



# ClareHome App Guide

## Content

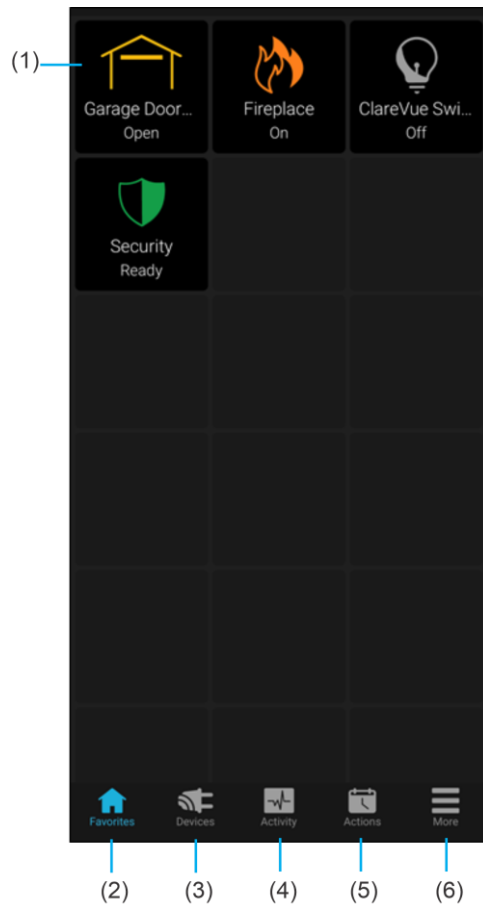
- Introduction...2
- Signing up with ClareHome...2
- Installing and signing in to the ClareHome App...2
- ClareHome Favorites...8
- Devices...10
- Activity...16
- Actions...17
- More...27
- Contact information...30

**Last modified:** 10/29/20

## Introduction

The new ClareHome Application (app) introduces a new layout and design, sign up method, simplifies location management, and allows homeowners the ability to give guests and secondary users access to their home.

Figure 1: ClareHome App icons



- (1) Device service or Scene tile
- (2) Favorites
- (3) Devices
- (4) Activity
- (5) Actions
- (6) Menu

## Signing up with ClareHome

Your dealer will create your new primary account and invite you to use the ClareHome app and get the full Clare home automation experience.

### To sign up with ClareHome:

1. The dealer creates and configures a homeowner's account.
2. An invitation email is sent inviting the homeowner to their project.

See, Sign in methods on page 3.

## Installing and signing in


After receiving the email invitation, download the app and sign in using the same email used to which the invitation was sent.

**Note:** If there is a pre-existing ClareHome account, use the same credentials to access the app.

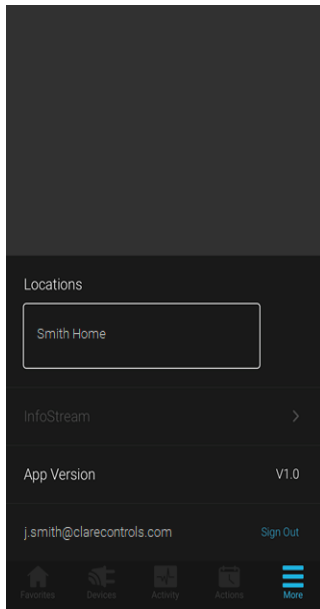
### To install the ClareHome app:

1. Access the mobile device's app store.
  - iOS** - iTunes
  - Android** - Google Play
2. Search for ClareHome, and then download the app.

### To sign into the ClareHome app:

1. Browse to and tap the ClareHome app icon  on the mobile device.
2. Read through the What's New app introduction, tapping **Finish** when done.
3. Tap the sign in method linked to the account (email, Google, Facebook, or Apple). See, Sign in methods on page 3.

Once logged in, the homeowner's location displays in the Locations list.



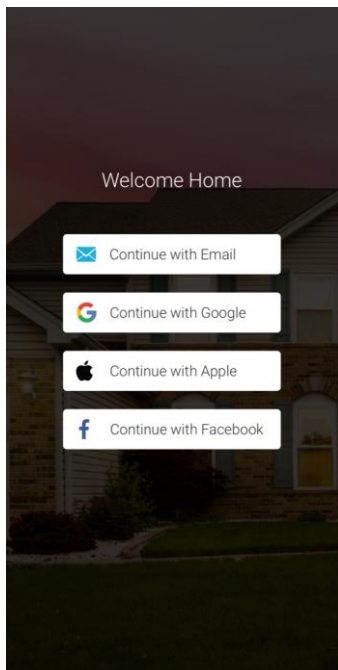
4. Tap the desired location.

**Note:** If there is only one location, the location is auto-selected.

### Sign in methods

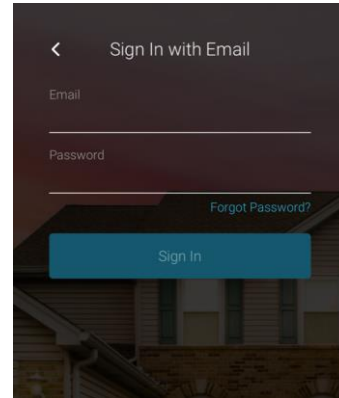
Each sign in method varies. See below for a sign in walk-through for each of the methods.

Figure 2: Sign in options



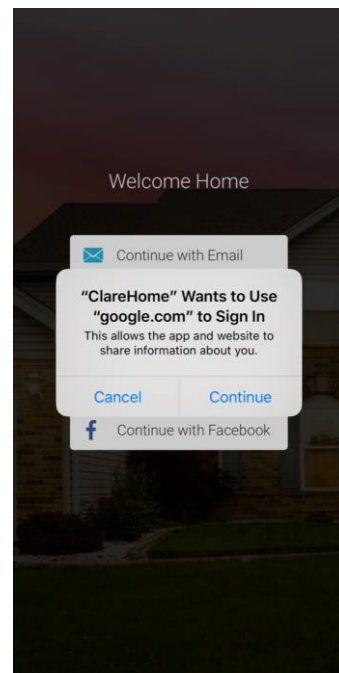
### Email Sign In

1. Launch the ClareHome app, and then tap **Continue with Email**.
2. Enter your email address, password, and then tap **Sign In**.

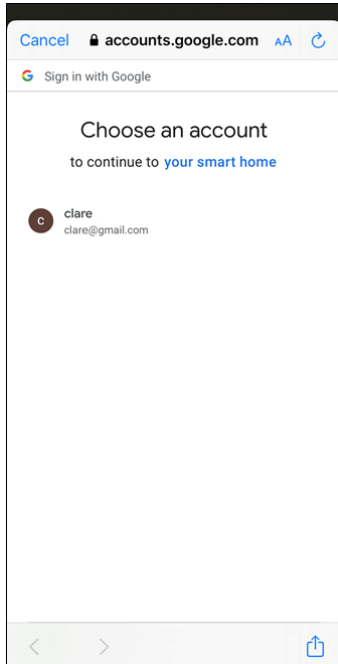


### Google Sign In

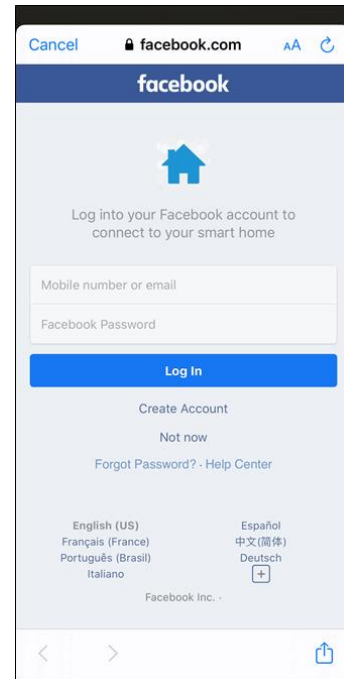
1. Launch the ClareHome app, and then tap **Continue with Google**.
2. Tap **Continue**.



3. Tap your Google account.



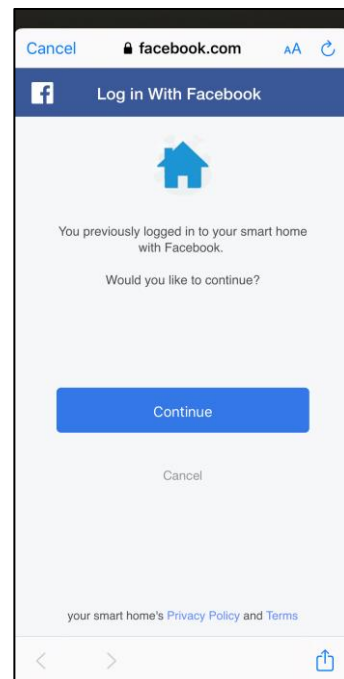
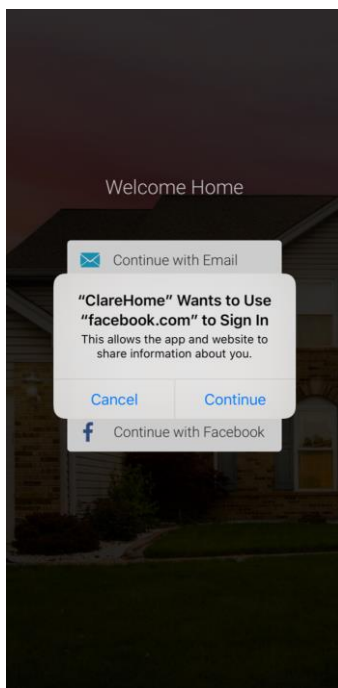
3. Enter your Facebook credentials, and then tap **Log In**.



### Facebook Sign In

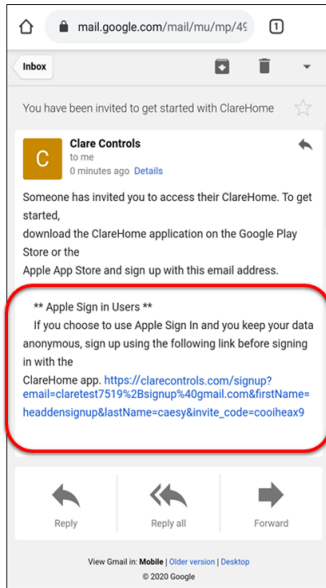
1. Launch the ClareHome app, and then tap **Continue with Facebook**.
2. Tap **Continue**.

