ClearOne®

CONVERGENCE™ AV Cloud

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Notices

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Contents

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.

> Got it!
>
> We'll email your new free trial account info within 24 hours.
>
> Let's get a head start. You'll need to install local server software to connect to AV Cloud.
>
> Get it here.
>
> _____
>
> In the meantime, for any questions, contact sales@clearone.com or call +1 801 975 7200.
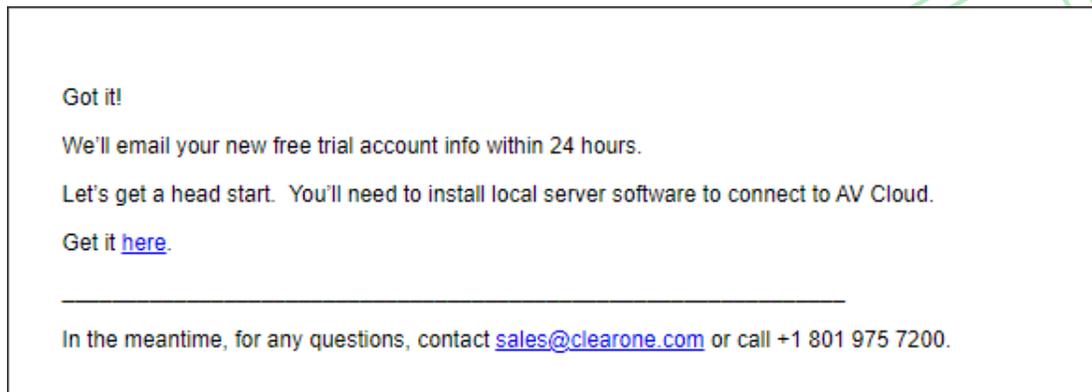
c. See Step 6. Set Up Local Servers for instructions about setting up the software.

d. When you receive your invitation email, click Register.

> ACTION REQUIRED. Join CONVERGENCE™ for ClearOne, Training
>
> **DN** ○ **Do Not Reply**
> ○ Terry Mathis
> Tuesday, April 13, 2021 at 5:31 PM
> Show Details
>
> ⚠ To protect your privacy, some pictures in this message were not downloaded.   [Download pictures]
>
> **ClearOne.**
>
> You have been invited to join ClearOne's CONVERGENCE™ AV Cloud as an Owner with username terry.mathis.
>
> It's easy. Just click Register.
>
> This link is valid for 7 days. If you do not join within this time period, the link will no longer be valid.
>
> John Hopkins
> john.hopkins@clearone.com
>
> **CX**
> support@clearone.com

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.

                                                            Cancel   Next >

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

Register Password   ✕

Enter your password for CONVERGENCE:

| New password | 👁 |

(Must be at least 8 characters long, contain a letter, a digit, and a special character, such as from: ~`!@#$%^&()_-+={}[]\\;':",.?.)*

ⓘ Password Strength: Weak

Confirm the password by entering it again:

| New password (again) | 👁 |

                                                            Cancel   Register

g. On the confirmation screen, click OK.

Password and Email Address Confirmed ✕

You are registered. To complete your setup, sign into CONVERGENCE.

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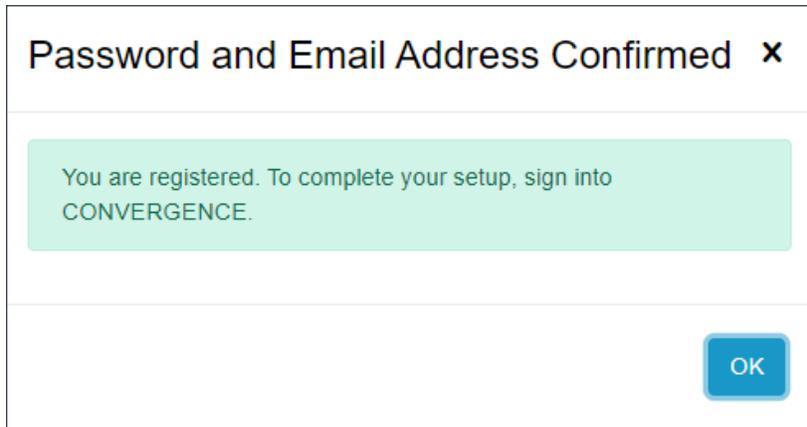
h.   Enter your password, and then click Sign In.

