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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

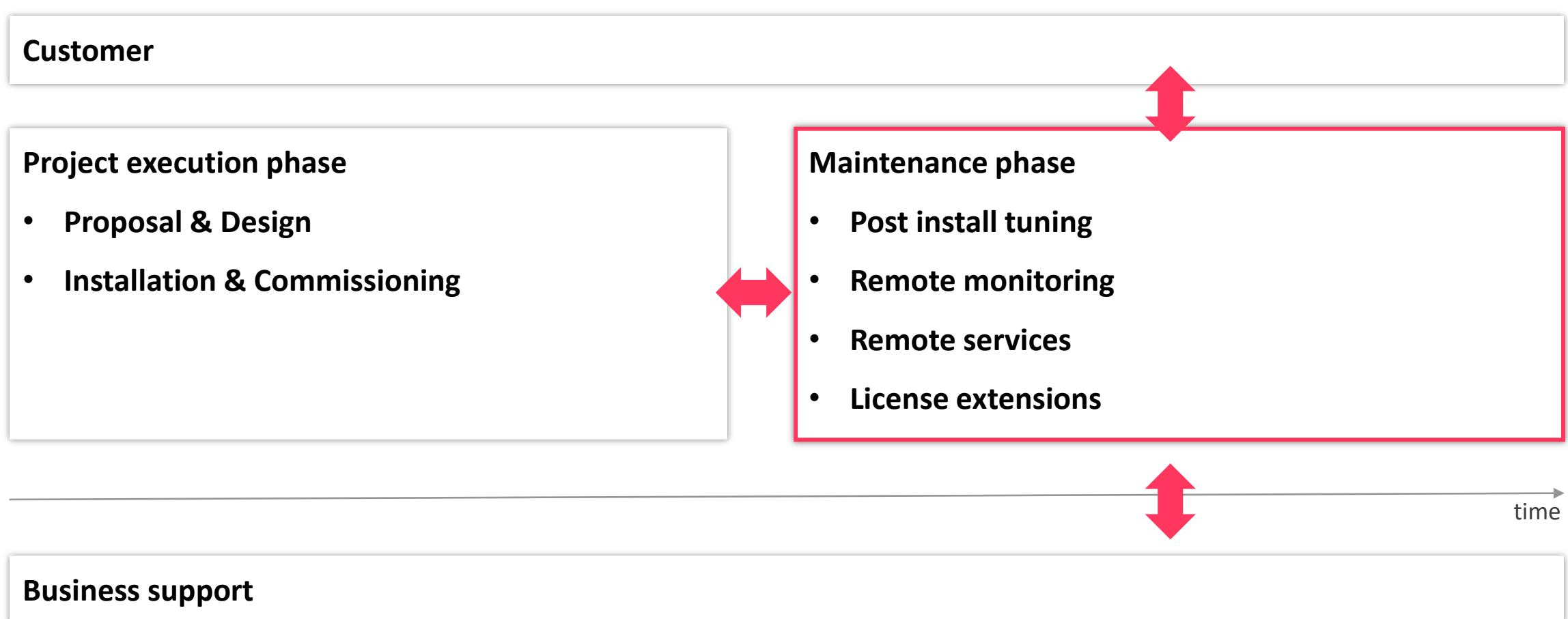




Lighting management



Project phases



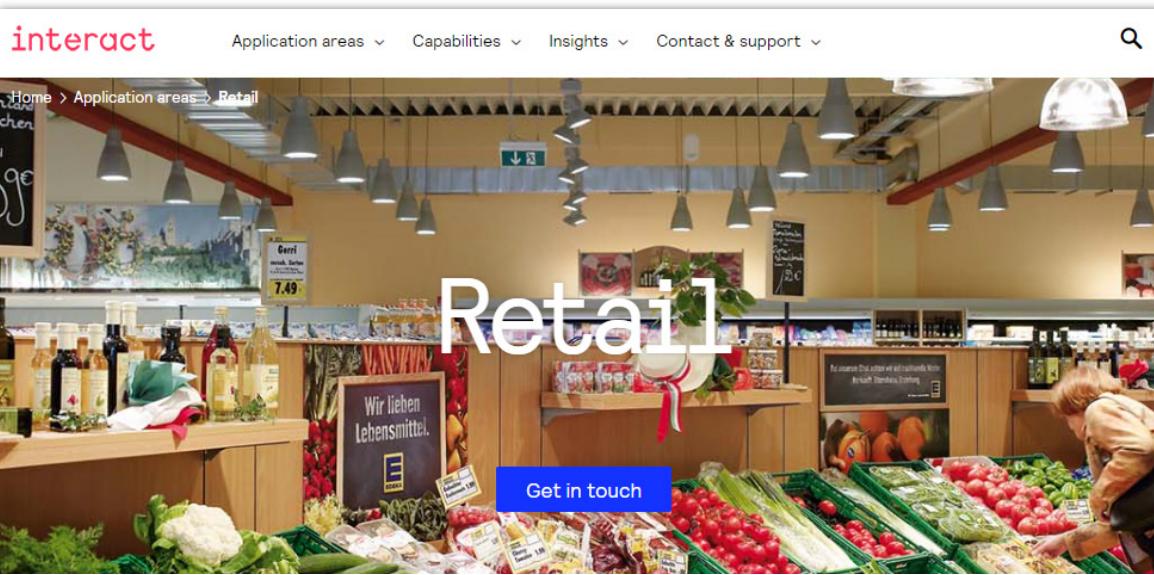
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Links and documentation

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> ▶



multisite online sales demo
for format manager & facility manager

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

Functional account: **IARdemo@ipsyellowdot.onmicrosoft.com**
Password: **Retail.Multisite2020**

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

Documentation @ Partner portal

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

Home > Retail > Interact Retail > **Architecture FLX (IAR store & multisite)**

-  01-System guides and product info
-  02-Software and tools
-  03-Training
-  04-Knowledge
-  99-Archive

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 / degreed

<https://eu.degreed.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?

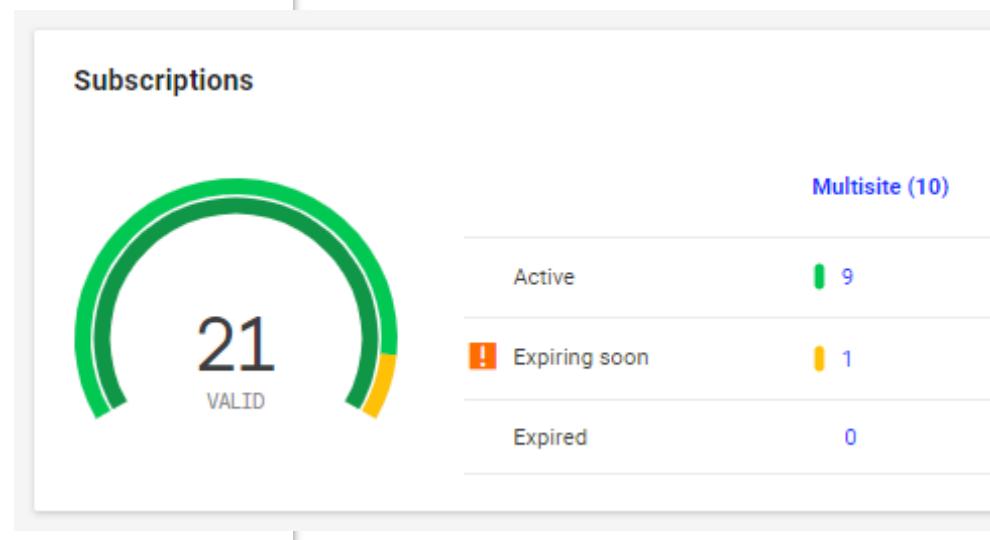
- **From original license requester (contract / OTRS ticket)**
- **From entitlement list**
 - Download most recent (monthly) entitlement list (csv file)
<https://share.lighting.com/teams/SignifyLightingServices/> ▶
 - Apply filter for payed out, country and market
 - Expiration date is after every valid SW 12NC



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

- **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.



OTRS tickets

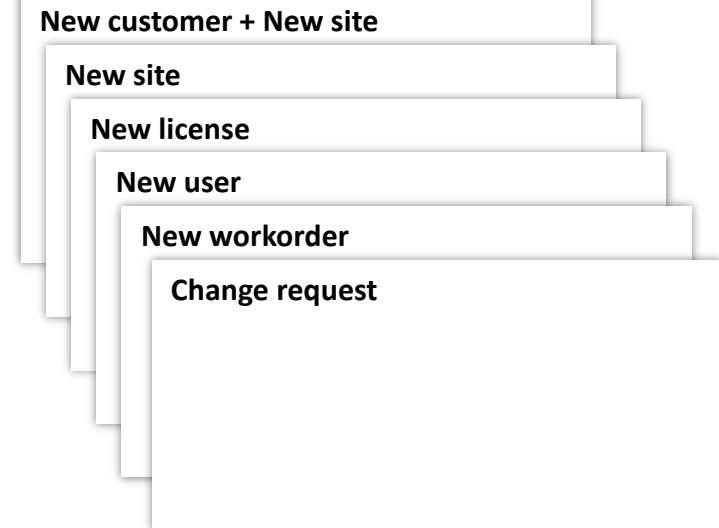
<https://global-software-operations-philips.managed-otrs.com/> ▶

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



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

<https://eu.degreed.com/pathway/rmpIky6w9d?path=otrs-process-for-interact-indoor-navigation> ▶

OTRS tickets

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

★ Process: **New License**

★ Customer:

★ Site:

License

★ SAP Contract Number:

★ C4CS installed base ID:

★ Start Term: 11 06 2021

★ End Term: 11 06 2021

Multisite Services:
SW913705110001 (IAR multisite standard)
SW913705110004 (IAR connectivity EU/US)
Select all | Clear all | Filters | Confirm

12NC/Services:
Indoor Navigation Services:
SW913705100001 (IAR IPS SDK)
SW913705100002 (IAR MAP SDK)
SW913705100003 (IAR Analytics dashboard)
Select all | Clear all | Filters | Confirm

Check Location:

Cache Timeout (min): 30

Disable logging:

C-ROC Service:

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: Tip: use ticket only for NEW users.★ ? Region: ★ Customer: ★ Site: ★ Name of User 1: ★ User E-Mail 1: ★ User 1 Type: 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:

- Analyst
- Designer
- External Developer
- Facility manager
- Format manager
- Site Engineer

Confirm

<https://global-software-operations-philips.managed-otrs.com/> ▶Tip: use "New Workorder" tickets for every site.

