ClearOne®

COLLABORATE® Space

Administrator Manual

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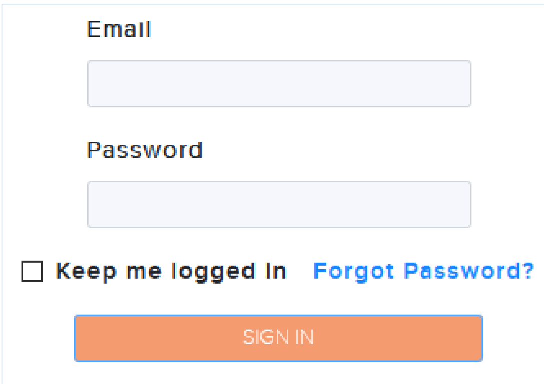
Introduction

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

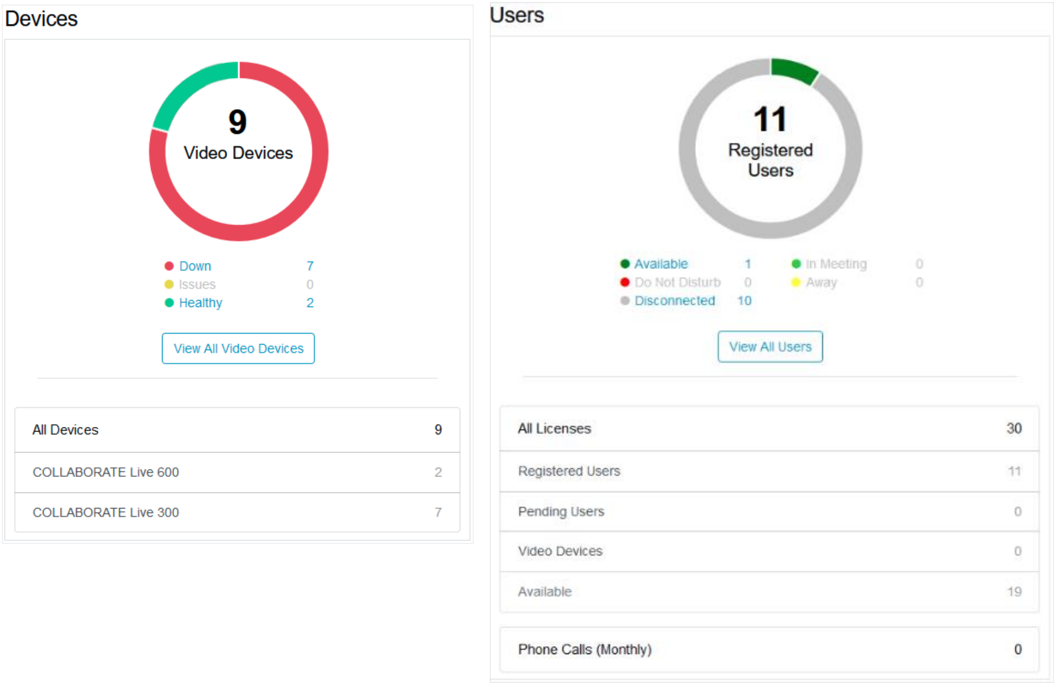
To access the Web administration portal, log in to the below URL by providing the Email and Password.

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



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

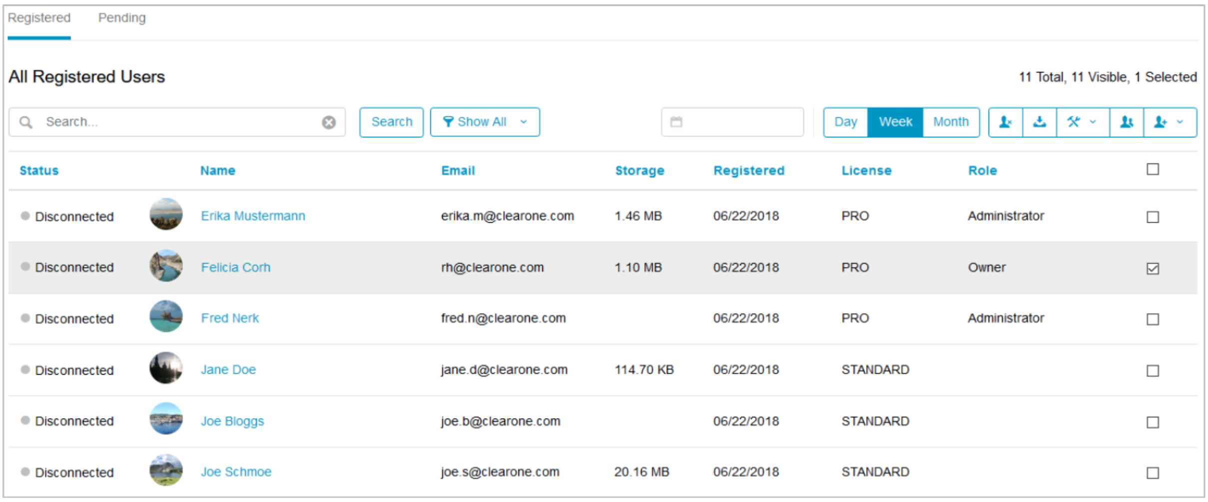
User's option allows you to manage the users on your account. Users of the service are assigned to a role. A group has a set of permissions that allows or restricts different operations. The following groups are available on every customer account, but you can also create your own groups with different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



