



Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES



USER GUIDE

OVERVIEW

Atmosphere Cloud is an innovative cloud service designed to provide remote monitoring, control, and configuration of audio devices deployed across various locations. It enables system integrators to easily manage their installed devices via the internet.

KEY FEATURES

- Remote Monitoring and Control: Access real-time data and basic controls for all connected devices from a centralized dashboard.
- Fault Detection and Notifications: Automatically receive alerts for any faults or anomalies detected in the system, ensuring timely intervention.
- Direct Device Connection: Seamlessly connect to the device's local web GUI for in-depth control and configuration, as if you are on-site.
- Personalized Web Portal: Create a custom web portal for your organization with multi-user access and configuration options, allowing different users to monitor and manage the system with tailored permissions.
- Enhanced Security: Security and privacy are a top priority, with Atmosphere Cloud collaborating with industry experts to ensure robust protection.

Atmosphere Cloud simplifies device management, enhances system reliability, and ensures integrators have full control over their deployments, no matter where they are located.

THIS GUIDE PROVIDES STEPS TO

- Register AZM with Atmosphere Cloud
- Create Atmosphere Cloud portal for your organization
- Claim (add) AZM devices in cloud portal
- Monitor and control devices via cloud dashboard
- Directly connect to AZM configuration web GUI (tunneling)
- Configure spaces, locations, and other settings
- Add new users to your organization's cloud portal
- Remove devices from Atmosphere Cloud portal
- Update AZM device firmware
- Configure network infrastructure

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



REGISTER AZM WITH ATMOSPHERE CLOUD

Settings [View Licenses](#)

Icon	Category	Description
	Configurations	Import/export system configurations
	Network	Wifi, ethernet, access points
	Firmware	Install firmware updates
	Device Settings	Reset, priority ducking & device info
	Event Log	System events, faults
	User Accounts	Create and adjust user accounts
	Project Settings	Business names, PO numbers
	Theme	Choose between dark or light theme
	Third Party Control	Information for formatting third party control strings
	System Diagrams	View and print Connection and DSP Diagrams
	Cloud	Remotely access this device through Atmosphere Cloud
	Help	Videos, links to online information, etc

1. Update any Atmosphere AZM model to v4.0 or newer.
2. Ensure AZM is on a network with access to the internet.
3. Navigate to main Settings tab.
4. Select the Cloud settings option to open the cloud configuration page.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)

The screenshot displays the 'Cloud' settings page in the Atmosphere Cloud application. The top navigation bar contains icons for Dashboard, Sources, Zones, Messages, Scenes, Routines, GPIO, Accessories, Scheduler, Self Test, and Settings. The left sidebar lists options: Summary, Create A Cloud Account, Enable Cloud Control (marked with a red circle 5), and Claim Device in the Cloud. The main content area shows the 'Cloud' settings for a device, including an 'Enable' toggle switch (marked with a red circle 6), 'Register' status (Registered), 'Status' (Online), and 'Time/Date' (September 30, 2024 8:17:43 AM). At the bottom, there is a 'Cloud Settings' button and navigation arrows for 'Previous' and 'Next'.

5. In the Cloud settings page, select the **Enable Cloud Control** option in the vertical tab list.
6. Use the **Enable** slider to begin Atmosphere Cloud registration and communication. The device should register and begin sending telemetries (device information).
Note: Ensure that the AZM system time and date are accurate before enabling. This can be found in main Settings tab > Device Setting > Clock tab.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)

The screenshot shows the Atmosphere Cloud mobile app interface. At the top is a navigation bar with icons for Dashboard, Sources, Zones, Messages, Scenes, Routines, GPIO, Accessories, Scheduler, Self Test, and Settings. Below this is a 'Cloud' section with a left sidebar containing 'Summary', 'Create A Cloud Account', 'Enable Cloud Control', and 'Claim Device in the Cloud' (marked with a red circle 7). The main area displays 'In your Cloud Account:' followed by three steps: '1 - Click Claim Device', '2 - Select Model', and '3 - Paste Cloud ID'. Below these steps is the Cloud ID 'jk0z5AG30002C18E8628' (marked with a red circle 8). To the right is a screenshot of the web interface showing the 'Claim Device' button highlighted with a blue arrow. At the bottom right are 'Previous' and 'Done' buttons.

7. Select the Claim option from the vertical tabs.

8. Copy the unique Cloud ID associated with this device. This will be used in the cloud portal to claim this device (Step 15).

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CREATE ATMOSPHERE CLOUD PORTAL FOR YOUR ORGANIZATION

Atmosphere Cloud

atmosphere.atlasied.com/auth/sign-in

9

Sign-In Don't have an account yet? [Sign up](#)

10

Email *

InfoCommDemoSystem@atlasied.com

Password *

Forgot password?

Sign In

OR

Sign In with Google

By clicking on "Sign In" you agree to our [Terms of Use](#) and [Privacy Policy](#)

9. Navigate to the **Atmosphere Cloud** login page at [Atmosphere.atlasied.com](https://atmosphere.atlasied.com). We recommend using Google Chrome browser.

Note: If you already have an account, skip to Step 12.

10. To create a new account for your organization, click **Sign Up**.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CREATE ATMOSPHERE CLOUD PORTAL FOR YOUR ORGANIZATION (CONTINUED)

Sign-Up

Already have an account? [Sign in](#)


Enter your work email *

Set-up your account

Fill in your profile details.

