## Lutron Connect App Guide

1.0 Overview

The Lutron Connect mobile application is an easily configurable app that allows for convenient and intuitive control of the RadioRA 2 or HomeWorks QS system. The Lutron Connect app can control lights, shades, temperature, audio, and keypads from a mobile or wearable device anywhere in the world. The Lutron Connect app also allows for simple editing of keypad buttons, timeclock events, and HVAC schedules. This guide demonstrates how to add the Lutron Connect app to any RadioRA 2 or HomeWorks QS system as well as how to configure and utilize the app.
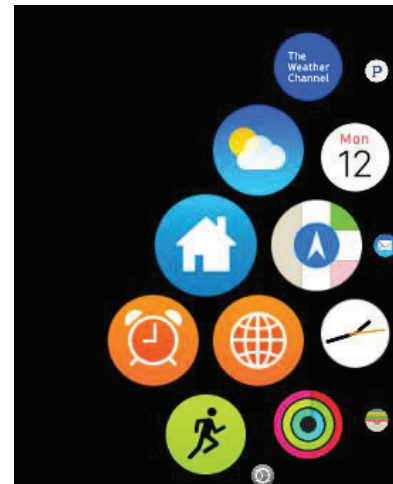
HomeGlance for the Phone
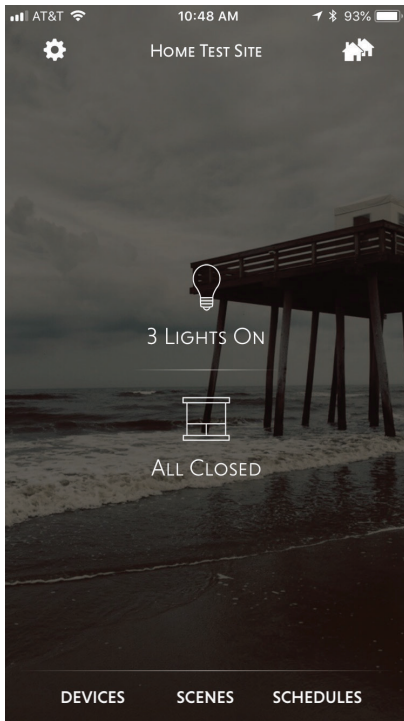
Widgets
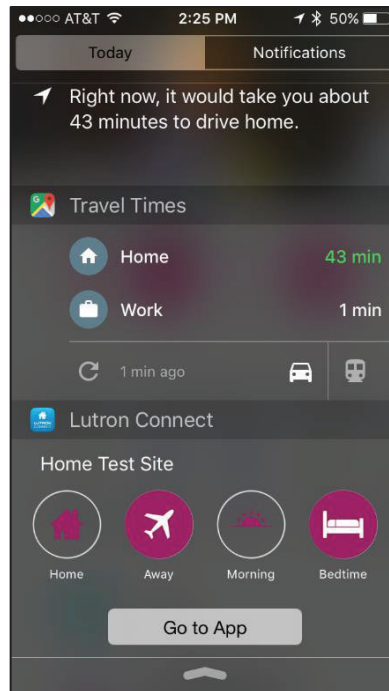
Apple Watch Device Support

Table of Contents

2.0 Minimum Software Requirements

<u>Hardware</u>
1. HomeWorks QS or RadioRA 2 system
2. Lutron Connect Bridge (one per system)
3. iOS® or Android® mobile device
4. Router or switch ports (to connect the Bridge and Lutron system processors to the same LAN)

<u>Software</u>
1. HomeWorks QS or RadioRA 2 programming software version 10.0 and newer
2. The Lutron Connect app running on mobile device
3. iOS® version 9.0 or newer; Android® Lollipop OS version 5.0 or newer

Note: A software upgrade of the Lutron system and/or the mobile app may be required for the system to support specific features of the Lutron Connect app.

3.0 Lutron Connect System Diagrams

A typical connection within the home includes the mobile device establishing a Wi-Fi connection to a Wi-Fi router and the RadioRA 2 main repeater(s) or the HomeWorks QS processor(s) making a wired Ethernet connection to the same router. No Lutron devices should be plugged into the Internet port on a router.

3.1 RadioRA 2 System Diagram

RadioRA 2
Main Repeater

Lutron

3G, 4G, LTE

Lutron Connect
Bridge

Lutron Connect
App

LEGEND	
	Wired LAN
	Wi-Fi
	Mobile WAN
	WAN
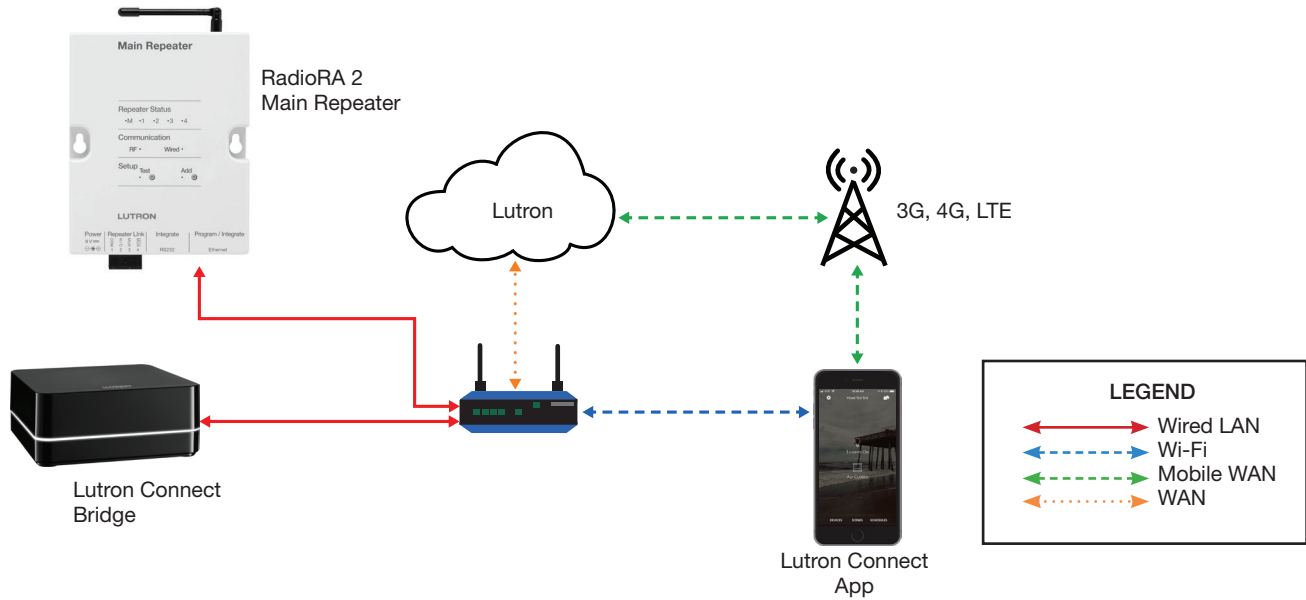
3.2 HomeWorks QS System Diagram

Lutron Connect
Bridge

Lutron

3G, 4G, LTE

Lutron Connect
App

HomeWorks QS
Processor

LEGEND	
	Wired LAN
	Wi-Fi
	Mobile WAN
	WAN

4.0 Adding the Lutron Connect Bridge to the System Design

A typical connection within the home includes the mobile device establishing a Wi-Fi connection to a Wi-Fi router and the RadioRA 2 main repeater(s) or the HomeWorks QS processor(s) making a wired Ethernet connection to the same router. No Lutron devices should be plugged into the Internet port on a router.
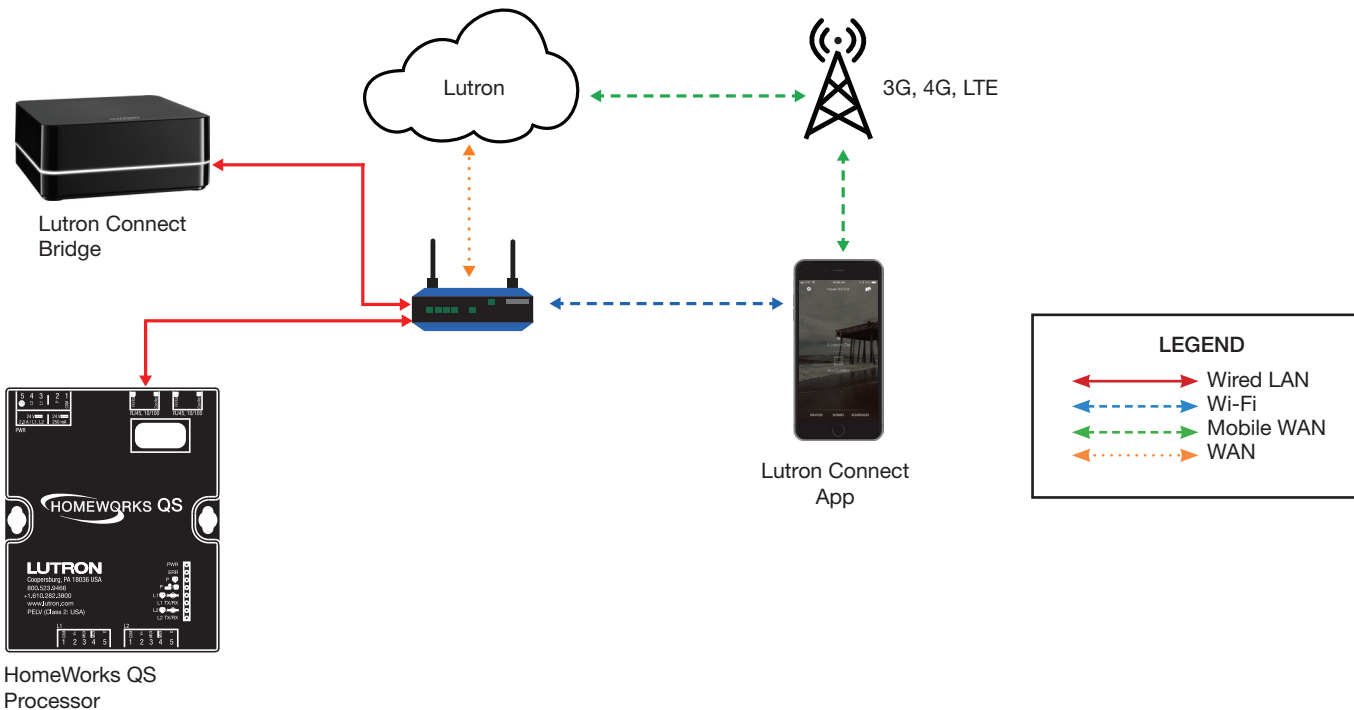
4.1 RadioRA 2 Programming Software

Adding a Lutron Connect Bridge to a RadioRA 2 system is simple and can be done in one of two ways. New projects can have a Lutron Connect Bridge automatically added to the system, similar to how the main repeater is automatically added, by checking the *Automatically add Connect Bridge* check box underneath the *Create New Project* button.
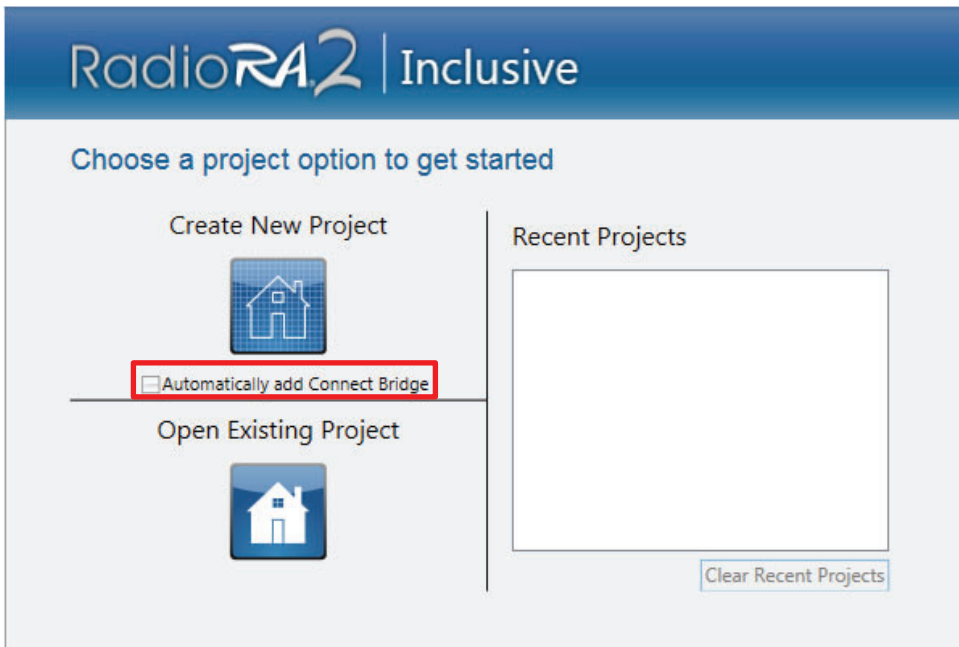
4.0 Adding the Lutron Connect Bridge to the System Design *(continued)*

4.1 RadioRA 2 Programming Software *(continued)*

If the automatic adding feature was not used, or if the system was an existing project prior to the release of the Lutron Connect Bridge, a Lutron Connect Bridge can be added at any point in time by going to any room on the room list and clicking on the big plus sign to add a new device location. The Lutron Connect Bridge will be displayed on the list of *Available Devices* if it has not already been added to the design. Provide a *Device Location* and click *Done*.

Note: Please refer to the product specification sheet for the selected device to ensure that it meets local regulatory requirements.

Once the Lutron Connect Bridge has been added, use the *Find Connect Bridge* button to discover the Lutron Connect Bridge and set the appropriate network settings.

Connect Bridge

Serial Number: 01684100

IP Address: 192.168.1.230

Find Connect Bridge

4.0 Adding the Lutron Connect Bridge to the System Design *(continued)*

4.1 RadioRA 2 Programming Software *(continued)*

Initially, no Lutron Connect Bridge will be discovered. The button on the Connect Bridge must be pressed in order to place the device into discovery mode. Click on *Find Connect Bridge* to re-discover the device.

After the Lutron Connect Bridge is discovered, adjust the network settings as required and save the settings to the Lutron Connect Bridge. The final step, once the remaining parts of the database are configured, is to transfer the database prior to connecting the app to the system.

For more information on networking or activating the Lutron Connect Bridge, refer to the *Residential Systems Networking Guide* in the Application Notes section at www.lutron.com (using the Service & Support menu). Choose *RadioRA 2* as the product and use subcategory *Networking*.

4.0 Adding the Lutron Connect Bridge to the System Design *(continued)*

4.2 HomeWorks QS Programming Software

Adding a Lutron Connect Bridge to a new or existing HomeWorks QS database design is possible at any point during the design phase by proceeding to the *design > equipment* section of the project design. If the Lutron Connect Bridge has not been added to a toolbox yet, it must be added by going to *Edit Toolbox* in the upper-right corner of the screen.
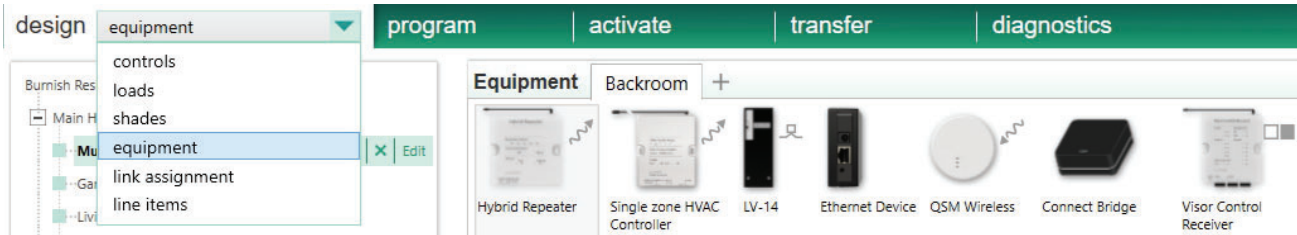
Add a Lutron Connect Bridge to the appropriate section of the area tree.

The next step is to activate the Lutron Connect Bridge. Go to *activate > processor and connect bridge* to begin.
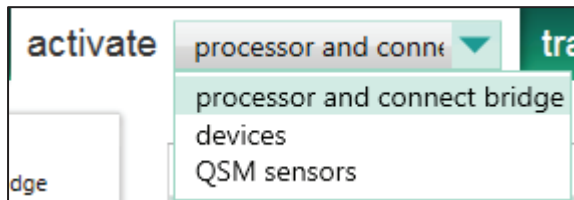
Initially, no Lutron Connect Bridge will be discovered. The button on the Lutron Connect Bridge must be pressed in order to place the device into discovery mode. Click on *Start Activation* to re-discover the device.
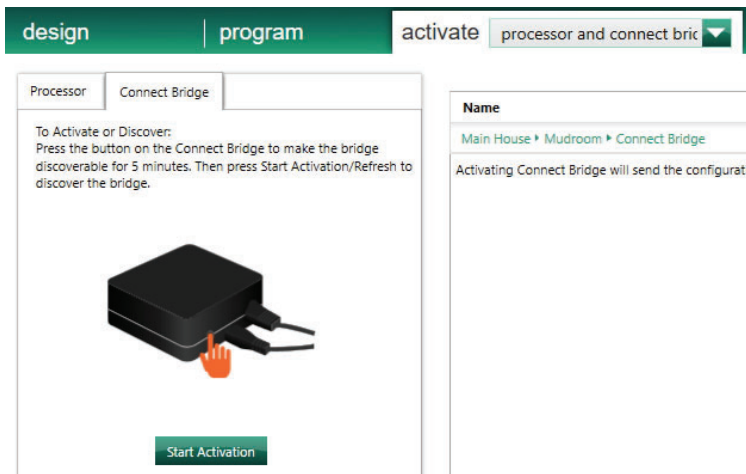
4.0 Adding the Lutron Connect Bridge to the System Design *(continued)*

4.2 HomeWorks QS Programming Software *(continued)*

The Lutron Connect Bridge will be discovered and its current IP address and MAC address will be displayed on the left-side of the screen.

Adjust the network settings as required and save the settings to the Lutron Connect Bridge.

The final step, once the remaining parts of the database are configured, is to transfer the database prior to connecting the app to the system.

For more information on networking or activating the Lutron Connect Bridge, refer to the *Residential Systems Networking Guide* in the Application Notes section of www.lutron.com (using the Service & Support menu). Choose *HomeWorks QS* as the product and use subcategory *Networking*.

5.0 Downloading the Lutron Connect App for *Apple* Devices

To download the Lutron Connect app onto an *Apple* device, open the *App Store* online marketplace app. Once inside, use the search feature to search for *Lutron Connect*. Tap on the Lutron Connect app in the search results. Tap on *Get* to begin downloading the app.
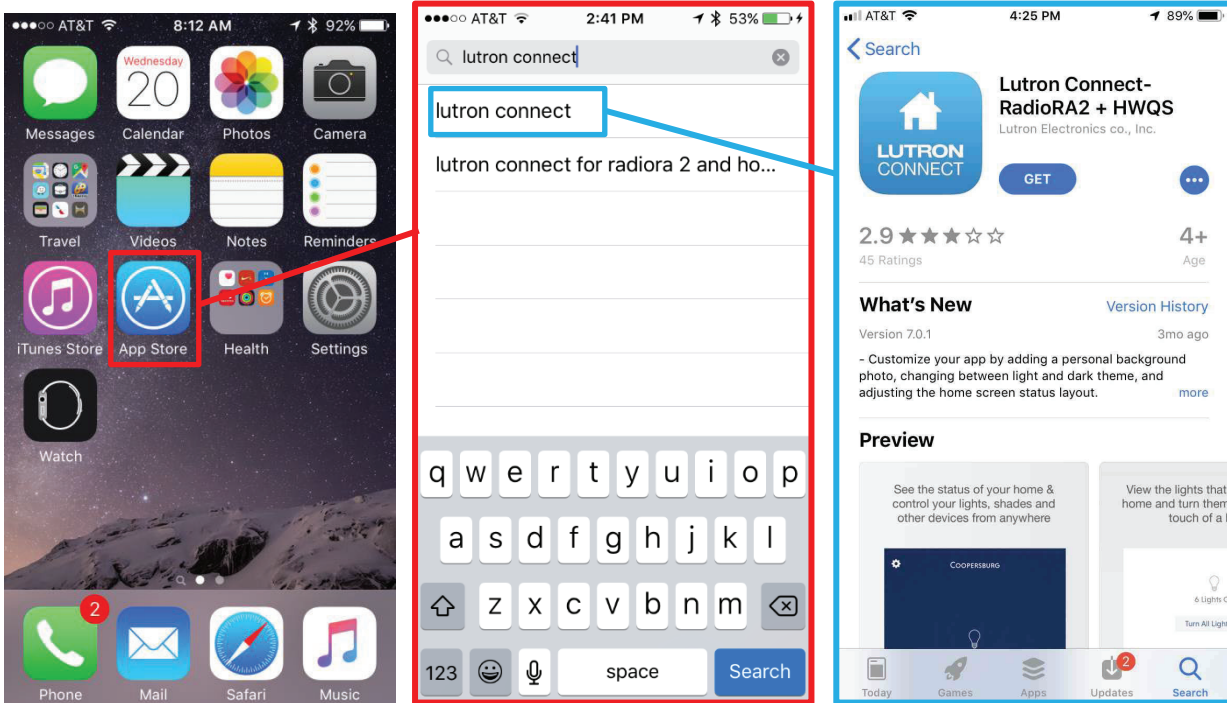
6.0 Downloading the Lutron Connect App for Android® Devices

