

# Connected Bulb Remote Control FAQs

## **Q: Why don't my bulbs work with the Connected Bulb Remote Control?**

**A:** Many LEDs currently on the market don't yet have built-in wireless technology, so double-check to make sure you actually have connected bulbs.

If you do have connected bulbs, they may not have wireless technology that's compatible with the Connected Bulb Remote Control.

Please check our compatibility list for bulbs that work with the Connected Bulb Remote Control.

## **Q: Why does the dimming performance vary between bulbs?**

**A:** Some connected bulbs have the ability to receive firmware updates via a hub or bridge, which may affect how the system functions. Dimming performance may also vary from manufacturer to manufacturer and from bulb to bulb. (The Connected Bulb Remote Control was designed to control the light level; it doesn't affect a bulb's dimming performance.)

Please contact the connected bulb manufacturer with questions about bulb performance.

## **Q: Can I control more than one connected bulb with only one Connected Bulb Remote Control? Can I control one connected bulb with multiple Connected Bulb Remotes?**

**A:** You can control up to 30 connected bulbs with a single remote. You can use up to 7 remotes to control a single bulb, depending on the connected bulb model. Check out our how-to-use videos for step by step instructions for setting up your system.

## **Q: What is the maximum RF range of the remote?**

**A:** The maximum RF range of the remote is dependent on the density of devices in the network and on the type of bulb being controlled.

## **Q: I added a second Connected Bulb Remote Control to my system, but now my first remote doesn't work. What happened?**

**A:** The steps for adding a second remote, called remote-to-remote pairing, are different than the steps for setting up your first remote. Check out our how-to use videos that show how to pair multiple remotes to the same system.

## **Q: What mounting accessories can I use with the Connected Bulb Remote Control?**

**A:** You can use all the same great mounting options that are available for the Lutron Pico® Remote Control, including the wall mounting kit, tabletop pedestal, and car visor clip.

## **Q: I'm setting up a system with multiple Connected Bulb Remotes/connected bulbs. Are there step-by-step instructions I can follow?**

**A:** Yes, there are. Simply visit [www.Lutron.com/ConnectedBulbRemote](http://www.Lutron.com/ConnectedBulbRemote) for how-to-use videos.

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**Q: My light fixtures are hard to reach. What's the easiest way to set up my system?**

**A:** Because connected bulbs retain their system configuration, you can install the bulbs in easy-to-reach fixtures to set them up. Once you've set up the system, simply remove the bulbs and install them in the hard-to-reach fixtures.

If you have a compatible hub, hard-to-reach fixtures aren't an issue, because the hub doesn't require you to be close to the bulbs to set up the remote.

**Q: I already have a wireless system. Can I add a Connected Bulb Remote Control?**

**A:** The Connected Bulb Remote Control works with certain hubs and bridges, so you can add it to your wireless system. Visit the compatibility list to search for your hub/bridge and compatible connected bulbs.

If your hub/bridge isn't listed, but your connected bulbs are, you can set up the system with just the remote and connected bulbs (meaning you may not have smartphone control).

We're continually updating the compatibility list, so check back regularly. Also, we'd like to know how your wireless system works with the Connected Bulb Remote Control. If you register your product at [www.lutron.com/connectedbulbremote](http://www.lutron.com/connectedbulbremote) and provide feedback, we'll extend your warranty by a year.

**Q: Can I control connected bulbs with the Connected Bulb Remote Control as well as from my smartphone?**

**A:** Yes, you can. Hubs and bridges are available that work with both your smartphone and your Connected Bulb Remote Control. Check out the compatibility list to see which products give you both capabilities.