LUTRON

RadioRA 2 Homeowner Training Checklist

A homeowner's enjoyment of the system is directly related to their understanding of how the system operates. This checklist is intended to provide reminders while training homeowners on how to use their system. Please review each of these items with the homeowner while on-site.

☐ **Local control fail-safe operation**
Show the homeowner that local controls, such as Maestro, GRAFIK T, and GRAFIK Eye QS still function if the RadioRA 2 system is inoperative.

☐ **Air gap / FASS (Front Accessible Service Switch)**
Show the homeowner the operation of the air gap / FASS switch on the Maestro and GRAFIK T controls. Explain when to use it.

☐ **Integration Devices**
Demonstrate the operation of the 3rd-party integration equipment.

☐ **Lutron Connect Mobile Applications**
Instruct the end user how to use their Lutron Connect app, including the following key features:

  ☐ Setting up the HomeGlance screen (photo, Favorite zones and scenes)

  ☐ Timeclock and HVAC Schedule Editing

  ☐ Keypad editing

  ☐ Voice Control configuration (Amazon Alexa, Apple HomeKit, etc.)

  ☐ Adding Sonos to a button (if necessary)

  ☐ Using the Connect app with an Apple Watch (if necessary)

  ☐ Setup and explain Arriving/Leaving Home

  ☐ Provide customer with their credentials and review the following: changing password, forgot password, and changing email

☐ **Lutron Connect Help Menu**

Show user how to utilize the help menu of the Lutron Connect mobile app including where to find the dealer contact information, how to submit support files, and where to find How-To Videos.

☐ **General system programming overview**

Walk the homeowner through all programming that has been done and explain how everything in the system works. Go through each room to demonstrate system operation and to make any requested changes. Make sure the homeowner can successfully operate the system.

☐ **Local dimming control functionality**

Explain how local dimmers, such as a Maestro, work including a single tap on/off, double tap to full, and raise/lower.

☐ **Button Types**

Makes sure the customer understands the difference between Single/Multi-room scene, Toggle control/Room monitoring, and Path of Light. They should understand how the button functions along with the corresponding LED logic.

☐ **Raise/Lower buttons**

Explain how the raise/lower buttons on keypads will operate. Keep in mind, this can change based on the selected button type.

☐ **Timeclock Modes**

If different timeclock modes are utilized, show the customer how to switch modes and explain what events will run in each mode.

☐ **Occupancy sensors**

Explain the timeout feature of the RPS sensors and make sure the customer is happy with the timeout settings.

☐ **Rollback**

If rollback is enabled, explain how it functions and make sure the customer is happy with the timeout settings.

☐ **Engraving**

Ask the homeowner to live with the system for a few weeks before settling on what should be engraved on the keypad buttons and faceplates. This will avoid extra charges for additional button kits and faceplates due to engraving changes. Temporary button labels can used in the interim. Prior to submitting the engraving details to customer service to finalize the order, have the end user review and sign off on every page of the Engraving Report, printed from the RadioRA 2 software.

☐ **Remote dealer access to the system**

If you configured the site to allow for remote service access, discuss a procedure for system updates, since the system will be inoperative while being updated. If the homeowner will need to perform any tasks to allow remote access, discuss this procedure.

☐ **Telnet Credentials**

Create a telnet user name and password for each integration device that will connect to the processor. Only one device can be logged in using the same user name and password at a time. This can be completed using the Settings>Integration section of the software. Provide these credentials to the home owner and ask them to be stored in a secure location.

☐ **Leave a copy of the latest database at the job site**

Databases can be extracted, however, it is a good practice to save a backup copy on a CD or USB stick and leave it near the Main Repeater(s). Share the location of the backup copy with the home owner.