



# FusionPro User Guide

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**Last modified:** 12/14/20

# Introduction

FusionPro is Clare Controls' newest dealer tool. FusionPro allows dealers to create and manage their accounts for security and home automation. Most pages are mobile phone friendly, allowing the user the ability to access and make changes as needed easily in the field.

Once their account is created, the dealer has access to the FusionPro dashboard. The dashboard displays a summary of accounts under the company and the current number of paid service plans/types.

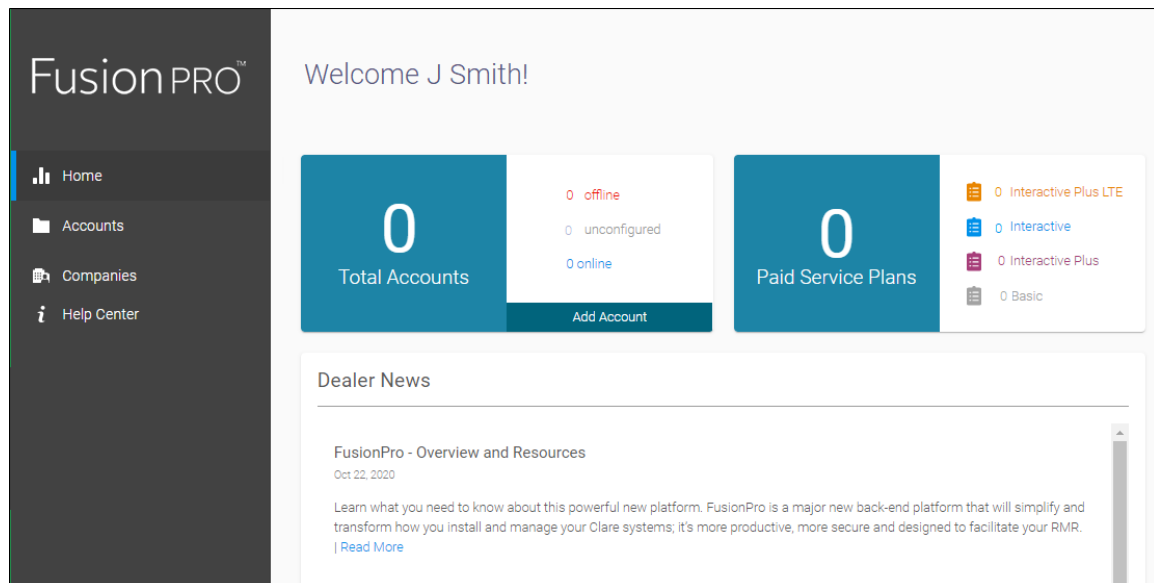
## FusionPro sections

FusionPro is divided into different sections for user ease. The sections (Home, Accounts, Companies, and Help Center) allow the user to easily access the desired content.

### Home

This section is the first page the user sees when logging in to FusionPro. It displays a live dashboard with Account and Service Plan information. The Home page also hosts Dealer News, the Clare Controls RSS feed. This feed contains the latest news, updates, and important notices.

**Figure 1: Home (FusionPro dashboard)**



## Accounts

The Account section hosts a list of accounts (user projects) created in the company. Accounts are created and managed from this page.

Figure 2: Accounts

Accounts						
4 Accounts	0 Online	0 Offline	4 Unconfigured	<input type="text" value="Search"/>		
Items per page: 20 1 - 4 of 4 < >						
Name	Street	City	State	Company	Status	Service Plan
Nygma, E	61 Gardens	Sarasota	Florida	Casey's Caustic Central	Unconfigured	Interactive Plus LTE <a href="#">View</a>
Nygma, A	2756 Trail	Port Charlotte	Florida	Casey's Caustic Central	Unconfigured	Basic <a href="#">View</a>
Pennyworth, A	7520 Penn Avenue	Pittsburgh	Pennsylvania	Casey's Caustic Central	Unconfigured	Basic <a href="#">View</a>
Wayne, B	7519 Pennsylvania Avenue	Sarasota	Florida	Casey's Caustic Central	Unconfigured	Basic <a href="#">View</a>

## Companies

The Companies section hosts company information. The parent/main company is displayed at the top of the page and sub-companies are listed below. This section allows for the creation and management (creating staff, configuring alarm reporting and two-way calling numbers, and account filters) of companies.

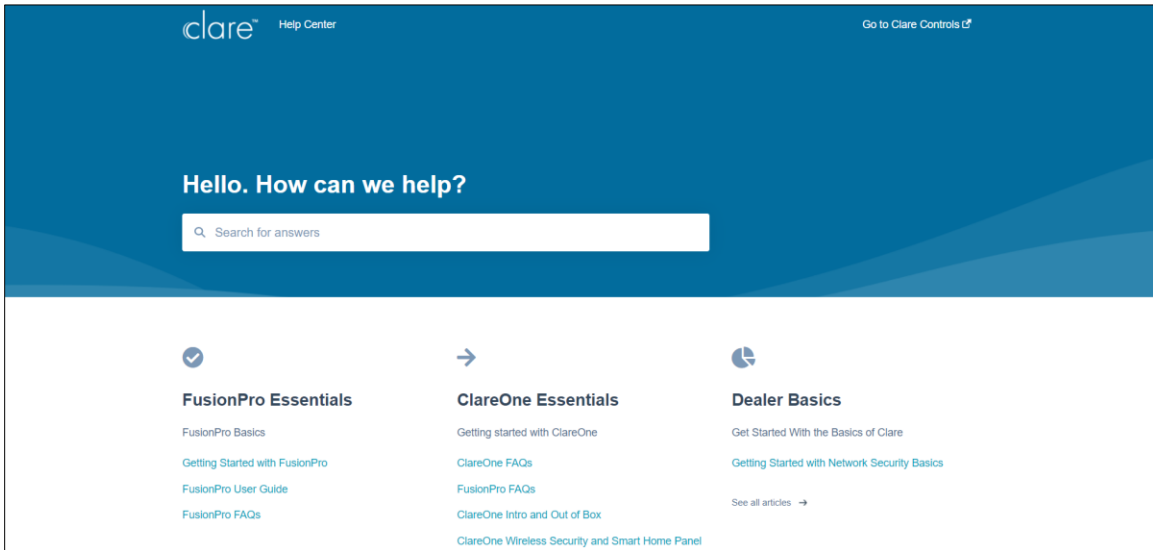
Figure 3: Companies

My Company		
Complete Construction Central		
Account ID: CC-777093 <a href="#">Edit</a>		
Companies		
<a href="#">Add Companies</a>		
Name	Parent Company	Account ID
Cabins - West	Complete Cabins	CC-554747 <a href="#">Edit</a> <a href="#">Delete</a>
Complete Cabins	Complete Construction Central	CC-582243 <a href="#">Edit</a> <a href="#">Delete</a>
Complete Cottages	Complete Construction Central	CC-108644 <a href="#">Edit</a> <a href="#">Delete</a>

Help Center

The Help Center section links out to the Clare Controls Help Center. The Help Center hosts a wide variety of information for the panel and Clare Controls.

Figure 4: Help Center

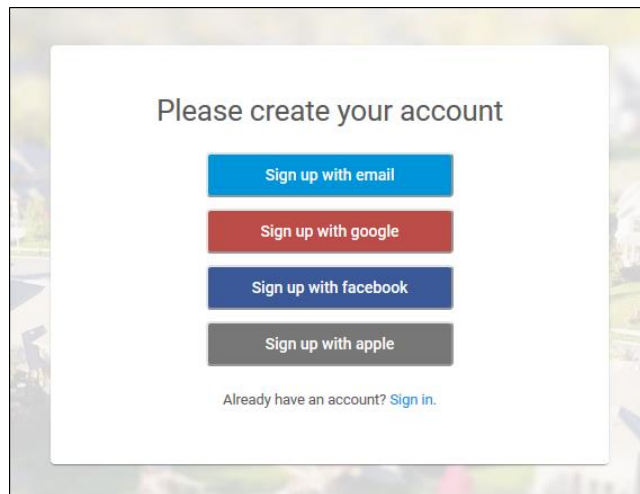


# User/Staff login creation

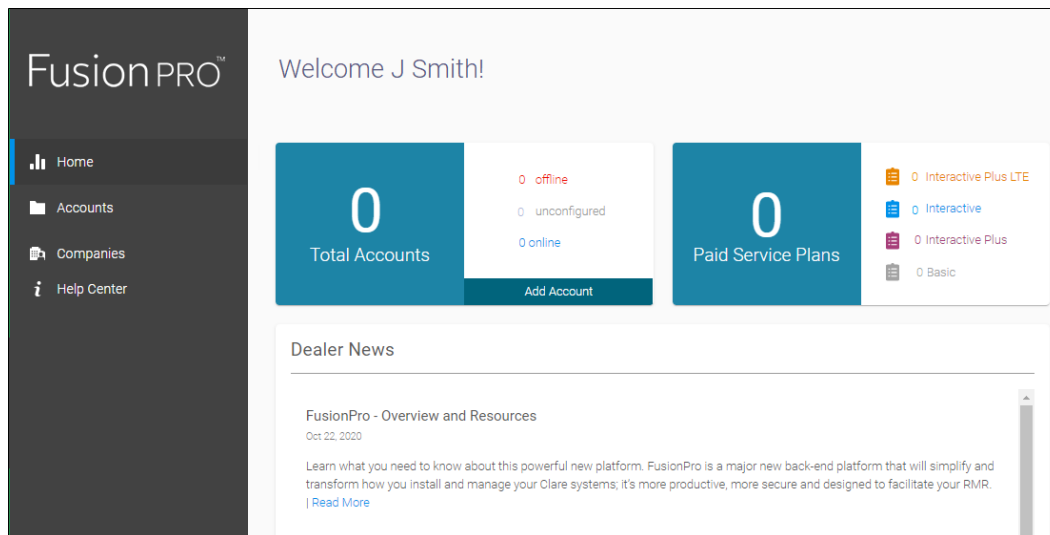
Once a dealer registers with Clare Controls, they are sent a welcome email containing instructions and a link to create their FusionPro user login. After creating an account, the dealer company admin has access to staff, accounts, sub-dealers, the ability to provision security panels, and create filters for account lists.

## To create a FusionPro user account:

1. Access the welcome email, and then click the link.
2. Click **Sign Up with email/google/facebook/apple**.



3. Follow the prompts for account sign up. Each sign-up method varies.  
Once signed in, the user sees the dashboard.



4. Continue to Staff management.

# Companies and sub-companies

The company is the dealer's primary account in FusionPro. The dealer may have sub-companies added under the company account. Once sub-companies are added to the company account, the dealer or company admins can modify that sub-company's information and settings. Both company and sub-companies have access to their own list of Central Stations and the Account View Filters features.

## Sub-company management

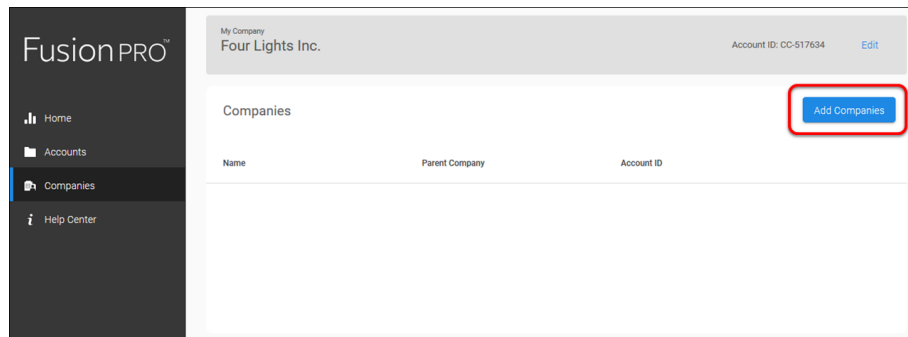
Dealers directly manage their sub-company accounts.

**Note:** Central stations and filters are unique to each company/sub-company. If the main company has multiple sub-companies, each sub-company has their own custom list of central stations and filters. Nothing is carried over from the main company or other sub-companies.

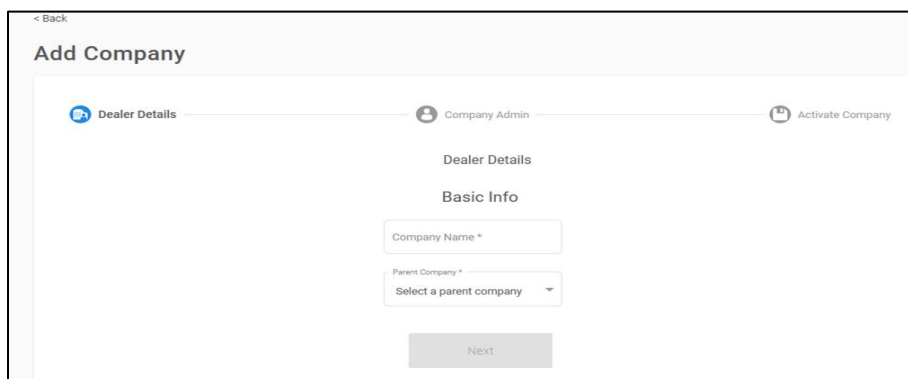
**Note:** Adding companies is not necessary if your organization is a single company. Click **Edit** on the "My Company" header to edit your company.

**To add a sub-company:**

1. Click **Companies**, and then click **Add Companies**.



The **Add Company** wizard displays.



2. Enter the sub-company Company name, set the parent company, and then click **Next**.

< Back

### Add Company

Dealer Details      Company Admin      Activate Company

Dealer Details

Basic Info

Company Name \*  
Chain of Command

Parent Company \*  
Four Lights Inc.

Next

3. Enter the sub-company Company Admin's Email, First Name, Last Name, and then click **Next**.

< Back

### Add Company

Dealer Details      Company Admin      Activate Company

Company Admin

Email \*  
g.madred@clarecontrols.com

First Name \*  
G

Last Name \*  
Madred

Next

4. Verify the displayed sub-company information, and then click **Activate**.

< Back

### Add Company

Dealer Details      Company Admin      Activate Company

Activate Company

Chain of Command  
CC-079611  
g.madred@clarecontrols.com

Activate

The sub-company Company Info tab displays.

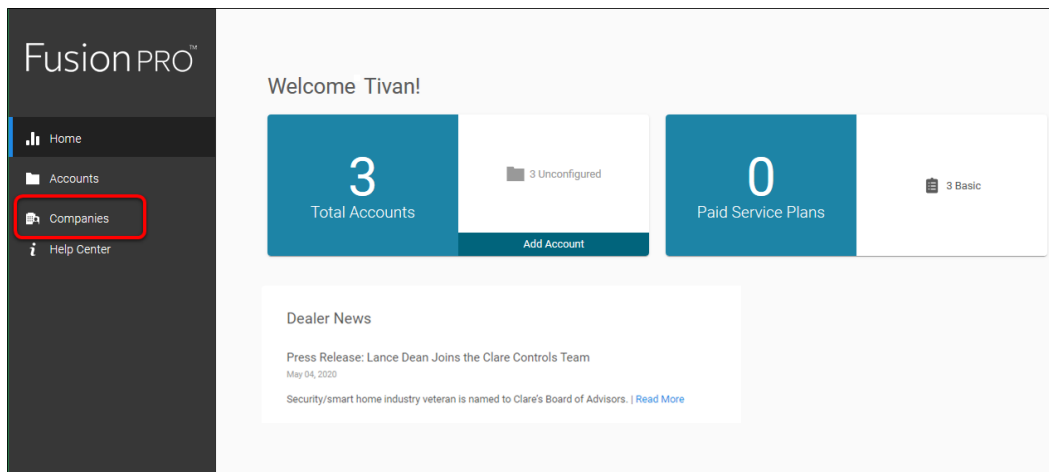
The screenshot shows the 'Edit Company' interface with the 'Company Info' tab selected. The form includes a 'Basic Info' section with fields for 'Account ID' (CC-67), 'Company Name \*' (Chain of Command), and 'Parent Company \*' (Four Lights Inc.). A 'Save' button is present. Below this are sections for 'Billing Contact', 'Shipping Contact', and 'Billing Address', each with an 'Add' link. The 'Billing Address' section also has a checkbox for 'Use billing address for shipping' which is checked. A 'Delete' link is at the bottom.

