



AT-VPS-RG Atlona Manuals Software



# **Version Information**

Version	Release Date	Notes
1	June 2022	Release
2	June 2022	Added compatibility table, end-user agreement, and manual activation steps
3	June 2022	Adjusted registration process



## Welcome to Atlona!

Thank you for purchasing this Atlona product. We hope you enjoy it and will take a extra few moments to register your new purchase.

Registration only takes a few minutes and protects this product against theft or loss. In addition, you will receive notifications of product updates and firmware. Atlona product registration is voluntary and failure to register will not affect the product warranty.

To register your product, go to http://www.atlona.com/registration

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## Introduction

The Atlona Velocity<sup>™</sup> Premier Services – Remote Gateway (AT-VPS-RG), is a powerful online resource that allows dealers and AV / IT technology managers to access a Velocity hardware or software gateway over the internet for remote configuration, management, and control. Using patent-pending cloud technology, servers establish a secure proxy connection with the gateway and create exclusive links for direct access. Remote access to the gateway creates an opportunity to provide enhanced support and customer service by allowing system and device configuration, troubleshooting, credential and firmware updates, and more from any device with a browser and internet connection. The online dashboard provides centralized access for managing multiple gateways as well as storage of system backups in the cloud.

## Compatibility

Velocity Cloud has multiple tier services. To ensure the correct tier service is selected for each Velocity gateway device, use the table below:

Velocity Product	AT-VPS-RG-T1	AT-VPS-RG-T2	AT-VPS-RG-T3	AT-VPS-RG-DEMO
AT-VTPG-1000VL	Х			Х
AT-VGW-HW-3	Х			Х
AT-VGW-HW-10		Х		Х
AT-VGW-HW-20			Х	Х
AT-VGW-SW			Х	Х

AT-VPS-RG-DEMO is a 30 day free trial and is compatible with all gateway devices. To continue past the 30 day demo, a tier license will need to be purchased.



### **License and Invitation**

Once a license or demo has been obtained for the AT-VPS-RG, an invitation Email will be received. The Email will come from no-reply@atlona.com. If not received within five minutes, be sure to check the Spam/Junk folder.

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File <u>Message</u> Help Acrobat					
Image: Second	Meeting BU IM ~ Share to More ~ Teams Meeting Team En	BU → To Manager → ail ✓ Done →	Move	Mark Categorize Follow Unread v Up v Select v	Read Immersive Aloud Reader
Delete Respond	Teams	Quick Steps 15	Move	Tags IS Editing	Immersive Language Zoom Add-In A
Atlona Velocity Invitation					
support@ationa.com					$\leftarrow$ Reply $\ll$ Reply All $\rightarrow$ Forward 👩 $\cdots$
To *AA					Tue 5/10/2022 4:23 PM
Start your reply all with: I accept! Received, and ac	cepted. I'm in. 1 Feedback				
Atlona Velocity Invitatio	'n				
An invitation to join Atlona Velocity for Atlona Tec	h Support has been requested. Ple	ise click <u>here</u> to accept the invital	ion.		

• Select the here link. It will open in the computer's default browser.



- The new screen will request a password be created. It is best to create a secure password which has one uppercase, one lowercase, a number, and a special character. Once entered, press the Accept Invitation button. A terms and conditions pop up will appear.
- Select the links to read the policies, then press the Submit button. The Login screen will open.

Velocity Premier Services Login 🧧
Email Address
Password
Forgot password?
IP Address: 192.168.1.1 IP Address 2: 169.254.8.1



# Log In

Now that a password has been created, use the Email address the invitation was sent to and the previously created password to log in. The Home page will display.

Velocity Premier Services Login 🧔
Email Address
Password
LOGIN
IP Address: 192.168.1.1 IP Address 2: 169.254.8.1

The home page will have quick navigation buttons for setting up the Remote Gateways and accessing the cloud backups. Directions for these can be found in their individual sections of the manual. Navigation will use the  $\equiv$  icon in the top left corner of the screen.



This tab can be closed, but do not log out of the account, it will be needed in the activation process.



### Registration

After logging into velocity.atlona.com for the first time, the gateway can be registered. To register, select the  $\equiv$  menu at the top left corner of the page and select **Cloud**.