Onsite Site engineer for remote commissioning

★ Process: ★ ? 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: [redacted]

Contact: [redacted]

Product: [redacted]

Priority: Normal

Agent: [redacted]

Subject: [redacted]

Requires Work: No

Contract: NL_SaaS_[redacted]

Description: Please add a note

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Requesting support by System Experts BSR

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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: Anil Kulkarni

Product:

Priority: Normal

Agent:

*Subject: System expert support for Multisite

Requires Work: No

Description: Please add a note

Contract:

System

System Architecture: FLX

- FLX
- BLC
- CNP
- DIS
- DYN
- FIT
- FLX
- GLC
- ILT
- IPS
- ITA
- LTP
- Not System Related
-

*Team: System Experts EMEA

Assigned to:

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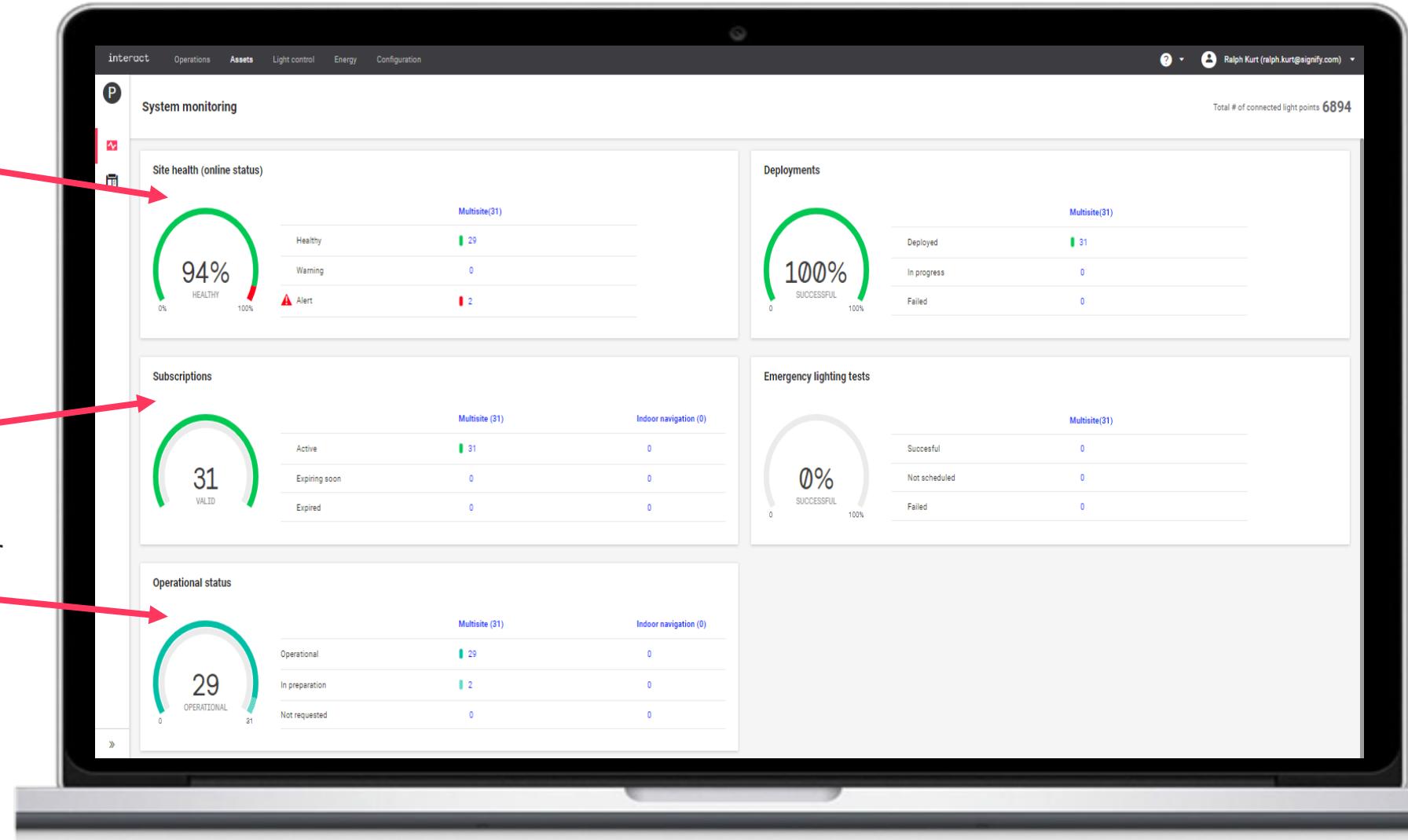
Connectivity & site health check

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

interact Operations Assets Light control Energy Configuration

M Multisite experience... Site list > 001 - Dresden

001 - Dresden

Format: Supermarket

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

Deployment Deployment Concept Schedule

Name	Go to Deployment	Name	Go to Concept	Name	Go to Schedule
day and night with updated day/night fade times		Dim, Day & Night in sales area concept 002		Dim, Day & Night in sales area schedule 001	
Deployment date	21.02.2023 15:15:09	Deployment date	21.02.2023 15:15:09	Deployment date	21.02.2023 15:15:15
Deployment status	Success	Deployment status	Success	Deployment status	Success

Scenes

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"> 53 DNS (outbound only) 123 NTP (outbound only) 443 HTTPS (outbound only) 5671 AMQP (outbound only) 8883 MQTT (outbound only)

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.vf.retail.interact-lighting.com	443	TCP	HTTPS
global.azure-devices-provisioning.net	443	TCP	HTTPS
irheupr0.azure-devices-provisioning.net	443	TCP	HTTPS
global.azure-devices-provisioning.net	5671	TCP	AMQP
irheupr0.azure-devices-provisioning.net	5671	TCP	AMQP
global.azure-devices-provisioning.net	8883	TCP	MQTT
irheupr0.azure-devices.net	443	TCP	HTTPS
irheupr0.azure-devices.net	5671	TCP	AMQP
irheupr0.azure-devices.net	8883	TCP	MQTT
mcr.microsoft.com	443	TCP	HTTPS
irheupr0.azurecr.io	443	TCP	HTTPS
yellowdot0upr0.blob.core.windows.net	443	TCP	HTTPS
irhdevice0upr0.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 →

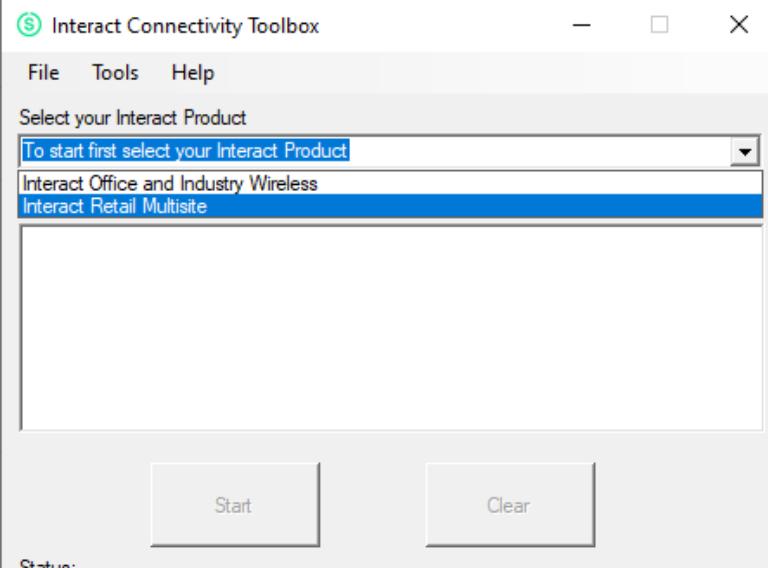
multisite → Toolbox

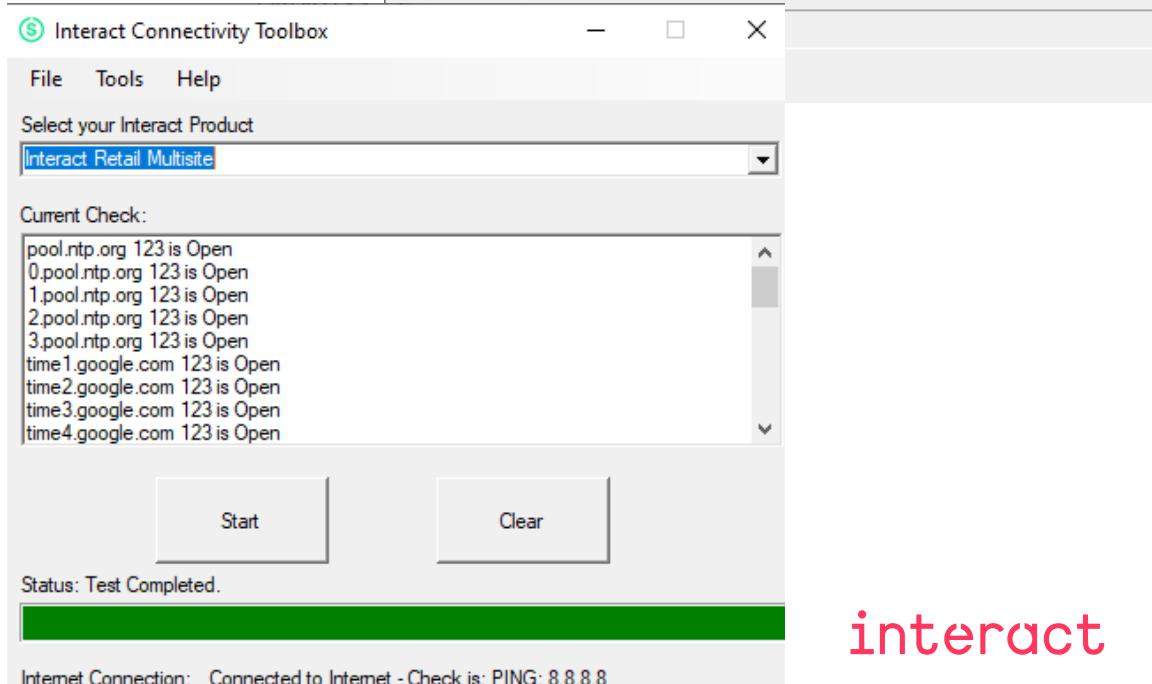
Architecture FLX (IAR store & multisite) ... > 02-Software and tools > multisite > Toolbox

 IAR-multisite_Toolbox_TechnicalNote_R01.pdf

 Interact Connectivity Toolbox v1.2.4 RC1.exe







Current Check:

```
pool.ntp.org 123 is Open
0.pool.ntp.org 123 is Open
1.pool.ntp.org 123 is Open
2.pool.ntp.org 123 is Open
3.pool.ntp.org 123 is Open
time1.google.com 123 is Open
time2.google.com 123 is Open
time3.google.com 123 is Open
time4.google.com 123 is Open
```

Status: Test Completed.

