Lutron Dashboard Software

The Lutron dashboard enables building management by empowering building operators and staff to correct issues, manage change requests, and improve the space for the occupants.

- Quickly understand when and where problems arise with just-in-time troubleshooting and training to keep your facility running smoothly.

- As change requests occur, understand how the system was operating with system logs and space utilization data to make well informed decisions.

- Visualize building data through a range of curated views, from floorplans to charts giving access to the insights needed to optimize spaces, meet sustainability goals, and more.

- Manage and empower your team with training via quick access to system orientation, system FAQs, software videos, and many more training modules.

  All with the support of Lutron services to ensure you make the most of your lighting control system.

Premium Cloud Services

There are premium features that require the purchase of ADB-#Y-NEW to obtain.

Some features will be automatically included by default with the Lutron Dashboard by purchasing a Lutron system even without purchase of premium cloud services. These features are core features to running a building.

Model Number

ADB-1Y-NEW: 1 year access premium cloud services

Note: If a longer subscription is required, the 1-year "1Y" can be modified to 2-years "2Y" through 10-years "10Y".

System Requirements

- Compatible System Types
  - Athena
  - myRoom XC
  - HomeWorks QSX[1]
  - RadioRA 3[1]
- Systems must be connected to the internet.
- For continued operation, either automatic firmware updates must be enabled or firmware updates must be applied every 3 months.
- Service is required. This can be done as part of the initial system startup.
- Maximum of 300 areas per floor or database (collection of areas that share control)
- Maximum of 1600 processors and gateways per building (collection of floors)
- Maximum of 100 floors per building
- Maximum of 5000 guestrooms or managed serviced residences per building
- Internet browsers at their current released versions such as Chrome®, Safari®, or Edge®
- For networking, please see the appropriate Lutron IT Guide at lutron.com for further information
  - Lutron IT Guide (P/N 040453)

[1]Residential systems functionality will vary from Athena and myRoom XC

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Features

Navigation

- Navigate between buildings
- Navigate between floors and areas using customized graphical floor plans[1]
  - Floor plans will be generated from the construction submittal documentation
- Navigate to guestrooms across all floors by search, filter by room status[2]
- Navigate to an area details page from floorplans, area list, and the guestroom table[5]

User Access

- Supports up to 10,000 myLutron user accounts using username and password (same account for Lutron app) with no concurrent user limit.
- Share access with anyone who has a myLutron account
- Single sign on is supported as a part of the system. reference the IT implementation guide (P/N 040453) for more details.

Energy Graphical Visualization

- View and export historical lighting and HVAC[2] energy and power usage graphs and charts[3]
- View historical lighting energy usage on a graphical floorplan by area[1]
- See comparisons of energy usage over a period of time for one or more areas[1]
- Data is filterable by floor, area, date range, and working hours[4]

Occupancy Graphical Visualization

- View and export occupancy by time and occupancy by area data in graphs and charts
- View historical occupancy data on a graphical floorplan by area[1]
- Data is filterable by floor, area, date range, and working hours[4]

Guestroom Summary Table[2]

- View guestroom data including lighting and HVAC energy, occupancy (via guest presence detection), Make-Up Room/Do-Not-Disturb room status, device alert status, and HVAC status

Alerting and Notification

- The dashboard will alert the following conditions:
  - Lutron device not responding (QS and Clear Connect Type A and Type X[5])
  - Low battery
  - Processor offline
  - DALI2 alerts via DALI Energi Savr Node and DALI Athena Wireless Node (missing, driver failure, lamp failure)
- Notifications will be sent to the appropriate system user (based on permissions)

Support and Training

- Interactive in-browser training to understand new feature benefits
- Self-paced training content to manage attrition

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[1] Only available for Athena systems.
[2] Only available for myRoom XC Guestroom systems.
[3] Energy and power data are calculated based on information provided in the submittal package.
[4] Working hours is defined at system startup.
[5] Feature will be coming soon.

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Features *(continued)*

Data Storage and Retention

- Energy and occupancy data is collected in 15 minute intervals
- Data will be stored for three years as long as the dashboard subscription is active
- Data will be stored for up to 60 days after subscription expires (without renewal). After 60 days, all data will be deleted
- Energy and Occupancy Data may be exported in .csv format for all areas for a given time period

Area Details Page[3]

- Overview page for a specific area or room
- Details will include:
  – Area and room current status
  – Device status alerts
  – Energy and occupancy live data
  – Lights/shades/HVAC status and control
- HVAC activity graphs [2]

Floor Plan Requirements[1]

Floorplans are not required for Lutron dashboard operation. If floorplans are not provided or available, an area list will be used for navigation.

