



CLAIRITY™ PRO Mobile App





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Welcome to the Acuity Brands CLAIRITY Pro mobile app, optimized to quickly and easily startup nLight® AIR lighting control solutions. CLAIRITY Pro is available for both Android™ and iOS devices. This guide explains all the features and functionality within the CLAIRITY Pro mobile app.

Startup Process Overview

nLight® AIR consists of fixtures (with and without integrated radios), wall switches, and sensors. There are no communication wires between the devices. Installers and other onsite personnel use the CLAIRITY Pro mobile app to define how these devices interoperate to achieve the result our customers request.

An overview of the startup process we recommend you follow is shown below.

NOTE

A definition of terms section is located near the end of this guide.

1. Install and energize the equipment. You can proceed to the next step once all nLight® AIR equipment has been installed in a given functional area of the building.
2. Download the **CLAIRITY Pro** app (first time users must follow the steps to create a user account)
3. Create the site
4. Create the first group, identify devices, and associate with the grid
5. Set behavior zones for each group and save to complete the commissioning process for a single group
6. Return to step 4 when you're ready to move to the next group

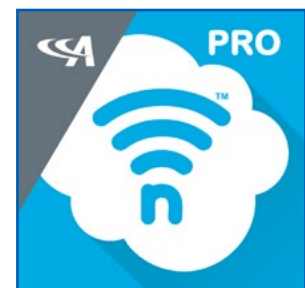
Out of Box Functionality

The devices at the site will operate under their out of box functionality, but can be customized and programmed to suit the needs of the customer. Please refer to device specs sheets for specific information.

- Indoor fixtures with integrated occupancy sensors - All operate independently, and have occupancy and daylighting enabled.
- Switches - Do not control any fixtures
- Other indoor fixtures - will turn on when powered.
- Outdoor fixtures with integrated occupancy sensors - will turn on at night and off in the morning and have occupancy enabled.

Download CLAIRITY Pro

Start by downloading the **CLAIRITY Pro** mobile app from the Apple App Store or Google Play Store (CLAIRITY Pro). The app is no charge.



Enable Bluetooth On Your Mobile Device





Once the app has downloaded, ensure that Bluetooth® is enabled on mobile device. If you're unsure, follow the steps below for either an Android or iOS device.


NOTE

Disconnect from any existing Bluetooth devices before commissioning.

For **Android** Devices:

1. Open your device's **Settings** menu 
2. Under **Wireless & Networks**, touch **Bluetooth**
3. Touch the switch to turn Bluetooth **On**
4. A Bluetooth icon  at the top of your screen will indicate when Bluetooth is turned on.

For **iOS** Devices:

1. On your iOS device, tap **Settings > Bluetooth**
2. Tap the switch to turn Bluetooth **On**
3. Once complete, look for the Bluetooth icon  in the status bar of your device

Create a User Account

If this is your first time using the CLAIRITY Pro app, follow the steps below to create a new user account.

1. Download the **CLAIRITY Pro App**
2. Tap on the **Sign Up** link on the sign in page
3. Enter your information, including your email address, what you'd like your password to be, first name, last name, and your display name.
4. Once complete, tap on the **Send Verification Code** button.
5. Check your email.
6. You will receive an email with a verification code.
7. Go back to the app and enter the verification code you received.
8. Click on the **Create** Button.
9. Sign into the app with your email and password (Figure 01.)

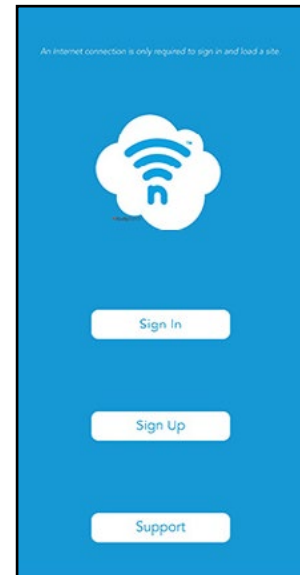


Figure 01: CLAIRITY Pro Sign In

Forgot My Password

If you've forgotten your password, tap on the **Can't Access My Account** link after tapping the **Sign In** button. Follow the steps to reset your password.

Sign into the App



If you already have an account, use your email address and password to sign into CLAIRITY Pro.

Once you've successfully signed in, you'll see the **Sync** screen (Figure 02). While this screen is shown, the application is connecting to the cloud to retrieve your sites.

NOTE

You must have a connection to the Internet to complete this process.

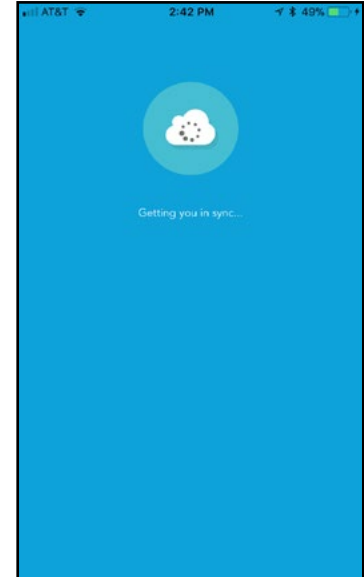


Figure 02: CLAIRITY Pro Sync Screen

Support

Navigate to the **Support** page from the **Sites** screen by tapping on the **?** on the bottom right portion of the screen. The support page (Figure 03) provides contact information for Acuity Brands. User guides and other documentation for nLight support can be found at <https://www.acuitybrands.com/brands/lighting-controls/nlight/resources>.

For new users we strongly recommend to view the **Quick Start Guide** and startup video to become familiar with the process and the app.