Internet Connection: Connected to Internet - Check is: PING: 8.8.8.8

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 irheuprdrd.AZURE-DEVICES-PROVISIONING.NET/40.113.176.170:443 - PASS
Scanning global.azure-devices-provisioning.net/40.113.176.170:5671 - PASS
Scanning irheuprdrd.AZURE-DEVICES-PROVISIONING.NET/40.113.176.170:5671 - PASS

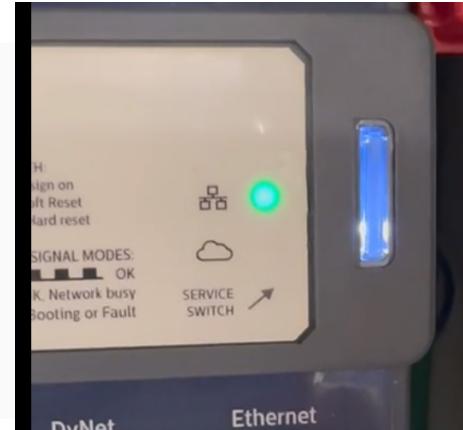
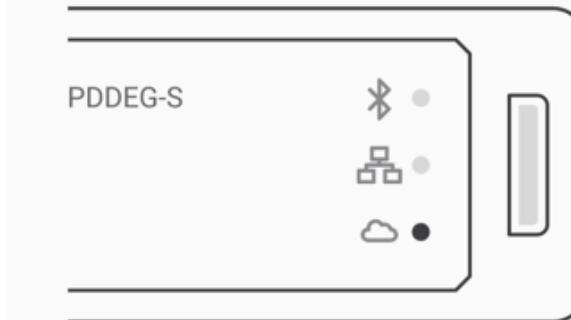
```

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

```



Eindhoven PDDEG-S COM7

Manage Log Files - Eindhoven PDDEG-S COM7

Download X Delete Refresh

Name	Size	Date modified
syslog	124.174 B	10/05/2023 08:08:45
s230510.log	1.720 B	10/05/2023 08:08:38
o230510.log	300 B	10/05/2023 08:08:36
iotedge_edgeHub.log	623.268 B	10/05/2023 08:08:34
nginxaccess.log	617.788 B	10/05/2023 08:08:33
iotedge_PDEGS.log	403.041 B	10/05/2023 08:06:28
BS_MQTT_BRIDGE.log	452.715 B	10/05/2023 08:06:28
iotedge_edgeAgent.log	327.396 B	10/05/2023 07:20:58

Cloud Connectivity | Endpoints scan result (remote)

Overview	Devices	Users	Jobfiles	Licenses	LogFile	End-point scan
Device		Scan time:	14:00:44 09-05-2023			
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			

Coming soon

Scan result will be available in the Cloud.

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

* 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-compliant operation	000:00 hours	000:00 hours	000:00 hours
Percentage on non-compliant 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.

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

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

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

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

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	000.00 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 %

* 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 CO₂ 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

8. Carbon footprint and CO₂ 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 ₂	000.00 tons CO ₂
Equivalent environmental benefit		
Avoided annual emissions of	0 trees planted	0 trees planted

*Energy savings accumulated for the reporting period

Quarterly performance report | Metered energy consumption / Appendices

7. Metered energy consumption

- 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

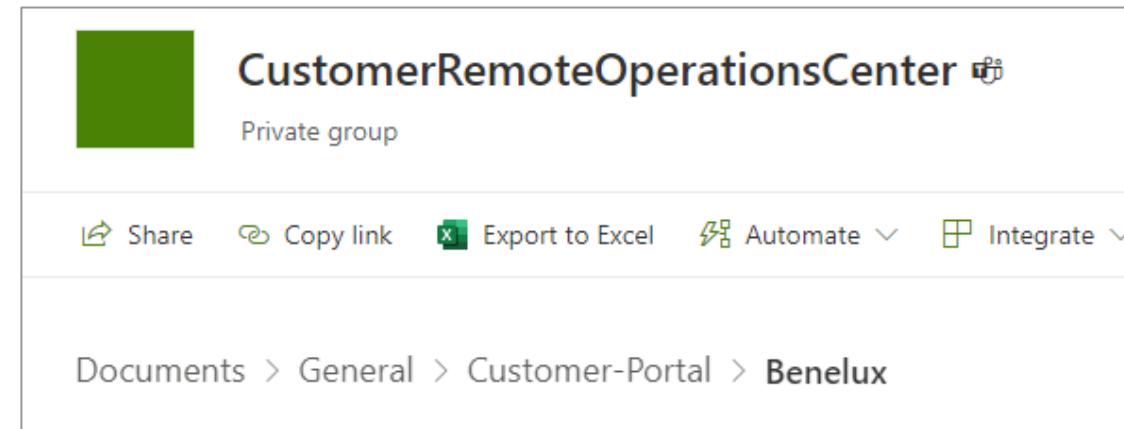
1. Serviced sites and subscriptions

Added sites

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 <https://share.lighting.com/teams/CustomerRemoteOperationsCenter/>
 - e.g. CEE <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

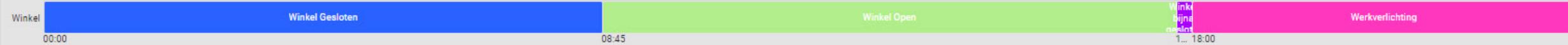
BNL customer – Alarm integration

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



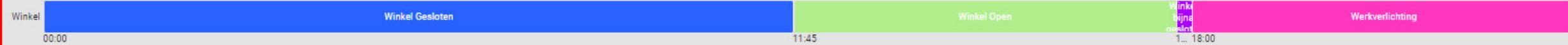
Winkel - zaterdag Regular day schedule

When: from Aug 31, 2022 onwards on Sat in Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec



Winkel - zondag Regular day schedule

When: from Aug 31, 2022 onwards on Sun in Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec



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 current 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"> - works with PDDEG-S V2 - Sunset/Sunrise schedules must occupy number 1&2 in the scheduler - Supports up to 3 BLA's. More BLA's -> Contact Technical Support via ticketing system - Local manual override reverts back to automatic after 2h, or on the scheduled next message - Alarm/BMS Task4 and Task5 must be triggered and configured on the Dry-Contact integration device 	

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

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

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:

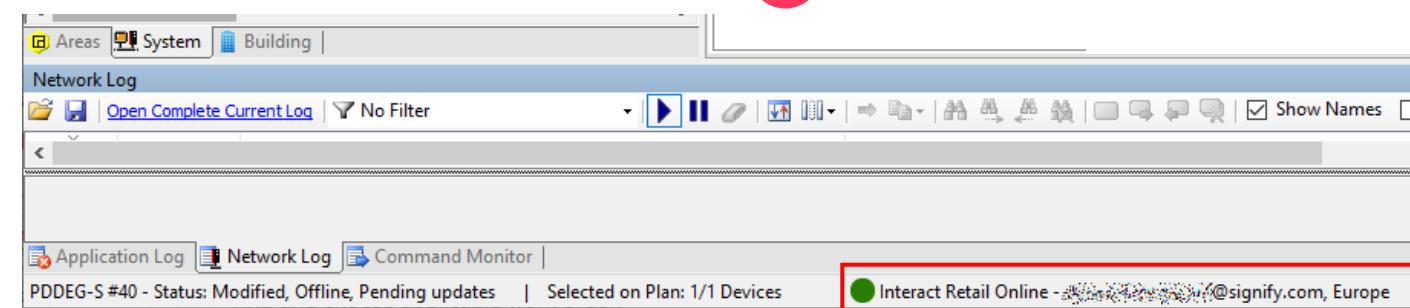
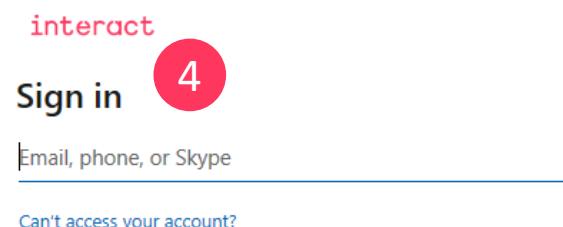
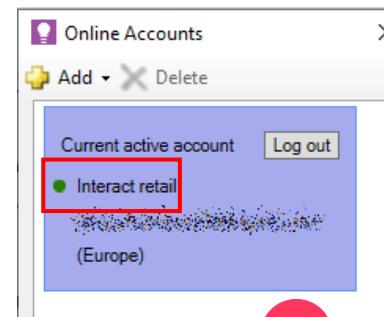
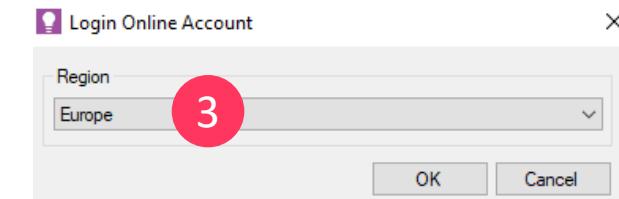
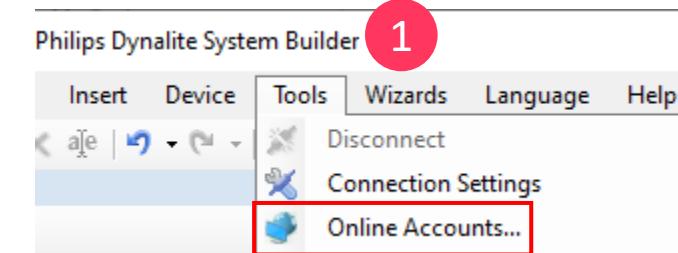
- Engineer is an existing IAR user, with **Site Engineer** role (OTRS tickets)
- CSI's need to ensure that email address is also registered in **Microsoft Azure Active Directory** (create Microsoft account on Microsoft.com)
- Request **Work Orders** via OTRS ticketing system. One workorder provides access 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



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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



HOW DO I KNOW I AM CONNECTED TO THE STORE ?

The screenshot shows the 'System View' interface with the 'Trunk Connection' tab selected. The 'Reconnect' button is highlighted with a red box. The 'Connection Settings' section shows the 'Use Online Gateway Connection' radio button selected, also highlighted with a red box. The 'Current Connection Properties' table shows 'Status' as 'Connected', which is also highlighted with a red box. The 'Application Log' table shows log entries, with the first entry 'Port Connected - Cloud Connection' highlighted with a red box. The status bar at the bottom right says 'Connected Dynalite Cloud'.

System View

Trunk Connection

Reconnect

Automatically connect when a job is opened

Automatically connect when a job is opened

Preferred protocol: Automatic

Connection Settings

- Use machine connection settings
- Use job specific connection settings
- Use Ethernet Trunk Connection
- Use Serial Trunk Connection
- Use Online Gateway Connection

Current Connection Properties

Connection Type	Online Gateway connection
Status	Connected
Device	PDDEG-S #24

Application Log

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 - ani/v1/sites/2dh91945.ph79-4080.ha69-1f402e3f7715/connections

Job contains 10 device(s) tract Retail Online - Connected@signify.com, Europe

Connected Dynalite Cloud

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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 2

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](#)

...

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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



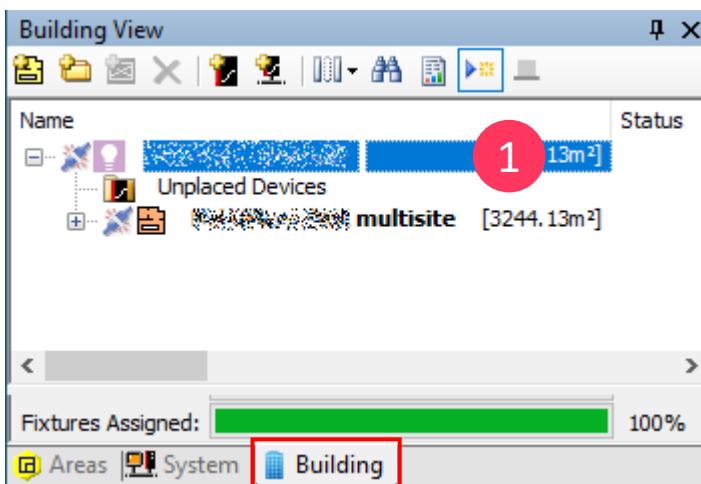
PHILIPS
dynalite

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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.