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.

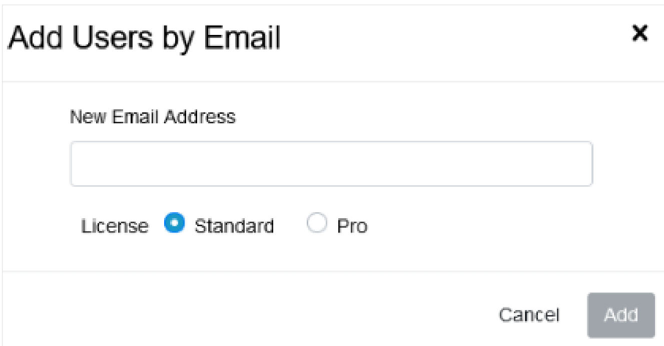
1. Owner – Owner is the user in this group has full permission to create users, create access to the users, access to payment invoice, and manage the invoices and other activities. Only owners can access the Resources and Subscription & Payment options.
2. Administrator – Administrator activities are 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

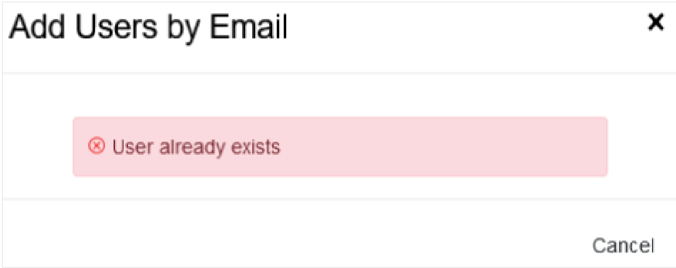
The owner or an admin of the account can add the users in 3 different ways.

1. Invite by Email

   Click the Invite by email option.



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.

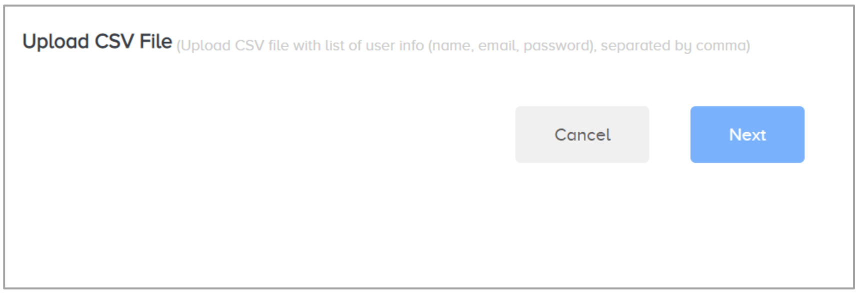
Click the Invite button. A mail will trigger to the requested user.

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.

