

ClearOne[®]



CONVERGE Pro 2 Dialer

Installation & Getting Started

Notices

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CONVERGE Pro 2 Dialer Installation & Getting Started

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Chapter 1

Installation

Topics:

- *Installing CONVERGE Pro 2 Dialer for Windows*

This chapter contains information about installing the CONVERGE Pro 2 Dialer.

Installing CONVERGE Pro 2 Dialer for Windows

You can install CONVERGE Pro 2 Dialer for Windows on any computer with Windows 7 or greater.

To install CONVERGE Pro 2 Dialer:

1. Locate the installation file: Setup_CP2_Dialer_V1.x.x.x.exe.



Note:

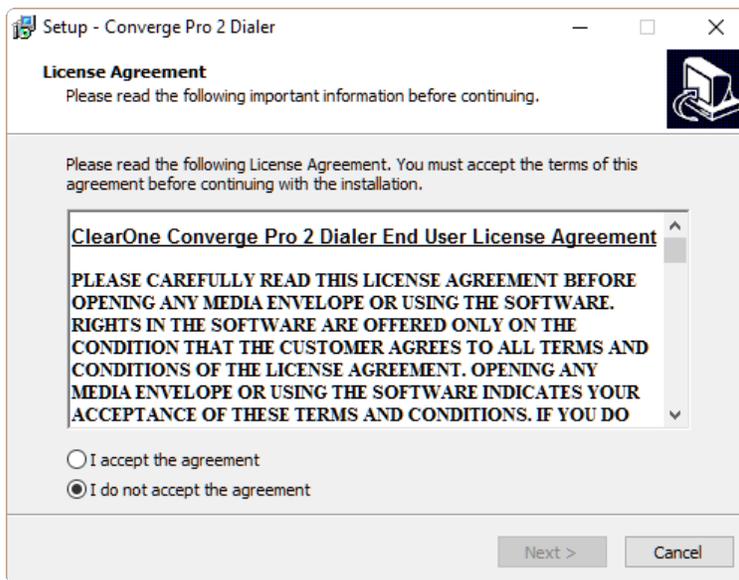
If you downloaded the application using the Update feature in CONVERGE Pro 2 CONSOLE, the file is located in the following folder {Documents}\ClearOne\CP2_Console\Updates (where {Documents} is the path to the Documents folder for your Windows user account).

2. Double-click the installation file to run it.

The User Account Control dialog box appears to confirm that you want to let the installer program make changes to your computer.

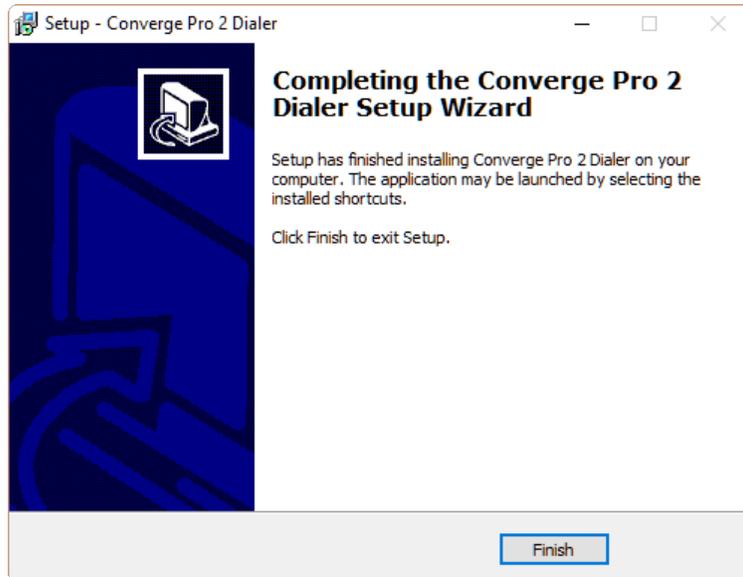
3. Click **Yes**.

The Installation Setup Wizard opens to the License Agreement window:



4. If you accept the terms of the license agreement, click **I accept the agreement**.
5. Click **Next**.

The installation program installs the Dialer. Once the installation is complete, the Completing the CONVERGE Pro 2 Dialer Setup Wizard window appears:



6. Click Finish.

Installation is complete.

Chapter 2

Getting Started

Topics:

- *Adding a Connection*
- *Connecting to a CONVERGE Pro 2 Device*
- *Making a Call*
- *Entering Offline Mode*

This chapter contains information about getting started with the Dialer, including adding a connection, using offline mode, and making a call.