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

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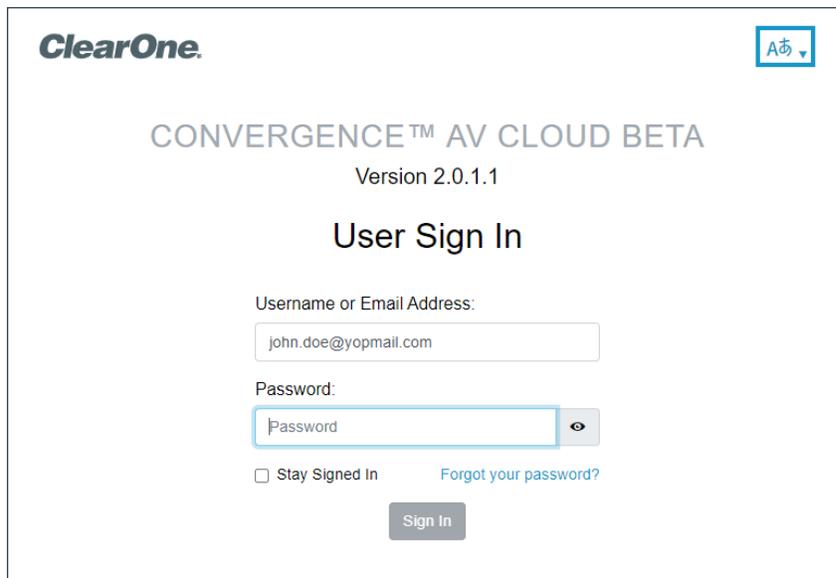
Step 2. Set Up Your Account

If the system does not display the Settings > My Account screen, then on the menu on the left, click Settings.
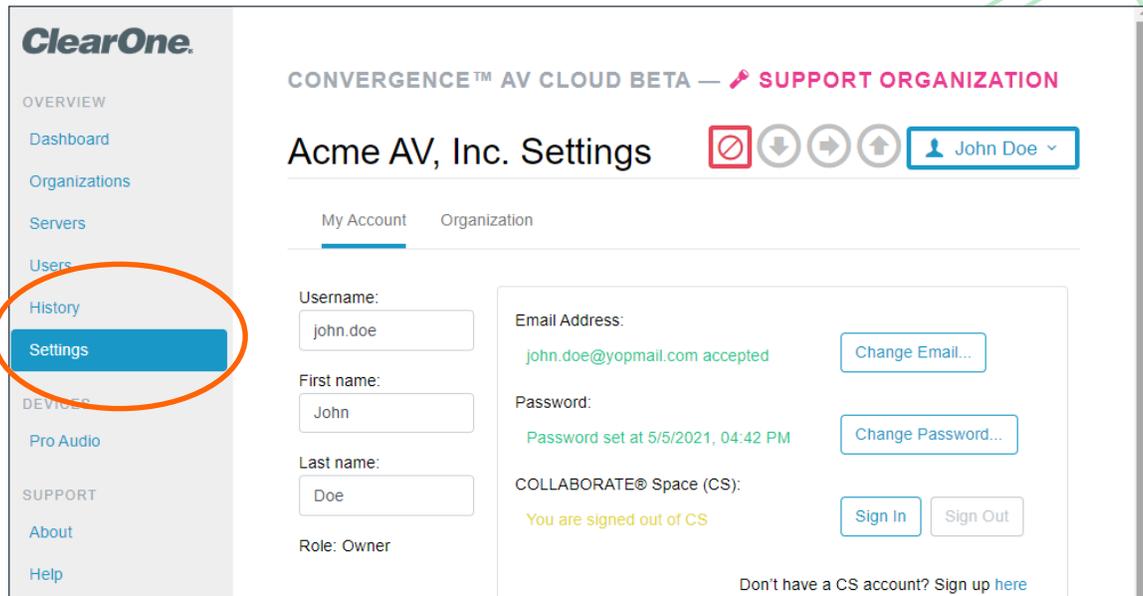
From any screen in the web app, do the following:

a. In the upper right, use the dropdown to choose your preferred language.
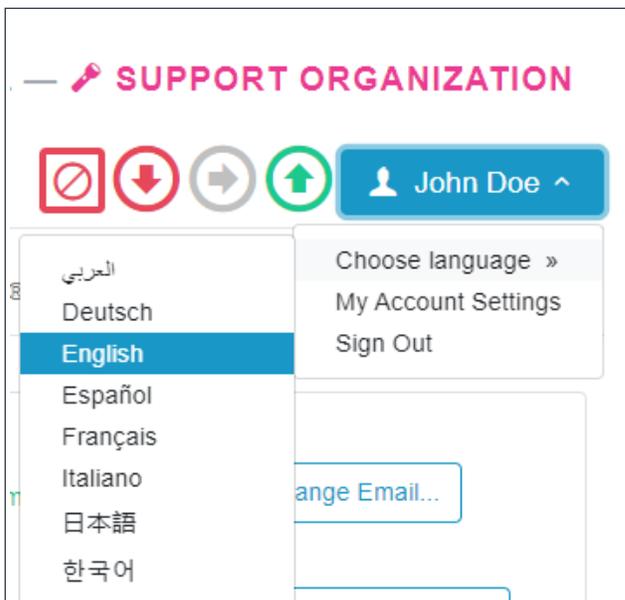
b. Sign In to your collaboratespace.net account.

📝 **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...
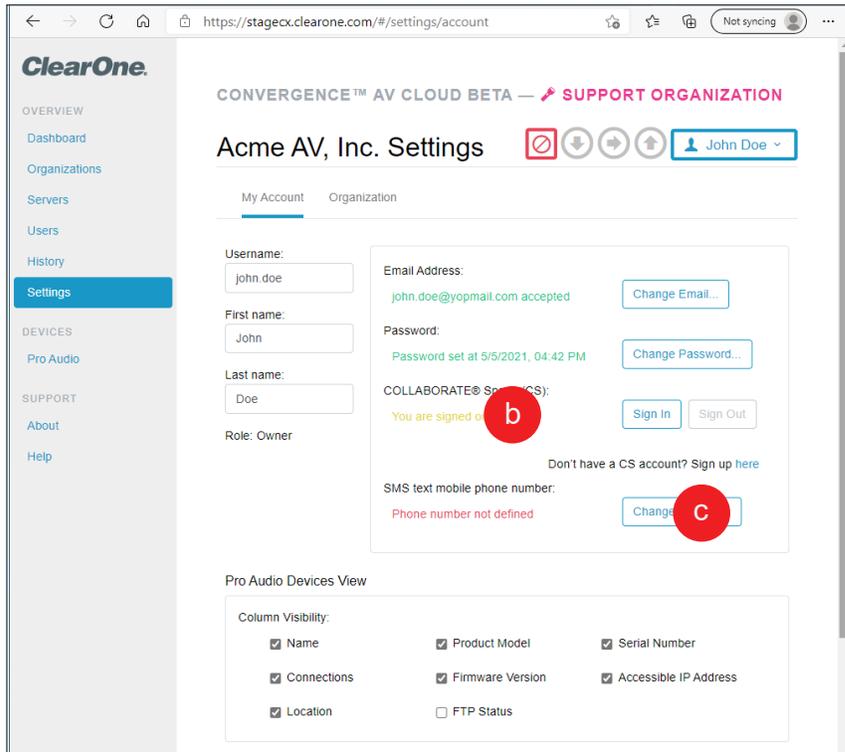
d. On the Change Number dialog window, enter the new phone number, then click Change.
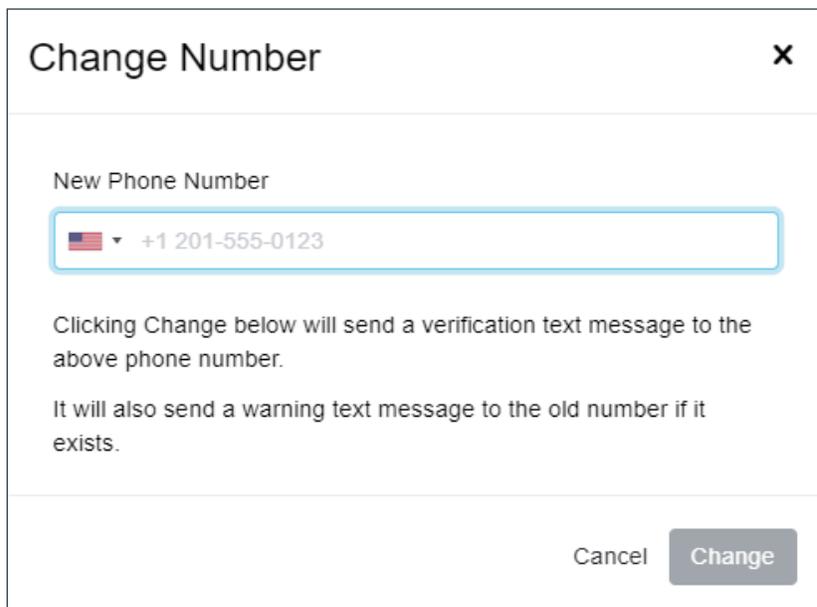
Step 3. Add Users

