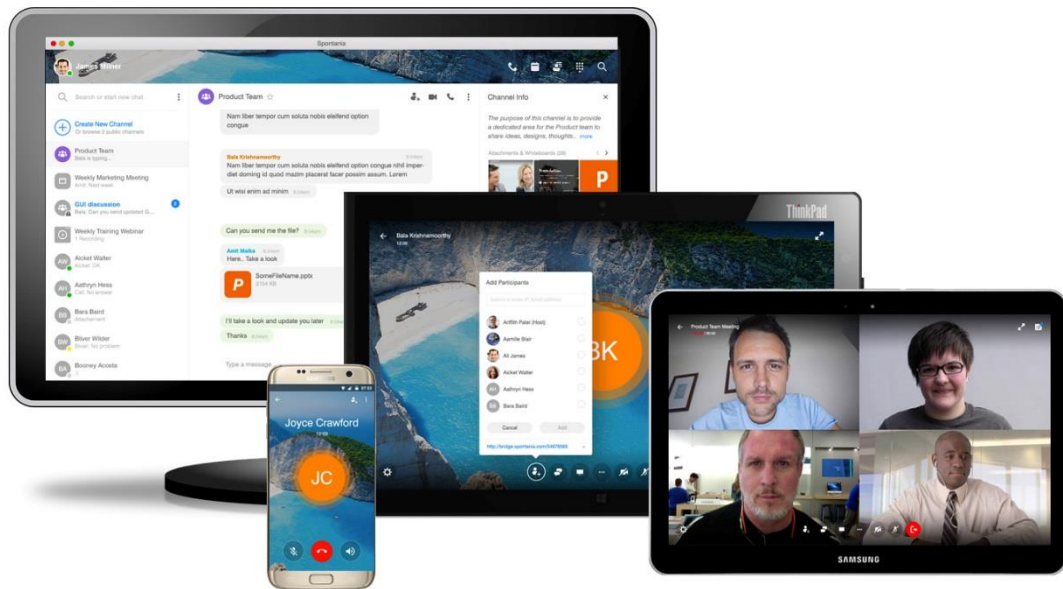




## COLLABORATE® Space

### Administrator Manual



COLLABORATE Space

Administrator Manual

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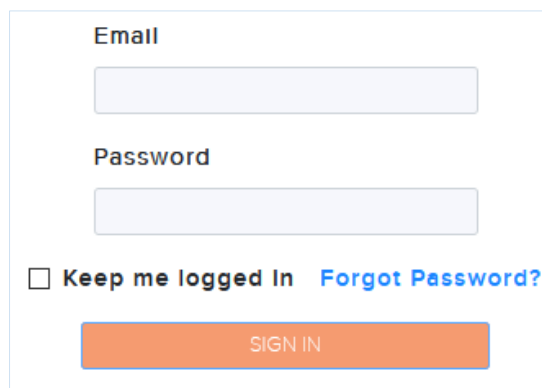
## Introduction

COLLABORATE© Space's Web account management facilitates the handler and the system account administrator based on the assigned roles. The system provides the ability to create new users, create resources, Phone call details, Subscription and & Payment information, and generates the Phone invoices for existing accounts.

## Login

To access the Web administration portal, log in to the below URL by providing the Email and Password.

