

FAQs

General Questions

What is Caséta Wireless?

Caséta Wireless is a convenient, affordable, and reliable lighting system that enables you to control your lights from anywhere. You can start with a basic system and expand it at any time. You can also connect your Caséta Wireless system to other smart home devices such as remote controlled shades and wireless thermostats using a Lutron Smart Bridge and the Lutron App for Caséta Wireless.

Can I control my lights individually?

Yes, you can control your lights individually with Caséta Wireless dimmers or on your smartphone with the Lutron App for Caséta Wireless.

What is a lighting “scene”?

A scene is predetermined light and shade levels. It allows you to control multiple lights and shades at the same time at the press of a button on a Pico® remote or from your smartphone with the Lutron App for Caséta Wireless.

What other connected home products work with Caséta Wireless?

You can find the full list of compatible systems that work with Caséta Wireless [here](#).

What colors are available for Caséta Wireless products?

- In-wall dimmer, Pico remote: White, Light Almond, Ivory, and Black designer gloss
- Plug-in lamp dimmer, Lutron Smart Bridge: White

What is the warranty on Caséta Wireless products?

Caséta Wireless products are covered by a 1 year limited warranty. You can extend that warranty to 2 years by completing the [Caséta Wireless Customer Feedback Questionnaire](#)

In which countries can I buy and use Caséta Wireless?

Caséta Wireless is currently available in the United States, Canada, Mexico, Colombia, Costa Rica, El Salvador, Ecuador, Panama, and the Dominican Republic.

Technical Information

What technology does Caséta Wireless use?

Caséta Wireless uses Lutron’s patented [Clear Connect® wireless technology](http://www.lutron.com/TechnicalDocumentLibrary/Clear%20Connect%20Technology%20whitepaper.pdf) (http://www.lutron.com/TechnicalDocumentLibrary/Clear Connect Technology whitepaper.pdf). Clear Connect has proven to be ultra-reliable in commercial projects, including some of the world’s most prestigious buildings, for more than a decade and provides the same reliable performance in your home.

What's the difference between Lutron Clear Connect and other wireless systems?

Clear Connect wireless technology operates in a low, quiet frequency band which is free from other wireless interference. It provides two-way, ultra-reliable communication between all devices in the home, working through walls, floors, ceilings, and furniture. All devices respond instantaneously.

How much bandwidth does the Lutron App for Caséta Wireless take on my Wi-Fi connection?

Since Caséta Wireless uses Clear Connect wireless technology, the system does not use up any Wi-Fi bandwidth and will not affect the general internet performance in your home.

How does the Lutron App connect to the Smart Bridge?

The Lutron App connects to the Smart Bridge via the cloud using an account (email address and password) that you create during the initial system setup.

What is geofencing? How does this help me?

Geofencing is a technology that uses the geographical location of your smartphone in order to trigger certain events. With Caséta Wireless and the Lutron Smart Bridge, you can use geofencing to automatically turn lights on as you arrive home and turn them off when you leave.

How much battery does the App take? Is there a way to limit it?

The battery usage for the Lutron App is very minimal. Geofencing will use a bit more battery since it uses the location of your smartphone to determine when to trigger events. Disabling the geofencing feature will conserve some battery life.

What's the wireless range for Caseta?

The Smart Bridge/Smart Bridge Pro has an RF range of 30 ft. (9 m), covering a total area of approximately 2500 sq. ft. (232 sq. m). All 50 devices must be located within 30 ft. (9 m) of the Smart Bridge/Smart Bridge Pro of a system that doesn't have a plug-in lamp dimmer or within 30 ft. (9 m) of the plug-in lamp dimmer acting as the range extender for the system.

What should I do if a Caséta device is outside of wireless range and cannot be added to the system?

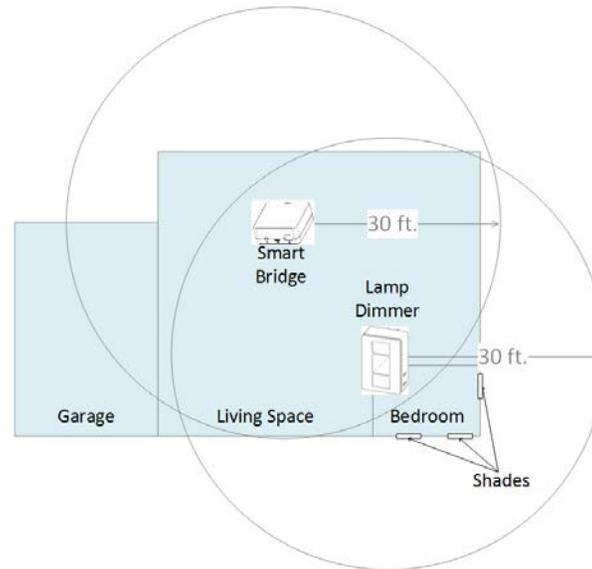
If possible, try relocating the Smart Bridge to a central location within the home. If relocation of the Smart Bridge is not possible, try using a plug-in lamp dimmer as a range extender for your system.

Is there any way to extend the wireless range of the Smart Bridge?

Yes, the first plug-in lamp dimmer added to the system will automatically be assigned as a range extender. Limit of one (1) range extender per system.

The lamp dimmer must be installed within 30' from the Smart Bridge, and the range extender provides an additional 30' radius of Clear Connect RF coverage.

Example: Serena shades were installed in a bedroom at the far end of the home away from the Smart Bridge just outside the wireless range, and could not be added to the system. Placing a lamp dimmer assigned as a range extender will add an additional 30' of wireless range and allow the shades and any other Caseta devices in that area to be added to the system.



How do I know which plug-in dimmer is assigned as a range extender the system?

The plug-in dimmer that is assigned as the range extender is listed in the Lutron App under “Settings > Advanced”. Once a plug-in dimmer is assigned as a range extender it must be removed from the system if you want to add a different plug-in dimmer to be assigned as a range extender.

Why don't I see a range extender listed in the Lutron App under “Settings > Advanced”?

Either there are no plug-in dimmers in the system, or the plug-in dimmers in the system were added before the range extender feature was enabled in the app. Add a new plug-in dimmer or remove an existing plug-in dimmer and when re-added it will automatically be assigned as the range extender.

Caséta Wireless dimmers

Is the in-wall dimmer difficult to install?

No. The in-wall dimmer wires like a standard switch and does not need a neutral wire. You can probably install it in about 15 minutes.

Do Caséta Wireless dimmers work with dimmable LED and CFL bulbs?

Yes, Caséta Wireless dimmers work with dimmable LEDs and CFLs, as well as incandescent and halogen bulbs. Lutron tests light bulbs for compatibility with our dimmers and maintains a list of compatible bulbs. You can find the list [here](http://www.lutron.com/compatibility) (<http://www.lutron.com/compatibility>).