To download the Lutron Connect app onto an Android® device, open the Google Play® app.
Once inside, use the search feature to search for *Lutron Connect*. Tap on the Lutron Connect app in the search results.
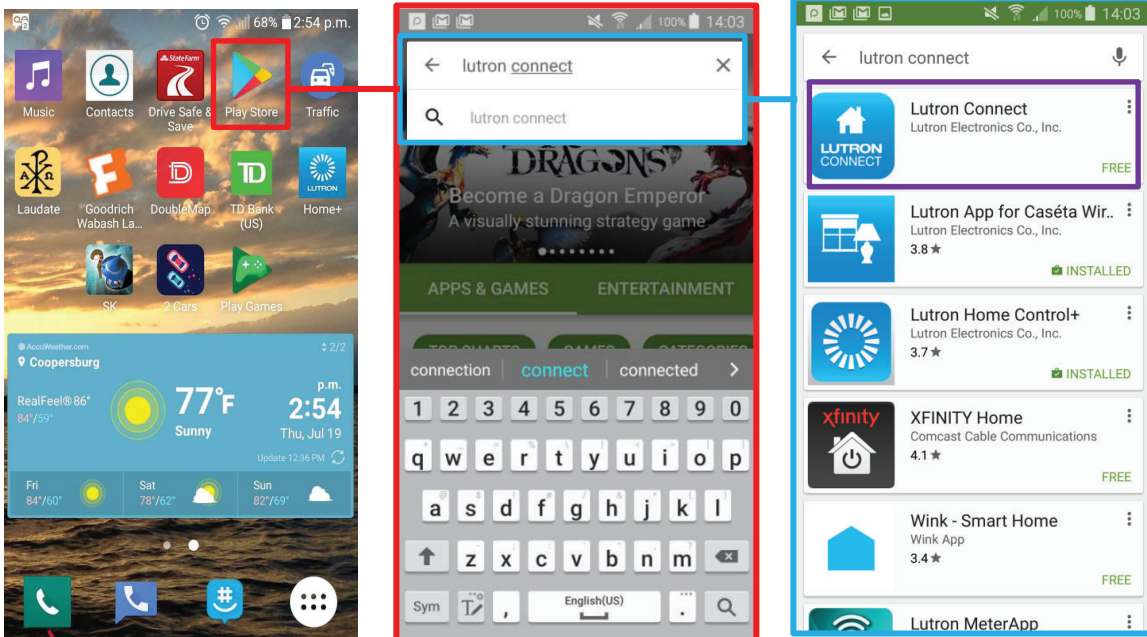
Tap on the *Install* button and then choose to *Accept* the access request. The Lutron Connect app will then begin to download onto the device.
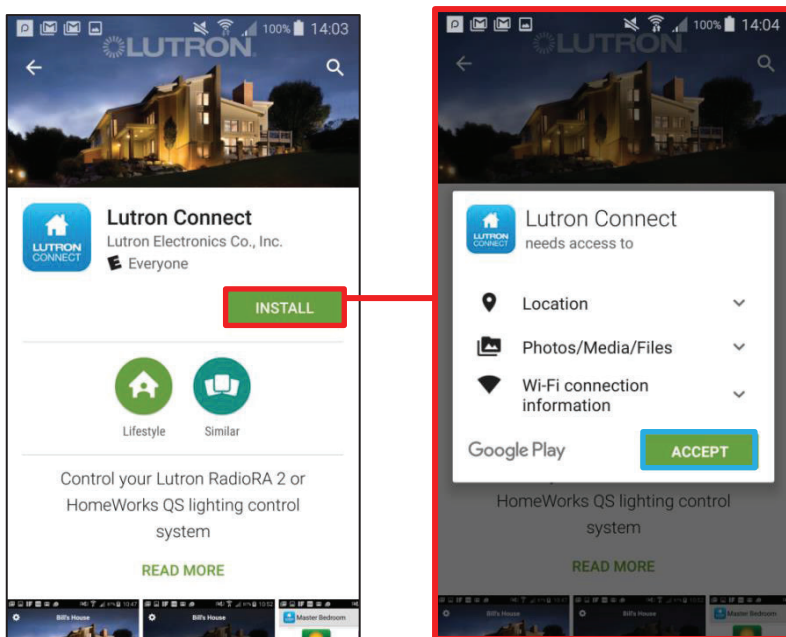
7.0 Using the Lutron Connect App

7.1 Creating a New Account

- Make sure that the mobile device is connected to the local Wi-Fi network that the Lutron Connect Bridge resides on.

- The Lutron Connect Bridge must be able to connect to the Internet for initial account creation.

- Each account requires an email address and a password (must be 8 characters in length and at least medium strength). To start, tap on *Sign In*. Then select *Not registered? Create an account*.
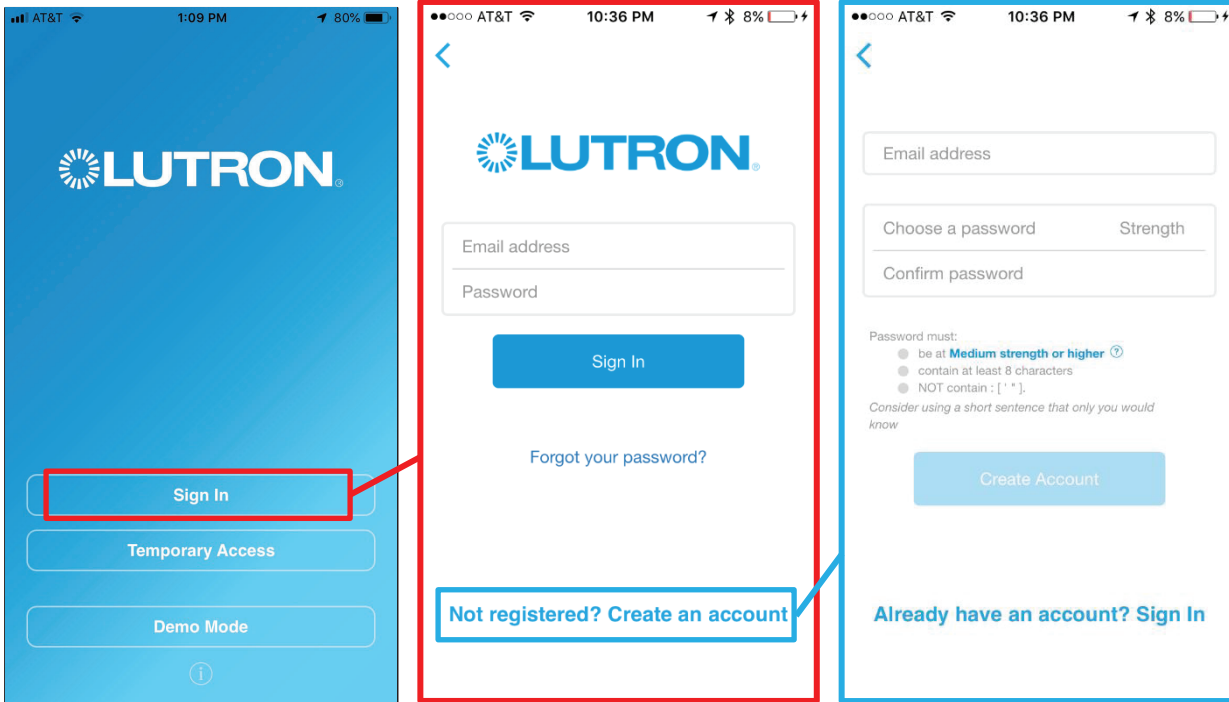
7.0 Using the Lutron Connect App *(continued)*

7.2 Sign into an Existing Account

If the user has been logged out of the app, or when setting up the app on multiple devices, it may be necessary to log into an existing system using an existing account. Tap on *Sign In*. Enter the email address and password of the existing account and tap the *Sign In* button.
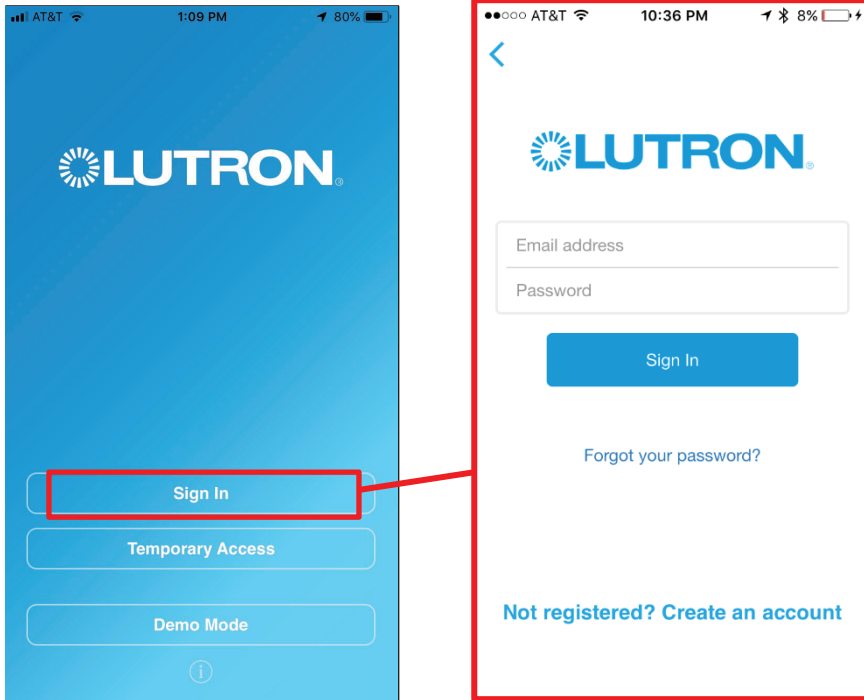
7.0 Using the Lutron Connect App *(continued)*

7.3 Temporary Access

Temporary Access provides local only access to the system, without the need for an account or Internet access. *Temporary Access* users will not have the ability to use the *Arriving/Leaving Home* functionality or remote system access.

To use *Temporary Access*, open the Lutron Connect app and tap on the *Temporary Access* button. The button on the Lutron Connect Bridge will need to be pressed in order for the *Temporary Access* setup to be completed on the desired device.

Continued on next page...

7.0 Using the Lutron Connect App *(continued)*

7.4 Editing an Existing Home

To edit the currently selected *Home*, go to the *Settings* menu by tapping ⚙ in the upper-left corner of the HomeGlance screen and tap on *Edit Home*.
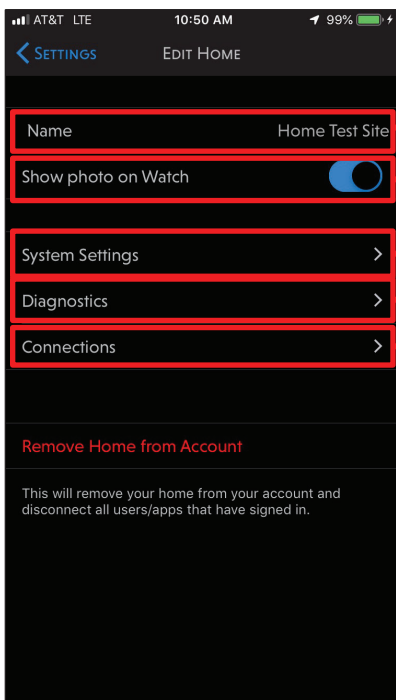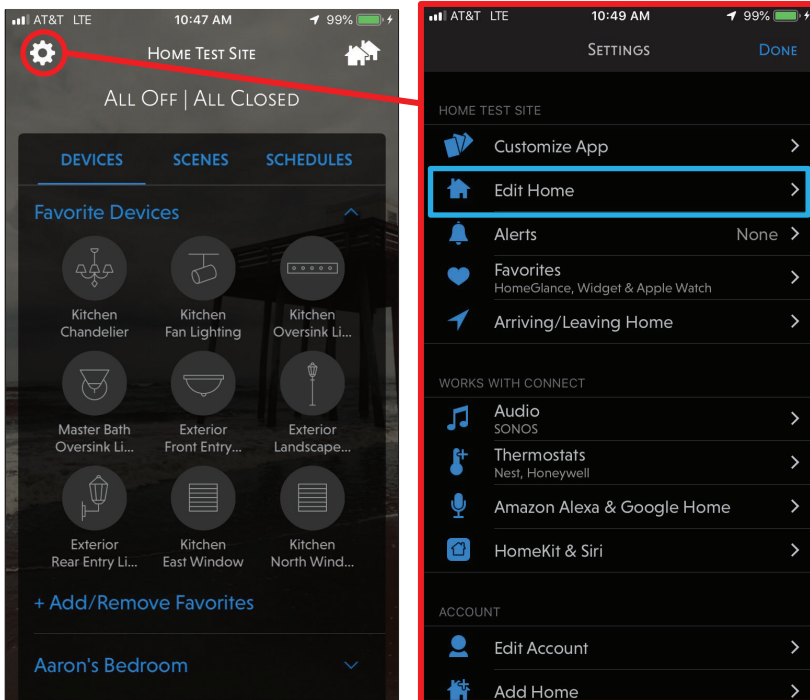
Change the name of the Home

Choose where to show the photo. A colored slider indicates that the photo will be shown

Shows the House name and system type (RadioRA 2 or HomeWorks)

Re-download the system configuration

A list of all 3rd party connections via the Connect platform and the ability to remove the integration, if desired.

7.0 Using the Lutron Connect App *(continued)*

7.5 Adding Multiple Homes to an Account

If the end user has multiple residences with the Lutron Connect app, these residences can all be added to the same remote access account. An account can have a mix of RadioRA 2 and HomeWorks QS systems (e.g., a main house that has a HomeWorks QS system and a beach house that has a RadioRA 2 system). The end user can use the Lutron Connect app to switch between systems for control, monitoring, and editing.

Note: Adding another Lutron Connect Bridge to an account requires the configuration to be done on-site, at the additional residence.

To add another home to an account, proceed to the settings menu by tapping ⚙. From the settings menu, tap on *Add Home*.
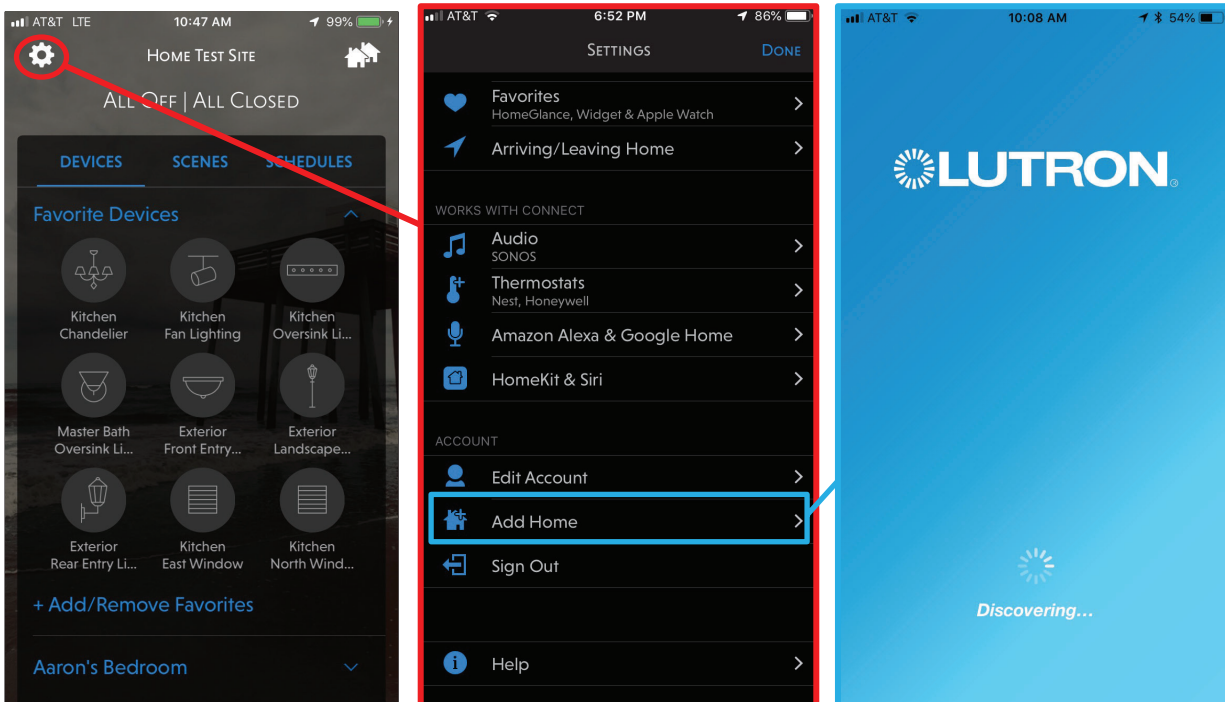
LUTRON www.lutron.com/support

7.0 Using the Lutron Connect App *(continued)*

7.5 Adding Multiple Homes to an Account *(continued)*

After the Lutron Connect Bridge has been discovered, press the button on the Lutron Connect Bridge to associate it to the Lutron Connect app.
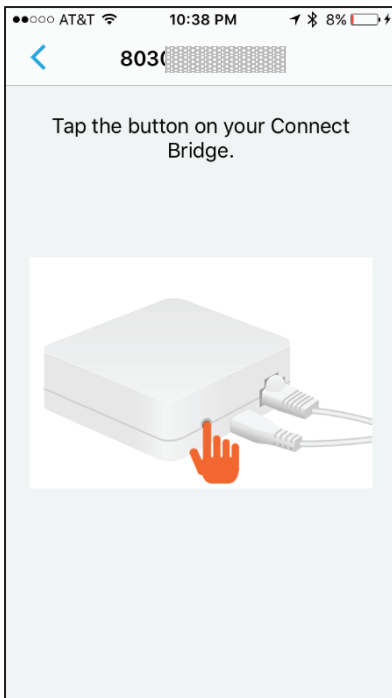
After the app has downloaded the configuration of the additional system, the app will open to the HomeGlance scene of the newly added system. Use the multiple home icon in the upper-right corner of the screen to switch between systems.
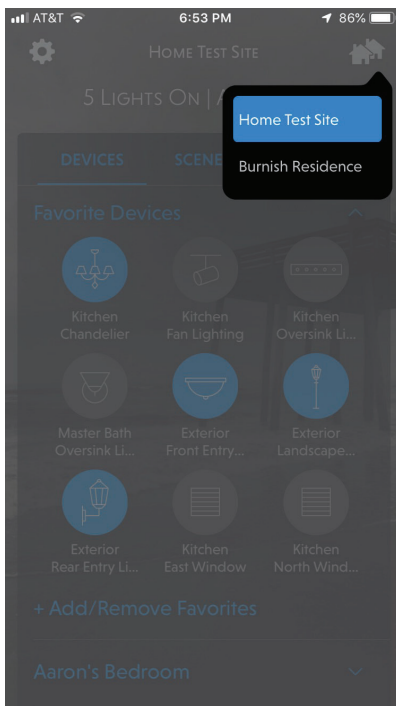
7.0 Using the Lutron Connect App *(continued)*

7.6 Edit an Existing Account

The email address and password for an account can be changed at any point in time by tapping ⚙ in the upper-left corner of the HomeGlance screen.
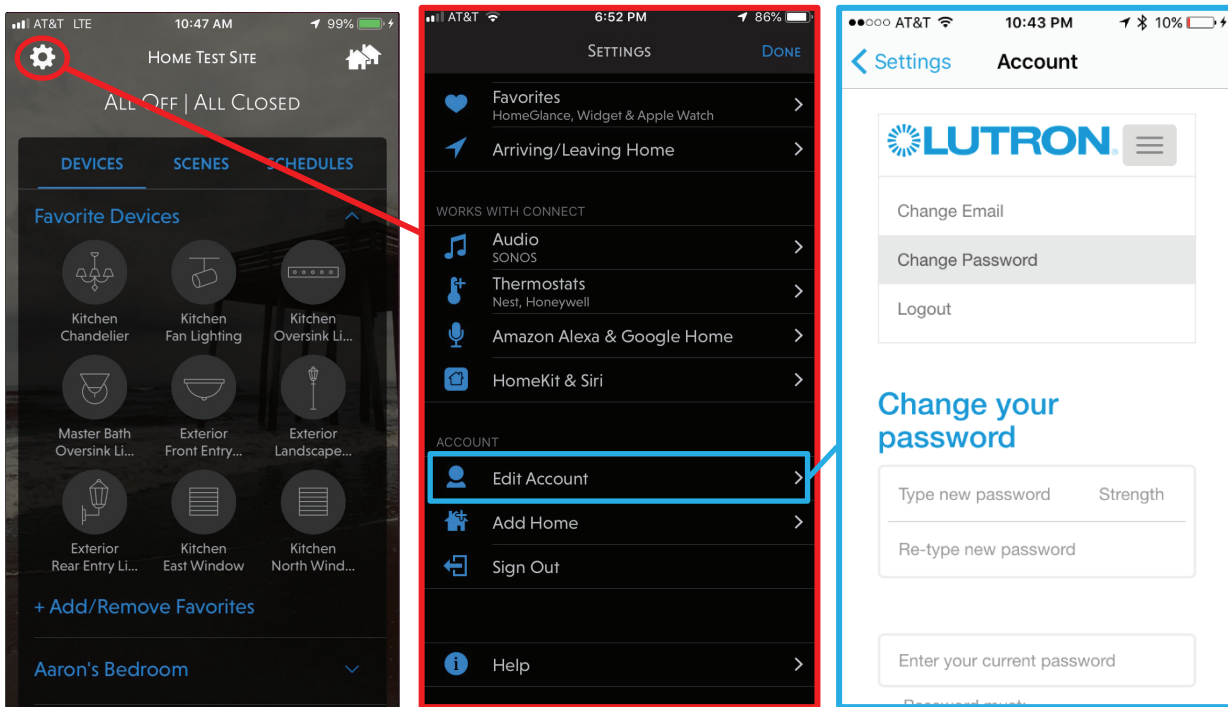
7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone

7.7.1 Favorites and Widgets

Lutron Connect is able to allow quicker access to the system by having the user define the favorite scenes and individual lights and shades that are most often controlled throughout the course of a day. These items are displayed for quick access on the HomeGlance screen. The widget function of mobile devices can also be utilized for even quicker access to favorite scenes.
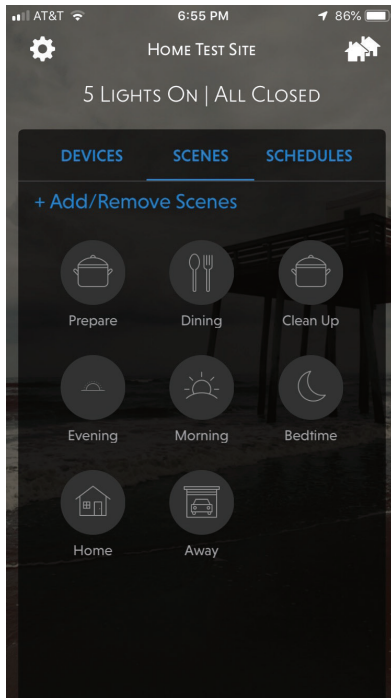
Instant access to the most frequently used scenes from the HomeGlance screen
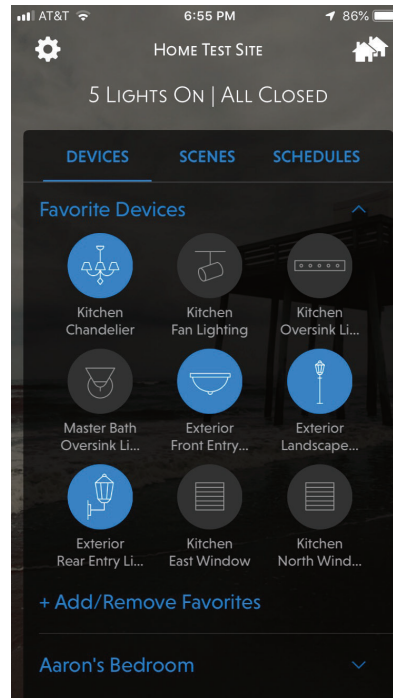
Quick access to sliders for individual zone control directly on the HomeGlance screen

Zones and scenes that are colored in with a white icon are in the ON state.

