



ClareVision Plus Cameras: ClareVision NVRs Sub-Stream Resolution Compatibility

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Introduction

ClareVision (CV) NVRs do not support the default ClareVision Plus (CVP) sub-stream resolution when viewing CVP cameras with the CVP App. This affects both iOS and Android smart devices. To use a CVP camera with a CV NVR, you must lower the CVP device's default sub-stream resolution.

Lowering the sub-stream resolution for CVP cameras

Modifying the CVP device's sub-stream requires direct access to the CVP camera. Access the camera using Virtual Host or the camera's IP address.

Notes

- You will need both the camera and NVR's login credentials when using Virtual Host. If you are not using Virtual Host, you will need the CVP Camera's credentials.
- Use a recommended web-browser: Internet Explorer, Mozilla Firefox, or Safari.

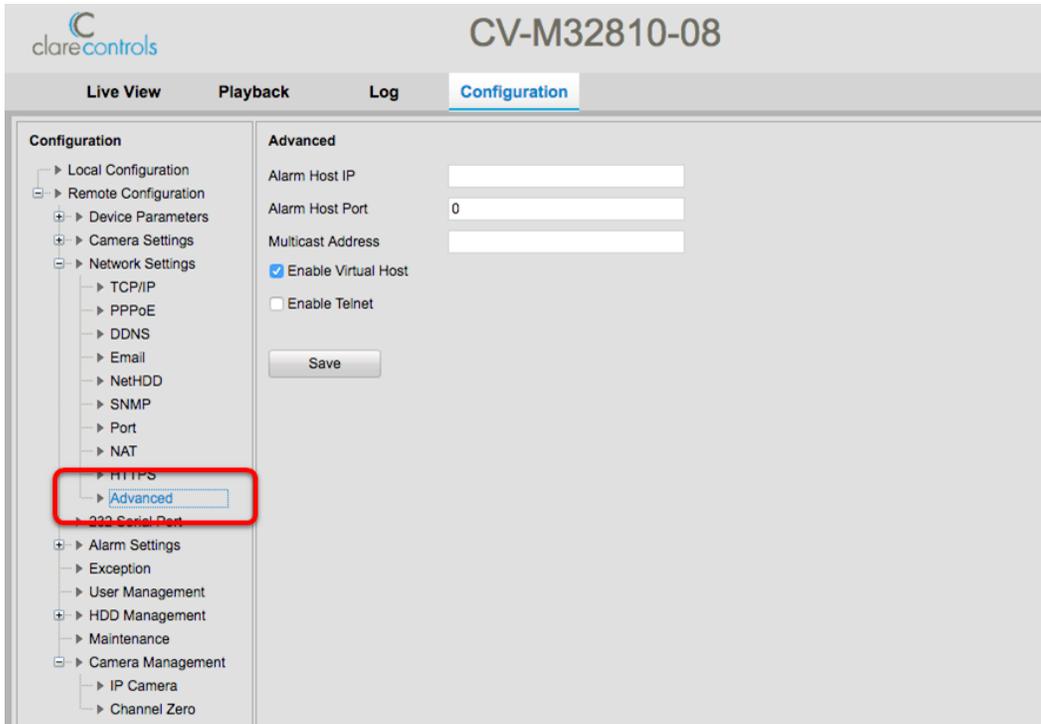
To modify the CVP device's sub-stream using Virtual Host:

Note: Use Virtual Host when the camera is plugged directly into the NVR.

