

Philips Hue instore app

Installation manual



Version 1.0.0

Philips Lighting

March 2017

Disclaimer

This app is intended only for use in store.

The functionality of this app is dedicated for demonstration purposes and does not necessarily reflect the full capabilities of the Philips Hue system.

Introduction

This manual will help you to install the Philips Hue instore demo app.

To complete the installation a basic understanding of how to install a Philips Hue system is required. The regular Philips Hue app must be used to setup the system. For example *lights* and *accessories* have to be commissioned to the system via the Philips Hue app.

Equipment

The app has to be setup with the equipment (router, bridge, lights, accessories) that is going to be used at the store. A change of equipment (for example a different router) requires part of the installation to be repeated.

Single app mode

Instructions are provided to put the app into 'single app mode'. This means that app cannot be exited, and after a reboot the iPad will directly open the app again. In order to enable this mode a Macbook is required. How to put the iPad in 'single app mode' is explained in this document. Please note that this step is advised, but not mandatory.

The iPad app has a fixed orientation. This means that the iPad should be mounted in **landscape orientation** with the Home button and **connector on the LEFT**



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Table of contents

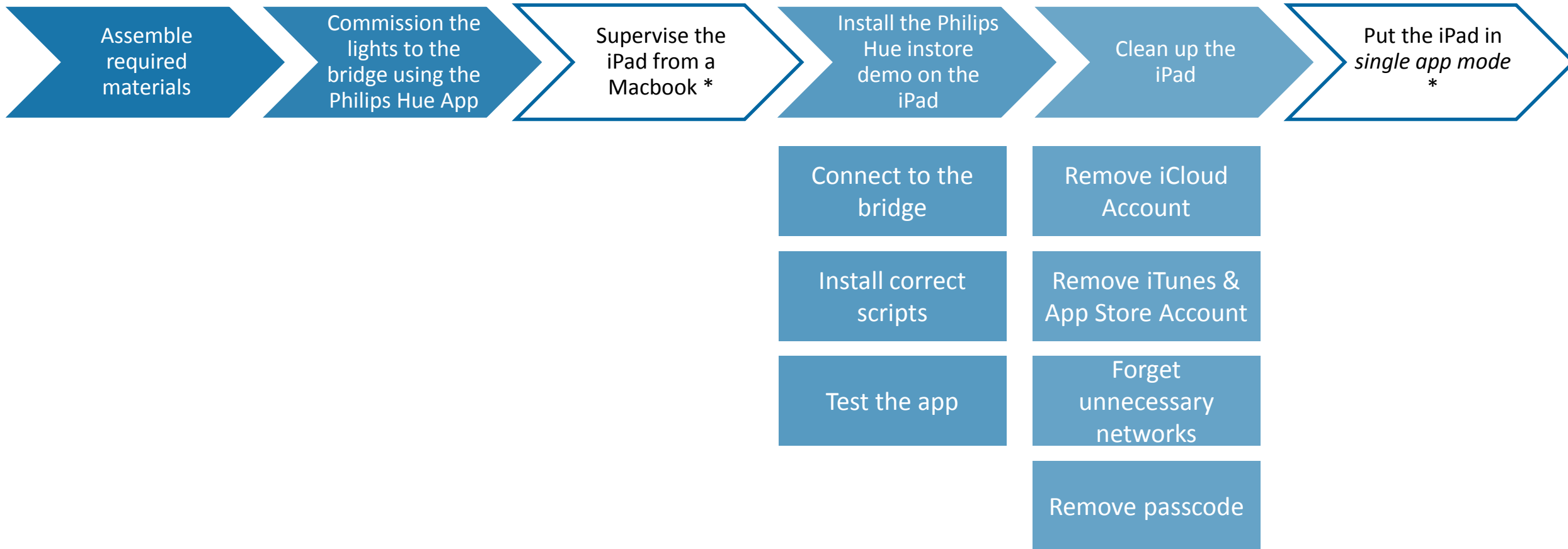
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Installation procedure



* These steps are optional and ensures that the iPad will only display the Philips Hue Instore demo app. This means the instore app only will become the only app which can run on the iPad; no other applications can be run; and access to the settings screen is only possible once the iPad has been put out of this supervised mode



Hue Bridge 2

Hue lights

Hue accessories



Router



Ethernet cable



Philips Hue app



iPad



Macbook

Checklist – Before you get started

Make sure that you have the following products available before you start the installation.

- Hue Bridge 2 + power supply
- Hue Lights (at least 1, maximum 50)
- Hue Accessories
- Router
- Ethernet cable
- iPad (with latest iOS version)
- Philips Hue app 2.x (download from App store)
- Philips Hue instore demo app (download from App store)
- Macbook (with OSX 10 or higher) **only for 'single app mode'*

Prepare the system with the Philips Hue app

To ensure a proper operation of the demo installation we recommend that you use a new bridge. If you wish to re-use an existing bridge, we recommend you to factory reset the bridge.

1. If the bridge is not new: factory reset the bridge

- a. Power the bridge
- b. Use a small object to press the button next to 'restore factory settings'



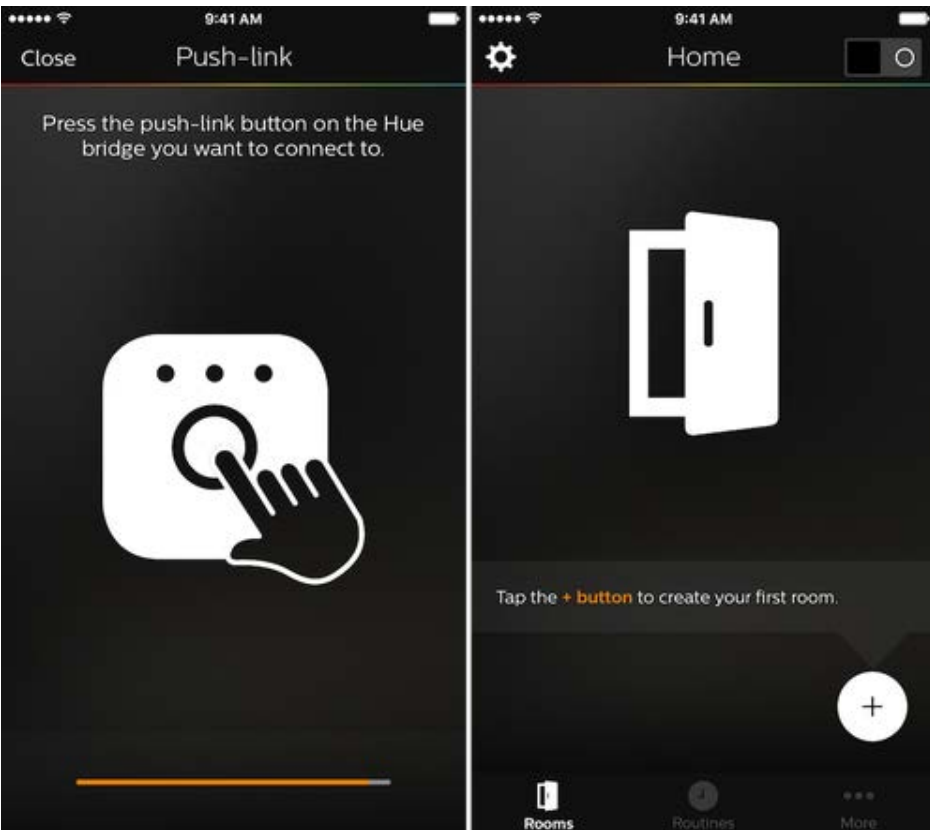
Image courtesy: www.howtogeek.com

Prepare the system with the Philips Hue app

The Philips Hue instore demo app cannot be used to setup the system. To setup the system the regular Philips Hue app has to be used.

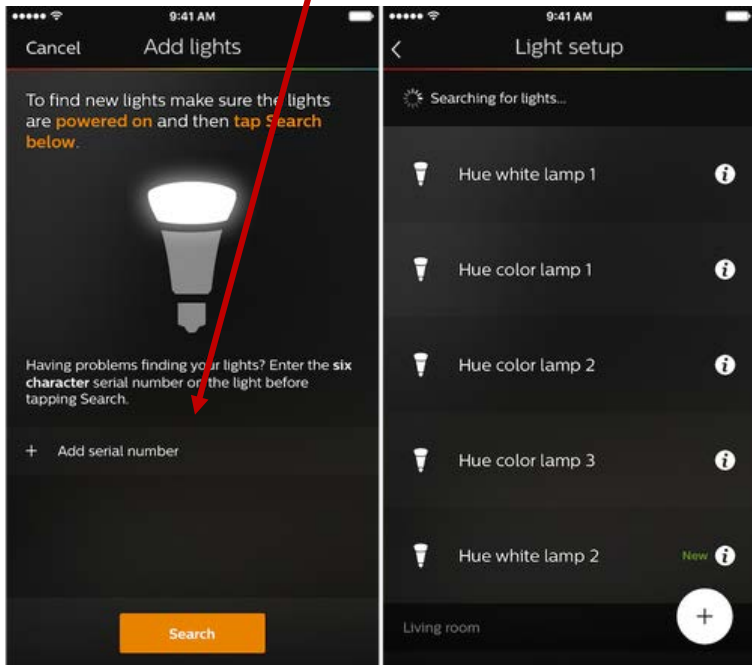
Take the following steps to prepare the system.

1. Power all lamps for the demo installation
2. Download the Philips Hue app 2.x from the App store
iOS: <https://itunes.apple.com/us/app/philips-hue/id1055281310?mt=8>
Android: <https://play.google.com/store/apps/details?id=com.philips.lighting.hue2>
3. Connect the Philips Hue app 2.x to the bridge
 - If you are requested to update the bridge – do so.
 - Follow the on-boarding steps to setup the system. You can put all lights in one room.





Example: "C819F6"



Prepare the system with the Philips Hue app

The Philips Hue instore demo app cannot be used to setup the system. To setup the system the regular Philips Hue app has to be used.

Take the following steps to prepare the system.

4. Add the desired lights to the bridge

[Settings > Lamp Configuration > Plus button \(+ \)](#)

In case the lamps have been used before you have to search the lamps by using the 6-digit serial number code that is printed on the lamp. Enter that serial number in the app before clicking 'search'

5. Add the desired Accessories to the bridge

[Settings > Accessory Configuration > Plus Button \(+ \)](#)

If you want to display a Hue Tap, Hue Dimmer Switch, or Hue Motion sensor please add that device using the regular Philips Hue app.

Supervise iPad

QUICK SUMMARY

This step is only necessary in case you want to lock down the iPad in 'Single App Mode' otherwise, proceed to slide 25.

Single App Mode makes it impossible for consumers to exit the instore app.

After a reboot Single App Mode will automatically start the app again.

For more information on 'Single App Mode', please see 'Troubleshooting'.

- 1. Remove iCloud account** from the iPad
- Start **Apple Configurator 2**
- 3. Connect iPad** to the Macbook via USB
- Select the iPad and go to **Actions > Prepare...**
- Select **'Manual' > 'Do Not Enroll in MDM'**
- Make sure you select **'Allow devices to pair with other computers'**
- Create a Supervision profile, or use an existing one
- Only select **Language, Region** and **Home Button** for the Setup Assistant
- Erase the iPad and follow the setup flow

Supervise iPad

1

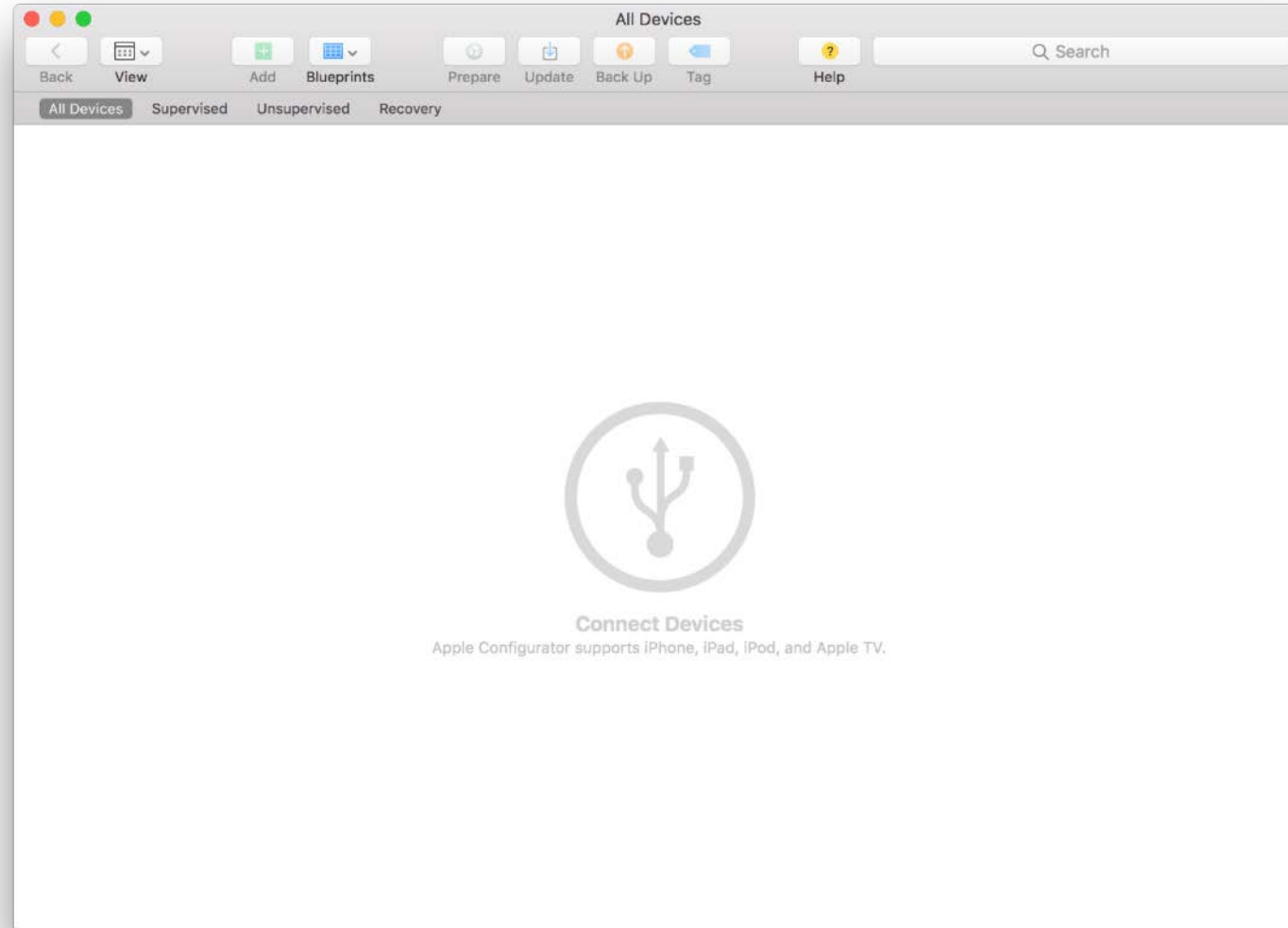


Remove the iCloud account from the iPad. Go to 'Settings' > 'iCloud' > 'Sign Out' > 'Sign Out'

This makes sure you don't lock yourself out of the iPad.

