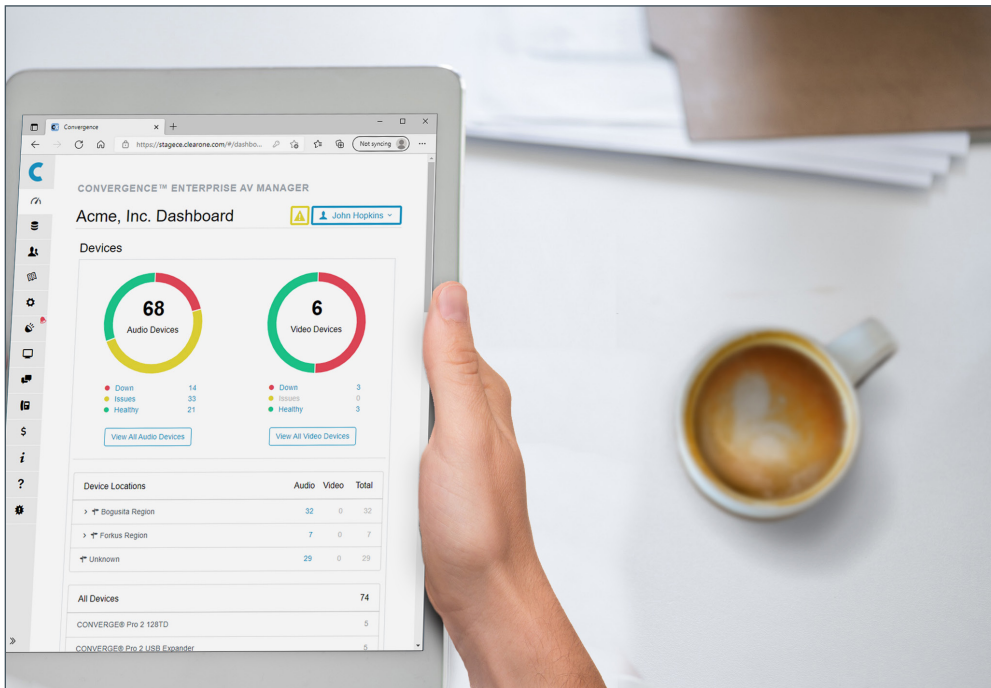


## CONVERGENCE™ Enterprise AV Manager



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## Notices

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Information in this document is subject to change without notice.

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## About CONVERGENCE Enterprise AV Manager

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

It supports the following:

- Pro Audio administration of:
  - CONVERGE® Pro 2 & Huddle DSP Mixers
  - Their P-Link peripheral mics and expanders
- Video Collaboration administration of:
  - COLLABORATE® Live video codecs
  - COLLABORATE Space

Additional details are available in the CONVERGENCE AV Managers datasheet.

### Part Number

- SWR-1000-002-2 CONVERGENCE Enterprise AV Manager

# Step 1. Get a Free Trial License

- a. Go to [CONVERGENCE™ Enterprise AV Manager | AV Management Software – ClearOne.](#)



- b. Click **Get Free Trial**, fill out the form, then at the bottom of the form, **click Get Free Trial**.

**Great decision! Fill out the following info to receive your free trial license and software download links.**

Expected number of Pro Audio devices (up to 1000)\*

Instances required for high-availability redundancy (1-3)\*

Server MAC addresses (if not to be connected to the Internet)

First name\*

Last name\*

Title/Job function [please select from list]\*

Business Email\*

Phone

Company name\*

Country\*

State

City

ZIP

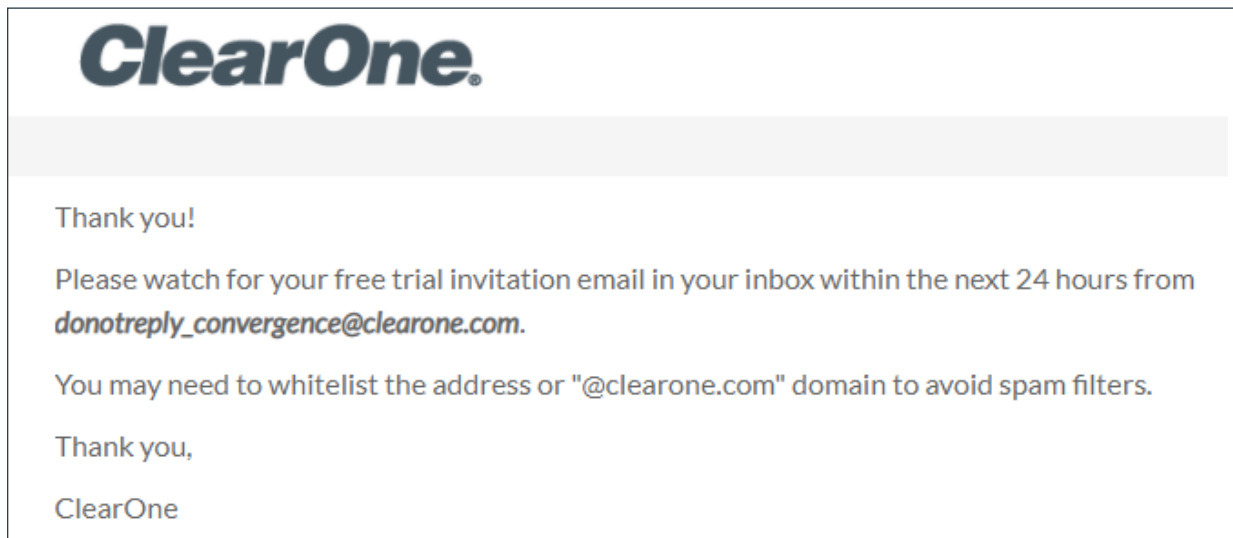
By submitting this form you agree to marketing contact as per our privacy policy.

