PHILIPS

MultiOne

Software

Basic

User manual

“Configurability enables flexibility and differentation”

This manual has been updated for MultiOne Basic version 1.0

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1 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 Philips 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.

Basic components:

SimpleSet tool (LCN9620)

MultiOne Basic

Our portfolio of SimpleSet drivers

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3 Getting started with MultiOne Basic

3.1 Hardware

3.1.1 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)

3.1.2 SimpleSet Tooling

The Philips LCN9620 and LCN9630 MultiOne SimpleSet interface are USB devices which interface between the PC and the SimpleSet devices:

Philips LCN9620

Philips LCN9630

- Table model of tool.
- Easy in use @ setting the current of a driver.
- Position the driver on his side (where you can see the SimpleSet symbol) on the cross on this tool

- Handheld small antenna with powered reader.
- Easy in use @ setting the current of a luminaire and driver
- Position the small antenna on top or the side of the driver - nearby the SimpleSet symbol - in the luminaire

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3.2 Software

Select the website www.philips.com/MultiOne , where you can find the free downloadable software of MultiOne.

For MultiOne Basic you need a My Technology Portal (MTP) 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.

3.2.1 Create your My Technology Portal account

Select your region:

- EMEA: Europe, Middle East, Africa
- North America
- China

Note: If you can't find your region, select EMEA.

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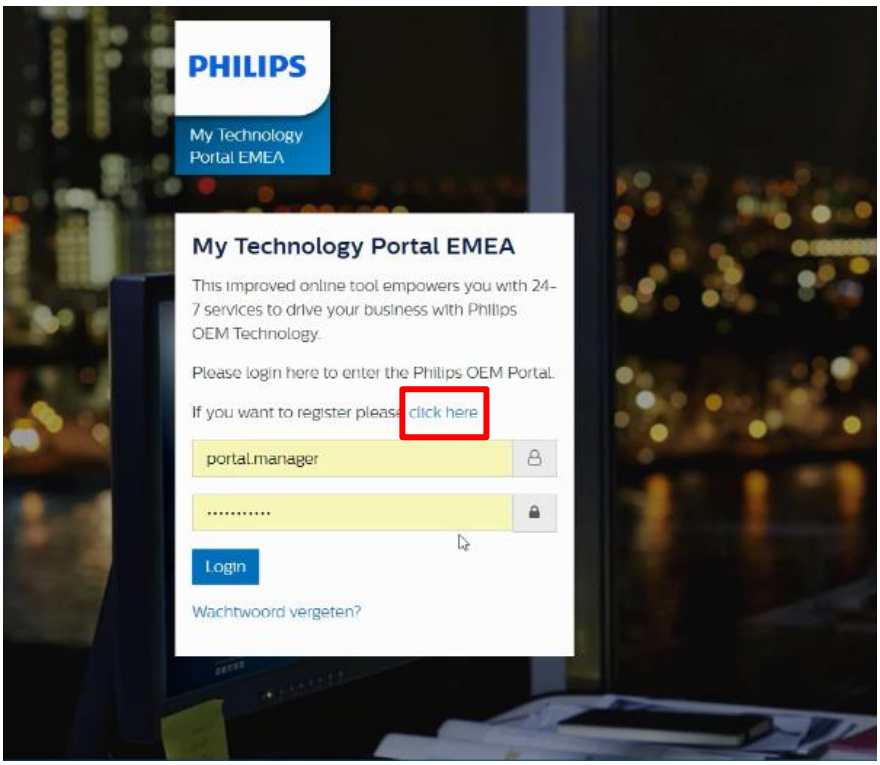
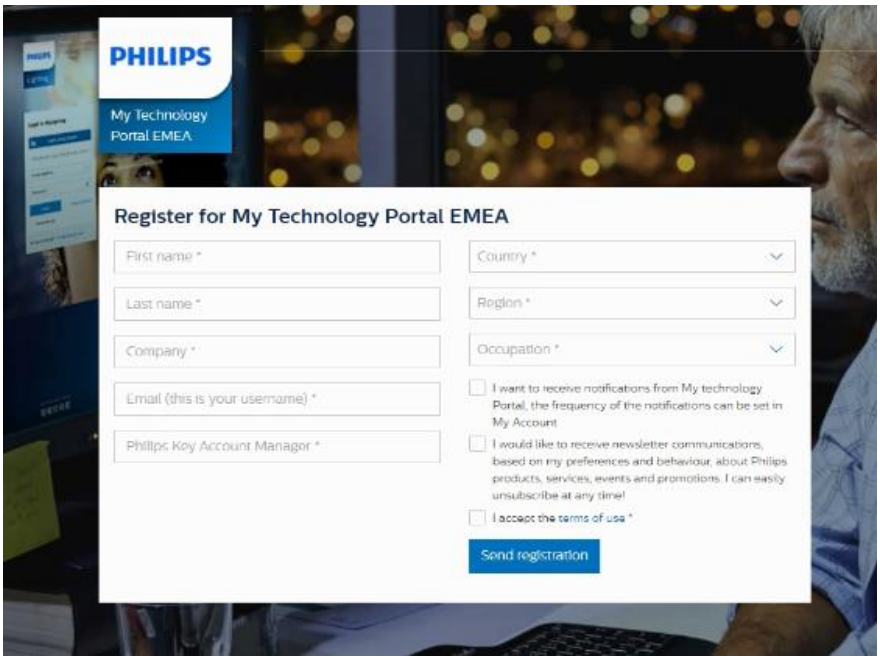
After the selection, you can create this account via the CLICK HERE button:



