

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.
- > Stay informed with email and SMS text alerts.
- > Get up and running quickly with auto discovery of Pro Audio devices and UNITE cameras.
- > Manage information about each device by accessing its status history or adding notes.
- > Assign access rights by organization, location, user, and customized roles.
- > Location based on IP for Local Agents and visualization through a map.
- > Convenient single-sign-on access through LDAP connectivity or Microsoft Entra.
- > Remote real-time access provides at-a-glance and all-inclusive powerful dashboard views.
- > Multi-language support up to 12 different languages.
- > Organize AV devices and user permissions by any location hierarchy, such as city, building, and room.
- > Export Telemetry information to third-party monitoring tools such as Domotz and Prometheus.
- > AI-powered chatbot to answer any question about ClearOne devices.
- > Discover and monitor any ClearOne USB Device through CONVERGENCE USB Monitor App (Windows, Mac, Fedora and Ubuntu).
- > Access from any device, desktop to mobile, with a powerful and elegant browser interface.
- > Also available is CONVERGENCE Enterprise AV Manager.



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.

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

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' page in the Convergence Cloud AV Manager. The interface includes a navigation sidebar on the left, a search bar, and a table of client organizations. The table has columns for Status, Payment option, Name, Account Number, Start Date, End Date, Devices Allocated, Devices Used, Servers, and a checkbox. The data is as follows:

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	<input type="checkbox"/>
Active	Free Trial	Client A	C10019	Apr 26, 2022	Dec 31, 2022	5	0	0	<input type="checkbox"/>
Expired	Subscription	Client B	C10020	Jul 22, 2021	Apr 25, 2022	2	0	0	<input type="checkbox"/>
Invited	Free Trial	Bank of Youngus	C10064	Apr 26, 2022	Apr 26, 2023	5	0	0	<input type="checkbox"/>
Overflowed	Subscription	BigTown Theaters	C10065	Apr 26, 2022	Apr 26, 2023	5	20	1	<input type="checkbox"/>
Suspended	Free Trial	Client D	C10022	Jul 23, 2021	Oct 23, 2021	0	0	3	<input type="checkbox"/>

At the bottom of the table, there is a 'Records per page' dropdown menu set to 25.

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:

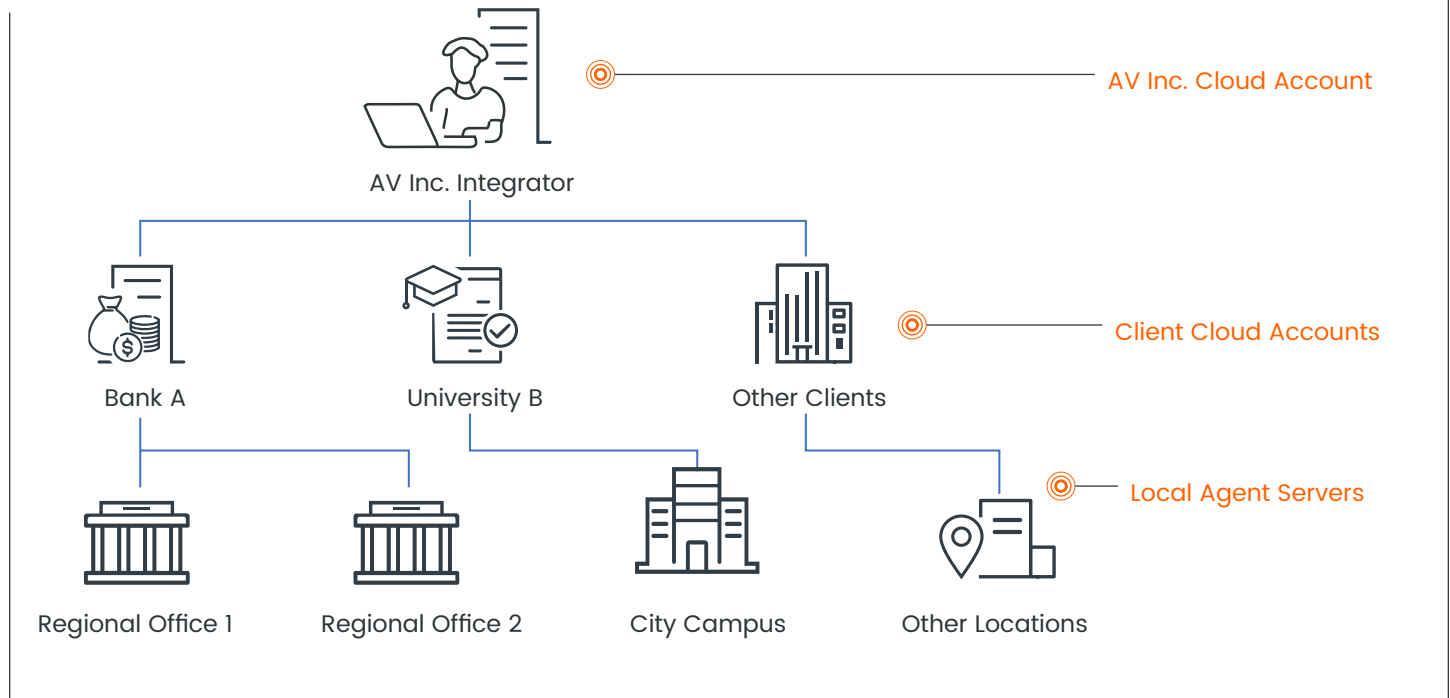
- A secure, central hub in the cloud, administered by ClearOne.
- A single place to see and maintain clients' supported devices.
- A way to track clients' usage for invoicing and auto-payment reminders.

