

## myRoom Troubleshooting Guide

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### Overview

Lutron hospitality solutions offer a wide range of products and capabilities to allow the utmost flexibility in enabling automation and guest comfort in guest room spaces.

In the course of normal operation, there may be instances where issues arise and troubleshooting the issue may be required. Prior to escalating to Lutron Customer Assistance, there are some basic things that can be investigated looking for common symptoms. This guide will walk through some common symptoms and give guidance on how to approach the problem.

Each of these flow charts starts with a basic description of a problem (**white**), and each action path terminates in either a resolution step (**green**) or escalation step (**pink**). A note to escalate to Lutron Customer Assistance indicates an escalation through your normal process, which may include Lutron Service, your local Hotel Technology Integrator, or Lutron Customer Assistance.

In some cases, a step may represent a deeper troubleshooting process (**blue**) referenced later on in the document. These deeper processes may require knowledge or access to tools that you may not have or be comfortable using. If that is the case, proceed past the step or escalate for assistance.

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## Assumptions:

1. System was up and running properly prior to this issue being identified.
2. Audience is an onsite DOE/Technical resource without deep knowledge of Lutron software, but is comfortable with electrical troubleshooting and wiring.
  - Processes in blue are for power users or escalated contacts and may require use Lutron software or advanced troubleshooting tools
3. “Contact Lutron” is a stand-in for reaching out to your normal escalation channel to get assistance from Lutron. This may mean reaching out to the Hotel Technology Integrator (HTI) that worked on the project, Lutron’s Field Service group, or Lutron’s Quality, Training, and Service (QTS) team member for your region that focuses on supporting the Hospitality market. If you are unsure what your normal support channel is, no longer have the contact information, or are struggling to reach your normal contact please contact Lutron Customer Assistance using the contact information on the last page of this document.
4. No renovation or re-work has been done to the system, wiring, or general environment within the room since the room was last functioning properly.

## Color Code Descriptions



### **White - Symptom**

- A customer-facing issue to be investigated.



### **Yellow - Action/Check**

- Some action to be taken or probable cause to be checked.



### **Blue - Advanced Troubleshooting Process**

- A deeper troubleshooting process.
- May require use of Lutron software or advanced tools.
- Intended for a power user or escalated technician.



### **Pink - Escalation**

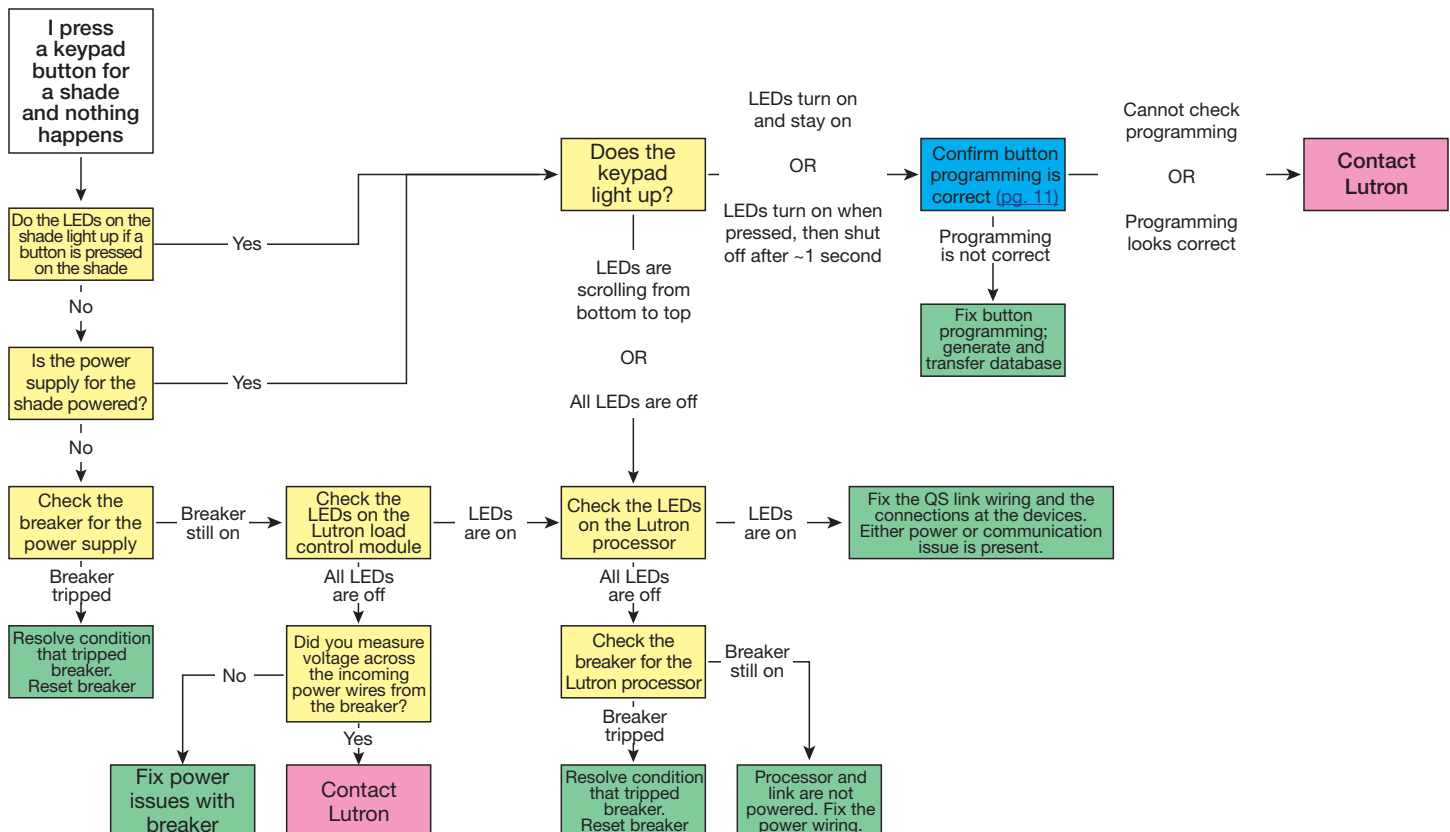
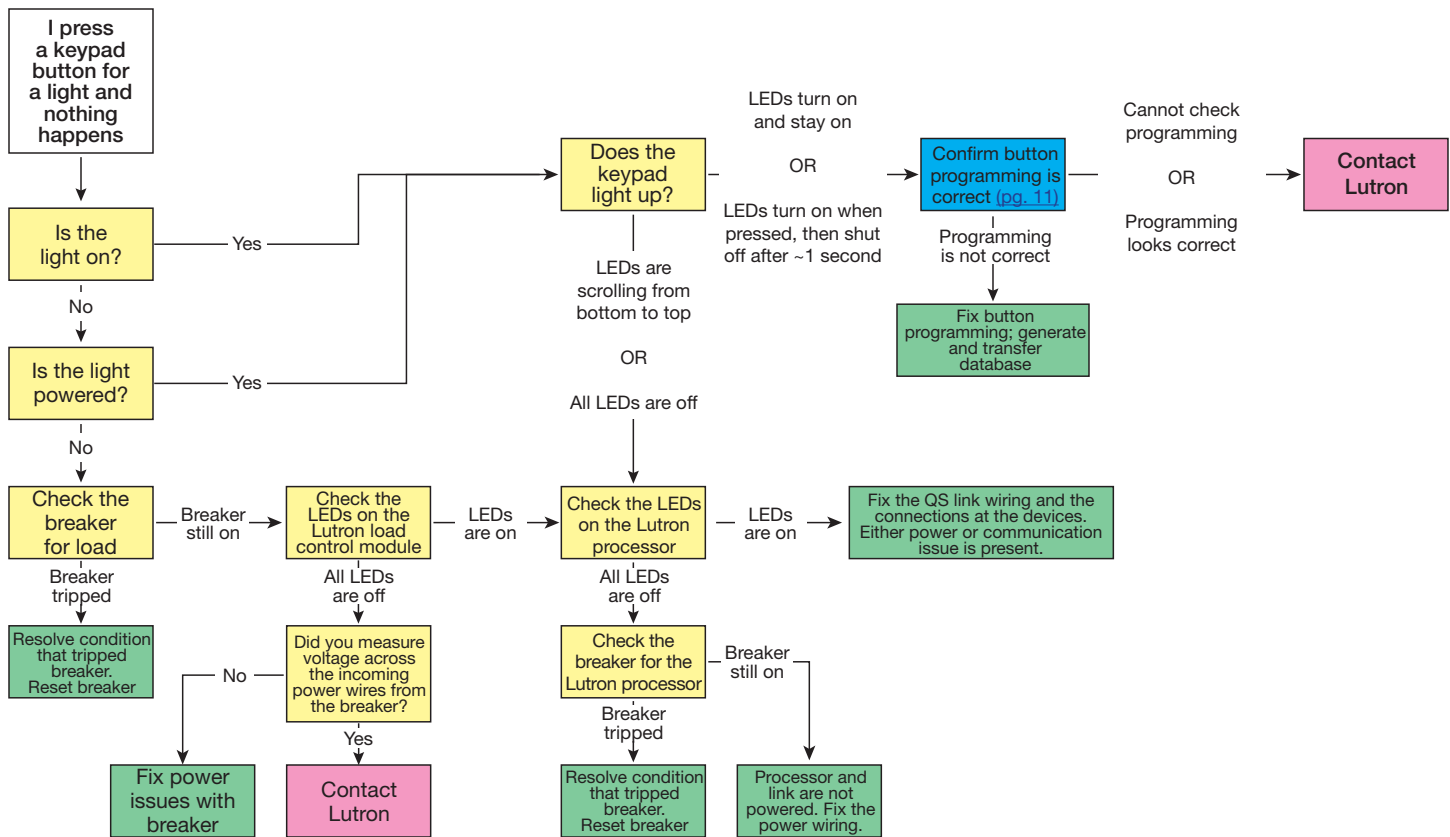
- Indicates a need for another group and who to reach out to for the situation.