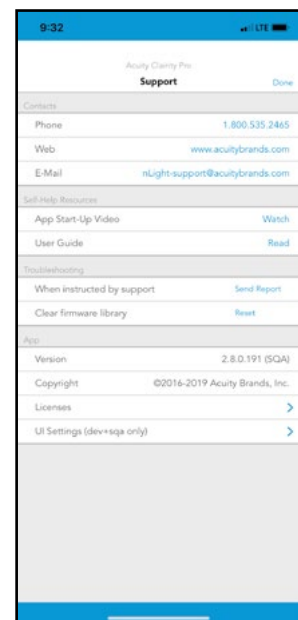


Figure 03: Support Page

Saving and Retrieving Site Information



Saving and retrieving previously saved sites in CLAIRITY Pro is very easy. All the data you enter is saved in cloud-based servers for your future use. If you're not familiar with the cloud, that's OK – we take care of the technical components of the site behind the scenes using our 5 tier security system. Just know that your data is very secure and is ready for your use when you need it. The best part of the cloud is the ability to share it with others using the link <https://air.acuitynext.com/>.

As you make changes and proceed through the screens, information is saved either on your mobile device or in the cloud. In the event that you do not have a wireless or cellular connection to the Internet while making changes, no problem. Those changes are held within the app and pushed to the cloud as soon as you have a connection.

Sites Screen

The **Sites** screen lists all of your sites that you have either created or been give access to. After the app retrieves your sites from the cloud, it will display a list of those available to you. To work on a site, simply tap it in the list. If you need access to a site that you're not seeing in your list, please contact Acuity or contact the individual who has access to the site.

NOTE

All programming changes must be made in the immediate proximity to the area you are programming

NOTE

Internet connectivity is no longer required after you select a site to work in, and data is downloaded from the cloud.

Create a New Site

NOTE

To create a new site, follow the steps below.

If you are adding equipment to an existing installation, you must add the equipment to the existing site if the design calls for the equipment to work together.

1. From the mobile app, navigate to the **Site** Screen (Figure 04) and click on the **+** at the bottom of the screen.
2. Enter the information about the site you're creating. The more information you enter, the easier the site will be to search for and find the site in CLAIRITY Pro in the future. Site Name – the name of the site or project; It will typically be the name of the building in which you're working (e.g. – the White House). We recommend that you do not abbreviate to make it easier to find the site in the future. Organization / Company – The startup service provider should select the name of the customer (e.g. – The US Government)

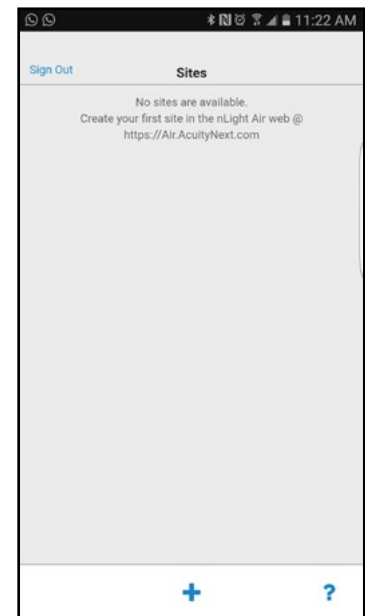


Figure 04: Sites Page - No Available

Search for an Existing Site

The Sites Screen will display all the sites to which the user can access. For some users who visit numerous sites, you can either search the sites you have created or been added to at the top of the **Sites** page using the search bar, or simply select the site you wish to access from the available items shown.

NOTE

The search is not case sensitive.

Edit an Existing Site Name or Address



Site details can be edited from the **Site Overview** screen (Figure 05) by tapping on the information that needs to change, making the change, and tapping **Done** when completed.

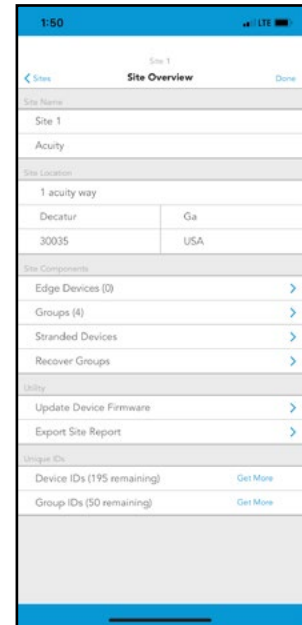


Figure 05: Site Overview

Create a New Group

Typically a group is created for each room. However, a group can not contain more than 127 devices.

To create a new group, follow these steps:

1. Tap on the **+** icon on the **Groups** screen (Figure 06).
2. Enter a name for the group. The group name is typically going to be the name of the room.
3. Tap the **Create** button
4. You will then be taken to the **Group Overview** screen for the group that you created.
5. If you wish to edit a different group, simply select the **Group** icon in the top left to navigate back to the Groups screen.



Figure 06: Groups

Edit an Existing Group



The **Groups** screen shows all of the groups within a site.

To edit an existing group, select it from the list of available groups (Figure 07).



Figure 07: Groups Page

Modify the group details and tap **Done** when completed (Figure 08).

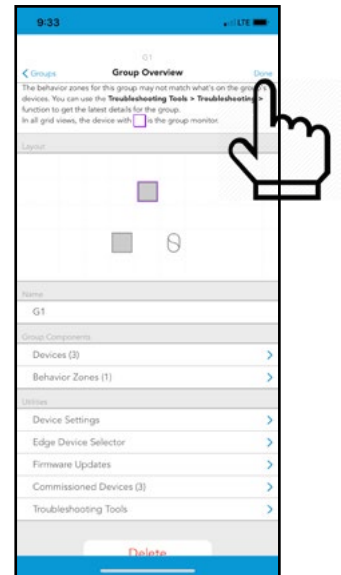


Figure 08: Groups Overview

Search for an Existing Group

The Group Screen will display all the existing groups in the site. For large sites with many groups, we have made it easy to search for the group you need. Groups can be sorted by name, signal strength, creation date, or last modified date. You can also filter to show only groups in BLE range or connected to a nLight Eclipse (EDGE Connected). To access the group search feature:

1. Navigate to the **Groups** Screen.
2. Enter the name of the group in the search bar at the top of the screen or tap the filter icon next to the search bar to access filtering or sorting options.
3. The list of groups that match your search criteria will update automatically
4. Select the group you need to access from the list of groups

NOTE

The search is not case sensitive.

The **Group Overview** screen (Figure 09) is used as a main landing point in the CLAIRITY Pro app. It is the screen that allows for initial device identification and the assignment of behaviors.



