

Clare Video Doorbell Quick Start Guide

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Last modified: 01/23/19

Introduction

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

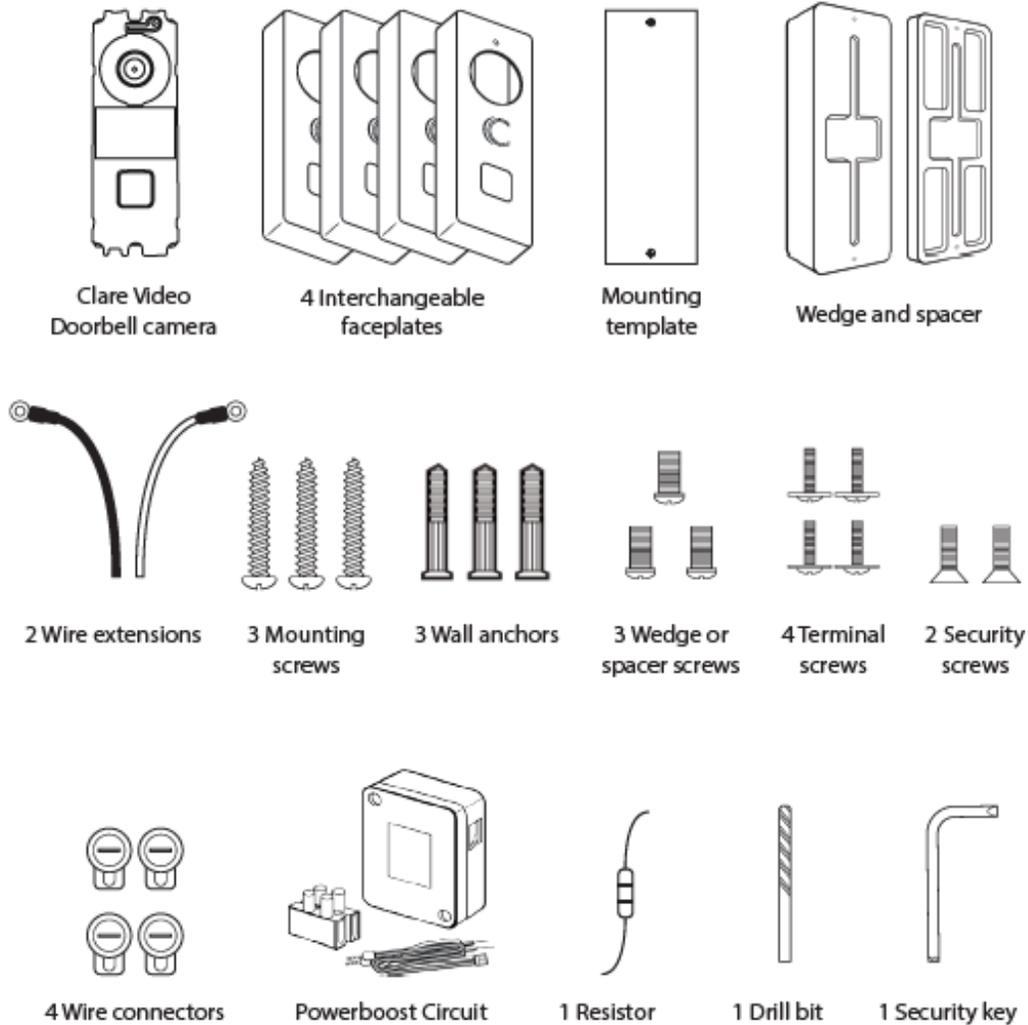
This document is intended as a quick-start guide, not a full product guide. For more information, view the full [ClareVision Plus Camera User Guide \(DOC ID 1430 Rev 02\)](#).

Figure 1: Clare Video Doorbell



Included

The below items are included with the Clare Video Doorbell.