What is your full name *

Password *

Your password must have at least:

- Minimum 10 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol

11. Follow instructions to create your organization's Atmosphere Cloud portal.

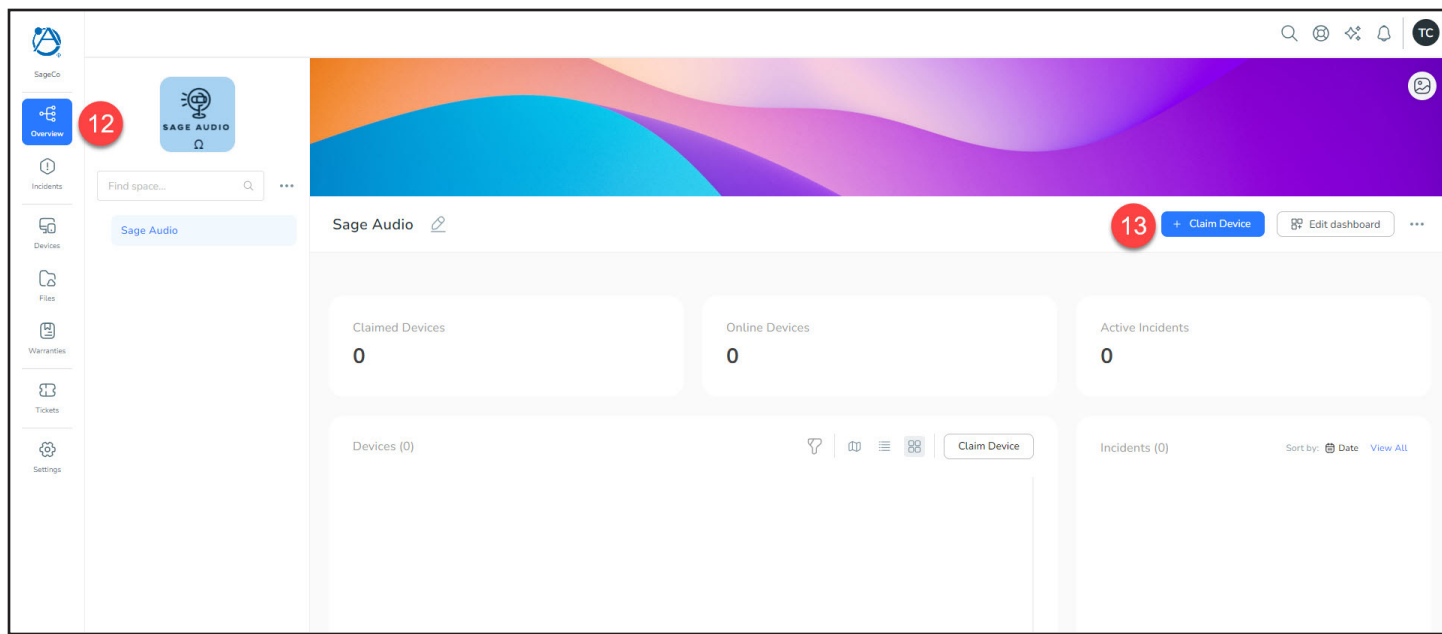
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CLAIM (ADD) AZM DEVICES IN CLOUD PORTAL



12. Once in your cloud portal, navigate to the **Overview** tab. Here, you will be able to “claim” your Atmosphere devices for control and monitoring.

13. To claim a device, click the blue **Claim Device** button to access the Add Device form.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CLAIM (ADD) AZM DEVICES IN CLOUD PORTAL (CONTINUED)

14. In the Add Device form that appears, select the **Model** that matches your AZM Device.
15. Paste the unique **Cloud ID** from the AZM (Step 8). This Cloud ID will start with "jk0z".
16. Choose a **Name** (optional) for this device to show up in your portal.
17. Click the blue **Claim Device** button. If done correctly, the device will be added to your portal.

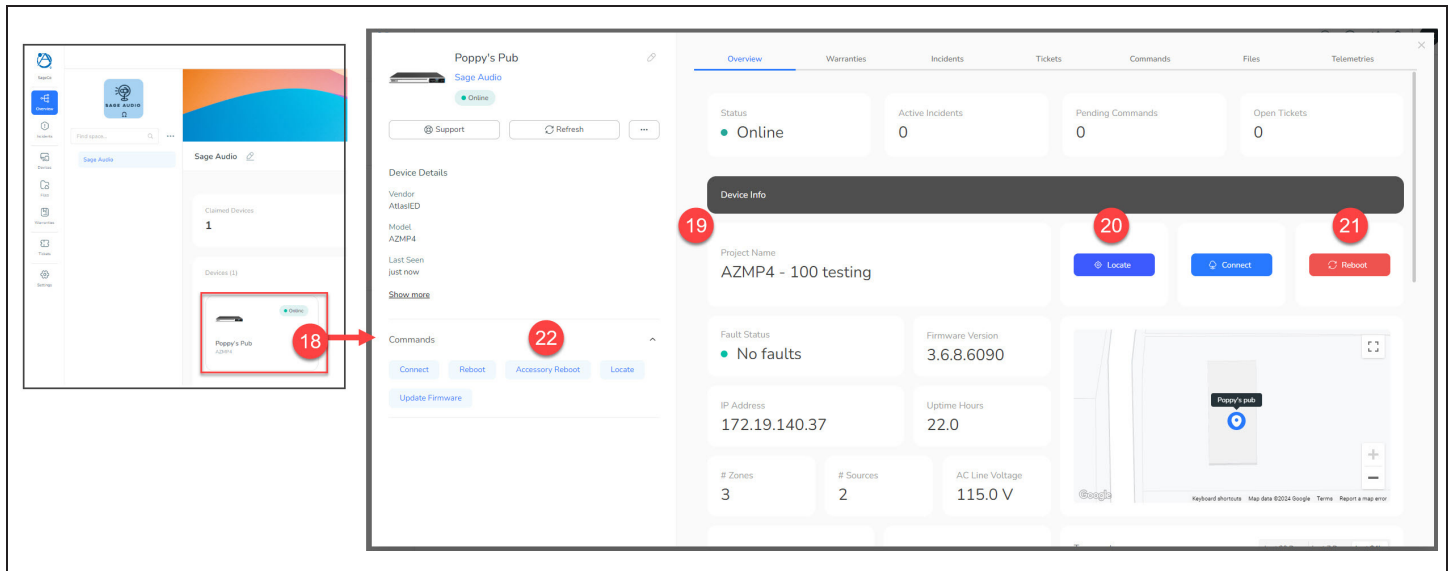
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



