



TECH BULLETIN

TECHNICAL BULLETIN
Distribution: Dealers and Installers

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ClareOne: Setup with LTE Only

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Introduction

When a ClareOne panel is installed without a local network connection, either WiFi or Ethernet, the panel's LTE/cellular can be activated using FusionPro. This document is meant to guide the installer on how to activate the LTE.

Notes

- You will need access to the panel's UUID, ICCID, and IMEI. This information is found on the panel's label.
- This is done before powering on the panel. If the panel is already powered on, reset the panel and then follow the instructions to activate LTE/cellular.

To reset the panel:

1. Tap **Settings**, and then tap **Installer Settings**.
2. Enter the Installer PIN as prompted, and then tap **Panel Reset**.
3. Tap **Panel Reset** to confirm.

Allow the panel to restart and begin activating LTE/Cellular.

To activate LTE/cellular on a ClareOne panel:

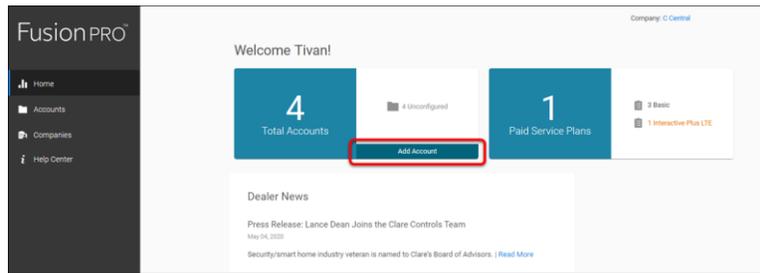
Notes

- Cellular can only be used with the Interactive Plus LTE service plan.
- Cellular activation is not instant. It may take a short period of time for the cellular status to update.

1. Create the customer account in FusionPro.

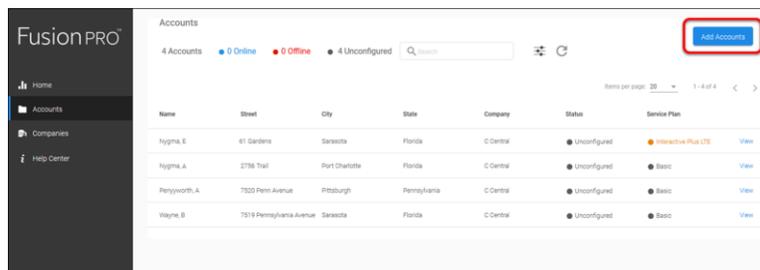
To create a customer account:

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



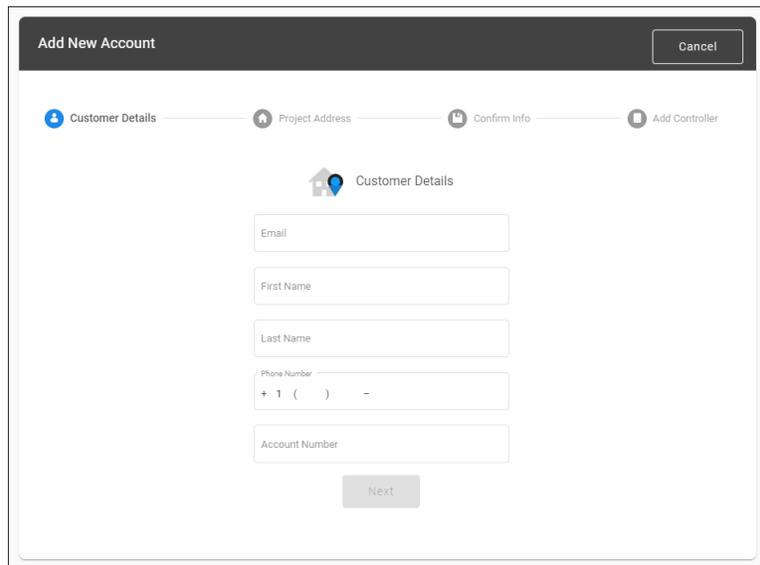
– Or –

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



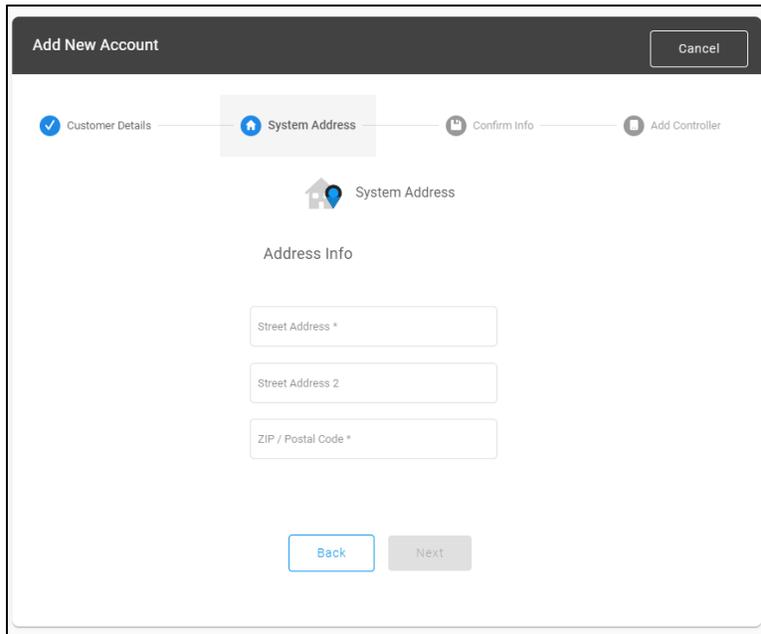
b. Enter the customer's email address, first name, last name, phone number, and (optional) account number, and then click **Next**.

Note: The Account Number field is used to associate the customer with the dealer's customer management system. It is not required.



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

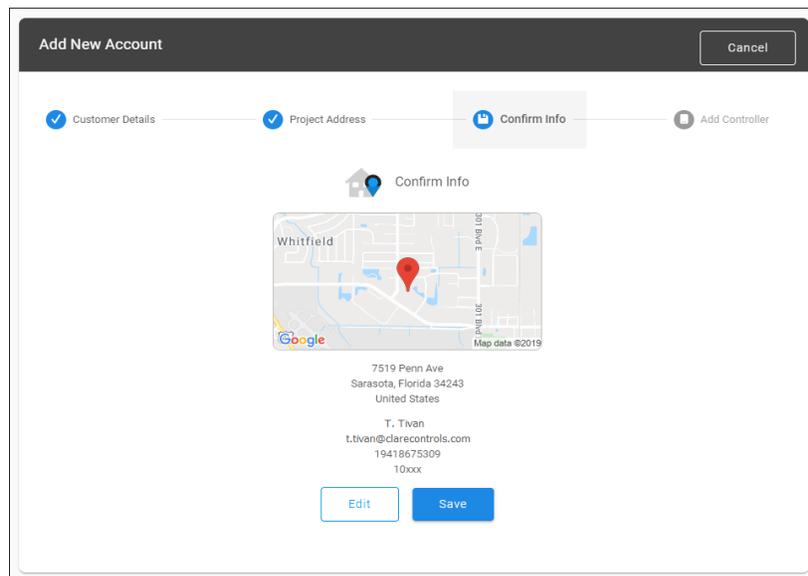
After entering the street address and ZIP code, the form populates the country and state information.



The screenshot shows the 'Add New Account' form at the 'System Address' step. The progress bar at the top indicates that 'Customer Details' is complete, 'System Address' is the current step, and 'Confirm Info' and 'Add Controller' are yet to be completed. Below the progress bar, there is a house icon with a location pin and the text 'System Address'. Underneath, the 'Address Info' section contains three input fields: 'Street Address *', 'Street Address 2', and 'ZIP / Postal Code *'. At the bottom of the form, there are 'Back' and 'Next' buttons.