Figure 09: Group Overview

Discovering New nLight AIR Devices & Adding Devices to a Group

To discover new nLight AIR devices, following the steps below:

1. From the Group Overview screen, tap the **Devices** link (Figure 10).
2. The **Device Layout** screen will open. Tap the **+** icon on the bottom left of the grid (Figure 11).
3. Select the type of device to add to the grid (Figure 12).
4. If you tap on the icon that looks like a light bulb, you'll enter a mode that allows you to layout the orientation and count of the fixtures and load controllers (outputs) in the area. Similarly, if you tap on the switch icon (Switches), you'll enter a mode that allows for the addition of wall switches to the area. Finally, if you tap on the sensors icon (Sensors), you'll be able to add stand-alone sensors.
5. Once you've selected the type of device to discover, the **Identified Devices** screen (Figure 13) will provide a list of nLight AIR devices, sorted by signal strength. If you click the **Refresh** button, the devices will re-sort based on the signal strength. If you do not see any devices in the list, ensure your mobile device's bluetooth is turned on and make sure you're in range of the devices (within about 60ft). **Note:** the list of devices has two views - those that are available and those that have already been assigned to the grid.

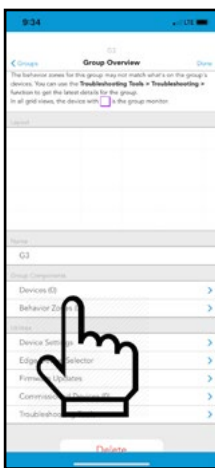


Figure 10: Groups Overview - Devices

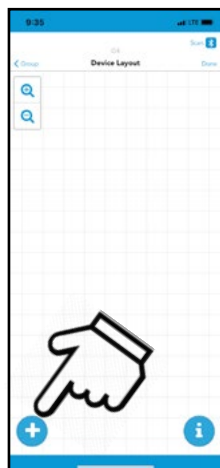


Figure 11: Device Layout

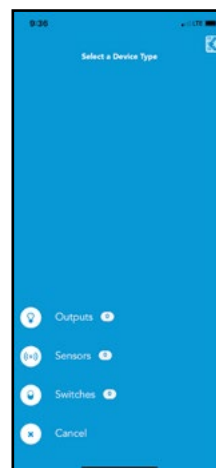


Figure 12: Select Device Type



Figure 13: Identify Devices

Discovering New nLight AIR Devices & Adding Devices to a Group - cont'd



- To identify a fixture, tap the **Identify** button. Then look at the fixtures.
 - If you do not see one flashing on and off in the area, it is very possible that you are flashing a fixture in an adjacent room. So, please take care in this identifying process.
 - If you see a fixture flashing in the area you are working in, tap **Identify** again to stop the fixture from identifying, then click the arrow to the right to place the device on the grid.
- To add the fixture to the grid, tap its relative position on the grid (Figure 14). Once the fixture has been added to the grid, it will not longer appear in the list of available devices. It will be added to the list of assigned devices. Once the fixture is added to the grid, you'll see the actual light level of the fixture change to a lower light output. Use this as a way to track how many more fixtures need to be added to the grid from the room you're in.
- Continue this process until all fixtures in the area have been identified and added to the grid.

NOTE

A group may not contain more than 127 devices.

NOTE

The assigned tab has three distinct colors/symbols. A gray arrow indicates the device is assigned to the current group you are in. A blue arrow indicates the device is assigned to another group than the one you are currently in. A purple check indicates this device is a group monitor (and may or may not be in the current group you are in). All these devices are beaconing through their BLE radio.

NOTE

If you're working in a large area, you may find it necessary to move around the area to see all the devices. The list of devices will not automatically refresh. If you've moved within the area, we recommend tapping the refresh button. The list will update to show you those devices that have the strongest signal strength for your present location.

NOTE

You can pan around the grid by dragging your finger across the grid. You may also zoom in and zoom out by using the +/- buttons or by pinching or spreading with your fingers on the screen.

- Once you're ready to begin discovering wall switches, tap on the **+** button
- Choose the **Switch** option on the **Identify Devices** screen.
- Press a button on the actual wall switch – the physical device on the wall. Wall switches will not remain in the list. They go to sleep after 1 minute of inactivity. Press any button on the switch to wake the device.
- After the button is pressed, you'll see a wall switch on the device screen.
- Press **Identify** and validate that the LED's on the front of the switch begin flashing.
- Associate that device with its location on the grid by tapping on its relative position in the grid (Figure 15).
- If you have stand-alone sensors in the space, tap on the **+** button.
- Choose the sensor option on the **Identify Devices** screen.
- Press **Identify** and validate the LEDs on the sensor blink (**note** - motion will also cause the sensor to blink. So, stand motionless below the sensor during this step).
- Associate that device with its position on the grid relative to the other devices.

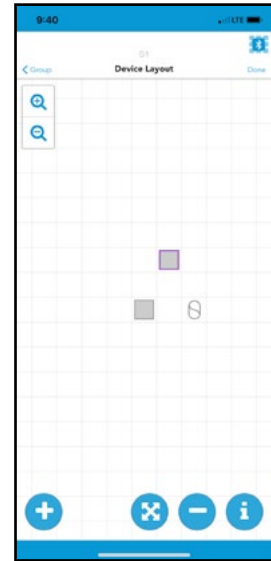


Figure 14: Device Layout - Grid

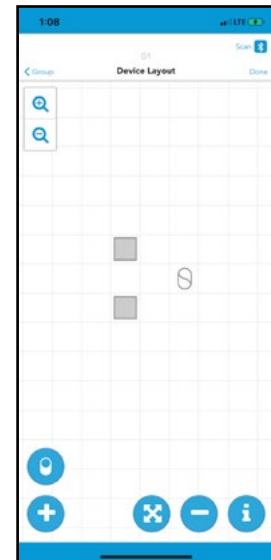
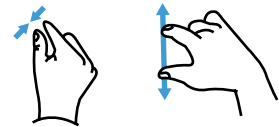


Figure 15: Device Layout - Wall Switch

Moving Devices on the Grid

- To move a device on the grid, select the arrow button between the plus and minus buttons.
- Select the device that needs to move by tapping it on the grid.
- Select a new location for the device by tapping on the grid.

