

CONVERGENCE™ AV Cloud





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Notices

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About 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. It supports the following:

- Pro Audio administration of:
 - CONVERGE® Pro 2 & Huddle DSP Mixers
 - Their P-Link peripheral mics and expanders
- Video Collaboration administration of:
 - COLLABORATE® Live video codecs
 - COLLABORATE Space

Additional details are available in the CONVERGENCE AV Cloud datasheet.

Part Number

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

Step 1. Get an Account

- a. Complete and submit the form available at clearone.com/convergence-av-cloud
- b. In the following message, click "here". This starts the download of local server software.



- c. See Step 6. Set Up Local Servers for instructions about setting up the software.
- d. When you receive your invitation email, click Register.



e. Read the EULA and the Privacy Policy, click the accept checkboxes, then click Next.

Read and Accept EULA	×	
Read End User License Agreement (EULA) I accept the EULA on behalf of my organization. Read Privacy Policy I accept the privacy policy on behalf of my organization.		BEIL
Cancel	Next >	

f. Enter a password, confirm the password, then click Register.

Register Password	×
Enter your password for CONVERGENCE:	
New password	Θ
(Must be at least 8 characters long, contain a letter, a digit, and a special ch such as from: ~`!@#\$%^&*()+={}[]\\;':'',?.)	aracter,
Password Strength:	Weak
Confirm the password by entering it again:	
New password (again)	o
Cancel	egister

g. On the confirmation screen, click OK.



h. Enter your password, and then click Sign In.

ClearOne.	Aあ ↓
CONVERGENCE™ AV CLOUD BETA Version 2.0.1.1	
User Sign In	
Username or Email Address:	
john.doe@yopmail.com	
Password:	
Password •	
Stay Signed In Forgot your password?	
Sign In	

Step 2. Set Up Your Account

If the system does not display the Settings > My Account screen, then on the menu on the left, click Settings.



From any screen in the web app, do the following:

a. In the upper right, use the dropdown to choose your preferred language.

. –	- SUPPORT ORGANIZATION			
		John Doe 🔨		
g	العربی Deutsch English	Choose language » My Account Settings Sign Out		
ĩ	Español Français Italiano 日本語 한국어	ange Email		

b. Sign In to your collaboratespace.net account.



Note: If you do not yet have a COLLABORATE Space account, click the "Sign up here" link to get a free account.

c. Click Change Number...

\leftarrow \rightarrow C \textcircled{a}	tps://stagecx.clearone.com/#/settings/account 🖧 🗯 🖻 🕅 Not syncing 🌒 …
ClearOne.	
OVERVIEW	CONVERGENCE III AV CLOUD BETA - F SUPPORT ORGANIZATION
Dashboard	Acme AV. Inc. Settings
Organizations	
Servers	My Account Organization
Users	
History	Username: Email Address:
Settings	John.doe@yopmail.com accepted Change Email
DEVICES	First name: Password:
Pro Audio	Password set at 5/5/2021, 04:42 PM Change Password
SUPPORT	Last name: COLLABORATE® SpecificS):
About	You are signed of Sign In Sign Out
Help	Role: Owner
	Don't have a CS account? Sign up here
	Phone number not defined Change C
	Pro Audio Devices View
	Column Visibility:
	🛛 Name 🔯 Product Model 🔯 Serial Number
	Connections Firmware Version Accessible IP Address
	✓ Location

d. On the Change Number dialog window, enter the new phone number, then click Change.



Step 3. Add Users

a. On the left-side menu, click Users.

ClearOne.	
OVERVIEW	
Dashboard	Acme AV In
Organizations	
Servers	CONVERGENCE COLL
Users	
History	



b. On the far-right of the Users screen, click the Add Users symbol.

	CONVERGENCE™ AV CLOUD BETA — 🎤 SUPPORT ORGANIZATION
Dashboard Organizations	Acme AV, Inc. Users
Servers	CONVERGENCE COLLABORATE® Space
Users	
History	All CONVERGENCE Users 1 Total, 1 Visible, 0 Selected
Settings	Q Search Visible Columi Search Show All
DEVICES	Status 🔺 Name 🔺 Email Address Role Last Accessed Type 🗌
Pro Audio Video Collaboration	Registered 5/5/2021 John Doe john.doe@yopmail.com Owner 5/5/2021 Local

- c. On the Add Users dialog window, do the following:
 - 1. Enter one or more email addresses for the users.
 - 2. Use the dropdowns to select their role and language.
 - 3. In the lower right, click Add.



Note: Optionally, you may also add them as COLLABORATE Space users if signed into it with the proper role.

