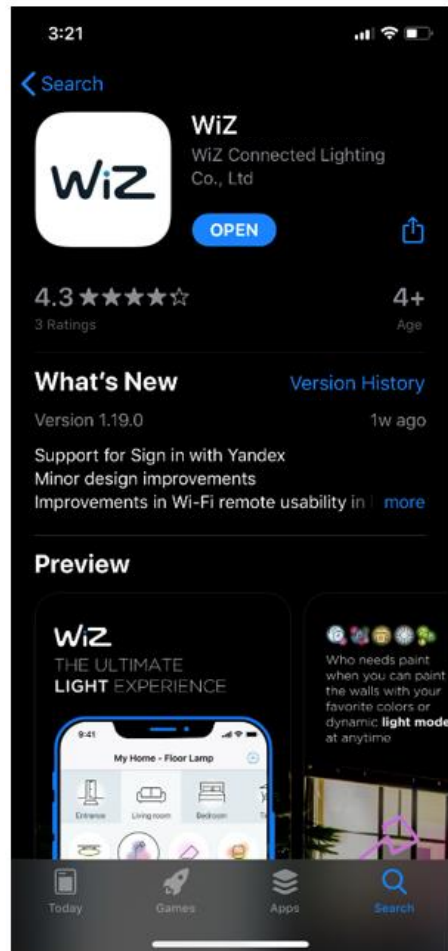


## 2. Quick Start Guide on Key Aspects of the System

### 2.1 Getting Started

For the pairing procedure, please follow the instructions below:

Downloading the WiZ application:  
You can find the WiZ app on Google Play Store and Apple App store. Search for “WiZ Connected” in your App store. You should get the WiZ app by WiZ Connected Lighting Co., Ltd.



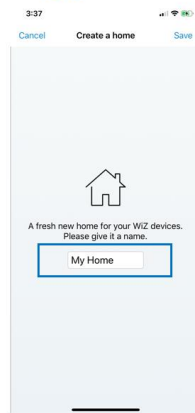
## 2.2 Pairing

### A) Creating a room

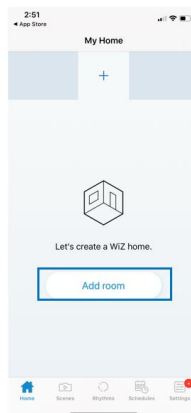
1. Create or join a home



2. Give a name to your home



3. Create a room



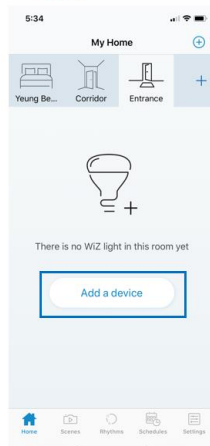
4. Select a room type



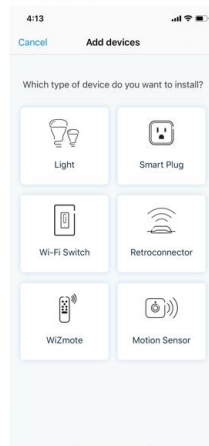
### B) Adding lamps to your room

First make sure your phone is connected to your (home) Wi-Fi network.