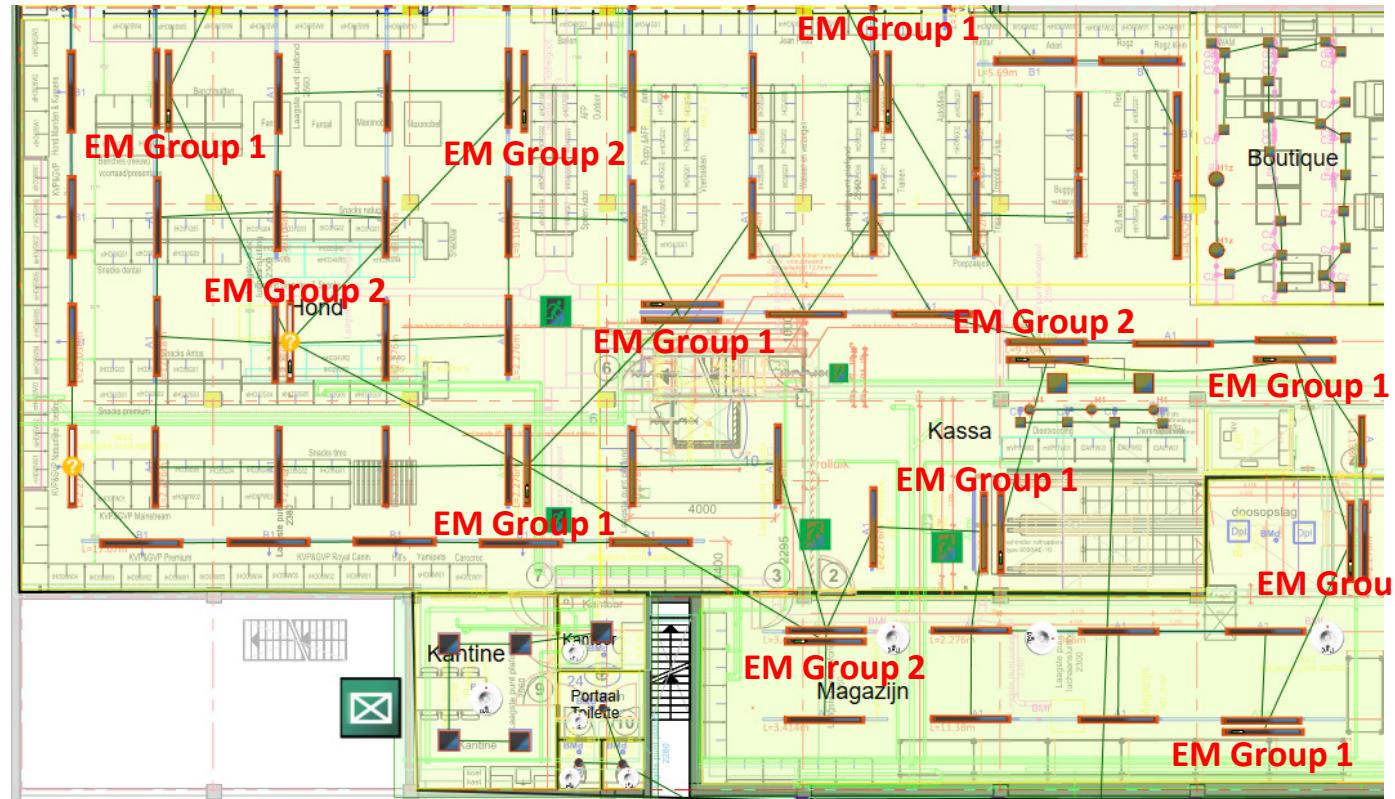
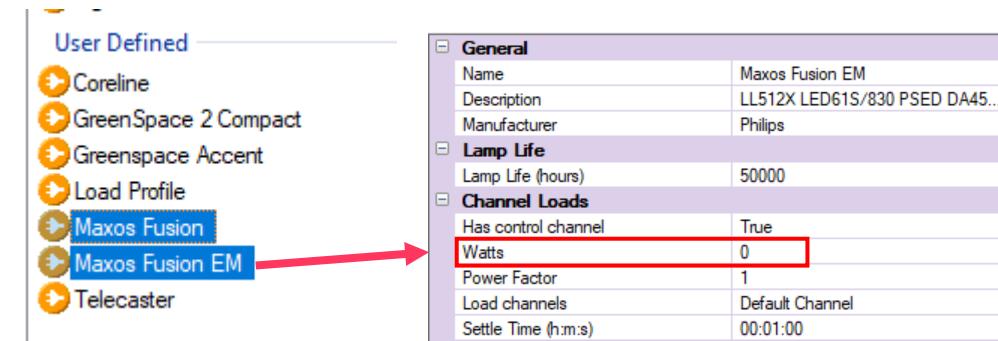


Name	Functional Test	Duration Test	Last Functional Test
Default Emergency Group			
Emergency Group 1			
Algemeen Winke-Algemeen-17 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:20:58 PM
Hond-Algemeen-24 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:20:57 PM
Hond-Algemeen-29 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:21:02 PM
Hond-Algemeen-32 [DDBC120-DALI]	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
Emergency Group 2			
Algemeen Winke-Algemeen-19 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:22:47 PM
Aquarium-Algemeen-7 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:22:45 PM
Hond-Algemeen-30 [DDBC120-DALI]	Test succeeded	None	4/12/2023 8:22:50 PM
Hond-Algemeen-31 [DDBC120-DALI]	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”



Emergency Lighting – Functional test

Functional Test can be:

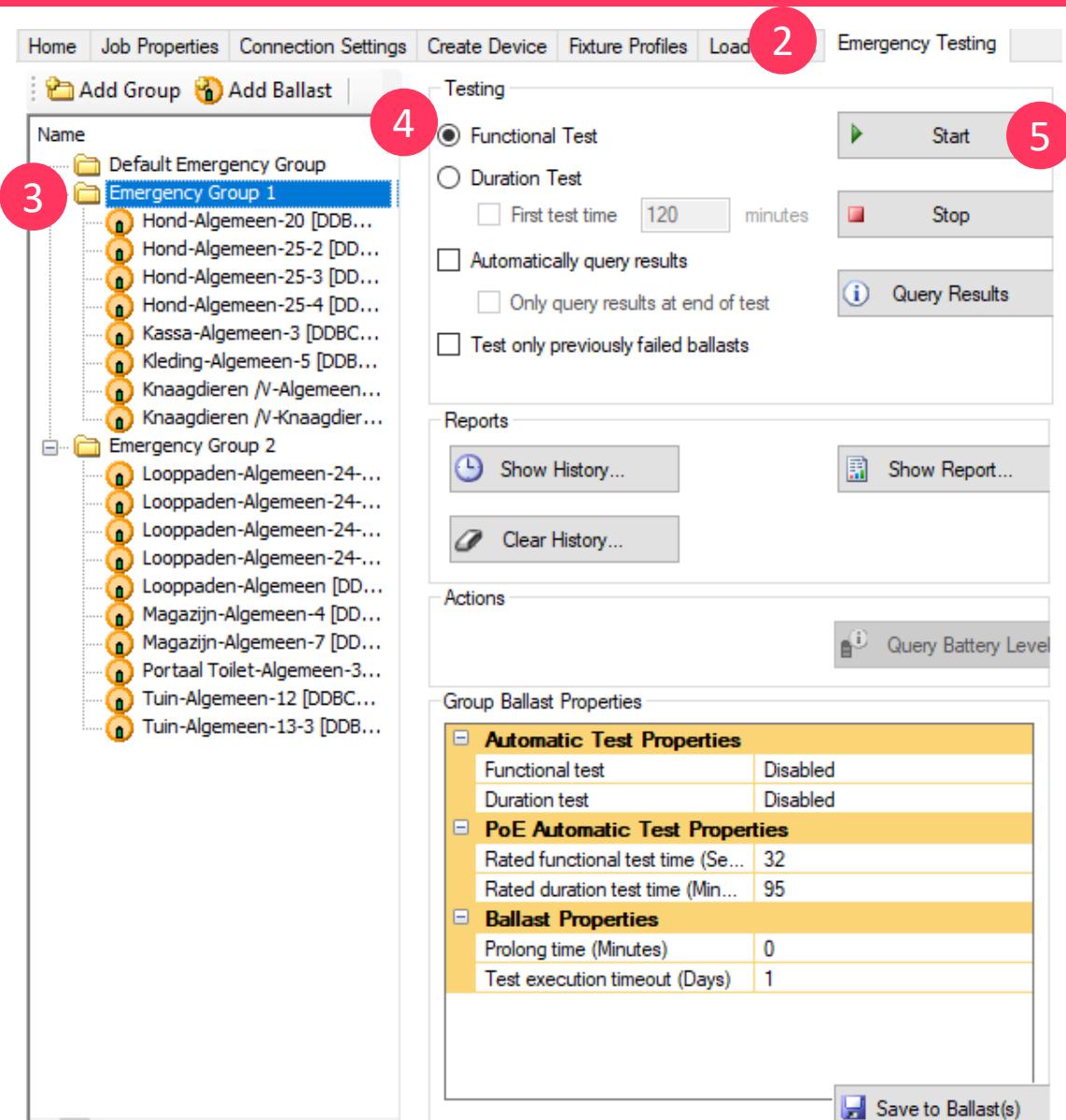
- triggered manually during a remote connection to a site
- scheduled and executed automatically and periodically

Triggering Functional Test manually using remote connection:

- Ensure SB is remotely connected to the site
- 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**
- Select **Emergency Group** for the Functional Test
- Choose **Functional Test**
- 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...
```



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Emergency Lighting – Functional test

Scheduling Functional Test

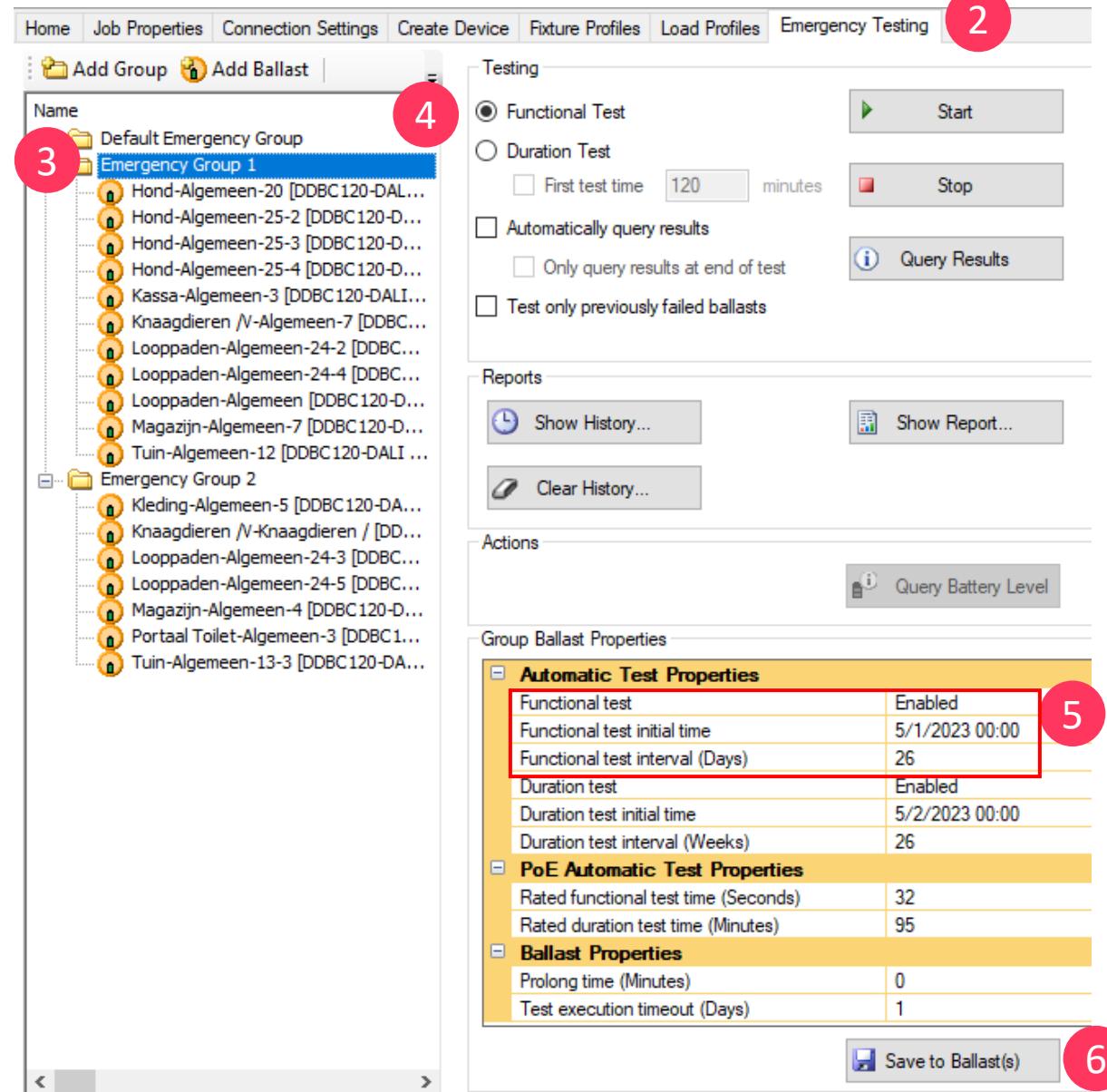
1. Ensure SB is remotely connected to the site
2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing Tab**
3. Select **Emergency Group** to schedule Functional Test
4. Choose **Functional Test**
5. Enable and configure Functional 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:0x20 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
```



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Emergency Lighting – Duration test

Duration Test can be:

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

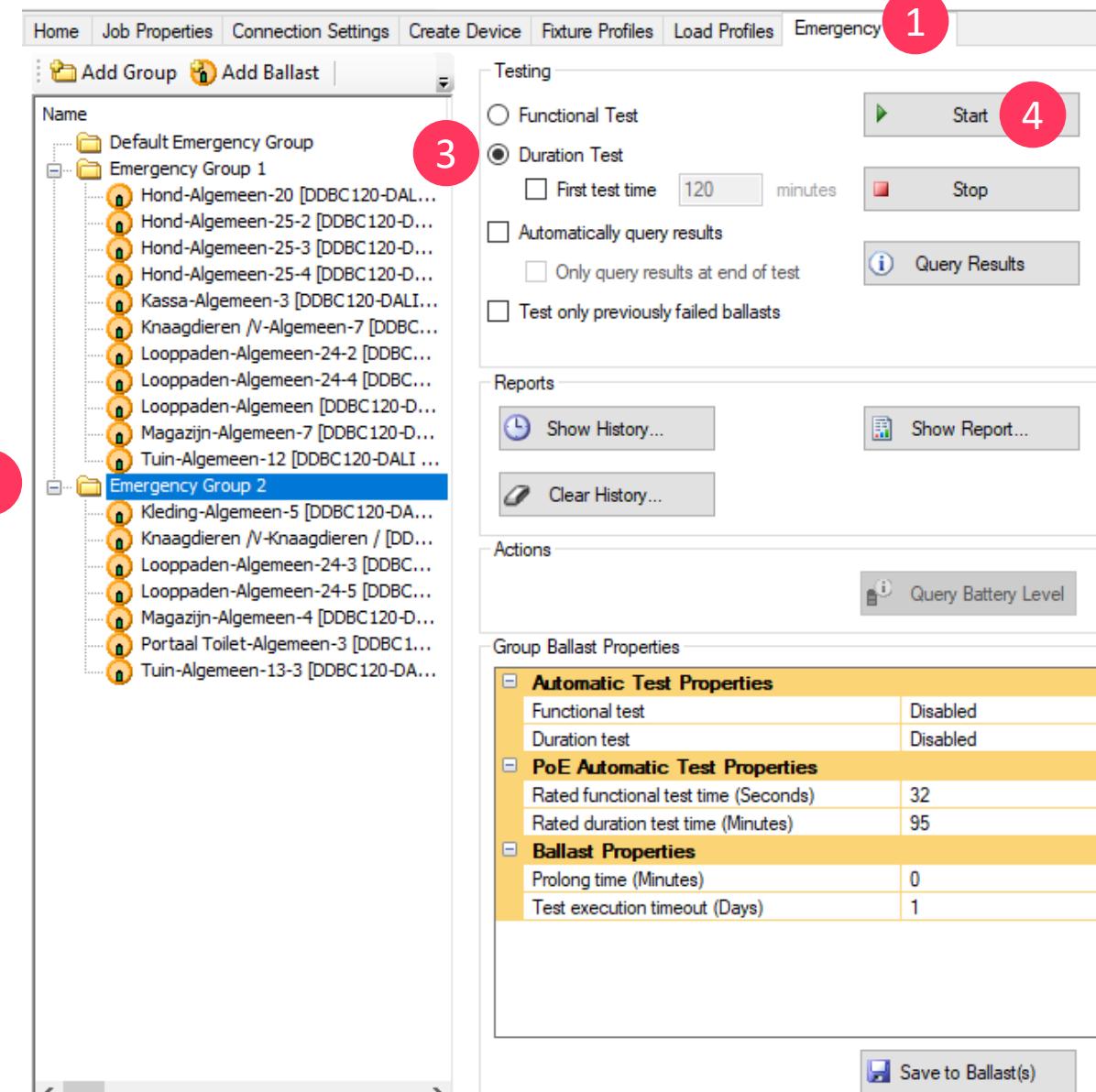
Triggering Duration Test manually using remote connection:

- Ensure SB is remotely connected to the site
- 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**
- Select **Emergency Group** for the Duration Test
- Choose **Duration Test**
- Press **Start**

Note:

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

5
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...
0, 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 ...



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Emergency Lighting – Duration test

Scheduling Duration Test

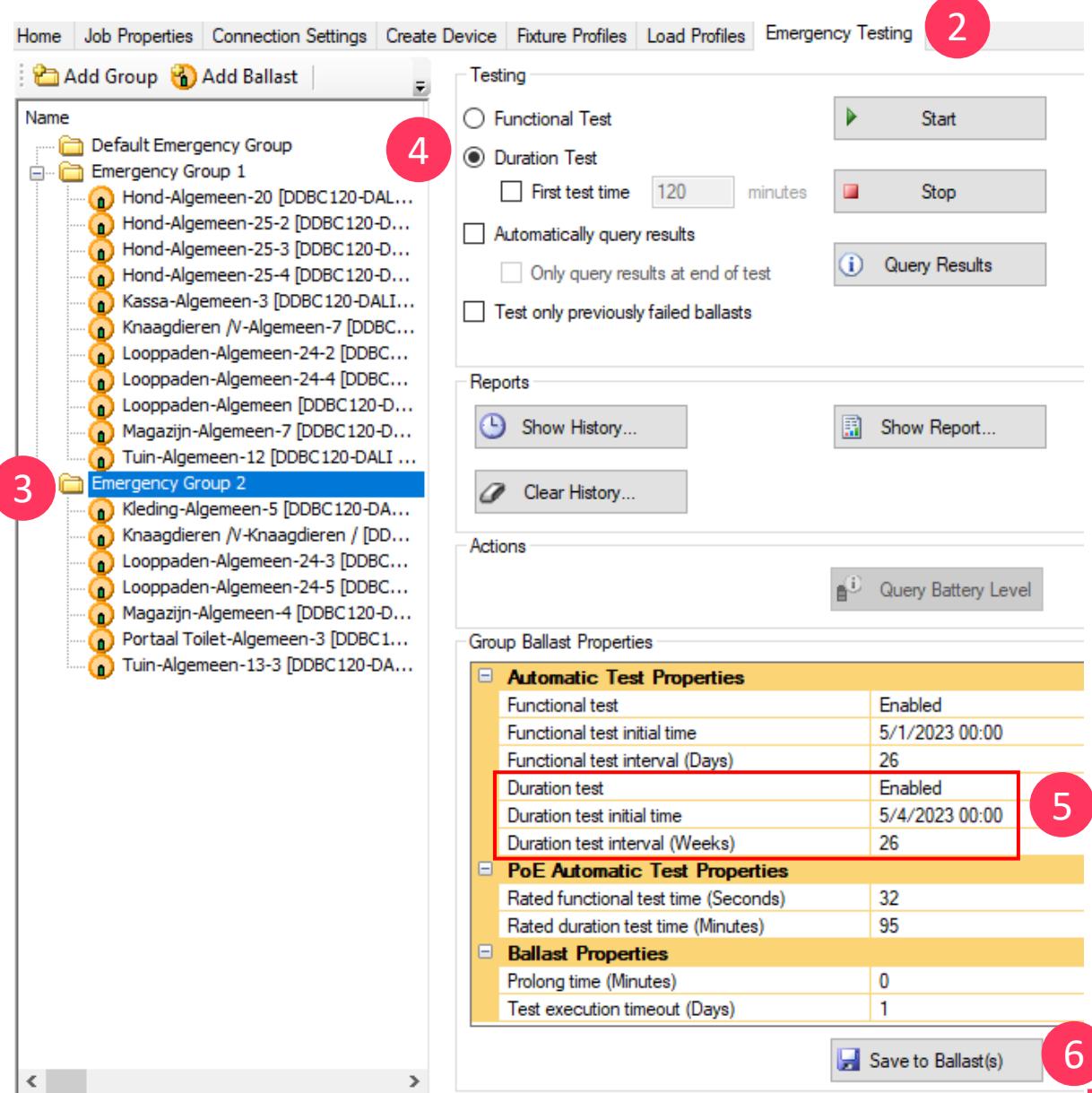
1. Ensure SB is remotely connected to the site
2. In the **System** or the **Building View**, click on the project name (at the top of a project tree), and go to **Emergency Testing Tab**
3. Select **Emergency Group** to schedule Duration Test
4. Choose **Duration Test**
5. Enable and configure Duration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



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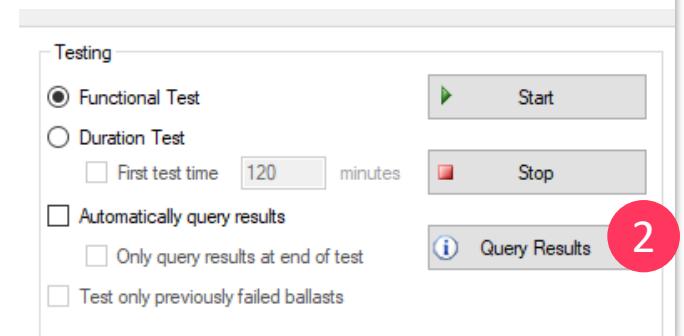
Emergency Lighting – Tests progress and results

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



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 ...
EXIT [DDBC...
BULKHEAD ...
BULKHEAD ...
PIER 2 MAP...
BULKHEAD ...
BULKHEAD ...
BULKHEAD ...