Can I mix different types of light bulbs on the same dimmer (for example, three incandescent bulbs and one LED bulb)?

Yes. See the Maximum Wattage Rating chart in the Advanced Installation Guide found at www.casetawireless.com/support (/support).

Can I control smart light bulbs with Caséta Wireless dimmers?

No, Caséta Wireless dimmers are not designed to be used with smart bulbs such as Phillips Hue or GE Link bulbs.

Can I control more than one lamp with a plug-in dimmer?

Yes, you can. The plug-in lamp dimmer can control two lamps. The lamps will both be controlled together; you can't control them independently.

How many bulbs can I control with a Caséta Wireless dimmer?

The number of bulbs you can control depends on the type of bulbs and how many watts they use. Please see the [Quick Start Guide](#) (/documents/QuickStartCasetaInWallDimmerUS.pdf) for your dimmer or switch for information about the maximum wattage for various bulb types.

Can I install Caséta Wireless in-wall dimmers in locations that have two or more switches controlling one light – for example, the top and bottom of stairs or each end of a hallway?

Yes. In one of the switch locations you'll need to install a Caséta Wireless in-wall dimmer. In all other switch locations for that light source, you'll need to install Pico® remotes. For step-by-step instructions on how to do this, [watch](#) (/support?Video=3) the "3-way switch application" video.

Can I replace any light switch or dimmer with a Caséta Wireless dimmer?

Yes, you can replace any standard toggle or decorator light switch or dimmer that controls incandescent, halogen, or dimmable CFL or LED bulbs with a Caséta Wireless dimmer.

What can I do about flickering light bulbs?

You can eliminate flickering (typically seen with LEDs and CFLs) by adjusting the dimming range on the Caséta Wireless dimmer. For step-by-step video instructions, [see](#) (/support?Video=1) "Adjusting dimming range for LED and CFL bulbs."

Caséta Wireless PRO products

What are Caséta Wireless PRO products?

Caséta Wireless PRO products are available from professional installers. These products have features that may assist professionals in installing Caséta Wireless systems in a wider range of applications. You can learn about the differences between Caséta Wireless PRO and other Caséta Wireless products [here](#).

Using Caséta Wireless to control your thermostat

What thermostats are currently compatible with the Lutron Smart Bridge?

The Smart Bridge is currently compatible with Nest Learning thermostats and select Honeywell® Wi-Fi thermostats. You can see the current list of compatible Honeywell thermostats [here](#).

How many thermostats can I control in the Lutron App for Caséta Wireless?

You can control up to four thermostats.

What thermostat settings can I control in the Lutron App?

You can view the current temperature, adjust the set points, change the system mode, change the fan mode, and enable or disable the thermostat schedule.

Using Caseta Wireless to control your remote controlled shades

To view frequently asked questions about Lutron's Serena® shades, please visit the [Serena shades website](http://www.serenashades.com/) (http://www.serenashades.com/).

Using Caséta Wireless with Amazon Alexa

What is Amazon Alexa?

Amazon Alexa is Amazon's voice service that responds to questions or commands. For example, Alexa can tell you the current weather forecast, give you the latest news, play music, control select connected home products, and much more. You can find out more at <http://www.amazon.com/echo>

What hardware is required from Amazon to use Alexa?

You'll need an Amazon Echo, Amazon Tap, or Amazon Fire TV with voice remote in order to use Alexa.

What software is required from Amazon to use Alexa?

You'll need to install the free Amazon Alexa app on your Apple®, Android™ or Amazon device in order to set up Alexa.

Does Alexa support Caséta Scenes?

Yes. If you already have the Amazon Alexa app installed and Scenes created in the Lutron app, it will require the Scene to be Discovered in the Amazon Alexa app.

How do you Discover Caséta Scenes on the Amazon Alexa app?

You'll need to open the Amazon Alexa app, then tap the Menu bar in the upper left and select Smart Home. From here, click Scenes and at the bottom of the screen tap on Discover. This will pull in all of the Devices and Scenes created in the Lutron app and allow them to be used with Alexa.

What hardware is required from Lutron to use Alexa?

You'll need either a Lutron Smart Bridge or Smart Bridge PRO (any generation) and at least one Caséta Wireless dimmer or switch.

Can the Echo Plus and its built-in Hub be used to replace the Caséta Smart Bridge?

No. The Echo Plus and its integrated Hub cannot be substituted for the Smart Bridge. The Smart Bridge is what will enable app control with your smart device, allow for integration with other leading smart home products, and all the other benefits associated with Caséta system.

What software is required from Lutron to use Alexa?

You'll need to install the free Lutron App for Caséta Wireless on your Apple® or Android™ device in order to set up your Caséta Wireless system.

Is there a fee for the Lutron App or Alexa app?

No, both apps are free.

What can I say to Alexa in order to control my Caséta Wireless lights?

You can say any of the following commands. (We used “kitchen” and “downstairs” lights as examples; Alexa will control your lights as long as you use the specific name you assigned to those lights in your Caséta Wireless system.)

“Alexa, turn on/off [my/the] kitchen light,” and the kitchen light will turn on to full or turn off.

“Alexa, brighten/dim [my/the] kitchen light,” and the kitchen light will brighten or dim by 25 percent.

“Alexa, brighten/dim [my/the] kitchen light by 45 percent,” and the kitchen light will brighten or dim by 45 percent or whatever percentage you say.

“Alexa, set [my/the] kitchen light to 80 percent,” and the kitchen light will go to 80 percent or whatever percentage you say.

“Alexa, turn on/off [my/the] lights,” and all of your Caséta Wireless lights will turn on or off. (You must create a group in the Alexa app called “Lights” in order to achieve this. See information below about creating groups.)

“Alexa, turn on/off [my/the] downstairs lights,” and all of your downstairs Caséta Wireless lights will turn on or off. (You must create a group in the Alexa app called “Downstairs Lights” in order to achieve this. See information below about creating groups.)

How can I control multiple lights at the same time?

You need to create groups in the Alexa app in order to control multiple lights at the same time (such as upstairs lights, downstairs lights, bedroom lights, all lights, etc.)

How do I create a group in the Alexa app?

- Click the menu icon in the upper left in the Alexa app or web interface, then choose “Smart Home.”
- Select the option to “Create Group.”
- Give the group a name (like “Bedroom Lights”), then select the lights you want to be part of that group.
- Save the new group. Now you can control that group of lights with your voice (for example, “Alexa, turn off my bedroom lights”).

Can Alexa perform multiple actions with a single command (for example, “Alexa, tell me the news and turn on my kitchen lights”)?

