

Lutron App Guide for HomeWorks with QSX Processors

Overview

The Lutron App for HomeWorks with a QSX processor is an easily configurable app that allows for convenient and intuitive control of lights, shades, and scenes from a mobile device anywhere in the world. The Lutron App also allows for simple editing of keypad buttons. This guide demonstrates how to add the Lutron App to any HomeWorks system with a QSX processor as well as how to configure and utilize the app.

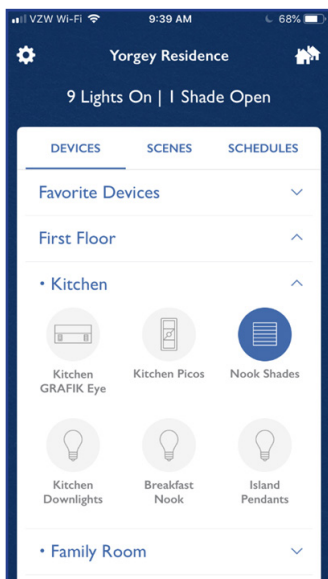


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Hardware and Software Requirements

Below is a list of all the minimum hardware and software requirements:

Hardware

- HomeWorks system with QSX processor
- iOS or Android mobile device
- Router or switch ports (to connect the processor and the network for the app)

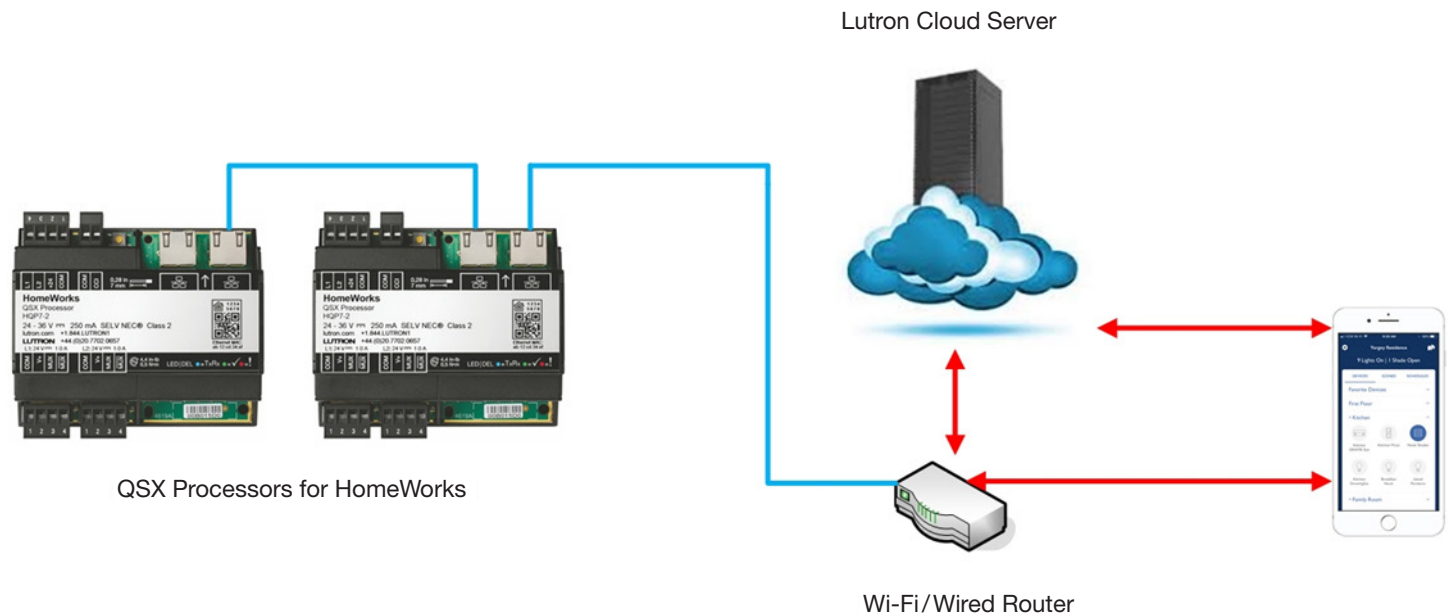
Software

- HomeWorks Designer software 16.0 or newer
- Lutron App 7.0 or newer
- iOS version 14.1 or newer; Android OS version 11 or newer

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

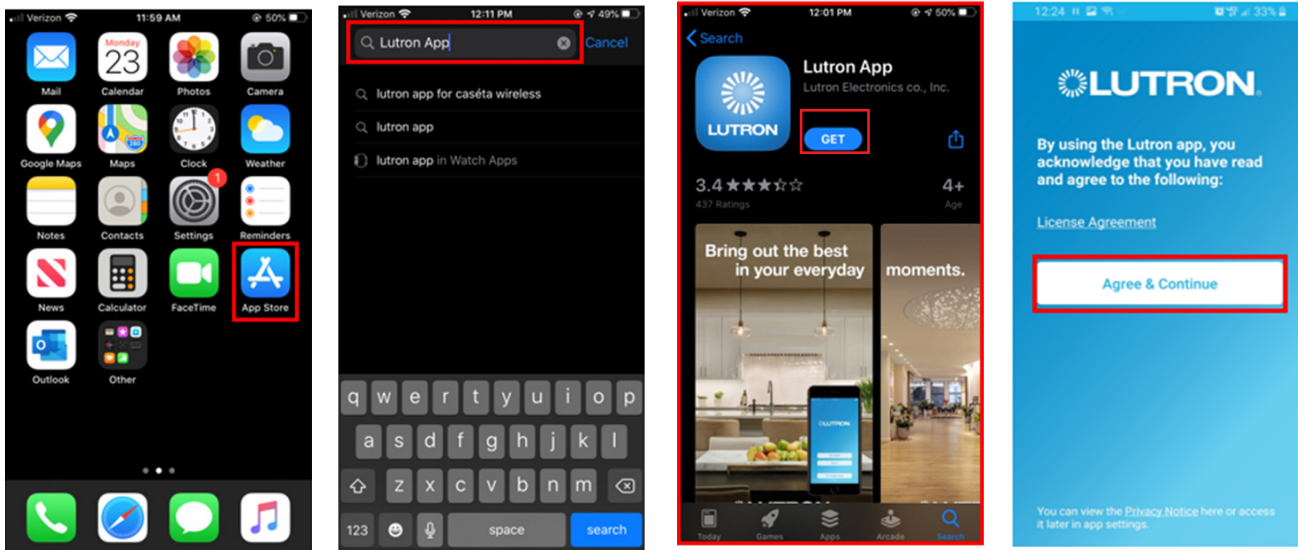
System Configuration

A typical connection within the home includes the mobile device establishing a Wi-Fi connection to a Wi-Fi router or access point, and the QSX processor(s) for HomeWorks making a wired Ethernet connection to the same local area network (through a router or switch). No Lutron devices should be plugged into the Internet (WAN) port on a router.



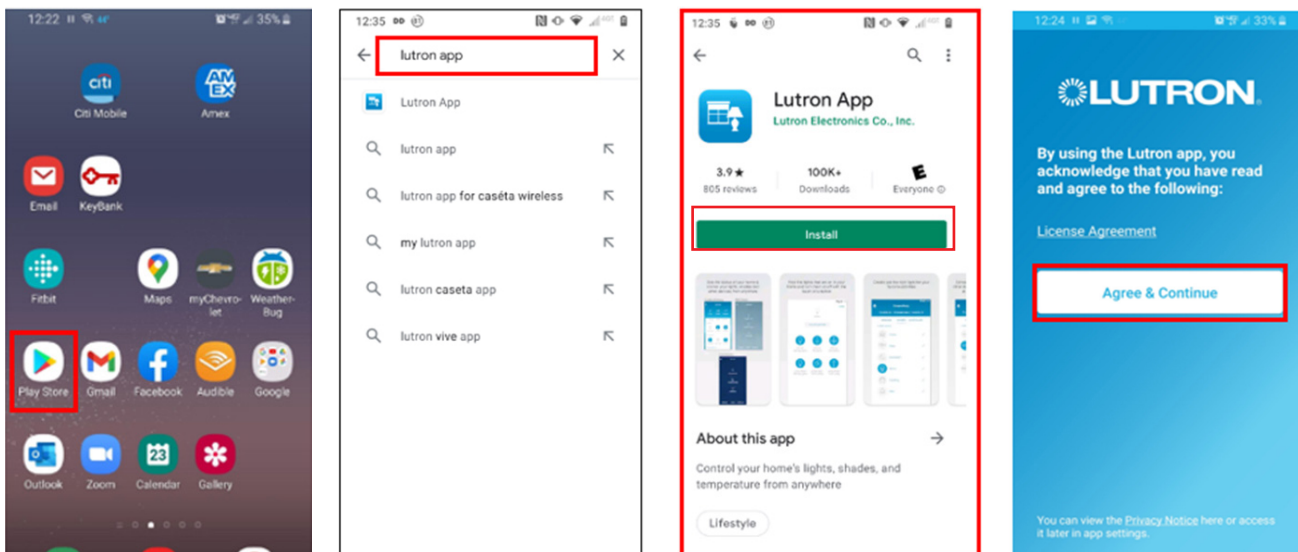
Downloading the Lutron App for Apple Devices

To download the Lutron App onto an *Apple* device, open the **App Store** app and using the search feature, search for the **Lutron App**. Select the **Lutron App** in the search results and click on **GET** to begin downloading the application. On the next screen choose **Agree & Continue** and the **Lutron App** will begin to download onto the device.



Downloading the Lutron App for Android Devices

To download the Lutron App onto an Android device, open the **Google Play** app and using the search feature, search for the **Lutron App**. Select the **Lutron App** in the search results and click on **Install** to begin downloading the application. On the next screen choose **Agree & Continue** and the **Lutron App** will begin to download onto the device.