- d. 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 when it is online to validate and set the correct time zone.



The screenshot shows the 'Add New Account' form at the 'Confirm Info' step. The progress bar at the top indicates that 'Customer Details' and 'Project Address' are complete, 'Confirm Info' is the current step, and 'Add Controller' is yet to be completed. Below the progress bar, there is a house icon with a location pin and the text 'Confirm Info'. The main content area features a Google Map showing a location in Whitfield, Florida. Below the map, the address is listed as '7519 Penn Ave, Sarasota, Florida 34243, United States'. Below the address, the contact information for T. Tivan is displayed: 'T. Tivan, t.tivan@clarecontrols.com, 19418675309, 10xxx'. At the bottom of the form, there are 'Edit' and 'Save' buttons.

- e. Enter the controller's UUID information, by scanning the QR code or by manual entry.

Scanning the QR code (preferred method): Click the box, and then use your device's webcam/phone camera to scan the QR code on the ClareOne panel's label. This auto-populates the UUID, ICCID, and IMEI.

– Or –

Manual entry: Using the information on the ClareOne panel's label, enter the controller's UUID in the box. Enter the Serial Number, and then click **Verify**.

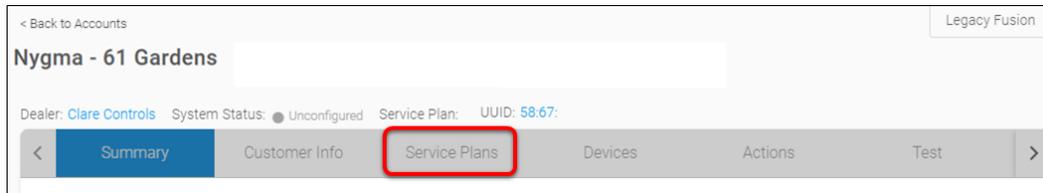
The screenshot shows the 'Add New Account' wizard at the 'Add Controller' step. The progress bar at the top indicates that 'Customer Details', 'Project Address', and 'Confirm Info' are completed, while 'Add Controller' is the current step. The main heading is 'Enter Controller UUID'. Below the heading, there is a QR code scanner area with a blue box and the text 'Tap to scan a Clare QR code'. Below the scanner, there are two input fields: 'Controller UUID' and 'Controller Serial Number'. At the bottom, there is a 'Save Controller' button. A 'Cancel' button is located in the top right corner of the wizard.

- f. Complete the Add New Account wizard.

The account Summary tab displays.

The screenshot shows the account Summary tab for 'Nygma - 61 Gardens'. The top navigation bar includes '< Back to Accounts' and 'Legacy Fusion'. The account name 'Nygma - 61 Gardens' is displayed. Below the name, there is a status bar showing 'Dealer: Clare Controls', 'System Status: Unconfigured', 'Service Plan: UUID: 58:67:'. The main content area has a tabbed interface with 'Summary' selected. Below the tabs, there are three main sections: 'Devices' with a '+ Add Device' button, 'Actions' with a '+ Add Action' button, and 'Basic' with a checkmark icon and an 'Update Plan' button. At the bottom, there are three status indicators: 'Cellular' with a signal strength icon, 'WiFi' with a Wi-Fi icon, and 'Ovrc' with the Ovrc logo and 'Open Ovrc' text.