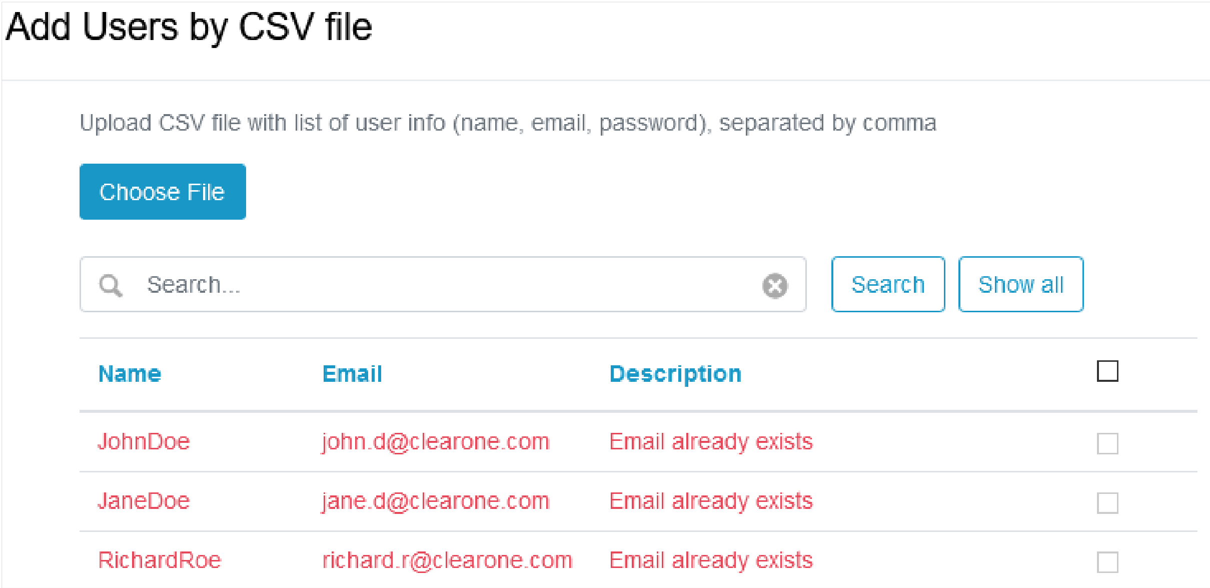
	A	B	C	D	E	F
1	NAME,EMAIL,PASSWORD					
2	JohnDoe,john.d@clearone.com,johnd123					
3	JaneDoe,jane.d@clearone.com,janed123					
4	RichardRoe,richard.r@clearone.com,richardr123					
5	JoeSchmoe,joe.s@clearone.com,joes1234					
6	JoeBloggs,joe.b@clearone.com,joeb1234					
7	SeánRudaí,sean.r@clearone.com,seanr123					
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.

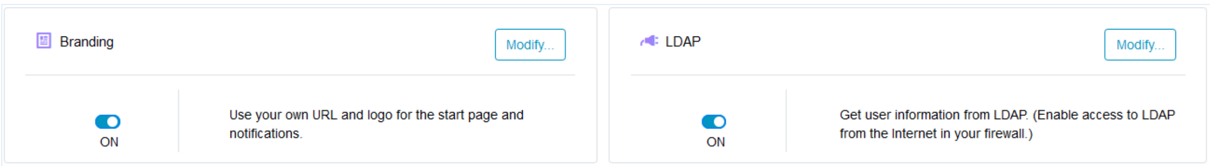
After the successful uploading of the CSV file, the below sample screen displays the entries. You can search any file name in the search button provided in the top. This will populate the relavent search information.



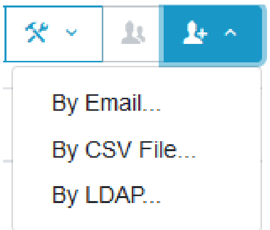
3. Connect to LDAP

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.



Click the connect to LDAP option.



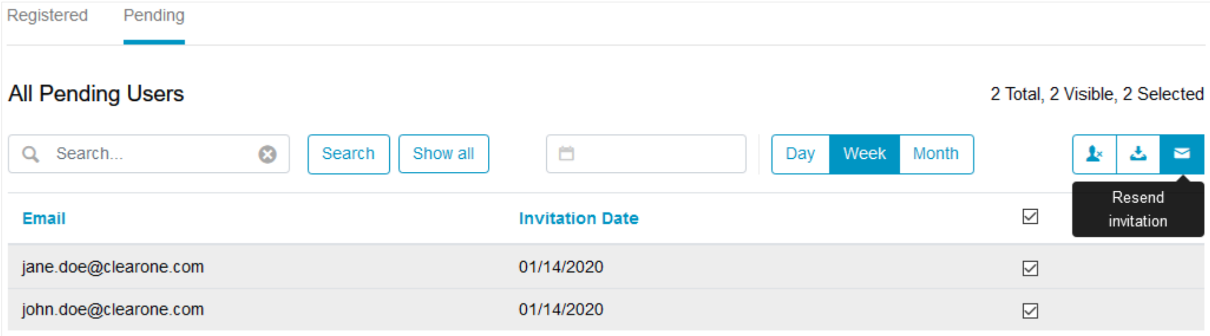
Click the Next button and select the License type which you want, then click the Add User.

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.

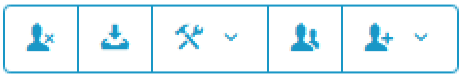
Click the Pending option from the menu.

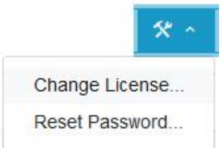
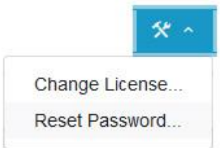
All the pending users will be displayed as shown in the below screen. You can select the user and resent the invitation.



Action Icons

Below are the menu icons available under the User section.



	This action allows editing the license of the user. 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 change the admin permissions. Search for the user, select the required permission and click apply.
	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.
	This action allows to delete user. Search the user and click Delete.

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.

