

Connected by
WiZ
PRO

Wi-Fi
CERTIFIED
+
Bluetooth

TUNABLE WHITE

16 MILLION COLORS

Wi-Fi® & Setup

Q: Should I use 2.4 GHz or 5.0 GHz Wi-Fi®?

Like most smart home products, HALO Connected by WiZ devices require a 2.4 GHz Wi-Fi network for setup and operation.

Q: Which app should I use to set up my WiZ system?

The **WiZ app** is designed for direct-to-Wi-Fi® setup and everyday control. For professional installers, the **WiZ Pro Setup app** includes pre-Wi-Fi® claiming and tools for managing multiple projects. It also provides access to the WiZ Pro Dashboard for advanced configuration, remote management, and energy monitoring.

Device Management

Q: How many devices can I have in one account?

A single location can support up to 200 devices. The WiZ app also allows users to manage or join multiple homes from a single account.

Q: Can I manage multiple houses or locations in the app?

Yes. You can switch between homes you have access to within the WiZ app. The WiZ Pro Setup app also allows installers to manage multiple projects and easily transfer homes to customers.

Q: Can I add other users so they can control the lights?

Yes. You can invite other users to your home so they can control the lighting system. Invitations can be sent directly through the app, and new users can be added without affecting your existing presets.

Compatibility & Controls

Q: What types of controls can be used with HALO Smart Wi-Fi lights?

HALO Smart Wi-Fi Lights can be controlled using battery-powered or hardwired room controllers, standard ON/OFF switches, WiZ-enabled controls, and compatible voice assistants. Because smart lights are dimmed wirelessly, they are not compatible with traditional in-wall phase-cut dimmers.

Q: Can I use Connected by WiZ and WiZ Pro products together?

Yes. Any Connected by WiZ smart light or accessory works together with WiZ Pro products and can be claimed in the same account.

Support & Resources

Q: Where can I get technical support?

Support resources are available through the WiZ apps, including customer service chat and email. For warranty-related concerns, contact Cooper Lighting Solutions Customer Service.

Q: Where can I learn more about WiZ?

To learn more about the WiZ technology platform, visit: wizconnected.com or pro.wizconnected.com