GlobalViewer Enterprise

SERVER-BASED AV RESOURCE MANAGEMENT SOFTWARE

Manage Thousands of AV Systems from Your Help Desk or Mobile Device

- Enterprise-wide room control, scheduling, and monitoring
- Custom reporting API for generating powerful reports and analysis
- Support for third-party control system integration
- Seamless integration with third-party facility scheduling software
- Dynamic event alert list of user-definable system events
- Supports Global Configurator 3 and Global Configurator Professional projects
Extron GlobalViewer Enterprise server-based software is designed to meet the AV system management needs of any size organization. Compatible with most Web browsers, GlobalViewer Enterprise provides enhanced help desk functionality, enterprise-wide scheduling and monitoring, and time-stamped AV system data collection for reporting. Built on Microsoft .NET technology, GlobalViewer Enterprise integrates with third-party facility scheduling software for viewing room availability and managing meeting schedules. Building on an already powerful feature set, this latest release, provides a host of new and enhanced features that streamline and simplify many common AV tasks.

**Powerful AV System Management**
GlobalViewer Enterprise is a powerful resource management tool. AV and IT support teams will appreciate the agility and flexibility GlobalViewer Enterprise provides to access usage data, create reports, and control the system from any computer on the LAN or WAN. The Help Desk view offers a view of the entire enterprise in a single window and access to detailed room data and control with just a click of a mouse. GlobalViewer Enterprise also supports integration of third-party control systems.

**No Programming Required**
GlobalViewer Enterprise doesn’t require any programming skills for setting up the system. It is a quick and easy process to import an existing system using one or more Global Configurator configuration files. During the setup process, configuration data from each IP Link, IP Link Pro, MediaLink and MediaLink Plus device in the system is imported into GlobalViewer Enterprise. After importing configuration files, adding a new device is as easy as point and click.

**Product Commissioning Service**
Extron has developed a product commissioning service for GlobalViewer Enterprise to ensure a trouble-free system installation. Prior to installation, Extron Engineers will evaluate the server and network where GlobalViewer Enterprise will be installed in accordance with the software’s minimum system requirements. They will also review and provide guidance for any existing Global Configurator project files. Commissioning services will include software installation review, project file upload assistance, and final system testing.

**Enterprise-Wide Scheduling and Monitoring**
It's easy to create global schedules and conditional monitors based on location and/or device type within GlobalViewer Enterprise. In an example application, a global schedule could be configured to turn off all of the displays in an entire building at 10:00 pm. Or, a monitor could be configured to send an e-mail or text message alert when any Epson projector exceeds 2,000 lamp hours.

**Mobile Management App**
iGVE is Extron’s powerful, convenient app used in conjunction with GlobalViewer Enterprise that allows users to effectively manage and control large-scale AV installations from Apple iPhone, iPad, and iPod touch devices. The latest version of iGVE is available as a free download on the App Store.

**Improved Import Process**
Progress bars and icons allow at-a-glance status of the import process. Icons are provided for easy status checks of imported files. The import/re-import icon allows users to easily import a mix of up to five Global Configurator 3 and Global Configurator Pro and Plus configurations at a time, while a progress bar provides real-time import status.

**Tree Manager**
The Tree Manager adds drag-and-drop functionality to rooms imported from Global Configurator and the ability to rename rooms created in GVE. Room notes management is also available in the room information portion for easy note organization and viewing.

**Room Control Terminal Combines Multiple Tools in One View**
To streamline management of individual rooms, GlobalViewer Enterprise combines multiple tools such as Room Control, Device Control/Status, Interface, Webcam, and Calendar into one, easily-accessible view. Also, interactive representations of MediaLink and TouchLink Pro products allow intuitive control and visual confirmation of system status.

**Event Alert List**
The Event Alert List – EAL is easily accessible from an auto-hiding sidebar on the Help Desk view. Also, for quicker and easier viewing, the three categories of event alerts - import/re-import notification, device notification, and controller notifications - have been separated into their own expandable viewing panes. In addition, an EAL log tab is available in the Monitoring view for easy access to event logs while managing monitors.
GlobalViewer Enterprise Overview

Powerful Data Logging and Reporting Capabilities
Direct database integration with SQL Server enables logging of time-stamped device and room data. GlobalViewer Enterprise features a comprehensive custom reporting API.

