Clare[™]

TECH BULLETIN

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ClareOne: Two-Way Voice Support Configuration Tech Bulletin

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Introduction

The ClareOne two-way voice solution ties voice calls and panel alarms together using Caller ID recognition and tracking. When an alarm and call are sent from the panel to the central station (CS), the incoming call is automatically routed to the operator handling the alarm through supported services such as Bold's "Two-Way Plus".

If two-way voice support is not configured properly, the call from the ClareOne panel and the alarm can both still be sent to the cs, but they are not sent to the same operator. In this scenario, an operator does not know the location of the call number and has no way to correlate it with the panel.

Use this document as a guide to configure two-way voice support.

Notes

- The CS account needs the ClareOne panel's Caller ID when setting up twoway voice.
- Cellular/LTE must be active on the ClareOne panel for Caller ID and you need to activate supported 2-way voice services with your central station. To setup and configure the panel's cellular/LTE, see <u>ClareOne LTE Cellular</u> <u>Setup Tech Bulletin (DOC ID 1985)</u>.

Caller ID Number notes

- The Caller ID number displayed on the panel is the phone number associated with the ClareOne LTE SIM card.
- The Caller ID Number populated in FusionPro is the same number from the ClareOne LTE SIM card (if activated).
- The Two-Way Calling Number is the phone number that the ClareOne panel dials when a medical or police panic is initiated on the ClareOne panel's Emergency screen.

ClareOne Two-Way Emergency number

The dealer must contact their CS and ask for the Two-Way Emergency number. After getting the number, it is entered into FusionPro and available for selection during/after Service Plan selection.

To create a company central station emergency number list:

- 1. Contact the CS and ask for their Two-Way Plus emergency number for Bold.
- 2. Access FusionPro, and then click **Companies**.

Fusion pro	Welcome T Tivan!			Company: Complete Construction Central
 ↓ Home ▲ Accounts ▶ Companies 	8 Total Accounts	6 online 2 offine Add Account	3 Paid Service Plans	1 Interactive 1 Interactive Plus 1 Interactive Plus 1 Interactive Plus LTE
i Help Center	Dealer News FusionPro - Overview and Reso Jul 14.2020 Learn what you need to know about and manage your Clare systems, its	urces this poverful new platform. PusionPro more productive, more secure and der	is a major new back-end platform that will simp signed to facilitate your RMR. Read More	slify and transform how you install

3. Click Edit next to the desired company.

Note: The number must be added to each company desired for use with that cs.

My Company Complete Construction Central			Account ID: CC-777093
Companies			Add Companies
Name	Parent Company	Account ID	
Cabins - West	Complete Cabins	CC-554747	Edit Delete
Complete Cabins	Complete Construction Central	CC-582243	Edit Delete
Complete Cottages	Complete Construction Central	CC-108644	Edit Delete

4. Click the **Company Settings** tab.

Edit Company			
Company Info	Staff	Company Settings	Account View Filters
Basic Info Account ID CC-554747	Compa Cabin	ny Name * s - West	arent Company * Complete Cabins

5. Click **Company Settings**, click **Edit** next to Two-Way Calling Number, and then tap **Add-Two Way Calling Number**.

Edit Company				
Company Info	Staff	Company Settings	Account View Filters	
< Back to Company S Two-Way Callir	^{ettings} ng Number			Add Two-Way Calling Number
			Items per page: 20	▼ 0 of 0 < >
Name		Phone Numb	er	

6. Enter a name and number for the Two-Way Calling Number, and then tap **Save.**

Edit Company	,		
Company Info	Staff	Company Settings	Account View Filters
	Add Two-Way Ca Configure the phone num Name * 2way West Phone Number 1 (941) 000-5678	Iling Number	Il from a security panel to the central station.
		Ca	incel Save

The numbers can now be applied new and existing account Service Plans under this company.

7. Repeat step 3 through 8 for each company working with the cs.

To configure the panel's Two-Way Calling number:

- 1. Access the project in FusionPro.
- 2. Tap the **Service Plans** tab.

751	9- GDrive						
Dealer:	Clare	System Sta	tus: <u>Online</u> Service Pla	an: Interactive Plus LTE U	UID: 58:67:		
<	Summary	Customer Info	Service Plans	Devices	Actions	Test	>
	T Devices	1 Online	O Actions		Interactive Plus	Enrolled: 06/05/2020	
		+ Add Device		+ Add Action		Update Plan	
	Cellular	.at	WiFi	(îr	OVIC	Open OvrC	

3. Scroll down to view the Two-Way Calling section, and then click Edit.

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<	Summary	Customer Info	Service Plans	Devices	Actions	Test	
PI	Interactive Plan	lus LTE					
	Securi	ty Panel Info		Cellular Account St	tatus Ed	t	
				Verizon Wireless	Provider		
				000000000000000000000000000000000000000	IME		
				200000000000000000000000000000000000000	10010		
				Cellular account is active	Refresh		
	Monito	oring Services	Edit	Two-Way Calling	Ed		
	1 (xxx) x	xxxxx	Alarm Reporting Number		Emergency Phone Number		
	1 (xxx) x	xx-xxxx	Caller ID Phone Number				
	3000000	0000	CS Account Number				
	-		CS Auxilary Number				

4. Tap the drop-down, select the Two-Way Calling number, and then click **Save**.



The account is now configured with Two-Way Voice Support.

ClareOne Caller ID selection

Once the CS Two-Way number and the panel's LTE/cellular are setup, access the ClareOne's Caller ID from the panel's interface or FusionPro. This number is used for two-way calling configuration.

Note: This must be done for each panel.

To access the ClareOne's Caller ID using the panel's interface:

1. Access the panel's **Settings** page.



2. Tap About.



- 3. Scroll down to view and expand the LTE drop-down.
- 4. Scroll down to view the ClareOne's Caller ID field. Note this number for two-way voice configuration.



5. Call the CS and tell them the account's panel Caller ID number for Two-Way Plus.

Note: The Caller ID number for Two-Way Plus is different than the Caller ID number provided for standard central station emergency communications. Continue to select the panel's Two-Way number.

To access the ClareOne's Caller ID using FusionPro:

- 1. Access the project in FusionPro.
- 2. Tap the Service Plans tab.

7519- GDrive						
Dealer: Clare	System Sta	tus: Online Service Pla	an: Interactive Plus LTE U	UID: 58:67:		
< Summary	Customer Info	Service Plans	Devices	Actions	Test	>
1 Devices	1 Online	0 Actions		Interactive Plus LTE	Enrolled: 06/05/2020	
Cellular		WiFi		OVIC	Opdate Man	

3. Scroll down to view the Monitoring Services section.

The panel's Caller ID displays. Note this number for two-way voice configuration.



4. Call the CS and tell them the account's panel Caller ID number for Two-Way Plus.

Note: The Caller ID number for Two-Way Plus is different than the Caller ID number provided for standard central station emergency communications.

Continue to select the panel's Two-Way number.

Contact information

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

General: 941.328.3991 Fax: 941.870.9646 www.clarecontrols.com Integrator/Dealer Support: 941.404.1072 claresupport@clarecontrols.com Homeowner Support (ClareCare): 941.315.2273 (CARE) help@clarecontrols.com