

Frequently Asked Questions





1. What is the benefit of such technology compared to traditional controls such as DALI, 1-10V, ...

There are a number of benefits why our SylSmart Connected solution should be considered:

Ease of installation – The system is very simple to install because all the controls equipment are embedded in the luminaires. There is only the need of mains power to have the system up and running. This gives refurbishments a big advantage as there is no need to change or add additional wiring. The wireless energy harvesting switch can be located anywhere in the room because they don't need a wired power supply.

No control cables required – The system works on Bluetooth wireless technology. Thus, no need for extra control cables. This benefits refurbishments as it is not always possible or feasible to add control cables to the building. In new buildings, there is a saving in cables because they are not required.

No need for extra controls equipment – Dali and other controls require on top of the luminaires additional hardware such as power supplies, routers, relay units, etc. Not needing these extra components and junction boxes gives a significant hardware saving.

Simple commissioning – Commissioning is done through a mobile device. No need for expensive remotes to perform commissioning. The commissioning is done quickly via an intuitive mobile application (on-site) and preparation work done on the web application commissioning platform (off-site). This has a large positive impact on reducing commissioning costs.

Simple recommissioning – The system is simple to commission, but also to recommission. There is no need for an expensive DALI expert to make minor and major changes. They can all be done by the facility owner. This will have a significant impact in maintaining a low operational cost. This will give large benefits that the lighting can easily be adopted to new tenants.

Maintenance free switches – The wireless switches are wireless energy harvesting switches. Thus, battery or power supply free. These do not require periodic checks if the batteries have still enough load to send wireless signals.

Feature rich – The system houses a large number of different adjustable profiles and scenarios to cater all needs for specific environments. For new tenants, or when rooms change their purpose, new profiles, change of scenarios and amendments of settings are easily applicable.

Integration flexibility – All most frequent used products in projects are equipped with this new technology. When other products are needed, Sylvania can integrate the technology if possible. The system is also capable of controlling (switching) non-dimmable devices such as architectural chandeliers and lamps.

Expandable and backwards compatible – It is always possible to add new SylSmart Connected lights to existing project where an older version of SylSmart Connected is already installed. The aim is always to allow backward compatibility to allow expansion and working-in phases.



2. What are the target applications for this system?

The main target applications are healthcare, education, offices and industry with ceilings up to 17m high.

If anything needed outside of the above applications, do not hesitate to contact a Sylvania contact. There are other SylSmart solutions that could cater for your specific needs outside the provided applications.



3. Are there (wireless) switches compatible with the system?

Yes. The switch is a non-battery kinetic powered wireless wall switch. There is no need for a permanent power supply nor battery. When using one of the buttons, an electrical pulse is created, strong enough to boost out a Bluetooth® low energy command that is picked up by a smart device. This reduces the maintenance cost for switches significantly and makes this a large benefit.

The switch can be ordered with the following SKU: 0041538



4. Is the system future proof?

Yes. The system provides over the air updates.

These updates can contain feature improvements, system improvements, security improvements and new features. For each new firmware, release notes will be available.



5. Are there limitations on luminaire quantities?

There are limitations on luminaires per network, but there can be **as many networks as needed** made. This makes any limitation or restriction obsolete.

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1. What is SylSmart Connected Pro?

SylSmart Connected Pro, is a new digital platform solution built as an extension service for SylSmart Connected, which combines global oversight with granular data acquisition to deliver intuitive, actionable insights for greater control and opening up a wide range of new ways to optimise your building assets, enhance connectivity to other systems, and augment their efficiency and improve building services for occupants.

SylSmart Connected Pro is a secure by design, scalable, open-standard digital platform that redefines the role of lighting in modern, data-driven buildings. It's a scalable system that allows seamless integration with APIs, enabling data exchange between integrated systems such as BMS (Building Management Services) via cloud technology.



2. What are the benefits of SylSmart Connected Pro?

Effortlessly Manage Assets Remotely

SylSmart Connected Pro empowers facility managers with global oversight of their assets' performance at a glance using a dashboard view of key metrics. Floorplan navigation with the granular location of individual assets makes identifying issues very quick and intuitive to eliminate wasted time. Proactive and fully configurable notifications help make light work of continuous monitoring tasks. Facility managers can now manage their lighting systems with ease and convenience, from anywhere.

