



ClareOne Release Notes: v1.2.10/9.1.5

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Introduction

This document introduces the ClareOne release v1.2.10/9.1.5 update. This release is being pushed over-the-air (OTA) to all ClareOne panels. Customers will be alerted to the availability of the release through a pop-up window on the panel. The release will not take effect until the customer accepts the release. To determine if a panel has been updated, go to FusionPro and select the account/summary screen. All software versions are noted on that page.

This release includes:

- Video support on the ClareOne Panel.
- Support for the ClareOne Wireless to Wireless Translator / Repeater.
- Added support for additional Z-Wave devices.

Added Camera Support

Overview

The ClareOne Panel now supports video streaming. Video doorbells, ClareVision Plus cameras, along with other supported cameras and NVR's can now be added to smart tiles for live viewing of camera streams. The video experience on the ClareOne Panel now matches the video experience on the ClareHome app. This release also entails some performance enhancements for cameras and NVR's in the ClareHome app.

Supported models

- All current Clare Cameras
- All current Clare NVR's
- All current Luma Cameras
- Control system compatible Luma NVR's (e.g. 510 series)

Wireless To Wireless Translator / Repeater

Overview

The ClareOne Wireless to Wireless Translator / Repeater (W2WL) is designed to extend the range of your ClareOne sensors or provide translation for sensors from legacy systems. The W2WL allows those legacy sensors to function as ClareOne Sensors. This device has a range of approximately 2000 feet.

Please visit [ClareOne Wireless to Wireless Translator / Repeater Install Guide](#) for more information regarding the W2WL.

Supported Devices

The following legacy product lines are supported by the W2WL:

- DSC
- Napco
- Interlogix(GE)
- Honeywell
- Qolsys
- 2GIG

Added Support for new Z-Wave Devices

Overview

Added new drivers for Aeotec, Dome, EcoNet, and HomeSeer Z-Wave devices.

Added Drivers:

- Aeotec Water Sensor 7 Pro
- Aeotec Door/Window Sensor 7
- Aeotec Door/Window Sensor 7 Pro
- Aeotec Door/Window Recessed Sensor 7
- Dome Water Valve
- EcoNet Water Valve
- HomeSeer Water Valve

New Features and Enhancements

The following features have been added in this release.

Item #	Description
CLO-2675	Changed the sound from "Panel Wall Tamper" to "Panel Tamper".
CLO-2568 CLO-2567 CLO-2511	Redesigned thermostat popover to improve user experience on the ClareOne panel.
CLO-2691	Updated the ClareOne driver interface to speed message handling between the ClareOne and the Control4 system.

Resolved Issues

The following issues have been resolved in this release:

Item #	Description
CLO-2571	<p><i>Symptom:</i></p> <p>Processing ClareOne panel events (e.g. zone open/close) by the Control4 processor could slow down to a point where the Control4 interaction with ClareOne was unusable.</p> <p><i>Status:</i></p> <p>ClareOne panel was updated so that, after network reconnection, it does not send erroneous messages to the Control4 panel every second causing the Control4 processor to slow down processing invalid messages.</p>
CLO-2323	<p><i>Symptom:</i></p> <p>When the ClareOne Panel is in screen-cleaning mode, sometimes the easy-access pulldown menu could still be activated.</p> <p><i>Status:</i></p> <p>Made it so that the easy-access pulldown controls are not accessible during screen cleaning.</p>
CLO-2489	<p><i>Symptom:</i></p> <p>When wireless zones lose power and/ or go offline they should generate a Zone Loss Supervisory on the ClareOne Panel for each lost zone. This should occur within 4 hours. An error in the RF radio firmware was causing some zones to not generate Zone Loss Supervisory until more than 4 hours had passed.</p> <p><i>Status:</i></p> <p>RF radio firmware has been updated such that EVERY zone which is no longer communicating with the ClareOne generates a Zone Loss Supervisory within 4 hours.</p>
CLO-2580	<p><i>Symptom:</i></p> <p>The ethernet MAC Address on the "About" page was confusing to read.</p> <p><i>Status:</i></p> <p>Corrected display of MAC address.</p>

