Lutron Hotel Integration Appliance for myRoom XC

User Manual

Revision A   **January 2026**

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Overview

The Lutron hotel integration appliance is an integration device used to provide an interfacing solution with various hotel systems. The Lutron myRoom XC Guestroom Edge Processor Units (GEPU) become capable of communicating, interfacing, and acting in real-time with the Property Management Systems (PMS), Central Electronic Locking Systems (CELS), and other service systems in the hotel.
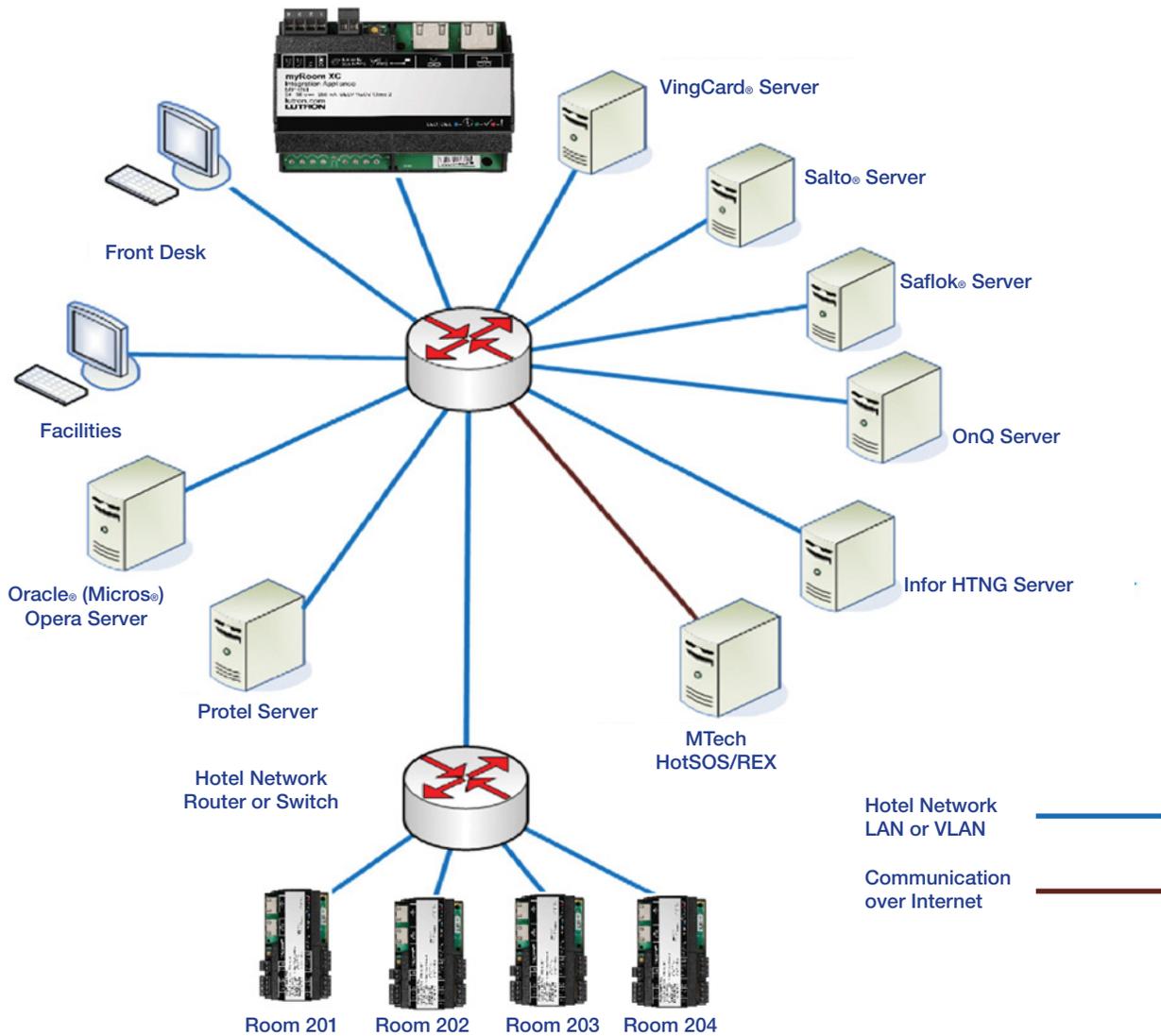
Figure 1: High level system architecture

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Supported Systems

The hotel integration appliance supports the following licenses and model numbers. These documents are available on www.lutron.com/myroom

- Lutron myRoom XC GEPU: **MP-2L-GCU**
- Oracle Micros Opera PMS: **LMR-OPERA-PR**
- Salto CELS: **LMR-SALTO-PR**
- Kaba Saflok CELS: **LMR-SAFLOK-PR**
- ASSA ABLOY VingCard CELS: **LMR-VINGCARD-PR**
- MTech HotSOS/REX: **LMR-HOTSOS-PR**
- Protel PMS: **LMR-PROTEL-PR**
- OnQ: **LMR-HLTNPMS-PR**
- Infor HTNG: **LMR-INFOR-PR**
- ALICE: **LMR-ALICE-PR**

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Installation

Hardware Installation
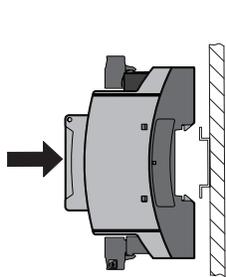
Installing integration appliance
onto mounting bracket / DIN rail
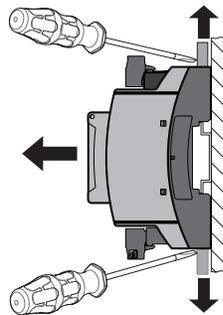
Removing integration appliance
from mounting bracket / DIN rail

100–240 V~

(2) Red V+ Power

(1) Black COM (Common)

4 3 2 1

myRoom XC
Integration Appliance
MP-INT
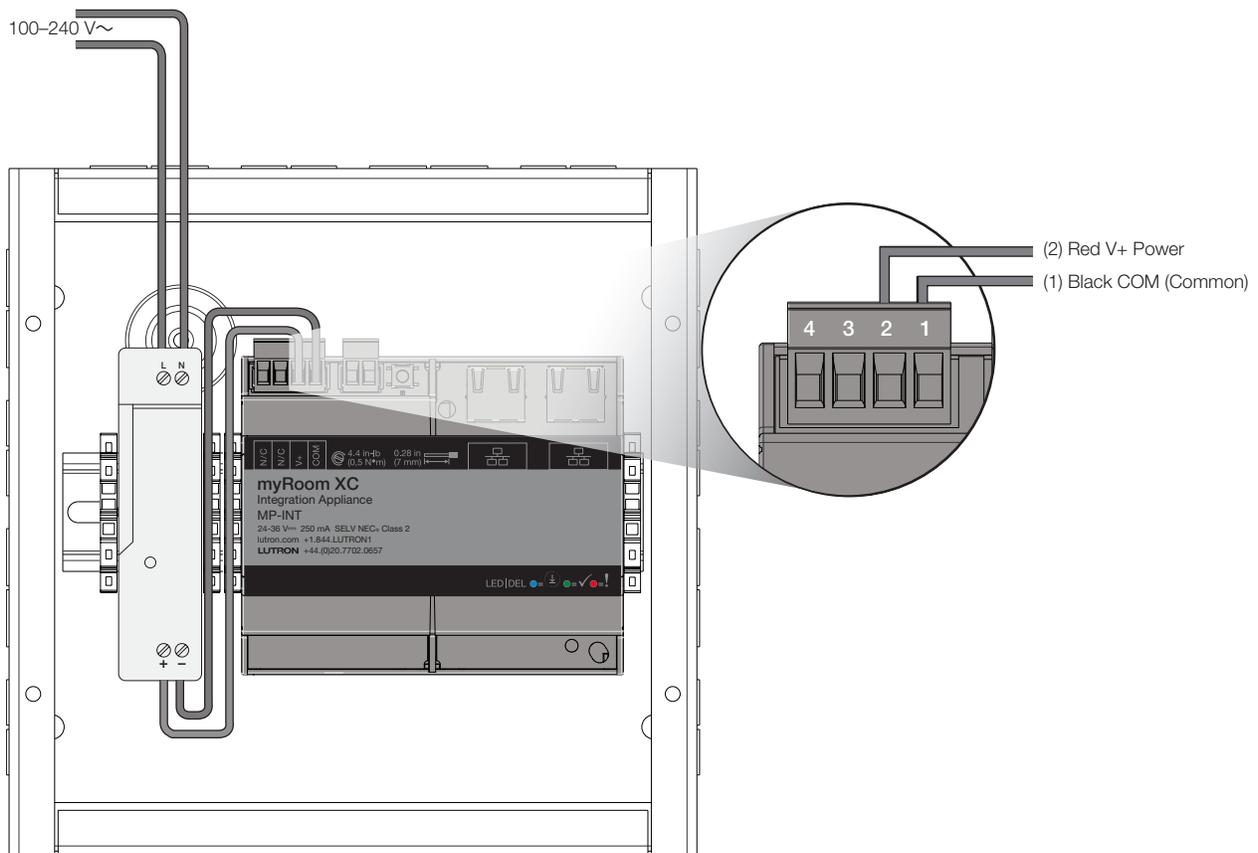
**LUT-8x8-ENC with MQSPS-DH-1-30 and MP-INT installed
(MQSPS-DH-1-30 and MP-INT sold separately)**

Figure 2: Mounting and wiring

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Installation *(continued)*

Activation

Step 1: Create a template.
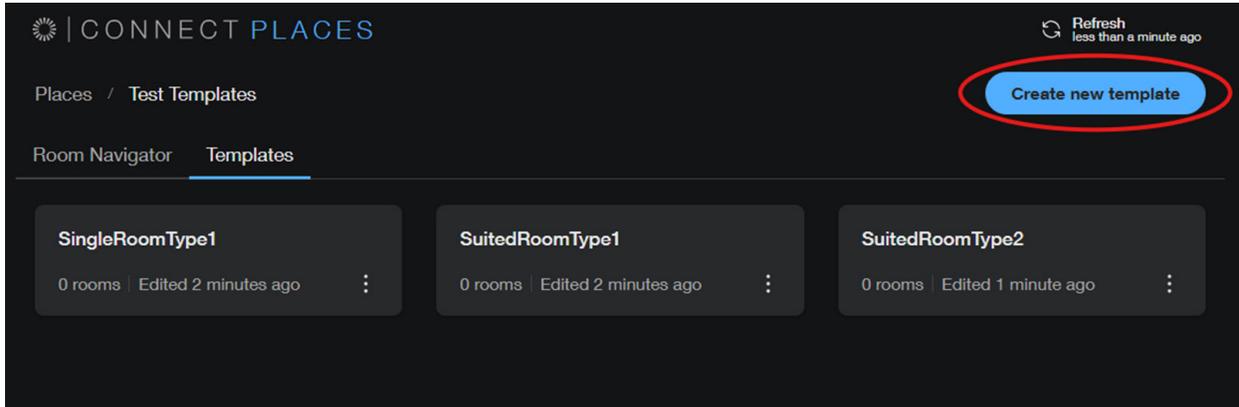
Figure 3: Template creation

Step 2: Add myRoomXC hotel integration appliance to the template.
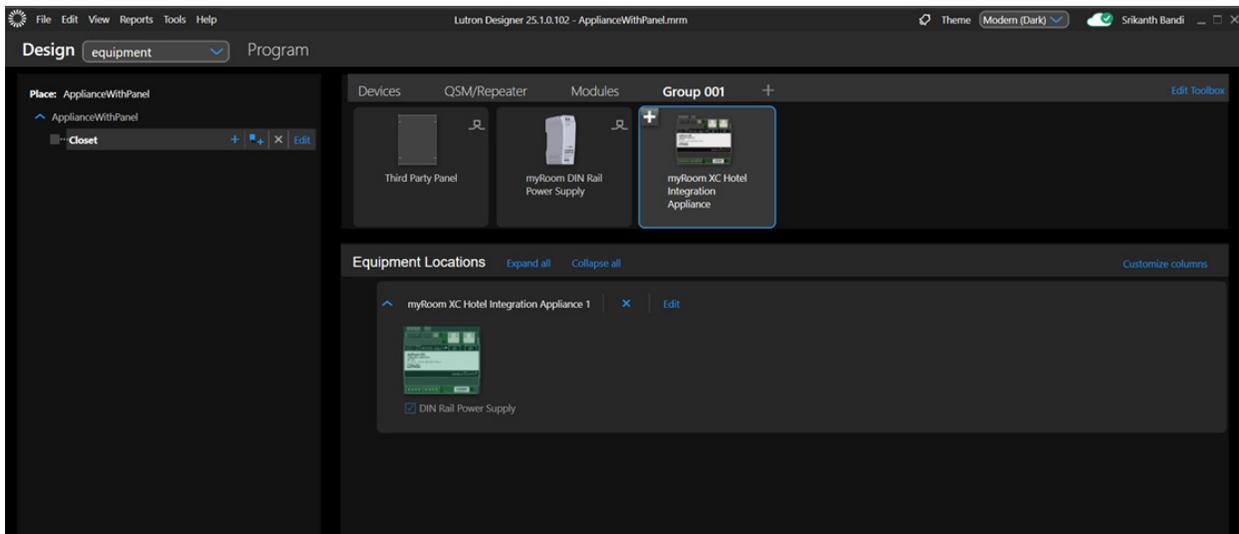
Figure 4: Adding the myRoom integration appliance processor