No, Alexa can only perform one action at a time.

Can I have more than one Amazon Echo, Amazon Tap or Fire TV with voice remote in my house so that I can use Alexa in multiple spaces?

Yes, you can add multiple Echo’s, Tap’s, or Fire TV’s in the Alexa app.

How do I know if my Amazon Echo can hear me?

When you say “Alexa,” the blue LED ring on the top of your Echo will light up. That means Alexa heard you and is waiting for you to say something.

Do I need to have my smartphone with me in order to use Alexa?

No, you don’t need to have your smartphone with you. You just need to be within listening range of your Amazon Echo, Tap or Fire TV with voice remote when saying a command.

What can I control in my Caséta Wireless system with Alexa?

You can control your lights individually by name and you can also control the scenes created in the Lutron app. You can also control groups of lights created in the Alexa app.

What can I control with Caséta scenes using Alexa?

When asking Alexa to turn on a Caséta scene, all of the devices included in that scene will be adjusted to the level in that scene. Devices supported by scenes include lights, shades, and Sonos speakers.

Can I control shades with Alexa?

Yes, if you include shades in scenes you can have Alexa turn on a scene to adjust your shades. You cannot directly control shades by name.

How do I set up Alexa to control my Caséta Wireless system?

First, install your Caséta Wireless dimmers and switches, plug in your Smart Bridge, and follow the steps in the Lutron App on your smartphone/tablet to set up your Caséta Wireless system.

- Next, set up Alexa on your Amazon Echo, Amazon Tap, or Amazon Fire TV with voice remote by following the steps in the Alexa app on your smartphone/tablet, or by using the Alexa web interface, <http://alexa.amazon.com> (<http://alexa.amazon.com/>).
- Click the menu icon in the upper left in the Alexa app or web interface, then choose “Skills”.
- Type “Caseta” in the search field and select the Caséta Wireless skill.
- Enter the email address and password that you created in the Lutron App for your Caséta Wireless system.
- You’ll then see a window that says “Alexa has been successfully linked with Lutron.” You can close out of that window.
- Ask Alexa to discover your devices by either saying “Alexa, discover my devices,” or by selecting the “Discover Devices” option in the Smart Home screen in the Alexa app or web interface.
- Alexa will verbally tell you how many devices were found; they’ll also be listed in the Alexa app or web interface.
- And that’s it. Now you can control your lights and scenes by name.

What can I say to Alexa in order to control my Caséta Wireless scenes?

You can say any of the following commands. (We used “Dining” and “Entertain” examples scenes. “Alexa, turn on Dining”, and the Dining scene will turn on. “Alexa, turn on Entertain”, and the Entertain scene will turn on. Here are a few things to consider when using scenes with Alexa:

- Avoid using the word “scene” when talking to Alexa (e.g. say “Alexa, turn on Dining” NOT “Alexa, turn on Dining scene”.)
- Avoid using words like ‘on’ or ‘off’ or ‘music’ in the scene names within the Lutron app (e.g. name a scene ‘Goodnight’ instead of ‘All Off’.)
- Just like in the Lutron app, scenes can only be turned on, not off, with Alexa. (e.g. say “Alexa, turn on Goodnight”, NOT “Alexa, turn off Goodnight”.)
- Manual scenes can be controlled by Alexa, but not scheduled scenes. If you have scheduled scenes that you’d like to integrate with Alexa you need to recreate them as manual scenes.

When would I use a Caséta scene versus an Alexa group?

Caséta scenes should be used if you want to adjust lights and shades at the same time with one command. Scenes are also the only way to control shades with Alexa. Alexa groups should be used if you want to control a group of lights, or all of your lights, with one command (e.g. “Alexa, turn my lights off”).

What should I do if I add more Caséta Wireless dimmers or scenes after setting up Alexa?

Simply say “Alexa, discover my devices” and your new devices and scenes will be discovered. You can also wait about an hour after adding your dimmers and scenes to the Lutron App and Alexa will automatically discover them.

How can I change the name of my dimmers, switches or scenes?

You’ll need to change the names of the dimmers, switches or scenes in the Lutron App, then say “Alexa, discover my devices” and Alexa will recognize the new names.

Using Caseta Wireless with Apple® HomeKit

What Apple hardware/software is required for HomeKit?

- An iPhone®, iPad®, or iPod® touch with iOS 8.3 or later is required for HomeKit. You can check your iOS version in Settings > General > About > Version.
- For remote access you'll need to have a third generation or later Apple TV with software version 7.0 or later in your home. Follow the steps here to make sure you have a supported Apple TV: <https://support.apple.com/en-us/HT200008> (<https://support.apple.com/en-us/HT200008>).

Remote access through Apple TV may require you to log out of iCloud® and log back in on your Apple TV.

Tip: Siri® will be more responsive if you set the "Sleep After" setting to "Never" in Settings >

- If you have any other issues setting up Apple TV, please contact Apple Customer Support.

What Lutron hardware/software is required for HomeKit?

- A Lutron Smart Bridge generation 2 (L-BDG2-WH) or Lutron Smart Bridge PRO generation 2 (L-BDGPRO2-WH) is required, as well as the iOS Lutron App for Caséta Wireless version 2.2 or later.
- Note: the Lutron Smart Bridge model number MUST contain a "2" in it. The Lutron Smart Bridges without the "2" in the model number do not support HomeKit. With the exception of HomeKit support, all other features remain identical for generation 1 and generation 2.

Do the Lutron HomeKit features work with non-Apple smartphones and tablets (e.g. Android™)?

The Lutron App for Caséta Wireless is available for Android. However, Android devices do not have Siri and do not support third-party HomeKit apps. All Lutron Smart Bridges (generation 1 and 2) have identical performance on Android.

Can everyone in the home use Siri from their own iOS device?

Yes, everyone in the home with an iPhone, iPad, or iPod touch with iOS 8.3 or later can use Siri to control Caséta Wireless dimmers in the home. To do this, you need to select the "Siri Integration" option in the "Settings" within the Lutron App and add multiple users. When inviting other users you need to enter their iCloud Apple ID. Once the invitation is accepted, they will also be able to control the lights in the home using Siri.

Does Siri work with Lutron shades?

When used with Caséta Wireless, Siri can control Lutron wireless shades in iOS 9 and later.

Can I use Siri to control the Honeywell® or Nest thermostats that work with the Lutron App?

Since Lutron does not manufacture these products, please check the manufacturer websites for HomeKit compatibility.

Which Lutron App do you need on your iPhone, iPad or iPod touch for Siri to work with Caséta Wireless?

You need the Lutron App for Caséta Wireless on your iOS device in order to set up your Caséta Wireless dimmers and to control dimmers and shades. But, not everyone in the home needs the app on their Apple device in order to use Siri to control the lights. One person must have the app installed on his iPhone, but other members of the home do not need the app installed on their devices in order to control the lights using Siri.

