



velocityTM

by Atlona

Version Information

Version	Release Date	Notes
1	10/17	Initial release
2	11/17	Added Macros, Event Macros, Room Triggers and Cloud
3	01/18	Added Reset Password, room groups, and show device. Updated room options.
4	05/18	Added keep alive commands, Split Rooms, updated activation steps
5	07/18	Added Device Groups, updated Remote Control builder, and room option Enable Passcode Locking.

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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Operating Notes

As of this writing, there are no firmware updates for this product. When new firmware is released, update instructions will be included with the firmware and will be appended to this manual.

Table of Contents

Log In & Activation	6
System Settings	9
Settings	9
Gateway Settings	9
Activation Settings	10
Time Settings	10
Database	10
Backup To Memory Location	10
Backups Available For Restore	10
Upload	11
Database Restore History	11
Redundancy Settings	11
Cloud	12
Licenses	12
Tools	13
Email	13
Security	14
Networks	14
Firmware	16
Reset Password	17
User Settings	18
Adding Users	18
Profile	19
Roles and Permissions	20
Sites	24
Add	24
Edit	26
Buildings	26
Add	26
Edit	27
Delete	27
Floors	28
Add	28
Edit	28
Copy	29
Export	29
Import	29
Delete	30
Rooms	30
Macros	33
Event Macros	34
Room Triggers	35
Adding Technology	36
Control	40
Remote	41
Equipment	44
Add	44
Edit	51
Delete	51
Split Rooms	52
Set Up	52
Control Devices	54
Macros	56
Room Macros	57
Event Macros	58

Table of Contents

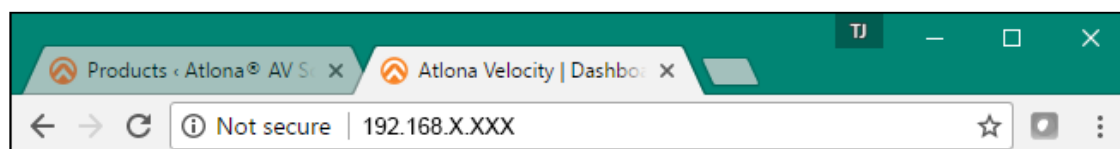
Cloud	59
Getting Started	59
Users	60
Add	60
Edit	61
Profile	61
Roles	62
Add	63
Customers	63
Add	63
Invite	65
Gateway	66
License Activation	68
Remote Access	69
Backup	70
Restore	70

Log In & Activation

Once the Velocity Gateway has been set up on a network, the IP of the server can be located using a display connected to the HDMI or Mini DisplayPort outputs.

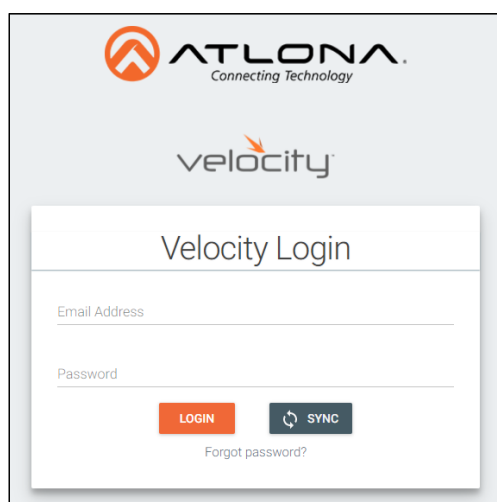
1. Open any browser on the network and type the IP address in, as shown below.

NOTE: Google Chrome is the recommended browser when using Velocity. Other browser may experience technical difficulties and may not support full functionality.



2. Enter the login information on the Velocity web page, then click the **Login** button. Note that the password is masked when typed.

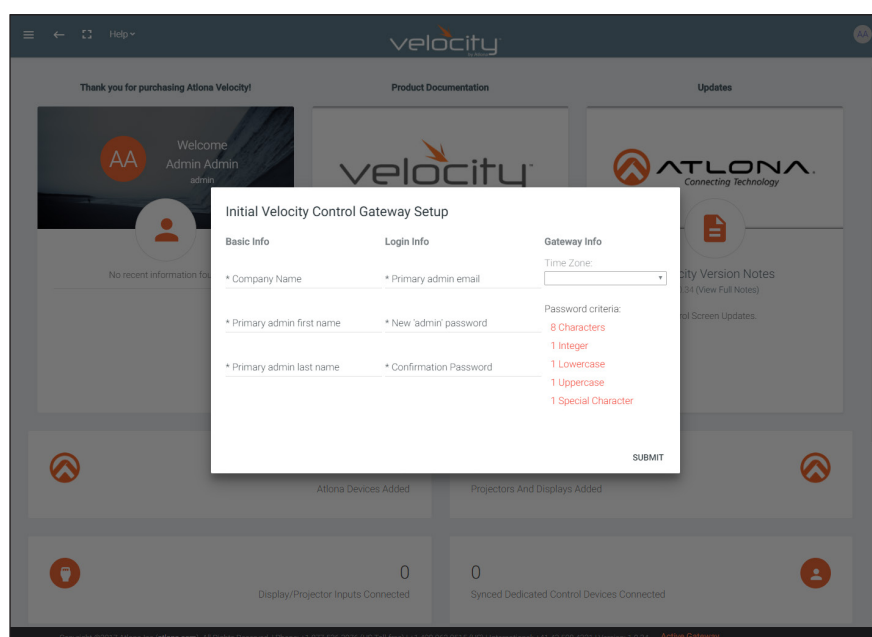
Login: admin
Password: admin



NOTE: Once the initial log in and activation is complete, the new password should be kept somewhere easy to find. If the password is lost, please follow the directions in the [Reset Password](#) section.

3. Fill in the initial set up information, including: Company Name, current admin's First & Last name, the admin's email address, and a new password.

NOTE: Passwords must be at least 8 characters and include: 1 number, 1 uppercase letter, 1 lowercase letter, and 1 special character. The text will appear all green when the password meets all criteria.



* New 'admin' password	Password criteria:
.....	8 Characters
	1 Integer
	1 Lowercase
	1 Uppercase
	1 Special Character
	Passwords do not match.
* Confirmation Password	
* New 'admin' password	Password criteria:
.....	8 Characters
	1 Integer
	1 Lowercase
	1 Uppercase
	1 Special Character
	Passwords do not match.
* Confirmation Password	
* New 'admin' password	Password criteria:
.....	8 Characters
	1 Integer
	1 Lowercase
	1 Uppercase
	1 Special Character
	Passwords Match!
* Confirmation Password	

4. Press **SUBMIT** once all information is filled. A new pop up will appear.

NOTE: If the gateway is activated already, it will go to the sites page. If the gateway is not activated, it will go to the system settings page. Activation status can be found at the bottom right hand of the screen.

Inactive Gateway ⚠

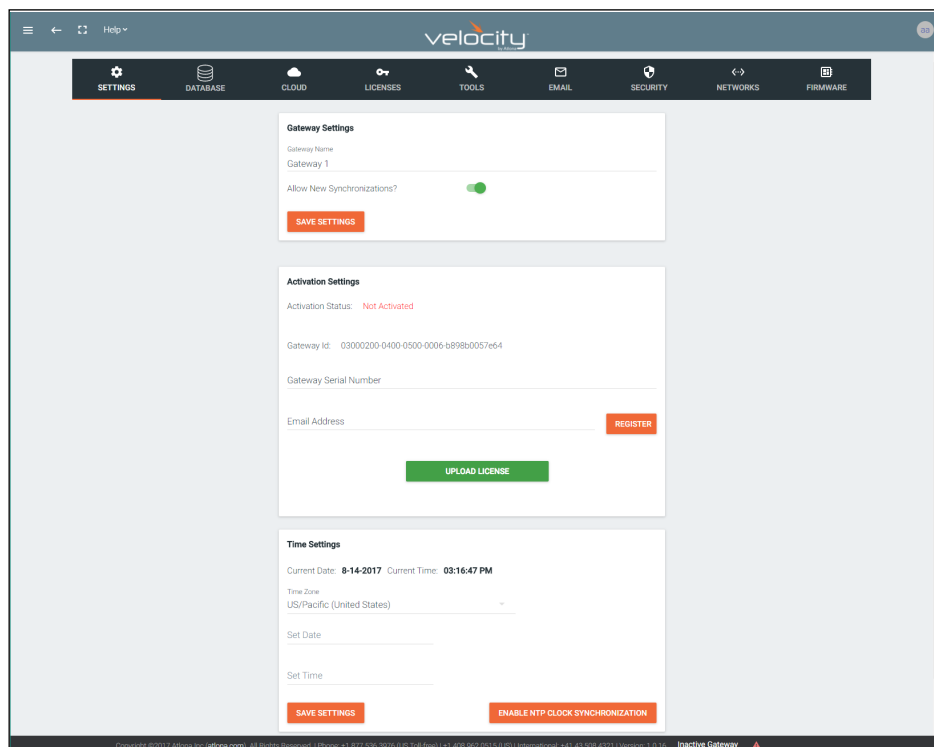
Active Gateway

Activate Velocity License

Please fill out the form and activate your velocity gateway before continuing to use the control platform

OK

5. Press the **OK** button on the Activate Velocity License window. The settings page will open.



The screenshot shows the Velocity Gateway Settings page. The top navigation bar includes: SETTINGS, DATABASE, CLOUD, LICENSES, TOOLS, EMAIL, SECURITY, NETWORKS, and FIRMWARE. The main content area is divided into three sections:

- Gateway Settings:** Gateway Name (Gateway 1), Allow New Synchronizations? (toggle on), and a SAVE SETTINGS button.
- Activation Settings:** Activation Status (Not Activated), Gateway Id (03000200-0400-0500-0006-b898b0057e64), Gateway Serial Number, Email Address, and buttons for REGISTER and UPLOAD LICENSE.
- Time Settings:** Current Date (8-14-2017), Current Time (03:16:47 PM), Time Zone (US/Pacific (United States)), Set Date, Set Time, and buttons for SAVE SETTINGS and ENABLE NTP CLOCK SYNCHRONIZATION.

The bottom status bar shows: Copyright 2007 ATLONA Inc. All Rights Reserved, Inactive Gateway ⚠.

6. Activate the unit:

- a. Fill in the serial number (Key provided at time of purchase or located on the bottom of the AT-VGW-250) and the email address of the system administrator. Press the **Register** button. A new tab will open.

Activation Settings

Activation Status: Not Activated

Gateway Id: 03000200-0400-0500-0006-b898b0057e64

Gateway Serial Number
0740305517060200054

Email Address
a@a.com

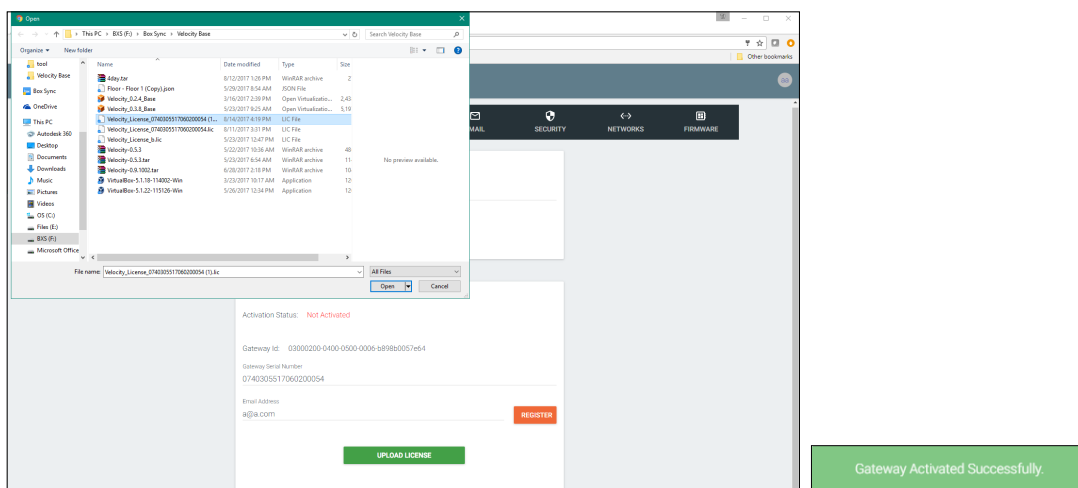
REGISTER

UPLOAD LICENSE

NOTE: Either the Gateway or the computer connected to the Gateway needs to have access to the internet to register.

b. *If registering offline*

1. Download the license file from the email link provided at purchase on a device with internet access.
2. Transfer the license file to the local computer connected on the same network as Velocity.
3. Select the **UPLOAD LICENSE** button. A new window will appear.
4. Select the license form the local computer and select **Open**.



Once the file has been uploaded successfully, the message **Gateway Activated Successfully** will appear at the bottom of the screen and the **Activation Status** will show Activated.

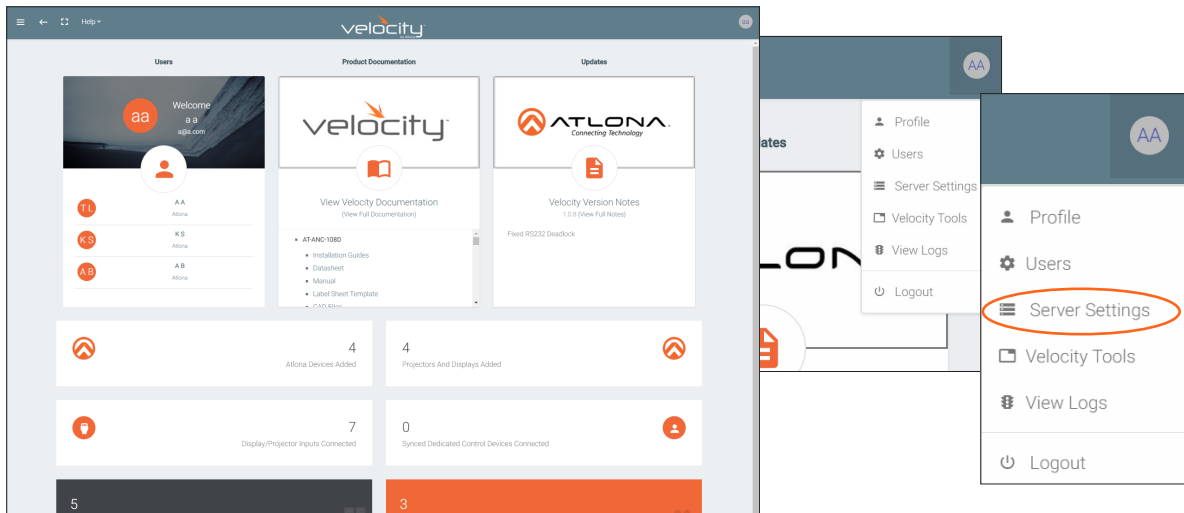


NOTE: The page should refresh automatically after registration, if the page does not, manually refresh the web browser.

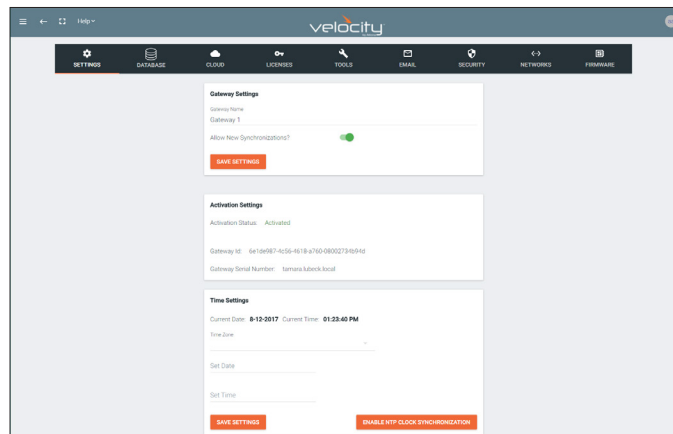
System Settings

System settings will include the ability to view server settings, licenses, tools, set up email notifications, security options, and firmware upgrades.

1. Locate the user icon in the top right corner of the home page and left click to select.

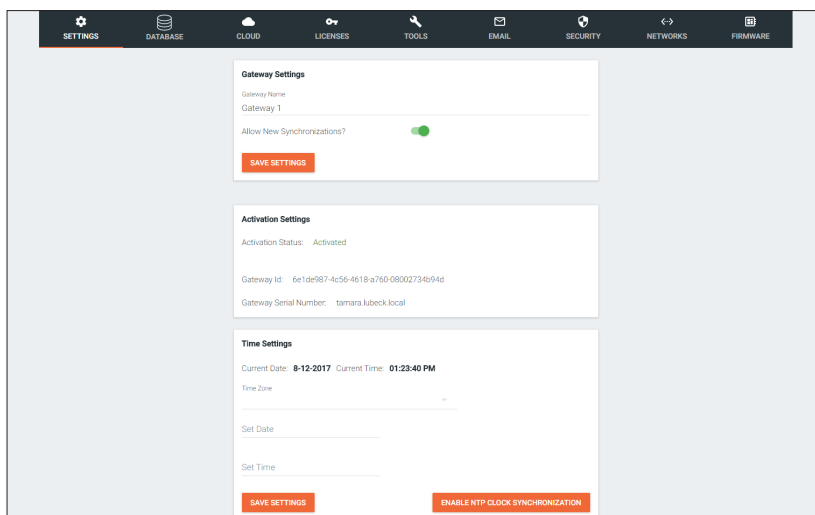


2. Select **Server Settings** from the drop down menu. A new page will open.



Settings

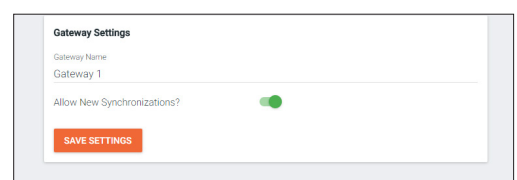
Used during activation, the settings page provides basic information for Velocity, such as: Gateway Settings, Synchronization, ID and Serial Number, and Time Settings.



Gateway Settings

The gateway name may be changed, to provide an easy way to discern between different gateways.

Select the slider bar next to **Allow New Synchronizations** to enable the Atlona Touch Pads and other devices to connect to the gateway.



Activation Settings

This will show the current activation status and the gateway ID and serial number. Velocity should have been activated following the steps in the [Log In & Activation section](#).

Activation Settings
 Activation Status: Activated
 Gateway Id: 6e1de987-4c56-4618-a760-08002734b94d
 Gateway Serial Number: tamara.lubeck.local

Time Settings

Set the time, time zone, and date for Velocity.

Time Settings
 Current Date: 8-12-2017 Current Time: 01:24:01 PM
 Africa/Abidjan (Benin Coast)
 Africa/Accra (Ghana)
 Africa/Addis Ababa (Ethiopia)
 Africa/Algiers (Algeria)
 Africa/Asmara (Eritrea)
 Africa/Bamako (Mali)
 Africa/Bangui (Central African Republic)
 Africa/Brazzaville (Congo)
 Africa/Bujumbura (Burundi)
 Africa/Cairo (Egypt)
 Africa/Casablanca (Morocco)
 Africa/Cotonou (Benin)
 Africa/Dakar (Senegal)
 Africa/Dar es Salaam (Tanzania)
 Africa/Djibouti (Djibouti)
 Africa/Gaborone (Botswana)
 Africa/Geneva (Switzerland)
 Africa/Harare (Zimbabwe)
 Africa/Johannesburg (South Africa)
 Africa/Khartoum (Sudan)
 Africa/Lagos (Nigeria)
 Africa/Libreville (Gabon)
 Africa/Lima (Peru)
 Africa/Lusaka (Zambia)
 Africa/Luxembourg (Luxembourg)
 Africa/Malabo (Equatorial Guinea)
 Africa/Maseru (South Africa)
 Africa/Mogadishu (Somalia)
 Africa/Nairobi (Kenya)
 Africa/Ndjamena (Chad)
 Africa/Niamey (Niger)
 Africa/Nouakchott (Mauritania)
 Africa/Ouagadougou (Cote d'Ivoire)
 Africa/Rabat (Morocco)
 Africa/Radisson (Sweden)
 Africa/Rangoon (Myanmar)
 Africa/Riyadh (Saudi Arabia)
 Africa/Sao Paulo (Brazil)
 Africa/Singapore (Singapore)
 Africa/Sofia (Bulgaria)
 Africa/Tripoli (Libya)
 Africa/Tunis (Tunisia)
 Africa/Windhoek (Namibia)
 Africa/Yamoussoukro (Cote d'Ivoire)
 Africa/Yohannesburg (South Africa)
 Africa/Zagreb (Croatia)
 Africa/Zair (Zaire)
 Africa/Zurich (Switzerland)

Activation Settings
 Activation Status: Activated
 Gateway Id: 6e1de987-4c56-4618-a760-08002734b94d
 Gateway Serial Number: tamara.lubeck.local
Time Settings
 Current Date: 8-12-2017 Current Time: 01:24:01 PM
 Africa/Abidjan (Benin Coast)
 Africa/Accra (Ghana)
 Africa/Addis Ababa (Ethiopia)
 Africa/Algiers (Algeria)
 Africa/Asmara (Eritrea)
 Africa/Bamako (Mali)
 Africa/Bangui (Central African Republic)
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 Africa/Windhoek (Namibia)
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 Africa/Yohannesburg (South Africa)
 Africa/Zagreb (Croatia)
 Africa/Zair (Zaire)
 Africa/Zurich (Switzerland)

Time Settings
 Current Date: 8-12-2017 Current Time: 01:24:01 PM
 Africa/Abidjan (Benin Coast)
 Africa/Accra (Ghana)
 Africa/Addis Ababa (Ethiopia)
 Africa/Algiers (Algeria)
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 Africa/Windhoek (Namibia)
 Africa/Yamoussoukro (Cote d'Ivoire)
 Africa/Yohannesburg (South Africa)
 Africa/Zagreb (Croatia)
 Africa/Zair (Zaire)
 Africa/Zurich (Switzerland)

Time Settings
 Current Date: 8-12-2017 Current Time: 01:23:40 PM
 Time Zone
 Set Date
 Set Time
 SAVE SETTINGS ENABLE NTP CLOCK SYNCHRONIZATION

Database

1. Select **Database** from the top navigation inside of the **Server Settings**.

SETTINGS DATABASE CLOUD LICENSES TOOLS EMAIL SECURITY NETWORKS FIRMWARE
 Backup To Memory Location
 Select a memory location to store your backup
 Backup Memory 1: Not used
 Backup Memory 2: Not used
 Backup Memory 3: Not used
 Backup Memory 4: Not used
 Backup Memory 5: Not used
 BACKUP NOW
 Database Restore History

The Database page provides a way to back up, restore, and set up redundancies for Velocity.

Backup To Memory Location

Select one of the five memory backup locations and press save. This will back up all the current settings of Velocity to the currently selected Backup Memory. Once a backup memory has been used, it can be downloaded, restored from, or deleted.

Backups Available For Restore

All backups available will appear in the list. The backups can be renamed, deleted, downloaded to the local computer, or restored to.

Rename - Set a back up name to help remember what settings were backed up.

Delete All - When there are a lot of back ups, delete all provides a quick way to clear all the previous back ups at once.

Delete - Open up more space for future back ups, remove backups, or unwanted settings.

Download - Save back ups to the local computer for future restores.

Restore - Select any of the back ups to restore to.

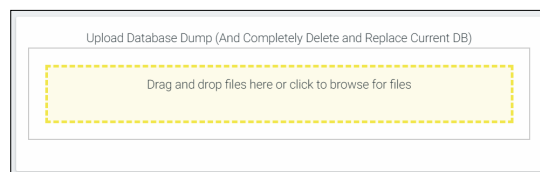
Backup To Memory Location
 Select a memory location to store your backup
 Backup Memory 1: Not used
 Backup Memory 2: Not used
 Backup Memory 3: Not used
 Backup Memory 4: Not used
 Backup Memory 5: Not used
 BACKUP NOW

Database Backups Available For Restore
 1day [2018-04-09 00:00:19.154112122 +0000 UTC] (47.0 MiB)
 2day [2018-04-08 00:00:19.414076233 +0000 UTC] (47.0 MiB)
 3day [2018-04-07 00:00:18.658109709 +0000 UTC] (47.0 MiB)
 4day [2018-04-06 00:00:18.42407598 +0000 UTC] (47.0 MiB)
 5day [2018-04-05 00:00:17.963449698 +0000 UTC] (47.0 MiB)
 RENAME DELETE ALL DELETE DOWNLOAD RESTORE

NOTE: The database will back up once a day for seven days. It will delete logs older than 7 days, be sure to save any automatic logs before 7 days is up or they will automatically delete.

Upload

Drag and drop previously saved database backups from the local computer.



Database Restore History

Once a restore has occurred, a new field will appear before restore. This will show all the database restores that have been successfully processed.

Database Restore History				
Date Restored	File Name Backup	File Modify Time	User Uploaded	Database Size
Jan 5 20:34:24	RecurringBackups-01-5-2018 19:00	Jan 5 19:00:16	A, A	173.9 MB

Redundancy Settings

Redundancy provides seamless control where in the case of power loss or other events on one gateway, the secondary gateway takes over control.

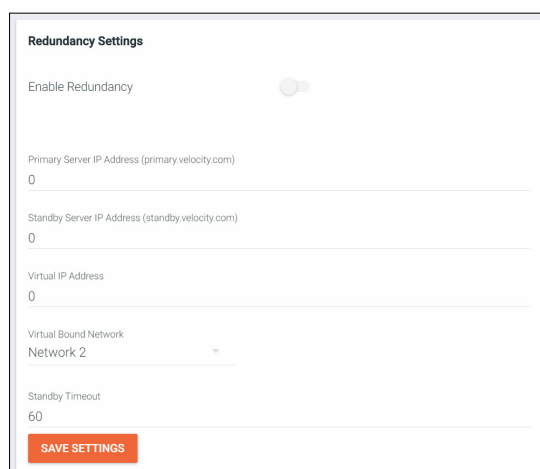
Enable Redundancy - Select the slider. When green, redundancy is enabled.

Primary Server IP Address - Set to the IP of the gateway all changes will be made on.

Standby Server IP Address - Set to the IP of the secondary gateway that will serve as backup in case of failure.

Virtual IP Address - Set the virtual IP. This IP will be used for all control device connections. Using this IP will ensure no loss of functionality in case the primary server goes down.

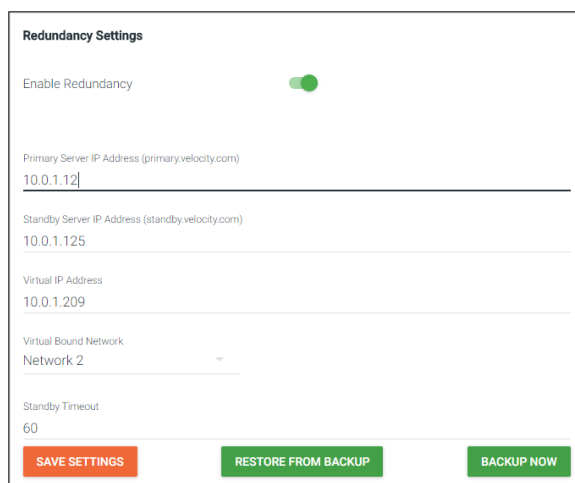
Standby Timeout - Set the time in seconds before the secondary gateway takes over control.



NOTE: The backup gateway must have gone through the initial setup process and be set to a static IP before redundancy is set up.

NOTE: Both gateways must be connected to the network using the same Ethernet port on the units. If the primary gateway is connected to Ethernet port 1 then the backup gateway must also be connected to the network using Ethernet port 1.

Once both units have been set up and connected correctly, redundancy can be set up.



1. Select the redundancy slider. It will turn green when enabled.

2. Type in the primary gateway's IP address.

NOTE: Both gateways must be set to static IPs to avoid any future issues.

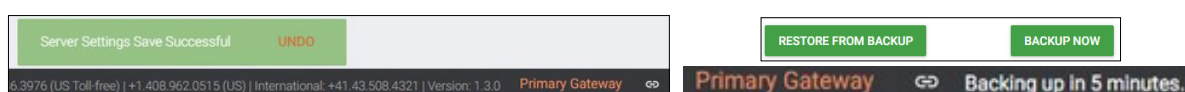
3. Type in the secondary gateway's IP address.

4. Type in a Virtual IP address.

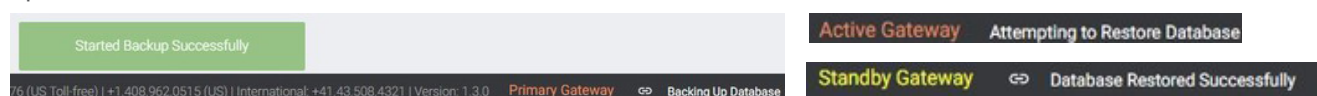
e.g. If the primary IP is 10.0.1.12 and the secondary IP is 10.0.1.125, the virtual IP should be 10.0.1.XXX (such as 10.0.1.209).

NOTE: The Virtual IP address must be an unused IP address. It cannot share an IP with any other devices on the network.

5. Select the port the units are connect with. If the units are connected to the network using Ethernet port 2, then select Network 2 from the drop down menu.
6. Set the time, in seconds, for how long after connection is lost from the primary unit before the secondary unit takes over.
7. Press the Save Settings button. A green successful message will appear at the bottom of the page when redundancy has been set up. The title Primary Gateway will also appear in the server information at the bottom of the page.



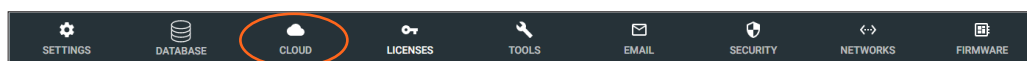
The primary gateway will back up to the secondary unit every 5 minutes (this is not the same as the server back ups). The back up may also be started manually by pressing the **BACKUP NOW** button at the bottom of the redundancy options.



As the database backs up, it will display the Backing Up Database message. Once a database has been successfully backed up, the backup gateway will show that it is in standby mode, awaiting to take over in the event of primary loss of connection or to be restored from using the **RESTORE FROM BACKUP** button.

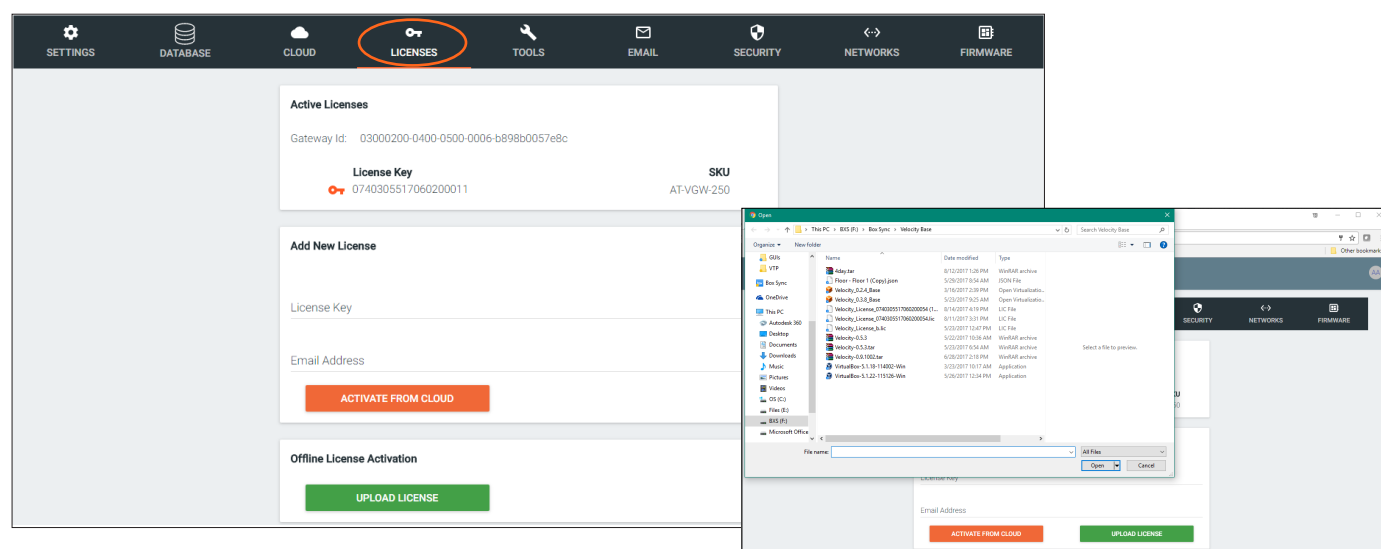
Cloud

Refer to Cloud section.



Licenses

1. Select **Licenses** from the top navigation inside of the **Server Settings**.



The license page will display any licenses currently associated to the user's gateway. If there are multiple licenses, they will be displayed here.

