Troubleshooting | Caséta®

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1. Verify your phone is connected to your Wi-Fi network
2. Verify you have internet access while connected to your Wi-Fi network (open a web browser on your phone and go to a webpage)
3. Verify LED ring on bridge is on solid and dimly lit (normal operation)
   a. If off, bridge is not powered on
   b. If moving around in a circular pattern, bridge is receiving a firmware update. Try again in a few minutes once the firmware update is complete
   c. If flashing, bridge is not connected to router. Confirm Ethernet cable is connected to one of the LAN ports on the router and that the LAN port is working (typically indicated by a status LED on the router)
4. After verifying steps 1 – 3, unplug bridge from power then plug back in again and try again
5. If still stuck, unplug Wi-Fi router and plug back in again, then try again
6. If still stuck, turn phone off then back on again and try again
7. If still stuck, uninstall app and reinstall app, then sign in and try again
8. If still stuck, reset network settings on bridge by pressing and holding the button on the bridge for 20 seconds, then force close app, sign in and try again
9. If still stuck, download Fing app on your phone and run a network scan. Verify the bridge shows up in the list of devices and is online with a valid IP address (will show up as a Texas Instruments device)
   a. If bridge is found on network, note the IP address found in Fing and retry again in Lutron app. If it fails again, choose the "Advanced" option and manually enter the IP address of the bridge
   b. If bridge is not found on network it is either not powered up or is not connected to the router via Ethernet. Power up bridge and connect to router.
10. If still stuck, try to connect to bridge in local demo mode
    a. Go to main screen of Lutron app and go to the Help menu (select Help on Android or the "i" icon on iOS)
    b. Hold your finger on the word "Lutron" for about 3 seconds until an Installer Key box pops up
    c. Enter "localdemo" as the key and then connect
11. If able to connect using local demo mode, there is likely something blocking the bridge from getting information to/from the internet. May need to call your ISP and confirm that the ports listed here are open. Your system will work locally in local demo mode and you can set up your system in local demo mode, but you will not be able to access your system remotely or schedule any automatic timed events.
12. If unable to connect in local demo mode, call tech support and provide them with the following information
    a. Make/model of phone
    b. OS installed on phone
    c. Version of Lutron app being used
    d. Make/model of router and/or modem
    e. ISP
    f. MAC address printed on bottom of bridge
    g. Email address used to create account