\* = required field

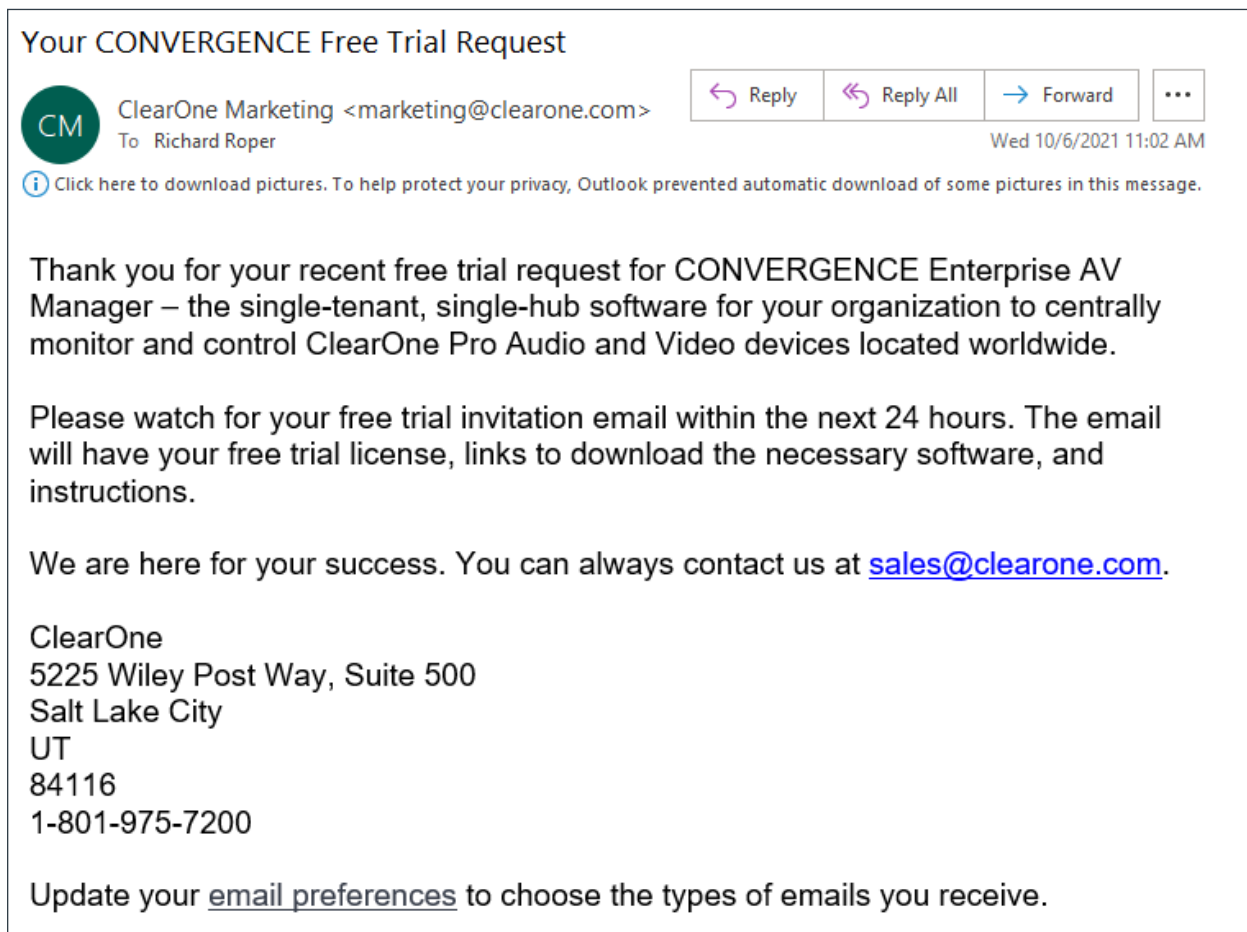
protected by reCAPTCHA  
 Privacy - Terms

**Get Free Trial**

c. The following message appears:

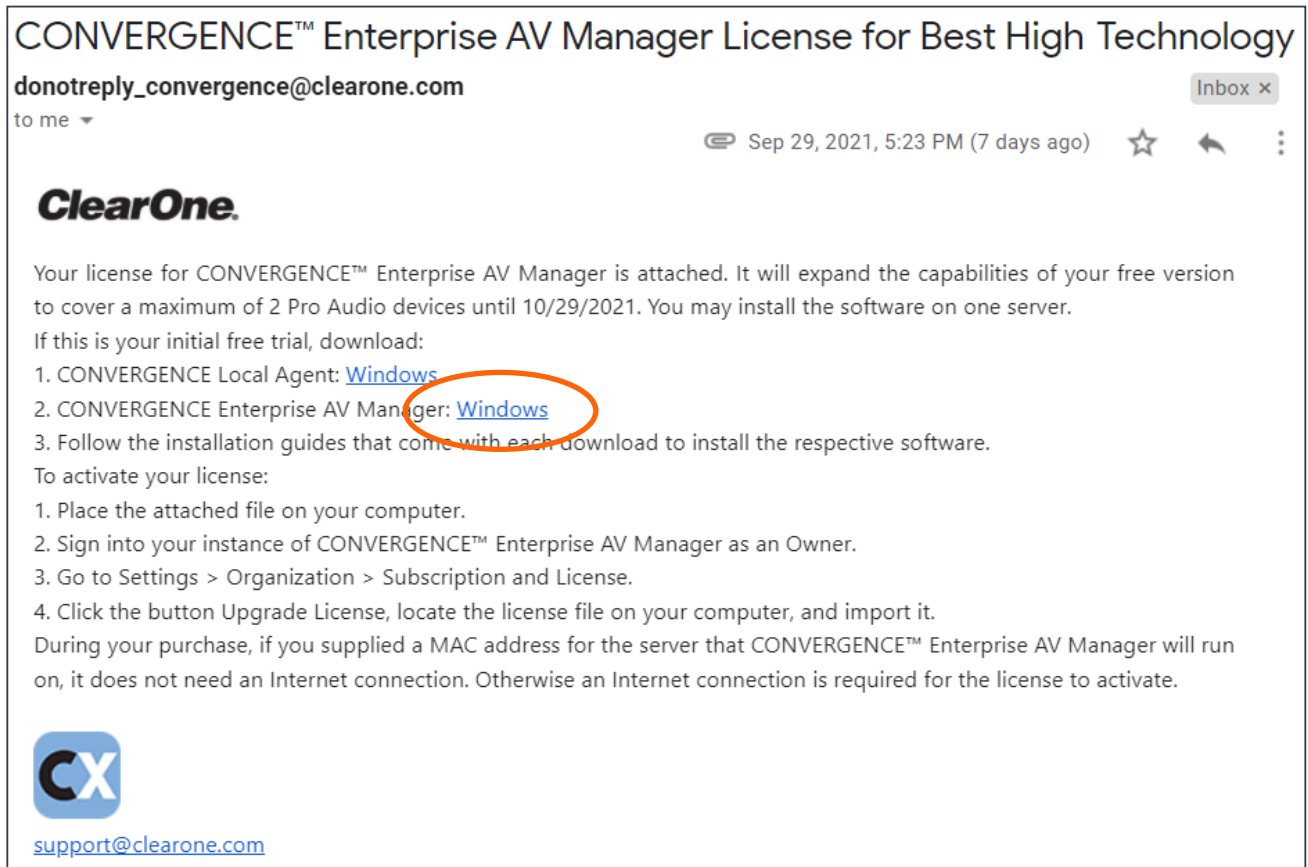


d. **Check your email inbox** for an email from ClearOne Marketing similar to the following:



## Step 2. Download and Install Enterprise

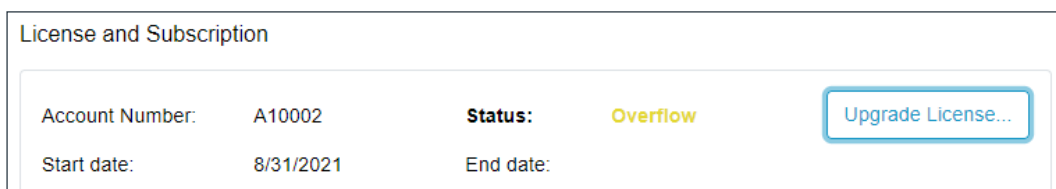
- a. When you receive your invitation email, **click the Enterprise link** to download your software.



- b. Complete the **installation steps** as directed in the [CONVERGENCE Enterprise AV Manager Installation Guide](#), included with the installation.



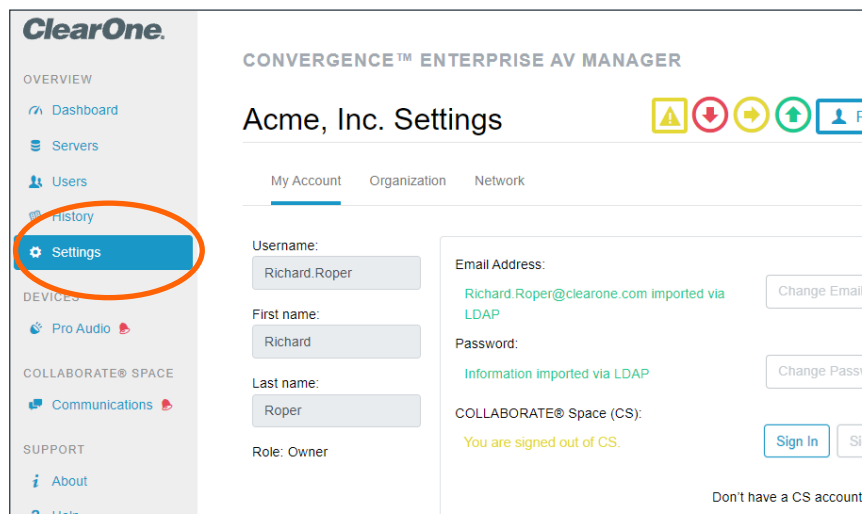
- c. As the invitation email indicates, after installation and sign-in, **navigate to Settings > Organization > Subscription and License** and click **Upgrade License**.



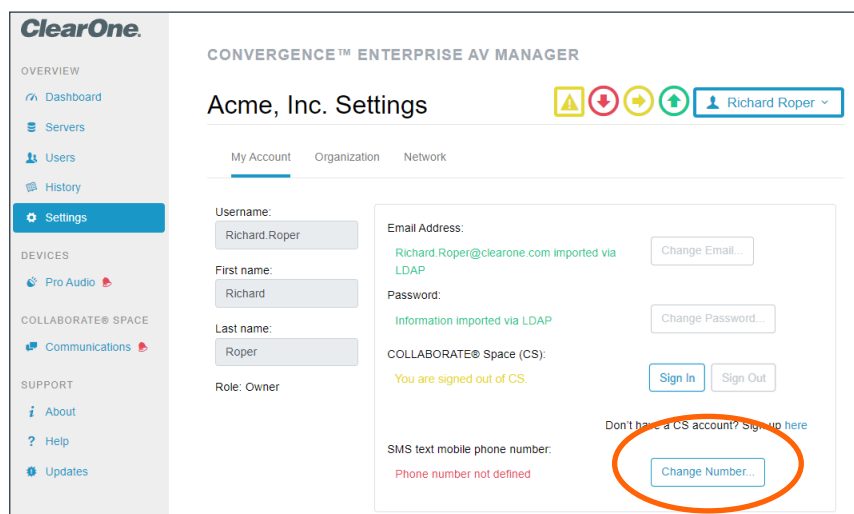
In the resulting dialog, locate the license file from the invitation email and open it.

## Step 3. Set Up Your Enterprise Account

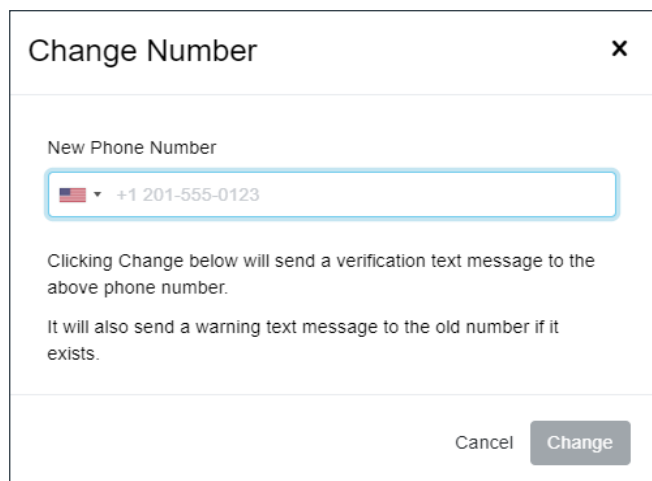
If the system does not display the Settings > My Account screen, then on the menu on the left, **click Settings**.



