

# CONVERGENCE™ Enterprise AV Manager



CONVERGENCE Enterprise AV Manager is single-tenant, single-hub software for an organization to centrally monitor and control their ClearOne Pro Audio and Video devices located worldwide.

License for any Internet-accessible server or to a specific machine for complete isolation.

- > 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.
- > 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.
- > Assign three levels of access with Owner, Administrator, and Monitor roles.
- > 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 Cloud AV Manager.

### APPLICATIONS:

- Single Enterprise System Maintenance
- Help Desk Operations
- Single-pane-of-glass Business Intelligence

### USERS:

- Organizations with Internal AV/IT Maintenance
- High-security Organizations
- Global Enterprises
- Multi-site Organizations
- Educational Institutions



### Singular Self-Service Security

Self-maintained and hosted on-premises or privately in the cloud by an organization, for complete control and security.



### Flexible Licensing

Provide better online availability and performance by licensing multiple instances for redundancy.

*Great Ideas Need to be Heard and Seen!™*

# CONVERGENCE™ Enterprise 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

The screenshot displays the web interface for CONVERGENCE™ ENTERPRISE AV MANAGER. The page title is "Acme, Inc. Servers". Below the title, there are navigation icons and a user profile for "John Doe". The main content area is titled "Local Agent Server Accounts" and shows a table with 5 total accounts, all of which are visible. The table has columns for Status, Name, Devices, Monitoring System, Version, and Enabled Subnets.

Status	Name	Devices	Monitoring System	Version	Enabled Subnets
Disconnected	ForkusOffice	0	Off		0 of 0
Disconnected	SpoonopolisOffice	0	Off		0 of 0
Connected	AppsTesting200	7	Active	2.0.4.5	1 of 2
Connected	BogusBranch	32	Active	2.0.3.10	1 of 2
Connected	Staging	29	Active	2.0.4.2	1 of 2

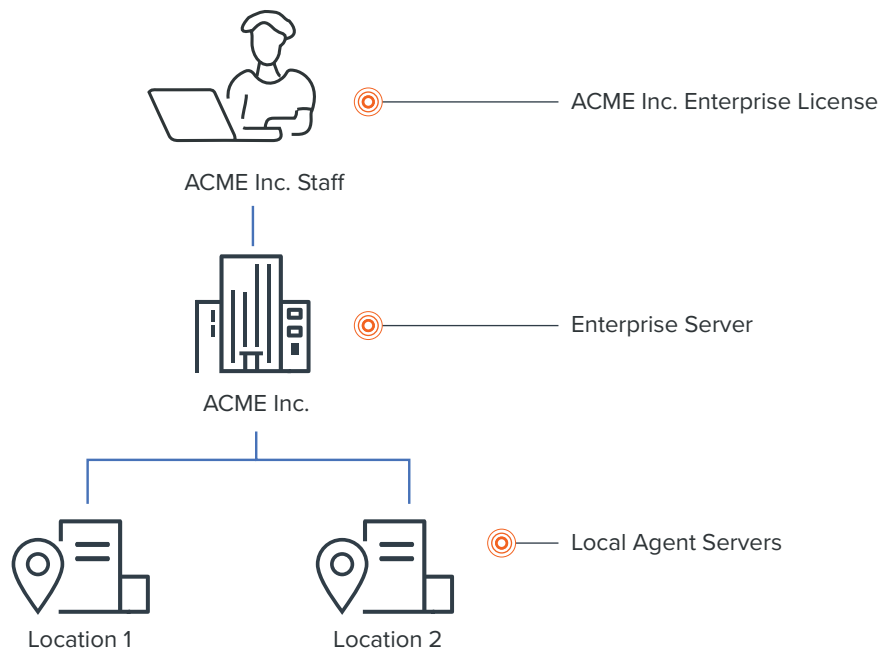
# CONVERGENCE™ Enterprise AV Manager

## Great Site Support

An Organization has:

- A central hub supported by their own AV/IT staff.
- Local Agent servers at remote sites from around globe connected to that central hub.

