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Getting Started with ClareOne

Introduction:

Welcome to ClareOne, smart security unified with personalized smart home control. This guide will walk you through the basic steps you need to take to get started with ClareOne.



The ClareOne system is made up of three primary components:

- 1. The **ClareOne** Panel and its family of encrypted sensors: The ClareOne panel does have an initial install wizard that appears on bootup. That wizard is designed to walk you through the basics of activating the panel including network connections, panel configuration and sensor pairing. The primary tool our professional installers use, however, for complete account setup and activation is FusionPro.
- 2. The FusionPro management platform: This is where you will manage your ClareOne installations, from account setup and service plan activation through system installation and troubleshooting. This is the professional installer's primary tool before, during and after the installation.
- 3. The **ClareHome** app: The end user mobile application. Through this app the user may operate the system, configuration notifications, rules scenes, schedule and add devices if they so desire. It is in this app that the user manages access to the system through the 'invitation process.'





Signing into FusionPro:

Upon completion of application process, you should have received an email with an embedded link that gave you access to the FusionPro sign-in / sign-up process. If you do not have that email you may request it be resent by sending an email to insidesales@clarecontrols.com.

Training and Help:

After you sign up for FusionPro, we recommend you go to the SnapAV University and take advantage of the short training videos: https://snapavtraining.com/catalog/?caid=3917

Additionally, the following links will take you to our help center where you can find guides, FAQ's, installation manuals and more.

FusionPro:	https://www.clarecontrols.com/helpcenter/fusionpro-essentials
ClareOne Panel:	https://www.clarecontrols.com/helpcenter/clareone-essentials
Technical Support:	https://www.clarecontrols.com/helpcenter/clare-dealer-technical-support
US:	941.404.1072
Canada:	844.360.4806
Email:	<u>claresupport@clarecontrols.com</u>

Getting Started:

We recommend you complete the basic training classes prior to installing the panel. While the guides and training videos cover these topics, please understand a few key points:

- 1. Start with setting up your company in FusionPro
 - a. FusionPro can be set up with nested companies (dealer of dealer for example) should you need that feature.
 - b. Staff members belong to specific companies and preconfigured permissions can be assigned to each staff member.
 - c. Staff members are added to the system by clicking the add staff button. Doing so sends an invitation email to your staff member, much the way you received an invitation from Clare Controls as the company administrator.
 - d. After you complete adding your staff members, add your central station data. Central Stations entered under Your Company will be the only central stations your staff may select from when turning up systems. Sub-companies may have different central stations than the parent company.
- 2. Once you have setup FusionPro go for it! Turn on your new panel, go through the wizard and follow the FusionPro guides and training to fully activate your ClareOne panel.





A Brief Walk Through

Below is a snapshot of the FusionPro screen from which you'll manage your team of salespeople and technicians, your basic company info, and your central station numbers (ClareOne communicates with most Central Stations).

	< Ba	ack						
Fusionpro	Ec	dit Company						
		Company Info	Central Stations	Staff	Account View Filters			
, Home								
Accounts		Staff					A	Add Staff
🖦 Companies								
i Help Center		First Name	Last Name	Email	Role	Created Login		
		Bill	Nealson	bill.nealson@ultrasecu	rit Company Admin	Yes	Edit	Delete
		190	West	isowestfusionpro@am	ail Company Admin	Vac	Edit	Delete

For a new customer account, log into FusionPro to set up the customer information. From the Accounts page, click Add Accounts in the upper right and the FusionPro Wizard will walk you through the process.

Fusionpro	Accounts						Add Accourt	nts
, Home	8 Accounts • 4 0	Online • 2 Offline	2 Unconfigured	Q Search	÷ C			
Accounts						Items per page:	20 💌 1 - 8 of 8	< >
📴 Companies	Name	Street	City	State	Company	Status	Service Plan	
i Help Center	Abernathy, Tom	987 First Street		Florida	Clare Sales	Online	Interactive Plus LTE	View
	Densmore, John	7519 Pennsylvania Avenue	Sarasota	Florida	Clare Sales	Offline	Basic	View
	Hathaway, Raymond	123 Main Street	San Francisco	California	Clare Sales	Unconfigured	Basic	View

The Wizard will guide you through four simple tasks, shown below.

