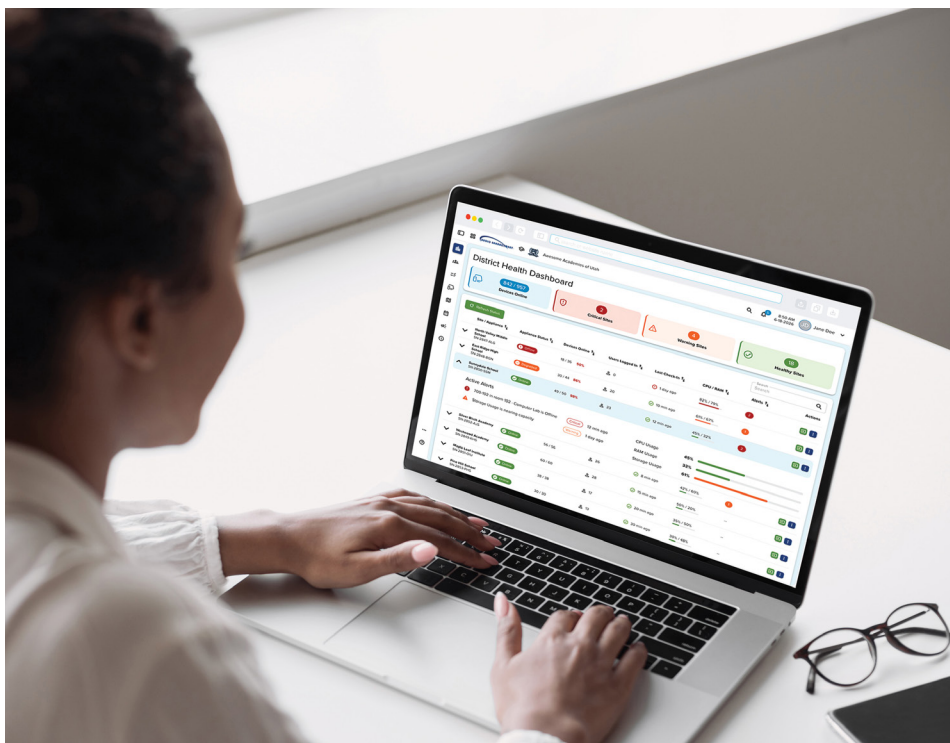


AE1 & Lighthouse

Quick Start Guide



Introduction

Welcome to the AE1 Platform and Lighthouse with Audio Enhancement®, our system analytics module. Lighthouse will give you access to your appliance health, system status, usage analytics, and so much more.

Logging in to AE1

Note

If this is your first time logging in, you'll receive an email from AE1. Don't see an email? Contact your school administrator.

1. Navigate to AudioEnhancement.com/AE1-Login/
2. Click *Customer Sign In*.
3. Enter your email and password when prompted (Figure 1).
4. After logging in, you'll see your account hub (Figure 2). Use this to navigate between AE1, Lighthouse, and CLEAR (Communication & Learning Enhancement Application with Real-time Translation) Connect®.

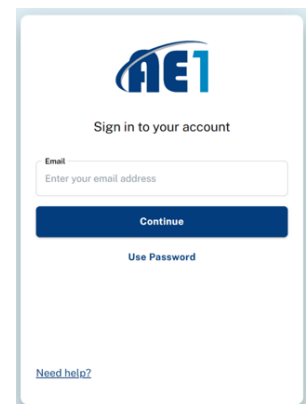
The image shows the AE1 login interface. At the top is the AE1 logo. Below it is the text "Sign in to your account". There is an "Email" label followed by a text input field with the placeholder "Enter your email address". Below the input field is a blue "Continue" button. Underneath the button is a link that says "Use Password". At the bottom left of the form is a link that says "Need help?".

Figure 1

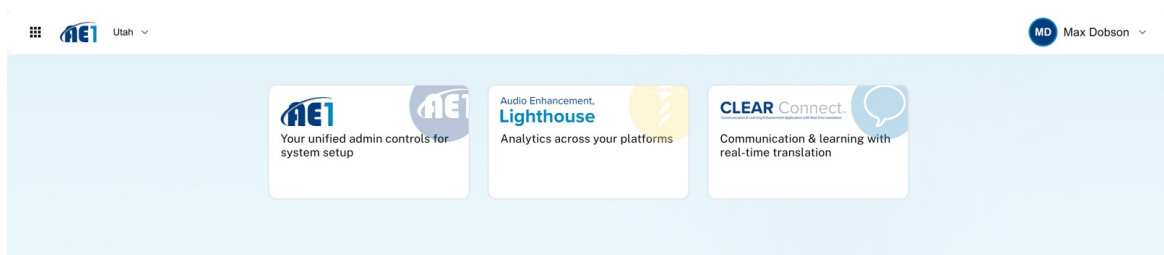


Figure 2

Appliance List

- 1. Once you log in, select AE1 from the account hub (Figure 2).
- 2. From the appliance list, you'll see all your servers and their connection status. You can customize your view by using the Columns and Filters buttons (Figure 3).

