

# Clare Video Doorbell v3 Installation and User Guide

Model CVP-B3DB50-ODIW



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## Introduction

Thank you for choosing Clare Controls. In today's competitive marketplace, we can appreciate that you have many choices for your home automation needs.

This document is intended as a quick-start guide, not a full product guide. For more information, view the full <u>ClareVision Plus Camera User Guide (DOC ID</u> 1430).



Figure 1: Clare Video Doorbell (CVP-B3DB50-ODIW)

## **Package contents**

The below items are included with the Clare Video Doorbell v3.



## Mechanical versus digital doorbells

Listen to the tone the doorbell makes when ringing it, the tone determines if your doorbell mechanical or digital. If it makes the standard ding-dong sound, it is most likely a mechanical doorbell. If your doorbell plays a different tone or melody, it's most likely a digital doorbell. Digital chimes work only with the v3 Clare Video Doorbell.





### Wi-Fi signal strength requirements

The Clare Video Doorbell v3 can be connected to either a 2.4GHz or 5GHz Wi-Fi network and requires a minimum -60dBm Wi-Fi signal strength at the installation location.

We recommend downloading a Wi-Fi analysis tool for your phone or tablet to check signal strength. Stand at the doorbell installation location and test the Wi-Fi strength. If a -60dBM signal or better is not achievable, we recommend installation of a Wi-Fi range extender or Wireless Access Point (WAP) to ensure proper video and audio streaming.

For a list of recommended Wi-Fi signal strength apps and tools, see <u>Clare Video</u> <u>Doorbell: Wi-Fi Signal Strength Apps and Tools Tech Bulletin (DOC ID 1608)</u>.

## Installation

Before starting installation, make sure to shut off the doorbell's power supply at the breaker panel.

Installation notes

- You may need a pencil and power drill.
- Install the Power Kit on the chime. All chimes require power kit installation. If no chime is installed, skip power kit installation and install the doorbell following option B on page 9.
- Required operating voltage range is 10 to 24VAC.
- Mechanical chimes may not operate correctly when operating voltage is less than 15VAC.

### Power kit installation

Follow these instructions to ensure that the power kit is installed correctly. Serious injury or death may occur if any of the warnings are ignored. Injury or equipment damage may occur if any of the cautions are neglected.

#### Note: The power kit must be on every chime, digital and mechanical.

Figure 3: Wiring overview



#### To install the power kit:

1. Shut off the electricity at the doorbell's circuit breaker.



2. Insert one end of the wire harness into the power kit.



3. Remove the mechanical chime's cover.



4. Remove the existing chime wires from the terminals labeled TRANS and FRONT.



5. Connect the wire harness to the chime's terminals labeled TRANS and FRONT.



6. Insert the existing chime wire and the other end of the wire harness into the wire connector and twist it tightly. Repeat this step for the other chime wire.



7. Mount the power kit to the side of the chime.



8. Replace the chime cover.



### Clare Video Doorbell (CVD) installation

Follow these instructions to ensure that the doorbell is installed correctly. Serious injury or death may occur if any of the warnings are ignored. Injury or equipment damage may occur if any of the cautions are neglected.

#### To install the doorbell:

1. Shut off the electricity at the doorbell's circuit breaker.



- 2. Remove the existing doorbell and disconnect the wires to the screws on the back.
- 3. (Optional) If the wall is uneven, paste the foam plate to the mounting plate.



4. Insert the mini-level into the mounting plate, and then mark the drill points when the level's bubble stays in the center.



Note: Remove the mini-level after marking the drill points.

5. Drill holes according to the drill points, and then insert the anchors.



6. Fix the mounting plate to the wall.

Make sure to pull the doorbell wires through the center of the wedge.



7. Remove the doorbell's faceplate by firmly holding the doorbell and gently pressing down on the doorbell button and edge of the camera lens.



8. If you have a chime installed follow option A; if not, follow option B.

#### **Option A**

Connect the doorbell wires to the leads on the back panel of the doorbell.



#### **Option B**

Connect the doorbell wires to the fuse wires, and then connect the fuse wires to the leads on the back panel of the doorbell.



Power Supply: 8 to 24 VAC

9. Use the doorbell screws to affix the doorbell to the mounting plate.



10. Restore the electricity at the breaker, and then follow the instructions to setup the doorbell in the ClareVision Plus app.