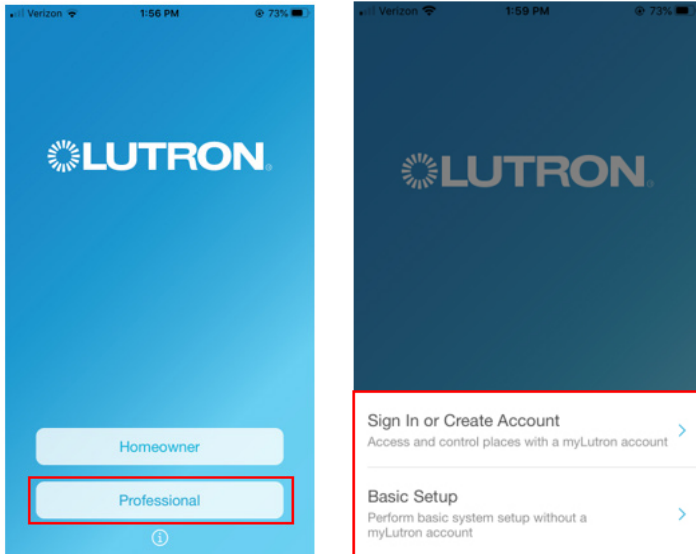


Using the Lutron App

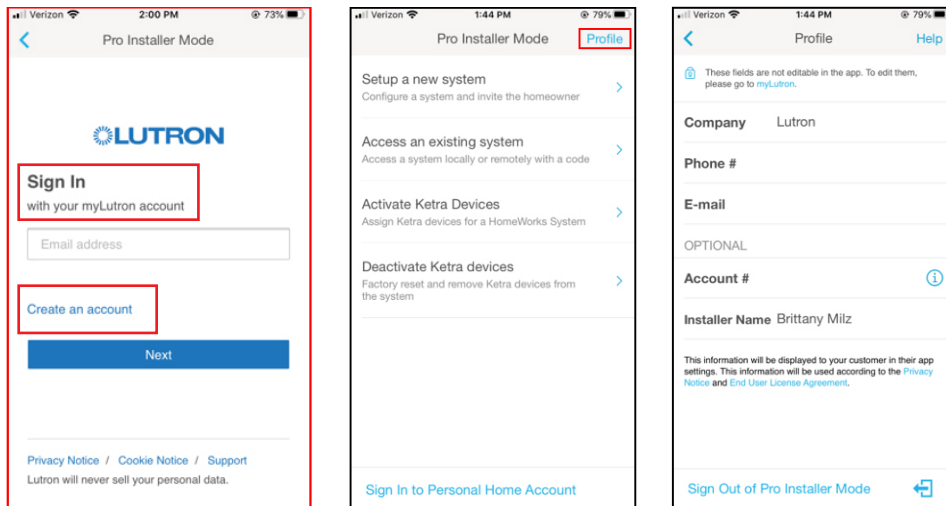
Pro Installer Mode

Setting up a New System

On the opening screen of the Lutron App click on the **Professional** button. Once selected, click either **Sign In or Create Account** or **Basic Setup**.



If **Sign In or Create Account** is selected, a sign in screen will prompt you to **Sign In with your myLutron account** or **Create an account**. Once signed in, on the **Pro Installer Mode** screen, select **Profile** in the upper right corner and check that the **Profile** information is correct. If the information is correct, click on the < icon in the upper left corner to return to the Pro Installer Mode screen. If the information is not correct, please go to myLutron.com to edit the information.

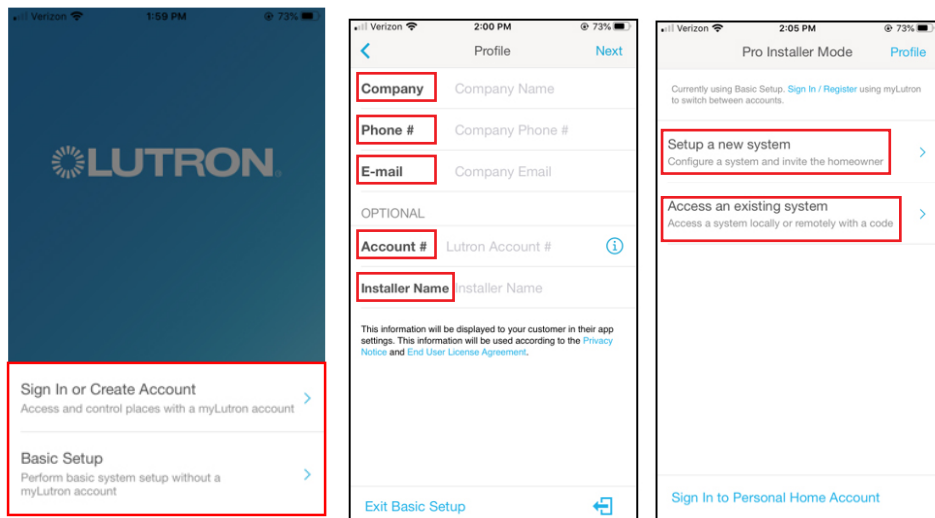


Using the Lutron App (*continued*)

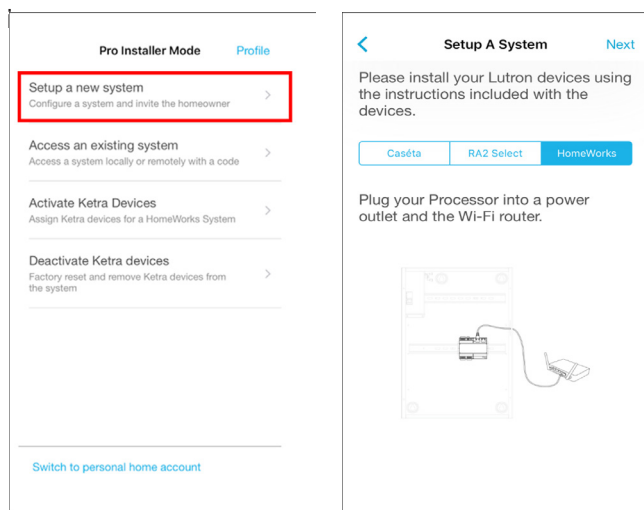
Pro Installer Mode (*continued*)

Setting up a New System (*continued*)

If **Basic Setup** is selected, a basic system setup is being performed without a myLutron account. A **Profile** screen will prompt the user to enter profile information. **Company**, **Phone #**, and **E-mail** are required. **Account #** and **Installer Name** are highly recommended. **Note: Basic Setup** will only enable the user to **Setup a new system** or **Access an existing system**.



Once the **Profile** information has been entered, back out of this screen using the icon and return to the main **Pro Installer** menu. Tap on **Setup a new system** to begin setting up a new system. On the next screen choose **HomeWorks** as the system option and follow the prompts. In order to finalize the setup, the button on the QSX processor will need to be pressed to prove physical access.



Once this process is complete, the Lutron App will proceed to read the system information resulting in the ability to control and edit the system.

Using the Lutron App (*continued*)

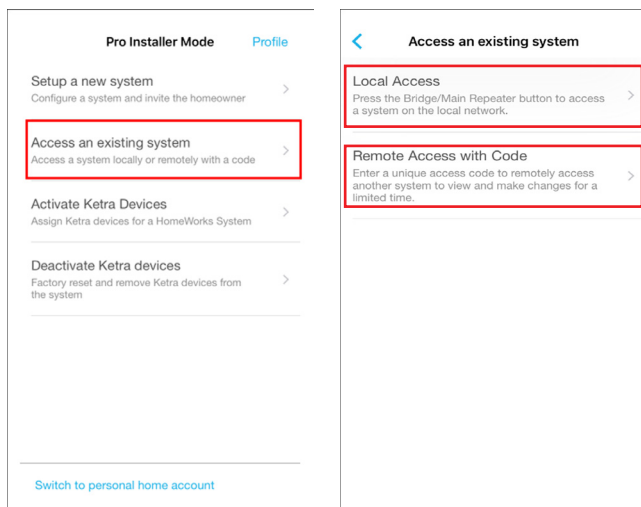
Pro Installer Mode (*continued*)

Accessing an Existing System

Accessing existing systems can be done in one of two ways:

1. **Locally** – requires pressing the button on the processor to prove physical access.
2. **Remotely** – requires a temporary code to be entered into the Lutron App in order to gain a secure, remote access to the existing installation.

To start, tap on **Access an existing system** from the **Pro Installer Mode** menu. Next, select either **Local Access** or **Remote Access with Code**.



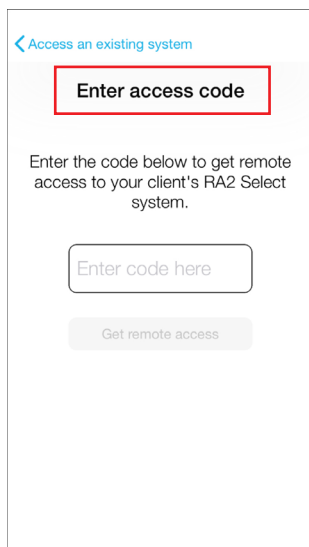
Selecting **Local Access** will require pressing the button on the processor to prove physical access and provide a secure connection to the system.

Using the Lutron App (*continued*)

Pro Installer Mode (*continued*)

Accessing an Existing System (*continued*)

Selecting **Remote Access with Code** will subsequently prompt you to **Enter access code**. This code can be sent to the system programmer by the end user and will arrive either via email or text. The end user will not be prompted to do this automatically so the system programmer will need to reach out to the end user and request access.

