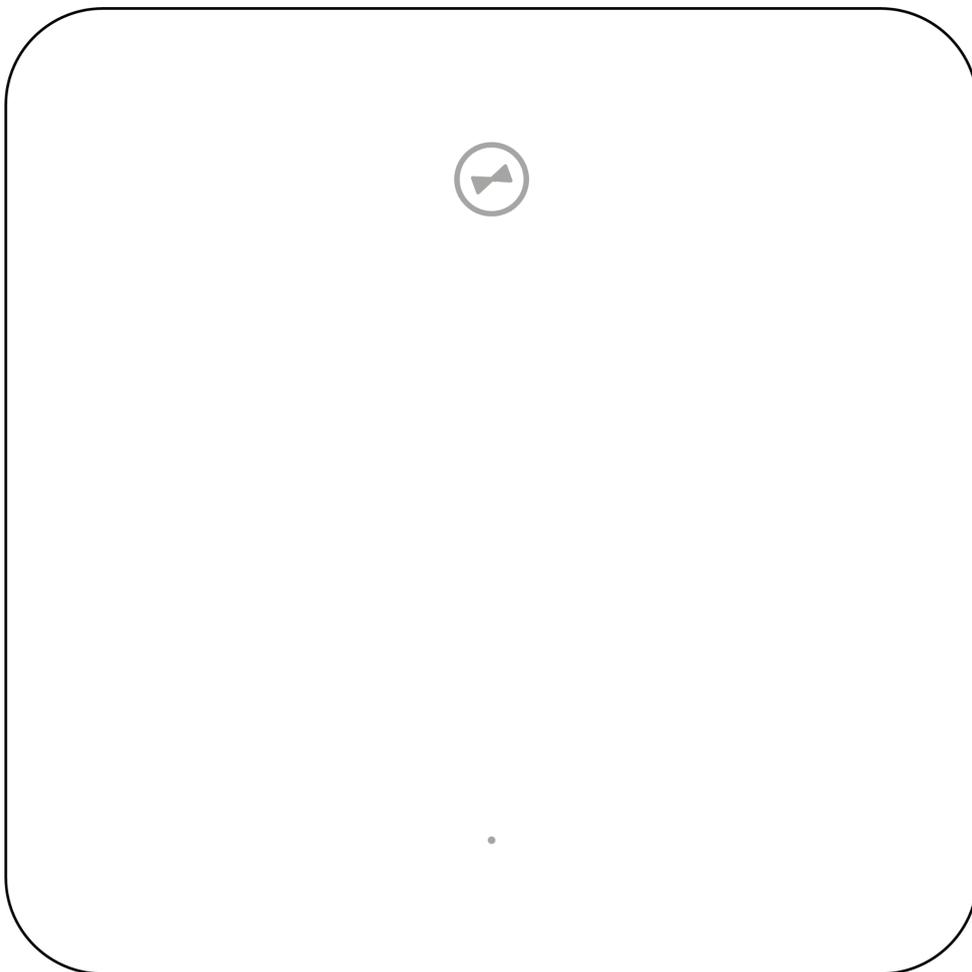


# wibutler pro (2. Gen.)

Model WG2001

User manual



**EN**

Last updated in February 2023

# Hello!

## Thank you...

...for choosing wibutler pro. The smart gateway connects products from different manufacturers that can be controlled via the wibutler app. Your advantages: full flexibility! Decide which products you want to use and whether you add them yourself or have support from a professional to install them.

## This manual...

...describes the installation and basic information of the **wibutler pro (2. Gen.)**, hereinafter referred to as wibutler pro, and is intended for craftsmen and users who want to put the product into operation. Be sure to read this whole manual before using your wibutler pro for the first time. Please pay particular attention to the ["Safety Instructions"](#). Keep the manual or pass it to the subsequent owner, if the owner changes. We assume no liability for consequential damages that result from disregarding this manual. You will not find instructions for accessories and field devices in this manual, but in the individual instruction manuals.

## System requirements

A Smartphone or tablet running at least iOS 12 or Android 5.0 and a router with internet connection are needed in order to use the full range of functions.

### Note on Firmware Update

With the firmware updates for the wibutler pro we are introducing new functions, adding further compatible devices or fixing errors in the system. Therefore, always download and install firmware updates when they are suggested to you. This is the only way we can enable you to use all functions and products without any issues.