Company Info	Staff	Company Settings	Account View Filters
<b>Basic Info</b>			
Account ID CC-67	Company Name * Chain of Command	Parent Company * Four Lights Inc.	Save
<b>Billing Contact</b> <a href="#">Add</a>		<b>Shipping Contact</b> <a href="#">Add</a>	
No Billing Contact		No Shipping Contact	
<b>Billing Address</b> <a href="#">Add</a>		<input checked="" type="checkbox"/> Use billing address for shipping	
No Address			
<a href="#">Delete</a>			

5. Enter the sub-company's Basic information (Billing Contact, Billing Address, and Shipping Contact) as desired.

**To modify a sub-company:**

1. Click **Companies** in the side menu.





2. Locate the desired company, and then click **Edit**.

My Company C Central			Account ID: CC-777093	<a href="#">Edit</a>
Companies			<a href="#">Add Companies</a>	
Name	Parent Company	Account ID		
C Cabins	C Central	CC-582243	<a href="#">Edit</a>	<a href="#">Delete</a>
C Castles	C Central	CC-689341	<a href="#">Edit</a>	<a href="#">Delete</a>
C Cottages	C Central	CC-108644	<a href="#">Edit</a>	<a href="#">Delete</a>

3. Change the desired information, and then click **Save**.

### Edit Company

Company InfoStaffCompany SettingsAccount View Filters

#### Basic Info

Account ID  
CC-677899

Company Name \*  
C Cabins

Parent Company \*  
C Central

Save

#### Billing Contact

Edit

H

First Name

Quinn

Last Name

hq@clarecontrols.com

Email

#### Shipping Contact

Edit

J

First Name

Smith

Last Name

j.smith1@clarecontrols.com

Email

#### Billing Address

Edit

7519 Penn Ave

Address

Address 2

Sarasota

City

Florida

State

34243

Zip Code

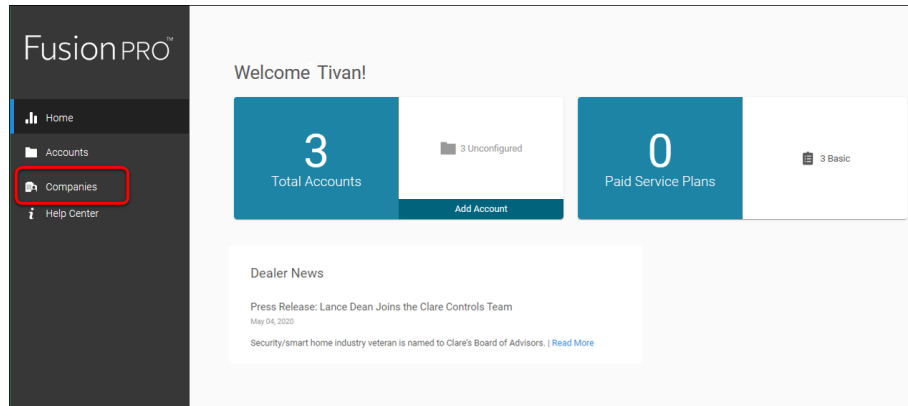
☒ Use billing address for shipping

Delete

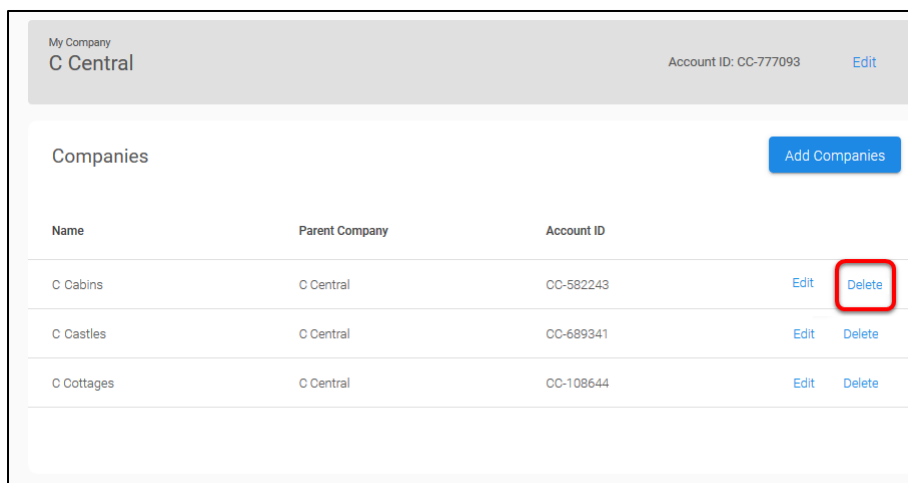
## To delete a sub-company:

**Note:** Sub-companies cannot be deleted if they have staff members or accounts assigned to them.

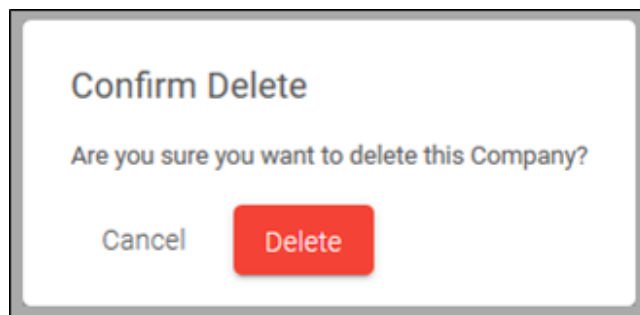
1. Click **Companies** in the side menu.



2. Locate the desired dealer, and then click **Delete**.



The confirm delete pop-up displays.



**Note:** Companies cannot be deleted if there are associated accounts for staff members.

3. Click **Delete**.

## Staff management

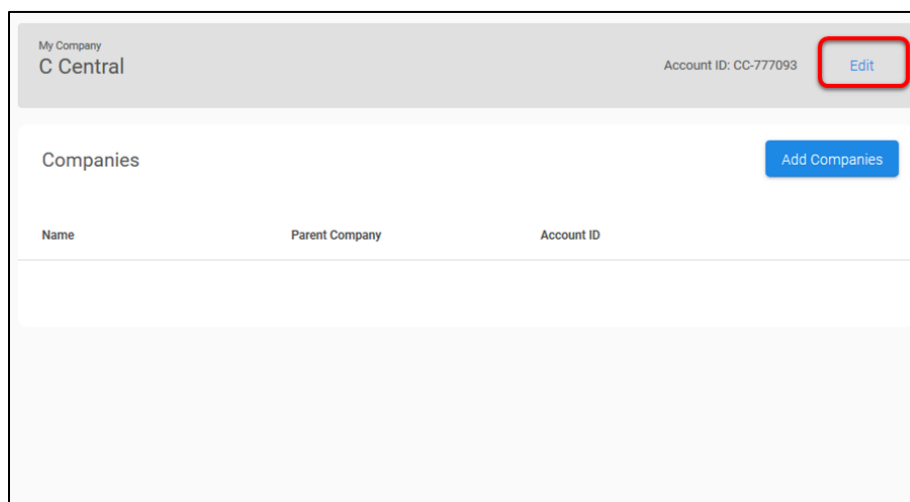
The main company is created by Clare Controls, sub-companies are created by the company admin. Once the main company account is created, staff members should be added and configured.

Staff members are FusionPro users associated with the company and have specific permissions.

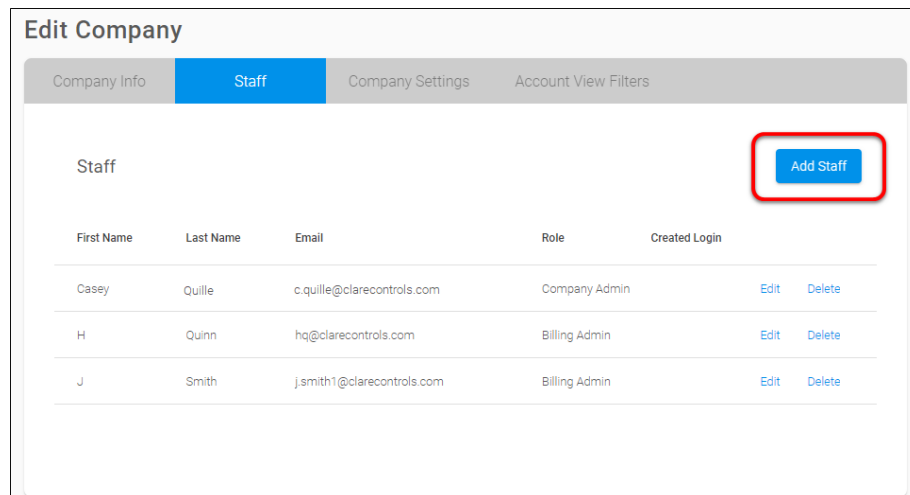
### To add staff:

1. Click **Companies**, and then click **Edit** next to the desired company.

**Note:** If this is the main company, click **Edit** next to the company name in the banner.



2. Click the **Staff** tab, and then click **Add Staff**.



3. Enter the staff member's Contact Info; First Name, Last Name, and Email address.

4. Enter the staff member's Company Info; company and select the User Type.

### User Types and access

**Billing Admin:** A Billing admin has access to security plans and billing info.

**Company Admin:** A Company admin has access to their own company, all sub-dealers, and their staff.

**Installer:** An installer has access to create and modify accounts.

**Security Admin:** A Security admin has access to security information and panel provisioning.

5. Click **Create**.

**Edit Company**

Company Info **Staff** Company Settings Account View Filters

< Back

**Add Staff**

**Contact Info**

Email \*  
s.hain@clarecontrols.com

First Name \*  
S

Last Name \*  
Hain

**Company Info**

Company \*  
C Cabins

User Type \*  
Installer

Create

The Staff list displays, and an invitation is sent to the new staff member.

**Edit Company**

Company Info **Staff** Company Settings Account View Filters

Staff [Add Staff](#)

First Name	Last Name	Email	Role	Created Login
Casey	Quille	c.quille@clarecontrols.com	Company Admin	<a href="#">Edit</a> <a href="#">Delete</a>
H	Quinn	hq@clarecontrols.com	Billing Admin	<a href="#">Edit</a> <a href="#">Delete</a>
J	Smith	j.smith1@clarecontrols.com	Billing Admin	<a href="#">Edit</a> <a href="#">Delete</a>
S	Hain	s.hain@clarecontrols.com	Installer	<a href="#">Edit</a> <a href="#">Delete</a>

## To modify a staff member:

1. Click **Companies**, and then click **Edit** next to the desired company.

My Company C Central			Account ID: CC-777093	<a href="#">Edit</a>
Companies			<a href="#">Add Companies</a>	
Name	Parent Company	Account ID		
C Cabins	C Central	CC-582243	<a href="#">Edit</a>	<a href="#">Delete</a>
C Castles	C Central	CC-689341	<a href="#">Edit</a>	<a href="#">Delete</a>
C Cottages	C Central	CC-108644	<a href="#">Edit</a>	<a href="#">Delete</a>

2. Click the **Staff** tab, and then click **Edit** next to the desired staff member.
3. Change the desired information, and then click **Save**.

### Edit Company

Company InfoStaffCompany SettingsAccount View Filters

< Back

#### Edit Staff

First Name \*

H

Last Name \*

Quinn

Email \*

hq@clarecontrols.com

Resend Invite

Delete

Company \*

C Cabins

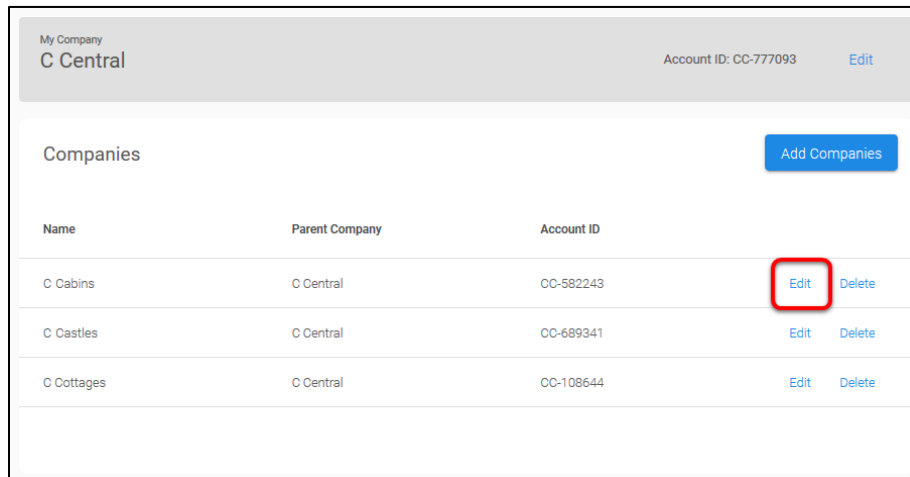
User Type \*

Billing Admin

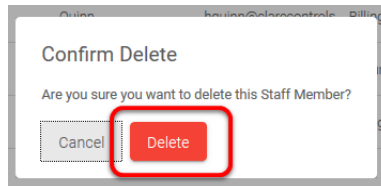
Save

## To delete a staff member:

1. Click **Companies**, and then click **Edit** next to the desired company.



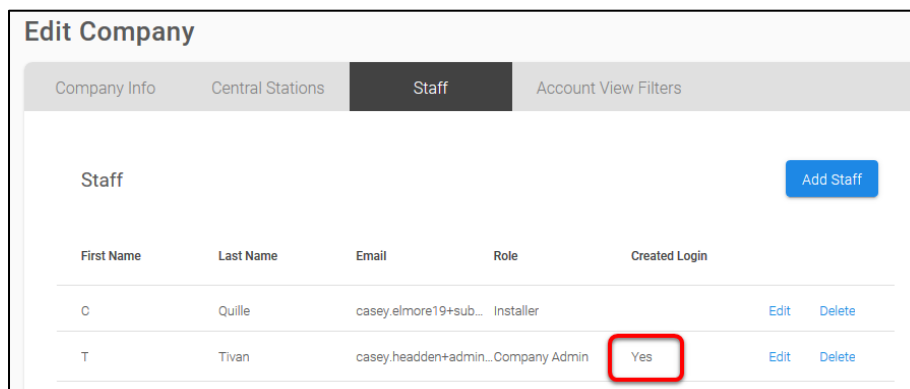
2. Click the **Staff** tab, and then click **Delete** next to the desired staff member.
3. The Confirm Delete pop-up displays, click **Delete**.



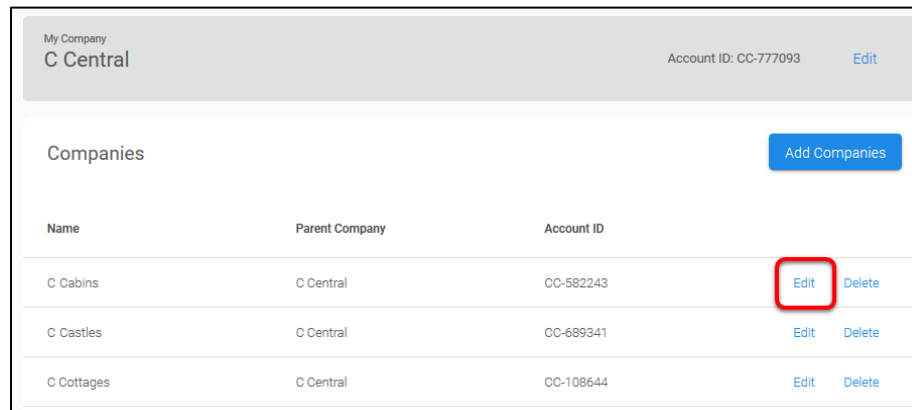
## To resend a staff member invitation:

### Notes

- If a staff member has not completed their account sign-up and logged in, the **Created Login** field remains blank. If they have successfully created their account, **Yes** displays in the field. If it is blank, the staff member may be modified and sent another invitation.
- If a staff member has issues logging in or submitted the wrong email, correct the email as needed, and then resend the invitation.



1. Click **Companies**, and then click **Edit** next to the desired company.



My Company  
C Central

Account ID: CC-777093 [Edit](#)

Companies [Add Companies](#)

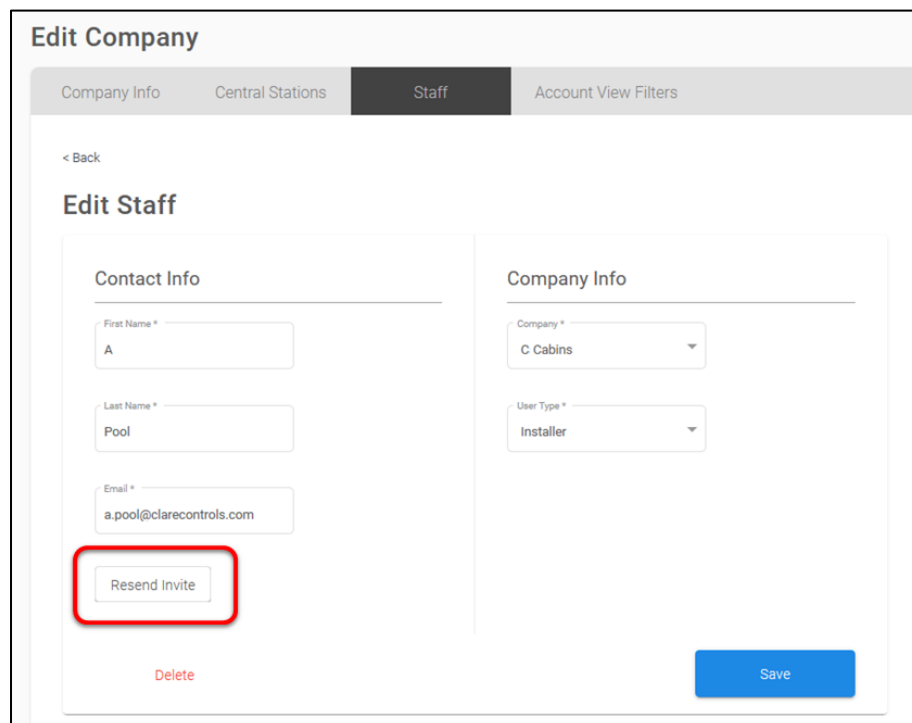
Name	Parent Company	Account ID		
C Cabins	C Central	CC-582243	<a href="#">Edit</a>	<a href="#">Delete</a>
C Castles	C Central	CC-689341	<a href="#">Edit</a>	<a href="#">Delete</a>
C Cottages	C Central	CC-108644	<a href="#">Edit</a>	<a href="#">Delete</a>

2. Click the **Staff** tab, and then click **Edit** next to the desired staff member.

3. Click **Resend Invite**.

– Or –

Make any desired staff member changes, click **Save**, and then click **Resend Invite**.



