ClareVision Plus App Guide

Content

Last modified: 10/04/18

Introduction

The ClareVision Plus Application (app) has updated features and a stylish new layout. The new app makes using ClareVision Plus (CVP) cameras and NVRs easier than ever.

For device specific "how to" information (installation options and included items), see the Clare Controls Knowledge Base Quick Start Guides Space.

https://knowledgebaseclarecontrols.atlassian.net/wiki/spaces/QSG/overview

Installing and signing in/creating an account with CVP

Install and sign in/create an account to access your CVP devices.

To install the ClareVision Plus app:

1. Access your device's app store.

   ClareVision Plus for Android – Google Play

   ClareVision Plus for iOS - iTunes

2. Search for ClareVision Plus, and then download the app.

To setup the ClareVision Plus account:

1. Launch the app, and then tap ☁ **My Devices**.

2. Tap **Login.**

3. 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.

Using the CVP app

This sections below contains information on getting to know and using the ClareVision Plus app to successfully view and monitor your cameras.

Figure 1: CVP home page
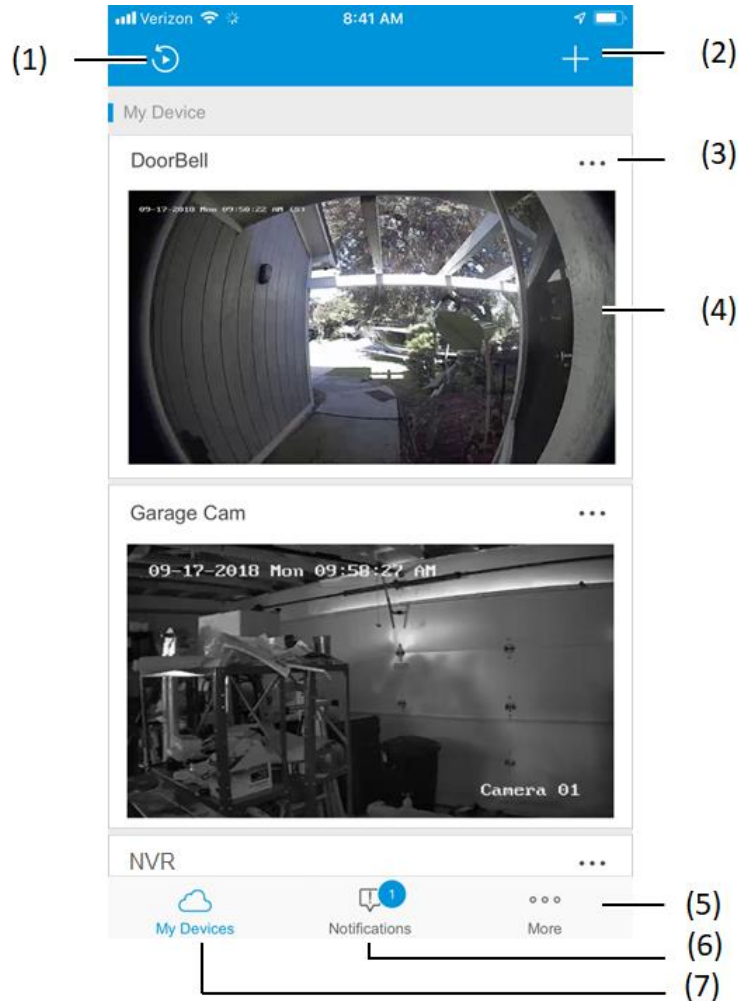
(1) Playback options
(2) Add a device
(3) Camera settings
(4) Camera live view

(5) CVP account settings
(6) Notifications
(7) Camera and NVR feeds

Understanding the ClareVision Plus app icons

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

Table 1: Live and recorded video settings

| Icon	Icon description
	2-way audio This icon enables 2-way audio.
	Take photo Tapping this icon saves a snapshot to the local device. Retrieve snapshots in the app's pictures and videos section.
	Record video Tapping this icon saves live stream to a local device. Retrieve the recording in the app's picture and videos section.
BASIC	**HD/Basic video** This icon switches between 480p and 1080p video. **Note:** This icon varies per CVP device. The cube camera displays 1MB and 2MB, the Nanny cam shows SD and HD. Expect variation.
	Start/pause footage This icon displays on multi-camera view. Tapping this icon allows the user to view one, selected, or all streams.
	Image flip This icon allows the user to flip the image display stream. **Note:** This icon only displays on devices that support the flip feature.
	Volume control This icon turns the audio of the selected stream on and off.
1	**Camera view (1 monitor)** This icon allows the user to view multiple streams at once.
	PTZ control Tapping this icon allows the user access to their camera's PTZ settings.
	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.
	Share This icon allows the user access to the device share feature.
	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.

