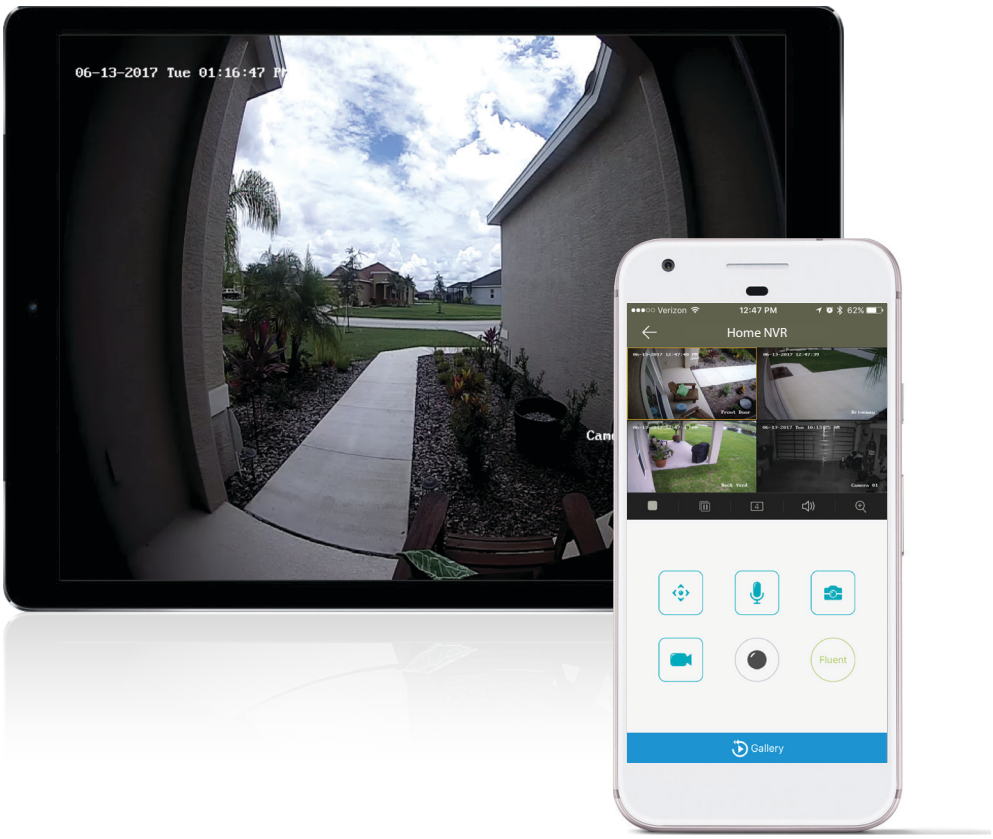
Understanding

The ClareVision Plus App



clarecontrols™

Live View
06-13-2017 01:16:08 PM
Front Door

Available for iOS and Android devices, the ClareVision Plus App puts complete control of your installed security cameras at your fingertips. Know when a visitor is at your front door, or get a notification if something is happening around your home.

Using our Cloud technology and smart account creation, easily view installed cameras, NVRs, or the Clare Video Doorbell from your smartphone or tablet.

Easily receive push notifications if motion is detected from any of your installed cameras or video doorbells.

Not at home? No problem. View live and recorded video, or answer calls from your Clare Video Doorbell from your phone, anywhere in the world.

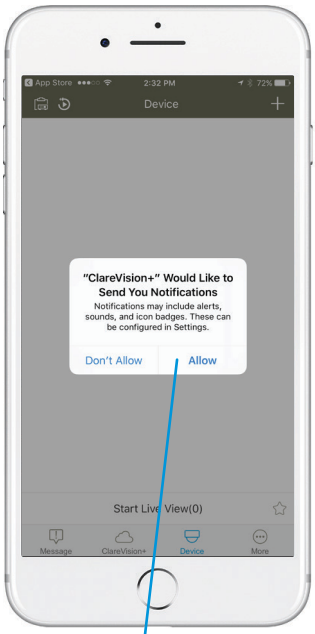
Using the ClareVision Plus App makes it simple to stay secure and safe while at home or away.

