

A person wearing a blue uniform and a high-visibility yellow vest is holding a tablet computer. The background is a bright, hazy outdoor setting.

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Connected Emergency Lighting



FirstLink Remote Services



Emergency lighting must be tested.

Emergency lighting is a crucial life safety system.

More than “path of egress”, it provides reassurance during times of uncertainty. Quality emergency lighting also assists first responders in dangerous situations and unfamiliar locations.



Reduce compliance costs



Online portal for report storage



Schedule system testing



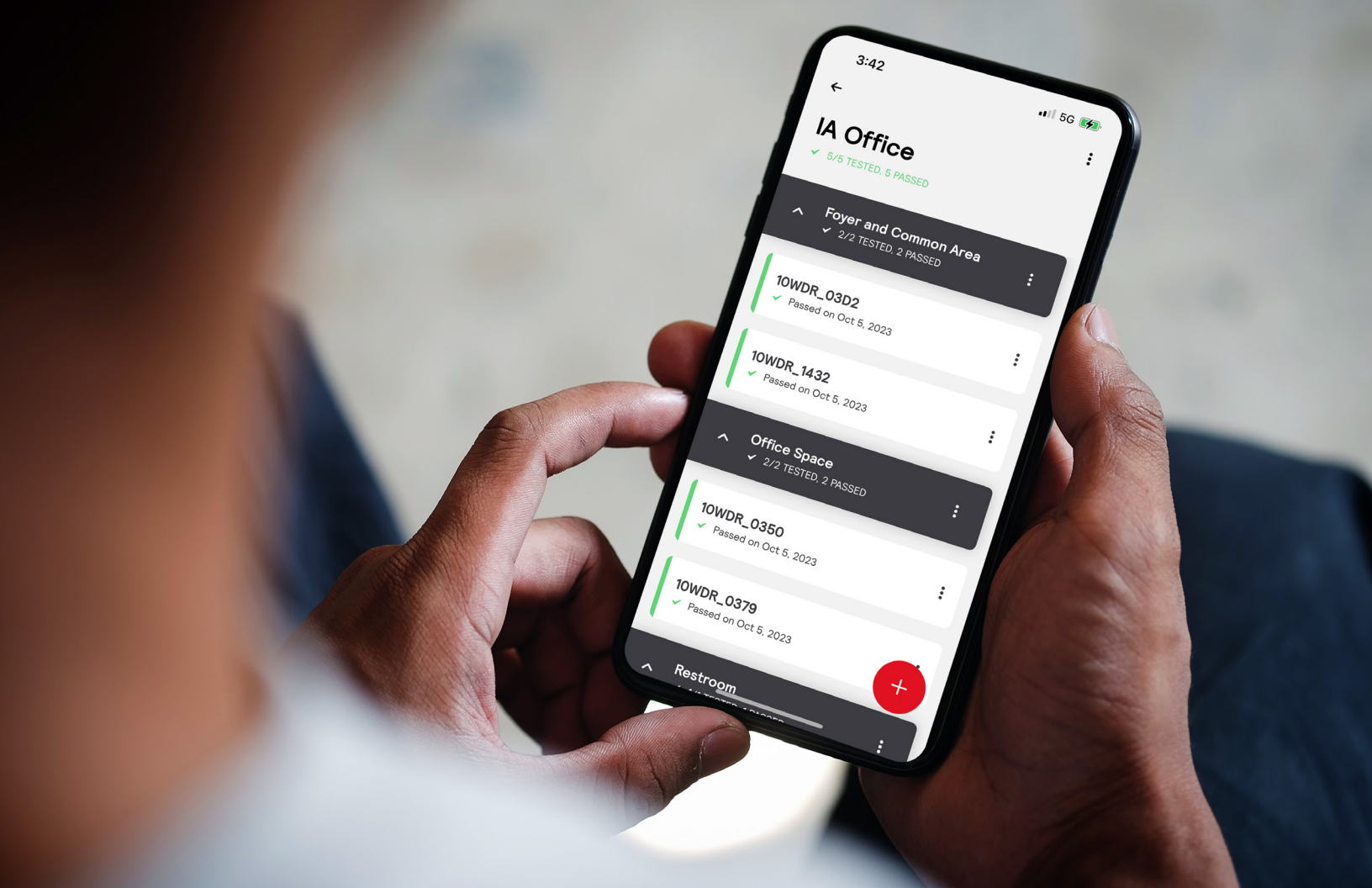
Automatically retrieve test results



Simplify testing & reporting



Email notification of new reports or errors



What is FirstLink Remote Services?

