CONVERGENCE™ Cloud AV Manager

CONVERGENCE Cloud AV Manager is a multi-tenant, multi-hub cloud service for AV practitioners to centrally monitor and control the ClearOne Pro Audio and Video devices of all their customers located worldwide.

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

> Monitor, control, and audit ClearOne products and services with a unified software platform.

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

> 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.

> Virtually partition 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.

> Also available is CONVERGENCE Enterprise AV Manager.

Next-Level AV Management as a Service
The Cloud AV Manager offers Management as a Service (MaaS) enabling recurring revenue opportunities for AV practitioners, tailored to their clients needs.

Best End-Customer Support
Additionally, AV practitioners can conveniently track client tenant usage in the Cloud AV Manager for invoicing and optional auto-payment reminders.

APPLICATIONS:
• Multi-customer System Maintenance
• Help Desk Operations
• Single-pane-of-glass Business Intelligence

USERS:
• AV/IT Integration Businesses
• Global Enterprises
• Multi-site Organizations
• Educational Institutions

Great Ideas Need to be Heard and Seen! ™

CONVERGENCE™ Cloud AV Manager

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™ Cloud AV Manager

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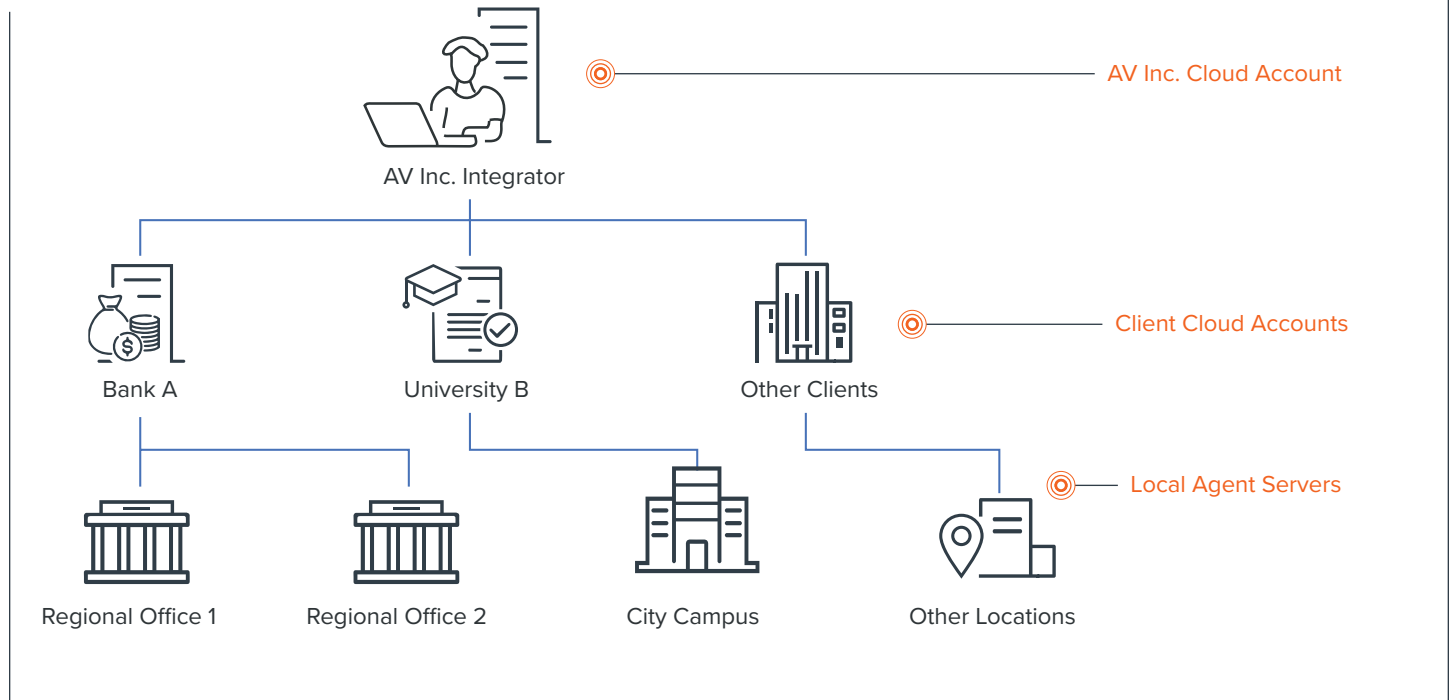
- A secure, central hub in the cloud, administered by ClearOne.
- A single place to see and maintain clients' supported devices.
- A way to track clients' usage for invoicing and auto-payment reminders.

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.

AV Inc. Integrator — AV Inc. Cloud Account

Bank A | University B | Other Clients — Client Cloud Accounts

Regional Office 1 | Regional Office 2 | City Campus | Other Locations — Local Agent Servers

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™ Cloud AV Manager

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 (coming soon).