Available on the App Store GET IT ON Google play

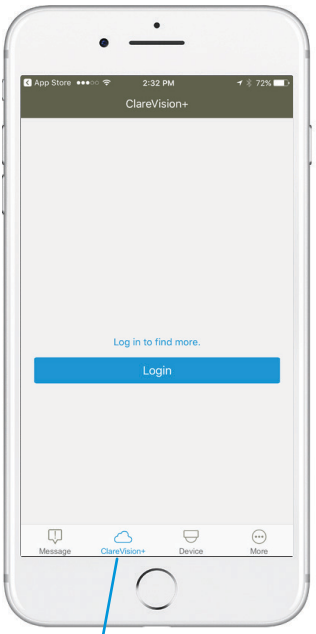
Download ClareVision Plus for iOS and Android devices

Creating a ClareVision Plus Account

In order to use the ClareVision Plus App, you will need to sign up for an account. The username and password for the account should be defined by the homeowner needing access to live and recorded video footage.

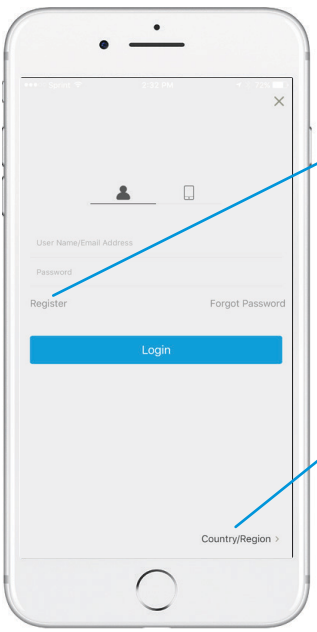


When opening the App for the first time, you will be prompted to allow notifications. You may also turn on/off ClareVision Plus notifications from the settings menu of your phone or tablet.



Tap the ClareVision+ icon in the bottom menu, and then tap Login to get started with creating an account.

Note: *Installers may use their own ClareVision Plus account as long as the device is removed from their account after setup and testing. We also recommend that installers send the homeowner the serial number of the device so they can add it to their account.*

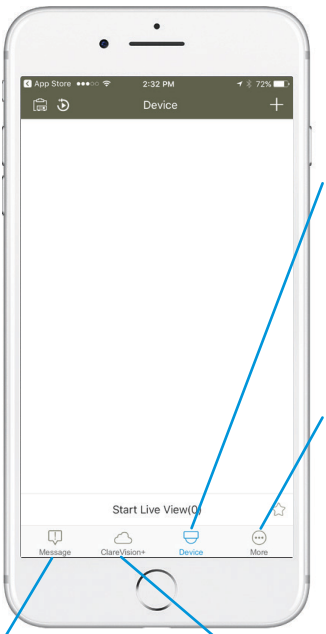


Tap Register, and follow the on-screen instructions to complete the account creation process. You can Login if an account has been created.

Make sure to select the correct region when setting up your ClareVision Plus account.

The ClareVision Plus App's Main Menus

After creating an account and logging in, you will be directed to the App's main menu. From this menu you're able to add cameras, NVRs, or the Clare Video Doorbell. You can also view motion notifications, manage advanced settings, and more.



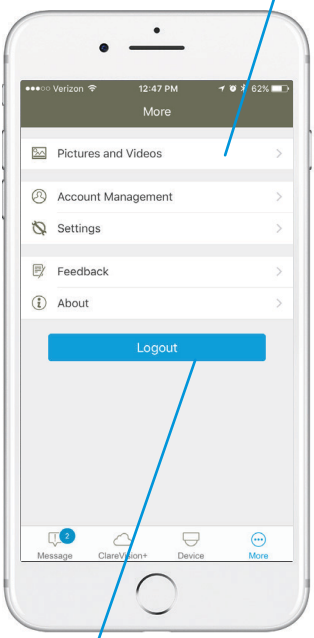
The Device tab lets you setup, view, remove, and manage all legacy and manually added devices.

The More tab gives you access to account management settings and more.

The Messages tab lets you view, delete, and see details of motion notifications.

The ClareVision+ tab lets you setup, view, remove, and manage all cloud connected devices.

Inside of the More menu, you can view all locally stored screenshots and video recordings.



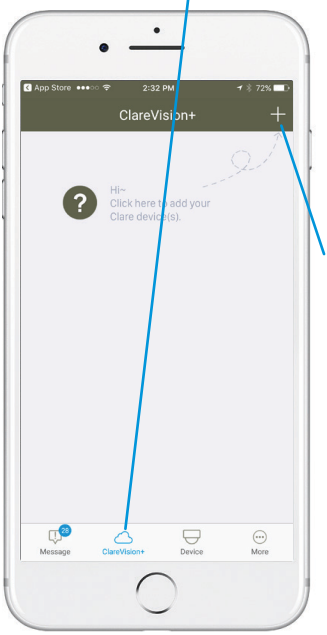
Easily logout and log back in as a different ClareVision Plus user.

