ATMOSPHERE™ | CLOUD

Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE

AtlasIED

1601 JACK MCKAY BLVD.
ENNIS, TEXAS 75119 U.S.A.

TELEPHONE: (800) 876-3333
SUPPORT@ATLASIED.COM

AtlasIED.com

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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

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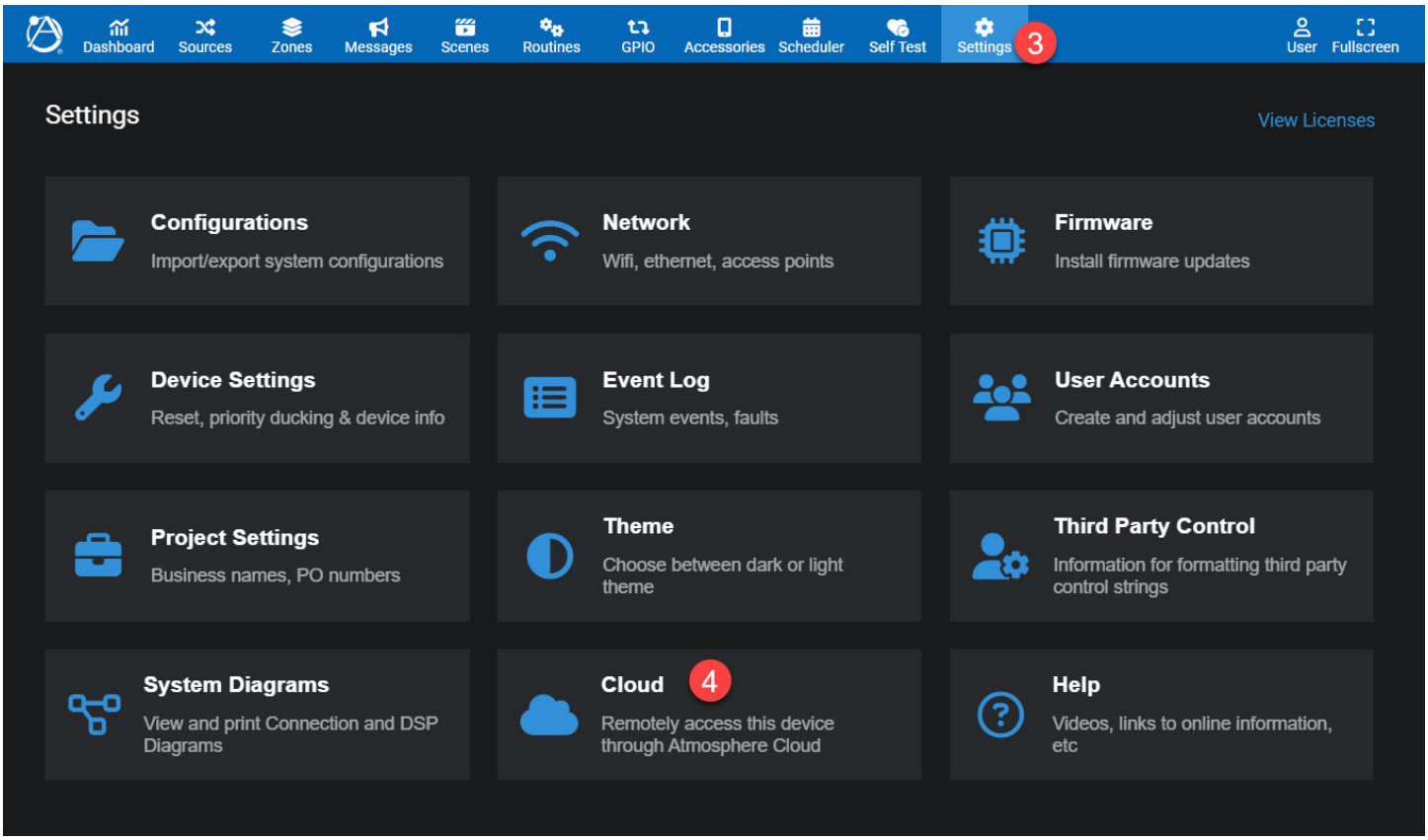
REGISTER AZM WITH ATMOSPHERE CLOUD



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.

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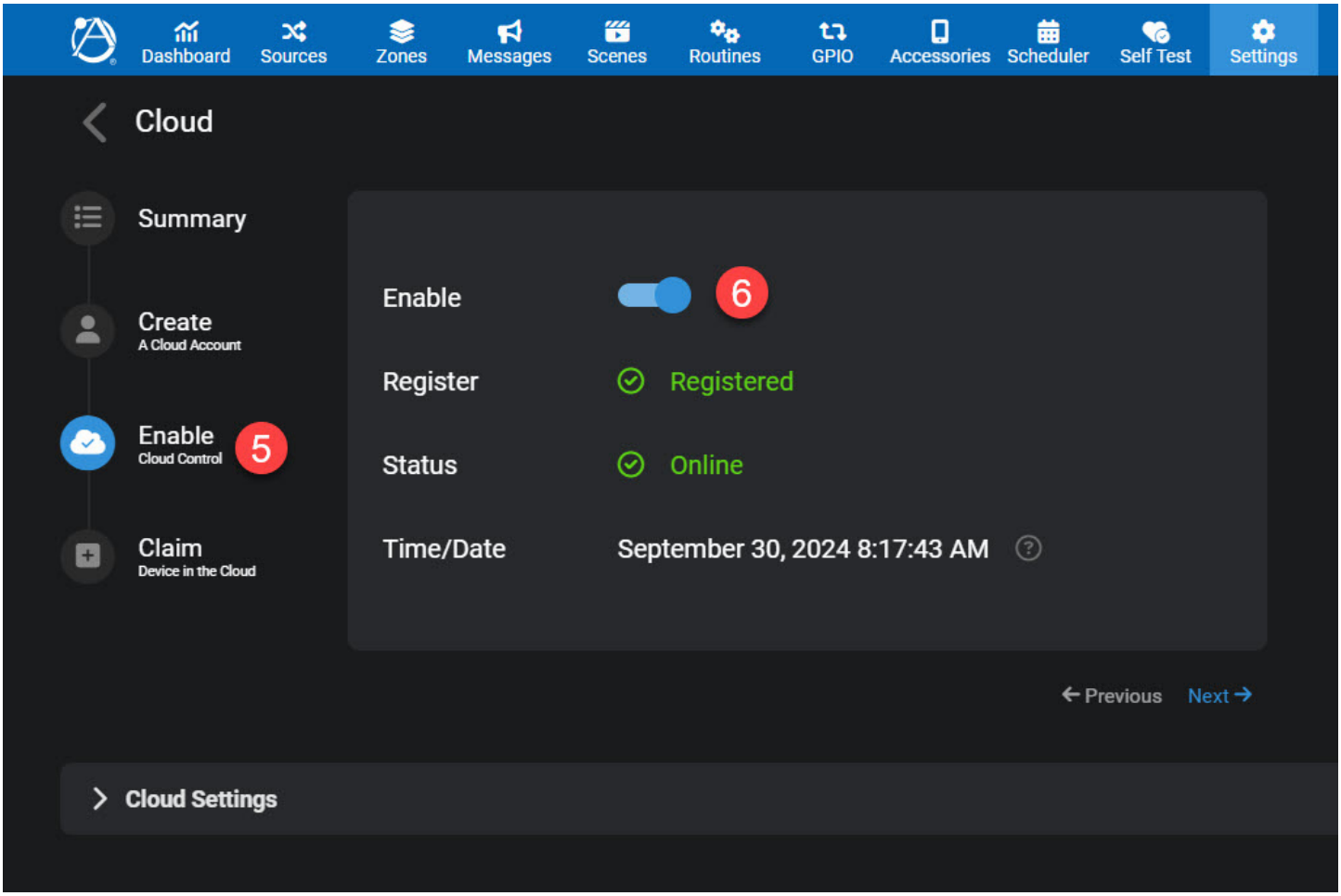
REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)



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.

