HomeKit Troubleshooting for Caseta (iOS 10+)

Contents
Start Here .............................................................................................................................................. 1
Still having trouble? .................................................................................................................................. 2
  1. Make sure that your iOS device is setup with iCloud: ................................................................. 2
  2. To reset all HomeKit related settings for your Lutron Smart Bridge: ........................................ 4
  3. To reset iCloud settings on your iOS device: ................................................................................. 5
  4. If you are still having a problem, you can try to remove the HomeKit Home. .............................. 6
Other Info .................................................................................................................................................. 7
  1. The scenes from the Lutron App will not work with Siri and will not appear in the Home app. .... 7
  2. If you want to use Siri on multiple devices but with the same iCloud account ......................... 7
Devices not responding to Siri commands ................................................................................................. 8
  1. Supported phrases ........................................................................................................................... 8
  2. Confirm that the devices appear correctly in the Home app ......................................................... 8
Examples of Siri commands: .................................................................................................................. 8

Start Here
For general information regarding HomeKit, see https://support.apple.com/en-us/HT204893
For help with remote access (using Apple TV/iPad at home), see https://support.apple.com/en-us/HT207057
Lutron recommends using the latest version of iOS available. Please make sure to update your iOS devices if possible. Check this under Settings > General > Software Update.
Still having trouble?

1. Make sure that your iOS device is setup with iCloud:
   a. Go to Settings > iCloud, and sign into iCloud
   b. In Settings > iCloud > Keychain, turn On Keychain
c. In Settings > iCloud, make sure that “Home” is enabled

2. To reset all HomeKit related settings for your Lutron Smart Bridge:
   a. Open the Home app (iOS 10)
   b. Find the Smart Bridge accessory in the Home app. Check on the home tab and on the rooms tab. If you can’t find the Smart Bridge in the Home app, skip to step (d).
c. Press and hold the icon for the Smart Bridge. Then press Details. Scroll down and tap the button to “Remove Bridge from Home”

d. Now, on your Smart Bridge press and hold the small button on the back of the device until the light bar flashes rapidly (about 30 seconds)

e. Wait a minute, and then open the Lutron app. You should now be able to setup Siri Integration.

3. To reset iCloud settings on your iOS device:
   a. Go to Settings > iCloud > Keychain
   b. Turn off Keychain
   c. Turn Keychain back on
   d. On Settings > iCloud, Tap on your Apple ID, then Password & Security
   e. Turn On Two-Factor Authentication, and follow the instructions
   f. If this does not work, try Signing out of iCloud, then Sign back in and go to step (a)
4. If you are still having a problem, you can try to remove the HomeKit Home.
   THIS WILL DELETE ALL OTHER HOMEKIT DEVICES AND SETTINGS!
   a. Open the Home app
   b. Tap the icon on the top left of the screen
      i. If there are 2 or more homes, tap on Home Settings
   c. Scroll down and tap Remove Home
   d. Press Delete
Other Info

1. The scenes from the Lutron App will not work with Siri and will not appear in the Home app. 
   Workaround: To use scenes with Siri, the customer can set up scenes in the Home app.

2. If you want to use Siri on multiple devices but with the same iCloud account
   If you want to use Siri on multiple devices but with the same iCloud account, just make sure all devices are signed in to iCloud, have keychain enabled, and two-factor enabled. If one device isn’t getting access, try signing out of iCloud, and then signing back in.
Devices not responding to Siri commands

1. Supported phrases
   Siri works with a wide range of voice commands, but there may be some phrases that don’t work. See below for a list of commands known to work.

2. Confirm that the devices appear correctly in the Home app
   Confirm that the devices appear correctly in the Home app (they should have the right names, and be controllable).
   a. If they do not appear
      i. Verify that they are within range of the Smart Bridge, powered on, and have a load attached
      ii. Power cycle the Smart Bridge
      iii. It may be necessary to delete the device from the app, factory reset the dimmer, and then re-add it through the Caseta app
   b. If they have the wrong name
      i. The name can be updated in the Home app
   c. If they show as “Unavailable”
      i. Make sure the iOS device is connected to the same Wi-Fi router as the Smart Bridge
      ii. Verify that they are within range of the Smart Bridge, powered on, and have a load attached
      iii. Power cycle the Smart Bridge
      iv. It may be necessary to delete the device from the app, factory reset the dimmer, and then re-add it through the Caseta app

Examples of Siri commands:

"Turn on the lights"
Turns all the lights to 100%

"Turn off the lights."
Turns all the lights to 0%

"Dim the lights to" or "Set the lights to 50%."
Turns all the lights to 50%

"Turn on the upstairs lights."
Turns the lights/room/zone named "Upstairs" to 100%

"Turn off Chloe's light."
Turns the lights/room/zone named "Chloe" to 0%

"Dim the Overhead lights by 40%"
Dims the lights/zone/room named "Overhead" by 40%

"Brighten the lights"
Brighten all the lights by 25%

"Brighten my Kitchen lights by 15%"
Brightens the load/room/zone named "Kitchen" by 15%

"Turn down the kitchen lights"
Works the same as Brighten

"Dim the lights in the dining room to 50%.",
Brightens the load/room/zone named "Kitchen" by 15%

"Turn down the kitchen lights"
Works the same as Brighten

"Dim the lights in the dining room to 50%.",
Dims the lights in room/zone named "Dining Room" to 50%

"Are there any lights on?"
Siri will tell you if you’ve left any lights on.

"What’s the level of the lights in the kitchen?"
Siri will tell you what the light level is.

"Open the shades"
Opens the shades to 100%

"Close the shades"
Closes the shades to 100%

"Raise the shades"
Opens the shades to 100%

"Lower the shades"
Closes the shades to 100%