**NOTE:** Registration should take place before activating the Remote Gateway Services license.

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Explorer South	<b>0</b> : c	Gateway Infor	i		18			Cloud Connection cloud.velocity.com	Enabled AFT			
S Gateway 1: ABC	v	Total Rooms     ••     Available Room Licenses     Total Devices	2 18 4	AA	A ga.com			Cloud Account 🔗	Don't have a cloud account? CREATE NEW ACCOUNT	et all a second		
		Devices Offine     Devices Offine     Linked Gateways	0	♠ F	Home			Cloud Registration Status Unregistered				
		W own		<b>&amp;</b> c	Control >				REGISTER GATEMAR			
Up Time	Memory Usage	CPU Usage	Disk Usage	Ēs	Scheduling >			Remote Gateway Services (RGS) Enable: Proxy License:				
• Ow • 0.5 • 7h • Em	13.13% Used: 2.1 GB Total: 15.7 GB	11.56% Count 4 Speed 2.50 GHz	38.42% Used: 18.1 GB Tetal: 47.1 GB	2. h	Management >			Hegon License Start Date: Total License Duration (days) License Remaining (days):				
				¢s	Settings >			CACAL-CACAL-CACAL-CACAL-CA	ACTIVATE PROMY LICE	SE.		
	Meeting Sche No calendar Wegrado	dule Summary a setup for any rooms.			Cloud				RESTART LOCAL PROXY'S	WVCK		
	Copyright #0002345bne inc ( <b>atlane.com</b> ). All Fights Reserved	Version: 2.5.0 x:26    Gateway 1: Active Cateway	'	0 H	Help >							

Select the Login button under Cloud Account, a pop up will appear. Enter the cloud Email address and password, then select the Submit button. A link will be created between the gateway and cloud accounts.

TLS 1.2 Secure

Select the **Register Gateway** button. The gateway will automatically register the unit. If the unit does not show registered after selection, restart the machine from the **Tools** tab.



## Activation

To activate the cloud license, open the gateway in the browser. Click the  $\equiv$  in the top left corner and select **Cloud** from the menu. A new screen will open.

= \$		velo	city		୯ 🚳		≡ ©	
	Explorer Search	<b>©</b> ≎ ¢	Gateway I	nformation	:			18
	Ϛ Gateway 1: ABC	v	Total Rooms     Available Room Licenses     Total Devices		2	A	A A a@a.com	
			Devices Offline     Devices Offline     Linked Gateways     Sites		4	*	Home	
						3	Control	>
	Up Time	Memory Usage	CPU Usage	Disk Usage 38.42%		3	Management	>
	●0w ●0d ●7h ●8m	Used: 2.1 GB Total: 15.7 GB	Count: 4 Speed: 2.50 GHz	Used: 18.1 GB Total: 47.1 GB		\$	settings	>
		Meeting Scheo No calendar integration	ule Summary s setup for any rooms.				Cloud	
4		Copyright @2022Ations Inc (atlans.com). All Rights Reserved.	Version: 2.5.0 ro26    Gateway 1: Active Gateway			6	Help	>

\*If not already logged in\* Select Login from the Cloud Account section. A pop up will appear. Enter the cloud Email address and password, then select the Submit button. A link will be created between the gateway and cloud accounts.

m =	▲ <sup>0</sup> ↔ <b>ਪ</b> ਾ	9 4		
GATEWAY DATABASE	CLOUD LICENSES TOOLS EMAIL SECURITY	ROOM SUPPORT NETWORK	Velocity Cloud Account Authorization	TLS 1.2 Secure
	Cloud Connection cloud.velocity.com			
	Cloud Account 🥹 Don't have a cloud account?		Email Address	
	LOGIN CREATE NEW ACCOUNT		Password	
	Cloud Registration			
	Starbus Unregistered			
	REGISTER GATEWAY			
	Remote Gateway Services (RGS)			
	Enable: Proxy License: Region:			CANCEL SUBMIT
	License Start Date: Total License Duration (days): License Remaining (days):			
	License Rey CACA1-CACA1-CACA1-CACA1-CACA1 ACTIVATE PROXY LICENSE			
	RESTART LOCAL PROXY SERVICE			
	Copyright @2022/diona inc (ationa com): All Rights Reserved.    Version: 2.5.0.rc13    Gateway 1: Active Gateway			

Scroll down to the Remote Gateway Services (RGS) section and select the **Enable** slider. The gateway will need to be restarted. Select **Tools** from the header and then **Restart Velocity** from the Velocity Tools section. Return to the Remote Gateway Services section of the Cloud page and enter the license key from the Email provided when the license or demo was created. Select the **Activate Proxy License** button. A pop up will appear.