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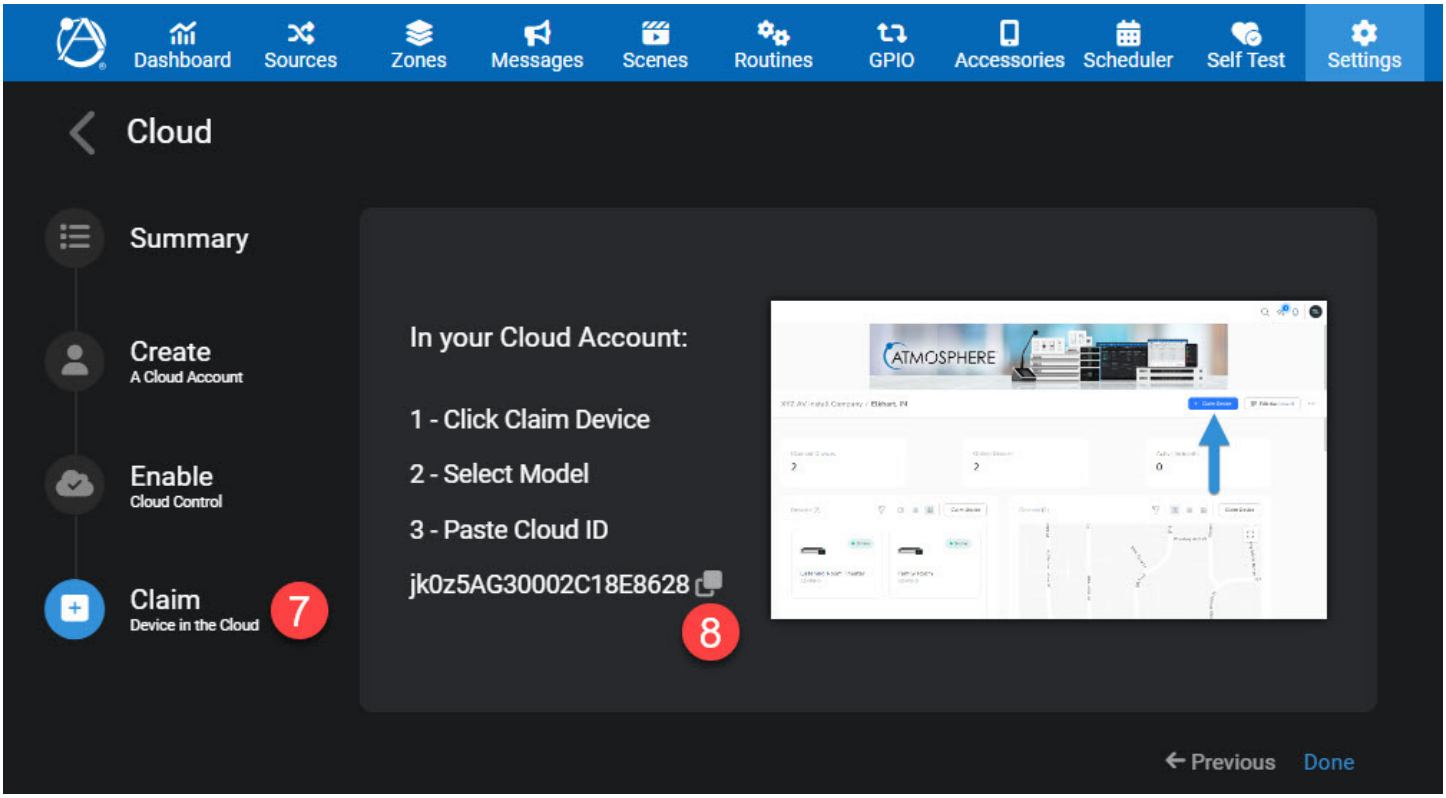
REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)



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).

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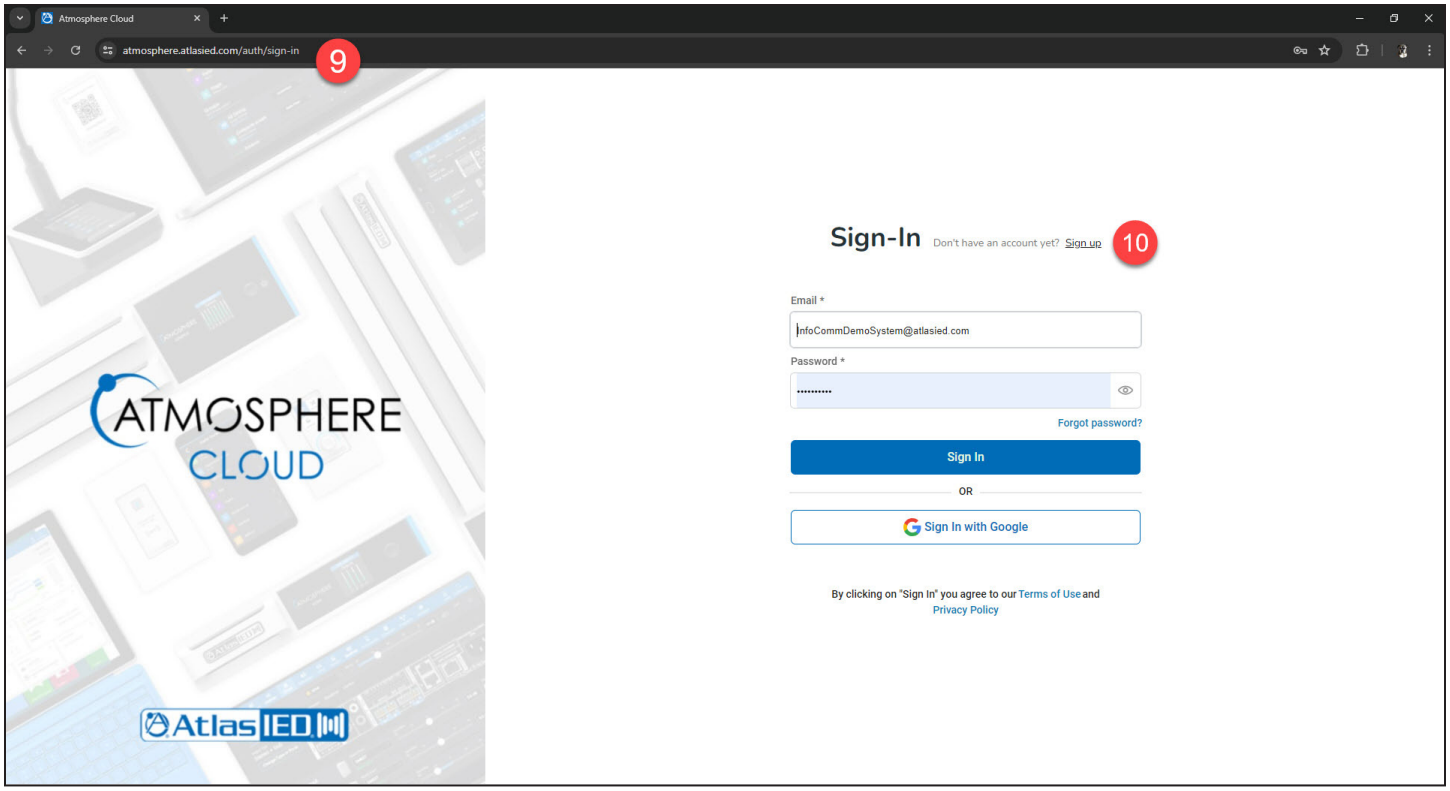
CREATE ATMOSPHERE CLOUD PORTAL FOR YOUR ORGANIZATION