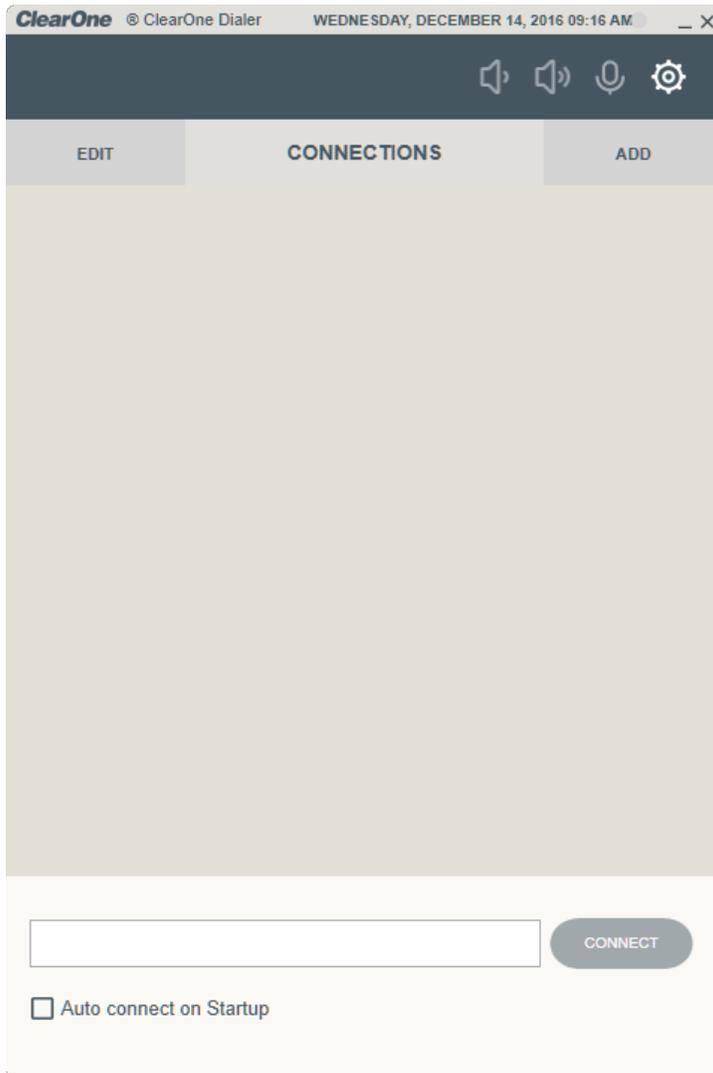
Adding a Connection

Before you can use the Dialer to make calls, you must add a connection to a CONVERGE Pro 2 device.

To add a connection:

1. Open the CONVERGE Pro 2 Dialer.

The Dialer main window appears:



2. Click **Add** (to the right of Connections in the upper part of the window).

The Settings/Connection window appears:

The screenshot shows the 'New Connection' settings screen in the ClearOne Dialer. The title bar indicates 'ClearOne © ClearOne Dialer' and the date 'WEDNESDAY, DECEMBER 14, 2016 09:18 AM'. The screen has a dark header with a 'BACK' button and 'SETTINGS / CONNECTION' text. Below the header, there's a 'New Connection' title and a red bar with the same text. A toolbar contains buttons for 'CONNECT', 'IMPORT', 'EXPORT', 'NEW', and 'DELETE'. Underneath is a 'Connection Info' section with 'SAVE' and 'CANCEL' buttons. The main form area is titled 'Connection' and includes:

- Connection Name: Text input field containing 'New Connection'.
- Connection Type: Drop-down menu set to 'Telnet/IP', with an adjacent empty text input field.
- Telnet Username: Text input field.
- Telnet Password: Text input field.
- Phone Type: Drop-down menu set to 'VoIP'.
- Radio buttons for 'Telco/VoIP EPN' (selected) and 'Label', each with an adjacent empty text input field.
- Checkbox for 'Auto connect on Startup'.

 A vertical scrollbar is visible on the right side of the form area.

Change Connection Settings

3. Type a name for the connection in the Connection Name field.

 **Note:**

You can choose any name.

4. Choose a connection type from the Connection Type drop-down list.

Use Telnet/IP if you will be connecting to the device over the local area network. Use Serial if you will be connecting to the device using a serial cable.

Use a Telnet Connection

5. If you have selected Telnet/IP for a Telnet or USB (to the front USB port of a CONVERGE Pro 2 unit) connection, enter the IP address in the field to the right of the Connection Type drop-down list:

Connection Name: Boardroom 128V

Connection Type: Telnet/IP

Telnet Username: [Red Scribble]

Telnet Password: [Empty]

Note:

If you're connecting via a USB cable, the IP address of the unit is 192.168.99.202.

6. Enter the Telnet username and password for the device in the **Telnet Username** and **Telnet Password** fields.

The default username for CONVERGE Pro 2 devices is "clearone" and the default password is "converge".

Use a Serial Connection

7. If you have selected Serial, choose a serial port to use from the drop-down list to the right of the Connection Type drop-down list:

Connection Name: Boardroom 128V

Connection Type: Serial

Serial Port: COM8

8. Choose a phone type (VoIP or Telco) from the **Phone Type** drop-down list.
9. Select either **Telco/VoIP EPN** or **Label** and then type the appropriate end point number (EPN) or label for the channel, as described in the table below:

Channel Designation	Information Needed
---------------------	--------------------

Telco/VoIP EPN	To designate a channel using an end point number (EPN), specify a channel as DNN, where D is the number of the device in the stack and NN is the two-digit number of the Telco or VoIP channel you want to use.
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Example: If you are connecting to a VoIP-capable device, such as a 128V, you would specify which VoIP channel to connect to. VoIP-capable devices have two VoIP channels, so if you wanted to connect to the first VoIP channel on the second device in the stack, the channel number would be 201. To connect to the second VoIP channel on the first device in the stack, the channel number would be 102.

