

velocity™

by Atlona

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

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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>

Sales, Marketing, and Customer Support

Main Office

Atlona Incorporated
70 Daggett Drive
San Jose, CA 95134
United States

Office: +1.877.536.3976 (US Toll-free)
Office: +1.408.962.0515 (US/International)

Sales and Customer Service Hours
Monday - Friday: 6:00 a.m. - 4:30 p.m. (PST)

<https://atlona.com/>

International Headquarters

Atlona International AG
Tödistrasse 18
8002 Zürich
Switzerland
Office: +41 43 508 4321

Sales and Customer Service Hours
Monday - Friday: 09:00 - 17:00 (UTC +1)

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Introduction

The Atлона Velocity™ 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

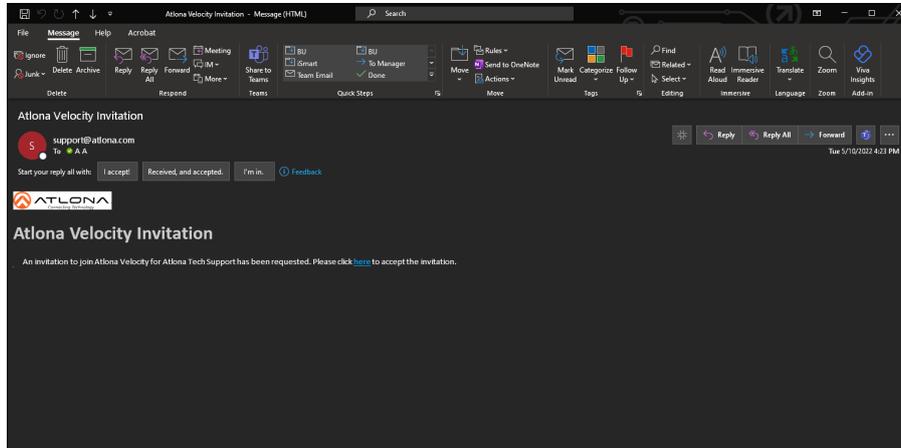
Velocity Cloud has multiple tier services. To ensure the correct tier service is selected for each Velocity gateway device, use the table below:

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

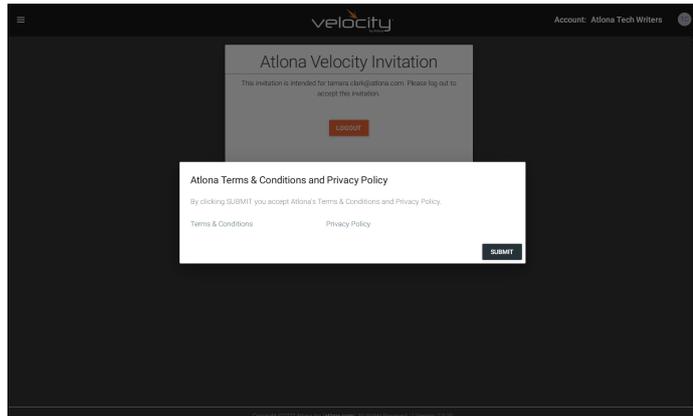
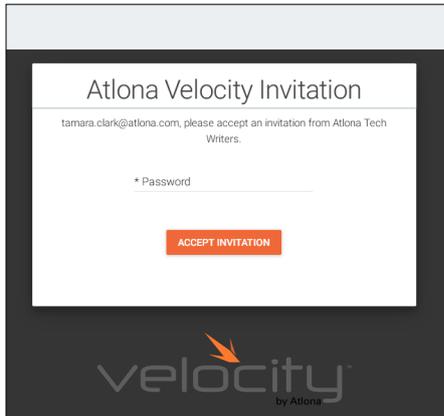
AT-VPS-RG-DEMO is a 30 day free trial and is compatible with all gateway devices. To continue past the 30 day demo, a tier license will need to be purchased.

License and Invitation

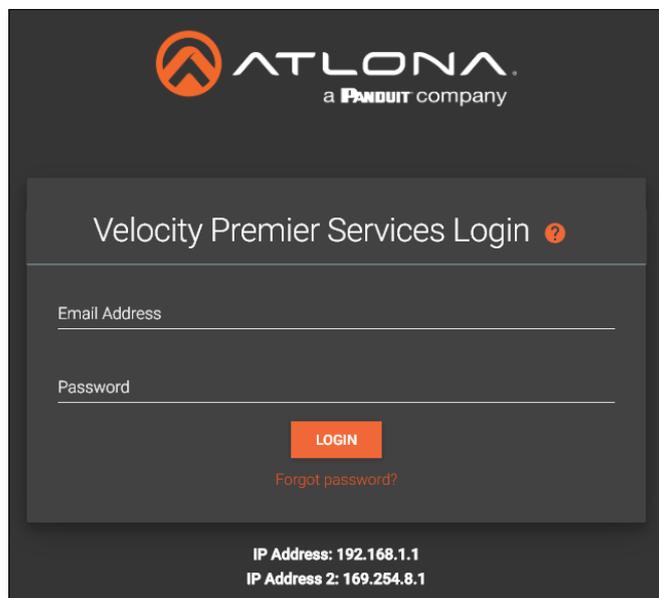
Once a license or demo has been obtained for the AT-VPS-RG, an invitation Email will be received. The Email will come from no-reply@atlona.com. If not received within five minutes, be sure to check the Spam/Junk folder.



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

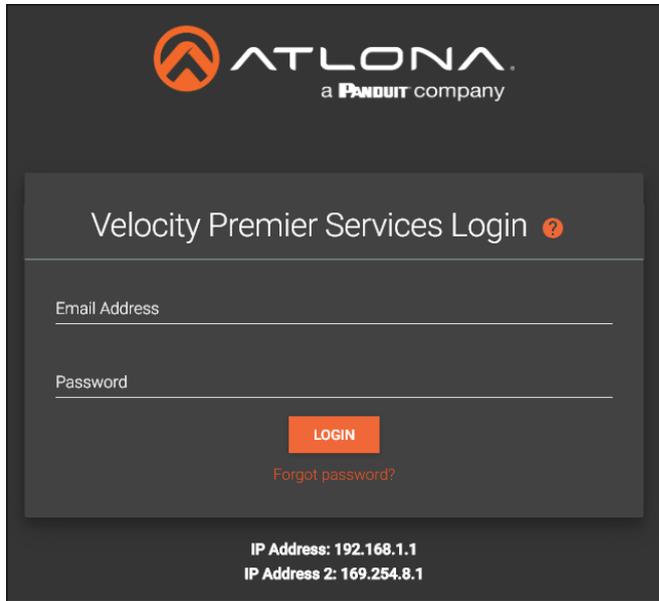


- The new screen will request a password be created. It is best to create a secure password which has one uppercase, one lowercase, a number, and a special character. Once entered, press the **Accept Invitation** button. A terms and conditions pop up will appear.
- Select the links to read the policies,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



