SYLVANIA

Concord

SylSmart Connected

User manual

16 Nov 2023	SN-200 rev. 2.16

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1. Introduction

SylSmart Connected Commissioning is a set of software tools that allows commissioning agents, contractors, installers and facility managers to configure, control and manage commercial lighting infrastructures based on qualified Bluetooth mesh.

SylSmart Connected Commissioning consists of two elements:

- The SylSmart Connected web app[1], which is used **off site** to manage lighting installation projects and plan commissioning, including mapping zones within a building, setting up profiles for zones and managing users collaborating on the project. The app supports English, French, German, Spanish, Finnish, Simplified Chinese, Traditional Chinese, and Korean (customizable in the web app).To start with SylSmart Connected Commissioning, please create an account in our **web app.**
- The SylSmart Connected mobile app (for Apple iOS/iPadOS and Google Android)[2], which is used on site to commission the devices with the commissioning plan set up earlier in the SylSmart Connected web app. The SylSmart Connected mobile app for iOS/iPadOS has the basic features for managing a project, so it can also be used to perform fine-tuning of a large project or the commissioning of small projects. The SylSmart Connected mobile app for iOS/iPadOS also allows commissioning without using the web app. But using this method for commissioning offers fewer options than when you initially create a commissioning plan in the web app. The app supports English, French, German, Spanish, Finnish, Simplified Chinese, Traditional Chinese, and Korean (customizable in the app settings on your mobile device).

This document describes how to use the SylSmart Connected web and mobile apps for commissioning, i.e.:

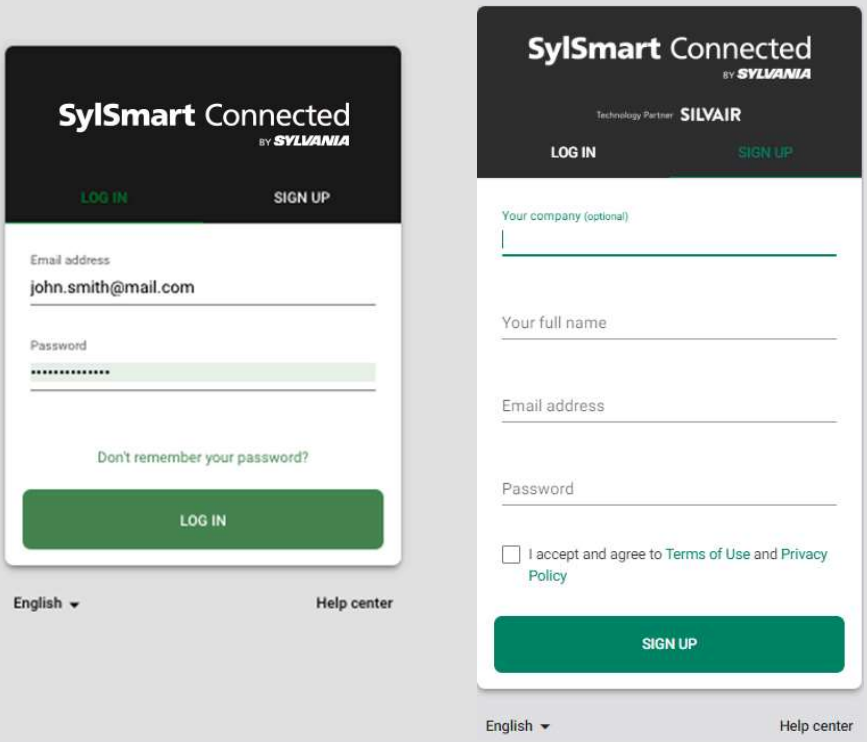
- Create an account and sign in.
- Create a commissioning plan with the SylSmart Connected web app.
- Commission the installed system with the SylSmart Connected mobile app.

[1] The SylSmart Connected web app requires the Chrome browser (other browsers are not supported) and an internet connection.

[2] The SylSmart Connected mobile app requires an an Apple iOS /iPadOS or Google Android (SylSmart Connected supports the latest two latest versions of Apple iOS and iPadOS of these operating systems) , and Bluetooth enabled , and as well as an internet connection – minimum 3G (mobile) or Wi-Fi.

2. Creating a commissioning plan

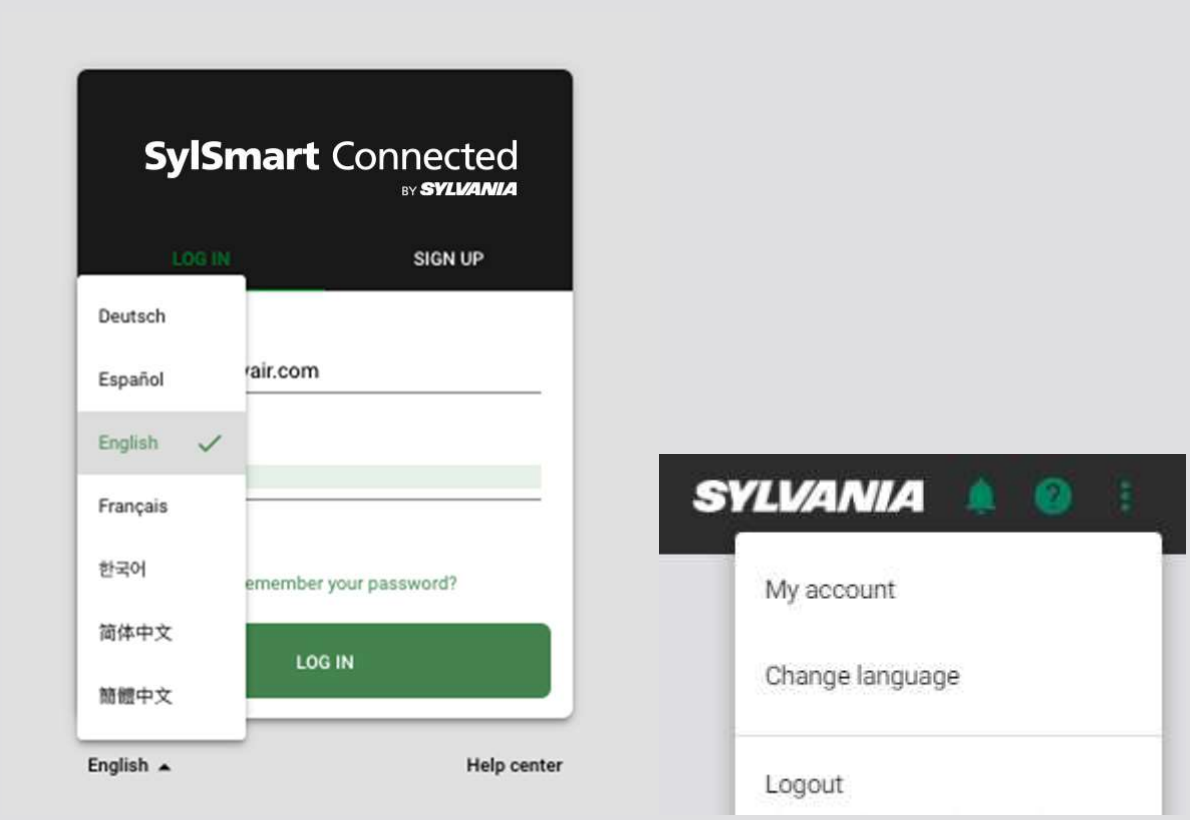
Log in and sign up



For new users: visit SylSmart Connected web app at https://connected.sylvania-lighting.com/ and create a new account. To do it, open the **"SIGN UP"** tab and enter your details. Accept the terms of use and privacy policy and click **"SIGN UP"**.

If you are an existing user, go to the SylSmart Connected web app at https://connected.sylvania-lighting.com/ , open the "**LOG IN**" tab, enter your registration email address and password and press the "**LOG IN**" button.

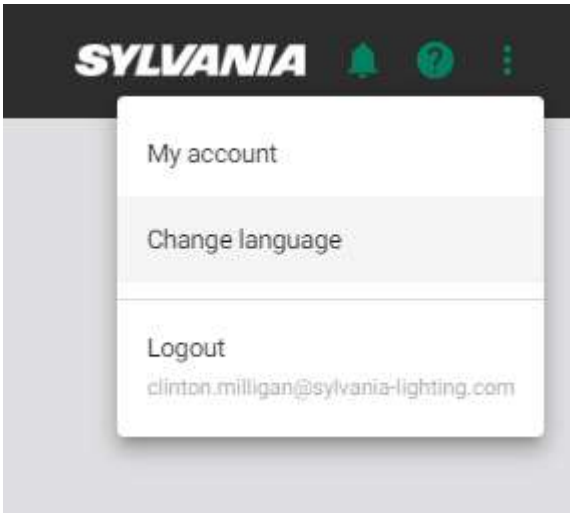
NOTE: User account will be blocked after 10 unsuccessful login attempts. You will receive an email about suspicious activity on the account from reply@auth0user.net.
To unlock the account, reset the password using "Don't remember your password?" link.



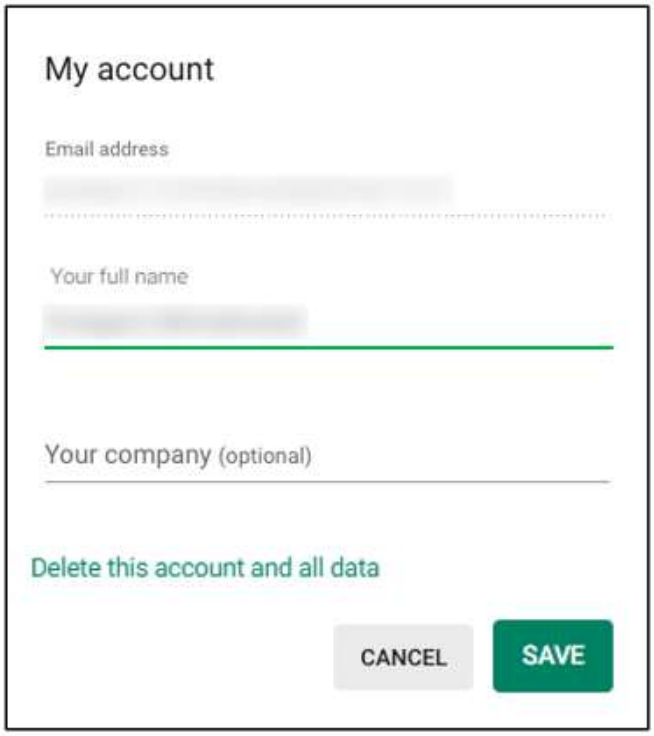
The web app supports eight languages: English, German, French, Spanish, Korean, Finnish, traditional Chinese, and simplified Chinese. To change the language:

- on the log in and sign-up screen, press the current language
- inside the app, press ⋮ and select “Change language”.

Edit or delete the account



In the web app or mobile app, tap ⋮ and select “My account”.



In the respective fields, edit your full name or your company name.

To delete your account, click “Delete this account and all data”. If you confirm the deletion, your account and all data will be removed after 30 days. But if you log in within these 30 days again, you will be asked if you want to “Cancel deletion” in case you changed your mind.

Create a project

Your lighting systems are organized into projects that can represent areas as large as a whole building, or as small as a single room. Each project is a separate Bluetooth mesh network.

Sign in and click **“+” to create** a new project

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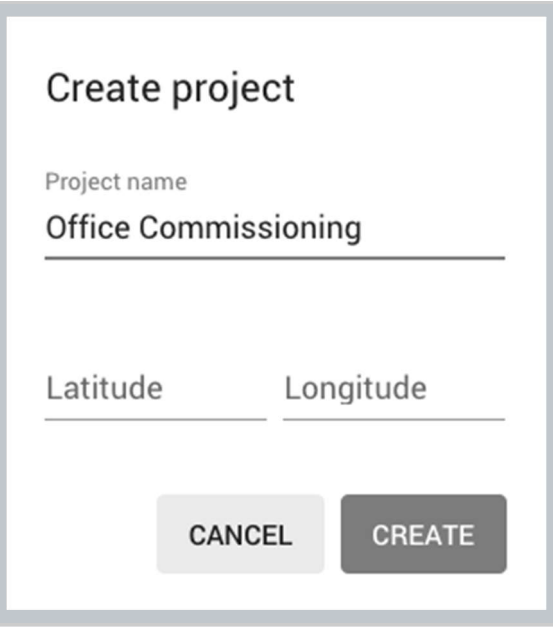
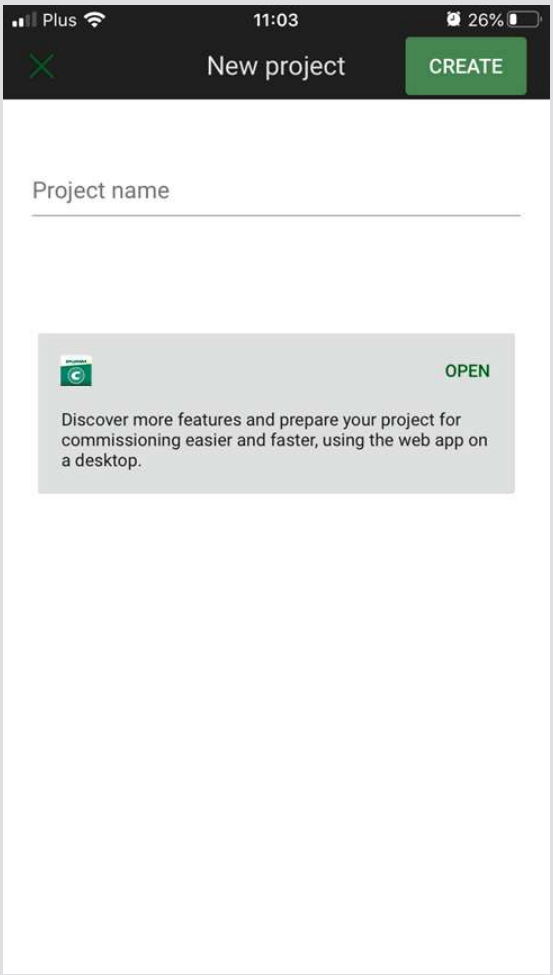


- Enter the project name
- Enter Latitude and Longitude of the place where the project will / is used
  - This step is **not** mandatory
  - It is used for extended services that require using gateway
- Press "**CREATE**" to confirm
- You will see your new project appear in the list
- Projects are sorted by the creation date, from the newest to the oldest



When you start creating the project with the mobile app, the information about the desktop web app will be displayed.
Tap "Open" to share the URL to browser/email.

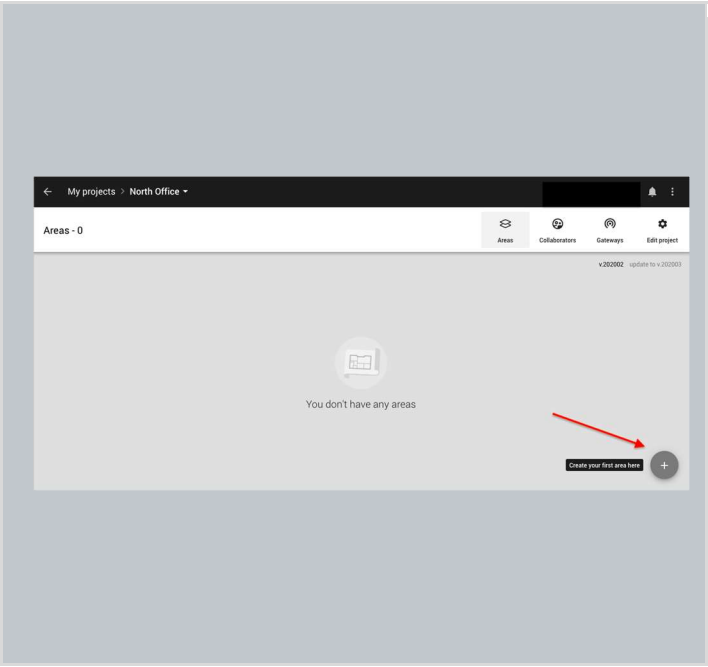
☞ **NOTE:** By default, the user who creates the project becomes its owner and is marked as such on the collaborators list (see: Invite and manage project collaborators)

NOTE: A project represents a single mesh network, so any devices added to this project will automatically be part of the same network.

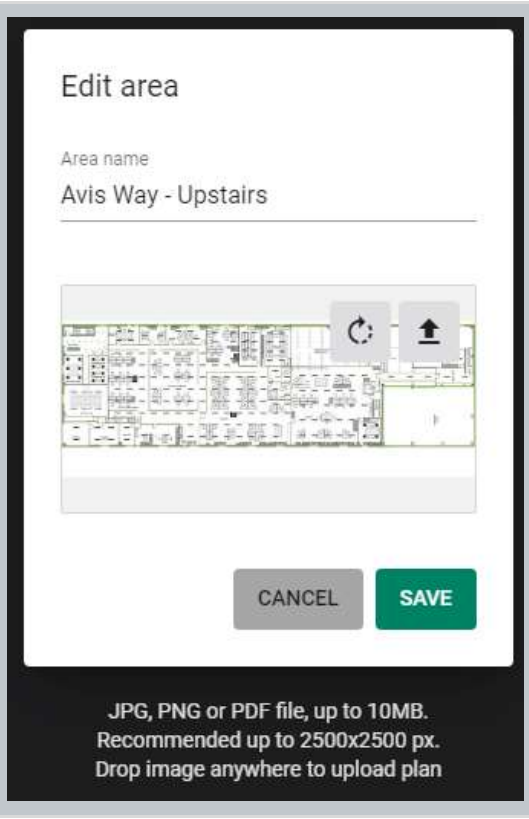
Create an area

Create areas in your projects. This will allow you to add various zones to the plan and locate them in the building.

IMPORTANT: Ensure that every area within a project can communicate with each other. If an area would be separated from other areas, create an additional project dedicated only for that area instead.



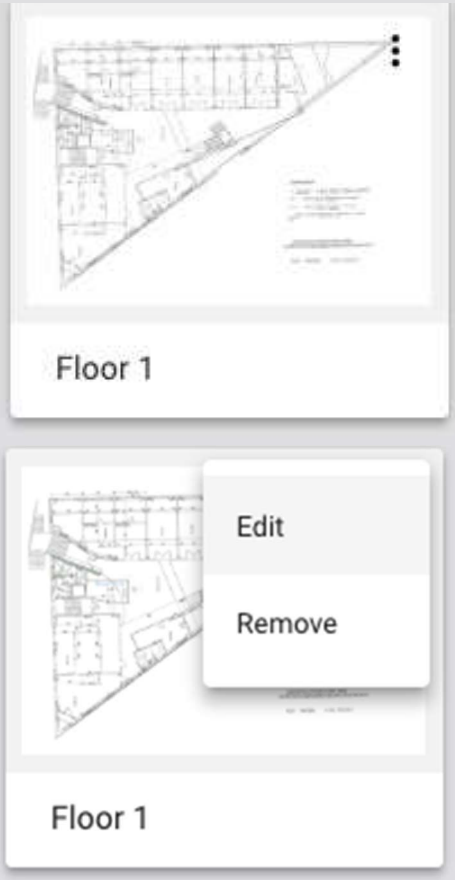
Every commissioning plan must have at least one area. To create an area, click “**CREATE AREA**” on the project screen.



- Add a plan image by clicking on "**SELECT IMAGE".**
- Select the image you want to use, it must be a JPG, PNG, or PDF file up to 10 MB.
- Enter the area name.
- Click "**CREATE"** to save the area details**.**

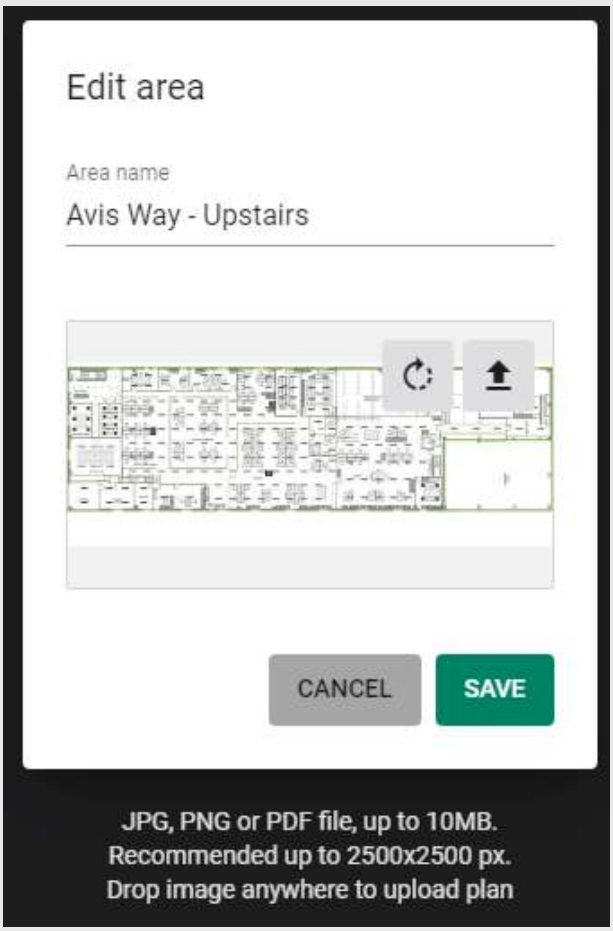
HINT: You can drag the image anywhere on the screen to upload the plan.

Edit an area



1. Open the project with the area you want to edit.
2. Click ⋮ and select **Edit**.

HINT: The menu allows you to edit the selected plan or remove the area.



In this panel you can:

- edit the area name
- rotate or replace the image

You can also replace the plan by dragging an image file from your computer onto the existing plan.

Zones

Devices (fixtures, drivers, sensors, or switches) commissioned using the SylSmart Connected mobile app are organized into zones. A zone is a group of devices that operate with a selected profile. It doesn't have to be a physical space (e.g., a room) as a room may contain one or more zones, e.g., multiple daylight zones.

The SylSmart Connected web and mobile apps are synced, so any progress or problems that occur during commissioning are reflected in both interfaces.

A zone is represented on the area with a circular icon which changes color depending on its status:

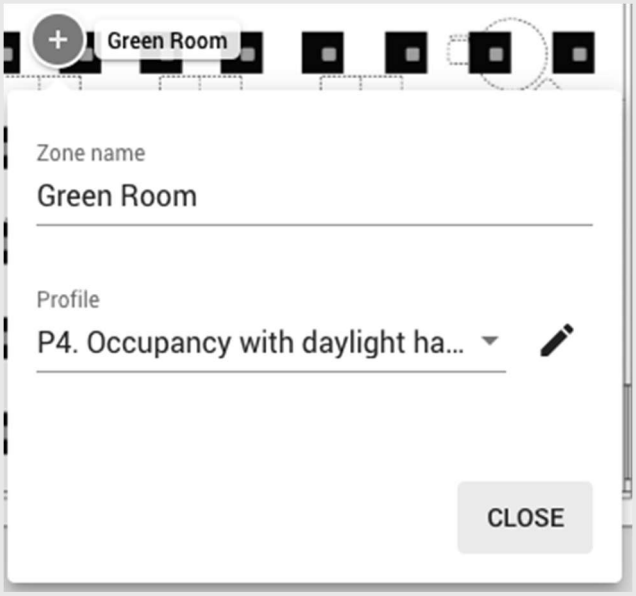
+	DRAFT— when a zone has been created but the profile has not been selected[3]
+	READY TO BE COMMISSIONED — when the profile has been selected and the zone is ready to be commissioned on site (with the SylSmart Connected mobile app).

[3] DRAFT zones are only available in the SylSmart Connected web application.

✓	**COMMISSIONED** — when devices in the zone have been commissioned: devices have been added and configured correctly.
!	**WARNING** — when the zone has been commissioned but requires attention or action, e.g., some devices are missing or were not configured properly. See details about errors and warnings in the Commissioning alerts: errors and warnings section.

Create a zone

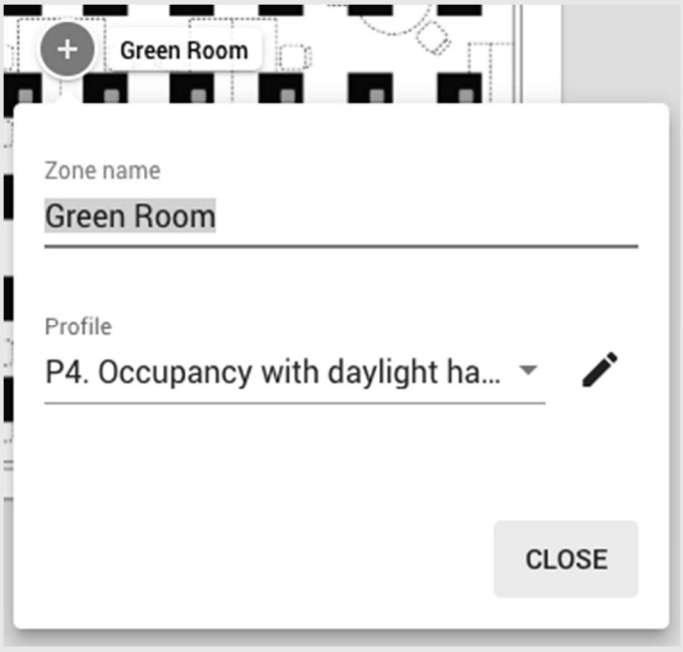
- Navigate to the area view, left click on the floorplan in a place where you want the zone to be created and add zone.
- You can also right-click on the floorplan and select "**Add zone**" from the dropdown.



- The zone edition window opens. The default name is “Zone”, and it will have no profile assigned.
- NOTE: If you don’t make any changes to the zone (you do not add zone name, or select a profile), it will not be created. To save the zone - change zone’s name and add profile. Those actions are automatically saved.

NOTE: You can create multiple zones and edit them later. Don’t forget to add zone names and assign profiles. Otherwise, your zones will not be created.

Edit a zone



- Editing a zone can be done in two ways:
- **Right-click the zone icon.**
  - Press “**EDIT**” button
  - Enter a name, e.g., Conference Room, select the desired profile e.g., Occupancy.
  - Click the pencil button to the right of the PROFILE to start editing profile settings.
  - Click “**CLOSE”** to save the changes.
- **Left click the zone icon.**
  NOTE: This would work only for a zone that has a Profile assigned.
  - Change zone name or select a different profile.
  - Click the pencil button to the right of the profile name to start editing profile settings.
  - Click “**CLOSE”** to save the changes.

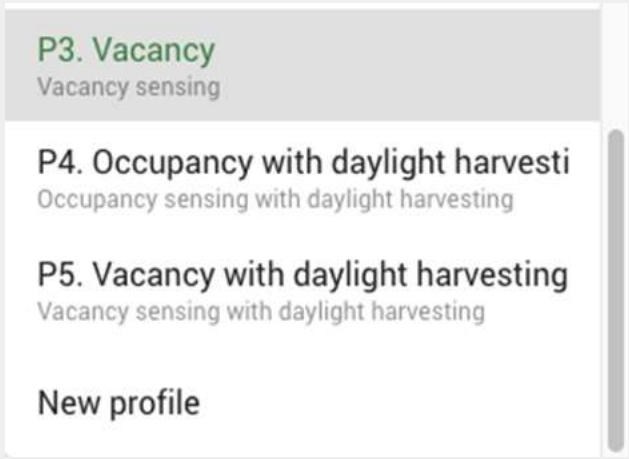
Duplicate a zone

To duplicate a zone, right-click an existing zone and select “Duplicate”.
HINT: Alternatively, you can press the “Option” key on MacOS or “Alt” key on Windows/Linux and drag an existing zone.

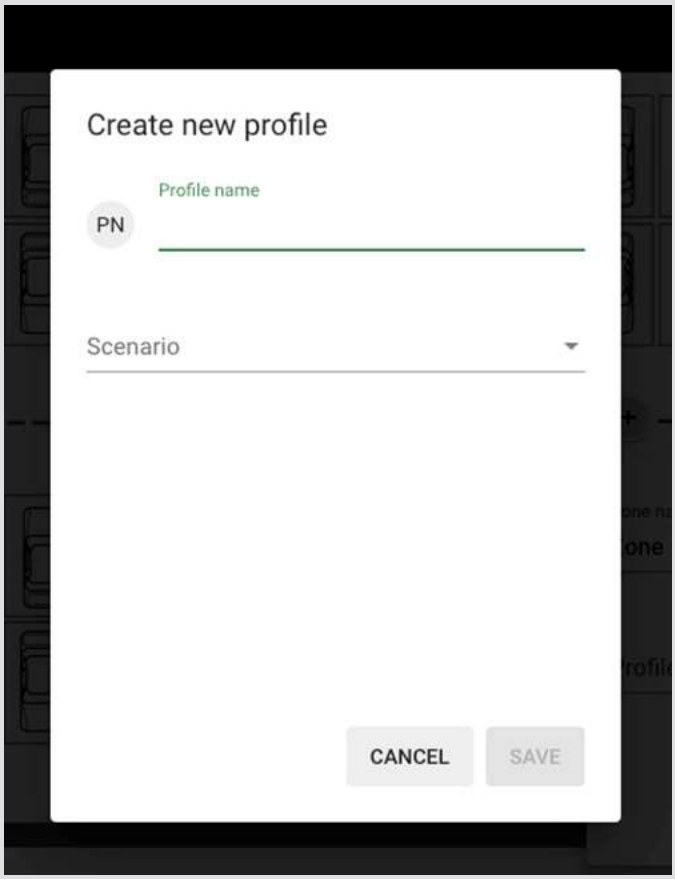
The duplicated zone has the same control and energy profile as the original zone. The zone linking and devices are not copied.

Profiles

SylSmart Connected Commissioning lets you set up profiles and each one can be customized as needed (see: Customize profile). New profiles can also be created. Each zone must have an assigned profile in order to be commissioned. Profiles can be added when you create or edit a zone.



- After right-clicking on a zone from the floorplan view and selecting **Edit**, expand the list of available profiles. Under each profile there is a scenario label (this shows the scenario with which this profile operates).
- Select a profile, you can edit the profile settings later.
- At the bottom of the list there is an option that allows you to create a new profile, if none of the proposed profiles are good for you.



Creating a new profile

- After right-clicking on a zone from the floorplan view and pressing **Edit**, expand the list of available profiles.
- At the bottom of the list there is an option “New Profile” that allows you to create a new profile.
- Add a profile name and select a scenario.
- Tap the Save button.

You can edit the profile by changing its settings to the desired values. For more details, please check Customize a profile section.

NOTE: You can create separate profiles for different types of spaces, e.g., conference rooms can have a “Conference room” profile operating in the Vacancy with daylight harvesting scenario, while corridors can have a “Corridor” profile operating in the Occupancy with daylight harvesting scenario with different times and levels. Each profile can be assigned to the appropriate zones

through a project. This approach allows light control behavior in similar spaces to be easily modified by customizing the profiles.

Regardless of the selected profile, you can define two scenes for each zone that are triggered with a wall switch (see: Scene's setup). For all profiles, the default light level and automatic mode can be restored manually by pressing the On/Auto key of the wall switch (see: Using the EnOcean switch).

The available scenarios assigned to the created profiles are:

Manual control
All luminaires in the zone are switched on manually to a defined light level, switched off and dimmed manually with a wall switch. After a power failure, the luminaires will be restored to the same level as before the power failure.

Vacancy sensing
All luminaires in the zone are switched on manually with a wall switch to the defined light level and switched off automatically when no motion is detected for a given time. The lights can also be dimmed and switched off manually with a wall switch, and this action will override automation.[4] Automation will resume after the zone has been vacant for a given time (called *timeout* parameter).

Vacancy sensing with daylight harvesting
All luminaires in the zone are switched on manually with a wall switch to the defined light level and switched off automatically when no motion is detected for a given time, or there is sufficient daylight available to maintain the defined light level. The lights can also be dimmed and switched off manually with a wall switch, and this action will override automation. Automation will resume after the zone has been vacant for a given time (timeout).

Occupancy sensing
All luminaires are switched on automatically to the defined level when motion is detected and switched off automatically when no motion is detected for a given time. The lights can also be dimmed and switched off manually with a wall switch, and this action will override automation. Automation will resume automatically after the zone has been vacant for a given time (timeout).

Occupancy sensing with daylight harvesting
All luminaires are switched on automatically to the defined light level when motion is detected and switched off automatically when no motion is detected for a given time, or there is sufficient daylight available. The lights can also be dimmed and switched off manually with a wall switch and this action will override automation. Automation will resume automatically after the zone has been vacant for a given time (timeout).

[4] Manual control (e.g., wall switch) will override automatic control and the luminaires will no longer maintain the desired light level until the automatic control is restored.

Photocell

It is a scenario that allows you to control lighting depending on the level of ambient light and occupancy. The luminaries switch ON/OFF to the defined level depending on whether it gets dark or bright. The light level can adjust automatically to a defined level when it is occupied.

Multiple scenes

Is a scenario that allows you to set up 4 customizable scenes using the SylSmart Connected web app. You can set a separate name and different values for each scene depending on their properties, e.g., desired light levels and different timeouts for office working hours and outside of them, or appropriate light conditions for subsequent work shifts.

The scenes can be triggered by:
a) Pressing wall switch e.g., EnOcean switch (see EnOcean switch section)
b) *Scheduler* feature which allows for an automatic scene recall at preset time, without manual control

NOTE: Multiple scenes scenario cannot be adjusted using the SylSmart Connected mobile app.

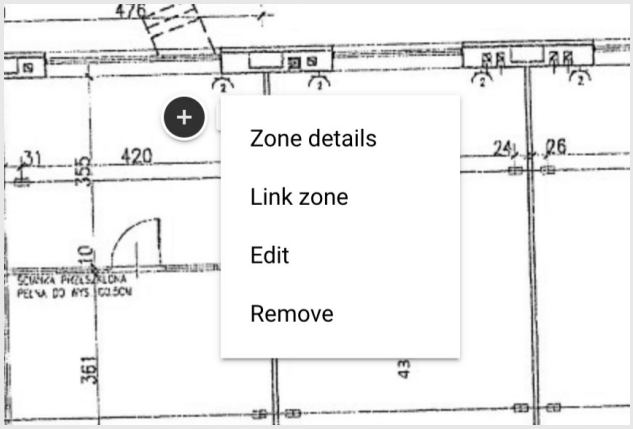
Central control, Central control for dual output

The Central control is used in spaces where all luminaires are controlled by a central controller that receives the data from sensors and switches. The central controller determines the appropriate light levels for all luminaires in a zone.

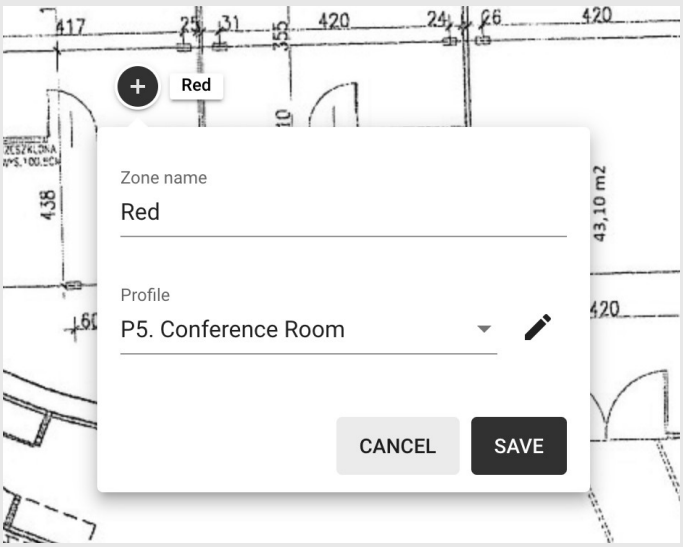
In the case of Central control for dual output scenario, one group of devices is controlled centrally and the second is controlled locally.

Customize a profile

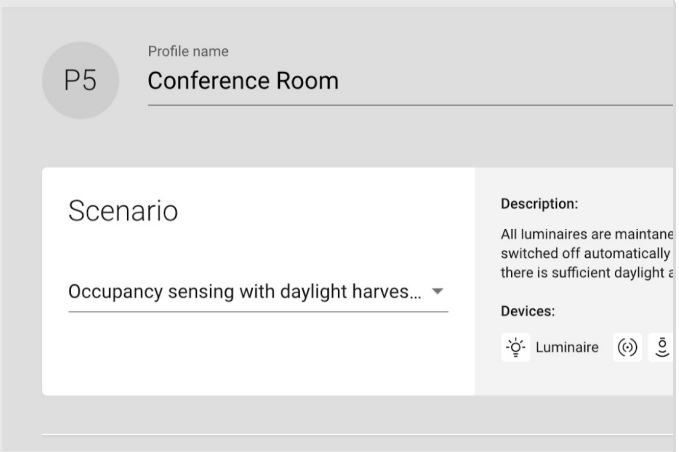
Each profile can be customized by changing its settings to the desired values.



Open the correct plan, right-click the zone icon (e.g., + icon) and select **"Edit"**.

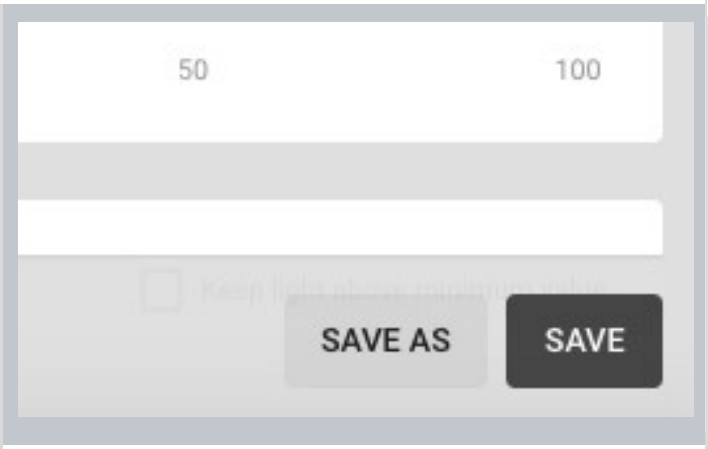


Click ✎ to open the profile customization options.



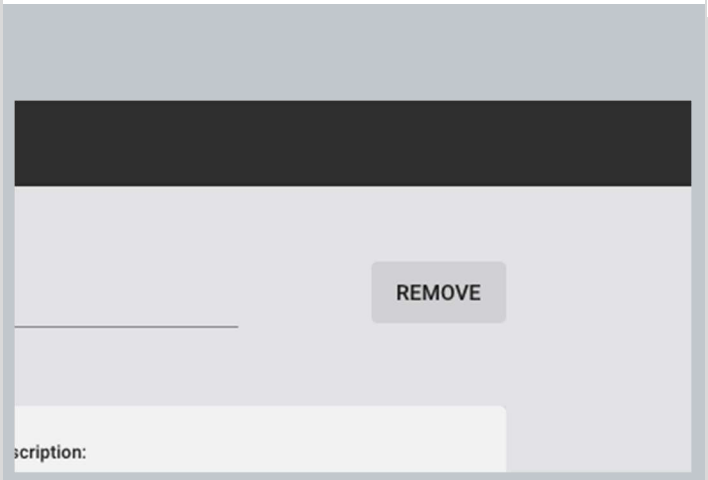
- Change the **SCENARIO**, which defines the basic behavior of the zone.[5]
- Customize the available scenario parameters (the displayed set of parameters depends on the type of scenario which is assigned to the profile.
- Rename the profile.

[5] To avoid confusion, we recommend using the "New profile" option or changing the name of the edited profile.



- Click **“SAVE”** to apply the customized profile to all zones in the project where it is used.
- Click **“SAVE AS”** to save a new profile and apply it only to the zone that is currently being edited. The new profile can be subsequently applied in other zones.

- Click the question mark icon to see an extended description of all of the parameters on the configuration page.



- To remove the profile, select the “**REMOVE**” button
- You won’t be able to remove the profile if it is being used in at least one zone in the project

Scenario parameters for customization

Each profile has multiple parameters that can be changed to customize it to your needs. The parameters are set when adding a device but can be also modified later. The available parameters depend on the Scenario, which is assigned to the profile. The parameters are described below.

Manual control scenario

Segment	Parameter	Description
General		
Default light level	Light level	Light level when turned on.
	Fade time	Time over which the default light level is reached.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).
Power up behavior	Keep light off	Light remains off on power up.
	Restore	Light level and color temperature returns to the state before power failure.
	Defined light level	Light comes on at this light level on power up. Color temperature returns to the default.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

Vacancy sensing and occupancy sensing scenarios

General		
Occupied	Light level	Light level when turned on.