Removing Devices from the Grid



In the event a device needs to be removed from the group (whether it has been fully programmed or not), follow these steps:

1. Ensure you're physically located in the group.
2. Navigate to the group in the app.
3. Open the **Group Overview** screen.
4. Select **Devices**.
5. From the grid view, select the **–** button at the bottom of the screen.
6. Tap on the device that needs to be removed.

NOTE

You must be located in the vicinity of the devices to perform this action. Removing a device may require changes to the Behavior Zones to ensure proper operation.

Creating Group Behavior Zones

1. Once the desired devices within a group have been added to the grid select **Done** in the top right corner of the page (Figure 16). This will take you to the **Behavior Zones** page where you will create or edit the behavior zones of the devices within your group. Optionally, you can navigate to behavior zones from the **Group Overview** screen, just below **Devices**.
2. On the **Behavior Zones** page your first option will be to select from behavior zone **Templates** where you can select **Description** to understand more about this template. If you wish to add one of these templates simply select the **+ Add** button (Figure 17). When a behavior zone template is added, a set of behavior zones will be created and listed at the top of the page.
3. The behavior zone identifies the number of outputs, sensors, and switches in the specific behavior as a function of the total number within the group. The specific settings that have been applied within a behavior zone are displayed as well. Once a behavior zone has been created, you can either delete or edit the behavior to further customize your behavior zones (Figure 18).
4. You also have the option of foregoing the behavior zone templates and creating your own behavior zone by selecting **Create a Behavior Zone** just below the Templates (Figure 17). Based upon the devices that have been added to your group, you will have the option to select from 5 different behavior types (switch control, occupancy-common sensors, occupancy-individual sensors, daylight harvesting-common sensors, and daylight harvesting individual sensors) (Figure 19).

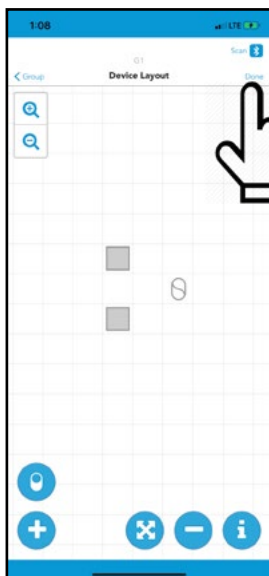


Figure 16: Device Layout Done

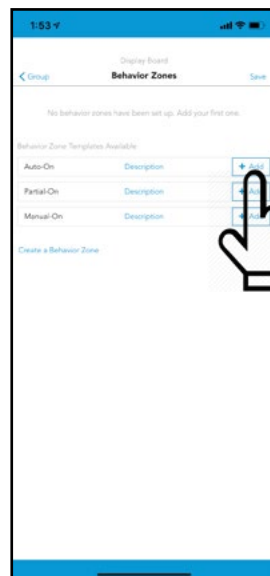


Figure 17: Add Behavior Zones

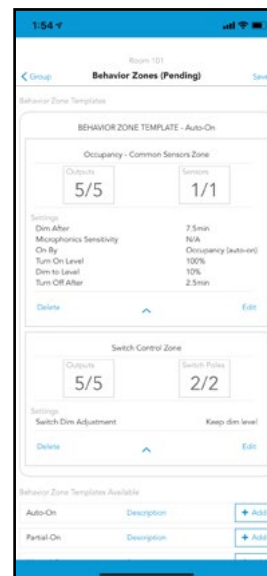


Figure 18: Behavior Zone Templates



Figure 19: Behavior Zone Template

Creating Group Behavior Zones, cont'd



5. Select the behavior type that you would like to apply. Then tap the devices on the grid that you want to be part of this behavior zone (they will turn orange)(Figure 20). You can also click **Select All** or **Clear Selection** at the bottom of the page. After selecting the desired devices, you can either tap **Done** to create the Behavior Zone or tap the **Settings** tab to further define the settings.
6. If you have selected the **Settings** tab you can further customize your behavior set (Figure 21). Change the settings as required based upon your needs. Tap **Done** when complete with the behavior zone and you will return to the behavior zones screen with your newly applied behavior zone.
7. Configuration flags are added just above Behavior Zones to alert users of either a non-ideal Behavior Zone or to prevent saving altogether. An orange triangle (Figure 22) is a cautionary flag, but you can still proceed with saving. A red triangle (Figure 23) indicates an incorrect setting, and you cannot proceed with saving until the issue has been resolved.
8. Once you have resolved any issues, or chosen to move on with cautions if applicable, click the **Save** button in the upper right corner. This will network your devices together and send the behavior zone information to each device. You have now commissioned these devices.

NOTE

When commissioning devices for the first time, some behaviors may take up to 2 minutes to respond correctly.

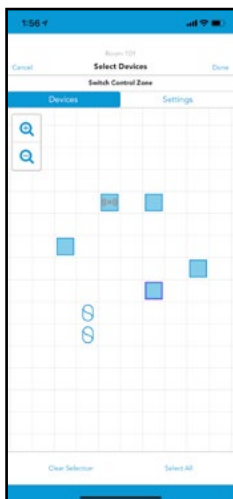


Figure 20: Select Devices from Grid



Figure 21: Settings Tab

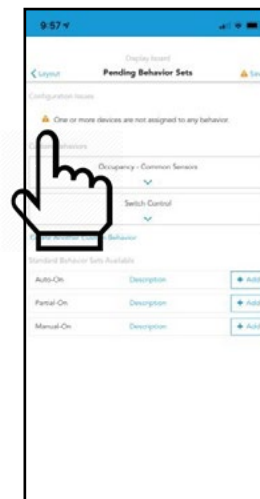


Figure 22: Orange Triangle



Figure 23: Red Triangle

Behavior Zones Explained

Below is a summary of all behavior zones and how they can be configured.