FirstLink from Signify is a smart solution designed to help ensure your emergency lighting system is ready when needed. It offers a complete, code-compliant¹ emergency egress lighting system, including FirstLink-enabled exit signs, wall packs, and emergency LED drivers. Control and monitoring are available through the FirstLink app and FirstLink customer portal³, helping you stay informed about system status and maintain compliance with minimal effort.

**Regular emergency
lighting testing is
mandatory**

**FirstLink is the smart
way to test**

1,3 - See notes on page 7

How FirstLink Remote Services works

The FirstLink connected emergency lighting system integrates FirstLink compatible emergency lighting components with the FirstLink smartphone app, FirstLink GatewayFL, and FirstLink's MyServicePoint online report portal. A wireless mesh network connects all emergency lights and the gateway and is designed to provide a reliable and robust connection through the network. Through the FirstLink gateway and Remote Services activation, new test results are retrieved automatically when available and sent to the FirstLink cloud. From there, reports are generated and distributed via the FirstLink portal, which also notifies users by email when new reports are available.





Stay connected to your emergency lighting system from virtually anywhere

FirstLink Remote Services allows you to easily check in on your emergency lighting system from anywhere. Signify FirstLink products run the code required testing automatically¹ and FirstLink Remote Services' wireless connectivity automatically retrieves product test results and creates monthly test reports. Retrieve these reports in the FirstLink portal at any time^{1,3}.

What does FirstLink do for you?

FirstLink exists to make testing and reporting easier, helping keep your emergency lighting compliant and ready.



Compliance

Helps you avoid costly non-compliance fines. FirstLink components automatically perform testing in accordance with applicable commercial codes related to emergency lighting/life safety for industrial/commercial buildings (NFPA 101, NFPA 70, and UL 924). Test results are retrieved from FirstLink lights, synchronized to the FirstLink cloud and test reports created. Once created, test and error reports are automatically uploaded on a secure online portal. Download these reports and share them as needed from the portal.



Convenience

No ladders, no need to push test switches, no searching for reports or documentation during an inspection. FirstLink emergency lighting system components are designed for field installation and commissioning by contractors or end users. Once commissioned, checking the current status of FirstLink lights is as simple as viewing the reports from the FirstLink customer portal³.



Control

FirstLink is more than just a reporting system:

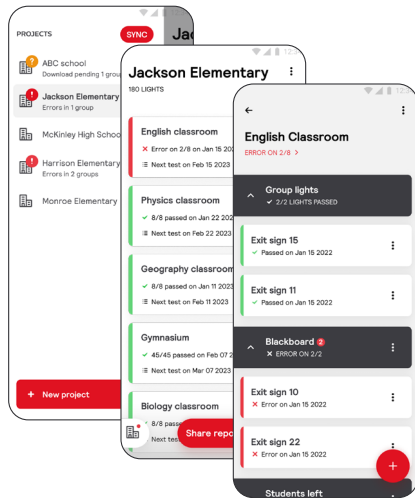
- **Scheduling:** Adjust the frequency and timing of testing.
- **Troubleshooting:** Receive complete light status information and test results.
- **Customization:** Create custom groups and zones, add, remove, or rename lights as needed, and work collaboratively with others through project sharing and FirstLink Services.

Test with the push button, automatically scheduled self-test, or modify the schedules on a groups or by zones, to ensure tests run exactly when you want.

1, 2, 3 - See notes on page 7

The FirstLink app

Commission and control your FirstLink system right from your smartphone.

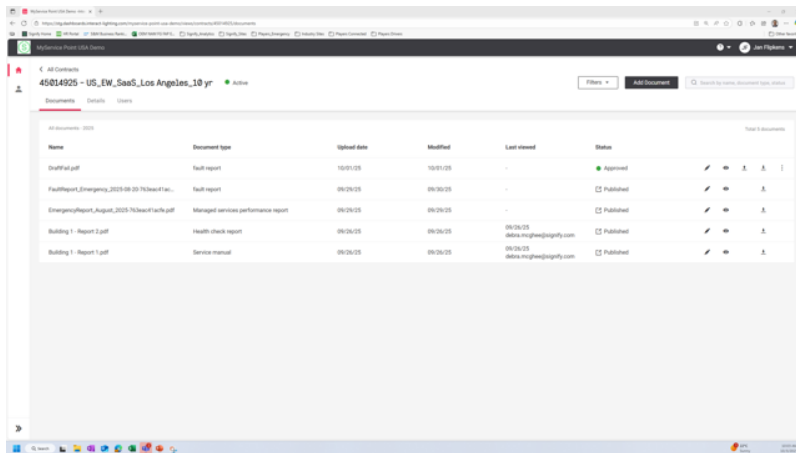


The FirstLink app, available for iOS and Android, is designed for intuitive use and offers the ability to:

- Create projects and add lights
- Set custom schedules
- Manually start tests on a group, zone, or light
- See light details
- Share projects with other users
- Add/remove lights as needed
- Customize your installation through the addition of zones and renaming of lights.