4. Tap **Continue**.

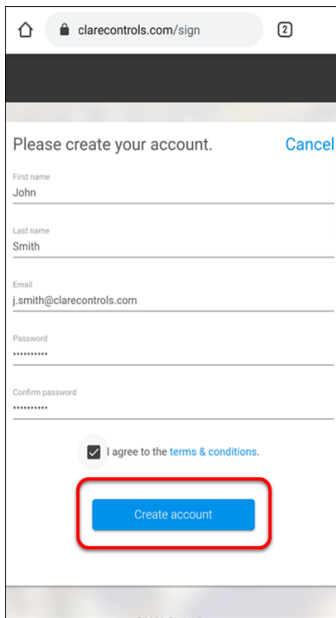


## Apple Sign In

1. Read through the invitation email, and then tap the link for Apple Sign in.

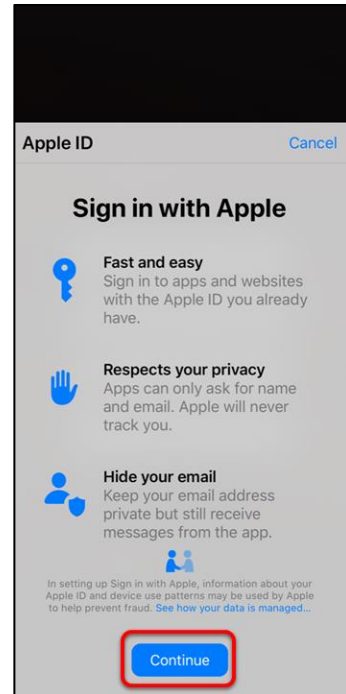


2. They complete the form, verifying name, email, entering and confirming the desired password, reading through the terms and conditions, and then selecting the checkbox.
3. Tap **Create Account**.

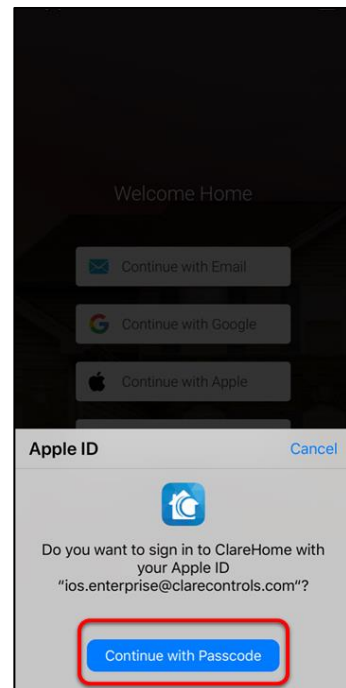


4. Launch the ClareHome app, and then tap Apple Sign In.

5. Tap **Continue**.



6. Confirm by tapping Continue with Passcode.



7. Enter your passcode.



### To import a ClareHome Space:

When upgrading from the existing production application, one of your “Spaces” is converted to a single list of “Favorites”. You are guided through this process the first time you open the new app.

#### Notes

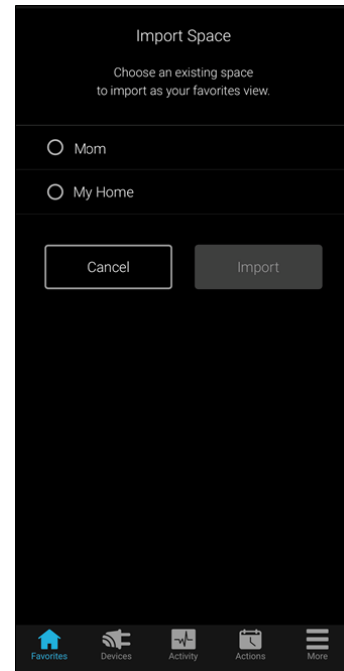
- Only homeowners that have pre-existing ClareHome accounts with multiple created Spaces have this option.
- If there is only 1 Space, it is automatically imported.
- Each configured Space is available for selection, but only 1 Space can be imported.
- If this import is canceled accidentally, or the homeowner has changed their mind, simply add the devices/services to the Favorites as desired.

– Or –

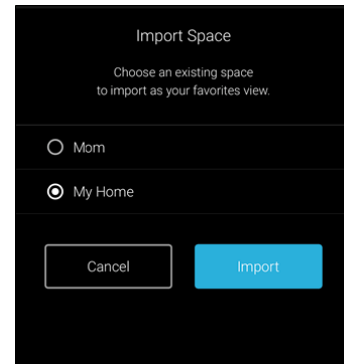
Delete the app, and then re-install.

1. Log in to the ClareHome app.

2. After selecting the location as previously described, the Import Space popover displays.



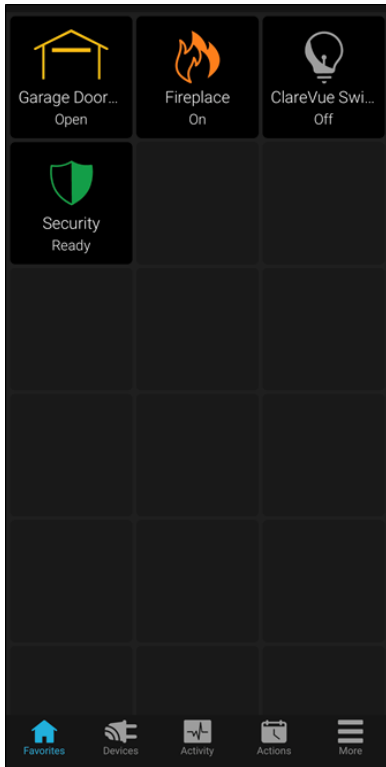
3. Select the desired space to import, and then tap **Import**.



– Or –

Tap **Cancel**, and then confirm.

4. The Favorites page displays the imported Space.



– or –

If the import was cancelled, the Favorites page is blank.

# Using the ClareHome app

This section is intended as an introduction to the app, further customizations and information on specific devices and more in-depth home automation is found on the Clare Controls Help Center.

<https://www.clarecontrols.com/helpcenter>

## ClareHome Favorites

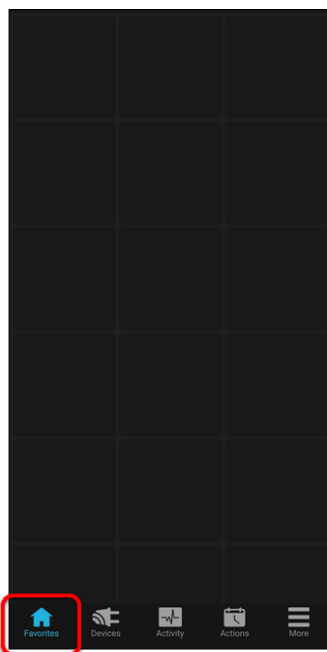
The ClareHome Favorites page allows the user the ability to create quick access to their most frequently used devices/scenes by adding their service tiles to the page.

For example – if interested in home security, you can add your cameras, security panel, door lock, and Lock Up scene tiles to the Favorites page.

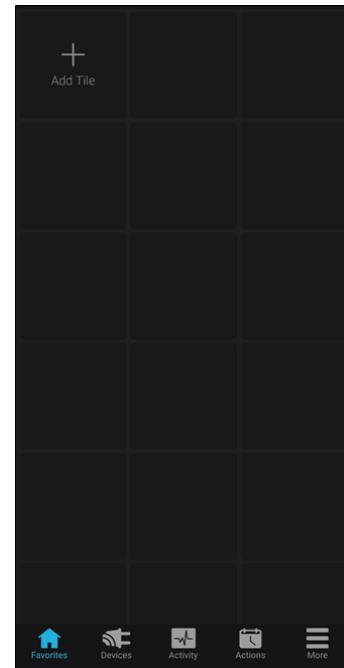
**Note:** Not all device/scene tiles need to be added to the Favorites page. A full list of devices can be accessed on the Devices page and scenes are found on the Actions page.

### To add devices to the Favorites page:

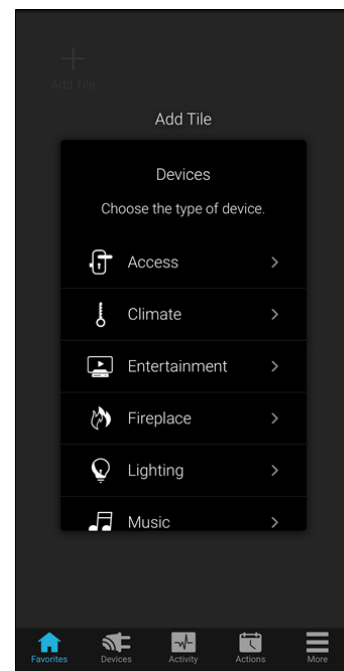
1. Tap **Favorites**.




2. Tap the desired blank space, and then tap the + icon.

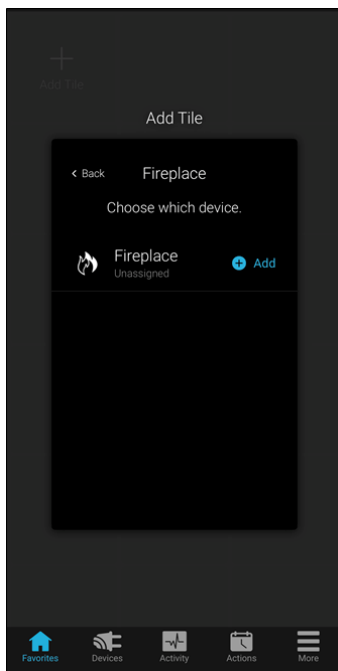


A list of devices display.

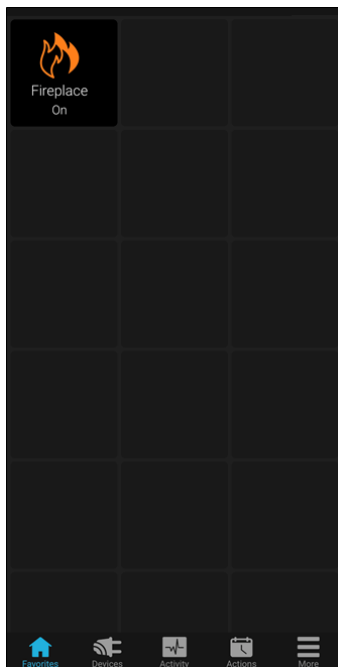




3. Tap the category, and then tap  next to the desired device.



The device tile is added to the Favorites page.

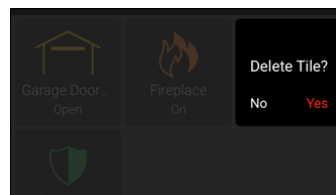


4. Repeat steps 2 through 3 for each desired Favorite.

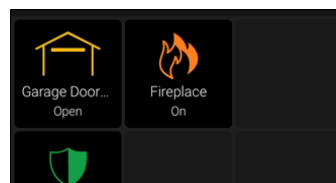
**To remove devices to the Favorites page:**

1. Tap **Favorites**.


2. Tap and hold the desired tile, and then tap **Yes**.




The tile is removed.



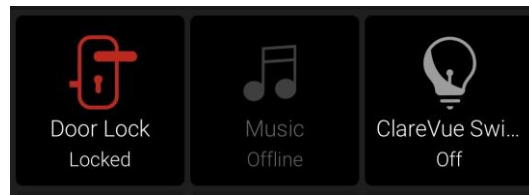
### Offline and authentication badges

If there is an issue with communication or configuration of a device added to the Favorites page, the device is grey and displays the text Offline or the Unauthorized text and badge .