To set up an SMS text mobile phone number for alerts, **click Change Number...**



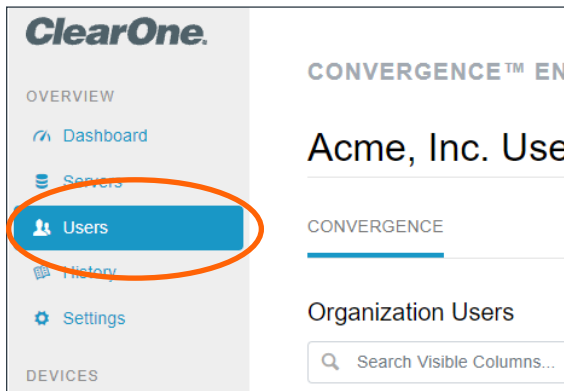
On the Change Number dialog window, **enter your mobile phone number**, then **click Change**.



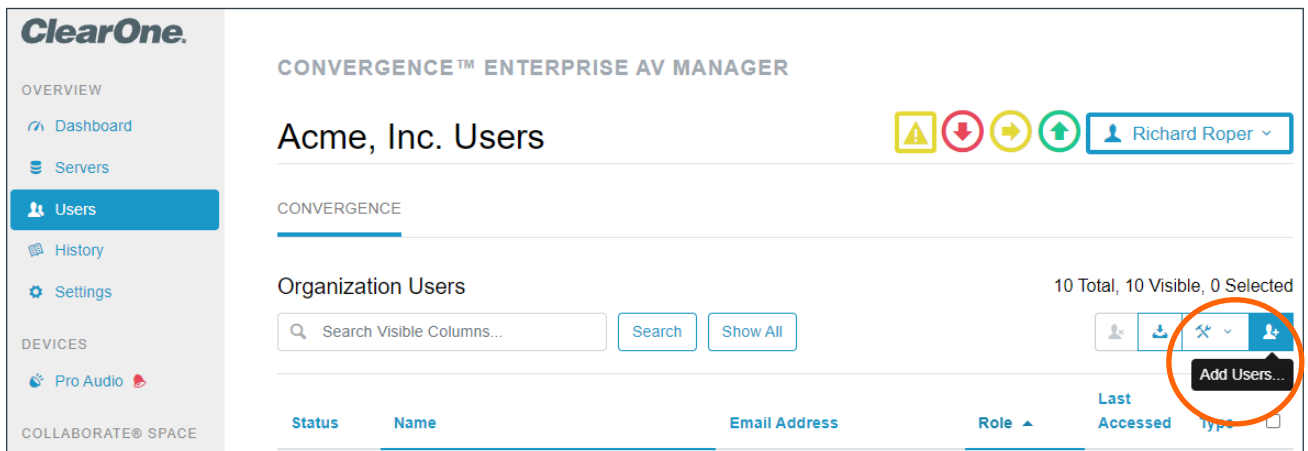


## Step 4. Add Users

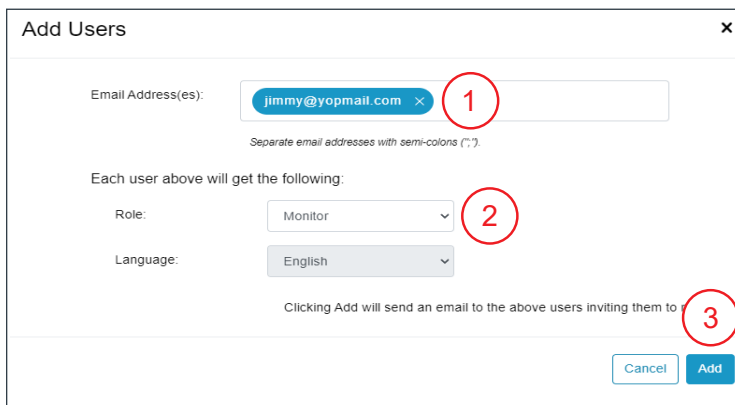
- a. On the left-side menu, **click Users**.



- b. On the far-right of the Users screen, **click the Add Users symbol**.



- c. On the Add Users dialog window, do the following:
1. **Enter one or more email addresses** for the users.
  2. Use the dropdown to **select a Role**.
  3. In the lower right, **click Add**.



d. **Review** the **Users screen** to **verify** that CONVERGENCE lists the users you added.

CONVERGENCE™ ENTERPRISE AV MANAGER

## Acme, Inc. Users

CONVERGENCE

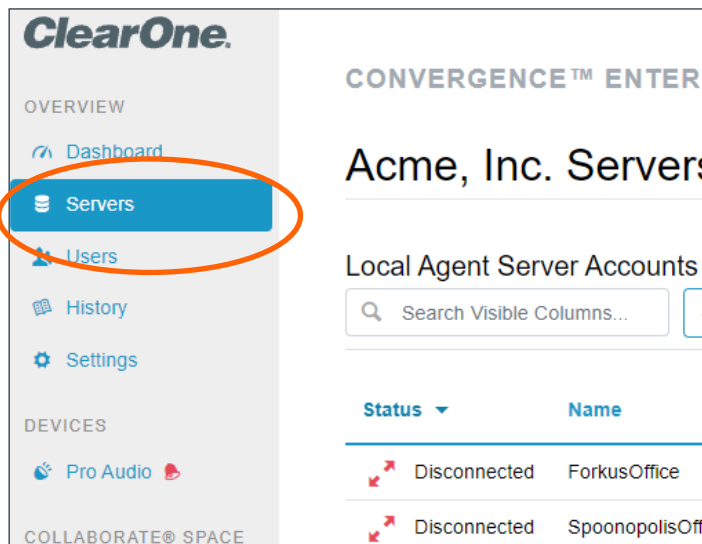
Organization Users 11 Total, 11 Visible, 0 Selected

