

# FirstLink Remote Services System Description and Technical Specifications

FirstLink Remote Services is a Software Service for the delivery and storage of Test Reports generated by a FirstLink connected emergency lighting testing system connected to the cloud via a FirstLink Gateway. Users can access and maintain test reports via a web-based portal with a customer-specific login. Notifications of new test reports and test faults are sent to users via email.

## Features

### Report Delivery

As the FirstLink connected system generates reports, they are delivered electronically to the Customer Portal.

### Customer Portal

Authenticated portal providing access to reports generated by the FirstLink connected system. Users access the portal using Signify provided credentials.

### Email Notifications

Customers receive notifications via email when new monthly test reports are available in the Customer Portal. Email notification is also received promptly when a device test indicates a fault.

### Access Management

Customers have two access levels available, Owner and User. Owner can invite new users, view, and download FirstLink reports. User may only view FirstLink reports.

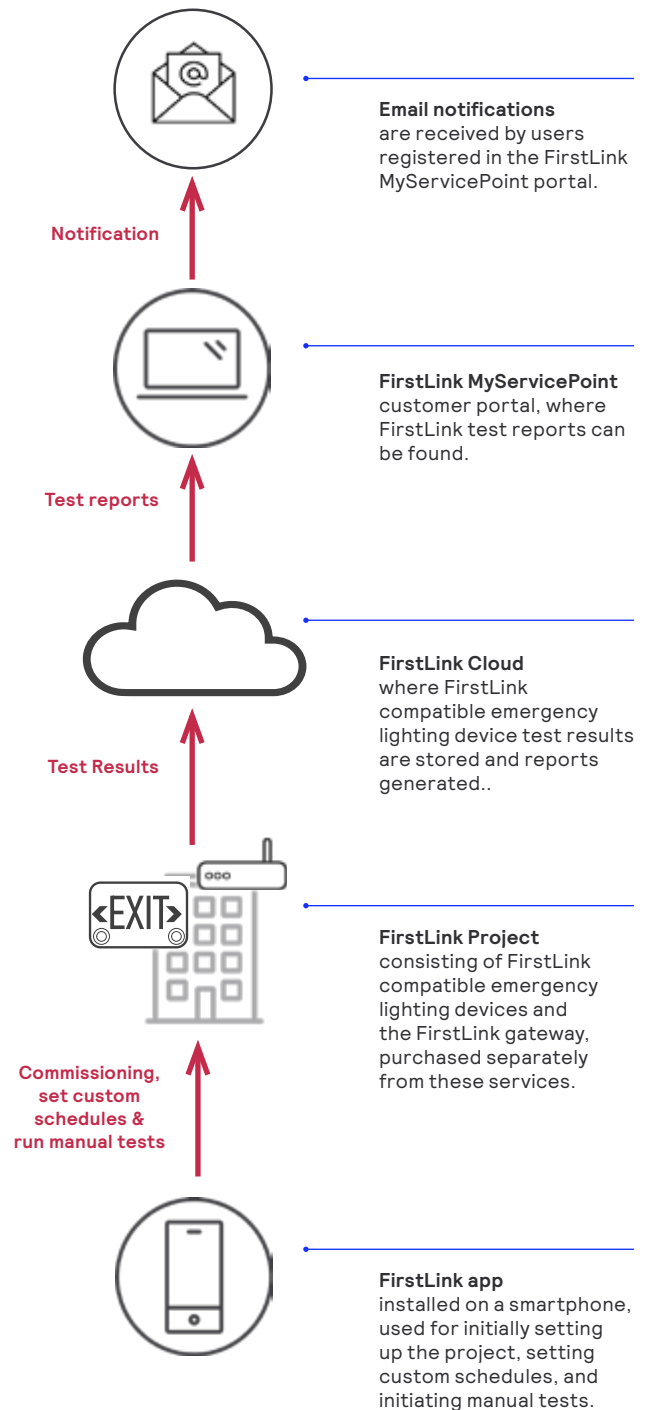
## Ordering Options

FirstLink Remote Services can be purchased for the following service durations:

Order Code	Service term
SW929001970000	1 year
SW929001970001	2 year
SW929001970002	3 year

Service fees are invoiced in advance for the service duration purchased. Service duration starts at time of order.

FirstLink Remote Services consists of:



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### Registration process

1. Purchase FirstLink emergency lights, FirstLink gateway(s) (GatewayFL - one per group required) and FirstLink Remote Services access for 1, 3, or 5 years (see 12NCs on page 1 of this document).
2. Install the FirstLink emergency lights and gateway(s) in your building. Connect the gateway(s) to the internet
3. Create your FirstLink project by completing the commissioning process using the free FirstLink app. (Instructions can be found [here](#).)
4. Once your project is created and includes your FirstLink gateway, go to the registration page: <https://www.signify.com/en-us/firstlink-remote-services-registration>

To complete the process, you'll need:

- Site ID# - found in the "Edit project" menu in the FirstLink app
- Sales order or purchase order number used to purchase the FirstLink Remote Services access for the specified term (1, 3, or 5 years).
- The street address of the installation site
- Contact information (name, email address, and phone number) for the user responsible for the site's testing and reporting. This is the user who will be initially setup in the FirstLink portal. This user will have "owner" level permissions and can invite other users and owners.

### Network Range:

- FirstLink node to FirstLink node (Zigbee) - 40' typical, up to 80' line of sight
- Smart device to FirstLink node (Bluetooth) - 40' typical, up to 80' line of sight
- FirstLink Gateway to FirstLink node (Zigbee) - 40' typical, up to 80' line of sight

Wireless range can be influenced by many factors. For example, network signal strength may be reduced when passing through obstructions, such as walls, ceilings and floors or when in close proximity to metal surfaces.



### Notes

- FirstLink Remote Services provides electronic access to Test Reports generated by the FirstLink emergency lighting system. All emergency lighting tests are performed locally by the FirstLink hardware.
- Proper operation requires a FirstLink Gateway (Gateway FL) with an active internet connection.
- One GatewayFL is required per group.
- FirstLink data is stored on 3rd party servers whose physical location may vary.
- FirstLink Remote Services Terms of Use apply: [www.signify.com/firstlinkterms](http://www.signify.com/firstlinkterms)
- FirstLink Remote Services is also governed by Signify Terms of Software Service and FirstLink Remote Services Specific Terms  
[-https://www.signify.com/global/legal/digital-terms/toss](https://www.signify.com/global/legal/digital-terms/toss)  
[-Specific Terms](#)