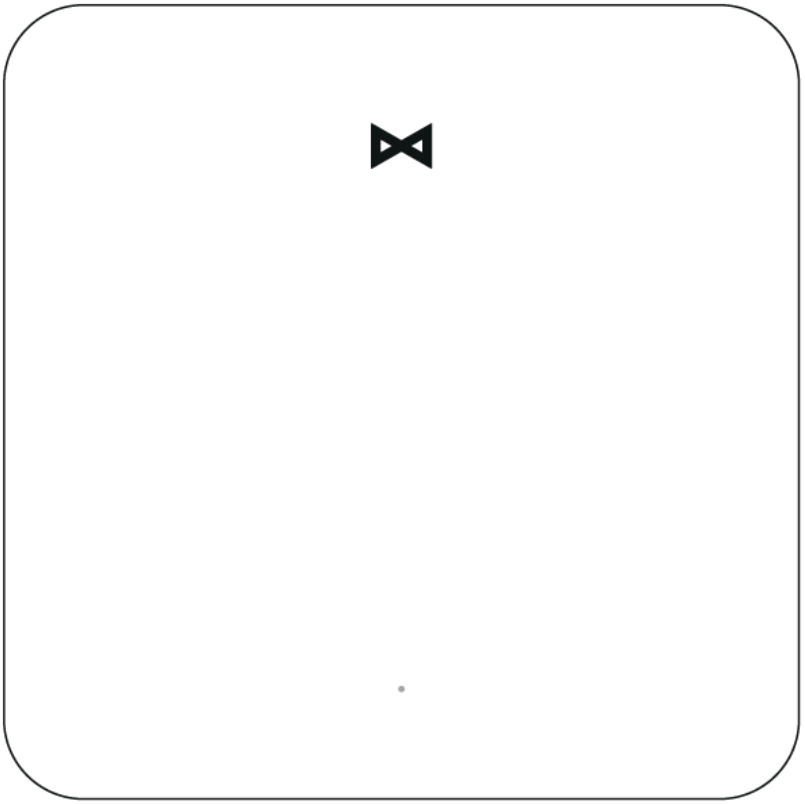
wibutler

wibutler pro (2. Gen.)

Model WG2001

User Manual



EN

As of January 2026

HELLO!

Thank you for choosing wibutler pro. Our gateway easily connects devices from leading manufacturers and makes them controllable via the wibutler-App. For you, this means complete flexibility! Decide which products you want to use together and how – whether you connect them yourself or have them installed by a professional.

This guide describes the installation and basic information about wibutler pro (2. Gen.), hereinafter referred to as wibutler pro, and is intended for craftsmen who want to put the device into operation. Be sure to read the instructions before using your wibutler pro for the first time. Please pay particular attention to the "Safety Instructions". Refer to these instructions if there is a change of ownership. We accept no liability for damage caused by failure to observe these instructions and the safety instructions, or for any consequential damage resulting from this. Instructions for use for accessories and compatible devices can be found in the operating instructions provided for this purpose.

System requirements You need the wibutler-App installed on a smartphone/tablet (operating system iOS >14 or Android >5) and a router with an internet connection and a free LAN port to use the wibutler pro with full functionality.

Note on firmware updates

With the firmware updates for wibutler pro, we introduce new features, add more compatible devices or fix bugs in the system. Security updates are always free of charge for you; advanced features or new device support may be subject to a fee depending on the licence model.
To keep your system secure and up to date, you should check for updates regularly and install them promptly.

Any questions?

Then visit our support page (wibutler.com/support).

