# ClearOne®

Technical Note

CONVERGE CONSOLE UNDER MICROSOFT® WINDOWS® 7 64-BIT OS

There has been a reported issue with Converge Console under Microsoft Windows 7 64-Bit OS. When opening the **Connect** dialog box in Console, the USB option to connect to the Converge Pro unit never becomes highlighted. There is a fairly simple work around that will still allows connecting via USB.

First verify that the USB driver was actually installed correctly and is functioning without any problems. This can be done by opening the **Control Panel**:
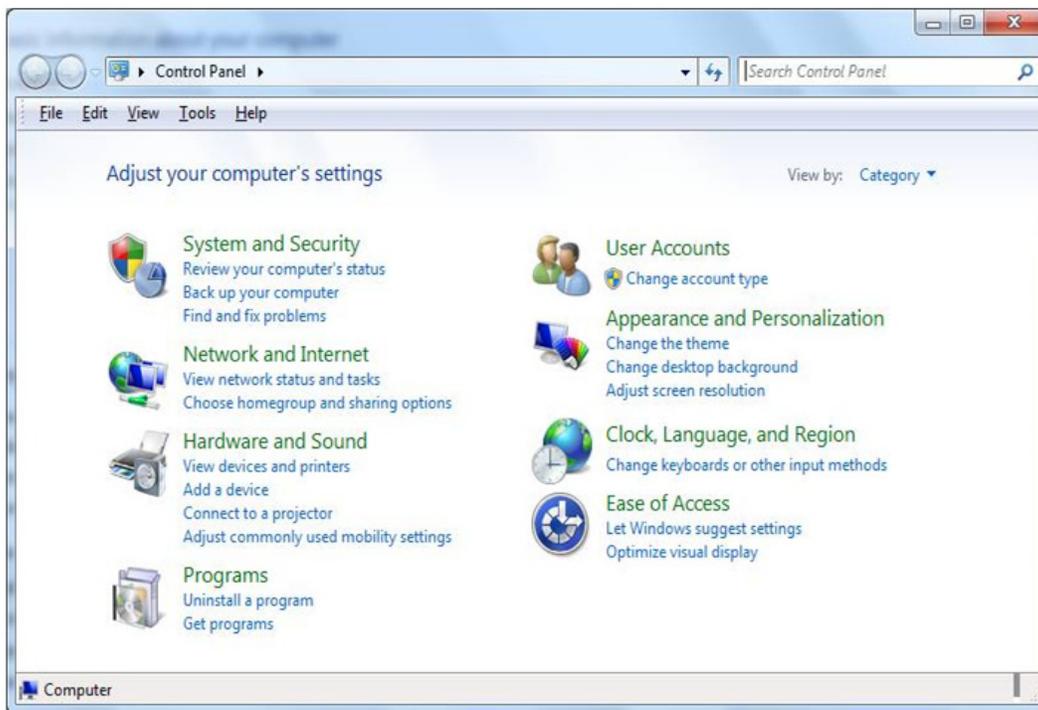