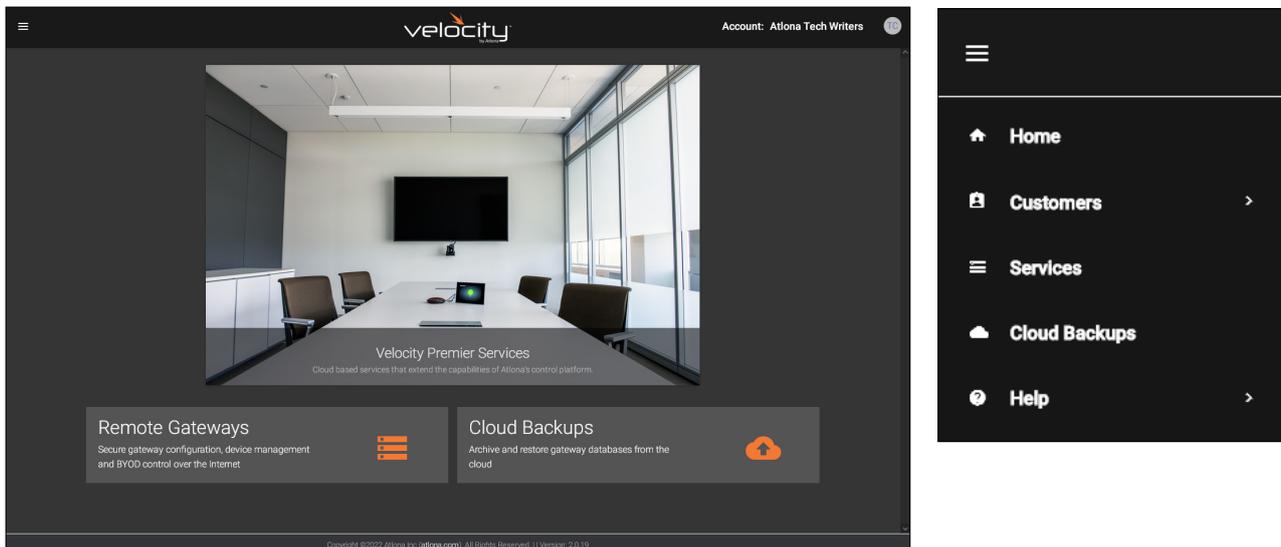
Log In

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.



The login form is displayed on a dark background. At the top is the ATLONA logo and the text "a PANDUIT company". Below this is the title "Velocity Premier Services Login" with a question mark icon. There are two input fields: "Email Address" and "Password". Below the password field is an orange "LOGIN" button and a link for "Forgot password?". At the bottom of the form, the IP addresses "IP Address: 192.168.1.1" and "IP Address 2: 169.254.8.1" are listed.

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 ≡ icon in the top left corner of the screen.

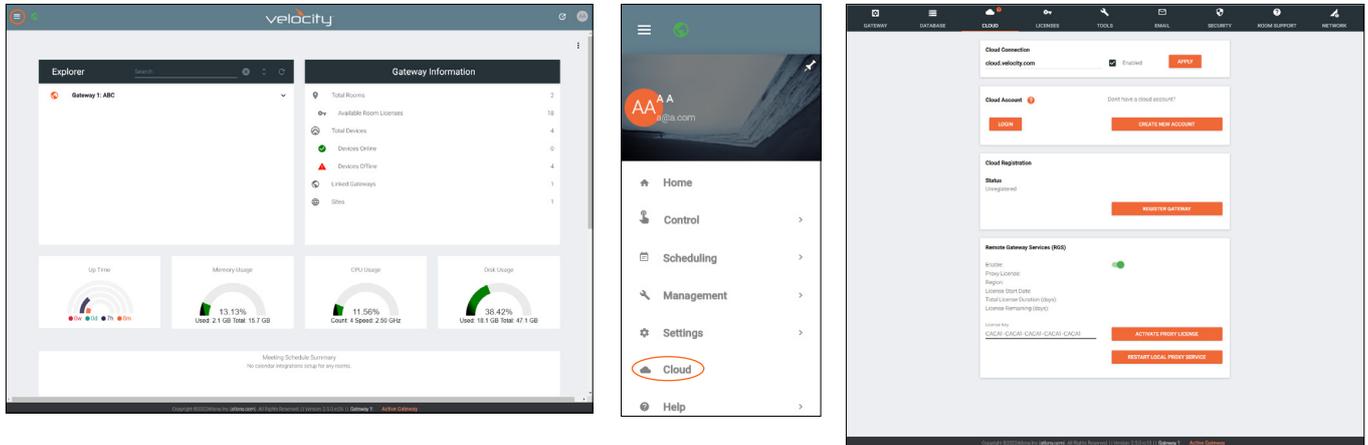


This tab can be closed, but do not log out of the account, it will be needed in the activation process.

Registration

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

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



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.