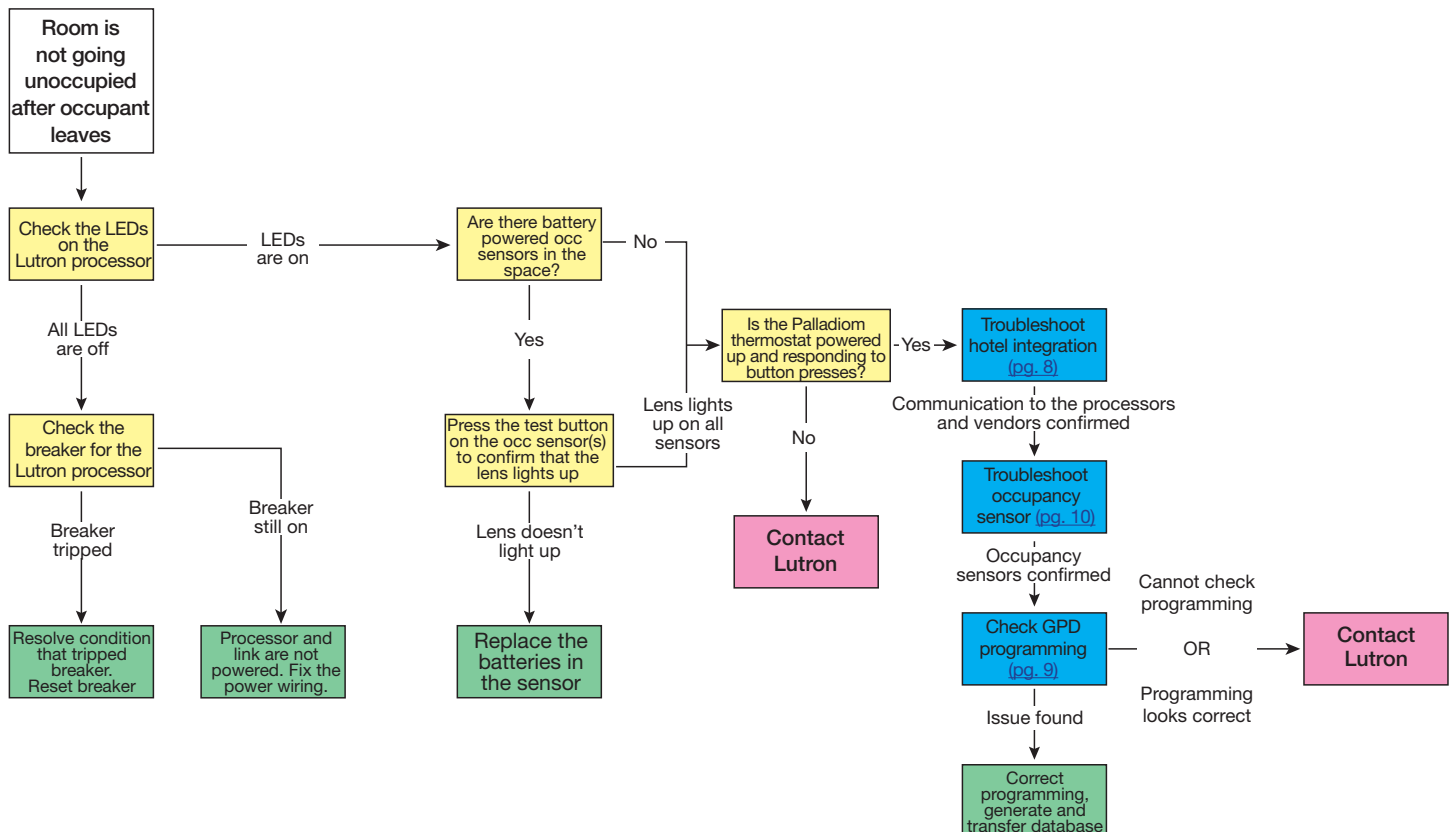
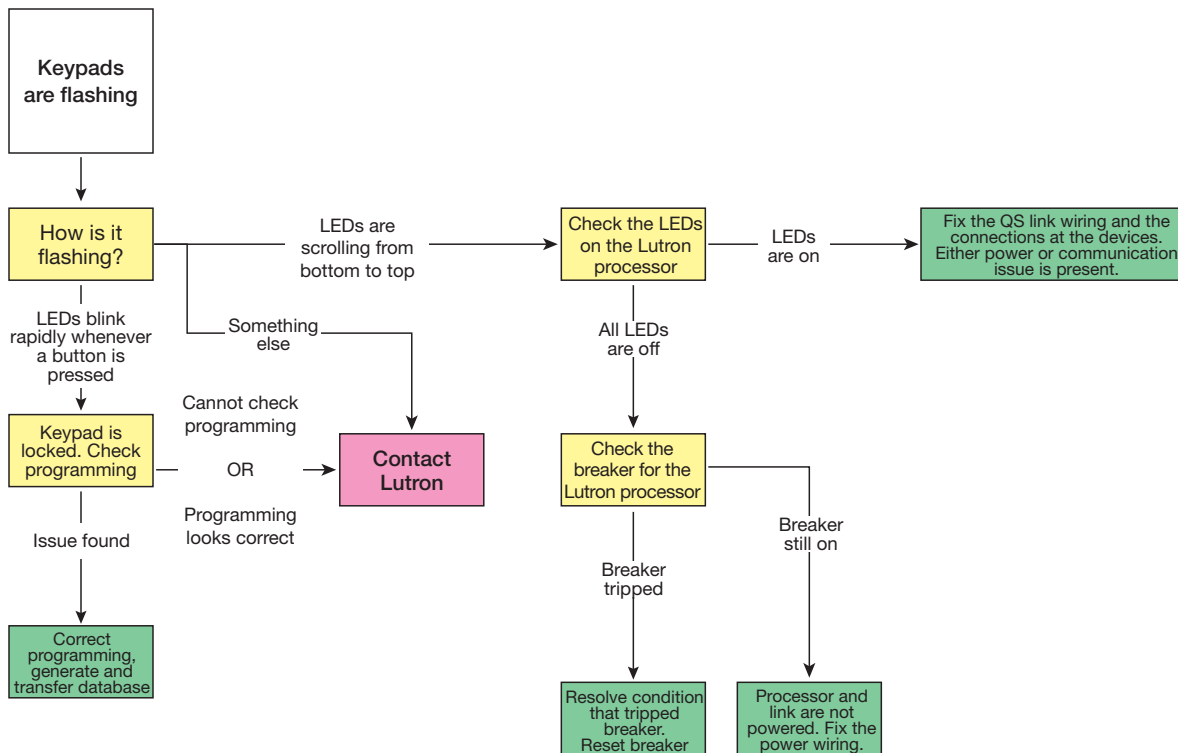