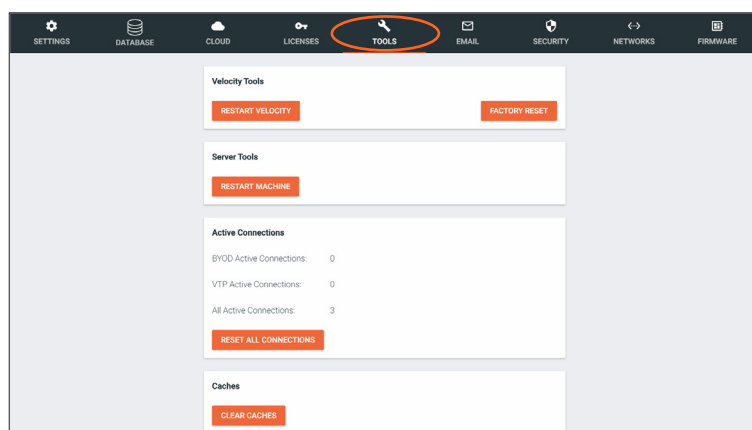
More licenses can be activated here, to expand the amount of licenses and include new control devices.

1. Select the **Upload License** button.
2. Select the license file and press the Open button.

The new license will appear under **License Key**.

Tools

1. Select **Tools** from the top navigation inside of the **Server Settings**.



The tools page allows for the Velocity software, Gateway, or web browser Velocity files to be reset.

Restart Velocity - Restarts the Velocity software and allows any updated information to come through.

Factory Reset - Resets Velocity back to factory settings, removing all sites and settings.

Restart Machine - Reboots the gateway.

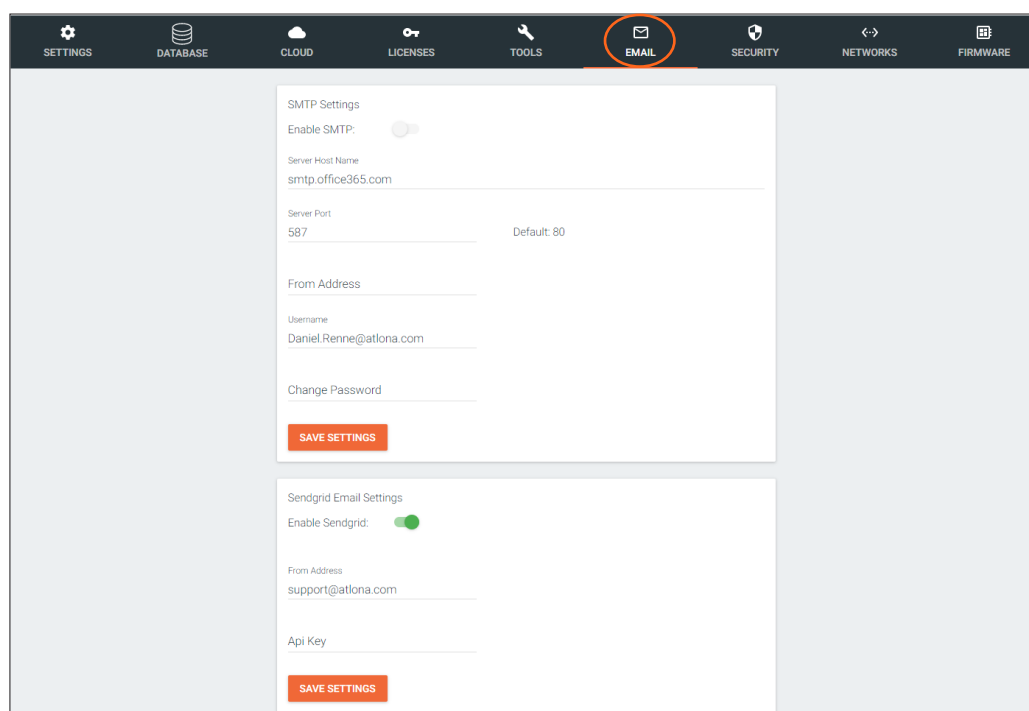
Active Connections - Will display how many devices are connected to Velocity at the time, including the current browser and the Velocity server itself.

NOTE: Turning off the gateway will shut down Velocity and control will not be possible until the unit is restarted.

Clear Cache - This will clear all Velocity files from the current web browser.

Email

1. Select **Email** from the top navigation inside of the **Server Settings**.

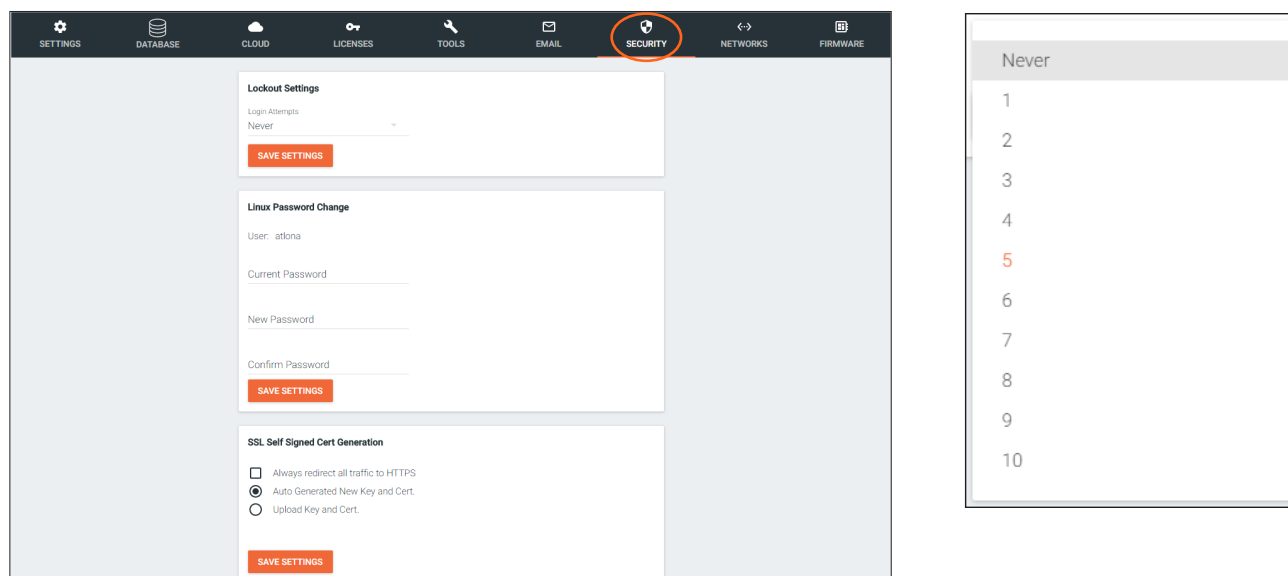


2. Fill in the company's email and/or Sendgrid settings.

This information will be provided by the company's email host. If the IT admin is not setting up Velocity, check with them for the correct settings.

Security

1. Select **Security** from the top navigation inside of the **Server Settings**.
2. Set the limit for how many login attempts a user has before the system is locked to those credentials.



For enhanced security, Velocity Gateway's operating system password should be updated.

Default User: atlona

Default Password: atlona

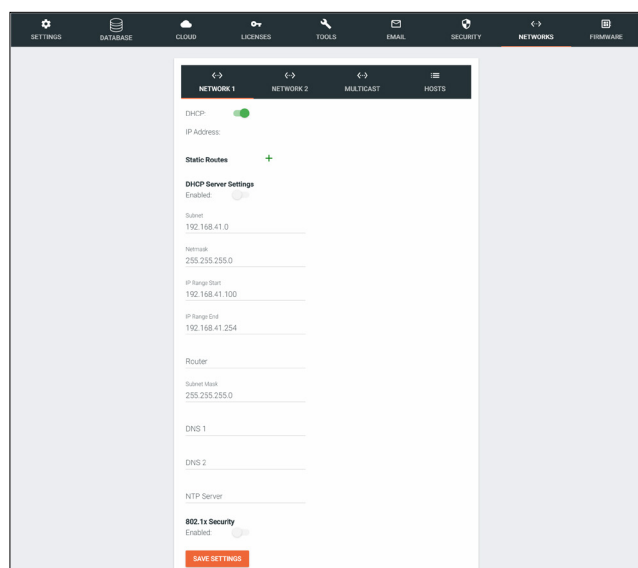
3. Type in the new password twice to confirm and press save.

NOTE: This is for the Velocity Gateway operating system password update, NOT for Velocity login. Velocity login password may be changed under users.

- **SSL** - Contact Velocity Product Management for further information.

Networks

1. Select **Networks** from the top navigation inside of the **Server Settings**.

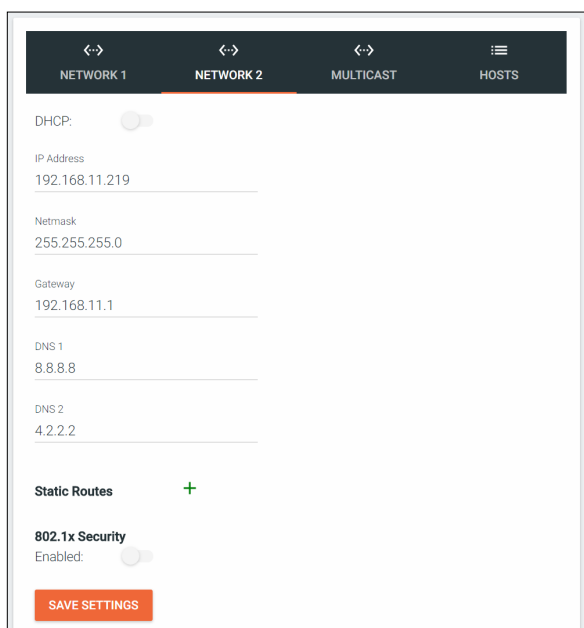


Network 1 corresponds with Ethernet Port 1 of the AT-VGW-250 and can be set between static IP, DHCP, and DHCP server. If set as a DHCP server, a range of IP addresses must be set so it can assign IP addresses for anything else connected to the network.

- **802.1x Security** - Enable or disable this by selecting the slider. Enabling will allow the Velocity Gateway to be authenticated and authorized when connected to a network using 802.1x access control.

NOTE: By default, Ethernet Port 1 is set to Static IP (192.168.41.68) and Ethernet Port 2 is set to DHCP.

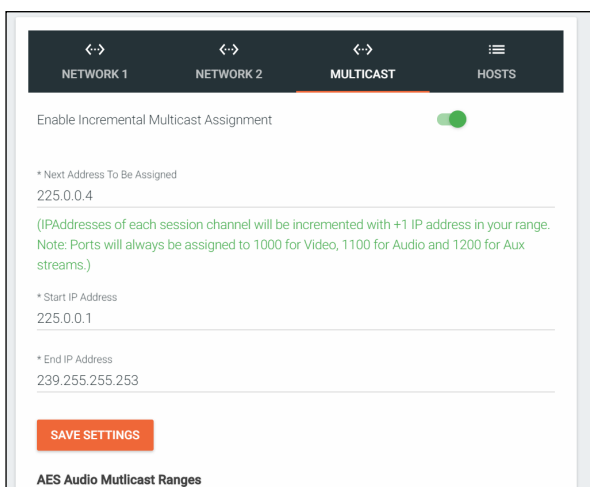
2. Select **Network 2** from the network box.



Network 2 corresponds with Ethernet Port 2 of the AT-VGW-250 and can be set between static IP and DHCP.

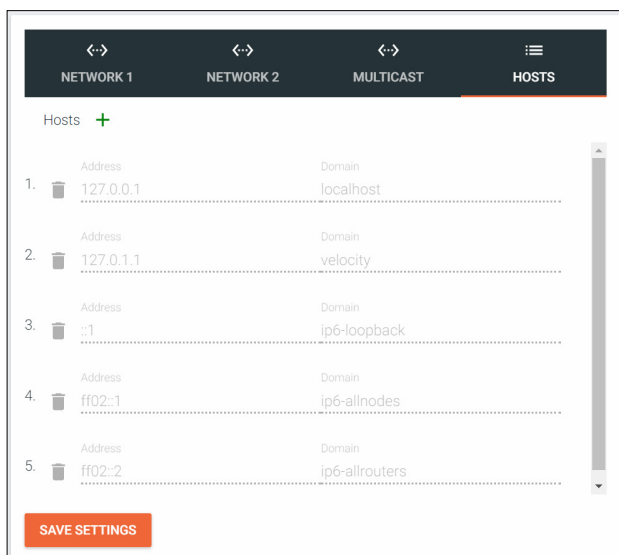
- **802.1x Security** - Enable or disable this by selecting the slider. Enabling will allow the Velocity Gateway to be authenticated and authorized when connected to a network using 802.1x access control.

3. Select **MULTICAST** from the network box.



Multicast is used for OmniStream set up and discovery.

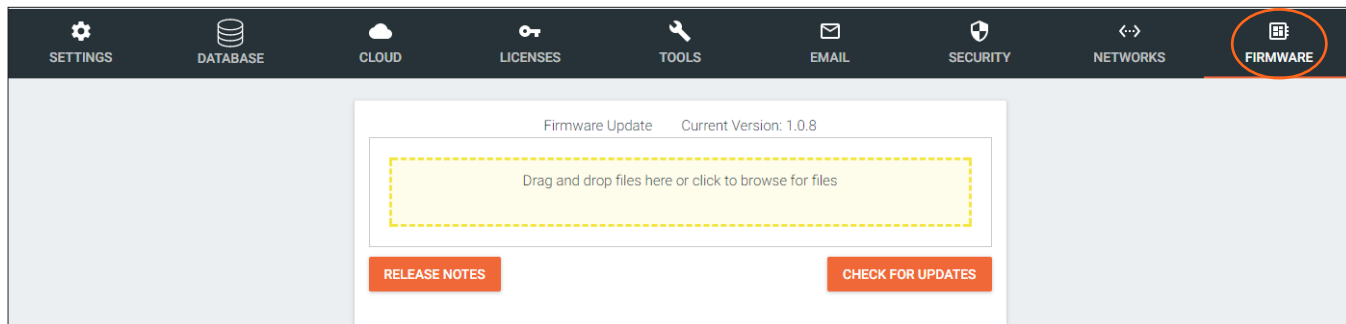
4. Select **HOSTS** from the network box.



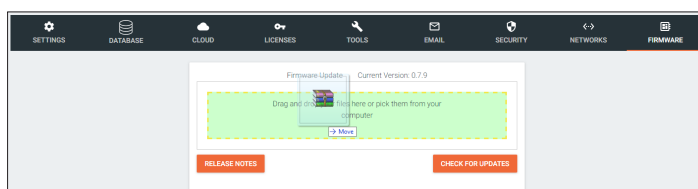
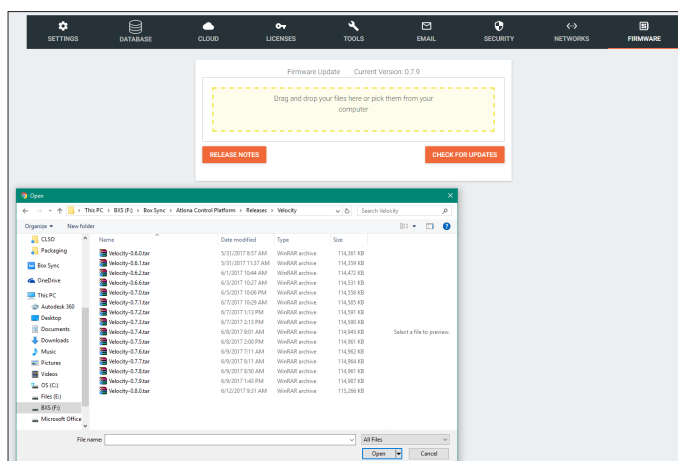
Hosts provide a simple way to assign a name to any Velocity controlled device on the network. Simply enter the controlled device IP address and write a host name to assign to it.

Firmware

1. Select **Firmware** from the top navigation inside of the **Server Settings**.



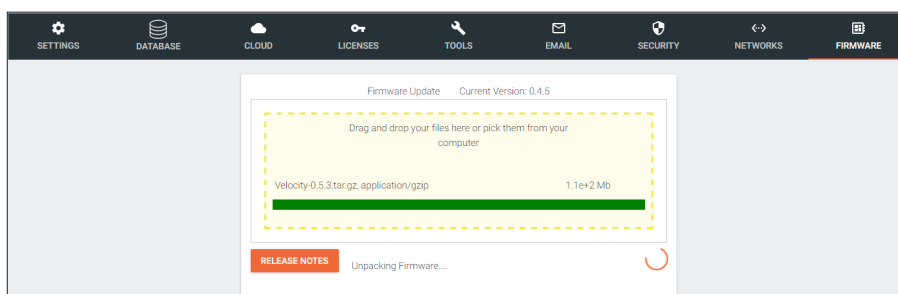
2. Click on the field to browse the local computer for the firmware file, or drag and drop the firmware into the field.



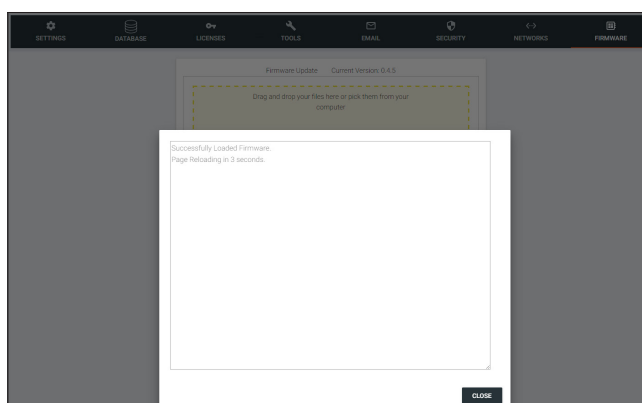
NOTE: Velocity update files will be tar.gz file extensions. These are compressed files and should not be extracted before upload.

NOTE: When downloading the firmware file on a MAC, ensure that the file is not being auto-extracted. The option to turn off auto-extraction will be found within the browser settings.

Firmware upgrading will start automatically.

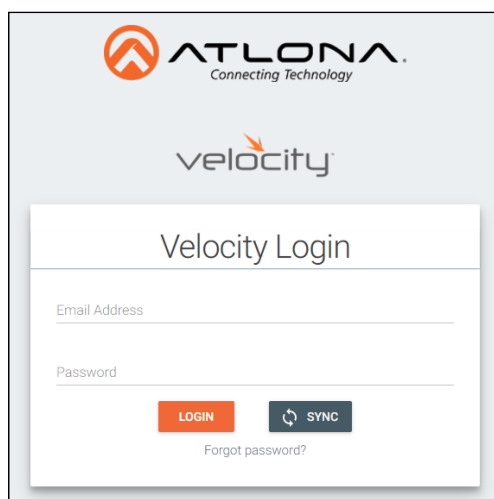


When the firmware upgrade is successfully completed, a pop up window will appear. It will close a few seconds later and will redirect the page to **Settings**.



Reset Password

If the login password is ever forgotten, it can be reset on the login page. The password reset may only be done once Email has been set up in System Settings.



ATLONA[®]
Connecting Technology

velocity

Velocity Login

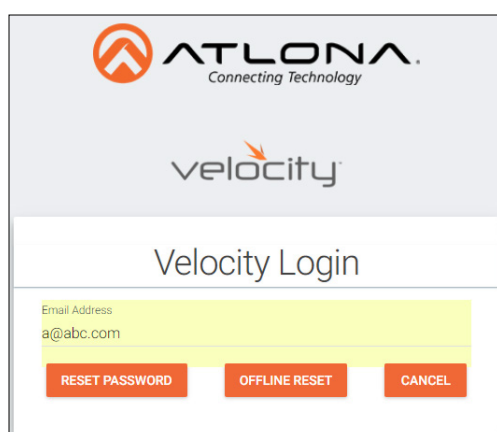
Email Address

Password

LOGIN SYNC

Forgot password?

1. Select the **Forgot Password** link found under the LOGIN button.



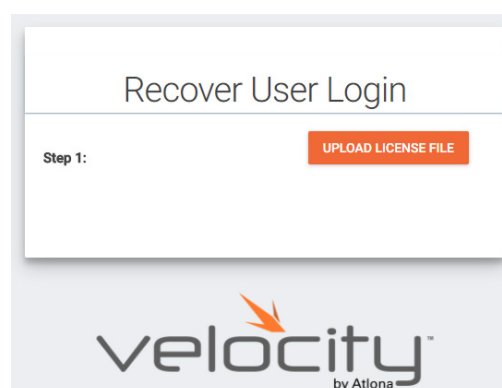
ATLONA[®]
Connecting Technology

velocity

Velocity Login

Email Address
a@abc.com

RESET PASSWORD OFFLINE RESET CANCEL

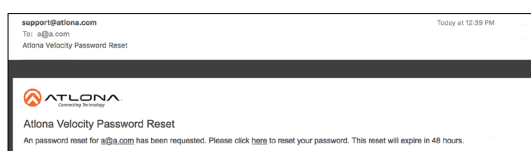


Recover User Login

Step 1: **UPLOAD LICENSE FILE**

velocity[™]
by Atlona

2. If Email has been set up in System Settings, enter the user email address and press **RESET PASSWORD**.
 - a. If Email has not been set up, select **OFFLINE RESET**. The user email and the gateway license will be need to reset offline. Follow the Recover User Login steps.

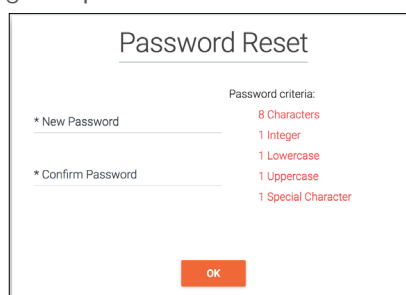


support@atlona.com
To: a@a.com
Subject: Atlona Velocity Password Reset

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Connecting Technology

Atlona Velocity Password Reset

An password reset for a@a.com has been requested. Please click [here](#) to reset your password. This reset will expire in 48 hours.



Password Reset

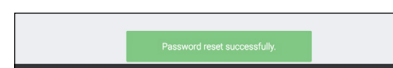
Password criteria:

- 8 Characters
- 1 Integer
- 1 Lowercase
- 1 Uppercase
- 1 Special Character

* New Password

* Confirm Password

OK

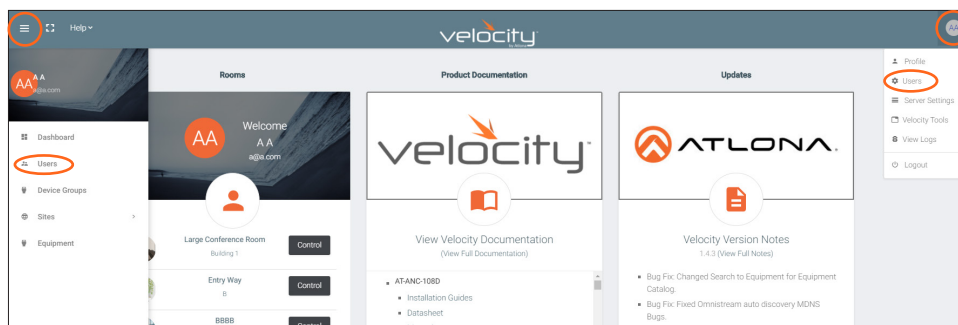


Password reset successfully

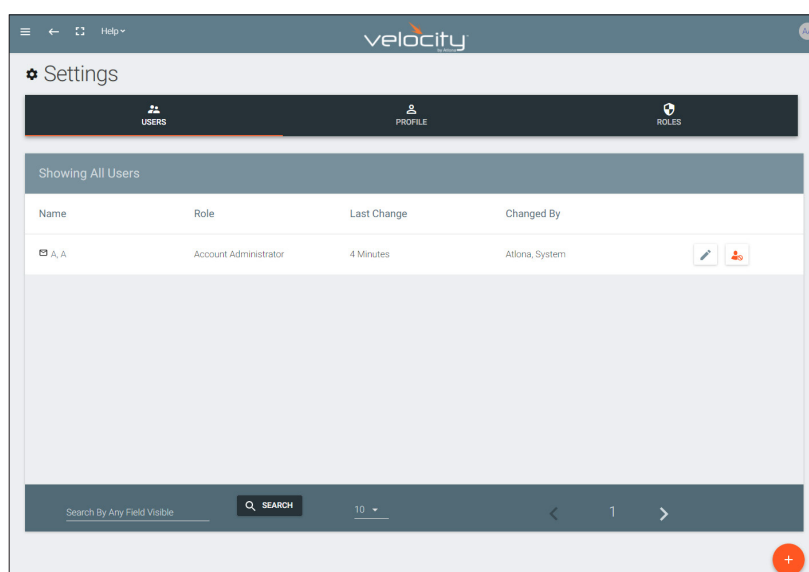
1. Once the email is received (be sure to check junk email), select the **here** link. A window will open into the default web browser of the device.
2. Enter the new password, being sure to meet the password criteria.
3. Select the **OK** button. Velocity will open and a green Password reset successfully message will appear at the bottom.

User Settings

1. Select the ≡ button from the top left corner or the circle in the top right corner and select **Users**.



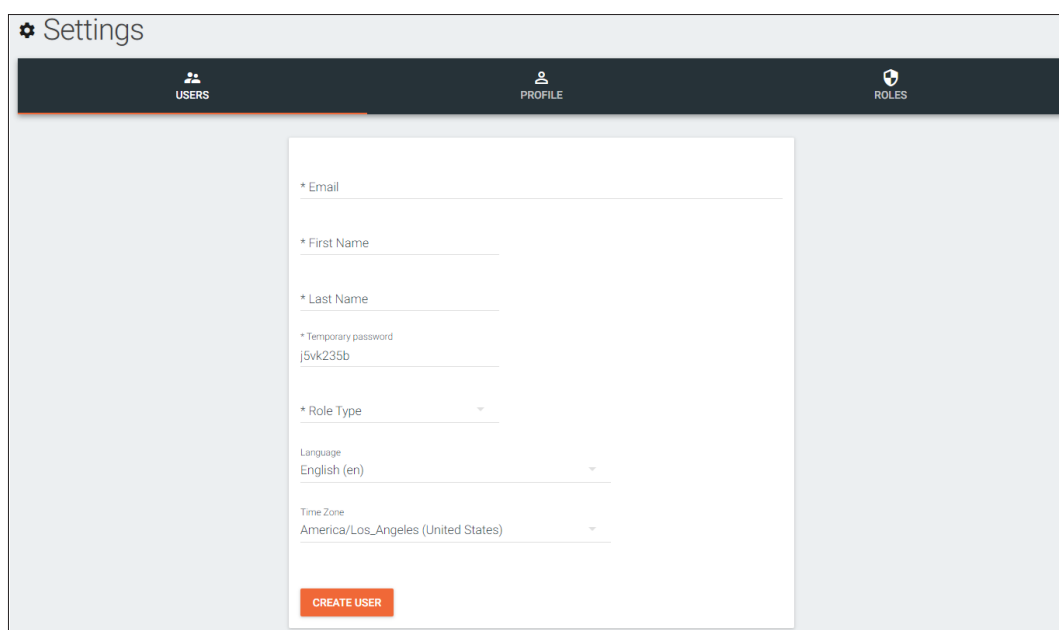
A new page will open.



Adding Users

1. Select the + button to add a new user.

A new page will open.



The screenshot shows the 'Create User' form in the Settings page. The form includes fields for Email, First Name, Last Name, Temporary password, Role Type, Language, and Time Zone. A 'CREATE USER' button is at the bottom.

2. Fill in all the user information fields.

- **Email** - Used for log in purposes and email password resets.
- **First & Last Name** - Velocity will provide a customized home page for a user using their credentials.
- **Temporary Password** - Use either the auto generated password or create a new one for the user to change upon first log in.
- **Role Type** - There are 5 roles to select from: Account Administrator, Site Administrator, Designer, Support Technician, and End User. To view the permissions of each role, select **Roles** within the top navigation or view them starting on [page 20](#).
- **Language** - Select the user's language preference. Default will be English.
- **Time Zone** - Select the time zone the user will be logging in from.

Account Administrator
Site Administrator
Designer
Support Technician
End User

3. Press the **Create User** button.

If successful, Velocity will redirect to the Users page and a green successful message will appear at the bottom of the page.

Name	Role	Last Change	Changed By	
Test_First	Site Administrator	1 Second	ManagerL_ManagerF	 
ManagerL_ManagerF	Account Administrator	34 Minutes	Atlanta, System	 

Search By Any Field Visible

10

1

Upon login, all new users will be prompted to update their password.

You must now update your password

* Password

* Confirmation Password

SUBMIT

Profile

1. Select **Profile** from the top navigation.

Profile

*Email
a@a.com

*First Name
A

*Last Name
A

Phone
+1

Extension

Mobile
+1

Job Title

Office Name

Department

User Bio

Skype ID

SAVE CHANGES

Language & Format Settings
English (en)

Time Zone
US/Eastern (United States)

Date Format
mm/dd/yyyy

SAVE CHANGES

Change User Account Role
*New Role
Account Administrator

SAVE CHANGES

Change Password
Password

Confirmation Password

SAVE NEW PASSWORDS

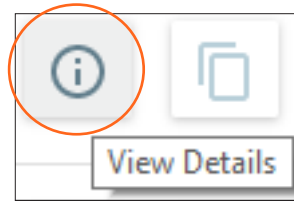
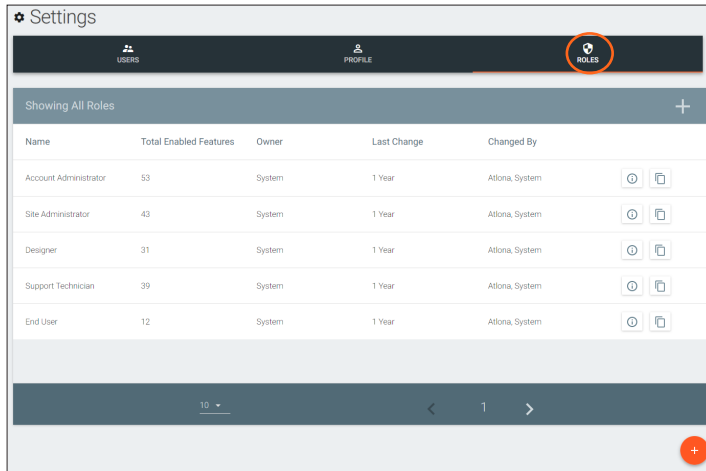
2. Fill in the user information that was not created in the previous screen, such as: Job Title, Office Name, Department, User Bio, and Skype ID.



NOTE: The profile information that can be changed will vary based on user permission level.

Roles and Permissions

1. Select **Roles** from the top navigation.



There are five default roles: Account Administrator, Site Administrator, Designer, Support Technician, and End User. The permissions can be seen by pressing the **View Details** button or using the tables below.

Site Related

User Level	View	Add	Modify	Delete	Copy	Export
Account Admin	X	X	X	X	X	X
Site Admin	X	X	X	X	X	X
Designer	X					
Support Tech	X	X	X	X	X	
End User	X					

Building Related

User Level	Add	Modify	Delete	Copy
Account Admin	X	X	X	X
Site Admin	X	X	X	X
Designer				
Support Tech	X	X	X	X
End User				

Floor Related

User Level	Add	Modify	Delete	Copy	Move ^ or v
Account Admin	X	X	X	X	X
Site Admin	X	X	X	X	X
Designer	X	X	X	X	X
Support Tech	X	X	X	X	X
End User					

Room Related

User Level	Add	Modify	Delete	Copy
Account Admin	X	X	X	X
Site Admin	X	X	X	X
Designer	X	X	X	X
Support Tech	X	X	X	X
End User				

Technology Related

User Level	View	Add	Modify	Delete	Control	Ping	Status
Account Admin	X	X	X	X	X	X	X
Site Admin							
Designer	X	X	X	X	X	X	X
Support Tech	X	X	X	X	X	X	X
End User							

Server Settings Related

User Level	Modify
Account Admin	X
Site Admin	
Designer	
Support Tech	X
End User	

Maintenance Related

User Level	Modify
Account Admin	X
Site Admin	
Designer	
Support Tech	X
End User	

User Related

User Level	View	Add	Modify	Change Roles	Revoke Access
Account Admin	X	X	X	X	X
Site Admin	X	X	X	X	X
Designer					
Support Tech					
End User					

Role Related

User Level	View	Add	Modify	Delete	Copy
Account Admin	X	X	X	X	X
Site Admin	X	X	X	X	X
Designer					
Support Tech					
End User					

Control Related

User Level	Access All Pages	View Logs
Account Admin	X	X
Site Admin		X
Designer	X	X
Support Tech	X	X
End User		

Equipment Related (within room)

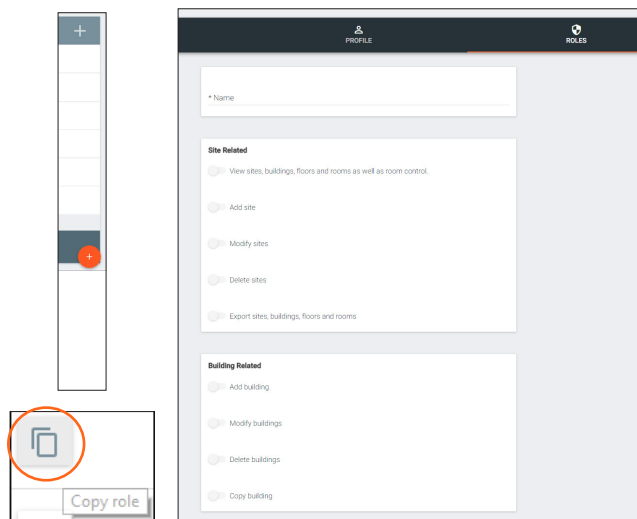
User Level	View	Add	Modify	Delete	Export	Copy
Account Admin	X	X	X	X	X	X
Site Admin	X	X	X	X	X	X
Designer	X	X	X	X	X	X
Support Tech	X	X	X	X	X	X
End User	X	X	X	X	X	X

Reference Image Related

User Level	View	Add	Modify	Delete	Export	Copy
Account Admin	X	X	X	X	X	X
Site Admin	X	X	X	X	X	X
Designer	X	X	X	X	X	X
Support Tech	X	X	X	X	X	X
End User	X	X	X	X	X	X

If the five default roles do not provide the right permission levels, new roles can be added.