9. Navigate to the **Atmosphere Cloud** login page at 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**.

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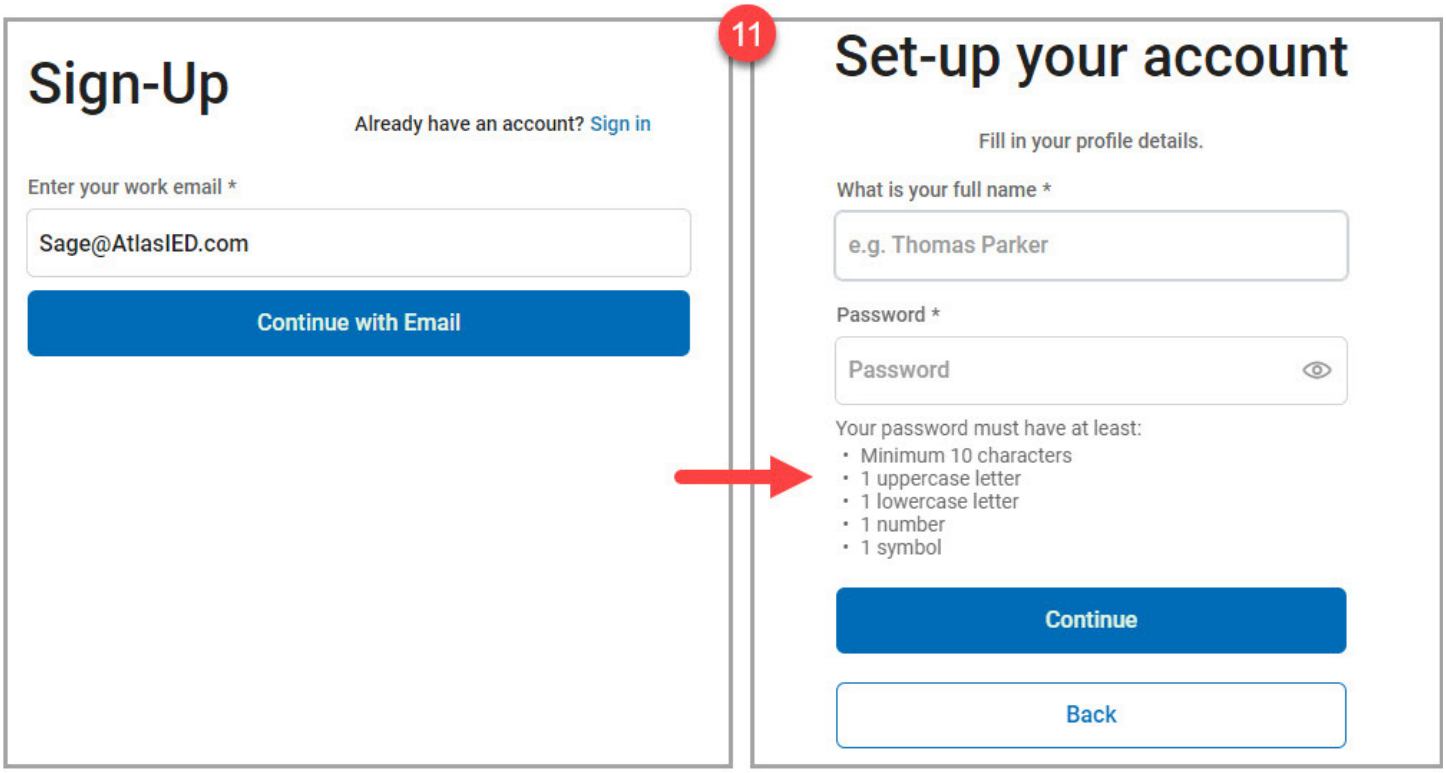
CREATE ATMOSPHERE CLOUD PORTAL FOR YOUR ORGANIZATION (CONTINUED)



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

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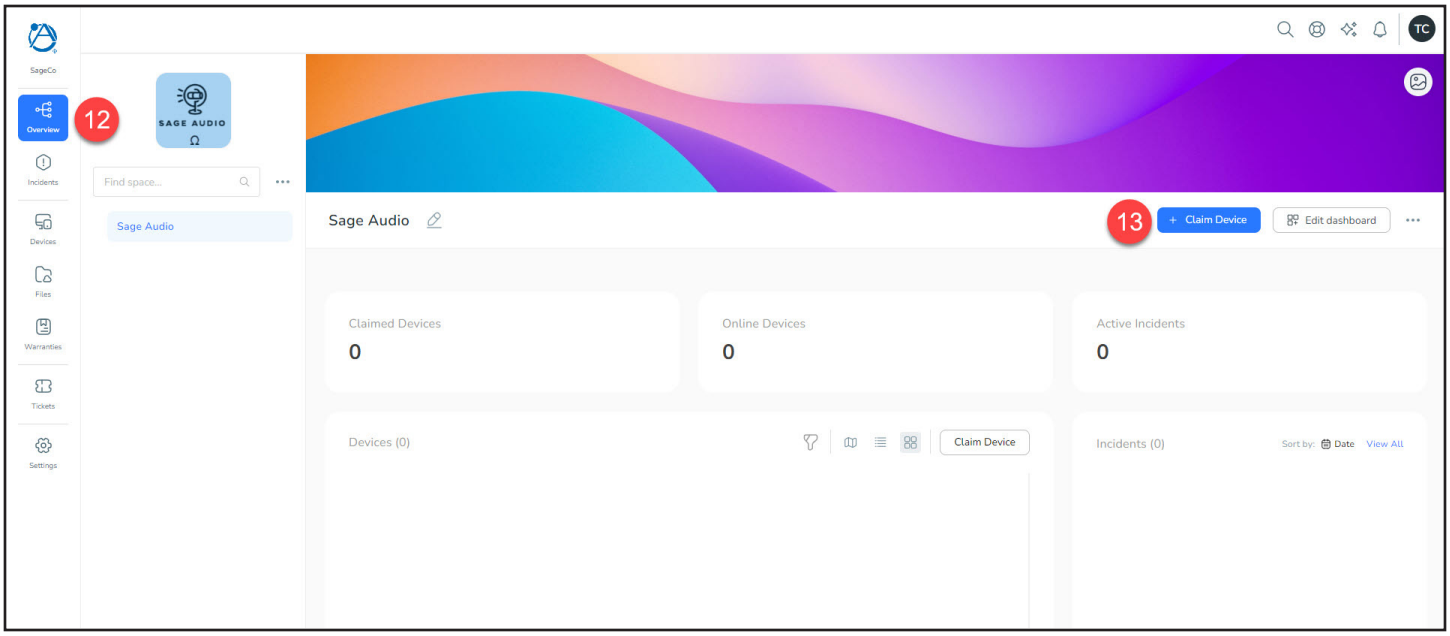
CLAIM (ADD) AZM DEVICES IN CLOUD PORTAL



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.

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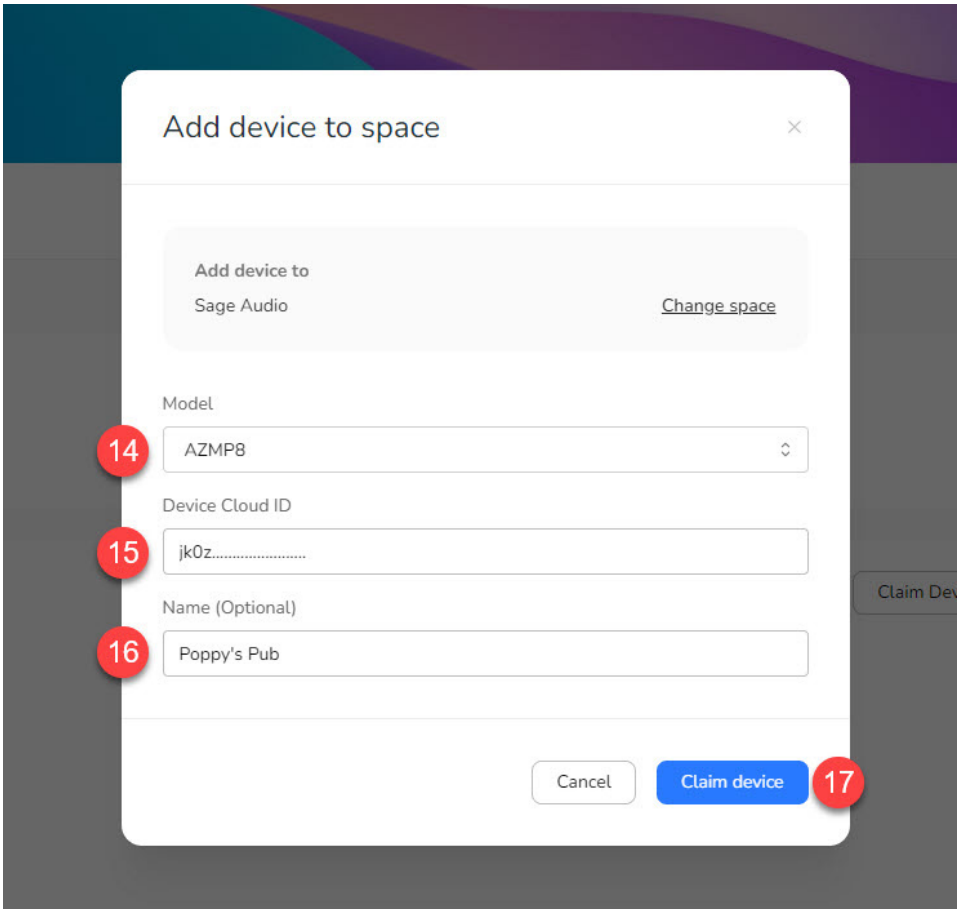
CLAIM (ADD) AZM DEVICES IN CLOUD PORTAL (CONTINUED)



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.