A screenshot of the Lutron app interface. At the top left, there is a blue back arrow and the text "Access an existing system". Below this, a red rectangular box highlights the text "Enter access code". Underneath the box, the text reads: "Enter the code below to get remote access to your client's RA2 Select system." Below this text is a rounded rectangular input field with the placeholder text "Enter code here". At the bottom of the screen, there is a light gray button with the text "Get remote access".

< Access an existing system

Enter access code

Enter the code below to get remote access to your client's RA2 Select system.

Enter code here

Get remote access

Access to the system will occur once the code has been successfully entered. For security reasons, the end user can revoke this access at any point in time within the 24-hour time window of the remote connection.

Using the Lutron App (*continued*)

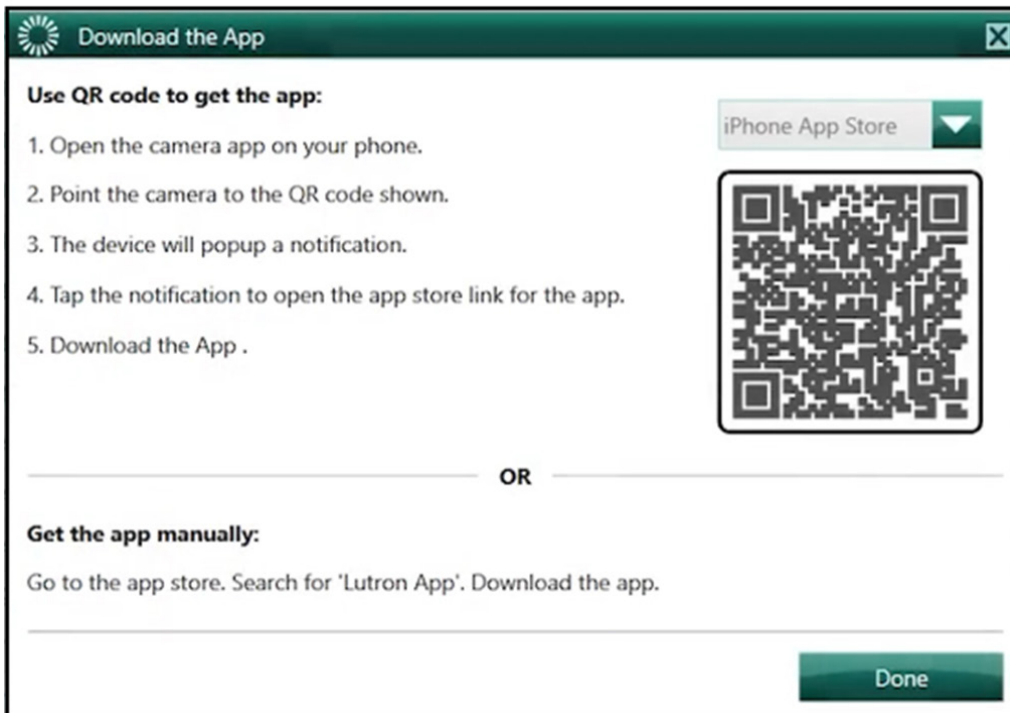
Pro Installer Mode (*continued*)

Activate Ketra Type X Devices

All Ketra devices use Bluetooth Low Energy (BLE) for device activation. Activation of devices to the Gateway is always performed utilizing the Lutron App. Once the activation via the Lutron App is complete, the activation information is then synchronized to the HomeWorks programming software.

One convenient feature of Ketra activation is that it can be performed simultaneously across all links so there is no need to select a specific gateway from the drop down within the HomeWorks Designer software. Multiple smartphone devices can be used to allow activation by multiple people at the same time for the same project. The HomeWorks Designer software will handle the task of combining the activation information from both devices.

Activation is performed using the Lutron App on an iOS or Android device. There are QR codes in the HomeWorks Designer software that will direct you to the Lutron App or follow the instructions in the above sections to download the Lutron App for *Apple* or Android devices.



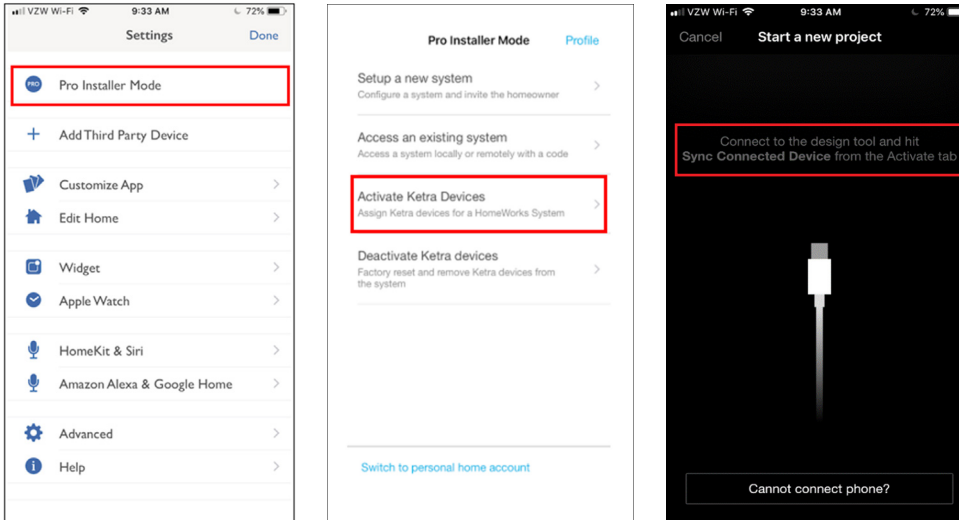
Once the Lutron App is installed on your device, you will need to connect your device to your computer using a USB cable. If you are on an *Apple* device, you will need to have *iTunes* installed.

Using the Lutron App (*continued*)

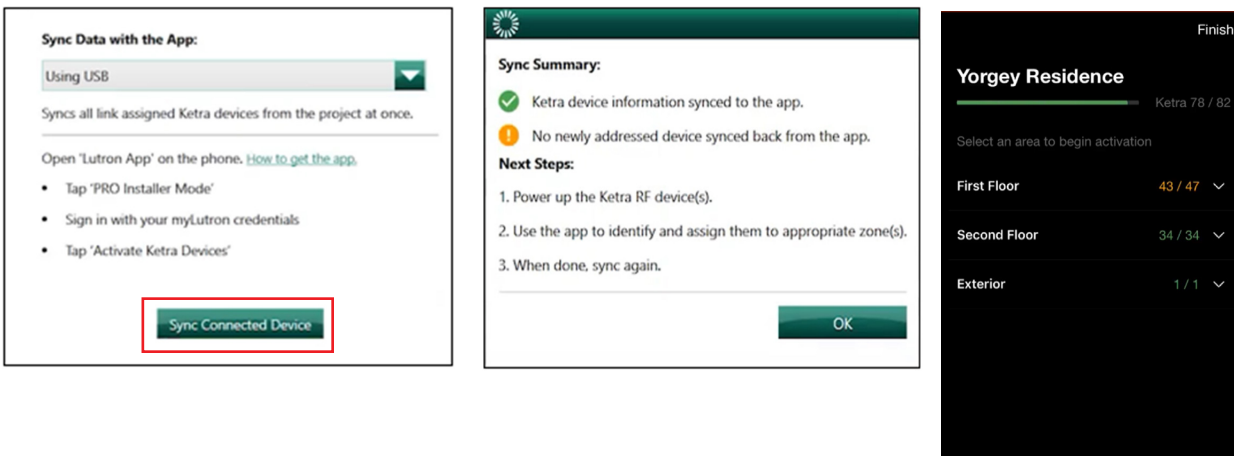
Pro Installer Mode (*continued*)

Activate Ketra Type X Devices (*continued*)

When in the Lutron App, navigate to the **Pro Installer Mode**. If you are logged in and have the correct level of access, you will see the option to **Activate Ketra Devices**.



Selecting this option will prompt you to press the **Sync Connected Device** in the software. Once synchronizing is complete, the app will display a summary of the current activation status and the area tree for the project. This is reflective of all active Ketra loads in the project.



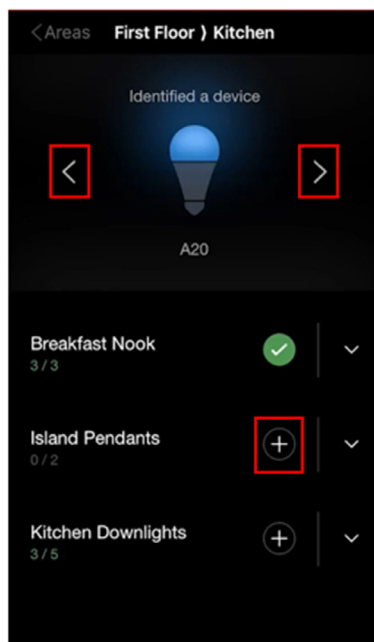
Using the Lutron App (*continued*)

Pro Installer Mode (*continued*)

Activate Ketra Type X Devices (*continued*)

The phone can be unplugged from the PC and taken into the space. **Note:** Do not select a room in the mobile app, until you are in that room. Selecting a room in the mobile app will begin the process of finding nearby lamps. By default, the nearest lamp will automatically be selected, turning it bright blue. Navigating back in the Lutron App will exit activation and after a few minutes the lamps will return to the default color. By moving to a new location within the room, and reselecting the room in the Lutron App, the process of finding nearby lamps can be performed again.

Using the ◀ ▶ arrows next to the lamp, it is possible to cycle through the lamps that have been found. Once the desired light is selected, it can be added to a zone by clicking the ⊕ symbol in the app next to that zone. Doing so will assign the light and automatically select the next light.