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GATEWAY	DATABASE	0000	LICENSES	TOOLS	EMONIL	SECURITY	KOUM SUPPORT	NETWORK	
		Velocity Tools							
			Normy			ORY DESET			
		RESIART VELO			HACT	ORT RESET			
		CLEAN ORPHU	AN MACROS		OUSTOM UI PAGE	EXPLORER			
		CLEAN ORPH	AN IMAGES						-
		_			Remote Ga	ateway Services	(RGS)		
		Server Tools			Enable:				
		RESTART MAD	SUME		Proxy Licer	nse:			
					Region:	art Date:			
					Total Licen	ise Duration (day	s):		
					License Re	maining (days):			
					License Key				
					CACAI-CA	CA1-CACA1-CA	CA1-CACA1	AC	TIVATE PROXY LICENSE
								REST	ART LOCAL PROXY SERVICE



#### Activation

End User Locase Agreement And Agreement Agre	velocity	End User License Agreement
	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	<text><list-item></list-item></text>
CANOTE AGREE VIEW	CANCEL ADDREE	I have read and agree to the End User License Agreement above.

Read through the End User License Agreement. Once completed, select the box next to the read and agree statement, then press **Agree**. The pop up will close and Velocity cloud will open in a separate tab.

Cloud will automatically open the services page and a Launch Service pop up. Product key, License type and duration, Hosting Region, and Gateway ID will be auto populated. Provide a name for the link to help remember which gateway is linked to the cloud account and then select the latest service version from the drop down menu.

Enter Product Key:	License Key CACA1-CACA1-CACA1-CACA1-CACA1	۹	
License:		AT-VCS-RG-T3	
License Duration:		365	
Service Name:	Service Name Gateway SW		
Hosting Region:	us-central1 (lowa)	Ψ	
Enter Gateway ld:	Gateway ld 564d564d-564d-564d-	564d-564d564	
Choose Service Version:	Remote Gateway Services 1.0.13	Ψ	

The hosting region should auto select the correct time zone. If not, select the correct region from the drop down menu. Select the **Submit** button to finalize the license.

Successfully created Velocity Virtual Gateway	
	CLOSE
	CLOSE

Activation is now complete and will display in the cloud services section, as well as the Remote Gateway Services in the gateway cloud section.

•			×	/elocity	Acco	unt: Ationa Tech Writers	0
	■ Services						
		ASINCEAD-T1					
	Galeony SW					∵ o ∞ /	

	RESTART LOCAL PROXY SERVICE
License Key	EXTEND PROXY LICENSE
License Remaining (days):	364
Total License Duration (days):	365
License Start Date:	5/10/2022
Region:	us-central1
Proxy License:	AT-VCS-RG-T1
Enable:	



#### Manual

In cases where multiple gateways are being added, or cloud services are being set up off site before installation, the licenses can be activated manually through velocity.atlona.com.



Click the  $\equiv$  in the top left corner and select **Services** from the menu. A new screen will open.

=									0			
	Service	S										
	Service		Product		Version		Remaining (days)		Region	Status	Actions	
												Н
												-
												+

Select the **orange +** icon in the bottom right hand corner. The Launch Service pop up will appear.

Launch Service			
Enter Product Key:	License Key	۹	
		CANCEL	SUBMIT



Enter the license key from the Email when the license or demo was created and select the search icon.

a PANDUIT company



The license information will appear in the fields below the key, a default name of Gateway Proxy will be filled in and the Hosting Region will be auto-selected. Fill in a service name that will help remember which gateway device is connected to the license, then select the correct hosting region (if not already preselected). To connect the gateway device to the license, the Gateway ID will be needed. The gateway ID can be found on the License page within the gateway's settings.