	Timeout	Time for which the defined light level is maintained after turned on. The timer resets each time motion is detected.
	Fade time	Time over which the occupied mode light level is reached.
Prolonged	Light level	Light level to be maintained for a defined time after the occupied mode (occupancy) timeout.
	Timeout	Time for which the prolonged mode light level is maintained after the occupied mode timeout.
	Fade time	Time over which the prolonged mode light level is reached after the occupied mode timeout.
Vacant	Light level	Light level to be maintained for a defined time after the prolonged mode timeout. It can be a non-zero value.
	Fade time	Time over which the vacant mode light level is reached after the prolonged mode timeout.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).
Power up behavior	Keep light off	Light remains off on power up. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
	Restore	Light level and color temperature returns to the state before power failure.

		Example: If a device has been in an occupied state before power failure the occupied state will be restored on power up. The timeouts will be restored.
	Defined light level	Light comes on at this light level on power up. Color temperature returns to default. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
Manual override timeout	Time	Time after which the light switches itself to default settings. Example: Manual override timeout is set to 10 minutes. When you turn on one of the preset scenes from the EnOcean switch, after 10 minutes of **detected vacancy in the space** the light will be switched to default settings. NOTE: Any human activity detected (such as occupancy, using the EnOcean switch) will reset the timer.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

Occupancy sensing with daylight harvesting scenario

General		
Occupied	Light level	Light level when turned on.
	Timeout	Time for which the occupied light level is maintained when turned on. Timer resets each time motion is detected.
	Fade time	Time over which the occupied mode light level is reached.
	Keep light above minimum value	Keeps the light in the zone at the minimum value even if sufficient daylight is available.
Prolonged	Light level	Light level to be maintained for a defined time after the occupied mode (occupancy) timeout.
	Timeout	Time for which the prolonged mode light level is maintained after the occupied mode timeout.

	Fade time	Time over which the prolonged mode light level is reached after the occupied mode timeout.
	Keep light above minimum value	Keeps the light in the zone at the minimum value even if sufficient daylight is available.
Vacant	Light level	Light level to be maintained for a defined time after the prolonged mode timeout. It can be a non-zero value.
	Fade time	Time over which the vacant mode light level is reached after the prolonged mode timeout.
	Keep light above minimum value	Keeps the light in the zone at the minimum value even if sufficient daylight is available.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).
Power up behavior	Keep light off	Light remains off on power up. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
	Restore	Light level and color temperature returns to the state before power failure. Example: If a device has been in an occupied state before power failure the occupied state will be restored on power up. The timeouts will be restored.
	Defined light level	Light comes on at this light level on power up. Color

		temperature returns to default. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
Manual override timeout	Time	Time after which the light switches itself to default settings. Example: Manual override timeout is set to 10 minutes. When you turn on one of the preset scenes from the EnOcean switch, after 10 minutes of **detected vacancy in the space** the light will be switched to default settings. **NOTE**: Any human activity (such as occupancy or use of the EnOcean switch) will reset the timer.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

Vacancy sensing with daylight harvesting

General		
Occupied	Light level	Light level when turned on.
	Timeout	Time for which the occupied light level is maintained when turned on. Timer resets each time motion is detected.
	Fade time	Time over which the occupied light level is reached.
	Keep light above minimum value	Keeps the light in the zone at the minimum value even if sufficient daylight is available.
Prolonged	Light level	Light level to be maintained for a defined time after the occupied mode (occupancy) timeout.
	Timeout	Time for which the prolonged mode light level is maintained after the occupied mode timeout.
	Fade time	Time over which the prolonged mode light level is reached after the occupied mode timeout.
	Keep light above	Keeps the light in the zone at the minimum value even if

	minimum value	sufficient daylight is available.
Vacant	Light level	Light level to be maintained for a defined time after the prolonged mode timeout. It can be a non-zero value.
	Fade time	Time over which the vacant mode light level is reached after the prolonged mode timeout.
	Keep light above minimum value	Keeps the light in the zone at the minimum value even if sufficient daylight is available.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).
Power up behavior	Keep light off	Light remains off on power up. Color temperature returns to default. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
	Restore	Light level and color temperature returns to the state before power failure. Example: If a device has been in an occupied state before power failure the occupied state will be restored on power up. The timeouts will be restored.
	Defined light level	Light comes on at this light level on power up. Color temperature returns to default. If manual override timeout is enabled, then the light returns to

		default settings (automation) after the timeout if occupancy is not detected.
Manual override timeout	Time	Time after which the light switches itself to default settings. Example: Manual override timeout is set to 10 minutes. When you turn on one of the preset scenes from the EnOcean switch, after 10 minutes of **detected vacancy in the space** the light will be switched to default settings. **NOTE**: Any human activity detected (such as occupancy, using the EnOcean switch) will reset the timer.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

Central control

Segment	Parameter	Description
General		
Default light level	Light level	When selected, the light will come on to this level (0-100% light level).
	Fade time	Time over which the light level is reached after turned on.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or

		manual control (e.g., with a wall switch).
Power up behavior	Keep light off	Light remains off on power up.
	Restore	Light returns to the last level before power failure.
	Defined light level	Light comes on at this light level on power up.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

Photocell

Segment	**Parameter**	**Description**
General		
Night	Night starts below	Threshold of the level reported by the light sensor, below which the light switches to the night settings.
	Default	Light level to which the light is switched on when it gets dark (only vacant if occupancy level is enabled).
	Occupancy	Light level to which the light is switched on when occupancy is detected.
Occupancy timeout	Duration	Time for which the defined light level is maintained after occupancy is detected.
Manual override timeout	Time	Time after which the light switches itself to default settings.
Low/high-end trim	Min.	Minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **NOTE:** Even if the low-end trim is set to a value higher than 0%, the device can still be switched off: • manually with a wall switch by pressing Off or dimming down to 0% • manually by setting the app slider to 0%; if the slider is

		set between 0% and the low-end trim (minimum), the light level adjusts to the minimum set by the user • automatically if automatic control would switch the light off in particular scenarios
	Max.	Maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).
Day	Day starts above	Threshold of the level reported by the light sensor, above which the light switches to the day settings.
	Default	Light level to which the light switches on when it gets bright (only vacant if occupancy level is enabled).
	Occupancy	Light level to which the light switches on when occupancy is detected.
Fade time	Duration	Time over which a defined light level is reached.
Power up behavior	Keep light off	Light remains off on power up. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
	Restore	Light returns to the last level before power failure. Example: If a device has been in an occupied state before power failure the occupied state will be restored on power up. The timeouts will be restored.
	Defined light level	Light comes on at this light level on power up. If manual override timeout is enabled, then the light returns to default settings (automation) after the timeout if occupancy is not detected.
Scenes		
Scene A	Light level (%)	Light level when switched on.
Scene B	Light level (%)	Light level when switched on.

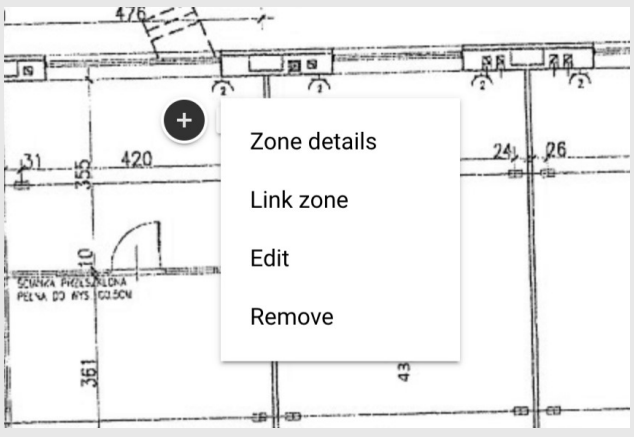
Multiple scenes

A scenario that allows you to add four customizable scenes in the SylSmart Connected web app. It cannot be configured from the mobile SylSmart Connected app. You can set a separate name and different values for each scene depending on its properties.

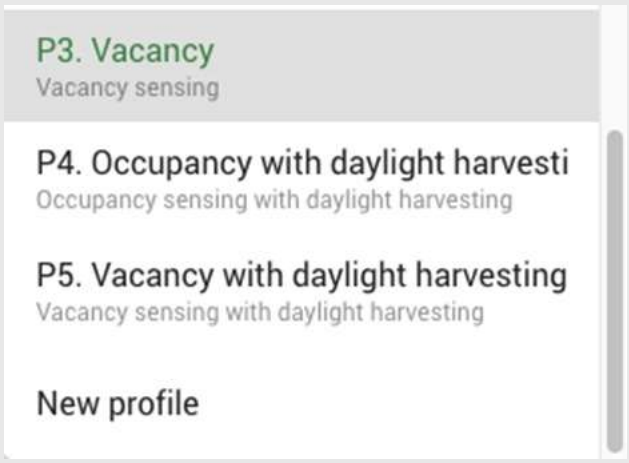
SCENE DETAILS		
Scene name	Click to edit the scene name.	
Scene properties	Static scene	If a static scene is chosen, none of the checkboxes are ticked.  **Scene settings:** Light level: Set the desired light level.
	Automatic scene	 **Scene settings:** Occupied Fade time: the time during which the desired light level is reached. Timeout: the time for which the light is maintained at the defined level when motion is detected. Light level: the desired light level. Prolonged Fade time: the time during which the desired light level is reached. Timeout: the time for which the light is maintained at the defined level before switching to Vacant. Light level: the desired light level. Vacant Fade time: the time during which the desired light level is reached. Timeout: by default, it is set to: until Occupied mode is triggered. Light level: the desired light level (set to OFF by default).

	Automatic scene with daylight harvesting	 **Scene settings:** Keep light level above a minimum value: The feature allows the light in the zone to be kept at a preset minimum value. The light in the zone will not fall below this level for the duration of the Occupied mode. Min. value: select the minimum light value using the slider or enter the percentage value. 
Power up behavior	Keep light off	Light remains off on power up.
	Restore	Light returns to the last level before power failure. Example: If a device has been in an occupied state before power failure the occupied state will be restored on power up. The timeouts will be restored.
	Defined light level	Light comes on at this light level on power up.

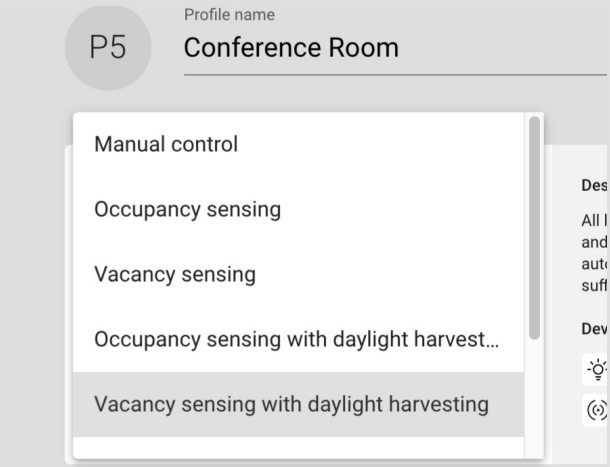
Create a new profile



Open the desired plan, right-click the zone and select **“EDIT”**.



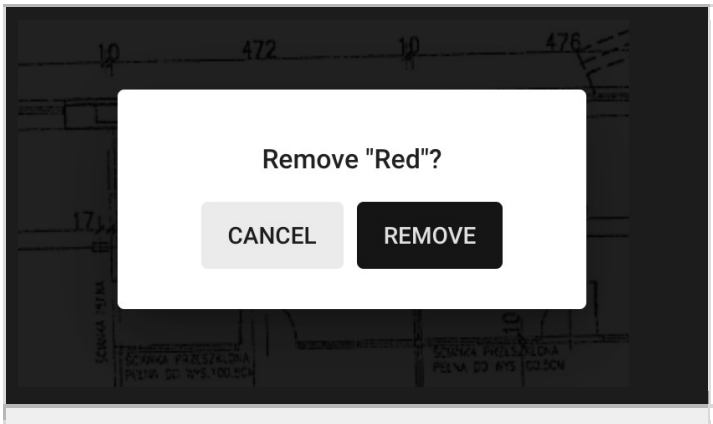
Expand the “Profile” list and scroll down until you see **“NEW PROFILE”**. Click it to start creating a new profile.



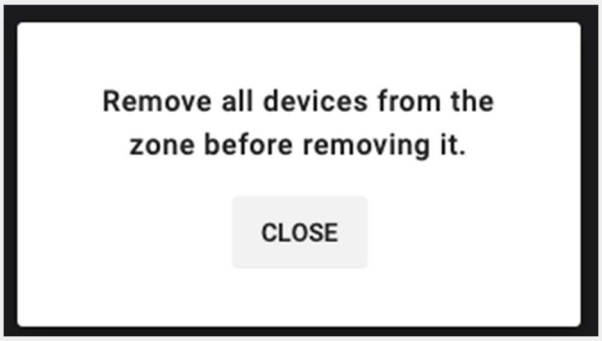
- Enter the profile name.
- Select the scenario to define the basic behavior of the zone. This determines which parameters are available for customization.
- **“SAVE”** the new profile. It can now be applied to any zone.

Remove a zone

Right-click the zone you want to remove and select **“REMOVE”**.



Confirm your decision by clicking **“REMOVE”** on the confirmation pop-up. In order to prevent accidental removal of the zone, the button will be clickable after 3 seconds.



Note: You are not able to remove zones with active devices. Before doing it, you will need to remove all devices.

For more information about how to do that, go to the “Remove device” section.

Zone linking

Zone linking allows occupancy and switch control to be shared between multiple zones, i.e.

- controlling multiple zones with a single wall switch,
- triggering the lights in multiple zones with an occupancy sensor.

The feature allows you to link zones in two manners: **uni-directional**, or **bi-directional**.

Uni-directional linking

Allows for triggering or turning off the lights in linked zones in one direction only (Zone A triggers the lights in zone B, but not the other way round).

Example: A conference room (the controlling zone) is linked with a corridor. Detecting occupancy or pressing a wall switch in the conference room will trigger the lights in the corridor. Actions in the corridor do not affect the light in the conference room.

In uni-directional linking, the controlling zone is responsible for adjusting lighting behavior in all linked zones. The signal to turn the lights on or off in linked zones depends on the controlling zone’s scenario settings and can be configured with the SylSmart Connected web app.

Bi-directional linking

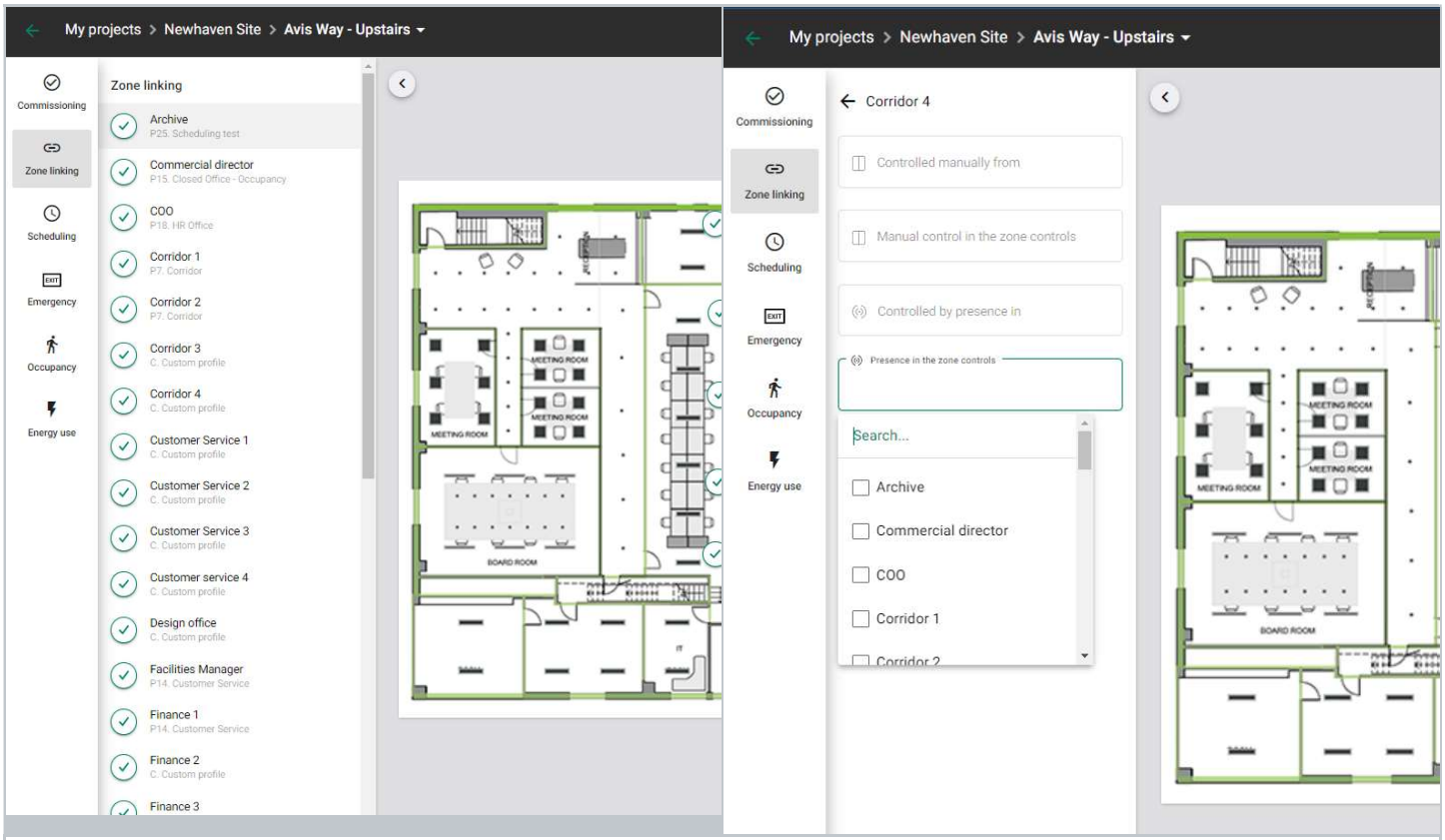
Allows for triggering or turning off the lights in linked zones in both directions. (Zone A triggers the lights in zone B, and zone B triggers the lights in zone A).

Example: A corridor is divided into two zones (zone A, and zone B), which should have the same lighting behavior. When bi-directional zone linking is applied, occupancy detected in any of the zones will turn on the light in the whole corridor (zone A and zone B). In this case, linking works in two ways - zone A triggers zone B, and zone B triggers zone A.

To link a zone:

1. Open the SylSmart Connected web app
2. Navigate to My projects
3. Select the target Area
4. Click the **Zone linking** tab

HINT: Alternatively, right-click the zone and select **"Link zone"**.



Select a zone from the list or by clicking the zone in the floor plan to edit the zone-linking settings of the zone. Then, to link zones, add them to the appropriate fields from the expanded list. You can use the

Search field so that only zones with a matching name appear in the list. The selected zone is shown in the floor plan in dark gray and the currently added zone is shown in light gray.

Controlled manually from (up to 28 zones)

The *Orange Window* zone is controlled by switches added to the *Orange Door* and *Master switch 1st floor* zones.

Manual control in the zone controls

Switches added to the *Orange Window* zone control the *Orange Window* and *Orange Door* zones.

Controlled by presence in

Light in the *Orange Window* zone is controlled by the occupancy sensors added to the *Orange Door* zone.

Presence in the zone controls

Occupancy sensors added to the *Orange Window* zone control the *Orange Window* and *Orange Door* zones.

To finish zone linking, click **Save**. To discard your changes, click **Cancel**.
HINT: You can visualize the links between zones by holding your cursor over the fields.

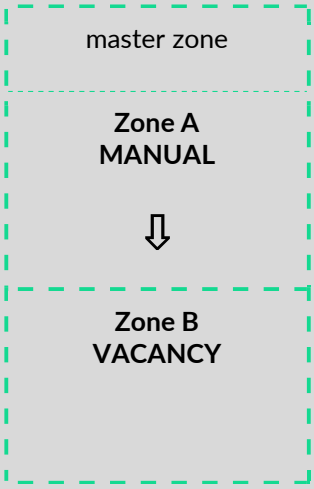
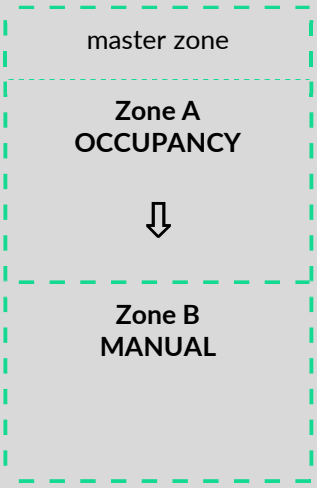
Zone linking recommendations

When you use a zone linking feature in your lighting installation, it is worth considering what are the profiles and corresponding scenarios in each of the linked zones. For example, a good practice is to link the Conference room zone with the Vacancy sensing profile and Corridor with Occupancy sensing profile to have corridor hold function.

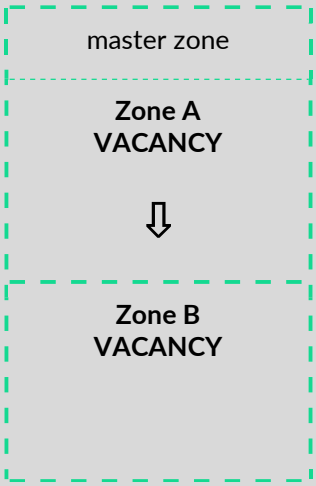
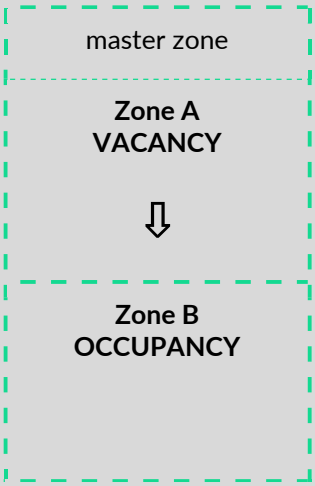
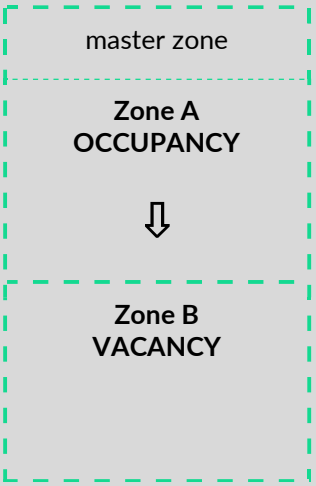
On the other hand, it is not advisable to link motion between two zones, where one of them has Manual control profile, and light in the other zone is controlled with an occupancy sensor.

Check the below examples for more information.

Examples of unworkable configurations:

	• Zone A (Manual control) does not have occupancy sensing enabled, so it will not be possible to control the light in zone B (Vacancy).
	• Occupancy in Zone A will not trigger light in Zone B, because Zone B is configured to be only controlled manually.

Recommended configuration:

		
Both zones have the same profile. Pressing a wall switch in zone A triggers the light in zone B.	The light in Zone B will be maintained while occupancy is detected in Zone A.	After the light is switched on manually in Zone B it will be maintained while occupancy is detected in Zone A.

Scheduling: in-node and gateway-based

Creating an event

SylSmart Connected web app

1. In the SylSmart Connected web app, open a project and then an area.
2. On the left, click **Scheduling**.
3. At the bottom, click the **+** icon.
4. Select **Gateway** or **In-node** and click **Next**.
5. In the **Event name** field, enter a name for the event.
6. From the **Scene** list, select the scene that will be recalled. When you move your cursor over a scene in the list, all zones with the corresponding profile will be highlighted in the floor plan.
7. In the **Fade in** field, enter the fade in time.
8. In the **Select days** field, select the days when you want the event to occur.
9. For an in-node event, enter when to trigger the event in your local time.
10. For a gateway event, enter when to trigger the event in the UTC time or select astronomical schedule:
    - If you want to trigger the event at a specific time, select **Time** and enter the UTC time.
    - If you want to trigger the event before or after sunrise, select **Sunrise**. Then, from the **Offset** list select **Before sunrise** or **After sunrise**. In the **Offset time**, enter the offset value.
    - If you want to trigger the event before or after sunset, select **Sunset**. Then, from the **Offset** list select **Before sunset** or **After sunset**. In the **Offset time**, enter the offset value.

The time of sunset and sunrise is based on the geographical location set for the gateway.

11. Click **Save**.

SylSmart Connected mobile app (only for in-node scheduling)

12. In the **SylSmart Connected mobile app**, go to each area with zones affected by the event and tap **Configure**. The event configuration will then be sent from the cloud to the devices.

Editing an event

SylSmart Connected web app

1. In the SylSmart Connected web app, open a project and then an area.
2. On the left, click **Scheduling**.
3. Click the event.
4. Edit the parameters.
5. Click **Save**.

SylSmart Connected mobile app (only for in-node scheduling)

6. In the **SylSmart Connected mobile app**, go to each area with zones affected by the event and tap **Configure**. The event configuration will then be sent from the cloud to the devices.

Removing an event

SylSmart Connected web app

1. In the SylSmart Connected web app, open a project and then an area.
2. On the left, click **Scheduling**.
3. Click ⋮ on the event and select **Remove**.

SylSmart Connected mobile app (only for in-node scheduling)

4. In the **SylSmart Connected mobile app**, go to each area with zones affected by the event and tap **Configure**. The event configuration will then be sent from the cloud to the devices.

Manual Time Sync (for iOS / iPadOS)

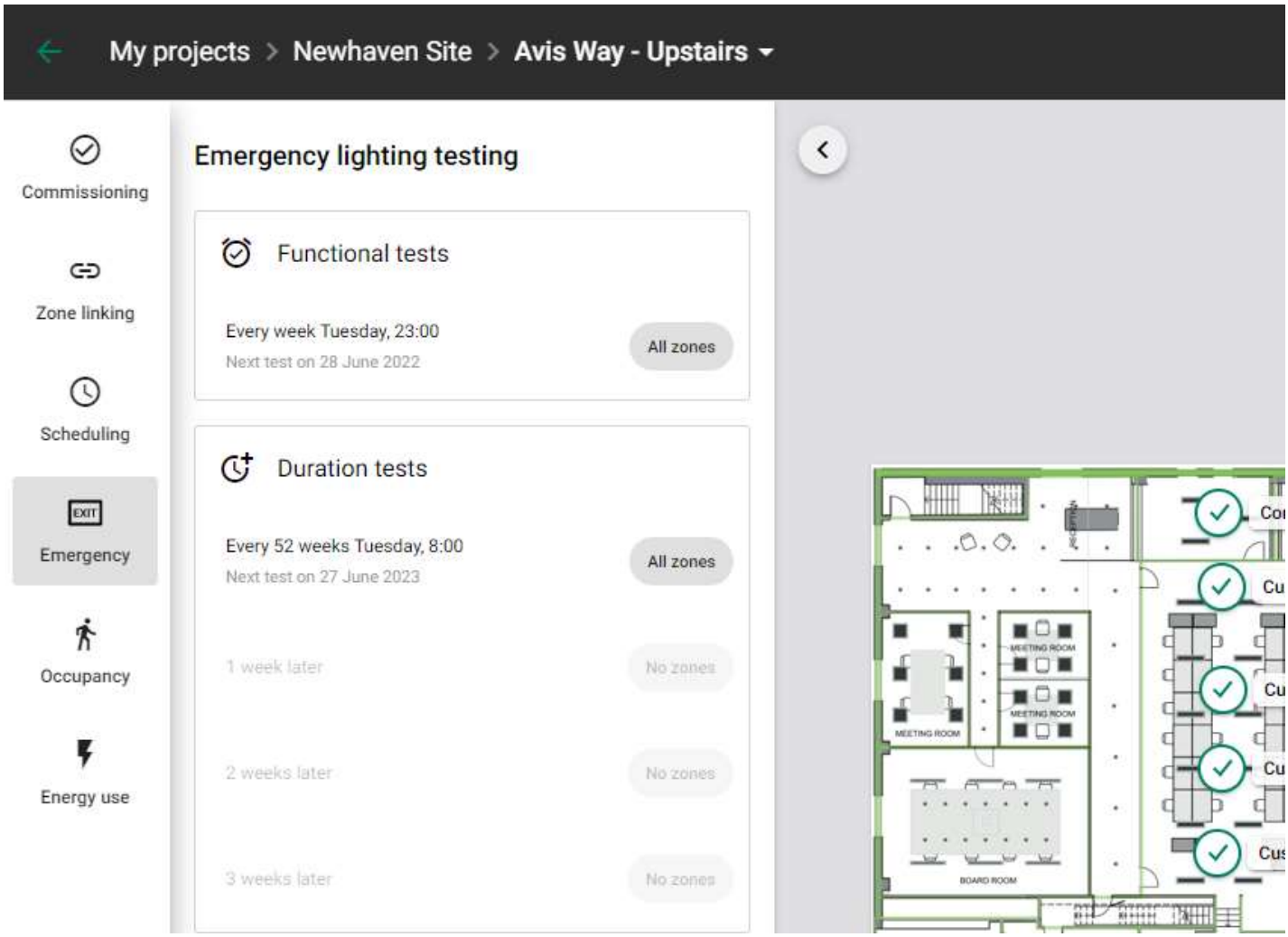
For accurate in-node scheduling, the SylSmart Connected mobile app for iOS/iPadOS may be used to sync the time between the mobile device and the mesh network. This may be done two times a year, after each daylight-saving time (DST) change, or periodically to keep the difference between the real time and the time in the mesh network to a minimum.

For more information about scheduling, see *SN-201 Scheduling* and *SN-202 Optimizing mesh network performance*.

Emergency Lighting testing

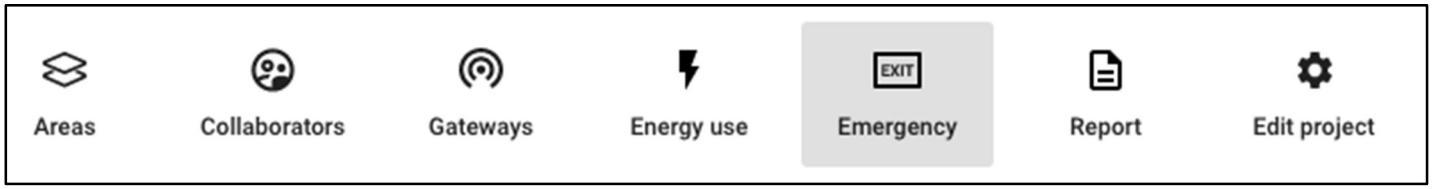
The Emergency tab in the **SylSmart Connected web app** allows you to define schedules for testing emergency devices.

Two types of tests can be scheduled: functional and duration.



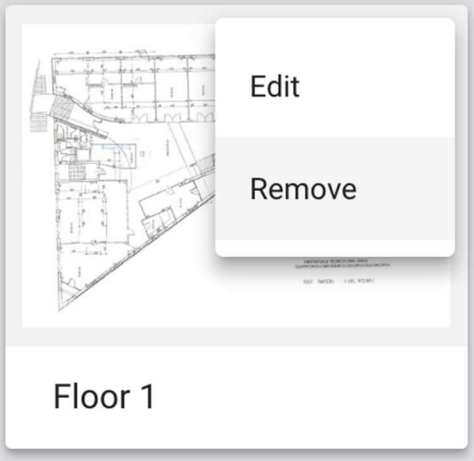
To collect the test results from all emergency devices in the project, you must be on-site and use the **SylSmart Connected mobile app for iOS/iPadOS**. The collected results are stored in the cloud. Tests are done automatically by the devices but can also be started manually using the **SylSmart Connected mobile app for iOS/iPadOS** for each emergency device.

To view the collected results, open the **SylSmart Connected web app** and go to Project > Emergency.

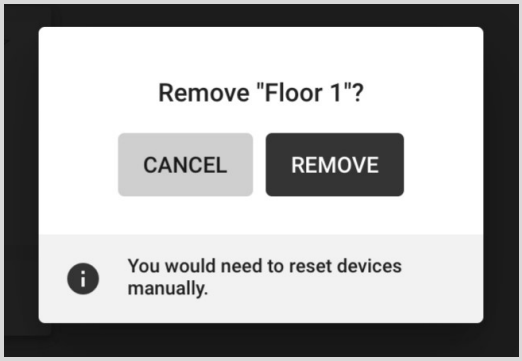


For more information, see *SN-214 Emergency lighting testing application note*.

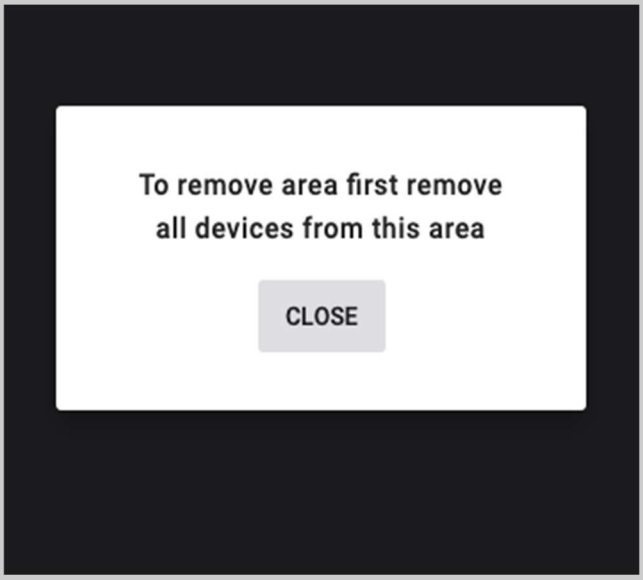
Remove an area



- Navigate to the selected project.
- Click ⋮ and select **“REMOVE”**.



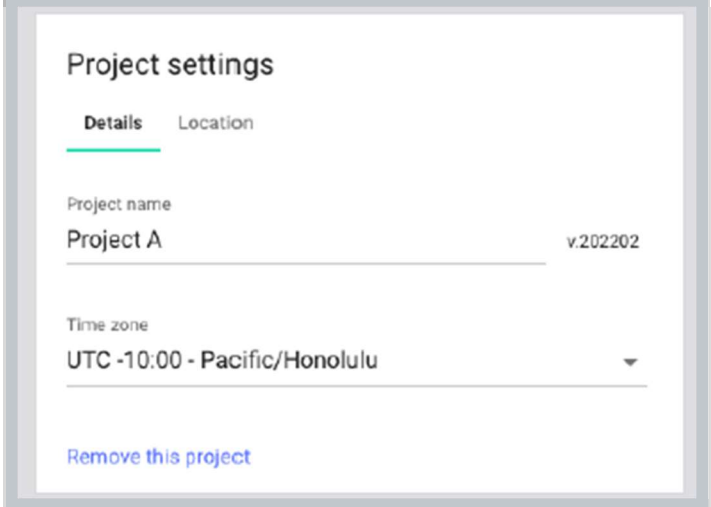
Click **“REMOVE”** to confirm. To prevent accidental removal of the area, the button will be clickable after 3 seconds.



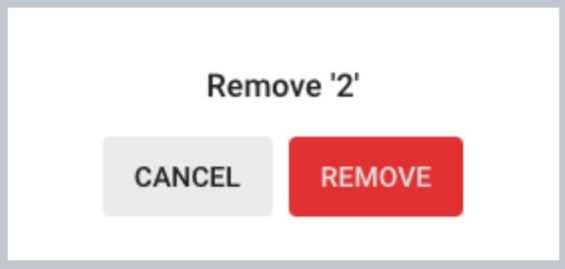
Note: You are not able to remove an area with active devices. Before doing it, you need to remove all devices.
For more information on how to do that go to the section “Remove device”.

Remove a project

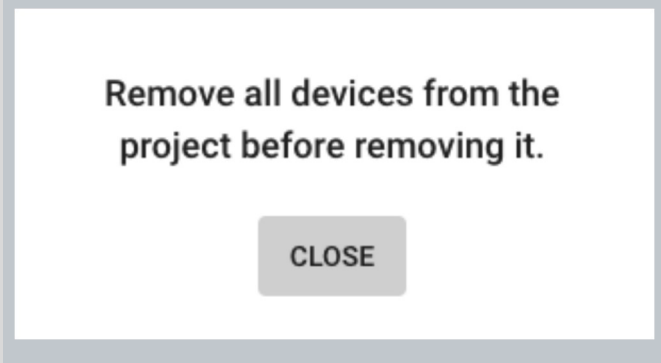
- Navigate to the project.
- Click “Edit project” to go to the project settings.



- Click “Remove this project”.
- You will see this option only if your role in the project is “Owner”.



- On the confirmation pop-up, click “**REMOVE**”.
- The project will be removed and will not be available for any users collaborating on the project.

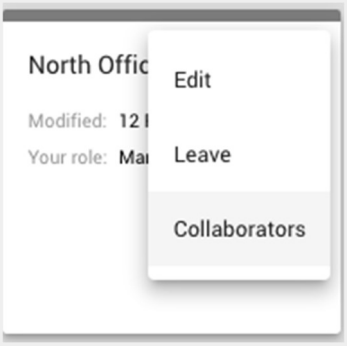


Note: You will not able to remove a project with active devices. Before doing this, you must remove all devices from the project.

For more information on how to do that go to the section “Remove device”.

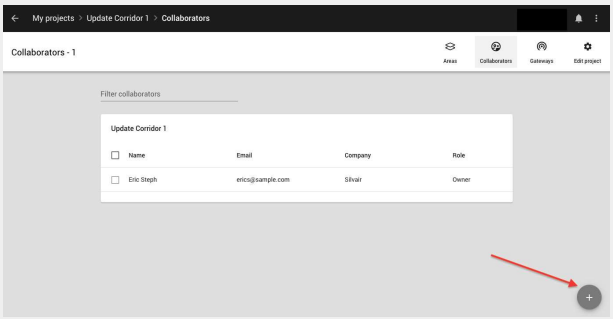
Invite and manage project collaborators.

Multiple users can collaborate on the same project by creating and editing the commissioning plan and, most importantly, by carrying out on-site commissioning, thus shortening the most critical part of the whole project.



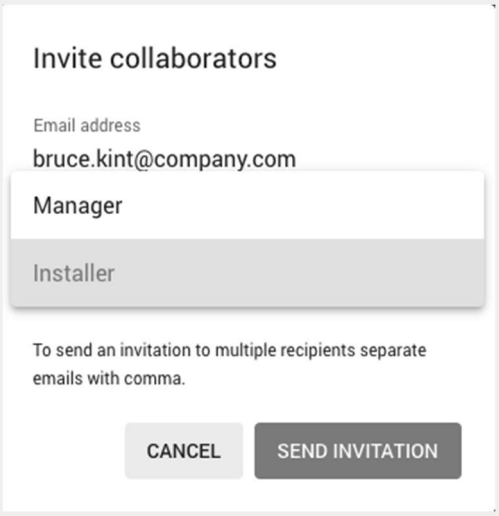
Open My projects tab, on the selected project click ⋮ and select “**COLLABORATORS”.**

NOTE: You can also click “**COLLABORATORS”** after entering a project.



A list of collaborators available in the selected project will be displayed.

To add a new collaborator to the project, click **+** in the bottom-right of the view.



- Enter one or more email addresses to invite collaborators and share access to the project.
- Select the role for the new user(s). You can choose between:
  - Installer
  - Manager
- Depending on the selected user role the user rights vary. Confirm by pressing the **SEND INVITATION** button.
- The invited users will be granted a set of rights to the project which depend on the user role.

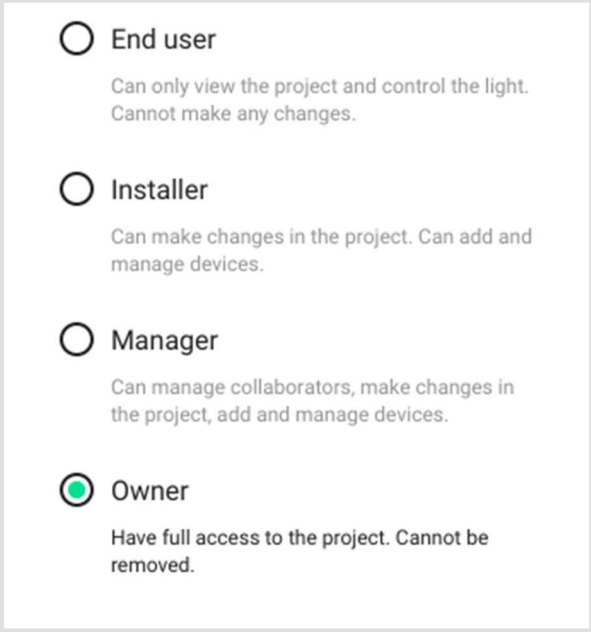
All users invited to collaborate will receive an invitation email with a link to the shared project. Accessing the project requires the user to have a registered SylSmart Connected account.

Anyone without an account will be labeled with **“Pending invitation”** on the list of collaborators.

	Tapping the “Open project” button on a mobile device will open the mobile app at a project screen.