MONITOR AND CONTROL DEVICES VIA CLOUD DASHBOARD



18. To view the device dashboard, click on the device in the **Devices** section of the Overview tab. This device dashboard includes multiple ways to monitor and control the selected device.
19. On the right side are several dashboard widgets to show current device status and reporting from the AZM unit. These widgets include status information like # Zones, CPU %, Fault Status, and more, as well as control command buttons.
20. The **Locate** button will put the unit into and out of Locate behavior, blinking the AZM front panel LCD and light bar.
21. The **Reboot** button will send a command to the AZM to perform a soft reboot of the AZM.
22. The **Accessory Reboot** button will send a command to the AZM to reboot all accessories connected to this AZM.

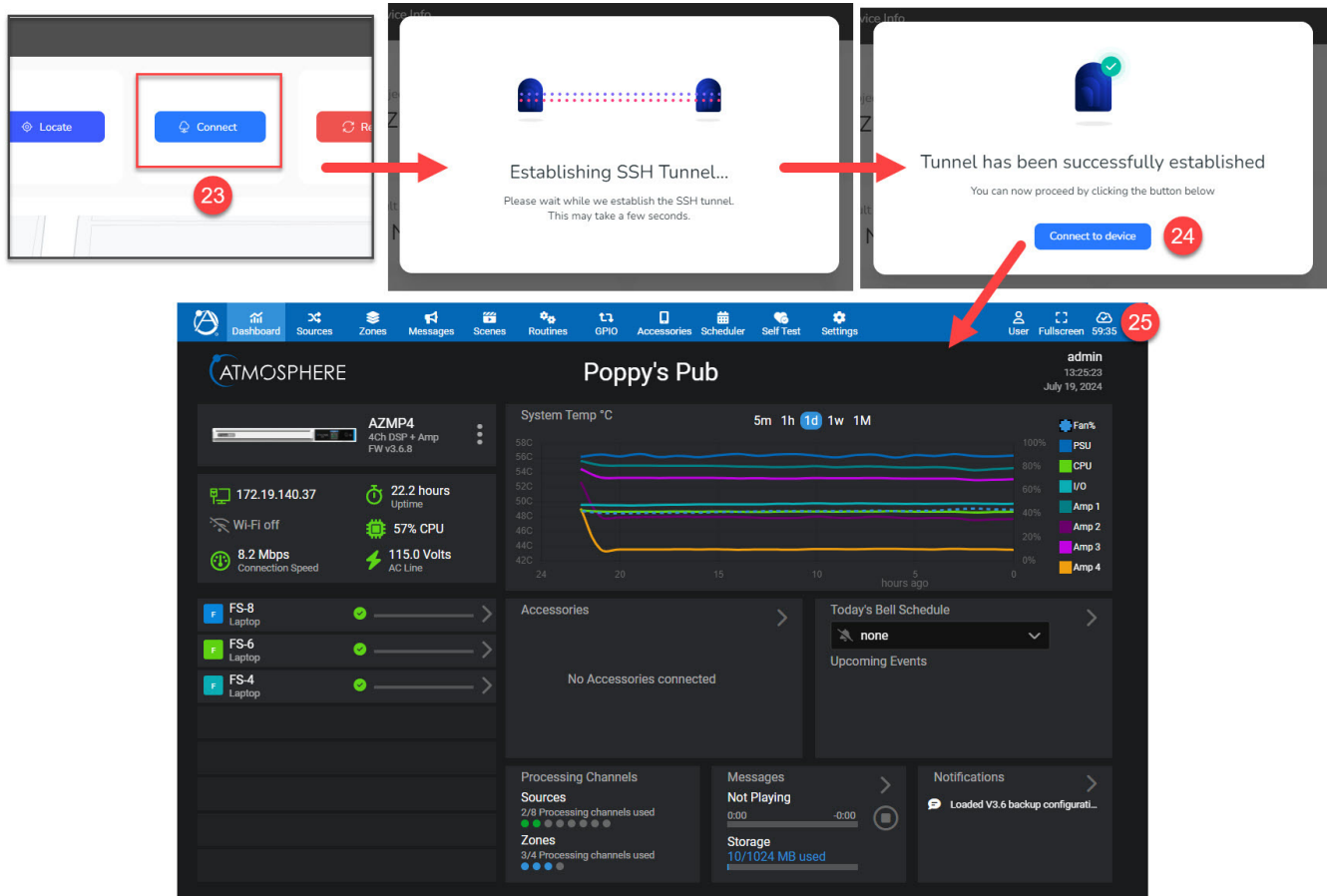
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

TECHNICAL GUIDE



DIRECTLY CONNECT TO AZM CONFIGURATION WEB GUI (TUNNELING)



23. The **Connect** button in the Device Dashboard will open a SSH tunnel to the AZM itself, allowing for full control of the unit as if you were on the local network, including configuration and other settings adjustments.
24. Once a connection is established, click the **Connect to Device** button to open a new tab that will take you directly to the AZMs web GUI.
Note: If the tab does not open, make sure popup blocking is disabled and try again. If the problem persists, refer to the Network Configuration section at the end of this document.
25. Once connected to the GUI device navigation, control and configuration operate as normal.
Note: This connection is active for 60 minutes, after which the session will expire. Simply open another session to continue the cloud connection.