Clare Video Doorbell power requirements

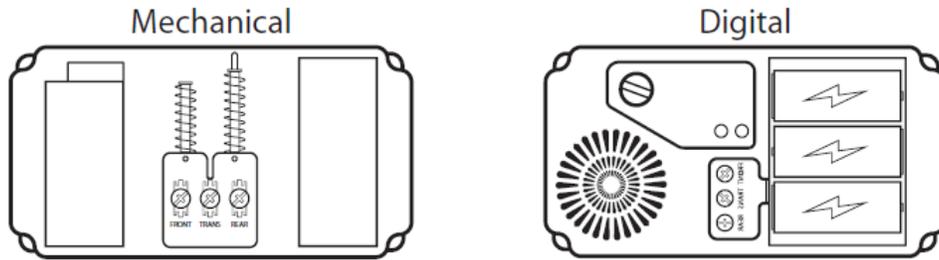
The Clare Video Doorbell only works with mechanical doorbells that use 16-24VAC power.

Note: To learn your current doorbell's voltage, consult the original doorbell packaging or a licensed electrician.

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 doorbells are not currently supported.

Figure 2: Mechanical versus digital doorbell



Wi-Fi signal strength requirements

The Clare Video Doorbell must be connected to a 2.4GHz 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 [Clare Video Doorbell: Wi-Fi Signal Strength Apps and Tools Tech Bulletin \(DOC ID 1608 Rev 02\)](#).

Installation

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

To install the Clare Video Doorbell:

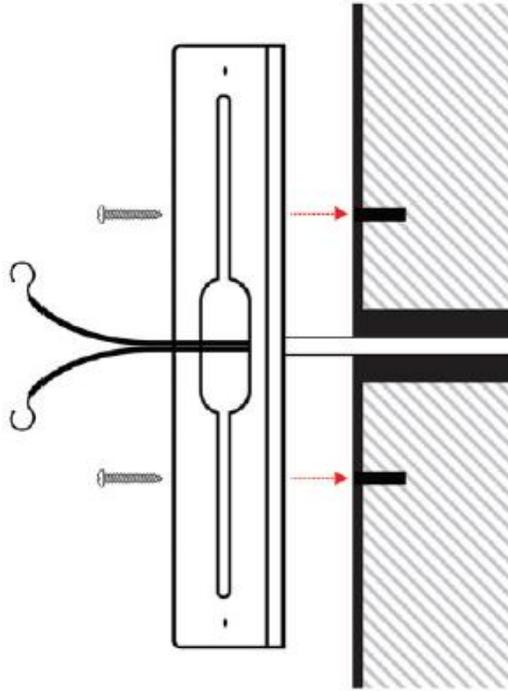
1. Remove the existing doorbell and disconnect the wires connected to the screws on the back.
2. Remove the Clare Video Doorbell's faceplate by firmly holding the doorbell and gently pressing down on the doorbell button and edge of the camera lens bare.



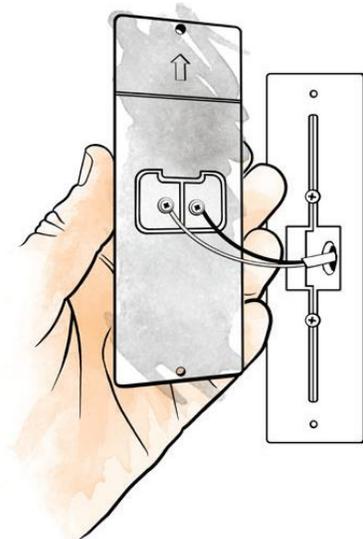
3. Mount the supplied spacer or wedge plate to the doorbell location using the supplied wedge/space screws.

Note: The angled wedge plate can be used to change the viewing angle of the doorbell.

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

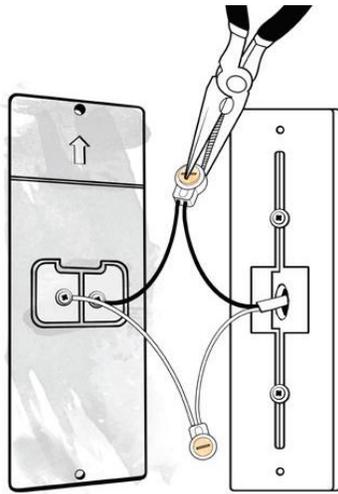


4. Connect the existing doorbell wires to the leads on the back panel of the doorbell.



If the existing wiring is not long enough, follow the instructions below to extend the wiring.

