



Clear-Com Concert™

License Quick Start Guide

For Concert 2.7 Software



Document Reference

Clear-Com Concert License Quick Start Guide

Part Number: 810559Z Rev B

Legal Disclaimers

Copyright © 2012 HME Clear-Com Ltd.

All rights reserved.

Clear-Com, the Clear-Com logo, and Clear-Com Concert are trademarks or registered trademarks of HM Electronics, Inc.

The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Clear-Com, an HME Company.

Clear-Com Offices are located in California, USA; Cambridge, UK; Montreal, Canada; and Beijing, China. Specific addresses and contact information can be found on Clear-Com's corporate website:

www.clearcom.com

Clear-Com Contacts

Americas and Asia-Pacific Headquarters

California, United States

Tel: +1.510.337.6600

Email: CustomerServicesUS@clearcom.com

Europe, Middle East, and Africa Headquarters

Cambridge, United Kingdom

Tel: +44 1223 815000

Email: SalesSupportEMEA@clearcom.com

Canada Office

Quebec, Canada

Tel: +1 (450) 653-9669

China Office

Beijing Representative Office

Beijing, P.R.China

Tel: +8610 65811360/65815577

Introduction

Thank you for choosing Clear-Com's Concert. Concert is a complete and powerful Software solution running on your PC or MAC that gives you Instant Intercom and Multi-User Conferencing capabilities from anywhere in the world.

This license quick start guide contains useful information about your newly purchased system such as order information (license information) how to connect a Concert client to your Concert Server, how to load the license key, how to request a key, etc. Please keep this information in a secured location for future use.

Refer to the User Guides provided on the Concert DVD for detailed information about configuring your system.

Note:

The license quick start guide applies to all types of Concert Server installations including both hardware and Cloud server platforms.

1. Important Order Information

This section provides information about your Concert order. You should have received the following files with your order.

File	Format	Cloud Server	Customer Provided Server
Customer Information File	Concert.Licence-20120725.xls (tab delimited text file that provides important information about your newly purchased system)	Yes	Yes
Server License File	CL05A_c14f_21_20120725.lic (This file is your server license key that you were granted for. Please make sure it corresponds to your purchase order)	No	Yes (1)

If you have purchased the server separately, *the Server License File will be sent to you after you have provided some server information as detailed in section 4.*

The table below shows an example of a Customer Information File. Depending on your purchase, some fields may be left blank.

Note:

The Customer Information File (e.g. Concert.Licence-20121018.xls) may be read with a text editor.

	Cloud Server	Hardware Server
Customer Name	Clear Audio, Inc.	Clear Audio, Inc.
RSM Contact	John Smith	John Smith
PO #	288119	288120
PO Date	7/11/2011	7/11/2011
Sales Code	CL-05-C	CL-05-P
Request Type	New	New
Server Type	Cloud US	No Server
Sales Order Number	903028*002	903028*003
Server Serial Number	b3362cd5516eb6f2c787ddf19114272	b3362cd5516eb6f2c787ddf19114272
Seat License Quantity	5	5
Server Channel License Qty		8
Expiration Date	7/5/2012	
Cloud Server Name	CSA-5Users	
Cloud Root Password		
Cloud Server IP address	173.168.20.32	
Cloud MEM Size	256MB	
Server Status	Active	

2. Installing the Concert Server License

This section provides information about how to load your Concert License into your Concert Server.

IMPORTANT:

*If you purchased a Concert Server (hardware or cloud) from **Clear-Com**, you may skip this step as the license will already have been loaded on your server. You may go to section 3 and connect your Concert client to your Concert Server.*

Please use the web-based **Concert Management Interface (CMI)** to load your Concert license on the Concert Server.

To load the Concert license:

- A. Copy the license file to your PC
- B. Open a web browser and type the **IP address** of your Concert Server in the address field. Press **Enter**.
- C. Log into the CMI. Default credentials are **Username=admin** and **Password=admin**.
- D. Navigate to the License page by clicking on **License** in the navigation tree on the left. A demo licensed server will display a page similar to one shown below:

Clear-Com Concert Management Interface

Navigations: Administration > License

License Information

Type: Unlimited Time Demo License

User Limit: 5

Client Channel Limit: 5

Server Channel Limit: 8

Expiration: Never (perpetual license)

Serial Number: 99dcf103ee3f5cd4ee8bc0d4cbe3d23d

Update License

Send this file: No file chosen

E. In the **Update License** field, click on **Choose File**. Locate and select the license file. Click **Open**.

Navigation: Administration > License

License Information

Type: Unlimited Time Demo License

User Limit: 5

Client Channel Limit: 5

Server Channel Limit: 8

Expiration: Never (perpetual license)

Serial Number: 99dcf103ee3f5cd4ee8bc0d4cbe3d23d

Update License

Send this file: No file chosen

F. Click **Apply** to upload the license file to the Concert Server and apply it to the Concert system. If successful, a page similar to the one shown below should be displayed.

