

# interact

## **Multisite System Manager - Maintenance -**

Architecture FLX - Multisite

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### Training outline

- Introduction + Links
- Customer acceptance test
- Ticketing (OTRS and C4CS)
- Connectivity & health check
- Performance report
- Remote post install tuning
- Remote emergency lighting testing and report
- Remote lamp failure detection
- Lamp replacement
- Multisite System manager customer training
- Remote operations service
- Cloud incidents alerts
- Q&A



Recordings:



Questions:



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### Multisite System Manager – maintenance | Prerequisites

#### For engineers who are new to Dynalite

- Dynalite – [Commercial learning path](#)
- [Dynalite System Design training](#)
- Dynalite Foundation training

#### For engineers who are new to Interact Multisite system manager:

- [Architecture FLX \(Multisite\) learning path](#)
- Familiarize with documentation on Partner Portal

[Partner Portal](#) → [HTML technical documents](#) → [Architecture FLX \(Multisite\)](#)

#### For engineers who will need to provide on-site or remote support, post install tuning or remote emergency testing:

- Latest version of a [System Builder](#)
- **Technician license** for System Builder software → System Builder → Help → License → Request license
- Create **Interact Retail cloud account** @ [FLX\\_Multisite\\_2-1\\_Commissioning\\_R02.pdf](#) @ page 92
- **Philips Dynalite System Enabler App** on mobile phone → former app name **Interact Retail Install**
- **Connectivity toolbox** software (download from partner portal)



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Multisite software services



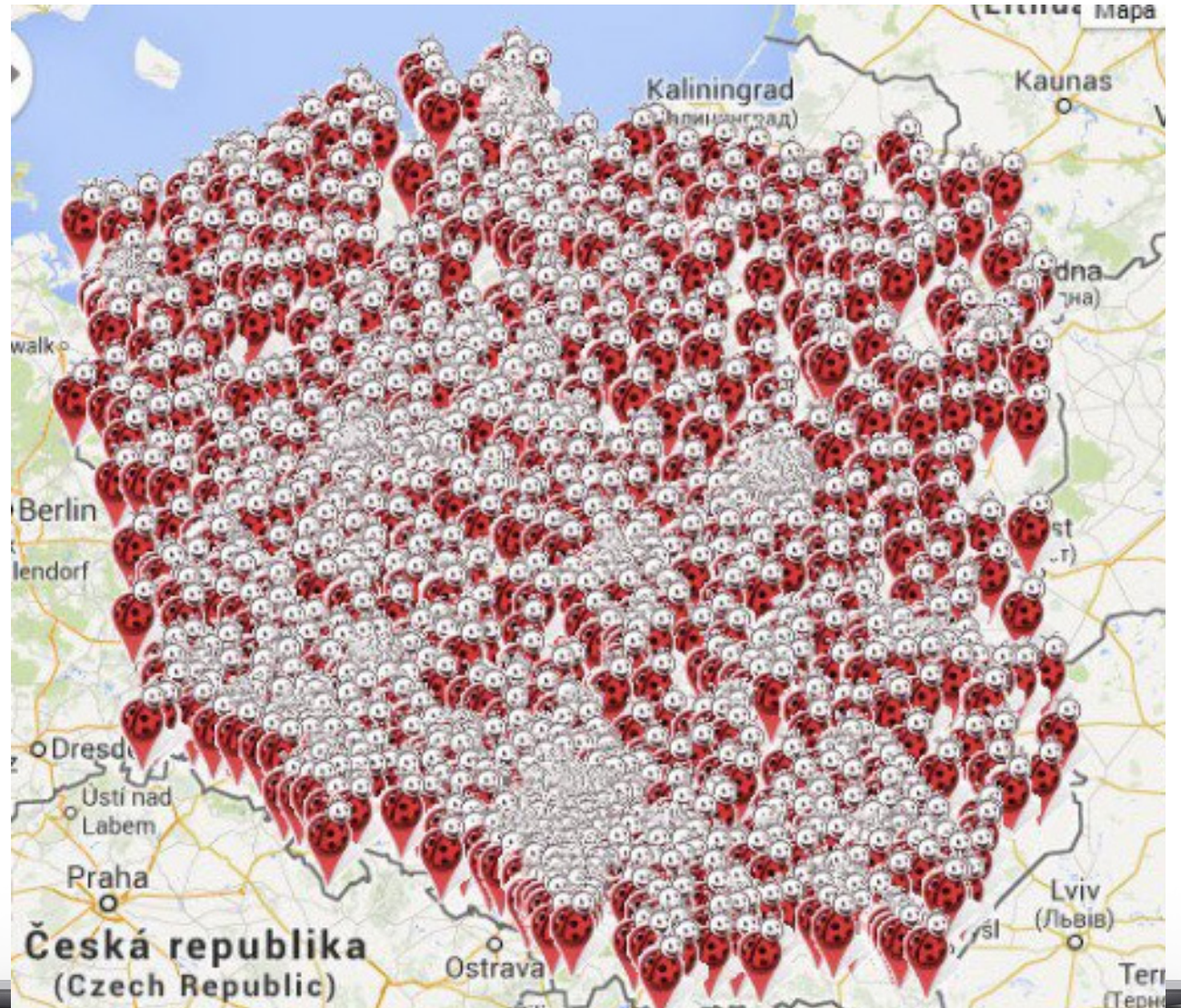
**Scene & schedule  
management**



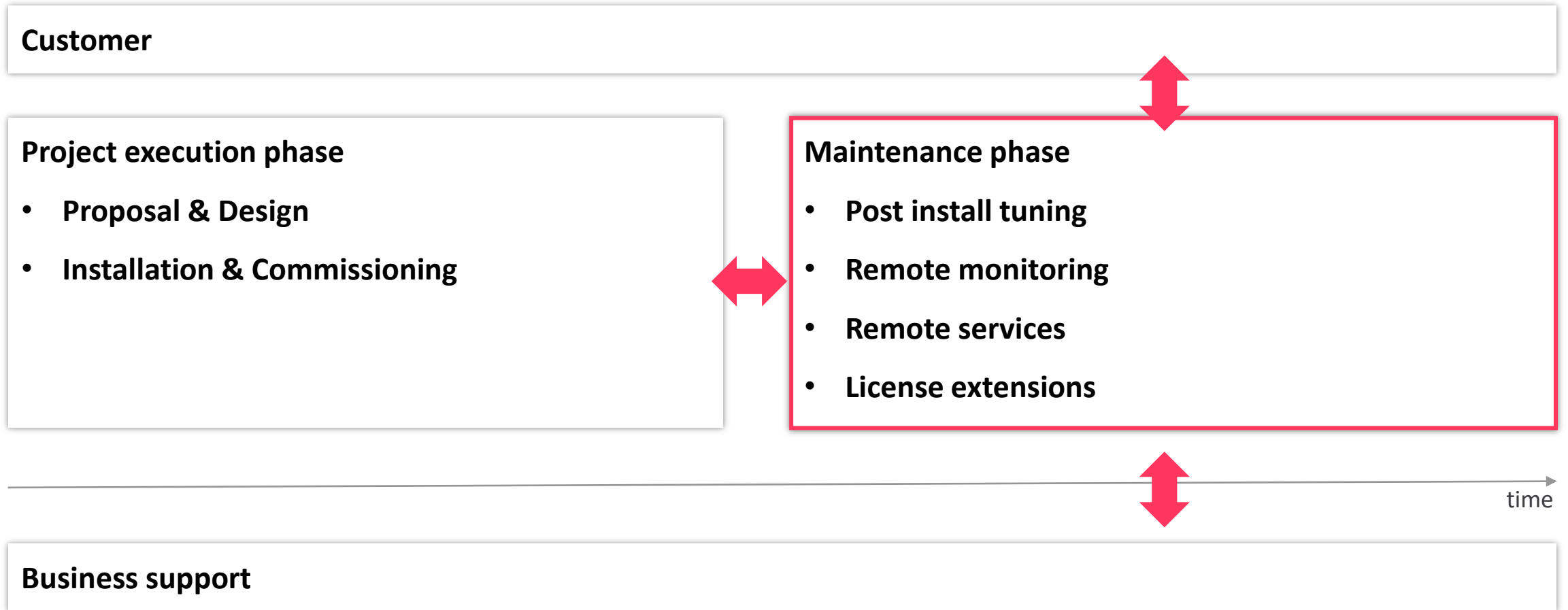
**Energy  
monitoring**



**Lighting  
management**



## Project phases



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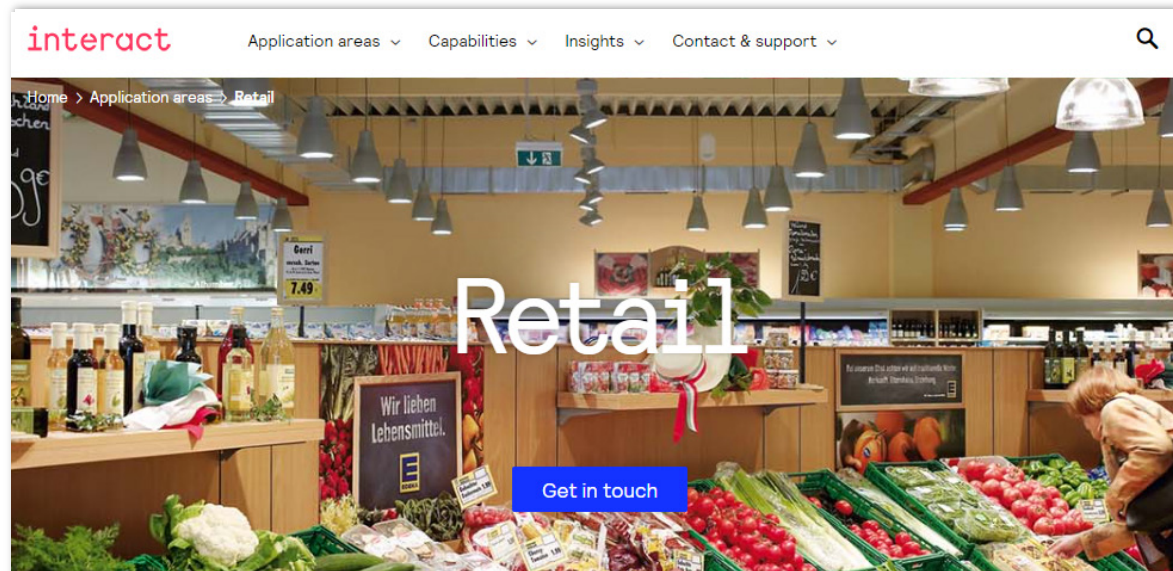


## Links and documentation

Architecture FLX - Multisite



## Retail Marcom + Multisite online sales demo



- ✓ End user proposition
- ✓ Value and brand promise
- ✓ Marcom brochure
- ✓ Customer stories
- ✓ Dedicated pitch deck
- ✓ Animation and inspirational video

<https://www.interact-lighting.com/global/application-areas/retail> ►



- ✓ Demonstration tool for markets to customers
- ✓ Includes online user guide

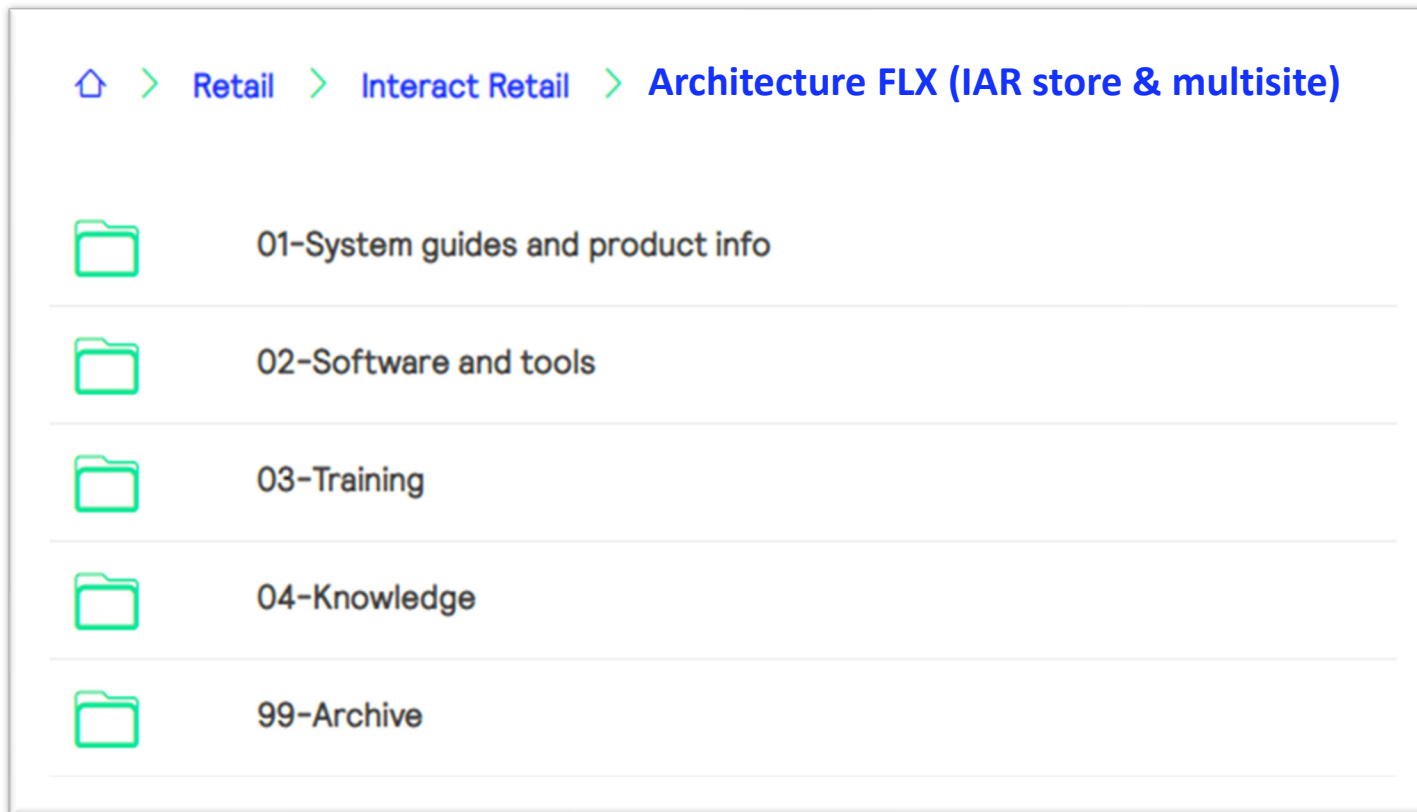
Functional account: **IARdemo@ipsyyellowdot.onmicrosoft.com**

Password: **Retail.Multisite2020**

<https://www.eu.retail.interact-lighting.com/> ►

## Documentation @ Partner portal

<https://www.partner.portal.signify.com/> ►



### Technical documentation:

- ✓ Project template (intake form)
- ✓ System guide (SG)
- ✓ IT guideline
- ✓ Security statement
- ✓ BoM list
- ✓ Commissioning guide (CG)
- ✓ Tender support document
- ✓ Performance Report example
- ✓ User guide (UG)
- ✓ Release notes (RN)  
(UG + RN also available online)
- ✓ Online training videos

### Commissioning files:

- ✓ PDDEG-S firmware
- ✓ Multisite task templates

Multisite training > Learning @ Signify / degreeed

<https://eu.degreeed.com/dguserlee7n1v/dashboard> ►



Interact for Retail webpage

<https://www.interact-lighting.com/global/application-areas/retail> ▷

Interact Specifier page

<https://www.interact-lighting.com/global/specification> ▷

Interact Terms of Software Service

<https://www.signify.com/global/legal/digital-terms> ▷

Multisite application portal

<https://www.eu.retail.interact-lighting.com/login> ▷

Signify Partner portal

<https://www.partner.portal.signify.com/> ▷

Signify Trainings environment

<https://eu.degreed.com/dguserlee7n1v/dashboard> ▷

Sharepoint for entitlements and site stat file(s)

<https://share.lighting.com/teams/SignifyLightingServices/> ▷

C4CS ticketing tool for Service requests

<http://www.c4cs.signify.com> ▷

OTRS ticketing tool for Software requests

<https://global-software-operations-philips.managed-otrs.com/> ▷

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**CAT Customer Acceptance Tests  
for connected systems  
including data checks**

Architecture FLX - Multisite

## Acceptance tests | CAT

End to End Validation using System Enabler (mobile) app

- Validate site installation
  - Validate channels in child area
  - Validate parent areas
  - Validate entire site
- Validate concept and schedule
  - Validate scenes (presets) for each Parent Area
- Resolve work order