Next click on **Hardware and Sound**.
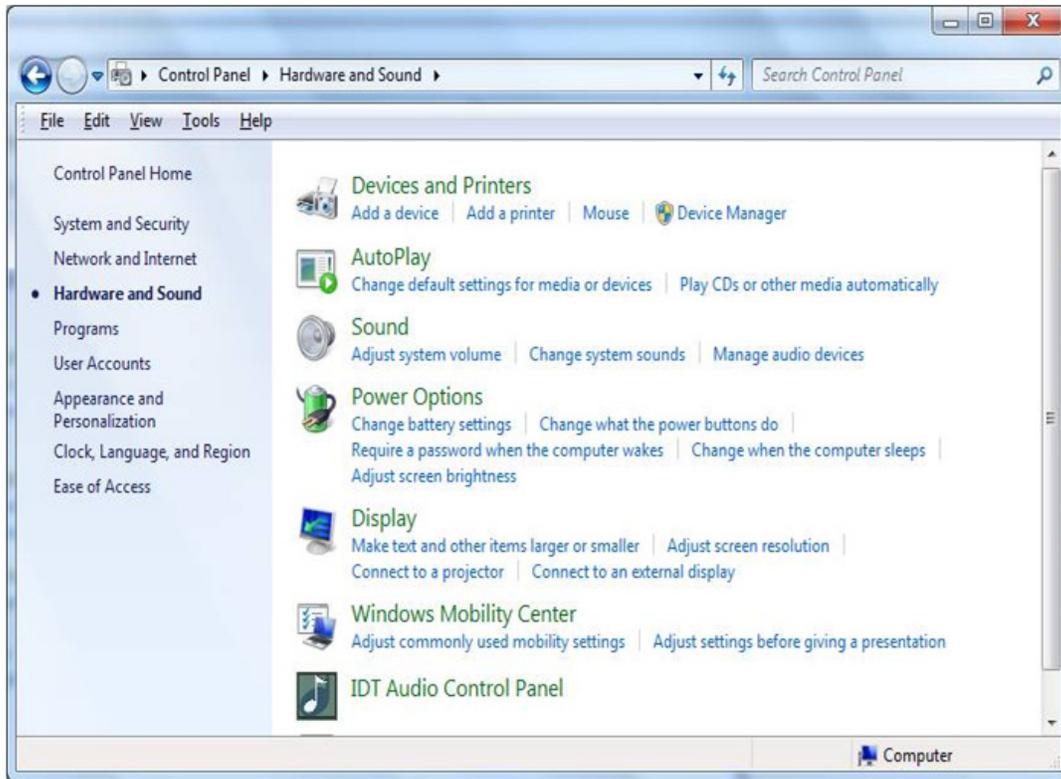
Then select **Device Manager**.
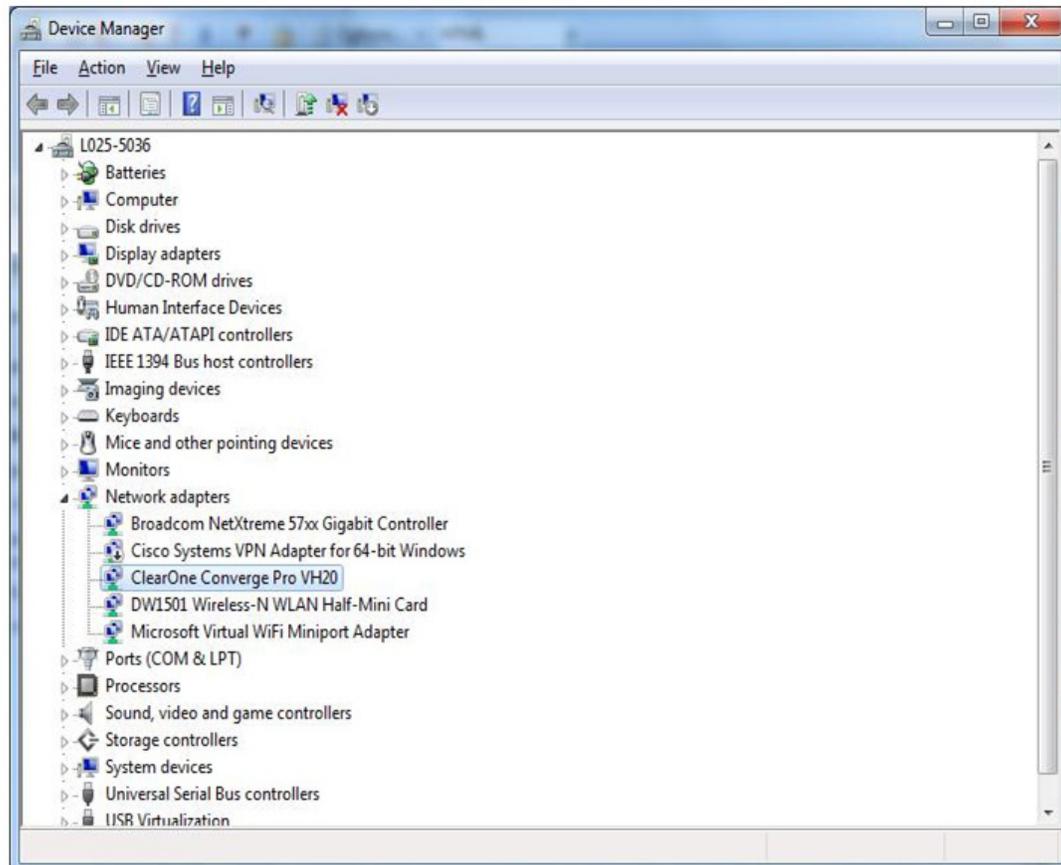
Under **Network adapters**, verify that a network adapter shows up for each Converge Pro product that is plugged in. In the previous image it is the Converge Pro VH20. If Windows indicates that there is a problem with this device you must to trouble shoot that issue before you are able to connect using Converge Console. If you need to trouble shoot this further then please call Tech Support, 1-800-286-5936.