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

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.

DETAILED DEVICE LISTS

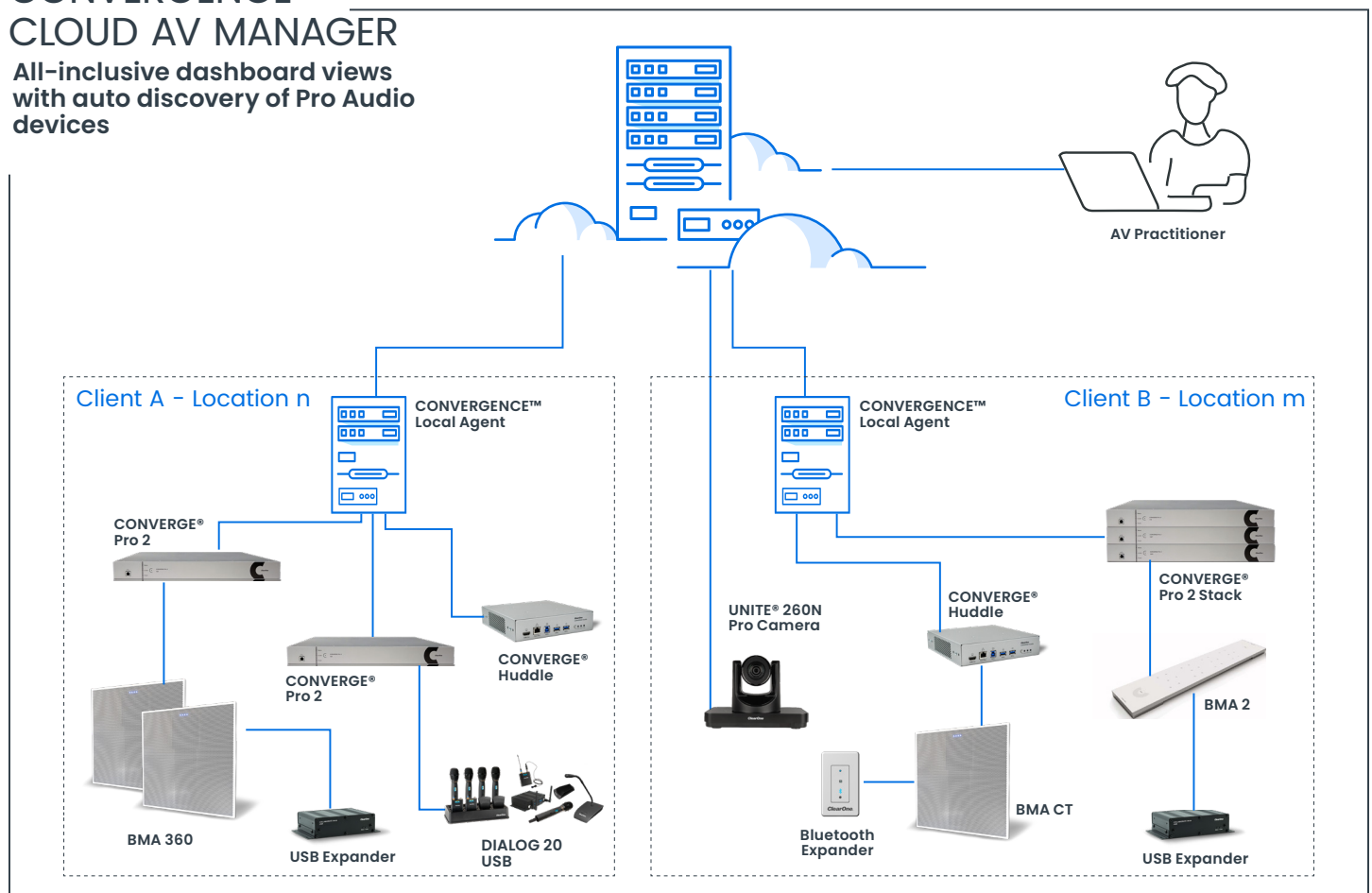
- Search, sort, and filter to quickly find relevant information.
- Receive notification of new firmware through “Update Available” icon badges and alerts.
- Know a device’s place in your network automatically using the “Connections” AV System Hierarchy (CASH).

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
- 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 and UNITE cameras over multiple select subnets
 - Connected over the Internet to a Local Agent Server Account on the Cloud AV Manager
 - Automatically (recommended) or manually update
- 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
- 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 device allowed with your subscription or service plan).
 - UNITE Cameras: Down, Health, Updating Firmware.
- SECURITY**
- SHA-256 encrypted password storage for users, devices, and external services
 - 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
 - DIALOG® 20 USB
 - UNITE® Cameras
 - DIALOG® UVHF
 - BMA 360D
 - BMA 360DX
 - Audio Expander
 - HDMI Expander
 - CHAT® Speakerphones
 - DIALOG® Aero
 - VERSA® Devices

CONVERGENCE™ Cloud AV Manager

- 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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