**CONVERGENCE Enterprise AV Manager is single-tenant, single-hub software, self-maintained, and hosted on-premises or privately in the cloud by an organization**



## AN ORGANIZATION 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

## EACH USER GETS THEIR OWN:

- Personal Identity settings
- User Interface settings
- Email notifications
- SMS Text alert settings
- Video, Audio, and Chat tools

# CONVERGENCE™ Enterprise AV Manager

## Powerful and Elegant Interface, Competitively Priced, Efficient Architecture

### POWERFUL PORTAL

- Show your organization's name.
- 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

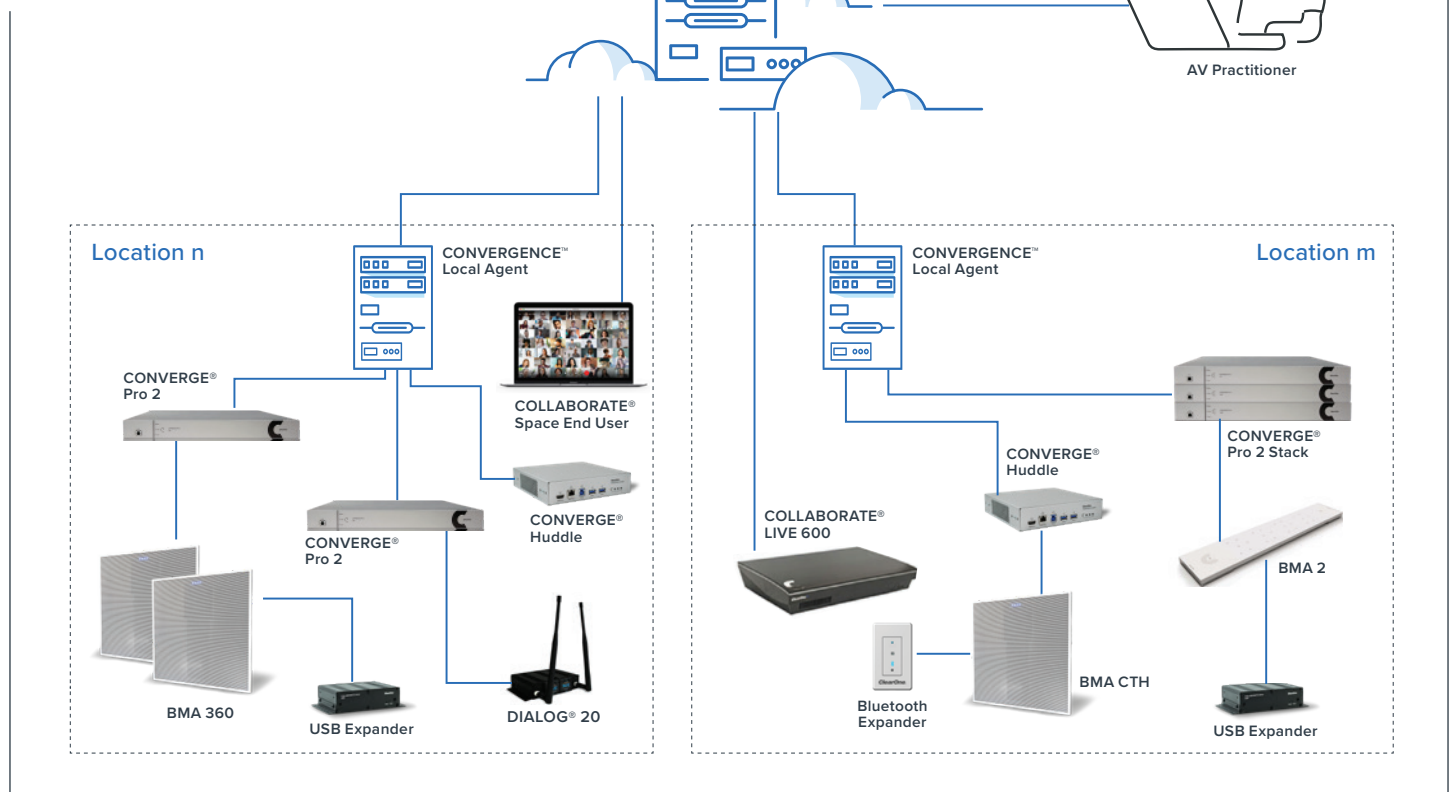
- Search, sort, and filter to quickly find relevant information.
- Receive notification of new firmware through "Update Available" icon badges.
- Know a device's place in your network automatically using the "Connections" AV System Hierarchy (CASH).

### BETTER FOR YOUR BUDGET

- Saves time, travel, and money.
- Free Local Agent software download.
- Free training.
- Free trial license.
- Reasonable software license subscription:
  - Pricing based on maximum audio devices/year.

## CONVERGENCE ENTERPRISE AV MANAGER

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



# CONVERGENCE™ Enterprise AV Manager

### PLATFORM

- Windows or Windows Server
- 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)
- A license from ClearOne's Business Partner Services
- 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 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, 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

### 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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