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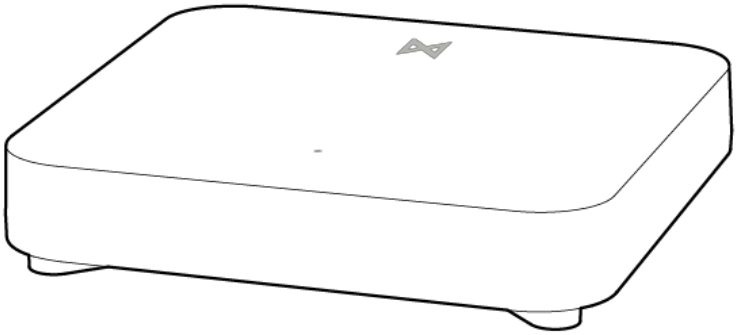
Scope of delivery



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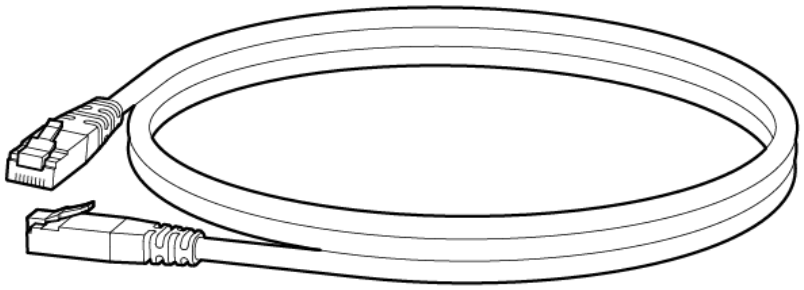
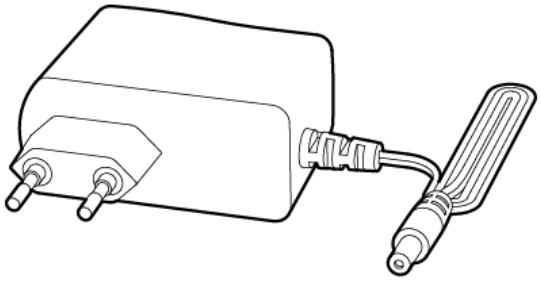
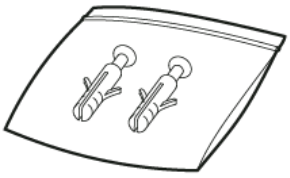


Network cable



Power



Wall mounting kit

Note: Images of the power supply unit and network cable may differ from the actual contents.

Safety

The wibutler pro complies with applicable safety standards. However, certain safety precautions must be taken when operating the device. The following safety instructions should therefore be read carefully. The model and serial numbers as well as the operating voltage are located on the underside of the device and on the supplied power supply unit. For further information, see "Important information".

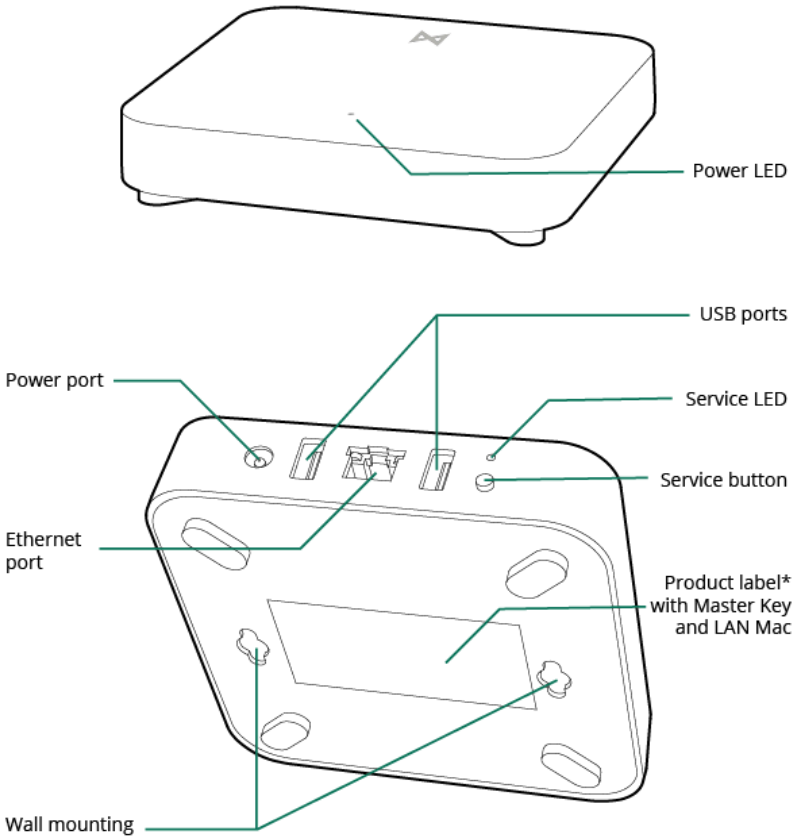
Attention:

- Never open the housing of the wibutler pro. (The device is maintenance-free.) Opening the device will result in immediate loss of warranty.
- In case of danger, disconnect the power plug.
- Do not insert any objects into holes, slots or other openings in the housing.
- Improper handling may result in electric shock.
- Incorrect power supplies can cause serious injury and damage to the device. Only use the power supply included in the scope of delivery.
- The wibutler pro must not be operated with certain devices (e.g. medical devices).
- Some devices should not be operated unattended as they may pose a fire hazard (e.g. coffee machines, microwaves, etc.).

Caution:

- Do not use the wibutler pro in hot, cold, damp, dusty or unventilated environments, or place it on textiles or carpets.
- Do not place any objects on 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.

The wibutler pro at a glance



* The marking information is located on the underside of the device.

Ethernet connection
When using an Ethernet network, the enclosed network cable can be connected here.

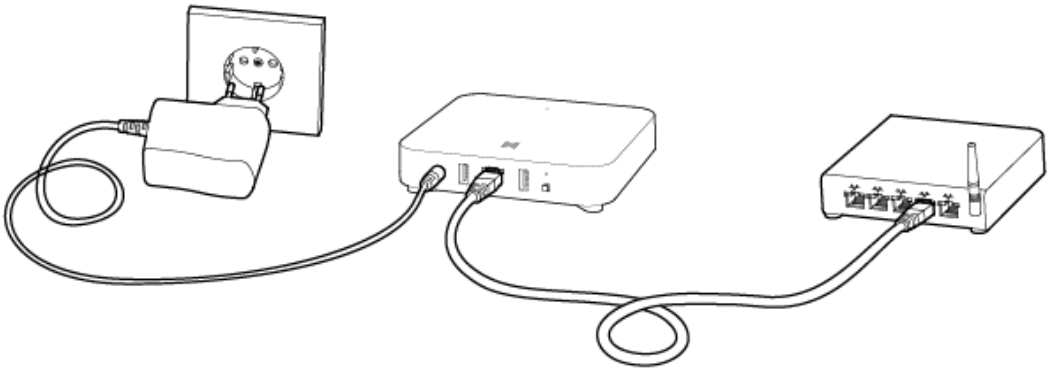
USB 2.0 port
This port complies with USB 2.0 specifications, but is also compatible with USB 3.0 and USB 1.x devices. USB devices with a maximum current consumption of 500mA can be connected here.

Power supply connection
Connection for the power supply unit included in the scope of delivery.

Service button
The service button is required for "Setup", among other things.

Wall mounting
See "Ideal installation location" for more information.

Connecting the cables



Follow these steps to ensure that the wibutler pro is connected correctly:

1. Connect the wibutler pro to a free LAN socket on the router using a network cable.

   Tip:
   If you are using a Fritz!Box router, do not use the first port, as experience has shown that this can lead to network problems.

2. Connect the wibutler pro to a power socket using the supplied power adapter.

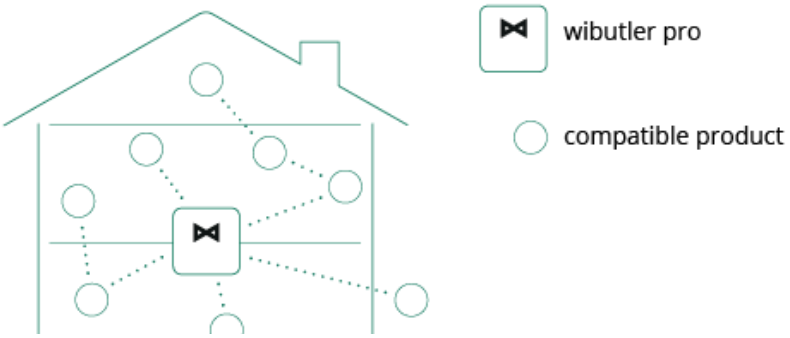
   Important:
   Only use the product with the included power supply unit. The power supply unit from the previous model is not compatible and must not be used!

