

# ClareHome Touch Panel Release Notes

CS-CHT-10

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**Last modified**: 01/03/19

# Introduction

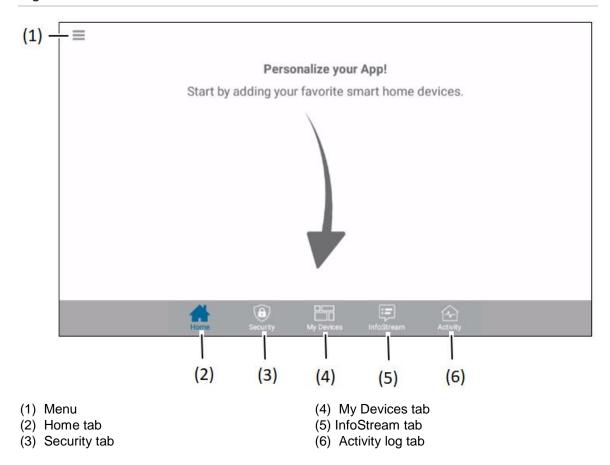
The ClareHome Touch Panel is Clare Controls' new wall mountable home controller display designed for easy access to your security features. This document is an introduction to the panel.

For more information on any topic covered below, or about specific devices, see the Clare Controls Knowledge Base.

https://knowledgebaseclarecontrols.atlassian.net/wiki/spaces/CCDL/overview

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Figure 1: ClareHome Touch Panel



# Installing the panel

Only qualified installation technicians should install the touch panel. Refer to the installation instructions included with the panel. Clare Controls does not assume responsibility for damages caused by improper installation, connection to the network, or use of the device.

# Installation options

Select an installation option.

#### **Installation option 1: Desktop**

Option 1 uses the included panel kickstand.

#### To desktop mount the panel:

1. Press the kickstand to the rear of the panel. The stand pops into place, locking to the panel.

**Note:** The kickstand can be mounted "tail up" or "tail down" to provide different display angles.

2. Plug the included power supply into the rear of the Android panel.

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3. Plug the opposite end of the power supply into an electrical outlet. The tablet automatically powers up.

## Installation option 2: Wall mounted

Option 2 requires the panel to be wall mounted. Use the included screws and metal plate to mount the panel flush with the wall.

#### To wall mount the panel:

- 1. Place the mounting bracket against the wall, ensuring that it is in the desired location and close to an outlet.
- 2. Using 2 of the included screws and a power drill, securely attach the bracket to the wall.
- 3. Plug the included power supply into the rear of the Android panel.
- 4. Slide the panel onto the mounting bracket.
- Plug the opposite end of the power supply into an electrical outlet.The tablet automatically powers up.

# **Using the ClareHome Touch Panel**

The ClareHome Touch Panel comes with the ClareHome app pre-installed. Simply connect the panel to your Wi-Fi and discover your panel.

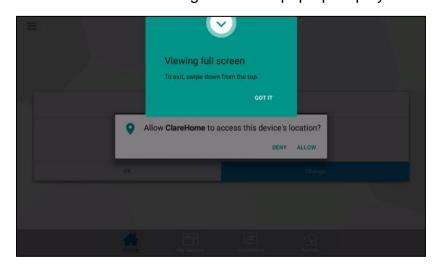
## To setup the panel:

1. Tap the screen.

– or –

Press the power button on the right-side of the panel.

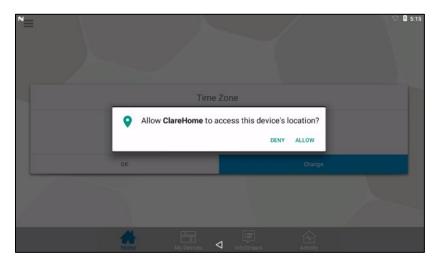
ClareHome loads and the Viewing full screen pop-up displays.



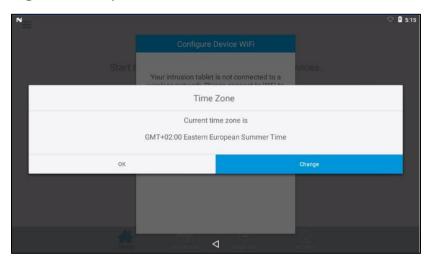
# 2. Tap GOT IT.