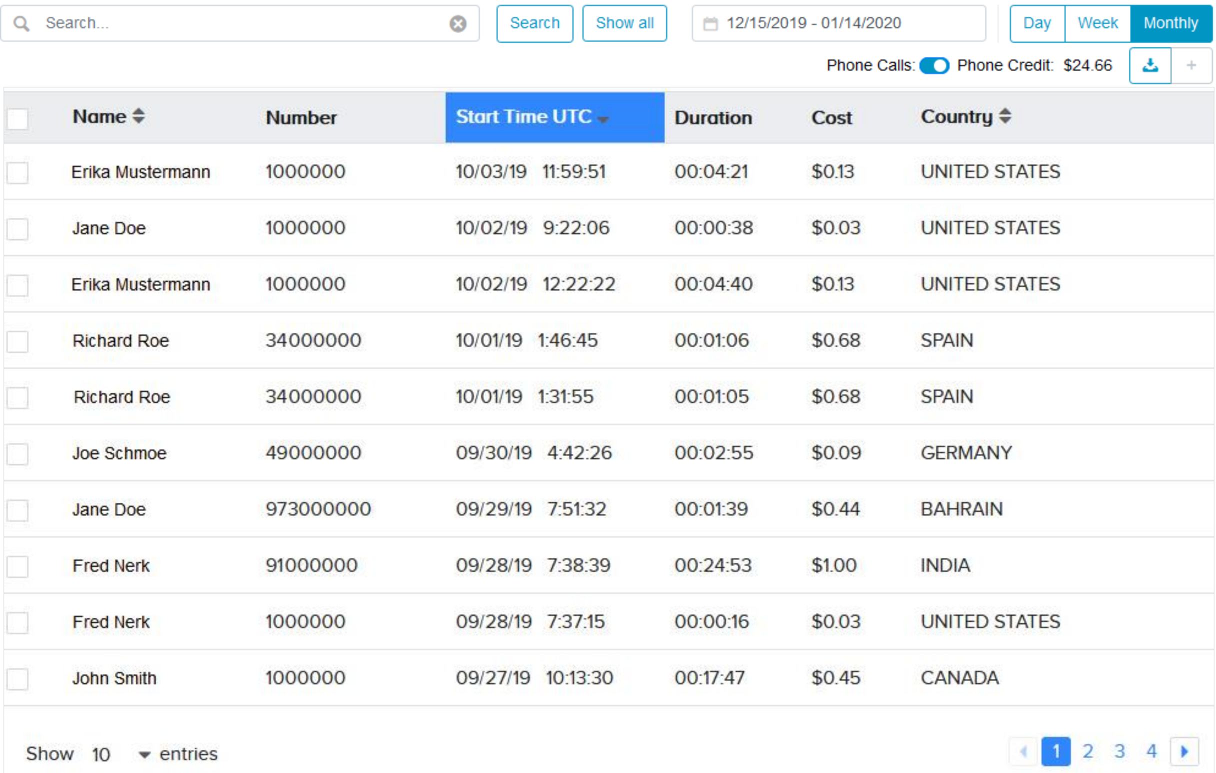
Notification Alerts

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.

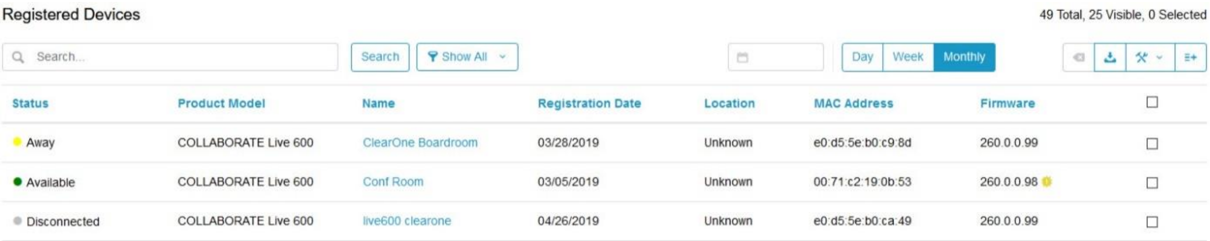


Name	Number	Start Time UTC	Duration	Cost	Country
Erika Mustermann	1000000	10/03/19 11:59:51	00:04:21	$0.13	UNITED STATES
Jane Doe	1000000	10/02/19 9:22:06	00:00:38	$0.03	UNITED STATES
Erika Mustermann	1000000	10/02/19 12:22:22	00:04:40	$0.13	UNITED STATES
Richard Roe	34000000	10/01/19 1:46:45	00:01:06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

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

Resources:

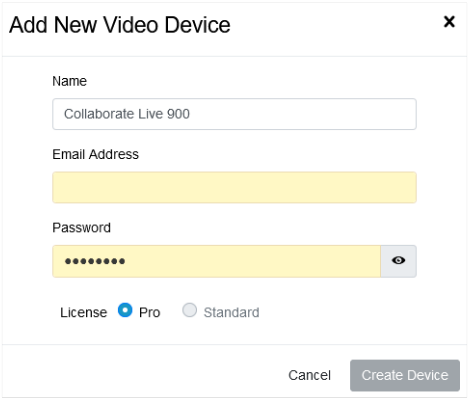
This option allows to create new resources and displays the list of resources available for this account. You can use the credentials inside the Collaborate live.