Fill in the required fields of this register form:



Note: If you don't know or don't have a sales contact or key account manager, you can make use of the following local support contacts:

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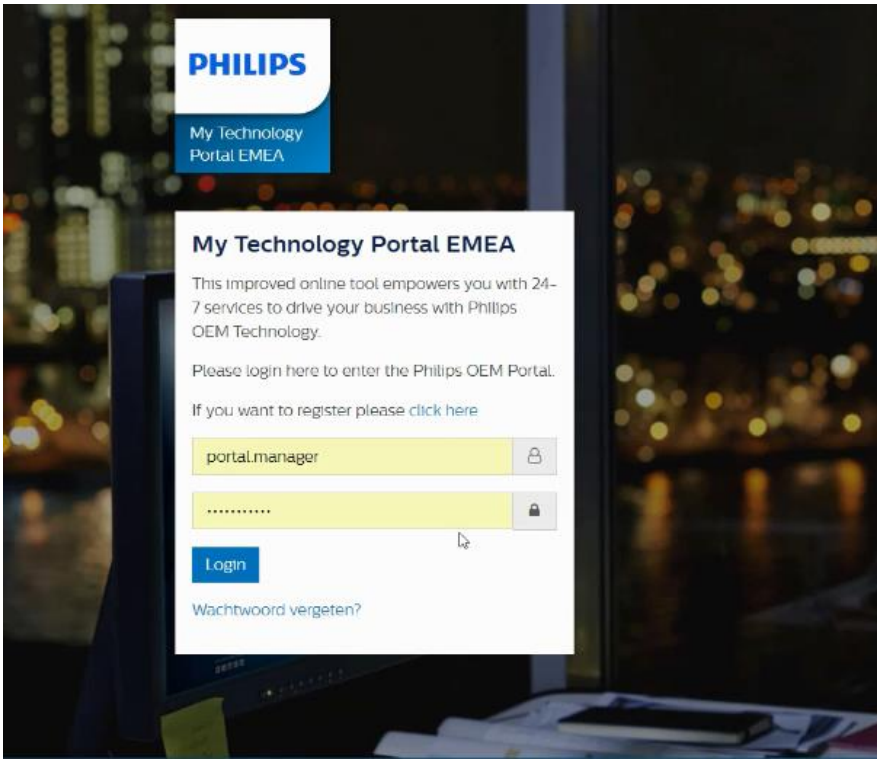
EMEA: Linda.janssens@signify.com
NA: Diego.Difiori@signify.com
China: Sarah.Huang@signify.com

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

The above mail contains your username and an activation link to create your own password.

After creation of the password you can log in:



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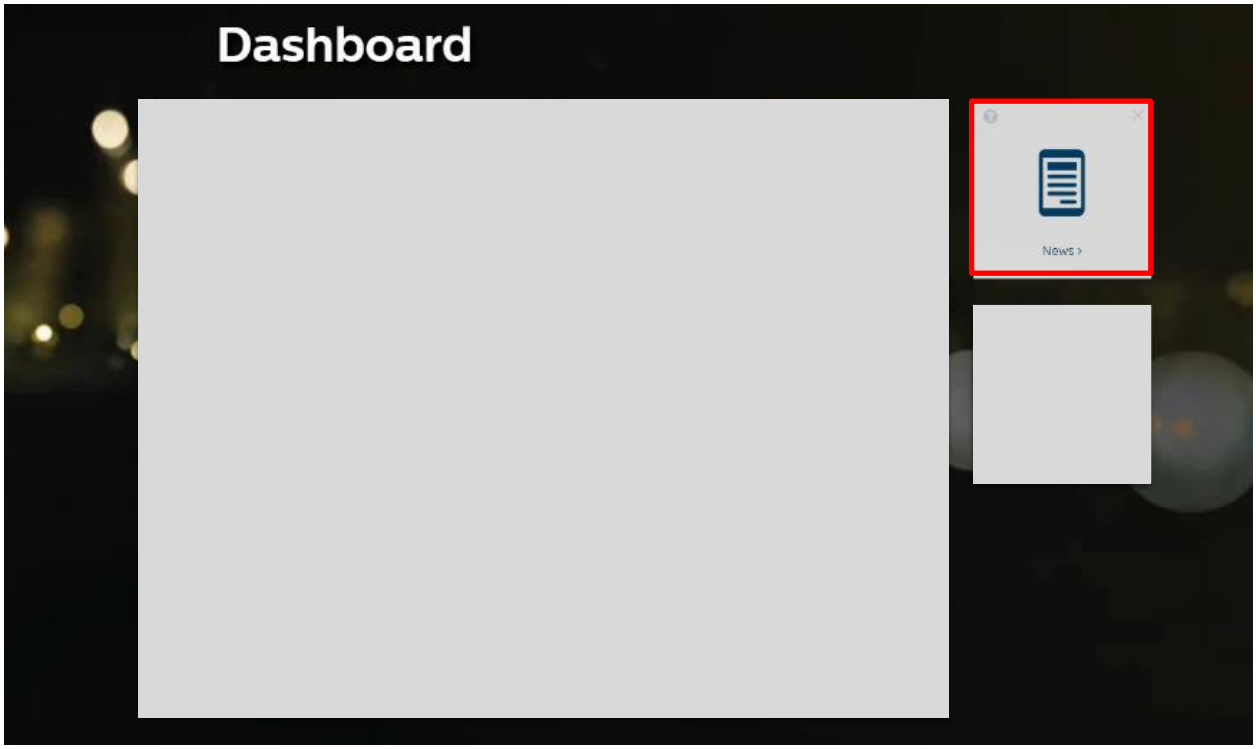
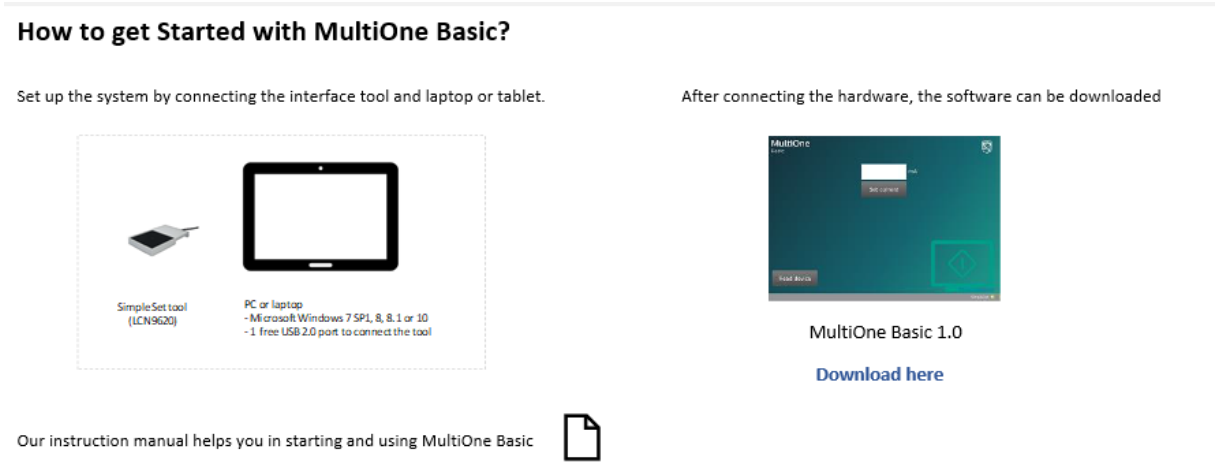
After logging in, a dashboard with different items appears. Select the item News in the dashboard:



3.2.2 Download your MultiOne Basic software

Open the article: "**MultiOne Basic - Most easy way to set the current of your luminaire"**

You can download the software via the available button in this article.