**Note:** Do not replace the faceplate until after you have added to the doorbell to the ClareVision Plus (CVP) app.



#### Notes

- The doorbell is ready to be configured when the doorbell light ring flashes blue.
- Verify all power connection if the doorbell ring fails to illuminate.
- The v3 doorbell contains an internal battery which maintains power while activating the chime. The battery may take up to 3 hours to charge. During this time, the chime may not activate when the doorbell button is pressed.

## **Creating a ClareVision Plus account**

To access live doorbell video and recorded footage from anywhere in the world, you must first create a CVP account for the customer on their phone. Use their phone and account to complete the activation process.

To setup the ClareVision Plus account using an iOS device:

1. Download and install the ClareVision Plus app.

ClareVision Plus for iOS - iTunes

- 2. Launch the app, and then tap  $\bigtriangleup$  My Devices.
- 3. Tap Login.
- 4. Enter the homeowner's credentials.

– or –

Tap **Register**. Follow the registration steps below.

Note: The ClareVision Plus account used must be that of the homeowner.

- a. Tap **Mobile** or **Email** (preferred), and then read and select the checkbox for the Terms of Service.
- b. Select the country, and then tap **Finish** in the top-right. **Email** 
  - i. Enter the customer's email address, and then tap Next.
  - ii. Retrieve the code from the email and enter it into the **Security Code** field.
  - iii. Tap Next.

#### Mobile

- i. Enter the customer's mobile number, and then tap in the **Mobile Phone Number** field.
- ii. Tap Get Security Code.
- iii. Retrieve and copy the code from the text message, and then paste in into the **Security Code** field.

**Note:** If the code is not sent correctly or the timer expires, tap **Get Again**.

- iv. Tap Next.
- c. Enter your preferred username and password, confirm the password, and then tap **Finish**.

**Note:** the username cannot contain spaces.

#### To setup the ClareVision Plus account using an Android device:

- Download and install the ClareVision Plus app.
   <u>ClareVision Plus for Android</u> Google Play
- 2. Launch the app, then tap **ALLOW**.



3. Tap Select Country or Region.



4. Select your country/region, and then tap the **Checkmark** icon in the top-right corner.

<	Country/Region	~
Q Search		
Uganda		AB
Ukraine		C
United Arab E	Emirates	F
United Kingd	om	н
Uruguay		л К
USA		<b>S</b>
Uzbekistan		и 0 9
Vanuatu		Q
Vatican		S T
Venezuela		v v
Vietnam		x v z

5. Tap **Login**.

Q		+
	Login to find more	
	You can also add local device	
	Adu	
My Devices	Notification	o o o More

#### 6. Tap Register.

Follow the registration steps below.

	×
User Name/Email Addres	35
Password	
Register	Forgot Password
Register Log	Forgot Password
Register	Forgot Password
Register	Forgot Password
Register	Forgot Password
Register Log	In Phone Number

Note: The ClareVision Plus account used must be that of the homeowner.

- a. Read the Privacy Policy, and then tap Agree.
- b. The Mobile Phone Number option is selected by default. Enter the mobile device's number.

Register
Enter the mobile phone number
Enter the mostle phone number.
USA(+1)
Mobile Phone Number
The phone number will be used for login or retrieving password.
Get Verification Code
Register by Email Address

- or -

Tap **Register by Email Address** at the bottom of the screen, and then enter your email address.

K Register	
Enter an email address.	
Email Address	
The email address will be used for login or retrieving password.	
Get Verification Code	
Dogistor by Mobile Phone Number	
register by mobile Prione Number	

c. Tap Get Verification Code.

A verification code is sent to the email/phone.

- d. Check the SMS or email message for the verification code, copy the code, and then return to the ClareVision Plus app.
- e. Enter the verification code into the field, and then tap Next.
- f. Enter your preferred username and password, confirm the password, and then tap **Finish**.

7. Tap Login, and then enter your set credentials.

**Note:** Android users with a device that supports fingerprint authentication are presented with a fingerprint authentication pop-up. If desired enable the fingerprint usage.

#### a. Tap Settings.

The CVP Account Management settings display.

< Account Management		
User Name	clarebell	
Email Address		
Mobile Phone Number	15555555555	
My QR Code		
Change Password	>	
Fingerprint Authentication	OFF	
Fingerprint authentication helps enhance account security.		
Delete Account Permanently	>	

b. Tap the **Fingerprint Authentication** slider to enable the feature.

