



Install Assist App Release Notes

Content

Introduction...	1
Installing the app...	2
Using Install Assist...	2
Z-Wave maintenance...	8
Install Assist Help...	11
After using Install Assist with a CLIQ.mini in AP mode...	12
Compatible devices...	15
Auto-discoverable devices...	17
Contact information...	18

Last modified: 06/19/18

Introduction

The Install Assist application (app) is an assistant app that helps the user add Z-Wave and select auto-discovered devices quickly without internet connection or creation of a Fusion project. This allows an installer the ability to pair and connect to a home system before the home is finished or occupied.

Notes

- A Fusion project must be created for each CLIQ.mini for troubleshooting and advanced Fusion purposes. This is not required before the use of Install Assist.
- The Install Assist app can connect to a CLIQ.mini in wireless AP mode, or, to a CLIQ.mini or CLIQ.host already on a local Wi-Fi network.
- If a home network is available, connect the iOS device or Android smartphone to the network, and then access the app.
- If a homeowner has connected to their ClareHome project on their Android smartphone or iOS device, they will receive a notification when the installer is accessing their project through the Install Assist app.

Installing the app

Search for and install the app.

To install the app:

1. Access the application store.
Select iTunes for iOS, and Google Play for Android.
2. Search for Install Assist, and then download the app.

Using Install Assist

Connect to the home's Wi-Fi. If the home's Wi-Fi network is unavailable, follow the steps below to connect to the CLIQ.mini's Wi-Fi.

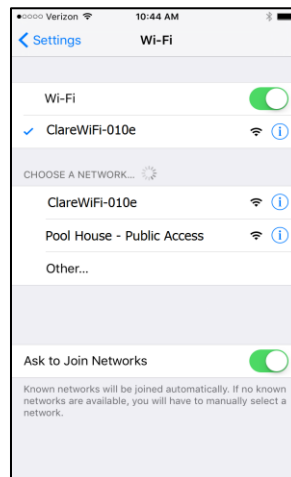
Notes


- If connecting to the home's network, you must get the name and password for the network from the homeowner.
- If the home does not have a Wi-Fi network, you must use the CLIQ.mini's Wi-Fi. This Wi-Fi network displays as ClareWifi-xxxx. The xxxx is replaced with your CLIQ.mini's MAC address. See *CLIQ.mini Controller Installation Sheet and Setup Guide (DOC ID 1263)* "To reboot the CLIQ.mini and enter AP mode".

To connect to the CLIQ.mini's Wi-Fi using an iOS device:

1. Tap **Settings**.
2. Tap **Wi-Fi**, and then select the CLIQ.mini's Wi-Fi.

Note: If you are using an existing network, select that network and enter its credentials.




3. Return to the home-screen, and then launch Install Assist .

To connect to the CLIQ.mini's Wi-Fi using an Android device:

1. Access the device's settings.
2. Tap Wi-Fi, and then select the CLIQ.mini's Wi-Fi.

Note: If you are using an existing network, select that network and enter its credentials.

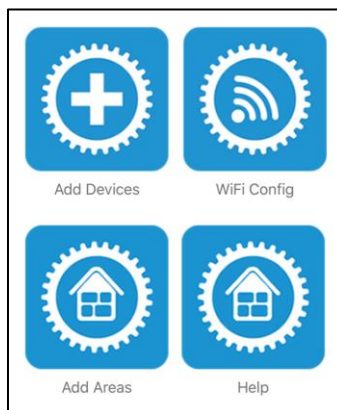



3. Return to the home-screen, and then launch Install Assist .

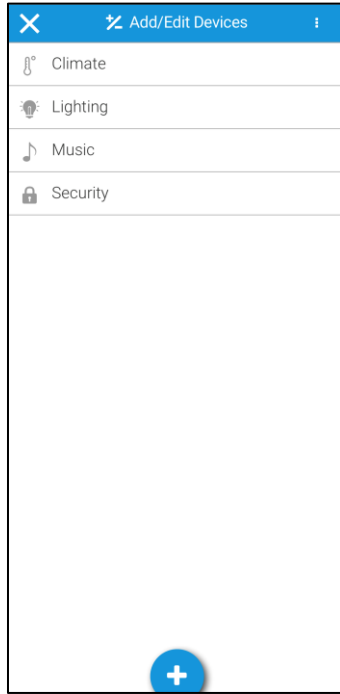
Note: Some Android phones require Wi-Fi verification if there is not internet access. Opt to allow the Android device to stay connected to the CLIQ.mini's Wi-Fi. For more information and detailed instructions, see *CLIQ.mini and Android Nougat: AP Mode Wi-Fi Error* (DOC ID 1459).

