



# ShureCloud

## User Guide

ShureCloud user guide. Learn how to set up your account, add devices, and monitor your gear from anywhere.  
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# ShureCloud User Guide

## What is ShureCloud?

ShureCloud is a centralized management platform that enables unified access to time-saving tools for the Microflex<sup>®</sup> Ecosystem in one place with a Shure ID. Services including remote device monitoring, software license management, and firmware upgrades allow you to optimize system performance and minimize downtime.

## Get Started with ShureCloud

Go to [cloud.shure.com](https://cloud.shure.com) to sign in or create a [My Shure ID account](#).

**Accounts for organizations:** Have the person who will serve as an organization admin fill out the contact form. Organization admins invite others and manage user accounts for the organization.

## Manage User Accounts

If you have one of these user roles, you can manage user roles for other accounts in your organization:

- Organization admin
- User, license, and device admin

**Note:** User, license, and device admins can't edit organization admin accounts.

To manage user roles, go to User management > Manage users.

- **Add users:** Select Invite new user
- Use the Role dropdown menu to change a user's account role
- **Remove users:** Select the more options menu to revoke access

## Types of User Roles

ShureCloud has 4 different types of user roles. Choose a role for each person in your organization based on what type of access they need.

### ShureCloud User Roles

Role	Role Permissions
Organization admin	Full access to all of ShureCloud Access to user information Invite, remove, and edit user permissions

Role	Role Permissions
	<b>Note:</b> At least one organization admin must be present in your system. We also recommend including a backup admin.
<b>User, license and device admin</b>	Full access to Licenses and Device Management Access to user information Invite, remove, and edit user permissions (except organization admins)
<b>Device admin</b>	Access to the ShureCloud Device Management app Add devices and view device lists Remove devices
<b>License admin</b>	View IntelliMix <sup>®</sup> Room licenses and activated endpoints Edit license group name

## Add Users

Go to [User management > Manage users > Invite new user](#).

From here, you can add users by email address (the email address must match your organization's approved domain). New users receive a confirmation email prompting them to sign in using their [My Shure ID account](#).

If a person doesn't have a My Shure ID account, they will get a second email to create a My Shure ID account.

## Change User Roles and Remove Users

Organization admins or user, license, and device admins can change user roles or remove users.

**Note:** User, license, and device admins can't edit organization admin accounts.

To change user roles, go to [User management > Manage users](#). Use the Role dropdown menu to change a user's account role.

To remove a user, select the more options menu.

Organization admin status can only be granted or modified by other organization administrators. A second organization admin is required to change an existing organization admin's role.

## Create User Groups

To create user groups, go to [User management > Go to user groups](#).

User groups are helpful when you want to change the user role for a large group of people at the same time. Select Create group, choose a permission level, and add other ShureCloud users to it.



# Apps

## Device Management

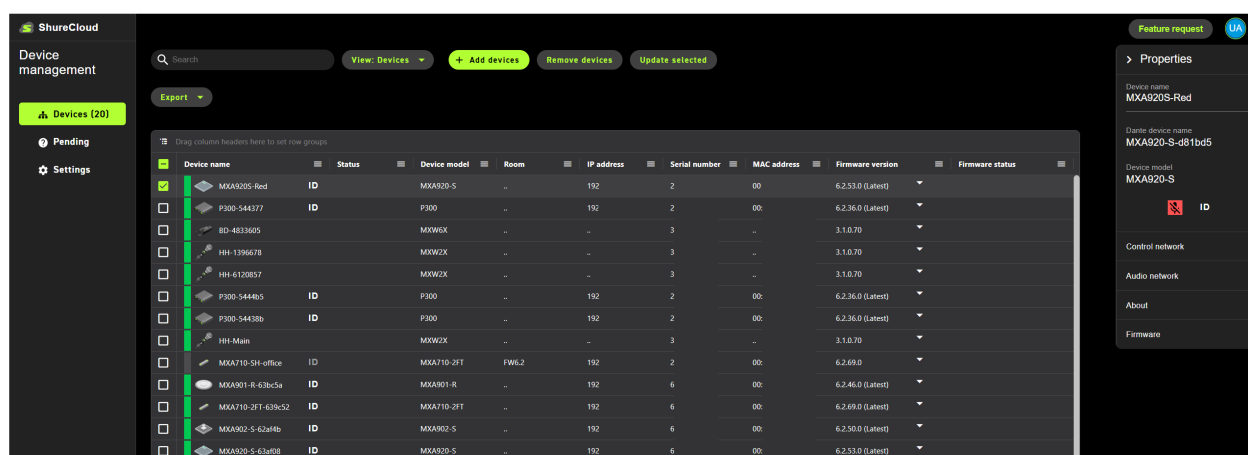
View statuses and edit device properties on compatible devices with the ShureCloud Device Management app.