Velocity Cloud Account Authorization
TLS 1.2 Secure

Email Address

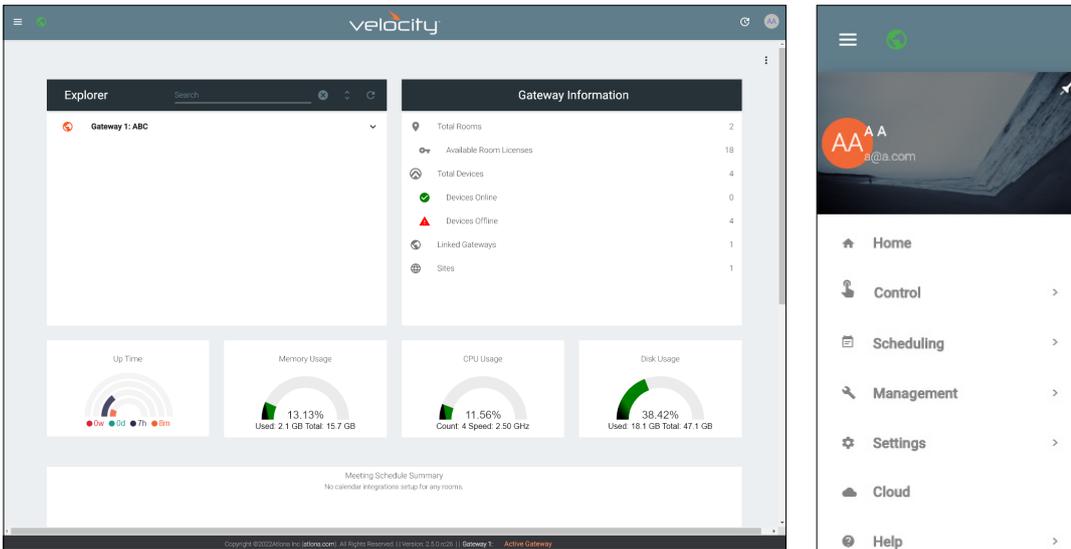
Password

CANCEL SUBMIT

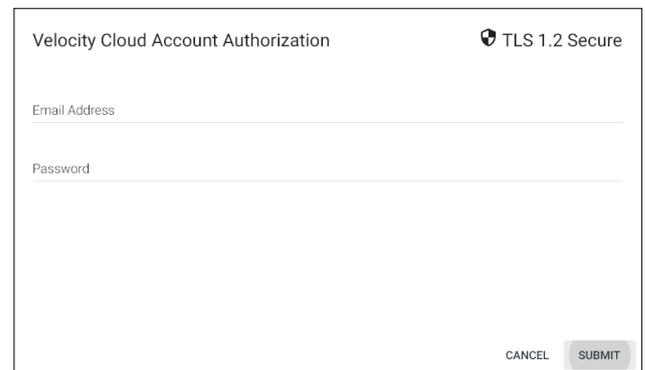
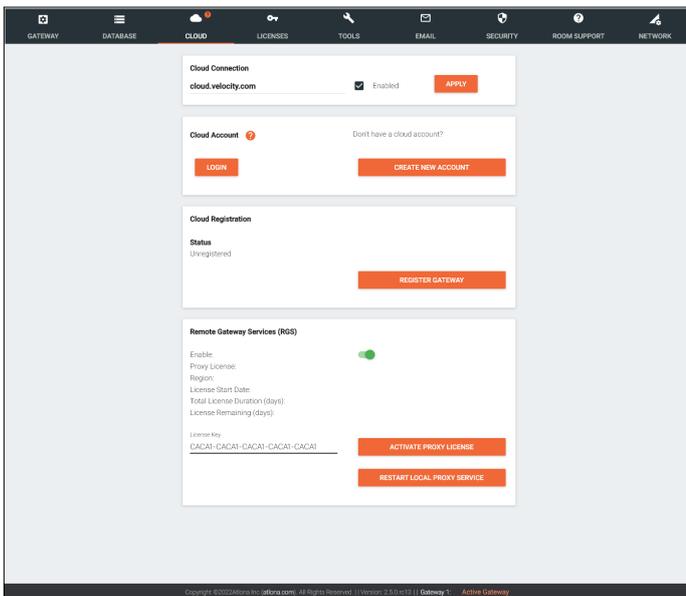
Select the **Register Gateway** button. The gateway will automatically register the unit. If the unit does not show registered after selection, restart the machine from the **Tools** tab.

Activation

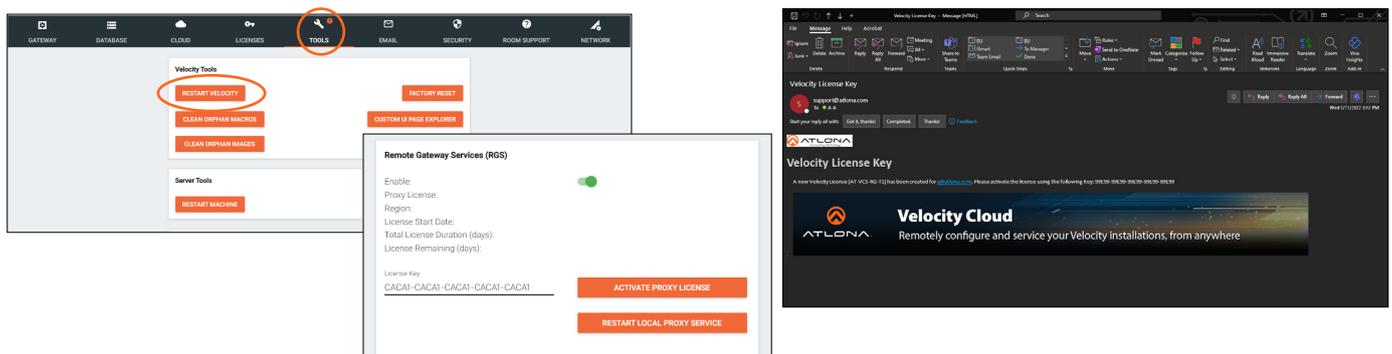
To activate the cloud license, open the gateway in the browser. Click the ≡ in the top left corner and select **Cloud** from the menu. A new screen will open.

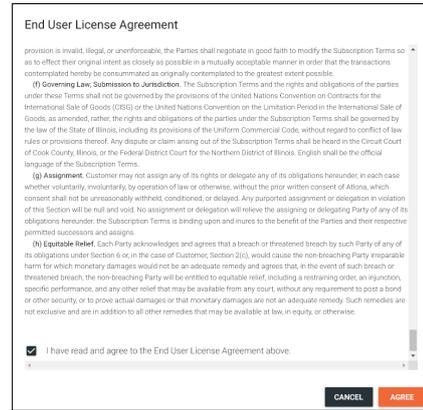
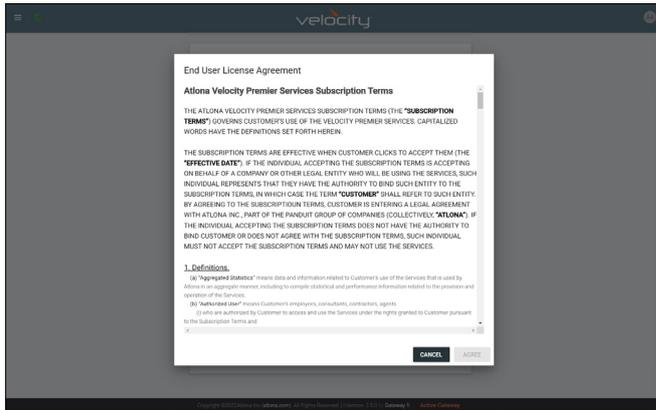


If not already logged in Select **Login** from the Cloud Account section. A pop up will appear. Enter the cloud Email address and password, then select the **Submit** button. A link will be created between the gateway and cloud accounts.



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.





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.

Launch Service

Enter Product Key:

License:

License Duration:

Service Name:

Hosting Region:

Enter Gateway Id:

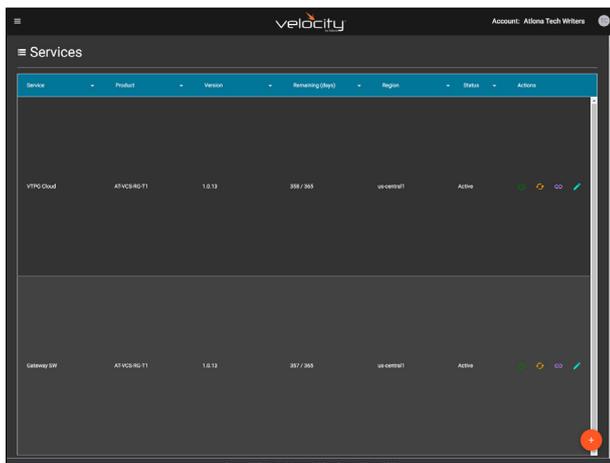
Choose Service Version:

CANCEL **SUBMIT**

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.