Navigation: Administration > License

License Information

Type: Timed License

User Limit: 10

Client Channel Limit: 10

Server Channel Limit: 8

Expiration: Expires in 381 days at midnight on 31-May-2013

Serial Number: 99dcf103ee3f5cd4ee8bc0d4cbe3d23d

Info: License key validation successful!

Update License

Send this file: No file chosen

G. Verify that the license **Type**, **User Limit**, **Channel Limit** and **Expiration** match what was originally ordered.

Note:

By default Concert comes with a trial license of 5 users and 8 server channels free of charge. The trial license is added to your purchased license when you load it into the server, this is the reason the User and Server Channel limit exceeds what you have purchased.

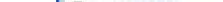
3. Connect your Concert Client to the Server

This section provides information about how to connect a Concert client to a Concert Server. The following instructions assume that you have already installed the Concert Client.

Note:

- *The Concert Client User Guide is provided on the Concert DVD, and can be downloaded from the [Clear-Com website](#).*
- *The Concert Client Installer for all supported platforms is also provided on the Concert DVD, and can be downloaded from the [Clear-Com website](#).*

A. After you have installed the Concert Client, double-click on the **Clear-Com Concert** icon located on your desktop



B. At the Login screen, select **Config** from the top menu, then select **Server**

C. In the Login Server field, enter the **IP address** of your Concert Server



D. Click the **Save** button to store this information.

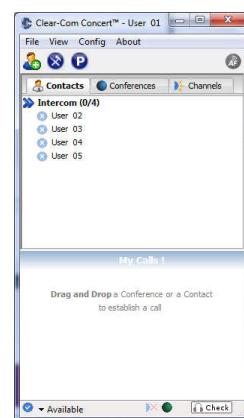
If you haven't yet configured your Concert Database, use the following default

Usernames = **user1** (user2, user3, user4 and user5)

Default Password (for all usernames) = **pass**



► If the client panel below appears on your screen, this indicates you have successfully connected to your Concert Cloud Server. You can begin using Concert to communicate with other users in your network.



4. How to request a Clear-Com Concert

This section describes how to request a Concert License.

Note:

*If you purchased a Concert Server (hardware or cloud) from **Clear-Com**,, you may skip this step, as the license key file is already loaded on the server..*

Use the instructions below if Concert was installed on a server not supplied by **Clear-Com**, or if you request an update to your current license key. A new license key needs to be created and you need to request the new key from Clear-Com.

For **Clear-Com** to generate your new license key, some information about your installation is required, as the license key is tied to the server hardware.

Follow the instructions below to retrieve the necessary information to complete and submit the License Request form provided on the last page of this document.

- 1) Install the Concert Server Software Application on your server Note: this step is not necessary if you request an update to your current license
(Refer to the instructions in the **Server Installation Manual** on the Concert DVD)
- 2) Retrieve the Concert Server serial number using the the Concert Management Interface (CMI). To access the CMI open a web browser, and type the **IP address** of your Concert Server in the address field, then press **Enter**.
- 3) Log into the CMI using your credentials. If you use Concert for the first time, The default credentials are *Username=admin* and *Password=admin*.

4) Navigate to the License page by clicking on **License** in the navigation tree to the left. If you use Concert for the first time, the following demo license information will be displayed:

Navigation: Administration > License

License Information

Type: **Unlimited Time Demo License**

User Limit: 5

Client Channel Limit: 5

Server Channel Limit: 8

Expiration: Never (perpetual license)

Serial Number: 99dcf103ee3f5cd4ee8bc0d4cbe3d23d

Update License

Send this file: No file chosen

5) Under License Information there is a **Serial Number** field. Copy and paste this field data into the **Concert License Request** form at the end of this document. This serial number is unique for every server platform and is tied to the actual Server PC hardware

Complete the Concert License Request Form, including contact information and the Sales Order number specified within your Customer Information File, and email it to Clear-Com at the email address provided below.

When this information has been received and processed by a **Clear-Com** representative, the new license key will be generated and sent to you by email.

When you receive the license key file, load it onto your Concert Server according to the instructions in section 2.

Important Note:

*Each server hardware platform will generate a unique **Serial Number**. If you have to re-install the Concert Server software onto another server, you will need to request a new license key.*

*** A copy of the Clear-Com Concert License Request Form (810541ZA) may be found on the Concert DVD.*



Clear-Com Concert License Request Form

Dear Customer,

Thank you for choosing **Clear-Com Concert™**. Please complete the following form in order to receive your new Concert License Key, or to update your current Concert License Key.

If you are ordering multiple Concert Servers, please send a separate request form for each server.

Date:	
Customer Contact Name:	
Customer Email Address:	
Clear-Com Order Number:	
Concert Serial Number:	

Please email your completed form to the following email address:

CCConcertLicense@clearcom.com