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User Guide

XiO Cloud®

Provisioning and Management Service

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Introduction

The XiO Cloud® provisioning and management service allows all supported Crestron® devices and certain supported third-party devices across an enterprise to be managed and configured from one central, secure location in the cloud. The XiO Cloud service may be used to view the status of a device, to configure various device and network settings, to manage licenses, and to update device firmware.

The XiO Cloud service is an IoT (Internet of Things) based platform that provides the following benefits for an enterprise:

Quick Deployment

- Configure new or replacement devices before installation
- Retrieve device settings automatically
- Drag-and-drop naming, configuration, and organization

Remote Management

- Change settings for multiple devices across the enterprise simultaneously
- Update firmware for all devices across the enterprise simultaneously
- View cloud audit logs to identify and resolve issues quickly

Instant Monitoring

- View live status of all connected devices from anywhere at any time
- Monitor device changes in real time
- No extra configuration tools are required for monitoring

Confident Evolution

- Interactive dashboards provide real-world usage data
- No programming is required for data gathering
- Optimize workplace technology experiences

For more details and additional resources, refer to <https://www.crestron.com/xiocloud>.

NOTE: This document is current as of the XiO Cloud version 1.58 release.

How to Order

The following sections describe how to order the XiO Cloud service from Crestron.

Select Room Licenses

The XiO Cloud service environment consists of groups, rooms, and devices. Rooms provide an organizational hierarchy for devices according to geographic location, department, or any other structure that is appropriate for the organization. Devices must be associated with licensed rooms before device status can be viewed or device settings can be configured.

Room-based licenses provide various features that are billed monthly or invoiced in full. Each room in XiO Cloud requires purchase of one Endpoint Management (SW-XIOC-EM) license. Additional licenses can then be purchased for the room or account depending on the desired functionality. Different rooms can have different license combinations.

The following features are provided in each room-based license:

NOTE: As of XiO Cloud release 1.36, managing device licenses (such as VC-4 server licenses) within XiO Cloud no longer requires purchase of any XiO Cloud room-based licenses. For more information, refer to [Manage Licenses on page 68](#).

- **Endpoint Management (SW-XIOC-EM):** Provides the functionality required to deploy and manage devices, including configuring device settings and viewing device status, firmware upgrades, custom code deployment, and actions such as firmware updates. **Required for all rooms in an XiO Cloud installation.**
- **Support (SW-XIOC-S):** Provides tools for managing support for rooms, including remote viewing and control for touch screens, email and SMS alerts, and certain dashboards.
- **REST API (SW-XIOC-API):** Provides access to a REST API used to pull device status into other services. The API license must be purchased for all rooms in an account to use this functionality.
- **Workplace Analytics (SW-XIOC-WA):** Provides access to dashboards that show how a room or space is used within an organization. **This feature is currently provided as a complimentary beta with each Endpoint Management license.**

Refer to the XiO Cloud [feature comparison table](#) for a comparison matrix showing the features provided by each license type. This table can also be accessed via the XiO Cloud product pages at www.crestron.com.

The following table provides an overview of the room license types and features. For more information on each license type, including pricing, visit its product page by selecting the appropriate link in the table.

License/Service	Model/SKU #	Key Features
SW-XIOC-EM (Endpoint Management)	3001922	Provision devices off site, manage devices remotely

License/Service	Model/SKU #	Key Features
SW-XIOC-S (Support)	3001923	Support device remotely, receive alerts, view incident dashboards
SW-XIOC-API (REST API Access)	3001925	Integrate with preferred Business Intelligence (BI) or management tools
SW-XIOC-WA (Workplace Analytics)	N/A	Receive actionable usage data Beta version included with purchase of SW-XIOC-EM license

Purchasing Instructions

Authorized Resellers (dealers) can purchase new XiO Cloud accounts or renew existing accounts for end users or partners (customers) directly through Crestron. Purchasing instructions differ depending on whether the XiO Cloud accounts are new or existing.

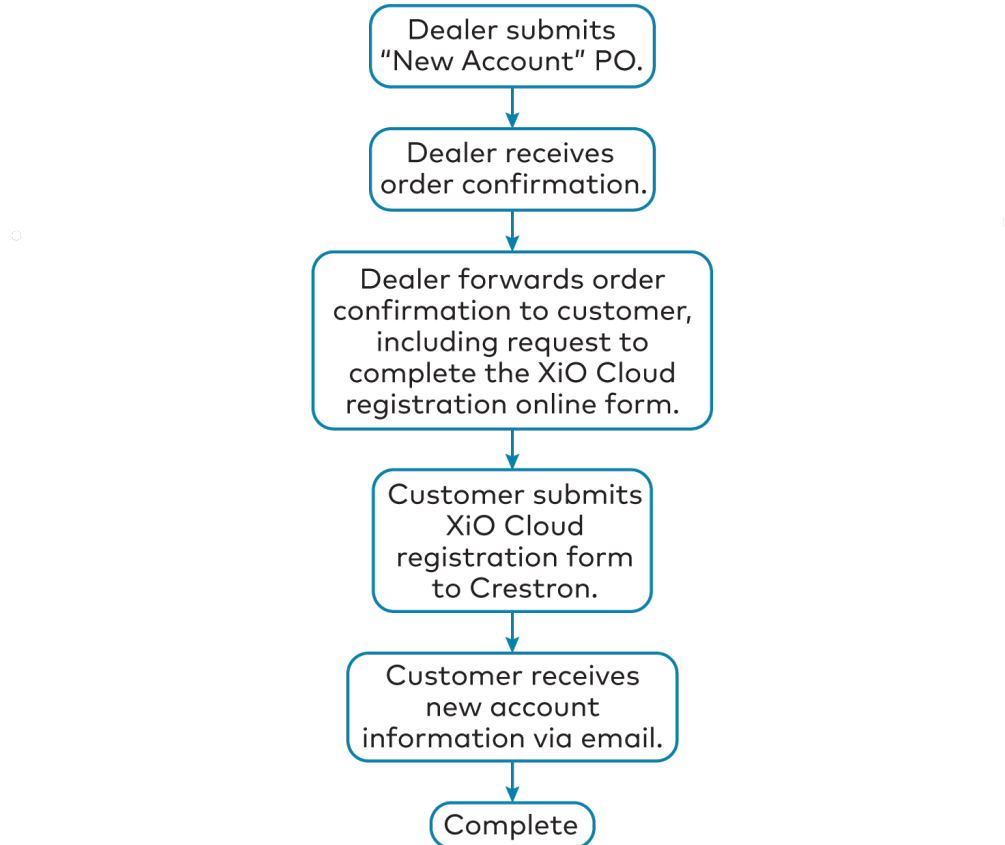
NOTE: Crestron does not automatically activate renewals for XiO Cloud accounts. The customer must submit an updated [XiO Cloud registration form](#) to activate and renew their licenses. For more information, refer to [Existing XiO Cloud Accounts on page 4](#).

New XiO Cloud Accounts

To purchase new XiO Cloud accounts for a customer:

1. The dealer submits a purchase order (PO) for XiO Cloud to orders@crestron.com (US), ceurorders@crestron.com (EU), or anzorders@crestron.com (ANZ). **Include the following information in the PO to avoid ordering delays:**
 - Specify that the order is for a new account
 - Customer and project name (for reference)
 - Quantity of rooms
 - Term of service (monthly or yearly)
 - Desired billing structure (monthly or single payment)
2. The dealer receives an order confirmation along with a link to the [XiO Cloud registration form](#).
3. The dealer forwards the order confirmation to the customer, including the request to complete the XiO Cloud registration form.
4. The customer submits the XiO Cloud registration form directly to Crestron.
5. The customer receives the new account information via email, including account credentials and a temporary password. Invoicing is sent the same day.

Refer to the following process diagram for an overview on how to order new XiO Cloud accounts.

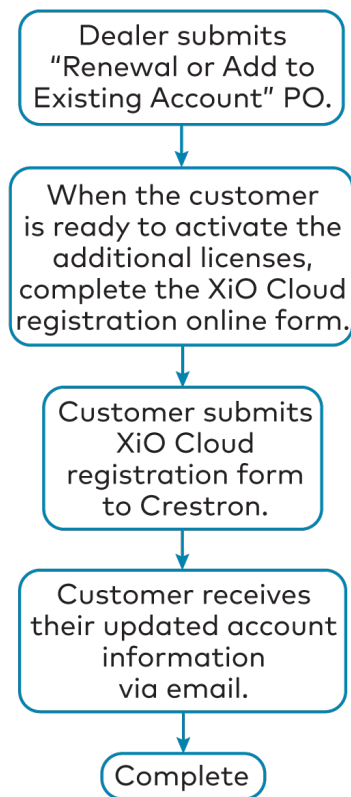


Existing XiO Cloud Accounts

To renew existing XiO Cloud accounts or to add additional licenses for a customer:

1. The dealer submits a purchase order (PO) for XiO Cloud to orders@crestron.com (US), ceurorders@crestron.com (EU), or anzorders@crestron.com (ANZ). **Include the following information in the PO to avoid ordering delays:**
 - Specify whether the order is to renew an account or add licenses
 - Customer and project name (for reference)
 - XiO Cloud account name and identification number
 - Quantity of rooms
 - Term of service (monthly or yearly)
 - Desired billing structure (monthly or single payment)
2. When the customer is ready to activate the additional licenses, they must request the renewal and activation using the [XiO Cloud registration form](#).
3. The customer submits the XiO Cloud registration form directly to Crestron, which initiates the renewal process.
4. The customer receives their updated account information via email, including the updated list of room accounts and expiration dates. Invoicing is sent the same day.

Refer to the following process diagram for an overview on how to renew existing XiO Cloud accounts or add new licenses.



Log in to the Service

A registered XiO Cloud account is required to use the XiO Cloud service. To register for an account, visit www.crestron.com/Support/Tools/Licensing-Registration/XiO-Account-Registration.

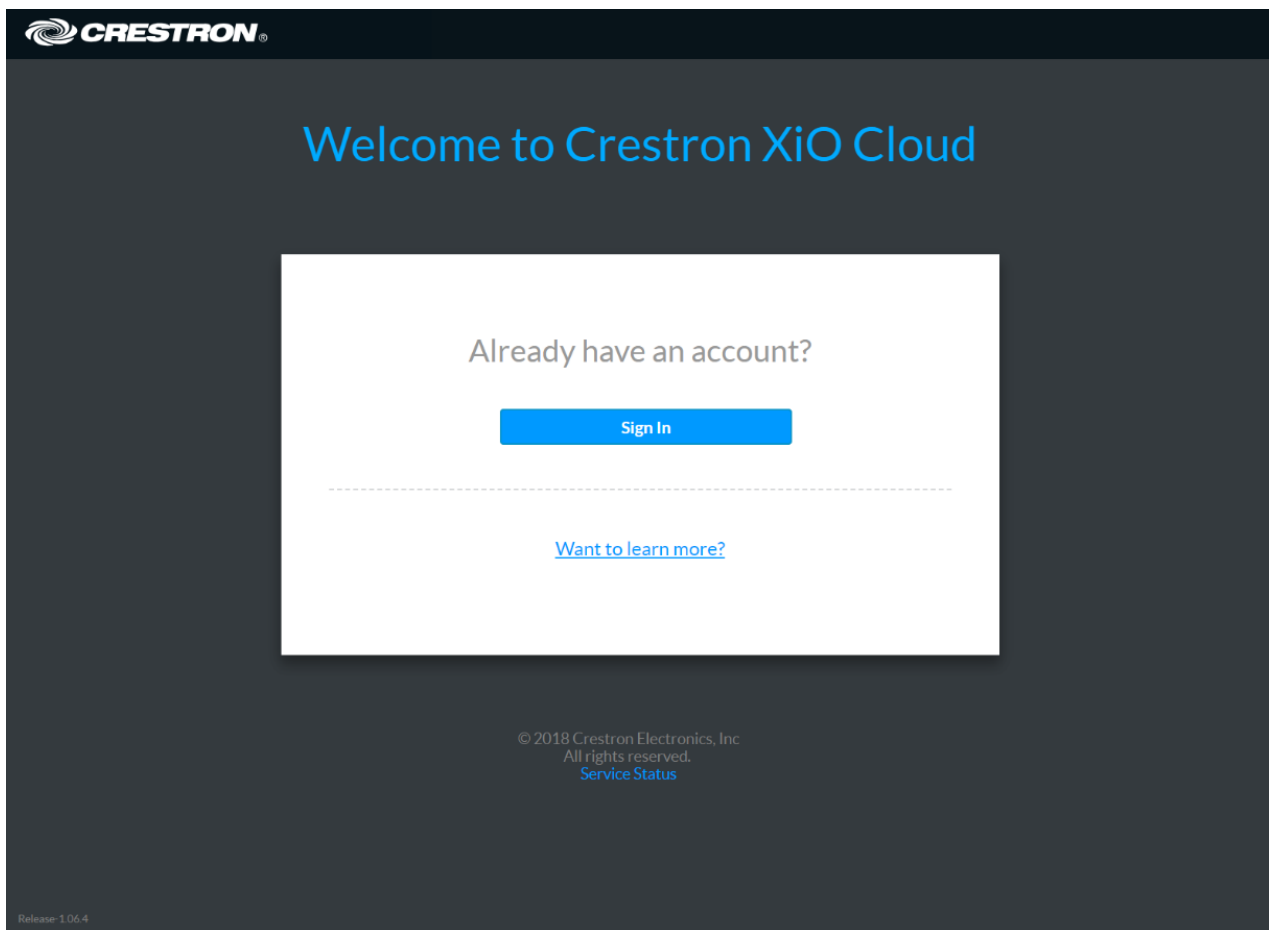
The first individual at an organization to register for the service will receive an email from Crestron that provides a username and a temporary password. These credentials are used for the initial login.

Additional users are added from within the XiO Cloud service. For information about managing, adding, and deleting users, refer to [Manage Users on page 85](#).

To log in to the XiO Cloud service:

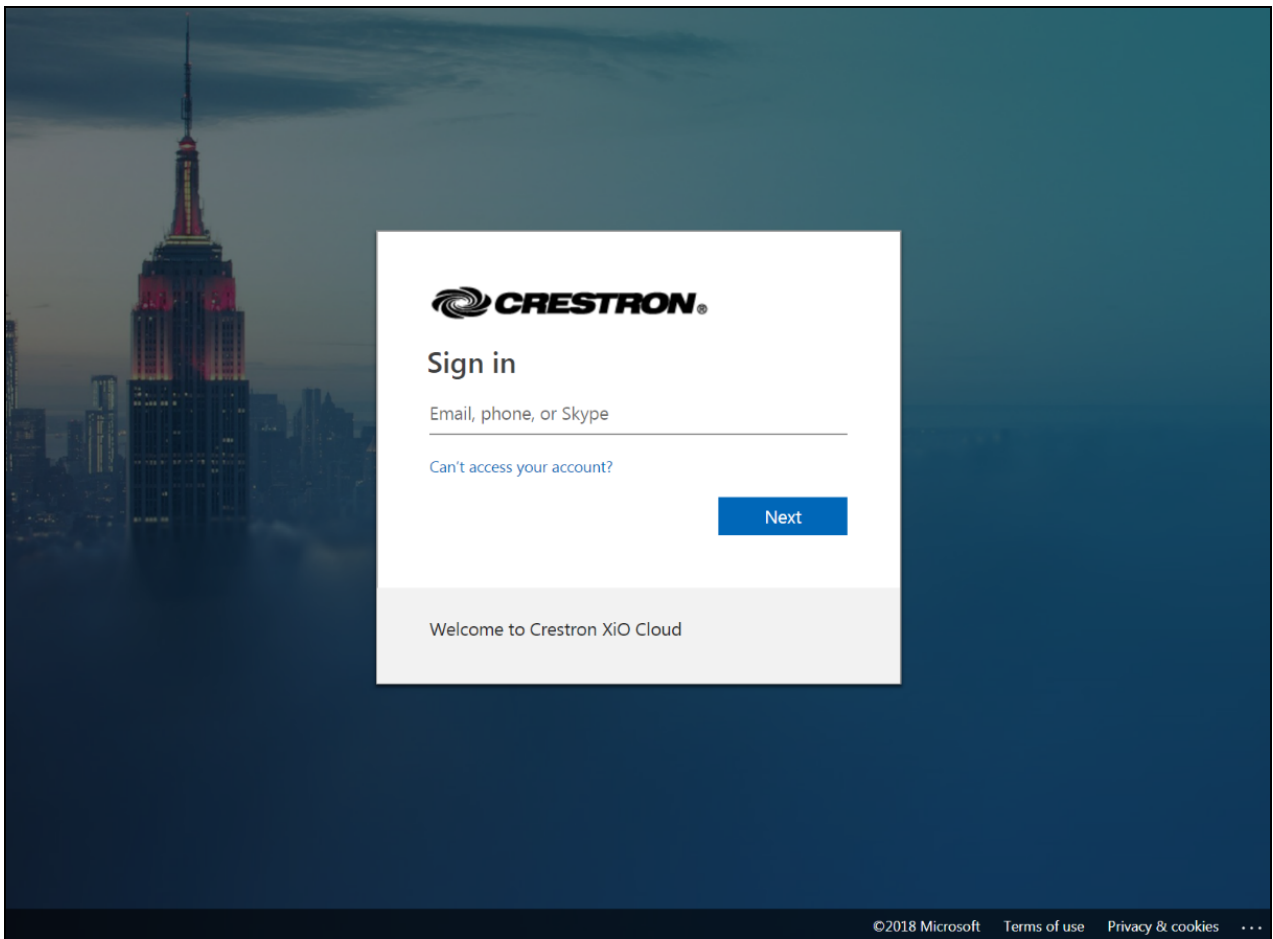
1. Navigate to <https://portal.crestron.io>. The XiO Cloud landing page is displayed.

XiO Cloud Landing Page



2. Select **Sign In**. A Microsoft® Azure® service page for entering login credentials is displayed. Crestron uses Microsoft Azure services to manage login credentials for the highest level of enterprise security.

Sign In Page

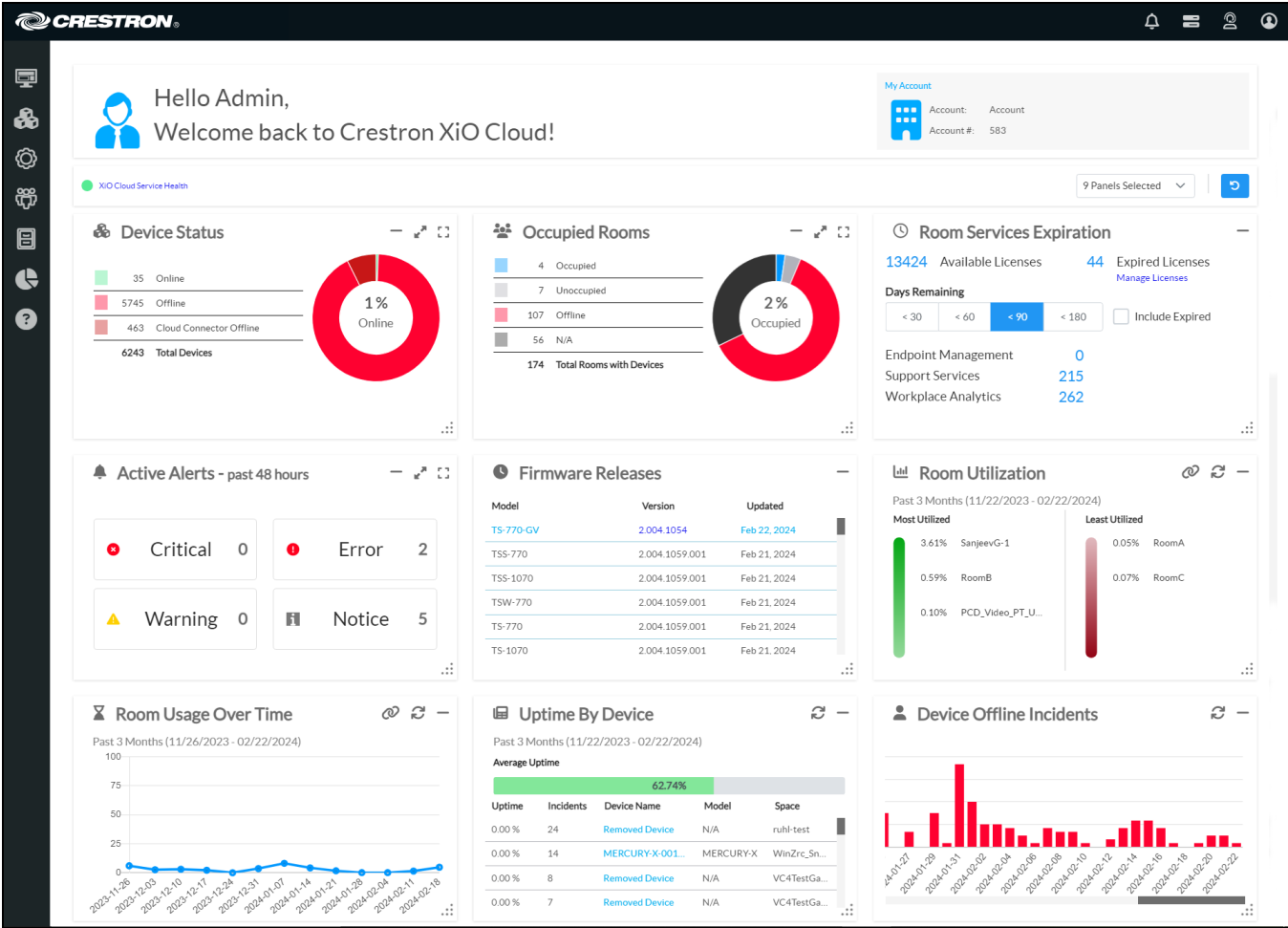


3. Enter the username (provided in the email) in the text field, and then select **Next**.
4. Enter the temporary password (provided in the email) in the text field, and then select **Next**.

If this is the first login, the user is asked to change their password and to provide an email address and mobile number. The email address and phone number are used for account recovery if the username or password is forgotten.

Upon successful login, the user is redirected to the XiO Cloud service with the **Dashboard** page open by default.

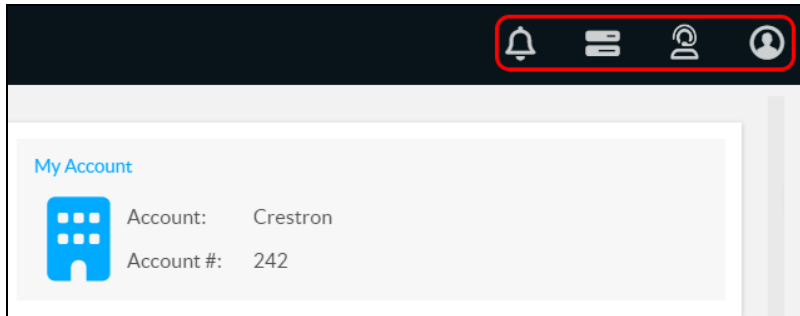
XiO Cloud Service Dashboard Page







Navigate the Service

The XiO Cloud service provides the following informational controls on the top right of the page.