Note: *The account management tab located in the More menu, allows assignment of a profile picture, change of selected region, and a simple method of reseting your password.*

Adding ClareVision Plus Cameras or NVRs

It's simple to setup and add cameras, NVRs, and the Clare Video Doorbell to the ClareVision Plus App. See the details below on how to setup these devices in minutes using our cloud technology.

First, tap the ClareVision+ icon in the App's main menu.

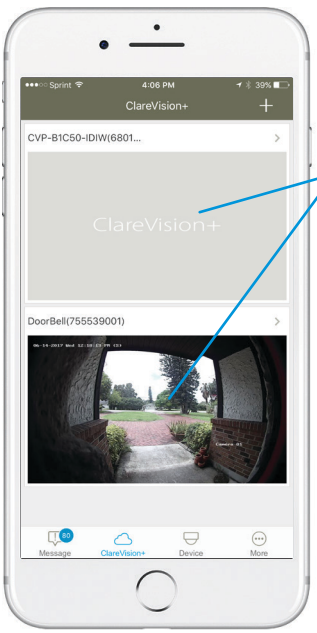


Next, tap the + icon to begin adding a camera, NVR, or the Clare Video Doorbell.

The ClareVision Plus App uses cloud technology to register and link devices to your account.

Next, scan the QR code on the label located on the back or bottom of the device you wish to add.

Follow the on-screen instructions to complete setup and registration.



After setting up your device, you will need to click on the ClareVision+ box to display a live view for that device. Once you have tapped on the live view of the camera for the first time, a preview of the device will be displayed.

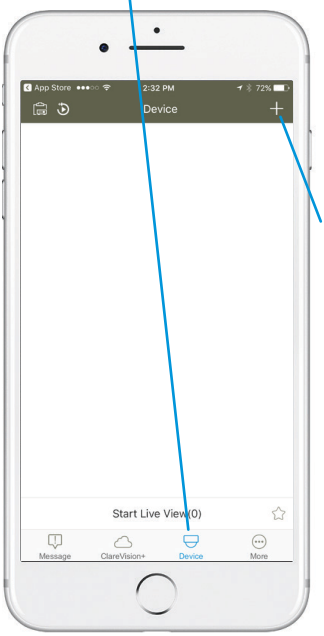
Note: For security reasons, *a camera or NVR can only be included in one ClareVision Plus account. If someone else needs access to view that device, you will need to share your account login information.*

Adding Legacy Clare Cameras and NVRs

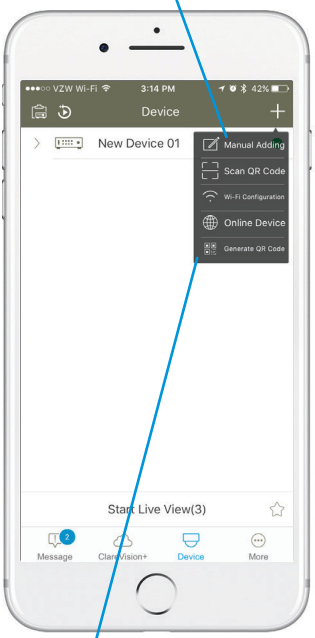
The ClareVision Plus App also supports all legacy ClareVision cameras and NVRs that do not use cloud technology. You can setup these manually configured devices by first clicking on the Device tab in the bottom of the main menu.

First, tap the Device icon in the App's main menu.

Next, to add a manually configured legacy device, tap the + icon.



By tapping on Manual Adding, you can input all required camera/NVR information and tap Save.



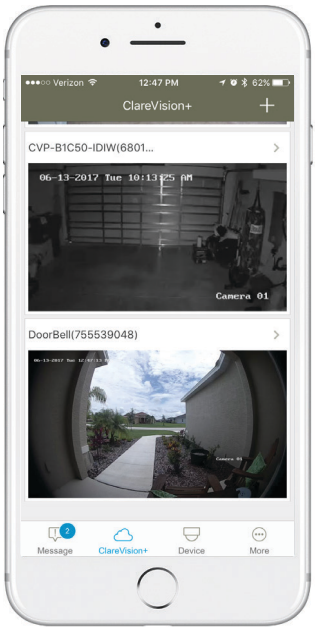
The device sub-menu lets you add devices manually, setup via Wi-Fi, or scan already online devices.