Since the USB driver allows Converge Console to make an IP connection over USB we now need to find the IP Address that the Converge Pro device has so that we can enter that IP address into the Connect dialog box in Converge Console.

Next open a **Command** window and enter "**ipconfig /all**". The output of this command contains information about all of your network interfaces including the USB connection. Look through this output and find the entry for your Converge Pro.

In the example below it is a Converge Pro 840T:
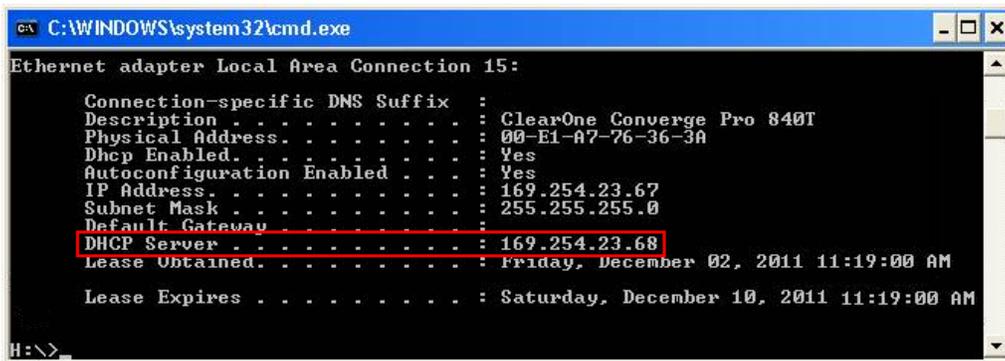
The address you are looking for is actually the DHCP Server address, which in this example is 169.254.23.68. (All Converge Pro devices will be 169.254.*x.x*, the last two numbers are specific to the unit you are connecting to.)

> » Note: Each Converge Pro has a unique IP Address. When connecting to other Converge Pro units this process needs to be followed for those devices.

Enter this address into the **Connect** dialog box in Converge Console:
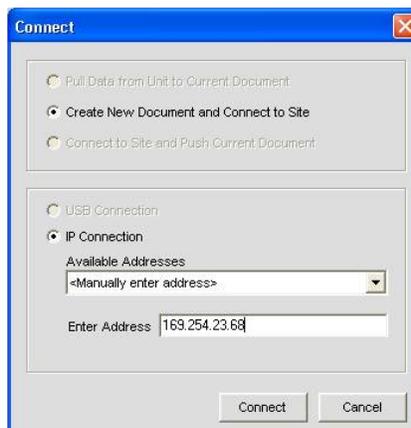
You will now be able to connect to the Converge Pro device. Please note that although you typed in an IP address we are actually doing IP over USB, this connection is through the USB port.

Pro Tip: You can also telnet to this address to enter serial commands.

Please also refer to these other App Notes/Tech Note for more information:

http://www.clearone.com/docs/app_notes/801-000-002_Rev1.0_usb%20connections_WEB.pdf
http://www.clearone.com/docs/app_notes/801-151-800-03_USB_Connectivity_Issues-Rev1.0.pdf
http://www.clearone.com/docs/tech_notes/CC_Err_32-bit_801-151-800-17-TN_REV%201.1-WEB.pdf