interact

Release notes

Interact Pro

Version v2.7

8 March 2025

Contents

This topic describes new functionality, improvements and bug fixes.

Interact Pro 2.7.0

7 March 2025

1. What's new

Version 2.7 includes new, updated and comprehensive documentation for the entire system, with significant enhancements and corrections made to the following documents:

1. System guide

2. Commissioning guide

3. Cloud connectivity guide

4. User guide

We have also streamlined and refined the content by removing or improving sections that were not relevant, aiming to enhance the overall quality and simplicity of our technical documentation.

2. 2.6.6

24 February 2025

2.1. What's new

2.2. Features

- Mains powered sensor release. MPS3100 Mains Powered Sensor for EU, METAP and APAC region is now supported.

- Firmware Updates via mobile app (Bluetooth).

> **(!) Important**
>
> Firmware updates via the mobile app (Bluetooth) are optional. Currently, updating the firmware of each light takes approximately 10 minutes. We are actively working to improve the firmware update speed.

- Motion Sensor enable/disable Option. Allows deactivation of motion sensors (SNS/SNH210, MPS3100 and SC200).

- Occupancy sensing sensitivity adjustment. Enables adjusting individual motion sensor sensitivity (MPS3100 and SC200 sensors only).

- Zone Master. Supports assigning a master sensor (SNS/SNH210, MPS3100 and SC200) to manage daylight dimming for all devices within a zone.

- Daylight sensing enable/disable. When enabled, the sensor daylight regulates within a zone based on its detected light level and can optionally be chosen as the zone master. When disabled, the sensor follows the zone master in the zone for daylight regulation.

2.3. App Enhancements and Bug Fixes

General performance improvements and issue resolutions.

> **(i) Note**
>
> with this new release Interact Pro app's support for Android Version 8,9,10 & 11, and iOS Version 12,13,14 & 15 are discontinued. Interact Pro App will be supported only on devices with Android 12, iOS 16 and above.

2.4. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.11.12 `New`
Interact Pro App(iOS)	4.11.11 `New`
Devices	
Gateway (LCN1840)	7.8.2
Built-in sensor (SC200)	7.4.10 `New`
Built-in transceiver (SC100)	7.4.10 `New`
ADR Gateway (LCN1870)	2.0.4
Built-in parking sensor (LCN4120/LCN4150)	7.4.10 `New`
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.4.10 `New`
Built-in transceiver (SNS441 IA)	7.4.10 `New`
Wireless Driver Gen1	7.4.10 `New`
Built-in sensor (SNS210 IA)	7.4.10 `New`
Built-in high bay sensor (SNH210 IA)	7.4.10 `New`
Mini Driver Gen 2	7.4.10 `New`
Linear Driver Gen 2	7.4.10 `New`
Switch relay Gen 1 (RFSR10)	7.4.10 `New`
Switch relay Gen 2 (RFSR20)	7.4.10 `New`

3. 2.6.5

20 January 2025

3.1. What's new

3.2. Features

- Choose the Zigbee channel when creating a network in the web portal.
- Include a confirmation message before initiating a firmware upgrade to prevent unintended triggers.

3.2.1. Improvements

- Auto Sync & network unlock function improvements.
- Our project update now includes support for an intermediate version step that is necessary for devices with versions lower than 6.7.19 to reach the latest firmware version available. This means that these devices will first be updated to version 6.7.19 before moving on to the latest firmware version.
- Lights in safe mode appear in blue text when using the app to scan near-by devices.

3.3. Bug fixes

- Copy-paste functionality not working properly
- Gateway failing to trigger schedules
- Group name Cursor issue on Android devices
- Security fixes

3.4. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.9.10 `New`
Interact Pro App(iOS)	4.9.10 `New`
Devices	
Gateway (LCN1840)	7.8.2 `New`
Built-in sensor (SC200)	7.3.16 `New`
Built-in transceiver (SC100)	7.3.16 `New`
ADR Gateway (LCN1870)	2.0.4
Built-in parking sensor (LCN4120/LCN4150)	7.3.16 `New`
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.3.16 `New`
Built-in transceiver (SNS441 IA)	7.3.16 `New`
Wireless Driver Gen1	7.3.16 `New`
Built-in sensor (SNS210 IA)	7.3.16 `New`
Built-in high bay sensor (SNH210 IA)	7.3.16 `New`
Mini Driver Gen 2	7.3.16 `New`
Linear Driver Gen 2	7.3.16 `New`
Switch relay Gen 1 (RFSR10)	7.3.16 `New`
Switch relay Gen 2 (RFSR20)	7.3.16 `New`