To add devices with the app:

1. Tap **Add Devices**.

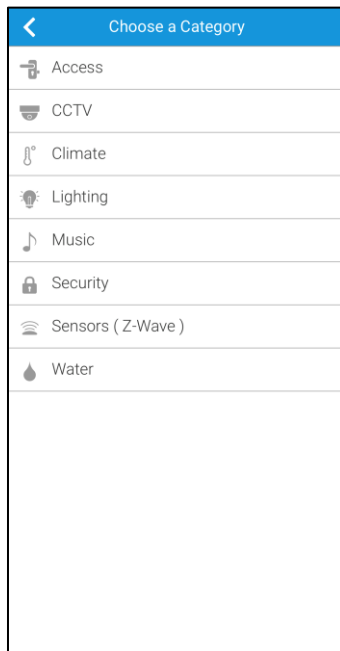


- At the bottom of the screen, tap the plus icon .



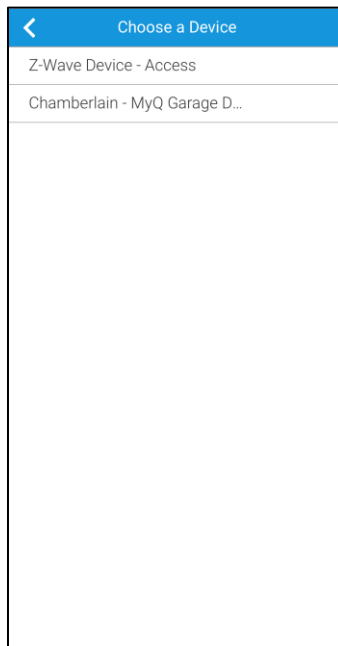
- Select the device category.

Note: For steps on adding the Resolution Helix panel, see *Resolution Helix Integration Release Notes* (DOC ID 1524).

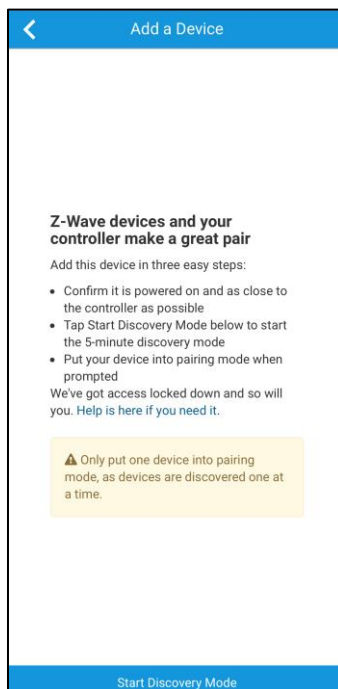


4. Select the device sub-category. For example, when adding an access device, select from an access device or a MyQ Garage door device.

Note: These options vary by selected device category.

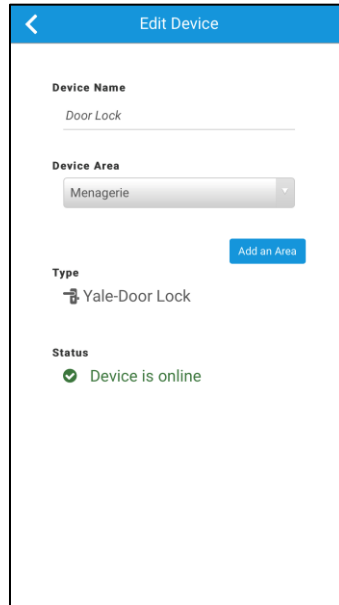


5. Tap **Start Discovery Mode**, and then pair the device as per the manufacturer's instructions.



6. Make any name/area changes necessary, and then tap outside of the test box/area field.

The device auto-saves.