To access the Device Management app, select Go to app from the link on the home screen.

### Device List and Properties

The Devices list shows all devices currently connected to your ShureCloud account. Select a device and open the properties panel to see information about the device.

The Pending list shows devices without a verified connection. These devices automatically move to the Devices list after connectivity is confirmed.



### Devices/Pending Devices

Displays the active (or pending) devices and high-level device information. Click any column header to sort the list by column, or click the hamburger menu in any column header for filtering options.

### Add Devices and Remove Devices

Add new devices to the list, or remove selected devices from the list.

### Properties

The Properties pane shows detailed information for a selected device, including control, audio, and firmware.

### Add Devices

There are 3 ways to discover your compatible devices using the + Add devices button on the Devices tab.

## Method 1: Upload CSV with MAC Addresses and Serial Numbers

Add multiple devices using their MAC addresses and serial numbers.

1. Click + Add devices.
2. Create and upload your CSV.

**Tip:** Download the provided template file to avoid formatting errors.

3. Turn on cloud connectivity for devices in the device control software: Settings > Services > Cloud connectivity.

4. Devices are added to the Pending list, and automatically move to the Devices list once an active internet connection is confirmed.

## Method 2: Add a Single Device

1. Click + Add devices.
2. Enter a valid MAC address and device serial number to add a single device.
3. Turn on cloud connectivity for devices in the device control software: Settings > Services > Cloud connectivity.
4. Your device is added to the Pending list, and automatically moves to the Devices list once an active internet connection is confirmed.

## Method 3: Scan Local Network for Devices

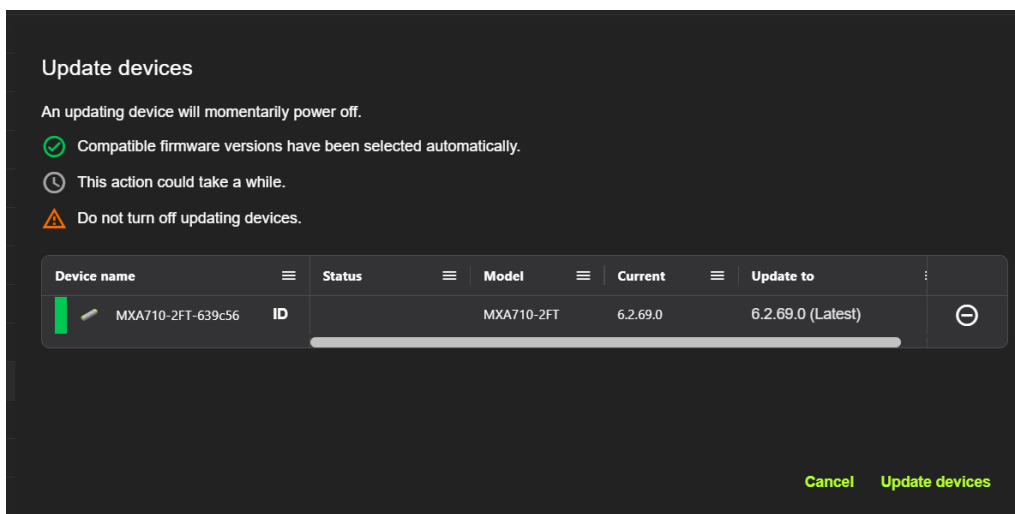
Select from a list of available devices on the same subnet as your computer.

1. Turn on cloud connectivity for devices in the device control software: Settings > Services > Cloud connectivity.
2. Click + Add devices > Scan local network for devices.
3. Select the devices from the list, and click Add (x) devices. Because cloud connectivity is enabled and an internet connection is established, devices are automatically added to the Devices list.

## Update Device Firmware

Use ShureCloud to update firmware for supported hardware devices. You can select a group of devices and update them all at the same time.