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Installation *(continued)*

Activation *(continued)*

Step 3: Create an instance of the template and name it appropriately.
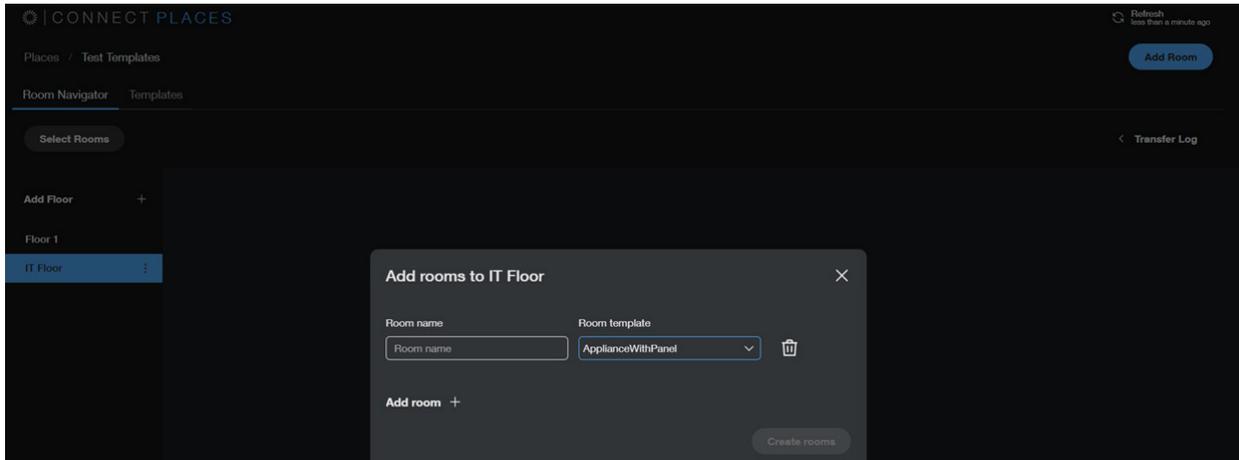
Figure 5: Template instance creation

Step 4: Open the instance and activate the appliance.

Note: Activation is similar to how a Guestroom Edge processor is activated
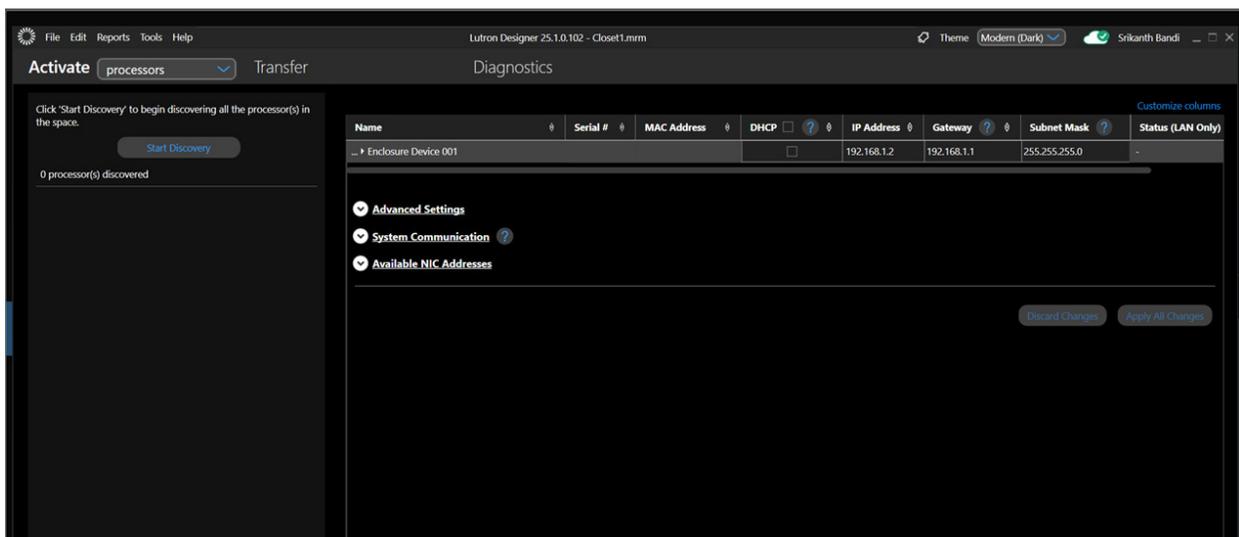
Figure 6: Activate Processor

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Hotel Integration Configuration

Web Configuration

1. Ensure that you are on the same network as the appliance.
2. Open your favorite browser and enter the URL: "https://IPaddress:2607" *(where the IP address would be the IP address of the integration appliance)*.

   NOTE: If the warning page shows as in **Figure 7** click on **Continue to this website (not recommended)**. This warning will be removed once Lutron acquired a security certificate signed by a certification authority.
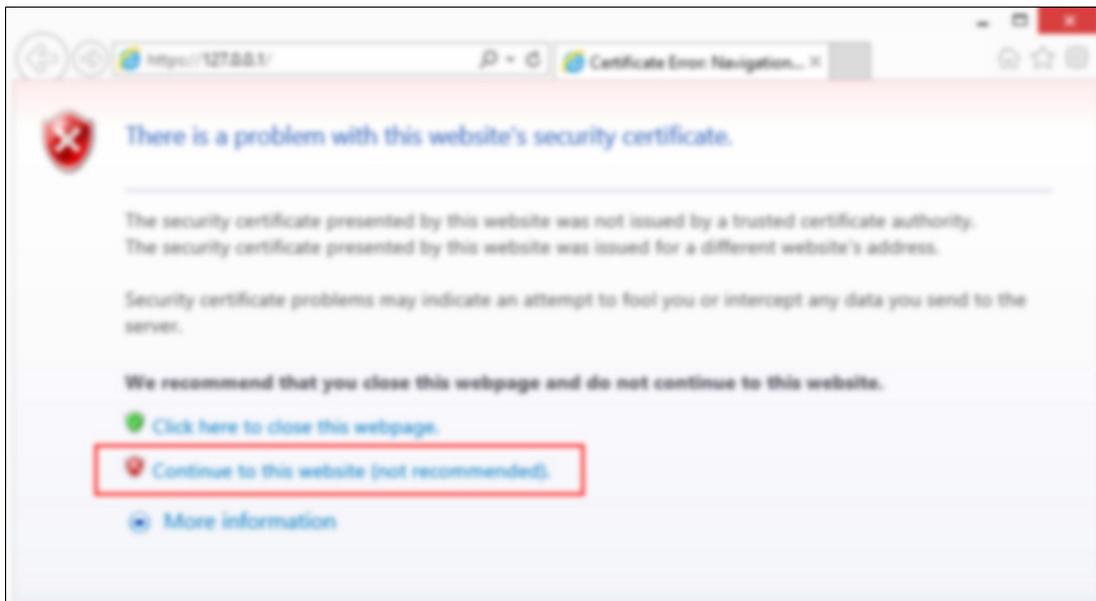
Figure 7: Certificate error page when opening hotel integration web page

3. Login to the application using the default first time administrative credentials:
   Username: admin
   Password: myRoomLutr0n@12345

4. After logging in the first time after installation, the system will prompt with a **Change Password** screen.
   —For example: Change the password to myRoomXC@1234

5. Enter all details accordingly and submit. The system will change the password as per the provided inputs.

   NOTE: The system will continue to prompt for a change of password until the default first time administrative password is changed. **No further changes to system can be made without changing password.**

Hotel Integration Configuration *(continued)*

Providers

Hotel providers are third-party systems communicating with the hotel integration software to provide and receive information to and from the Lutron myRoom XC processors. More information about the supported providers are detailed below. Lutron doesn't have control over third-party systems.

The details of the third-party providers is a coordination between Lutron, the hotel's IT department, the brand, and the provider. The IP address and port number information will need to be received from the IT department before the connection can be made to the provider from the Lutron server.

The firewall for hotel IT systems should allow the hotel integration system to communicate with cloud-based providers like ALICE and MTech HotSOS/REX over the internet.

Kaba Saflok *

Kaba Saflok is a central electronic locking system. Both Kaba Saflok and the hotel integration system rely on the information outlined below.

- **Door Ajar:** The guest room door was left open (unlocked) for more than 5 minutes.
- **Door Closed After Ajar:** The guest room door was closed after Door Ajar had occurred.
- **Door Opened from Inside:** The guest room door was opened from inside the space.
- **Lock Offline:** A door lock for a particular room went offline.
- **Lock Online:** A door lock for a particular room came online from offline mode.
- **Lock Wireless Access Point Offline:** An access point device which communicate between locks and the lock server went offline.
- **Lock Wireless Access Point Online:** An access point device which communicate between locks and the lock server came back online from offline mode.
- **Start Lock Privacy:** Privacy mode on the door lock is enabled.
- **Stop Lock Privacy:** Privacy mode on the door lock is disabled.
- **Unlocked by Guest for First Time:** A door lock was unlocked by guest for the first time using the guest card.
- **Unlocked by Guest Key:** A door lock was unlocked using a guest key.
- **Unlocked by Staff Key:** Staff has unlocked the lock using a staff key.

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* Refer to LMR-SAFLOK-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Kaba Saflok* *(continued)*

Protocol	Kaba Saflok ▾
Name	/Saflok
Description	Saflok configuration for Hotel Integration
Address	192.168.200.100
Port	8080
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save Cancel

Figure 8: Example Kaba Saflok configuration

- **Name:** The Saflok system URL. For example, if the URL address provided by Saflok for integration is https://192.168.1.100:8080/Saflok then the name for the provider would be "/Saflok", it uniquely identifies this point of communication.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Kaba Saflok** as the protocol for this integration.
- **Server Address:** The IP address or hostname for the Saflok server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting the current UTC time with the event UTC time and the difference should be in a range with a ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

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* Refer to LMR-SAFLOK-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Oracle (Micros) Opera

Opera is a property management system. Both Opera and the hotel integration system rely on the information outlined below.

- **Guest Check In:** Guest is checked-in to the hotel and guest card is been encoded.
- **Guest Check Out:** Guest as checked-out of the hotel.
- **Do-Not-Disturb On:** Guest has enabled do not disturb through oracle opera provider.
- **Do-Not-Disturb Off:** Guest has disabled do not disturb through oracle opera provider
- **Make-Up-Room-On:** Guest has enabled make-up-room option in the room.
- **Make-Up-Room-Off:** Guest has disabled make-up-room option in the room.
- **HVAC Comfort**
- **HVAC Economy**
- **HVAC Protection**
- **HVAC Special**
- **Message Waiting**
- **No Message Waiting**

Protocol	Oracle Opera ▼
Name	
Description	Oracle opera property management system
Address	192.168.1.20
Port	7000
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save Cancel

Figure 9: Example Oracle Opera configuration

- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Oracle Opera** as the protocol for this integration.
- **Server Address:** The IP address or hostname for the Opera server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting the current server date time with the event date time and the the difference should be in a range with a ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Salto

Salto is a central electronic locking system. Both Salto and the hotel integration system rely on the information outlined below.