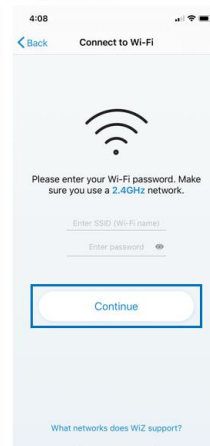
1. Add lamps to your room



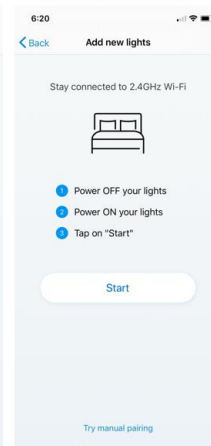
2. Select the correct device



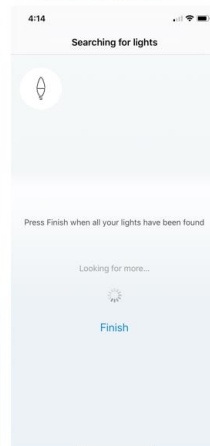
3. Enter your SSID and password



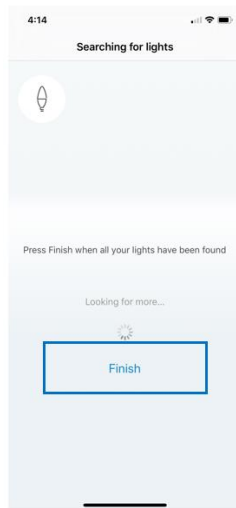
4. Power off/on your lamp and hit Start



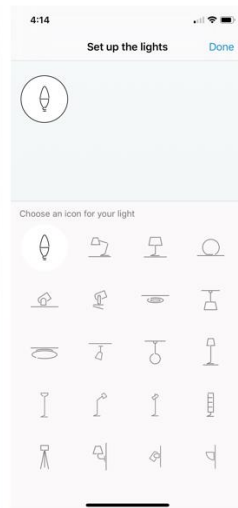
5. Wait until you find all your lamps



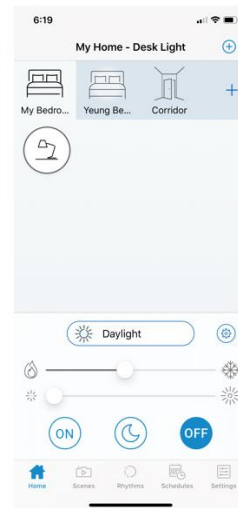
6. Press Finish



7. Choose an icon for your light

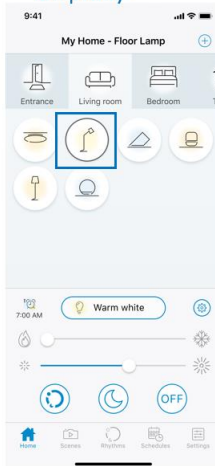


8. The lamp is ready to be controlled

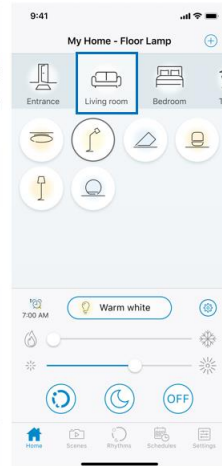


## 2.3 Lamp Control

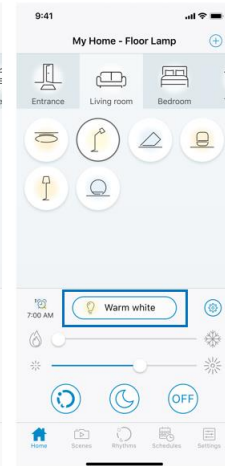
1. For individual control, select one lamp only



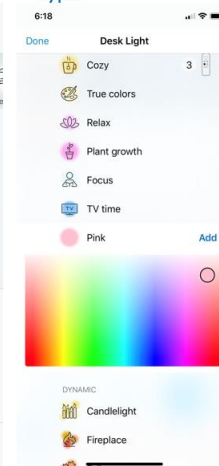
2. For room control, select one room



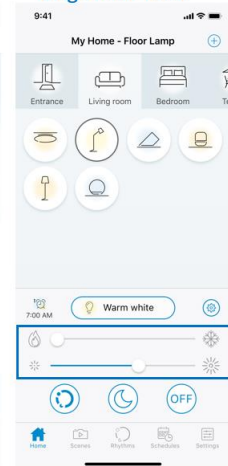
3. Change color / light mode



4. Options are depending on lamp type



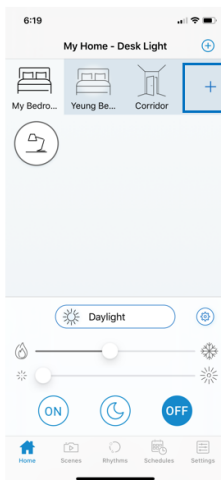
5. Change color temperature and brightness level