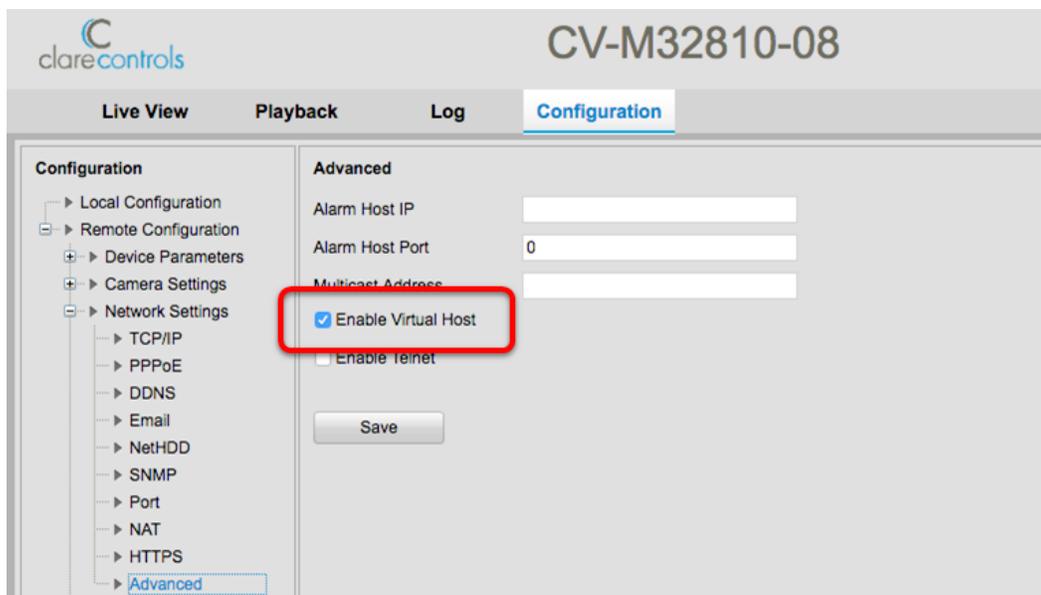
1. Access your NVR in a web browser, and then login using the set credentials.

2. Browse to **Advanced**.

Configuration > Remote Configuration > Network Settings > Advanced



3. Select the **Enable Virtual Host** check-box, and then click **Save**.



4. Browse to IP Camera.

Configuration > Remote Configuration > Camera Management > IP Camera

The screenshot shows the 'IP Camera' configuration page in the CV-M32810-08 interface. The left sidebar has 'IP Camera' highlighted under 'Camera Management'. The main content area displays a table of camera channels with the following data:

Channel No.	IP Camera Address	Channel No.	Management Port	Status	Protocol	Connect
<input type="checkbox"/> D01	10.100.30.231	1	8000	Online	ClareVision	http://10.100.30.231:80
<input type="checkbox"/> D02	10.100.31.93	1	8000	Offline(Network Abnormal)	ClareVision	http://10.100.30.229:85002
<input type="checkbox"/> D03	172.16.100.4	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85003
<input type="checkbox"/> D04	172.16.100.5	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85004
<input type="checkbox"/> D05	172.16.100.6	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85005
<input type="checkbox"/> D06	172.16.100.7	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85006
<input type="checkbox"/> D07	172.16.100.8	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85007
<input type="checkbox"/> D08	172.16.100.3	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85008
<input type="checkbox"/> D12	10.100.30.230	1	8000	Online	ClareVision	http://10.100.30.230:80
<input type="checkbox"/> D13	10.100.30.232	1	8000	Online	ClareVision	http://10.100.30.232:80
<input type="checkbox"/> D14	10.100.30.233	1	8000	Online	ClareVision	http://10.100.30.233:80
<input type="checkbox"/> D15	10.100.30.235	1	8000	Online	ClareVision	http://10.100.30.235:80
<input type="checkbox"/> D16	10.100.30.238	1	8000	Online	ClareVision	http://10.100.30.238:80

5. Click the IP Camera's **Connect** Link.

The screenshot shows the 'IP Camera' configuration page. The 'Connect' link for channel D01 is highlighted with a red box. The table data is as follows:

Channel No.	IP Camera Address	Channel No.	Management Port	Status	Protocol	Connect
<input type="checkbox"/> D01	10.100.30.231	1	8000	Online	ClareVision	http://10.100.30.231:80
<input type="checkbox"/> D02	10.100.31.93	1	8000	Offline(Network Abnormal)	ClareVision	http://10.100.30.229:85002
<input type="checkbox"/> D03	172.16.100.4	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:85003