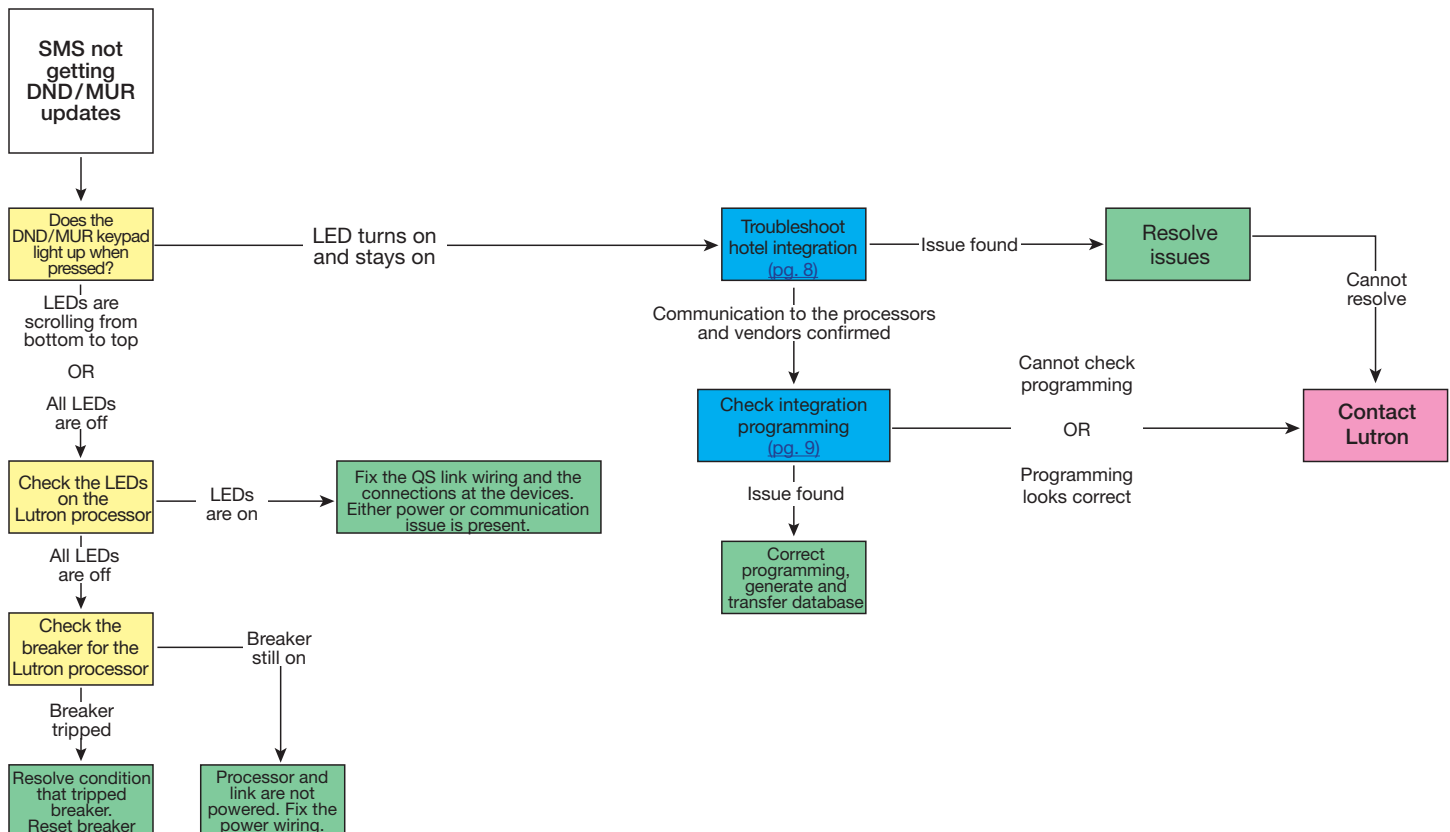
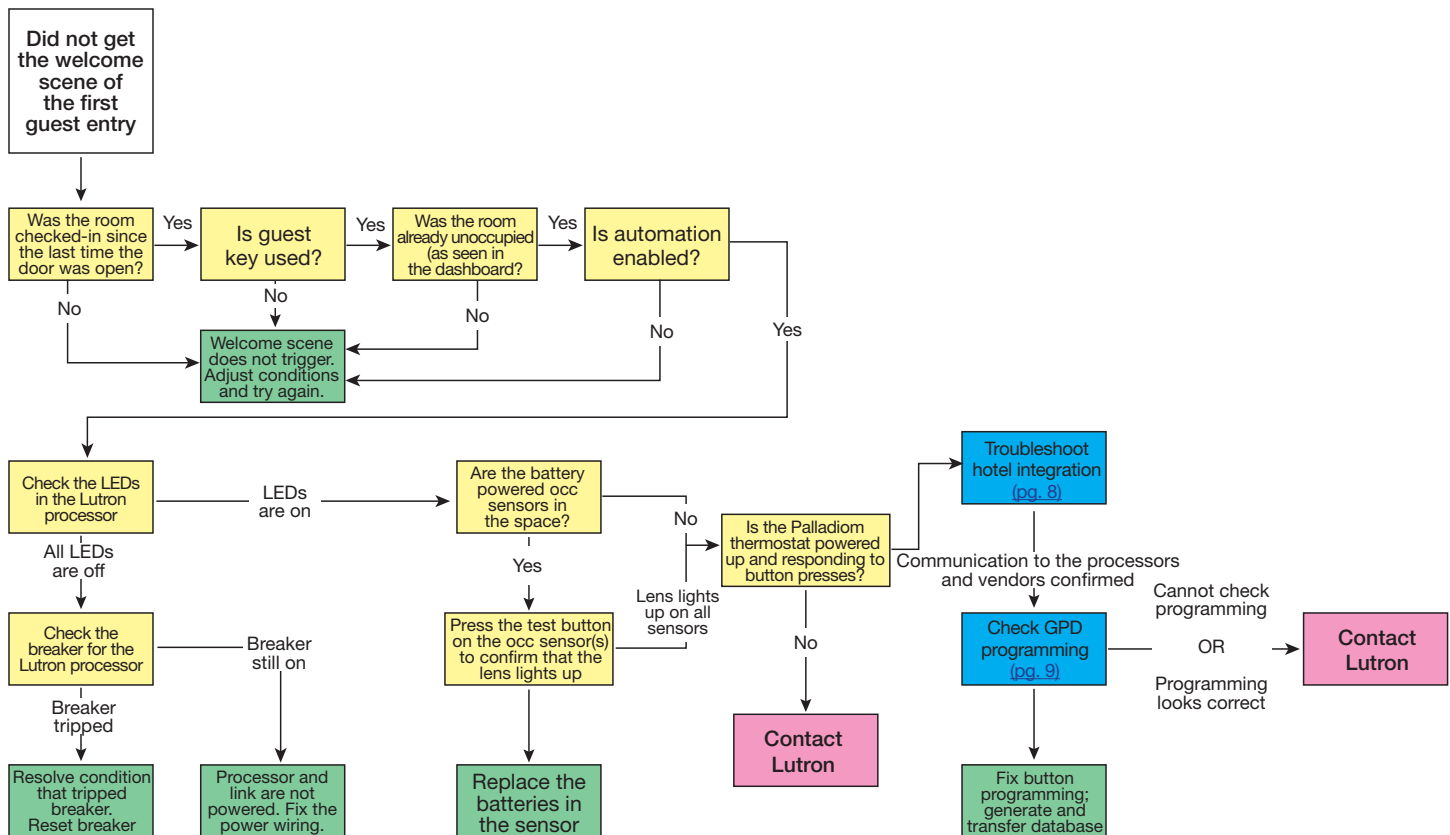
### **Green - Resolution**