Item #	Description
CLO-2793	<p data-bbox="456 216 578 243"><i>Symptom:</i></p> <ol data-bbox="505 258 1370 485" style="list-style-type: none"> <li data-bbox="505 258 1370 380">1. The ClareOne panel would frequently and erroneously announce network fail messages. This was caused by the ClareOne panel attempting to check valid internet connectivity by checking connection to a single site. <li data-bbox="505 394 1370 485">2. The ClareOne panel could get in a lock-up condition due to frequent and erroneous network failover attempts from one network connection type to another (e.g. WiFi to LTE). <p data-bbox="456 499 540 527"><i>Status:</i></p> <ol data-bbox="505 541 1370 856" style="list-style-type: none"> <li data-bbox="505 541 1370 695">1. Network connectivity loss messages will only announce if the panel cannot communicate with the internet on any of the available network connection types (ethernet, WiFi, LTE) for 20 minutes, whereas it was previously announcing the communication error message every time a network failover from one network type to another occurred. <li data-bbox="505 709 1370 856">2. Network connectivity failover from one network connection to another will only occur if the currently used network connection cannot connect to three different DNS sites, rather than the single site used previously. This prevents unnecessary failover attempts from one network connection to another.
IN-58	<p data-bbox="456 877 578 905"><i>Symptom:</i></p> <p data-bbox="456 919 1317 1010">Genie devices would sometimes become unresponsive until reauthorized either through the ClareHome App or the ClareOne Panel. This could potentially happen 24-48 hours after the controller has been offline.</p> <p data-bbox="456 1024 540 1052"><i>Status:</i></p> <p data-bbox="456 1066 1235 1119">Device authorization state is more stable, requiring much less user maintenance.</p>
IN-124	<p data-bbox="456 1140 578 1167"><i>Symptom:</i></p> <p data-bbox="456 1182 1357 1245">A ClareOne Panel update could potentially cause Genie devices to go offline and not automatically recover.</p> <p data-bbox="456 1260 540 1287"><i>Status:</i></p> <p data-bbox="456 1302 1300 1350">The Genie driver has been updated to be more robust, ensuring devices become available immediately after an update.</p>
IN-119	<p data-bbox="456 1371 578 1398"><i>Symptom:</i></p> <p data-bbox="456 1413 1330 1476">If a user has no thermostats online, a TCC Thermostat could not be added through FusionPro.</p> <p data-bbox="456 1491 540 1518"><i>Status:</i></p> <p data-bbox="456 1533 1330 1581">Offline TCC thermostats can now be authorized regardless of their current state, allowing them to become available for use when they come online.</p>
IN-53	<p data-bbox="456 1602 578 1629"><i>Symptom:</i></p> <p data-bbox="456 1644 1370 1707">Ecobee devices would sometimes become unresponsive until reauthenticated either through the ClareHome App or the ClareOne Panel.</p> <p data-bbox="456 1722 540 1749"><i>Status:</i></p> <p data-bbox="456 1764 1235 1812">Device authorization state is more stable, requiring much less user maintenance.</p>

Item #	Description
IN-29	<p><i>Symptom:</i> Honeywell Lyric thermostat devices would take up to 45 seconds to come online after authorization.</p> <p><i>Status:</i> The Honeywell Lyric driver has been updated show as “online” immediately after authorization.</p>
IN-94	<p><i>Symptom:</i> The ClareOne Panel would occasionally crash without warning when operating on the same network as Sonos devices.</p> <p><i>Status:</i> Updated the Sonos driver to prevent the acceptance of rapidly broadcast UPnP messages that could potentially overwhelm the ClareOne Panel.</p>
IN-99	<p><i>Symptom:</i> Sonos volume would be sporadically changed by Clare Controllers without user input.</p> <p><i>Status:</i> Updated the Sonos driver to prevent volume adjustments without user input.</p>
IN-104	<p><i>Symptom:</i> The user would have to regularly reauthorize Honeywell Lyric devices.</p> <p><i>Status:</i> Updated the Honeywell Lyric driver to use the latest Honeywell protocols to ensure a more consistent “authorized” and “online” state, requiring less maintenance from the user.</p>
EPI-10392	<p><i>Symptom:</i> The Activity Log in Clare apps would sometimes miss events (e.g. zone open/close). This happened because events were not always queued properly during a network outage and then sent entirely when the network connection was restored.</p> <p><i>Status:</i> ClareHome Events are now queued properly during a network outage and sent to the devices’ Activity Log upon network reconnection.</p>
EPI-10393 EPI-10353	<p><i>Symptom:</i> The ClareOne panel connection to OvrC was unreliable under some network conditions. The ClareOne panel would show as Offline in OvrC when it should have shown as Online.</p> <p><i>Status:</i> The ClareOne panel restarts the OvrC connection in the event of network loss/restoral and when network failover occurs from one network connection type to another (e.g. WiFi to LTE) allowing the ClareOne panel to reconnect with OvrC and show as Online. Further, the ClareOne panel provides all necessary information (DNS) to OvrC during the connection whereas this information was not always provided properly prior to this fix.</p>