Can Siri control non-Lutron lights as well?

Yes. Many manufacturers offer HomeKit compatible products, all of which can be controlled by Siri. So if you have Caséta Wireless dimmers in your home, as well other HomeKit-enabled lights, and you tell Siri to "turn off my lights," Siri will turn off all your Caséta Wireless dimmers and other HomeKit-enabled lights. You'll need to set up these non-Lutron lighting products via their respective apps.

Where can I find more information about Apple HomeKit?

You can find more information about Apple HomeKit [here](https://support.apple.com/en-us/HT204893) (<https://support.apple.com/en-us/HT204893>).

I'm having issues setting up Caséta Wireless with HomeKit. Is there a troubleshooting guide?

Yes. View our HomeKit troubleshooting guides for [iOS 9 \(/Documents/HomeKitTroubleshootingGuide.pdf\)](/Documents/HomeKitTroubleshootingGuide.pdf) or for [iOS 10 \(/Documents/HomeKitTroubleshootingGuide_iOS10.pdf\)](/Documents/HomeKitTroubleshootingGuide_iOS10.pdf).

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Using Caséta Wireless with Logitech Harmony remotes

I'm having issues setting up Caséta Wireless with my Logitech Harmony remote. Is there a setup and troubleshooting guide?

Yes. View our Logitech Harmony setup and troubleshooting guide [here](#) (/Documents/LogitechHarmony-Caseta-Integration-Guide.pdf)

Using Caseta Wireless with Samsung SmartThings

What is Samsung SmartThings?

Samsung SmartThings is a home automation system that allows you to create different routines and schedules to automate all of the smart devices in your home. With SmartThings, you can receive important notifications about what's happening at home, control your smart devices with a simple tap, and automate your home to react to your unique preferences. To learn more about Samsung SmartThings visit [smarthings.com](http://www.smarthings.com) (<http://www.smarthings.com/>).

What are the benefits of integrating Caséta Wireless with a SmartThings system?

Integrating Caséta Wireless with SmartThings allows you to automate your lights and shades alongside additional smart devices like sensors, locks, cameras, and more. For example, add a SmartThings Multipurpose Sensor to your entryway door and you can create a routine that turns on a few lights when you open the door in the evening. Or create a routine that turns off all the lights and closes the shades in the living room when the SmartThings Motion Sensor in the room no longer detects any motion.

What Lutron hardware is required to work with SmartThings?

You'll need a Lutron Smart Bridge or Smart Bridge PRO (any generation), and at least one Lutron dimmer or Lutron shade.

What Lutron software is required to work with SmartThings?

You'll need to install the free Lutron App for Caséta Wireless on your smartphone in order to set up your Caséta Wireless system.

What SmartThings hardware is required to work with Caséta Wireless?

You'll need a SmartThings hub (any generation).

What SmartThings software is required to work with Caséta Wireless?

You'll need to install the free SmartThings app on your smartphone in order to initially set up your SmartThings system. Then you can add your Caséta Wireless system to the SmartThings app.

Is there a fee for the Lutron App or SmartThings app?

No, both apps are free.

What Caséta Wireless devices can I control within the SmartThings app?

You can control any Caséta Wireless dimmer or switch, as well as any Lutron wireless shade in the SmartThings app. You can individually control each device, and also add them to other automated features such as schedules, Routines, and SmartApps.

Do Pico remotes show up in the SmartThings app?

No, Pico remotes do not show up in the SmartThings app.

How do I set up Caséta Wireless to work with SmartThings?

1. Install your Caséta Wireless devices, plug in your Smart Bridge, and follow the steps in the Lutron App on your smartphone to set up your Caséta Wireless system.
2. Install your SmartThings devices, plug in your SmartThings hub, and follow the steps in the SmartThings app on your smartphone to set up your SmartThings system.
3. In the SmartThings app, tap Marketplace
4. Under Things, tap “Outlets” for the Plug-In Dimmer, “Switches & Dimmers” for the in-wall switches and dimmers, or “Blinds & Shades” for the Shades.”
5. Tap Connect Now
6. Tap the field Lutron Login
7. Enter your Lutron credentials (email address and password) and tap Sign In
8. Tap Authorize
9. Tap Done
10. Wait a moment for SmartThings to discover your Lutron devices
11. Tap Select devices to add (# found)
12. Select your device(s) and tap Done
13. Tap Done to complete setup
14. You can now add your Caséta Wireless devices to rooms, Routines and other SmartApps.

How do I add Caséta Wireless devices to Routines in the SmartThings app?

1. In the SmartThings app, tap Automations
2. Tap Routines
3. Tap the gear icon to edit an existing routine, or tap the “+” icon to create a new routine
4. Choose the option to “Turn on these lights or switches” and/or “Turn off these lights or switches” and follow the on-screen instructions

How do I add Caséta Wireless devices to SmartApps in the SmartThings app?

1. In the SmartThings app, tap Marketplace
2. Tap SmartApps
3. Tap Lights & Switches to install “Smart Lights”
4. Choose the SmartApp and follow its on-screen installation instructions

How do I remove a Caséta Wireless device in the SmartThings app?

- In the SmartThings app, tap My Home
- Tap Things
- Tap the device you would like to remove

- Tap the gear icon 
- Tap Edit Device
- Tap Remove
- Confirm removal

How do I remove all Caséta Wireless devices, including the Lutron Caséta SmartApp, in the SmartThings app?

1. Tap Automations
2. Tap SmartApps
3. Tap Lutron Caséta (Connect)
4. Tap Remove
5. Confirm removal

Why does the word “Connect” show up in parentheses next to Lutron Caséta in the list of SmartApps?

The SmartThings app displays the word “Connect” in parentheses next to any of the SmartApps that use a cloud-to-cloud connection for integration, such as Caséta Wireless. It is not at all associated with the Lutron Connect Bridge/app.

Where can I get support if I run into issues with my Caséta Wireless system and SmartThings?

If you are experiencing issues or have questions about your Caséta Wireless system, please visit casetawireless.com/support (/support), contact our 24/7 technical support team at 1.844.LUTRON1 (1.844.588.7661), email support@lutron.com (mailto:support@lutron.com), or visit our [online support community](https://forums.lutron.com/) (https://forums.lutron.com/).

If you are experiencing issues or have questions about your SmartThings system, please visit support.smarthings.com (https://support.smarthings.com/hc/en-us), or call 1.800.SAMSUNG (1.800.726.7864). Hours of phone operation are Monday-Saturday, 9:00 a.m. to 6:00 p.m., Pacific Time.