- An action that should resolve that particular branch of the decision tree.
- If a green action does not resolve an issue, it will have changed some path of what was discovered, and restarting the decision tree may be required.

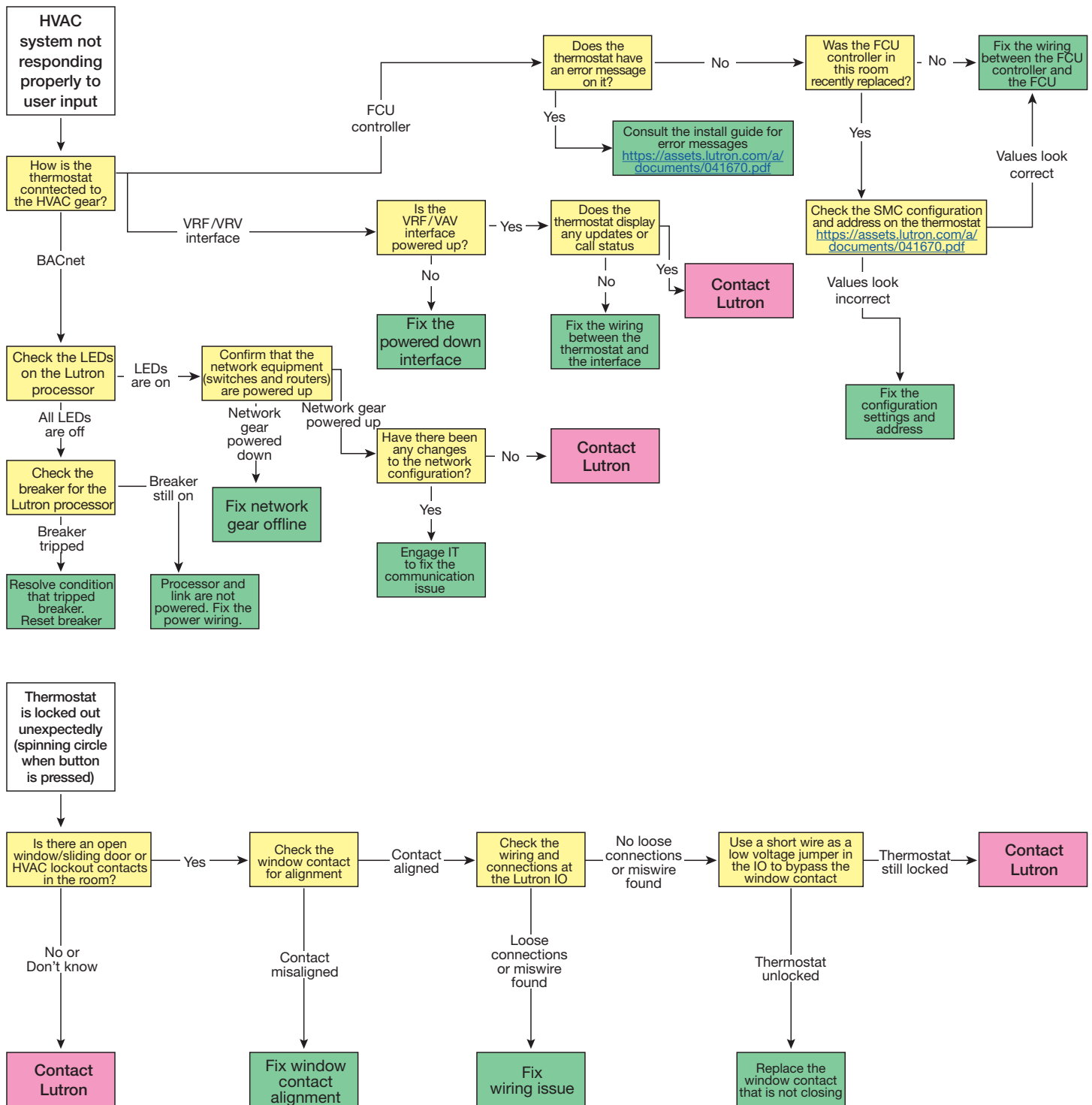
## Symptom Flowcharts

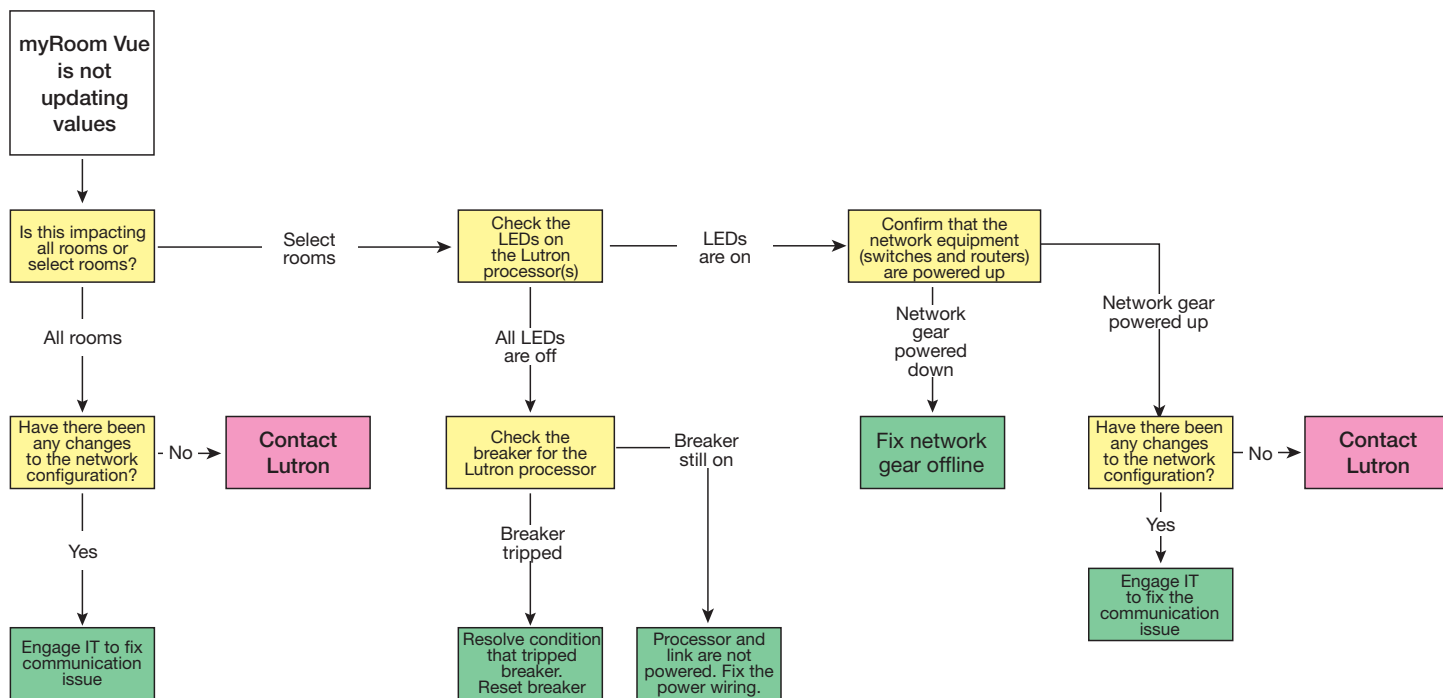
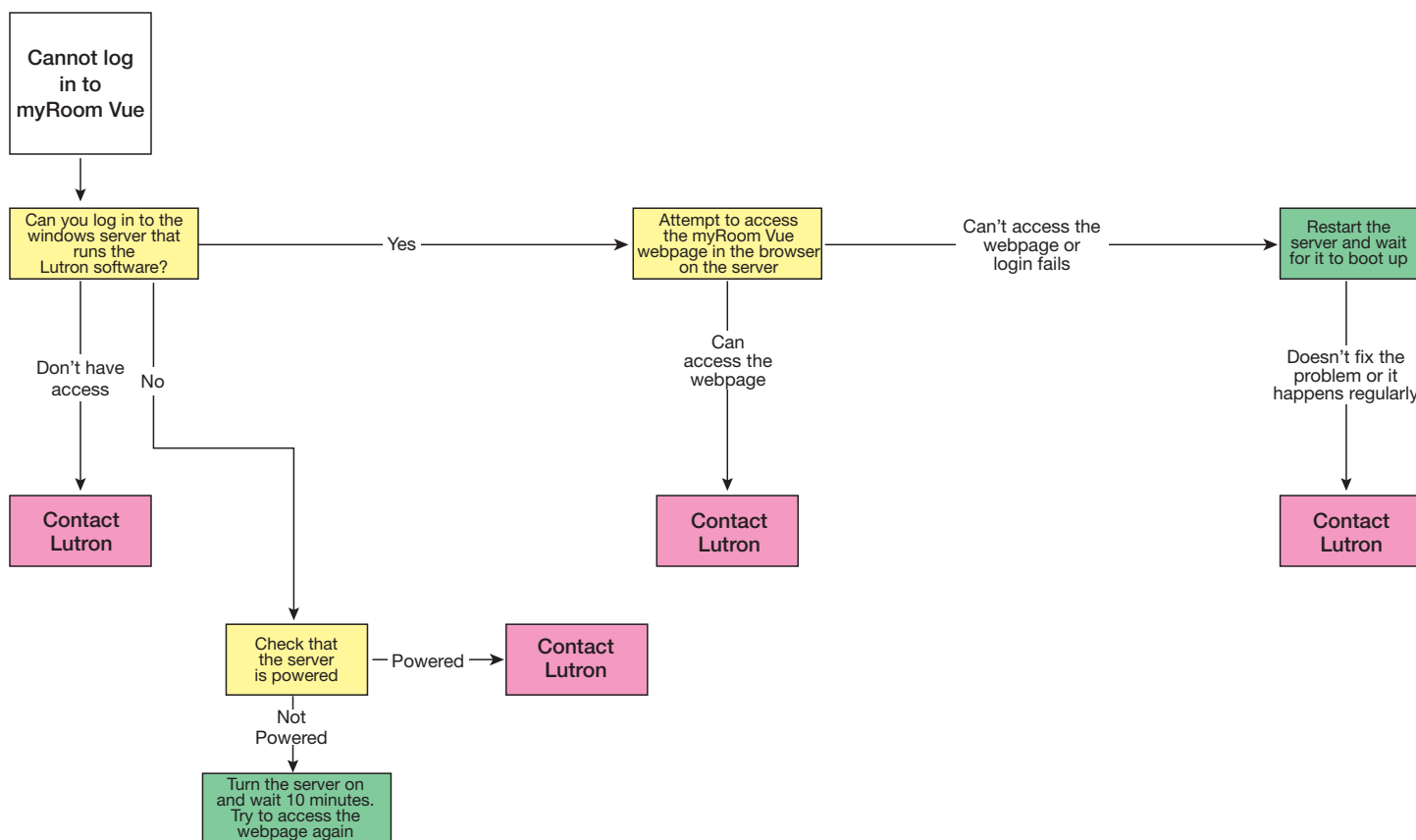