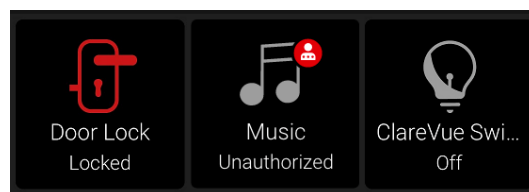
When the device is greyed out and displays the Offline text, the device is not communicating with the home's controller. It could be offline, unplugged, or have an internal issue.

The Unauthorized text and badge  appear on a device tile signifying that further configuration is required. The device may require login or account linking.

**Figure 3: Offline device**



**Figure 4: Unauthorized badge**

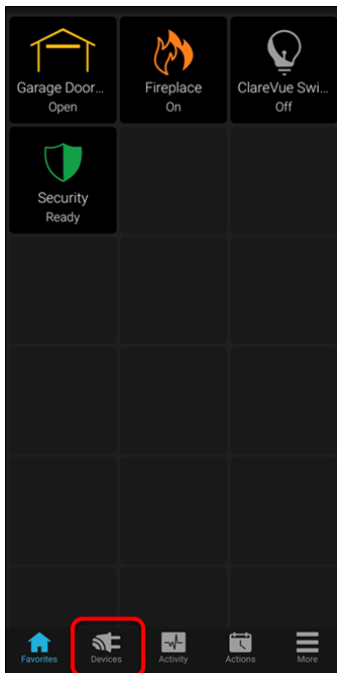


## Devices

The Devices page displays a full list of the home's smart devices by their category (Type) or location (Area). New devices are also added from the Devices page.

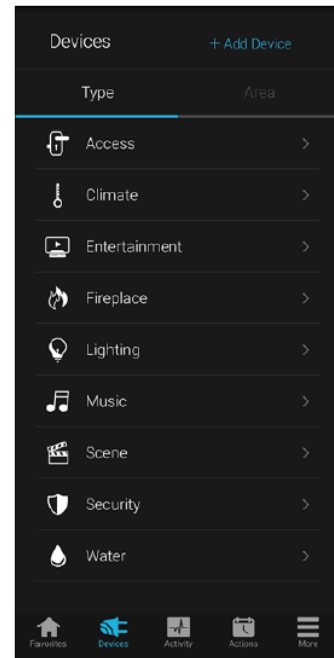
### To view devices:

1. Tap **Devices**.

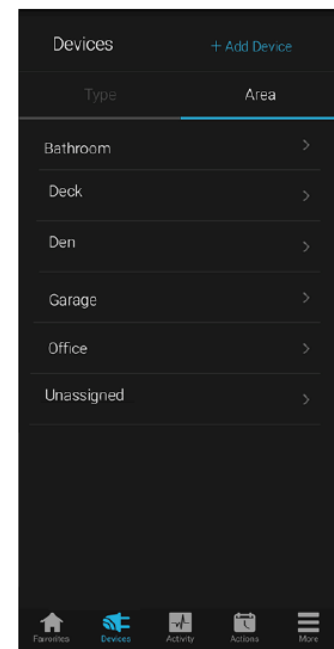


2. Select the method by which to view the devices: **Type** or **Area**.

**Type:** The category of the device. For example, Access or Security.



**Area:** The location of the device. For example, Bathroom or Office.



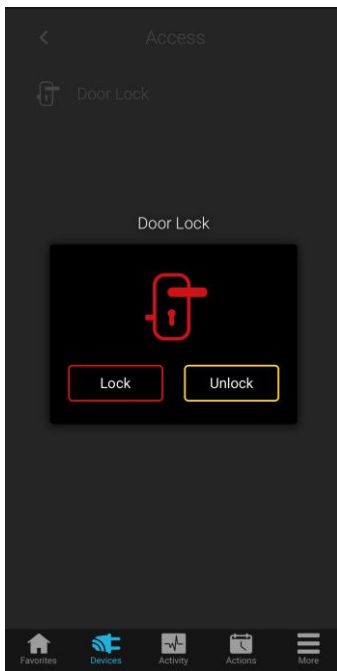
3. **(Type)** Select the device category, and then tap the desired device.

– Or –

**(Area)** Tap the device.

4. Tap the desired action.

For example, tap Access, tap the door lock, and then tap **Lock/Unlock**.



## Add/Edit Devices

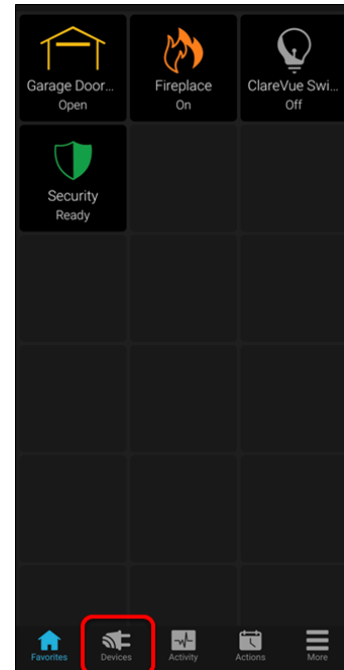
The Add/Edit Device feature allows a user to add, modify, and remove supported Z-Wave devices, thermostat, and MyQ devices to their home project. The following example walks through adding a Z-Wave lighting device to a project.

**Note:** Each device has different configuration options, for specific device information see the Clare Controls Help Center and search for your device.

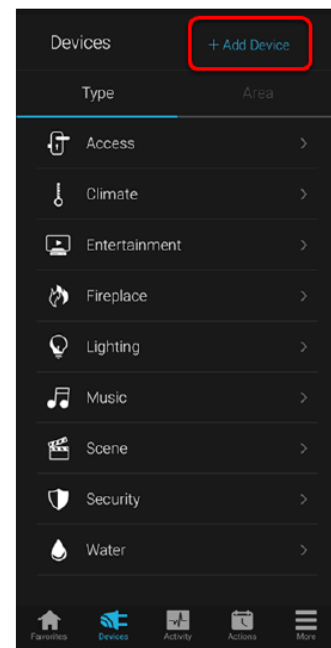
<https://www.clarecontrols.com/helpcenter>

To add a new device:

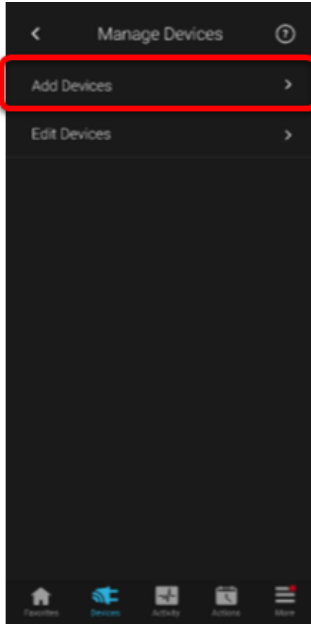
1. Tap the **Devices** icon .



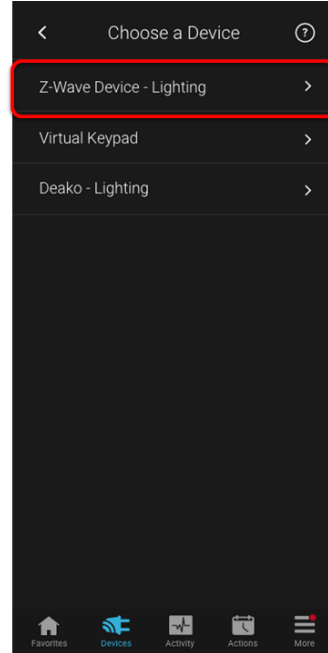
2. Tap **+ Add Device**.



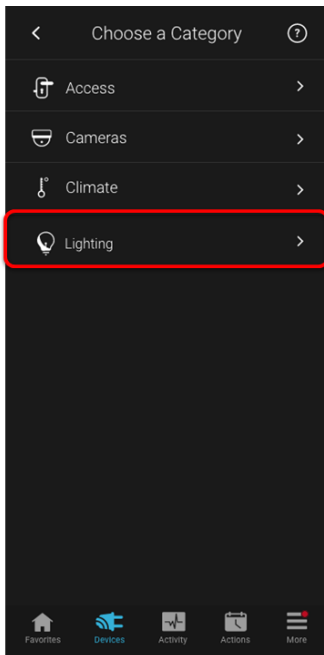
3. Tap **Add Devices**.



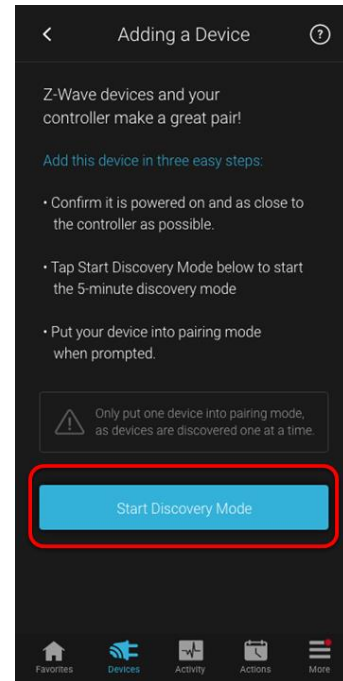
5. Select the device type.



4. Select the device category.

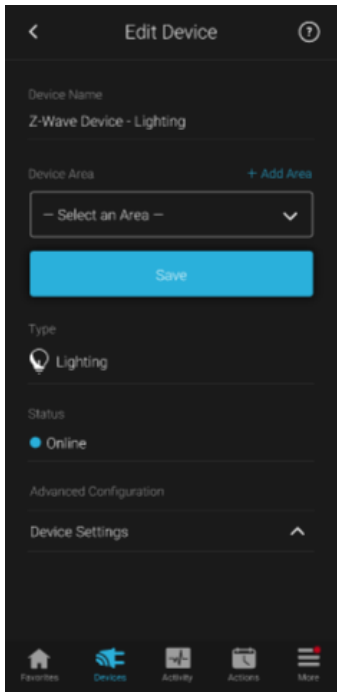


6. Read through the displayed information, and then tap **Start Discovery Mode**.

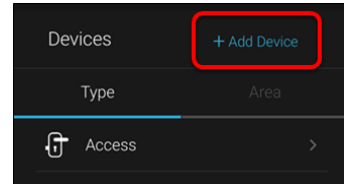


7. Once prompted, press the button on the device to pair it to the project  
**Note:** This varies per device, see the manufacturer's documentation for pairing.

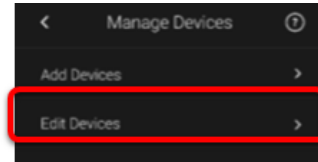
- The Edit Device page displays. Customize the device name, location, and configuration options as desired.



