

International RA2 Select Frequently Asked Questions

Q1: Where can I find general information about RA2 Select?

A1: Visit our website at: http://www.lutron.com/ra2select_europe or download the brochure at: http://www.lutron.com/TechnicalDocumentLibrary/3672737EA_RA2_Select_Brochure.pdf

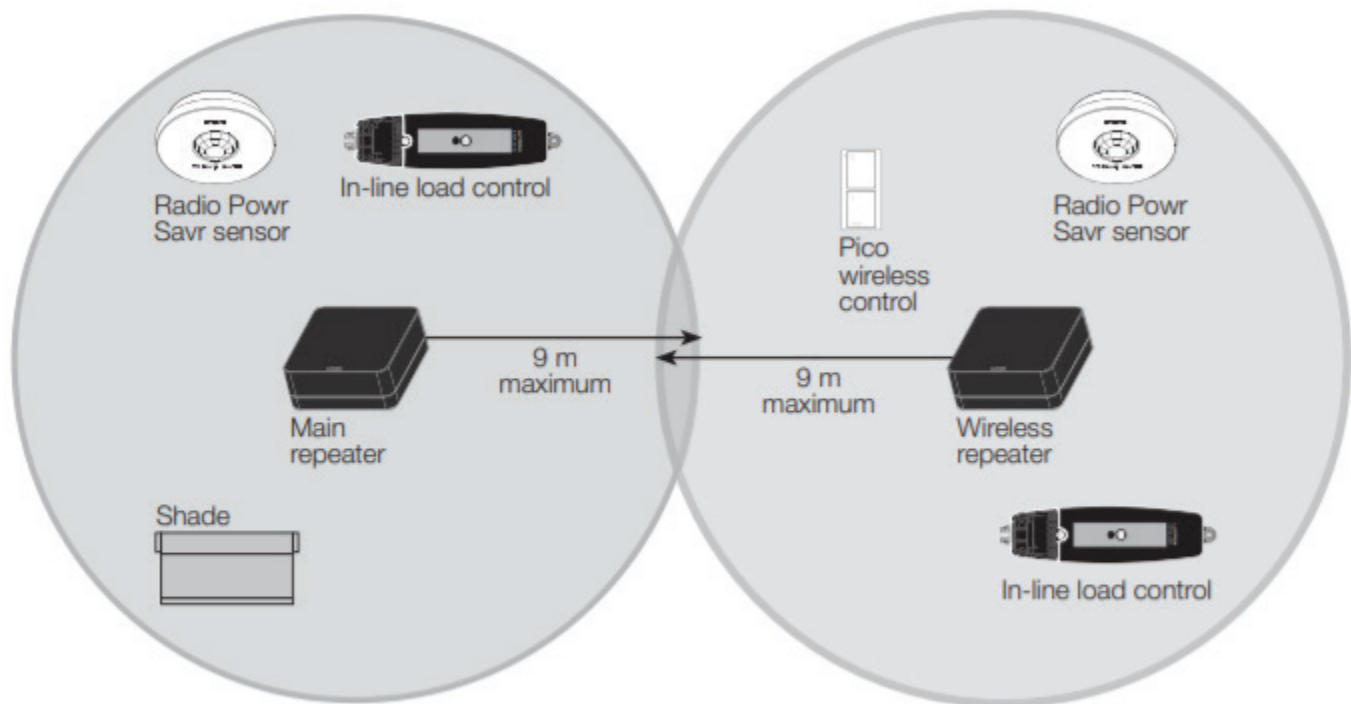
Q2: How many devices are allowed in a RA2 Select system?

A2: 100 devices in total. This total includes:

- One RA2 Select main repeater (RRx-SEL-REP2-BL)
- Up to four RA2 Select wireless repeaters (Lx-REPPRO-BL), and
- Up to 95 Pico keypads, dimmers, switches, window treatments/shades, and sensors (any combination).

Q3: What is the maximum distance between any device and a repeater? And between two repeaters?

A3: The maximum distance from any device to a repeater is up to 9 m which includes passing through typical walls, floors, and ceilings. The distance between repeaters should be no more than 18 m, also passing through typical walls, floors and ceilings.



Q4: Is it possible to connect non-dimmable LED loads to the RRx-R25NE-240 dimmer?

