

Multi Room Install Guide

This guide will take you through each step of the install process to make deploying Stem Ecosystem devices across your entire organization a breeze. Let's get started!

Step 1: Prepare all Ethernet ports

- Patch and activate ethernet port(s) in the room
- This will make it plug and play when the devices arrive onsite

Step 2: Add port(s)/room(s) to the dedicated VLAN(s)

Step 3: Prepare physical excel sheet – Columns should be the following:

- Room number/name
- Serial Number
- VLAN subnet
- Mac Address
- Static IP address

Step 4: Whitelist devices – match your Stem Audio mac address (on the router end) with static IP address (keep track of each room)

- Whitelisting devices on the router end is by far the best approach to maintain each device's IP address

Some Tips & Notes for Steps 1 - 4:

- These steps can be completed without physically having the devices

Step 5: Physical install

- Drop & rig each device in its corresponding room (room number with associated mac address)

Some Tips & Notes for Step 5:

- Installation videos can be found at stemaudio.com/videos
- Upon completing the physical install, connect your device to the active port, and connect your audio endpoint or Hub via USB to the dedicated computer.

Step 6: Access the Stem platform on HTML using one IP address

- Add devices to organization (one organization per network/VLAN)
 - Create the organization
 - Login to the web GUI using any one IP address under the VLAN – as soon as you login you will be asked to create an organization (it may be that you have already created an organization, in which case, skip this step)
 - Add a name and password of your choice

- Add all devices in the VLAN to the organization (if you haven't done so already)
 - Go to Ecosystem > Devices
 - Select each device with red text (**red text** indicates a device does not belong to an organization) and type in the organization password (do this for each device outside of the organization/with red text)
- Access each individual device (use your list from Step 3 – with room number, mac addresses and serial number)
 - Go to Ecosystem > Devices > select individual device
 - Rename each device
 - Example per device: Wall C106, Wall C107, Wall C108, etc.
 - Configure IP (**if you've whitelisted your devices you can skip this step**)
 - Go to Ecosystem > Devices > select individual device > scroll down to Device Functions Menu > select Advanced
 - Scroll down to the Configure IP settings field
 - Add IP address, subnet mask, gateway host
 - Make sure to restart the device and move on to the next device (!)
- Create a room per device
 - Example per room: Room C106 (add Wall C106), Room C107 (add Wall C107), etc.
 - Run RoomAdapt per Room

Some Tips & Notes for Step 6:

- Have access to the VLAN used for your devices directly from the computer you will use for configuration
- With multiple devices on the same VLAN, the configuration process is quick and efficient (this is why we created Stem!)

Step 7: Organization Settings

- Once you have named all your devices and created all rooms go to the main menu of the web GUI
- Select Settings – a change in Advanced Organization Settings will be reflected on every room/device in the organization/VLAN
 - Apply weekly restart for a day and time that works best for you
 - Set Timezone offset to match your local timezone

Step 8: Carry out mock video conferencing call to test performance. Customer Happiness is always happy to jump on a call with you.

Need Additional Help?

The Stem Customer Happiness team is standing by to help!

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