Table 2: PTZ specific camera icons

Icon	Icon description
(○)	Start/stop and auto scan
⊕	Focus control
△	Zoom
◎	Iris control
≡	PTZ speed control

Playback options

The playback options allow the user to select and view recorded video in the CVP app. Select the playback date, time, desired devices.

Figure 2: CVP playback options
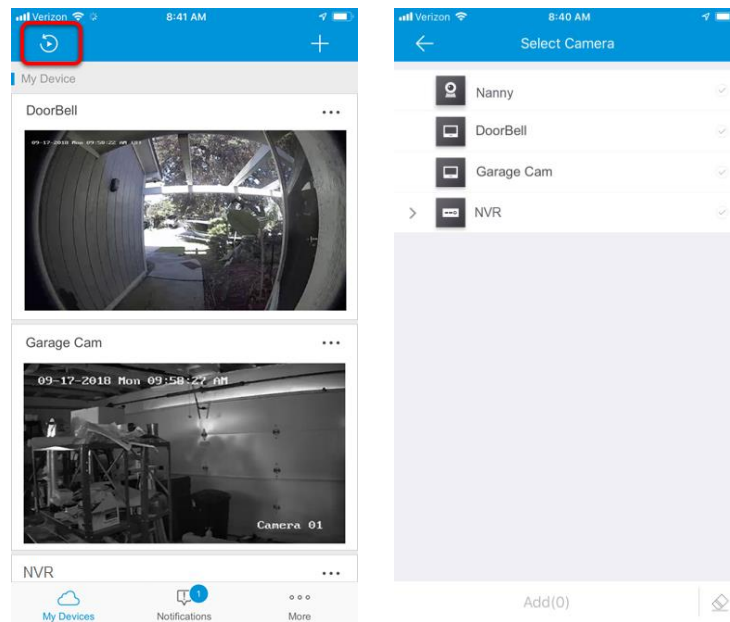
To view recorded video from the ClareVision Plus app:

Notes

- You must have an NVR or a micro SD card to record footage.
- CVP micro SD cards come pre-formatted for CVP cameras. Other micro SD cards require formatting before use.

1. Tap ☁.
2. Tap ↺.
3. Select a date range.
4. Select the camera(s) to search for recorded footage.
5. Tap **Start Playback**.

   Recorded video is displayed.

6. Use the Icons to navigate the recorded footage.

Adding a device

This feature allows the user to add a camera or NVR to the CVP account.

Note: For security measures, a camera or NVR can only be added to one CVP account.

Figure 3: CVP addition options
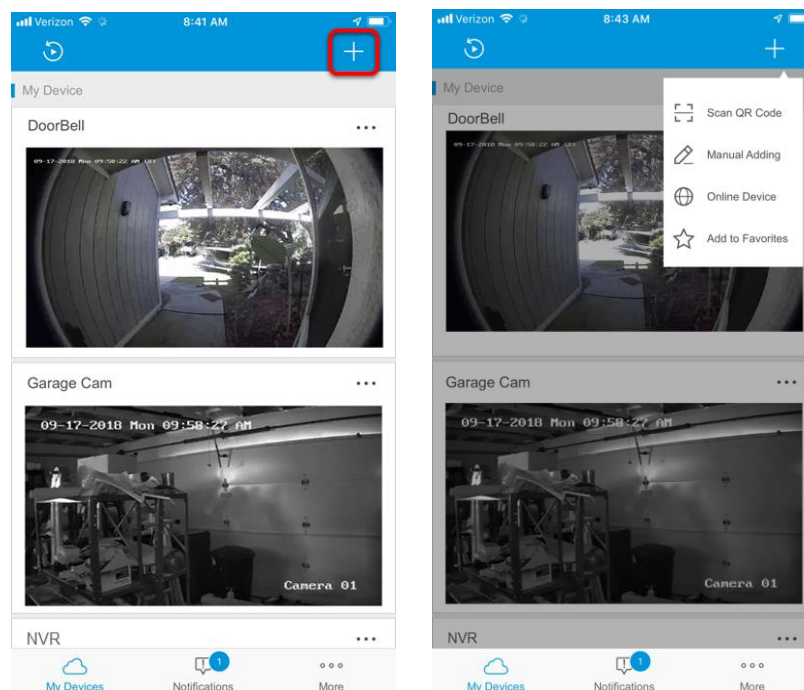
To add a ClareVision Plus camera:

1. Launch the CVP app.

2. Tap ☁ **My Devices**, and then tap ➕.

3. Tap **Scan QR Code**.

4. Scan the QR code on the camera housing or the packaging label.

5. Follow the instructions in the CVP app to complete the process.

6. Once completed, tap the CVP logo under the camera part number, the live stream displays

To add a legacy Clare Camera/NVR:

1. Launch the ClareVision Plus app.

2. Tap ☁ **My Devices**, and then tap ➕.

3. Tap **Manual Adding**.

4. Enter the device information, and then tap the **Save** 🔲 icon in the top-right corner.
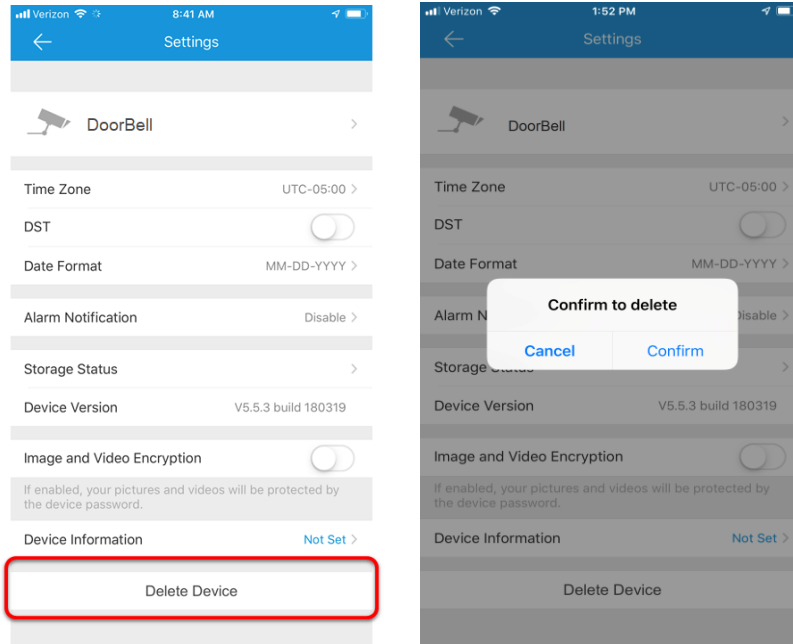
   Note: To remotely view manually added cameras, the user must configure port forwarding on their router/firewall. See the router/firewall's documentation for instructions.

To remove a camera from the CVP account:

1. Launch the CVP app.

2. Tap ☁ **My Devices**, and then tap the 3 dots on the top-right corner of the desired camera.
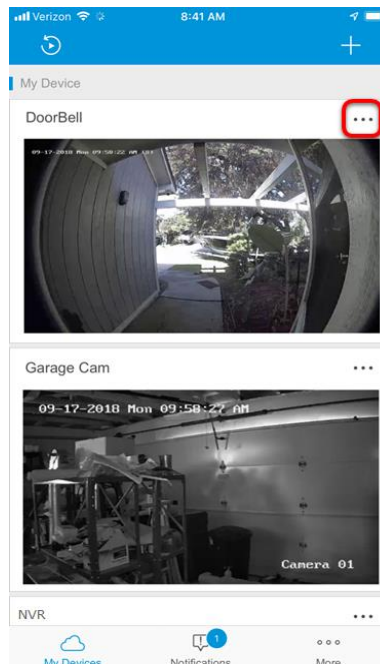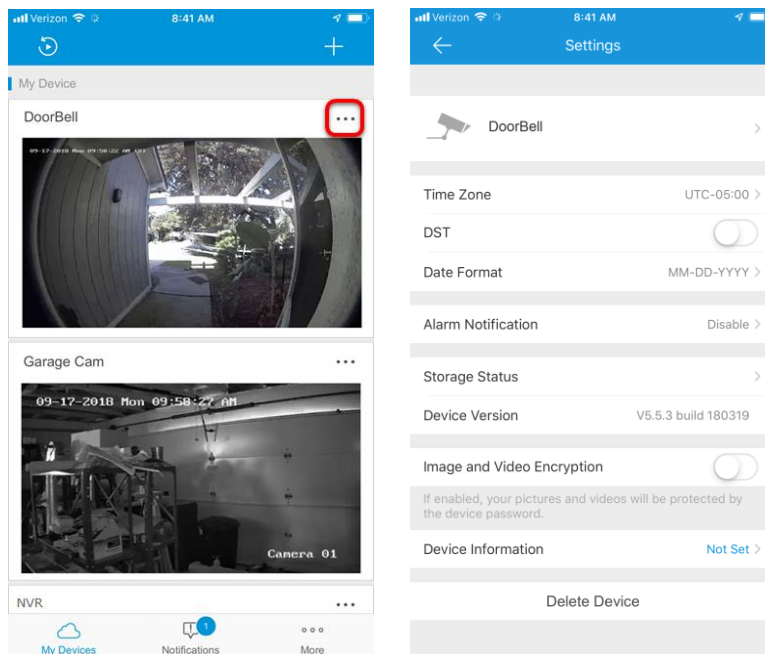
3. Tap **Delete Device**, and then tap **Confirm**.