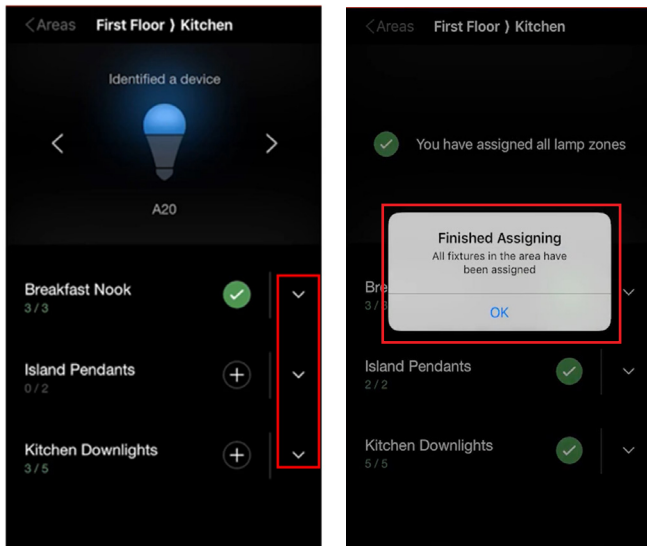


Using the Lutron App (continued)

Pro Installer Mode (continued)

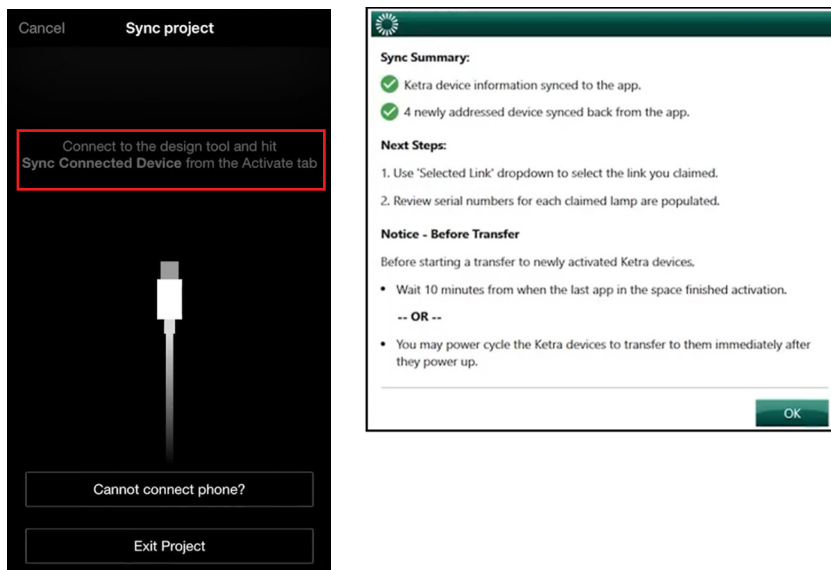
Activate Ketra Type X Devices (continued)

The drop down (▼) next to a zone name allows you to see and assign the individual fixtures that are a part of that zone. **Note:** This can be useful if you plan to re-zone lights later but is not required. As lights are assigned, they will turn green to give confirmation that they have been assigned. The Lutron App will post a **Finished Assigning** message to indicate when all fixtures in an area have been assigned.



Once all assignments have been completed, you can return to your PC and plug the activation device back in using the USB cable.

Selecting **Finish** in the Lutron App will prompt you to synchronize the activation information with the HomeWorks Designer software using the **Sync Connected Device** button. Once synchronizing is complete, a summary of the activated devices will be provided. **Note:** Before proceeding to transfer, you will either need to wait 10 minutes or cycle power to the loads.



Once 10 minutes has passed or power has been cycled, lights will change from a cool white to a warm white color indicating they are ready for transfer. When all the lights are in the warm white state, you can proceed to the **Transfer** tab in the HomeWorks Designer software to transfer your programming.

Using the Lutron App (*continued*)

Pro Installer Mode (*continued*)

Deactivate Ketra Devices

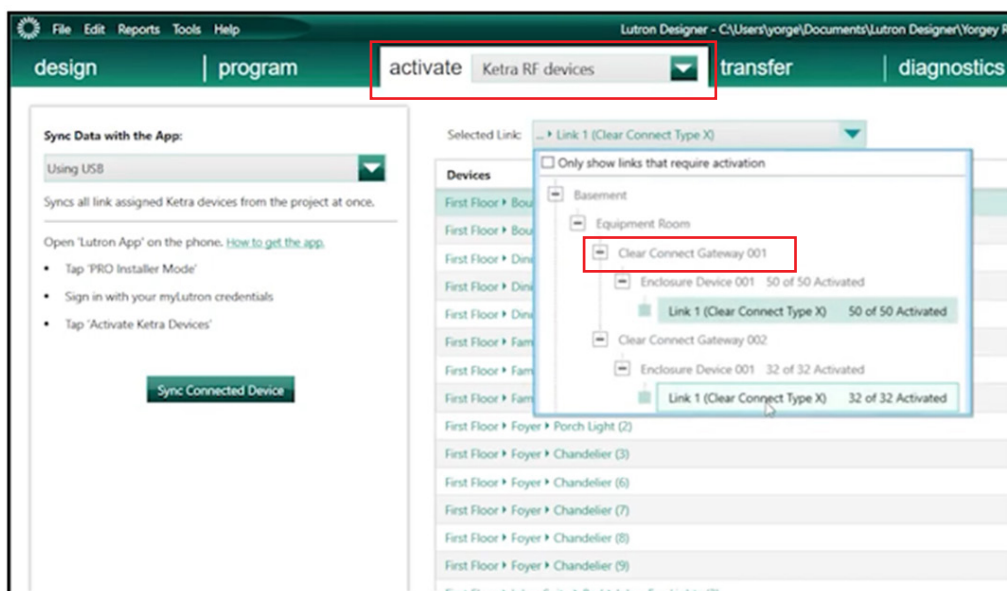
Device Deactivation/Removal

1. If device layout changes need to be made on a deployed site, be sure to consider the impact on all placement rules / guidelines.

(Examples include remodeling, expansion construction, fixture replacement or removal, new furniture arrangement / moving any floor lamps, etc.)

2. Device deactivation can be performed from the GUI Tool (via a working subnet; preferred method) or mobile application (via device power cycle and BLE factory reset). Below in this guide, we will walk through the device deactivation/removal process via the mobile application.
3. In the process of deactivating devices, it is possible to create a portion of the original subnet that is no longer reachable by the Type X Gateway. If this occurs, the placement rules must be followed to allow for proper system communication by moving or adding devices. For more information, refer to the Clear Connect System - Type X Best Practices App Note (P/N 048745) on www.lutron.com.

The typical method for deactivating Ketra light sources is using the **Deactivate** option on the activation screen in the HomeWorks Designer software. Once in the software, navigate to the **activate** screen for **Ketra RF devices** and select the **Clear Connect Gateway** from the drop down to where the lights are connected.



Locate the lights you wish to deactivate in the list. Right-clicking on a load will allow you to turn it on and off to confirm the correct load is selected. This is important for zones where you are deactivating some, but not all, of the fixtures within a space. Selecting **Deactivate** from the right-hand side of the screen will deactivate the light, causing the light to turn off for several seconds before turning back on. This process can be repeated for additional lights that you wish to deactivate.

Using the Lutron App (*continued*)

Pro Installer Mode (*continued*)

Deactivate Ketra Devices (*continued*)

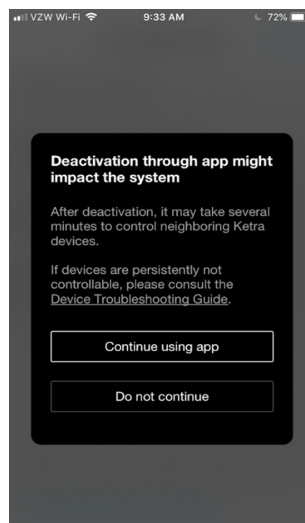
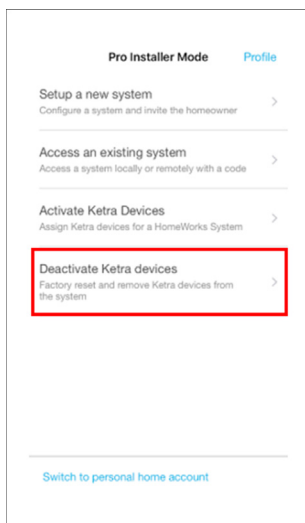
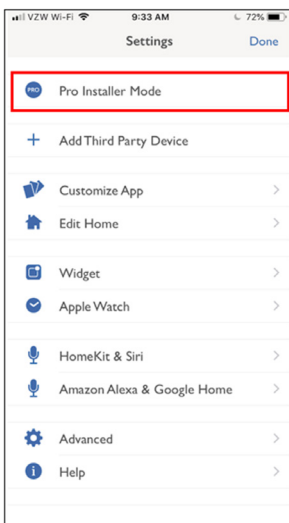
Device Deactivation/Removal (*continued*)

When there is a fault condition preventing the lamp from receiving the deactivate command from the system, this can be fixed by cutting the power to the fixture(s). While in this state the system will not be able to deactivate the lights. The system will make multiple attempts over a period of one minute. Once the minute has passed, the software will report that it was unable to deactivate the lamp and recommends deactivating from the system before clearing activation information. Once the information is cleared from the software, you will be forced to manually reset the lamp using the Lutron App. When a fault cannot be cleared, click **Continue**.



Note: In situations where you can identify the fault, it is best to clear the fault as that will be a quicker process.

Ketra lamps that cannot be deactivated using the HomeWorks Designer software can be reset and restored to the factory defaults using the Lutron App. To begin the process, navigate to the **Pro Installer Mode** in the Lutron App and select **Deactivate Ketra Devices**.



