



Atmosphere™ Cloud

REMOTE MONITORING AND CONTROL OF ATMOSPHERE DEVICES

USER GUIDE





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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
- Configure network infrastructure

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REGISTER AZM WITH ATMOSPHERE CLOUD

Settings [View Licenses](#)

- 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** 4
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.

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REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)

The screenshot displays the 'Cloud' settings page. The top navigation bar includes icons for Dashboard, Sources, Zones, Messages, Scenes, Routines, GPIO, Accessories, Scheduler, Self Test, and Settings. The left sidebar contains a menu with 'Summary', 'Create A Cloud Account', 'Enable Cloud Control' (with a red circle containing the number 5), and 'Claim Device in the Cloud'. The main content area shows the 'Enable' slider turned on (with a red circle containing the number 6), 'Register' status as 'Registered', 'Status' as 'Online', and 'Time/Date' as 'September 30, 2024 8:17:43 AM'. Navigation buttons for 'Previous' and 'Next' are visible at the bottom right of the settings card, and a 'Cloud Settings' button is at the bottom left.

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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USER GUIDE

REGISTER AZM WITH ATMOSPHERE CLOUD (CONTINUED)

The screenshot shows the Atmosphere Cloud mobile application 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 back arrow and a list of options: Summary, Create A Cloud Account, Enable Cloud Control, and Claim Device in the Cloud (marked with a red circle 7). The 'Claim Device in the Cloud' option is selected. In the center, a dark panel contains the text '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' with a copy icon (marked with a red circle 8). To the right of this panel is a screenshot of the web interface showing the 'Claim Device' button (marked with a blue arrow) and the 'Cloud ID' field. At the bottom right of the panel 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).

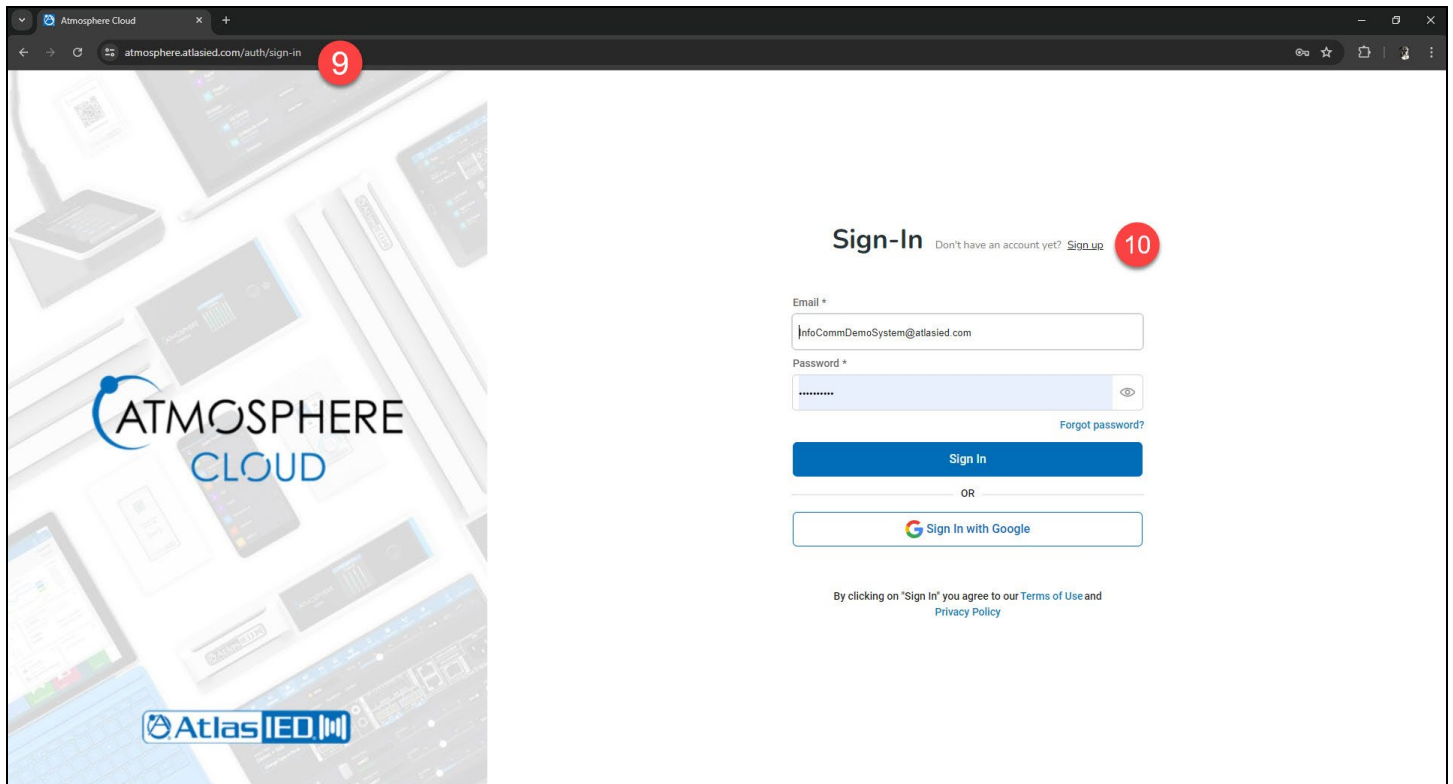
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CREATE ATMOSPHERE CLOUD PORTAL FOR YOUR ORGANIZATION