Label	When you add Telco_Rx or UA channels to a project in the CONVERGE Pro 2 CONSOLE, they are automatically given default channel labels, such as "Voip_Name_1_01".
--------------	---

Note:

Channel Designation

Information Needed

You can also change channel names individually or in groups using the Naming Tool (see the topic “Naming Assets” in the *CONVERGE Pro 2 CONSOLE User Manual*).

To designate a VoIP or Telco channel by its label, type the channel label in the Label field.

10. To automatically connect to a device using these settings when the Dialer starts, select the **Auto connect on Startup** check box.

Change Volume Up/Down Settings

11. To set the Volume Up/Down Settings, you may need to scroll down in the Dialer window to see the additional settings:

The screenshot shows the 'ClearOne' dialer interface. At the top, it says 'ClearOne © ClearOne Dialer' and 'WEDNESDAY, DECEMBER 14, 2016 09:18 AM'. Below that is a navigation bar with 'BACK' and 'SETTINGS / CONNECTION'. The main content area is titled 'New Connection' and contains a form for configuring a connection. The form has several sections: 'CONNECT', 'IMPORT', 'EXPORT', 'NEW', and 'DELETE' buttons at the top; 'SAVE' and 'CANCEL' buttons below; and a 'Connection Info' section with the following fields: 'Connection Name' (New Connection), 'Connection Type' (Telnet/IP), 'Telnet Username', 'Telnet Password', 'Phone Type' (VoIP), and radio buttons for 'Telco/VoIP EPN' (selected) and 'Label'. There is also a checkbox for 'Auto connect on Startup'. A red circle highlights the scroll bar on the right side of the form.

12. Click Volume Up/Down to see the volume settings.

The Volume settings appear:

Volume Up/Down

Volume Up

Command

Press

Release

Slider Position

Notification

Volume Slider

Query

Max Value

Min Value

Set Volume Up

- 13. To set the Volume Up settings, choose Volume Up from the drop-down list at the top of the Volume Up/Down section.
- 14. Enter CONVERGE Pro 2 serial commands for each of the Volume Up settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Command) Press	RAMP OUTPUT 101 20 10



Note:

This example ramps up OUTPUT channel 101 (the first output channel on device 1 of the stack) up to 20 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel label. If your device has a maximum level other than 20, put that value in place of 20, and if you'd like to ramp up at a rate other than 10 dB each time you press the volume up button, put your preferred ramp value in place of 10.

(Command) Release	RAMP OUTPUT 101 20 0
--------------------------	----------------------

Setting	Example Command and Explanation
	 Note: This example changes the ramp for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace “OUTPUT 101” with a channel type and end point number of your choice or a channel label.
(Slider Position) Notifications	RAMP OUTPUT 101 * 10  Note: The slider position is determined by the output received from the CONVERGE Pro 2 device. This example tells the dialer to position the slider based on any return values received from RAMP commands to channel OUTPUT 101 with any value (* as a wildcard) and a ramp increment of 10. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel label. If you’re using a RAMP increment other than 10, put that value in place of the 10.
(Volume Slider) Query	EP OUTPUT 101 LEVEL GAIN  Note: This example sends a query to the device to know the gain level of channel OUTPUT 101. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.
(Volume Slider) Max Value	EP OUTPUT 101 LEVEL MAX_GAIN  Note: This example sends a query to the device to know the maximum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.
(Volume Slider) Min Value	EP OUTPUT 101 LEVEL MIN_GAIN  Note: This example sends a query to the device to know the minimum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.

Set Volume Down

15. To set the Volume Down settings, choose Volume Down from the drop-down list at the top of the Volume Up/Down section.

16. Enter CONVERGE Pro 2 serial commands for each of the Volume Down settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Command) Press	RAMP OUTPUT 101 -65 10  Note:

Setting**Example Command and Explanation**

This example ramps down OUTPUT channel 101 (the first output channel on device 1 of the stack) down to -65 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel label. If your device has a minimum level other than -65, put that value in place of -65, and if you'd like to ramp down at a rate other than 10 dB each time you press the volume down button, put your preferred ramp value in place of 10.

(Command) Release

```
RAMP OUTPUT 101 -65 0
```

**Note:**

This example changes the ramp down for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel label.

(Slider Position) Notifications

```
RAMP OUTPUT 101 * 10
```

**Note:**

The slider position is determined by the output received from the CONVERGE Pro 2 device. This example tells the dialer to position the slider based on any return values received from RAMP commands to channel OUTPUT 101 with any value (* as a wildcard) and a ramp increment of 10. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel label. If you're using a RAMP increment other than 10, put that value in place of the 10.

(Volume Slider) Query

```
EP OUTPUT 101 LEVEL GAIN
```

**Note:**

This example sends a query to the device to know the gain level of channel OUTPUT 101. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.