The screenshot shows the 'Edit Device' interface for a 'Door Lock'. The title bar is blue with a back arrow and the text 'Edit Device'. Below the title bar, there are four sections: 'Device Name' with the text 'Door Lock' in a light blue font; 'Device Area' with a dropdown menu showing 'Menagerie'; 'Type' with a Yale logo and the text 'Yale-Door Lock'; and 'Status' with a green checkmark and the text 'Device is online'. A blue button labeled 'Add an Area' is positioned to the right of the 'Device Area' dropdown.

7. Repeat steps 1 through 6 for each device.

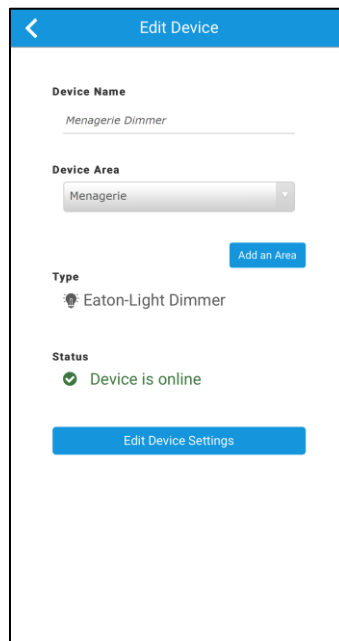
– or –

If applicable, tap **Edit Device Settings**.

(Optional) To edit the device settings:

Note: Some devices have unique configurable fields.

1. Tap **Edit Device Settings**.



The screenshot shows the 'Edit Device' interface for an 'Eaton-Light Dimmer'. The title bar is blue with a back arrow and the text 'Edit Device'. Below the title bar, there are four sections: 'Device Name' with the text 'Menagerie Dimmer' in a light blue font; 'Device Area' with a dropdown menu showing 'Menagerie'; 'Type' with an Eaton logo and the text 'Eaton-Light Dimmer'; and 'Status' with a green checkmark and the text 'Device is online'. A blue button labeled 'Add an Area' is positioned to the right of the 'Device Area' dropdown, and a blue button labeled 'Edit Device Settings' is at the bottom of the screen.

2. Configure the device settings as desired, carefully following the displayed instructions.

Device settings can be tweaked so device works the way you want. Save changes by tapping out of the form field.

Device Settings

Ramp Time ⓘ
- 3 +
Range: 0 - 255

Power Up State ⓘ
The Last State ▾

Delayed Off ⓘ
- 10 +
Range: 0 - 255

3. Tap outside of the text field/drop-down field, the device information is auto-saved.

Note: You must tap outside of the last text box/drop-down box set.

To add an accessory device:

Note: Add the master device before you add an accessory.

1. Add the device as detailed above.
2. Once the device is added enter a name for the device, select the location, and then tap **Edit Device Associations**.

Edit Device

Device Name
Accessory Dimmer

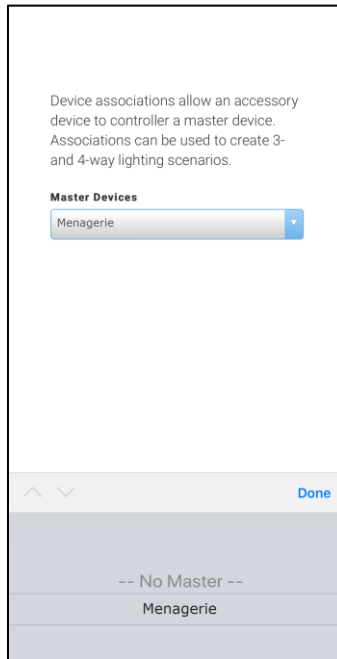
Device Area
Kitchen ▾
Add an Area

Type
Eaton-Accessory Dimmer

Status
Device is online

Edit Device Associations

3. Tap the Master Devices drop-down menu, and then select the master device.



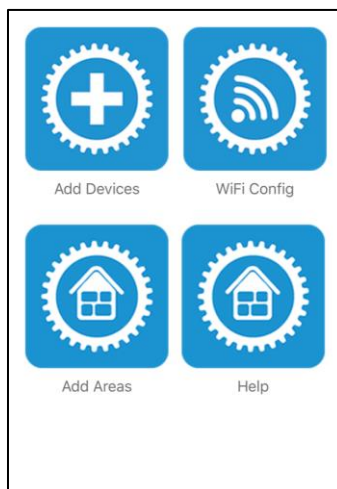
4. Tap **Done**, the device auto-saves.

