

CONVERGENCE™ AV Cloud



CONVERGENCE AV Cloud is a unified AV network management platform to monitor, control, and audit ClearOne Pro Audio and Video products and services from any location worldwide

With the cloud option, AV practitioners can profit from Management as a Service (MaaS) recurring revenue opportunities and easily support multiple clients and multiple networks with secure, real-time remote access from a single multi-tenant platform.

- > Remote real-time system access provides at-a-glance and all-inclusive dashboard views with auto discovery of Pro Audio devices.
- > Scales to support organizations of any size – large or small.
- > Facilitates user support with built-in video, audio, and chat tools for real-time communications.
- > Can be virtually partitioned for AV management by location such as building, floor, room, or any global topology as desired.
- > Access rights can be specified by organization, user, and role.
- > Client tenant usage can be conveniently tracked for invoicing and optional auto-payment reminders.
- > Stay informed on system and device status with email and SMS text alerts.
- > Access from any device, desktop to mobile, with a powerful and elegant browser interface – available in twelve languages.

APPLICATIONS:

- Audio system management
- Video system management
- Web conferencing management
- Equipment auditing

WORKSPACES:

- Corporate campuses
- Higher education campuses
- Large government complexes
- Multinational organizational sites

Single Secure Platform

AV Practitioners can now remotely support multiple clients such as corporate multinationals, universities, and governments across local, regional, and worldwide campuses from a single secure real-time MaaS platform for recurring revenue.



Real-Time Remote Support

ClearOne's CONVERGENCE Cloud AV includes built-in video, audio, and chat tools for real-time remote support and communications as well as email and immediate SMS text alerts.

Great Ideas Need to be Heard and Seen!™

CONVERGENCE AV Cloud

Do What You Need, When and Where It's Needed

- > Easily update CONVERGE® DSP Mixers and P-Link peripherals via remote downloads and uploads of project files.
- > Efficiently backup or restore multiple project files systemwide – simultaneously.
- > Perform remote batch firmware updates on multiple audio or video devices at once.
- > Receive notification of new firmware through “Update Available” icon badges.
- > Directly provision CONVERGE Pro 2 VoIP lines and view VoIP registration status.
- > Configure and manage COLLABORATE® Live codecs and COLLABORATE Space user accounts.
- > Enjoy the convenience of user preferences and single-sign-on access through LDAP connectivity.
- > Download device logs and data for troubleshooting, auditing, and reports.
- > Search, sort, and filter to quickly find relevant information.
- > Integrates with third-party management systems via a RESTful web interface.
- > Fully secured with HTTPS, encrypted cloud servers, and strong 256-bit encrypted password management for both users and devices.

Information At Your Fingertips

The screenshot displays the 'Client Organizations' page in the ClearOne Convergence AV Cloud Beta web interface. The page title is 'CONVERGENCE™ AV CLOUD BETA — SUPPORT ORGANIZATION' and the organization name is 'Clear Skies AV, Inc. Pro Audio'. The user 'bob.jones' is logged in. The table lists 4 client organizations with columns for Status, Name, Account Number, Start Date, End Date, Devices Licensed, Pro Audio Devices, and Servers.

Status	Name	Account Number	Start Date	End Date	Devices Licensed	Pro Audio Devices	Servers
Active	Client A, Main HQ Bldg.	C10006	4/13/2021	8/13/2021	100	0	0
Active	Client B, SW office	C10004	4/13/2021	8/13/2021	100	58	2
Active	Client B, NE office	C10007	4/13/2021	8/13/2021	50	28	2
Active	Client C, Conference	C10005	4/13/2021	8/13/2021	50	20	2

CONVERGENCE AV Cloud

Next-Level AV Network Management as a Service (MaaS)

ESPECIALLY FOR AV PRACTITIONERS

In CONVERGENCE AV Cloud's system hierarchy, an AV Practitioner with a Support Organization Account has:

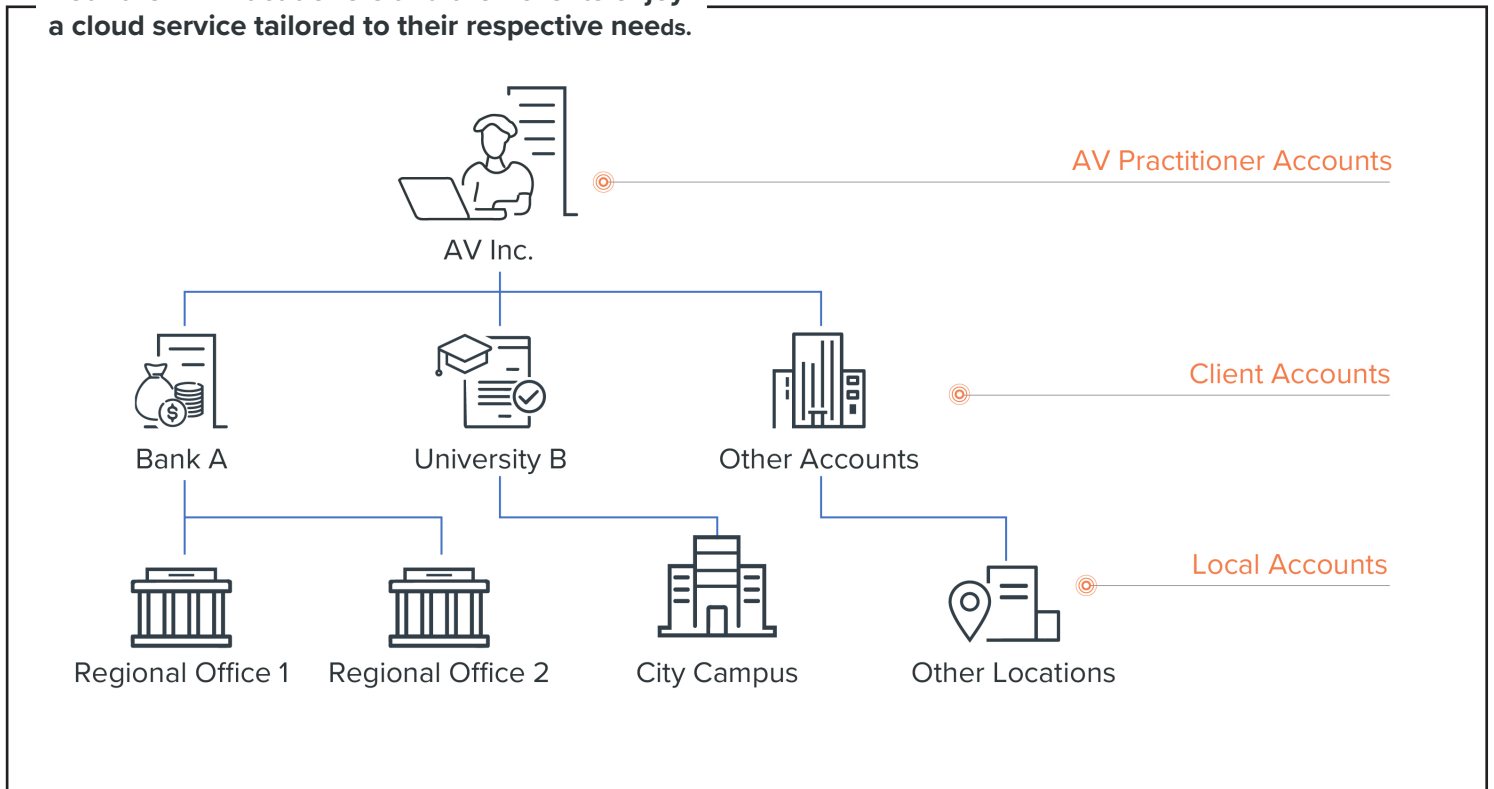
- A secure, central hub in the cloud, administered by ClearOne
- A single place to see and maintain clients' supported devices
- A way to track clients' usage for invoicing and auto payment reminders

BEST SUPPORT FOR CLIENTS

Each end-customer organization with a Client Organization Account may have:

- A central hub in the cloud supported by an AV Practitioner
- AV Network Manager servers connected to a central hub from around the globe

Both the AV Practitioners and their clients enjoy a cloud service tailored to their respective needs.