Buttons with advanced logic, such as single variable or conditional, cannot be set as a favorite or widget.

7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

Configuration of the favorites and widgets can be done by tapping ⚙ in the upper-left corner of the HomeGlance screen. From there, select *Favorites*.
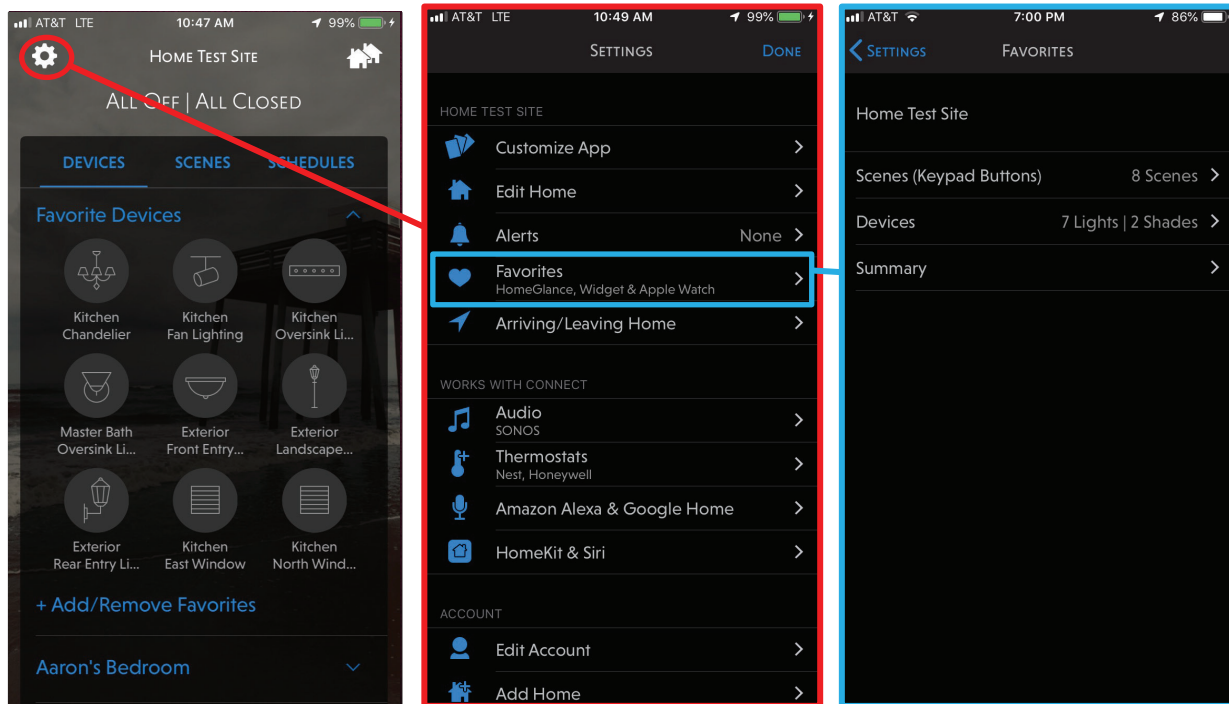
The *Favorites* configuration has three sections. The first section is where the selection of favorite scenes is completed.
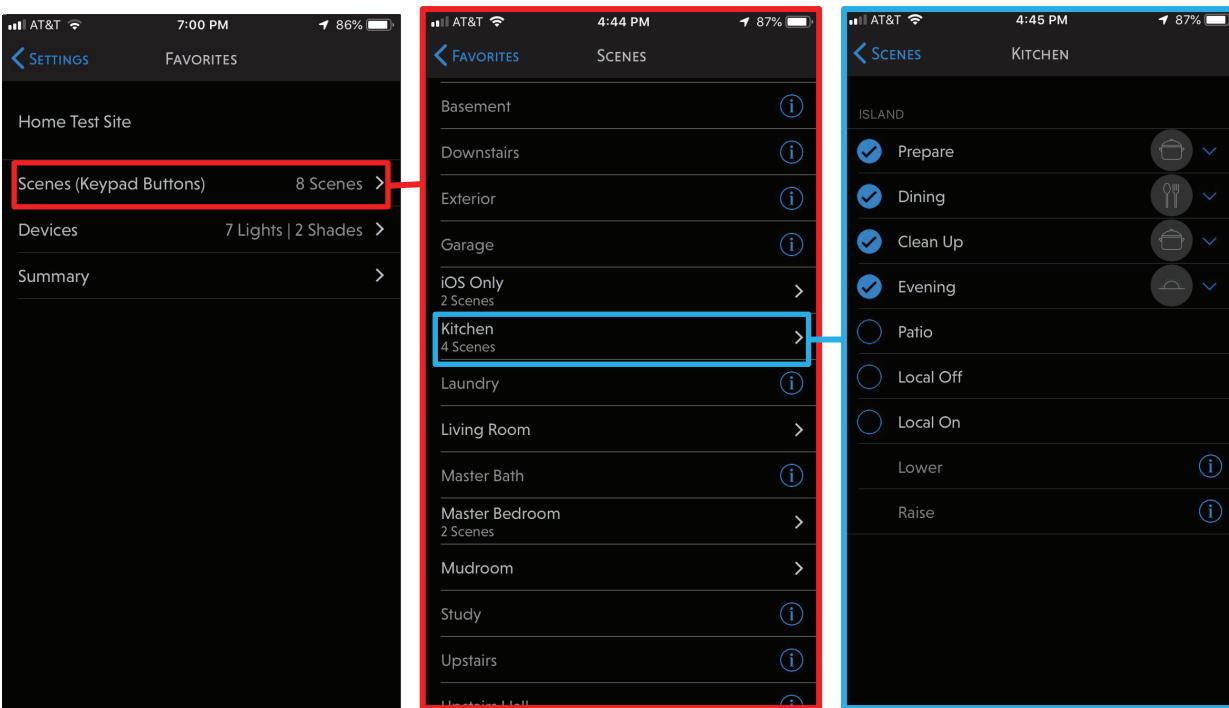
7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

Tapping on *Scenes* (keypad buttons) leads to the *area tree*, listing all areas in the system which have a keypad device. As each level is passed, a tally of the current favorite scenes is displayed; first at a total level and then down to the area level. Upon entering an area (e.g., Kitchen area on previous page), all possible scenes are listed. Scenes that are checked are currently selected as favorites and those that are unchecked are currently not chosen as favorites.

The image below shows all of the items to configure when adding a new favorite scene or editing a current favorite. It is recommended to identify no more than 10 scenes as favorites and widgets. A maximum of 10 widgets can be used. Limiting all favorites and scenes to 10 ensures that the user interface does not get too cluttered and provides quick, user friendly access to the core functions of the system.

Go back to the previous screen

Currently selected Scene icon

Available icons to choose from for each scene

Use the check boxes to identify if the *Scene* will appear on the HomeGlance screen, *Apple Watch* device, or as a Widget

Once the favorite scenes have been identified and configured, go back to the *Favorites* main screen to begin the selection of favorite *Devices* (e.g., individual zones, shades, relays).

7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

Tapping on *Devices* leads to an area tree that shows all areas containing lighting, shading, fan, relay, or contact closure zones. A tally of the current favorite devices is displayed at the total level and at the area level. Devices that are checked are currently selected as favorites.

The image below shows all of the configurable items when adding or editing a favorite device. It is recommended to identify no more than 10 devices as favorites to ensure quick and intuitive access.
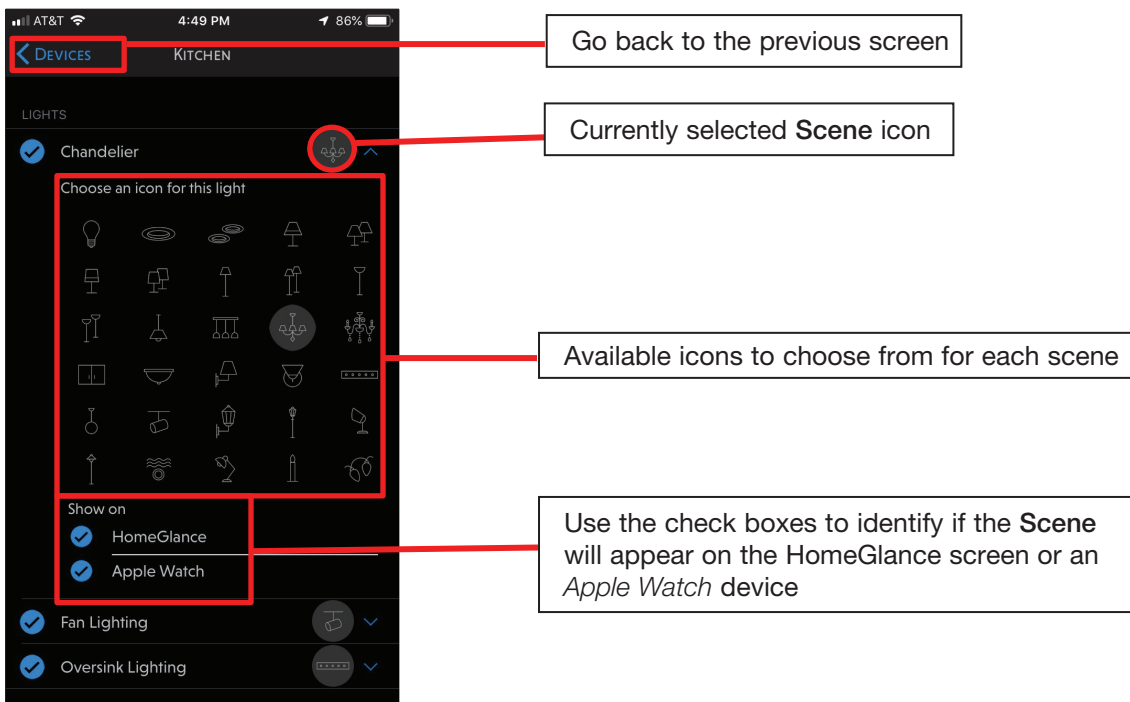
Go back to the previous screen

Currently selected **Scene** icon

Available icons to choose from for each scene

Use the check boxes to identify if the **Scene** will appear on the HomeGlance screen or an *Apple Watch* device
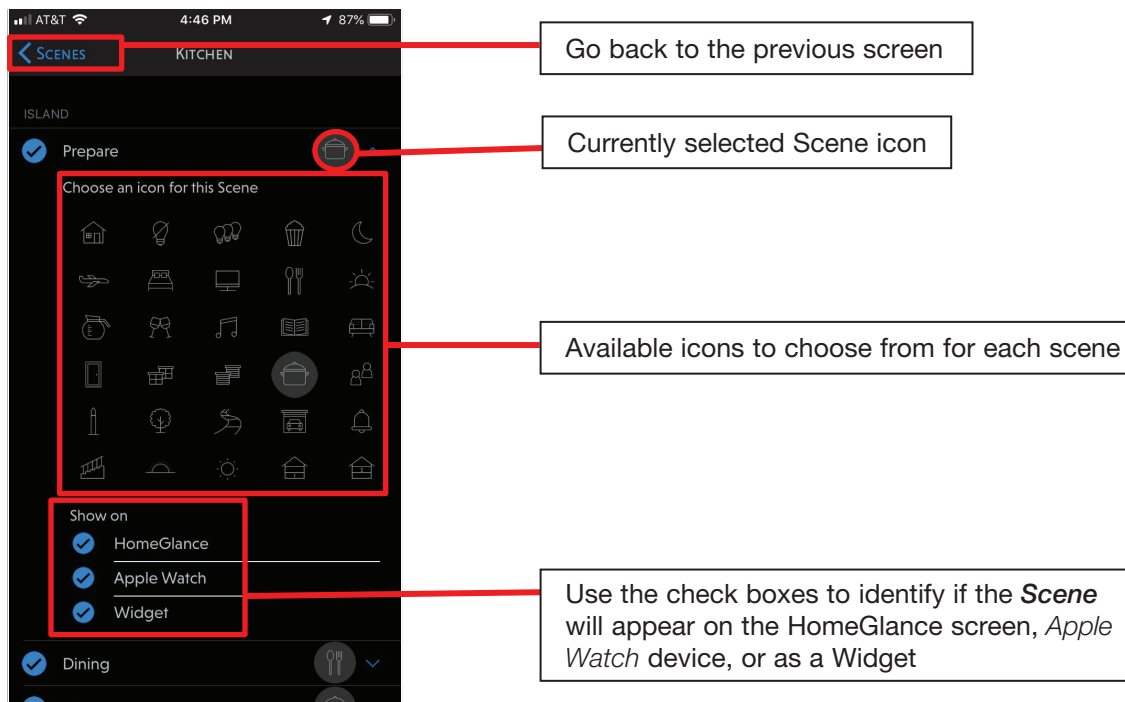
7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

After selecting and configuring all of the favorite scenes and devices, the summary screen will to show a complete list of all of the items selected for each of the three favorite functions: *HomeGlance*, *Apple Watch*, and *Widget.*

The order of how the favorites are displayed can be altered by tapping and holding on the three lines to the right of each item and dragging them into the proper order.
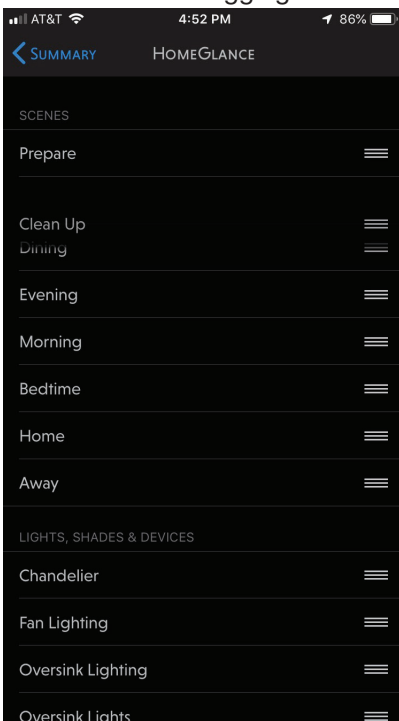
LUTRON   23   Customer Assistance — 1.844.LUTRON1

7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

Scenes configured as a widget will show in the device's widget area or app. On an *iPhone* mobile device, swipe right from the top of the screen while the phone is locked or unclocked to access the Today Widget allowing for instant access to up to 10 scenes without going to the app or logging into the phone.

To enable the Lutron Connect in the *iPhone* mobile device's Today Widget, swipe right from the home screen. Tap on *Edit* and tap on the green plus sign for the Lutron Connect app.
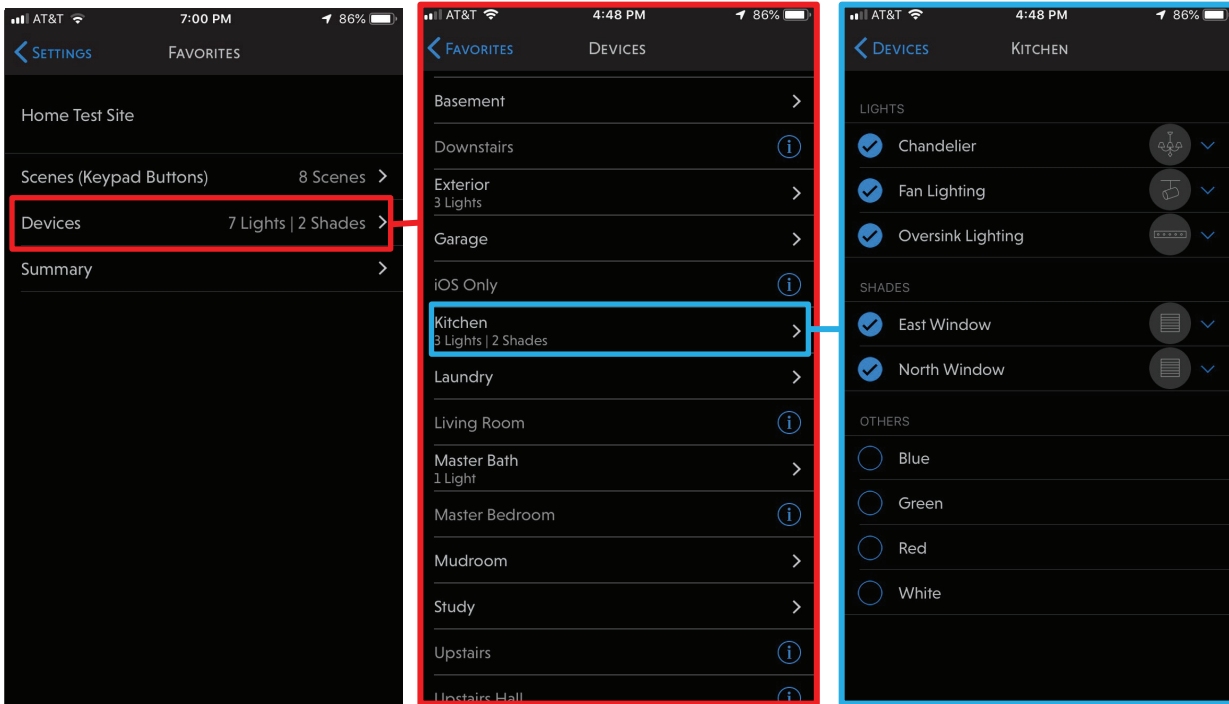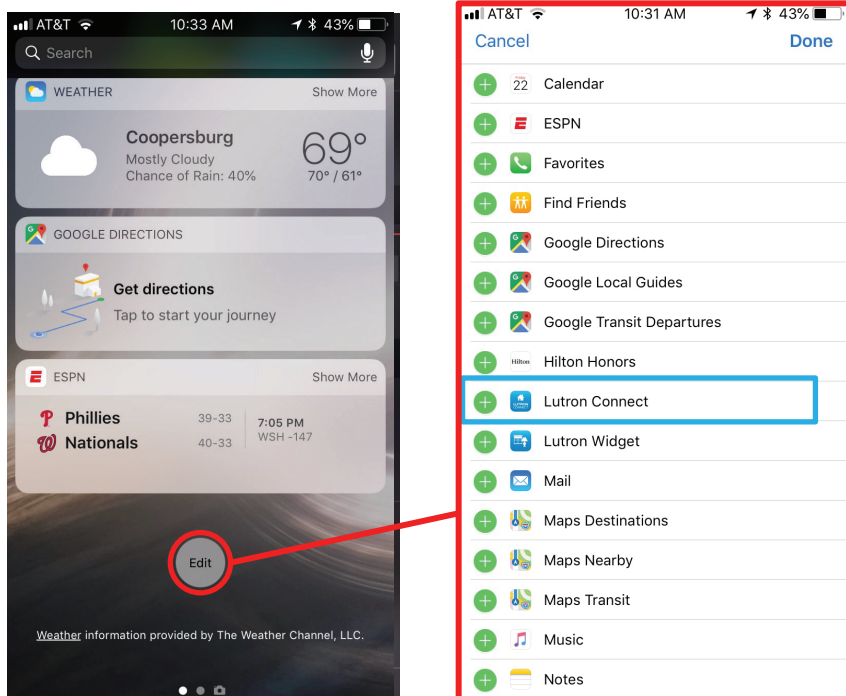
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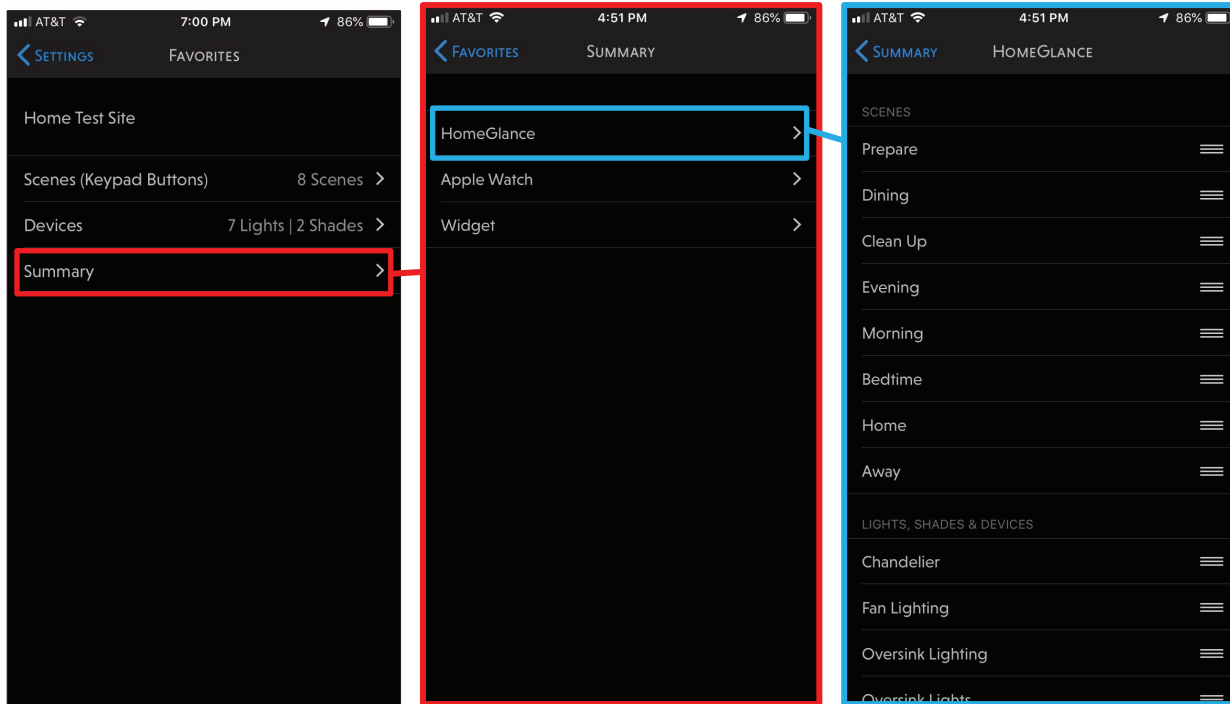
7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.1 Favorites and Widgets *(continued)*

On an Android® device, find a blank area where the *Widget* for Lutron Connect is to be placed and then tap and hold. The *Widgets* app will appear at the bottom of the screen. Tap on the *Widgets* app and then drag-and-drop the *Lutron Connect Widgets* to add them to the blank space on the screen.
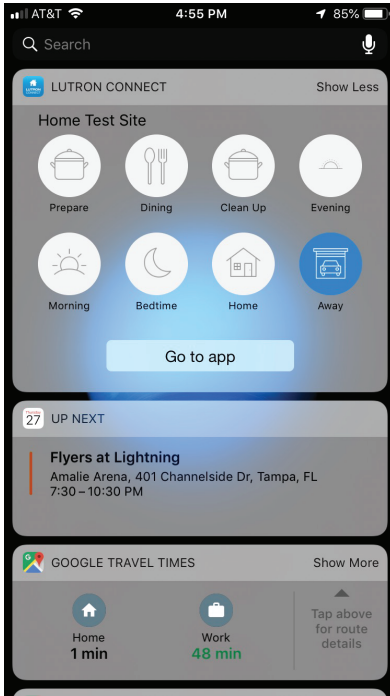
7.0 Using the Lutron Connect App *(continued)*

7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.2 Controlling the System from the Area Tree

The favorites and widgets allow for instant access to the RadioRA 2 or Homeworks QS system, bringing the most commonly used actions to the forefront. In addition, the Lutron Connect app allows for complete control of every system component.

