

 **LUTRON®**
Clear Connect
Wireless Alerts



Lutron Clear Connect Wireless Alerts User Guide

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Lutron Clear Connect Wireless Alerts



Specifications

- **Brand:** Lutron
- **Product Type:** Home Automation System
- **Connectivity:** Clear Connect Wireless
- **Alerts Supported:** Low Battery, Wireless Device Not Responding, Processor Alerts, QS Device Alerts, Load & Driver Alerts

Summary

The following page provides explanations, diagnoses, and resolution steps for all possible alerts that may occur on a site.

Clear Connect Wireless Alerts

Low Battery

- **Explanation:** Your Lutron system leverages battery-powered wall controls or sensors. The likely cause of this alert is your battery is about to reach its end of life, and it is recommended to replace the battery before that happens.
 - For more information on the life expectancy of Lutron's battery-powered devices, reference this technical report –
https://assets.lutron.com/a/documents/3672437_battery_lifetime_whitepaper.pdf
- **Diagnose & Fix:**
 - A Lutron wireless device is nearing or at the end of its battery life and should be replaced
 - Determine the correct battery that you need
 - Locate the device
 - Using the installation instructions, replace the battery
- **Device Options:**
 - Pico Control (model number PJ*) – CR2032

- Commercial
- Athena System Architecture & Controls | Lutron
- Residential
- <https://www.lutron.com/en-US/Products/Pages/Components/PicoWirelessController/Overview.aspx>
- **Occupancy/Vacancy Sensor – CR123**
 - Commercial (model number LRF2-O* & LRF2-V*)
 - Athena System Architecture & Controls | Lutron
 - Athena System Architecture & Controls | Lutron
- **Residential**
 - <https://residential.lutron.com/us/en/homeworks#29658470-1785616437>

Daylight Sensor – CR2450

- Commercial (model number LRF2-D*)
 - Athena System Architecture & Controls | Lutron
- **Residential**
- <https://www.lutron.com/en-US/Products/Pages/Components/RadioWindowSensor/Overview.aspx>

Model numbers will vary with regions outside of North America

CCA Wireless Device Not Responding

Explanation: The wireless device (keypad or sensor) is no longer communicating with the system. This could either be due to the device no longer being within range, the device having stopped working, or the battery failing.

Diagnose & Fix:

- Locate the device
- Press any button.
- If a green LED on a pico or the orange LED on a sensor does not illuminate, first try replacing the battery.
- If the LED does not illuminate after battery replacement, call Lutron for instructions to procure a new device and replace it in the system. For replacement assistance, scroll to the support section at the bottom of the page
- If the LEDs illuminate, the device is likely out of range from the QSM, Hybrid Repeater, or wireless processor. The device needs to be within 30 feet of one of these devices.

CCX Wireless Device Not Responding

- **Explanation:** The wireless device is no longer communicating with the system. This could either be due to the device no longer within range or the device has stopped working.
- **Diagnose & Fix:**
 - Locate the device
 - Confirm the device is within 25ft of the nearest CCX device, and there is a path to the wireless processor to ensure communication distances are within spec
 - If possible, move the device near the wireless processor to confirm it can be controlled.

- If no resolution, call Lutron support to help – www.lutron.com/alert-call-support

Processor Alerts

Processor Offline

- Explanation: Lutron Connect cloud services are not able to communicate with the processor on your site. This will be impacting alerting, energy, and occupancy data gathering, and control via software, remote support, and other cloud services. If the processor is disconnected from the internet, this will not impact day to day functionality of the system. This could be indicative of a powered-down processor or a faulty device. If this is true, this would have an impact on wall controls, sensing, and scheduled events, and it should be addressed immediately.
- **Diagnose:**
 - Locate the device
- Wireless processors are likely installed on a ceiling
- All others are electrical panels or will be located inside a panel
- The different processor options are listed here:
- Athena: Athena System Architecture & Controls | Lutron
- **HomeWorks:**
<https://residential.lutron.com/us/en/homeworks#29658470-1785616437>
- RadioRA3: <https://radiora3.lutron.com/us/en/residential-lighting-system-devices>
 - Confirm device is powered on
- The processor should have LEDs on/flashing to indicate power. The wireless processors will only flash once per minute.
- If there is no power, this is the source of your problem, please provide power to the device.
 - If powered on, what is the LED doing?
- **Blinking yellow** – There is a network issue between the processor and the internet.
- **Something else** – There is some other problem that will need Lutron support.
- **Fix:**
 - If blinking yellow, note the MAC address and send an email to your IT administrator requesting internet access.
- For HomeWorks systems, please refer to the networking guide
–<https://assets.lutron.com/a/documents/048760.pdf>
 - If blinking any other colors, contact tech support. Please locate your system name and/or job number as well as say you are diagnosing a processor offline for [inset model number]. You have confirmed power, but the LEDs are displaying [describe behavior].

QS Device Alerts

Line Voltage QS Device Not Responding (ESN)

- Explanation: The Lutron processor is unable to communicate with the device. This could be due to one of 3 reasons.
 - The device is malfunctioning.

- The low-voltage communication cable has been disconnected or damaged.
- line-voltage has been removed from the device and it is powered down.
- Diagnose:
 - Locate the device
- The different panel options are listed here – Athena System Architecture & Controls | Lutron
 - Confirm device is powered on
- The device should have LEDs on/flashing to indicate power.
- If there is no power, this is the source of your problem, please provide power to the device.
- Fix:
 - If the device is powered on, then scroll to the bottom of the page and request support. Please locate your system name and/or job number as well as say you are diagnosing a QS device or responding for [inset model number]. You have confirmed power,
- but the LEDs are displaying [describe behavior].