Registered Devices — 49 Total, 25 Visible, 0 Selected

Status	Product Model	Name	Registration Date	Location	MAC Address	Firmware	
Away	COLLABORATE Live 600	ClearOne Boardroom	03/28/2019	Unknown	e0:d5:5e:b0:c9:8d	260.0.0.99	
Available	COLLABORATE Live 600	Conf Room	03/05/2019	Unknown	00:71:c2:19:0b:53	260.0.0.98	
Disconnected	COLLABORATE Live 600	live600 clearone	04/26/2019	Unknown	e0:d5:5e:b0:ca:49	260.0.0.99	

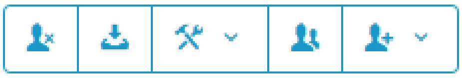
Click the New button to create a resource. The below screen will appear.

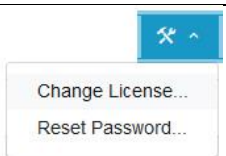
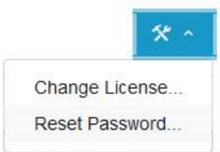


Provide the required fields and click Create Resource. Resource would be created and displayed in the resource screen.

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

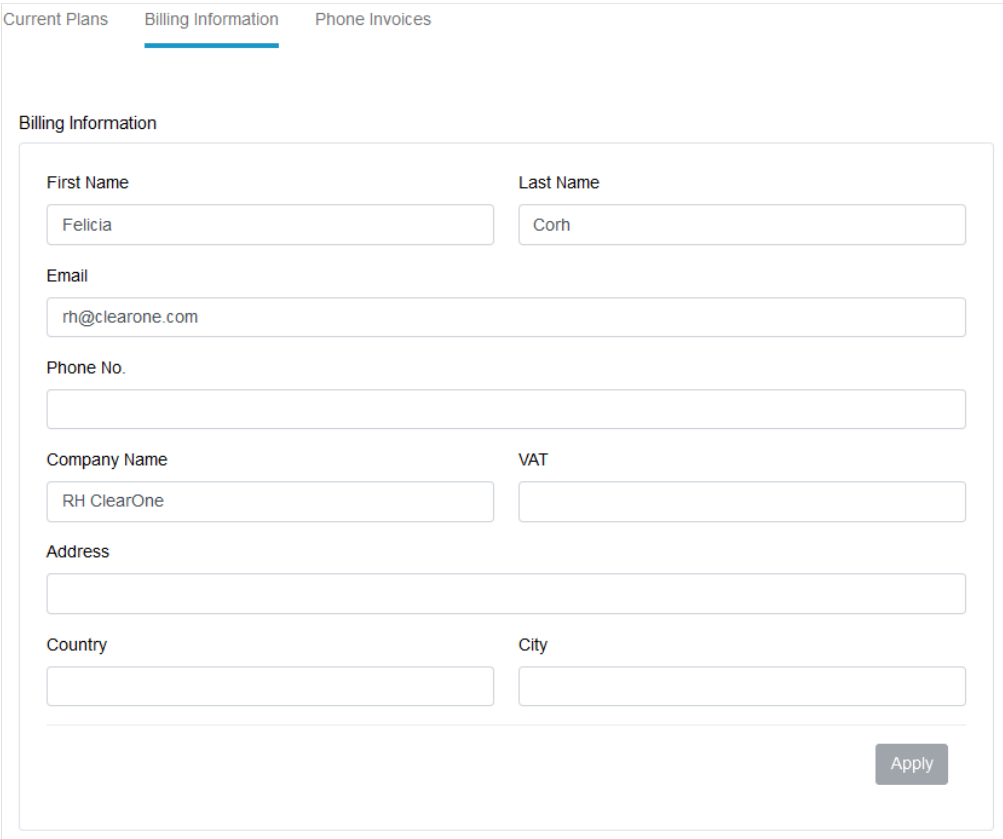
Export, CSV - Files in the CSV format can be exported from programs by using this action.

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.