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To install the software, 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.

3.2.3 Be aware!

Before starting MultiOne Basic, make sure that only 1 SimpleSet interface has been connected to your computer.

MultiOne Basic automatically uses the connected interface, condition a supported one is connected to your computer.

The MultiOne Basic version is meant to be used in an environment where only limited functionality is required.

You are not allowed to install this software without having a MTP account or share this software with anyone without an MTP account, this to prevent upgrade issues in the near future.

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4 Working with MultiOne Basic

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

This chapter briefly explains the different options of the application and it lists some common errors that might occur while using the application. Follow the message on the screen when an error occurs or contact your local support engineer if necessary.

4.1 Start page

If all items mentioned in §3 regarding starting MultiOne Basic have been followed, the following page is displayed when the application started successfully.

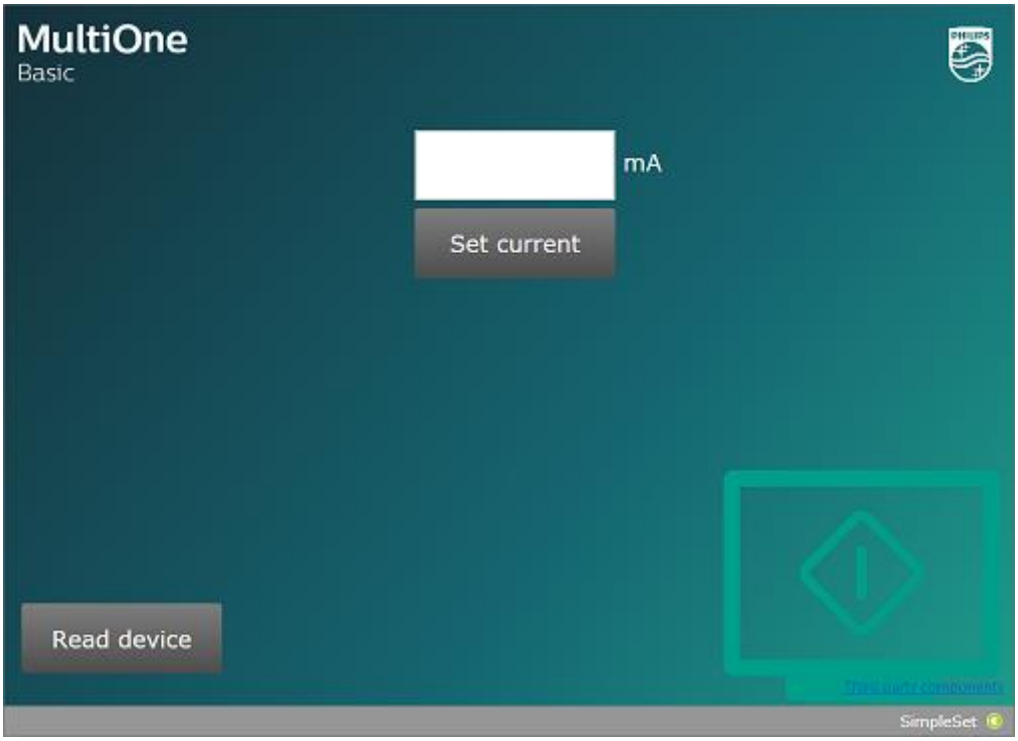

Fig 1: Start page

On this page, it's possible to:

- Open the manual
- Read the device
- Set the current

4.1.1 Open the manual

Press '**F1**' on your keyboard to open this manual from the application itself.

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4.1.2 Read the device

Press the '**Read device**' button to read the current value and other device related information from the device. More information about this functionality can be found in §4.2.

4.1.3 Set current

Press the '**Set current**' button to write the current value to the device. More information about this functionality can be found in §4.3.

4.2 Read device

When a device is positioned on the connected SimpleSet reader and it contains the AOC feature, it's possible to read the current value. This action can be performed by pressing the '**Read device**' button.