Validation of Data on Multisite System Manager

- Validate Asset tab
  - Site health / online status
  - Deployment & subscription status
  - Emergency light test status
  - Work order status
- Validate Light control tab
  - Concept & Schedule
  - Active scenes
- Validate Energy tab
  - Notional / Metered Energy
- Validate Configuration
  - Areas & Scenes & Channels
  - Smart meter groups

Validation of Configuration using System Builder

- Job file validation
  - Logical configurations: areas , presets, channels names and numbers vs. Cloud configuration
  - Base link areas
  - Installed power (channel load)
  - Gateway configuration: schedules, time zone, routing, ports, batch reporting, alarm/override task
  - Job file time zone configuration
  - 64 presets p. area synchronized with controller
  - Join bytes configuration
  - Unique naming for devices
  - Resend inhibit and preset as sensor motion action
  - BMS & Alarm integration
  - Emergency lighting configuration
  - Modbus meters configuration

Validation of ticket status

- OTRS tickets
  - Subscriptions / Expiration date
  - User access & User training
- C4CS tickets
  - Remote monitoring / Performance report

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**Ticketing:**  
**OTRS for SW license extension &**  
**C4CS for performance report**

Architecture FLX - Multisite

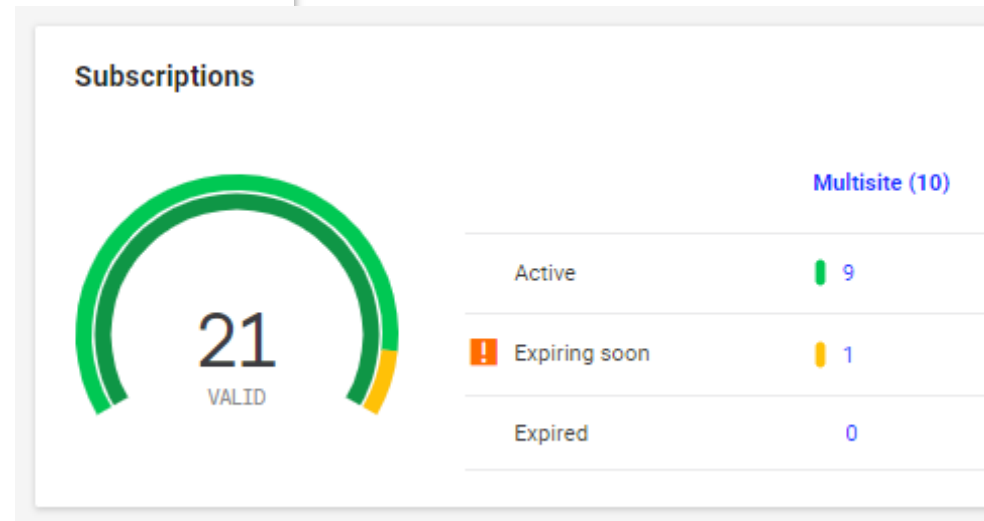
**SW license expiration** | How to find out?

- From original license requester (contract / OTRS ticket)
- From entitlement list
  - Download most recent (monthly) entitlement list (csv file)  
<https://share.lighting.com/teams/SignifyLightingServices/> ▶
  - Apply filter for payed out, country and market
  - Expiration date is after every valid SW 12NC
- From Multisite System Manager / Assets dashboard
  - Subscriptions yellow = Expiring soon (4 weeks before expiration)

Note: After expiration customer can't use remote monitoring or remote control for site without active license.



Tip: Use same expiration day for all sites of a customer  
e.g. 31-12-2025



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## OTRS tickets

<https://global-software-operations-philips.managed-otrs.com/> ▶

Via **OTRS** tickets you can request all Software (SW) 12NC's and onboard all new sites

- Request: “**New customer + New site**” (or only “**New site**” for existing customer)  
⇒ SW913705110003 IAR multisite ready - enablement license (3 months valid)
- Request: “**New license**” => ibase ID and SAP contract number needed!  
⇒ SW913705110001 IAR multisite standard - license  
⇒ SW913705110004 IAR connectivity EU/US - license
- Request: “**New user**” (site engineer)
- Request: “**New work order**” (onsite for remote access)
- Request: “**New user**” (facility manager)

**Standardized OTRS tickets**

same for IAR multisite & indoor navigation

New customer + New site

New site

New license

New user

New workorder

Change request

For instructions on how to use OTRS tickets, go to:

<https://eu.degreed.com/pathway/rmplky6w9d?path=otrs-process-for-interact-indoor-navigation> ▶

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## OTRS tickets

<https://global-software-operations-philips.managed-otrs.com/>

★ Process:

★ Customer:

★ Site:

\_\_\_\_ License \_\_\_\_

★ SAP Contract Number:

★ C4CS installed base ID:

★ Start Term: ☐ 11 / 06 / 2021

★ End Term: ☐ 11 / 06 / 2021

\_\_\_\_ Multisite Services \_\_\_\_

12NC/Services:

\_\_\_\_ Indoor Navigation Services \_\_\_\_

12NC/Services:

② Check Location: ☒

★ ② Cache Timeout (min):

Disable logging: ☐

C-ROC Service:

SW913705110001 (IAR multisite standard)

SW913705110004 (IAR connectivity EU/US)

Select all | Clear all | Filters | ☒ Confirm

SW913705100001 (IAR IPS SDK)

SW913705100002 (IAR MAP SDK)

SW913705100003 (IAR Analytics dashboard)

Select all | Clear all | Filters | ☒ Confirm

Input required!

Tip: Use same expiration day for all sites of a customer e.g. 31-12-2025

Tip: For bulk requests:

- Create one OTRS ticket +
- E-mail to GSO (Olena Obukhovska) with list of all sites + contract + ibase ID

OTRS tickets

★ Process: New User(s) x

Tip: use ticket only for NEW users.

★ ? Region:

★ Customer:

★ Site:

★ Name of User 1:

★ User E-Mail 1:

★ User 1 Type: 

Analyst  
Designer  
External Developer  
Facility manager  
Format manager  
Site Engineer

Name of User 2:

User E-Mail 2:

User 2 Type:

Name of User 3:

User E-Mail 3:

User 3 Type:

Name of User 4:

User E-Mail 4:

User 4 Type:

Name of User 5:

User E-Mail 5:

User 5 Type:

Formats

Format 1:

Format 2:

<https://global-software-operations-philips.managed-otrs.com/>

Tip: use "New Workorder" tickets for every site.  
Onsite      Site engineer for remote commissioning

★ Process: New Workorder x

★ ? Region:

★ Customer:

★ Site:

? Design: ☐

? Install: ☐

★ ? Workorder Label:

★ ? User E-Mail 1:

User E-Mail 2:

User E-Mail 3:

User E-Mail 4:

User E-Mail 5:

Tip: Use label "maintenance" or "CSAT support"

## C4CS tickets

<http://www.c4cs.signify.com> ▶

- Create a contract in **SAP** on account of this customer

For every site:

- Create **C4CS** installed base ID number using the address of the site.
- Create C4CS ticket for C-ROC onboarding (mandatory)  
⇒ for quarterly report and the remote monitoring service
- Create C4CS ticket for C-ROC remote operations service (optionally)  
⇒ for optional remote operations service SRV2110 / SRV2111
- Tip: already create C4CS ticket "BSR = business support request"  
⇒ to ensure remote support by system expert

Tip:  
SAP contract number and  
install base ID required  
for C-ROC onboarding  
and OTRS tickets

C4CS tickets: C-ROC onboarding

<http://www.c4cs.signify.com>

	Multisite remote monitoring service	Multisite remote operations service
SRV code	SRV3371 / SRV3372	SRV2374 / SRV2375
Ticket type	Customer inquiry	Customer inquiry
Service Category	2 Service	2 Service
Incident Category	2.04 Remote Activities	2.04 Remote Activities
Object Category	2.04.01 ROC_System onboarding	2.04.01 ROC_System onboarding
Customer	Select customer	Select customer
Contact	Automatically filled in KAM => will get access to report portal	Automatically filled in KAM => will get access to report portal
Product	SW913705110001 Multisite standard – license	SRV2374 PS Service Line job or SRV2375 SO Service Line job
Priority	Normal or Urgent	Normal or Urgent
Agent	Keep empty	Keep empty
Subject	Multisite remote monitoring service	Multisite remote operations service
Requires work	No	No
Contract	Select customer site/store	
Description	Multisite remote monitoring service, Quarterly (or monthly) report, access to report portal for :	



Example ticket:

Ticket type

Customer Inquiry

\*Service Category

Service

\*Incident Category

Remote Activities

Object Category

ROC System Onboarding

Customer

\*Contact

Product

Priority

Normal

Agent

\*Subject

I

Requires Work

No

Contract

NL\_SaaS

Description

Please add a note

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## **Requesting support by System Experts BSR**

Architecture FLX - Multisite

## C4CS ticket: BSR (Business support request)

<http://www.c4cs.signify.com>

### Business support request ticket

To request System Expert support **always create BSR** ticket in the **C4CS** system

Follow specific to your organization Business Support Request ticket (BSR)

- **CSAT** - follow standard BSR ticket creation process: [Instruction for CSAT](#)
- **S&S** - follow “one stop” approach: [Instruction for S&S](#)
- **CSI** – use the webform on the Partner Portal

While creating BSR ticket (applicable for CSAT and S&S) remember to:

- Accurately phrase your question, attach all related files, describe project, configuration, software firmware versions.
- Specify a proper system architecture : **FLX**
- Address ticket to System Experts team (not to the specific person)

Ticket type: Business Support Request

\*Service Category: System Center Project

Customer: S&S Europe System Expert support

Contact: A. J. Smith

Product:

Priority: Normal

Agent:

\*Subject: System expert support for Multisite

Requires Work: No

Contract:

Description: Please add a note

System Architecture: FLX

\*Team: System Experts EMEA

Assigned to:

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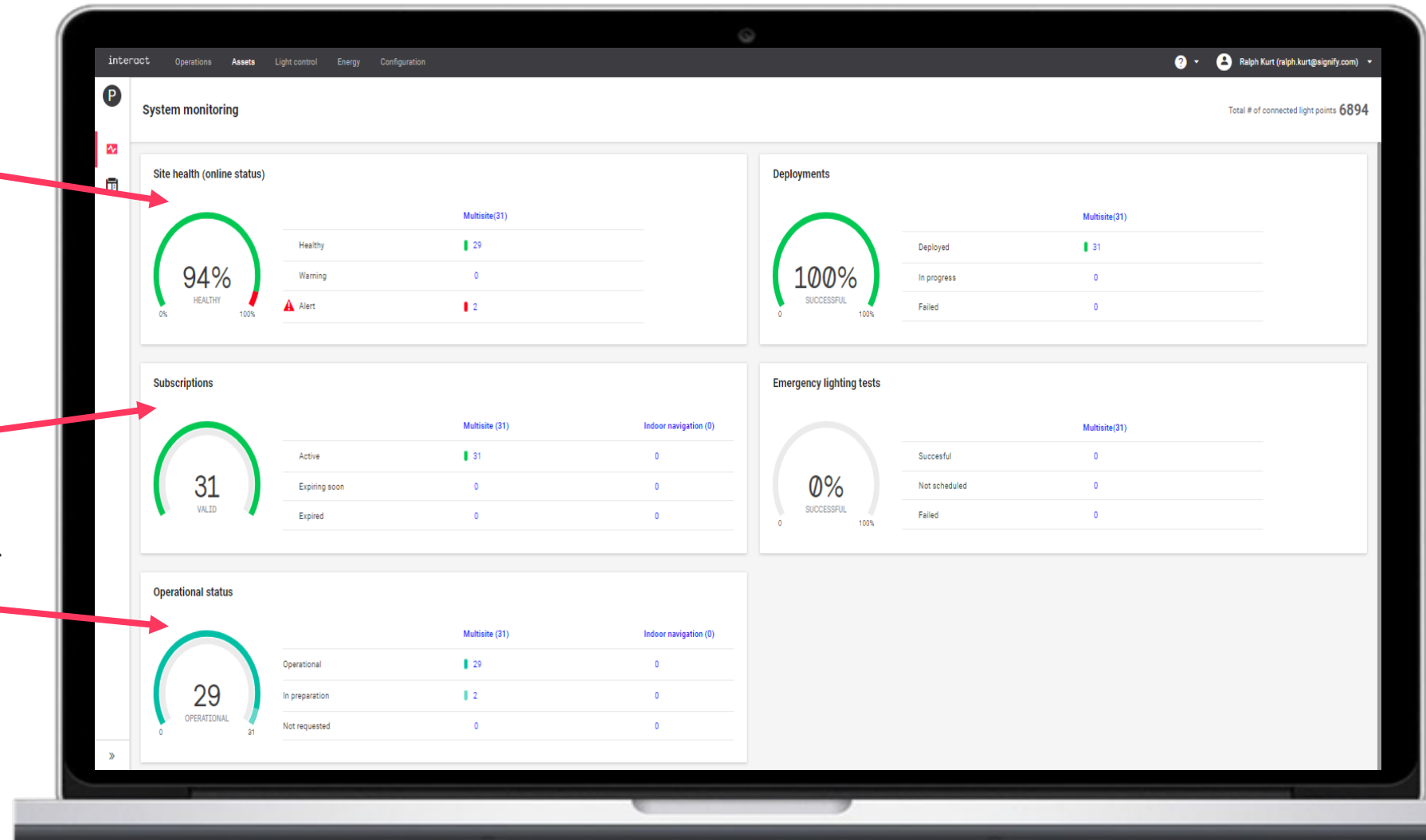
## Connectivity & site health check

Architecture FLX - Multisite

## Asset dashboard | Overview



- Single dashboard showing system health / online status
- All your sites in one overview
- Toggle between list view and detailed site view
- Includes the status of licenses and subscriptions
- Know which sites are operational or in deployment



Asset dashboard | Selected site



- Online status of site
- Monitor live which scenes are running on every site

A screenshot of a web application interface for site management. The interface has a dark header with navigation tabs: Operations, Assets, Light control, Energy, and Configuration. The user is logged in as 'Ralph Kurt (ralph.kurt@signify.com)'. The main content area shows the 'Site list' for '001 - Dresden' with a status of 'Success'. Below this, there are sections for 'Deployment', 'Concept', and 'Schedule', each with details like name, deployment date, and status. At the bottom, a 'Scenes' table lists areas like 'Back of house', 'Outdoor', and 'Sales area' with their scheduled and active scenes. Red arrows from the text on the left point to the '001 - Dresden' site entry and the 'Active scene' column in the 'Scenes' table.

interact Operations Assets Light control Energy Configuration ? Ralph Kurt (ralph.kurt@signify.com)

Multisite experienc...