a. On the left-side menu, click Users.
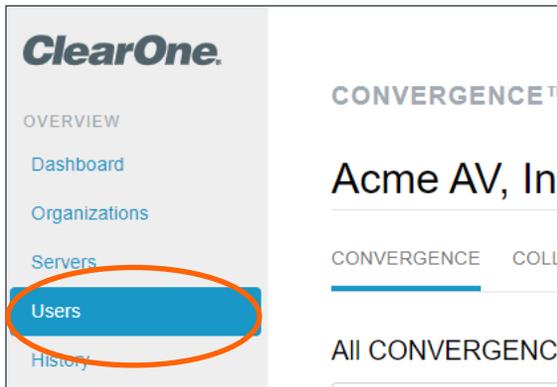
b. On the far-right of the Users screen, click the Add Users symbol.
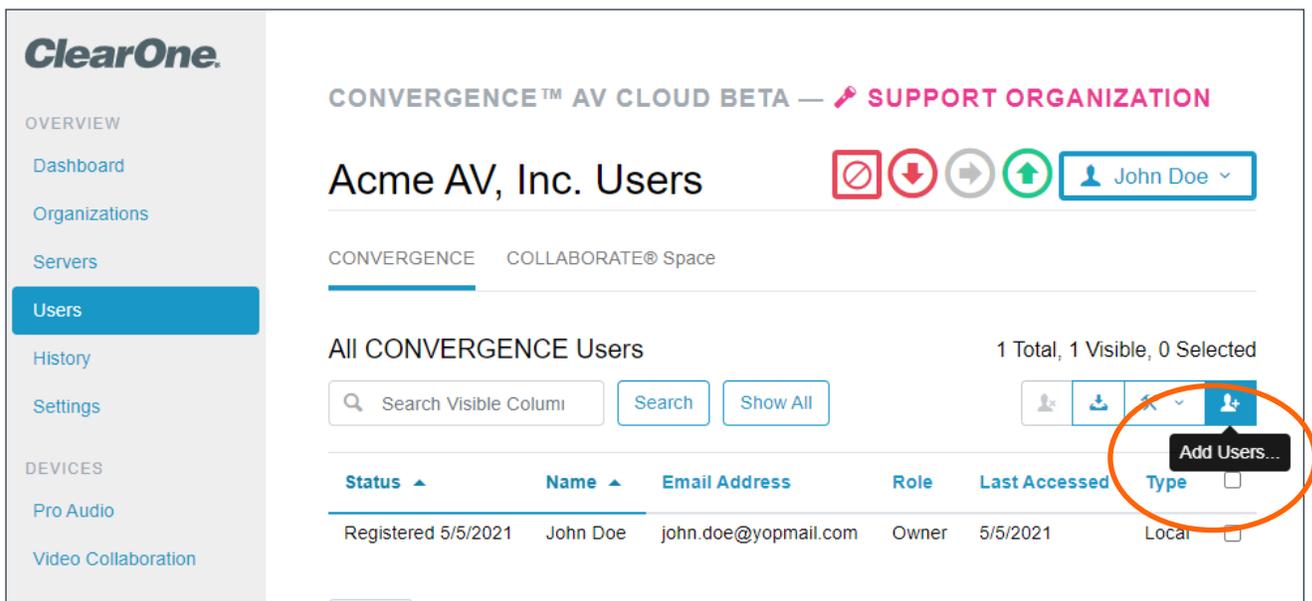
c. On the Add Users dialog window, do the following:

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.