4. 2.6.4

11 November 2024

4.1. What's new

4.2. Features

- The maximum number of projects an expert account can access has been increased from 100 to 500.

- When creating a new Zigbee network, the Zigbee channel can now be selected (only on the mobile app). This will help to prevent interference with other Zigbee networks.

4.2.1. Improvements

- Improved scalability and response time when loading multiple networks on the app.

- Improved UI to indicate when a network can be controlled remotely or only locally with BLE.

- In case a network is in use by another account and not synced to the cloud yet, the name of the user will be now displayed when trying to access the network.

- Multiple security fixes and improvements.

4.3. Bug fixes

- Fixed an issue that resulted in an empty list after scanning the lights and required a retry to be populated.

- Fixed an issue that allowed access to light control during a firmware update.

- Fixed an issue that prevented an export project report when using special characters on the project name.

- Fixed an issue that prevented Bulbi to be shown if using the app in China.

- Fixed an issue that prevented images to be properly saved in the project details page.

4.4. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.8.13 `New`
Interact Pro App(iOS)	4.8.13 `New`
Devices	
Gateway (LCN1840)	7.8.1 `New`
Built-in sensor (SC200)	7.3.14
Built-in transceiver (SC100)	7.3.14
ADR Gateway (LCN1870)	2.0.4
Built-in parking sensor (LCN4120/LCN4150)	7.2.15
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.2.15
Built-in transceiver (SNS441 IA)	7.2.15
Wireless Driver Gen1	7.2.15
Built-in sensor (SNS210 IA)	7.2.15
Built-in high bay sensor (SNH210 IA)	7.2.15
Mini Driver Gen 2	7.2.15
Linear Driver Gen 2	7.2.15
Switch relay Gen 1 (RFSR10)	7.2.15
Switch relay Gen 2 (RFSR20)	7.2.15

5. 2.6.3

28 October 2024

5.1. What's new

5.1.1. Improvements

- The maximum number of networks per project has been updated from 20 to 100.

6. 2.6.2

_9 September 2024

6.1. What's new

6.1.1. Features

- Generative AI-enabled chatbot Bulbi is launched. Bulbi can support project-specific queries like 'How many lights in my network or group?' or 'How many lights can I add?' from users.

- Release of new sensor SC200 as replacement of the SNS210

- Release of new transceiver SC100 as replacement of the SNS441 IA

6.2. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.8.9 `New`
Interact Pro App(iOS)	4.8.10 `New`
Devices	
Gateway (LCN1840)	7.8.0
ADR Gateway (LCN1870)	2.0.4
Built-in parking sensor (LCN4120/LCN4150)	7.2.15
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.2.15
Built-in transceiver (SNS441 IA)	7.2.15
Wireless Driver Gen1	7.2.15
Built-in sensor (SNS210 IA)	7.2.15
Built-in high bay sensor (SNH210 IA)	7.2.15
Mini Driver Gen 2	7.2.15
Linear Driver Gen 2	7.2.15
Switch relay Gen 1 (RFSR10)	7.2.15
Switch relay Gen 2 (RFSR20)	7.2.15
Built-in sensor (SC200)	7.3.14
Built-in transceiver (SC100)	7.3.14

7. 2.6.1

_3 June 2024

7.1. What's new

7.1.1. Features

- Auto sync configuration to reduce the risk of locked networks.

- Energy savings – outdoor parking daylight override support for projects with gateway & outdoor parking sensor.

- Minimum dim level can now be selected as dim to off (0%), dim to 5% or dim to 20% while using daylight dependent regulation.

> **(!) Important**
>
> Firmware 7.2.15 and above is required to enable dim to off (0%). If firmware update is required, then a gateway is needed.