1. On / Off by switch
 - Can be applied to any group that has at least one fixture and one switch.
 - You may select if the light comes on to full bright or if it turns on to the prior dim level when the on button is pressed.
 - If combined with daylighting turning the lights on will make the fixtures go to their day lighting level. If the switch has raise and lower buttons, the user may raise the light level above the daylighting level.
 - If combined with occupancy the switch will override the occupancy behavior for 1 minute

Behavior Zones Explained - cont'd



2. Occupancy
 - Can be applied to any group with at least 1 sensor.
 - Configurable parameters include
 1. On by
 - Occupancy (Auto on) - lights will turn on when at least 1 sensor in the zone sees motion. Lights will dim down after "X" minutes of no activity.
 - Switch (Manual On) - Lights must be turned on via a switch. Lights will dim down after "X" minutes of no activity.
 2. Turn on to xx% when occupied
 3. Dim to % - The level the lights will dim to after "X" minutes of no activity.
 4. After "X" minutes of no activity - The time delay between the sensors no longer sensing motion and the lights dimming to the dim to %.
 5. Turn off time - The time delay between the dim to light level and the lights turning off. Total time between no motion and the lights turning off is the sum of the turn off time and the dim after time.
 - Immediately after sending programming values to the fixtures, the fixtures require a few minutes to synchronize before following the programmed time outs.
3. Daylight Harvesting
 - Can be applied to any group with at least 1 sensor.
 - Must be calibrated after programming has been sent to the fixtures. This can be done by navigating to the group overview screen, selecting device settings, and selecting photosensor calibration.

NOTE

Users must select individual or common for daylight harvesting or occupancy behavior types. Individual sensors will control only the fixture it is associated with. It will result in an inconsistent lighting look on the ceiling, but it may be more consistent on the work surface. Common sensors will result in all the fixtures within a behavior zone responding to the one sensor, or multiple sensors, that the user selects. This option will result in a common look across the ceiling or lot.

NOTE

Clairity will gray out a condition if the setup of your system will not support it.

Creating Customized Settings

Customized settings allows a user to add additional devices to a zone with different settings. To create customized settings, follow these steps:

1. To customize a behavior zone, navigate to the behavior zone and select the **Settings** tab. Then select the **Customize** button located at the bottom of the page (Figure 24).
2. This will pull up a menu that contains either the switch or the sensor as well as the outputs. The **+** icon at the bottom allows you to add additional controllers or outputs with different settings (Figure 25).
3. Select **Output** or **Controller** as the device(s) for the customized setting (Figure 26).
4. Next, select the devices you wish to have a different setting applied (Figure 27).

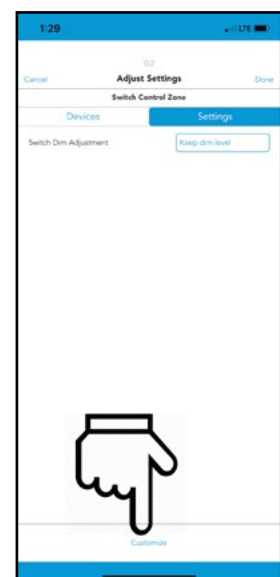


Figure 24: Choose Customize

Creating Customized Settings - cont'd



5. Change the settings as needed and tap **List** in the upper left corner to return to the **Customized Settings** menu (Figure 28).
6. You have now created a new customized setting and will see the new details in the device list. Tap **Next** to complete this customized setting for the behavior zone (Figure 29).

NOTE

If a customized setting has been created while editing a behavior zone, you will need to edit that customized setting from the customized setting screen. Click Edit to navigate to the customized settings screen, then select the desired customized setting to enter the grid screen. When editing a behavior zone, if there is no customized setting, you will simply return to the grid screen.



Figure 25:Customize



Figure 26: Select Output

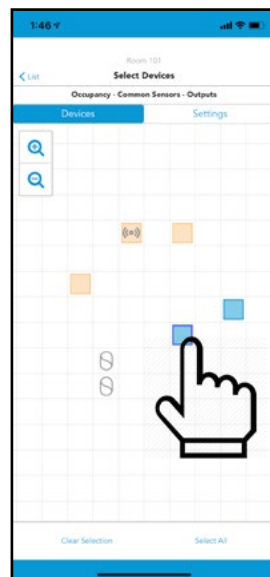


Figure 27: Select Next Devices



Figure 28: Select Settings



Figure 29: Select Next

Commissioning an nLight AIR Adapter

To commission a new nLight AIR adapter, permanently mount the adapter. Do not commission the adapter before it is permanently mounted. Moving it can result in unstable RF connections to devices you've commissioned.

Once the adapter has been mounted and plugged into the ECLYPSE, allow 2 minutes before adding it to CLAIRITY Pro. For the first 2 minutes, the Adapter is determining the clearest communication frequency to use. If you try to commission it too quickly after power on, CLAIRITY Pro will provide you with a warning.

1. Navigate to the **Site Overview** screen (Figure 30).
2. Select **Edge Devices** (Figure 31).
3. Walk within about 30 feet of the Adapter you need to add.
4. Tap on the **+** to add a new Adapter.
5. Select the adapter from the list of available adapters.
6. Unless otherwise instructed by Technical Support, keep automatic mode enabled, and tap **Commission** (Figure 32).

If the project has more than one adapter, it is strongly recommended that you name the adapters. To do so, tap on it and rename it in CLAIRITY Pro.



Figure 30: Site Overview



Figure 31: Available Edge Devices



Figure 32: Edge Device Overview

Associate a Group with an nLight AIR Adapter

To associate an existing group with the nLight AIR Adapter, navigate to the Group Overview Screen. Walk to the physical space that correlates with the group. Tap on the **Edge Device Selector** option. Pick the appropriate Adapter from the list. Tap on the **Assign** button. CLAIRITY Pro will make the appropriate RF Channel changes so the devices can communicate with the Adapter you've chosen.