Enter the Gateway ID into the ID field inside cloud. Select the service version and then press the **Submit** button. The license will activate for that unit. If the gateway is not online at that time, the service will show a red service icon to show it is offline. Activation is complete.

unch Service			≡				veloci	<u>y</u>		Account: Atlona Tech Writers	
er Product Key:	License Key CACA1-CACA1-CACA1-CACA1-CACA1	۹	≡ Servic	es							
inse:	AT-VCS-F	З-ТЗ	Service		Product	- Version	👻 Remaining (da	s) <del>v</del> Region	👻 Status	- Actions	
ense Duration:		365									Ī
vice Name:	Service Name Gateway SW										
sting Region:	us-central1 (lowa)										l
er Gateway Id:	Gateway Id 564d564d-564d-564d-564d-564	1564	VTPG Cloud		AT-VCS-RG-T1		358 / 365	us-central 1	Active		
ionse Service Version:	Remote Gateway Services 1.0.13								<i>c</i> .	~~	
									- + <i>5</i>	G	
		CANCEL SUBMIT									



### Services



Once activated, there are several control options within services.



Ø

Сору

Gatew

Open in new tab

•

- Start / Stop Services The Remote Gateway Services can be stopped and started using this button. This will shut down the link between the physical gateway and remote gateway.
- Restart Services If there are any service issues or communication errors, the service can be restarted using this button.
- **Gateway URL** This button provides a way to open the remote gateway or copy the URL for the remote gateway services.

Once Open in new tab is selected, the remote gateway will launch and the login screen will appear. Enter in the gateway's Email and password. The remote gateway will be ready to be used for control.



- **NOTE:** Firmware cannot be manually updated through the remote gateway services, it must be done through the local gateway or by using the **Check For Updates** button.
- Edit Service Edit Service

**Edit Services -** Select this to update the service name, host region, and service version.

Launch Service				
Enter Product Key:	License Key CACA1-CACA1-CACA1-CACA	1-CACA1	۹	
License:		AT-VCS-	RG-T3	
License Duration:			365	
Service Name:	Service Name Gateway SW			
Hosting Region:	us-central1 (lowa)			
Enter Gateway Id:	Gateway Id 564d5640	d-564d-564d-564d-56	4d564	
Choose Service Version:	Remote Gateway Services 1.0	13		
			CANCEL	CUDMIT

CLOSE

....



## Backups

Cloud backups can be done from the local gateway or the remote gateway. Once logged in, select **Cloud** from the  $\equiv$  menu in the top left corner.

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					*
Explorer	<u>isarch</u> © C C	Gateway Information Control Corres Control Control Corres Control Contr	2 18 4 0		
		Devices Office     Uriked Gateways     Sites	4	Control	>
Up Time	Memory Usage	CPU Usage Disk Us	age	🔦 Management	>
• CV • Od • 7h • 8	13.13%	11.56%	2%	Settings	>
	viseu. 2.1 GB 1088L 15.7 GB	course + speeu, zuw on z USed 10.1 GB in	olar. w. t ob	Cloud     Help	>
	No sslendar integra	tions sing for any rooms.	,*	w rop	

Scroll down to the Cloud Backups section. Backups can be done manually or set to be done on the 1st or 15th of the month (or both).

GATEWAY	DATABASE		C-	م Tools	EMAIL	SECURITY	? ROOM SUPPORT	NETWORK
		Cloud Connec cloud.velocity	tion /.com	🗹 Enable	d APPLY			
		Cloud Account	1 <b>@</b>	Don't have a	cloud account?			
		LOGIN			CREATE NEW ACCOUNT			
		Cloud Registra	tion					
		Status Unregistered			REGISTER GATEWAY	- 1		
				_				
		Remote Gatew Enable: Proxy License: Region: License Start I Total License I License Remai	<b>vay Services (RGS)</b> Date: Duration (days): ning (days):	•				
		License Key CACA1-CACA	-CACAI-CACAI-CACAI	RES	CTIVATE PROXY LICENS	SE		
		Conscient #2022.4	tions for ( <b>atlens com</b> ) All Dish	te Danse and 111/aminer 2.5	0 m12 11 Gatesans 1: A	etiva Catavase		

For automatic backups select one or both of the sliders next to Day 1 or Day 15. Once selected, a pop up will appear. Provide a name for the backup and select **Yes**, this will start the first backup.