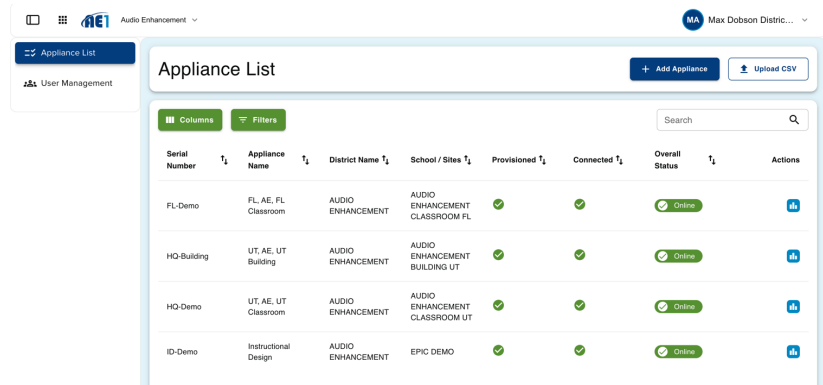


Figure 3

User Management

Within AE1, you can view and manage AE1, Lighthouse, and CLEAR Connect users directly in the platform. The four user roles are listed below (Figure 4).

Access Level		District Admin	School Admin	School IT Admin	Teacher
User Management	Create & Edit	✓	✓	✓	
AE1	School Appliance List	✓	✓	✓	
	District Appliance List	✓			
Lighthouse	School Analytics	✓	✓	✓	
	District Analytics	✓			
CLEAR Connect Access	Access (with license)	✓	✓	✓	✓

Figure 4

Note

User management is available only for AE1 and CLEAR Connect. All local EPIC (Education Paging & Intercom Communications) System® users are still managed within the EPIC Platform.

- 1. Using the left navigation pane, select User Management (Figure 5).
- 2. Within User Management, you can create new users and manage existing users' roles, passwords, and other settings from one place (Figure 6).

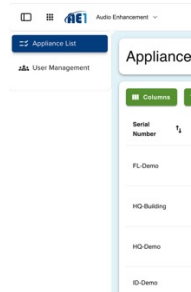


Figure 5

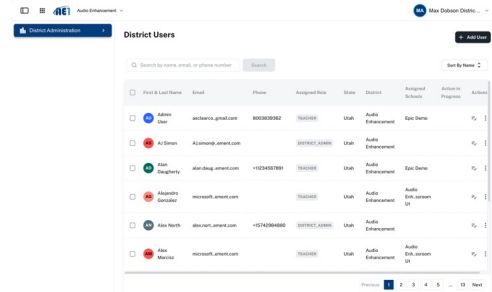


Figure 6

Add a New User

- 1. Select *New User* from the top of the User Management landing page (Figure 7), or hover over the *District Administration* tab and select *Add User* (Figure 8).

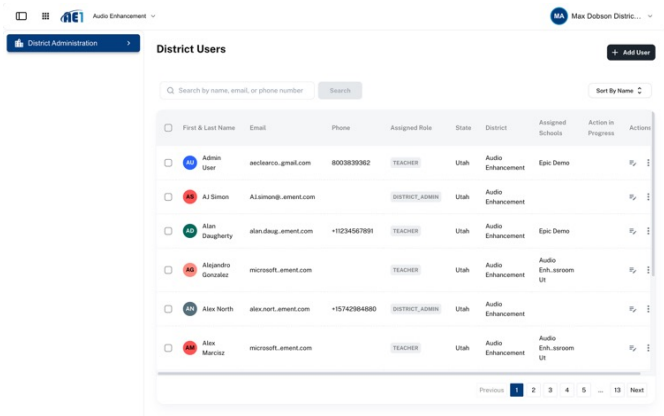


Figure 7

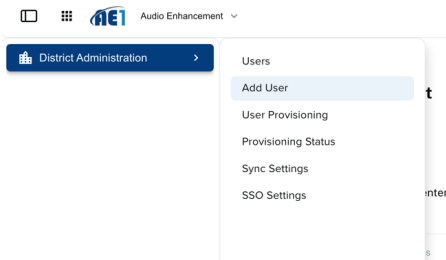


Figure 8

- 2. Enter the user’s email address, first name, last name, and select the appropriate user role.
- 3. Select *Next*.
- 4. School Administrator, School IT Administrator, and Teacher must be assigned to specific schools (Figure 9).