- **Door Ajar:** The guest room door was left open (unlocked) for more than 5 minutes.
- **Door Closed After Ajar:** The guest room door was closed after Door Ajar had occurred.
- **Door Unlocked:** Door unlocked event occurred.
- **Key Inserted:** A key was presented to the door lock.
- **Key Removed:** A key was removed from the door lock.
- **Lock Offline:** A door lock for a room went offline.
- **Lock Online:** A door lock for a room came online from offline mode.
- **Start Lock Privacy:** Privacy mode on the door lock is enabled.
- **Stop Lock Privacy:** Privacy mode on the door lock is disabled.

Protocol	Salto
Name	Salto
Description	Salto Central Electronic Locking System
Address	192.168.1.3
Port	9002
Timeout (s)	5 — The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save   Cancel

Figure 10: Example Salto configuration

- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Salto** as the protocol for this integration.
- **Server Address:** The IP address or hostname for the Salto server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout (s):** The maximum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting the current UTC time with the event UTC time and the difference should be in a range with a ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

Important: myRoom XC introduces a new flag in the configuration file that instructs the Hotel Server to send a Door Physically Closed command when the door is opened. This flag is set to **True** by default; if you are using an older system you will have to manually set this flag to **False**. More information can be found in the **Configuration File** section.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

ASSA ABLOY VingCard

VingCard is a central electronic locking system. Both VingCard and the hotel integration system rely on the information outlined below.

- **Door Opened from Inside:** The guest room door was opened from inside the space.
- **Door Physically Closed:** The door latch is in the strike.
- **Door Physically Opened:** The door latch left the strike.
- **Start Lock Privacy:** Privacy mode on the door lock is enabled.
- **Stop Lock Privacy:** Privacy mode on the door lock is disabled.
- **Unlocked by Guest for First Time:** A door lock was unlocked by guest for the first time using the guest card.
- **Unlocked by Guest Key:** A door lock was unlocked using a guest key.
- **Unlocked by Staff Key:** Staff has unlocked the lock using a staff key.

Figure 11: Example VingCard configuration

- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **VingCard** as the protocol for this integration.
- **Server Address:** The IP address or hostname for the VingCard server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout (s):** Timeout value is not supported for the VingCard provider.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

MTech HotSOS/REX*

MTech HotSOS is a hotel management web server which allows myRoom plus to perform service operations. Both HotSOS and the hotel integration system rely on the information outlined below.
- **Do Not Disturb ON:** Guest has enabled do not disturb in the room.
- **Do Not Disturb OFF:** Guest has disabled do not disturb in the room.
- **Make-Up-Room-On:** Guest has enabled make-up-room option in the room.
- **Make-Up-Room-Off:** Guest has disabled make-up-room option in the room.
- **Guest-In-Room:** Guest enters the room.
- **Guest-Not-In-Room:** Guest leaves the room.
- **Valet Box ON:** Guest requests that hotel staff retrieve items from the room's valet box.
- **Valet Box OFF:** Guest would like to cancel the valet box request.
- **Butler Telephone ON:** Guest requests that a butler call their room.
- **Butler Telephone OFF:** Guest would like to cancel the butler telephone request.
- **Butler Come to Room ON:** Guest requests that a butler come to their room.
- **Butler Come to Room OFF:** Guest would like to cancel the come to room request.

Protocol	HotSOS ▼
Name	api.m-tech.com
Description	Hospitality Operations
Address	ifc.int.hot-sos.net
Port	443
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.
User Name	
Password	
Confirm Password	

Save   Cancel

Figure 12: Example HotSOS configuration

- **Name:** A unique identifier for this integration, it should be always **api.m-tech.com**.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **HotSOS** as the protocol for this integration.
- **Server Address:** The HotSOS web server URL which is defaulted to **ifc.int.hot-sos.net**.
- **Port:** This port is always **443** because it is using a secure connection.
- **Timeout(s):** Timeout value is not supported for HotSOS provider.
- **User Name:** The login ID which is required for successfully communication with HotSOS server.
- **Password:** The password which is required for successfully communication with HotSOS server.
- **Confirm Password:** For security reasons, reenter the password to verify.

Note: Since HotSOS is a web server and there will be only one web service to serve all requests for every hotel integration software. In coming releases the provider section for HotSOS will be read-only when user selects HotSOS in the protocol dropdown.

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*   Refer to LMR-HOTSOS-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

MTech HotSOS/REX* *(continued)*

Note: There are two additional fields that can be configured: **ServiceOptimizationSystemEventURI** and **ServiceOptimizationSystemTicketURI**. These are described below in the Service Codes Configuration section.

HotSOS/REX Ticketing Service Codes Configuration

Ticketing Service Codes can be accessed and updated from the web UI by following the instructions in the screenshots below.
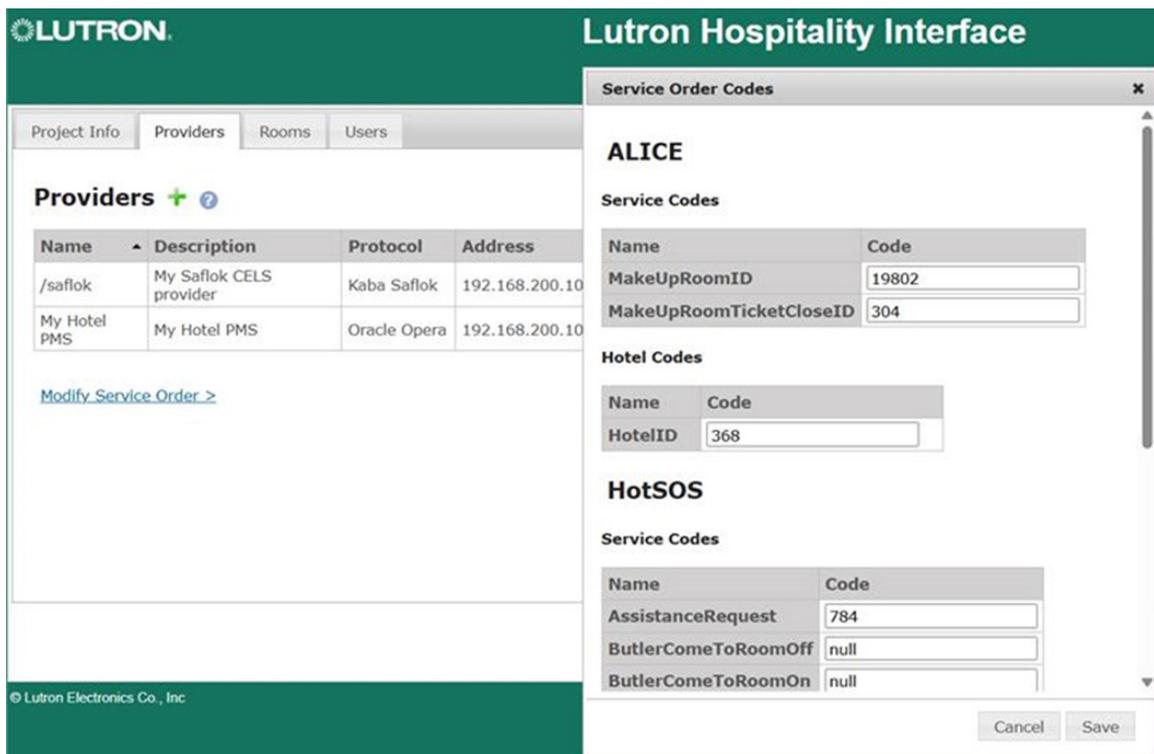

Figure 13: Modify service order

Figure 14: Service codes window

* Refer to LMR-HOTSOS-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

MTech HotSOS/REX✳ *(continued)*

HotSOS/REX Ticketing Service Codes Configuration *(continued)*

Note: Some service codes are set to **null** by default. This disables the respective feature in hotel integration and will cause a specific error message to be logged if one of these actions is triggered. To enable these features, set a service code manually.

- **ServiceConfigurationList:** List of HotSOS/REX ticket service configuration.
- **Name:** Name of the ticket, it will be visible in the HotSOS provider configuration in the front end.
- **DndOn:** The service code value for do not disturb on.
- **DndOff:** The service code value for do not disturb off.
- **MurOn:** The service code value for make-up-room on.
- **MurOff:** The service code value for make-up-room off.
- **ButlerService:** The service code for butler service requested by guest.
- **AssistanceRequest:** The service code for assistance requested by guest.
- **WellnessCheck:** The service code for the command which gives information that make-up-room was enabled for 24 hours and that the guestroom needs to be checked.
- **ValetBoxOn:** The service code for valet box on. This service code is defaulted to "null" and must be set to enable the feature.
- **ValetBoxOff:** The service code for valet box off. This service code is defaulted to "null" and must be set to enable the feature.
- **ButlerTelephoneOn:** The service code for butler telephone on. This service code is defaulted to "null" and must be set to enable the feature.
- **ButlerTelephoneOff:** The service code for butler telephone off. This service code is defaulted to "null" and must be set to enable the feature.
- **ButlerComeToRoomOn:** The service code for butler come to room on. This service code is defaulted to "null" and must be set to enable the feature.
- **ButlerComeToRoomOff:** The service code for butler come to room off. This service code is defaulted to "null" and must be set to enable the feature.

  Note: You can only change the ticket numbers. No addition, removal of any other fields.

✳ Refer to LMR-HOTSOS-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Lutron Housekeeping

Lutron Housekeeping is a hotel management web server which allows myRoom plus to perform service operations. Both Lutron Housekeeping and the hotel integration system rely on the information outlined below.

- **Do Not Disturb ON:** Guest has enabled do not disturb in the room.
- **Do Not Disturb OFF:** Guest has disabled do not disturb in the room.
- **Make-Up-Room-On:** Guest has enabled make-up-room option in the room.
- **Make-Up-Room-Off:** Guest has disabled make-up-room option in the room.
- **Guest-In-Room:** Guest enters the room.
- **Guest-Not-In-Room:** Guest leaves the room.

Figure 15: Example Lutron Housekeeping configuration

- **Name:** A unique identifier for this integration.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Housekeeping** as the protocol for this integration.
- **Server Address:** Your service optimization system's web server URL.
- **Port:** This port is always **443** because it is using a secure connection.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting the current server date time with the event date time and the difference should be in a range with a ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.
- **User Name:** The login ID which is required to modify Lutron Housekeeping configuration data. This is user-configured upon setting up hotel integration.
- **Password:** The password which is required to modify Lutron Housekeeping configuration data. This is user-configured upon setting up hotel integration.
- **Confirm Password:** Reenter the password for verification.
  Note: Please refer to the HotSOS Service Code Configuration section for details on how to edit the codes in the web UI.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Alice Using Housekeeping Provider

Protocol	Housekeeping ▾
Name	ALICE
Description	ALICE provider using housekeeping
Address	grms.aliceapp.com
Port	443
Timeout (s)	5 — The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.
User Name	aliceUsername
Password	••••••••••••••
Confirm Password	••••••••••••••

Figure 16: ALICE using Housekeeping Provider

- **Name:** A unique identifier for this integration.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Housekeeping** as the protocol for this integration.
- **Server Address:** Your service optimization system's web server URL.
- **Port:** This port is always **443** because it is using a secure connection.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting the current server date time with the event date time and the difference should be in a range with a ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.
- **User Name:** The login ID which is required to modify Lutron Housekeeping configuration data. This is user-configured upon setting up hotel integration.
- **Password:** The password which is required to modify Lutron Housekeeping configuration data. This is user-configured upon setting up hotel Integration.
- **Confirm Password:** Reenter the password for verification.
  Note: There are two additional fields that can be configured: **ServiceOptimizationSystemEventURI** and **ServiceOptimizationSystemTicketURI**. These are described in the **Configuration File** section. Service codes for ALICE while using the Lutron Hospitality ticketing system should be available and updated in the **serviceOrders.conf** file under the configuration folder using those under the name **HotSOS Tickets-1**. Please refer to the **HotSOS Service Code Configuration** section for details on how to edit the codes in the web UI.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

ALICE (depreciated)*

ALICE is a hotel management web server which allows myRoom plus to perform service operations. Both ALICE and the hotel integration system rely on the information outlined below.

- **Make-Up-Room-On:** Guest has enabled make-up-room option in the room.
- **Make-Up-Room-Off:** Guest has disabled make-up-room option in the room.

