



Vive Hub Installation Guide

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Viive Hub

Installation Instructions
Please Read Before Installing

Power Supply (QSPS-DH-1-75):
Input: 120–277~ 50/60 Hz 0.5–1.3 A (0.7 A at 230 V~)
Output: 24 V- 2.5 A
Vive Hub (HNS-): 24–36 V- 350 mA


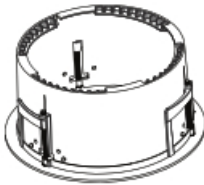
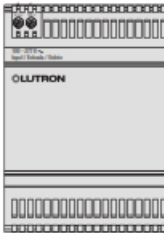


P/N 041813
Rev A

Model Numbers	Description
HNS-0-FM	Starter hub, flush-mount adapter and power supply
HNS-1-FM	Vive hub, flush-mount adapter and power
HNS-2-FM	Premium Vive hub, flush-mount adapter and power supply

Replacement Parts	Description
QSPS-DH-1-75	Vive hub external power supply
H-MOUNT-FM	Flush-mount installation bracket(included with -FM hub)
H-MOUNT-SM	Surface-mount installation bracket

Included Components

Vive Hub	Flush-mount Adapter (–FM models)	QSPS-DH-
		

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Important Notes

General

1. For installation by a qualified electrician in accordance with all local electrical codes.
2. Install the Vive hub where the button and terminal block/wires are not accessible to users in the space.
3. The primary branch circuit must be protected by a 10 A or 16 A breaker (as applicable).
4. The primary wiring must be 1.0 mm 2 to 2.5 mm 2 (18 AWG to 12 AWG) and rated for at least 75 °C.
5. If moisture or condensation is evident, allow the product to dry completely before installation.
6. Operate between 0 °C and 40 °C.
7. 0% to 90% humidity, non-condensing.
8. For indoor use only.

Power Supply

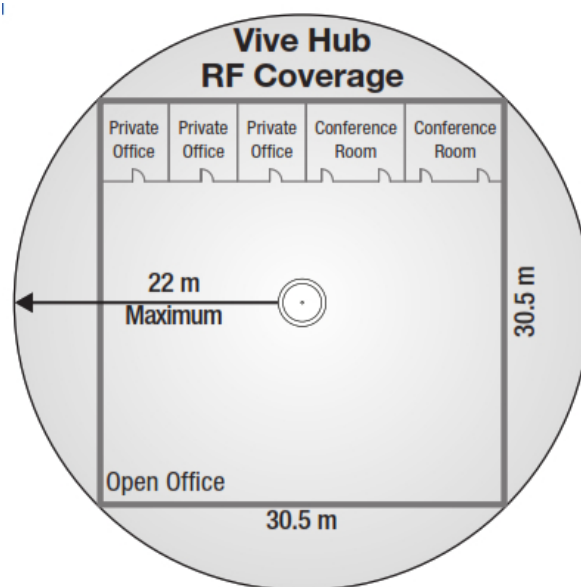
1. This equipment is air-cooled. Mount in a location where the vented cover will not be blocked with a required minimum of 30 mm (1.18 in) clearance above and below the QS power supply.
2. To reduce the risk of overheating and possible damage to equipment, the module must be mounted as shown in step 2.
Failure to provide adequate space for cooling may result in overheating and void the warranty.
3. Mount the power supply in an IP20 (minimum) rated consumer panel or breaker panel with an integrated DIN-rail measuring 35 mm (1.38 in).

Vive Hub

1. Lutron recommends that the Vive hub not be installed above ceiling tiles with a metal backing.
2. Clean the Vive hub with a soft damp cloth only. DO NOT use any chemical cleaners.

