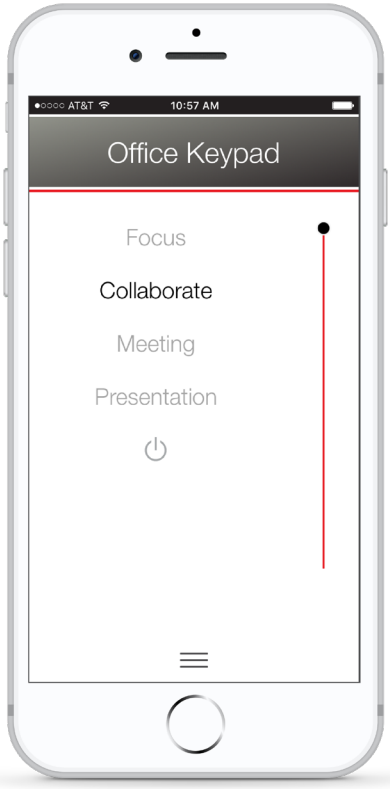
KETRA

Mobile App

FOR iOS AND ANDROID

Quick Start Guide



Release

1.0

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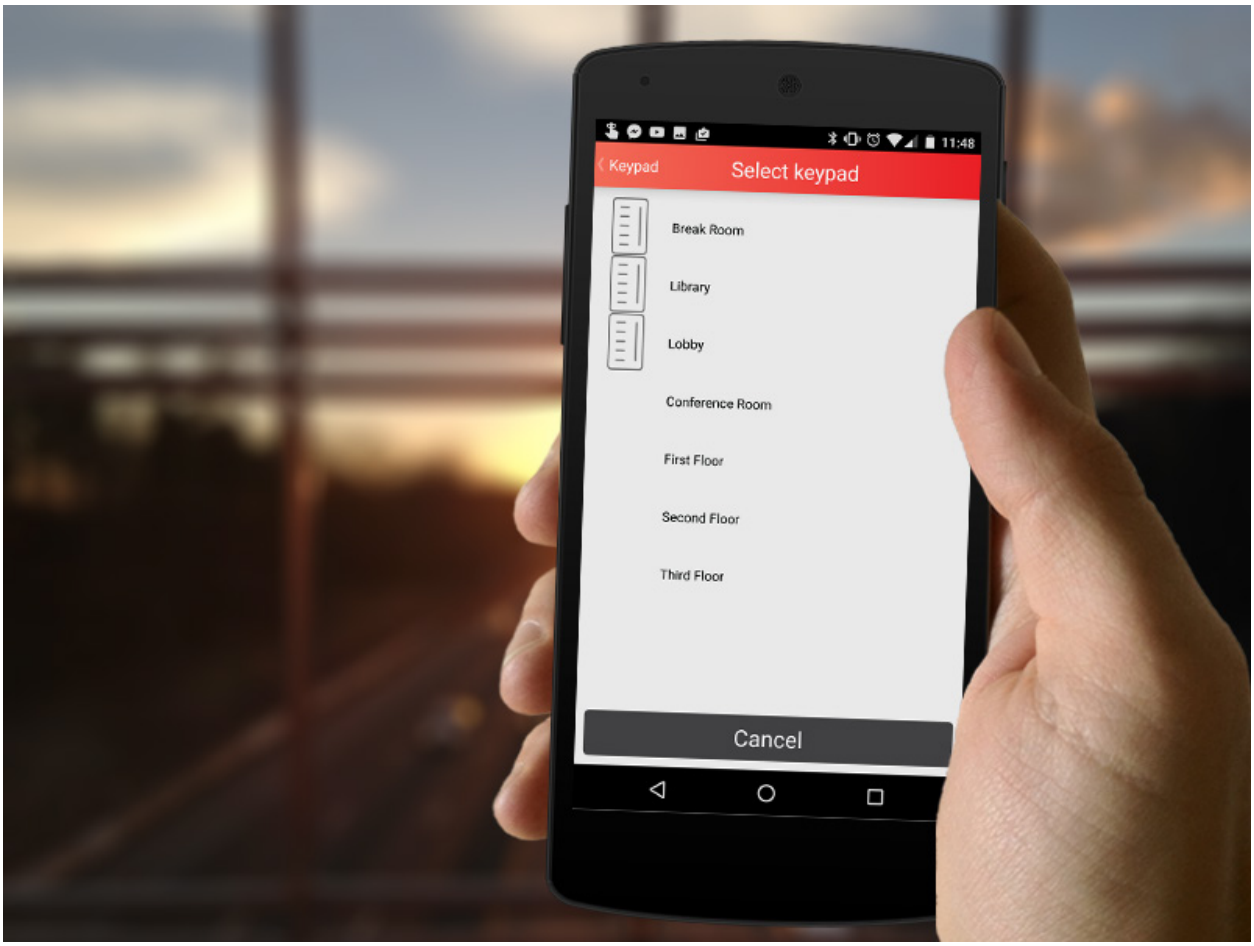
Introduction

The Ketra app enables you to control your space's lighting from your phone or tablet.



This quick-start guide is designed to do several things:

- Help you get started with the app
- Highlight the app's most important features
- Offer links for troubleshooting

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Getting Started

The Ketra app enables you to control your space's lighting from your phone or tablet.

Downloading the App

The app can be downloaded for free from the App Store or Google Play.

Signing In to the App

Sign in to the app using your Ketra account. This is the same account you use to sign in to Design Studio or any Ketra website. If you don't have an account, see your Ketra installer.

Note: Getting Unknown User Account even though you're sure you've put in the right information? Your smartphone or tablet may have a weak WiFi connection. Try moving to a place with better signal and reattempting login.