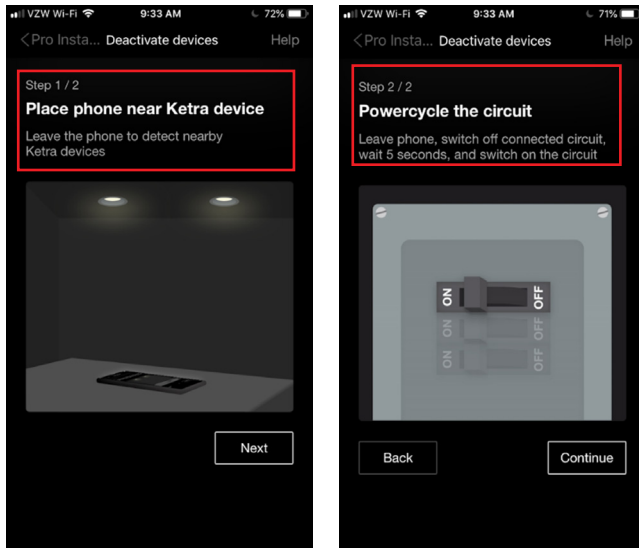
Using the Lutron App (*continued*)

Pro Installer Mode (*continued*)

Deactivate Ketra Devices (*continued*)

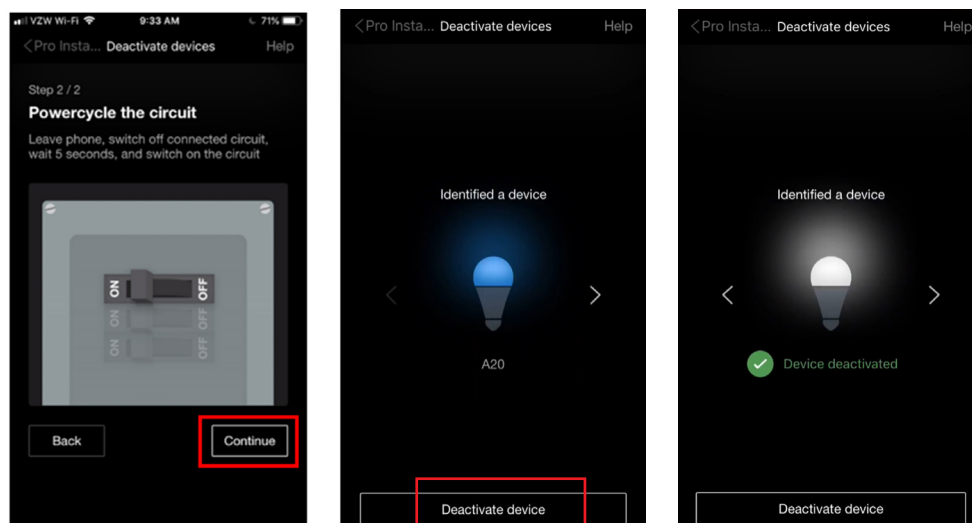
Device Deactivation/Removal (*continued*)

The app will instruct to **Place phone near Ketra devices** that are to be put back to the factory default setting. Then **Powercycle the circuit** to the lights.



Ensure power is turned off for a full six seconds before restoring power to the lights. When the lights turn back on and power is restored, the lights will turn a magenta color to indicate they are prepared to be deactivated.

Return to the mobile device in the space to proceed with deactivating the lights. Navigate through the instructions and select **Continue**. One lamp will turn blue to indicate it was selected. Use the arrows to select the desired lamp and select **Deactivate device** to restore that device back to the factory default and remove it from the system.



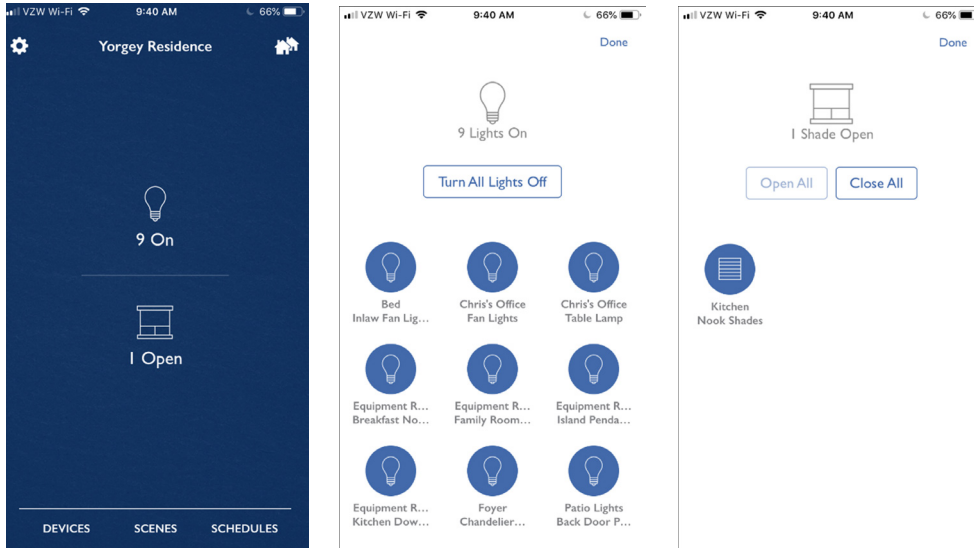
If a light is reset using the Lutron App, its activation information is still present in the HomeWorks Designer software. This information can be cleared by right-clicking on the load in the activation screen and selecting **Unassign**. This will clear the serial number information from the lamp and allow activation to be performed on the lights again.

Using the Lutron App (*continued*)

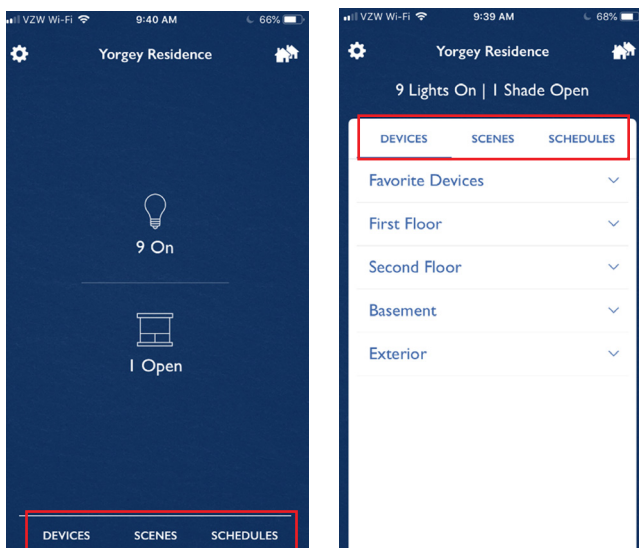
Controlling the System Using the Lutron App

Control from the Lutron App starts on the home screen. At the top of the home screen, by default, there is a dashboard which will show you all the lights that are on throughout the residence as well as all the shades that are open.

From these dashboards, the lights and shades can be toggled **Off** or **Closed**.



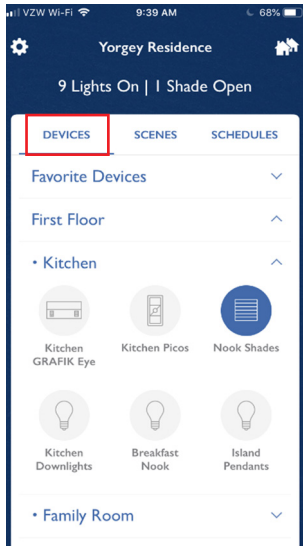
Below the lighting and shading dashboards, there are options to view **Devices**, **Scenes**, and **Schedules**.



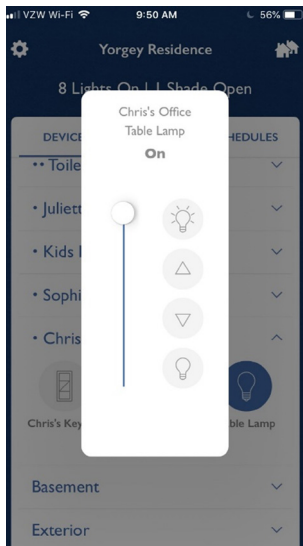
Using the Lutron App (*continued*)

Controlling the System Using the Lutron App (*continued*)

The **Devices** tab is organized by the area tree structure, which is initially defined in the HomeWorks programming software. Within each child area will be the loads and devices that have been exposed for integration. Refer to **Tables 1 and 2 in the Appendix** on pg 28 for reference as to which load types and devices can be shown in the Lutron App.



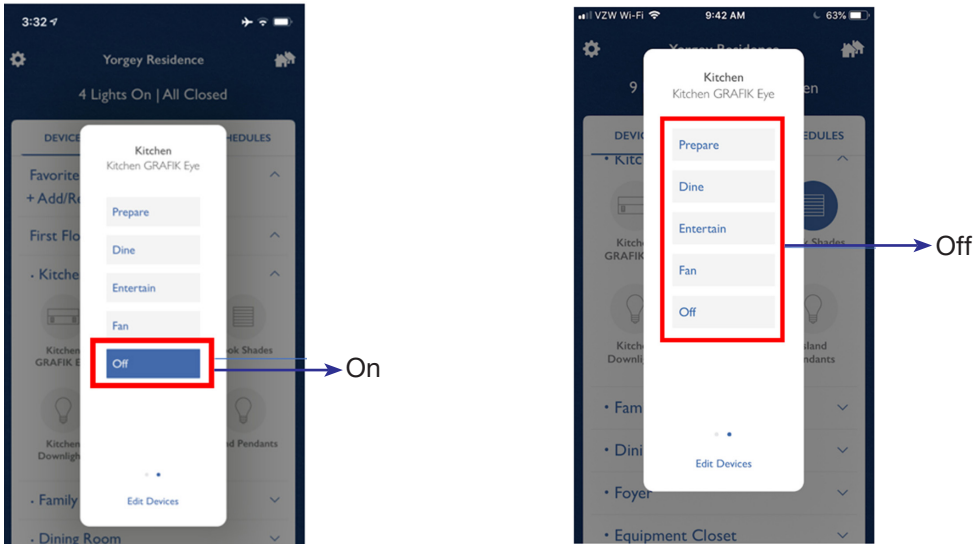
Tapping on the lighting load or shade will pop up the zone control window for the product type. The following is an example of a basic lighting zone control pop up window. There is a slider that can be dragged up and down to set the level, raise and lower arrows to brighten or dim in 1% increments, and on/off buttons.



