ClareVision Plus App Release Notes

Content

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Introduction

The ClareVision Plus App is Clare Control's new CCTV App. This App allows you to quickly add ClareVision+ cameras and NVRS to your ClareHome project. Install and configure the cameras with this new App. This integration note walks the user through installing the App, adding and configuring the device, and CCTV user attention areas.

Installing the App

Search for and Install the ClareVision Plus App.

To install the App:

1. Access the App Store.

    Select iTunes for iOS, and Google Play for Android.

2. Search for ClareVision Plus, and then download the App.

3. Return to the home-screen, and then open the ClareVision Plus App.

Using the ClareVision Plus App

The ClareVision Plus App is easy to use. Follow the instructions below to add set up your account and add devices.
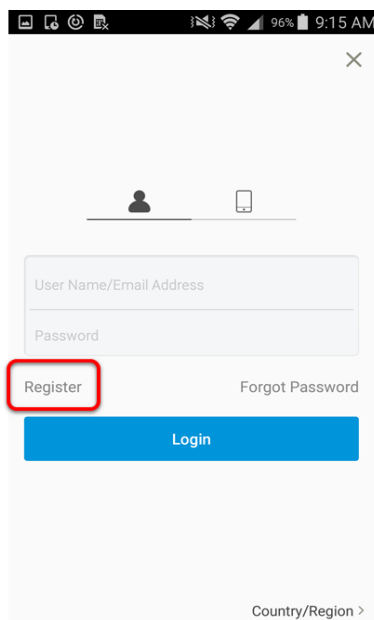
Note: When creating adding a camera a user account is created. The camera must be added to the homeowner's account, do not enter dealer credentials or the camera will be connected to the wrong ClareHome Ecosystem.
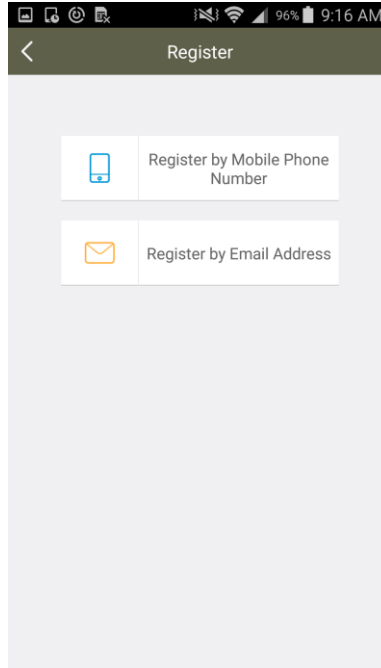
To create an account:

1. Launch the App, and then tap **ClareVision+** at the bottom of the screen.
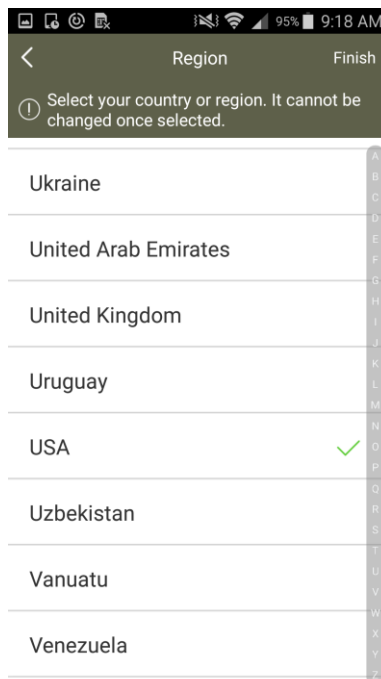

2. Tap **Register**.

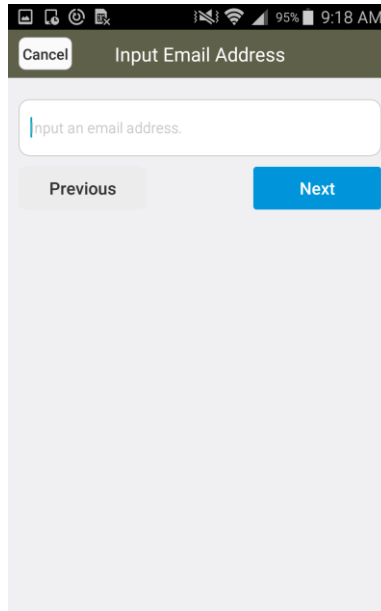3. Select to register using your mobile phone number or email address.