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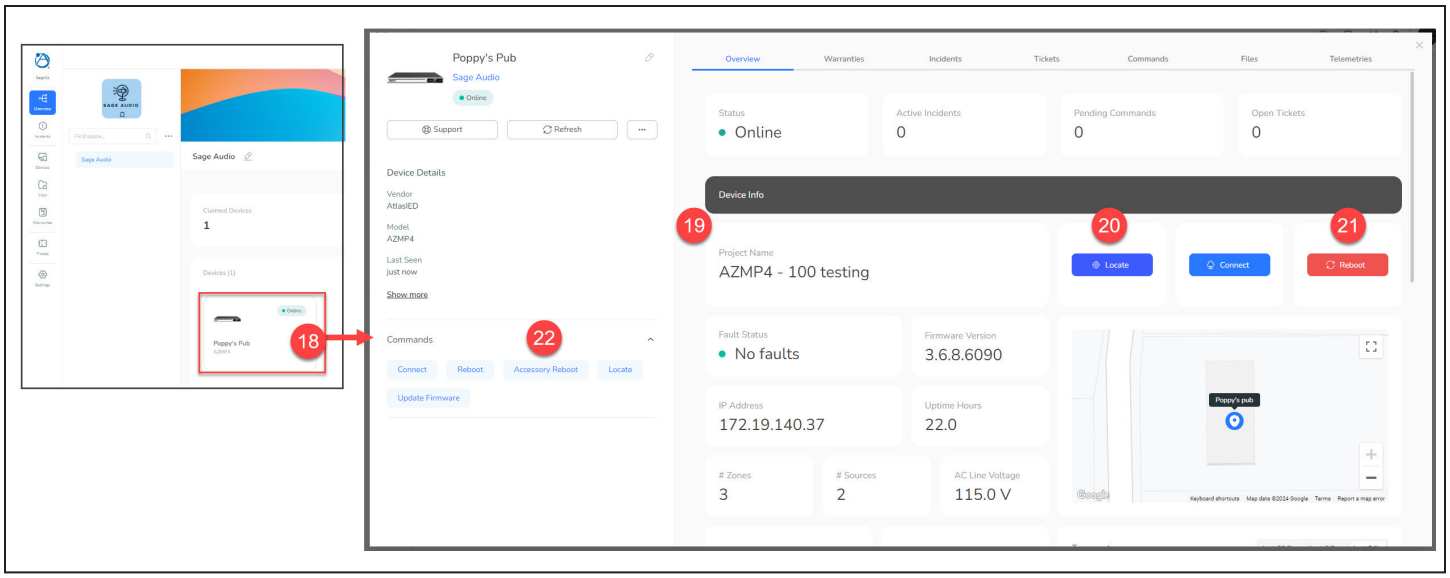
MONITOR AND CONTROL DEVICES VIA CLOUD DASHBOARD



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.

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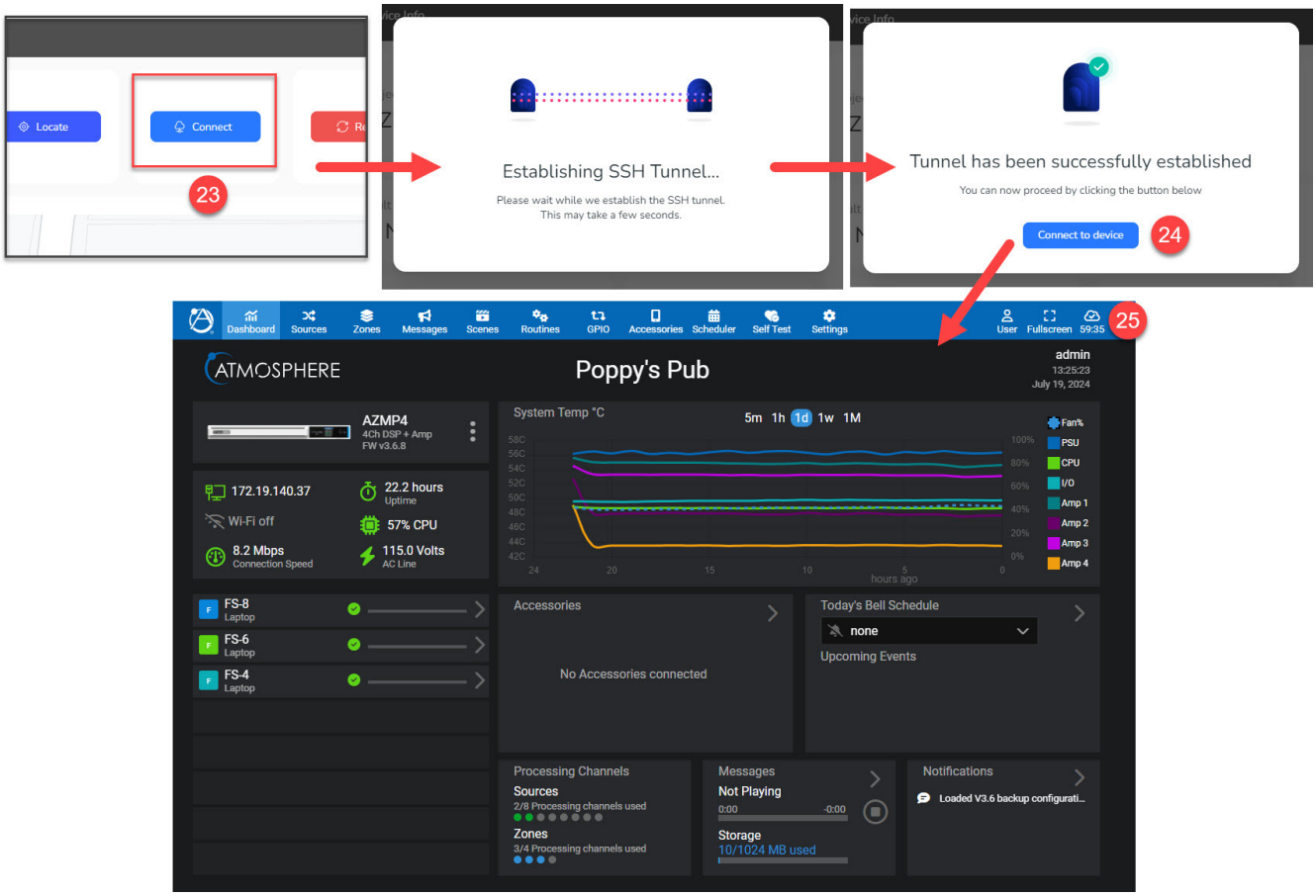
TECHNICAL GUIDE

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.