You can view the live video stream of these manually configured devices within the App's Device menu.

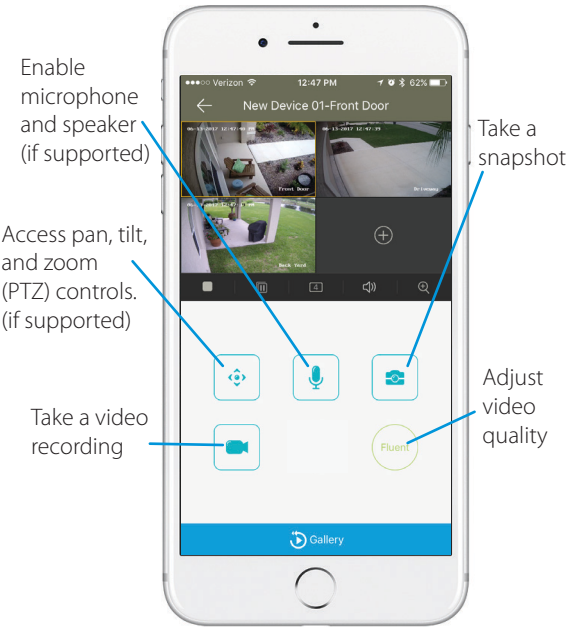
Note: *Remember that for manually added cameras to work remotely (when you are away from home), you are required to open ports on your router.*

Viewing Live Video Footage

Whether your cameras are setup manually or through the cloud, it's easy to view a live video feed from the ClareVision Plus App. Stay connected and always aware of what's happening around your home.



Click on a snapshot of any cloud connected camera to view live video content.



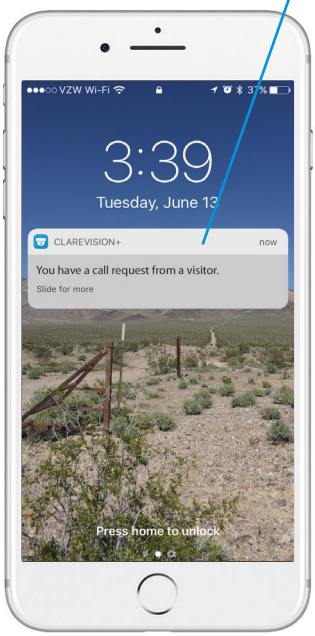
You can also click on the Devices tab to view manually added cameras or multiple cameras at one time.

Note: *Anytime you are viewing live camera video or reviewing recorded video footage, you can rotate your phone or tablet to landscape mode to see a full screen HD view.*

Answering A Call From the Clare Video Doorbell

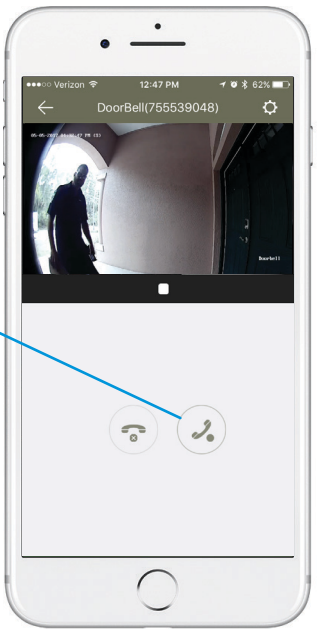
When a guest rings your Clare Video Doorbell, it will automatically send a push notification to your device*. Easily greet and communicate with visitors from anywhere in the world. Follow the below instructions for answering a call.

Swipe the push notification to begin answering the call from your visitor.



*Android device users do not receive a push notification and the App is opened automatically allowing instant access to accept or decline a call.

After the ClareVision Plus App is opened, tap the answer icon to begin the video call with your visitor.