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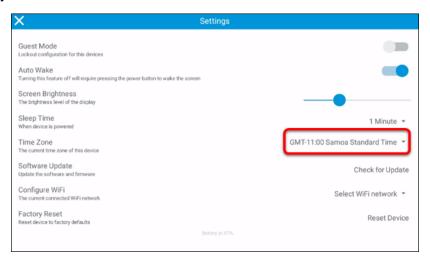
Tap Allow to ensure that ClareHome has access to the device's location.
 Note: ClareHome uses the location of the device for timers and events.



4. Tap **Change** to select your time zone.

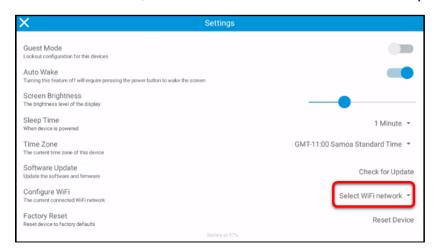


5. Select your time zone.

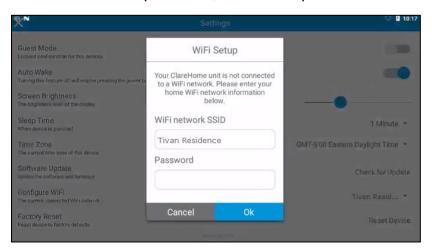


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6. Tap **Select WiFi Network**, and then select the Wi-Fi from the drop-down.



7. Enter your Wi-Fi network's password, and then tap **OK**.



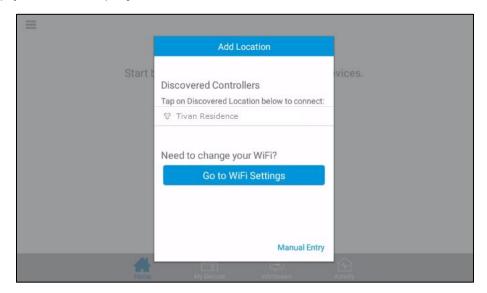
8. Once you have selected your time zone and configured your Wi-Fi settings, tap the **X** in the top-left corner.



**Note:** If there is a firmware update available, a popup displays. Tap **Ok**, and then the panel automatically updates. Continue with panel configuration.

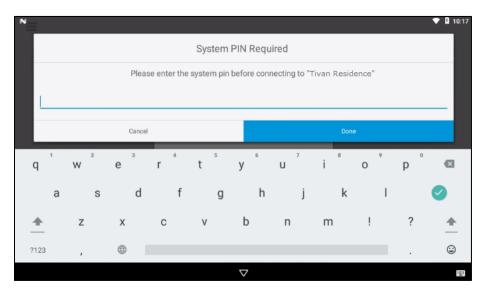
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9. Tap your home's project name.



10. Enter your ClareHome project's PIN, and then tap **Done**.

Note: The default PIN is 1234.



You now have access to your project.

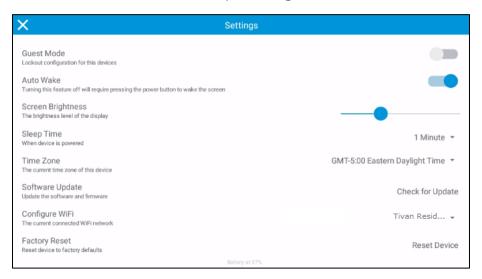
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## Forgetting a Wi-Fi network and factory defaulting your panel

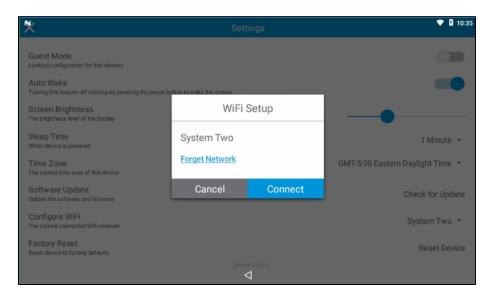
In some instances, a Wi-Fi network must be forgotten, or the device must be factory defaulted. Use the below instructions to forget or factory default.