1. Select the **+** button to add a new role. Either the top **+** or the bottom **+** button may be used. The current role can also be copied using the **Copy role** button, then edited.



2. Name the role, to make easy to identify later.
3. Press the slider for each permission to grant the current role.
3. Press the **Create Role** button to save all the settings.

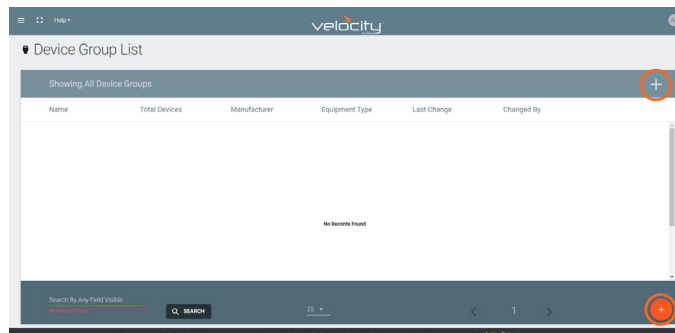
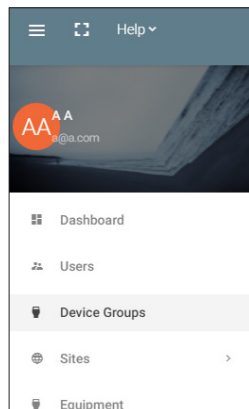


Device Groups

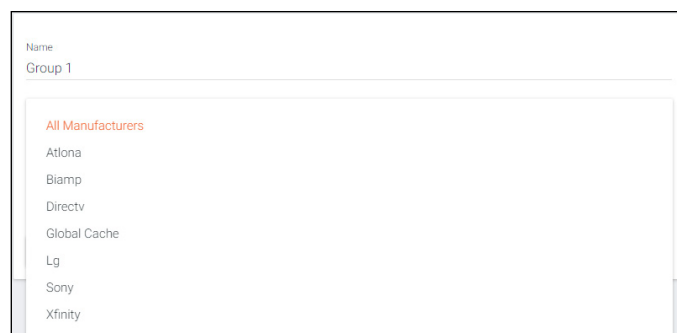
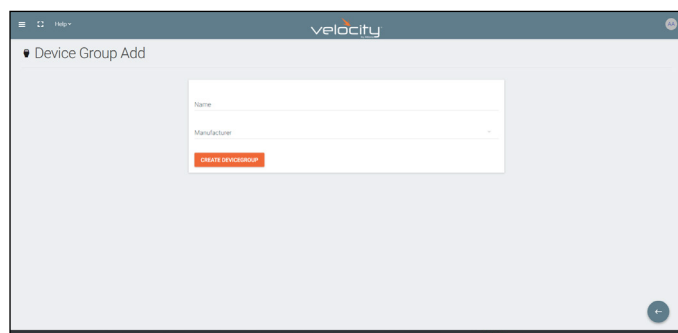
Velocity has the ability to group like devices together. Use the device groups to simultaneously control a set of devices, such as turning on all Sony TVs at a site.

i NOTE: Rooms and devices must be set up before starting to create device groups.

1. Select the ≡ button from the top left corner and select **Device Groups**.
2. Select the add button on the right side of the screen. A new screen will open.

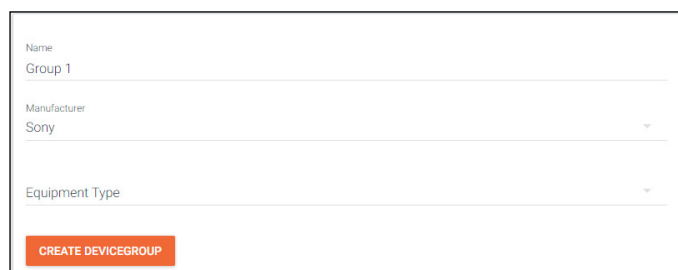


3. Type in a group name that will provide an easy hint to what the group controls. **e.g.** Sony TVs
4. Select the manufacturer of the controlled devices. A new option will appear below the drop down menu once selected.



5. Select the equipment type from the drop down menu. New options will appear below the equipment type.

i NOTE: Only the same equipment type will be grouped. If two different Sony TV types are on the list, only one may be selected and controlled.



6. Select the control type for the device commands to be sent as.
7. Choose the **Select All** check box or select individual devices from the drop down menu to be controlled.

Name

Group 1

Manufacturer

Sony

Equipment Type

Sony TV (Non IR)

Control Type

TCP

☐ Select All

Grouped Devices (0)

CREATE DEVICEGROUP

Name

Group 1

Manufacturer

Sony

Equipment Type

Sony TV (Non IR)

Control Type

TCP

☐ Select All

Sony Left

Sony Right

CREATE DEVICEGROUP

Sony Left

Sony Right

- Press the **CREATE DEVICEGROUP** button to save. The screen will return to the main Device Group page and display a green successful message at the bottom.

Help

velocity

AA

Device Group List

Showing All Device Groups +

Name	Total Devices	Manufacturer	Equipment Type	Last Change	Changed By	
☐ Group 1	2	Sony	Sony TV (Non IR)	1 Second	A. A	

Search By Any Field Visible

SEARCH

25

< 1 >

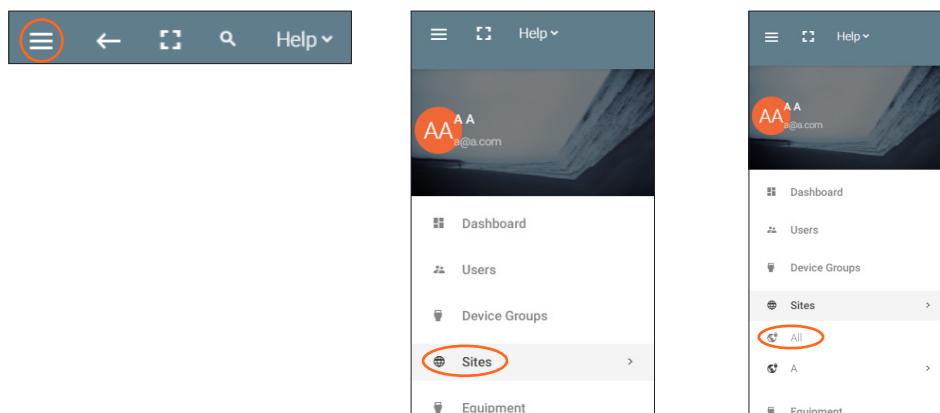
+

DeviceGroup Saved Successfully UNDO

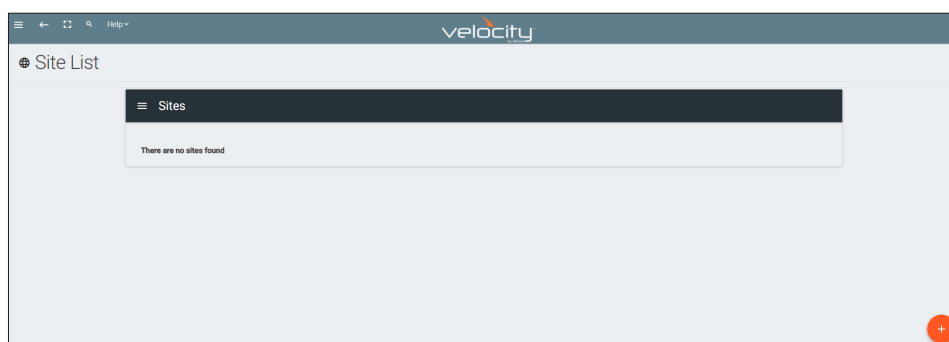
Copyright ©2018 Altona Inc.(altona.com). All Rights Reserved. | Phone: +1 877 536 3976 (US Toll free) | +1 408 962 0515 (US) | International: +41 43 508 4321 | Version: 1.4.3 Active Gateway

Sites

1. Select the ≡ button from the top left corner and select **Sites**.



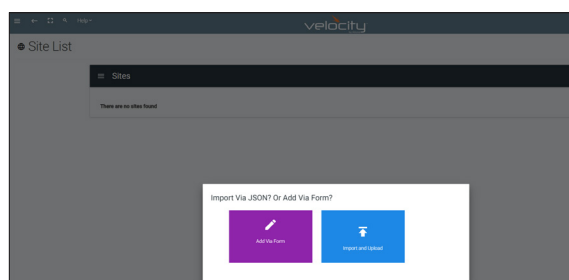
2. Select **All** from the options that becomes available. A new window will appear.



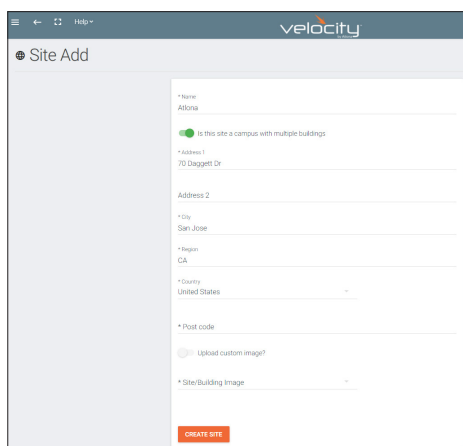
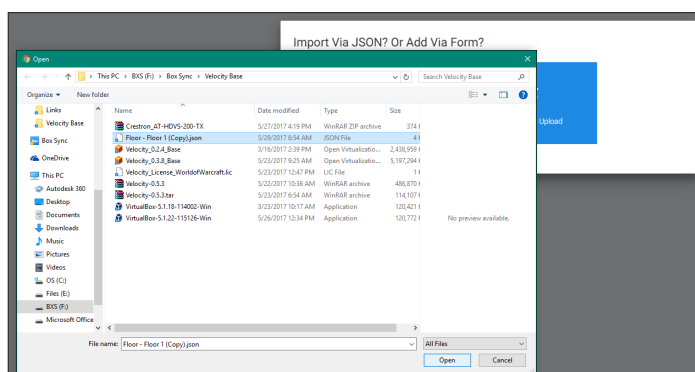
Add

1. Press the **orange + button** in the bottom right hand corner to add a site. A popup window will appear.

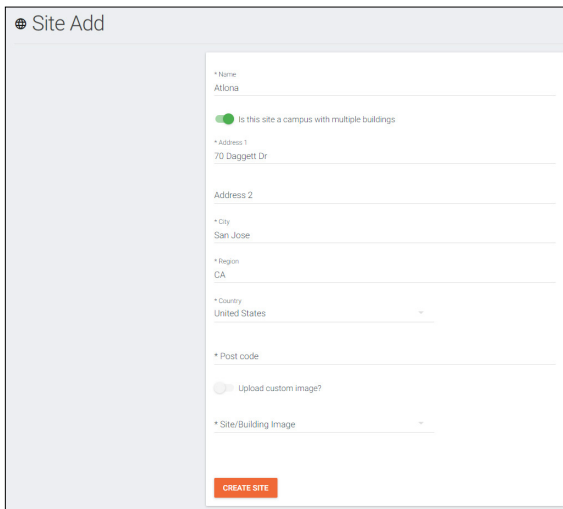
NOTE: Only one site can be added per gateway.



2. Select the purple **Add via Form** button for new sites and the blue **Import and Upload** button if loading a site based off a previously saved site. A new window will appear and open.

3. Select the site off the local computer and press open, or fill in the **Site Add** form.



Site Add

Name
Atlona

☒ Is this site a campus with multiple buildings

* Address 1
70 Daggett Dr

Address 2

* City
San Jose

* Region
CA

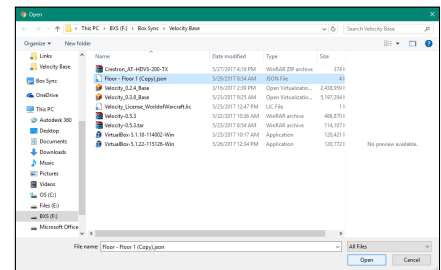
* Country
United States

* Post code

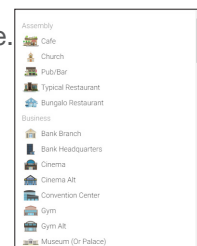
☐ Upload custom image?

* Site/Building Image

CREATE SITE

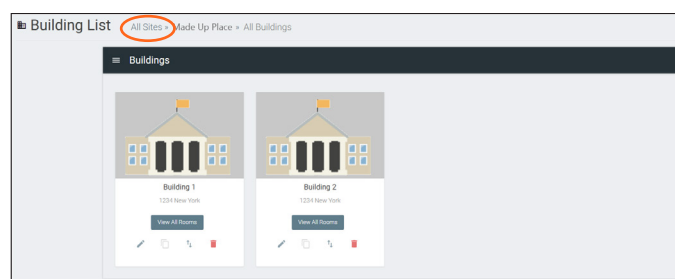


- **Name** - Usually the company name, use to identify the site Velocity will be located.
- **Multiple Building** slider - Select this to start the site with two buildings instead of one.
- **Address 1 & 2, City, Region, Country, Post code** - Used to help determine the exact location of the site, to help when troubleshooting or if there is more than one site with the same name.
- **Upload custom image** slider - Select this option to add a custom image for the site.
- **NOTE:** Custom images must be .PNG, .JPG, .JPEG, or .BMP file types to display.
- **Site/Building image** drop down menu - Select a Velocity site image.

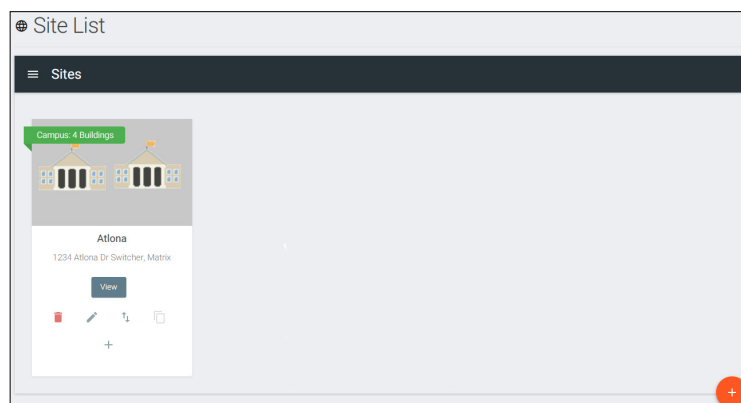


4. Press the **Create Site** button.

A new page will open.

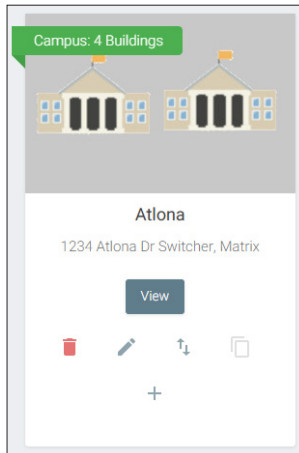
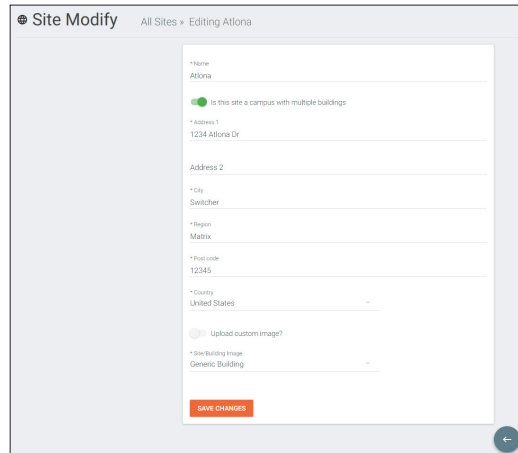


To return to the sites page, press **All Sites** within the top navigation.



Edit

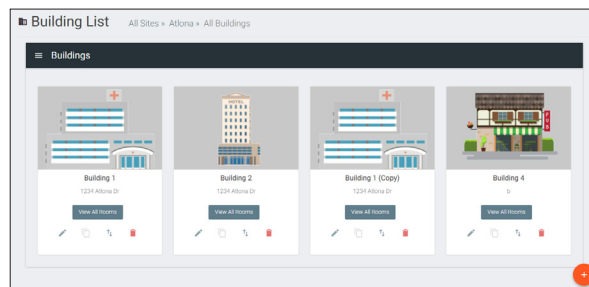
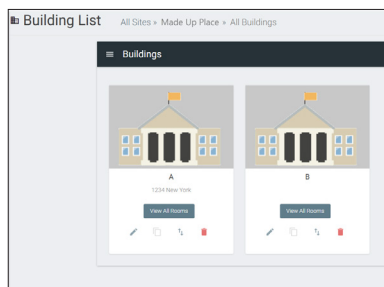
1. Press the **Edit Site** (pencil) button to update a site's information. A new window will open.

The options on the **Site Modify** window will be the same as the **Add Site** window. The requirements will be the same. Once changed, press the **SAVE CHANGES** button.

Buildings

Once a site is created, it will go straight to the buildings page. If multiple buildings was selected, then two buildings will display.

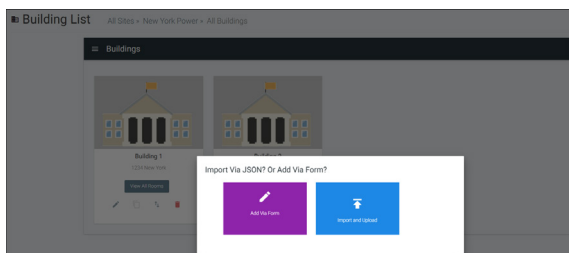


Using the **+** button or the navigation below the **View All Rooms** button, buildings can be added, edited, and deleted from this screen.

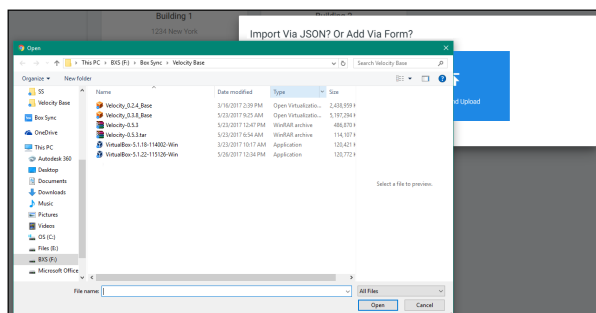


Add

Each site will start with at least one building. If more are needed, they can be added using the **+** button at the bottom of the page.



1. Select the purple **Add via Form** button for new buildings and the blue **Import and Upload** button if loading a building based off a previously saved building. A new window will appear or a browse folder will open.



Building Add

All Sites > Peanuts > Adding A New Building

* Name

Address 1

Address 2

Upload custom image?

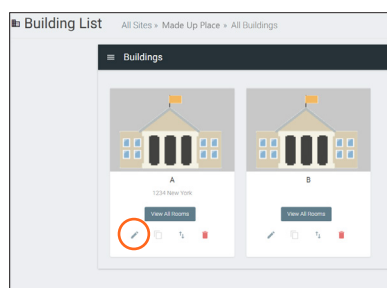
* Building Image

CREATE BUILDING

2. Select the building off the local computer and press open, or fill in the **Building Add** form.
 - **Name** - Usually the building name or suite number, use to identify different buildings.
 - **Address 1 & 2** - Used to help determine the exact location of the building, to help when troubleshooting.
 - **Upload custom image** slider - Select this option to add a custom image for the building.
 - **Building image** drop down menu - Select a Velocity site image.
3. Press the **Create Building** button.

Edit

1. Press the **Edit site** (pencil) button to update a site's information. A new window will open.



Building Modify

All Sites » A » All Buildings » All Buildings » Editing Building 1

* Name

Building 1

Address 1

A

Address 2

Upload custom image?

* Building Image

Generic Building 2

The options on the **Building Modify** window will be the same as the **Add Building** window, with the exception of **Room Groups**. The requirements will be the same. Once changed, press the **SAVE CHANGES** button.

Room Groups - This will provide a way to link rooms that will be used together or linked.

1. Name the room groups so that they will be easy to remember.
2. Press the **SAVE CHANGES** button.
3. Set the room group in each individual room's settings.

Room Groups +

1.



B

2.



A

3.

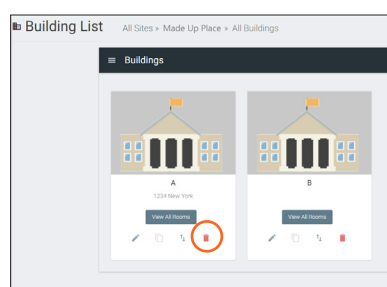


C

SAVE CHANGES

Delete

1. Press the **Delete building** (trash can) button to delete a building. A popup confirmation window will appear.



Confirm

Are you sure you wish to delete this building? WARNING! All rooms, technology and floors will also be deleted!

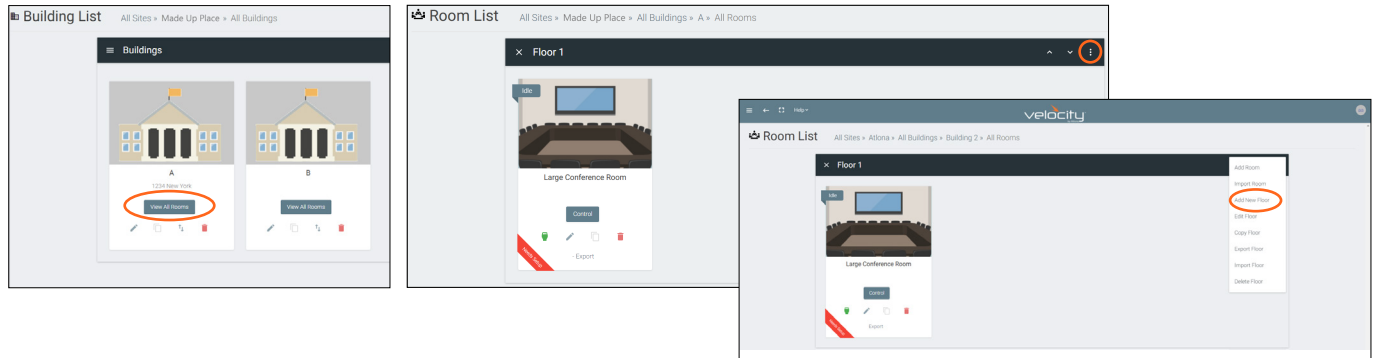
CANCEL

SUBMIT

2. Press the **SUBMIT** to delete the building.

Floors

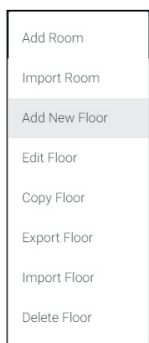
Once a building is created, the **View All Rooms** button can be pressed to go directly to the room and floors areas. One floor and one room will automatically be generated based on the type of building selected during creation.



Add

Each building will start with at least one floor. If more are needed, they can be added using the **+** button at the top right of the floor header.

1. Select **Add New Floor** from the drop down list.



- **Add Several Floors** - When enabled, the number of floors added at once is unlimited, but will slow the server if too many are added.
- **Floor Name** - When adding a singular floor, it can be named.

Add New Floor

☒ Add Several Floors/Room Groups?

* Total Floors
10

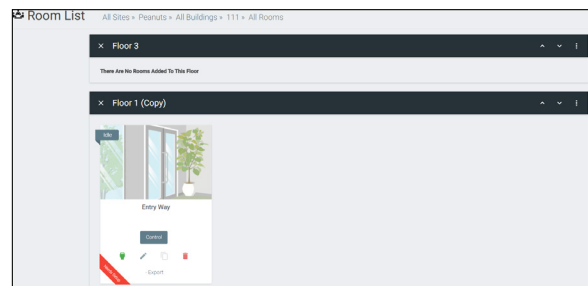
CANCEL SUBMIT

Add New Floor

☐ Add Several Floors/Room Groups?

* Floor Name
Floor 3

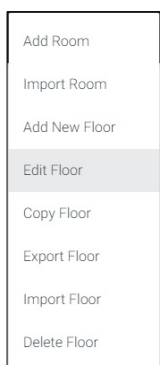
CANCEL SUBMIT



Edit

Each building will start with at least one floor. Once a room is added, the name can be changed through the edit function.

1. Select **Edit Floor** from the drop down list.



Editing Floor

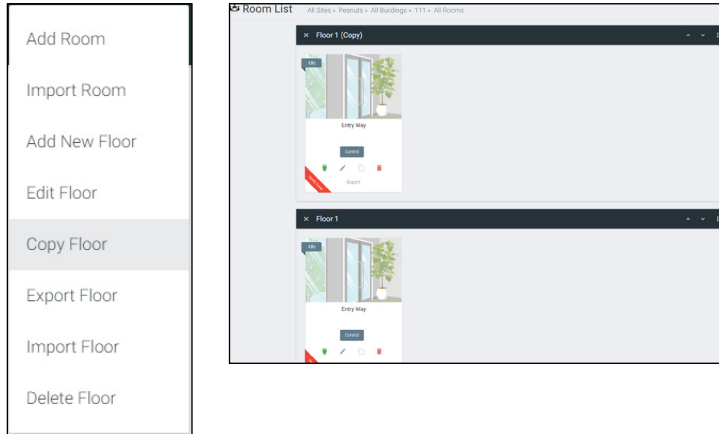
* Floor Name
Floor 1

CANCEL SUBMIT

2. Type in a new name for the floor.

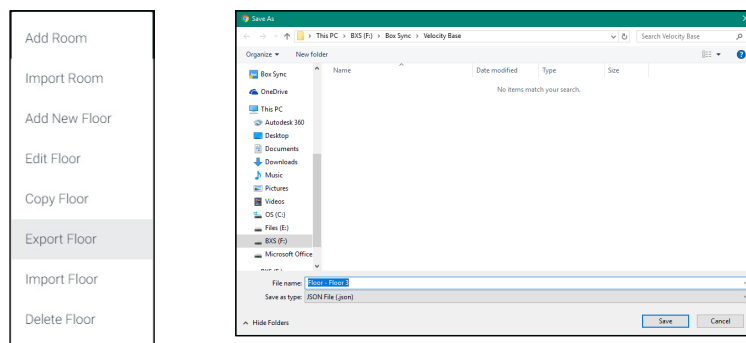
Copy

1. Select **Copy Floor** from the drop down list. The floor will duplicate.



Export

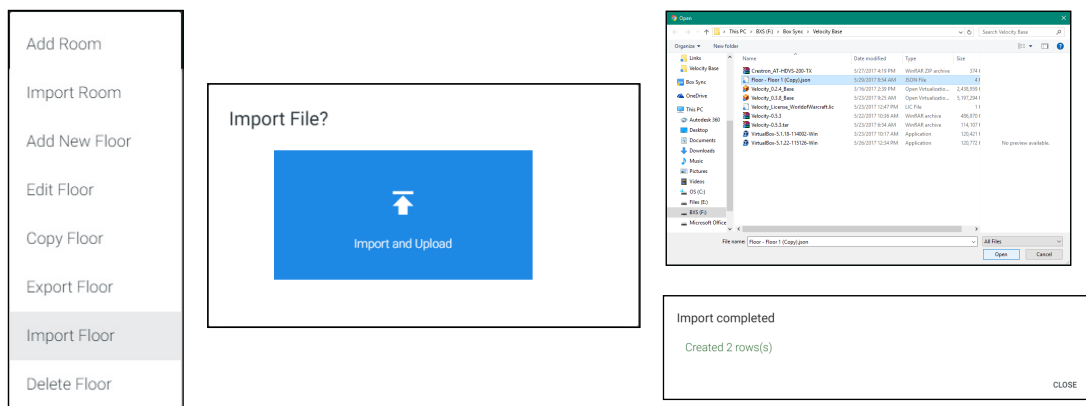
1. Select **Export Floor** from the drop down list. A new window will open.



2. Save the file to an easy to remember area (e.g. desktop).

Import

1. Select **Import Floor** from the drop down list. A pop-up window will appear.

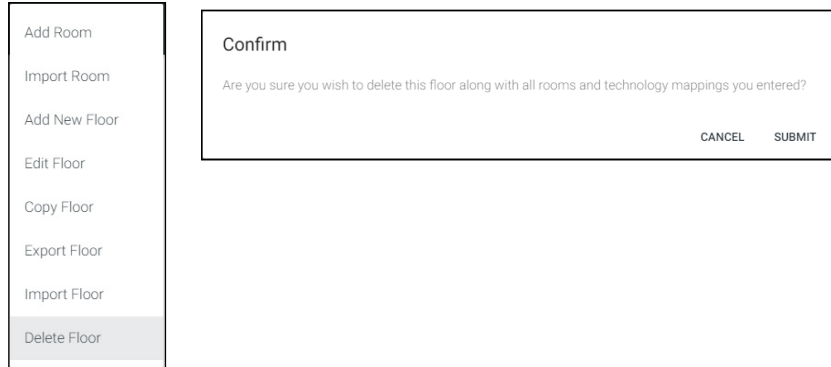


2. Select **Import and Upload**. A new window will open.
3. Select the file and press **Open**.



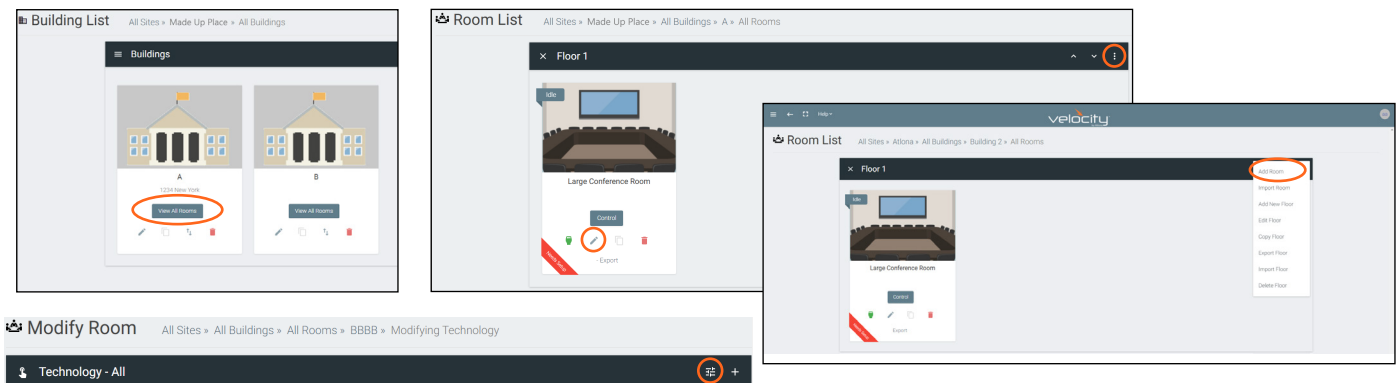
Delete

1. Select **Delete Floor** from the drop down list. A pop-up window will appear to confirm deletion.



Rooms

Once a building is created, the **View All Rooms** button can be pressed to go directly to the room and floors areas. One room will automatically be generated based on the type of building selected during creation.



The room can be used, edited, or deleted based on preference.

1. Press **Edit** (pencil) or **Add Room** from the drop down in the right corner. A new window will open.
 - a. A room can also be modified from inside the technology page, by pressing the  button.
- Edit** or **Add Room** will open the same Room Modify screen.