Using Caséta Wireless with Serena

What are Serena Shades?

Serena Shades are Lutron’s motorized battery-powered shades with industry leading battery life. This battery life is achievable with store bought batteries.

If I have additional questions about Serena Shades, who can I contact?

The Serena Shades Specialist Team, based out of Lutron’s world headquarters in Pennsylvania, is available to assist you 8am-8pm Monday-Friday and 9am-6pm Saturday-Sunday Eastern. Call us at 855-573-7362 or email info@serenashades.com.

How do I add Serena Shades into my Caséta system?

Add Serena Shades as you would any other device, click on the Add Device button in the Lutron app and select the corresponding shade (Honeycomb or Roller) that you're adding into the system. The app will guide you through the rest of the association process.

(/) How can I control my Serena Shades in a Caséta system?

Serena Shades can either be controlled through the Lutron app or through the use of a Pico Remote. In order to use a Pico Remote with a Serena Shade, the Pico needs to be setup to control that respective shade in the Lutron app.

Can Serena Shades be included in Scenes created in the Lutron app?

Yes, once Serena Shades are added to your system they can be included in any Scene created in the Lutron app.

Using Caséta Wireless with Sonos

What is Sonos?

Sonos is the home sound system that streams all your favorite music to any room, or every room. Control your music with one simple app, and fill your home with pure, immersive sound. Sonos offers a variety of speakers in different shapes and sizes for any or every room of your home. You can find out more at [sonos.com](http://www.sonos.com/) (<http://www.sonos.com/>)

What Lutron systems are compatible with Sonos?

Caséta Wireless, HomeWorks QS, and RadioRA 2 are all compatible with Sonos.

What are the benefits of integrating Caséta Wireless with a Sonos system?

Sight and sound create the experience. Lutron and Sonos working together put you in control of light and music in a simple, yet powerfully personal new way.

Set the perfect scene with lighting, shade, and music at the touch of a button from simple Pico remotes on the counter or on the wall, and from the Lutron App which makes control, scheduling, and other smart home automation features incredibly easy-to-use.

Now you can interact with your music as easily as you interact with your lights – and in exactly the same way. Your favorite light levels, temperature setting and music choices add a layer of uniqueness that's yours alone.

What can I do with a Pico remote control for audio with a Sonos system?

The Pico remote control for audio allows you to play/pause your Sonos speakers, raise or lower the volume, skip tracks and change between your favorite stations or playlists.

How many Sonos speakers can I control from a Pico remote control for audio?

You can use a Pico remote control for audio to control an individual speaker or speakers that are grouped or paired in the Sonos app. You can't pair the Pico to multiple speakers that are not grouped or paired in the Sonos app. If the Pico is controlling a Sonos speaker group, the volume controls on the Pico remote will only adjust the volume on the speaker in the group that it is associated with in the Lutron App. If the Pico is controlling a Sonos speaker pair (set in the Sonos app), then the volume controls on the Pico remote will adjust the volume on both speakers in the pair. The buttons on the Pico remote control for audio act in the same manner as the buttons on top of the Sonos speakers.

The middle button on my Pico remote control for audio doesn't do anything. Why not?

The middle button on the Pico remote control for audio cycles through your Sonos favorites. If the middle button does not do anything, it means that you haven't set up any Sonos favorites in the Sonos app.

The 'skip track' button on my Pico remote control for audio stops skipping tracks after a while. Why?

The 'skip track' button on the Pico remote control for audio may skip tracks if you are listening to a streaming audio service (e.g. Pandora) and an ad is playing or you've reached your skip track limit for that particular streaming audio service.

Can I control Sonos speakers from a Pico remote for lights or shades?

Not at this time. Currently only the Pico remote for audio can control Sonos speakers. You also can't add lights and shades to a Pico remote control for audio.

Does the Pico remote control for audio only work with Sonos?

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No, if you have a Smart Bridge PRO you can integrate your Caséta Wireless system with any compatible A/V system and program the remote to control the audio of that particular A/V system. You can find the full list of compatible pro-level A/V systems [here](#) (/Pages/ProProducts.aspx).

What can I do with scenes and a Sonos system?

You can create manual scenes that control lights, shades, and sound together, such as a Dinner scene or a Relax scene. You can also create scheduled scenes to automatically control lights, shades, and sound together, such as a Wake up scene and an All-off scene. Additionally, if you're using the geofencing feature or the Nest Home/Away Assist feature you can automatically start playing your speakers before you arrive home and automatically turn off all your speakers when you leave.

Can I adjust the volume of my Sonos speakers from the Lutron App?

You can set the starting volume when playing audio through a scene in the app, but you can't directly adjust volume in the app. However, if you display the Pico remote control for audio on the home page of the Lutron App, you can use that to virtually press the Pico buttons and raise/lower the speaker or speaker group volume linked to that Pico. You can also play/pause, skip tracks, and cycle through your Sonos favorites.

What Sonos products work with Caséta Wireless?

All Sonos speakers are compatible with Caséta Wireless, including the play:1, play:3, play:5, playbar, sub, and amp.

What Sonos hardware is required to work with Caséta Wireless?

You'll need at least one compatible component listed in the previous answer.

What Sonos software is required to work with Caséta Wireless?

You'll need to install the free Sonos app on your smartphone in order to initially set up your Sonos system and select your favorite stations/playlists.

What Lutron hardware is required to work with Sonos?

You'll need a Lutron Smart Bridge or Smart Bridge PRO (any generation), and ideally one or more Pico remotes for audio.

What Lutron software is required to work with Sonos?

You'll need to install the free Lutron App for Caséta Wireless (version 4.0 or later) on your smartphone in order to set up your Caséta Wireless system and add Sonos speakers to the Lutron App.

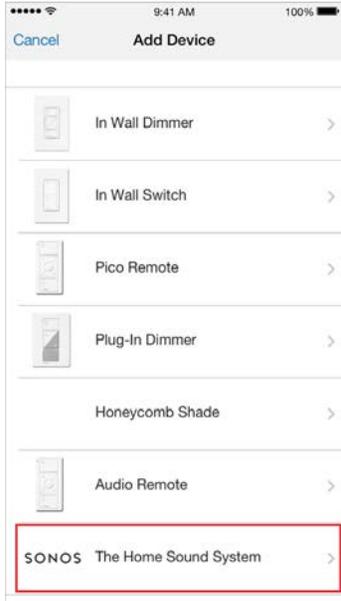
Is there a fee for the Lutron App or Sonos app?

No, both apps are free.

How do I set up Caséta Wireless to work with Sonos?