## Any questions?

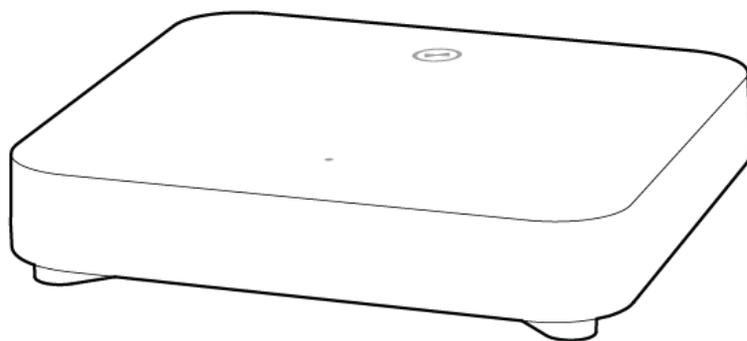
The wibutler community will help you out:

[wibutler.com/community](http://wibutler.com/community)

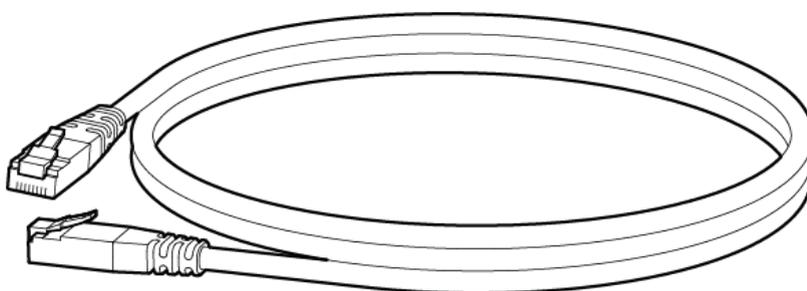
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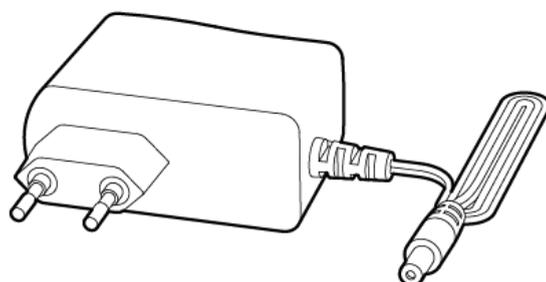
## 1 Shipment



wibutler pro (2. Gen.)



Ethernet cable



Power supply unit



Wall mounting kit

### Note

The power supply unit and ethernet cable included may not appear exactly as depicted.

## 2 Safety Instructions

### 2.1 Symbol Explanations



#### Caution!

Dangers are pointed out here.



#### Note

Important information is pointed out here.

### 2.2 Safety Information

The wibutler pro meets international safety standards. However, when operating the device, certain safety precautions must be taken. Please read the following safety instructions carefully. Model and serial numbers, as well as information concerning the operating voltage, can be found on the bottom of the device and the included power supply. Further information at ["Legal notes"](#).



