CONVERGENCE™ Enterprise AV Manager

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

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

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

> Scales to support organizations of any size – large or small.

> Remote real-time access provides at-a-glance and all-inclusive powerful dashboard views.

> Organize AV devices and user permissions by any location hierarchy, such as city, building, and room

> Stay informed with email and SMS text alerts.

> End-to-end security with HTTPS, encrypted cloud servers, and 256-bit encrypted password management for both users and devices.

> Provide better online availability and performance by using multiple server instances for redundancy.

> Get up and running quickly with auto discovery of Pro Audio devices.

> Assign access rights by organization, location, user, and customized roles.

> Communicate using integrated video, audio, and chat tools.

> 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

Flexible Licensing
License any Internet-accessible server, or for an isolated network, license a specific machine.

Great Ideas Need to be Heard and Seen! ™

ClearOne®

CONVERGENCE™ Enterprise 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.

> Access from any device, desktop to mobile, with a powerful and elegant browser interface.

> 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.
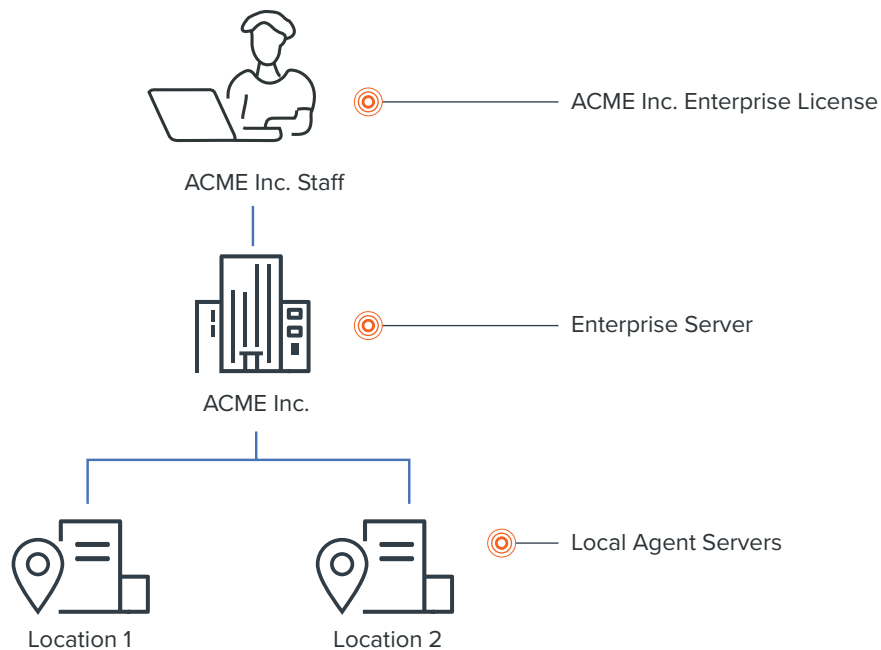
Information At Your Fingertips

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

ACME Inc. Staff

ACME Inc. Enterprise License

Enterprise Server

ACME Inc.

Location 1

Location 2

Local Agent Servers

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).
- 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.
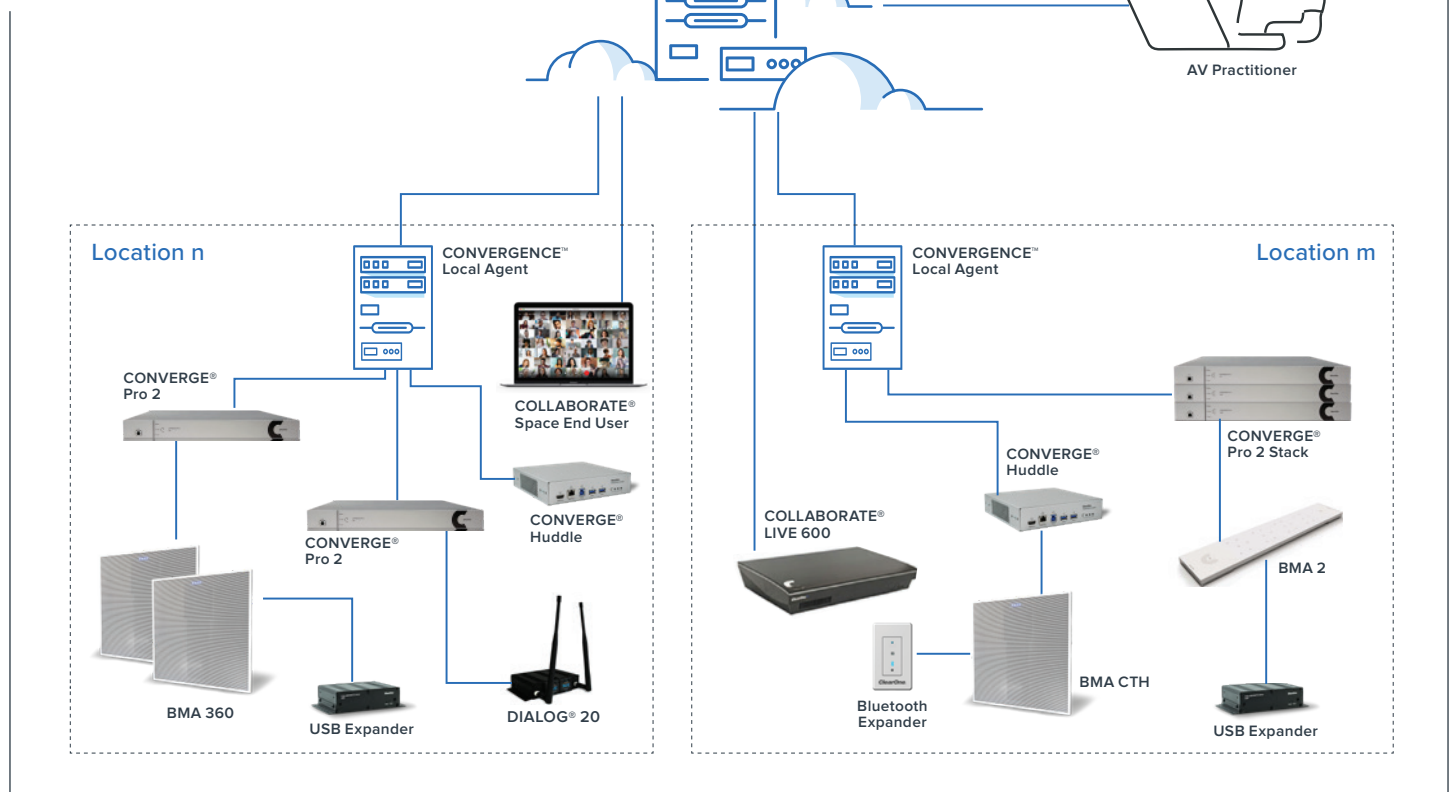 - All Licenses and Phone Calls tables.

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 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

AV Practitioner

Location n

CONVERGENCE™ Local Agent

CONVERGE® Pro 2

COLLABORATE® Space End User

CONVERGE® Huddle

CONVERGE® Pro 2

BMA 360

USB Expander

DIALOG® 20

CONVERGENCE™ Local Agent

Location m

COLLABORATE® LIVE 600

CONVERGE® Huddle

CONVERGE® Pro 2 Stack

BMA 2

Bluetooth Expander

BMA CTH

USB Expander

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
- CONVERGENCE Local Agent 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 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

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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