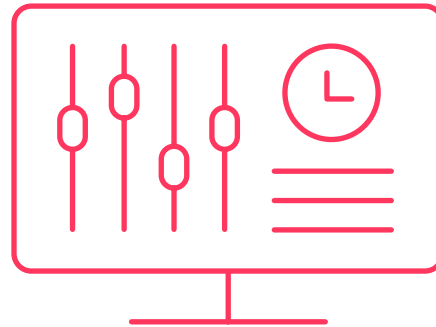


Multisite System Manager 3.0

Software Services specification sheet



The Multisite System Manager application is a cloud-based software suite to monitor, control, and manage the connected lighting systems centrally at low-level buildings such as retail stores.

The Multisite System Manager provides a range of features which includes the ability to remotely adjust the lighting schedules and scenes to achieve significant energy savings without compromising on lighting quality. The Multisite System Manager (hereinafter also referred to as the “Software Services”) also helps to enhance the overall ambiance, consistency, and functionality across all sites.

Software Services description

The Multisite System Manager application includes the following main features:

Feature	Description	Standard	Value pack
Light intake	Configure and rename the areas, scenes, and smart meter groups.	✓	✓
	View the status of site health for each site / all sites (site gateway online status).	✓	✓
Light asset management	View the status of deployments for each site / all sites.	✓	✓
	View the status of subscriptions for each site / all sites.	✓	✓
	View the emergency lighting test results and download report in pdf format for each site.	Optional ³	✓
	View running and upcoming scenes at each area of each site.	✓	✓
Light operations	Create or modify scenes remotely to adjust the light levels for selected site(s) / all sites.	✓	✓
	Create or modify schedules remotely for selected site(s) / all sites.	✓	✓
	Modify schedules with the day and night mode (astro clock).	✓	✓
	View the historical data of last scene and schedule adjustments.	✓	✓
	Modify the site specific details that include day and night offset, and total floor area in square meters.	✓	✓
	Override a schedule remotely for the selected sites. Application works seamlessly with local manual override options in the installation.	✓	✓
Firmware update ¹	Update cloud-connected gateway at each site to the latest device firmware.	✓	✓
	View the historical data of notional energy and metered energy for each site / all sites.	✓	✓
	View the energy consumption and energy savings data for each site / all sites.	✓	✓
Light dashboard	View the energy trend diagram which includes data breakdown and comparison of latest energy data with the previous time period data.	✓	✓
	View the site list in a tabular format to compare and sort sites based on the energy data for a selected time period.	✓	✓
	Quarterly performance report which summarizes the key data for each customer account.	✓ ²	✓ ²
Integrations	Interoperable with on-premise integrations with building management systems: alarm integration, BACnet.	✓	✓
User settings and information	Customize the language of the dashboard to your own preference. Supported languages: Danish, Dutch, English, French, German, Italian, Japanese, Polish, Portuguese, Russian, and Spanish.	✓	✓
	Access the software brochure, user guide, and release notes documents.	✓	✓

¹ Device firmware updates are released on regular basis.

² Report can be viewed for a minimum of five sites.

³ Requires an additional Multisite Manager emergency add-on subscription to be purchased in addition to Multisite Manager standard subscription.

The Software Services may include features not listed here and Signify may add features in the future. Such features are not committed and can be stopped or modified by Signify at any time and without any notice.

User management

The user requires an Interact account to get access to the Multisite System Manager application. **The Interact account** is subject to the Interact Account Terms of Use that can be found here: [Digital Terms | Signify Company Website](#).

Feature availability is subject to roles and authorizations attributed to a user of the Software Services. The available roles are:

- **Facility manager:** Users with this role have access to Multisite System Manager dashboard to:
 - * Access all sites as per customer account.
 - * Monitor system health.
 - * Monitor and download emergency test reports.
 - * Monitor energy consumption and savings trend data.
 - * Access scene and schedule management to view current and upcoming scene.
 - * Access lighting management for centralized name conventions, and to adjust the lighting system.
- **Format manager:** Users with this role can access Multisite System Manager dashboard to perform scene and schedule management with remote adjustments of the lighting system, and concept deployment. Users with this role have access to all sites in the format.

A full matrix which records individual system permissions granted by each role is available in the *System Guide* document.

Operating environment

Multisite System Manager application is cloud hosted and is accessible on a computer using one of the following browsers supporting 256-bit encryption.

Browser	Version
Google Chrome	120.0 and above
Microsoft Edge	120.0 and above

Connectivity: Use of Multisite System Manager application requires an internet connection with a minimum of 10 Mbps bandwidth to the connected lighting system.

