



# ClareVision App for Android User Guide

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Thank you for purchasing our product. This manual applies to ClareVision Android mobile client software. Please read it carefully for the better use of this software. The contents in this manual are subject to change without notice.

For more information about this app and all the other fine Clare Controls products, visit us at [www.clarecontrols.com](http://www.clarecontrols.com).

# Getting started

The ClareVision Android mobile client software is designed for smart phones running versions 4.1.2 through 4.4 of the Android OS.

With this product, you can view your CCTV cameras and network video recorders (NVRs) right from your Android phone and play back recorded video. You can also define the image quality, start and stop audio and alarm output, and set your favorite cameras to display with a single tap of the screen. And if you choose, you can protect access to the app by setting a password.

## Notes


- Wi-Fi or 4G access service must be supported by the Android phone.
- Network traffic charges may be produced during the use of this client software.
- Please refer to the local ISP.

# Installing the app

## To install the app:

1. Log into the App Store.
2. Enter “ClareVision” to search mobile client software.
3. Download and install it to your Android phone.

## To run the app:

1. Tap  to run the app.






# Function overview

The software has five main functions, including Device, Live View, Remote Playback, Picture & Video, and Configuration.

## To select a function:

Tap , and then tap one of the function icons, as shown in Table 1.




**Table 1: Icon description**

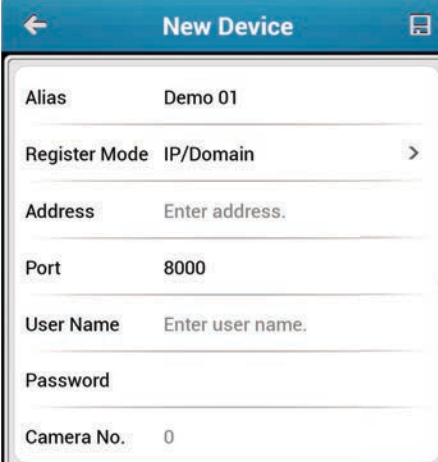
Icon	Function
 Device	Add new devices.
 Live View	Live view, alarm output management, etc.
 Remote Playback	Play back recorded files.
 Picture & Video	Review image snapshots and recorded video.
 Configuration	Set a password, update software, and send feedback.

# Device

Use the Device function to add and configure each device.

## To add a device:

1. Tap  →  → .



2. Edit the following:





- **Alias:** Enter the name of the device.
- **Register Mode:** It is always set to **IP/Domain** by default. Do not change this setting.
- **Address:** Enter the IP address or host name of the device.
- **Port:** Leave the port number at **8000**.
- **User Name:** Enter the device's user name.
- **Password:** Enter the device's password.
- **Camera No.:** The app scans the device and adds the camera number automatically.

3. Tap  to confirm the settings.


When the device is successfully added, the software obtains the camera information for the device and the Start Live View button displays. Tap **Start Live View** to view the newly added device.

**Note:** You can add up to 100 devices.

### To modify a device:

1. Tap  → .
2. Tap a device, and then tap .
3. Edit the required fields, and then tap .










### To delete a device:

1. Tap  → .
2. Tap and hold the device, and then tap **Confirm**.




## Live View

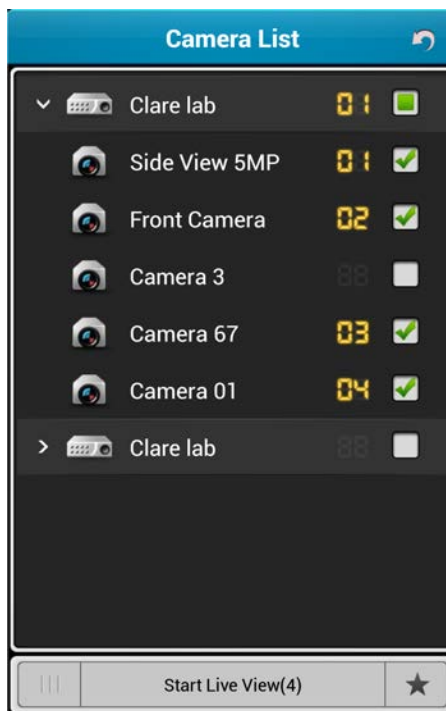
After the devices are successfully added, you can view live video from those devices, capture pictures and video, set image quality, start and stop two-way audio and alarm outputs, and use the digital zoom function. Select a function by tapping its icon, as shown in Table 2.