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**.

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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



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

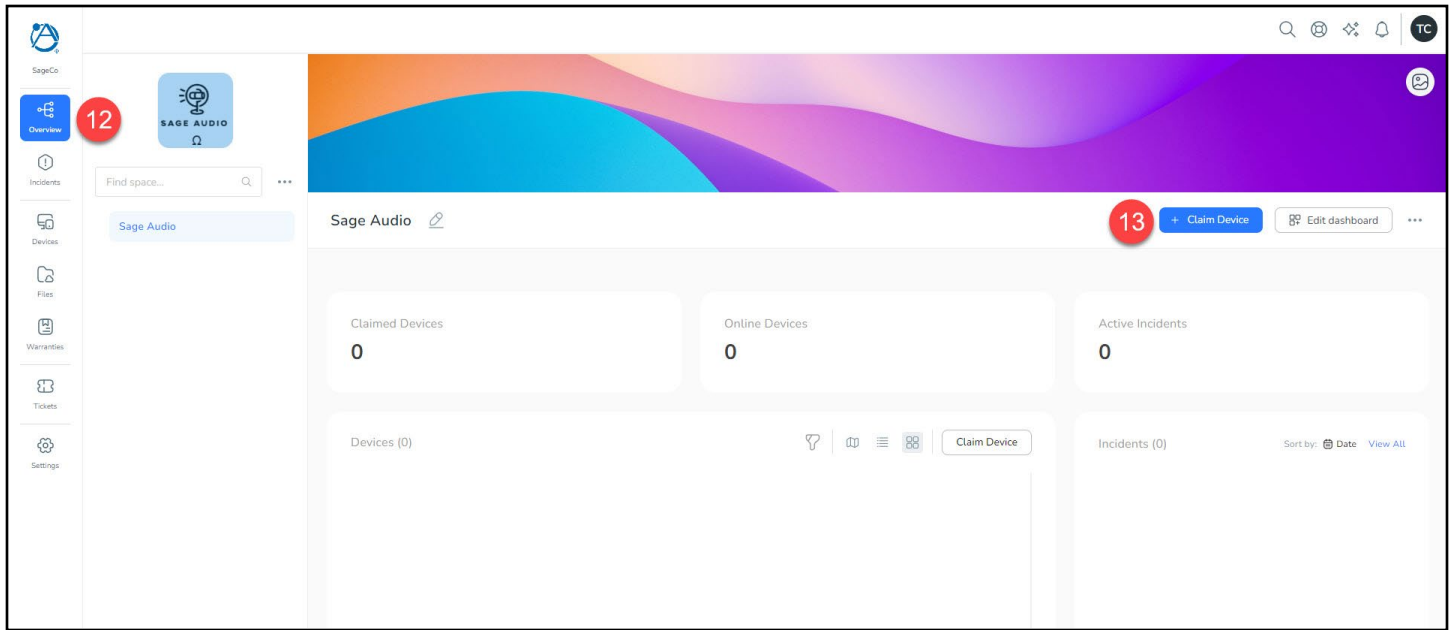
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CLAIM (ADD) AZM DEVICES IN CLOUD PORTAL



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)

Add device to space

Add device to Sage Audio [Change space](#)

Model

14 AZMP8

Device Cloud ID

15 jk0z.....

Name (Optional)

16 Poppy's Pub

Cancel Claim device 17

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.