Access to the entire system is based upon the area tree structure defined from within the RadioRA 2 or HomeWorks QS programming software. It is imperative that the names defined in the area tree are names that the end user will understand. The area tree can be accessed by going to the *Devices* section at the bottom of the HomeGlance Screen.

Expansion of an area will reveal the various components available for control within the area.

Each area will allow for control of individual lights, shades, and miscellaneous zones (e.g., relay or contact closure output). Individual zone control allows for on/off buttons and a slider for raise/lower buttons (for dimmers and shades).

Each keypad in the area will show with button names that match the engraving used in the programming software, intuitively matching the app to the physical keypad. LED status is reflected by a white button with black text (off) or a colored button with white text (on).
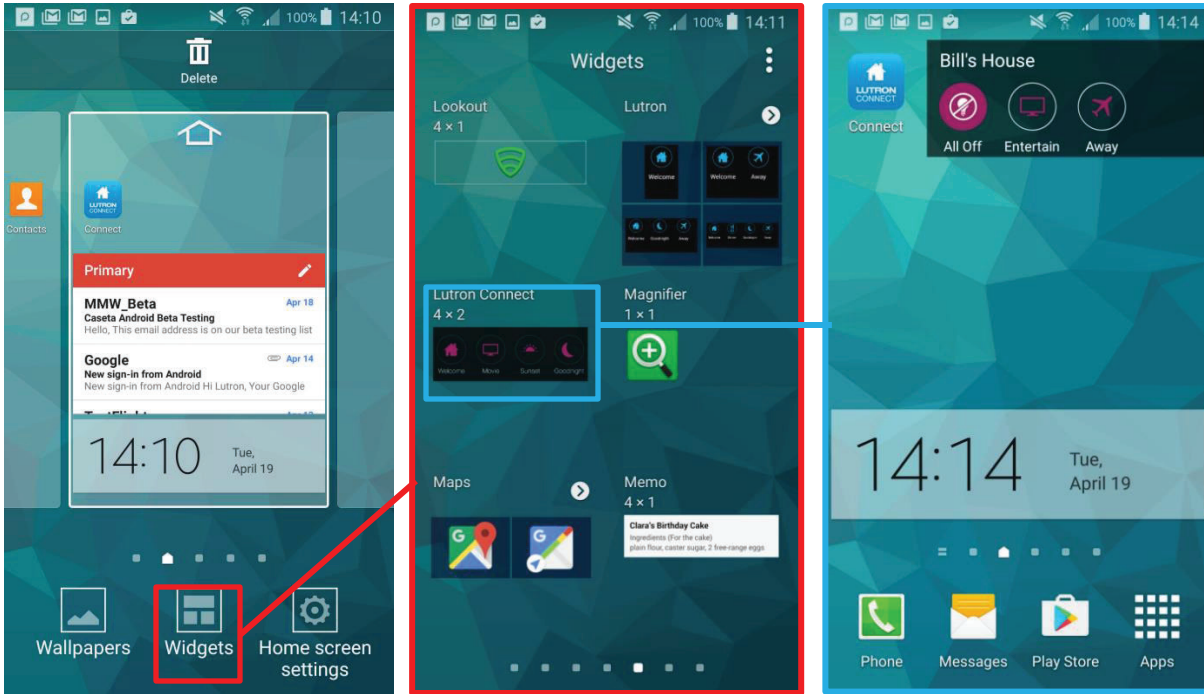
7.0 Using the Lutron Connect App *(continued)*

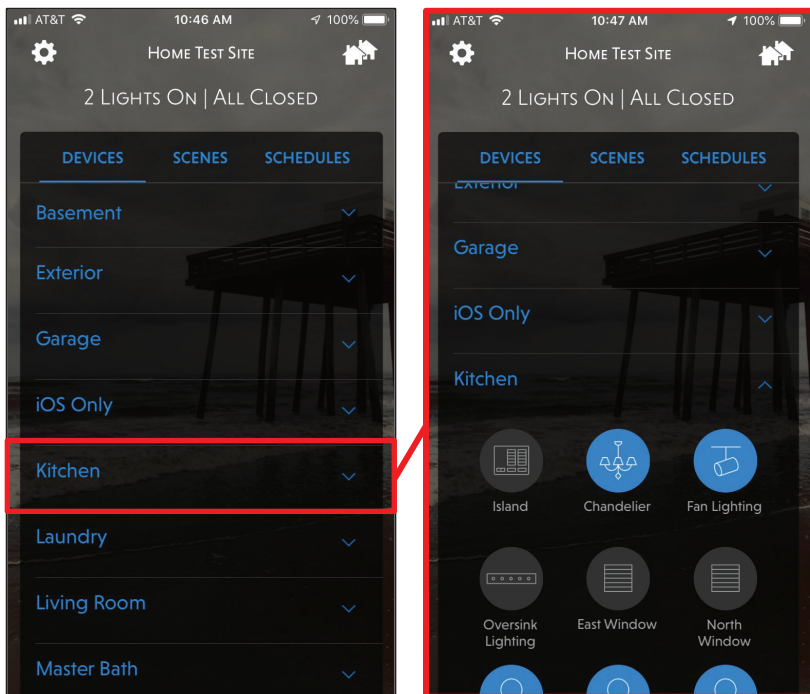## 7.7 Using the HomeGlance Screen on the Phone *(continued)*

7.7.2 Controlling the System from the Area Tree *(continued)*

The images below show an exploded view of an area landing page and illustrates what each screen and associated functions look like.

Control of Individual Lights
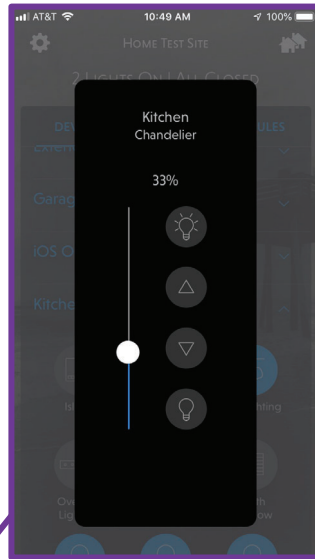
Keypad Control
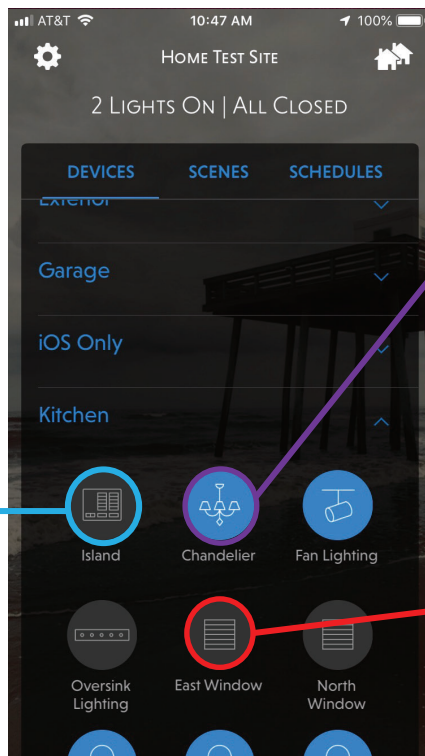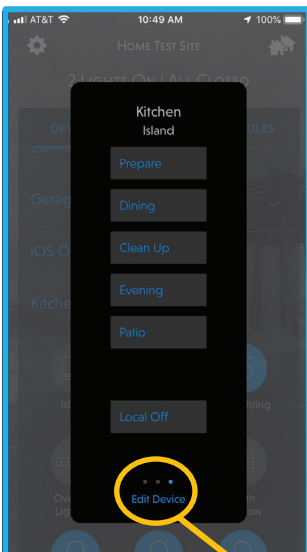
Control of Individual Shades
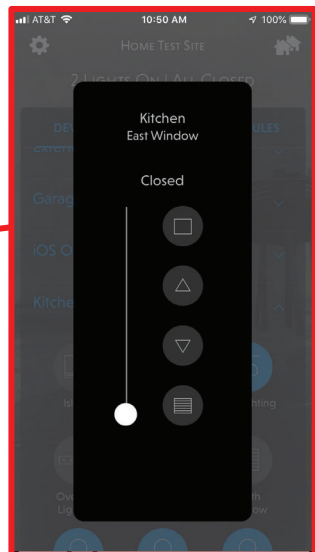
Small dots indicate multiple zones or keypad button pages; swipe left or right to change pages

7.0 Using the Lutron Connect App *(continued)*

7.8 Using the Lutron Connect App on an *iPad* Mobile Device or Android® Tablet

The *iPad* mobile device/Android® tablet version of the Lutron Connect app is similar to the phone app. Unlike the phone app, this version provides landscape view.
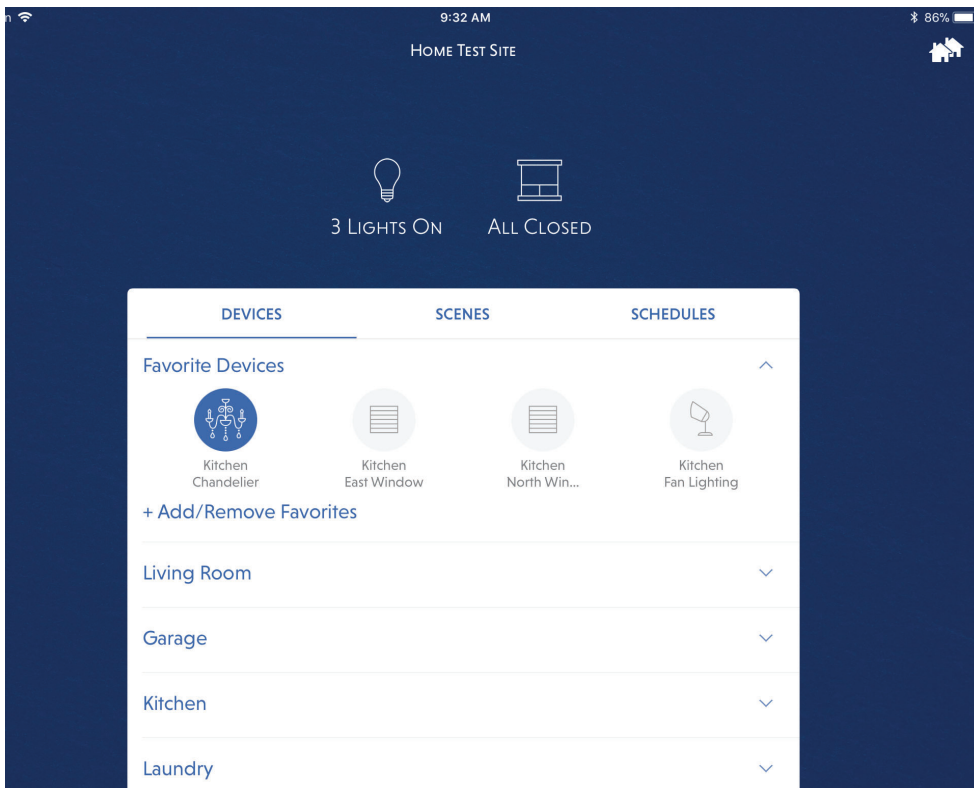
7.0 Using the Lutron Connect App *(continued)*

7.8 Using the Lutron Connect App on an *iPad* Mobile Device or Android® Tablet *(continued)*

Use the *Devices* tab to access the area tree and control of every integration-enabled keypad, light, shade, and contact closure.
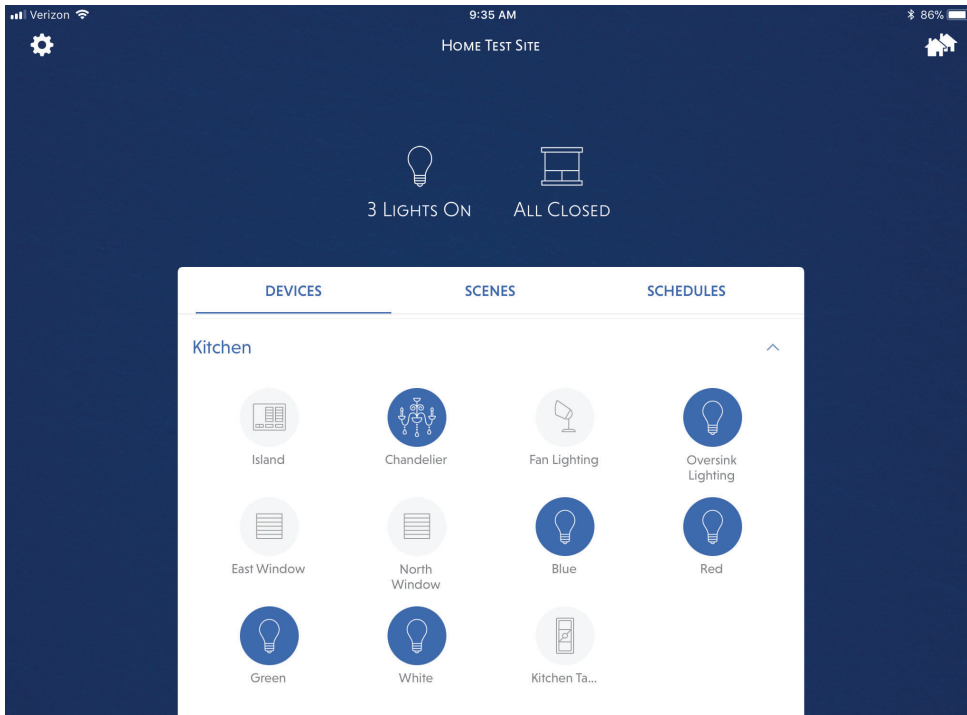
7.0 Using the Lutron Connect App *(continued)*

7.8 Using the Lutron Connect App on an *iPad* Mobile Device or Android® Tablet *(continued)*

View, edit, and add timeclock events from the *Schedules* tab.
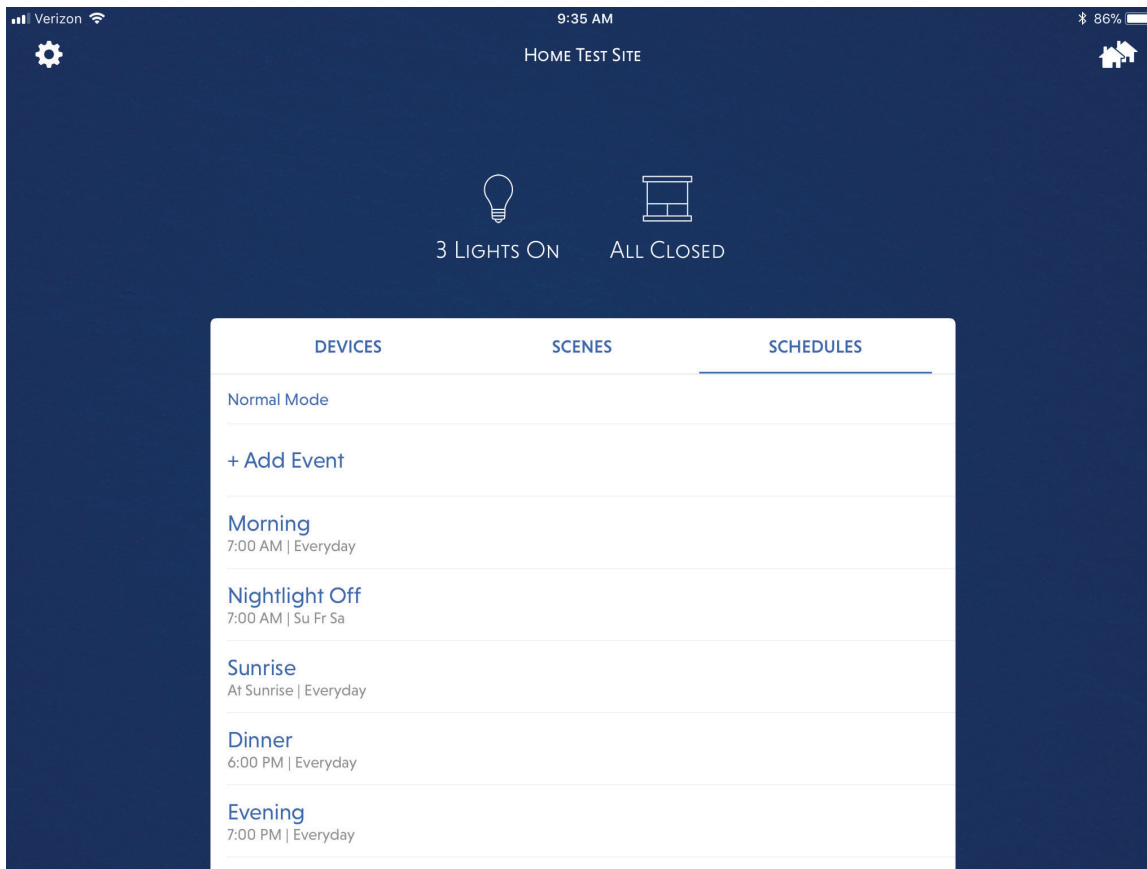
7.0 Using the Lutron Connect App *(continued)*