Table 2: Live View icons

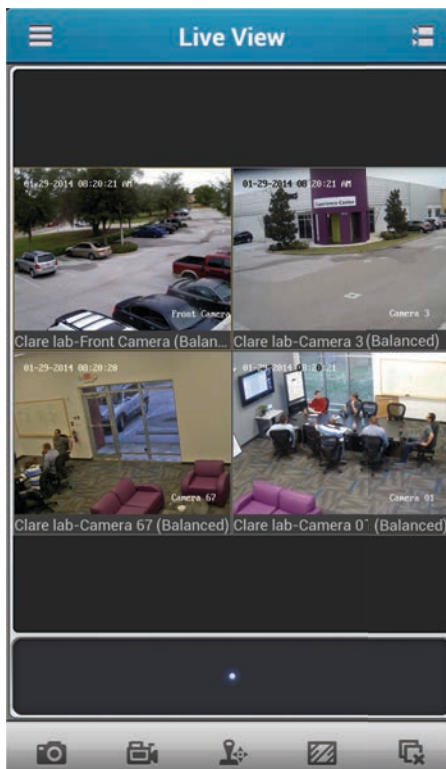
Icon	Function	Icon	Function
	Capture picture of the selected Live View screen		Audio on/mute
	Capture video of the selected Live View screen		Start/stop two-way audio
	PTZ control is not available in this release		Start/stop alarm outputs
	Set image balance to Clear, Balanced, Fluent, or Customized		Start/stop digital zoom
	Start/stop all the Live View		

### To start Live View:

1. Tap  → .
2. Tap , and then tap a device to expand the device list.
3. Tap the cameras that you want in Live View. A tick mark appears next to the selected cameras.



4. Tap **Start Live View** to display the cameras you selected.



**To view a single camera in full screen mode:**

Double-tap a camera image.

## Capture

You can take a snapshot or record live video of a Live View device right from your Android phone. The images are stored on the phone by date for later viewing, or can be sent via email or text messaging.

### To take a snapshot:

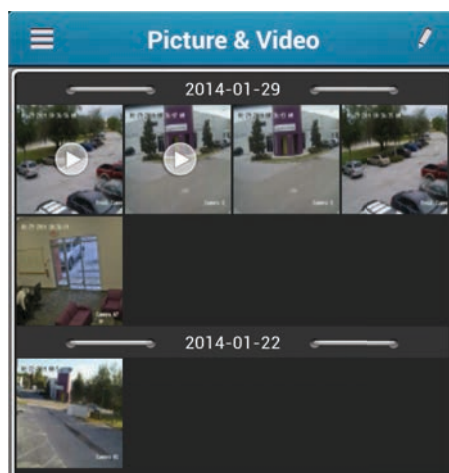
Tap .

### To record video:

Tap .

### To retrieve the image or video:

Tap  → , and then tap and image or video to select it.



## Image quality

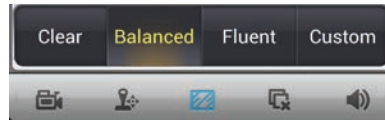
You can set the image quality for each camera displaying in Live View. There are three defined image quality types provided, including Clear, Balanced and Fluent. And you can also customize the image quality. The image quality default setting for Live View is Balanced. We highly recommend that you do not change the default setting.

**Note:** Selecting Clear or Custom will change the frame rate and may cause picture loss. Changing the Custom settings may cause adverse effects; such as impacting the number of days data is stored in the NVR, network bandwidth, and/or performance of Live View on other controls systems.



### To change image quality settings:

1. Tap  to activate the image quality panel, shown below.



2. Tap an image quality to select it.

## Start and stop Live View

During the live view, you can tap to stop all the live videos.

### To stop and start Live View:



Tap  to stop Live View. Tap  to start Live View.

