



WIRELESS FLEX DIMMING APPS COMMISSIONING GUIDE



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1. INTRODUCTION

The Fluence Wireless Flex Apps are 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 technology enabled by SILVAIR.

The Fluence Wireless Flex Apps consist of two elements:

- **The Fluence Wireless Flex web app¹**, 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. **To start with the Fluence Wireless Flex Apps, please create an account in our web app at:**
<https://fluenceWirelessFlex.com>
- **The Fluence Wireless Flex mobile app²**, which is used **on site** to commission the devices with the commissioning plan set up earlier in the web app. It also 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 app is available only for iOS devices.
 - The Fluence Wireless Flex mobile app allows for **ad-hoc commissioning**, which lets the user create a commissioning project without using the web app. This way of commissioning is done only with the mobile app, but it has more limited settings than creating a commissioning plan in the web app

This document describes how to use Fluence Wireless Flex web and mobile apps for commissioning, i.e.:

- Create an account and sign in
- Create a commissioning plan with the Fluence Wireless Flex web app
- Commission the installed system with the Fluence Wireless Flex mobile app

1. The Fluence Wireless Flex web app requires the Chrome browser v. 70 or higher and an internet connection.

2. The Fluence Wireless Flex mobile app requires iOS (the **latest two versions** of Apple iOS and iPadOS) and Bluetooth enabled as well as an Internet connection—Wi-Fi or cellular (minimum 3G).

2. CREATING A COMMISSIONING PLAN

LOG IN & SIGN UP

<https://fluenceWirelessFlex.com>

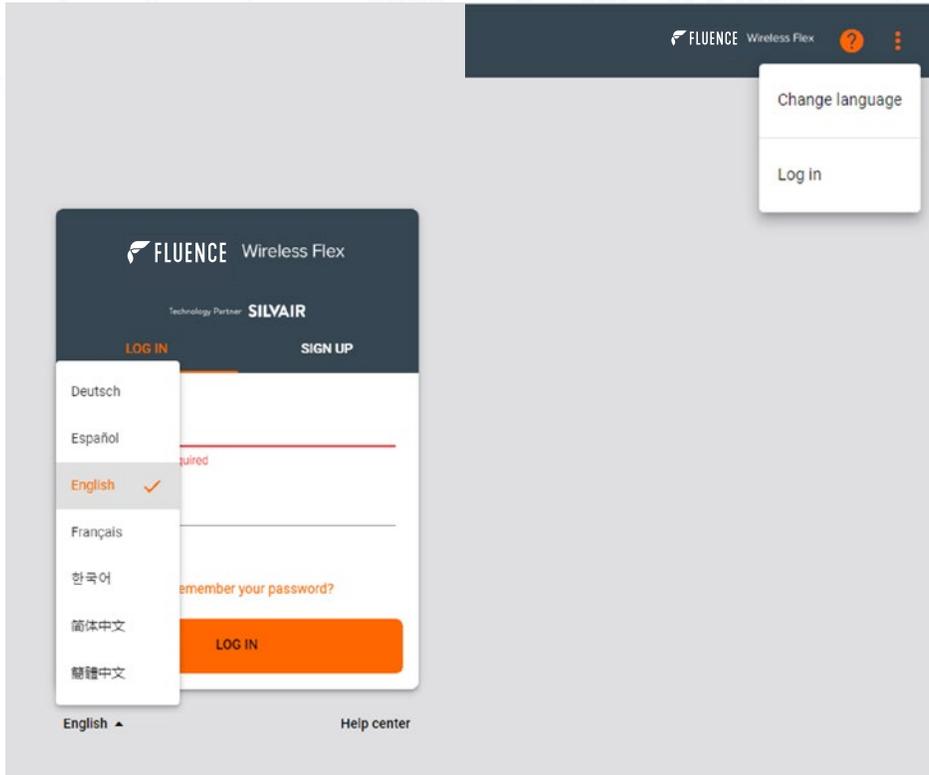
The image displays two screenshots of the Fluence Wireless Flex web app interface. The left screenshot shows the 'LOG IN' screen. At the top, it features the 'FLUENCE Wireless Flex' logo and 'Technology Partner SILVAIR'. Below this, there are two tabs: 'LOG IN' (selected) and 'SIGN UP'. The main form area contains an 'Email address' field with the text 'john.smith@mail.com', a 'Password' field with a red error message 'Password is required', and a link that says 'Don't remember your password?'. At the bottom of the form is an orange 'LOG IN' button. The footer includes 'English' with a dropdown arrow and a 'Help center' link.

The right screenshot shows the 'SIGN UP' screen. It has the same header and tabs as the login screen, but the 'SIGN UP' tab is selected. The form includes a 'Your company (optional)' field, 'First name' and 'Last name' fields, an 'Email address' field, and a 'Password' field. Below the password field is a checkbox with the text 'I accept and agree to Terms of Use and Privacy Policy'. At the bottom of the form is an orange 'SIGN UP' button. The footer is identical to the login screen, showing 'English' and 'Help center'.

For new users: visit the Fluence Wireless Flex web app at <https://fluenceWirelessFlex.com> and create a new account. To do it, open **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 Fluence Wireless Flex web app at <https://fluenceWirelessFlex.com>, open the **LOG IN** tab, enter your registration email address and password and click the **LOG IN** button.

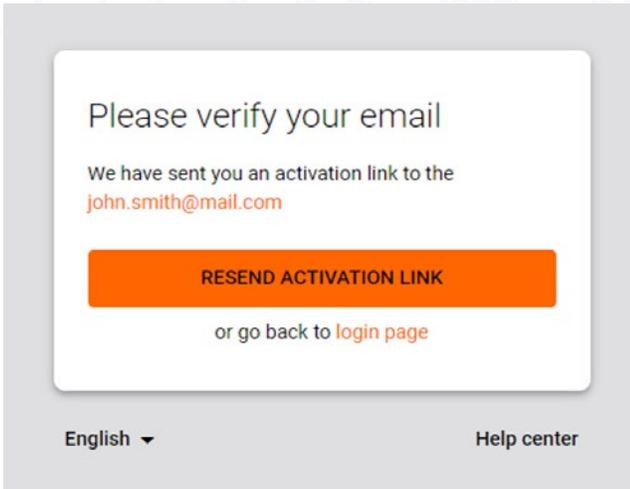
CREATING A COMMISSIONING PLAN



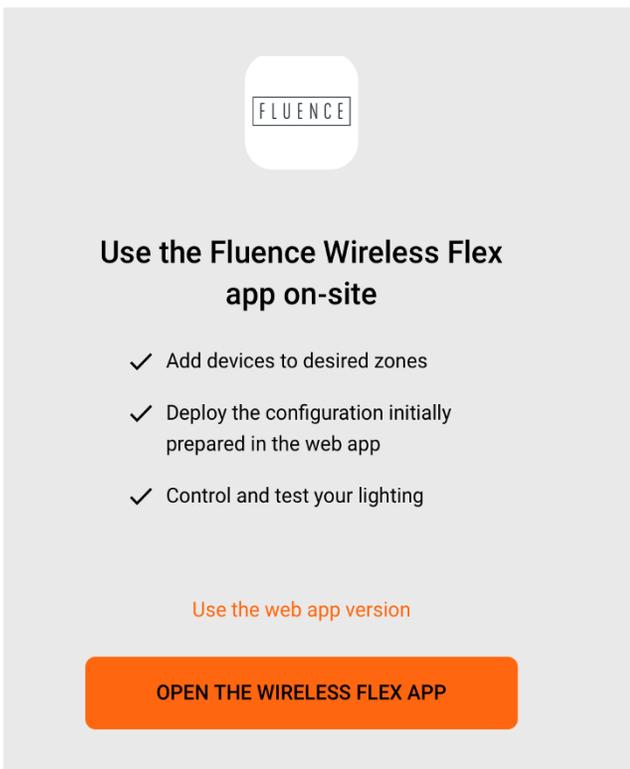
The web app supports 7 languages: English, German, French, Spanish, Korean, traditional Chinese and simplified Chinese. You can change the language anytime:

- by clicking the already selected language on the log in and sign up screen
- inside the app, display the context menu by clicking the  button and selecting **Change language**

CREATING A COMMISSIONING PLAN



- For new users: once you have signed up, check your email for the confirmation email (subject: “Verify your email”). Check your Spam or Junk folder if you do not receive the email. Follow the steps in the email to confirm your email address.
- Click **CONFIRM** and you will be directed to the web app, which should automatically open in the **My projects** view.



If you log in to the web application in your mobile phone’s browser, the information to use the mobile app or web app on a desktop will be displayed.

If you tap:

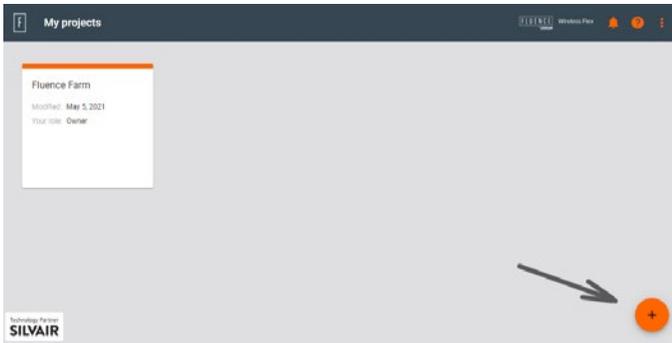
Use the web app version the message will close.

Open the Wireless Flex app the app from the App store will open.

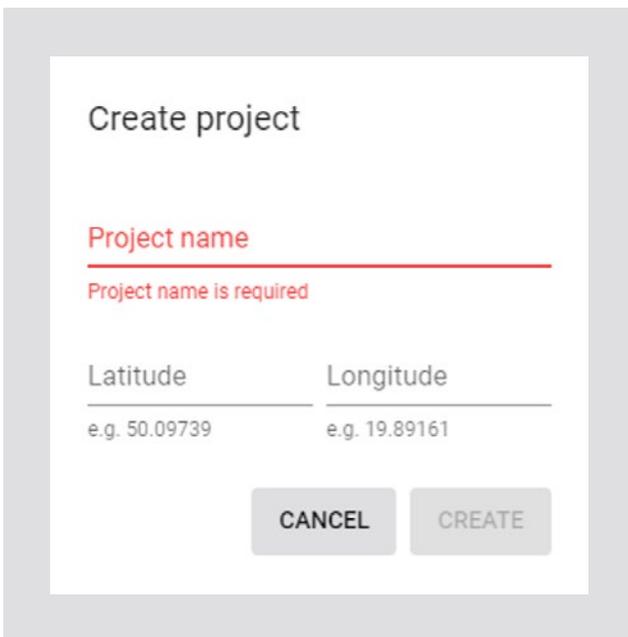
CREATING A COMMISSIONING PLAN

CREATE A PROJECT

Your lighting systems are organized into projects that can represent areas as large as an entire grow operation, or smaller areas such as a grow room or a group of vertical farming racks. Each project is a separate Bluetooth mesh network.



Sign in and start by creating a new project (click the **Plus**  button in the lower right corner) .

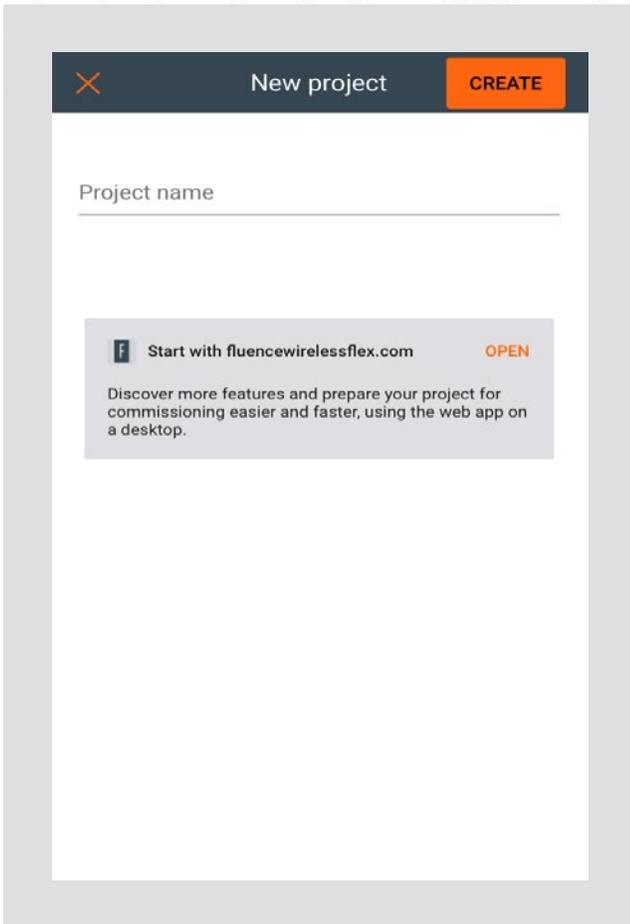
A screenshot of a "Create project" form. It has a title "Create project" and three input fields: "Project name" (with a red error message "Project name is required" below it), "Latitude" (with the example "e.g. 50.09739"), and "Longitude" (with the example "e.g. 19.89161"). At the bottom, there are two buttons: "CANCEL" and "CREATE".

- Enter the project name.
- Enter Latitude and Longitude of the place where the project is located (optional).
- Press **CREATE** to confirm.

You will see your new project appear in the list.

- Projects are sorted by creation date, from the newest to the oldest.

CREATING A COMMISSIONING PLAN



When you start creating a project using the mobile app, the information about the desktop web app is displayed.

Tap **Open** to share the URL to browser/email.

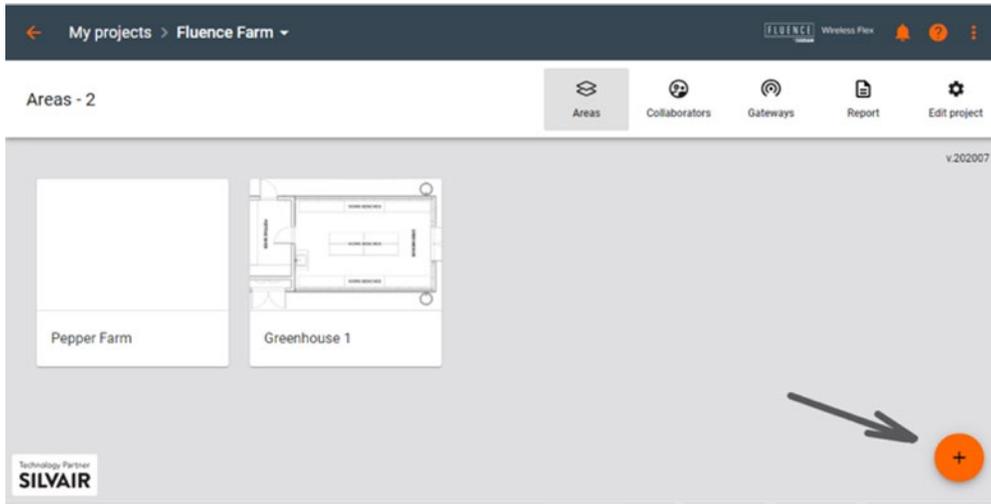
NOTE: By default, the user who creates the project becomes its owner and is marked as such on the collaborators list (see: [Invite & manage project collaborators](#)).

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

CREATING A COMMISSIONING PLAN

UPLOAD AND EDIT THE AREA

You can create areas in your projects, allowing you to add various zones to the plan to identify their physical location.



Every commissioning plan must have at least one area. To create an area, click the **Plus**  button in the lower right corner of the screen.

CREATING A COMMISSIONING PLAN

Create area

Area name

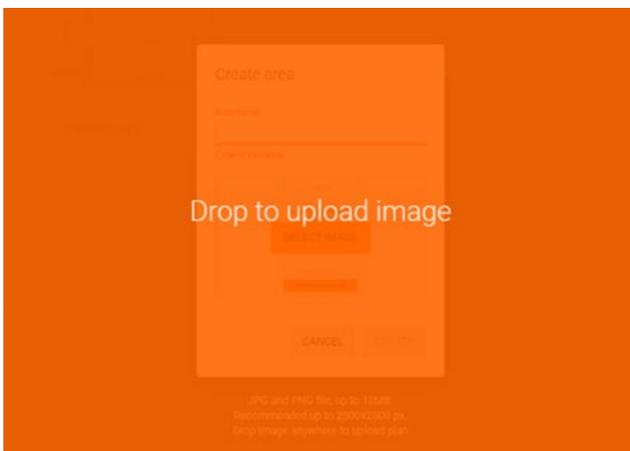
Enter area name

SELECT IMAGE

CANCEL CREATE

JPG and PNG file, up to 10MB.
Recommended up to 2500x2500 px.
Drop image anywhere to upload plan

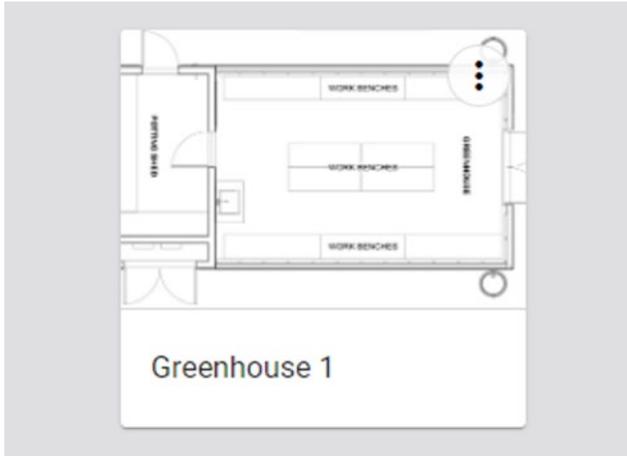
- Add a plan image by clicking **SELECT IMAGE**.
- Select the image you want to use. Images must be a .jpg or .png file up to 10 MB.
- Enter the area name.
- Click **CREATE** to save the area details.



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

CREATING A COMMISSIONING PLAN

REPLACE A PLAN



Select the project you want to edit and navigate to the plan you want to update. Click the menu icon  to make changes.



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



To edit the area, select the area you want to update and then right-click the plan.

You can also replace the plan by dragging an image file from your desktop or hard drive onto the existing plan.

CREATING A COMMISSIONING PLAN

ZONES

Devices (i.e., Wireless Flex Receivers or 0-10V Adapters) commissioned using the Fluence Wireless Flex 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., different crop or growth stage zones.

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

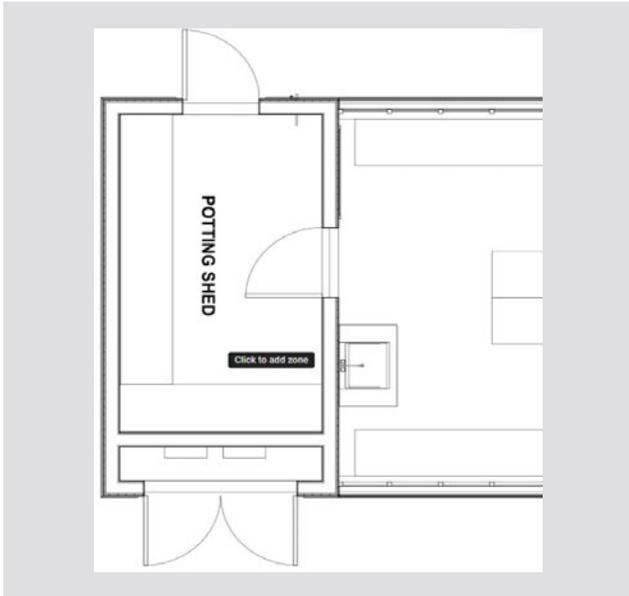
A zone is represented on the area with a circular icon which changes color depending on its status:

	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 Fluence Wireless Flex mobile app).
	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.

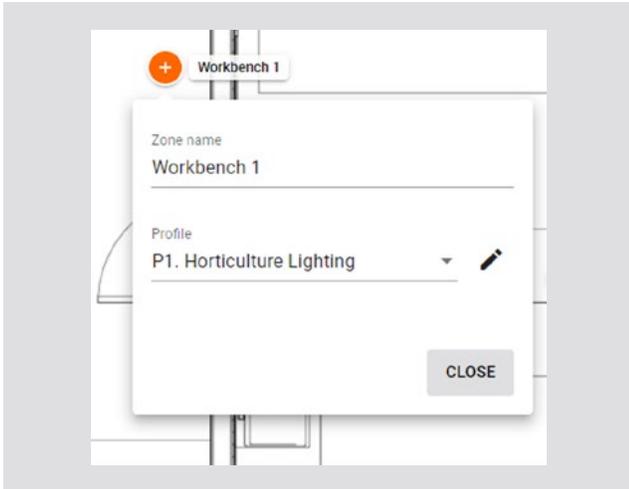
3. DRAFT zones are only available in the Fluence Wireless Flex web application.

CREATING A COMMISSIONING PLAN

CREATE A ZONE



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



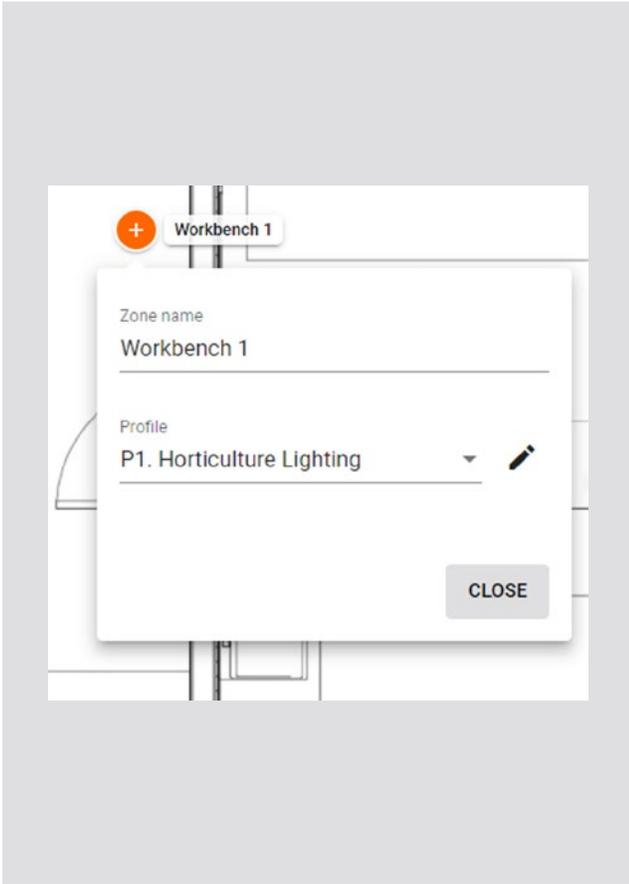
- The zone edition window opens. The default name is **Zone**, and it will have no profile assigned.

