



ClareOne Release Notes: v1.2.3/9.1.2

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Contents

Introduction.....	1
New Drivers.....	2
Genie Aladdin Connect Overhead Door Operators	2
Overhead OHD Door Anywhere Overhead Door Operators.....	3
Ecobee Thermostats	4
Honeywell VisionPro, FocusPro, WiFi Color, and Redlink Hub	5
New Features and Enhancements	5
Resolved Issues	7

Introduction

This document introduces the ClareOne release v1.2.3/9.1.2 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:

- New Drivers
- Feature Updates
- Resolved Issues

New Drivers

All drivers for ClareOne can be found in the [Help Center Driver Database](#). The following drivers have been added to the ClareOne panel in this release:

Genie Aladdin Connect Overhead Door Operators

Overview

The Genie door openers are position-aware and provide both audible and visual warnings prior to remotely activating garage door movement. This driver allows ClareHome users to control their garage door from the ClareHome mobile application.

Users can control and determine status from ClareHome smart icon on the favorites page and create actions including scenes, schedules, and automations from the ClareHome mobile application.

Models Supported:

In general, devices that support Aladdin Connect will be supported by the Aladdin Connect driver. Those devices include:

- Aladdin Retrofit Kit
- Silentmax
- Stealthdrive
- HPC
- Machforce

Other door operators may be supported. Please go to <http://www.geniecompany.com> for more information.

Connection Method:

The Clare system connects to the Genie Aladdin door operators via the Aladdin Connect cloud. Users will need to create an Aladdin Connect account via the Aladdin Connect mobile application. Once that step is complete, the Genie door operator may be connected to the Clare system via the ClareHome mobile

application using the *Add Devices* feature in the *Devices* tab. Dealers may also add the door operator via FusionPro under the *Devices* tab.

The user's Aladdin account login credentials will be required to authenticate the connection to Genie Aladdin Connect.

Notes:

See the following Help Center article for more information: [Aladdin Connect](#)

Overhead OHD Door Anywhere Overhead Door Operators

Overview

The Overhead Door openers are position-aware and provide both audible and visual warnings prior to remotely activating garage door movement. This driver allows ClareHome users to control their garage door from the ClareHome mobile application.

Users can control and determine status from ClareHome smart icon on the favorites page and create actions including scenes, schedules, and automations from the ClareHome mobile application.

Models Supported:

- Legacy
- Infinity
- Destiny

Connection Method:

The Clare system connects to the Overhead Door operators via the OHD Anywhere cloud. Users will need to create an OHD Anywhere account via the OHD Anywhere mobile application. Once that step is complete, the Overhead Door operator may be connected to the Clare system via the ClareHome mobile application using the *Add Devices* feature in the *Devices* tab. Dealers may also add the door operator via FusionPro under the *Devices* tab.

The user's OHD Anywhere account login credentials will be required to authenticate the connection OHD Anywhere connection.

Notes:

See the following Help Center article for more information: [Overhead Door](#)

Ecobee Thermostats

Overview

Ecobee thermostats may now be integrated with the ClareOne panel allowing users to control modes, cool and heat settings, and fan status from the ClareOne panel and ClareHome mobile application.

When integrating the Ecobee thermostat into your ClareHome project, no wires or extra connections are necessary. Install the Ecobee according to its documentation, and then connect it directly to Wi-Fi on the home network.

Users can control and determine status from ClareHome smart icon on the favorites page and create actions including scenes, schedules, and automations from the ClareHome mobile application.

Models Supported:

All models released after 2015, including:

1. Ecobee 5
2. Ecobee 4
3. Ecobee 3

Connection Method:

The Clare system connects to the Ecobee thermostats via the Ecobee cloud. Users will need to create an Ecobee account via the Ecobee mobile application. Once that step is complete, the Ecobee thermostat may be connected to the Clare system via the ClareHome mobile application using the *Add Devices* feature in the *Devices* tab. Dealers may also add the thermostat via FusionPro under the *Devices* tab.

The user's Ecobee account login credentials will be required to authenticate the connection Ecobee cloud connection.

Notes:

See the following Help Center article for more information: [Ecobee](#)

There is a known bug in the Ecobee cloud that causes all third party connections to periodically lose authentication. As of 11/23/2020, Ecobee is aware of the bug and it is expected to be addressed. The timeframe to correct this bug was not known at release.

Honeywell VisionPro, FocusPro, WiFi Color, and Redlink Hub

Overview

Honeywell WiFi thermostats including VisionPro, FocusPro, WiFi color, and Redlink Hub are a series of WiFi thermostats that have been tested and certified for integration with the ClareHome system.

Note: These thermostats utilize a different cloud, mobile application, and authentication than the Lyric and “T” series thermostats (Lyric Round, T6 etc.).

When integrating a Honeywell WiFi thermostat into your ClareHome project, no extra connections are necessary. Install the thermostat according to the Honeywell documentation and register the thermostat on the Honeywell Total Connect portal.

Users can control and determine status from ClareHome smart icon on the favorites page and create actions including scenes, schedules, and automations from the ClareHome mobile application.