4. Select the country/region, and then tap **Finish**.

   Note: Once the country/region is selected, it cannot be changed later.
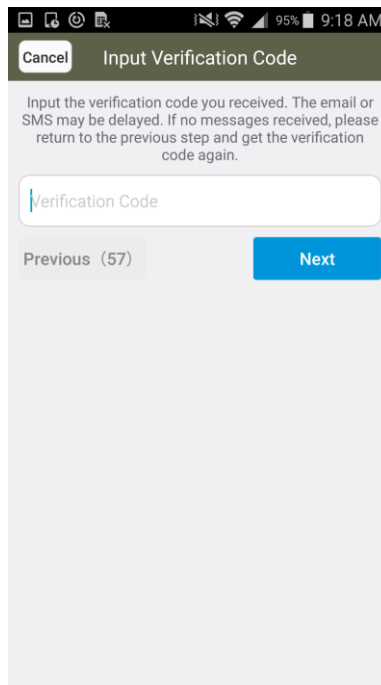
5. Enter your email or phone number as prompted, and then tap **Next**.

    If you registered using a phone number, the smartphone will receive a text message containing the verification code. If email was used, an email is sent an email verification code.
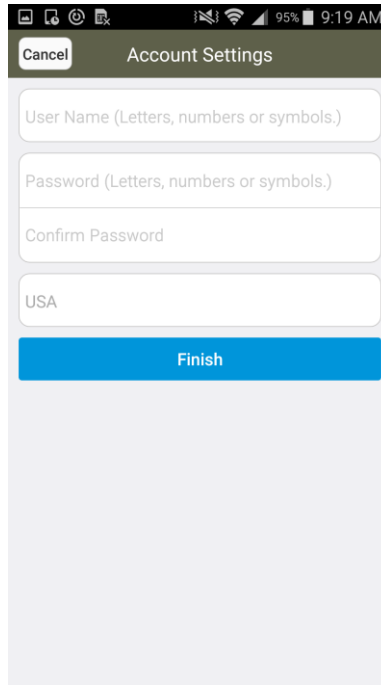

6. Access the text or email and copy the verification code.

7. Return to the App and enter the code as prompted, and then tap **Next**.

8. Enter a Username and Password, confirm the password, and then tap **Finish**.
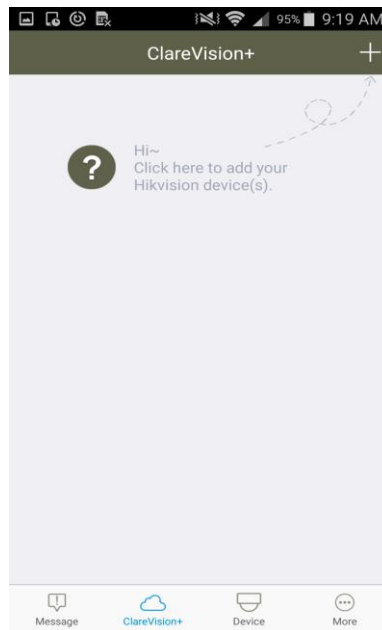

9. You are returned to the Devices page.

To add a camera:

1. Tap **ClareVision+** at the bottom of the App.

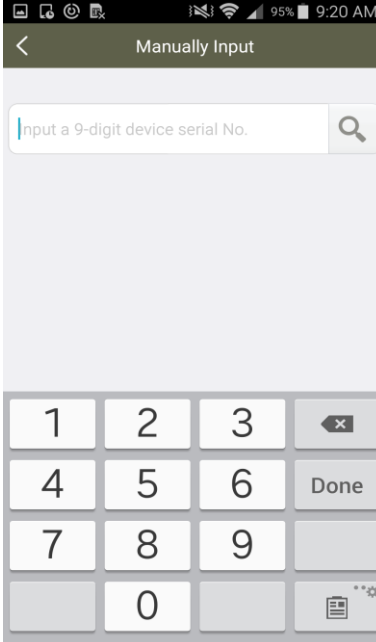2. Tap the plus icon ⊞ to add a new camera or NVR.

