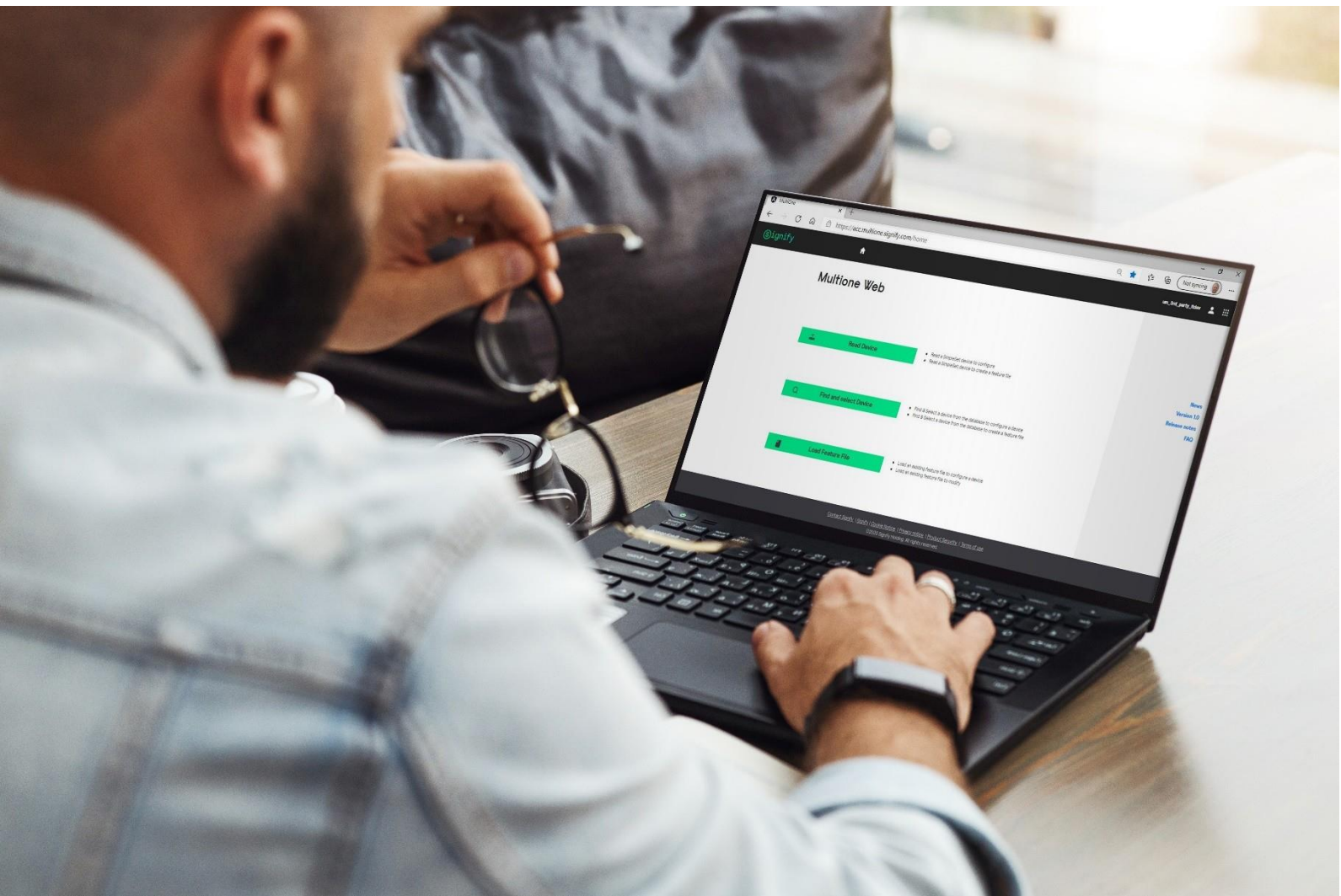


# MultiOne

by  signify

# MultiOne Basic



User manual  
December 2022

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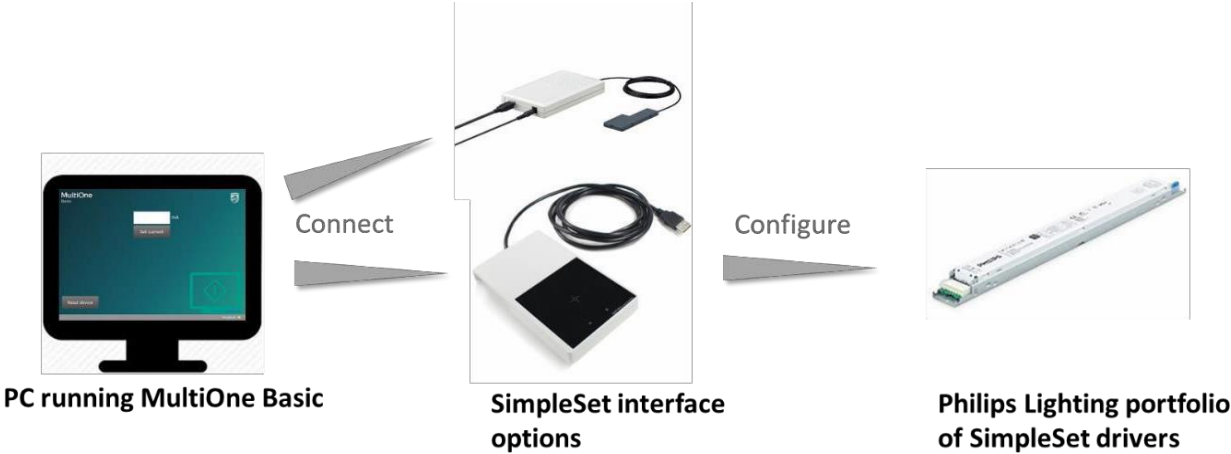


# Introduction

Today’s customer demands more flexibility and customization possibilities than “physical configurations” like LEDset, can offer.

Creating the perfect lighting solution has been made very easy with MultiOne.

With MultiOne Basic, you can configure and check the Adjustable Output Current that is supported by a Philips device using SimpleSet technology. Wireless, easy and quick.





# Getting Started

## Check your system

The minimum system requirements for using MultiOne

Basic are:

- PC, laptop, or tablet with Microsoft Windows 7 SP1, 8, 8.1 or 10
- One free USB 2.0 port for use with SimpleSet interface
- At least 45 MB of free disk space
- Microsoft .NET Framework 4.6.1 (download here for offline installation)