Camera settings

The advanced camera settings display the selected camera's information. Name, time zone, date format, alarm notifications, and device information are available options for each camera.

Note: The advanced settings vary per device.

Figure 4: CVP additional options

Camera live view

Each camera's live view displays on the CVP app's home page. Tap the desired device's stream to view it and access the stream features. See, Table 1: Live and recorded video settings, on page 4 for icon descriptions.

Note: Swipe the camera stream left to view the next camera in the list and right to view the previous camera in the list.
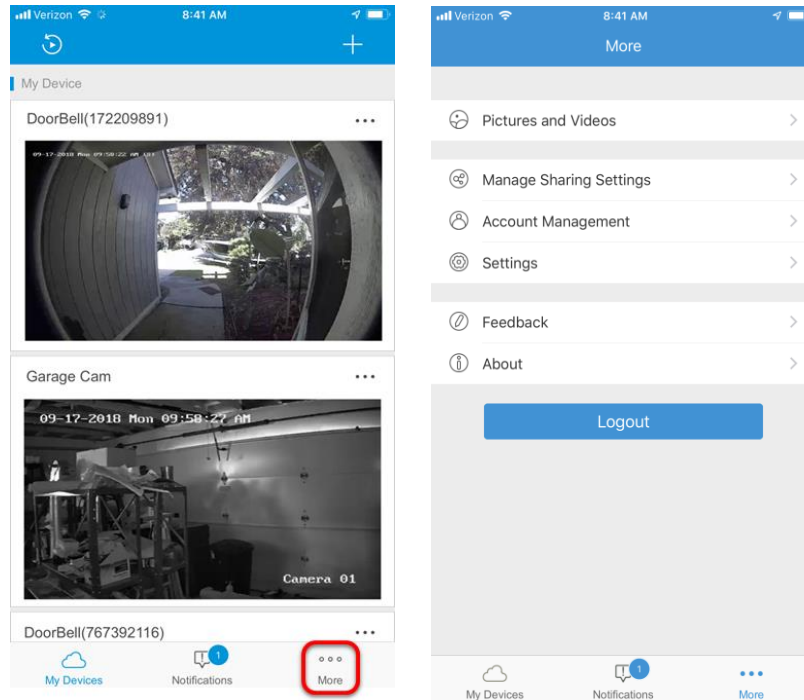
Figure 5: CVP live view
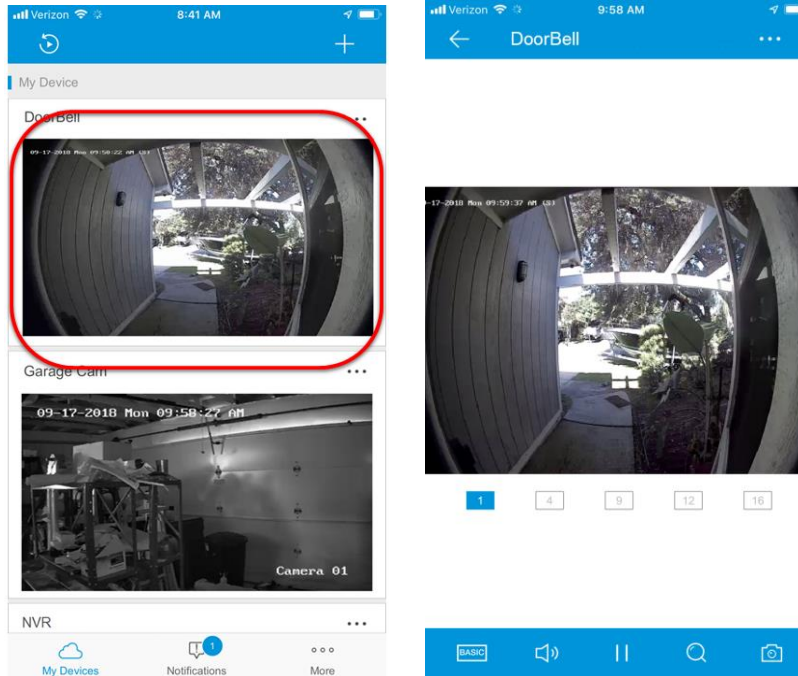
More