Symptom Flowcharts (*continued*)

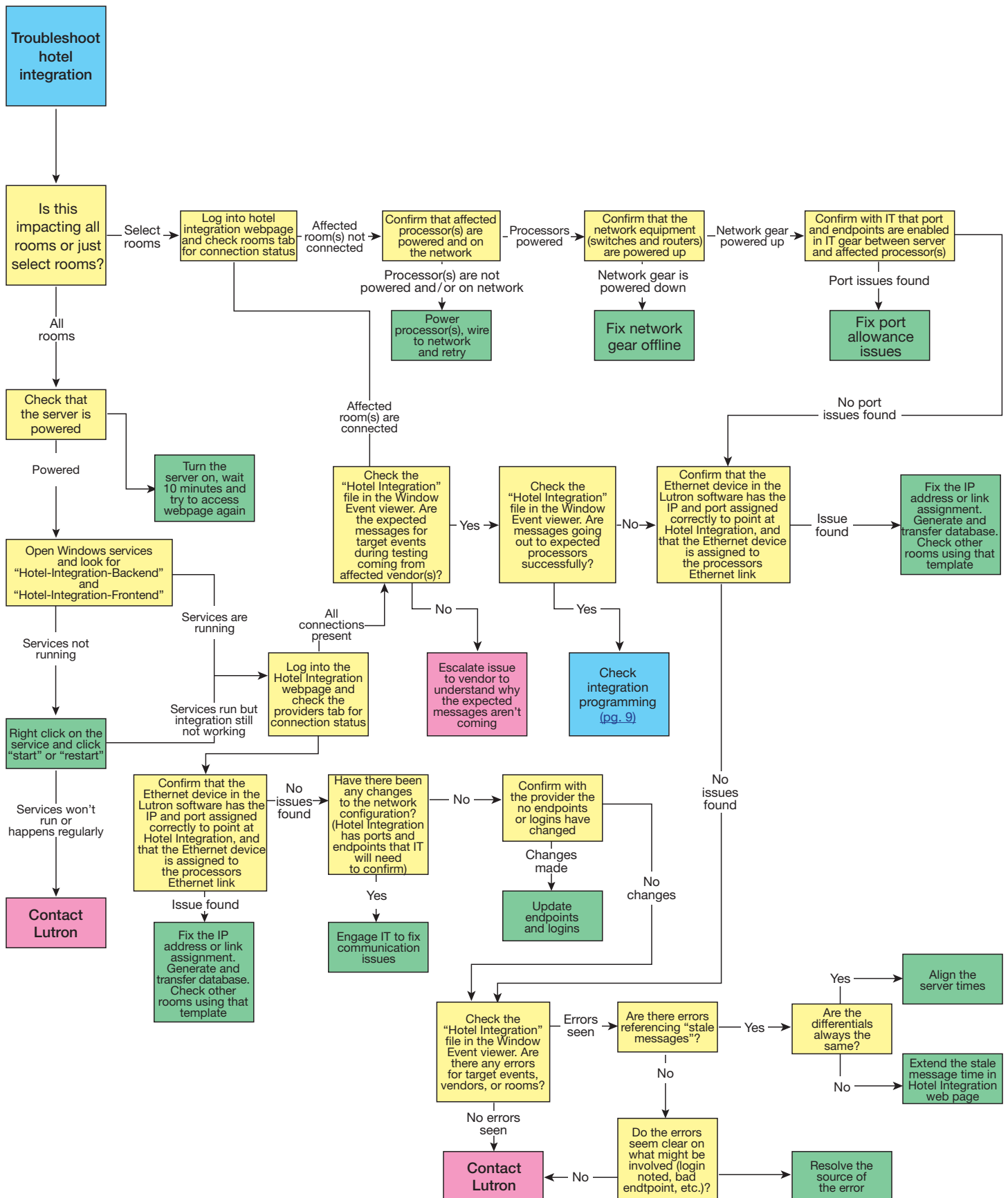
Symptom Flowcharts (*continued*)