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, you must change the zone's name and add a 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.

CREATING A COMMISSIONING PLAN

EDIT A ZONE



- Editing a zone can be done in two ways:
 1. Right click the zone icon.
 - Click the **EDIT** button
 - Enter a name, e.g., **Workbench 1**, select the desired profile e.g., **Horticulture Lighting**.
 - Click the pencil button to the right of the profile to start editing profile settings.
 - Click **CLOSE** to save the changes.
 2. Left click the zone icon.

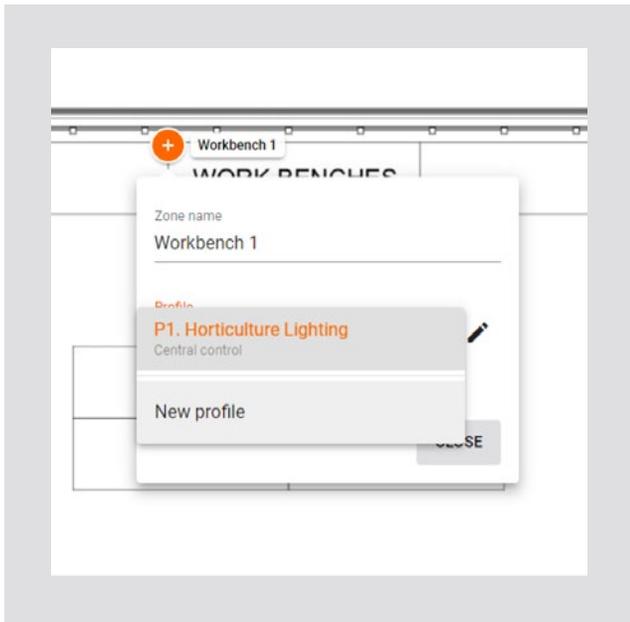
NOTE: This works only for zones that have a Profile assigned.

- Change zone name or selected 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.

CREATING A COMMISSIONING PLAN

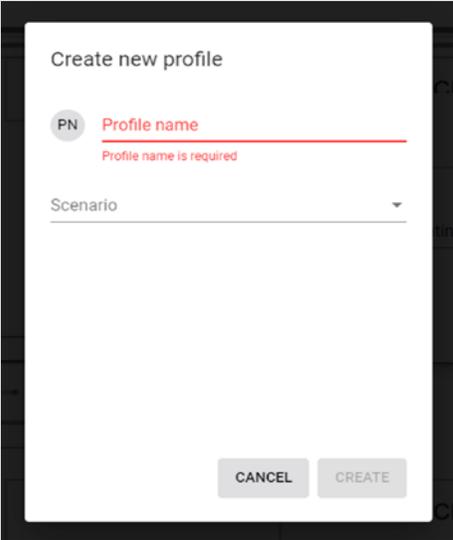
PROFILES

The Fluence Wireless Flex app comes preconfigured with a profile optimized for horticulture lighting, which 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 user creates or edits a zone.



- After right-clicking a zone from the floorplan view and pressing **Edit**, expand the list of available profiles. For your convenience, under each profile there is a scenario label (this shows the scenario in which the profile operates).
- Select a profile; you can edit this profile's settings later.
- At the bottom of the list there is an option that allows to create a new profile if none of the proposed profiles is good for you.

CREATING A COMMISSIONING PLAN



Create new profile

PN Profile name
Profile name is required

Scenario

CANCEL CREATE

Creating a new profile

- After right clicking 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 **CREATE** button.

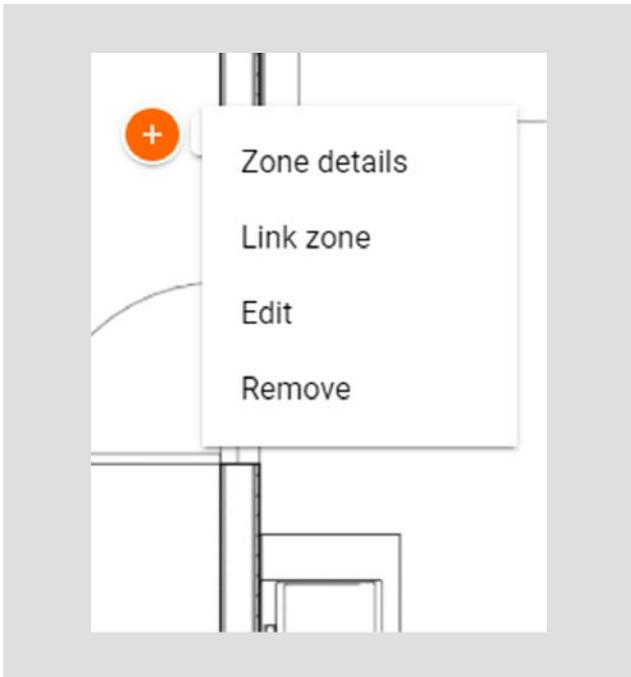
You can edit the profile by changing its settings to the desired values. Get more details in the [Customize a profile](#) section.

NOTE: You can create separate profiles for different types of spaces. 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.

CREATING A COMMISSIONING PLAN

CUSTOMIZE A PROFILE

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

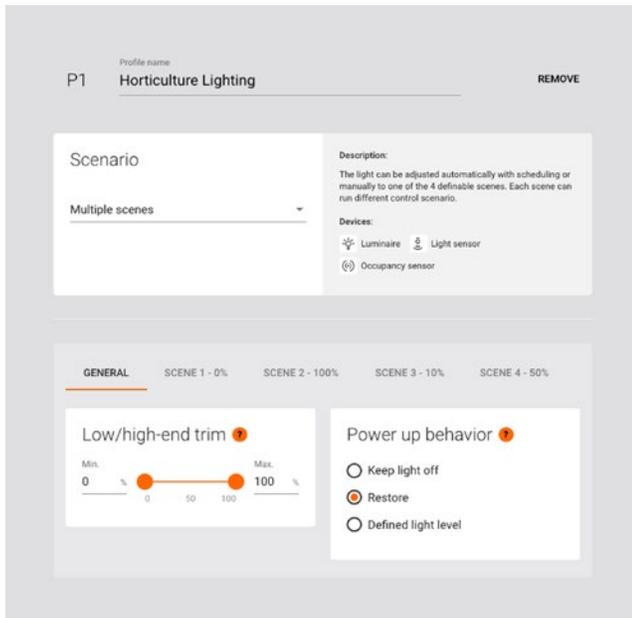


Open the correct plan, right-click the zone icon  and select **Edit**.



Click the pen icon  to open the profile customization options.

CREATING A COMMISSIONING PLAN



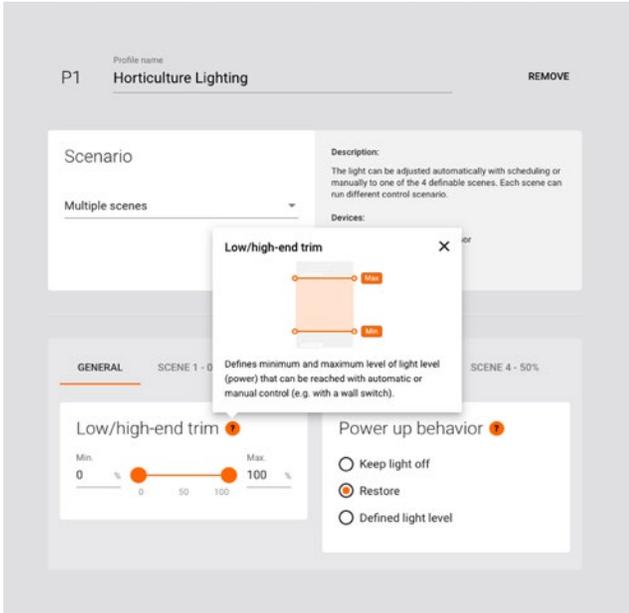
- Change the **SCENARIO**, which defines the basic behavior of the zone.⁴
- Customize the available scenario parameters (the displayed set of parameters depends on the type of scenario assigned to the profile).
- Rename the profile.



- 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 currently being edited. The new profile can be applied to other zones.

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

CREATING A COMMISSIONING PLAN



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



- To remove the profile, select **Remove** button.
- You won't be able to remove the profile if it is being used in at least one zone in the project.

CREATING A COMMISSIONING PLAN

SCENARIO PARAMETERS FOR CUSTOMIZATION

Each profile has multiple parameters that can be changed to customize it to your needs. 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 switched on.
	Fade time	The time it takes for the light to reach the target level when switched on (i.e., ramp-up or ramp-down time).
Low/high-end trim	Min	The lower limit of the light level that can be reached with automatic or manual control. In order to turn the luminaire off, this must be set to 0%.
	Max	The upper limit of the light level that can be reached with automatic or manual control. To allow the luminaire to reach its full brightness, this must be set to 100%.
Power up behavior	Keep light off	The light will remain off on power up.
	Restore	The light will return to the last level before power failure.
	Defined light level	The light will come on at the light level on power up.

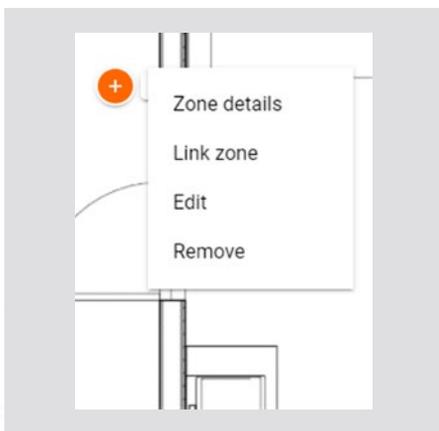
CREATING A COMMISSIONING PLAN

MULTIPLE SCENES

You can add four customizable scenes in the Fluence Wireless Flex web app—these cannot be configured from the Fluence Wireless Flex mobile app. You can set a separate name and different values for each scene depending on its properties.

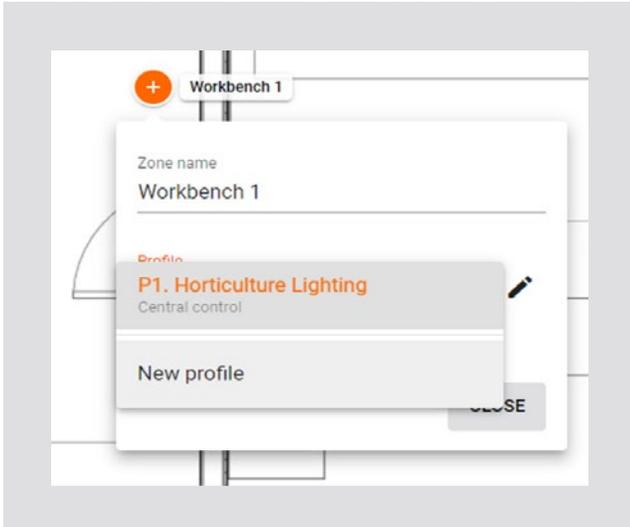
SCENE DETAILS	
Scene name	Click to edit the scene name.
Scene properties	<p>Static scene</p> <p>To configure a static scene, none of the checkboxes are ticked.</p> <div data-bbox="716 795 1297 930"><p>Scene properties</p><p><input type="checkbox"/> Automatic scene <input type="checkbox"/> Daylight harvesting</p></div> <p>Scene settings</p> <p>Light level:</p> <div data-bbox="716 1047 1297 1182"><p>Light level </p><p>Light level</p><p>100 % 0 50 100</p></div> <p>Set the desired light level using either the dialog box or the slider.</p>

CREATE A NEW PROFILE

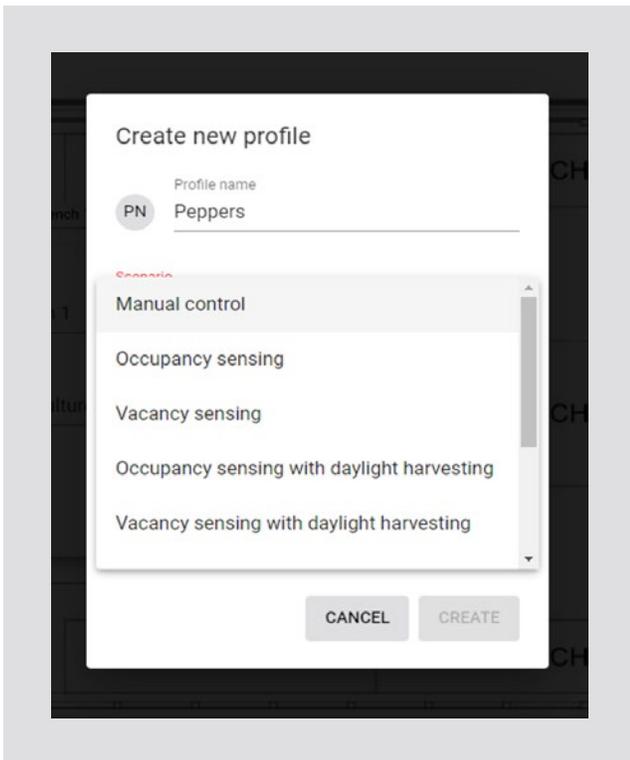


Open the desired plan, right click the zone and select **Edit**.

CREATING A COMMISSIONING PLAN



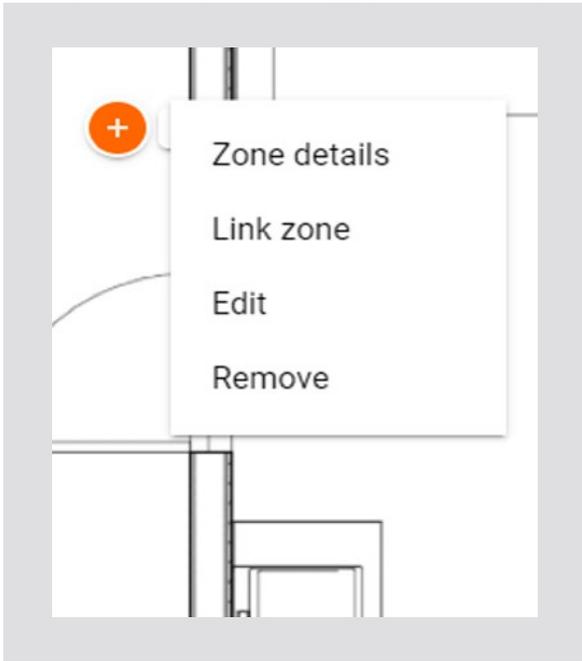
Open the **Profile** list and scroll down until you see **New Profile**. Click it to start creating a new profile.



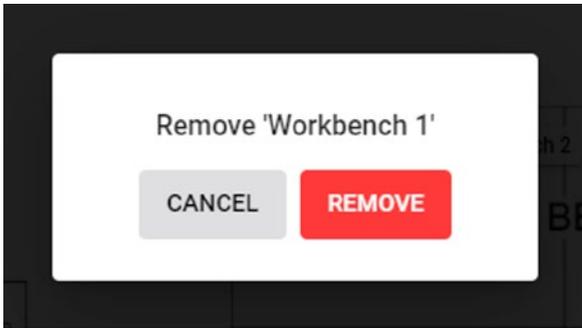
- Enter the profile name.
- Select the scenario to define the basic behavior of the zone. This determines which parameters are available for customization.
- **SAVE** the new profile. It can now be applied to any zone.

CREATING A COMMISSIONING PLAN

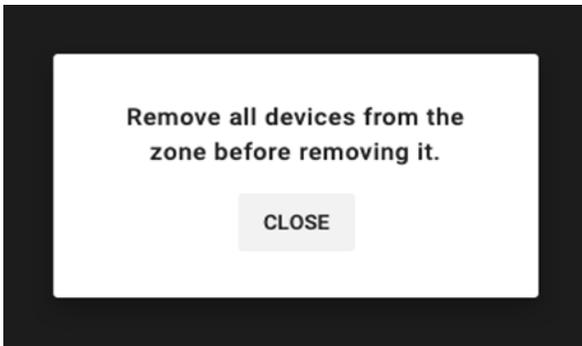
REMOVE A ZONE



- 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 accidentally removing the zone, there is a 3 second delay before you can click the button.



NOTE: You cannot remove zones with active devices. To remove a zone, you must first remove all devices in the zone.

For more information, refer to the [Remove device](#) section.

CREATING A COMMISSIONING PLAN

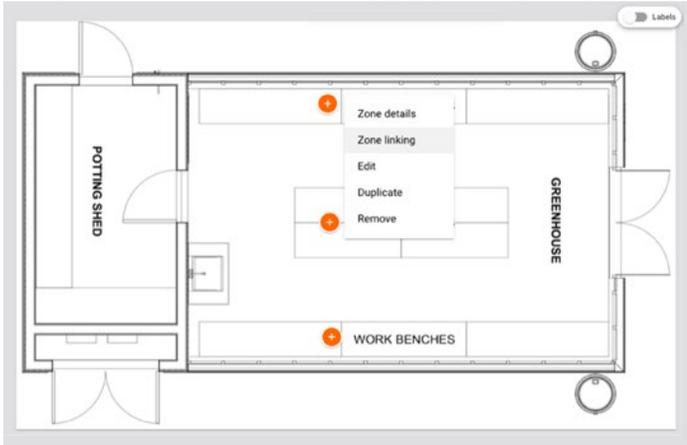
ZONE LINKING

Zone linking allows a single 0-10V Adapter to control multiple zones. This feature is used when the number of luminaires to be controlled with one 0-10V Adapter is greater than the recommended number of luminaires for one zone.

Example: 0-10V Adapter A on one side of the grow room turns on the lights in Zone A, which in turn triggers the lights in Zone B.

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 Fluence Wireless Flex web app.

CREATING A COMMISSIONING PLAN



Right-click on the  for the zone and select **Zone linking**.



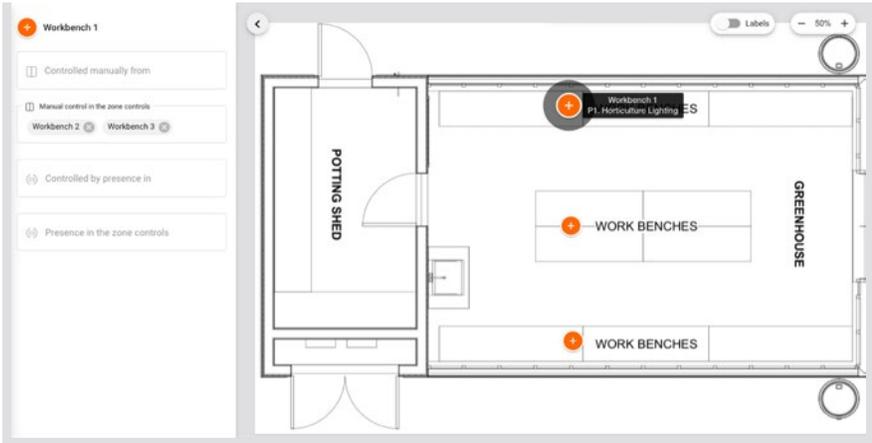
Use the panel to link zones by adding them to the appropriate fields in the table. The 0-10V Adapter must be commissioned into the controlling zone (*Manual control in the zone controls*).

When the **Zone Linking** panel is shown on the left, you can select other zones on the plan to set up zone linking for them at the same time.

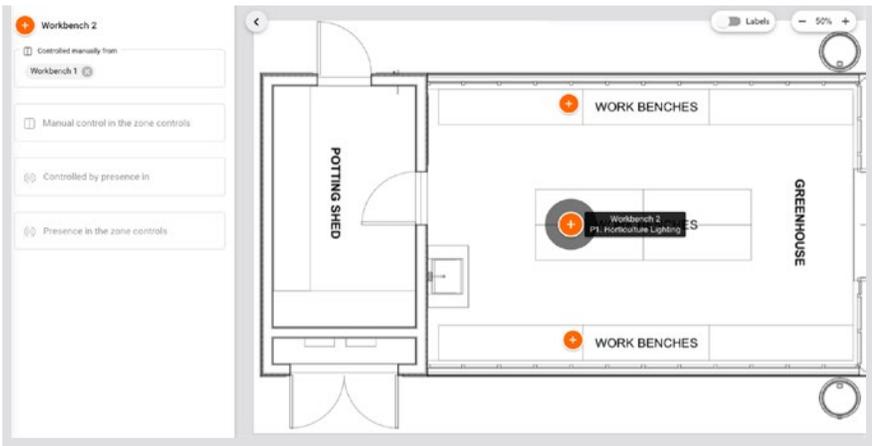
CREATING A COMMISSIONING PLAN

Once the zone linking setup is completed for that area, the links between zones can be visualized by clicking on each zone.