Custom Reporting API

Enhanced Room Control
Streamline management of individual rooms by combining tools such as Room Control, Device Control/Status, Interface, Webcam, and Calendar into one, easily-accessible view. Interact with MediaLink or TouchLink Pro-equipped systems in real time using on-screen controls.

Room Location Tree
Rooms can be organized for easy drill down to detailed room data and remote room control Web pages.

Browser Independent
Accessible from anywhere on the network using Internet Explorer®, Firefox®, Safari®, and Google® Chrome.

Help Desk View
Offers a view of the entire enterprise in a single window and access to detailed room data with just a click of a mouse.
**User Roles and Permissions**

Create a nearly unlimited number of customized user roles and assign them according to access requirements. Any role can be assigned to a specific user and limited by location or device type.

**Enhanced Event Alert List**

Dynamic view of user-defined critical room events broken out into three collapsible windows: import/re-import, device notification, controller notification.

**iGVE app**

Allows on-the-go access to GlobalViewer Enterprise from your iPhone, iPad, and iPod touch.

**Enhanced Monitors**

Step-by-step menus simplify the creation of conditional monitors for generating e-mail alerts and text messages.
New Features in GlobalViewer Enterprise version 2.3

- Global Configurator Professional Scheduling support
- Custom Driver View — Allows customization of visible commands in the Device Status view.
- LDAP group authentication support

Features

- Enterprise-wide room control for TouchLink, TouchLink Pro, IP Link, IP Link Pro, MediaLink, MediaLink Plus, PoleVault, and WallVault systems – The Help Desk view provides point-and-click access to every Ethernet-enabled control device on the network.
- Custom reporting API for generating powerful reports and analysis
- Supports many common Web browsers
- Support for third-party control system integration – Able to work with rooms controlled by third-party controllers.
- iGVE app support — Allows on-the-go access to GlobalViewer Enterprise from your iPad, iPhone or iPod Touch.
- Step-by-step menus guide the user through the set up and configuration process
- Seamless integration with third-party facility scheduling software (except for Pro and Plus Series products) – Interacts with Microsoft Outlook, iCalendar, Google Calendar, and CollegeNET R25 for room scheduling and availability data.
- Configurable user access based on role and location – Helps maintain strong security policies with full control of privileges for users, user-groups, and roles.
- Enhanced browser security with SSL — Ensures that all communication between the browser and the server remains encrypted.
- Supports user logon authentication using Microsoft Active Directory — Simplifies user management in Windows environments.
- Rapid Import Manager — Reduces set up time by allowing users to import up to five configurations at once.
- Event List detailed device status — Event Alerts provide notification of system events and clarify the condition and status of rooms and equipment.
- Ability to create and rename notes within Tree Manager – Provides a convenient method for technicians to log notes for global viewing.
- Global Configurator 3 project repository – Conveniently archive up to five Global Configurator 3 projects for easy access to older project files while troubleshooting.
- Room control terminal combines multiple tools in one view — Streamline management of individual rooms by combining several tools into one, easily-accessible view.
- Product Commissioning Service
- Requires projects created in Global Configurator 3.5.2 or later or Global Configurator Pro 1.3 or later

Please refer to www.extron.com for a full list of features

GVE Commissioning

GlobalViewer Enterprise Commissioning Service is a dedicated, premium technical assistance program offered by Extron. The service will help you ensure that your GlobalViewer Enterprise is properly set up and configured for optimal performance and reliability.

GlobalViewer Enterprise Commissioning Service provides you with resources to expedite the process of AV resource management system design, installation and optimization. Extron Engineers will be actively engaged with you to help ease the learning curve typically associated with new technology.

What's included?

System Evaluation and Diagnostic
Extron will analyze your current AV system and network infrastructure, then provide necessary and recommended changes to support the successful deployment of GVE.