The More button displays the user's account information, account management, sharing settings, and additional CVP settings.

**Note:** Locally stored screenshots and recordings are found in the More menu.

Figure 6: More

To share a CVP device:

Notes

- The user being shared with must have a CVP app account. Only recognized users are allowed access to the CVP devices.
- Sharing the ClareVideo Doorbell does not share the ability to receive calls initiated by the doorbell button push. Only the primary account can receive calls.

1. Tap **More**, and then tap **Manage Sharing Settings**.
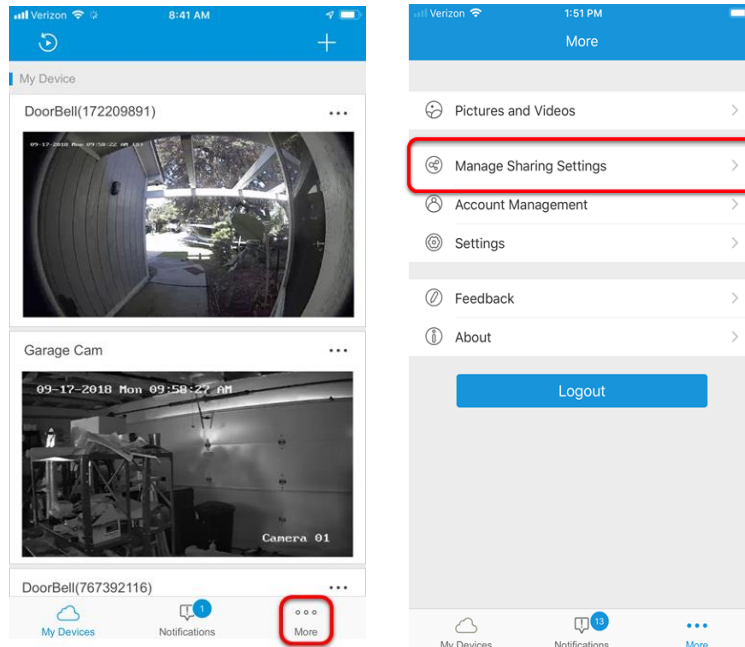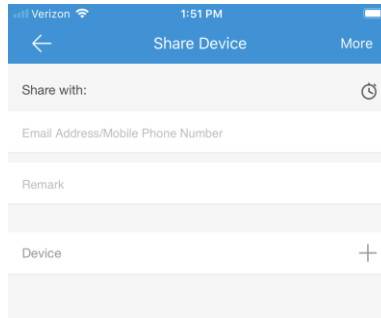