# To forget a Wi-Fi network on your panel:

1. Tap the **Menu** Icon =, and then tap **Settings**.



Tap the Configure WiFi drop-down, and then select the desired network for removal.



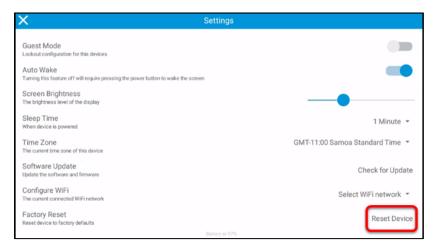
3. Tap Forget Network.

The network still appears in the list of Wi-Fi networks, but when attempting to connect to it, you must enter the network's password.

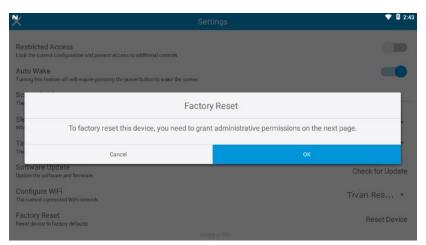
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# To factory reset your panel:

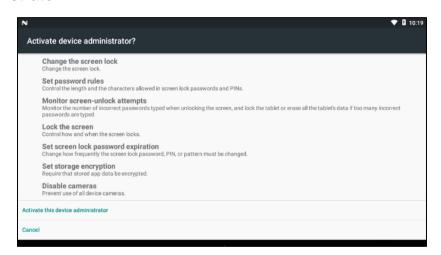
- 1. Tap the **Menu** Icon =, and then tap **Settings**.
- 2. Tap Reset Device.



3. Tap **OK**.

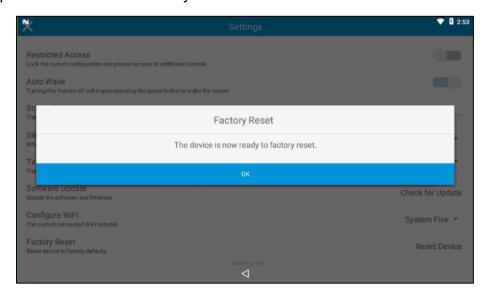


4. Scroll to the bottom of the page, and then tap **Activate this device** administrator.

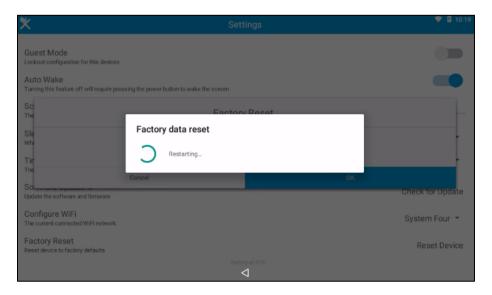


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5. Tap **OK** to confirm the factory reset.



The device resets.



# **Using the ClareHome app**

The sections below contain information on getting to know and using the ClareHome app to successfully create and customize your smart devices through control, scenes, schedules, and automations.

This section is intended only as an introduction to the app as used on the ClareHome Touch Panel. For information on additional customization and on specific devices see the Clare Controls Knowledge Base.

https://knowledgebaseclarecontrols.atlassian.net/wiki/spaces/CCDL/overview

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# ClareHome Touch Panel Sub-menu

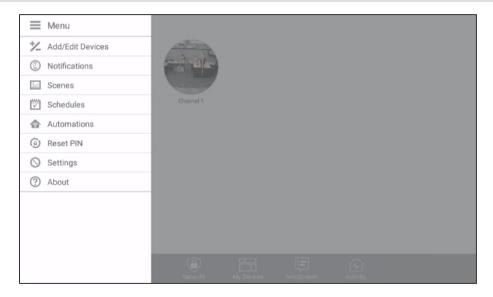
The Sub-menu runs along the bottom of the panel and has 4 (5 if you have a security system) icons. The icons are **Home**, **Security** (optional), **My Devices**, **InfoStream**, and **Activity**.

## Home

The Home page is the default display of the intrusion panel. It can be customized by adding devices or scenes. Tap **My Devices** in the bottom bar to add devices to your space. Tapping the Home icon immediately brings the user back to this home page.

