

interact

**Activation,
ordering & onboarding**

S&S end user channel

Architecture FLX - Multisite

12NC					
mandatory	site gateway PDDEG-S	913703371509	Site gateway for secure cloud connection Philips Dynalite Din rail Ethernet Gateway Supervisor		per site
	Multisite standard - 1y	SW913705110001	Powerful remote lighting control Software features & Remote monitoring services		per site/year
optional	Emergency add-on – 1y	SW913705110005	Valuable add-on Connected emergency lighting test feature		per site/year
	Value package – 7yrs	SW913705110006	Powerful remote lighting control Software features* & Remote monitoring services		per site/ 7 years

* Connected emergency lighting test feature
is included in value pack – 7yrs

12NC				
	connectivity service	SW913705110004	Hassle free connectivity from the day of commissioning 1GB / month data bundle	 per site/year
optional	4G-router	913701058503 EU 913701058613 NA 913701058703 AU	Professional 4G-router (Vodafone) Secure 4G-router with SIM card	 per site
	12V PSU	913701059603	Matching to 4G-router 12V Power supply unit	per router
optional	remote operations	SRV2374 / SRV2375	We adjust your light upon your needs Remote operations services	 per site/year

Component forecast

<https://www.koolog.signify.com/projects/forecasting-factory.php> ▶

- Due to component shortage, forecast of HW 12NCs should be provided in **Koolog** per project but with all required 12NC's. The earlier forecast is provided the better factory and supply chain can plan accordingly.

PHILIPS
dynalite 

Commercial Bulletin

Bulletin No: PDCB162
Date: 15th June 2021
Owner / Checked by: Daniel Walker, Henrietta Wandel, Peter Dujmovich.

 132E1B7E.pdf

Re: Product lead time impact notice

Product Group/Family
All hardware

In accordance with forecast insight from the market and forward planning of raw material, Dynalite's product supply has remained relatively unaffected from the challenges of electronic component shortages that are currently causing many issues for all electronic manufacturing.

Due to the ongoing global constraints on electronics components from COVID impact and other factors, the operations team are predicting challenges in sourcing critical components & materials that will begin to affect finished goods lead times.

Now more than ever is a need for clear 6, 12, & 18 months forecast from the markets of their project potential so better insight on upcoming demand can be predicted. From this market insight, Dynalite operations can create a long-term component purchasing plans to reduce the impact of this on-going electronic component shortage challenge.

Market forecasts are not treated as commitments but as insights to potential market demands and allows for strategic management of operations purchasing and resource allocation.

All current orders received or forecasted are secure.

Please direct all inquiries to Daniel Walker.

Key Actions

1. Ensure all project forecasts are correctly communicated back in [Signify Koolog](#).

Regards,
Daniel Walker
Product Management Dynalite hardware
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Project template



Project template

Architecture FLX

Multisite and Store Flex

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

Tip:

The use of the project template optional, but it helps throughout the entire project. It provides guidance on required customer input for multiple steps during your project:

- * C4CS tickets
- * OTRS tickets
- * Design
- * Commissioning

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Intake form

Customer information

Customer/retailer

OTRS ticket # new customer

Existing customer for Store Flex (formerly known as StoreWise) Yes No

Existing customer for Multisite Yes No

Existing customer for Indoor Navigation Yes No

Contact persons

At customer/retailer

At Signify

Formats of the customer

Format 1 [e.g. Convenience]

Format 2 [e.g. Supermarket]

Format 3 [e.g. Hypermarket]

Site information

OTRS ticket # new site

Site details

Name

ID (if available)

Format Format 1 Format 2 Format 3

Site address

Address

City

Postal code (ZIP)

Country

Latitude

Longitude



New Process Ticket

Scroll To

Properties

Process

New Customer and New Site

Multisite :: New customer

Hint: All fields marked with an asterisk (*) are mandatory.

Dialog Description

Register new customer

Properties



New Process Ticket

Scroll To

Properties

Process

New Site

Multisite :: New site

Hint: All fields marked with an asterisk (*) are mandatory.