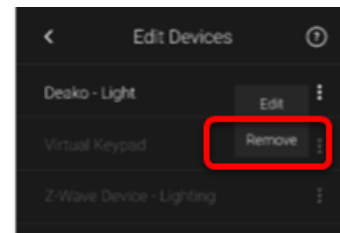
- Tap **+ Add Device**.



- Tap to **Edit Devices**.

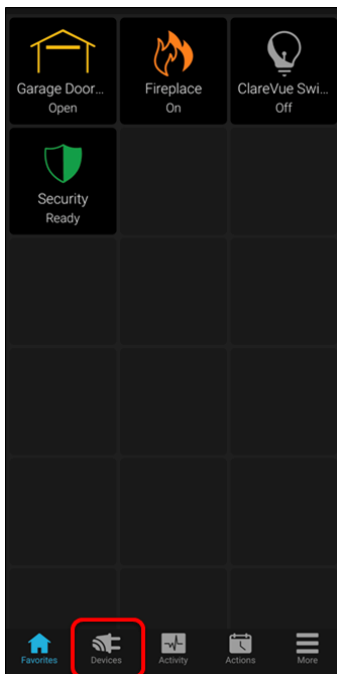


- Tap the 3 dots next to the desired device, and then tap **Remove**.

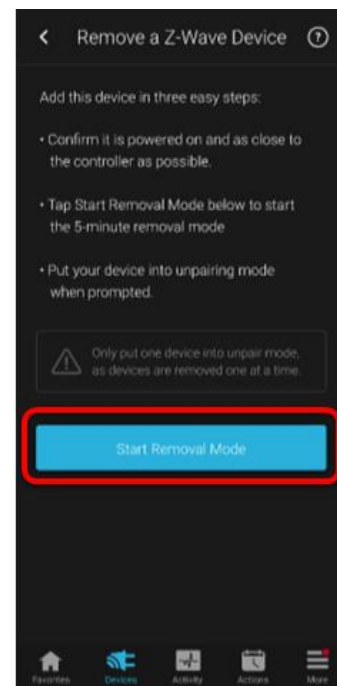


**To remove a device:**

- Tap the **Devices** icon .



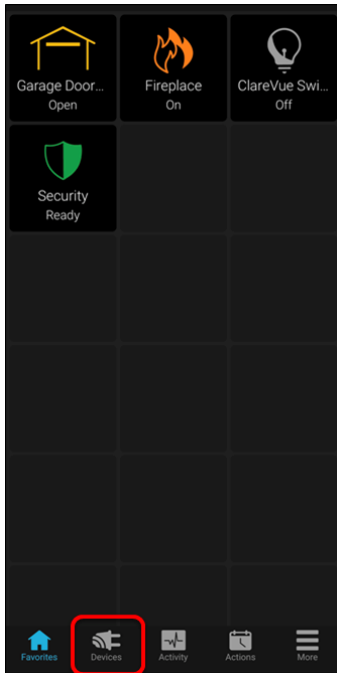
- Read through the displayed text, and then tap **Start Removal Mode**.



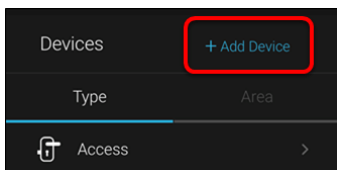
- Follow the onscreen instructions to remove the device.

## To edit a device:

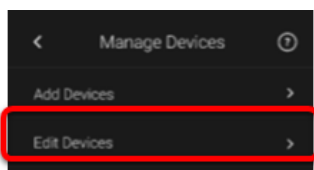
1. Tap the **Devices** icon .



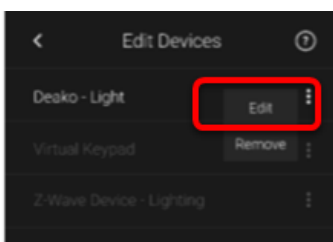
2. Tap **+ Add Device**.



3. Tap to **Edit Devices**.



4. Tap the 3 dots next to the desired device, and then tap **Edit**.

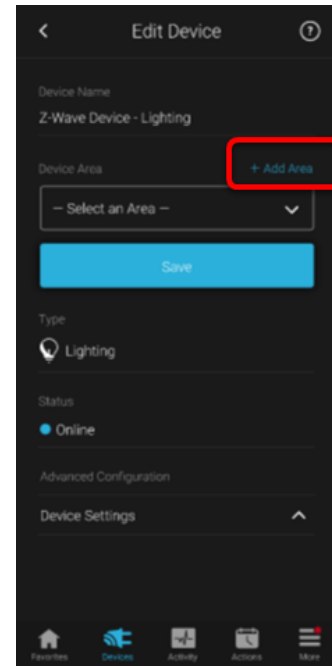


5. Change the desired device information.

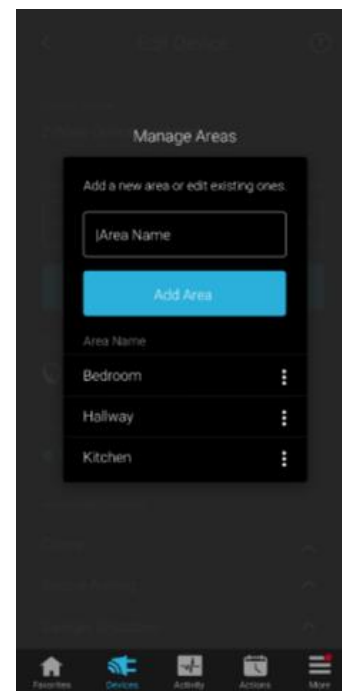
## To add a new area:

1. Edit the device, and then tap **+ Add Area**.

**Devices > + Add Devices > Edit Devices > Edit**



2. Enter a name for the Area, and then tap **Add Area**.



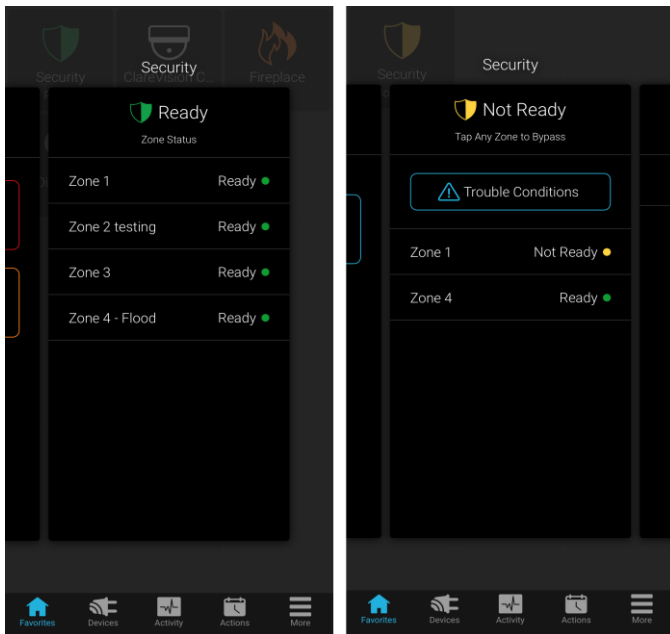
## Security and access device colors

Security and access devices have specific colors for each state.

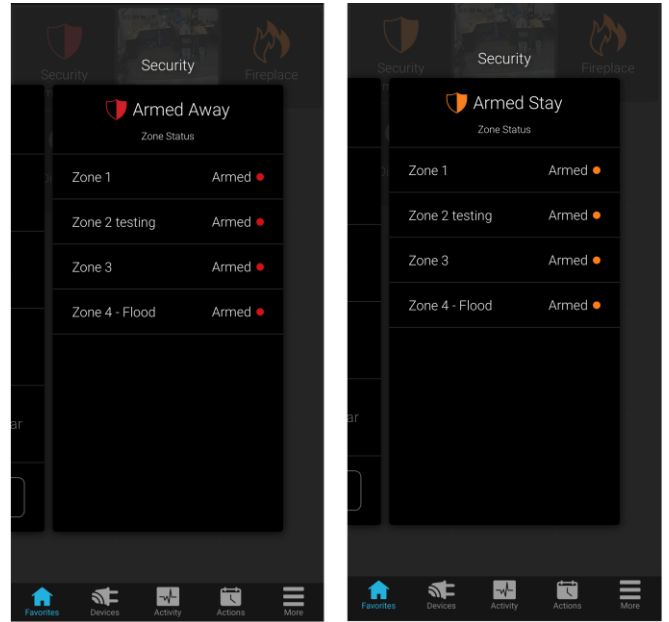
**Table 1: Security system colors**

| Color  | Mode                                                  |
|--------|-------------------------------------------------------|
| Green  | The security system is not troubled and ready to arm. |
| Yellow | The security system is troubled.                      |
| Orange | The security system is Armed Stay.                    |
| Red    | The security system is Arming/Armed Away.             |

**Figure 5: Security system – Ready and Not Ready**



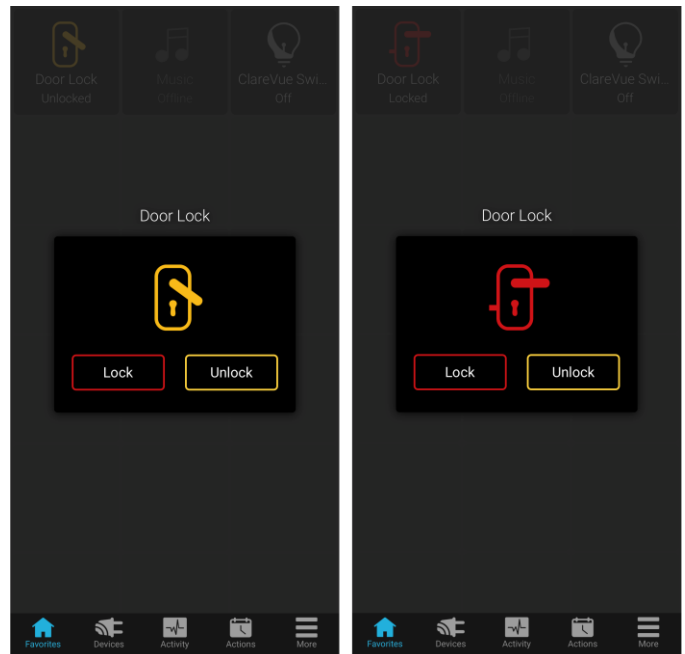
**Figure 6: Security system – Armed Away/Stay**



**Table 2: Door lock colors**

| Color  | Mode                       |
|--------|----------------------------|
| Yellow | The door lock is unlocked. |
| Red    | The door lock is locked.   |

**Figure 7: Door lock colors**

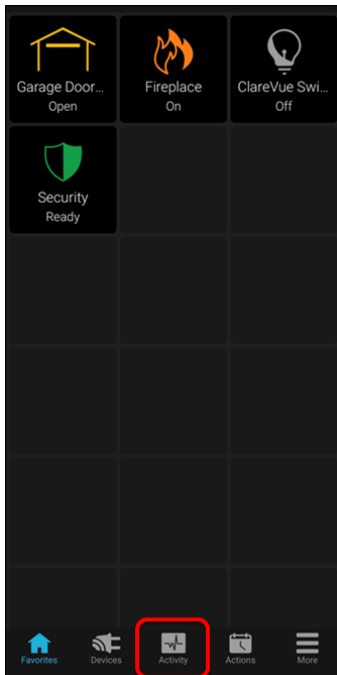


# Activity

Activity displays a list of your security events. This list includes the times when the alarm system is armed, disarmed, troubled, and faulted.