Name

BBBB

Master Audio Device

Volume Ramp Interval (ms)

200

Room Type

Cafeteria

☒ Allow Remote Updates From Atlona

Drag source to only switch (allows you to access remote without switching video)

Room Image

Cafeteria

☒ Vector Image
 ☐ Stock Image
 ☐ Custom Image



Room Info:

H1 H2 H3 H4 H5 H6 Blockquote UL OL

Bold Italic Underline Monospace

SAVE CHANGES

Automation

Macros

2. Fill in all the information

- **Name** - Usually the room number or name.
- **Room Type** drop down menu- Select a room type within the list that best represents the room.
- **Double Click** slider - Select this to have sources be switched with a double click to the source icon.
- **Room image** drop down menu - Select between images to represent the room. There are three image types: vector, stock, and custom image.

☐ Vector Image
 ☒ Stock Image
 ☐ Custom Image



☐ Vector Image
 ☐ Stock Image
 ☒ Custom Image

* UPLOAD OR DRAG

Room Info:

H1 H2 H3 H4 H5 H6 Blockquote UL OL

Bold Italic Underline Monospace

- **Room Info** - Provide extra information about the room.

3. Press the **SAVE CHANGES** button.

SAVE CHANGES

Room Modify extra options:

Automation

Macros: 

Event Macros: 

Room Triggers: 

Theme

Accent Color
cyan600

☐ Background Upload
 ☒ Background Radial Gradient
 ☐ Background Flat Color

Gradient Color
grey600

Base Color
grey900

Additional Options

Enable Home Page: ☒

Control Pages:

Page Name	Start Page	Visible on Home Page
Video	☒	☒
Presets	☐	☐

Room On Delay Timer: 0 seconds

Room Off Delay Timer: 0 seconds

Room On & Off Command Interval: Milliseconds 200

Room Group: + None

Excluded On/Off Devices:

- ☒ AT-UHD-CLSO-612ED (AT-UHD-CLSO-612ED)

Room Technology: 

- **Macros** - Program a command or group of commands, that shows as a button within the page control screen.
- **Event Macros** - Program a command or group of commands, that will be triggered by a room event or at a set time.
- **Room Triggers** - Programs a command or group of commands that will occur on a trigger event **e.g.** contact closure sensor.
- **Accent Color** - Changes the outline color of the devices within the control screen
- **Background** - Change the background of the control screen between an image, a gradient, or a flat color. Default is a grey gradient screen.
- **Gradient Color** - Select a color for the center of the gradient.
- **Base Color** - Select the color of the outside of the gradient.
- **Enable Home Page** - Select whether the control page will start on the home page or on the device control page.
- **Control Pages** - Select whether the Video and Presets buttons will be visible on the Home page.
- **Room On Delay Timer** - Set the time between the last command and when the Room On commands are sent.
- **Room Off Delay Timer** - Set the time between the last command and when the Room Off commands are sent.
- **Room On & Off Command Interval** - Set the time between when Room On and Room off commands can be sent after the previous has been selected.
- **Room Group** - Select a room group to assign the room to.
- **Excluded On/Off Devices** - Select devices that will not be turned on/off when the **Start Room**, **Room Off**, and **Room On** buttons are selected.
- **Room Technology** - Select the icon to go to the room technology page to add/remove devices.

Enable/Disable Features

Center Source Icons:

Split Rooms:

Is room currently split:

Hide Mute Video:

Hide Lock:

Hide Macros:

Hide Room ON:

Hide Room OFF:

Hide Navigation:

Hide Displays:

Hide Display Labels:

Hide Sources:

Hide Source Labels:

Hide Home:

Allow Remote Updates From Atlona:

Drag source to switch:

Enable Passcode Locking

- **Center Source Icons** - Centers the source icons within the control screen.
- **Split Rooms** - Select this room to allow or disallow split rooms. View [Split Rooms](#) section for more information.
- **Hide Mute Video** - Removes this button from the control screen.
- **Hide Lock** - Removes this button from the control screen.
- **Hide Macros** - Removes this button from the control screen.
- **Hide Room On** - Removes this button from the control screen.
- **Hide Room Off** - Removes this button from the control screen.
- **Hide Navigation** - Removes the room navigation selection from the control screen.
- **Hide Displays** - Removes the displays from the control screen.
- **Hide Display Labels** - Removes just the display label from the icon on the control screen.
- **Hide Sources** - Removes the sources from the control screen.
- **Hide Source Labels** - Removes just the source label from the icon on the control screen.
- **Hide Home** - Removes the button for the home page from the control screen.
- **Allow Remote Updates from Atlona** - Enables/Disables the ability to remotely update Atlona devices .
- **Drag source to switch** - Enables/Disables the ability to drag and drop a source to a display to switch sources on the control screen.
- **Enable Passcode Locking** - Select this time to enable control screen locking. This will lock the control screen and require a passcode to unlock.
- **Lock timeout** - Set this in seconds to

Enable Passcode Locking

Lock timeout (in seconds)

300

Passcodes

Passcode 1

+

-

Advanced Settings

Custom Web URL

Room Controls

Master Volume

Alias

Master Volume

Master Volume Mute

Alias

Master Volume Mute

Microphone 1 Gain

Alias

Microphone 1 Gain

Microphone 1 Mute

Alias

Microphone 1 Mute

SAVE CHANGES

Room Access Options

RESET ROOM ACCESS

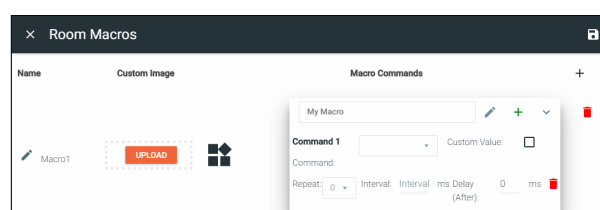
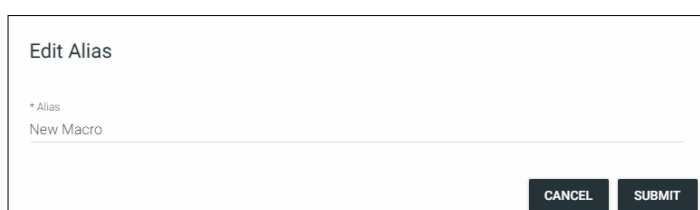
- **Custom Web URL** - Use this drop down to link the current page to a custom made control page from within the Velocity Tools.
- **Room Controls** - This section will be blank unless an Audio DSP device (such as AT-UHD-CLSO-612ED) is added. Once added all audio controls will appear and the commands can be given new names for ease of use.
- **Reset Room Access** - Removes all synced control panels from the room. The removed panels will have to be resynchronized to be able to control the room.

Macros

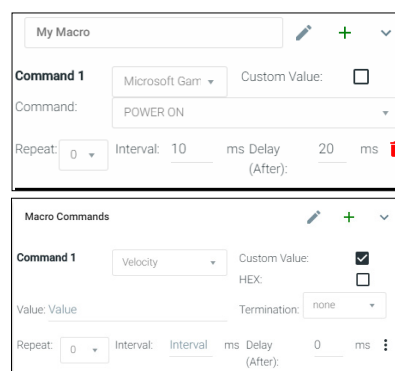
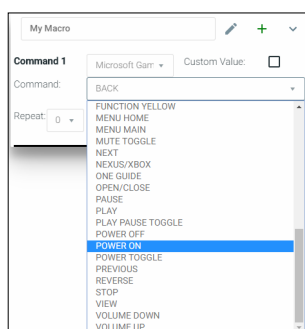
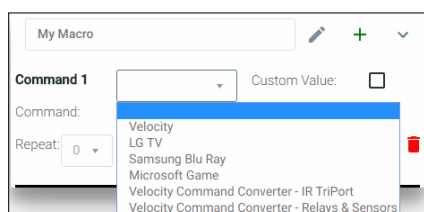
Once Macros has been selected within the Edit Room page, a new screen will become available.



1. Press the + (add macro) button from the top right corner. A new selection will appear in the screen.
2. Name the Macro by pressing the **edit** (pencil) button next to the words 'New Macro'. A pop up will appear.



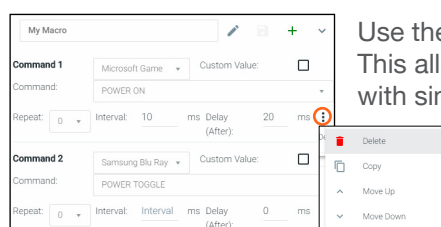
3. Once named, press the edit button on the Macro Commands field.



- **Command 1** - Select the device that will be controlled with the macro.
- **Custom Value** - Select the check box to open up addition options and to add any commands that were preprogrammed into Velocity.
 - HEX - Select if the command will be written in HEX rather than ASCII.
 - Termination - Select the command termination from the drop down: CR, CRLF, LF, or none.
 - Value - Type out the command exactly as the device's manual/API writes it.
- **Command** - Select from the drop down list available for the device. Device commands are based off the device driver within Velocity.
- **Repeat** - Select how many times the command is sent out when the macro is selected within room control.
- **Interval** - Set the amount of milliseconds between when the command is first sent and then repeated.
- **Delay** - Set the amount of time delay between the current command and the next command being sent.



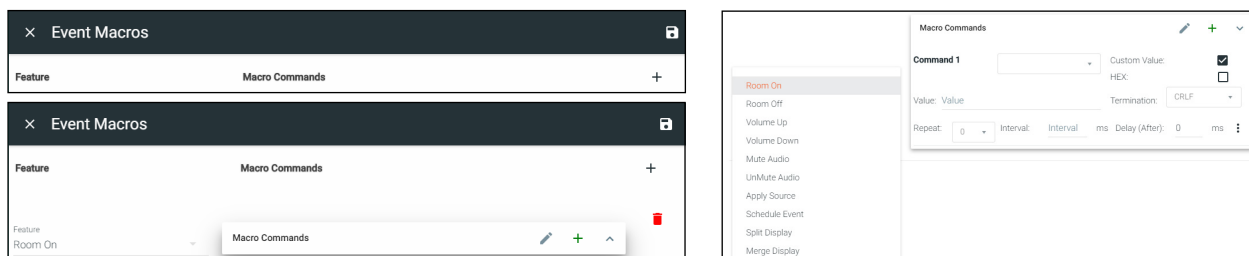
NOTE: Multiple devices and commands may be set to each macro. e.g. Macro1 can be programmed to turn on all devices in the room if added under My Macro using the + button.



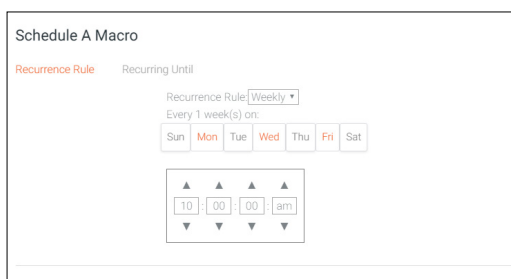
Use the ⋮ selection after ms to delete, copy, or move the commands up or down. This allows for the commands to be sent in the correct order needed, entered easily with similar commands, or removed when no longer needed.

Event Macros

Once Event Macros has been selected within the Edit Room page, a new screen will become available.

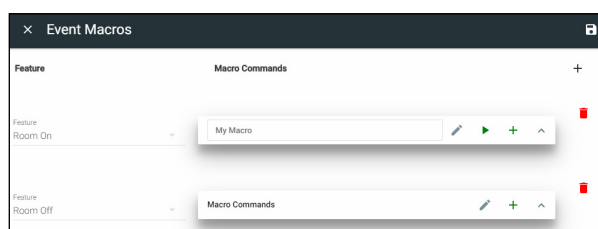
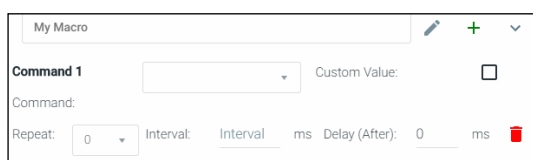


1. Press the **+** (add macro) button from the top right corner. A new selection will appear in the screen.
2. Select the **Feature** (event type **e.g.** Room On) drop down to select what event will trigger the macro.
 - **Scheduled Event** - A scheduled event allows the option to create an event that happens at a certain time that can be daily or weekly. Select Scheduled Event and a new pop up will appear.



- **Recurrence Rule** - Select between Daily or Weekly.
- **Day of week** (weekly only) - Select the days of the week for the weekly event to be added.
- **Time** - Set the time of day this event happens.
- **Recurring Until** - Select this to set an end date on the calendar in which to end the scheduled event.

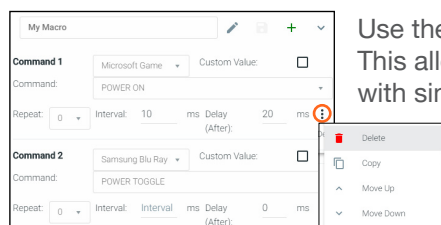
- **Split Display** - This will allow displays to show multiple images on one screen, when supported by the display.
 - **Merge Display** - This will allow a single, bigger, image to appear on multiple displays.
3. Once the feature has been selected, press the edit button on the Macro Commands field.



- **Command 1** - Select the device that will be controlled with the macro.
- **Command** - Select from the drop down list available for the device. Device commands are based off the device driver within Velocity.
- **Repeat** - Select how many times the command is sent out when the macro is selected within room control.
- **Interval** - Set the amount of milliseconds between when the command is first sent and then repeated.
- **Delay** - Set the amount of time delay between the current command and the next command being sent.



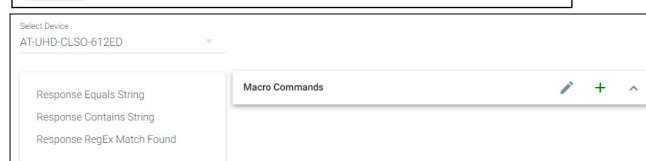
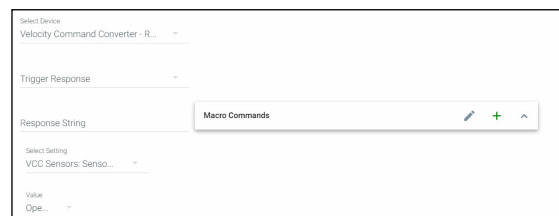
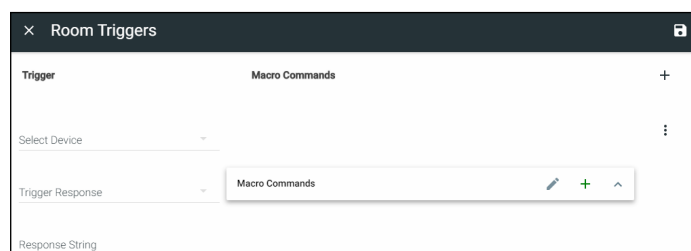
NOTE: Multiple devices and commands may be set to each macro. e.g. Room On can be programmed to turn on all devices and send the play command to the Blu Ray player if added under My Macro using the **+** button.



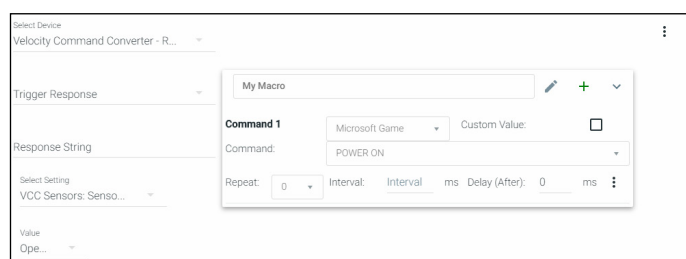
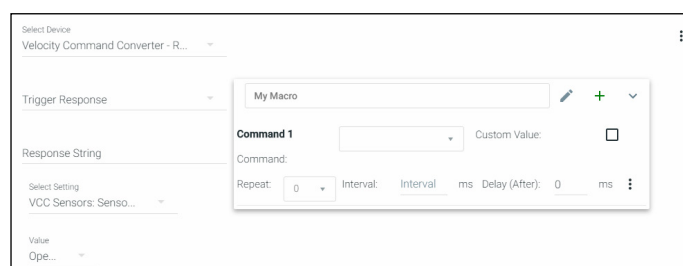
Use the **:** selection after ms to delete, copy, or move the commands up or down. This allows for the commands to be sent in the correct order needed, entered easily with similar commands, or removed when no longer needed.

Room Triggers

Once Event Macros has been selected within the Edit Room page, a new screen will become available.

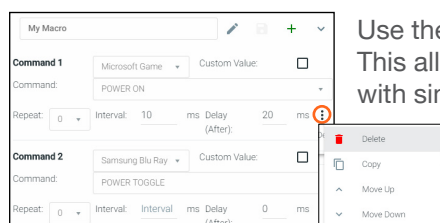


1. Press the + (add macro) button from the top right corner. A new selection will appear in the screen.
2. Select the control device (e.g. Velocity Command Converter) from the **Select Device** drop down menu. New options will appear.
 - **Trigger Response** - Select whether the device macro command will be triggered by an exact response string, a response containing the string, or a regular expression.
 - **Response String** - Type in the response string that will be received to trigger the commands.
 - **Response Regular Expression *RegEx selection only*** - Type in the expression that will trigger the command.
 - **Select Setting *AT-VCC-RELAY only*** - Select the sensor that will trigger the macro.
 - **Value *AT-VCC-RELAY only*** - Set the value of the sensor that triggers the command macros.



3. Once the VCC and VCC settings have been selected, press the edit button on the Macro Commands field.
 - **Command 1** - Select the device that will be controlled with the macro.
 - **Command** - Select from the drop down list available for the device. Device commands are based off the device driver within Velocity.
 - **Repeat** - Select how many times the command is sent out when the macro is selected within room control.
 - **Interval** - Set the amount of milliseconds between when the command is first sent and then repeated.
 - **Delay** - Set the amount of time delay between the current command and the next command being sent.

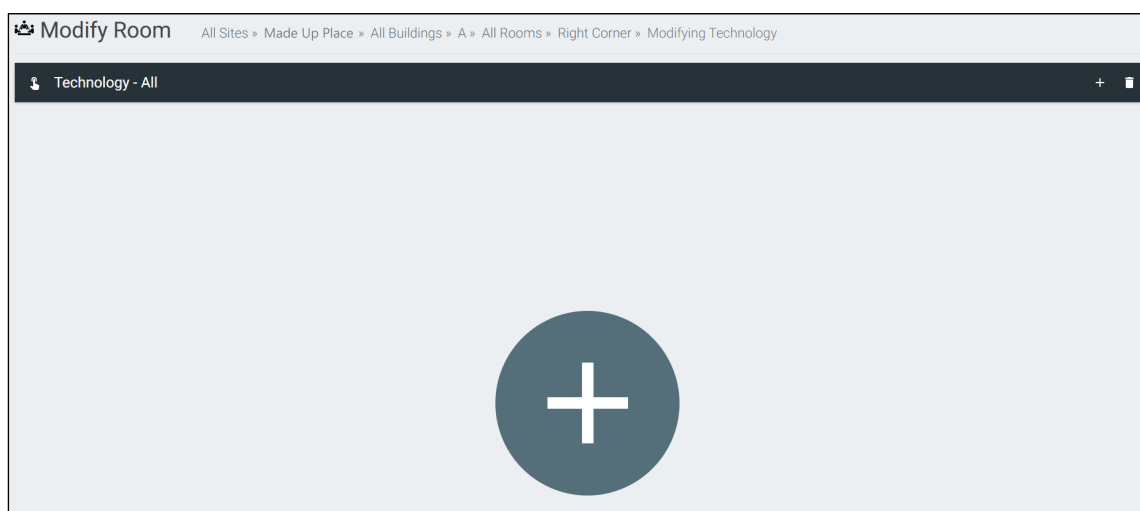
NOTE: Multiple devices and commands may be set to each macro. e.g. Room On can be programmed to turn on all devices and send the play command to the Blu Ray player if added under My Macro using the + button.



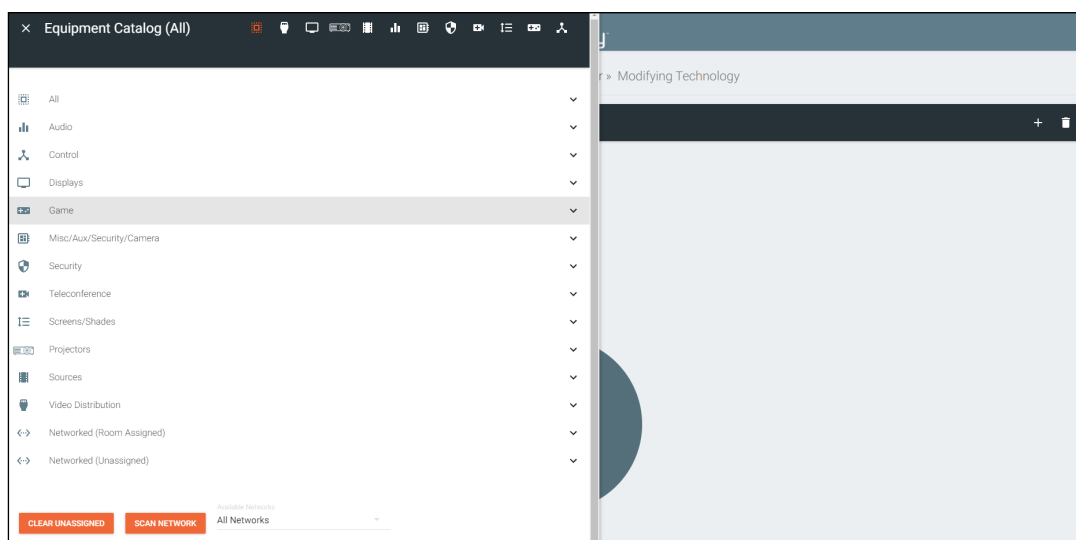
Use the ⋮ selection after ms to delete, copy, or move the commands up or down. This allows for the commands to be sent in the correct order needed, entered easily with similar commands, or removed when no longer needed.

Adding Technology

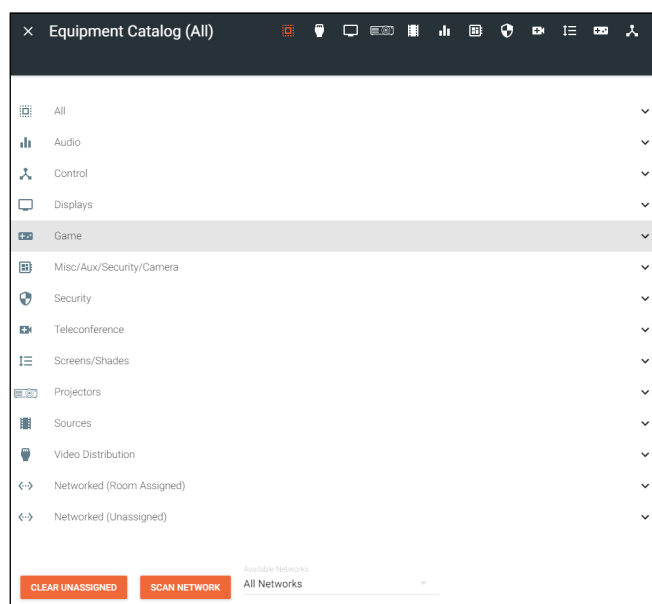
The room created will not be considered set up until at least 1 source and 1 display have been added and linked.



New technology can be added using either the large + in the center of the window or the + on the top right. Once pressed, a new menu will appear on the page.



The easiest way to set up a room is to add all devices first and then link them, as links will not appear as options for drop down menus until they have been added to a room.

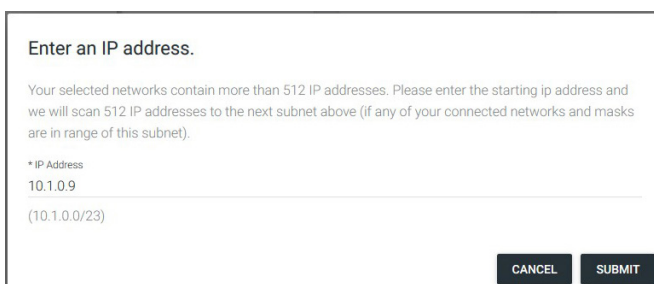


Velocity has a built in scan feature that makes adding Atlona products to a room quick and easy.

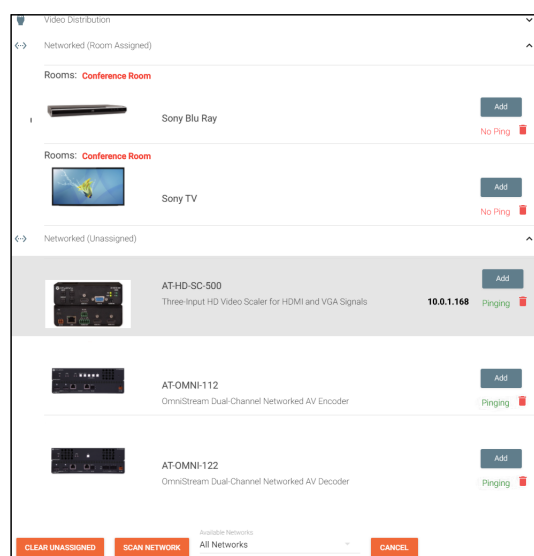


1. Press the **Scan Network** button.

For networks where the subnet range is greater than 512, a pop up will appear. Type in a starting IP for Velocity to scan (e.g. 10.0.1.1). This will scan the starting IP and the next 511 IP addresses on the subnet.



NOTE: If there are any OmniStream devices on the network, they will auto populate into the Network (Unassigned) field, as they are found using mDNS discovery with no extra scanning needed.



All Atlona devices on the network will be placed into the Networked (Unassigned) menu selection.

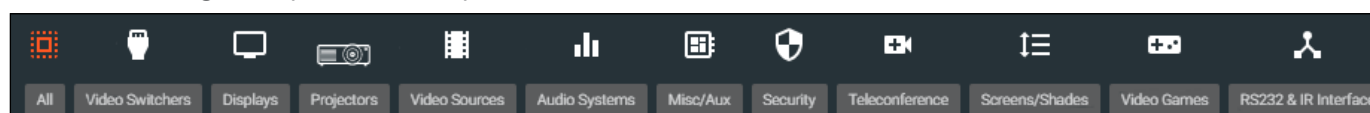
2. Press the **Add** button on all devices that belong to the current room. A device added message will appear on the bottom of the screen.



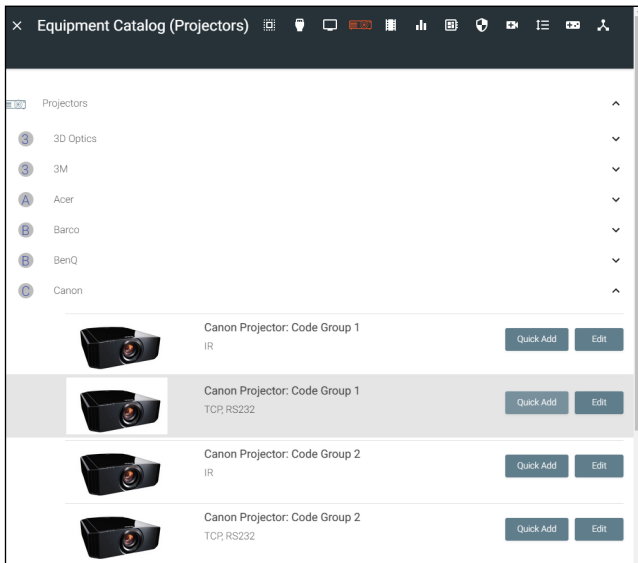
Once all Atlona devices are added to the room, the sources and displays will need to be added.

3. Select between the top navigation or sections in the default menu (menu will always start on **All**) to search for sources, displays, and other types of equipment that will be in the room.

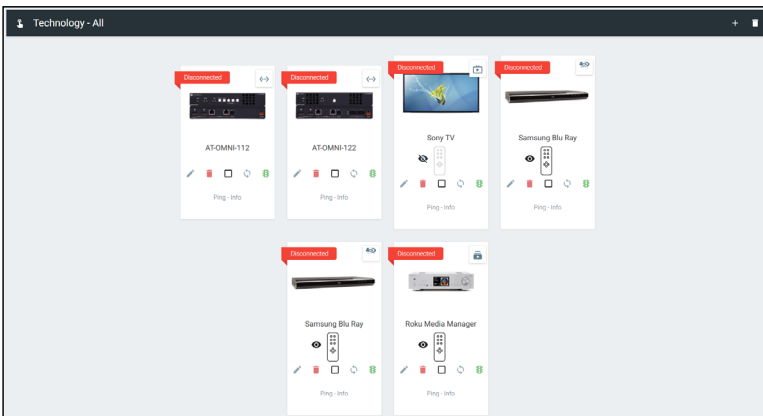
Each button along the top menu corresponds with the sections of the **All** menu.



4. Find the device you are looking for in the menu.



5. Select **Quick Add** on the device (recommended) to add the device to the room, or **Edit** to fill in all the device options.



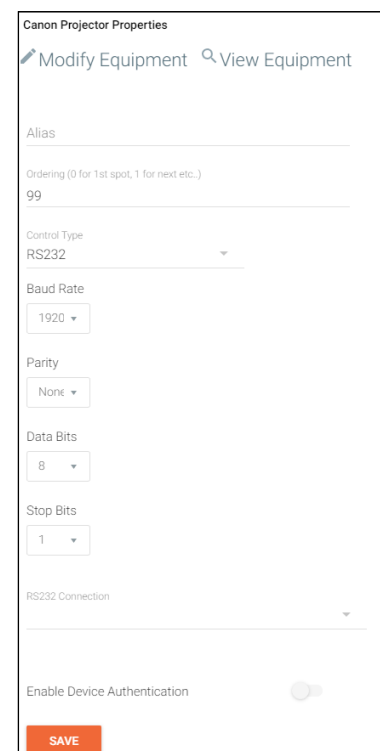
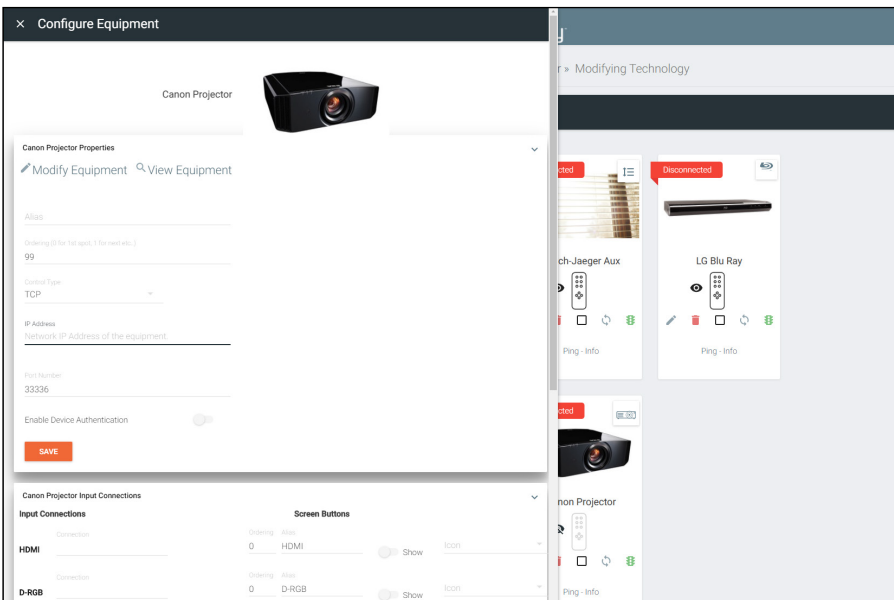
Once all devices have been added to the room, they can be linked to each other.

6. Press **Edit** on any of the devices in the room. A menu will appear on the left side of the window.

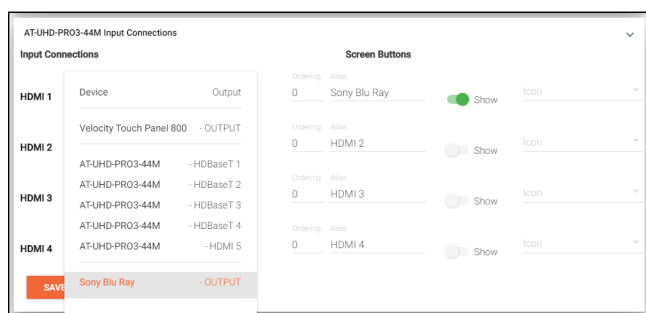
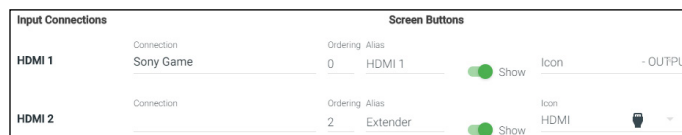
NOTE: It is recommended to edit switchers first, as adding inputs and outputs to a switcher will link them automatically for those devices.