7.8 Using the Lutron Connect App on an *iPad* Mobile Device or Android® Tablet *(continued)*

Edit the programming of keypad buttons by locating the desired keypad on the *Devices* tab and selecting *Edit Device*. Lights, shades, temperature, and audio can be edited using the Lutron Connect app for tablets.
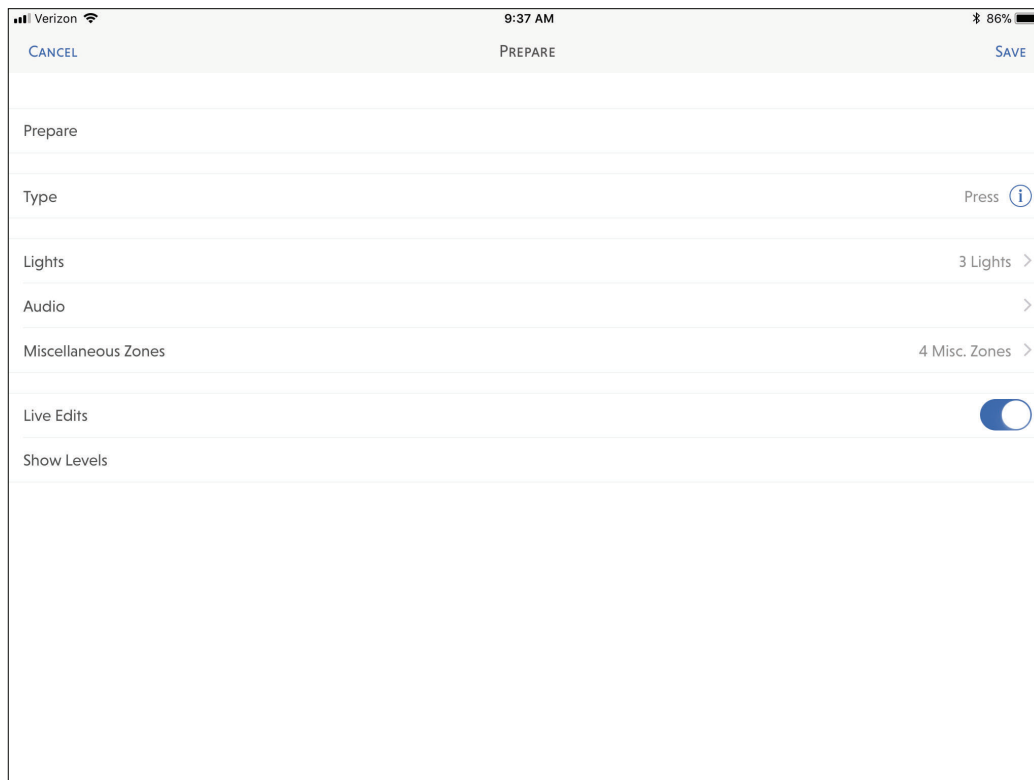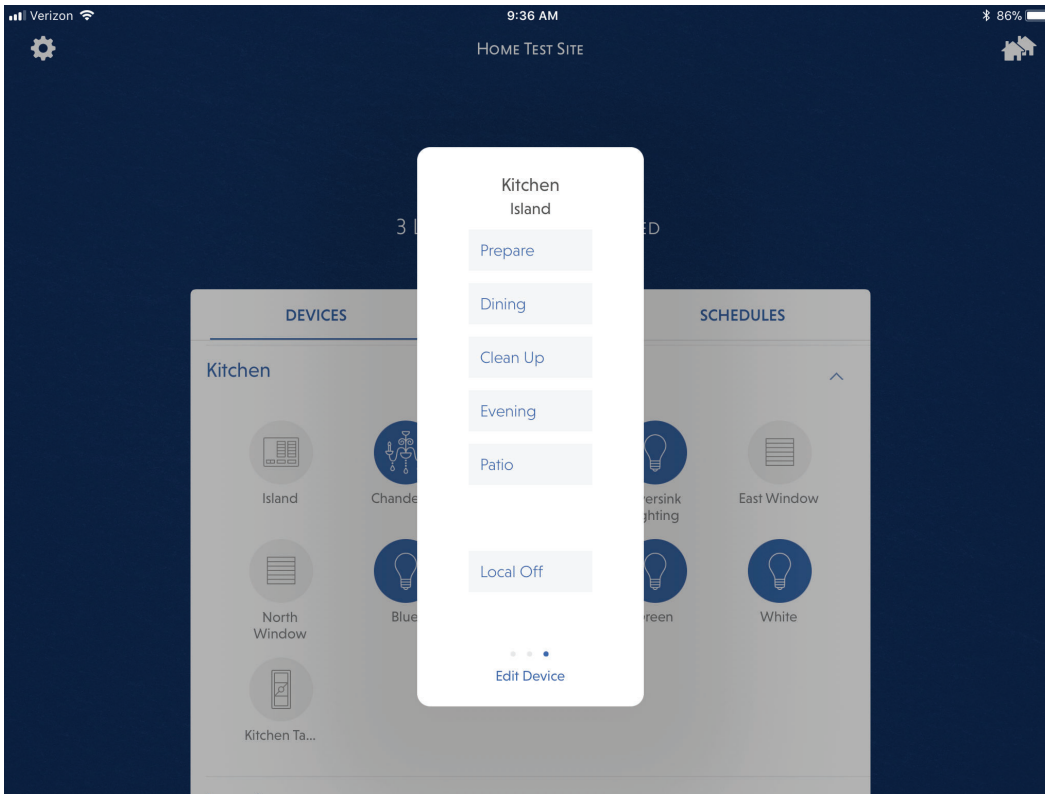
Continued on next page...

7.0 Using the Lutron Connect App *(continued)*

7.8 Using the Lutron Connect App on an *iPad* Mobile Device or Android® Tablet *(continued)*

Edit the system, add a new home to an account, set up 3rd party integration, and generate support files from the *Settings* menu by tapping ⚙ in the upper-left corner of any app screen.
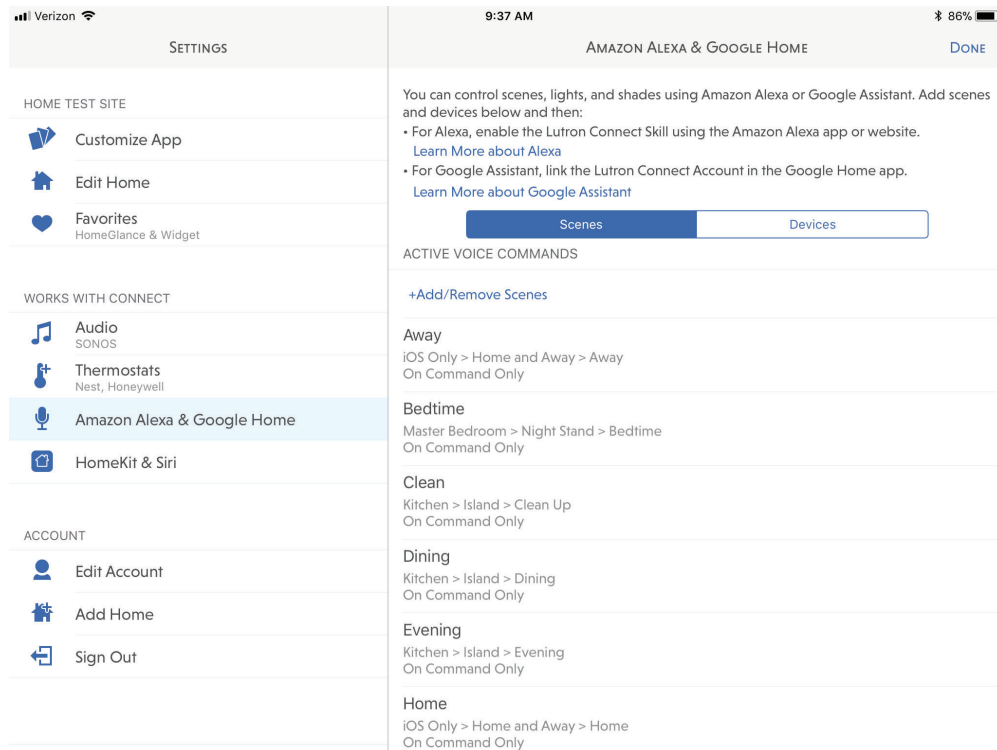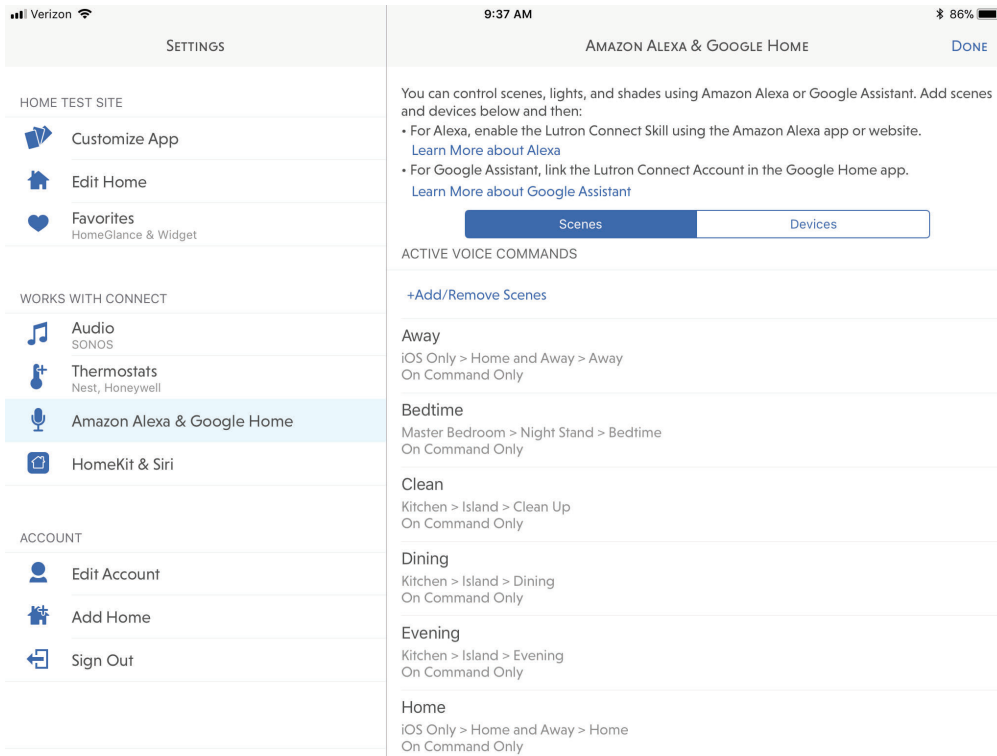
7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App

Lutron Connect offers the end user adding and editing capabilities for standard keypad programming, timeclock events, and HVAC schedules. All homeowner edits can be synchronized with the RadioRA 2 or HomeWorks QS programming software the next time that the software is connected to the system.

7.9.1 Editing Keypad Programming

The Lutron Connect app allows for editing of the *Press On* function of keypad buttons with standard programming. Lights, shades, switched loads, contact closures, and fans can be added, removed, or edited on these keypad buttons.

Use the area tree, on the *Devices* tab of the HomeGlance screen, to navigate to the keypad that is to be edited and select the keypad by tapping the icon for it. To edit the programming of the keypad, tap on *Edit Device* at the bottom of the keypad pop-up window in the upper-right corner of the screen. Once in editing mode, arrows will appear on each button.
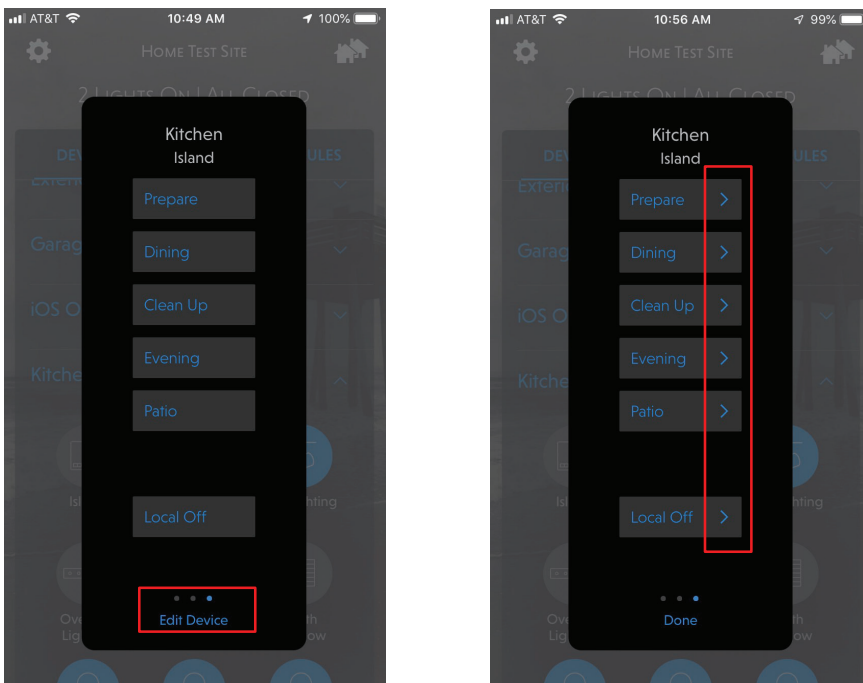
7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.1 Editing Keypad Programming *(continued)*

Engraving text on button (only editable on homeowner keypads)

Click to add lights or edit lighting levels, fades, and delays

Click to add shades or edit shade levels and delays

Click to add Sonos rooms to single action buttons. See **Section 7.9.5** for more information

Click to add or edit relay or CCO load settings and delays

Use *Live Edits** while on-site to dial in the perfect level. See the new level in real-time before saving

* Live Edits can be turned off from the on default by navigating to:
  Android®: Settings -> Advanced -> Live Edits
  iOS: Settings App -> Lutron Connect -> Live Edits

7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.2 Adding and Editing Timeclock Events

Timeclock events can be edited and added using the Lutron Connect app. To begin, go to the *Schedules* section of the HomeGlance screen. The list of all system timeclock events will be displayed, along with the option to *Add Event*.

Choosing to *Add Event* will open up an event configuration window.
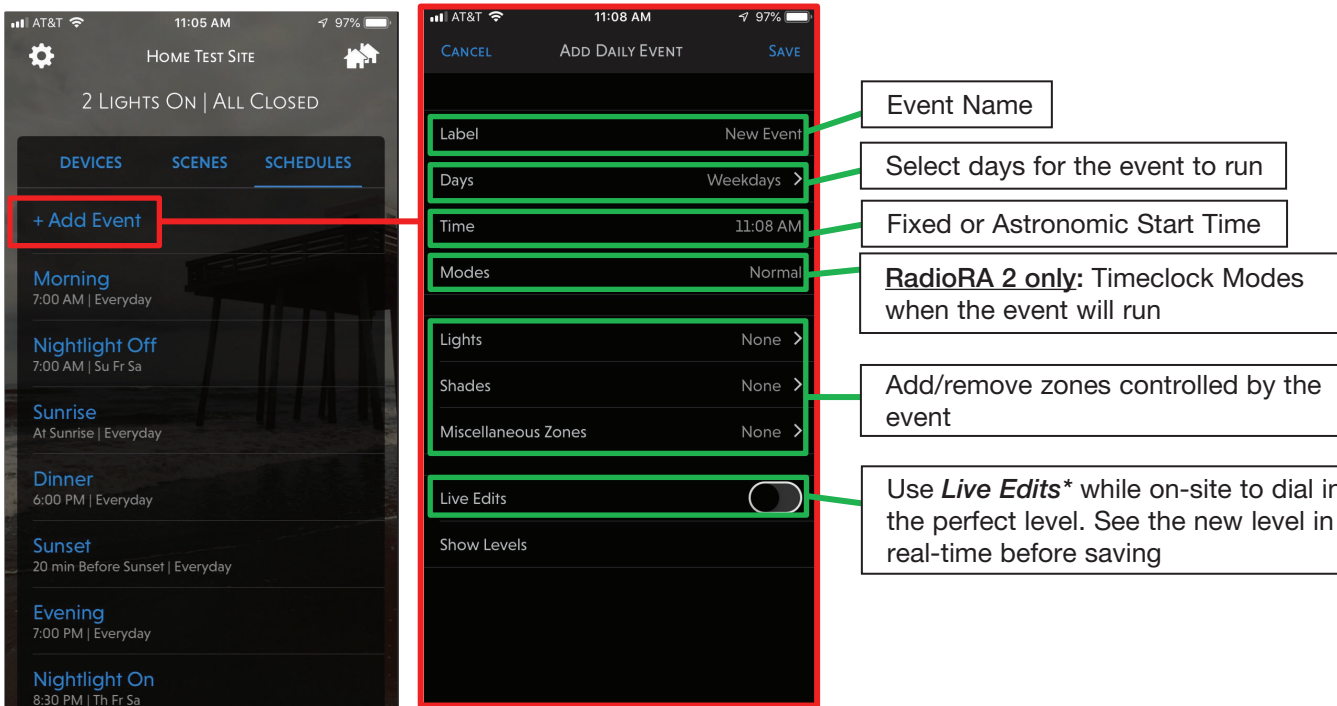
Event Name

Select days for the event to run

Fixed or Astronomic Start Time

RadioRA 2 only: Timeclock Modes when the event will run

Add/remove zones controlled by the event

Use *Live Edits** while on-site to dial in the perfect level. See the new level in real-time before saving

* Live Edits can be turned off from the on default by navigating to:
  Android®: Settings -> Advanced -> Live Edits
  iOS: Settings App -> Lutron Connect -> Live Edits

7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.2 Adding and Editing Timeclock Events *(continued)*

The diagram below displays the various screens used when adding/editing timeclock events.

Days of the Week   Fixed Time   Astronomic Time
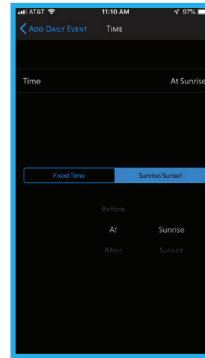
RadioRA 2
Modes
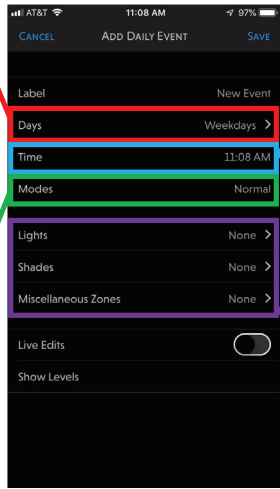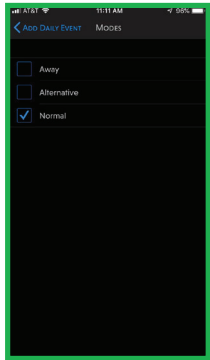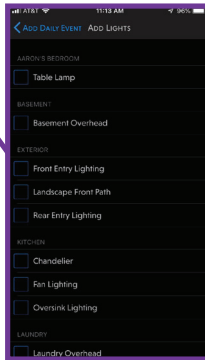
Zone Selection   Level Setting   Fades and Delays
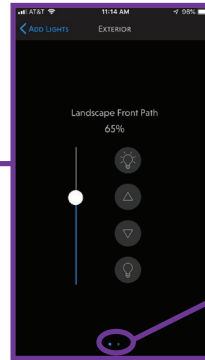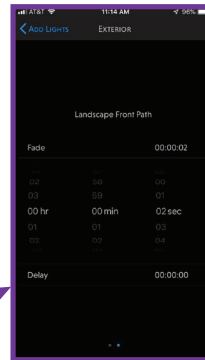
When editing an existing timeclock event, the only additional parameter that can be set is the enabling and disabling of the event. That can be done using the *Status* slider at the top of the *Edit Event* screen. When the slider is purple, the event is active.
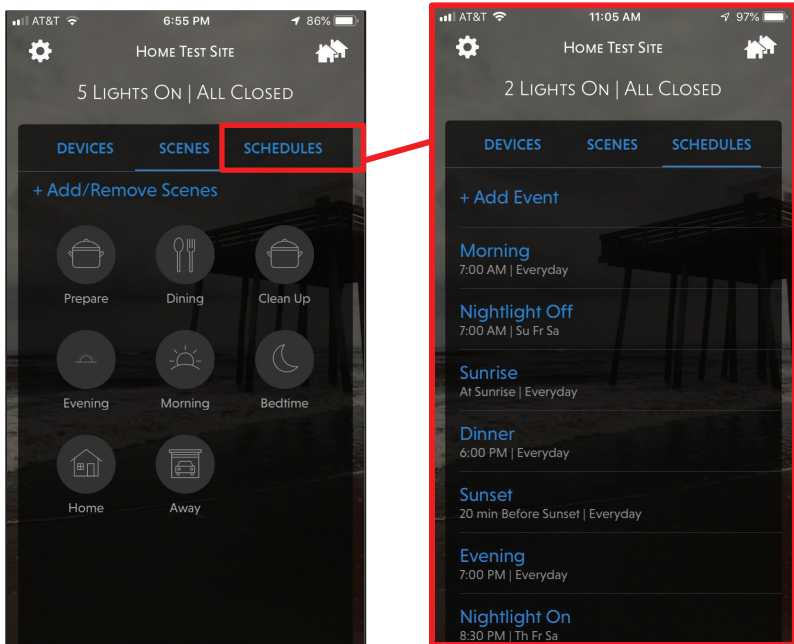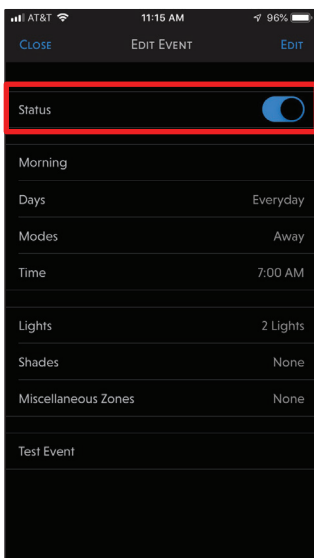
7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.3 Editing Thermostat Schedules

Lutron Clear Connect thermostats, Clear Connect HVAC Controllers, and Palladiom HVAC controllers (HomeWorks QS only) can have schedules programmed to them using the RadioRA 2 or HomeWorks QS software. These schedules can be edited using the Lutron Connect app.

To begin, navigate to the HomeGlance screen. Select the current temperature to show all available HVAC zones.