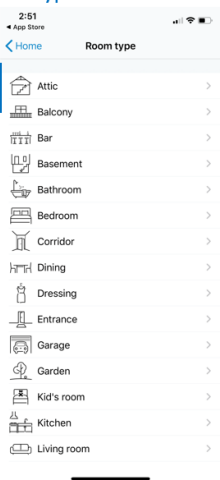


## 2.4 Creating different rooms

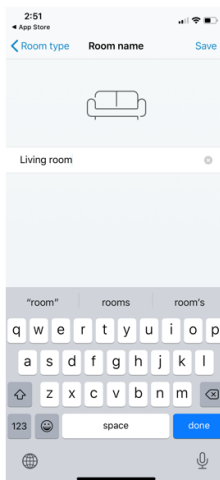
1. Create another room



2. Select the room type



3. Name your room

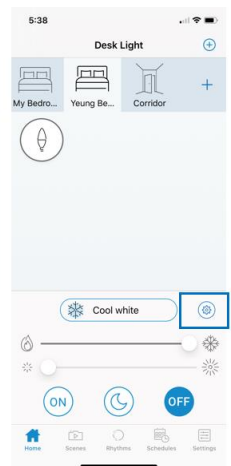


## 2.5 Moving lamps to another room

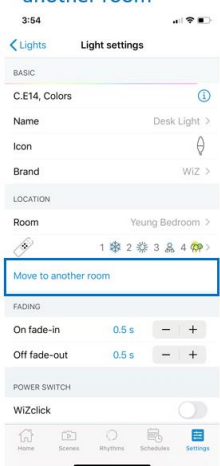
1. Select the lamp to be moved



2. Tap on Light settings



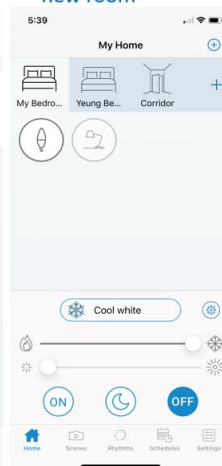
3. Press on Move to another room



4. Select a room

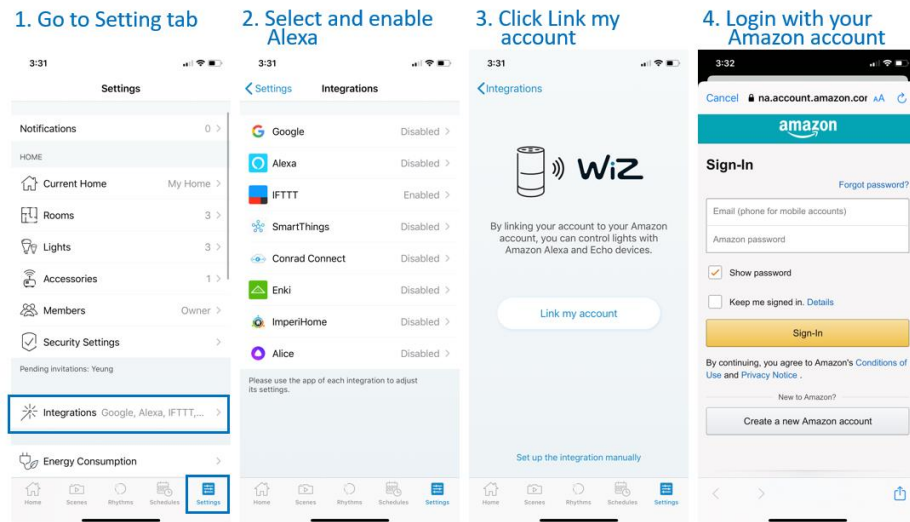


5. Lamp joined the new room

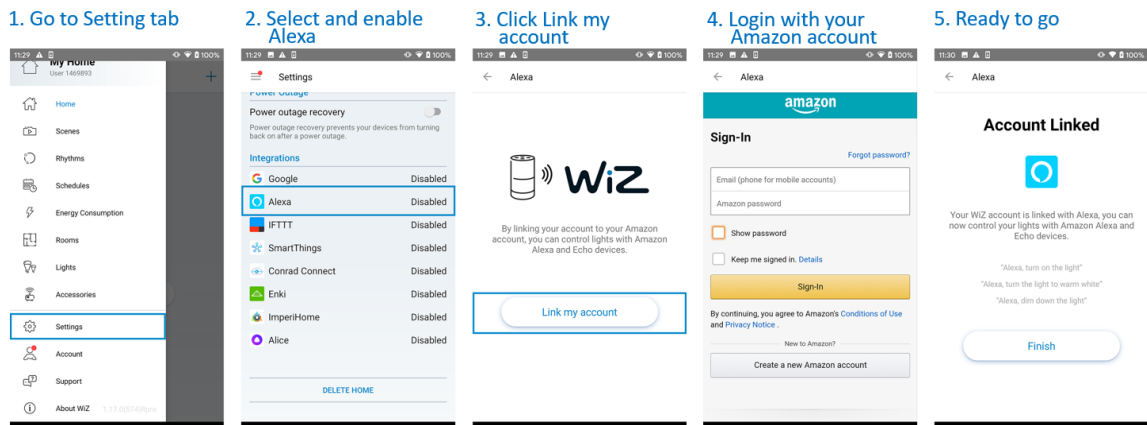


## 2.6 Integrations: Amazon Alexa, Google, SmartThings, IFTTT

### A) Amazon Alexa iOS



### Android



In the Alexa app, go to the Home screen, then select “Smart Home”, and tap “Discover Devices”. This should give you the list of all WiZ devices found in your home.