EACH ORGANIZATION ACCOUNT GETS ITS OWN:

- At-a-glance, all-inclusive dashboards
- Unlimited user account management
- Single-sign-on through LDAP
- Detailed device and server lists
- Graphic user-action history

ACCOUNT USERS GET THEIR OWN:

- Personal identity settings
- User interface settings
- Email notifications
- SMS Text alert settings
- Video, Audio, and Chat tools

CONVERGENCE AV Cloud

Powerful And Elegant Interface, Competitively Priced, Efficient Architecture

POWERFUL PORTAL

- Sign into multiple organization accounts
- Optionally stay signed in
- Reset a forgotten password
- Set to your language

INTERACTIVE SUMMARY DASHBOARDS

- Audio Devices—status chart(s)
- Device Locations—unified, flexible, hierarchical table
- All Devices—unified models and amounts table
- Know device status from anywhere in your account views
- When signed into COLLABORATE Space:
 - Video Devices—status chart
 - Registered Users—presence chart
 - All Licenses and Phone Calls tables

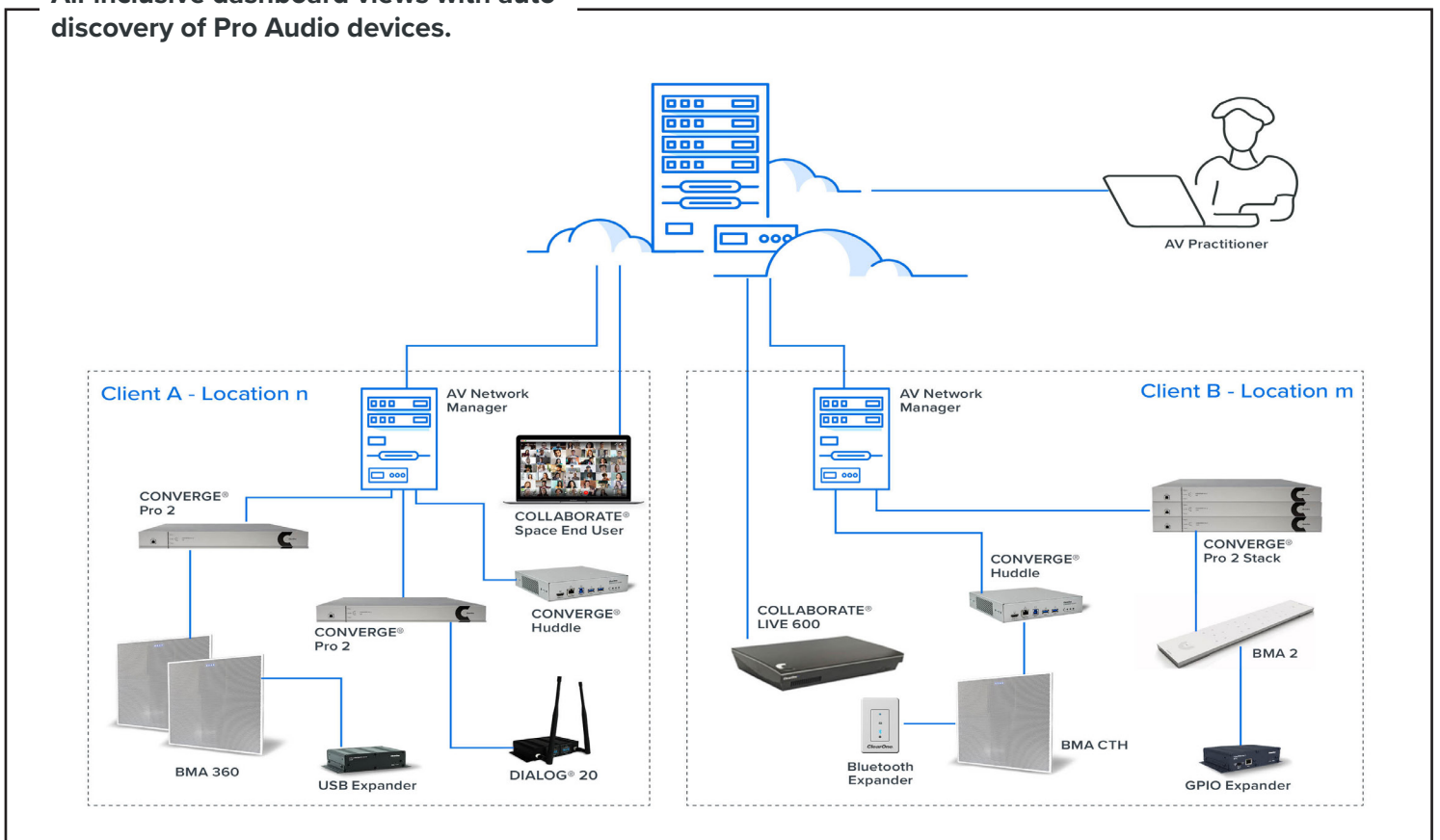
DETAILED DEVICE LISTS

- Search, sort, and filter to quickly find relevant information
- Receive notification of new firmware through “Update Available” icon badges
- Know a device’s place in your network automatically using the “Connections” AV System Hierarchy (CASH)

BETTER FOR YOUR BUDGET

- Saves time, travel, and money
- Free AV Network Manager Software Download
- Free training
- Free AV Cloud trial period
- Reasonable cloud service subscription:
 - Pricing based on active audio devices/month
 - Tiered device-quantity discounts

All-inclusive dashboard views with auto discovery of Pro Audio devices.



CONVERGENCE AV Cloud

PLATFORM

- Internet cloud service
- Browsers supported (desktop to mobile): Firefox, Chrome, Edge, Safari, Internet Explorer
- Integrates with on-cloud or on-premise COLLABORATE® Space Administrator

REQUIREMENTS

- A Web browser with Internet access
- Your email address, name, and mobile phone number (to receive SMS text alerts)
- An invitation to register as a user of a CONVERGENCE AV Cloud organization, obtained from ClearOne's Business Partner Services if you are an AV integrator, or from your integrator if you are an end-customer