Sort the devices in your list by firmware status or model to easily manage firmware.



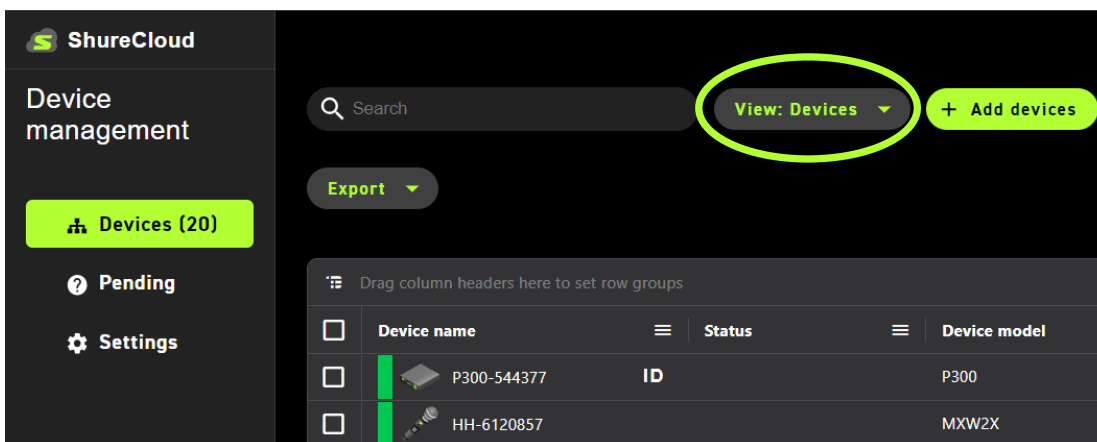
### To update devices:

1. Go to the device list in Device management. Sort the devices as needed using the columns.
2. Use the checkboxes to select a group of devices to update.
3. Click Update selected and follow the instructions.

**Note:** Updating IntelliMix Room software isn't currently supported.

## Device List View Options

Use the View button to change how the device list is displayed. For any view option, use the column headers to sort devices as needed.



### View options:

- Devices
  - Shows all devices in a list
- Connections
  - Shows all devices in a list. Some devices are nested under other devices.
  - A device is nested under another device if it is using the parent device's cloud connectivity to send information to ShureCloud.
  - **Example:** An MXW neXt 2 transmitter is linked to access point transceiver 1. If it is moved and placed in access point transceiver 4 to charge, the transmitter appears nested under transceiver 4 because it is using transceiver 4 to send information to ShureCloud. The transmitter is still linked to transceiver 1.

**Note:** Currently, only MXW neXt 2 systems show transmitters nested under MXWAPXD2 access point transceivers.

## Scan Library

The Shure scan library is an online database of RF scans from users around the world.

In the library, you can download and upload scans to use in your frequency calculations in Wireless Workbench. Upload location-specific scans, download scans to use in Wireless Workbench, or plan a show for your location and hardware from the scan library. Access the scan library directly from Wireless Workbench, ShureCloud, or at [scans.shure.com](https://scans.shure.com).

### Logging in to the Scan Library

You can log in to the scan library from within Wireless Workbench via the Tools menu, the Log in icon in the toolbar, or the import icon in the Frequency coordination tab and Frequency plot.

The scan library can also be accessed via [ShureCloud](#) or at [scans.shure.com](https://scans.shure.com).


From within Wireless Workbench, there are three ways to log in to the scan library: the Tools menu, the Log in icon in the toolbar, and the import icon in Frequency coordination and Frequency plot.


To log in via the Tools menu:

1. Go to Tools > Scan Library.
2. In the pop-up window, log in with your Shure ID or create an account.

To log in via the Log in icon in the toolbar:

1. In the toolbar, select the Log in icon.
2. In the pop-up window, log in with your Shure ID or create an account.

To log in via the import () icon:

1. From the Frequency coordination tab or Frequency plot window, select the import icon () under Scan data.
2. Select Scan Library.
3. In the pop-up window, log in with your Shure ID or create an account.

## Uploading Scans to the Scan Library

You can upload .sdb3 scans from Wireless Workbench or .csv scans from other wireless spectrum scanners to the scan library.

