

CONVERGENCE™ Cloud AV Manager



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

- > Scales to support organizations of any size – large or small.
- > Remote real-time access provides at-a-glance and all-inclusive powerful dashboard views.
- > Get up and running quickly with auto discovery of Pro Audio devices.
- > Organize AV devices and user permissions by any location hierarchy, such as city, building, and room.
- > Assign access rights by organization, location, user, and customized roles.
- > Stay informed with email and SMS text alerts.
- > Communicate using integrated video, audio, and chat tools.
- > Access from any device, desktop to mobile, with a powerful and elegant browser interface.
- > Also available is CONVERGENCE Enterprise AV Manager.

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



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

AV practitioners can conveniently track client tenant usage for invoicing and optional auto-payment reminders.

Great Ideas Need to be Heard and Seen!™

CONVERGENCE™ Cloud AV Manager

Do What You Need, When and Where It's Needed

- > Remotely configure, backup, restore, and update CONVERGE® DSP Mixers and P-Link peripherals systemwide – and simultaneously.
- > Provision CONVERGE Pro 2 VoIP lines and view VoIP registration status.
- > End-to-end security with HTTPS, encrypted cloud servers, and 256-bit encrypted password management for both users and devices.
- > Download device logs and data for troubleshooting, auditing, and reports.
- > Convenient single-sign-on access through LDAP connectivity.
- > Integrates with third-party management systems via a RESTful web interface

Information At Your Fingertips

The screenshot displays the 'Acme AV, Inc. Systems' dashboard in the 'SUPPORT ORGANIZATION' view. It features a navigation sidebar on the left and a main content area with a table of 'Client Organizations'. The table includes columns for Status, Payment option, Name, Account Number, Start Date, End Date, Devices Allocated, Devices Used, and Servers. There are also search and pagination controls.

Status	Payment option	Name	Account Number	Start Date	End Date	Devices Allocated	Devices Used	Servers
Active	Automatic	Client C	C10021	Jul 23, 2021	Indefinite	2	0	2
Active	Free Trial	Client A	C10019	Apr 26, 2022	Dec 31, 2022	5	0	0
Expired	Subscription	Client B	C10020	Jul 22, 2021	Apr 25, 2022	2	0	0
Invited	Free Trial	Bank of Youngus	C10064	Apr 26, 2022	Apr 26, 2023	5	0	0
Overflowed	Subscription	BigTown Theaters	C10065	Apr 26, 2022	Apr 26, 2023	5	20	1
Suspended	Free Trial	Client D	C10022	Jul 23, 2021	Oct 23, 2021	0	0	3

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:

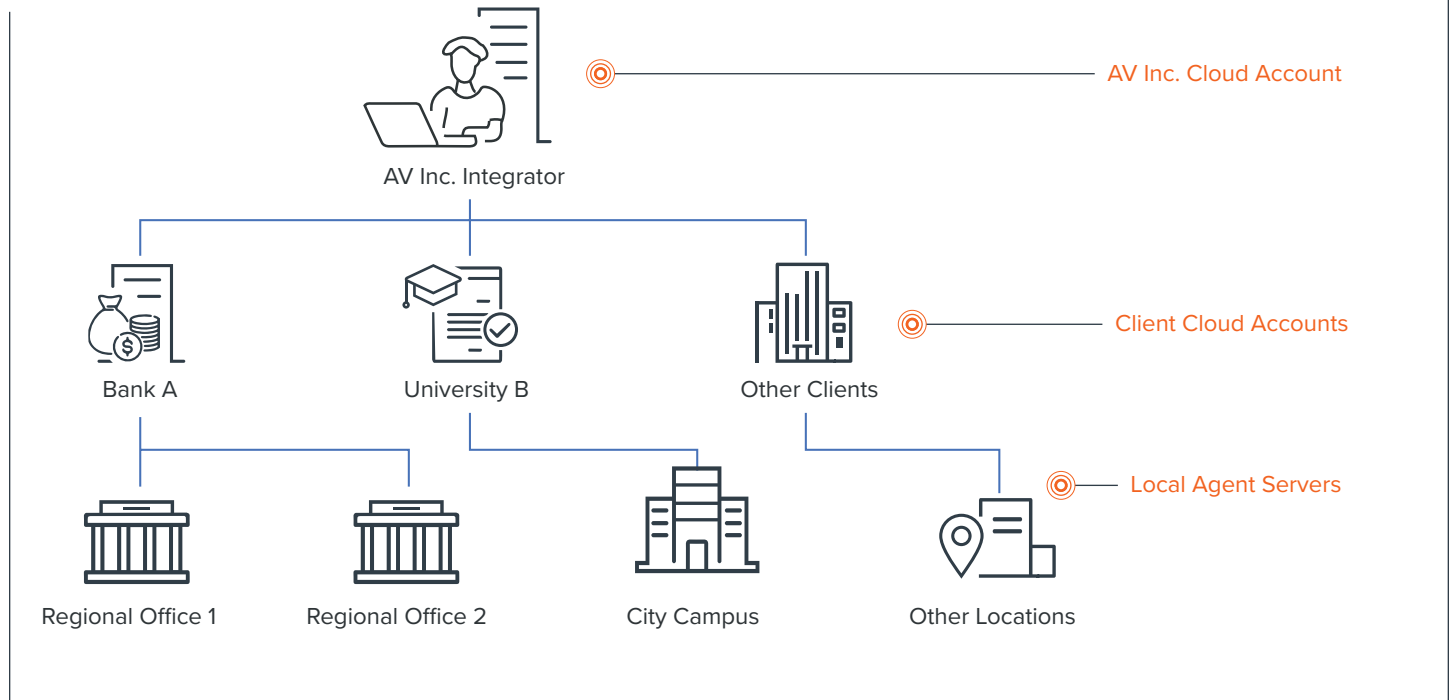
- A secure, central hub in the cloud, administered by ClearOne.
- A single place to see and maintain clients' supported devices.
- A way to track clients' usage for invoicing and auto-payment reminders.