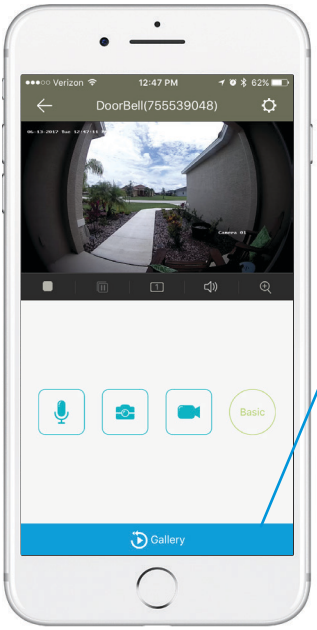


The microphone and speaker are automatically enabled when a video call is answered allowing instant communication with visitors.

Note: *When the doorbell rings, a push notification or video call will be sent to all devices that are using the same account login information.*

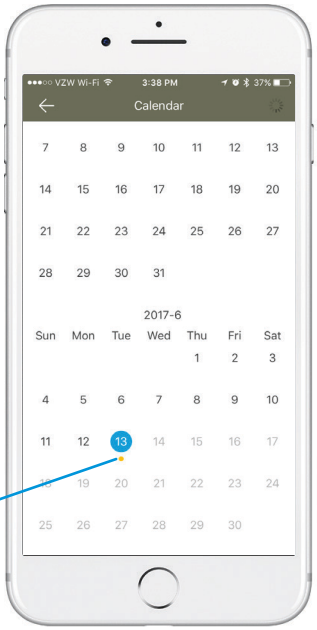
Viewing Recorded Video Footage

Know if your package was delivered or if you missed a visitor by accessing recorded video footage. You can access recorded footage from any camera by clicking on the blue Gallery button when viewing live video of a selected camera. Recorded footage is also available from any motion notification by tapping on the Playback button within each notification.

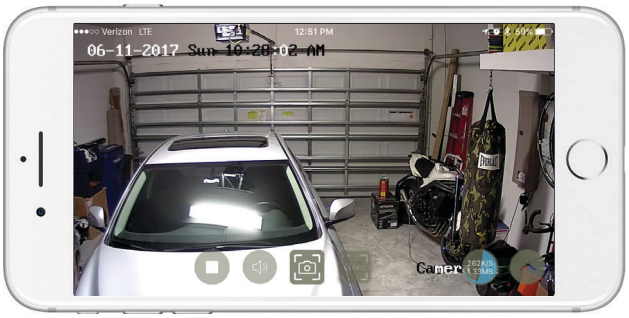


Tap the Gallery button to access recorded footage from the selected camera.

The yellow circle indicates there is recorded footage available for this day.



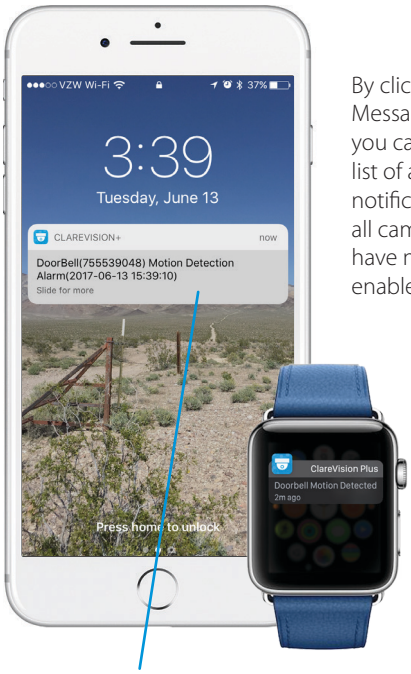
Choose a day to view recorded video footage.



View recorded footage in portrait or landscape modes. Easily take a snapshot or video screen recording that will be stored in the ClareVision Plus App for future reference.

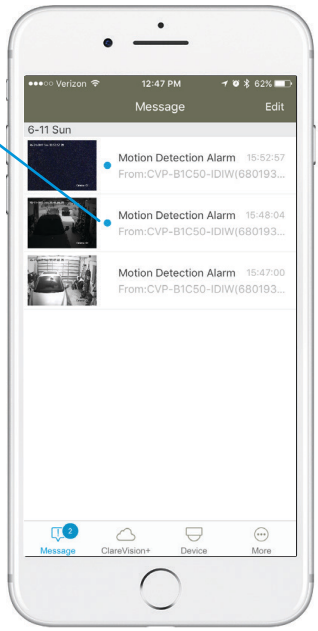
Notifications with ClareVision Plus

Receive a push notification when motion is detected from any, or all of your installed cameras. The Clare Video Doorbell can even detect motion and notify you if someone is at your front door!