Z-Wave maintenance

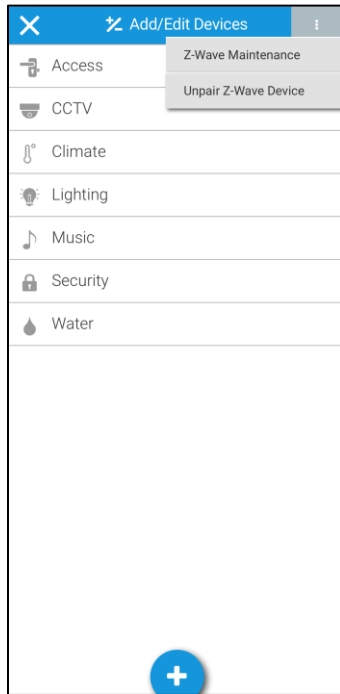
The Z-Wave maintenance button is a troubleshooting tool designed to re-map your Z-Wave network. This button should only be used when large changes occur in the home's Z-Wave network.

To use the Z-Wave maintenance button:

1. Access the Clare Controls Install Assist app, and then tap **Add/Configure Devices**.

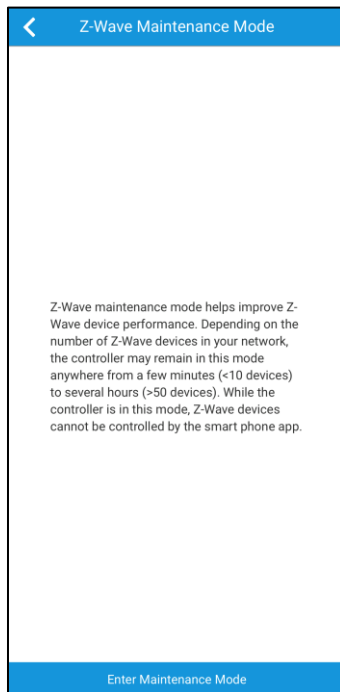


2. Tap the 3 dots in the upper-right corner, and then tap **Z-Wave Maintenance**.

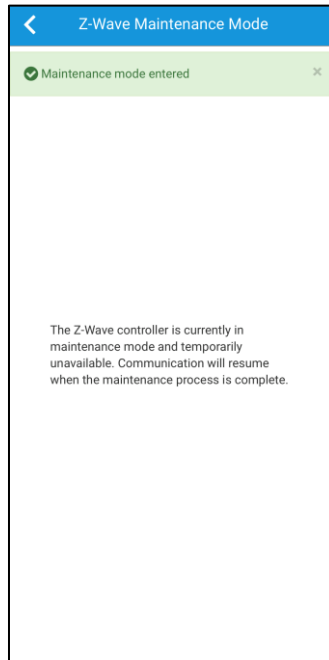


3. Read the displayed information, and then tap **Enter Maintenance Mode**.

Note: This process can take some time. We recommend only using this troubleshooting tool when you have problems in your Z-Wave network.



4. The success message displays and your Z-Wave network begins maintenance.



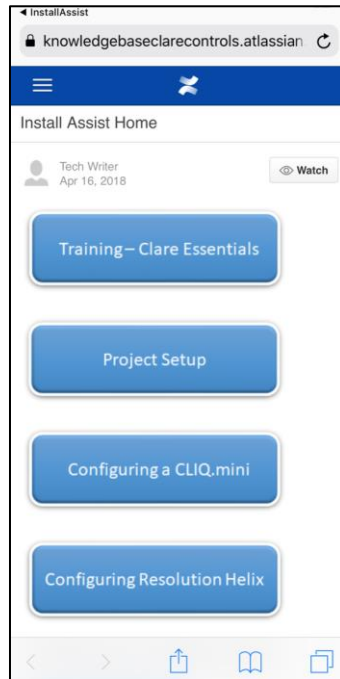
Note: This feature is only available when the CLIQ.mini is configured on a network (Wi-Fi or hardwired).

Install Assist Help

Install Assist now hosts a Help button. The Help button allows the user quick access to important information, training, configuration help, and Tech Tuesday videos. Tapping the button opens a Clare Controls Knowledge Base landing page.