Supervise iPad

2



Start **Apple Configurator 2**

Supervise iPad

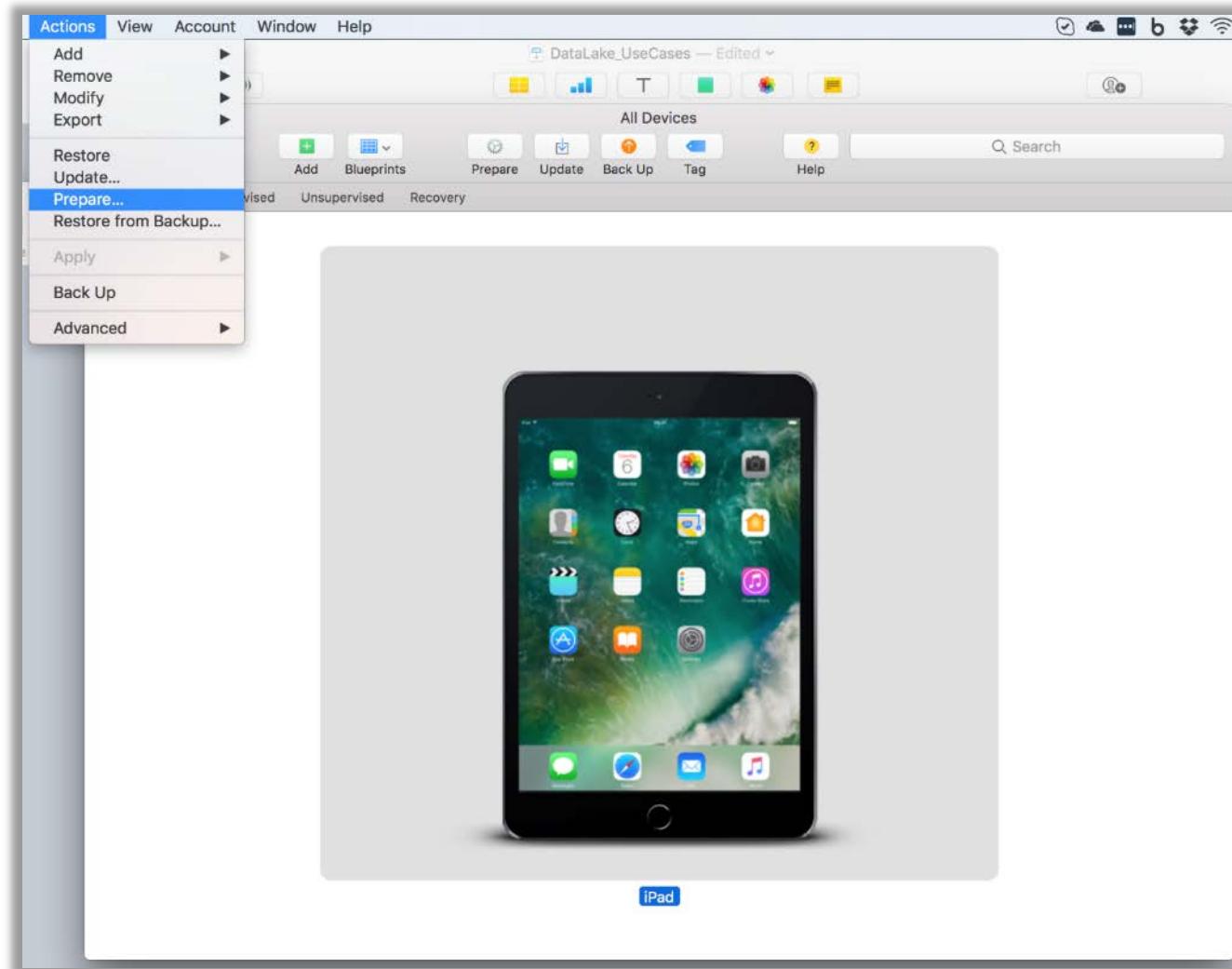
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Connect the iPad to the Macbook via USB

Supervise iPad

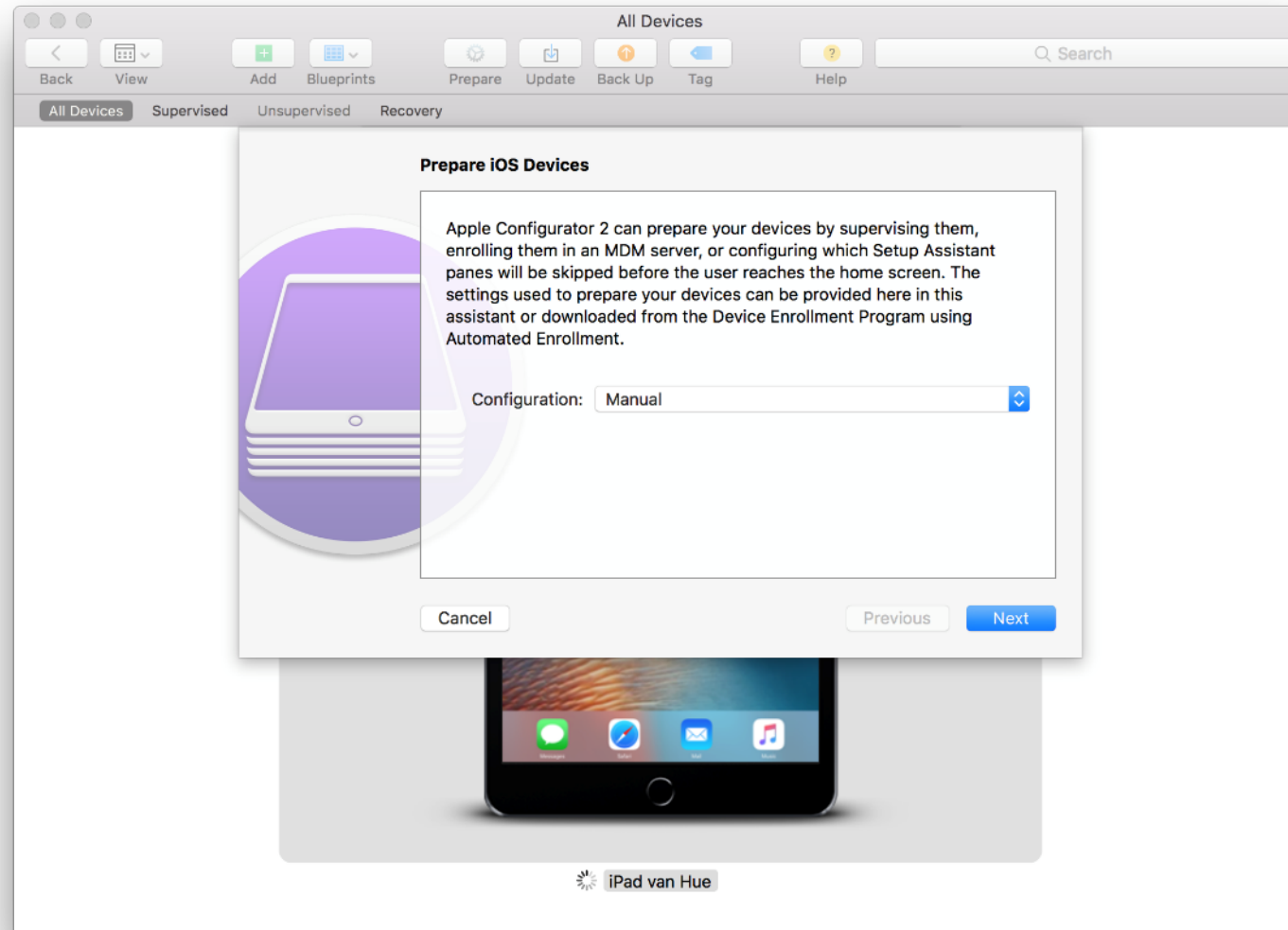
4



Select the iPad and go to **'Actions' > 'Prepare'**

Supervise iPad

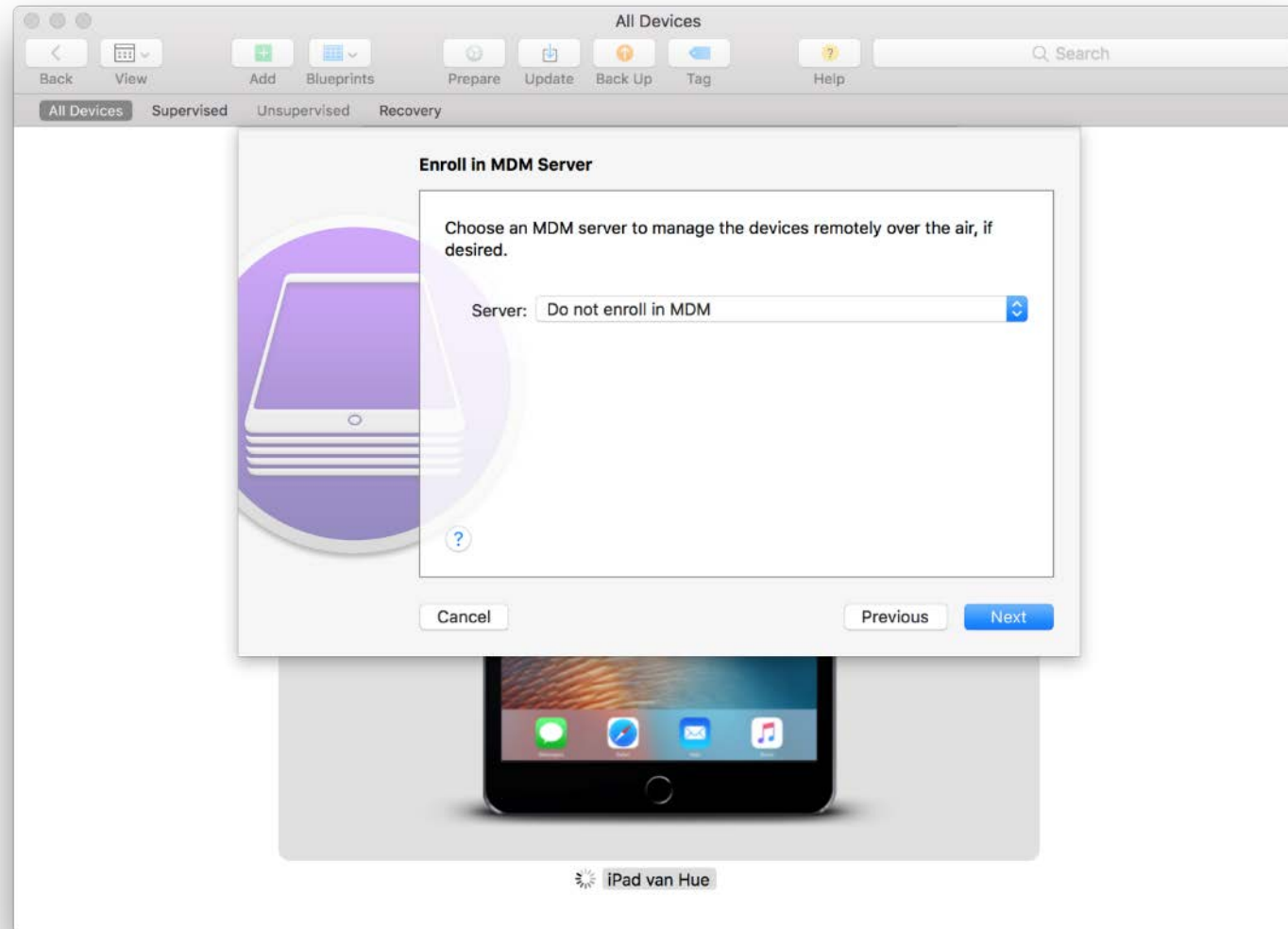
5



Set the Configuration to **Manual**.

Supervise iPad

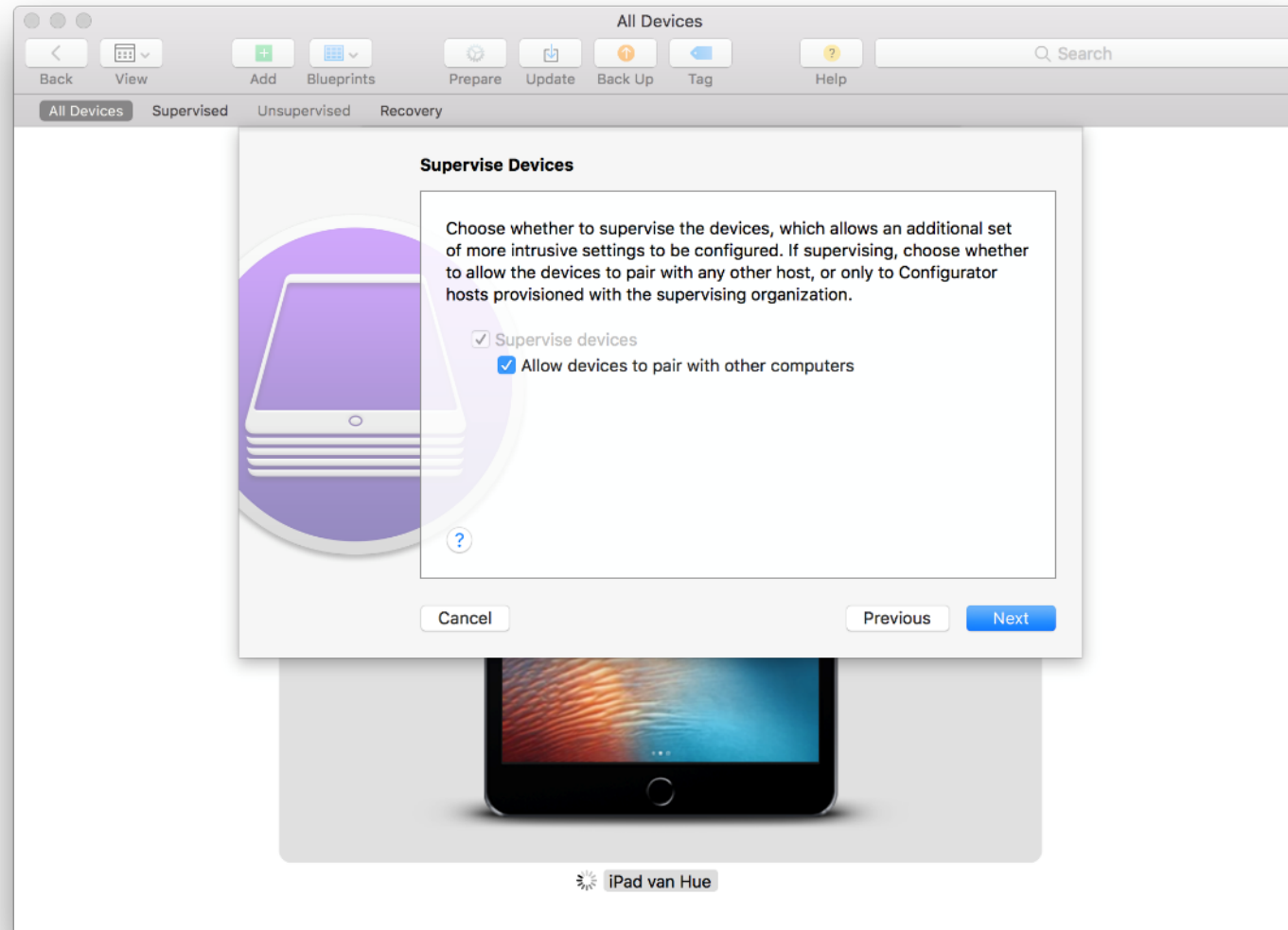
6



Set Server to 'Do not enroll in MDM'.

Supervise iPad

7

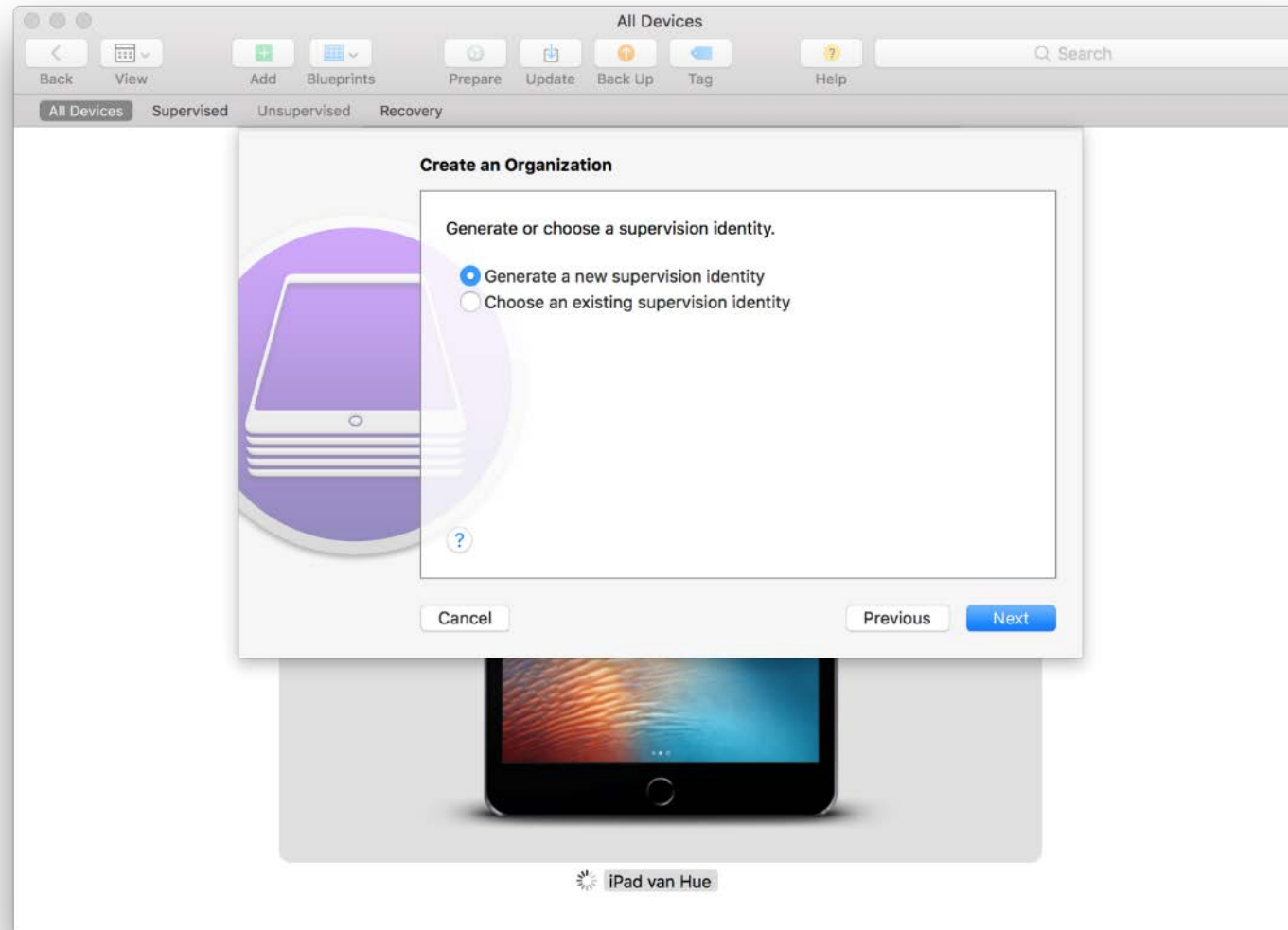


Leave the checkbox check – so you can unlock it from another Macbook.

Note: If you do not check this box you'll need the same Macbook to unlock the iPad!