CLAIRITY Pro will also instruct the devices to attempt to communicate with the Adapter. The app will tell you once this process is complete. Once complete, the group will show as a networked group on the group screen with an icon next to the name. It will also be accessible in the Sensorview software.

CLAIRITY Pro will show you any devices that are unable to communicate to the Adapter. You may retry. But, if the devices are unable to reach the adapter, please choose a different one on the project.

Move a Group from one nLight AIR Adapter to Another

To move a group from one nLight AIR Adapter to another, navigate to the Group Overview Screen. Walk to the physical space that correlates with the group. Tap on **Networked Edge Device** and tap on the **Unassign** button. Once complete, the group will no longer be associated with that Adapter.

Now follow the steps to Associate a Group with the nLight AIR Adapter.

Calibrating the Daylighting in an Area



To calibrate daylighting, follow the steps below:

1. Navigate to the **Group**.
2. From **Device Settings**, select **Photosensor Calibration** (Figure 33).
3. Manually adjust the set-point or choose to auto-calibrate the photosensor.

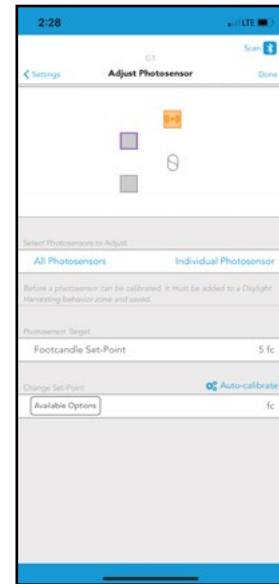


Figure 33: Photocell Calibration

Disable a Sensor

To optimize occupancy performance, sometimes it is necessary to disable sensors in fixtures. It may be necessary to do this to the fixture close to a doorway so it does not detect hallway traffic or in cases where sensors are very close to HVAC ducts.

To enable or disable particular sensors, simply select the sensors that you want applied (or not applied) to a specific behavior zone within the behavior zone workflow.

Setup Dual Zone Offset

Offset is a sensor setting that commonly allows users to dim a second row of fixtures differently than the row closest to the windows in cases when only one sensor is being used. This feature is not needed in cases when each fixture has a sensor embedded.

To enable this feature, you must create a customized setting within a daylight harvesting zone. Create a custom behavior zone, choose daylight harvesting - common sensor, and select the first row of fixtures and the sensor. Go to the settings tab and select **Customize**.

Select **+** to add an output, and then select the devices that should dim less than the others by selecting them on the grid. Note, you may select more than one device at a time. Tap on the **Offset % Value** to make an adjustment. Note, a value less than 100% will cause the fixtures selected to dim less than those not selected. Finish by going back via **List** in the upper left corner, and then selecting **Next** in the upper right corner.

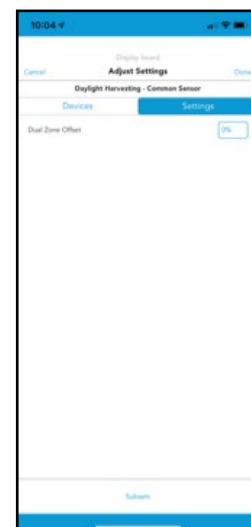


Figure 34: Offset

Microphonics Sensitivity



To optimize occupancy performance, you have the ability to adjust the microphonics sensitivity (for devices that have this capability).

To adjust microphonics sensitivity, select **Occupancy** under **Create a Behavior Zone**. Navigate to the **Settings** tab once you have selected the desired devices, tap **Microphonic Sensitivity** and select the level you would like the fixtures to respond to.

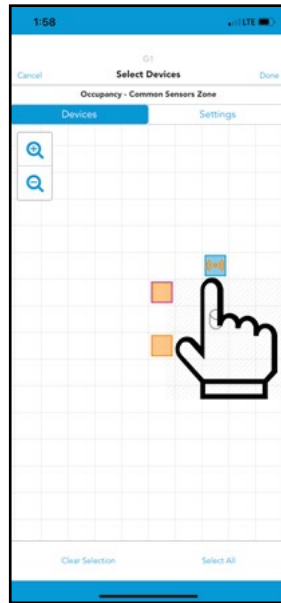


Figure 35: Select Sensor

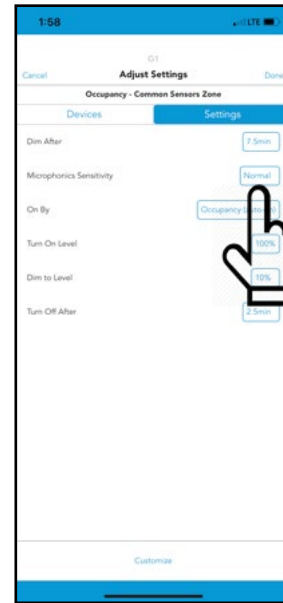


Figure 36: Microphonics Sensitivity

Set High/Low End Trim for Power Packs, rLSXRs, rSBORs, and rSDGRs

To adjust the maximum or minimum light level an output device can achieve, you can adjust the **High/Low End Trim**.

To do so, navigate to the **Group Overview** screen and choose the **Devices Settings** option (Figure 41). For 0-10V devices (such as the rPP20 Power Pack, rLSXR, rSDGR, and rSBOR), tap the **Low Voltage High/Low End Trim** option (Figure 37).

Tap on the devices you wish to change, use the sliders to make the adjustment, and tap **Save**.

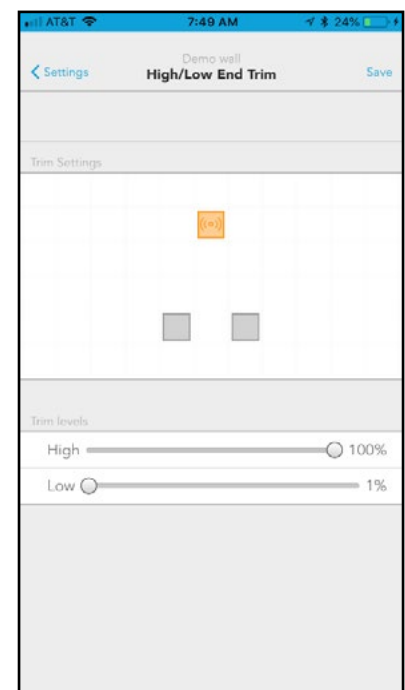


Figure 37: Hi/Low Trim Settings

Set High/Low End Trim for rES7, rIO, rMSOD and rSBG Based Fixtures



To adjust the maximum or minimum light level an output device can achieve, you can adjust the **High/Low End Trim**.