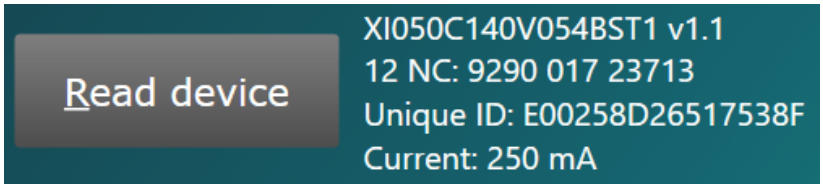

Fig 2: Read device information

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

- The device name & version
- The device 12NC
- The device unique ID
- The current value

4.3 Set current

When a device is positioned on the connected SimpleSet reader and it contains the AOC feature, it's possible to write a new current value in the device. Enter a valid current value in the textbox and press the '**Set current**' button to write the current value to the device.

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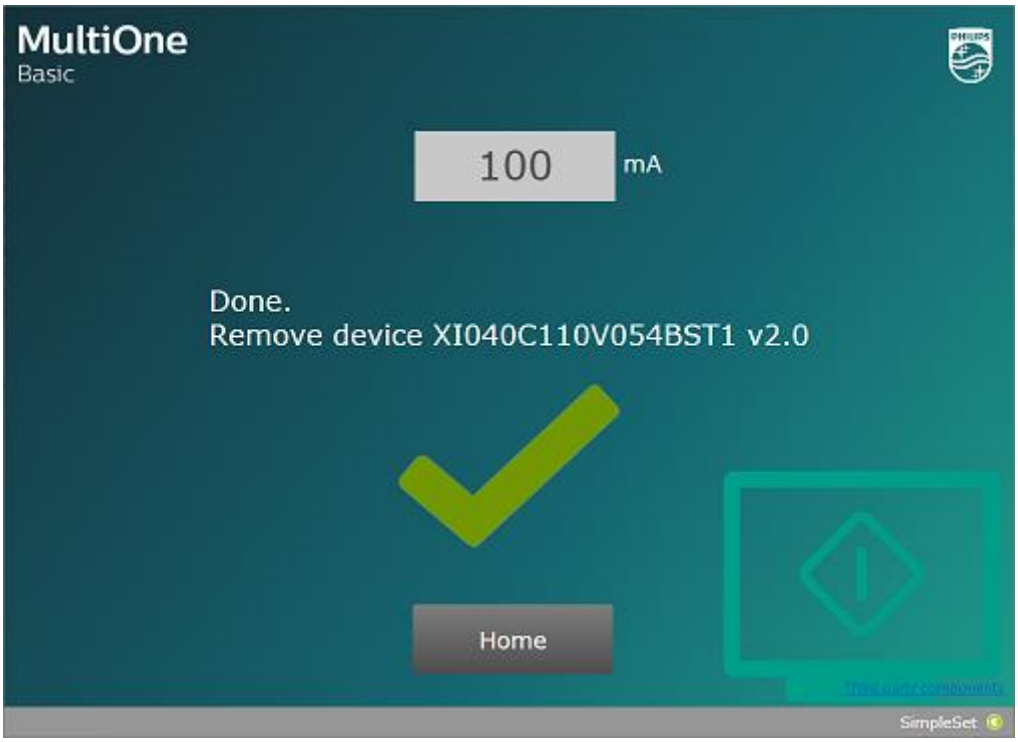

Fig 3: Successfully configured a device

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

A user now has the possibility to:

- Stop the configuration
- Configure another device

Pressing the '**Home**' button stops the configuration and the application will return to its start page.

Removing the programmed device from the reader will bring the application in the state to program the next device, the text '**Waiting for device…**' is visible and when the next device is placed on the reader it will be configured with the same current value. Aborting this sequence is again possible by pressing the '**Home**' button.

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5 Possible errors

This chapter lists some common errors that might occur when using MultiOne Basic. The errors are easily identified by a screen containing a red cross.