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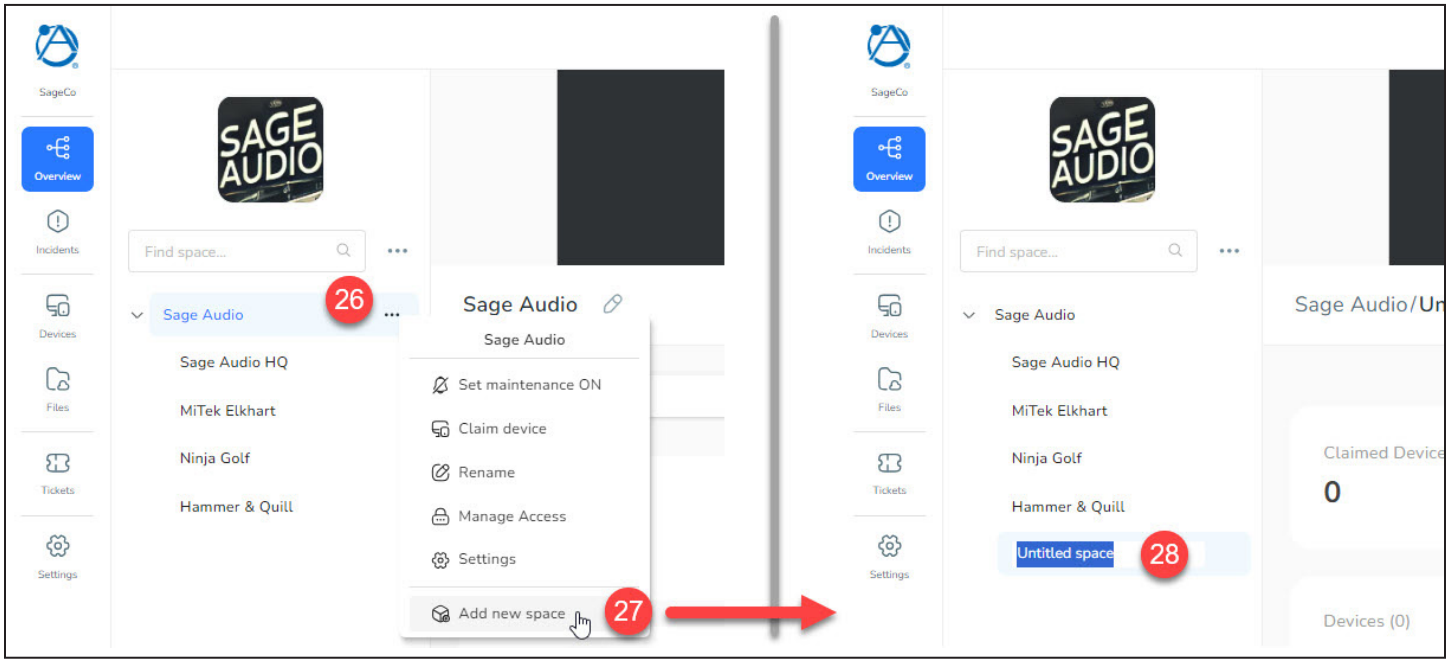
CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS

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.

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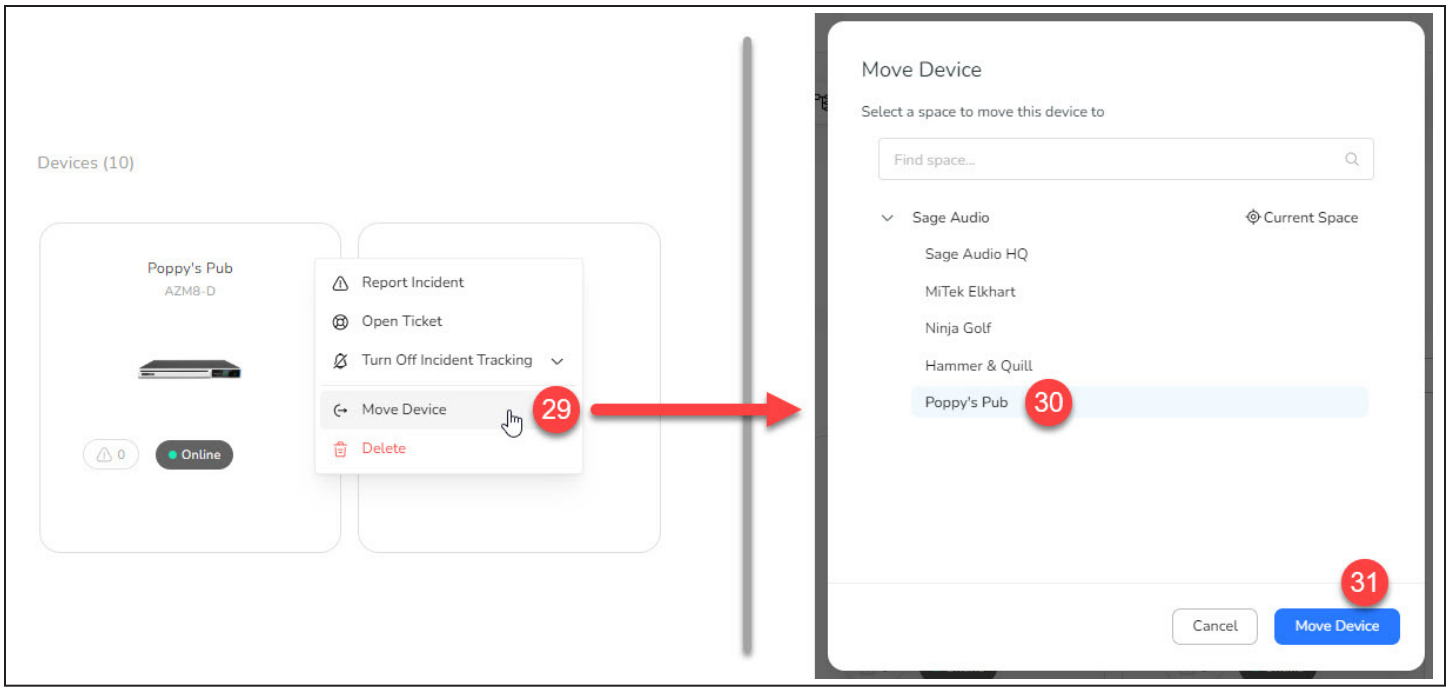
CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS (CONTINUED)



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.

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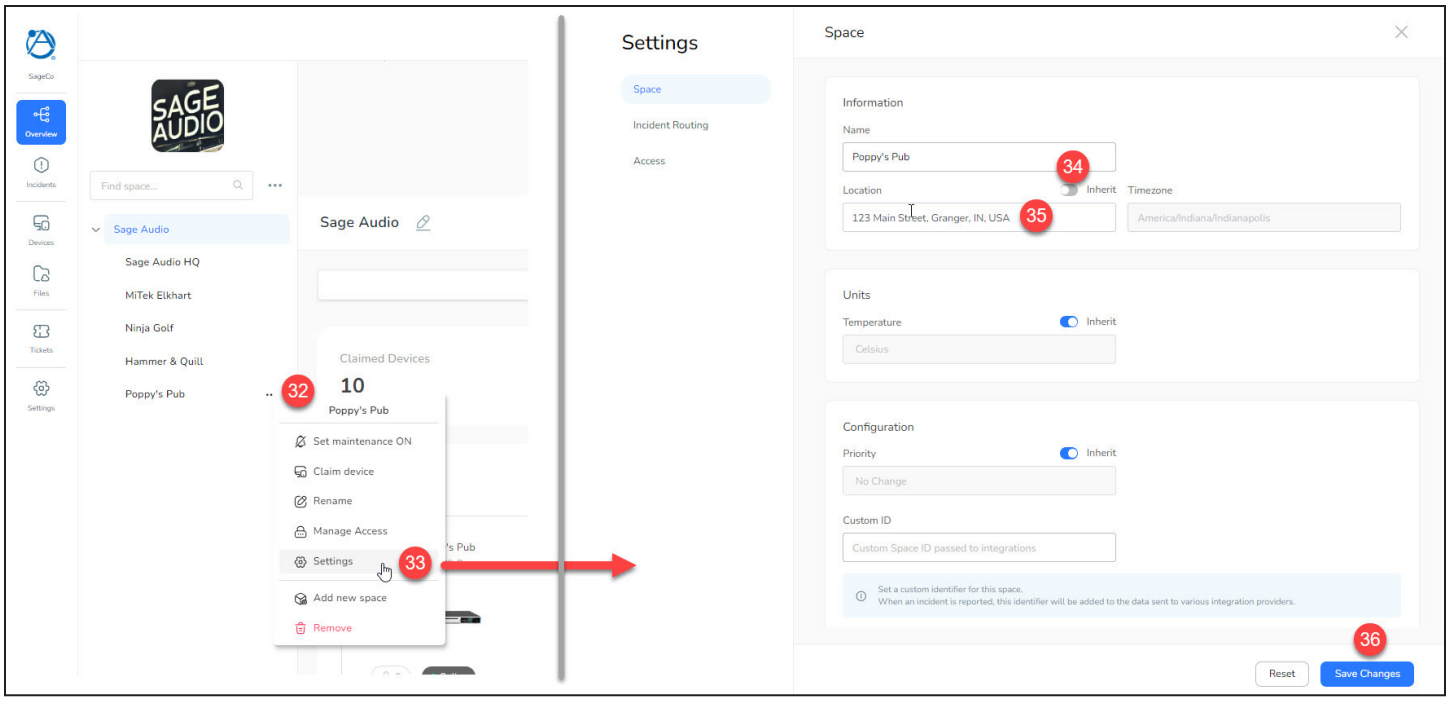
CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS (CONTINUED)



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.