Atmosphere™ Cloud

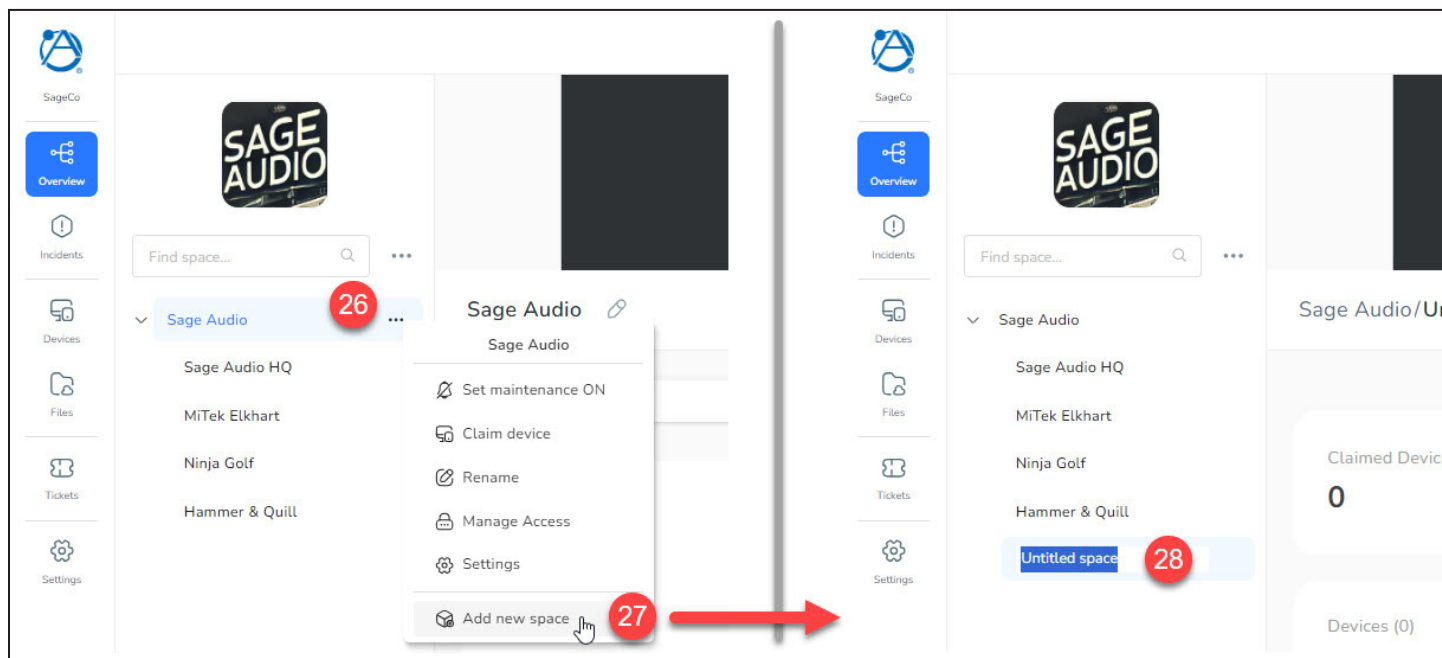
REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS

To help organize devices within your cloud portal, Atmosphere Cloud includes the concept of “spaces.” Spaces are similar to folders and are used for devices to reside within. Use spaces to organize your deployments and limit access between users.



26. To add a space, click on the triple-dot menu of the space you want to create a space within.

27. From the menu, select **Add new space**.

28. A new space will appear and allow you to give it a name.

(CONTINUED ON NEXT PAGE)

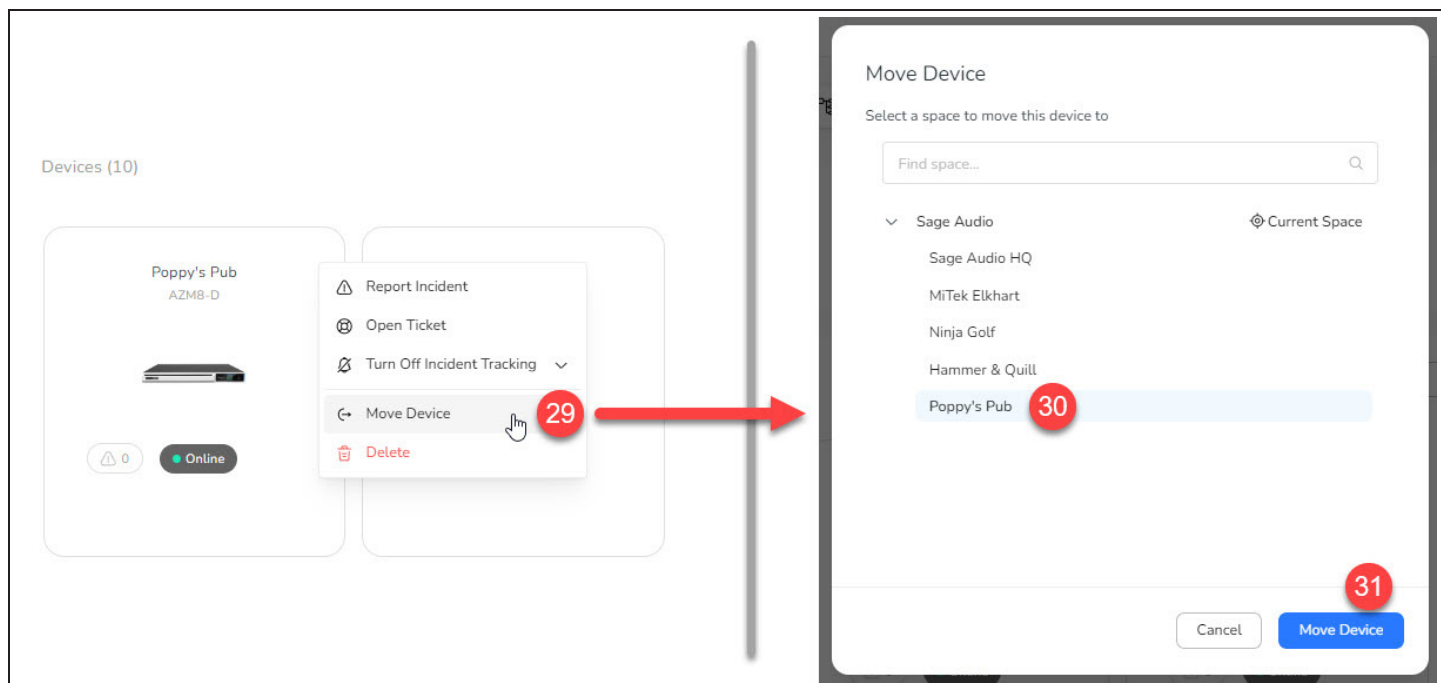
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS (CONTINUED)