Search Visible Columns... Search Show All

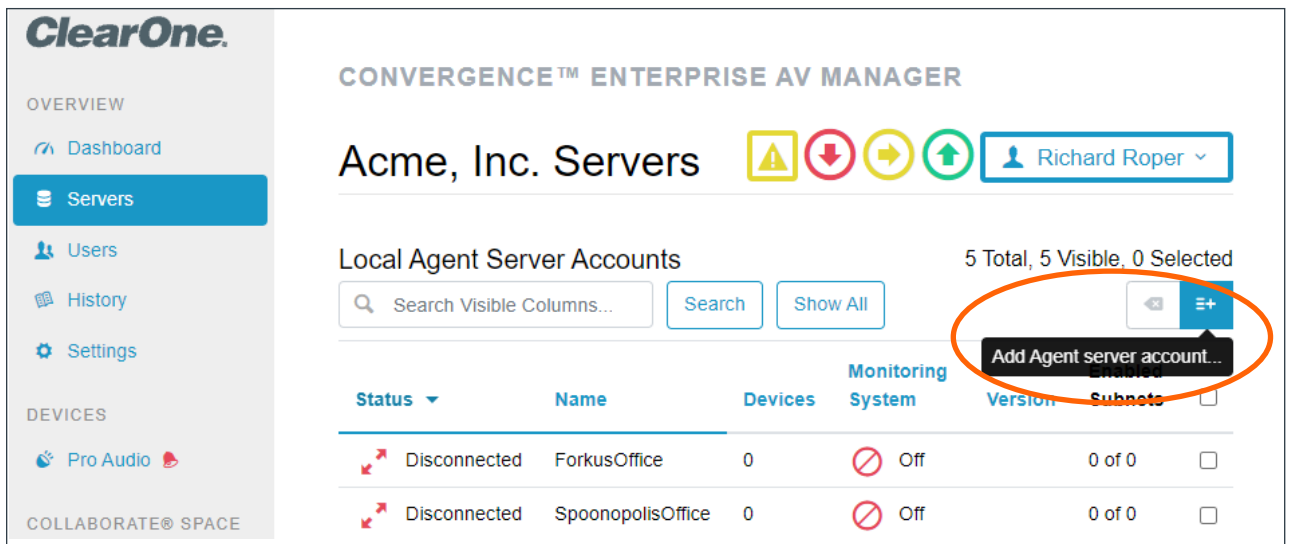
Status ▲	Name	Email Address	Role	Last Accessed	Type	<input type="checkbox"/>
Invited 10/5/2021 ⓘ	jimmy	jimmy@yopmail.com	Monitor	Never	Local	<input type="checkbox"/>
Registered	jdhopkins	jdhopkins8791@gmail.com	Owner	9/23/2021	Local	<input type="checkbox"/>

## Step 5. Add a Local Agent Server

- a. On the navigation bar, **click Servers**.



- b. On the far-right of the Servers screen, click the **Add Agent server account tool**.

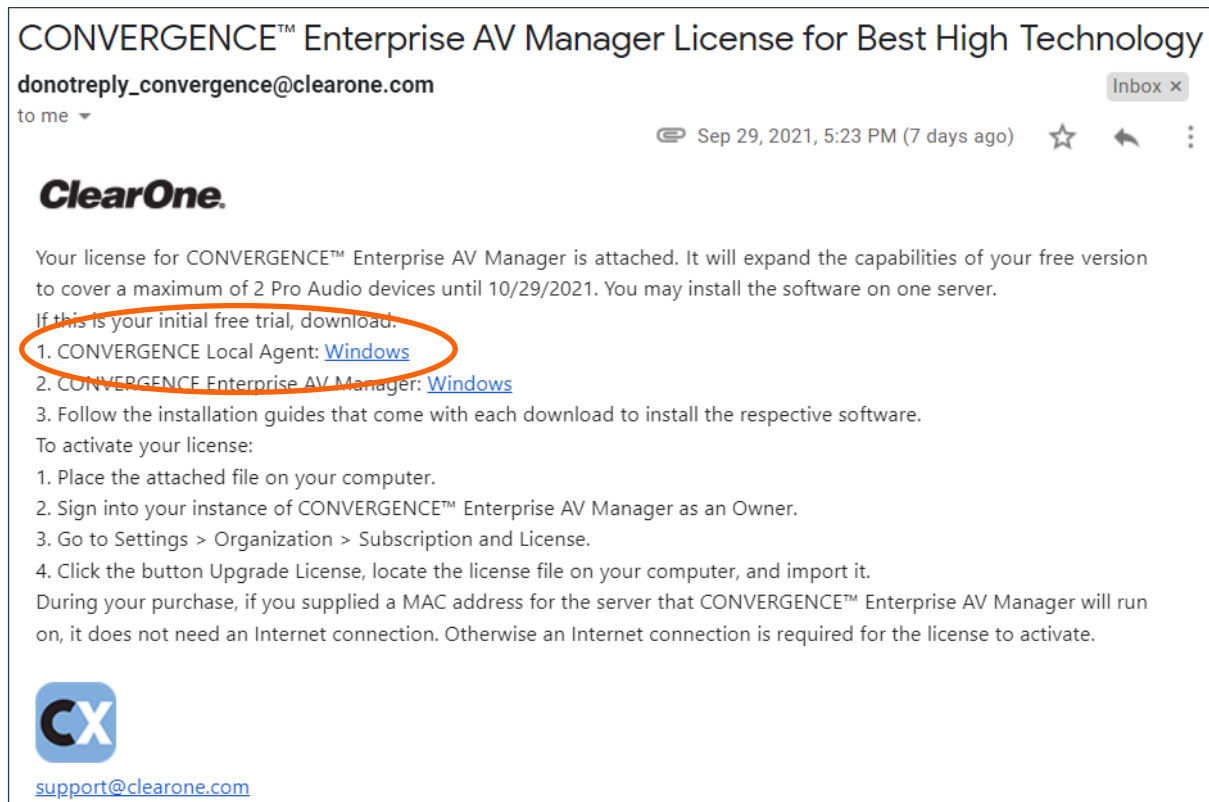




## Step 6. Set Up Local Servers

Now that you have a Local Agent Server account configured, you are ready to set up a Local Agent server.