Home is the only page that displays the **Menu** icon. The Menu allows the user access to add/edit devices, create Notifications, Scenes, Schedules, and Automations, reset their PIN, adjust their ClareHome settings, and learn the app version.

Figure 2: ClareHome Menu



#### +/- Add/Edit Device

The Add/Edit Device feature allows a user to add, modify, and remove supported Z-Wave devices, thermostats, and access devices to their home project. The following example walks through adding an outlet to a project. Each device has different options and customizations. For specific device information see the <a href="Clare Controls Knowledge Base">Clare Controls Knowledge Base</a>.

and search for your device.

https://knowledgebaseclarecontrols.atlassian.net/wiki/spaces/CCDL/overview

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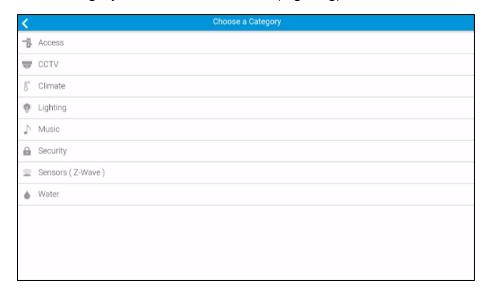
# To add devices to your project:

1. Tap **Add/Edit Device**.

Existing devices are displayed.



- 2. Tap the blue **Plus** icon •• to add a new device.
- 3. Select the category of the desired device (Lighting).

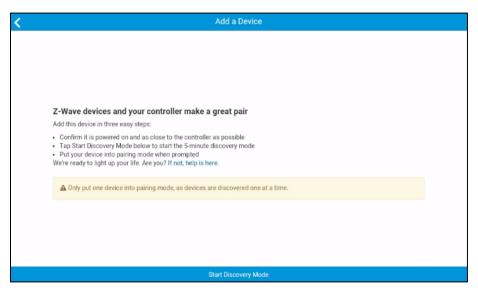


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4. Select the kind of kind of device (Z-Wave Device - Lighting).



5. Read through the displayed information, and then tap **Start Discovery Mode**.

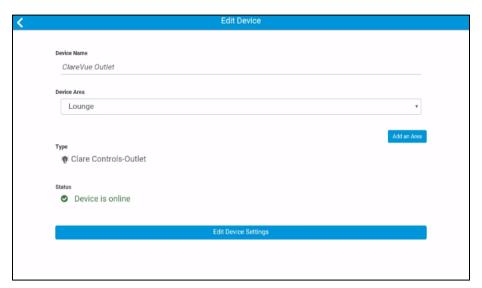


- Once prompted, press the button on the device to pair it to the project Notes
  - This differs per device, see the manufacturer's documentation for device pairing.
  - Only supported Z-Wave devices will create a user service in the app. All other devices require the service to be created manually in Fusion by the integrator.

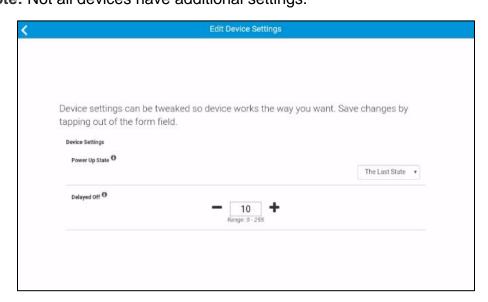
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7. Once the device is added, the Edit Device page displays.

Customize the device name and location.



To edit additional device settings, tap Edit Device Settings.
 Note: Not all devices have additional settings.



- 9. Adjust the desired settings, tapping outside of the setting to save it.
- 10. Tap the **Back** icon to return to Device Settings, and again to return to the device list.

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## To remove a device:

1. Tap **Add/Edit Device**.

Existing device categories are displayed.

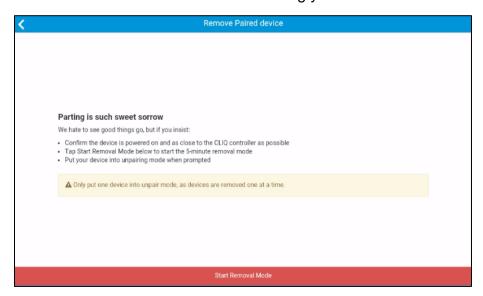


2. Tap the 3 dots in the upper-right corner, and then tap **Unpair Z-Wave Device**.



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3. Follow the on-screen instructions for removing your device.



