

CONVERGENCE® InSite Server



ClearOne Contacts

Headquarters

5225 Wiley Post Way Suite 500
Salt Lake City, UT 84116

Sales

Tel: +1.801.975.7200
sales@clearone.com

Headquarters

Tel: +1.801.975-7200

Technical Support

Tel: +1.801.974.3760
audiotechsupport@clearone.com

Notices

© 2022 ClearOne, Inc. All rights reserved.

Information in this document is subject to change without notice.

Document: DOC-0568-001v1.0 July 2022

Important Safety Instructions

See the [safety instructions at the end of this document](#).

Contents

About CONVERGENCE InSite Server	1
Packing List	1
Step 1. Add a Local Agent Server Account in Cloud or Enterprise	2
Step 2. Set Up the InSite Server	4
Step 3. Register InSite with Cloud or Enterprise.....	6

About CONVERGENCE InSite Server

CONVERGENCE InSite Server is network hardware that enables bi-directional communications between Cloud AV Manager or Enterprise AV Manager and on-site ClearOne Pro Audio devices.

Additional details are available in the CONVERGENCE InSite Server datasheet.

Packing List

ClearOne is not responsible for product damage incurred during shipment. Inspect your shipment carefully for obvious signs of damage. If the shipment appears damaged, retain original boxes and packing material for inspection by the carrier, and contact them immediately.

The following items are included with your CONVERGENCE InSite Server unit:

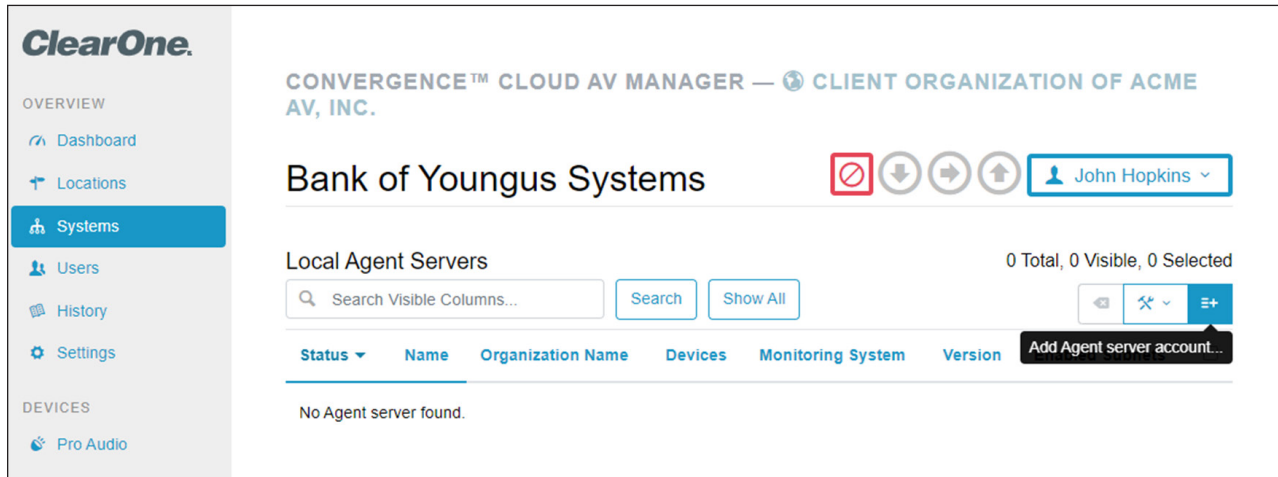


1. ClearOne CONVERGENCE InSite Server box.
2. Optional desk base and screws.
3. AC cord and power adapter.
4. Ethernet cable.