Note: To access the Help feature, the CLIQ.mini must be connected to a home's Wi-Fi. The Help button is not functional when the CLIQ.mini is in AP mode.

Figure 1: Help



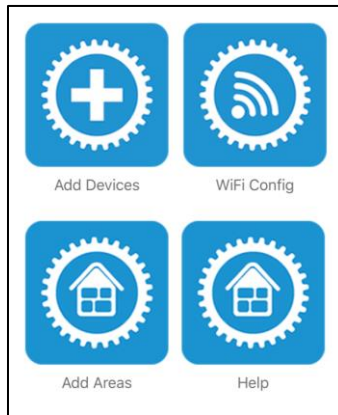
After using Install Assist with a CLIQ.mini in AP mode

After using the Install Assist app, the CLIQ.mini remains in AP mode. Leave the mini in this state until internet is available to the home. Once internet is available, connect the CLIQ.mini to the home's network.

Note: For wired CLIQ.mini internet setup, see *CLIQ.mini Installation and Setup Guide* (DOC ID 1263).

To connect the CLIQ.mini to the home's Wi-Fi network using Install Assist:

1. Launch the Install Assist app.

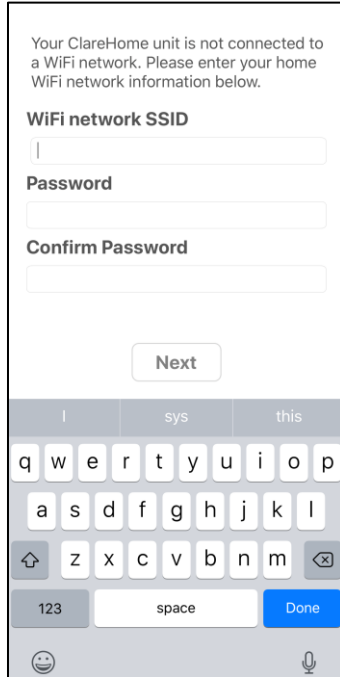


2. Tap **WiFi Config**.

Note: If you are using an Android smartphone, tapping in the **WiFi network SSID** field presents the user with a Wi-Fi drop-down menu. Select the appropriate network.

3. Enter or select (if using an Android smartphone) the Wi-Fi network SSID, the password, confirm the password, and then tap **Next**.

Note: When connecting the CLIQ.mini to the network, verify that there is not a space in the SSID. If the SSID contains a space, you must access the router and change the SSID to include an underscore in place of the space. For example, the SSID Smith Residence becomes Smith_Residence. Each router is different, consult the router's documentation for SSID changes.



Your ClareHome unit is not connected to a WiFi network. Please enter your home WiFi network information below.

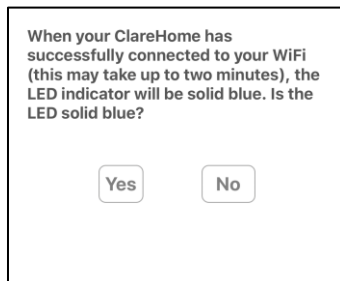
WiFi network SSID

Password

Confirm Password

Next

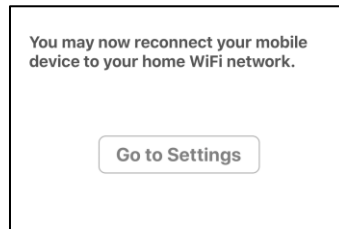
4. Enter the Wi-Fi network SSID and Password, confirm the password, and then tap **Next**.



When your ClareHome has successfully connected to your WiFi (this may take up to two minutes), the LED indicator will be solid blue. Is the LED solid blue?

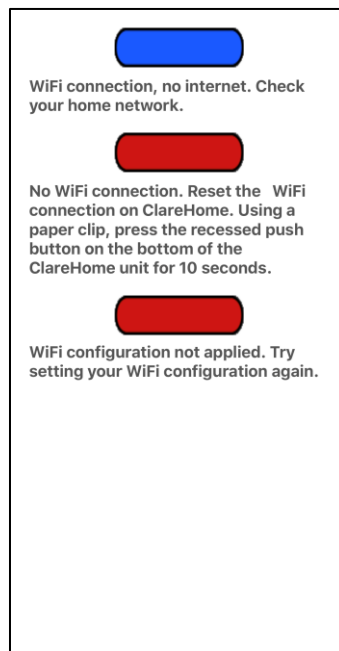
Yes No

5. Read the displayed information and then tap **Yes** or **No** accordingly.
If tapping **Yes**, continue the configuration steps.