Supervise iPad

8

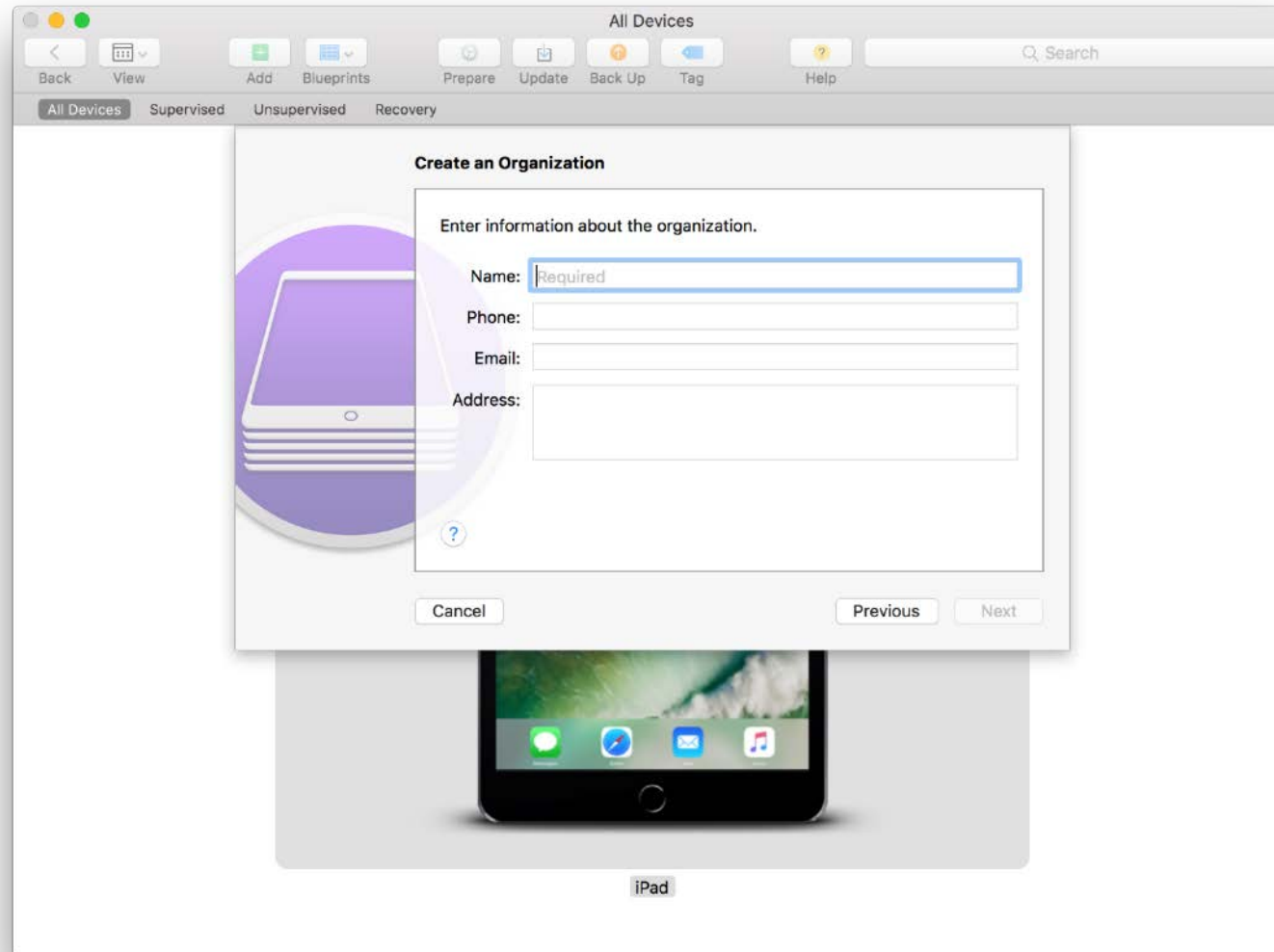


If you have not created a supervision identity select '**Generate a new supervision identity**' ...

Otherwise, select the previously created identity.

Supervise iPad

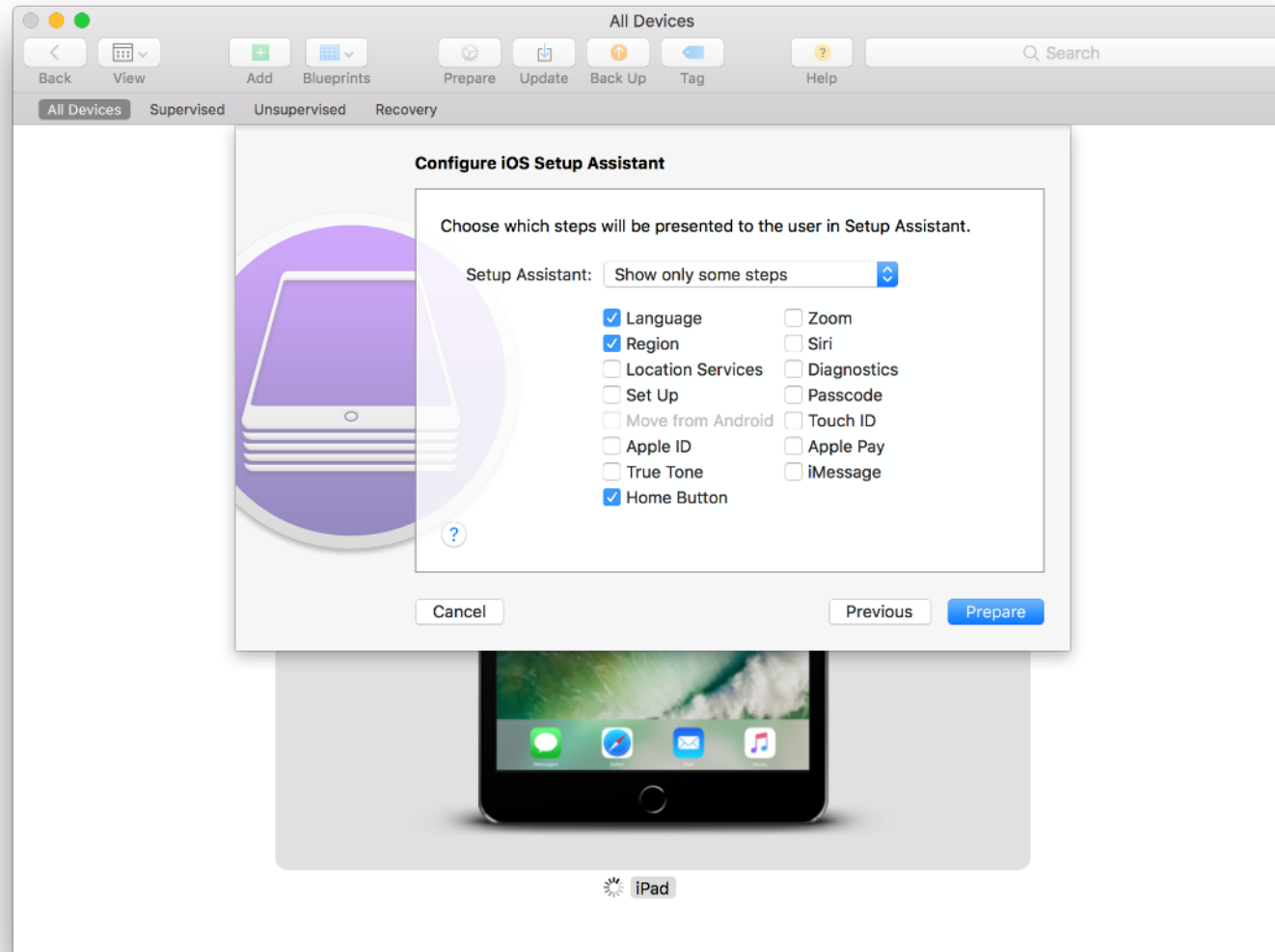
9



Provide the **Organization Details**

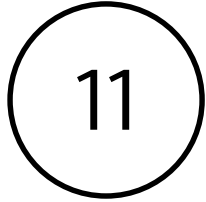
Supervise iPad

10



Select '**Language**', '**Region**' and '**Home Button**' for the **iOS Setup Assistant**.
Leave the other options unchecked. Click **Prepare**.

Supervise iPad

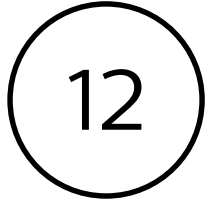


The iPad will now be **erased**. This process cannot be reversed.

If an iCloud account was already assigned to the iPad, make sure that you have the login information or remove the iCloud account from the iPad first.

Once the iPad has rebooted follow the provided setup flow.

Supervise iPad



Once the iPad has rebooted follow the provided setup flow.

Steps to clean up the iPad

Remove
iCloud
Account

Remove
Apple ID

Forget
unnecessary
networks

Remove
Passcode

Clean up the iPad

To make sure that the Philips Hue instore demo app is not interrupted, several elements have to be disabled. This will reduce the chance that the iPad shows erroneous behavior.

- **Remove iCloud account**

By removing the iCloud account your iPad will not automatically download iOS updates or create back ups.

Settings > iCloud > Sign Out > Sign Out

- **Remove Apple ID**

Removing the Apple ID ensures that apps will not be updated automatically

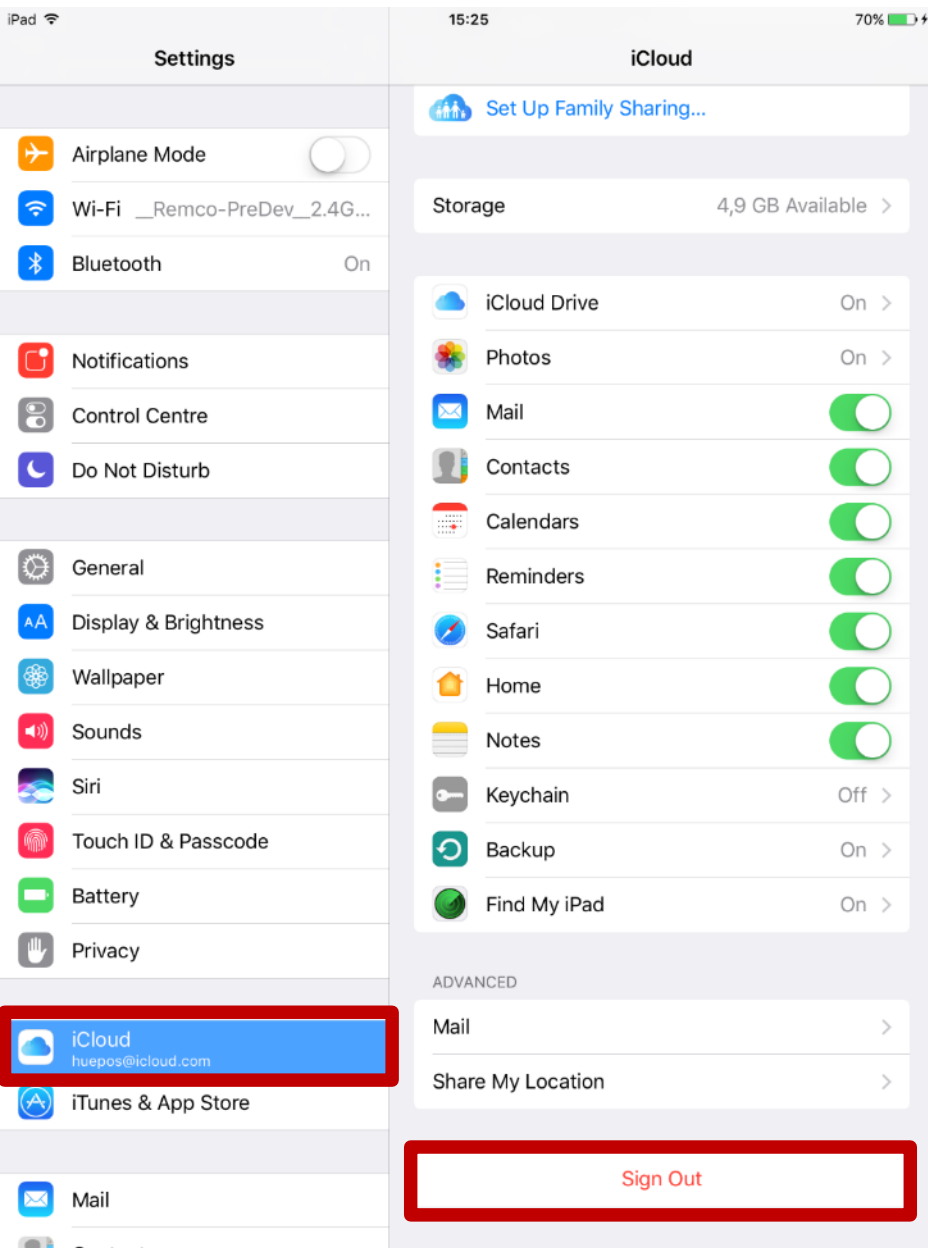
Settings > iTunes & App store > Apple ID > Sign Out

- **Forget unnecessary networks**

By forgetting all unnecessary networks you prevent the iPad from connecting to a network without a bridge.

Settings > Wi-Fi > Info button > Forget This Network

Clean up iPad



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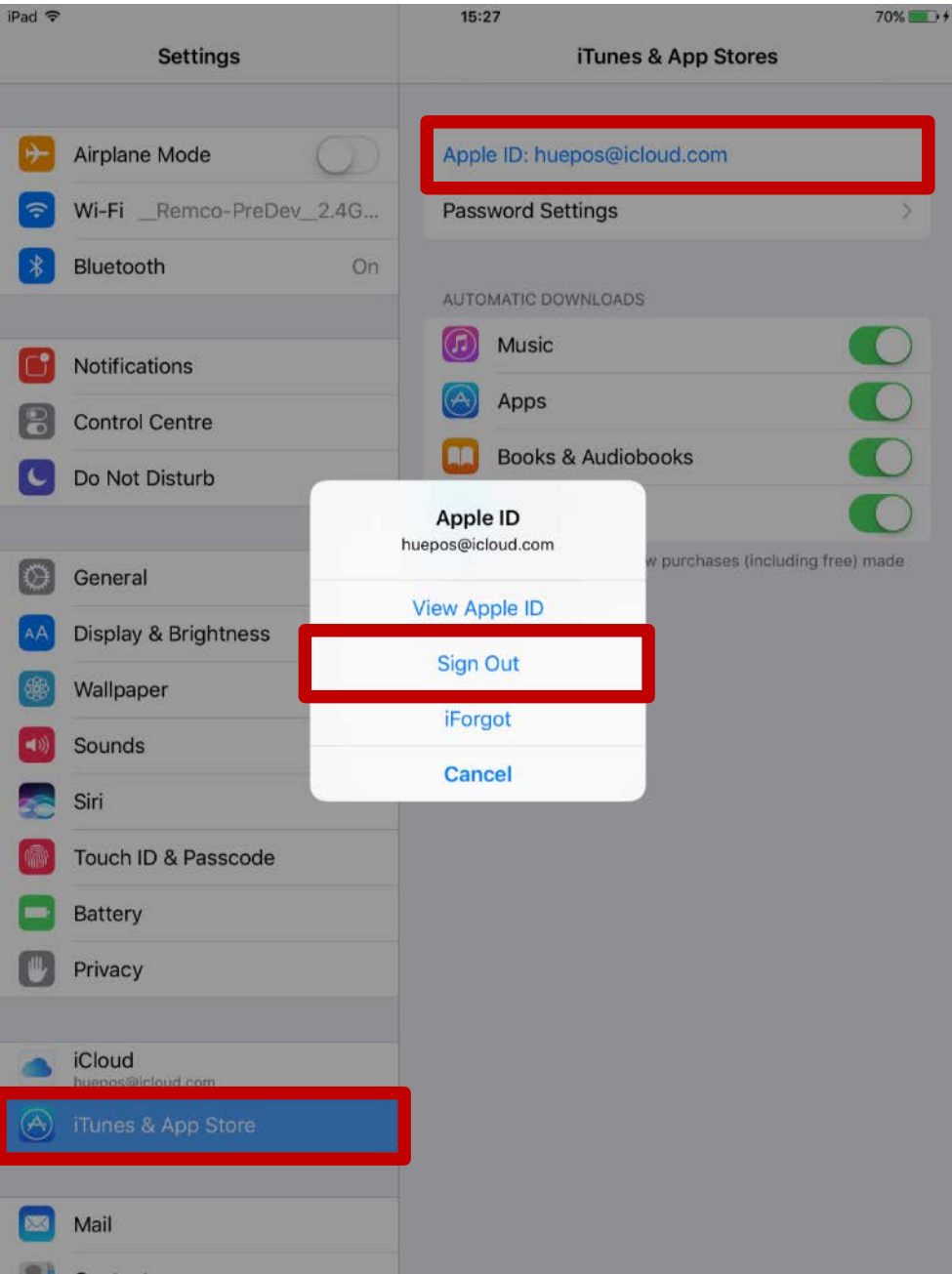
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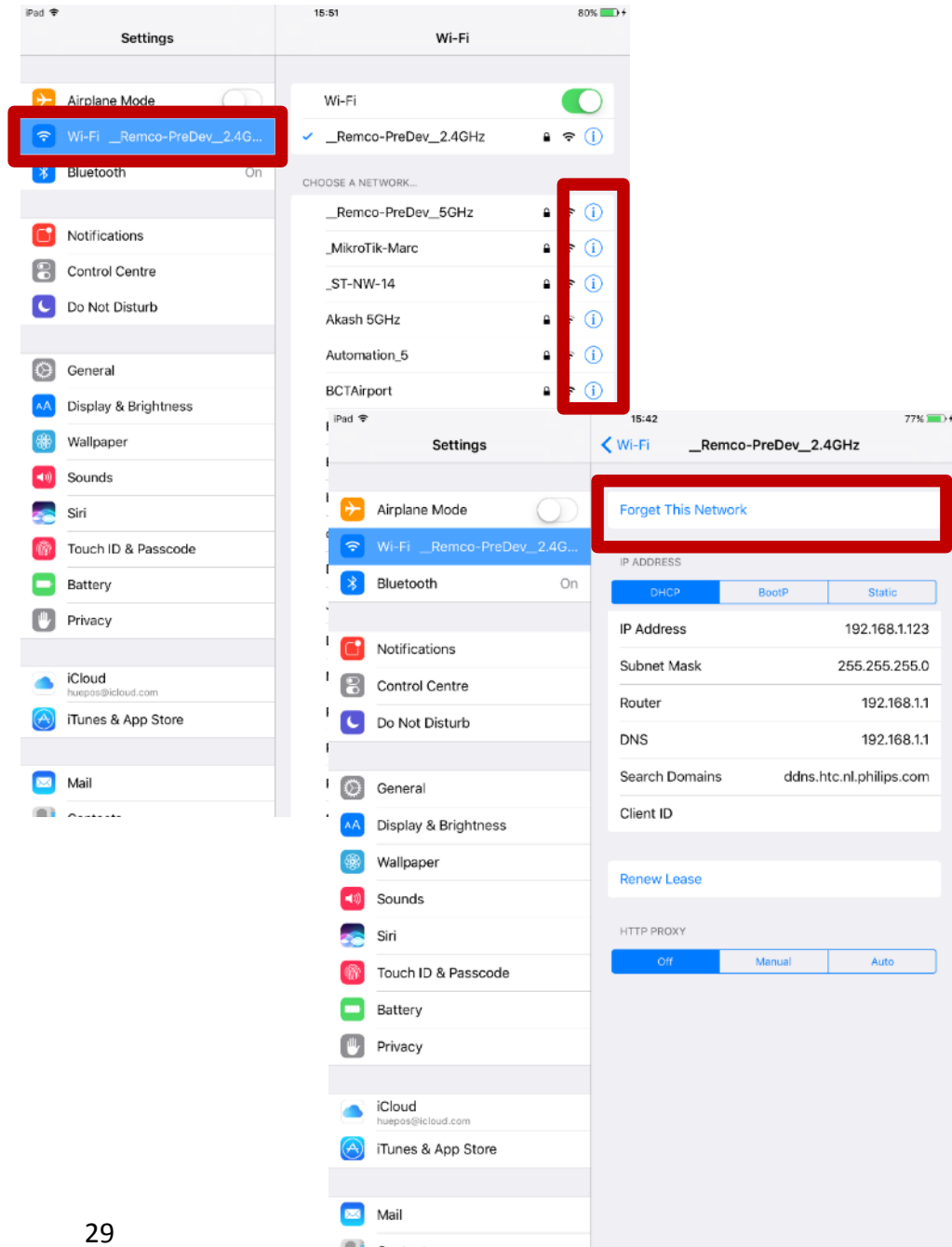
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- **Remove passcode**