## Symptom Flowcharts (continued)



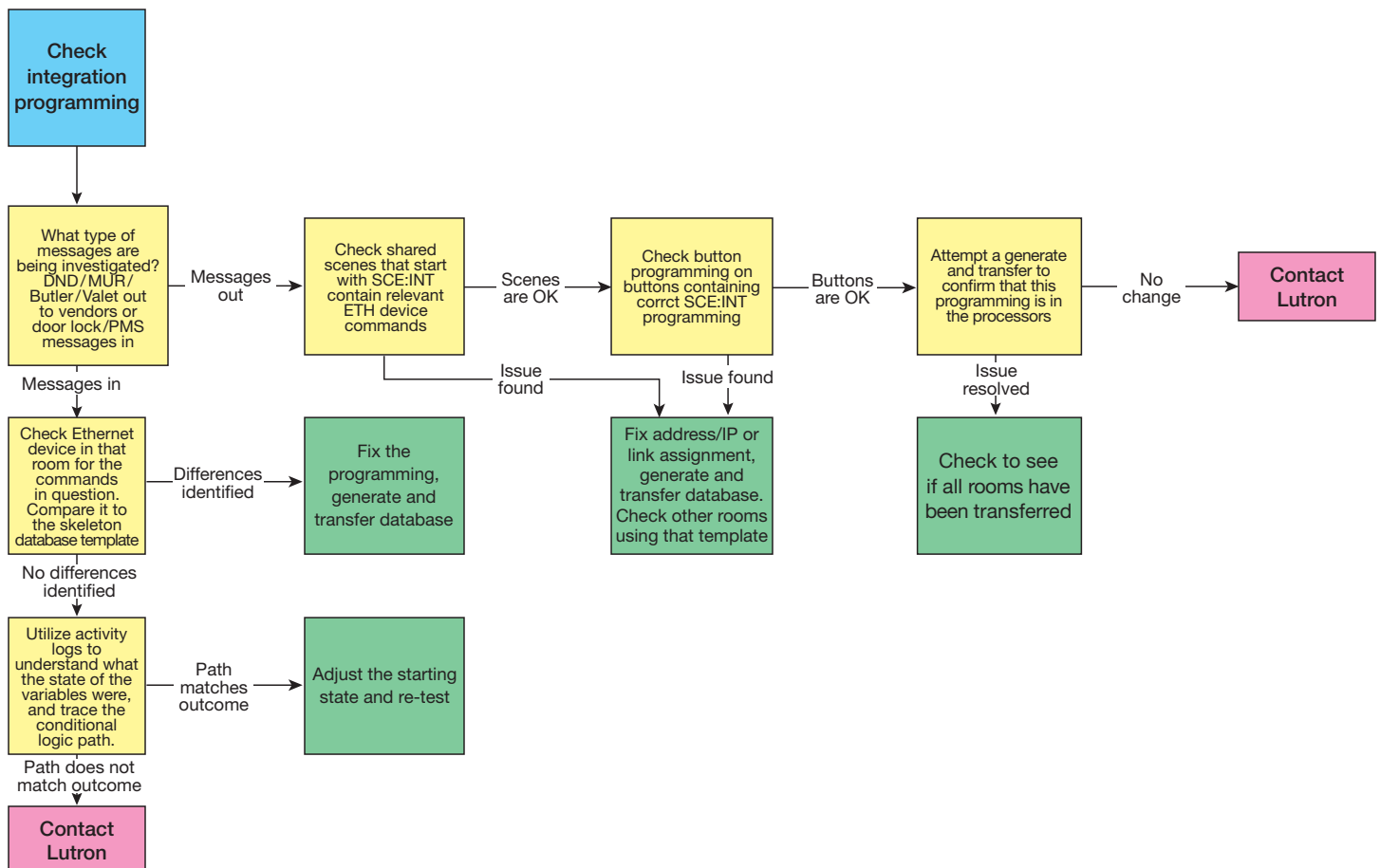
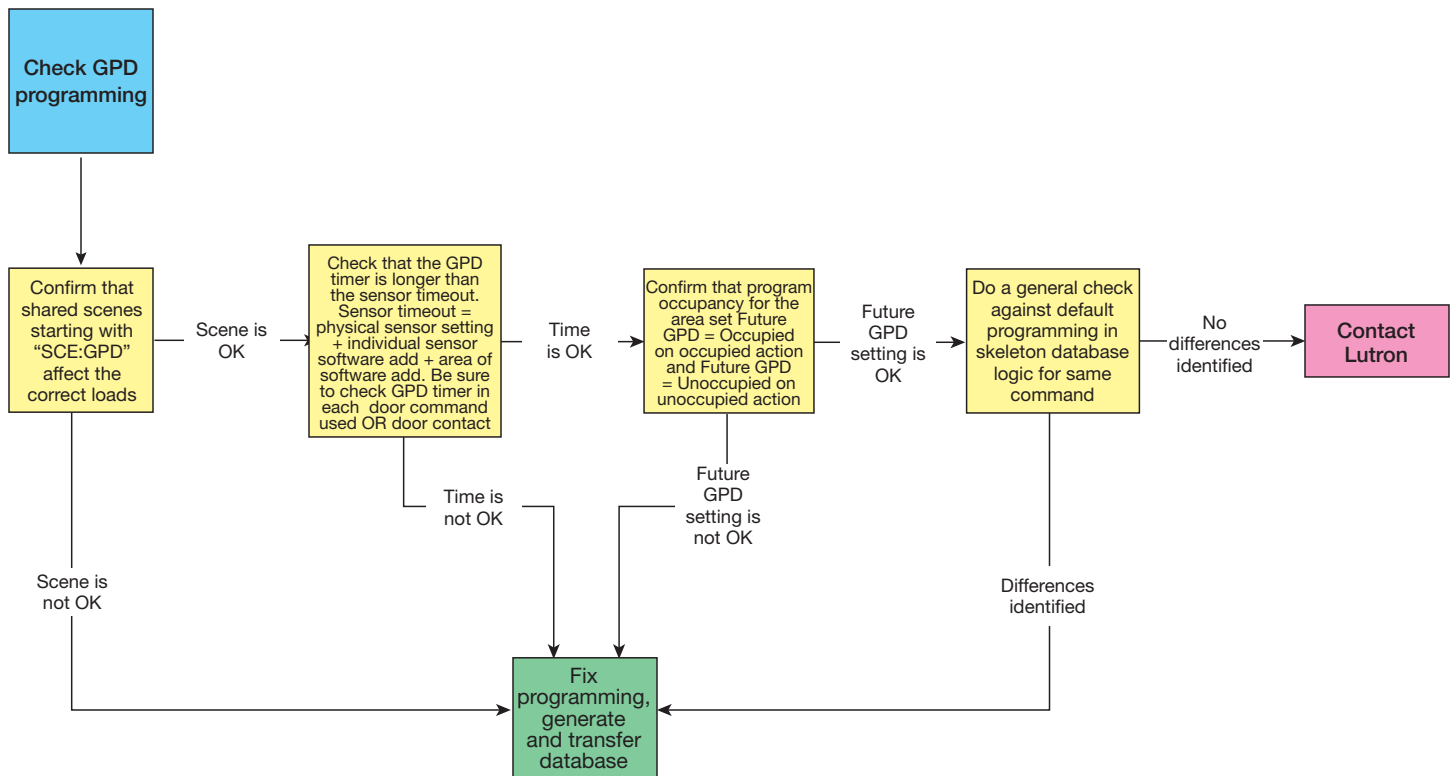
Symptom Flowcharts (*continued*)