## To view Activity:



1. Tap the **Activity** icon .

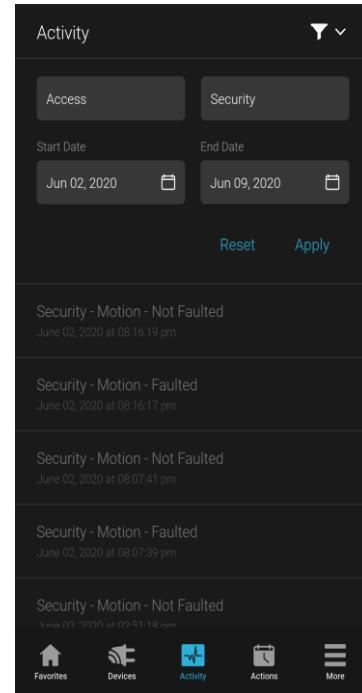


2. The security events history displays.



## To sort activity events:

1. Tap the **Activity** icon , and then tap the **Filter** icon .



2. Select the type of activity: **Access** or **Security**.

**Access:** Access activities are related to door locks and garage doors.

**Security:** Security activities are related to the security system. For example, a sensor/panel state change.

**Note:** If a type is not selected, all activity types are searched.

3. Select the desired date range, and then tap **Apply**.

A list of the selected activity types in the specified range displays.

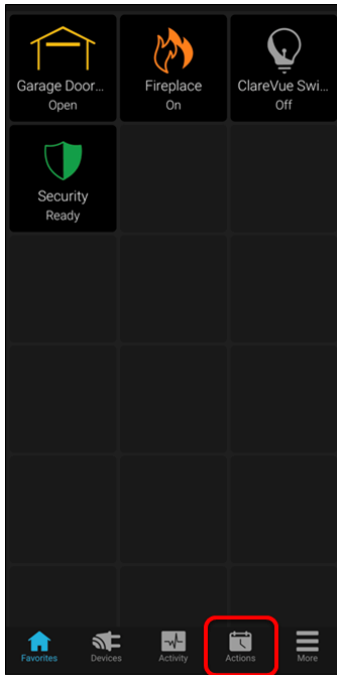


# Actions

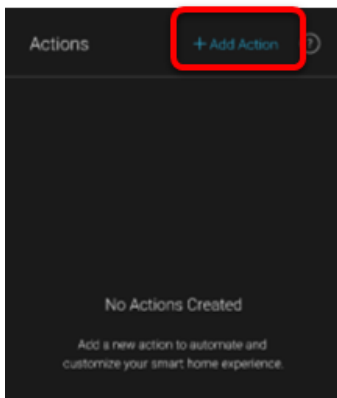
Actions allow users to create and modify devices and service actions. The Actions tab contains all user created Notifications, Scenes, Schedules, and Automations.

## To create a new Action:

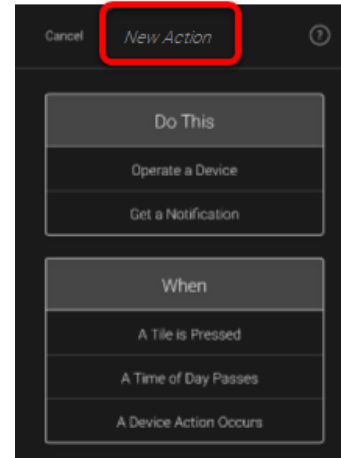
1. Tap the **Action** icon .



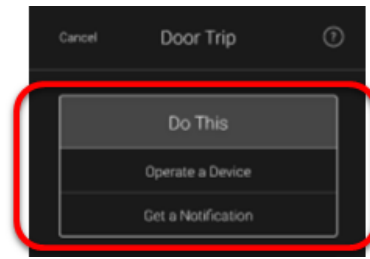
2. Tap **+ Add Action**.



3. Name the Action.



4. Select the “Do This” part of the Action; **Operate a Device** or **Get a Notification**.



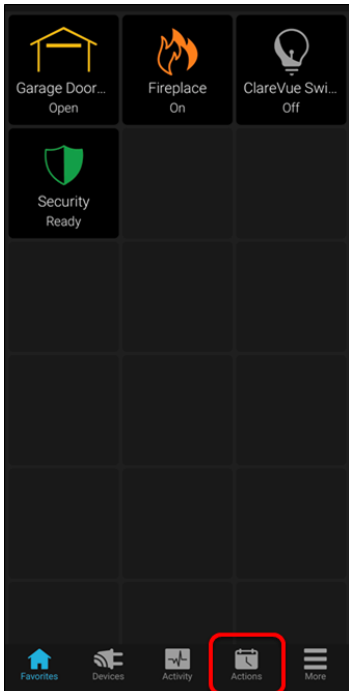
5. Select the “When” part of the Action; A Tile is Pressed (Scene), A Time of Day Passes (Schedule), or a Device Action Occurs (Automation/Notification).

**Note:** This is the action that occurs in response of the “When”, or trigger, action.

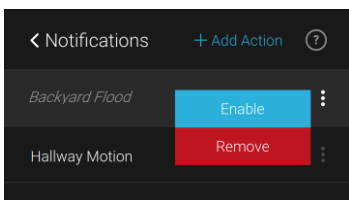
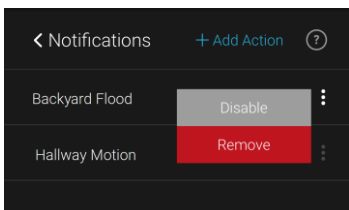
6. Tap **Save**.

## To Disable/Enable/Remove an Action:

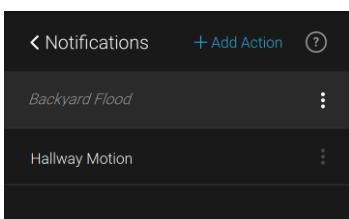
1. Tap the **Action** icon .



2. Tap the category (Notification, Scene, Rule, Automation), and then tap the 3 dots next to the desired Action.
3. Tap **Enable/Disable/Remove**.



When an Action is disabled, is greyed out.

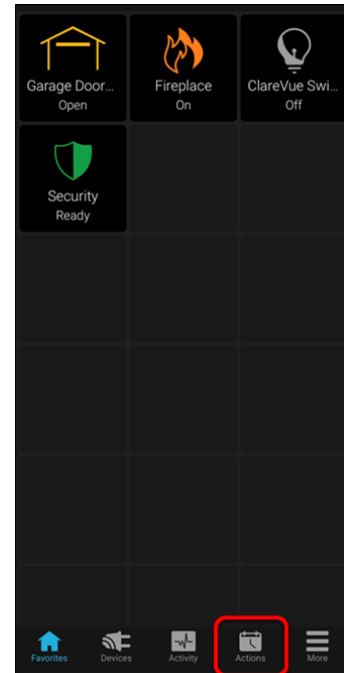


## Notifications

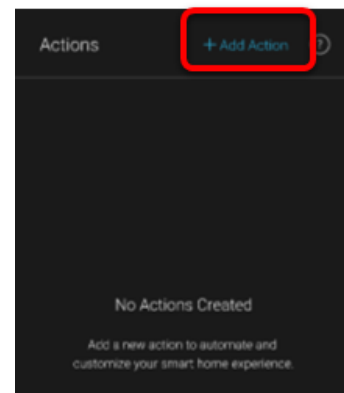
The Notifications feature allows a user to configure push notifications, emails, or emails to text when specific device actions occur. The following example walks through creating a push notification when the security alarm is disarmed.

### To create a Notification:

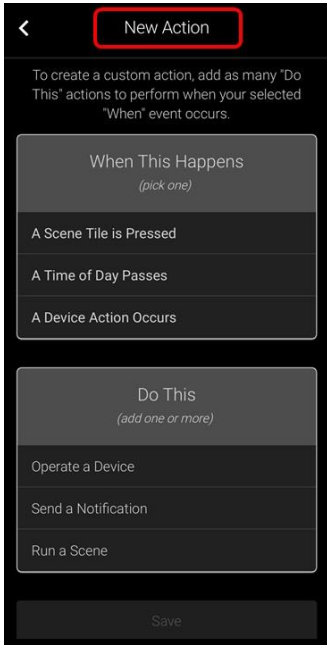
1. Tap the **Action** icon .



2. Tap **+ Add Action**.

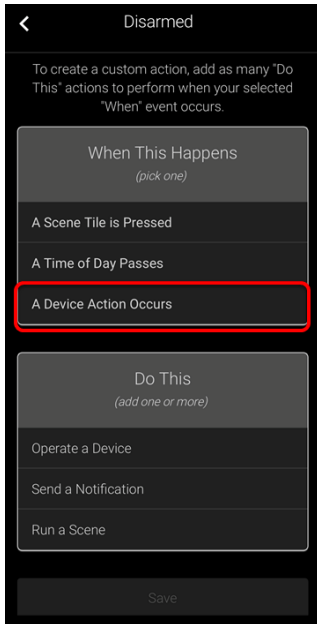


3. Name the Notification.

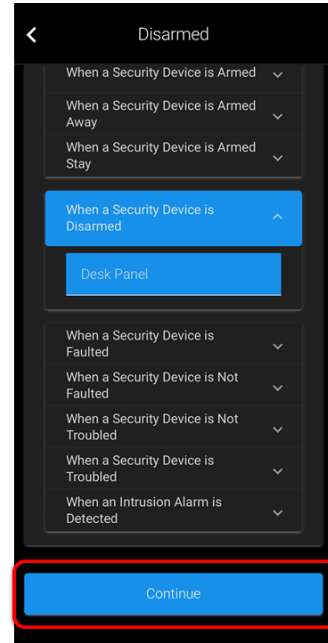


4. Select the “When This Happens” action - **A Device Action.**

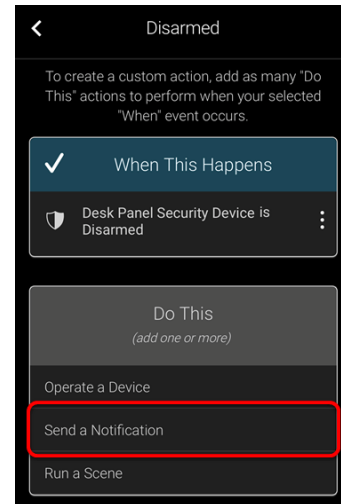
**Note:** This is the action that occurs in response of the “When”, or the trigger, action.