7.1.2. Improvements

- Light behavior graphics are updated.

- Enhanced update reliability and security for the gateways firmware update process.

- Updated the database engine for better performance and stability.

- Removed the success snack bar that appeared when a user created a project, network, group, or zone.

7.1.3. Bug Fixes

- Account can now be deleted if there are no networks linked to the user.

- Fixed the redirection issue to the "Contact Us" page on the portal.

- Resolved an issue where scene values were not applied unless the user pressed OK.

- Resolved deployment and project setting update failures for UL Type B Smart T-LED.

- Fixed issue where group tests did not work when daylight override was active.

- Daylight regulation now works on zone level.

7.2. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.4.8
Interact Pro App(iOS)	4.4.8
Devices	
Gateway (LCN1840)	7.6.2
ADR Gateway (LCN1870)	2.0.4
Parking sensor	7.2.15
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.2.15
SNS441 IA	7.2.15
Wireless Driver Gen1	7.2.15
SNS210 IA	7.2.15
SNH210 IA	7.2.15
Mini Driver Gen 2	7.2.15
Linear Driver Gen 2	7.2.15
Switch relay Gen 1	7.2.15
Switch relay Gen 2	7.2.15

This topic describes new functionality, improvements and bug fixes.

8. 2.6.0

8.1. What's new

8.1.1. Features

Upgraded the security of the app. A password update is required.

- All users are migrated to a new identity management service, existing users shall receive an email from no-reply@security.iotplatform.signify.com, with instructions to create an account, follow the instructions and update your First Name, Last Name, Region, Password & accept terms of use.

- Single sign on via federation is now supported.

Note: Federation/SSO support involves additional IT configuration at both signify and customer IT Network, reach out to support for details on how to set it up.

8.2. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.1.11
Interact Pro App(iOS)	4.1.8
Devices	
Gateway (LCN1840)	7.5.0
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

9. Software versions

9.1. Supported versions

Supported versions

Component	Version
Software	
Interact Pro App(Android)	4.11.12 New
Interact Pro App(iOS)	4.11.11 New
Devices	
Gateway (LCN1840)	7.8.2
Built-in sensor (SC200)	7.4.10 New
Built-in transceiver (SC100)	7.4.10 New
ADR Gateway (LCN1870)	2.0.4
Built-in parking sensor (LCN4120/LCN4150)	7.4.10 New
Smart T-LED Gen1	4.11.0
Smart T-LED Gen2	7.4.10 New
Built-in transceiver (SNS441 IA)	7.4.10 New
Wireless Driver Gen1	7.4.10 New
Built-in sensor (SNS210 IA)	7.4.10 New
Built-in high bay sensor (SNH210 IA)	7.4.10 New
Mini Driver Gen 2	7.4.10 New
Linear Driver Gen 2	7.4.10 New
Switch relay Gen 1 (RFSR10)	7.4.10 New
Switch relay Gen 2 (RFSR20)	7.4.10 New

10. Mobile device support

10.1. Supported operating system versions

Minimum versions to use:

- Android 12 or above

- iOS 16 or above

- Bluetooth 5.0 or newer

> **Note**
>
> System performance can vary based on choice of mobile device, operating system and Bluetooth versions.
> Good performance is expected with most combinations. However, performance is not guaranteed for all combinations nor tested across all possible combinations.

10.2. Tested mobile devices

iOS

- iPhone 12

- iPhone 11

- iPhone SE (2nd. gen)

- iPhone XR / iPhone XS

- iPhone X

- iPhone 8

- iPhone 7

Android

- Samsung S10

- Samsung S9

- Samsung S8

- Samsung S7

- LG Nexus 5X

- LG Nexus 6P

- Redmi Note 10 Pro Max

- OnePlus 7 Pro

- OnePlus 9 Pro

Important

The app has been developed for smartphones, not for tablets such as iPad's or Android tablets.

11. Known issues

The following known issues are included in the 2.7 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.

> **i** **Note**
>
> Ensure other wireless devices are not running on channels 11, 15 20 and 25.

- 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.

- 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.

11.1. 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
www.interact-lighting.com