(Volume Slider) Max Value

```
EP OUTPUT 101 LEVEL MAX_GAIN
```

**Note:**

This example sends a query to the device to know the maximum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.

(Volume Slider) Min Value

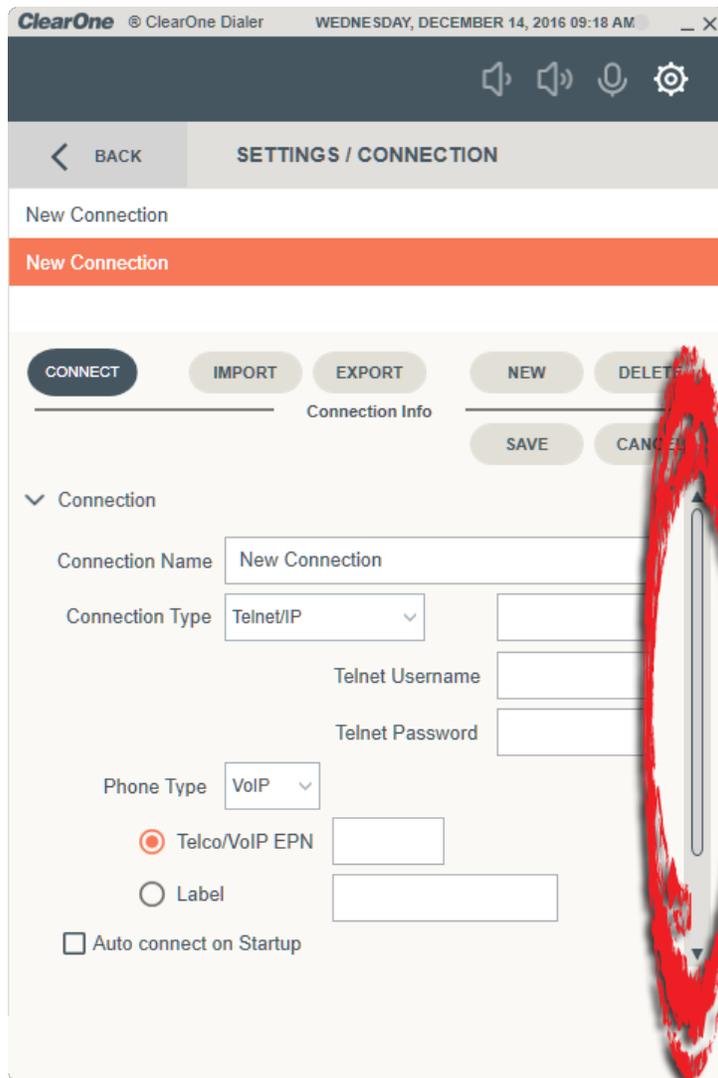
```
EP OUTPUT 101 LEVEL MIN_GAIN
```

**Note:**

This example sends a query to the device to know the minimum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel label.

Change Mute Settings

17. To set the Mute Settings, you may need to scroll down in the Dialer window to see the additional settings:



ClearOne © ClearOne Dialer WEDNESDAY, DECEMBER 14, 2016 09:18 AM

BACK SETTINGS / CONNECTION

New Connection

CONNECT IMPORT EXPORT NEW DELETE

Connection Info SAVE CANCEL

Connection

Connection Name New Connection

Connection Type Telnet/IP

Telnet Username

Telnet Password

Phone Type VoIP

Telco/VoIP EPN

Label

Auto connect on Startup

18. Click Mute to see the mute settings.

The Mute settings appear:

▼ Mute

Command

Press

Query

Status Notification

Active

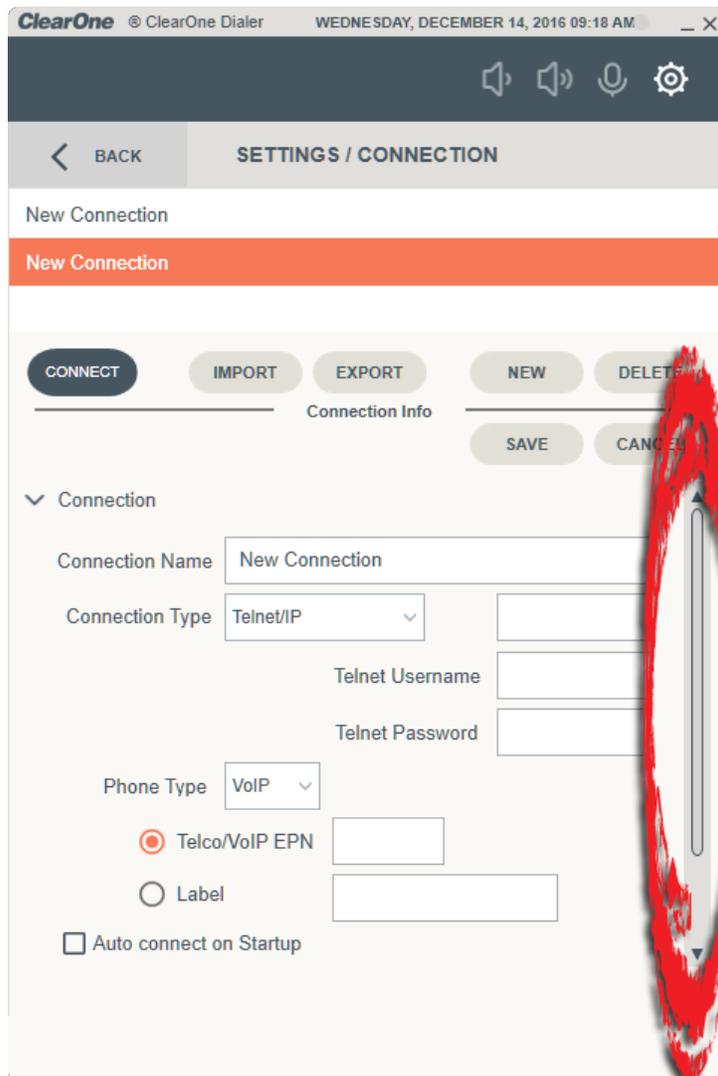
Inactive

19. Enter CONVERGE Pro 2 serial commands for each of the Mute settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Command) Press	<pre>EP MIC 101 LEVEL MUTE 2</pre> <p> Note: This example toggles the mute state of MIC channel 101 (the first output channel on device 1 of the stack). Replace "MIC 101" with a channel type and end point number of your choice or a channel label.</p>
(Command) Query	<pre>EP MIC 101 LEVEL MUTE</pre> <p> Note: This example sends a query to the device to know the mute state for MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel label.</p>
(Status Notification) Active	<pre>EP MIC 101 LEVEL MUTE 1</pre> <p> Note: This example mutes MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel label.</p>
(Status Notification) Inactive	<pre>EP MIC 101 LEVEL MUTE 0</pre> <p> Note: This example turns off mute for MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel label.</p>

Create Custom Buttons

20. To set the Mute Settings, you may need to scroll down in the Dialer window to see the additional settings:



The screenshot shows the 'ClearOne' dialer interface. At the top, it says 'ClearOne © ClearOne Dialer' and 'WEDNESDAY, DECEMBER 14, 2016 09:18 AM'. Below the status bar is a navigation bar with a 'BACK' button and the title 'SETTINGS / CONNECTION'. The main content area is titled 'New Connection' and features a red header bar with the same text. Below the header are several buttons: 'CONNECT', 'IMPORT', 'EXPORT', 'NEW', and 'DELETE'. A 'Connection Info' section contains 'SAVE' and 'CANCEL' buttons. The 'Connection' section is expanded, showing the following fields and options:

- Connection Name: New Connection
- Connection Type: Telnet/IP
- Telnet Username: [Empty field]
- Telnet Password: [Empty field]
- Phone Type: VoIP
- Telco/VoIP EPN [Empty field]
- Label [Empty field]
- Auto connect on Startup

21. Click Custom to add a custom button.

The Custom settings appear:

Custom
 Custom 1
 Label
 Command
 Press
 Release

22. Select the button you want to define from the Custom button drop-down list.

You can define up to five custom buttons.

23. Type a label for the button in the Label field.

24. In the Press field, enter the serial command to send to the box when you press the button.

For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

25. In the Release field, enter the serial command to send to the box when you press the Release button.

For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

26. Click **Save** to save all changes.

Connecting to a CONVERGE Pro 2 Device

You can connect the Dialer to a CONVERGE Pro 2 device.



Note:

In order to connect to a device, you must first add a connection definition. See [Adding a Connection](#) for more information.

