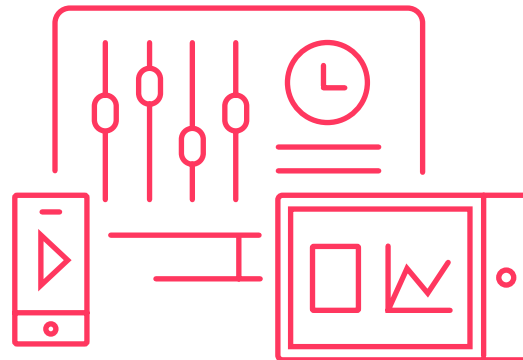


## Interact Pro

Web Portal application 1.x

Mobile application 4.x



### Software Services specification sheet

The Interact Pro is a cloud-based software suite to control, monitor, and manage the connected lighting systems of a building.

The Interact Pro provides a range of features which includes the ability to create lighting schedules, adjust light levels, and customize lighting scenes. Further, it enables to monitor the energy usage of building's lighting.

The Interact Pro consists of the following components that are further specified below:

- Interact Pro Web Portal application
- Interact Pro Mobile application

Hereinafter also individually and collectively referred to as the “Software Services”.

## Software Services Description

The Interact Pro includes the following main features:

Feature	Description	
Light intake	Create new projects, and merge two projects based on the requirement.	✓
	Create zones and light scenes for groups, and customize the light behavior which includes task level, background level, prolong time, vacant level, hold time, and high-end trim.	✓
	Add luminaires, sensors, switches, gateways, areas, and zones to a project and assign light behavior to an area.	✓
	View project information like project name, creation date, installation date, time zone, address, city, and country.	✓
	Edit project name, time zone, address, city, and country if needed.	✓
Light map	Onsite localise luminaires, gateways, and other devices. (link physical device to the virtual device created in Light intake)	✓
Light asset management <sup>1</sup>	View the health status of site that includes light failure and driver failure with name, model number, group name, and failure time.	✓
	View the list of degraded lights with name, model number, group name, burn hours, and life span.	✓
Light operations <sup>1</sup>	Control the lights at a group level in list view.	✓
	Create and manage up to 16 schedules for each project. Schedule lights can be set to Scenes.	✓
	Automatic Demand Response through open ADR supports to reduce light level to Level 2-20% reduction.	✓ <sup>4</sup>
	Manual Demand Response supports to reduce light level to Level 0 (no reduction), Level 1-10%, Level 2-20%, Level 3-30%, Level 4-50%, and Level 5-Lights Off.	✓ <sup>4</sup>
Firmware update <sup>1</sup>	Update devices like wireless gateways, wireless luminaires, and sensors in a building to the latest device firmware.	✓ <sup>5</sup>
	All updates option provides a quick view to update device firmware at multiple projects.	✓
Dashboard and Reporting <sup>1, 2, 3</sup>	View the energy consumption data in Kilowatthour (kWh) for a day / week / month / year at a building level.	✓
	View the energy consumption data for the latest date against the daily average data.	✓
	Generate Installation report which includes the details of configured group parameters.	✓
	Allows to download the energy report in CSV file format for a period of up to one year which includes the details of date, time, group id, group name, and watt hour.	✓
User settings and information	Profile allows to change password, delete account, enable two step verification, and update name, country, and language.	✓
	About allows to access details of software version, terms of software services, open-source license, data processing schedule and agreement, privacy notice, and product security.	✓
	Documentation allows to access System guide and Commissioning guide.	✓
	Contact us allows to reach out for sales and support.	✓

- 1 This feature is applicable only for projects that include network with gateway.
- 2 Historical energy data can be viewed for day / week / month / year on the dashboard for the latest calendar year.
- 3 Energy measurement feature depends on the devices used in the project. See the relevant product data sheet for more information.
- 4 This feature is applicable only for North America region and it requires an additional ADR gateway (LCN1870).
- 5 Device firmware updates are released at regular intervals and all installed site/project devices must be updated to the latest firmware.

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 Interact Pro web portal and mobile applications. **The Interact account** is subject to the Interact Account Terms of Use that can be found here: [Digital Terms | Signify Company Website](#).

Federation can be supported as an add-on service. For more details connect to your local representative.

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

- **Expert:** Users with the Expert role are certified System Engineers who have access to perform the commissioning activities. Users with this role have access to create projects, add networks, localize lights, assign/customize light behavior, deploy settings, trigger firmware updates, check failures, control lights, and configure schedules.
- **User:** Users with this role have access to Web Portal to view the Energy, Health Status, and Control Lights dashboard.  
Note: User role is available only for projects that include network with gateway.

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

## Operating environment

Interact Pro Mobile application for commissioning and controlling of lights is available for the following mobile operating systems:

Mobile operating system	Version
Android	4.8.8 and above
iOS	4.8.9 and above

Interact Pro Web Portal application is a cloud-hosted and accessible on a computer using one of the following browsers supporting 256-bit encryption:

Browser	Version
Google Chrome	114.0 and above
Microsoft Edge	113.0 and above
Safari	macOS13 and above

**Connectivity:** Use of Interact Pro Web Portal requires an internet connection with a minimum of 10 Mbps bandwidth to the connected lighting system.

**Network:** The Wireless Gateway communicates with cloud through an IT network of the customer using IPv4. The gateway must receives an IP address from a DHCP server, and configuration of the gateway in combination with a static IP address is not possible.