Add Users		×	"
Email Address(es):	jane.doe@yopmail.co		
	Separate email addresses with se	emi-colons (";").	
Each user above will ge	t the following:		
Role:	Monitor	~	
Language:	English	~	
Add COLLABORATE (Does not change existing)	E® Space (CS) user acco ng CS accounts.)	count if not in collaboratespace.us	
CS Role:	User	~	
CS License:	Free (Unlimited)	~	
	Clicking Add will send	Id an email to the above users inviting them to register. 3	
		Cancel Add	

d. Review the Users screen to verify that CONVERGENCE lists the users you added.

ClearOne.	
OVERVIEW	CONVERGENCE™ AV CLOUD BETA — A SUPPORT ORGANIZATION
Dashboard	Acme AV. Inc. Users
Organizations	
Servers	CONVERGENCE COLLABORATE® Space
Users	
History	All CONVERGENCE Users 2 Total, 2 Visible, 0 Selected
Settings	Q. Search Visible Columi Search Show All Image: Column test of the search sear
DEVICES	Status - Name - Email Address Role Last Accessed Type
Pro Audio	Invited 5/5/2021 👔 jane.doe jane.doe@yopmail.com Monitor Never Local
Video Collaboration	Registered 5/5/2021 John Doe john.doe@yopmail.com Owner 5/5/2021 Local
COLLABORATE® SPACE	
Communications	10 V Users per page
Phone Calls	
OnCloud Billing	

Step 4. Add a Client Account

Complete the following steps:

a. On the left-side menu, click Organizations.

	ClearOne.	
	OVERVIEW	CONVERGENCE™
	Dashboard	Acme AV, Inc
(Organizations	
	Servers	Client Organizations
	Users	Q Search Visible Column
	History	Status - Namo -
	Settings	
	DEVICES	No organization found.



b. On the far-right of the Organizations screen, click the Add Organization symbol.

CONVERGENCE ^{IM} AV CLOUD BETA — A SUPPORT ORGANIZATION	
RVIEW	
board Acme AV Inc. Organizations	~
anizations	
Client Organizations 0 Total 0 Visible, 0 Selv	ected
S Q Search Visible Columns Search Show All	≡+
	ganization
ngs Status A Name A Account Number Start Date End Date Devices Licensed Pro Audio Devices Security	
ICES No organization found.	

- c. On the Add Client Organization Account dialog window, do the following:
 - 1. In the Initial Administrator section, enter your email address.
 - In Subscription Plan > Max Pro Audio section, enter the quantity of devices to allocate. Base this on the quantity you expect your client will need from your pool of licensed devices.



Note: If needed, you can change the quantity of devices later.



Note the following:

- You may set up other Subscription settings as desired. (If you want to set up an indefinite account, you may do this later.)
- The client reference number is a number or identifier for this client in your organization's financial system.
- 3. In the bottom-right of the dialog window, click Add.

	ount		
OChoose available client organizati <chosen bla<="" name="" or="" organization="" th=""><th>on: Choose</th><th></th><th>></th></chosen>	on: Choose		>
Oreate new client organization:			
New organization name:*	Acme AV, Inc.		
Initial Administrator			
Email address:*	1 Email address		
First name:	First name		
Last name:	Last name		
Subscription Plan Billing cycle:	Monthly O Yearly		
Max Pro Audio devices:	Bronze v 0 v 2	2)	
(assigned from your pool)			
Free Trial Period:	3 Months ~		
 Free Trial Period: Payment received 	3 Months ~		
	3 Months ~ O Bill Later Client Reference Number i		
	3 Months ~ O Bill Later Client Reference Number iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii		
	3 Months O Bill Later Client Reference Number		
 (assigned nom your pool) Free Trial Period: Payment received Client Reference #: Required Clicking Add will create the organiza above to set up their account. 	3 Months O Bill Later Client Reference Number ilon and send an email invitation to the initial administrator	3	

d. Review the Organizations screen to verify that CONVERGENCE lists the organization.

	CONVERGENCE™ A	V CLOUD B	ETA — 🎤 SU	PPORT OR	GANIZATION			
Dashboard	Acme AV Inc	Organiz	ations				John Doe ×	
Organizations		ergani	GRIGHIG					
Servers	Client Organizations					1 Total, 1 Vi	sible, 0 Selected	
Users	Q Search Visible Columns.		Search	how All			소 🔤 💷	
History								
Settings	Status 🔺 Name 🔺	Account Number	Start	End Date	Licensed	Pro Audio Devices	Servers 🗌	
DEVICES	Invited Bank of Youngus	C10015	5/5/2021	9/5/2021	2	0	0	>
Pro Audio								
Video Collaboration	10 v Records per page							
COLLABORATE® SPACE								
Communications								

e. If you entered your email address, then in the upper-right of the Current User menu, from the dropdown, click Choose Organization...

🖻 SU	IPPORT OR	GANIZATION			
S				John Doe	• •
ı s	how All		Choose I My Accou Choose (Sign Out	anguage » unt Settings Organization	
tart ate	End Date	Devices Licensed	Pro Audio Devices	Servers	
/2021	9/5/2021	2	0	0	

f. From the list, click the row of the new organization. Then in the lower right, click Sign In.