<https://www.collaboratespace.net/#/datasignin>

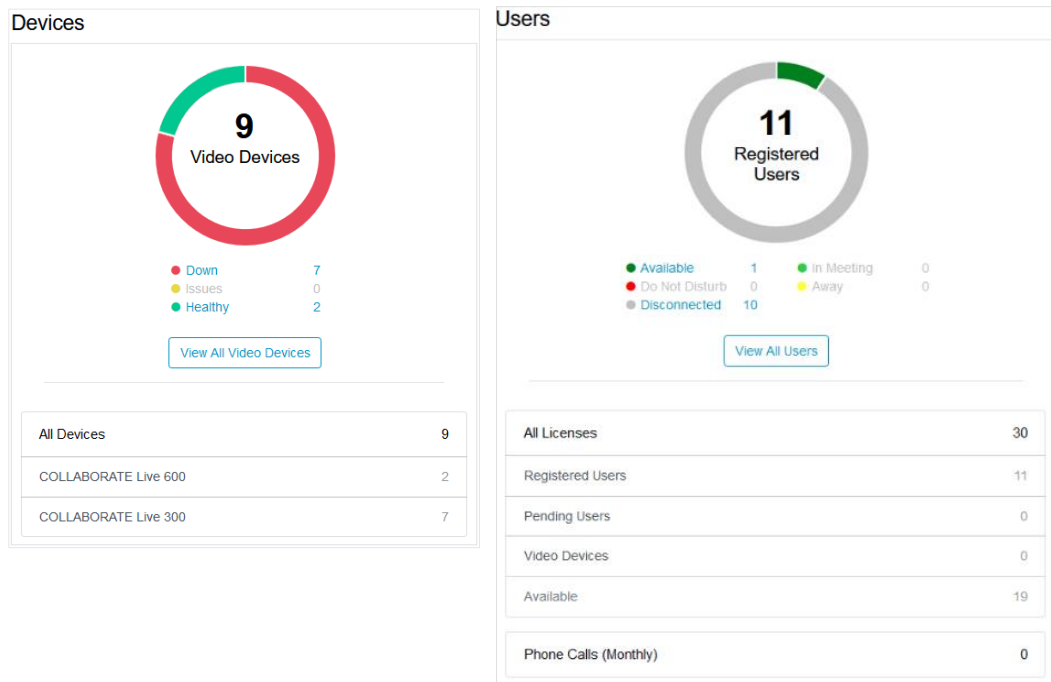


The login form consists of the following elements:

- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A checkbox labeled "Keep me logged In" followed by a blue link "Forgot Password?".
- An orange "SIGN IN" button at the bottom.

Forgot Password option allows to recover the password by redirecting to a screen to introduce e-mail to receive a temporary password

Once you have successfully signed in, the dashboard with focused information of Users and Resources is displayed.



## Users

User's option allows you to manage the users on your account. Users of the service are assigned to a role. A group has a set of permissions that allows or restricts different operations. The following groups are available on every customer account, but you can also create your own groups with different sets of permissions.

### Active Users

There are two types of users available in the portal.

1. Active – Active users are those who use the Space effectively. (Users who have already connected to Space, at least once)
2. Pending – This allows us to know whether the user activated the account by the invitation mail. Users need to create the password. Once the password is created, these users will appear in the Active user.

Click the **Users** option from the drop-down list, and select the Active button, the below screen will appear.

Status	Name	Email	Storage	Registered	License	Role	
Disconnected	Erika Mustermann	erika.m@clearone.com	1.46 MB	06/22/2018	PRO	Administrator	<input type="checkbox"/>
Disconnected	Felicia Corh	rh@clearone.com	1.10 MB	06/22/2018	PRO	Owner	<input checked="" type="checkbox"/>
Disconnected	Fred Nerf	fred.n@clearone.com		06/22/2018	PRO	Administrator	<input type="checkbox"/>
Disconnected	Jane Doe	jane.d@clearone.com	114.70 KB	06/22/2018	STANDARD		<input type="checkbox"/>
Disconnected	Joe Bloggs	joe.b@clearone.com		06/22/2018	STANDARD		<input type="checkbox"/>
Disconnected	Joe Schmoe	joe.s@clearone.com	20.16 MB	06/22/2018	STANDARD		<input type="checkbox"/>

User name, status, Email id, LDAP, Registered date, License type and the role of the user will be displayed. You can search for users and reset their password.

There are 3 types of roles available.

1. Owner – Owner is the user in this group has full permission to create users, create access to the users, access to payment invoice, and manage the invoices and other activities. Only owners can access the Resources and Subscription & Payment options.
2. Administrator – Administrator activities are limited in the account. Administrator will be created by Owner. Owner can create a maximum of 10 administrators in an account.
3. No Role - You can also create users without a role.

## Add Users

The owner or an admin of the account can add the users in 3 different ways.

1. Invite by Email

Click the Invite by email option.

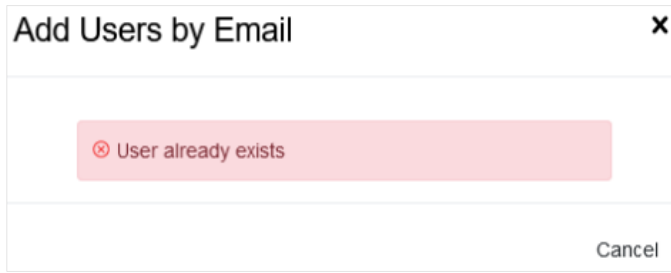
### Add Users by Email

New Email Address

License  Standard  Pro

Cancel Add

Enter the email id of the user. User those who already exists, can't be added.



**Licenses:**

There are 2 types of licenses available.