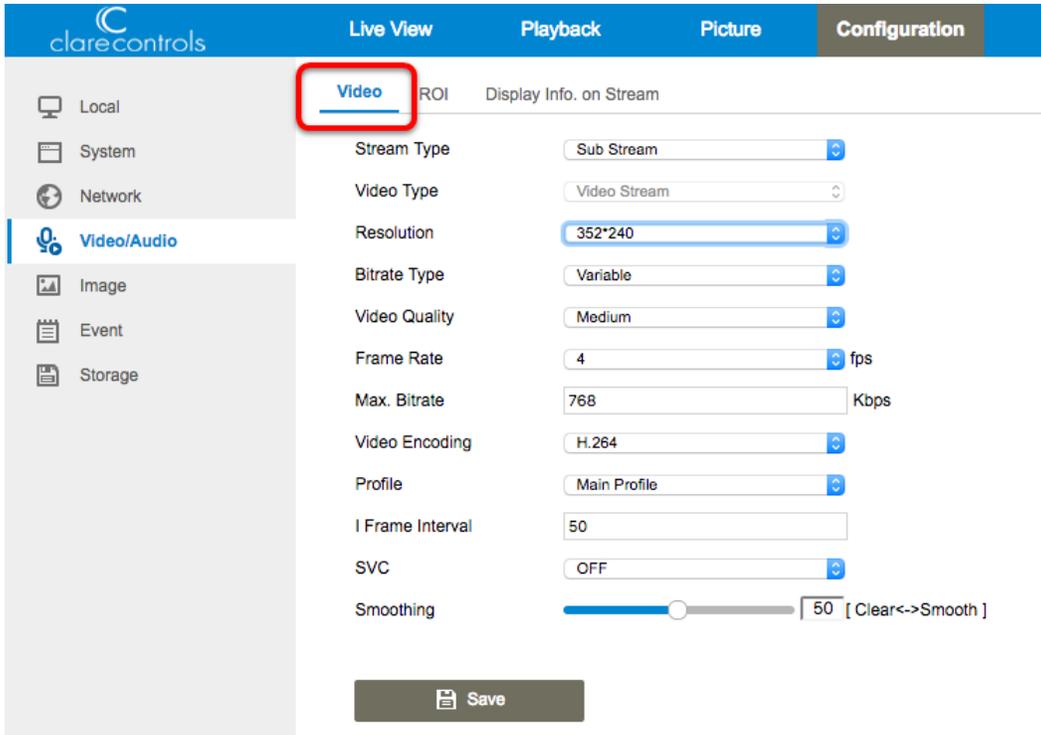
6. The link opens in your default browser.

Login with the camera's set credentials.

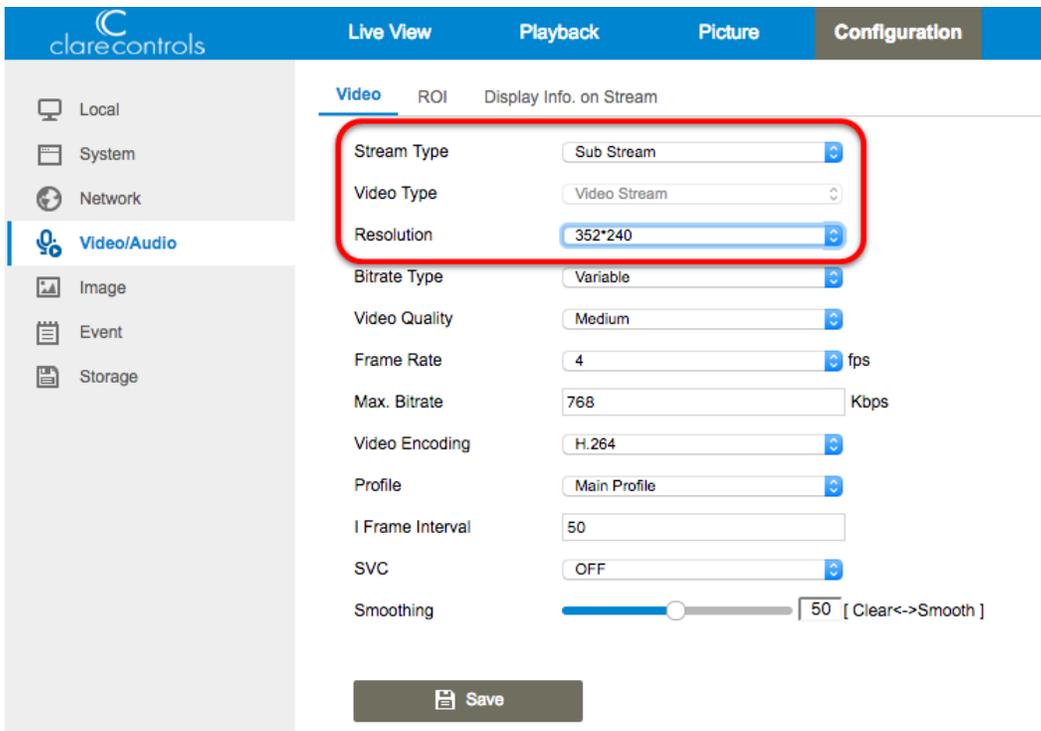
Note: The camera's credentials are created during the camera's initial setup and may be different from the NVR's credentials.

