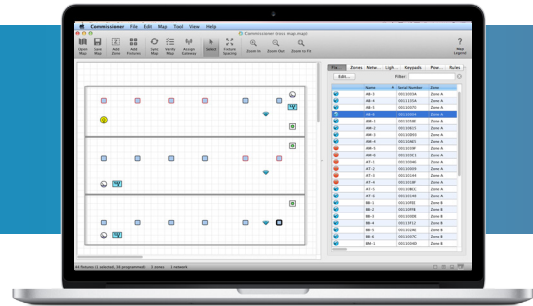


Product Registration



Register your site with the Digital Lumens Support Team and receive streamlined product support.



Why Register?

Registering your products with Digital Lumens Support provides several key advantages including secure map file backup and streamlined authorization for product returns.

Backup Site Information

Digital Lumens will retain private and secure map file back-ups for customers, to restore lighting system settings in the event of data loss, ensuring that your building is not disrupted in the event of a crash.

Faster Fixture Replacements

Digital Lumens has streamlined return merchandise authorization for customers and resellers who register their products. By registering, the Digital Lumens Support team will receive necessary product details, resulting in a more efficient fixture replacement process and less downtime at your facility.

Improved Support

Product Registration ensures that Digital Lumens has the most accurate support information needed to effectively troubleshoot and diagnose any potential issues with your system.

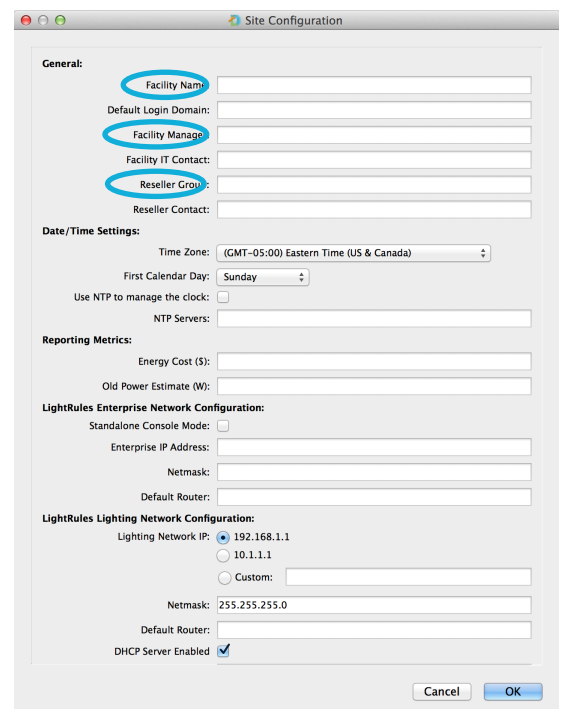
How to Register

At the end of Commissioning, send a synced facility map with site configuration information to Digital Lumens Support at registration@digitallumens.com.

For Resellers/Partners:

1. Using Commissioner software, complete the map file with all installed fixtures and gateways.
2. Sync & verify the map.
3. Select **Map** from the Commissioner toolbar and then **Site Configuration**.
4. Complete the following fields in the Site Configuration window:
 - Facility Name
 - Facility Manager
 - Reseller Group
5. Load the map file into LightRules.

(continued on back)



Site Configuration

Complete the Facility Name, Facility Manager, and Reseller Group fields

For Customers with LightRules 2.12 and later:

1. Go to **Administration > General Settings > Feature Control**.
2. Check **Enable Remote Map Backup**.

By enabling *Remote Map Backup*, a secure connection is made, enabling LightRules to share the map file with the Digital Lumens Support team during product registration.

For Customers with LightRules 2.11 or earlier, or those who do not have their LightRules Appliance connected to the enterprise network:

1. Download the map file from LightRules.
2. Email registration@digitallumens.com with the map file attached.

When Digital Lumens Support receives the map file, they will review and respond with an approval message. The site will also then be marked as eligible for auto-authorized RMAs.

Contact:

- support@digitallumens.com
- +1 (617) 723-1200, extension 3

Feature Control

- Enable Daylight Harvesting**
36 of 882 fixtures have been daylight calibrated. Daylight Harvesting must be enabled for all fixtures.
- Enable Coordinated Control**
Coordinated control (synchronized active state) for designated zones.
- Control Station Functionality**
Simplified interface for designated Station Operators.
- Enable Battery Backup Testing**
If light fixtures with battery backup are present, enable monthly and annual testing and automatic remote map file backup. To recover a map file, contact support@digitallumens.com.
- Enable Remote Map Backup**
Secure and automatic remote map file backup. To recover a map file, contact support@digitallumens.com.
- Product Use Reporting**
Allow Digital Lumens to collect LightRules usage data, which helps us understand how our products are used.

Enable Remote Map Backup

Check **Enable Remote Map Backup** from the *Feature Control* section of *General Settings*

