



synergy



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# The User Experience of Smart Lighting Control

Credits: AIA Program # UES100 (1.0 LU) | IDCEC (ASID/IIDA) Approved (0.1 CEU)

**Description:** Smart lighting control systems are often associated with data analytics, human centric lighting, code compliance and responsible energy use, but ultimately it is user experience that defines the success of a lighting installation. A building system that's at odds with occupant expectations or suffers from a lack of intuitive response will only frustrate building occupants. It may even get disconnected. When user experience is thoroughly evaluated and included as part of proper system set up, lighting can improve satisfaction and engagement, promote desirable work behaviors, and achieve the intent of smart lighting technology.



## Learning Objectives

1. Understand the uncanny valley of smart lighting and its impact on occupants when systems are not customized to the end user
2. Implement the process for customizing smart lighting systems based on lighting narratives and documenting the sequence of operations.
3. Apply example control sequences to new projects that meet the needs of the end user and are documented to minimize implementation errors.
4. Recommend system features that meet the user experience requirements while future-proofing the design.