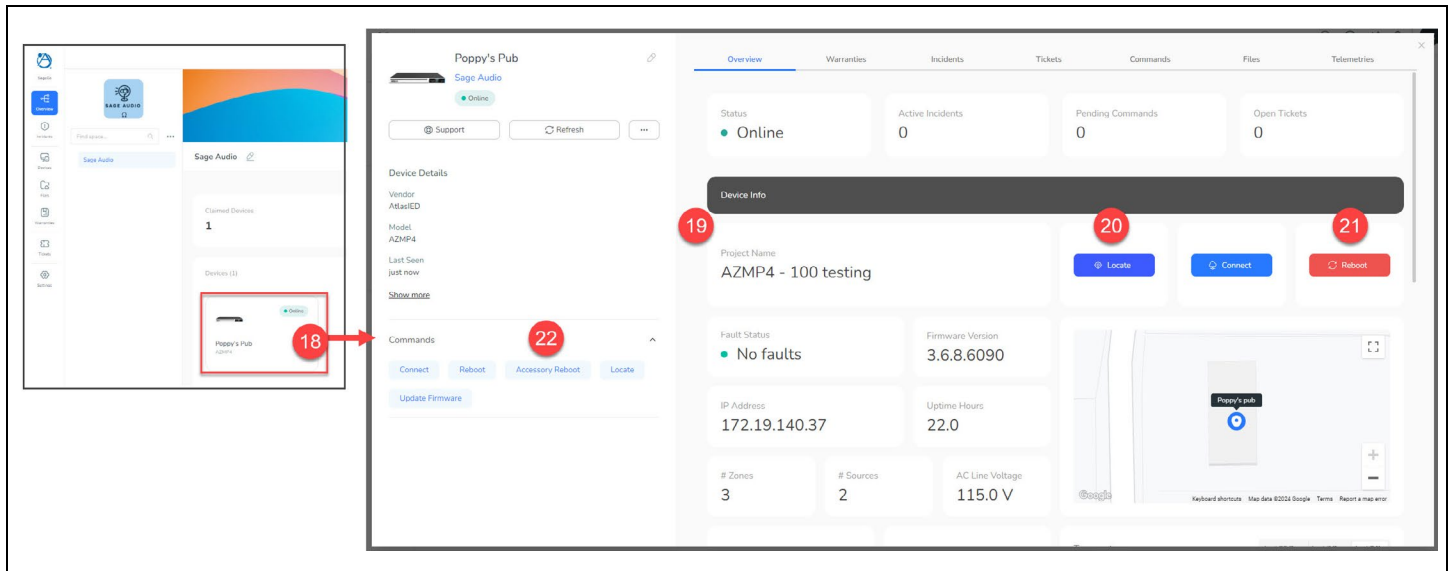
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MONITOR AND CONTROL DEVICES VIA CLOUD DASHBOARD



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.