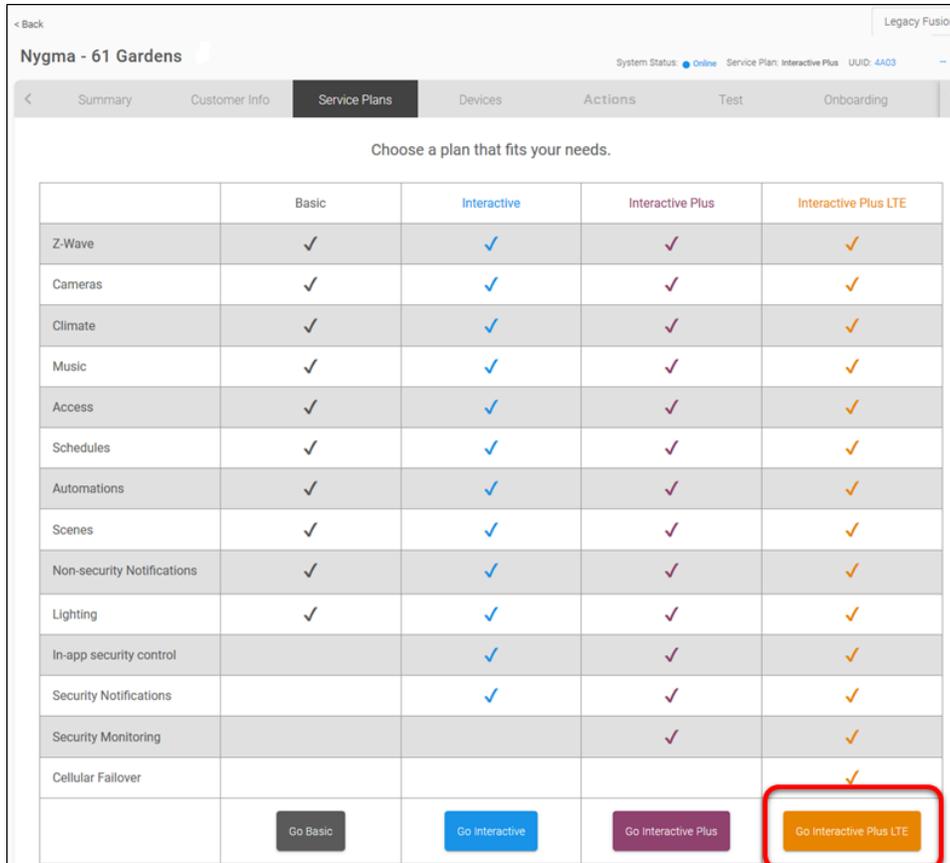
2. Click the **Service Plans** tab.



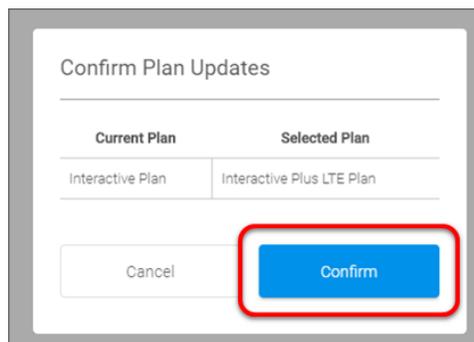
3. Select and configure the Interactive Plus LTE service plan.

To add a service plan:

a. Click the **Service Plan** tab, and then select the Interactive Plus LTE.

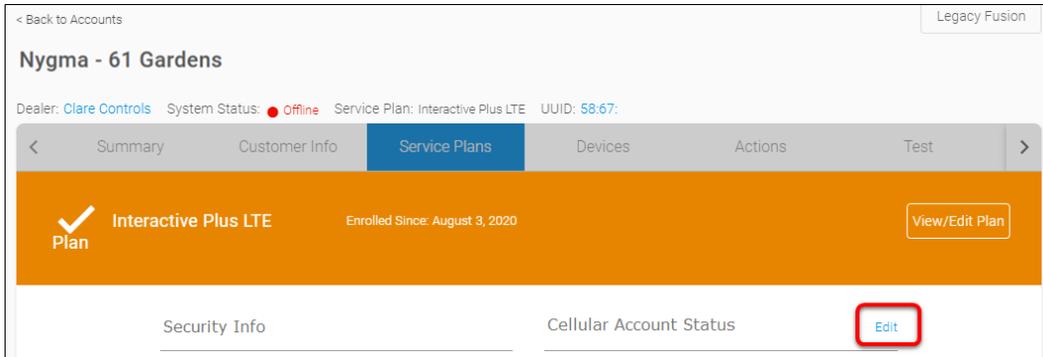


b. Click **Continue**, and then click **Confirm** to save the plan.