- a. Insert the wires into the provided connectors.

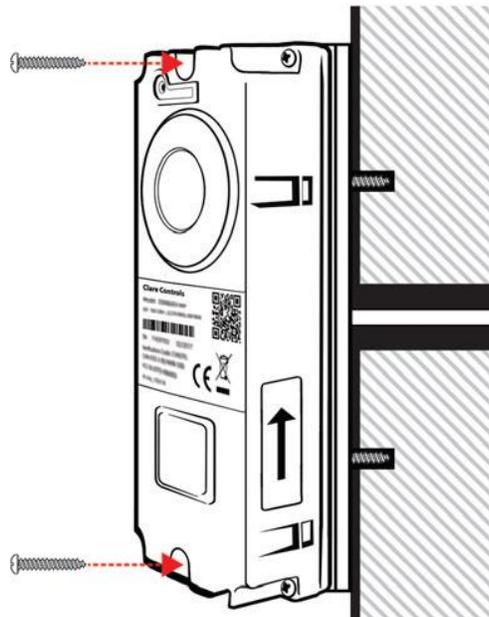


- b. Use pliers to snap the button into place.

Notes

- Do not strip the wires, the connectors pierce the insulation.
- The 2 wires used to power the doorbell can be connected to either terminal.

5. Install the doorbell using the supplied mounting screws.



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

(Optional) Installing the resistor and power booster

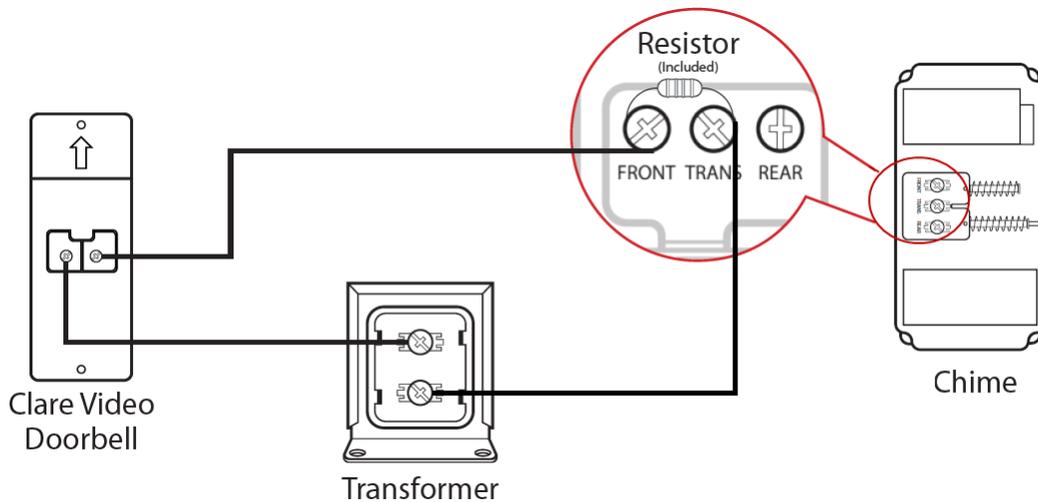
The resistor can be installed when using a mechanical chime to eliminate potential doorbell buzzing, and the power booster improves doorbell sound.

To install the resistor:

1. Wrap the ends of the supplied resistor around the terminals on the doorbell.
2. Verify proper installation by ringing the doorbell.

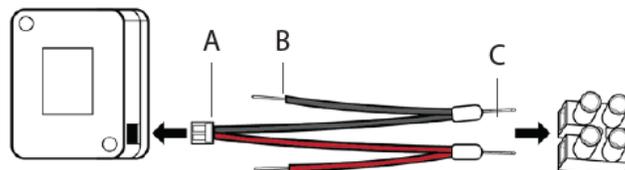
Note: Connecting the resistor in the wrong direction does not harm either device, but results in the doorbell not ringing correctly. To correct this mistake, reverse the direction of the resistor.