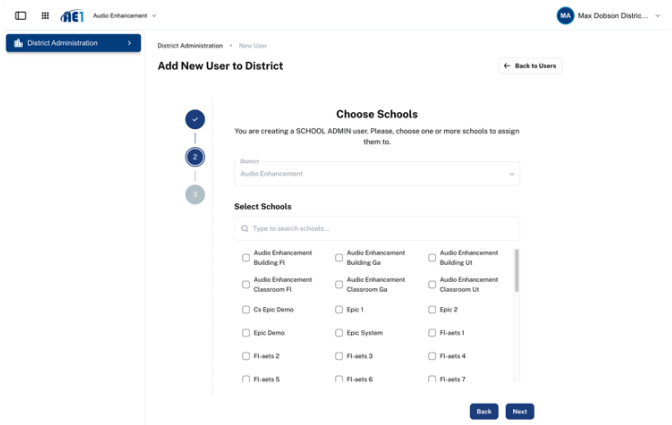


Figure 9

- 5. Select *Next*.
- 6. Verify your information is correct, then select *Submit* (Figure 10).

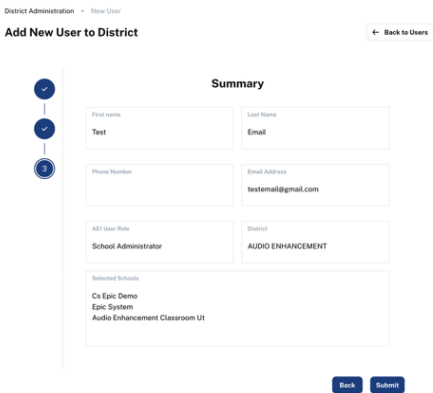


Figure 10

Lighthouse

Lighthouse gives you real-time insights into activity across your schools over the past 30 days.

Navigate to Lighthouse by selecting the waffle in the upper-left corner and then selecting Lighthouse (Figure 11).

System Health Dashboard

The System Health Dashboard lets you see the appliance status, CPU/RAM usage, and the number of devices offline for each site (Figure 12).

Clicking the drop-down caret next to each site provides additional insights into potential system health warnings and lets you see current Resource Usage (Figure 13).

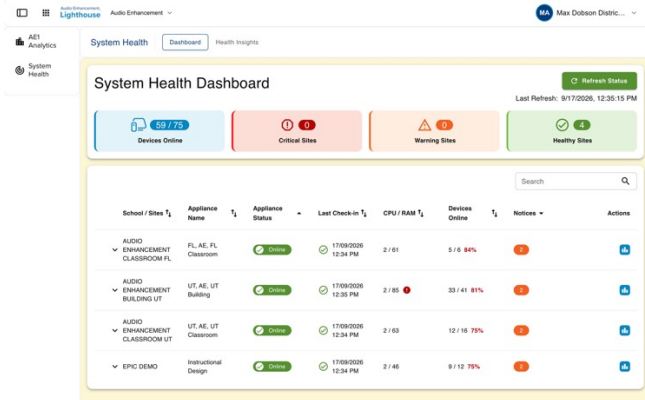


Figure 12

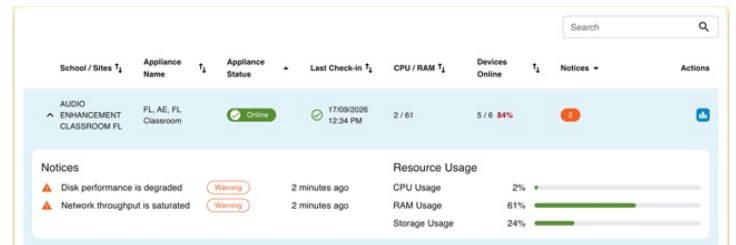


Figure 13

Health Insights

Health Insights keeps you up to date on the status of all appliances in the district. From the System Health Dashboard, select *Health Insights* in the top left navigation pane (Figure 14). All your district appliance data will be summarized in the dashboard (Figure 15).