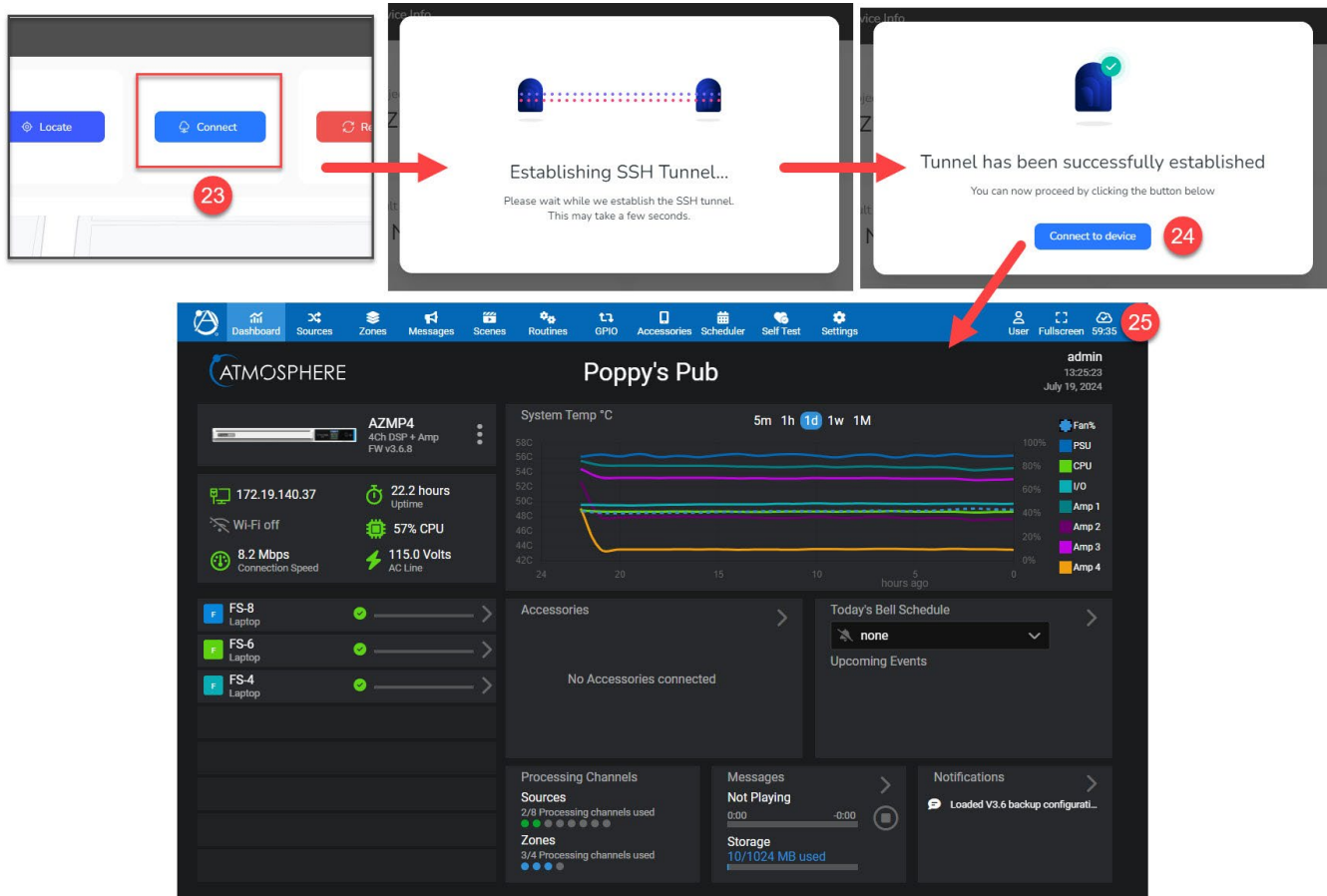
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DIRECTLY CONNECT TO AZM CONFIGURATION WEB GUI (TUNNELING)



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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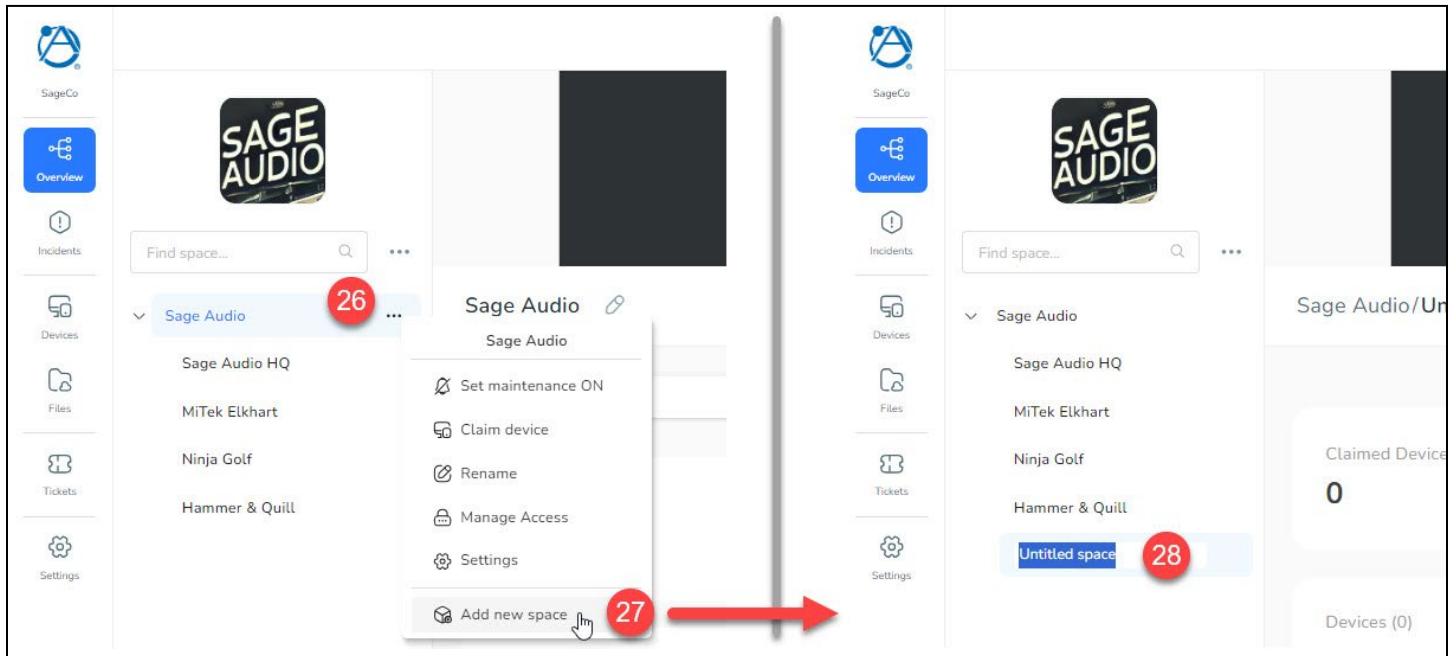
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CONFIGURING SPACES, LOCATIONS, AND OTHER SETTINGS