7. Select the control type of the device.

- If TCP, then enter the IP of the device and port number
- If RS-232, then enter the baud rate and type of connection.



8. Select the routing information for the device (if it is not already linked).

- **Show** - Select the slider to toggle if the input device will display on the control device or not.
Input devices that are not controlled, such as an Extender, can still be shown in the control window.
 - a. Create an **Alias** for the device (such as a product SKU or type)
 - b. Select the **Show** slider.
 - c. Choose an **Icon** or upload a custom icon.
 - d. Press the **SAVE** button.

Once all devices are set up and linked, the room is ready to be controlled.



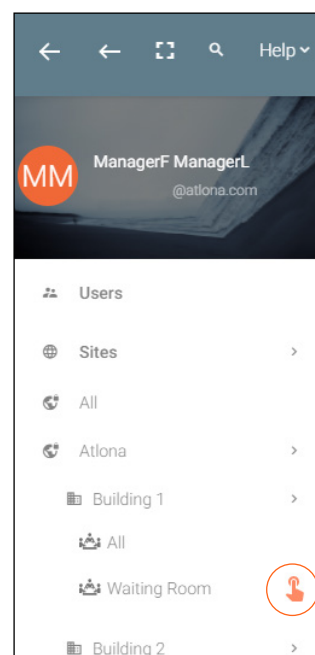
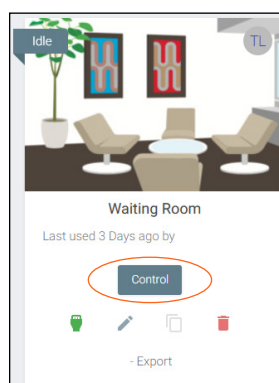
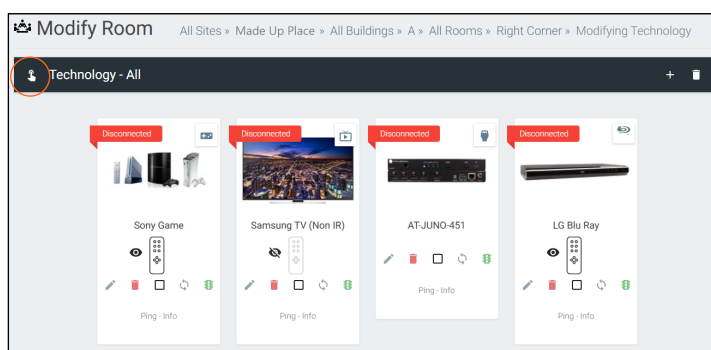
NOTE: Atlona device settings must be changed through the device webGUI or AMS. See device user manual for instructions for login and device settings (such as network settings).

Control

Once a room has been set up, it can be controlled through either a web browser or a control device such as the Velocity Touch Pad (e.g. AT-VTP-800-BL).

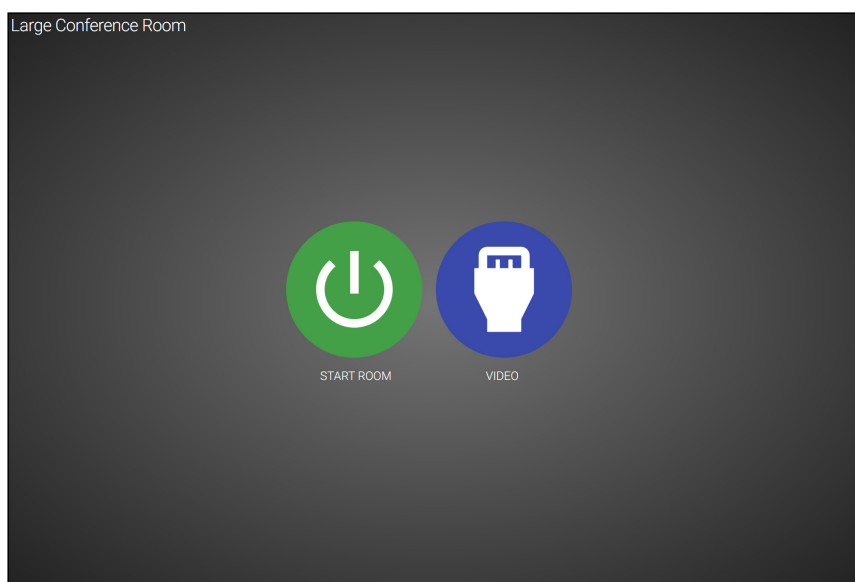
NOTE: Instructions on syncing the Velocity Touch Pads can be found within the unit's Installation Guide.

There are three places within the web browser to open the control screen:



1. Within the add technology page, after all devices have been set up and linked, press the  button on the top left bar.
2. Within the room list page, press the **Control** button located in the room box.
3. From the home page, select the = button. Once open, press Sites, site name, building name, and then select the  button next to the room name to open the control page.

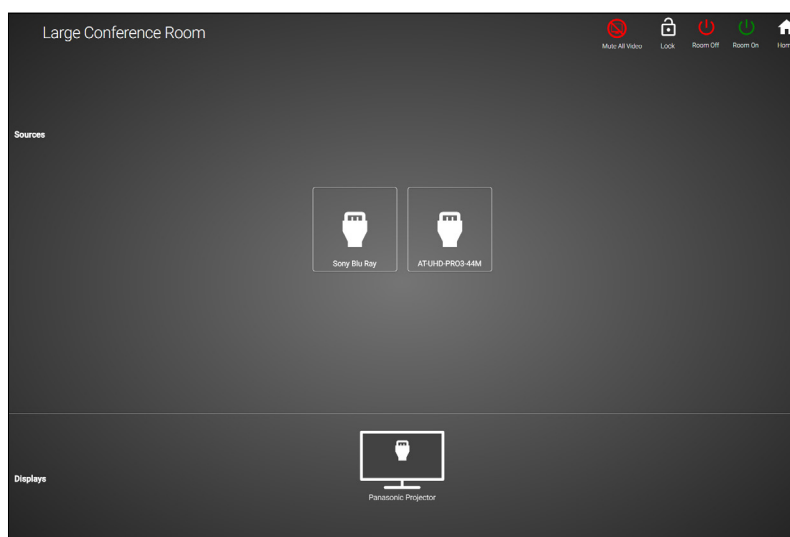
A new window will open.



The icons showing on the control screen will appear the same across web browser and control touch pads.

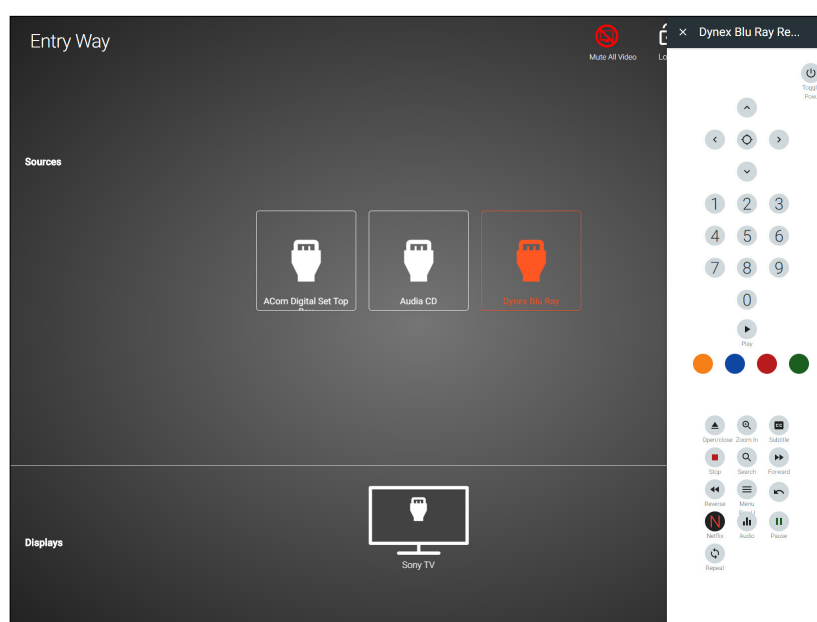
1. Press the **START ROOM** button to send on commands to all the devices in the room (excluding any that were excluded during room set up) or press the **VIDEO** button to open the room and control all the devices manually.

A new window will open.



On this screen, devices can be controlled by selecting (web browser) or touching (touch pads) the icons.

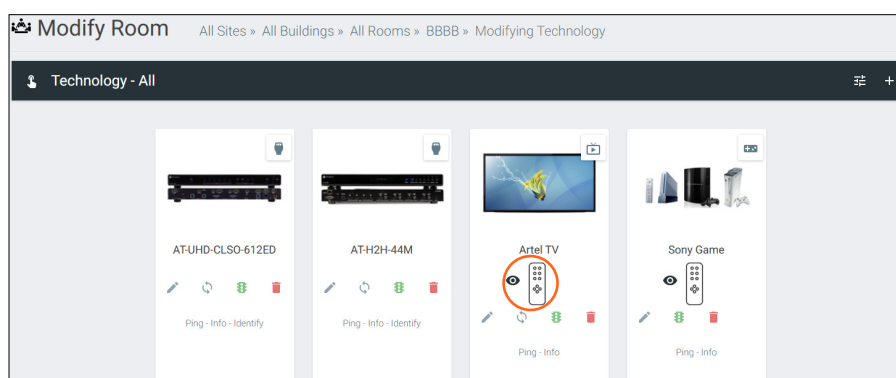
1. Click on the device to open the control field and switch inputs to that source.



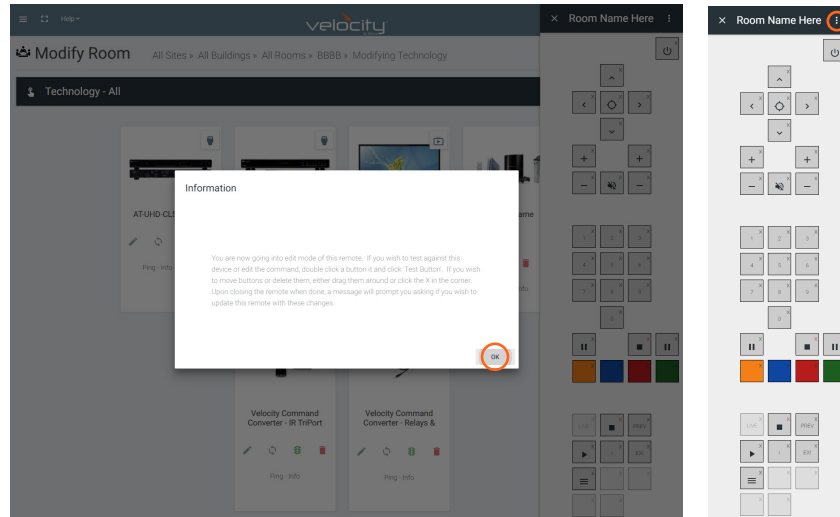
Within this screen, all devices can be controlled and routed.

Remote

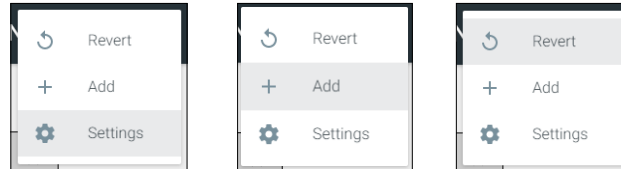
The control remote for each product may be adjusted, either in the equipment manager or within the technology page.



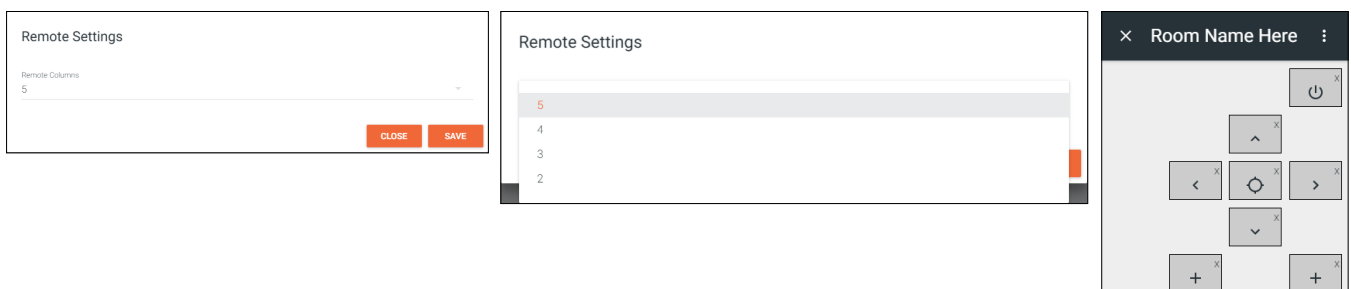
1. Select the remote icon. A pop up will appear.
 - a. If the eye icon next to the remote has a slash and the remote is grey, press the eye (view) icon to show the remote. A remote can only be edited if it is set to show.
2. Select the OK button on the Information window to make the remote available for editing.



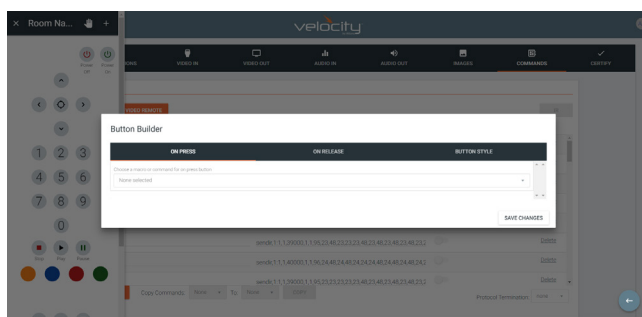
3. Press the  button in the corner to adjust remote button sizes (settings), add buttons, or revert the remote back to original settings.



- a. Select **Settings** to adjust the size of the remote buttons. A pop up will open.

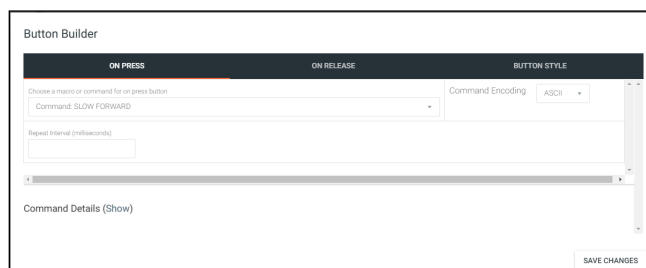
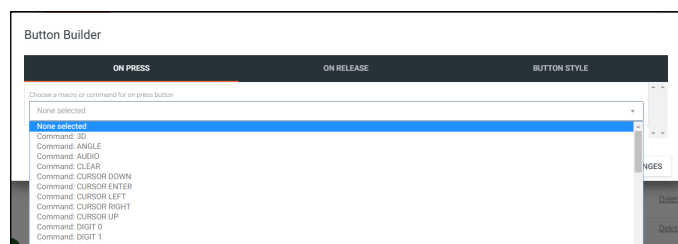


1. Select the number of columns from the drop down menu and press the SAVE button. The remote will update with the correct amount of columns, making the buttons bigger as it does.
- b. Select Add to create new buttons that are not part of the original remote. A new pop up window will appear.

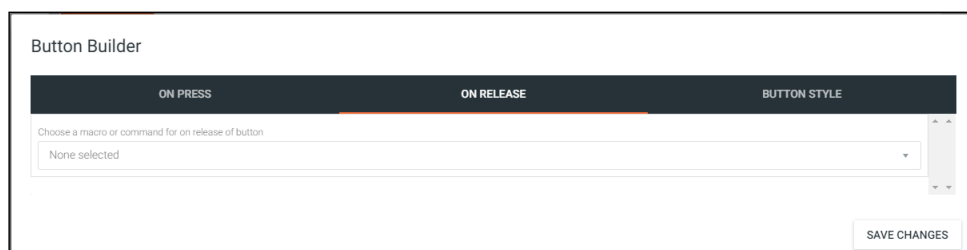


NOTE: This is the same screen that will be seen for editing a current button. To edit a button already on the remote, double click the button to open the Button Builder window.

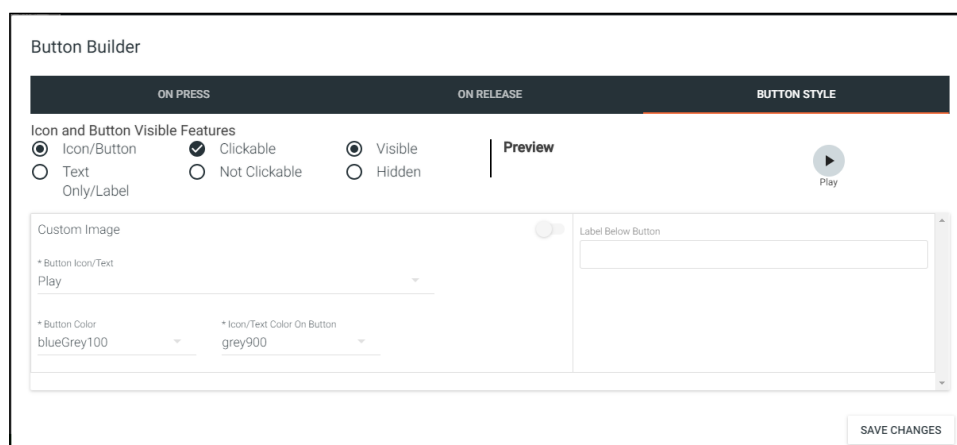
1. Select a command or macro from the drop down menu. If editing a current button, the command will already be selected.



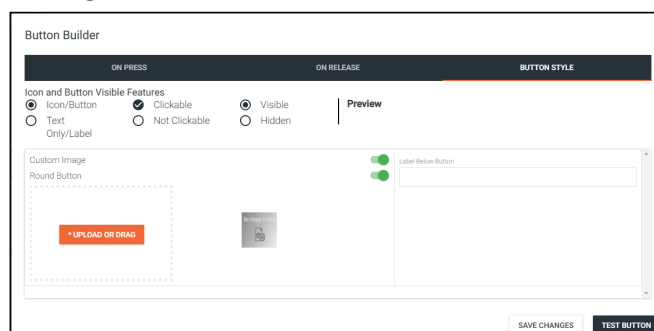
2. Select between ASCII and HEX for the Command Encoding type.
3. *Optional* If the command needs repeating (such as volume up), type the time in milliseconds in the the Repeat Interval field.
4. *Optional* Select the **ON RELEASE** tab for commands that require a follow up command. **e.g.** Pan tilt stop for any on press commands for pan tilt. The selected command will send once the button is released.



5. Select the **BUTTON STYLE** tab to provide a custom look for the button.

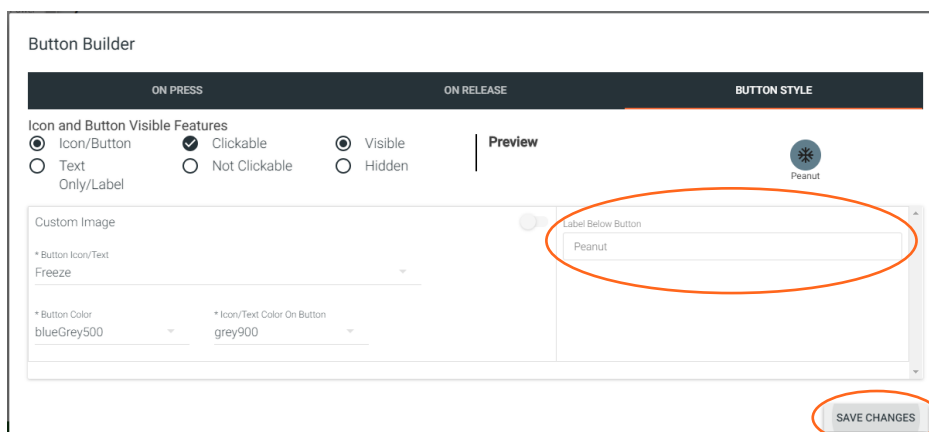


6. Select the Icon and Button Visible Features. Once customization options are chosen, the button will preview to the right, if Visible is selected.
7. *Optional* Select the custom image slider to import a custom button background. Drag and drop the image into the upload or drag box or press the upload or drag button to browse the local computer for the custom button background.

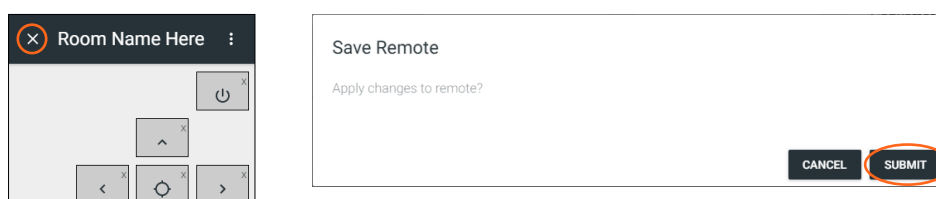




8. Select from the button icon text drop down menu. The menu will have generic text and icons to choose from. Select other to provide custom text for the button.
9. Select the colors of the button and text.
10. *Optional* Type text into the Label Below Button field.



8. Once all selections are made, press the save changes button. The button builder will close and the remote preview will update.

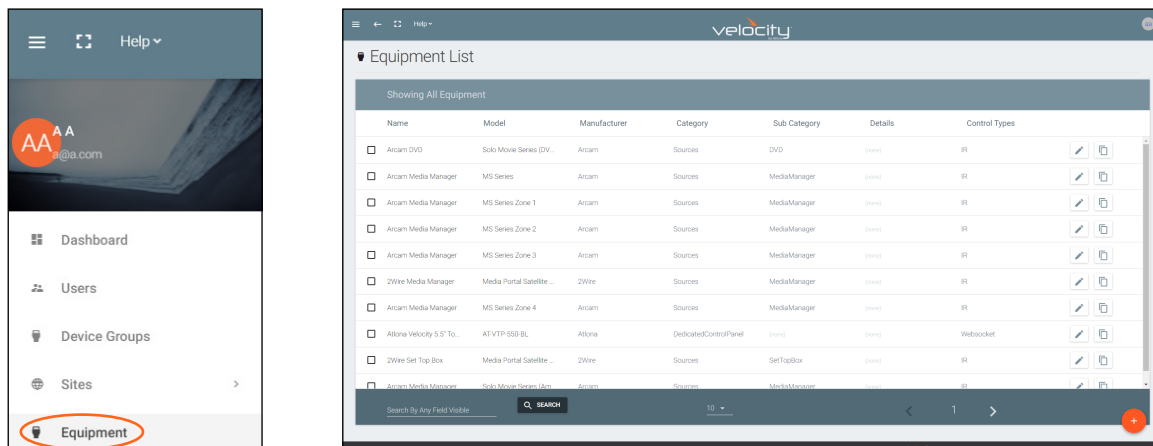


9. Once all button changes are made, press the X (close) button on the top left corner of the remote preview. A new pop up window will appear.
10. Press submit to save all the changes and push them to the control page.

Equipment

Velocity has provided a database of equipment that can be added to and customized.

1. Press the $\equiv$ button on the top right of the screen.

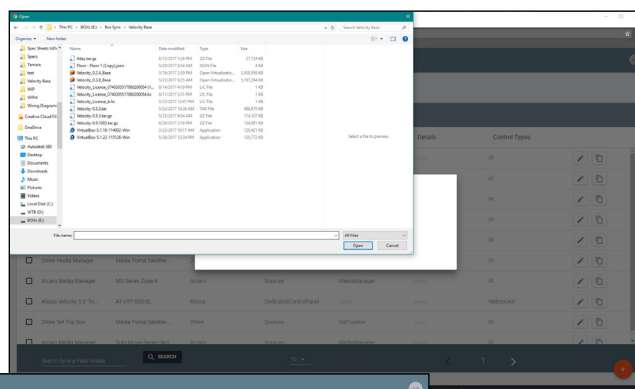
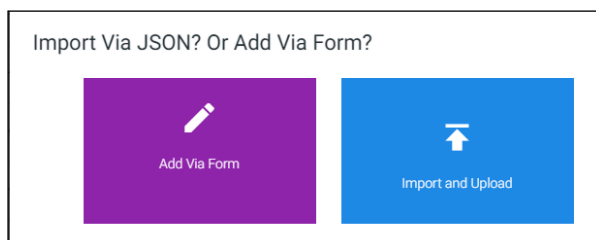
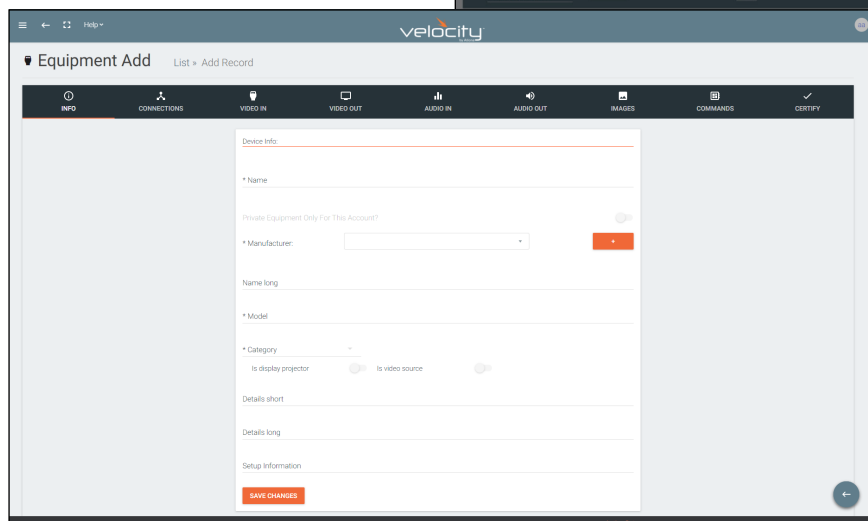


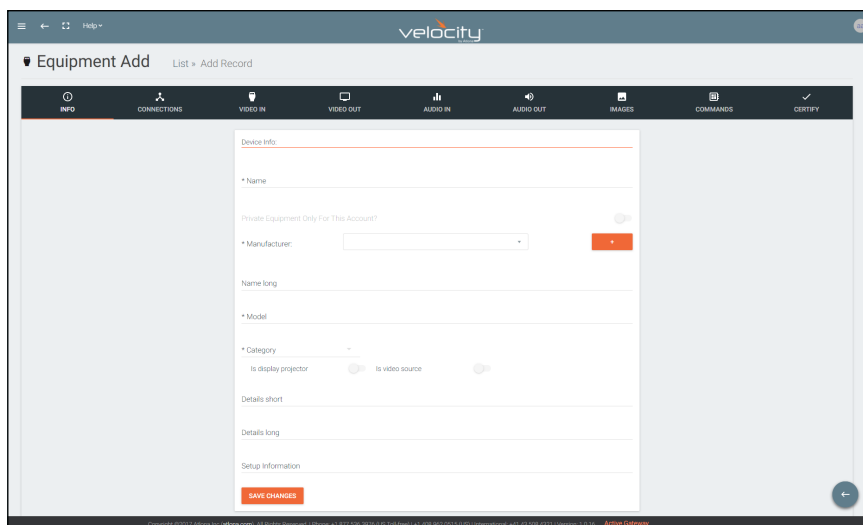
2. Select **Equipment** from the options that becomes available. A new window will appear.

Add

If there is a device not in the database, new equipment can be added.

1. Press the + button on the bottom right of the screen. A pop-up will appear.
2. Select the purple **Add via Form** button for creating a new device and the blue **Import and Upload** button if creating a device based off a previously created device. A new window will appear or a browse folder will open.
3. Select the device off the local computer and press open, or fill in the device add form.



a. INFO Tab

Name - Provide a name for the device.

Manufacturer - Add the manufacturer.

Name long - Provide extra information for a device.

Model - Provide the model name or number for the device.

Category - Choose the category that best fits the device, from a list of device types.

Device slider

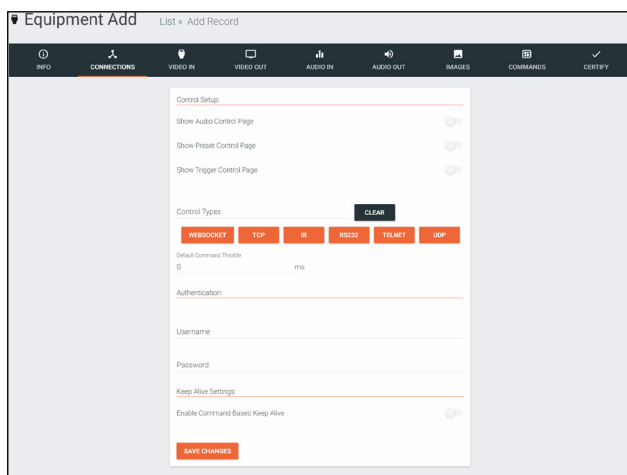
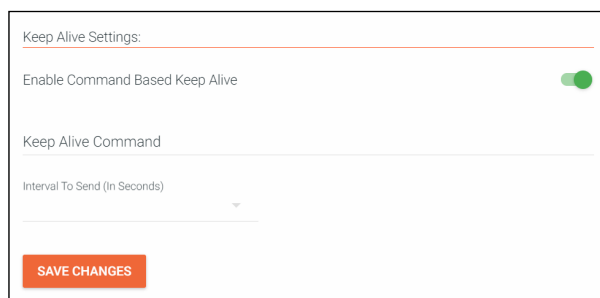
Is display / projector - Select this slider if the device is a display or projector

Is video source - Select this slider if the device is a video source

Details short - Type in extra device information (optional).

Details long - Type in extra device information (optional).

Setup Information - Provide details for set up and installation (optional).

b. CONNECTIONS Tab

Show Audio Control Page - Select the slider to show audio control options within the room control.

Show Preset Control Page - Select the slider to show preset control options within the room control.

Show Trigger Control Page - Select the slider to show trigger control options within the room control.

Control Types - Select all the types of control the device accepts.

NOTE: As control options are added, extra device setting fields will appear.

Authentication - Provide the username and password for the control options.

Enable Command Based Keep Alive - Use the slider to enable/disable Velocity to keep the device's TCP port active. New options will appear when enabled.

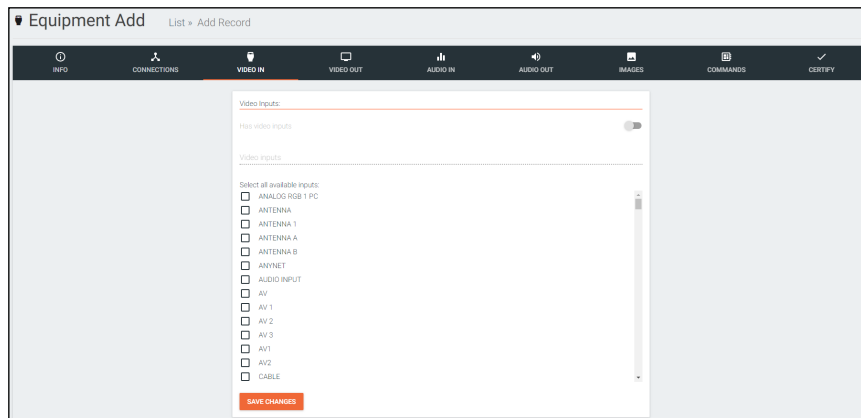
Keep Alive Command - Provide the command to keep the device connection alive. The command will be found in the device's manual.



NOTE: To enter a carriage return as the keep alive command, `\x0D` must be entered.

NOTE: To enter a HEX command, `\x` must be entered before the command or it will not pass.

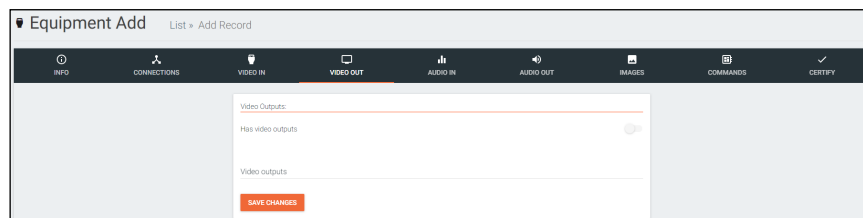
Interval To Send (In Seconds) - Set the amount of time between each time the Keep Alive Command is sent. Set from 0 to 360 seconds.



c. VIDEO IN Tab

Video inputs - This slider auto adjusts when inputs are selected.

