

Converge Pro Frequently Asked Questions (FAQ)

Q: When will Converge Pro be available to order?

A: The Converge Pro product line is available for ordering as of June 17. This includes the Converge Pro 880, Converge Pro 840T, Converge Pro 8i, and Converge Pro TH20.

Q: When will Converge Pro ship?

A: The beta units are being shipped the week of June 17. The beta version of the software (Converge Console) is being provided at Infocomm the week of June 17; it is also being posted to ClearOne's website (under Software Downloads) for channel partners and customers to evaluate. Once we have completed the beta review process, we will begin the production phase and begin shipping units September 15th.

Q: What has been the holdup on the release date?

A: ClearOne is committed to designing the highest quality products to meet the demands of our customers. To this end, we dedicated extra time and resources to the final development stage for the Converge Pro. Our clients have shared with us that performance and ease-of-use enhancements are critical buying criteria – we have listened to our customers and have created a solid, exciting, next-generation conferencing solution.

Q: Will ClearOne change the price on XAP products?

A: Pricing on XAP products will remain at the current levels.

Q: Where will Converge Pro be priced?

A: Converge Pro models will be priced at the same level as their XAP counterparts; the input-only 8i system represents a significant cost savings compared to the 880 and lowers overall system cost:

910-151-880	Converge Pro 880	\$5445*
910-151-840	Converge Pro 840T	\$4250
910-151-810	Converge Pro 8i	\$4350
910-151-820	Converge Pro TH20	\$1195
910-151-890	Tabletop Controller	\$ 799

*Prices shown are MSRP for North America

Q: How long will XAP be available for both sales and support after the release of the Converge Pro?

The current plan is to continue to produce the XAP for a minimum of one year after the introduction of the Converge Pro. However, this may be extended based upon market demand and customer requirements. ClearOne's normal end-of-life (EOL) process is:

- a) Last Time Buy Notification – Partners will have 6 months to submit purchase orders for the EOL product and an additional 3 months to schedule product deliveries. This means we will provide a minimum of 9 months advanced notification prior to the last production build for the product.
- b) EOL Support – ClearOne will continue to support the product for repair services for 3 years after the last production build.