Choose Organiza	tion to Sign	In	×
You are a user in more than Please choose one to sign in	one organization. I:		
Name	Туре		
Acme AV, Inc.	Support		
Bank of Youngus	Client		
		Cancel	Sign In

Step 5. Add a Client Local Server

a. On the left-side menu, click Servers.





b. On the far-right of the Servers screen, click the Add Manager server account symbol.

ClearOne.	CONVERGENCE™ AV CLOUD BETA — ۞ CLIENT ORGANIZA	TION
Dashboard	Bank of Youngus Servers	2 📀 💿 主 John Doe ~
Servers		
Users	AV Network Manager Servers	0 Total, 0 Visible, 0 Selected
History	Q Search Visible Columns Search Show All	
Settings	Status Vame Organization Name Devices Device Monitoring	Version Enabled Subnets Add
DEVICES		Manager server
Pro Audio	No Manager server found.	account
Video Collaboration		
COLLABORATE® SPACE		
Communications		
Phone Calls		
OnCloud Billing		

On the Add Manager Server Account dialog window, enter the Manager Server account name and password (not your personal account credentials).



Then in the lower right, click Add.

Add Mana	ger Server Account	×
Name:	Enter Manager server name	
	Must be unique within your organization.	
Password:	Enter Manager server password	o
	(Must be at least 8 characters long, contain a letter, a c a special character, such as from: ~`!@#\$%^&*()+={j []\\;':'',.?.)	digit, and }
Password S	trength:	Weak
Confirm:	Confirm Manager server password	o
	Must match above password.	
	Cancel	Add

c. Review the Servers screen to verify that CONVERGENCE lists the server you added.

ClearOne.	CONVERGENCE™ AV CLOUD BETA — ③ CLIENT ORGANIZATION
Dashboard	Bank of Youngus Servers
Servers	
Users	AV Network Manager Servers 1 Total, 1 Visible, 0 Selected
History	Q Search Visible Columns Search Show All
Settings	Status T Name A Organization Name Devices Device Monitoring Version Enabled Subnets
DEVICES	
Pro Audio	2 Disconnected SLCBranch Bank of Youngus 0 0 0 0 0 0
Video Collaboration	
COLLABORATE® SPACE	
Communications	
Phone Calls	
OnCloud Billing	

Step 6. Set Up Local Servers

- a. Now that you have your CONVERGENCE AV Cloud account configured, you are ready to set up your local server.
- b. On the client's AV network, either you or the client's IT department should set up a Windows server on the network with the most ClearOne Pro Audio devices. (As a test, you can set up a hardware server on your own network with these devices.)
- c. Install the downloaded "ConvergenceSetup.exe" local server software on the server as described in the Installation Guide provided as a PDF file.
- d. On the server, from its web browser, using the http://localhost as the address, sign into the CONVERGENCE AV Network Manager on the server.



Important: Take note of the username and password.

The server should have discovered all Pro Audio devices on the network.



Important: Ignore all red alarm bells

e. Go to Settings > Organization > External Services. Under "Connect to a central hub", click Sign In.

Set up, but not connected Sign In Sign Out	Connect to a central hub:	
	Set up, but not connected	Sign In Sign Out

- f. In the Connect to Central Hub dialog window, do the following:
 - 1. In the "CONVERGENCE central hub" field, enter "https// cx.clearone.com".
 - 2. In the Central Hub Authentication section, enter the Name and Password of the AV Network Manager server account you set up in CONVERGENCE AV Cloud.
 - 3. In the lower right, click Connect.

Connect to Central Hub			×
CONVERGENCE	central hub:		
https://cx.clearor	ne.com		
Central Hul	o Authentication		
Name:	SLCBranch		
Password:	•••••		Θ
			_
		Cancel	Connect

The system displays the following:

e.com:443 as SLCBranch	Configure
k Manager from the Current I	User Menu.
John Hopkins ^	
Choose language »	
My Account Settings	
Olara Out	
	A Manager from the Current Manager from the Current John Hopkins ^ Choose language » My Account Settings

h. Go back to your account on CONVERGENCE AV Cloud and see that your server is now connected with discovered devices.

ClearOne.	
OVERVIEW	CONVERGENCE™ AV CLOUD BETA — ③ CLIENT ORGANIZATION
Dashboard	Bank of Youngus Servers
Servers	
Users	AV Network Manager Servers 1 Total, 1 Visible, 0 Selected
History	Q Search Visible Columns Search Show All
Settings	Status Vame Organization Name Devices Device Monitoring Version Enabled Subnets
DEVICES	Connected SI CBranch Bank of Younguis 90 Active 2012 1 of 2
Pro Audio 🌔	A Connected Occorrance Dank of Foungus 50 V Active 2.0.1.2 1012