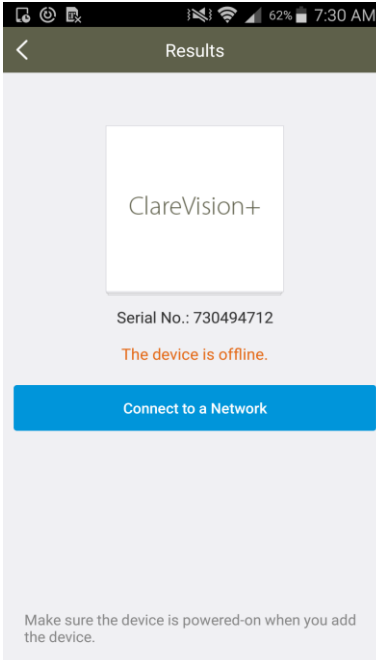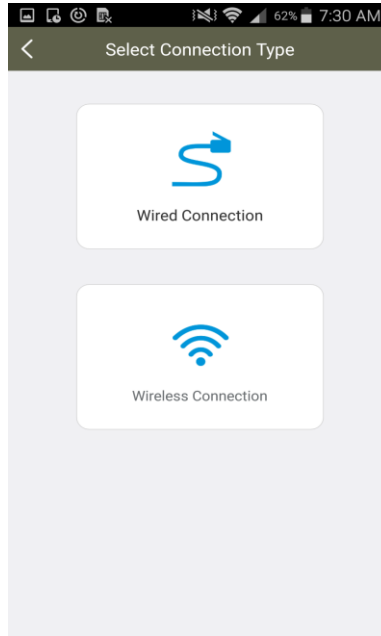3. Scan the QR on the rear of the camera.

– or –

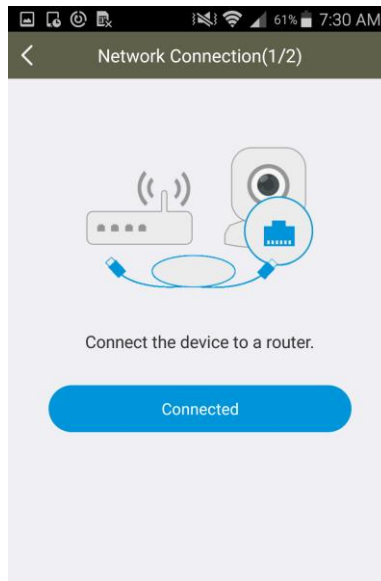Tap the **Pencil** icon to add the camera using its serial number.

4. The camera model, serial number, and offline status display, tap **Connect to a Network**.

5. Select the wired network connection or Wi-Fi network option.

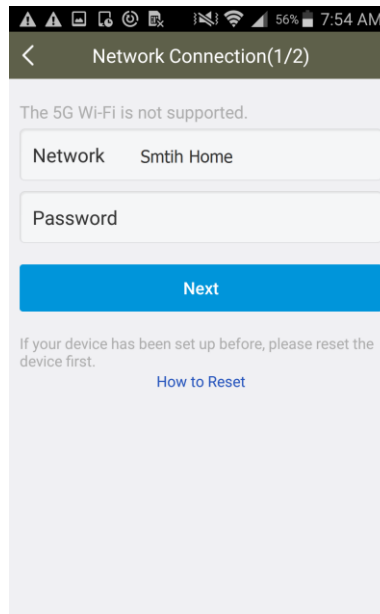When using the wired connection method, you must connect the CCTV device to your router, and then tap **Connected**.

When using Wi-Fi configuration, enter the password, and then tap **Next**.

Note: The camera defaults to the same Wi-Fi network connected to the smartphone. If you need to add it to another network, select the correct network and return to the App.

The camera connects to the home network.
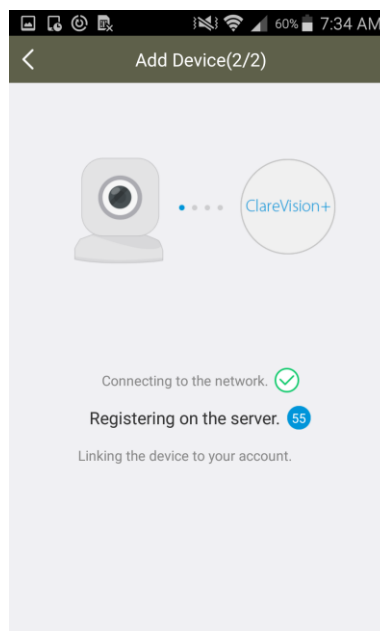
6. The cameras details are displayed, tap the check mark icon ✓ in the top-right corner.
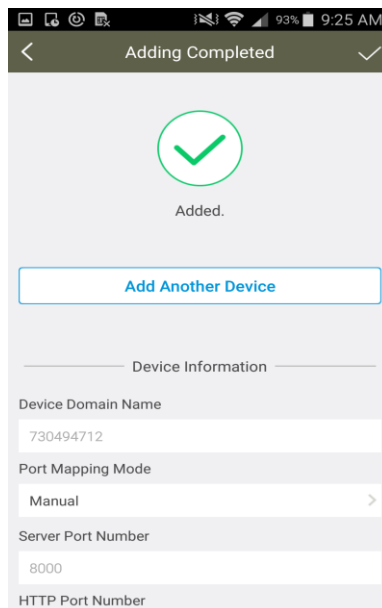
7. A list of CCTV devices display (if this is the first device added, there will only be one in the list), tap the desired camera.

