What's Happening:

We are excited to announce that ClareOne now supports Google Nest Pro series devices. This integration will allow Partners to add select Google Nest Cam cameras and Video Doorbells, and all Google Nest Thermostats to their ClareOne projects. This integration was built through our Partnership with Google and has been highly requested by our Partners. As part of this release, there are several important details Partners should be aware of if enabling Google Nest Cam cameras and Video Doorbells on their projects, most importantly, if enabling the camera or video doorbell integration, **there is a one-time $50 license charge for every Google Nest Cam camera and Google Nest Battery and Wired Video Doorbell that is added on a ClareOne project**. There is no fee associated with Google Nest Thermostats. Below you will find all commonly asked questions regarding this integration.

FAQs

Q: What is happening:

A: We have released a software update to all ClareOne systems that adds new features, bug fixes, and enables Google Nest device integration. This was pushed out over air to all ClareOne systems. Partners cannot enable the integration on a system that has not been updated.

Q: When was this update released:

A: October 10/30/2023

Q: How are users getting this update?

A: This update will be released over the air to all ClareOne Panels. If users have their panel set to automatically install the update, then it will be installed on its own and the panel will reboot. Otherwise, users will be prompted to install the update on the home screen of their ClareOne Panel. The update process will reboot the panel and can take about 5-10 minutes to complete.

Q: IS there a cost to enable this integration?

A: Yes. There is a one-time $50 license charge for every Google Nest Cam camera and Google Nest Battery or Wired Video Doorbell that is added to a ClareOne install. There is NO fee for enabling Google Nest Thermostats.

Q: How will I be invoiced?

A: Every Google Nest Cam and Google Nest Video Doorbell that is added to your customer account will require a $50 license charge. The license will be billed to your Snap One account following the same cadence as your other FusionPro charges. All Google Nest cameras and video doorbells added in that month will be included in that month's invoice.

Q: What happens if the customer is unhappy or does not want their Nest device shortly after installation?

A: If a customer does not want their Google Nest integration, please contact your Snap One sales representative.

Q: What Google Nest devices are supported?

A: The full list of supported devices can be found HERE. Please note, not all Google Nest Cameras and Video Doorbells are supported. Refer to the list.
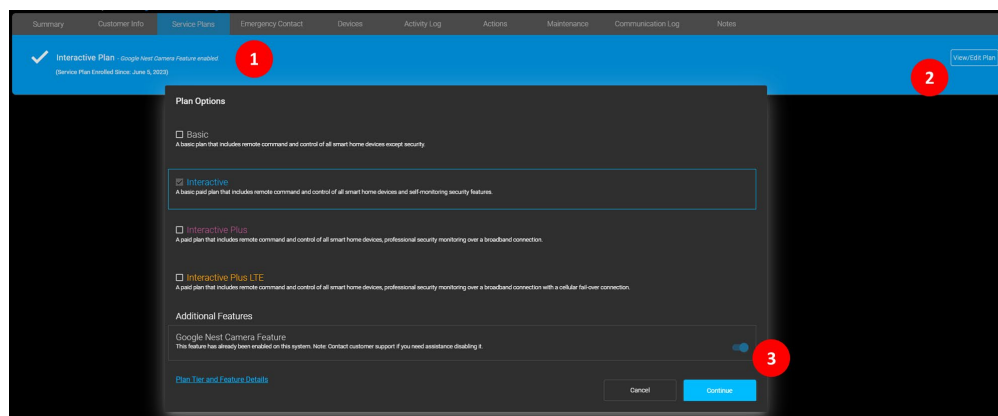
Q: Can end users enable this integration without a Partner?

A: No. To enable Google Nest Cam or Video Doorbell integration, the end-user project must have the integration enabled in FusionPro by their installing Partner. Once the integration has been enabled in FusionPro on the Account Service Plans tab, then Google Nest devices can be set up from FusionPro or ClareHome App. If users would like to enable this integration, they need to contact their installing Partner.

NOTE: If the integration is enabled, end users can add additional Google Nest using the ClareHome App. This will incur a license charge.

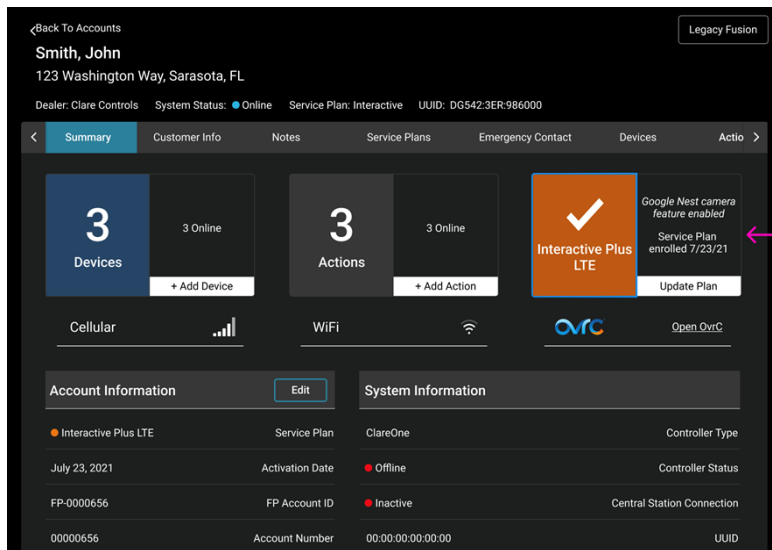**Q: How to enable Google Nest Camera or Video Doorbell Integration**

A: Google Nest Thermostats can be enabled on a ClareOne project like any normal device. To enable Google Nest Cam or Google Nest Battery or Wired Video Doorbell integration, Partners need to navigate to their desired project, select the Service Plans tab, and toggle Google Nest Camera Features at the bottom of the tiers list. By enabling this option, they accept that there will be a fee associated with the integration for every Google Nest Cam camera or video doorbell that they add.

Q: How to Add a Google Nest Camera to a project?

A: Navigate to the customers project in FusionPro. After enabling the camera integration, open the **Devices tab > Select Add Device > Cameras > Google Nest – Pro Edition Doorbells and Cameras > Authorize Device > Log into customer's Google Account and authorize the device**. Once completed, you will be returned to the device screen. Name the device and save.

The device will be available on the ClareOne panel and ClareHome app as a tile that can be added on the favorites page.

Q: What can end users do with this integration?

Google Nest Thermostats
- All Google Nest Thermostats are supported in ClareOne.
- Users can control their Google Nest Thermostat from the ClareOne Panel and ClareHome app to manage their climate settings, including humidity, fan, and temperature.
- Users can include their Google Nest Thermostat in custom scenes, schedules, automations, and notifications.
- There are no fees associated with adding Google Nest Thermostats.

Google Nest Cam
- View live video from cameras on the ClareOne Panel and ClareHome App.
- Create automations that are triggered by motion or people detection events.
- Access the Quick Action tray while viewing a live stream to control security and smart home devices, and to launch scenes without having to close the feed.
- There is a one-time $50 license charge per camera, per project to enable this integration.

Google Nest Wired and Battery Video Doorbell
- View live video from the Video Doorbell on the ClareOne Panel and ClareHome app.
- Answer or reject incoming calls on the ClareOne Panel (two-way audio is not available, users can only hear audio coming from the Video Doorbell).
- Create automations that are triggered by motion, people detection, or doorbell rings.
- Access the Quick Action tray while viewing a live stream to control security and smart home devices, and to launch scenes without having to close the feed.
- There is a one-time $50 license charge per camera, per project to enable this integration.