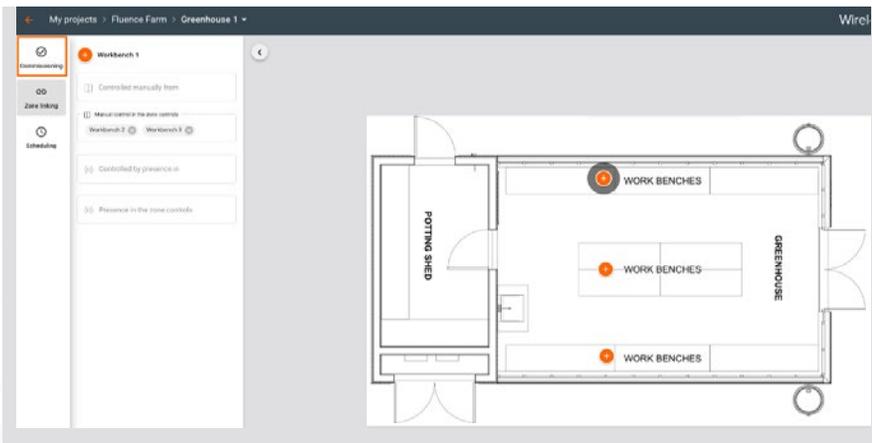
Clicking on **Workbench 1** shows that it controls **Workbench 2** and **Workbench 3**:



Clicking on **Workbench 2** shows that it is controlled by **Workbench 1**:



To finish zone linking, close the panel by clicking on the **Commissioning** tab.

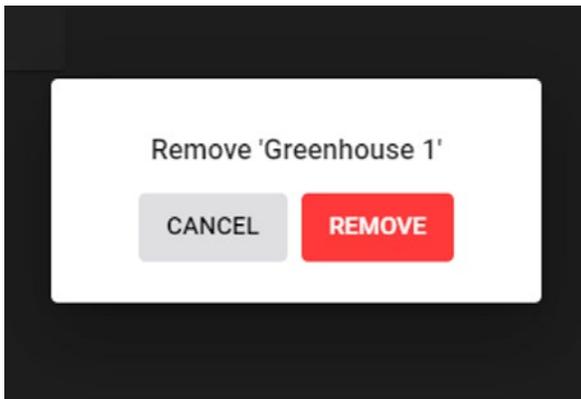


CREATING A COMMISSIONING PLAN

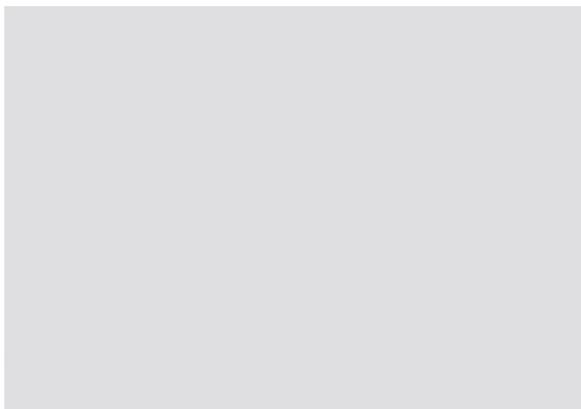
REMOVE AN AREA



- Navigate to the selected project.
- Click the  menu icon on the area where you want to open the context menu, then select **Remove**.



Confirm your decision by clicking **REMOVE** on the confirmation popup. In order to prevent accidentally removing the area, there is a 3 second delay before you can click the button.

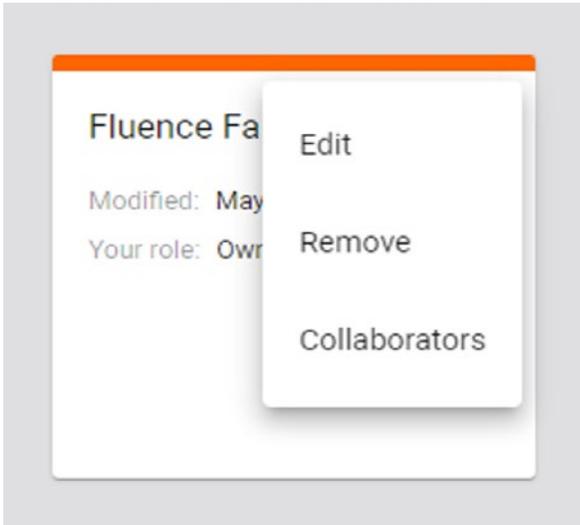


NOTE: You cannot remove an area with active devices. Before doing so, you must remove all devices.

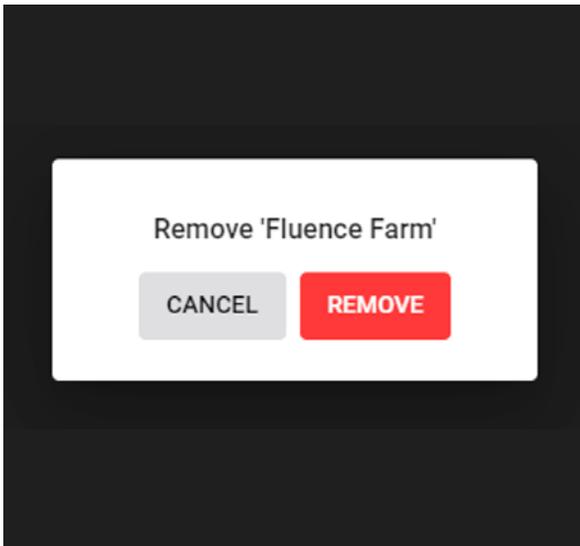
For more information, refer to the [Remove device](#) section.

CREATING A COMMISSIONING PLAN

REMOVE A PROJECT



- Navigate to the project list.
- Click the context menu icon  on the project you want to remove and select **Remove**.
- You will see the **Remove** option only if your role in the project is Owner.



- On the confirmation pop-up, click **REMOVE** again. In order to prevent accidentally removing the project, there is a delay before you can click the button.
- The project will be removed and will not be available for any users collaborating on the project.

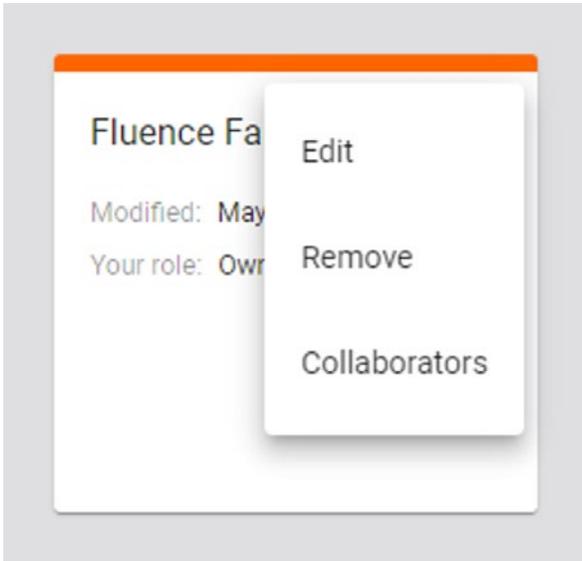
NOTE: You cannot remove a project with active devices. Before doing so, you must first remove all devices.

For more information on how to do so, refer to the [Remove device](#) section.

CREATING A COMMISSIONING PLAN

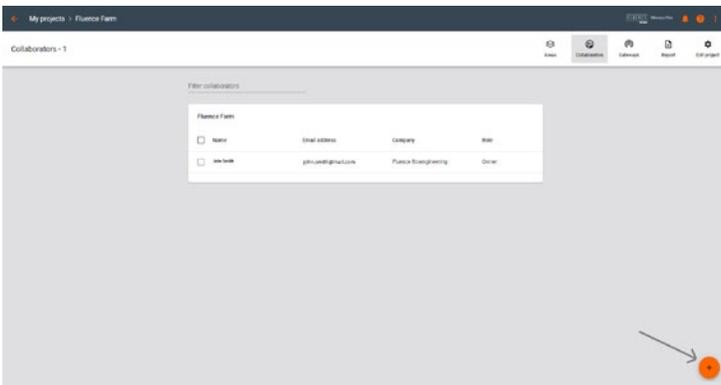
INVITE AND MANAGE PROJECT COLLABORATORS

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



Open “My projects” tab and click the menu icon  of the selected project and click **Collaborators**.

NOTE: You can also click Collaborators after entering a project.



A list of collaborators available in the selected project appears.

In the bottom-right corner of the screen there is a  button. Click it to add a new collaborator to the project.

CREATING A COMMISSIONING PLAN

Invite collaborators

Email address
john.smithe@mail.com

Separate emails with a comma

End User
Can only view the project and control the light.
Cannot make any changes.

Installer
Can make changes in the project. Can add and manage devices.

Manager
Can manage collaborators, make changes in the project, add and manage devices.

CANCEL SEND INVITATION

- Enter one or more email addresses to invite collaborators and share access to the project.
- Select the role for the new user(s). Available options are:
 - Installer
 - Manager
- User rights vary depending on the selected user role. Confirm by tapping the **SEND INVITATION** button.
- The invited users will be granted a set of rights to the project according to their user role.

FLUENCE Wireless Flex

John Smith has invited you to collaborate on **Fluence Farm II**

OPEN PROJECT

Please find detailed information about data processing in [Fluence Wireless Flex Privacy Policy](#)

Technology Partner **SILVAIR**

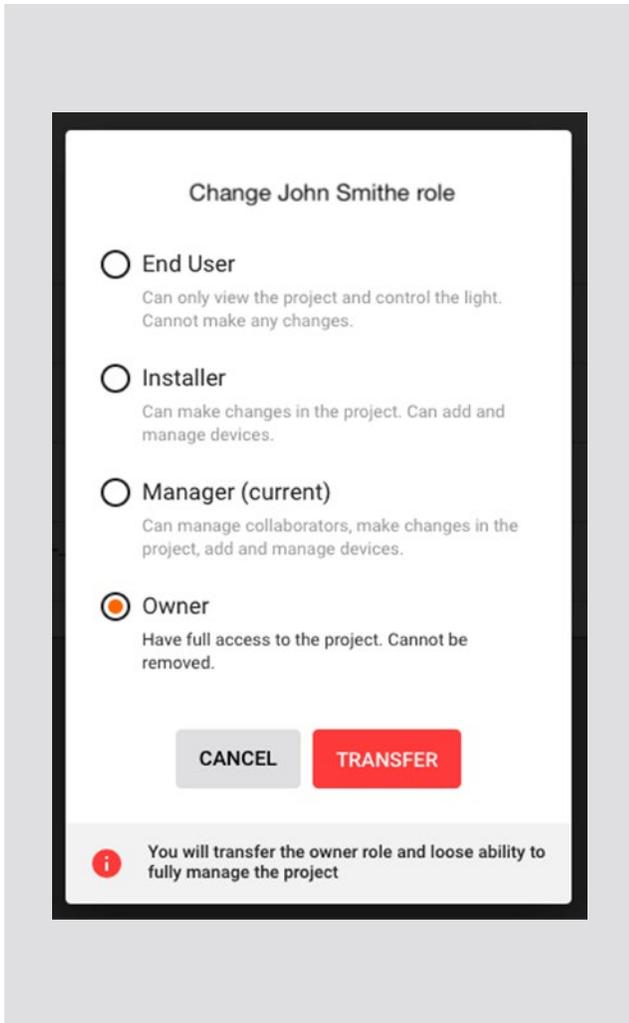
All users invited to collaborate will receive an invitation email with a link to the shared project. Accessing the project requires the user to have a registered Fluence Wireless Flex account. Anyone without an active account will be labelled with **Pending invitation** on the list of collaborators.

Tapping the **OPEN PROJECT** button on a mobile device will open the mobile application on a project screen.

CREATING A COMMISSIONING PLAN

USER ROLES IN THE PROJECT

Our commissioning apps (web and mobile) currently support 4 user roles in the projects: owner, installer, manager and end-user.



If you create a project, you automatically become 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 right cannot be revoked (there must always be an owner of the project), but owner rights can be transferred to a verified collaborator.
- You can transfer ownership only when:
 - You're logged in as owner of the project.
 - There are other project members listed (i.e., 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 can delete a project from the web mobile app.
- Owner can manage access to project(s).

CREATING A COMMISSIONING PLAN

End User

Can only view the project and control the light.
Cannot make any changes.

Installer

Can make changes in the project. Can add and manage devices.

Manager

Can manage collaborators, make changes in the project, add and manage devices.

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.
- Can be one of multiple managers added to a single project.
- Can leave a project but cannot remove the project (only the **Owner** role can remove the project.)

End User

Can only view the project and control the light.
Cannot make any changes.

Installer

Can make changes in the project. Can add and manage devices.

Manager

Can manage collaborators, make changes in the project, add and manage devices.

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.
- Cannot manage collaborators (cannot invite/remove users from the project or change user roles).
- Can be one of multiple installers added to a single project.
- Can leave a project but cannot remove the project (only the **Owner** role can remove the project).

CREATING A COMMISSIONING PLAN

End User

Can only view the project and control the light. Cannot make any changes.

Installer

Can make changes in the project. Can add and manage devices.

Manager

Can manage collaborators, make changes in the project, add and manage devices.

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).
- Can only see a list of projects with an option to **Leave project** selected from the project context menu.
- Cannot make changes inside a project or manage collaborators (cannot invite/remove users from the project or change user roles).
- Can be one of multiple end users added to a single project.
- Can leave a project but cannot remove the project (only the **Owner** role can remove the project).

Change John Smithe role

End User

Can only view the project and control the light. Cannot make any changes.

Installer

Can make changes in the project. Can add and manage devices.

Manager (current)

Can manage collaborators, make changes in the project, add and manage devices.

Owner

Have full access to the project. Cannot be removed.

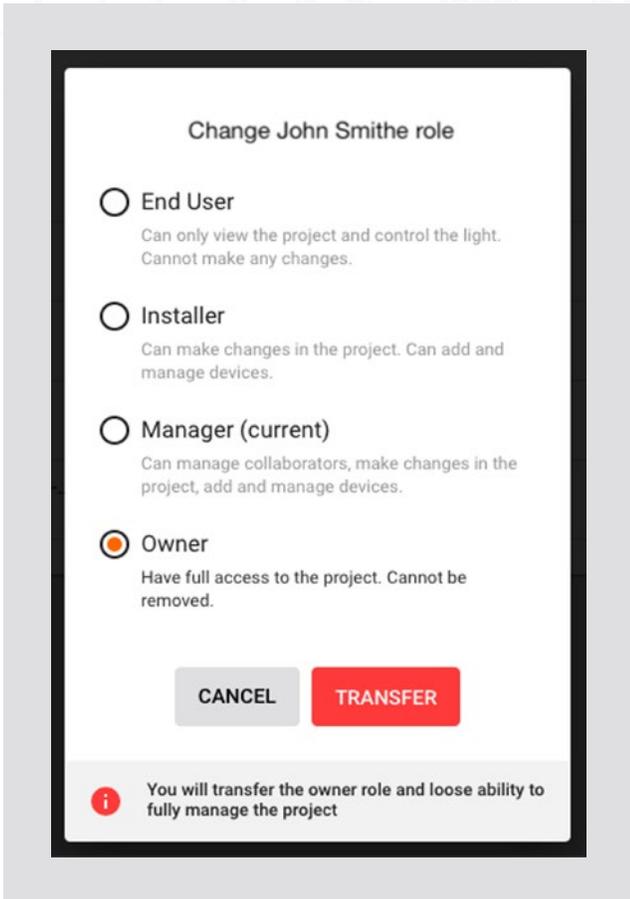
CANCEL

SAVE

Changing User Roles

- To change the user role (e.g., from a manager to an installer role), select a project from the menu icon and click **Collaborators** on the  menu.
- Select the user and select: **Change role**.
- Select the role for the user 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.

CREATING A COMMISSIONING PLAN

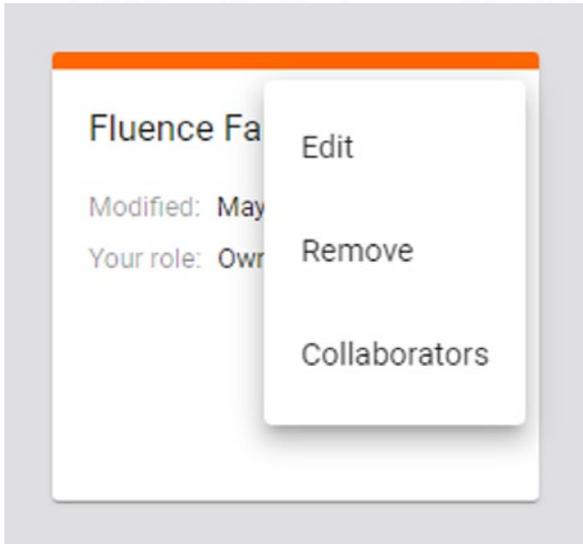


Transfer Ownership of a Project

- 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, the owner of a project needs to open the **Collaborators** panel and click the  icon on any user's menu which has a confirmed account in the app.
- Press **Change role** and select **Owner**. Confirm by pressing **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.

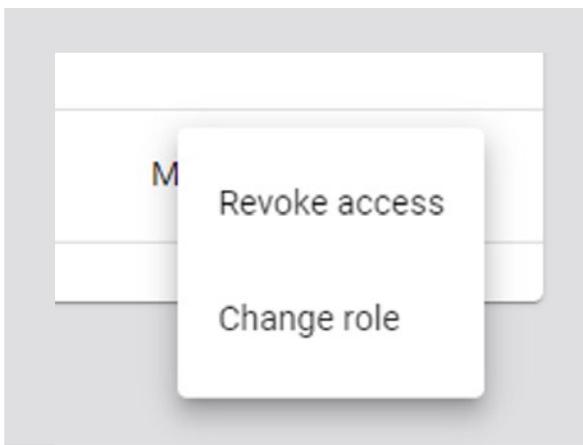
CREATING A COMMISSIONING PLAN

REVOKE ACCESS TO THE PROJECT

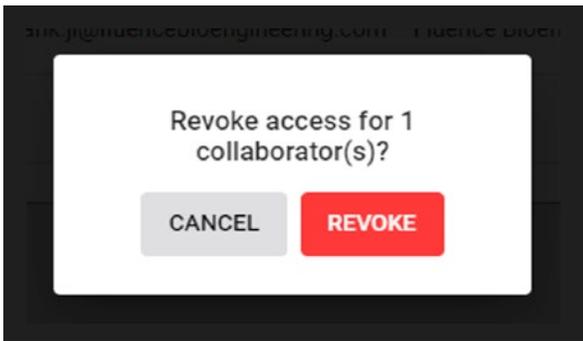


Click the context menu icon  in the **My projects** tab and select **COLLABORATORS**.

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



Select one or more collaborators by clicking the checkbox next to a username on collaborators page. When you select the person you want to remove from the project, select **Revoke access** 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 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.⁵

5. The Fluence Wireless Flex web app prevents you from removing the last collaborator as there must always be at least one user with access to the project. When the original owner is removed as a collaborator of the project, ownership is automatically transferred to the next collaborator.

CREATING A COMMISSIONING PLAN

SUPPORTING PREVIOUS VERSIONS

New versions of the Fluence Wireless Flex apps 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 the older version, without having to reconfigure the whole project.

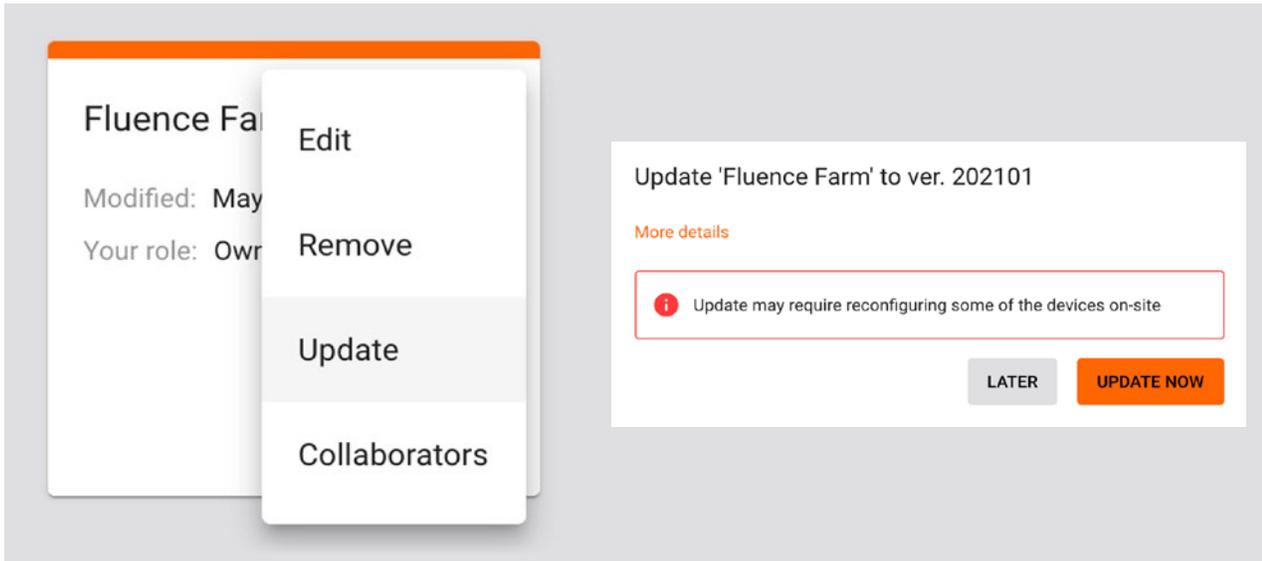
NOTE: You will not be able to update projects to the newest version if they already include commissioned devices that are not compatible (e.g., out of date, not supported or lacking some features).

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.

CREATING A COMMISSIONING PLAN

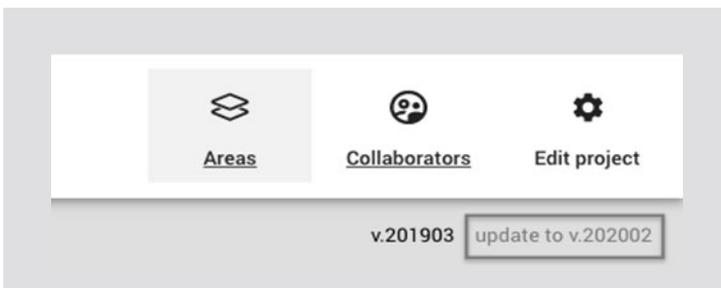
UPDATING A PROJECT TO THE LATEST VERSION

There are two ways you can update a project to the newest version.