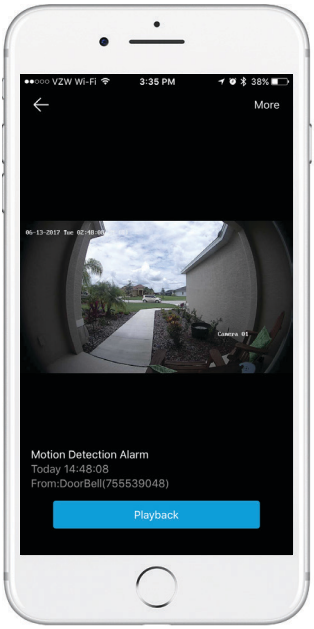


Push notifications alert you when motion is detected and alerts can even be received on the Apple Watch!

By clicking on the Messages tab, you can view a list of all motion notifications from all cameras that have notifications enabled.



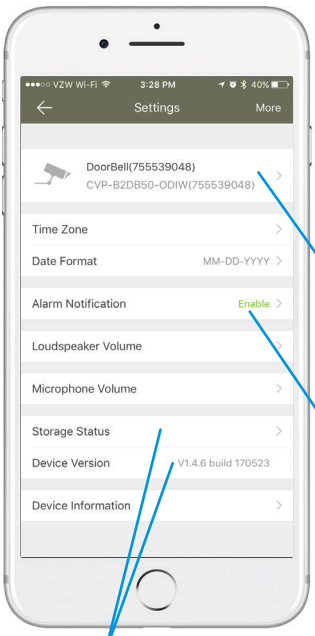
You can enable or disable notifications by clicking on the gear icon in the top right corner of a camera's live view screen.



Note: *After clicking on a notification, you can access recorded footage from that event by tapping the blue Playback button.*

Advanced Settings for Cameras

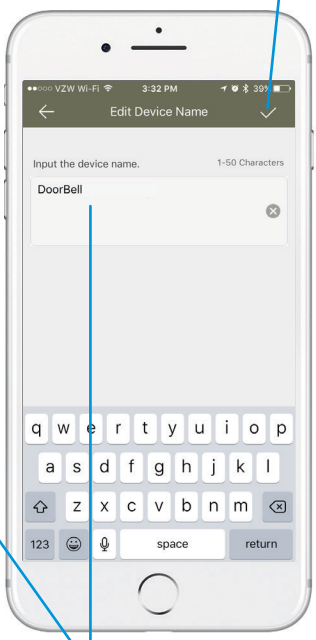
Access advanced features for any device by selecting the gear icon from the top right corner of a camera's live view screen. Easily toggle on or off motion notifications, rename devices, change the microphone volume and more from the advanced features menu.



Enable notifications for a selected device.

Check the storage status (micro SD card) of any supported cameras. You can also remotely update the firmware of the Clare Video Doorbell.

Confirm the new device name by tapping the check mark.

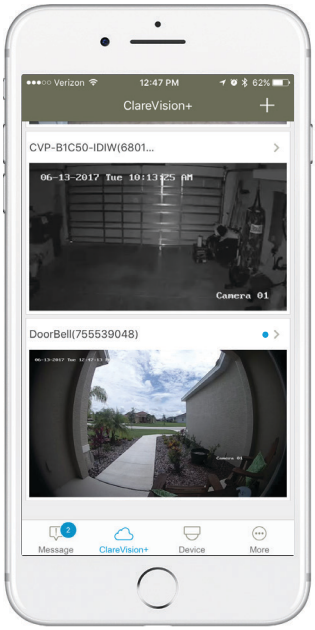


Change the display name of any device by tapping on the device label field and renaming.

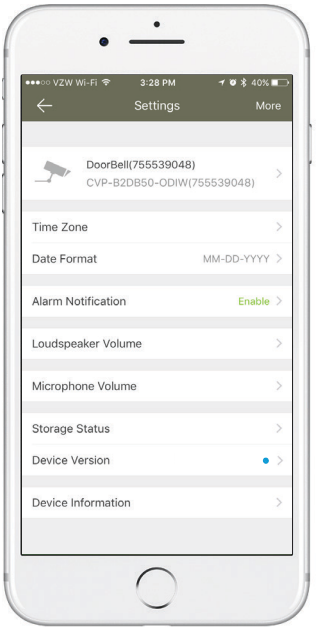
Note: *Advanced feature settings may vary from cameras, to NVRs, and the Clare Video Doorbell. Learn more about the advanced features of your device by tapping the gear icon and scrolling through the available settings.*

Updating Clare Video Doorbell Firmware in the ClareVision Plus App

The Clare Video Doorbell's firmware can be updated directly from the ClareVision Plus App. It is not required that you be connected to the same network as the video doorbell, or even in proximity of the device.