- A free CONVERGENCE AV Network Manager downloaded and installed on a server
 - On each LAN or CAN network of your organization
 - Behind a firewall
 - With Ethernet access to auto discover Pro Audio devices over multiple select subnets
 - Connected to AV Cloud over the Internet to an AV Network Manager server account
 - Automatically (recommended) or manually update
- A free COLLABORATE® Space account

COMMUNICATIONS

- Web server protocol: HTTPS
- Minimum broadband internet connection speed of 256Kbps (512 Kbps recommended)
- Allows default or custom SMTP email server access for email alerts
- Allows LDAP directory service access (ex. Active Directory)
- SMS text alerts
- Email alerts
- Video, Audio and Chat tools
- Application menus and views support 12 languages: English, French, Italian, Spanish, German, Portuguese, Polish, Chinese Simplified, Korean, Japanese, Arabic, and Russian

MONITORING STATUS

- Monitoring System: Active, Issue, Off
- Pro Audio Devices: Configuring, Down, Healthy, Incomplete Stack (the device's CP2 stack has one or more devices offline), Locate Light On, Login Failed, Mismatched Stack (the device belongs to a different stack than its parent), OVERHEATING! (for CP2s), Restarting..., Safety Mute On, Unconfigured, Updating Firmware, VoIP Registration Failed, VoIP Restart Pending
- Video Collaboration Devices: Down, Communication Service Failed, Healthy

SECURITY

- Strong 256-bit encrypted password storage for users, devices, and external services
- OAuth2 access to COLLABORATE Space
- Password trial rate limiting
- Quality meters prevent weak passwords
- Thwarts various security-hacking attacks
- AV Cloud service updated by ClearOne for you.

PRODUCTS SUPPORTED

- CONVERGE® Pro 2 DSP Mixers
- CONVERGE Huddle DSP Mixer
- CONVERGE Pro 2 USB Expander
- CONVERGE Pro 2 GPIO Expander
- CONVERGE Bluetooth Expander
- BMA 360
- BMA CT
- BMA CTH
- Beamforming Mic Array 2
- DIALOG® 20
- COLLABORATE Live video codecs
- COLLABORATE Space

PART NUMBER

- SWR-1000-002-1 CONVERGENCE AV Cloud Unified Network Management Platform

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