3

interact

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



The screenshot shows the 'Emergency Report - Philips Dynalite System Builder' window. The interface includes:

- Testing** section: Radio buttons for 'Functional Test' (unchecked) and 'Duration Test' (checked), with a 'Start' button. A 'First test time' field is set to 120 minutes. Checkboxes for 'Automatically query results' and 'Only query results at end of test' are unchecked. A 'Query Results' button is highlighted with a red circle and labeled '3'.
- Reports** section: Buttons for 'Show History...' and 'Show Report...' (highlighted with a red circle and labeled '4').
- Actions** section: A 'Query Battery Level' button.
- Emergency Report - Philips Dynalite System Builder** title bar.
- Ballast Group:** A dropdown set to 'Emergency Group 2' (highlighted with a red circle and labeled '5').
- Show Column:** A table of checkboxes for columns: Channel Name, Controller Name, Controller Location, Controller Box Number, DALI Universe, DALI Short Address, Duration Time, and Fixture Profile Name. The 'Controller Name' and 'Fixture Profile Name' checkboxes are checked.
- Filter By:** A dropdown set to 'All Tests'.
- Generate Report**, **Functional Test**, and **Duration Test** buttons at the bottom.
- 6**: A red circle with the number 6 is placed near the 'Generate Report' button.

Emergency Light Testing | Roadmap

Customer will be able to:

Coming 2024

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

The screenshot shows the interact software interface for managing emergency light testing. The top navigation bar includes 'interact', 'Operations', 'Assets', 'Light control', 'Energy', and 'Configuration'. The user is logged in as 'Ralph Kurt (ralph.kurt@signify.com)'. The main content area is for site '001 - Dresden' (Format: Supermarket). The 'Emergency Tests' tab is selected. A red warning box at the top states: '⚠ The duration test of EM Duration Test Group A has failed. Check the test result for details and redo the test.' Below this, the 'Functional tests' section shows one test: 'EM Functional Test' (Latest test: 2023-02-11T22:00:00Z, Result: Passed). The 'Duration tests' section shows two tests: 'EM Duration Test Group B' (Latest test: 2023-02-12T08:00:00Z, Result: Failed) and 'EM Duration Test Group A' (Latest test: 2023-02-19T08:00:00Z, Result: Failed). The bottom of the interface includes a 'Start' button and navigation arrows.

interact



Remote lamp failure detection

Architecture FLX - Multisite

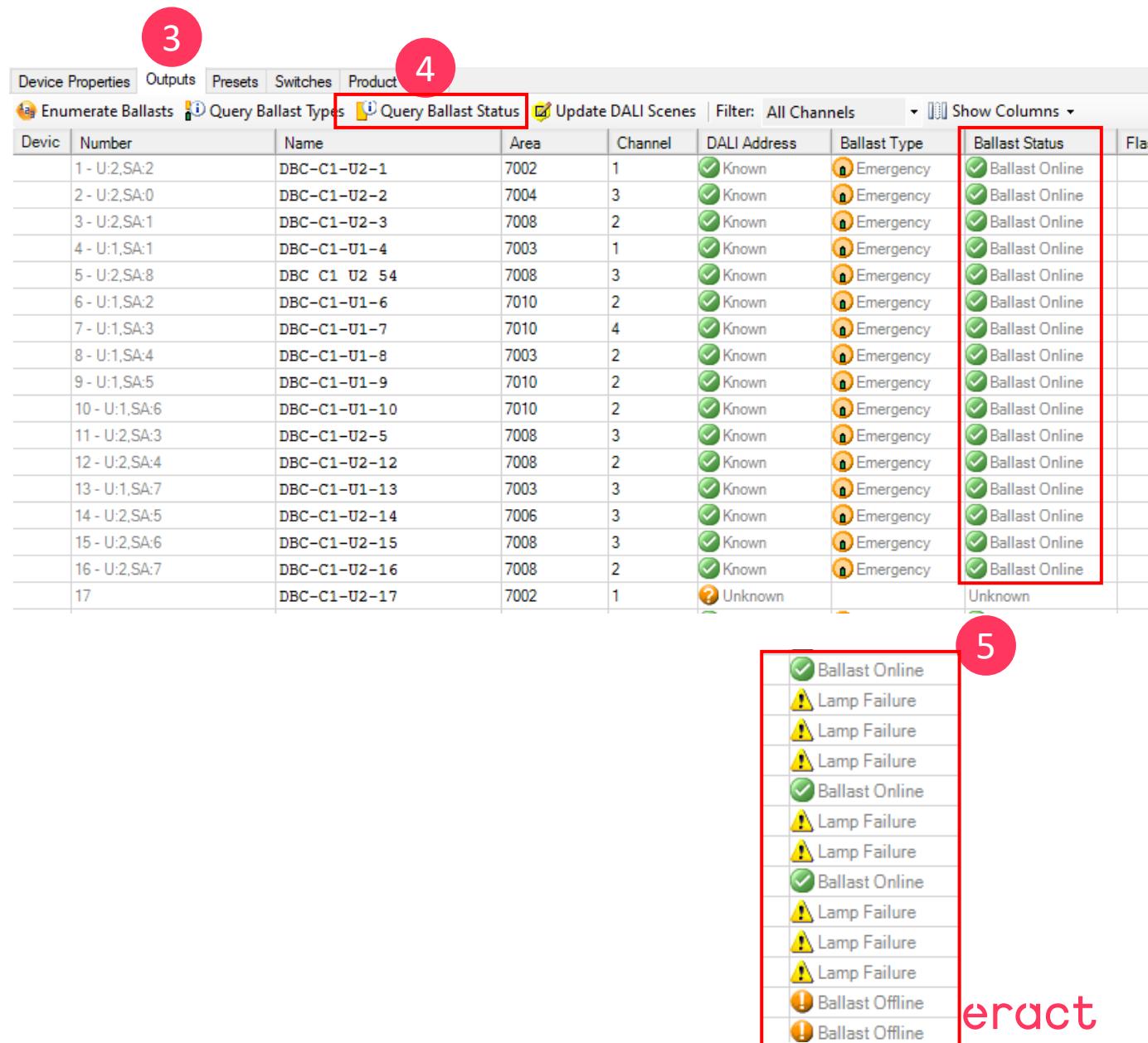
Light point failures

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



The screenshot shows the 'Device Properties' tab in a software interface. The 'Outputs' tab is selected, indicated by a red circle with the number '3'. A red box labeled '4' highlights the 'Query Ballast Status' button. The table below lists 17 ballasts with columns for Device, Number, Name, Area, Channel, DALI Address, Ballast Type, and Ballast Status. The 'Ballast Status' column is highlighted with a red box and labeled '5'. A legend on the right maps icons to status: green checkmark for Ballast Online, yellow exclamation mark for Lamp Failure, and orange exclamation mark for Ballast Offline.

Device	Number	Name	Area	Channel	DALI Address	Ballast Type	Ballast Status	Flags
1 - U:2,SA:2		DBC-C1-U2-1	7002	1	Known	Emergency		
2 - U:2,SA:0		DBC-C1-U2-2	7004	3	Known	Emergency		
3 - U:2,SA:1		DBC-C1-U2-3	7008	2	Known	Emergency		
4 - U:1,SA:1		DBC-C1-U1-4	7003	1	Known	Emergency		
5 - U:2,SA:8		DBC-C1-U2-54	7008	3	Known	Emergency		
6 - U:1,SA:2		DBC-C1-U1-6	7010	2	Known	Emergency		
7 - U:1,SA:3		DBC-C1-U1-7	7010	4	Known	Emergency		
8 - U:1,SA:4		DBC-C1-U1-8	7003	2	Known	Emergency		
9 - U:1,SA:5		DBC-C1-U1-9	7010	2	Known	Emergency		
10 - U:1,SA:6		DBC-C1-U1-10	7010	2	Known	Emergency		
11 - U:2,SA:3		DBC-C1-U2-5	7008	3	Known	Emergency		
12 - U:2,SA:4		DBC-C1-U2-12	7008	2	Known	Emergency		
13 - U:1,SA:7		DBC-C1-U1-13	7003	3	Known	Emergency		
14 - U:2,SA:5		DBC-C1-U2-14	7006	3	Known	Emergency		
15 - U:2,SA:6		DBC-C1-U2-15	7008	3	Known	Emergency		
16 - U:2,SA:7		DBC-C1-U2-16	7008	2	Known	Emergency		
17		DBC-C1-U2-17	7002	1	?	Unknown		Unknown

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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

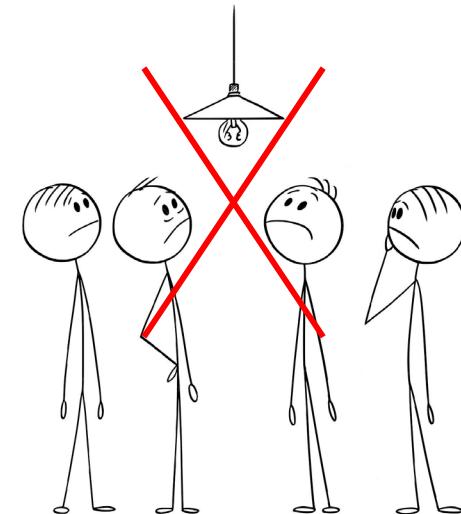
Addressable infrastructure of Multisite System

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 Cascading
Icon	Label	Advanced						
	DALI							
	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						