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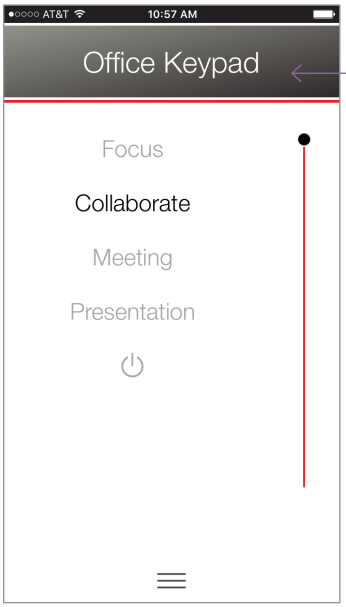
Features

Controlling Keypads

Transform your lighting, all from your phone or tablet. The Keypad screen offers digital reproductions of all the keypads in your installation, letting you choose from the scenes and shows that were published in Design Studio.

Easily change your light

Tap keypad buttons to play scenes and shows. Use the slider to dim your lights.



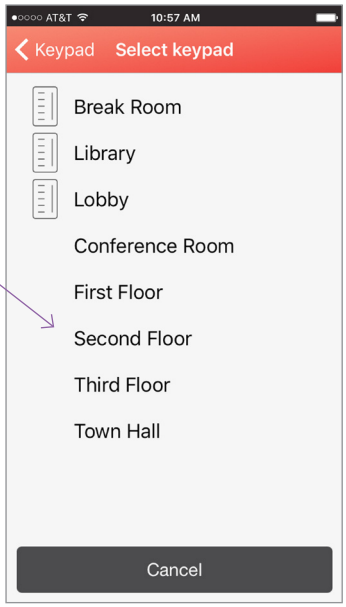
Switch between keypads:

Tap the keypad's name or serial number to choose from a list of other available keypads.

If the keypad is stored under a label, tap the label name to access the keypad.

Easily organize and select keypads

Either select a label, or a keypad under which more keypads are stored.



Use virtual keypads

The app is not limited to hardware keypads. Virtual keypads can be created and configured in Design Studio. Virtual keypads work just like hardware keypads in the app, but give you additional security—only someone with access to the app will be able to use these keypads to change the lighting.

* Contact Ketra for thicker ceiling types.

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Multiple Design Studio Installations

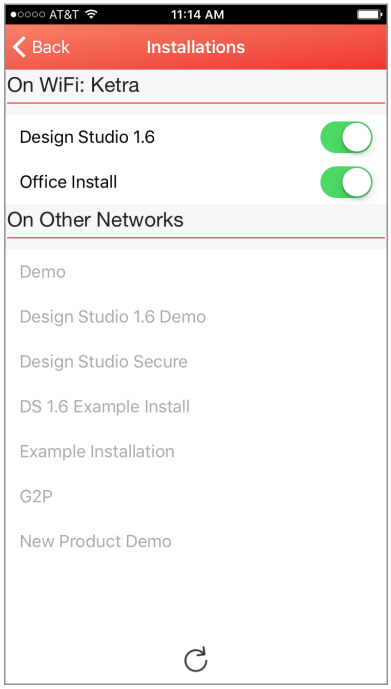
Enable or *disable* your hub-based installations to determine which keypads are available for control.

Enable available installations

Under On WiFi, use the toggle button to enable or disable. Enabling an installation adds its keypads to the app's keypad list; disabling removes them.

Remember installations on other networks

If an installation is unavailable on your phone or tablet's WiFi, it will be listed under **On Other Networks**.



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Multiple User Accounts

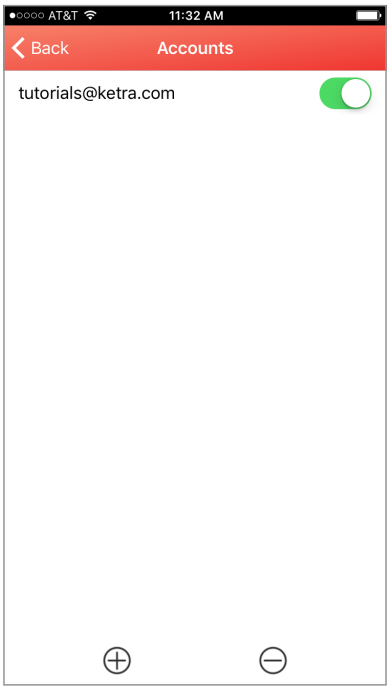
On the Accounts screen, you can sign in to multiple Ketra accounts at once. Afterward, use the toggle buttons to enable and disable accounts.

Enable or disable accounts

Use the toggle buttons to enable or disable accounts. When an account is enabled, its installations will appear on the Installations screen.

Add or remove accounts

Tap the **+** and **-** buttons to add or subtract from the list of accounts.



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Support

If you need help with the app, just open the support feature from the Settings toolbar (Keypads > ☰).

Note: Most features require Internet connection.

Get Quick Answers

Follow the link to our FAQ to see answers to common questions.

Reach a Ketra Agent

Send us a question by email, or get contact information for our friendly Solutions & Services team.

Easy Troubleshooting

For more complex issues, you may be asked to email a copy of the app's log file to a Ketra agent. We'll handle the rest.

FAQ

Go to the mobile app page on our website if you have questions about getting started with the app and app capabilities: *https://www.ketra.com/mobileapp/mobile-application-faq*.

Note: To deal with an error or unexpected behavior, use in-app support before consulting the FAQ. (See **In-App Support**, above.)

Contacting Ketra

Ketra is here to help. If we didn't address your question or issue in the FAQ or in-app support, you can reach us at 844-588-6445, or ketrasupport@lutron.com. Our technical support team is available Monday through Friday, 9 AM-6 PM, Central Standard Time.

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