8. The live stream displays. View the live stream, or tap the desired button.
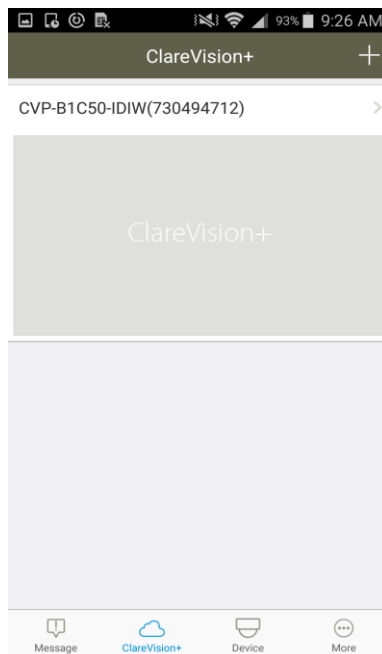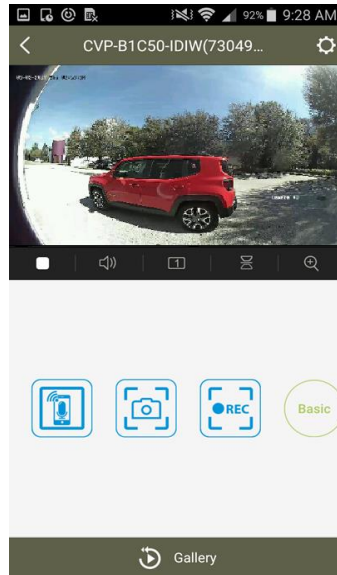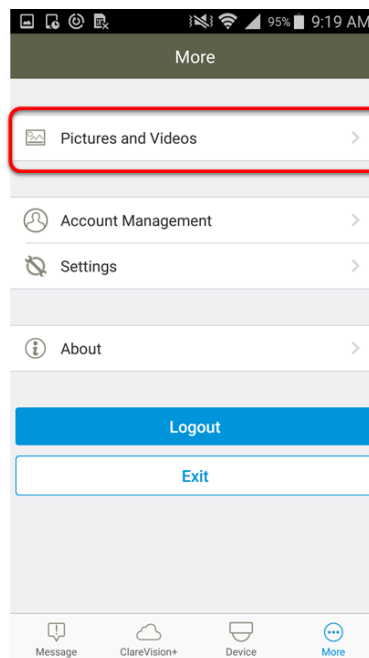

ClareVision Plus icons

Icon	Description
■	The **Live Stream** icon stops the video on the displayed CCTV device.
◁))	The **Audio** icon stops the audio on the CCTV device
🔲	The **Channel** icon selects the CCTV device channel view (1, 4, 9, 12, and 16).
⧗	The **Flip** icon flips the CCTV image.
⊕	The **Zoom** icon zooms in on the live view feed.
📱	The **2-Way Communication** icon allows the use of 2-way communication. **Note:** This feature is only available on Clare Controls cameras that support 2-way communication.
📷	The **Camera** icon takes a snapshot of the live stream and is stored on the phone and to the App.
●REC	The **Record** icon records the live stream and is stored on the phone and to the App.
Basic	The **Basic** icon lets the user select the image resolution (low or high).
⚙	The **Settings** icon allows the user to view the device's settings, and enable alarm notifications.