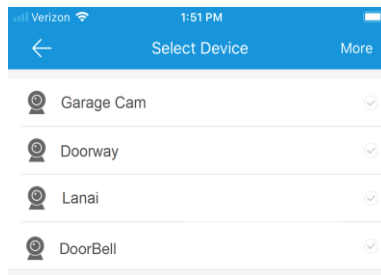
2. Tap **Share Device**.
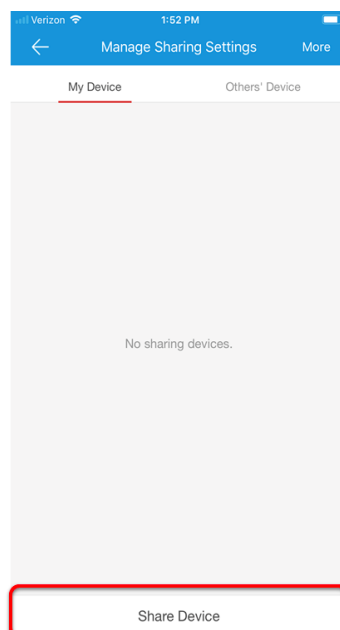
3. Enter the desired user's email address/phone number and a remark about the camera.
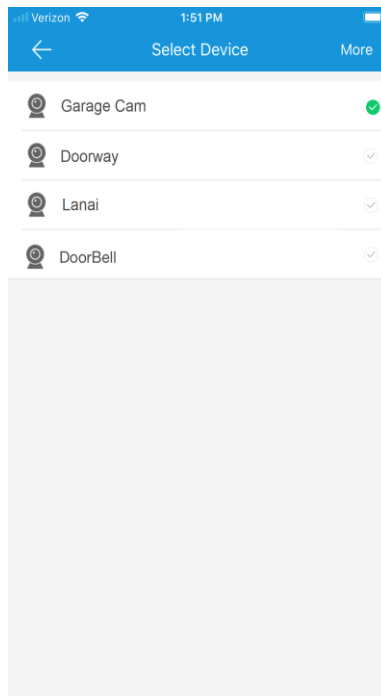
   Note: The remark is limited to 20 characters. We recommend adding the name/brief description of the camera, for example – Garage Cam.
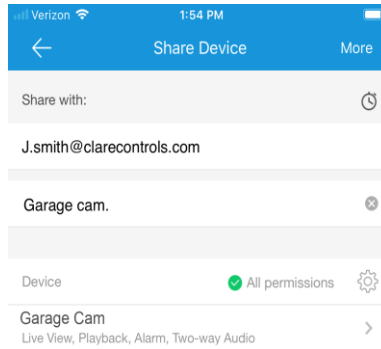

4. Tap the **Plus** icon ✛ to select the device.

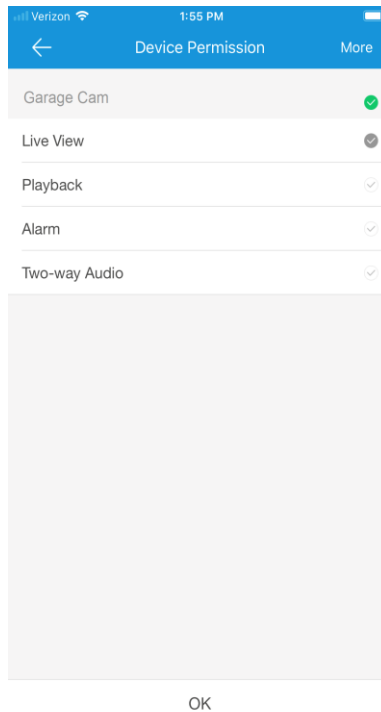5. Tap on the desired device(s), and then tap **OK**.

6. Tap **All permissions** to give the user access to the cameras live view, playback, alarm, and two-way audio features if applicable.
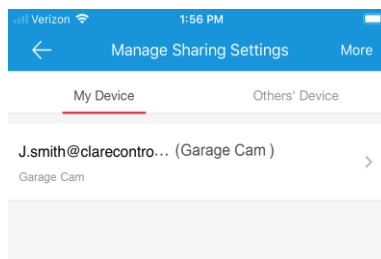
– or –

Tap the device name and individually select the features the user can access, and then tap **OK**.
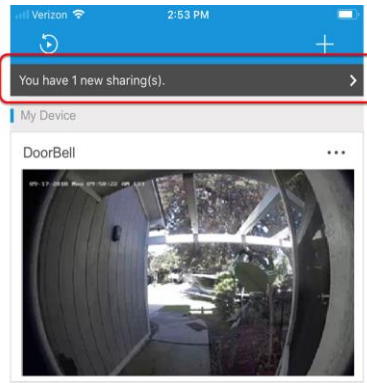
7. Tap **Save**.
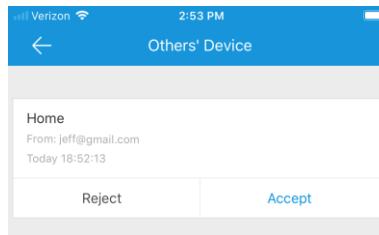
The list of shared devices displays.
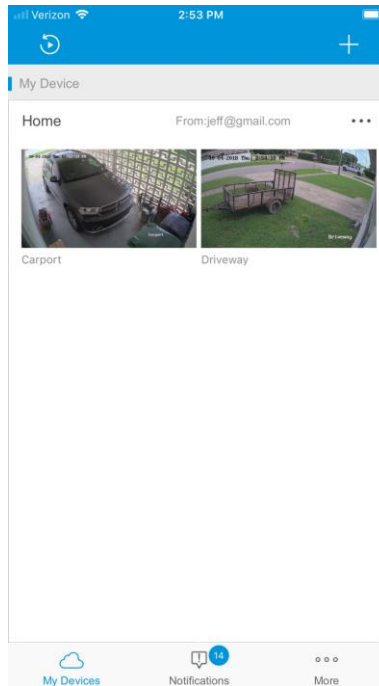
To accept a shared device:

1. Tap the notification displayed at the top of ClareVision Plus app.

2. Tap **Accept**.
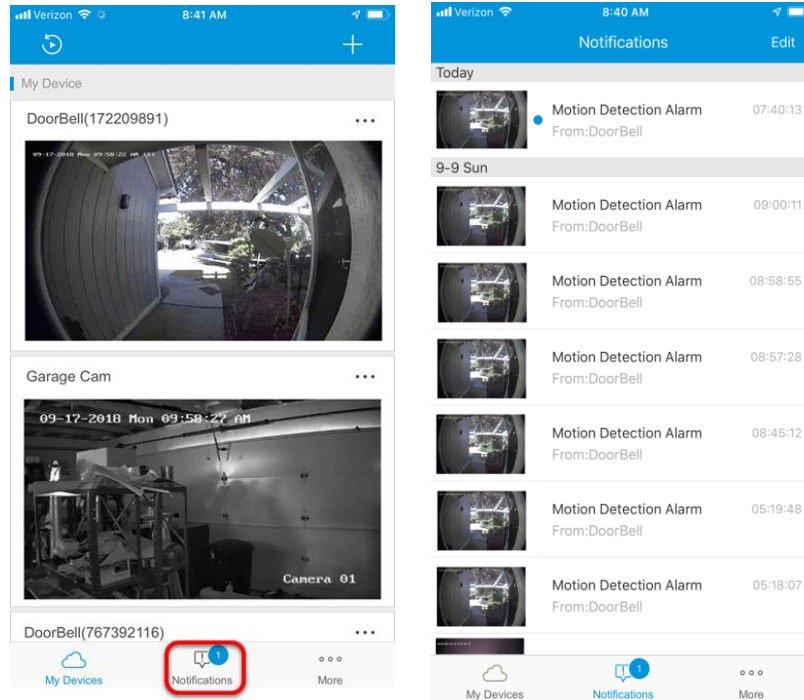
3. The shared device(s) display.

4. Tap the desired device to view the live stream or access the shared permissions.

Notifications

The Notifications button displays a numbered badge with the number of new motion notifications sent from the CVP devices. Tapping the button displays a list of notifications with the newest at the top.
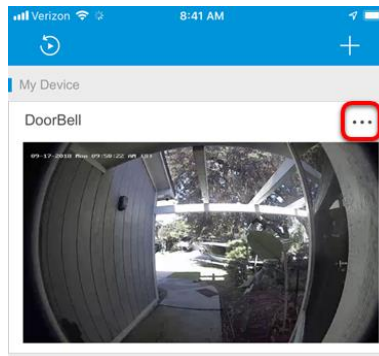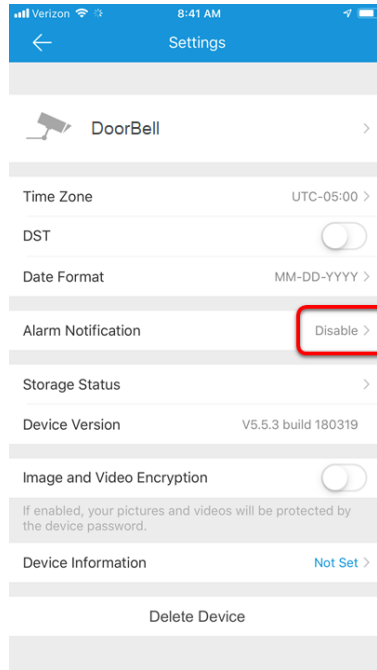
Figure 7: Notifications

To enable notifications:

Note: Each camera has different notification settings, configure each as desired. If notifications are not enabled on a device, the device still records but motion is not reported.
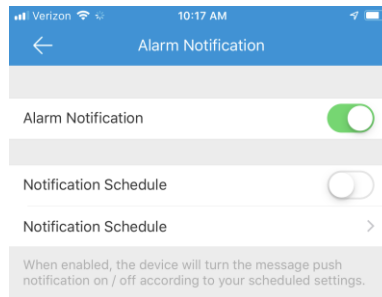
1. Tap the 3 dots next to the desired camera's name.

2. Locate Alarm Notifications, and then tap **Disable**.

3. Tap the slider to enable alarm notifications.

4. (Optional) Set a Notification Schedule.