3. DO NOT paint the Vive hub.
4. The Vive hub is part of a system and cannot be used to control a load without a compatible system device.
Please refer to the system device(s) instruction sheet or www.lutron.com for installation information.
5. HNS-1, HNS-2 support up to 700 Lutron wireless devices. HNS-0 supports 75 Lutron wireless devices.
Devices must be located within 22 m of the Vive hub.
6. Vive hub units should be mounted in the middle of a non-metal ceiling tile or drywall, visible from the inside of the space.
7. Metal ceiling tile grids must have a ≥ 3 mm gap of non-metal material which extends the entire length of the tile on at least one edge. This is often achieved by foam spacers that are used to prevent tile-to-tile rattling.
8. Metal ceiling tile grids which are continuous (with no gap) or those that are interlocked, must have a total surface area that is less than 81 m² for each section. The overall space can be larger as long as there are non-metal sections bordering or intersecting the metal sections.
9. All wireless devices must be within 22 m of the Vive hub. This range applies to both Clear Connect devices and Wi-Fi.
10. A corporate Wi-Fi network can interfere with the Wi-Fi on the Vive hub. Where a corporate Wi-Fi network exists, it is recommended to connect the Vive hub to the corporate network using the Ethernet connection on the hub and disable the hub's Wi-Fi.
11. Must be mounted a minimum of 3 m away from Wi-Fi router.

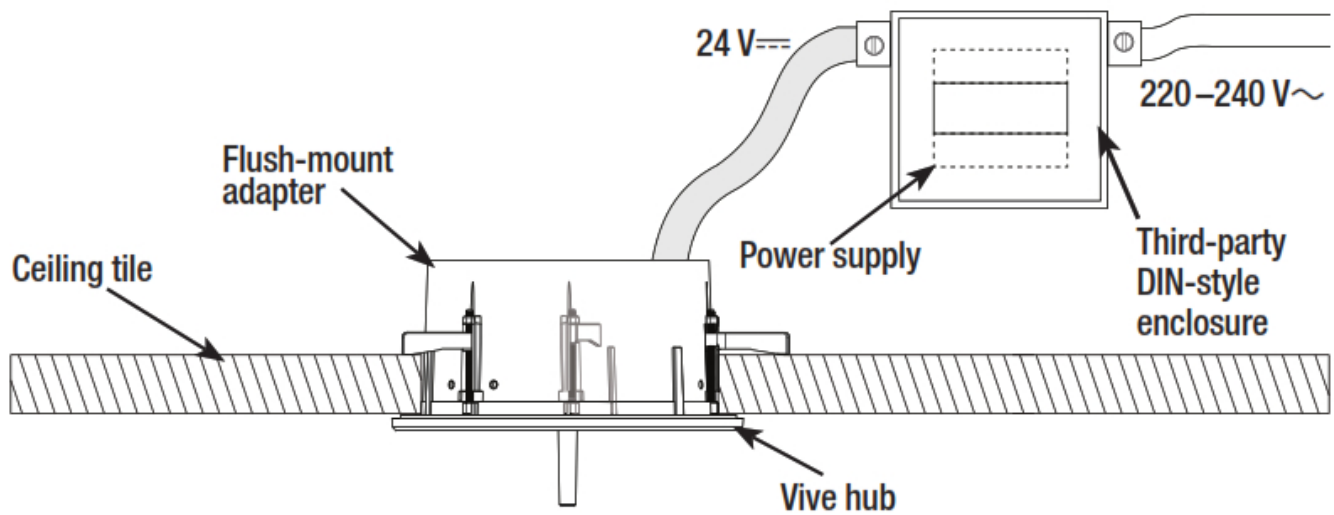
Typical Application



Instructions

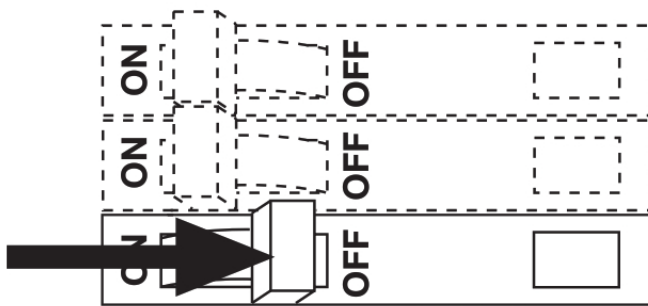
Product Overview

(Flush-mount adapter shown)