Account Management		
User Name	clarebell	
Email Address		
Mobile Phone Number	15555555555	
My QR Code		
Change Password	>	
Fingerprint Authentication	ON	
Fingerprint authentication helps enhance account security.		
Delete Account Permanently	>	

c. Follow the displayed instructions, pressing the desired finger over the fingerprint reader on the mobile device.

**Note:** Once finished, Fingerprint Authentication is required to access the app.

8. Battery optimization pop-up displays.

Android may attempt to restrict notifications to allow phone battery optimization.



9. Tap **Stop optimizing battery usage**, and then tap **Allow**.



10. Add your doorbell.

## Configuring the doorbell in the CVP app

Once the camera is installed, follow the steps below to complete doorbell setup and final installation.

**Note:** When adding a Clare Video Doorbell v3, we recommend turning off the phone's cellular data before initiating the add doorbell process. Turning off the cellular ensures that the phone properly switches networks. See the device's documentation for instructions on turning the cellular data off. Be sure to turn the data back on after adding the doorbell.

#### To setup the doorbell in the CVP app:

- 1. Connect your smartphone to target Wi-Fi network.
- 2. Open the CVP app, and then tap +.
- 3. Tap Scan QR Code.
- 4. Scan QR code from doorbell button or from the back of the documentation insert included with the doorbell.
- 5. Tap Connect to Network.
- 6. Tap the **Next** button if CVD is flashing blue.

- or -

If the doorbell is not flashing blue, reset the doorbell by pressing and holding the reset button until the voice prompt states, "Reset Successfully".

7. Enter network password and tap Next.

**Note:** If the smartphone is not already connected to the target network, tap **Change Network**, and then follow the onscreen prompts to connect to the target network.

8. The app connects to the CVD AP network.

If it fails, tap Cancel and then tap Configure Wi-Fi.

- a. Find the associated AP network SSID *ClareCVD\_serialnumber* and forget the network.
- b. When the network reappears in SSID list, tap on it and enter the network password *ClareCVD\_verificationcode*, the verification code is located on the label affixed to the front of this quick stat guide. It is 6 uppercase alpha characters.
- c. After connecting to the AP network, wait for app device to prompt you to allow network connection without internet.

**Note:** UI and messages for this differ from phone to phone.

If not accepted, the app device will not stay connected to the AP network and CVD configuration does not complete.

If this occurs, forget the network and rejoin according to steps b and c above.

d. After connecting to network, return to CVP app, CVD should now join the target network. The following voice prompts should be heard during this process:

"Connecting to Wi-Fi, please wait."

"Platform registration successful."

"Configuration complete."

9. Select the Time Zone.

Time Zone
Georgetown, La Paz, Manaus, San Juan
UTC-04:30
Caracas
UTC-05:00
Eastern Time (US & Canada)
UTC-05:00
Bogota, Lima, Quito, Rio Branco
UTC-05:00
Indiana (East)
UTC-06:00
Saskatchewan
UTC-06:00
Central America
UTC-06:00
Central Time (US & Canada)

10. Select an alias (name) for the camera, and then tap **Save**.

K Edit Alias	Skip
1 to 32 Characters	
Clare Video Doorbell(D145878)	
	_
Save	

11. Enable Audio, and then text **Next**. **Note**: This is off by default.



12. Select the Chime Type.

<	Chime 1	ӯре	
Select a chime t	/pe.		?
Mechanical Makes a "ding-d bell.	ong"sound thro	ugh a mechanica	· 🗸
Electronic Produces a synt	nesized melod	y from a speaker.	
Not Installed No existing door	bell chime.		
As the auxiliary connected to the button is presse	product of the doorbell and d.	doorbell, the chim	e can be orbell

#### Mechanical

a. Tap Mechanical, read and configure the mechanical chime as displayed.



#### b. Tap Finish.

- or -

#### Electronic

a. Tap Electronic, read and configure the chime as displayed, and then tap **Next**.



b. Select the ring duration, and then tap Finish.



```
– or –
```

#### Not Installed

a. Read and follow the displayed instructions.



### b. Tap Finish.

13. Select the Alarm Areas (blue is active), and then tap **Save**.



The CVP app home page displays.



14. Put the doorbell's faceplate back, and then insert two security screws into the bottom of the doorbell to secure the faceplate.