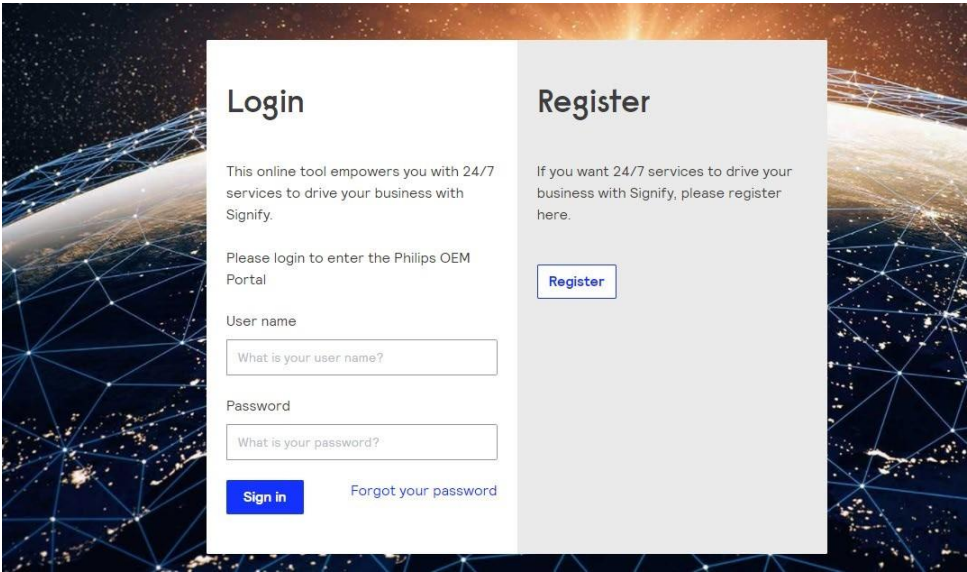
SimpleSet Interfaces These interfaces are used to connect to your PC via USB	LCN9620	LCN9630
Model		
Description	<ol style="list-style-type: none"><li>1. Table model of interface</li><li>2. Suitable for setting the current of unmounted drivers</li><li>3. Position the driver on his side (where you can see the SimpleSet symbol) on the cross on this tool</li></ol>	<ol style="list-style-type: none"><li>1. Handheld small antenna with powered reader</li><li>2. Suitable for setting the output current of a drive-in luminaire</li><li>3. Position the small antenna on top or the side of the driver - nearby the SimpleSet symbol</li></ol>

## Requirement for MultiOne Basic

Create and activate your My Technology Portal account

Via this account you get informed about upgrades or specific items related to MultiOne Basic. After being informed, you can decide to install the upgrades.