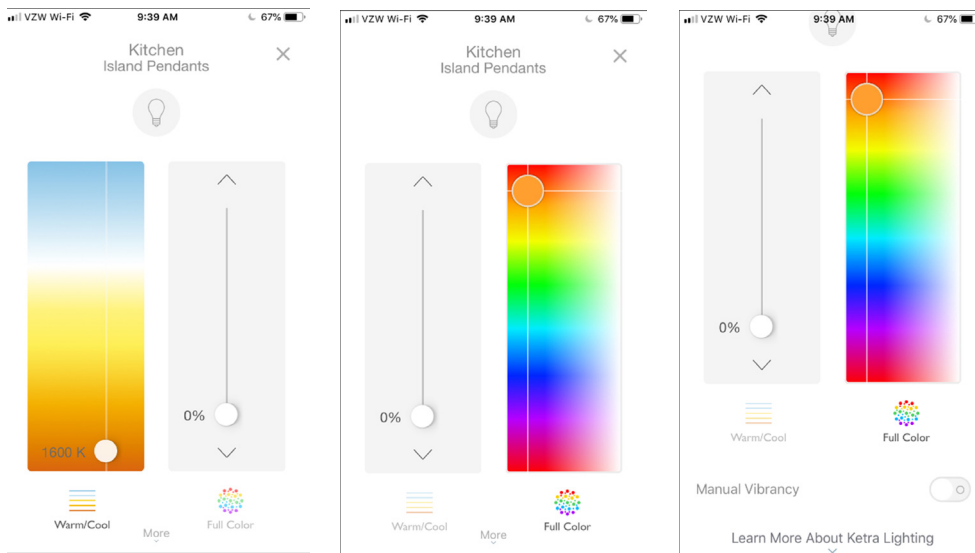
Using the Lutron App (*continued*)

Controlling the System Using the Lutron App (*continued*)

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 based upon a button that is highlighted (On) or not highlighted (Off). Below are examples of the LED status on a keypad:



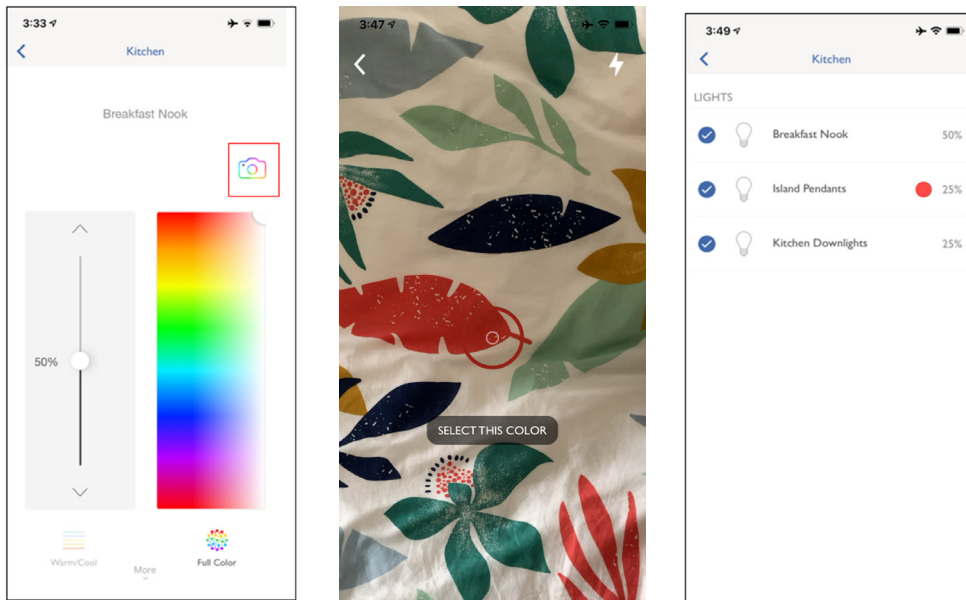
For a more advanced load, such as Ketra, the experience is expanded to accommodate additional features. Ketra lighting offers the ability to have not only intensity control, but also control of correlated color temperature or CCT (control of white light across the black body curve), full color using an XT chart, and vibrancy.



Using the Lutron App (*continued*)

Controlling the System Using the Lutron App (*continued*)

To enhance the Ketra experience, the Lutron App features an option to use your camera to color match your lighting to any object within a space.



Using the Lutron App (*continued*)

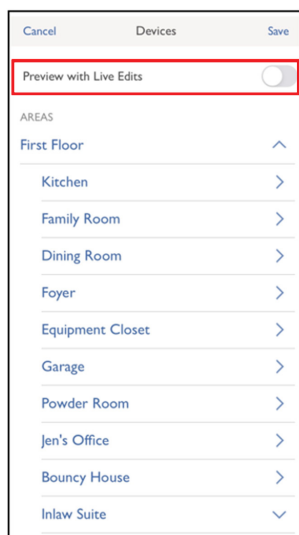
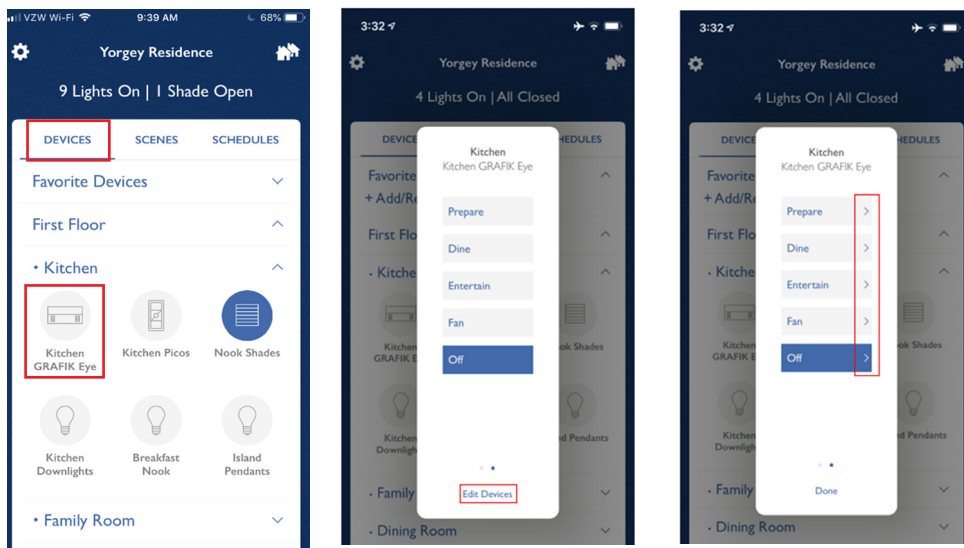
Editing the System from the Lutron App

The Lutron App offers the end user adding and editing capabilities for standard keypad programming. All homeowner edits can be synchronized with the HomeWorks Designer software the next time that the software is connected to the system.

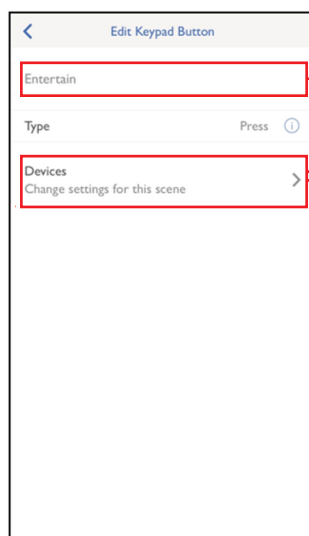
Editing Keypad Programming

The Lutron App allows for editing of the Press On function of keypad buttons with normal programming. Buttons that use single variable or conditional programming types cannot be edited using the app. 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 Devices** at the bottom of the keypad pop-up window. Once in editing mode, arrows (➤) will appear on each button.



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



Engraving text on button (only editable on homeowner keypads)

Click to add lights or edit lighting level

Click to add shades or edit shade level

* By default, **Live Edits** are turned on but can be turned off by navigating to:

Android: Settings → Advanced → Live Edits

iOS: Settings App → Lutron Mobile → Live Edits

Using the Lutron App (*continued*)

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

Editing Buttons with Advanced Programming

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

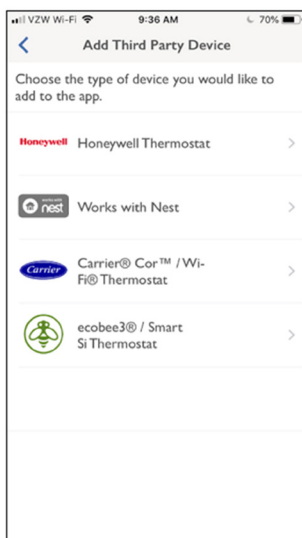
Scenario	Can Add/Remove Zones	Can Edit Zone Levels	Editor Programming View
Keypad is homeowner keypad	Yes	Yes	Can view and edit programming
Standard keypad	Yes	Yes	Can view and edit programming
Keypad has Ketra loads programmed to the button	Yes	Yes	Can view and edit programming
Button/event has a shared 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

Adding a Wi-Fi Thermostat to the Lutron App

The Lutron App can be utilized to control Wi-Fi thermostats. Integration between these third-party thermostats and the Lutron App is accomplished through the Wi-Fi and the Lutron cloud server which communicates back and forth with the remote servers of the third-party thermostats.