7. Browse to **Video**.

Configuration > Video/Audio > Video

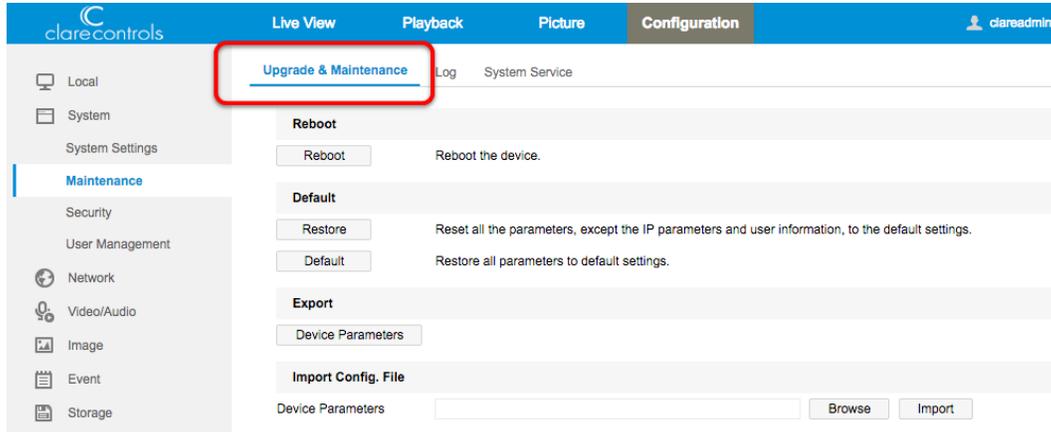


8. Set the Stream Type drop-down to Sub Stream, select the lowest available resolution, and then click **Save**.

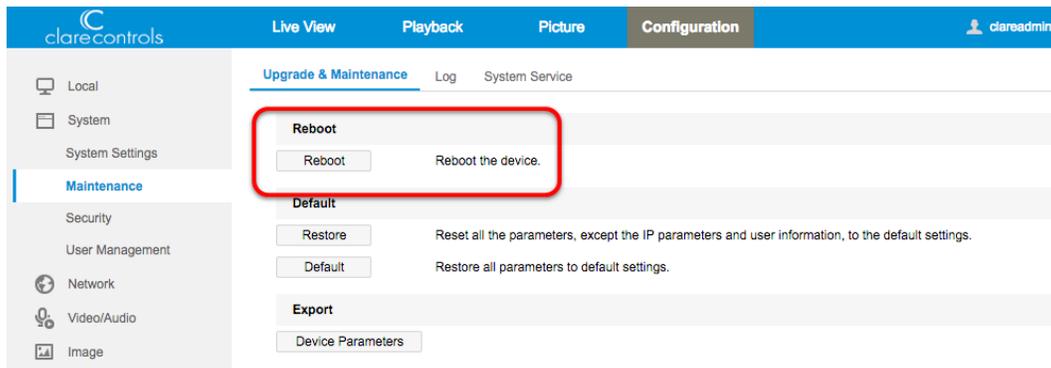


9. Browse to **Upgrade & Maintenance**.

Configuration > System > Maintenance > Upgrade & Maintenance



10. Click **Reboot**, and then repeat steps 1 through 10 for each CVP device connected to the CV NVR.