Site list > 001 - Dresden

001 - Dresden  
Format: Supermarket

Address: Neumarkt, 01067 Dresden, DE  
Local time: 11.05.2023 | 22:56:04  
Total # of connected light points: 1

Subscriptions System health Deployments & Scenes Settings Floorplan(s) Operational Emergency Tests

Deployment [Go to Deployment](#)

Name: day and night with updated day/night fade times  
Deployment date: 21.02.2023 15:15:09  
Deployment status: Success

Concept [Go to Concept](#)

Name: Dim, Day & Night in sales area concept 002  
Deployment date: 21.02.2023 15:15:09  
Deployment status: Success

Schedule [Go to Schedule](#)

Name: Dim, Day & Night in sales area schedule 001  
Deployment date: 21.02.2023 15:15:15  
Deployment status: Success

Scenes [Refresh](#)

Area	Scheduled scene	Active scene	Next scene (Local Time)
Back of house	Night All Off	—	—
Outdoor	Signage On	Signage On	—
Sales area	Night All Off	Night All Off	—

To extend or request new subscriptions, contact your sales representative

Cloud Connectivity | IT infrastructure configuration

Cloud Connectivity - Ports and Endpoints

- Open ports for an outbound communication

Device	Port & Protocol
PDDEG-S	<ul style="list-style-type: none"><li>53 DNS (outbound only)</li><li>123 NTP (outbound only)</li><li>443 HTTPS (outbound only)</li><li>5671 AMQP (outbound only)</li><li>8883 MQTT (outbound only)</li></ul>

or,

- Whitelist specific endpoints on the firewall

Full list of endpoints can be found in the **Appendix A** of the **Security Statement** document

[Partner Portal](#) → [HTML technical documents](#) → [Architecture FLX \(Multisite\)](#)



Security statement

Appendix A Endpoints

Endpoint	Port	Transport	Application
8.8.8.8 (see note)	53	TCP	DNS
8.8.8.8	53	UDP	DNS
pool.ntp.org	123	UDP	NTP
0.pool.ntp.org	123	UDP	NTP
1.pool.ntp.org	123	UDP	NTP
2.pool.ntp.org	123	UDP	NTP
3.pool.ntp.org	123	UDP	NTP
time1.google.com	123	UDP	NTP
time2.google.com	123	UDP	NTP
time3.google.com	123	UDP	NTP
time4.google.com	123	UDP	NTP
worldtimeapi.org	443	TCP	HTTPS
api.eu.vaf.retail.interact-lighting.com	443	TCP	HTTPS
global.azure-devices-provisioning.net	443	TCP	HTTPS
irhouprd.azure-devices-provisioning.net	443	TCP	HTTPS
global.azure-devices-provisioning.net	5671	TCP	AMQP
irhouprd.azure-devices-provisioning.net	5671	TCP	AMQP
global.azure-devices-provisioning.net	8883	TCP	MQTT
irhouprd.azure-devices-provisioning.net	8883	TCP	MQTT
irhouprd0.azure-devices.net	443	TCP	HTTPS
irhouprd0.azure-devices.net	5671	TCP	AMQP
irhouprd0.azure-devices.net	8883	TCP	MQTT
mcr.microsoft.com	443	TCP	HTTPS
irhouprd.azurecr.io	443	TCP	HTTPS
yellowdotauprd.blob.core.windows.net	443	TCP	HTTPS
irhdevicesauprd.blob.core.windows.net	443	TCP	HTTPS
device-registration.dynalite.interact-lighting.com	443	TCP	HTTPS

## Cloud Connectivity | Connectivity Toolbox (onsite check)

### Connectivity Toolbox Software

- Supports the audit of the IT infrastructure of a customer
- can be used by both the customer and the installer
- Latest version available on the **Partner Portal** under:

**Technical documents** → **Signify Only** → **Retail** → **Interact Retail** → **Architecture FLX (IAR store & multisite)** → **02-Software and tools** → **multisite** → **Toolbox**

🏠 > Architecture FLX (IAR store & multisite) ... > 02-Software and tools > multisite > Toolbox



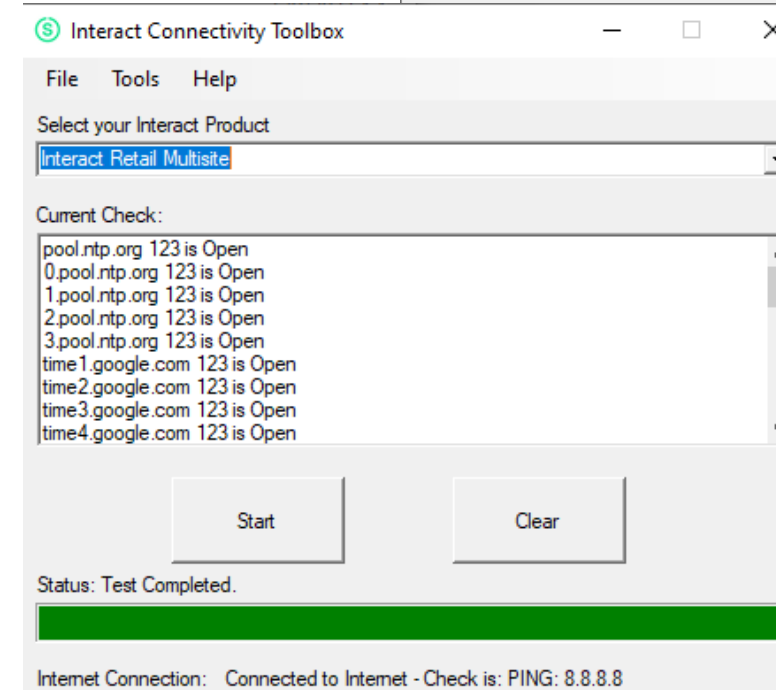
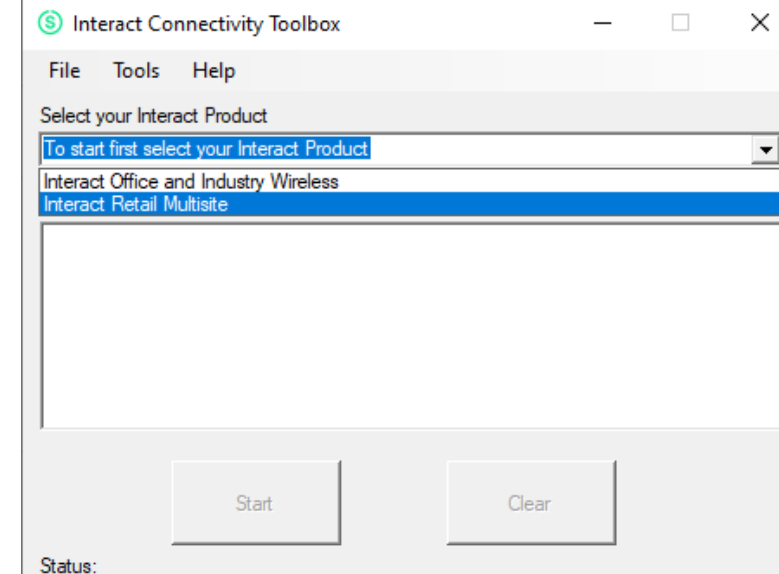
IAR-multisite\_Toolbox\_TechnicalNote\_R01.pdf



Interact Connectivity Toolbox v1.2.4 RC1.exe



Connectivity\_Toolbox.zip



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## Cloud Connectivity | Endpoints scan result (onsite check)

Endpoints scan result – PDDEG-S

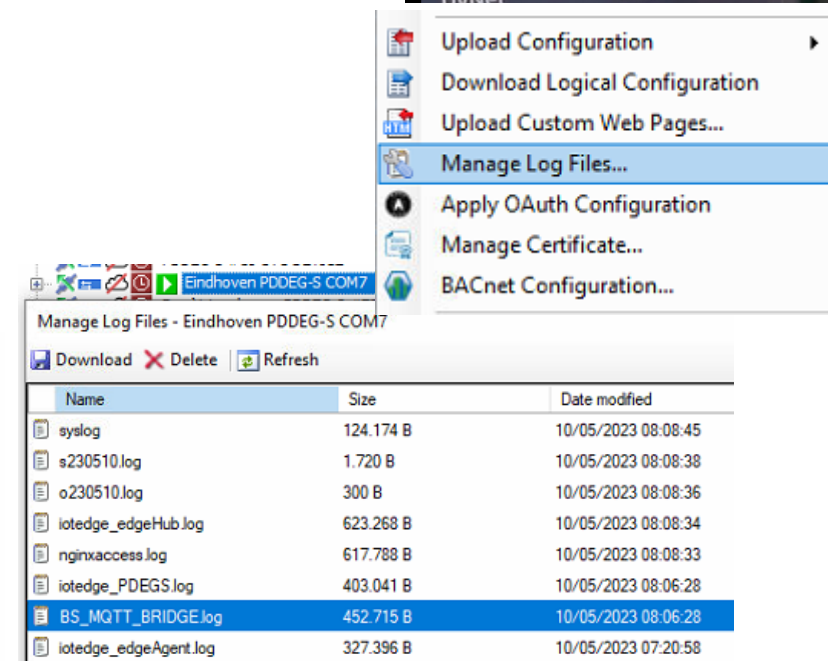
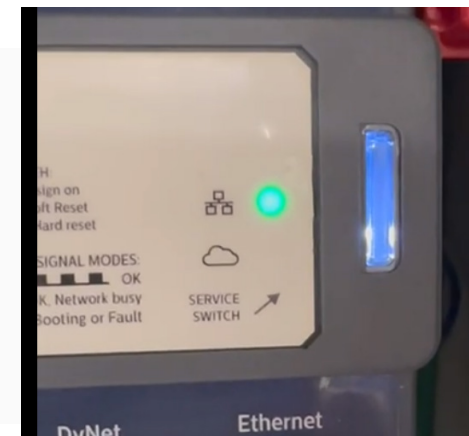
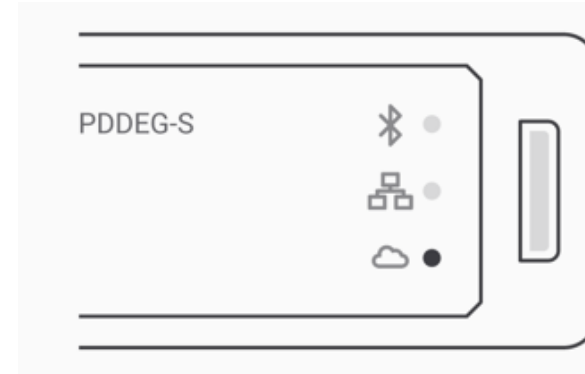
- **Cloud LED** on **PDDEG-S** indicates whether endpoints scan was successful, however its final status will be determined up to 30 minutes after gateway assignment. We've seen few times problems with Cloud Led assembly, but it is addressed with factory.
- Having PDDEG-S in the customer's IT network, endpoints scan is being stored in the "**BS\_MQTT\_BRIDGE.log**" file, and it is available **before** and **after** gateway assignment.

```
Scanning NTP pool.ntp.org/161.91.25.38:123 - PASS
Scanning NTP 0.pool.ntp.org/130.146.136.37:123 - PASS
Scanning NTP 1.pool.ntp.org/161.91.24.39:123 - PASS
Scanning NTP 2.pool.ntp.org/161.87.4.37:123 - PASS
Scanning NTP 3.pool.ntp.org/161.91.25.38:123 - PASS
Scanning NTP time1.google.com/216.239.35.0:123 - FAIL - Error while retrieving time
Scanning NTP time2.google.com/216.239.35.4:123 - FAIL - Error while retrieving time
Scanning NTP time3.google.com/216.239.35.8:123 - FAIL - Error while retrieving time
Scanning NTP time4.google.com/216.239.35.12:123 - FAIL - Error while retrieving time
Scanning worldtimeapi.org/213.188.196.246:443 - PASS
Scanning global.azure-devices-provisioning.net/40.113.176.170:443 - PASS
Scanning irheuprd.AZURE-DEVICES-PROVISIONING.NET/40.113.176.170:443 - PASS
Scanning global.azure-devices-provisioning.net/40.113.176.170:5671 - PASS
Scanning irheuprd.AZURE-DEVICES-PROVISIONING.NET/40.113.176.170:5671 - PASS
```

BS\_MQTT\_BRIDGE.log - Notepad

File Edit Format View Help

```
2023-05-09T12:20:02.058Z [Timer-5] INFO c.p.lighting.buildingserver.plugin.EGPluginBacnet - Serializing Bacnet points to storage
2023-05-09T12:21:28.612Z [qtp26119738-47] INFO c.p.l.b.plugin.service.CGIServiceController - POST /WebPage.cgi
2023-05-09T12:22:04.115Z [pool-3-thread-1] INFO c.philips.lighting.buildingserver.led.LEDManager - SCAN RESULT - true, BOOTSTRAP RESULT - true, SITE_ID - true
2023-05-09T12:22:04.126Z [pool-3-thread-1] INFO c.philips.lighting.buildingserver.led.LEDManager - Sending LED Value e0n
```



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Cloud Connectivity | Endpoints scan result (remote)

Coming soon ....

Scan result will be available in the Cloud.

Overview			Devices	Users	Jobfiles	Licenses	Logfile	End-point scan
Device			0001C0FFFE281C94			Scan time: 14:00:44 09-05-2023		Refresh
End-point			Port			Result		
8.8.8.8			53			✓ Passed		
pool.ntp.org			123			✓ Passed		
0.pool.ntp.org			123			✓ Passed		
1.pool.ntp.org			123			✓ Passed		
2.pool.ntp.org			123			✓ Passed		
3.pool.ntp.org			123			✓ Passed		
time1.google.com			123			✓ Passed		
time2.google.com			123			✓ Passed		
time3.google.com			123			✓ Passed		
time4.google.com			123			✓ Passed		

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## Quarterly performance report

Architecture FLX - Multisite



Lighting management

## Multisite performance monitoring report

You are entitled to an insightful quarterly report summarizing performance of all your connected sites:

### Energy:

- ✓ Notional energy consumption
- ✓ Energy savings achieved by scheduling and dimming versus installed power
- ✓ Energy savings achieved by dimming only
- ✓ Carbon footprint reduction

### Additional:

- ✓ # of saved site visits by remote bulk updates of scenes and schedules
- ✓ Historical compliance to centrally deployed scenes
- ✓ Overview of all your sites and active services
- ✓ Subscriptions expiring soon
- ✓ Historical online status and site health

## 7. Notional energy consumption and energy savings

	October	November	December
<b>Sites for energy reporting</b>	18	21	23
<b>Energy consumption*</b>			
Total of all sites	28.69MWh	33.71MWh	39.39MWh
Average per site	1.59MWh	1.6MWh	1.71MWh
<b>Total energy savings**</b>			
Total of all sites	67.54MWh	71.00MWh	83.23MWh
Average per site	3.75MWh	3.38MWh	3.61MWh
<b>Percentage</b>	<b>70.18 %</b>	<b>67.8 %</b>	<b>67.8 %</b>
<b>Dimmed energy savings***</b>			
Total of all sites	15.9MWh	19.55MWh	20.59MWh
Average per site	0.88MWh	0.93MWh	0.89MWh
<b>Percentage</b>	<b>35.65 %</b>	<b>36.7 %</b>	<b>34.32 %</b>

\* Notional energy consumption based on installed power and light level

\*\* Energy savings achieved by scheduling and dimming versus installed power (24 h ON)

\*\*\* Energy savings achieved only by dimming

“Our new energy reporting feature provides both calculated as well as measured meter energy consumption data for all your connected stores.”

Quarterly performance report | Serviced sites and subscriptions / Deployments

1. Serviced sites and subscriptions

- Shows total number of serviced sites
- Gives an overview of mutations (added or removed sites)
- Informs about the subscription: number expired and expiring in the next quarter

1. Serviced sites and subscriptions

Sites	January	February	March
Total serviced sites	0	0	0
Added sites	0	0	0
Removed sites	0	0	0
Subscriptions			
Subscriptions expired	0		
Subscriptions expiring next quarter	0		
Total subscriptions	0		

For table with all serviced sites and subscriptions: see Appendix

2. Deployments

- Bulk deployment: deployment to multiple sites in a single operation
- Deployment to sites: deployment to a single site
- Each deployment saves money as a site visit to change the light is not necessary

2. Deployments

	Reporting period									Last 12 months			
Bulk deployments	0									0			
Deployments to sites	0									0			
Saved site visit costs	€ 000									€ 000			
Assumption: € 200 per site visit													
	Apr 'yy	May 'yy	Jun 'yy	Jul 'yy	Aug 'yy	Sep 'yy	Oct 'yy	Nov 'yy	Dec 'yy	Jan 'yy	Feb 'yy	Mar 'yy	Total
Bulk deployments	0	0	0	0	0	0	0	0	0	0	0	0	0
Deployments to sites	0	0	0	0	0	0	0	0	0	0	0	0	0

Quarterly performance report | Compliance / Site health

3. Compliance

- Showing whether sites follow the deployed scenes and schedules (compliant operation) or is manually overridden (non-compliant operation)
- Non-compliant operation is detailed out with multiple tables:
  - Per weekday
  - Per 3-hour timeframe
  - Top 5 of sites with the most non-compliant operation

 **Note:** This section is currently not updated

4. Site health

- Shows the online status of the gateway and the number of offline events
- More detail is given in a next table for the top 5 of sites with the most offline status
  - Per site the total number of events
  - Per site the total offline time
  - Last date reported offline

3. Compliance

3.1 Sales floor

Compliance check between central deployments and local manual overrides

Compliance	January	February	March
Sites fully compliant	0 sites	0 sites	0 sites
Sites with non-compliant operation	0 sites	0 sites	0 sites
Total hours of compliant operation	000:00 hours	000:00 hours	000:00 hours
Total hours of non-complaint operation	000:00 hours	000:00 hours	000:00 hours
Percentage on non-complaint operation	00.0 %	00.0 %	00.0 %

4. Site health (online status)

Online /offline	January	February	March
Sites 100% online in reporting period	0 sites	0 sites	0 sites
Sites with detected gateway offline events	0 sites	0 sites	0 sites
Detected site gateway offline events	0 events	0 events	0 events
Confirmed site gateway online events	0 events	0 events	0 events
Online percentage (half-hourly probing)	00.0 %	00.0 %	00.0 %

Quarterly performance report | Cloud availability / Updates

5. Cloud availability

- Shows the overall availability of the cloud:
  - Planned downtime:  
Cloud not available due to announced maintenance etc.
  - Unplanned downtime:  
Cloud not available due to unforeseen circumstances etc.