Currently supported thermostats:

- Honeywell® Thermostat
- NEST®
- Carrier® Cor™/Wi-Fi® Thermostat
- Ecobee3®/Smart Si® Thermostat



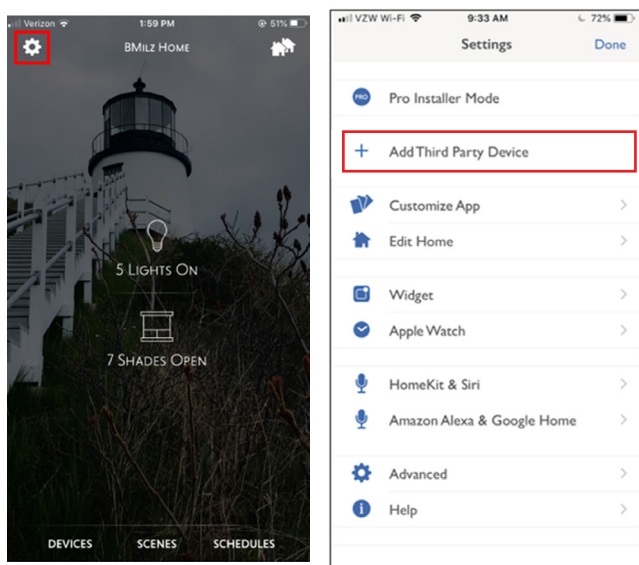
For more information on thermostats and Lutron systems, refer to the **Choosing the Right Lutron Thermostat** Application Note #653 (P/N 048653) at www.lutron.com.

Using the Lutron App *(continued)*

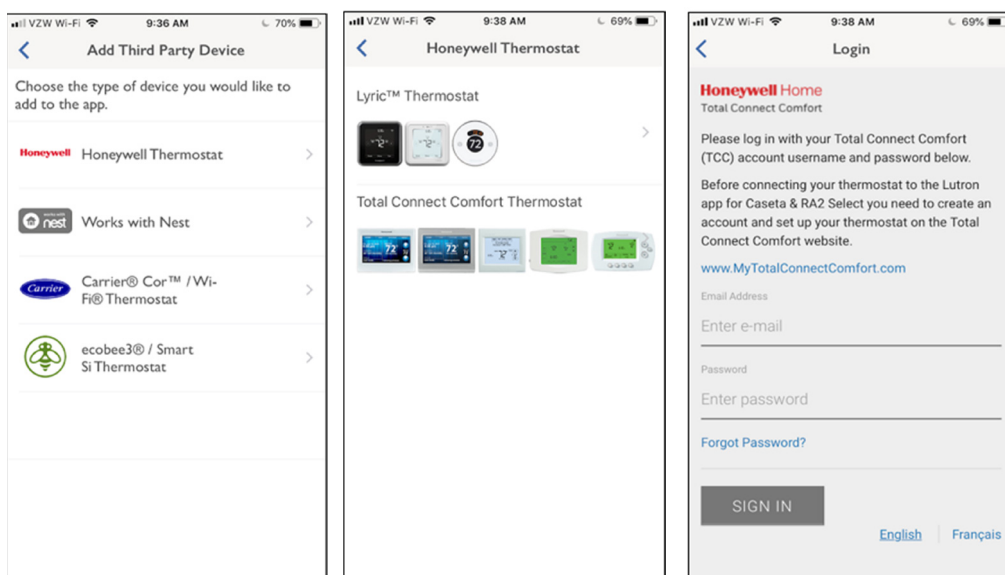
Editing the System from the Lutron App *(continued)*

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

The first step in configuring this integration is to set up the account for the third-party thermostat on the manufacturer's remote server. This can usually be done through a third-party mobile app or on the internet. Once complete, tap the **Settings** (⚙️) button in the upper left corner of the Lutron App home screen and select **Add Third Party Device**.



After selecting **Add Third Party Device** on the settings screen, select the type of device you would like to add to the app. Then sign into the appropriate thermostat account to link the thermostats to the Lutron App. Once complete, the Lutron 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 App and requires access to these wireless thermostats.

Using the Lutron App (*continued*)

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

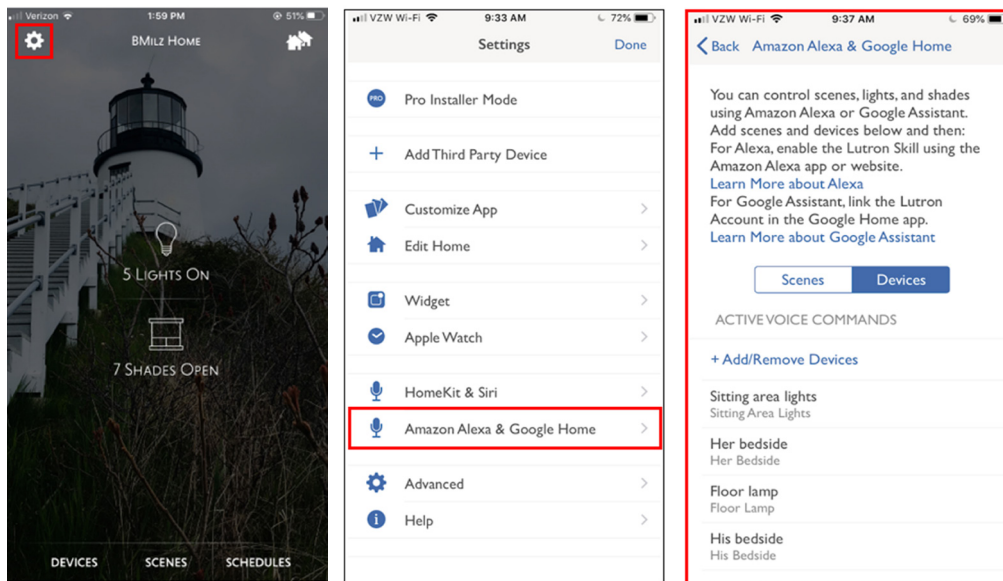
Voice Control Integration

Voice control can be added to the Lutron App if using a HomeWorks system. Since the process varies for each integration partner, we offer guides specific to each manufacturer in the links below:

Amazon Alexa and Google Home Devices

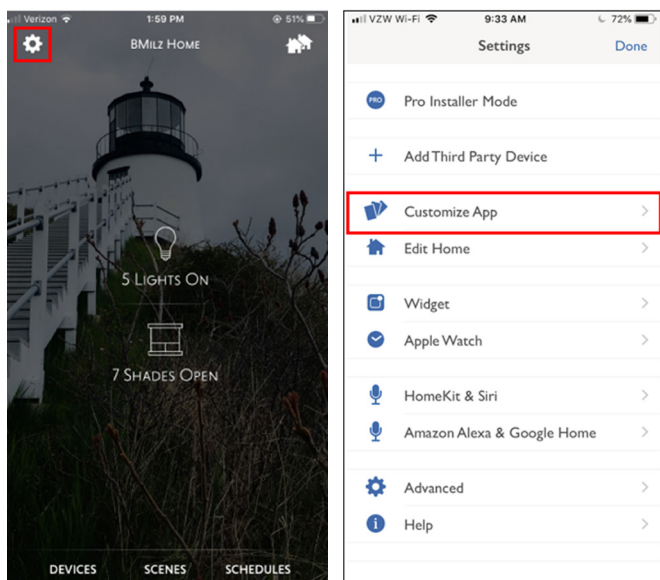
[Integrating Amazon Alexa with RadioRA2 and HomeWorks](#)

[Integrating Google Assistant with RadioRA2 and HomeWorks](#)



Mobile App Personalization and Customization

The Lutron 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, tap the **Settings** (⚙️) button in the upper left corner and select the option to **Customize App**.

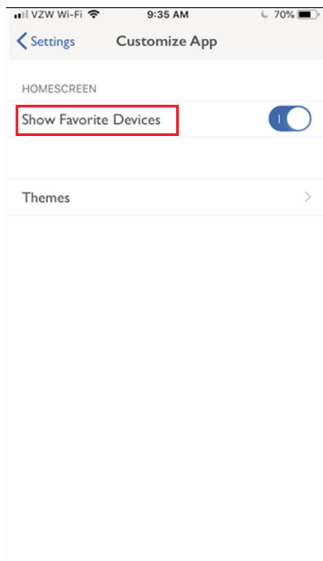


Using the Lutron App (*continued*)

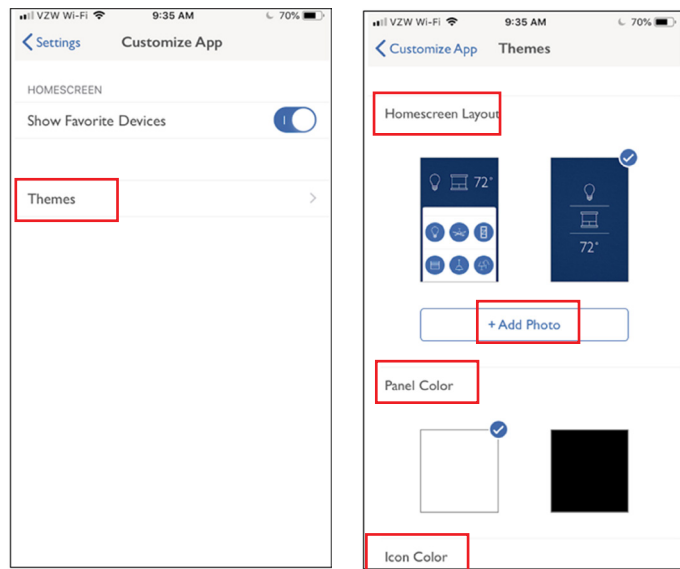
Editing the System from the Lutron App (*continued*)

Mobile App Personalization and Customization (*continued*)

Turn on **Show Favorite Devices** for setting homescreen options related to favorite/frequently used devices.



