

SOLUTIONS ENGINEERING
SERVICES AND SUPPORT

SYNAPSE



NEED SOME HELP?

The Synapse Solutions Engineering team offers a range of services to make every project a success. Our experts have years of experience with wireless lighting controls across a variety of challenging environments. Learn more about how we can help with your future lighting projects.

SERVICES AVAILABLE

Synapse offers many services for our partners and customers including fixture/controller integration, sales and technical training, remote or on-site commissioning, and a variety of support options.

- + Commissioning - Remote or On-site
- + Training
- + Fixture Integration
- + Technical Support

DEFINED SERVICE DELIVERY PROCESSES

Our Solutions Engineering team completes critical documentation, develops checklists, and coordinates timelines across the involved parties to deliver successful lighting control systems.

- + Project Management
- + Planning
- + Service Delivery

COMPLETE RANGE OF COMMISSIONING SERVICES

Choose the best option based on the project requirements, the budget, or the technical expertise required.

- + Remote
- + Smart Hands
- + Premium On-site



“Support has always been very helpful and usually responds very quickly. I have not had a bad experience working with the support team. 5 stars!”

**– Nate
End User**



SERVICES AVAILABLE

COMMISSIONING

- + Remote and On-site commissioning service options are available to get your Synapse wireless lighting control system installed and configured for your site(s).
- + Project Managers collaborate with your customers to complete critical documentation checklists, coordinate timelines, and communicate throughout the installation process.

PROFESSIONAL TRAINING

- + Partner Certification Training includes deep dive hands on learning labs that equip partners to commission and configure full systems for their customers. Learn best practices for system troubleshooting and wireless networking based on years of real-world lighting installations.
- + End user Technical Training fast tracks new and experienced users to completely understand all the latest features and unlock the full value of their wireless lighting control system.
- + Sales Enablement Training includes interactive training sessions to help sales teams fully understand the main features and benefits of the SimplySnap system. The comprehensive curriculum outlines key applications and explains the system capabilities. This training is designed to speed up the learning process and to help sales teams become successful selling Synapse Wireless Control Systems.

FIXTURE / CONTROLLER INTEGRATION

- + Need help integrating wireless controls into an existing or new lighting fixture? Our team of experts can help determine the best LED Driver options, controller options, and antenna placement for optimum RF signal strength.

SUPPLEMENTAL SERVICES

- + Certified partners can enlist Synapse employees to assist with the commissioning services on larger jobs to ensure fast, successful project completion, and customer satisfaction.

SUPPORT SERVICES

- + Technical support is included for the duration of the hardware warranty. Systems not installed or commissioned by Synapse or one of our Certified Synapse Partners may be subject to additional services charges.



"I have received more support than I expected from an external company. I feel a family connection between the two companies. The interesting thing is, it doesn't seem like we're getting special treatment it just feels like it's the spirit of Synapse Wireless. Other outside companies seem to gravitate to pointing fingers. With Synapse it seems like they actually want to help."

— Raymond
System Integration Engineer

COMMISSIONING PROCESS

PROJECT ORIGINATION

COMMISSIONING PRE-SERVICE FORM

- + Site name/Address
- + Key contacts (End-user, Installer, Lighting Agent, etc.)
- + Equipment list (Lights, Sensors, Gateways, and any Cloud Software Applications)
- + Services required (BMS Integration, Daylight Harvesting, Demand Response...)

SUBMIT REQUIRED DOCUMENTATION TO SYNAPSE

- + Purchase Order
- + Pre-Service form (key contacts, equipment list, services required)
- + Site map with light locations
- + MAC Address tracking worksheet
- + Work up Initial timeframe and competition date

PLANNING

CREATE AND REVIEW SOW/CONTROLS NARRATIVE WITH CUSTOMER

- + Zone groupings and behaviors
- + Naming schemes for lights
- + Schedules- reoccurring and single events
- + Scenes- Issue behaviors to a specific zone or zones
- + User account set-up
- + Network connectivity



COMMISSIONING

SYSTEM INSTALLATION: ON-SITE OR REMOTE

- + Run Initial System test
- + Configure lights and other devices (motion sensors, photocells or switches)
- + Create Zones and Zone behaviors
- + Create Scenes
- + Create Scheduled events
- + Create user accounts and complete any required network connectivity