    Note: The notification schedules are used for setting specific time schedules. Motion detected outside of the set schedules are not reported by notifications.

    a. Tap the Notification Schedule slider.

    b. Tap **Notification Schedule**, and then tap **Set a Time Schedule**.

    c. Enter a start and end time, and then select the desired days for the schedule.

    d. Tap the **Check** icon in the top-right corner to save the schedule.

My Devices

My Devices displays a small window of each associated CVP device on the account.

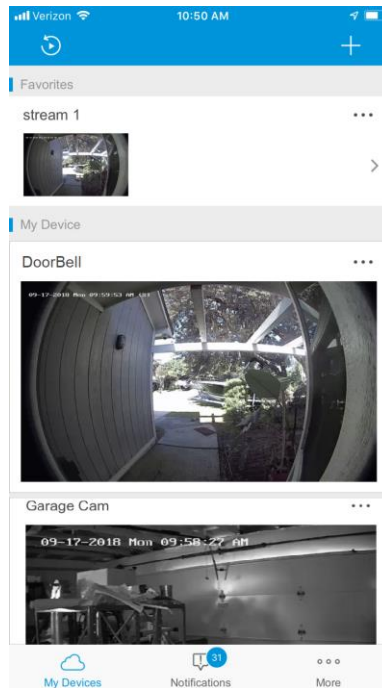**Note:** The displayed image is from the last time the stream was accessed, it is not a live view.
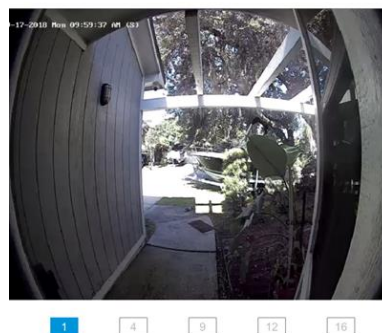
Figure 8: My Devices

Favorites

The CVP app allows the user the ability to favorite their CVP cameras. Cameras set as favorites display at the top of the My Devices page for easy access.
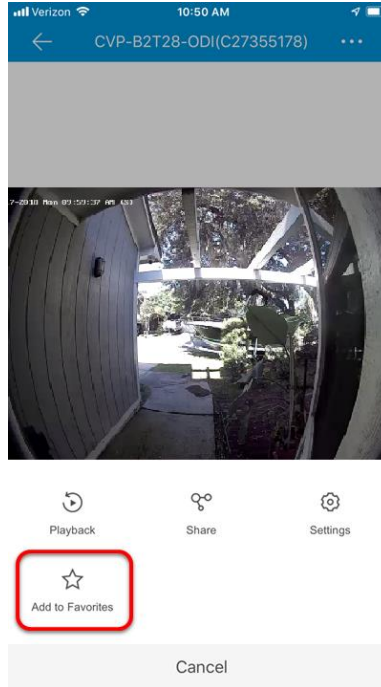
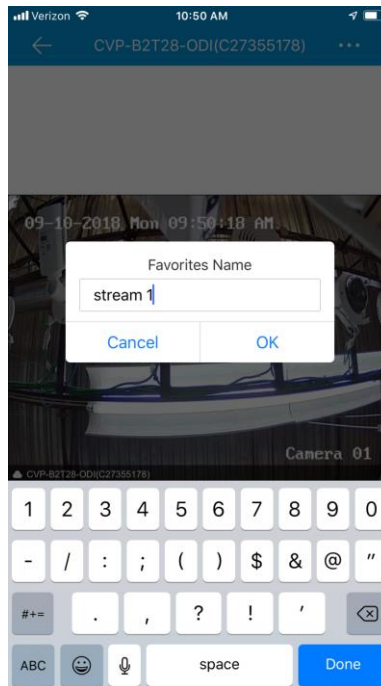**Figure 9: Favorites**

To set favorites:

1. Tap the desired camera's preview, and then tap the 3 dots next to the camera's name.

2. Tap **Add to Favorites**.

3. Enter a name for the camera, and then tap **OK**.

The camera is added to the favorites list on the app's home page.

Contact information

Clare Controls, LLC.
7519 Pennsylvania Ave, Suite 104
Sarasota, FL 34243

General: 941.328.3991
Fax: 941.870.9646
www.clarecontrols.com

Integrator/Dealer Support: 941.404.1072
claresupport@clarecontrols.com

Homeowner Support (ClareCare): 941.315.2273 (CARE)
help@clarecontrols.com