

Jeweler's Mutual Insurance

NEENAH, WI

CRYSTAL-CLEAR AUDIO WITH EXPANDABILITY AND FLEXIBILITY IS A MUST FOR JEWELER'S MUTUAL

CHALLENGES

"This place is meeting friendly," says Senior Technical Analyst Casey Hawkinson. "We do a lot of conference calls with vendors and having six people huddled around a speaker phone in a conference room wasn't conducive to good business. We went thru every conference room and revamped all of the technology."

Jewelers Mutual relies heavily on audio conferencing, not video, since it has a single headquarters and most of its field agents work from home. "We also wanted the ability to communicate effectively with our off-site employees," says Hawkinson. "When they would call in to a meeting, we needed very high audio quality."

Green Bay, WI-based AV integrator Camera Corner found a ClearOne audio conferencing solution for all of Jewelers Mutual's needs - over 20 conference rooms, a boardroom, a training room, and a 200 seat auditorium.

CLEARONE SOLUTION

Camera Corner equipped each of the seven smallest conference rooms, called "huddle" rooms, with a single ClearOne MAX® Wireless conference phone. Diminutive in size, this single pod offers all of the advantages of more complex audio systems, but is designed for a smaller environment. A trio of built-in microphones provide 360 degree coverage. Echo cancellation, ambient noise reduction and first-microphone priority are all part of ClearOne's HDConference® technology suite and serve to guarantee a signal so clear, participants feel like they are in the same room.

"When people first step into our rooms and fire up the phone, the

BACKGROUND

Clarity is always welcome at Jeweler's Mutual insurance; whether it's the quality of a precious gem or that of the spoken word.

With the completion of an extensive remodel and expansion of its Neenah, Wisconsin, headquarters, this worldwide insurer of jewels and jewelers found itself in need of all shapes and sizes of audio conferencing equipment and turned to ClearOne for the answer.

other person comes across loud and clear as day,” says Hawkinson. “There are no echo problems. The sound is clear and crisp.” The battery-operated MAX units offer 12 hours of talk time per charge plus secure conferencing technology built right in.

Camera Corner equipped each of nine medium-sized conference rooms with dual-pod MAXAttach® Wireless phones, one for each end of the table. Wireless pods make for easy setup without loss of signal quality. “Our old system was all wired and you’d have to drag the pods to the table leaving wires stretching across the floor,” says Hawkinson. “People were always tripping on them. Now, with these two pods charging on the rack, you just unplug them, put them on the table and you’re set to go. It’s really slick.” Each medium-sized room is also equipped with an LG 42 inch LCD monitor for in-room presentations from a laptop or DVD player.

Camera Corner permanently installed even more sophisticated systems in each of the five largest conference rooms. “The CONVERGE® 560 is an intermediate system,” says Earl Neville, company president. “It’s a little more sophisticated than a tabletop system and can handle up to nine additional microphones. We put ceiling microphones in to handle audience questions, in addition to lapel and table mics.” The CONVERGE 560 comes with its own control system included. Panasonic ceiling-mounted projectors and electronic wall screens provide the video here and in the boardroom and auditorium where CONVERGE Pro 880T systems manage the audio.