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.



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).
- Three-dimensional, dynamic filtering by Location, Product, and System hierarchies.
- 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

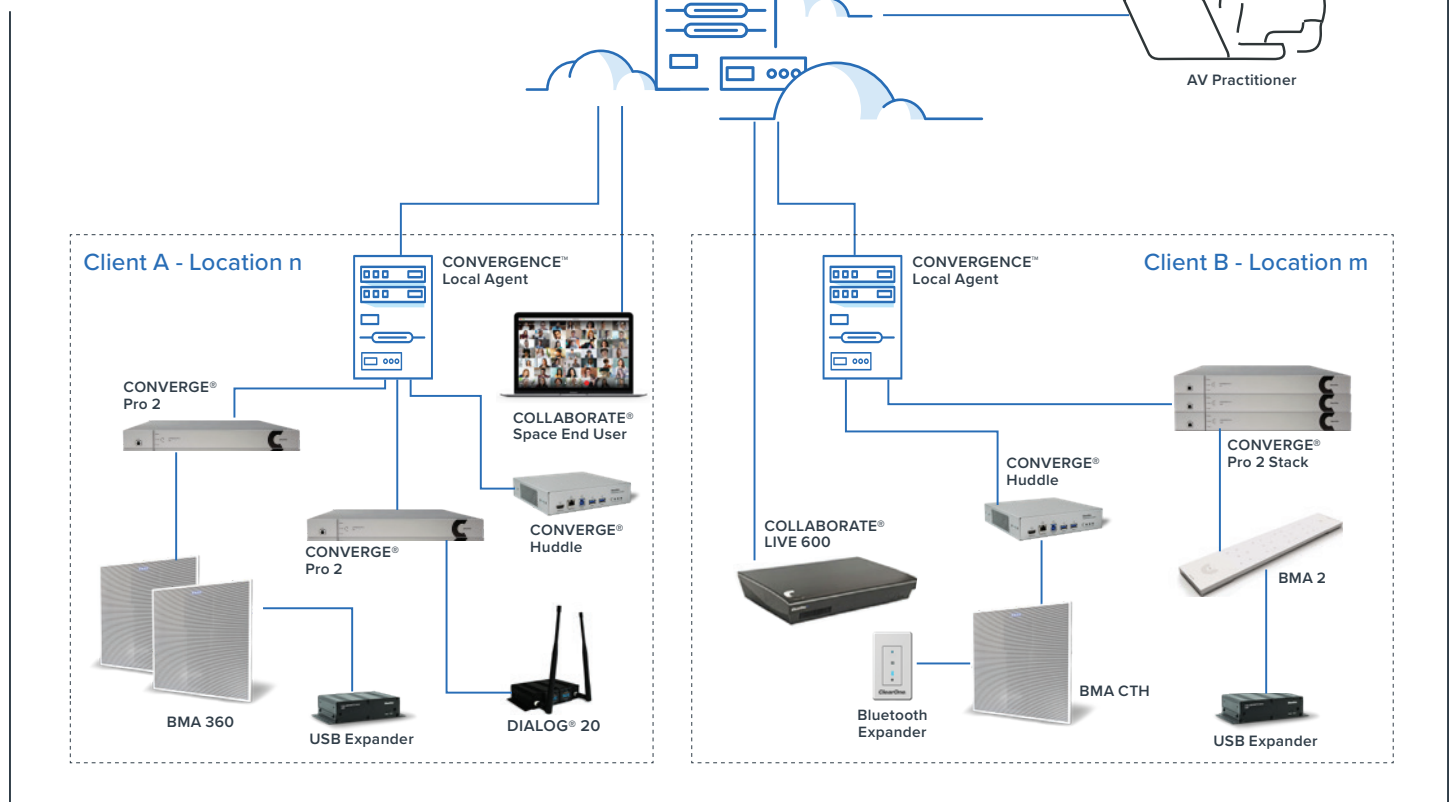
- Search, sort, and filter to quickly find relevant information.
- Receive notification of new firmware through “Update Available” icon badges and alerts.
- Know a device’s place in your network automatically using the “Connections” AV System Hierarchy (CASH).

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



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
- CONVERGENCE Local Agent appliance or free software downloaded and installed on a server
 - On each LAN or CAN network of your organization
 - Easy setup behind an Internet 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

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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