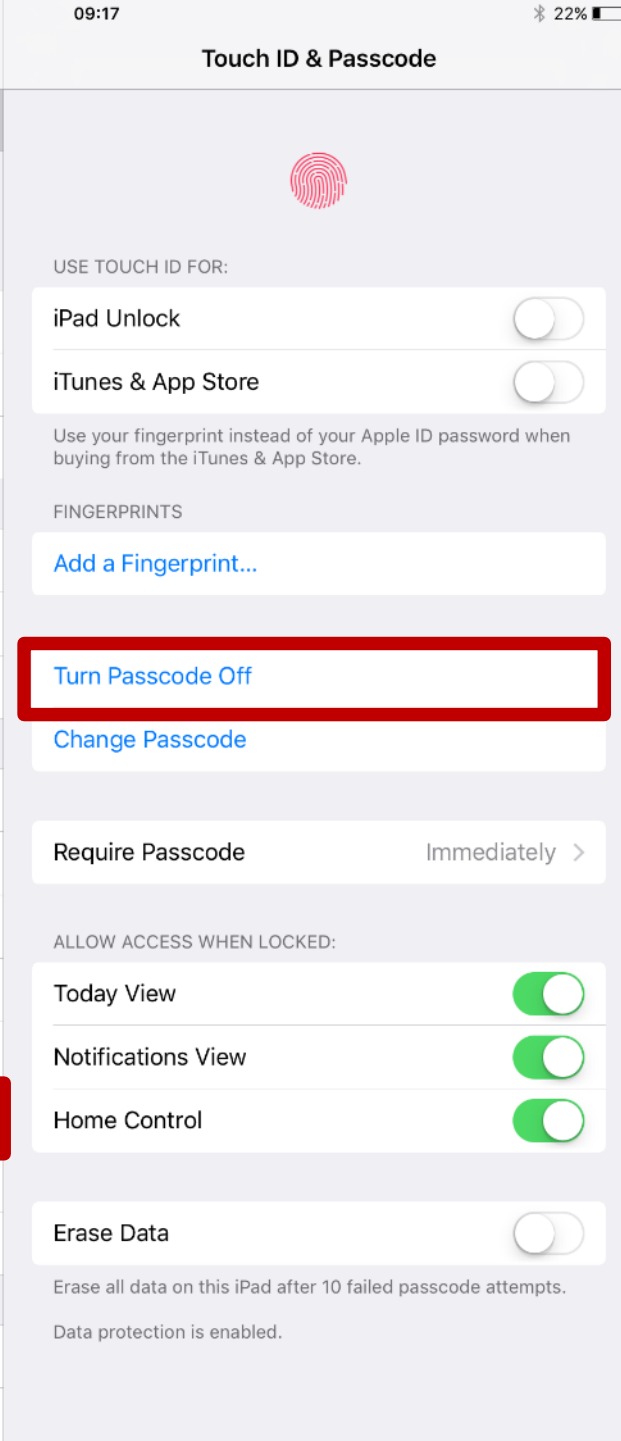
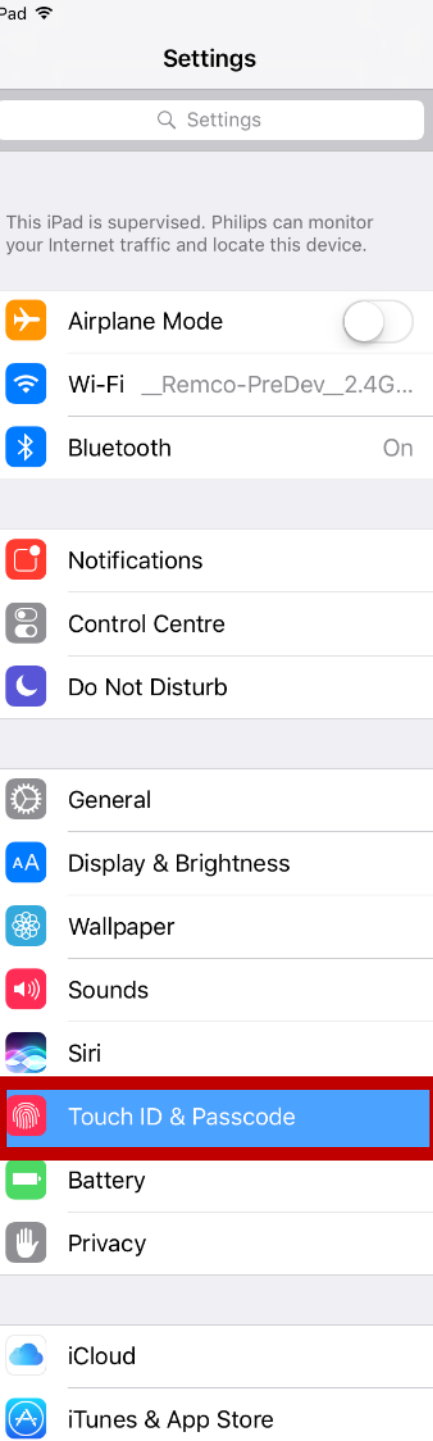
Removing the passcode will make sure that once the app is in single app mode can directly start the app

Settings > Touch ID & Passcode > 'Turn Passcode Off'

- **Enable restrictions (optional)**

By enabling restrictions you can disable certain functionality of the iPad, for example to install other apps or to access the camera. This is advised if the iPad is not used in 'Single App Mode'

Settings > General > Restrictions > 'Enable Restrictions'



Clean up the iPad

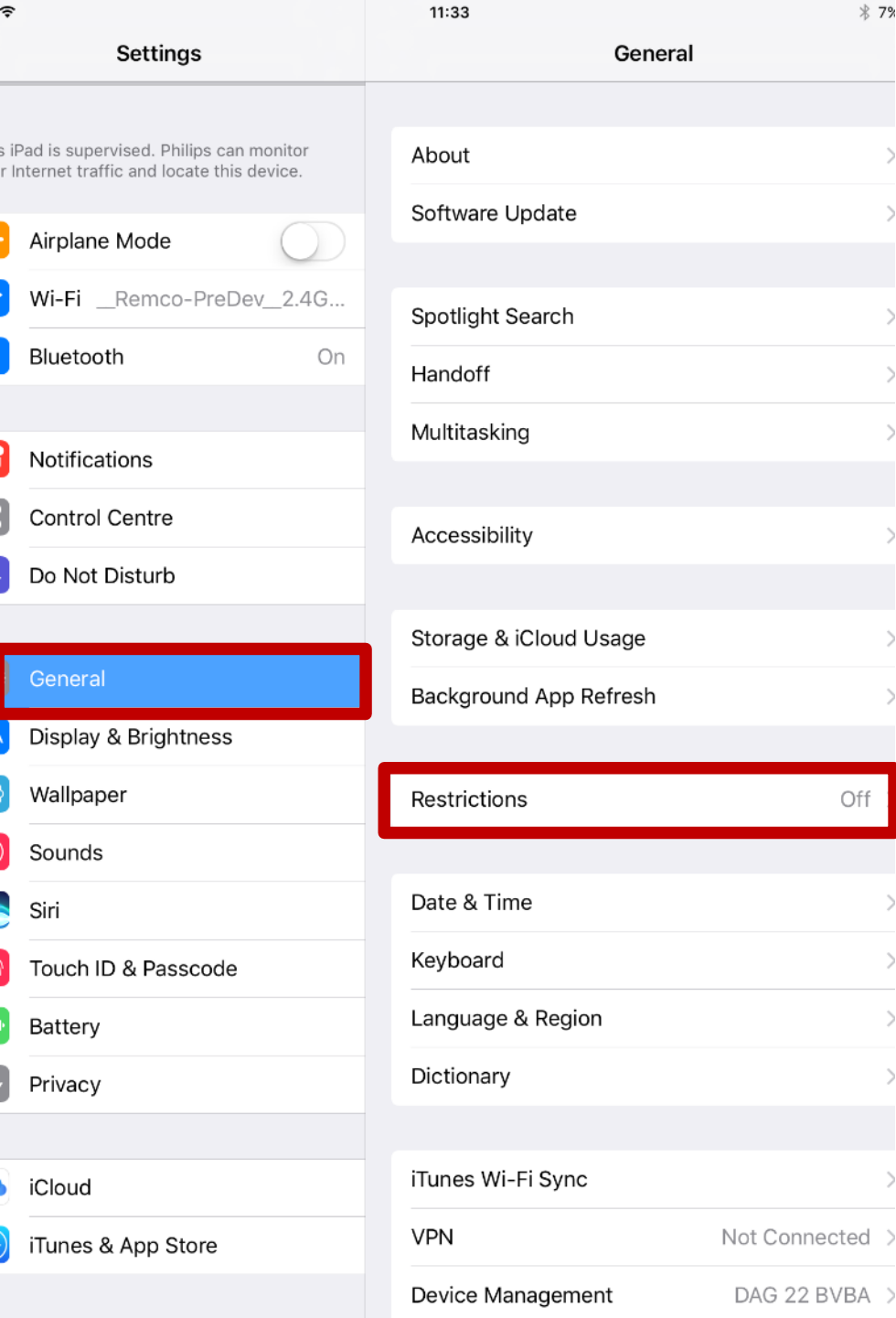
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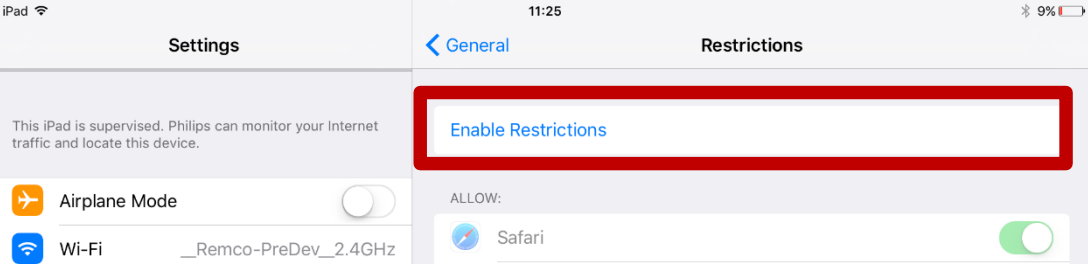
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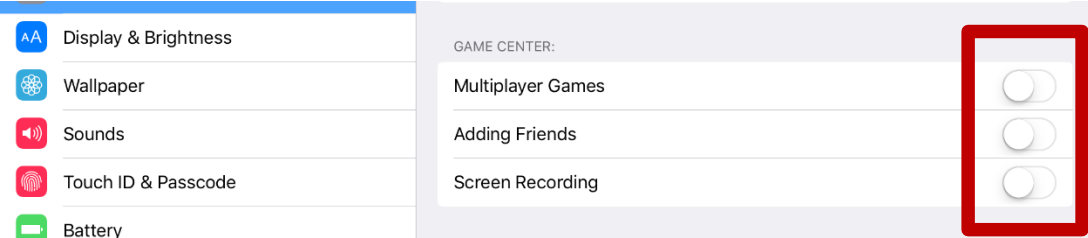
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*By enabling restrictions you can disable certain functionality of the iPad, for example to install other apps or to access the camera. This is advised if the iPad is not used in 'Single App Mode'.
If you are asked for a password, you can use 5 6 2 1.*



Settings > General > Restrictions > 'Enable Restrictions'



Instore demo app

QUICK SUMMARY

1. Install Philips Hue **Instore demo app 2**
2. **Connect to the bridge** in the app
3. Select 6 'hero' **lights** to be controlled from in the app
4. Select the **accessories** to be displayed in the app
5. Optional: Install the required **features** to the bridge

Installing the Philips Hue instore app

The Philips Hue instore demo app can be found in the App Store

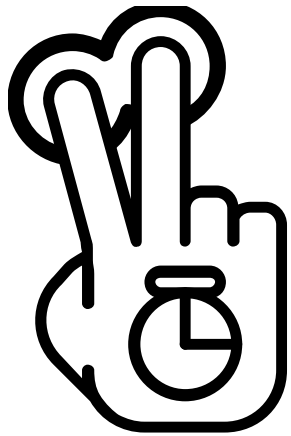
- <https://itunes.apple.com/us/app/philips-hue-instore-app/id1191767292?ls=1&mt=8>
- Download the Philips Hue instore demo app from the App Store



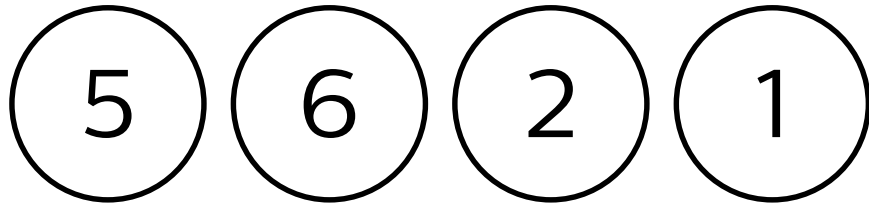
Installing the Philips Hue instore app

Quick overview of the Instore app

- **Control:** Control selected lights with colors, color temperature and/or scenes
- **Propositions:** An overview of our core propositions with explanations behind each card
- **Comparison:** A comparison chart to find the best suitable light for you
- **Accessories:** An overview of the accessories that you can use to extend your Hue system



10 seconds



Setting up the instore app

QUICK SUMMARY

Connecting to the bridge

To connect to the bridge you have to access the Settings screen.

Press and hold the screen with **two fingers** for **ten seconds**.

The Settings screen is protected with the default password **5 6 2 1**

Under Settings select the option Bridge.

The current network you are connected to is shown in **bold**. Make sure you are connected to the same network as your bridge.