Installation

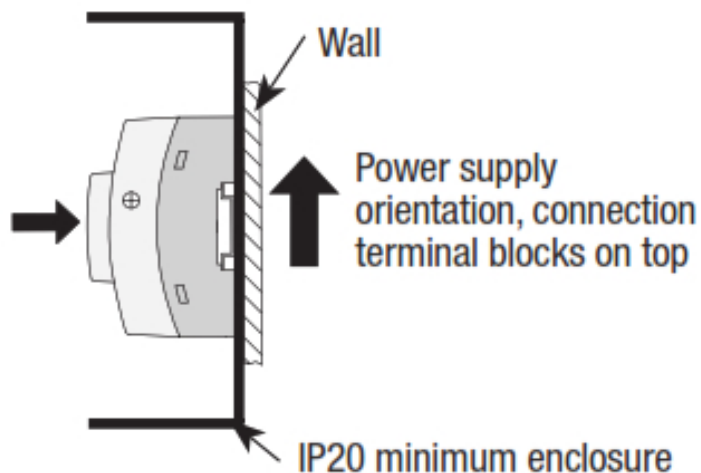
1. Turn OFF the power at the circuit breaker



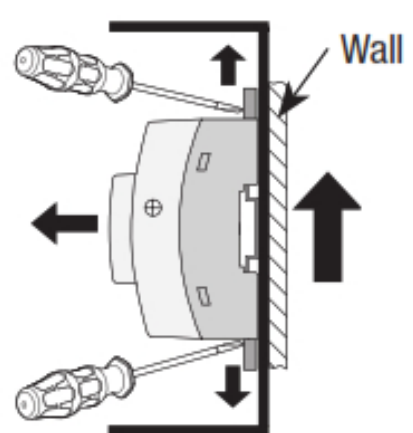
WARNING! Shock Hazard. May result in serious injury or death. Turn off power at the circuit breaker before installing the unit.

2. Mount the Power Supply

A: Mount



B: Remove

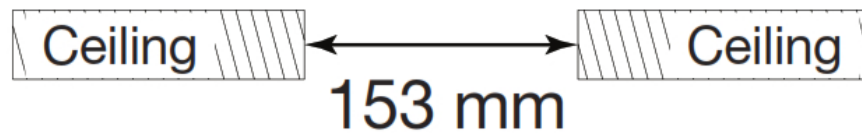


3. Install the Mounting Adapter

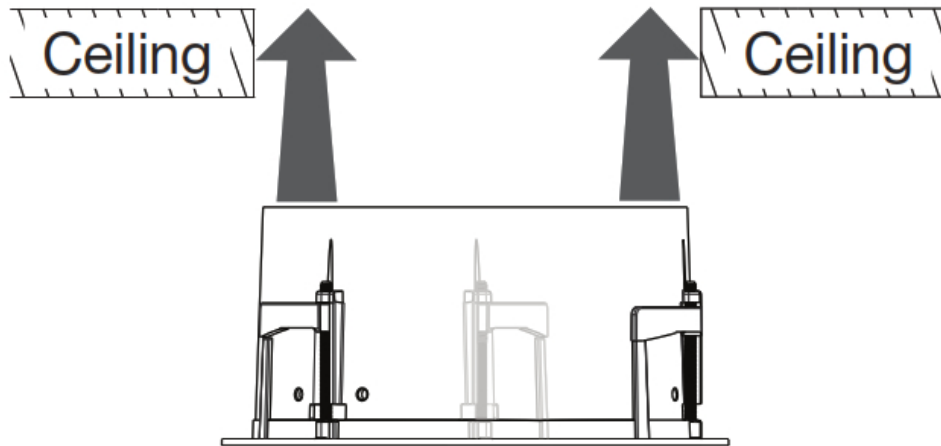
The Vive hub can be mounted on a variety of ceiling materials (thickness ranging from 6 mm to 32 mm) with the mounting bracket provided.