To view saved images/recordings:

1. Return to the ClareVision Plus home page, and then tap the **More** icon ⋯More .
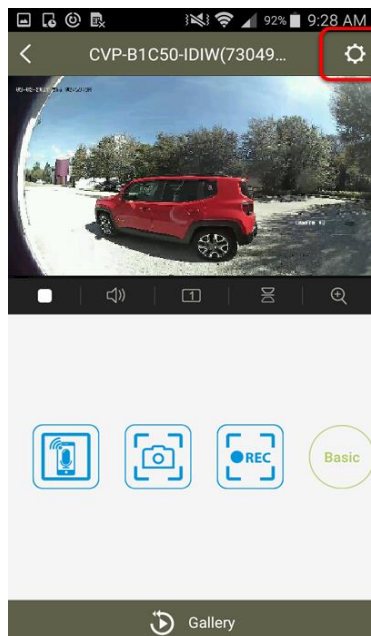

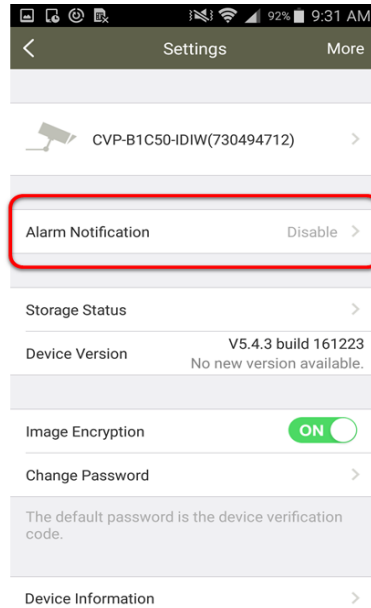2. Tap **Pictures and Video**.

3. Select the desired image or video.

To enable and configure alarm notifications:

Note: Schedules are only created for the selected camera. Each camera must have its own schedules created.
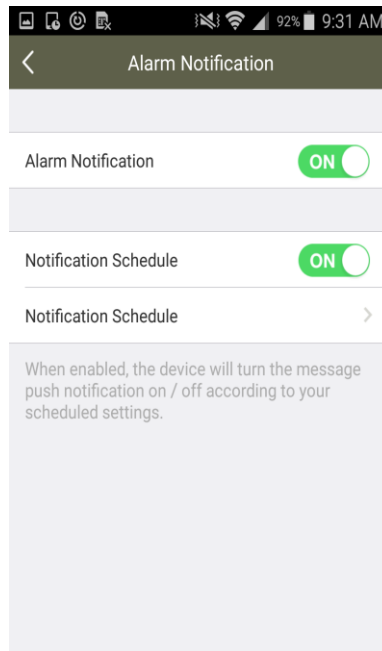
1. Return to the ClareVision Plus home page, and then tap the desired camera.

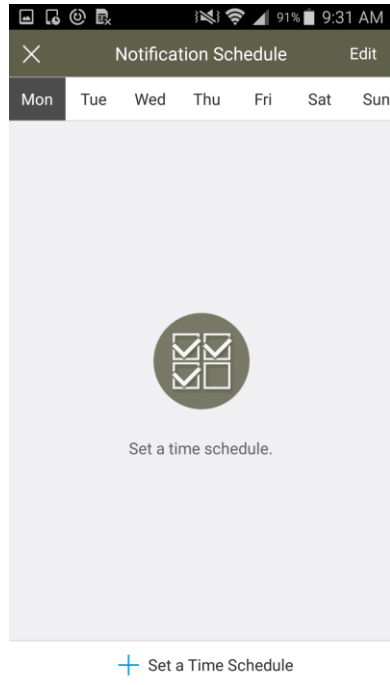2. Tap the **Settings** icon in the top-right corner.

3. Tap **Alarm Notifications**.

4. Select **ON** for the Alarm Notification and Notification Schedule sliders.
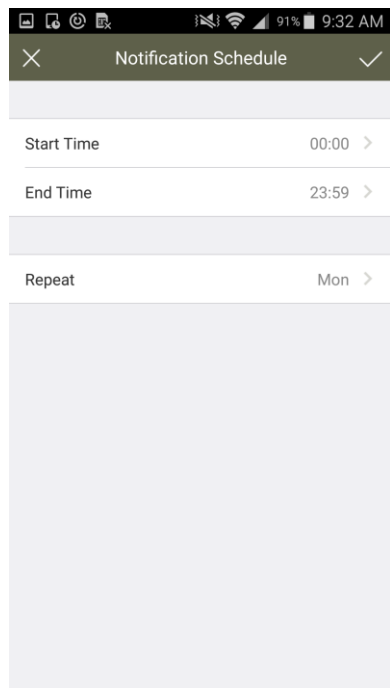
5. Tap **Notification Schedule**.
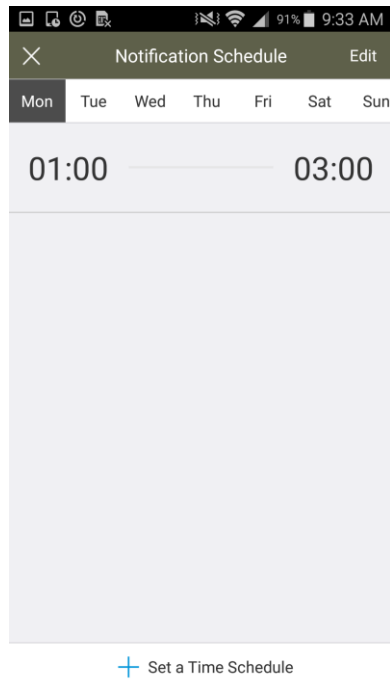