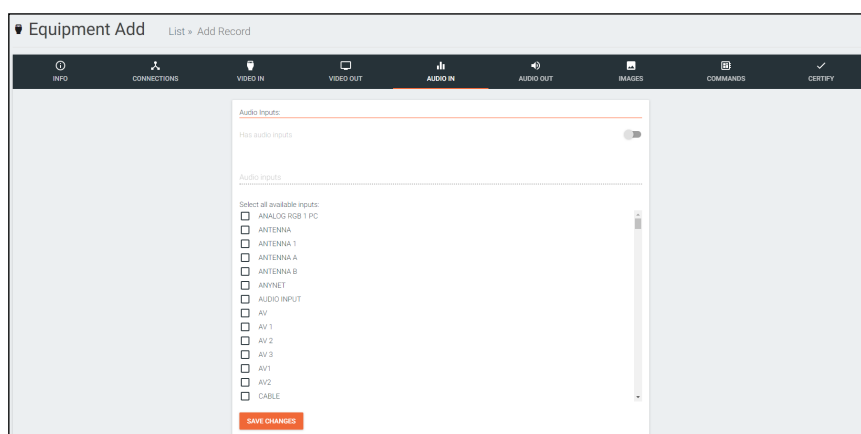
Select all available inputs - Select the checkbox of all input types that the device has.



d. VIDEO OUT Tab

Has video outputs - Select this slider if the device has video outputs.

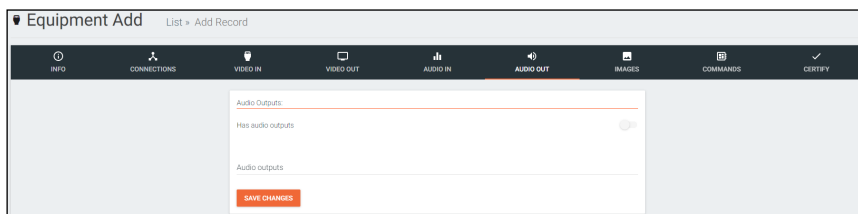
Video outputs - Type in all types of output ports the device has, separate each type with a comma
e.g. HDMI, HDBaseT, DisplayPort



e. AUDIO IN Tab

Has audio inputs - This slider auto adjusts when inputs are selected.

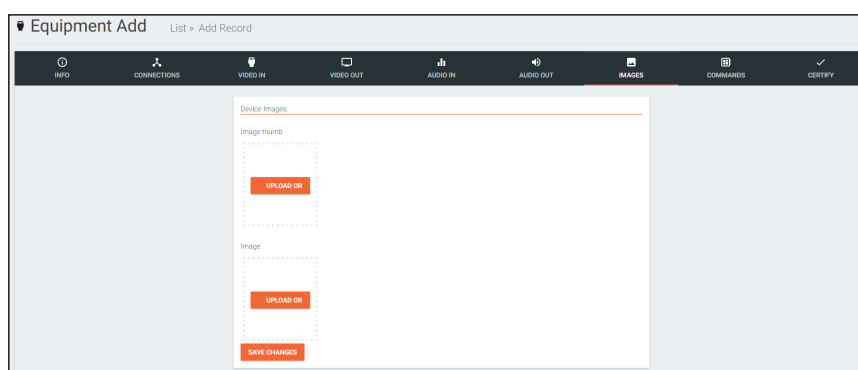
Select all available inputs - Select the checkbox of all input types that the device has.



f. AUDIO OUT Tab

Has audio outputs - Select this slider if the device has audio outputs.

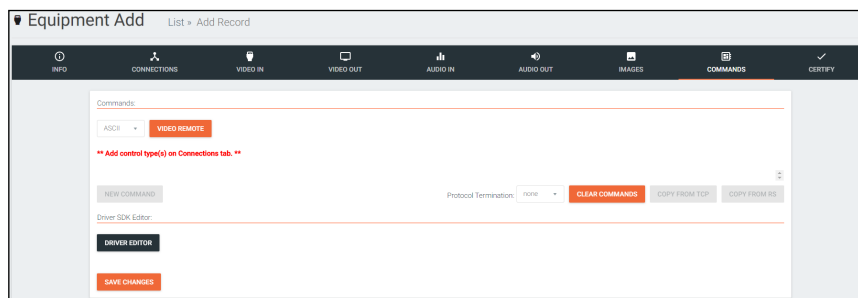
Audio outputs - Type in all types of output ports the device has, separate each type with a comma
e.g. L / R, S/PDIF, MIC / LINE OUT



g. IMAGES Tab

Thumbnail - Upload a custom thumbnail that represents the device to show on the control screen.

Image - Upload a custom image to show on the add technology page.



h. COMMANDS Tab

NOTE: Commands cannot be added unless control types have been selected on the **Connections** tab.

Command Types - Select between control command formats: ASCII and Hex.

Video Remote - Press this button to open the control remote. The control remote will be the same one that appears on the room control page.

Command Information

Command Name - Provide a name for the command that explains what the command does in a quick word or phrase.

Command Syntax - Type in the command sequence (found in the device's manual).

Expected Response - Type in the command feedback (found in the device's manual).

Termination - Select the command termination: LF (line feed), CR (carriage return), CRLF (carriage return and line feed), None.

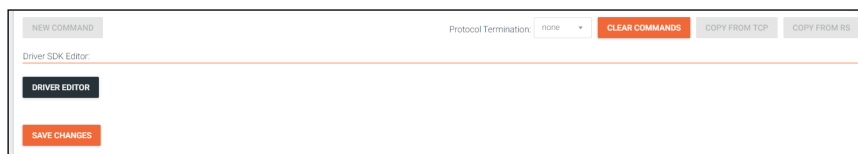
Parameters - Opens a pop-up window that displays the current parameters of the command.

Delete - Removes a command that is not needed.

NOTE: Parameters require the characters: %v to be added to see any parameters.

New command - Pressing this button will create a new command line to be filled in.

Protocol Termination - Drop down selection that applies the same termination to all commands: CR, LF, CRLF, or none.



NEW COMMAND Protocol Termination: none CLEAR COMMANDS COPY FROM TCP COPY FROM RS

Driver SDK Editor

DRIVER EDITOR

SAVE CHANGES

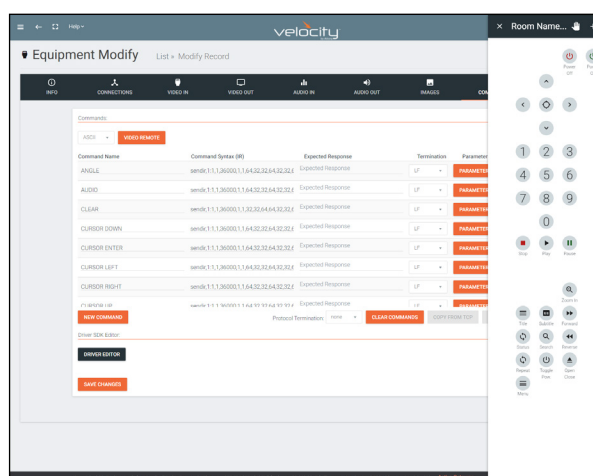
Clear Commands - Press this button to remove all the current commands from the page.

Copy from TCP - Copies the command from TCP/IP over to RS-232.

Copy from RS - Copies the command from RS-232 over to TCP/IP.

Driver Editor - This button opens a new window to allow for programming a control driver.

NOTE: This driver editor is for those with programming experience.



velocity

Room Name...

Equipment Modify List » Modify Record

Commands

Command Name	Command Syntax (RS)	Expected Response	Termination	Parameter
ANGLE	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
AUDIO	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
CLEAR	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
CURSOR DOWN	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
CURSOR ENTER	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
CURSOR LEFT	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
CURSOR RIGHT	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1
TV SOURCE UP	sendh 1 5 3 30000 1 1 4 3 32 32 4 3 32 32	Expected Response	UP	Parameter 1

NEW COMMAND

Driver SDK Editor

DRIVER EDITOR

SAVE CHANGES

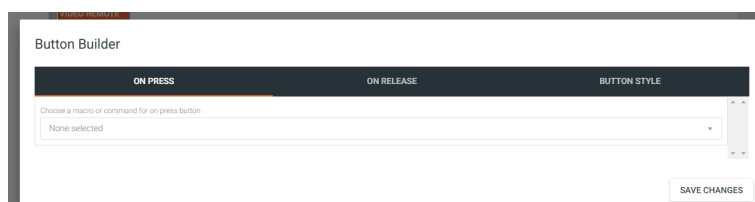
Protocol Termination: none CLEAR COMMANDS COPY FROM TCP COPY FROM RS

Remote Control

The command remote control provides an interface for the room control page. Each button represents a command and can be altered or moved.

1. Select a button to open the button builder. The button builder will pop-up.

NOTE: The button builder will auto select the command of the chosen button, but any command can be selected from the drop down menu.



Button Builder

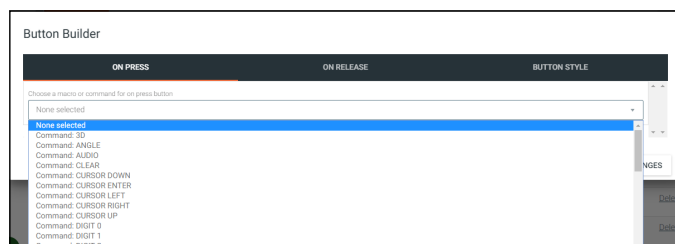
ON PRESS ON RELEASE BUTTON STYLE

Choose a macro or command for on press button

None selected

SAVE CHANGES

2. Select a command or macro from the drop down menu. If editing a current button, the command will already be selected.



Button Builder

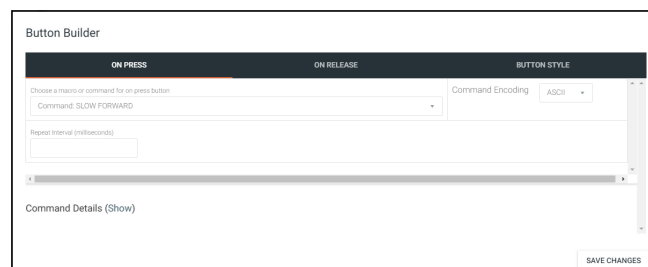
ON PRESS ON RELEASE BUTTON STYLE

Choose a macro or command for on press button

None selected

- Command: 3D
- Command: ANGLE
- Command: AUDIO
- Command: CLEAR
- Command: CURSOR DOWN
- Command: CURSOR ENTER
- Command: CURSOR LEFT
- Command: CURSOR RIGHT
- Command: CURSOR UP
- Command: DIGIT 0
- Command: DIGIT 1
- Command: DIGIT 2

DELETE



Button Builder

ON PRESS ON RELEASE BUTTON STYLE

Choose a macro or command for on press button

Command: SLOW FORWARD

Command Encoding: ASCII

Repeat Interval (milliseconds)

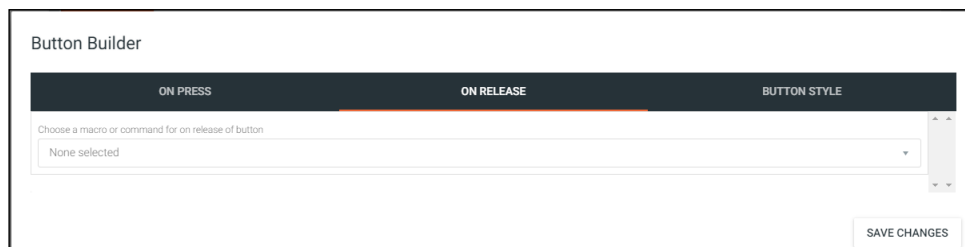
Command Details (Show)

SAVE CHANGES

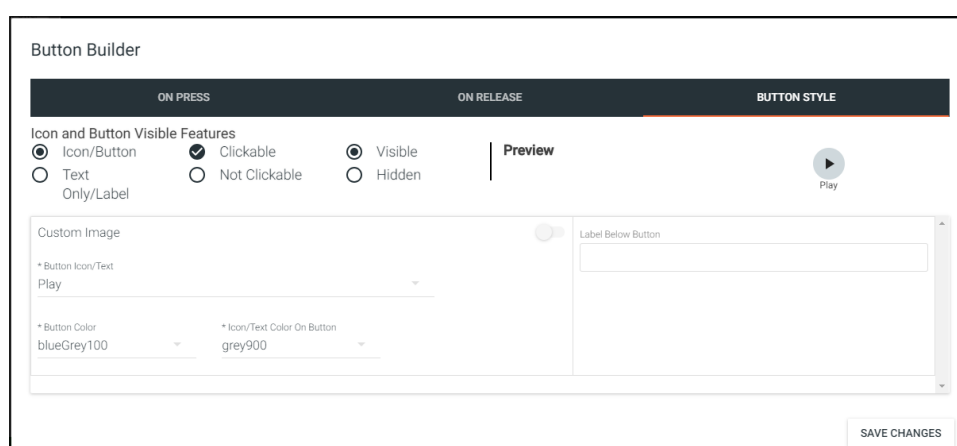
3. Select between ASCII and HEX for the Command Encoding type.

4. *Optional* If the command needs repeating (such as volume up), type the time in milliseconds in the Repeat Interval field.

5. *Optional* Select the **ON RELEASE** tab for commands that require a follow up command. **e.g.** Pan tilt stop for any on press commands for pan tilt. The selected command will send once the button is released.

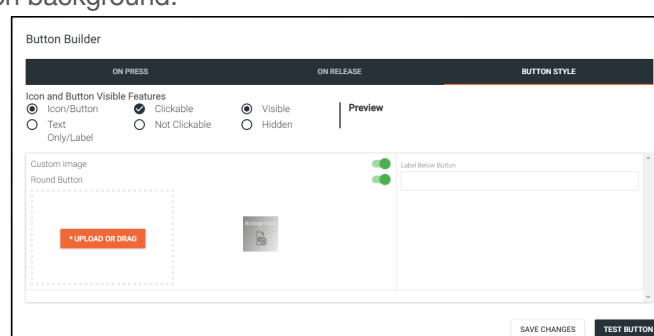


6. Select the **BUTTON STYLE** tab to provide a custom look for the button.



7. Select the Icon and Button Visible Features. Once customization options are chosen, the button will preview to the right, if Visible is selected.

8. *Optional* Select the custom image slider to import a custom button background. Drag and drop the image into the upload or drag box or press the upload or drag button to browse the local computer for the custom button background.

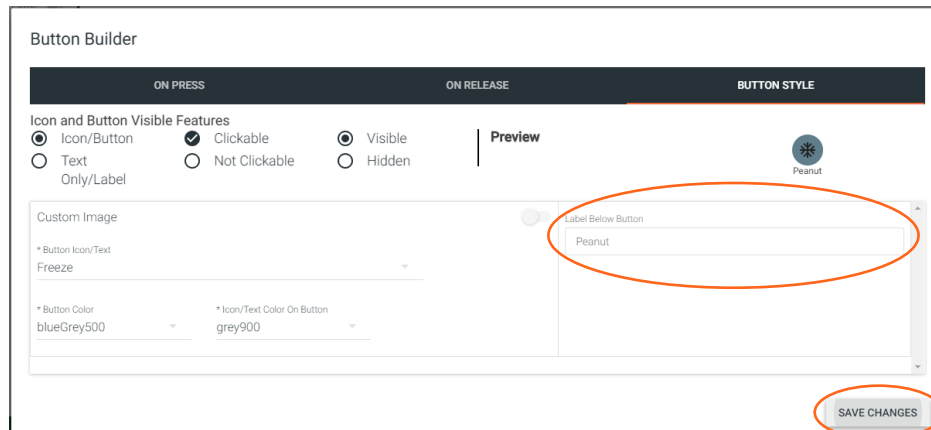


9. Select from the button icon text drop down menu. The menu will have generic text and icons to choose from. Select other to provide custom text for the button.

10. Select the colors of the button and text.

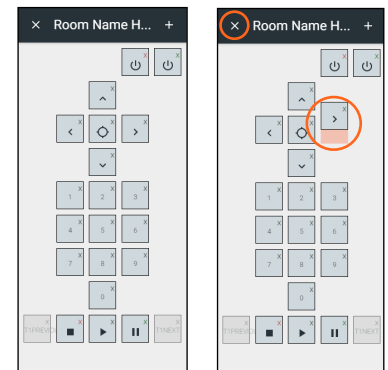
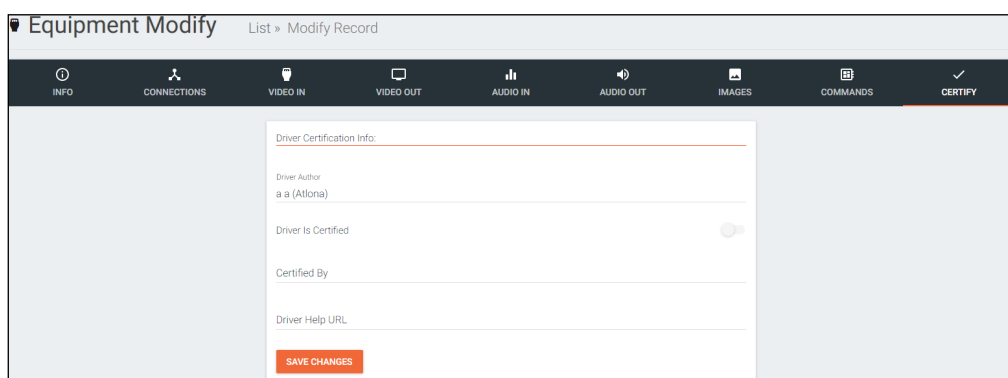
11. *Optional* Type text into the Label Below Button field.





12. Once all selections are made, press the save changes button. The button builder will close and the remote preview will update.

13. Drag and drop icons where wanted. Once complete, press the done (x at the top right of the remote) button.

i. CERTIFY Tab

Driver Author - Displays the name of the user that created the device and the site it was created on.

Driver is Certified - Select this slider to verify the device driver has been tested and works.

Certified By - Type in the name of the person that tested and verified the driver.

Driver Help URL - If a help document was created for the device driver, place the link here.

Edit

Equipment List

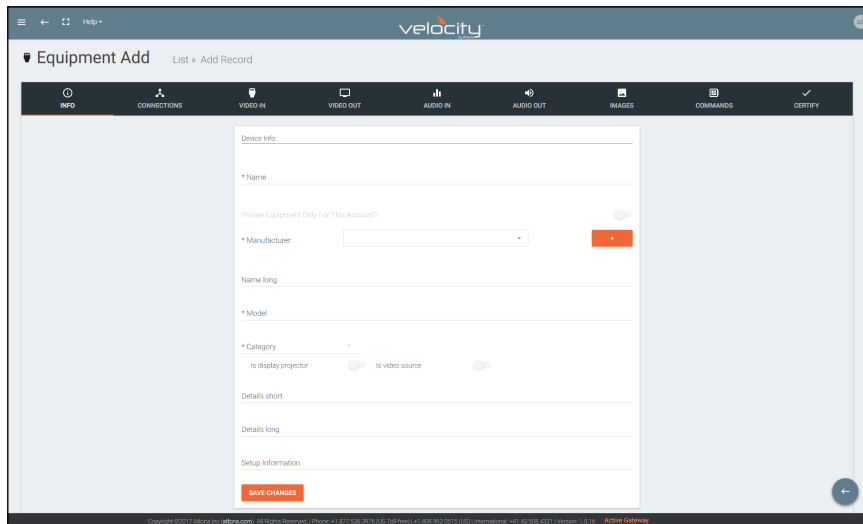
Showing All Equipment

	Name	Model	Manufacturer	Category	Sub Category	Details	Control Types	
☐	Arcam DVD (Copy)	Solo Movie Series ...	Arcam	Sources	DVD	(none)	IR	  
☐	Arcam DVD	Solo Movie Series ...	Arcam	Sources	DVD	(none)	IR	 

If a device is in the system but does not have everything exactly as need, it can be copied and edited.

NOTE: Devices in the Equipment List that were added by Atlona, must be copied before being edited. Atlona added devices cannot be altered.

1. Press the edit or copy (if an Atlona device needs to be edited) button next to the device control type. The device page will open. The device edit page and device add page use the same options.
2. Once all changes are made, press the save button.



Delete

Equipment List

Showing All Equipment

	Name	Model	Manufacturer	Category	Sub Category	Details	Control Types	
☐	Arcam DVD (Copy)	Solo Movie Series ...	Arcam	Sources	DVD	(none)	IR	  
☐	Arcam DVD	Solo Movie Series ...	Arcam	Sources	DVD	(none)	IR	 

If a user created device is no longer needed, it can be deleted from the database.

1. Find the device and press the red trash can next to the device.
2. Press the SUBMIT button to confirm the deletion.

Confirm

Are you sure you wish to delete this equipment?

CANCEL SUBMIT

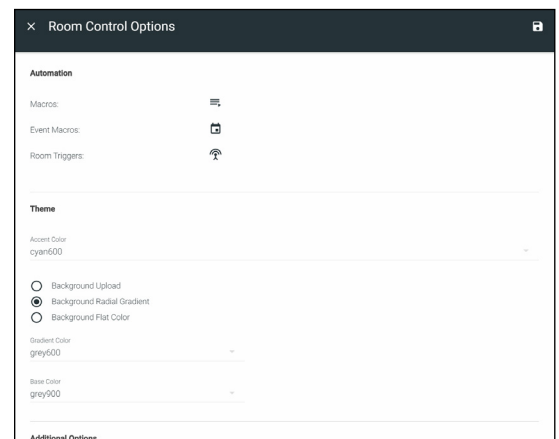
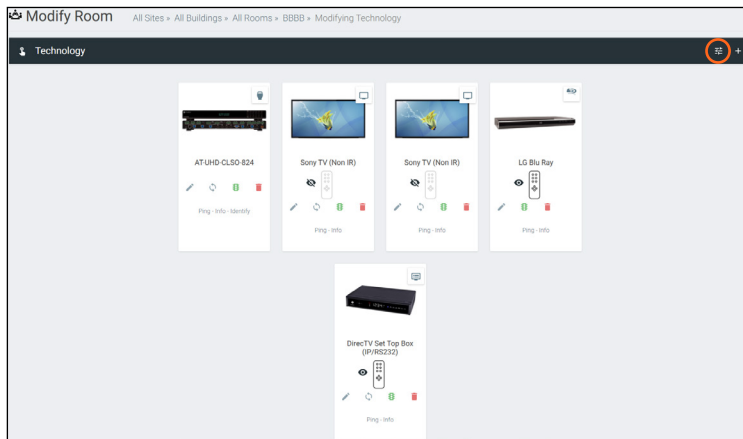
Split Rooms

Velocity has the ability to switch between open and split rooms, providing an easy solution to create two rooms out of one when needed.

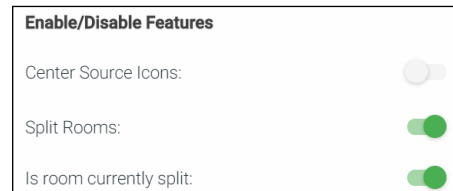
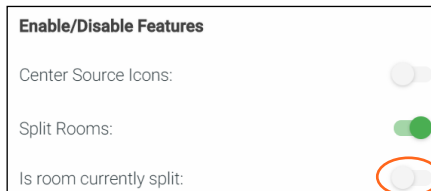
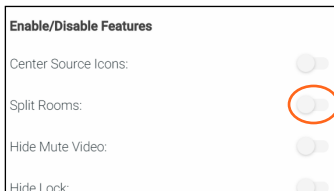
Set Up

To create a split room, there must be at least two displays, a switching device, and at least two sources.

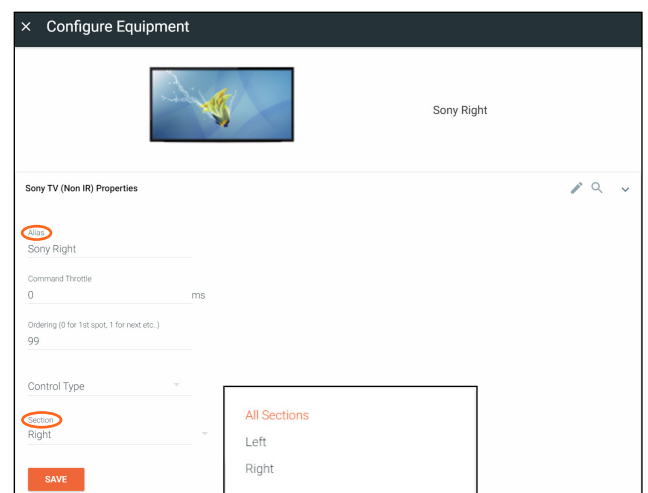
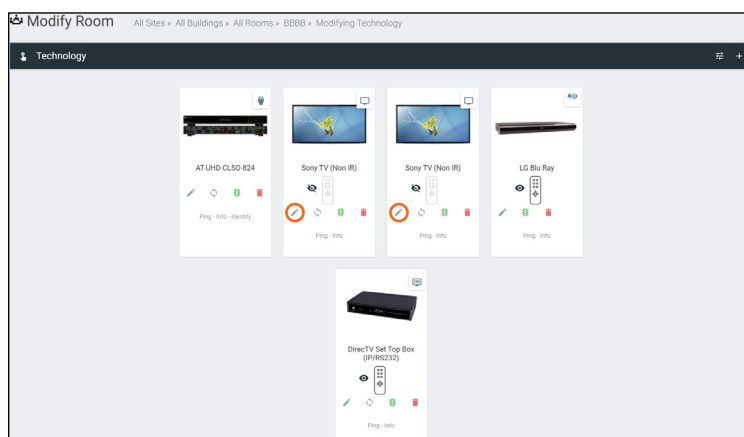
1. Once a room is set up with devices, open room control options using the button in the top right area of the screen. A new screen will slide open on the left side of the screen.



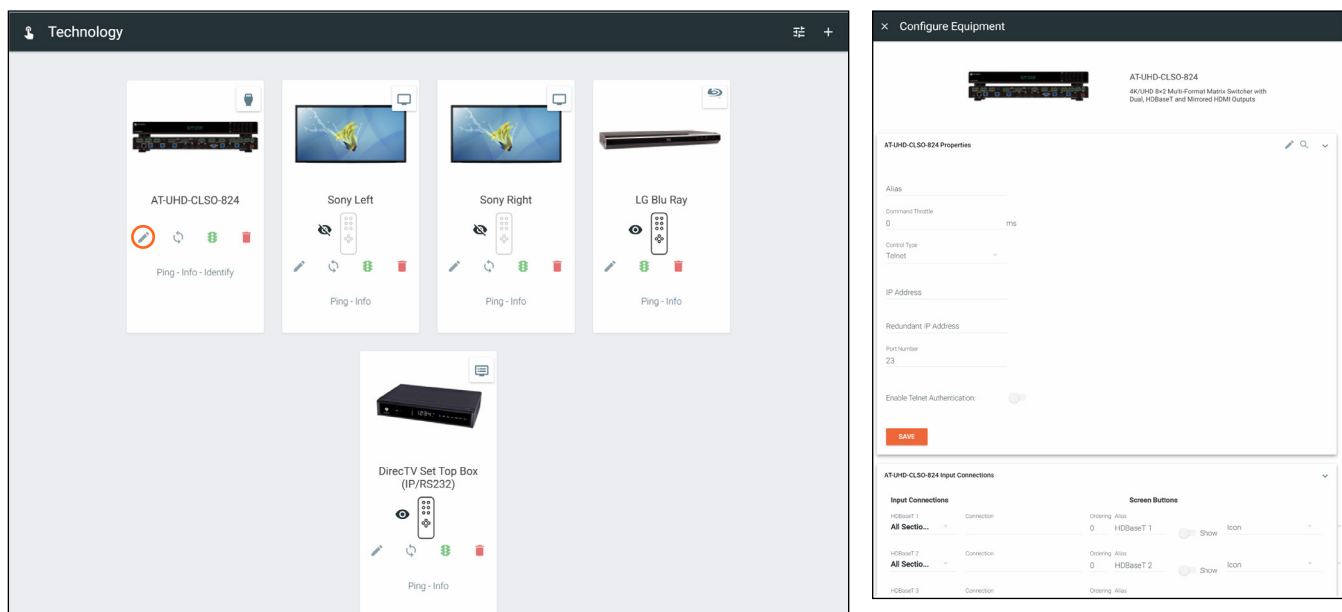
2. Scroll down to the Enable/Disable Features section and select the **Split Rooms** slider. A new options will appear below.
3. Select the **Is room currently split** slider to activate the room as a split room.
4. Press the **Apply Settings** icon in the top right corner of Room Control Options to save.



5. Open the device edit screen of the display and provide the display with an alias of which side it belongs to. e.g. Display Right
6. Select the **Section** drop down and select whether the display is in all, left, or right section.
7. Press the **Save** button to activate the settings.
8. Repeat steps 5 through 7 for the second display.



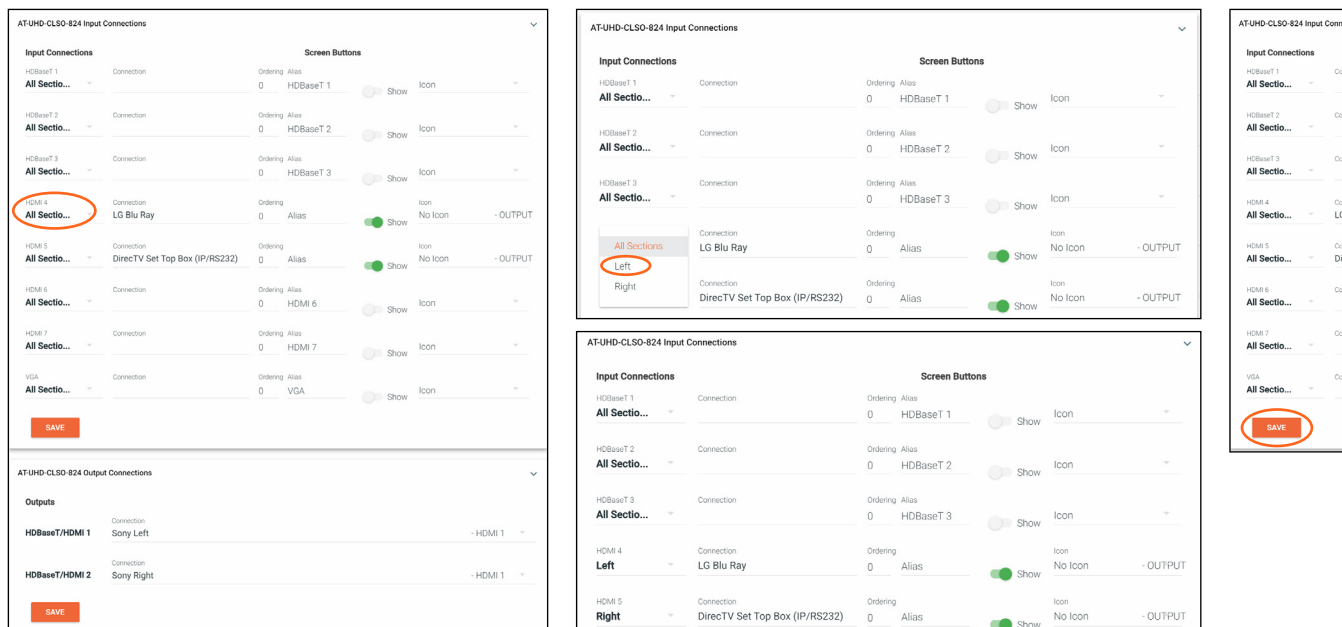
9. Open the switching device. e.g. AT-UHD-CLSO-824



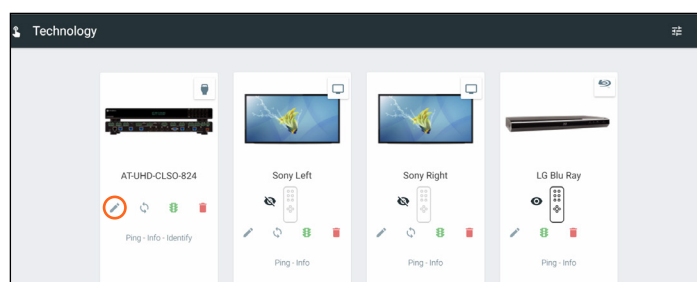
10. Scroll to the Input Connections section. A new drop down will have appeared next to the sources when split rooms was activated.

11. Select the side of room each source belongs to when split.

12. Press the **Save** button.



13. *If using audio* Open the audio device. e.g. AT-UHD-CLSO-824



14. Go to the Audio Controls section. Each control will have new selection drop downs.

15. Select the control options under all sections.

NOTE: The control selected under all sections will be the audio control when the room is set to open.

16. Select the audio control sections that each control belongs to when split.

NOTE: If Master Volume belongs to the speakers on the left side of the room, select master audio from the left side drop down menu.