Once you have this list of devices, you will notice that many of these “Devices” are the rooms names, the groups names and the names of the WiZ lights which are not grouped.

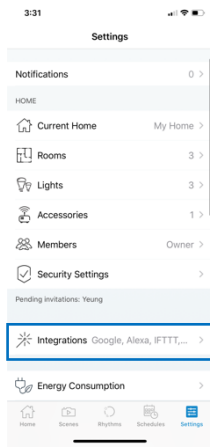
### Notes:

Please make sure your Amazon account was logged in to Alexa and completed the setup before using it for integration.

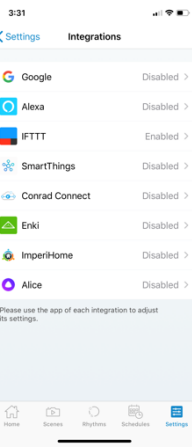
## B) Google

In the WiZ app

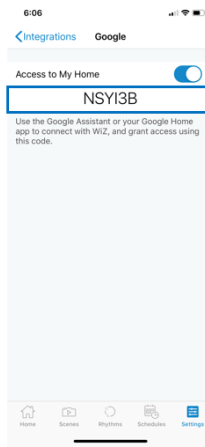
1. Go to Setting tab



2. Select and enable Google



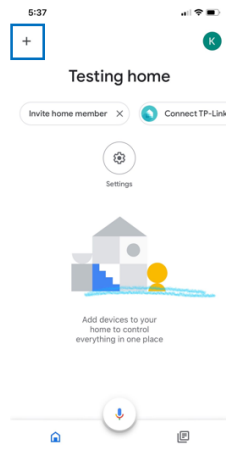
3. Copy this code



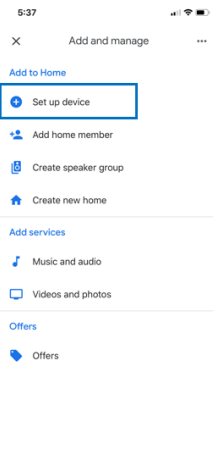
Note: No need to copy the code if you are using the same device to proceed the integration.

Then, go to Google Home app

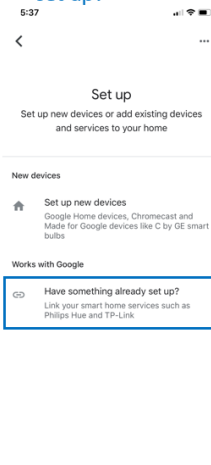
1. Select '+' to expand menu



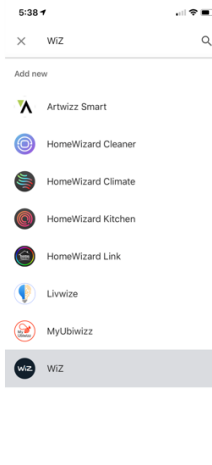
2. Click Set up device



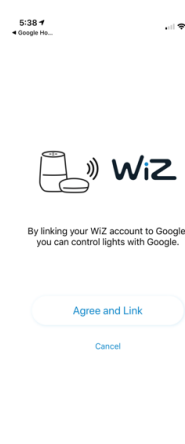
3. Select Have something already set up?