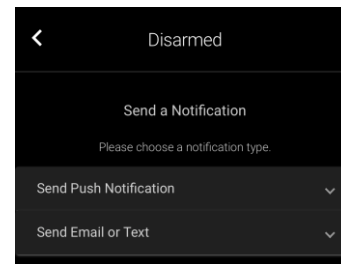
5. Select the device actions that trigger the notification, and then tap **Continue.**



6. Select the “Do This” action - **Send a Notification.**



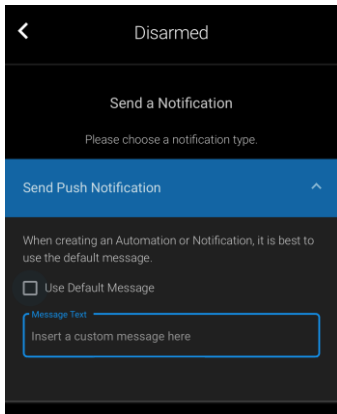
7. Select the notification type.



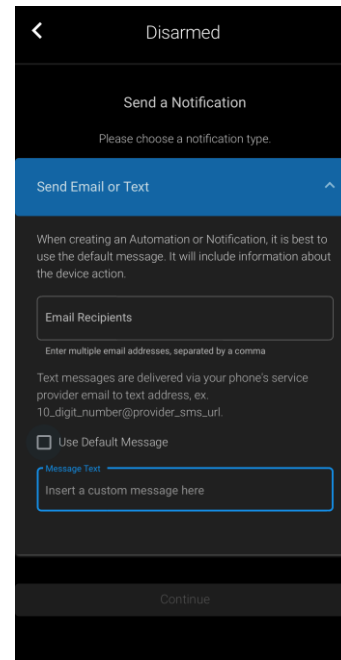
## Send Push Notification

A push notification sends a popup message to the mobile device.

To change the text content of the notification, edit the text in the message text box. Push notification messages are limited to 170 characters.

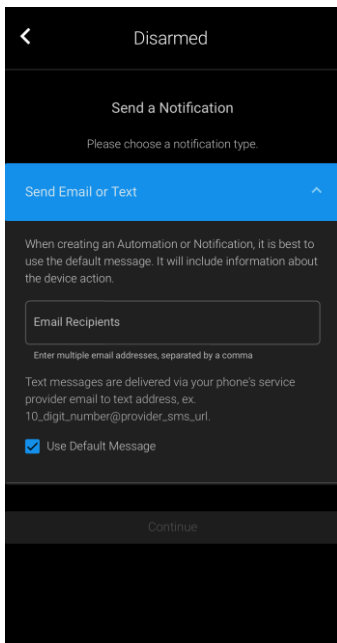


**Note:** Some service providers may limit the size of text messages.

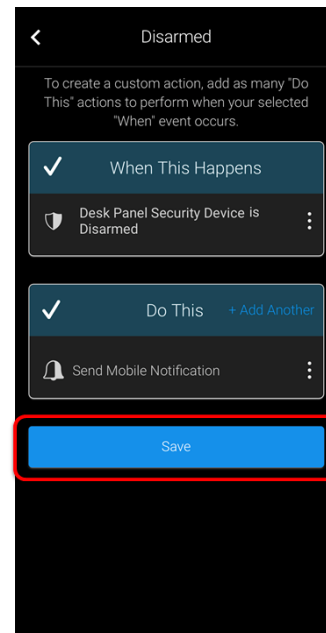


## Send Email or Text

An email or text sends a message to the user's selected email or mobile device number. The email/mobile number must be entered in the corresponding field.



8. Tap **Continue**, and then tap **Save**.



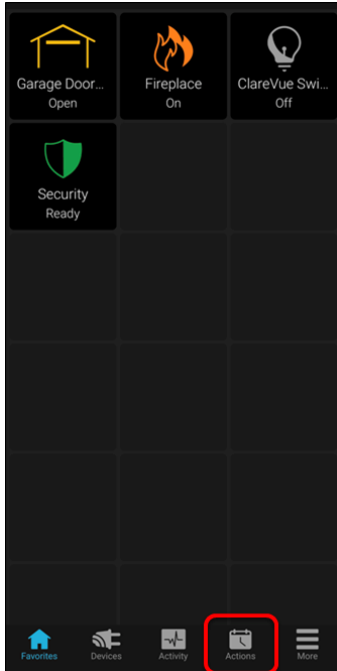
To change the text content of the email or text, edit the text in the message text box.

## Scenes

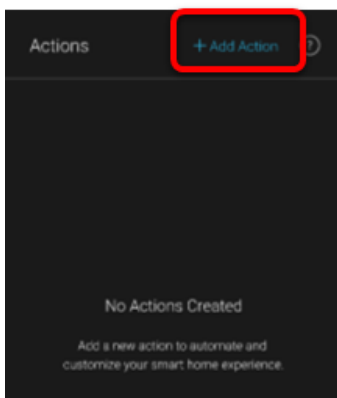
The Scene feature allows a user to configure specific device/service actions in the response to a tile press. The following example walks through creating a goodnight scene to turn off the home's lights.

### To create a Scene:

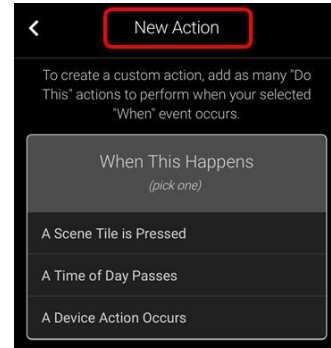
1. Tap the **Action** icon .



2. Tap **+ Add Action**.

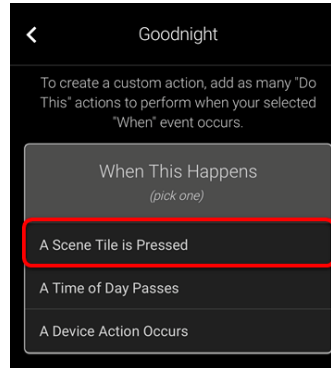


3. Name the Scene.

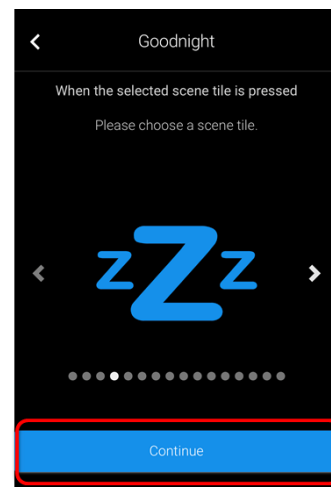


4. Select the "When This Happens" action – **A Scene Tile is Pressed**.

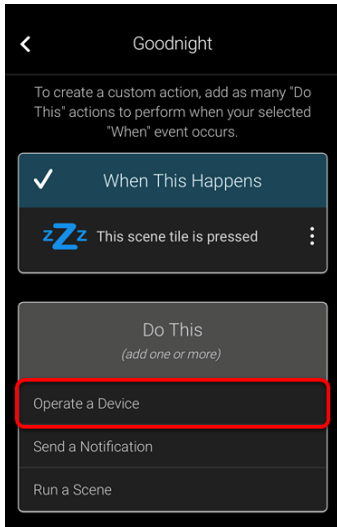
**Note:** This is the action that occurs in response of the "When", or the trigger, action.



5. Swipe the screen left/right to select the desired Scene icon, and then tap **Continue**.



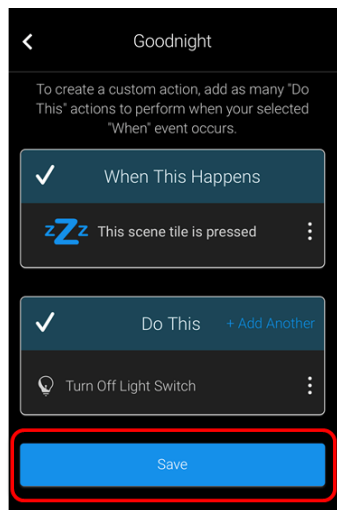
6. Select the “Do This” action – **Operate a Device**.



7. Select the desired device action, and then tap **Continue**.



8. Tap **Save**.

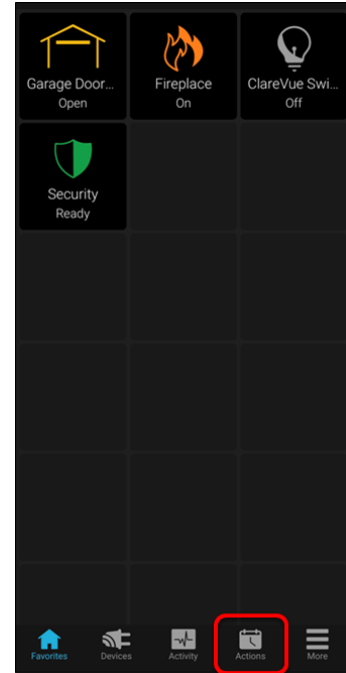


## Schedules

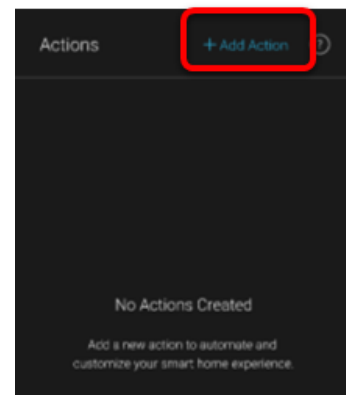
The Schedules feature allows a user to configure specific device/service actions at set times. The following example walks through creating a Goodnight schedule, turning off the home's lights, every night 45 minutes after sunset.

### To create a Schedule:

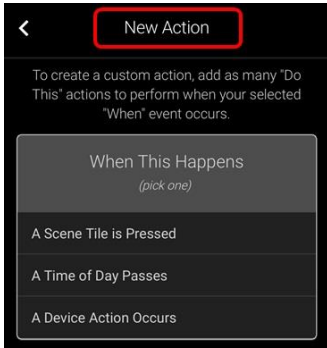
1. Tap the **Action** icon .



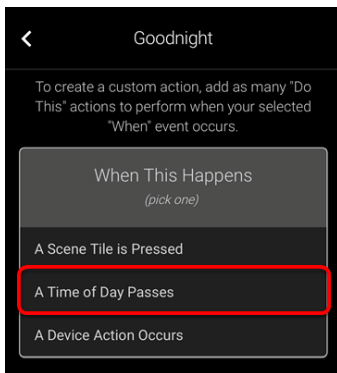
2. Tap + **Add Action**.