## Start and stop audio

You can start or stop the alarm outputs of the added device by the software.

**Note:** The camera should support the audio feature.

### To start and stop alarm output:

Tap  to start the alarm output. Tap  to stop the alarm output.

## Start and stop two-way audio

You can start or stop the two-way audio of the added device by the software.

**Note:** The camera should support two-way audio.

### To start and stop alarm output:

Tap  to start the start. Tap  to stop the alarm output.

## Start and stop alarm output

You can start or stop the alarm outputs of the added device by the software.

**Note:** The camera should support alarm output.


### To start and stop alarm output:

Tap  to start the alarm output. Tap  again to stop the alarm output.

## Digital zoom

You can perform a partial digital zoom during live view.



### To zoom in and out in Live View:

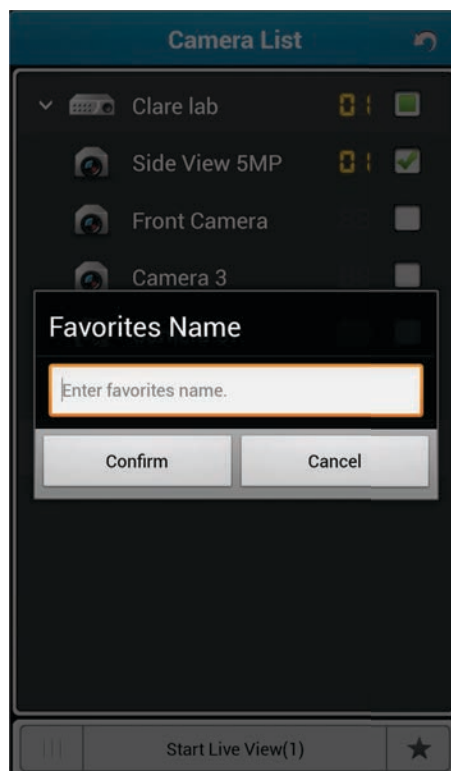
1. Tap to select a playing window.
2. Tap  to enter zoom mode.
3. Spread two fingers apart to zoom in or pinch them together to zoom out.

## Favorites

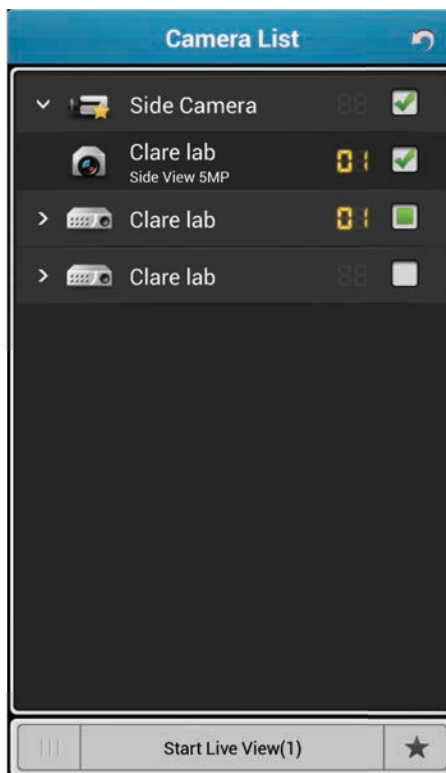
Use the Favorites function to group one or more cameras into a special list.

### To add cameras to a Favorites list:

1. Tap  to enter the Cameras List screen.
2. Expand a device list, and then select the camera(s) that you want to add as favorite.
3. Tap  to add the camera(s) as a favorite, and then name the favorite.

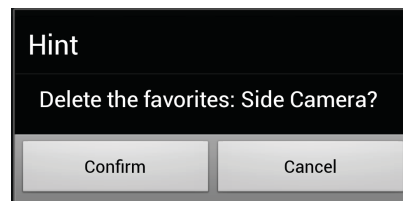


4. Tap **Confirm** to save your favorites.
5. Tap **Start Live View** to access your favorites from the Camera List screen.



