

# clare ONE™

## 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.

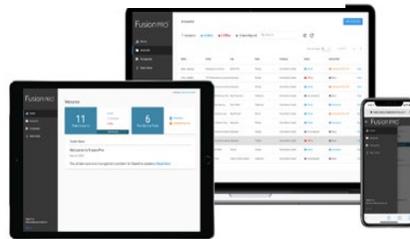
One Panel

ClareOne



One Platform

FusionPro



One App

ClareHome



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

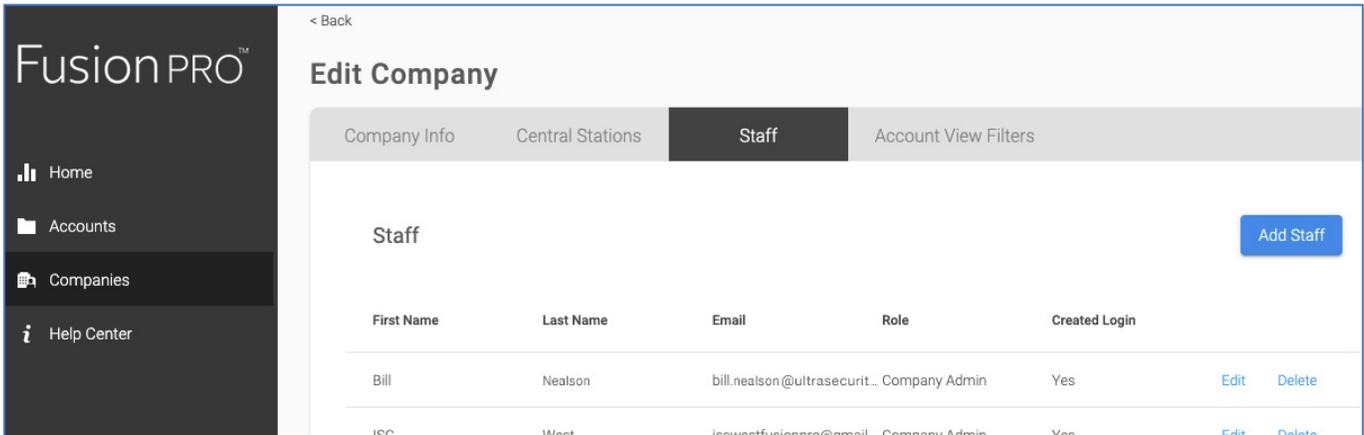
## Getting Started:

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:

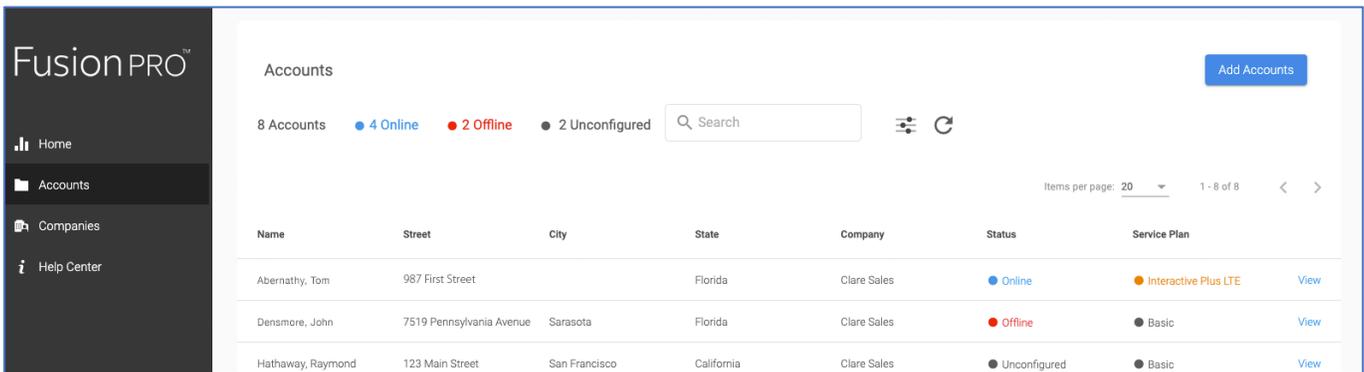
1. Start with setting up your company in FusionPro
  - a. FusionPro can be set up with nested companies (dealer of dealer for example) should you need that feature.
  - b. Staff members belong to specific companies and preconfigured permissions can be assigned to each staff member.
  - c. Staff members 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