29. Devices can be moved by dragging their device card into the desired space, or by clicking the triple-dot menu on a device and selecting Move Device.
30. A popup will appear. Select the desired destination space.
31. Click **Move Device** to move the device into that space.

(CONTINUED ON NEXT PAGE)

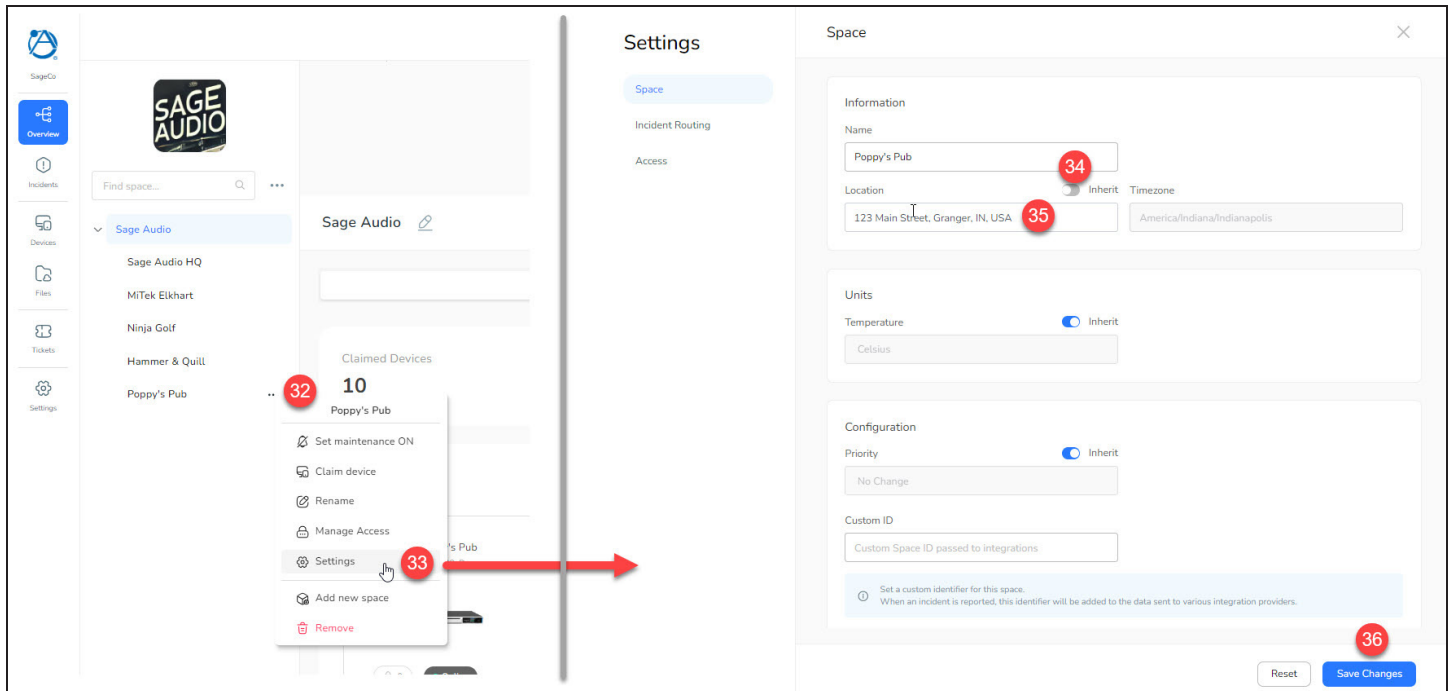
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS (CONTINUED)



32. Spaces are associated with a geographic address, which is used to populate the map widgets on the dashboards. All devices within a space become associated with the space's address. To change the location of all devices within a space, click the triple-dot icon to open the space menu.
33. Select the **Settings** option to open the settings menu for that space.
34. By default, the location of the space will inherit the location of its parent space. To change the location, disable the **Inherit** button to unlock the Location field.
35. Enter the desired address in the Location field.
36. Click **Save Changes** to save the new address.