User roles in the project

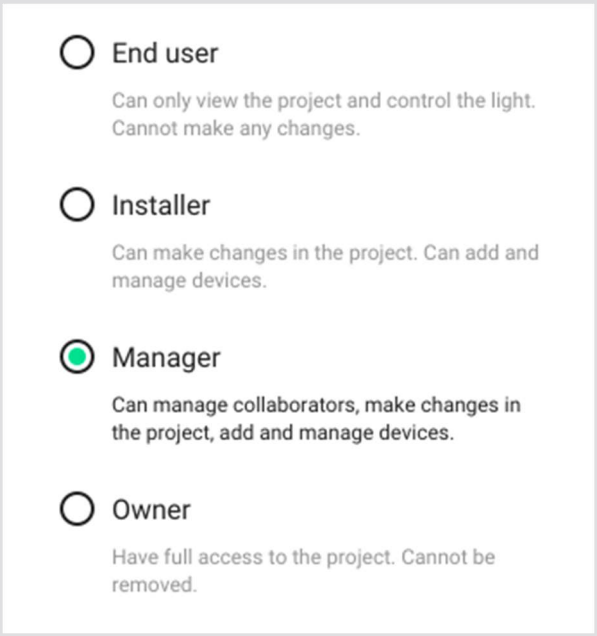
Our commissioning apps (web and mobile) currently support four user roles in the projects: owner, installer, end user, and manager.



If you create a project, you automatically become the **owner** of the project.

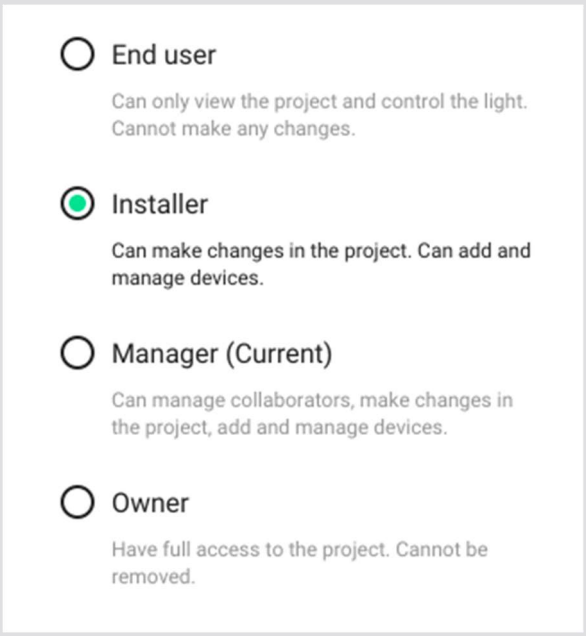
Owner role

- The owner is automatically assigned to the user who **creates** a project in the app. There is only one owner of the project.
- The owner's right **cannot** be revoked (there must always be an owner of the project), but instead of that it can be transferred to a **verified** collaborator.
  - You can transfer ownership **only when:**
    - You're logged in as owner of the project
    - There're other project members added (the owner is **not** the only person left in the project)
    - The other collaborator(s) already have a verified account in the system
- Only the owner of a project is able to delete a project from the web / mobile app
- Owner can manage access to the project



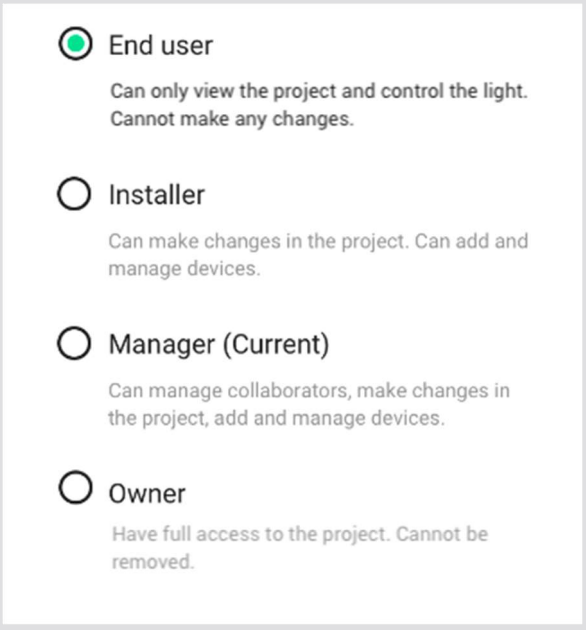
Manager role

- This role is granted to the user by inviting the new collaborator to a project (access is granted by owner or another manager).
- Can manage collaborators (invite / remove users from the project and change user roles).
- Can manage project and commissioning processes.
- It is possible to have multiple managers added to a single project
- They can leave a project, but cannot remove the project (only the "Owner" role can remove the project



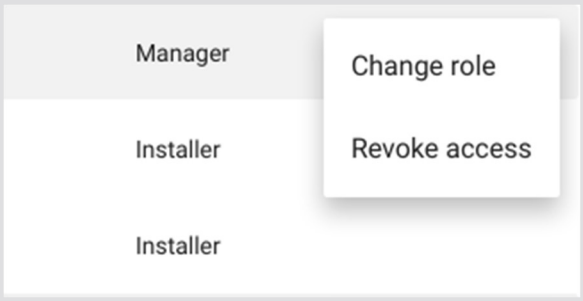
Installer

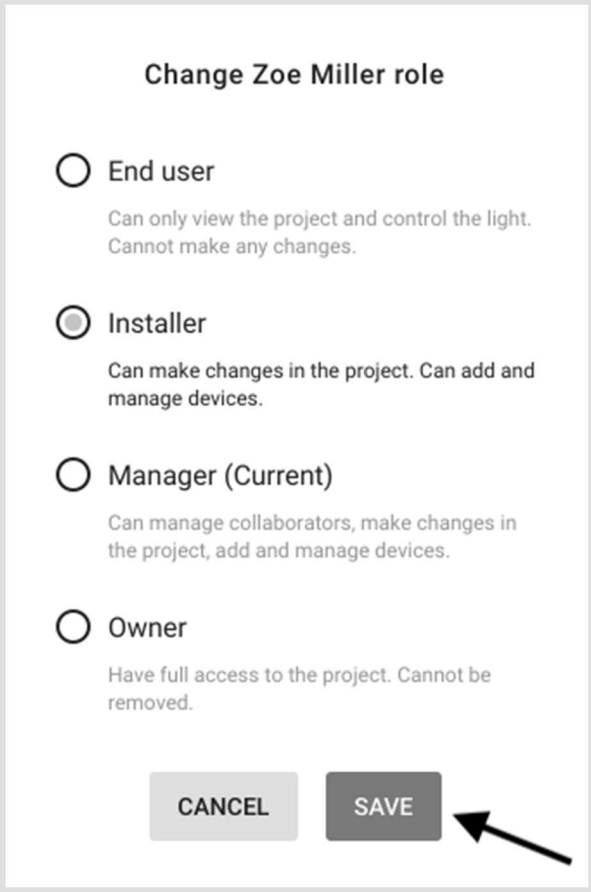
- This role is granted to the user by inviting the new collaborator to a project (access is granted by owner or another manager).
- Can manage project and commissioning processes
- This user cannot manage collaborators (cannot invite / remove users from the project or change user roles)
- It is possible to have multiple installers added to a single project
- They can leave a project, but cannot remove the project (only the “Owner” role can remove the project



End user

- This role is the default role granted to the user by inviting the new collaborator to a project (access is granted by owner or another manager).
- The user can only see a list of projects with an option to “Leave project” selected from the project context menu
- This user cannot make changes inside a project, or manage collaborators (cannot invite / remove users from the project or change user roles)
- It is possible to have multiple end users added to a single project
- They can leave a project, but cannot remove the project (only the “Owner” role can remove the project

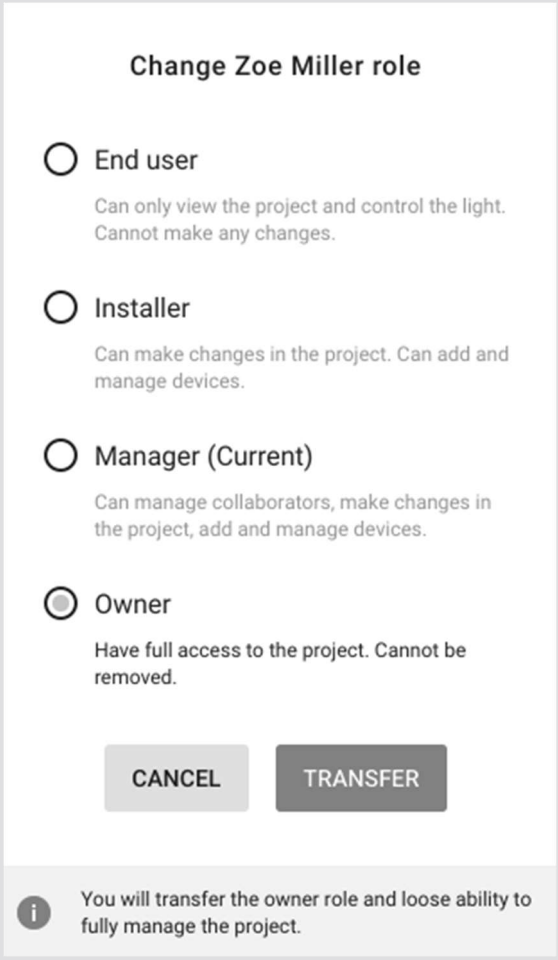




Changing user roles

- To change the user role (e.g., from a manager to an installer role), press ⋮ on a project and select **COLLABORATORS**.
- Select the user and select "Change role ".
- Select the role that you want this user to have and confirm with the **SAVE** button.
- The role will be updated for the selected user.

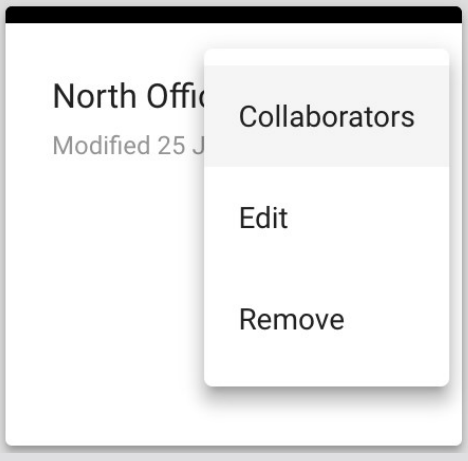
NOTE: It is not possible to change the role of a user to "Owner" role, as there is only **one** owner of each project.



Transfer ownership of a project

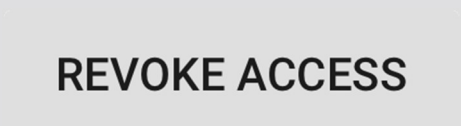
- It is not possible to change the role of a user who is a manager, or an installer to **owner** of a project. The role of "owner" can only be transferred.
- To do it, owner of a project needs to open **COLLABORATORS** panel and click ⋮ on any user's menu which has a **confirmed** account in the app.
- Press "Change role" and select "Owner". Confirm by pressing the TRANSFER button.
- The ownership of the project will be transferred to the selected user. The user will be notified about becoming the new owner of that project

Revoke access to the project

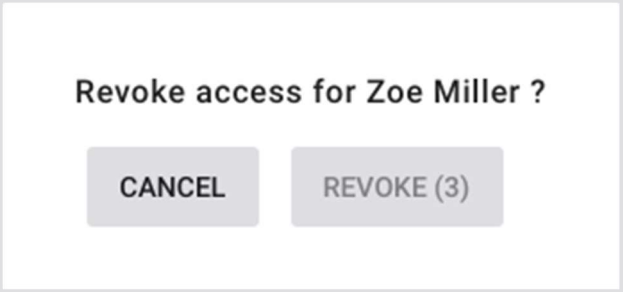


In the "My projects" tab, click ⋮ and select "**COLLABORATORS".**

NOTE: You can also click "**COLLABORATORS"** after entering a project.



Select one or more collaborators by clicking the checkbox next to a username on the collaborators page. When you pick the person, you want to remove from the project, select **"REVOKE ACCESS"** which is displayed

	in the right corner of the table with collaborators.
	Confirm by clicking “**REVOKE”** on the pop-up window. **NOTE**: It is not possible to revoke access to of the user with the “Owner” role in the project.

☞ **NOTE:** The selected users will be removed from the project and will no longer have access to it either from the web app or the mobile app.

Supporting previous versions

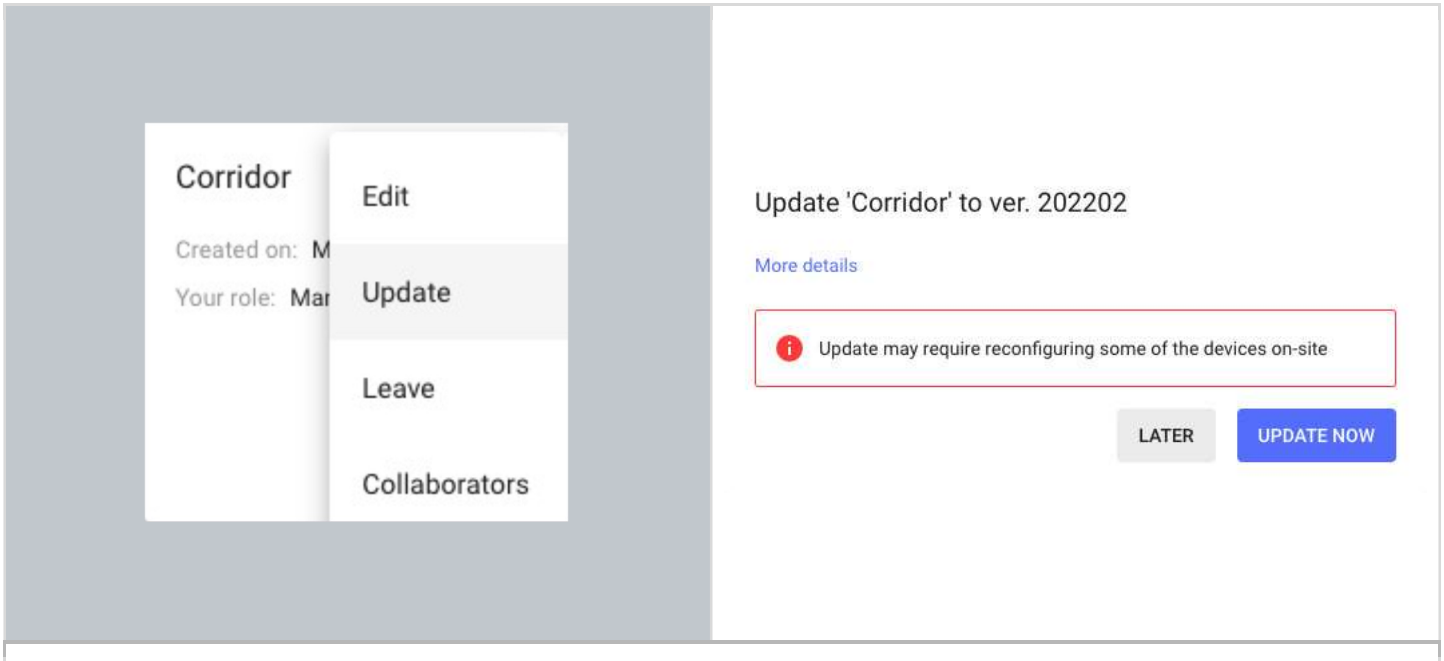
New versions of the SylSmart Connected Commissioning platform bring new features, improvements and some modifications that may not be compatible with the capabilities of devices in your projects or may require some actions on-site such as reconfiguration. You can update your project to the newest version at the right time, or you can keep using it in the older version, without having to reconfigure the whole project.

☞ **NOTE:** You will not be able to update projects to the newest version if they already include commissioned devices that are not compatible (e.g., out-of-date, not supported or lacking some features).

☞ **NOTE:** The zones that include devices that are not compatible with the project version will be marked with alerts and conflicting devices will be highlighted on the list of devices.

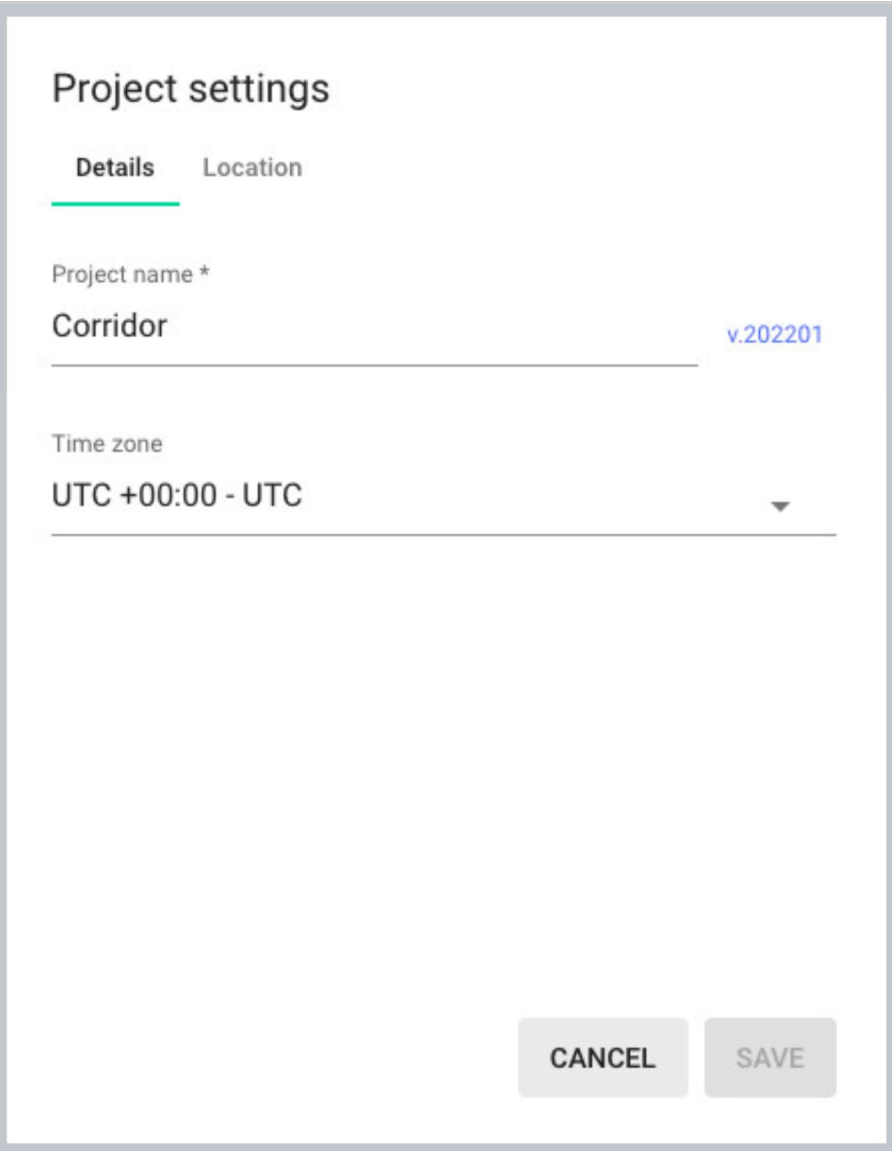
Updating project to latest version

You can use one of two methods to update the project to the latest version.



Method 1:

- On the project field, click ⋮ and select **Update. There** will be no **Update** option if the project contains devices with an unsupported firmware version. In this case, you must first update the firmware of these devices to be able to update the project.
- To see the release notes, click **More details.**
- Click **Update now.**



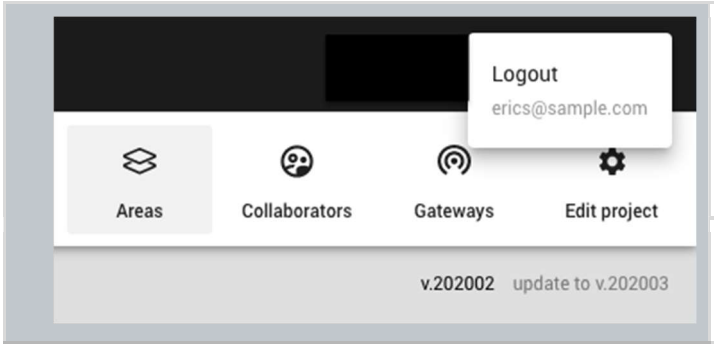
Method 2:

- On the project field, click ⋮ and select Edit.
- If the project version is not the latest, the version number will be highlighted.
- If the project contains devices with an unsupported firmware version, there will be information that the project cannot be updated. In this case, you must first update the firmware of these devices to be able to update the project.
- Click the version number.
- To see the release notes, click More details.
- Click Update now.

Title bar navigation

You can easily and quickly navigate through projects, areas and profiles using the navigation in the title bar. This feature also allows you to create projects and areas quickly.

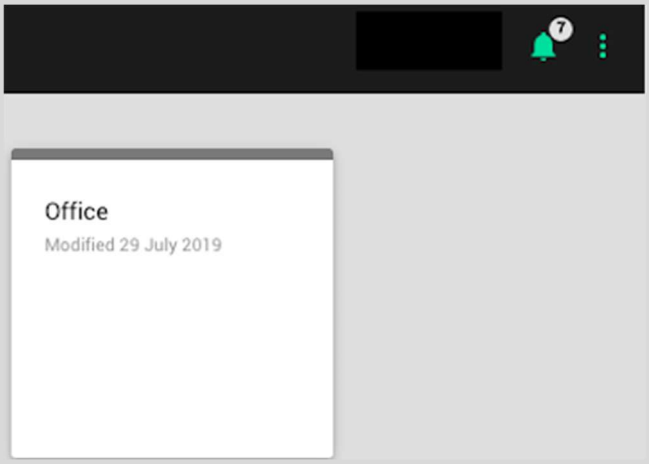
Sign out



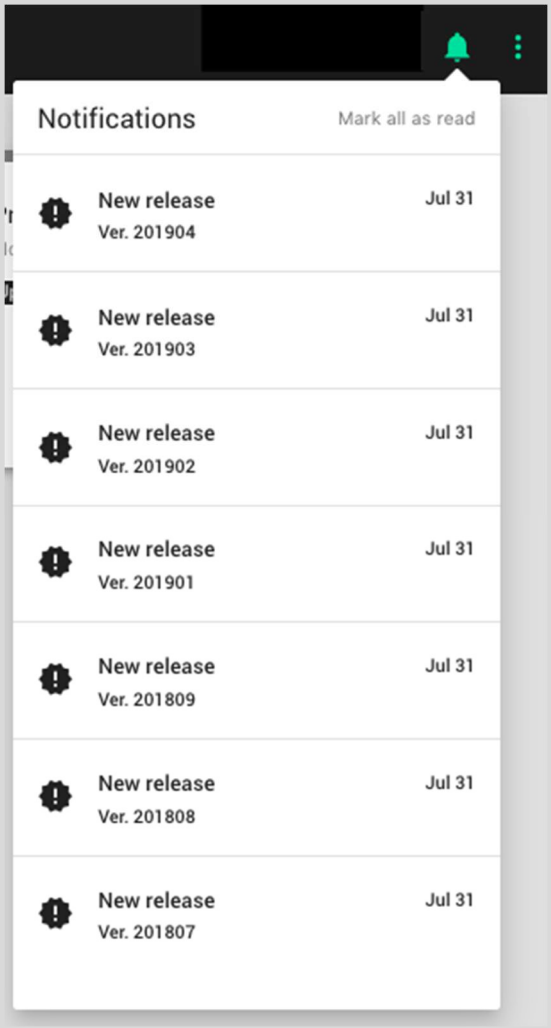
To sign out, in the top-right corner of the screen click ⋮ (on the black navigation bar).

When the menu appears, click **Logout**.

Notifications



When a new version of the app is available, you will see an icon on the black navigation bar with a number of new notifications on it.



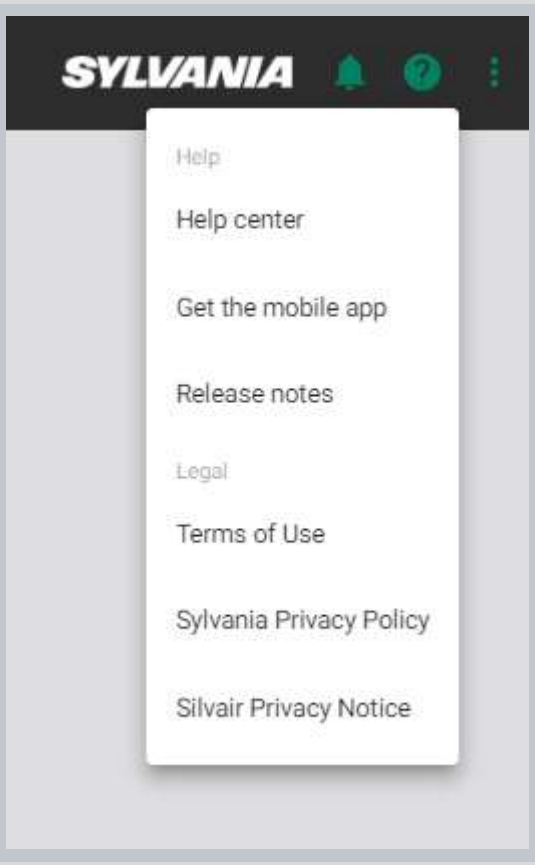
To see more information about a release, click the icon and press the release notification that you want to read on.

To delete an individual notification, hover on the release notification from the list and press the x button (clear notification).

You can also click "**MARK ALL AS READ**" to see only new notifications bolded.

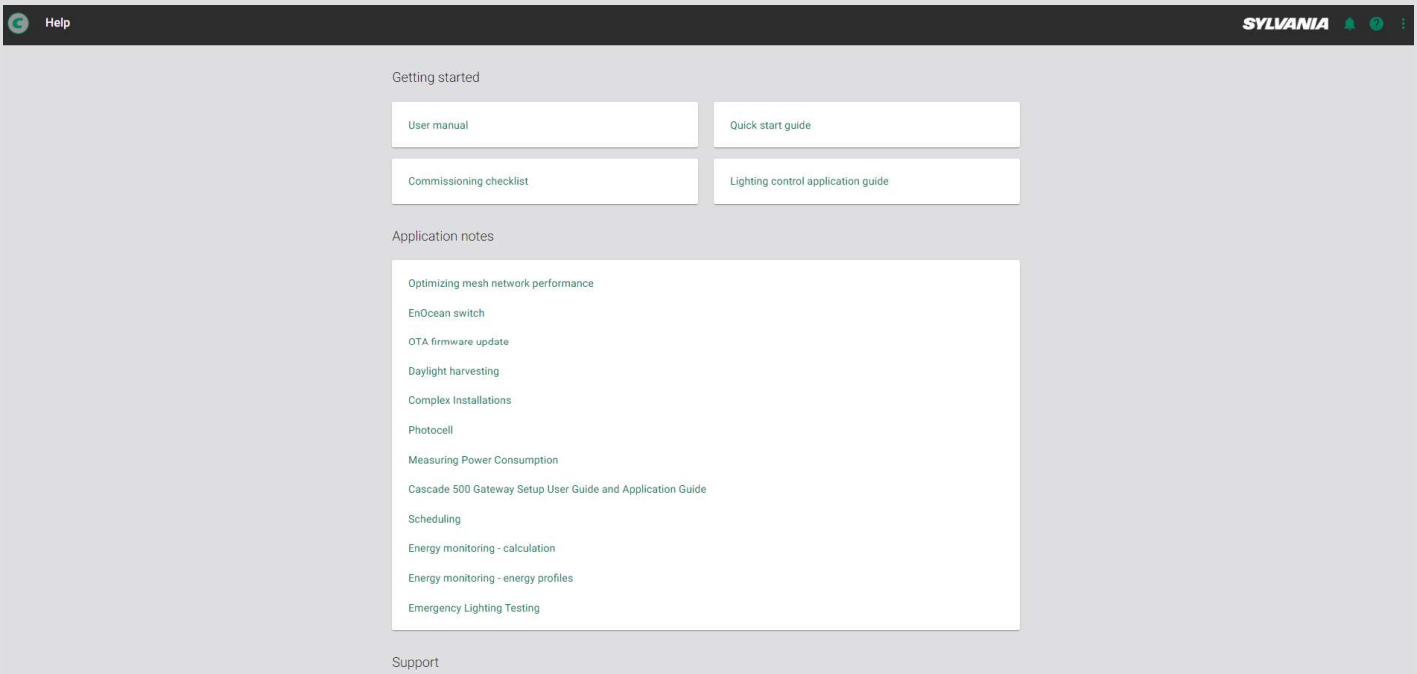
Help center

Provides quick access to all essential support documents, including user manuals, application notes, and tutorials. The Help Center can be accessed via buttons located in the upper right corner of the screen. In the web app, click the question mark button. In the mobile app, use the context menu button.



Pressing the question mark button on the menu in the web app links to the:

- Help center
- Get the mobile app (mobile app store page)
- Release notes
- Legal documents: Terms of Use, Privacy Policy



Help center:

- Opens in the new tab.
- Is available externally - you don't need to be logged in.
- Can be opened on the mobile phone.
- Contains support documents, including user manuals, application notes, and tutorials.
- Helpline phone number and email address for customers who require immediate support.

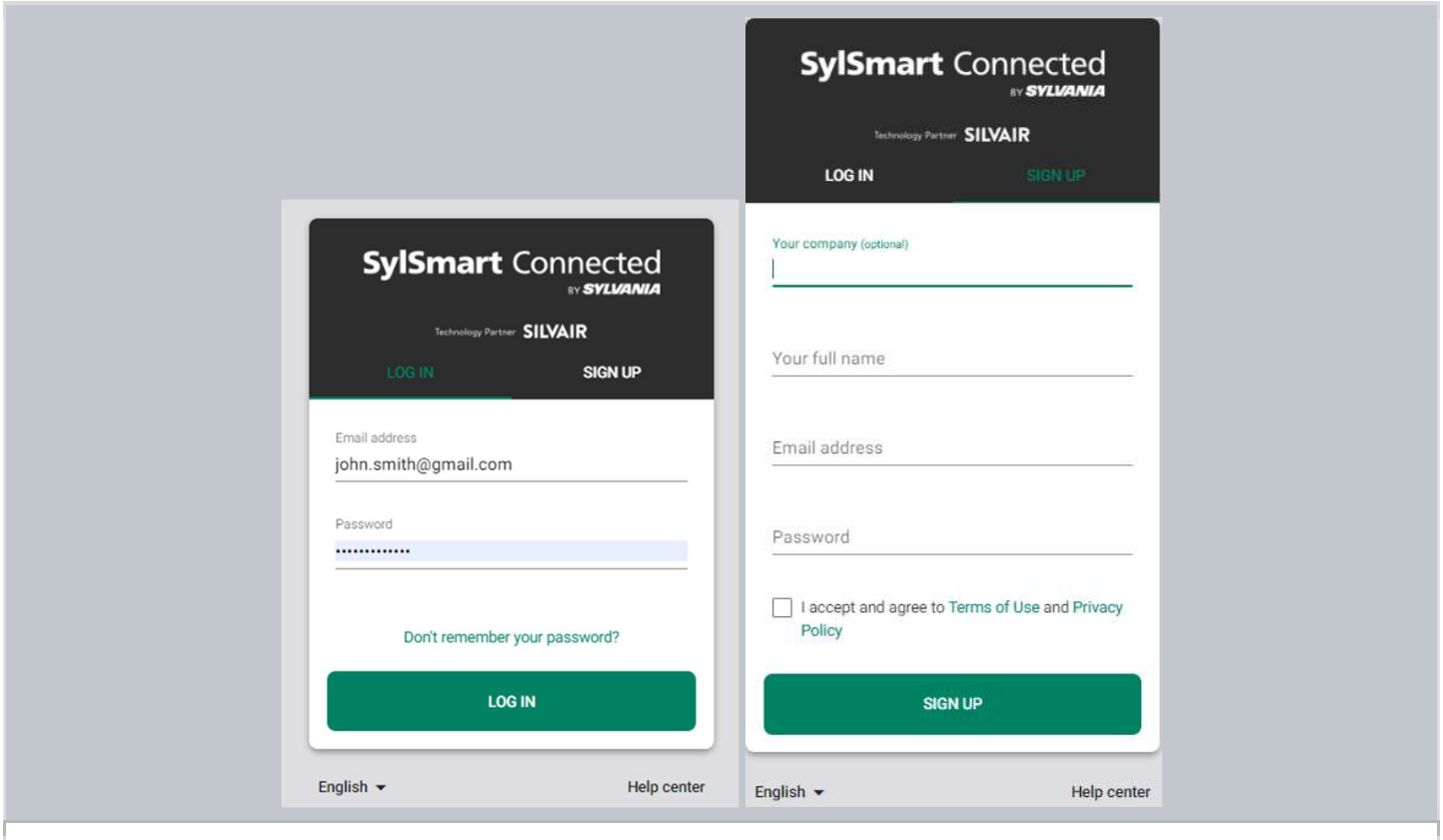
3. Commissioning on-site

Commissioning of the devices installed on site can be done with the SylSmart Connected mobile app for iOS/iPadOS or Android. The mobile app synchronizes with the web app, so any problems or changes made during commissioning are visible in both apps in real time. The SylSmart Connected app supports 8 languages: English, German, French, Spanish, Finnish, Korean, traditional Chinese and simplified Chinese. You can change it anytime.

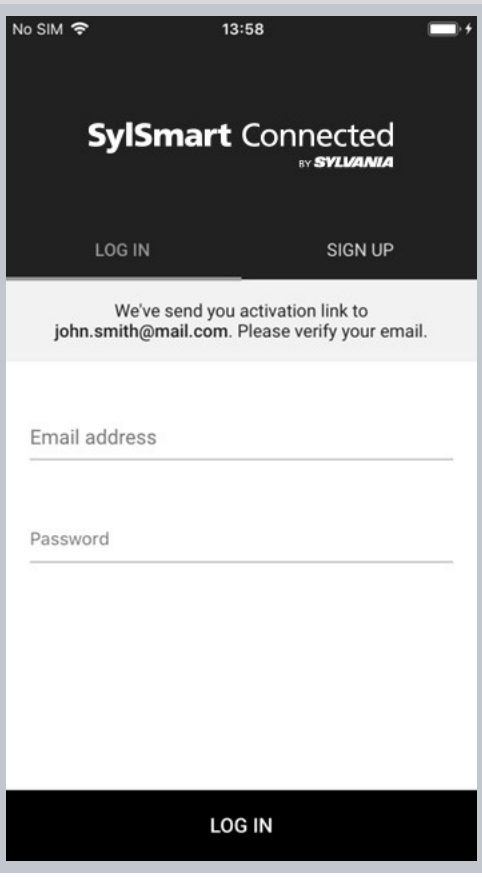
> **NOTE:** For as long as it remains in use, the mobile app disables your smartphone's automatic screen locking functionality. This is to allow an undisturbed commissioning process.

Log in and sign up

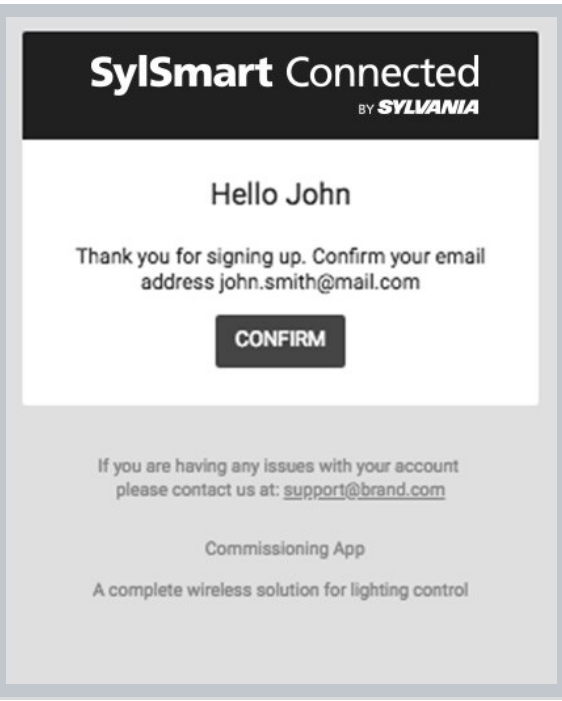
To use the commissioning app, sign in to your account or create one in the SylSmart Connected app for iOS/iPadOS. Make sure you have access to the project you're going to commission (see: Invite and manage project collaborators).



For new users: open **"SIGN UP"** and enter your company (optional), first and last name, email and password. Accept the terms of use and privacy policy and click **"SIGN UP"**.

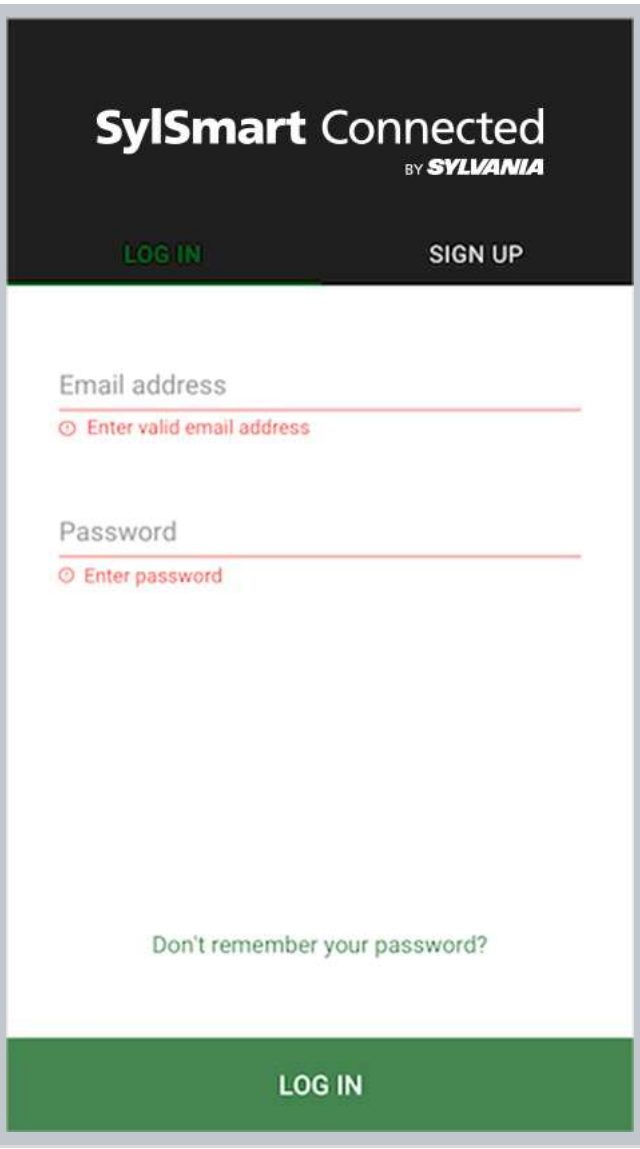


A verification email will be sent to the address you entered.

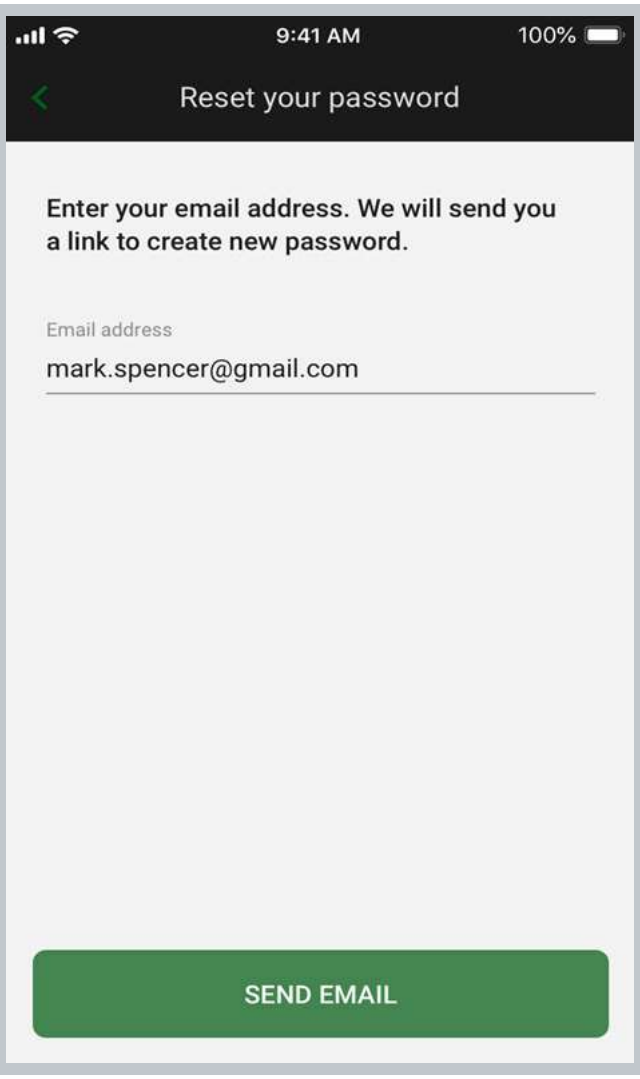


On your phone, open the verification email and click **"CONFIRM"**. Once the email is verified you can login to the SylSmart Connected mobile app.[6]

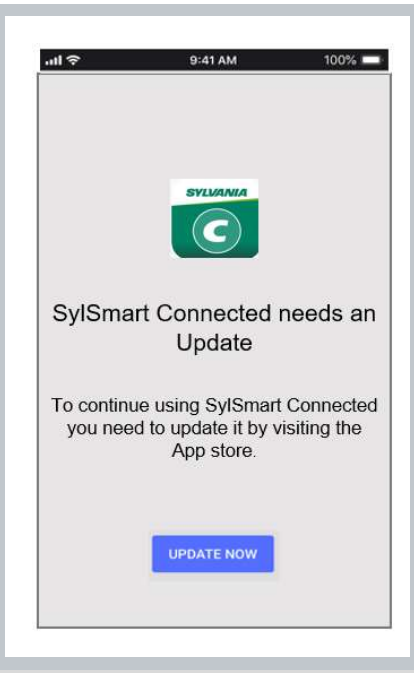
[6] Clicking **Confirm** will direct you to the web app in your mobile web browser.