Cloud Backups		Recurring Monthly Backups Day 1 download	restore
Backup Status		Day 15	restore
Restore Status			
Recurring Monthly Backups		Backup Database	
Day 1	•	Would you like to backup to slot M1?	
Day 15	•	File Name: File Name	
Manual Backups		NO	YES
Slot 1	BACKUP		
Slot 2	BACKUP		
Slot 3	BACKUP		
Slot 4	BACKUP		
Slot 5	BACKUP		



There are 5 slots for manual backups. Select the **Backup** button, a pop up will appear. Type a name into the file name field and select **submit** to start the backup.

Cloud Backups	
Backup Status	
Restore Status	
Recurring Monthly Backups Day 1	
Day 15	
Manual Backups	
Slot 1	BACKUP
Slot 2	BACKUP
Slot 3	BACKUP
Slot 4	BACKUP
Slot 5	BACKUP

		_		
Backup Database				
Are you sure you want to backup to slot 1?				
File Name: BackupVTPG1				
	CANCEL SUBMIT			
	Recurring Monthly Backups			
	Day I			
	Day 15			
	Manual Backups			
	Slot 1 (BackupVTPG1-05-18-2022 04:16:34	PM.tar.gz) BACKUP	download	restore
	Slot 2	BACKUP		
	Slot 3	BACKUP		
	Slot 4	BACKUP		
	Slot 5	BACKUP		

Within Velocity Cloud, backups can be downloaded to the local computer. Select **Cloud Backups** banner or link from the home page or from the ≡ menu in the top left corner of the window.



Select the **Backups** button. A pop up will open. Select the **Download** button next to the backup for saving. A window will open and the file can be saved to the local computer.

≡		velocity	Account: Ationa Tech Writers	Cloud Backups: VTPG Cloud	
■ Cloud Backup	os			Gateway Id: dfb09b41-bd02-4088-9f0f-000df00036b5	
Service		✓ Cateway Id ✓	Actions	Recurring Slots:	
			Ĩ	Day 1 File Name: Creation Date: 12/31/1, 6:09:24 PM Backup size: 0	.OAD
VTPG Cloud	AT-VCS-RG-T1	dfb0%41-bd02-4088-900F000dfb000d665	BACKLPS	Day 15 File Name: Creation Date: 12/31/1, 6:09:24 PM Backup size: 0	OAD
				Manual Slots:	
				Slot 1 File Name: BackupVTPG1-05-18-2022 04:16:34 PM.tar.gz Creation Date: 5/18/2022, 11:18:10 AM Size: 144.43 MB	OAD
			Sere As ← → × ↑ ♣→ Th Otgarize + New Teld	Next: beendask -	OAD
			Preduct, Docum ^ Preduct, Docum Preduct, Docum Result Society 11 Result Society 11	Themps of the second seco	OAD
Gateway SW	AT-VCS-RG-T1	564d7733-0d28-ce8f-817f-000c29d23dfc	BACKUPS Section 100	Protein         Protein         Protein         Protein           Andre International Conf. 2022 2035 PM         File Relative         Protein         Protein           Andre International Conf. 2022 2035 PM         File Relative         Protein         Protein           Conf. June 2022 2035 PM         File Relative         Protein         Protein         Protein           Conf. June 2022 2037 PM         File Relative         Protein         Protein         Protein	OAD
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	Doyright	2022 Alona inc <b>jalona com</b> j. Al Bigns Roomed (119molor 2.022	The set of	CAR     CCAR     CAR	4CEL



### Customers

This section will allow customers to be added, the current account edited, users created/edited, profiles updated, and roles to be added. Select **Customers** from the  $\equiv$  menu in the top left corner.



#### **Add Customer**

A new customer account can be created and an Email invite sent. All the basic information can be created here. Select the **orange +** button in the bottom right corner, a pop up will appear. Select between **Add Via Form** or **Import and Upload** (a template can be downloaded and filled in from the same pop up).