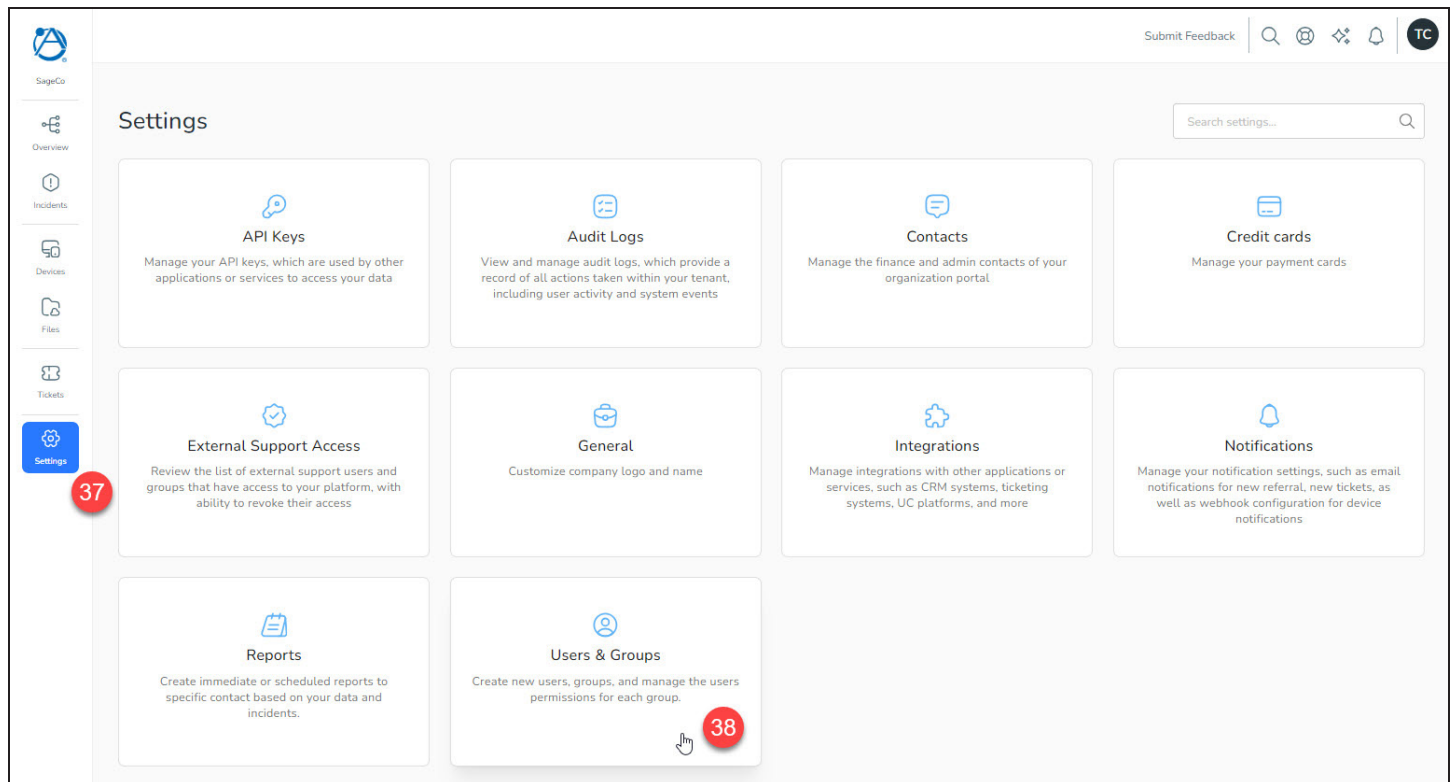
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



ADDING NEW USERS TO ATMOSPHERE CLOUD PORTAL



37. Multiple users can be added to your organization's cloud portal. To manage and add users, click the **Settings** icon in the left menu.

38. Select **Users & Groups**.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



ADDING NEW USERS TO ATMOSPHERE CLOUD PORTAL (CONTINUED)

39. Select the **Add User** button to open the add user form.

40. Enter the email address (required).

Note: This email address cannot already be used with Atmosphere Cloud.

