

Troubleshooting | Caséta

1. Verify your mobile device 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 mobile device and go to a web page).
3. Verify the LED ring on the bridge is on solid and dimly lit (normal operation).
 - a. If the LED is off, the bridge is not powered on.
 - b. If the LED displays a circular pattern, the bridge is receiving a firmware update. Try again in a few minutes after the firmware update is complete.
 - c. If the LED is flashing on and off, the bridge is not connected to your Wi-Fi router. Confirm the Ethernet cable is connected to one of the LAN ports on the router and the LAN port is working (typically indicated by a status LED on the router).
4. If you are still unable to connect, unplug the bridge from power then plug it back in and try again.
5. If you are still unable to connect, unplug the Wi-Fi router from power then plug it back in and try again.
6. If you are still unable to connect, power off your mobile device, reboot the device, and try again.
7. If you are still unable to connect, uninstall the Lutron app, reinstall the Lutron app, then sign in and try again.
8. If you are still unable to connect, reset the bridge network settings by pressing and holding the button on the bridge for 20 seconds. Then, force-close the Lutron app, relaunch the Lutron app, sign in, and try again.
9. If you are still unable to connect, download the Fing Network Tools app to your mobile device and use it to run a scan of your Wi-Fi network.
 - a. Verify the bridge shows up in the list of found devices (it will show up as a Texas Instruments device), and is shown as online with a valid IP address. Note the IP address of the bridge. In the Lutron app, choose the “Advanced” option and manually enter the IP address of the bridge exactly as it is shown in the results of the Fing network scan.
 - b. If the bridge is not found by the Fing network scan, repeat steps 4 – 9, and if you are still unable to connect, follow the instructions under **Connect in Pro Installer Mode** below.

Connect in Pro Installer Mode

1. Go to the main screen of the Lutron app and tap **Pro Installer Mode**
2. Tap the **Temporary Setup** option.
3. Enter your profile information, then tap **Next**.
4. Tap **Setup a new system**.

If, after failing to connect by all other methods:

You are ABLE to control your Lutron devices using Pro Installer Mode . . .

There is something blocking the bridge from getting information to/from the Internet. Your system will work “locally” in Pro Installer Mode and you’ll be able to set up your devices, but you will not be able to access your system remotely (via Internet connection), or schedule automatic/timed events.

Before reattempting to connect normally, contact your Internet Service Provider (ISP) and confirm that the ports listed below are open and available:

- **Outbound to Internet:** 80 (TCP), 123 (UDP), 443 (TCP), 8883 (TCP), 7443 (TCP)
- **Inbound from Internet:** None; no port forwarding required.
- **Local Network (inbound from app):** 22 (TCP), 23 (TCP), 4443 (TCP), 4548 (TCP), 5353 (UDP multicast), 8443 (TCP)
- **LEAP:** 8081
- **LAP:** 8083

You are NOT ABLE to control your Lutron devices using Pro Installer Mode . . .

Contact **Lutron Technical Support** and provide the following information:

- a. The make and model of your mobile device
- b. The operating system installed on your mobile device
- c. The version number of the Lutron app installed on your mobile device
- d. The make and model of your Wi-Fi router and/or modem
- e. The name and location of your ISP
- f. The MAC address printed on the bottom of the bridge
- g. The email address you used to create your account