**Edit Company**

Company Info Central Stations **Staff** Account View Filters

< Back

**Edit Staff**

**Contact Info**

First Name \*  
A

Last Name \*  
Pool

Email \*  
a.pool@clarecontrols.com

[Resend Invite](#)

[Delete](#)

**Company Info**

Company \*  
C Cabins

User Type \*  
Installer

[Save](#)

## Company Settings management

The company and sub-companies each have access to a Company Settings tab. This tab allows the management of Alarm Reporting Numbers and Two-Way Calling Numbers. Each company should create a list of commonly used Alarm Reporting Numbers and Two-Way Calling numbers for easy security monitoring service activation. Once these numbers are added to the company/sub-company account, installers can simply select the number/plan from an existing list.

The Company Settings tab hosts the Alarm Reporting Number and Two-Way Calling Numbers.

**Alarm Reporting Number:** The number that the panel uses for alarm reporting.

**Two-Way Calling Number:** The number that the panel calls when an Emergency button is pressed. This allows for 2-way communication.

### Notes

- The main company's alarm reporting numbers, two-way calling numbers, and customer lists are not carried over to any sub-company accounts. Each company and sub-company's numbers/lists are created independently.
- All phone numbers used in the following examples are made up. Do not use the sample numbers when configuring the alarm reporting or two-way calling numbers.
- Alarm reporting and two-way calling numbers cannot currently be modified. If there is an error in the saved information, the entry must be deleted, and a new number must be created. Once the new number is created, each customer account must be updated to use the correct station/number.
- Two-way calling numbers are only available on accounts using a ClareOne panel and the Interactive Plus LTE security plan.

### To add an Alarm Reporting Number:

1. Click the **Companies** menu item, and then click **Edit** next to the desired company.



2. Click the **Company Settings** tab, and then click **Edit** next to Alarm Reporting Number.

**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

Company Settings

Setting Name

Alarm Reporting Number	<a href="#">Edit</a>
Two-Way Calling Number	<a href="#">Edit</a>

3. Click **Add Alarm Reporting Number**.

**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

< Back to Company Settings

Two-Way Calling Number

[Add Two-Way Calling Number](#)

Items per page: 20   1 - 1 of 1   < >

Name	Phone Number	
SE Station - 2way	1 (941) 555-5557	<a href="#">Edit</a> <a href="#">Delete</a>

4. Enter the name and phone number, and then click **Save**.

**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

Add Alarm Reporting Number

Configure the phone number used to report alarm information from a security panel to the central station.

Name \*

SW Station

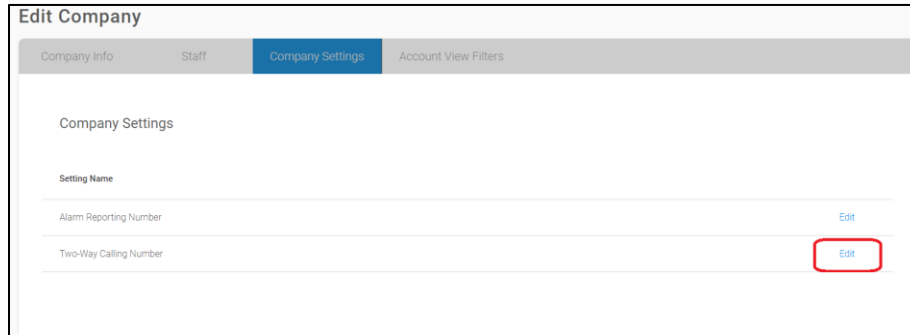
Phone Number

1 (941) 555-5556

[Cancel](#)   [Save](#)

### To add a Two-Way Calling Number:

1. Click the **Companies** menu item, and then click **Edit** next to the desired company.
2. Click the **Company Settings** tab, and then click **Edit** next to Two-Way Calling Number.



**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

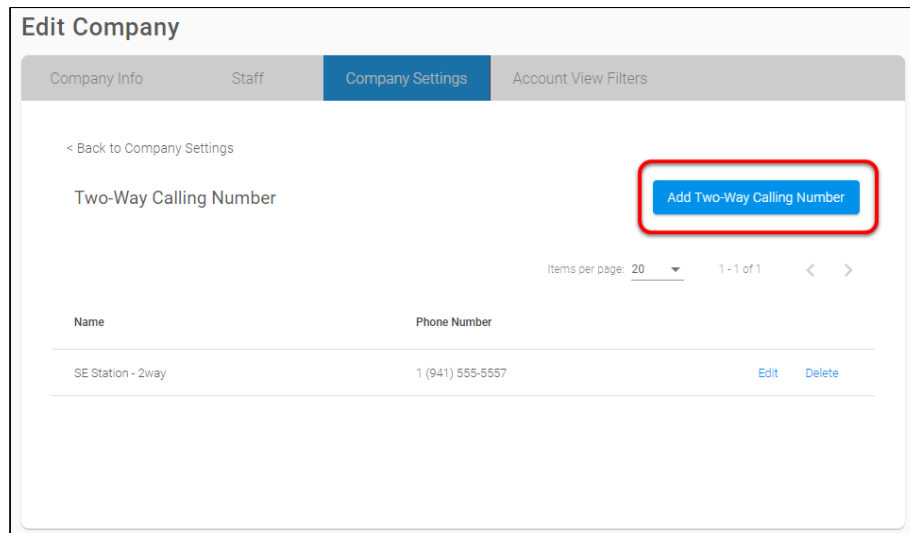
Company Settings

Setting Name

Alarm Reporting Number [Edit](#)

Two-Way Calling Number [Edit](#)

3. Click **Add Two-Way Calling Number**.



**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

< Back to Company Settings

Two-Way Calling Number

[Add Two-Way Calling Number](#)

Items per page: 20   1 - 1 of 1   < >

Name	Phone Number	
SE Station - 2way	1 (941) 555-5557	<a href="#">Edit</a> <a href="#">Delete</a>

4. Enter the name and phone number, and then click **Save**.

**Edit Company**

Company Info   Staff   **Company Settings**   Account View Filters

**Add Two-Way Calling Number**

Configure the phone number used to initiate a two-way call from a security panel to the central station.

Name \*

SW Station - two way

Phone Number

1 (941) 555-5558

Cancel   **Save**

**To add the alarm reporting number to a pre-existing customer account:**

**Notes**

- The account must have an online ClareOne or ClareSecure (Helix) panel and use either the Interactive or Interactive Plus LTE security plan.
  - If the alarm monitoring/two-way calling number is created before adding a new account, the numbers are selectable in a drop-down field when activating security for the account.
1. Click **Accounts**, and then tap **View** next to the desired account.
  2. Click **Service Plans**, scroll to view Monitoring Services, and then tap **Edit**.

**Monitoring Services**   **Edit**

—   **Alarm Reporting Number**

—   **Caller ID Phone Number**

—   **CS Account Number**

—   **CS Auxiliary Number**

3. Click the **Alarm Reporting Phone Number** drop-down, select the desired number, and then click **Save**.

**Note:** Complete other required monitoring information.

Activate Monitoring Services

Alarm Reporting Phone Number \*

Select an alarm reporting number

Caller ID PhoneNumber  
1 (941) 555-5555

CS Account Number \*

Your account number with the Central Station (CS)

CS Auxiliary Number

MAC Address  
ac:

Serial Number \*

☒ Do not send Arm/Disarm events to CS. Unchecking this box may generate higher costs with your CS.

Save

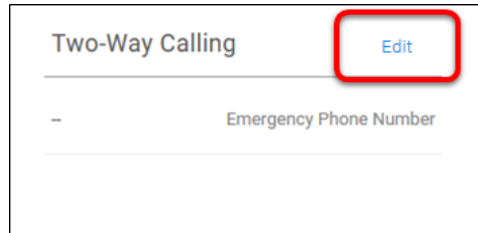
**To add the Two-Way Calling number to a pre-existing customer account:**

### Notes

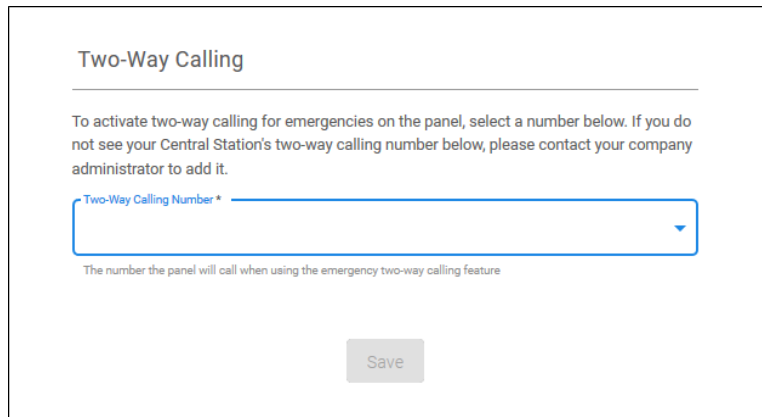
- The account must have an online ClareOne panel and use the Interactive Plus LTE security plan.
- When using the two-way calling feature, the cellular must be activated first. Once cellular is active, the caller ID number becomes available for the Monitoring Services form. Activating the cellular is not an instant process, it may take time for the status to update.
- If the Central Station is created before adding a new account, when activating security on the account the central station is selectable in a drop-down field.

1. Click **Accounts**, and then tap **View** next to the desired account.

2. Click **Service Plans**, scroll to view Two-Way Calling, and then tap **Edit**.



3. Click the **Two-Way Calling** drop-down, select the desired number, and then click **Save**.



## Account View Filter management

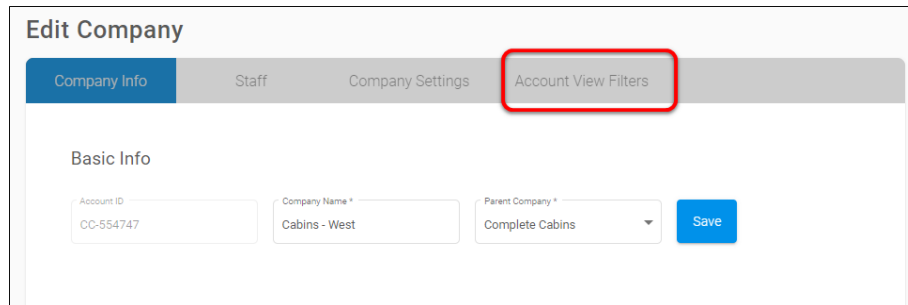
It is recommended that the company/sub-company create a list of account view filters to help identify and categorize customer accounts. The filters are unique and can be used to denote things like the community name, pet warnings, or if the home requires a gate key.

### Notes

- Account view filters are unique to the company/sub-company. Filters created in the main company account are not carried over to sub-company accounts.
- When using multiple filters at once, the filters function as an OR search. For example, selecting a neighborhood and animal warning, it displays all results with that neighborhood **OR** with an animal warning.
- Filters are a 2-part process, creating the filter and associating it with an account. See the following sections: “To create account view filters” and “To apply account view filters.”

## To create account view filters:

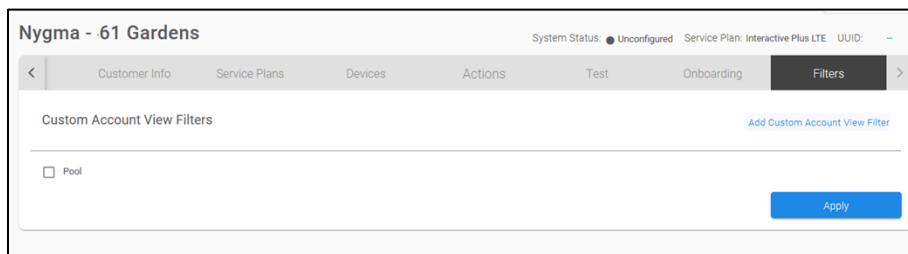
1. Click the **Companies** menu item, click **Edit** next the desired company, and then click the **Account View Filters** tab.



The screenshot shows the 'Edit Company' interface. At the top, there is a horizontal tab bar with four tabs: 'Company Info', 'Staff', 'Company Settings', and 'Account View Filters'. The 'Account View Filters' tab is highlighted with a red rectangular box. Below the tabs, the 'Basic Info' section contains three input fields: 'Account ID' with the value 'CC-554747', 'Company Name \*' with the value 'Cabins - West', and 'Parent Company \*' with a dropdown menu showing 'Complete Cabins'. A blue 'Save' button is located to the right of these fields.

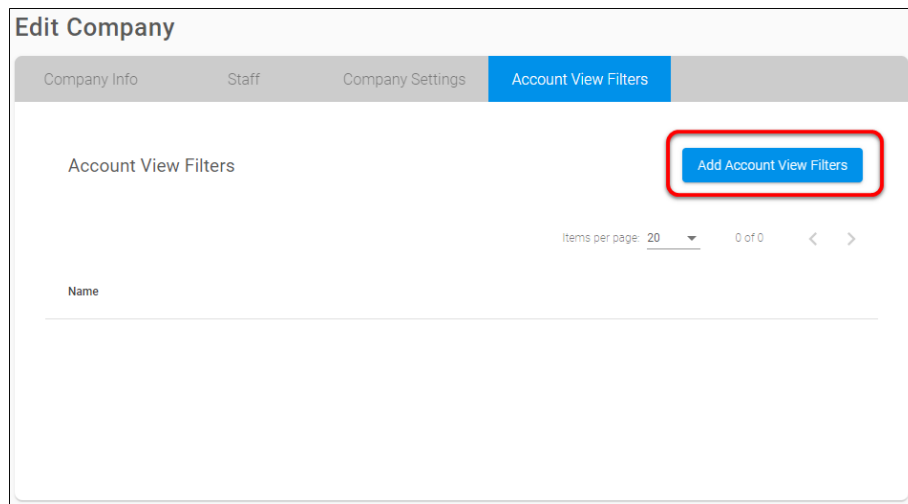
— or —

Click **Accounts**, view the desired account, and then click the **Filters** tab.



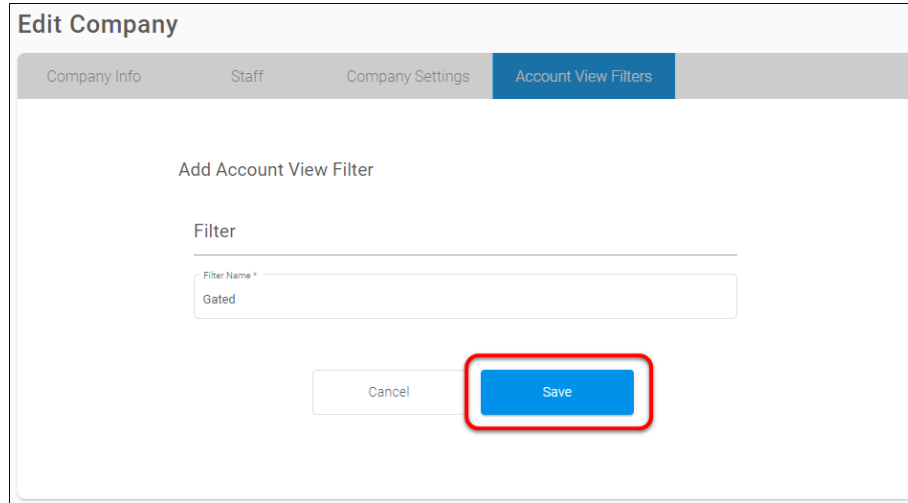
The screenshot shows the 'Nygma - 61 Gardens' account page. At the top, there is a horizontal tab bar with seven tabs: 'Customer Info', 'Service Plans', 'Devices', 'Actions', 'Test', 'Onboarding', and 'Filters'. The 'Filters' tab is highlighted with a dark background. Below the tabs, the 'Custom Account View Filters' section contains a single filter entry: a checkbox labeled 'Pool'. A blue 'Apply' button is located at the bottom right of the filter list.

2. Click **Add Account View Filters/Add Custom Account View Filters**.



The screenshot shows the 'Edit Company' interface, specifically the 'Account View Filters' tab. The 'Account View Filters' section is empty. A blue button labeled 'Add Account View Filters' is highlighted with a red rectangular box. Below the button, there is a pagination control showing 'Items per page: 20' and '0 of 0'. At the bottom, there is a 'Name' input field.