The communication between the Wireless Gateway and cloud requires HTTPS, which uses the standard TCP-port 443. The system also needs the UDP port 123 to be opened and this port is used to synchronize time using the Network Time Protocol (NTP).

If firewalls are used to protect the network, it is necessary to make sure that the following host can be connected to:

URL	Port
<a href="https://sme.interact-lighting.com">sme.interact-lighting.com</a>	443
<a href="https://mq.sme.interact-lighting.com">mq.sme.interact-lighting.com</a>	443
<a href="https://web.mqtt.pro.interact-lighting.com">web.mqtt.pro.interact-lighting.com</a>	443

## Compatible hardware/devices

Interact Pro is compatible with the following devices:

Type Model/Item	Description
<b>Sensors</b>	
SNS210 Sensor	Occupancy, Daylight sensor
SNH210 Sensor	High bay Occupancy, Daylight sensor
LCN3110/05	IP65 Occupancy sensor
LCN3120/05	IP65 Occupancy, Daylight sensor
LCN4120/05	Outdoor Parking sensor
LCN4150/05	Outdoor Parking sensor
OCC 0100A/02	IP42 Occupancy sensor
OCC 0101A/02 DL	IP42 Occupancy, Daylight sensor
SC200	Occupancy, Daylight sensor
<b>Gateway</b>	
LCN1840	Wireless Gateway Pro
LCN1870	Wireless Gateway Demand Response

Type Model/Item	Description
<b>Accessory</b>	
SNS441IA	Transceiver
SC100	Transceiver
RF DALI	Interact Ready RF DALI Connector
COMP0100A/01	Push Button Interface Module
DALI Extender	DALI 2.0 Interface
IRT9015	IR Remote
<b>Switch</b>	
UID8470/10 ZGP	Switch - 2 Button
UID8480/10 ZGP	Switch - 4 Button
UID8465/10 ZGP	Switch - 2/4 Button
SWS20X ZGP	Switch - 4 Button
<b>Luminaires</b>	
Interact Ready	Refer <a href="#">Products   Signify lighting</a>

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

## Order codes

### Software Services

#### Interact Pro Mobile application:

The application is hosted in Google Play Store and Apple App Store. The user can scan the QR code to download the application at free of cost.

Google Play Store



Apple App Store



## Interact Pro Web Portal application:

The application is accessible through <https://www.sme.interact-lighting.com/web/login> and this access includes light fixture purchase for up to 10 Expert role users per project. The installer or commissioning engineer can invite the Expert role users.

For projects that include network with gateway, the Expert role user can invite up to 10 users with access rights to select groups.

## 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.

### 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 is available in the "About" section of the Software Service.

### Availability

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

Interact Pro application is designed for an Availability Percentage of 99,0%.

Available means that the Interact Pro application can be used to complete the following actions:

- Access the application user interface using mobile application or a supported browser via <https://www.sme.interact-lighting.com/web/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.

### Specific Data Notice

This Specific Data Notice applies to the Software Service (s) as specified in this specification sheet that is part of or works with a Professional System offered by Signify for use in the European Union and supplements and/or corrects the Generic Data Notice For Professional Systems and Services (that can be found at: <https://www.signify.com/global/legal/digital-terms/datanotices/en>) (the "Generic Data Notice") by providing additional and/or more specific details specific to this Software Service.

Terms starting with a capital in this Specific Data Notice, will have the meaning as attributed thereto in the Generic Data Notice, unless explicitly defined otherwise in this document.

**Product Data and Related Service Data that are Readily Available and that the data holder is expected to obtain:**

Data type	Data category	Item	Collection Frequency	Storage arrangements and Retention Period	Data format and potential access
Product Data <sup>1</sup>	Operational Data	<ul style="list-style-type: none"> <li>Energy consumed per area (15 min aggregation)</li> <li>Light and driver failures per device</li> <li>Burning hours per device</li> <li>Device online/offline status</li> <li>Gateway online/offline status</li> </ul>	Per 15 min	<ul style="list-style-type: none"> <li>Energy consumption: stored for 365 days</li> <li>Other data points: latest collected value stored</li> </ul>	User can access the data in-app and download via CSV file.
	Asset Data	<ul style="list-style-type: none"> <li>Info on lights and other devices connected in the project: building structure, device info</li> <li>Configuration settings of the system and devices</li> </ul>	Auto-sync upon change	Latest collected values stored	Users can access the data in-app and download CSV file (building structure, device info, configuration).
Related Service Data <sup>1</sup>	User Account Data	User name (e-mail address), authorization / role	Real-time upon change	Latest collected values stored	Users can in-app view the User Account Data or download CSV file.

**Note:**

Where reference is made to "users" only authorized users with the relevant authorizations can access this data.

<sup>1</sup> The type and volume of Product Data and Related Services Data that Data Holder may obtain may depend on the actual devices used in the system, the product and/or software configuration and subscription to the relevant Software Service. For further details on data generation capabilities of such devices, please check the product specification/data sheets of such devices.

Data collected and if stored by Signify will be stored with a third-party cloud storage provider.

This Specific Data Notice may be changed by Signify from time to time. The current version of this notice will apply and can be obtained at request via the contact as indicated in paragraph 7 of the Generic Data Notice.

Find out how Interact can transform your business

[www.interact-lighting.com](http://www.interact-lighting.com)

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R03, 30 October 2025