- Step 1: Go the My Technology Portal
- via the link: [Login | My Technology Portal EMEA \(signify.com\)](https://signify.com)



Step 2: Create account using the ‘Register’ button:

Step 3: Fill in registration form

A screenshot of the Signify registration form. The header is dark gray with the Signify logo in green. Below the header, there is a breadcrumb trail: 'Home > Register'. The form is divided into two columns. The left column contains: '\* First name' (input field), '\* Last name' (input field), '\* Email address (this is your username)' (input field), and '\* Signify OEM Key Account Manager' (input field). The right column contains: '\* Company' (input field), '\* Job role' (dropdown menu), and '\* Signify EMEA Region' (dropdown menu). Below the form, there are two checkboxes: 'I wish to receive personalized promotional communications about Signify-related brands on their products, services, events and promotions. Learn more.' and 'I accept the terms of use'. A note below the checkboxes states: '\* Marked fields are mandatory'. At the bottom, there is a blue 'Register now' button.

After filling in the page and pressing the “Register Now” button, you will receive an activation mail within 3 working days.

Step 4. Create password using the activation link in the e-mail.

Download the installer via the widget “MultiOne Downloads” and choose MultiOne Basic.



Install MultiOne Basic

Launch the installer and follow the on-screen instructions. The installation wizard will guide you through the process of installing the software and will ask you where the software needs to be installed. At the end, it will give you the option to immediately start MultiOne Basic.

Note – Before starting MultiOne Basic, make sure that only one SimpleSet interface has been connected to your computer. MultiOne Basic automatically uses the connected interface, if a supported one is connected to your computer.

You are not allowed to install this software without having an MTP account or share this software with anyone without an MTP account, this to prevent upgrade issues

Get support	<p>Your primary contacts for support are sales contacts or key account managers.</p> <p>If you don't know or don't have a sales contact or key Account Manager, contact the local customer care</p>
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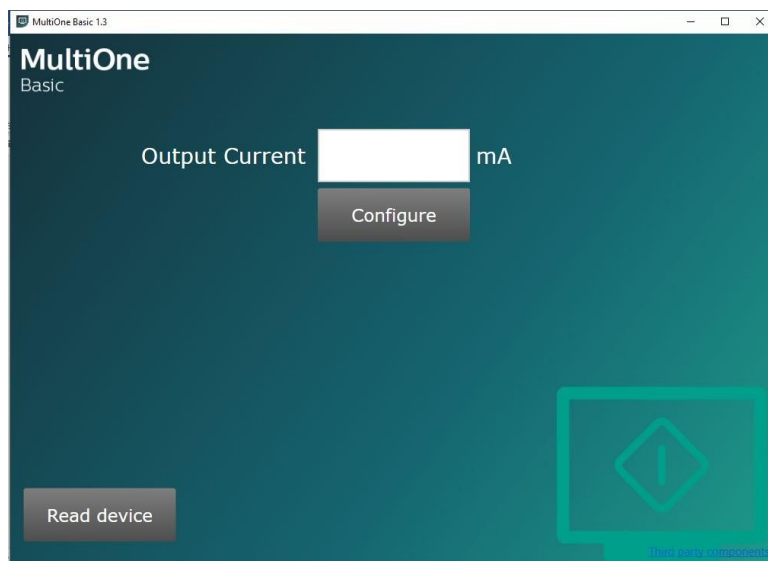
## Working with MultiOne Basic

With MultiOne Basic, it's possible to read and write the Adjustable Output Current (AOC) value of a driver supporting this functionality.

This chapter explains the different options of the application and it lists some common errors that might occur while using the application.

### *Start application*

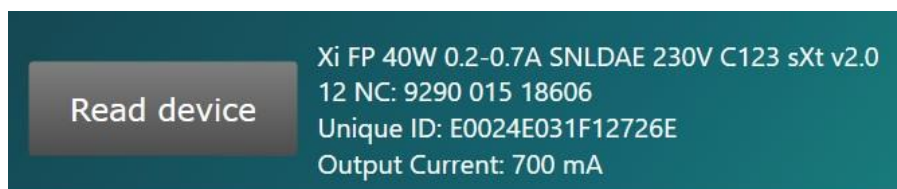
If all the steps in the are successfully completed, when starting up the following screen will appear.