3. Enter the desired filter name, and then click **Save**.



**Edit Company**

Company Info   Staff   Company Settings   **Account View Filters**

Add Account View Filter

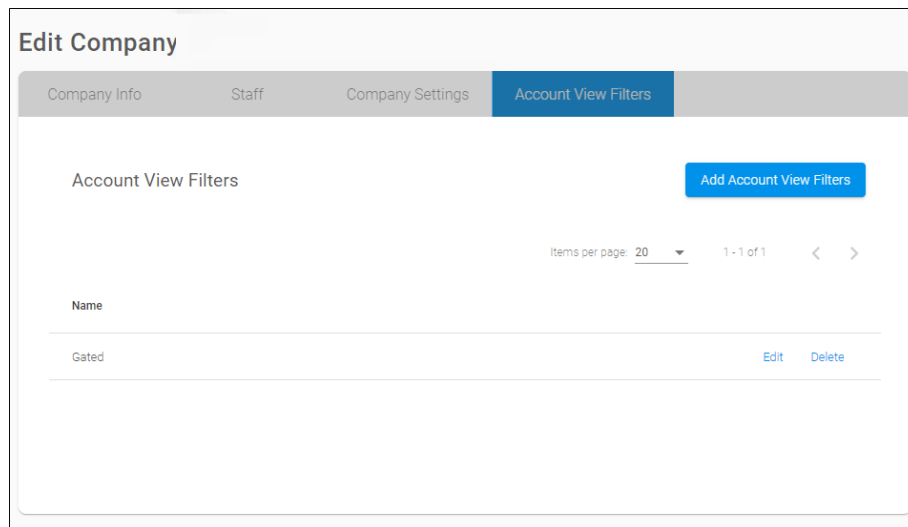
Filter

Filter Name \*

Gated

Cancel   **Save**

The filter is added to the filter list.



**Edit Company**

Company Info   Staff   Company Settings   **Account View Filters**

Account View Filters

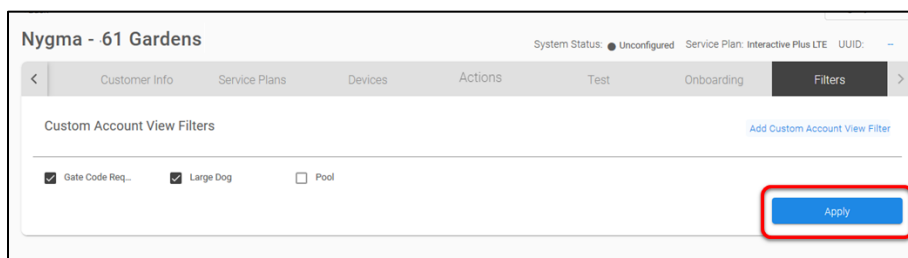
Add Account View Filters

Items per page: 20   1 - 1 of 1   < >

Name	
Gated	Edit Delete

### To apply account view filters:

1. Click the **Accounts** menu item, and then click **View** next to the desired account.
2. Click the **Filters** tab, select the desired filters, and then click **Apply**.



**Nygma - 61 Gardens**

System Status: Unconfigured   Service Plan: Interactive Plus LTE   UUID: --

<   Customer Info   Service Plans   Devices   Actions   Test   Onboarding   **Filters**   >


Custom Account View Filters

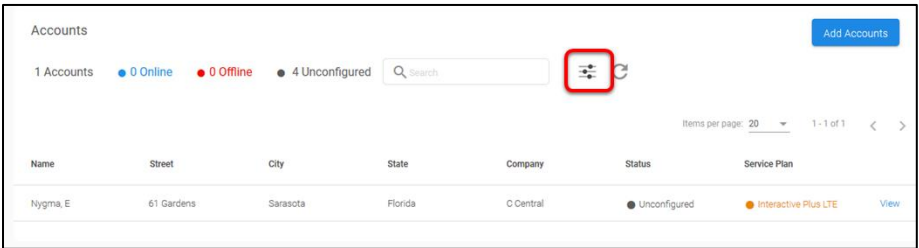
Add Custom Account View Filter

☒ Gate Code Req...   ☒ Large Dog   ☐ Pool

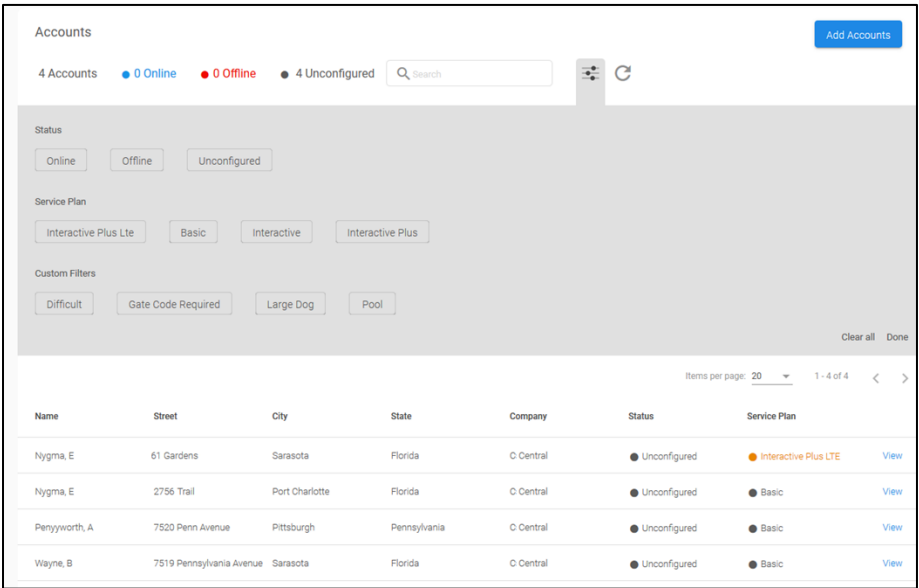
**Apply**

To use account view filters:

1. Click the **Accounts** menu item, and then click the **filter** icon .

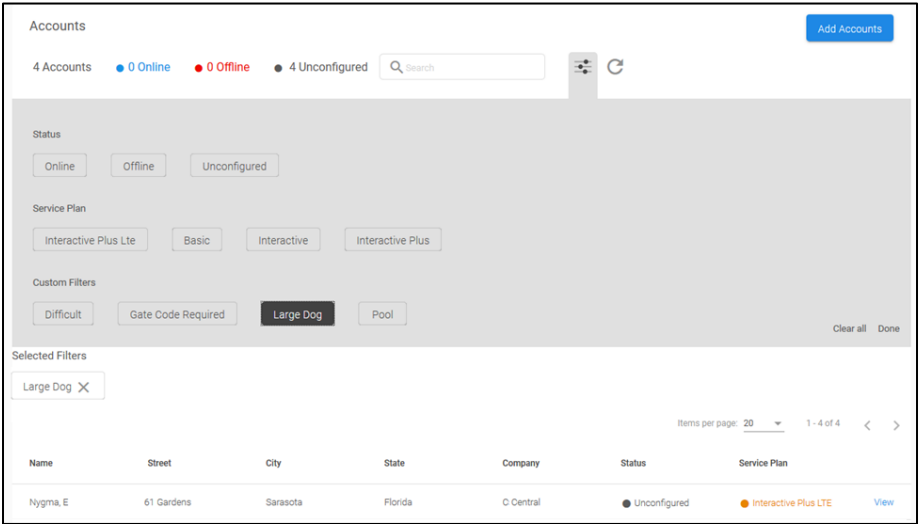


A list of all filters displays.



2. Select the desired filters.

A list of accounts with those filters displays.





# Account management

Once a company has created their staff and (optional) sub-companies, they can add accounts. Each account contains specific customer information (service plans, devices, actions, test, onboarding, and filters).

## Account creation

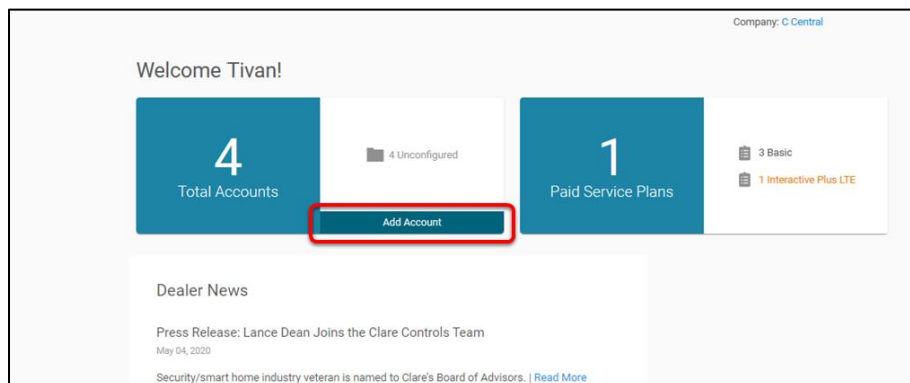
Create an account for each smart home controller. Once the account is created, it can be managed from FusionPro.

### Notes

- Once created, accounts cannot be deleted.
- Once an account is created and onboarding is finished, an email is sent to the account owner (homeowner) inviting them to create a login for the ClareHome app. This login allows them access to customization and configuration of their home project.

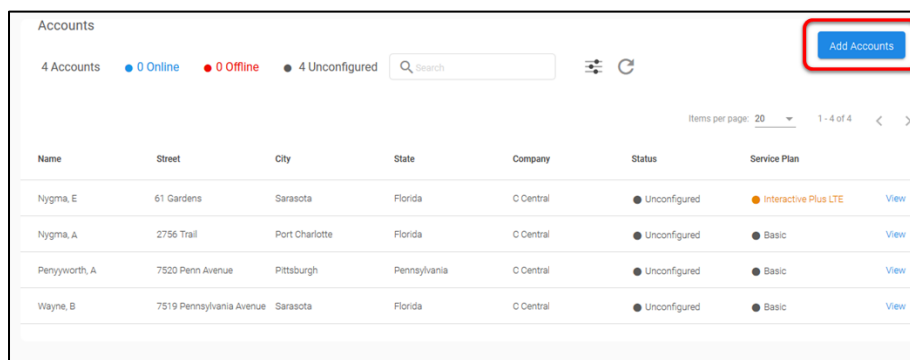
### To create an account:

1. Click **Add Account** on the FusionPro dashboard.



– Or –

Click **Accounts**, and then click **Add Accounts**.



2. Enter the customer's email address, first name, last name, phone number, and (optional) account number, and then click **Next**.

**Note:** The Account Number field can be used to match dealer designated account numbers and is not required.

The screenshot shows a mobile application interface for adding a new account. At the top, there's a dark header with the title 'Add New Account' and a 'Cancel' button. Below the header is a progress bar with four steps: 'Customer Details' (active), 'Project Address', 'Confirm Info', and 'Add Controller'. The main content area is titled 'Customer Details' with a house icon. It contains five input fields: 'Email', 'First Name', 'Last Name', 'Phone Number' (with a dropdown for country code, currently showing '+1'), and 'Account Number'. A 'Next' button is located at the bottom center of the form.

3. Enter the customer's address, and then click **Next**.

#### Notes

- After entering the street address and ZIP code, the form populates the country and state information.
- In some instances, the address must be modified. The user must tap **Cancel** on the address search results pop-up, and then configure the information manually.

The screenshot shows a pop-up window titled 'Address Search Results'. It contains the text 'The address search returned the following results:'. Below this, there is a single result: '7519 Penn Ave, Sarasota, Florida 34243-5015', which is preceded by a checked checkbox. At the bottom of the pop-up, there are two buttons: 'Cancel' (highlighted with a red rectangle) and 'Continue' (a solid blue button).

**Add New Account** Cancel

✓ Customer Details — **System Address** — Confirm Info — Add Controller

System Address

Address Info

Street Address \*

Street Address 2

ZIP / Postal Code \*

Back Next

- Confirm that the correct address is displayed in the map and listed beneath the map, and then click **Save**.

**Note:** The address information is pushed to the ClareOne panel to validate and set the correct time zone.

**Add New Account** Cancel

✓ Customer Details — ✓ Project Address — **Confirm Info** — Add Controller

Confirm Info

7519 Penn Ave  
Sarasota, Florida 34243  
United States

T. Tivan  
t.tivan@clarecontrols.com  
19418675309  
10xxx

Edit Save

- Enter the project's UUID, and then click **Save Controller**.  
— Or —

Click the box and use the webcam/phone camera to scan the QR code on the ClareOne panel's label.

**Note:** This is the preferred method for adding the panel to the account.

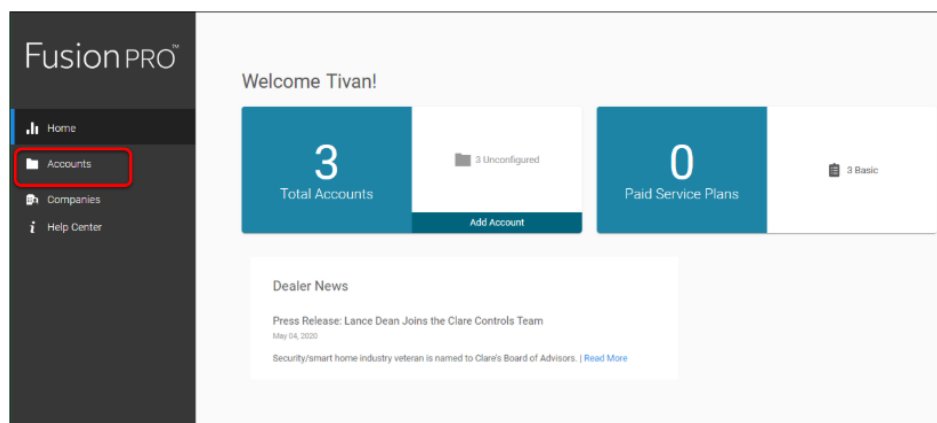
6. Modify the account to add additional details and provision the account's security panel.

## Modifying an account

Once an account is created, the account can be modified to add service plans and provision the panel. The account sub-menu hosts the link to Legacy Fusion, and the account's Summary, Customer Information, Service Plans, Devices, Actions, Test, Onboarding, and Filters tabs.

### To modify an account:

1. Click **Accounts** in the side menu.



2. Locate the desired account in the list, and then click **View**.

## Summary tab

The account Summary tab hosts the current account information at-a-glance. This tab displays the number of devices and actions in the project, the current service plan; cellular, Wi-Fi, and OVRC status; account information, system information, and the account contact fields.

**Figure 5: Summary tab**

Nygma - 61 Gardens

Dealer: Wayne Enterprises System Status: Online Service Plan: Interactive Plus LTE UUID: AC:5D:

Summary

Customer Info

Service Plans

Devices

Actions

Test

5

Devices

5 Online

+ Add Device

27

Actions

23 Scenes  
4 Automations

+ Add Action

✓

Interactive Plus  
LTE

Enrolled: 06/19/2020

Update Plan

Cellular

WiFi

OvrC

Open OvrC

Account Information

System Information

Interactive Plus LTE

Service Plan

June 19, 2020

Activation Date

FP-0000556

FP Account ID

1MB

Account Number

ClareOne

Controller Type

Online

Controller Status

Inactive

Central Station Connection

AC:5D:

UUID

--

Serial Number

--

MAC Address

192.168.1.126

Network IP Address

America / New York

Time Zone

9.1.1

ClareHome Version

Linux 4.1.15

Operating System

0.5.0

Image Revision

11.0.5

Java Version

Account Contact

E

First Name

Nygma

Last Name

e.nygma@clarecontrols.com

Email

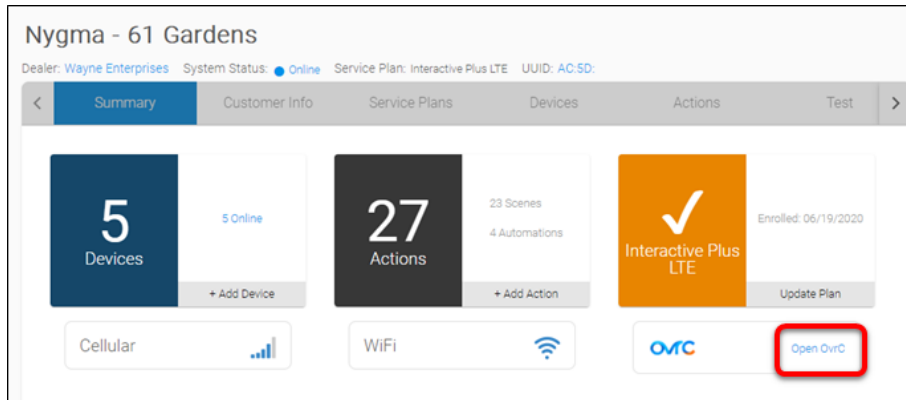
1(941) 555-1234

work Phone

On the Summary tab, the user can access shortcuts to add devices and Actions and update the selected service plan. The Summary tab also hosts the user's access to OvrC.

## To connect to OvrC:

1. Click **Open OvrC**.



2. Log in using the project's credentials.

A screenshot of the OvrC login page. At the top is the OvrC logo. Below it are two input fields: "EMAIL" and "PASSWORD". The "PASSWORD" field has a toggle icon on the right. Below the input fields are two links: "CREATE AN ACCOUNT" and "FORGOT PASSWORD?". At the bottom is a large "LOG IN" button.

See [Using OvrC with the ClareOne Panel Tech Bulletin \(DOC ID 1981\)](#).