A blue dot being displayed on the device label will indicate an update is available.

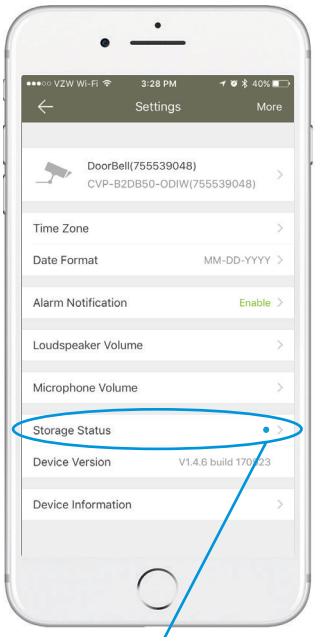


By tapping on the device and following the blue dot, you will be able to update the device firmware and version from the ClareVision Plus App. Follow the on-screen instructions to complete the update.

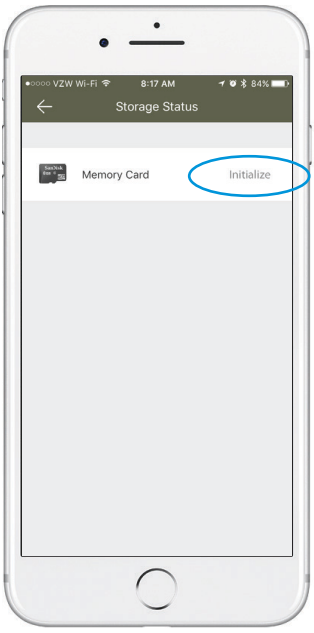
Note: *Currently, the Clare Video Doorbell is the only device that supports remote firmware updates. This guide will be updated as more support is released for additional devices.*

Formatting Micro SD Cards in the ClareVision Plus App

All ClareVision Plus micro SD cards come pre-formatted and ready for use in Clare cameras and the Clare Video Doorbell. Other manufacturer micro SD cards may be used, but will need to be initialized before any recordings can be stored and accessed.



After a non-formatted micro SD card is inserted into the camera, locate the Storage Status within the camera's advanced settings menu.



After tapping on Storage Status, tap the Initialize button to begin formatting the SD card. This process should only take a few moments.

Other manufacturer micro SD cards require the initialization process before recording data can be stored.

Note: *You can replace the micro SD cards in most cameras and the Clare Video Doorbell with larger cards if more storage capacity is desired. Refer to the chart to the right for more details.*

**Calculations based on standard out of the box camera configuration.*

Camera Resolution

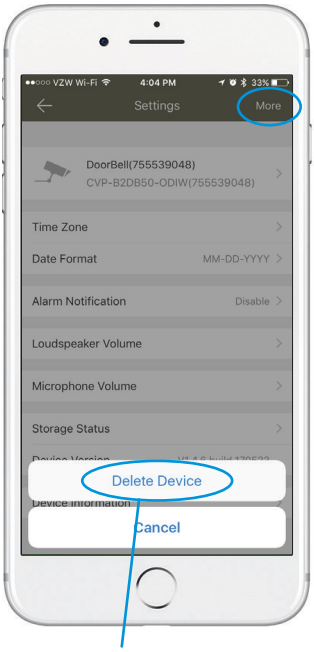
SD Card Size	1 MP	2 MP	4 MP
16	13	9	5
32	25	18	10
64	60	35	20
128	100	70	40

Days of Recording (Approximate)

Removing Cameras or NVRs From the ClareVision Plus App

Cameras, NVRs, and the Clare Video Doorbell can be removed from the ClareVision Plus App. Removing the device from the App will disconnect the device from the previously linked ClareVision Plus account, but the device will remain connected to the network. To disconnected the device from a wireless network, you will need to factory default the device. If the device is moved to a new location, or if the device needs to be setup as new, the device will need to be removed from the account before being added to another ClareVision Plus account.

To remove a device from your account, first tap on the name of the device you wish to remove.



Next, tap More in the top right corner to access the Delete Device button. Deleting the device will remove it from the current ClareVision Plus account.

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