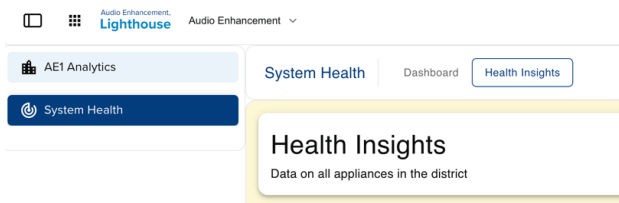


Figure 14

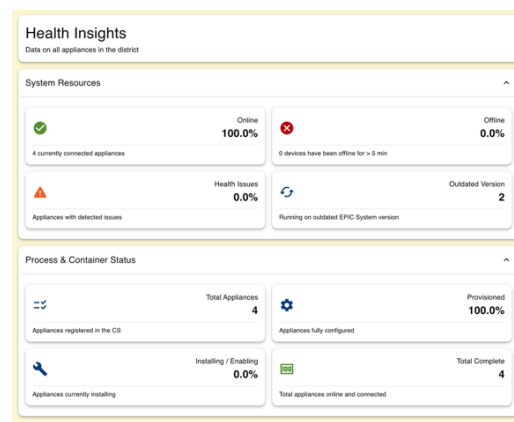


Figure 15

AE1 Analytics

AE1 Analytics gives you access to device usage data at the district level and at individual schools.

From Lighthouse, navigate to AE1 Analytics on the left navigation pane (Figure 16). The AE1 District Analytics page will open (Figure 17).

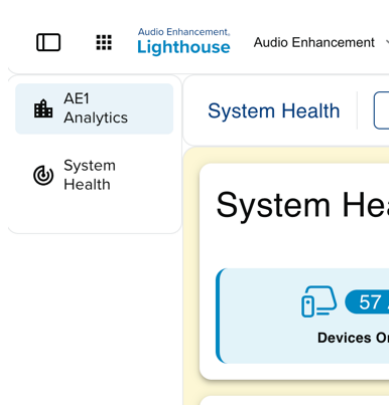


Figure 16

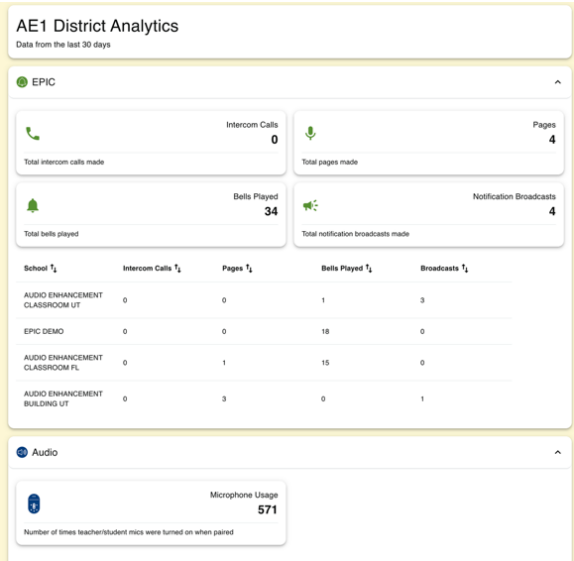


Figure 17

To see usage at individual schools, select your district from the drop-down at the top-left (Figure 18), then filter by school (Figure 19).

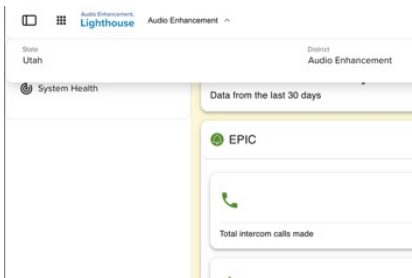


Figure 18

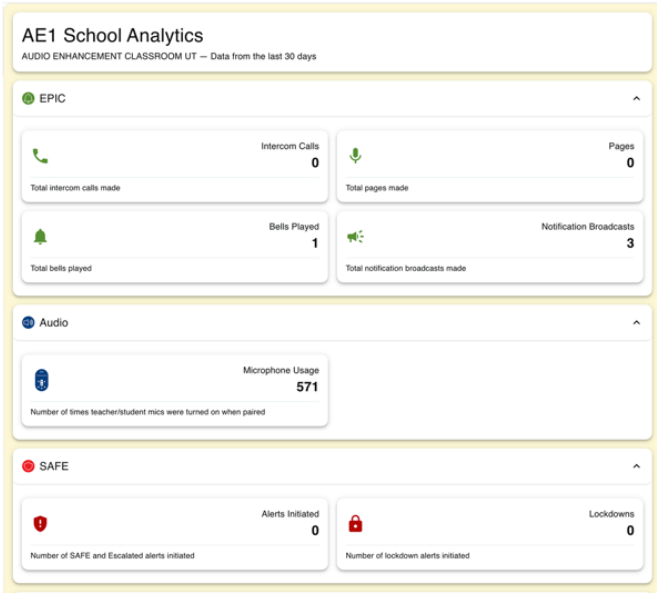


Figure 19

Support

For further assistance, contact our support team by calling 800.932.3578, emailing them at Support@AudioEnhancement.com, or speaking to them via live chat at AudioEnhancement.com/Contact-Us. Support is available Monday-Friday 5:00 AM-6:00 PM MST.