

TECH BULLETIN

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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) substream 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 > Adv	anced
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clare controls		CV-M32810-	08
Live View Plays	back Log	Configuration	
Configuration	Advanced Alarm Host IP Alarm Host Port Multicast Address C Enable Virtual Host Enable Telnet Save	0	

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

clare controls		CV-M3	2810-08
Live View	Playback Lo	og Configuration	
Configuration Local Configuration Remote Configuration Camera Settings Camera Settings	Advanced Alarm Host IP Alarm Host Port Multicast Address Enable Virtual I Enable Teinet Save	O	

4. Browse to **IP Camera**.

Configuration > Remote Configuration > Camera Management > IP Camera

clarecontrols		CV	-M328	810-08				
Live View Pla	yback L	og Configu	ration				clareadmin	Logout Help
Configuration	IP Camera							
 Local Configuration Remote Configuration 	Add	Modify	Delete	Quick Add	Custom Protocol			
	Channel No.	IP Camera Address	Channel No.	Management Port	t Status	Protocol	Connect	
+ ► Camera Settings	D01	10.100.30.231	1	8000	Online	ClareVision	http://10.100.30.231:80	-
h Network Settings	D02	10.100.31.93	1	8000	Offline(Network Abnormal)	ClareVision	http://10.100.30.229:65002	-
TODID	D03	172.16.100.4	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65003	-
► ICP/IP	D04	172.16.100.5	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65004	-
···· ► PPPoE	D05	172.16.100.6	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65005	
► DDNS	D06	172.16.100.7	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65006	-
► Email	D07	172.16.100.8	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65007	
NetHDD	D08	172.16.100.3	1	8000	Offline(IP camera does not exist)	ClareVision	http://10.100.30.229:65008	
NIMD	D12	10.100.30.230	1	8000	Online	ClareVision	http://10.100.30.230:80	
P Sitwir	D13	10.100.30.232	1	8000	Online	ClareVision	http://10.100.30.232:80	
Port	D14	10.100.30.233	1	8000	Online	ClareVision	http://10.100.30.233:80	
···· ► NAT	D15	10.100.30.235	1	8000	Online	ClareVision	http://10.100.30.235:80	
► HTTPS	D16	10.100.30.238	1	8000	Online	ClareVision	http://10.100.30.238:80	
Advanced Advanced Aarm Settings Exception Ver Management Mentonaroe Camera Management Floc Camera Anagement Ploc Camera Anagement Snamet Pare								

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

clarecontrols CV-M32810-08									
Live View Play	back L	og Configu	ration				clareadmin	Logout	Help
Configuration Local Configuration	IP Camera	Modify	Delete	Quick Add	ustom Protocol				
Remote Configuration Device Parameters	Channel No.	IP Camera Address	Channel No.	Management Port	Status	Protocol	Connect	ר	
Camera Settings Network Settings TCP//P	D01 D02 D03	10.100.30.231 10.100.31.93 172.16.100.4	1 1 1	8000 8000 8000	Online Offline(Network Abnormal) Offline(IP camera does not exist)	ClareVision ClareVision ClareVision	http://10.100.30.231:80 http://10.100.30.230.65003 http://10.100.30.229:65003	J	

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.

clarecontrols	Live View	Playback	Picture	Configuration
🖵 Local	Video ROI	Display Info. on Stream		
System	Stream Type	Sub Stream		0
Network	Video Type	Video Stream	m	0
Uideo/Audio	Resolution	352*240		0
Mage	Bitrate Type	Variable		0
Event	Video Quality	Medium		0
Storage	Frame Rate	4		😋 fps
	Max. Bitrate	768		Kbps
	Video Encoding	H.264		0
	Profile	Main Profile		0
	I Frame Interval	50		
	SVC	OFF		0
	Smoothing	_	· · · · · · · · · · · · · · · · · · ·	50 [Clear<->Smooth]
	🗎 Sa	ive		

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

clarecontrols	Live View	Playback	Picture	Configuration
	Video ROI	Display Info. on Stream		
System	Stream Type	Sub Stream		
Network	Video Type	Video Stream	m	0
Q. Video/Audio	Resolution	352*240		
🔝 Image	Bitrate Type	Variable		0
Event	Video Quality	Medium		0
🖺 Storage	Frame Rate	4		🗘 fps
	Max. Bitrate	768		Kbps
	Video Encoding	H.264		0
	Profile	Main Profile		0
	I Frame Interval	50		
	SVC	OFF		0
	Smoothing		0	50 [Clear<->Smooth]
	📄 s	ave		