6. Updates

- Shows the current commercial release (e.g., R2.1)
- Regular updates are released to add/improve features and/or fix bugs

5. Cloud availability

	January	February	March
Planned downtime	000:00 h	000:00 h	000:00 h
Unplanned downtime	000:00 h	000:00 h	000:00 h
Percentage of cloud availability	00.0 %	00.0 %	00.0 %

6. Updates

Commercial release	Multisite System Manager <Rx.x>
Number of updates in reporting period	<#>
Date of last update in reporting period	dd-mm-yyyy
Link	<a href="https://www.eu.retail.interact-lighting.com/login">https://www.eu.retail.interact-lighting.com/login</a>



Quarterly performance report | Notional energy consumption / Carbon footprint

7. Notional energy consumption and energy savings

- Shows the energy consumption of all sites:
  - Total of all sites
  - Total saved energy by using scenes and schedules (compared against 24 h ON)
  - Total energy savings achieved by dimming the lights
- Calculates the average energy consumption per site of the above-mentioned parameters
- More detail is given in a next table for the top 5 of sites with the most dimmed energy savings

8. Carbon footprint and CO<sub>2</sub> reduction

- Energy savings result in a reduction of the carbon footprint
- The carbon footprint reduction can be expressed in a number of planted trees
- The conversion parameters are adapted to the situation of the specific region

7. Notional energy consumption and energy savings

	January	February	March
Sites for energy reporting	<#>	<#>	<#>
Energy consumption*			
Total of all sites	000.00 Wh	000.00 Wh	000.00 Wh
Average per site	000.00 Wh	000.00 Wh	000.00 Wh
Total energy savings**			
Total of all sites	000.00 Wh	000.00 Wh	000.00 Wh
Average per site	000.00 Wh	000.00 Wh	000.00 Wh
Percentage	00.0 %	00.0 %	00.0 %
Dimmed energy savings***			
Total of all sites	000.00Wh	000.00 Wh	000.00 Wh
Average per site	000.00Wh	000.00 Wh	000.00 Wh
Percentage	00.0 %	00.0 %	00.0 %

*\* Notional energy consumption based on installed power and light level*  
*\*\* Energy savings achieved by scheduling and dimming versus installed power (24 h ON)*  
*\*\*\* Energy savings achieved only by dimming*

8. Carbon footprint and CO<sub>2</sub> reduction

Energy saving	Total energy savings	Dimmed energy savings*
Smart lighting will save	000.00 Wh	000.00 Wh
Emissions reduction		
Carbon footprint reduction	000.00 tons CO <sub>2</sub>	000.00 tons CO <sub>2</sub>
Equivalent environmental benefit		
Avoided annual emissions of	0 trees planted	0 trees planted

*\*Energy savings accumulated for the reporting period*

- Shows the energy consumption of sites that are using smart meters
- Smart meters show the energy consumption of a power group:
  - Lighting
  - Bakery
  - Etcetera
- Top 5 of power groups with significant energy consumption is listed

## Appendices

- More than 5 sites? See the appendices for all the sites:
  - 1. Serviced sites and subscriptions
  - 3. Compliance
  - 4. Site health (online status)
  - 7. Notional energy consumption and energy savings
  - 9. Metered energy consumption

## 9. Metered energy consumption

	January	February	March
Sites for energy consumption	<#>	<#>	<#>
Energy consumption			
Total of all sites	000.00 Wh	000.00 Wh	000.00 Wh
Average per site	000.00 Wh	000.00 Wh	000.00 Wh
Energy consumption breakdown*			
<Power group 1>	000.00 Wh	000.00 Wh	000.00 Wh
<Power group 2>	000.00 Wh	000.00 Wh	000.00 Wh
<Power group 3>	000.00 Wh	000.00 Wh	000.00 Wh
<Power group 4>	000.00 Wh	000.00 Wh	000.00 Wh
<Power group 5>	000.00 Wh	000.00 Wh	000.00 Wh

\*Shown are the power groups with the most significance to the energy consumption

## Appendix

## 1. Serviced sites and subscriptions

### Added sites

[illegible]

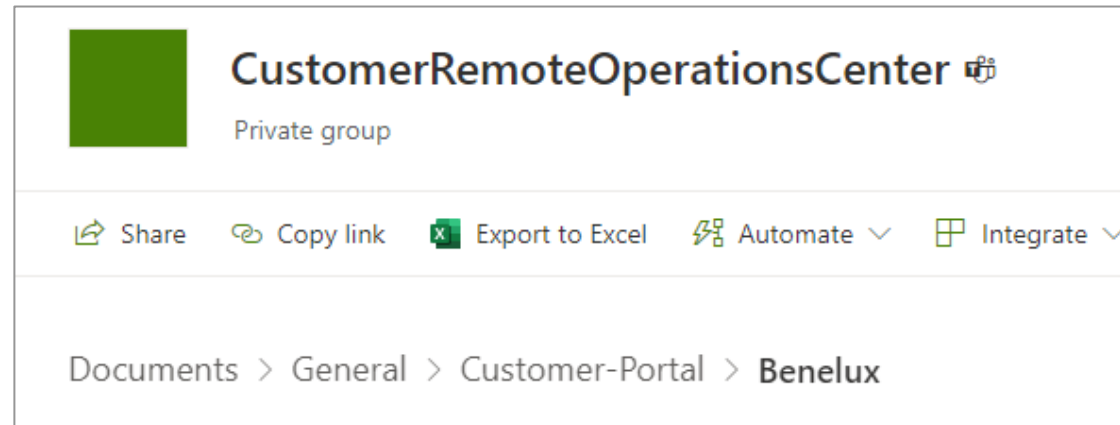
**Performance report** | Sharing with customer

How can you get the performance report for your customer?

- Request access to CROC customer-portal (per market)
  - e.g. BNL
  - e.g. CEE

<https://share.lighting.com/teams/CustomerRemoteOperationsCenter/>

<https://share.lighting.com/teams/CustomerRemoteOperationsCenter/>



**Please distribute quarterly performance report to your customer timely.**

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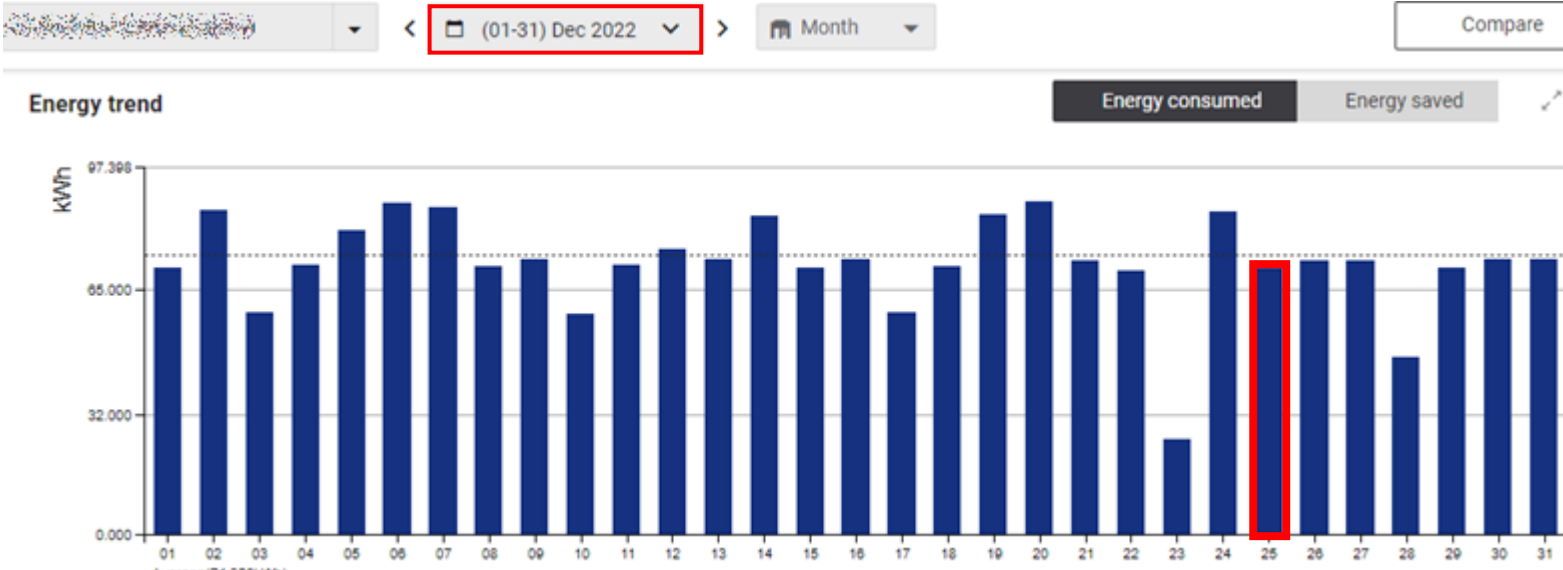
## Remote post install tuning

Architecture FLX - Multisite

Post install tuning | Use case

**BNL customer – Alarm integration**

- Leading customer in BNL with > 30 active sites
- Common problem across all sites with Alarm integration
- Schedules remianed running after the alarm was armed
- Required remote tasks and devices re-configuration



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Post install tuning | Use case – solution

Alarm integration fix – high level steps

- Open job file from the Cloud
- Connect remotely to the site gateway
- Load PDDEG-S current configuration
- Load DDMIDC8 cuurent configuration
- Implement Alarm Integration Task
- Save changes to PDDEG-S
- Configure DDMIDC8 dry contacts
- Save changes to DDMIDC8
- Save job file to the Cloud and resolve the workorder

Fix time - 22 minutes

Alarm integration Task & Dry contact configurations

General

Name	IAR Multisite - Manual Override Task with Alarm/BMS integration
Description	Manual Override task with Alarm/BMS Integration for IAR Multisite proposition - version 1.03
***IMPORTANT NOTES***	
<ul style="list-style-type: none"><li>- works with PDDEG-S V2</li><li>- Sunset/Sunrise schedules must occupy number 1&amp;2 in the scheduler</li><li>- Supports up to 3 BLA's. More BLA's -&gt; Contact Technical Support via ticketing system</li><li>- Local manual override reverts back to automatic after 2h, or on the scheduled next message</li><li>- Alarm/BMS Task4 and Task5 must be triggered and configured on the Dry-Contact integration device</li></ul>	

Number	Name
✓1	Root Area #1 Task
✓2	Root Area #2 Task
✓3	Root Area #3 Task
✓4	Store -> Autontaic Mode -> Alarm Dis...
✓5	Store -> Manual Mode -> Alarm Armed
✓6	Timer_Root Area #1
✓7	Timer_Root Area #2
✓8	Timer_Root Area #3
✓9	Concept deployment when Alarm Armed
✓10	Timer

General

Name	Alarm Armed / Disarmed
Switch	Enabled

Logical Address

Logical Area	Sales Area [2]
Channel	All Channels [0]
Join	85
BLA	Disabled

Advanced

Enable when panel disabled	False
Trigger at startup	False
Proxy channel index	4

Function

Function	Custom
Standard function name	No match
Press actions	Preset - Preset: 4, Fade: 00:00:02.000; Task control - Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 5
Release actions	Preset - Preset: 3, Fade: 00:00:02.000; Task control - Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 4
Extended press actions	Preset - Preset: 4, Fade: 00:00:02.000; Task control - Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 5
Extended release actions	Preset - Preset: 3, Fade: 00:00:02.000; Task control - Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 4

Task control

Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 5

Task control

Execution type: Start task, Device code: 0xC3, Box number: 1, Task number: 4

Alarm armed

Alarm disarmed

Advanced

Task control

Control type	Start task
Device code	Ethernet Gateway Supervisor V2 (0xC3)
Box number	1
Task number	5

Advanced

Task control

Control type	Start task
Device code	Ethernet Gateway Supervisor V2 (0xC3)
Box number	1
Task number	4

### Post install tuning | Prerequisites

#### Remote post install tuning - prerequisites:

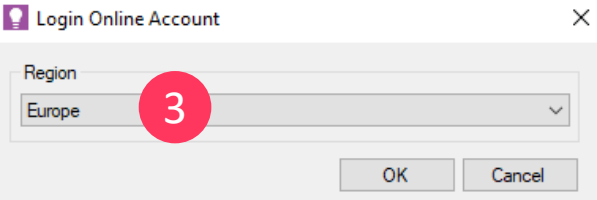
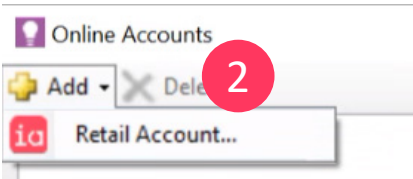
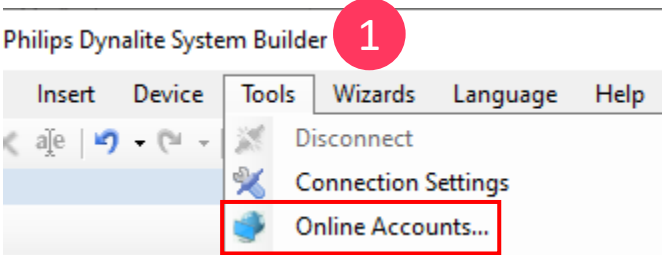
- Engineer is an existing IAR user, with **Site Engineer** role (OTRS tickets)
- CSI's need to ensure that email address is also registered in **Microsoft Azure Active Directory** (create Microsoft account on Microsoft.com)
- Request **Work Orders** via OTRS ticketing system. One workorder provides access to a single site.
- Suggested Work Order name :  
**CustomerName\_Maintenance\_SiteName"**
- Download the most recent **System Builder**
- Request and activate System Builder **Technician License**



Post install tuning | Getting connected

Login to the Cloud

- 1. On the **Tools** menu, click **Online Accounts**
- 2. Click **Add**, and select **Retail Account**
- 3. Select **Europe** as a region, and click **OK**
- 4. Fill in login credentials (email and password)
- 5. Account has been linked with Interact Cloud



Sign in to your account

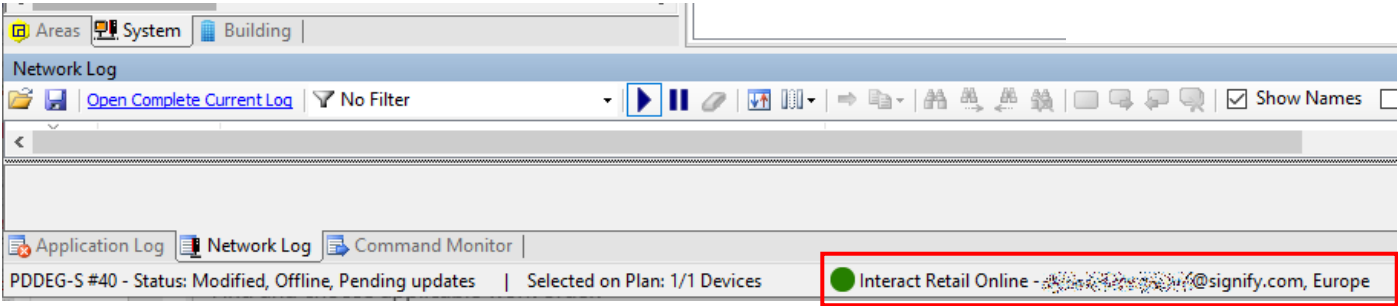
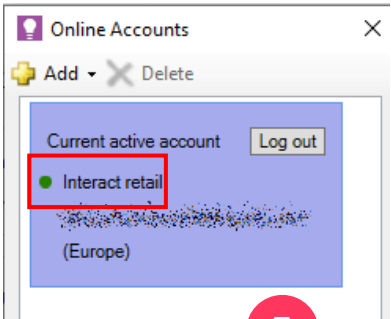
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Sign in

4

Email, phone, or Skype

Can't access your account?



Back Next

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- **REMOTE CONNECTIVITY IS A POWERFULL FEATURE**
- **PLEASE USE IT WITH A BIG CAUTION AND CARE**
- While SB is connected, all changes made are executed in the store and can interrupt standard Customer operations
- While connected remotely for the **Emergency Testing and Light point failures** check activities:
  - Only **perform steps** described in **Remote emergency lighting test** (next chapter)
  - **Do not** change/save devices configuration
  - **Do not** flash controllers
  - **Do not** change presets or channel levels

**MAINTENANCE ENGINEER OWNS A FULL RESPONSIBILITY FOR AN IMPROPER USE OF THE REMOTE CONNECTIVITY FEATURE**



The screenshot displays the 'System View' window of the Dynalite Cloud interface. The 'Trunk Connection' section includes a 'Reconnect' button and a checked checkbox for 'Automatically connect when a job is opened'. The 'Connection Settings' section has 'Use Online Gateway Connection' selected. The 'Current Connection Properties' table shows 'Status' as 'Connected' and 'Device' as 'PDDEG-S #24'. The 'Application Log' at the bottom shows a message 'Port Connected - Cloud Connection'.