- On the AV network of one of your organization's locations, either you or your organization's IT department should **set up a Windows server**. This should be on the network with the most ClearOne Pro Audio devices.
- From the email invitation you downloaded Enterprise from, **download the CONVERGENCE Local Agent AV Manager**.



- Install the downloaded “**ConvergenceLocalAgentSetup.exe**” software onto the server as described in the [CONVERGENCE Local Agent AV Manager Installation Guide](#), included with the installation.
- On the server, from its web browser, using <http://localhost> as the address, **sign into the CONVERGENCE Local Agent AV Manager**.



**Important:** Take note of the username and password.

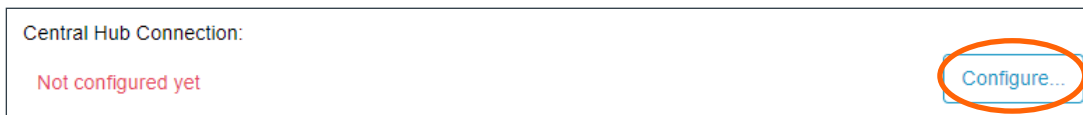
The server should have discovered all Pro Audio devices on the network.



**Important:** Ignore all red alarm bells.

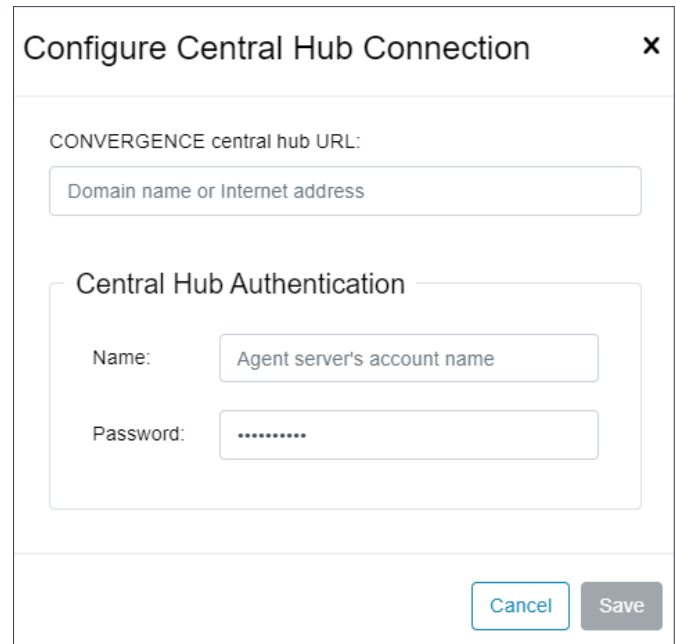
e. **Go to Settings > Organization > External Services.**

Under “Connect to a central hub”, **click Configure.**

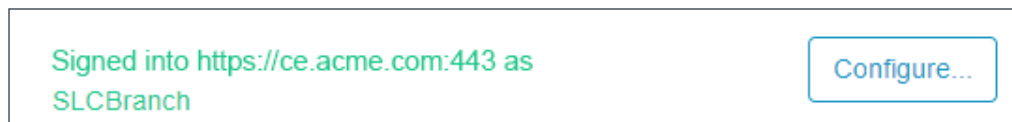


f. In the Connect to Central Hub dialog window, do the following:

1. In the “CONVERGENCE central hub URL” field, **enter the domain name or Internet address** you have set up and reserved for your instance of Enterprise AV Manager.
2. In the Central Hub Authentication section, **enter the Name and Password** of the Local Agent server account you set up in Enterprise AV Manager.
3. In the lower right, click Save.



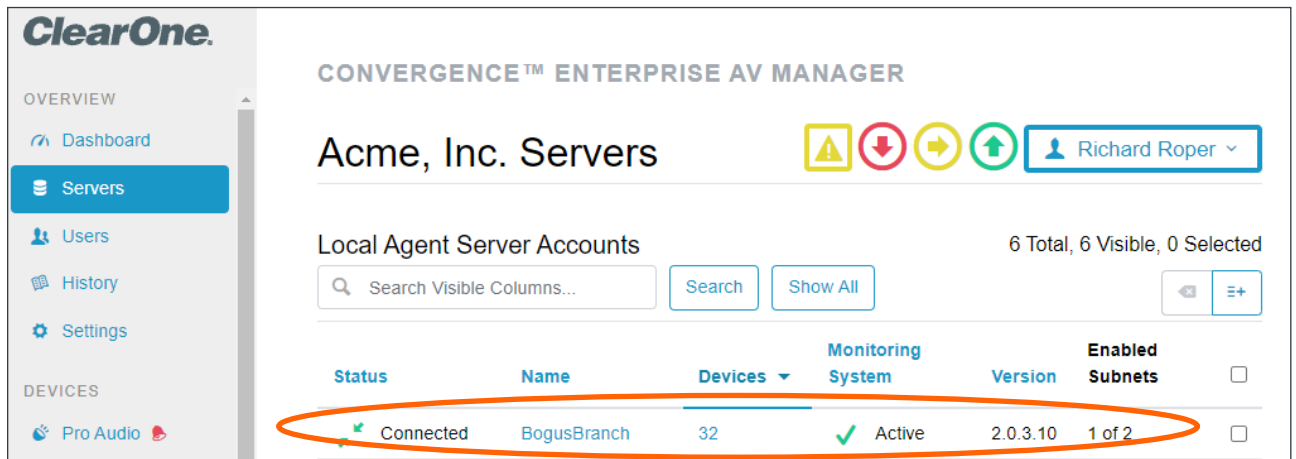
The system displays the following:



g. You can sign out of Local Agent AV Manager from the My Account Menu.



- h. Go back to your account on CONVERGENCE Enterprise AV Manager and see that your server is now connected with discovered devices.



- i. Repeat this process for each location you will be servicing. You will need a different Local Agent server account for each one. Name them in a way that will help you know where they are.