Unlock New Business Insights

Business owners can collect historical data with exceptional granularity, empowering them to optimise their lighting systems with advanced analytics tools. Contextual data can also be leveraged to drive building occupancy, space management, or environmental performance and to develop new business insights that will enhance operations.

Experience a World of Connectivity Options

Sylvania Connected Pro offers cloud-based connectivity through an open API to BMS and 3rd party IoT services. Businesses can now enjoy a world of connectivity options and seamlessly integrate their lighting systems with other building systems.

Robust Cyber Security

Sylvania Connected Pro is designed and developed as secure by design, employing the latest industry best practices such as OWASP Top 10 and Mitre and continuously security monitored using Azure Defender and verified using third-party penetration testing. The platform ensures that data in transit and at rest is secure, and systems are protected against cyber threats.



3. How can I acquire SylSmart Connected Pro for my use?

Connected Pro is currently only available by project and invitation. If you'd like to see how Connected Pro could benefit your business, please use the email address below to send a request and we will direct your email to the most suited country to support your request.



4. What features and services does SylSmart Connected Pro provide?

SylSmart Connected, the Intelligent lighting control solution from Sylvania, underpins SylSmart ConnectedPro. We use the high density of permanently powered luminaires, combined with qualified Bluetooth Mesh, in every lighting device to enable data acquisition all over the building without the need for additional infrastructure. SylSmart Connected Pro then leverages the unique density of data points and richness of data provided by SylSmart Connected to drive data-driven efficiencies to new levels.

A progressively extending catalogue of additional services including environmental analytics, learning-based automation, and emergency lighting will be launched over time and bring a growing number of new features to Connected Pro.

Wherever you are on your journey to digitalisation, SylSmart Connected Pro is a scalable solution which can be added to an existing SylSmart Connected system and enhanced using advanced packages as and when needed. Sylvania's 360 Services team can help you manage your transition to give you complete peace of mind.



5. What package options are available for SylSmart Connected Pro?

SylSmart Connected Pro – Unlocking the potential of intelligent lighting

SylSmart Connected Pro is a lightweight entry service aimed at enhancing lighting control and providing some asset oversight to users through floorplan-based navigation as well as remote control and scheduling and basic notifications.

SylSmart Connected Pro+ - Unleashing the power of digital

SylSmart Connected Pro+ is a premium solution package packed with additional features, exploiting the full depth of data collected from each connected luminaire to offer multi-site dashboards, advanced device asset overviews with in-depth information per device to facilitate proactive maintenance, enable space management actions thanks to high-frequency occupancy analytics, empower decision makers with energy analytics to make effective net zero plans, and much, much more.

Connected Pro+ Add-ons – Paving the way to a world of new opportunity

SylSmart Connected Pro + API and Data packages enable you to transform a building into an intelligent hub that embraces the full power of the Internet of Things with enhanced connectivity options and advanced data granularity. Open a world of new opportunities to augment the efficiency and precision of other systems with an open API service. Data can be seamlessly exchanged between multiple systems including BMS, HVAC, meeting room booking systems and much more, enabling bi-directional communication and data flow all over your buildings.



6. Where can I find more details on SylSmart Connected Pro?

For further information, please follow the link below for further information where you will also find our brochure for further reading.

Link: <https://www.sylvania-lighting.com/en-int/connected>



7. Does SylSmart Connected Pro offer API integration capabilities?

Yes, Connected Pro offers API integration via third-party integration partners. The APIs handle data and controls for SylSmart Connected, our smart lighting solution, which includes real-time and historical data from connected devices. With this data, you can gain key insights - for instance, into the operational status and utilization of an office building.

Take a look at our API: <https://connectedpro.sylvania-lighting.com/api-docs>



8. Who should I reach out to for assistance and support with SylSmart Connected Pro?

For support in the use of Connected Pro or if you have any questions, please contact us by emailing support: sylsmart@sylvania-lighting.com