Option 1:

- Click the context menu in the top-right corner of a project box and select **Update**.
- You will see a pop-up, where you can update your project by clicking the **UPDATE NOW** button.
- Click **More details** to access the release notes for the newest version.



Option 2:

- Click the project that is labelled with **Update available**.
- Below the **Collaborators** button, you can see the names of two versions of the project: v.201903 = current version update to v.202002 = new version update link
- Click the new version link and select the **Update** button. The update should start automatically.

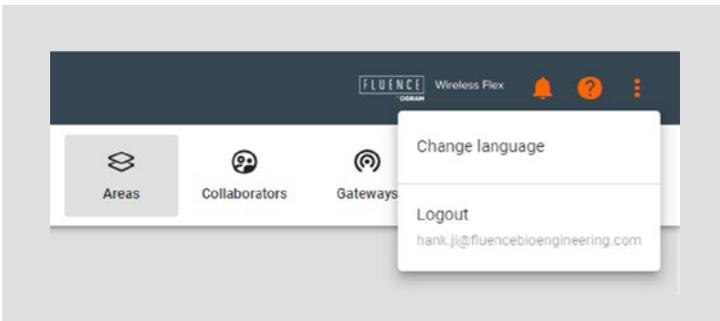
CREATING A COMMISSIONING PLAN

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 quickly create projects and areas.

SIGN OUT

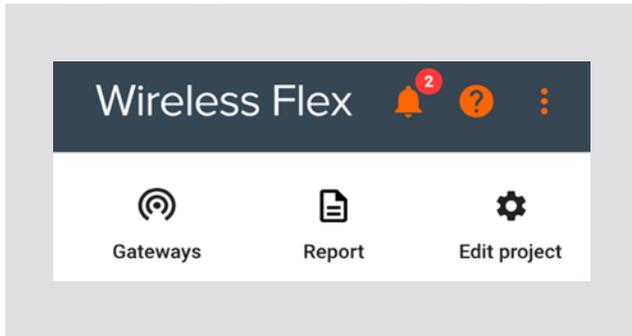


To sign out, click the  icon in the top right corner of the screen (on the blue navigation bar).

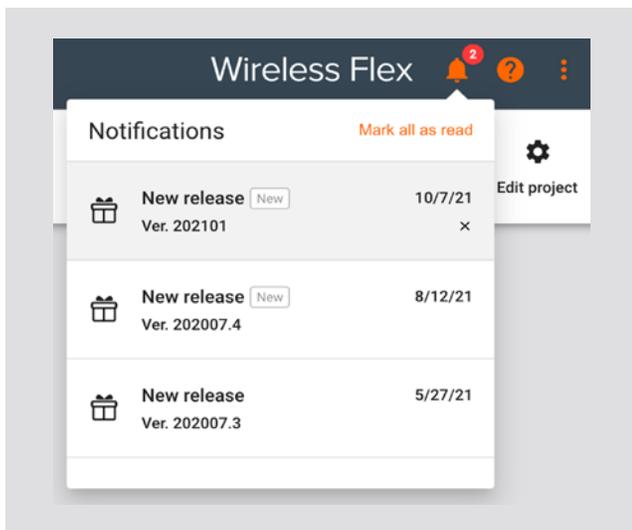
When the menu appears, click **Logout**.

CREATING A COMMISSIONING PLAN

NOTIFICATIONS



When a new version of the app is available, you will see a  notification icon on the blue 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 review.

To delete an individual notification, hover over a release notification in the list and press the X button (clear notification).

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

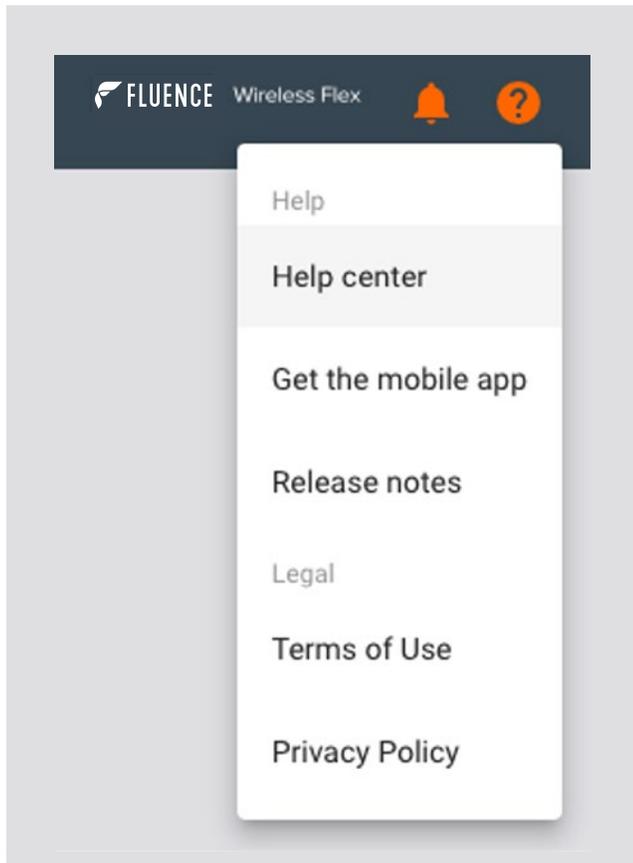
CREATING A COMMISSIONING PLAN

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.

Clicking the help button in the title bar on the menu links to:

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



Help center:

- Opens in a new tab.
- Is available externally—the user doesn't need to be logged in.
- Can be opened on a 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 the devices installed on-site can be done with the Fluence Wireless Flex mobile app on an iPhone or iPad. 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 app supports 7 languages: English, German, French, Spanish, Korean, traditional Chinese, and simplified Chinese. You can change the language setting anytime.

NOTE: For as long as it remains in use, the mobile app disables your smartphone's automatic screen locking functionality. This allows the commissioning process to take place undisturbed.

LOG IN AND SIGN UP

In order to use the Fluence Wireless Flex mobile app, sign in to your account or create one in the app. Make sure you have access to the project you're going to commission (see: [Invite and manage project collaborators](#)).

The image shows two side-by-side screenshots of the Fluence Wireless Flex mobile app interface. Both screens feature the Fluence logo and 'Wireless Flex' text at the top, with 'Technology Partner SILVAIR' below it. The left screen is the login page, with 'LOG IN' and 'SIGN UP' buttons at the top. It has input fields for 'Email address' and 'Password', a 'Don't remember your password?' link, and a large orange 'LOG IN' button at the bottom. The right screen is the sign-up page, with 'LOG IN' and 'SIGN UP' buttons at the top. It has input fields for 'Your company (optional)', 'First name', 'Last name', 'Email address', and 'Password'. It also includes a checkbox for 'I accept and agree to Terms of Use and Privacy Policy' and a large orange 'SIGN UP' button at the bottom.

COMMISSIONING ON-SITE

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**

The screenshot shows the sign-up page for Fluence Wireless Flex. At the top, the Fluence logo and 'Wireless Flex' text are displayed, along with 'Technology Partner SILVAIR'. There are 'LOG IN' and 'SIGN UP' buttons. The form fields include: 'Your company (optional)', 'First name' and 'Last name' (with red error text 'Enter first name' and 'Enter last name'), 'Email address' (with red error text 'Enter valid email address'), and 'Password' (with red error text 'Enter password'). A checkbox for 'I accept and agree to Terms of Use and Privacy Policy' is present. A large orange 'SIGN UP' button is at the bottom.

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

The screenshot shows a verification email from Fluence Wireless Flex. It says 'Hello John' and 'Thank you for signing up. Confirm your email address john.smithe@mail.com'. There is a large orange 'CONFIRM' button. At the bottom, it says 'If you are having any issues with your account please contact us at: iot@fluencebioengineering.com'.

- On your phone, open the verification email and click **CONFIRM**. Once the email is verified you can log in to the Fluence Wireless Flex mobile app.⁶

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

COMMISSIONING ON-SITE

FLUENCE Wireless Flex

Technology Partner SILVAIR

LOG IN SIGN UP

Email address

Password

Don't remember your password?

LOG IN

- If you have forgotten your password tap **Don't remember your password?** at the bottom of the page.

COMMISSIONING ON-SITE

< Reset your password

Enter your email address. We will send you a link to create a new password.

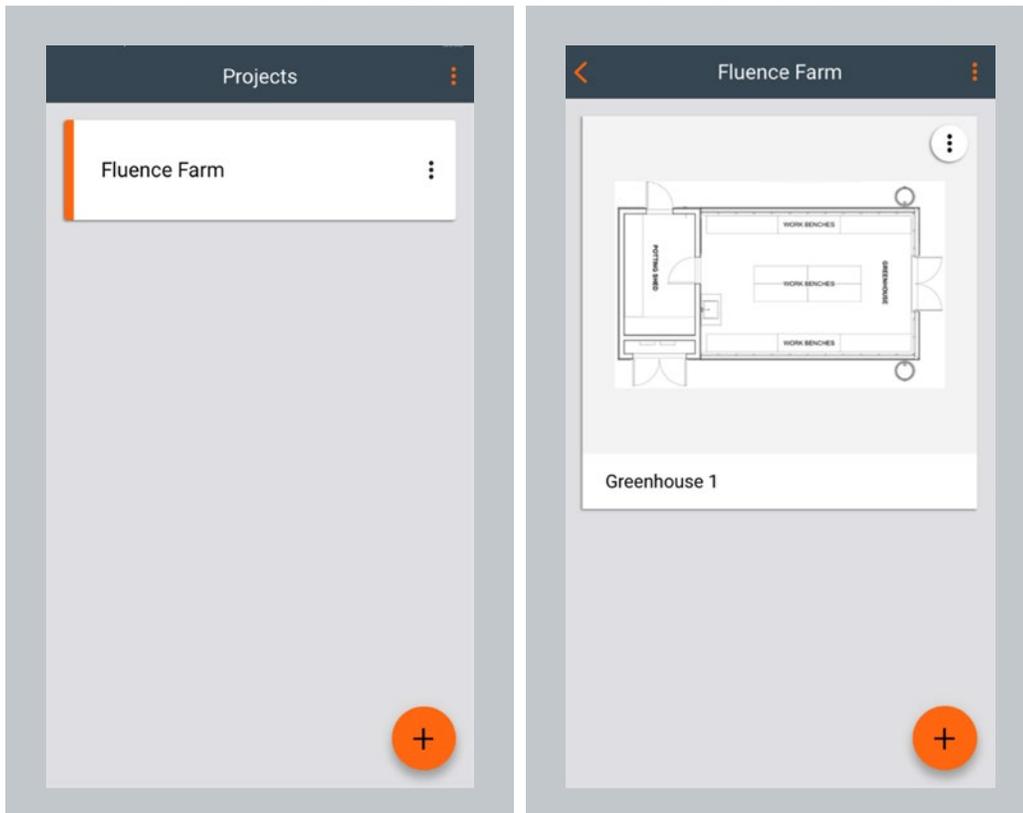
Email address

SEND EMAIL

- Enter a 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.

COMMISSIONING ON-SITE

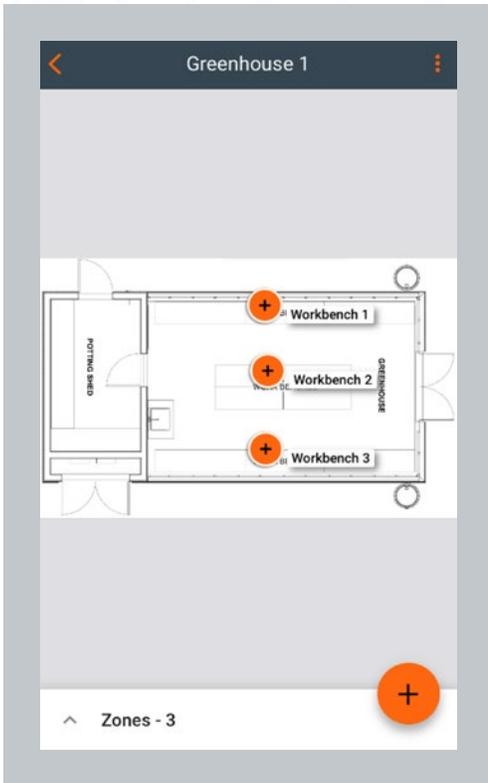
SELECT A PROJECT AND AREA



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

COMMISSIONING ON-SITE

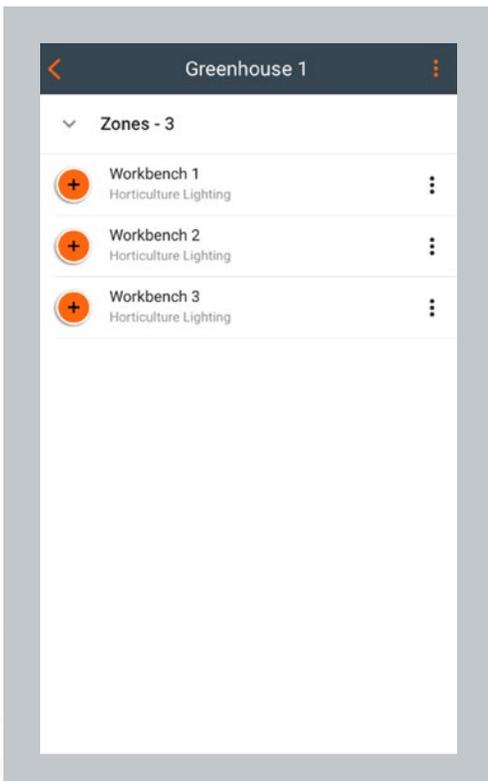
SELECT ZONE



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 in a list, tap the element at the bottom of the screen with the number of zones, e.g., **Zones-3** in this example.
- Each zone has a status icon, name and assigned profile, e.g., **Workbench 1**
- 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., **Zones-3**.

COMMISSIONING ON-SITE

ADDING 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.



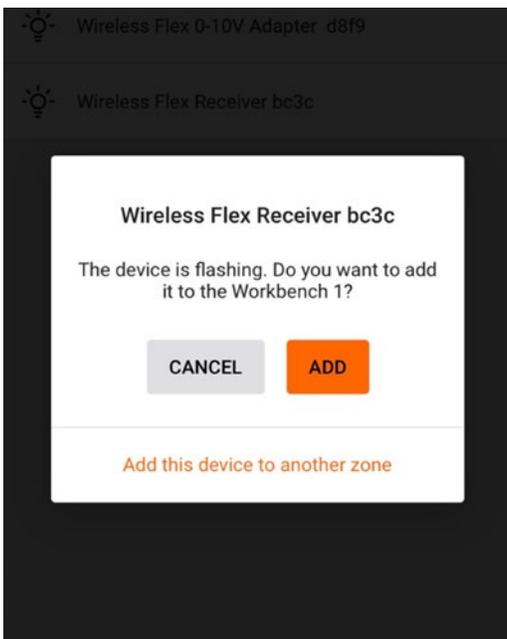
- Select the zone to be commissioned in the area or Zones list view.
- Tap the  button to add a device.⁷

7. Before adding devices to an existing project, the application may require users to be within range of previously added devices in order to add devices with current network security. Adding new devices when not in range of the existing devices may lead to communication issues and devices may not operate as expected.

COMMISSIONING ON-SITE



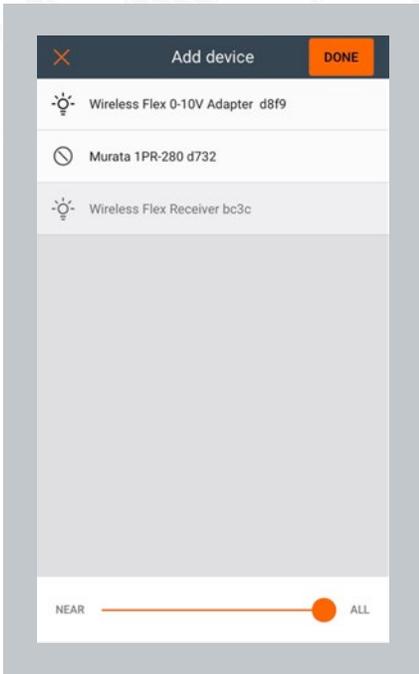
- Narrow down the list to display the closest devices by moving the slider to the left.
- Select the device you want to add by tapping its name.



- Check if the device is drawing 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, tap on the link **Add this device to another zone**.⁸
- Otherwise, tap **CANCEL** and move on to the next device.

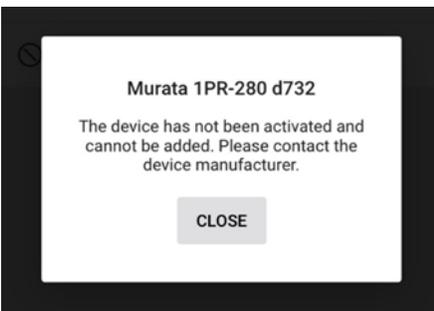
8. **NOTE:** devices added to another zone will still require configuration with the settings for that zone.

COMMISSIONING ON-SITE

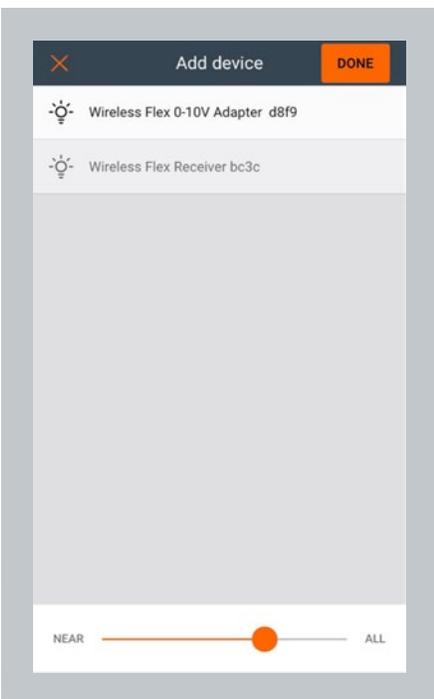


INACTIVE DEVICES

In some cases, you may see that one or more devices are dimmed (greyed 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:

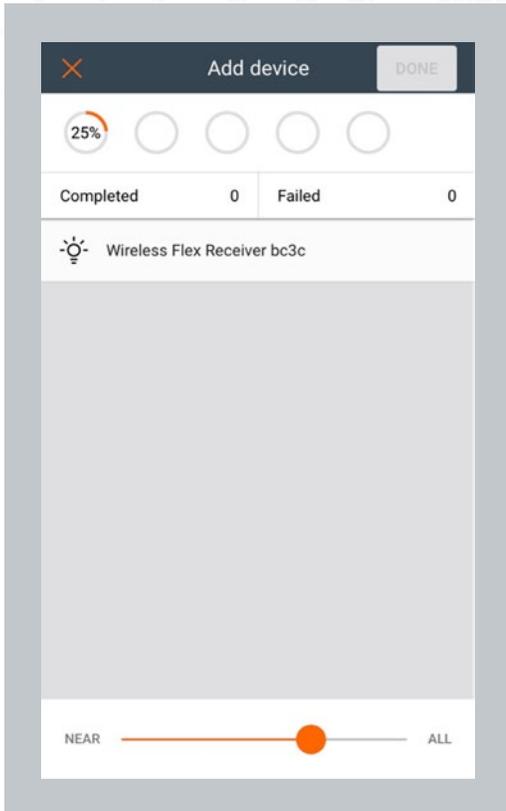


- **Case 1: A device has not been activated.**
Solution: Contact Fluence to set up activation.



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

COMMISSIONING ON-SITE



- If your device is active and 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 right away.⁹
- When all required devices have been added to the zone, close **Add device** view.¹⁰

CONFIGURE ALL DEVICES IN A ZONE

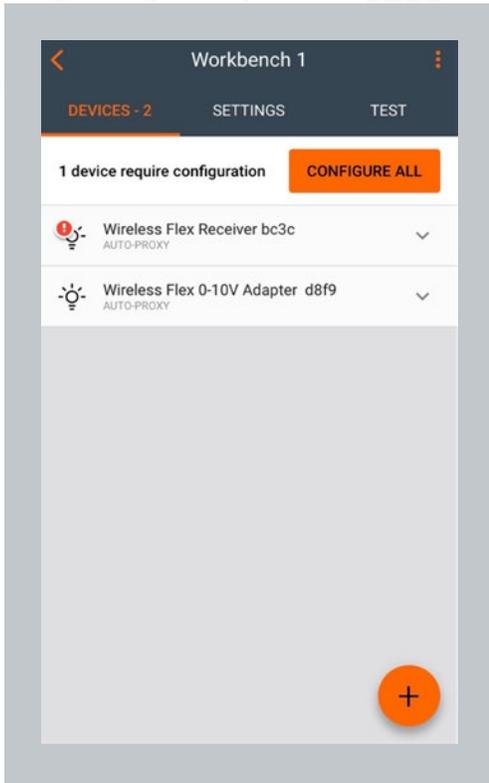
In rare cases, you'll need to configure a device manually using the mobile app (user selects a single device, or a group of malfunctioning devices by tapping the **CONFIGURE ALL** button). Manual configuration is needed when:

- there has been a connection error (e.g., internet problems).
- device configuration is accidentally interrupted (e.g., an iOS device powers off).
- zone settings have changed (e.g., changing profile, changing scenario settings, adding or editing zone linking).

