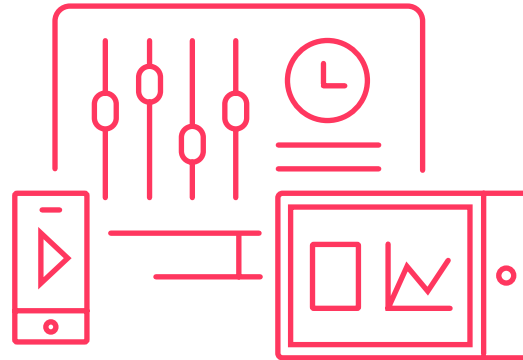interact
by ⑤ignify

# 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** [1] | 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** [1] | 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. | ✓ [4] |
| | 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. | ✓ [4] |
| **Firmware update** [1] | Update devices like wireless gateways, wireless luminaires, and sensors in a building to the latest device firmware. | ✓ [5] |
| | All updates option provides a quick view to update device firmware at multiple projects. | ✓ |
| **Dashboard and Reporting** [1,2,3] | 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. | ✓ |
| | Compare the energy consumption data at a group level for the latest month against the previous month. | ✓ |
| | 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 |
| --- | --- |
| sme.interact-lighting.com | 443 |
| mq.sme.interact-lighting.com | 443 |
| web.mqtt.pro.interact-lighting.com | 443 |

## Compatible hardware/devices

Interact Pro is compatible with the following devices:

| Type Model/Item | Description | Type Model/Item | Description |
| --- | --- | --- | --- |
| **Sensors** | | **Accessory** | |
| SNS210 Sensor | Occupancy, Daylight sensor | SNS441IA | Transceiver |
| SNH210 Sensor | High bay Occupancy, Daylight sensor | SC100 | Transceiver |
| LCN3110/05 | IP65 Occupancy sensor | RF DALI | Interact Ready RF DALI Connector |
| LCN3120/05 | IP65 Occupancy, Daylight sensor | COMP0100A/01 | Push Button Interface Module |
| LCN4120/05 | Outdoor Parking sensor | DALI Extender | DALI 2.0 Interface |
| LCN4150/05 | Outdoor Parking sensor | IRT9015 | IR Remote |
| OCC 0100A/02 | IP42 Occupancy sensor | **Switch** | |
| OCC 0101A/02 DL | IP42 Occupancy, Daylight sensor | UID8470/10 ZGP | Switch – 2 Button |
| SC200 | Occupancy, Daylight sensor | UID8480/10 ZGP | Switch – 4 Button |
| **Gateway** | | UID8465/10 ZGP | Switch – 2/4 Button |
| LCN1840 | Wireless Gateway Pro | SWS20X ZGP | Switch – 4 Button |
| LCN1870 | Wireless Gateway Demand Response | **Luminaires** | |
| | | Interact Ready | Refer Products | Philips lighting |

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.