To do so, navigate to the **Group Overview** screen and choose the **Devices Settings** option. For rES7, rIO, rMSOD and rSBG Based fixtures, tap the **Digital High/Low End Trim** option.

Tap on the devices you wish to change, use the sliders to make the adjustment, and tap **Save**.

Group Firmware Updates

Group Updates - The Clarity Pro mobile app is able to update the firmware in the nLight AIR devices. This should only be done when instructed by Acuity Tech Support or upon receiving a notification from the mobile app.

To do so, ensure you're physically located in range of the group to be updated. Navigate to the appropriate group in the Clarity Pro mobile app. Near the bottom of the group overview screen (Figure 38), tap **Firmware Updates**. The **Firmware** screen (Figure 39) will show the latest version of firmware available and a summary of the firmware versions of the devices in the group. To update all devices, tap on the **Start: Update (A)(B)** button.

NOTE

This process may take 2 - 5 minutes. You may leave the area when the progress bar reaches 100%. Clarity Pro will tell you when you can move on to new areas.

NOTE

Wall switches can only be updated via the Individual Device Firmware Update process

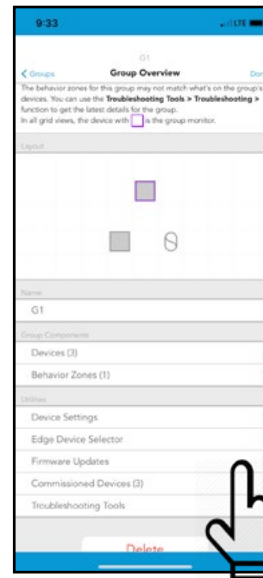


Figure 38: Group Overview



Figure 39: Group Firmware Update

Individual Device Firmware Updates

To update an individual device before it is commissioned, navigate to the **Site Overview** page (Figure 40) and tap on **Update Device Firmware**.

From the list of devices, identify the device you want to update by using the **Identify** link (Figure 41). Tap **Update** to start the firmware update process.

NOTE

You must remain within 60 feet of the device you're updating for the duration of the update, which may be 3-4 minutes.

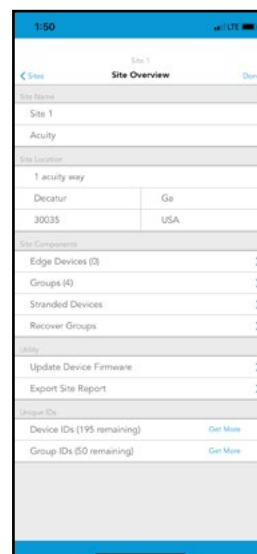


Figure 40: Site Overview

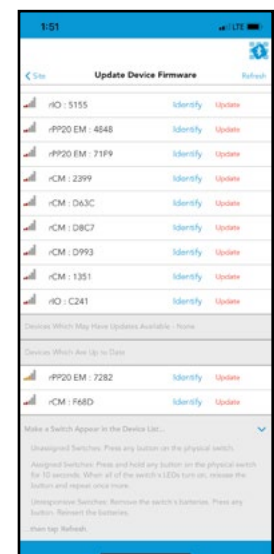


Figure 41: Update Firmware

For any site you create, you will have access to that site upon subsequent logins. However, you will not be able to see sites you did not create until access is granted to you. Please contact the original site creator to request access or reach out to Acuity. If you're not sure who created the site for the equipment you need to program, please reach out to Acuity Technical Support.

Sharing Sites

Sites may be shared with colleagues or customers. To do so, follow these steps:

1. In your browser, go to air.acuitynext.com (Figure 42)
2. When you log in, you'll see your sites.
3. Click on the particular site you wish to share.
4. Add the user with whom you'd like to share the site.
5. Once complete, that user will be able to access the site in Clarity Pro.

NOTE

You'll be unable to share a site with someone who has not gone through the process of creating a Clarity account.

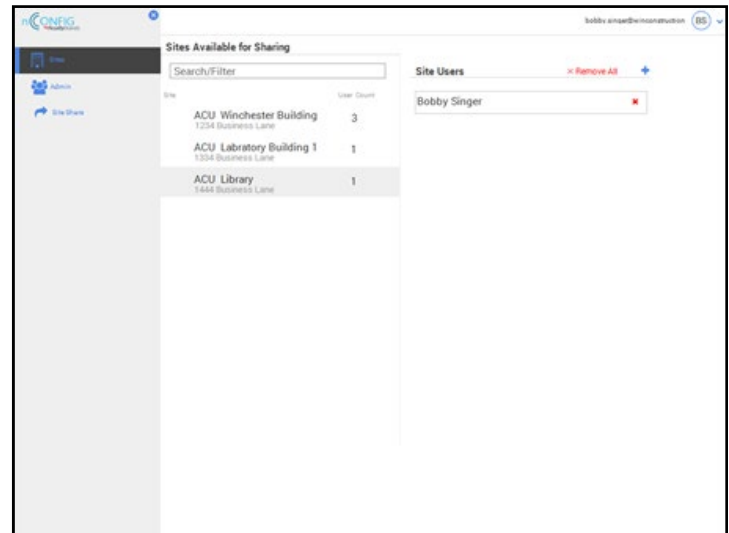


Figure 42: nLight AIR Website

Communication Architecture

The communication between the app and the devices behaves differently before and after the initial grouping process.

Prior to devices being added to a group:

- The app communicates directly to each device via Bluetooth.