Maintenance made easy

Remote expert support

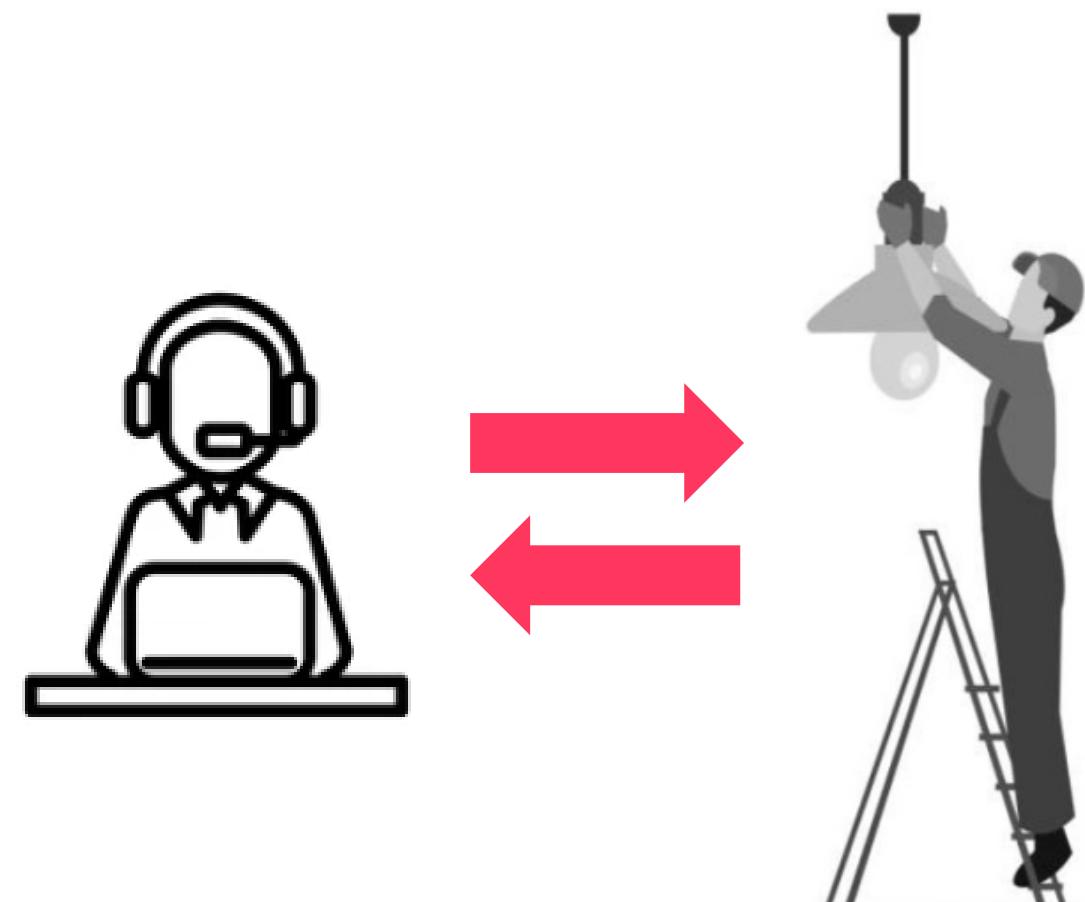
- ✓ No expert needed on site
- ✓ Lamp can be replaced by local electrician
- ✓ Reduces maintenance costs

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 perform replacement of broken luminaires.



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Training to End User on dashboard

Architecture FLX - Multisite

Release notes

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



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

- **Multi-site 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 restaging** 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 display a Multisite 2.1 project, check you're running at least:

Firmware	
PDEDC-S	v 1.19.11066
PDEDC-S module	v 10.27037
Cloud services	
WIA Cloud service	v 2.85.21
Dynalite cloud platform	WIA.2022.W4.4
Design software	
System Designer	v 4.36.9
Commissioning software	
System Builder	v 4.36.9
WIA install app iOS	v 13.0
WIA install app Android	v 13.0

Tasking template

Multisite task for manual v10 2-hour override and alarm integration

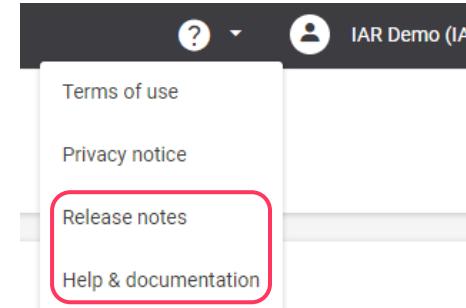
Ragnhild

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

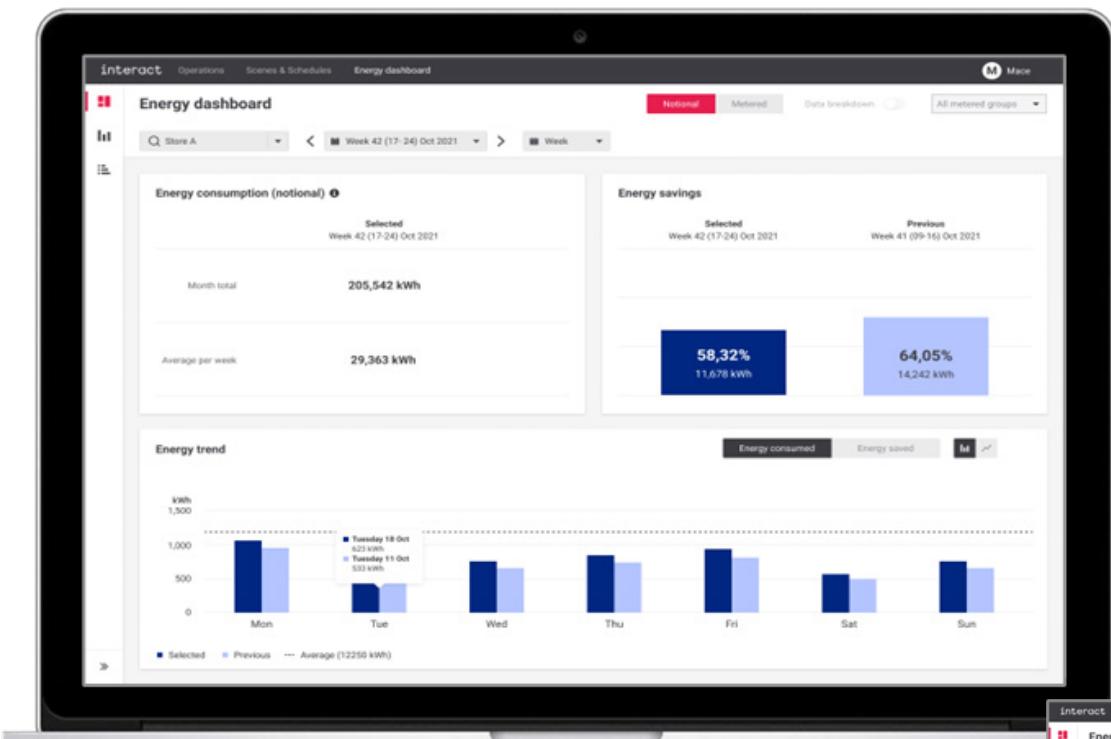


- ✓ Release notes & User guide are up to date and online available to all customers on their dashboard

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

Energy monitoring | Energy dashboard

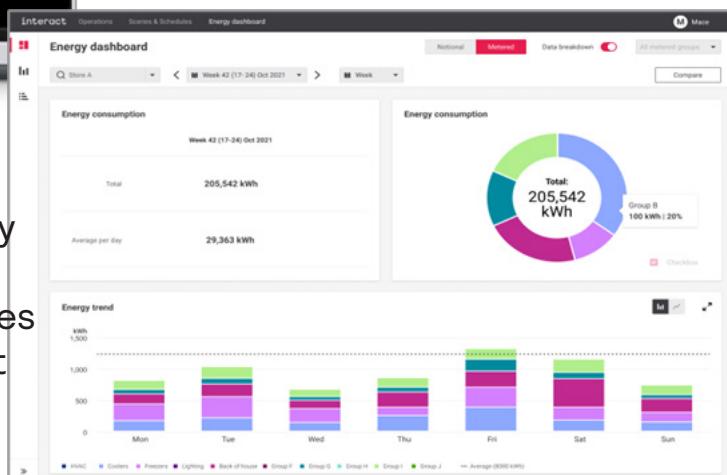
<https://www.eu.retail.interact-lighting.com/login>



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

#	Site name	Format	Consumed energy [kWh]	Saved energy [kWh]	Saved energy [%]
1	Location A	C	220	7	12
2	Location D	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

*Saved through scheduling, occupancy sensing & DLC.