The FirstLink customer portal (MyServicePoint)

One place for all your reports.



MyServicePoint³ is a secure web-based portal for FirstLink Services customers, accessible from any browser. Once registered, users can access emergency lighting system test reports, including standard monthly functional and annual duration tests, as well as error reports when issues are detected. Reports remain available for at least 5 years.

Automated email notifications alert designated users when new reports are available. Key users can manage access by adding or removing users as needed.

3 - See notes on page 7

The FirstLink hardware

All the components needed to build a complete emergency egress lighting system

Exit and combo-exit signs

Exit signs are fundamental components of an emergency egress system, indicating which doors are to be used in an emergency. The sign face is illuminated when normal power is present. When normal power is lost, the internal battery takes over and ensures the sign remains illuminated for a minimum of 90 minutes. Combination exit signs include the functionality of unit equipment, indicating the exit but also lighting the immediate area around the exit.



Unit equipment

Unit equipment (sometimes referred to as “bug-eyes”) can be installed on a wall or ceiling, and provide light in an area through their integral LEDs, using a battery included inside the equipment.



Emergency drivers

Emergency LED drivers are installed inside of LED luminaires. When power is lost, these emergency drivers use their internal battery to provide power directly to the luminaire’s existing LED arrays.

Pictured: The BSL10T4FL from Bodine



Emergency lighting kits

Emergency light kits (or retrofit kits) provide everything you need to add invisible, efficient, code compliant LED emergency lighting to most any luminaire, regardless of the luminaire’s light source. When power is lost, the kit’s emergency LED driver provides emergency power directly to the kit’s included LED module.

Pictured: The BLK1000FL from Bodine



The FirstLink Gateway (Model - GatewayFL)

For customers registered for FirstLink Services, the gateway allows for automatic data retrieval and connects your emergency lighting system to the FirstLink cloud, enabling remote services. The gateway is simply added to a FirstLink group. Once added and configured, the FirstLink gateway communicates to all lights in the group, automatically retrieving test data and sending that data to the FirstLink cloud. One gateway per group is required and purchased service contract is required.



All emergency lighting products are Listed for field installation to UL924, the standard for emergency lighting and compliant with California CEC Title 20 or the DOE energy standards (as applicable).

Systems comparison

Service	Stand-alone app based FirstLink system	FirstLink Remote Services ³	Description
Project commissioning with iOS and Android devices	✓	✓	Once the FirstLink lights are installed, they are added to a project using the FirstLink app.
Report Generation	Manual, in-app only	Automatic w/ cloud reports	FirstLink generates reports that include information on all device testing, the installation, and, if there was a failure, what that failure was.
Sharing of test reports	✓ In-app only	✓ In-app, automatic email, or download from dashboard	Download test reports from the app and share them as needed. Accounts registered for FirstLink Services can search and download reports which are stored in the FirstLink Portal.
Remote test data collection and reporting	NA	✓	The FirstLink Gateway connects daily to the FirstLink lights and transmits test data to the FirstLink cloud database whenever new data is available. Once in the cloud, this data is aggregated into monthly reports or promptly upon detection of a failure.
Email notifications of test failures or system errors	NA	✓	When an error is reported by the FirstLink lights and the gateway collects the error data, a special notification will be sent separately from the standard reporting.
FirstLink Portal - Online Documentation	NA	✓	Signify provides the Customer with a web-based portal with Customer specific login code. In this portal all reports used for the delivery of the services are posted. Signify stores, updates and preserves all information in the Portal in a secure way during the entire contract period.. Reports are stored for a minimum of 5 years.

Contact your Signify sales representative for pricing and more information.

Support

FirstLink is always backed by our team to provide you with the support you deserve:

FirstLink Support: Call or e-mail: 1-888-263-4638 / FirstLink@Signify.com

Notes:

1. Code compliance based on applicable national standards - UL924, NFPA 70 and 101. Always follow local regulations and maintenance requirements.
2. System performance depends on proper installation, network conditions, and maintenance.
3. Access to remote services and the FirstLink portal require a per device service fee for 1, 3, or 5 years. Terms and Conditions apply. See the FirstLink Remote Services factsheet for more information.