**To delete a Favorites list:**

1. Tap and hold the Favorites list that you want to delete. The app prompts you to confirm your delete.






2. Tap **Confirm** to delete it.

# Remote Playback

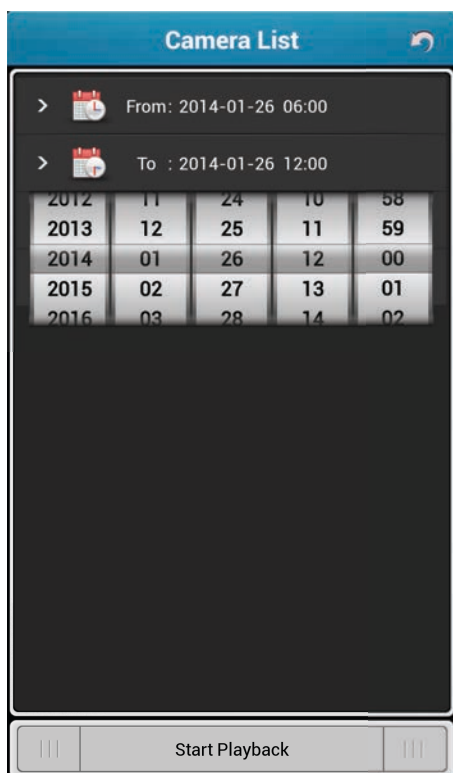
You can play back video stored on your NVR on your Android phone in full-screen Remote Playback mode, which uses the entire display. If you don't use full-screen Remote Playback mode, the video plays back in the viewer.

## To view in Remote Playback mode:

1. Tap  →  → .
2. Tap a camera in the list to select it.
3. Dial the date and time to set the start and end of the video, and then tap **Start Playback**.

- or -

You can press and drag the timeline bar to adjust its position.

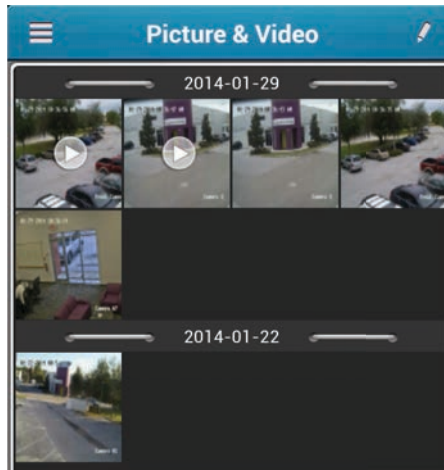


# Picture & Video

If you captured a live view image, or recorded video in live view, you can retrieve it using Picture & Video.

**To retrieve the image or video:**

Tap  → , and then tap and image or video to select it.






# Configuration




Use the Configuration function to set a password that prevents others from accessing the app, to upgrade the app to its latest version, and to send us feedback about your app experience.

## Password protection




**To enable password protection:**

1. Tap  →  → **Turn Password On**.
2. Enter at least four characters including numbers and symbols. Enter the password again to confirm it, and then tap .

**To modify the password:**

1. Tap  →  → **Modify Password**.
2. Enter the old password, a new password and confirm it, and then tap .

**To disable password protection:**

1. Tap  →  → **Turn Password Off**.
2. Enter the password, and then tap .

## Software update

The app can directly update to the latest software.

**To update to the latest software:**

1. Tap  →  → **About** → **Software Update**.

## Feedback

If there is any problem or suggestion when using the app, send us an email. Our customer support team will handle your problem or suggestion as quickly as possible.

**To send feedback:**

1. Tap  →  → **About** → **Feedback**, and then select an email account.

# Troubleshooting

- ***What kinds of devices are compatible with the ClareVision App for Android?***

The devices that adopt H.264, MPEG4 or MJPEG video compression are compatible with this software.

- ***Why does the mobile client software prompt 'login failed' when accessing the device via Wi-Fi?***

Check that the Wi-Fi parameters are configured properly in your phone. Refer to the phone's user guide for more information about accessing Wi-Fi.

- ***After starting viewing the live video, why does the phone's response become very slow and the video freezes?***

This problem may be due to the settings of your Android phone. Try viewing fewer cameras at the same time, or decrease the frame rate and resolution.

