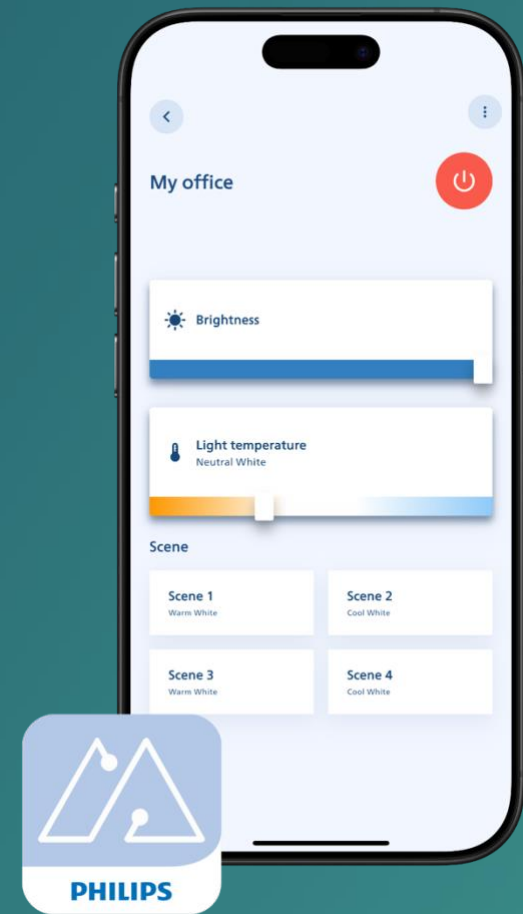


PHILIPS

Philips MasterConnect Control User Manual



Published Versions

v2022.09.19 – Update (System requirements of supported devices)

v2023.08.04 – Update (Launch SNS212 MC)

v2023.08.31 – Update (Release app version update 1.2)

v2024.02.15 – Update

v2025.09.24 – Update (Release app version 2.0)

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About the document

This document is an instruction guide for users of the Philips MasterConnect Control App working with the Philips MasterConnect (MC) systems. The system forms a cost-effective and easy-to-install solution for wireless control of new luminaires, ideal for energy-savings. For manual control, the Philips MasterConnect Control App provides an easy option for users to adapt the lighting to their needs. This app works via Bluetooth Low Energy (BLE) technology and is available for free on App Store and Google Play Store.

This manual consists out of three parts:

App availability	Description of the requirements to use the app
App usage	Detailed description how to use the app
Troubleshooting	Options to improve your system in case it does not function as expected

App availability

Philips MasterConnect Control app availability

Phone requirements

The Philips MasterConnect Control app can be installed on most modern smartphones with Android or iOS operating system. The app is available on both Google PlayStore for Android-based phones and App Store for iPhones.

The minimum phone requirements are:

- Android-based phones: version 11 or higher
- iPhones: iOS version 16 or higher
- Bluetooth: BLE version 5.0 or higher

Remark

- The list of smartphone types in the market is long and increasing. System performance can vary for different combinations of the operating system, version of the BLE device and Bluetooth implementation in the phone model. Alterations from industry can have an impact too. Therefore, although we expect good performance in most cases, we do not guarantee expected performance of Philips MasterConnect Control app.
- It is recommended to test your mobile device with a wireless lighting system with Philips MasterConnect Control app.
- Huawei phones are not officially supported.
- Redmi phones are not officially supported.



App usage

Connect to a group or zone (QR code scanning)

