



# ClareVision Plus NVRs Quick-Start Guide

## Content

- Introduction...1
- Included...2
- Search Active Device Protocol (SADP) Tool...2
- Troubleshooting...2
- Installation Options.s...2
- Creating and using a ClareVision Plus account...5
- Warranty Information...9
- Support...9

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## 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 Network Video Recorder User Guide \(DOC ID 1431 Rev 03\)](#).

## Pre-Setup Steps

Follow the below steps before adding the ClareVision Plus NVRs to your project.

1. Plug all cameras into the PoE ports on the back of the NVR using CAT 5/6 data cable.
2. Using another data cable, connect the NVR to your home network (router/modem).
3. Using the supplied power cable, plug the NVR into any standard wall outlet.

## Included

(contents vary per NVR)

- NVR
- Power cord
- Optical mouse
- Remote control (if applicable)
- SATA hard drive (pre-installed)
- Small Phillips head screws (if applicable)
- Drill template (if applicable)

## Search Active Device Protocol (SADP) Tool

Using your computer, browse to the below address and download the SADP tool.

**Note:** The SADP tool is only available on Windows.

[www.clarecontrols.com/dealer/clarevisionplus-resources/](http://www.clarecontrols.com/dealer/clarevisionplus-resources/)

## Troubleshooting

### Factory Reset

To factory default the NVR: login to the NVR, click on **Configuration**, click on **Maintenance**, and then select **Factory Defaults**. This resets the NVR to default factory settings.

## Installation Options

Select an installation option.

### Installation Option 1: Web Browser

**Note:** You must have access to a computer and the SADP Tool or IP scanner.

#### To connect and configure the NVR:

1. Find the NVR's IP address using the SADP tool, IP scanner, or in the ClareVision Plus app under Online Devices.
2. Using your computer, browse to the NVR's IP address to log in. When prompted, enter the new password and password confirmation.
3. Setup security.
  - a. Answer security questions (share these questions and answers with your client).

- b. **(Optional 4-Channel NVR only)** You can save a GUID to access your password later using a USB storage device, otherwise, select **Save**.

**Note:** The cameras can take up to 5 minutes to come online. You must refresh your browser to view all activated cameras.

4. All ClareVision Plus cameras are pre-configured to detect motion.

**Note:** To maximize disk space, we recommend recording on motion detection, see the full NVR manual's [Record and Capture Settings](#) for detailed instructions.

5. **(4-Channel NVR only)** Enable the ClareVision Plus service.

- a. Access **Platform Access**.

**Configuration > Network > Advanced Settings > Platform Access**

- b. Click **Enable**.

- c. The dialog box displays, tap **Create Verification Code**.

**Note:** The created verification code is used to activate the NVR in a later step.

- d. Click **Save**.

6. **(Optional)** Set a Static IP for the NVR.

**Note:** We strongly recommend using a static IP or DHCP reservation if using your NVR in conjunction with a ClareHome automation or using DDNS.

#### **Configure the IP address**

- a. Browse to **Network**.

**Configuration > Network**

- b. Deselect the DHCP checkbox, and then enter the static IP address.

- c. Click **Save**.

#### **Set a DHCP reservation**

- a. Refer to the router's documentation for instructions on setting up a DHCP reservation for the NVR on your network.

7. Access the **Live View** tab and verify that all cameras are online by tapping the icon next to each camera name.

If using Internet Explorer, you must configure compatibility mode to view the cameras.

- a. Open IE settings (**Tools** icon in top right of window).

- b. Click **Compatibility Listing Settings**.

- c. Add the NVR's IP address to the compatibility list, and then click **Close**.