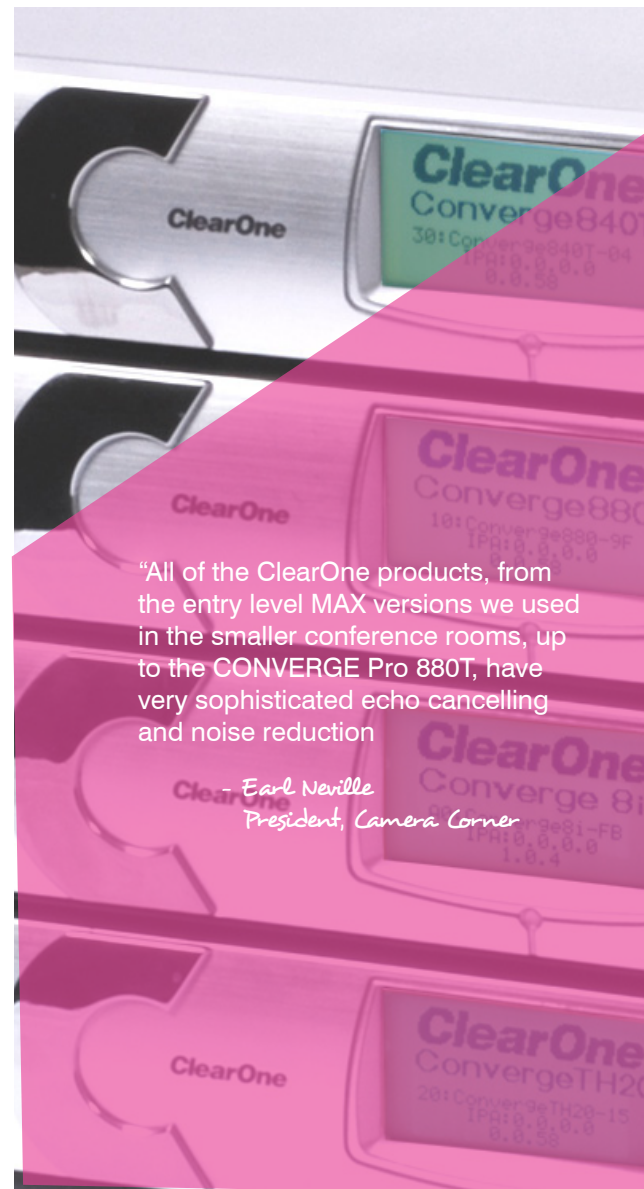
“The CONVERGE 560 and the CONVERGE Pro 880T are digital audio processors as well, which makes them magic boxes that control the quality of the sound that comes out of speakers during a presentation,” says Neville. “If I’m playing a PowerPoint presentation and I’ve got all kinds of nice special effects, this allows me to balance out the room so we get maximum quality audio with our video.”

Jewelers Mutual usually divides their auditorium into two large conference rooms where CONVERGE 560 systems handle the audio tasks. But on the handful of occasions when the room is used as one large room, a third system, controlled by a CONVERGE Pro 880T, takes over. Camera Corner chose the CONVERGE Pro 880T because of its versatility and expandability. With a telephone interface built in, the CONVERGE Pro 880T can act as a standalone audio conferencing system or it can be linked to other ClearOne audio conferencing units to expand its microphone coverage to fit the venue. Camera Corner installed ceiling mics to handle questions from any of up to 200 audience members. Presenters wear lapel mics so they are mobile during presentations.

A CONVERGE Pro 880T is also installed in the company’s training room, where tabletop PCs, a projector and wall screen handle the on-site training for Jewelers Mutual agents. The biggest advantage of choosing 880Ts in these rooms was their ability to integrate smoothly with videoconferencing technology, should the company choose to go that route in the future. “The biggest need we see for videoconferencing is during the big events we hold with team members and agents throughout the company,” says Hawkinson. “Every so often there’ll be one who doesn’t work out of headquarters, and they feel kind of unattached to the meetings. Being on the phone is not always as engaging as videoconferencing. As we move to that technology, our ClearOne audio conferences can still remain in the mix.”

“We went with ClearOne because we’ve always had good luck with them,” says Neville. “All of the ClearOne products, from the entry level MAX versions we used in the smaller conference rooms, up to the CONVERGE Pro 880T, have very sophisticated echo cancelling and noise reduction.”

For Jeweler’s Mutual the result is crystal clear, no matter how many people sit at the table.



ABOUT CLEARONE

ClearOne is a global market leader enabling conferencing, collaboration, and network streaming solutions.

The performance and simplicity of its advanced, comprehensive solutions offer unprecedented levels of functionality, reliability and scalability.

More information about the company can be found at www.clearone.com

ABOUT THE INTEGRATOR

Camera Corner Connecting Point started as a camera store in March of 1953. Through the years, we expanded into other technologies, such as IT, AV, Managed Services, Physical Security, and Unified Communications. Now, with more than 120 employees and the addition of our Engineering and Design Center, Camera Corner Connecting Point is fully equipped to handle your technology challenges.

Learn more at www.cccp.com

EQUIPMENT LIST

- » MAX Wireless:Speakerphone
- » CONVERGE Pro 880T DSP mixers
- » CONVERGE Pro 560 audio conferencing solution