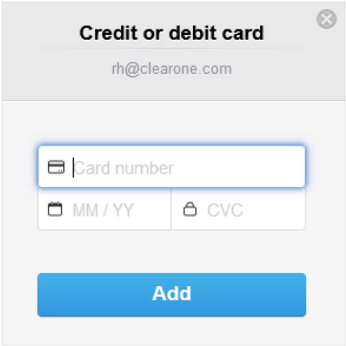
In order to allow phone calls customer need to buy credit.

Click the Invoice Information to Pay.

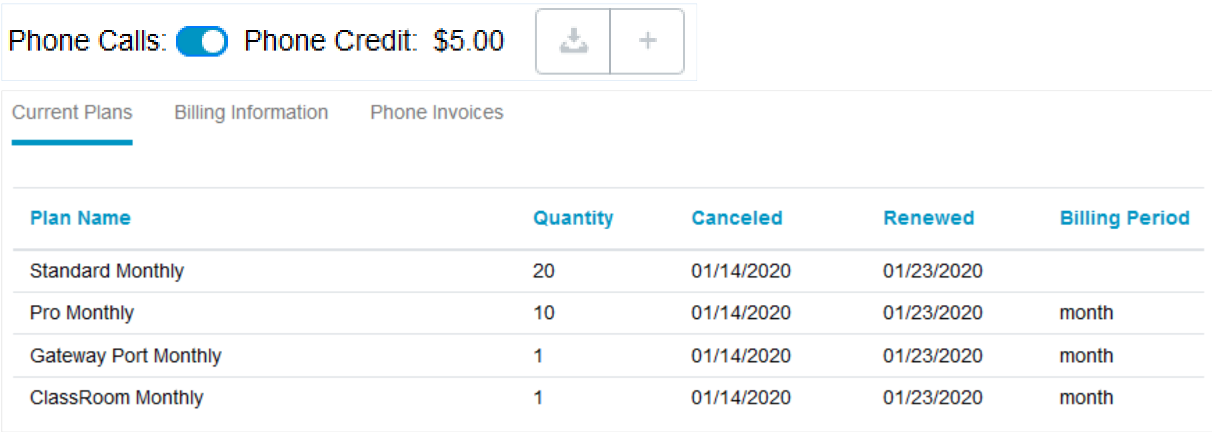


Provide the required information and get the billing information.

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



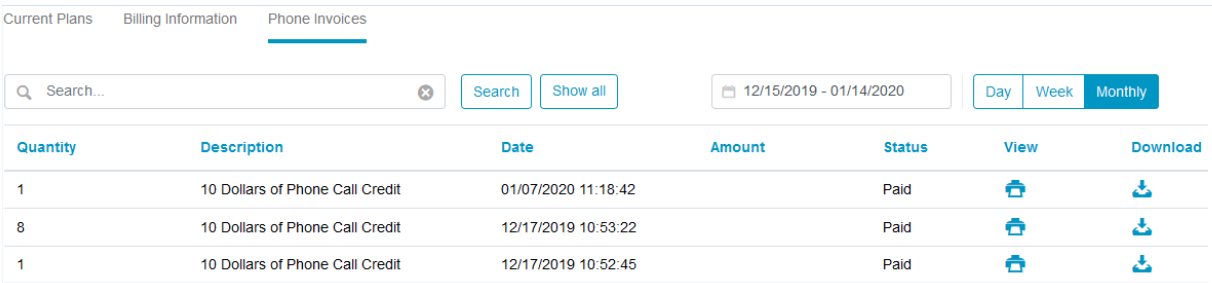
Provide the credit card information and click Update. The Phone credit $ would be updated accordingly. This is shown in the below screenshot.



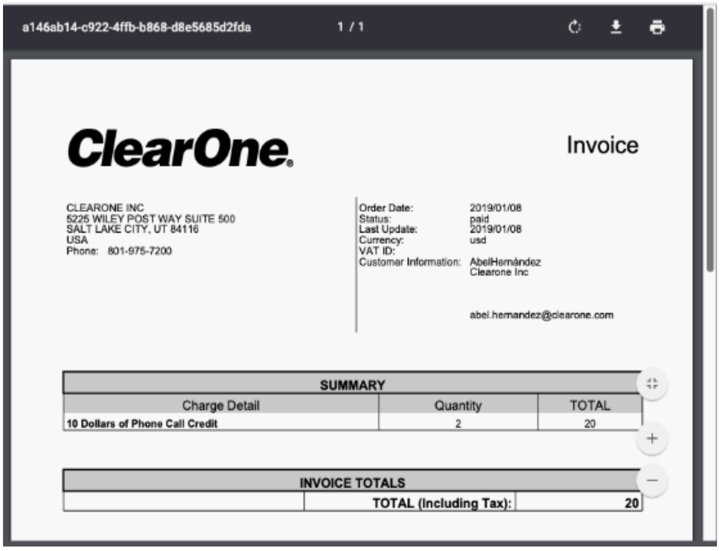
Current subscriptions can be viewed by clicking the Subscriptions button.