## Customer Information tab

The Customer Information tab contains in-depth information on the customer’s account, hosting the account contact, address, locations users, and added customer notes.

**Figure 6: Customer Information tab**

Nygma - 61 Gardens

Dealer: [Wayne Enterprises](#) System Status: Online Service Plan: Interactive Plus LTE UUID: [AC-5D](#)

< Summary

Customer Info

Service Plans

Devices

Actions

Test >

Account Contact

Edit

E

First Name

Nygma

Last Name

e.nygma@clarecontrols.com

Email

1 (941) 555-5555

work Phone

Change Primary Contact

Address

Edit

61 Gardens

Address

Address 2

Sarasota

City

Florida

State

34243-3045

Zip Code

Send Coordinates to ClareHome

Location Users

e.nygma@clarecontrols.com

Resend

a.nygma@clarecontrols.com

Remove

Customer Notes

Edit

Notes coming soon

**Note:** This tab features the Location Users list. This list contains all users connected to the system. This allows the homeowner the security of knowing who is connected or has access to their system. This feature is currently only available to companies and will become available to homeowners in a future release or FusionPro.

Nygma - 61 Gardens

Dealer: [Wayne Enterprises](#) System Status: Online Service Plan: Interactive Plus LTE UUID: [AC-5D](#)

< Summary

Customer Info

Service Plans

Devices

Actions

Test >

Account Contact

Edit

E

First Name

Nygma

Last Name

e.nygma@clarecontrols.com

Email

1 (941) 555-5555

work Phone

Address

Edit

61 Gardens

Address

Address 2

Sarasota

City

Florida

State

34243-3045

Zip Code

Location Users

e.nygma@clarecontrols.com

Resend

a.nygma@clarecontrols.com

Remove

### To add customer notes:

Feature coming soon.

### To modify customer notes:

Feature coming soon.

### To modify the address information:

1. Locate the **Address** field, and then click **Edit**.

The screenshot shows a customer profile for 'Nygma - 61 Gardens'. The page has a top navigation bar with tabs: Summary, Customer Info (selected), Service Plans, Devices, Actions, and Test. Below the tabs, there are three main sections: Account Contact, Address, and Location Users. The Address section contains fields for Address, Address 2, City, State, and Zip Code. The 'Edit' button next to the Address field is highlighted with a red box. The Location Users section contains a table with columns for email and actions (Resend, Remove).

Account Contact		Address		Location Users	
E	First Name	61 Gardens	Address	e.nygma@clarecontrols.com	Resend
Nygma	Last Name		Address 2	a.nygma@clarecontrols.com	Remove
e.nygma@clarecontrols.com	Email	Sarasota	City		
1 (941) 555-5555	work Phone	Florida	State		
		34243-3045	Zip Code		

Buttons: Change Primary Contact, Send Coordinates to ClareHome, Edit (next to Address), Edit (next to Customer Notes).

The Address Info pop-up displays.

The screenshot shows a pop-up form titled 'Address Info'. It contains the following fields:

- Street Address \*: 7519 Penn Ave
- Street Address 2
- City \*: Sarasota
- Country \*: United States (dropdown)
- State \*: Florida (dropdown)
- ZIP / Postal Code \*: 34243

2. Change the desired information, and then click **Save**.



## To send coordinates to ClareHome:

**Note:** This feature allows the installer to push the latitude and longitude to ClareHome, ensuring that their schedules based on sunrise and sunset function properly.

1. Locate and click the **Send Coordinates to ClareHome** button.

**Nygma - 61 Gardens**  
Dealer: Wayne Enterprises System Status: Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary **Customer Info** Service Plans Devices Actions Test >

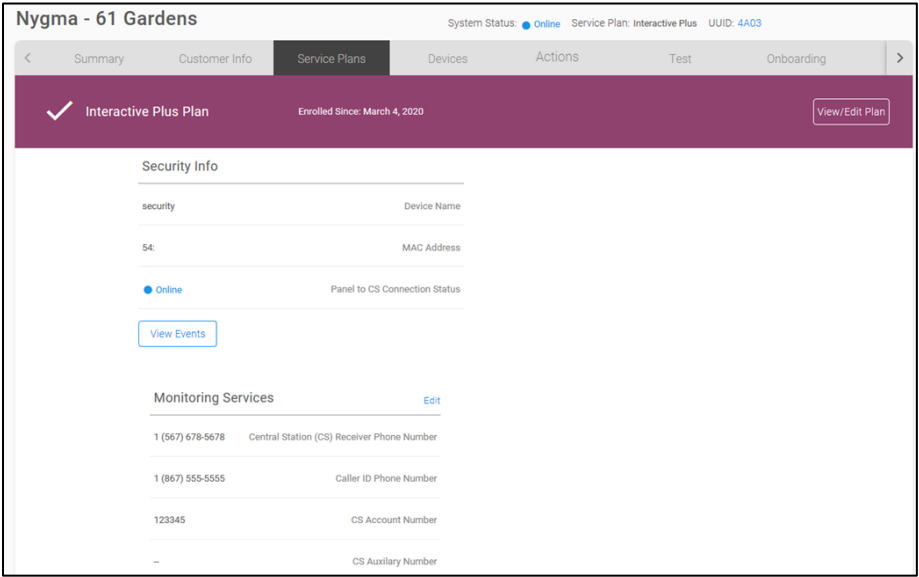
<b>Account Contact</b> <a href="#">Edit</a>	<b>Address</b> <a href="#">Edit</a>	<b>Location Users</b>
E First Name	61 Gardens Address	e.nygma@clarecontrols.com <a href="#">Resend</a>
Nygma Last Name	Address 2	a.nygma@clarecontrols.com <a href="#">Remove</a>
e.nygma@clarecontrols.com Email	Sarasota City	
1 (941) 555-5555 work Phone	Florida State	
<a href="#">Change Primary Contact</a>	34243-3045 Zip Code	
<b>Customer Notes</b> <a href="#">Edit</a>	<a href="#">Send Coordinates to ClareHome</a>	
Notes coming soon		

Service Plans tab

The Service Plan tab hosts the service plan selection or the currently selected service plan. On this tab, technicians and admins can select or view the plan.

When selecting an Interactive Plus or Interactive Plus LTE service plan, this page also hosts in-depth security information including the security device, cellular, and monitoring service. Using the Interactive Plus Plans, a user can view security device events, activate the panel's cellular, and link the customer's monitoring service.

Figure 7: Service Plans tab



## To add a service plan:

1. Click the **Service Plan** tab, and then select the desired account plan.

### 7519 Pennsylvania Avenue

Dealer: [Clare Controls](#) System Status: ● Online Service Plan: [UID: 58.67](#)

[Summary](#) [Customer Info](#) [Service Plans](#) [Devices](#) [Actions](#) [Test](#)

Choose a plan that fits your needs.

	Basic	Interactive	Interactive Plus	Interactive Plus LTE
Smart Home Control (Access, lighting, music, cameras, Z-Wave, automations, scenes, etc.)	✓	✓	✓	✓
Security Notifications		✓	✓	✓
In-App Security Control		✓	✓	✓
Secure Connection to Central Station			✓	✓
LTE Cellular Failover				✓
Two-Way Voice with Central Station				✓
	<a href="#">Go Basic</a>	<a href="#">Go Interactive</a>	<a href="#">Go Interactive Plus</a>	<a href="#">Go Interactive Plus LTE</a>

WiFi or Ethernet connections are required to control all network or cloud-based integrations including, but not limited to, WiFi thermostats, Chamberlain MyQ devices, etc.

**Basic:** The lowest tier service plan. This plan grants the user access to remote control of their smart home devices. This plan does not provide the ability to connect to a central station for active security monitoring.

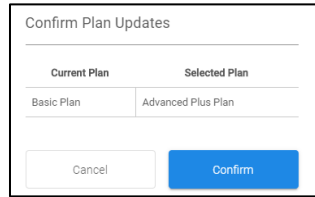
**Note:** The Basic option does not allow a user to control or see security from their mobile device.

**Interactive:** The lowest paid tier service plan. This plan grants the user access to remote control of their smart home devices and self-monitoring security devices. This plan does not provide the ability to connect to a central station for active security monitoring.

**Interactive Plus:** A paid service plan. This plan grants the user access to remote control of their smart home devices and provide the ability to connect to a central station for active security monitoring over a broadband connection.

**Interactive Plus LTE:** The top tier paid service plan. This plan grants the user access to remote control of their smart home devices and provides the ability to connect to a central station for active security monitoring over a broadband connection with cellular fail-over.

2. Click **Continue**, and then click **Confirm** to save the plan.

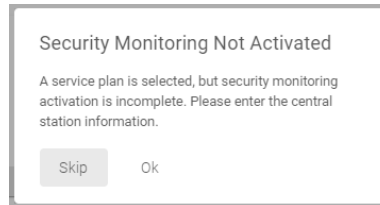


A dialog box titled "Confirm Plan Updates". It contains two columns: "Current Plan" and "Selected Plan". Under "Current Plan" is "Basic Plan". Under "Selected Plan" is "Advanced Plus Plan". At the bottom are two buttons: "Cancel" and "Confirm".

3. **(Interactive Plus and Interactive Plus LTE plans only)** The user is prompted to activate monitoring services.

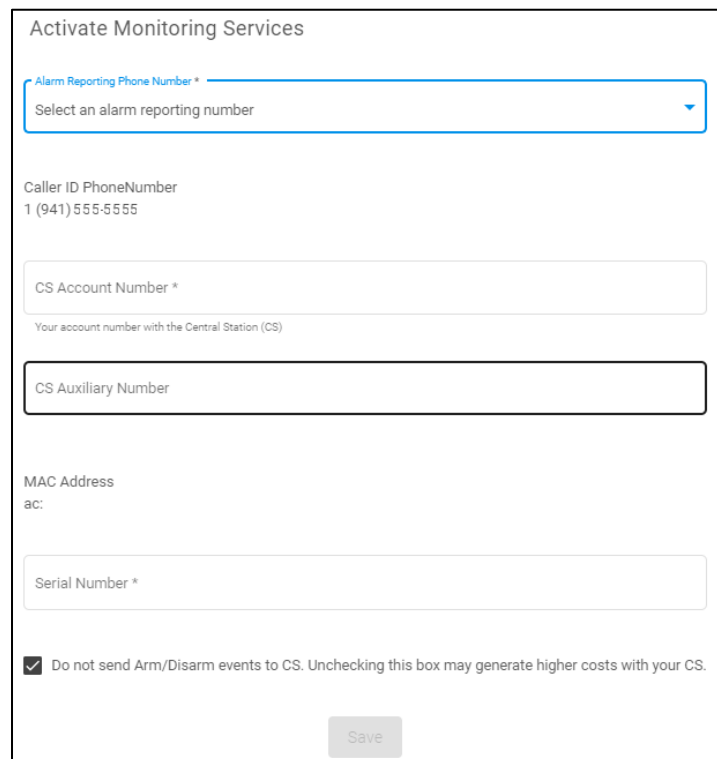
### Notes

- The dealer must establish an account with a call center before attempting to configure monitoring services on the panel.
- All security information is case sensitive.
  - a. Tap **OK**.



A dialog box titled "Security Monitoring Not Activated". It contains the text: "A service plan is selected, but security monitoring activation is incomplete. Please enter the central station information." At the bottom are two buttons: "Skip" and "Ok".

- b. Enter the central station and customer information, and then click **Save**.



A form titled "Activate Monitoring Services". It contains the following fields and elements:

- "Alarm Reporting Phone Number \*" dropdown menu with the text "Select an alarm reporting number".
- "Caller ID PhoneNumber" with the value "1 (941) 555-5555".
- "CS Account Number \*" text input field with the hint "Your account number with the Central Station (CS)".
- "CS Auxilliary Number" text input field.
- "MAC Address" with the value "ac:".
- "Serial Number \*" text input field.
- A checkbox labeled "Do not send Arm/Disarm events to CS. Unchecking this box may generate higher costs with your CS." which is checked.
- A "Save" button at the bottom.

**Note:** Once monitoring services are active, all alarms will be relayed to the central station. Do not activate this service if testing sensors.

**Central Station (CS) Receiver Phone Number:** The central station's phone number used to monitor the account.

**Caller ID Phone Number:** The customer's phone number to which the caller ID is traced. This appears on the central station's phone system and used to contact the customer.

**Note:** For the ClareOne panel, the caller ID phone number is the phone number of the cellular chip, if activated.

**CS Account Number:** The Central Station account number associated with the customer.

**CS Auxiliary Number:** The backup alarm delivery number if the CS has provided one, not required.

**MAC Address:** The ClareOne panel's MAC address. This is a prepopulated field that cannot be edited.

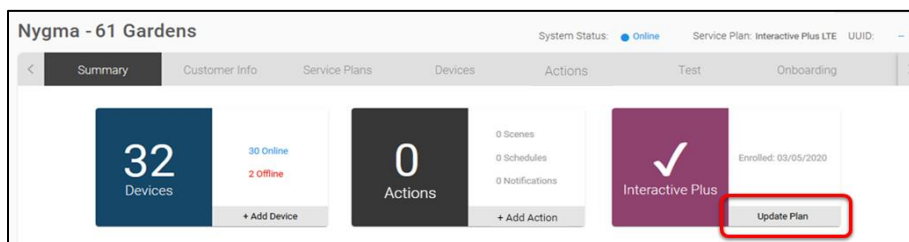
**Serial Number:** The ClareOne panel's serial number. This information is added automatically when scanning the QR to add the controller. If the QR code was not scanned, this information must be entered manually. The serial number is found on the panel's label, or on the ClareOne panel's About page.

**Do Not Send Events Check Box:** This check box is selected by default. It prevents delivery of arm/disarm events to the central station (open/close reports). Uncheck this box to send these events to the central station. This check box can be modified at any time by editing the service plan.

### To modify a service plan:

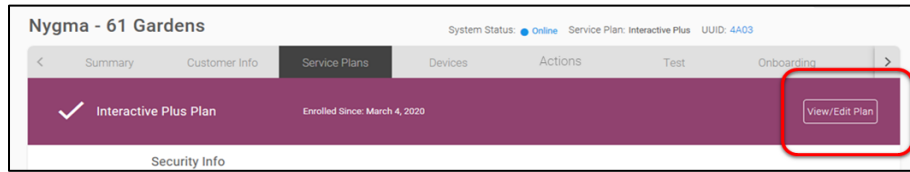
**Note:** The Basic service plan is the default for all created accounts.

1. Click **Update Plan** on the account summary tab.

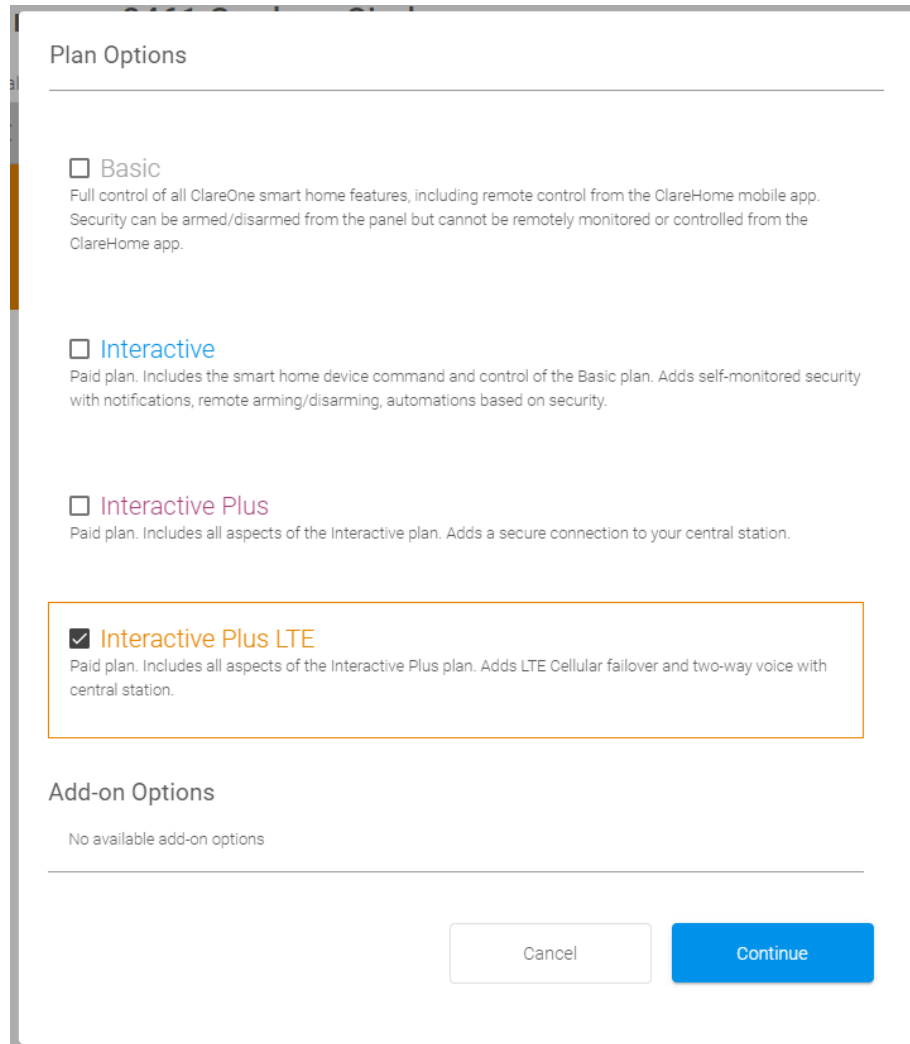


— or —

Click the **Service Plan** tab, and then click **View/Edit Plan**.



