



ClareVideo Doorbell: Troubleshooting Power Issues

Last modified: 10/11/17

Introduction

We have had several reports of ClareVideo Doorbell's having power issues in the field. The Clare Video Doorbell requires a minimum of 15.5VAC @7Watts for operation.

Issue








The ClareVideo Doorbell is not receiving the correct amount of power. If you experience the below symptoms, check the voltage.

Low power symptoms

- Regularly losing connection to your Wi-Fi network
- Regularly rebooting
- Losing access to the camera in the App
- Incorrect or no ringing of the mechanical doorbell
- Receiving motion events with no access to the recorded video


Note: Some of the above symptoms can also be caused by other device issues, such as network performance or misconfiguration in the ClareVision Plus App (user is logged out, deleted device, App communication problem). See the complete LED status chart below.

Table 1:ClareVideo Doorbell complete LED status chart

Status before camera is registered	
	Flashing Red: Camera is booting
	Solid Red: Booted, but not connected to Wi-Fi
	Flashing Red/Blue: Wi-Fi pairing mode
	Flashing Blue: Connected to Wi-Fi but not registered
Status after camera is registered	
	Solid Blue: Normal Operation
	Flashing Blue: Doorbell is calling the mobile App
	Flashing Red: Firmware is updating

To check the doorbell's voltage:

Note: Disconnect the doorbell and use a multimeter to test the voltage at the doorbell.

1. Set the multimeter next to the AC voltage function .
2. Connect the red lead to the **VΩ** port.
3. Connect the black lead to the **COM** port.
4. Touch the red lead to one of the two wires coming out of the wall.
5. Press the black lead against the remaining protruding wire.
6. Look at the display on the multimeter and read the voltage.

You will need minimum of 15.5VAC and a maximum of 28VAC.

Solution

If the ClareVideo Doorbell is not in the 15.5VAC to 28VAC range, check the transformer and wires. The transformer may be weak/damaged, or there may be resistance on the wires caused by wire damage. age, or length.

We recommend replacing the transformer and wiring to your ClareVideo Doorbell.

Note: Replacing the transformer requires the user of a licensed electrician. The electrician can help further troubleshoot electrical and power issues.

If you are still experiencing ClareVideo Doorbell issues, see the Clare Controls Knowledge Base or contact a ClareCare representative.

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