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

Step 4. Add a Client Account

Complete the following steps:

a. On the left-side menu, click Organizations.
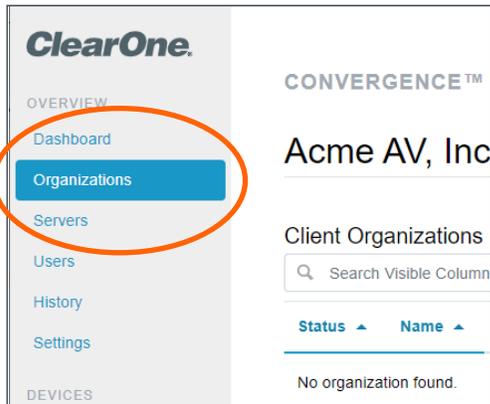
b. On the far-right of the Organizations screen, click the Add Organization symbol.
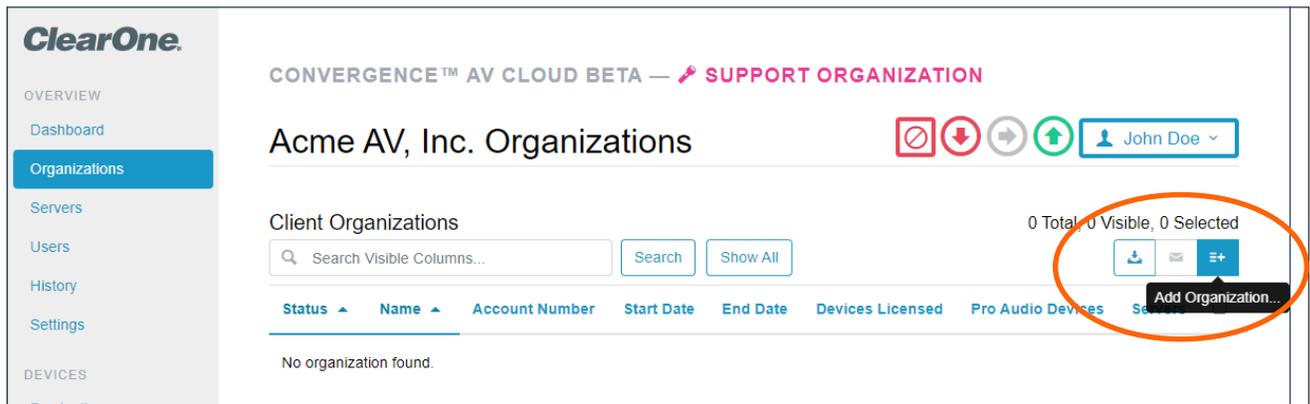
c. On the Add Client Organization Account dialog window, do the following:

1. In the Initial Administrator section, enter your email address.

2. 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.