A4: No. Usually these loads have inrush currents, which can negatively affect the performance of the dimmer. For non-dimmable loads the RRx-R6ANS-240 switch should be used.

Q5: Where may I obtain integration IDs to configure integration with third-party systems?

A5: Go to the application settings and activate Telnet. Next, you will be able to send a report with an integration ID to your email (iOS) or save it in memory (Android).

Q6: How do I reset the repeater's network settings and HomeKit settings?

A6: To reset the repeater's network settings to factory settings (DHCP), press and hold the button on the device for 20 seconds until the LED backlight flashes. This procedure will also reset the binding of the device to HomeKit. A HomeKit reset procedure may be required when you reconnect a repeater from one system to another.

Q7: How do I reset (any) devices to factory settings?

- A7: 1. Quickly triple-tap the button on the load control, holding on the third tap.
 2. Once the load starts to flash, release the button and immediately triple-tap it again and release the button.
 3. The load will flash and the load control will be returned to its factory settings.

Q8: What if the internet goes out? Will the basic functions work?

A8: Yes, the performance of basic system functions is independent of the internet. The ability to control lights and shades from Pico consoles and sensors will remain. The Lutron mobile application will also stay functional as long as you are within the local network at home. In the absence of Internet, cloud services (IFTTT, SONOS, voice assistants, etc.) and mobile application in remote access mode will stop working.

Q9: What happens if the hub/repeater fails? Will the system continue to work?

A9: Yes, Pico controls and occupancy sensors will still control any devices that are within a 9 m range. If a repeater fails, global scenarios like “Turn off the lights in the whole house” may partially stop working.

Example of a private 3-floor house: To increase the coverage area, a separate repeater was added to each floor. Suppose the repeater that was on the second floor was out of order. If you press the Pico button with the “Turn off All” scenario in the third bedroom, the command may not reach the devices on the ground floor, because the signal will not be amplified by the missing repeater on the second floor. However, the lights within a 9 m range of the Pico on the third and second floor will turn off.

Q10: How long can battery powered devices run between battery replacements?

- A10: Occupancy sensors- up to 10 years. Test report:
http://www.lutron.com/TechnicalDocumentLibrary/3672437_Battery_Lifetime_Whitepaper.pdf
 Pico remote- up to 10 years with 10 clicks per day
 Battery roller blinds- 3 to 5 years, assuming two lifts every day

Q11: Are there any limits on the number of mobile devices that can simultaneously control the system through a mobile application?

A11: Up to 10 simultaneous connections. This restriction applies when mobile devices are connected via the local network. If your device connects through the cloud, there are no such restrictions.

Q12: Are there restrictions on the number of scenes/timeclocks?

A12: No more than 100 scenes and no more than 50 timeclocks in the system.

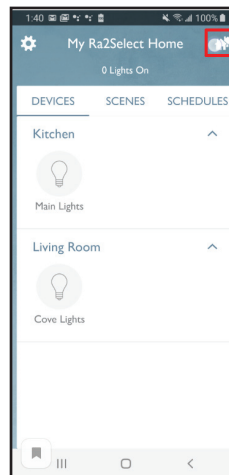
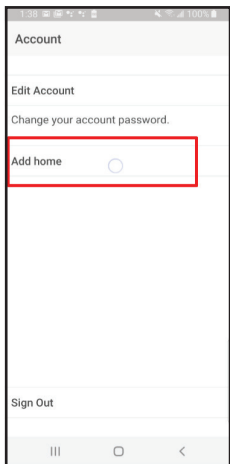
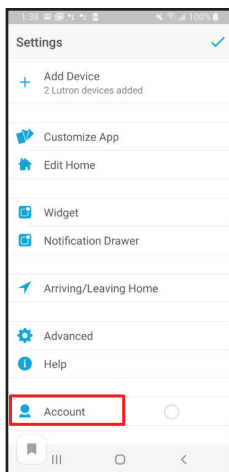
Q13: Can I recover my password from my account if I forgot it?

A13: The standard password recovery procedure is available at https://device-login.lutron.com/users/sign_in (and choose the forgot your password link)

Q14: Can I manage multiple RA2 Select houses with one account?

A14: Yes, it is possible with the App version 6.6 or later.

1. Go to your account
2. Click Add Home
3. Switch between houses



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