#### Caution!

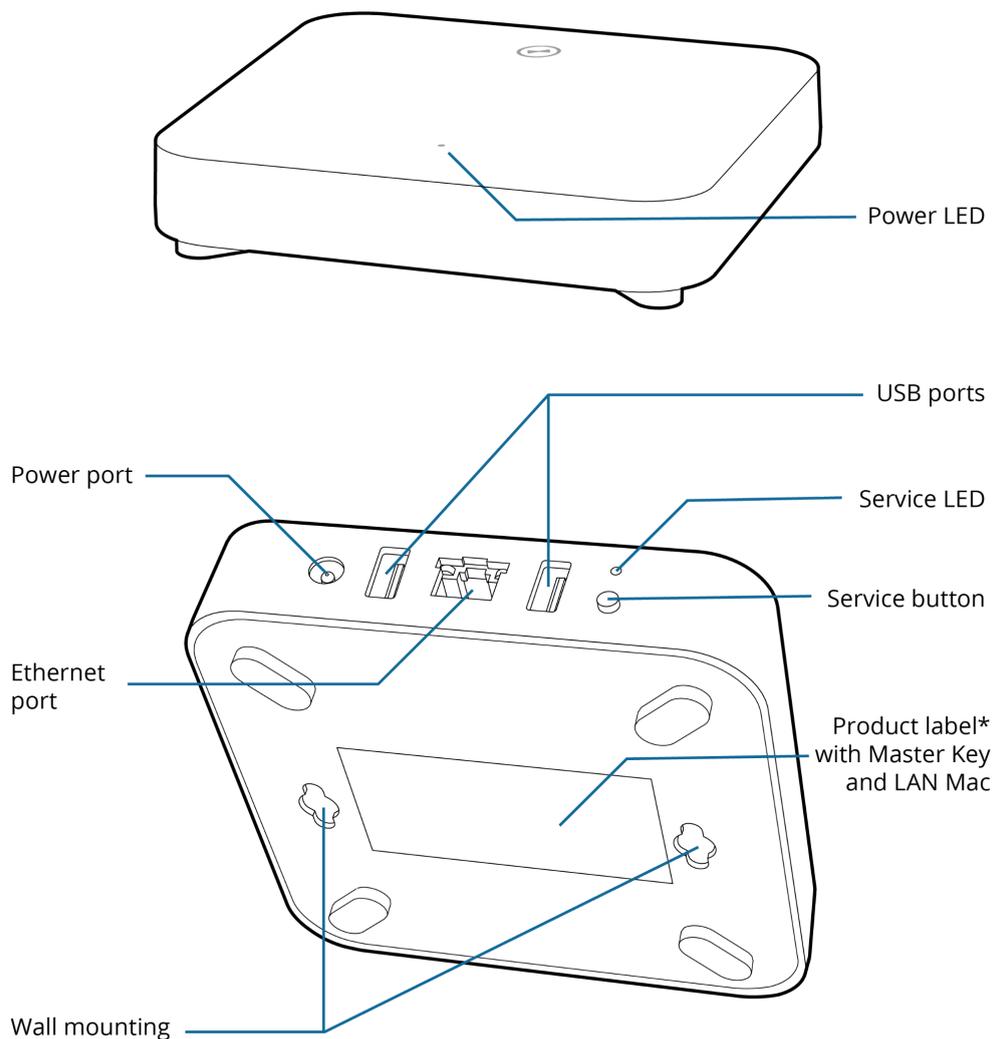
- Never remove the wibutler pro's casing. (The device is maintenance-free.) Opening the device immediately revokes the warranty.
- In case of danger pull out the mains plug.
- Do not insert undesigned objects in holes, sockets, or other openings in the casing.
- Inappropriate handling can lead to electric shock.
- Using an incorrect power supply unit can cause severe injury to persons and damage to equipment. Always use the power supply unit provided.
- The wibutler pro is not meant to be operated with certain (i.e. medical) devices.
- Some devices may not be operated without surveillance (devices that harbour a potential fire hazard).



#### Note

- Do not use the wibutler pro in hot, cold, moist, dusty or unventilated environments. Do not place it on fabric or carpets.
- Do not place any objects on top of the device. Do not drop or shake the device.
- Never operate the wibutler pro near open flames or devices that emit heat. Avoid direct sunlight on the device.

### 3 Overview of wibutler pro



\*The marking information is located at the bottom of the device.

#### Ethernet port

If using an ethernet network, the ethernet cable included can be connected here.

#### USB 2.0 ports

These ports meet USB 2.0 specifications, but are also compatible with USB 3.0 and USB 1.x devices. Each USB device with up to 500mA maximum current consumption can be connected.

#### Power port

Port for connecting the included power supply unit.

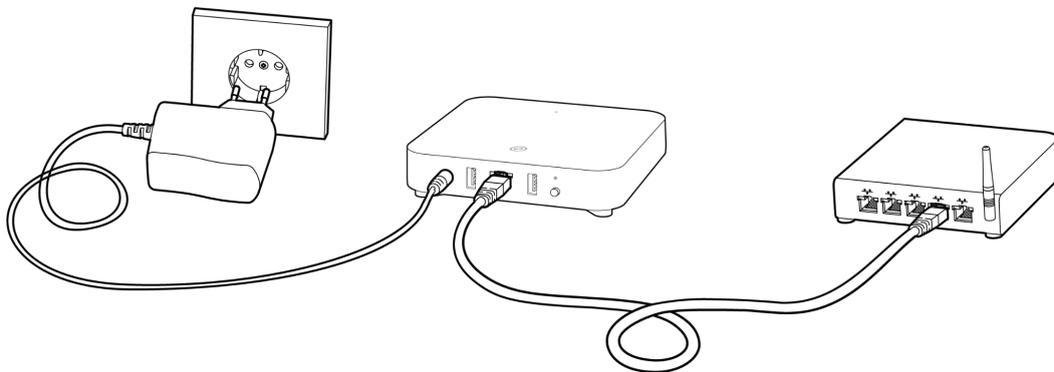
#### Service button

The service button is mainly needed for ["Setup"](#).