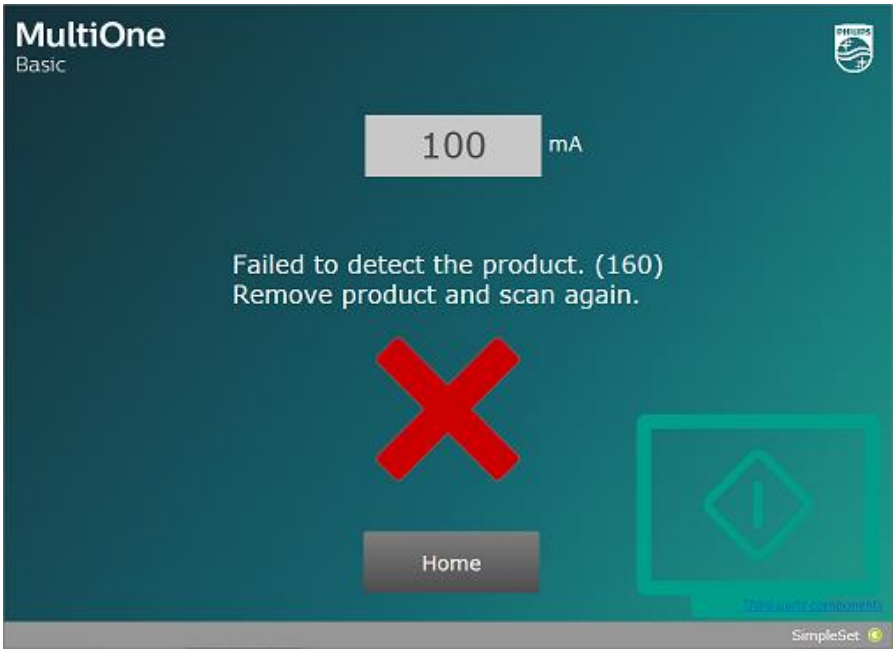

Fig 4: Example of one of the possible errors

Or, in case the error occurs when '**Read device'** was used, the error is visible next to the 'Read device' button.

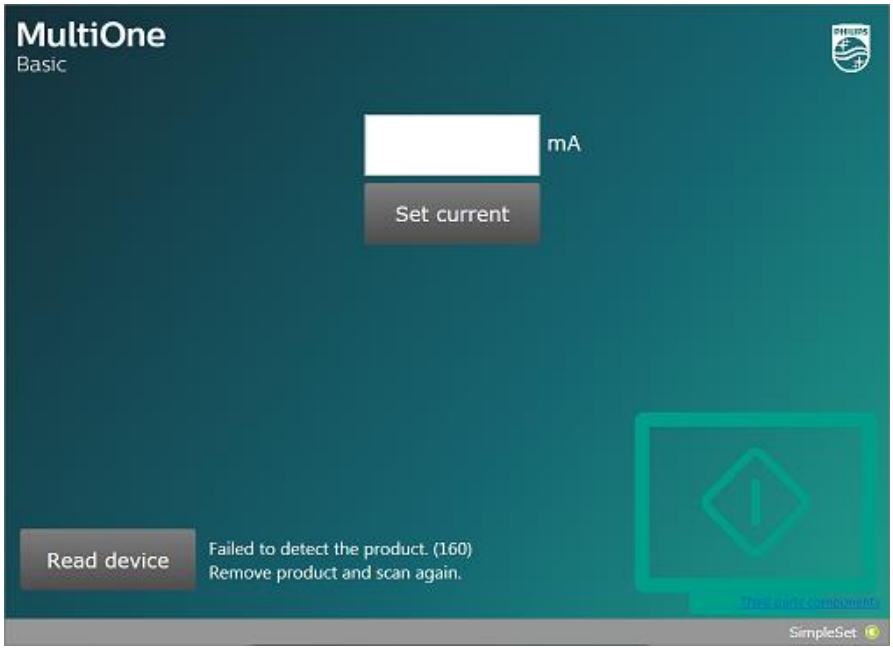

Fig 5: Example of one of the possible read device errors

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5.1 Installation error

This can happen if something went wrong while installing the application.

To resolve the issue, reinstall the application.

5.2 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.

5.3 Multiple SimpleSet interfaces connected

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

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

5.4 (156) Failed to write the product

This can happen when writing the current value to the device fails.

To resolve the issue, press '**Home**' and press '**Set current**' again.

5.5 (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 the issue, press '**Home**' and close the application. Contact your local support engineer to help with MultiOne Engineering to configure the current value.

5.6 (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, contact your local support engineer to find a different solution for this device or use a different device and try again.

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

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

To resolve the issue, press '**Home**', make sure that a valid current value is entered in the textbox and press '**Set current**' again.

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

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

To resolve the issue, press '**Home**' and close the application. Contact your local support engineer to help with MultiOne Engineering to configure the current value.

5.9 (309) Failed to read the product

This can happen when a device was previously configured incorrectly.

To resolve the issue, contact your local support engineer for guidance on how to use MultiOne Engineering to use this product.

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6 Keyboard shortcuts

Keyboard shortcuts can make it easier to work with MultiOne Basic.

Table 1 Keyboard shortcuts

The application main page	
F1	Open the User manual

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