Figure 3: Resistor installation

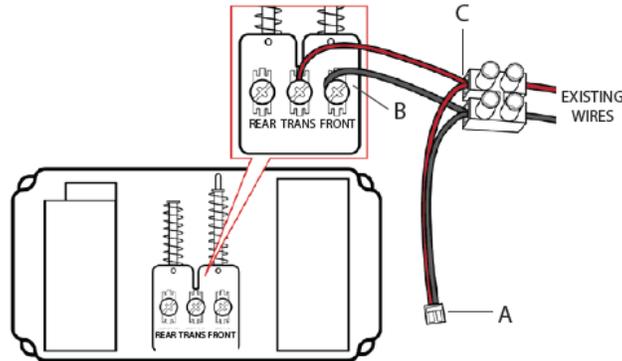


To install the supplied power booster:

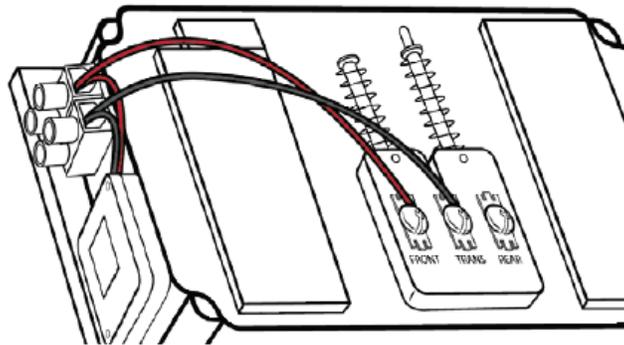
1. Using a small flat head screwdriver, loosen the set screws on the supplied screw terminal.
2. Connect end C of the black and red wires to the screw terminal, then connect end A of each wire to the provided power booster then re-tighten set screws on the screw terminal.



3. Remove the cover from your mechanical chime and then connect end B of the Red wire to the TRANS terminal and end B of the Black wire to the FRONT terminal on the mechanical chime.



4. Remove the paper backing and adhere the power booster and screw terminal to the mechanical chime. Replace the cover on the mechanical chime.



Creating a ClareVision Plus account

To access live doorbell video and recorded footage from anywhere in the world, you must first setup a ClareVision Plus account.

To setup the ClareVision Plus account using an iOS device:

1. Download and install the ClareVision Plus app.
[ClareVision Plus for Android](#) – Google Play
[ClareVision Plus for iOS](#) - iTunes
2. Launch the app, and then tap  **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.

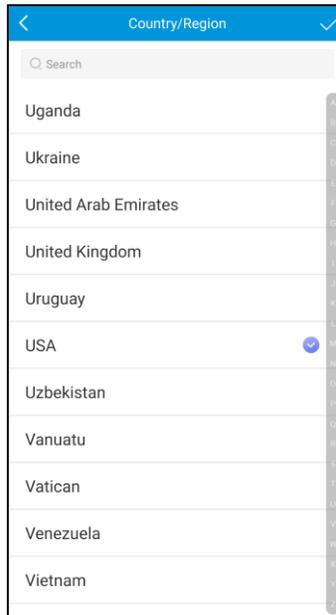
To setup the ClareVision Plus account using an Android device:

1. Download and install the ClareVision Plus app.

[ClareVision Plus for Android](#) – Google Play

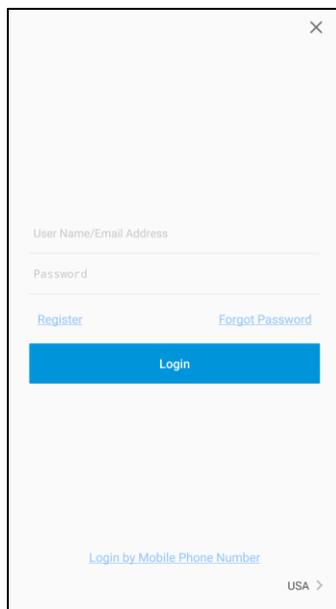
[ClareVision Plus for iOS](#) - iTunes

2. Launch the app, select your country/region, and then tap the **Checkmark** icon in the top-right corner.



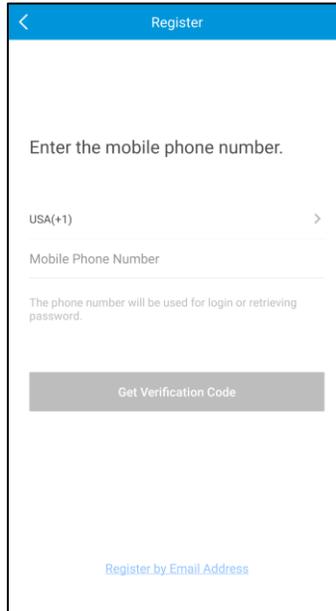
3. Tap **Login**, and then tap **Register**.

Follow the registration steps below.



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

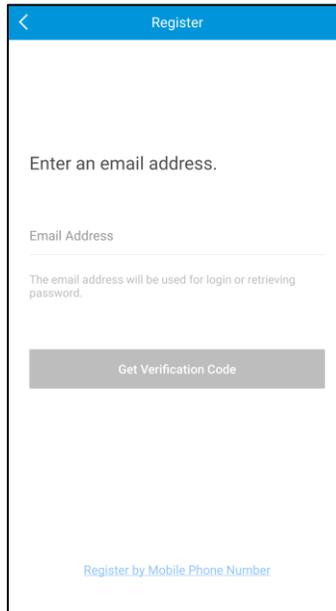
- a. Read the Privacy Policy, and then tap **Agree**.
- b. The Mobile Phone Number option is selected by default. Enter the mobile device's number.



The screenshot shows a mobile application interface titled "Register". At the top, there is a blue header with a back arrow and the word "Register". Below the header, the text "Enter the mobile phone number." is displayed. Underneath, there is a dropdown menu showing "USA(+1)" with a right-pointing chevron. Below the dropdown is a text input field labeled "Mobile Phone Number". A small note below the input field states: "The phone number will be used for login or retrieving password." A grey button labeled "Get Verification Code" is positioned below the input field. At the bottom of the screen, there is a blue link that says "Register by Email Address".

– or –

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



The screenshot shows a mobile application interface titled "Register". At the top, there is a blue header with a back arrow and the word "Register". Below the header, the text "Enter an email address." is displayed. Underneath, there is a text input field labeled "Email Address". A small note below the input field states: "The email address will be used for login or retrieving password." A grey button labeled "Get Verification Code" is positioned below the input field. At the bottom of the screen, there is a blue link that says "Register by Mobile Phone Number".

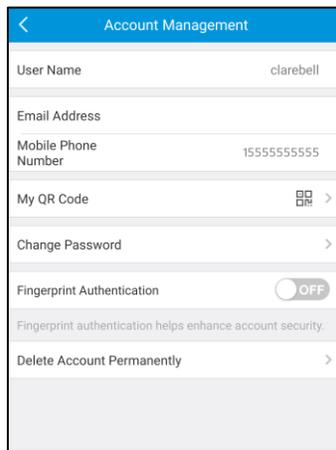
- c. Tap **Get Verification Code**.
A verification code is sent to the email/phone.

- 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**.
4. Tap **Login**, and then enter your set credentials.

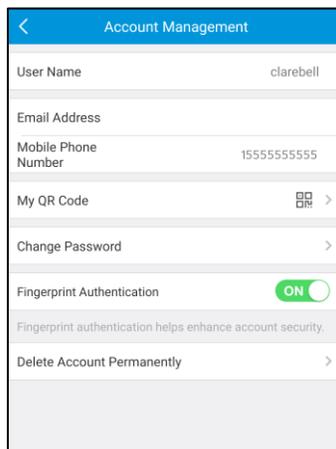
Note: Android users with a device that supports fingerprint authentication are presented with a fingerprint authentication pop-up. If desired enable the fingerprint usage.

- a. Tap **Settings**.

The CVP Account Management settings display.



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



- 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.