- If you have forgotten your password, open the SylSmart Connected app for iOS/iPadOS, tap "**Don't remember your password?**" button at the bottom of the page.

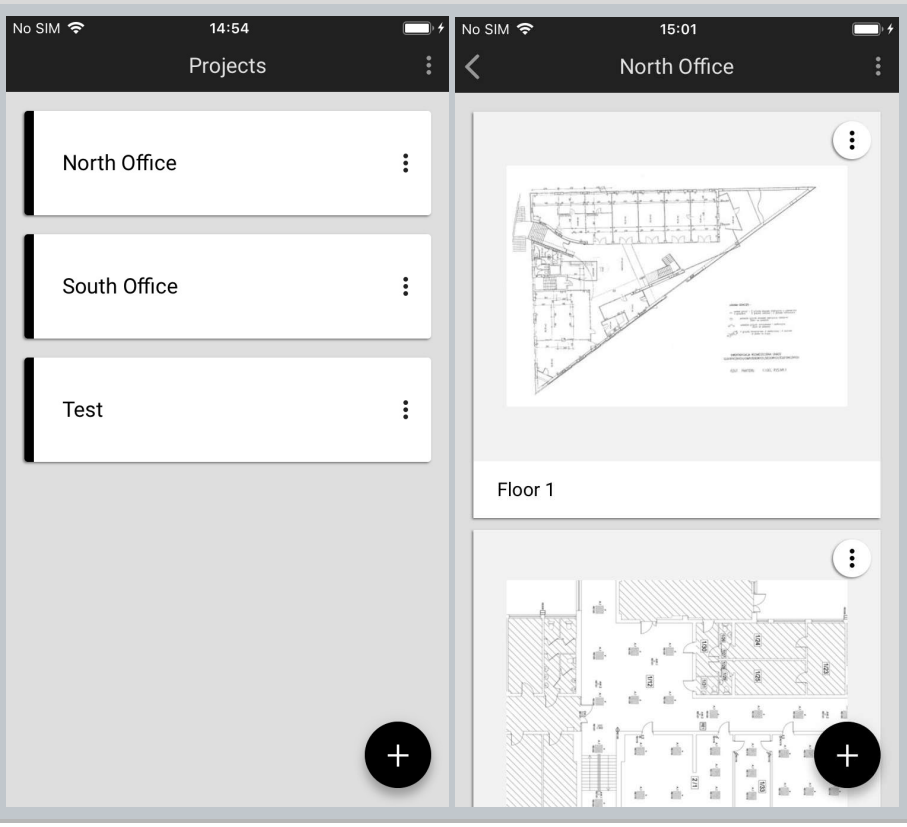


- Enter your valid email address.
- Check your mailbox for the confirmation email with the link to create a new password.
- Follow the steps in the email to create a new password.



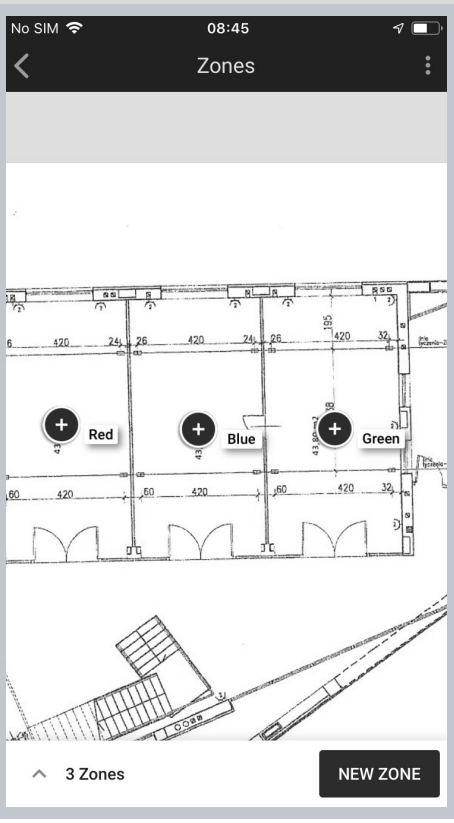
If an update is required, information about the need to download updates will be displayed. After pressing the "**Update now**" button you will be redirected to the App store or Google Play.

Select a project and area



All projects that you have access to will be listed in the projects list. To begin commissioning, select the desired project and area.

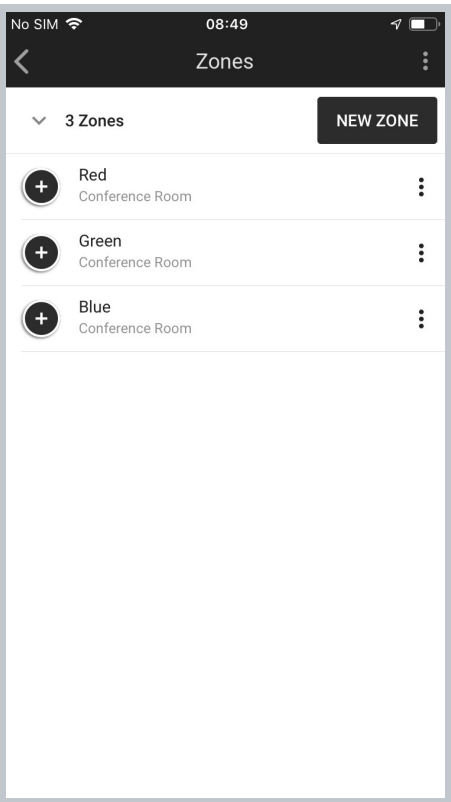
Select zone



Area view:

- Zones appear labeled with their assigned name.
- Use a pinch/spread gesture to zoom in and out.
- Select the zone to be commissioned by tapping the zone icon.

The app automatically displays the previously created zones along with their actual status (see: Zones)

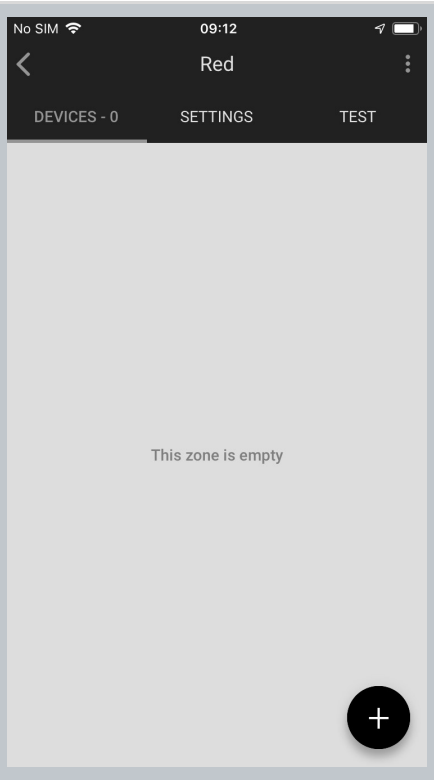


List view:

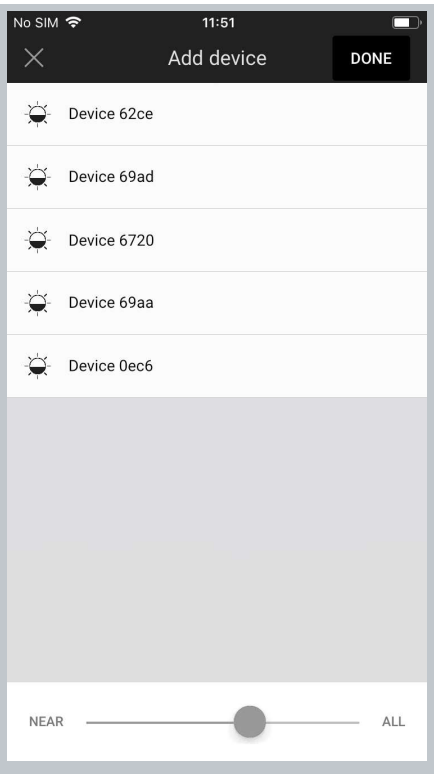
- If you prefer to see the zones on a list, tap the element at the bottom of the screen with the number of zones, e.g., **3 Zones** in this example.
- Each zone has a status icon, name and assigned profile, e.g., Conference Room
- Select the desired zone by tapping its name.
- To go back to the area view, tap on the element at the top of the screen with the number of zones, e.g., **"3 Zones".**

Add devices

Adding devices to a zone allows their full functionality to be accessed and provides maximum security. Devices added to a zone for the first time must also be configured in order to be fully functional.



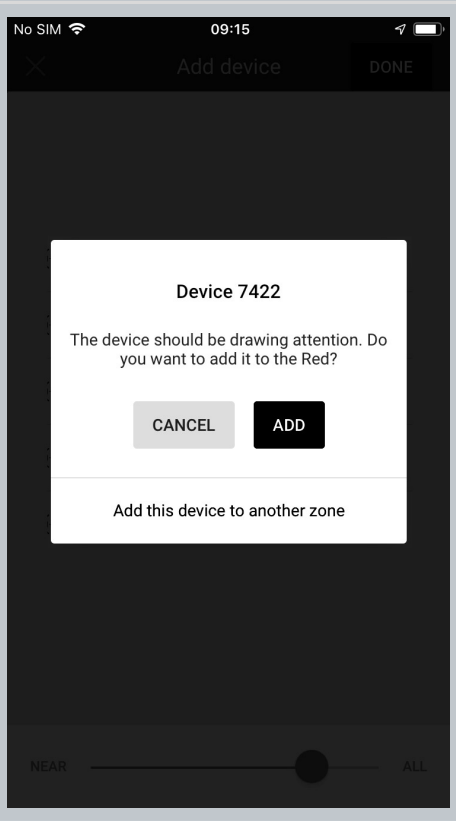
- Select the zone to be commissioned in the area or Zones list view.
- Tap the + button to add a device.[7]



- Narrow down the list to show the closest devices by moving the slider to the left.
- Select the device you want to add by tapping its name.

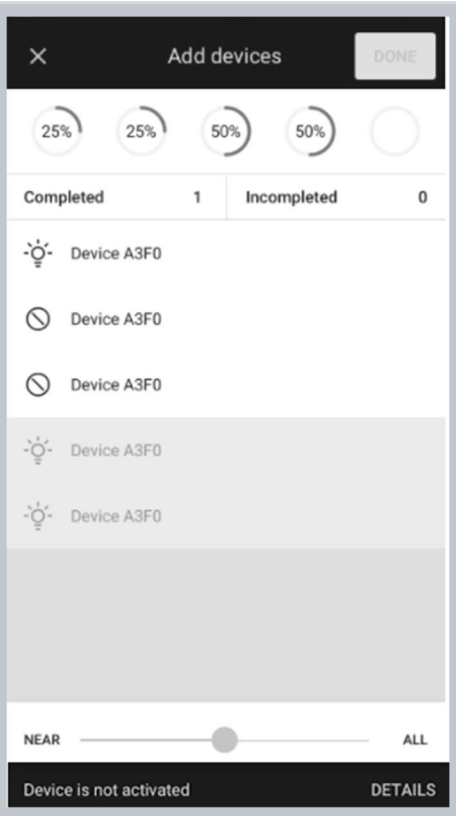
[7] Before adding devices to an existing project, the application may require the user to be within range of previously added devices in order to add devices with current network security settings. Ignoring this may lead to issues in communication, causing devices to not operate as expected.

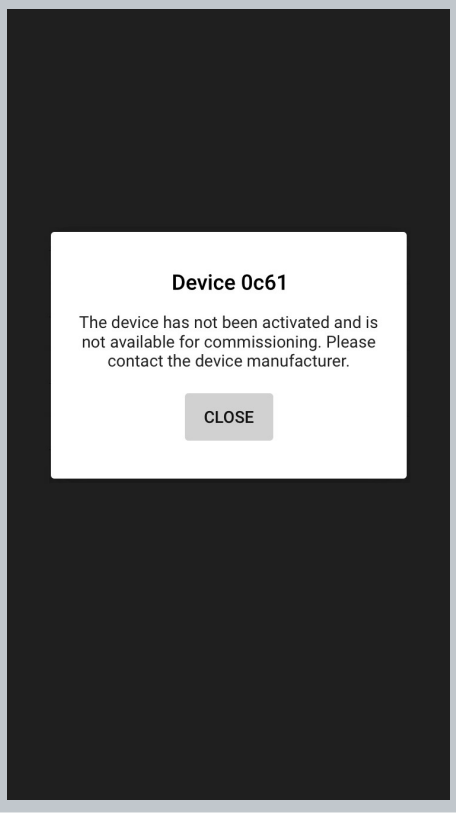
HINT: In the SylSmart Connected app for iOS/iPadOS, you can hide the devices from the Add device's view, so that it does not identify them repeatedly. It limits the list of devices to the ones you're looking for.
To do it, swipe the finger from right to left.
The removed devices will appear again after the "pull down to refresh" action.



- Check if the device is attracting attention e.g., by flashing (this behavior depends on the device).
- If this is the device you want to add to the zone, tap "**ADD**".
- If this is not the device you want to add to this zone, but you know you want to add it to another zone, in the SylSmart Connected app for iOS/iPadOS, tap on the link "Add this device to another zone".[8]
- Otherwise, tap "**CANCEL**" and move on to the next device.

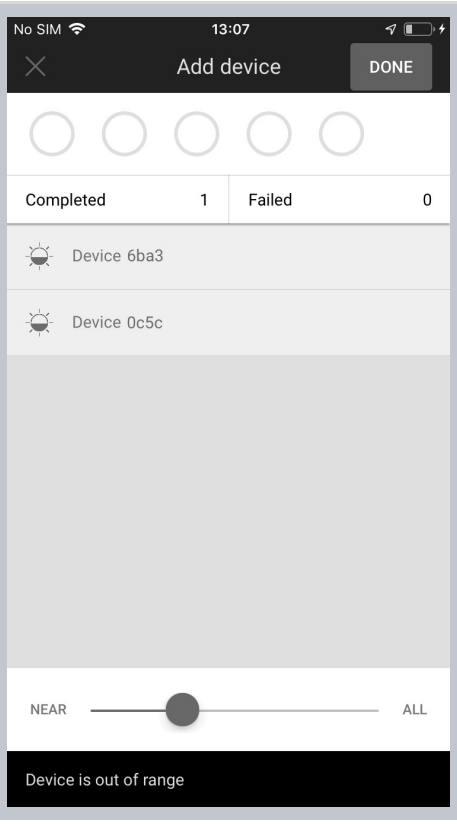
[8] Note: devices added to another zone will still require configuration with the settings for that zone.



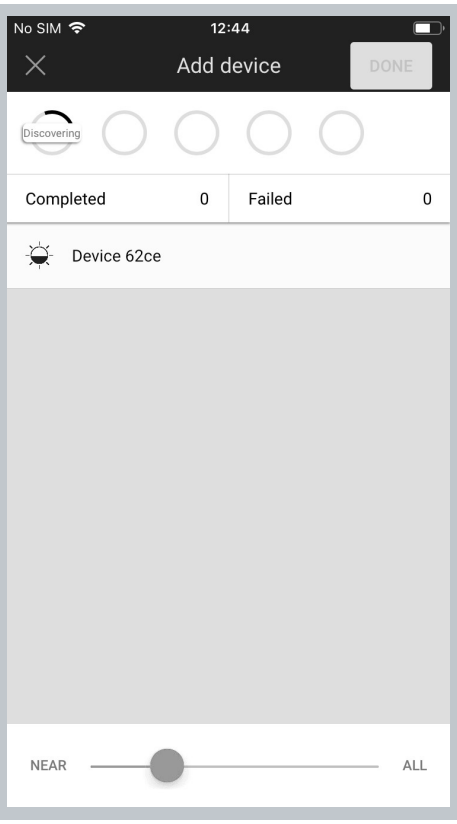


- **Inactive Devices**
  It may happen that one (or some) of the devices are grayed out on the list or are marked inactive with this icon . This indicates that you **cannot** add them to your project. There are two cases when a device cannot be added to a project:

- **Case 1: A device has not been activated.**
  Solution: You need to contact this device's manufacturer to set up activation.



- **Case 2: A device is out of range (it's grayed-out on the list).**
  Solution: change your location and try to move closer to a distant device. Refresh the devices list and try to add it to the project again.



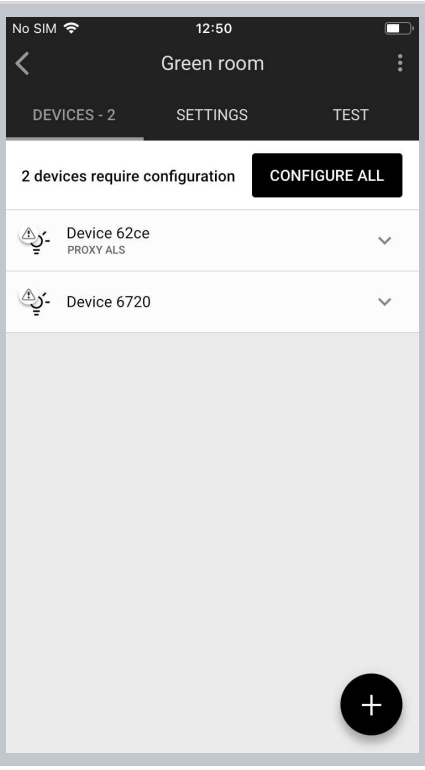
- In the SylSmart Connected app for iOS/iPadOS, if your device is active, and it has been successfully added, the configuration will be applied in the background (configuring Mesh network, setting Relays on some of the devices) so you can start adding another device straight away.[9]
- When all required devices have been added to the zone, close the Add device view.[10]

[9] Note: Up to 5 devices can be configured in parallel. The configuration status is displayed in the upper panel.
[10] Note: Closing the "Add device" window before configuration has completed will result in an incorrect configuration and the zone will have to be reconfigured later.

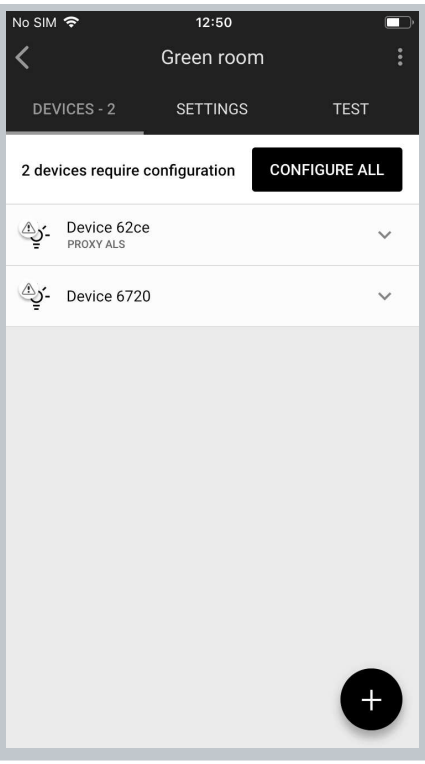
Configure all devices in a zone

In rare cases, you have to configure the device manually using the mobile app (select a single device or a group of malfunctioning devices by pressing **CONFIGURE ALL** button). Manual configuration is needed when:

- there was a connection error (e.g., internet problems)
- devices configuration was accidentally interrupted (e.g., mobile device powers off)
- zone settings have been changed (e.g., changing profile, changing scenario settings, adding/editing zone linking).

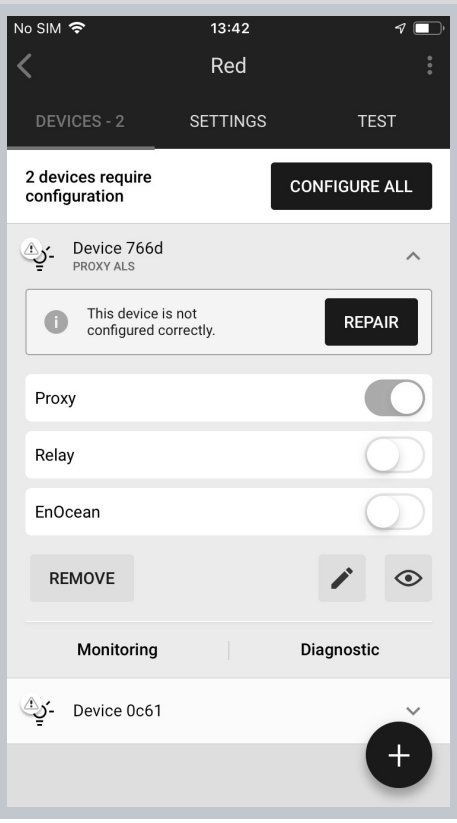


- To configure all devices in a zone, open the SylSmart Connected app for iOS/iPadOS, and navigate to the zone.
- Tap "**CONFIGURE ALL**".



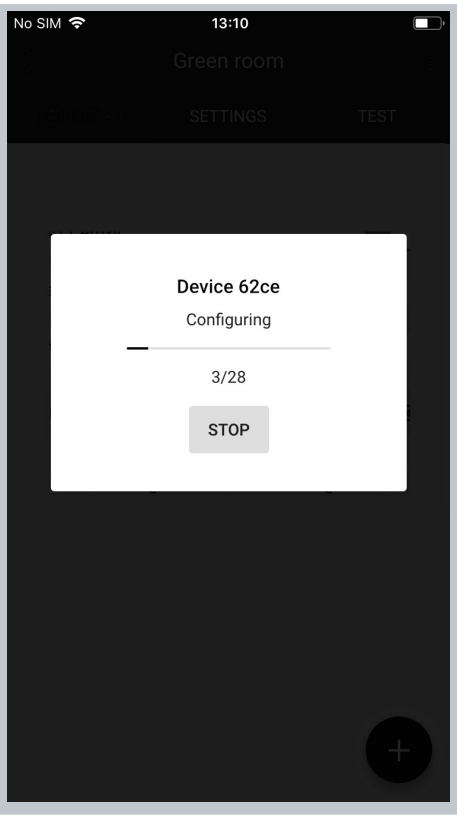
- The required configuration for the zone will be applied to all devices one-by-one.

Repair a device



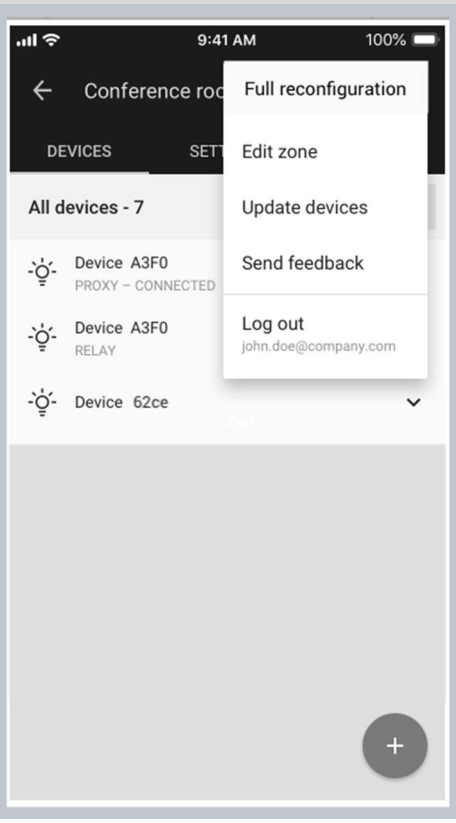
In some cases, configuration of the device may fail or be canceled by the user. In such cases, the device configuration needs to be repaired.

- To repair a misconfigured device:
  - **iOS/iPadOS:** select the device from the Devices list and expand the options. Tap “REPAIR”.
  - **Android:** Tap ⋮ to open the device context menu, and Tap “CONFIGURE”



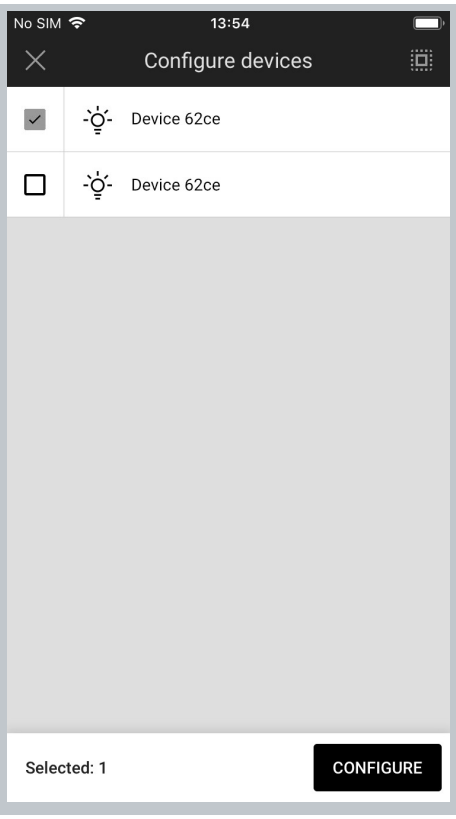
- The required configuration will be applied to the device.

Full configuration (for iOS/iPadOS)



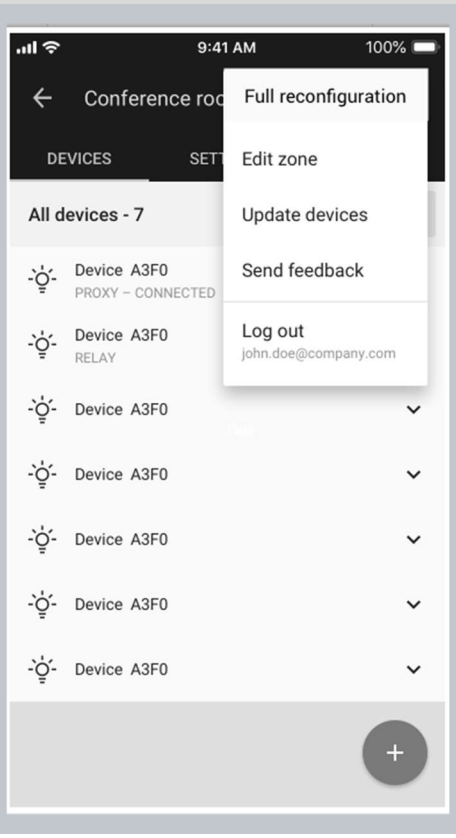
The SylSmart Connected mobile app for iOS/iPadOS allows you to fully configure any device(s) at any time. A full configuration will send the entire configuration to the device(s) regardless of whether it was previously configured or not.

- Select zone.
- Tap ⋮ and select “**FULL RECONFIGURATION**”.



- A list of devices will appear.
- Select the devices to be configured. You can do it by tapping the checkbox next to each device or select all devices by tapping ⧈ in the top-right corner of the view.
- Tap the “**CONFIGURE”** button.

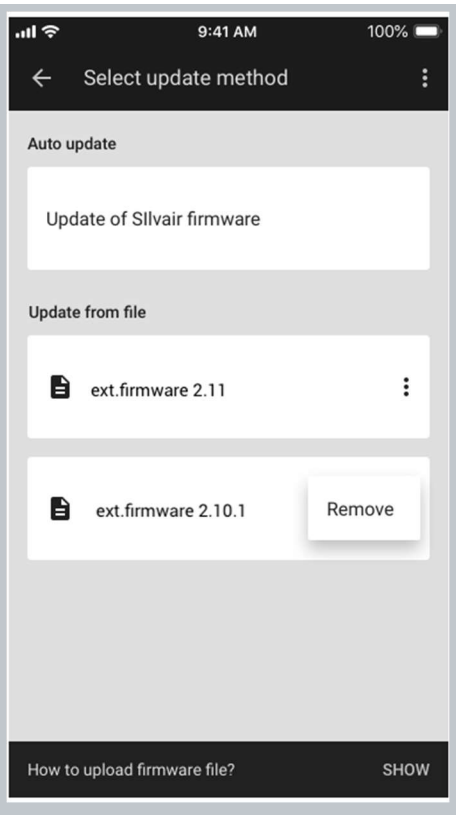
Update devices (for iOS/iPadOS)



With the SylSmart Connected mobile app for iOS/iPadOS, you can also do the OTA (over-the-air) update of devices in the mesh network.

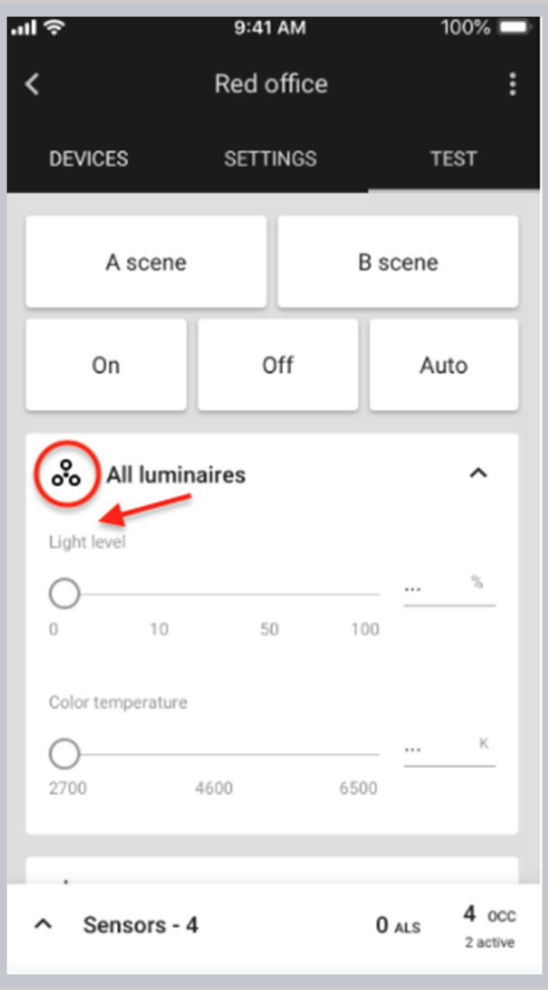
The feature allows you to update devices that have already been added to the mesh network. Update for devices with SylSmart Connected firmware is automatic (the new firmware is stored and automatically downloaded from the cloud).

To update devices with external firmware, you must have a firmware file (in a zip format) and upload it to the SylSmart Connected mobile app.



Full information about OTA (over-the-air) update and configuration details available in application note “SN-208 OTA Firmware Update for provisioned devices”.

Identify faulty luminaires in a zone



When an installer finishes adding devices, but there is at least one faulty node inside that zone, there is an easy way to check where such a faulty luminaire is located.

To do it, in the SylSmart Connected app for iOS/iPadOS, navigate to the zone where you were adding, or updating devices and go to the TEST tab and tap . This will trigger all the devices in the zone to draw attention. Watch the luminaires in the space. The faulty luminaire will not be flashing.

Alternatively, you can also use the “Light level” slider which is located under the “All luminaires” button. While moving the slider to any light level (e.g. 70%), the faulty node will not change its light level.

Zone profile customization (for iOS/iPadOS)

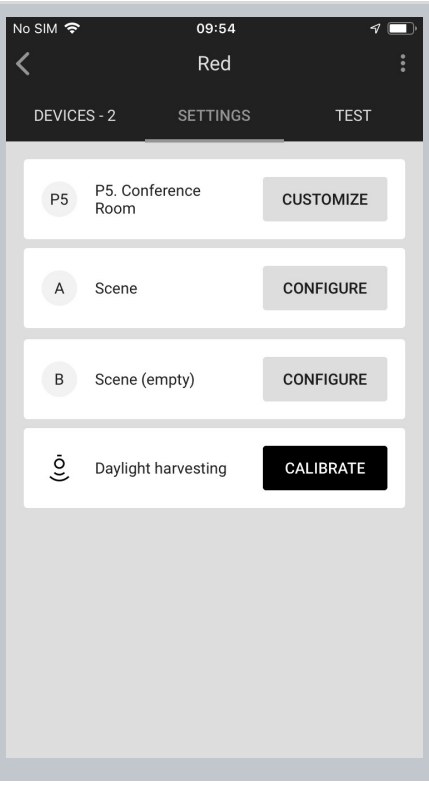
Once all the devices have been added to the zone, you can change the settings (e.g., default light level) in the SylSmart Connected mobile app for iOS/iPadOS by going to the in the **SETTINGS** tab and tapping **CUSTOMIZE**. The settings and features depend on the **scenario** which controls the profile. Each profile can be controlled by one of the 7 available scenarios. (See: Scenario parameters for customization).

Example: In **profiles** controlled by the **manual control** scenario, you can change the *default light level* and the *low/high-end trim* using the SylSmart Connected mobile app for iOS/iPadOS.

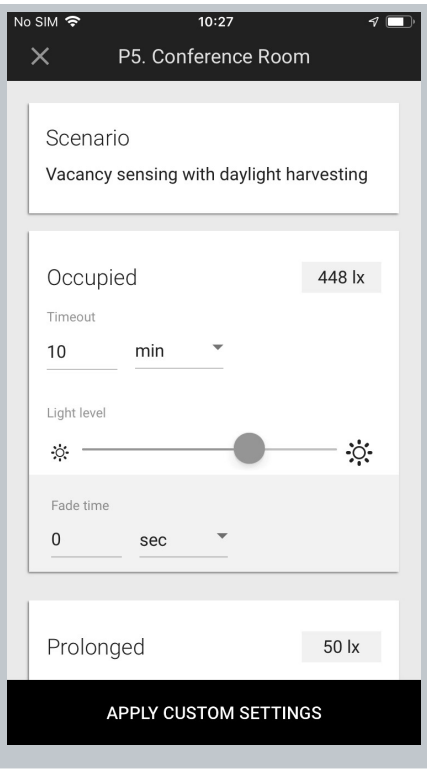
NOTE: Any changes made to zone parameters via the mobile app will automatically create a local, customized version of the original profile. These changes will be applied only to the particular zone and will not affect other zones configured with the original profile.

Customize a profile (for iOS/iPadOS)

Each profile can be customized in the SylSmart Connected app for iOS/iPadOS. Depending on the selected **Scenario**, there will be different customization parameters available.



- In the SylSmart Connected app for iOS/iPadOS, go to the **"SETTINGS"** tab.
- Tap "**CUSTOMIZE"** next to the profile that you want to update.



- Change the parameters as needed.
- Tap "**APPLY CUSTOM SETTINGS**".
- The devices added to the zone will be automatically reconfigured. Observe the progress bar and wait for full reconfiguration.
- After going back to the profiles list on the "**SETTINGS"** tab, the new profile will appear as "Custom profile".

Which scenario can be customized?

Each profile has one scenario assigned and there are 7 scenarios available:

- Manual control
- Occupancy sensing
- Vacancy sensing
- Occupancy sensing with daylight harvesting
- Vacancy sensing with daylight harvesting
- Central control
- Central control for dual output

Each of the above scenarios has one or a few parameters to customize. The following table shows a list of parameters that can show up for customization in each of the above scenarios.

Scenario customization parameters

Parameter	Description
Default light level	Light level when turned on. **Fade time** - time over which the default light level is reached.
Occupied	**Light level** - light level when turned on.
	Timeout - time for which the defined light level is maintained after turned on. The timer resets each time motion is detected.
	Fade time - time over which the occupied mode light level is reached.
Prolonged	**Light level** - light level to be maintained for a defined time after the occupied mode (occupancy) timeout. **Timeout** - for which the prolonged mode light level is maintained after the occupied mode timeout. **Fade time** - time over which the prolonged mode light level is reached after the occupied mode timeout.
Vacant	**Light level** - level to be maintained for a defined time after the prolonged mode timeout. It can be a non-zero value. **Fade time** - over which the vacant mode light level is reached after the prolonged mode timeout.
Low/high-end trim	**Min.** - minimum light level that can be reached with automatic or manual control (e.g., with a wall switch). **Max. -** maximum light level that can be reached with automatic or manual control (e.g., with a wall switch).

Manual override timeout	**Time** after which the light switches itself to default settings.

Color temperature

Tunable white is a feature that allows the light intensity and correlated color temperature (CCT) to be controlled in order to achieve lighting conditions that are closer to natural light. Color temperature is controlled independently from the light level, so adjusting it won't interfere with the Daylight Harvesting mode, the selected scene or manual dimming.

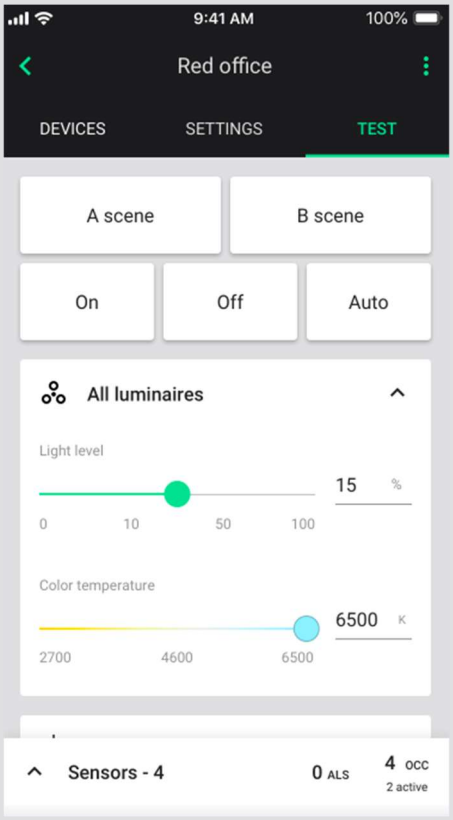
Tunable white feature requires:

- using luminaires that support tunable white
- using Bluetooth mesh devices (whether fixture controllers, or drivers) with devices that support tunable white
- devices must be **flashed** with a firmware version that supports tunable white Bluetooth SIG mesh model (Light CTL Temperature (V.2.15.0 or higher)

Color temperature manual control (for iOS/iPadOS)

The SylSmart Connected mobile app for iOS/iPadOS allows adjusting color temperature manually of all compatible tunable white light fixtures in the zone. The color temperature can be adjusted in two ways:

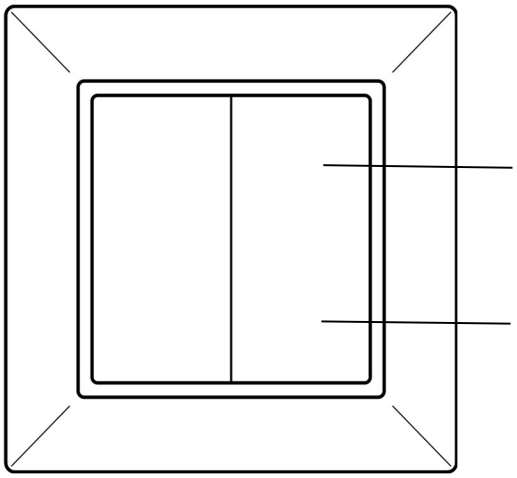
1. Open the SylSmart Connected app for iOS/iPadOS (version 1.19 or higher), go to the TEST tab and use the color temperature slider.



- In the SylSmart Connected mobile app for iOS/iPadOS, open the project, select the area and press to open a desired zone.
- Go to the **"TEST"** tab.
- Use the Color temperature slider to adjust the color temperature of all tunable white lights in the zone.
- The supported color temperature range is from 2700 to 6500 K.
- The default color temperature is 4600 K.

NOTE: After you set a color temperature, it will be used for all manual and automatic modes.