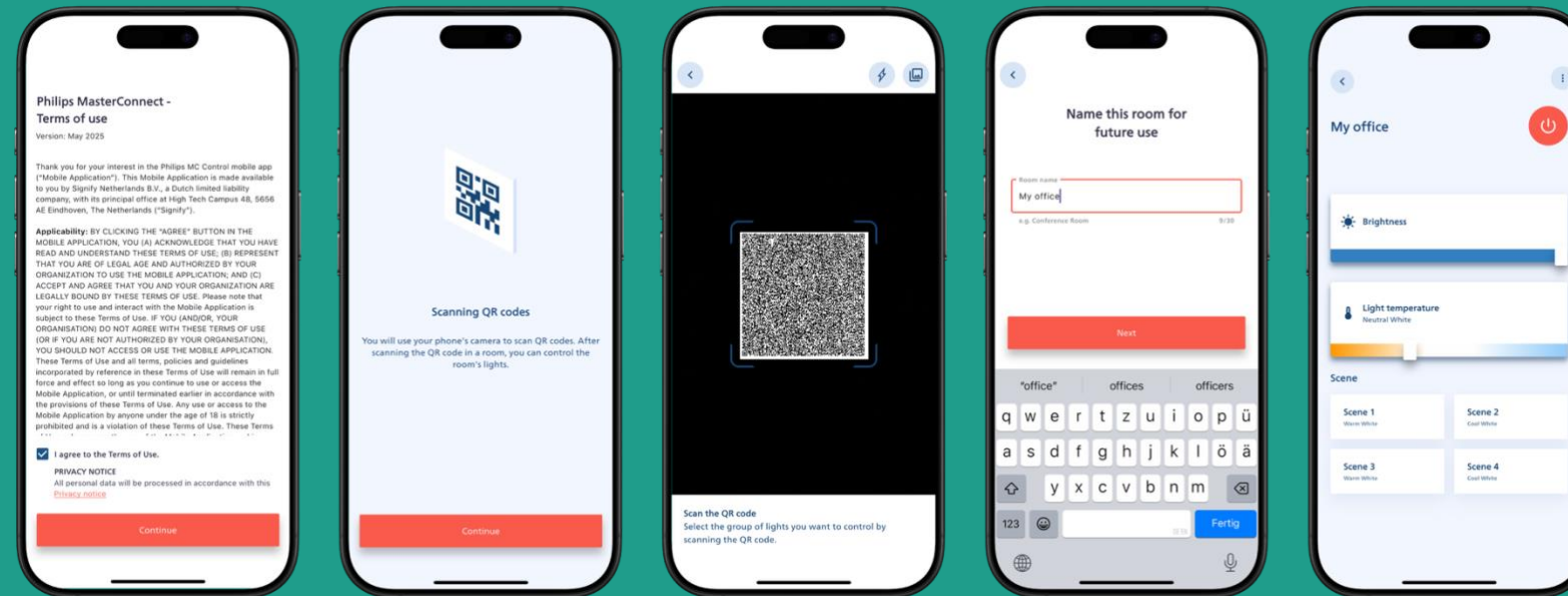
Purpose

Philips MasterConnect Control App allows to control a group or zone of MasterConnect lights. To control the lights, a connection must be established.

How to

- Download and install the Philips MasterConnect Control app from the Apple App Store or Google Play Store. Search for 'Philips MasterConnect Control'.
- When opening the app for the first time, you will be asked to read and accept our Terms of Use.
- Scan the provided QR code with the Philips MasterConnect Control app and set a name for future use of the group or zone.

Step-by-step guide



Remarks

- The QR code of a group or zone must be provided by the installer in advance. The QR code generation of the Philips MasterConnect App is described in the installer manual.

Connect to a group or zone (QR code import)