## To perform Z-Wave maintenance:

**Note:** Z-Wave maintenance can take several hours to complete and renders Z-Wave operation unusable during the maintenance. Use Z-Wave maintenance sparingly and only when large changes have been made to your Z-Wave network.

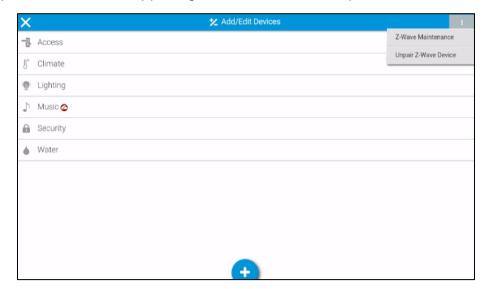
1. Tap **Add/Edit Device**.

Existing devices are displayed.

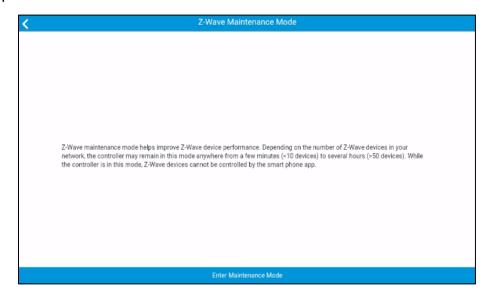


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2. Tap the 3 dots in the upper-right corner, and then tap **Z-Wave Maintenance**.



3. Tap Enter Maintenance Mode.



#### **Notifications**

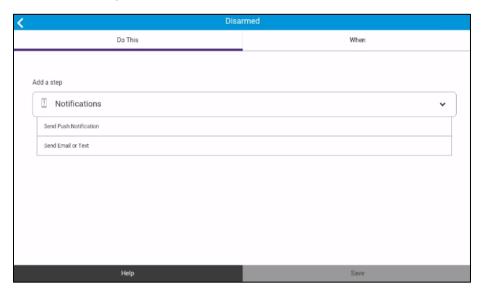
The Notifications feature allows a user to configure push notifications or emails when specific device actions occur. The following example walks through creating a push notification when the security alarm is disarmed.

#### To create a Notification:

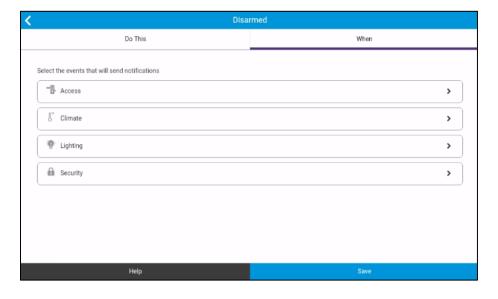
- Tap Notifications.
   Existing Notifications are displayed.
- 2. Tap the **Plus** icon to add a new Notification.

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3. Enter a name for the Notification, and then select the notification type (push notification or email).



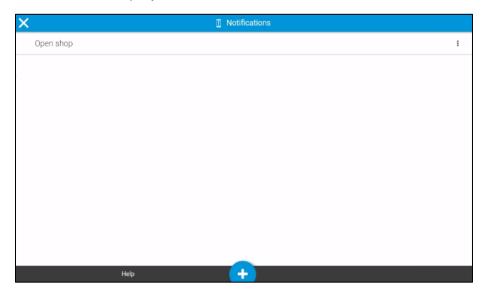
4. Tap the **When** tab, and then select the device action that triggers the notification.



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# 5. Tap Save.

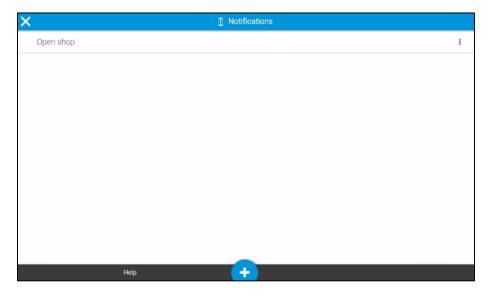
The notification is displays in the Notifications list.