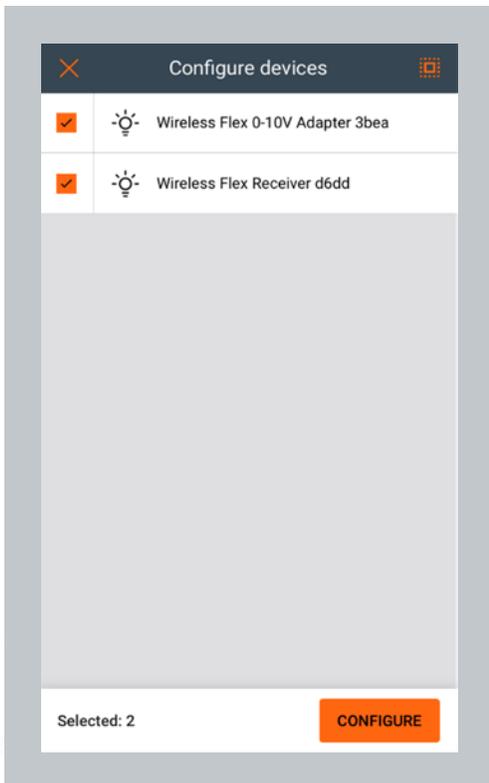
9. Up to 5 devices can be configured in parallel. The configuration status is displayed in the upper panel.

10. Closing the "Add device" window before configuration has completed will result in an incorrect configuration and the zone will have to be reconfigured later.

COMMISSIONING ON-SITE



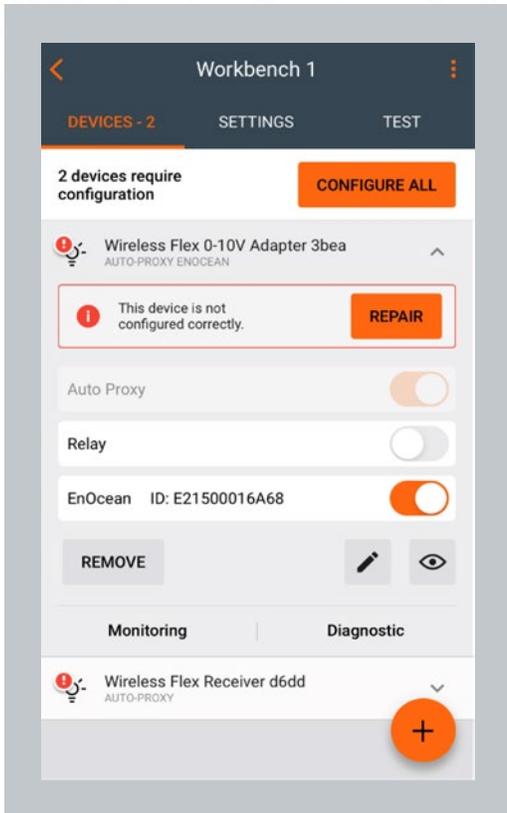
- To configure all devices in a zone, navigate to the zone.
- Tap **CONFIGURE ALL**.



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

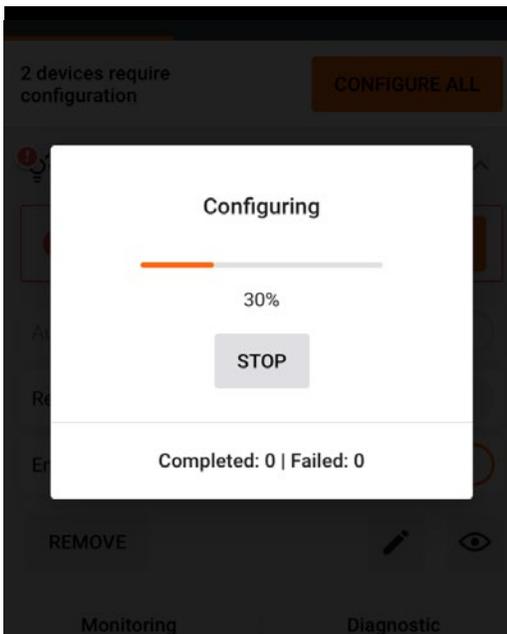
COMMISSIONING ON-SITE

REPAIR DEVICE



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

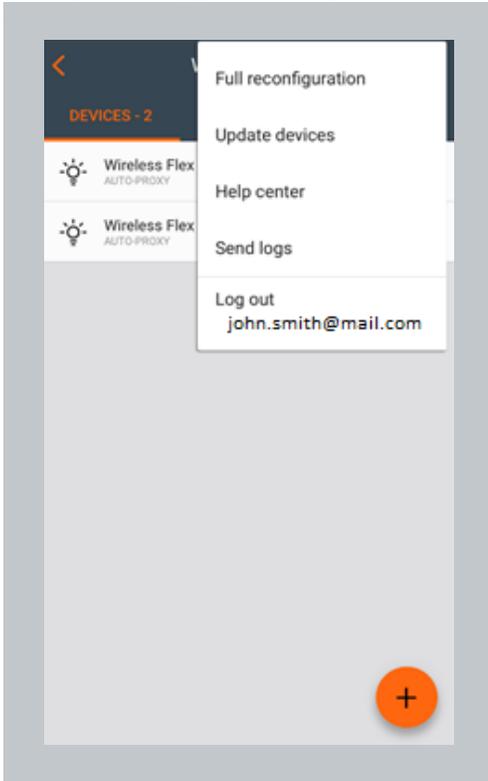
- To repair a misconfigured device, select it from the **DEVICES** list and expand the options.
- Tap **REPAIR**.



- The required configuration will be applied to the device.

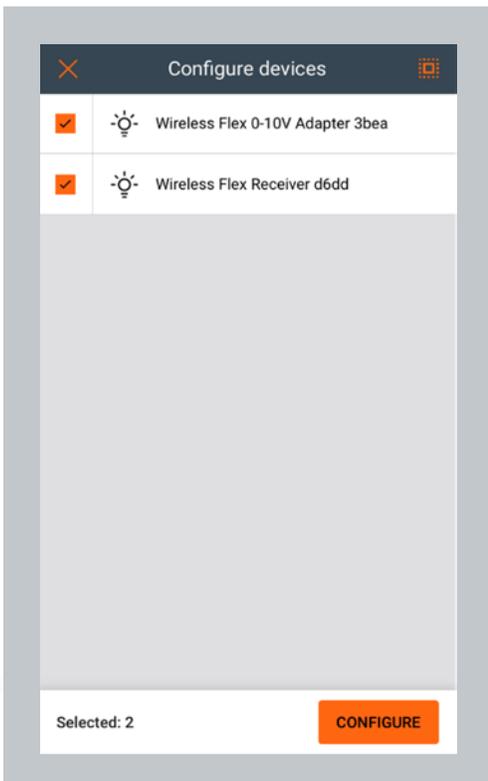
COMMISSIONING ON-SITE

FULL CONFIGURATION



The Fluence Wireless Flex mobile app also allows you to fully configure any device(s) at any time. A full configuration will send the entire configuration to the device(s) whether or not it was previously configured.

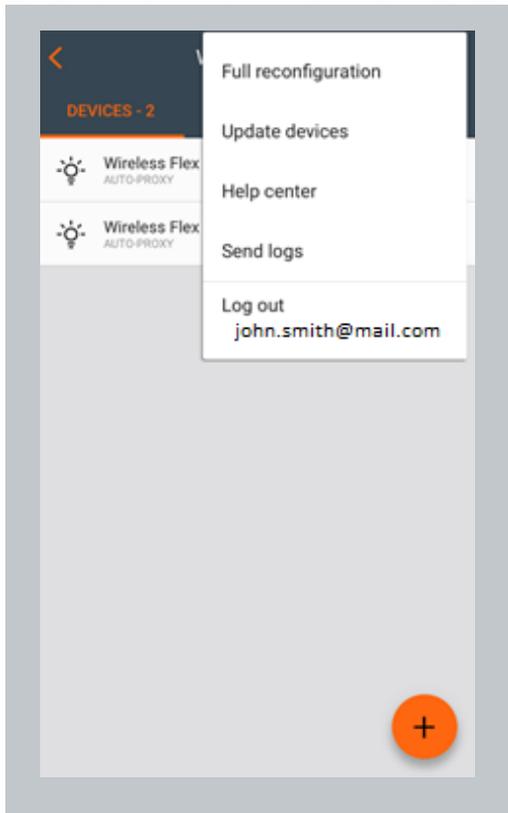
- Select a zone.
- Display the context menu by tapping the  icon and selecting the **Full Reconfiguration** option.



- A list of devices will appear.
- Select the devices to be configured. Tap the checkbox next to each device or select all devices by tapping the square icon  in the top-right corner.
- Tap the **CONFIGURE** button.

COMMISSIONING ON-SITE

UPDATE DEVICES (OVER-THE-AIR UPDATE)

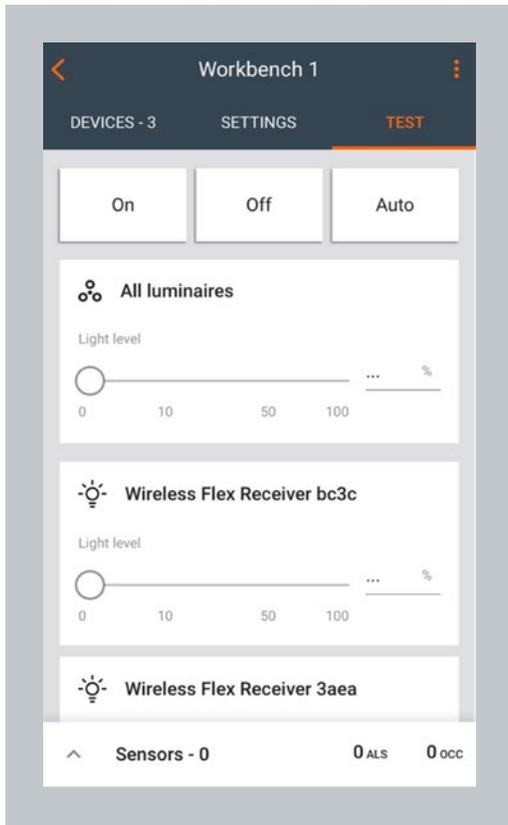


With the Fluence Wireless Flex mobile app, you can also do an OTA (over-the-air) update for devices in the mesh network.

The feature allows you to update devices that have already been added to the mesh network. The latest firmware is automatically downloaded from the cloud.

COMMISSIONING ON-SITE

IDENTIFYING FAULTY LUMINAIRES IN A ZONE



When an installer finishes adding devices but there are one or more faulty nodes inside that zone, you can check to find where a faulty luminaire is located.

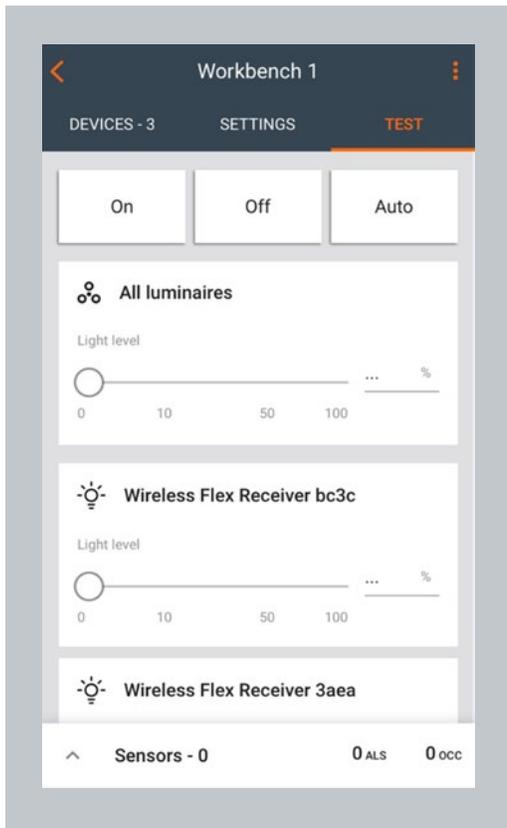
Navigate to the zone where you were adding or updating devices. Go to the **TEST** tab and tap the icon next to **All luminaires**. This button will alternately raise and lower dimming for all light fixtures in the zone. While the test is active, a light fixture with a faulty Wireless Flex Receiver will not change its brightness level.

Alternatively, you can also use the **Light level** slider which is found below **All luminaires** button. While moving the slider to the desired light level (e.g., 70%), a light fixture with a faulty Wireless Flex Receiver will not change its brightness level.

COMMISSIONING ON-SITE

TEST THE ZONE (TEST TAB)

The test tab allows you to test if the light control is working correctly, i.e., whether the luminaires can be switched on to maximum level, switched off or dimmed.



- Open the **TEST** tab.
- Choose the test:

Off: all luminaires switch off.

On: all luminaires go to 100%.

% Dim: Set the luminaires to a desired brightness level (10 – 100%), either by dragging the slider or tapping on the “%” on the right to enter a value. The luminaires will react immediately.

HINT: Check which devices are added to your zone. Press the  button next to “All luminaires.” You should immediately see all devices in the selected zone blinking.

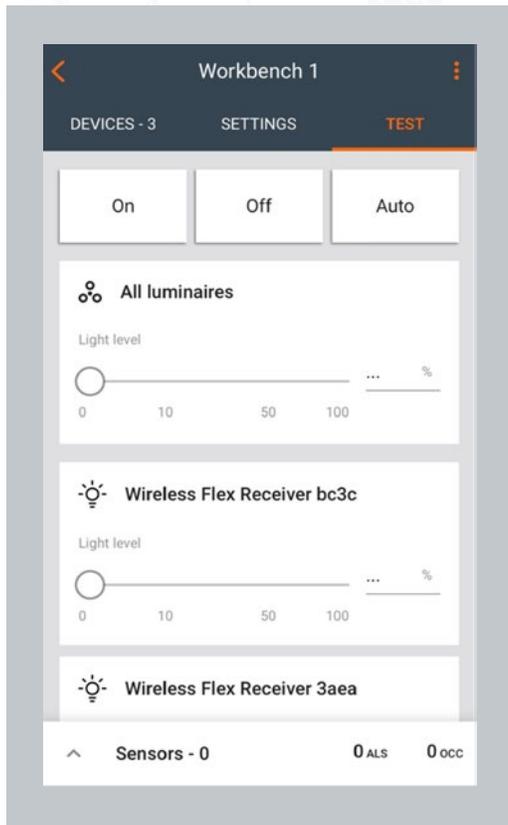
For a zone where the **Multiple scenes** scenario has been selected, the TEST tab will display three options: On, Off and Auto.

Off: all luminaires switch off.

On: all luminaires go to 100%.

Auto: turns on the automatic settings for the luminaires.

COMMISSIONING ON-SITE



Testing Individual Luminaires

- Scroll down to see all luminaires added to the selected zone.
- Use the slider to change the light level or enter a value manually (in %).
- The selected luminaire should react immediately.

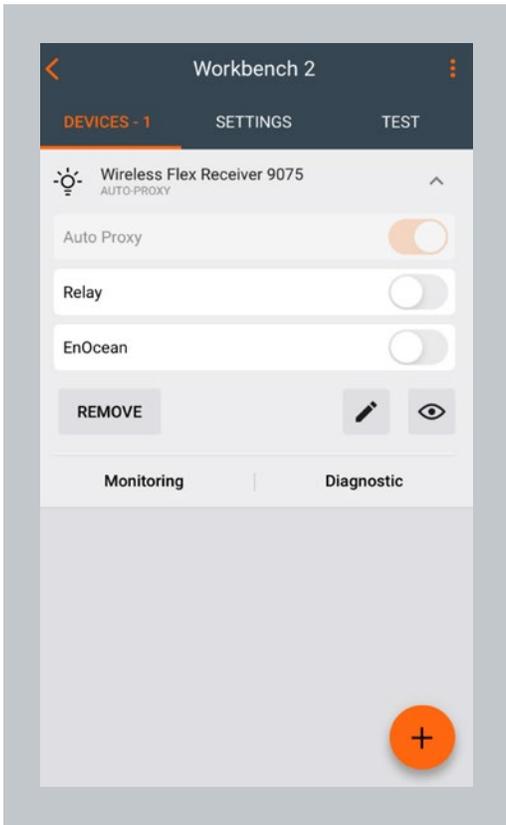
COMMISSIONING ON-SITE

CHECK THE DEVICES LIST

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

IDENTIFYING DEVICES ADDED TO A ZONE

You may sometimes need to identify a specific device with a problem or that should be configured as a relay.



Identify a device by tapping the **Device** icon: 

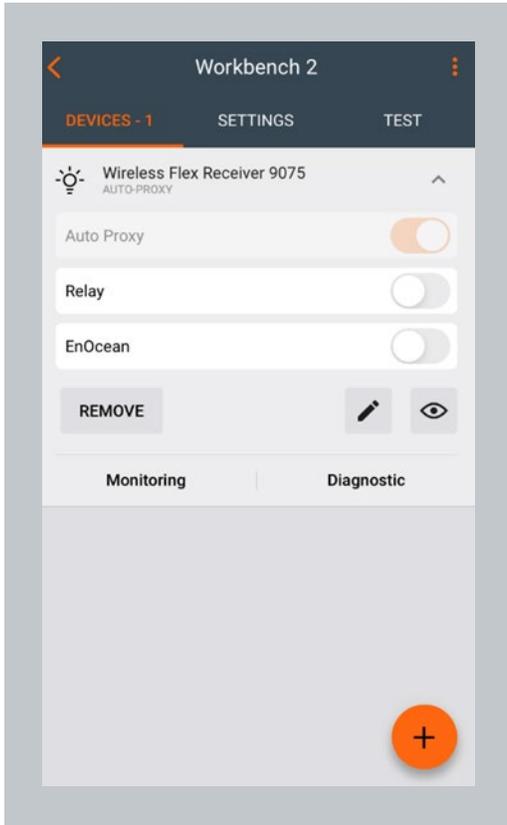
or by tapping the **eye icon**: 

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

HINT: After an attention request (pressing the device or eye icon), the device will be prompted to respond. When the response doesn't arrive, you'll see a message: "{Device name} is not available."

COMMISSIONING ON-SITE

RENAME A DEVICE



- To change the name of a device, expand the device in **DEVICES** view and tap the pencil icon  to change the name. The new name will be visible in the mobile and web application.
- If the device is removed from the zone and recommissioned, it will appear in the mobile and web application with its default name.

COMMISSIONING ON-SITE

DEVICE MESH NETWORK SETTINGS

The Fluence Wireless Flex mobile app allows users to run a mesh quality test that lets you check the availability and quality of the mesh connection between zones.



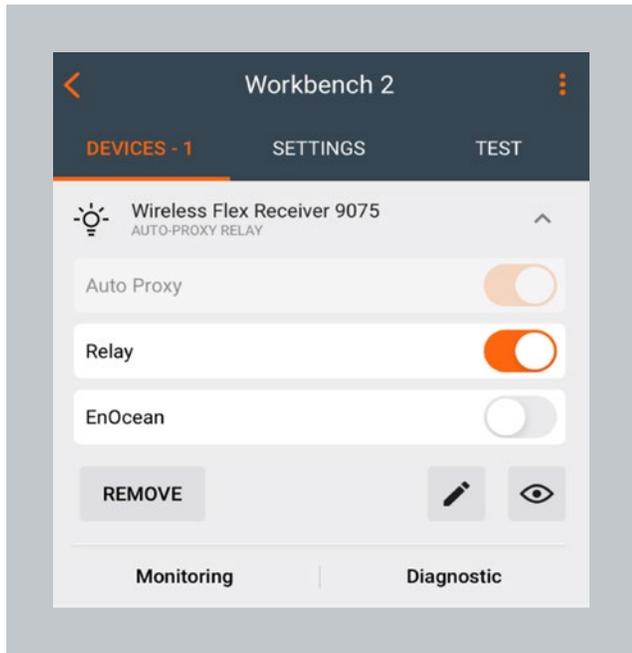
To start running the test, select the project where you would like to check the connection.

- Select the correct floorplan, click the **More**  button and choose **Mesh quality**.
 - Testing your mesh network should start immediately.
 - The result of the test will show overall mesh network efficiency as a percentage, as well as a visual mesh network quality map with problematic areas shown in red.

After running the Mesh quality test and discovering any mesh problems, you might want to customize which devices in a zone are configured as Relays. Relays act as repeaters in the mesh network, allowing control messages to reach devices which are within radio range of the Relay but not the original source (typically the 0-10V Adapter).

To do this, open the **Devices** tab and select the device you want to look up.

COMMISSIONING ON-SITE

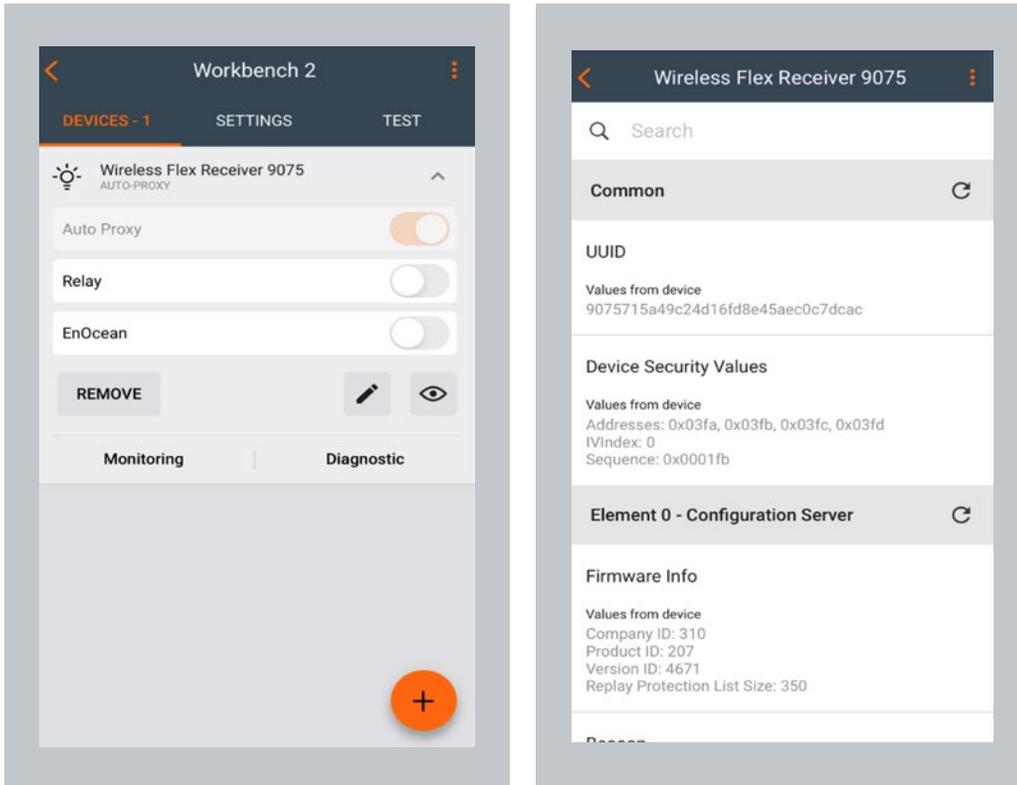


Relay toggle switch:

- On: enabled
- Off: disabled

COMMISSIONING ON-SITE

DEVICE DIAGNOSTICS



The device diagnostic report can be helpful if problems occur. The report gives basic information including:

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

Use the search box to find a cell to enter search terms. If the search box is empty, all properties are visible. If the search box contains search results, it only displays cells that contain the search terms you used.