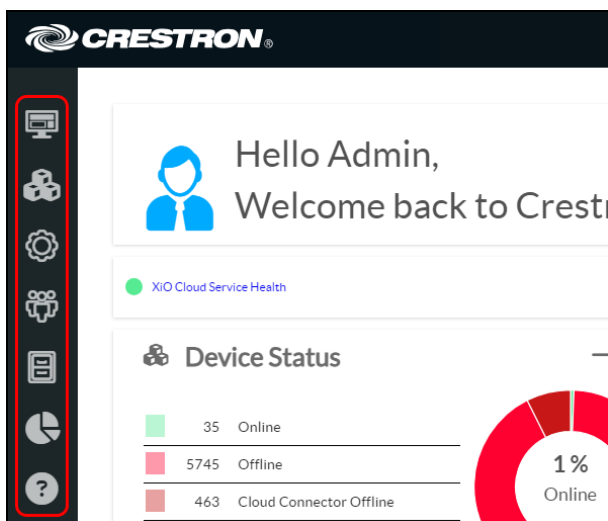
Informational Controls










- Select the alerts button  to display recent What's New messages for the XiO Cloud account. For more information, refer to [What's New Message on page 109](#).
- Select the progress tracker button  to display progress status for tasks initiated within the XiO Cloud service. For more information, refer to [Progress Tracker on page 110](#).
- Select the support button  to display options for contacting Crestron True Blue support via email, chat, or phone.
- Select the profile button  to display general information for the active XiO Cloud account. A **Sign out** button is also provided that is used to sign out of the service.


The XiO Cloud service also provides a navigation menu on the left of the page. The navigation menu is used to access the primary functions of the service.



Navigation Menu



The following navigation controls are provided:

- Select the **Home** button  to access the account dashboard page. The home page is displayed by default after logging into the service.
- Select the **Groups** button  to access the group tree, which contains all groups, rooms, and devices in the account.
- Select the **Settings** button  to access account settings and to manage alerts.
- Select the **Users** button  to view and manage account users.
- Select the **File Upload** button  to view and manage uploaded files.
- Select the **Historical Reports** button  to generate reports for various data sets within the account.
- Select the **Help** button  to view documentation for getting started with the XiO Cloud service.

Certain navigation controls show an expanded menu when selected. For example, selecting the **Groups** button  shows the group tree in the expanded menu.

- Expanded menus can be collapsed by selecting the collapse button  in the header bar.
- When the menu is collapsed, select the expand button  to display the menu again.

Build the Environment


The XiO Cloud service provides an environment that represents the organizational structure of an enterprise.

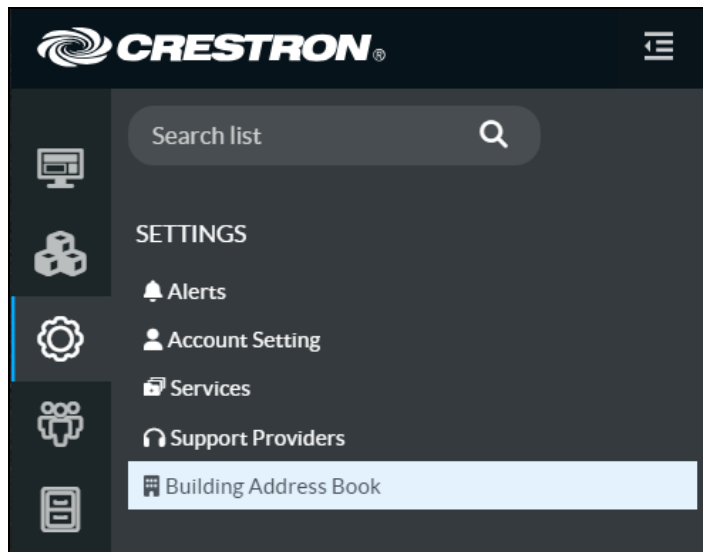
The XiO Cloud service environment consists of groups, rooms, desks, and devices. XiO Cloud administrators are able to create virtual buildings with multiple floors that represent their organization's workspaces. Once a building has been created, rooms or desks that contain devices can be added using the group tree. Devices may be associated with rooms or desks once they are claimed by the service. Once devices are associated with rooms or desks, actions may be performed simultaneously for all grouped devices.

Use the following procedures to build the XiO Cloud service environment.

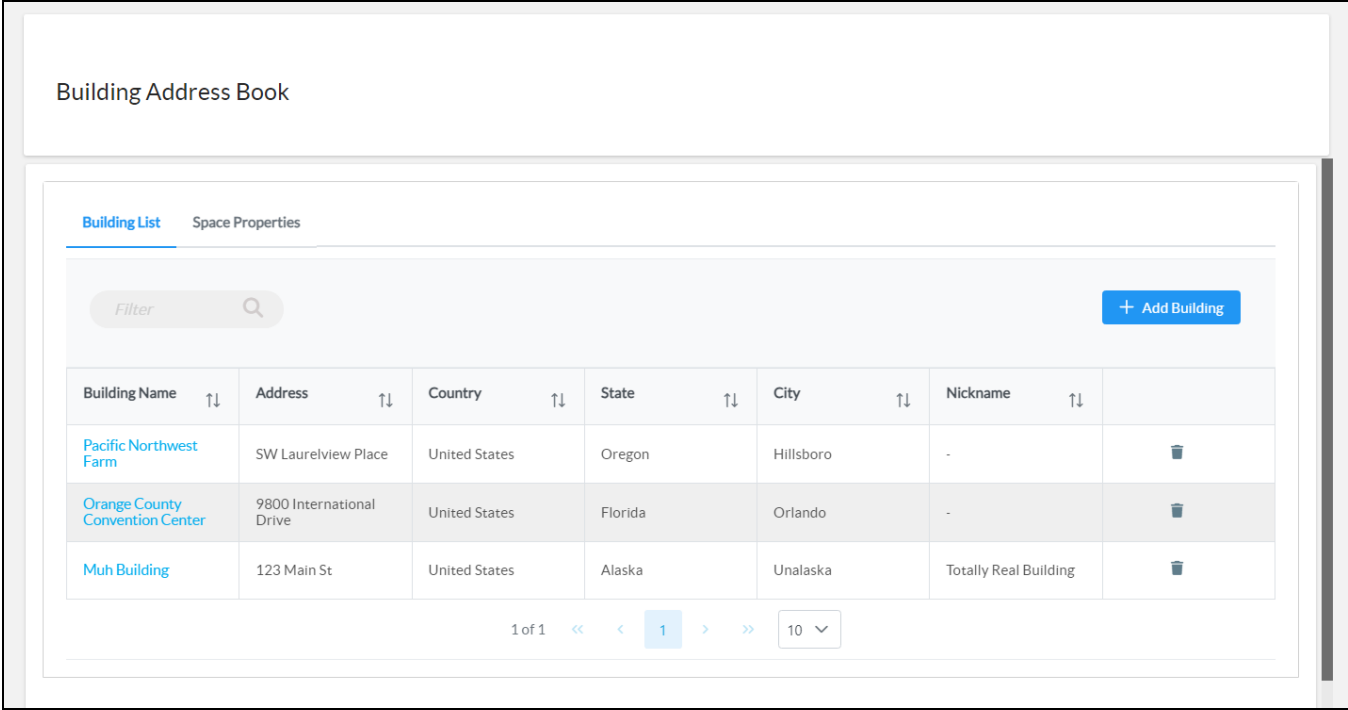
Create the Building Address Book

The building address book represents all workspaces with rooms or desks across an organization.

The **SETTINGS** menu for managing the building address book is located in the settings panel, which may be accessed by clicking the **Settings** button  in the navigation menu.



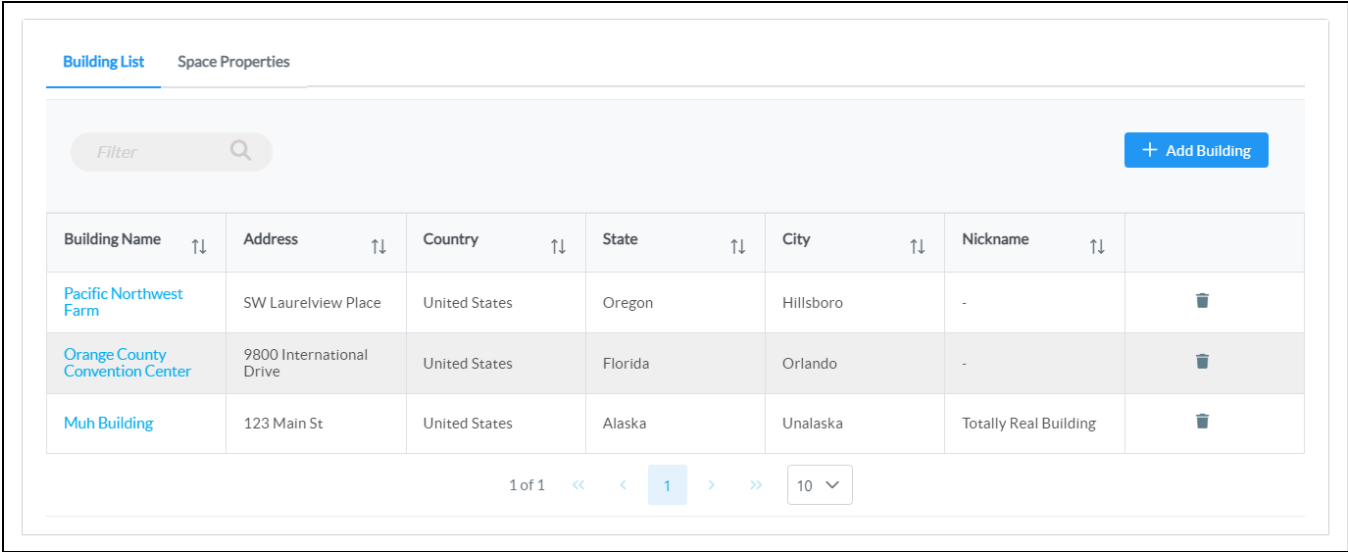
Select **Building Address Book** in the **SETTINGS** menu. A **Building Address Book** page is displayed to the right of the **SETTINGS** menu.



The building address book allows for new buildings to be created and existing buildings to be edited or deleted. In addition, the desk types that are available for reservation within the organization can be selected or customized.

Manage Buildings

Select the **Building List** tab in the **Building Address Book** page to show all buildings that have been created for the XiO Cloud account.



Buildings are listed in a table that provides the following information:

- **Building Name:** The user-defined building name. Selecting this name allows the building to be edited.
- **Address:** The physical address of the building.
- **Country:** The country where the building is located.
- **State:** The state or province where the building is located.
- **City:** The city where the building is located.
- **Nickname:** An alternate or shorthand name for the building.

By default, buildings are sorted in alphabetical order. Use the controls provided in each column header to sort buildings in ascending or descending order based on the column data. Use the search field to locate a specific building that matches the search criterion. The table also provides navigational controls that can be used to move between pages and set the number of table rows per page.

Create a New Building

To create a new building in the building address book:

1. Select the **Building List** tab in the **Building Address Book** page.

Building List Space Properties

Filter

+ Add Building

Building Name	Address	Country	State	City	Nickname	
Pacific Northwest Farm	SW Laurelview Place	United States	Oregon	Hillsboro	-	
Orange County Convention Center	9800 International Drive	United States	Florida	Orlando	-	
Muh Building	123 Main St	United States	Alaska	Unalaska	Totally Real Building	

1 of 1 << < 1 > >>

10

2. Select **+ Add Building**. The **Add Building** dialog box is displayed.

The screenshot shows the 'Add Building' dialog box. It has a blue header bar with the text '+ Add Building' and a close button (X). Below the header, there is a section titled 'Building Setup'. This section contains several input fields: 'Building Name *' (text input), 'Building NickName' (text input), 'Address *' (text input), 'Country *' (dropdown menu with 'Select a Country'), 'State / Province *' (dropdown menu), 'City *' (dropdown menu), 'Postal Code *' (text input), 'Total Number of Floor(s)' (text input with '1'), and 'Selected Floor(s) *' (dropdown menu with '1'). At the bottom right of the dialog is a blue button labeled 'Add Building'.

3. Enter the following information for the building:

- **Building Name:** *Required.* Enter the building name. This name will be displayed for the building throughout the XiO Cloud service.
- **Building NickName:** Enter an alternate or shorthand name for the building.
- **Address:** *Required.* Enter the physical street address for the building.
- **Country:** *Required.* Use the drop-down menu to select the country where the building is located.
- **State / Province:** *Required.* If applicable, select the state or province where the building is located. The available selections are populated based on the value selected for **Country**.
- **City:** *Required.* Enter the city where the building is located.
- **Postal Code:** *Required.* Enter the postal code associated with the building address.
- **Total Number of Floor(s):** Enter the total number of floors of the building that contains the organization, including floors that do not belong to the organization.
- **Selected Floor(s):** *Required.* Use the drop-down menu to select the specific floors of the building that belong to the organization. A filled check box next to the floor number indicates that it has been selected. The available selections are populated based on the number entered for **Total Number of Floor(s)**.

For example, if your organization is located on the eighth, ninth, and tenth floors of a building with 20 floors, select **8**, **9**, and **10** from the drop-down menu.

NOTE: Six floor levels with negative values are also provided in the **Selected Floor(s)** drop-down menu to support underground or basement floors.

4. Once all required fields have been populated, select **Add Building**. The building is added to the table in the **Building Address Book** page.

Edit a Building

To edit an existing building, select the building name within its table row in the **Building Address Book** page. The **Edit Building** dialog box is displayed.

+ Edit Building

Building Setup

Building Name *

15 Volvo Drive

Building NickName

15 Volvo

Address *

15 Volvo Drive

Country *

United States

State / Province *

New Jersey

City *

Rockleigh

Postal Code *

07647

Total Number of Floors(s)

2

Selected Floor(s) *

1, 2

Update Building

Once all changes have been made, select **Update Building** to return to the **Building Address Book** page.

Delete a Building

To delete an existing building, select the trash can icon within the building's table row in the **Building Address Book** page. A confirmation prompt is displayed asking whether the building should be deleted.

Delete Confirmation

Do you want to delete building: '15 Volvo Drive'?

✓ Yes

✗ No

Select **Yes** to delete the building or **No** to cancel the deletion.

NOTE: A building cannot be deleted if any rooms or desks are associated with it. If you attempt to delete a building with associated rooms or desks, a message window is displayed stating that all rooms and desks must be deleted or moved from the building before it can be deleted. For more information, refer to [Delete a Desk on page 39](#).

Manage Space Properties

Select the **Space Properties** tab in the **Building Address Book** page to configure the desk types that can be reserved within the organization.

Building List

Space Properties


Desk Type

Show	Desk Type
<input checked="" type="checkbox"/>	Sit/Stand
<input checked="" type="checkbox"/>	Large
<input checked="" type="checkbox"/>	Standard
<input checked="" type="checkbox"/>	Custom Desk Name
<input type="checkbox"/>	Double Privacy Booth
<input type="checkbox"/>	Small Common Area
<input type="checkbox"/>	Touch Down Space
<input type="checkbox"/>	Private Office
<input type="checkbox"/>	Bench Seat
<input type="checkbox"/>	Touch Down Seat

Ten default desk types are provided. Fill the **Show** check box next to a desk type to make it available for selection when adding or editing a desk.

Additionally, all default desk types can be customized using the **Desk Type** text field.

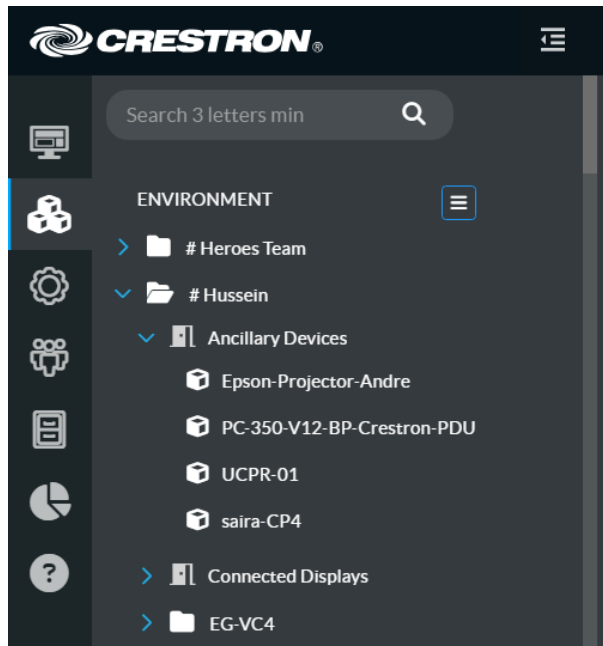
Create the Group Tree

The group tree is in the environment panel, which may be accessed by selecting the **Groups** button  in the navigation menu.

The group tree is the primary organizational structure of the XiO Cloud environment. Top-level groups, rooms, and desks appear in the group tree once they are added to the environment. One or more subgroups, rooms, and desks may also be added under each group.

The group tree is located under the **ENVIRONMENT** menu on the left side of the configuration pages. Groups, subgroups, rooms, and desks are ordered alphabetically. A search field is provided at the top of the **ENVIRONMENT** menu that can be used to find items within the environment group tree. Hover the cursor over the right edge of the group tree to display a vertical blue bar that can be used to adjust the tree width.

Environment Menu




Manage Groups

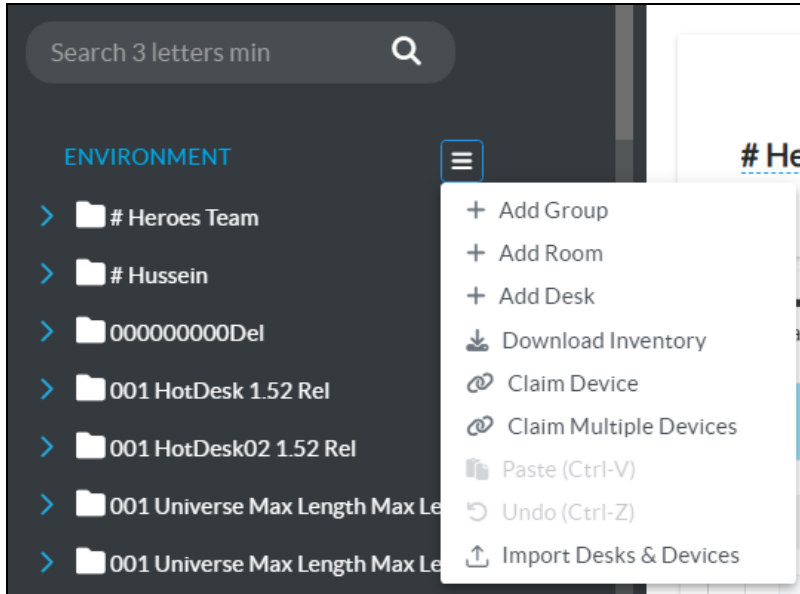
Groups are added within the group tree. Groups provide a means for organizing rooms, desks, and subgroups into logical categories (typically representing the structure of an enterprise or building). Actions can be performed for multiple devices at once at the group level.

Add a Top-Level Group

To add a top-level group:

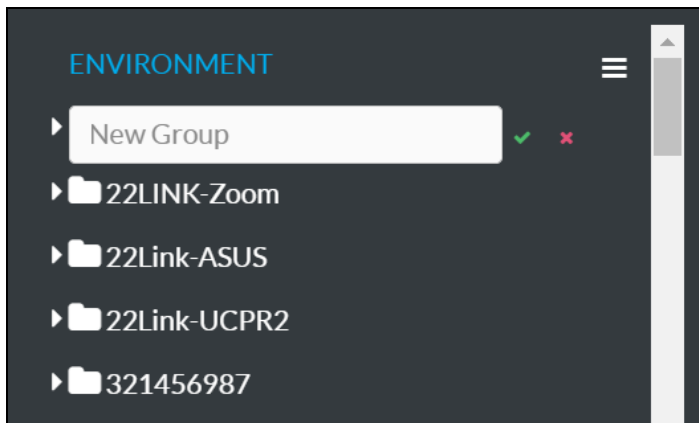
1. Select the **ENVIRONMENT** menu button  to display a drop-down menu.

Environment - Drop-Down Menu




2. Select **Add Group**. A new group is added to the group tree.

Environment - New Group



3. Enter a descriptive group name in the **New Group** text field. A group name must be at least three characters long.

NOTE: Each group name must be unique. If a duplicate group name is entered, a notification is displayed stating that the group name already exists.

4. Select the green check icon  or select **Enter** to save the group. Select the red x icon  to discard the group.


The group is reordered alphabetically in the top level of the group tree after it is added.

Select the group from the group tree to view and configure group settings. For more information, refer to [Configure Settings for a Group of Devices on page 64](#).

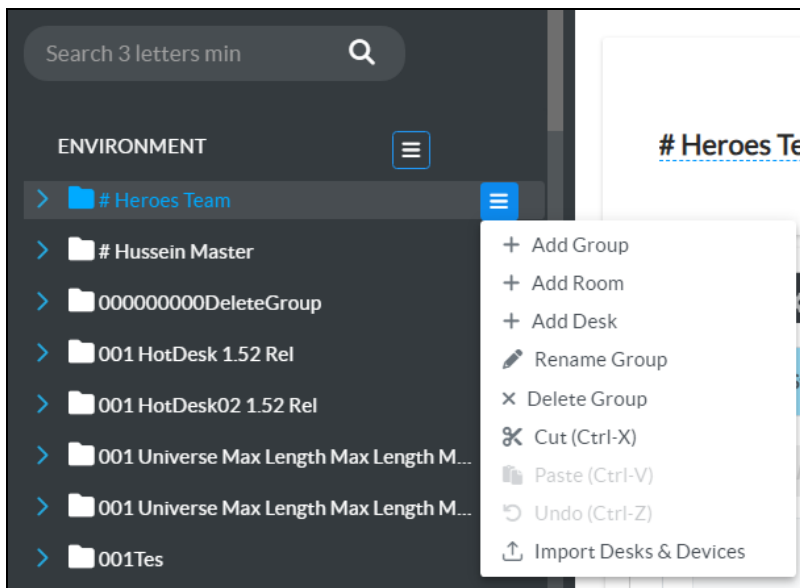
Add a Subgroup

One or more subgroups may be added under the top-level group. A group hierarchy may contain up to eight levels.

To add a subgroup:

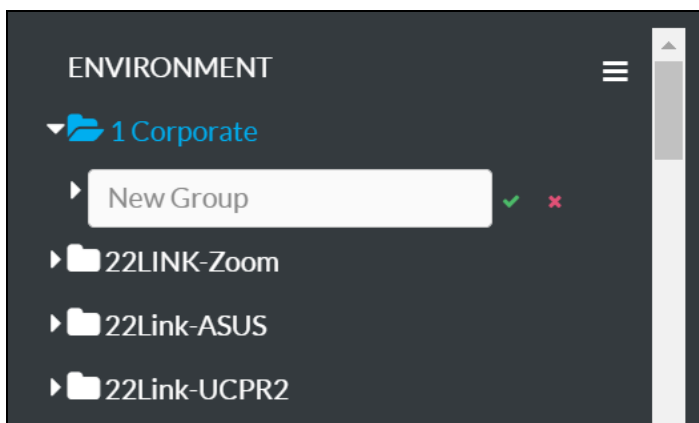
1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.