11. Verify that all streams are viewable in the ClareVision Plus App.

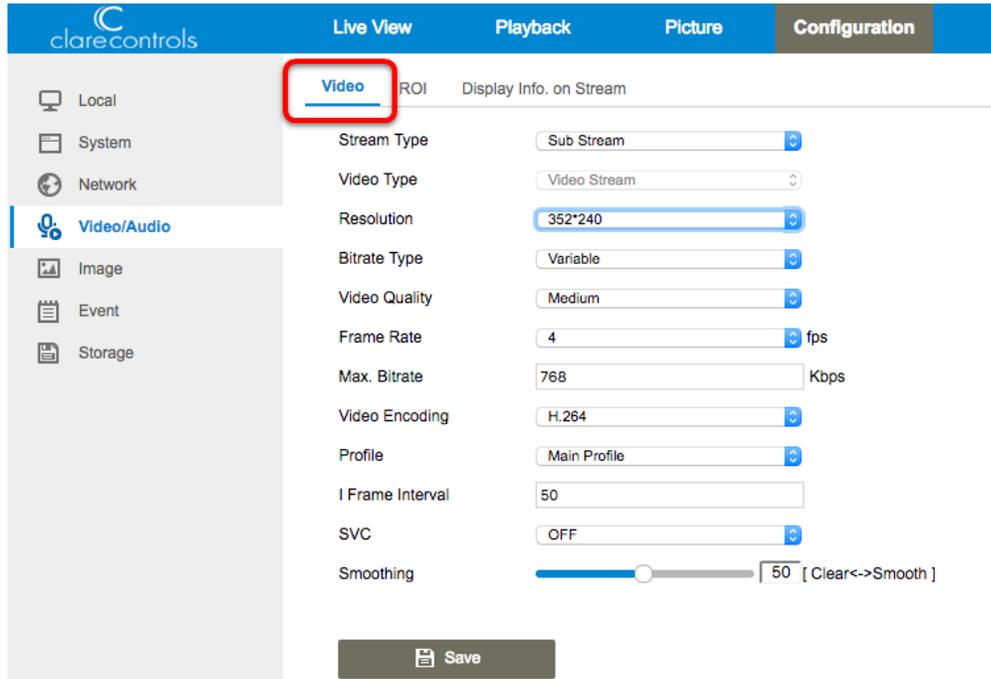
To modify the CVP device's sub-stream using the camera's IP address:

1. Access your camera in a web browser, and then login using the set credentials.

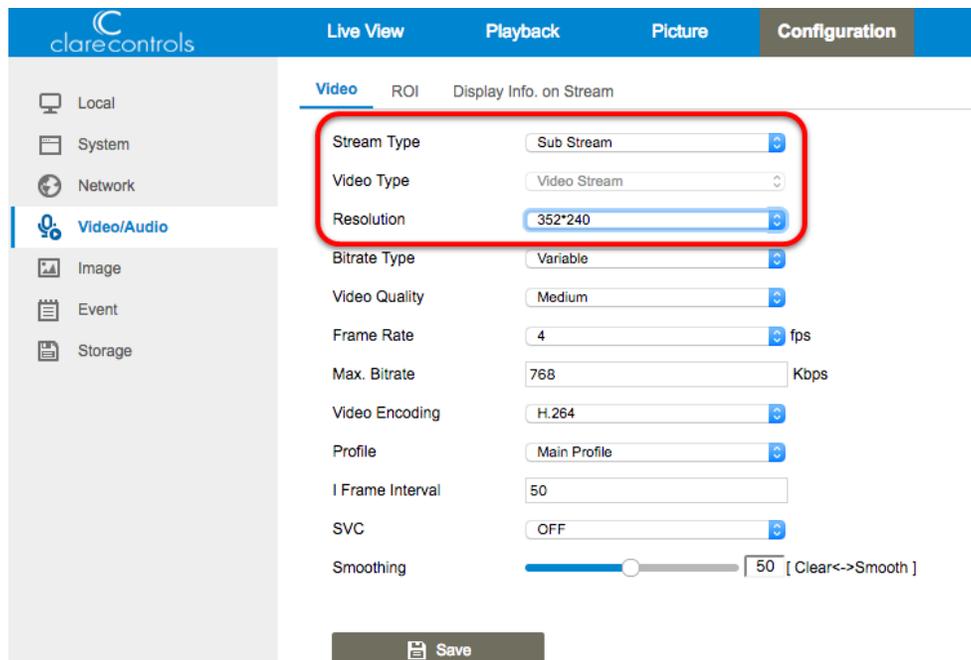
Note: The camera's credentials are created during the camera's initial setup and may be different from the NVR's credentials.