To remove or disable a notification:

# 1. Tap Notifications.

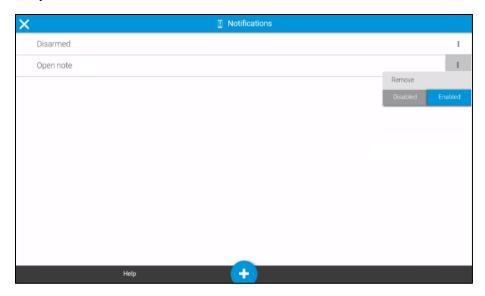
Your project's notifications display.



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2. Tap the 3 dots on the right of the desired notification, and then tap **Remove** or **Disable**.

**Note:** If you disable the Notification, it can be re-enabled later.

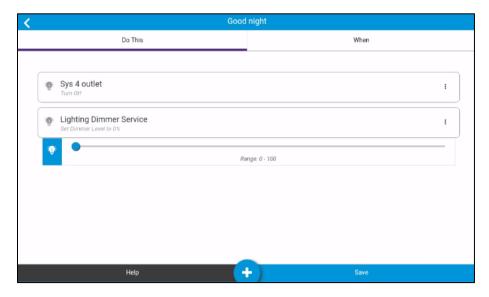


#### **Scenes**

The Scene feature allows a user to configure specific device/service actions in the response to a button press. The following example walks through creating a goodnight scene, turning off the home's lights.

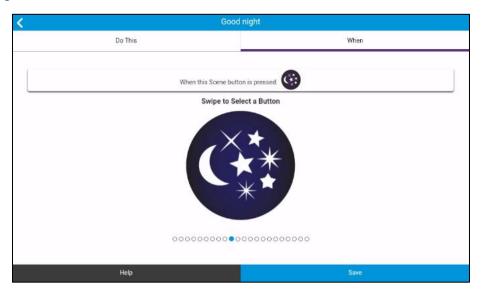
#### To create a Scene:

- Tap Scenes.
   Existing Scenes are displayed.
- 2. Tap the **Plus** icon •• to add a new Scene.
- 3. Name the Scene, and then select the desired device actions.



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4. Tap the **When** tab, and then swipe left/right to select the desired button image.

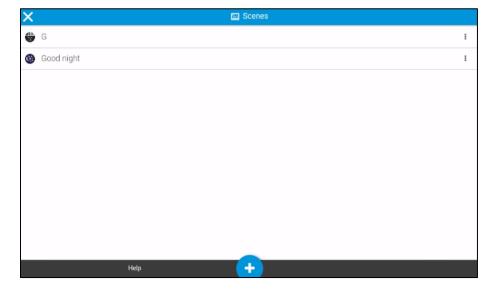


5. Tap Save.

## To remove a scene:

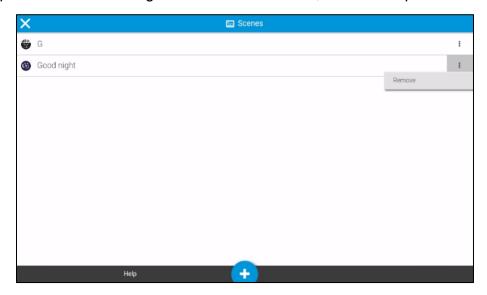
1. Tap Scenes.

Your project's Scenes display.



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2. Tap the 3 dots on the right of the desired scene, and then tap **Remove**.

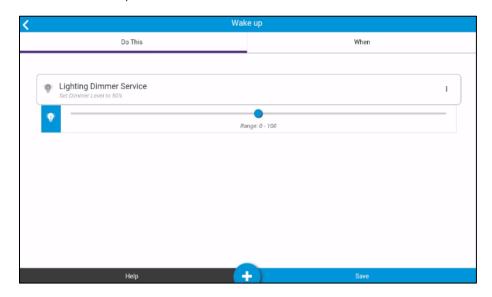


#### **Schedules**

The Schedules feature allows a user to configure specific device/service actions at set times. The following example walks through creating a wakeup schedule, turning on the home's lights Monday through Friday at 7AM.

## To create a Schedule:

- Tap Schedules.
   Existing Schedules are displayed.
- 2. Tap the **Plus** icon to add a new Schedule.
- 3. Name the Schedule, and then select the desired device actions.