#### Wall mounting

See also ["Ideal installation site"](#).

## 4 Connecting cables



Follow these steps to prepare your wibutler pro for setup:

1. Connect your wibutler pro via ethernet cable to a free port on your router  
**Note:** If you use a Fritz! Box router, do not use the first port to connect the wibutler pro, as experience has shown that this can lead to network problems.
2. Connect the wibutler pro to a power outlet using the power supply unit included.



### Caution!

The power supply unit of the previous model is not compatible and must not be used!

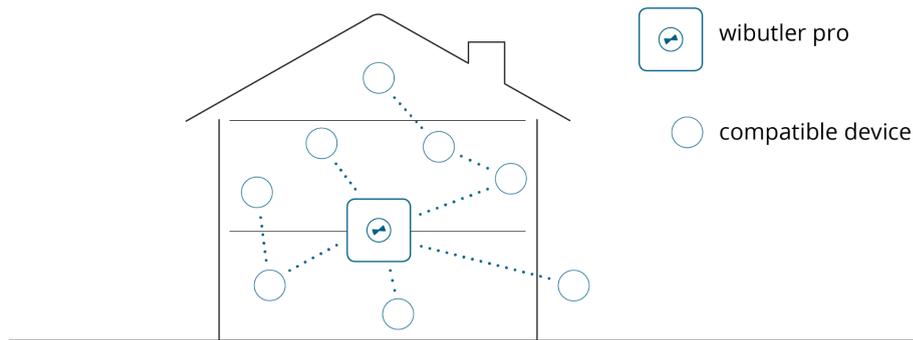


### Note

The permanently installed Schuko socket for the plug-in power supply must be located near the device and must be freely accessible.

3. wibutler pro is ready for use when the Power LED on the top emits a steady white light.  
**Note:** If the Power LED lights up yellow, there is no connection to the internet which will lead to restrictions on cloud services. Please check the connection to the router and / or internet connection of the router.

## 5 Ideal installation site



Since the wibutler pro communicates via radio, the correct placement in your house / flat is crucial for the stability of the system.

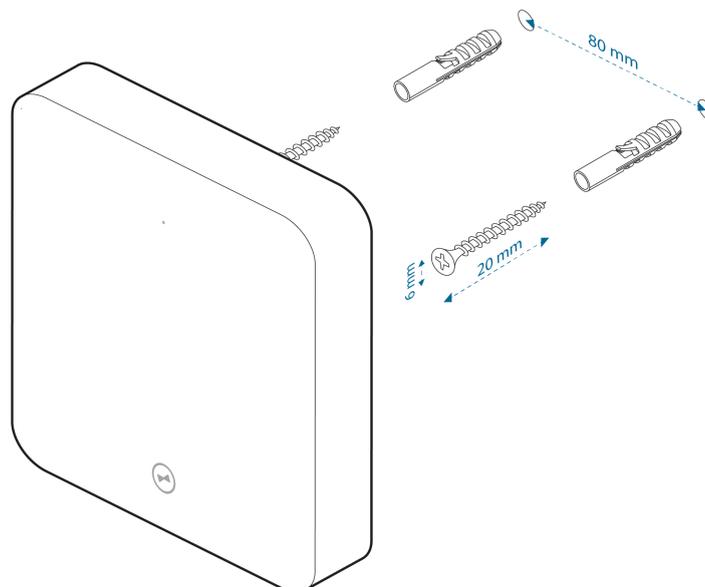


### Note

Please note the following when choosing your installation location:

- an easily accessible power outlet is required to operate the wibutler pro
- the wibutler pro should be placed as centrally and free-standing as possible with compatible devices as close as possible
- avoid obstacles as the crow flies to the wibutler pro, such as walls, ceilings or cupboards. These can affect the radio range.

If you would like to mount your wibutler pro on a wall, the drillings match the distance between the holes that result from using a Din A4 puncher. Use the following figure as a guide for wall mounting:



### Caution!

When drilling, make sure that there are no electrical wires or other supply lines in the wall below.