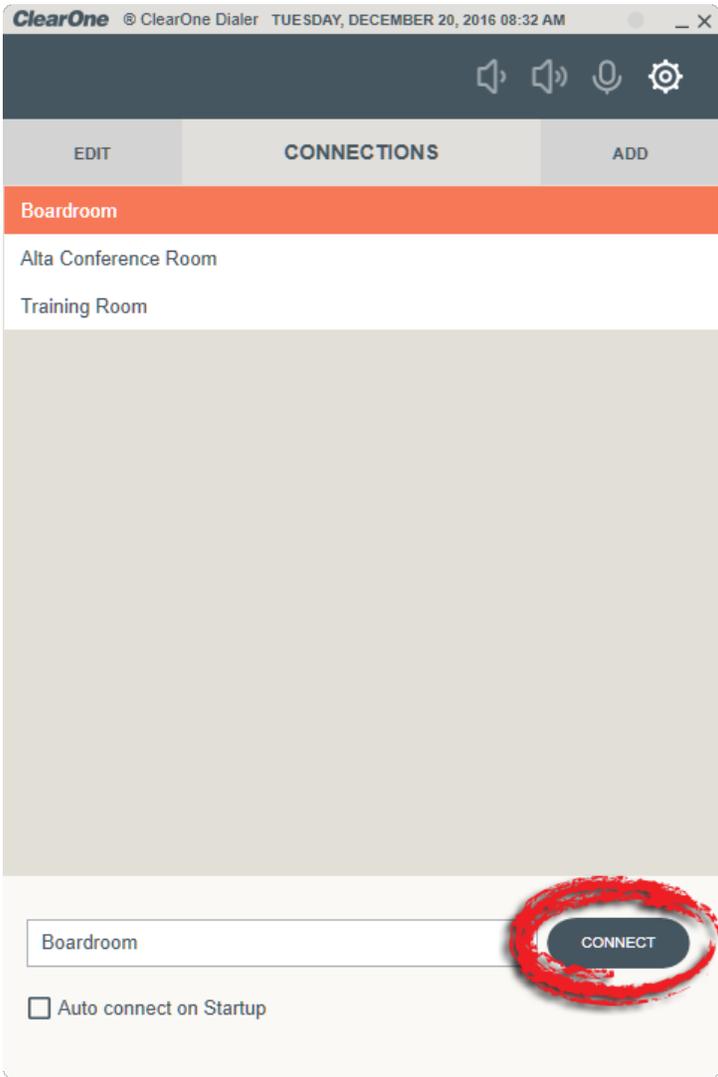


Note:

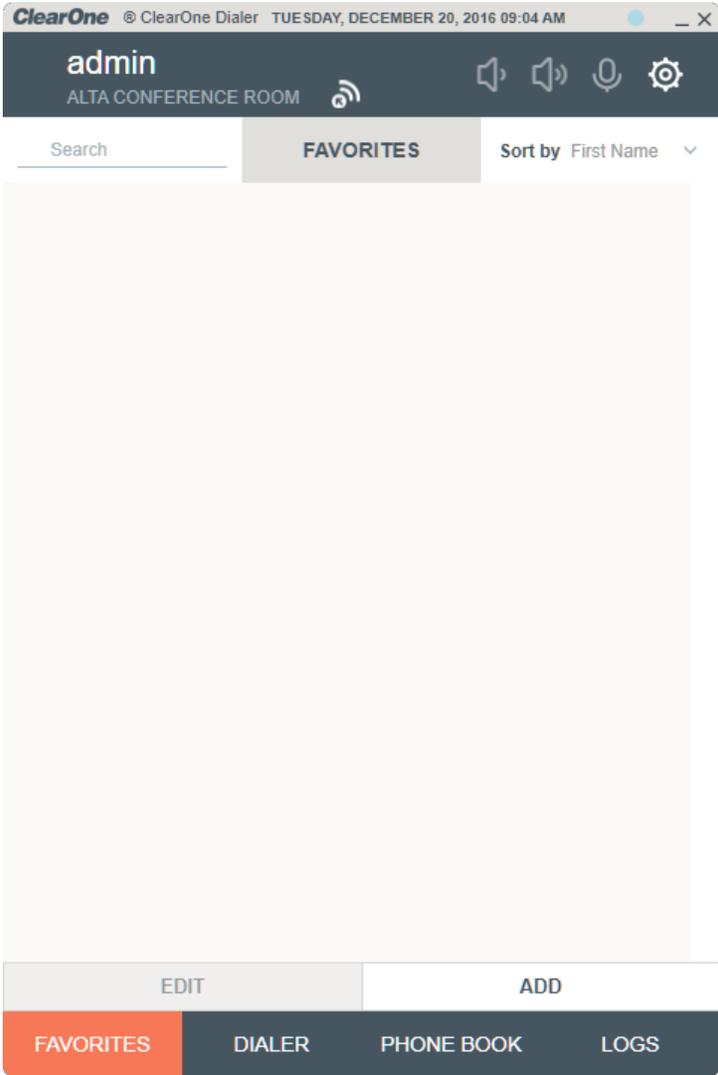
You can enter Offline mode to see Dialer features without connecting to a device. See [Entering Offline Mode](#) for more information.

To connect to a device:

1. From the main Dialer window, select a connection from the list.
2. If you want to automatically connect using the selected connection every time the Dialer starts, click **Auto connect on Startup**.
3. Click **Connect**:



The Dialer is now connected to a device, and the main Dialer window appears:



 **Note:**

The Dialer status is shown using a colored dot in the upper-right corner of the interface. Status is indicated by the color of the dot, as described in the table below:

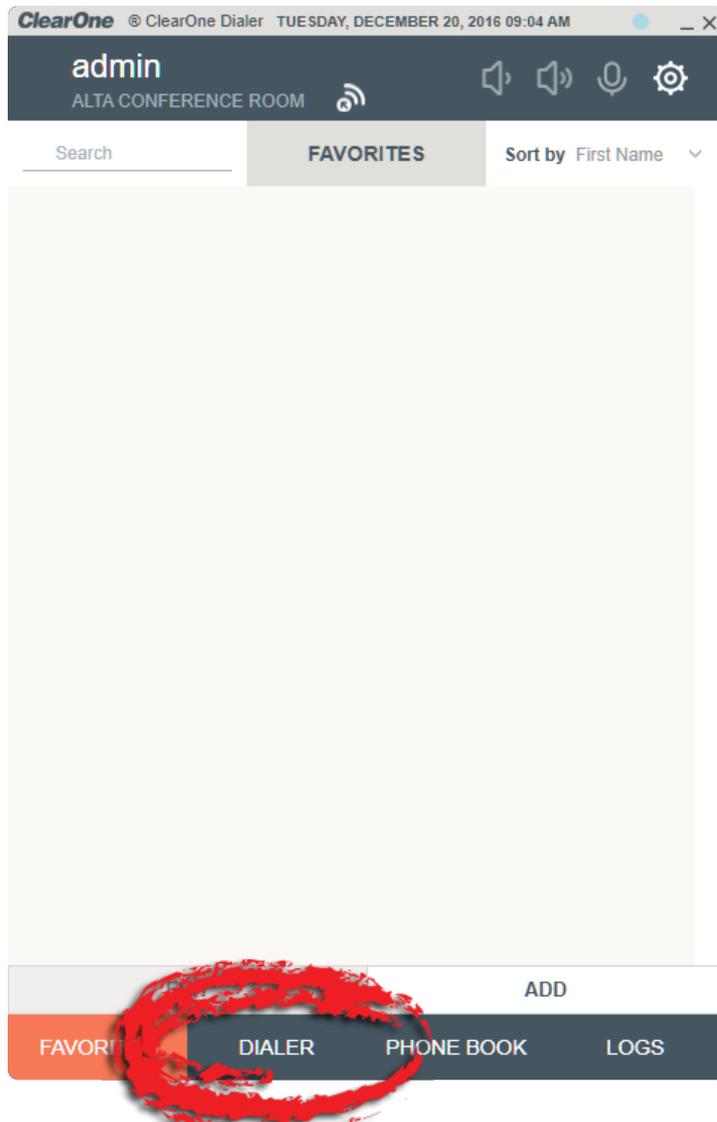
Status Indicator	Meaning
	A grey dot indicates that the Dialer is not connected to a CONVERGE Pro 2 device.
	A blue dot indicates that the Dialer is connected to a CONVERGE Pro 2 Telco-capable device (such as a 128T).
	A green dot indicates that the Dialer is connected to a CONVERGE Pro 2 VoIP-capable device (such as a 128V) and that the device is registered with a SIP server.
	A red dot indicates that the Dialer is connected to a CONVERGE Pro 2 VoIP-capable device (such as a 128V) but that the device is not registered with a SIP server.

Making a Call

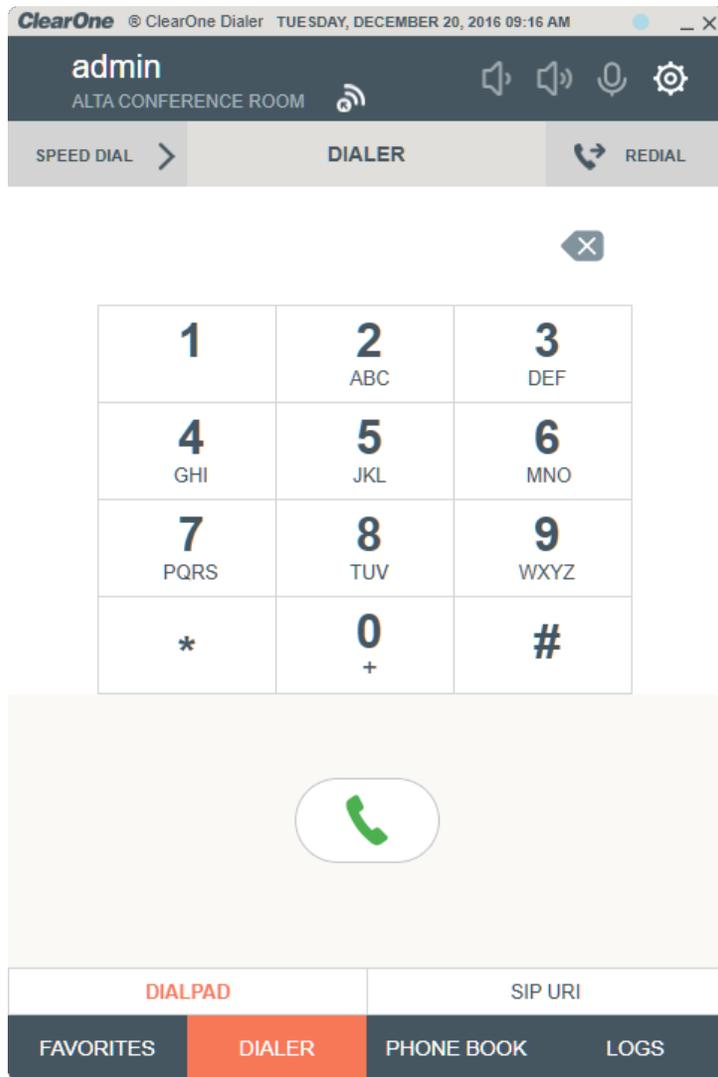
You can use the Dialer to make calls via a CONVERGE Pro 2 device.