Floorplan Background Creation

- The floorplan background in the dashboard will be generated from the floorplan images provided in the construction submittal documentation by default unless alternate drawings are made available.
- Multiple drawings will not be merged unless requested
- Lutron will configure the navigation images using a perimeter layout with no background if:
  – Requested
  – Background images provided contain too much information
  – Background images have poor resolution
- Lutron will not configure a floorplan if drawings are not provided

Drawing Document Requirements

- Drawings are required to be in a CAD format such as .dxf or .dwg
- Adobe .pdf files are acceptable
  – They may require additional time to remove unnecessary information
  – They cannot be combined into one drawing by Lutron
- Lutron recommends one drawing per floor and using FF&E (Furniture, Fixtures, and Equipment) style drawings as they have less information and will deliver a more aesthetically pleasing result
- Customizations or modifications to the layout or appearance of the floorplan are subject to approval by Lutron. Additional fees and time will apply

Customizations and Modifications

- All requests (e.g., customizations, modifications, combining documents, etc.) must be submitted 8 weeks prior to start of system commissioning
- All floorplans can be customized and / or modified. Please contact lscscheduling@lutron.com to request this service after system startup
- Late requests, customizations, modifications, or other actions requiring additional time may incur additional fees and are subject to approval by Lutron

DALI Emergency Testing

- System capability that enables the Athena processor to schedule, manage, and report test results of DALI-2 certified emergency loads connected to the QSN-2DALUNV-D/S modules or the Athena Wireless Nodes (A-WN-D01/E01)
- Processor must be connected to the Internet to obtain the test results report

[1] Only available for Athena systems.
[2] Only available for myRoom XC systems.
[3] Features will be coming soon.

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Lutron Dashboard Features

	Athena	myRoom XC Guestroom
Navigation		
Floorplan	x	
List View	x	x
Area Details Page [2]	x	x
Energy		
Lighting	x	x
HVAC		x
Floorplan Visualization	x	
Room/Area Status		
Occupancy	x	x[1]
MUR/DND		x
HVAC Status		x
Floorplan Visualization	x	
Alerts		
Lutron Device not Responding	x	x
Low Battery	x	x
Processor Offline	x	x
DALI2 Driver Alerts	x	x
System Notifications		
Web Application	x	x
Email	x	x
System Activity		
System Event Log Export	x	x
Historical HVAC Graph [2]		x

[1] Occupancy is based on guest presence detection algorithm.
[2] Feature will be coming soon.

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Security Statement

Lutron takes cybersecurity very seriously. We actively monitor the threat landscape and take a proactive approach to security and privacy, continuously working to update and enhance our systems and processes.

At Lutron, we call our approach to cybersecurity **"Secure Lifecycle"**, and we would like to present the following steps we take to protect your security and privacy:

- **Security by Design.** When building a new system, Lutron utilizes a dedicated security team to ensure best practices are implemented. Security is built in. It is not an afterthought or an add-on.
- **Third-Party Validation.** Security is complicated. Lutron has a dedicated team of internal experts, but we also leverage external experts to double-check our work, and to make security recommendations.
- **Continuous Monitoring and Improvements.** Security is a constantly moving target. Lutron uses a dedicated security team to continuously monitor for potential threats and, when needed, send out security patches to update installed systems.
- **Ongoing Support.** Lutron has the resources you need to answer questions about security when they arise.

We incorporate a variety of security features into our product designs. These features include recommendations from the National Institute of Standards and Technology (NIST®) among others, and they are aimed at meeting our secure lifecycle protections. While we do not publish a comprehensive list of our security features, the following list is a small example of some of the techniques employed in our system designs for Processors and associated services (such as mobile applications and cloud resources):

1. Secure and authenticated remote access with unique keys for every system
2. A secure hardware element ("chip") on all processors to guard the keys used for secure communication and authentication
3. Enforcing industry-standard encrypted communication and techniques for our integration protocols to the highest extent possible. Any integrated third-party components or systems should be evaluated independently.
4. Secure commissioning – all communication between the system programming software tool/app and the processors is encrypted and authenticated. Programming a system requires permission to access that system.
5. Security updates are pushed out automatically to the lighting system for urgent security patches. Lutron is committed to one year of security support from system start-up date.
6. Use of industry-standard techniques for cloud-based integrations, such as OAuth2.0
7. Signed processor firmware to ensure a firmware update is authentically from Lutron.

If you have additional questions or would like to make a vulnerability disclosure to Lutron, please contact Lutron's 24/7 Technical support Line at 1.844.LUTRON1 or email us at systemsupport@lutron.com.

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