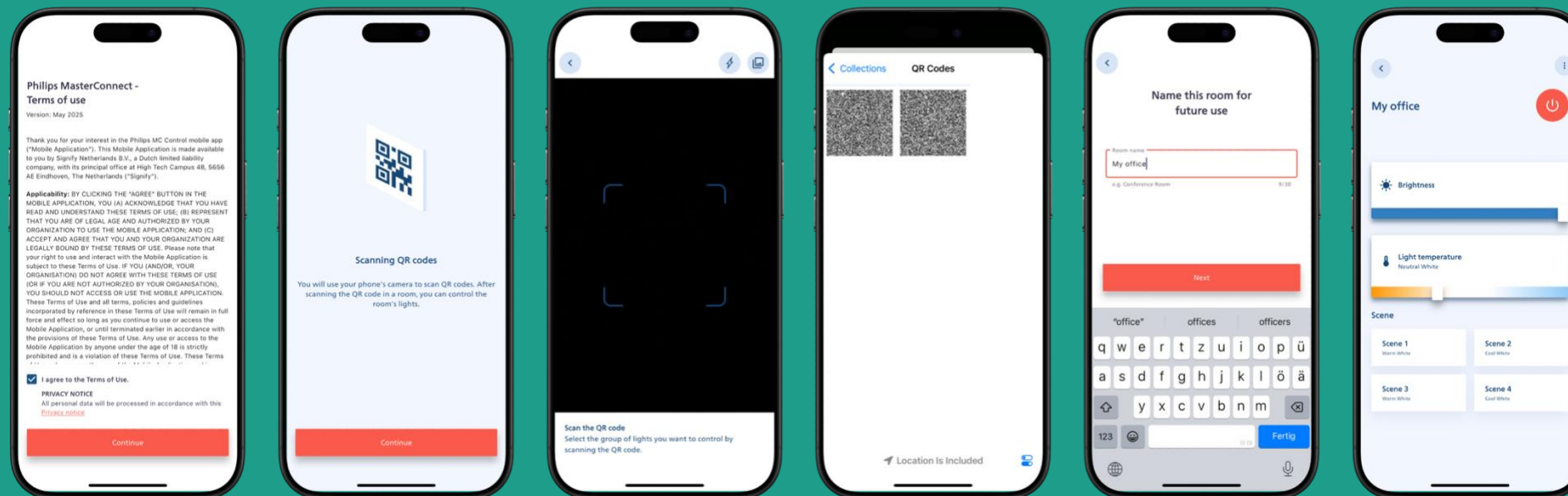
Purpose

Philips MasterConnect Control App allows to control a group or zone of MasterConnect lights. To control the lights, a connection must be established.

How to

- Download and install the Philips MasterConnect Control app from the Apple App Store or Google Play Store. Search for 'Philips MasterConnect Control'.
- When opening the app for the first time, you will be asked to read and accept our Terms of Use.
- Click on the image icon in the top right, select the image with the QR code and select a name for future use of the group or zone.

Step-by-step guide



Remarks

- QR codes should be shared as saved images. Pictures of QR codes taken from the camera are not guaranteed to work.

Connect to a group or zone (consecutive use)

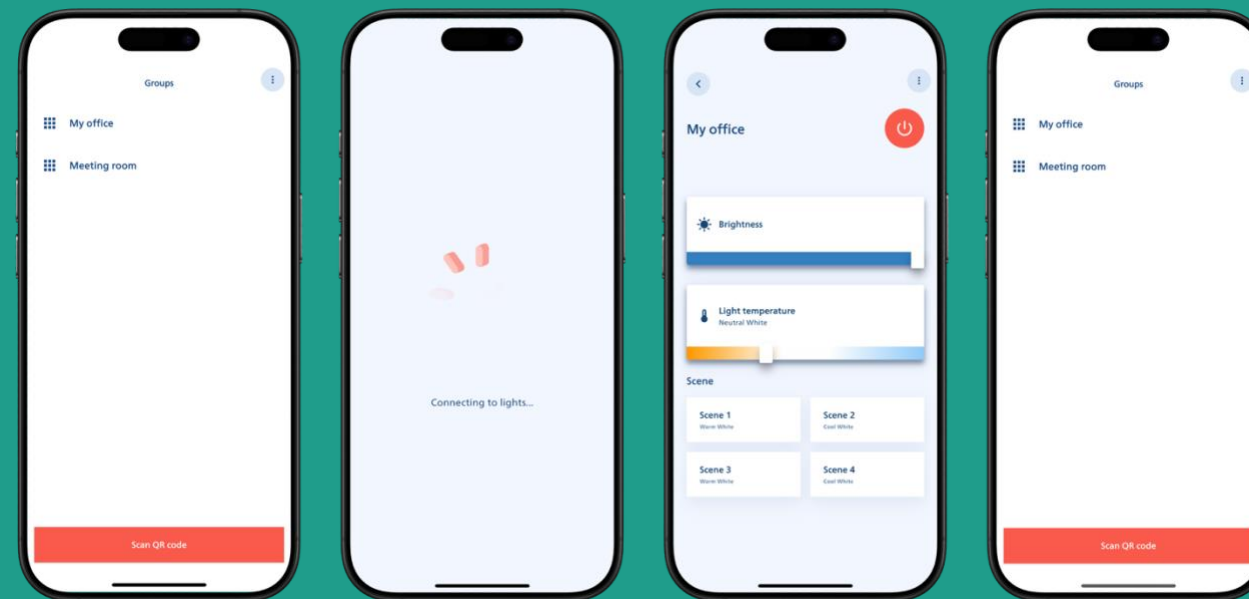
Purpose

To control the lights, a connection must be established. After the initial connection, the group or zone is saved on the phone for simplified re-connection.

How to

- When opening the app, the app will show a list of previous connected groups or zone.
- Click on the group name to connect to the group.
- If connected to a group, click on the blue arrow on the top left, to go back to the group overview.