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.
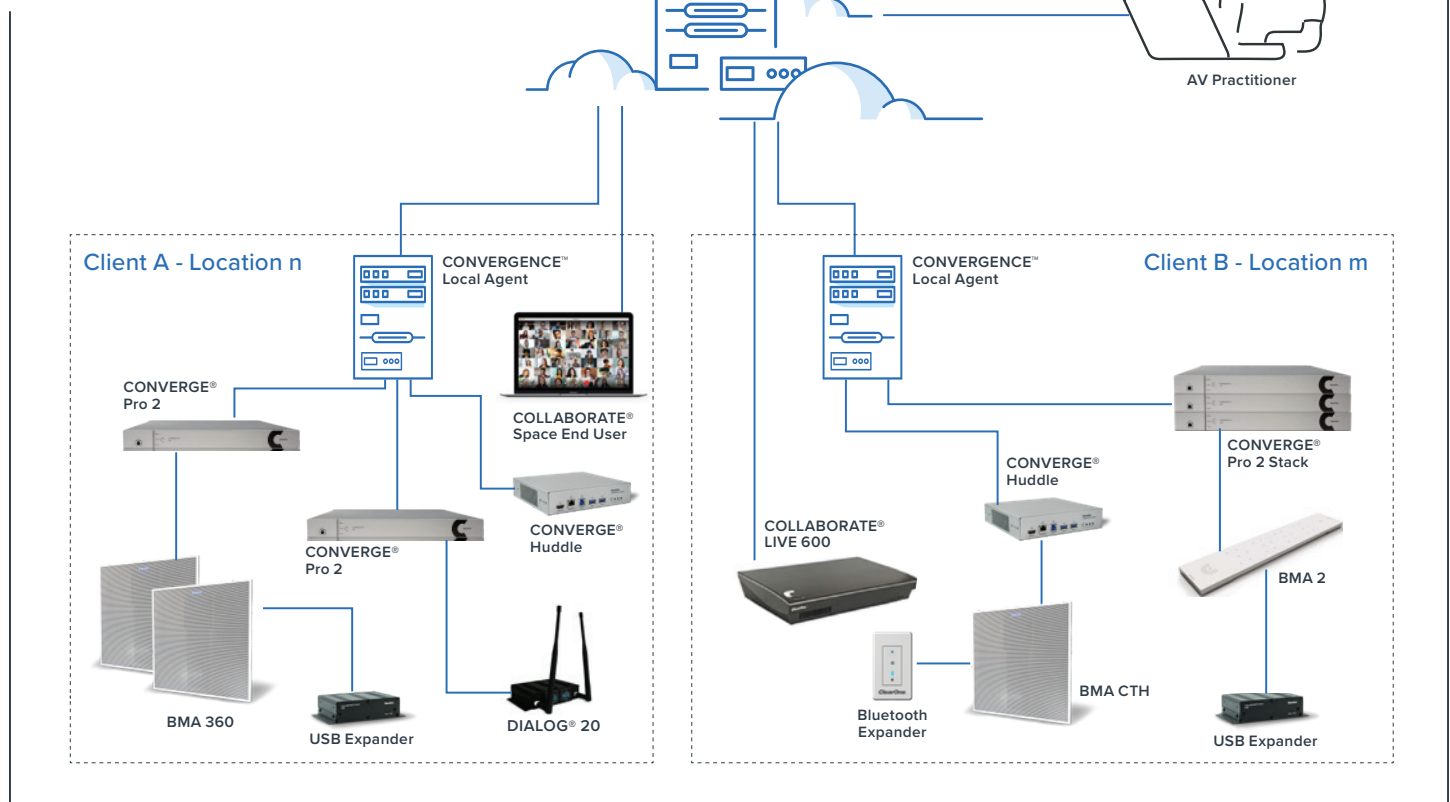
DETAILED DEVICE LISTS

- 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 maximum audio devices/year.

CONVERGENCE CLOUD AV MANAGER

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

CONVERGENCE™ Local Agent

Client B - Location m

CONVERGE® Pro 2 Stack

CONVERGE® Huddle

COLLABORATE® LIVE 600

BMA 2

Bluetooth Expander

BMA CTH

USB Expander

CONVERGENCE™ Cloud AV Manager

PLATFORM
- Internet cloud service
- Browsers supported (desktop to mobile): Firefox, Chrome, Edge, Safari, Internet Explorer
- Integrates with on-cloud or on-premises 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 from ClearOne's Business Partner Services if you are an AV integrator, or from your integrator if you are an end-customer
- 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
  - 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, Overflowed (the device overflows the maximum number of devices allowed with your subscription or service plan).
- Video Collaboration Devices: Down, Communication Service Failed, Healthy

SECURITY
- SHA-256 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
- 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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