## 5.1 Overview of supported radio systems

These ranges relate to empirical values and can vary depending on the environment.

	Frequency [MHz]	Range [m] (indoor/outdoor)	Number of addable devices
<b>ISO/IEC 14543-3-10</b>	868	30/100	Smart ACK <sup>1</sup> devices: 15 Actuators: 126 Sensors: unlimited
<b>IEEE 802.15.4</b>	2400	10/50	Devices: an almost unlimited number of devices. More than 100 added devices might cause technical limitations however, depending on the spatial distribution of the sensors.
<b>IEEE 802.11 a/b/g/n</b>	2400	10/50	Depending on the network configuration and on the devices already known within the network.

<sup>1</sup> Smart ACK stands for Smart Acknowledgement. This technique enables the processor of the actuator to communicate bidirectionally with the gateway

## 6 App download



To download the wibutler app, simply open the camera on your smartphone / tablet and scan the QR code above. Or go to the AppStore or PlayStore, search for *wibutler* and install it. To use our app, your smartphone / tablet needs at least iOS 12 or Android 5.0.

## 7 Setup

### 7.1 Setup with router

1. Connect the cables, as shown in ["Connecting cables"](#)
2. Download and install the wibutler app on your smartphone / tablet
3. Connect your smartphone or tablet with the router's WLAN
4. Start the wibutler app
5. The app will then guide you through the next steps

### 7.2 Setup without router

If you do not have the option of integrating the wibutler pro into an existing network via ethernet cable, you can still set up the wibutler pro and teach-in devices. Therefore the wibutler pro creates its own access point that can then be accessed by your smartphone / tablet.

1. Connect the power cable to a power outlet, as shown in ["Connecting cables"](#)
2. Download and install the wibutler app on your smartphone / tablet
3. Start the wibutler app
4. Tap on *You can't find your wibutler pro or want to set up a new one?* at the bottom of the home screen
5. Select *wibutler pro (2. Gen.)*
6. The app will then guide you through the next steps

While in access point mode the wibutler pro has no internet connection. It can not be accessed remotely and no firmware updates can be downloaded or installed.

Since the access point mode is not intended for continuous operation, it is automatically deactivated after 12 hours. To deactivate it manually, press and hold the service button for 3 seconds until the service LED above lights up white.

#### Note

Entering access point mode requires information from the service card that is enclosed with your wibutler pro.

## 8 Login as service user

This user is primarily intended for craftsmen to gain access to protected regulations and to teach-in PRO-devices.

The service card, more precisely the service key printed on it, is required for this login. It is included with your wibutler pro.

Follow these steps to sign in as service user on your wibutler pro:

1. Open the wibutler app
2. Go to the home screen
3. Tap onto the 3-dot-icon in the right of the wibutler pro
4. Choose *Sign in as service user*
5. The app will then guide you through the next steps

## 9 Support and community

For step-by-step instructions, FAQs and more information, visit [wibutler.com/support](https://wibutler.com/support)

In our community users can exchange ideas, ask questions and actively participate in shaping the further development of wibutler. You can find it at [wibutler.com/community](https://wibutler.com/community)

If you want to expand your wibutler system or need detailed information on our compatible devices, visit [shop.wibutler.com](https://shop.wibutler.com)

## 10 Operation modes

The wibutler pro has two LEDs that indicate its operation mode.

The **Power LED** is the one on the top and informs about the general status of the wibutler pro.

Power LED	Meaning
white (flashing)	System starts up
white (permanently glowing)	System is running
yellow (permanently glowing)	System running without internet connection (Voice assistant, remote access and updates are not reachable)
magenta (flashing)	Delivery conditions are being restored

At the back of your wibutler pro, above the service button, is the **service LED**. It shows the currently active mode and gives feedback when changing modes via the service button.

Service LED	Meaning
off / white	Standard mode
blue (permanently glowing)	Service mode (automatically deactivated after 12 hours)
blue (flashing)	Access point mode (automatically deactivated after 12 hours)

## 11 Restoring factory settings

When restoring the delivery conditions, all saved user data, devices and logins are deleted. The firmware version of the wibutler pro remains in effect.