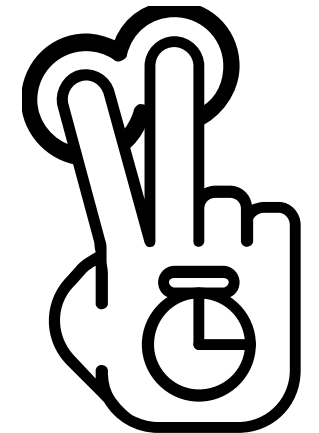
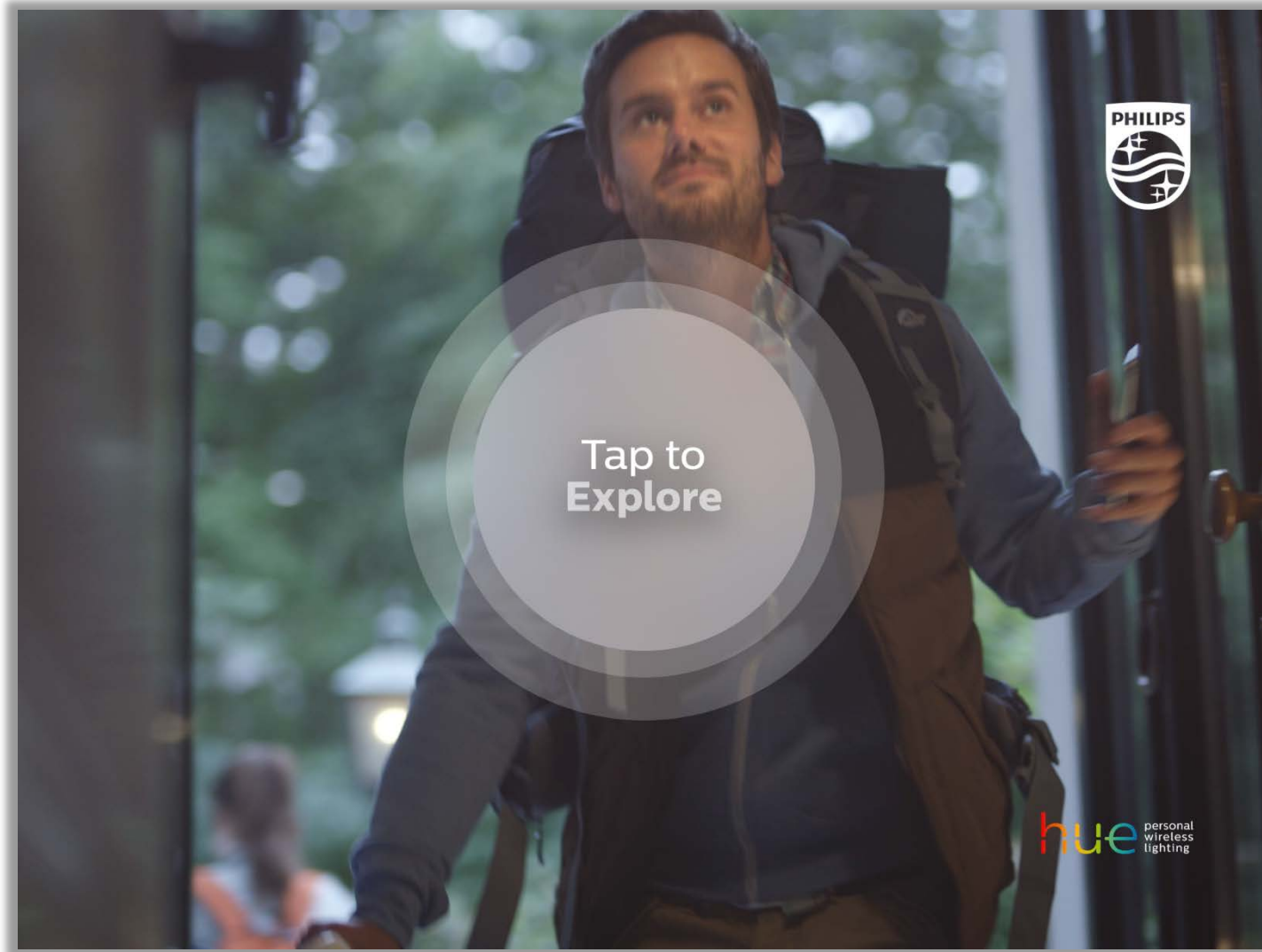
If you know the IP address of the bridge you want to connect to, please fill in the advanced field. Otherwise press Search. The app will now search for a bridge.

Once bridges are found on the network the icon is shown to pair the bridge to the app. Press the button on top of the bridge. The app is now paired to this bridge!

Please note: once you pair to the bridge, the password to enter the Settings is changed automatically to the Bridge ID (6 characters). You can find the Bridge ID on the bottom of the bridge, or via the Philips Hue app (Settings > Hue Bridges > Info > 'ID: _____').

Setting up the instore app

1

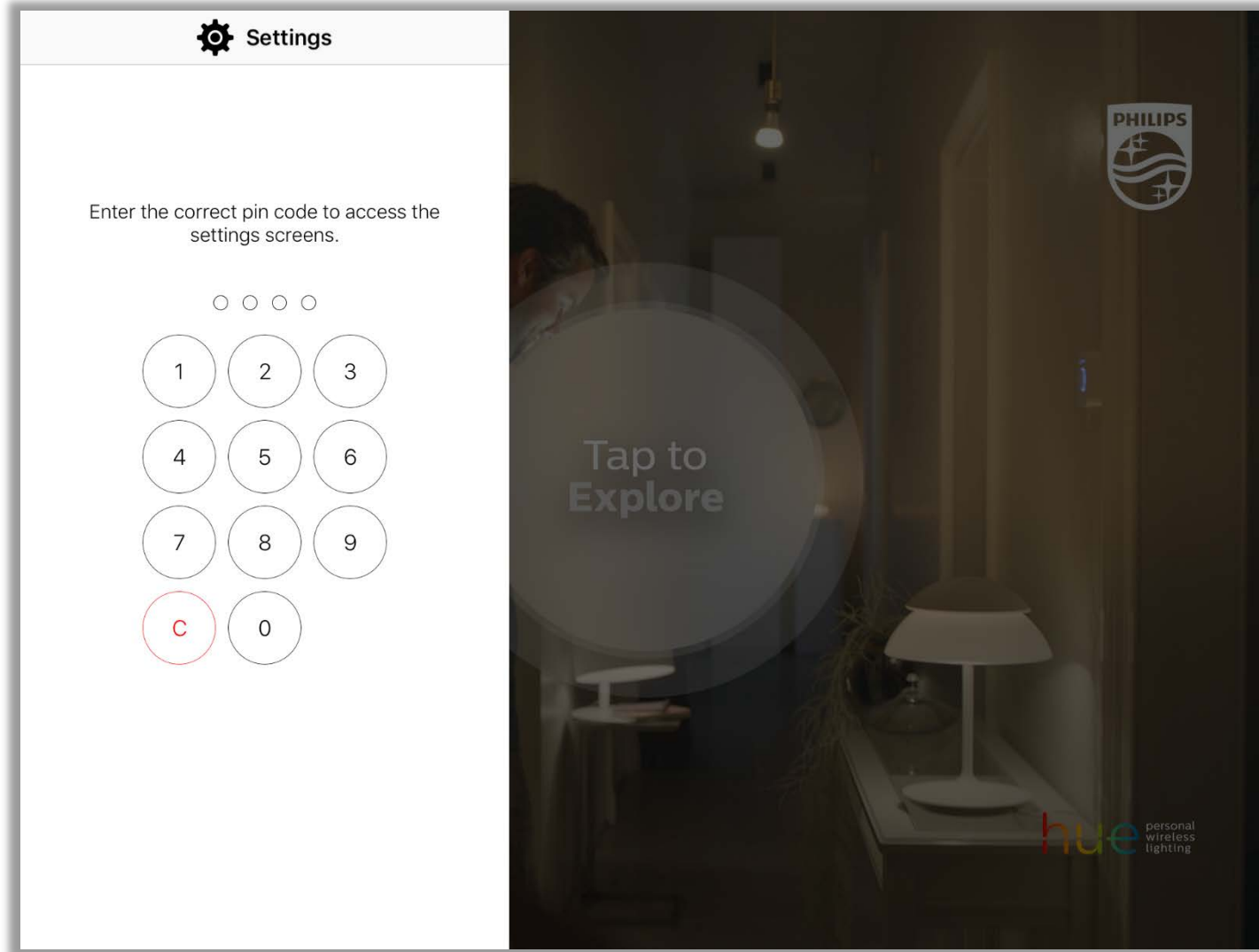


10 seconds

Press and hold the screen with **two fingers** for **ten seconds**.

Setting up the instore app

2

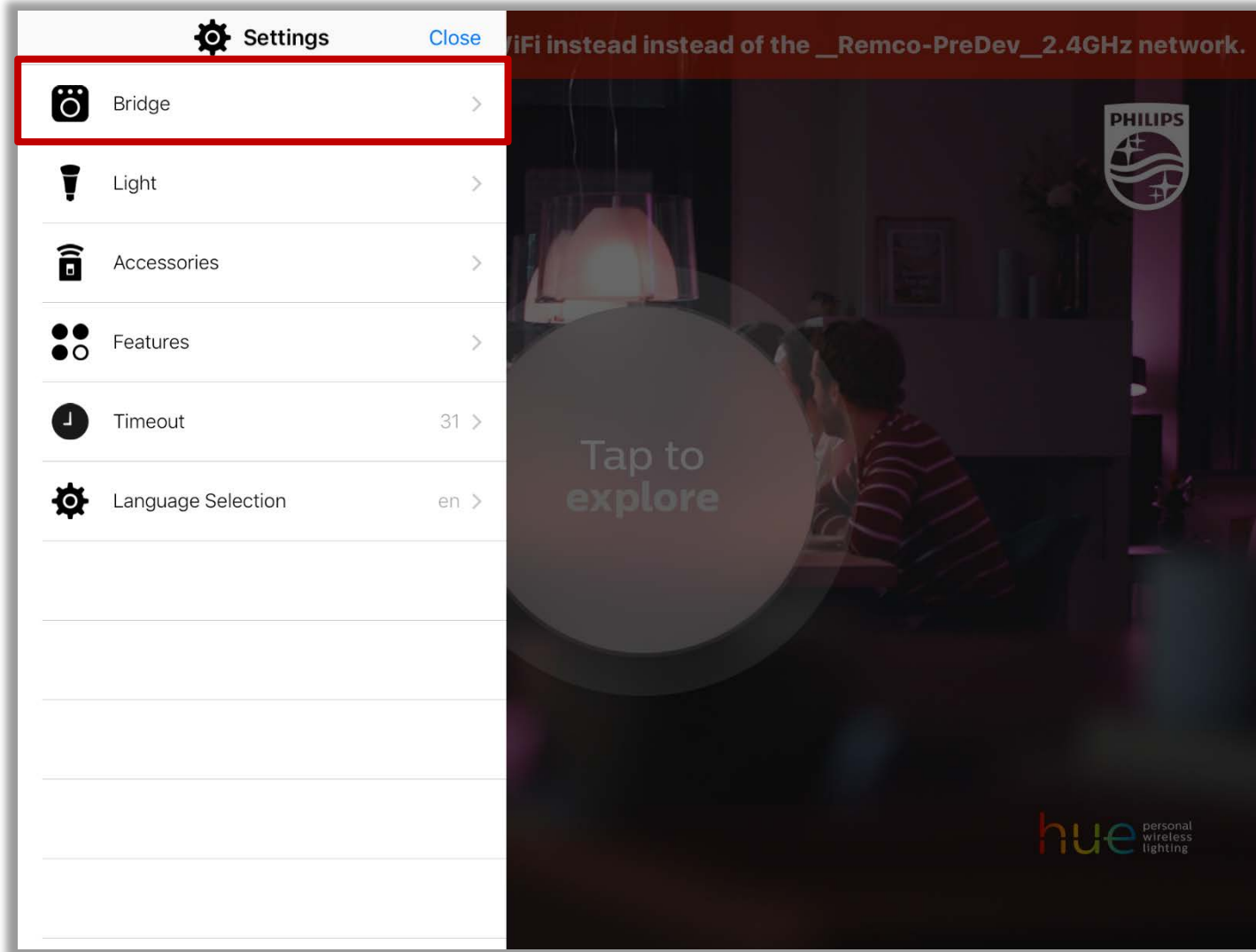


Enter the code **5 6 2 1** to access Settings the first time

Note: the code will change after setting up the bridge to the Bridge ID

Setting up the instore app

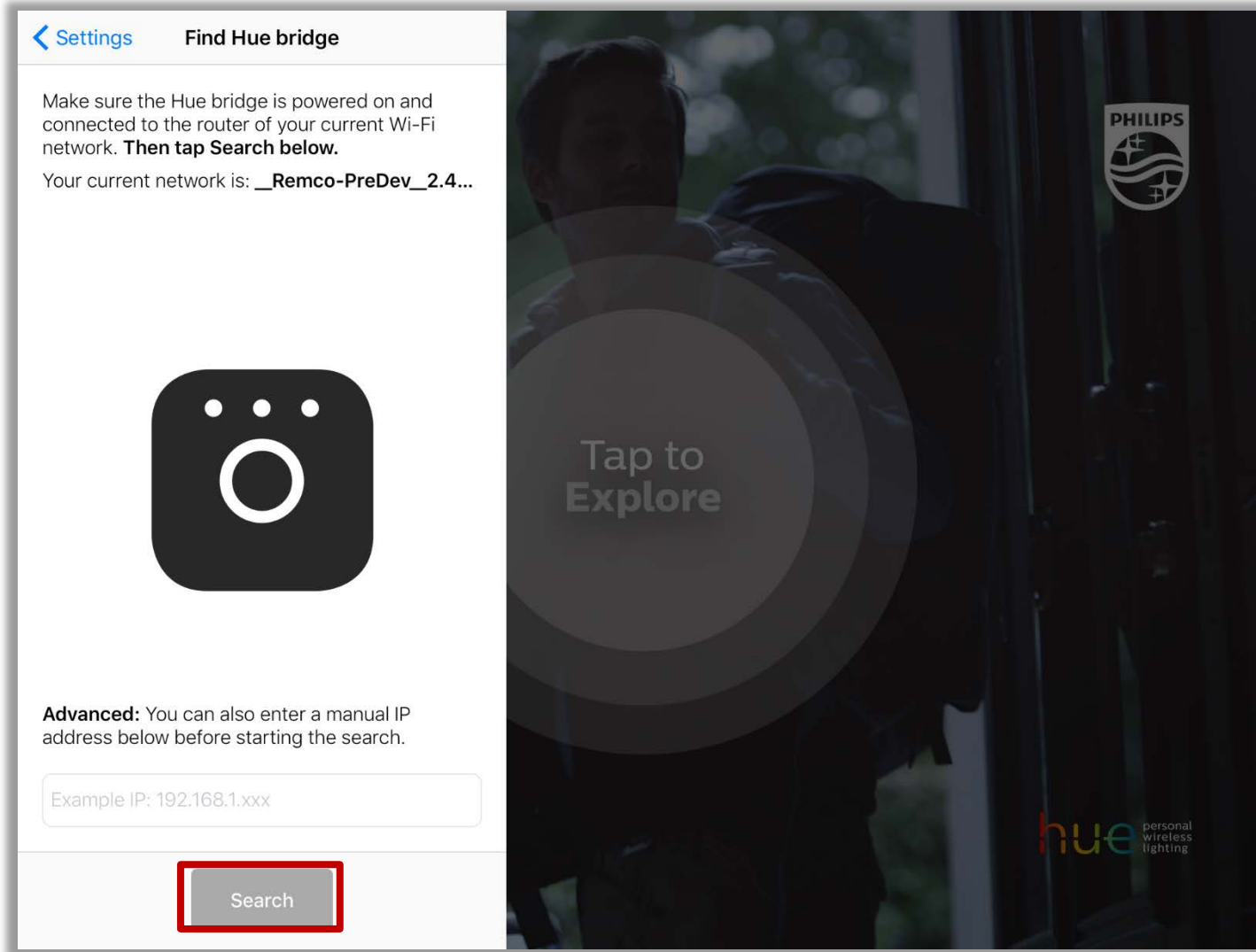
3



Go to 'Bridge'