Add New Account			Cancel
Customer Details	System Address	Confirm Info	Add Controller

First, add the customer details and click the blue Next button at the bottom of the window (shown below).



Fusionpro	Add New Account			Cancel
. Home	Customer Details	System Address	Confirm Info	Add Controller
Accounts		Customer Details		
📭 Companies		Company *		
i Help Center		Clare sales Email * r.hensley@hensl.com First Name * Randall Last Name * Hensley		
		Phone Number + 1 (707) 777 - 7777 Account Number 12345 1234 12345 Yaur cuntomeric second transfer		
Signed in as: bill.hensiey@clarecontrols.com		vour customer a account number		

Next, enter the address where the ClareOne system will be installed (image at the top of the next page). The system lookup will confirm the accuracy of the address with online sources and present you with a couple **Confirm** Pop-Ups (not shown in this overview).

Fusion pro	Add New Account			Caroel
 I Home Accounts Companies i Help Center 	Curtomer Datails	System Address System Address Address Info Street Address 2 20: / Fund Code + 94901 Stearch for Address	Cordem lefo	Add Controller
Signed in ac: bit/hunsing@clavecontrols.com		Back	leat	

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The final task, Add Controller, is to scan the QR Code on the back of the ClareOne panel you will be installing. You will be prompted to test the connection and then to save the controller (shown in the following images). This will establish the ClareOne controller with the Customer account in FusionPro.

Fusionpro	Add New Account			Fr	an l
uli Home	🕑 Customer Details	🥑 System Address	Confirm info	Add Controlle	1
Companies Help Center		Enter Cont Scan the QR code fre controller or init box u device doesn't have a below without special	troller UUID In the bottom of your Clare sing this device's conners. If this conners, manually enter the U300 characters.		
		Tes	ste scon a Clare CR code	Ent	Add Controller er Controller UUID
Signed in an bit hanking/domonstrate com		Controller UUID *	Ne Controller Sko	1> ा	The controller is online est Connection Rescan Code
PER DA				2>	The controller is verified. Save Controller Skip

The last task can be skipped if you will be activating the panel after installing it in the customer's home. You can, for example, set up multiple accounts at your office to expedite the on-site process for the technician installing ClareOne in multiple homes during the day. The technician can then add the ClareOne panel (the Controller) to FusionPro once it is installed on-site by going to the Devices tab for the customer's account in FusionPro Accounts page (shown below) and scanning the QR code. This practice will make sure the right Panel is installed for the customer.





TUSIOTERO	Hensley - 5	7 Mountain Av	enue					Legacy Fusion
	Dealer: Clare Sales	System Status: 🔵 Online	Service Plan: Interactive	UUID: 58:76:77;70.F8:82:00				
, Home	Summary	Customer Info	Service Plans	Devices	Rules	Test	Onboarding	Filters
Accounts			Enter Controll	er UUID				
🙀 Companies			Scan the QR code from the bo manually enter the UUID below	ottom of your Clare controller or its box using thi w without special characters.	s device's camera. If this devi	ice doesn't have a camera,		
i Help Center			Controller UUD *	Tap to scan a Clare OR 4	ode			

The tabs on the **Account** page include all the relevant information for each of your accounts. Under the **Service Plans** tab, you will select and then confirm the plan level your customer has selected as in the screenshot sample below. Clare offers four service levels from FREE to \$5 dealer cost per month, and you can set your customer prices accordingly. This competitive low cost from Clare can add up to large savings as your ClareOne volume grows. Contact your Clare Controls sales manager to learn more about our service layer options.

