LUTRON + KETRA

Next Generation of HomeWorks - FAQ

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Lutron + Ketra

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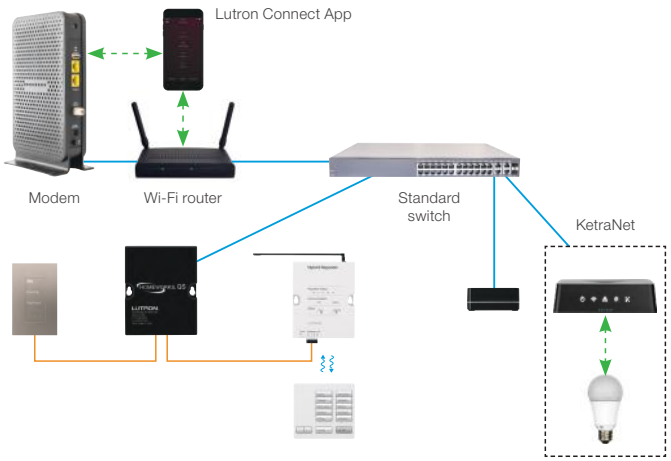
Lutron + Ketra
Next Generation of HomeWorks–FAQ

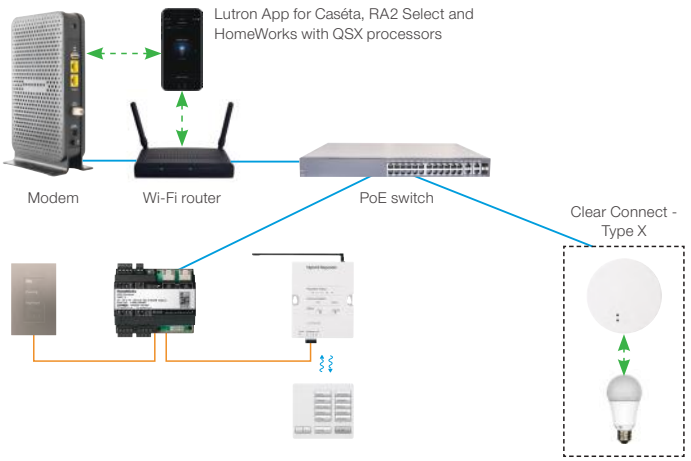
1 System & Components Overview

1.1: How does the architecture of HomeWorks change with the introduction of the QSX processor and Clear Connect-Type X Gateway?

Ketra + HomeWorks | System Architecture with QS



Ketra + HomeWorks | System Architecture with QSX



What changes about the architecture?
QS processor is replaced by QSX processor
N4 is replaced by Clear Connect Gateway-Type X
Ketra light sources updated with Clear Connect-Type X technology
Connect Bridge goes away
Lutron Connect App is replaced by Lutron App (for Caséta, RA2 Select and HomeWorks with QSX processors)
Programming with HomeWorks 16.0

What stays the same?
QS and QS wireless (Clear Connect-Type A) devices
Design rules for QS and RF links
High-level system layout

1.2: Which configurable links are supported by the QSX processor?

Supported
QS
QS wireless (Clear Connect – Type A)

1.3: Can I combine QS and QSX processors in a system?

It is not possible to combine QS and QSX processors in a system.

1.4: What versions of software support QS vs. QSX?

Processor	Supported Software
QSX	HomeWorks Designer versions 16+
QS	HomeWorks Designer 15.0 and prior versions

1.5: Does QSX support N4-based Ketra systems?

No. QSX does not support N4-based Ketra systems.

1.6: How do QSX processors receive firmware updates?

If the system is connected to the Internet, it will automatically receive updates from the cloud.

Firmware can be updated locally from the HomeWorks Designer software as well.

1.7: If the processor gets new firmware from the cloud, what happens if I don't update my HomeWorks Designer software?

Nothing, the HomeWorks Designer software 16.0 and greater are no longer coupled to the processor firmware.

1.8: Which app from Lutron works with QSX?

The Lutron App, not the Connect App, works with QSX and supports RA2 Select and Caseta systems providing multi-home support. It will be available on the app store in early 2020.

2 Ketra

2.1: Are existing N4 KetraNet systems and devices compatible with the Clear Connect Gateway-Type X?

No, they are not compatible with QSX.

2.2: Can I upgrade my existing N4 KetraNet systems and devices to QSX processors in my showroom?

No, upgrading to QSX processors requires replacing all KetraNet devices with Ketra Type X devices.

2.3: Are N4 KetraNet devices still available to support existing installations for service, maintenance and expansion?