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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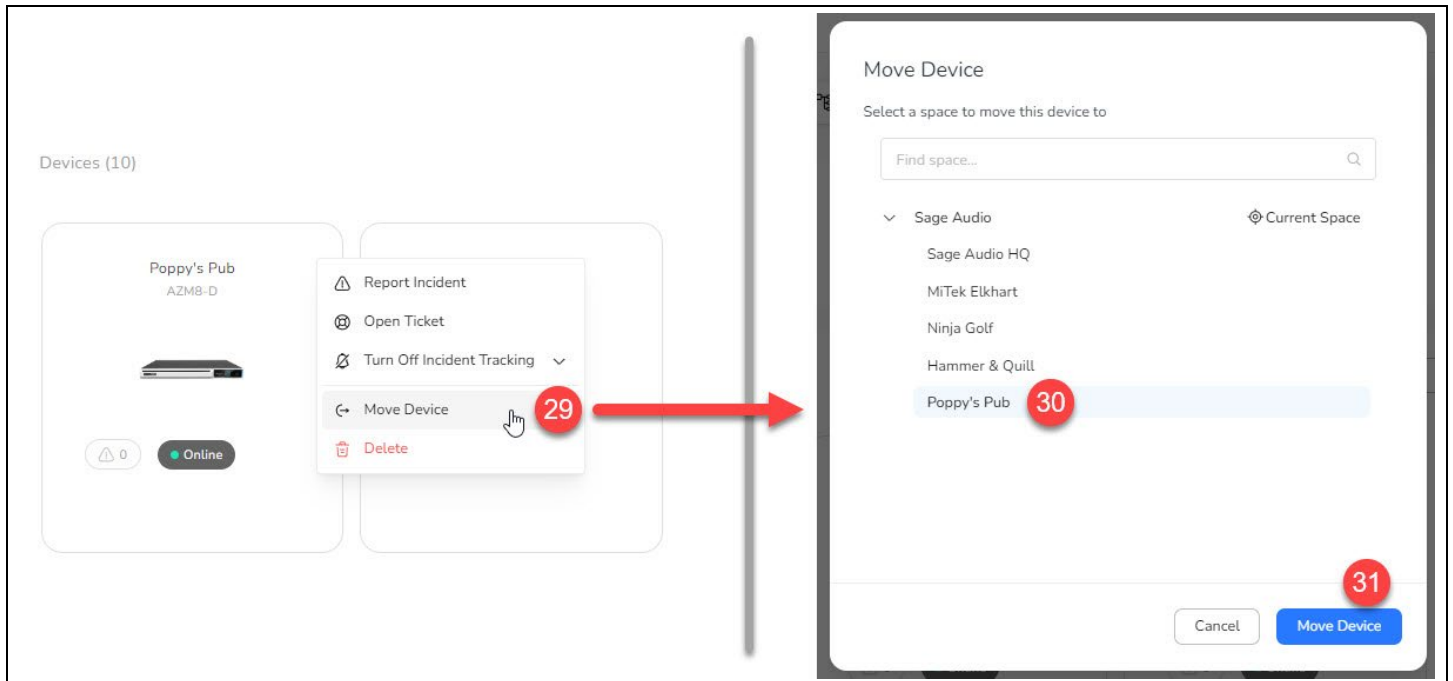
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USER GUIDE

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.