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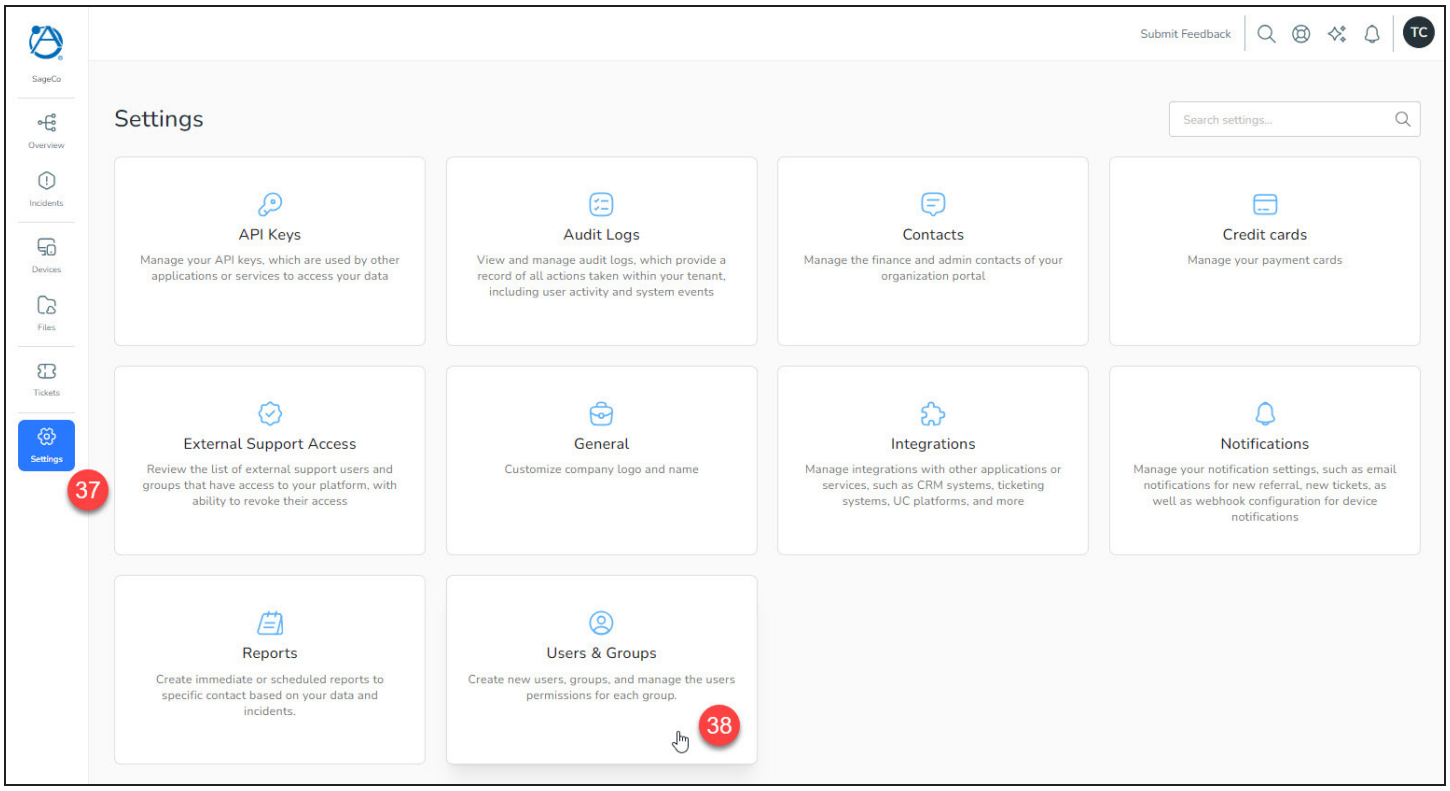
ADDING NEW USERS TO ATMOSPHERE CLOUD PORTAL



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**.

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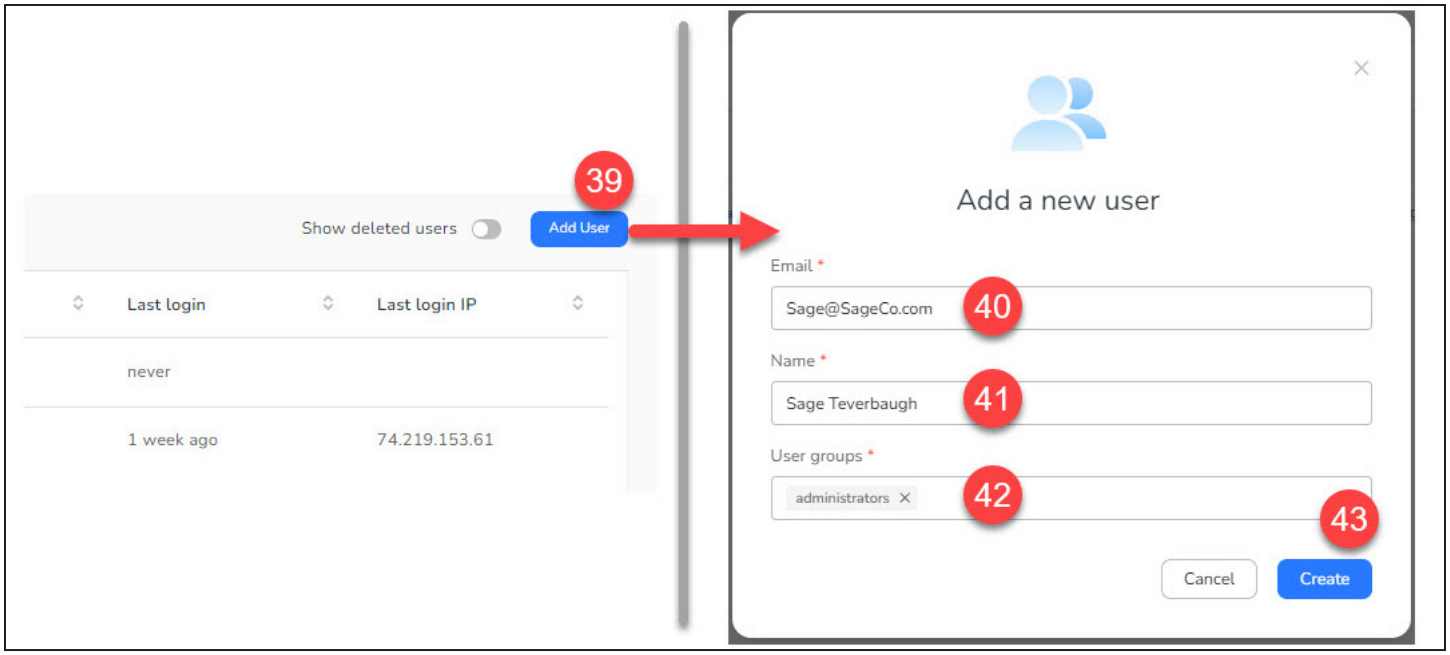
ADDING NEW USERS TO ATMOSPHERE CLOUD PORTAL (CONTINUED)



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.