Step 1. Add a Local Agent Server Account in Cloud or Enterprise

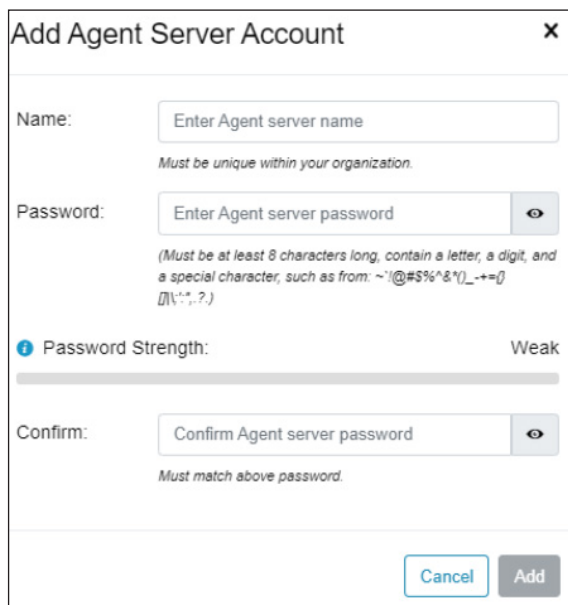
You can perform this step before going to an organization’s site or when you are at the site.

- a. If you have an account in CONVERGENCE Cloud AV Manager (<https://cx.clearone.com>), sign into the organization to which the CONVERGENCE InSite Server will belong. If you are using CONVERGENCE Enterprise AV Manager, sign into your instance.
- b. Go to the *Systems* > Servers view.



- c. On the far-right of the Servers screen, click the *Add Agent server account* tool.
- d. In the *Add Agent Server Account* dialog window, create an Agent Server account name and password (not your personal account credentials).

Important: Take note of this name and especially the password because they will be used again in Step 3. You cannot recover the password from the Local Agent Server Account. If you forget it, you may need to delete the account and re-create it with another password.



- e. Then in the lower right, click *Add*.

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

ClearOne.

CONVERGENCE™ CLOUD AV MANAGER — CLIENT ORGANIZATION OF ACME AV, INC.

Bank of Youngus Systems [Action Icons] [John Hopkins]

Local Agent Servers 1 Total, 1 Visible, 0 Selected

Search Visible Columns... [Search] [Show All] [Filter Icon] [Columns Icon]

Status	Name	Organization Name	Devices	Monitoring System	Version	Enabled Subnets
Disconnected	ChlorasepiaBranch	Bank of Youngus	0	Unknown		0 of 0

Step 2. Set Up the InSite Server

At the site, find where to place the CONVERGENCE InSite Server so you can plug it into power and the AV network.

This network should have access to the following:

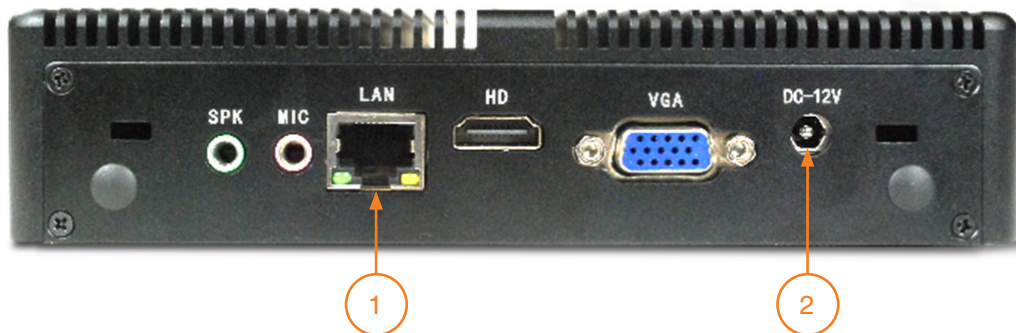
- All ClearOne Pro Audio devices on one or more subnets.
- CONVERGENCE Cloud AV Manager (via the Internet) or Enterprise AV Manager (via the local network or the Internet).

The Pro Audio devices need not be on the same subnet as the InSite Server, but you will need to specify the subnets later.

- a. Connect the InSite Server to power using the provided power adapter.