Group - Drop-Down Menu



3. Select **Add Group**. A new subgroup is added under the selected group.

Group - New Group



4. Enter a descriptive subgroup name in the **New Group** text field. A subgroup name must be at least three characters long.

5. Select the green check icon  or select **Enter** to save the subgroup. Select the red x icon  to discard the subgroup.


The subgroup is reordered alphabetically within its parent group after it is added.

Select the subgroup from the group tree to view and configure subgroup settings. For more information, refer to [Configure Settings for a Group of Devices on page 64](#).

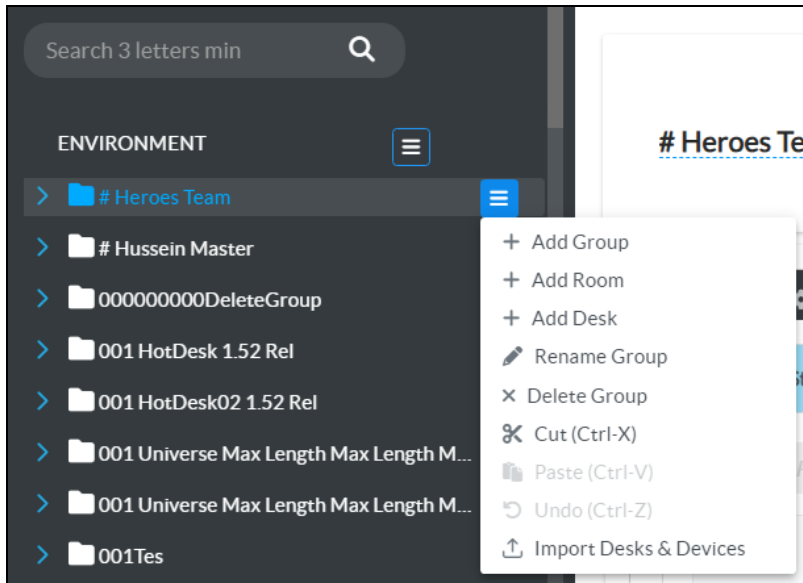
Rename a Group

Each group in the XiO Cloud service has a unique name, which allows the group to be identified and organized within the service. A group may be renamed as needed.

To change the group name in the group tree:

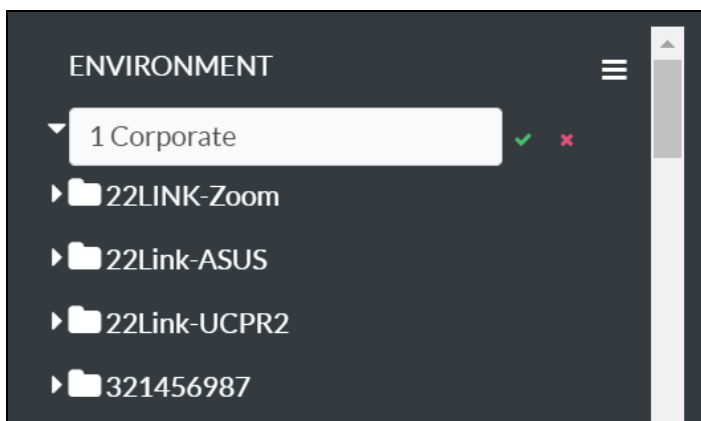
1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.



Group - Drop-Down Menu



3. Select **Rename Group**. The group name becomes an editable text box.

Group - Edit Group Name




4. Enter a new group name in the text box. A group name must be at least three characters long.
5. Select the green check icon  or select **Enter** to save the group name. Select the red **x** icon  to discard the changes.

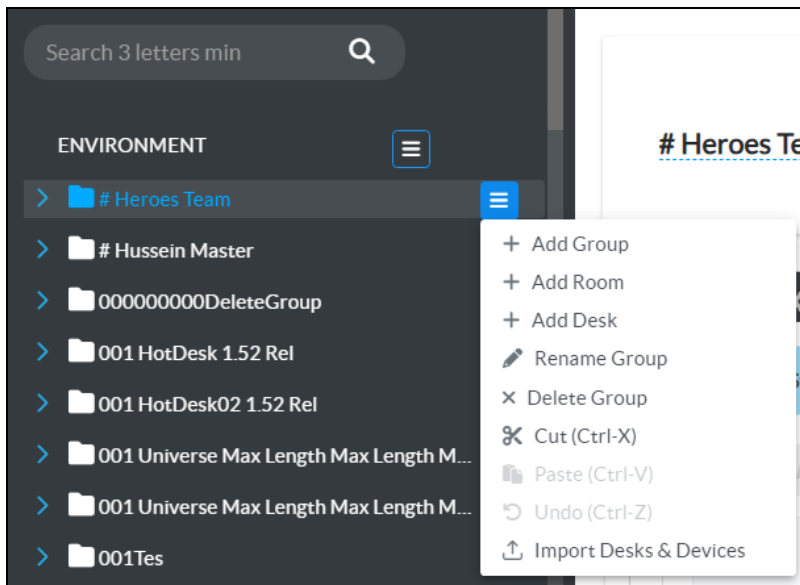
Delete a Group

Groups may be deleted from the XiO Cloud service environment as needed. A group that contains a subgroup may not be deleted until all subgroups are removed.

To delete a group from the group tree:

1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.

Group - Drop-Down Menu



3. Select **Delete Group**. A confirmation dialog box is displayed.
4. Select **Yes** to delete the group or select **No** to cancel the deletion.


Manage Rooms

Rooms can be added within groups or at the top level of the group tree. Rooms are designed to represent physical rooms within an enterprise that contain all cloud-enabled devices. Devices can be added to rooms after they claimed into the XiO Cloud service.

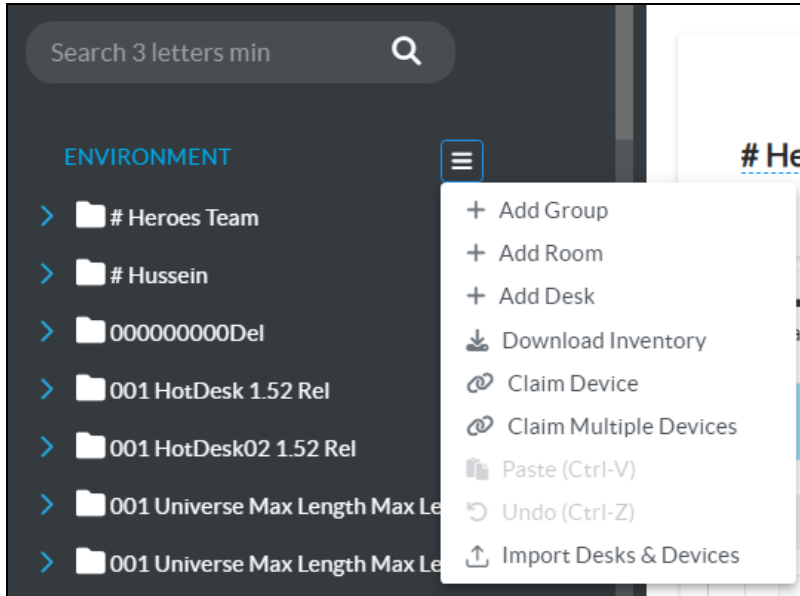
NOTE: As of XiO Cloud version 1.55, new rooms are added using the building address book function. An import tool is provided for existing deployments that associates all existing rooms with a building address book. For more information, refer to [Associate Rooms with a Building on page 27](#).

Add a New Room

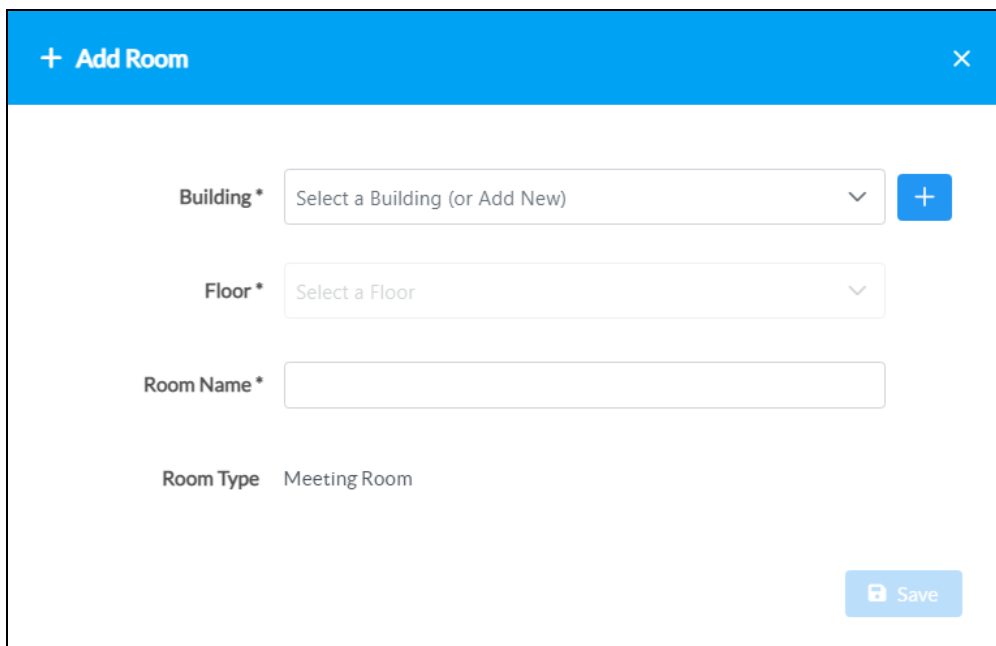
To add a new room:

1. Select the **ENVIRONMENT** menu button  to display a drop-down menu.

Environment - Drop-Down Menu



2. Select **Add Room**. The **Add Room** dialog box is displayed.

A screenshot of the 'Add Room' dialog box. The dialog has a blue header with a '+' icon and the text 'Add Room', and a close button (X) in the top right corner. The main area contains four fields: 'Building*' with a dropdown menu showing 'Select a Building (or Add New)' and a blue '+' button; 'Floor*' with a dropdown menu showing 'Select a Floor'; 'Room Name*' with a text input field; and 'Room Type' with a dropdown menu showing 'Meeting Room'. A 'Save' button is located at the bottom right.

3. Enter the following information for the desk:

- **Building:** *Required.* Use the drop-down menu to select a building that will be associated with the room from the building address book.

If the desired building is not shown, select **+ Add Building** to display the **Add Building** dialog box. For more information on adding a building, refer to [Create a New Building on page 13](#).

- **Floor:** *Required.* Select the building floor where the room is located. The available selections are populated based on the floors configured for the building.
- **Room Name:** *Required.* Enter the room name. This name will be displayed for the room throughout the XiO Cloud service.

4. Select **Save**. The room is added to the group tree and is reordered alphabetically within its parent group after it is added.

Select the room from the group tree to view and configure group settings. For more information, refer to [Configure Settings for a Group of Devices on page 64](#).

Edit a Room

Once a room has been added to the group tree, select it in the tree to open the room details page.

The screenshot shows the 'Room Details' page for a room named 'UC-Engine-SG'. At the top, there is a room icon, the name 'UC-Engine-SG', and its address: 'Ecospace, 6B Bangalore Urban Karnata...'. To the right of the name are two status indicators: 'Occupied' (with a person icon) and 'Maintenance' (with a wrench icon). There is also an 'Action' button with a dropdown arrow. Below this is a 'Room Details' section with three columns: 'Space Type' (Meeting Room), 'Building Name' (Crestron Building), and 'Floor' (3). At the bottom is the 'Equipment List' tab, which is active. It features a 'Global Filter' search bar, a 'Device Model' dropdown set to 'All', an 'Export to CSV' button, and a '12 Columns Selected' dropdown. The table below lists two devices:

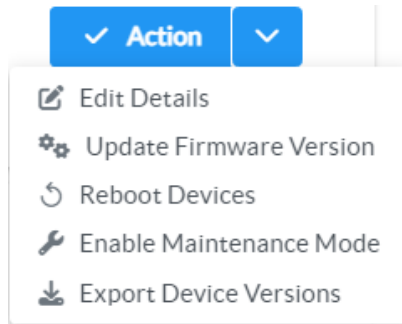
Device Name	Device Model	Firmware-Version	Serial	MAC Address	Online St
C4-54B20	UC-ENGINE	1.00.16.898	UCE061668UC	54.b2.03.1b.54.b2	
S4-1C697A0	UC-ENGINE-SD-Z	1.00.16.859	UCS062785UC	1c.69.7a.01.54.b2	

The following information is displayed for the room:

- The user-defined room name and the building address.
- Indicators that the room is occupied (if it contains occupancy-sensing equipment) or that it requires maintenance due to a device issue.
- A **Room Details** section that displays the space type, building name, and floor.
- An **Equipment List** tab that displays the status of associated devices.

- A **Group View** tab that displays options for managing all devices in the room. For more information, refer to [Configure Settings for a Group of Devices on page 64](#).
- An **Alerts** tab that displays any recent alerts that have been raised for the room. For more information, refer to [Alerts on page 111](#).

An **Action** menu is also provided in the top right of the page that provides a **Edit Details** selection for editing the room details.



Select **Edit Details** to display editable fields for room settings.

 A screenshot of the room settings page. At the top, there's a room icon, a 'Room Name' field with the value 'Merc', 'Occupied' status (person icon), 'Maintenance' status (wrench icon), and an 'Action' button. Below this is the 'Room Details' section with 'Space Type' set to 'Meeting Room', a required 'Building Name' dropdown (showing 'Select a Building'), and a 'Floor' dropdown (showing 'Select...'). The bottom section is the 'Equipment List' tab, which includes a 'Global Filter' search bar, a 'Device Model' dropdown (set to 'All'), an 'Export to CSV' button, and a table with 7 columns: Device Name, Device Model, Firmware-Version, Serial, MAC Address, and Online St. The table contains two rows of data for devices with model TSW-1070.

Device Name	Device Model	Firmware-Version	Serial	MAC Address	Online St
AZC_SIM_X70_1058	TSW-1070	1.0.0	SIMABC1234	0c:fa:12:22:0c:fa	
AZC_SIM_X70_1059	TSW-1070	1.0.0	SIMABC1234	0c:fa:12:22:12:22	

The following settings can be edited:

- **Room Name:** Enter the room name. This name will be displayed for the desk throughout the XiO Cloud service.
- **Building Name:** Use the drop-down menu to select a building that will be associated with the room from the building address book.


- **Floor:** Select the building floor where the room is located. The available selections are populated based on the floors configured for the building.

Select **Save Changes** to save any changes. A toast notification is shown indicating that the changes have been saved.

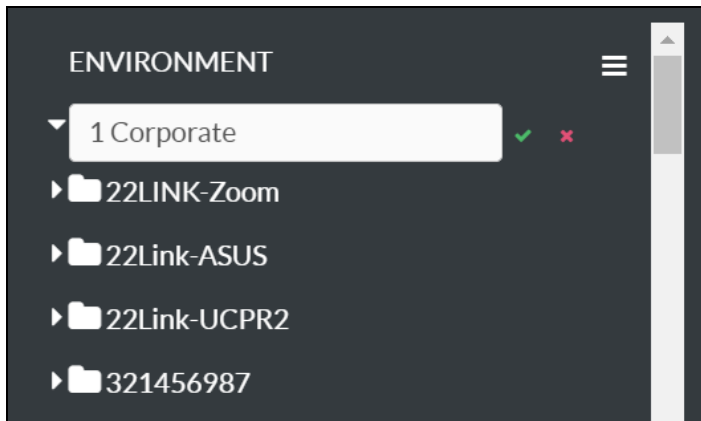
Rename a Room



Each room in room-based XiO Cloud accounts has a unique name, which allows the room to be identified and organized within the service. A room may be renamed as needed.

To change the room name in the group tree:

1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.
3. Select **Rename Room**. The room name becomes an editable text box.

Room - Edit Room Name




4. Enter a new room name in the text box. A room name must be at least three characters long.
5. Select the green check icon  or select **Enter** to save the room name. Select the red **x** icon  to discard the changes.

Delete a Room

Rooms may be deleted from an XiO Cloud account environment as needed. A room that contains a device may not be deleted until all child devices removed.

To delete a room from the group tree:

1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.
3. Select **Delete Room**. A confirmation dialog box is displayed.
4. Select **Yes** to delete the group or select **No** to cancel the deletion.

View Device Settings

Once devices have been associated with the room, navigate to the **Equipment List** section of the room status page to view the following device settings.

Equipment List

Group View

Alerts

Global Filter

Device Model: All

Export to CSV

12 Columns Selected

Device Name	Device Model	Firmware-Version	Serial	MAC Address	Online St
AZC_SIM_X70_1058	TSW-1070	1.0.0	SIMABC1234	0c:fa:12:22:0c:fa	
AZC_SIM_X70_1059	TSW-1070	1.0.0	SIMABC1234	0c:fa:12:22:12:22	

- **Device Name:** The device name in XiO Cloud.
- **Device Model:** The device model.
- **Firmware Version:** The firmware version running on the device.
- **Serial:** The device serial number.
- **MAC Address:** The MAC address of the device network adapter used to connect to the XiO Cloud service.
- **Online Status:** Indicates whether the device is reporting online or offline within XiO Cloud. Crestron XiO Cloud Gateway connected devices that are reporting offline show a cloud connector offline icon .
- **Pending Settings Delivery:** Indicates whether device settings changed in XiO Cloud are pending delivery to the device.
- **IP Address:** The current device IP address.
- **Hostname:** The device host name.
- **Application Mode:** If applicable, indicates the application mode that is running on the device.
- **DHCP Enabled:** Indicates whether DHCP is turned on or off for the device.
- **Room Status:** If applicable, indicates status of the room for devices with room scheduling capabilities.
- **Calendar Connection:** If applicable, indicates status of the calendar connection for devices with room scheduling capabilities.

An **Actions** column is also provided that allows the device to be configured or deleted. For more information on configuring a device, refer to [Manage Devices on page 56](#).

The data that is displayed in the device table can be customized by filtering the table columns. By default, 12 columns are displayed that contain the data described in the list above.

To select or deselect table columns for the device status table, expand the drop-down menu at the top right of the table. Then, select or deselect an item in the menu to display or hide that column from the table, respectively. Use the check box at the top of the menu to select or deselect all columns.

NOTE: The device status table will reset to its default settings after logging out of the XiO Cloud service.

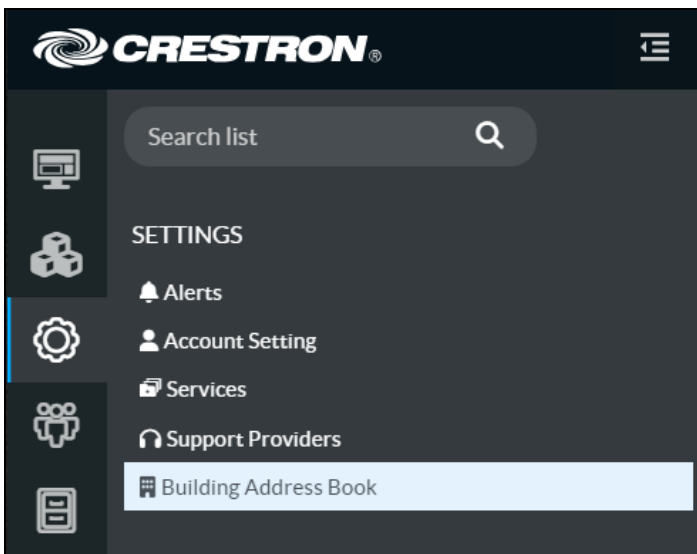
The device status table can be downloaded as a CSV file by selecting the **Export to CSV** button at the top right of the table. The CSV file will include all table columns that have been selected as described above.

Associate Rooms with a Building

As of XiO Cloud version 1.55, new rooms are added using the building address book function. An import tool is provided for existing deployments that associates all existing rooms with a building address book.

To associate rooms with a building using the import tool:

1. Select the **Settings** button  in the navigation menu.



2. Select **Building Address Book**. A **Building Address Book** page is displayed to the right of the **SETTINGS** menu.