Dialog Description

Provide data for new venue request

Properties

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OTRS tickets

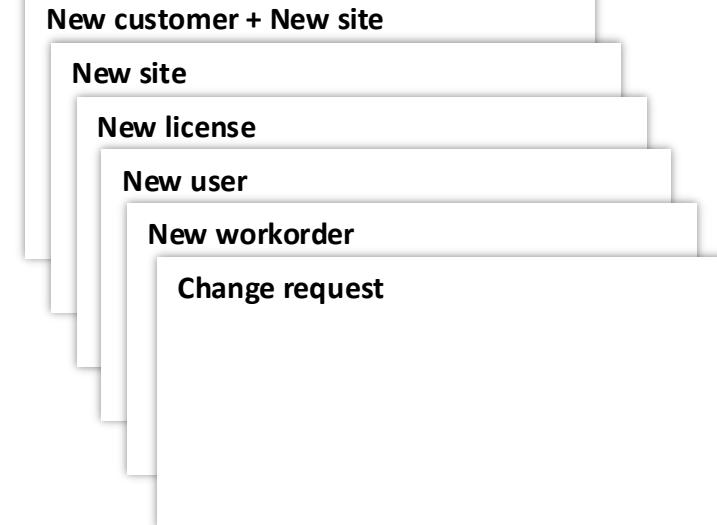
<https://otrs.thegso.net/agent/login>

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)
⇒ includes a 3 months freemium Multisite license
- Request: “**New license**” => ibase ID and SAP contract number needed!
 - ⇒ SW913705110001 Multisite Manager standard - 1yr
 - ⇒ SW913705110005 Multisite Manager emergency add-on - 1yr
 - ⇒ SW913705110006 Multisite Manager value pack - 7yrs
 - ⇒ SW913705110004 Multisite connectivity EU/US - 1yr
- Request: “**New user**” (designer + site engineer)
- Request: “**New work order**” (design + onsite)
- Request: “**New user**” (facility manager + format manager)

Standardized OTRS tickets

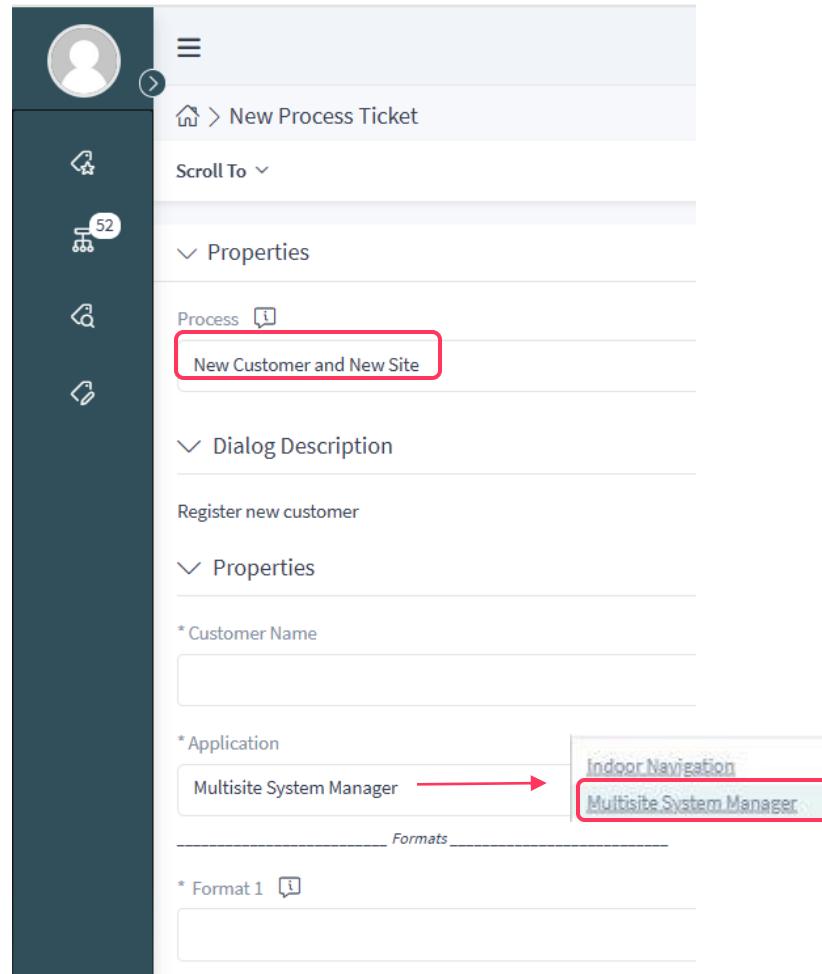
same for IAR multisite & indoor navigation



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

<https://eu.degreed.com/pathway/rmply6w9d?path=otrs-process-for-interact-indoor-navigation>