1. First, install your Sonos speakers. Then follow the steps in the Sonos app on your smartphone/tablet to set up your Sonos system and create your list of favorite stations/playlists.
2. Next, install your Caséta Wireless dimmers and switches and plug in your Smart Bridge. Then follow the steps in the Lutron App on your smartphone/tablet to set up your Caséta Wireless system.
3. In the Lutron App, tap the Settings icon in the upper left, then tap "Add a device."
4. Scroll down the list and tap on "Sonos The Home Sound System."

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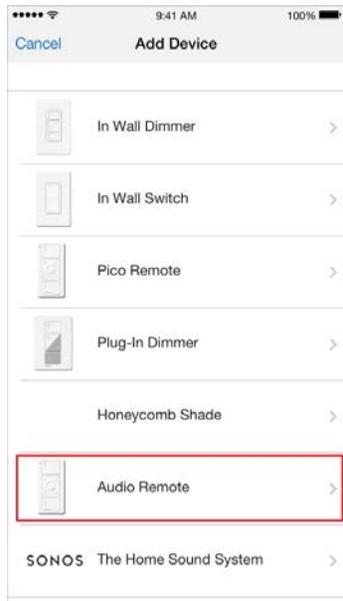


5. The Lutron App will automatically discover all of your Sonos speakers.



How do I pair a Pico remote for audio with Sonos?

1. In the Lutron app, tap the Settings icon in the upper left, then tap "Add a device."
2. Scroll down the list and tap on "Audio Remote."

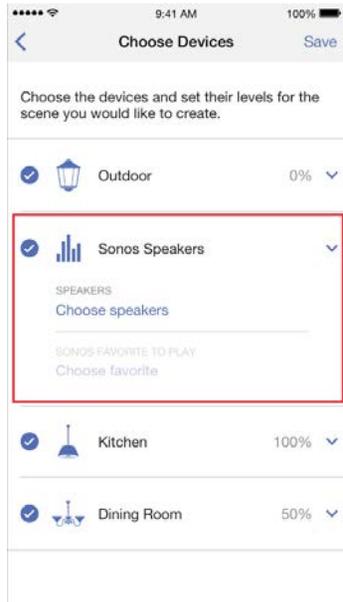


3. Press and hold the bottom button on the Pico remote for 10 seconds, then name the remote in the Lutron App.
4. Then add the speaker or speaker group you would like the Pico remote to control.

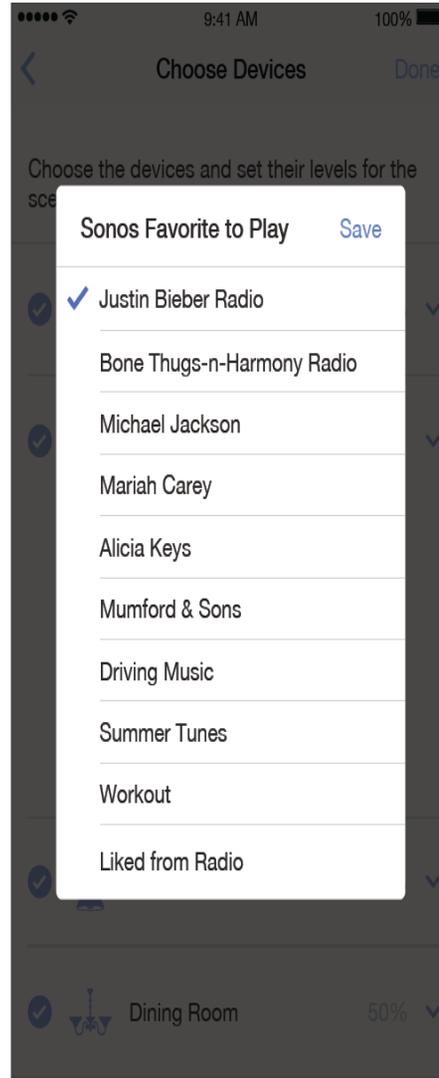
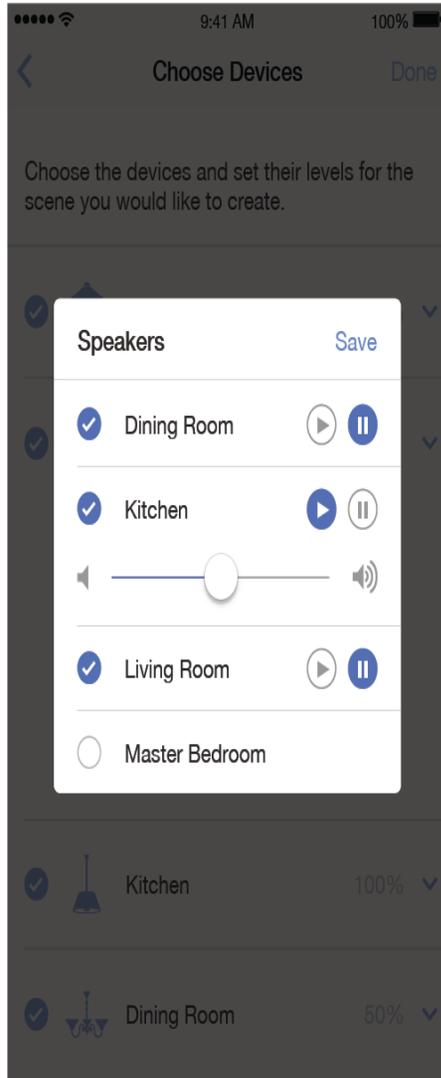


How do I add Sonos speakers to scenes?

1. In the Lutron App, create a new scene or edit an existing scene.
2. In the "Lights & Shades" section, scroll down the list and select "Sonos speakers" in the list of devices.



3. Select the speaker(s) you'd like to add to the scene and choose whether you want the speaker(s) to pause or play in the scene. If you want the speaker(s) to play in the scene you can also choose which favorite station/playlist you'd like to play in that scene.



How can I get support if I run into issues with my Caséta Wireless system and Sonos?

If you are experiencing issues or have questions about your Caséta Wireless system, please visit casetawireless.com/support (/support), contact our 24/7 technical support team at 1.844.LUTRON1 (1.844.588.7661), email support@lutron.com (mailto:support@lutron.com), or visit [our online support community](https://forums.lutron.com/) (https://forums.lutron.com/).

If you are experiencing issues or have questions about your Sonos Home Sound System, please visit [sonos.com/support](http://www.sonos.com/support) (http://www.sonos.com/support), or call 1.800.682.2345 (U.S. and Canada); 01.800.083.5513 (Mexico). Hours of phone operation are Monday-Friday 9:00 a.m. to 8:00 p.m. ET and Saturday & Sunday 10:00 a.m. to 5:30 p.m. ET.

Using Caséta Wireless with the “Ok Google” voice feature

What is the “Ok Google” feature?