Building Address Book

Building List Space Properties

Filter

+ Add Building

Building Name	Address	Country	State	City	Nickname	
22 Link	Piano	United States	Piano	Piano	Research Center	

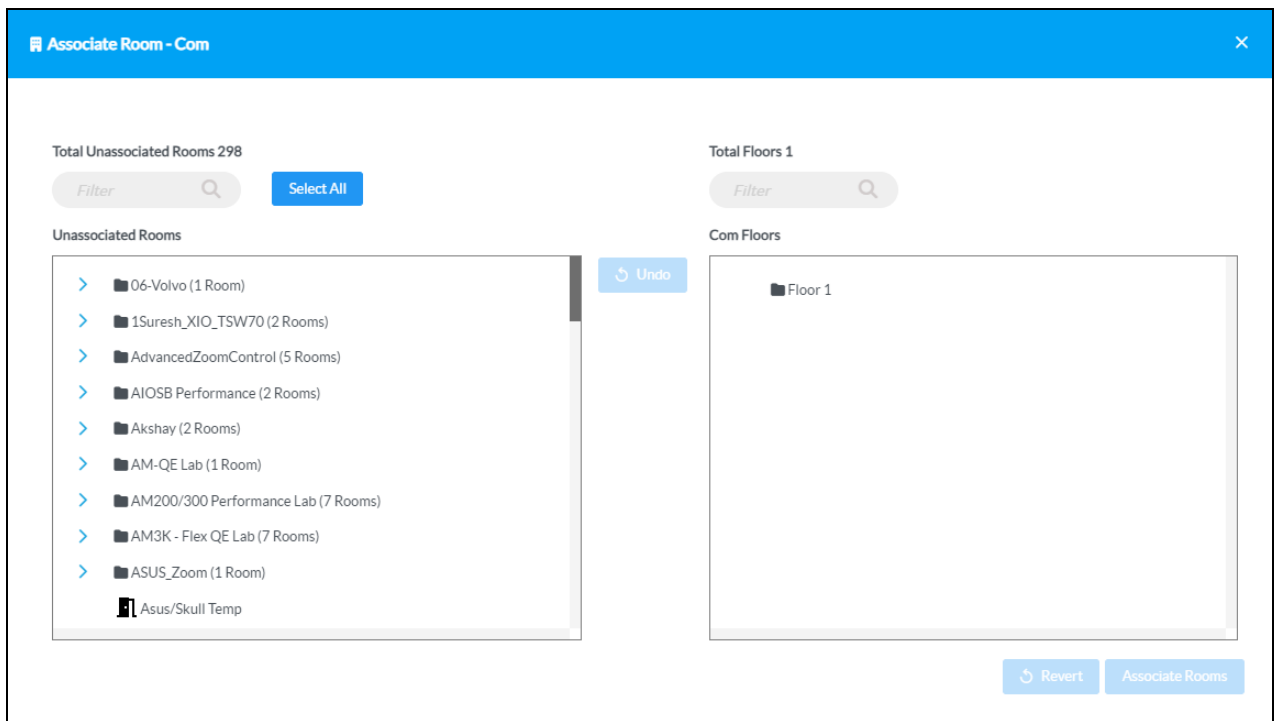
1 of 1 << < 1 > >> 10

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1.55.243

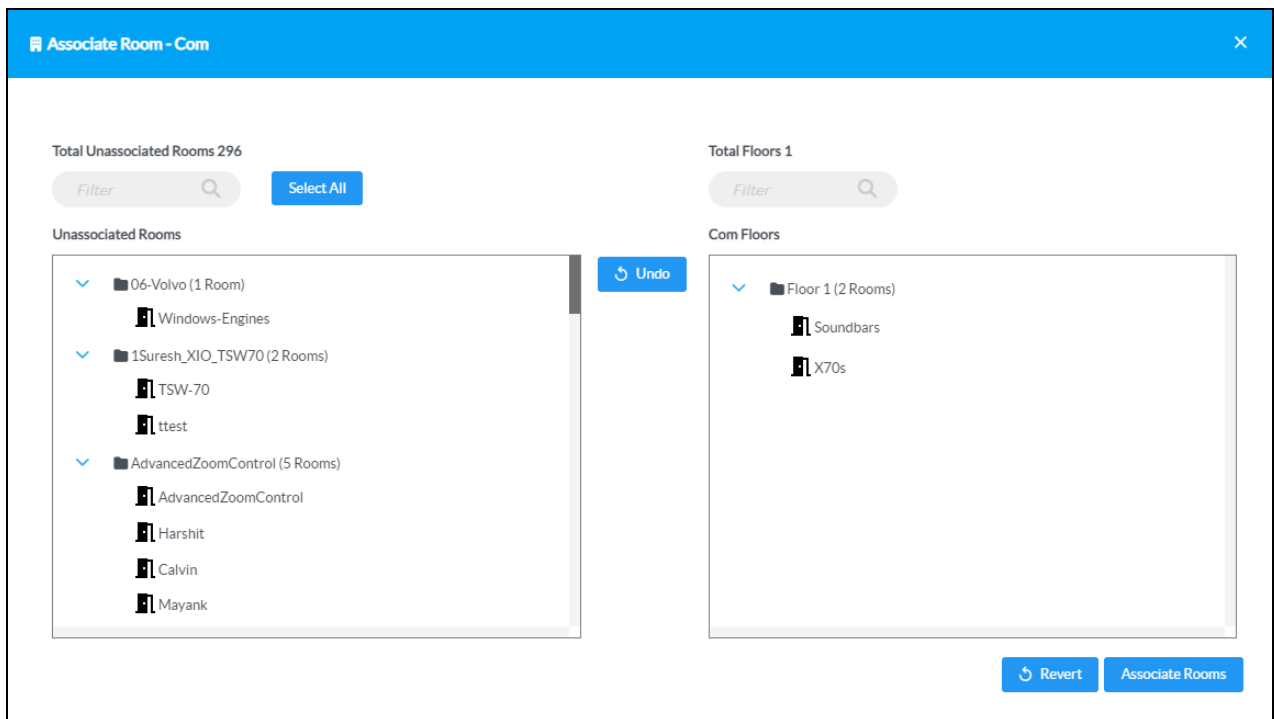
[Email Support](#) | [Live Support Chat](#) | [Service Status](#) | [Privacy Statement](#) | [Cloudware License](#)

3. Select the door icon in the table row of the desired building address book. An **Associate Rooms** dialog box is displayed.

NOTE: The door icon appears only if there are rooms in a deployment that are not associated with in address book. Once all rooms have been associated, this selection is no longer available.



4. Drag rooms from the **Unassociated Rooms** column into the appropriate floor of the building within the **[Building] Floors** column. The **Unassociated Rooms** column matches the structure of the XiO Cloud group tree for the account.
 - Enter text into the filter text boxes to filter room, group, and floor data based on the entered text.
 - Select **Select All** to select all rooms within the **Unassociated Rooms** column.
 - Select **Undo** to undo the last performed action.
 - Select **Revert** to revert all rooms back to the **Unassociated Rooms** column.



- Once all rooms have been associated, select **Associate Rooms**. All rooms are associated with the selected floors of the building address book.

Manage Desks

For accounts that use desk scheduling, desks can be added to groups and subgroups within the group tree. After a desk has been added, it can be associated with a building from the building address book and then assigned a unique desk scheduling device and scheduling calendar address.

Import Desks and Devices

Desks and their associated desk scheduling devices can be mass provisioned into the XiO Cloud service via a CSV file. Once the CSV file is imported successfully, all new desks and devices will be added to the appropriate buildings and floors within the XiO Cloud environment tree.

To import desks and devices into the XiO Cloud service:

- Create a new CSV file with the following header columns in the first row. The name of each header column must match the following items exactly.

NOTE: A sample CSV file with prepopulated header columns can also be downloaded from the **Import Desks & Devices** dialog box that is described later in this procedure.

- **Building Name**
- **Floor**
- **Desk Name**
- **Desk Type**
- **Calendar Email**

- **Serial**
- **MAC Address**

2. For each desk and associated device, enter the following data in the appropriate columns of a new table row. Each desk must have its own table row.

- **Building Name:** The building that will be associated with the desk. The building must have already been created in the building address book prior to importing the CSV file.
- **Floor:** The building floor where the desk is located. The floor must match one of the floors configured for the building.
- **Desk Name:** The desk name that will be displayed for the desk throughout the XiO Cloud service and in the Desk Scheduling UI on the touch screen.
- **Desk Type:** The desk type. The desk type must match one of the desk types configured for the building address book. For more information, refer to [Manage Space Properties on page 16](#).
- **Calendar Email:** The unique scheduling calendar address that will be paired with the desk to control reservations.
- **Serial:** The serial number of the associated touch screen.
- **MAC Address:** The MAC address of the associated touch screen.

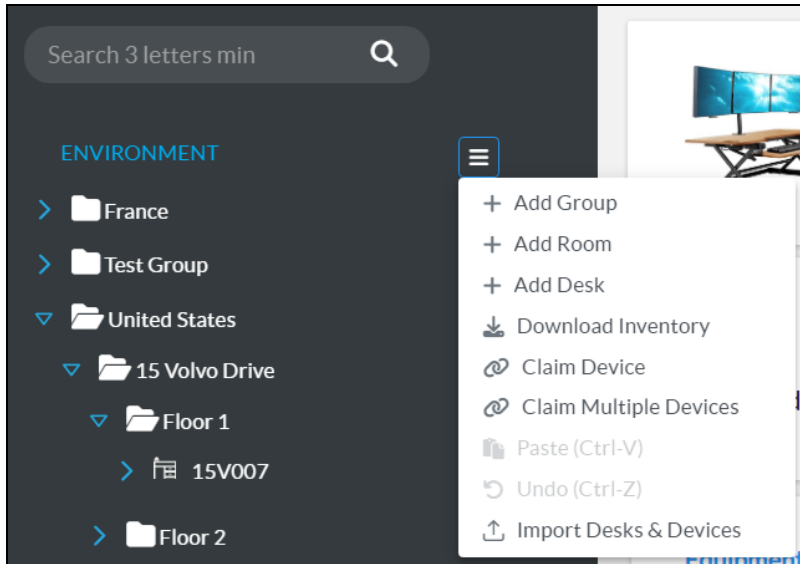
NOTE: The **Serial** and **MAC Address** fields are not required to create a desk from the CSV file. Desk scheduling devices can be associated manually with a desk at a later time.

Refer to the following mock CSV file as an example.

Building Name	Floor	Desk Name	Desk Type	Calendar Email	Serial	MAC Address
Corporate HQ	9	D901	Standard	901@company.onmicrosoft.com	1234567890	00.11.22.33.44
Corporate HQ	9	D902	Standard	902@company.onmicrosoft.com	2345678901	11.22.33.44.55
Corporate HQ	10	D1001	Large	1001@company.onmicrosoft.com	3456789012	22.33.44.55.66
Corporate HQ	10	D1002	Large	1002@company.onmicrosoft.com	4567890123	33.44.55.66.77

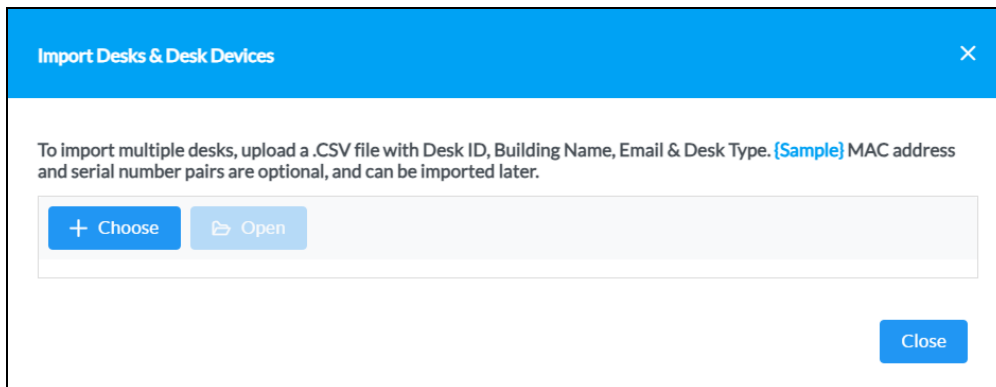
3. Save the CSV file to an accessible location on the local computer.

4. Select the context menu button  for the **ENVIRONMENT** menu to display a drop-down menu.

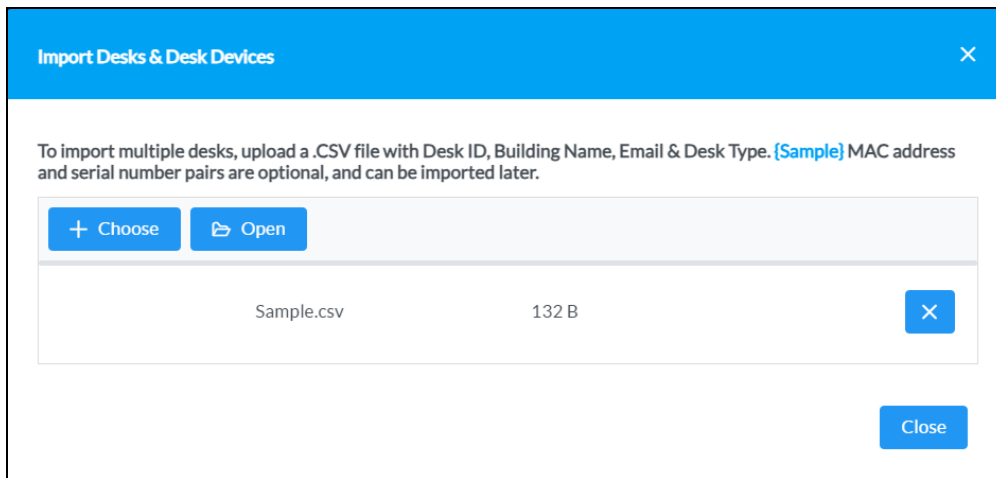


5. Select **Import Desks & Devices**. The **Import Desks & Devices** dialog box is displayed.

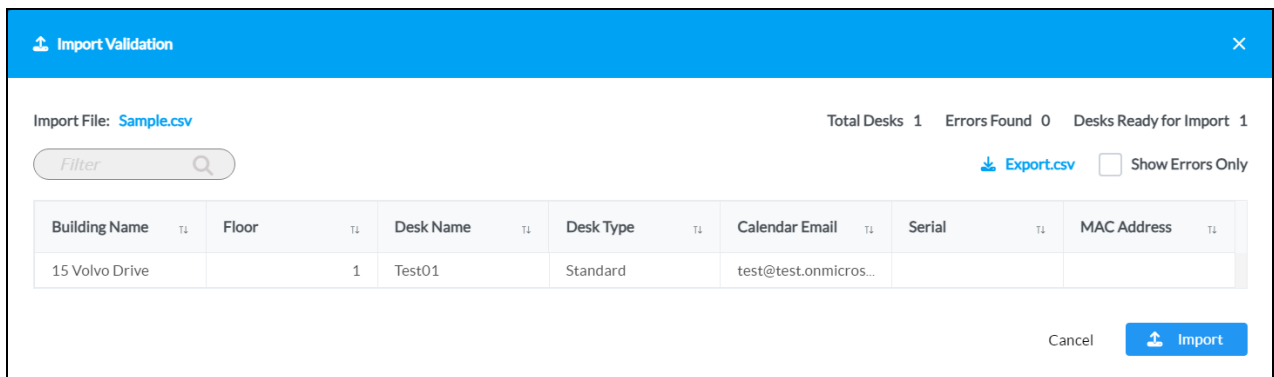
NOTE: The **Import Desks & Devices** selection is also available in the context menu for groups and subgroups. Making this selection at the group level will limit the import to that group.



6. Select **Choose**, and then select the CSV file created earlier in this procedure. The CSV file is shown in the dialog box if it is valid.




7. Select **Open**. The **Import Validation** dialog box is displayed.






The **Import Validation** dialog box shows the total number of desks that will be imported and reports any errors that are found within the CSV file data. Each row of the CSV file is shown and can be modified within the dialog box. The following controls are provided:

- Use the **Filter** function to filter the CSV file table based on the entered information.
 - Use the sorting controls in the table headers to sort the data in that column.
 - Select **Export.csv** to export the provided CSV file to the local computer.
 - Fill the **Show Errors Only** check box to show only the table rows that contain errors. Any data with errors is shown with red text. Hover over an error to view a pop-up description explaining the error.
 - Select within any table cell to edit the data within that cell.
8. Select **Import** once all errors have been corrected. The CSV file upload progress begins.

To check the status of the CSV file upload, select the progress tracker button  at the top right of the page. A **Progress Tracker** dialog box is shown that shows the progress of the import task.


NOTE: Large CSV files may take a considerable amount of time to upload. The status of the upload is always available within the **Progress Tracker** dialog box. For more information, refer to [Progress Tracker on page 110](#).

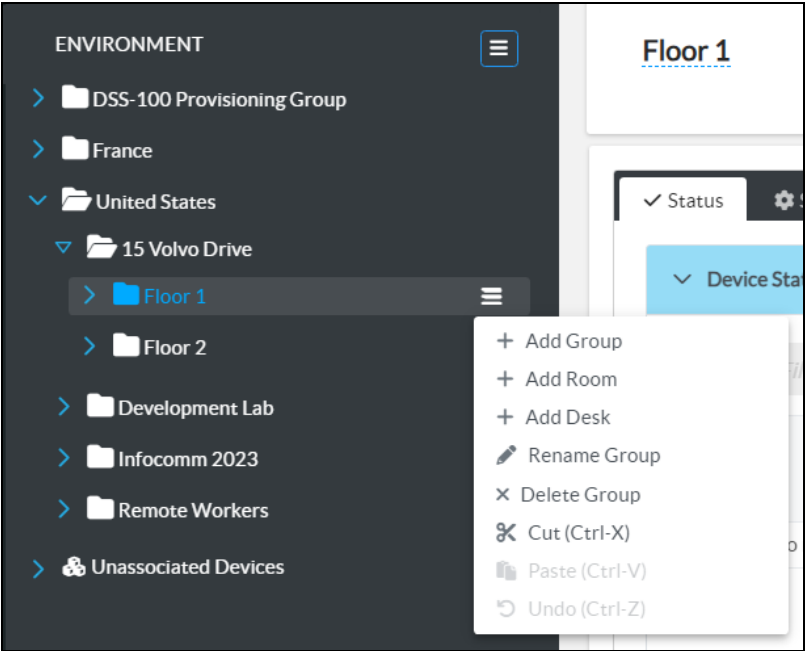
Progress Tracker						
Filter 						
Task Name	Started At	Status	Description	Initiated By	Actions	
Desk Import	11/09/2023 12:53 PM	✓ 11/09/2023 12:53 PM	Sample.csv	Ian@CCCDirectory.mail.onmicro...	 	

Once the CSV file has been uploaded successfully, a toast notification is shown indicating this. The group tree is updated to show the new desks and child devices.

Add a New Desk

To add a new desk to a group manually:

1. Position the cursor over the group name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group to display a drop-down menu.



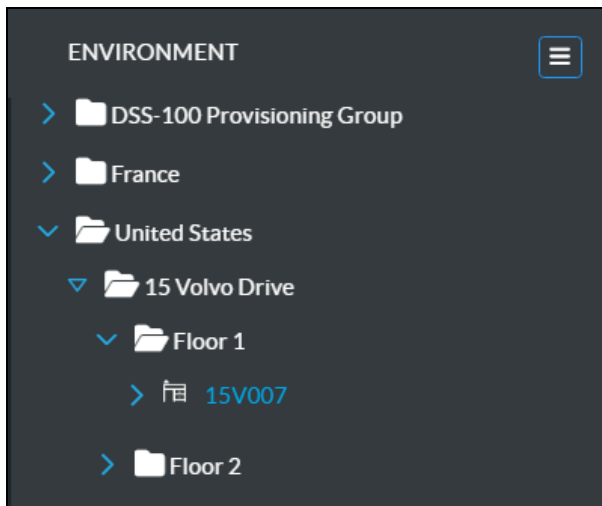
3. Select **Add Desk**. The **Add Desk** dialog box is displayed.

The 'Add Desk' dialog box is shown with the following fields and options:

- Building***: A dropdown menu with the text "Select a Building (or Add New)". Below it is a blue button labeled "+ Add Building".
- Floor***: A dropdown menu with the text "Select a Floor".
- Desk Name***: A text input field.
- Desk Type**: A dropdown menu with the text "Select a Desk Type".
- Calendar Email***: A text input field.
- Save**: A button with a lock icon, located at the bottom right.

4. Enter the following information for the desk:
- **Building:** *Required.* Use the drop-down menu to select a building that will be associated with the desk from the building address book.
If the desired building is not shown, select **+ Add Building** to display the **Add Building** dialog box. For more information on adding a building, refer to [Create a New Building on page 13](#).
 - **Floor:** *Required.* Select the building floor where the desk is located. The available selections are populated based on the floors configured for the building.
 - **Desk Name:** *Required.* Enter the desk name. This name will be displayed for the desk throughout the XiO Cloud service and in the Desk Scheduling UI on the touch screen.
 - **Desk Type:** Use the drop-down menu to select the desk type. The available selections are populated based on the desk types configured for the building address book. For more information, refer to [Manage Space Properties on page 16](#).
 - **Calendar Email:** *Required.* Enter a unique scheduling calendar address that will be paired with the desk to control reservations.

5. Select **Save**. The desk is added to the group and is reordered alphabetically within its parent group after it is added.



Edit a Desk

Once a desk has been added to the XiO Cloud environment tree, select it in the tree to open the desk details page.

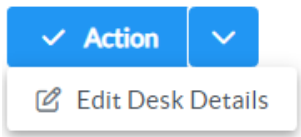
A screenshot of the XiO Cloud desk details page for desk 15V007. The page has a light gray header with a desk icon, the desk name '15V007', and a truncated address '15 Volvo Drive 15 Volvo Drive Rockleigh New Jer...'. There are 'Action' and 'Filter' buttons in the top right. Below the header is a 'Details' section with a table showing desk information. At the bottom is an 'Equipment List' section with a table header and a message indicating no devices are assigned, with a button to add a new device.

Cloud Status	Calendar	Device Name	Device Model	MAC Address	Serial #	IP Address	Hostname	Actions
There are no assigned devices on this desk								

The following information is displayed for the desk:

- The user-defined desk name and the building address.
- A **Details** section that displays the desk type, scheduling calendar email address, building name, and floor.
- An **Equipment List** section that displays the status of the associated desk scheduling device (once added) and provides controls for adding a device.

An **Action** menu is also provided in the top right of the page that provides a **Edit Desk Details** selection for editing the desk.



Select **Edit Desk Details** to display editable fields for desk settings.

A screenshot of a web form titled 'Edit Desk Details'. At the top left is a desk icon. To its right is a 'Desk Name' field with the value '15V007'. In the top right corner are two blue buttons: 'Save Changes' with a checkmark and a dropdown arrow. Below this is a 'Details' section with four fields: 'Desk Type' (a dropdown menu showing 'Standard'), 'Calendar Email' (a text field with '15V007@desk7.onmicrosoft.com'), 'Building Name' (a dropdown menu showing '15 Volvo Drive'), and 'Floor' (a dropdown menu showing '1'). At the bottom is an 'Equipment List' section. It features a table with headers: 'Cloud Status', 'Calendar', 'Device Name', 'Device Model', 'MAC Address', 'Serial #', 'IP Address', 'Hostname', and 'Actions'. Below the table headers, a gray message box states 'There are no assigned devices on this desk' with a blue button that says 'Click here to add new device'.


The following settings can be edited:

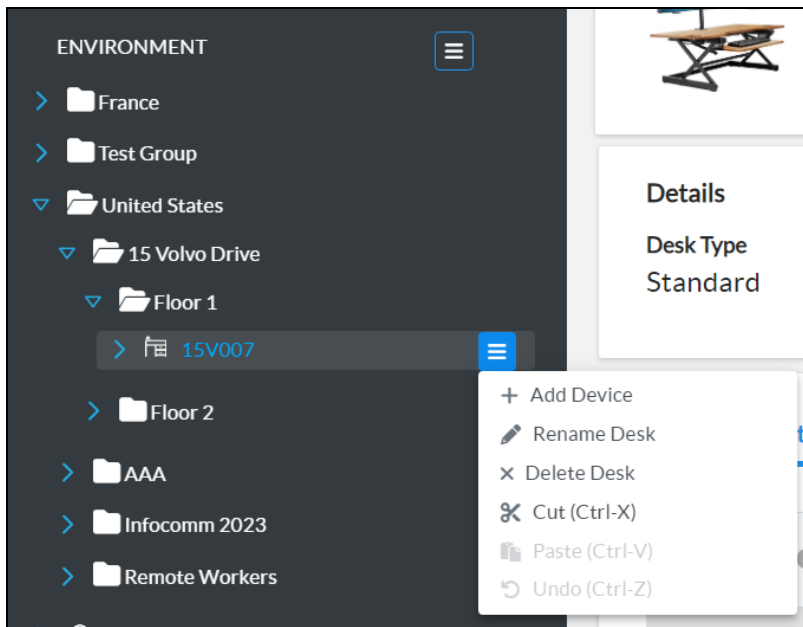
- **Desk Name:** Enter the desk name. This name will be displayed for the desk throughout the XiO Cloud service and in the Desk Scheduling UI on a TSS-470E touch screen.
- **Desk Type:** Use the drop-down menu to select the desk type. The available selections are populated based on the desk types configured for the building address book. For more information, refer to [Manage Space Properties on page 16](#).
- **Calendar Email:** Enter the unique scheduling calendar address that will be paired with the desk to control reservations.
- **Building Name:** Use the drop-down menu to select a building that will be associated with the desk from the building address book.
- **Floor:** Select the building floor where the desk is located. The available selections are populated based on the floors configured for the building.

Select **Save Changes** to save any changes. A toast notification is shown indicating that the changes have been saved.