System View																									
<div> <div> <div>Home</div> <div>Job Properties</div> <div>Connection Settings</div> <div>Create Device</div> <div>Fixture Profiles</div> <div>Load Profiles</div> <div>Emergency</div> </div> <div> <div>Trunk Connection</div> <div> <div>Reconnect</div> <div>Disconnect</div> </div> <div> <input checked="" type="checkbox"/> Automatically connect when a job is opened           <input type="checkbox"/> Automatically connect when a job is closed         </div> <div>           Preferred protocol:           <div>Automatic</div> </div> </div> <div> <div>Connection Settings</div> <div> <input type="radio"/> Use machine connection settings           <div>Configure...</div> </div> <div> <input type="radio"/> Use job specific connection settings           <div>Configure...</div> </div> <div> <input type="radio"/> Use Ethernet Trunk Connection           <div><input type="checkbox"/> Websocket if available</div> </div> <div> <input type="radio"/> Use Serial Trunk Connection           <div>Configure...</div> </div> <div> <input checked="" type="radio"/> Use Online Gateway Connection           <div>Configure...</div> </div> <div>Set all EGs to localhost</div> </div> <div> <div>Current Connection Properties</div> <table border="1"> <tr> <td>Connection Type</td> <td>Online Gateway connection</td> </tr> <tr> <td>Status</td> <td>Connected</td> </tr> <tr> <td>Device</td> <td>PDDEG-S #24</td> </tr> </table> </div> </div> <div> <div>Application Log</div> <table border="1"> <thead> <tr> <th>ID</th> <th>Type</th> <th>Time</th> <th>Message</th> </tr> </thead> <tbody> <tr> <td>232</td> <td>Information</td> <td>14:19:09.463</td> <td>Port Connected - Cloud Connection</td> </tr> <tr> <td>231</td> <td>Detailed Information</td> <td>14:19:09.456</td> <td>Dynalite Cloud : 0 - CURLE_OK</td> </tr> <tr> <td>229</td> <td>Detailed Information</td> <td>14:18:58.238</td> <td>Dynalite Cloud : POST - api/v1/sites/2dh919d5-eh79-4080-ba69-1fd03e3f7715/connections</td> </tr> </tbody> </table> </div> <div> <div>Job contains 10 device(s) : ract Retail Online - @signify.com, Europe</div> <div>Connected Dynalite Cloud</div> </div>				Connection Type	Online Gateway connection	Status	Connected	Device	PDDEG-S #24	ID	Type	Time	Message	232	Information	14:19:09.463	Port Connected - Cloud Connection	231	Detailed Information	14:19:09.456	Dynalite Cloud : 0 - CURLE_OK	229	Detailed Information	14:18:58.238	Dynalite Cloud : POST - api/v1/sites/2dh919d5-eh79-4080-ba69-1fd03e3f7715/connections
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## Remote emergency lighting test + report

Architecture FLX - Multisite

- Link to available training
- Check / adjust configuration of Emergency lighting test groups
- Run or Schedule emergency light test
  - Functional test and duration test
- Generate test report
- Roadmap

Emergency Lighting | Available trainings

Trainings on Emergency Lighting are available on:

1. Degreed platform:
- Chapter 6 : Dynalite DALI Emergency Lighting

Chapter 7 : Emergency Lighting - Advanced

[Degreed – Dynalite Advanced Modules](#)
2. Partner Portal → Trainings → Dynalite → Technical courses Dynalite → Advance training Section:
- Section 8: Dynalite Dali Emergency lighting

Section 9: DALI Emergency Lighting - Advanced

[Partner Portal](#)

Section 8: Dynalite DALI Emergency lighting

Dynalite DALI Emergency Lighting

This training will explain how to deliver a Dynalite DALI emergency lighting system.

Progress: Not started

Launch

Section 9: DALI emergency lighting – advanced

Emergency Lighting - Advanced

This training is intended for those engineers and architects who have completed the Dynalite DALI Emergency training and need to improve their knowledge of emergency lighting. Especially for troubleshooting, this presentation provides very detailed information from a protocol and concept point of view.

Progress: Not started

Launch

6. Dynalite DALI Emergency lighting

This training will cover the basics of a DALI emergency system. From basic functional and duration tests to fully automated testing and reporting using System Manager....  
[Read More](#)  
1 Item

Completed 0 of 1

Article

Dynalite DALI Emergency Lighting

This training will explain how to deliver a Dynalite DALI emergency lighting system.

Mark Complete

Viewed

1

7. Emergency Lighting - Advanced

This advanced module will explain emergency lighting in a generic and detailed way.  
It is intended as a complementary training on top of the Dynalite DALI Emergency lighting...  
[Read More](#)  
1 Item


Completed 0 of 1

Article

Emergency Lighting - Advanced

This training is intended for those engineers and architects who have completed the Dynalite DALI Emergency training and need to improve their knowledge of emergency...

Mark Complete



interact

## Emergency Lighting | Functional and Duration Tests

**System Builder** offers partially centralized testing & reporting.

It is possible to update the initial test time and interval values to a specific time and date. After the test, an engineer can pool the results using System Builder and report the results as agreed in service contract.

### Functional test

The purpose of a functional test is to test the integrity of the circuit and the correct operation of a lamp, a changover device and battery emergency power supply.

### Duration test

The purpose of a duration test is to verify whether the battery has sufficient capacity to illuminate the emergency fixture for the rated duration.

### Preparation:

- **Clarify** customer requirements for Functional and Duration tests
- Together with the Customer, define schedule and interval for emergency tests

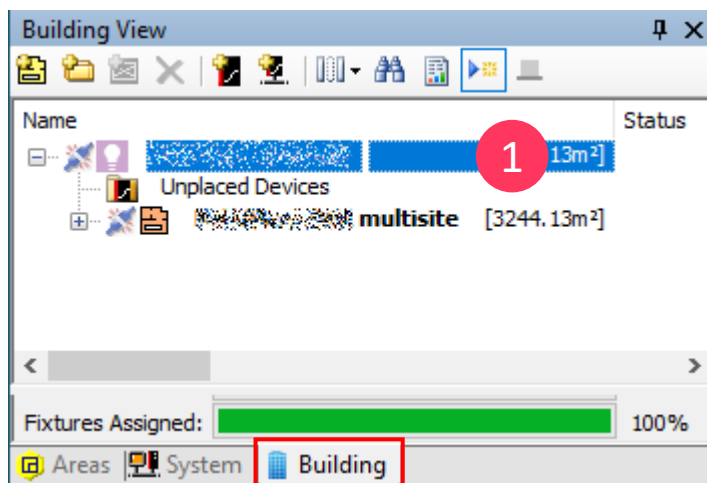


**PHILIPS**  
dynamalite 

## System Builder – Emergency groups configuration

### In System Builder:

1. Select a **System** or a **Building View** and click on the project name (at the top of a project tree).
2. Go to **Emergency Testing** Tab
3. Ensure, all emergency luminaires are divided into at least 2 emergency groups.



Emergency Testing			
Add Group Add Ballast Copy Rename Delete			
Name	Functional Test	Duration Test	Last Functional Test
Default Emergency Group			
<b>Emergency Group 1</b>			
Algemeen Winke-Algemeen-17 [DD...	Test succeeded	None	4/12/2023 8:20:58 PM
Hond-Algemeen-24 [DDBC120-DAL...	Test succeeded	None	4/12/2023 8:20:57 PM
Hond-Algemeen-29 [DDBC120-DAL...	Test succeeded	None	4/12/2023 8:21:02 PM
Hond-Algemeen-32 [DDBC120-DAL...	Test succeeded	None	4/12/2023 8:20:58 PM
Kassa-Algemeen-18 [DDBC120-DA...	Test succeeded	None	4/12/2023 8:21:02 PM
Kassa-Algemeen-19 [DDBC120-DA...	Test succeeded	None	4/12/2023 8:21:02 PM
Looppaden-Algemeen-6 [DDBC120...	Test succeeded	None	4/12/2023 8:20:57 PM
Magazijn-Algemeen-10 [DDBC120-...	Test succeeded	None	4/12/2023 8:20:58 PM
Noodverlichtin-Algemeen-3 [DDBC1...	Test succeeded	None	4/12/2023 8:21:02 PM
Noodverlichtin-Algemeen-4 [DDBC1...	Test succeeded	None	4/12/2023 8:21:02 PM
Noodverlichtin-Algemeen-5 [DDBC1...	Test succeeded	None	4/12/2023 8:21:02 PM
<b>Emergency Group 2</b>			
Algemeen Winke-Algemeen-19 [DD...	Test succeeded	None	4/12/2023 8:22:47 PM
Aquarium-Algemeen-7 [DDBC120-D...	Test succeeded	None	4/12/2023 8:22:45 PM
Hond-Algemeen-30 [DDBC120-DAL...	Test succeeded	None	4/12/2023 8:22:50 PM
Hond-Algemeen-31 [DDBC120-DAL...	Test succeeded	None	4/12/2023 8:22:50 PM
Kassa-Algemeen-20 [DDBC120-DA...	Test succeeded	None	4/12/2023 8:22:50 PM
Kassa-Algemeen-21 [DDBC120-DA...	Test succeeded	None	4/12/2023 8:22:50 PM
Kat-Algemeen-16 [DDBC120-DALI ...	Test succeeded	None	4/12/2023 8:22:45 PM
Knaagdieren-Algemeen-7 [DDBC12...	Test succeeded	None	4/12/2023 8:22:45 PM
Knaagdieren-Algemeen-8 [DDBC12...	Test succeeded	None	4/12/2023 8:22:45 PM
Magazijn-Algemeen-11 [DDBC120-...	Test succeeded	None	4/12/2023 8:22:47 PM
Magazijn-Algemeen-12 [DDBC120-...	Test succeeded	None	4/12/2023 8:22:47 PM
Noodverlichtin-Algemeen-2 [DDBC1...	Test succeeded	None	4/12/2023 8:22:50 PM



System Builder – configurations

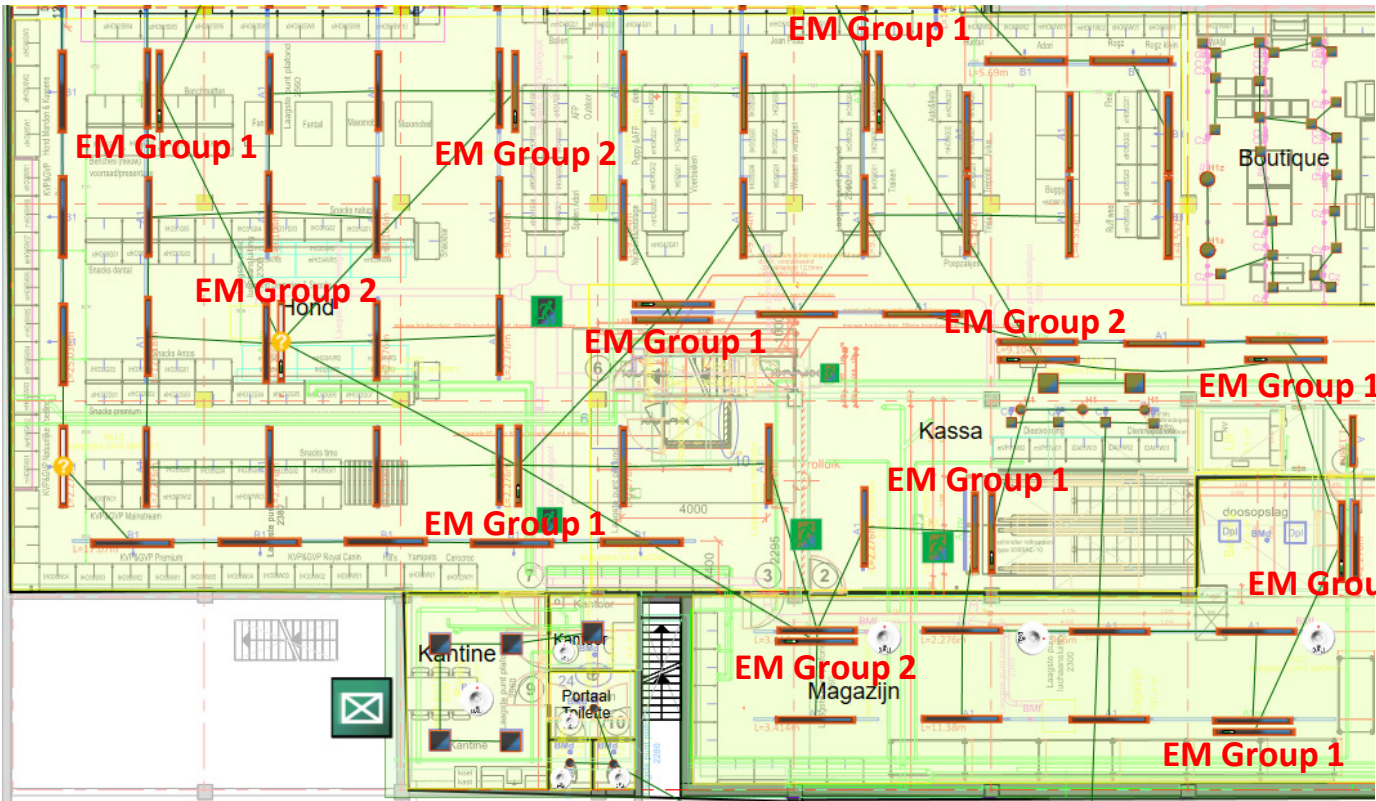
Please note that:

- The rule of thumb is to assign emergency ballasts that are located next to each other in separate groups.
- Each group must be tested separately.
- At least one group must be always ready for the real emergency case
- For Emergency luminaires represented by 2 ballasts on the floor plan → create 2 dedicated load profiles and set Emergency Channel Load as “0”

User Defined

- Coreline
- GreenSpace 2 Compact
- Greenspace Accent
- Load Profile
- Maxos Fusion
- Maxos Fusion EM**
- Telecaster

General	
Name	Maxos Fusion EM
Description	LL512X LED61S/830 PSED DA45...
Manufacturer	Philips
Lamp Life	
Lamp Life (hours)	50000
Channel Loads	
Has control channel	True
Watts	0
Power Factor	1
Load channels	Default Channel
Settle Time (h:m:s)	00:01:00



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## Emergency Lighting – Functional test

**Functional Test** can be:

- triggered manually during a remote connection to a site
- scheduled and executed automatically and periodically

### Triggering Functional Test manually using remote connection:

1. Ensure SB is remotely connected to the site
2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing** Tab
3. Select **Emergency Group** for the Functional Test
4. Choose **Functional Test**
5. Press **Start**

**Note:** Track the test progress in the **Network Logs**

```
Universe: 1, Galaxy:1, Cookie:12, Format:0x20 0xC101 - Enable Device - 0x17E3 - Start Functional Test - Short 11 0x17E3 - Start F...
Universe: 1, Galaxy:1, Cookie:11, Format:0x20 0xC101 - Enable Device - 0x17E6 - Reset Functional Test - Short 11 0x17E6 - Reset...
Universe: 1, Galaxy:1, Cookie:10, Format:0x20 0xC101 - Enable Device - 0x15E3 - Start Functional Test - Short 10 0x15E3 - Start F...
Universe: 1, Galaxy:1, Cookie:9, Format:0x20 0xC101 - Enable Device - 0x15E6 - Reset Functional Test - Short 10 0x15E6 - Reset ...
Universe: 1, Galaxy:1, Cookie:8, Format:0x20 0xC101 - Enable Device - 0x0FE3 - Start Functional Test - Short 7 0x0FE3 - Start Fun...
```

The screenshot displays the 'Emergency Testing' window. On the left, a tree view shows 'Emergency Group 1' selected. The main panel has tabs for 'Testing', 'Reports', 'Actions', and 'Group Ballast Properties'. Under 'Testing', 'Functional Test' is selected, and the 'Start' button is visible. Under 'Reports', there are buttons for 'Show History...' and 'Show Report...'. Under 'Actions', there is a 'Query Battery Level' button. The 'Group Ballast Properties' section contains three expandable sections: 'Automatic Test Properties' (Functional test: Disabled, Duration test: Disabled), 'PoE Automatic Test Properties' (Rated functional test time: 32, Rated duration test time: 95), and 'Ballast Properties' (Prolong time: 0, Test execution timeout: 1). A 'Save to Ballast(s)' button is at the bottom right.

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Emergency Lighting – Functional test

Scheduling Functional Test

- 1. Ensure SB is remotely connected to the site
- 2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing** Tab
- 3. Select **Emergency Group** to schedule Functional Test
- 4. Choose **Functional Test**
- 5. **Enable** and **configure** Functional Test **initial time** and **Interval**
- 6. Press **Save to Ballast(s)**

Note:

Functional Test settings will be pushed to all drivers that belongs to the selected emergency group.