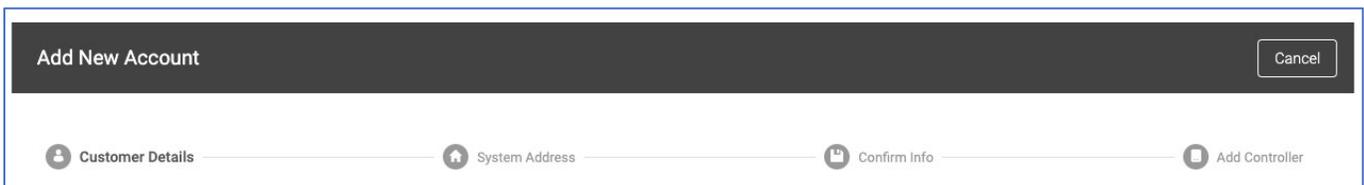
Below is a snapshot of the FusionPro screen from which you'll manage your team of salespeople and technicians, your basic company info, and your central station numbers (ClareOne communicates with most Central Stations).



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.



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



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

The screenshot shows the 'Add New Account' form in FusionPRO. The left sidebar contains navigation links: Home, Accounts, Companies, and Help Center. The user is signed in as bill.hensley@clarecontrols.com. The main content area is titled 'Add New Account' and features a progress bar with four steps: Customer Details (active), System Address, Confirm Info, and Add Controller. The 'Customer Details' section includes the following fields:

- Company: Clare Sales
- Email: r.hensley@hensl.com
- First Name: Randall
- Last Name: Hensley
- Phone Number: + 1 (707) 777 - 7777
- Account Number: 12345 1234 12345 (with subtext: Your customer's account number)

A 'Next' button is located at the bottom of the form.

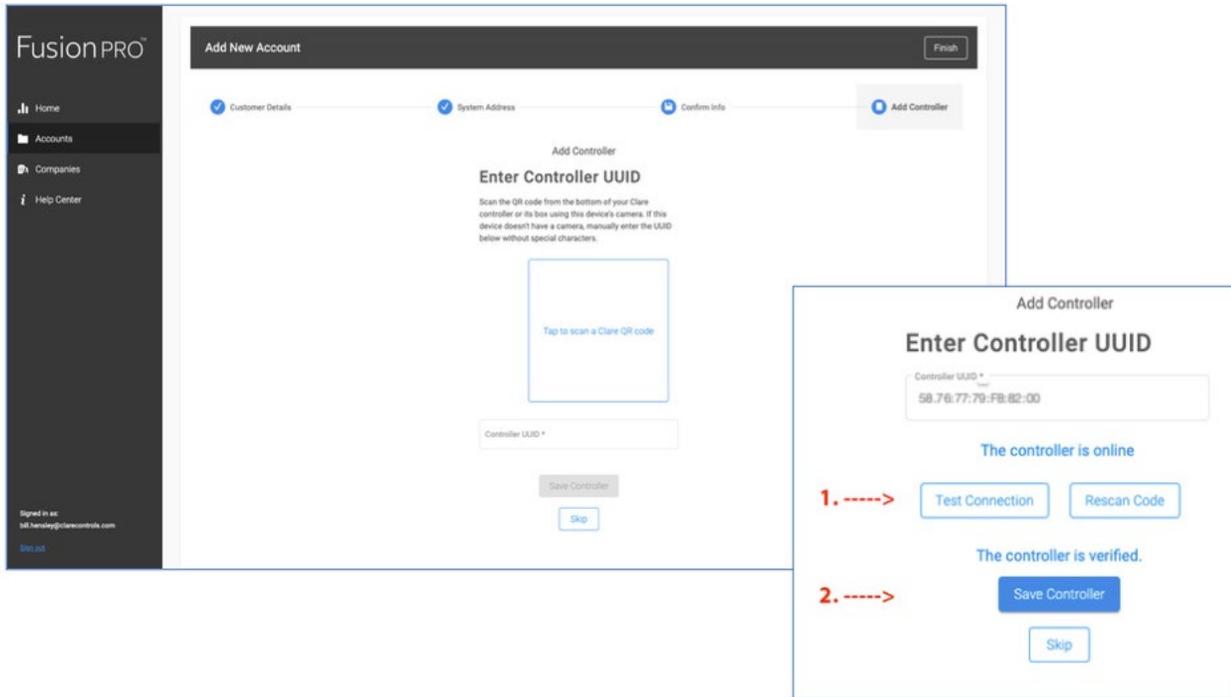
Next, enter the address where the ClareOne system will be installed (image at the top of the next page). The system lookup will confirm the accuracy of the address with online sources and present you with a couple **Confirm** Pop-Ups (not shown in this overview).