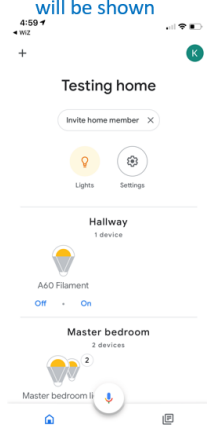
4. Search and select WiZ



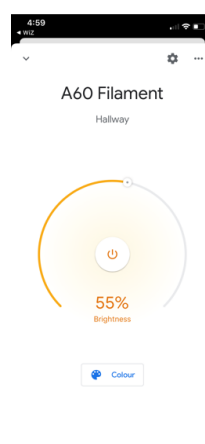
5. Click Agree and Link



6. Once completed, the list of devices discovered will be shown



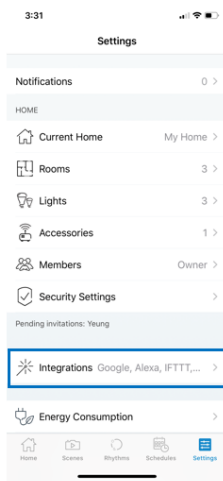
7. Ready to go



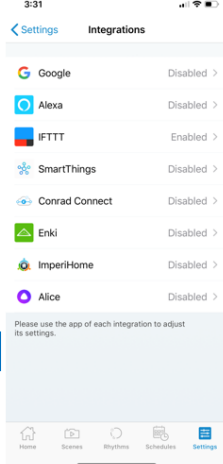
### C) SmartThings

In the WiZ app

1. Go to Setting tab



2. Select and enable SmartThings



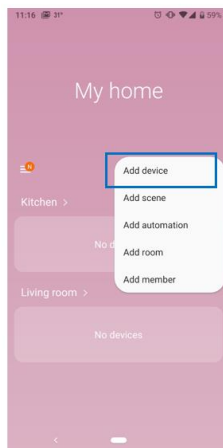
3. Copy this code



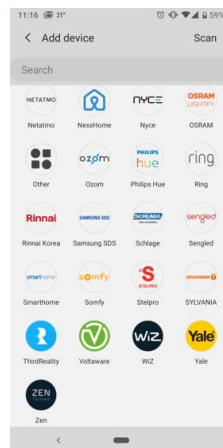
Note: The code is valid for 5 minutes, and is the key to link your WiZ home with SmartThings.

Then, go to SmartThings app

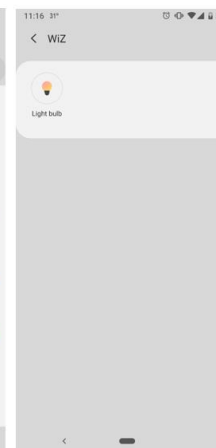
1. Select Add device



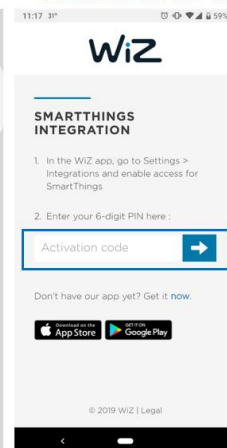
2. Find and select WiZ



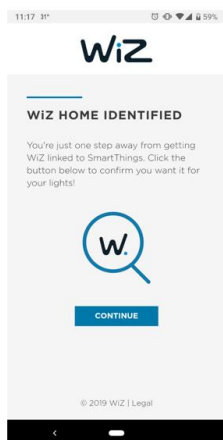
3. Select Light bulb



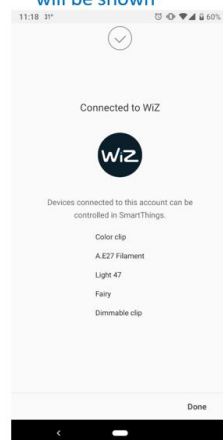
4. Paste the code you obtained from the WiZ app