On the HVAC zone control screen, locate the desired zone and select the option for *Mode, Fan, & Schedule*. Next, tap on *Edit Schedule*.
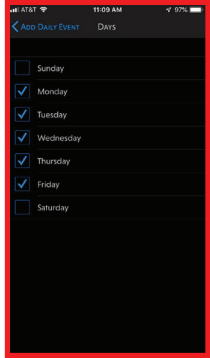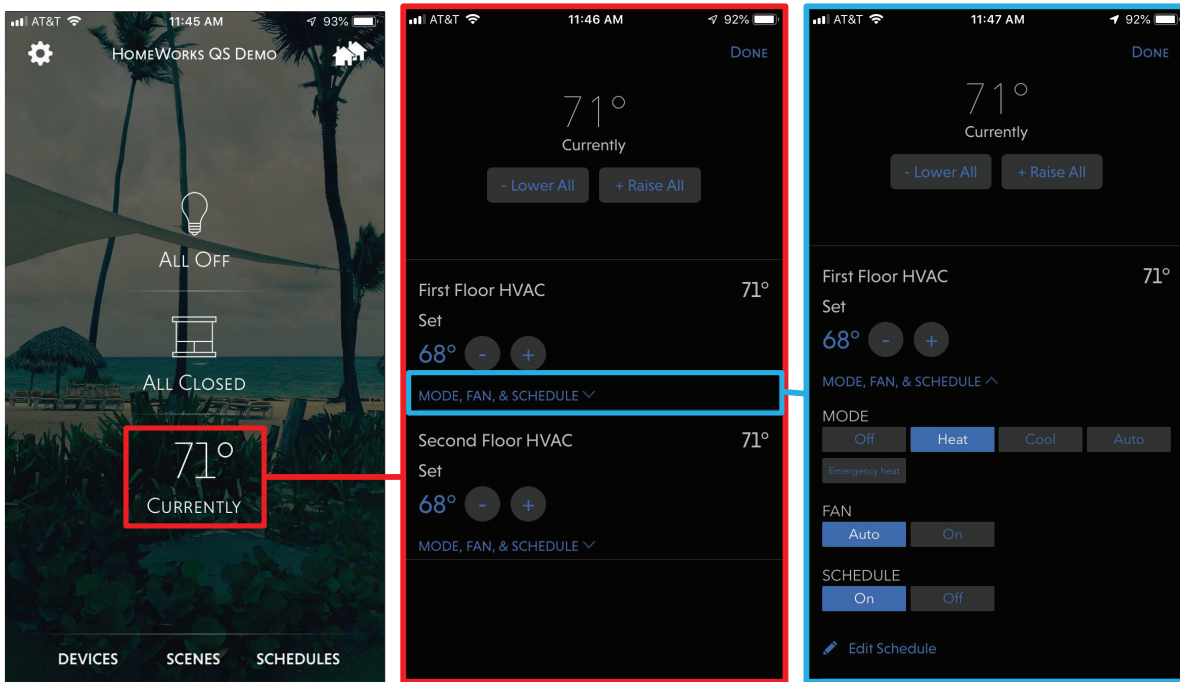
7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.3 Editing Thermostat Schedules *(continued)*

Choose *Weekends* or *Weekdays* Once *Weekends* or *Weekdays* has been chosen, tap on *Edit* in the upper-right corner of the screen to initiate the editing process.

7.0 Using the Lutron Connect App *(continued)*

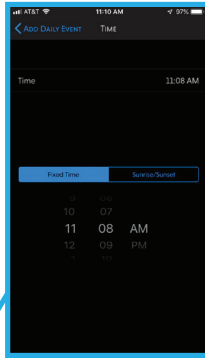## 7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.4 Editing Buttons with Advanced Programming

Below is a table that highlights how buttons with advanced programming are affected by editing.

Scenario	Can Add/Remove Zones	Can Edit Zone Levels	Editor Programming View
Keypad is homeowner keypad	Yes	Yes	Can view and edit programming
Button/event has a shared scene	No	Yes	Can view/change zone programming
Button/event has an Area scene	No	Yes	Can view/change zone programming
Zone type is DMX single channel (lighting)	No	Yes	Zone is only enabled in zone list if it is affected. Can view whether the zone is affected/unaffected by the button/event
Zone Type is CCO maintained	No	No	Zone is disabled in zone list. Can view whether the zone is affected/unaffected by the button/event
Zone is locked	No	No	Can view whether the zone is affected/unaffected by the button/event
Keypad is locked	No	No	Cannot view button programming
Button/event has conditional programming	No	No	Cannot view button/event programming
Button has cycle dim enabled	No	Yes	Can view/change zone programming

7.0 Using the Lutron Connect App *(continued)*

7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.5 Adding Sonos Rooms to Keypad Buttons

This section will demonstrate how to add Sonos Rooms utilizing the Lutron Connect app. For a comprehensive guide on using Sonos with RadioRA 2 or HomeWorks QS systems, refer to the Application Note #625 - Integrating a Sonos® System with RadioRA 2 and HomeWorks QS Systems at www.lutron.com. Sonos Room control requires RadioRA 2 or HomeWorks QS software version 10.4 or newer and the Lutron Connect app version 2.0 or newer.

Note: The Sonos Rooms and Sonos Favorites must be configured prior to using the Lutron Connect app to integrate the two systems. Sonos configuration is completed using the Sonos app.

From the HomeGlance screen of the Lutron Connect app, proceed to *Devices* and navigate to the keypad that is to have Sonos Room control added to it using the area tree. Once the keypad has been selected, tap *Edit Device* and tap on the chevron (>) to edit the desired button. Tap on *Audio* to begin adding Sonos Room control to the button.
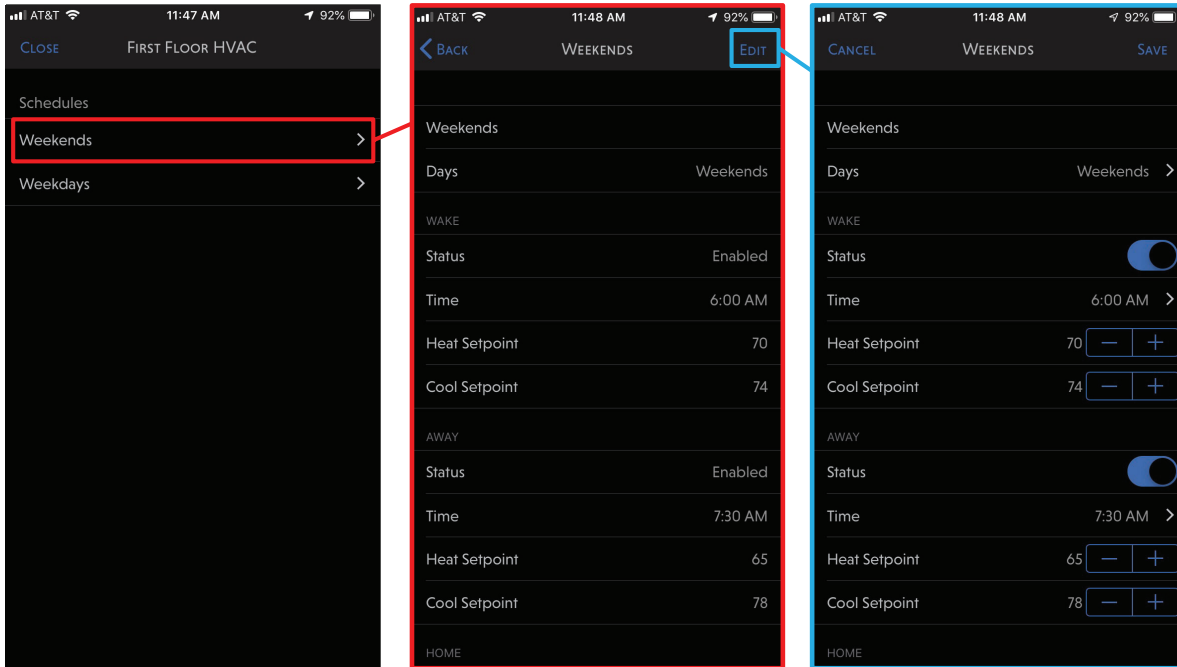
7.0 Using the Lutron Connect App *(continued)*

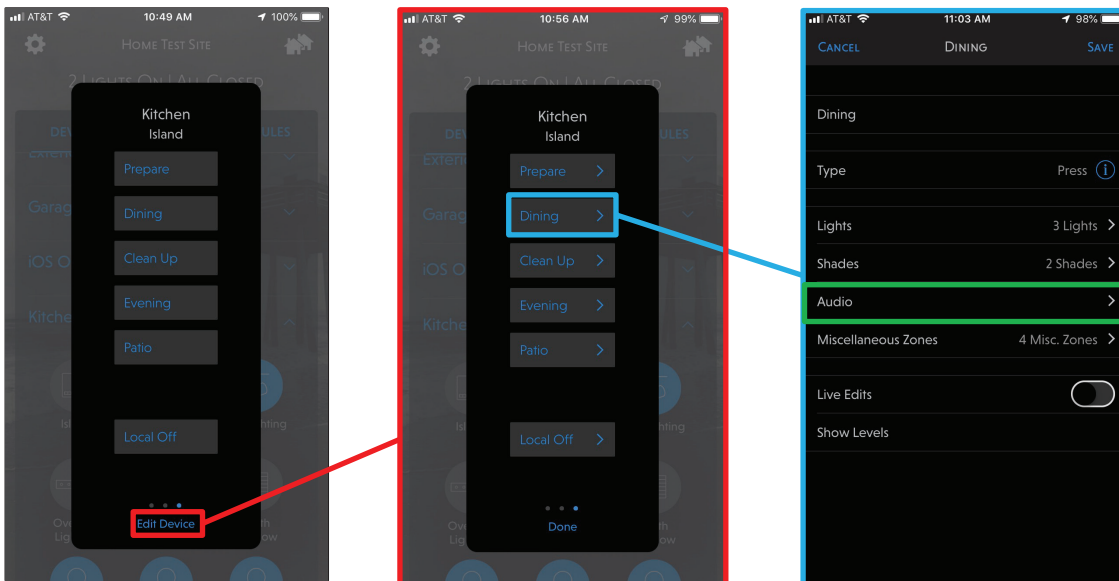## 7.9 Editing the System from the Lutron Connect App *(continued)*

7.9.5 Adding Sonos Rooms to Keypad Buttons *(continued)*

Play or pause rooms, toggle play/pause, skip next, or cycle Sonos favorite capability can be added to single action buttons. To add Sonos to a scene, tap on *Play or pause rooms. Play or pause rooms* requires a *Favorite* to be selected as well as *Rooms to play* and *Rooms to pause*. The volume must be set for each room being played as part of the preset.
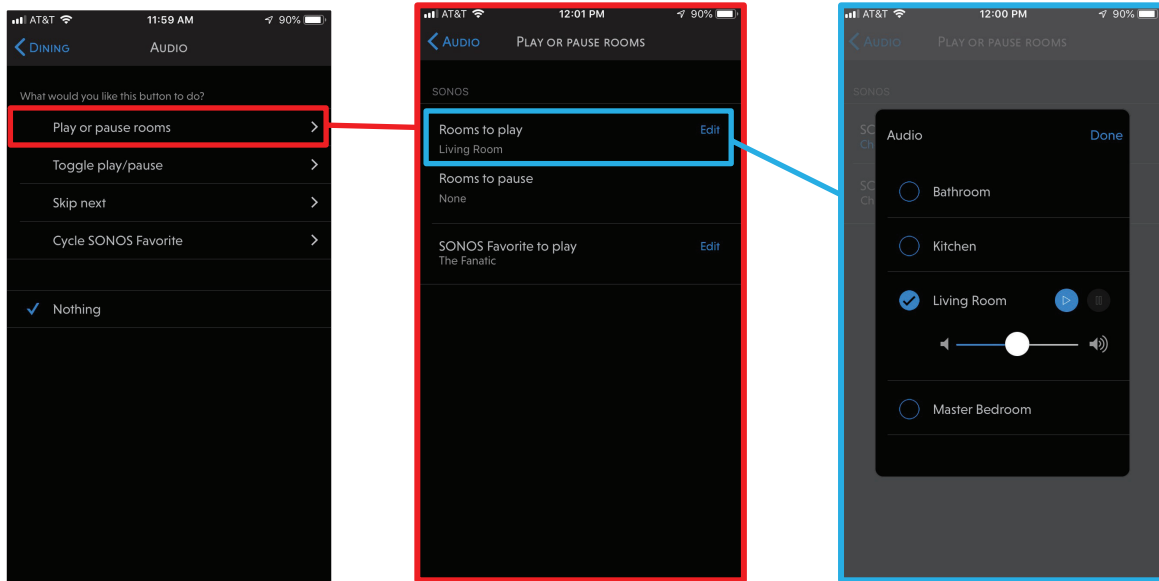
For raise and lower buttons on keypads, an *Enable Raise/Lower Volume* option will appear. The raise and lower buttons have been set to Single Scene Raise/Lower (HomeWorks QS system) or Raise/Lower Programmed Devices (RadioRA 2 system) and no other loads have been assigned to them. After enabling the feature, select the room to be affected.
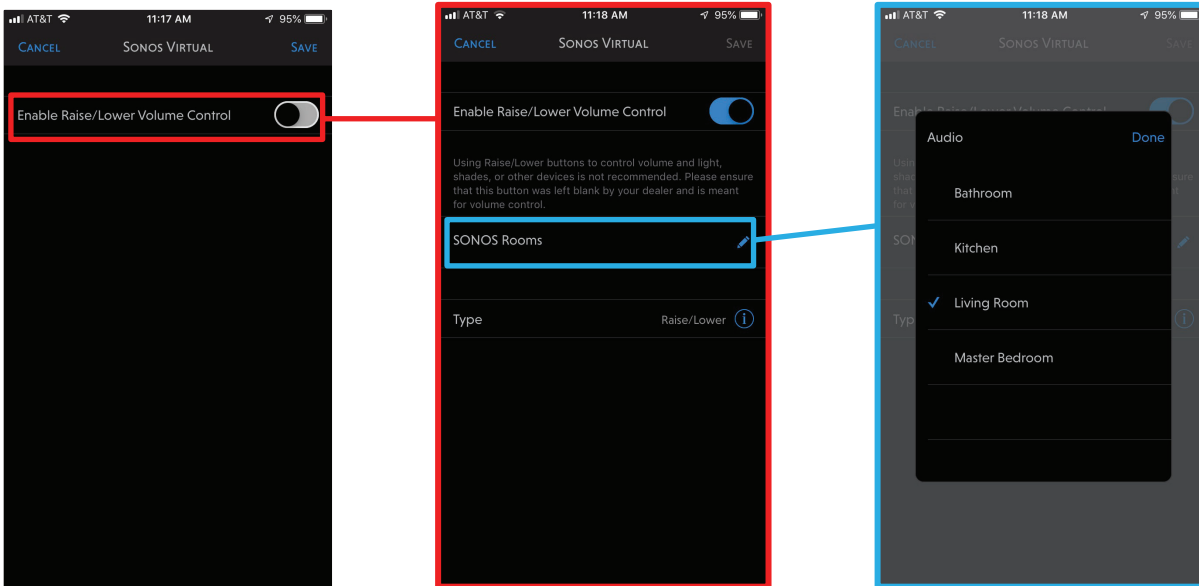
7.0 Using the Lutron Connect App *(continued)*

7.10 Arriving/Leaving Home

Arriving/Leaving Home is a function of the mobile device which allows an action to occur in a system based upon the user entering or exiting a user-defined geographic circle with a minimum radius of 1000 ft (304 m) and a maximum radius of 10,000 ft (3048 m).

With the Lutron Connect app, each user can define their own circle (typically centered on their residence) since the feature is at the mobile device level and not at the system level. Enabling the *Arriving/Leaving Home* feature allows each user to automatically trigger an action upon entering or exiting the circle. The user can also choose to receive a notification prior to triggering the scene.

Begin configuration by tapping the *Settings* icon in the upper left corner of the HomeGlance screen and then selecting the option for *Arriving/Leaving Home*.

Arriving/Leaving Home scenes must be single action presses. Advanced programming single action buttons cannot be used (e.g., single variable and conditional).
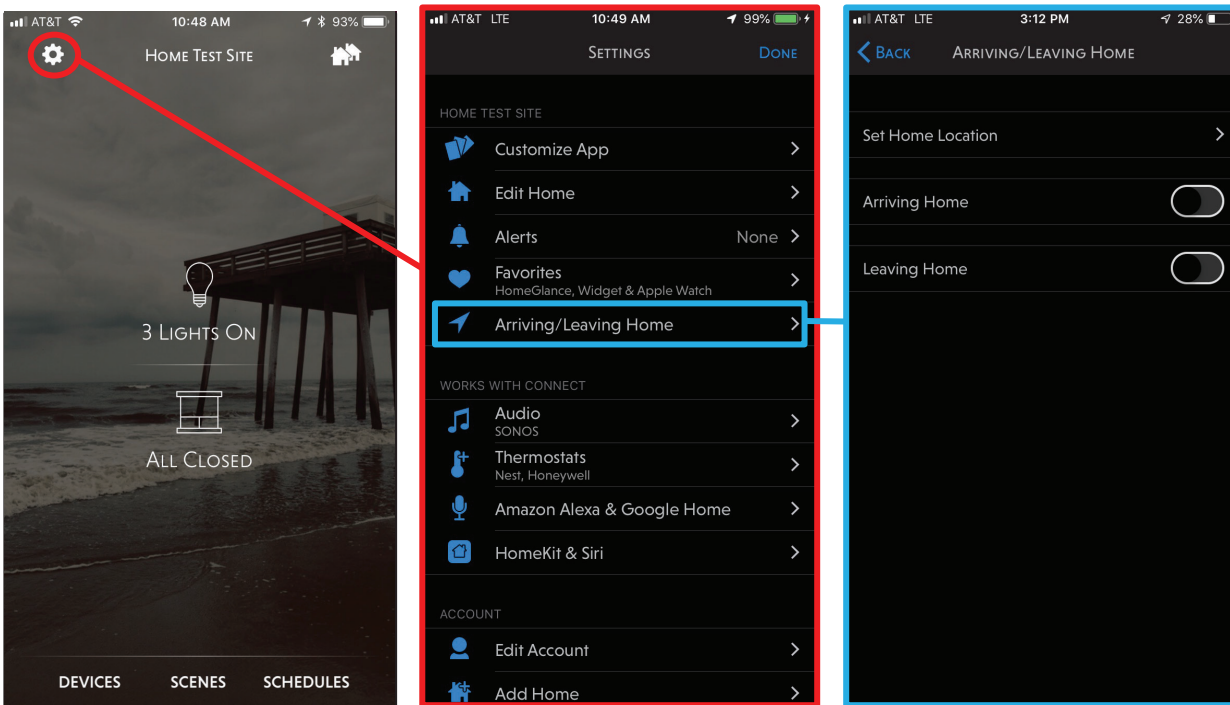
7.0 Using the Lutron Connect App *(continued)*

7.10 Arriving/Leaving Home *(continued)*

The first step is to define the geographic residence that the app will use to trigger the *Arriving/Leaving Home* feature. Center the circle around a geographic location (type in an address or use the *Current Location*) and then drag the blue pin and expand the radius to the desired distance.
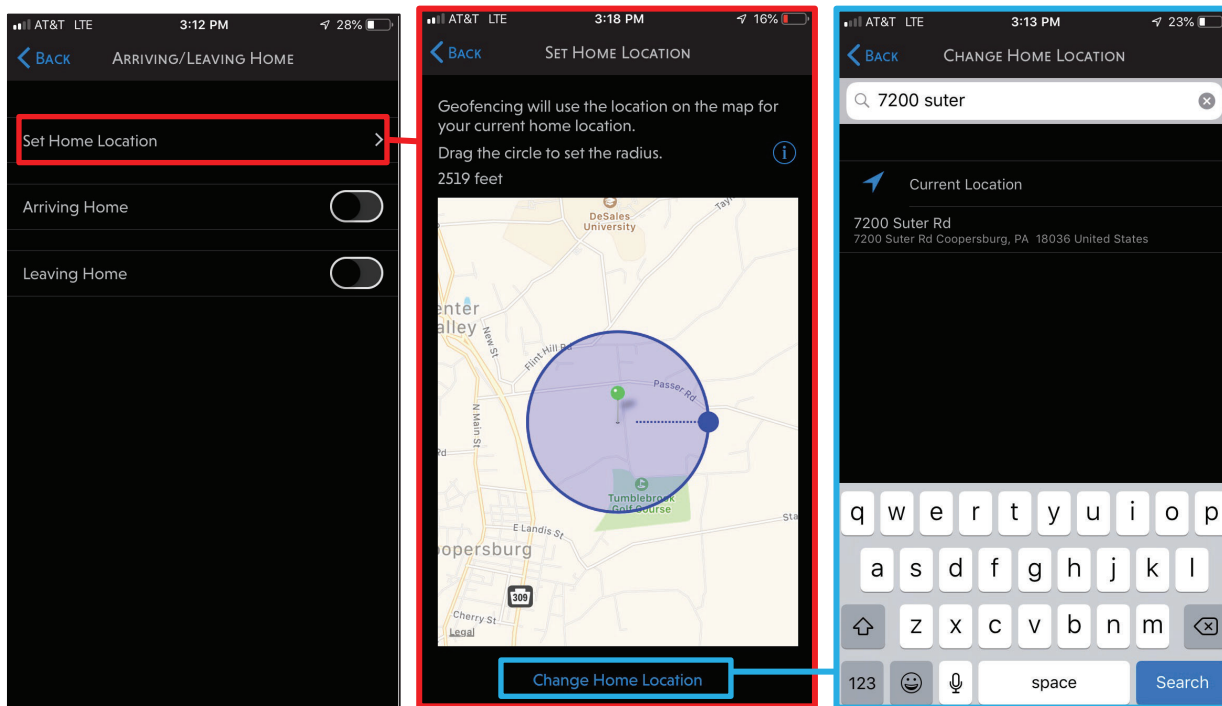
After the *Home Location* has been set, *Arriving Home* and *Leaving Home* functionality can be enabled by sliding the switch to the right. The slider will be red to show that the feature is enabled.
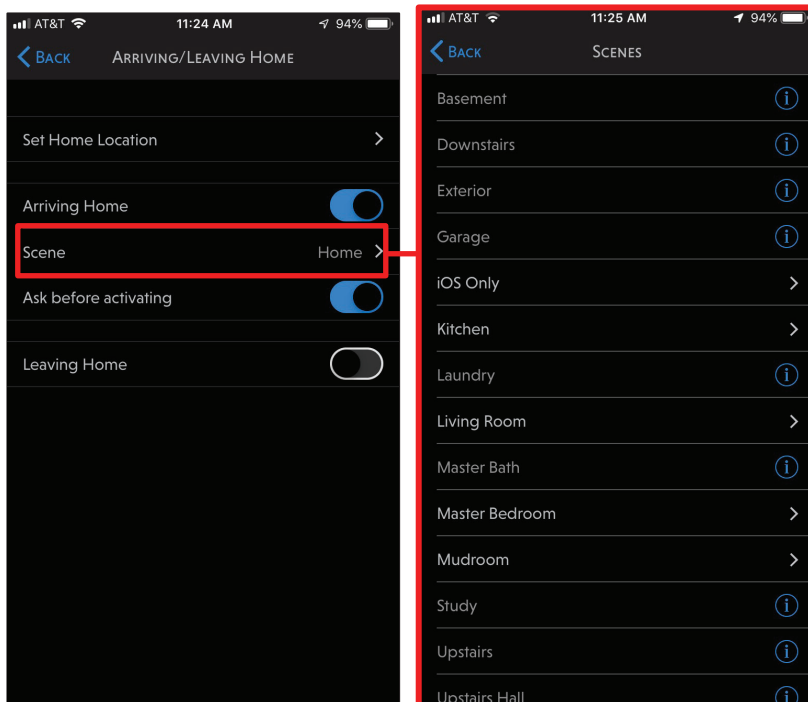
7.0 Using the Lutron Connect App *(continued)*