- a. Pro – This License allows the user to create meeting / chat, host meeting and create conference.
- b. IM User – This License allows only chatting.

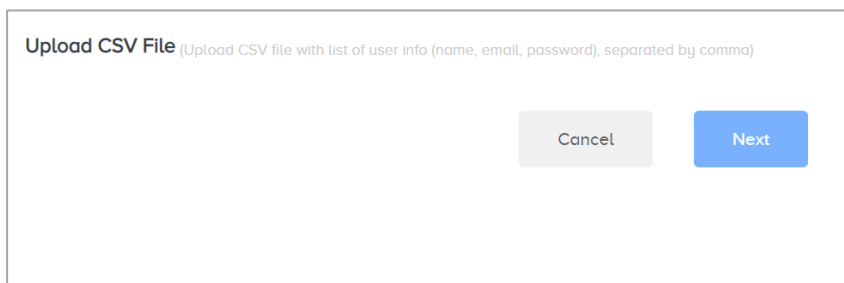
Click the Invite button. A mail will trigger to the requested user.

- 2. Upload CSV file – A CSV is a comma-separated values file, which allows data to be saved in a tabular format. Name, Email id and Password will be created automatically. Password would be deleted and the user will be invited to create the password.

Search for the CSV file and click open.

	A	B	C	D	E	F
1	NAME,EMAIL,PASSWORD					
2	JohnDoe,john.d@clearone.com,johnd123					
3	JaneDoe,jane.d@clearone.com,janed123					
4	RichardRoe,richard.r@clearone.com,richardr123					
5	JoeSchmoe,joe.s@clearone.com,joes1234					
6	JoeBloggs,joe.b@clearone.com,joeb1234					
7	SeánRudai,sean.r@clearone.com,seanr123					
8	FredNerk,fred.n@clearone.com,fredn123					
9	JuanPerez,juan.p@clearone.com,juanp123					
10	ErikaMustermann,erika.m@clearone.com,erikam123					
11	JohnSmith,john.s@clearone.com,johns123					

Click Next.



Change CSV button allows you to change the CSV file.

After the successful uploading of the CSV file, the below sample screen displays the entries. You can search any file name in the search button provided in the top. This will populate the relevant search information.

### Add Users by CSV file

Upload CSV file with list of user info (name, email, password), separated by comma

[Choose File](#)

Name	Email	Description	<input type="checkbox"/>
JohnDoe	john.d@clearone.com	Email already exists	<input type="checkbox"/>
JaneDoe	jane.d@clearone.com	Email already exists	<input type="checkbox"/>
RichardRoe	richard.r@clearone.com	Email already exists	<input type="checkbox"/>

### 3. Connect to LDAP

This option allows to obtain user information from your LDAP. Before activating, you should enable in your firewall the access to LDAP from Internet. Branding has to be configured to activate LDAP.

Turn on the LDAP and branding setting from the Setting main menu as shown in the below figure.

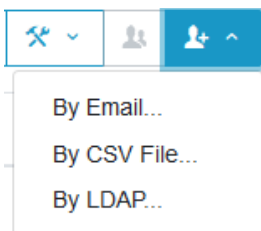
**Branding** [Modify...](#)

ON Use your own URL and logo for the start page and notifications.

**LDAP** [Modify...](#)

ON Get user information from LDAP. (Enable access to LDAP from the Internet in your firewall.)

Click the connect to LDAP option.



Click the Next button and select the License type which you want, then click the Add User.

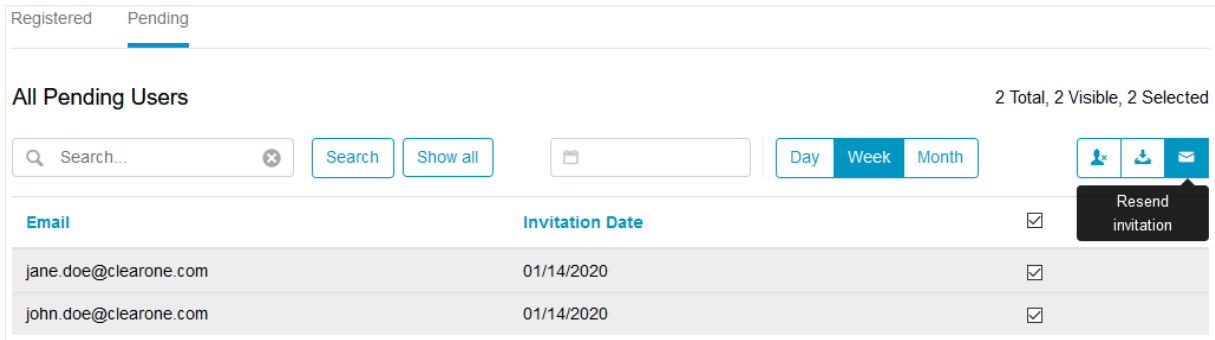
### Pending Users

This allows us to know whether the user activated the account by the invitation mail. Pending user list will be shown in this option. Users need to create the password. Once they create the password and connect, they will appear in the Active user.