## **Understanding the CVP app icons**

The below icon guide helps navigate and configure settings in the ClareVision Plus app.

lcon	Icon description
Q	2-way audio This icon enables 2-way audio.
6	Take photo This icon saves a snapshot to the app's pictures and videos section.
0	Record video This icon saves a recorded video the apps gallery.
BASIC	HD/Basic video This icon switches between 480p and 1080p video.
	Start/pause footage This icon plays/pauses the current footage stream.
<b>□</b>	Volume control This icon adjusts the volume of the selected stream.
1	Camera view (1 monitor) This icon allows the user to view multiple streams as once.
Q	Zoom This icon zooms in on the stream.
$\leftarrow$	Back This icon brings the user back to the previous screen.
୍	Settings This icon allows the user to access the device's settings.
+	Add device This icon allows the user to add a new device.
5	Playback This icon allows the user to play back footage from the stream.

Table 1: Live and recorded video settings

## v3 Doorbell CVP settings

Customize the doorbell settings for user preferences and notifications.

### **Doorbell camera name**

The doorbell camera name is displayed at the top of the Settings page.

#### To modify the doorbell's name:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the camera's name.

<	Settings	
	Clare Video Doorbell CVP-B3DB50-ODIW	>
Time Zo	one	UTC-05:00 >
DST		

3. Modify the name as desired, and then tap the checkmark  $\checkmark$ .

### **Time Zone**

The doorbell's time zone defaults to the location set in the CVP app. Use this feature to adjust the time zone as needed.

#### To modify the doorbell's time zone:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the **Time Zone** field.



3. Select the desired time-zone, and then tap the back arrow  $\sub$ .

### DST

DST allows the user to toggle the daylight savings time setting.

#### To toggle DST:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the DST slider to toggle the setting to On/Off.



### **Date Format**

This setting changes the date format displayed on the camera stream.

To change the date format:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the **Date Format** field.



3. Select the desired format.

$\leftarrow$	Settings	
Time Zone		UTC-05:00 >
DST		
Date Format		MM-DD-YYYY >
Receive Call fro	m Doorbell	
Alarm Notificati	n	Enable >
Record Audio		
The audio recordi stream and sub-s Video Stream or V	ng status will change w tream's stream type an 'ideo Stream.	vhen both main e set as Audio &
Network Signal		-50dBm
	YYYY-MM-DD	
	MM-DD-YYYY	
	DD-MM-YYYY	
	Cancel	
IR Light		

### **Receive Call from Doorbell**

Receive call from doorbell allows 2-way calling from the doorbell to the user's smartphone when the doorbell is pressed.

#### To change toggle the receive calls setting:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Receive Call from Doorbell slider to toggle the setting to On/Off.



### **Chime Type**

Chime type allows the user to select the type of chime the doorbell uses (mechanical, mechanical, no chime).

#### To change the chime type:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the **Chime Type** field.

<	Settings	
•	Clare Video Doorbell CVP-B3DB50-ODIW	>
Time Z	one	UTC-05:00 >
DST		
Date Fo	ormat	YYYY-MM-DD
Receive	e Call from Doorbell	
Chime	Туре	Mechanical >

3. Select the desired chime type.

**Note:** Selecting the incorrect chime type may damage the doorbell. Verify chime type before changing this setting. Refer to Mechanical versus digital doorbells on page 6.

<	Chime Type	
Select a chime	type.	?
Mechanical Makes a "ding-o bell.	dong"sound through a mechani	cal 🗸
Electronic Produces a syn	thesized melody from a speake	er.
Not Installed No existing doc	orbell chime.	
As the auxiliary connected to th button is presse	product of the doorbell, the chi le doorbell and rings when the o ed.	me can be doorbell

4. Tap  $\leq$  to save the selection.

### Indicator

The indicator is the ring of light around the doorbell button. This settings illuminates or turns off the light around the button.

#### To toggle the indicator:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Indicator slider to toggle the setting to On/Off.



### **Alarm Notifications**

The alarm notifications allow the user to control the type of alarms they receive from the doorbell using the ClareVision Plus app. Here the user can enable alarm notifications, set a notification schedule, silence the notifications, change the sound for notifications, and adjust the motion detection area.

#### **Alarm Notification**

The alarm notification allows the user to get notifications from the selected camera.

#### To enable the alarm notifications:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap Alarm Notification.



3. Tap the Alarm Notification slider to enable notifications.



#### **Notification Schedule**

The notification schedule allows the user to create set times to receive push notifications from the doorbell.