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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

The screenshot displays the 'Settings' page in the Atmosphere Cloud portal. The left sidebar contains navigation icons for SageCo, Overview, Incidents, Devices, Files, Tickets, and Settings (highlighted with a red circle labeled 37). The main content area is titled 'Settings' and features a search bar and a grid of ten settings cards. The 'Users & Groups' card is highlighted with a red circle labeled 38. The cards include: API Keys, Audit Logs, Contacts, Credit cards, External Support Access, General, Integrations, Notifications, Reports, and Users & Groups.

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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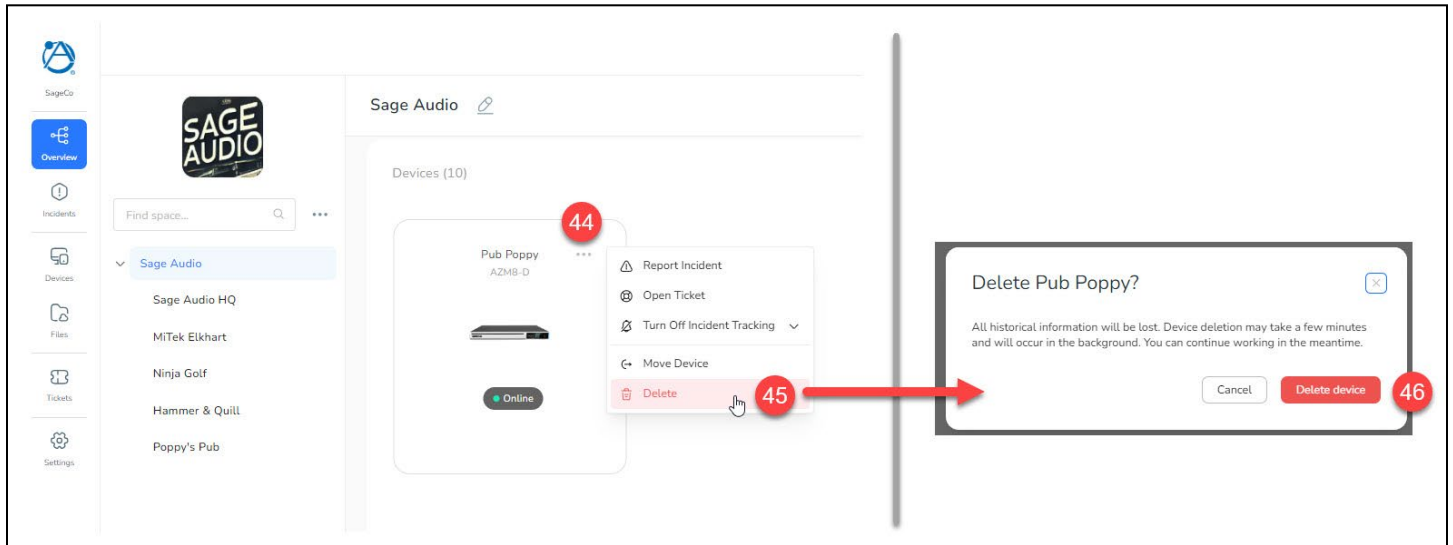


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REMOVING A DEVICE FROM ATMOSPHERE CLOUD PORTAL

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

The screenshot shows the Atmosphere Cloud web interface. The top navigation bar includes Dashboard, Sources, Zones, Messages, Scenes, Routines, GPIO, Accessories, Scheduler, and Settings. The main content area is titled 'Cloud' and contains a 'Summary' section with 'ATMOSPHERE CLOUD' branding and three status indicators: 'Cloud Control Enabled', 'Registration Status Registered', and 'Status Online'. Below this is the 'Cloud Settings' section, which is expanded to show various fields: 'Enable Cloud Access' (toggle), 'Cloud Registered' (checkbox), 'Status' (Online), 'Cloud ID' (jk0z5AG30002C18E30AD), 'Serial Number' (SNDH703121102400031), and 'MAC' (00:02:C1:8E:30:AD). A red circle with the number 47 is next to the 'Cloud Settings' header. At the bottom of the settings, a 'Remove AZM from Cloud' button is highlighted with a red circle and the number 48. A red arrow points from this button to a confirmation dialog box on the right. The dialog box asks 'Remove AZM from Atmosphere Cloud?' and 'Are you sure you want to remove this device from Atmosphere Cloud? This will stop communication and completely remove it from any Atmosphere Cloud Portals.' It has 'CANCEL' and 'YES' buttons, with the 'YES' button highlighted with a red circle and the number 49.

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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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.