Low Voltage QS Device Not Responding (all other QS devices)

- Explanation: The Lutron processor is unable to communicate with the device. This could be due to one of 3 reasons.
 - The device is malfunctioning.
 - The low-voltage communication cable has been disconnected or damaged.
 - Line voltage has been removed from the upstream device that is powering this device and this device is powered down.
- **Diagnose:**
 - Locate the device
- The device could be many different devices.
- Many Athena options are listed here – Athena System Architecture & Controls | Lutron
- HomeWorks products may be found here –
<https://radiora3.lutron.com/us/en/residential-lighting-system-devices>
 - Confirm device is powered on
- If there is no power, this is the source of your problem, please provide power to the device
 - If the LEDs are cycling quickly in order, there is a communications issue.
- **Fix:**
 - There is likely a loose low-voltage QS connection or a damaged cable. You can trace the cable, and confirm connections, to find the root cause.
 - Otherwise, scroll to the bottom of the page and request support. Please locate your system name and/or job number as well as sayingsayre diagnosing a QS device or responding for [inset model number]. You have confirmed power, but the LEDs are displaying [describe behavior].

Load & Driver Alerts

Digital Driver Missing in Action

- **Explanation:** This specific fixture is not communicating to the dimming panel. The device is either malfunctioning or the voltage communication cable is disconnected or damaged.

- **Diagnose:**

- Locate the device and confirm the fixture has power
 - Is this a problem for one, many, or all lights in an area?
- If just one, confirm cable terminations on the driver
- If many lights, this is likely a damaged cable partially through its run
- If all lights, this is likely a damaged cable closer to the controller

Fix:

- Trace communication wire, ensuring the cable is not damaged and landed appropriately
- Otherwise, scroll to the bottom of the page and request support. Please locate your system name and/or job number as well as say you are diagnosing a Digital driver missing in action for [insert number of fixtures with this alert]. You have confirmed power.

Digital Driver Backend Failure

- **Explanation:** This specific fixture's digital driver is reporting an internal error and needs to be serviced or replaced by the fixture manufacturer.
- **Diagnose:**
 - Locate the device and confirm the fixture has power
 - This is most likely a driver failure in the fixture
- **Fix:**
 - Contact the fixture manufacturer and request a new fixture
 - For Athena systems, contact LSCScheduling@lutron.com to schedule a technician once the fixture/driver is replaced for reprogramming. For connected systems, this can be done remotely without needing site access.

Digital Driver Lamp Failure

- **Explanation:** This specific fixture is reporting an LED output error likely causing dimmed/no light output and needs to be serviced or replaced by the fixture manufacturer.
- **Diagnose:**
 - Locate the device and confirm the fixture has power
 - This is most likely an LED failure in the fixture
- **Fix:**
 - Locate the fixture manufacturer and contact them about a new fixture
 - For Athena systems, contact LSCScheduling@lutron.com to schedule a technician once the fixture/driver is replaced for reprogramming. For connected systems, this can be done remotely without needing site access.

ESN Load Output Failure

- **Explanation:** The Energi Savr Node (ESN) is reporting a load output error for a zone of lights. This likely resulted in an entire zone being turned off and uncontrollable by controls in space.

- **Diagnose:**

- Please use this app note #803 for diagnostic information –
<https://assets.lutron.com/a/documents/048803.pdf>.

- **Fix:**

- Depending on the cause, there could be a variety of solutions including power cycling, reducing load, etc.
- Otherwise, scroll to the bottom of the page and request support. Please locate your system name and/or job number as well as say you are diagnosing an ESN load error for [insert model number].

Engaging with Lutron for Support

Calling Lutron Technical Support

Call to speak to a technical support representative (1-[888-422-2985](tel:888-422-2985); Toll-Free in USA, Canada, and Mexico). Please have the following information ready to provide –Place name (as listed in the Portal), alert description and model number, and any troubleshooting steps you have already followed.

I need to replace a product in my system

- **Athena systems:**

- For internet-connected systems, email LSCScheduling@lutron.com to schedule a time for our remote support team to assist in technical adjustments.
- For disconnected systems, email [LSCScheduling@lutron](mailto:LSCScheduling@lutron.com) to schedule a time for one of our field technicians to visit your space and assist in technical adjustments.

- **Residential systems:**

- **HomeWorks devices can be found here:**
<https://residential.lutron.com/us/en/homeworks#29658470-1615042743>
- **RadioRA3 devices can be found here:** <https://radora3.lutron.com/us/en/residential-lighting-system-devices>

I would like to expand my Lutron system

- Visit Lutron's website to reach out to your local Lutron representative for support
 - **Commercial:** <https://www.lutron.com/en-US/Pages/WTB/wheretobuy.aspx?AID=2>
 - **Residential:** <https://www.lutron.com/en-US/Pages/WTB/wheretobuy.aspx?AID=1>

FAQ

- **Q: How do I know if my device has a low battery?**

- A: The system will provide a Low Battery alert indicating that the battery level is low. Refer to the model numbers for region-specific details.

- **Q: What should I do if my QS Device is not responding?**

- A: Depending on the type of QS Device and the alert received (Line Voltage or Low Voltage), take appropriate troubleshooting steps as mentioned in the alert message.

- **Q: How can I get support from Lutron?**

- A: You can engage with Lutron for support by contacting their Technical Support team or following the guidelines provided in the manual for product replacement or system expansion.

Documents / Resources

[illegible]

[Lutron Clear Connect Wireless Alerts](#) [pdf] User Guide

Vary by region, ESN, Clear Connect Wireless Alerts, Connect Wireless Alerts, Wireless Alerts, Alerts

References

- [!\[\]\(448bd415caa8b52d2aeb4d58499267b2_img.jpg\) Lutron Support Center](#)
- [User Manual](#)

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