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

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

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

Step 5. Add a Client Local Server

a. On the left-side menu, click Servers.
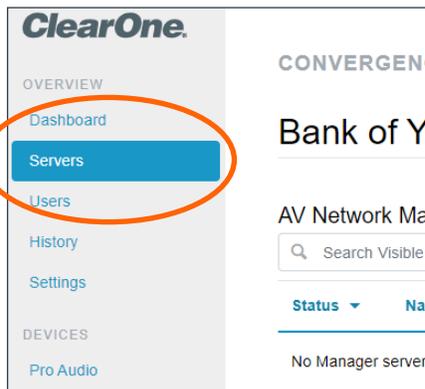
b. On the far-right of the Servers screen, click the Add Manager server account symbol.
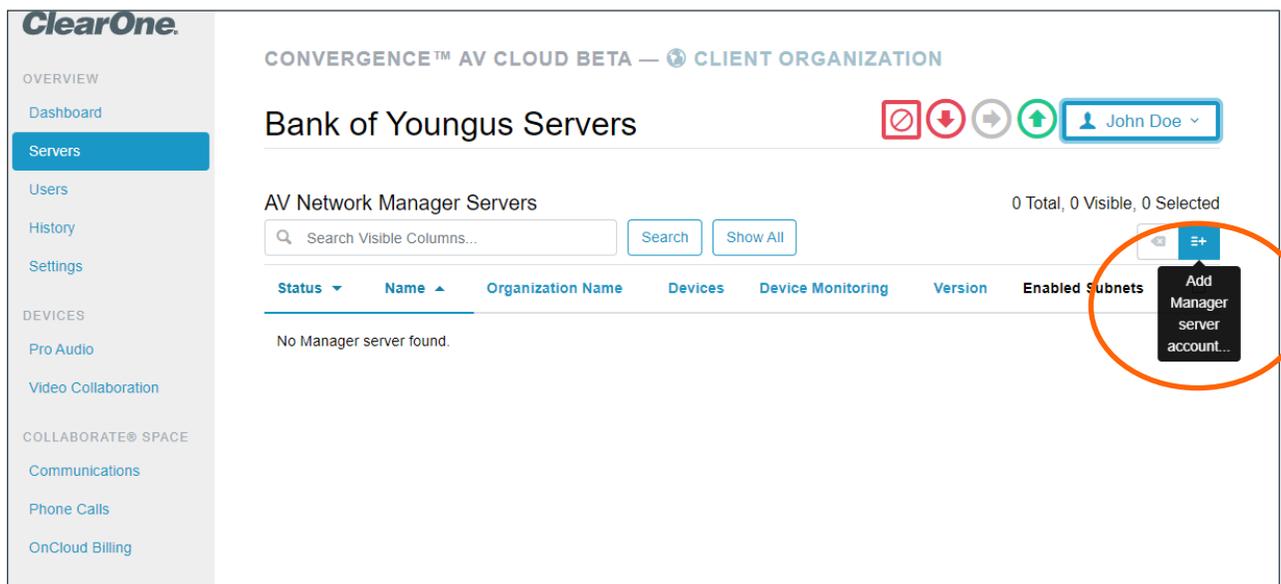
On the Add Manager Server Account dialog window, enter the Manager Server account name and password (not your personal account credentials).

⚠ **Important:** Take note of the password.

Then in the lower right, click Add.

Add Manager Server Account ✕

Name: [Enter Manager server name]

Must be unique within your organization.

Password: [Enter Manager server password] 👁

(Must be at least 8 characters long, contain a letter, a digit, and a special character, such as from: ~`!@#$%^&()_-+={}[]\|\'":",.?.)*

ℹ **Password Strength:** Weak

Confirm: [Confirm Manager server password] 👁

Must match above password.

Cancel   Add

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

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.

Connect to a central hub:		
Set up, but not connected	Sign In	Sign Out
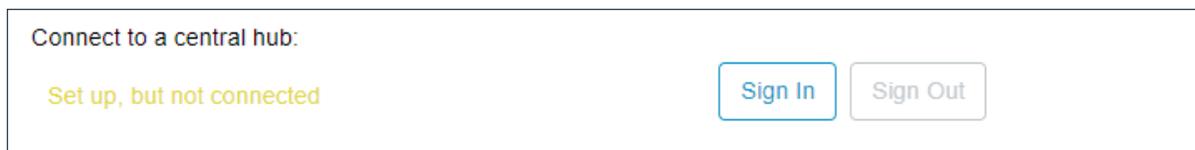
f. In the Connect to Central Hub dialog window, do the following:

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.clearone.com

Central Hub Authentication

Name: SLCBranch

Password: ••••••••••• 👁

Cancel **Connect**
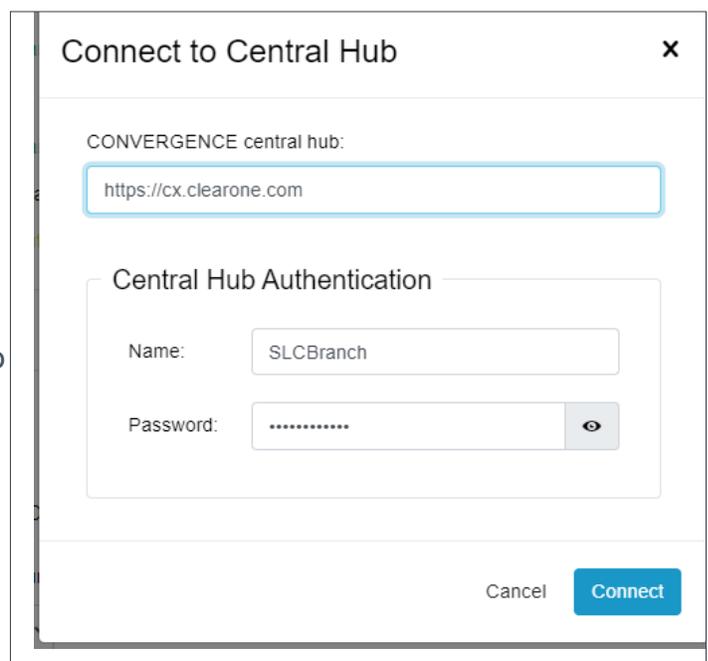
The system displays the following:

Signed into https://cx.clearone.com:443 as SLCBranch

Configure...
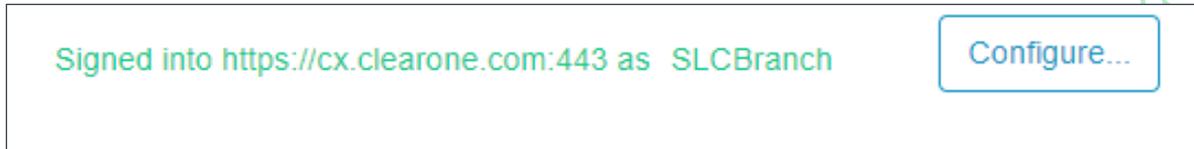
g. You can sign out of AV Network Manager from the Current User Menu.

☑ 🔴 🟡 🟢 👤 John Hopkins ^

Choose language »
My Account Settings
Sign Out
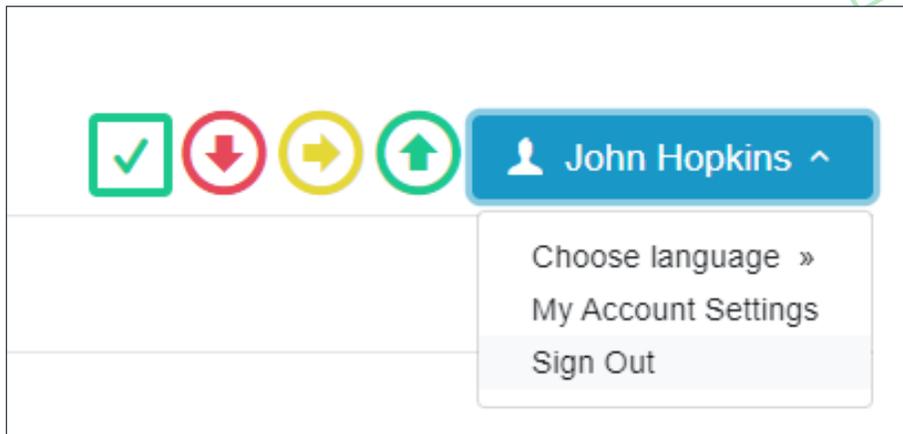
h. Go back to your account on CONVERGENCE AV Cloud and see that your server is now connected with discovered devices.

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OVERVIEW

Dashboard

Servers

Users

History

Settings

DEVICES

Pro Audio 🔊

CONVERGENCE™ AV CLOUD BETA — 🌐 CLIENT ORGANIZATION

Bank of Youngus Servers

☑ 🔴 🟡 🟢 👤 John Doe ⌄

AV Network Manager Servers

Search Visible Columns... | Search | Show All |

1 Total, 1 Visible, 0 Selected

Status ▼	Name ▲	Organization Name	Devices	Device Monitoring	Version	Enabled Subnets	☐
↗ Connected	SLCBranch	Bank of Youngus	90	✓ Active	2.0.1.2	1 of 2	☐