Perform these steps to reset the wibutler pro:

1. Disconnect the wibutler pro from the power supply
2. Press and hold the service button on the back
3. Hold down the service button and reconnect wibutler pro to the power grid
4. Keep pressing the service button and release it when the service LED above it lights up **magenta**
5. Press the service button again briefly to confirm

After that the wibutler pro restores the delivery status and then restarts. As soon as the power LED glows white again, the process is completed.

## 12 Forgotten password

If you forgot the password for your user admin account, follow these steps:

1. Open the wibutler app
2. Go to the home screen
3. Tap onto the 3-dot-icon in the right of the wibutler pro
4. Choose *to account management*
5. The app will then guide you through the next steps

## 13 Legal notes



### Storage

When not in use, the wibutler pro should be stored in its original packaging in a cool, dry location, between +5°C and +40°C.



### Cleaning

Before cleaning the wibutler pro, always disconnect it from the power supply. Clean the device with a clean and dry cloth. Cleaning agents should be avoided.



### Use

The device should reach room temperature before being operated. Unpack the device carefully. Rough handling, knocks, and vibrations can damage the wibutler pro. To avoid abuse, never pass on access data to a third party. Should the device be set up in a publicly accessible location, it is recommended to take a photo or copy the label from the underside of the device and then remove it. The device may only be installed and operated in living or heated rooms.



### Installation site

To avoid reflections when working in front of a screen, this product must not be placed in the immediate vicinity of the visual field.

### EU conformity

Hereby, the DBT Digital Building Solutions GmbH & Co. KG declares that the radio equipment type WG2001 is in compliance with directive 2014/53/EU.

The full text of the EU declaration is available at:

[wibutler.com/compliance](http://wibutler.com/compliance)



### Open source conformity

The software of the wibutler pro contains open source elements.

Further information at [wibutler.com/open-source](http://wibutler.com/open-source)

### Product Recycling

Devices marked with this symbol must not be disposed of with normal household waste. Instead, hand them over to a recycling center for electrical and electronic equipment waste



## 14 Technical data

### wibutler pro (2. Gen.)

Model number	WG2001
Rated voltage	5 V 
Current consumption (typ.)	0.25 A
Current consumption (max.)	3 A
Power consumption (Standby)	1,5 W
USB output current per Port	0.5 A
USB output current total	1 A
Connections	1 x LAN 10/100 MBit (RJ45) 1 x Power Supply (5.5 mm x 2.1 mm) 2 x USB 2.0 (Type A)
Radio standards	
ISO / IEC 14543-3-10	Operating frequency: 868.3 MHz Radiated power: Pmax: 2 dBm EIRP
IEEE 802.15.4	Operating frequency: 2400 bis 2483.5 MHz Radiated power: Pmax: 10 dBm EIRP
IEEE 802.11 a/b/g/n	Operating frequency: 2400 bis 2483.5 MHz Radiated power: Pmax: 20 dBm EIRP
Protection class	III
Rated temperature	0 °C to +40 °C
Rated humidity	5 % to 90 %
Product size (WxHxD)	132 mm x 26 mm x 132 mm

### Power Supply Unit

Rated voltage	110 to 230 V 
Rated frequency	50 / 60 Hz
Output voltage	5 V 
Output current	3 A
Protection class	II
Rated temperature	0 °C to +40 °C
Rated humidity	10 % to 90 %

## 15 Disclaimer of liability

1. The DBT Digital Building Solutions GmbH & Co. KG is not liable for defects or errors that refer to:
  - incorrect mounting or installation
  - disregard of installation or user manual, inappropriate operation or stress
  - external influences, such as collisions, hits or atmospheric conditions
  - third party changes or repairs (DBT Digital Building Solutions GmbH & Co. KG is solely responsible for repairs)
  - use of inappropriate accessory parts
  - defects caused by incorrect overvoltages, push notifications or malfunctions caused by frequency overlay or other
1. DBT Digital Building Solutions GmbH & Co. KG is not liable for financial losses resulting from the temporary or permanent failure of one or more servers made available for use or their unavailability by the contractual partner, unless the failure or unavailability is due to intentional or grossly negligent behavior on the part of DBT Digital Building Solutions GmbH & Co. KG. This applies especially for the loss of data.
2. DBT Digital Building Solutions GmbH & Co. KG is not liable for compatible products from other manufacturers and assumes no responsibility for correct function.

## 16 Warranty

Statutory warranty conditions apply.

## 17 Imprint

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### **CEO:**

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Designed and developed in Münster <3

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