Track ballasts configuration progress in the **Network Logs**

Universe: 1, Galaxy:1, Cookie:10, Format:0x20 0xC101 - Enable Device - 0x03EC - Store Functional Test Interval - Short 1 0x03EC - Store Functional Test Int
Universe: 1, Galaxy:1, Cookie:11, Format:0x10 0xA300 - Load DTR with 0 - Broadcast
Universe: 1, Galaxy:1, Cookie:12, Format:0x20 0xC101 - Enable Device - 0x03EB - Store Delay LoByte - Short 1 0x03EB - Store Delay LoByte - Short 1 )
Universe: 1, Galaxy:1, Cookie:13, Format:0x10 0xA300 - Load DTR with 0 - Broadcast
Universe: 1, Galaxy:1, Cookie:14, Format:0x20 0xC101 - Enable Device - 0x03EA - Store Delay HiByte - Short 1 0x03EA - Store Delay HiByte - Short 1 )
Universe: 1, Galaxy:1, Cookie:15, Format:0x10 0xA300 - Load DTR with 0 - Broadcast

HomeJob PropertiesConnection SettingsCreate DeviceFixture ProfilesLoad ProfilesEmergency Testing2

Add GroupAdd Ballast

3

4

Default Emergency Group

Emergency Group 1

Hond-Algemeen-20 [DDBC120-DAL...

Hond-Algemeen-25-2 [DDBC120-D...

Hond-Algemeen-25-3 [DDBC120-D...

Hond-Algemeen-25-4 [DDBC120-D...

Kassa-Algemeen-3 [DDBC120-DALI...

Knaagdieren /V-Algemeen-7 [DDBC...

Looppaden-Algemeen-24-2 [DDBC...

Looppaden-Algemeen-24-4 [DDBC...

Looppaden-Algemeen [DDBC120-D...

Magazijn-Algemeen-7 [DDBC120-D...

Tuin-Algemeen-12 [DDBC120-DALI ...

Emergency Group 2

Kleding-Algemeen-5 [DDBC120-DA...

Knaagdieren /V-Knaagdieren / [DD...

Looppaden-Algemeen-24-3 [DDBC...

Looppaden-Algemeen-24-5 [DDBC...

Magazijn-Algemeen-4 [DDBC120-D...

Portaal Toilet-Algemeen-3 [DDBC1...

Tuin-Algemeen-13-3 [DDBC120-DA...

Testing

Functional Test

Duration Test

First test time120minutes

Automatically query results

Only query results at end of test

Test only previously failed ballasts

Start

Stop

Query Results

Reports

Show History...

Show Report...

Clear History...

Actions

Query Battery Level

Group Ballast Properties

Automatic Test Properties

Functional testEnabled

Functional test initial time5/1/2023 00:00

Functional test interval (Days)26

Duration testEnabled

Duration test initial time5/2/2023 00:00

Duration test interval (Weeks)26

PoE Automatic Test Properties

Rated functional test time (Seconds)32

Rated duration test time (Minutes)95

Ballast Properties

Prolong time (Minutes)0

Test execution timeout (Days)1

5

6

Save to Ballast(s)

## Emergency Lighting – Duration test

### Duration Test can be:

- triggered manually during a remote connection to a site
- scheduled and executed automatically and periodically

### Triggering Duration Test manually using remote connection:

1. Ensure SB is remotely connected to the site
2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing Tab**
3. Select **Emergency Group** for the Duration Test
4. Choose **Duration Test**
5. Press **Start**

### Note:

Duration test progress can be observed in the **Network Logs**. There is no need to stay remotely connected during running test.

```

0, Universe: 1, Galaxy:1, Cookie:35, Format:0x20 0xC101 - Enable Device - 0x7FE4 - Start Duration Test - Short 63 0x7FE4 - Start Dur...
0, Universe: 1, Galaxy:1, Cookie:34, Format:0x20 0xC101 - Enable Device - 0x7FE7 - Reset Duration Test - Short 63 0x7FE7 - Reset D...
0, Universe: 1, Galaxy:1, Cookie:33, Format:0x20 0xC101 - Enable Device - 0x1FE4 - Start Duration Test - Short 15 0x1FE4 - Start Dur...
0, Universe: 1, Galaxy:1, Cookie:32, Format:0x20 0xC101 - Enable Device - 0x1FE7 - Reset Duration Test - Short 15 0x1FE7 - Reset D...
5, Universe: 1, Galaxy:1, Cookie:31, Format:0x20 0xC101 - Enable Device - 0x1DE4 - Start Duration Test - Short 14 0x1DE4 - Start Du...
0, Universe: 1, Galaxy:1, Cookie:30, Format:0x20 0xC101 - Enable Device - 0x1DE7 - Reset Duration Test - Short 14 0x1DE7 - Reset ...
  
```

Group Ballast Properties	
<b>Automatic Test Properties</b>	
Functional test	Disabled
Duration test	Disabled
<b>PoE Automatic Test Properties</b>	
Rated functional test time (Seconds)	32
Rated duration test time (Minutes)	95
<b>Ballast Properties</b>	
Prolong time (Minutes)	0
Test execution timeout (Days)	1

Save to Ballast(s)

Emergency Lighting – Duration test

Scheduling Duration Test

- 1. Ensure SB is remotely connected to the site
- 2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing** Tab
- 3. Select **Emergency Group** to schedule Duration Test
- 4. Choose **Duration Test**
- 5. **Enable** and **configure** Duration Test **initial time** and **Interval**
- 6. Press **Save to Ballast(s)**

Note:

Duration Test settings will be pushed to all drivers that belongs to the selected emergency group.

Track ballasts configuration progress in the **Network Logs**

Universe: 1, Galaxy:1, Cookie:10, Format:0x20 0xC101 - Enable Device - 0x03EC - Store Functional Test Interval - Short 1 0x03EC - Store Functional Test Int
Universe: 1, Galaxy:1, Cookie:11, Format:0x10 0xA300 - Load DTR with 0 - Broadcast
Universe: 1, Galaxy:1, Cookie:12, Format:0x20 0xC101 - Enable Device - 0x03EB - Store Delay LoByte - Short 1 0x03EB - Store Delay LoByte - Short 1 )
Universe: 1, Galaxy:1, Cookie:13, Format:0x10 0xA300 - Load DTR with 0 - Broadcast
Universe: 1, Galaxy:1, Cookie:14, Format:0x20 0xC101 - Enable Device - 0x03EA - Store Delay HiByte - Short 1 0x03EA - Store Delay HiByte - Short 1 )
Universe: 1, Galaxy:1, Cookie:15, Format:0x10 0xA300 - Load DTR with 0 - Broadcast

HomeJob PropertiesConnection SettingsCreate DeviceFixture ProfilesLoad ProfilesEmergency Testing

Add GroupAdd Ballast

Name

Default Emergency Group

Emergency Group 1

Hond-Algemeen-20 [DDBC120-DAL...

Hond-Algemeen-25-2 [DDBC120-D...

Hond-Algemeen-25-3 [DDBC120-D...

Hond-Algemeen-25-4 [DDBC120-D...

Kassa-Algemeen-3 [DDBC120-DALI...

Knaagdieren /V-Algemeen-7 [DDBC...

Looppaden-Algemeen-24-2 [DDBC...

Looppaden-Algemeen-24-4 [DDBC...

Looppaden-Algemeen [DDBC120-D...

Magazijn-Algemeen-7 [DDBC120-D...

Tuin-Algemeen-12 [DDBC120-DALI ...

Emergency Group 2

Kleding-Algemeen-5 [DDBC120-DA...

Knaagdieren /V-Knaagdieren / [DD...

Looppaden-Algemeen-24-3 [DDBC...

Looppaden-Algemeen-24-5 [DDBC...

Magazijn-Algemeen-4 [DDBC120-D...

Portaal Toilet-Algemeen-3 [DDBC1...

Tuin-Algemeen-13-3 [DDBC120-DA...

Testing

Functional Test

Duration Test

First test time120minutes

Automatically query results

Only query results at end of test

Test only previously failed ballasts

Start

Stop

Query Results

Reports

Show History...

Show Report...

Clear History...

Actions

Query Battery Level

Group Ballast Properties

Automatic Test Properties

Functional testEnabled

Functional test initial time5/1/2023 00:00

Functional test interval (Days)26

Duration testEnabled

Duration test initial time5/4/2023 00:00

Duration test interval (Weeks)26

PoE Automatic Test Properties

Rated functional test time (Seconds)32

Rated duration test time (Minutes)95

Ballast Properties

Prolong time (Minutes)0

Test execution timeout (Days)1

Save to Ballast(s)

Emergency Lighting – Tests progress and results

Hints:

- Functional tests usually do not take long time, so results can be obtained during a remote session
- If Functional test fails for certain luminaires, it is advised to re-do the test manually for these luminaires -> choose luminaire and click **Start** to test again
- Duration test takes a long time. It is possible to wait but also query the test results later.
- If Duration test fails for certain luminaire, it's advised to re-do the test (24h later- full battery recharge time), before sending engineer to the site.

To get more insights about test status

1. Select Emergency Group
2. Press **Query Results** button
3. Results will show up in the columns of emergency group

Testing

☒ Functional Test

☐ Duration Test

☐ First test time

minutes

☐ Automatically query results

☐ Only query results at end of test

☐ Test only previously failed ballasts

Start

Stop

Query Results

Name	Functional Test	Duration Test	Last Functional Test	Last Duration Test	Functional Battery Level (%)	Duration Battery Level (%)	Successful Functional Test	Successful Duration Test	Query Functional Test
DC3 U1-61 ...	Test succeeded	Test succeeded	5/17/2020 04:00:50	12/17/2019 04:00:16	99.61	0.79	5/17/2020 04:06:16	12/17/2019 07:05:27	5/17/2020 04:06:16
DC3 U1-31 ...	Test succeeded	Test succeeded	5/17/2020 04:00:50	12/17/2019 04:00:16	99.61	0.79	5/17/2020 04:06:16	12/17/2019 07:05:27	5/17/2020 04:06:16
DC2 U3-66 ...	Test succeeded	Test succeeded	5/17/2020 04:00:51	12/17/2019 04:00:17	99.61	0.79	5/17/2020 04:02:13	12/17/2019 07:01:06	5/17/2020 04:02:13
DC3 U2-11 ...	Test succeeded	Test in progress	5/17/2020 04:00:50	5/28/2020 10:28:36	100	99.61	5/17/2020 04:06:16	4/16/2020 13:40:05	5/17/2020 04:06:16

EXTERNAL ...	Test started
EXIT [DDBC...	Test started
BULKHEAD ...	Test started
BULKHEAD ...	Test started
PIER 2 MAP...	Test started
BULKHEAD ...	Test started
BULKHEAD ...	Test started

3

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Emergency Lighting – Test Report

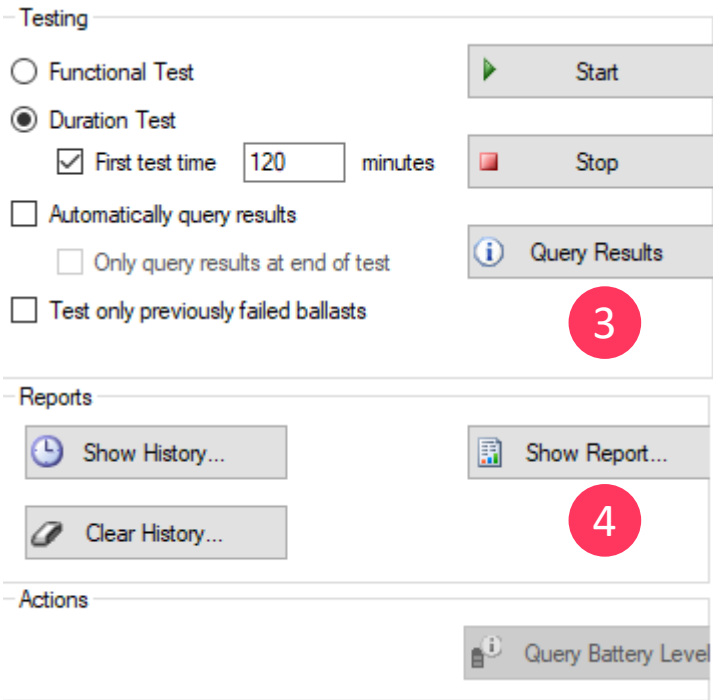
Generate Test Report

- 1. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing** Tab
- 2. Select one of **Emergency Groups**
- 3. Click **Query Results**. Wait till results are updated
- 4. Click **Show Report...** button
- 5. Choose desired output data configuration
- 6. Click **Generate Report**

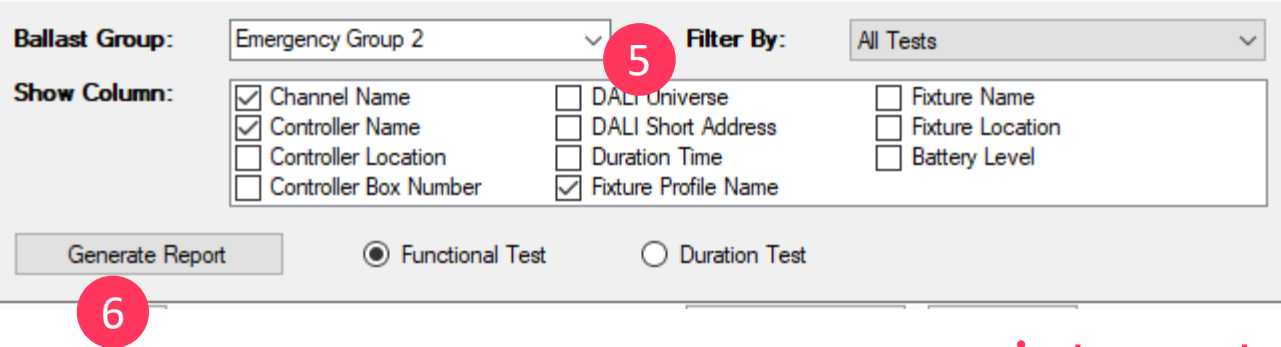
Note:

Monitor **Query Results** function progress :

- In the network logs, or
- In the Dali Monitor



Emergency Report - Philips Dynalite System Builder





Emergency Light Testing | Roadmap

Customer will be able to: Coming 2024

- Schedule remote emergency tests
- Get reports on test results via dashboard

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OperationsAssetsLight controlEnergyConfiguration

M

Multisite experienc...

Dashboard

Site list

Site list > 001 - Dresden

001 - Dresden

Format: Supermarket

Address  
Neumarkt, 01067 Dresden, DE  
Local time  
11.05.2023 | 23:49:28  
Total # of connected light points 1

SubscriptionsSystem healthDeployments & ScenesSettingsFloorplan(s)OperationalEmergency Tests

The duration test of EM Duration Test Group A has failed. Check the test result for details and redo the test.