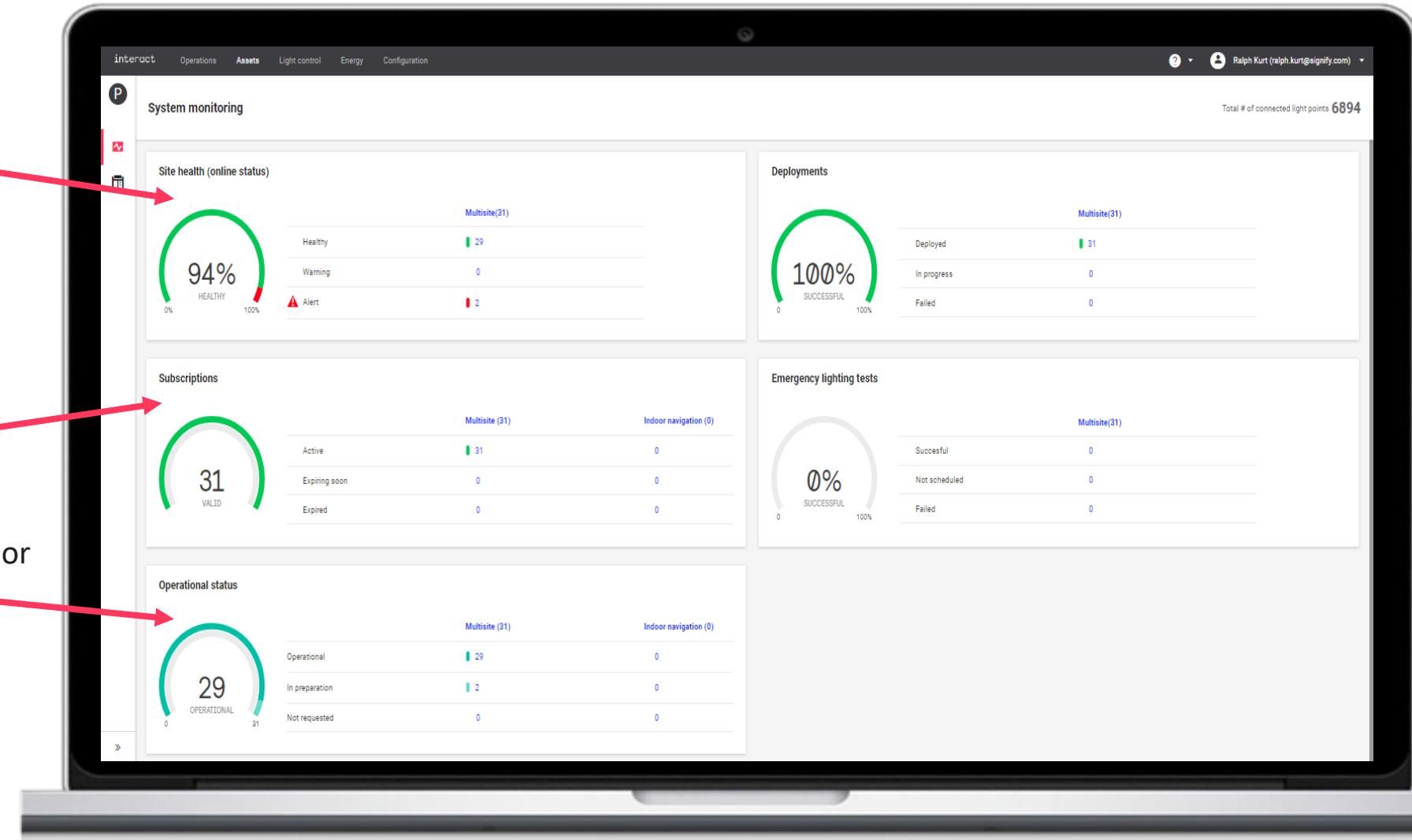
Site comparison list

- 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

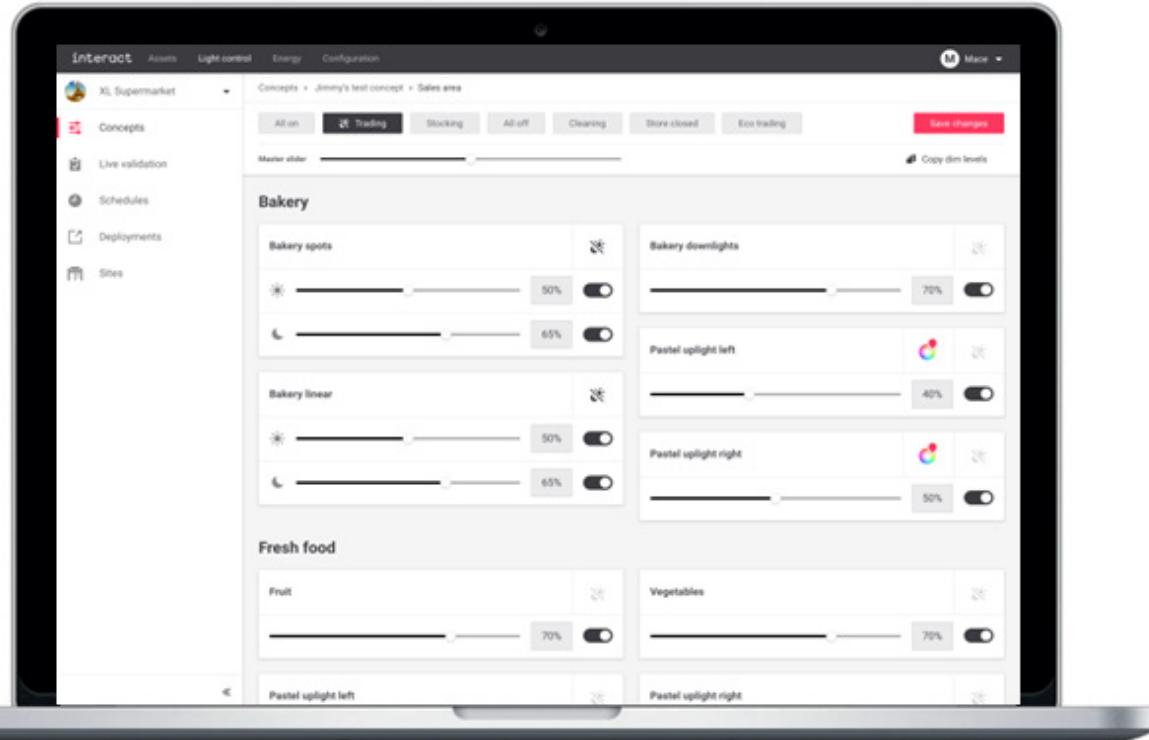


<https://www.eu.retail.interact-lighting.com/login>

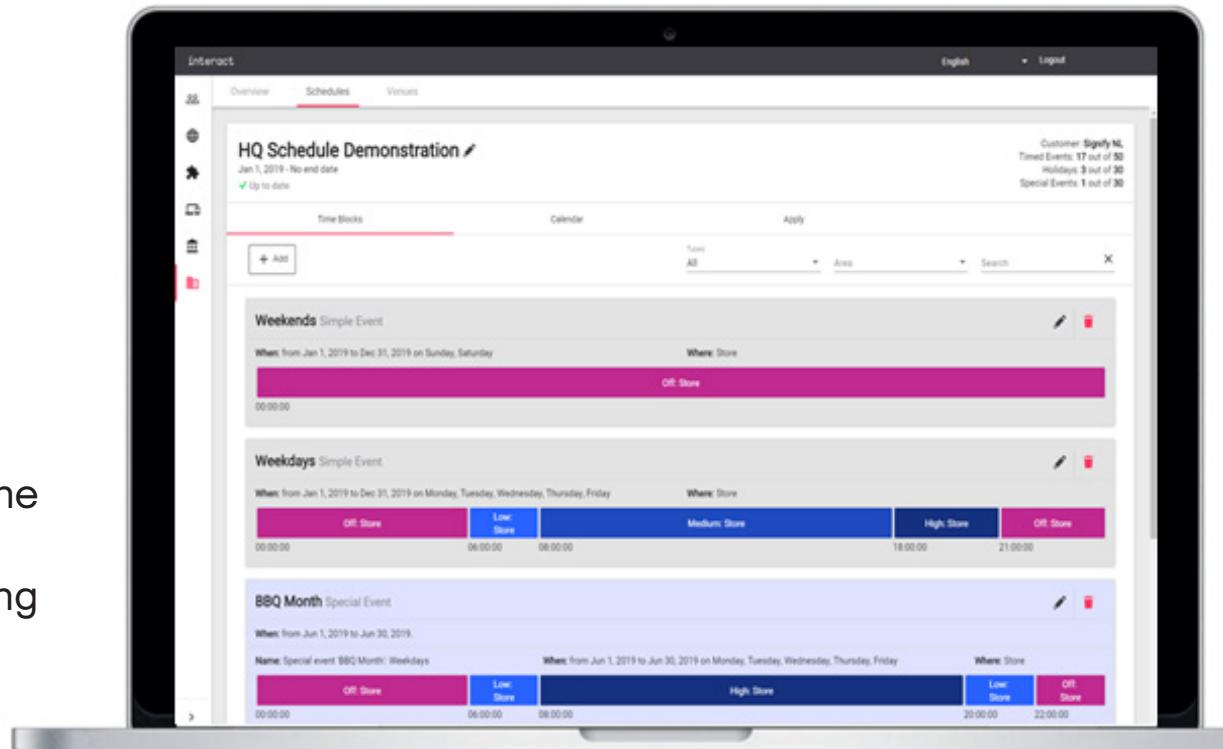


Scene and Schedule adjustment | Light control

<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

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Undo faulty deployment

Architecture FLX - Multisite

Redeploy last working concept and schedule

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

Why: Urgently helping customer in case someone messed up / faulty deployment of concept and/or schedule, e.g. resulting in no light in the store.

Actions:

- Open Multisite System manager
- Navigate to "Light control"
- Select customer and format
- Navigate to "Deployments"
- Find most recent archived deployment for that site
hint: use filter "archived" and sort on "deployment date"
- Click on 3 dot menu on the right "view"
- Check all details
- Select only impacted store(s)
- Click "Retry selected items"

The screenshot shows a modal window with the following details:

Deployment Details:

- Site:** Oisterwijk
- Date:** 10/03/2023
- Deployment ID:** 10/03/23
- Status:** Success
- Multisite schedule:** Oisterwijk 10/03/2023
- Created:** 10.03.2023
- Deployment date:** 10.03.2023

Status of Deployments Table:

Name	Status	Deployment date	Concept	Multisite schedule	Number of attempts
Oisterwijk	Success	10.03.2023 14:17:52	Success	Success	1

Actions:

- Retry selected items** (highlighted with a red arrow)
- Close**

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Remote operations service & Cloud incident alerts

Architecture FLX - Multisite



Convenience

Smaller local stores & express formats



Supermarket

Larger supermarkets & DIY retails



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



SW913705110003
Site enablement license

SW913705110001
Recurring SW license per site/year

SRV3371 / SRV3372
Recurring service per site/year



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



Convenience

Smaller local stores & express formats



Supermarket

Larger supermarkets & DIY retails



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

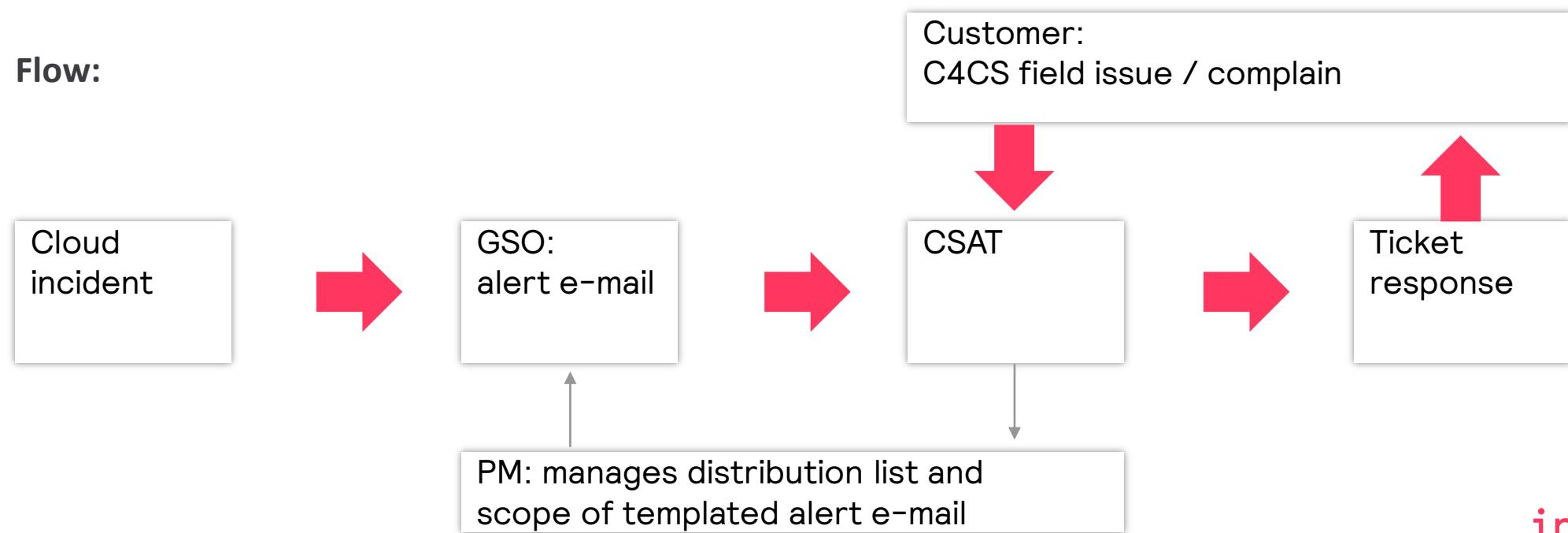
Why: Managing customer complains efficiently

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:



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Q&A

Architecture FLX - Multisite

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