Models Supported:

There are over 30 models supported by this driver. See [Honeywell TCC Release Notes](#) for a comprehensive list.

Connection Method:

The Clare system connects to the Ecobee thermostats via the Honeywell Total Connect (TCC) cloud. Users will need to create an Honeywell account via the [Total Connect portal](#). Once that step is complete, the Honeywell thermostat may be connected to the Clare system via the ClareHome mobile application using the *Add Devices* feature in the *Devices* tab. Dealers may also add the thermostat via FusionPro under the *Devices* tab.

The user’s Honeywell Total Connect account login credentials will be required to authenticate the connection Ecobee cloud connection.

New Features and Enhancements

The following features have been added in this release.

Item #	Description
CLO-2470	User may now silence trouble conditions from the ClareHome mobile application.
CLO-2532	Devices that are online but not ‘authorized’ (i.e. UserId and Password have not been entered) will show ‘not authorized’ rather than ‘offline’.
EPI-10232	User may now ‘Instant Arm’ the ClareOne panel from the ClareHome mobile application.

CLO-2471	Added power fail condition to ClareHome and ClareOne event log for the CLR-C1-WD16, hardwired input module.
CLO-2196, CLO-2292	Removed the option to bypass the CLR-C1-WD16, hardwired input module eliminating the accidental bypass of all connected zones.
CLO-2512	ClareOne and ClareHome mobile application now show zone status for bypassed zones.

Resolved Issues

The following issues have been resolved in this release:

Item #	Description
CLO-2492	<p><i>Symptom:</i></p> <p>When using the CLR-C1-WD16, hardwired input module if the module loses supervisory, only the module shows supervisory loss.</p> <p><i>Status:</i></p> <p>Changed the logic so that when the hardwired input module loses supervisory, all connected zones, and the module show supervisory loss.</p>
CLO-2500	<p><i>Symptom:</i></p> <p>On the CLR-C1-DWSHK, door / window / shock sensor, the shock sensor appeared in the panel as a tilt sensor</p> <p><i>Status:</i></p> <p>The shock sensor now appears in the panel properly as a shock sensor.</p>
CLO-2502	<p><i>Symptom:</i></p> <p>The LTE radio in certain scenarios stopped reporting status to the ClareOne panel causing the LTE radio to appear offline in Fusion, the ClareOne panel About Page, and the status bar. The radio was in fact, still operating</p> <p><i>Status:</i></p> <p>Implemented a watchdog application in the ClareOne Panel to ensure LTE radio status is consistently reported the ClareOne panel and FusionPro</p>
CLO-2504	<p><i>Symptom:</i></p> <p>The zone reported to the central station from a panel with more than 10 zones could report to the central station with the wrong zone number.</p> <p><i>Status:</i></p> <p>Zone numbers are now correctly reported regardless of the number of zones.</p>
CLO-2506	<p><i>Symptom:</i></p> <p>The WiFi signal strength icon on the panel display would not display correctly if the status was two bars.</p> <p><i>Status:</i></p> <p>The WiFi signal strength reports correctly for all signal strengths.</p>
CLO-2509	<p><i>Symptom:</i></p> <p>The Help->About->Network Settings field on the ClareOne panel did not update when the IP address in the panel changed</p> <p><i>Status:</i></p> <p>The Network Settings field now changes dynamically with any IP address changes</p>
CLO-2522	<p><i>Symptom:</i></p> <p>LTE interface appears intermittent.</p> <p><i>Status:</i></p> <p>Modified communications interface to create unique leases named for each communications interface (Ethernet, WiFi, LTE) eliminating the conflict that created intermittent LTE connections.</p>

Item #	Description
CLO-2530	<p><i>Symptom:</i> When the panel frequently switched networks (WiFi/Ethernet/LTE) the panel could end up in a locked condition.</p> <p><i>Status:</i> Modified communications software to eliminate this issue.</p>
CLO-2565	<p><i>Symptom:</i> LTE radio status does not update when the ClareOne panel is rebooted.</p> <p><i>Status:</i> LTE radio status now updates properly upon reboot</p>
CLO-2571	<p><i>Symptom:</i> Control4 SDDP library could cause panel user interface to lock up.</p> <p><i>Status:</i> Updated the Control4 SDDP library to version 1.0.11 removing the possibility for user interface lock up.</p>
EPI-10363	<p><i>Symptom:</i> Panel user interface is locks up when the ClareOne panel has connected to Sonos devices</p> <p><i>Status:</i> UPnP library updated to eliminate issue</p>
EPI-10370/10374	<p><i>Symptom:</i> Certain conditions could cause the mobile application and ClareOne panel to be out of synch regarding zone status.</p> <p><i>Status:</i> Mobile application and ClareOne panel now remain in sync for all conditions</p>
HAR-906	<p><i>Symptom:</i> Panel does not boot properly when connected remotely via 12VDC transformer and voltage at panel measures within 5V-12VDC range.</p> <p><i>Status:</i> Power management system has been updated to allow for power fluctuations during bootup. Panel now operates over intended voltage range using remote transformer configurations.</p>