Functional tests

Configuration name	Latest test	Result latest test	Next test	Actions
EM Functional Test	2023-02-11T22:00:00Z	Passed	Mar 11, 2023, 11:00:00 PM	

Duration tests

Configuration name	Latest test	Result latest test	Next test	Actions
EM Duration Test Group B	2023-02-12T08:00:00Z	Failed	Mar 12, 2023, 9:00:00 AM	
EM Duration Test Group A	2023-02-19T08:00:00Z	Failed	Mar 19, 2023, 9:00:00 AM	

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## Remote lamp failure detection

Architecture FLX - Multisite



Light point failures

In SB, login to **IA Retail online account** and open site **Work Order**  
Connect to the site via **Cloud** connection

Checking ballast status:

- 1. In the **Network View**, select DDBC120/ new DDBC320 controller
- 2. **Sing-On** the device and **confirm** it is responding
- 3. Go to the **Outputs** Tab
- 4. Click **Query Ballast Status** button
- 5. Check **Ballast Status** column and note down all **Lamp Failures** and **Ballast Offline** reports
- 6. Repeat for all DALI controllers

3

4

Device Properties	Outputs	Presets	Switches	Product	Enumerate Ballasts	Query Ballast Types	Query Ballast Status	Update DALI Scenes	Filter: All Channels	Show Columns
Devic	Number	Name	Area	Channel	DALI Address	Ballast Type	Ballast Status	Flas		
	1 - U:2,SA:2	DBC-C1-U2-1	7002	1	✓ Known	Emergency	✓ Ballast Online	[		
	2 - U:2,SA:0	DBC-C1-U2-2	7004	3	✓ Known	Emergency	✓ Ballast Online	[		
	3 - U:2,SA:1	DBC-C1-U2-3	7008	2	✓ Known	Emergency	✓ Ballast Online	[		
	4 - U:1,SA:1	DBC-C1-U1-4	7003	1	✓ Known	Emergency	✓ Ballast Online	[		
	5 - U:2,SA:8	DBC C1 U2 54	7008	3	✓ Known	Emergency	✓ Ballast Online	[		
	6 - U:1,SA:2	DBC-C1-U1-6	7010	2	✓ Known	Emergency	✓ Ballast Online	[		
	7 - U:1,SA:3	DBC-C1-U1-7	7010	4	✓ Known	Emergency	✓ Ballast Online	[		
	8 - U:1,SA:4	DBC-C1-U1-8	7003	2	✓ Known	Emergency	✓ Ballast Online	[		
	9 - U:1,SA:5	DBC-C1-U1-9	7010	2	✓ Known	Emergency	✓ Ballast Online	[		
	10 - U:1,SA:6	DBC-C1-U1-10	7010	2	✓ Known	Emergency	✓ Ballast Online	[		
	11 - U:2,SA:3	DBC-C1-U2-5	7008	3	✓ Known	Emergency	✓ Ballast Online	[		
	12 - U:2,SA:4	DBC-C1-U2-12	7008	2	✓ Known	Emergency	✓ Ballast Online	[		
	13 - U:1,SA:7	DBC-C1-U1-13	7003	3	✓ Known	Emergency	✓ Ballast Online	[		
	14 - U:2,SA:5	DBC-C1-U2-14	7006	3	✓ Known	Emergency	✓ Ballast Online	[		
	15 - U:2,SA:6	DBC-C1-U2-15	7008	3	✓ Known	Emergency	✓ Ballast Online	[		
	16 - U:2,SA:7	DBC-C1-U2-16	7008	2	✓ Known	Emergency	✓ Ballast Online	[		
	17	DBC-C1-U2-17	7002	1	Unknown		Unknown	[		

- 5
- ✓ Ballast Online
  - ⚠ Lamp Failure
  - ⚠ Lamp Failure
  - ⚠ Lamp Failure
  - ✓ Ballast Online
  - ⚠ Lamp Failure
  - ⚠ Lamp Failure
  - ✓ Ballast Online
  - ⚠ Lamp Failure
  - ⚠ Lamp Failure
  - ⚠ Lamp Failure
  - ⚠ Ballast Offline
  - ⚠ Ballast Offline

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**Lamp replacement  
on-site & remote support**

Architecture FLX - Multisite

## Maintenance made easy

### Self healing

- ✓ Hassle-free lamp replacement
- ✓ No expert needed on site
- ✓ Reduces maintenance costs

Supports:

☐ DALI addressable

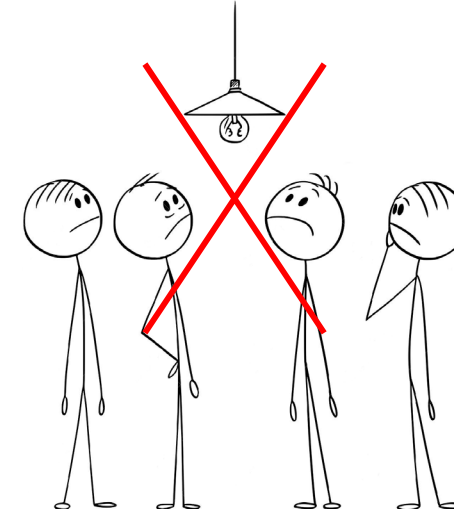
Addressable infrastructure of Multisite System

Manager automatically detects a driver or luminaire replacement and swaps the DALI address from old to new.

Load changes need to be updated in job file in the cloud.

### Initial configuration

Device Properties	DALI Network	Create Device	Outputs	Presets	Switches	Rhythm Receive	Area Cascadin
Advanced Filter:							
<b>DALI</b>							
DALI start delay	00:00.680						
Enable DALI collision detection	True						
Use DALI broadcast	False						
Enable DALI status polling and ballast failure alarms	True						
Enable DALI device status polling and failure alarms	True						
Enable silent (auto) DALI enumeration	True						
Enable automatic DALI ballast replacement	True						
Enable Mexican wave	False						
Write DALI power on level	False						
DALI power on level (%)	Default Level						



interact

### Maintenance made easy

#### Remote expert support

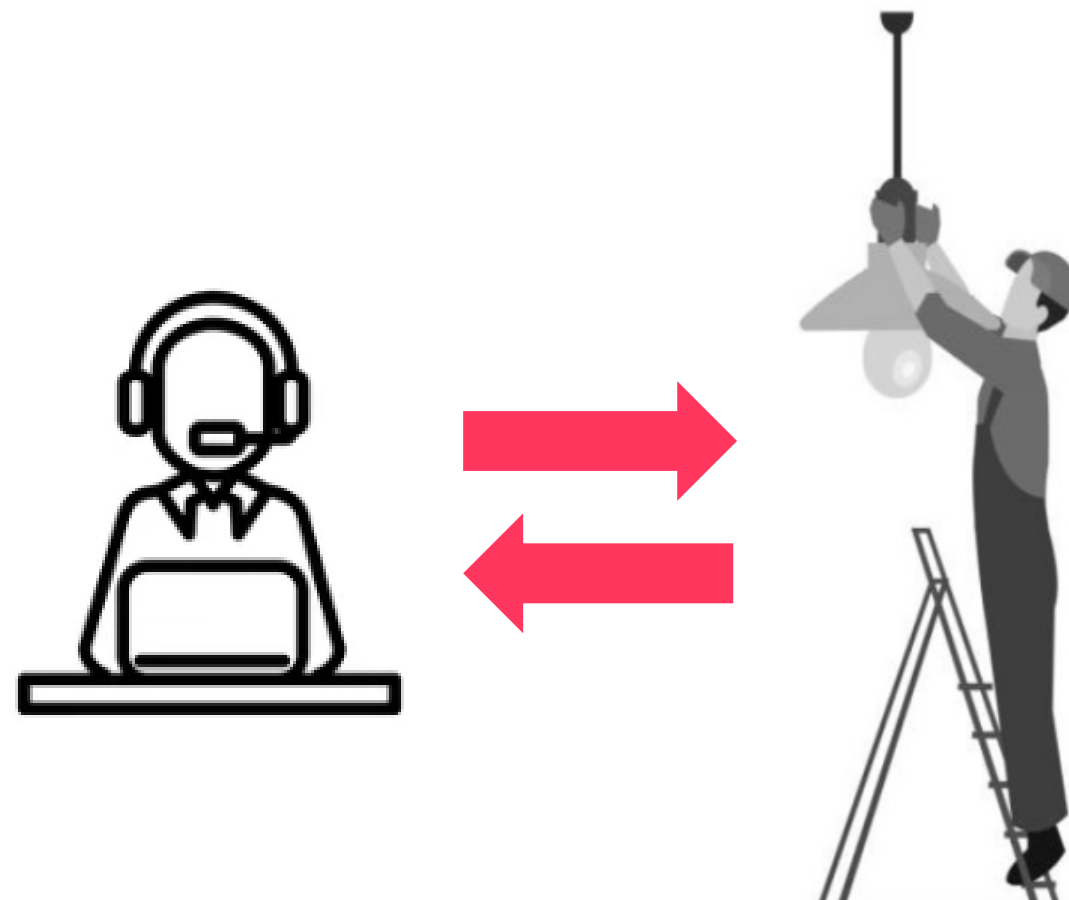
- ✓ No expert needed on site
- ✓ Lamp can be replaced by local electrician
- ✓ Reduces maintenance costs

Supports:

- ☐ DALI broadcast and relay control
- ☐ DALI addressable

In this scenario 2 persons connects using mobile.

Dynalite Expert uses remote access to the system and together with site electrician preform replacement of broken luminaires.



interact

# interact



## Training to End User on dashboard

Architecture FLX - Multisite

## Release notes

<https://www.partner.portal.signify.com/>

<https://www.eu.retail.interact-lighting.com/login>



**Multisite 2.1**  
System Release Notes, October 2022

**Highlights**

Run your stores more energy efficiently and sustainably and drive continuous improvement. Through a single intuitive dashboard, Multisite makes it easy to create stunning and flexible retail spaces. You can manage, monitor and adjust the lighting remotely over all sites by adjusting centralized scheduling and scene settings for extra energy savings.

**What's New**

- Multisite energy dashboard - Gain insight in energy consumption patterns of your store lighting and implement best practices. At your glanceable dashboard, you will get a quick overview of the energy consumption and energy savings of a site for a selected period compared to the previous period. Moreover, it contains a historical energy trend graph.
- Smart metering has been added to the energy dashboard. Multiple power zones also beyond lighting can be configured and monitored. Easily compare between stores and identify outliers, bringing the quick wins to your fingertips.
- Underpin the energy savings benefits from your lighting refurbishment. Energy savings are a key aspect of your lighting refurbishment investment. The new energy dashboard provides actual and historic insight in the energy consumption and savings of the lighting in all your stores.
- Drive down energy consumption to save cost and meet sustainability goals. Use your dashboard to analyze the energy consumption of your stores, to define optimized lighting schedules and dimming settings and deploy these to all your stores in one go. Evaluate the savings with the intuitive weekly and monthly comparisons in the energy dashboard.

**Dependencies**

When you deploy a Multisite 2.1 project, check you're running at least:

Category	Item	Version
Firmware	PODEC-S	v1.19.11066
	PODEC-S module	v10.27837
Cloud services	IA Cloud service	v2.85.21
	Dynalite cloud platform	RIA.2022.W4.4
Design software	System Designer	v4.35.9
	Commissioning software	
System Builder	System Builder	v4.35.9
	WIR install app iOS	v13.0
WIR install app Android	WIR install app Android	v13.0

**Tasking templates**

Multisite task for manual v1.03  
2-hour overview and alarm integration

Ralph Kurt  
Global Product Manager  
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*Ralph Kurt*

**interact** Multisite 2.1  
System Release Notes, October 2022

**Services**

Multisite is offered with several standard services:

- Multisite standard - Powerful remote lighting control includes remote monitoring services. You are entitled to helpdesk & service ticketing. Regular software security and feature updates via cloud ensures that your system is always up to date.
- Site gateway - Provides secure cloud connection and manages all light at your site.

Moreover, we offer optional services:

- Connectivity service + 4G router - Taking away the hassle of integrating with your IT.
- Remote operations - Peace of mind: we adjust all your lights remotely upon your needs.

**Services Grid:**

Service	Status
Multisite Ready, Site enablement	TMC: IMPLEMENTED
Site Gateway PODEC-S	TMC: RELEASED
Multisite Standard	TMC: IMPLEMENTED
Remote Operations	TMC: RELEASED
Connectivity Service	TMC: IMPLEMENTED
4G router	TMC: RELEASED

\* Requires a subscription fee per site per year

**System training**

Commercial trainings	Technical trainings
Food & large retail	Food & large retail
Commercial trainings	Technical trainings

**Documentation**

Commercial documentation	Technical documentation
Proposition, Sales pitch	User guide, System guide, Security statement, Commissioning guide

**Tools, downloads and support**

Tools	Downloads
Dynalite Systems Builder and System Designer	Intake form, Ordering & applying licenses
Multisite template, IT connectivity tool	WIR of Multisite
Interact multisite	Interact Retail install app

**Learn more about Interact for Retail**  
<https://www.eu.retail.interact-lighting.com/>

**interact**

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✓ Release notes & User guide are up to date and online available to all customers on their dashboard

Tip: Comprises many useful links to documentation / tools & downloads

## Energy monitoring | Energy dashboard

<https://www.eu.retail.interact-lighting.com/login> ▶



The Energy dashboard provides insights in the energy consumption and savings of all your sites. This glanceable dashboard shows you the most relevant parameters, including:

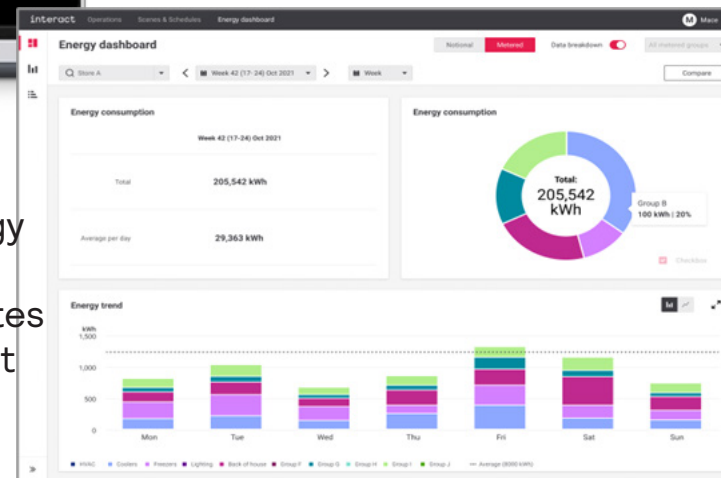
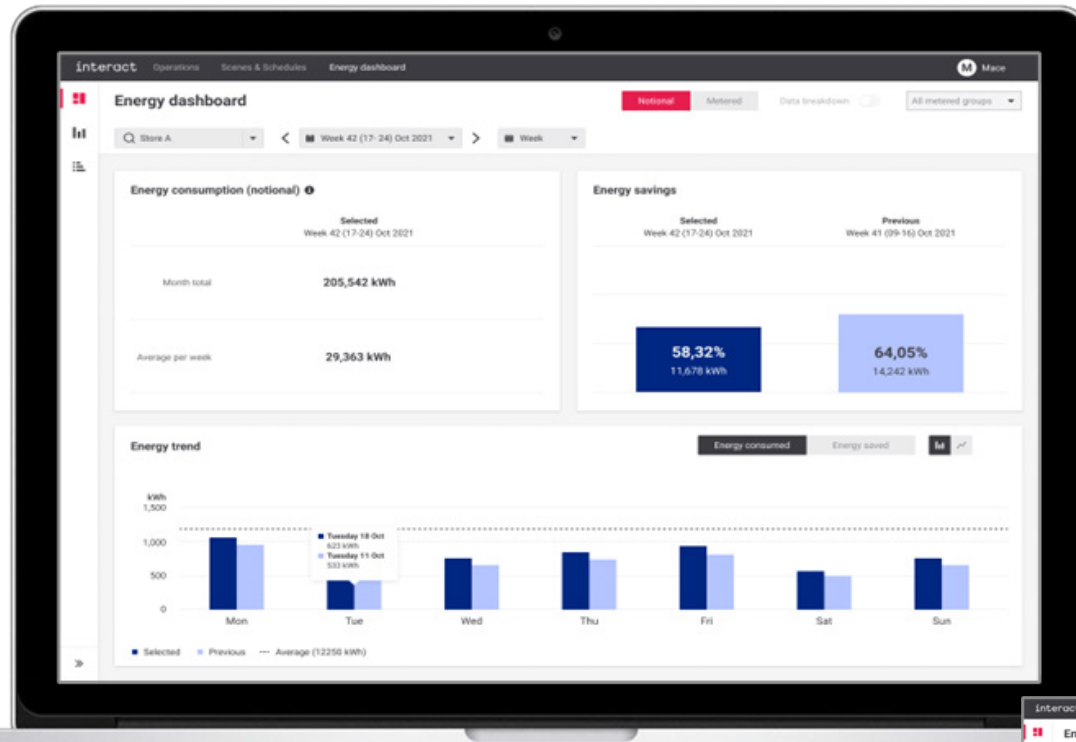
- Notional and metered energy consumption
- Energy savings
- Historical energy trend compared with the previous period

On the dashboard, it's easy to select a more detailed energy trend, as well as a site list showing a ranking of all the sites in your portfolio.

The energy trend view shows a detailed diagram of historical data of either energy consumption or energy savings, compared with an identical previous period.

- Analyze trends of one of your sites or select all sites
- Metered energy shows the breakdown of different power zones

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**Site list**

#	Site name	Format	Consumed energy [kWh]	Saved energy [kWh]	Saved energy [%]
1	Location A	C	220	7	12
2	Location Q	A	214	5	8
3	Location S	A	205	12	21
4	Location R	A	199	7	11
5	Location B	B	193	10	2
6	Location F	B	187	4	8
7	Location K	C	164	8	15
8	Location Z	A	164	8	15
9	Location Z	A	164	8	15

Sorted through scheduling occupancy setting & D.O.