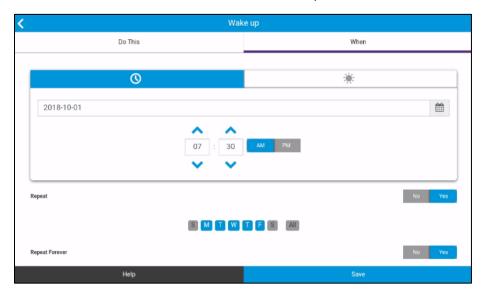


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4. Tap the **When** tab, and then set the time and days for the schedule.

#### **Notes**

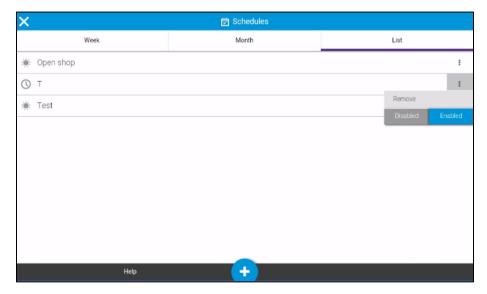
- The schedule can repeat or have a definitive end date.
- Tap the **Clock** icon to create a schedule using absolute time (7:30AM).
- Tap the Sun icon to create a schedule using solar time (time based on intervals before and after the sunrise/sunset).



5. Tap **Save**.

To delete or disable a Schedule:

- 1. Tap Schedules.
- 2. Tap the 3 dots on the right of the desired schedule, and then tap **Remove** or tap **Disabled** to make the schedule inactive.



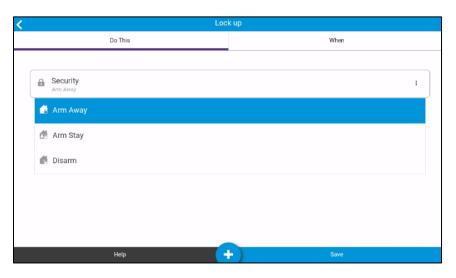
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#### **Automations**

The Automation feature allows a user to configure specific device/service actions in response to other actions. The following example walks through creating a lockup automation in which locking the front door results in the alarm being set.

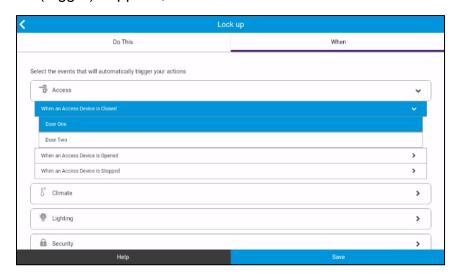
#### To create an Automation:

- Tap Automations.
   Existing Automations are displayed.
- 2. Tap the **Plus** icon to add a new automation.
- Name the Automation, and then select the desired "Do This" action.
   Note: This is the action that occurs in response of the "When", or trigger, action.



4. Tap the **When** tab and select the desired trigger actions.

**Note:** A trigger action is what causes the automation to start. For example, when this (trigger) happens, then the alarm is set.

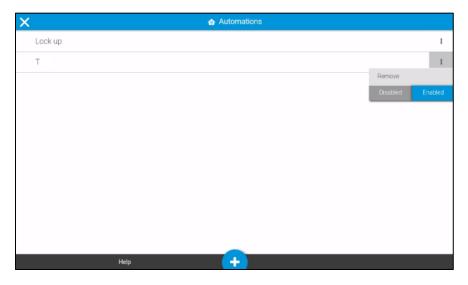


5. Tap Save.

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#### To delete or disable an Automation:

- 1. Tap **a** Automations.
- 2. Tap the 3 dots on the right of the desired automation, and then tap **Remove** or **Disabled** to keep the automation as inactive.



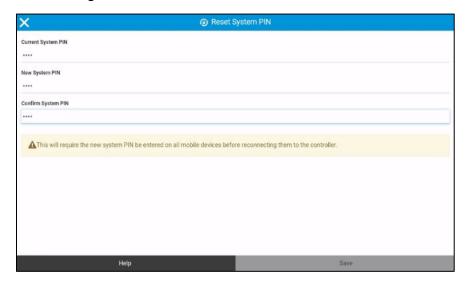
# **Reset PIN (Personal Identification Number)**

We recommend resetting the PIN when you first access your system or whenever anyone interacts with the system (integrators, friends, or other). This ensures security.