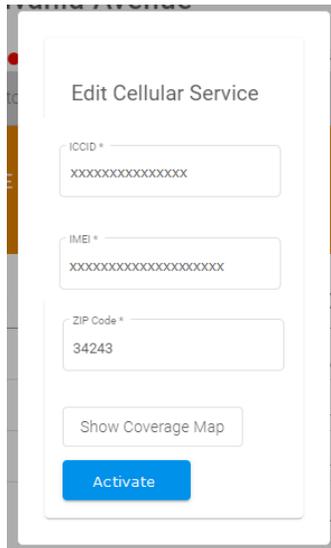


Note: Monitoring cannot be activated until the panel is online.

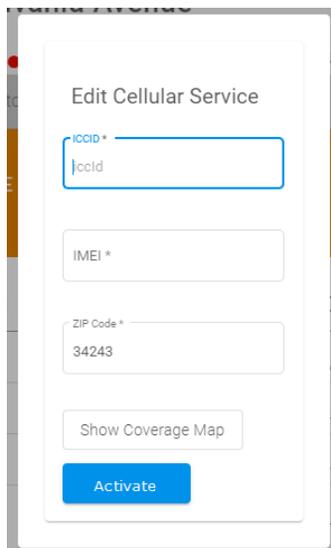
4. While on the Service Plans tab, click **Edit** next to the Cellular Account Status.



The Edit Cellular Services popover displays.



If the ICCID and IMEI fields are not pre-populated, manually enter the information from the ClareOne panel's label.



5. Click **Activate**.

Form titled "Edit Cellular Service" with the following fields and values:

- ICCID *: xxxxxxxxxxxxxxxxxxxx
- IMEI *: xxxxxxxxxxxxxxxxxxxx
- ZIP Code *: 34243
- Show Coverage Map (button)
- Activate (button, highlighted with a red rectangle)

A success message displays if the combination was entered correctly. In the event of an error message validate the entries and resubmit.

Notes

- The ClareOne panel status does not display Online in FusionPro until the device is powered on and the LTE/cellular is communicating with the cellular carrier.
- It may take several minutes for the carrier to activate LTE/cellular. You may check activation status by clicking the LTE/cellular Refresh button. This is showing the activation status of the cellular carrier account only.

Cellular Info		Edit
Verizon Wireless		Provider
865519048661634		IMEI
8914800005402958573		ICCID
active	Refresh	Activation Status

6. Power on the ClareOne panel and complete the wizard, skipping WiFi configuration.

7. Check the panel for updates after completing the wizard.

To check the panel for Updates:

- a. Access the panel's user interface, and then tap **Settings**.
- b. Tap **User Settings/Installer Settings**, and then enter the Master/Installer PIN as prompted.
- c. Tap **Check for Updates**.

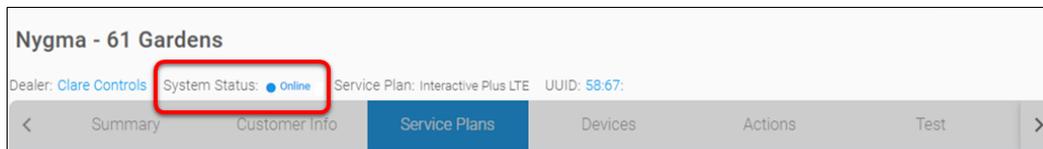
A prompt appears is there are available updates, tap **Update Now**.

Note: Cellular data is typically slower than broadband network connections. As such, an update could take an extended period.

8. Add devices and zones as desired through the panel user interface.

– Or –

Using FusionPro when the panel appears online.



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