Phone Invoices

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

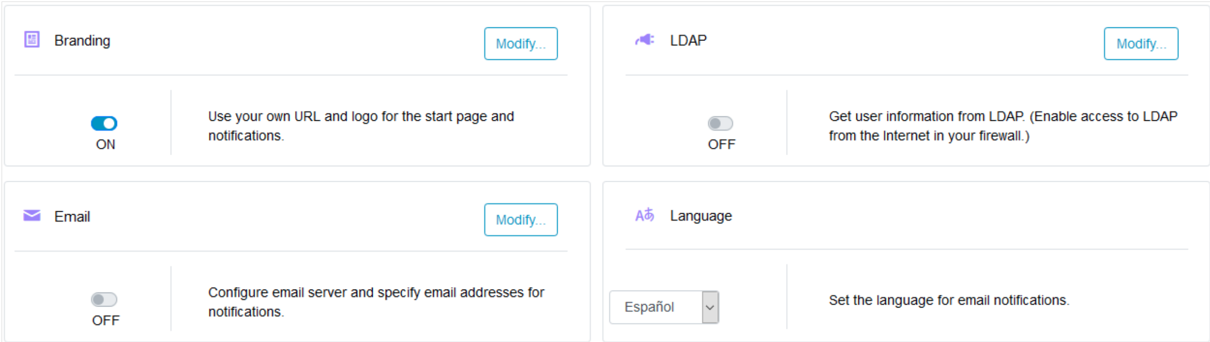


You can also filter the from and date and view the respective invoices. You can view and download the Phone invoices as shown in the below screen.



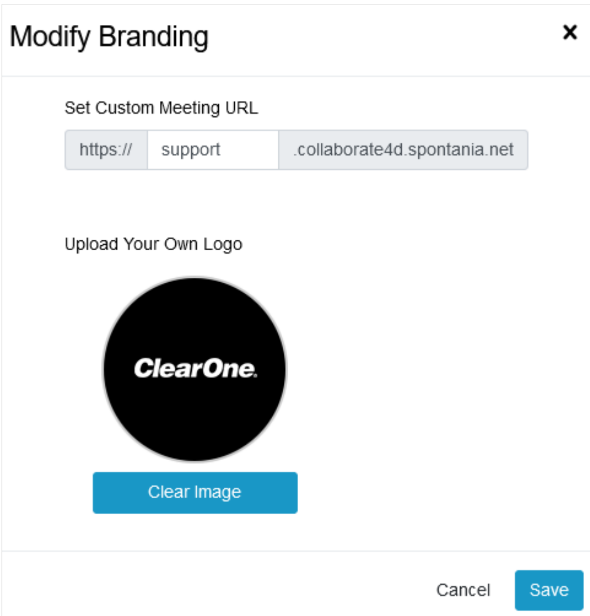
Advanced:

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.