The Plan Options pop-up displays.

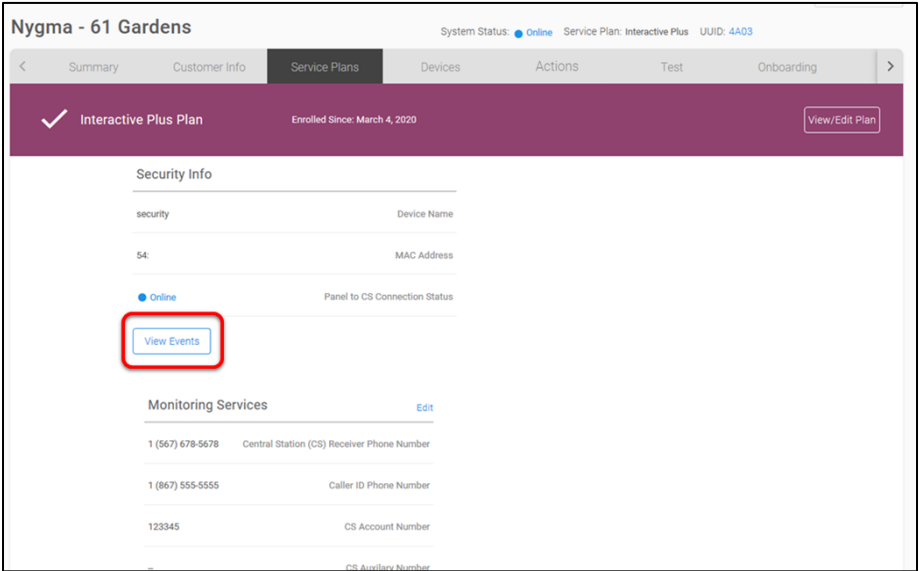


2. Select the desired plan, and then tap **Continue**.
3. Verify the new options are displayed, and then click **Confirm**.

To view security events:

**Note:** Security events displays the last 20 events. This is not a full list of security events and is only meant to be used for real-time security event relay verification.

- 1. Click **View Events**.



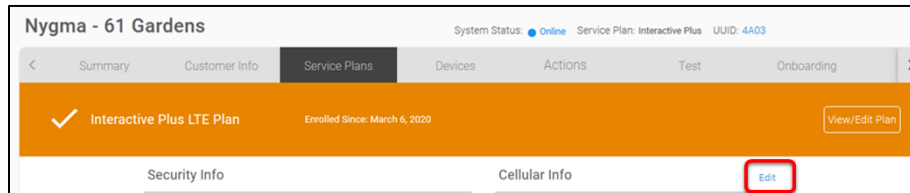
The Security Event Communication Log pop-up displays a list of recent security device events sent to our central station relay server from the security panel.

Security Event Communication Log				
Events will automatically refresh				
Event Time (UTC)	Event Type	Event Code	Zone	Relay Status
10/23/19, 10:12 AM	System Disarmed	400	001	Relay Suppressed
10/23/19, 10:12 AM	System Armed	400	199	Relay Suppressed
10/10/19, 4:37 AM	System Disarmed	400	001	Relay Suppressed
10/10/19, 4:34 AM	System Armed	400	199	Relay Suppressed
10/10/19, 2:44 AM	System Disarmed	400	001	Relay Suppressed
10/10/19, 2:43 AM	System Armed	400	199	Relay Suppressed

## To activate cellular:

### Notes

- Only the Interactive Plus LTE plan supports cellular.
  - Cellular activation is not instant. It may take some time for the cellular status to update.
1. Click the **Service Plan** tab, locate Cellular Service, and then click **Edit**.



The Edit Cellular Service popup displays.

A screenshot of a 'Edit Cellular Service' popup form. It contains the following fields and buttons:

- 'ICCID \*' field with the value 'iccid' entered.
- 'IMEI \*' field.
- 'ZIP Code \*' field.
- 'Show Coverage Map' button.
- 'Check Status' button.

**Note:** If the panel's QR code was scanned, this information is pre-populated.

2. Enter the account's cellular information, and then click **Check Status**.

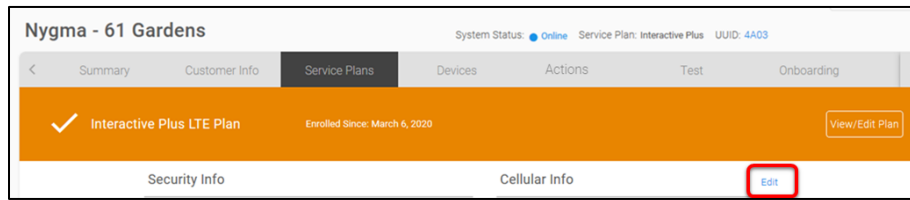
If the status is not active, click **Activate**.

**Note:** The cellular information is found on the panel's back label and on the panel's About page under LTE.



## To deactivate cellular:

1. Click the **Service Plan** tab, locate Cellular Info, and then click **Edit**.



The Edit Cellular Service popup displays.

The 'Edit Cellular Service' popup form contains the following fields and buttons:

- ICCID \*: 891
- IMEI \*: 8
- ZIP Code \*: 34243
- Deactivate button (red)

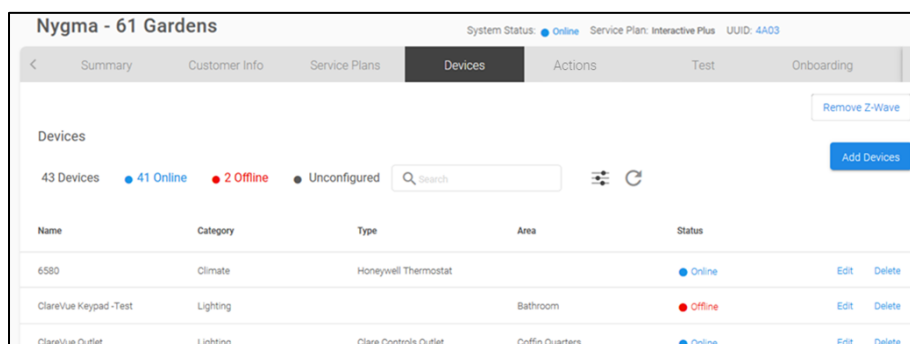
2. Click **Deactivate**.

**Note:** LTE device deactivation is limited to 2 times in a 180-day period.

## Devices tab

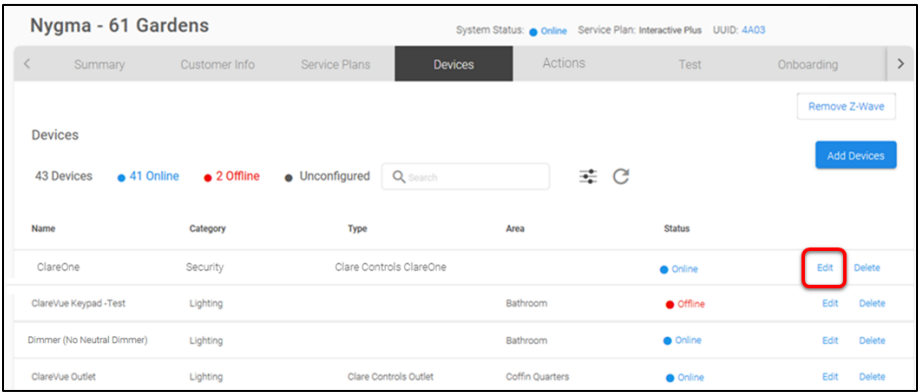
The Devices tab hosts the list of devices in the Clare Home account, including the ClareOne panel. The list displays the device name, category, type, area, and status. Devices can be managed, added, and removed from the account on this tab. For a full list of supported devices, see [ClareOne Panel Supported Devices Product Bulletin \(DOC ID 1939\)](#).

Figure 8: Devices tab

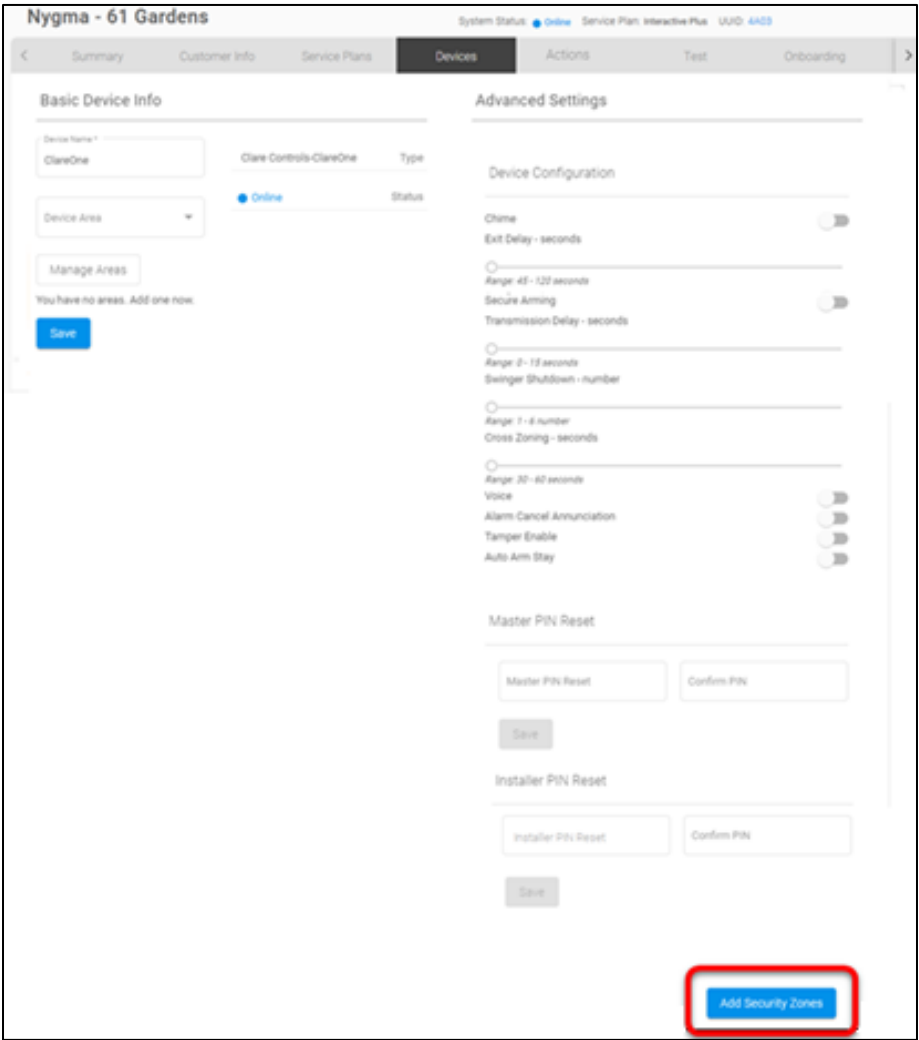


To add a ClareOne Security Zone:

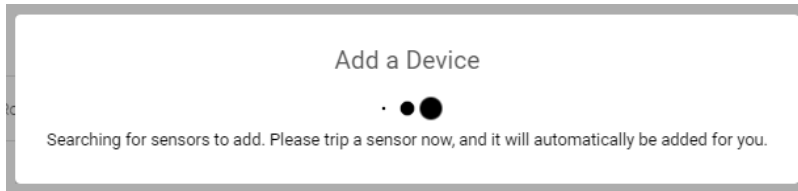
- 1. Locate the ClareOne panel in the devices list, and then click **Edit**.



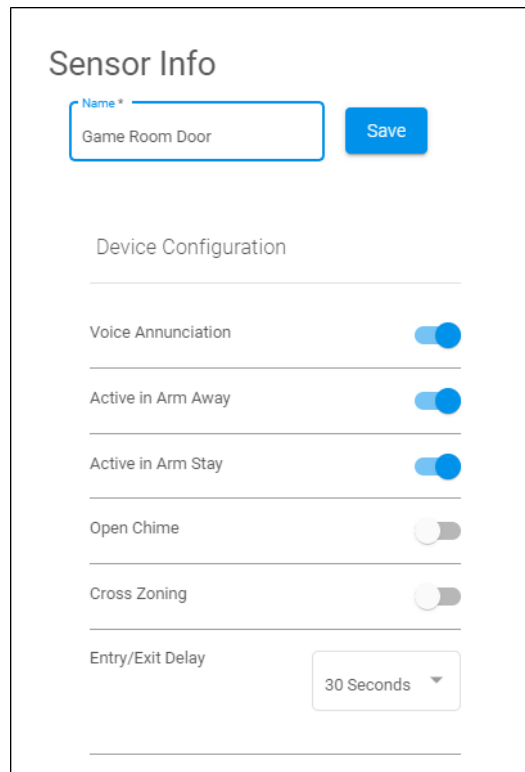
- 2. Scroll down to view the panel's settings, and then click **Add Security Zones**.



The adding screen pop-up displays.



3. Trip the zone.
4. Enter a name for the zone, and then click **Save**.

A screenshot of the 'Sensor Info' configuration screen in a mobile application. The screen has a white background. At the top, the title 'Sensor Info' is in a dark grey font. Below the title is a text input field with a blue border and a blue asterisk, containing the text 'Game Room Door'. To the right of the input field is a blue 'Save' button. Below the input field is a section titled 'Device Configuration' with a horizontal line separator. Under this section are five toggle switches: 'Voice Annunciation' (blue), 'Active in Arm Away' (blue), 'Active in Arm Stay' (blue), 'Open Chime' (grey), and 'Cross Zoning' (grey). At the bottom is an 'Entry/Exit Delay' section with a dropdown menu showing '30 Seconds' and a downward arrow.

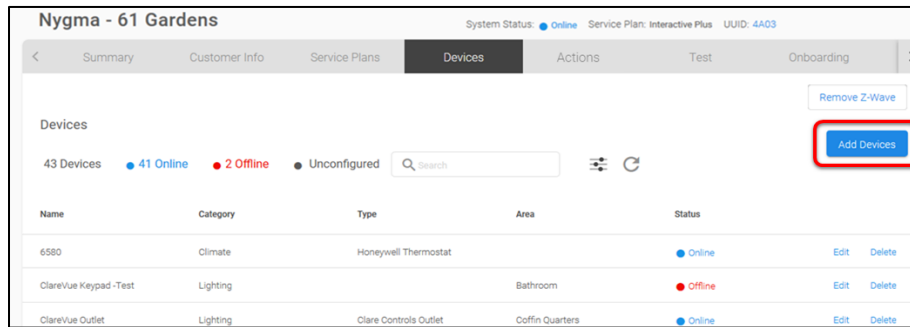
5. Make additional changes to the zone as desired.

### Notes

- Do not modify the zone settings unless familiar with security settings and features.
- The zone settings, excluding the name, save automatically when modified.

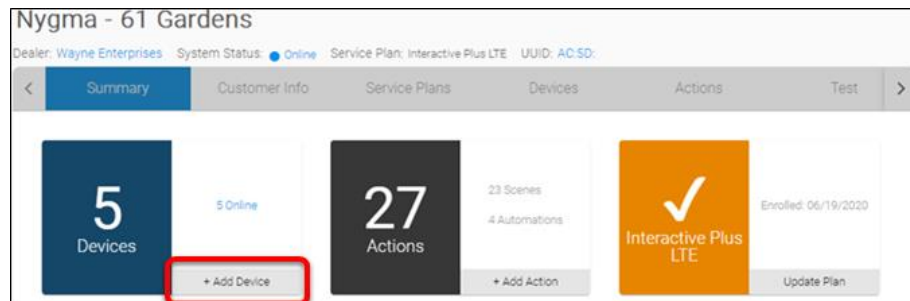
## To add a Z-Wave device:

1. Click the **Devices** tab, and then **Add Devices**.

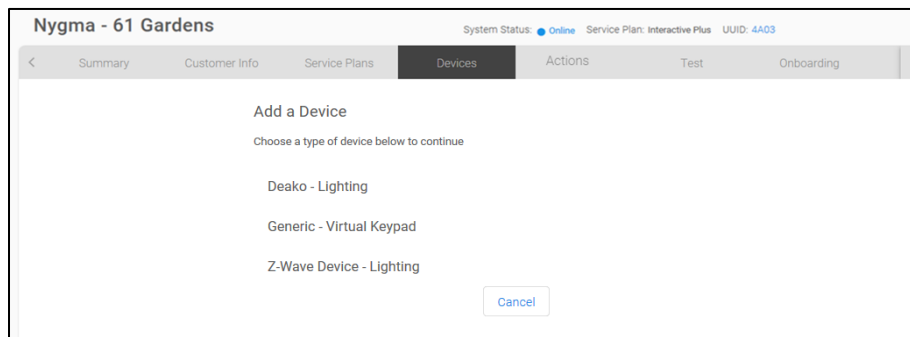


— or —

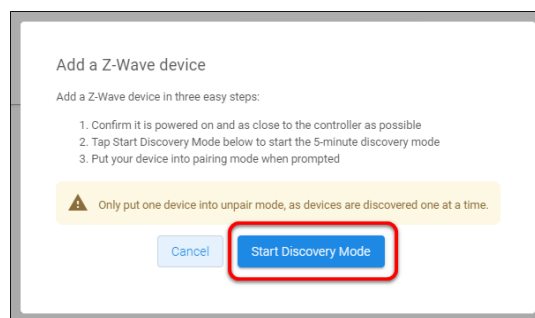
- Click **+Add Device** on the account summary tab.