Click the Pending option from the menu.

All the pending users will be displayed as shown in the below screen. You can select the user and resent the invitation.










### Action Icons

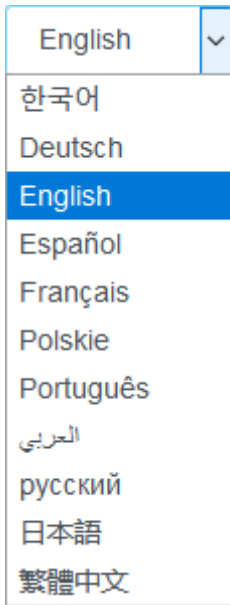
Below are the menu icons available under the User section.




 <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>Change License...</p> <p>Reset Password...</p> </div>	<p>This action allows editing the license of the user. Search for the user and change the License.</p>
 <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>Change License...</p> <p>Reset Password...</p> </div>	<p>This action allows to Reset the password. Click this icon, search for the user and reset the password. An email with password recovery link and instructions will be sent to the selected user.</p>
	<p>This action allows to change the admin permissions. Search for the user, select the required permission and click apply.</p>
	<p>A CSV is a comma separated values file which allows data to be saved in a table structured format. This allows to export the CSV file which contains the information about Name, email, Registered date, Last login, Storage, License type, Webinars / classrooms and role.</p>
	<p>This action allows to delete user. Search the user and click Delete.</p>

### Language

The web portal can be displayed in any languages listed. Select the Language, the web portal will be displayed and accessed in that language.



### Notification Alerts

Notification alerts can be viewed by clicking the Bell option located in the top right corner of the portal which is displayed as .

### Phone calls

All the phone call information will be displayed in this screen.

Name, Phone no, start time UTC, Duration of the call, Cost and the Country information will be shown here.

Q Search...

Phone Calls:  Phone Credit: \$24.66

<input type="checkbox"/>	Name ↕	Number	Start Time UTC ↕	Duration	Cost	Country ↕
<input type="checkbox"/>	Erika Mustermann	1000000	10/03/19 11:59:51	00:04:21	\$0.13	UNITED STATES
<input type="checkbox"/>	Jane Doe	1000000	10/02/19 9:22:06	00:00:38	\$0.03	UNITED STATES
<input type="checkbox"/>	Erika Mustermann	1000000	10/02/19 12:22:22	00:04:40	\$0.13	UNITED STATES
<input type="checkbox"/>	Richard Roe	34000000	10/01/19 1:46:45	00:01:06	\$0.68	SPAIN
<input type="checkbox"/>	Richard Roe	34000000	10/01/19 1:31:55	00:01:05	\$0.68	SPAIN
<input type="checkbox"/>	Joe Schmoe	49000000	09/30/19 4:42:26	00:02:55	\$0.09	GERMANY
<input type="checkbox"/>	Jane Doe	973000000	09/29/19 7:51:32	00:01:39	\$0.44	BAHRAIN
<input type="checkbox"/>	Fred Nerf	91000000	09/28/19 7:38:39	00:24:53	\$1.00	INDIA
<input type="checkbox"/>	Fred Nerf	1000000	09/28/19 7:37:15	00:00:16	\$0.03	UNITED STATES
<input type="checkbox"/>	John Smith	1000000	09/27/19 10:13:30	00:17:47	\$0.45	CANADA

Show 10 entries

In order to allow phone calls, customer needs to buy credit.

## Resources:

This option allows to create new resources and displays the list of resources available for this account. You can use the credentials inside the Collaborate live.

Registered Devices 49 Total, 25 Visible, 0 Selected

Status	Product Model	Name	Registration Date	Location	MAC Address	Firmware	
<span style="color: yellow;">●</span> Away	COLLABORATE Live 600	ClearOne Boardroom	03/28/2019	Unknown	e0:d5:5e:b0:c9:8d	260.0.0.99	<input type="checkbox"/>
<span style="color: green;">●</span> Available	COLLABORATE Live 600	Conf Room	03/05/2019	Unknown	00:71:c2:19:0b:53	260.0.0.98 <span style="color: yellow;">●</span>	<input type="checkbox"/>
<span style="color: gray;">●</span> Disconnected	COLLABORATE Live 600	live600 clearone	04/26/2019	Unknown	e0:d5:5e:b0:ca:49	260.0.0.99	<input type="checkbox"/>

Click the New button to create a resource. The below screen will appear.