17. Repeat until all audio is set up.

18. Press the Save button.

Audio Controls

Controls:

Control Id	Control Name	Component Name	Type	Min	Max	Size	Value
1. Output1Gain	Output 1 Gain	Audio	Integer	-90	30	1	
All Sections	Split Left	Split Right					
Master Volume	Master Volume	Unassigned					
2. Output2Gain	Output 2 Gain	Audio	Integer	-90	30	1	
All Sections	Split Left	Split Right					
Master Volume	Unassigned	Master Volume					
3. Output1Mute	Output 1 Mute	Audio	Boolean				
All Sections	Split Left	Split Right					
Master Volume M...	Master Volume M...	Unassigned					
4. Output2Mute	Output 2 Mute	Audio	Boolean				
All Sections	Split Left	Split Right					
Master Volume M...	Unassigned	Master Volume M...					
5. Input1Gain	Video 1 Gain	Audio	Integer	-90	10	1	
All Sections	Split Left	Split Right					
Unassigned	Unassigned	Unassigned					
6. Input2Gain	Video 2 Gain	Audio	Integer	-90	10	1	
All Sections	Split Left	Split Right					
Unassigned	Unassigned	Unassigned					
7. Input3Gain	Video 3 Gain	Audio	Integer	-90	10	1	
All Sections	Split Left	Split Right					
Unassigned	Unassigned	Unassigned					
8. Input4Gain	Video 4 Gain	Audio	Integer	-90	10	1	
All Sections	Split Left	Split Right					
Unassigned	Unassigned	Unassigned					

SAVE

Control Devices

Now that all the room devices have been set up, the control devices must be set up.

NOTE: For split rooms, there should be two control devices. The control devices can be two of each or a mix of AT-VTPs, Android devices, Apple devices, or web browsers.

1. Open the control device to the sync page.

2. Press the Sync button. A pop up will display.



velocity

Velocity Login

Email Address

Password

LOGIN **SYNC**

[Forgot password?](#)



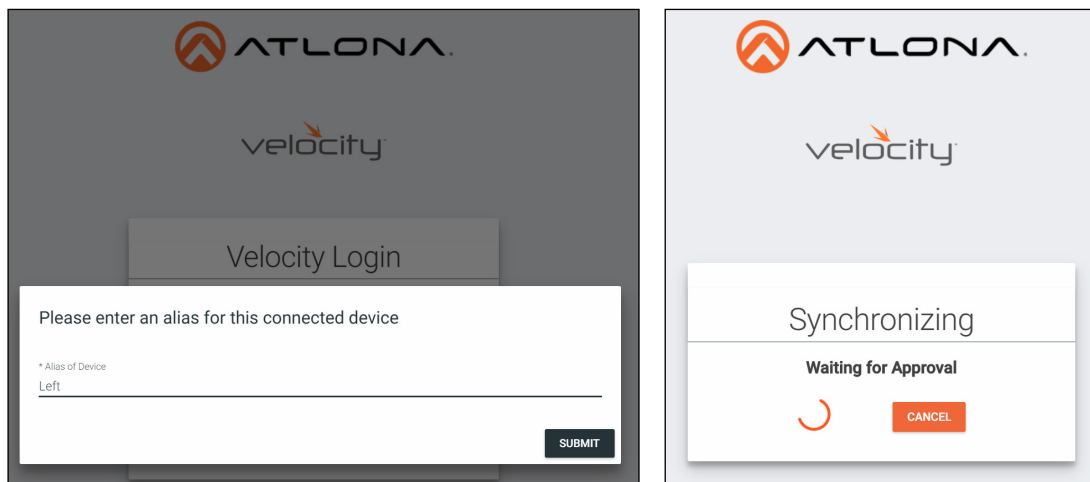
Velocity Login

Please enter an alias for this connected device

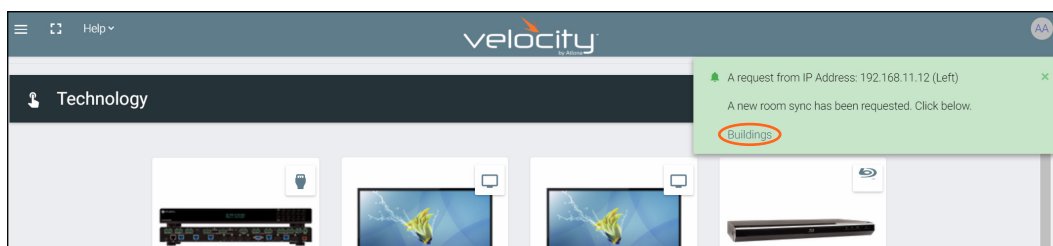
* Alias of Device
Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:59.0) Gecko/20100101 Firefox/59.0

SUBMIT

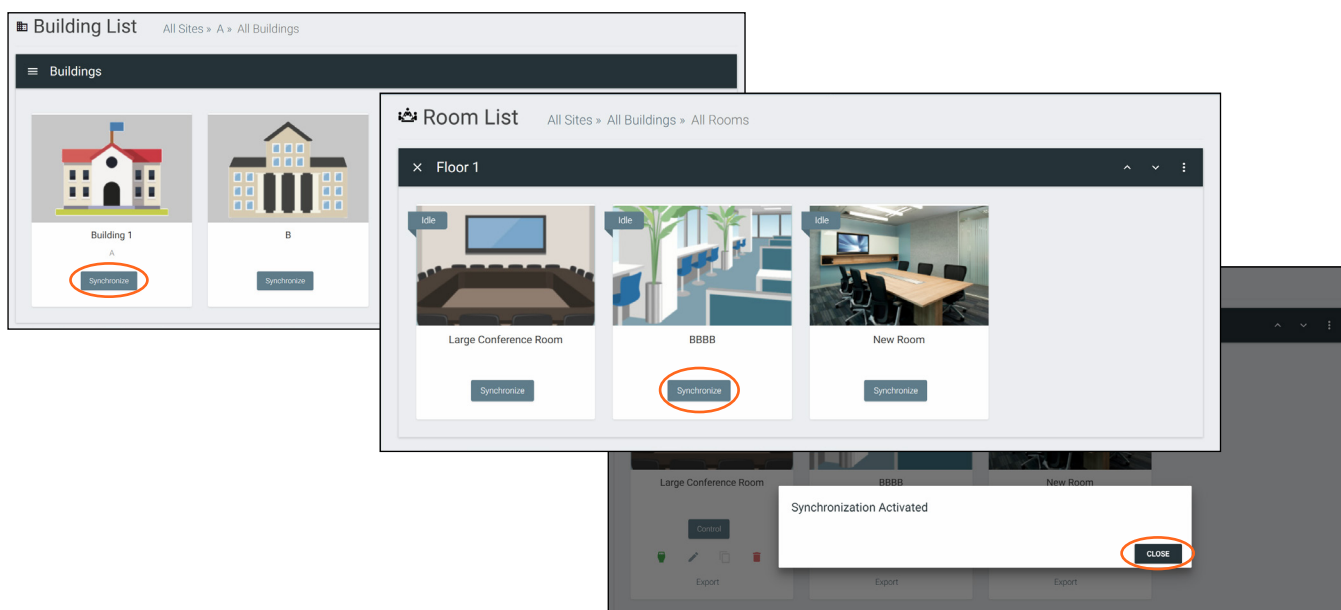
3. Enter an alias for the device to ensure easy identification within Velocity. e.g. Left
4. Press submit. The page will display a synchronization page.



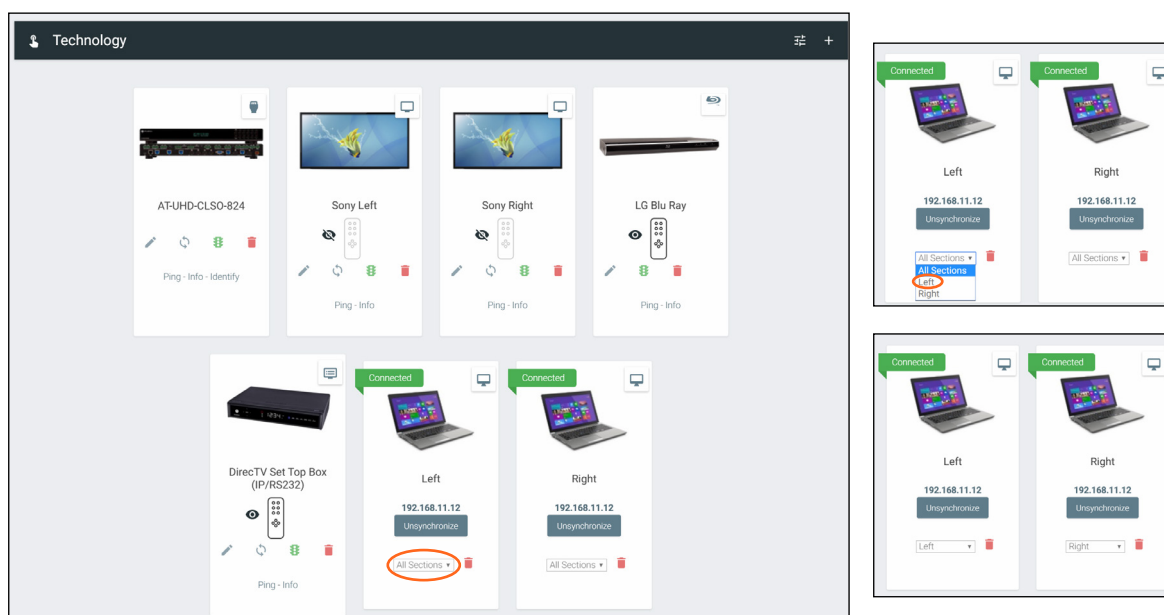
5. Go to the Velocity page. A green box will appear.
6. Select Buildings.



7. Select the building the control device will be in. A new screen will open.
8. Select the room the control device is located in. A Synchronization Complete window will appear.
9. Press the **Close** button.



10. Repeat steps 1-9 for the second control device.
11. Reopen the edit room technology page.
12. Select the drop down within the control device field and select the section the device controls.
13. Repeat step 12 for the second control device.

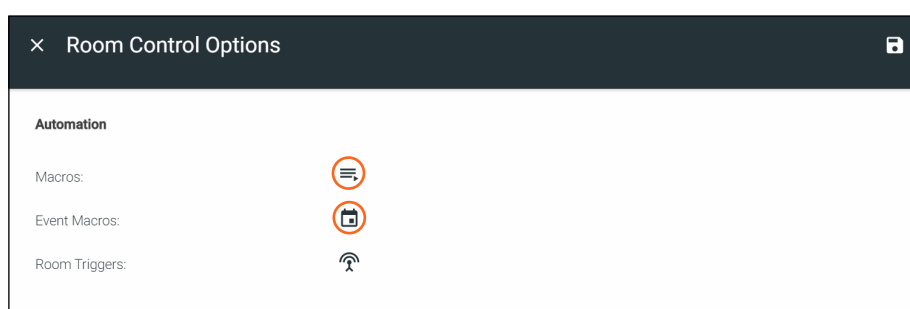
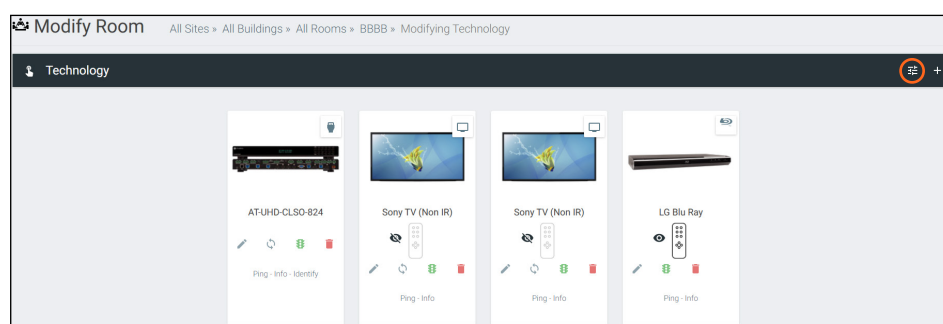


The room is now set up for split room control. Control macros and event macros can now be set up for split rooms.

Macros

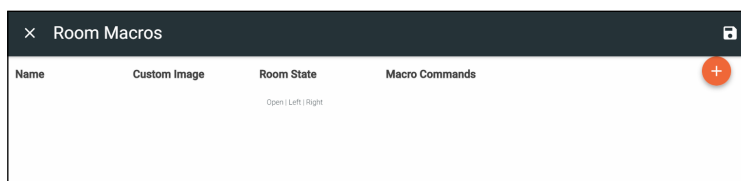
New selections are now available within the macros and event macros sections for split rooms. Each section will be able to define what commands/macros will be available depending on what the status of the room is.

1. Select the Room Control Options icon at the top right of the screen. A new screen will slide open on the right side of the room.
2. Select the Macros or Event Macros icon from the Automation section. A new screen will take over once selected.



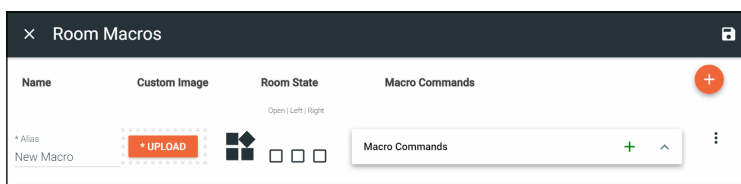
Room Macros

Room macros can be set up so that a room can be open or split at the touch of a button. Room macros can also be set so certain commands are only available to each side of the room when split, so that there is no chance of cross commands between the split room.

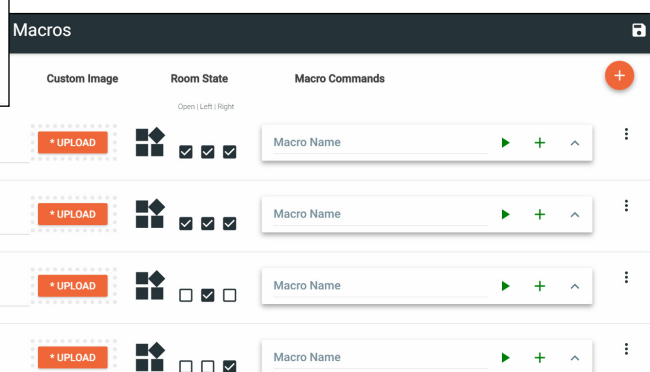
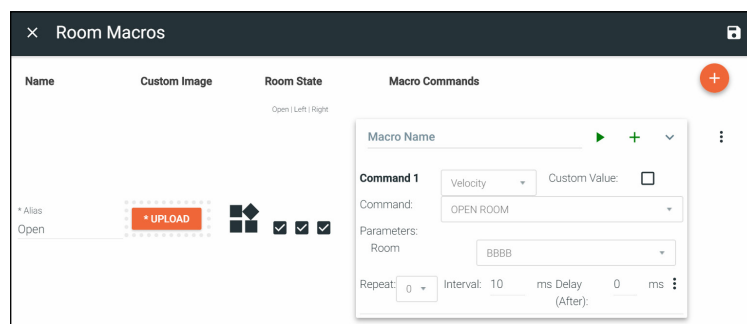


To set up the room macro:

1. Select the orange + button in the top right of the screen.



2. Provide an Alias for the macro e.g. Open or Close
3. *Optional* Upload a custom image to appear for the command on the control page.
4. Select the room state for the command to appear. e.g. Open, Left, and Right selected for it to appear in all states.
5. Select the command type from the drop down. e.g. Select Velocity from the drop down for Open/Close.
6. Select the command value from the drop down e.g. Open room or Close room for Open/Close.
7. Select the room the command controls e.g. Current room being edited
8. *Optional* Select how often the command will repeat and how long to delay between commands. Default is 0.
9. *Optional* Provide a macro name.
10. Press the **Apply Settings** button in the top right corner to save the macro.
11. Repeat as many times as needed to create all the macros for room control.



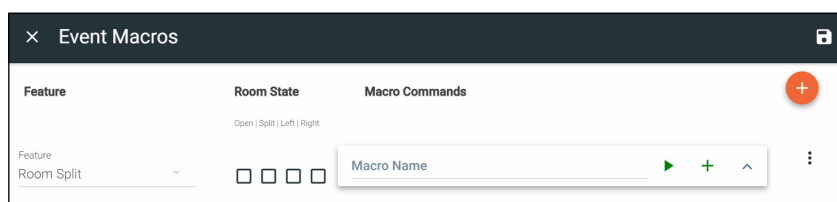
Event Macros

Event macros can be set to send commands for displays and devices when events such as Room Split or Room Open occur. New options appear when the room has been set as a split room and each command can be set to send when the room is in a specific state.

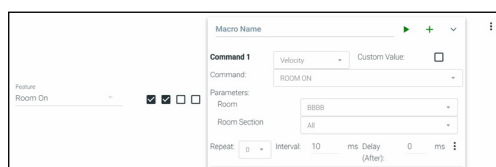
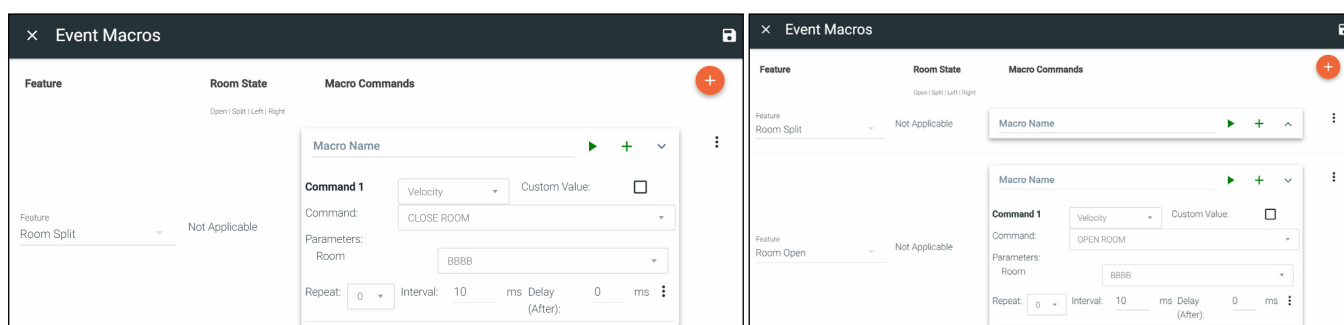


To set up the event macro:

1. Select the orange + button in the top right of the screen.



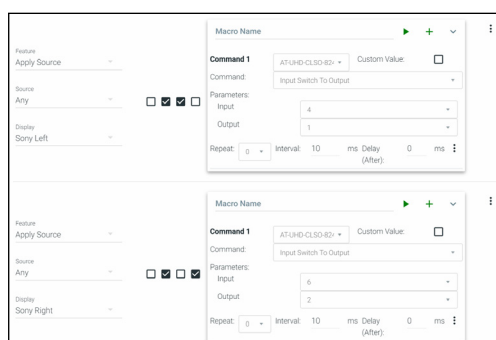
2. Select the Feature.
3. Select the room state in which the event occurs. For some options, room state is not applicable.
4. Set the command type, value, room, and repeat values for the feature.
5. Repeat steps 1 through 4 until all Event Macros are set up.



Room On Event Macro:

With the room on macro, it can be set for open or split.

In this example set up, if Velocity sets the room to open or split, it will trigger the event macro Room On and turn on all devices not excluded in the Excluded On/Off Devices section of the Room Control Options.



Apply Source Event Macro:

With the apply source macro, it can be set for a split room and which side it occurs on.

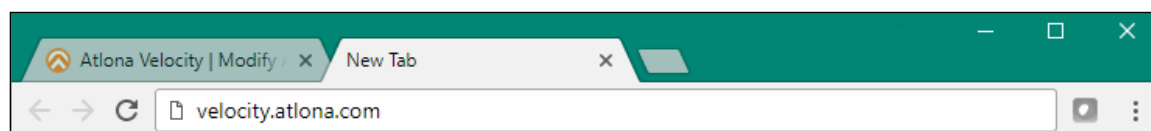
In these examples, if Velocity is set to a split room, the UHD-CLSO-824 will be triggered to switch the source on the left side to Input 4 for Sony Left (output 1) and on the right side to input 6 for Sony Right (output 2). This will enable the change to occur automatically when split room is enabled to provide a seamless switch between open closed rooms.

Cloud

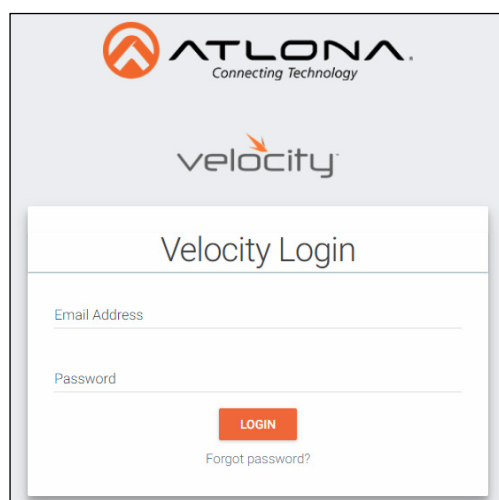
Getting Started

Once Velocity training has been completed, contact Atlona sales for a cloud username and login. Once a username and login have been received, Velocity Cloud is ready to use.

1. Open any browser with network access and type in velocity.atlona.com (as seen below).



2. Enter the provided username and password.



3. A password change prompt will log in upon logging in. Update the password.



NOTE: Passwords must be at least 8 characters and include: 1 number, 1 uppercase letter, 1 lowercase letter, and 1 special character. The text will appear all green when the password meets all criteria.

You must now update your password

* Password

* Confirmation Password

Password criteria:

8 Characters

1 Integer

1 Lowercase

1 Uppercase

1 Special Character

Passwords do not match.

SUBMIT

You must now update your password

* Password

* Confirmation Password

Password criteria:

8 Characters

1 Integer

1 Lowercase

1 Uppercase

1 Special Character

Passwords do not match.

SUBMIT

You must now update your password

* Password

* Confirmation Password

Password criteria:

8 Characters

1 Integer

1 Lowercase

1 Uppercase

1 Special Character

Passwords do not match.

SUBMIT

You must now update your password

* Password

* Confirmation Password

Password criteria:

8 Characters

1 Integer

1 Lowercase

1 Uppercase

1 Special Character

Passwords Match!

SUBMIT

4. Press **SUBMIT** once the new password is filled in.

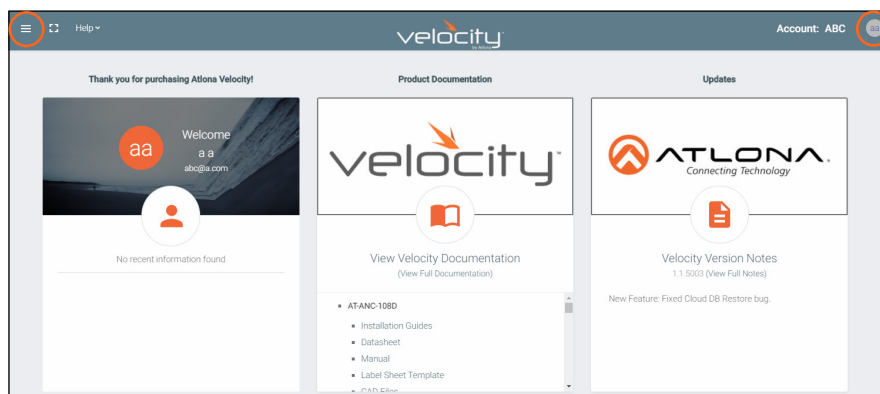
Once logged in, customers and users can added, or gateways linked.



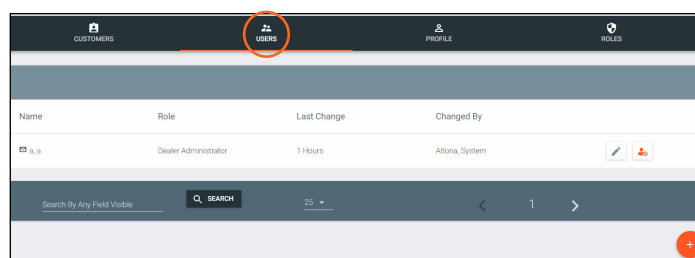
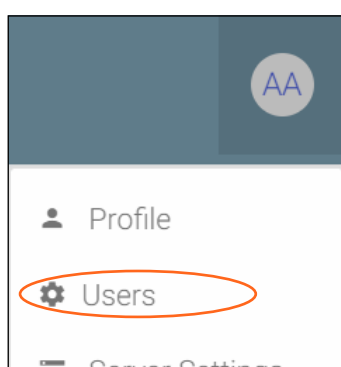
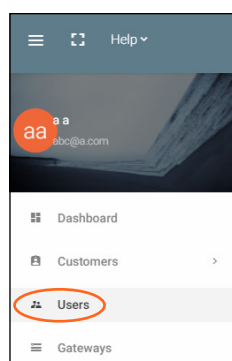
NOTE: Any amount of gateways may be linked to Velocity Cloud, but a license must be purchased for each individual gateway to be controlled remotely.

Users

Users can be added and edited from either the top left menu or top right menu of the home page.

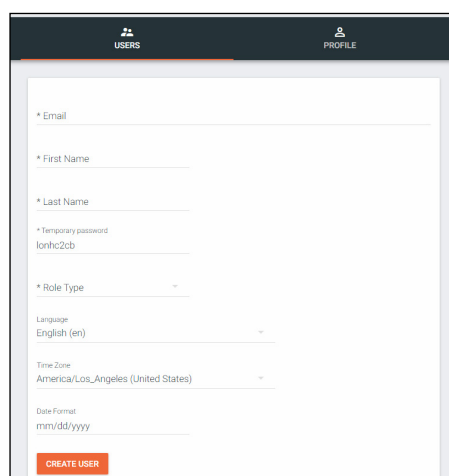


1. Select Users from the top left ≡ navigation or Account Settings from the top right navigation.
 - b. If Account Settings is selected, click on the Users tab in the header bar.



Add

1. Select the + button to add a new user. A new page will open.
2. Fill in all the user information fields.

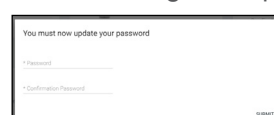


- **Email** - Used for log in purposes and email password resets.
- **First & Last Name** - Velocity will provide a customized home page for a user using their credentials.
- **Temporary Password** - Use either the auto generated password or create a new one for the user to change upon first log in.
- **Role Type** - There are 5 roles to select from: Account Administrator, Site Administrator, Designer, Support Technician, and End User. To view the permissions of each role, select **Roles** within the top navigation or view them starting on [page 53](#).
- **Language** - Select the user's language preference. Default will be English.
- **Time Zone** - Select the time zone the user will be logging in from.

3. Press the **Create User** button.

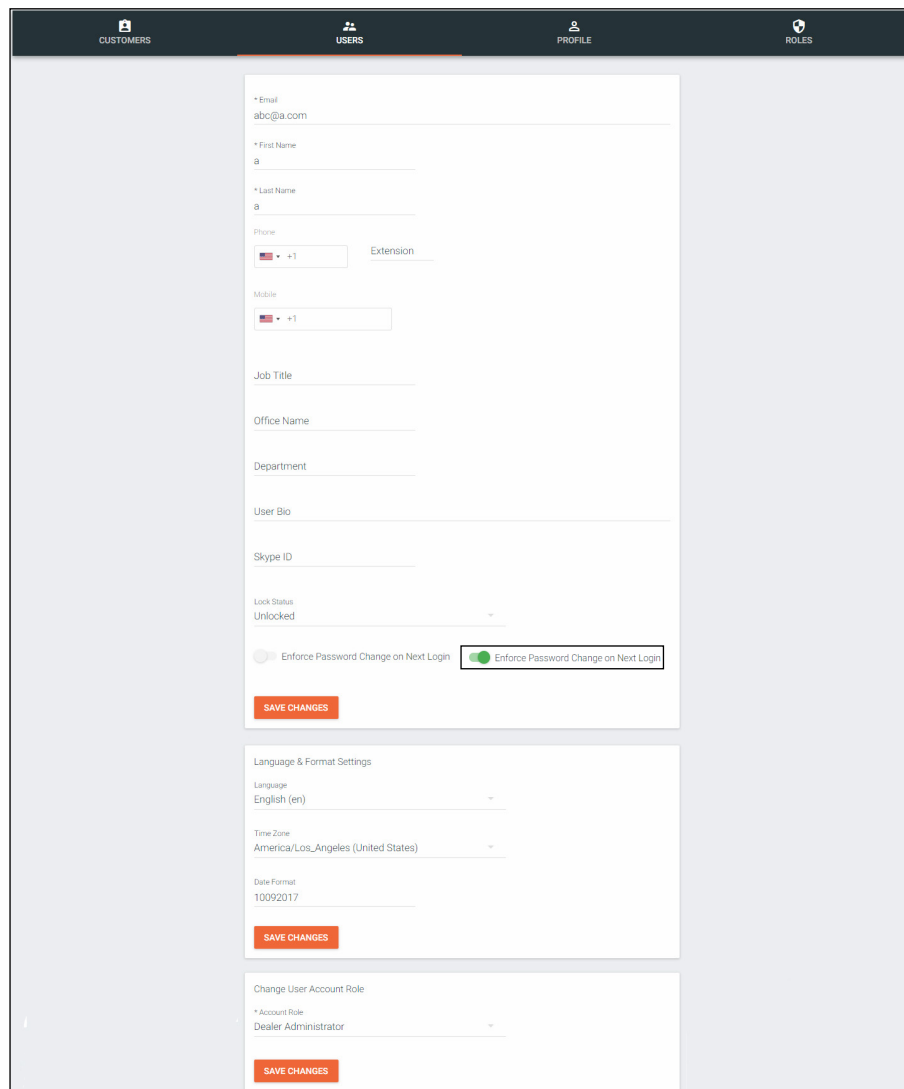
If successful, Velocity will redirect to the Users page and a green successful message will appear at the bottom of the page.

Upon login, all new users will be prompted to update their password.



Edit

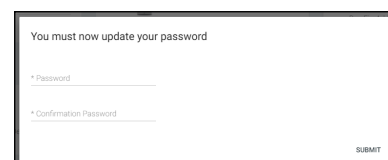
1. Select the **pencil** button to edit a user. A new page will open.



Additional fields appear when editing users.

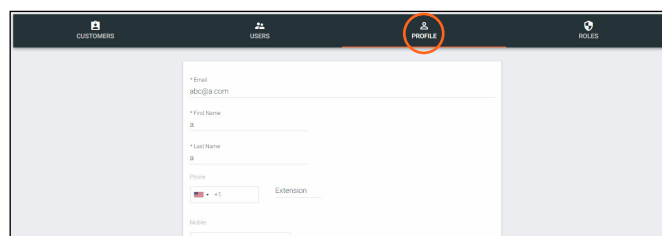
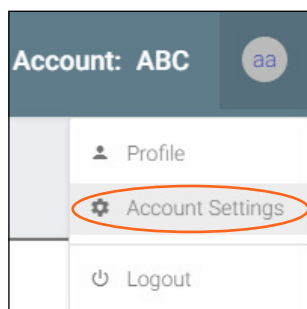
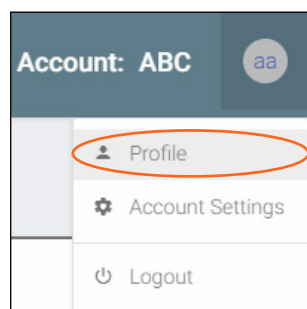
Phone and mobile numbers, job title, office name, department, user bio, and Skype ID are optional fields that help provide multiple points of contact.

- **Lock Status** - Switch status of the user between unlocked and locked. If an account is locked, an administrator will need to unlock it for a user to be able to log in again.
- **Password Slider** - Selecting this slider will force the user to change their password when logging in the next time. The password update pop up will appear on login.



Profile

1. Select **Profile** from the top right navigation of the home page, or the header bar of the Account Settings page.



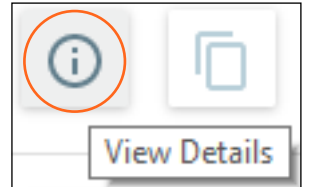
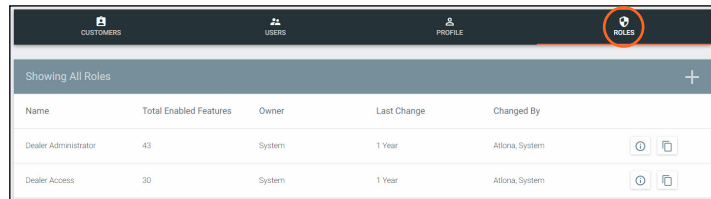
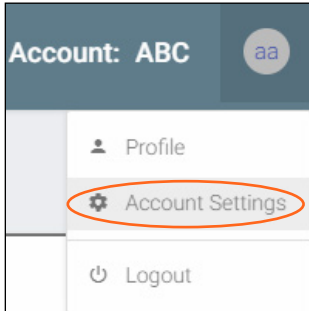
2. Fill in the user information that was not created when initially adding a user, such as: Job Title, Office Name, Department, User Bio, and Skype ID. These options are available when editing a user.