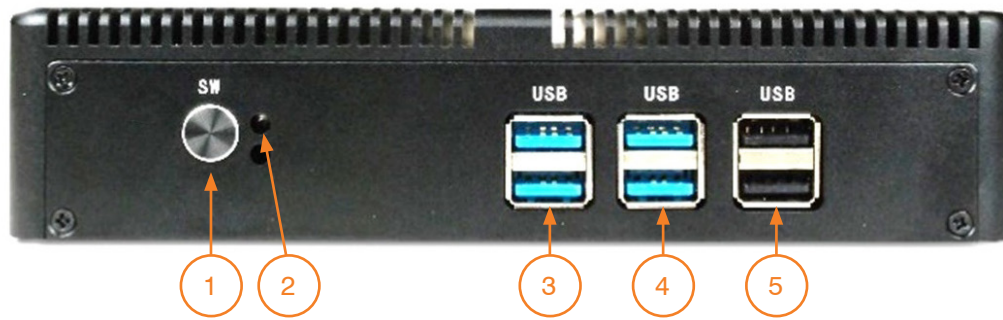


- b. Connect an Ethernet cable from the LAN port on the back of the InSite Server to the AV network



1. AV network
2. Power

c. Press the SW button on the server front panel to turn it on. The power LED next to the switch will illuminate.



1. On/Off Switch
2. Power LED
3. USB 3.0 may use for additional AV networks with USB/Ethernet adapters (not included)
4. USB 3.0 may use for additional AV networks with USB/Ethernet adapters (not included)
5. USB 2.0 may use for mouse and keyboard

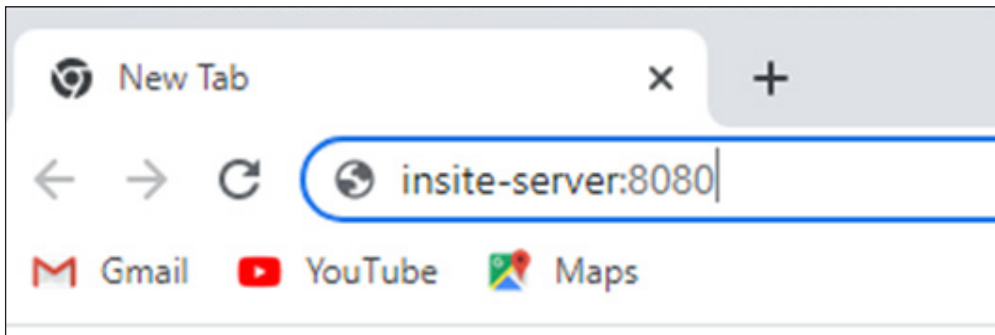
Step 3. Register InSite with Cloud or Enterprise

Registration is simplified to enter one name and password to cover each of the following for the InSite Server:

- Initial Owner Account
- Central Hub Connection with Cloud or Enterprise AV Manager
- Organization Branding Name (shown on Sign-In page of Local Agent)

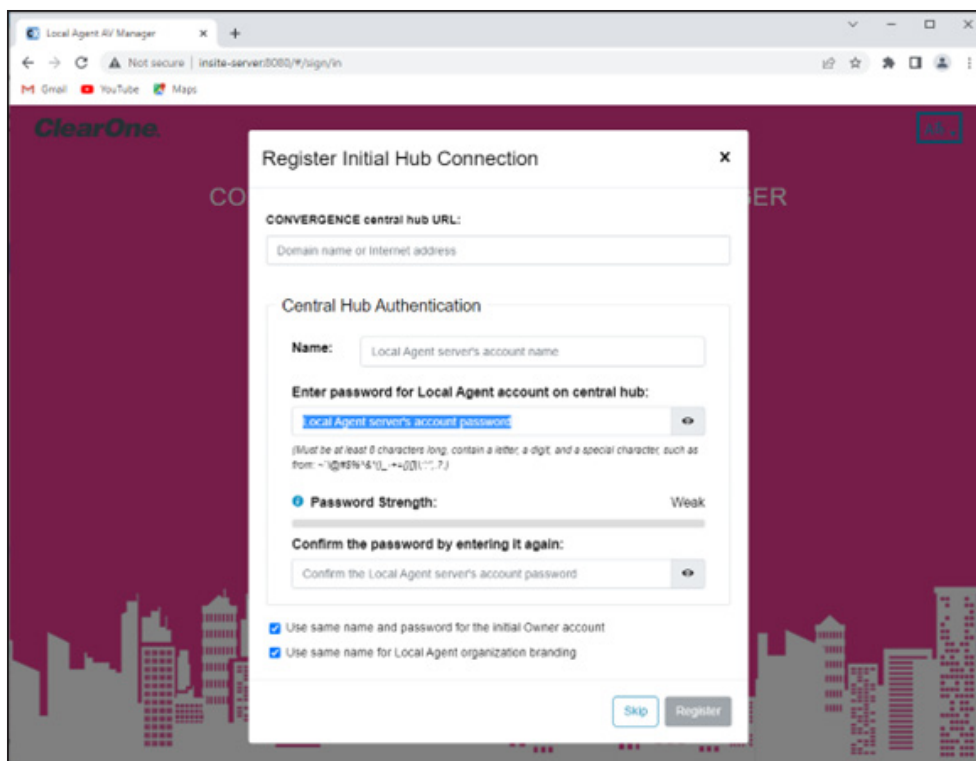
To complete this registration, do the following:

- a. Use a computer connected to the same subnet as the InSite Server.
- b. On this computer, in a Web browser window, enter “insite-server:8080”.



- c. This should bring up the *Register Initial Hub Connection* dialog page of the InSite Server.

Important: If you see a different dialog, try refreshing the page or clearing the browser cache.



- d. In the *CONVERGENCE central hub URL* field, enter the following:
 - If using CONVERGENCE Cloud AV Manager, enter “https://cx.clearone.com”
 - If using CONVERGENCE Enterprise AV Manager, enter the URL of the Enterprise instance.

Register Initial Hub Connection

CONVERGENCE central hub URL:

https://cx.clearone.com

- e. Enter the Local Agent Server Account credentials you set up earlier, into the *Central Hub Authentication* box *Name* and *password* fields. These must be typed the same as in Step 1.

Central Hub Authentication

Name:

Enter password for Local Agent account on central hub:

.....
👁

(Must be at least 8 characters long, contain a letter, a digit, and a special character, such as from: ~\!@#\$\$%^&*()_+*=0[]\|';:,.?)

📘 Password Strength: Medium

Confirm the password by entering it again:

.....
👁

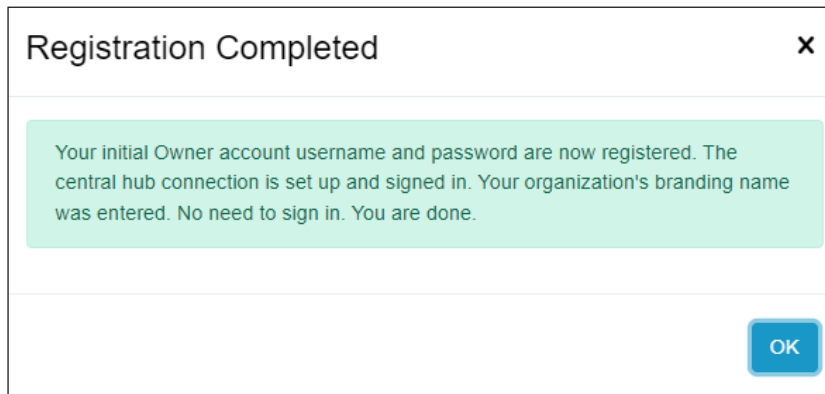
- f. Leave the remaining checkboxes selected and click *Register*.

Use same name and password for the initial Owner account

Use same name for Local Agent organization branding

Skip
Register

- g. A dialog should appear stating *Registration Completed*. If you entered everything correctly, you would see the following dialog.



- h. You can then go to Cloud or Enterprise AV Manager in your browser to set up other subnets, see what devices are discovered, etc.
- i. Click *Help* there to see documentation on what more you can do with CONVERGENCE.

Related Documents

The following documents are available in [ClearOne's Resource Library](#):

- Datasheet
- Datasheets of related products

Important Safety Instructions

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Do not use this apparatus near water.
4. Clean only with dry cloth.
5. Do not block any ventilation openings. Provide plenty of room for air to flow over heat sync top. Install in accordance with instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
7. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
8. Only use attachments/accessories specified.
9. Use power surge suppressors to protect during lightning storms.
10. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
11. Protect the power cord from being walked on or pinched; particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
12. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire or electric shock.