

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.

Software License

- Compatible System Types
 - Athena
 - myRoom XC
- 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.
- Each license grants access to the dashboard for one place for a set duration of time.
 - A place is defined as 1 or more database files from 1 or more system types that are linked together as a part of building management with shared user access rights.
- Users with appropriate permissions to access a place will be able to access the dashboard with the same credentials.
- New feature releases as a part of the current dashboard license will be automatically updated for existing systems with active dashboard licenses.

<p>Job Name:</p> <p>Job Number:</p>	<p>Model Numbers:</p>
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Lutron Dashboard Software *(continued)*

Available License Model Numbers for Athena Systems Only

- ADB-1Y-NEW – 1 year access to dashboard for new/existing Athena systems
- ADB-1Y-UPG – 1 year access to dashboard for existing Quantum/QS systems upgrading to Athena
- myRoom XC does not require License Model Numbers

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

System Requirements

- Internet-connected Lutron system running the latest software
- 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
- Automatic updates must be enabled
- 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)

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Features

Navigation

- Navigate between buildings
- Navigate between floors and areas using customized graphical floor plans¹
 - Floor plans will be generated from the construction submittal documentation

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

Energy Graphical Visualization

- View and export historical lighting and HVAC² energy and power usage graphs and charts³
- View historical lighting energy usage on a graphical floorplan by area¹
- See comparisons of energy usage over a period of time for one or more areas¹
- Data is filterable by floor, area, date range, and working hours⁴

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 area¹
- Data is filterable by floor, area, date range, and working hours⁴

Guestroom Summary Table²

- 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
 - Low battery
 - Processor offline
- 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

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

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.

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Lutron Dashboard Features

	Athena	myRoom XC Guestroom
Navigation		
Floorplan	x	
List View	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
System Notifications		
Web Application	x	x
Email	x	x
System Activity	x	x

¹ Occupancy is based on guest presence detection algorithm.

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Features *(continued)*

Floor Plan Requirements¹

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.

¹ Only available for Athena systems.

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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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