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



Remote Gateway Services (RGS)

Enable:

Proxy License:

Region:

License Start Date:

Total License Duration (days):

License Remaining (days):

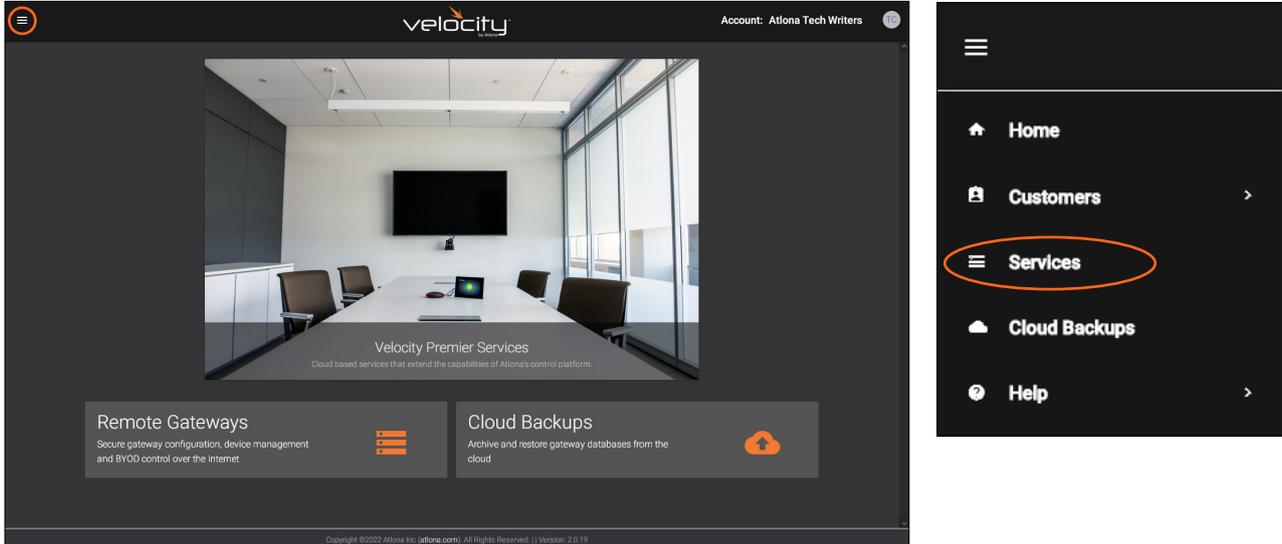
License Key

EXTEND PROXY LICENSE

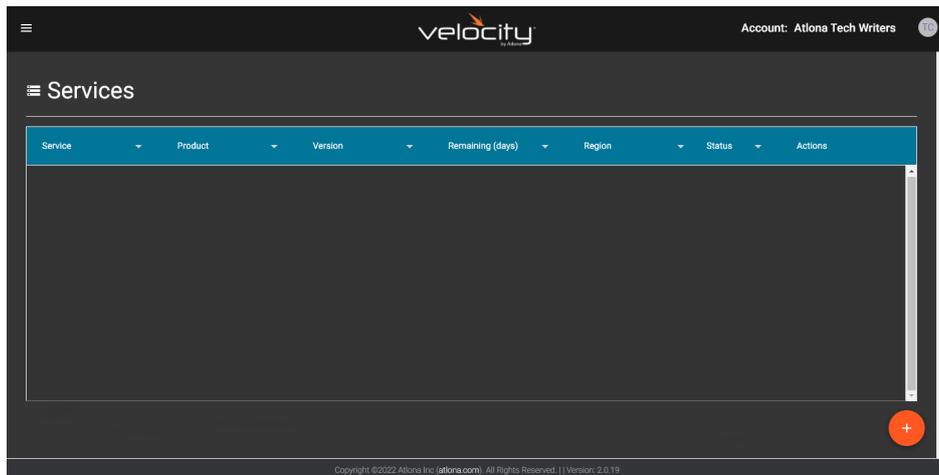
RESTART LOCAL PROXY SERVICE

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 ≡ in the top left corner and select **Services** from the menu. A new screen will open.



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

Launch Service

Enter Product Key: License Key

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



Launch Service

License Key:

Enter Product Key:

License:

License Duration:

Service Name:

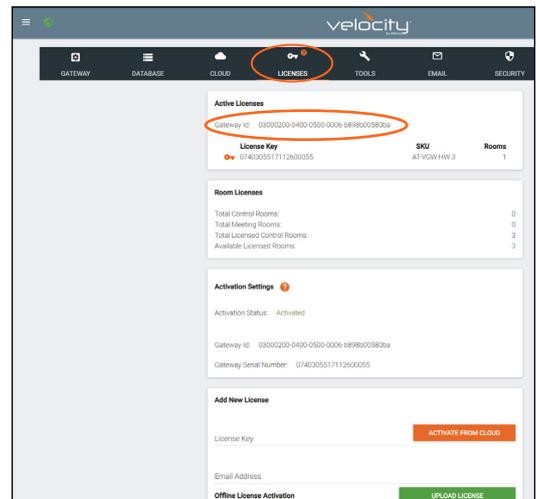
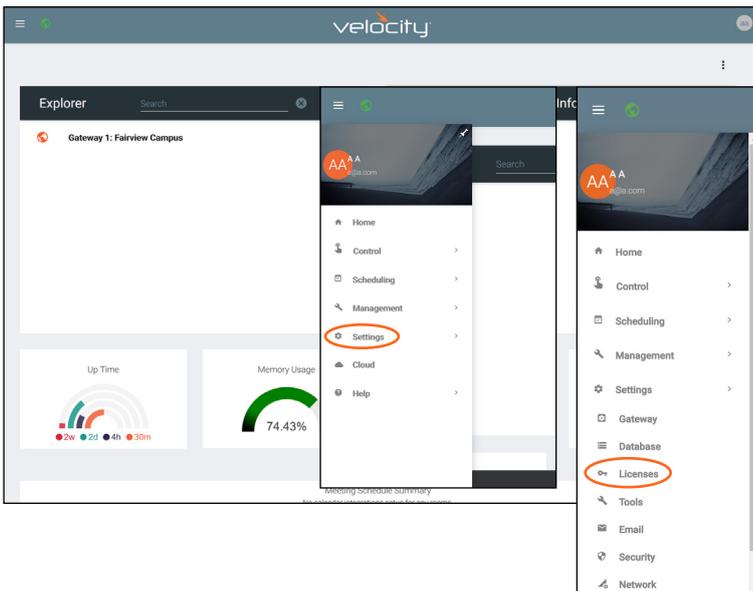
Hosting Region:

Enter Gateway Id:

Choose Service Version:

CANCEL SUBMIT

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.

Launch Service

License Key:

Enter Product Key:

License:

License Duration:

Service Name:

Hosting Region:

Enter Gateway Id:

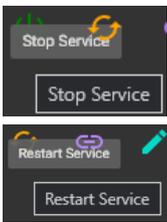
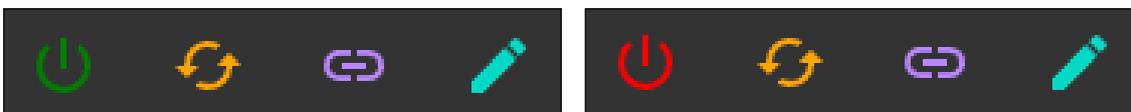
Choose Service Version:

CANCEL SUBMIT

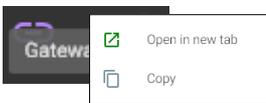


Services

Once activated, there are several control options within services.