#### Notes

- Schedules cannot overlap. For example, if a schedule is set from 03:00 to 04:30, another schedule cannot start in that time frame. A schedule could end at 02:59 and the next schedule could start at 04:31.
- When notification schedules are disabled, all created schedules are saved but not enabled.

#### To create a schedule:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap Alarm Notification.

<	Settings	
•	Clare Video Doorbell(D14596 CVP-B3DB50-ODIW(D145968	5 <b>878)</b> 378)
Time Zo	one	UTC-05:00 >
DST		ON
Date Fo	rmat	MM-DD-YYYY
Receive	e Call from Doorbell	
Chime	Гуре	Mechanical >
Indicato	n	ON
Alarm N	lotification	Enable >
Record	Audio	ON

3. Tap **Enable** > for the Notification Schedule.



4. Tap the slider to turn on notification schedules.



5. Tap + Set a Time Schedule.



6. Select the start and end time, the days to apply the schedule, and then tap the **Save** icon .

< Schedule Settings	ā
Start Time	00:00 >
End Time	23:59 >
Apply to	
Mon. Tue. Wed. Thu. Fri.	Sat. Sun.

Note: Schedules cannot overlap.

Repeat steps 5 through 6 for each additional desired schedule.
 Once saved, the user is returned to the schedule page.

< Notification Schedule			
Notification \$	Schedule	O	
00:00 - 08:0 Mon, Tue, We	<b>0</b> d、Thu、Fri		>
-	+ Set a Time	Schedule	
Schedule Tab	le		
0 3	8 6 9 1	12 15 18	21 24
Mon.			
Tues.			
Wed.			
Thur.			
Fri.			
Sat.			
Sun.			

#### Silenced

Silenced allows the user to cease push notifications on their phone. The notifications are saved in the app and can be accessed easily.

#### To silence notifications:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap Alarm Notification.

Settings	
Clare Video Doorbell(D14596878) CVP-B3DB50-ODIW(D14596878)	>
UTC-05:00	>
ON	$\supset$
at MM-DD-YY	ΥY
all from Doorbell ON	D
e Mechanical	>
ON	D
ification Enable	>
dio ON	$\mathbf{D}$
	Settings Clare Video Doorbell(D14596878) EVP-B3DB50-ODIW(D14596878) UTC-05:00 ON at MM-DD-YY at MM-DD-YY at MM-DD-YY fication Called CON CON CON CON CON CON CON CON

3. Tap the Silenced slider to turn on the silence setting for the doorbell.



The doorbell is now silenced.

< Alarm Notificat	ion
Alarm Notification	ON
Notification Schedule	Enable >
When enabled, the device will turn push notification on / off accordin scheduled settings.	the message g to your
Silenced	
When enabled, notifications from t will be silenced. You can check the notifications on notification list.	the device e silenced

To view silenced notifications:

- 1. Access the ClareVision Plus app.
- 2. Tap Notifications.



All notifications, including silenced notifications, display.



#### **Notification Sound Mode**

Notification sound controls the doorbell's audio when motion is sensed. When this feature is enabled and something sets off the motion sensor, the doorbell emits sound. There are 3 sound modes:

Intensive: The doorbell emits a siren sound.

Soft: The doorbell emits a beep.

Mute: The doorbell does not make a sound when it senses motion.

To change the notification sound mode:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap Alarm Notification.



3. Tap Mute >.



**4.** Select the desired sound mode, and then tap the Save icon  $\square$ .

$\leftarrow$	Select Sound Mode	D
Intensive Intense warning fo	r the intrusion.	
<b>Soft</b> Soft warning for th	ne intrusion.	
Mute		~

#### **Detection Area Settings**

Detection area settings allow the user to customize the doorbell's motion detection area.

#### To detection area:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap Alarm Notification.

<	Setting	3	
•	Clare Video Doorbell(D CVP-B3DB50-ODIW(D1	<b>14596878)</b> 4596878)	>
Time Zo	ne	UTC-05:00	>
DST		ON	$\supset$
Date For	mat	MM-DD-YY	ΥY
Receive	Call from Doorbell	ON	D
Chime T	ype	Mechanical	>
Indicato	r	ON	D
Alarm N	otification	Enable	>
Record A	Audio	ON	$\supset$
The aud stream a Video St	io recording status will o and sub-stream's stream tream or Video Stream.	hange when both mai type are set as Audio	n &
Network	Signal	-48dBm	((ţ.
Configur	re Network		>