Flush-mount adapter

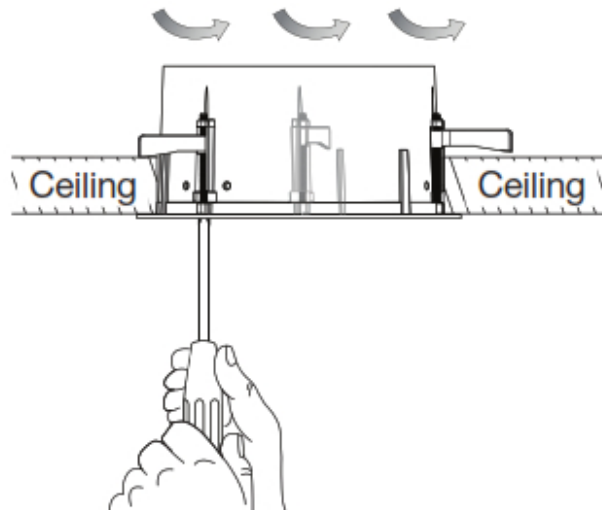
A. Cut a 153 mm diameter mounting hole in the ceiling to insert the mounting bracket. Please refer to the Vive Hub Flush-Mount Bracket Template.



B. Insert the flush-mount Adapter into the hole and rotate the three brackets outwards by turning screws.

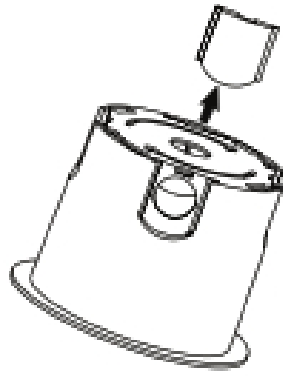


C. Using a Phillips head screwdriver, hand-tighten the brackets, clamping the adapter to the ceiling. DO NOT overtighten.