Protocol	ALICE ▼
Name	Alice
Description	
Address	rapi.aliceapp.com
Port	443
Timeout (s)	5 — The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.
User Name	lutron_user
Password	••••••
Confirm Password	••••••
API KEY	aec61ee1-7e1a-40e5-bfe5-cca3d6d2d614

Figure 17: Example ALICE configuration

- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **ALICE** as the protocol for this integration.
- **Server Address:** The ALICE web server URL which is defaulted to **rapi.aliceapp.com.**
- **Port:** This port is always **443** because it is using a secure connection.
- **Timeout(s):** Timeout value is not supported for ALICE provider.
- **User Name:** The login ID which is required for successfully communication with the ALICE server.
- **Password:** The password which is required for successfully communication with the ALICE server.
- **Confirm Password:** For security reasons, reenter the password to verify.
- **API KEY:** The API key required by the ALICE server to authenticate communication.

ALICE Service Configuration

Service IDs for the ALICE system should be available and updated in the **serviceOrders.conf** file under the **Configuration** folder and the system will use those details which is under the name **ALICE Tickets-1**.
Please refer to the **HotSOS Service Code Configuration** section for details on how to edit the codes in the web UI.

- **ServiceConfigurationList:** List of ALICE ticket service configurations.
- **Name:** Name of the ticket. Do not change this name.
- **HotelID:** The hotel ID configured in ALICE.
- **MakeUpRoomID:** The service ID to open a clean room ticket.
- **MakeUpRoomTicketCloseID:** The workflow transition ID for closing the ticket.

* Refer to LMR-ALICE-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Protel*

Protel is a property management system. Both Protel and the hotel integration system rely on the information outlined below.

- **Guest Check In:** Guest is checked-in to the hotel and guest card has been encoded.
- **Guest Check out:** Guest has checked-out of the hotel.
- **Do-Not-Disturb On:** Guest has enabled do not disturb through the Protel provider.
- **Do-Not-Disturb Off:** Guest has disabled do not disturb through the Protel provider

Protocol	Protel ▾
Name	Protel
Description	Protel Property Management System
Address	192.168.5.20
Port	9050
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save   Cancel

Figure 18: Example Protel configuration

- **Protocol:** Select **Protel** as the protocol for this integration.
- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Server Address:** The IP address or hostname for the Protel server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting current server date time with event date time and the difference should be in range with ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

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* Refer to LMR-PROTEL-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

OnQ*

OnQ is a property management system. Both OnQ and the hotel integration system rely on the information outlined below.

- **Guest Check In:** Guest has checked-in to the hotel and the guest card has been encoded.
- **Guest Check out:** Guest has checked-out of the hotel.
- **Guest room change:** Guest has changed the room.

Protocol	OnQ ▾
Name	OnQ
Description	OnQ
Address	127.0.0.1
Port	8787
Timeout (s)	5 — The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save Cancel

Figure 19: Example ALICE configuration

- **Protocol:** Select **OnQ** as the protocol for this integration.
- **Name:** A unique identifier for this integration. It is not significant.
- **Description:** Any information specific and relevant to this integration point.
- **Server Address:** The IP address or hostname for the OnQ server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout(s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting current server date time with event date time and the difference should be in range with ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

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* Refer to LMR-HLTNPMS-PR for more information.

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Hotel Integration Configuration *(continued)*

Providers *(continued)*

Infor HTNG*

Infor HTNG is a property management system. Both Infor HTNG and the hotel integration system rely on the information outlined below.

- **Guest Check In:** Guest is checked-in to the hotel and guest card has been encoded.
- **Guest Check out:** Guest has checked-out of the hotel.
- **Room Move:** Guest has changed the room.
- **Room Restrictions:** Room restrictions details for the guest room.

Protocol	Infor HTNG ▼
Name	/Infor
Description	Infor property management system
Address	192.168.1.500
Port	5600
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.
User Name	Login
Password	•••••
Confirm Password	•••••

Save Cancel

Figure 20: Example Infor HTNG configuration

- **Protocol:** Select **Infor HTNG** as the protocol for this integration.
- **Name:** The Infor system URL. For example, if the URL address provided to Infor for integration is https://192.168.1.500:5600/Infor then the name for the provider would be "/Infor", it uniquely identifies this point of communication.
- **Description:** Any information specific and relevant to this integration point.
- **Server Address:** The IP address or hostname for the Infor HTNG server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout(s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting current server date time with event date time and the difference should be in range with ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.
- **User Name:** The login ID which is required for successfully communication with the Infor HTNG server.
- **Password:** The password which is required for successfully communication with the Infor HTNG server.
- **Confirm Password:** For security reasons, reenter the password to verify.

* Refer to LMR-INFOR-PR for more information.

LUTRON

Hotel Integration Configuration *(continued)*

Providers *(continued)*

Lutron DoorLock

DoorLock is Lutron's API to central electronic locking systems that otherwise don't have an API. Both DoorLock and the hotel integration system rely on the information outlined below.

- **Door Ajar:** Door left open for more than X minutes.
- **Door Closed After Ajar:** Door closed after left open for more than X minutes.
- **Door Opened from Inside:** Door opened from the inside.
- **New Guest Key Used:** A door lock was unlocked by guest for the first time using the guest card.
- **Door Opened - Guest Key Used:** Door opened and guest-level credential/keycard used.
- **Door Opened - Staff Key Used:** Door opened and staff-level or non-opening credential/keycard used.
- **Door Closed:** Door closed.

Figure 21: Example DoorLock configuration

- **Name:** The DoorLock system URL. For example, if the URL address provided by DoorLock for integration is https://192.168.1.101:6000/DoorLock then the name for the provider would be "/DoorLock", it uniquely identifies this point of communication.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **DoorLock** as the protocol for this integration.
- **Server Address:** The IP address or hostname for the DoorLock server.
- **Port:** The communication port onto which the information will be shared.
- **Timeout(s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting current UTC time with event UTC time and the difference should be in range with ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.

LUTRON

Hotel Integration Configuration *(continued)*

Providers *(continued)*

Lutron DoorLock *(continued)*

Project Settings

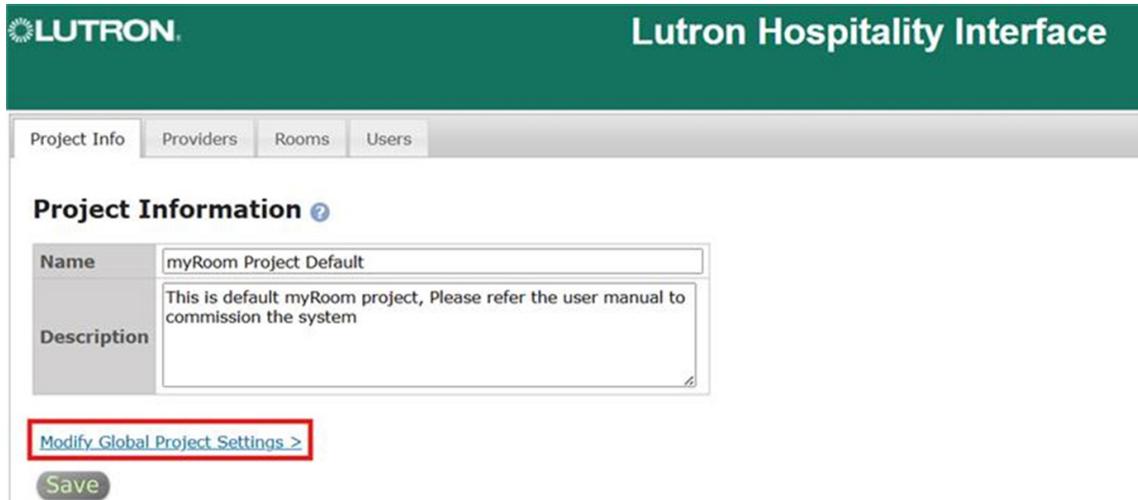The project settings can be configured from the **Project Info** tab as shown in the following screenshots:
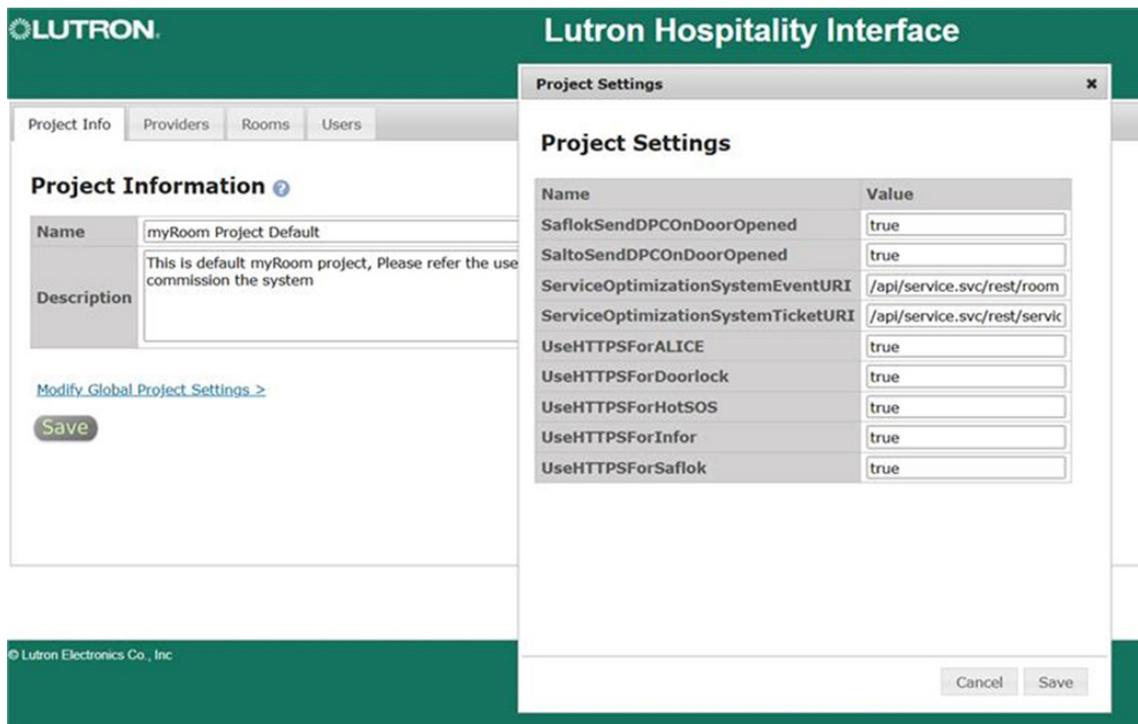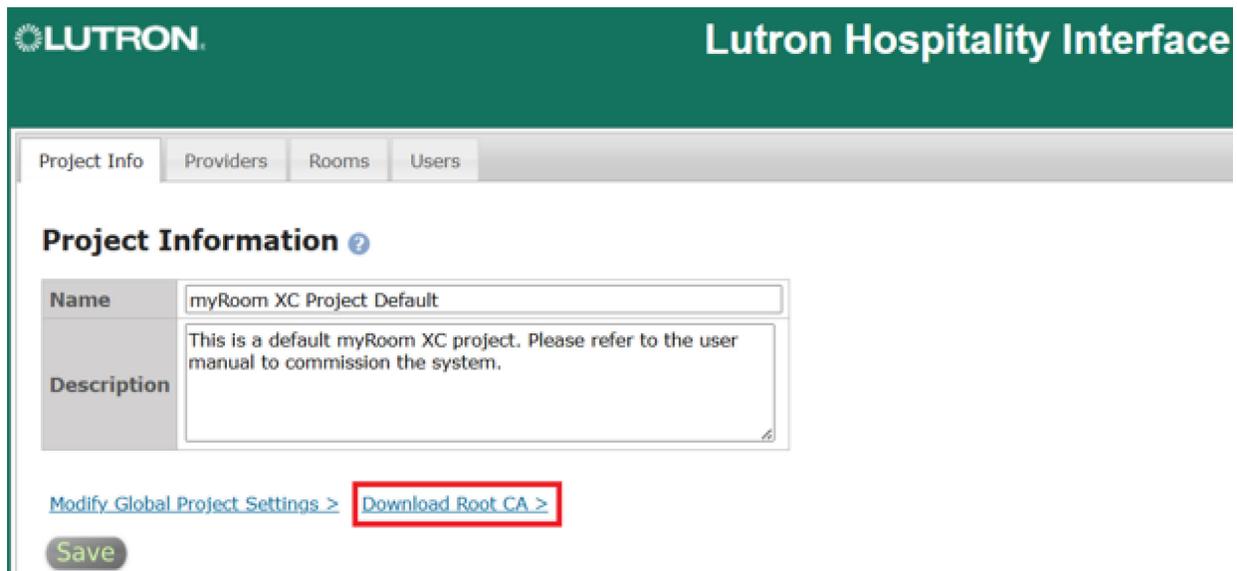

Figure 22: Modify project settings

Figure 23: Project settings window

* Refer to LMR-INFOR-PR for more information.