### *Read Configuration*

Press the “read Device” button to read the output current value and other device related information from the connected driver.

If the driver is positioned on the connected SimpleSet reader and it contains the AOC feature, it is possible to read the configured output current.



After successfully reading the information from the device, the following information can be seen:

- Device name and version
- 12nc of the device
- Device unique ID
- Output current value (AOC)



### Configure output current (AOC)

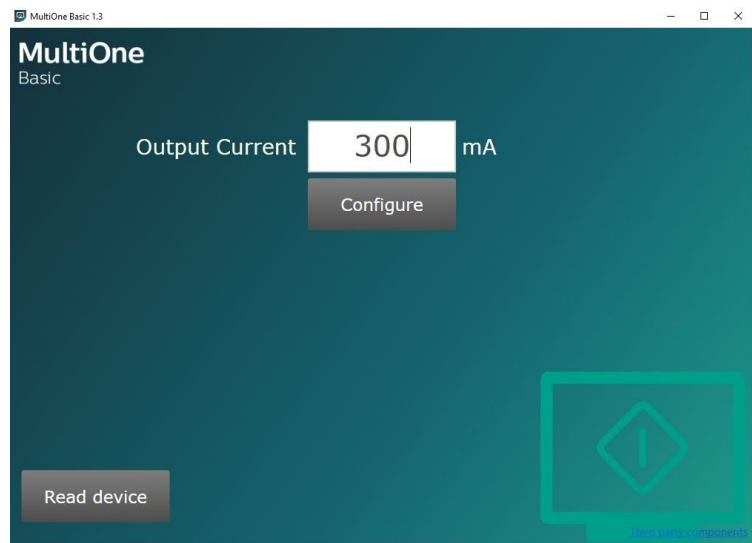
When a device is positioned on the connected SimpleSet reader and it supports the AOCvalue, it is possible to write a new output current in the device:

Enter a valid output current in the textbox.

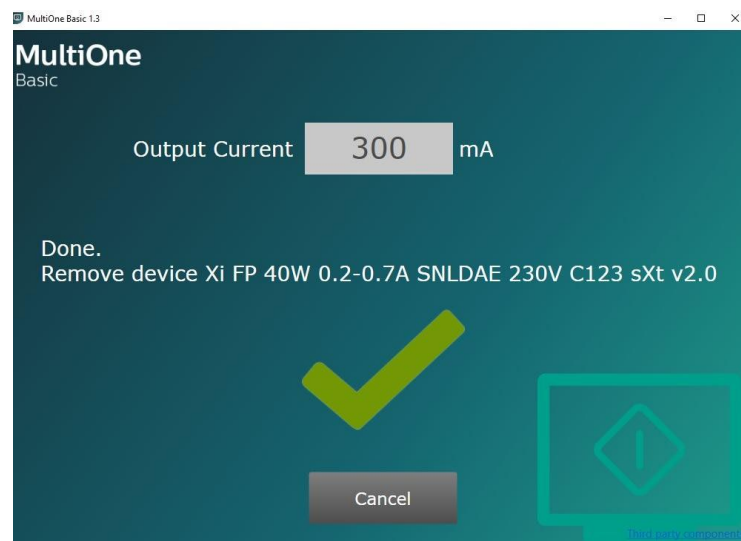
Press 'configure' button to write the entered value to the device.



Make sure to keep the device on the reader until the process is finished



After successfully writing the value to the driver, the device name and version are displayed on the UI.