Multisite 4G connectivity service (optional) ¹: provides a secure 4G connection from site gateway to Interact cloud. This service, which includes a managed data bundle of 1 GB monthly, requires a recurring subscription. This service is compatible only with the pre-configured routers as indicated in the below-shown table.

Services and routers ²

Multisite connectivity EU/US – 1yr ³
Order code: SW913705110004

LCN5320/00 INDOOR 4G ROUTER eSIM EU/META
Order code: 913701058503
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

LCN5321/00 INDOOR 4G ROUTER eSIM US/CAN
Order code: 913701058613
Bolivia, Canada, Mexico, Peru, and United States.

LCN5322/00 INDOOR 4G ROUTER eSIM AUS/NZL
Order code: 913701058703
Australia, Chile, Colombia, Ecuador, and Japan.

LCN5323/00 12V DC PSU INDOOR 4G ROUTER
Order code: 913701058603

¹ The Multisite 4G connectivity service is not part of the Software Services, and is subject to additional terms.

² Routers need power supply.

³ Supported regions are indicated for each routers.

Network: Specific network settings are applicable. Refer to the *Multisite System Manager Security Statement* document for more details which may be made available at request at Signify's discretion and subject to confidentiality restrictions.

Compatible hardware/devices

Multisite System Manager application is compatible with the following devices:

Type model/item	Description
Dynalite gateway	
PDDEG-S	Ethernet gateway
Dynalite controls	
DDBCxxx	DALI controllers
DDRCxxx	Relay controllers
DUSxxx	Occupancy, daylight sensors
PABPE/PATPE/ PADPE	Antumbra user interfaces
PDTS	Touch screen
DDNG485/ DDMIDC8/PDEG	Integration / network devices

For details on features supported refer the individual product data sheet for comprehensive information.

Order codes

Software services ¹

Multisite Manager standard – 1yr

Order code: SW913705110001

Multisite Manager emergency add-on – 1yr

Order code: SW913705110005

Multisite Manager value pack – 7yrs

Order code: SW913705110006

¹ To continue using the Software services, you must renew your subscription before it expires.

Policies and notices

Usage restrictions

The Software Services should not be used for any purpose other than stated in this specification sheet.

The Software Services and any data generated or processed thereby must not be used or relied upon for applications or activities where the use or failure of the Software Services could lead to death, personal injury, or environmental damage.

The Software Services rely on the availability and correct functioning of connectivity and/or communication services, such as the 4G connectivity services that may be obtained separately from Signify. Signify is not responsible nor liable for the quality and availability of these connectivity and communication services.

Security

The Software Services are subject to the [Professional Systems and Services | Signify Company Website](#). A product specific security statement may be available on request at Signify's discretion and subject to confidentiality conditions.

Data

If we process personal data, we will do so in accordance with our [Data Processing Agreement & the applicable data processing schedule\(s\)](#) or [Privacy Notice](#), as applicable to our role in that processing.

For data other than personal data processed by Signify via the Software Services and retained by Signify, if any, a copy of such data or deletion of such data, will be provided or performed, respectively, at request but subject to Signify's discretion. Signify will generally retain such data at least 30 days after the end of the subscription to the applicable Software Service and thereafter subject to Signify's discretion.

Applicable terms and conditions

The access and use of the Software Services are subject to the most recent version of our Terms of Software Services as published at [Terms of Software Services | Signify Company Website](#).

Signify and its subcontractors have remote access to the Software Services (and thereby may potentially access

or process customer data, including personal data) for the purpose of providing support and maintenance to and monitoring and managing the proper functioning of the Software Services. Such access is granted in accordance with the "Segregation of duties and least privilege access principle" as referred to in the [Professional Systems and Services | Signify Company Website](#).

Software end-of-life policy

This Software Services is subject to Signify's End of Life policy that can be found here: [Policies & Announcements | Signify Company Website](#).

Open Source software

The Software Services may include Open Source Software ("OSS"). An overview of such OSS may be available on request.

Availability

Signify's Availability of Software Services Policy as published in [Policies & Announcements | Signify Company Website](#) applies to the Multisite System Manager. For the application of that policy the following applies:

Multisite System Manager application is designed for an Availability Percentage of 99,0%.

Available means that the Multisite System Manager application can be used to complete the following actions:

- Access the application user interface using a supported browser via <https://www.eu.retail.interact-lighting.com/login>
- Authenticate with the application using Interact Account.

Update / Upgrade

Signify may update and/or upgrade the Software Services from time to time, at its discretion. For any such update or upgrade, the main changes are indicated in the release notes. Changes may not be reflected in an update of this document.

Find out how Interact can transform your business

www.interact-lighting.com

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More detailed information about the Software Services may be available at request and at Signify's discretion.

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R03, 06 August 2025