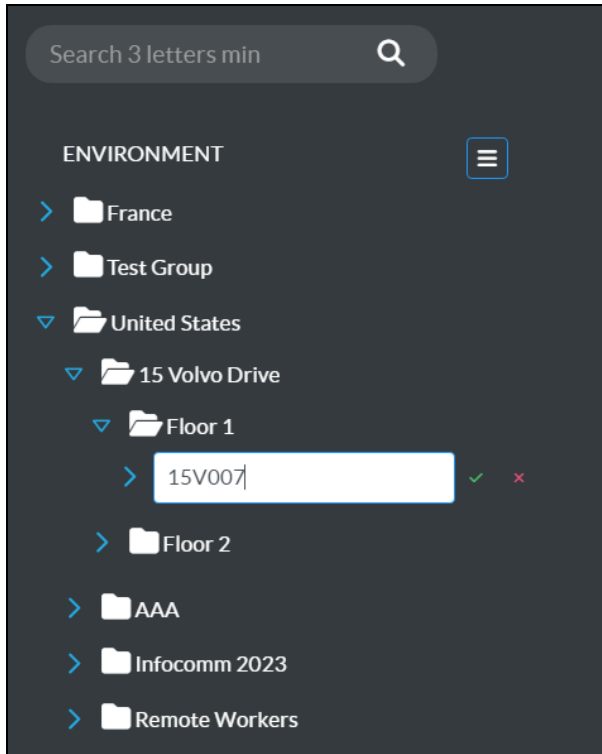
Rename a Desk

To rename an existing desk from the XiO Cloud environment tree:



1. Position the cursor over the desk name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the desk to display a drop-down menu.



3. Select **Rename Desk**. The room name becomes an editable text box.




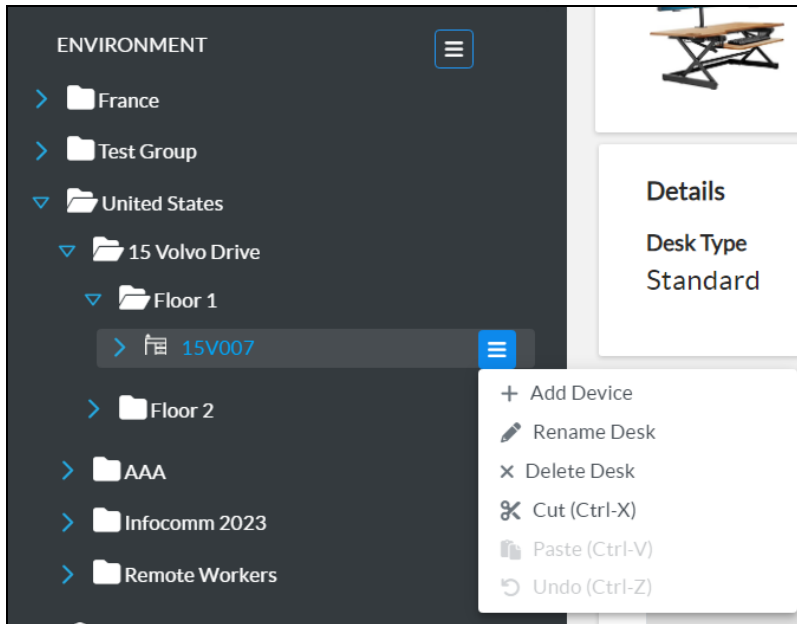
4. Enter a new desk name in the text box. A room name must be at least three characters long.

5. Select the green check icon  or press **Enter** to save the room name. Select the red **x** icon  to discard the changes.

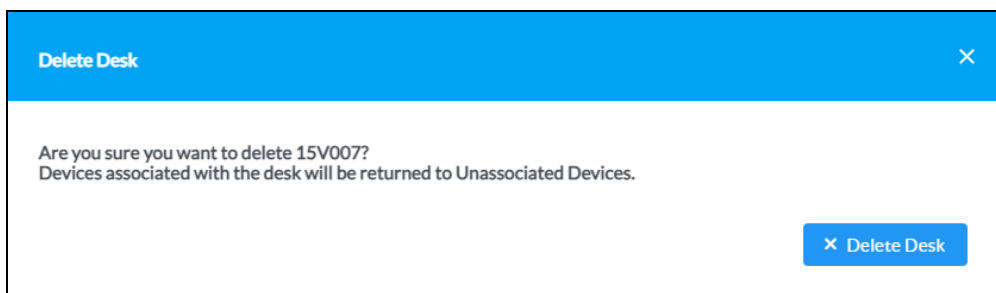
Delete a Desk

To delete an existing desk:

1. Position the cursor over the desk name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the desk to display a drop-down menu.



3. Select **Delete Desk**. A confirmation prompt is displayed asking whether the desk should be deleted.



4. Select **Delete Desk** to delete the desk or close the message window to cancel the deletion.

NOTE: If a desk scheduling device is associated with the desk, the device will become unassociated with the desk and return to the **Unassociated Devices** node within the XiO Cloud environment tree.


Associate a Desk Scheduling Device with a Desk

Each desk within the XiO Cloud environment tree must be associated with a unique desk scheduling device. Once a device is associated with the desk, status and settings for the device and scheduling calendar connection can be viewed.

NOTE: The following procedure assumes that the desk scheduling device has been claimed to the XiO Cloud service and is not associated with another desk. For more information on how to claim a device, refer to [Claim Devices on page 42](#).

To associated a desk scheduling device with a desk:

1. Select the desk within the XiO Cloud environment tree to display its status page.



15V007

15 Volvo Drive 15 Volvo Drive Rockleigh New Jer...

Action

Details

Desk Type

Standard

Calendar Email

15V007@desk7.onmicrosoft....

Building Name

15 Volvo Drive

Floor

1

Equipment List

Cloud Status	Calendar	Device Name	Device Model	MAC Address	Serial #	IP Address	Hostname	Actions
There are no assigned devices on this desk								
Click here to add new device								

2. Select **Click here to add new devices** in the **Equipment List** section. The **Add Device** dialog box is displayed.

NOTE: Alternately, the **Add Device** selection in the desk's environment tree context menu can be used to open the **Add Device** dialog box.

Add Device

Add Device From

Unassociated Devices

Select Device *

Select a Device

No Devices in Unassociated Devices

+ Add Device

- From the **Unassociated Devices** tab, use the **Select Device** drop-down menu to select an unassociated desk scheduling device within the XiO Cloud account.
- Select **Add Device** once the unassociated desk scheduling device has been selected. The device is added to the **Equipment List** section of the desk status page.

NOTE: It may take up to 15 minutes for the device to establish a connection with the XiO Cloud service.

Equipment List								
Cloud Status ⓘ	Calendar ⓘ	Device Name	Device Model	MAC Address	Serial #	IP Address	Hostname	Actions
✓	✓	TSS-470E-C4426818C442	TSS-470E	c4.42.68.18.c4.42	2249CRX02249	192.168.1.92	TSS-470E-C4426818C442	⚙️ 🗑️

View Device Settings

Once the desk scheduling device has been associated with the desk, navigate to the **Equipment List** section of the desk status page to view the following device settings.

Equipment List								
Cloud Status ⓘ	Calendar ⓘ	Device Name	Device Model	MAC Address	Serial #	IP Address	Hostname	Actions
✓	✓	TSS-470E-C4426818C442	TSS-470E	c4.42.68.18.c4.42	2249CRX02249	192.168.1.92	TSS-470E-C4426818C442	⚙️ 🗑️

- **Cloud Status:** Indicates whether the device is reporting online ✓ or offline ✗ within XiO Cloud. A device is reported as offline after the XiO Cloud service has missed three consecutive heartbeats from the device.
- **Calendar:** Reports the current status of the scheduling calendar connection:
 - Shows a green check icon ✓ if the scheduling calendar connection is active.
 - Shows a red x icon ✗ if the scheduling calendar connection is inactive.
 - Shows a question mark icon ⓘ if the scheduling calendar connection status is unknown (reported only if the device is showing as offline).
- **Device Name:** The device name in XiO Cloud.
- **Device Model:** The device model.
- **MAC Address:** The MAC address of the device network adapter used to connect to the XiO Cloud service.
- **Serial #:** The device serial number.
- **IP Address:** The current device IP address.
- **Hostname:** The device host name.

An **Actions** column is also provided that allows the device to be configured or deleted. For more information on configuring a device, refer to [Manage Devices on page 56](#).

Claim Devices

Devices must be claimed by the XiO Cloud service before they may be managed by the service. Devices may be claimed individually or as a group.

NOTE: Supported third-party devices that do not use the Crestron Connected® connection protocol must be claimed using a Crestron control system or the Crestron XiO Cloud™ Gateway software. For more information, refer to the [XiO Cloud® Service Third-Party Device Monitoring Configuration Guide](#).

Claim a Single Device

To claim a single device:

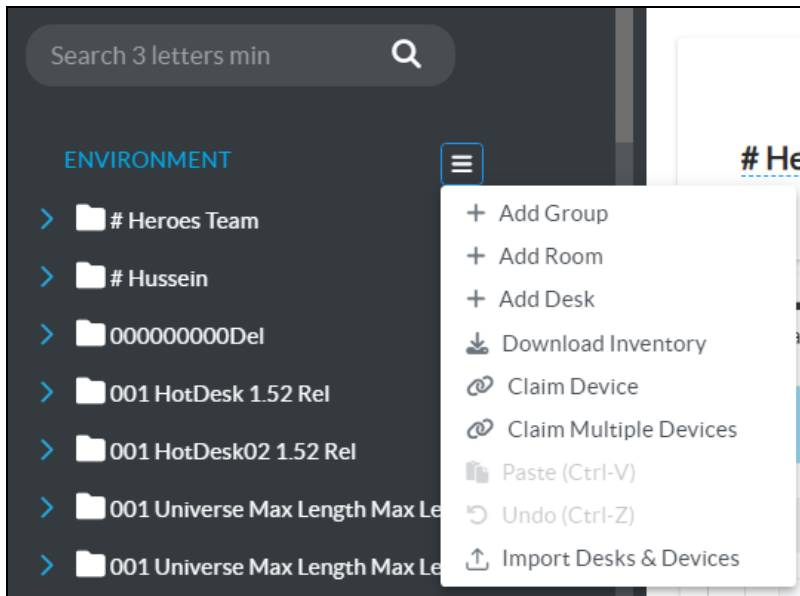
1. Record the MAC address and serial number of the device. The MAC address and serial number are labeled on the shipping box or on a sticker attached to the device.

NOTES:

- If the device has multiple MAC addresses, use the MAC address that is providing the primary connection back to the network. For most devices, the Ethernet MAC address should be used. However, if your device is connecting to the network over a different protocol (such as Wi-Fi® communications), use the MAC address for that protocol instead.
- If claiming a Crestron software product (such as Crestron Virtual Control server software), the serial number and MAC address are generated by the software and can be located using its web configuration interface. For Crestron software products that are preinstalled on a computer or other device (such as the VC-4-PC-3), do not use the serial number and MAC address labeled on the device.

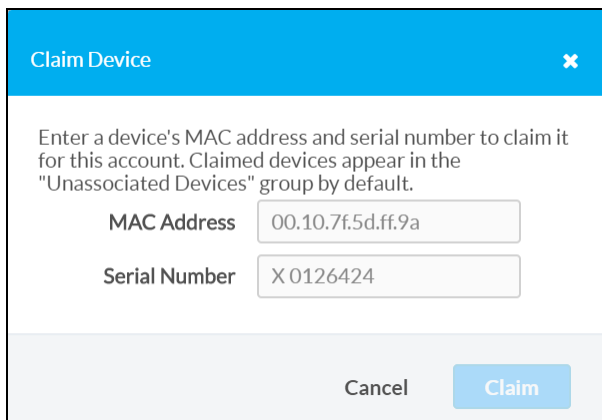
2. In the XiO Cloud service, select the **ENVIRONMENT** menu button  to display a drop-down menu.

Environment - Drop-Down Menu



3. Select **Claim Device**. The **Claim Device** dialog box is displayed.

Claim Device Dialog Box

A screenshot of the "Claim Device" dialog box. The dialog has a blue header bar with the title "Claim Device" and a close button (X). Below the header, there is a text area that says: "Enter a device's MAC address and serial number to claim it for this account. Claimed devices appear in the 'Unassociated Devices' group by default." Below this text, there are two input fields. The first is labeled "MAC Address" and contains the text "00.10.7f.5d.ff.9a". The second is labeled "Serial Number" and contains the text "X 0126424". At the bottom of the dialog, there are two buttons: "Cancel" and "Claim".

4. Enter the MAC address and serial number recorded in step 1 in the **MAC Address** and **Serial Number** fields, respectively.
5. Select **Claim**. A success message is displayed if the claim is successful.

NOTE: If an error message is displayed stating that the device does not exist, connect the device to a network that has access to the internet, wait 15 minutes, and then try again.

6. Select **X** to close the dialog box. The host name of the claimed device is displayed in the device tree under the group **Unassociated Devices**.

Unassociated Devices



The device may now be managed and assigned to a group or room.

Claim Multiple Devices

To claim multiple devices:

1. Record the MAC address and serial number of each device as a comma delimited CSV file. The MAC address and serial number are labeled on the shipping box or on a sticker attached to the device.

NOTES:


- If the device has multiple MAC addresses, use the MAC address that is providing the primary connection back to the network. For most devices, the Ethernet MAC address should be used. However, if your device is connecting to the network over a different protocol (such as Wi-Fi® communications), use the MAC address for that protocol instead.
- If claiming a Crestron software product (such as Crestron Virtual Control server software), the serial number and MAC address are generated by the software and can be located using its web configuration interface. For Crestron software products that are preinstalled on a computer or other device (such as the VC-4-PC-3), do not use the serial number and MAC address labeled on the device.

The CSV file should be formatted as shown below:

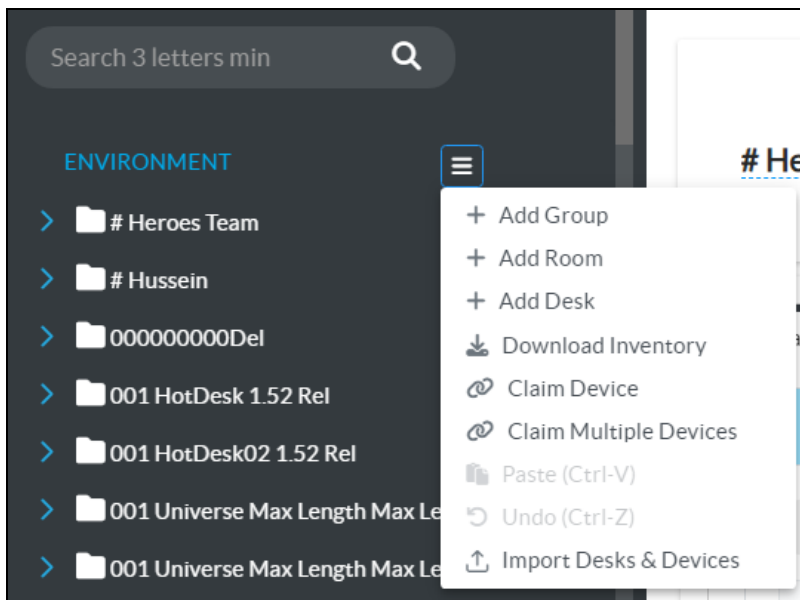
CSV File Format

```
MAC Address,Serial Number
00.10.7e.8b.81.b6,17284712
00.10.7e.8b.8c.87,17284570
00.10.7e.96.83.93,1716JBG01207
00.10.7e.96.92.0a,1716JBG01550
00.10.7e.8b.87.c1,17284670
```

NOTE: An optional third column may be added to the CSV file with custom device names. After being claimed, the device will take the custom name from the CSV file instead of its default name. For example, if adding a custom device name to the first example above, the formatting would be 00.10.73.8b.81.b6,17284712, [custom device name]

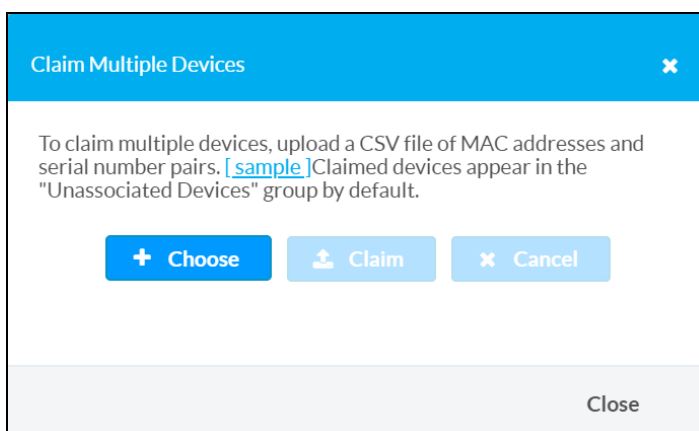
2. Save the CSV file to a location that may be accessed by the computer used to access the XiO Cloud service.
3. In the XiO Cloud service, select the **ENVIRONMENT** menu button  to display a drop-down menu.

Environment - Drop-Down Menu



4. Select **Claim Multiple Devices**. The **Claim Multiple Devices** dialog box is displayed.

Claim Multiple Devices Dialog Box



5. Select **Choose**, and then select the CSV file created in step 1.

6. Select **Claim** to claim all of the devices listed in the file. A message indicating the claim status of each device is displayed.

NOTE: If an error message is displayed stating that a device does not exist, connect that device to a network that has access to the internet, wait 15 minutes, and then try again.

7. Select **X** to close the dialog box. The host names of the claimed devices appear in the device tree under the group **Unassociated Devices**.

Unassociated Devices




The devices may now be managed and assigned to a group or room.

Unclaim Devices

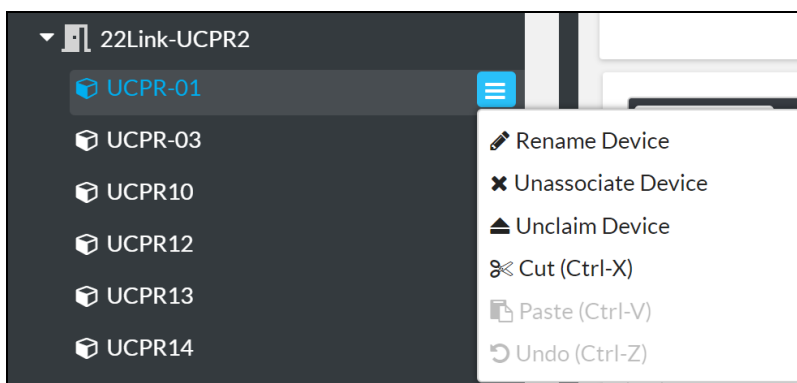
Devices may be unclaimed to remove them from a user's account. Once a device is unclaimed:

- The device is no longer counted against the allotted number of devices for the account
- The device may be claimed by another account.
- The XiO Cloud service no longer enforces any settings on the device.

To unclaim a device:

1. Position the cursor over the device in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  of the device to display a drop-down menu.

Device - Drop-Down Menu



3. Select **Unclaim Device**. A confirmation dialog box is displayed.
4. Select **Yes** to unclaim the device, or select **No** to cancel.


NOTE: If a device that has any licenses on it is unclaimed, the licenses remain with the account and not the device. The licenses are removed from the device once it is unclaimed, and the licensed functionality is no longer available on the device.

Add Devices to Rooms or Desks

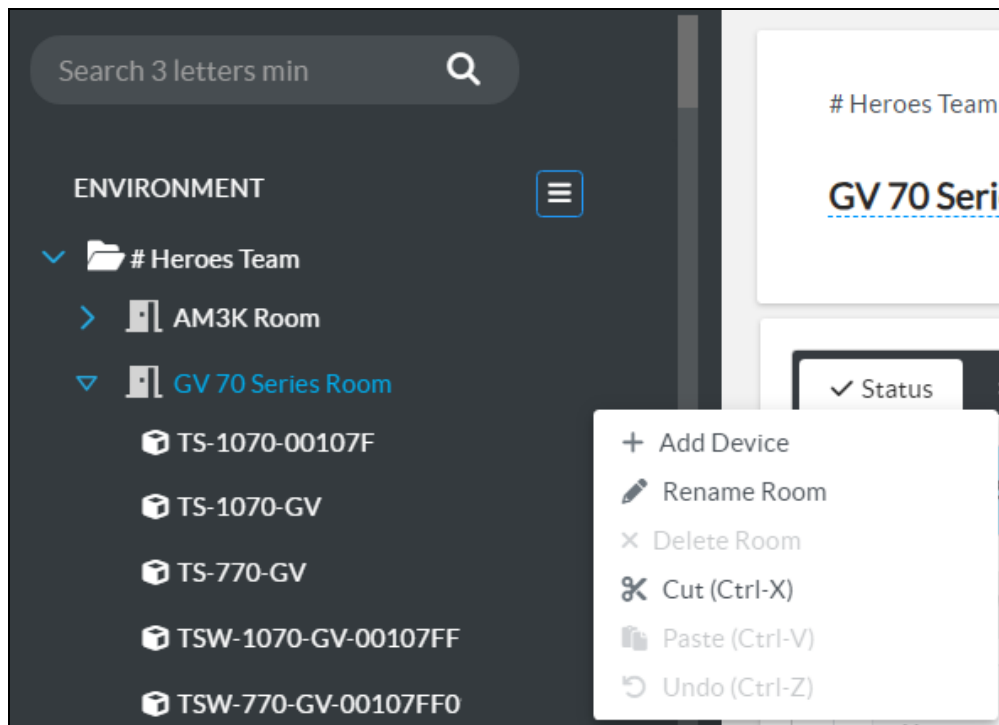
Devices may be added to rooms after they are claimed by the XiO Cloud service. Once devices are added to rooms or desks, all devices within a group or desk may be monitored and controlled at once.

Two methods may be used to add devices to a room or desk: Devices may be added via the context menu for the room or desk, or devices may be dragged from the **Unassociated Devices** group into a room or desk.

To add devices to a room or desk via its context menu:

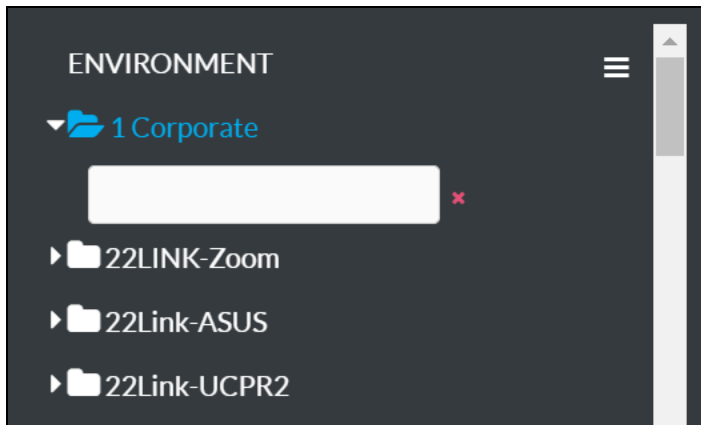
1. Position the cursor over the room or desk name in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the group or room to display a drop-down menu.

