Lutron RadioRA®2 & Homeworks®QS
INSTALLATION GUIDE

Pre-requisites for Installations

1) RadioRA® 2 Main Repeater with firmware 6.1.0 or above

OR

Homeworks QS processor with firmware 5.1.0 or above

Registering RadioRA® 2 repeater

1) Add the correct required add-ons:
   Dealer Site > Service Plan > Change Service Plan
   a. Lutron Integration
   b. emPower Lights

2) Add a Repeater to the account using Lutron Main Repeater (for RadioRA® 2) or Processor (Homeworks QS) serial number
   Dealer Site > Equipment > emPower Devices

Figure 1: Location of serial number for RadioRA® 2

Figure 2: Serial Number location for Homeworks QS Processor

Figure 3: Add Lutron Repeater
3) Request an Equipment List.
   Dealer Site > Equipment > emPower Devices

![Get Equipment List]

<table>
<thead>
<tr>
<th>Mobile App Subscription</th>
<th>System Info Updated Date (EDT)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Show/Hide)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component Number</th>
<th>Device Name</th>
<th>Device Type</th>
<th>Area</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Integration ID</th>
<th>Lutron Output Type</th>
<th>Area</th>
</tr>
</thead>
</table>

**Troubleshooting**

**My Main Repeater/processor is added to the account, but my lights aren’t showing.**

If the Main Repeater/processor is newly added, it can take up to 5 minutes to retrieve the equipment list from the device. Please make sure you have requested an Equipment List.

**My Lutron Main Repeater/processor was faulty and now I have a new repeater with new serial number. What do I do?**

You can swap the Main Repeater/processor associated to your account by doing the following:

Dealer Site > Equipment > emPower Devices > Lutron > Edit (selected repeater) > Swap Repeater

**I am having trouble adding my Main Repeater/processor to my account.**

Please check:

1) Your Main Repeater/processor is connected to the internet
2) The serial number on your Main Repeater/processor.

For further troubleshooting help, check out the troubleshooting flowchart on the dealer site under support document.
Go to the Dealer Site and select appropriate add-on for customer:
1) emPower Lights or 2) Lutron Integration

Add Repeater using serial number.

Go to the Lutron Equipment Page: Select Customer > Equipment > emPower Devices > Lutron

Yes

Did you find Lutron Integration add-on?

No

Contact CORE

Yes

Did the repeater or processor add successfully?

No

What does the message say?

The repeater is already associated with another account. Make sure you have entered the correct serial number then retry.

Check serial number and try again. If it didn't work, contact CORE.

Enter email address (login name) for the Lutron app.

Did the repeater or processor add successfully?

Yes

Please double check the serial number below. To enable integration with Alarm.com you need to enter the email with customer’s Lutron Home Control+ app.

No

Go to the Customer Site emPower Lights Page

Contact Lutron Dealer to update firmware

Are you able to physically control the light/button?

Yes

Contact Lutron Customer Support. This is a hardware issue.

No

Are you able to see the state of the device when you have controlled it once?

Yes

Successful Installation! Check support features document for latest updates

No

Contact CORE

Were you able to control lights/buttons?

Yes

No

Contact CORE and ask them to enable monitoring messages for you.

What is the firmware version?

RadioRA2 6.0.0 or below OR Homeworks QS 5.0.0 or below

RadioRA2 6.1.0+ Homeworks QS 5.1.0+

Contact Lutron Tech Support. You're having internet connection issues.

The serial number entered is incorrect. Your Lutron repeater serial number is at the back of the repeater, beneath the barcode.

The serial number was either not long enough, too long or contained foreign characters. Serial numbers are 8 numbers long and only contain hexadecimal numbers

Click “Get Equipment List” and wait 2 minutes.

Do you see ALL of the devices?

Yes

No

Copyright © 2012 Alarm.com | www.alarm.com | v2.0