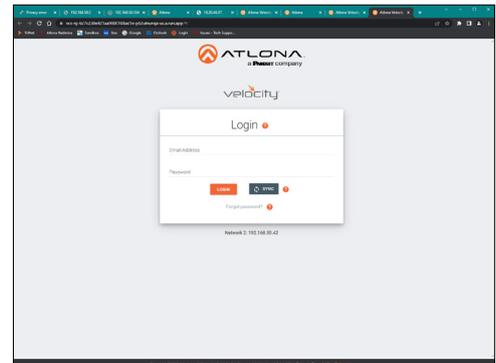
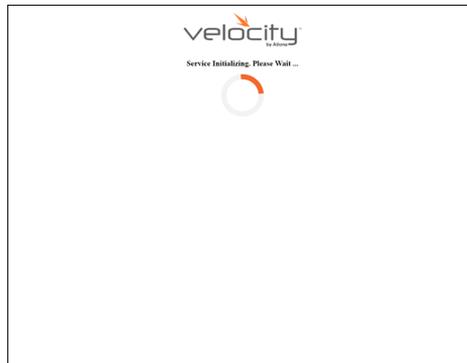


- **Start / Stop Services** - The Remote Gateway Services can be stopped and started using this button. This will shut down the link between the physical gateway and remote gateway.
- **Restart Services** - If there are any service issues or communication errors, the service can be restarted using this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

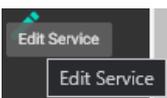


- **Gateway URL** - This button provides a way to open the remote gateway or copy the URL for the remote gateway services.

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

Launch Service

Enter Product Key:

License:

License Duration:

Service Name:

Hosting Region:

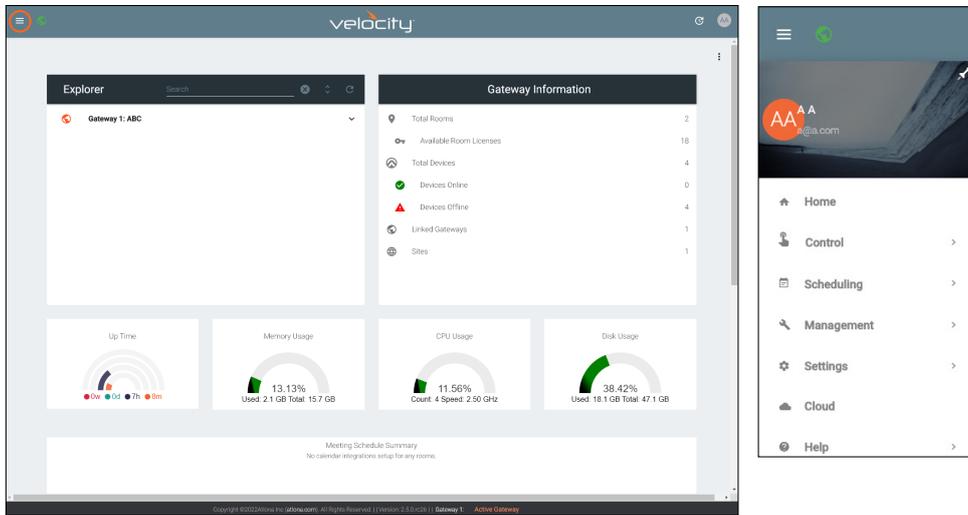
Enter Gateway Id:

Choose Service Version:

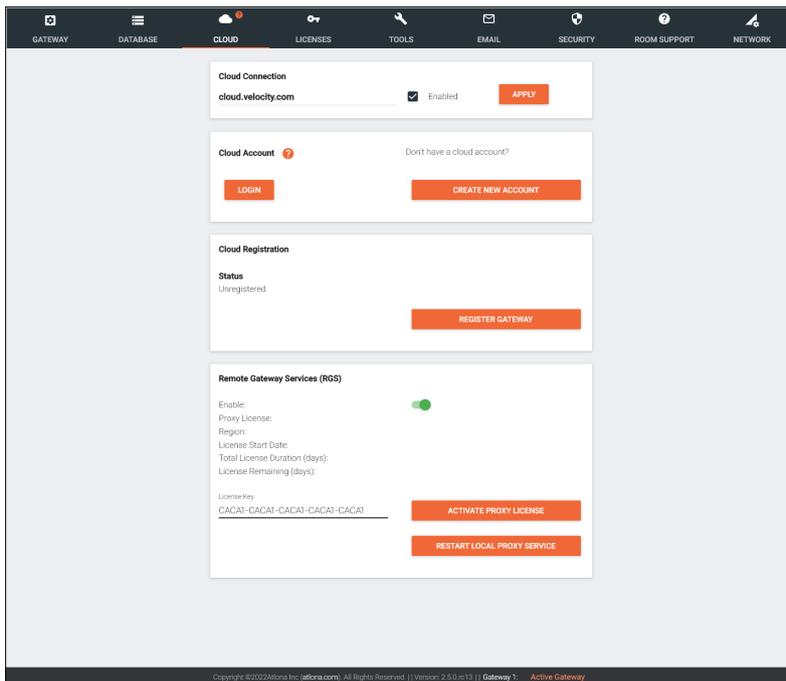
CANCEL SUBMIT

Backups

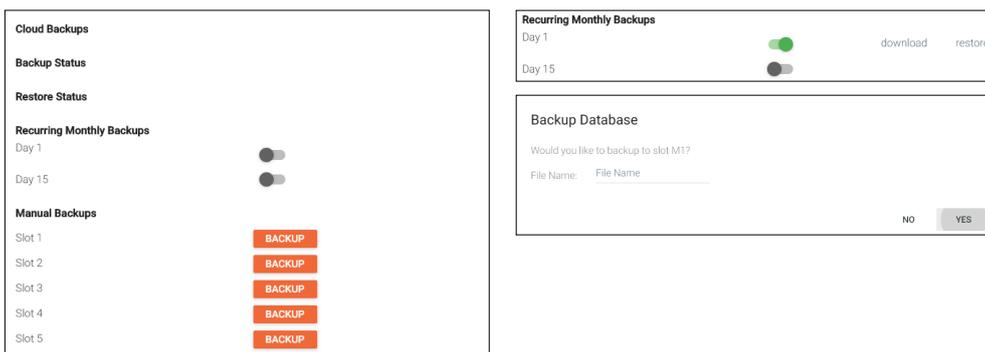
Cloud backups can be done from the local gateway or the remote gateway. Once logged in, select **Cloud** from the ≡ menu in the top left corner.



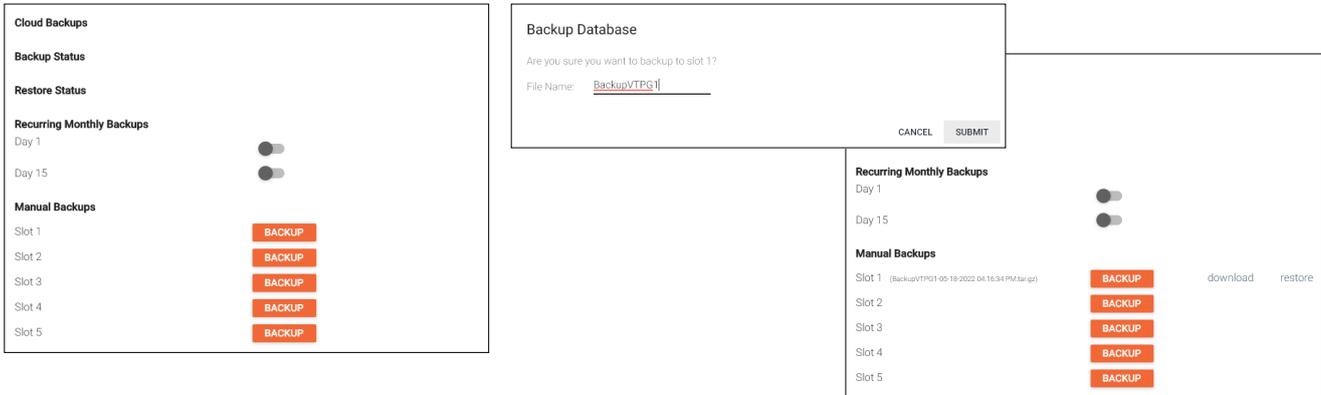
Scroll down to the Cloud Backups section. Backups can be done manually or set to be done on the 1st or 15th of the month (or both).