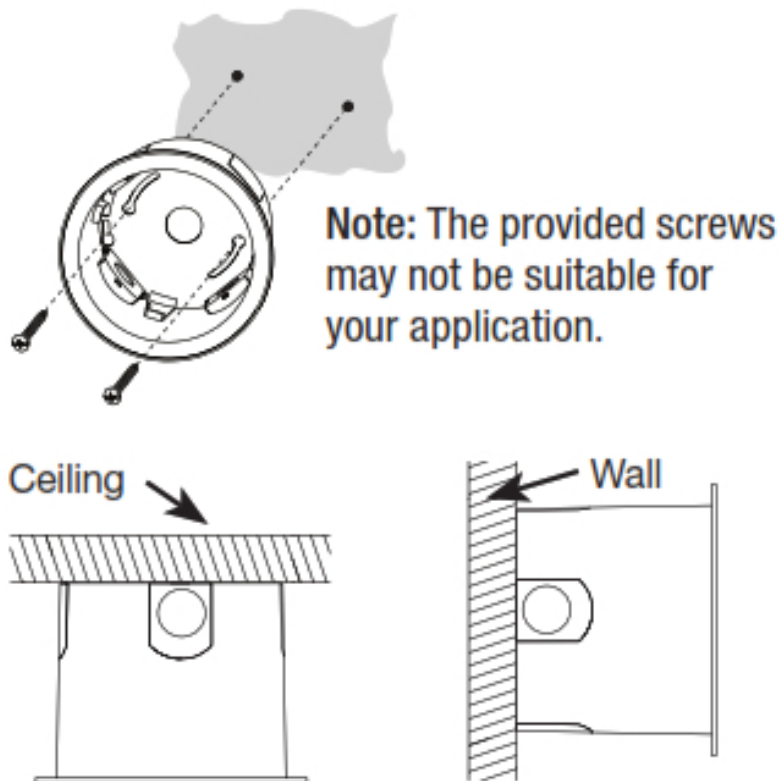


Surface-mount adapter

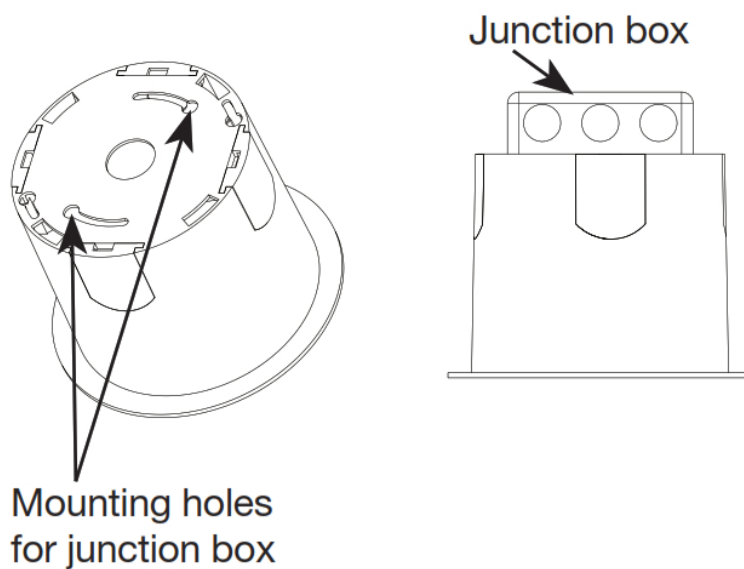
A. Remove installed doors to access the optional conduit knockouts. The knockouts provide a connection point for conduits.



Attach the surface-mount adapter to the wall or ceiling using the included screws or appropriate screws that will securely mount the device.



B. Alternate installation methods: Attach the surface-mount adapter to a Lutron-supplied US-style 101.6 mm x 101.6 mm junction box



4. Wiring

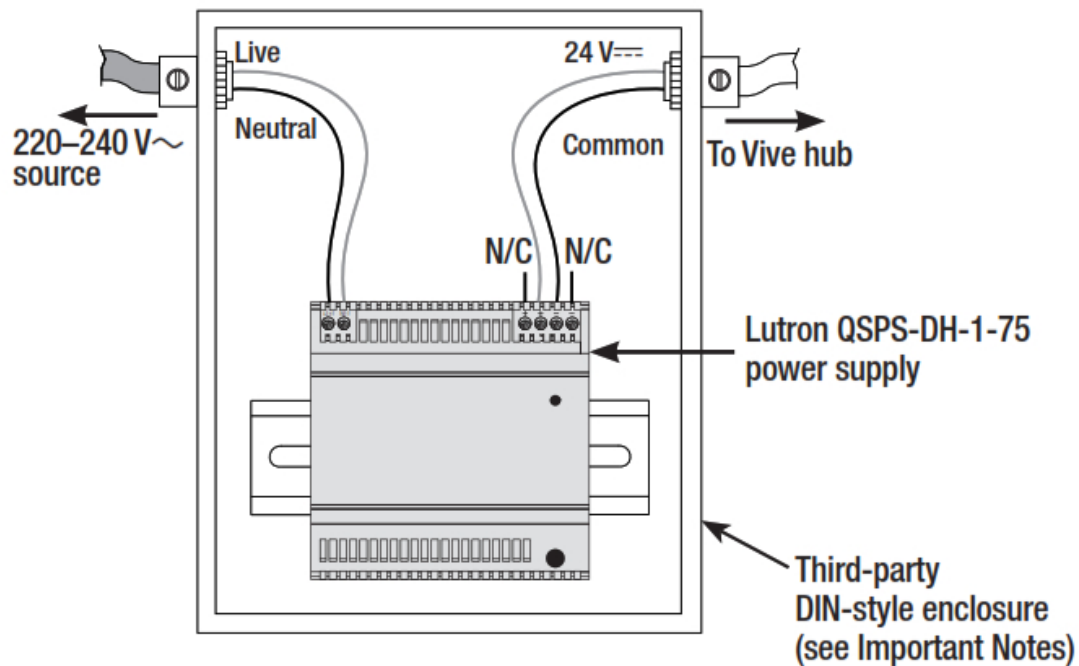
A. Power Supply

1. Ground the DIN-style enclosure in accordance with local codes.
2. Mount the Lutron QSPS-DH-1-75 power supply in a third-party DIN-style enclosure.

The power supply must be mounted within 150 m of the Vive hub when using 1.0 mm 2 (18 AWG) minimum low-voltage wiring.