9. Browse to Upgrade & Maintenance.

Configuration > System > Maintenance > Upgrade & Maintenance

cl	C are controls	Live View F	Playback	Picture	Configuration		clareadmin
Ţ	Local	Upgrade & Maintenance	Log	System Service			
	System	Reboot	_				
	System Settings	Reboot	Reboot t	he device.			
	Maintenance	Dofault					
	Security	Delaut					
	User Management	Restore	Reset all	the parameters, except t	he IP parameters and user infor	mation, to the default settings.	
G	Network	Default	Restore	all parameters to default	settings.		
<u>Q.</u>	Video/Audio	Export					
14	Image	Device Parameters					
圁	Event	Import Config. File					
۵	Storage	Device Parameters				Browse Import	

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

C clare controls	Live View	Playback	Picture	Configuration	👤 di	areadmin
🖵 Local	Upgrade & Mainten	ance Log Sy	stem Service			
System	Reboot					
System Settings	Reboot	Reboot the	device.			
Maintenance	Default					
Security	Delaut	Boost oll th	a naramatara, avaant	the ID persenters and user inf	rmation to the default actings	
User Management	Restore	Reset all th	e parameters, except	the iP parameters and user into	ormation, to the default settings.	
Network	Delaut	Restore all	parameters to delaul	t settings.		
Video/Audio	Export					
Image	Device Parame	eters				

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

clarecontrols	Live View	Playback	Picture	Configuration
🖵 Local	VideoROI	Display Info. on Stream		
System	Stream Type	Sub Stream		0
Network	Video Type	Video Stream		0
Uideo/Audio	Resolution	352*240		0
Image	Bitrate Type	Variable		0
Event	Video Quality	Medium		0
Storage	Frame Rate	4		ᅌ fps
	Max. Bitrate	768		Kbps
	Video Encoding	H.264		0
	Profile	Main Profile		0
	I Frame Interval	50		
	SVC	OFF		0
	Smoothing			50 [Clear<->Smooth]
	📄 s	ave		

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

clarecontrols	Live View	Playback	Picture	Configuration	
🖵 Local	Video ROI Di	splay Info. on Stream			
📺 System	Stream Type	Sub Stream		0	
Network	Video Type	Video Stream		0	
Cideo/Audio	Resolution	352*240			
Image	Bitrate Type	Variable		0	
Event	Video Quality	Medium		0	
Storage	Frame Rate	4		🗘 fps	
	Max. Bitrate	768		Kbps	
	Video Encoding	H.264		0	
	Profile	Main Profile		0	
	I Frame Interval	50			
	SVC	OFF		0	
	Smoothing		[50 [Clear<->Smooth]	
	Save	•			

4. Browse to Upgrade & Maintenance.

Configuration > System > Maintenance > Upgrade & Maintenance

cl	C arecontrols	Live View Pla	yback	Picture	Configuration		🛓 clareadmi	n
Ţ	Local	Upgrade & Maintenance	Log	System Service				
	System	Reboot						
	System Settings	Reboot	Reboo	t the device.				
	Maintenance	Default						
	Security	Delauk						
	User Management	Restore	Reset all the parameters, except the IP parameters and user information, to the default settings.					
Ø	Network	Default	Restor	re all parameters to default se	ettings.			
<u>Q.</u>	Video/Audio	Export						
1	Image	Device Parameters						
圁	Event	Import Config. File						
۵	Storage	Device Parameters				Browse Import		

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

C clare controls	Live View	Playback	Picture	Configuration	👤 clareadmin
🖵 Local	Upgrade & Maintenan	<mark>ce</mark> Log Sy	stem Service		
System	Reboot				
System Settings	Reboot	Reboot the	device.		
Maintenance	Dafault				
Security	Derault	Boost all th	a parametera, evenat	the ID persenters and user infe	motion to the default actions
User Management	Restore	Reset all th	e parameters, except	une in parameters and user into	mation, to the deladit settings.
Network	Derault	Restore all	parameters to default	setungs.	
Video/Audio	Export				
Image	Device Paramete	rs			

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

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