

interact

Release notes

Interact Pro

Version v2.5

13 February 2024

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This topic describes new functionality, improvements and bug fixes.

1. Interact Pro 2.5.1

20 November 2023

1.1. What's new

1.1.1. Features

- Added new light behavior profiles – Area Manual On, Manual Off with DDR
- Added downtime in-app notifications
- Added support for SWS200 switches (**North America**)
- Added AI-powered chatbot functionality

1.1.2. Improvements

- Updated light types and icons

1.2. Bug fixes

- Fixed an issue that allowed more than 16 groups to be added to a schedule
- Fixed an issue that regarding case-sensitivity in scene names
- Fixed an issue that allowed an Expert user to delete it's own account when it was the only account on the project
- Fixed an issue that incorrectly displayed the number of controlling devices in the projects page
- Fixed an UI issue regarding number input of light profile settings
- Fixed several other minor issues in the iOS and Android mobile apps

1.3. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	3.10.6 New
Interact Pro App(iOS)	3.10.9 New
Devices	
Gateway (LCN1840)	7.5.0 New
ADR Gateway (LCN1870)	2.0.4
Parking sensor	6.7.19
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	6.7.19
SNS441 IA	6.7.19
Wireless Driver Gen1	6.7.19
SNS210 IA	6.7.19
SNH210 IA	6.7.19
Mini Driver Gen 2	6.7.19
Linear Driver Gen 2	6.7.19
Switch relay Gen 1	6.6.18
Switch relay Gen 2	6.7.19

2. Interact Pro 2.5

07 August 2023

2.1. What's new

2.1.1. Features

- The **Expert** role has been introduced to replace **Service provider** and **Owner** roles

Manage users

Action/Role	Expert	User
Request access	✓	✗
Invite others	✓	✗
Delete others	✓	✗

Commission and update

Action/Role	Expert	User
Commission project	Mobile app	✗
Firmware update (Interact Pro connected-only)	✓	✗

Manage projects

Action/Role	Expert	User
Create projects	✓	✗
Manage projects	✓	✗
Create groups and zones	✓	✗

Use

Action/Role	Expert	User
Energy & health (Interact Pro connected-only)	Web app	✗
Energy reports (Interact Pro connected-only)	Web app	✗
Manage scenes	✓	✗
Manage schedules (Interact Pro connected-only)	✓	✗
Manage groups	✓	✗
Control lights	✓	✓

Reference

- ✓ - possible
- ✗ - not possible
- ○ - possible with limited functionality
- Web app - only available in the web app
- Mobile app - only available in the mobile app

2.1.2. Improvements

- Expert can access up to 100 projects with one email address
- Expert can remove himself from a project after inviting another Expert



Note

For projects with more than 10 Expert roles, new Experts cannot be invited unless current users are removed.

2.2. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	3.8.6 New
Interact Pro App(iOS)	3.8.5 New
Devices	
Gateway (LCN1840)	7.4.1
ADR Gateway (LCN1870)	2.0.4
Parking sensor	6.7.19 New
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	6.7.19 New
SNS441 IA	6.7.19 New
Wireless Driver Gen1	6.7.19 New
SNS210 IA	6.7.19 New
SNH210 IA	6.7.19 New
Mini Driver Gen 2	6.7.19 New
Linear Driver Gen 2	6.7.19 New
Switch relay Gen 1	6.6.18
Switch relay Gen 2	6.7.19 New

3. Known issues

The following known issues are included in the 2.5 release:

- The ability to create an energy report only works from the date that the feature was released (June 2020)
- A firmware upgrade will fail if a light is physically deleted (or reset) but still exists in the system (app). Please remove the light from the app and the upgrade will finish.
- Users can use the app for long periods of time without the need to login again. After a project merge in the portal, the app will show wrong behavior after 30 min. as the old projects have merged into a new project. Logout and login the app will solve the problem.
- The app cannot be used for control when an update is in progress. Sensor and panel switch control will remain working as well as control via the web portal (Interact Pro connected-only)
- A gateway that gets online may already find a number of lights as it opens the network for a very short time. This only applies when you first add the gateway and then the lights. This may already find a number of lights that are discoverable (Interact Pro connected-only).
- Level 6 of *Manual demand response* (North America-only) does not turn off the lights but sets the intensity of the lights to very low.
- Demand Response (DR) not working as intended for Gen2 Smart T-LEDs.
 - Gen2 Smart T-LEDs - When the switch off command is triggered, lights go to a minimum dim level instead of switching off
- Hold Time is longer than configured. This is as it was intended. See the [explanation](#).
- Lights with firmware version lower than 6.4.2 are not supported for Interact Pro projects. Update the firmware before commissioning.
Lights with firmware version 6.4.2 and 6.5.3 must be reset.
 - Using Interact Pro standalone:
 1. Power and commission the lights
 2. Decommission the lights in the Interact Pro standalone system
 3. The lights dim and blink
 4. Recommission the lights in the Interact Pro standalone system
 - Using an IR remote - Philips IRT9015 or IRT9090
 1. Install the lights
 2. Reset the lights using the remote
 3. Commission the lights in the Interact Pro standalone system
- Background deployment is not supported in the mobile app which causes the deployment to fail when minimizing the application or locking the screen of the device.
Disable the screen auto lock or set the time to 20+ minutes on devices used for commissioning

When detecting occupancy, the lights switch on to task level rather than the selected scene. This also affects the color temperature if it's set differently between the light template and scene

- The tunable white color temperature slider value doesn't change in the web portal when a scene is selected
- To change the color temperature, light must be switched on first
- Minimum/maximum color temperature range is not restricted when using push-button switch
- ZGP sensors fail to trigger the lights when installed in the corner of an area or when there is interference from other wireless devices, such as wireless cameras or medical devices, running on the same channels as the Zigbee devices.



Note

Ensure other wireless devices are not running on channels 11, 15, 20 and 25. See more about wireless networks and Zigbee channels.

- Interact Pro standalone network cannot sync with cloud if more than 64 groups and zones are created per network. Delete the extra groups or zones to start syncing again.
- **(North America)** The Parking sensor name in the portal is different from one in the app
- If level 5 Demand response is chosen, the lights are not controllable for as long as the timer is active. See the Demand response technical documentation
- Interact Pro standalone project overview doesn't display the lock icon for projects with one or more locked networks. Go to [Project Networks](#) to see the list of locked networks.
- The **Retry Update** button is, at times, not visible for the Interact Pro connected mobile app after update failure. Retry the update via the web portal.

3.1. Legacy devices

- When using the **RF Connector DALI Gen 1** in mains-only mode with switchable lights, the portal erroneously reports this as a 'Failed Device' in *Health status overview*.
- Smart T-LEDs Gen 1 are phased out and do not support the latest firmware version of the Wireless Gateway. To use the latest version, replace the lights with Smart T-LEDs Gen 2.
- Smart T-LEDs Gen 1 devices do not support optimized calibration. This means the lights turn off when occupancy is not detected during calibration.



Warning

Remain in the sensor's field of view so it detects occupancy until the calibration process is finished.

- Smart TLEDs Gen 1 do not support Interact Pro connected Wireless Gateway replacement.
- The tunable white feature is not supported on legacy devices and Smart T-LED Gen1
- Demand Response (DR) not working as intended for Gen1 Smart T-LEDs

Gen1 Smart T-LEDs - The Demand Response command doesn't dim or switch off the light.



Warning

The Demand Response feature is not supported due to hardware limitations. Customers who require the feature must replace the Gen1 Smart T-LEDs with Gen2 Smart T-LEDs.

- BLE advertising is activated every time the lights are power cycled, therefore lights can be reassigned or hijacked.



Warning

Don't power cycle the lights unless the intention is to re-commission them.

- Total energy column in the web dashboard is not visible.

Learn more about Interact
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