“Ok Google” is a feature built into the Google app that allows you to use your voice to perform certain actions like getting directions, setting reminders, etc. More information about “Ok Google” can be found at, <https://support.google.com/websearch/answer/2940021?hl=en> (<https://support.google.com/websearch/answer/2940021?hl=en>).

What can the “Ok Google” feature do with Caséta Wireless?

The “Ok Google” feature allows you to control your Caséta Wireless lights and Lutron shades by using your voice.

What can I say to control my lights and shades using “Ok Google” feature?

You must start the beginning of each voice command by saying “Ok Google”, followed by the action. You must also end each command by saying “with Lutron”. Below are a list of supported commands.

“Ok Google, turn the lights on with Lutron” (this will turn all lights on to full)

“Ok Google, turn the lights off with Lutron” (this will turn off all lights)

“Ok Google, set the kitchen light to 40% with Lutron” (this will set the kitchen light to 40% - note you must have a device called kitchen light in the Lutron app)

“Ok Google, open the shades with Lutron” (this will open all Lutron shades)

“Ok Google, close the shades with Lutron” (this will close all Lutron shades)

“Ok Google, set the Welcome scene with Lutron” (this will set the Welcome scene in your system – note you must have a scene named Welcome in the Lutron app)

Does the “Ok Google” feature with Lutron work for both Android and iOS devices?

“Ok Google” works on both Android and iOS devices, but using the “Ok Google” feature to control Caséta Wireless only works on Android devices.

What hardware/software do I need to use the “Ok Google” feature?

You’ll need to purchase a Lutron Smart Bridge or Smart Bridge PRO and at least one Caséta Wireless dimmer, switch or Lutron wireless shade. You’ll also need to download the free Lutron app for Caséta Wireless and the free Google app on your Android smartphone or tablet. Many Android smartphones and tablets already have the Google app installed by default.

What version of the Lutron app supports the “Ok Google” feature?

Lutron app version 3.1 or later.

What languages are supported by “Ok Google”?

English only as of now.

Using Caséta Wireless with the Google Assistant

What is the Google Assistant?

The Google Assistant is Google’s voice service that responds to questions or commands. For example, the Google Assistant can tell you the current weather forecast, give you the latest news, play music, control select connected home products, and much more all right from your phone. You can find out more at <http://assistant.google.com>. (<http://assistant.google.com/>)

What is Google Home?

Google Home is Google’s voice control speaker that uses the Google Assistant to respond to questions or commands. For example, Google Home can tell you the current weather forecast, give you the latest news, play music, control select connected home products like Caséta, and much more. You can find out more at <http://home.google.com> (<http://home.google.com/>).

What hardware is required from Google to use Google Home?

You’ll need a Google Home or a compatible Android phone to use the Google Assistant.

Does Google Home support Caséta Scenes?

Yes. If you already have the Google Home app installed and Scenes created in the Lutron app, it will require you to relink your account on the Google Home app.

How do you relink your Lutron Account with Google Home?

You'll need to unlink the account first: open the Google Home app and tap "unlink account". To bring in the Scenes created in the Lutron app, you'll need to relink the account: log into your Google Home app, then in the app menu tap "Home control" and then "Caséta Wireless". Log in using the Lutron username and password that was used to create/register the Caséta Wireless system and Scenes will now be enabled.

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What software is required from Google to use Google Home?

You'll need to install the free Google Home app on your Apple® or Android™ device in order to set up Google Home.

Do I need a Google Home to control my lights with the Google Assistant?

No, you can also use the Google Assistant on Pixel, a phone by Google, or a select Android Phone running Marshmallow or Nougat with Google Play Services. To get started, open Google Assistant and tap the Settings icon.

What hardware is required from Lutron to use Google Home?

You'll need either a Lutron Smart Bridge or Smart Bridge PRO (any generation) and at least one Caséta Wireless dimmer or switch.

What software is required from Lutron to use Google Home?

You'll need to install the free Lutron App for Caséta Wireless on your Apple® or Android™ device in order to set up your Caséta Wireless system.

Is there a fee for the Lutron App or Google Home app?

No, both apps are free.

What can I say to Google Home in order to control my Caséta Wireless lights?

You can say any of the following commands. (We used "kitchen" and "downstairs" lights as examples; Home will control your lights as long as you use the specific name you assigned to those lights in your Caséta Wireless system.)

"Ok Google, turn on/off [my/the] kitchen light," and the kitchen light will turn on to full or turn off.

"Ok Google, brighten/dim [my/the] kitchen light," and the kitchen light will brighten or dim by 25 percent.

"Ok Google, brighten/dim [my/the] kitchen light by 45 percent," and the kitchen light will brighten or dim by 45 percent or whatever percentage you say.

"Ok Google, set [my/the] kitchen light to 80 percent," and the kitchen light will go to 80 percent or whatever percentage you say.

"Ok Google, turn on/off [my/the] lights," and all of your Caséta Wireless lights will turn on or off.

"Ok Google, turn on/off [my/the] downstairs lights," and all of your downstairs Caséta Wireless lights will turn on or off. (You must create a room in the Google Home app called "Downstairs" in order to achieve this. See information below about creating rooms.)

How can I control multiple lights at the same time?

You need to create rooms in the Google Home app in order to control multiple lights at the same time (such as upstairs, downstairs, bedroom, house, etc.)

How do I create a room in the Google Home app?

Instructions on how to create a room in the Google Home app, as well as other step-by-step instructions, can be found [here](https://www.google.com/url?q=https://support.google.com/googlehome/answer/7072090?hl%3Den&sa=D&ust=1491858458336000&usg=AFQjCNGLWu8zINeDsOjWOBMe-xOy8jU-EQ). (https://www.google.com/url?q=https://support.google.com/googlehome/answer/7072090?hl%3Den&sa=D&ust=1491858458336000&usg=AFQjCNGLWu8zINeDsOjWOBMe-xOy8jU-EQ)

Can Google Home perform multiple actions with a single command (for example, "Ok Google, tell me the news and turn on my kitchen lights")?

No, Google Home can only perform one action at a time.

Can I have more than one Google Home or Android phone with voice remote in my house so that I can use Google Home in multiple spaces?

Yes, you can add multiple Google Homes in the Google Home app. For multiple phones, use the Google Home app to sign into that phone on your Google account.

How do I know if my Google Home can hear me?

When you say, "Ok Google," the colorful LED ring on the top of your Home will light up. That means Google Home heard you and is waiting for you to say something.

Do I need to have my smartphone with me in order to use Google Home?

No, you don't need to have your smartphone with you. You just need to be within listening range of your Google Home when saying a command.

What can I control in my Caséta Wireless system with Google Home?

You can control your lights individually by name. You can also control rooms of lights created in the Google Home app.