7.10 Arriving/Leaving Home *(continued)*

Tap the circle to the left of the scene name to enable the feature.
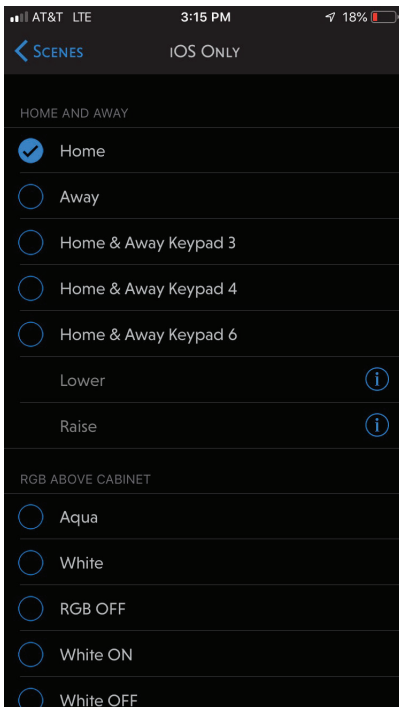
By default, *Ask Before Activating* will be enabled for both *Arriving Home* and *Leaving Home*. It is a good practice to keep this enabled because this automatic control may interfere with other users.
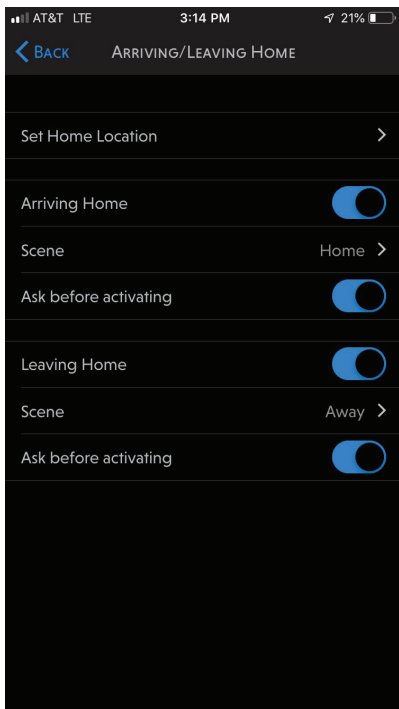
7.0 Using the Lutron Connect App *(continued)*

7.11 Adding a Wi-Fi Thermostat to the Lutron Connect App

The Lutron Connect app can be utilized to control Wi-Fi thermostats. Integration between these 3rd party thermostats and the Lutron Connect app is accomplished through the Lutron Connect Bridge connection to Lutron servers which communicate back and forth with the remote servers of the 3rd party thermostats.

Currently supported thermostats:

- NEST Learning Thermostat®
- Honeywell Wi-Fi Thermostats (except for Lyric)

For more information on thermostats and Lutron systems, refer to the "Choosing the Right Lutron Thermostat" Application Note #653 (048653) at www.lutron.com.

The first step in configuring this integration is to set up the account for the 3rd party thermostat with the manufacturer remote server. This can usually be done through a 3rd party mobile app or on the internet. Once complete, tap ⚙ in the upper left corner of the Lutron Connect app HomeGlance screen.
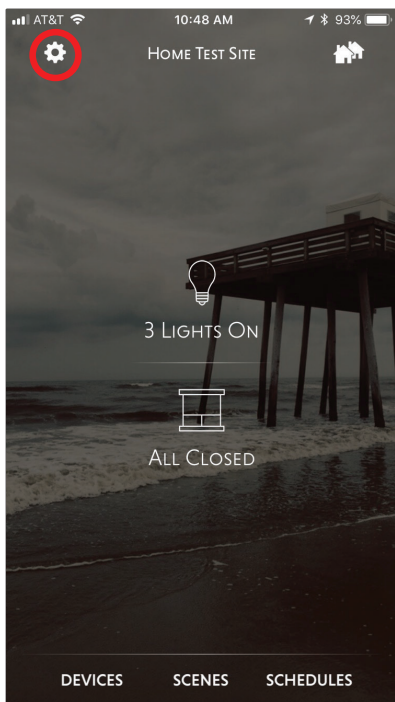
Continued on next page...

7.0 Using the Lutron Connect App *(continued)*

7.11 Adding a Wi-Fi Thermostat to the Lutron Connect App *(continued)*

On the *Settings* screen, select *Thermostats* and then sign into the appropriate thermostat account to link the thermostats to the Lutron Connect app. Once complete, the Lutron Connect app will be able to see the current room temperature and alter temperature setpoints on the thermostat(s).
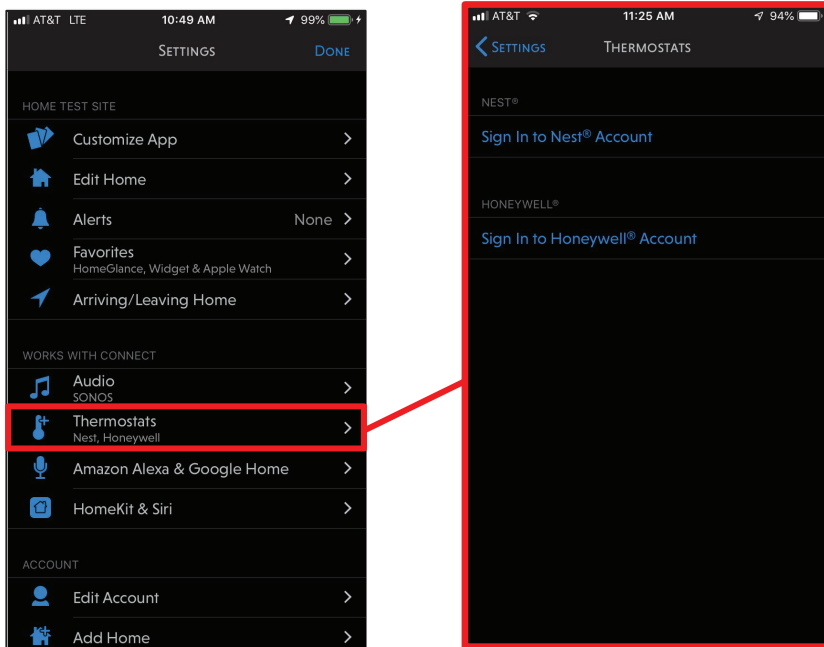
This sign-in process must be completed on every device that is running the Lutron Connect app and requires access to these wireless thermostats.

7.0 Using the Lutron Connect App *(continued)*

7.12 Voice Control Integration

Voice control can be added to the Lutron Connect app if using a RadioRA 2 or HomeWorks QS system. Since the process varies for each integration partner, we offer guides specific to each manufacturer listed below.

7.12.1 Amazon® Alexa® and Google Home Devices

Integrating Amazon® Alexa® with RadioRA 2 and HomeWorks QS and
Integrating Google Assistant with RadioRA 2 and HomeWorks QS
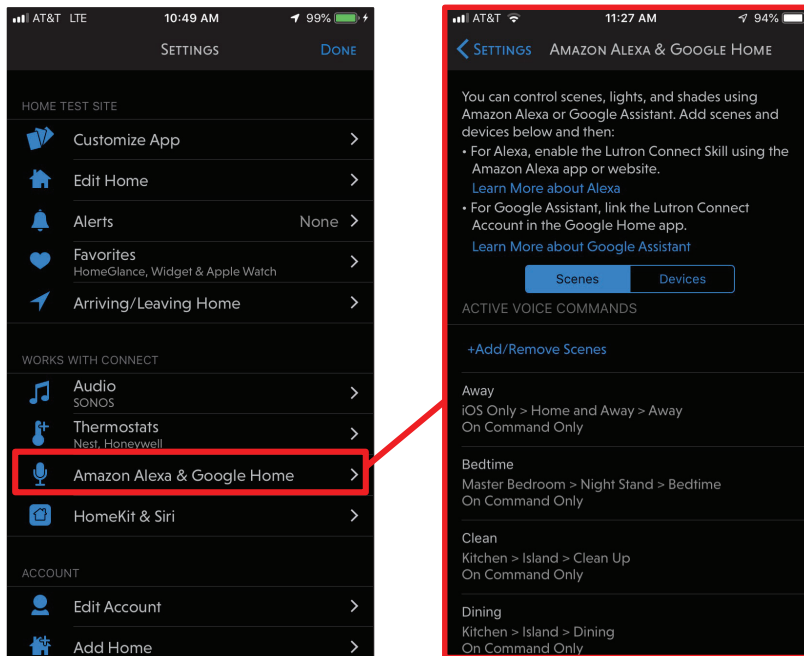
7.12.2 *Apple HomeKit* and *Siri*

Integrating *Apple HomeKit* with RadioRA 2 and HomeWorks QS
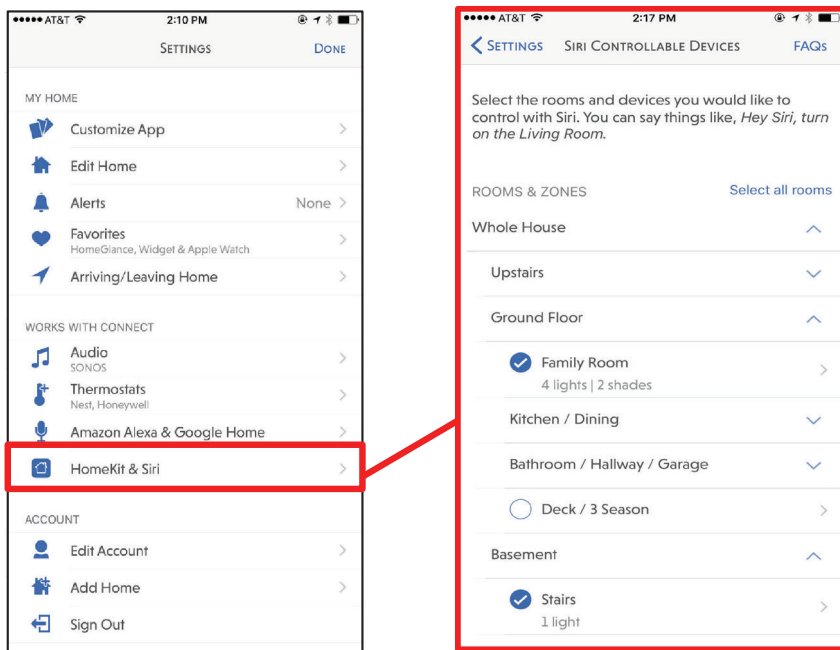
7.0 Using the Lutron Connect App *(continued)*

7.13 System Alerts

7.13.1 Battery Status Alerts

Lutron Connect has the ability to show low battery alerts for the following device types:

- Sivoia QS Triathlon shades
- Radio Powr Savr sensors
- Pico wireless controls

While these products do have an exceptional battery life, system alerts of a low battery help to ensure timely battery replacement and system performance. Low battery alerts will be triggered after an action from the device with low battery is received.

Upon entering the Lutron Connect app, a pop-up notification will appear showing that the device has reported a low battery status. Once this pop-up message has been cleared, all recent low battery status information can be reviewed by going to the *Settings* screen by clicking ⚙ in the upper-left corner and selecting *Alerts*.
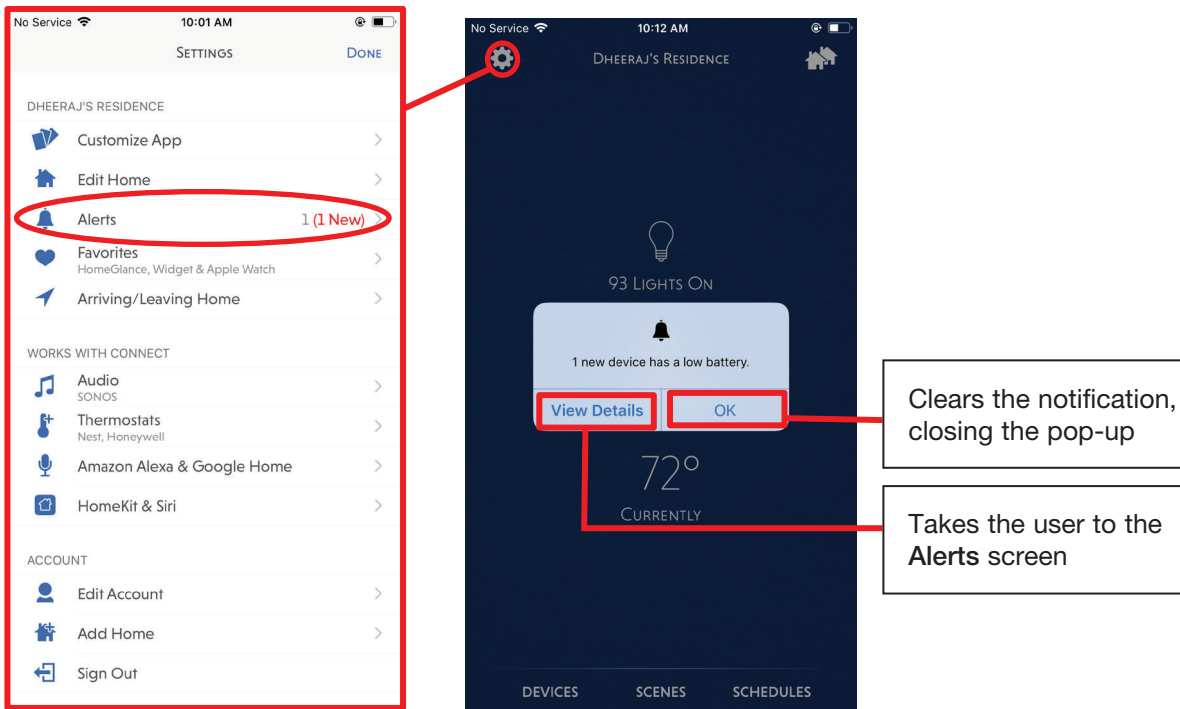
Clears the notification, closing the pop-up

Takes the user to the **Alerts** screen

7.0 Using the Lutron Connect App *(continued)*

7.13 System Alerts *(continued)*

7.13.1 Battery Status Alerts *(continued)*

Once on the *Alerts* screen, *Zone Name* and *Area Name* are displayed to easily locate the devices requiring new batteries. Tapping on the blue "ⓘ" information icon reveals the reported date of the alert.
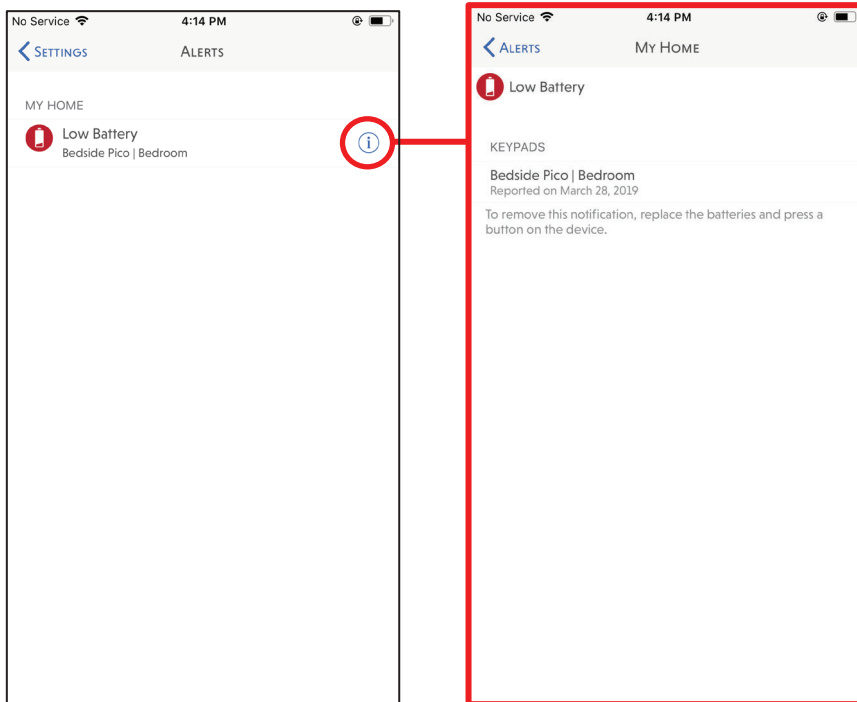
Replacing the batteries and pressing a button on the device which will send an updated battery status to the system and remove the notification.

7.0 Using the Lutron Connect App *(continued)*

7.14 Connect App Personalization and Customization

The Lutron Connect App offers a variety of ways for an end user to personalize and customize their experience. This includes alterations to background themes, icon colors, and background photographs. To start customizing, proceed to the *Settings* section of the app and select the option to *Customize App*.
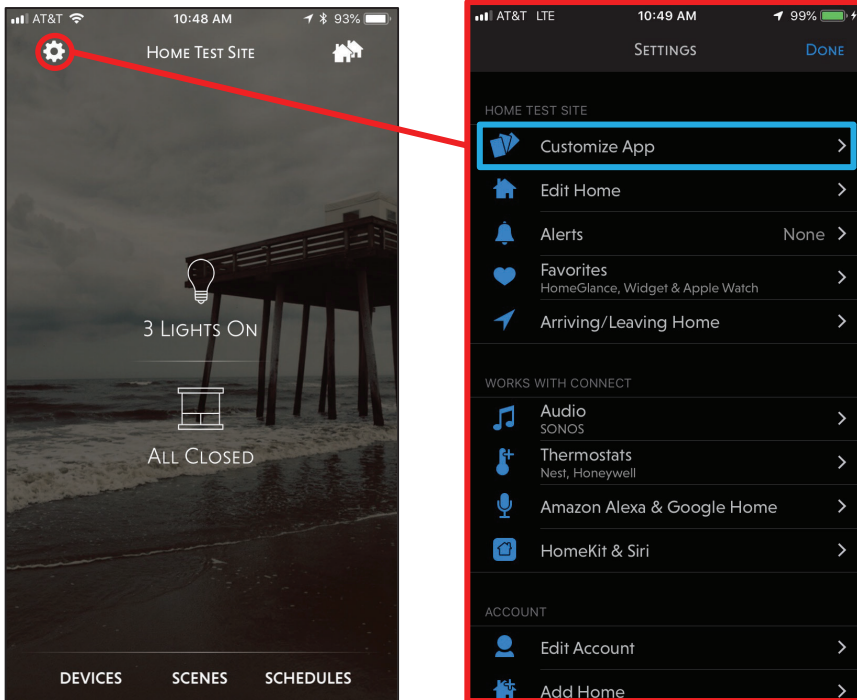
The first set of options has to do with setting Homescreen options related to sorting of items like areas and timeclock events. The options would be to have them sorted alphabetically or sorted by time.
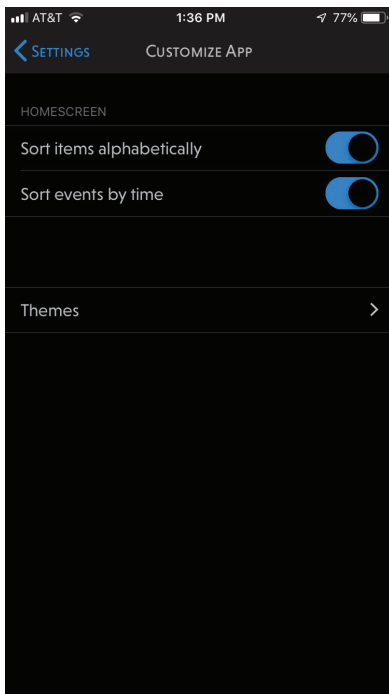
7.0 Using the Lutron Connect App *(continued)*

7.14 Connect App Personalization and Customization *(continued)*

The *Themes* section deals with the ability to select a Homescreen layout preference, set a background photograph either from the camera or an existing photo, set the color of the control panels, and select a color for the icons throughout the app.
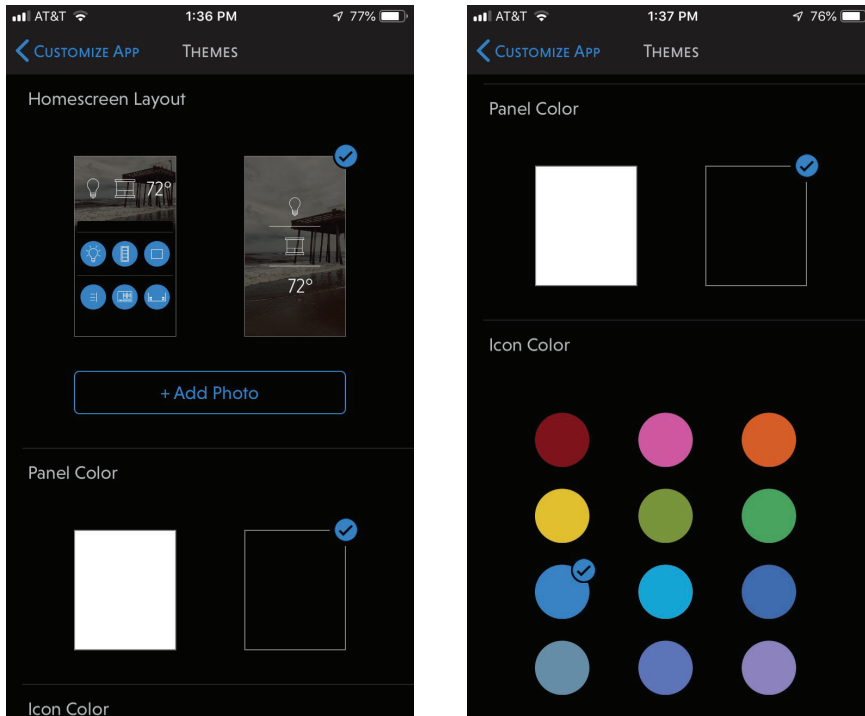
8.0 Using the *Apple Watch* device with the Lutron Connect App

Using an *Apple Watch* device with Lutron Connect requires the *Apple Watch* device to be paired to an *iPhone* mobile device that is running the Lutron Connect app. The *Apple Watch* device will work through the *iPhone* mobile device to control the system on-site or remotely.