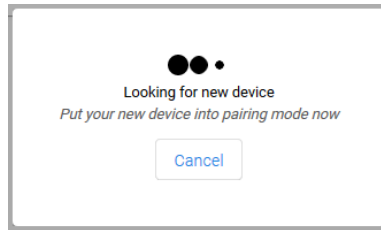
2. Select the device category and then the device type.



3. Click **Add a Z-Wave Device**, and then click **Start Discovery Mode**.



A popup displays waiting for a notification from the device, pair the Z-Wave device according to the manufacturer's instructions for each device.



**Note:** Each device has custom configuration and pairing steps, for information on the configuration/pairing of a specific device see that device's release note available on the Clare Controls Help Center.

<https://www.clarecontrols.com/helpcenter>

- Once the device is added, change the name and area as desired. If the device has adjustable settings, they can be modified on this screen.

**Nygma - 61 Gardens** System Status: ● Online Service Plan: Interactive Plus UUID: CBED-E506-0E00-1400-58677F91028E

< Summary Customer Info Service Plans **Devices** Actions Test Onboarding >

Edit Device

Basic Device Info

Device Name \*  
Dimmer (No Neutral Dimmer)

Eaton-Light Dimmer Type

Device Area

Manage Areas

Save

Advanced Settings

Device Configuration

Ramp Time  
● Range: 0 - 255 seconds 3

Power Up State

The Last State

Delayed Off  
● Range: 0 - 255 seconds 10

- Tap **Save**.

The device is added to the ClareOne Panel's device list.

**Nygma - 61 Gardens** System Status: ● Online Service Plan: Interactive Plus UUID: 4A03

< Summary Customer Info Service Plans **Devices** Actions Test Onboarding >

Remove Z-Wave Add Devices

Devices

43 Devices ● 41 Online ● 2 Offline ● Unconfigured Search

Name	Category	Type	Area	Status
6580	Climate	Honeywell Thermostat		<span style="color: blue;">● Online</span> Edit Delete
ClareVue Keypad-Test	Lighting		Bathroom	<span style="color: red;">● Offline</span> Edit Delete
Dimmer (No Neutral Dimmer)	Lighting		Bathroom	<span style="color: blue;">● Online</span> Edit Delete
ClareVue Outlet	Lighting	Clare Controls Outlet	Coffin Quarters	<span style="color: blue;">● Online</span> Edit Delete

## To add a ClareVision Plus camera:

**Note:** To add the cameras to the project, the cameras must have of been configured and connected to the same local network as the ClareOne panel or ClareHome. They must also be configured according to the ClareVision or Luma installation instructions.

1. Click **Add Devices**, and then click **Cameras**.

Discovered cameras are displayed.

The screenshot shows the 'Nygma - 61 Gardens' interface. At the top, there's a header with 'System Status: Online', 'Service Plan: Interactive Plus', and 'UUID: 4A03'. Below the header is a navigation bar with tabs: Summary, Customer Info, Service Plans, Devices (selected), Actions, Test, and Onboarding. The main content area is divided into two sections: 'Discovered Devices' and 'Required Info'. The 'Discovered Devices' section has a yellow banner that says 'See the Required Info section prior to adding devices.' and a 'Select All' button. Below this, there's a list of four cameras: 'ClareVision CVP-B2D50-ODI', 'ClareVision CVP-B3DB50-ODIW', 'ClareVision CV-M2D20-ODI', and 'ClareVision CV-B2D30-ODIW'. Each camera has a checkbox to its right. At the bottom of this section are two buttons: 'Rediscover Devices' and 'Add Devices'. The 'Required Info' section has a heading 'Required Info' and a paragraph: 'Discovered devices require the following information before adding them. Enter the info below, select which devices to apply the configuration, then press Add Devices.' Below this, there are two input fields: 'Username' with the value 't.tivanheadmin@causticcabins' and 'Password' with a masked value '\*\*\*\*\*'. Below the password field is a label 'The camera's current password'.

2. Select the checkbox next to the desired camera.

– or –

Click **Select All**.

**Note:** If the cameras have different username/password information, they must be added individually.

3. Enter the camera's username and password, and then click **Add Devices**.

This screenshot is similar to the previous one, but with some changes. In the 'Discovered Devices' section, the checkboxes for 'ClareVision CVP-B2D50-ODI' and 'ClareVision CVP-B3DB50-ODIW' are now checked. The 'Add Devices' button at the bottom of this section is highlighted with a red rectangle. The 'Required Info' section remains the same, with the 'Username' field containing 't.tivanheadmin@causticcabins' and the 'Password' field masked with '\*\*\*\*\*'.

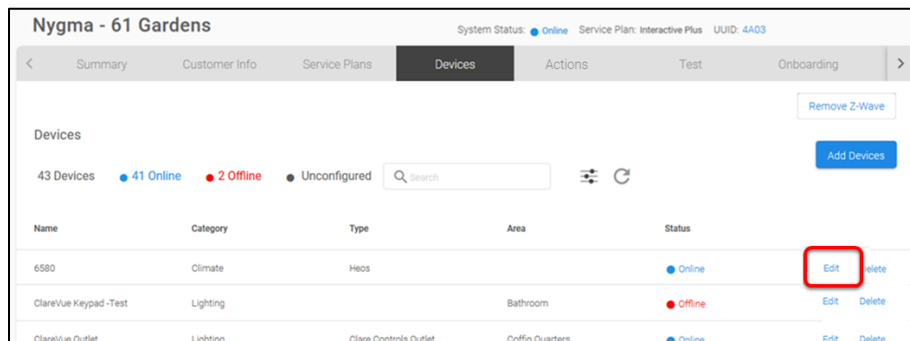
## To add a device that requires account verification (MyQ, Lyric):

### Notes

- The device must be registered/subscribed to a service on the manufacturer's website before it can be authorized for use with Clare. See the specific device documentation available on the [Clare Controls Help Center](#).
  - The following example walks a user through adding MyQ. See other devices, see their specific documentation.
1. Click **Add Devices**, and then browse to Chamberlain – MyQ Garage Door.  
Add **Device** > **Access** > **Chamberlain – MyQ Garage Door**
  2. Read through the displayed Device Authorization, and then click **Authorize Device**.  
The Chamberlain authorization page displays.
  3. Enter the MyQ credentials, and then click **Authenticate**.  
Once the device(s) are authorized, a success message displays.
  4. All openers associated with the MyQ account are now available in the device list.

### To edit a device:

1. Locate the desired device in the Devices list, and then click **Edit**.



2. Make the desired changes, and then click **Save**.

**Nygma - 61 Gardens** System Status: Online Service Plan: Interactive Plus UUID: 4A03

< Summary Customer Info Service Plans **Devices** Actions Test Onboarding >

Edit Device

Basic Device Info

Device Name \*  
HEOS Drive Zone 1

Denon-HEOS Drive Type

Device Area  
▼

Manage Areas

You have no areas. Add one now.

**Save**

Back to Devices

Advanced Settings

Device Configuration

Username  
The HEOS account username

Password  
The HEOS account password

Save

**To remove a device:**

1. Locate the desired device in the Devices list, and then click **Delete**.

**Nygma - 61 Gardens** System Status: Online Service Plan: Interactive Plus UUID: 4A03

< Summary Customer Info Service Plans **Devices** Actions Test Onboarding >

Remove Z-Wave

43 Devices 41 Online 2 Offline Unconfigured Search

Add Devices

Name	Category	Type	Area	Status	Edit	Delete
6580	Climate	Honeywell Thermostat		<span>Online</span>	Edit	Delete
ClareVue Keypad -Test	Lighting		Bathroom	<span>Offline</span>	Edit	<b>Delete</b>
ClareVue Outlet	Lighting	Clare Controls Outlet	Coffin Quarters	<span>Online</span>	Edit	Delete

– Or –

Click **Remove Z-Wave** in the top-right corner.

**Nygma - 61 Gardens** System Status: Online Service Plan: Interactive Plus UUID: 4A03

< Summary Customer Info Service Plans **Devices** Actions Test Onboarding >

**Remove Z-Wave**

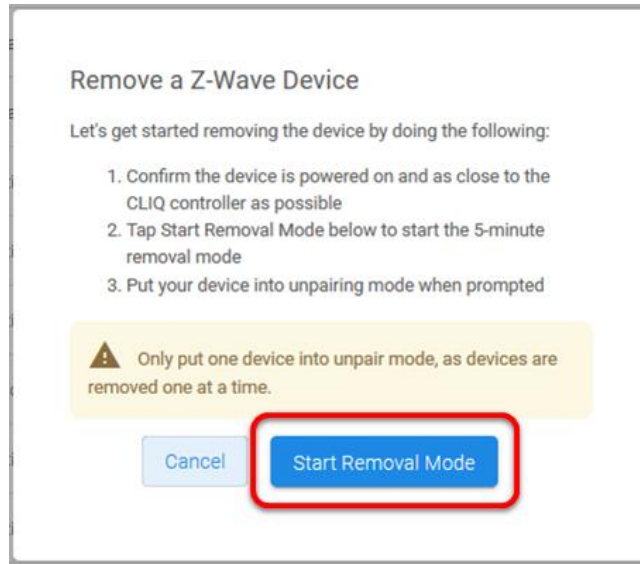
Add Devices

43 Devices 41 Online 2 Offline Unconfigured Search

Name	Category	Type	Area	Status	Edit	Delete
6580	Climate	Honeywell Thermostat		<span>Online</span>	Edit	Delete
ClareVue Keypad -Test	Lighting		Bathroom	<span>Offline</span>	Edit	Delete
ClareVue Outlet	Lighting	Clare Controls Outlet	Coffin Quarters	<span>Online</span>	Edit	Delete



2. Read through the displayed information, and then click **Start Removal Mode**.

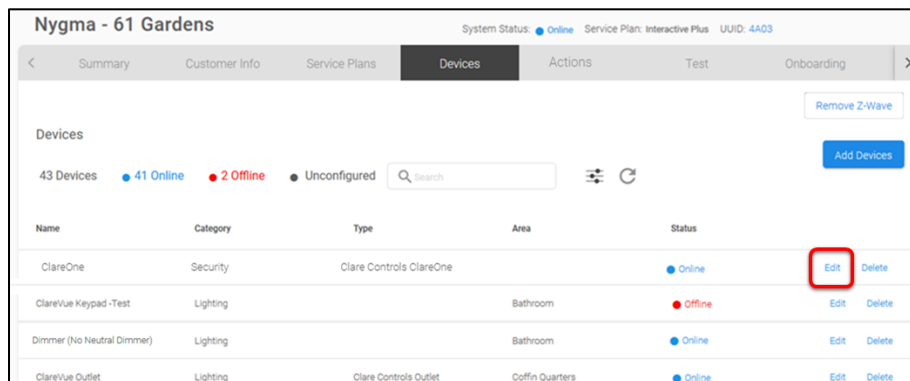


3. A popup displays waiting for a notification from the device, press the Z-Wave button.

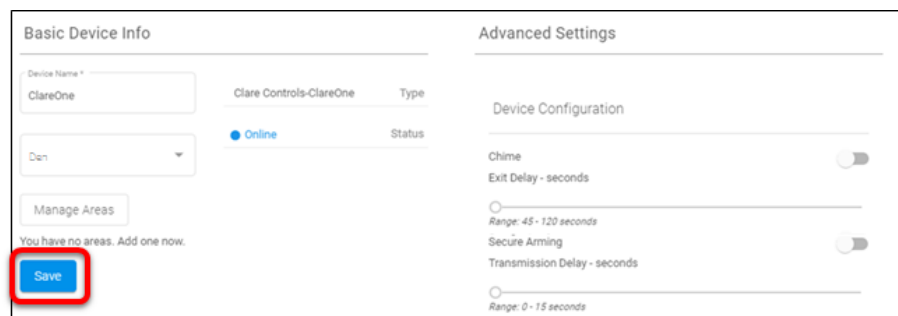
The device no longer displays in the Devices list.

### To modify the ClareOne panel's settings:

1. Locate the panel in the devices list, and then click **Edit**.



2. Change the name/area, and then click **Save**.



– or –

Modify the desired security panel settings.

### Advanced Settings

---

#### Device Configuration

---

Chime

☒

Exit Delay - seconds

*Range: 45 - 120 seconds*

Secure Arming

☒

Transmission Delay - seconds

*Range: 0 - 15 seconds*

Swinger Shutdown - number

*Range: 1 - 6 number*

Cross Zoning - seconds

*Range: 30 - 60 seconds*

Voice

☒

Alarm Cancel Annunciation

☒

Tamper Enable

☒

Auto Arm Stay

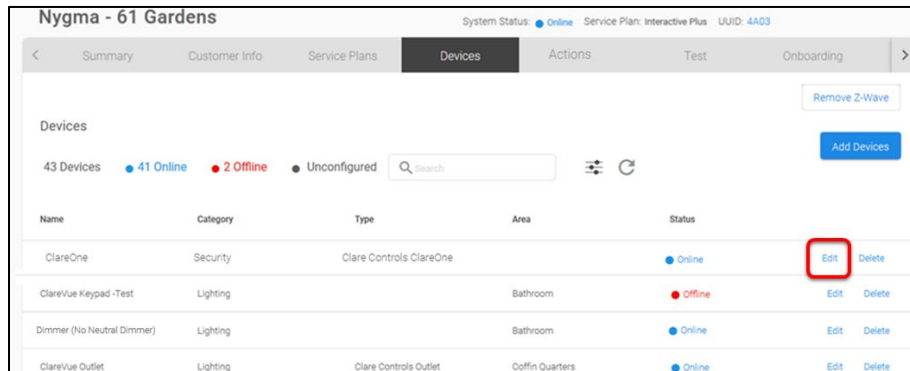
☒

### Notes

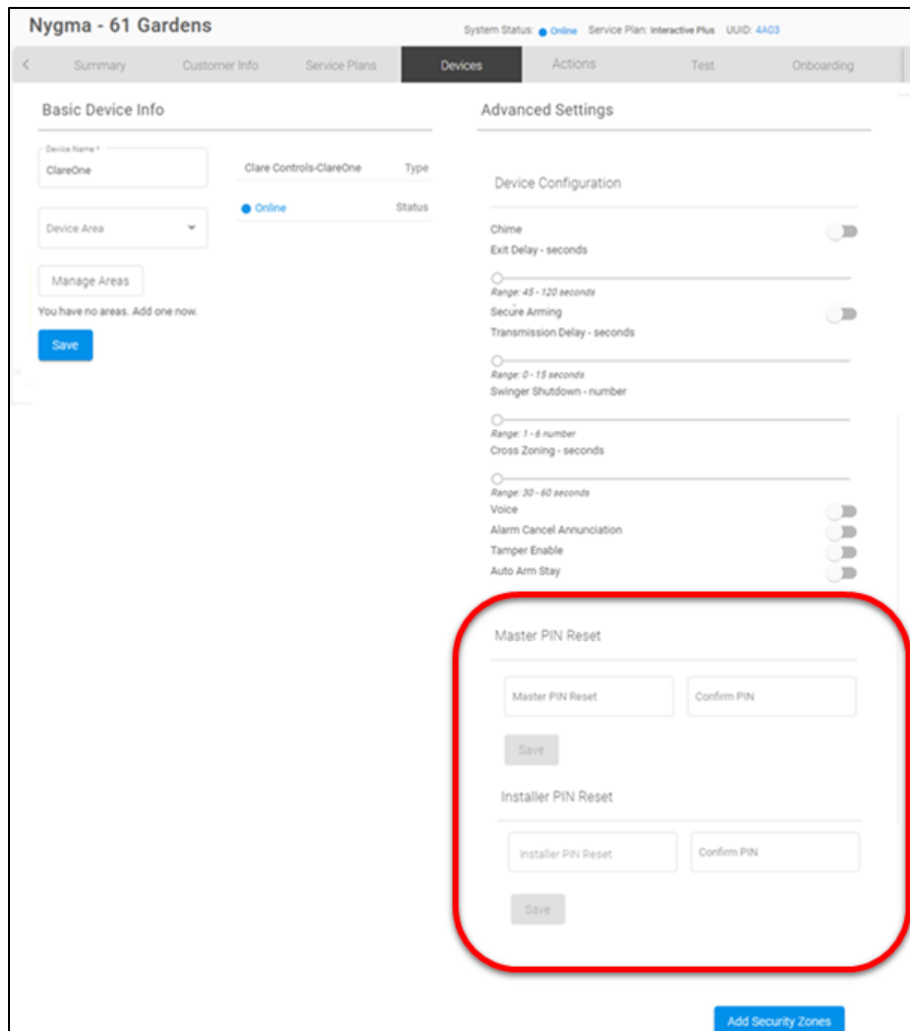
- Do not modify the security settings unless familiar with security settings and features.
- The security settings save automatically when adjusted.