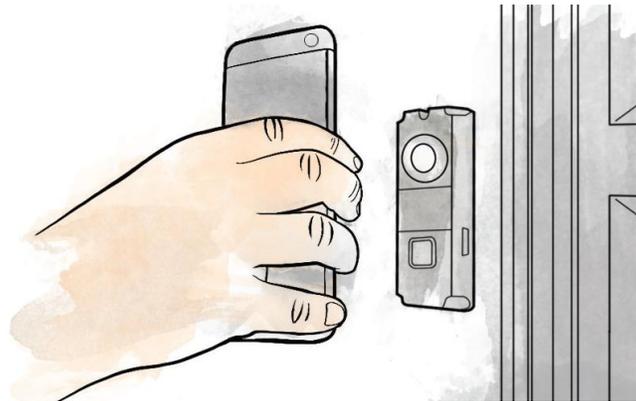
5. Add your doorbell.

Setting up the doorbell in the ClareVision Plus app

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

To setup the doorbell in the ClareVision Plus app:

1. Once the LED on the front of the doorbell is solid red, configure the camera. For troubleshooting and LED status see Troubleshooting and light status below.
2. Tap  in the bottom menu, and then tap  in the top-right corner to add the doorbell.
3. Scan the QR code, and then select **Video Doorbell** from the menu screen.
Note: Ensure that your mobile device is connected to a 2.4 GHz network.
4. Tap the **Connect to a Network** button. Ensure that the encryption listed is WPA/WPA2, enter the password for your Wi-Fi network, and tap **Generate**.
5. Tap on the generated QR code to enlarge it, and then hold your mobile device 4-6 inches from the lens of the doorbell.



The doorbell beeps when it recognizes the QR code. Once connected to the Wi-Fi network the camera says, “The Wi-Fi is connected”.

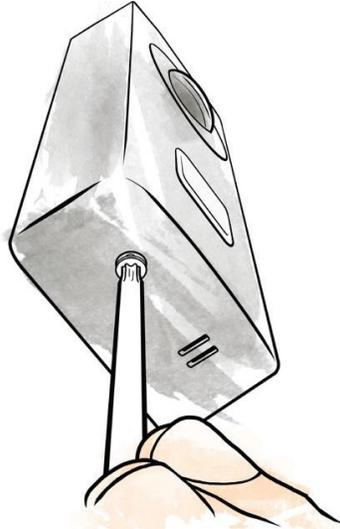
Note: If the doorbell says, “The Wi-Fi is not connected,” tap back and re-enter the Wi-Fi password to try again.

6. Enter a password for the doorbell and tap **Activate**.
7. Once activation is completed, tap  in the top-right corner to complete the setup process.

You can now view live and recorded footage from your new Clare Video Doorbell. Finish installation.

To install complete final installation:

1. Place the doorbell faceplate on the device, and then gently press the faceplate into place.
2. Install the security screws, 1 at the top and 1 at the bottom.



Understanding the ClareVision Plus app icons

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

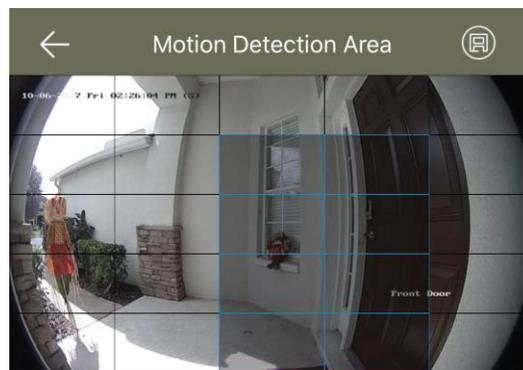
Table 1: Live and recorded video settings

Icon	Icon description
	2-way audio This icon enables 2-way audio.
	Take photo This icon saves a snapshot to the apps pictures and videos section.
	Record video This icon saves a recorded video the apps gallery.
	HD/Basic video This icon switches between 480p and 1080p video.
	Start/pause footage This icon plays/pauses the current footage stream.