Yes, we will continue to support existing N4-based systems after the launch of the Type X devices.

2.4: Will the Lutron App have any Ketra capabilities involving Ketra lighting that the Connect App does not have?

Yes, scene editing will include Ketra Type X devices allowing color, CCT, and intensity to be modified from the app.

Scenes that include advanced programming will continue to be edited in the HomeWorks Designer software.

2.5: How will the new Ketra Type X devices performance change from existing devices?

The lighting performance will be identical.

2.6: What has changed?

The N3 no longer has inputs or outputs such as DMX. All interfaces to third party devices will be managed through the Homeworks system..

2.7: Will Ketra Type X devices be compatible with N4s?

No, order KetraNet devices for N4 based systems.

2.8: Will D3s be field upgradeable to Type X?

Existing KetraNet D3 fixtures cannot be upgraded to Type X in the field.

2.9: Will my Ketra demo have the QSX processor?

The dealer demos will have the QSX processor.

The Sales/Rep demos will not have a QSX processor.

3 HomeWorks Upgrades

3.1: Can I upgrade an Illumination system to QSX?
We recommend upgrading Illumination to QS if link licenses are required.

3.2: Can I upgrade a QS system to QSX?
It is possible to upgrade a QS system to QSX, but please note that you'll need to replace any equipment using unsupported links. This includes RPMs on the Power Panel link, wired Maestro controls on the H48 link, and any equipment that was using HWI link licenses. All QS and QS wireless (Clear Connect–Type A) devices can remain in the system.

You can upgrade databases from QS systems by simply opening the databases in version 16 or later of the HomeWorks Designer software.

3.3: If I have RPMs and want to upgrade from QS to QSX, can I replace RPM modules inside the PNL-8 with DIN modules?
No, you would need to replace the PNL-8 panel with a PD8 DIN panel.

3.4: How should I handle LiteTouch upgrades?
If you wish to upgrade to a QSX-based system, replace the LiteTouch panels with Lutron DIN rail panels.

If you wish to upgrade to a QS-based system, use the RPM sub plate for LiteTouch panels (model #: HWR-PNLS-8S-120FTCGP2730).

3.5: Did something change with the Illumination to QS database upgrade tool?
Yes, upgrades from Illumination to QS now carry over simple programming, including single action, toggle, raise/lower, and timeclock programming. For the typical system, this type of programming makes up about 80% of the programming. Advanced programming, like conditionals and sequences, will still need to be reprogrammed.

4 Timing and Coordination

4.1: When is this next gen system going to be available?

Product is anticipated to begin shipping in early 2020.

4.2: How should I be designing systems to be ready for QSX?

We recommend designing systems around QS and QS wireless (Clear Connect – Type A) devices, as these devices are supported by both systems.

4.3: Once QSX processors are available, what is involved in updating a project from QS to QSX?

Step 1: Replace Processors
You'll need to replace all QS processors with QSX processors. The physical replacement of the processors is straightforward because the mounting holes for the piece of DIN rail included with the QSX processor align exactly with the mounting holes for the QS processor. All wiring connections for power, Ethernet and links are fundamentally the same between the two processors.

Step 2: Upgrade Database
Upgrading the database from QS to QSX is as simple as opening the QS database in HomeWorks Designer 16.0 or above and it will be compatible with the QSX processor.

Step 3: Replace Unsupported Equipment
You'll need to replace any unsupported equipment in the project, both in the project file and physically in the space. This includes any N4 KetraNet devices.

Step 4: Reconfigure Integrations
You'll need to set up all integrations again in the QSX system, including Sonos, Alexa, Google Home, Apple Home Kit and third-party control system integrations such as Crestron, Control4 and Savant. Integration with the third-party control systems will require different drivers for QSX than were used for QS. Be sure to get the latest QSX driver for your respective system.

4.4: If I am designing a job that will be installed next year, how do I know if I should plan for QS or QSX?

If you are designing your systems around QS and QS wireless (Clear Connect–Type A) devices, then the decision as to whether to use QS or QSX doesn't have an impact on the design or BOM. When it comes time to order the equipment you have the option to pick which processor to order.

If electing to start creating the database for the project, we recommend starting the project in HomeWorks QS Designer 15.0. If the project ends up going QS, using 15.0 will allow you to commission the QS system. If the system converts to QSX, then you can simply update the project file by opening the database in HomeWorks Designer 16.0.

We strongly recommend beginning in 15.0 because it is possible to upgrade projects from 15.0 to 16.0, but not possible to downgrade from 16.0 to 15.0.

Customer Assistance
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