3. Tap Detection Area Settings.

< Alarm Notifica	tion
Alarm Notification	
Notification Schedule	Enable >
When enabled, the device will turn push notification on / off accordin scheduled settings.	n the message ng to your
Silenced	OFF
When enabled, notifications from will be silenced. You can check th notifications on notification list.	the device ae silenced
Notification Sound Mode	Mute >
An audible warning will be promp detects the motion of people or a	ted if the device nimals.
Detection Area Settings	>

4. Tap the desired motion detection areas in the doorbell's field of view, and then tap **Save**.

**Note:** The active motion detection areas are blue, other areas in the field of view are greyed out.

< Alarm Area	
Tap the area bellow to set the activity detection area.	?
	<u>Reset</u>
Sft 9ft	16ft
When human or animal activity is detecter area, you will receive a notification.	d in the
Save	

### **Record Audio**

Record audio controls the doorbell's audio recording. When on, the doorbell records audio with all footage.

#### To toggle Record Audio:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Record Audio slider to toggle the setting to On/Off.

<	Settings
Indicator	
Alarm Notification	Enable >
Record Audio	

### **Network Signal**

Network signal displays the doorbell's current network signal. The signal must be -60dBM or better for the doorbell to report correctly.



### **Configure Network**

Configure network allows the user to change the doorbell's connected network.

#### To change the configured network:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Configure Network field.



3. A pop-up displays, read it and then tap **OK**.

Receive Call from Doorbell	ON
Chime Type	Mechanical >
Indicator	ON
Alarm Notification	
Put the phone close to sure you know the pass v nearby.	the device and make sword of the router
N Configure Network	>
Storage Status	
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	
Change Verification Code	
IR Light	ON

4. Access the Reset Key on the doorbell, and then follow the displayed onscreen prompts.



### **Storage Status**

Storage status allows the user to see the status of the doorbell's SD card.

To format the SD card:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Storage Status field.

< Sett	ings
Indicator	
Alarm Notification	Enable >
Peccerd Audio	ON
Record Addio	
The audio recording status w stream and sub-stream's strea Video Stream or Video Stream	vill change when both main am type are set as Audio & m.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Storage Status Device Version	> V5.2.4 build 190423 No new version available.
Storage Status Device Version	V5.2.4 build 190423 No new version available.
Storage Status Device Version Image and Video Encryption	V5.2.4 build 190423 No new version available.
Storage Status Device Version Image and Video Encryption Change Verification Code	> V5.2.4 build 190423 No new version available. ON >
Storage Status Device Version Image and Video Encryption Change Verification Code	> V5.2.4 build 190423 No new version available.
Storage Status Device Version Image and Video Encryption Change Verification Code IR Light	> V5.2.4 build 190423 No new version available.
Storage Status Device Version Image and Video Encryption Change Verification Code IR Light When disabled, the image rei image noise in dark environm	V5.2.4 build 190423 No new version available.  No new version available.  No new version available.  No N

3. Tap the SD card's status.



4. Tap Initialize.

<	Initialize Storage	
Storage1 Normal		Initialize

5. Read the pop-up, and then tap **OK** to continue.



Wait for the card to initialize.



### **Device Version**

Device version displays the doorbell's current firmware.

K Sett	ings
Indicator	
Alarm Notification	Enable >
Record Audio	ON
The audio recording status v stream and sub-stream's stru Video Stream or Video Strea	vill change when both main eam type are set as Audio & m.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	ON
Change Verification Code	>
IR Light	ON
When disabled, the image re image noise in dark environr	mains colorful with more nent.
Delete	Device

### Image and Video Encryption

Image and video encryption allow the user to add a secondary level of encryption to their doorbell stream. When enabled, this setting requires that a user enter the doorbell's verification code to view the doorbell's stream from another smartphone.

#### To toggle encryption:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Image and Video Encryption slider to toggle the setting to On/Off.

< Sett	ings
Indicator	
Alarm Notification	Enable >
Record Audio	
The audio recording status v stream and sub-stream's stre Video Stream or Video Strea	vill change when both main sam type are set as Audio & m.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	OFF
Change Verification Code	>

### **Change Verification Code**

Change verification code allows the user to change the doorbell's verification code. This may be used to prevent doorbell access to people the original code was shared with, such as guest or technicians who have serviced the doorbell.

#### To change the verification code:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the Change Verification Code field.