After devices have been added to a group:

- The app communicates with only one device (called the group monitor) within the group. That device then communicates to all the others on a different frequency.
- While the Bluetooth communication distance is approximately 100ft, it is possible the group monitor is out of range of the Bluetooth communication based on where you are standing within the area (especially for very large areas). If the Clarity app fails to connect to the Group Monitor, the application will display a grid representation of the group and indicate which device to move toward to facilitate communications.

Troubleshooting Tools

Troubleshooting tools provide a few ways to check the health of your system or connect with previously commissioned groups. In the **Group Overview** screen, navigate to **Troubleshooting Tools**. From here, you are presented with two options, **Troubleshooting**, or **Connectivity Check**.

Connectivity Check will verify all output and sensor devices within the group are able to be reached by the group monitor.

Troubleshooting provides a few different checks for the group. First, it runs a connectivity check for all devices, verifying the devices can be reached by the group monitor. Those will be shown in green, with devices not found in red and devices not checked unchanged (in blue)(Figure 43). In addition to this check, this task will also download the latest device settings (including behaviors) applied to each device. Further information can be seen by selecting **Details**, tapping the **i** button, and then selecting a device (Figure 44).

NOTE

When changes are made in SensorView, Troubleshooting will pull those changes across into Clairity Pro.



Figure 43: Troubleshooting

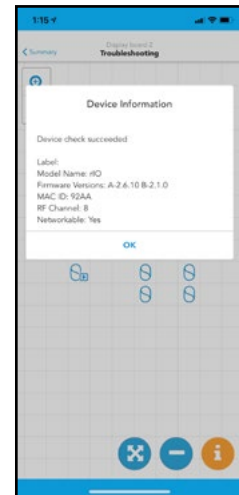


Figure 44: Troubleshooting Results

Who to Call if You Have Questions

For support with your nLight AIR controls system and the CLAIRITY Pro mobile app, please contact Acuity Technical Support at **1-800-535-2465**

Updating CLAIRITY Pro

In the event that a new version of CLAIRITY Pro is developed, you'll receive a notification through the app store that a new version has been made available. We recommend reading through the release notes associated with the new version so you can learn of the new features and capabilities of the new version prior to downloading it.

Multiple Users on One Site

More than one service provider may use the CLAIRITY Pro app at one time. This is most common in the case of large sites with relatively short construction cycles. Each user can run through the startup process (create groups, create zones, set behaviors). We have a few recommendations for how to maximize their efficiency.

- Any user who has access to the site can grant access to others.
- We suggest each resource work in a different portion of the building. The distance between resources minimizes the likelihood that devices will be flashed in someone else's area. Resources cannot perform startup activities within the same group.
- In the event that simultaneous users are in a building that has poor cellular coverage, we recommend regular communication with your colleagues to ensure each knows who is starting up which portion of the building, as changes they make on their mobile device will not show on your mobile device until those changes can be pushed to the cloud through a cellular or wireless connection.

Reprogramming an Area



If changes need to be made to a given area, navigate to the group that corresponds with that area. The same process is followed for button reprogramming, occupancy sensor adjustments, and photosensor recalibration.

- On the Group Overview screen, tap on **Behavior Zones**
- Adjust the behavior zones accordingly. The behavior zones screen allows for the adjustment of occupancy parameters and switch settings.
- Tap **Save** and the programming will be pushed to the nLight AIR devices.
- For other device settings, such as photosensor calibration, navigate to the **Device Settings** screen from **Group Overview**, select the setting to adjust, and follow the instructions.

Whole Group Decommissioning

Whole group decommissioning is a process that will destroy all programming, zoning, and grouping. Essentially the fixtures will return to their out of box default state. Whole group decommissioning should NOT be used to modify zoning or programming parameters.

Whole group decommissioning should rarely be used. However, there are some circumstances where it makes sense. These include renovation of a previously commissioned nLight AIR space and product demonstrations.

To decommission a group:

1. Navigate to the **Group Overview** screen.
2. Click on the **Commissioned Devices** link (Figure 45). The commissioned devices screen will load.
3. To proceed with decommissioning, tap the **Decommission All** link (Figure 46).



Figure 45: Group Overview

NOTE

You must be located in the vicinity of the devices to perform this action.

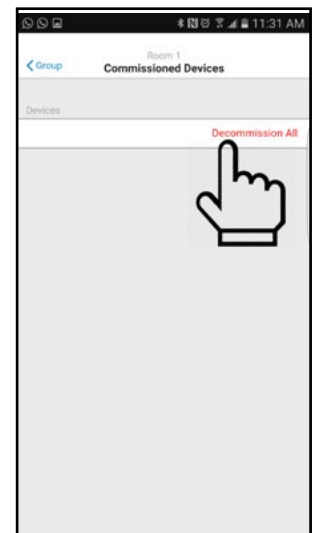


Figure 46: Commissioned Devices

Physically Removing Equipment

In the event that equipment needs to be physically removed from an area, you must first follow the **Removing Devices from the Grid** process described earlier in this document. Failing to do so will result in the inability to reprogram the device that has been removed.

Definition of Terms



Site	An installation of lighting control equipment for one customer at one location
Account	One or more sites that are all affiliated with one end user.
Area	A descriptor for a physical geographical area, within a customer site, that has some common use or purpose
Group	All the devices within one area
Identify	A process by which a device provides some visual feedback (e.g. - the flashing of a fixture) so it's location can be determined.
Behavior Zone	A collection of devices expected to work together, defined by a specific behavior type. This is also referred to as the sequence of operation.
Fixture	A piece of equipment that outputs light
Switch	A piece of equipment that, is typically mounted on a wall, that a user may interact with to control lights in their vicinity
Device	A generic term used to describe the individual units that comprise a system.
Mobile Device	A personal handheld communication device that provides connectivity to wifi, cellular, or bluetooth
Startup	The act of troubleshooting and programming a new installation of equipment
Photosensor	A device that detects the presence of light.
Daylighting	A lighting control strategy that accounts for the presence of natural light and changes the artificial light to achieve a desired light level
Occupancy Sensor	A control device that detects motion
Template	A pre-defined collection of behavior zones that create the described operation.