

# FAQ

## Sales Brief

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### ClearOne Pro Audio New Products FAQ

#### Versa Pro CT:

##### **Q1 Does the Versa Pro CT bundle include a PoE power supply?**

Yes, the bundle includes one PoE (36 Watt) supply. If you connect speakers to the power amplifiers on either the Huddle or the BMA CTH you will need another PoE+ (36 W) supply connected to the BMA CTH.

##### **Q2 How many PoE injectors do I need?**

You need one PoE connected to the Ethernet port on the Huddle. If you connect speakers to either the Huddle or the BMA CTH you will need to add another PoE to the BMA CTH.

##### **Q3 Can the Versa Pro CT be configured through USB using Console AI?**

Yes, the new Huddle unit can be configured through the USB port using CONSOLE AI, eliminating the need to connect the Ethernet port to the network. However, it still supports configuring through the Ethernet port as well.

##### **Q4 Can the original Huddle unit be configured through the USB port?**

No, the original Huddle hardware version does not allow programming through the USB port.

##### **Q5 Since the Huddle now only has one USB Type-A port, can I connect a USB hub to get more USB ports?**

Yes, in general this will work fine with powered or non-powered hubs. For best results, use a powered USB hub that will provide power to the connected USB devices.

##### **Q6 How does the BMA CTH connect to the Huddle?**

The BMA CTH connects to the Huddle through the Expander port using CAT 5/6 cable. The maximum distance is 200 feet (60 meters).

**Q7 Does the BMA CTH daisy-chain?**

You can connect only one BMA CTH to a Huddle unit. The Huddle does not support daisy-chaining multiple BMA CTH units. You can add a Bluetooth Expander to the BMA CTH.

**Q8 Can I daisy chain other Expanders or Beamformers?**

You can add a Bluetooth Expander at the end of the chain after the BMA CTH. The Huddle does not support any other devices such as the USB Expander, GPIO Expander, Dialog 20, BMA 2, or BMA CT.

**Q9 When I connect the BMA CTH to the Huddle can I still use the 3 echo cancelled microphone inputs?**

Yes, all of the Huddle resources are available when the BMA CTH and Bluetooth Expander are connected—including the 3 Mic/Line Inputs (AEC).

**Q10 Can I use the original Huddle with a BMA CTH?**

Yes, upgrade the Huddle to firmware version v7.0.15.0 or later using Console AI.

**CONVERGE® Bluetooth Expander:****Q1 Does the Bluetooth Expander work with the original Huddle?**

Yes, upgrade your Huddle to firmware version v7.0.15.0 newer using Console AI. Connect to the Expander port on the Huddle.

**Q2 What is the maximum cable distance?**

200 feet (60 meters)

**Q3 Where can the Bluetooth Expander be on the P-link/Expander chain?**

The Bluetooth Expander must be the last device on the chain since it does not have an output port.

**Q4 How is the Bluetooth Expander powered?**

It gets power from the device that it is plugged into. It does not require an additional PoE supply.

**Q5 How many simultaneous Bluetooth connections?**

It connects to one device (phone, laptop, tablet) at a time.

**Q6 How do I control the volume in the room?**

Use the volume control on your device (phone, laptop, tablet).

**Q7 Can I put the Bluetooth in lock-down mode so that someone cannot unknowingly connect and listen in?**

Stay tuned. This feature is being added and will be available soon

**CONVERGENCE™:**

**Q1 Is it possible to switch on/off Collaborate Live units and DSP units?**

No, you must have physical access to the unit to remove power.

**Q2 Status report for WS800/Dialog 20 systems.**

WS800 – No.

DIALOG 20 – Yes, if connected via P-Link to a CP2 on the network.

**Q3 Is it possible to make audio configuration changes in DSP similar to configuration changes in collaborate live or upload the program to DSP?**

No, you must use CONSOLE AI to upload new configuration.

**Q4 Is it possible to export status to excel sheet format or any other format?**

Yes, as a CSV.

**Q5 How it will be detecting the BFM/BMA CT Mics- Would it show as link to DSP connected or as an individual product?**

BMA Mics (and all devices connected on P-Link) will show up in the list via the CP2 that is connected to the network. You will see all devices connected via C-Link and P-Link.

**Q6 How many people can be admin for convergence?**

There is one admin account with a single password. The admin password is shared among everyone that needs admin access.

**Q7 What is the cost? Is it licensed-based?**

CONVERGENCE is free for customers of ClearOne products. The installer can be downloaded from the ClearOne website.

## **CONSOLE® AI:**

### **Q1 Is Console AI replacing Pro Console?**

Yes, Console AI completely replaces all the functions of Pro Console. Plus, Console AI adds a bunch of new features and enhancements. Installing Console AI does not un-install Pro Console.

### **Q2 In Console AI, can I use existing projects that I created in Pro Console?**

Yes, you can load projects that were created in v5 and v6 of Pro Console. This will allow you to use the new Audio Intelligence features such as the Workflow Checklist and Project Audit on your existing projects. Save the project as a new filename to automatically convert it to the new v7 format.

If you have further questions, contact Support at [techsupport@clearone.com](mailto:techsupport@clearone.com) or 1-801-974-3760.