## To reset the Master/Installer PIN:

1. Locate the panel in the devices list, and then click **Edit**.



2. Scroll down to view the panel's PINs.



3. Enter the desired Master/Installer PIN, confirm it, and then click **Save**.

**Note:** The Master PIN is never displayed in FusionPro once it is saved.

Master PIN Reset

Master PIN Reset

3333

Confirm PIN

3333

Save

Installer PIN Reset

Installer PIN Reset

12345

Confirm PIN

12345

Save

## Actions tab

The Action tab hosts a list of actions associated with the project through Clare Home. The list displays the action name, type, and enabled/disabled status. The user can add and remove actions on this tab.

**Figure 9: Action tab**

Nygma - 61 Gardens

Dealer: Wayne Enterprises System Status: Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices Actions Test >

Actions

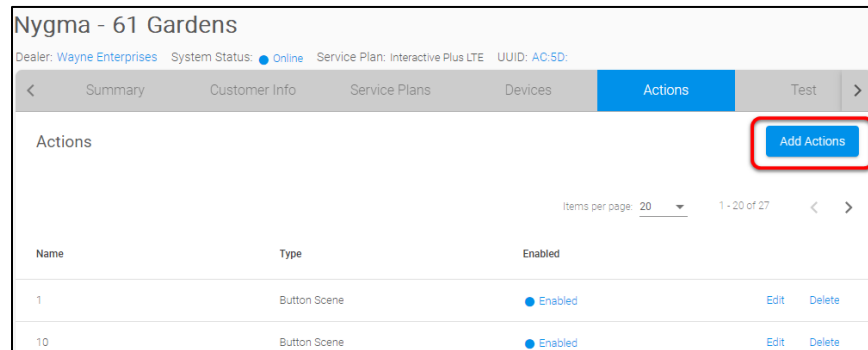
Add Actions

Items per page: 20 1 - 20 of 27 < >

Name	Type	Enabled	
1	Button Scene	<span>Enabled</span>	Edit Delete
10	Button Scene	<span>Enabled</span>	Edit Delete
11	Button Scene	<span>Enabled</span>	Edit Delete
12	Button Scene	<span>Enabled</span>	Edit Delete
13	Button Scene	<span>Enabled</span>	Edit Delete

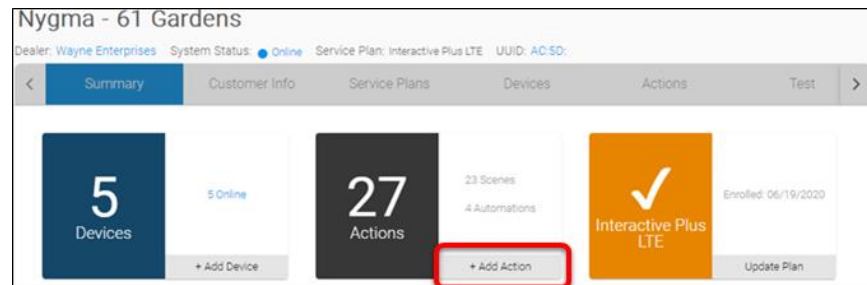
## To add Actions:

1. Click the **Actions** tab, and then **Add Actions**.



— or —

Click **+Add Action** on the account summary tab.

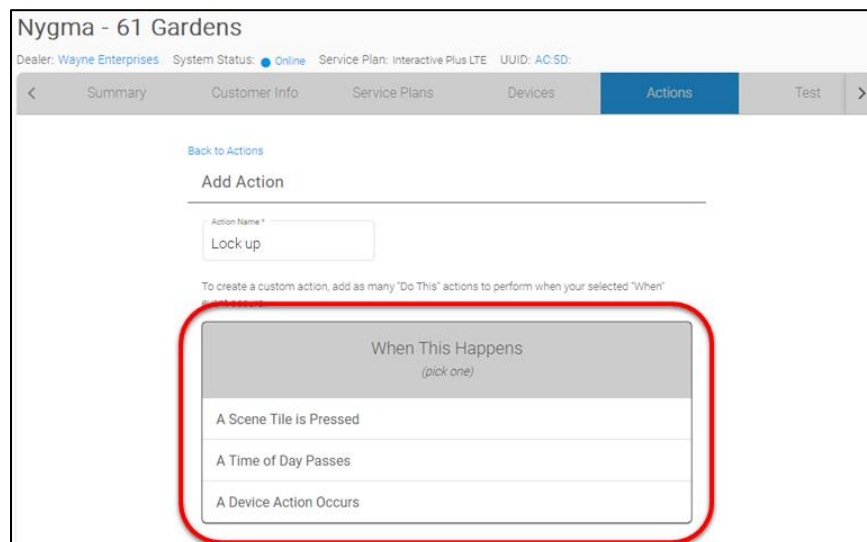


2. Name the Action, and then select the “When This Happens”.

**A Scene Tile is Pressed:** This Action uses a UI tile to cause an action, this option creates a Scene.

**A Time of Day Passes:** This option uses time to create a Schedule.

**A Device Action Occurs:** This option uses a device action as a trigger, creating an automation.



3. Select the “Do This” action.

Nygma - 61 Gardens

Dealer: Wayne Enterprises System Status: Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices **Actions** Test >


[Back to Actions](#)

Add Action

Action Name \*  
Lock up

To create a custom action, add as many "Do This" actions to perform when your selected "When" event occurs.

✓ When This Happens

 This scene tile is pressed

Do This  
(add one or more)

Operate a Device

Send a Notification

Run a Scene

Save

4. Click **Save**.

Nygma - 61 Gardens

Dealer: Wayne Enterprises System Status: Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices **Actions** Test >


[Back to Actions](#)

Add Action


Action Name \*  
New Action

To create a custom action, add as many "Do This" actions to perform when your selected "When" event occurs.

✓ When This Happens

 This scene tile is pressed

✓ Do This [+ Add Another](#)

 Close Garage Door 2

Save

## To edit Actions:

1. Click the **Actions** tab, and then **Edit** next to the desired action.

Nygma - 61 Gardens

Dealer: [Wayne Enterprises](#) System Status: ● Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices **Actions** Test >

Actions Add Actions

Items per page: 20 1 - 20 of 27 < >

Name	Type	Enabled	
1	Button Scene	<span style="color: blue;">●</span> Enabled	<span style="border: 2px solid red; padding: 2px;">Edit</span> Delete
10	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
11	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
12	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
13	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete

2. Make the desired changes, and then click **Save**.

Nygma - 61 Gardens

Dealer: [Wayne Enterprises](#) System Status: ● Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices **Actions** Test >


[Back to Actions](#)

Add Action


Action Name \*  
New Action

To create a custom action, add as many "Do This" actions to perform when your selected "When" event occurs.

✓ When This Happens

 This scene tile is pressed

✓ Do This + Add Another

 Close Garage Door 2

**Save**

## To remove Actions:

1. Click the **Actions** tab, and then **Delete** next to the desired Action.

Nygma - 61 Gardens

Dealer: [Wayne Enterprises](#) System Status: ● Online Service Plan: Interactive Plus LTE UUID: AC:5D:

< Summary Customer Info Service Plans Devices **Actions** Test >

Actions Add Actions

Items per page: 20 1 - 20 of 27 < >

Name	Type	Enabled	
1	Button Scene	<span style="color: blue;">●</span> Enabled	Edit <b>Delete</b>
10	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
11	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
12	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete
13	Button Scene	<span style="color: blue;">●</span> Enabled	Edit Delete

2. Click **Delete** to confirm.

**Confirm Delete**

Are you sure you want to delete this action?

Cancel **Delete**

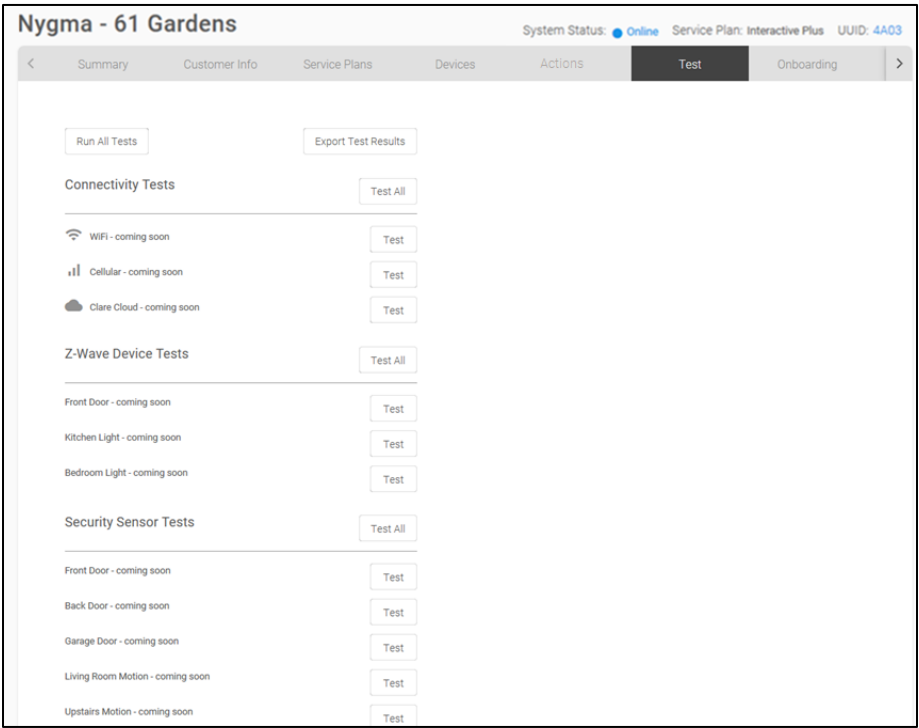
Button Scene



# Test tab

The Test tab hosts a list of tests which can be run from the ClareOne panel. A future release of FusionPro will enable testing from this page.

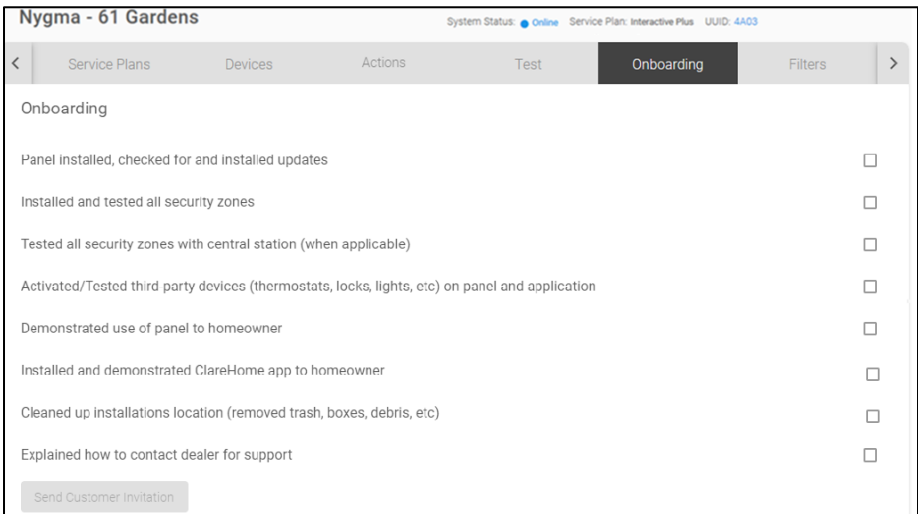
Figure 10: Test tab



## Onboarding tab

The Onboarding tab provides a list of tasks to be checked off before inviting the customer to use their ClareHome system. Once all the tasks are marked off, the Send Customer Invitation button becomes available. Clicking the Send Customer Invitation button sends an email to the customer inviting them to sign up and start using their ClareHome application.

Figure 11: Onboarding tab

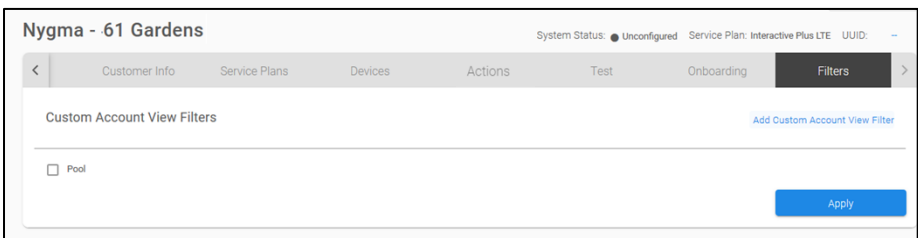


## Filters tab

The Filters tab features a list of custom account view filters. These filters can be added to projects to help the company search and organize their accounts.

See Account View Filter management on page 21.

Figure 12: Filters tab



# Help Center

The Help Center links out to the full Clare Controls Help Center.

Figure 13: Help Center menu item

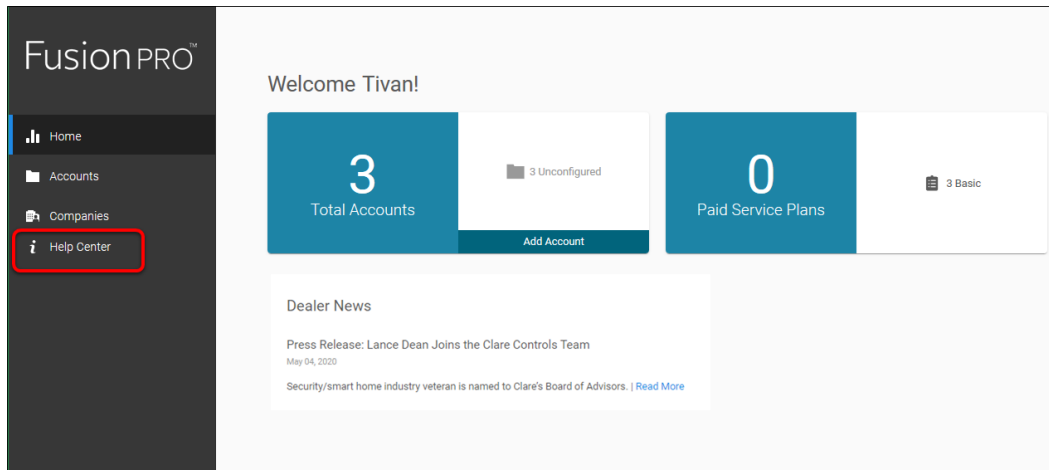
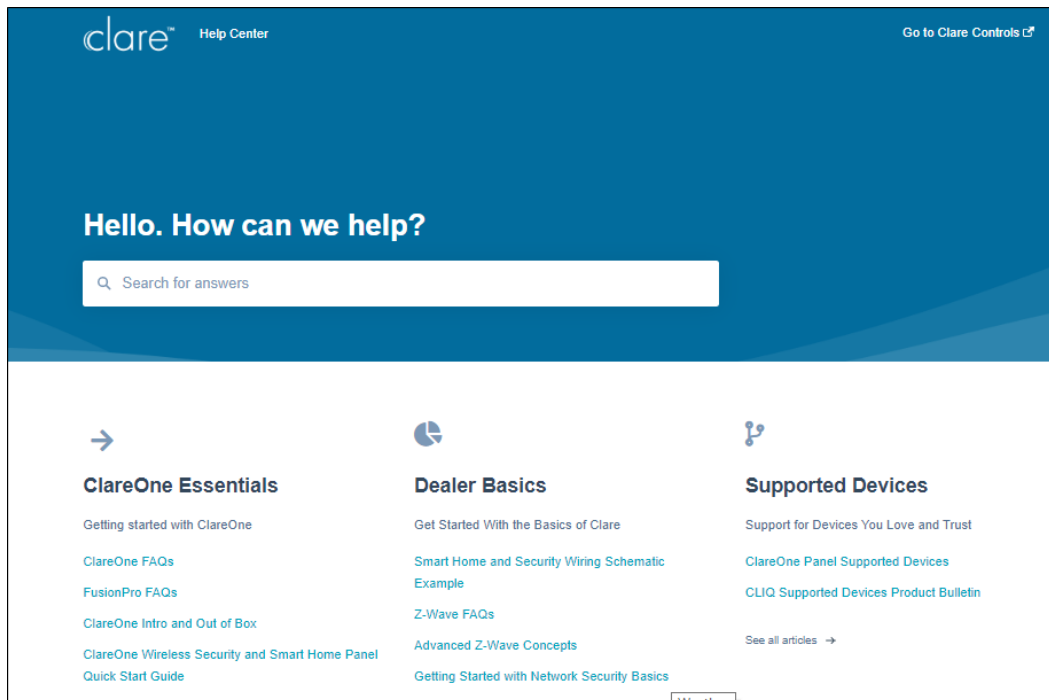


Figure 14: Clare Controls Help Center



## Contact information

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[help@clarecontrols.com](mailto:help@clarecontrols.com)