NOTE: The profile information that can be changed will vary based on user permission level.

Roles

1. Select **Account Settings** from the top right navigation.



2. Select **Roles** from the header bar.

There are two default roles: Dealer Administrator and Dealer Access. The permissions can be seen by pressing the **View Details** button or using the tables below.

Account Related

User Level	View	Add	Modify	Delete	Export	Invite
Dealer Admin	X	X	X	X	X	X
Dealer Access	X	X	X		X	X

User Related

User Level	Add	View	Modify	Change	Revoke
Dealer Admin	X	X	X	X	X
Dealer Access					

Role Related

User Level	View	Add	Modify	Delete	Copy
Dealer Admin	X	X	X	X	X
Dealer Access					

Control Related

User Level	Access	View Logs
Dealer Admin		X
Dealer Access		X

Equipment Related

User Level	View	Add	Modify	Delete	Export	Copy
Dealer Admin	X	X	X	X	X	X
Dealer Access	X	X	X	X	X	X

Reference Image Related

User Level	View	Add	Modify	Delete	Export	Copy
Dealer Admin	X	X	X	X	X	X
Dealer Access	X	X	X	X	X	X

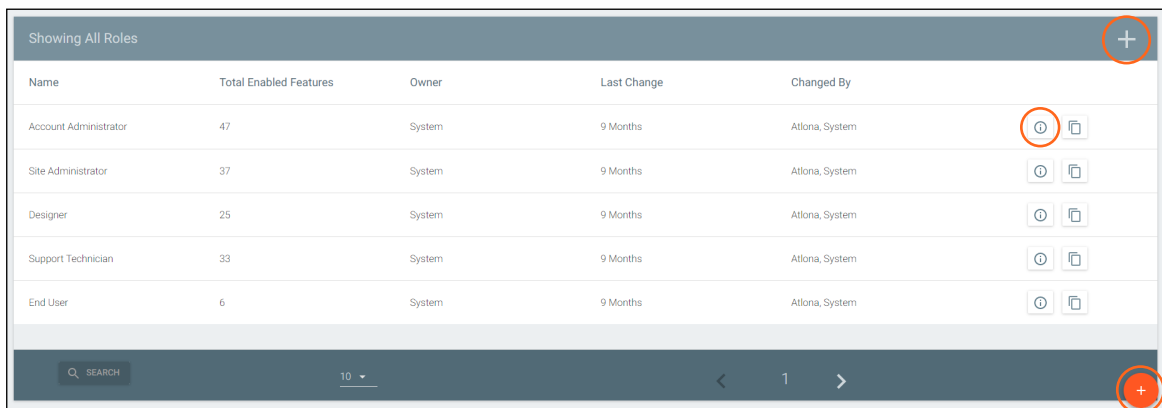
Cloud Feature Related (Backups)

User Level	Download	Upload
Account Admin	X	X
Site Admin		

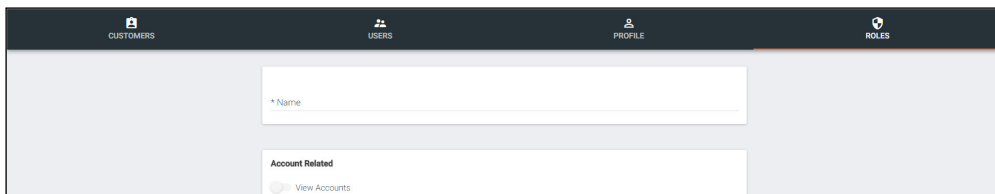
Add

If the default roles do not provide the right permission levels, new roles can be added.

1. Select the **+** button to add a new role. Either the top **+** or the bottom **+** button may be used. The current roles can also be copied using the **Copy role** button, then edited.



2. Name the role, to make easy to identify later.

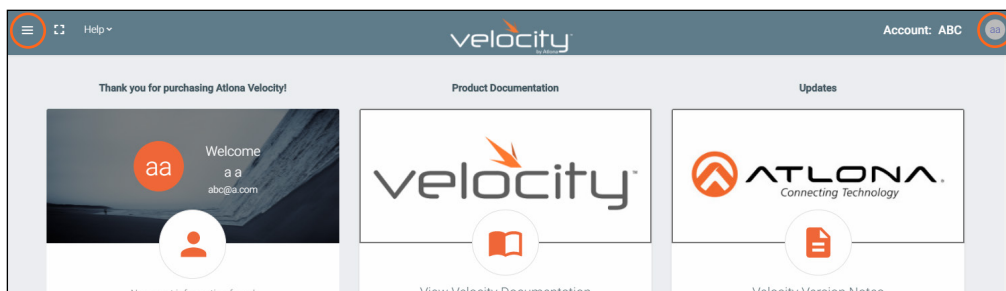


3. Press the slider for each permission to grant the current role. 
4. Press the **Create Role** button to save all the settings. 

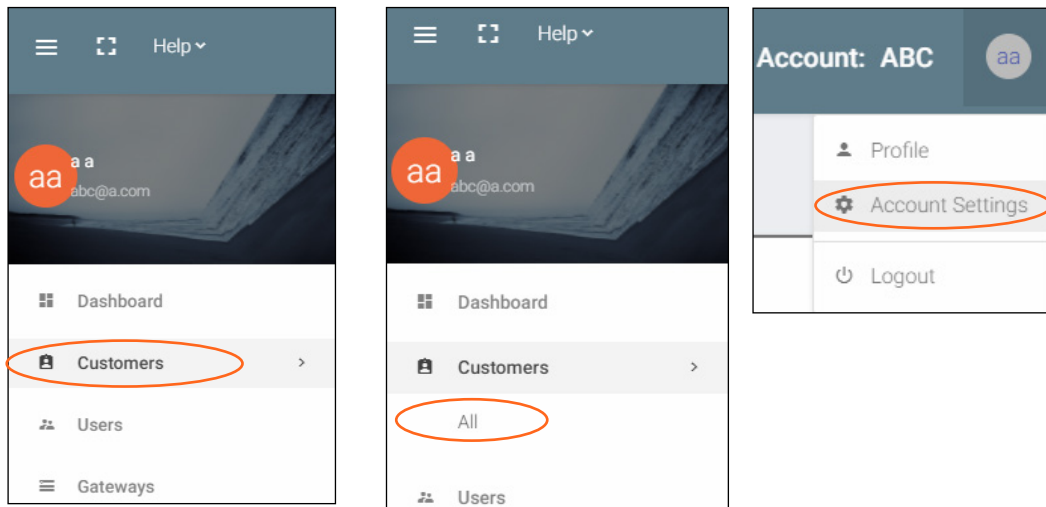
Customers

Set up customer access, sites, and gateways starting from within the Customers page.

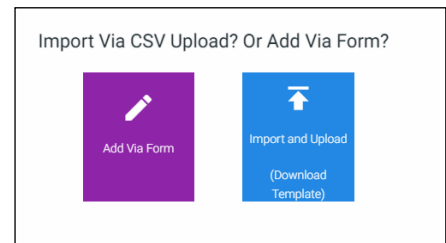
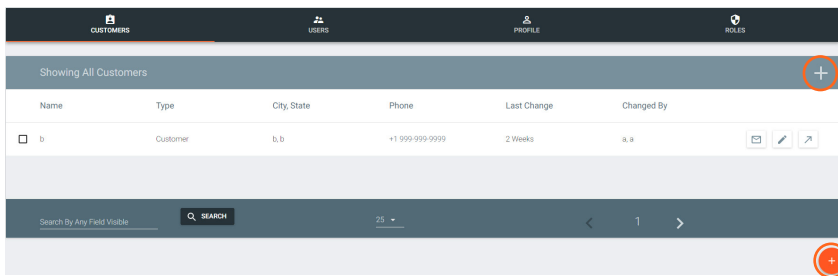
Add



1. Select **Customers** from the top left = navigation or Account Settings from the top right navigation.
 - b. If customers is selected from the left navigation a new option will appear underneath. Select **All** to go to the customers page.



2. Press the + button located at the top or bottom of the screen. A pop up will appear.

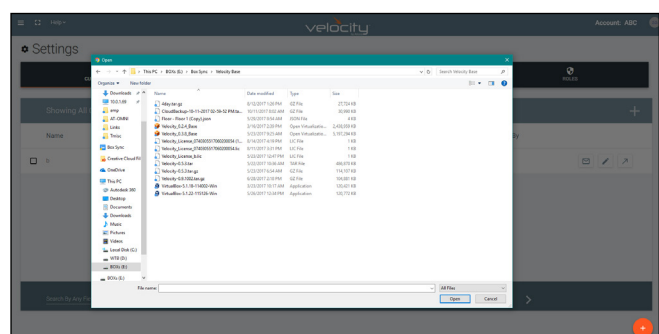
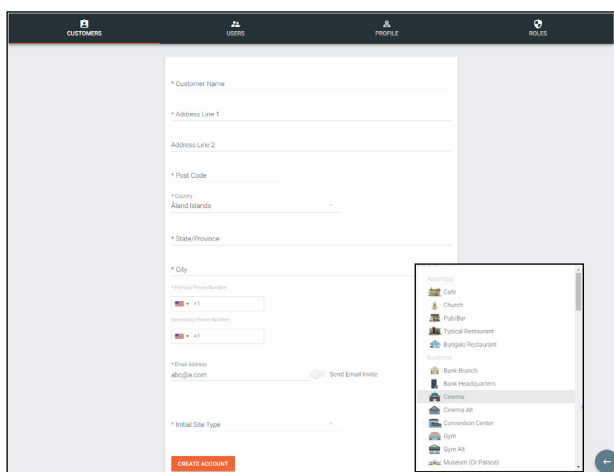


3. Select between Add Via Form or Import and Upload (for adding multiple customers at once).

a. If Add Via Form is selected, a new page will open.

1. Fill in the customer information:

- **Customer Name** - This should be filled in with the Company or Site name.
- **Address, Post Code, Country, State/Province, City** - Fill in the address that the site is located at.
- **Phone Number** - Provide the number of the contact for the customer. The secondary contact number is optional.
- **Email Address** - Provide the email address of the main contact for this site.
- **Email Invite** - Select the slider to have an invite to the customer's cloud sent to the admin.
- **Initial Site Type** - Select the type that best suits the customer. A visual representation is included with the selection.
- **Create Account** - Press this button once the required * information has been filled in.



- b. If Import and Upload is selected, a folder will open.
 1. Find the customer file (.CSV) located on the local computer.
 2. Press the upload button.

Invite

Once a customer has been created, the account can have users added to it.

Showing All Customers							
	Name	Type	City, State	Phone	Last Change	Changed By	
☐	b	Customer	b, b	+1 999-999-9999	2 Weeks	a, a	 

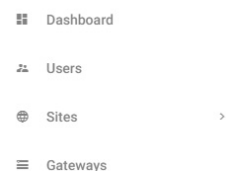
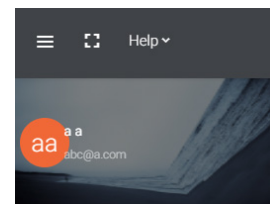
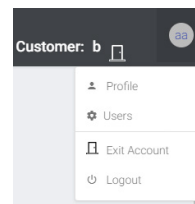
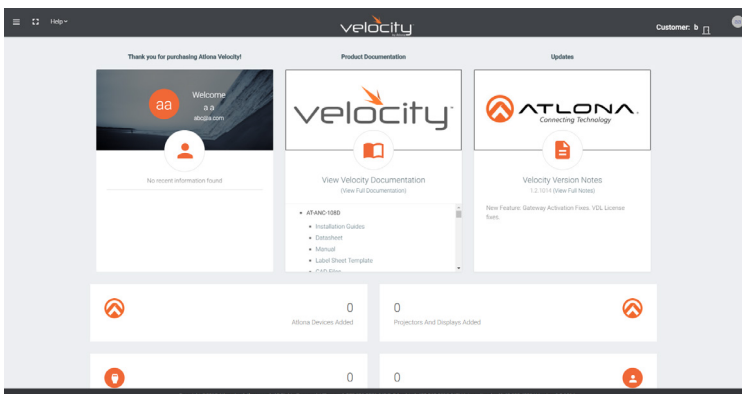
1. Select the Invite (letter button) or Access Account (arrow) buttons.
 - a. If Invite is selected, a pop up will appear. Fill in the user's email and role (these roles match the gateway's roles: Account Administrator, Site Administrator, Designer, Support Technician, and End User).

Account Invitation

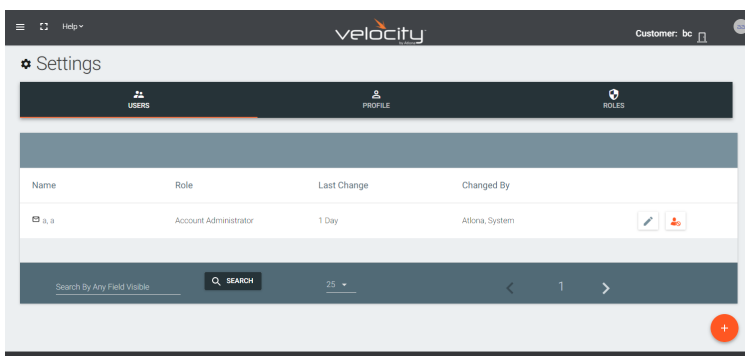
* Email

* Role Type

CANCEL INVITE



- b. If Access Account is selected, a new screen will appear (this screen will be exactly as the customer will see after logging into cloud).
 1. Select Users from the top left = navigation or from the top right menu.
 2. Press the + button. A new screen will appear.
 3. Fill in the user's email, name, language, time zone, date, and role (roles will correspond with gateway roles: account administrator, site administrator, designer, support technician, and end users).



* Email

* First Name

* Last Name

* Temporary password

* Role Type

Language

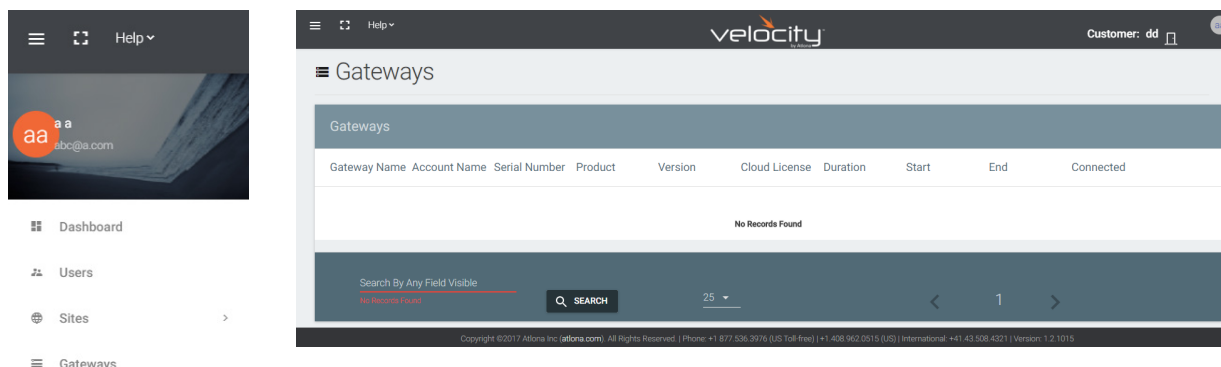
Time Zone

Date Format

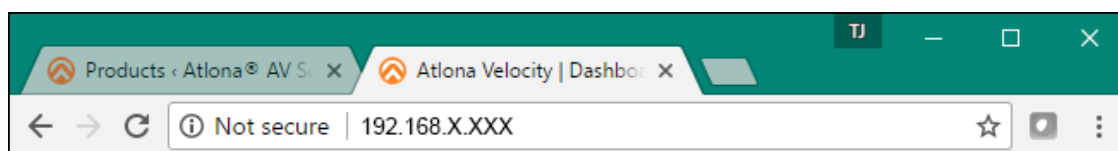
CREATE USER

Gateway

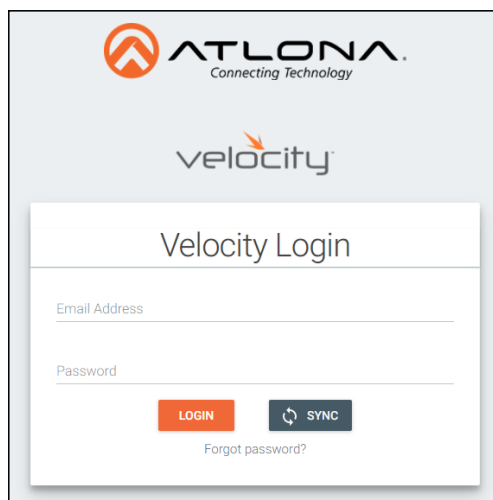
Once a customer account has been created, any gateways can be linked to them. To get to the gateway page, select Gateway from the top left navigation.



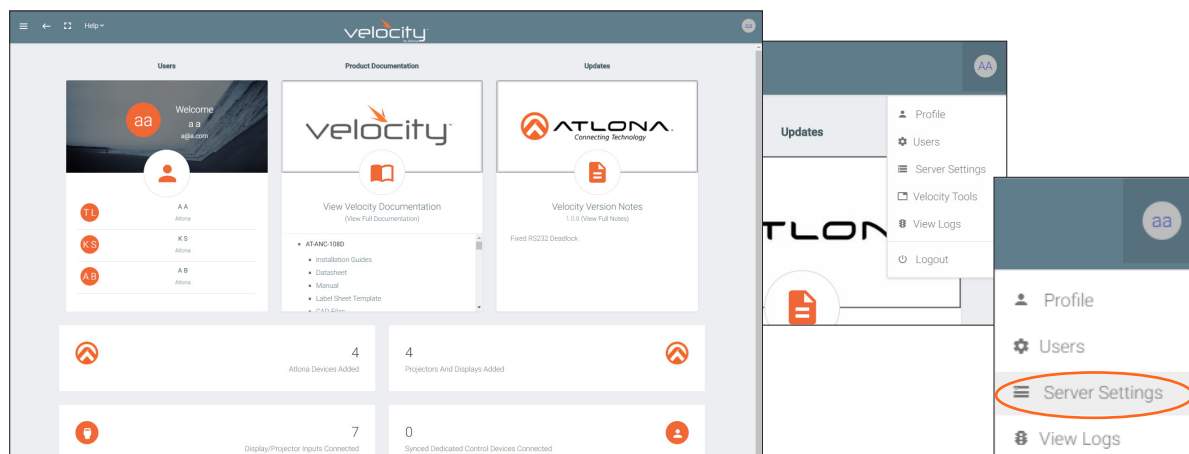
1. Linking the gateway must start within the gateway. Login to the Velocity gateway on the local network.



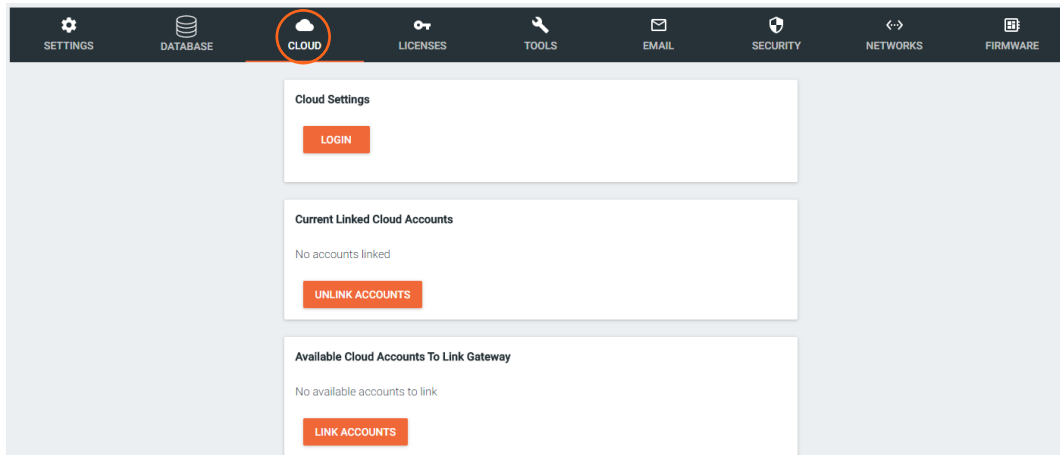
2. Enter the login information on the Velocity web page, then click the **Login** button.



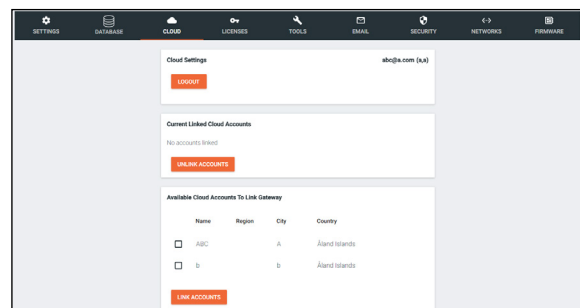
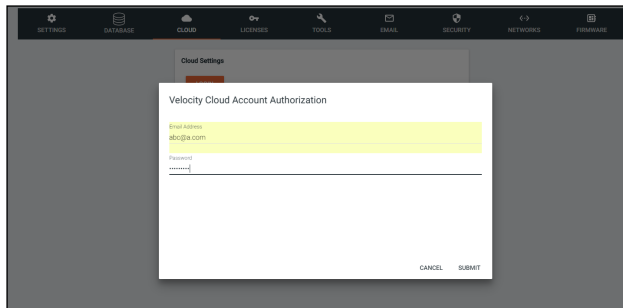
3. Select **Server Settings** from the drop down menu. A new page will open.



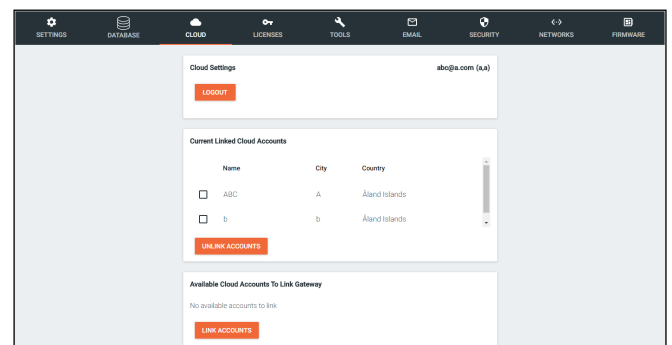
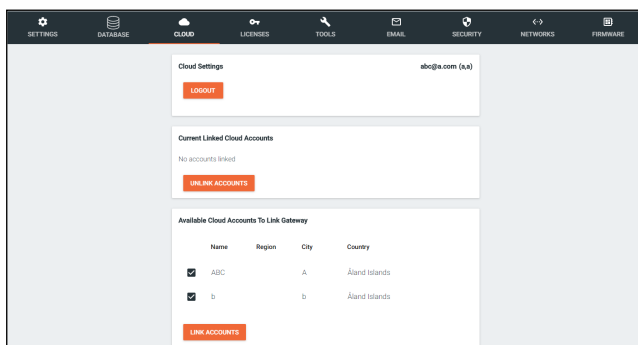
4. Select **Cloud** from the top navigation within the server settings page.



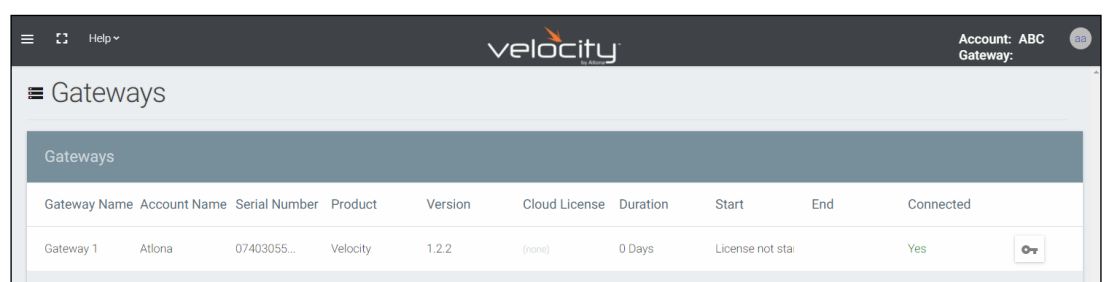
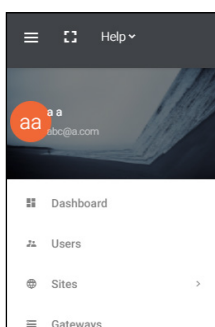
5. Select the **Login** button. A new pop up will appear.



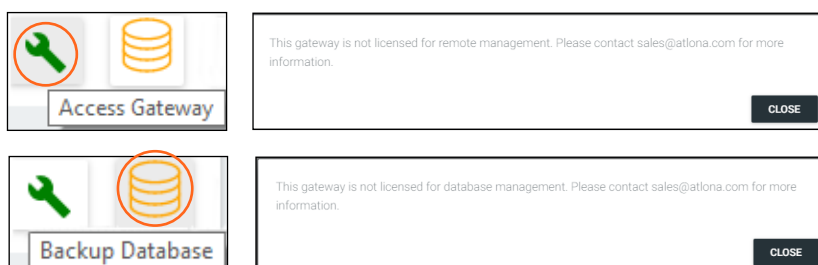
6. Fill in the cloud username and password. The accounts linked to that account will appear under the available cloud accounts.



7. Select the corresponding cloud account under Available Cloud Accounts To Link Gateway.
8. Press the **Link Account** button. The gateway will appear in the Velocity Cloud account.
9. Select Gateway from the top left ≡ navigation menu. A new page will open.

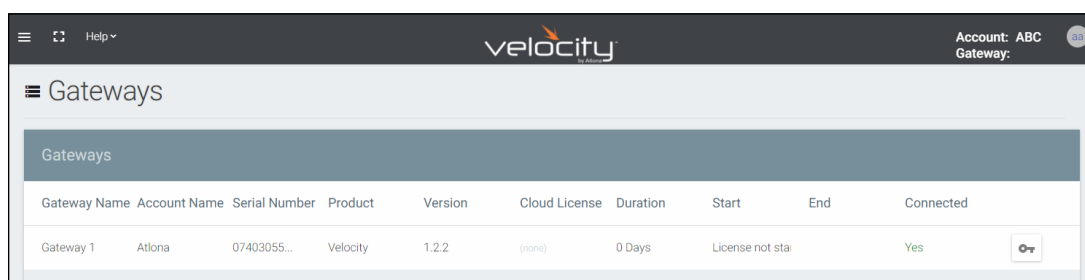


Until the gateway has a cloud license, it can not be remotely connected to or backed up to cloud. To purchase a license contact the local Atlona sales rep for the region or through the [Atlona Partner Portal](#). A license is good for 1 year and must be purchased for each gateway. Purchase either the lite (AT-VSW-LIC-LITE) or pro (AT-VSW-LIC-PRO) cloud license depending on what features are needed.



License Activation

Once a license is purchased from the Atlona sales rep or partner portal, a sales order will be emailed to the email address on file.



1. Select the key button on the gateway page. A new pop up will appear.



2. Enter in the sales order number (found at the top right of the sales order) into the sales order field and press the search button. New fields will appear on the pop up.

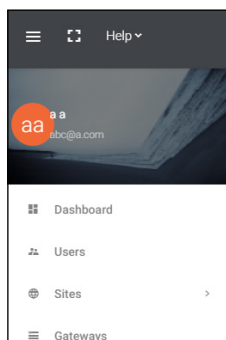
- **Quantity To Use** - Set how many licenses to use. Each license is good for 1 year.
- **Current Quantity Available** - Displays how many licenses were purchased with the sales order.
- **Quantity Remaining** - Displays the number of licenses remaining minus the Quantity To Use field amount.

3. Once the quantity of licenses is selected, press **OK**. The license(s) are now associated with the current gateway and the gateway can now be controlled and backed up remotely.

Remote Access

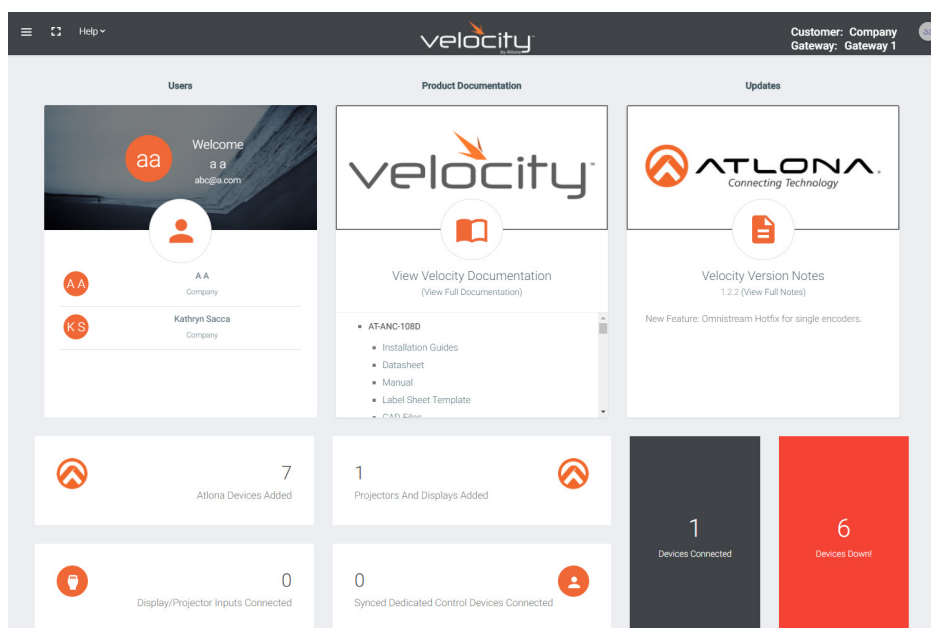
Once the cloud license is activated, the gateway can be remotely controlled.

1. Select Gateway from the top left ≡ navigation menu. A new page will open.



Gateways									
Gateway Name	Account Name	Serial Number	Product	Version	Cloud License	Duration	Start	End	Connected
Gateway 1	Company	1000911107	Velocity	1.2.1	ATVSW-LIC-LL...	365 Days	1000911107	1000911107	Yes 

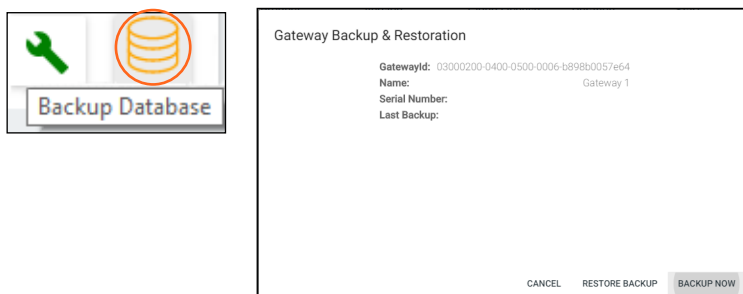
2. Press the **Access Gateway** (green tool) button. A new screen will open. This will allow all of the normal local Gateway functions to be accessed for setup and configuration. For further information on how to configure the gateway, see the Velocity manual.



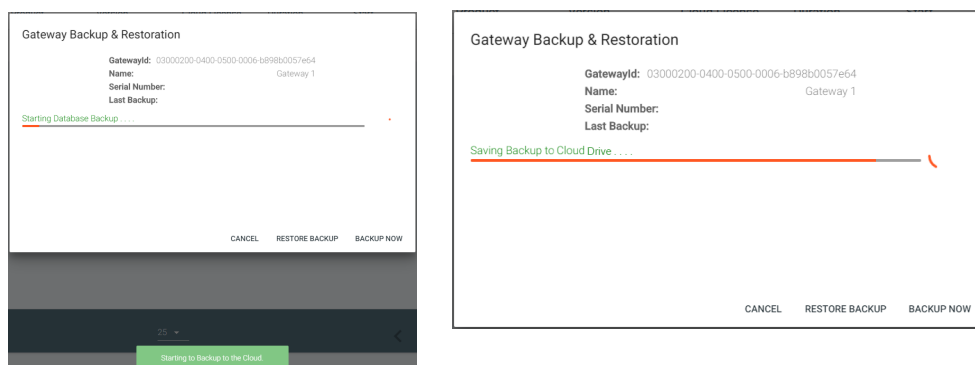
Backup

Once the cloud license is activated, the gateway can be backed up to the cloud.

1. Press the Backup Database button.



2. Click the **Backup Now** button. The cloud will show a progress bar as it goes through the backup process.



Restore

Once the gateway has been backed up to cloud, it can be restored from the previous save.

1. Press the Backup Database button.



2. Click the **Restore Backup** button. The cloud will show a progress bar as it goes through the restore process. When finished, the popup will display the gateway ID, name, serial number, and last back when finished.