To upload a .sdb3 or .csv scan file to the scan library:

1. In Wireless Workbench, right click a scan to save it as a .sdb3 file. To use a .csv scan file from another device, save the .csv scan file to your computer.


*.csv scan file contents can only include frequency values, followed by a comma, semicolon, or tab, followed by the corresponding amplitude in dBm.*

2. Log in to the scan library.
3. Search for the location of your scan in the search bar or find it on the map.
4. Select Upload Scan and select the scan from your computer.

Adding information about the devices and environment of your scans helps other users trust the scan and decide to download



it. Add information to your uploaded scans by selecting Edit in the Manage file () menu:

- File name: change the name of the scan file.
- Antenna model: enter the model of the antenna in use when the scan was taken, or enter N/A if the model is unknown.
- Antenna type: choose between Passive Omni, Active Omni, Passive Directional, and Active Directional types.
- Environment: specify if the scan was taken indoors or outdoors.
- Room/Area: add the room or area the scan is from.
- Notes: enter any notes about the scan.
- Antenna distro: select if an antenna distribution system was in use when the scan was taken.
- Antenna distro model: enter the model of the antenna distribution in use, if applicable.
- Antenna cables: enter information about the antenna cables used when the scan was taken.

By default, scan files are set to private when they are uploaded to the scan library. Only public scan files can be seen and downloaded by other users. Toggle your scan to be public or private by selecting Make file private or Make file public in the Manage file () menu. The scan can also be set to public or private in the Edit window.

## Importing Scan Library Files from within Wireless Workbench

From within Wireless Workbench, you can import scans from the scan library to use in your calculations.



1. Go to the Frequency coordination tab, or select Frequency plot from the toolbar.
2. Select the import icon () and choose Scan Library.
3. Log in to the scan library in the pop-up web window.
4. Search for a location or browse the map to see the scans in the library.
5. Select a scan to preview it. To view information about the scan's range, scanner model, antenna information, and location details, go to Options () > View Info.
6. Click the download icon in the scan preview. Upon successful download, the web window will close and the scan will appear in the Frequency coordination tab or the Frequency plot window.

For more information on importing and using scans in Wireless Workbench, see the section on [Scanning](#).



## Importing Scan Library Files from scans.shure.com

Download scan files directly from [scans.shure.com](https://scans.shure.com) to use in your calculations.

1. Log in to the scan library at [scans.shure.com](https://scans.shure.com).
2. Search for a location or browse the map to see the scans in the library.
3. Select a scan to preview it. To view information about the scan's range, scanner model, antenna information, and location details, go to Options (  ) > View Info.
4. Click the download icon in the scan preview.
5. In Wireless Workbench, go to the Frequency coordination tab or the Frequency plot.
6. Select the import icon (  ) under Scan data and select File.
7. Browse for the file you downloaded from the scan library and select Open to import the scan.

## Viewing Available TV Channels

The scan library shows available and unavailable TV channels at a given location.

Select a location to view the available and unavailable TV channels in the area.

You can download a .cxl file of excluded channels by clicking Download Excluded Channels List.

## Planning a Show in the Scan Library

Plan a show for your hardware and location using scans from the Shure scan library.

The scan library can use available scans or TV data to recommend frequencies based on your location and hardware. Then, you can download the show plan to use in Wireless Workbench.

To plan a show in the scan library:

1. Log in to the scan library via Wireless Workbench, [ShureCloud](https://ShureCloud), or at [scans.shure.com](https://scans.shure.com).
2. Search for the location you are planning for or find it on the map.
3. Select the Shows tab, and select Plan a Show.
4. In the Systems step, select your system and band.
 