Show apps	Schedules	V	V	V	
Fusionpro	Autom Plan Option	16			¥
	Scenes				¥
.II Home	Non-se 🗆 Basic				¥
Accounts	A basic plan	hat includes remote command and control of all sm	art home devices except security.		¥
Companies	Music Intera	ctive			¥
i Help Center	A basic paid p	plan that includes remote command and control of a	II smart home devices and self-monitoring sec	curity features.	4
	Camera 🗆 Intera	ctive Plus			v
	Z-Wave connection.	at includes remote command and control of all sma	rt home devices, professional security monito	ring over a broadband	¥
	Lightin				v
	In-app A paid plan th	ctive Plus LTE at includes remote command and control of all sma it a cellular fail-over connection	rt home devices, professional security monito	ring over a broadband	¥
	Securit				¥
	Securit Add-on Opt	lions			V
	Cellula No available o	idd-on options			¥
Signed in as:			Cancel	Continue	Go Interactive Plus LTE
bill.hensley@clarecontrols.com	WiFi or Ether				

Next, we're <u>onsite at your installation</u>, and it's time to install the ClareOne panel and the appropriate sensors for the project.

Follow the simple instructions in the ClareOne Quick Start Guide.

- Remove from box.
- Remove Back Plate and attach the Power Supply
- Confirm that the Battery is plugged in.
- Press the Backplate gently back into place.
- Mount with either the countertop stand or wall mount option.
- Connect the Power Supply.
- Follow the onscreen Setup Wizard to configure the system.







See the ClareOne/FusionPro training center <u>clare.talentlms.com</u> and <u>SnapAVtraining.com</u>. for installation details.

When the ClareOne Panel setup is complete, log back into **FusionPro**. Navigate to the **Accounts** screen and select the customer. If you did not add the ClareOne controller to FusionPro earlier, click on the **Devices** tab to do so now. Follow the instructions to complete.



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Fusionpro	< Back Hensley - 5	7 Mountain Av	enue					Legacy Fusion
	Dealer: Clare Sales	System Status: 🔵 Online	Service Plan: Interactive	UUID: 58:76:77;70.F8:82:00				
Home	Summary	Customer Info	Service Plans	Devices	Rules	Test	Onboarding	Filters
Accounts			Enter Controll	er UUID				
📫 Companies			Scan the QR code from the bo manually enter the UUID belo	ntom of your Clare controller or its box using thi w without special characters.	s device's camera. If this de	vice doesn't have a camera,		
i Help Center			Controller (1817 +	Tap to scan a Clare QR d	ode			
			Controller UUID *					
				Save Controller				

Next, click on the **Onboarding** tab. Confirm that you have completed the Onboarding steps by checking each box. Click the blue Send Customer Invitation button to send the Welcome email including the link to get the Apple or Android version of the ClareHome mobile app.

Fusionpro	< Back Hensley - 57	Mountain Ave	nue					Legacy Fusion
	Dealer: Clare Sales S	ystem Status: 🔵 Online 🛛 S	ervice Plan: Interactive UL	JID: 58:76:77;70.F8:82:	00			
. Home	Summary	Customer Info	Service Plans	Devices	Rules	Test	Onboarding	Filters
Accounts	Onboarding							
Companies i Help Center	 Panel installe Installed and Tested all sec Activated/Tes Demonstrated Cleaned up in Explained how Send Custome 	d, checked for and instal tested all security zones turity zones with central sted third-party devices (d use of panel to homeor stallations location (rem v to contact dealer for su er Invitation	led updates station (when applicable thermostats, locks, light wner oved trash, boxes, debri upport	e) is, etc) on panel and a is, etc)	pplication			

The Welcome email will be sent to the email address you assigned to the customer when you first created the customer account. Important note: If you are installing a system for yourself or your showroom, you must use a different email than the one you use for your business (in the My Company section of FusionPro). Instruct your customer to download the app and register with their preferred sign-in method—email, Google, Facebook or Apple.





Thanks for using ClareOne and FusionPro.

For more information, check:

ClareOne Product Page

ClareOne FAQ

FusionPro FAQ

FusionPro User Guide

FusionPro Getting Started Guide

FusionPro Introductory Videos

Clare Controls Technical Support:

- US: 941.404.1072
- Canada: 844.360.4806
- claresupport@clarecontrols.com
- Monday through Friday 8:00 A.M. to 8:00 P.M. EST

9:41		
Security Armed Stay	Garage 2 Closed	Garage 1 Closed
Music Playing on Li	Bedroom Closed	75° Thermostat 68°/74°
Front Door Locked	Side Door Locked	
Pantry Unlocked	Office Unlocked	Laundry Unlocked
Qutside Off	Porch Off	Kitchen On
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