COMMISSIONING ON-SITE

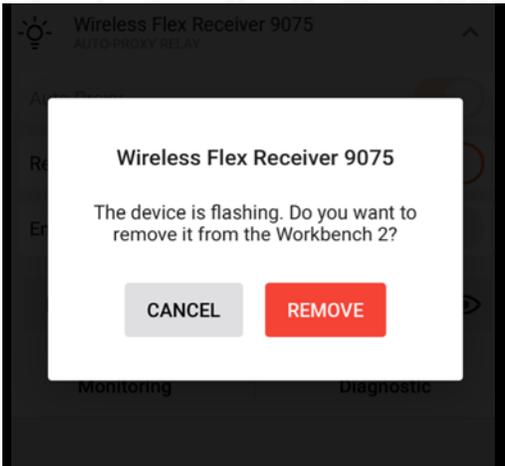
REMOVE DEVICE

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, and also resets the device, erasing its configuration data.



- Go to the **DEVICES** tab.
- Select the device you want to remove. The list element will expand.
- Tap **Remove**.

COMMISSIONING ON-SITE



- Check if the device is attracting attention e.g., by flashing.
- If it's the correct device, tap **REMOVE** again to confirm. This will remove it from the network and restore its default settings, making it available to add to another network.

NOTE: The mobile app will not allow you to remove the last mobile device proxy in the project if it 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 previously described, a device is not only removed from the app's database but is also fully reset. This means removing a device from the network restores its default settings by erasing all configuration data, including security keys. For this process to be successful, the app needs to exchange certain data with the device to be removed. If the app is unable to communicate with the device, the removal process cannot be completed.

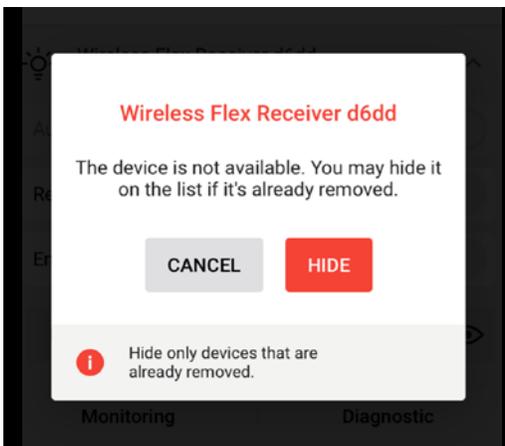
This can happen in the following cases:

- 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)

COMMISSIONING ON-SITE

A device that cannot be fully removed remains visible in the app and commissioning reports, and may report configuration errors. This can be confusing, especially when the device has already been physically removed from the installation. To address such cases, the app offers the possibility to **hide** a device that cannot be fully removed. A hidden device will no longer be displayed in the list of available devices, will not be included in commissioning reports, and will not report configuration errors. However, it can still be found in the web app (grayed out and marked as hidden). This allows the user to restore a device back to the unhidden state if needed (e.g., when it was hidden accidentally).

HIDING DEVICES

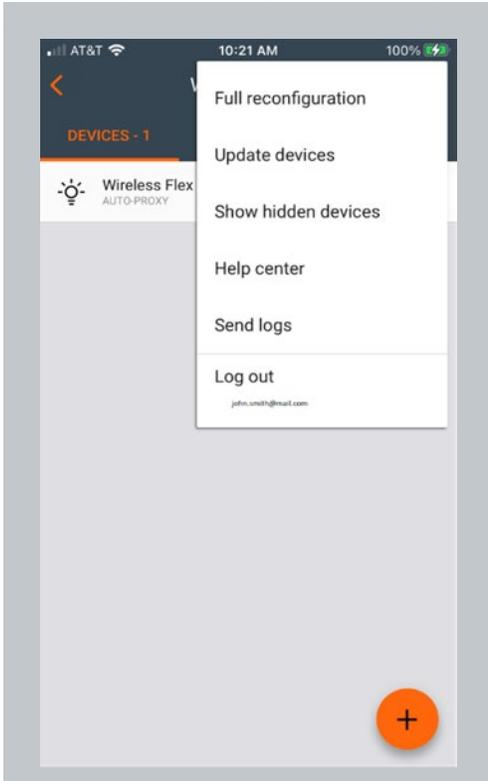


- When you want to remove a device but the app cannot communicate with it, the removal process cannot be completed.
- In this case, the app will ask whether the device should be hidden so that it is no longer visible in the list of available devices and commissioning reports.
- Tap **HIDE** to remove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

NOTE: Make sure to hide only those devices that are broken or have been removed from the project manually (via physical uninstallation or hardware reset). If the app is unable to communicate with a device during the device removal operation, someone might accidentally hide a device that has not been reset and keeps operating within a mesh network (i.e., it keeps implementing specified control scenarios). In order to successfully remove such a device from the network, it should be restored (details follow) and then removed.

COMMISSIONING ON-SITE

RESTORING HIDDEN DEVICES



To display hidden devices:

- Open a zone's context menu.
- Tap **Show hidden devices**.

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



- Hidden devices are displayed greyed out on the list of devices in the zone.

COMMISSIONING ON-SITE

REMOVING DEVICES WITHOUT ACCESS TO MESH

If you want to remove a device from the zone using the mobile app and the device is greyed out in the app because there is no access to mesh, you have a few options.

Solution

Connect to mesh by a proxy device. There are two workarounds to do that:

Workaround 1

1. Factory reset one of devices that is active in that zone and to which user can connect over mesh.
2. Re-add that device to the same zone. Make sure it is a “Proxy” device.
3. Check to verify access to the mesh; you should then be able to remove the devices intended for deletion from the zone.

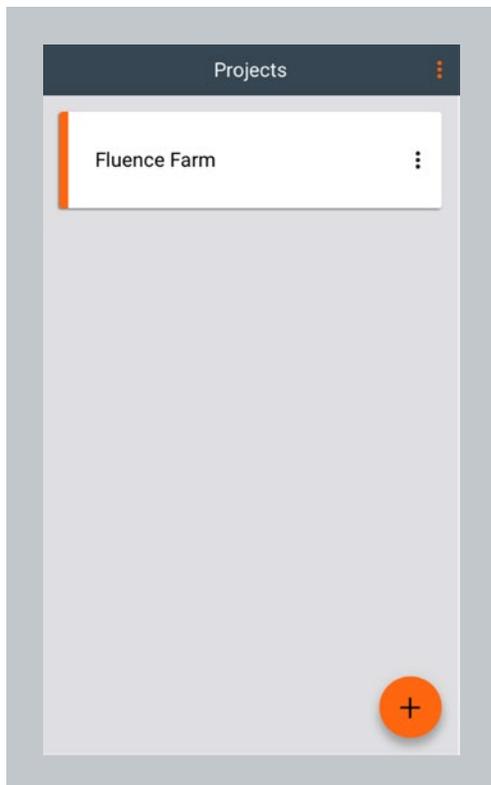
Workaround 2

1. Add any mesh device to that zone to establish a proxy device presence there (it can be a mesh device from another zone).
2. Remove the devices intended for deletion from that zone before removing the dummy proxy device if necessary (user should have at least one proxy device nearby to connect to the zone’s mesh).

4. COMMISSIONING WITH THE MOBILE APP

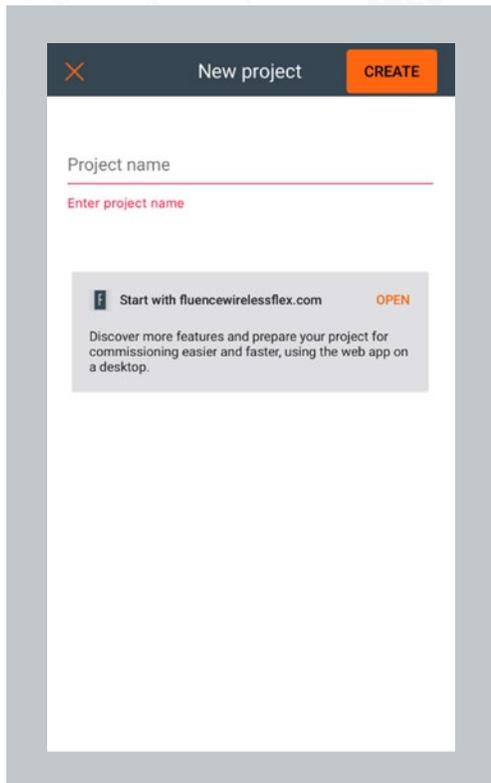
The Fluence Wireless Flex mobile app supports some basic project management features such as creating projects, creating areas and creating and editing zones, allowing users to commission an installation without having to first prepare a plan in the web app.

CREATE A PROJECT



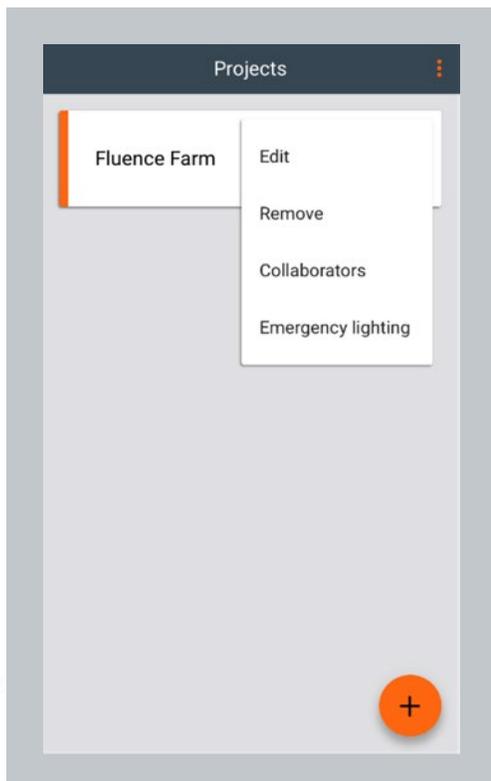
- Go to the projects list.
- Tap the  button.

COMMISSIONING WITH THE MOBILE APP



- 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



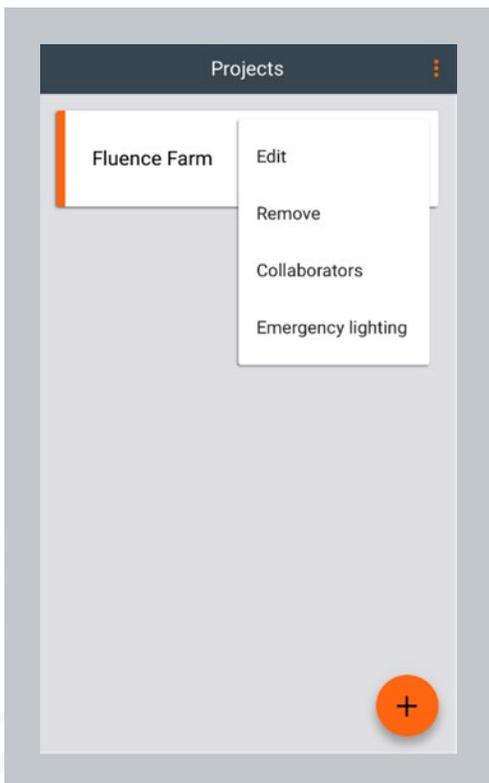
- Go to the projects list.
- Select **EDIT** from the  menu.

COMMISSIONING WITH THE MOBILE APP



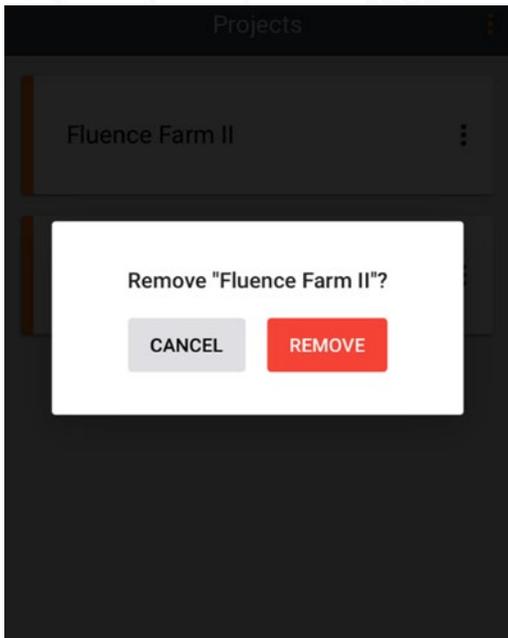
- Change the project name and save it by tapping **SAVE**.

REMOVE A PROJECT

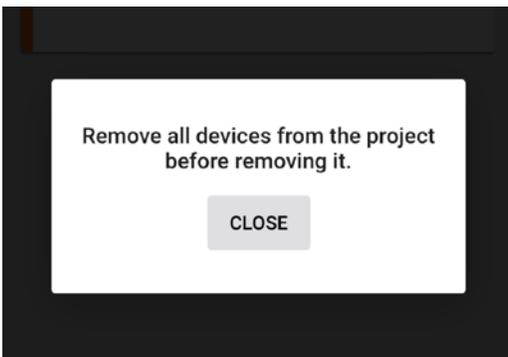


- Go to the projects list.
- Tap the  menu and select **Remove**.

COMMISSIONING WITH THE MOBILE APP



- In the confirmation pop-up, tap **Remove**. In order to prevent accidentally removing the project, there is a 3 second delay before you can click the button.
- The project will be removed and can no longer be accessed by any users collaborating on it.



NOTE: You cannot remove a project with active devices. Before doing so, you must remove all devices.

For more information on how to do that, refer to the [Remove device](#) section.

COMMISSIONING WITH THE MOBILE APP

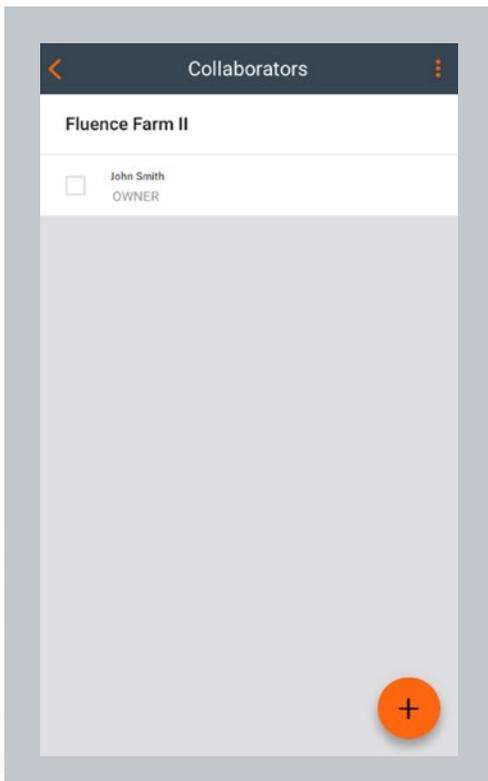
INVITE AND MANAGE PROJECT COLLABORATORS



Multiple users can collaborate on a project by creating and editing the commissioning plan and, most importantly, performing on-site commissioning which can help shorten the most critical part of the overall project.

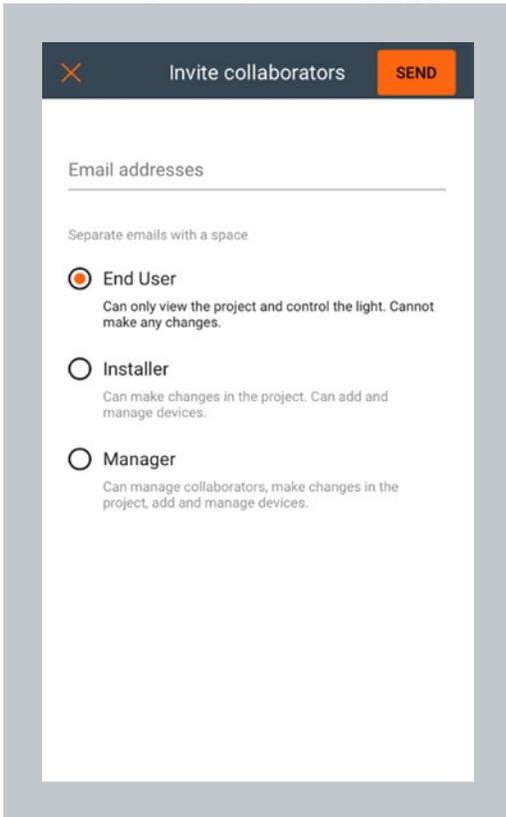
Currently, there are 4 user roles supported in the commissioning apps: owner, manager, end user and installer. You can find more information about these roles in the [User roles in the project](#) section.

To begin adding collaborators, click the context menu icon  in the selected project, then click **Collaborators**.

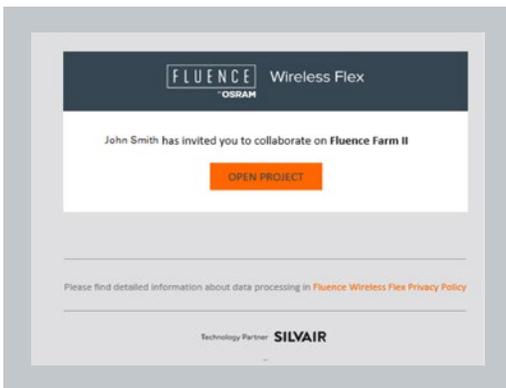


Tap the  button on the list of collaborators.

COMMISSIONING WITH THE MOBILE APP

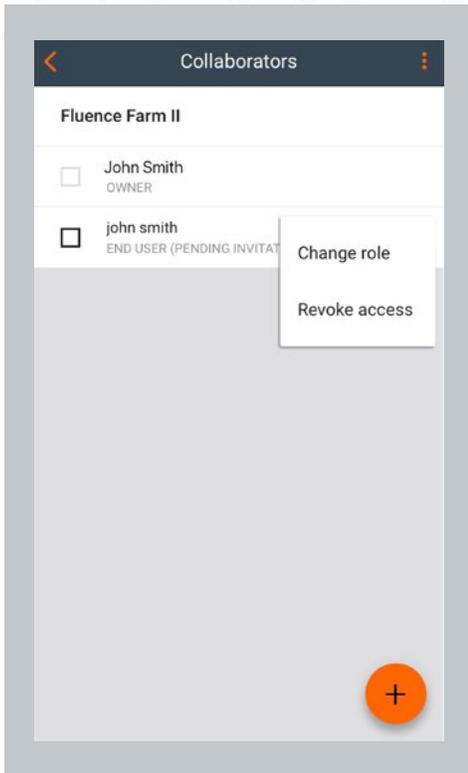


- Enter one or more email addresses to invite collaborators and share access to the project.
- You can find more information about these roles in the [User roles in the project](#) section.
- Select the level of access for the user you're inviting by expanding the dropdown list from the **Invite as** tab.
 - End user is the default selection for a newly invited user. It can be changed by tapping installer or manager below.
 - If you're an owner or a manager of the project, you can select a new user to be one of these three roles: manager, installer or end user.
 - Installers and end users in the project do not have access to invite collaborators.



- All users invited to collaborate will receive an invitation email with a link to the shared project.
- Accessing the project requires each user to have a registered Fluence Wireless Flex web app account. Anyone without an account will be labelled with **Pending invitation** on the list of collaborators.

COMMISSIONING WITH THE MOBILE APP



CHANGE USER ROLE

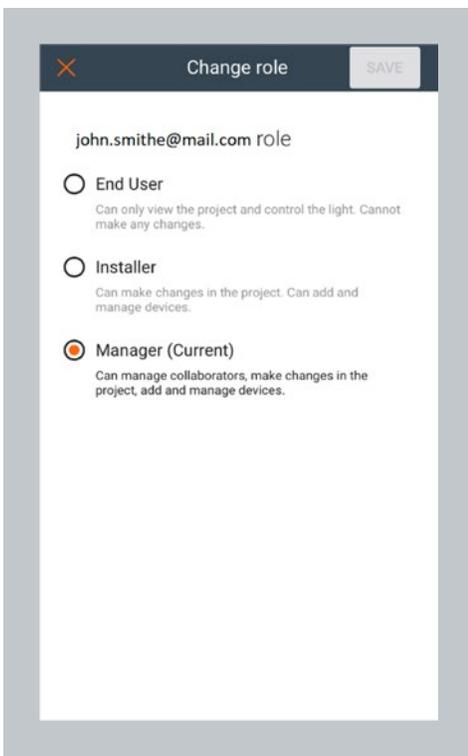
The app allows you to change the role of another project collaborator in the mobile app. This is possible only if there's more than one collaborator added to the project.