K Settin	ngs
Indicator	ON
Alarm Notification	Enable >
Record Audio	ON
The audio recording status wi stream and sub-stream's strea Video Stream or Video Stream	ll change when both main am type are set as Audio & 1.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	
Change Verification Code	>
IR Light	
When disabled, the image rem image noise in dark environm	nains colorful with more ent.
Delete [	Device

Enter the previous Verification Code, and then tap Next.
 Note: The code is case sensitive.

<	Change Verification Code	Next
	Old Verification Code	
	Case-Sensitive	

4. Enter the desired new verification code, and then tap **Finish**.

**Note**: Do not forget the new code. If the code is lost, the doorbell cannot be re-added or altered.



5. Read the pop-up, and then tap **OK**.

**Pop-up notice text:** Remember the new verification code. Verification code cannot be recovered once forgotten, and you cannot view the encrypted pictures and videos. Continue?

Note: Do not lose/forget the new verification code.



### **IR Light**

The IR light controls the doorbell's infra-red settings. When it is on, infra-red is available at night.

#### To toggle encryption:

1. Tap the 3 dots in the upper-right corner of the doorbell's name field.



2. Tap the IR Light to toggle the setting to On/Off.

< Setti	ngs
Indicator	
Alarm Notification	Enable >
Record Audio	ON
The audio recording status w stream and sub-stream's stre Video Stream or Video Strear	ill change when both main am type are set as Audio & n.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	
Change Verification Code	>
IR Light	OFF
When disabled, the image ren image noise in dark environm	nains colorful with more ent.
Delete I	Device

### **Delete Device**

Delete device removes the doorbell from the CVP app and the account to which it is attached. It does not remove it from the Wi-Fi network. The stream is no longer accessible.

< Sett	ings
Indicator	
Alarm Notification	Enable >
Record Audio	ON
The audio recording status w stream and sub-stream's stre Video Stream or Video Stream	vill change when both main am type are set as Audio & m.
Network Signal	-50dBm 🗢
Configure Network	>
Storage Status	>
Device Version	V5.2.4 build 190423 No new version available.
Image and Video Encryption	
Change Verification Code	>
IR Light	ON
When disabled, the image rei image noise in dark environn	mains colorful with more nent.
Delete	Device

## Appendix

### Basics



#### Table 2: LED indicator

Blue light	Flashing	Doorbell is ready for Wi-Fi configuration
0	Steady on	Doorbell is working
Red light	Flashing fast	Device exception
5	Steady on	Doorbell is powering on

### SD card management



1. In the app, tap the Storage Status in the Devices Settings interface to check the SD card status.

Wi-Fi Configure	TEST-Wifi 🕤 🔿
Storage Status	
Device Version	Vx.xx build xxxxx No new version

2. If the card status displays **Uninitialized**, tap to initialize it.

The status will then change to **Normal** and it can store videos and/or pictures.

### **Frequently asked questions**

#### Q: What is the operating Voltage of the doorbell?

A: The doorbell has an operating voltage range of 10VAC to 24VAC and has a max power draw of 5 watts.

#### Q: How do I increase the volume of the microphone and speaker?

A: You can adjust these settings under the device settings in the App under loudspeaker volume and microphone volume.

#### Q: Can I view my doorbell camera on multiple devices?

A: In order to share a doorbell camera with multiple mobile devices, all users must all be logged into the same ClareVision Plus account. You can have up to 8 devices viewing the camera simultaneously.

#### Q: Can the doorbell camera get wet?

A: The Clare Video Doorbell is IP54 rated for direct rain and water. It is not recommended to pressure wash the doorbell.

#### Q: Why does my camera have a fisheye view?

A: The Clare Video Doorbell has a vertical view of 180° and a horizontal view of 105°. This gives the stream the fisheye view. This is intentional as it allows a homeowner a more secure view of their front door and adds protection for packages. The homeowner can now see from the ceiling to the floor, preventing anything from escaping the camera's view.

#### Q: How does the doorbell sense motion?

A: The Clare Video Doorbell uses a PIR sensor. PIR allows for more accurate motion detection and has fewer false alarms.

### Warranty information

Clare Controls offers a two (2) year limited warranty on original Clare Controls components, from the date of shipment from Clare Controls. To view complete limited warranty details, including limitations and exclusions, www.clarecontrols.com/warranty.



### Support

**Dealer Support – contact Clare Technical Services at:** 

claresupport@clarecontrols.com

#### Homeowner Support – contact ClareCare

help@clarecontrols.com