3. Make wiring connections as shown.

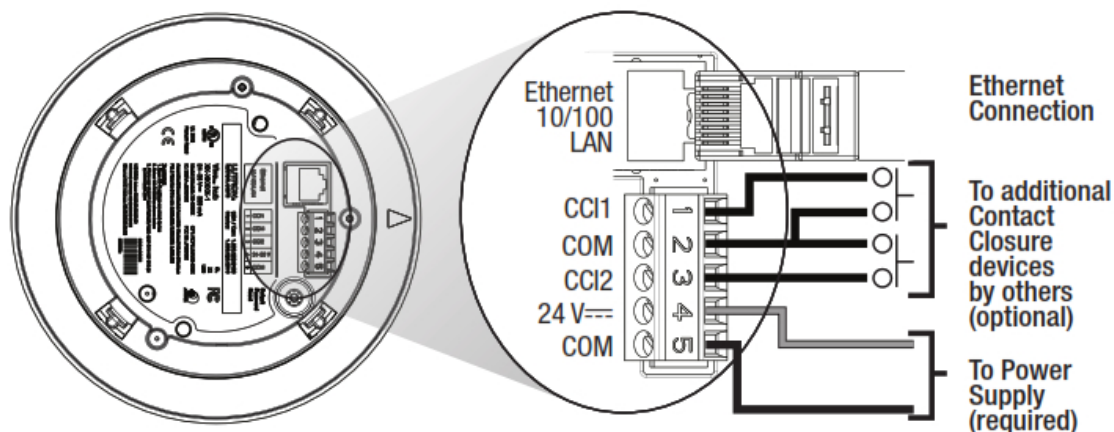
Note: Maintain separation of the power supply PELV output wiring from all other conductors by a minimum of 6.4 mm or by a non-conductive sleeve or non-conductive barrier.



B. Vive Hub

1. Run the low-voltage wiring from the power supply to the Vive hub. Most applications will require an additional length of wire to connect the junction box with the Vive hub. Wiring should be 1.0 mm 2 to 2.5 mm 2 (18 AWG to 12 AWG).
2. Wire the Vive hub terminal block. Contact Closure Input 1 (CCI1) is programmed by default to activate the load shed. Closing this input will shed the lighting load by 20% for connected Vive compatible lighting devices. Contact Closure Input 2 (CCI2) is programmed by default to have no effect. CCI2 can be configured during programming.

Note: Terminal blocks are removable for ease of wiring.



3. Connect the Ethernet cable to connect to Building Management Systems, wired networks, and other Vive hubs.

Attach the Vive Hub to the Adapter

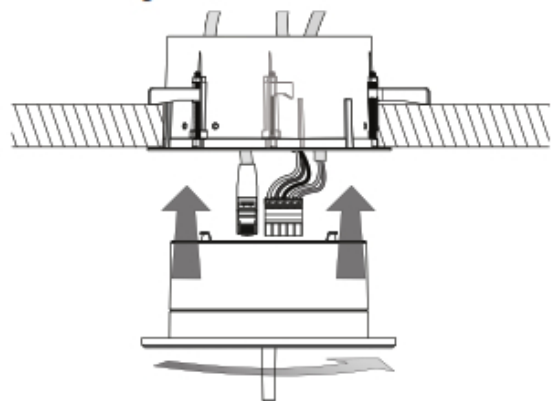
Note: Prior to installing the hub, record the Wi-Fi SSID printed on the label.

Attach the Vive hub into the ceiling-mount adapter by inserting and twisting in a clockwise direction until the hub locks into place.

Flush-mount adapter Twist Vive hub until ratcheted flush with ceiling.		