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

3. As soon as the power LED on the top lights up white, the wibutler pro is ready for use.

   Tip:
   If the power LED lights up yellow, no connection to the internet is possible and there may be restrictions on cloud services. Please check the connection to the router and/or the router's internet connection.

Ideal location

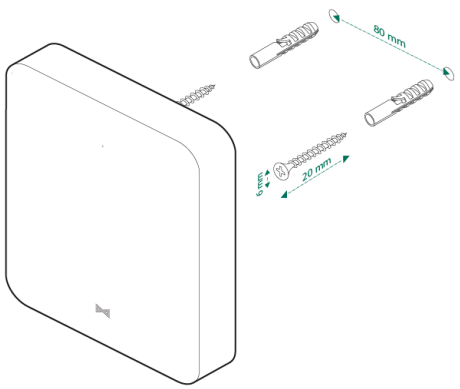


Since the wibutler pro primarily communicates with compatible products via radio, the correct placement in your house/flat is crucial for the reliability of your system.

Note:
Please note the following points when choosing your installation location:

- An easily accessible power socket is required to operate the wibutler pro.
- The wibutler pro should be placed as centrally and freely as possible, with the shortest possible distance to each connected device.
- Avoid obstacles in the direct line of sight to the wibutler pro, such as walls, ceilings or cupboards. These can impair the radio range.

If the wibutler pro is to be mounted on a wall, the drilling distances correspond to the hole spacing of a DIN A4 paper punch (80 mm). Use the following illustration as a guide for wall mounting:



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

Overview of supported wireless standards

These ranges are based on empirical values and may vary depending on the living environment.

	Frequency [MHz]	Range [m] (indoors/open field)	Number of devices that can be programmed
ISO/IEC 14543-3-10 (EnOcean)	86	30/100	Smart ACK[1] Devices: 15 Actuators: 126 Sensors: unlimited
IEEE 802.15.4 (ZigBee)	240	10/50	Devices: virtually unlimited number of devices. With more than 100 devices, technical limitations may occur, depending on the spatial distribution.
IEEE 802.11 a/b/g/n WLAN	2400	10/50	Depending on the configuration of the network and the devices already known in the network.

[1] Smart ACK stands for Smart Acknowledgement. This technology enables bidirectional radio communication that is particularly battery-efficient.

Basic terms relevant in the context of wireless networks:

- **Bidirectional radio**: Devices with bidirectional radio can both receive and send data packets.
- **Generic pairing process:** This function allows devices that are not officially compatible with wibutler pro to be paired with general functions. Only a few devices can be paired generically, and the range of functions is not clearly defined. Note: wibutler accepts no liability and provides no support for devices that have been integrated in this way!
- **Mesh network:** ZigBee devices establish a so-called mesh network in which all devices are connected to each other, thus forming a network. If direct communication between the sender and receiver is not possible, the data packets are sent via the network nodes (devices). The more devices there are in a mesh network, the greater the range can normally be. The biggest advantage is that reliability increases with the number of devices, as the data packets can reach the receiver via many different routes.

- **1- and 2-level repeaters:** Some EnOcean devices have the function of receiving data packets from other devices and forwarding them. This is primarily intended to increase the range over longer distances. There are two different repeater modes:
    - 1-level: Each data packet is duplicated only once – and only by a single repeater – there is no cascading[1] of repeaters.
    - 2-level: A data packet that has already been duplicated can be duplicated a second time by another repeater. This function is not normally required and is the exception.

App download

To download the wibutler-App, simply open the camera app on your smartphone or tablet and scan the QR code above. Alternatively, search for "wibutler" in the App Store or Play Store and install it. To use our app, your smartphone/tablet must have at least iOS 12 or Android 5.0.

[1] Chaining. Another repeater duplicates the data packet that has already been duplicated by another repeater. This corresponds to the 2-level.