Select **Themes** to select a **Homescreen Layout** preference, set a background photograph, **+Add Photo**, either from the camera or an existing photo, set the **Panel Color** of the control panels, and select an **Icon Color** throughout the app.



Troubleshooting

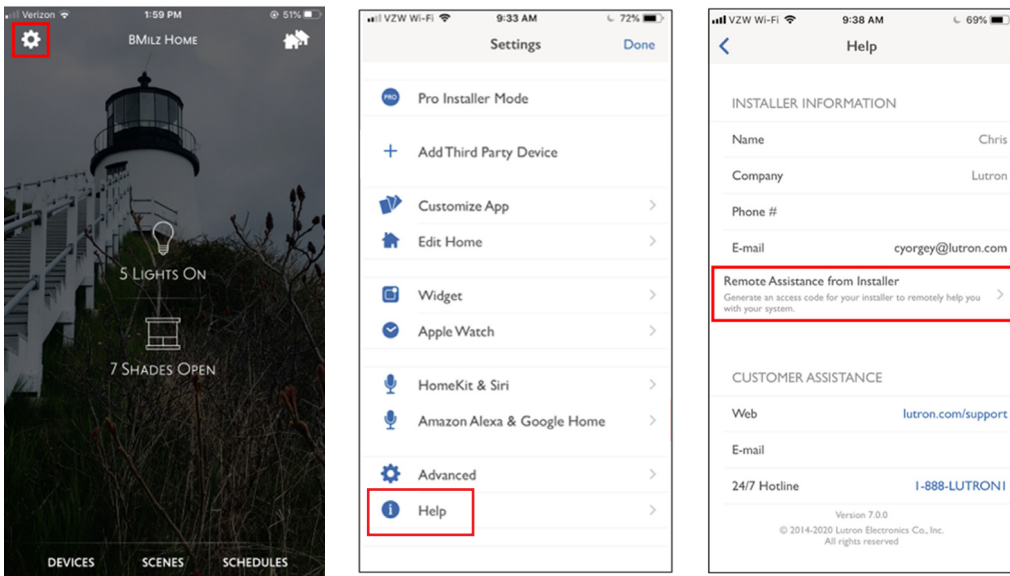
If an issue is encountered while using the Lutron App, close the app and re-open it. If the issue seems to be across multiple apps, including the Lutron App, it may be an issue with the mobile device and can often be fixed by resetting the mobile device.

For help in troubleshooting network related problems, refer to the **Residential Systems Networking Guide** App Note (P/N 048760) on www.lutron.com

Remote Assistance

The Lutron 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 uses the Lutron App. The installer no longer needs to keep a log of all the end user's accounts, providing the client with peace of mind in knowing that their credentials are not known outside of the residence.

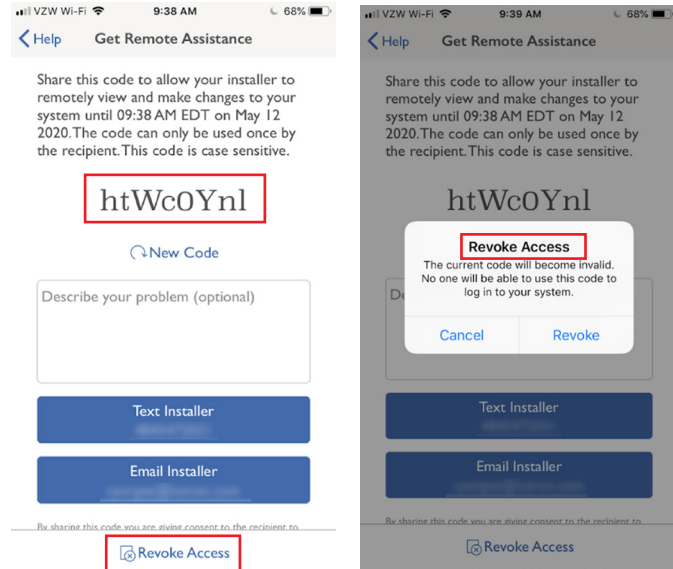
To get started with Remote Assistance, tap the **Settings** (⚙️) button in the upper left corner of the Lutron App and select **Help**. In the **Help** screen select the **Remote Assistance from Installer** option.



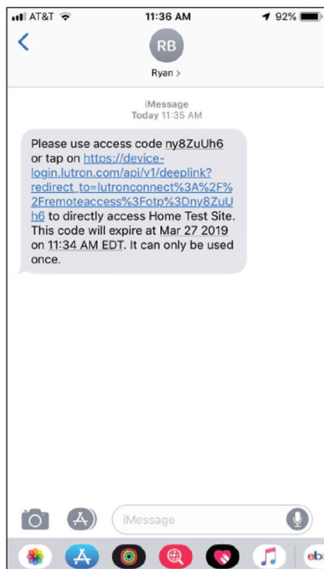
Troubleshooting *(continued)*

Remote Assistance *(continued)*

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 Lutron cloud. The tunnel, using the 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.



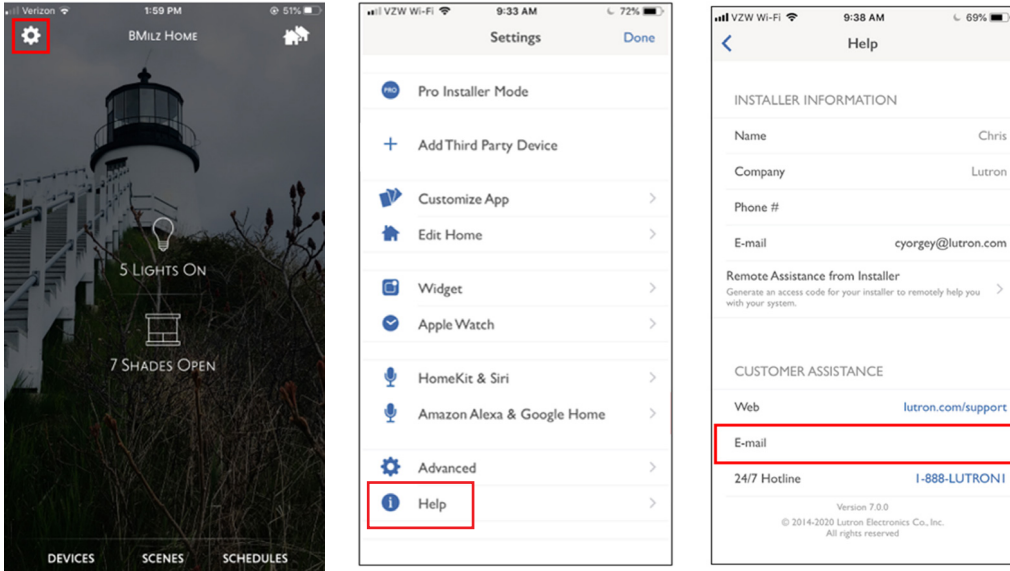
The code, along with a description of the problem, can be either text messaged or emailed to the installer. The installer simply needs to tap on the provided secure link in the text or email and then the Lutron App will open on their device providing access to the system requiring the assistance.



Troubleshooting (*continued*)

Emailing Support Files to Lutron Customer Assistance

For other persistent issues that cannot be solved by Remote Assistance, generate a support file from the Lutron App and email it to Lutron. To create a support file, tap the **Settings** (⚙️) button in the upper left corner of the Lutron App and select **Help**. In the **Help** screen select the **E-mail** option.



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 tract the root cause and quickly provide a solution.

Note: All return emails will be sent to the default email provided in the Lutron App.

Appendix

Table 1: Lutron App Supported Load Types

Load Type	Supported
Incandescent/Halogen	✓
Ketra Lighting	✓
LED	✓
0–10 V	✓
Fluorescent	✓
EcoSystem	✓
DMX 1 – Channel Integration	✓
DMX 1 – Channel Lighting	✓
DMX 3 – Channel Lighting	X
Fan – Ceiling 4 Speed	✓
3-Wire AC Motors	X
Contact Closure Output	✓

Table 2: Lutron App Supported Devices

Devices	Supported
seeTouch	✓
Palladiom	✓
Alisse	✓
Signature Series	✓
Pico Wireless Controls	✓
GRAFIK Eye QS	✓
Visor Control Receiver (HQR – VCRX)	X
Phantom Keypads	X
Homeowner Keypad	✓

Frequently Asked Questions

What software versions of HomeWorks does the Lutron App work with?

HomeWorks system – minimum version 16.0

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

Does the Lutron App 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 the **Using a VPN Connection to Remotely Access Lutron Systems** Application Note (P/N 048231) at www.lutron.com for more information on VPN configuration.

How much does it cost?

The Lutron 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.

What do I need to do to enable remote access?

1. Remote access is enabled upon initial set up of the Lutron App account by the end user which registers the processor with the account on the remote servers.
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 HomeWorks Designer 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 processor when prompted
5. The Lutron 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 system to utilize remote access.

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

Yes. Using the temporary access feature, internet access is required to update the processor 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 processor 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.

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

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

Frequently Asked Questions (*continued*)

How many systems can I add to my account?

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

VERY IMPORTANT - If you have a Lutron Connect account, the email address used must be different than the Lutron Connect account.

How can I change my system name?

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

1. Tap the **Settings** (⚙️) button in the upper left corner of the Lutron 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 connect 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. Tap the **Settings** (⚙️) button in the upper left corner of the Lutron App.
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 HomeWorks processor. 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 HomeWorks system, 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 HomeWorks QSX processor. Refer to the Application note #760, **HomeWorks 16.0+ Networking Guide** (P/N 048760) at www.lutron.com for more information on the ports that are used by the HomeWorks system.

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 App. The Lutron App also utilizes more modern security protocols instead to using Telnet for connections.

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