Step-by-step guide



Control options

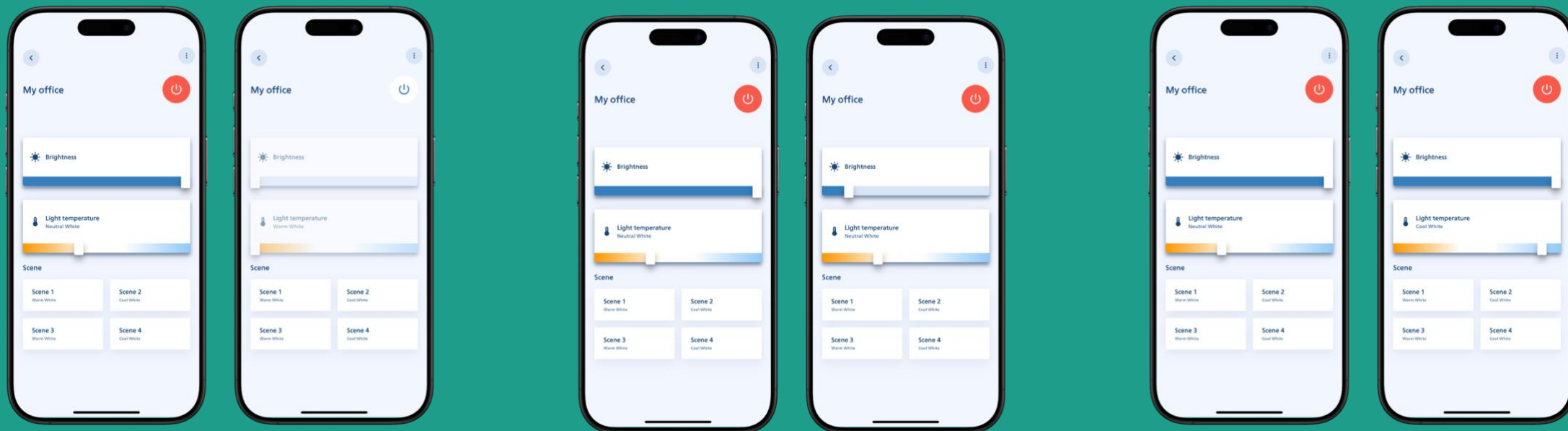
Purpose

The created groups can be used to connect lights. To assign lights to a group, they need to be grouped (or commissioned). Depending on the MasterConnect node, the lights can be commissioned using a list-based approach or using a torch light.

How to

- Lights can be switched on and off by using the red button on the top right.
- The brightness and color temperature can be adjusted by moving the sliders.
- Preconfigured scenes can be chosen by clicking on the scene button.

Step-by-step guide



Remarks

- Multiple users / phones can connect to the lights and control it using the same QR code. The number of phones must not exceed the number of lights in the group.

Using scenes

Purpose

Four scenes can be selected and activated using the Philips MasterConnect Control App.

How to

- Select one of four scenes to activate the light scene.
- Scenes 1 and 2 can be modified by an installer when adding a 4B switch to the installation, see the Philips MasterConnect app installer manual for further reference.
- Scenes 3 and 4 are fixed and cannot be modified.

Remarks

- The default settings for the four scenes are as follows:

Scene	Dim Level	Color Temperature
1	30%	3000 K
2	80%	5500 K
3	60%	3000 K
4	20%	5000 K