The screenshot shows the 'Add New Account' form in FusionPRO, now at the 'System Address' step. The progress bar indicates that 'Customer Details' is complete and 'System Address' is the current step. The 'System Address' section is titled 'Address Info' and includes the following fields:

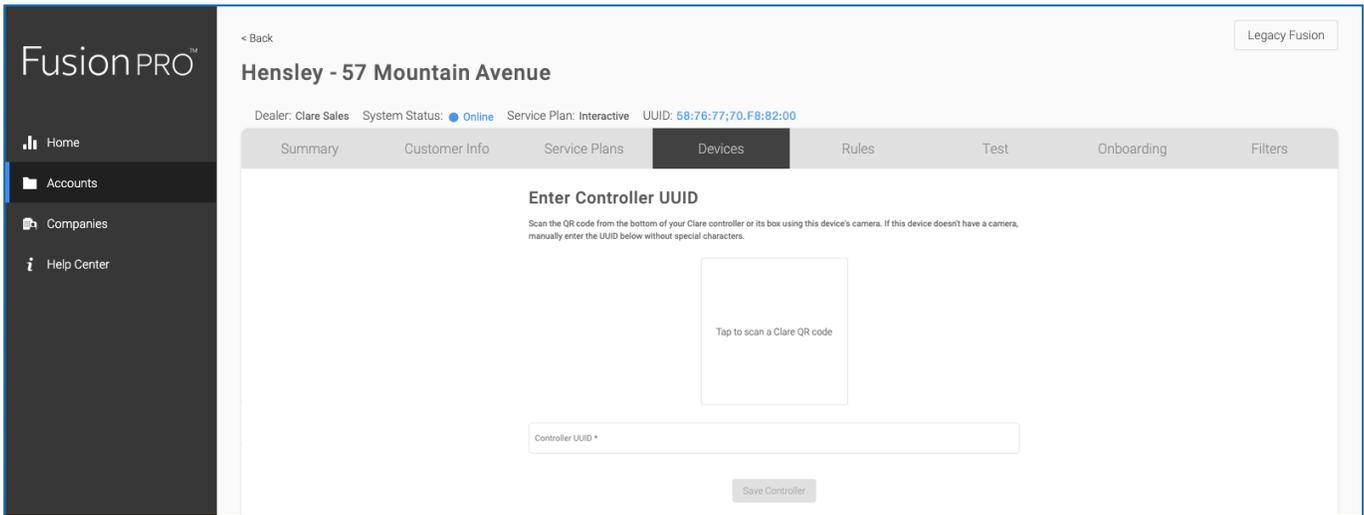
- Street Address: 57 Mountain Avenue
- Street Address 2: (empty)
- ZIP / Postal Code: 94901

A 'Search for Address' button is located below the fields. At the bottom of the form, there are 'Back' and 'Next' buttons.