6. Tap **+ Set a Time Schedule**.

7. Select the Start Time, End Time, and the desired days for the schedule, and then tap the Check icon in the top-right.

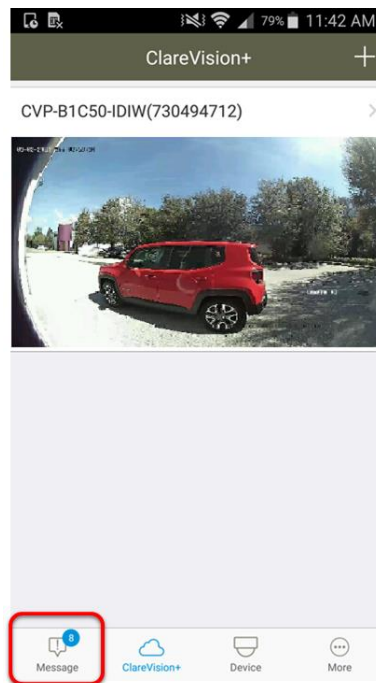   **Note:** The camera uses the 24-hour time format.

8. The schedules are listed.

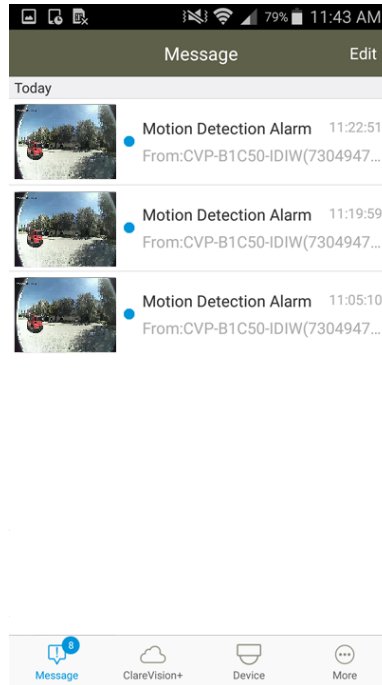   Repeat steps 6 through 7 for each desired schedule.

To view alarm notifications:

1. Access the ClareVision Plus homepage, and then tap **Messages**.

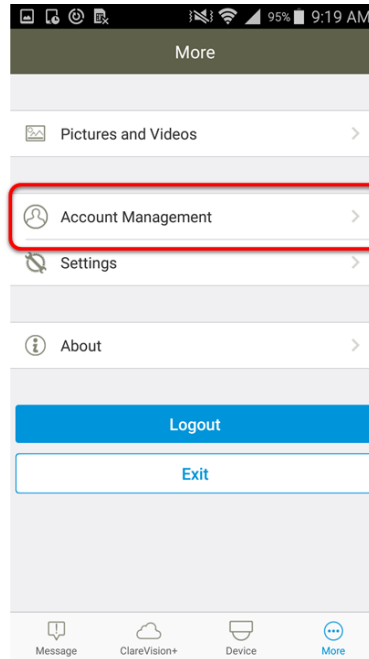2. A list of all alarm notifications displays.

3. Tap the desired notification to view the image/video associated with the notification.

To modify the user account:

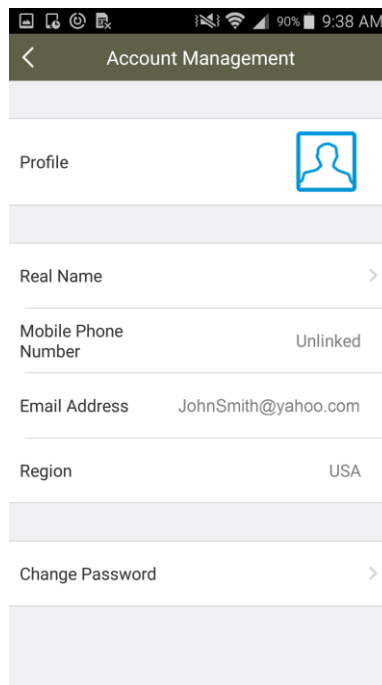1. Access the homepage, and then tap **More**.
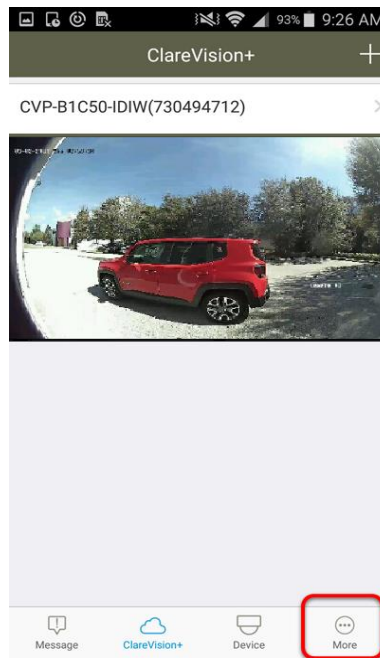
2. Tap **Account Management**.

3. Modify the account as necessary.

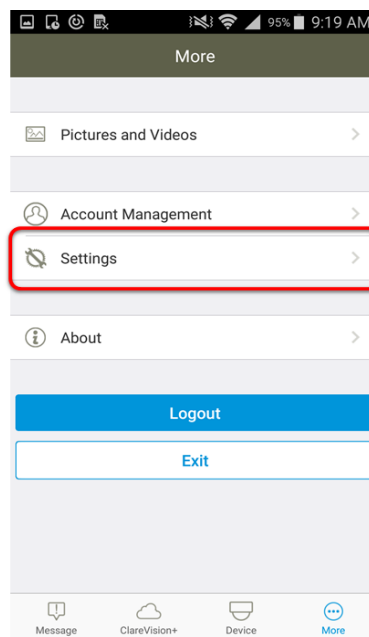   **Note:** The country/region cannot be changed.

To adjust App settings:
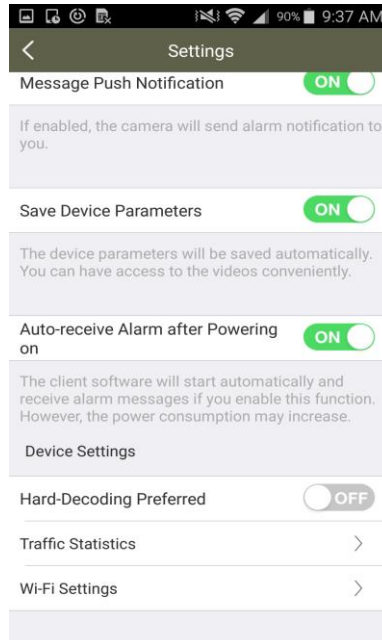
1. Access the homepage, and then tap More.


2. Tap **Settings**.

3. Adjust the App settings as desired.

To add Legacy CCTV devices:

Note: For access to cameras off the Local Area Network (LAN), the appropriate remote access port must be opened on the network firewall, and a DDNS service must be created or a static public IP address assigned. The required ports are 8000, 8554, 88880 (external) or 8080 (internal). Refer to your router user guide or contact your ISP for instructions on opening ports on the firewall.
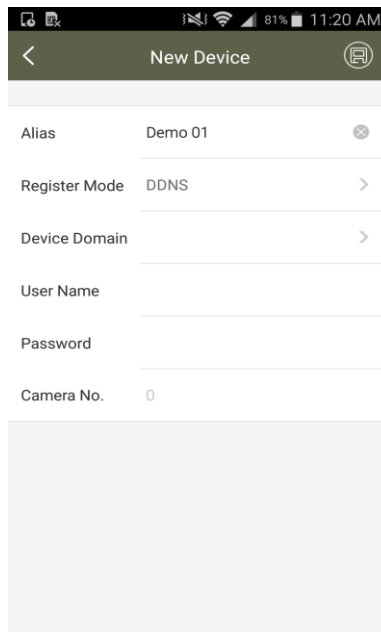
1. Access the homepage, and then tap **Devices**.
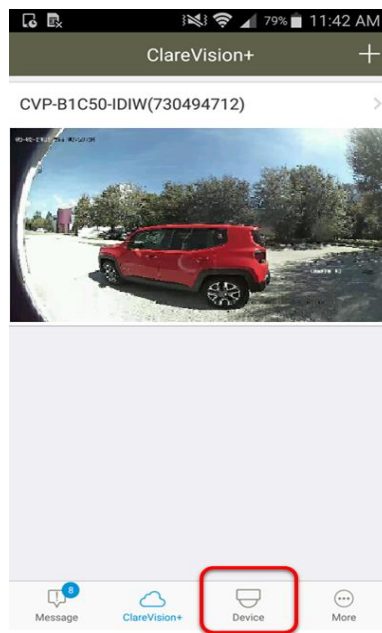
2. Tap the **Plus** icon ⊕.