2. Press and hold the right button of the EnOcean switch assigned to the zone.



Press and hold - cooler temperature

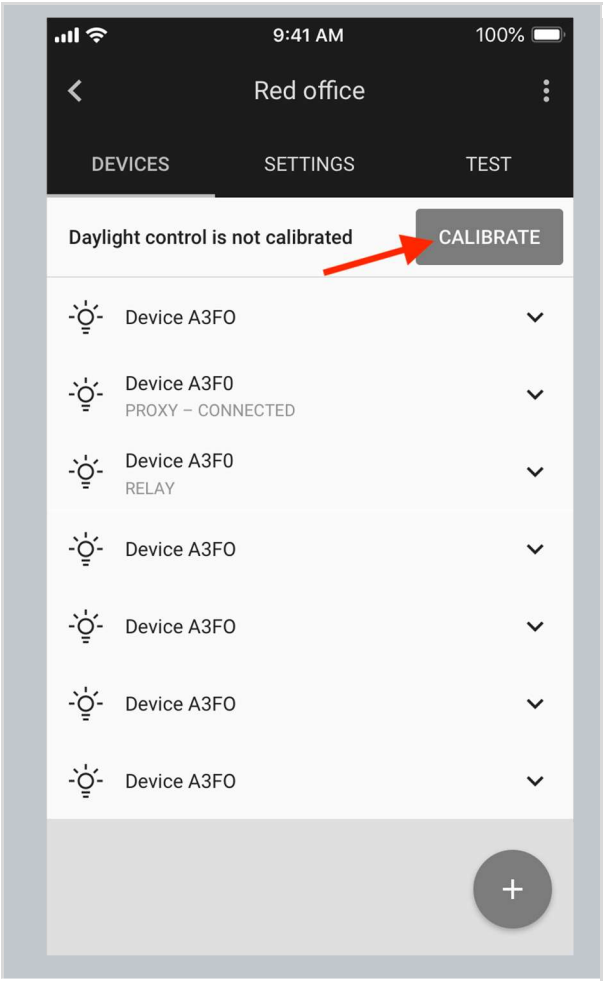
Press and hold - warmer temperature

NOTE: After you set a color temperature, it will be used for all manual and automatic modes.

Daylight harvesting calibration

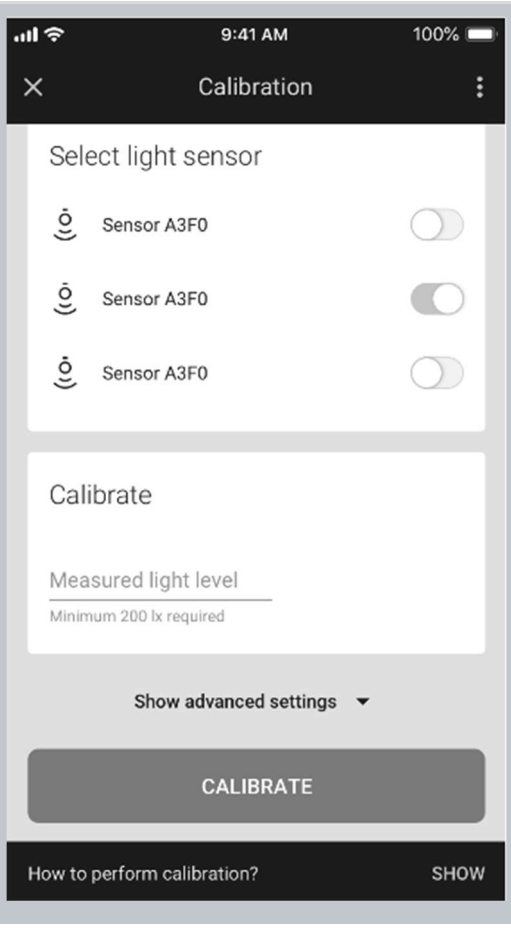
Calibration of light sensors and controls is critical as poorly calibrated daylight harvesting can negate any energy savings and create an uncomfortable work environment. The SylSmart Connected mobile app allows calibration for zones operating with daylight harvesting scenarios.

NOTE: Daylight harvesting calibration must be performed only for zones that have been properly configured. Calibration of a misconfigured zone may lead to errors.



- Open the project, select the desired area and a zone.
- Press the CALIBRATE button from the "**DEVICES"** tab. The button will be active only if the zone contains devices with ALS (ambient light sensor) that must be calibrated.

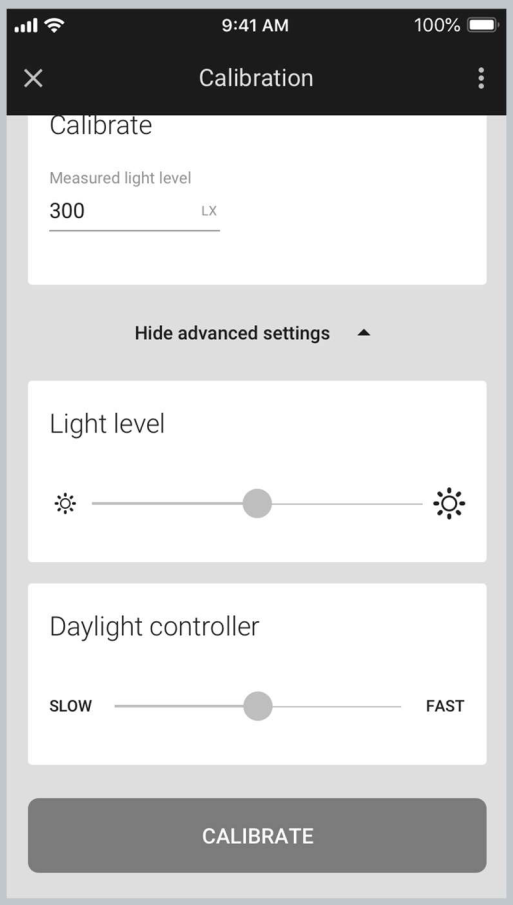
  HINT: You can also start calibration from the **"SETTINGS"** tab:
  - iOS/iPadOS: Tap "CALIBRATE" next to "**Daylight harvesting"**
  - Android: Tap "Calibrate Daylight Control"



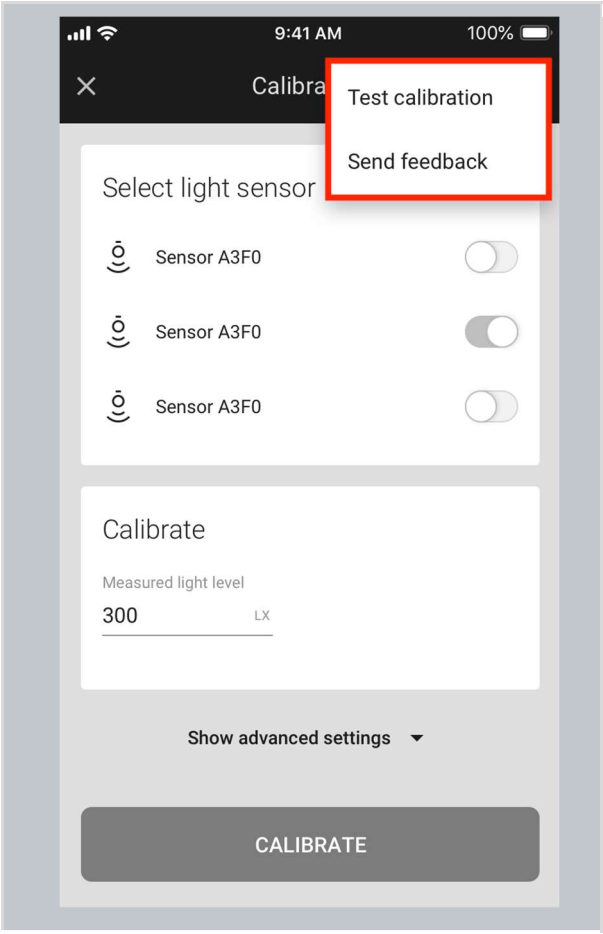
- Select the light sensor (switch the toggle next to the light sensor to the right).

  HINT: After pressing the device starts flashing. This helps quickly identify the luminaire.
- Place a light meter below the sensor on the surface where you want to maintain the desired light level.
- Enter the LUX value measured by the light meter in the **Measured light level** field. Make sure the light level in the space is higher than the **minimum value** shown below the input field.
- If the minimum light level cannot be achieved (e.g., you need to perform calibration in the night) adjust the light level of the luminaires in the zone using the slider available in the advanced settings below.
- Note that the ALS Calibration is done once for the whole zone. This means that the selected calibration parameters will be applied to all devices in that zone.

- After entering “Measured light level” LX value in the input field provided, tap anywhere outside the input field or press **DONE.**
- The app validates if the provided value is equal or greater than the required minimum light level.
- If validation is passed, you can confirm the action by pressing the CALIBRATE button.
- Calibration of the light sensor will start immediately.

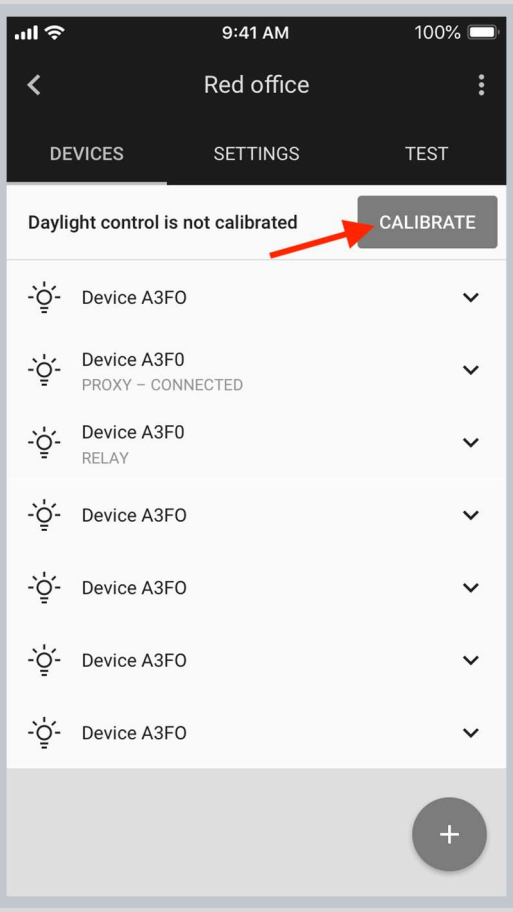


- **Show advanced settings** - this will show you the Light level and Daylight controller sliders.
- **Light level -** use the slider to adjust the light level of the luminaires in the zone.
- **Daylight controller (iOS/iPadOS ONLY) -** If there are any issues or unexpected light behavior including frequent on/off or oscillation, use the daylight controller slider to adjust the controller settings.
    - Use the slider to adjust the responsiveness of daylight control.
    - If oscillations occur, position the slider to the left.
    - If daylight adjustment is too slow, position the slider to the right.
    - Select "**RUN TEST**" to check whether the performance meets your requirements.
    - After changing the slider position to the left, or right for test purposes, the slider goes back to the central position (as shown in the picture).



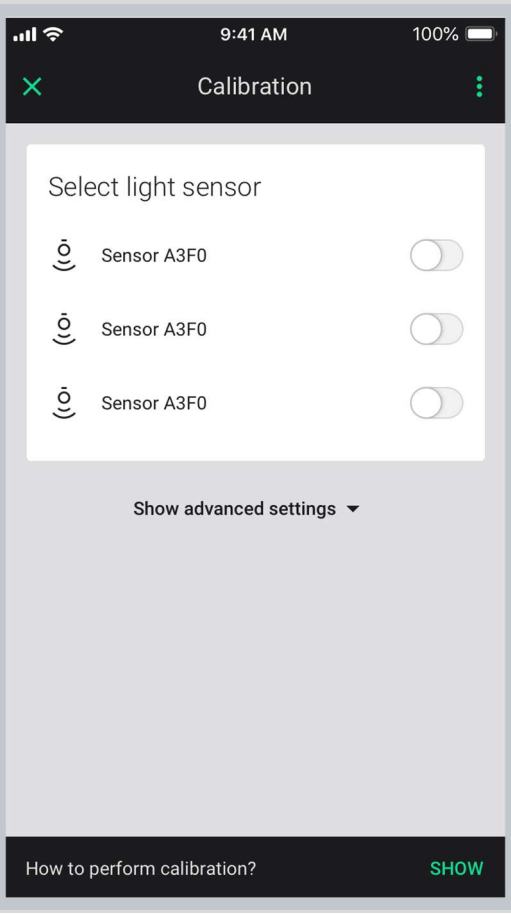
- Press the context menu ⋮ on the calibration screen to see additional options.
- **Test calibration (iOS/iPadOS ONLY)** - press the **START TEST** button to test calibration of daylight harvesting. The testing mechanism will adjust the light level of the luminaires to the preset setpoint. The test results will show how the luminaires adjust to the setpoint. If the test shows any oscillations or misconfiguration, try to redo the calibration, or adjust the Daylight controller slider from the advanced settings.

Photocell calibration



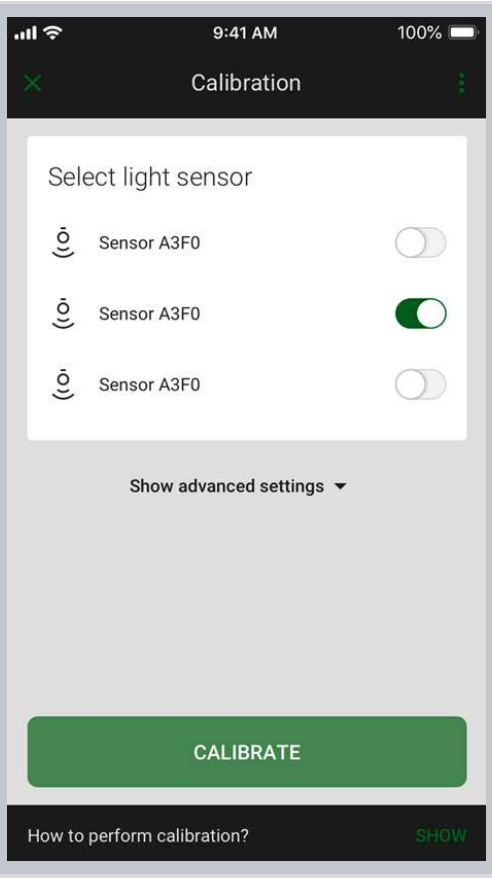
- Open the project, select the desired area and a zone.
- Press the CALIBRATE button from the "**DEVICES"** tab. The button will be active only if there're devices with ALS (ambient light sensor) that must be calibrated.

  HINT: You can also start calibration from the **"SETTINGS"** tab. There's a **"Photocell"** element with a CALIBRATE button that opens the calibration view.

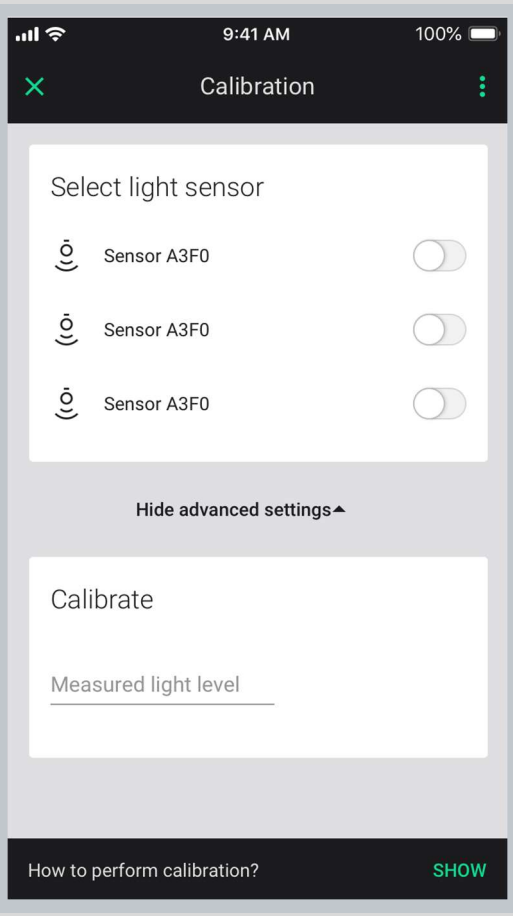


- Select the light sensor (switch the toggle next to the light sensor to the right).

  HINT: After pressing the device starts flashing. This helps quickly identify the luminaire.



- Confirm by pressing the **CALIBRATE** button. Calibration of the light sensor will start immediately.
- If you have issues with the accuracy of the light sensor you may use the calibrate section in the advanced settings

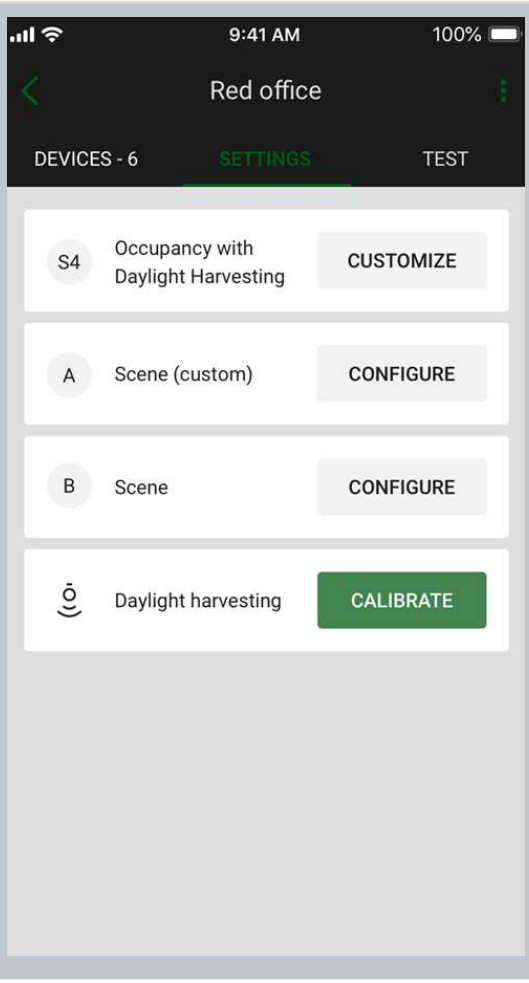


- Use a light meter to measure the light level where the light sensor is installed.
- Enter the LUX value measured by the light meter in the **Measured light level** field.
- After entering “Measured light level” LX value in the input field provided, tap the **CALIBRATE** button to confirm.
- Calibration of the light sensor will start immediately.

Scenes A and B setup (for iOS/iPadOS)

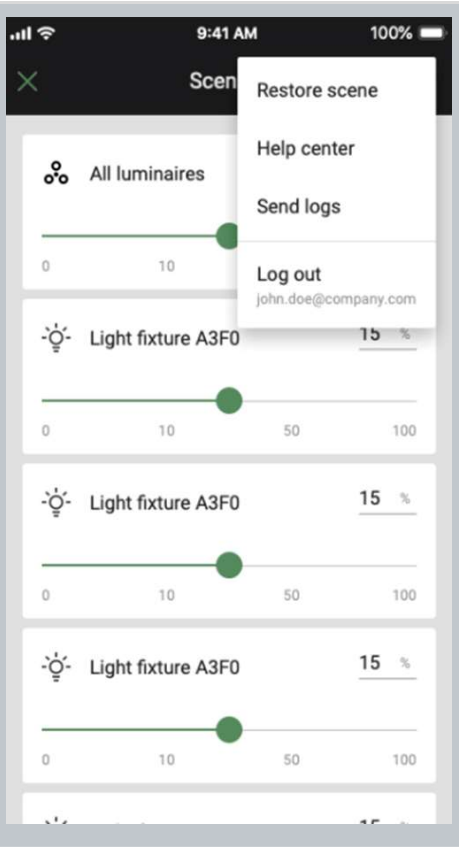
The SylSmart Connected mobile app for iOS/iPadOS allows two scenes to be created per zone. Scenes can be activated with a wall switch (see: Using the EnOcean switch).

- In the web app you can predefine scene level for scenes A and B. If the predefined settings are setup, the devices are configured using those settings while being added/reconfigured.
- If the predefined settings are not setup, you can enter scene A and B settings view in the mobile app and customize the scene in the particular zone.
- Each of the two scenes **for a zone** can have different parameters.



- In the SylSmart Connected app for iOS/iPadOS, open the **SETTINGS** tab.
- Press "CONFIGURE" to select the scene that you want to configure.
- Labels in the settings view show if the scene is customized in this zone
  - No label - the scene has been predefined in the profile with the web app but hasn't been customized with the mobile app
  - Empty - the scene hasn't been predefined nor customized
  - Custom - the scene was customized with the mobile app.

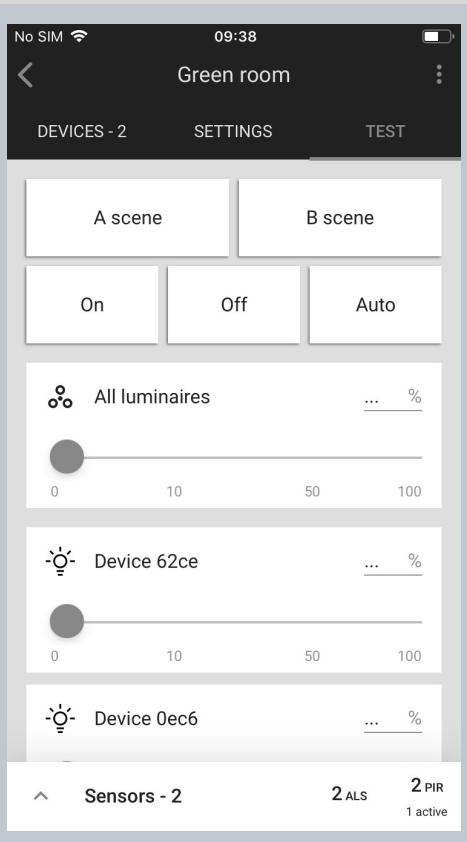
NOTE: Configuring scenes requires that all devices have been added to the zone and are configured correctly (i.e., there are no zone alerts or warnings).



- Adjust the light level for individual luminaires to reflect the desired scene configuration.
- Tap on the device icon, to identify the luminaire. The luminaire will start to flash.
- Tap **"Apply custom settings"** to save the scene.
- If the scene was customized (has a custom label), in the context menu there is an option: "**Restore scene"**, which removes scene settings, or "**Remove scene**" if the scene was not predefined in the profile.

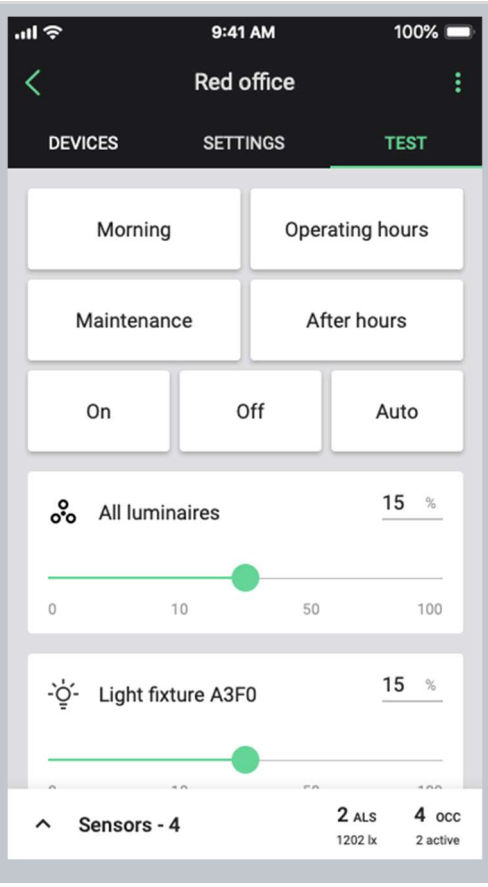
Test your zone

Testing allows you to test if the light control is working correctly, i.e., can the luminaires be switched on to maximum level, switched off, dimmed and the scenes are configured as desired.



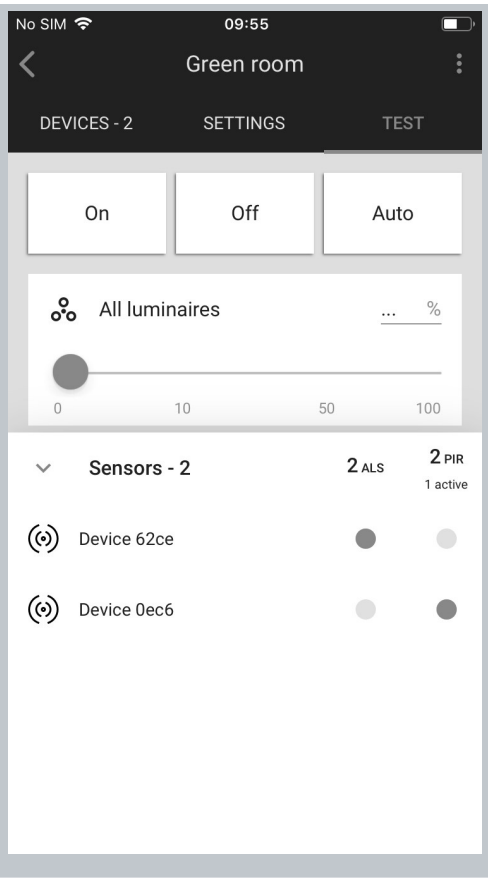
- Open the **TEST** tab
- Choose the test:
  A scene: luminaires will go to the light level defined in scene A.
  B scene: luminaires will go to the light level defined in scene B.
  On (iOS/iPadOS ONLY): all luminaires go to 100.
  Off: all luminaires switch off.
  Auto: turns on the automatic settings for luminaires.
- The luminaries will react immediately.

HINT: In the SylSmart Connected mobile app for iOS/iPadOS, you can check which devices are added to your zone. Press next to "**All luminaires**". All devices from the zone will immediately start flashing.



- For a zone where the “Multiple scenes” scenario has been selected, the TEST tab along the On, Off, and Auto options will display the customized names of configured scenes:
  Morning (scene 1)
  Operating hours (scene 2)
  Maintenance (scene 3)
  After hours (scene 4)

Testing individual luminaires (for iOS/iPadOS):
Scroll down to see all luminaires added to the selected zone.
Use the slider to change the light level or enter the value manually (in **%**).
The selected luminaire should react immediately.



Sensors view (for iOS/iPadOS:

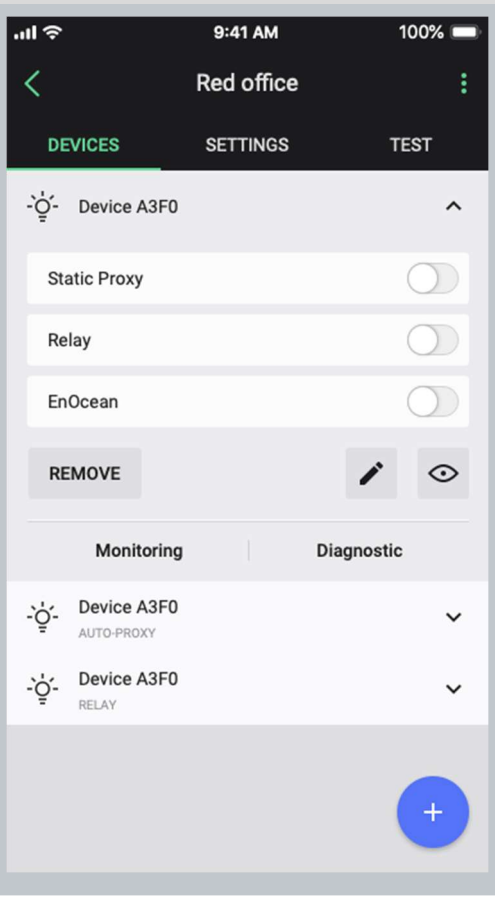
- Sensors can be previewed via the **TEST** tab.
- The list at the bottom of the screen shows how many sensors are available and the light level measured by the light sensor
- The lux level value is read immediately when the panel is opened, and then the next update is only after the device reports the value. When you open the panel again, the app reads the value again (after each lux level update the background is green for 3 seconds).
- To preview the sensors, expand the list and see which sensors are currently active.
- If no sensors are available, the list is empty.

Check the devices list

All devices commissioned to a particular zone are listed in the DEVICES tab, along with their name and features.

Identify devices added to a zone

Sometimes it is necessary to identify a specific device which has a problem or must be configured as a relay or EnOcean adapter.

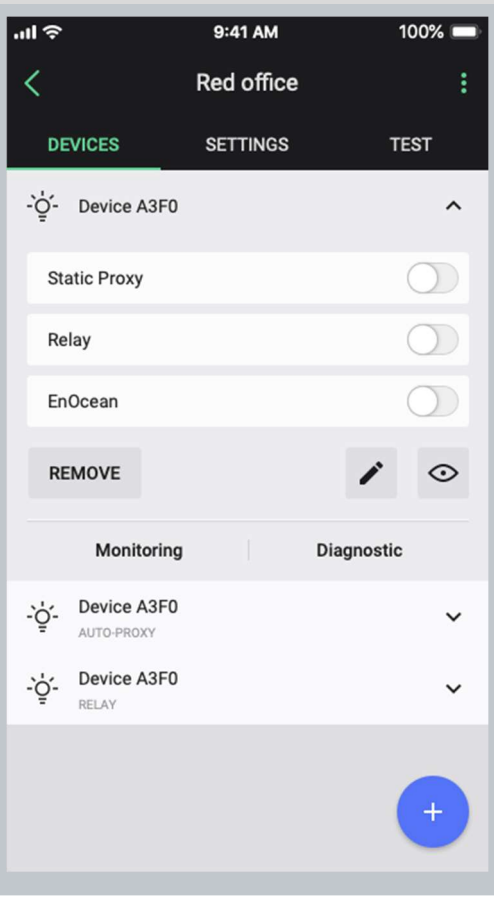


Tap or to identify the device

The selected device should then draw attention e.g., by flashing.

HINT: After tapping or , the device will be requested to send a response. When the response doesn't arrive, the snackbar "*{Device name} is not available*" is displayed.

Rename a device (for iOS/iPadOS)

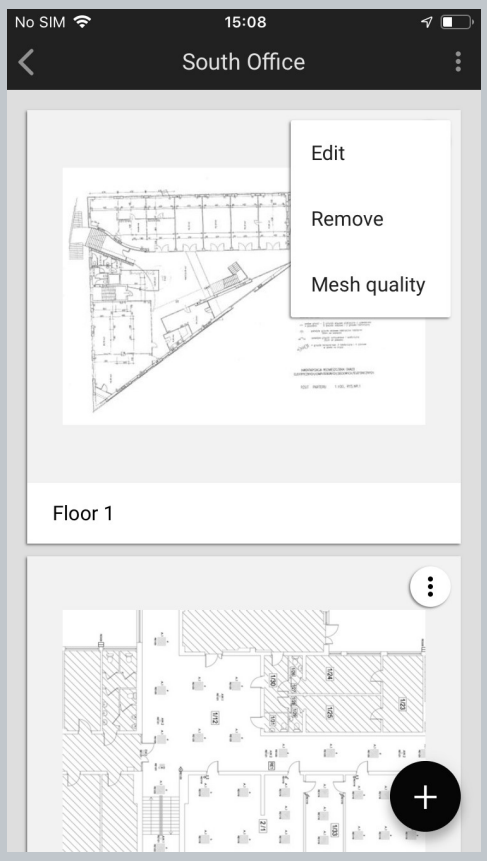


- To change the name of a device, open the SylSmart Connected app for iOS/iPadOS. Then, expand the device on the "**DEVICES**" view and tap ✎ to change the name. The new name will be visible in the mobile and web app.
- Once the name is changed, the new name will be visible in the mobile and web app.
- If the device is removed from the zone and recommissioned, it will appear in the mobile and web app with its default name.

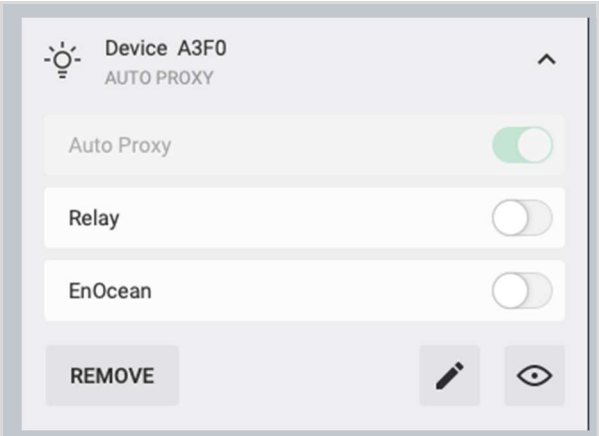
Mesh Quality test (for iOS/iPadOS)

The mesh quality test allows users to check the node availability and mesh quality within an area.

The test is performed using the SylSmart Connected mobile app for iOS/iPadOS from where it is currently connected to the network. If the test is performed from a different part of the network, test results might differ.

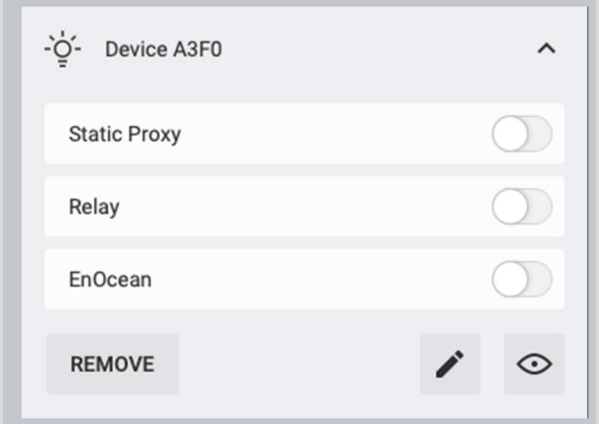


- To start running the test, open the SylSmart Connected mobile app for iOS/iPadOS and select the project where you would like to check the connection.
- Then, select the correct area, click the “More” button, choose “Mesh quality” and tap **START TEST**.
- The test selects a random device within the area and sends a ping message from it to all the nodes in that area (four retries are executed if a node does not respond to the first ping message).
- If all the nodes in a zone reply with a pong message, zone is marked green to indicate good connection.
- If even one node does not reply with a pong message, the zone it is added to is marked red to indicate potential connection problems.
- The results are presented on the area floor plan with the possibility to see results per device within a zone.
- For more information about the Mesh quality test and troubleshooting, see *SN-202 Optimizing Mesh Network Performance.*



Auto Proxy - allows each device to automatically become a proxy whenever the SylSmart Connected mobile app is in range. Devices where auto proxy is enabled auto proxy have the “Auto proxy” toggle switch enabled and inactive.

NOTE: The Auto proxy function is available in devices with SylSmart Connected firmware from version 2.17 and later and projects from version 202005 and later. To use this function in already commissioned projects that do not meet the requirements, a web app project update, firmware update, and recommissioning is required.



Static Proxy - devices and projects that do not support the auto proxy function use static proxy.

Static proxy is automatically configured by mobile app during the commissioning in order to provide access to the network in the whole project.[11]

In the SylSmart Connected mobile app for iOS/iPadOS, devices not supporting auto proxy have the “Static Proxy” toggle switch active enabled or disabled.

Relay - the device sends the messages further into the mesh network. 12

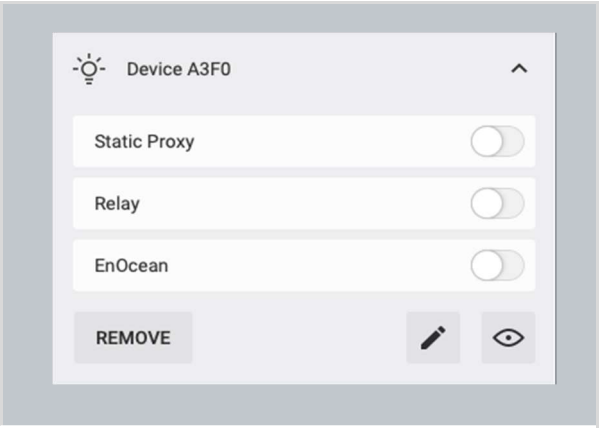
EnOcean - the device acts as an EnOcean adapter which allows a Bluetooth EnOcean switch to communicate with a Bluetooth mesh network.

Time Authority - the device acts as the source of the current time that is shared with other devices in the network.

NOTE: The time authority function is available in devices with SylSmart Connected firmware version 2.20.2 and later and projects version 202101 and later.

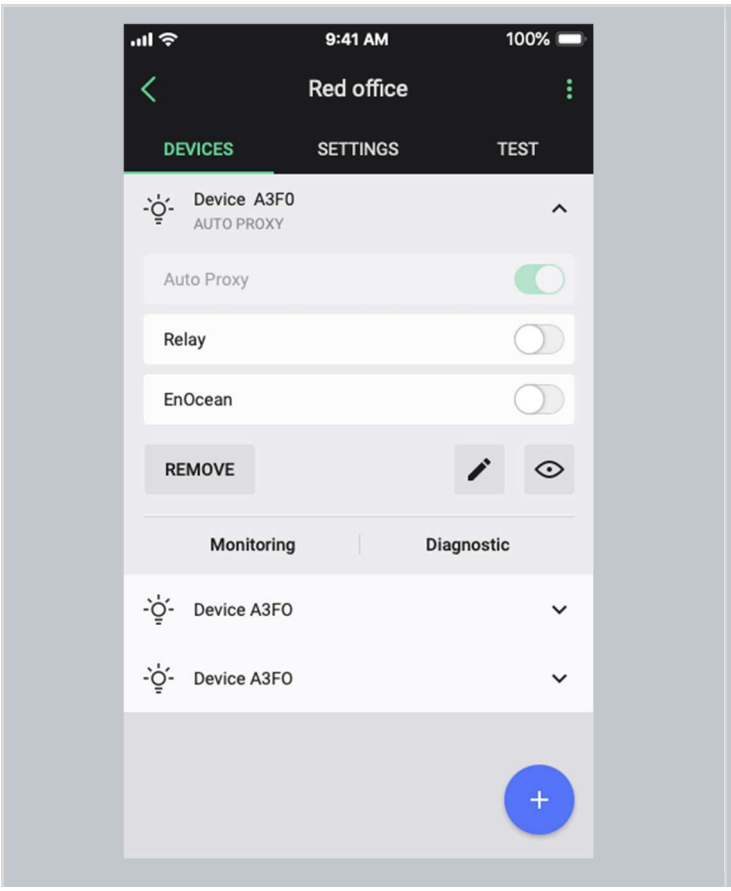
For details about Mesh functions, see *SN-202 Optimizing Mesh Network Performance.*

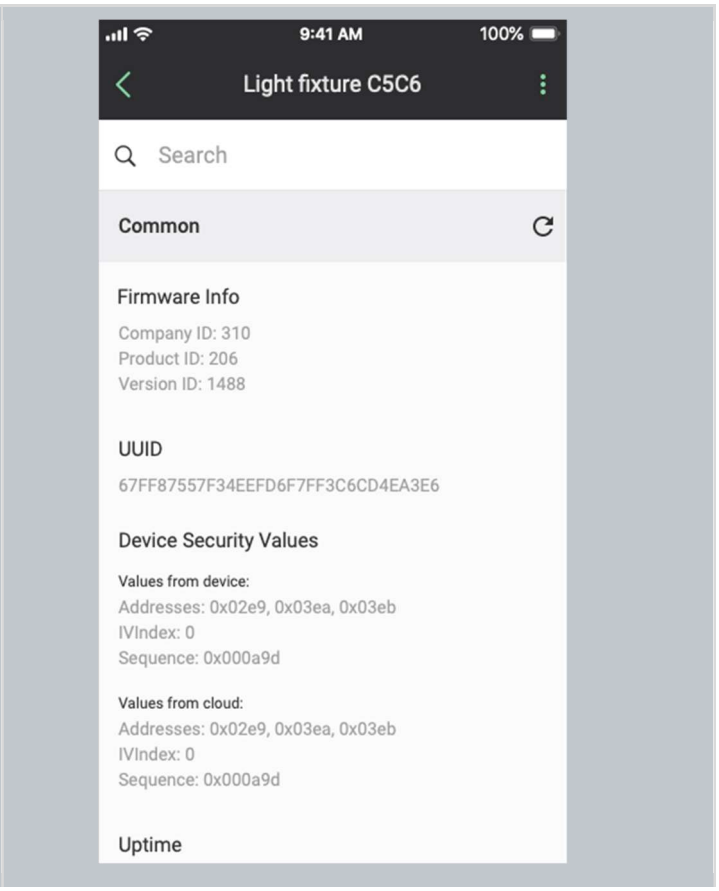
[11] By default, the mobile app will make sure that at least one device in the project has the proxy enabled. Please be aware that disabling or removing a proxy device affects the performance of connecting the app to the network.



Relay - the device sends the messages further into the mesh network.[12]

Device diagnostics (for iOS/iPadOS)





[12] Enabling both the Static proxy and Relay functions on the same node will lead to inefficient performance and is not recommended.

The device diagnostic report in the SylSmart Connected mobile app for iOS/iPadOS may be helpful in the event of any problems. It gives basic information such as:

- Firmware information
- Uptime
- Time since last fault
- Controller parameters

The SylSmart Connected mobile app for iOS/iPadOS also supports some manufacturer specific device health tests, e.g., DALI Bus Reset.
With the search box, you can find a cell that contains the searched string. If the search box is empty, then all properties are visible. If the search box contains the searched string, then only those cells are visible that contain the searched string in their content.

Monitoring (for iOS/iPadOS)

The monitoring feature allows you to see the energy consumption of compatible devices and occupancy events within a zone with a PIR sensor in the mobile app.