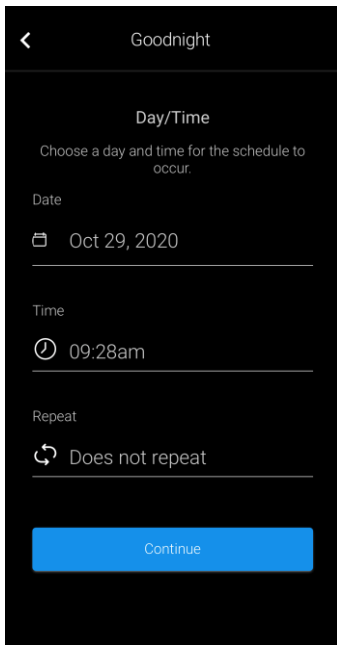
3. Name the Schedule.



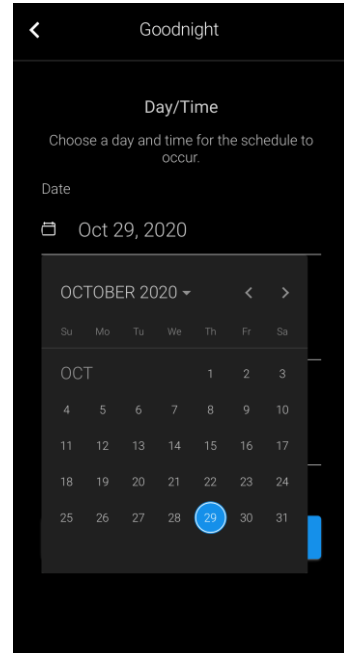
4. Select the “When This Happens” action – A Time of Day Passes.



The Schedule customization page displays.

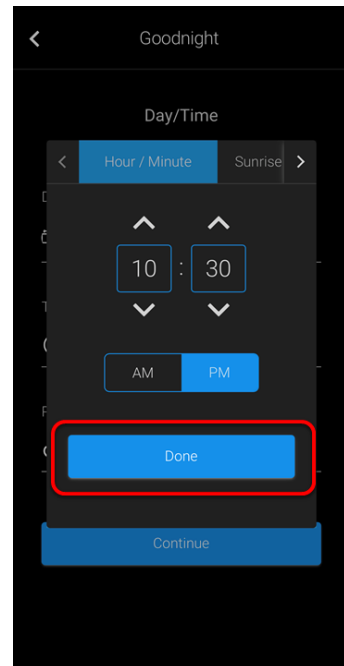


5. Select the Schedule’s start date.



6. Select the Schedule’s start time, and then tap **Done**.

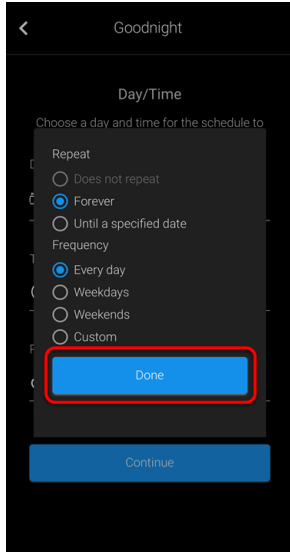
By default, the Hour/Minute option is selected.



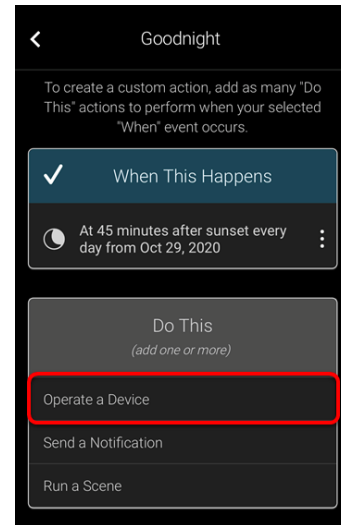
**Note:** Tap Sunrise/Sunset to create a schedule based on intervals before and after the sunrise/sunset.



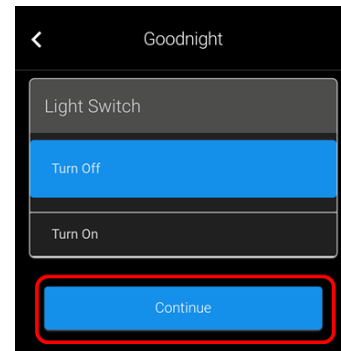
7. Select if the Schedule repeats, and then tap **Done**.



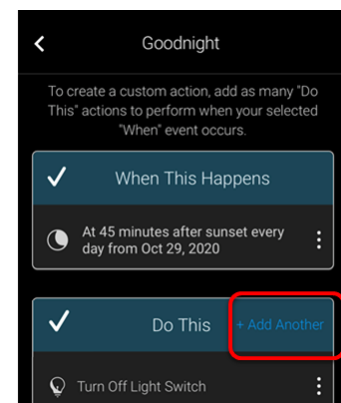
8. Select the “Do This” action – **Operate a Device**.



9. Select the desired device action, and then tap **Continue**.

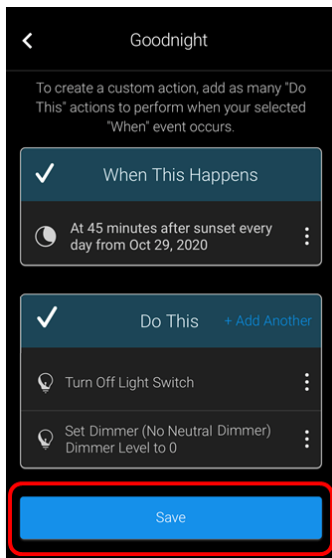


If desired, tap **+ Add Another** to add additional devices.

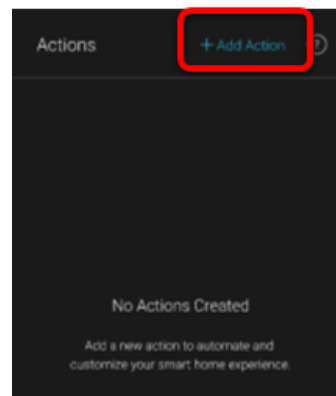




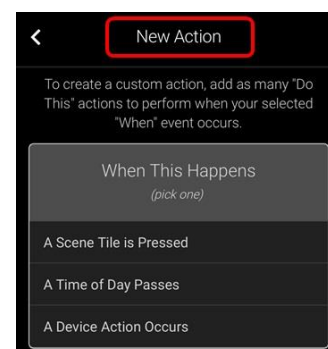
10. Tap **Save**.



2. Tap **+ Add Action**.



3. Name the Automation.

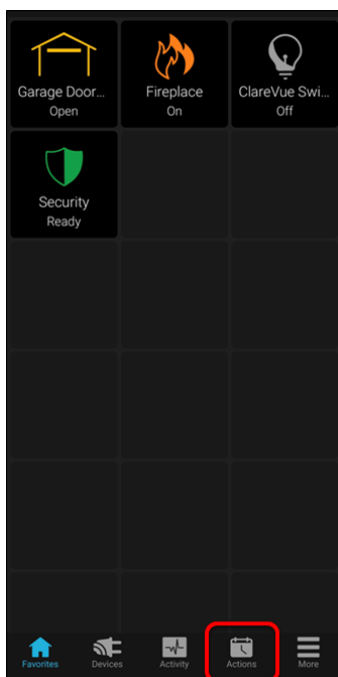


## Automations

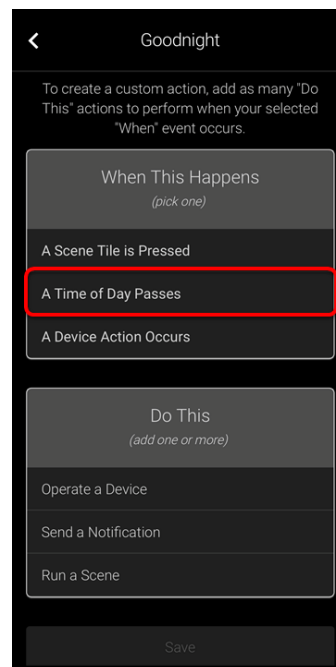
The Automation feature allows a user to configure specific device/service actions in response to other actions. The following example walks through creating a lockup automation, when arming the panel, the front door is locked.

To create an Automation:

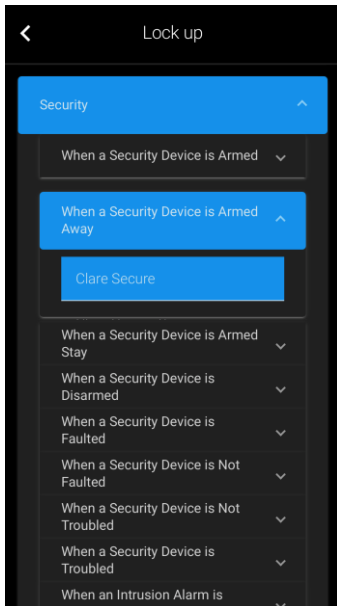
1. Tap the **Action** icon .



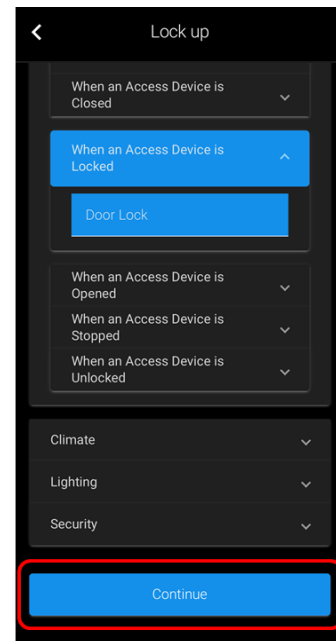
4. Select the “When This Happens” action – **A Device Action Occurs**.



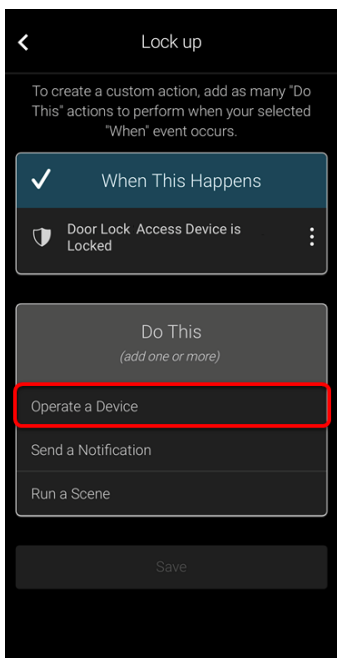
5. Select the device actions that trigger the notification, and then tap **Continue**.



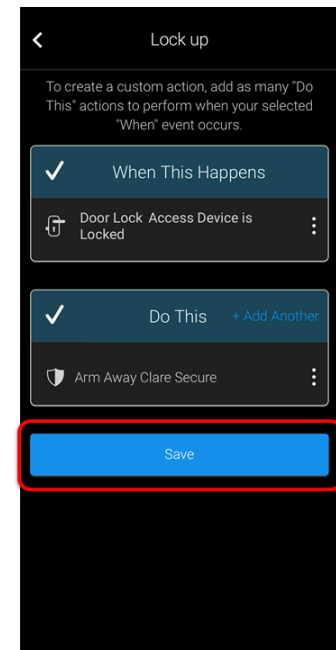
7. Select the desired device action, and then tap **Continue**.



