MultiOne
by **Signify**

MultiOne Basic
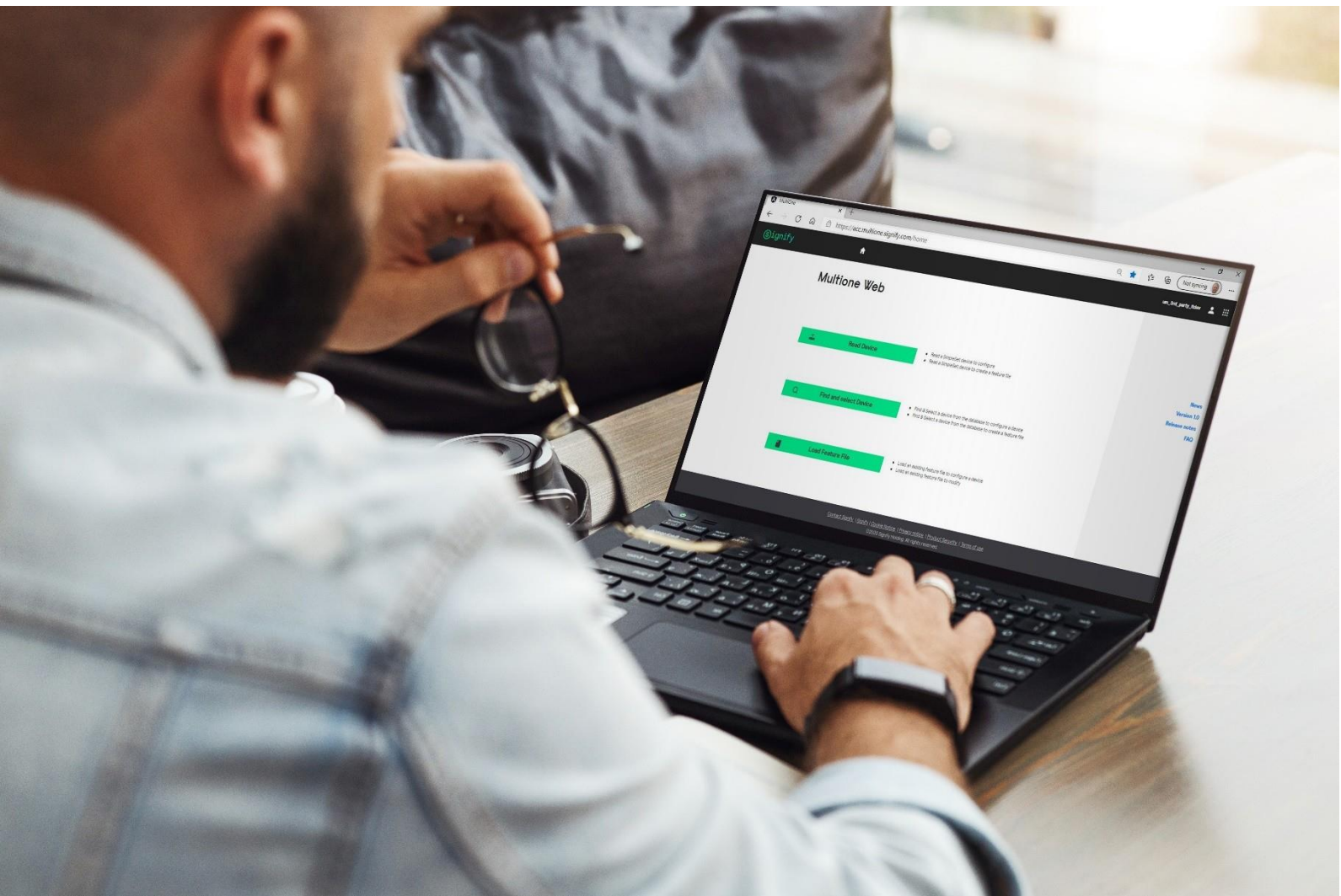
User manual
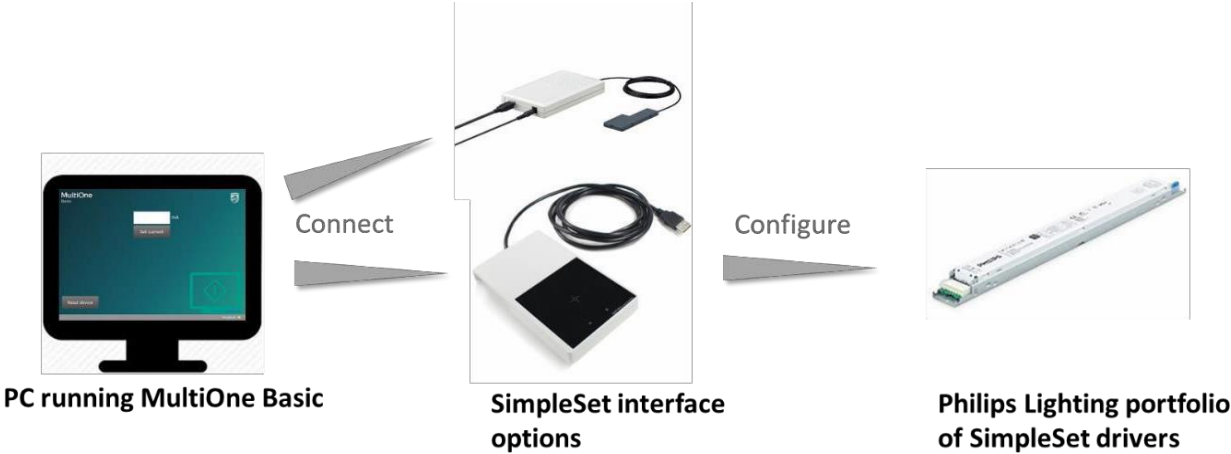December 2022