Removing a group from the overview

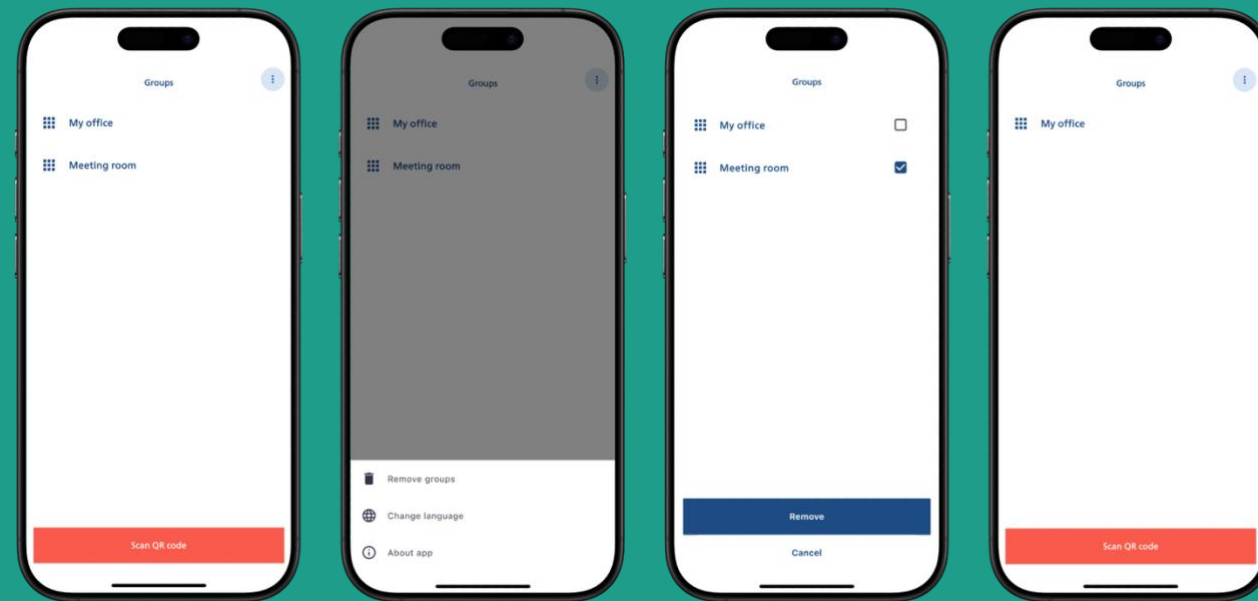
Purpose

Used groups can be removed from the list when they are not needed anymore.

How to

- Press the back button in the left top corner.
- Click on the three dots in the right top corner and select “Remove groups”.
- Select the group or zone that needs to be removed and press “Remove”.

Step-by-step guide



Troubleshooting

How to check for app version

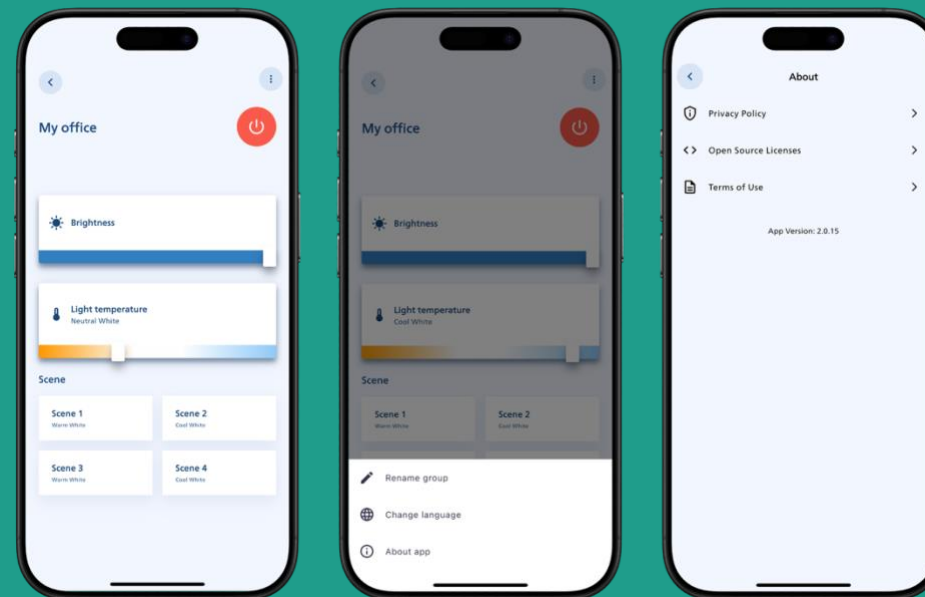
Purpose

To look up the version number of the Philips MasterConnect Control app that is used.

How to

- Open the menu via the three dots at the top right and select “About app”.
- The version number can be found at the bottom of the screen.

Step-by-step guide



Known Limitations

- It is not supported to mix tunable white and single-color white lights in one group.
- If the firmware of the lights is FW 1.0.5 (sensors sold until July 2020) dimming is limited to 34%.