Hotel Integration Configuration *(continued)*

Providers *(continued)*

Lutron DoorLock *(continued)*

Root Certificate

The root certificate can be downloaded by clicking on the Download Root CA button. It can then be added as a trusted source to authenticate the TLS certificate that is provided by the Integration Appliance. This certificate is consumed by the frontend configuration web service and other backend integrations based on HTTPS where the Integration Appliance acts as a server.

Figure 24: Download Root CA

Hotel Integration Configuration *(continued)*

Providers *(continued)*

Lutron DoorLock *(continued)*

Project Settings *(continued)*

- **ServiceOptimizationSystemEventURI:** This is the event URI that will be appended to the HotSOS URL.
- **ServiceOptimizationSystemTicketURI:** This is the ticket URI that will be appended to the HotSOS URL.
- **UseHTTPSForHotSOS:** This value decides the communication model to be used with the HOTSOS webserver. If true, then HTTPS connection will be used to communicate with the HOTSOS webserver, otherwise the HTTP connection will be used.
- **UseHTTPSForSaflok:** This value decides the communication model to be used with the Saflok provider. If true, then the HTTPS connection will be used to communicate with Saflok, otherwise, the HTTP connection will be used.
- **UseHTTPSForDoorLock:** This value decides the communication model to be used with the DoorLock provider, If true, then the HTTPS connection will be used to communicate with DoorLock otherwise, the HTTP connection will be used.
- **UseHTTPSForInfor:** This value decides the communication model to be used with theInfor HTNG provider. If true, then the HTTPS connection will be used to communicate with Infor HTNG otherwise, the HTTP connection will be used.
- **UseHTTPSForALICE:** This value decides the communication model to be used with thee ALICE webserver. If true then the HTTPS connection will be used to communicate with the ALICE webserver, otherwise the HTTP connection will be used.
- **SaflokSendDPCOnDoorOpened:** This value defines if the hotel integration server will send to the Room Control Unit a Door Physically Closed command in addition to Door Opened command when the door is opened if using the Saflok system.
- **SaltoSendDPCOnDoorOpened:** This value defines if the hotel integration server will send to the Room Control Unit a Door Physically Closed command in addition to Door Opened command when the door is opened if using the Salto system.

LUTRON

Hotel Integration Configuration *(continued)*

Providers *(continued)*

Visionline

Visionline, designed for VingCard Assa Abloy door lock systems, utilizes the new Web API. Both Visionline and the hotel integration system rely on the information outlined below.

- **Dead Bolt Thrown**
- **Dead Bolt Released**
- **Door Opened**
- **Door Closed**
- **Door Left Open Too Long**
- **Door Forced Open**

The myRoom plus integration command set for the Visionline provider is available at the following location: C:\Program Files (x86)\Lutron\Hotel Integration\documentation\Visionline Integration command Set.csv See **myRoom plus Software Configuration** section for more information.

Figure 25: Example Visionline Configuration

- **Name:** A unique identifier for this integration.
- **Description:** Any information specific and relevant to this integration point.
- **Protocol:** Select **Visionline** as protocol for this integration.
- **Server Address:** The IP address or hostname for the Visionline server.
- **Port:** The communication port onto which the information will be shared.
- **URI:** The URI address onto which the communication will be completed.
- **Timeout (s):** The maximum or minimum message time out which needs to be considered before processing the message. The message timeout is calculated by subtracting current UTC time with event UTC time and the difference should be in range with ± message timeout value provided. By entering zero (0), timeout value will be ignored, and all messages will be processed.
- **User Name:** The login ID which is required for successful communication with Visionline server.
- **Password:** The password which is required for successful communication with Visionline server.
- **Confirm Password:** For security reasons, reenter the password to verify.
- **AccessID:** The AccessID required by the Visionline server to authenticate communication.
- **CustomCA:** The certificate stored for the Visionline provider will be used as a CA for verifying the server certificate.

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Hotel Integration Configuration *(continued)*

Guest Rooms

Rooms represent the individual Lutron myRoom XC guest room and their respective processor, installed in each hotel guest room.

The room number, or room name that is added must match the room name used by the provider with which Lutron is integrating. For example, if Opera uses the room name **101**, Lutron must use **101** for the Name when adding a room. Keep in mind different providers may use different names for the same room. Saflok could use **101F** instead of **101** like Opera did for the same room. For the integration to work, the room must be added twice in our software—one for each different room name. If the providers use the same room name, then only one addition is necessary.

The Lutron field engineer must work with the integrator onsite to get the exact room names used in the third-party provider systems. This will require coordination between the IT department, the third-party provider (Opera, Saflok, Salto, etc.) and the brand.

Add Rooms

- In the web interface, click the **Rooms** tab and click the add icon (➕).
- As shown in **Figure 23**, enter the details to save the rooms:
    - **Name:** Enter the name of room. **This is critical:** names must be unique and must match to the Opera, Salfok, Salto room names or VingCard room numbers.
    - **Description:** Any information specific and relevant to this integration point.
    - **Protocol:** Select **myRoom Integration** as the protocol for this integration.
    - **IP address:** Enter the IP address of the guest room (processor) as per the configuration in the myRoom plus designer software. See the **myRoom XC Software Configuration** section for more information.
    - **Port:** The communication port defined for the third-party integration.

It is possible to have multiple names for a single room. For instance, Opera may call **Room 1000** what is called the **Penthouse Suite** by Saflok. In such case, merely add two "rooms" in the web configuration, each with the corresponding name and appropriate description. It is best practice to have a unique connection to a room processor; should you need multiple room names, you can use the same processor IP and port and use an aggregated integration command set as described in the **myRoom XC Programming Configuration** section.

Note: The room connections use a Mutual Transport Layer Security (mTLS) protocol. The connection will only work if it originated from a valid Guestroom Edge processor and will only work if connecting to a valid integration appliance. The traffic is also encrypted.

Hotel Integration Configuration *(continued)*

Guest Rooms *(continued)*

Add Rooms *(continued)*

Add Room

Name	101
Description	Room 101
Protocol	Integration ▾
IP Address	192.168.1.4
Port	5000

Save Cancel

Figure 26: Add a room example

Edit Rooms
- Click the **Rooms** tab and click the edit icon ( ) next to a room.
- Change details as necessary.
- Click **Save** to update the details.

Delete Room
- Click the **Rooms** tab and click the remove icon ( ).
- All information about the room will be lost.

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Hotel Integration Configuration *(continued)*

Users and Access Management

In the web configuration interface, the **Users** tab handles the users and access management. You can add/edit/delete any account details for the users and the login credentials.

Add Users

- Click the **Users** tab and click ad icon ( ).
- As shown in **Figure 27,** enter details for the user:
  - **Login ID:** The unique identifier for the account.
  - **Name:** Formal name for the user.
  - **Password:** Password for the account.
  - **Confirm Password:** Reenter password for the account

Add User

Login Id	HotelAdministrator
Name	Hotel Admin
Password	••••••••••••
Confirm Password	••••••••••••

Save Cancel

Figure 27: Add a user example.

Edit User

- Click the **Users** tab and click the edit icon ( ) next to a user.
- Change details as necessary.
- Click **Save** to update the details.

Delete User

- Click the **Users** tab and click the remove icon (✗).
- All information about the user will be lost.

Note: You cannot remove the last user. Passwords cannot be empty. Always keep your credentials in a safe location.

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Hotel Integration Configuration *(continued)*

Stale Messages

Description: The messages from the providers system would get delayed to reach the hotel integration systems due to environment issues or other such issues. In that case, if the message needs to be staled based on the current server date time and actual event date time, then the user can provide the timeout when creating / updating the provider(s).

Timeout is defined in seconds and the default value is five (5) seconds. By updating the provider timeout to zero (0) seconds would not stale any messages and stale message functionality for that provider would be disabled.

The providers which supports the stale messages are:

1. **Oracle Opera**
2. **Protel**
3. **Salto**
4. **Saflok**
5. **Infor HTNG**
6. **DoorLock**

The provider which does not support the stale messages are:

1. **VingCard**
2. **HotSOS**
3. **ALICE**

Logging: The messages which are staled are logged as **Error** with number of seconds delayed followed by message details which was staled.

When to use it: The stale message functionality should be enabled always for all the providers irrespective of the provider support stale message functionality or not. You should disable stale message functionality only when you have business requirements for the same.

Database Backups

Before upgrading / removing / modifying an existing installation of the hotel integration software suite, it is recommended to create a backup of the database. Ensure you have the administrator credentials before proceeding.

- Login to hotel integration web interface, as explained in the **Hotel Integration Configuration** section of this manual.
- Click the backup database icon ( ). The browser will prompt to download a file, choose to save the file and save it in a safe location you can access later.

Note: It is also good idea to export the room schedule, since at this time Lutron does not support database conversions and in some cases you may have to re-configure the tool suite.

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myRoom XC Room Programming Configuration in Designer

This section details key points about configuring the Lutron Designer tool for the room templates. It is not a software part of the hotel integration tool suite. Please contact Lutron for retrieving the latest version of the **myRoom plus Designer** software.

Note: Hotel rooms are typically configured from Lutron provided templates, in which case they are already equipped with the hotel integration counterpart: The third-party integration device and the respective hospitality command set.

Integration Device Configuration

The steps below highlight the process to configure and add hospitality integration to a myRoom plus database.

- Open **Lutron Designer**, the template database, and go to the menus **Tools ➜ Configure Integration**.
- Click the **3rd Party Commands** as shown in **Figure 28**.
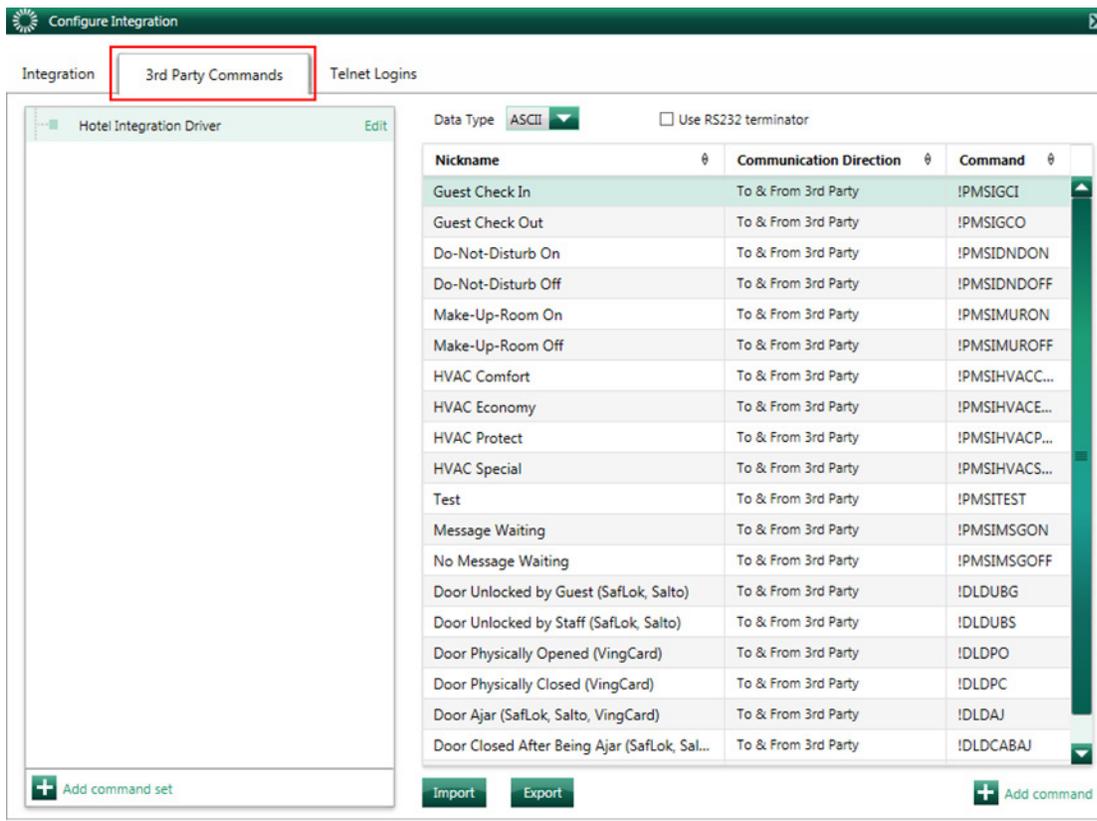
Figure 28: Third-party commands screen with the integration driver created