Installation of GVE on a Single Server
- GVE setup and configuration
- To be completed by Extron staff remotely under the observation of end-user IT/AV staff

Operational Testing and Evaluation of GVE

GVE System Training
Detailed training of end-user IT/AV staff related to the operation and configuration of GVE to include:
- Adding/changing system hardware or rooms
- Device usage, trend analysis and inventory report generation
- System monitoring
- Event scheduling
- Event alerts

System Documentation
Extron will provide system documentation to the end-user following the successful completion of the GVE installation and configuration.

For more information, contact your Extron Customer Support Representative or visit our GVE email contact page: www.extron.com/GVEcontact
### WHY UPGRADE?

A quick look at some of the key enhancements in GlobalViewer Enterprise 2.3:

<table>
<thead>
<tr>
<th>Features</th>
<th>Free GlobalViewer® Web Application</th>
<th>GlobalViewer® Enterprise Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms supported</td>
<td>Up to 100</td>
<td>15,000+</td>
</tr>
<tr>
<td>Password login levels</td>
<td>Two</td>
<td>Unlimited and multi-tiered</td>
</tr>
<tr>
<td>Access control levels</td>
<td>Two levels: Full and Room Control</td>
<td>Unlimited and multi-tiered</td>
</tr>
<tr>
<td>No programming required</td>
<td>Automatically built by Global Configurator</td>
<td>Menu is used to guide users through set up and configuration process</td>
</tr>
<tr>
<td>Data collection</td>
<td>Limited: Stored in Extron control device, such as MediaLink Controller, System 5 IP, etc.</td>
<td>Advanced: Time and Date stamped entries stored in SQL Server Database</td>
</tr>
<tr>
<td>Custom Reporting API</td>
<td>Not supported</td>
<td>Advanced: Custom reporting on ROI, trend analysis, device usage, inventory, etc.</td>
</tr>
<tr>
<td>Third-party control system integration</td>
<td>Limited: Hyperlink to control system Web control interface supported</td>
<td>Advanced: Open interface and reporting protocol allows representation and participation in GlobalViewer Enterprise features and functions</td>
</tr>
<tr>
<td>Scheduling and monitoring</td>
<td>Limited: Must be individually defined on each controller and per device. Cannot be changed without modifying original Global Configurator configuration.</td>
<td>Advanced: Defined once at the enterprise level and applied to any number of associated controllers and devices. Easily changed without affecting Global Configurator configuration</td>
</tr>
<tr>
<td>Client-side browsers supported</td>
<td>Internet Explorer 6 or later</td>
<td>Internet Explorer 9 or later, Firefox -latest, Safari 5 or later, Google Chrome -latest</td>
</tr>
<tr>
<td>Real-time Event Alert List</td>
<td>Not supported</td>
<td>Supported, user-definable event tracking system</td>
</tr>
<tr>
<td>Enhanced browser security with SSL</td>
<td>Not supported</td>
<td>Supported, using server-installed certificate to enable SSL Web security between the client and GlobalViewer Enterprise</td>
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<tr>
<td>Network bandwidth usage</td>
<td>Spikes when application in use due to constant refresh of data and state information by the browser. Gets current state to “see” if there are changes.</td>
<td>No spikes in usage. Data is pushed to the server, not polled. Only changes are reported, minimizing application-related network traffic</td>
</tr>
<tr>
<td>Integration with third-party facility scheduling software</td>
<td>Not supported</td>
<td>Supported, currently supports Microsoft Exchange 2007, 2010, and CollegeNET’s R2S, Google Calendar, and iCalendar</td>
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<tr>
<td>Sortable views</td>
<td>Not supported</td>
<td>Flexible sorting on each column displayed</td>
</tr>
<tr>
<td>Project repository</td>
<td>Not supported</td>
<td>Supported, Conveniently archive up to five Global Configurator projects for easy access to older project files while troubleshooting</td>
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</tbody>
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For GlobalViewer Enterprise System requirements, please visit the Extron Web site at www.Extron.com/gve.