VALIDATE

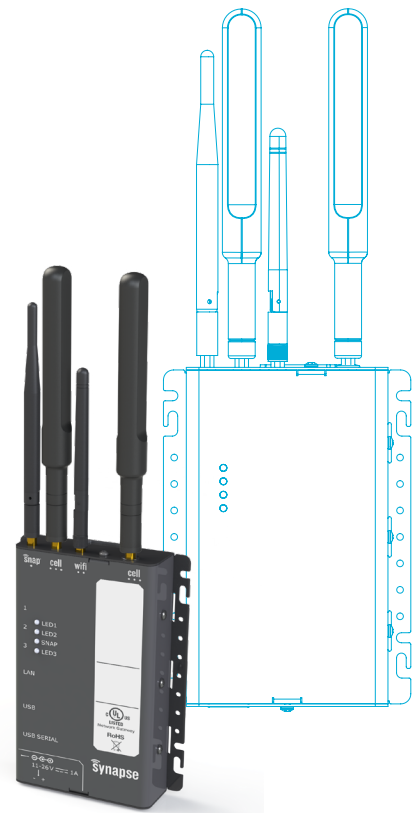
FUNCTIONAL SYSTEM TEST

- + Confirm all lights, sensors, and switches are working properly
- + Confirm BMS integration if included
- + Confirm any other services or behaviors included in the SOW
- + Backup the system and save the backup file

SIGN OFF

FINAL SIGN OFF WITH CUSTOMER

- + Validate Lighting control system is fully functional per original SOW
- + Commissioning agent provides SimplySnap training
- + Commissioning agent provides customer with system documentation



“Synapse has been amazing at supporting us. Every question or issue that has come up has been addressed within a day. One of the easiest companies I have ever worked with.”

**– Sam
Facilities Electrical Engineer**



COMMISSIONING OPTIONS

REMOTE

For customers with under 1000 devices (controllers and sensors) and one or two gateways, this commissioning service is performed remotely by Synapse. The final system validation is handled on-site by the customer with guidance from Synapse.

SMART HANDS

The Smart Hands Commissioning Service is for customers with under 1000 devices (controllers and sensors) and one or two gateways. This commissioning service is performed remotely by Synapse with final system validation handled on-site by a Synapse "Smart Hands" commissioning agent.

PREMIUM ON-SITE

The Premium Commissioning Service is for customers with larger applications that include more than 300 devices (controllers and sensors) and one or more gateways. This commissioning service and the final system validation are both performed on-site by Synapse Solutions Engineering.

COMMISSIONING OPTIONS

WHAT IS THE BEST CHOICE?

		REMOTE \$	SMART HANDS \$\$	PREMIUM ON-SITE \$\$\$
PROJECT REQUIREMENTS	Number of Devices (controllers + sensors)	Under 1000 devices	Under 1000 devices	300 devices or more
	Number of Gateways	Up to 2 Gateways	Up to 2 Gateways	Single or multiple Gateways
	Remote Connectivity Available	Yes	Yes	Yes
SCOPE	*System Validation	On-site System Validation to be performed by customer resource.	On-site System Validation to be performed by Synapse "Smart Hands" commissioning agent.	On-site System Validation by Synapse Application Engineers.
	Project Management for lighting controls system installation and commissioning.	Included	Included	Included
	Commissioning of controllers and sensors, creating schedules and zones, creating site map	Remote	Remote	On-site
	Daylight Harvesting	N/A	N/A	Available as option
	BMS Integration	N/A	N/A	Available as option
	Training	Remote end user training	Remote end user training	On-site or Remote end user training
CUSTOMER RESPONSIBILITIES	MAC Address Tracking Worksheet	Required	Required	Required
	Other project vendors/ electricians made available to resolve hardware installation issues.	Required	Required	Required
	System Validation Resource	Identified and provided by Customer	Synapse "Smart Hands" commissioning agent	Synapse Solutions Engineering
SUPPORT	Remote support of the lighting controls system provided for the duration of the Synapse hardware warranty.	Included	Included	Included

** Motion Sensor Validation may be limited due to the inability to control motion in the area of the fixtures.

** Limited remote support of the lighting controls system for the duration of the Synapse hardware warranty due to the lack of remote access.

SYNAPSE

synapsewireless.com