Annex 1: Generating QR Code using the Philips MasterConnect App

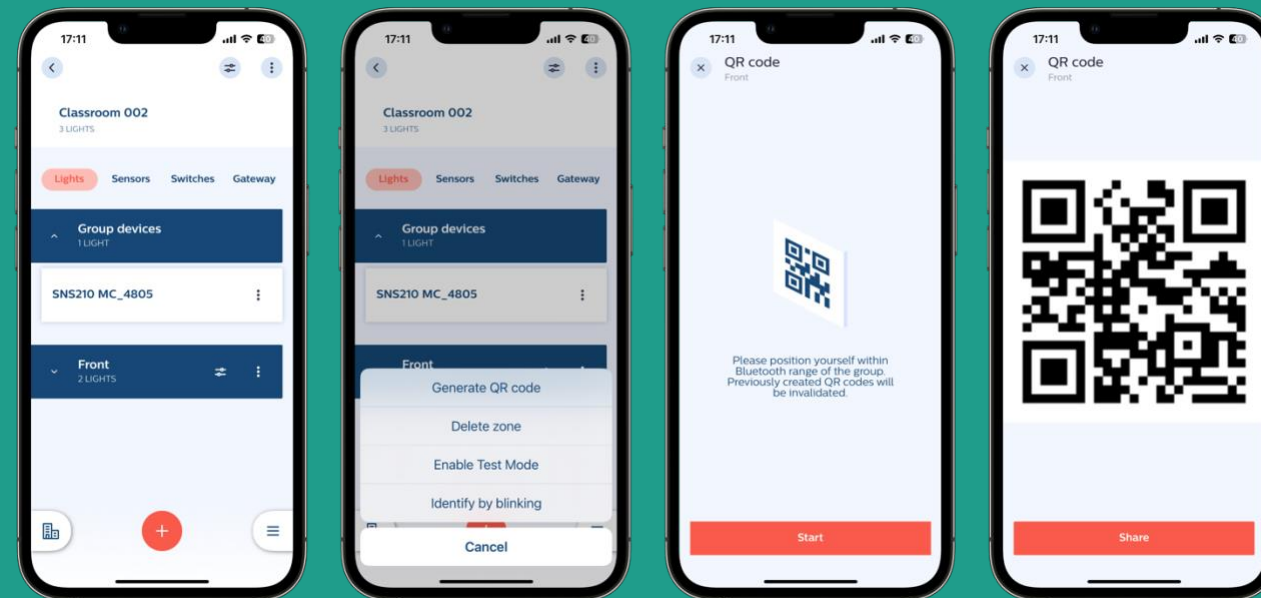
Purpose

To provide lighting control access for end users via smartphone or tablet with the Philips MC control app.

How to

- Generating a QR code can be done on group or zone level.
- To generate QR code for a zone click on the 3 dots next to the zone name and select “Generate QR Code”.
- To generate QR code for a group click on the 3 group dots at the top right and select “Generate QR Code”.
- Confirm the creation by choosing “Start”.
- A QR is ready to be shared and can be printed for placement at the intended application area, making it accessible for scanning by an end-user.

Step-by-step guide



Remarks

- It is not supported to mix tunable white and single-color white lights in one group.
- For QR generation the user needs to be in range of the lights.
- Within one group QR codes should be generated either for the whole group or for one or more zones, but not for the group and a zone.
- The light settings of scenes 1 and 2 that show up with the MC control app, can be adjusted by setting scenes using a 4B switch before the QR code is generated. However, this adjustment of scenes for end user control is only possible if the firmware versions FW 1.2.12 and higher.
- For groups with MC lamps, QR codes for Philips MasterConnect Control app cannot be generated.

References

Apps

- Philips MasterConnect [iOS] <https://apps.apple.com/us/app/philips-masterconnect/id1484451186>
- Philips MasterConnect [Android] <https://play.google.com/store/apps/details?id=com.signify.masterconnect&hl=en&gl=US>
- Philips MC Control app [iOS] <https://apps.apple.com/us/app/philips-mc-control-app/id1567594477>
- Philips MC Control app [Android] <https://play.google.com/store/apps/details?id=com.signify.masterconnect.enduserapp&hl=en&gl=US>

Weblinks

- MasterConnect website: <https://www.lighting.philips.co.uk/oem-emea/products/connected-lighting/masterconnect>
- Technical documentation: https://www.lighting.philips.com/prof/led-electronics/masterconnect-system/LEDELECTRCONN_CA/category
- OEM Warranty: <https://www.lighting.philips.co.uk/oem-emea/support/warranty>

Contact

- Commercial questions: masterconnect.info@signify.com
- Technical problem: mcsupport@signify.com

Disclaimer

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