## Step 7. Set Up Your Devices

Now that you have a CONVERGENCE Local Agent server set up, Pro Audio devices should automatically show up. At first, you will see only the Pro Audio devices on the subnet of the server. You should see them summarized in OVERVIEW > Dashboard and listed in DEVICES > Pro Audio.

**CONVERGENCE™ ENTERPRISE AV MANAGER**

Acme, Inc. Dashboard

Pro Audio Device Status

- Down 14** (Last Changed: 4 hours)
- Issues 33** (Last Changed: 23 hours)
- Healthy 21** (Last Changed: 4 hours)

[View All Devices](#)

Device Locations	All Devices
A...	68
> Bogusita Region 32	CONVERGE® Pro 2 128TD 5

**CONVERGENCE™ ENTERPRISE AV MANAGER**

Acme, Inc. Pro Audio

Discovered Devices 68 Total, 25 Visible, 0 Selected

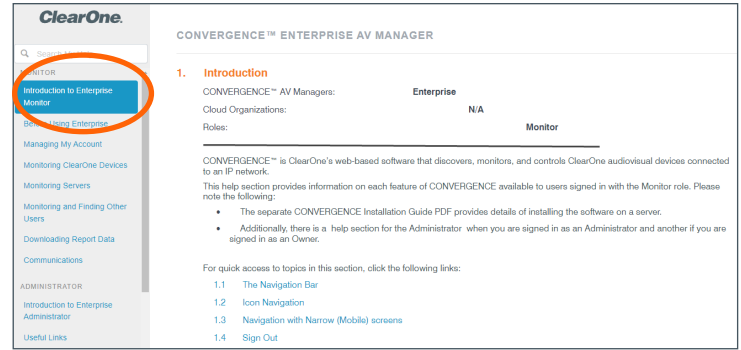
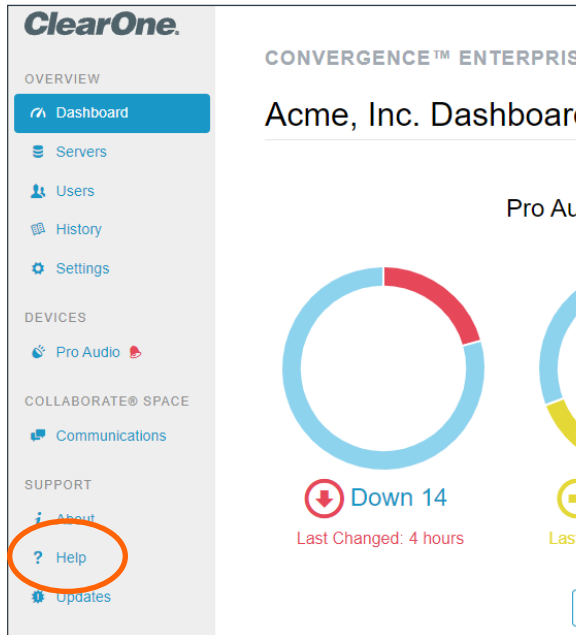
Search Visible Columns... [Search](#) [Show All](#)

Status	Product Model	Name	Serial #	Connections	Location	Firmware	Access IP
Healthy 4 hours	CONVERGE® Pro 2 128VD	128VD_1	2469-1719-08	Server AppsTesting200 > Subnet 10.101.200.0 (eth4) > Stack CV120128VD > C-Link 01	Forkus Region > Application Testing	8.4.8.0	10.101.200.203
Healthy 4 hours	CONVERGE® Pro 2 120	120_1	0175-1708-06	Server AppsTesting200 > Subnet 10.101.200.0 (eth4) > Stack CV120128VD > C-Link 00	Forkus Region > Application Testing	8.4.8.0	10.101.200.203
Healthy 4 hours	CONVERGE® Pro 2 128TD	128TD_1	0462-1708-06	Server AppsTesting200 > Subnet 10.101.200.0 (eth4) > Stack CV128TDCT012 > C-Link 00	Forkus Region > Application Testing	8.4.8.0	10.101.200.204

You will also see the devices summarized and listed in the same views of the Local Agent. However, you need not concern yourself with it any further and may sign out of it.

It's time to learn more about what you can and should do right away with CONVERGENCE and ClearOne Pro Audio devices. To start, in the navigation bar under SUPPORT, click Help.





Search your accessible Help pages from the field at the top of the navigation bar. Help documentation is dynamic according to the AV Manager and User Role you are in. Currently you should be in the Enterprise Owner Help, which shows pages for all user roles in the Organization. Each Help page shows its scope according to the above contextual parameters.

### 3. Monitoring ClearOne Devices

CONVERGENCE™ AV Managers: **All**

Cloud Organizations: **Support, Client**

Roles: **All**

To better understand how to use CONVERGENCE to ensure your entire ClearOne system is secure, ready, and up to date, use the information in the following table:

Topic	Help Page
Device status and monitoring devices	MONITOR > Monitoring ClearOne Devices
	MONITOR > Monitoring Servers
Initial settings, preventing and resolving issues	ADMINISTRATOR > Useful Links
Add more Pro Audio devices from other subnets on the premises of the Local Agent server	ADMINISTRATOR > Managing Servers > Adding a Pro Audio Subnet
Select devices to edit their data or control them	ADMINISTRATOR > Editing Device Data > Editing General Device Data > Selecting Devices

Topic	Help Page
Secure Pro Audio devices and their configurations	ADMINISTRATOR > Editing Device Data > Editing General Device Data > Changing a Device's Username and Password
	ADMINISTRATOR > Controlling Devices > Pro Audio Devices > Backing Up Device Configuration
	ADMINISTRATOR > Controlling Devices > Enabling and Disabling File Transfer Protocol (FTP)
Identify where your devices are located so you'll know where to send a technician if there are issues, etc.	MONITOR > Monitoring ClearOne Devices > Interactive Dashboard Operation > Device Locations Tree Table
	ADMINISTRATOR > Editing Device Data > Managing Device Locations
	ADMINISTRATOR > Controlling Devices > Pro Audio Devices > Toggling Device Locate Light
Get your devices up to date with new firmware	MONITOR > Monitoring ClearOne Devices > Updates > Firmware Update Badges
	ADMINISTRATOR > Controlling Devices > Pro Audio Devices > Backing Up Device Configuration
	ADMINISTRATOR > Controlling Devices > General Device Control > Updating Firmware
	ADMINISTRATOR > Controlling Devices > Pro Audio Devices > Restoring Device Configuration
Remotely update configuration of a Pro Audio device or a stack	<ol style="list-style-type: none"> <li>a. Select the device or stack in DEVICES &gt; Pro Audio.</li> <li>b. Using the Download tool, choose Device Configuration.</li> <li>c. Make the changes to the downloaded project file using Console AI.</li> <li>d. In Device Tools, above the Pro Audio device list, choose Load Configuration. (See ADMINISTRATOR &gt; Controlling Devices &gt; Pro Audio Devices &gt; Loading Device Configuration.)</li> </ol>

To learn about setting up your Video Collaboration devices, see Step 8 on the next page.