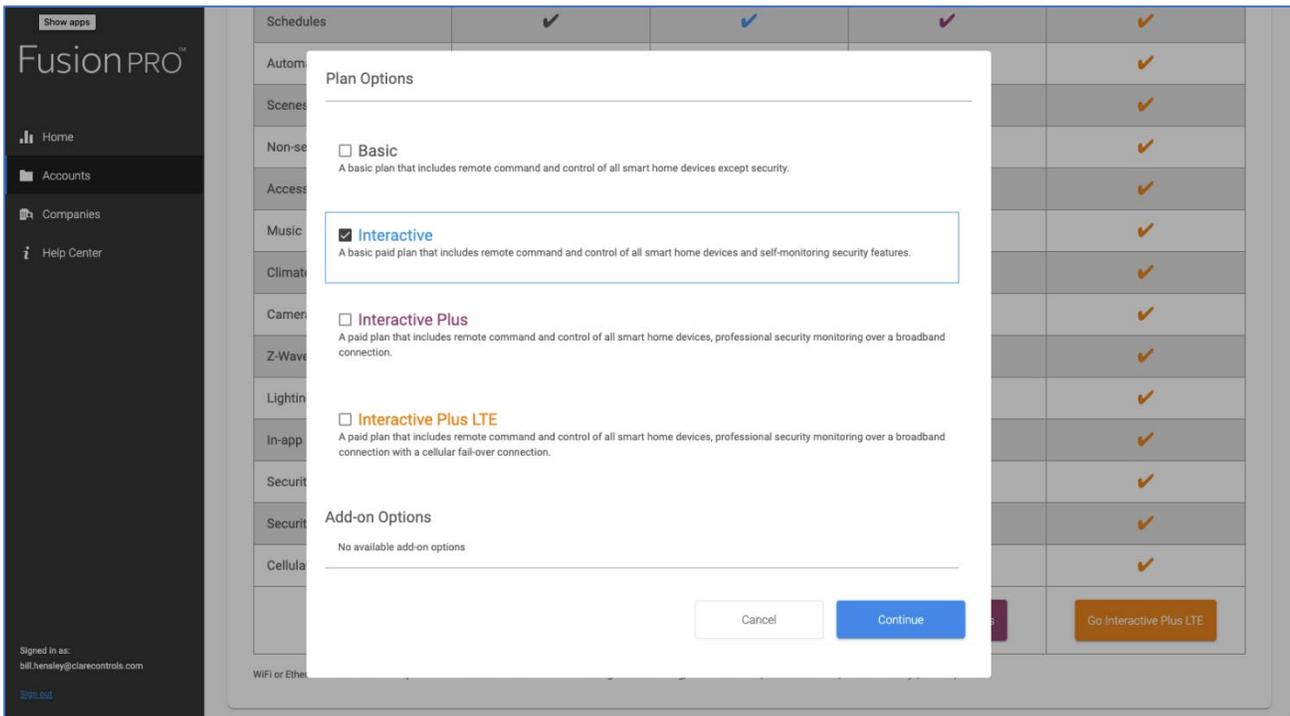
The final task, **Add Controller**, is to scan the QR Code on the back of the ClareOne panel you will be installing. You will be prompted to test the connection and then to save the controller (shown in the following images). This will establish the ClareOne controller with the Customer account in FusionPro.



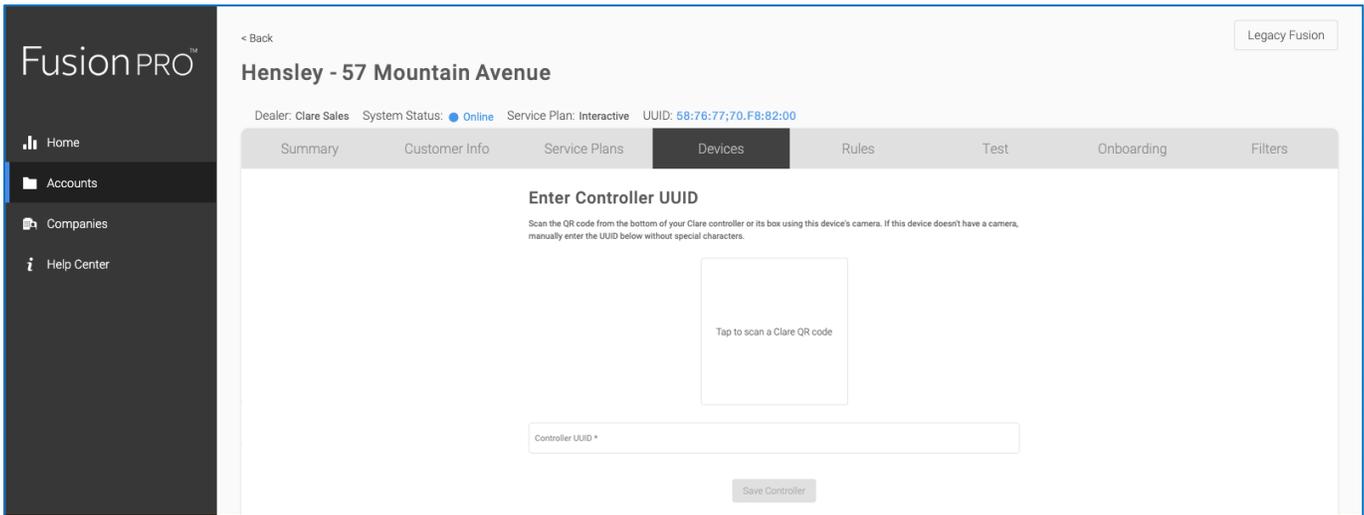
The last task can be skipped if you will be activating the panel after installing it in the customer's home. You can, for example, set up multiple accounts at your office to expedite the on-site process for the technician installing ClareOne in multiple homes during the day. The technician can then add 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.