Setup

Setup with router

1. Connect the cables as described in "Connecting the cables"
2. Download and install the wibutler-App on your smartphone/tablet
3. Connect your smartphone or tablet to the router's Wi-Fi
4. Start the wibutler-App
5. The wibutler-App will then guide you through the remaining steps

Setup without a router

If you are unable to connect the wibutler pro to an existing network via LAN cable, you can still put it into operation and pair devices. To do this, the wibutler pro creates its own access point, which you can then access with your smartphone/tablet.

1. Connect wibutler pro to the mains power supply as described in "Connecting the cables".
2. Download, install and launch the wibutler-App on your smartphone/tablet.
3. Tap on "Can't find your wibutler pro or want to set up a new one?" at the bottom of the start page.
4. Select "wibutler pro (2. Gen.)".
5. The wibutler-App will then guide you through the remaining steps.

If the wibutler pro is in access point mode, it does not have internet access, so you cannot access it remotely or perform firmware updates.

As 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 it lights up white.

Tip:
To enter access point mode, you will need the information on the service card that came with your wibutler pro.

Registration as a service user

This user is primarily intended for craftsmen to access protected settings and configurations and to pair PRO devices.
The service card or the service key printed on it is required for this registration. It is included with your wibutler pro.
Follow these steps to register as a service user on your wibutler pro:

1. Open the wibutler-App
2. Go to the home page
3. Tap on the 3-dot menu on the right-hand side of your wibutler pro
4. Select Log in as service user
5. The app will then guide you through the remaining steps

Support

Step-by-step instructions, FAQs and much more can be found in our Help Centre.
You can also contact us at any time via our social media channels and ask questions. Visit wibutler.com/support

If you would like to expand your smart home or need detailed information about our compatible products, go to shop.wibutler.com

Operating states

The wibutler pro has two LEDs that indicate its operating status. The power LED is located on the top and provides information about the general status of the wibutler pro.

Power LED	Meaning
White (flashing)	System is booting up
White (steady)	System in operation
Yellow (steady)	System in operation, without internet access (voice assistants, remote access and updates not possible)
Magenta (flashing)	System is being reset to factory settings

The service LED is located on the back of the wibutler pro, above the service button. It indicates the currently active mode and also provides feedback when the mode is changed using the service button.

Service LED	Meaning
Off / white	Standard mode
Blue (continuously lit)	Service mode (automatically deactivated after 12 hours)
blue (flashing)	Access point mode (automatically deactivated after 12 hours)
magenta (flashing)	System is reset to factory settings

In addition, the LAN LEDs are integrated directly into the network connector.

LAN LEDs	Meaning
Green light	No connection to the router (e.g. faulty LAN cable)
Yellow flashing	Connection to router established

Restore factory settings

When restoring factory settings, all user data, devices and saved accesses will be deleted. The firmware version of the wibutler pro will remain unchanged. Follow these steps to reset the wibutler pro:

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

The wibutler pro will then restore its factory settings and restart. Once the power LED lights up white, the process is complete.

Forgotten password

If you have forgotten the password for your admin user, proceed as follows:

1. Open the wibutler-App.
2. Go to the home page
3. Tap on the 3-dot menu on the right-hand side of your wibutler pro
4. Select Account management
5. The app will then guide you through the next steps

For further assistance, please visit our Help Centre.

Important information

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

Cleaning
Always disconnect the wibutler pro from the mains before cleaning. Clean the device with a dry and clean cloth. Do not use cleaning agents.

Use
The wibutler pro should be at room temperature before it is put into operation. Handle the device with care. Rough handling, impacts and vibrations can damage the wibutler pro. To prevent misuse, never disclose your access data to third parties. If you plan to install the device in a publicly accessible location, we recommend photographing or copying the sticker on the bottom of the device and then removing it. The device may only be installed and operated in living rooms and heated rooms.

Installation location
To avoid disruptive reflections at the computer workstation, this product must not be placed in the immediate field of vision. The wibutler pro is intended for use within enclosed living spaces in the European Union. It is typically used in private households to control and communicate with smart home components via the associated wibutler-App.

The place of operation is limited to EU member states in which the use of the radio frequencies employed (see "Technical Data") is permitted in accordance with national regulations. Use outside the EU or in industrial environments is not intended.