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Introduction

Today's customer demands more flexibility and customization possibilities than "physicalconfigurations" 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 supportedby a Philips device using SimpleSet technology. Wireless, easy and quick.

Connect

Configure

PC running MultiOne Basic

SimpleSet interface options

Philips Lighting portfolio of SimpleSet drivers

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
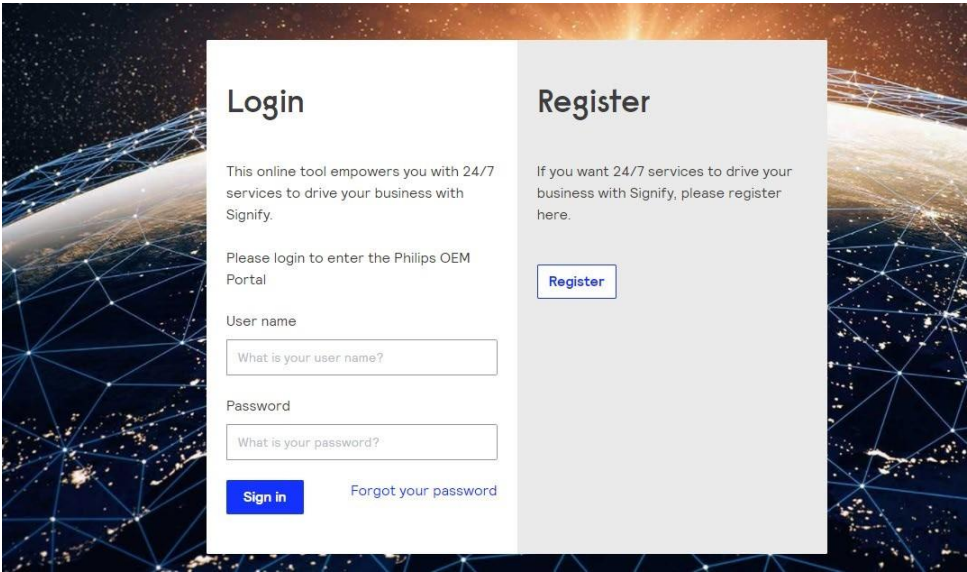- Microsoft .NET Framework 4.6.1 (download here for offline installation)

SimpleSet Interfaces These interfaces are used to connect to your PC via USB	LCN9620	LCN9630
Model		
Description	1. Table model of interface 2. Suitable for setting the current of unmounted drivers 3. Position the driver on his side (where you can see the SimpleSet symbol) on the cross on this tool	1. Handheld small antenna with powered reader 2. Suitable for setting the output current of a drive-in luminaire 3. Position the small antenna on top or the side of the driver – nearby the SimpleSet symbol

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)

Step 2: Create account using the 'Register' button:

Step 3: Fill in registration form

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.