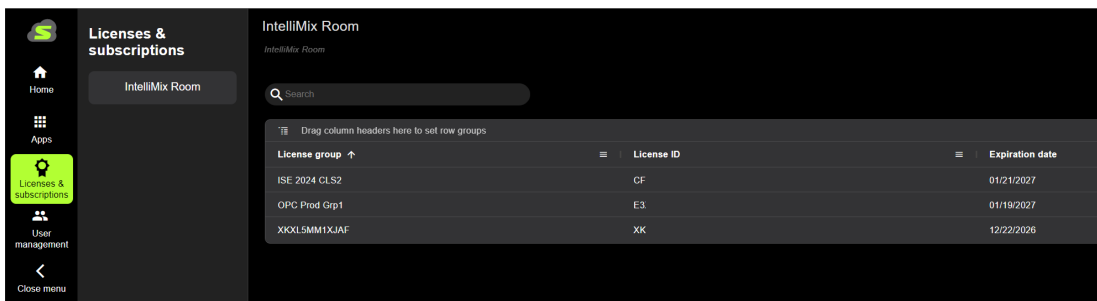
*Select Add another System to plan a show with multiple systems.*
5. Check the boxes and set the quantity for each system you are planning to use.
6. In the Local Scan Data step, the scan library can choose the best scan for you based on availability, downloads, and likes. You can also manually select a scan or use TV channel data instead.
7. View recommended frequencies and backup frequencies in the Results step.

## Licenses and Subscriptions

Use ShureCloud to view your current licenses for IntelliMix Room software. This page shows your current license groups and each group's license ID. From here, you can:

- Edit license group names
- View license group expiration dates

Double-click a license group to see details about available licenses and current endpoints.

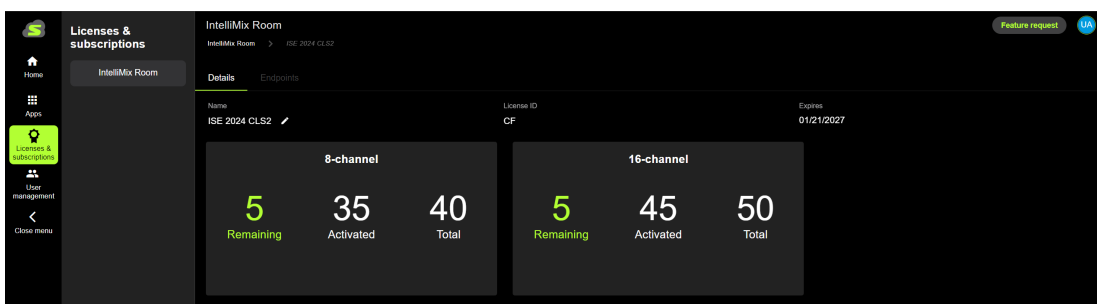


## License Groups

A license group is a batch of licenses for IntelliMix Room software that was purchased at the same time. All licenses in the group share the same license ID.

Click a license group to see details about:

- Number of available licenses for each type (8- or 16-channel)
- Activated licenses
- Expiration date
- Activated endpoint names and MAC addresses



## Compatible Devices

To access ShureCloud, go to [cloud.shure.com](https://cloud.shure.com) and sign in.

### Device Management App Compatible Devices

Device	Minimum Firmware	Version
<b>MXW neXt 2 systems</b>	3.1 and newer	Any
<b>MXA920</b>	6.2 and newer	V1, V3, or V4
<b>MXA902</b>	6.2 and newer	V2 or V3
<b>MXA901</b>	6.2 and newer	Any
<b>MXA710</b>	6.2 and newer	Any

Device	Minimum Firmware	Version
P300	6.2 and newer	V2

Make sure to turn on cloud connectivity for any devices you plan to add to ShureCloud:

1. Open the device control software and go to Settings > Services > Cloud connectivity.
2. Turn on cloud connectivity.

## Licenses App Compatible Devices

Device	Minimum Software Version
IntelliMix Room software installations	Any

## Security

At Shure, security is embedded in every aspect of our cloud services. Shure recognizes the importance of safeguarding user data and ensuring the highest level of protection. This commitment extends from the development and implementation of robust security measures to ongoing monitoring and proactive measures to address potential vulnerabilities.

For more details, [refer to the ShureCloud security reference guide](#).

## Additional Resources

- [Shure Knowledge Base FAQs](#)
- [Command strings for Shure devices](#)
- [Shure API documentation](#)
- [Shure Enterprise Networking Troubleshooting Checklist](#)
- [Training from the Shure Audio Institute](#)
- [Shure Systems YouTube channel](#)

## Download Shure Software

- [Shure Designer](#)
- [Shure Update Utility](#)
- [Shure Web Device Discovery](#)
- [Software and firmware archive](#)

## Device User Guides

- [MXW neXt 2](#)
- [IntelliMix Room](#)
- [MXA920](#)
- [MXA902](#)
- [MXA901](#)
- [MXA710](#)
- [P300](#)