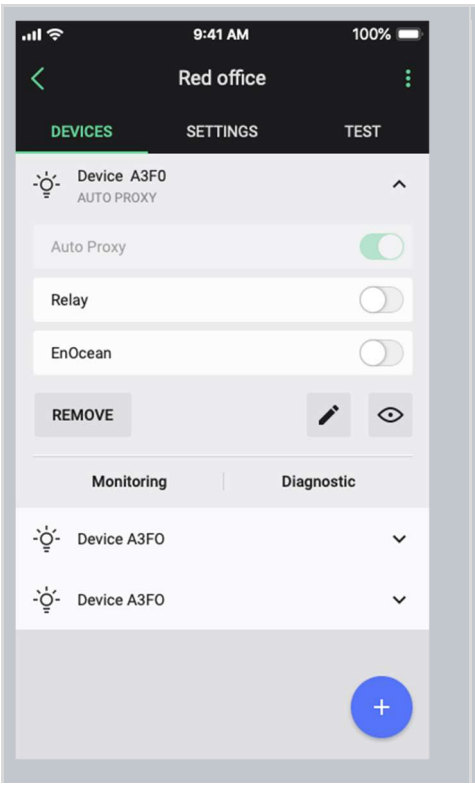
The energy monitoring values include:

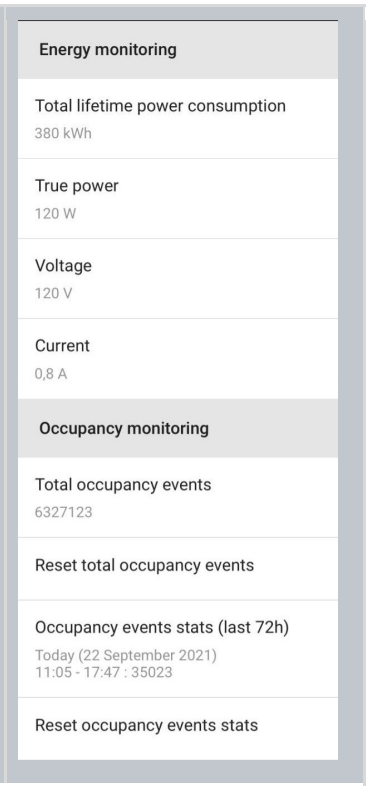
- Total lifetime power consumption (kWh)
- Real power (W)
- Voltage (V)
- Power factor

The occupancy monitoring values include:

- Total occupancy events
- Occupancy events statistics (for the last 72h)

HINT: You can use the occupancy monitoring data and their reset functions to verify sensor false triggering.

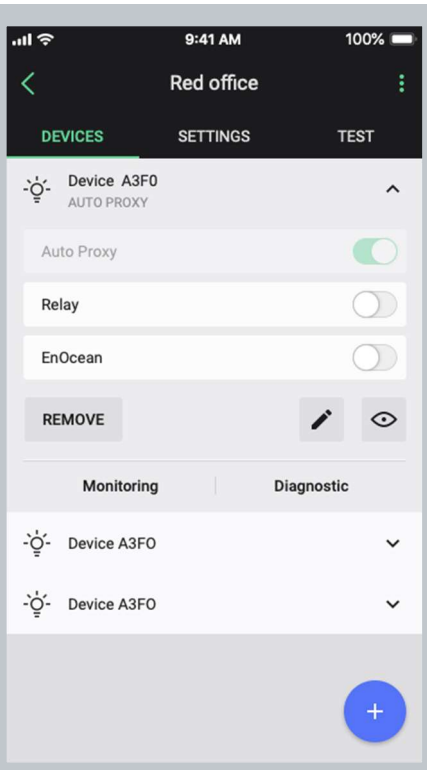




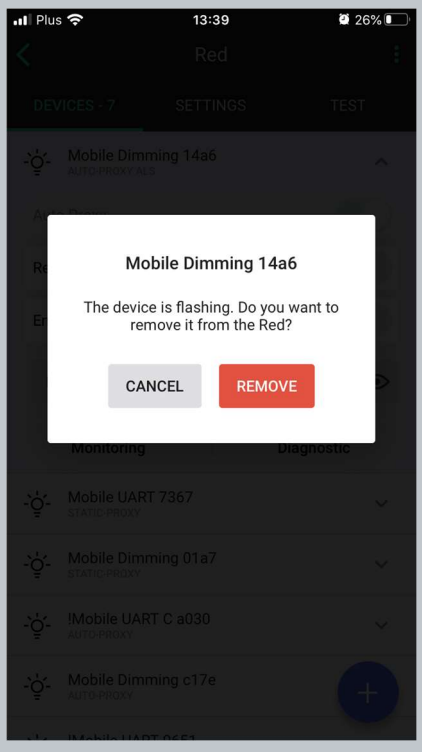
- Open the SylSmart Connected mobile app for iOS/iPadOS , and go to the "**DEVICES**" tab.
- Expand the down arrow for the device you want to check.
- Tap "**MONITORING**".
- The energy consumption and occupancy monitoring values will be displayed.

Remove a device

If a device has been added to the wrong zone or doesn't operate properly, you can remove it. This action removes the device from the network and from the project, while also resetting the device and erasing its configuration data.



- Go to the "**DEVICES**" tab.
- iOS/iPadOS: Select the device you want to remove and Tap 🗑.
- Android: Tap ⋮ to open the device context menu and Tap "REMOVE".
- Check if the device is attracting attention e.g., by flashing.



If it's the right device, tap "**REMOVE**" to confirm. This will remove it from the network and restore its default settings, making it available for adding to another network.

☞ **NOTE:** The mobile app will not allow you to remove the last proxy device in the project if the project still contains other devices, as this will mean you will no longer be able to connect with them. To remove the last proxy, remove all other devices from the project first. Only then will the app allow you to delete the last proxy device.

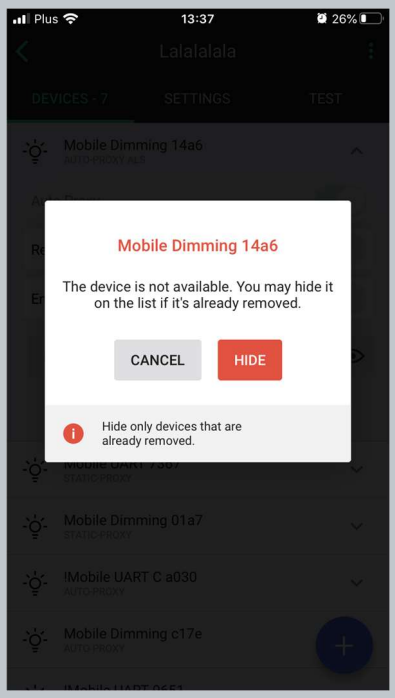
Hidden devices

As part of the device removal process described above, a device is not only removed from the app's database but also fully reset. This means removing a device from the network and restoring its default settings by erasing all configuration data, including security keys. In order to successfully carry out this process, the app needs to exchange certain data with the device which is to be removed. If the app is unable to communicate with the device, the removal process cannot be completed. This can happen in the following cases:

- device is powered off or does not operate properly (manufacturing defect, failure, etc.),
- device has already been reset or removed manually,
- mesh communication failure (e.g., device is out of range).

A device that cannot be fully removed remains visible in the app and commissioning reports, and may report configuration errors. This could be misleading, especially when such a device has already been physically removed from the ceiling. To address such cases, the app allows a device that cannot be fully removed to be hidden. A hidden device will no longer be shown in the list of available devices, included in commissioning reports, or report configuration errors. However, it can still be seen in the web app (grayed out and marked as *hidden*). This allows you to make a device available again if needed (e.g. if it was hidden accidentally).

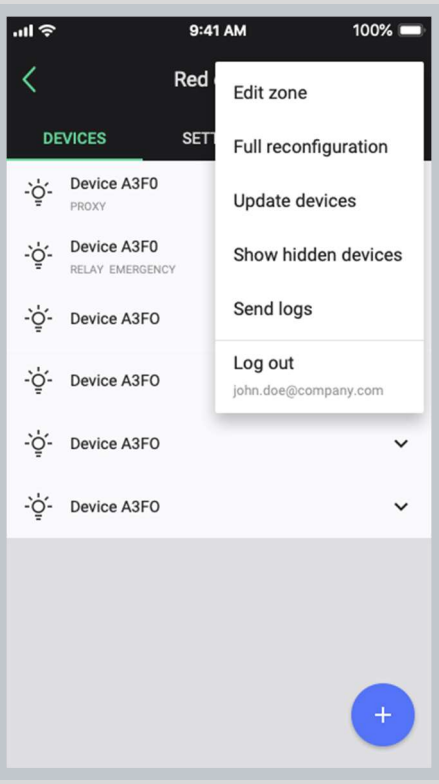
Hiding devices



When you choose to remove a device, but the app cannot communicate with it, the removal process cannot be completed.
In this case, the app will ask whether you want to hide the device so that it is no longer visible in the list of available devices and commissioning reports.
Tap "**HIDE**" to remove the unresponsive device from the list.

NOTE: Make sure to hide only those devices that are faulty or have been removed from the project manually (via physical uninstallation or hardware reset). Be aware that a device can be hidden without resetting it, and it will continue working with its most recent control scenario. To remove such a device from the network, see the next section.

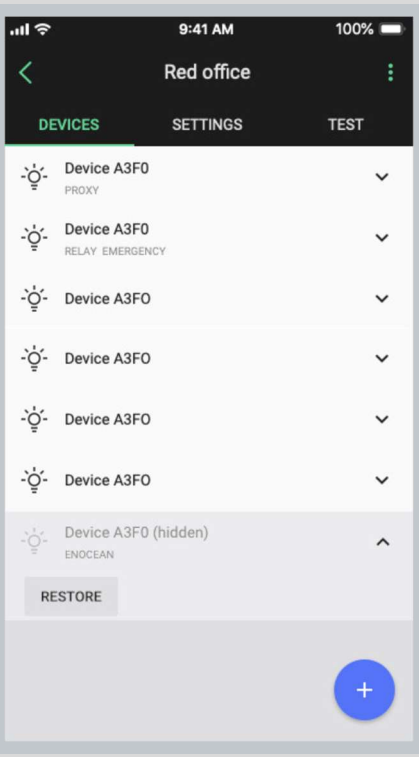
Making hidden devices available



To show hidden devices:

- Open zone's context menu
- Tap "Show hidden devices" button

NOTE: When there are no hidden devices, the menu item is not available.



- Hidden devices are shown on the list of devices in the zone and grayed out
- To make hidden devices available again:
  - Tap the device and the tap "Restore"

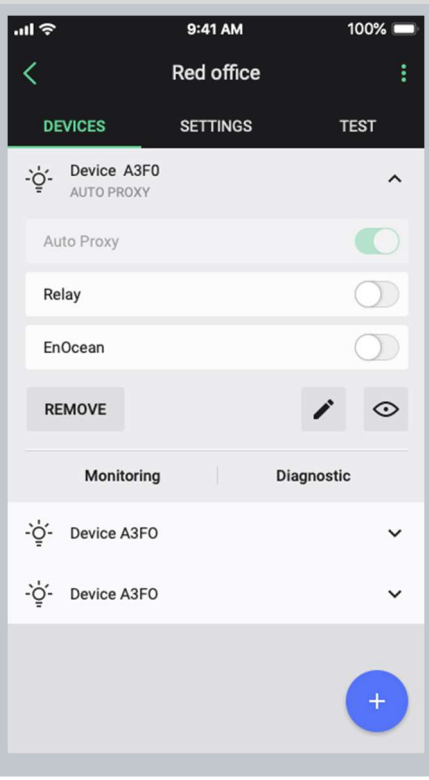
Remove devices that have no access to the mesh network

To remove devices that are grayed out in the mobile app because they have no access to the mesh network, continue as follows.

1. Perform one of the following steps:
   - Add a new device to the zone.
   - Reset a device from the zone and add it to the zone again.
     i. Refer to the device datasheet for instructions about how to reset the device. In most cases you need to press and hold a reset button for some time. But some devices have a switch that triggers a reset when a magnet is applied to them. When the reset is triggered, the status LED will flash every one second. After the reset is complete, the status LED will flash every 0.3 seconds.
     ii. Add this device to the zone again.
2. Make sure that the device is set up to act as a „Proxy".
3. Remove all devices that were intended to be removed.
4. Remove the proxy device.

EnOcean switch commissioning

Adding an energy harvesting EnOcean BLE switch to a zone allows it to control the lights in a zone. Because an EnOcean switch cannot communicate over the Bluetooth mesh protocol, you must select at least one of the devices already in the network to act as an EnOcean adapter for the switch.



- Go to the "**DEVICES**" tab.
- iOS/iPadOS: Select the device you want to act as the EnOcean adapter EnOcean switch, and Tap the "EnOcean" toggle switch to enable it as an EnOcean adapter.
- Android: Tap ⋮ to open the context menu of the device you want to act as an EnOcean adapter, and Tap "Enable EnOcean".

The app will ask for permission to access the camera. Select **OK**.
Point the camera at the QR code on the back of the EnOcean switch or on its packaging.
The app will automatically read the QR code and configure the device appropriately.

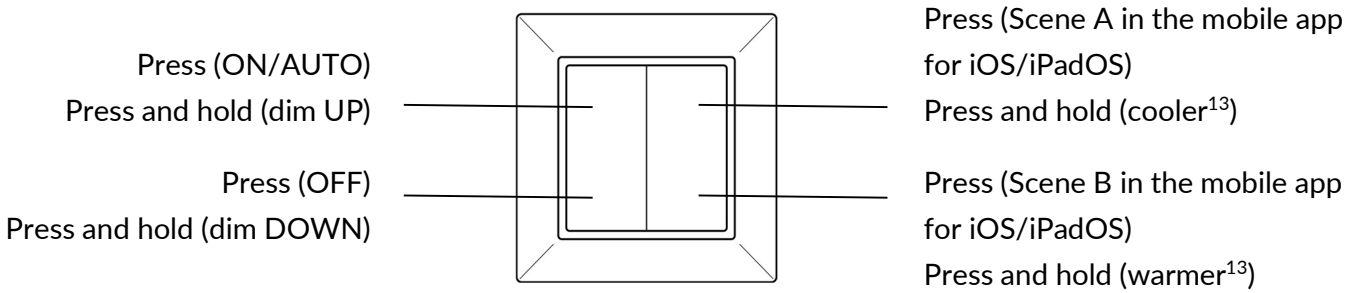
- "**This device is not supported**" on a snackbar.
- If the EnOcean device selected is incompatible, an incompatibility snackbar will be displayed when scanning such a device.

☞ **NOTE:** The EnOcean switch can be removed from the zone at any time by disabling the EnOcean option for the device(s) acting as its adapter.

☞ **NOTE:** Multiple zones can be controlled with a single EnOcean BLE switch by enabling the EnOcean adapter for one device in each zone. All such devices must be within the range of the EnOcean BLE switch that controls them.

Use of the EnOcean switch

EnOcean BLE switches are automatically configured as follows. The left button is used for manual control (ON/AUTO / OFF) and dimming (dim UP/DOWN). The right button (if available) is used to recall scenes (scene A, scene B; if configured in the mobile app for iOS/iPadOS) and control color temperature (cooler/warmer).



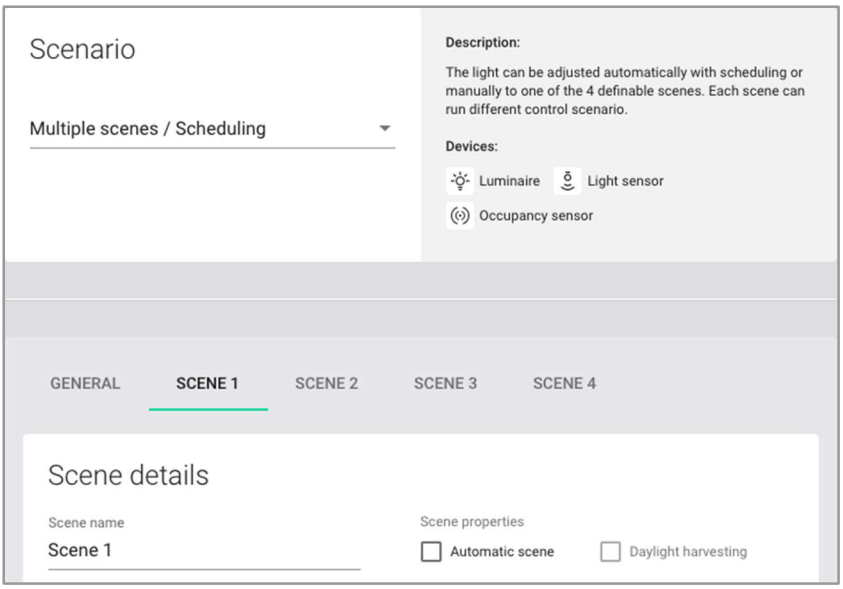
After you set the color temperature, it will be used for all manual and automatic modes.

If the *Multiple scenes/Scheduling* scenario is selected for the zone, the *press* action of the right button will be different. For more information, see Operation with Multiple scenes / Scheduling scenario.

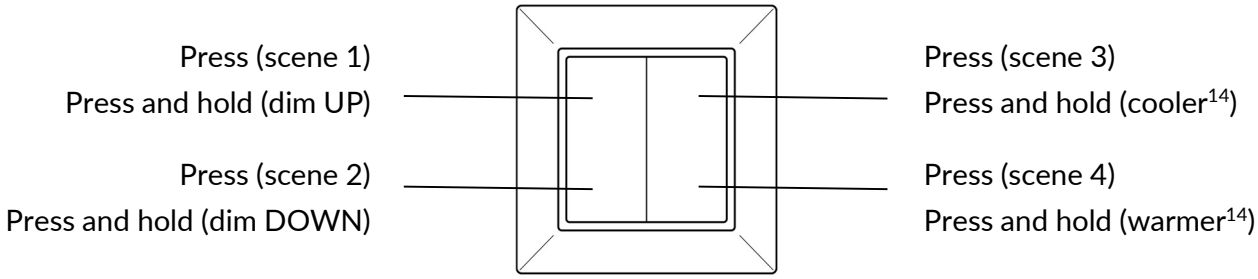
Operation with a *Multiple scenes / Scheduling* scenario

EnOcean switch operates differently when used with a *Multiple scenes / Scheduling* scenario that is set in the SylSmart Connected web app. The scenario allows you to define up to four scenes to recall. Each scene can specify a different automatic behavior, for example with different light levels to maintain. The scenes can be recalled manually with the EnOcean switch or scheduling.

[13] Only for zones with compatible tunable white fixtures and the SylSmart Connected firmware version 2.15 or later. In different cases, the *press and hold* action of the right button will not work.



In the *Multiple scenes / Scheduling* scenario, the *press* action is used to recall scenes (scene 1 and scene 2, and if the right button is available: scene 3, scene 4). The *press and hold* action of the left button is used for dimming (dim UP/DOWN). The *press and hold* action of the right button (if available) is used to control color temperature (cooler/warmer).



[14] Only for zones with compatible tunable white fixtures and the SylSmart Connected firmware version 2.15 or later. In different cases, the *press and hold* action of the right button will not work.

Example behavior of EnOcean switch in various scenarios

Scenario	EnOcean switch behavior
Manual control *All luminaires are switched on and off manually with a wall switch*	• No automatic control. The light is adjusted only with the switch buttons. • Manual ON/AUTO – sets the light to the *Default light level* specified in the profile settings. • Manual OFF – sets the light level to 0%. • After changing the light behavior (OFF, dim UP, dim DOWN, Scene A, or Scene B), the previous settings can be restored only manually. • *Manual override timeout* is not available.

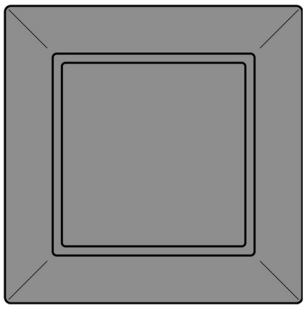
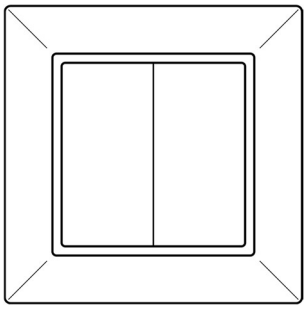
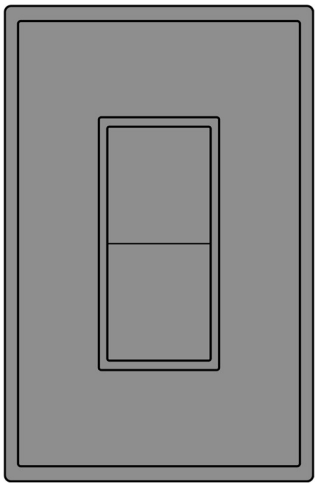
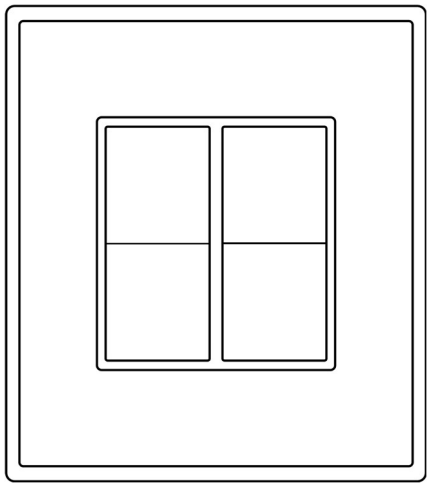
Occupancy and **Vacancy** scenarios
 	
Occupancy: All luminaires are switched on when motion is detected and switched off when no motion is detected for a given time.
 	
Vacancy: All luminaires are switched on manually with a wall switch and switched off automatically when no motion is detected for a given time.
	• Pressing ON/AUTO sets the light to the *Occupied* mode level, which is maintained for a defined *Timeout*.
	• *Manual override timeout* is available.
	  ○ Triggered after changing the light behavior (OFF, dim UP, dim DOWN, Scene A, or Scene B).
	  ○ Timer is reset after detecting occupancy in the room.
	  Example: *Manual override timeout* is set to 10 minutes. User presses OFF and leaves the room.
	  ■ Case 1: Occupancy in the room is not detected for 10 minutes. The light goes back to the default settings.
	  ■ Case 2: Occupancy in the room is detected after 3 minutes. The timer is reset and starts counting down again from 10 minutes.

Multiple scenes / Scheduling *The light can be adjusted automatically with scheduling or manually to one of the four definable scenes. Each scene can run a different control scenario.*	• Four scenes recalled by pressing the switch buttons. • Dimming available by pressing and holding the left switch button. • *Manual override timeout* is not available.

Manual override timeout defines a time of vacancy after which the light goes back to its default settings. For example, if any scene is recalled using the switch and the defined time of vacancy passes, the light goes back to its default settings.

For more information about scenarios, see *Scenario parameters for customization*.

Supported EnOcean switch models

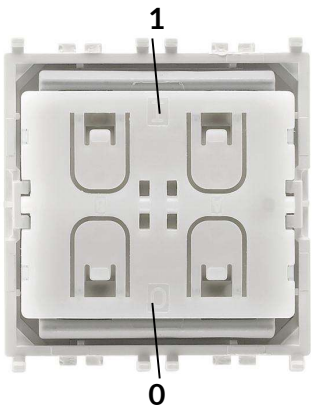
Easyfit Single (EWSSB)	**Easyfit Double** (EWSDB)	**Easyfit Single** (ESRPB)	**Easyfit Double** (EDRPB)
			

The SylSmart Connected lighting system supports mainly switches based on the EnOcean BLE Switch Module (PTM 215B). Only the double version is available directly from Sylvania.

To make sure that switches operate as intended, install the EnOcean BLE Switch Module so that the '1' mark is above the '0' mark.

To find more SylSmart Connected-enabled EnOcean switches, go to https://www.sylvania-lighting.com/product/en-int/products/0041538/

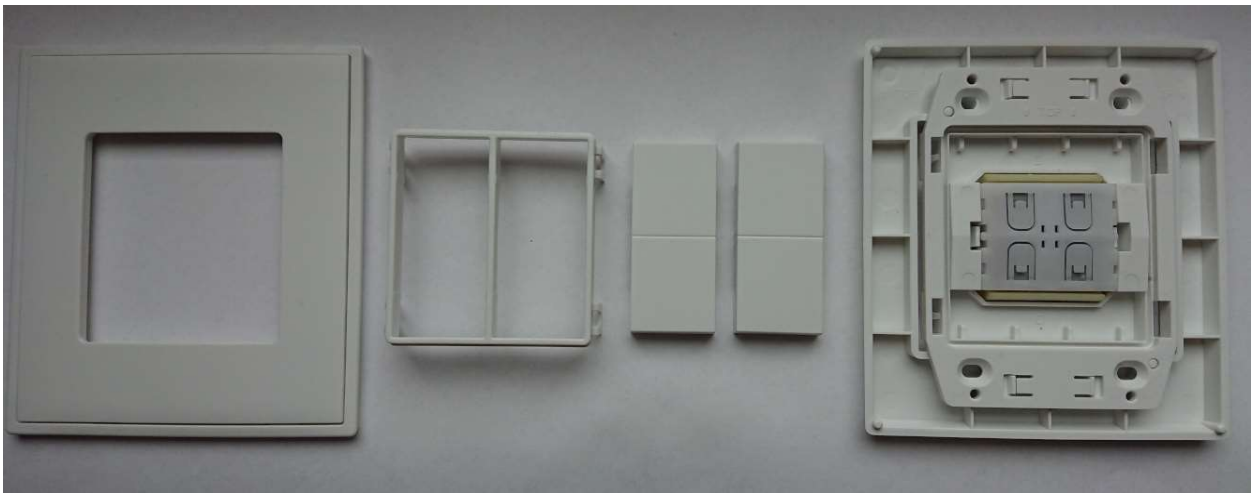
EnOcean BLE Switch Module (PTM 215B)



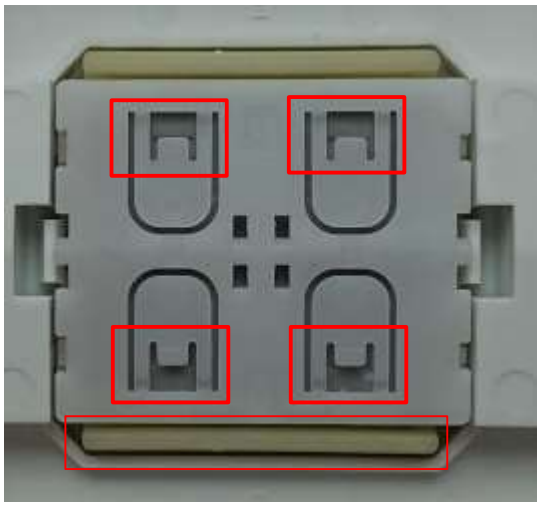
Resetting an EnOcean switch

If an EnOcean switch has been reconfigured to use another protocol, it may not work correctly with the SylSmart Connected firmware and must be reset to factory settings. To reset the switch to its factory settings, continue as follows.

1. Disassemble the cover and the buttons.



2. At the same time press and hold four button contacts and the yellow tab. Make sure that you hear a click when you press the tab.
3. Wait at least 10 seconds and release the contacts and the tab.
4. Assign the switch to a zone by setting a device as an EnOcean adapter.



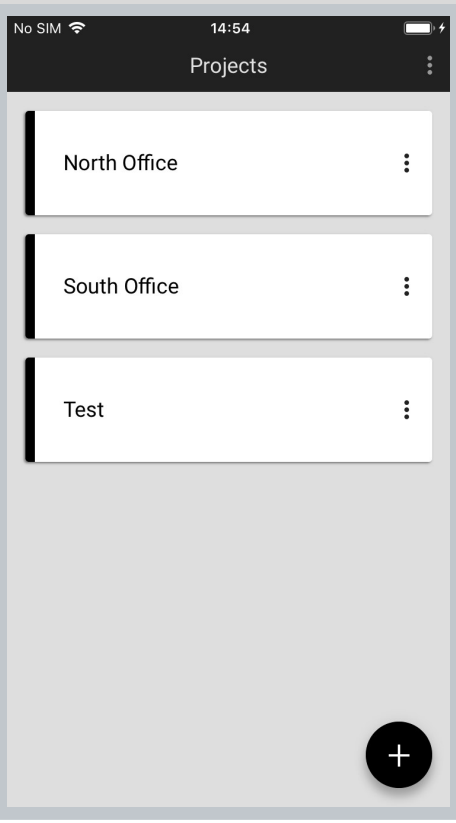
Sync the time in the mesh network (for iOS/iPadOS)

1. Open the **SylSmart Connected mobile app** for iOS/iPadOS.
2. In the project field, tap ⋮ and select **Time sync**.
3. Tap **Sync time** to sync the time between the mobile device and the mesh network.

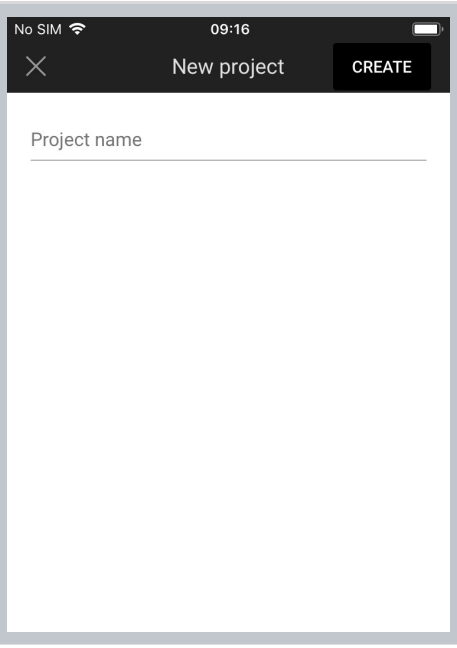
4. Commissioning onsite without using the web app (for iOS/iPadOS)

The SylSmart Connected mobile app for iOS/iPadOS supports some basic project management features such as creating projects, creating areas and creating and editing zones, allowing you to commission an installation **without having to first prepare a plan in the web app.** It means that the basic commissioning steps can be performed on an iOS/iPadOS device without opening the SylSmart Connected web app account.

Create a project (for iOS/iPadOS)

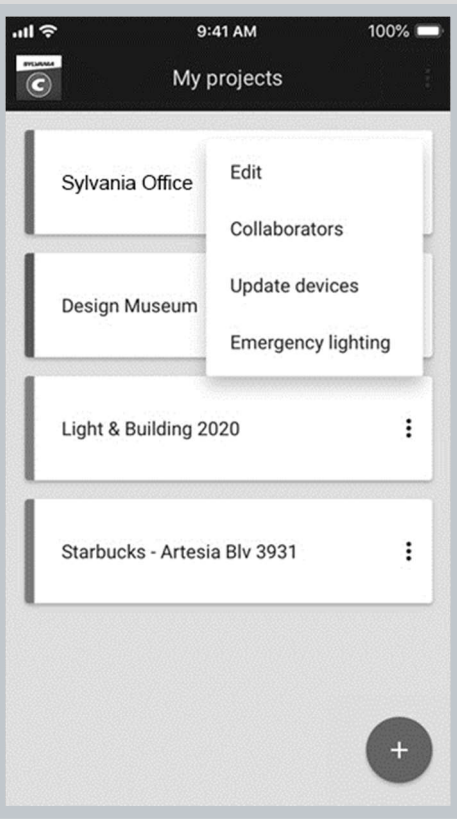


- In the SylSmart Connected mobile app for iOS/iPadOS, go to the projects list.
- Tap the + button.

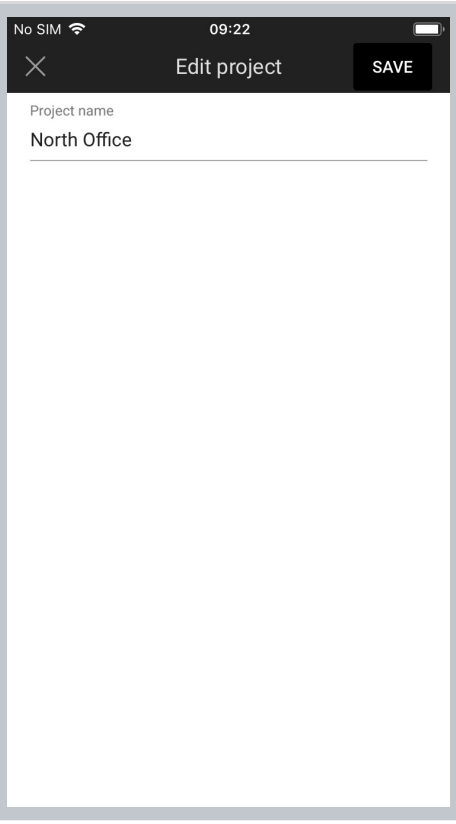


- Enter a project name and tap “**CREATE**”.
- The project will be created and displayed on the projects list.
- Projects are sorted by the creation date, from the newest to the oldest

Edit a project (for iOS/iPadOS)



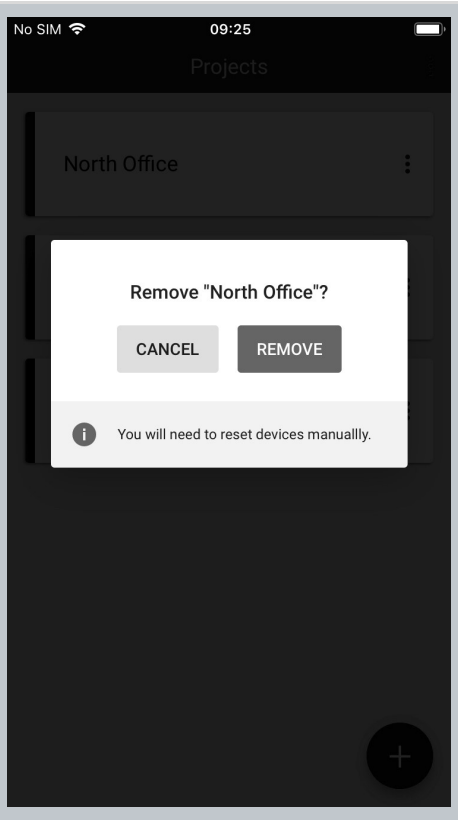
- In the SylSmart Connected mobile app for iOS/iPadOS, go to the projects list.
- Tap ⋮ and select **“EDIT”**.



- Change the project name and save it by tapping "**SAVE**".

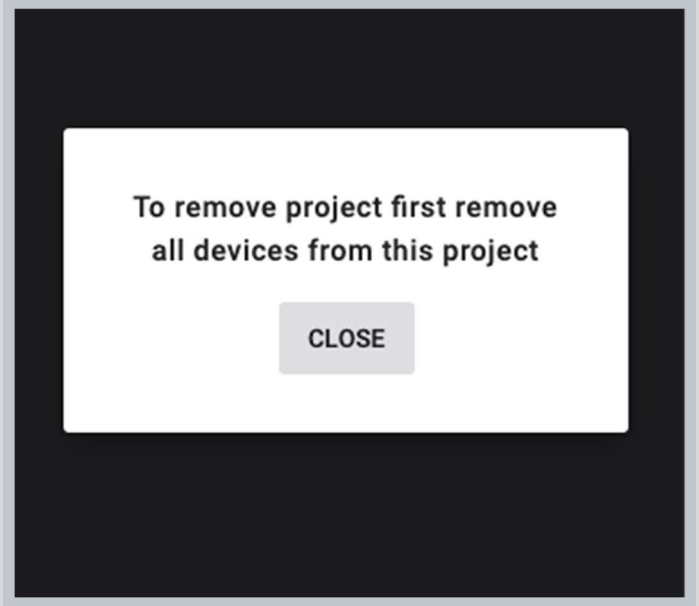
Remove a project (for iOS/iPadOS)

- In the SylSmart Connected mobile app for iOS/iPadOS, go to the projects list.
- Tap ⋮ and select **"REMOVE"**.



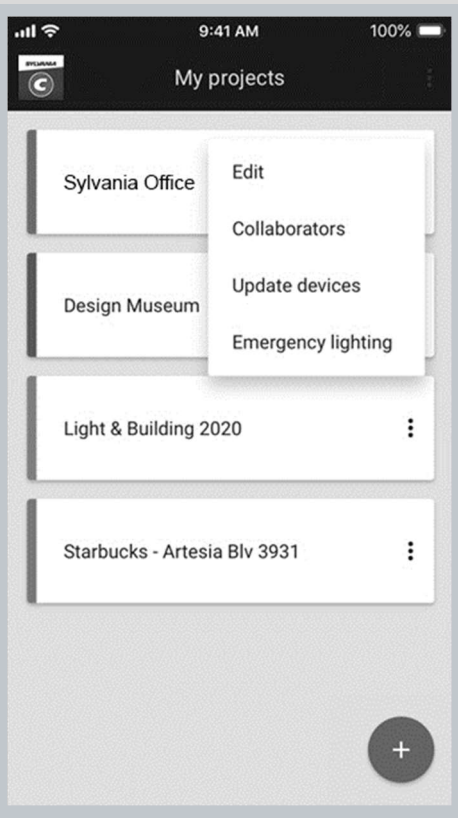
In the confirmation popup, tap “**REMOVE”**. To prevent accidental removal of the project, the button will be available after 3 seconds.

The project will be removed and can no longer be accessed by any users collaborating on it.



Note: You are not able to remove a project with active devices. Before doing it, you need to remove all devices.
For more information on how to do that, go to the section “Remove device”.

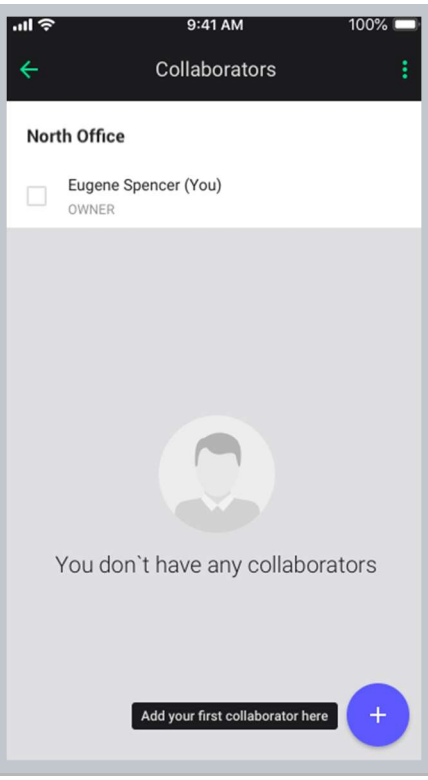
Invite and manage project collaborators (for iOS/iPadOS)



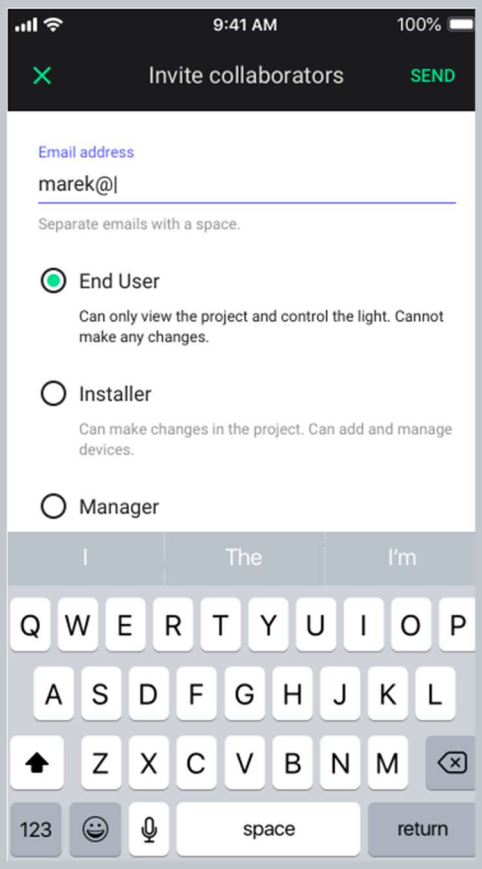
Multiple users can collaborate on a project by creating and editing the commissioning plan and, most importantly, in carrying out on-site commissioning thereby shortening the most critical part of the whole project.

There are four user roles supported in the commissioning apps: owner, manager, end user and installer. To get more information about specific roles, see User roles.

In the SylSmart Connected mobile app for iOS/iPadOS, go to the selected project tap ⋮ and select "**COLLABORATORS**".