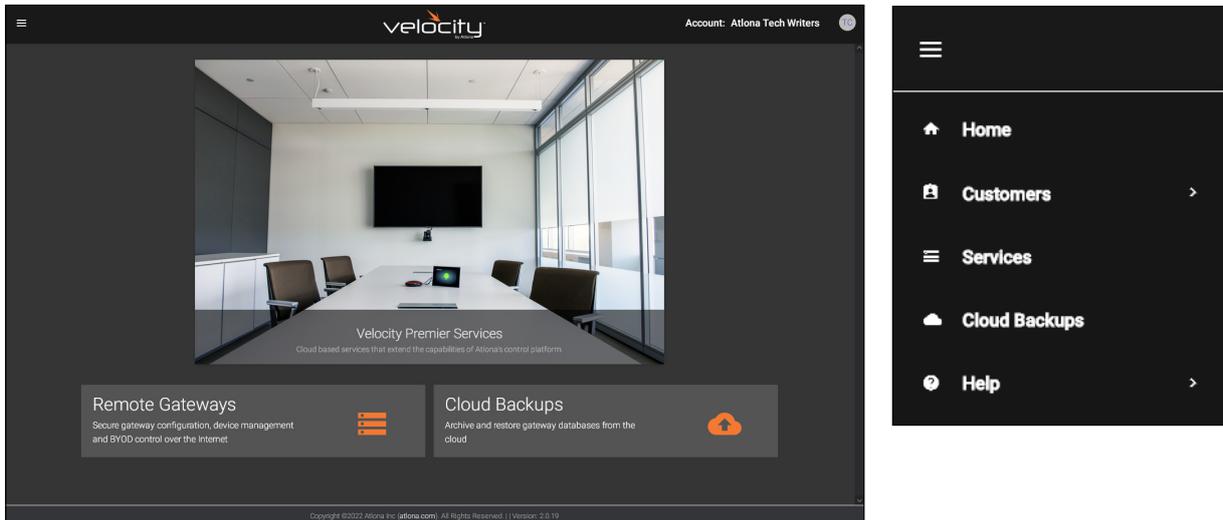
For automatic backups select one or both of the sliders next to Day 1 or Day 15. Once selected, a pop up will appear. Provide a name for the backup and select **Yes**, this will start the first backup.



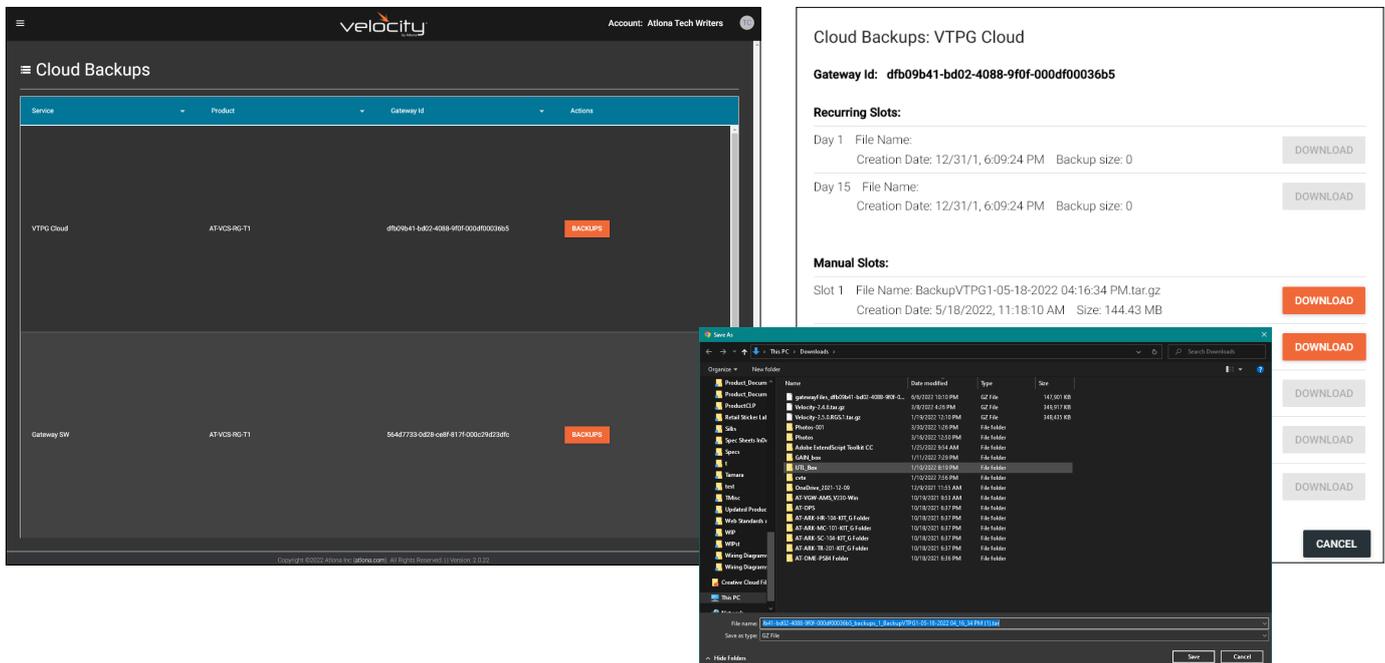
There are 5 slots for manual backups. Select the **Backup** button, a pop up will appear. Type a name into the file name field and select **submit** to start the backup.



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.