Group - Drop-Down Menu



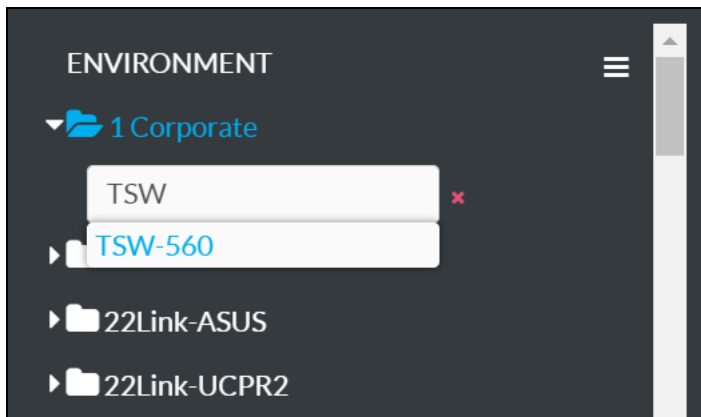
3. Select **Add Device**. A text box is added under the selected room or desk.

Group - Add Device Text Box



4. Start typing the name of the desired device. A list of claimed devices that match the entered text is displayed below the text box.

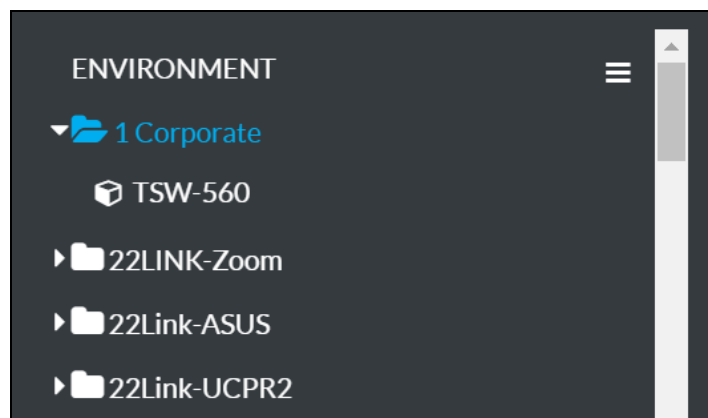
Group - Add Device Text Box (with Text)



5. Select the desired device by clicking on it or by navigating to the device using the arrow keys and pressing **Enter**.

The device is reordered alphabetically within its parent room or desk after it is added. It is no longer shown in the **Unassociated Devices** group.


Group - Device Added



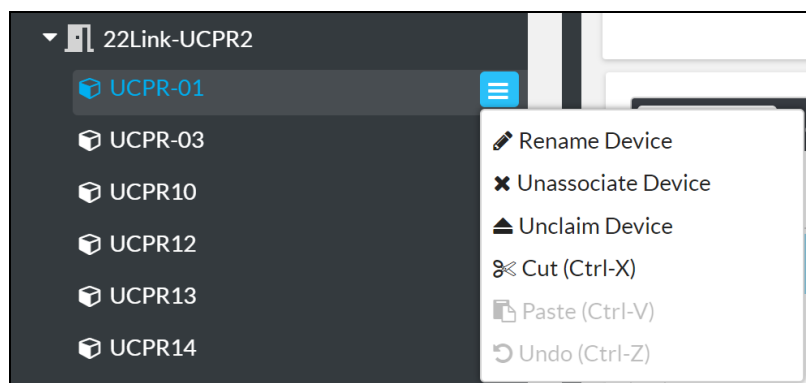
To drag a device from the **Unassociated Devices** group into another room or desk:

1. Select and hold the pointer over the device.
2. Drag the device from the **Unassociated Devices** group and drop it into the desired room or desk. The device is added to the room or desk and is no longer shown in the **Unassociated Devices** group.

To return a device to the **Unassociated Devices** group:

1. Position the cursor over the device in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  for the device to display a drop-down menu.

Device - Drop-Down Menu (Cut Action)



3. Select **Unassociate Device**. The device is added back to the **Unassociated Devices** group and is no longer shown in its previous room or desk.

Devices may also be dragged to the **Unassociated Devices** group or to any other room or desk that supports added devices.


Select the device from the group tree to view and configure device settings. For more information, refer to [Configure Device Settings on page 61](#).

Cut and Paste

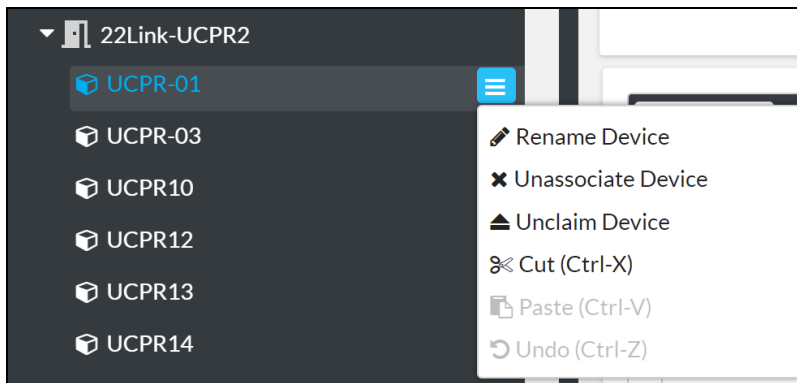
The cut and paste functionality allows items in the group tree to be moved more easily than the traditional drag and drop method, which is helpful when associating devices to rooms or groups in bulk. Cutting and pasting can be performed using the UI controls or keyboard shortcuts.

NOTE: Any item in the group tree can be cut and pasted. However, pasted items must abide by the organizational hierarchy of the group tree. For example, devices can only be pasted to rooms or desks, top-level groups cannot be pasted under subgroups, and so forth.

To cut items (add them to the clipboard):


1. Select one or more items from the group tree. Press **Ctrl + Shift** on your keyboard to select multiple items.
2. Select the context menu button  for one of the selected items to display a drop-down menu.

Device - Drop-Down Menu

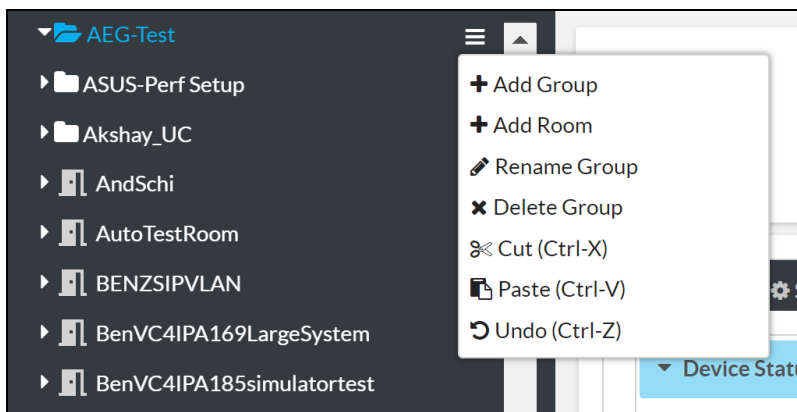


3. Select **Cut**. The selected item(s) are added to the clipboard. Alternately, press **Ctrl + x** on your keyboard to perform this action.

To paste items that have been cut (added to the clipboard):

1. Select the parent node in the group tree where the cut items should be pasted.
2. Select the context menu button  for the selected group tree node.

Group - Drop-Down Menu (Paste Action)




3. Select **Paste**. The selected item(s) are pasted into the selected group tree node as long as it abides by the group tree hierarchy. Alternately, press **Ctrl + v** on your keyboard to perform this action.

To undo the previous cut or paste action, select **Undo** from the appropriate context menu or press **Ctrl + z** on your keyboard.

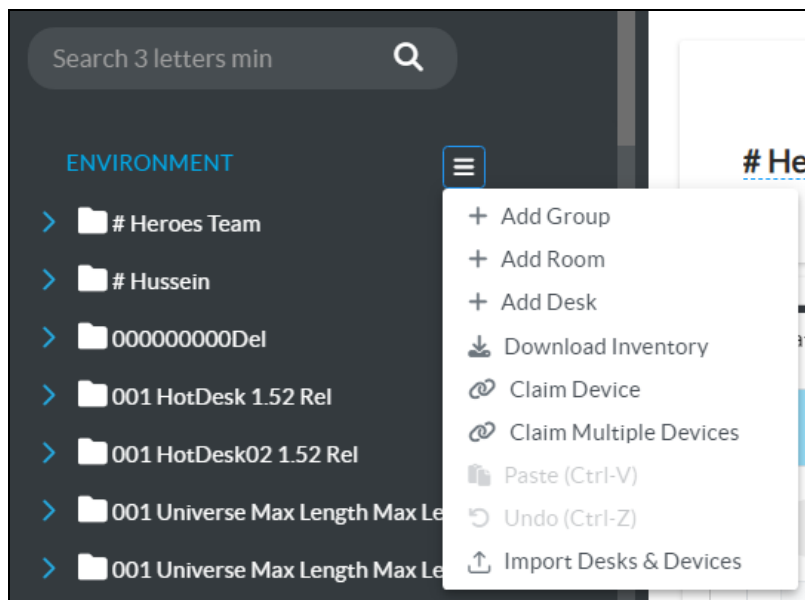
Download Inventory

An inventory report for the XiO Cloud account can be downloaded as a CSV file. The inventory report includes basic information about claimed devices and their location within the group tree.

To download the inventory report:

1. Select the **ENVIRONMENT** menu button  to display a drop-down menu.

Environment - Drop-Down Menu




2. Select **Download Inventory**. The inventory report is downloaded to your PC as a CSV file.

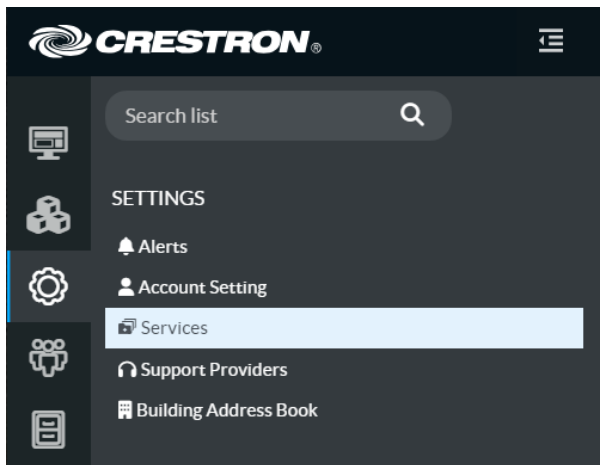
Licensed Features

For room-based accounts, licenses can be purchased to enable specific functionality within the XiO Cloud service. Licensed features may be added to rooms, removed from rooms, or transferred to different rooms.

NOTE: Licensed features can be configured only by users with Global Administrator permissions.

The **SETTINGS** menu for licensed features is located in the user management panel, which may be accessed by selecting the **Settings** button  in the navigation menu.

Settings – Services Option



Select **Services** in the **SETTINGS** menu. A **Room Services** page is displayed to the right of the **SETTINGS** menu.

Room Services Page

Room Services

Services

FILTER

Search

Start Date

End Date

Expired

Clear

Update Multiple Licenses

Endpoint Management

Select

	Room (151)	Room Location	Endpoint Management (120/15344)	Support (149/9042)	Workplace Analytics (102/8802)
	22Link-A SUS		None	Dec 31, 2022	Dec 31, 2022
	22Link-U CPR2		Dec 31, 2022	Dec 31, 2022	Dec 31, 2022
	25Live	Brijesh	None	Dec 31, 2022	Dec 31, 2022
	260	ASUS-Perf Setup	Dec 31, 2022	Dec 31, 2022	Dec 31, 2022
	AM-3x00s	QEPlano>AM-3K	Dec 31, 2022	Dec 31, 2022	Dec 31, 2022
	Ancillary Devices	EG_Hus-HN-Master	Dec 31, 2022	Dec 31, 2022	Dec 31, 2022
	AndSchi		Dec 31, 2022	Dec 31, 2022	None
	AutoTest Room		Dec 31, 2022	Dec 31, 2022	Dec 31, 2022

Licensed features are organized by room name and displayed within a table. The total number of available licenses versus purchased licenses for each feature is displayed next to the license type in the table headings.

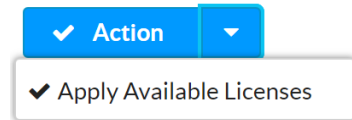
Drop-down menus for each license type are also displayed within each room row:

- If a license has not been applied to the room, the drop-down menu shows the **None** selection.
- If a license has been applied to the room, the drop-down menu shows the license expiration date. If multiple licenses are available, use the drop-down menu to select a different license.
- Select **Remove License** from the drop-down menu to remove a license from a room and add it back to your license pool.
- Enter text into the provided search field to display licenses that match the search term(s).

Apply Multiple Licenses

Licenses can be applied to multiple rooms at once using the **Apply Available Licenses** feature, which can be selected from the **Action** drop-down menu at the top right of the page.

Room Services Page - Apply Available Licenses



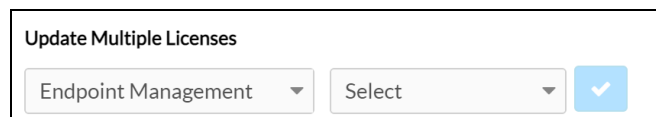
Selecting **Apply Available Licenses** will display a warning message showing the number of unlicensed rooms for each license type. Select **Apply** to apply the available licenses from your license pool to the unlicensed rooms.

NOTE: If the number of available licenses is less than the number of unlicensed rooms for a particular license type, this information is indicated in the warning message. Licenses will be applied to only a number of rooms that match the license count.

Update Multiple Licenses

Licenses can be updated for multiple rooms at once using the **Update Multiple Licenses** feature, which is located at the top right of the license table.

Room Services Page - Update Multiple Licenses



1. Select the license type to be updated from the first drop-down menu under **Update Multiple Licenses**.
2. Select the license expiration date from the second drop-down menu under **Update Multiple Licenses**.
3. Check the check box next to any room that should be updated with the license type selected in step 1. Check the check box in the table header row to select or deselect all rooms that are visible on the page.

NOTE: If no check boxes are checked, the selected license type will be applied to all rooms in the account.

4. Select the check button under **Update Multiple Licenses**. A dialog box is displayed asking whether the licenses should be applied to the chosen room(s).

NOTE: If the number of available licenses is less than the number of selected rooms, a warning message with this information will be shown in the dialog box.

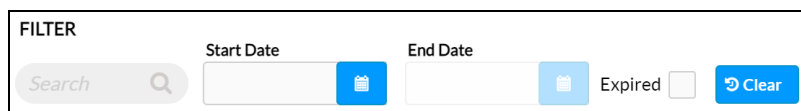
5. Select **Apply**. The license type selected in step 1 will be applied to all rooms selected in step 3.

NOTE: If a room already has a license of the selected type applied, this process will replace the existing license with the newly selected license.

Filter and Manage Licenses

Enter text into the global search field at the top left of the screen to search for and display rooms or locations that match the search term(s). Additionally, use the **Start Date** and **End Date** text boxes to filter licenses by the provided date range, and use the **Clear** button to clear the current filters. Check the **Expired** check box to display only licenses that have expired.

Room Services Page - Filter



If the room list spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page. Each license type also provides arrow controls in its heading row that sorts the available rooms by license expiration date.

The following information and controls are provided for each listed room:

- **Room:** The room name
- **Room Location:** The location of the room within the group tree hierarchy
- **Endpoint Management:** Indicates whether an Endpoint Management license has been assigned to the room

NOTE: An Endpoint Management license is required for the room before any other licensed functionality can be added.

- **Support:** Indicates whether a Support license has been assigned to the room. Removing a Support license adds it back to the customer's license pool.
- **Workplace Analytics:** Indicates whether a Workplace Analytics license has been assigned to the room. A Workplace Analytics license can be added only if one or more unused Workplace Analytics licenses are available in a customer's license pool. Removing a Workplace Analytics license adds it back to the customer's license pool.

Manage Devices

Devices may be managed via the XiO Cloud service after they have been claimed by the service and added into a licensed group or room. Devices may be managed individually or as a group.

Select a device from the group tree to view and configure the device status, settings, and licenses. The configuration page for the device also provide options for viewing status dashboards and activity logs, and automated actions may be scheduled for the device.

NOTE: Not all device management options are available for some devices.

Device Configuration Page

The screenshot displays the 'Device Configuration Page' for a specific device. At the top, the breadcrumb navigation shows '# Heroes Team > AM3K Room'. Below this, the device identifier 'AM-3000-WF-I-SHA' is prominently displayed, accompanied by a blue 'Action' button with a dropdown arrow. A navigation bar contains tabs for 'Status' (selected), 'Settings', 'Dashboard', 'Logs', 'Scheduled Actions', and 'Device Metadata'. A red status banner indicates 'The system is currently offline'. The main content area is titled 'Device' and lists key information: Model (AM-3000-WF-I), Serial Number (2131GSP02131), and Firmware Version (2.0400.0013). A '+ More Details' button is provided for expanded information. Below this, a list of expandable sections includes Network, HDMI Output, AirMedia, Control System, Connected Devices, and Alerts. The footer contains copyright information for Crestron Electronics, Inc. (© 2023), version 1.53.1, and links to Live Support Chat, Service Status, Privacy Statement, Cloudware License, and Email Support.

Heroes Team > AM3K Room

AM-3000-WF-I-SHA ✓ Action ▾

✓ Status Settings Dashboard Logs Scheduled Actions Device Metadata

The system is currently offline

Device

Model AM-3000-WF-I

Serial Number 2131GSP02131

Firmware Version 2.0400.0013

+ More Details

> Network

> HDMI Output

> AirMedia

> Control System

> Connected Devices

> Alerts

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1.53.1

[Live Support Chat](#) | [Service Status](#) | [Privacy Statement](#) | [Cloudware License](#)
[Email Support](#)

Use the following procedures to manage devices via the XiO Cloud service.

Rename a Device


Each device in the XiO Cloud service has a unique device name, which allows the device to be identified and organized within the service. The device name is used only by the XiO Cloud service.

By default, the device name is set as the host name of the device. However, the device may be renamed as needed.

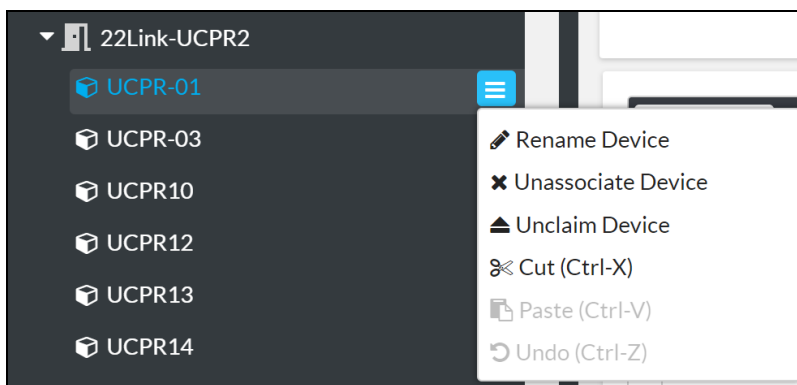
NOTE: Changing the device name has no impact on the host name or other identifying features on the hardware.

Two methods may be used to rename a device: The device name may be changed in the group tree or from its configuration page.

To change the device name in the group tree:

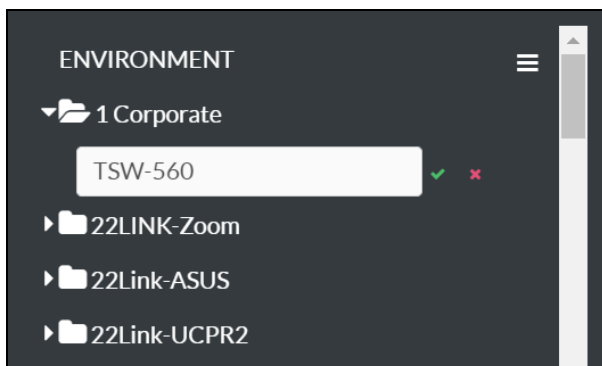
1. Position the cursor over the device in the **ENVIRONMENT** menu to reveal its context menu.
2. Select the context menu button  of the device to display a drop-down menu.



Device - Drop-Down Menu



3. Select **Rename Device**. The device name becomes an editable text box.

Device - Edit Device Name

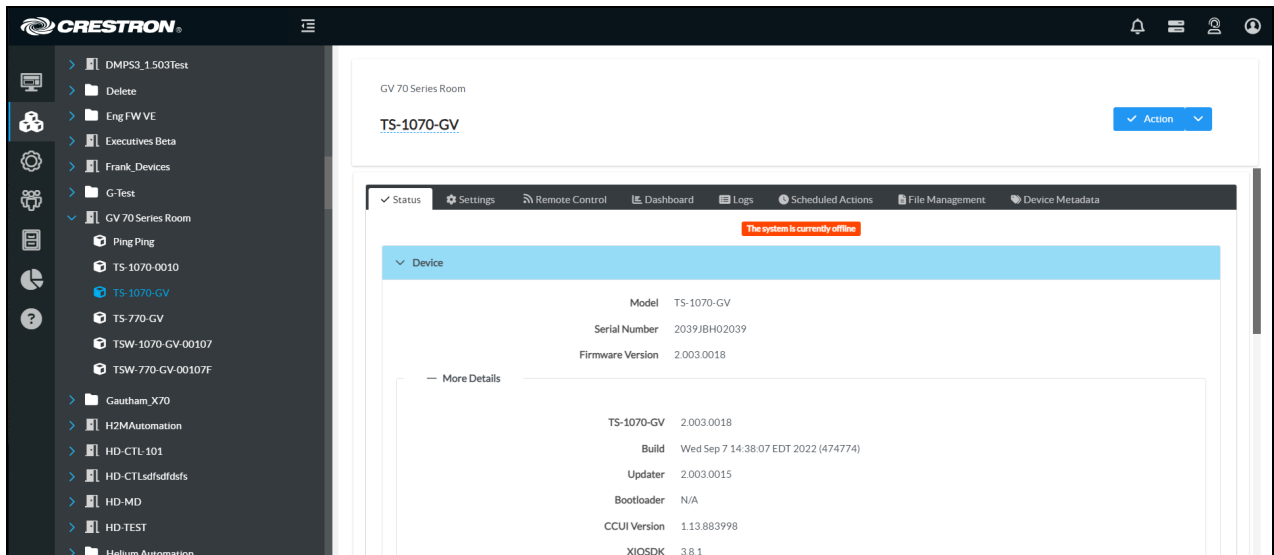


4. Enter a new device name in the text box. A device name must be at least three characters long.
5. Select the green check icon  or select **Enter** to save the device name. Select the red x icon  to discard the changes.

To change the device name from the configuration page:

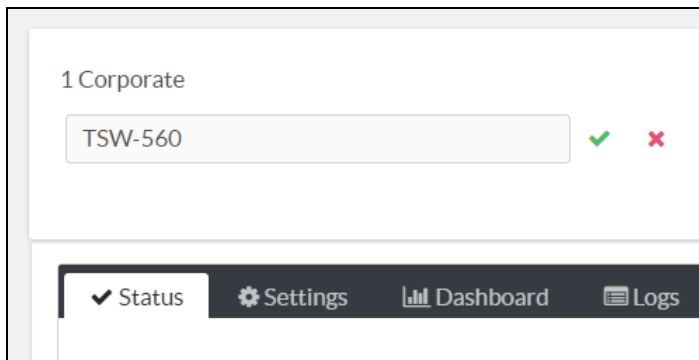
1. Select the device from the group tree to display its configuration page.