Changing roles is limited to the following user roles:

- Owner
- Manager

Changing a user's role is available only to those with either an owner or manager role.

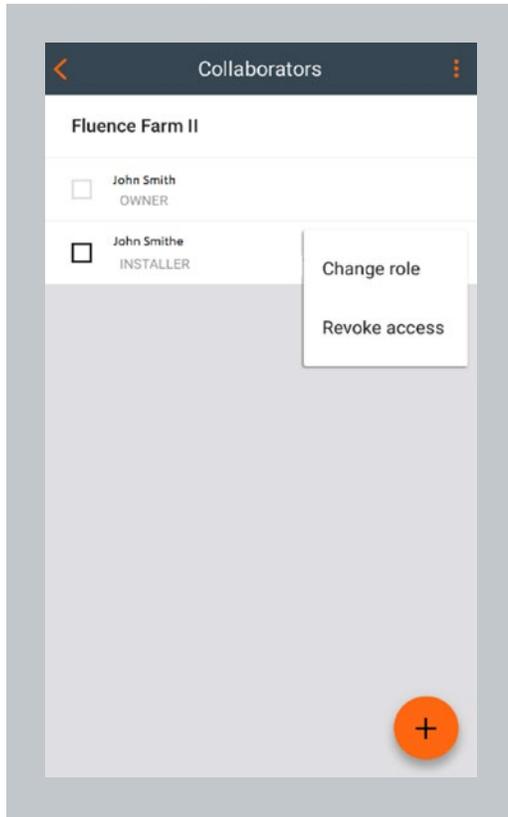
- Select the correct project from the projects list, press the context menu icon  and then tap **Collaborators**.
- Next, press the  button next to the user name whose role you want to change and select **Change role**.



NOTE: Those with installer or end-user roles do not have access to the collaborator view, so they won't see the Collaborators button after pressing the project menu.

Installers and end users are only able to edit a project name or leave a project.

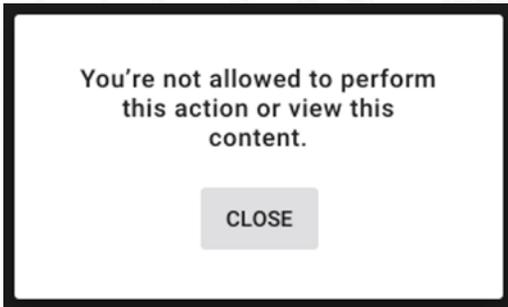
COMMISSIONING WITH THE MOBILE APP



- Next, press the  button next to the user name whose role you want to change and select **Change role**.
- Select the desired role:
 - Manager
 - Installer
 - Owner*
 - End User
- Confirm by pressing **Save**. You'll see a confirmation indicating that the user role has changed.
- You can also change user roles in the web app.

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

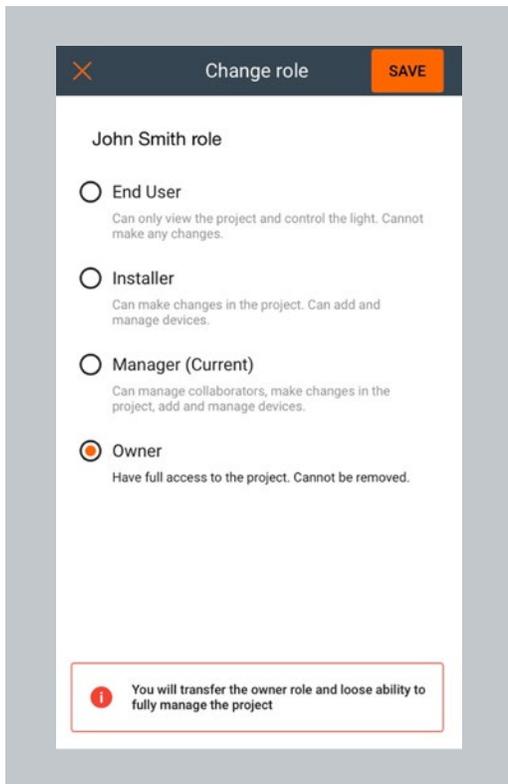
COMMISSIONING WITH THE MOBILE APP



NOTE: If a collaborator's role was changed from manager/owner to an installer or end-user role, that user will no longer be able to see the collaborators view in the app.

The alert on the left is shown to a 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

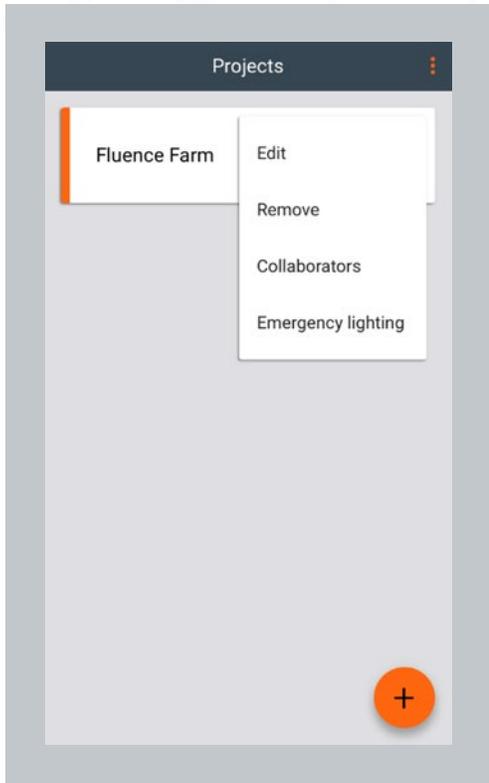
NOTE: This option is available only for "owner" users.

- 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.
 - Click the context menu icon and select **COLLABORATORS**.
 - Click again on the button next to another user name.
 - Select "Change role."
 - Select "Owner" as the new role.
 - Confirm by pressing "SAVE" button.
 - You will see a success message: "project ownership transferred."

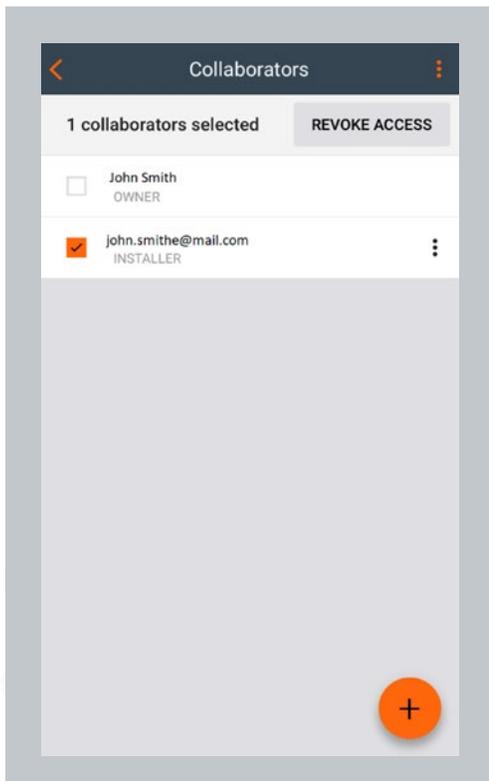


COMMISSIONING WITH THE MOBILE APP

REVOKE ACCESS TO THE PROJECT



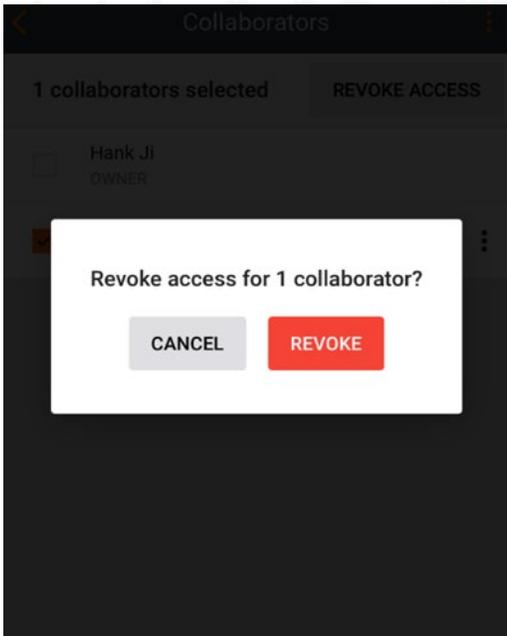
Click the context menu icon  for the project and select **Collaborators**.



Select one or more collaborators by clicking the checkbox.

Click **REVOKE ACCESS**.

COMMISSIONING WITH THE MOBILE APP



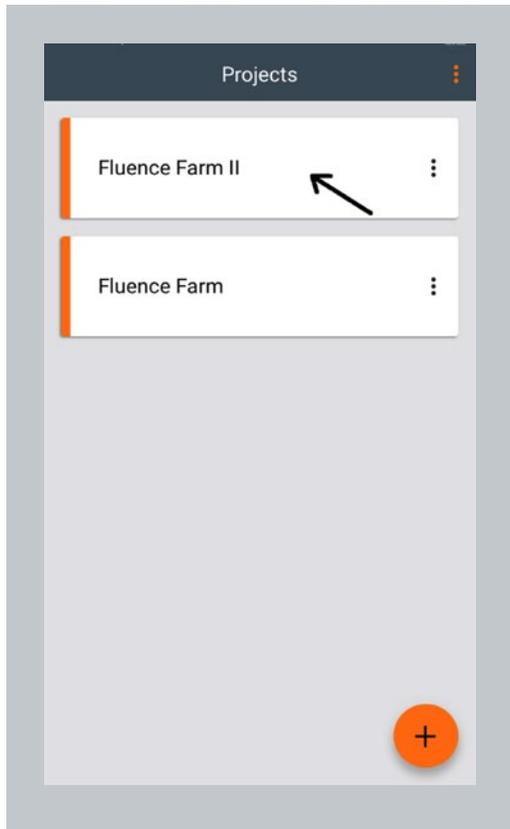
Confirm by clicking **REVOKE** on the message that appears.

NOTE: Selected users will be removed from the project and will no longer have access to it from the web app or the mobile app¹¹.

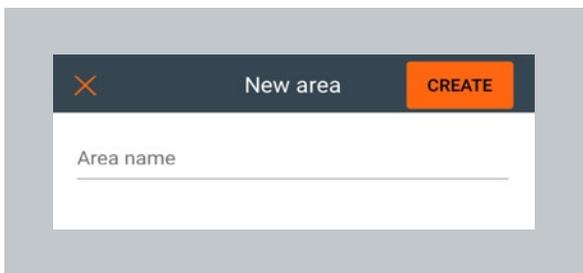
11. Fluence Wireless Flex prevents the last collaborator from being removed from the project as there must always be at least one user with access to the project. When the original owner is removed as a collaborator, ownership is automatically transferred to the next collaborator.

COMMISSIONING WITH THE MOBILE APP

CREATE AN AREA



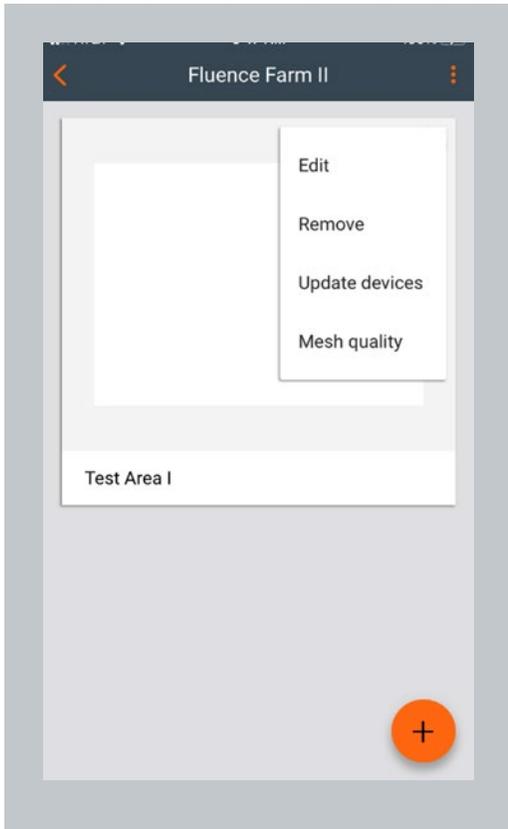
- Select the project from the list and tap it to open.
- Tap the  button to add an area.



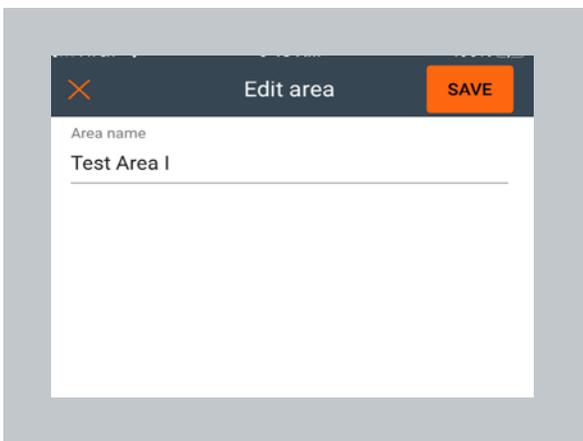
- Enter a name for the area and tap **CREATE**.
- An area will be created and displayed on the area list with an empty area plan image.

COMMISSIONING WITH THE MOBILE APP

EDIT AN AREA



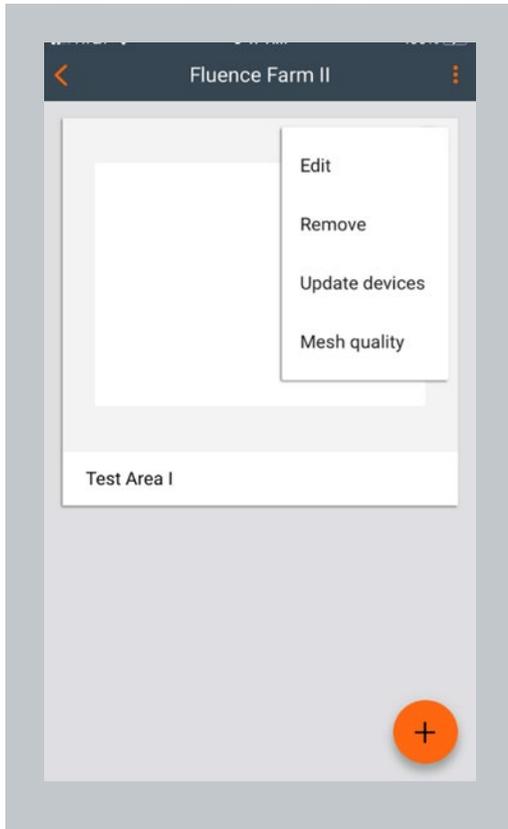
- Go to the area list.
- Choose **EDIT** from the list.



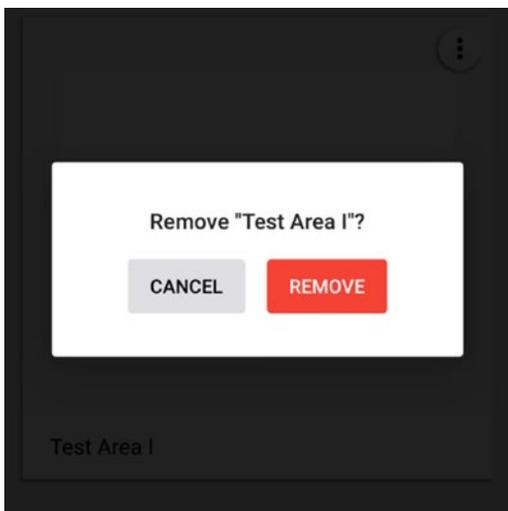
- Change the area name and tap **SAVE**.

COMMISSIONING WITH THE MOBILE APP

REMOVE AN AREA



- Go to the project.
- Choose **REMOVE** from the list.



- Confirm your decision by clicking "REMOVE" on the pop-up. In order to prevent accidentally removing the area, there is a 3 second delay before you can click the button.

NOTE: You cannot remove an area with active devices. Before doing so, you must remove all devices.

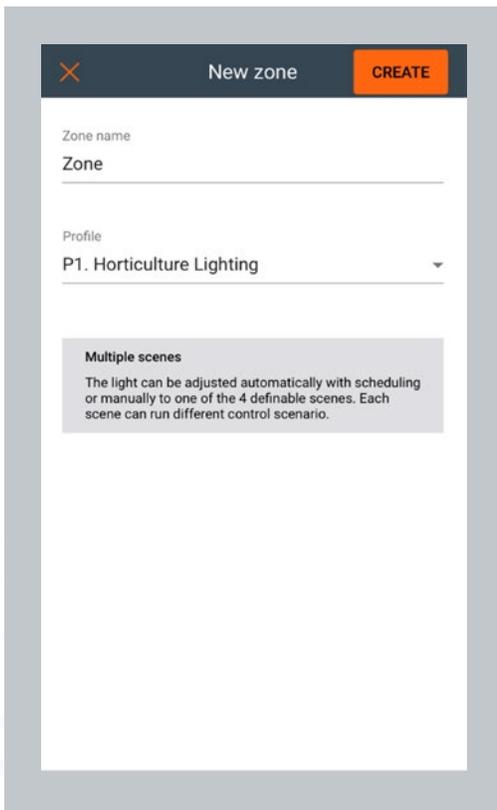
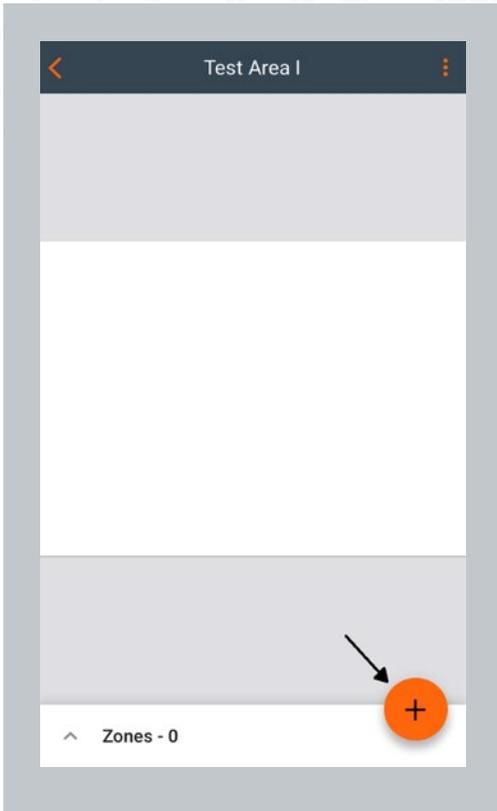
For more information on how to remove devices, refer to the [Remove device](#) section.

COMMISSIONING WITH THE MOBILE APP

CREATE A ZONE

The mobile app also allows users to create new zones on the fly.

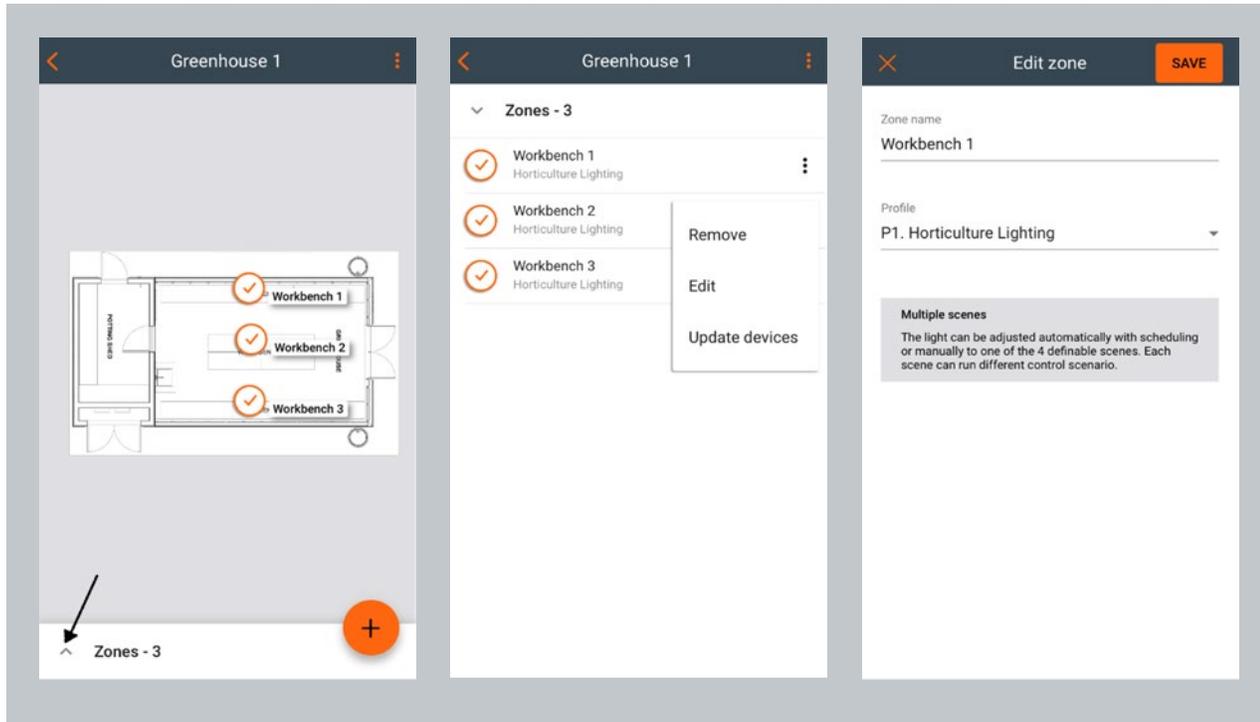
- Navigate to the project and area where you want to create a new zone.
- Tap the **NEW ZONE** button.



- Enter a name for the zone and select one of the predefined profiles (see the [Profiles](#) section for instructions).
- Tap **CREATE**.
- The new zone will be added to the zones list.

COMMISSIONING WITH THE MOBILE APP

EDIT OR REMOVE ZONES



Open the list view by tapping the element at the bottom of the screen with the number of zones, (“**Zones-3**” in this example).