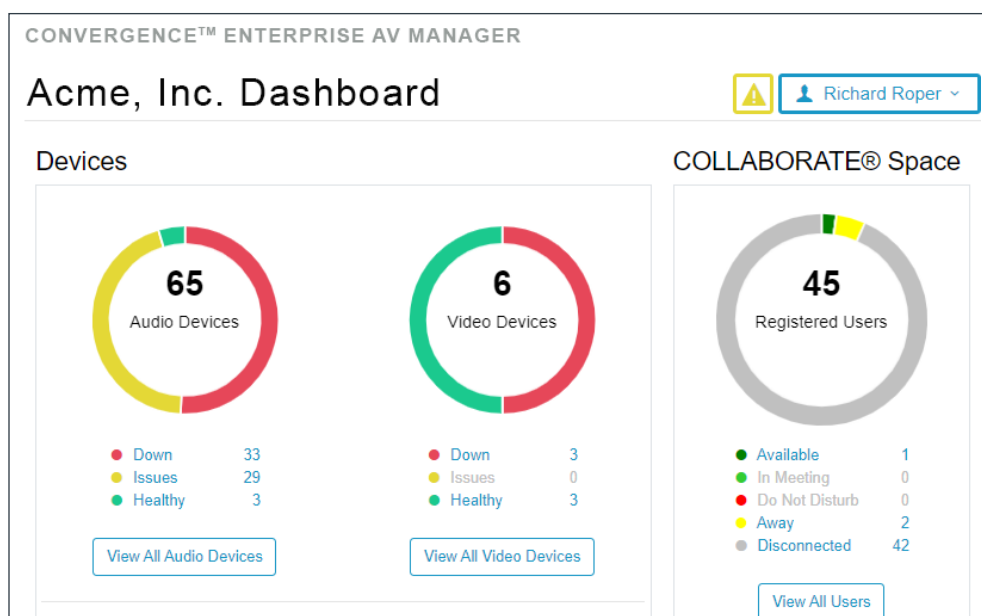
## Step 8. Set Up COLLABORATE Space Communications

Use COLLABORATE Space (CS) to integrate COLLABORATE Live (CL) video codecs with supported CONVERGE Pro Audio devices in the CONVERGENCE Dashboard. Also administer CS directly from it and other views in CONVERGENCE. Bring CS communications right into CONVERGENCE to facilitate your support communications.

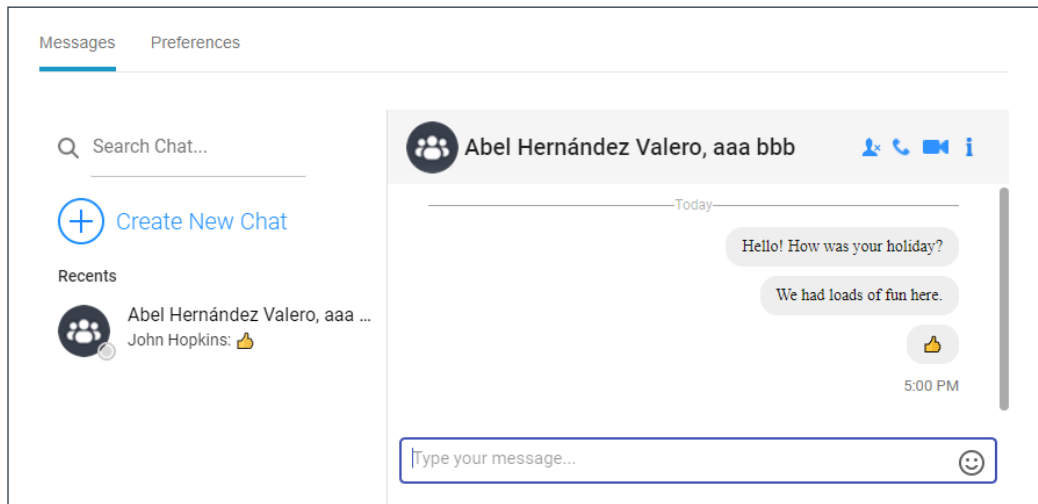
To accomplish all this, complete the following steps:

	Action	Instructions
a.	Get a CS Web account for your organization.	<a href="#">COLLABORATE Space Plans</a>
b.	Set up your CS Web account management for your organization.	<a href="#">COLLABORATE Space Administrator Manual</a> (This document refers to CL devices as Resources).
c.	Download and install COLLABORATE Space on your computer or mobile device.	<a href="https://collaboratespace.net/#/download">https://collaboratespace.net/#/download</a>
d.	Connect your CONVERGENCE account to your CS account.	CONVERGENCE Help > MONITOR > Managing My Account > Linking to COLLABORATE Space Administrator
e.	Use CS communications to support AV users from within CONVERGENCE.	CONVERGENCE Help > MONITOR > Communications
f.	Set up and register COLLABORATE Live video codecs with CS.	<a href="#">COLLABORATE Live 300 User Guide</a> <a href="#">COLLABORATE Live 600 User Guide</a>

After setting up your CS account, CL video codecs, and connecting your CONVERGENCE (CX) account to your CS account, your CX Dashboard will look something like the following:



Also in the Communications view, if your CS organization has your AV users in it, you can chat with them right from within CX.



With CS installed on your machine, you can use the handy icon buttons in the Communications view of CONVERGENCE for audio and video calls with these users.