# To reset your PIN:

- 1. Tap 
  Reset PIN.
- 2. Enter your current PIN, confirm the PIN, and then enter a new PIN.

Note: Do not forget this PIN.



3. Tap Save.

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## **Settings**

The Settings menu option allows the user to enable restricted access, adjust their panel's sleep time, and configure Wi-Fi.

**Restricted Access:** This feature allows the user to lock the current ClareHome app space. Once enabled the user is no longer able to access anything in the app except the devices/services on the selected space. This feature must be activated per device and is only removed when the user enters the correct system PIN.

**Auto Wake:** This feature allows the user to enable the screen to "wake up" when the panel is tapped/touched.

**Screen Brightness:** This adjust the brightness of the screen. Slide the bar to the left to dim the screen and to the right to brighten the screen.

**Sleep Time:** This feature allows the user to set the panel's sleep time. Available options are 15 seconds, 30 seconds, 1 minute, 2 minutes, 5 minutes, 10 minutes, and 30 minutes.

**Time Zone:** This feature allows the user the ability to select their time zone.

**Software Update:** This feature allows the user to check for software updates for their panel.

**Configure WiFi:** This feature allows the user to select their Wi-Fi network.

**Factory Reset:** This feature allows the user to factory default their ClareHome Touch Panel.

#### **About**

The About menu option displays the current app version in use.

# **Security**

The Security sub-menu badge is only available if the project has a security system. Security allows the user to see the state and control their integrated security system.

**Note:** Each security system has different options and features, these are system specific. See the related Clare Controls security integration release notes.

If there are multiple security partitions on your system, the user has the option to select the default partition displayed when the security badge is tapped.

#### To set the default partition:

**Note:** By default, the partitions are alphabetized, so the default partition displayed is the first alphabetically.

1. Tap the Security badge .

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- 2. Tap the partition drop-down, and then tap the name of the desired default partition.
- 3. Tap the Home badge.

The new default is saved. When tapping the security badge, the last selected partition displays.

# **My Devices**

The My Devices menu displays a list of your home's smart devices, services, and

Scene. They display based on device category Device, or by home areas Area.

## To add devices/Scenes to the home page:

- 1. Tap my Devices.
- 2. Select a search method, by device category Device or area Area.
- 3. Tap the category/area the device is located.
- 4. Tap the name of the device to access the device now.
  - or -

Tap the **Plus** • icon to add the device/Scene to your space.

5. Then tap the **Home** icon.

The device/Scene is now accessible from panel's home page.

# **InfoStream**

The InfoStream contains new updates and information about Clare Controls and the ClareHome app. The info stream keeps a user up to date on their home automation systems, contains helpful articles, tips, tricks, and important announcements about items that affect the user.

#### To view the InfoStream:

- Tap the InfoStream Icon =.
  - A list of the most recent information displays.
- 2. Tap the desired article to fully view it in a web browser.

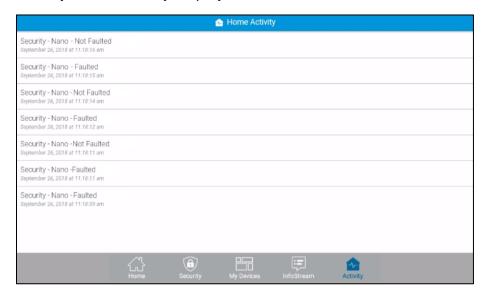
# **Activity**

The Activity event stream displays a list of your security events. This list includes the times when the alarm system is armed, disarmed, troubled, and faulted.

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## To view the Activity event stream:

- 1. Tap the **Activity** icon a.
- 2. The security events history displays.



# **Contact information**

Clare Controls, LLC. 7519 Pennsylvania Ave, Suite 104 Sarasota, FL 34243

General: 941.328.3991 Fax: 941.870.9646 www.clarecontrols.com

Integrator/Dealer Support: 941.404.1072

claresupport@clarecontrols.com

Homeowner Support (ClareCare): 941.315.2273 (CARE)

help@clarecontrols.com

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