OTRS tickets

<https://otrs.thegso.net/otrs/index.pl> ▶

New Process Ticket

Properties

Process ?
New Customer and New Site

Dialog Description

Register new customer

Properties

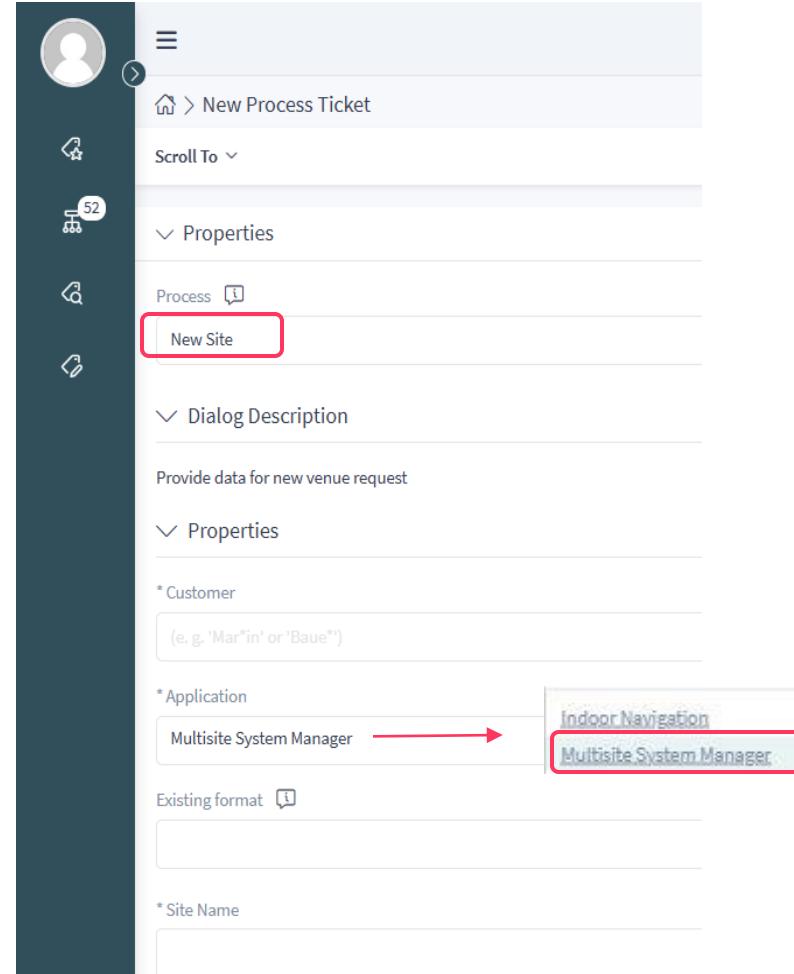
* Customer Name

* Application

Multisite System Manager → **Multisite System Manager**

Formats

* Format 1 ?



New Process Ticket

Properties

Process ?
New Site

Dialog Description

Provide data for new venue request

Properties

* Customer

(e. g. 'Mar*in' or 'Bau*')

* Application

Multisite System Manager → **Multisite System Manager**

Existing format ?

* Site Name

Tip: use "New Site" ticket for existing customer.

OTRS tickets

<https://otrs.thegso.net/otrs/index.pl> ▶

The screenshot shows the 'New Process Ticket' interface in OTRS. A red box highlights the 'New License' button in the 'Process' section. Another red box highlights the 'Start Term' and 'End Term' date fields. A red callout box labeled 'Input required!' points to these fields and the 'Multisite Services' and 'Indoor Navigation Services' dropdowns. A list of license options is shown at the bottom.

Input required!

- SW913705110001 (Multisite Manager Standard - 1 yr)
- SW913705110004 (Multisite connectivity EU/US – 1yr)
- SW913705110005 (Multisite Manager emergency add-on-1 yr)
- SW913705110006 (Multisite Manager value pack - 7 yrs)

- SW913705100001 (Indoor Positioning SDK)
- SW913705100002 (Maps SDK)

- SW913705100003 (Indoor Positioning Analytics)

OTRS tickets

Tip: use ticket only for NEW users.

Scroll To ▾

Properties

Process 1

New User(s)

Dialog Description

New user request

Properties

* Customer
(e. g. 'Mar*in' or 'Baue*')

* Site
(e. g. 'Mar*in' or 'Baue*')

* Name of User 1
FirstName_Surname

* User E-Mail 1

* User 1 Type
Select...

<https://otrs.thegso.net/otrs/index.pl> ▶

Tip: use 2 "New Workorder" tickets for every site.
a) Design Designer offsite preparation
b) Onsite Site engineer onsite installation & commissioning

Scroll To ▾

Properties

Process 1

New Workorder

Dialog Description

Provide the information requested below

Please note that the user(s) must already exist in the system.