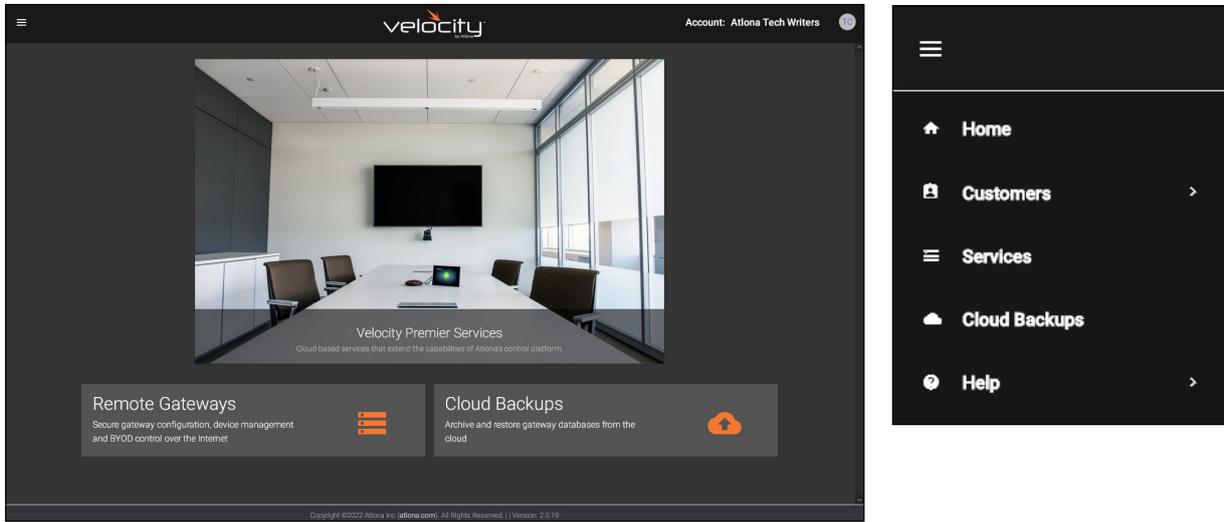


Select the **Backups** button. A pop up will open. Select the **Download** button next to the backup for saving. A window will open and the file can be saved to the local computer.



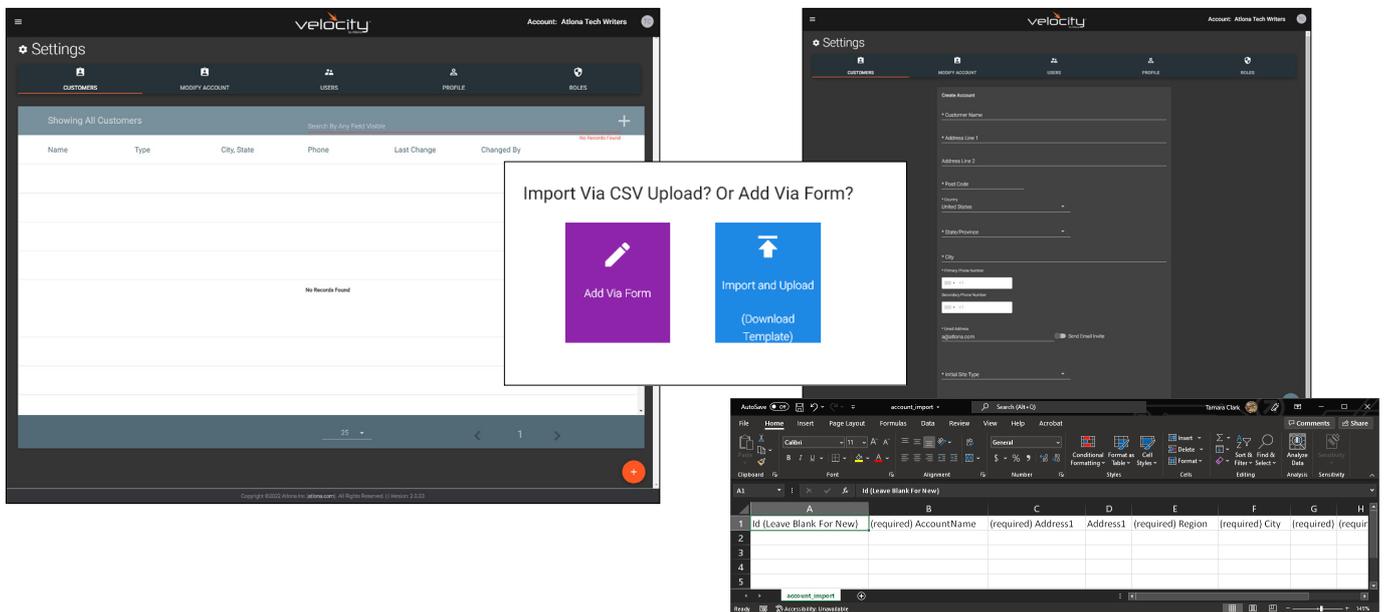
Customers

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 ≡ 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).

Modify Account

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.

The screenshot displays the 'Settings' page in the Velocity by Atlona application, specifically the 'MODIFY ACCOUNT' tab. The account being edited is 'Atlona Tech Writers'. The form includes the following fields:

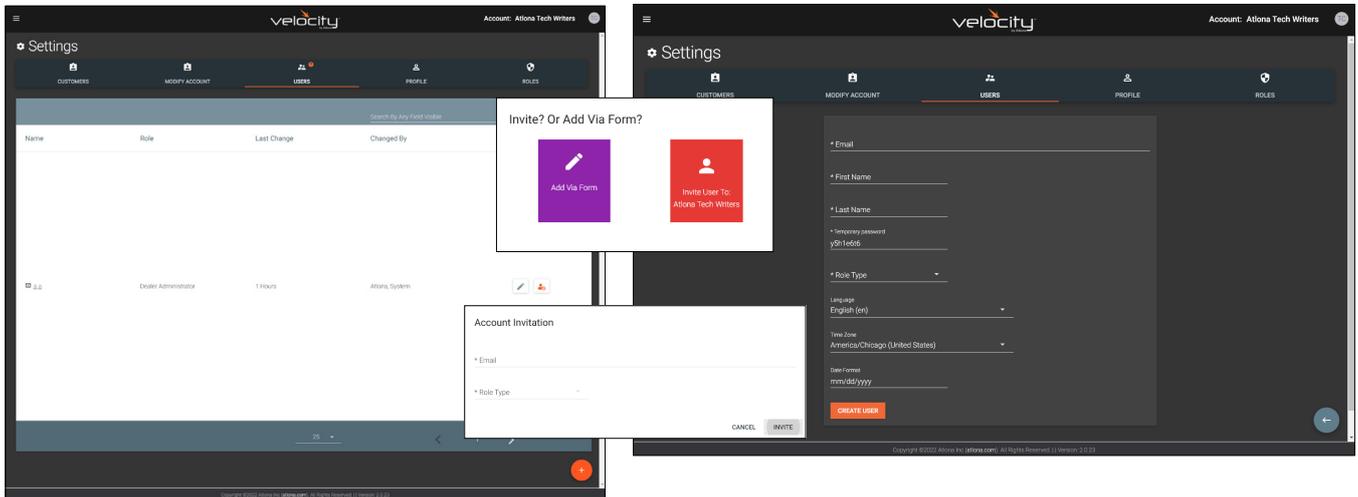
- Customer Name: Atlona Tech Writers
- Address Line 1: 70 Daggett Drive
- Address Line 2: (empty)
- Post Code: 95134
- Country: United States (dropdown)
- State/Province: California (dropdown)
- State/Province: California (text input)
- City: San Jose
- Primary Phone Number: +1 408-962-0515
- Secondary Phone Number: +1 (empty)
- Email Address: a@atlona.com
- Account Type: Dealer

At the bottom of the form is a 'SAVE CHANGES' button. Below the form is a 'Danger Zone' section with a warning: 'Once you delete this account, there is no undo. Please be certain.' and a 'DELETE ACCOUNT' button.