41. Enter the user's name.

42. Select the desired group to assign the user to (administrators, support, viewers, etc.)

43. Select **Create** to add the user to your organization's portal.

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

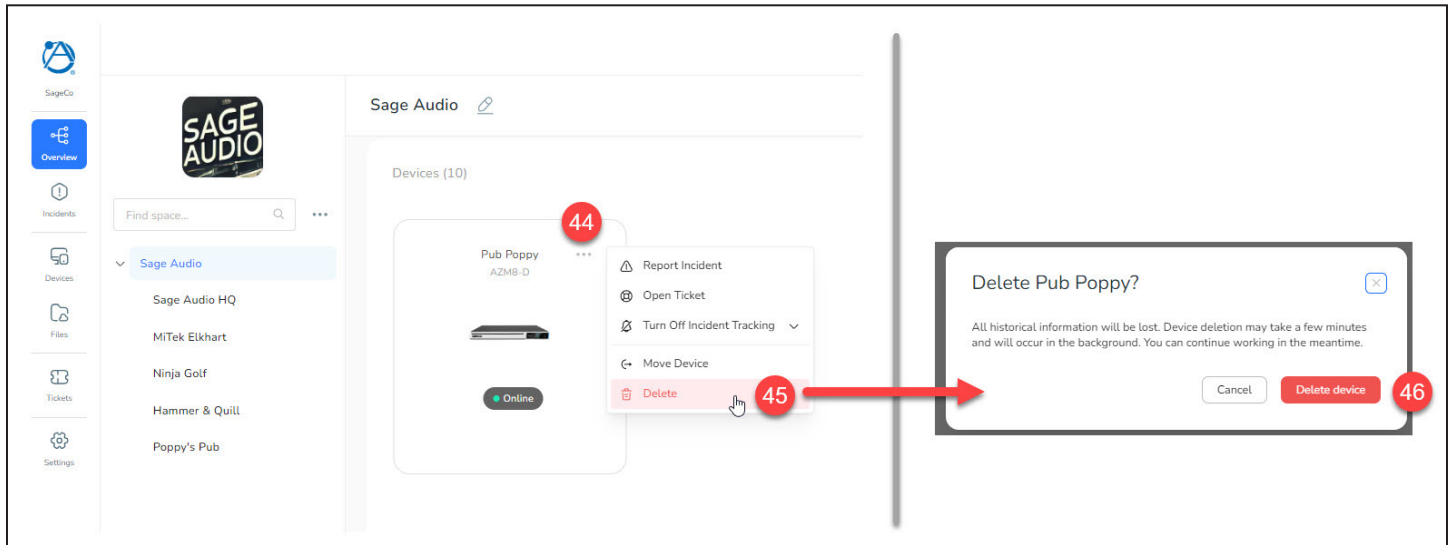
USER GUIDE



REMOVING A DEVICE FROM ATMOSPHERE CLOUD PORTAL

Atmosphere devices can be removed from your portal. This is important when device ownership/management is changing hands, and the device is being managed by someone new with a different Atmosphere Cloud portal. A device can only be claimed by one portal at a time. There are two ways to remove a device: (1) from within Atmosphere Cloud portal, and (2) from within the local AZM web GUI.

Method 1: Remove device from cloud via the Atmosphere Cloud portal



44. From within your Atmosphere Cloud portal, select the triple-dot menu on the device you wish to remove.

45. Select **Delete** from the menu.

46. Select **Delete Device** from the confirmation popup window.

(CONTINUED ON NEXT PAGE)

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



REMOVING A DEVICE FROM ATMOSPHERE CLOUD PORTAL (CONTINUED)

Method 2: Remove device from cloud via the local AZM web GUI

47. From the Cloud settings page, expand the Cloud Settings details by clicking the arrow.

48. Select the **Remove** option to bring up the device removal confirmation window.

49. To remove the device from Atmosphere Cloud, select **Yes**.

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



UPDATING AZM DEVICE FIRMWARE

It is possible to update AZM/AZMP device firmware remotely through the Atmosphere Cloud dashboard to take advantage of new features, optimizations, and fixes. When updating firmware, it is important to consider the process may take around 30 minutes, during which time the AZM will reboot, and wall controllers will be inaccessible.

The screenshot shows the 'Devices' page in the Atmosphere Cloud interface. The left sidebar contains navigation options: Operations, Incidents, Tickets, Spaces, and Inventories. The 'Inventories' section is expanded, showing 'Devices' (highlighted with a red circle 50), Files, and Settings. The main content area displays a table of devices. The table has columns: Name, Model, Firmware version, Status, Customer, and Space. The 'Firmware version' column (highlighted with a red circle 51) shows the current firmware version and a 'New version available' notification (highlighted with a red circle 52) for several devices. The 'Name' column (highlighted with a red circle 53) lists various departments like Medicine Dept, Customer Service, Accounting Dept, etc. The 'Status' column shows 'Online' for all devices. The 'Customer' column lists 'Oak University' and 'PoppyCo'. The 'Space' column lists various campus locations.

Name	Model	Firmware version	Status	Customer	Space
Medicine Dept	AZM4	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Customer Service	AZM4	4.5.13 New version available	Online	PoppyCo	PoppyCo/Poppy's Pub
Accounting Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Physics Department	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Liberal Arts Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Business Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Education Dept	AZM8	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Mechanical Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Chemistry Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Engineering	AZM8-D	4.5.13 New version available	Online	PoppyCo	PoppyCo/Poppy's Pub

50. To view firmware status of your AZM devices, navigate to the **Devices** tab within your cloud portal to view a list of all registered devices within your Atmosphere Cloud account.

51. To assess firmware status, observe the versions under the **Firmware Version** column.

Note: If this column is not visible, add the column using the **gear** icon at the top-right of the table.

52. If device firmware is not up to date, a **"New version available"** notification will appear in the Firmware Version column.

Update Methods - Use one of the following methods to update devices remotely.

- Method A: Individually through the device Device Control Dashboard (items #53-58)
- Method B: In bulk through the Devices tab (skip to items #59-65)

53. To update the AZM firmware, select a device name to open its control dashboard.

(CONTINUED ON NEXT PAGE)