– or –

If tapping **No**, onscreen status LEDs and instructions display. You must verify the network is available and the CLIQ.mini is set in AP mode, and then return to step 1.



6. Tap **Go to Settings**, and then verify that your iOS device or Android smartphone is connected to the correct Wi-Fi network.

Compatible devices

Clare Controls compatible access, lighting, sensor, and water devices can be added using the Install Assist app. See the following for compatible devices.

Compatible devices

Manufacturer Model	
Access	
Kwikset	Deadbolt 910, 912, 914, 916
Schlage	Deadbolt BE369, BE468, BE469 Lever FE599
Yale	Deadbolt YRD-110, YRD-120, YRD-129, YRD-220, YRD-240
Linear	Garage Door Controller GD00Z
Liftmaster/Chamberlain	MyQ enabled garage doors
Climate	
Clare Controls	Z-Wave Thermostat – CH-THSTAT-Z Wi-Fi Thermostat – CH-THSTAT-W, CH-TSB10-WF, CH-TSM10-WF
Nest	Nest Learning Thermostat
Honeywell	Lyric T6 Pro Wi-Fi, Lyric T5 Wi-Fi, Lyric Round
Lighting	
ClareVue Lighting	ClareVue 5 Button Keypad - CL-5KP ClareVue Outlet - CL-TRR ClareVue Neutral Switch - CL-MNS ClareVue Accessory Switch - CL-ANS ClareVue Accessory Dimmer - CL-AND ClareVue Neutral Dimmer - CL-MND ClareVue Appliance Module - CL-APS-10 ClareVue Dimmer Module - CL-LDM-10 ClareVue No Neutral Dimmer - CL-MDI

Security

Resolution

Helix RE6100P

Sensors

Aeotec

Range Extender - DSD37

Fibaro

Door/Window Sensor – FGK-101, 102, 103, 104, 105, 106, 107

Flood Detection Sensor – FGFS-101

Motion Detection Sensor – FGMS-001

Water

Clare Controls

Clare Controls Water Valve - CH-WV01

Clare Controls Water Sensor and Freeze Alarm - CH-WWA-02-W

Fibaro

Flood Detection Sensor – FGFS-101

WaterCop

Shut-Off Valve - WCVLF

Electric Actuator Motor - ZWCAT

Auto-discoverable devices

Clare Controls auto-discoverable devices include the ClareVision Plus cameras, Denon Heos and Sonos music devices. See the following auto-discoverable devices.

Compatible devices

Manufacturer Model

CCTV

ClareVision Plus

1 MP Indoor Wi-Fi Cube Camera with IR – CVP-B1C50-IDIW
--

2 MP Indoor Pan and Tilt Camera with IR – CVP-B2PT50
--

2 MP Indoor Wi-Fi Cube Camera with IR – CVP-B2C50-IDIW
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2 MP Low Profile Mini-Dome Camera with Wi-Fi – CVP-B2D50-ODIW

2 MP Mini-Dome Camera – CVP-B2D50-ODI

2 MP Turret Camera with Enhanced IR – CVP-B2T50-ODI

Clare Video Doorbell – CVP-B2DB50-ODIW
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2 MP Mini-Bullet Camera with IR – CVP-B2B50-ODI

2 MP PTZ Pan/Tilt/Zoom Camera with IR – CVP-M2PTZ50-ODI

4 MP Varifocal Bullet Camera with IR – CVP-M4B50-ODI
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4 MP Motorized Varifocal Dome Camera with IR – CVP-M4D50-ODIM

4 MP Varifocal Dome Camera with IR – CVP-M4D50-ODI
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Music

Denon

HEOS – All models

Sonos

Sonos – All models

Voice Integration

Amazon

Amazon Alexa – All models

Contact information

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claresupport@clarecontrols.com

Homesowner Support (ClareCare): 941.315.2273 (CARE)

help@clarecontrols.com