### Add New Video Device ✕

Name

Email Address

Password

License  Pro  Standard

Provide the required fields and click Create Resource. Resource would be created and displayed in the resource screen.

## Action Icons

Below are the menu icons available under the Resources section.



	This action allows to change the admin permissions. Search for the user, select the required permission and click apply.
	This action will help to edit the license of the user. Click this icon, search for the user and change the License.
	This action allows to Reset the password. Click this icon, search for the user and reset the password. An email with password recovery link and instructions will be sent to the selected user.
	This action allows to delete user. Search the user and click Delete.
	A CSV is a comma separated values file which allows data to be saved in a table structured format. This allows to export the CSV file which contains the information about Name, email, Registered date, Last login, Storage, License type, Webinars / classrooms and role.

Edit License – This action helps to edit the License

Reset Password – This action helps to reset the password by providing the new password.

Set as Admins – This action helps to set a resource as Admin so that admin’s functionalities can be done

Export, CSV - Files in the CSV format can be exported from programs by using this action.

## Subscriptions and Payments

This option allows you to view the current subscriptions details and Phone credit information. This option will be enabled only for the Owner of the account.

In order to allow phone calls customer need to buy credit.

Click the Invoice Information to Pay.

The screenshot shows a web interface with three tabs: 'Current Plans', 'Billing Information' (which is selected and underlined), and 'Phone Invoices'. Below the tabs is a form titled 'Billing Information'. The form contains several input fields: 'First Name' (with 'Felicia' entered), 'Last Name' (with 'Corh' entered), 'Email' (with 'rh@clearone.com' entered), 'Phone No.' (empty), 'Company Name' (with 'RH ClearOne' entered), 'VAT' (empty), 'Address' (empty), 'Country' (empty), and 'City' (empty). There is an 'Apply' button at the bottom right of the form.

Provide the required information and get the billing information.

Click the Add button of Method of payment to provide the credit card information.

**Credit or debit card** ✕  
rh@clearone.com

Add

Provide the credit card information and click Update. The Phone credit \$ would be updated accordingly. This is shown in the below screenshot.

Phone Calls: 
Phone Credit: \$5.00

⬇️
+

Current Plans
Billing Information
Phone Invoices

---

Plan Name	Quantity	Canceled	Renewed	Billing Period
Standard Monthly	20	01/14/2020	01/23/2020	
Pro Monthly	10	01/14/2020	01/23/2020	month
Gateway Port Monthly	1	01/14/2020	01/23/2020	month
ClassRoom Monthly	1	01/14/2020	01/23/2020	month

Current subscriptions can be viewed by clicking the Subscriptions button.

## Phone Invoices

This option allows you to view the phone invoices and download the invoices.