MultiOne Downloads

Install MultiOne Basic

Launch the installer and follow the on-screen instructions. The installation wizard willguide 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 withoutan MTP account, this to prevent upgradeissues

|	
Get support	Your primary contacts for support are sales contacts or key account managers.
	If you don't know or don't have a sales contact or key Account Manager, contact the local customer care

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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 commonerrors that might occur while using the application.

Start application

If all the steps in the are successfully completed, when starting up the following screenwill appear.
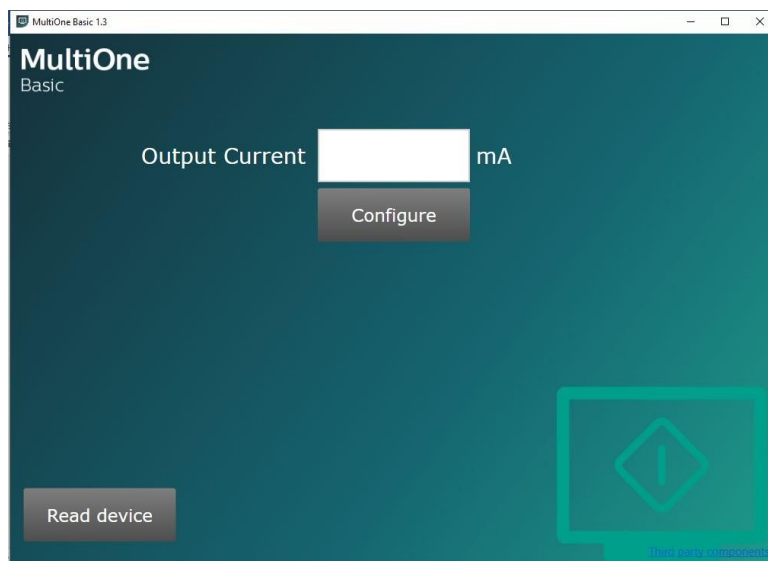
Read Configuration

Press the "read Device" button to read the output current value and other device relatedinformation 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.
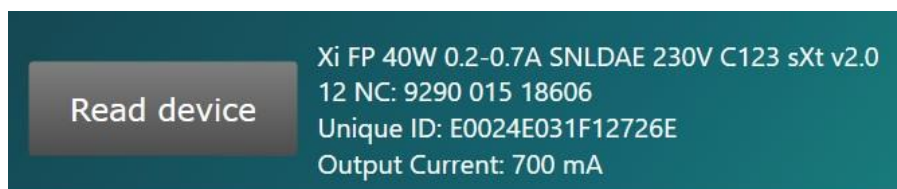
After successfully reading the information from the device, the following information can beseen:
- Device name and version
- 12nc of the device
- Device unique ID
- Output current value (AOC)
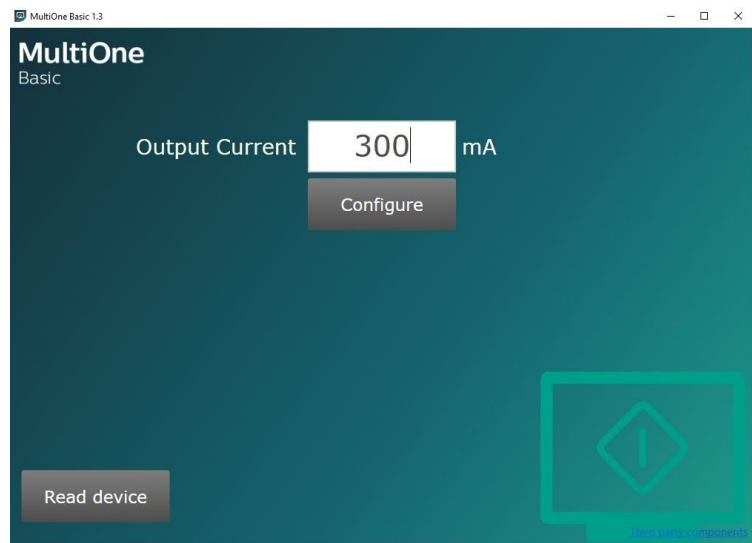
Configure output current (AOC)

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:

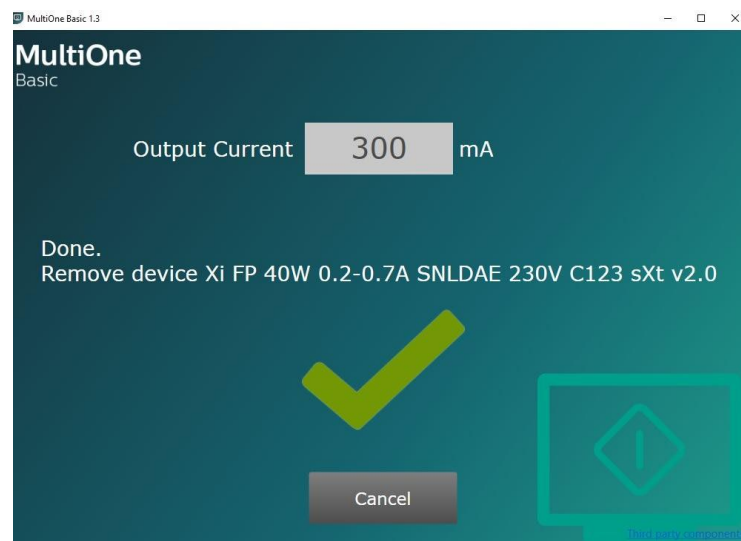Enter a valid output current in the textbox.
Press 'configure' button to write the entered value to the device.

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 aredisplayed on the UI.

Removing the programmed device form 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

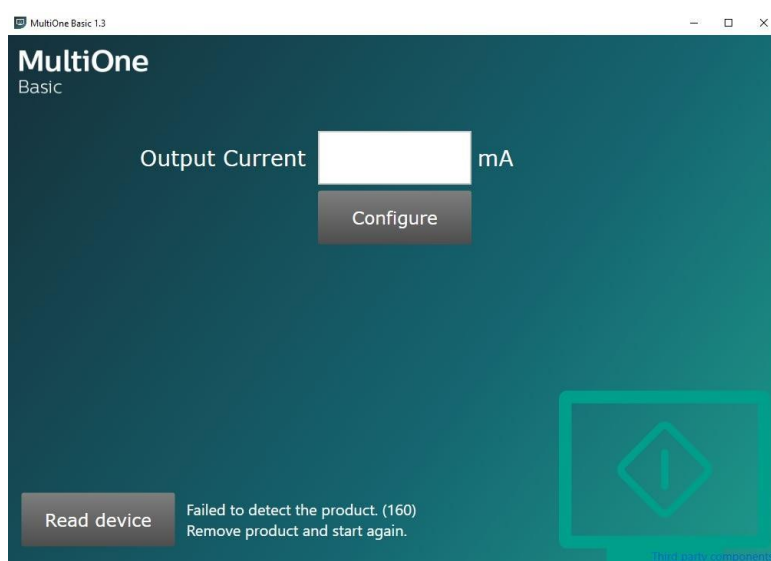Pressing the "Cancel" button stops the configuration and the application will return to titsstart page

Possible errors
Errors are easily identified by a screen containing a red cross
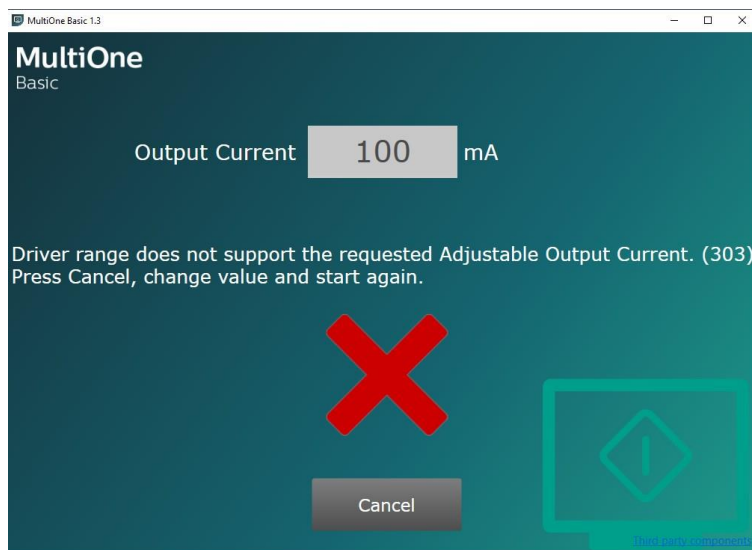
or, in case the error occurs when the "read device" was used, the error is visible next tothe "read device" button.

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 tothe 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 enteredin 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 inthe 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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Limitations of damages

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