Setting up the instore app

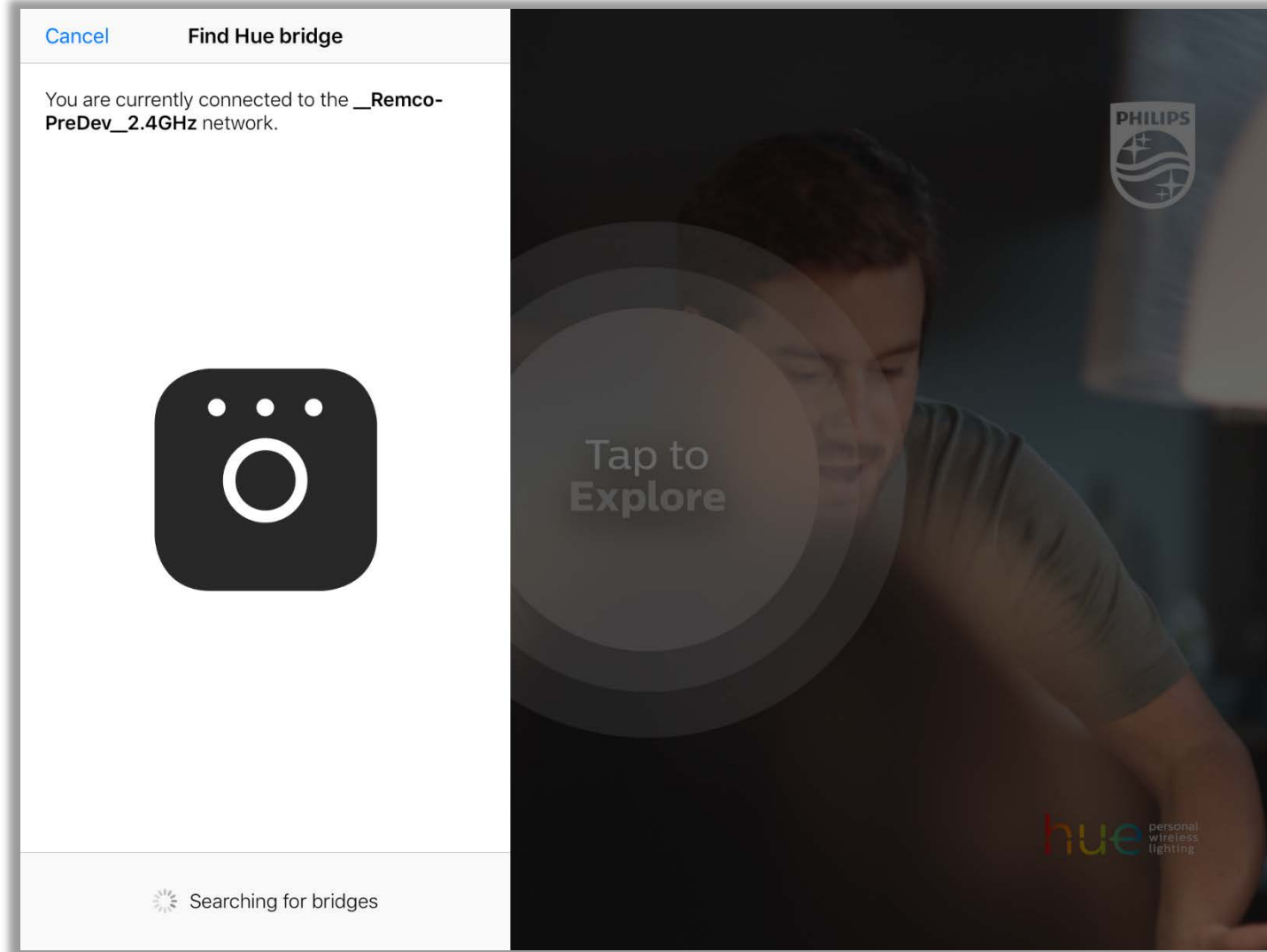
4



Search for the bridge

Setting up the instore app

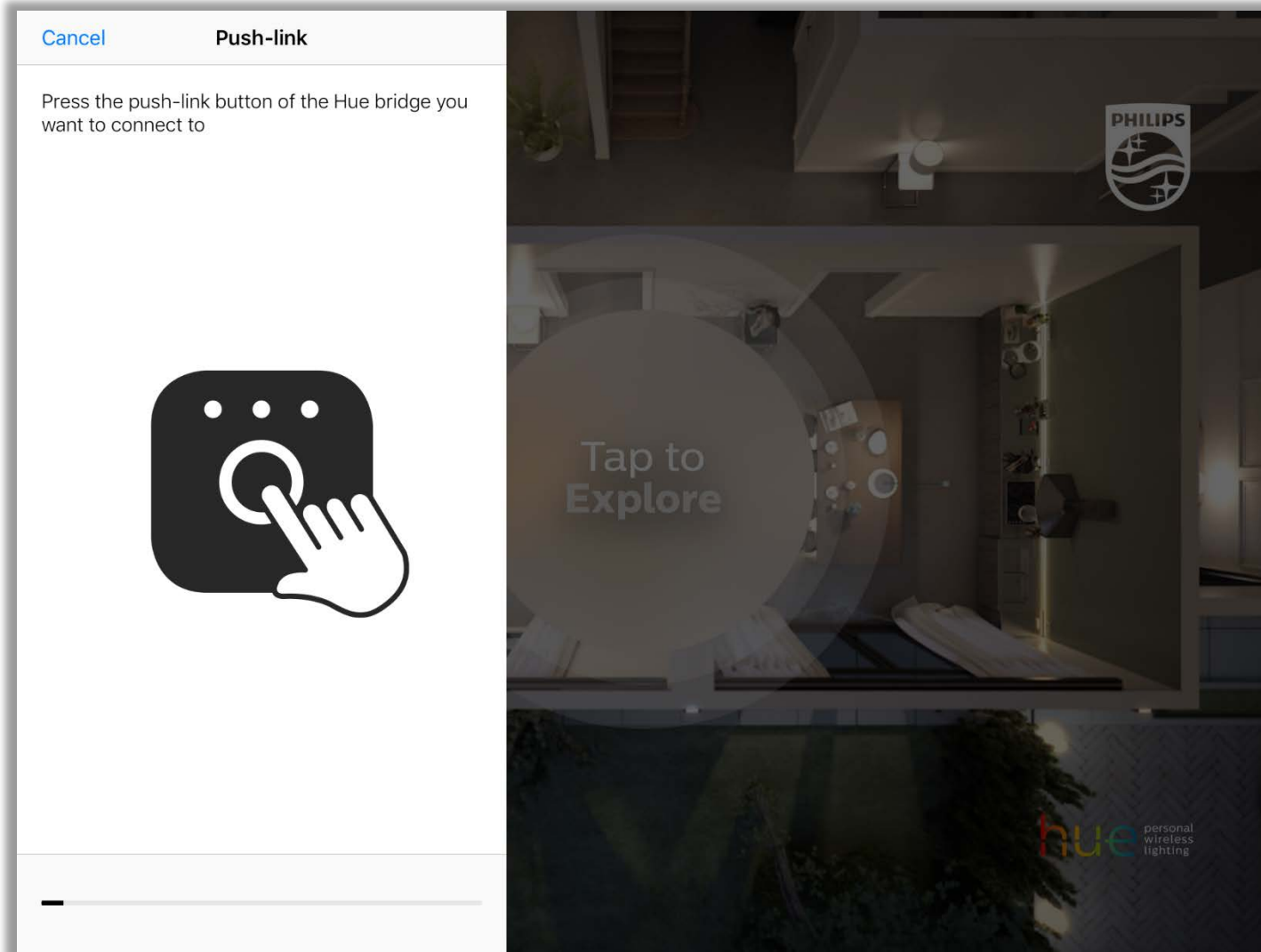
5



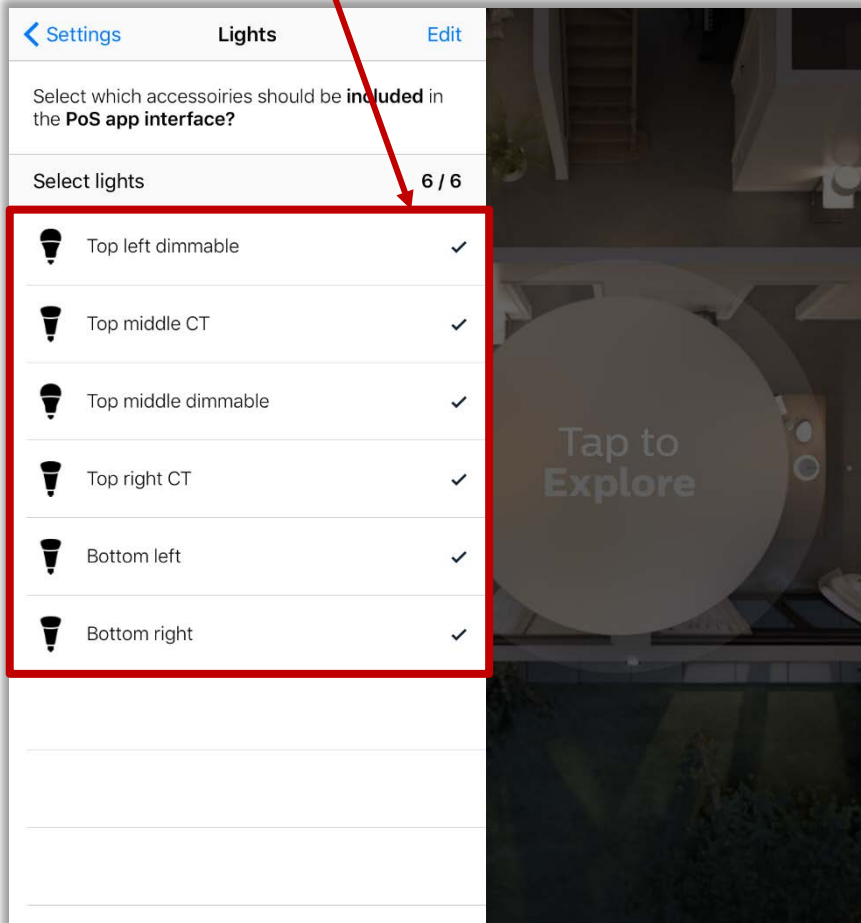
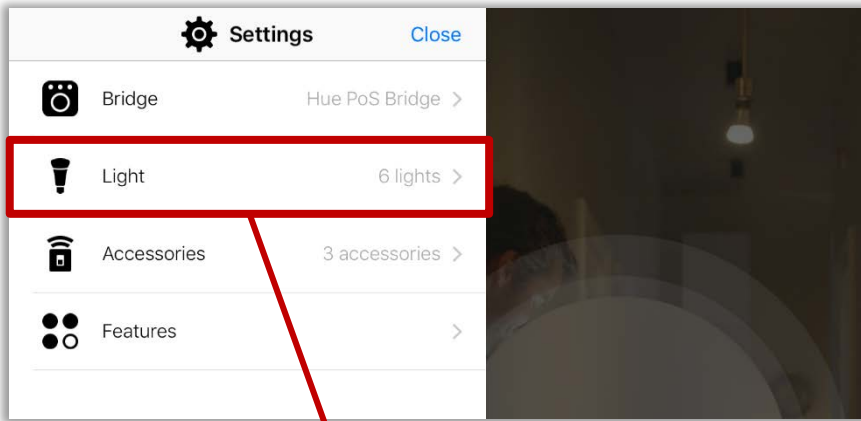
Wait for the search to finish

Setting up the instore app

6



Press the button on top of the bridge



Setting up the instore app

Select lights to use in the app

In the Philips Hue instore demo app under 'Settings' > 'Lights' you can select up to **6 lights** that can be individually controlled from the app.

Please note: any additional lights *will* be used by the app, for example in scenes, but they cannot be controlled individually on the color picker page.

Change the names of lights

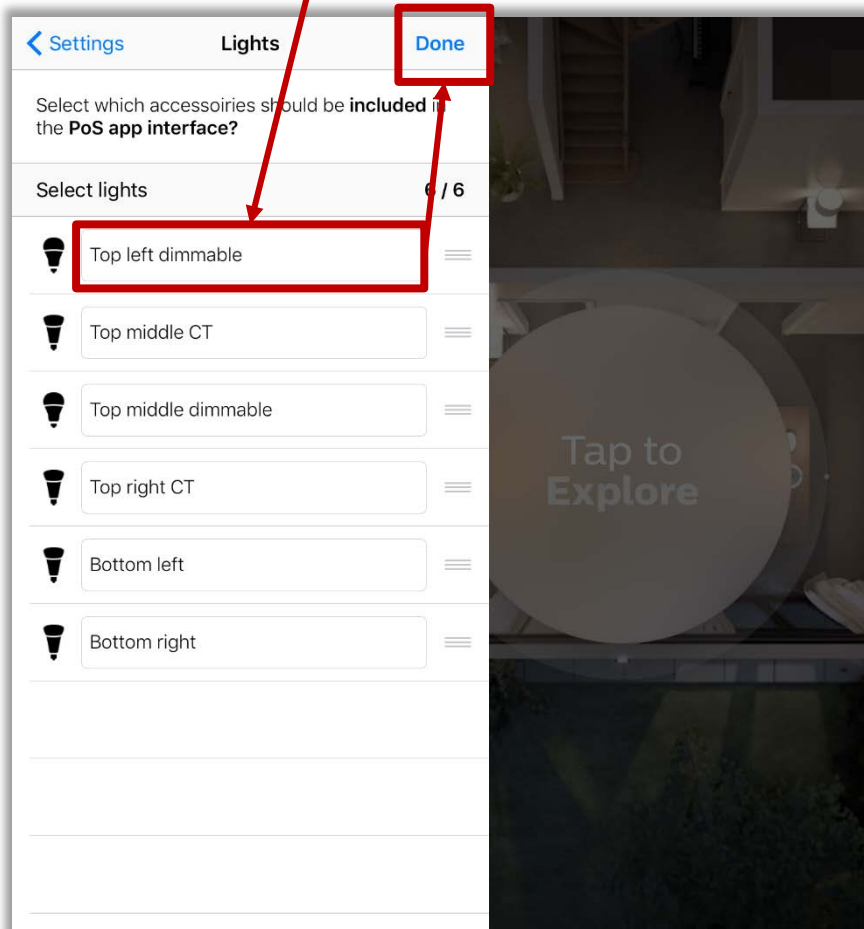
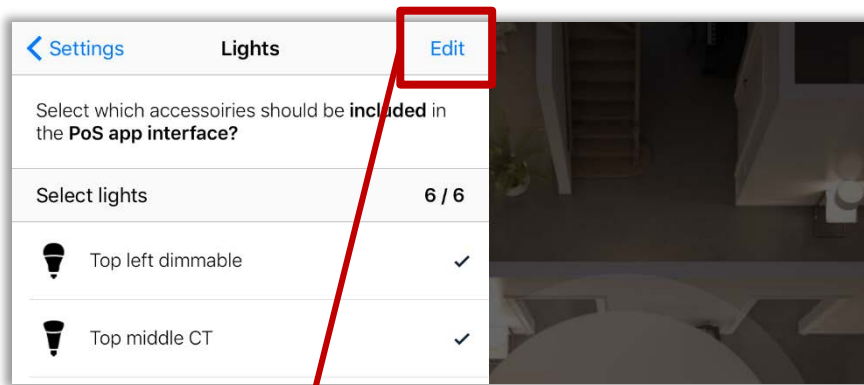
Click 'Edit' on top of the screen to change the names of lights. The names of the lights you have selected will be displayed in the app.

Click 'Done' once you have renamed the lights. The app will now update the names of the lights on the bridge.

Change the order of lights

Click 'Edit' on top of the screen to change the order in which lights are displayed. Use the three stripes on the right of a light to drag it up or down.

Click 'Done' once you are satisfied with the order.



Setting up the in-store app

Select lights to use in the app

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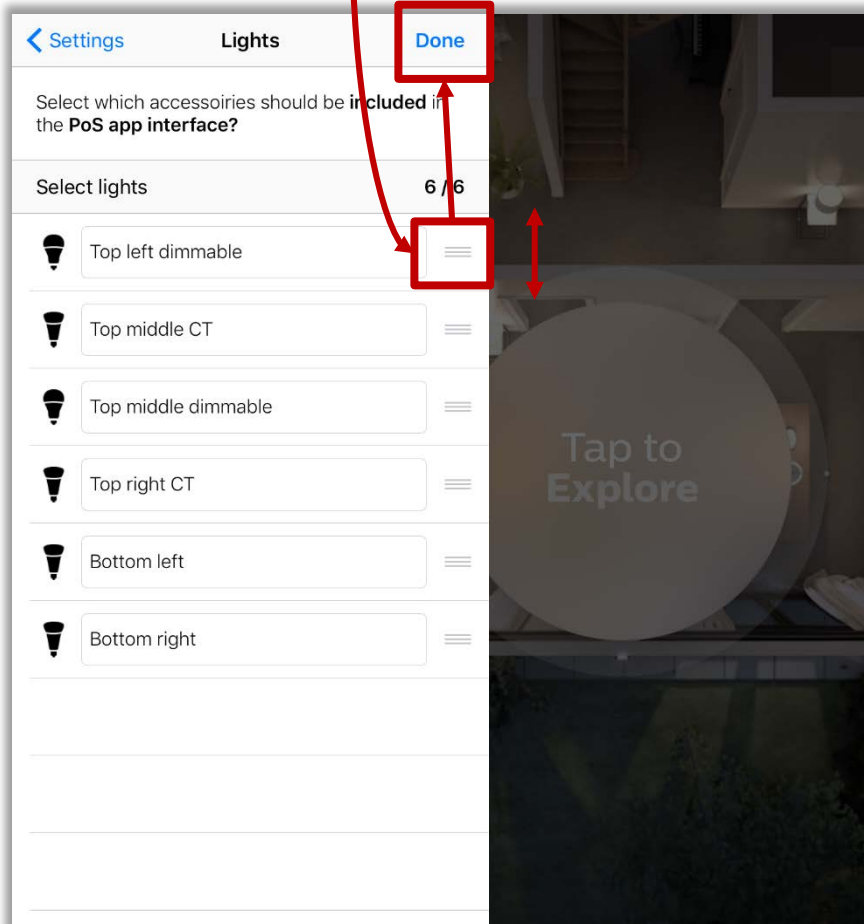
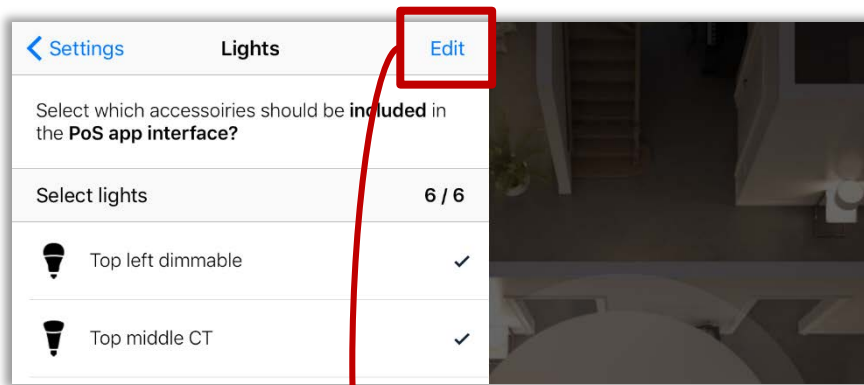
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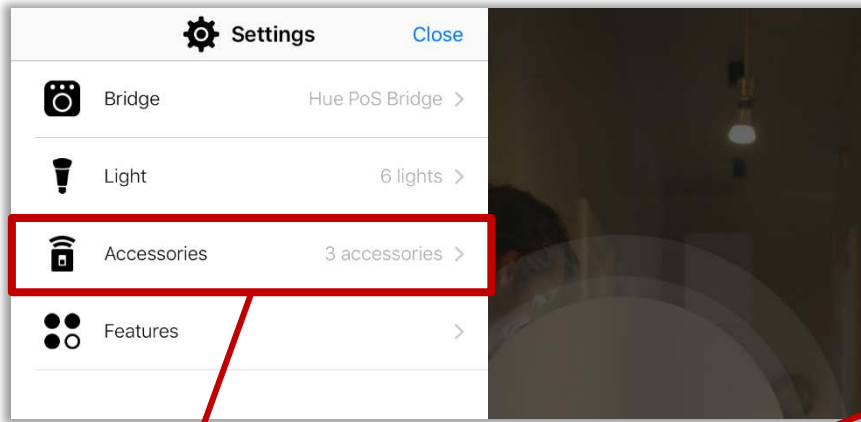
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Install features