To make a call:

1. If you have not already done so you, you must add a connection.
See [Adding a Connection](#) for more information.
2. If you have not already done so, use one of your connection definitions to connect to a device.
See [Connecting to a CONVERGE Pro 2 Device](#) for more information.
3. From the Dialer main window, click Dialer:



The Dialer window appears:



4. Type or click the buttons for the digits you want to dial.
5. Click the Dial button:



The call is placed by the CONVERGE Pro 2.

Entering Offline Mode

The CONVERGE Pro 2 Dialer has an offline mode that lets you see Dialer features without needing to make a connection to a CONVERGE Pro 2 device.

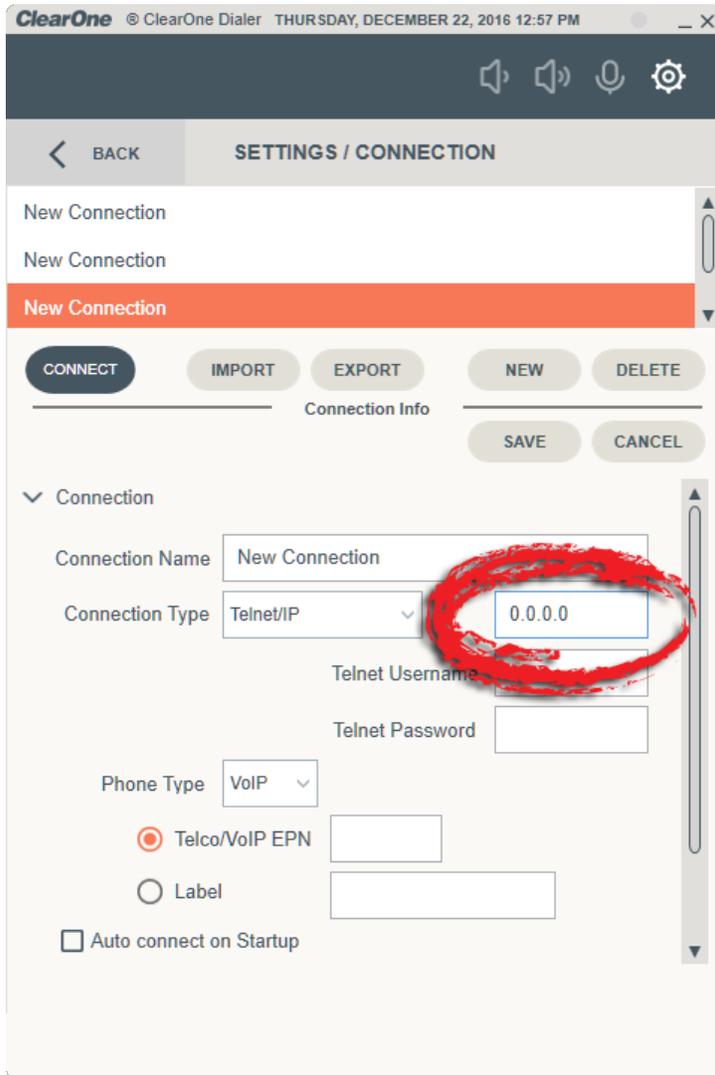
To enter offline mode:

1. Click **Add** (to the right of Connections in the upper part of the window).

The Settings/Connection window appears:

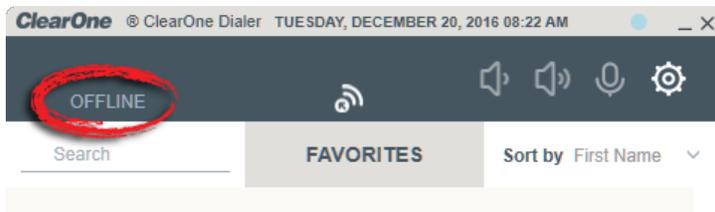
The screenshot shows the 'New Connection' settings screen in the ClearOne Dialer. The title bar at the top reads 'ClearOne © ClearOne Dialer WEDNESDAY, DECEMBER 14, 2016 09:18 AM'. Below the title bar is a navigation bar with a 'BACK' button and the text 'SETTINGS / CONNECTION'. The main content area is titled 'New Connection' and features a red header bar with the same text. Below the header is a toolbar with buttons for 'CONNECT', 'IMPORT', 'EXPORT', 'NEW', and 'DELETE'. A 'Connection Info' section contains 'SAVE' and 'CANCEL' buttons. The 'Connection' section is expanded, showing the following fields: 'Connection Name' (text input with 'New Connection'), 'Connection Type' (dropdown menu with 'Telnet/IP' selected), 'Telnet Username' (text input), 'Telnet Password' (text input), 'Phone Type' (dropdown menu with 'VoIP' selected), 'Telco/VoIP EPN' (radio button selected, text input), 'Label' (radio button unselected, text input), and 'Auto connect on Startup' (checkbox unselected).

2. Type a name for your offline connection in the Connection Name field.
3. In the Address field (to the right of the Connection Type drop-down list), enter 0.0.0.0:



4. Click Save.
5. Click Connect.

The Dialer enters Offline mode, as shown in the upper left corner of the interface:



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