6. Select the "Do This" action – **Operate a Device**.



8. Once all device actions are selected, tap **Save**.



## More

More allows the user the ability to view and change locations, manage users, view the InfoStream, check their app version, and sign out.

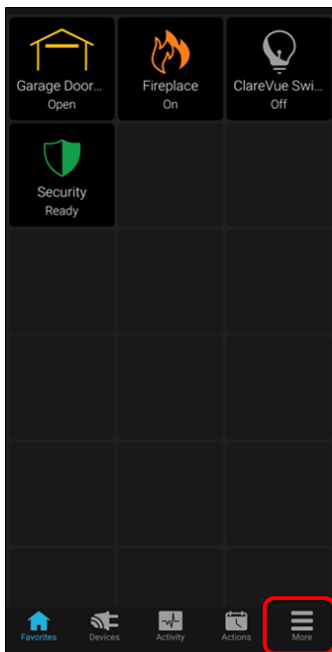
### Locations

The **Locations** button displays the homeowner's project.

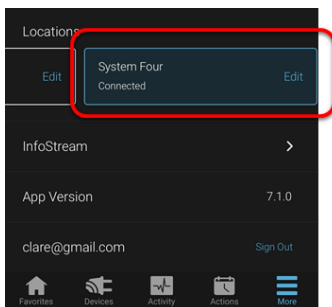
#### To switch locations:

**Note:** This option is only available if the user has multiple locations attached to their ClareHome account.

1. Tap the **More** Icon .



2. Swipe the location boxes left or right until the desired location is found, and then tap that location.



The app connects to the new location.

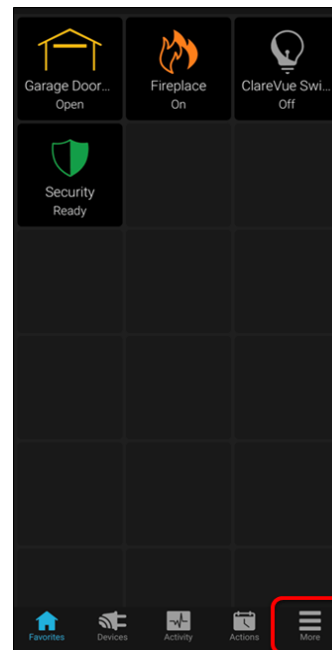
**Note:** If the homeowner has a pre-existing ClareHome project with a set location PIN, the PIN is required before connecting to the new location.

### Manage Users

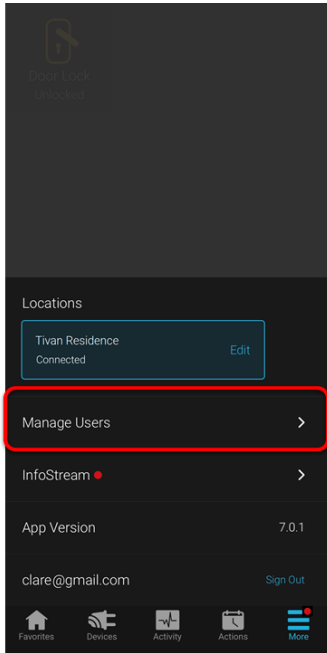
The Manage Users section is only available to the primary account holder. This section allows the primary user to add secondary users to their account. For example, the primary user can add a spouse, children, and visitors as secondary users.

#### To invite users:

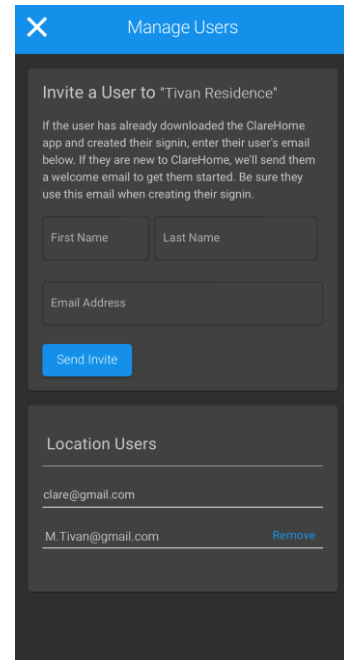
1. Tap the **More** Icon .



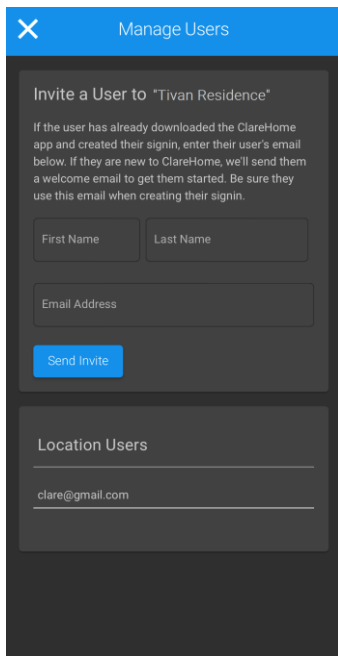
2. Tap **Manage Users**.



4. Once the invitation is sent, the user is listed in the Location Users list.

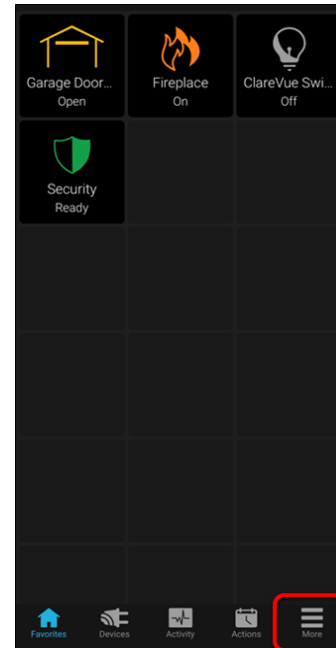


3. Then enter the user's First Name, Last Name, Email Address, and then tap **Send Invite**.

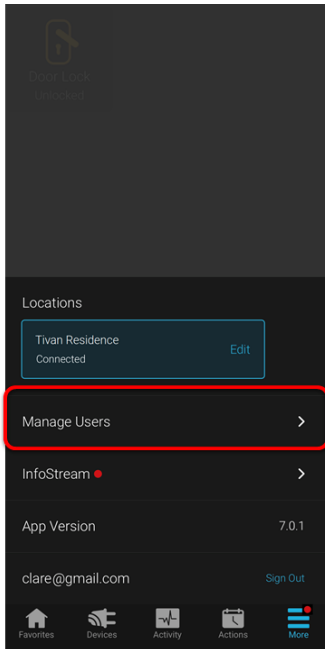


To remove a user:

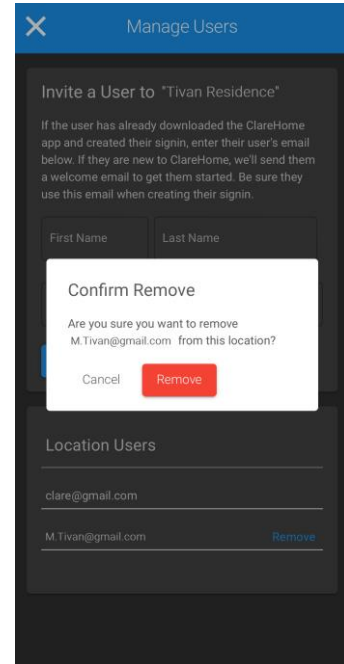
1. Tap the **More Icon**



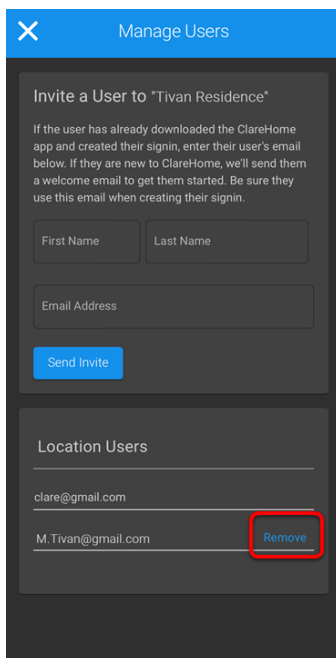
## 2. Tap **Manage Users**.



## 4. Tap **Remove** to confirm user removal.



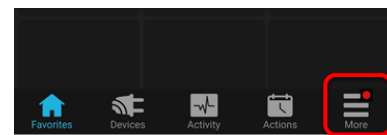
## 3. Tap **Remove** next to the desired user.




## InfoStream

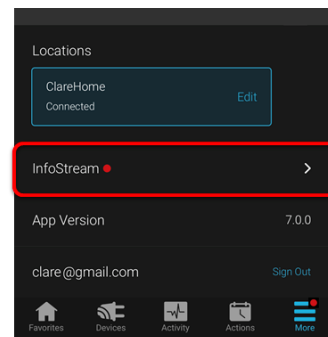
The ClareHome InfoStream contains the latest news and information about Clare Controls and the ClareHome app. The infostream contains helpful articles, tips, tricks, and important announcements about items that affect the user.

**Note:** When there a red dot appears next to More, there is a new InfoStream post.

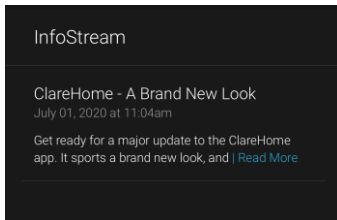


## To view the InfoStream:

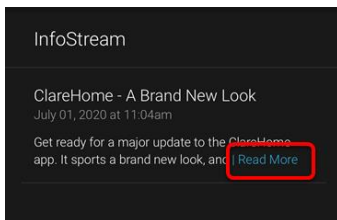
1. Tap the **More** Icon , and then tap **InfoStream**.



A list of the most recent information displays.

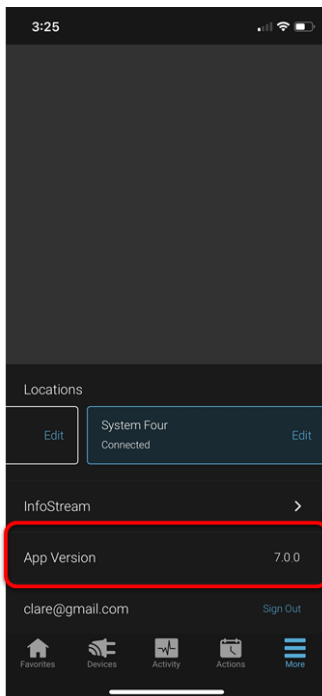


2. Tap **Read More** to view the full article in a web browser.



## App version

The current version of the ClareHome app.



## 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