Startup color for lights

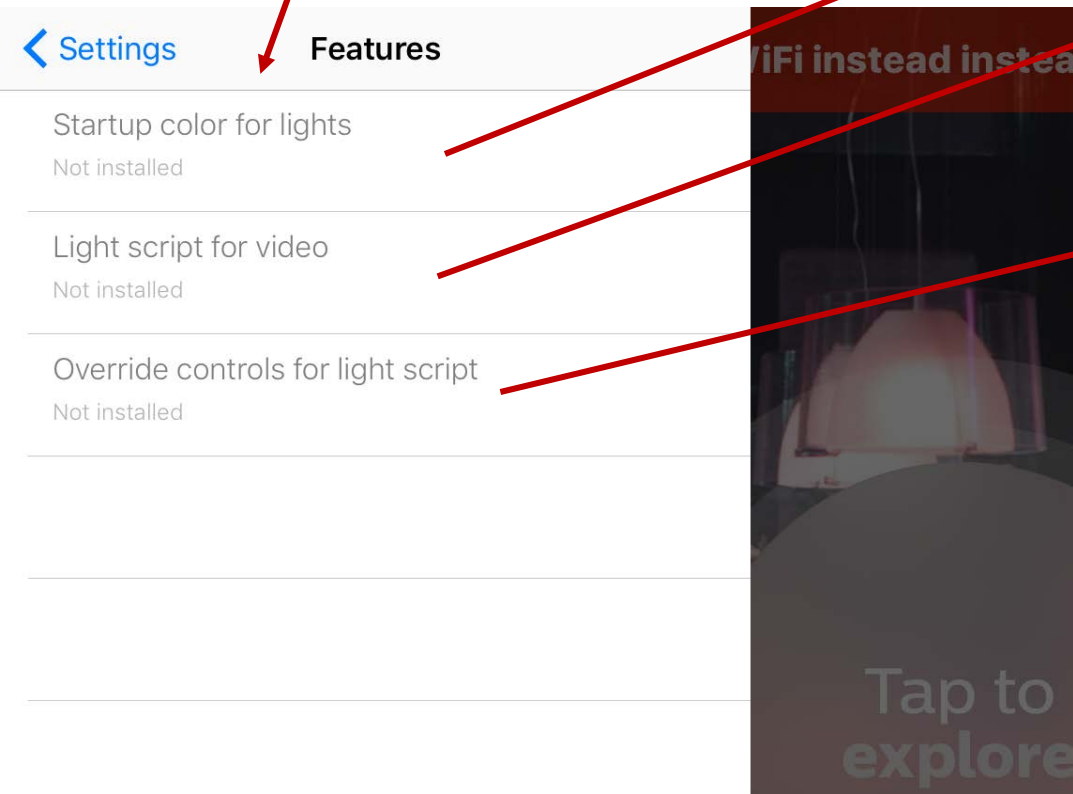
This script sets the lights to a pre-defined color after the bridge reboots.

Light script for video

This script plays lights effects in sync with the main video of the Instore App. If you do not

Override controls for light script

Whenever you have an Accessory (e.g., Hue Tap, Hue Dimmer Switch) on display *and* the light script installed, you should also install this script. It will stop the light script temporarily when a user interacts with one of the Accessories.



When the Bridge **reboots** or is **powered on**, this script will set the lights to the colors as specified below.

Startup Brightness 100%



Startup CT 454

The color temperature value that ct-capable lamps are set to when the bridge restarts >

Startup Color 0.4924, 0.231

The color temperature value that color capable lamps are set to when the bridge restarts >

Continuous change

By turning this on, the bridge will continuously send commands to change the lights

Time 00:02:00

This determines how frequently the lights get updated in the schedule >

Install

Install features

Startup color for lights

This script sets the lights to a pre-defined color after the bridge reboots.

Startup brightness

The brightness at which the lights switch on

Startup CT

The color temperature at which ct-lamps (e.g., Hue White Ambiance) switch on

Startup Color

All color capable lamps will go to this setting.

Continuous change

When enabling this the lamps will continuously be set to the pre-defined colors. This means that if a light is switched off and on, it will return to the pre-defined color.

Time

How often the lights should be updated.

To match the lights with the video that is playing on the Point of Sale a loop will be created with light commands.

Maximum brightness 100%



Install

Install features

Light script for video

This script plays lights effects in sync with the main video of the Instore App. If you do not

Maximum brightness

Define the maximum brightness for the lamps within the light script.

Override controls for light script.

Time 00:02:00
Time that the sensor takes before it resets the video script >

Hue tap switch 1

Hue Dimmer Switch 1

Install

Install features

Override controls for light script

Whenever you have an Accessory (e.g., Hue Tap, Hue Dimmer Switch) on display *and* the light script installed, you should also install this script. It will stop the light script temporarily when a user interacts with one of the Accessories.

Time

How long an Accessory can override the light script.

You can select the Accessories that are allowed to override the light script.

Congratulations!

You have now successfully setup the instore app

*If you wish to put the app into **Single App Mode**, continue on the next slide*

Put iPad in Single app mode

QUICK SUMMARY

This step is only necessary in case you want to lock down the iPad in 'Single App Mode'

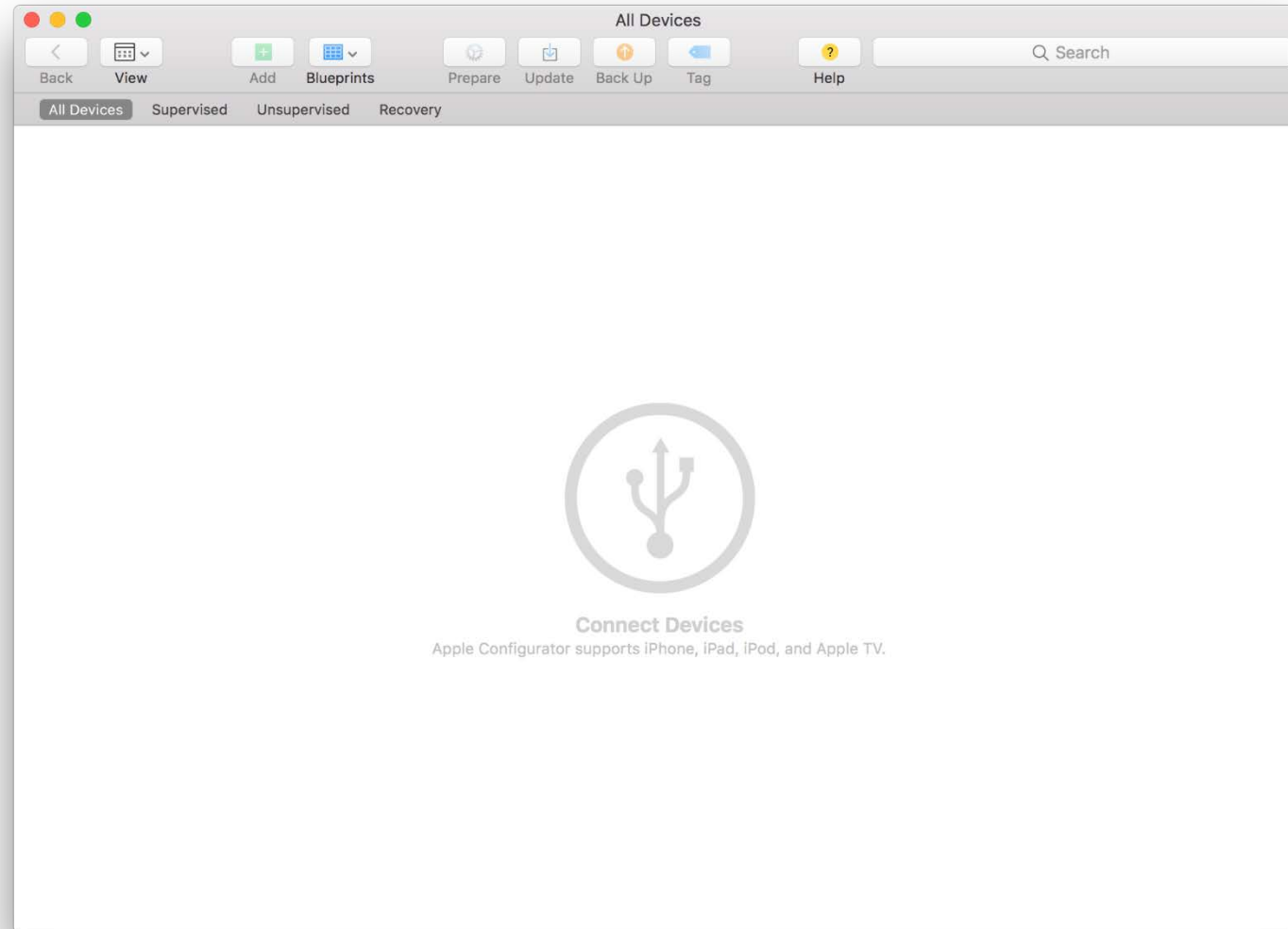
Single App Mode makes it impossible for consumers to exit the instore app. After a reboot Single App Mode will automatically start the app again.

Make sure that you have Supervised the iPad first! (see slide 10)

1. Start **Apple Configurator 2**
2. **Connect iPad** to the Macbook via USB
3. Select the iPad and go to **Actions > Advanced > Start Single App Mode**
4. Click **Options**. Uncheck 'Sleep/Wake' Button.
5. Click the Philips Hue instore demo app and press **Select App**.
6. The Macbook will now put the iPad into Single App mode.