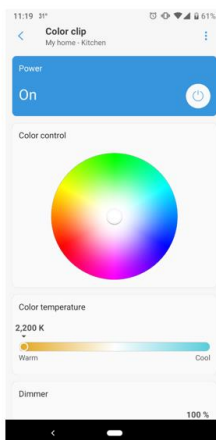
5. Click Continue



6. Once completes, the list of devices discovered will be shown



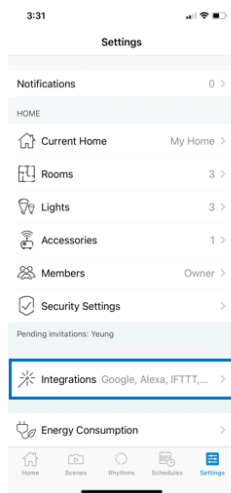
7. Ready to go



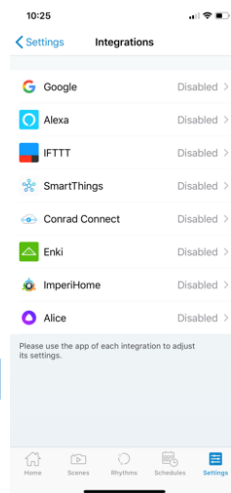
## D) If This Then That (IFTTT)

In the WiZ app

1. Go to Setting tab



2. Select and enable IFTTT

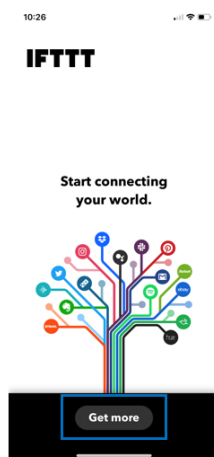


3. Copy this code



Then, go to IFTTT app

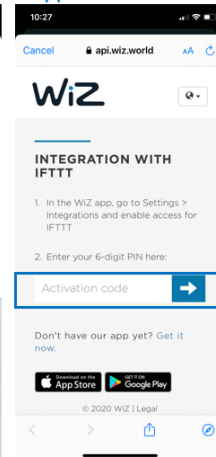
1. Tap on Get more



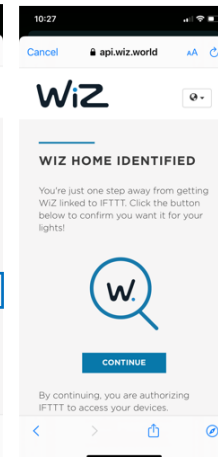
2. Search and select WiZ



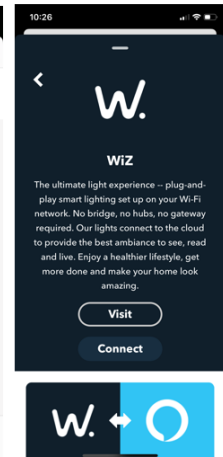
3. Enter the code obtained from WiZ app



4. Once completed, press on CONTINUE



5. Ready to go

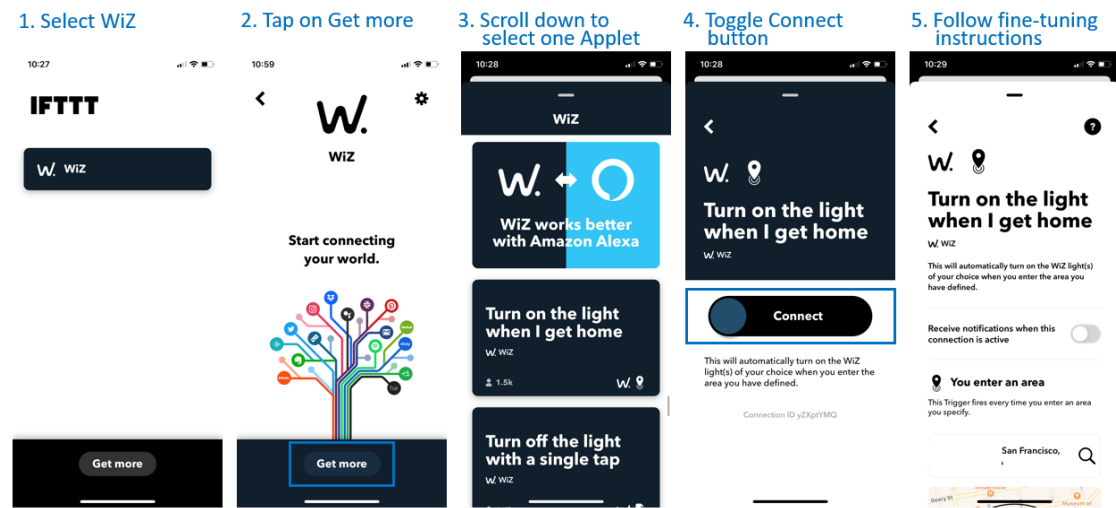


Once IFTTT is set up, you can activate any of the available Applets using WiZ functionalities. The functionalities of the Applets are detailed on the IFTTT platform. You can also build your own Applets with the available WiZ actions.