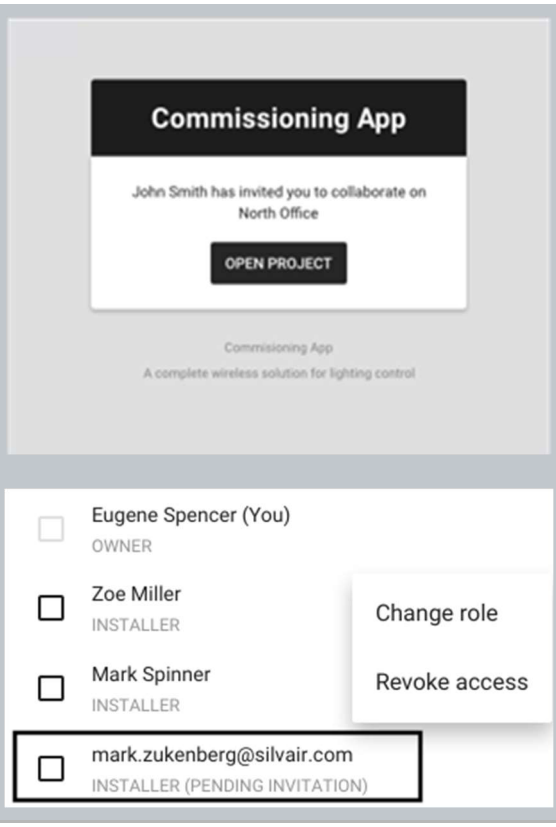


On the list of collaborators, tap the + button.



- Enter one or more email addresses to invite collaborators and share access to the project.

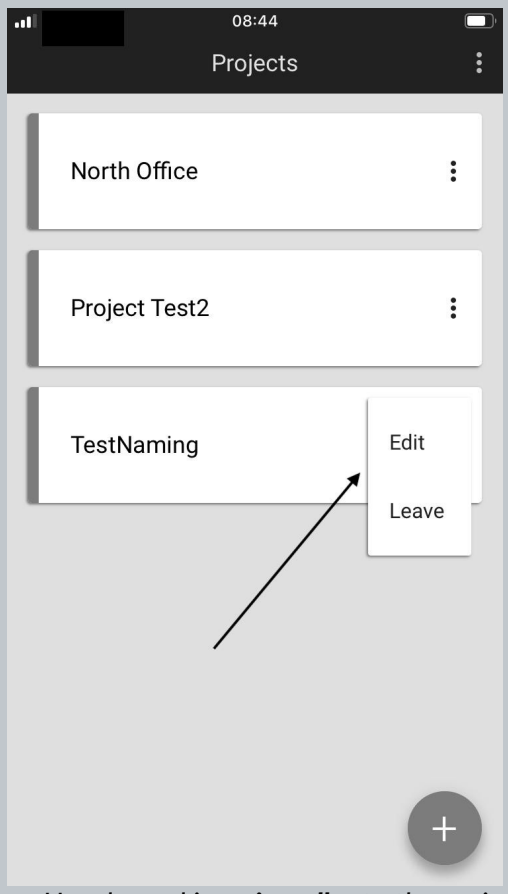
- Select the level of access for the user you're inviting.
    - End user is the default selection for a newly invited user. It can be changed by tapping the installer or manager below.
    - If you're an **owner** or a **manager** of the project, you can select a new user to be manager, installer or end user.
    - If you're an installer, or end user, you **do not** have access to invite collaborators' view.



- All users invited to collaborate will receive an invitation email with a link to the shared project.

- Accessing the project requires the user to have a registered SylSmart Connected web app account. Anyone without an account will be labeled with **"Pending invitation"** on the list of collaborators.

Change or transfer user role (for iOS/iPadOS)



*User logged in as **installer** to the project.*

The SylSmart Connected app for iOS/iPadOS allows you to change the role of another project collaborator using the mobile app. This is possible only if there's more than one collaborator added to the project.

Changing roles is possible only for users who have the following roles:

- Owner
- Manager

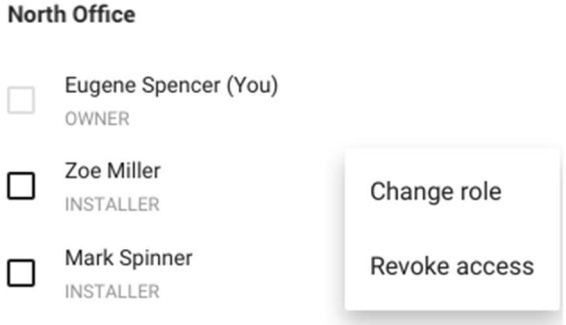
NOTE:

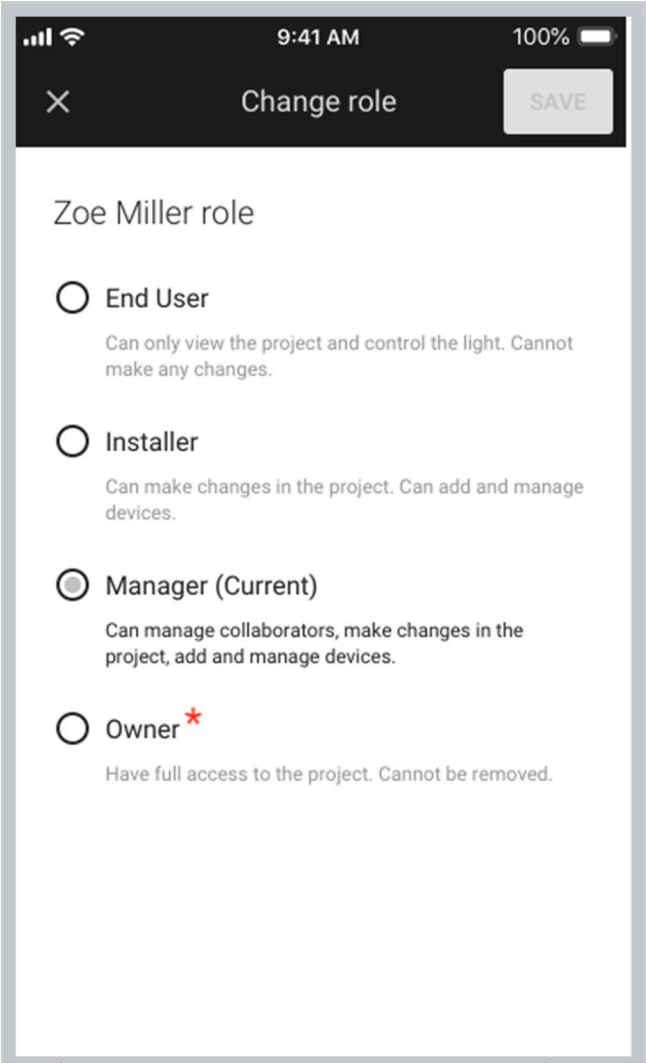
- Installer or end user **do not** have access to the collaborators view.
- When a user is logged in as installer / end user, they will not see the "Collaborators" button after pressing the project menu.
- They can only edit the project name or leave the project.

Change user role

- To change the role (available **only** for owner/manager role), select the correct project on projects list, tap ⋮ and select "**Collaborators**".

- Tap ⋮ next to the username and select "**Change role**".





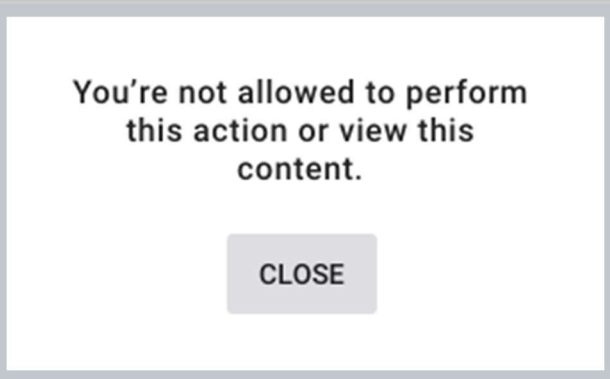
** This option will be available only if you're logged in as owner and you want to transfer your ownership to another user.*

Select the desired role:

- Manager
- Installer
- Owner
- End User

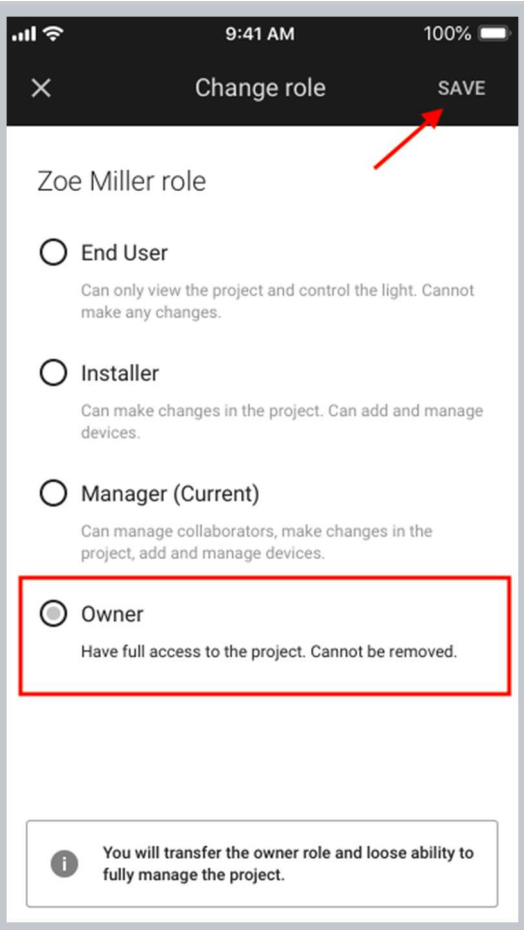
Press "**Save**" to confirm. "User role has changed" dialog will be displayed.

You can also change user roles in the web app.



NOTE:

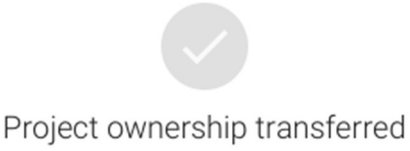
- If a collaborator's role was changed from manager / owner to an **installer, or end user** role, this user will no longer be able to see the collaborator's view in the app.
- The alert on the left is shown to the user whose role has been changed to installer / end user immediately after changing their role.
- After closing the alert, they will no longer be able to see the collaborators list.



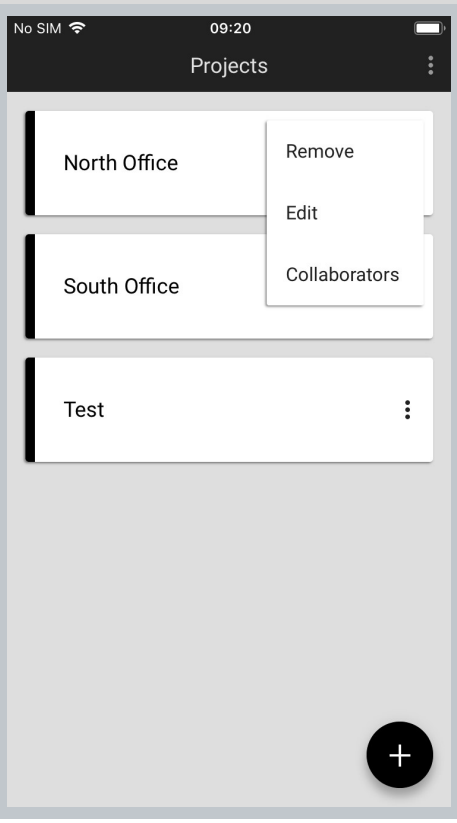
Transferring project ownership

NOTE: This option is available only for "**owner**" users.

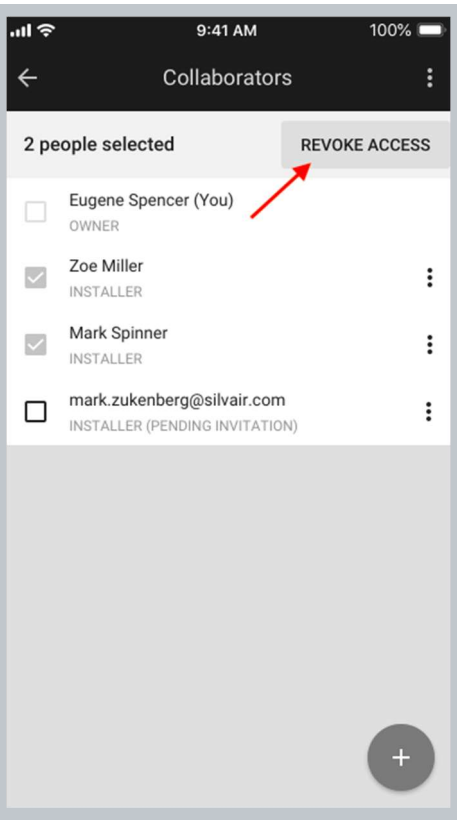
- If you're logged in as owner, you can transfer your project's ownership to another user.
- The new user who received the transfer will become a new owner. **The former owner of a project will no longer have access to the project.**
- To transfer the ownership:
  - Log into the mobile app as owner
  - Select the project
  - Tap ⋮ and select **COLLABORATORS**
  - Tap ⋮ again next to another username
  - Select "Change role"
  - Select "Owner" as a new role
  - Confirm by pressing the SAVE button
  - You will see the below success message



Revoke access to the project (for iOS/iPadOS)

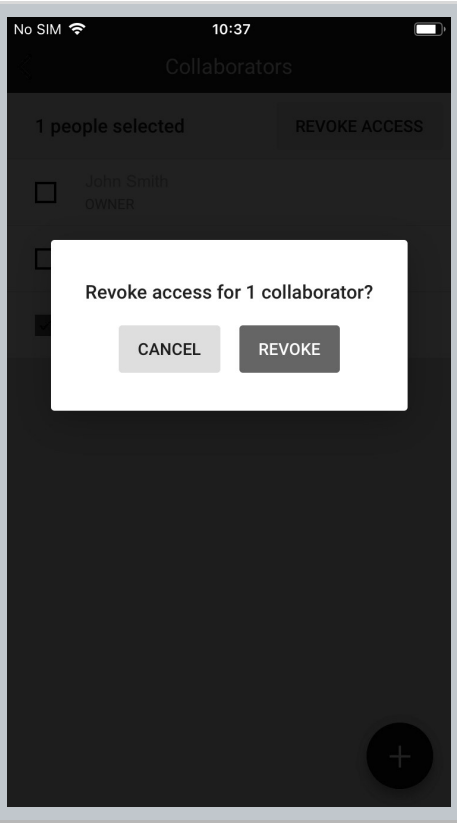


In the SylSmart Connected app for iOS/iPadOS,
Tap ⋮ and select "**COLLABORATORS**".



Select checkboxes to select one or more collaborators.

Tap "**REVOKE ACCESS**".

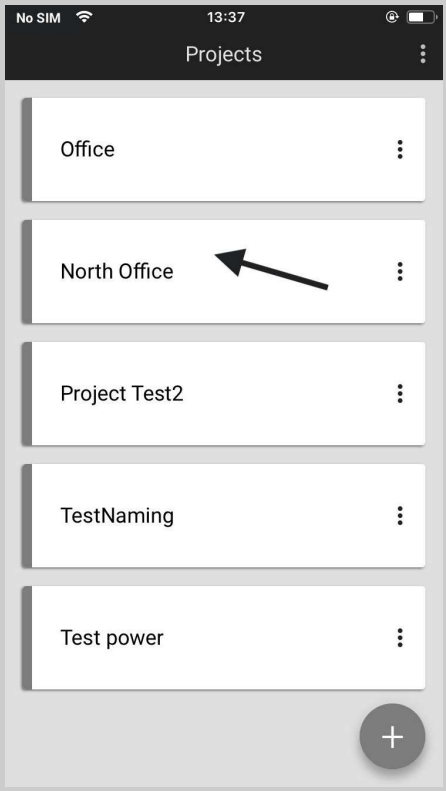


Confirm by pressing "**REVOKE"** on the popup window.

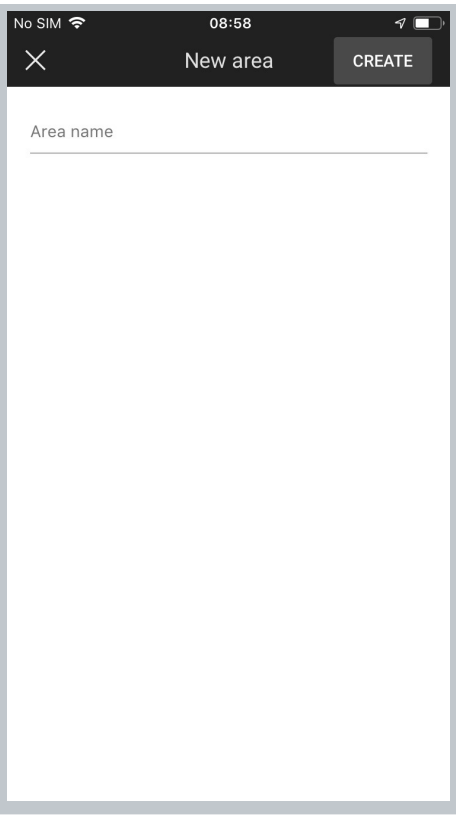
NOTE: Selected users will be removed from the project and will no longer have access to it from the web app and the mobile app.[15]

[15] SylSmart Connected prevents the last collaborator from being removed from the project as there must always be at least one user with access to the project. The owner must transfer ownership to another collaborator before being able to leave the project .

Create an area[16] (for iOS/iPadOS)



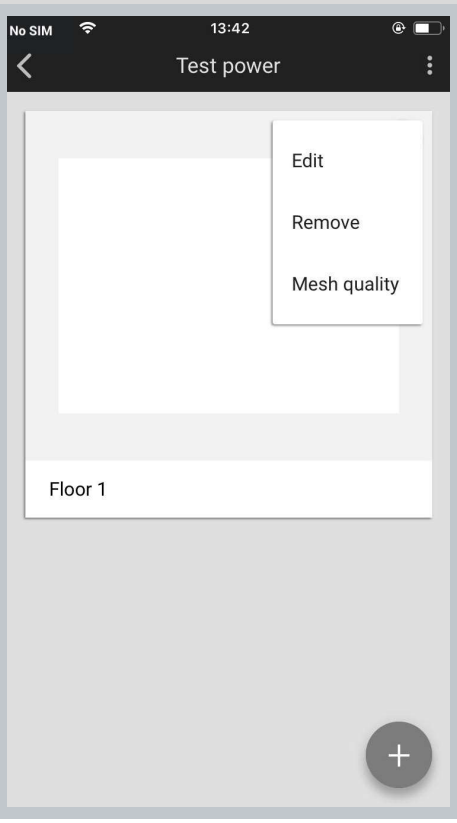
- In the SylSmart Connected app for iOS/iPadOS, tap a project to open it.
- Tap the + button to add an area.



- Enter the name for the area and tap "**CREATE**".
- An area will be created and displayed on the area list with an empty area plan image.

[16] Please note: It is not possible to upload a plan to a project using a mobile app - this can only be done via the SylSmart Connected web app.

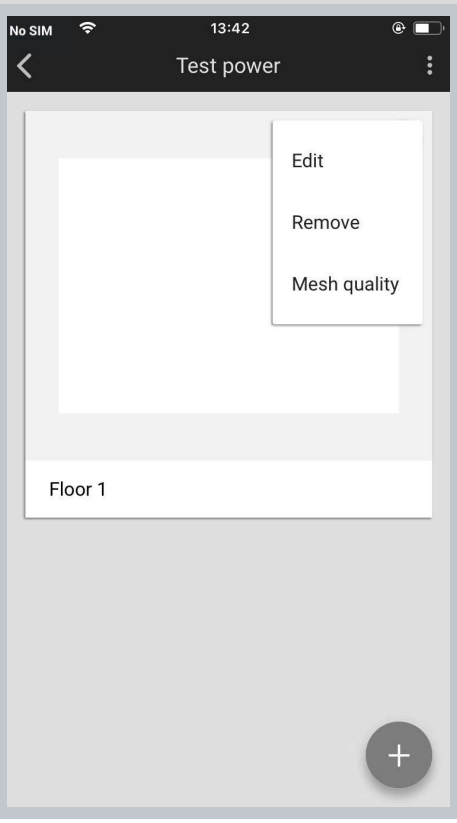
Edit an area (for iOS/iPadOS)



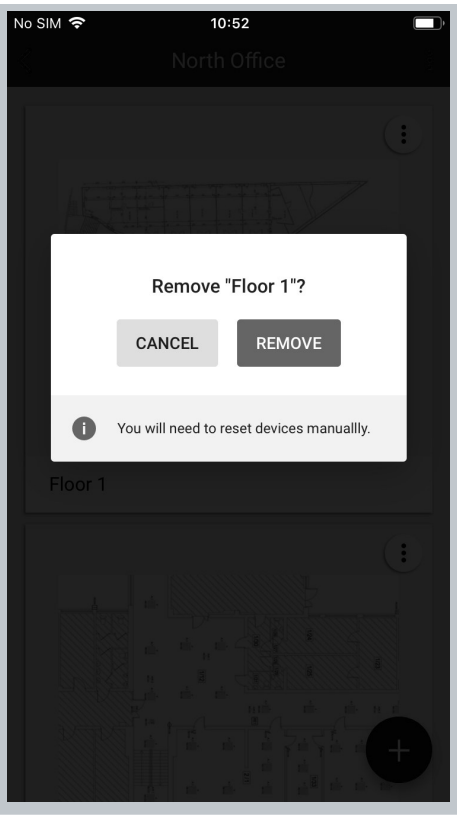
- In the SylSmart Connected app for iOS/iPadOS, go to the area list.
- From the menu, choose **“EDIT”.**

Change the area name and tap “**SAVE”**.

Remove an area (for iOS/iPadOS)



- In the SylSmart Connected app for iOS/iPadOS, go to the project.
- From the menu, choose **“REMOVE”.**

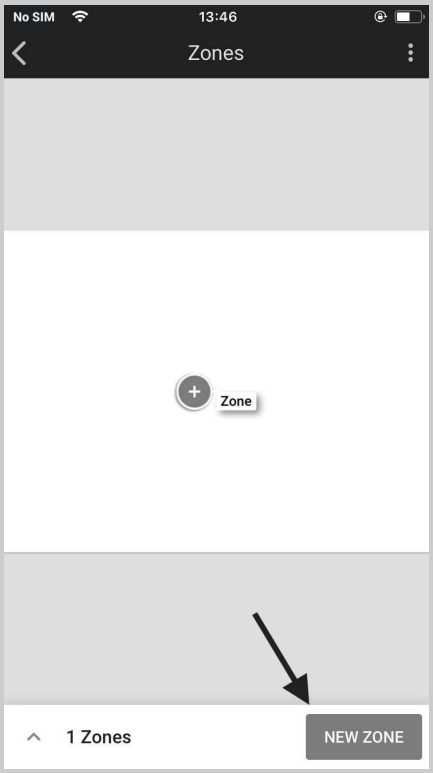


Confirm your decision by clicking **“REMOVE”** on the confirmation popup. In order to prevent accidental removal of the area, the button will be available after 3 seconds.

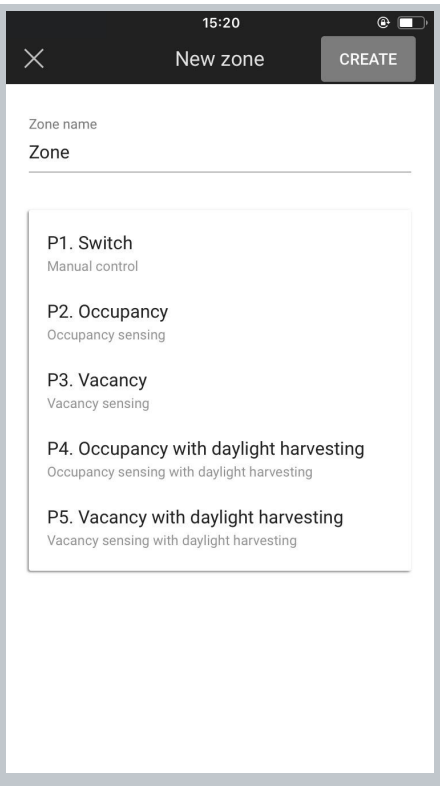
NOTE: You are not able to remove an area with active devices. Before doing it, you need to remove all devices.
For more information on how to do that, go to the section “Remove device”.

Create a zone (for iOS/iPadOS)

The SylSmart Connected app for iOS/iPadOS also allows you to create new zones on-the-fly.

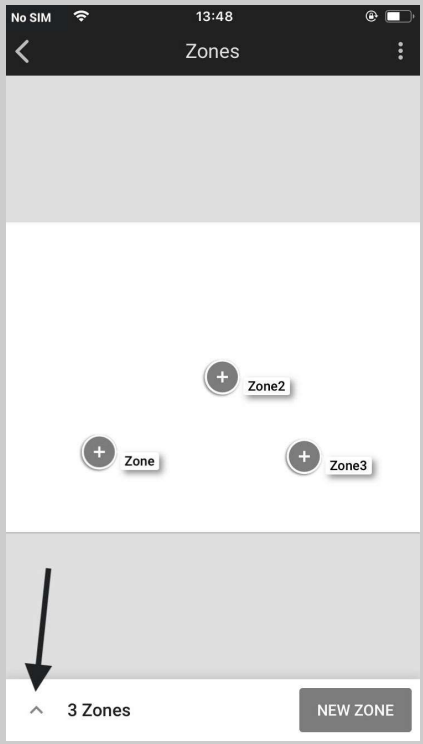


- Sign in into the SylSmart Connected mobile app for iOS/iPadOS.
- Navigate to the project and area where you want to create a new zone.
- Select “**NEW ZONE”.**

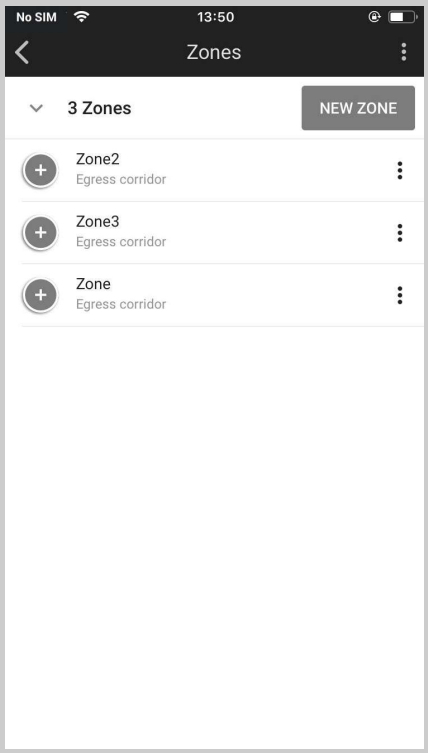


- Enter a name for the zone and select one of the predefined profiles (see: Profiles).
- Tap “**CREATE”**.
- The new zone will be listed on the zones list.

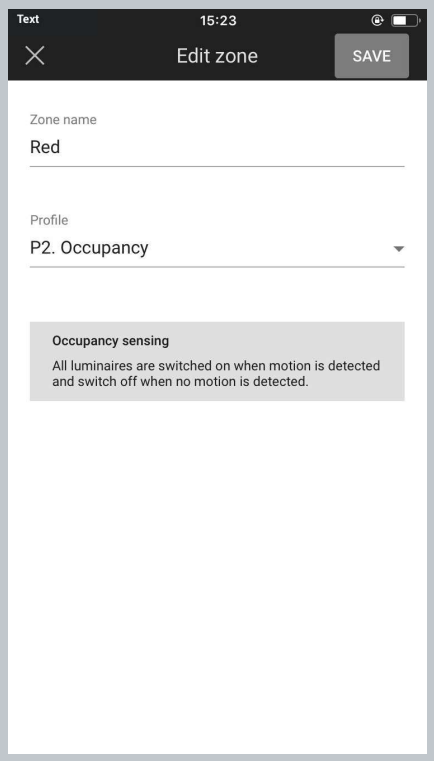
Edit or remove zones (for iOS/iPadOS)



In the SylSmart Connected app for iOS/iPadOS, open the list view by tapping the element at the bottom of the screen with the number of zones, ("**3 Zones**" in this example).



- Tap ⋮ to display the context menu.
- Select" EDIT" or **"REMOVE".**



- Editing the zone allows for changing its name or the assigned profile.

NOTE: You are not able to remove a zone with active devices. Before doing it, you need to remove all devices.

This is the last step of commissioning without using the SylSmart Connected web app.

The next steps to make your lighting project work is adding devices to the newly created zones. Go back to Commissioning on-site to continue reading about adding devices and the next steps.

5. Gateway commissioning

The SylSmart Connected gateway enables communication between the mesh network and the cloud.

Adding a gateway to a project enables the following features:

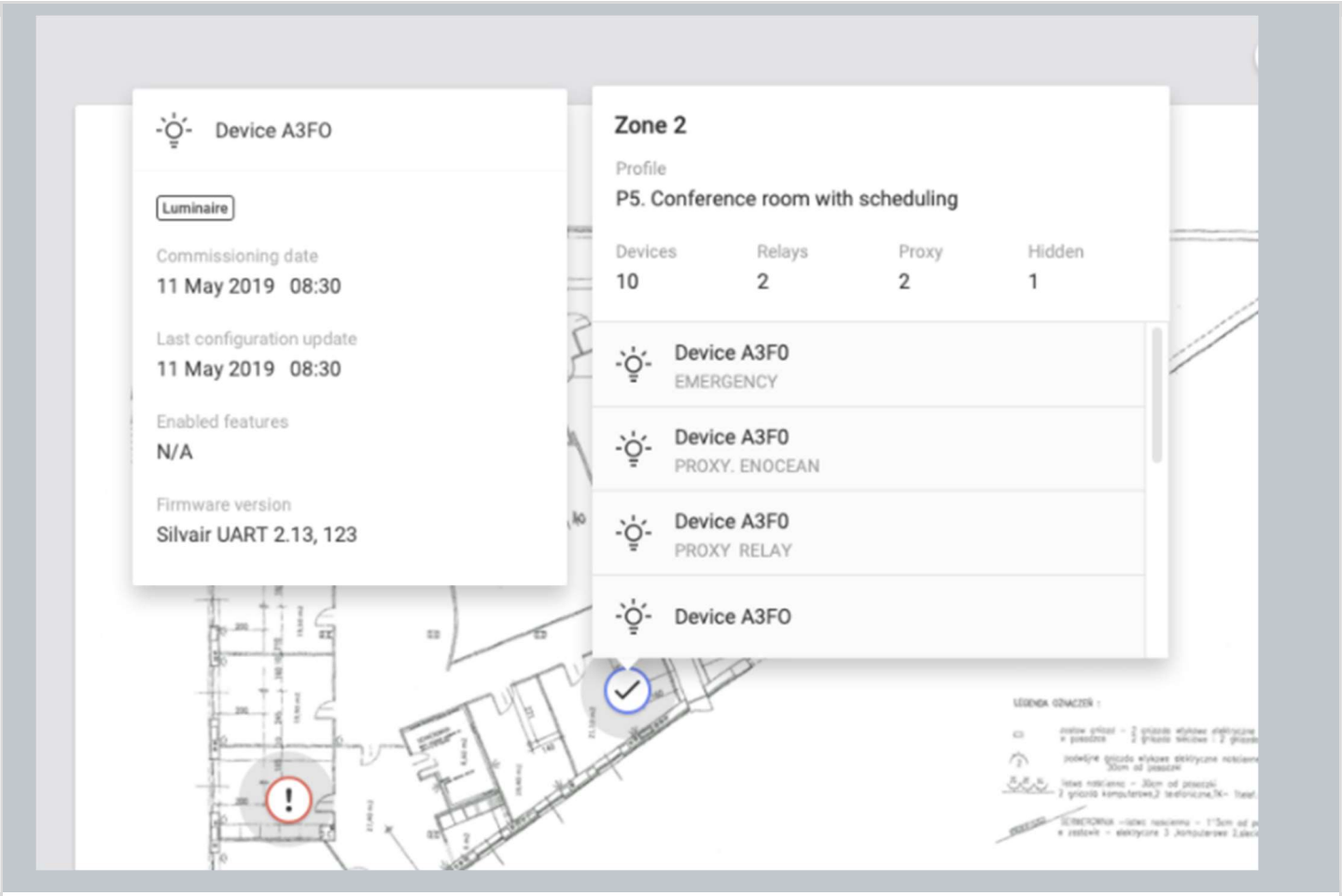
1. Gateway-based Scheduling
2. Energy and Occupancy monitoring via SylSmart Connected Pro
3. API Connectivity vis SylSmart Connected Pro

A gateway can be added to the project with the Commissioning web app.

For more information about the gateway, see the *SGW-102 Gateway*

6. Commissioning status and troubleshooting

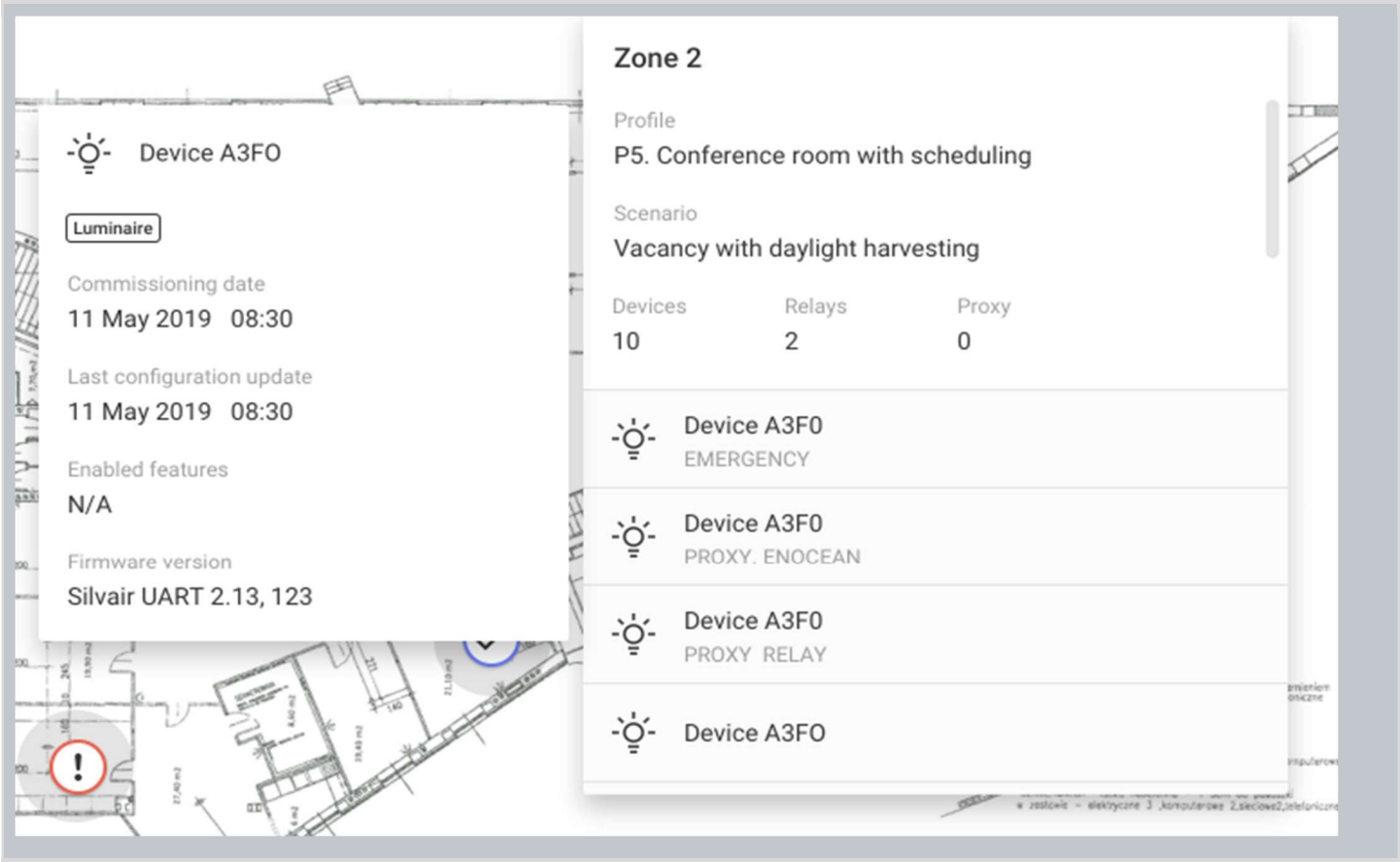
Check commissioning status



The status of commissioning can be checked at any time using the SylSmart Connected web app which displays the status of each zone (see: Zones), as well as a summary for each zone that contains:

- Name of the Profile assigned to the Zone
- Scenario that the profile is based on
- Alerts (when available) including errors and warnings if
- Devices - number of mesh devices added to the zone
- Relays - number of devices with the Relay feature enabled
- Proxy - number of devices with the Proxy function enabled
- List of devices added to the zone
  - PROXY - device with the proxy function enabled
  - RELAY - a device with the relay function enabled
  - ENOCEAN - a device with the EnOcean adapter function enabled
  - ALS - the light sensor selected to control the zone
  - EMERGENCY - a device with emergency lighting function

HINT: Zone details can be opened with *CMD + left click* shortcut on Mac OS or *CTRL + left click* on other systems.



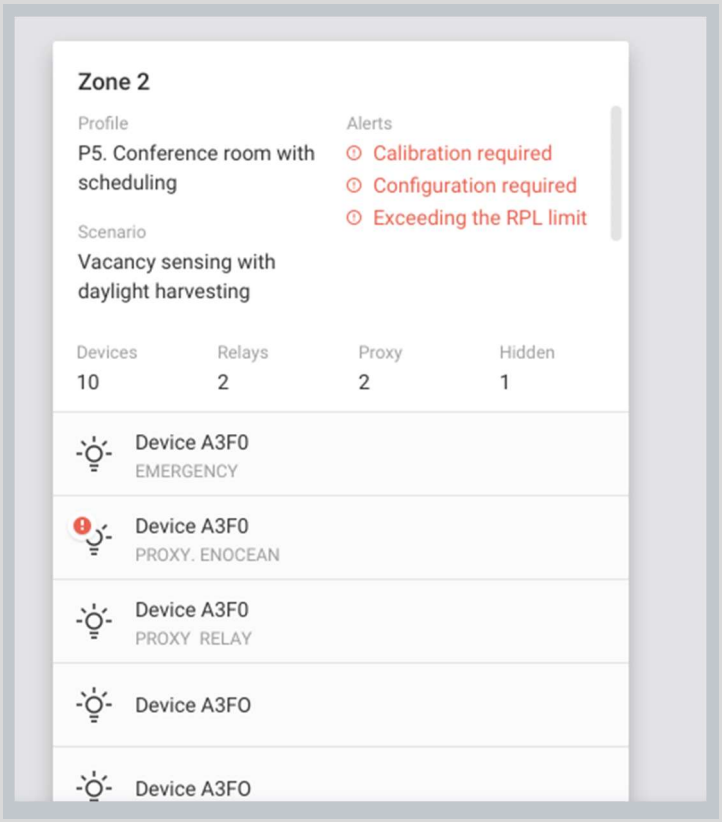
Device details

After clicking on the device name, the device's details will be displayed.

It contains:

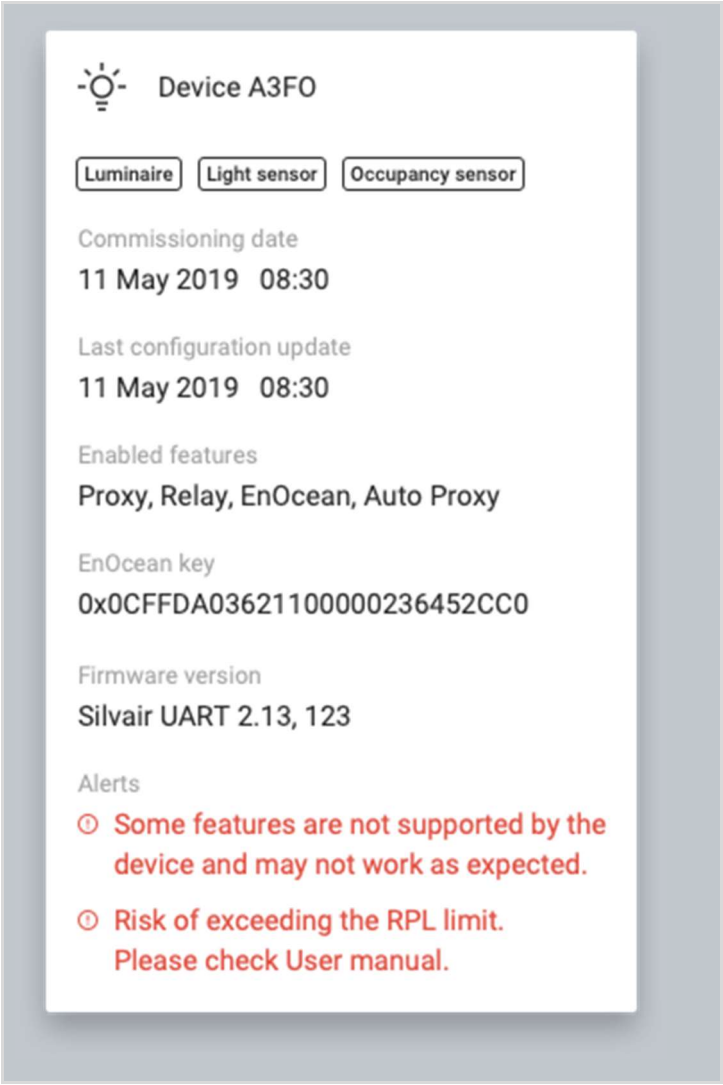
- **Device function**:
  - Luminaire
  - Occupancy sensor
  - Light sensor
  - Emergency
- **Commissioning date** - the date when the device was added to the zone
- **Last configuration update** - the date of the last device configuration
- **Enabled features** - the list of features enabled in the device
  - N/A - none of the features are enabled
  - Proxy

  - Relay
  - EnOcean
  - ALS
- **EnOcean key** - the key of the EnOcean Bluetooth switch paired with the device
- **Firmware version** - the current firmware version in the device
- **Alerts** (see the section below)



Zone alerts

A list of alerts may be displayed in red on the right. It means that an action is required from your side. You can find more details in Commissioning alerts section.