## Installation Option 2: OSD (On-Screen Display)

### To connect your NVR using the on-screen display:

**Note:** For OSD installation you must have access to the NVR, a mouse (provided), a monitor, and a VGA or HDMI cable.

1. Use VGA/HDMI cable to connect the NVR to the monitor, and then connect the mouse to the USB port on the rear of the NVR.
2. Once connected, an activation dialog box appears. The default username clareadmin displays. You must create a password.
3. Enter the desired password, and then tap **OK**.
4. **(Optional)** You can save a GUID to access your password later using a USB storage device, otherwise select **No**.
5. **(Optional)** Decide if you want to copy the password to IP cameras that are connected using the default password.
6. Create your desired login pattern and confirm.
7. The wizard displays, click **Next**.
8. Verify the date and time format, and then click **Next**.
9. **(Optional)** Set a static IP for the NVR, and then click **Next**.

**Note:** We strongly recommend using a static IP or DHCP reservation if using your NVR in conjunction with a ClareHome automation system or is using DDNS per step 10.

10. Verify that Cloud P2P is enabled, and then click **Next**.
11. **(Optional)** Enter DDNS information, and then click **Next**.
12. Verify that the hard drive status is normal, and then click **Next**.

If it is not, click **Initialize**.

13. **(Optional)** Select cameras residing on the network to add to the NVR.

A list of cameras attached to the home's network displays. The list does not include the cameras connected to the NVR through PoE.

14. Select the recording type, and then tap **OK**.

**Note:** To maximize disk space, we recommend recording on motion detection, see the full NVR manual's [Record and Capture Settings](#) for detailed instructions.

15. Proceed to the setup of the ClareVision Plus account to view your NVR using the ClareVision Plus app.

## Creating and using a ClareVision Plus account


To access NVR 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.

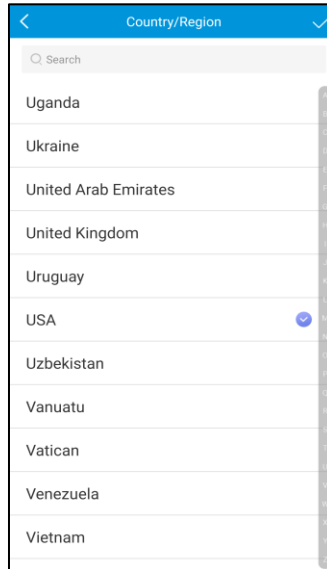
**To setup the ClareVision Plus account using an Android device:**

1. Download and install the ClareVision Plus app.

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

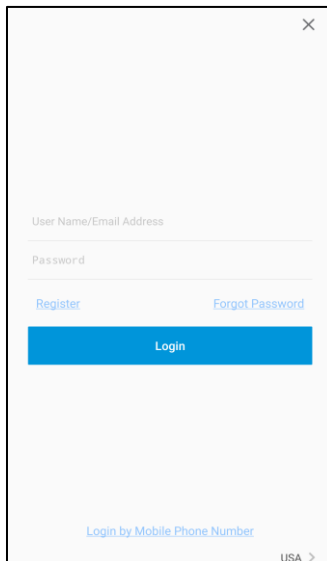
[ClareVision Plus for iOS](#) - iTunes

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**.

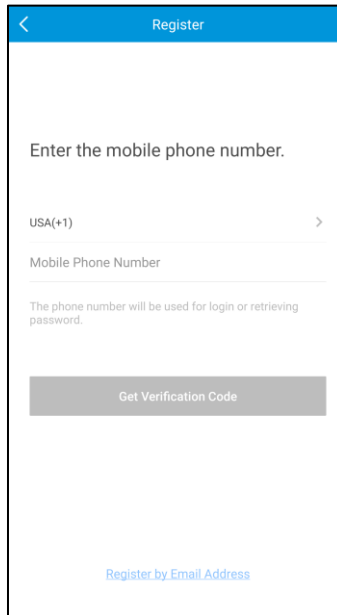
Follow the registration steps below.



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

- a. Read the Privacy Policy, and then tap **Agree**.