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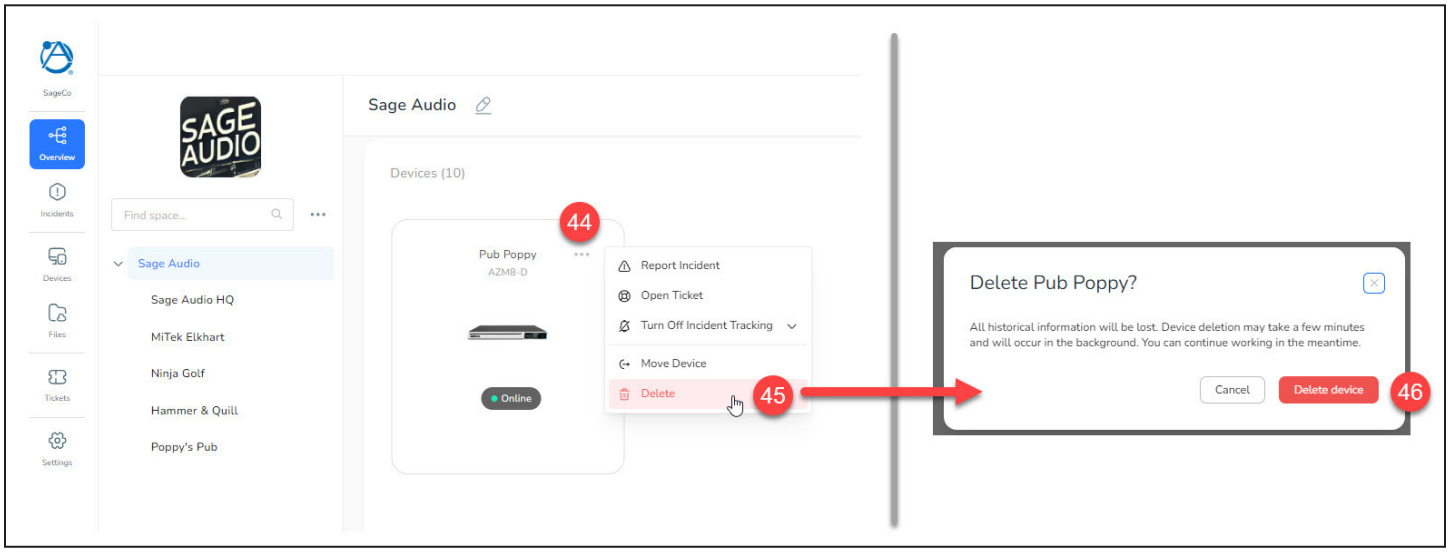
REMOVING A DEVICE FROM ATMOSPHERE CLOUD PORTAL

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.

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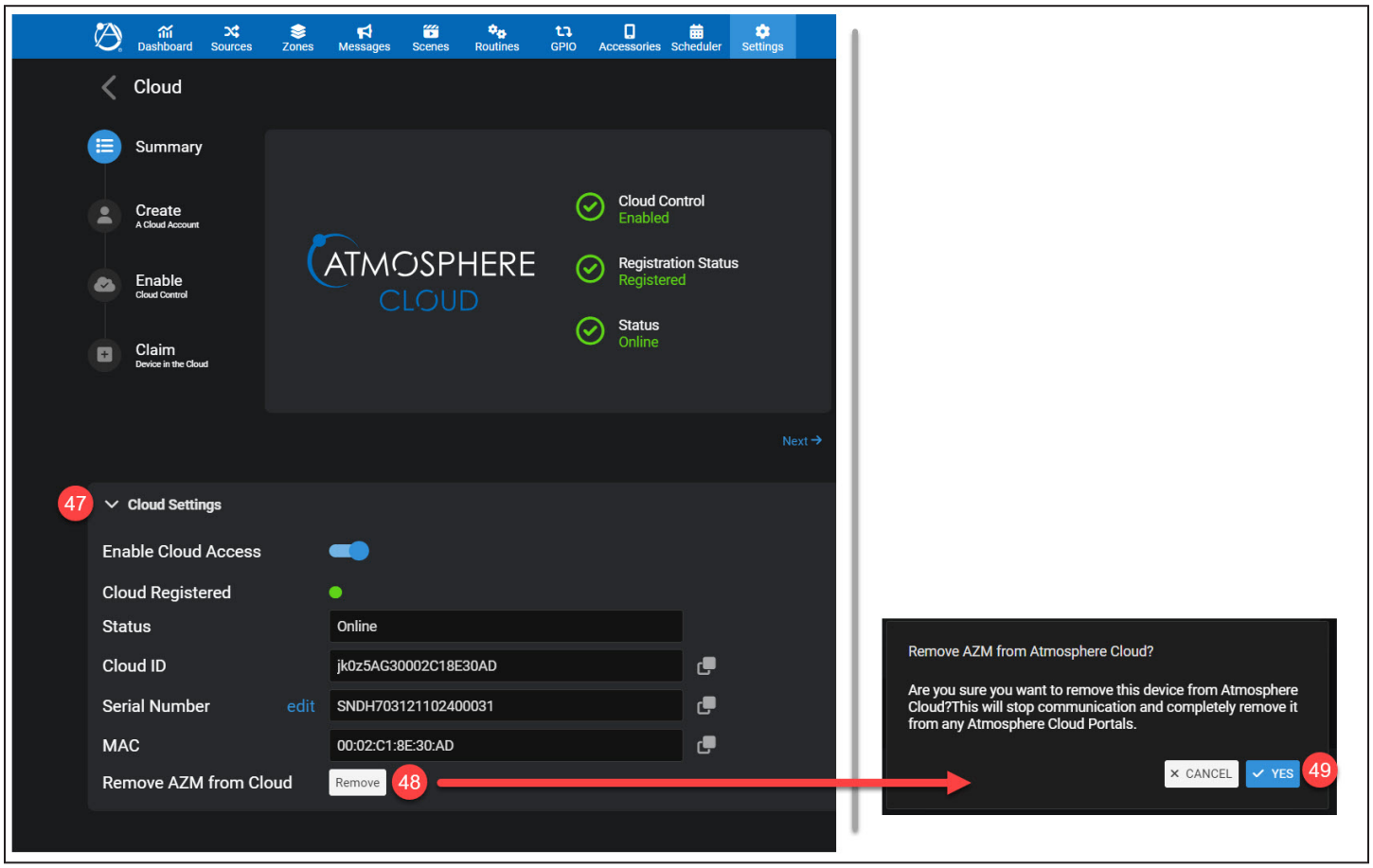
REMOVING A DEVICE FROM ATMOSPHERE CLOUD PORTAL (CONTINUED)

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**.

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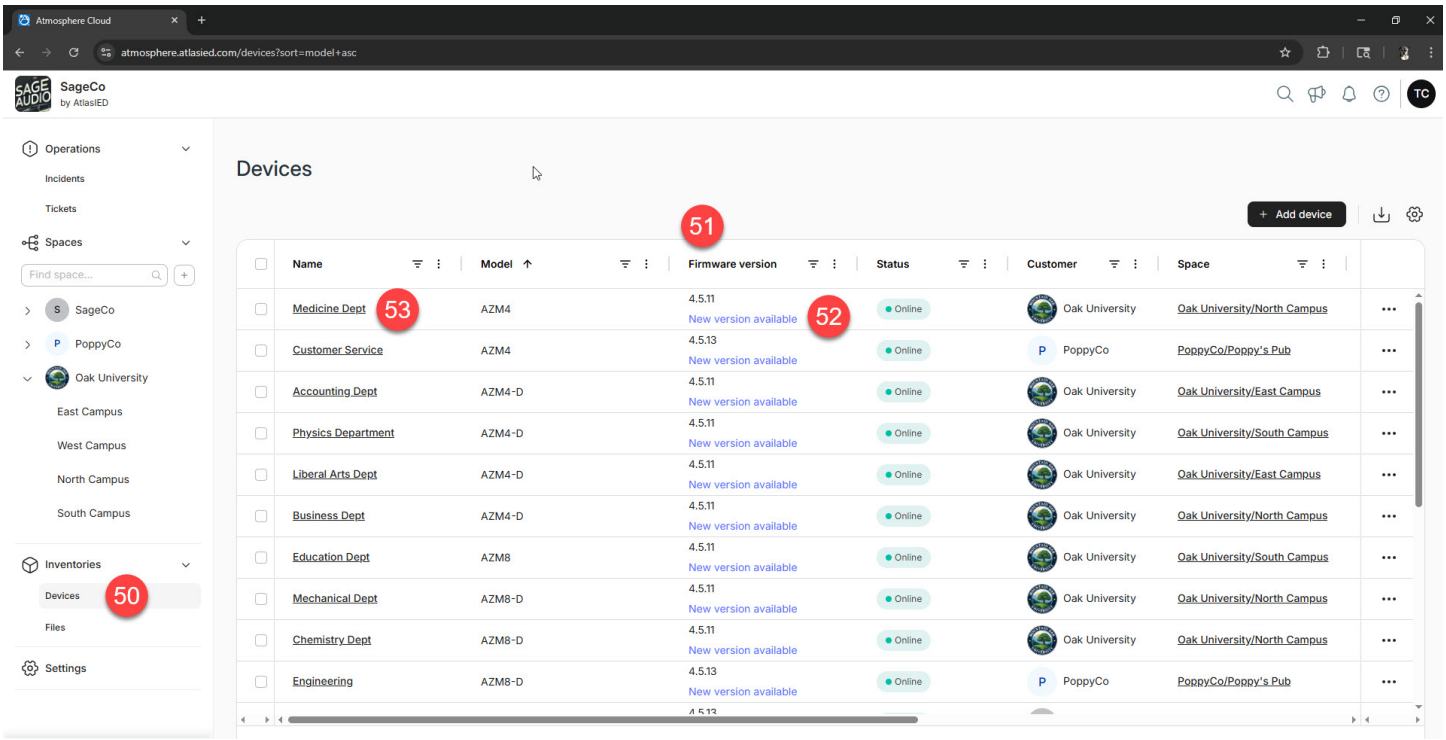
UPDATING AZM DEVICE FIRMWARE

