Lutron Integration
FAQ for dealers

Which Lutron Product Lines are compatible with Alarm.com?
Alarm.com supports the following systems:
- Caséta Wireless
- RadioRA 2 with firmware 6.1.0 or above
- Homeworks QS with firmware 5.1.0 or above

Which solution is the right one for me?
Caséta® Wireless
Caséta Wireless is a wireless mini-system that’s ideal when you want individual control in a single room or a smaller home or condominium.
- Perfect for installing in existing rooms; no new wiring required
- C.L technology for controlling dimmable LEDs and CFLs
- Smart Bridge Pro is required for integration with Alarm.com

RadioRA® 2
RadioRA 2 is a wireless system that’s ideal for coordinated control in a few rooms or a whole home (up to 5,000 square feet).
- Utilizes backlit, custom engraved keypads
- Controls the full line of Lutron wireless shading styles
- Controls lights, shades and temperature simultaneously
- Easy integration (just enter serial number)

Homeworks® QS
Homeworks QS is a wireless, wired or hybrid system for control of a whole home (up to 30,000 square feet or more)
- Offers most color choices for controls
- Offers most keypad options

What features are supported with the Lutron Integration?
- Plug-in Switch and Dimmer Control
- In-Wall Switch and Dimmer Control
- Light Schedules
- Pico Control
- Scenes/ Phantom Buttons/ Virtual Buttons
- Keypad Control
- Individual Shade Control (Venetians coming soon)

Do I need to be a Lutron Dealer/Installer to configure the integration?
RadioRA2 & HomeworksQS:
No, but your customer does need to have repeater/processor with the latest firmware. If they do not, they would need to call their Lutron Dealer/Installer to upgrade their repeater(s).

Caséta Wireless:
No, you can configure and setup the system using Lutron’s Caséta Wireless app without being a Lutron certified dealer.
http://www.casetawireless.com/Pages/TheLutronApp.aspx
However, it is highly recommended to complete shades training if you are planning to include shades as part of your solution.

I’m interested in selling Lutron equipment, what certification do I need?
Caséta® Wireless
No qualification is required for this solution. Setup of the system is done through a free phone app. Purchase the equipment and get started today!
RadioRA® 2
RadioRA 2 requires the use of special programming software. Therefore, training and certification is required to install a system. There are two levels of training for RadioRA 2:

- **Level 1**: 100 Devices or less – Essentials software
  - Training can be done online or you can attend a local training session conducted by a Lutron representative.
- **Level 2**: 200 Device or less – Inclusive software
  - 2-Day training conducted by Lutron Application Engineer (available in PA, FL, CA or Canada)

Please note: Integration of existing RadioRA2 system into an Alarm.com account does NOT require training or certification. Qualification is only required for the installation of a new RadioRA2 system or the reprogramming of an existing RadioRA2 system.

Homeworks® QS
HomeworksQS allows for many customizations in their programming, as a result, training is more involved.

- Application must be completed and approved prior to training. Contact local Lutron Representative for more information.
- 3 to 5 day training at Lutron PA Headquarters
- Use of “mentor” account strongly recommended for first project

Qualification is required for purchase of Homeworks QS equipment.

Please note: Integration of existing Homeworks QS system into an Alarm.com account does NOT require training or certification. Qualification is only required for the installation of a new Homeworks QS system or the reprogramming of an existing Homeworks QS system.

Where can I find out more information about Lutron training sessions and certification?
LCI Online (www.lutron.com/liconline) is a good resource if you are interested in attending training sessions and/or getting certified with Lutron.

Why can’t I see the Lutron devices on the lights screen of my security panel?
Integration with Lutron devices is done through the cloud. Lutron devices communicates with their respective gateway (i.e. HomeworksQS processor, RadioRA2 Repeater or Caséta Smart Bridge Pro) through their proprietary RF called “Clear Connect” or wired communication (in the case of HomeworksQS). Lutron devices do not communicate locally with the security panel. This means that when connection with the gateway is lost, you will not be able to control the Lutron devices.

What is “Clear Connect”?
Clear Connect is a Fixed Repeater (Star) Network. It operates at 434MHz. Unlike Z-Wave, it does not allow for end devices (e.g. light switches) to extend the range of the network by acting as repeaters. Clear Connect allows for distributed intelligence. This means that lights can be turned on at the same time and scenes to be activated seamlessly.

What is the range of “Clear Connect”?
Indoor product specs:
- 60 feet between repeaters (applicable for RadioRA2 and HomeworksQS where more than one repeater can be on the same network)
- 30 feet between a repeater and any other device

*Note: repeaters are also known as Smart Bridge Pro for Caséta Wireless systems.

What’s the difference between Caséta Wireless Smart Bridge and Caséta Wireless Smart Bridge PRO?
Only Caséta Wireless Smart Bridge Pro is compatible with Alarm.com. Caséta Wireless Smart Bridge does not allow for third party integration and as a result will NOT work with Alarm.com.

My customer has already purchased some Caséta Wireless devices from a retail store, can I repurpose them?
Yes, all Caséta Wireless light switches and dimmers are compatible with Caséta Wireless Smart Bridge Pro. Any Lutron pico or Serena or Sivoia Triathlon shades are also compatible with the Caséta Wireless Smart Bridge Pro. It’s very likely you will need to replace the Caséta Smart Bridge for a Caséta Smart Bridge Pro.
I don’t see Caséta Wireless Smart Bridge Pro in retail stores, where can I find hardware?

- Caséta Wireless Smart Bridge Pro is not available online or at retail. It can be purchased from electrical distributors, AC distributors, lighting showrooms and select security distributors. Contact your Alarm.com sales rep for more information. Lutron Customer Service can connect you to the local Lutron rep. Lutron reps would be able to advise on best local distributors.
- Shades can be purchased from a contractor or distributor/lighting showroom as long as you have been through the Triathlon shades certification.
- Caséta switches/dimmers/picos and other accessories can be purchased online at Homedepot.com and Amazon.com

Is home internet connection required for the integration?
Yes, all communication with Lutron devices are routed through a gateway (Smart Bridge Pro for Caséta Wireless, Repeater for RadioRA2 and Processor for HomeworksQS) that is connected to the internet via an Ethernet connection.

Where can I find more information about Lutron?
The best place to learn more about Lutron’s offerings is on their website: [www.lutron.com](http://www.lutron.com)