First, configure the scenes, lights, and shades that are to be controlled by the *Apple Watch* device. Refer to section 7.7.1 for information on configuring favorite scenes and zones to show up on the *Apple Watch* device.

It is important to limit the scenes and zones to be controlled by the *Apple Watch* device to a select few favorites as the screen is not as large as a phone or tablet and too many options will cause the user interface to become crowded and difficult to use.

With the Lutron Connect app installed on the *iPhone* mobile device and the *Apple Watch* device paired, go to the *Apple Watch* device app and locate the Lutron Connect app on the list of available apps. Use the two sliders to allow the Lutron Connect app to show up on the *Apple Watch* device's main app screen and **Glances**, if desired. **Glances** is a quicker access option on the *Apple Watch* device, allowing the user to swipe up from the bottom of the *Apple Watch* device screen and swipe left or right to access commonly used apps.

8.0 Using the *Apple Watch* device with Lutron Connect *(continued)*

The screen shots below demonstrate functionality of the Lutron Connect app on the *Apple Watch* device.

Icon on the main app screen
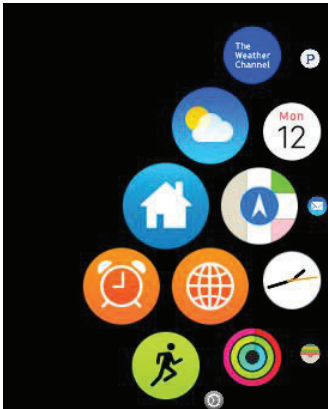
Lutron Connect from Glances
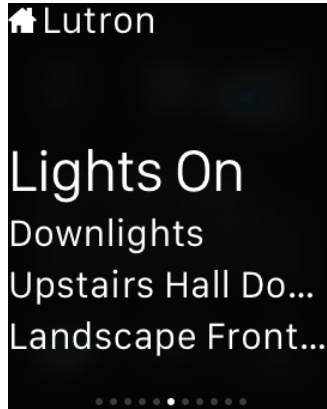
Scene Control

Lighting Zone Control
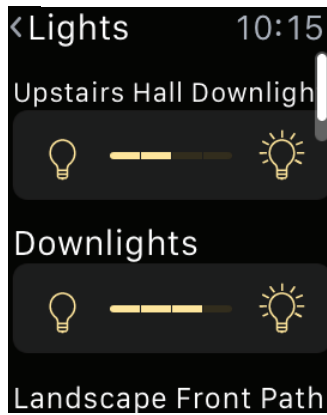
Shade Control
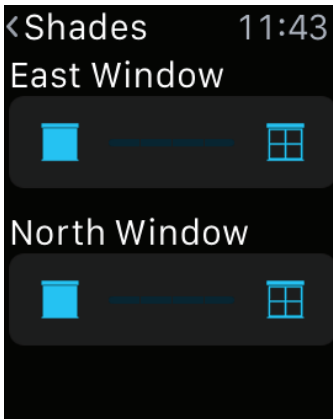
HVAC Zone Control
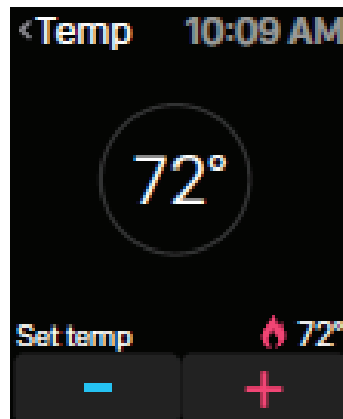
Continued on next page...

8.0 Using the *Apple Watch* device with Lutron Connect *(continued)*

On the scene control page, the user has the ability to show a photo. Showing or hiding this photo from the *Apple Watch* device is set from with the *iPhone* mobile device app. Go to the **Settings** menu by tapping ⚙ in the upper-left corner of the HomeGlance screen and then tap on **Edit Home**.
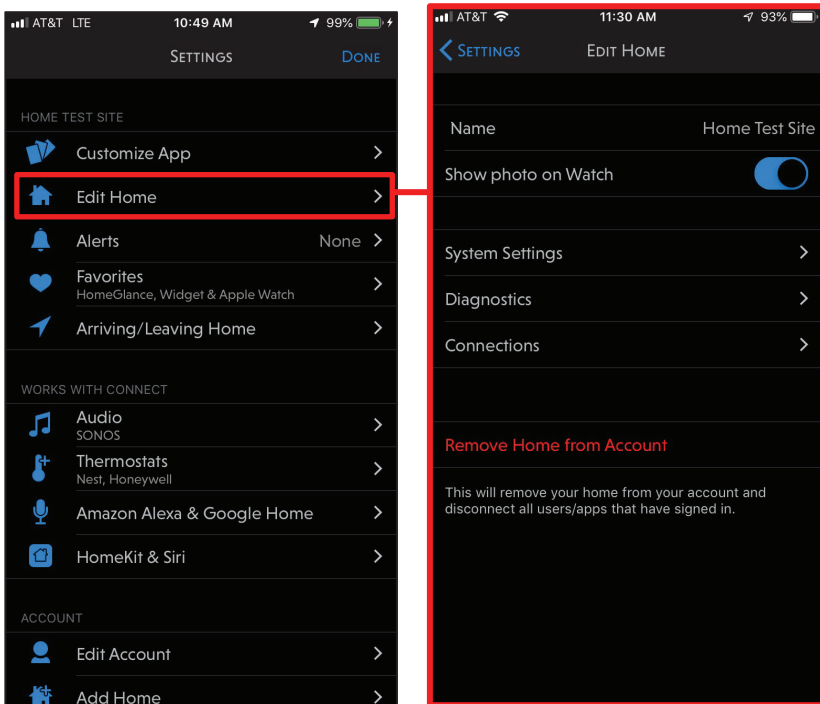
Once in the **Edit Home** screen, use the **Show Photo on Watch** slider to disable or enable the feature. When the slider is red, the photo will display on the *Apple Watch* device.

9.0 Troubleshooting

If an issue is encountered while using the app, close the app and re-open it. If the issue seems to be across multiple apps, including the Lutron Connect app, it may be an issue with the mobile device and can often be fixed by resetting the mobile device.

For help in troubleshooting network related problems, refer to the *Residential Systems Networking Guide in the Application Notes* section of www.lutron.com. Choose either **HomeWorks QS** or **RadioRA 2** as the product and use subcategory *Networking*.

9.1 Remote Assistance

The Lutron Connect app provides a secure remote assistance capability for a professional installer to be able to troubleshoot a system off-site. Remote Assistance should be the first line of defense when approaching the troubleshooting of any project that has Lutron Connect. The installer no longer needs to keep a log of all of their end user's accounts, providing their client with peace of mind in knowing that their credentials are not known outside of the residence.

To get started with Remote Assistance, proceed to the *Settings* menu of the Connect App and select the option for *Help*.
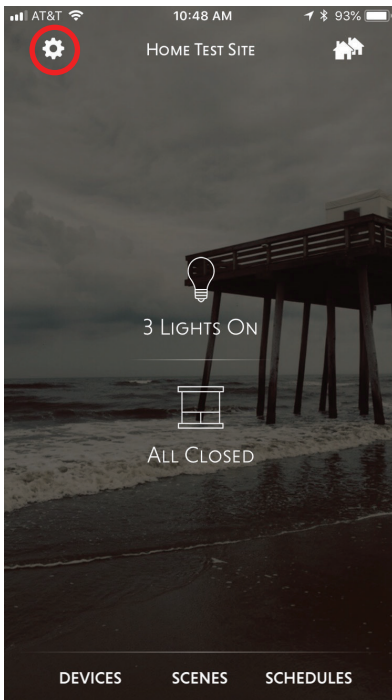
9.0 Troubleshooting *(continued)*

9.1 Remote Assistance *(continued)*

From there, select the *Get Remote Assistance* option.
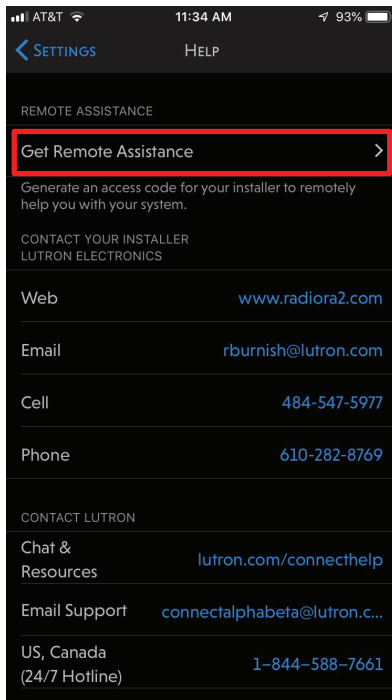
The Remote Assistance screen will display an 8-character alphanumeric, case sensitive code. This code is what will be shared with the professional installer and will provide a secure tunnel into the job site, through the Connect Bridge. The tunnel, using this code, will remain open for 24 hours or until access is revoked by the end user tapping on the *Revoke Access* link at the bottom of the screen at any point in time during that 24-hour window.
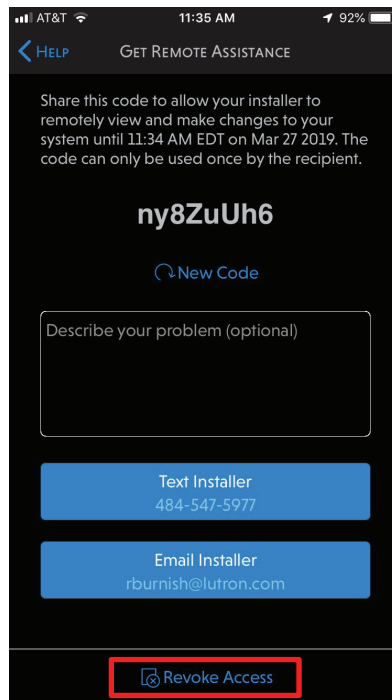
9.0 Troubleshooting *(continued)*

9.1 Remote Assistance *(continued)*

The code, along with a description of the problem, can be either text messaged or emailed to the installer. The installer simply needs to tap on the provided secure link in the text or email and then the Connect App will open on their device, providing access to the system requiring the assistance.
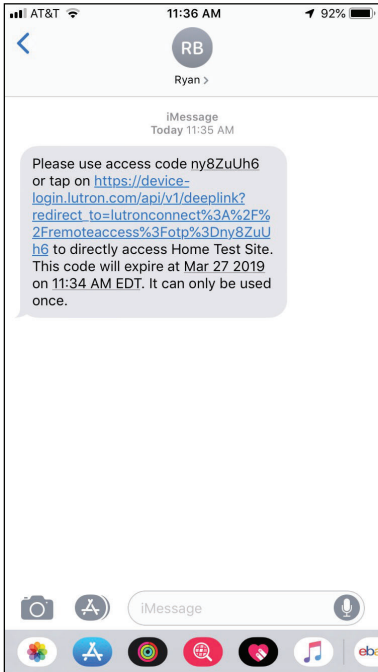
9.0 Troubleshooting *(continued)*

9.2 Emailing Support Files to Lutron Customer Assistance

For other persistent issues that cannot be solved by the method above, generate a support file from the app and email it to Lutron. To create a support file, go to the **Settings** menu by tapping ⚙ in the upper-left corner of the HomeGlance screen. Scroll down and then tap on **Help**.
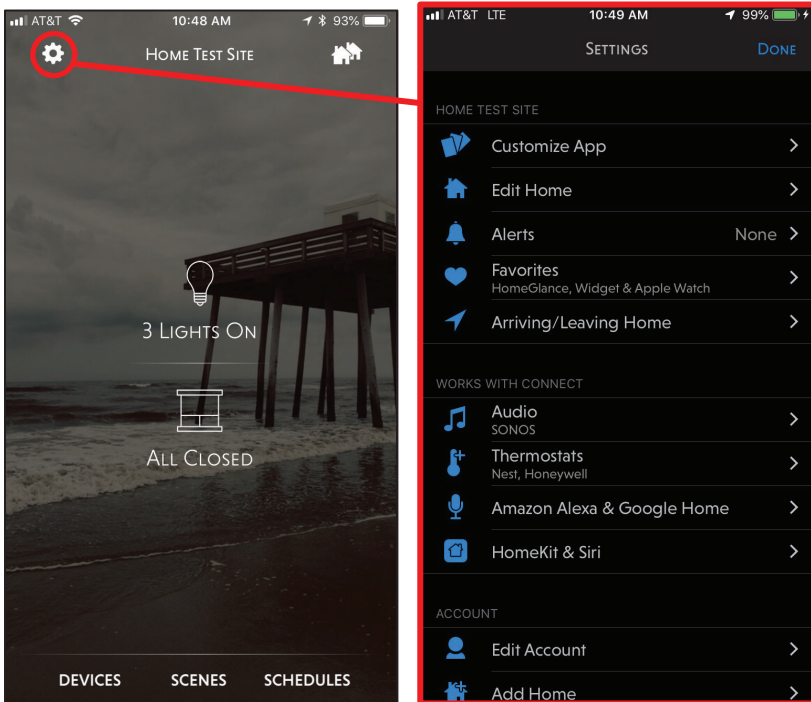
Select *Email Support*.
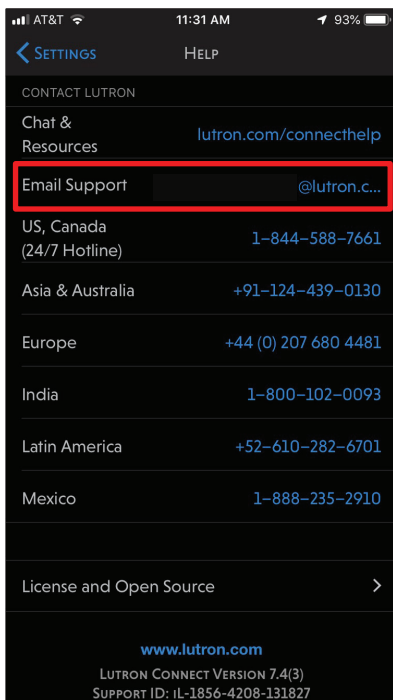
An email template will open on the mobile device with a support file attached. Fill out the information about the system, add a description of the issue, and send the email to the address pre-populated into the "To" field. Sending in support files is the recommended approach to troubleshooting persistent issues. This will help the Lutron engineering team to track the root cause and quickly provide a solution.

Note that all return emails will be sent to the default email provided in the Lutron Connect app.

10.0 Frequently Asked Questions

What software versions of RadioRA 2/HomeWorks QS does Lutron Connect app work with?

RadioRA 2 system – minimum version 10.0
HomeWorks QS system – minimum version 10.0

Note: It is highly recommended to upgrade the RadioRA 2 or HomeWorks QS software to the latest versions prior to use.

Does Lutron Connect work with HomeWorks Illumination systems?

No, this feature is only available for RadioRA 2 and HomeWorks QS systems. HomeWorks Illumination systems can still utilize the Lutron Home Control+ mobile application and requires a VPN to access remotely. Refer to Lutron Application Note #231 at www.lutron.com for more information on VPN configuration.

How much does it cost?

The Lutron Connect app is free and there is no monthly or annual charge for remote access.

Are there any differences between the phone app and tablet app?

The user interface does have some slight differences such as on the HomeGlance screen. Also, tablets do not typically support geofencing features so the arriving/leaving home functionality is a phone level feature only.

What do I need to do to enable remote access?

1. Remote access is enabled upon initial set up of the Lutron Connect Bridge
2. **VERY IMPORTANT** - The Lutron installer MUST verify the network settings are correct on the system. If using a static IP address, the system MUST have the correct settings, including Gateway Address and DNS Server. In the RadioRA 2 software, this can be verified on the *Design* tab using the *Find Main Repeater* tool. In the HomeWorks QS software, this can be verified on the *Activate* tab using Network Settings.

   If the network settings are not correct for the system, the app will report the error "This system couldn't connect to the internet to set up remote access" when attempting to enable remote access.

How do I enable remote access for a new system?

1. On the main screen, select *Sign In*
2. Select the option to create a new account
3. Type in an email address, create a password (must be 8 or more characters with at least one letter and one number and be of Medium strength), and press *Register* to create an account
4. Press the button on the bridge when prompted
5. The Lutron Connect app can now be used to control Lutron lights, shades, temperature, etc. from inside or outside the house

   Note: The system must be connected to the same local Wi-Fi network as a HomeWorks QS system or RadioRA 2 main system and Lutron Connect Bridge to utilize remote access.

How do I enable remote access for an existing system?

Contact a Lutron dealer to install/activate a Lutron Connect Bridge and upgrade a Lutron system to the appropriate version of software.

Can I use the Lutron Connect app if there is no internet access and only Wi-Fi?

Yes, using the temporary access feature. Internet access is required to update the Lutron Connect Bridge firmware but temporary access can be used to control the system without an internet connection.

Can I enable remote access when I'm away from home?

No, for security reasons the mobile device must be connected to the same local Wi-Fi network as the Lutron Connect Bridge to set up remote access initially. However, after remote access is set up, any other mobile device can be used to login while away from home.

10.0 Frequently Asked Questions *(continued)*

How do I login to my system from a new mobile device?

After the remote access setup is complete, if the Lutron Connect app was installed on a new device, login using a previously configured account

How many systems can I add to my account?

There is no limit to the number of RadioRA 2 or HomeWorks QS systems that can be added to an account.

VERY IMPORTANT - If you have a Caséta or RA2 Select system account, the email address used must be different than the Caséta or RA2 Select account.

How can I change my system name?

Currently you can change the displayed system name by doing the following:

1. Tap ⚙ in the upper left corner of the app
2. Select *Edit Home* in the settings menu
3. In the *Name* row enter the new name and save.

   Note: Changing the displayed name changes the name of that system for that device. Any other device that connects to the same system will need to make the name change as well.

How can I change my email address or password?

Currently you can change the email address or password doing the following:

1. Go to the in-app settings by tapping ⚙ in the upper-left of the HomeGlance screen
2. Tap *Edit Account*
3. Edit the email account under *Edit Account*
4. Choose to either change the email and/or password

How do I know my system is secure?

Lutron has used industry leading encryption for all communication over the Internet with the Lutron Connect Bridge. This is the same type of encryption used by banks and other secure websites.

How do I delete my remote access account?

Please send an email from the email account that was used to setup the system to systemsupport@lutron.com to delete an account.

What ports on my firewall need to be open to use remote access?

No port forwarding is required to use remote access.

Remote access uses an outbound connection to the Internet from the RadioRA 2 or HomeWorks QS system with the Lutron Connect Bridge, so the vast majority of residential routers do not have to be reconfigured with any firewall settings to allow it to work.

Some commercial routers (e.g. Dell's SonicWall) may block the outbound ports (LAN to WAN) used for remote access by the RadioRA 2 main repeater or HomeWorks QS processor. In this unique case, the following outbound ports need to be accessible through a firewall: 80, 123, 443, 8883, and 7443

What happened to my telnet username and password? Why don't I need them anymore?

The process of adding a Lutron system has been simplified to not require a user-created telnet username and password for the Lutron Connect app. The system uses an email and password that you configured when signing into the Lutron Connect Bridge.

10.0 Frequently Asked Questions *(continued)*

How many devices can simultaneously connect to a system?

1. One RadioRA 2 main repeater can accept up to 8 simultaneous connections. This is the total of any local telnet connections as well as connections to the Lutron Connect Bridge.
2. One HomeWorks QS processor can accept up to 16 simultaneous connections. This is the total of any local telnet connections, connections to the Lutron Connect Bridge, and "Ethernet"/"3rd Party HVAC" devices on that processor.

   Note: This refers to the number of simultaneous active connections - many different iOS® or Android® devices to can be used to access a Lutron system.

What is the range of the Arriving/Leaving Home radius?

Arriving/Leaving Home has a 10,000 ft (3048 m) radius at max range with 1000 ft (304 m) being the minimum.

I received an Arriving Home notification but had already been home?

Sometimes, a notification could be triggered when the phone switches between mobile towers. In these cases, it is a best practice to increase the Arriving/Leaving Home radius.

How many Wi-Fi thermostats can you add to the Lutron Connect app?

The limitation is set by the manufacturer of the thermostat. Contact the manufacturer of the thermostat for further details.

What are the currently known issues?

1. The gateway address and DNS server of the Lutron Connect Bridge must be set correctly for remote access to work.
2. Only 1 mobile device can download the system configuration (i.e. the system's XML file) at a time. If multiple system configuration downloads are started at the same time, they will fail and require you to retry the download.
3. When 'Larger Text' is on for iOS® devices, a few pages in the app may have a distorted UI.

How can I get additional help with my Lutron system/app/remote access?

You can use any of the following methods to get additional help:

1. From inside the Lutron Connect app, use the Get Remote Assistance feature to allow your professional installer to remotely troubleshoot the system or send us feedback: Open the *Settings* menu and select *Help* then select *Email Support*
2. Email tech support at systemsupport@lutron.com
3. Call Customer Assistance at 1.844.LUTRON1

Lutron Contact Numbers

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USA
Lutron Electronics Co., Inc.
7200 Suter Road
Coopersburg, PA 18036-1299
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support@lutron.com

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