Can I control shades with Google Home?

Yes, if you include shades in scenes you can have Google Home turn on a scene to adjust your shades. You cannot directly control shades by name.

How do I set up Google Home to control my Caséta Wireless system?

First, install your Caséta Wireless dimmers and switches, plug in your Smart Bridge, and follow the steps in the Lutron App on your smartphone/tablet to set up your Caséta Wireless system.

Next, set up Google Home by following the steps in the Google Home app on your smartphone/tablet.

Click the menu icon in the upper left in the Google Home app, then choose "Home Control".

Click the plus icon to see available home control accounts you can link.

Scroll down and select the Caséta Wireless link.

Enter the email address and password that you created in the Lutron App for your Caséta Wireless system.

You'll then see a window that lists all of your devices. You can set up rooms now or you can close out of that window.

And that's it. Now you can control your lights and scenes by name.

What should I do if I add more Caséta Wireless dimmers after setting up Google Home?

You will need to go into the Google Home app and follow the steps listed for setting up Google Home with your Caséta Wireless system to get Google to find your new dimmers.

How can I change the name of my dimmers or switches?

You'll need to change the names of the dimmers or switches in the Lutron App, then follow the steps listed for setting Google Home with your Caséta Wireless system to get Google to find the changed names.

Using Pico® remotes with Caséta Wireless

How do I pair a Pico remote with a Caséta Wireless dimmer without a Lutron Smart Bridge?

Simply press the "off" button on the dimmer and hold it for 6 seconds (the LED on the Pico will flash). Then repeat this with the Pico you wish to pair. When the Pico is successfully paired, the light bulb flashes three times.

How do I pair a Pico remote with a Caséta Wireless dimmer when using a Lutron Smart Bridge?

When using a Lutron Smart Bridge, all devices must be added and paired using the Lutron app. First add the dimmer to the app, then follow the same steps to add the Pico remote to the app and select the dimmer(s) that you would like the Pico remote to control.

Can I control more than one dimmer with a Pico remote?

Yes. Pico remotes can control multiple lights, which is helpful if you want to turn on lights from your car or turn off lights from your bedside.

Can I control a dimmer with more than one Pico remote?

Yes. You can pair a maximum of 10 Pico remotes to a Caséta Wireless dimmer.

What is the round middle button for on a Pico remote?

This is a favorite button—used to recall a preset level for any light the Pico is controlling. The favorite button is set to 50% (half dimmed) by default. To change the favorite level simply adjust the dimmers to your desired level, then press and hold the favorite button until the LED lights on the dimmers blink twice. Your new level is now saved.

How far from the dimmers can I use my Pico remote?

A Pico remote will work at least 30 feet away from any dimmer paired with it, and will work through walls, furniture, or other obstacles in your home. (The open-air range may be much further than 30 feet.)

How long does the Pico remote battery last?

The CR2032 coin cell lithium battery in the Pico remote will last for 10 years.

Using your smartphone with Caséta Wireless

Can I control my Caséta Wireless dimmers with my smartphone?

Yes. You will need to install a Lutron Smart Bridge and download the free Lutron App for Caséta Wireless.

What is the Smart Bridge?

The Smart Bridge allows you to control your Caséta Wireless lights, Lutron Serena® remote controlled shades, and select wireless thermostats from anywhere in the world with your smartphone, using the Lutron App for Caséta Wireless.

How does the Smart Bridge connect to my home network?

The Smart Bridge simply plugs into a wall outlet for power, and plugs into your Wi-Fi router via an Ethernet cable. It does not communicate via Wi-Fi to your router.

What are the features of the Smart Bridge?

- The Smart Bridge supports up to 50 compatible devices (dimmers, shades, Pico® remotes, and thermostats).
- You can program up to 100 manual or scheduled scenes (i.e. turn lights on at sunset, turn lights off at midnight).
- The Smart Bridge uses Clear Connect® wireless technology, which has a range of 30 ft. (9 m) from the Smart Bridge to any system device.

What are the special features of the Lutron App for Caséta Wireless?

You can learn about the features of the Lutron App [here](/Pages/TheLutronApp.aspx) (/Pages/TheLutronApp.aspx).

Where can I get the app?

You can download the Lutron App for Caséta Wireless from the App StoreSM or Google PlayTM.

Is there a fee for the Lutron App and for remote access?

No, the Lutron App for Caséta Wireless and remote access usage are free.

What operating systems are supported by the Lutron App?

The Lutron App is available for iOS devices (version 8.0+) and Android™ devices (version 4.1+).

Can multiple users/devices connect with one Smart Bridge at the same time?

Yes, the Lutron App for Caséta Wireless can be installed on as many devices as you like and you can have up to 10 smartphones connected to the system at the same time.

How many accounts can the Smart Bridge support?

The Smart Bridge supports one account. You can use that account information to control and monitor the system on as many mobile devices as you wish.

Can I use the same account for multiple Smart Bridges?

No, you can use only one account per Smart Bridge. In the event that you have more than one Smart Bridge (for example, main house and vacation house), you will need to create an account for each Smart Bridge to control each system.

If I have multiple Smart Bridges, how do I log in to each system independently?

The Lutron App allows you to log in to one system at a time. To change between systems simply log out of one system in the Lutron App by choosing the “Logout” option and log in to the other system by choosing the “Sign In” option.

Will my Caséta Wireless system operate if the Smart Bridge is not connected to the Internet?

Yes, all system devices will continue to operate as normal (i.e. Pico® remotes will still control lights and shades). The Lutron App on your smartphone will not work as it requires the Smart Bridge to be connected to the Internet, however, scheduled events will still continue to run if the Smart Bridge is powered up but temporarily disconnected from the Internet.

What if my phone battery dies?

Since all the settings for your Caséta Wireless system reside on the Smart Bridge, the only features you will lose if your phone is powered down is app control and geofencing. All other system components will operate as normal (i.e. control from Pico remotes, scheduled events, and local control from each dimmer).

What measures does Lutron take to keep my system secure?

- We take the security of the Smart Bridge and your phone very seriously. We employ computer industry best practices including encryption of the communication between the Smart Bridge and the user. The initial set-up of the Smart Bridge requires the user to be physically inside his home with access to his local network and to press a button on the Smart Bridge to create his account.
- In daily use, the system requires the username and password (stored in the app), set by the user at initial setup, for remote access to his lighting. Just as the user protects the username and password to his other on-line accounts, the Smart Bridge username and password must also be protected so that no one else can access the user's account, lighting, and other connected systems. We recommend that users not share their username and passwords, not write them down where others could access them, or use easy-to-guess passwords such as “password,” home address, birthday, or the same passwords used with other online websites. If the user believes that his password may have been compromised, he should change it immediately.

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