- Tap the  icon to display the context menu.
- From the menu, select **Edit** or **Remove**.
- Editing the zone allows you to change its name or the assigned profile.

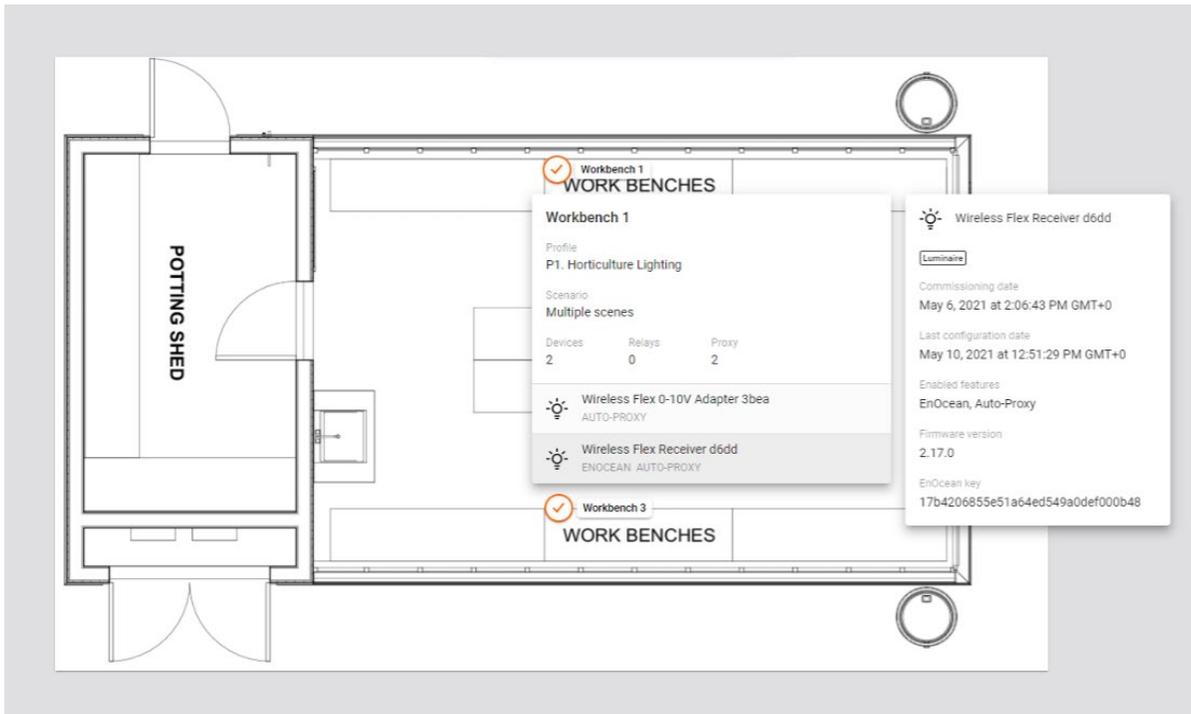
NOTE: You cannot remove a zone with active devices. Before doing so, you must first remove all devices.

This is the last step of the ad hoc commissioning without using the Fluence Wireless Flex web app.

The next steps to make your lighting project work is adding devices to the newly created zones. Refer to [Chapter 3 Commissioning on-site](#) to continue reading about adding devices and related steps.

5. COMMISSIONING STATUS AND TROUBLESHOOTING

CHECK COMMISSIONING STATUS

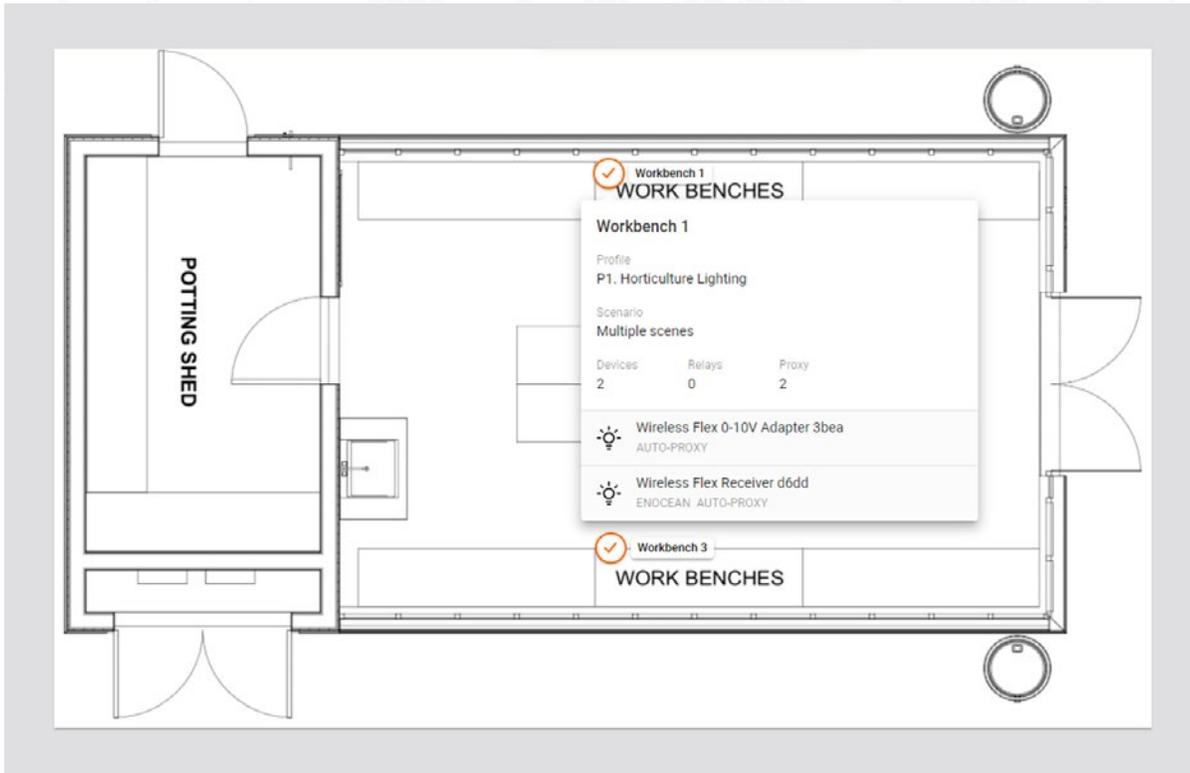


The status of commissioning can be checked at any time using the web application. The web app displays the status of each zone (refer to the [Zones](#) section), as well as a summary for each zone that contains:

- Name of the Profile assigned to the Zone
- Scenario the profile is based on
- Alerts (when available) including errors and warnings in the zone
- Devices—number of mesh devices added to the zone
- Relays—number of devices with the Relay feature enabled in the zone
- List of devices with function label added to the zone:
 - RELAY—the device with relay function enabled

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

COMMISSIONING STATUS & TROUBLESHOOTING



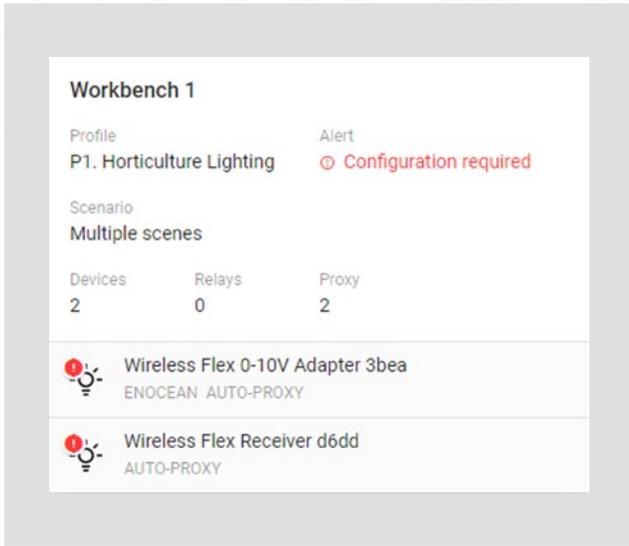
DEVICE DETAILS

After clicking the device's name, information about the device is displayed.

It contains:

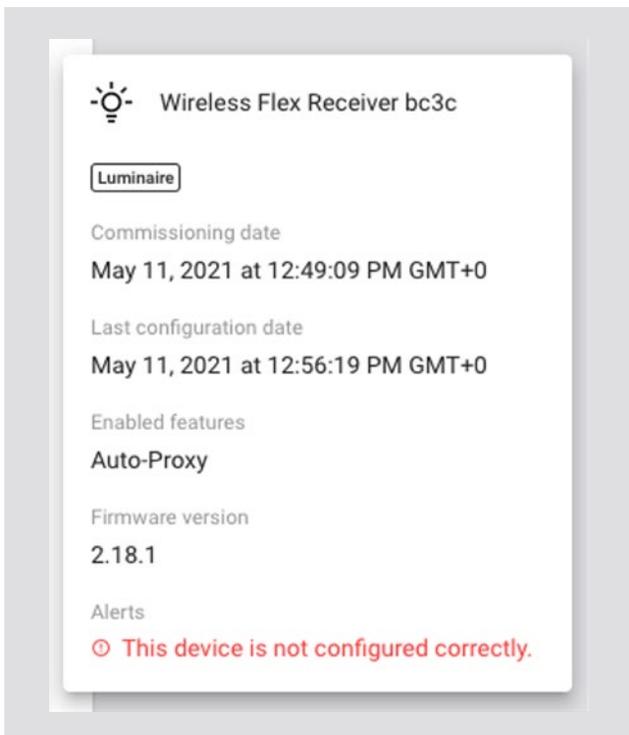
- Device function:
 - Luminaire
- Commissioning date—the date the device was added to the zone
- Last configuration update—the date the device was last configured
- Enabled features—The list of the features enabled in a device:
 - N/A—none of the following features are enabled
 - Relay
- Firmware version—the current firmware of the device
- Alerts (see the following section)

COMMISSIONING STATUS & TROUBLESHOOTING



Zone Alerts

- You may see alerts in red on the right side of the screen. This means an action is required from the user's side.
- You can find more details in the [Commissioning alerts](#) section.



Device Alerts

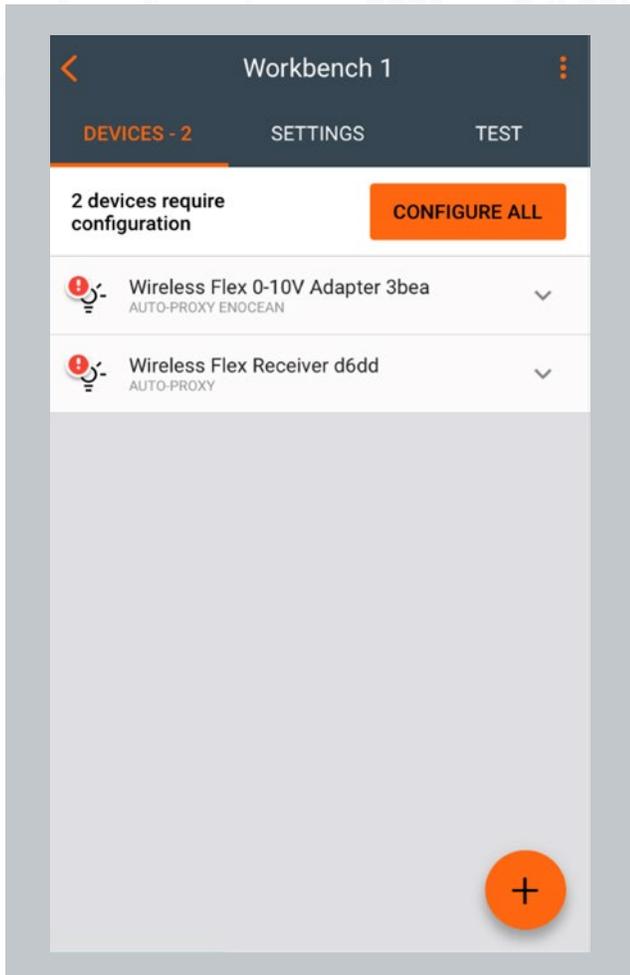
- Alerts are displayed in red at the bottom of the list. These alerts mean an action is required from the user's side. You can find more details in the [Commissioning alerts](#) section.

COMMISSIONING ALERTS: ERRORS & WARNINGS

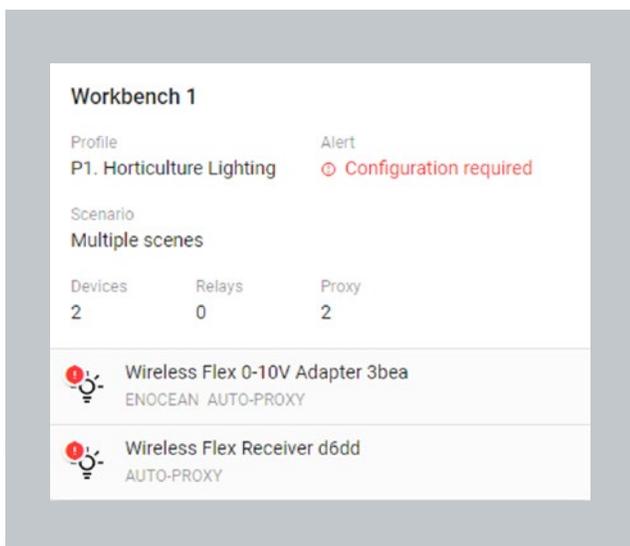
ZONE ALERTS

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 due to an error or warning, it's displayed in a warning state (exclamation point) in the web and mobile app. See the [Zones](#) section for more information.

COMMISSIONING STATUS & TROUBLESHOOTING



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



The list of alerts is also displayed in the Zone Details section in the Fluence Wireless Flex web application.

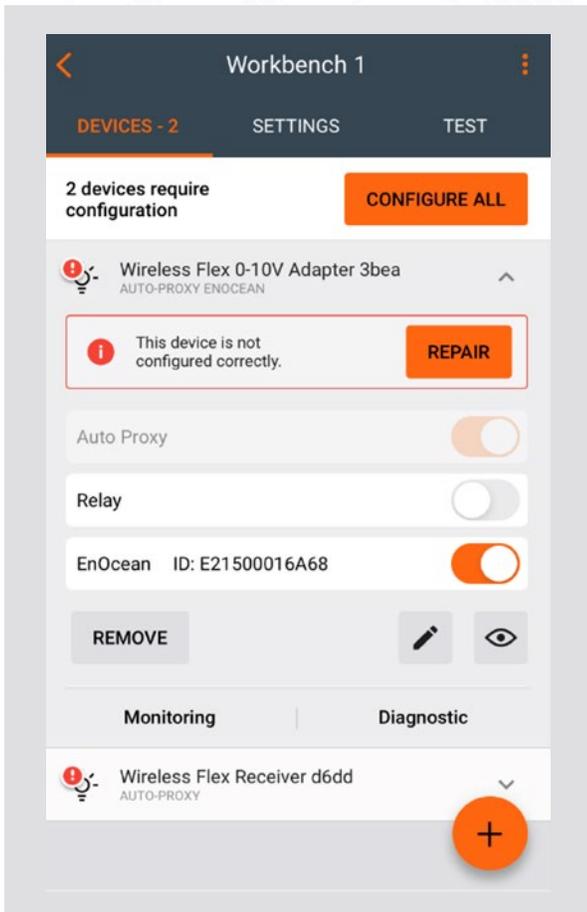
COMMISSIONING STATUS & TROUBLESHOOTING

When zone alerts occur, refer to the following table:

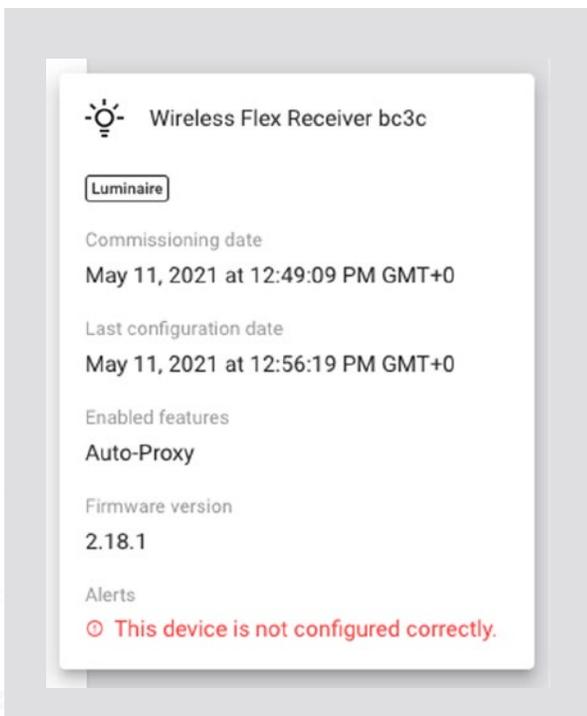
Alert	Possible causes	Solution
“Configuration required”	<ul style="list-style-type: none">• There has been a connection error (e.g., internet problems)• User has accidentally interrupted devices configuration (e.g., an iOS device powers off)• User made changes in zone’s settings (e.g., changing profile, changing scenario settings, adding/editing zone linking).	Configure the device manually using the mobile app. Follow the steps in the Configure all devices in a zone section.
“Risk of exceeding the RPL limit”	<p>A RPL (Replay Protection List) error displays when there is a risk that RPL limit may be exceeded.</p> <p>It might appear when:</p> <ul style="list-style-type: none">• Adding device to the zone• Configuring a device (due to changed scenario or changed zone linking)• Entering the project using the newly added mobile app	Contact support at support@fluence.science to get assistance and recommendations suited to your project.

COMMISSIONING STATUS & TROUBLESHOOTING

DEVICE ALERTS



In some cases, the device may display an error or warning, e.g., when the device configuration process has been interrupted. The alert is 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 of the Fluence Wireless Flex web application.

COMMISSIONING STATUS & TROUBLESHOOTING

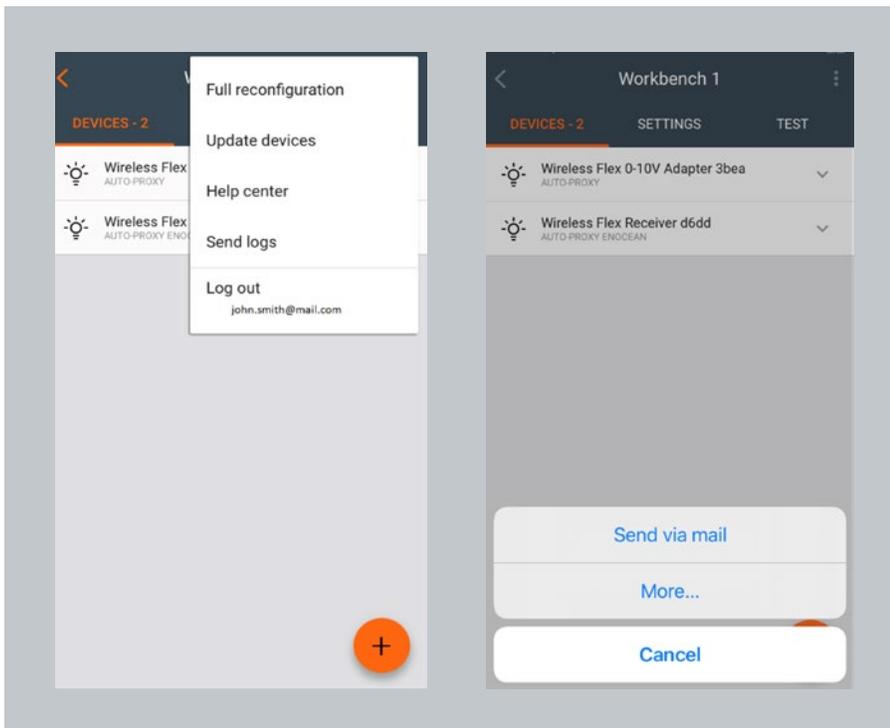
When device alerts occur, refer to the following table:

Alert	Possible causes	Solution
<p>“Some features are not supported by the device and may not work as expected.”</p>	<p>The device may not fully support the features required by the control profile or the Fluence Wireless Flex web 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.</p>	<p>Ensure the device has the latest firmware installed. We recommend keeping the device firmware up to date.</p>
<p>“Risk of exceeding the RPL limit. Please check user manual.”</p>	<p>A RPL (Replay Protection List) error displays when there is a risk that RPL limit may be exceeded. It might appear when:</p> <ul style="list-style-type: none"> • Adding device to the zone • Configuring a device (due to changed scenario or changed zone linking) • Entering the project using the newly added mobile app 	<p>Contact support at support@fluence.science to get assistance and recommendations suited to your project.</p>
<p>“This device is not configured correctly.”</p>	<ul style="list-style-type: none"> • Device configuration might have failed or was cancelled by the user. 	<p>The device configuration needs to be repaired. Follow the steps in the Repair Device section to learn how to do this.</p>
<p>“The scenes on this device are not configured correctly.”</p>	<ul style="list-style-type: none"> • Scene configuration might have failed. 	<p>Scenes need to be configured. Follow the steps in the Scenes Setup section to learn how to do this.</p>

COMMISSIONING STATUS & TROUBLESHOOTING

SEND DIAGNOSTIC REPORT

In the event of any unexpected behavior when commissioning devices, you can send the application logs to Fluence by OSRAM for further analysis.



1. In the upper right corner, select **Send logs**.
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.

CONTACT INFORMATION

Support:

support@fluence.science

Business development:

support@fluence.science

For More Information Visit:

fluence.science/products/wireless-flex-dimming/

Our Office Locations:

FLUENCE USA

4129 Commercial Center Drive

Suite 450

Austin, TX 78744

support@fluence.science

FLUENCE EUROPE

Marten Meesweg 8–10

3068 AV Rotterdam

The Netherlands

emea@fluence.science



Contact FLUENCE
support@fluence.science



www.fluence.science