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.



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: Indivdually 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.

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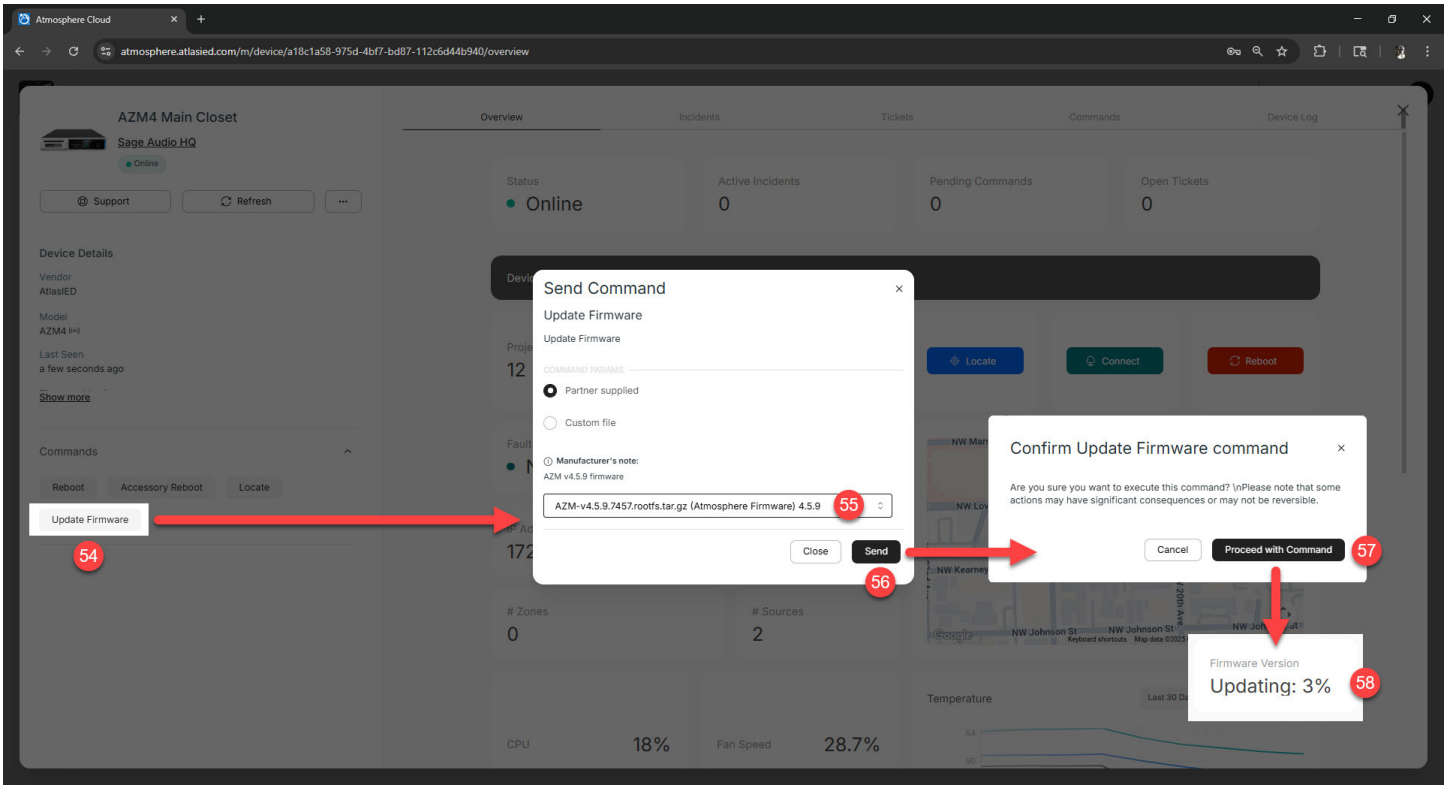
UPDATING AZM DEVICE FIRMWARE INDIVIDUALLY (CONTINUED)

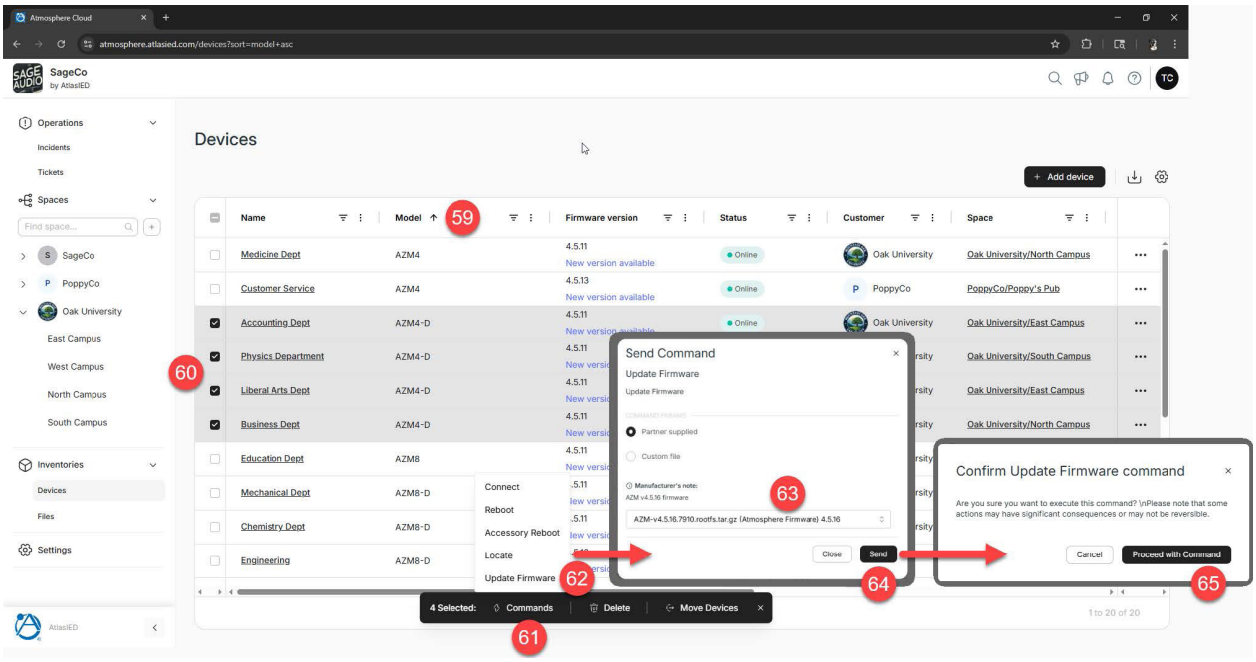


54. From the device dashboard, select the **Update Firmware** option from the Commands section on the left to open the Update Firmware control window.
55. In the Send Command dialog box, ensure the **Partner Supplied** option is selected, and choose the latest version available from the drop-down menu.
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.

UPDATING AZM DEVICE FIRMWARE IN BULK (CONTINUED)



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.

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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.