Current Plans
Billing Information
Phone Invoices

✕

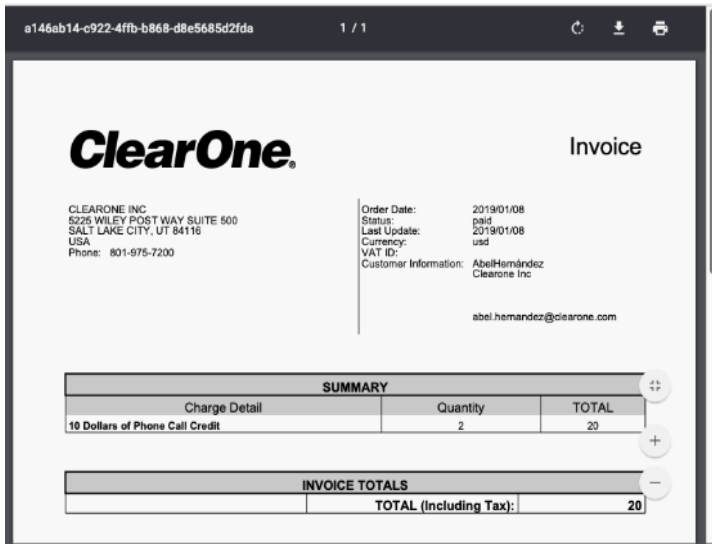
Search
Show all

📅
12/15/2019 - 01/14/2020

Day
Week
Monthly

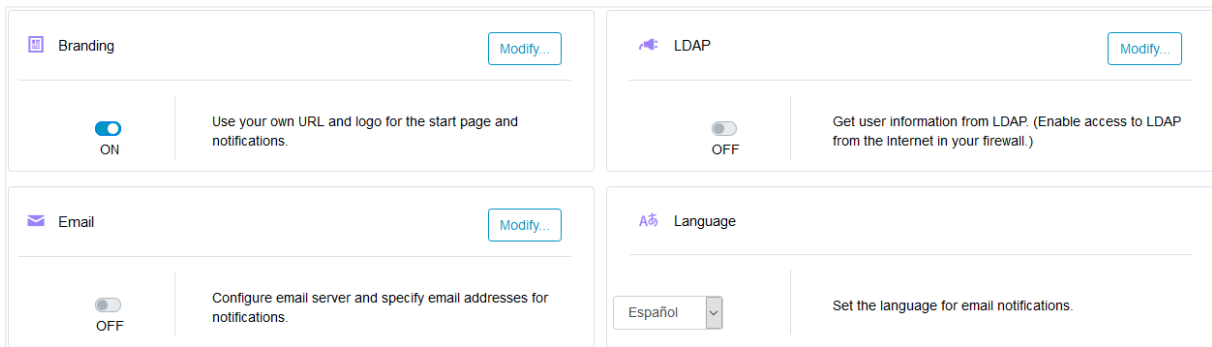
Quantity	Description	Date	Amount	Status	View	Download
1	10 Dollars of Phone Call Credit	01/07/2020 11:18:42		Paid		
8	10 Dollars of Phone Call Credit	12/17/2019 10:53:22		Paid		
1	10 Dollars of Phone Call Credit	12/17/2019 10:52:45		Paid		

You can also filter the from and date and view the respective invoices. You can view and download the Phone invoices as shown in the below screen.



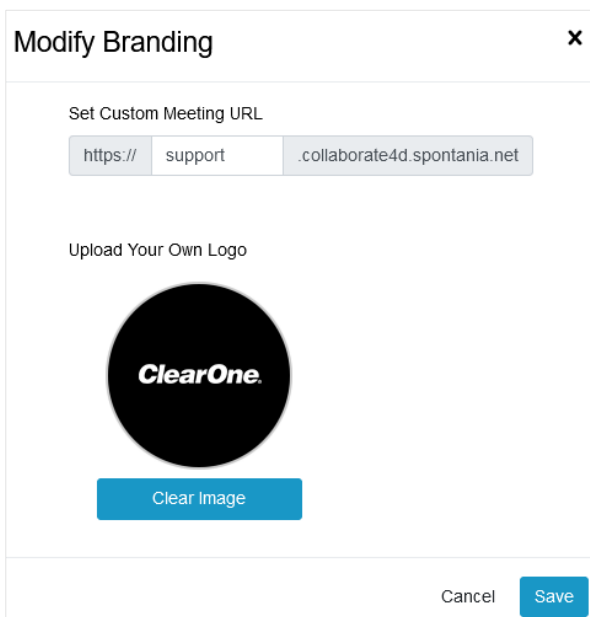
### Advanced:

You can turn on and turn off the settings of Branding, LDAP and SMTP.



### Branding:

This Option allows you to create your own URL and Logo, which is used to access and invitation emails. This option needs to be enabled in case of use LDAP and not use public emails as user login. Click the modify button. The below screen will appear.



Here you can provide your own URL and the logo image. Click the Apply button to create the meeting URL and logo.

**LDAP:**

This Option allows obtaining user information from your LDAP. Before activating this, you should enable in your firewall the access to LDAP from Internet.

Click the modify button, the below screen will appear.

Provide all the required attribute data to fetch the information from AD. You can always test the setting before applying. Click the Test setting button to check for the correctness of the input provided. Then click apply.

**SMTP**

This Option allows you to configure your email account, used as from to send all notifications and invitations of COLLABORATE Space

Click the modify button, the below screen will appear.

### Modify Email ✕

Authentication

Turn on Authentication if your email server needs credentials to send an email.

User (Account)

Password  
 👁

Default From  Default To

Mail Server  SMTP Port  ⌵

Change to 587 when using TLS.

Activate this option if your email Server needs credentials to send an email. Please change the SMTP port 587 in case of use TLS. Before to Apply, please check the settings pressing over 'Test Settings' Button.