- If the database was created using a myRoom XC standard template database, then the integration driver should already exist.
Note: If the driver is not present, it can be imported. Click the **Import** button on the **3rd Party Commands** tab and use the integration command sets corresponding to the hotel integration. See the **Providers** section in this manual. If more than one type of provider is used, you will have to merge the corresponding integration sets.

myRoom XC Room Programming Configuration in Designer
(continued)

Integration Device Configuration *(continued)*

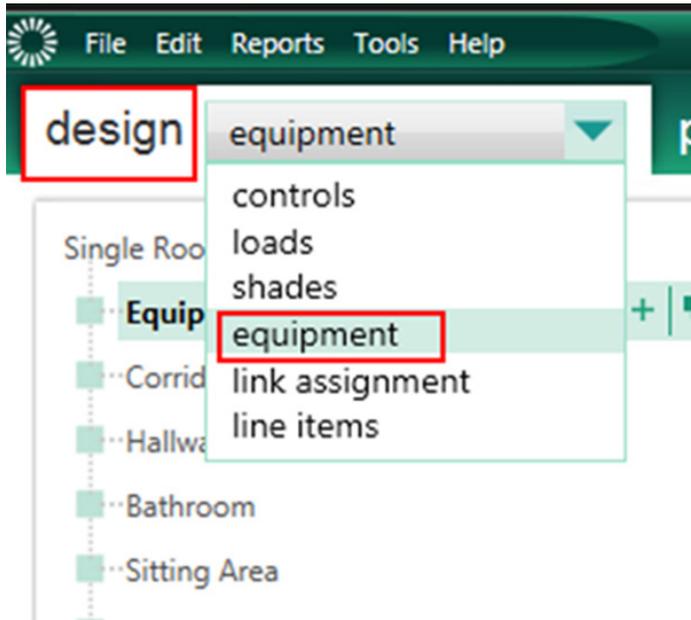• Close the menu and go to **design ➔ equipment**.

Figure 29: Design and equipment navigation

• Add a **Control 3rd Party** equipment, from the **Devices** tab to the guest room, if one does not already exist.
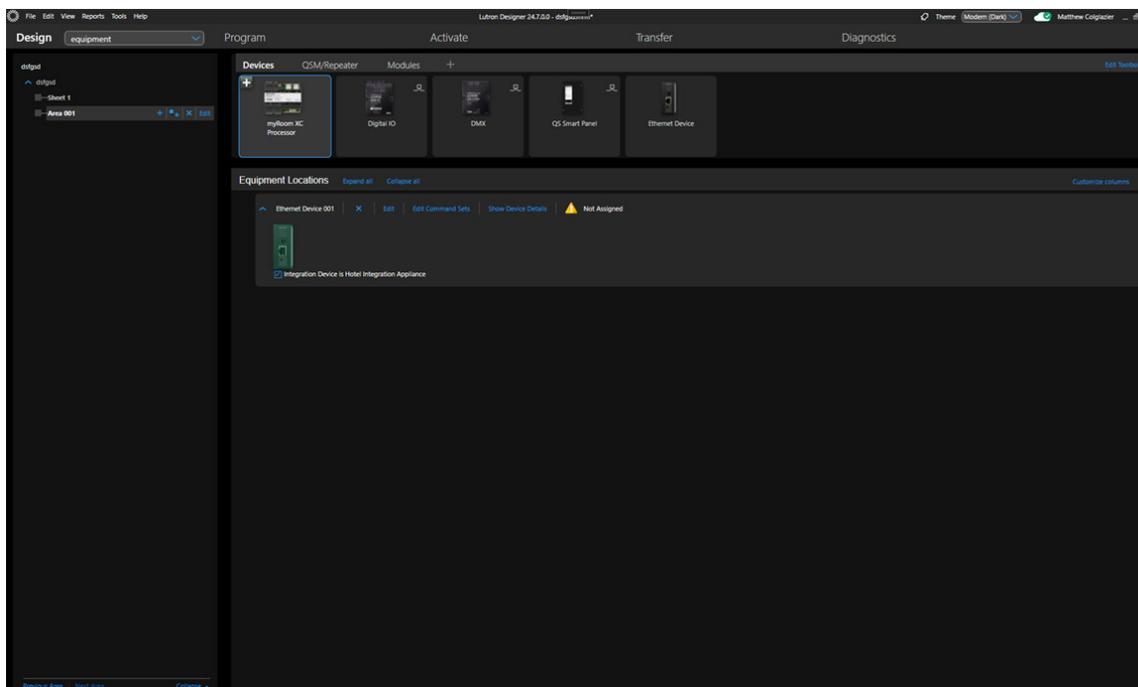

Figure 30: Adding an integration device

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myRoom XC Room Programming Configuration in Designer
(continued)

Integration Device Configuration *(continued)*

- After adding the device to an area, click on **Edit the command sets** and select the correct command set. If there is no CELS select **PMS+HotSOS only**
- If there is CELS, select: **PMS,HotSOS, CELS**
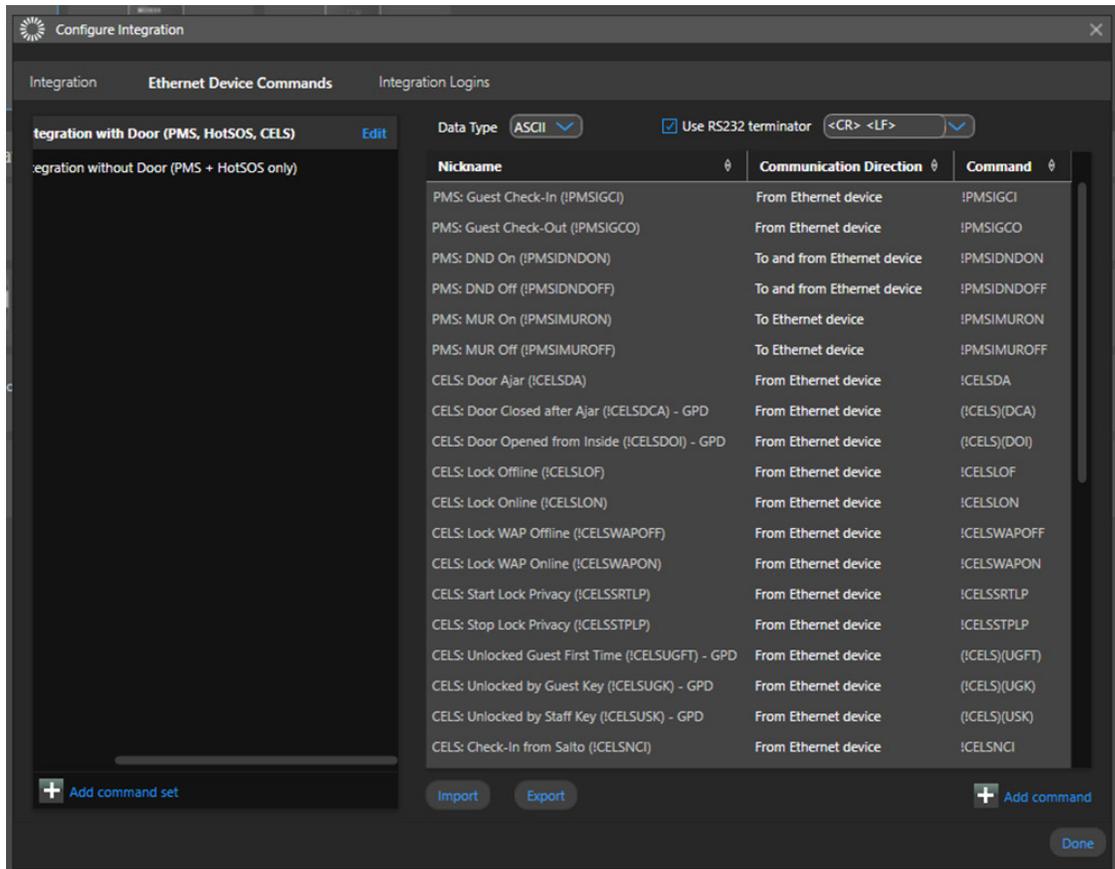
Figure 31: Selecting the command set

- Provide connection information to the integration device:
    - **a. IP Address:** This is the IP address of the hotel integration appliance.
    - **b. Port Number:** This is the port number configured in the hotel integration software suite for this guest room. That is, in the **Rooms** tab.
    - **c. Inter Message Delay (ms):** Set this to **zero milliseconds** for this integration.
    - **d. Select the checkbox that says Integration Device in Hotel Integration Appliance.**
       Note: This option will cause mutually authenticated TLS connection to be established. The connection will happen only with the integration appliance processor. (i.e., selecting this option will prevent communication with any other legacy hotel integration software installed in the windows server).

Figure 32: Input settings example for the third-party device

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myRoom XC Room Programming Configuration in Designer
(continued)

Integration Device Configuration *(continued)*

- Go to **Design ➔ Link Assignment** and assign the third-party device to the Ethernet link on the processor.
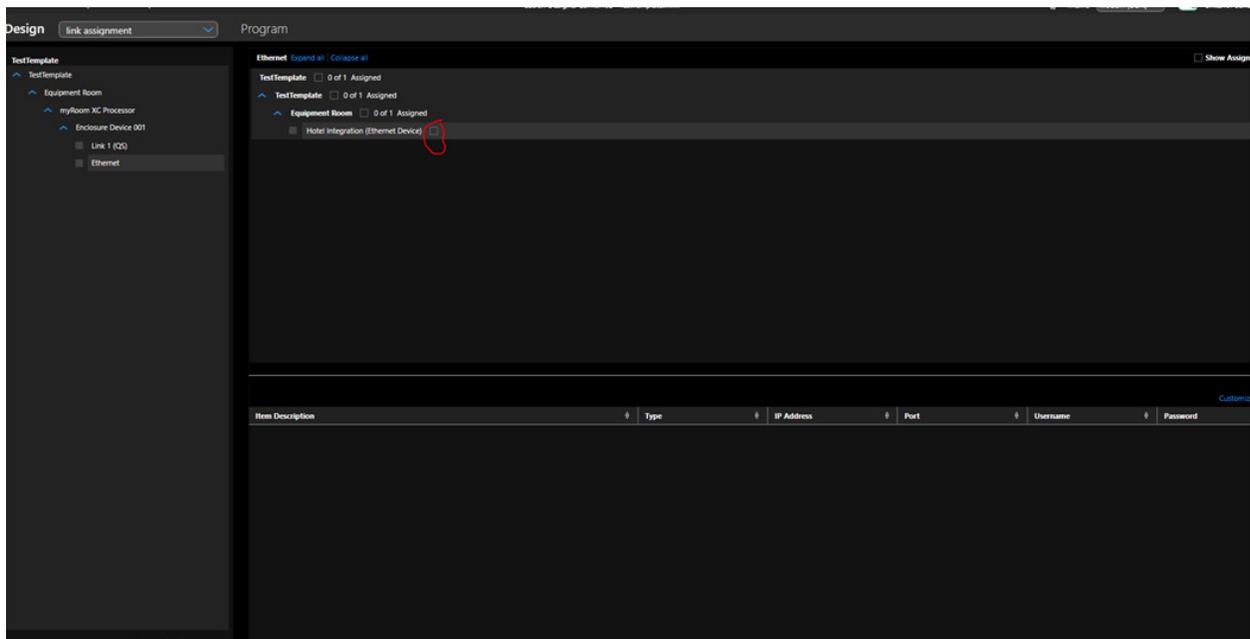

Figure 33: Assigning third-party device to processor

- The programming for the commands received from the PMS or CELS systems can be programmed in the **Program ➔ Devices** tab; select the third-party device from the dropdown menu to see the list of commands.

  Note: Default programming is provided as part of the database templates and should typically not be changed. Handle with care since the hotel guest room sequence of operations are complex.