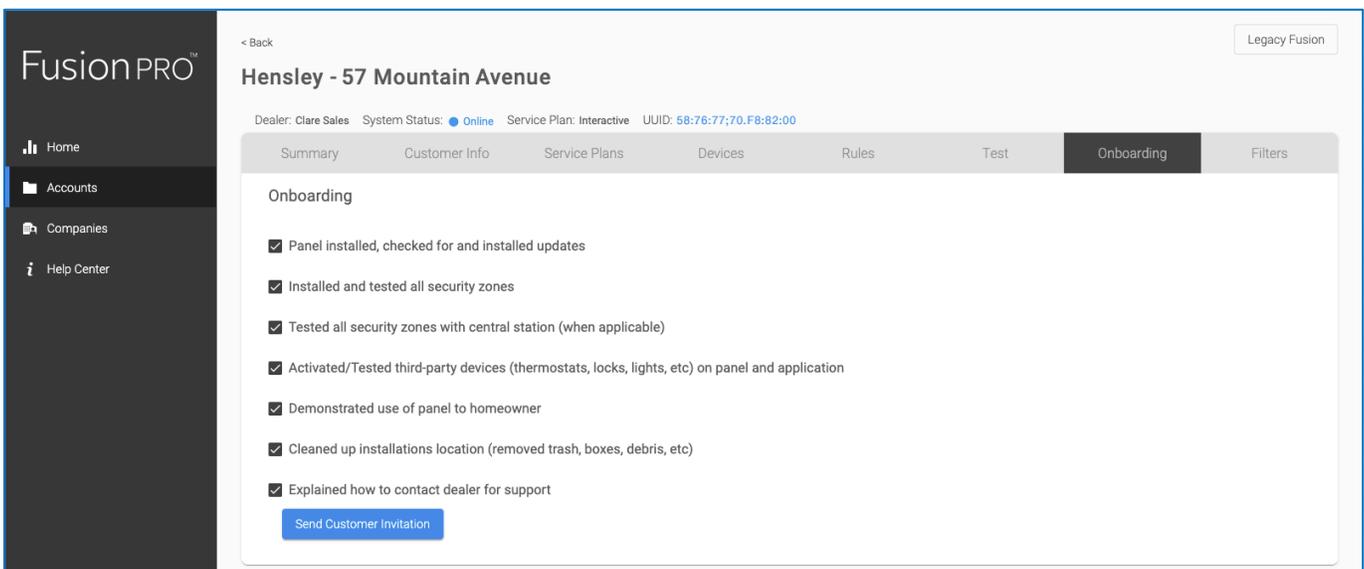
The tabs on the **Account** page include all the relevant information for each of your accounts. Under the **Service Plans** tab, you will select and then confirm the plan level your customer has selected as in the screenshot sample below. Clare offers four service levels from FREE to \$5 dealer cost 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.







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.



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](mailto:claresupport@clarecontrols.com)
- Monday through Friday - 8:00 A.M. to 8:00 P.M. EST



DOC ID 1965

Rev 7/22/20



[www.clarecontrols.com/ClareOne](http://www.clarecontrols.com/ClareOne)

Exclusively distributed by SnapAV