1:10 OF 100

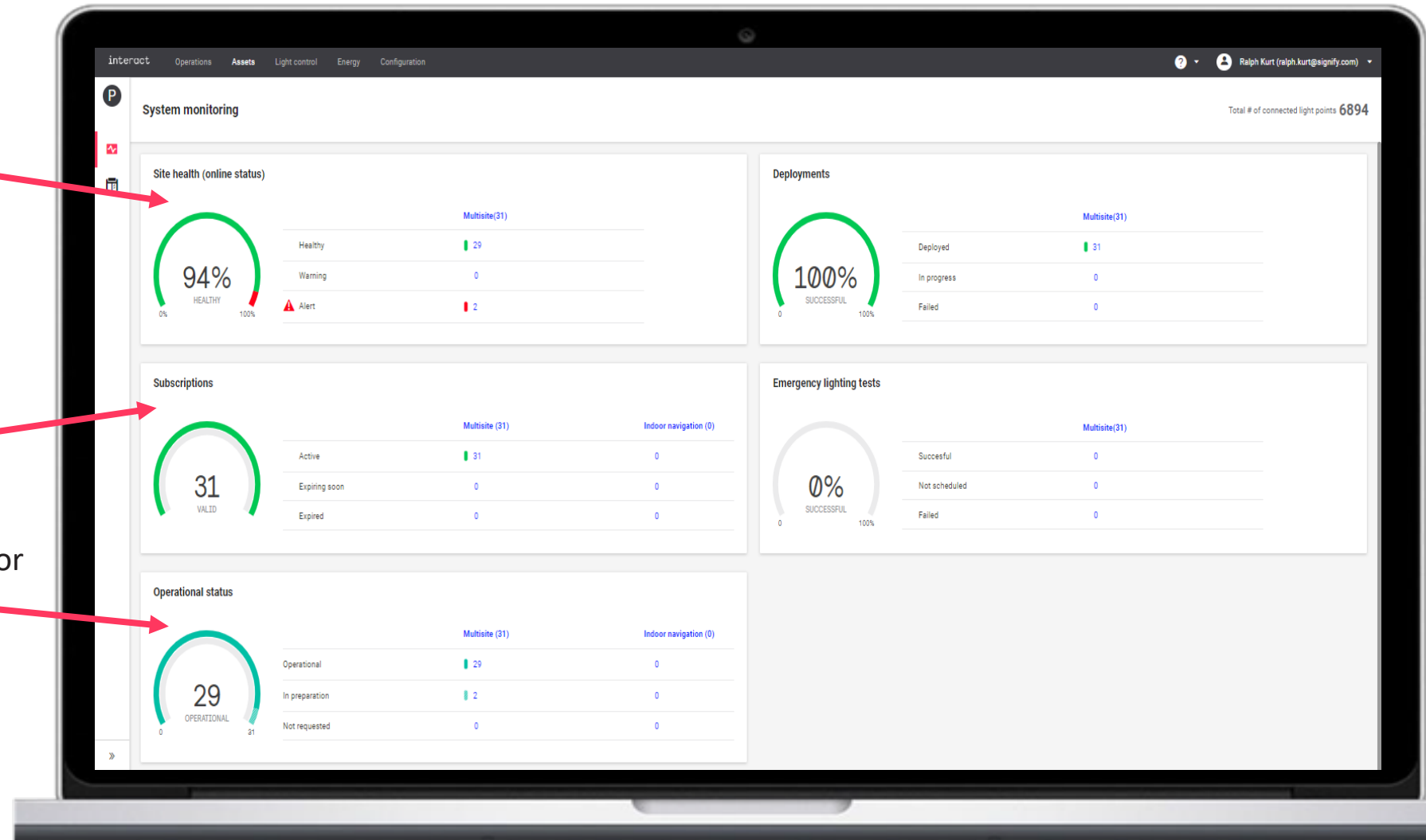
### Site comparison list

- Shows the ranking of a selected site in comparison with all other sites
- Allows to sort on different parameters
- Facilitates to find outliers
- Adjusts to a selected period of interest

## Lighting management | Asset dashboard



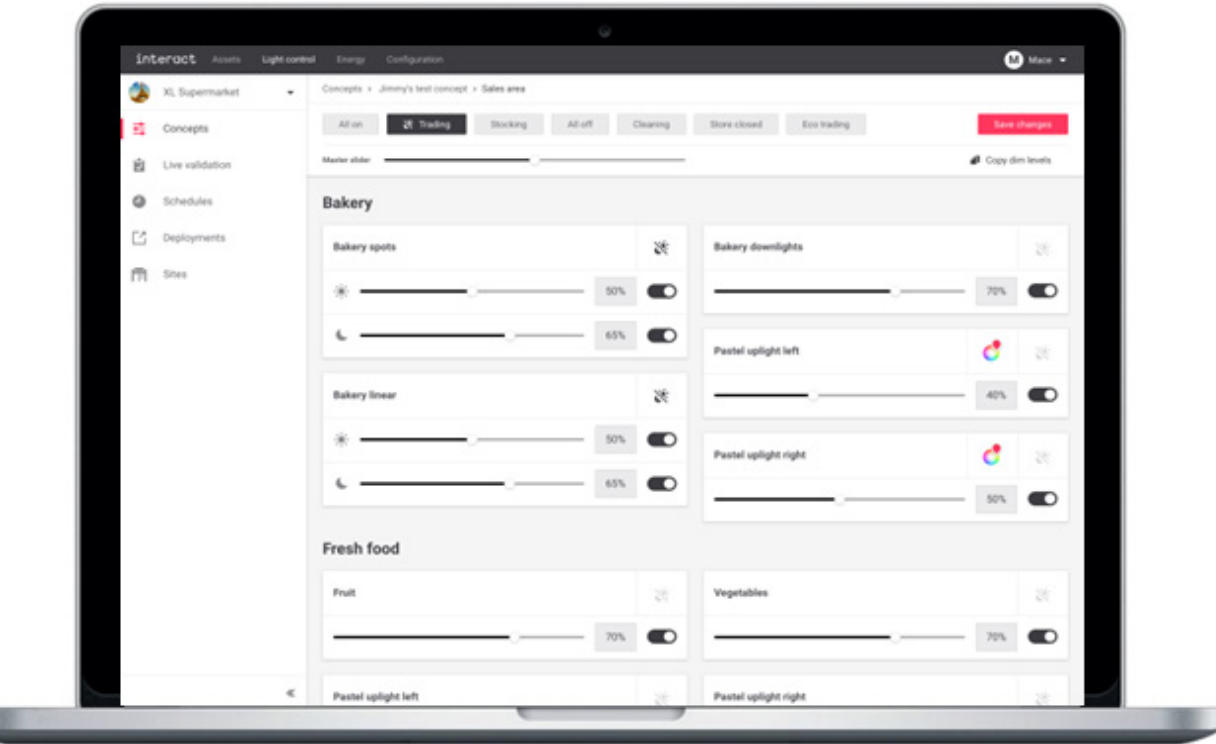
- Single dashboard showing system health / online status
- All your sites in one overview
- Toggle between list view and detailed site view
- Includes the status of licenses and subscriptions
- Know which sites are operational or in deployment

<https://www.eu.retail.interact-lighting.com/login>

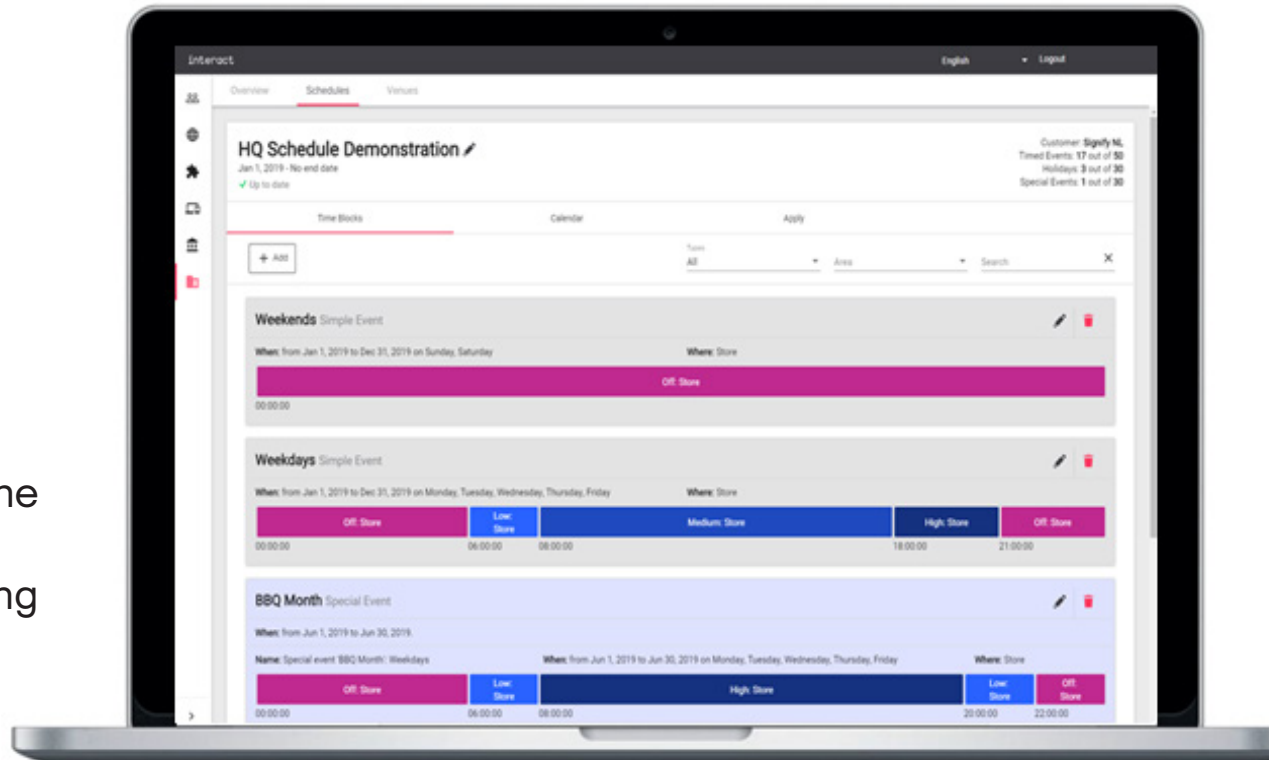


## Scene and Schedule adjustment | Light control

<https://www.eu.retail.interact-lighting.com/login>



- Adjust light levels to your needs remotely
- Live validation to preview the changes on an actual site
- Secure user authentication, profile-based management and multi language support
- Save more energy by using Day & night mode to dim at sunrise/sunset and adjust fade time to your needs



- Intuitive schedule creation and calendar adjustment
- Guided steps to deploy your adjustments to all sites or the correct subset of your sites (bulk updates)
- Zoom in to view individual stores: current status & pending deployments
- Day & night mode to support astronomical clock feature

# interact



## Undo faulty deployment

Architecture FLX - Multisite

<https://www.eu.retail.interact-lighting.com/login> ▶

## Actions:

- ### - Oisterwijk 10/03/2023 IdD

Archived

Overall status	Concept	Multisite schedule	Created	Deployment date
<span style="color: green;">●</span> Success	Oisterwijk 10/03/23 - IdD	Oisterwijk 10/03/2023 IdD	10.03.2023	10.03.2023

### Status of deployments

Select failed

⌂ Retry selected items

Name ↕	Status ↕	Deployment date ↕	Concept ↕	Multisite schedule ↕	Number of attempts ↕
<input checked="" type="checkbox"/> Oisterwijk	<span style="color: green;">●</span> Success	10.03.2023 14:17:52	<span style="color: green;">●</span> Success	<span style="color: green;">●</span> Success	1

Close

# interact



## Remote operations service & Cloud incident alerts

Architecture FLX - Multisite



### Convenience

Smaller local stores & express formats



### Supermarket

Larger supermarkets & DIY retailers



### Hypermarket

Very large out of town & department stores

#### Multisite software services



Secure site gateway:  
PDDEG-S



Robust Dynalite  
network controls



- ✓ Scene control with dimming & zoning with addressable DALI support
- ✓ Support for switched lighting, plus optional phase, PWM, DMX & 0-10V dimming
- ✓ Daylight & occupancy sensing to dynamically adjust lighting to local conditions
- ✓ Local manual override, plus integrations with alarm systems
- ✓ Site gateway for secure cloud connection

For all store formats

#### Interact Multisite System Manager – standard license software service & support

##### Software features



Single unified dashboard for your estate:

- ✓ Remote scene & schedule management – easily update all your stores in bulk
- ✓ Zoom in to view individual stores: current status & pending deployments
- ✓ Energy monitoring – notional & metered Energy
- ✓ Secure user authentication, profile-based management and multi language support

Coming Soon:

- DALI emergency lighting tests
- Device & luminaire health statuses & alerts

##### Remote services and support



Remote monitoring package:

- ✓ Helpdesk and service ticketing
- ✓ Regular software and firmware updates via cloud
- ✓ Remote uptime monitoring of all your sites
- ✓ Quarterly performance report, including Energy reporting and historical compliance with centrally deployed scenes and schedules
- ✓ Remote post installed tuning
- ✓ Access to your customer portal for all documentation

**SW913705110003**

Site enablement license

**SW913705110001**

Recurring SW license per site/year

**SRV3371 / SRV3372**

Recurring service per site/year



### Convenience

Smaller local stores & express formats



### Supermarket

Larger supermarkets & DIY retailers



### Hypermarket

Very large out of town & department stores

For all store formats

#### Connectivity service

Where fixed line connectivity is not possible, we can offer powerful wireless connectivity from the day of commissioning

- ✓ 1GB / month data
- ✓ Broad EU coverage: 30 countries
- ✓ Delivered in partnership with Vodafone
- ✓ Includes a secure 4G IoT router
- ✓ Managed SIM card / data bundle



**913701058503**

hardware 4G-router

**SW913705110004**

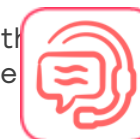
Recurring service per site/year

For all store formats

#### Remote operations service

Maintain the high performance of your connected system over the full lifetime through our comprehensive remote service package

- ✓ We adjust your light upon your needs
- ✓ Light levels & schedules bulk updates of all your stores of one format in one go
- ✓ Remote system optimization
- ✓ Remote post install site tuning service
- ✓ Remote emergency lighting testing service
- ✓ Remote diagnostics and fault finding (on customer request)



Coming soon:

- Remote commissioning of replaced defects

**SRV2374 / SRV2375**

Recurring service per site/year

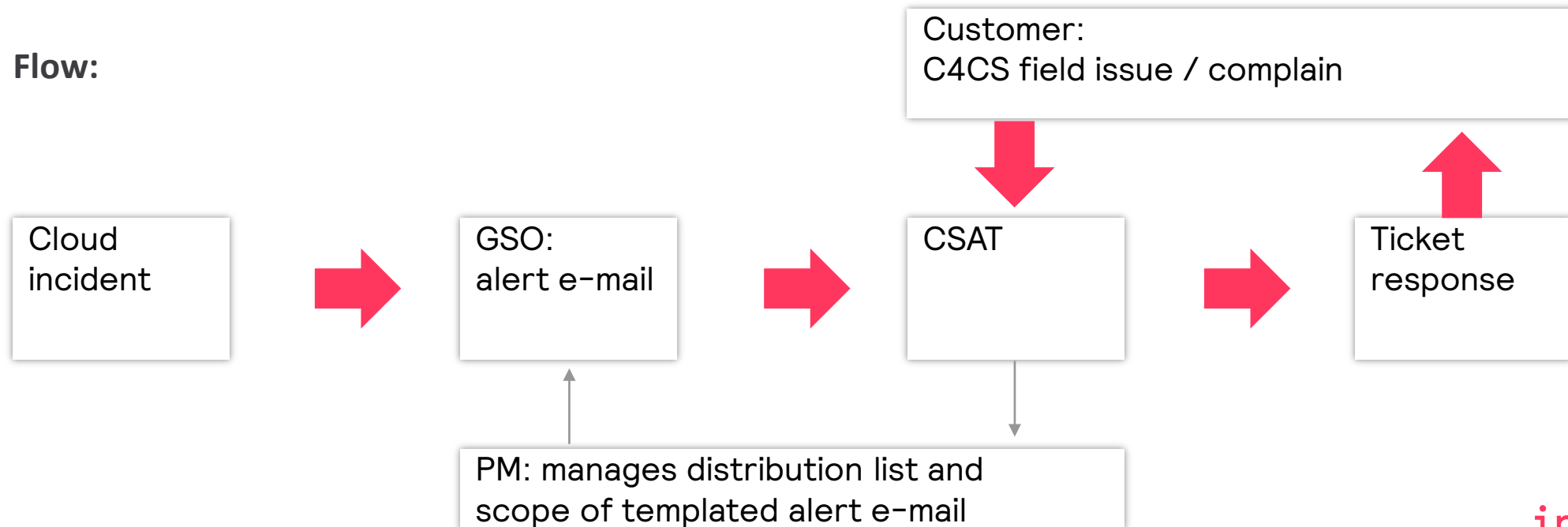
**Why:** Managing customer complains efficiently

**Scope:** per architecture FLX / DYN / IPS (not per customer nor per site)

**Severity categories:**

- High – impacting basic remote operation
- Medium – parts like commissioning is not working

**Flow:**



# interact



## Q&A

Architecture FLX - Multisite



interact