	Volume control This icon adjusts the volume of the selected stream.
	Camera view (1 monitor) This icon allows the user to view multiple streams as once.
	Zoom This icon zooms in on the stream.
	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.
	Playback This icon allows the user to play back footage from the stream.

Configuring the motion detection area

By default, the Clare Video Doorbell is set to record the full field-of-view of the camera. Some objects may trigger an undesired amount of notifications. Follow the below steps to adjust the motion detection area of the doorbell.



Only receive notifications if an object enters the view of the camera that is highlighted. Adjust the motion detection area by selecting desired grey boxes.

To configure the motion detection area:

1. View the doorbell's live view, and then tap **⋮** in the top-right corner.
2. Tap the **Settings**  icon.

3. Select **Alarm Notifications** and verify that they are enabled.
4. Tap **Draw Motion Detection Area**, and then tap the **Edit**  icon.
5. Select desired motion area.
6. Tap  to save your changes.

Motion detection sensitivity

You can adjust how sensitive the doorbell detect motion by changing the sensitivity settings under the Alarm Notifications menu.

Table 2: Motion sensitivity options

Icon	Sensitivity level
	Low sensitivity: Notifications are only sent when the doorbell encounters people or large moving objects.
	Medium sensitivity: Notifications are sent when pets or medium sized objects move. Note: Medium sensitivity also includes items from the low sensitivity category.
	High sensitivity: Notifications are sent when insects or small sized objects move. Note: High sensitivity also includes items from the low and medium sensitivity categories.

To adjust the motion detection sensitivity:

1. View the doorbell's live view, and then tap **⋮** in the top-left corner.
2. Tap the **Settings**  icon.
3. Tap **Alarm Notifications** to verify that they are enabled.
4. Tap **Motion Detection Sensitivity**.
5. Select the desired sensitivity level.

Note: Alarm notifications must be enabled to edit the motion detection sensitivity.

Troubleshooting and light status

Use the information below to troubleshoot the Clare Video Doorbell.

To factory reset the doorbell:

1. Press and hold the **Mode** button for 15 seconds, or until the device says, “Your device is rebooting”.

This factory resets the Clare Video Doorbell.

Note: You can only factory reset the doorbell after it has been connected to a Wi-Fi network.

Updating Doorbell Firmware

If new firmware is available, the camera that needs to be updated will have a blue dot appear next to the name of the device. Follow the blue dot in the app until you are given the option to update the firmware.

Light status

The LED on the doorbell displays differently based on the device’s state.

Table 3: Doorbell LED status

Status before camera registration	Status after the camera registration
 Flashing red: Camera is booting	 Solid blue: Normal operation
 Solid red: Booted, but not connected to the Wi-Fi	 Flashing blue: Doorbell is calling the mobile app
 Flashing red and blue: Wi-Fi pairing mode	 Flashing red: Firmware is updating
 Flashing blue: Connected to Wi-Fi but not registered	

Wi-Fi issues

If the doorbell drops Wi-Fi, verify the Wi-Fi signal strength. See, “Wi-Fi signal strength requirements” on page 3.

Chime related issues

If your doorbell chime is constantly ringing, verify that the supplied power voltage is a constant 16VAC or higher.

If your doorbell chime is buzzing, install the provided resistor across chime terminals. See, “(Optional) Installing the resistor and power booster” on page 6.

If your doorbell chime is not sounding, or only making a “ding” sound instead of the complete “ding-dong” sound, then the supplied power booster is required. Follow the steps below. See, “(Optional) Installing the resistor and power booster” on page 6.

Frequently asked questions

Q: What is the operating Voltage of the doorbell?

A: The doorbell has an operating voltage range of 15.5VAC to 28.5VAC and has a max power draw of 12 watts (.7 amps at 15.5VAC).

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 ClareVideo Doorbell is IP54 rated for direct rain and water. It is not recommended to pressure wash the doorbell.

Warranty Information

Clare Controls offers a three (3) 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, see www.clarecontrols.com/warranty.

Support

Dealer Support – contact Clare Technical Services at:

claresupport@clarecontrols.com

Homeowner Support – contact ClareCare

help@clarecontrols.com