Device Configuration Page



2. Select the device name on the top left of the configuration page. The device name becomes an editable text box.

Device Configuration Page - Edit Device Name



3. Enter a new device name in the text box. A device name must be at least three characters long.
4. Select the green check icon  or select **Enter** to save the device name. Select the red x icon  to discard the changes.

View Device Status

The device status may be viewed for individual devices or for multiple devices within the same group or room.

View Status for a Single Device

To view the status for a single device, select a device from the group tree to display its configuration page. The **Status** tab is open by default.

NOTE: A device must be added into a licensed room or group before its configuration page can be viewed.

Device Configuration Page - Status Tab (Devices)

The screenshot displays the 'Status' tab of a device configuration page. At the top, a navigation bar includes 'Status' (selected), 'Settings', 'Licenses', 'Dashboard', 'Activity Log', and 'Scheduled Actions'. Below this, a red banner states 'The system is currently offline'. A blue header bar labeled 'Device' is followed by a table of attributes:

Model	MERCURY
Call Status	Inactive
Displayed Input	PinPoint UX
Occupancy status	Occupied
Serial Number	1725JBH01179
Firmware version	1.3705.00064
Sleep Status	Awake
Skype for Business Presence	Offline

Below the table are several expandable sections, each with a right-pointing arrow:

- Audio
- Connections
- HDMI Input
- HDMI Output
- Network
- Services
- Applications
- Alerts

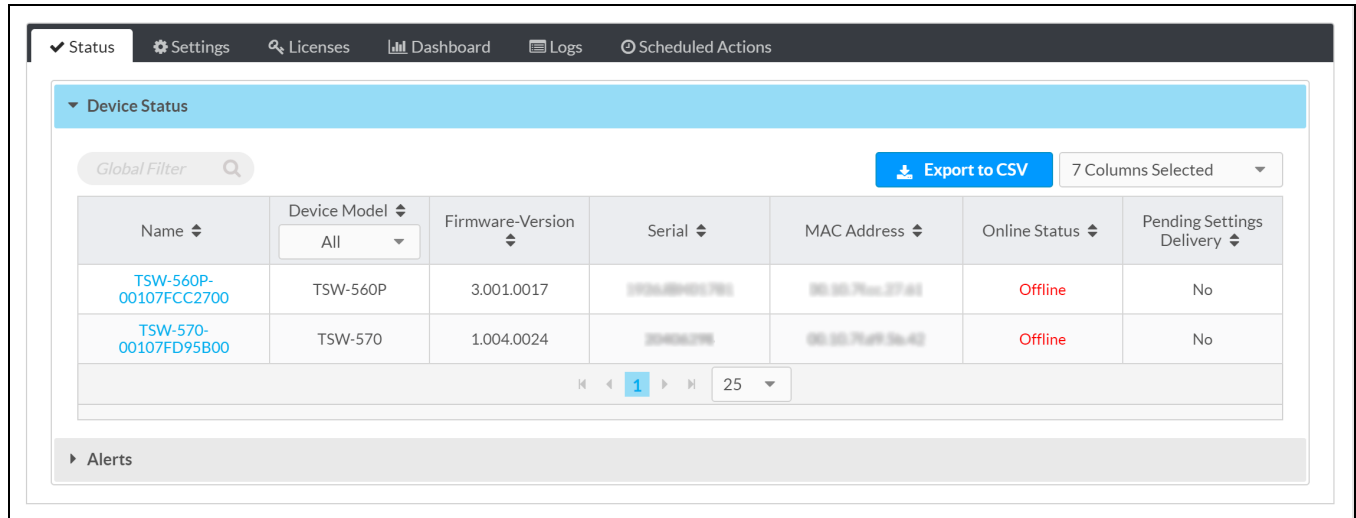
The **Status** tab provides expandable "accordions" that display static and changing device attributes. Dynamic attributes, such as volume, change in the appropriate status accordion within seconds of being changed on the device.

Select an accordion name to expand it. If the accordion is expanded, select the accordion name again to collapse it. The accordions provided vary depending on the device.

View Status for a Group of Devices

To view the status for multiple devices within the same group or room, select a group or room from the group tree to display its configuration page. The **Status** tab is selected by default.

Group Configuration Page - Status Tab (Device Status)



The screenshot shows the 'Status' tab in the Group Configuration Page. It features a navigation bar with 'Status', 'Settings', 'Licenses', 'Dashboard', 'Logs', and 'Scheduled Actions'. Below the navigation bar is a 'Device Status' section with a 'Global Filter' search bar, an 'Export to CSV' button, and a '7 Columns Selected' dropdown. The main table displays device information with columns: Name, Device Model, Firmware-Version, Serial, MAC Address, Online Status, and Pending Settings Delivery. Two devices are listed: TSW-560P-00107FCC2700 and TSW-570-00107FD95B00. Both are offline. A pagination bar at the bottom shows page 1 of 25. An 'Alerts' section is visible at the bottom of the table area.

Name	Device Model	Firmware-Version	Serial	MAC Address	Online Status	Pending Settings Delivery
TSW-560P-00107FCC2700	TSW-560P	3.001.0017	TSW-560P-00107FCC2700	00:00:00:00:00:00	Offline	No
TSW-570-00107FD95B00	TSW-570	1.004.0024	TSW-570-00107FD95B00	00:00:00:00:00:00	Offline	No

The **Status** section lists all of the devices within the group or room and any subgroups in table format. The **Device Status** table provides a subset of important status information for the devices within the group and its subgroups.

NOTE: Selecting the **Unassociated Devices** group displays the device status for all unassociated devices in the account. Only the **Name**, **Device Model**, **Serial**, and **MAC Address** status fields are provided for unassociated devices. An unassociated device must be moved to a licensed room or group before its individual status can be viewed.

The following information is displayed for each device by default:

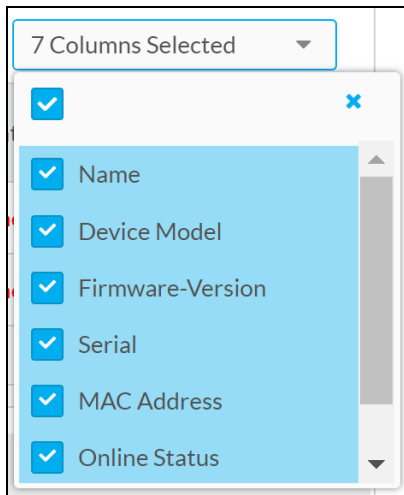
- The name and model
- The loaded firmware version, including whether any firmware updates are pending
- The serial number and MAC address
- The online status, which indicates whether the device is connected to the XiO Cloud service
- The pending settings delivery status, which indicates whether any device settings changes are pending

NOTE: If the **Pending Settings Delivery** status is **Yes**, device settings have been saved in the portal but have not yet been applied to the device (such as in instances where the device is unplugged).

The data that is displayed for each device in a group or room can be customized by filtering the table columns for that group or room. By default, 7 columns are displayed that contain the data described in the list above. Up to 15 columns can be displayed by selecting or deselecting a column in the provided drop-down menu.

To select or deselect table columns for a group or room, expand the drop-down menu at the top right of the status table. Then, select or deselect an item in the menu to display or hide that column from the status table, respectively. Use the check box at the top of the menu to select or deselect all columns.

Column Selection Drop-Down Menu



NOTE: Changes made to the status table are made only on a per-group or room basis. The status table will reset to its default settings after logging out of the XiO Cloud service.

The device status table for a group or room can be downloaded as a CSV file by selecting the **Export to CSV** button at the top right of the status table. The CSV file will include all table columns that have been selected as described above.

Enter text into the **Global Filter** text box to search for and display devices that match the search terms.

If the device lists spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page. Additionally, the number of devices displayed on each page may be set to 5, 10, 20, or 25 devices.

Configure Device Settings

Device settings may be configured for individual devices or for multiple devices within the same group or room.

Configure Settings for a Single Device

To configure the settings for a single device, select a device from the group tree to display its configuration page, and then select the **Settings** tab.

NOTE: A device must be added into a licensed room or group before its configuration page can be viewed.

Device Configuration Page - Settings Tab (System Setup)

✓ Status Settings Remote Control Dashboard Activity Log Scheduled Actions File Management

The system is currently offline

▼ System Setup

Time/Date

SNTP ☒ ✓

Custom Time Server ✓

Date Format ✓

Time Format ☐ 12H ☒ 24H ✓

Time Zone ✓

+ Network

+ Camera

+ Device Display

Services

Network Proxy Settings

Audio

Applications

Control System

The **Settings** tab provides selections for configuring various device settings. When a device is first claimed and added to a group, the current device settings are prepopulated in the XiO Cloud service.

To change a device setting:

1. Locate the device setting in the appropriate **Settings** accordion.

The accordions provided vary depending on the device. Some accordions include subsections that may be expanded by selecting the plus (+) button next to the subsection name. If the subsection is expanded, select the minus (-) button to collapse the subsection.

2. Fill the check box next to a setting to enable it in XiO Cloud.

If a setting is not enabled in XiO Cloud, it will not be sent to the device and can be managed by processes outside of XiO Cloud (such as joins).

NOTE: If a setting is enabled in XiO Cloud, it will show what is currently saved in the portal. If a setting is not enabled in XiO Cloud, it will show what is currently set on the device.

For more information on configuring specific settings for a device, refer to its documentation at www.crestron.com/manuals.

Once a device setting has been changed, the **Actions** button on the top right of the configuration page changes to a **Save Changes** button. Select **Save Changes** to push the updated setting(s) to the device.

Save Changes Button

304 Link

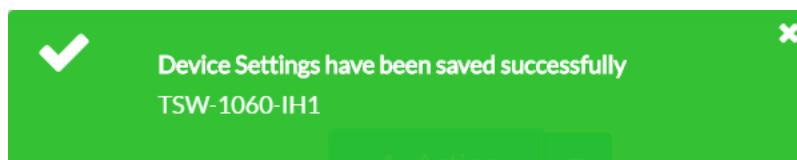
TSW-1060-IH1

✓ Save Changes

▼

After the settings have been pushed from the cloud to the device successfully, a toast notification is displayed confirming the success.

Device Settings Saved Successfully Message



If the device has not yet received the settings, orange "Delivery to Device Pending" text is shown next to the changed settings until the device receives the settings.

NOTES:

- Depending on the settings that are changed, the device may restart a few minutes after **Save Changes** is selected.
- Each setting checks for valid input. If an invalid input is entered, red text explaining the error is displayed next to the setting, and a red underline is shown under the setting. Changes cannot be saved until the error is resolved.
- A setting entered at the group level cannot be edited on the individual device page. Each device in a group inherits any group-level settings.

To undo changes before saving the settings to the device, select the drop-down arrow next to the **Action** (or **Save Changes**) button, and then select **Revert**. The device settings are returned to their last saved state.

Configure Settings for a Group of Devices

To configure the settings for multiple devices within the same group or room, select a group or room from the group tree to display its configuration page, and then select the **Settings** tab.

Group Configuration Page - Settings Tab (System Setup)

The screenshot shows the 'Settings' tab in the Group Configuration Page. At the top, there is a navigation bar with tabs: Status, Settings (active), Licenses, Dashboard, Activity Log, and Scheduled Actions. Below the navigation bar, there is a section titled 'Select items to include in Group Settings' with a 'Select All' checkbox. Under this section, there is a 'Device Model' dropdown menu set to 'MERCURY'. The main content area is titled 'System Setup' and contains several settings: 'Language' set to 'English (English)' with an empty checkbox, 'Standby' set to 'Always On' with an empty checkbox, and a '+ Time/Date' button. Below these settings, there is a list of expandable sections: Services, Scheduling, Conferencing, Audio-Video, and PinPointUX.

Configuring device settings (such as language or date and time) at the group level pushes the settings to every device in that group or room or its subgroups. Device settings configured at the group level overwrite the same settings on the individual device pages.

NOTE: No device settings can be configured for devices within the **Unassociated Devices** group. An unassociated device must be moved to a licensed room or group before its settings can be configured.

Each group-level setting in the **Settings** section provides a check box next to the setting:

- Select an empty check box to activate the associated setting at the group level. Green text is displayed next to the setting to indicate that the setting is now included in the group settings.
- Select a filled check box to disable the associated setting at the group level.

By default, all group-level settings are disabled.

System Setup Accordion (Language Setting Enabled)

▼ System Setup

Language

English (English) ▼

☒

Language is included in Group Settings

Standby

Always On ▼

☐

+ Time/Date

Group-level settings in the **Settings** section are organized by device type. To configure the group-level settings for a device type:

1. Select the desired device type from the **Device Model** drop-down menu on the top left of the **Settings** section.
2. Navigate through the accordions provided for each device to locate the desired group-level settings.
3. Select the applicable check box(es) next to the group-level settings to activate the associated setting at the group level.

Once a group setting has been changed, the **Actions** button on the top right of the configuration page changes to a **Save Changes** button. Select **Save Changes** to save the group-level settings.

Save Changes Button

[304 Link](#)

✓ Save Changes

▼

Additional settings may be configured for subgroups after changes are made at the parent group level.

Only settings that have not been configured for the parent group may be activated. Parent group settings are disabled because they are inherited by the subgroup. A "Setting is Inherited from [Group]" text is displayed next to any subgroup settings that may not be activated, where [Group] is the parent group name.

System Setup Accordion (Subgroup)

System Setup

Device Settings Admin PIN

Enable PIN

☐

Panel PIN

Confirm Panel PIN

Date/Time

Synchronization

Time Synchronization

☒

Setting is Inherited from Area 4

NTP Time Servers

☐

Address

Port

No records found

+ Add

- Remove

Configuration

Time Zone

(UTC-05:00) Eastern Time (US & Canada)

Setting is Inherited from Area 4

Date Format

WMD

Setting is Inherited from Area 4

Time Format

☒ 12

☐ 24

Setting is Inherited from Area 4

Subgroup-level settings in the **Settings** section are organized by device type. To configure the subgroup-level settings for a device type:

1. Select the desired device type from the **Device Model** drop-down menu on the top left of the Settings section.
2. Navigate through the accordions provided for each device to locate the desired subgroup-level settings.
3. Select the applicable check box(es) next to the subgroup-level settings to activate the associated setting at the subgroup level.

Once a subgroup setting has been changed, the **Actions** button on the top right of the configuration page changes to a **Save Changes** button. Select **Save Changes** to save the subgroup-level settings.

Save Changes Button

304 Link

✓ Save Changes ▼

Any remaining settings may be configured for individual devices after changes are made at the parent group and subgroup level.

Only settings that have not been configured for the parent group or subgroup may be configured. Parent group and subgroup settings are disabled because they are inherited by the device. An "Inherited from Group Settings" text is displayed next to any device settings that may not be activated.

NOTE: Unchecking the check box for a group setting does not change the setting for an individual device, but makes it possible to change the setting on the individual device configuration page.

Device Status Page Showing "Inherited from Group Settings" Text

✓ Status Settings Activity Log Scheduled Actions

The system is currently offline

▶ System Setup

▼ Services

Fusion

Fusion Cloud

Enable

Inherited from Group Settings

Fusion Cloud URL

https://yourdomain.fusioncloud.c

Inherited from Group Settings

NOTE: Adding a device to a group or room automatically pushes down any of the settings from the group to the device.

Prevent Unnecessary Restarts

Under rare circumstances, applying certain settings to a device may cause unexpected device behavior, such as repeated restarting, to occur.

If the XiO Cloud service detects a device in this state:

- The XiO Cloud service stops sending the setting that is causing the issue to the device, which prevents restarts from occurring.
- A message is displayed on the device settings page stating that undesired behavior was detected and that settings are no longer being sent to the device.
- An alert message is placed next to the setting that is causing the issue.

To resume sending settings to the device, update the setting that is causing the issue, and then select **Save Changes** from the **Action** menu. The XiO Cloud service resumes sending settings to the device once it verifies that the problem setting is fixed.

Manage Licenses

Certain Crestron devices use licenses to enable extra functionality. These licenses may be managed through the XiO Cloud service. Licenses may be added to devices, removed from devices, or transferred to different devices.

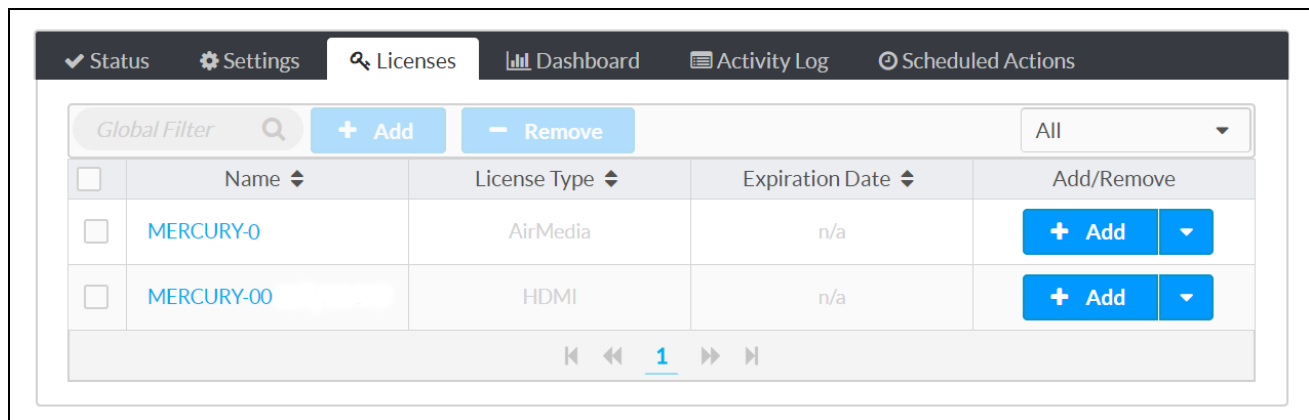
The XiO Cloud service maintains a record of all of the licenses that have been purchased for a customer's account, including licenses that were included with purchased devices.

NOTE: As of XiO Cloud release 1.36, managing device licenses (such as VC-4 server licenses) within XiO Cloud no longer requires purchase of any XiO Cloud room-based licenses.

Manage Licenses for a Single Device

To manage the licenses for a single device, select a device from the group tree to display its configuration page, and then select the **Licenses** tab.

Device Configuration Page - Licenses Tab



✓ Status	⚙ Settings	🔍 Licenses	📊 Dashboard	📅 Activity Log	🕒 Scheduled Actions
Global Filter 🔍					
+ Add		- Remove		All ▾	
<input type="checkbox"/>	Name ▾	License Type ▾	Expiration Date ▾	Add/Remove	
<input type="checkbox"/>	MERCURY-0	AirMedia	n/a	<div>+ Add ▾</div>	
<input type="checkbox"/>	MERCURY-00	HDMI	n/a	<div>+ Add ▾</div>	
⏮ ⏪ 1 ⏩ ⏭					

The **Licenses** section lists all of the licenses that are available for the device in table format. The **Licenses** table provides the following information for each license:

- The device name
- The license type

- The expiration date
- Controls to add or remove the license

Enter text in to the **Global Filter** text box to search for and display licenses that match the search terms.

If the license list spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

To add a license for a feature that has not yet been licensed for a device, select **Add** in the **Add/Remove** column for the device.

NOTE: If multiple licenses are available for the same feature, the license that expires first is added first automatically. For example, if a 1-year AirMedia® presentation system license and a 2-year AirMedia license are available, the 1-year license is added first.

If a license other than the license with the earliest expiration date is desired, select the arrow next to the **Add** button to choose from the available expiration dates in the account.

Device Configuration Page - Licenses Tab (Expiration Date Selection)

The screenshot shows the 'Licenses' tab in the Device Configuration Page. At the top, there are navigation links: Status, Settings, Licenses (active), Dashboard, Activity Log, and Scheduled Actions. Below these is a 'Global Filter' search bar. The main table has columns: Name, License Type, Expiration Date, and Add/Remove. The table contains two rows: 'MERCURY-0' (AirMedia, n/a) and 'MERCURY-00' (HDMI, n/a). The 'Add/Remove' column for 'MERCURY-0' shows a '+ Add' button and a dropdown arrow. A tooltip is visible next to the dropdown arrow, showing 'Dec 31 2018 [1 Available]'. At the bottom of the table, there are navigation arrows and a page number '1'.

To add licenses for multiple features at the same time, check the boxes next to the license features, and then select **Add** at the top of the screen. As with adding licenses individually, if multiple licenses are available for the same feature, the license that expires first is added first automatically.

Select the check box in the table heading row to select or deselect all available licenses.

Device Configuration Page - Licenses Tab (Add Multiple Licenses)

The screenshot shows the 'Licenses' tab in the Device Configuration Page. At the top, there are navigation links: Status, Settings, Licenses (active), Dashboard, Activity Log, and Scheduled Actions. Below these is a 'Global Filter' search bar. The main table has columns: Name, License Type, Expiration Date, and Add/Remove. The table contains two rows: 'MERCURY-0' (AirMedia, n/a) and 'MERCURY-00' (HDMI, n/a). The 'Add/Remove' column for 'MERCURY-0' shows a '+ Add' button and a dropdown arrow. A tooltip is visible next to the dropdown arrow, showing 'Dec 31 2018 [1 Available]'. At the bottom of the table, there are navigation arrows and a page number '1'.

After adding a license using either of these methods, a confirmation dialog box is displayed. Select **YES** to apply the license.

Add Licenses Confirmation Dialog Box

Add Licenses

Are you sure you wish to add the following licenses?

Name	License Type	Expiration Date
MERCURY-0	AirMedia [1 Available]	Dec 31 2018
MERCURY-00	HDMI [1 Available]	Dec 31 2018

Cancel

YES

To remove a license for a feature that has not yet been licensed for a device, select **Remove** in the **Add/Remove** column for the device.

Removing a license returns it to the customer's license pool, allowing the same license to be applied to a different device.

Device Configuration Page - Licenses Tab (Remove Button)

✓ Status

⚙ Settings

🔍 Licenses

📊 Dashboard

📅 Activity Log

🕒 Scheduled Actions

Global Filter

+ Add

- Remove

All

<input type="checkbox"/>	Name	License Type	Expiration Date	Add/Remove
<input type="checkbox"/>	Tech Pubs Mercury	AirMedia	Never	<div>- Remove</div>
<input type="checkbox"/>	Tech Pubs Mercury	HDMI	Never	<div>- Remove</div>

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To remove licenses for multiple features at the same time, check the boxes next to the license features, and then select **Remove** at the top of the screen.

Select the check box in the table heading row to select or deselect all available licenses.

Device Configuration Page - Licenses Tab (Remove Multiple Licenses)

✓ Status

⚙ Settings

🔍 Licenses

📊 Dashboard

📅 Activity Log

🕒 Scheduled Actions

Global Filter

+

Add

−

Remove

All

<input checked="" type="checkbox"/>	Name	License Type	Expiration Date	Add/Remove
<input checked="" type="checkbox"/>	Tech Pubs Mercury	AirMedia	Never	<div>− Remove</div>
<input checked="" type="checkbox"/>	Tech Pubs Mercury	HDMI	Never	<div>− Remove</div>

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NOTE: Adding or removing licenses may cause a device to restart. Behavior may differ between device models due to firmware differences.