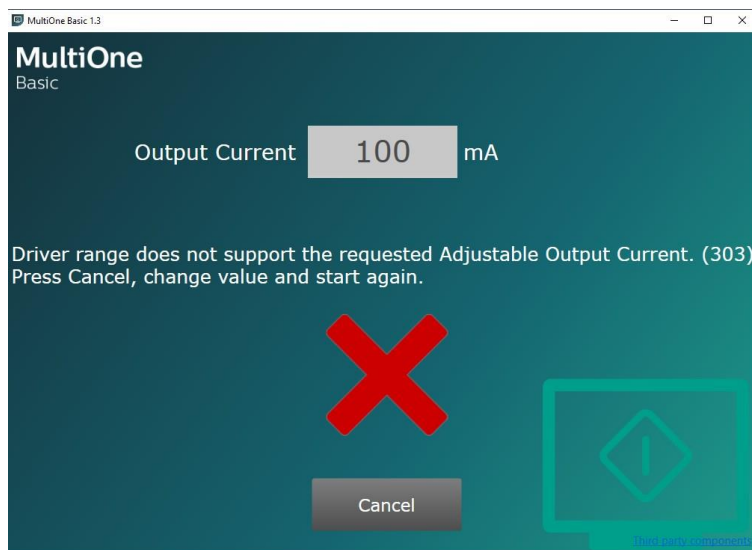
Removing the programmed device from the reader will bring the application in the state to configure the next device. The text “waiting for device...” is visible. When the next device is placed on the reader it will be configured with the specified current value.

### *Stop the configuration*

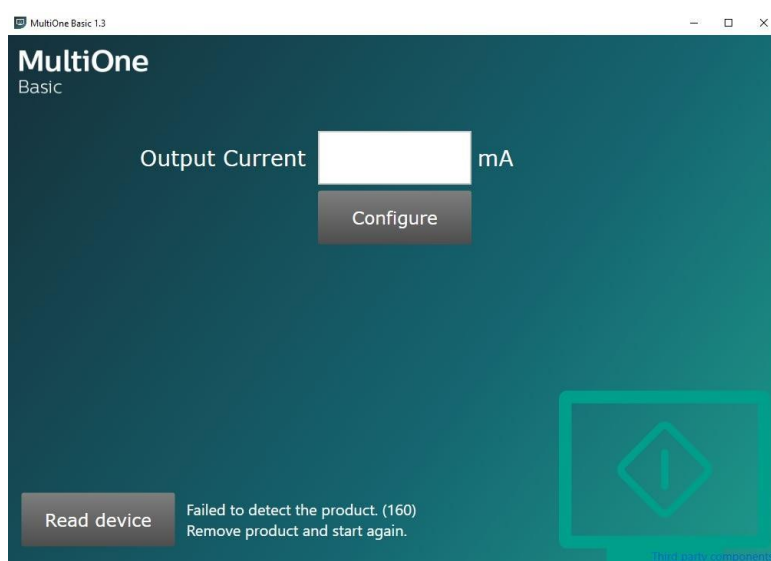
Pressing the “Cancel” button stops the configuration and the application will return to the start page

### Possible errors

Errors are easily identified by a screen containing a red cross



or, in case the error occurs when the “read device” was used, the error is visible next to the “read device” button.



## *Error codes*

### Installation error

This could happen if something went wrong while installing the application. To resolve the issue, re-install the application.

### No SimpleSet interfaces connected

This can happen when there are no supported interfaces connected to the system. To resolve the issue, connect 1 supported interface to the system and press the "Retry" button.

NB: make sure that another application does not occupy your SimpleSet reader. So, another instance of e.g. MultiOne should be terminated.

### Multiple SimpleSet interfaces connected

This can happen when there are multiple supported interfaces are connected to the system.

To resolve this issue, make sure only 1 supported interface is connected to the system and press "Retry" button.

### (156) Failed to write the product

This can happen when writing the current value to the device fails. To resolve this issue, press "Cancel" and press "configure" again.

### (162) Failed to write the product

This can happen when writing the current value to the device fails, and MultiOne Basic is unable to resolve it.

To resolve this issue, press "Cancel" and close the application. Contact your local support engineer to help with MultiOne Engineering to configure the current value.

### (300/301) Product is not suitable for MultiOne Basic.

This can happen when a device is used that does not contain the AOC functionality. To resolve the issue, press "Cancel", make sure that a valid current value is entered in the textbox and press "configure" again.

### (303) Driver range does not support the requested current

This can happen when a current value is set outside the range of the device.

To resolve this, press "Cancel" and make sure that valid current value is entered in the textbox and press "Configure" again.

### (305) Product is write protected, unable to change the current

This can happen when a device is protected to unauthorized modify the AOC current.

To resolve this issue, press “Cancel” and close the application. Request the password to the owner of the product.

(309) Failed to read the product

This can happen when a device was previously configured incorrectly.

To resolve the issue, contact your regional Key Account Managers or local customer care for guidance on how to use MultiOne Engineering to use this product.

## Keyboard shortcuts

Keyboard shortcuts can make it easier to work with MultiOne

Basic.F1: open the user manual.

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