2. Browse to **Video**.

Configuration > Video/Audio > Video

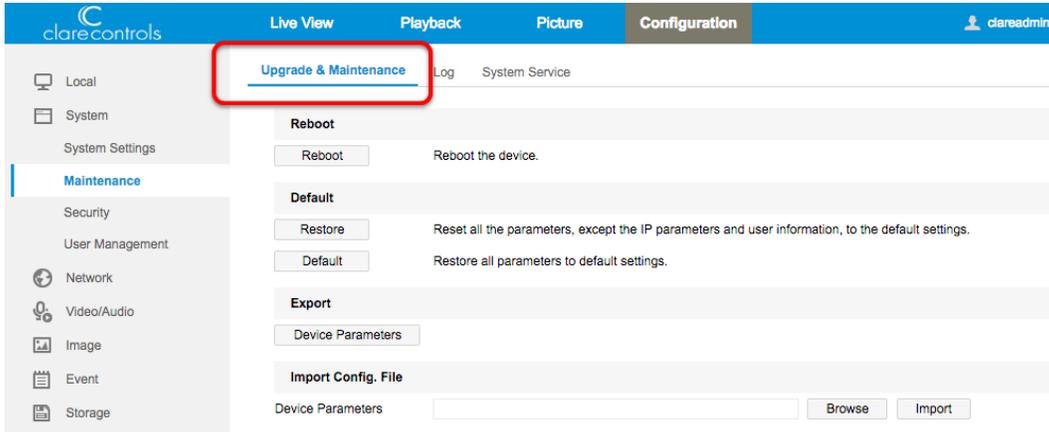


3. Set the Stream Type drop-down to Sub Stream, select the lowest available resolution, and then click **Save**.

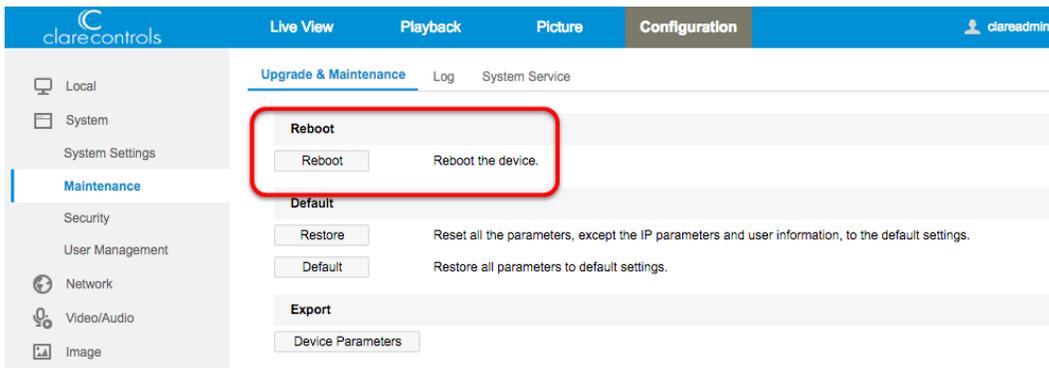


4. Browse to **Upgrade & Maintenance**.

Configuration > System > Maintenance > Upgrade & Maintenance



5. Click **Reboot**, and then repeat steps 1 through 5 for each CVP device connected to the CV NVR.



6. Verify that all streams are viewable in the ClareVision Plus App.

Contact information

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