Flush-mount adapter

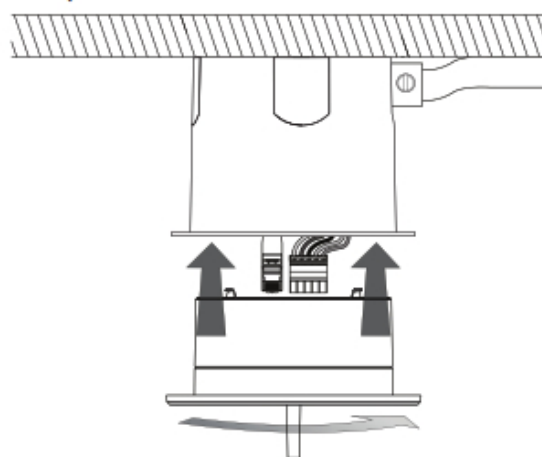
Twist Vive hub until ratcheted flush with ceiling.



OR

Surface-mount adapter

Twist Vive hub until hub clicks into place.



6. Turn ON power at the circuit breaker

7. Programming

The Vive hub can be set up easily with any Wi-Fi enabled iOS or Android compatible device.

- A. Download the Lutron Vive app.



B. Open the app and follow the instructions.



LED Feedback	
Mode /Error	LED Pattern Description
Normal operation	Blinks White once every 10 seconds
Software update	Blinks alternately between Blue and White
Reset to factory defaults	Blinks alternately between Green and Amber
Recovery	Solid Blue

Troubleshooting

www.lutron.com/vive

Symptom	Possible Solutions
Forgot password	<ul style="list-style-type: none"> · Hold the button on the back of the Vive hub for 20 seconds or until the LED flashes white.
Cannot connect over Wi-Fi	<ul style="list-style-type: none"> · Move closer to the Vive hub. · Verify that the power is connected to the hub. · Check Wi-Fi settings on the smart device. · Connect over the Ethernet and verify that the Wi-Fi is enabled on the hub (see Wi-Fi settings).
Cannot connect over Ethernet	<ul style="list-style-type: none"> · Verify that the power is connected to the Vive hub. · Verify that the wired Ethernet is connected properly. · Verify that the Ethernet cable is less than 100 m in length.
LED is Off	<ul style="list-style-type: none"> · Verify that the power is connected to the Vive hub. · LED should blink once every 10 seconds if the Vive hub is powered properly.
LED is red	<ul style="list-style-type: none"> · Contact Lutron only if maintained for more than 30 seconds or occurs periodically.
LED is blue	<ul style="list-style-type: none"> · Contact Lutron.
External events (such as Automatic Demand Response) are not triggering	<ul style="list-style-type: none"> · Verify contact closure input 1 is connected. · Check the programming for contact closure inputs.

Limited Warranty:

<https://www.lutron.com/asia/ResourceLibrary/warranty/Limited%20Comm.pdf>

Customer Assistance:

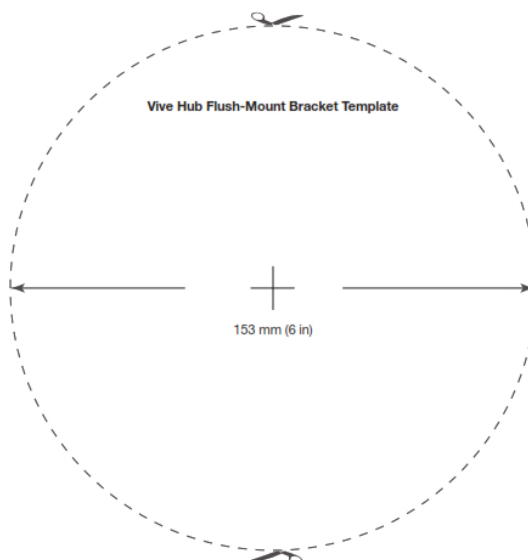
India: 000800-050-1992

Others: +1.610.282.3800

www.lutron.com/support

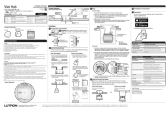
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Vive Hub



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Documents / Resources

	VIVE Vive Hub [pdf] Installation Guide VIVE, Vive Hub, HNS-0-FM, HNS-1-FM, HNS-2-FM
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References

- [Vive Reconnect | Lutron](#)
- [Lutron: Beautiful light. Intelligent Shades. Powerful Controls](#)
- [Lutron Support Center | Lutron](#)
- [Vive - Commercial Wireless Lighting Control System | Lutron](#)