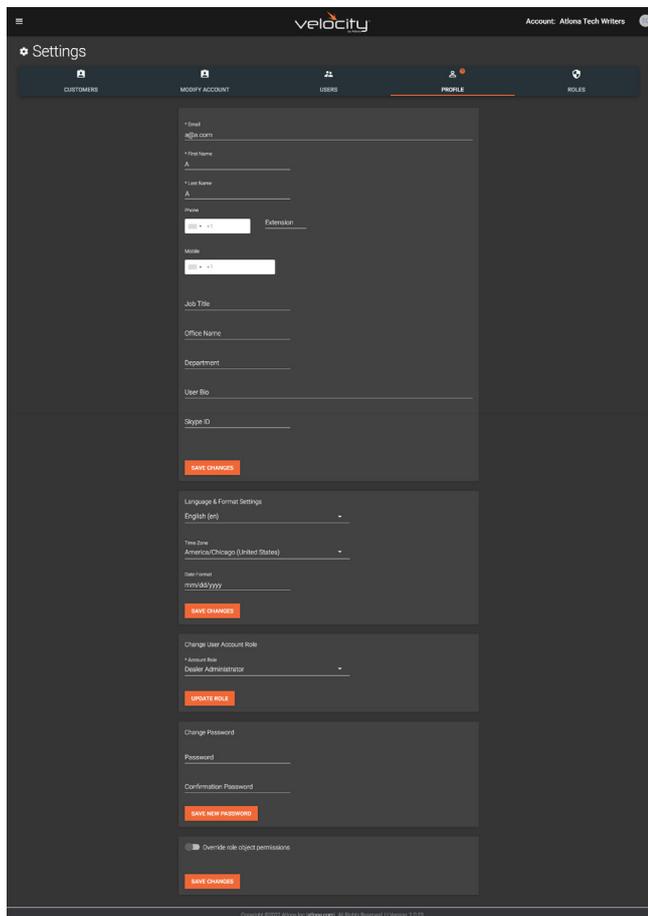
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Users

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**.



Profile



The screenshot shows the 'Profile' settings page in the Velocity Cloud interface. The page is titled 'Settings' and has a navigation bar with tabs for CUSTOMERS, MODIFY ACCOUNT, USERS, PEOPLE, and ROLES. The 'PROFILE' tab is selected. The page contains several sections:

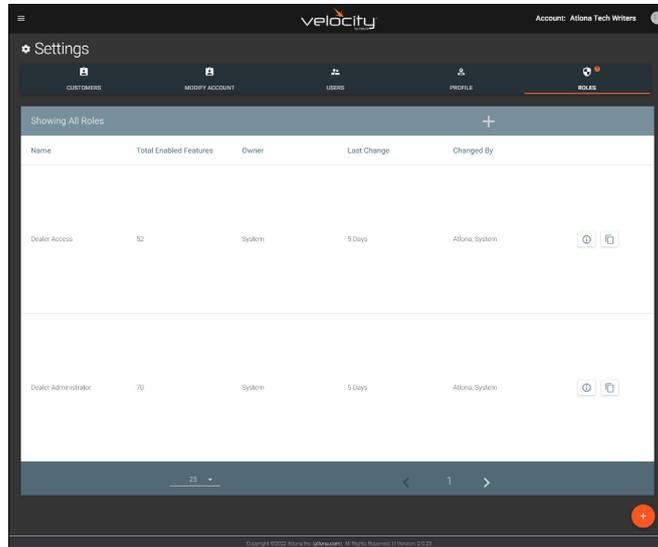
- Personal Information:** Fields for Email (at@a.com), First Name (A), Last Name (A), Phone (with area code and extension), Mobile (with area code), Job Title, Office Name, Department, User Bio, and Skype ID. A 'SAVE CHANGES' button is at the bottom of this section.
- Language & Format Settings:** Fields for Language (English (en)), Time Zone (America/Chicago (United States)), and Date Format (mm/dd/yyyy). A 'SAVE CHANGES' button is at the bottom of this section.
- Change User Account Role:** Fields for Role (Dealer Administrator) and Admin Role. An 'UPDATE ROLE' button is at the bottom of this section.
- Change Password:** Fields for Password and Confirmation Password. A 'SAVE NEW PASSWORD' button is at the bottom of this section.
- Override role object permissions:** A checkbox and a 'SAVE CHANGES' button.

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

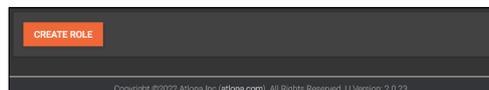
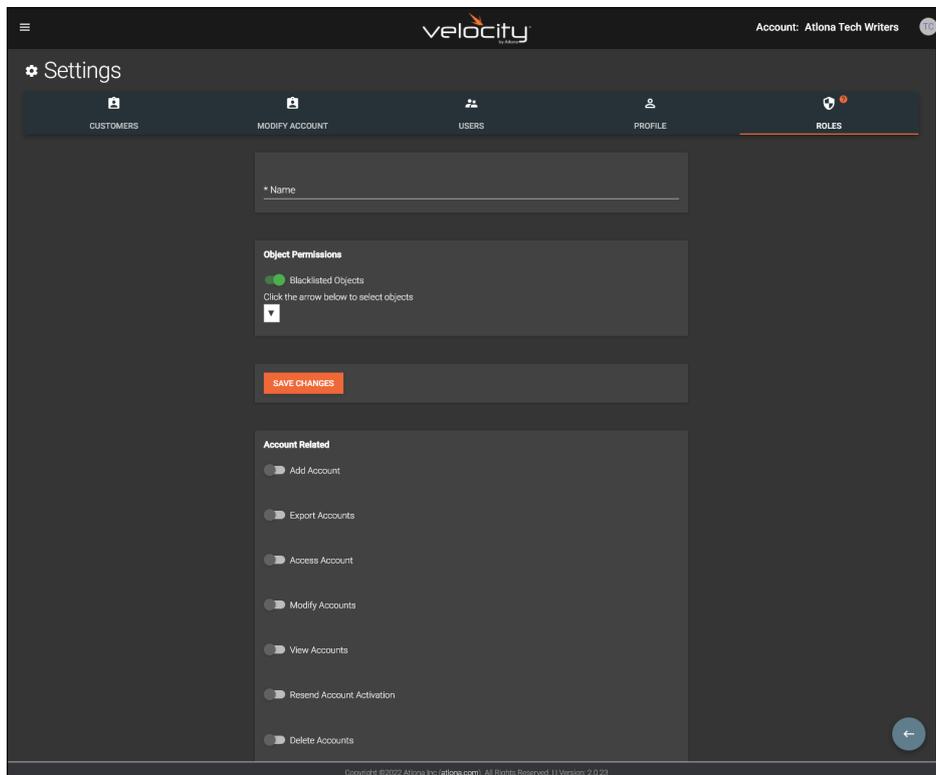
- **Language & Format Settings** - Language, Time Zone, and Date Format will have been set when the profile was created, but can be updated here if something has changed.
- **Change User Account Role / Override role object permissions** - These options can only be done by roles with the correct permissions.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

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.



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.



Once all the settings have been 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.