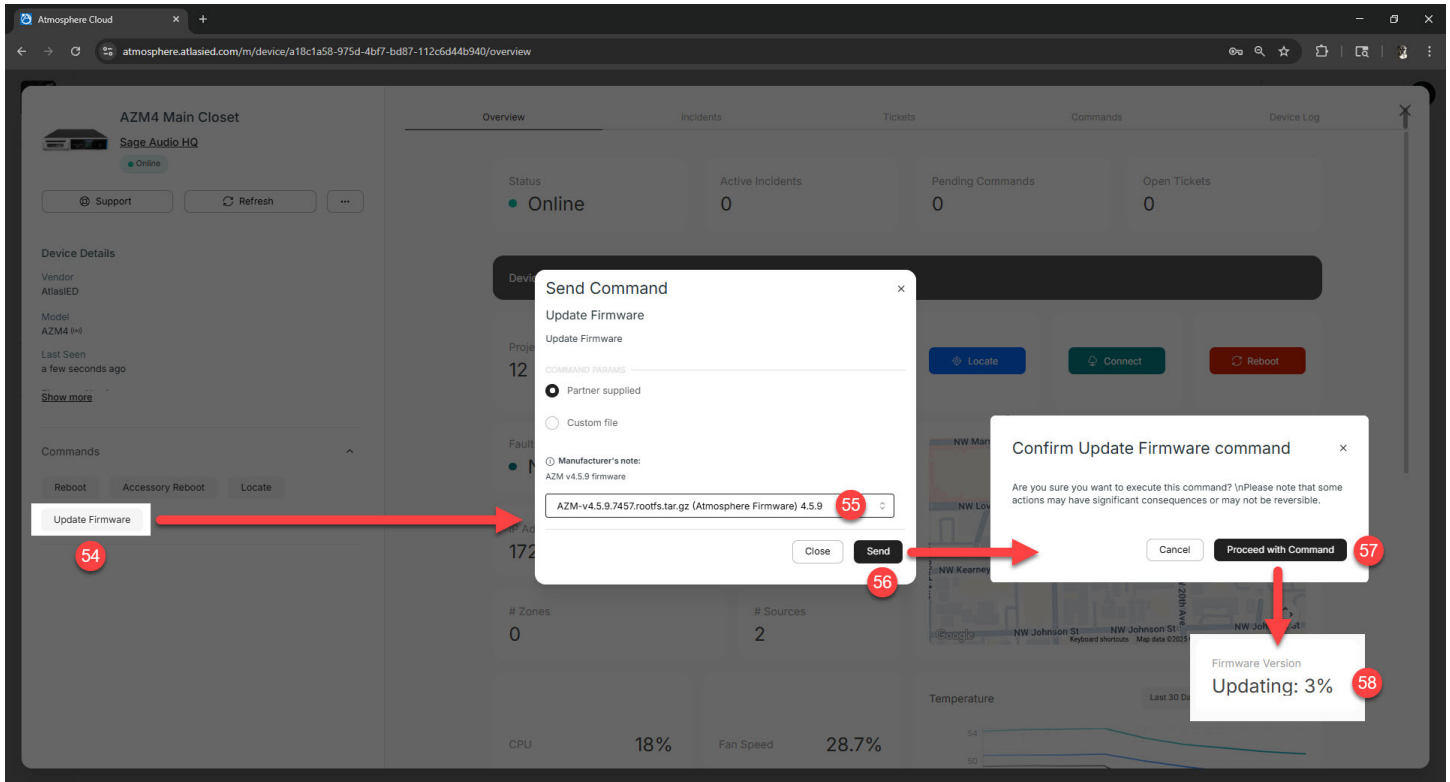
Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



UPDATING AZM DEVICE FIRMWARE INDIVIDUALLY (CONTINUED)



54. From the device dashboard, select the **Update Firmware** option from the Commands section on the left to open the Update Firmware control window.
55. In the Send Command dialog box, ensure the **Partner Supplied** option is selected, and choose the latest version available from the drop-down menu.
56. Choose **Send** to place the update in the queue.
57. To initiate the update, click **Proceed with Command**.
58. After a few moments the update will begin. The status will be shown on the dashboard.

The system will automatically update AZM firmware, followed by a system reboot. Upon reboot, any connected accessories will automatically update. This entire process typically takes around 30 minutes depending on system specifics. Expect a loss of system audio for approximately 3-5 minutes during a device reboot.

In rare cases, an unresponsive device or accessory may require a power cycle after updating.

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



UPDATING AZM DEVICE FIRMWARE IN BULK (CONTINUED)

The screenshot shows the Atmosphere Cloud web interface. On the left is a sidebar with navigation menus for Operations, Spaces, Inventories, and Settings. The main content area is titled 'Devices' and contains a table of devices. The table has columns for Name, Model, Firmware version, Status, Customer, and Space. A modal window titled 'Send Command' is open, showing the 'Update Firmware' option selected. A 'Confirm Update Firmware command' dialog is also visible, asking for confirmation to execute the command. Red callout numbers 59 through 65 are placed over the interface to indicate the steps for updating firmware in bulk.

59. In the main Devices page, click the sorting option in the column header to group devices by Model type in ascending or descending order.
60. Select two or more AZM devices of the exact same model type to be updated.
61. At the bottom of the page, click **Commands** to view a list of device commands.
62. In the Commands list, select **Update Firmware** to open the Update Firmware control window.
63. Ensure the **Partner Supplied** option is selected, and choose the latest version available from the drop-down selection.
64. Click **Send** to place the update in the queue.
65. To initiate the update, select **Proceed with Command**.

The system will automatically update AZM firmware, followed by a system reboot. Upon reboot, any connected accessories will automatically update. This entire process typically takes around 30 minutes depending on system specifics. Expect a loss of system audio for approximately 3-5 minutes during a device reboot.

In rare cases, an unresponsive device or accessory may require a power cycle after updating.

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE



NETWORK, SECURITY, AND PRIVACY INFORMATION

Network Configuration

General Atmosphere Cloud communication (registration, claiming, telemetries, dashboard control) use Port 443. All outgoing SSL connections to the platform backend are made through this port.

SSH connect (tunneling) feature to access the AZM's local web GUI uses a random port between 49,152 and 65,534. Ensure network firewall is not configured to block this traffic.

Security

Platform and hosting facility are SOC 2 Type 2 certified. Penetration tests and audits performed via third party vendors.

Data Hosting

Security model and controls are based on international standards and best practices. Atmosphere Cloud systems are hosted on Amazon Web Services (AWS), employing leading physical and environmental security measures for a highly resilient infrastructure.

Privacy

Atmosphere Cloud is built upon a back-end hosting platform (Xyte™) in compliance with General Data Protection Regulation (GDPR) and the California Consumer Privacy Act Regulations (CCPA) and follows Privacy by Design principles with treatment of data. Authorized providers of subprocesses, such as AWS and Heroku for infrastructure hosting, Courier and SendGrid for email services, and Hotjar for analytics, are processed in the United States and in Europe.

Global Support

Atmosphere Cloud is supported in almost all regions globally. However, Atmosphere Cloud is not yet available for use in China.