- After programming the **Inbound Commands**, **Save and Transfer** the database to the processors as you normally would in Lutron Designer.

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Troubleshooting

Event Logging

- The hotel integration logs can be obtained by getting the support file from either the GUI or the connect portal.
- Wireshark logs are obtained in the support file by enabling debug logs (as mentioned before, room to integration appliance traffic will be fully encrypted).
- QTS can decrypt the supportfile and analyze the logs for any troubleshooting.

Connectivity Status

The connection status fields in the hotel integration configuration interface provides information about providers and rooms network activity. By following the table on the next page, an administrator can rapidly assess the health of the integration network and the connection points.

The **Connection Status** column shows the network information with a color coding defining the severity of the information. The **Description** provides an explanation of the status as well as troubleshooting tips and technical information.

Note: At this time, manual refresh of the page is required to refresh the status. Always refresh the page to retrieve the latest statuses before drawing conclusions on the network state.

For instance, the connection status will be shown with a background color code such as: No information : Unknown, Not Connected: Pending connection and Not connected: Host reached require an immediate action or troubleshooting steps from the administrator. The connection status with background color such as Connected: Pending communication are minor, usually temporary conditions which may not require action unless they last more than a few minutes. The connection status without any background color are for informational purposes and no action is necessary.

Note: Sometimes a few providers or areas do not update the connection details to the application due to network operations but they will still be communicating with the application. In those rare cases the best troubleshooting approach is to verify the connection(s) manually.

Troubleshooting *(continued)*

Connectivity Status *(continued)*

Connection Status	Description
No information: **Unknown**	No information is available, or information is unknown about the connection. **Tips:** This status should be brief. When a provider or a room is created in the user interface, or when hotel integration is restarting/starting, the user interface will show this status. If the status remains unchanged for more than a few seconds, the backend service may not be running. Verify in the Microsoft Windows local services panel. Further troubleshooting will involve the application logs.
Not connected: **Pending connection**	After a connection is initiated, hotel integration waits for connections to be established. This status indicates that no communication has yet been received or returned. **Tips:** This status should be brief. Verify the configuration of the providers or rooms on both sides of the network. Verify that routing is possible between the network source and destination (ping, firewall, ports, etc.). Verify the naming of the integration points (provider and room).
Not connected: **Host reached**	The target was reached however it did not accept the connection. **Tips:** Verify the configuration of the providers or rooms on both sides of the network (ports). Verify third party software is running and ready to accept connections.
Not connected: **Rejected**	The target was reached however the connection was rejected. **Tips:** Verify the configuration of the providers or rooms on both sides of the network (ports). Verify third-party software is running and ready to accept connections.
Not connected: **Timeout**	The target was reached however the connection was incomplete. **Tips:** Verify third-party software is running and ready to accept connections. Verify network is stable. Verify the configuration of the providers or rooms on both sides of the network (ports).
Connected: **Pending communication**	A connection has been established, the integration points have not yet communicated or interacted in a meaningful manner. **Tips:** This status should be brief. If this status persists, manually exercise the system through button presses or system interaction. Verify the configuration of the providers or rooms on both sides of the network (ports). Verify the naming of the integration points (provider and room).
Connected: **Some activity**	A connection has been established and the integration points have communicated or interacted in a simple manner. **Tips:** This status should be brief. A temporary invalid message should resolve itself. Verify the configuration of the providers or rooms on both sides of the network (ports). Verify the naming of the integration points (provider and room).
Connected: **Full communication**	There was successful communication with provider / room and the message was received and acknowledged accordingly. **Tips:** No action required.
Not connected: **Incorrect security certificate**	There was an issue with the connection because of the security certificate. **Tips:** Check if the security certificate provided by the hotel integration is corrupted or not. If corrupted, then replace with valid certificate.
Not connected: **Incorrect certificate**	There was an issue with the connection because of the security certificate. **Tips:** Security certificate is invalid at either hotel integration or provider server. Replace with valid/new certificate and verify again.

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Troubleshooting *(continued)*

Testing with Emulator

The emulator contains protocol simulators for providers that are supported by the Lutron hotel integration software. It can be found at the following location: **C:\Program Files (x86)\Lutron\ Hotel Integration\emulator**. Follow the steps listed below for using the emulator with the hotel integration software and to demonstrate functionality.

Emulator software setup

Note: This setup step will have to be configured for each integration that you are trying to test.

1. Depending on what integration that you are using – select that integration in the **Protocol** dropdown menu.

2. Repeat **Step 1** for any integration that you are trying to test.

3. Type in the IP address of the PC that you are using in the **Address** bar.

Protocol	Kaba Saflok ▼
Name	/Saflok
Description	Saflok configuration for Hotel Integration
Address	192.168.200.100
Port	8080
Timeout (s)	5 The message timeout can be ignored by using a zero timeout. Please refer to the user manual for more information.

Save   Cancel

Figure 34: Example of protocol dropdown menu

HTI's/QTS's are required to install the hotel integration windows software to get the emulator.

1. Double-click **Hotel System Emulator.exe**.

2. Select the protocol tab to be tested from the tabs at the top.

Hotel Integration Emulator   — □ ×

Opera/Protel/OnQ   Saflok   Salto   Vingcard   HotSos   ALICE   Infor HTNG   ※LUTRON.
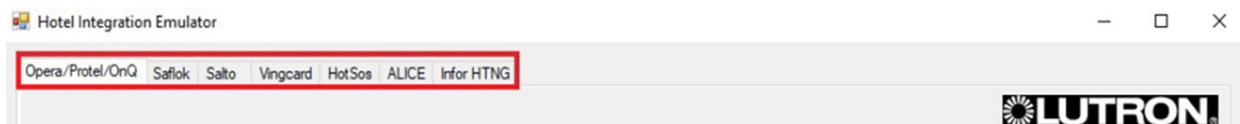
Figure 35: Protocol tab

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Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For Opera

1. Configure the settings; use a unique port that is not used elsewhere in the system / network.
2. Start the emulator.
3. From this point you can select any of the options at the top for commands to send.
4. **Opera Specific Notes:**

   When using **Guest Check In** or **Guest Check Out**, make sure to fill in the **Room Number** as this is the only relevant Lutron specific information.

Figure 36: Guest Check In

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Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*
For Saflok

1. Configure your host and port; use a unique port that is not used elsewhere in the system/network.
2. Choose the message you would like to send from the dropdown under **Message**.
3. Fill out the **Device Name** section with the room number to which you are sending the command.
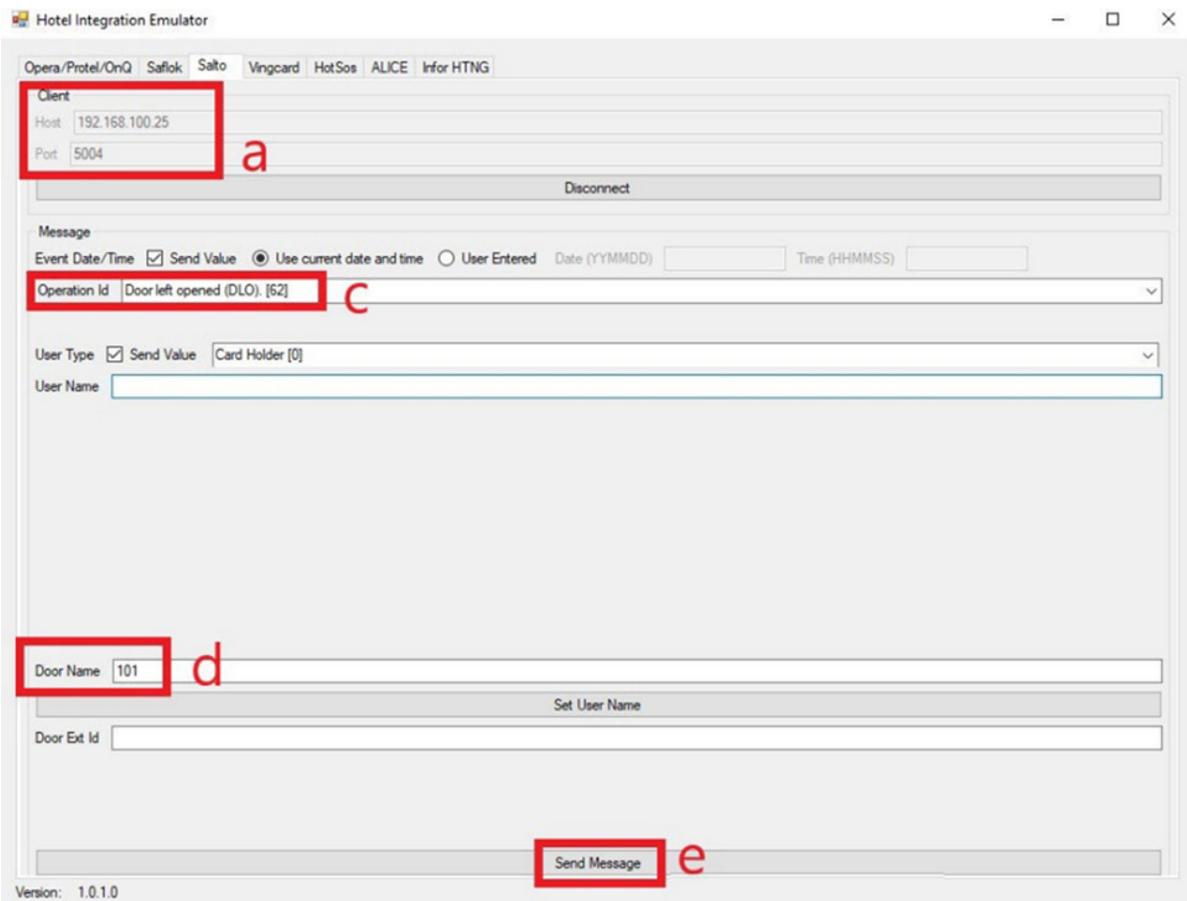4. Click **Send** to send out your command.
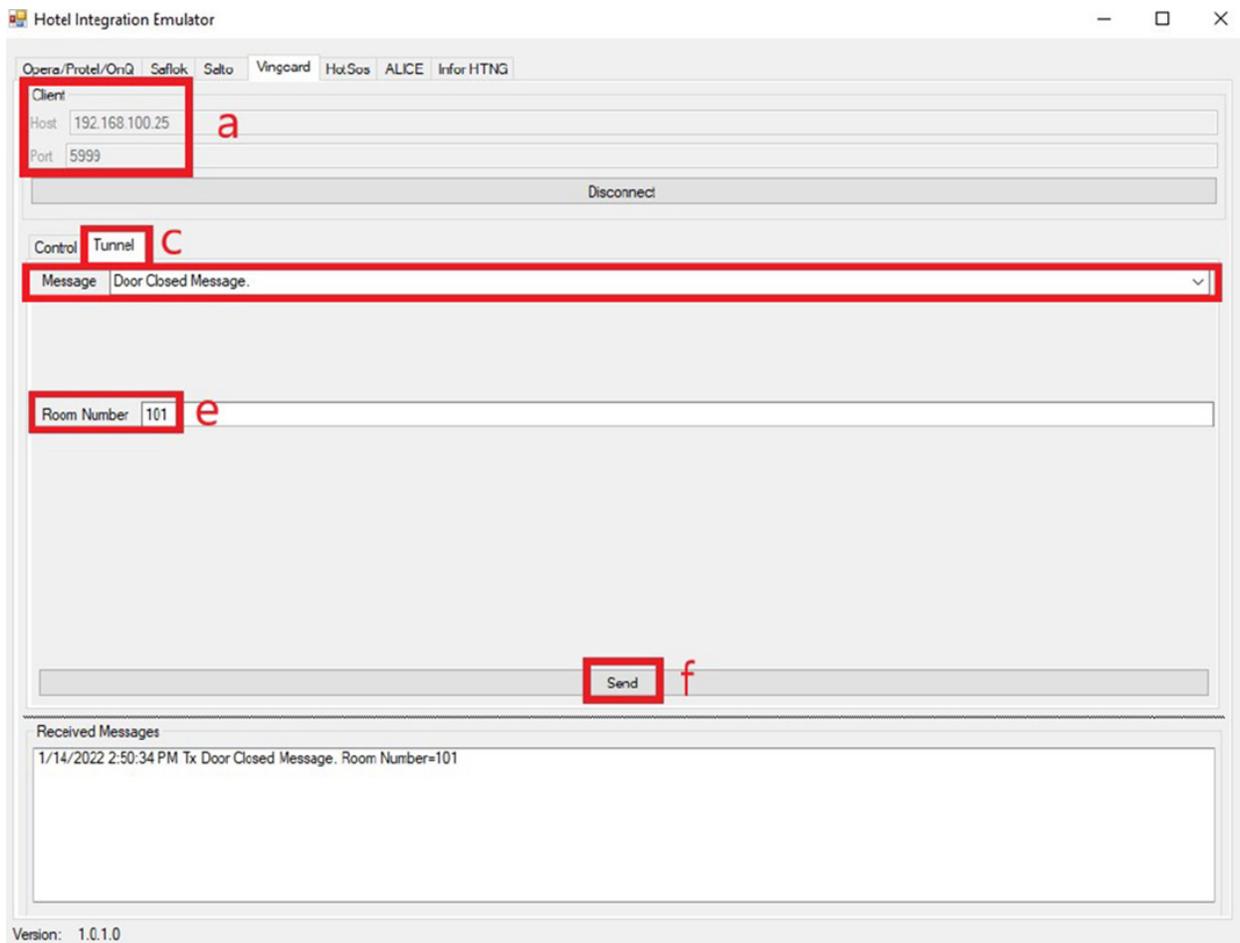

Figure 37: Saflok configuration

Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For Salto

1. Configure the settings within the emulator:
   a. The IP should match your NIC connected to the processor(s).
   b. The port needs to be a unique port within the system.
2. Once configured, click **Connect**.
3. From there you can select an **Operation ID** to send.
4. Fill out the **Door Name** section with the room number to which you are sending the command.
5. Click **Send Message** to send to the system.