Some Applets offer multiple fine-tuning options, such as selecting a light, a group, a room or the whole home, picking the light mode of your choice...

An example of activating an available Applet:

In the IFTTT app



Note:

1. If you have multiple rooms with the same name, you may want to consider renaming one to make it simpler to differentiate them.
2. Actions on IFTTT are not filtered based on the light type: If you have a tunable white, you will still see color options, selecting them will do nothing.
3. Some Applets are connecting WiZ with 3<sup>rd</sup> party apps or devices, please make sure the 3<sup>rd</sup> party apps and devices are ready to use, or else, selecting them will do nothing.

Please check [here](#) if you want to learn more on WiZ app.

### 3. FAQ

#### 3.1 Pairing

Q: *Can I pair lights if my phone is on 3G/4G network?*

A: No, you need to be on the Wi-Fi network you want to use to pair the lights

Q: *Can I use WiZ lamps without a router? (Wi-Fi direct)*

A: No, WiZ lamp will need to connect to your router so that they can connect to the cloud

Q: *My light isn't pulsing.*

A: Make sure that you have the right tempo or sequence. Power off 10s, then do ON – OFF – ON – OFF – ON

Q: *How can I be sure I'm on 2.4GHz?*

A: Enter your password in the app. Put the light in pairing mode, then walk away from the router and pay attention to the Wi-Fi signal "bars" on your phone. They will go down gradually, then back up suddenly. This signals you have switched to 2.4GHz because 5GHz was too weak. Now tap on "Start" in the app to start the pairing

Q: *I have a Mesh router, what do I do?*

A: If you want to use Modes 1-3, you may need to unplug one or two units, to make sure you can switch to 2.4GHz while walking away from the remaining units. Otherwise just use Mode 4.

Q: *The automatic firmware does not complete. What do I do?*

A: Wait 10min, then power off the light and back on. If no change, please re-do pairing.

Q: *Can I connect my lights to my university Wi-Fi / office network?*

A: Likely not. Most companies use WPA-enterprise security, which is not supported by WiZ. Please use a WPA2-Personal network.

#### 3.2 Working with 3rd party systems

Q: *My new light / scene does not show up in Google / Alexa.*

A: Check that the integration is properly enabled and linked. If so, just try "Hey Google, sync my devices" / "Alexa, discover devices" and your new lights or scenes will get picked up.

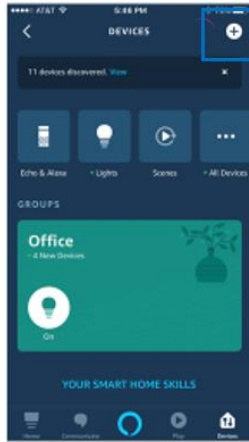
Q: *How can I find the code to integrate with Google / Alexa?*

A: Check the integrations menu in the WiZ App and select the integration you want to enable.

Q: *I cannot pair WiZ lamps with Alexa.*

A: In the Alexa app, make sure you enable the **WiZ Smart Home skill**

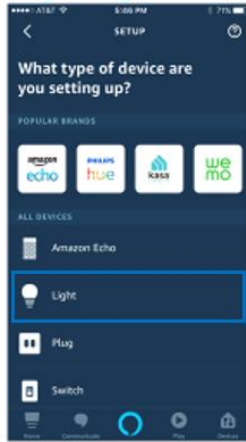
1. In the Alexa Home app



2. Select Add Device



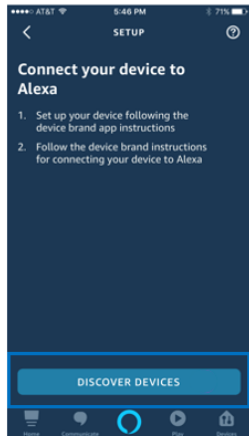
3. Choose from popular brands or go to Light



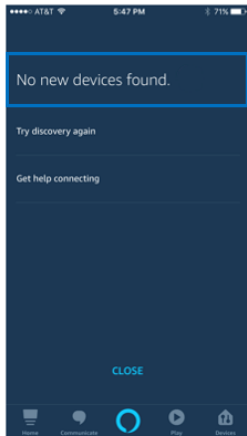
4. Scroll down to WiZ or search in Other