The device is designed to meet the requirements for effective and efficient frequency use and cybersecurity in accordance with Articles 3.2 and 3.3 d/e/f of the RED.

EU conformity
DBT Digital Building Technology GmbH & Co. KG hereby declares that the WG2001 radio equipment complies with Directive 2014/53/EU. The full EU declaration of conformity is available at wibutler.com/compliance

Note on the EU Data Act
Under the EU Data Act (EU 2023/2854), you have the right to access the data generated by your use of the service. This data includes, in particular, technical usage data, diagnostic data and operating information.
Your rights include:

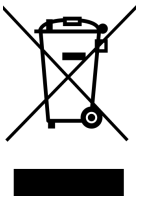
- Direct data access: You can access the available data at any time without the need for additional intervention by the manufacturer (Art. 4(1) Data Act).
- Data transfer: You may have the data transferred to third parties upon request, e.g. for maintenance or analysis purposes (Art. 5(1) Data Act).
- Information prior to conclusion of contract: Before purchasing, renting or leasing this product, you were provided with information about the type of data generated, its accessibility and the conditions of transfer (Art. 3 (2) Data Act).

Further information on your rights can be found at:
https://eur-lex.europa.eu/legal-content/DE/TXT/?uri=CELEX%3A32023R2854

Open source compliance

The wibutler pro software contains open source elements.
For more details on the individual licences, please visit
wibutler.com/open-source

Disposal



If you wish to dispose of a wibutler product, take the old device to your local waste disposal facility (e.g. recycling centre). The old device must be disposed of separately from household waste. According to the Electrical and Electronic Equipment Act, owners of old devices are legally required to dispose of old electrical and electronic equipment separately. Please help and do your part to protect the environment by not putting the old device in your household waste.

Technical data

wibutler pro (2. Gen.)

Model	WG2001
Input voltage	5 ⎓
Current consumption (typ.)	0.25 A
Current consumption (max.)	3 A
Power consumption (standby)	1.5
USB output current per port	0.5 A
Total USB output current	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)
Wireless standards	
ISO/IEC 14543-3-10	Operating frequency: 868.3 MHz Radiated power: Pmax: 2 dBm EIRP
IEEE 802.15.4	Operating frequency: 2400 to 2483.5 MHz Radiated power: Pmax: 10 dBm EIRP
IEEE 802.11 a/b/g/n	Operating frequency: 2400 to 2483.5 MHz Radiated power: Pmax: 20 dBm EIRP
Protection class	III
Operating temperature	0 °C to +40 °C
Permissible humidity	5% to 90%
Product dimensions (WxHxD)	132 mm x 26 mm x 132 mm

Power supply	
Input voltage	110 to 230 V
Mains frequency	50/60 Hz
Output voltage	5 ⎓ V
Output current	3 A
Protection class	II
Operating temperature	0 °C to +40 °C
Permissible humidity	10% to 90%

Disclaimer

1. DBT Digital Building Technology GmbH & Co. KG is not liable for defects, damage or resulting consequential damage caused by:
    a. incorrect assembly/installation,
    b. failure to observe the installation and User Manual, improper operation or use,
    c. external influences, such as impacts, blows or weather conditions,
    d. repairs or modifications by third parties (DBT Digital Building Technology GmbH & Co. KG is solely responsible for repairs),
    e. use of unsuitable accessories,
    f. damage caused by impermissible overvoltage, push notifications or malfunctions due to frequency interference or other radio interference.
2. DBT Digital Building Technology GmbH & Co. KG shall not be liable for financial losses incurred by the contractual partner as a result of the temporary or permanent failure of one or more servers provided for use or their unavailability, unless the failure or unavailability is due to intentional or grossly negligent behaviour on the part of DBT Digital Building Technology GmbH & Co. KG. This applies in particular to the loss of data.
3. DBT Digital Building Technology GmbH & Co. KG is not liable for compatible products from other manufacturers and accepts no responsibility for their correct functioning.

Warranty

The statutory warranty conditions apply.

Legal notice

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Errors and changes excepted

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