3. Select the adding method from the drop-down.
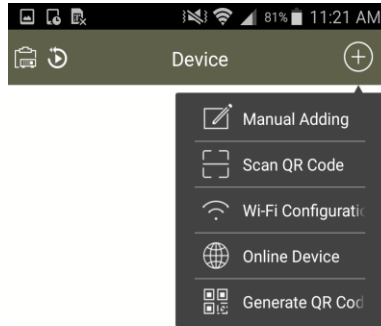
4. Enter all the required information and follow the on-screen instructions to add the camera.

5. Tap the **Save** icon 🖫.

ClareVision Plus Legacy icons

| Icon	Description
	The **Devices** icon allows the user to view a list of legacy CCTV devices on their system.
	The **Remote Playback** icon allows the user to playback recorded video.
	The **Add** device icon allows the user to add a legacy CCTV device.

User attention required

When there is a configuration issue or an issue that requires user attention, a small blue dot appears in the App. This dot leads you to the area that needs attention.
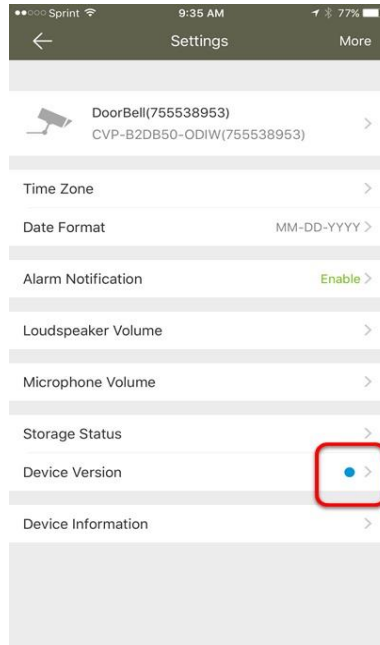
To address attention areas:

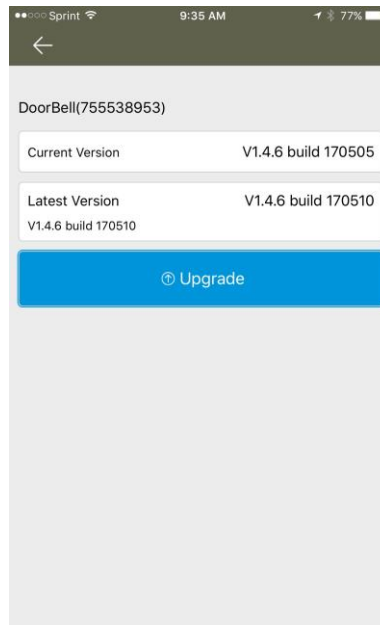**Note:** The example below walks you through upgrading the camera firmware.

1. On the list of CCTV devices, one of the cameras has a blue dot next to it. This blue dot denotes that user attention is required.
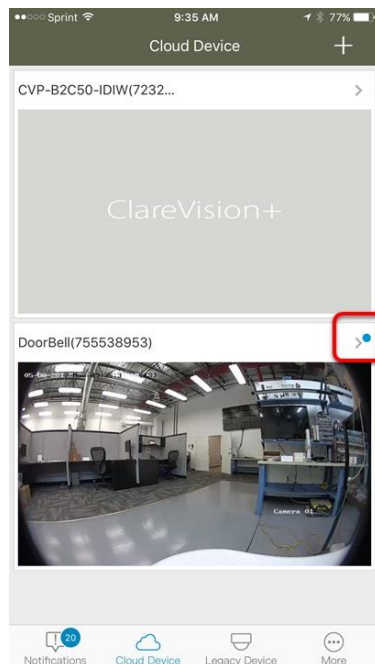
2. Tap the area next to the blue dot, in this example – the camera name. Follow the series of blue dots to get to the area that attention is needed.

3. Tap **Device's Version**.

4. A newer firmware version is available, tap **Upgrade**.

Contact information

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help@clarecontrols.com