5. Tap DISCOVER DEVICES



6. And No new devices found.



Q: *How can I use WiZ with Apple HomeKit?*

A: WiZ lights are not compatible with HomeKit, but you can use Siri shortcuts to call out Scenes or turn on / off all WiZ lights in the 'home'. HomeKit is a system allowing users control smart-home appliances using Apple devices. Siri Shortcuts provides a simple way to trigger 'actions' (turn on a Scene in the case of WiZ) with a tap on your iPhone or by asking Siri.

Q: *Can we connect WiZ devices to Tyua app now or in the future?*

A: No, they can work together in 3rd party apps like Google Home or Alexa.



Q: *Bluetooth in WiZ vs. Bluetooth in HUE – what are the differences?*

A: As of today, WiZ only uses Bluetooth to make pairing smoother, but not as core system layer. We plan to use Bluetooth to enable local control in 2021.

Hue uses Bluetooth for getting started with local control of up to 10 lights in one room. You will need to add a Bridge to upgrade to full access of all the features of the Hue system.

Q: *Are you able to use voice assistants if you had logged in to WiZ app via Facebook?*

A: Sign in and integrations have 0% correlation. You can use any integration without even linking your WiZ account with any 3rd party identity provider.

Q: *Can you share the library of commands of voice assistants?*

A: No. this depends on their systems. You can check some examples of Alexa [here](#), examples of Google [here](#).

### 3.3 Other Topics

Q: *Do WiZ lights support Zigbee / Bluetooth Mesh...?*

A: No, only 2.4GHz Wi-Fi as of today.

Q: *How does out of home control work?*

A: As long as the lights are connected to the Cloud (via a Wi-Fi router) any user with “owner” role can control them from anywhere (provided that his phone has internet access), through the Cloud.

Q: *I cannot control the light when I am away from home.*

A: Check whether you have Owner or Guest access rights. If owner, make sure the light is powered on and Internet is working well.

Q: *My wife wants to control the lights too. Does she need to connect them to her phone as well?*

A: No, there is no need to redo pairing. Just invite her in the system.

Q: *Why can't I change the settings of my lights? / I do not see all the settings.*

A: Please check whether you are Guest or Owner.

Q: *My Rhythm does not turn on my lights.*

A: Rhythms never actively turn lights on. They only define the behavior when “ON” is received. Try Scheduled Events.

Q: *I want to replace my phone. Do I need to reset everything?*

A: No. On your current phone, go to the settings of the WiZ app and sign in with one of the options. When launching WiZ on your new phone, just sign in with the same option. **Note: please encourage signing in to end users**, it helps preventing cases of people losing their homes when they lose their phones.

Q: *Can I be signed in with more than one option?*

A: Yes, absolutely. No problem with that.

Q: *Some of my lights do not have all the light modes available. Do not respond to certain modes.*

A: Please check whether your lights are Color lights or Tunable white lights (warm to cool white only). Tunable white lights have limited options for light modes.

Q: *Do I need to reset my light to put it in another room?*

A: No. Just open the settings of the light and change its location. It's that simple.

Q: *My lights take a long time to turn off. Is it normal?*

A: Check the fade-in / fade-out settings in the settings of the room. You can adjust this.

Q: *Can I use my WiZ lights on a dimmer switch?*

A: Dimmer switches are not supported for all smart lighting products because they may not provide stable power to the chip. If you need to connect your WiZ lights on a dimmer switch, please always keep it at the maximum dimming level to ensure a stable power supply.

Q: *I cannot control my lights when I power them off (via a wall switch or via the table lamp switch). Scheduled events do not turn them on.*

A: Lights need to remain powered on to be available in the app and for schedules to work. The app turns your lights on and off. The wall switch always remains 'on'.

Q: *Can WiZ products be used outdoor?*

A: Depends on the product hardware specifications. Depends on your router and where it is placed. There is no standard answer to this.

Q: *What is the max distance WiZ lamps will receive the signal and can operate on? Can they operate through walls / metal etc.?*

A: Same as above. A few walls are not a problem. Tight-fit metallic enclosures can be because they shield the chip.