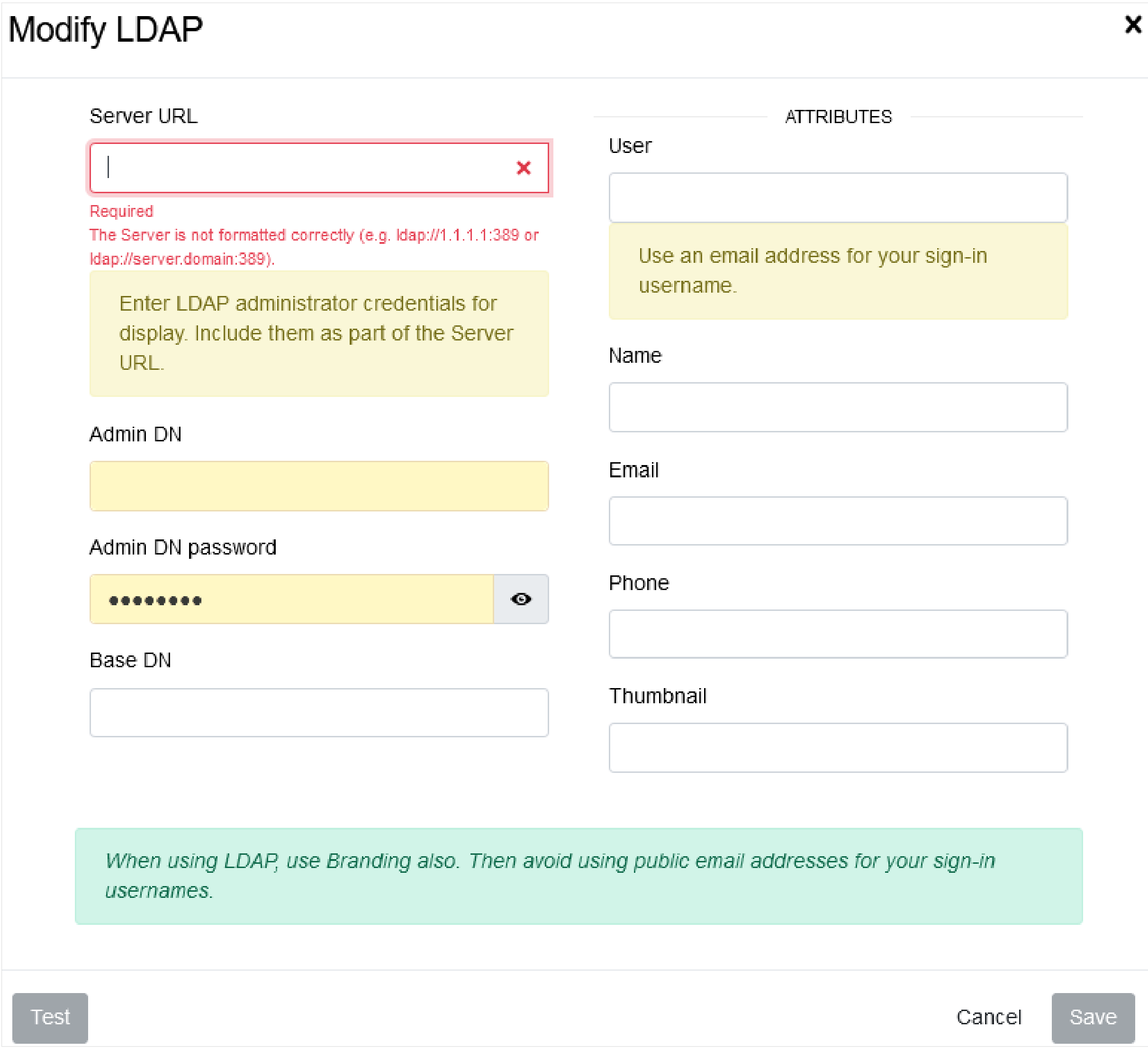


Here you can provide your own URL and the logo image. Click the Apply button to create the meeting URL and logo.

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.

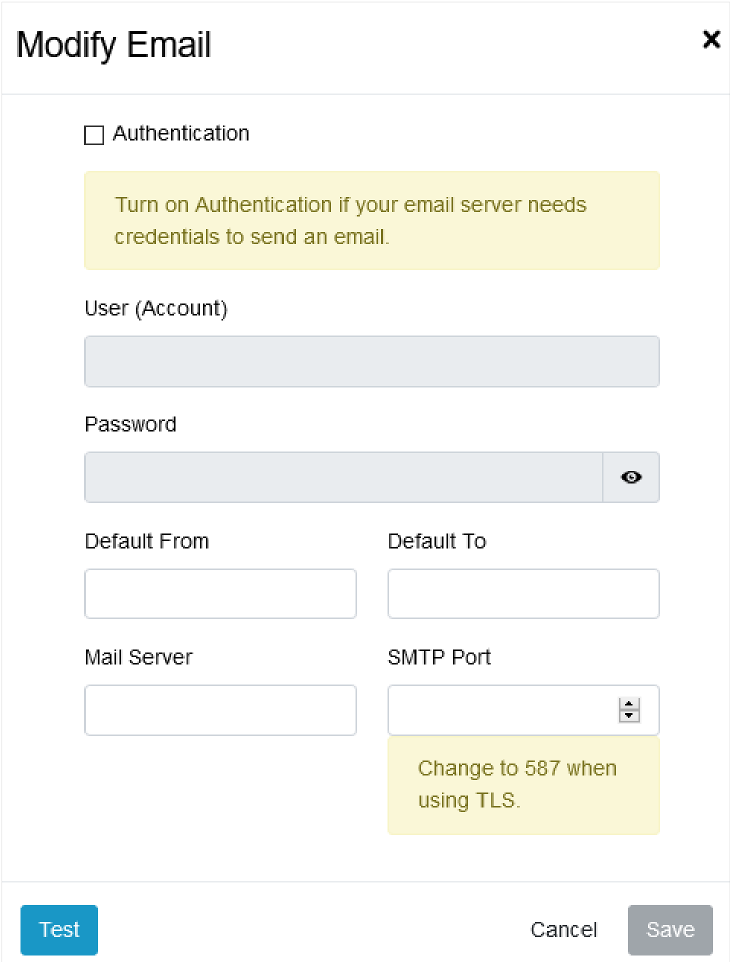


Provide all the required attribute data to fetch the information from AD. You can always test the setting before applying. Click the Test setting button to check for the correctness of the input provided. Then click apply.

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.



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.