Provide the customer name, address, zip code, country, state, city, contact numbers, customer Email for invite (slider must be selected to prompt the invite email when saved), and site type. Select **Create Account** once the form is completely filled in or **Import and Upload** (after the excel form has been filled in and saved to the local computer).





All the basic account information (account type not included) can be edited on this tab. The account can also be deleted using the delete account button, this is permanent and cannot be undone.

=		velocity		Account: Atlona Tech Writers	T
✿ Settings					Â
LE CUSTOMERS	MODIFY ACCOUNT	<b>2</b> ≜ USERS	<mark>ک</mark> PROFILE	Roles	
	Customer Name Ations Toch Writers Ations Toch Writers Address Line 1 Dadgest Drive Address Line 2 Address Line				



#### **Users**

Add or edit users for the cloud account. Select the edit or **orange +** button to adjust/add user information. Email, name, password, role type, language, time zone, and date format can be entered here. An invite can also be sent by selecting the **Invite User to ...** button. Enter the Email and Role Type then select **Invite**.







Fill in the user information that was not created when the account was set up, such as: Phone number, Job Title, Office Name, Department, User Bio, and Skype ID

- Language & Format Settings Language, Time Zone, and Date Format will have been set when the profile was created, but can be updated here if something has changed.
- Change User Account Role / Override role object permissions These options can only be done by roles with the correct permissions.



**NOTE:** To avoid problems, the administrators of Velocity Cloud should not choose any role that is not administrator.

• **Change Password** - Update the current password on the account here.

		velocity		Account: Abona Tech Writers	•
<ul> <li>Settings</li> </ul>					Î
CUSTOMERS	MODIFY ACCOUNT	JL USERS	A PROFILE	<b>⊘</b> ROLES	
	ripal sight con nations A ni n n n n n n n n n n n n n n n n n				
	Skype ID				ŕ
	Language & Format Settings English (en) Tme Zow American/Dhicago (United States) Date Format mennidefboard				
	SAVE CHANGES				
	Change User Account Role * Account Role Dealer Administrator				
	Confirmation Password				
	SAVE NEW PASSWORD				
	SAVE CHANGES				ļ



#### **Roles**

By default there are two types of roles: Dealer Access and Dealer Administrator. If neither of the profiles provide the right permission levels, select the **orange +** button to create a new role.

=			velo	, city		Account: Atlona Tech Writers	۲
<b>\$</b> S	Settings						
	CUSTOMERS	MODIFY ACCOUNT	us	<b>_</b> #5	A PROFILE	Roles	
Sh	nowing All Roles				+		
Nar	ime	Total Enabled Features	Owner	Last Change	Changed By		
Dea	aler Access	52	System	5 Days	Atlona, System	0	
Dea	aler Administrator	70	System	5 Days	Atlona, System	0	
						•	
			Copyright 02022 Allona Inc jationa.co	n). All Rights Reserved.    Version: 2.0.23			

Provide a name for the roll, set the blacklist / object permissions (this will allow roles to only adjust the sites, buildings, floors, and rooms left unselected), and go through each related permissions enabling the sliders needed for the role.

≡		velocity		Account: Atlona Tech Writers 👘
<ul> <li>Settings</li> </ul>				
CUSTOMERS	LE MODIFY ACCOUNT	<b>≵</b> USERS	PROFILE	Roles
	<u>*Name</u>			
	Object Permissions Blackisted Objects Click the arrow below to select object V			
	SAVE CHANGES			
	Account Related			
	Export Accounts     Access Account			
	Modify Accounts			
	Resend Account Activation			
	Delete Accounts			
	Copyright \$2022 #	Ationa inc ( <b>ationa.com</b> ). All Rights Reserved.    Ve	rsion: 2.0.23	
	CREATE ROLE			
	Copyright @2022 A	Atlona Inc (atlona.com). All Rights Reserved.	Version: 2.0.23	

Once all the settings have be selected, scroll to the bottom of the page and select the **Create Role** button. The new role will be added. This can be repeated until all needed roles have been created.



