ClearOne®

CONVERGENCE™ AV Managers

CONVERGENCE AV Managers are a unified software platform to monitor, control, and audit ClearOne Pro audio and video products and services, from any location worldwide – available as a Cloud AV Manager or an Enterprise AV Manager.

The Cloud AV Manager offers multi-tenant Management as a Service (MaaS) enabling recurring revenue opportunities for AV practitioners, tailored to their clients needs. The Enterprise AV Manager is single-tenant web service software, hosted on premise or privately in the cloud by an organization, for complete control and security.

> CONVERGENCE AV Manager software offers remote real-time access providing at-a-glance and all-inclusive dashboard views.

> Scales to support organizations of any size – large or small.

> Quickly gets you up and running with auto discovery of Pro Audio devices and their connections.

> 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 hierarchy as desired.

> Access rights can be specified by organization, user, and role.

> 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 – soon to be 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 Sites

Track Client Usage
Additionally, AV practitioners can conveniently track client tenant usage in the Cloud AV Manager for invoicing and optional auto-payment reminders.

Real-Time Support Communications
Facilitates user support with built-in video, audio, and chat tools for real-time communications.

Great Ideas Need to be Heard and Seen! ™

CONVERGENCE™ AV Managers

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

> 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.

> Enjoy the convenience of user preferences and single-sign-on access through LDAP connectivity.

> Download device logs and data for troubleshooting, auditing, and reports.

> Perform remote batch firmware updates on multiple audio or video devices at once.

> Search, sort, and filter to quickly find relevant information.

> 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.

> Fully secured with HTTPS, encrypted cloud servers, and strong 256-bit encrypted password management for both users and devices.

> Integrates with third-party management systems via a RESTful web interface.

Information At Your Fingertips

CONVERGENCE™ AV Managers

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

ESPECIALLY FOR AV PRACTITIONERS

In CONVERGENCE Cloud AV Manager'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
- Local Agent 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.
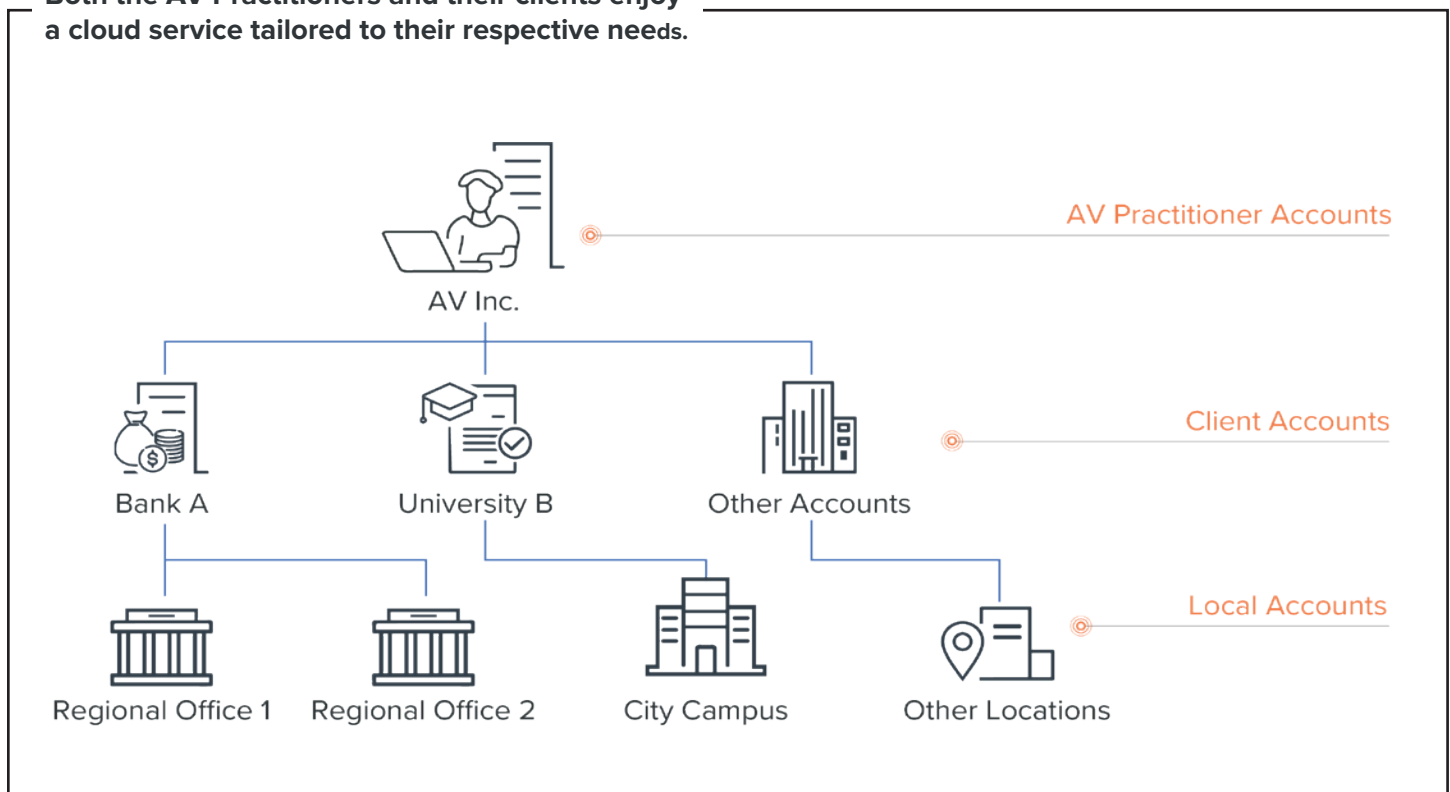
EACH ORGANIZATION ACCOUNT GETS ITS OWN:

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

Powerful And Elegant Interface, Competitively Priced, Efficient Architecture

POWERFUL PORTAL

- Sign into multiple organization accounts (Cloud)
- Show your organization's name (Enterprise, Local Agent)
- 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
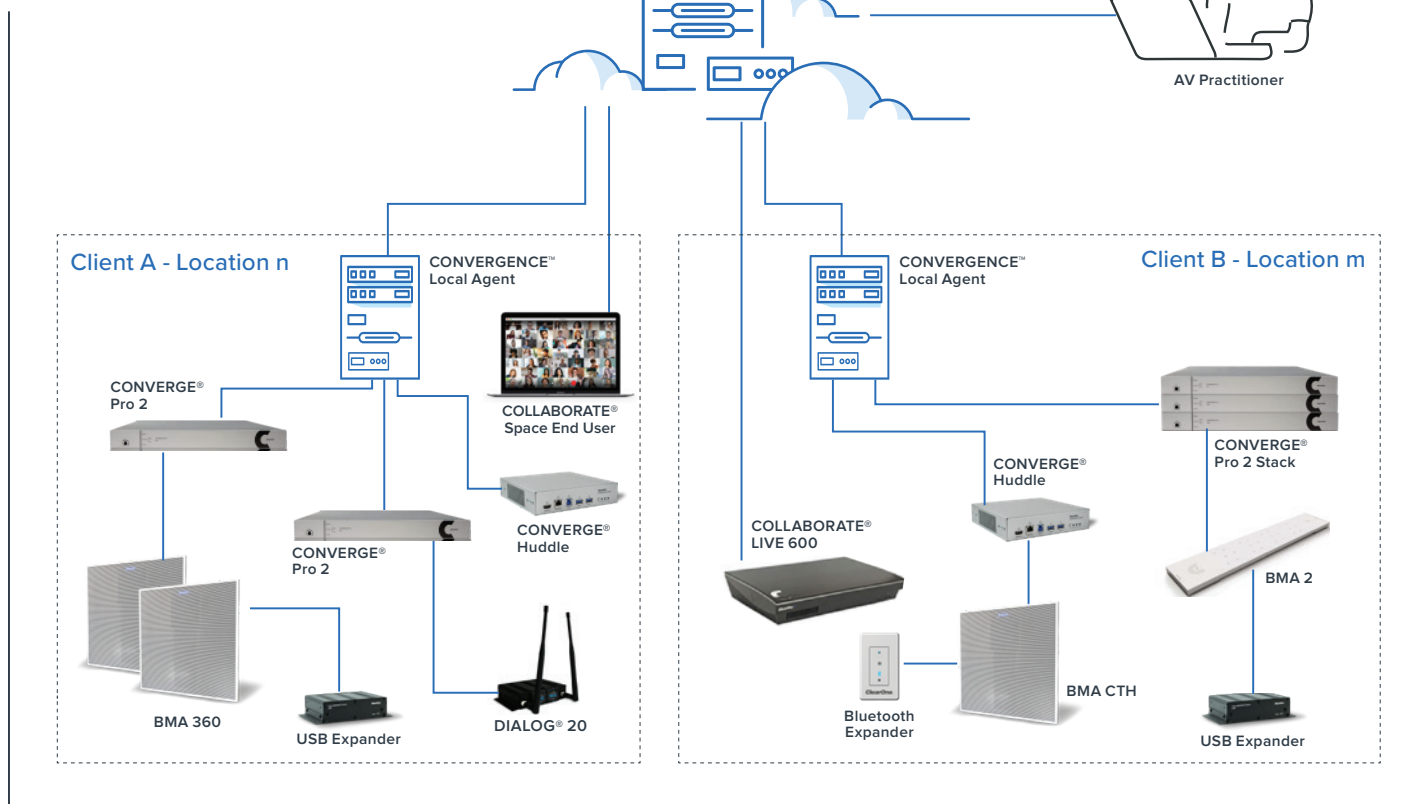
DETAILED DEVICE LISTS

- 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 Local Agent software download
- Free training
- Free Cloud trial period
- Reasonable cloud service subscription:
  - Pricing based on active audio devices/month
  - Tiered device-quantity discounts

CONVERGENCE AV MANAGERS

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

AV Practitioner

Client A - Location n

CONVERGENCE™ Local Agent

CONVERGE® Pro 2

COLLABORATE® Space End User

CONVERGE® Pro 2

CONVERGE® Huddle

BMA 360

USB Expander

DIALOG® 20

Client B - Location m

CONVERGENCE™ Local Agent

CONVERGE® Pro 2 Stack

CONVERGE® Huddle

COLLABORATE® LIVE 600

BMA 2

BMA CTH

Bluetooth Expander

USB Expander

ClearOne®

CONVERGENCE™ AV Managers

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)
- For a Cloud AV Manager account: an invitation to register as a user from ClearOne's Business Partner Services if you are an AV integrator, or from your integrator if you are an end-customer
- For Enterprise AV Manager software: a license from ClearOne's Business Partner Services (coming soon)
- Free CONVERGENCE Local Agent 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 over the Internet to a Local Agent Server Account on the Cloud AV Manager or an Enterprise AV Manager
  - Automatically (recommended) or manually update
- A free COLLABORATE® Space account

COMMUNICATIONS
- Web server protocol: HTTPS (Local Agent servers may use HTTP)
- 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 (coming soon): 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 NUMBERS
- SWR-1000-002 CONVERGENCE AV Manager Unified Platform
- SWR-1000-002-1 Cloud
- SWR-1000-002-2 Enterprise
- SWR-1000-002-3 Local Agent

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