## Troubleshooting Flowcharts

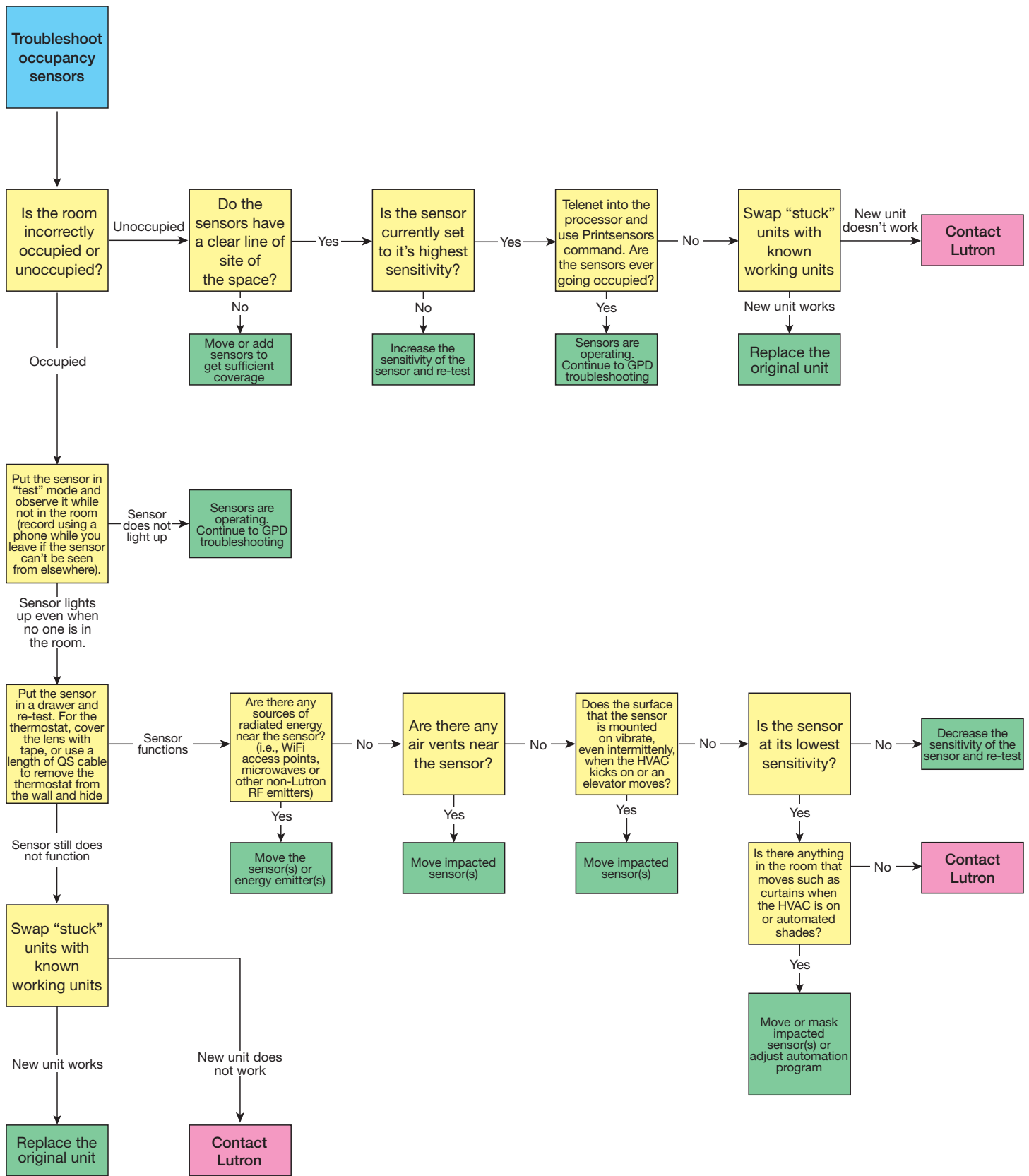




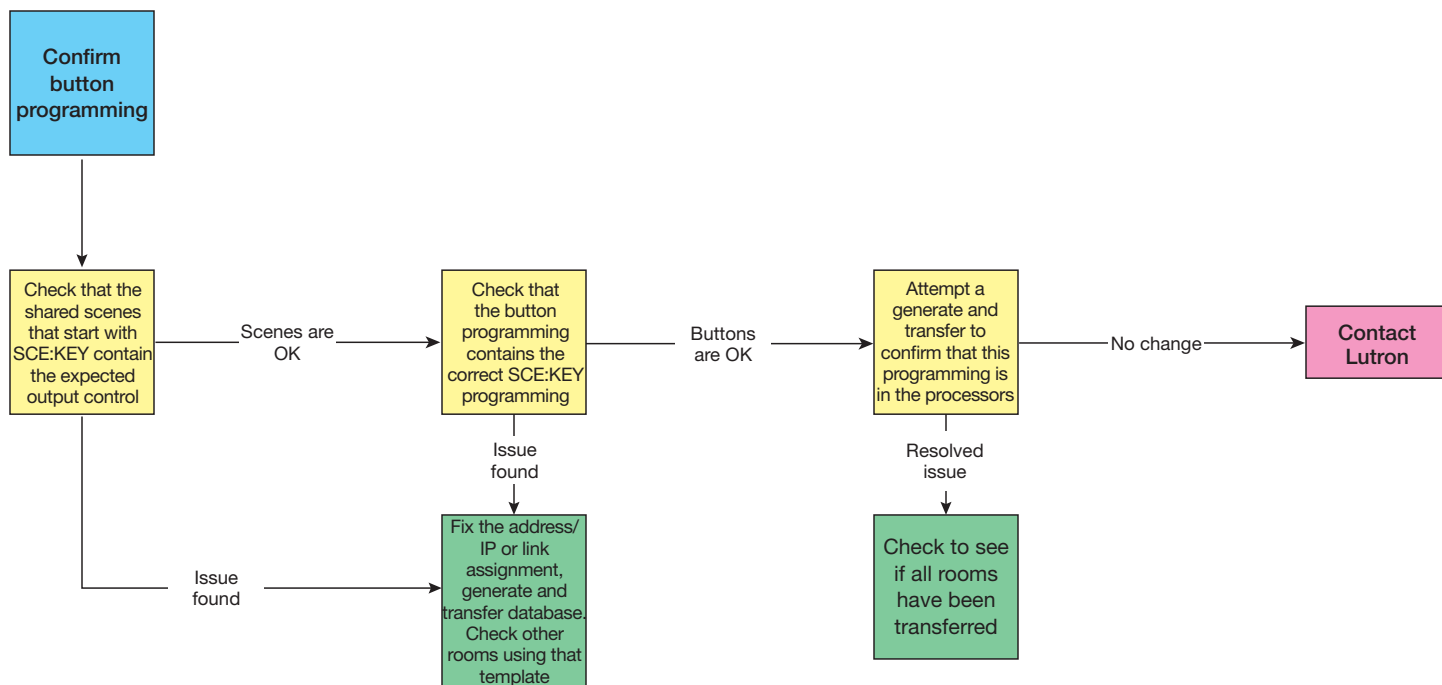
## Troubleshooting Flowcharts (continued)



## Troubleshooting Flowcharts (continued)



## Troubleshooting Flowcharts (*continued*)



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