Device alerts
Alerts are displayed in red at the bottom of the list. It means that an action is required from the user's side. You can find more details in Commissioning alerts section.

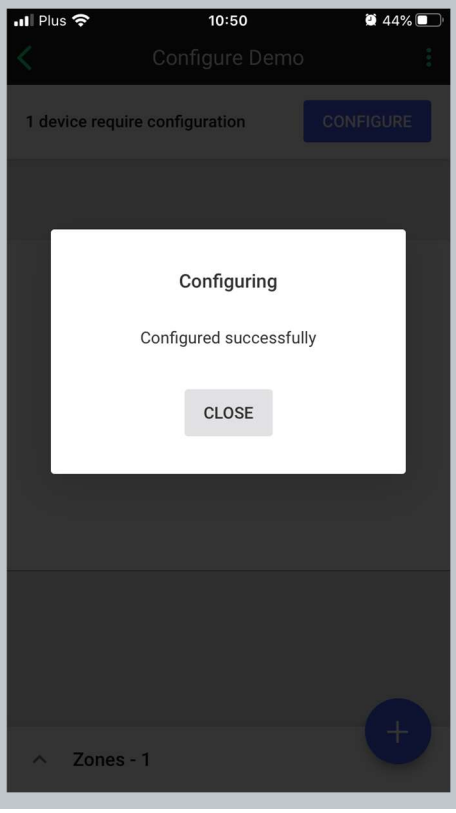
Commissioning alerts: Errors and Warnings

Area alerts

Configure all devices in an area

If there are unconfigured devices in the area, the “Configure” button is displayed with the number of devices that require configuration.

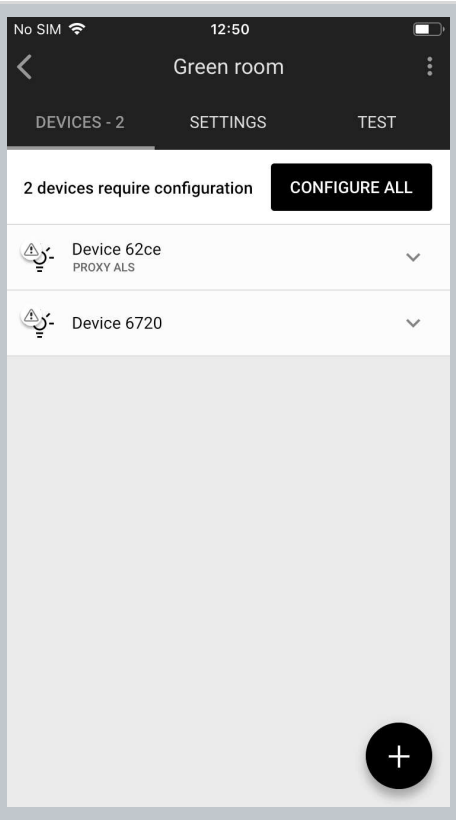
- Select the area
- Tap “**CONFIGURE**” to start the configuration



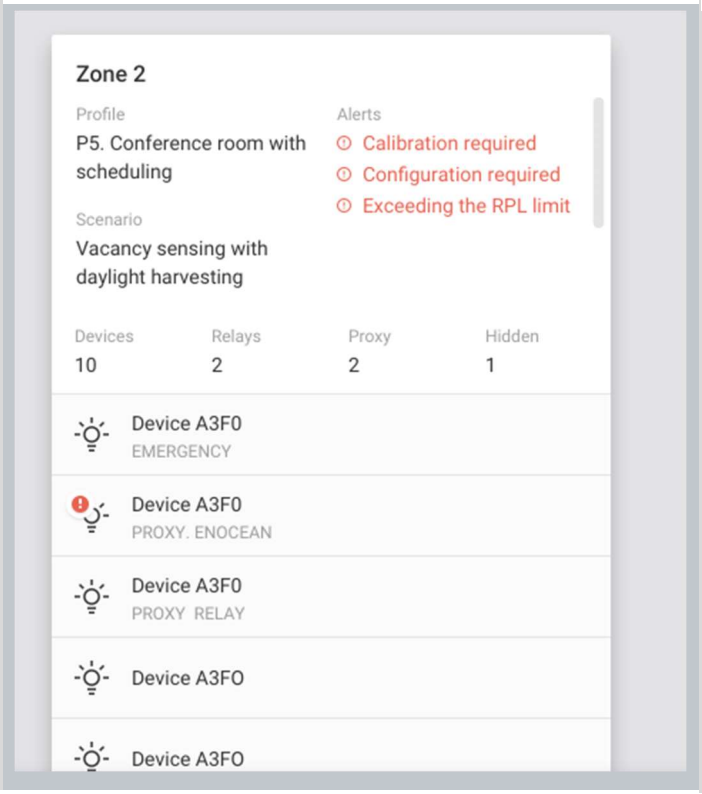
NOTE: If the configuration was not successful, go to the zone and check the alerts.
For more information, please check “Zone alerts” in the next section.

Zone alerts

Zones are represented on the area floorplan with a circular icon which changes color depending on its status. When the zone has been commissioned but requires attention or action, it is displayed as a warning state (exclamation mark) in the web and mobile app. See Zones section for more information.



You can find the zone alerts at the top of the list of devices in the Devices list in the mobile app.

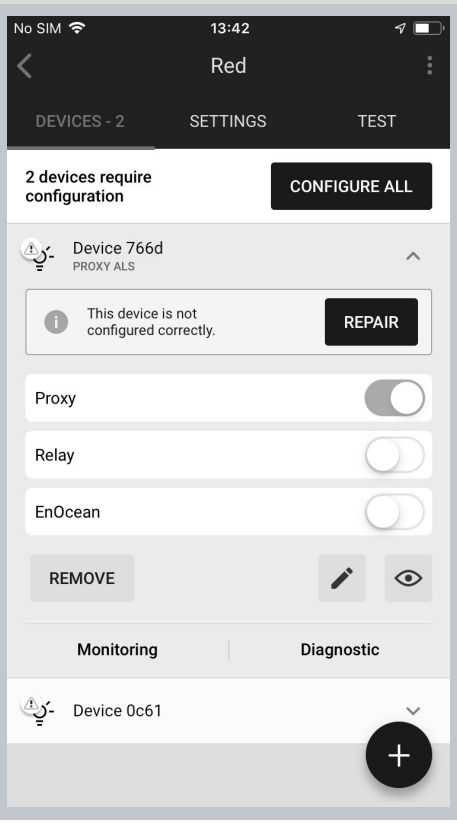


List of alerts is also displayed in the Zone details section in SylSmart Connected web app.

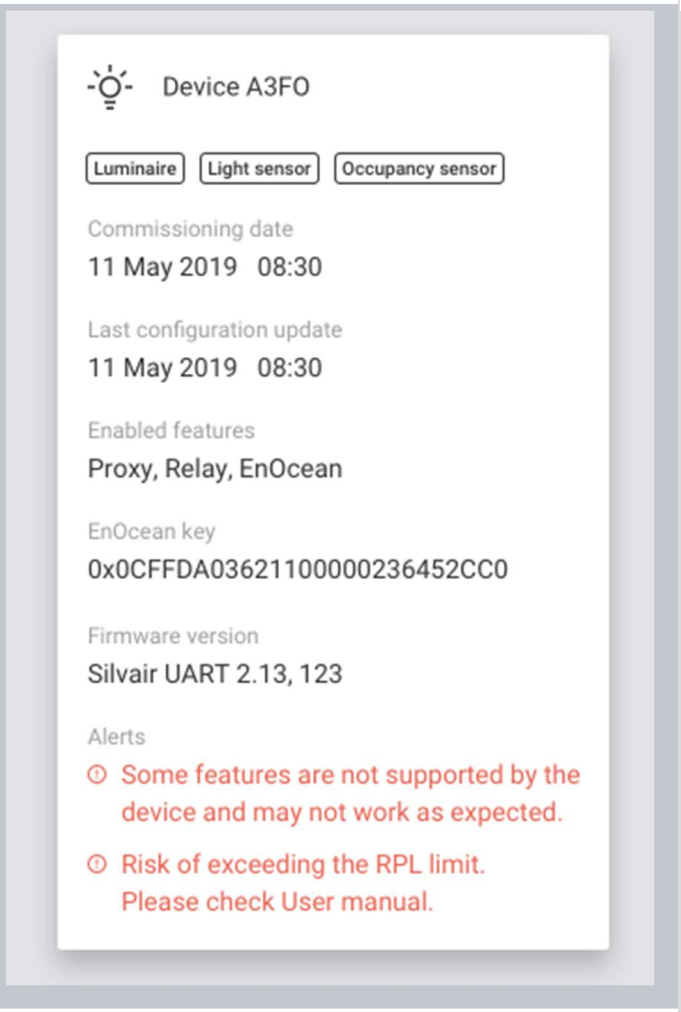
The table below describes possible solutions in the event of a zone alert:

Alert	Possible causes	Solution
Calibration required	The daylight control in the zone has not been calibrated yet or there is no light sensor selected to control the light in the zone (e.g., the previously selected light sensor has been removed from the zone).	If the zone has a Daylight harvesting profile, follow Daylight harvesting calibration. If the zone has a Photocell profile selected, follow Photocell calibration.
Configuration required	• There has been a connection error (e.g., Internet problems) during the configuration process or configuration has been interrupted (e.g., the mobile device lost power) • Zone settings have been changed (e.g., changing profile, changing scenario settings, adding/editing zone linking). • The project version has been updated and the zone configuration was modified by the new version.	Use the mobile app to configure the device manually. Follow Configure all devices in a zone
Scene's configuration required	• Scenes in the zones were not configured correctly or scenes configuration has been interrupted • Additional device has been added to the zone	Configure scenes. Follow Scene's setup.
Risk of exceeding the RPL limit	The user may be affected by RPL (Replay Protection List) error when there is a risk that the RPL limit may be exceeded. It might show up when: • Adding device to the zone (a luminaire, a sensor or a switch) • Configuring a device (due to changed scenario, or changed zone linking) • Entering the project using a new mobile app	Contact support.sylsmart@sylvania-lighting.com for assistance and recommendations suited to your project.

Device alerts



In some cases, the device may encounter error or warning, e.g., when the device configuration process has been interrupted. The alert is then displayed in the app in the list of devices after the device element is expanded.



You can find a list of alerts displayed in the device details section in SylSmart Connected web app.

The table below describes possible solutions when a device alert has been raised:

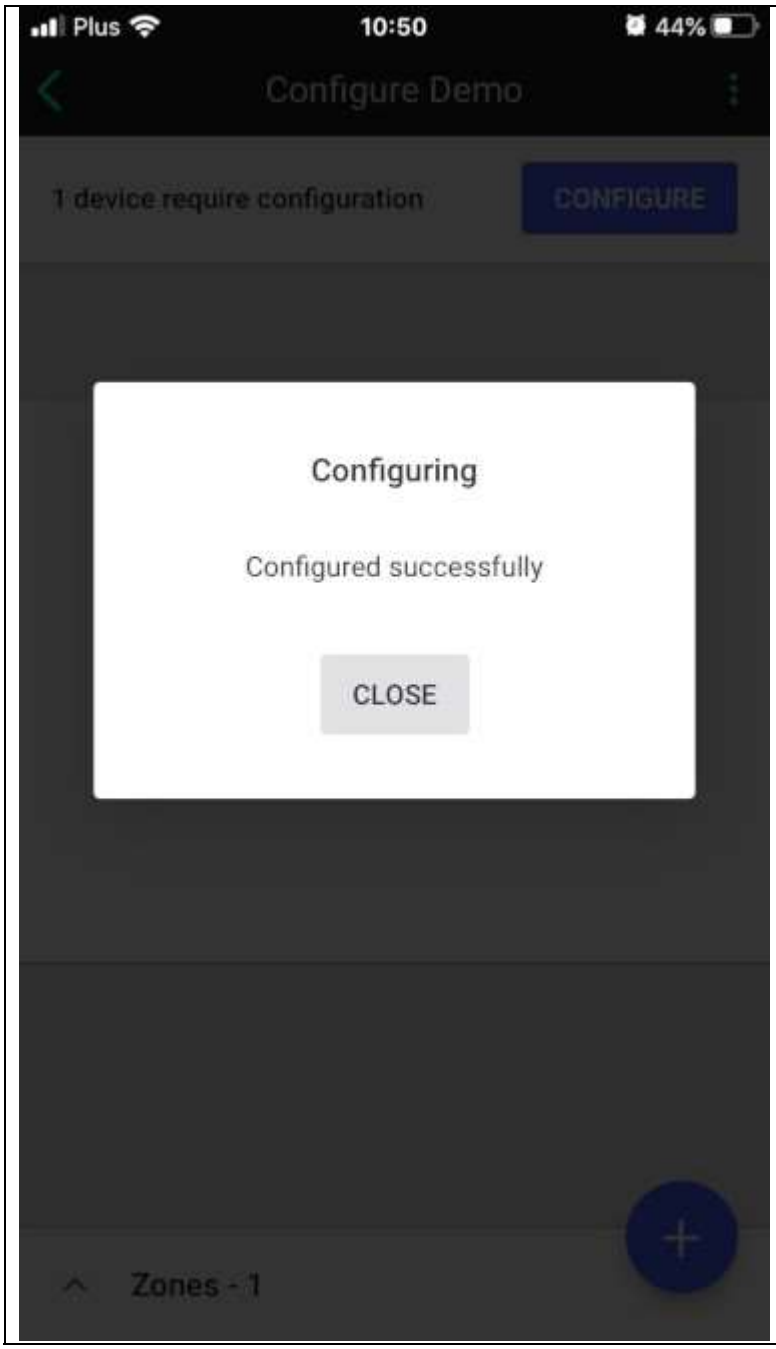
Alert	Possible cause	Solution
Some features are not supported by the device and may not work as expected.	The device may not fully support the features required by the control profile or the SylSmart Connected app and may not work as expected, e.g., some features have not been provided by the device manufacturer or the device firmware version is not up to date.	Check if the device has the newest firmware installed. If not, update the firmware. Full information about OTA (Over-the-air) update and configuration details is available in *SN-208 OTA firmware update for provisioned devices*.
Risk of exceeding the RPL limit. Please check User manual.	There is a risk that the RPL (Replay Protection List) limit may be exceeded. It may show up when: • Adding device to the zone (a luminaire, a sensor or a switch) • Configuring a device (due to changed scenario, or changed zone linking) • Connecting to the project using a new mobile app	Contact support.sylsmart@sylvania-lighting.com for assistance and recommendations suited to your project.
This device is not configured correctly.	The configuration of the device might have failed or was interrupted.	Repair the device. See Repair device.
The scenes on this device are not configured correctly.	The configuration of the scenes might have failed.	Configure scenes. See Scenes setup.

Area Alerts

Configure all devices in an area.

If there are unconfigured devices in the area, the “Configure” button is displayed with the number of
devices that require configuration.

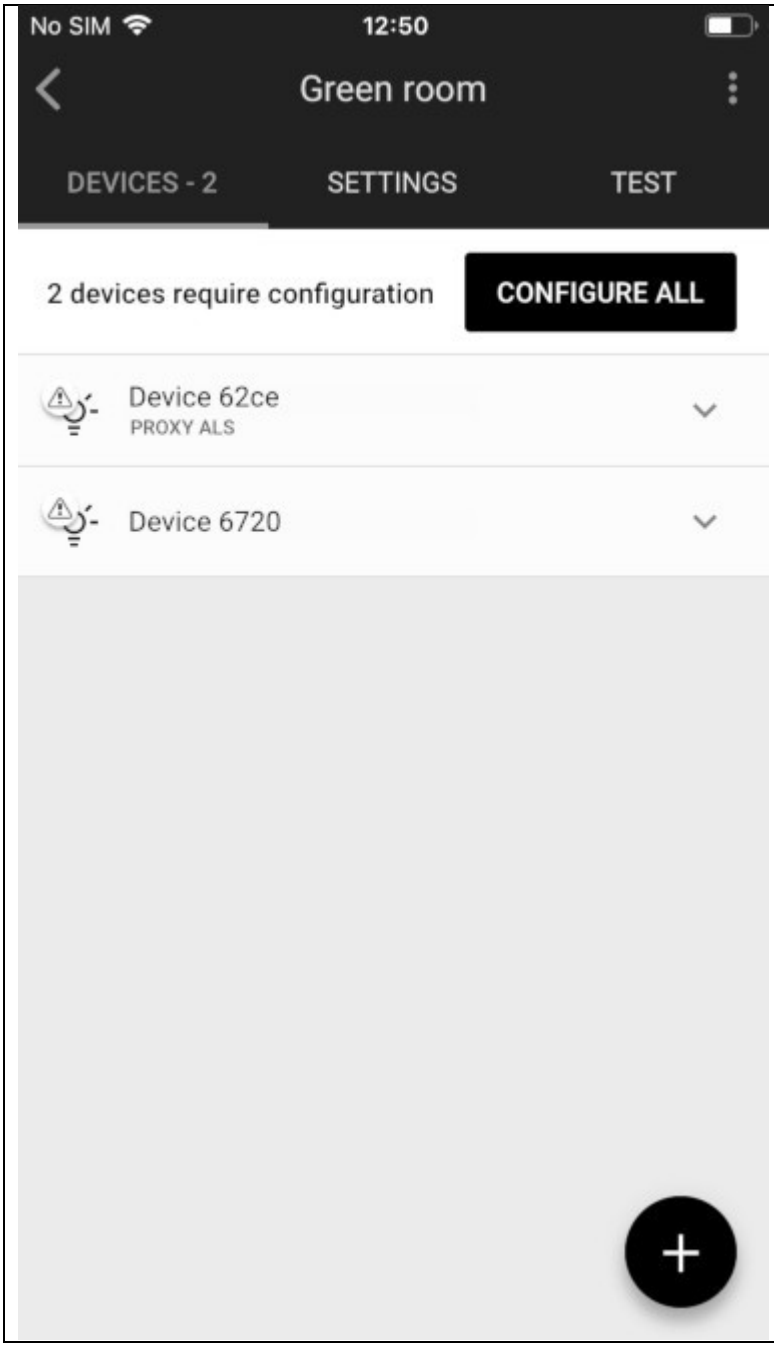
- Select the area
- Tap “ CONFIGURE” to start the configuration



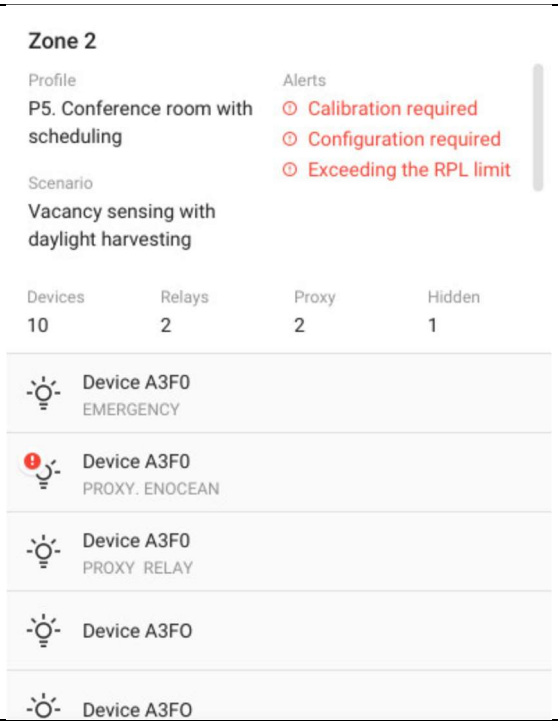
NOTE :
If the configuration was not successful, go to the zone and check the alerts.
For more information, please check “Zone alerts ” in the next section.

Zone alerts

Zones are represented on the area floorplan with a circular icon which changes color depending on its status. When the zone has been commissioned but requires attention or action it is displayed as a warning state (exclamation mark) in the web and mobile app. See the Zones section for more information.



You can find the zone alerts at the top of the list
of devices in the Devices list in the mobile app.

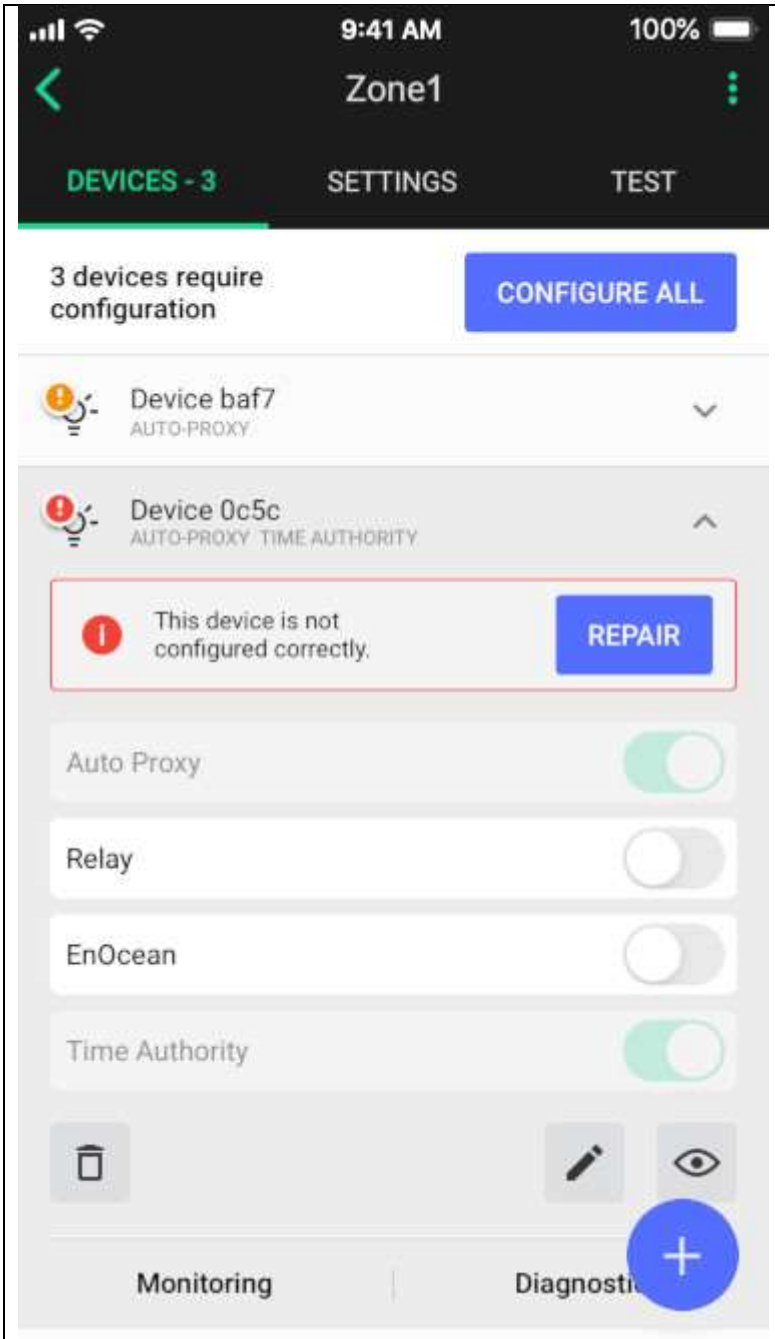
	A list of alerts is also displayed in the Zone details section in SylSmart Connected web app.

The table below describes possible solutions in the event of a zone alert:

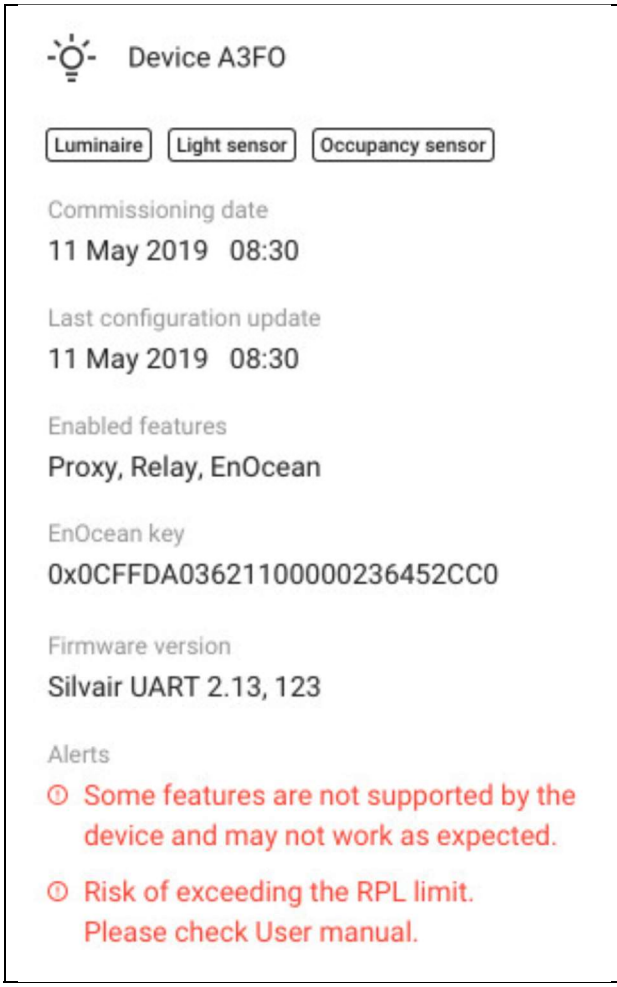
Alert	Possible Cause	Solution
Calibration required	The daylight control in the zone has not been calibrated yet or there is no light sensor selected to control the light in the zone (e.g., the previously selected light sensor has been removed from the zone).	If the zone has a Daylight harvesting based profile, follow Daylight harvesting calibration. If the zone has a Photocell based profile, follow Photocell calibration.
Configuration required	• There has been a connection error (e.g., Internet problems) during the configuration process or configuration has been interrupted (e.g., the mobile phone lost power). • Zone settings have been changed (e.g., changing profile, changing scenario settings, adding/editing zone linking). • The project version has been updated and the zone configuration was modified by the new version.	Use the mobile app to configure the device manually. Follow the steps in Configure all devices in a zone .
Scenes configuration required	• Scenes in the zones were not configured correctly or scene configuration was interrupted. • A device has been added to the zone.	Configure scenes. Follow the steps in Scenes setup.
Risk of exceeding the RPL limit	The user may be affected by RPL (Replay Protection List) error when there is a risk that the RPL limit may be exceeded. It may show up when: • Adding device to the zone (a luminaire, • a sensor or a switch)	Contact support.sylsmart@sylvania-lighting.com for assistance and recommendations suited to your project.

	• Configuring a device (due to a change in scenario or zone linking) • Connecting to the project using a new mobile app	

Device alerts



In some cases, the device may encounter an error or warning, e.g. when the device configuration process has been interrupted. The alert is then displayed in the app in the list of devices after the device element is expanded.

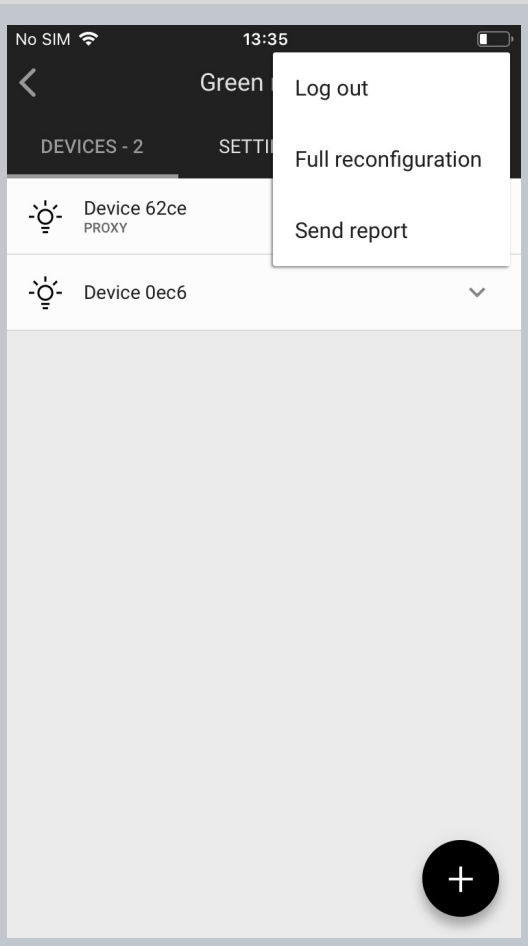
	You can find a list of alerts displayed in the device details section in the SylSmart Connected web app.

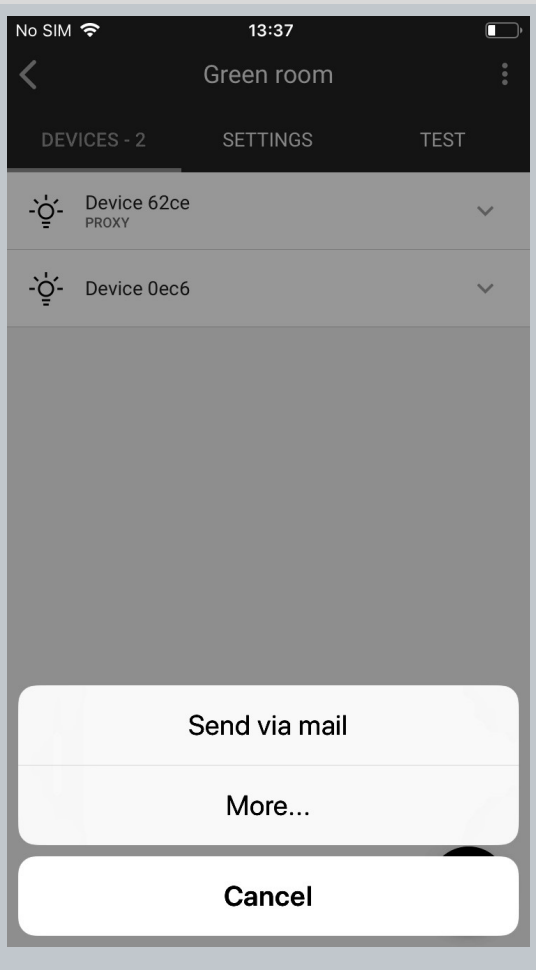
The table below describes possible solutions when a device alert has been raised:

Alert	Possible Cause	Solution
Some features are not supported by the device and may not work as expected.	The device may not fully support the features required by the control profile or the SylSmart Connected app and may not work as expected, e.g. some features have not been provided by the device manufacturer or the device firmware version is not up-to-date.	Check if the device has the latest firmware installed. If not, update the firmware. Full information about OTA (over-the-air) update and configuration details is available in *SN-208 OTA firmware update for provisioned devices.*
Risk of exceeding the RPL limit. Please check User manual.	There is a risk that the RPL (Replay Protection List) limit may be exceeded. It may show up when: • Adding device to the zone (a luminaire, a sensor, or a switch) • Configuring a device (due to changed scenario, or changed zone linking) • Connecting to the project using a new mobile app	Contact support.sylsmart@sylvania-lighting.com for assistance and recommendations suited to your project.
This device is not configured correctly.	The configuration of the device may have failed or been interrupted.	Repair the device. See Repair device.
The scenes on this device are not configured correctly.	The configuration of scenes may have • failed.	Configure scenes. See Scenes setup.

Send diagnostic report

In the event of any unexpected behavior when commissioning devices, you can send the app logs to Sylvania for further analysis.





1. In the upper right corner, select **Send report** from the menu.
2. Choose how the logs will be sent (by email is the default).
3. Briefly describe the problem (optional, but it helps).
4. Send the report.

Commissioning report

The report can be downloaded from the web app in HTML format and includes key details of the current state of the project.

Project summary

- Details

A list of important terms:	
Commissioned on	Date from - the date when the first device was added to the project (the device may still not be in the project) Date to - the date when the last device was added to the project (the device may still not be in the project) *Example: 20 February 2020 - 23 March 2020*
Last update	The date of the last change in the project. Changes in the Area, Zones, Devices added to the project or configuration do not affect this date. *Example: 11 May 2020 10:12*
Mesh devices	The number of mesh devices added to the project
EnOcean switches	The number of EnOcean switches added to the project (number of unique EnOcean keys)
Mesh quality	The result of a mesh quality test for this area

- Mesh devices

A list of important terms:	
Luminaires	Number of devices categorized as luminaire (controller)
Occupancy sensors	Number of devices categorized as Occupancy sensor (sensor model with the right property id)
Light sensors	Number of devices categorized as light sensor (sensor model with the right property id)
Emergency devices	Number of devices categorized as Emergency device (Emergency lighting model)
EnOcean adapters	Number of devices with the EnOcean feature enabled (EnOcean switch paired, key assigned)
Proxies	Number of devices with the Proxy feature enabled
Relays	Number of devices with the Relay feature enabled
ALS	Number of the light sensor devices selected as leading sensors controlling the zone

- List of areas with basic details about them

Area's summary

- Floorplan image

1 Zone OK 1 Zone with errors 1 Empty zone

HINT: Press the circle with the zone number to move to the section with details of the selected zone.

- Details
- Summary of mesh devices in area
- Mesh quality test result
- List of zones with basic details

NOTE: Indexes of zones, profiles may vary (not be consistent) between the reports. For example, if you download the report again after deleting one zone, the numbering of the other zones will change accordingly.

Zones summary

- Details
- Summary of mesh devices in zone
- List of devices with basic details

- EnOcean switches

Control profiles used in the project

A list of important terms:	
Scenario	Name of the scenario used in the profile
Devices	Number of devices in the zones with the profile assigned
Zones	Number of the zones with the profile assigned
Settings	Array of parameters used in the scenario
Scenes	Scenes A and B settings

Scheduling summary

Zone linking summary

A list of important terms:	
Zone name	Name of the zone with zone linking settings
Controlled by switches in zones	List of zones from which switches control this Zone.
Controlled by occupancy sensors in zones	List of zones from which sensors control this Zone.

Energy monitoring summary

- Energy profiles

Gateways summary

Mesh quality summary

- Summary table with all areas and their mesh quality test results (areas will be shown as OUT OF DATE if a device has been added/removed or the relay function / network configuration has been changed after mesh quality tests)
- Area's summary (not shown if the area is NOT TESTED or OUT OF DATE)
    - Floorplan image
    - Details
    - Summary of mesh quality test results
    - List of zones with their mesh quality test results

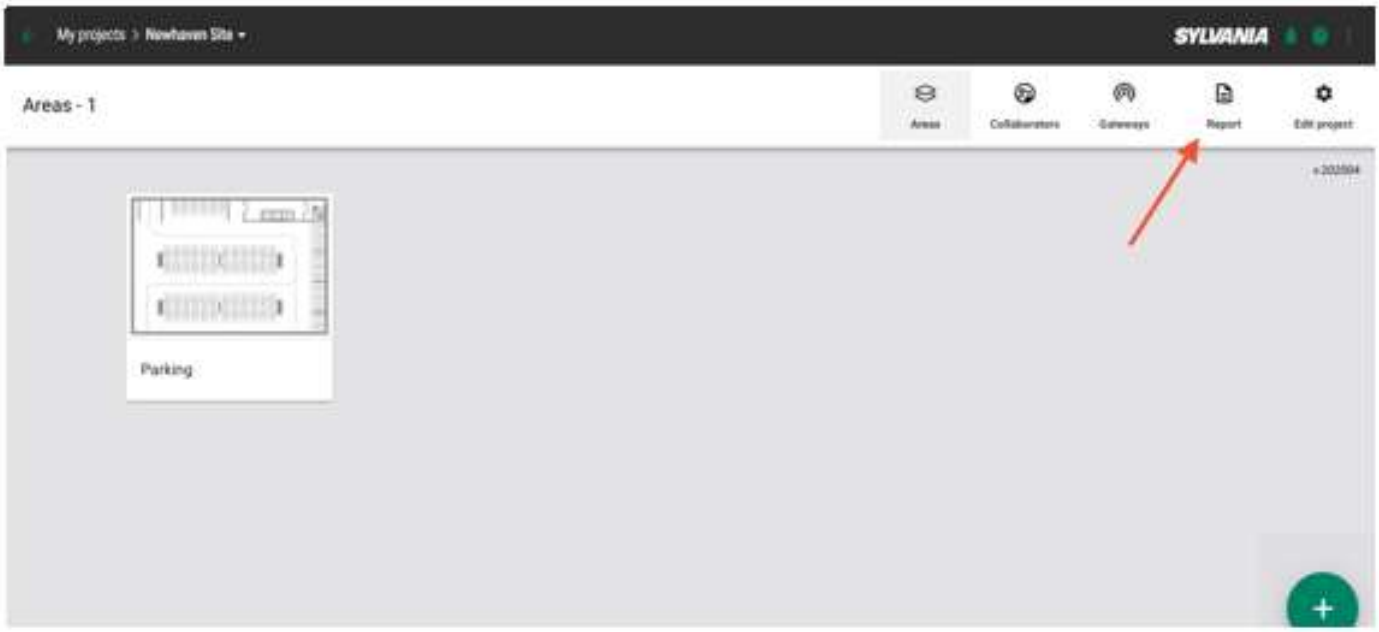
- Zones summary (not shown if the area is NOT TESTED or OUT OF DATE)
    - List of devices with their mesh quality test results

List of collaborators in the project

Downloading the commissioning report

You can download the commissioning report using the web app.

1. Select the project for which you want to download the report.
2. Tap the **Report** button.



3. Confirm by pressing the **DOWNLOAD** button.
4. The report will be downloaded in HTML file format.

7. Document revisions

Revision	Date	Editor	Changes
2.16	16 Nov 2023	CM	Added information about the Android support. Clarified when the mobile app for iOS/iPadOS is required. Changes to Updating the project to the latest version. Added information about the default colour temperature. Corrected links to external documents. Created the Mesh functions. section and added missing functions. Updated screenshots that had the "Remove" button instead of a basket icon.
2.15	25 August 2023	EL	Updated the projects and areas views to include searching, sorting, and filtering options. Removed outdated information about a separate testing app. Revised Scheduling: in-node and gateway-based. Added information about the time sync and Syncing the time in the mesh network. Corrected the Remove devices that have no access to the mesh network section. Minor edits.
2.14	1 August 2023	EL	Added information about the support of the EnOcean PTM 216B module. Replaced two images of two switches with one image of switch buttons. Corrected description about transferring ownership.
2.13	22 March 2023	CM	Updated Hidden devices . "Restore" button was missing in the screenshot.
2.12	8 February 2023	CM	Added "Out of date" status of the mesh test. Updated the floorplan image in the Commissioning report. Changes to Light control (beta feature) and Remove a project. Added links to external documents. Corrected some internal links. Added that a zone can be manually controlled from up to 28zones. Minor edits.
2.11	25 October 2022	CM	Added information about the mesh quality test results in the commissioning report. Micro gateway section removed. Updated the content about EnOcean.
2.10	19 September 2022	GM	Changes to zone linking.
2.9	29 August 2022	AS	Updated power up behavior in the scenarios.
2.8	30 June 2022	GM	Added the Edit or delete the account section. Updated the figures on page 6 and 52.
2.7	21 June 2022	GM	Added the Emergency section.
2.6	2 June 2022	GM	Added the Control (beta feature) section. Typesetting and editorial changes.
2.5	14 April 2022	AS	Added section about scheduling.
2.4	11 April 2022	AS, GM	Added notes about color temperature.
2.3	29 October 2021	AS	Update of section "Using the EnOcean switch"
2.2	7 October 2021	ZZ	Updated the following sections: • Updating project to latest version • Monitoring
2.1	12 August 2021	LR, ZZ	Updated the following sections: • Log in & sign up • Create an area • Edit an area • Profiles

			• Device mesh network settings
2.0	5 July 2021	LR	Updated the following sections: • UI of Zone linking • Adding devices process
1.9	27 May 2021	LR	Added the Document revisions section, updated the Mesh quality test information, updated the commissioning reports information, added zone linking tab, and made general updates of the document.

Contact information

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