Putting the iPad in 'single app' mode

1



Start **Apple Configurator 2**

Putting the iPad in 'single app' mode

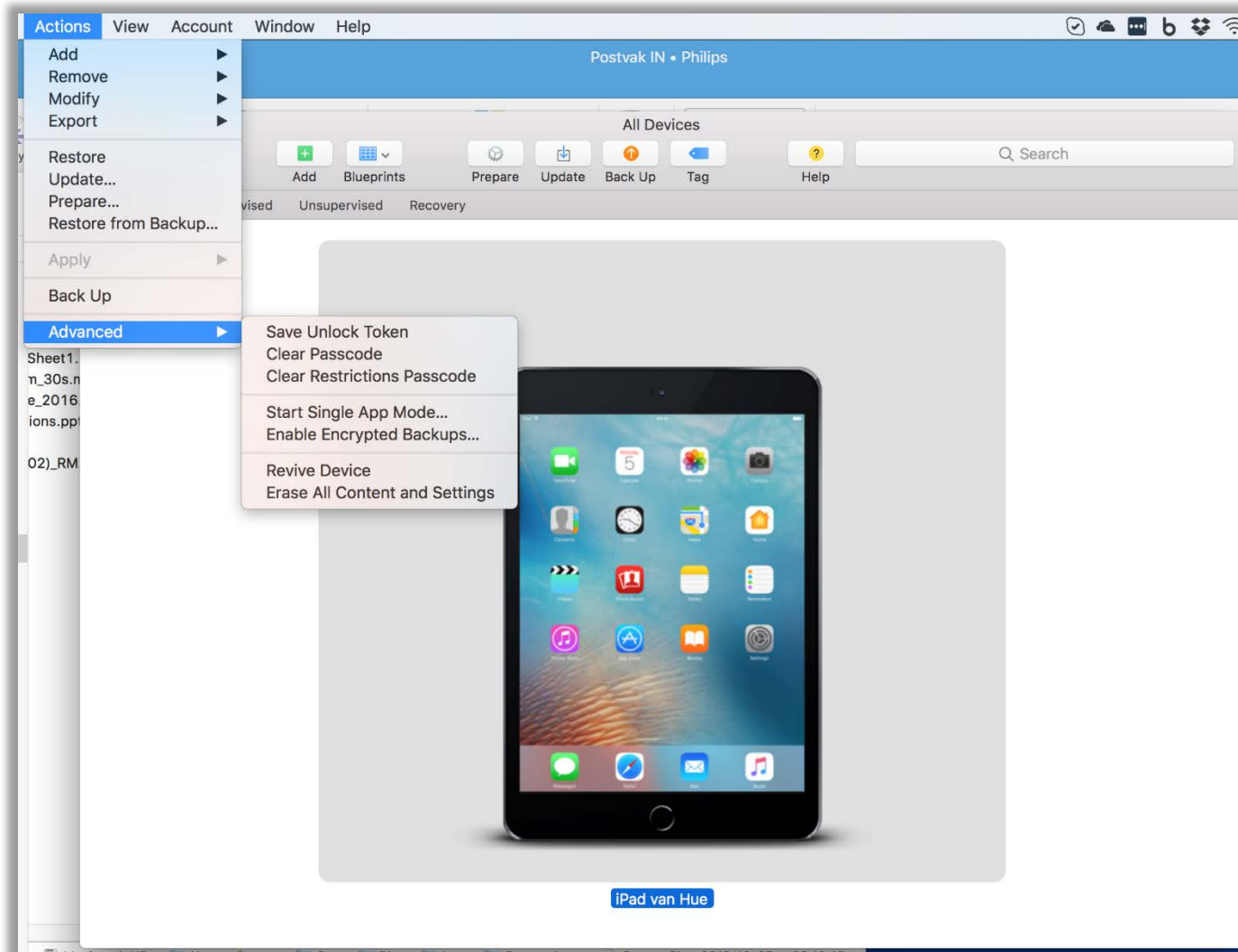
2



Connect the iPad to the Macbook via a USB cable

Putting the iPad in 'single app' mode

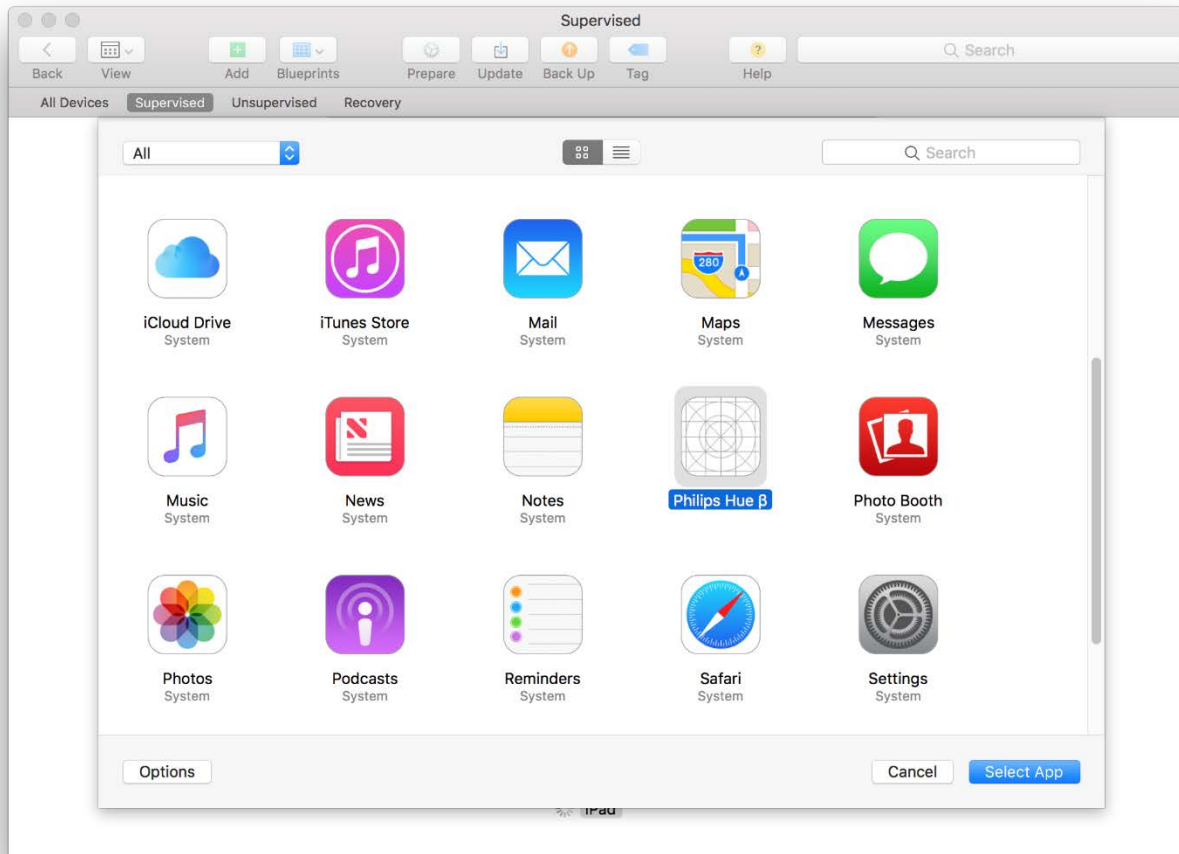
3



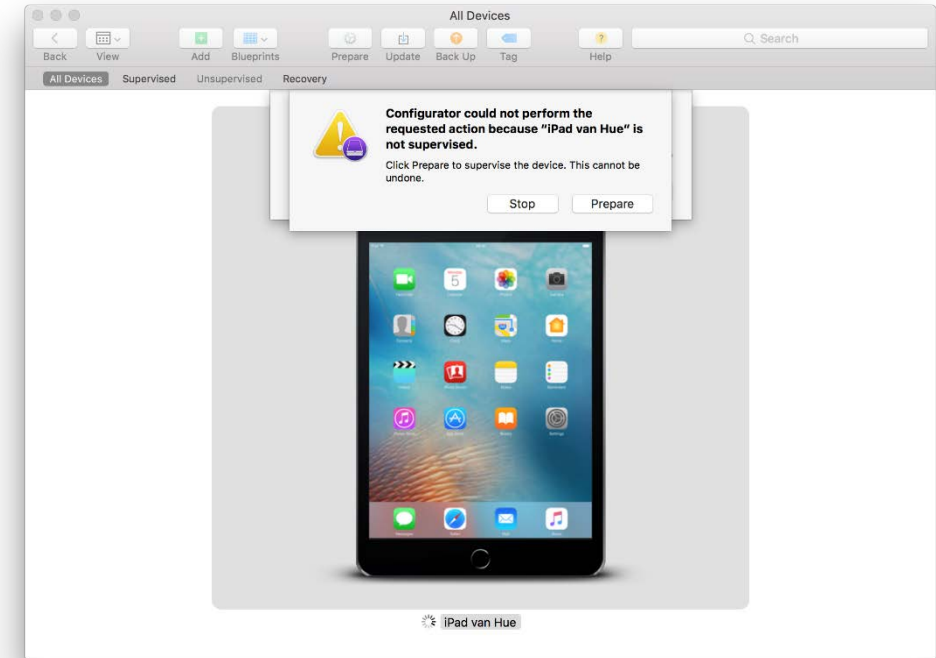
Select the iPad and go to **'Actions' > 'Advanced' > 'Start Single App Mode...'**

Putting the iPad in 'single app' mode

4



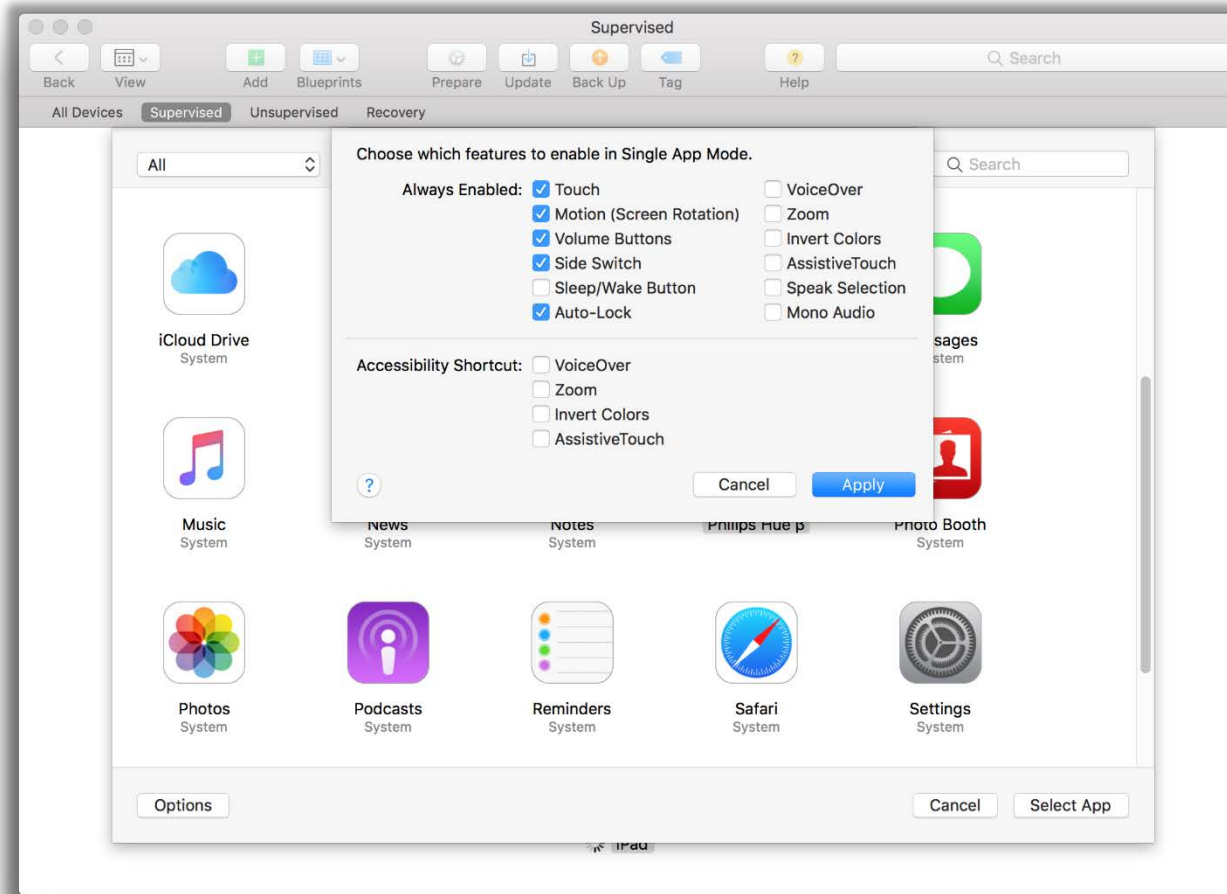
Click **Options**. (left)



If you see a warning that the iPad is not supervised.
Click **Prepare**.
[Follow instructions on how to supervise the iPad.](#)

Putting the iPad in 'single app' mode

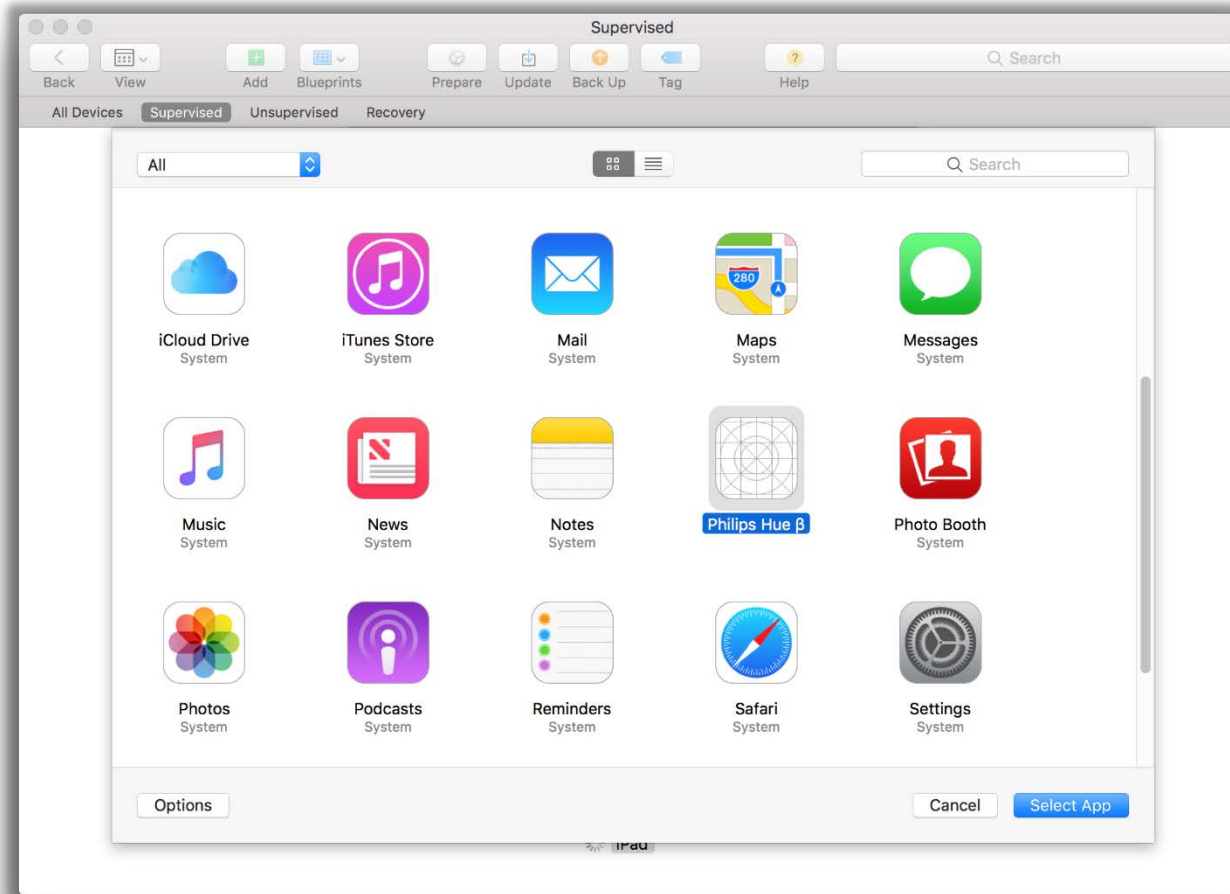
5



Make sure the option **'Sleep/Wake Button'** is **not checked**. Leave the other options as shown in the image. Click **Apply**.

Putting the iPad in 'single app' mode

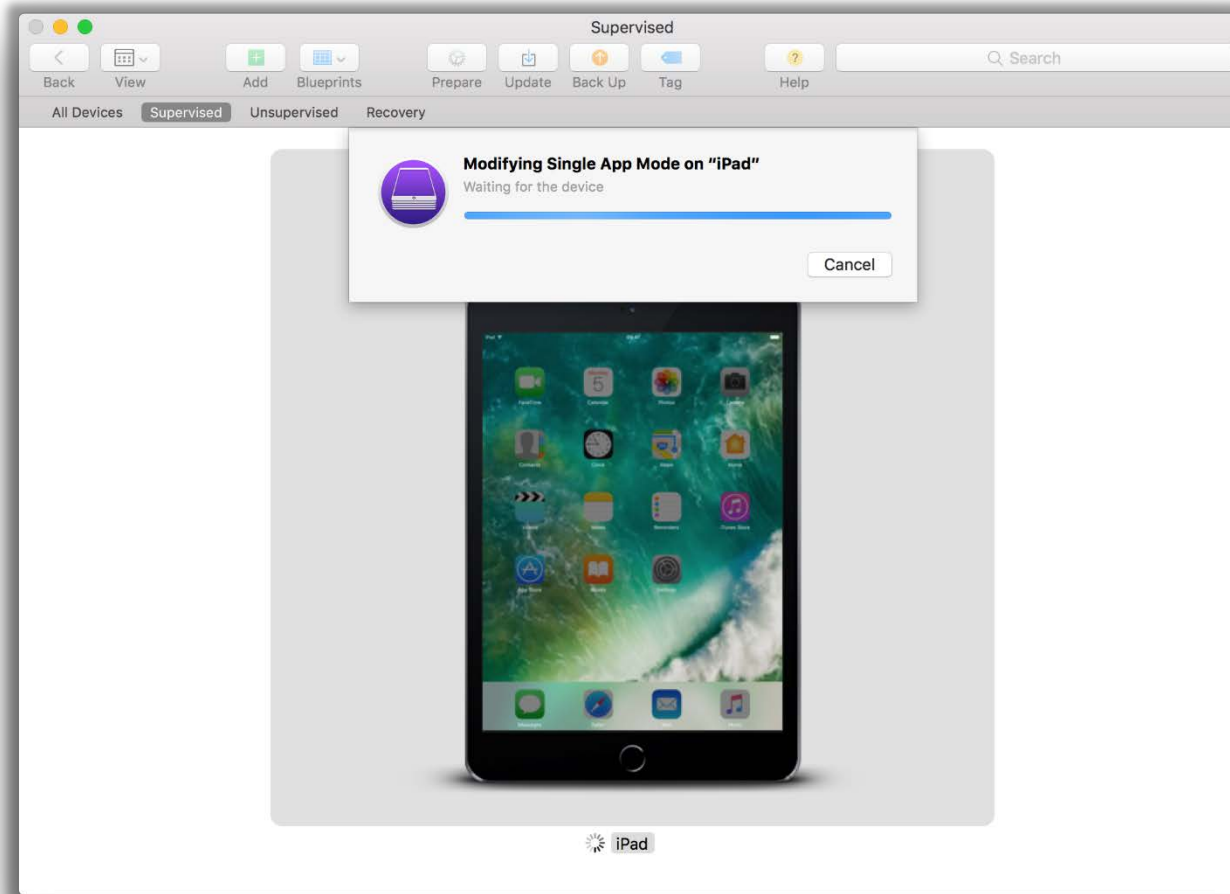
6



Select the Hue instore demo app. Click **Select App**.

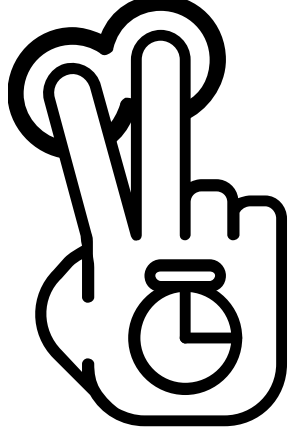
Putting the iPad in 'single app' mode

7

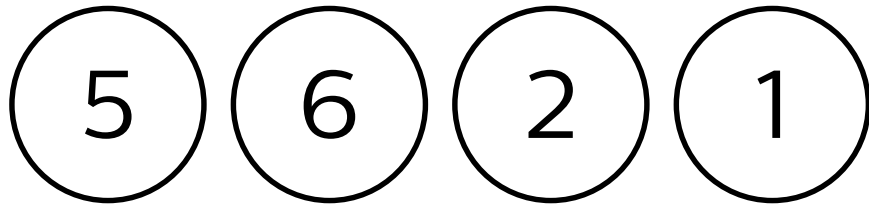


The Macbook prepares the iPad. Single App Mode is enabled.

Troubleshooting



10 seconds



or



Bridge ID

How to access the Settings menu

In the Philips Hue instore demo app press and hold the screen with **two fingers** for **10 seconds**. After 10 seconds the Settings screen will open.

To access the Settings screen you are required to fill in a passcode.

- If you have **not** connected a bridge, the default passcode is active **5 6 2 1**
- If a bridge is connected, the passcode is the Bridge ID
(*The Bridge ID is printed at the bottom of the bridge; see next slide*)

Where can I find the Bridge ID?

The Bridge ID can be found in different places:

1. Bottom of the bridge

See the images on the left

2. In the Philips Hue app

In the Philips Hue app go to Settings > Hue Bridges > Information (i)

The Bridge ID is written in bold after ID.

3. Via a webbrowser

You have to know the IP address of the bridge. Using a webbrowser (e.g., Chrome, Safari, Internet Explorer) you navigate to the following address:

`http://<ipaddress>/api/config`

Replace <ipaddress> with the actual address of the bridge (e.g. 192.168.1.20).

After “bridgeid” the last 6 digits represent the Bridge ID

Example: 001788FFFE2009D2 means that the Bridge ID is 2009D2.



Bridge ID: 200984



Bridge ID: 147E4D

Hue PoS Bridge

Info

ID: 001788FFFE200984

Model ID: BSB002

API version: 1.17.0

Mac address: 00:17:88:20:09:84

IP address: 192.168.1.110

Software version: 01037916

Lights

Top middle CT

Bottom left

Bottom right

Top middle dimmable

Top left dimmable

Forget

I want to connect to another bridge

In the Philips Hue app access the Settings menu.

Navigate to 'Bridge'. A button 'Forget' will be shown at the bottom of the page.

Click 'Forget'. This will remove the connection between the App and the Bridge.

You are now ready to setup a new connection to a different bridge.

What is 'Single App Mode'?

Single App Mode ensures that the iPad only runs **one app**. Single App Mode will disable all other buttons, for example the Home button or the Power button.

The benefits of using Single App Mode:

- Store visitors **cannot** exit the app.
- When the iPad reboots, it **automatically starts** the selected app.

The disadvantages of Single App Mode:

- Store personnel **cannot** exit the app, for example to select a Wi-Fi network
- A MacBook Pro is **required to unlock** the iPad from Single App Mode

Consider carefully whether Single App Mode is appropriate for your channel.