Properties

* Customer
(e. g. 'Mar*in' or 'Baue*')

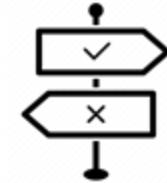
* Site
(e. g. 'Mar*in' or 'Baue*')

* Workorder Label 1
Customer - SiteName

Commercial customer pilot sites

Recognized need for customer pilots:

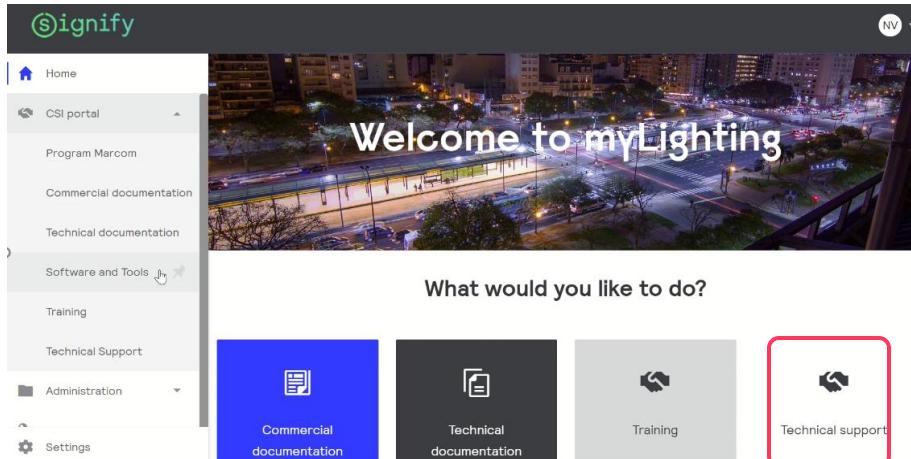
- To convince customer on value of multisite by experiencing it
- To trigger and support decision making at customer



Commercial pilot site(s):

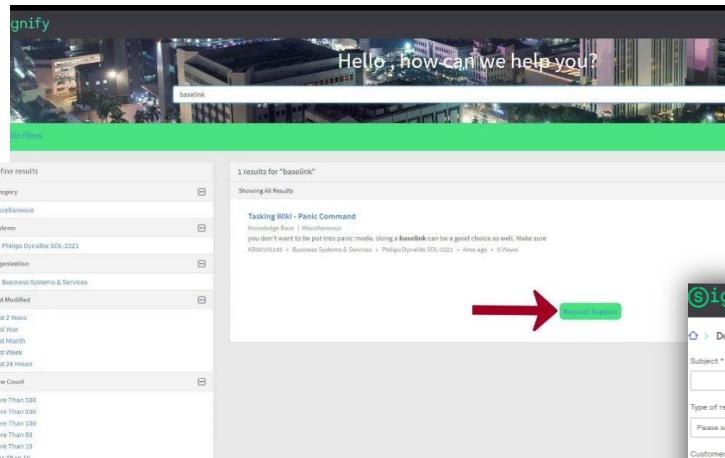
- To be ordered same way as “normal” site
- Pilot site(s) needs to be booked with a contract in SAP with Ibase
- Standard work instruction applies: “create stand alone contract” and “license registration using Ibase”
- Cost (ICOS) will be charged to market
- Contract period for pilot is limited to 1 year
- Start and end date of pilot need to be defined and documented clearly
- Pilot agreement with customer need to comprise an evaluation jointly with customer
- Software services offering is identical as for a “real site”, same SW features and remote monitoring service
- After expiration of license an extension needs to be ordered. Site turns into a regular serviced site/project

Request for support



Login in the CSI Portal (www.mylighting.signify.com).

Then, click on Technical Support.



Try finding an answer in the Knowledge Base.
If you can't find the answer, click Request for Support at the bottom.

A green arrow points from the 'Request for Support' button on the previous screen to the 'Submit' button here.

Fill out the webform in English with all necessary details that help issue resolution, including any attachments.

Finally, click Submit.

You will then receive an automatic confirmation email.

Expiry

Important Note:

- ✓ You can renew/extend your license at any time to restore access to the rich set of multisite features and to your historical data

If don't renew your license:

- ✓ Lighting in all your sites will continue to operate indefinitely.
- ✓ Local lighting control in every site keeps running including schedules, sensors, local BMS integration and local manual override.
- ✓ Signify might offer you a read-only access to multisite dashboard assets to see all your sites and their license status. Users will see unobtrusive messaging in the dashboard to notify them that the license has expired.
- ✓ Signify might still provide you with over-the-air security software updates to cloud and your site gateways.
- ✓ Your historical data will be stored for 90 days after expiry.
- ✗ Remote lighting control features will no longer be accessible after expiry.
- ✗ Remote system health features will no longer be accessible after expiry.
- ✗ Remote energy monitoring features will no longer be accessible after expiry.
- ✗ You will no longer be eligible for remote technical support.
- ✗ You will no longer be eligible for alerts and reporting features.
- ✗ You will not have automatically local Multisite control to adjust lighting of your site(s).



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