Figure 38: Salto configuration

6. Salto Specific Notes:
   a. If you are intending to test as if the door were opened by a staff member, leave the **User Name** section blank.
   b. If you are testing as if the door were opened by a hotel guest, press the **Set User Name** button, which will add the username based on the room number.

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Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For VingCard

1. Configure the settings within the emulator:

    a. The IP should match your NIC connected to the processor(s).

    b. The port needs to be a unique port within the system.

2. Once configured click **Connect**.

3. Once connected click the **Tunnel** tab at the top.

4. Select the **Message** you want to send from the **Message** dropdown.

5. Fill in the **Room Number** section with the room to which you are sending the command.

6. Click **Send**.

Figure 39: VingCard configuration

Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For HotSos

1. Configure the settings in the hotel integration web page:

    a. Use the the loopback address (127.0.0.1) section and a unique port.

    b. The **Name**, **Username**, and **Password** do not matter and can be whatever you choose.

    c. If you have to change the settings, you will have to re-update the **Username** and **Password** each time.

Figure 40: HotSOS provider

2. In the hotel integration emulation software set the **Host Name** to the loopback address and the port to the same port set in the hotel integration software.

Figure 41: HotSOS configuration

Note: HotSOS is a monitoring hotel integration software, and as such does not send any commands.

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Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For Infor

1. Configure the settings under **Infor HTNG Client**:
   a. Host should be the address of the HTNG server.
   b. Port should be the unique port being used for Infor communication.
2. Select the event you wish to emulate.
3. Put in the **User ID** and **Password** from the integrator.
4. Fill in the **Room ID** for the room you are trying to emulate.
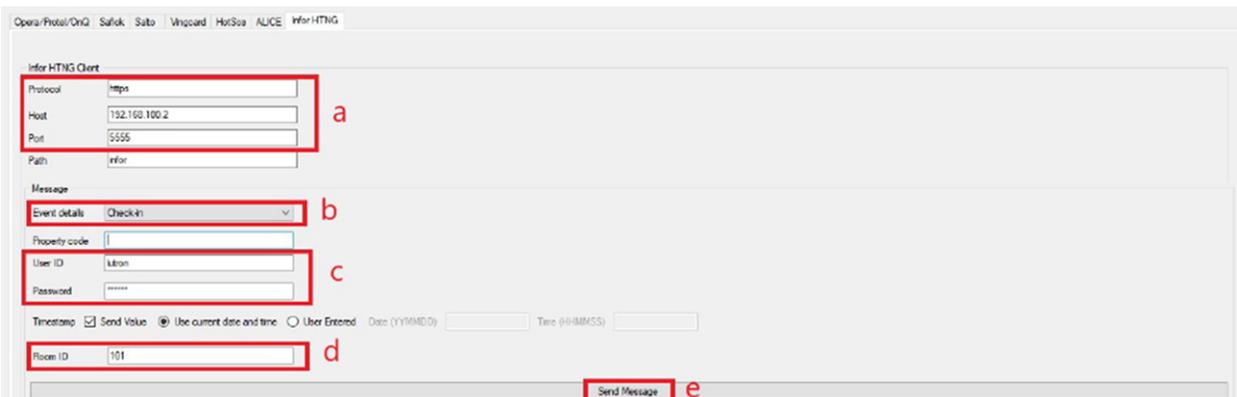5. Hit **Send Message**.

Figure 42: Infor HTNG configuration

For ALICE

Due to ALICE being a cloud-based software, it has been determined that it cannot be used in an emulation environment. When the hotel integration emulator is opened for updates in the future it will be removed from the software.

Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For Visionline

1. **URL Section**

   a. Configure the local host and port on which the emulator will listen for incoming HTTPS requests.

   b. Fields:

   Host: Default: 127.0.0.1 (loopback IP). This specifies that the emulator will listen on the local machine.

   Port: Specify the HTTPS port (e.g., 6000). This must match the port to which your client is sending requests

   c. Certificate Note:

   The emulator uses a self-signed certificate for HTTPS communication.

   d. Certificate Path:

   C:\ProgramData\Lutron\Hotel Integration\EmulatorResources\visionline_emulator_cert.crt

   Important: Clients must trust this certificate to establish a secure connection. See Visionline provider section.

   e. Start Listening:

   Click this button to start the HTTPS server. After this, the emulator will begin accepting requests on the specified host and port.

2. **Message Section:**

   Send simulated door lock events to registered clients.

   a. Fields:

   Event Codes: Dropdown menu to select predefined Visionline event types (e.g., Dead Bolt thrown [896]).

   Door Id: Specify the door ID (e.g., 101). Used to identify the door to which the event pertains.

   Card Name Id: Optional. Populate with card or user ID if applicable.

   Timestamp Options:

   - **Send Value:** Enables manual entry of the timestamp.
   - **Use current date and time:** Automatically uses the system time.

   Send Button: Click this button to send the selected event to all active callbacks registered in the emulator.

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Troubleshooting *(continued)*

Testing with Emulator *(continued)*

Emulator software setup *(continued)*

For Visionline *(continued)*

3**. Long Poll Timeout Section**

   a. Configure how long the emulator holds long-polling requests open before returning
   a timeout.

   b. Field:

   Long poll timeout: Enter a timeout value (in seconds).

   Acceptable range: 30 to 600 seconds. **Default:** 240 seconds.

   c. Update Timeout Button:

   Click to apply the new timeout value. It will be enforced for all future long-polling requests.

   Important: This setting is essential for managing client responsiveness and server load.

4. **Response Section**

   Displays logs, emulator responses, and client interaction history.

   a. Response Display Area: Shows detailed logs such as received requests, responses sent, and
   internal state changes.

   b. Clear Link: Click **Clear** to reset the response log area.

   Use this section to verify that events are sent and requests are received correctly.

Troubleshooting *(continued)*

Reset Password

To reset the password perform the following steps in order:

1. Input the username (i.e., admin) in the **Username** field and click **Reset Password.**

Lutron Hospitality Interface

Username

admin

Password

Reset Password   Login

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Figure 43: Password reset

2. The following steps have to be performed in under 30 minutes otherwise the entire process has to be restarted:

    a. Tap the yellow button on the Appliance processor.

    b. The password for the username entered in **Step 1** will be reset to the default password (can be found at the beginning of this document).

    c. Log in with the default password and enter a new password in the next window.

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Troubleshooting *(continued)*

Firmware Upgrades

By default, the integration appliance will be upgraded automatically when a new gamma version is available. The upgrades can be configured on the template of the integration appliance.
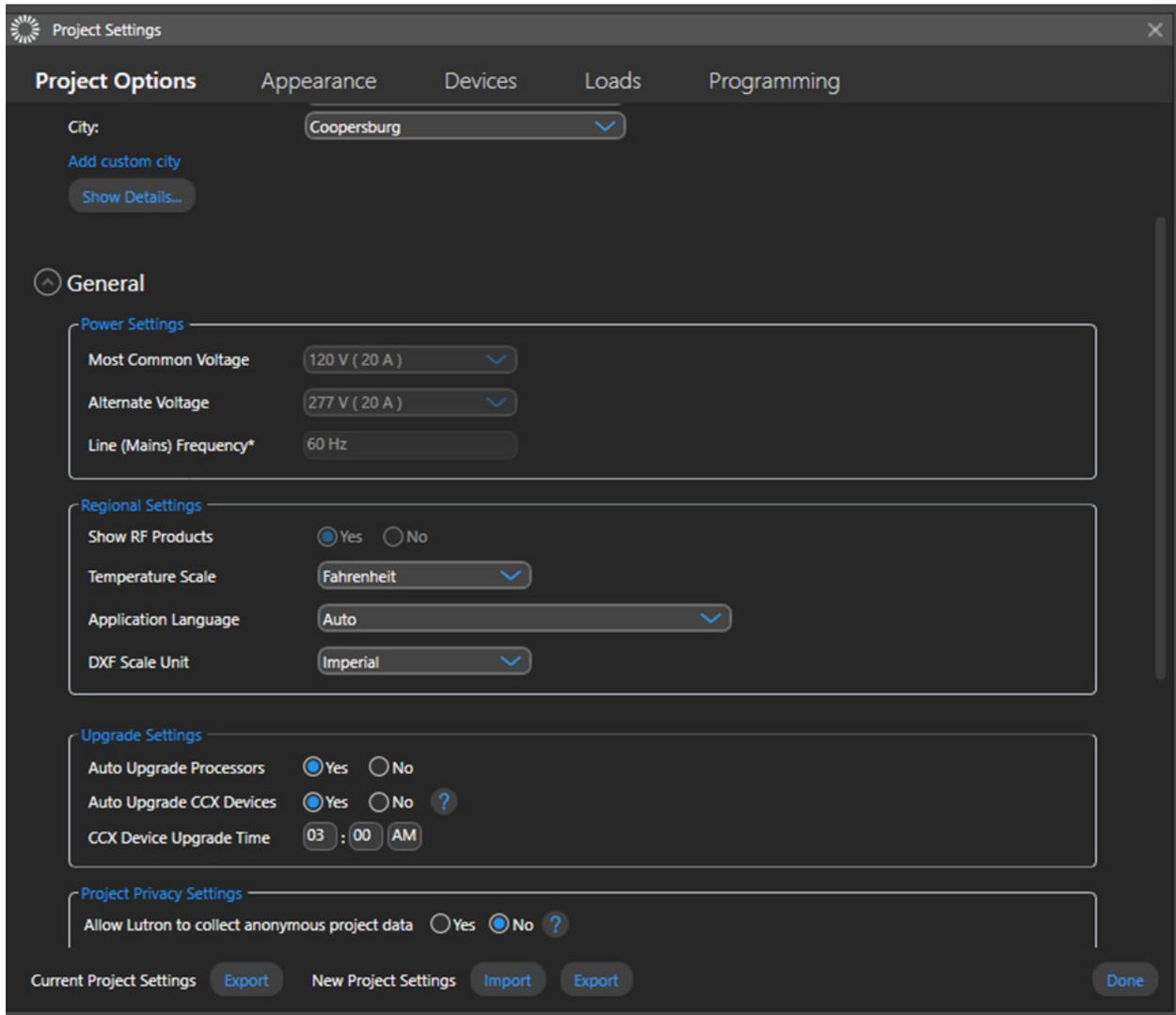

Figure 44: Firmware upgrade settings

Customer Assistance

If you have questions concerning the installation or operation
of this product, call the Lutron Customer Assistance.

Please provide the exact model number when calling.
Model number can be found on the product packaging.
Example: SZ-CI-PRG

U.S.A., Canada, and the Caribbean: 1.844.LUTRON1
Other countries call: +1.610.282.3800
Fax: +1.610.282.1243

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