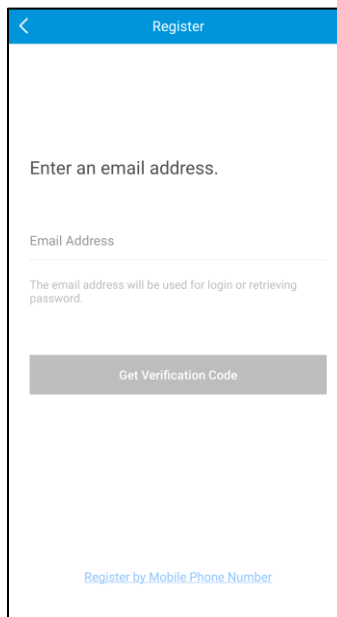
- b. The Mobile Phone Number option is selected by default. Enter the mobile device's number.



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. A dropdown menu shows "USA(+1)" with a right-pointing chevron. Below this is a text input field labeled "Mobile Phone Number". Underneath the input field, a small note states: "The phone number will be used for login or retrieving password." A grey button labeled "Get Verification Code" is positioned below the note. 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. A text input field labeled "Email Address" is shown. Below the input field, a small note states: "The email address will be used for login or retrieving password." A grey button labeled "Get Verification Code" is positioned below the note. At the bottom of the screen, there is a blue link that says "Register by Mobile Phone Number".

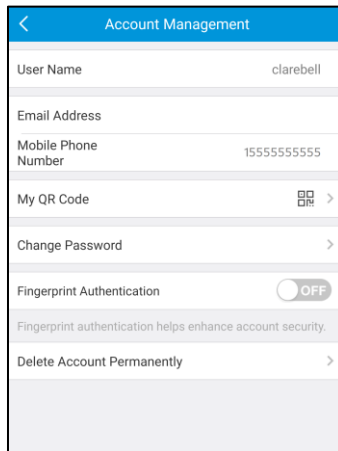
- c. Tap **Get Verification Code**.  
A verification code is sent to the email/phone.
- d. Check the SMS or email message for the verification code, copy the code, and then return to the ClareVision Plus app.

- 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.

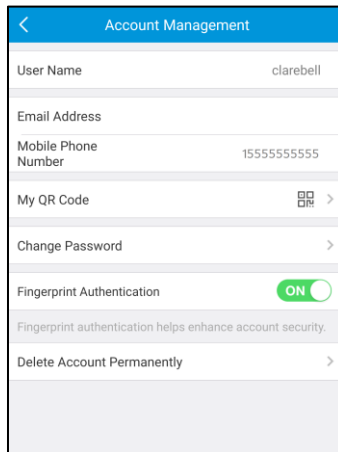
**Note:** Android users with a device that supports fingerprint authentication are presented with a fingerprint authentication pop-up. If desired enable the fingerprint usage.

- 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. To add the NVR to your ClareVision Plus account, tap **+**.



6. Scan the label on the bottom of the NVR.

7. Tap **Add**.

**4-Channel NVR only**

- a. If prompted, enter the verification code create during installation.
- b. Tap **Confirm**.



**8, 16, 32, 64-Channel NVRs**

- a. If prompted enter the verification code on the NVR's label (located on the bottom of the NVR).
- b. Tap **Confirm**.

8. Select the NVR, and then tap **Live View**.

The NVR is now accessible from anywhere using the ClareVision Plus app.

**To view recorded video from the ClareVision Plus App:**

1. Tap .
2. Tap .
3. Select a date range.
4. Select the camera(s) to search for recorded footage.

Recorded video is displayed.

## Warranty Information

Clare Controls offers a three (3) year limited warranty on original Clare Controls components, from the date of shipment form Clare Controls. To view complete limited warranty details, including limitations and exclusions, see [www.clarecontrols.com/warranty](http://www.clarecontrols.com/warranty).

## Support

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

claresupport@clarecontrols.com

**Homeowner Support – contact ClareCare**

help@clarecontrols.com