

Legrand Home Smart Lighting for Apple HomeKit™

FAQ



Do Legrand Home lighting devices work with other lighting control systems from Legrand?

No. Each lighting solution is built on a different platform to meet each customer's unique needs. Determine what you want and need from your lighting system to select a single Legrand solution that best suits your lifestyle.

Does this work with Android phones and devices?

This system is designed to integrate into an OS ecosystem. An iOS or tvOS device is required to setup and use the system. There is currently no compatibility for Android devices.

How do I install my product?

Legrand Home products wire the same way as standard electrical devices, but they do require a neutral wire. Printed instructions and online videos are available to support your installation. Locate your device's web page here: www.legrand.us/radiant/HomeKit.

I can't seem to get my lights to connect out of the box.

Some common troubleshooting tips:

- 1) Make sure your device is connected to a 2.4GHz network (and not 5GHz).
- 2) Make sure you have a WPA2 secured network.
- 3) If you're still having difficulty, try factory resetting the devices completely and then attempting to connect them again.

How can I add additional users to my Home so they can also control devices?

In the Apple Home app, click the Home icon in the top left-hand corner and go to "Home Settings". Here you can invite other iOS users.

Please note that devices and scenes can be shared across users but automations cannot.

How do I perform a firmware update on my device?

In the Legrand Home app, you will get an exclamation mark when a firmware update is available. Click on your device, go to settings and press the firmware update button on the bottom of the screen.

What products are my Legrand Home devices compatible with?

Legrand Home products work with the Apple Home app and your other HomeKit-enabled accessories. These products also work with Siri, Alexa, and the Google Assistant.

How do I use Amazon Alexa to control my Smart devices?

See our Alexa quick start guide here: www.legrand.us/radiant/homekit/alexa

How do I use Google Home to control my Smart devices?

See our Alexa quick start guide here: www.legrand.us/radiant/homekit/google

How do I add a lighting device to my system?

See our quick start video here: <https://www.youtube.com/watch?v=1dZ-Zz7wJe0>

How do I rename a light?

In the Apple Home app, go to the specific device's settings to rename.

How do I create/edit a Scene?

Check out our video on using the Apple Home app: <https://www.youtube.com/watch?v=AlNUwFqwsPs>

How do I automate a Scene?

Automated scenes require an iPad, HomePod, or Apple TV set up as a home hub. You can set automations based on time, location, or triggers from other devices.

Check out our video on using the Apple Home app: <https://www.youtube.com/watch?v=AlNUwFqwsPs>

Legrand Home Smart Lighting for Apple HomeKit™ | Frequently Asked Questions

How can I remotely control my devices when I am away from home?

HomeKit products require an iPad, HomePod, or Apple TV set up as a home hub in order to remotely access your devices or set up automations.

Do I need a neutral wire to install Legrand Home devices?

Yes. Legrand Home devices require a neutral wire to support the small amount of power needed for them to respond to commands from the app even when devices are turned off.

How do I know if my Smart Dimmer will work with my home's fixture or bulb?

The Legrand Home Smart Dimmer is a patented Tru-Universal dimmer. Unlike other dimmers, it is guaranteed to dim virtually any dimmable light bulb on a standard 120V, 60 Hz circuit.

What is the little toggle switch on the side of my Smart Dimmer?

It is called an air gap switch and it physically disconnects any power from reaching the lighting load that is connected to it. It is a UL requirement for safety.

Can I add or replace a 3-way device with a Legrand Home device?

Legrand Home features in-wall master and remote devices. For multi-way operation, you will need ONE master device. You can add multiple remote devices and pair it with the master for multi-way operation.

I am having difficulty setting up my remote devices.

If you were able to successfully setup your master switch or master dimmer device, but are having difficulty setting up your remote devices, check your router's settings. Under advanced settings, if you have an AP isolation feature, ensure it is disabled. Second, ensure if multicast routing (IGMP Proxying) is enabled.

What apps can I use to control my Legrand Home products?

We recommend using the Apple Home app for setup and use. However, you will need to use the Legrand Home app if you want to link your devices to Alexa or the Google Assistant.

If you need to use reverse phase on our Tru-Universal dimmer, you will need the Legrand Home app.

Firmware updates are only available through the Legrand Home app.

Where can I get help if I have installation questions or issues?

Visit: www.legrand.us/support/onq

Call: (800) 223-4162, Option #3 from 8am - 6:30pm EST Monday-Friday

Email: technical.support-hs@legrand.us

Where do I find warranty information on Legrand Home Smart Lighting?

Visit: www.legrand.us/support/onq

What if I have multiple wireless Access Points?

Multiple access points have no negative impacts on the system.

How much bandwidth does the Wi-Fi system use?

The data size of the commands that are used to send and receive controls on devices is very small- just a few kilobits per message.

Can used Legrand Home devices be installed?

It is not recommended unless you know that the devices have been factory reset. Additionally, you would want to be certain that the original installer had properly installed the wiring device and not damaged it in any way.

How many devices can I support?

We recommend 20-40 devices in a given home. While a Wi-Fi system can theoretically support more devices, many routers and access points can only support a limited number of devices on the network.

designed to be better™



Legrand, North America
60 Woodlawn Street
West Hartford, CT 06110
US: 1.877.BY.LEGRAND
Canada: 905.738.9195
www.legrand.us
www.legrand.ca