Manage Licenses for a Group or Room

To manage the licenses for multiple devices within the same group or room, select a group or room from the group tree to display its configuration page, and then select the **Licenses** tab.

Group Configuration Page - Licenses Tab

✓ Status

⚙ Settings

🔍 Licenses

📊 Dashboard

📅 Activity Log

🕒 Scheduled Actions

Device Model: MERCURY

Global Filter

+

Add

−

Remove

Show: All

Name	License Type	Expiration Date	
▼ Tech Pubs			
Tech Pubs Mercury	HDMI	Never	<div>− Remove</div>
Tech Pubs Mercury	AirMedia	Never	<div>− Remove</div>

The **Licenses** section of the group or room configuration page provides the same information and controls as the **Licenses** section of the device configuration page; however, the licenses for all the devices in the group or room and its subgroups are displayed.

To add or remove the licenses for multiple features or devices at once, press **Ctrl** and select the appropriate features, and then use the bulk **Add** and **Remove** buttons at the top of the page to add or remove the licenses, respectively.

Group Configuration Page - Licenses Tab (Select Multiple Licenses)

✓ Status ⚙ Settings 🔍 Licenses 📊 Dashboard 📅 Activity Log ⌚ Scheduled Actions

Device Model:

MERCURY

Global Filter 🔍

+ Add

− Remove

Show:

All

Name	License Type	Expiration Date	
▼ Tech Pubs			
Tech Pubs Mercury	HDMI	Never	<div>− Remove</div>
Tech Pubs Mercury	AirMedia	Never	<div>− Remove</div>

Scheduled Actions

Scheduled actions allow device functions to be automated from the cloud.

The available actions for each device vary, although all devices support a scheduled restart. Actions may be scheduled to occur once or in a recurring pattern.

Scheduled actions are accessible from the **Scheduled Actions** tab for an individual device or for a group.

Device Configuration Page - Scheduled Actions

✓ Status ⚙ Settings 🔍 Licenses 📊 Dashboard 📅 Activity Log ⌚ Scheduled Actions

Action	Group/Dev...	Schedule	Last Ran	Next Run	Add/Remove
🕒 Reboot					<div>+</div>

⏮

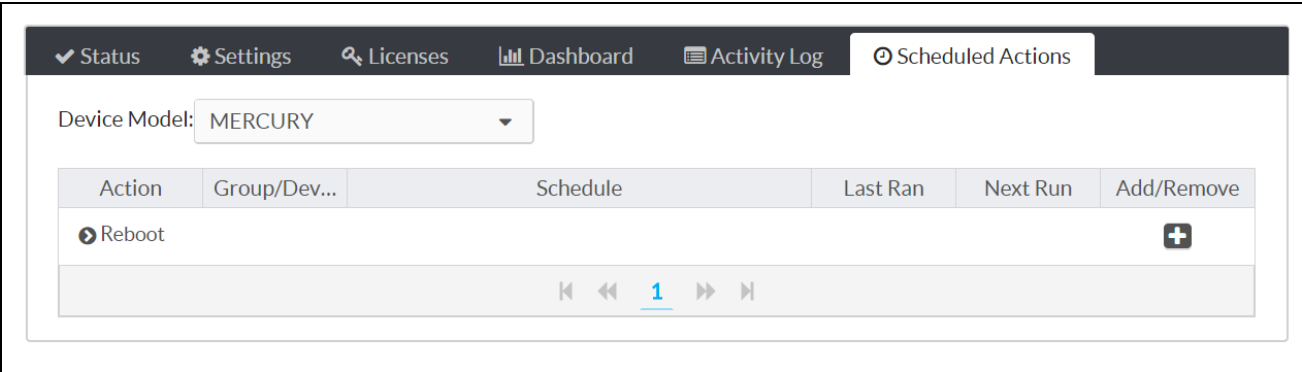
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Group Configuration Page - Scheduled Actions

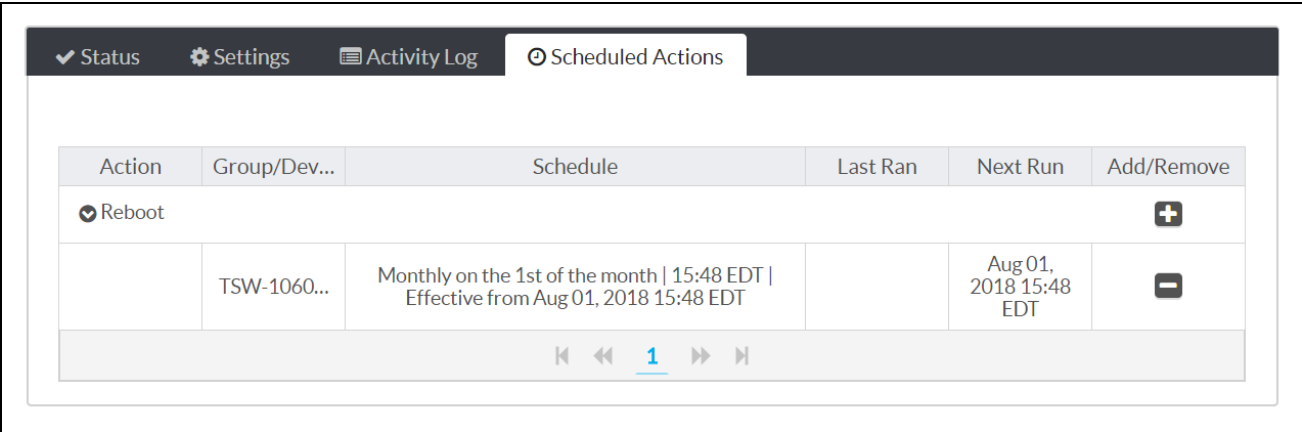


The **Scheduled Actions** table lists the actions that may be scheduled for the selected device or device model.

When scheduling actions for a group or room, select the desired device type from the **Device Model** drop-down menu on the top left of the Settings section. An action created in the group or room configuration page will be applied to all devices that share the selected model.


Select the arrow button next to an action to view more details about the action.

Schedule Actions Table



The following information is displayed for each device:

- The name of the action
- The device model or device model group
- The schedule that has been set for the action
- The date and time when the action was last ran

NOTE: If the action was triggered but the device was unable to complete it for any reason, such as being offline at the scheduled date and time, an error icon  is shown next to the **Last Ran** date and time to indicate this error.

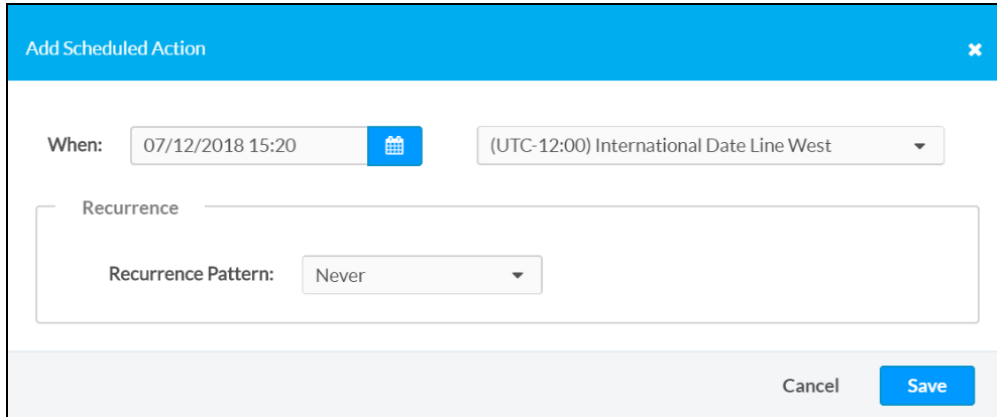
- The date and time when the action is scheduled to run again
- Controls for adding and removing an action

Create a Scheduled Action

To schedule an action:

1. Select the plus (+) button under **Add/Remove**. An **Add Scheduled Action** dialog box is displayed.

Add Scheduled Action Dialog Box



Add Scheduled Action [X]

When: 07/12/2018 15:20 [Calendar Icon] (UTC-12:00) International Date Line West [Dropdown]

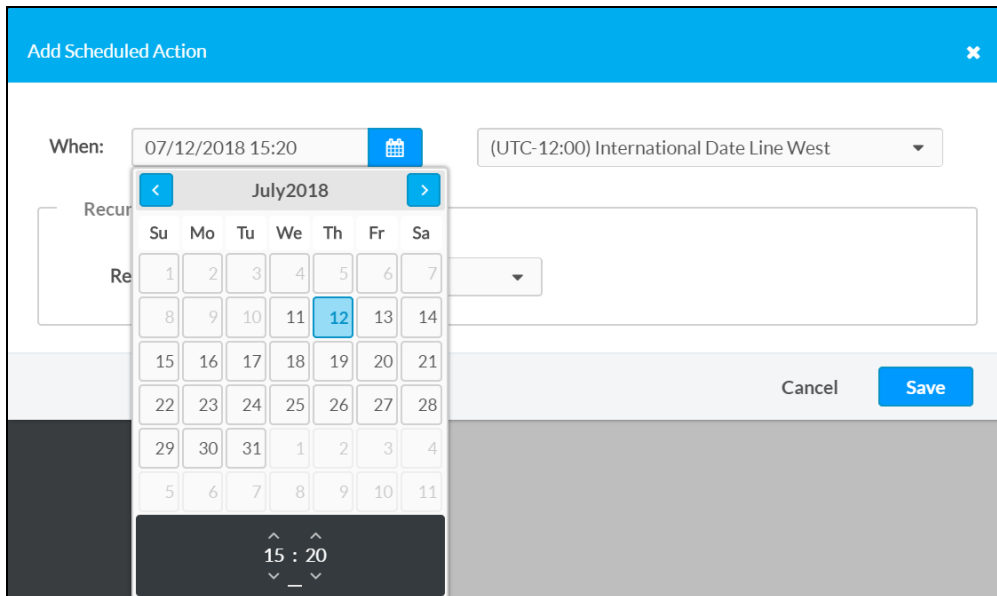
Recurrence

Recurrence Pattern: Never [Dropdown]

Cancel Save

2. Click inside the **When** field to open the calendar and time settings.
3. Select the date and time for the action to occur. If the **Recurrence Pattern** is set to **Never**, the action will occur only once at the selected date and time.

Add Scheduled Action Dialog Box (Calendar and Time Settings)



Add Scheduled Action [X]

When: 07/12/2018 15:20 [Calendar Icon] (UTC-12:00) International Date Line West [Dropdown]

Recurrence

Recurrence Pattern: [Dropdown]

Cancel Save

4. Select a time zone from the drop-down menu to the right of the **When** field.

NOTE: All devices in the same time zone that share a scheduled action perform that action at the same time if the action is set at a group level. If there are devices in different time zones, their actions may be scheduled individually.

5. If applicable, use the **Recurrence Pattern** drop-down menu to select if and when the action should repeat. The following options are provided:

- **Never:** The action will occur only once on the date and time that is set for the **When** field.
- **Daily:** The action will occur every day starting on the date and time that is set for the **When** field.
- **Weekly:** The action will occur every week on the days selected, starting on the date and time that is set for the **When** field. Select the empty check box next to a day to select it.

Add Scheduled Action Dialog Box (Weekly Recurrence Pattern)

The screenshot shows the 'Add Scheduled Action' dialog box. At the top, there's a blue header with the title 'Add Scheduled Action' and a close button. Below the header, the 'When' field is set to '07/12/2018 15:48' with a calendar icon, and the time zone is '(UTC-05:00) Eastern Time (US & Canada)'. The 'Recurrence' section has a 'Recurrence Pattern' dropdown set to 'Weekly'. Below this, there's a row of checkboxes for the days of the week: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked). At the bottom right, there are 'Cancel' and 'Save' buttons.

- **Monthly:** The action will occur on the selected date of every month. Options are **1** through **31** and last.

Add Scheduled Action Dialog Box (Monthly Recurrence Pattern)

The screenshot shows the 'Add Scheduled Action' dialog box. At the top, there's a blue header with the title 'Add Scheduled Action' and a close button. Below the header, the 'When' field is set to '07/12/2018 15:48' with a calendar icon, and the time zone is '(UTC-05:00) Eastern Time (US & Canada)'. The 'Recurrence' section has a 'Recurrence Pattern' dropdown set to 'Monthly'. Below this, there's a 'Day' dropdown set to '1' and the text 'of every month'. At the bottom right, there are 'Cancel' and 'Save' buttons.

NOTE: The selection in the **When** box determines the first time the scheduled action occurs and does not need to be set for the recurrence pattern. In the example above, the first time the action occurs will be on July 12. Thereafter, it will occur on the first day of each month, so the next occurrence will be on August 1.

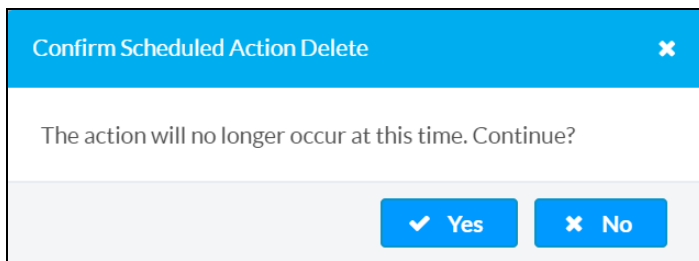
6. If applicable, use the provided controls to configure additional settings for the scheduled action. Each category of scheduled actions has its own unique controls.
7. Select **Save**. The new scheduled action is added under its parent category.

Delete a Scheduled Action

To delete a scheduled action:

1. Use the arrow button next to the action name to expand the selection.
2. Select the plus (-) button under **Add/Remove** for the desired action. A **Confirmed Scheduled Action Delete** dialog box is displayed.

Confirm Scheduled Action Delete Dialog Box



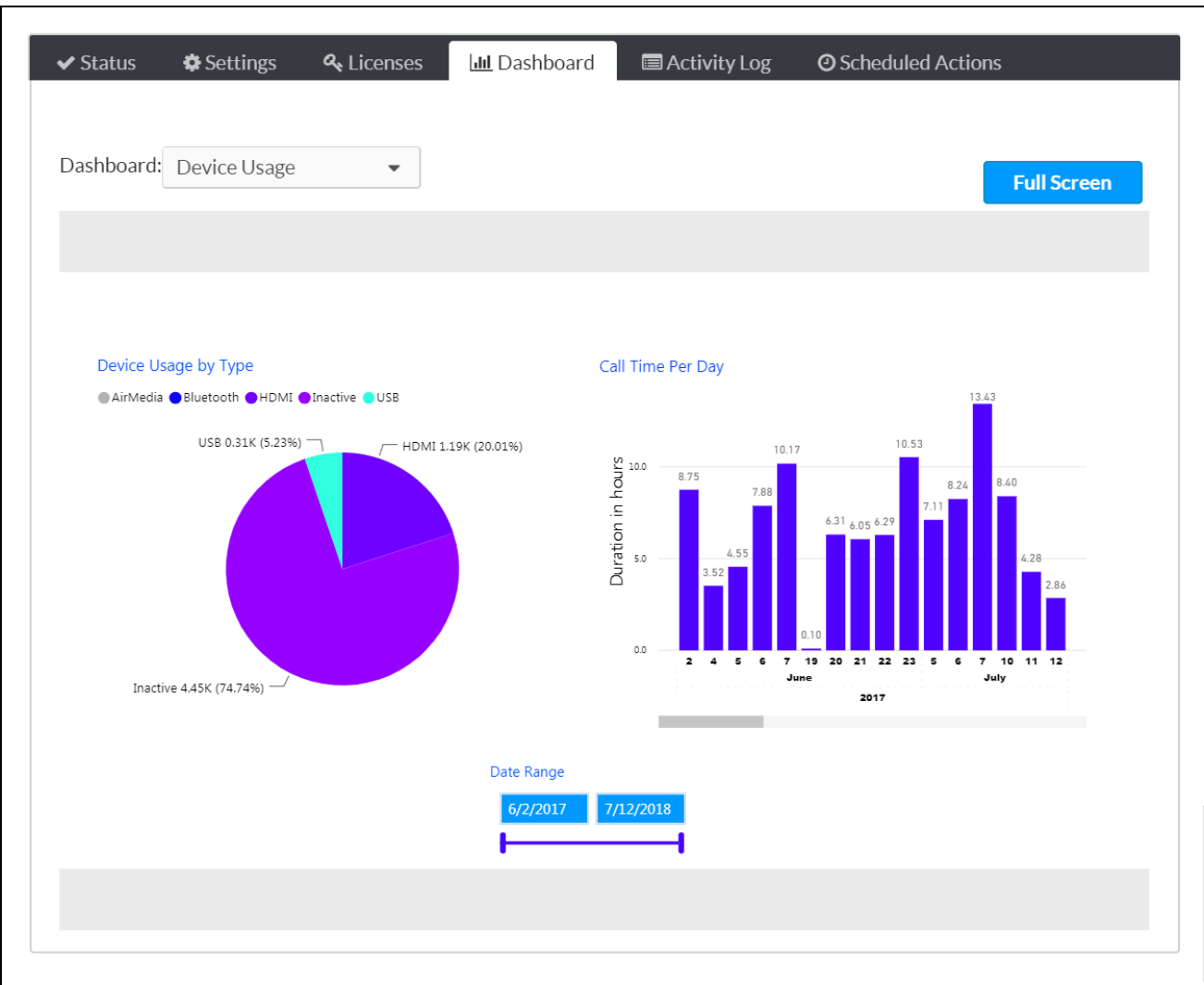
3. Select **Yes** to delete the action, or select **No** to cancel the deletion.

Dashboard

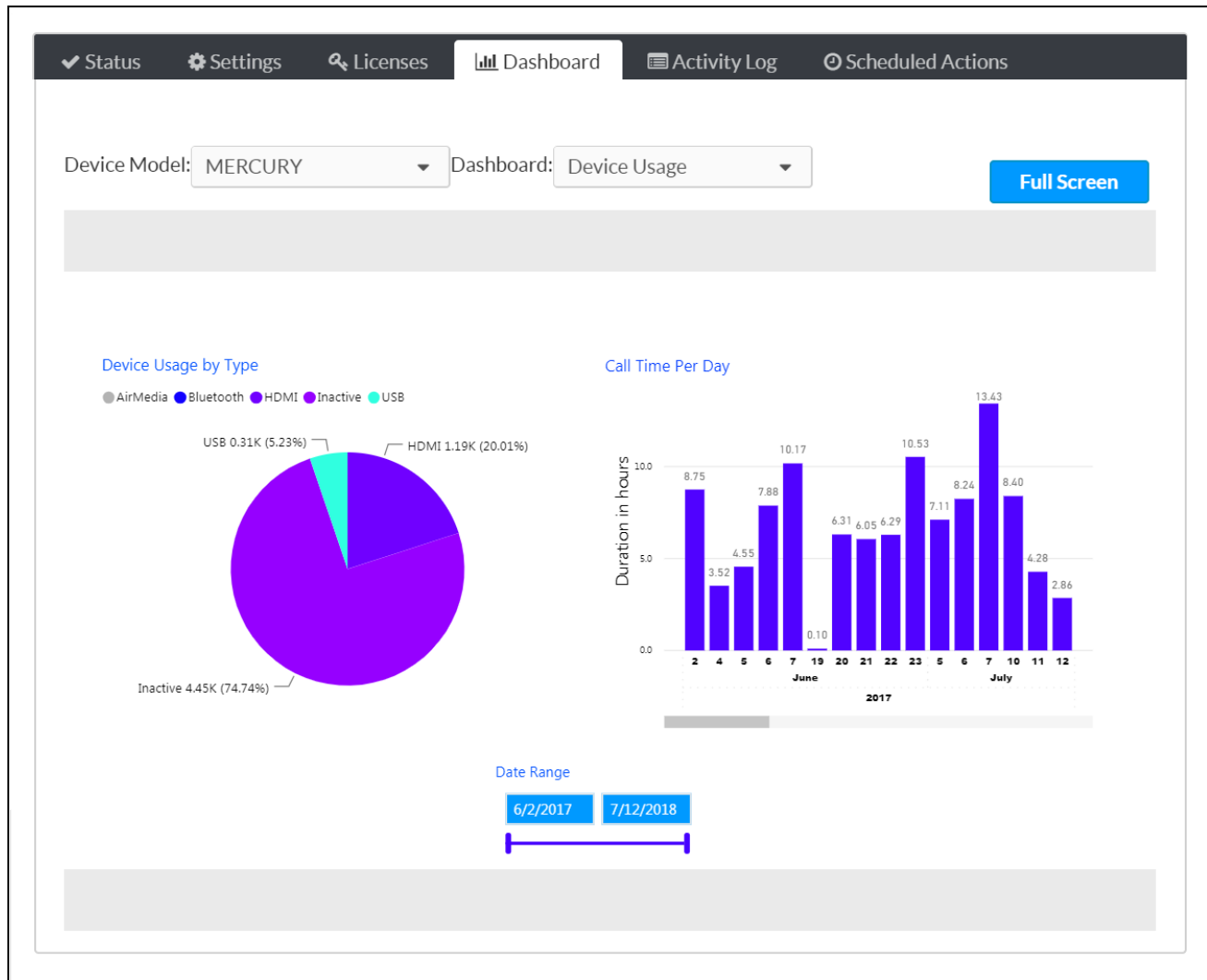
The Dashboard section provides interactive data that shows when and how a device is used within the organization.

The **Dashboard** section is accessible from the **Dashboard** tab for an individual device or for a group or room (license-dependent).

Device Configuration Page - Dashboard



Group Configuration Page - Dashboard



Use the **Dashboard** drop-down menu to select the type of data shown for the device (such as device usage). The available data varies by device.

When viewing the **Dashboard** section for a group or room, select the desired device type from the **Device Model** drop-down menu on the top left of the **Settings** section. The dashboard presents data for all devices within the group or room that share the same model.

Dashboards are interactive and contain different charts that may be cross-filtered by selecting the chart and filters:

- Hover the mouse cursor over a chart to expose additional selections for viewing and sorting the chart, changing the level of data shown, and exporting data as a CSV file or a Microsoft Excel® software file.
- Use the **Date Range** filter to show data from a specific date range. Enter a start and end date in the appropriate fields, or drag the two points on the slider bar up and down to adjust the start and end dates.

Select **Full Screen** to display the **Dashboard** section in full screen mode. To return to the normal size, press the **Esc** key on the keyboard.

Activity Log

The **Activity Log** section provides a list of events that have occurred for each device.

The **Activity Log** section is accessible from the **Activity Log** tab for an individual device or for a group or room (license-dependent).

Device Configuration Page - Activity Log

✓ Status ⚙ Settings **Activity Log** ⌚ Scheduled Actions

Global Filter 🔍

📅

to

📅

[Download Previous 30 Days Events](#) ⬇

Date and Time ▾	User ⚡	Event ⚡
07/12/2018 3:58 PM	Ian H	Scheduled Reboot action created
07/11/2018 12:51 PM	Ian H	Setting Changed:Fusion Cloud URL Old value:https://fitc-mstrs.crestronfusion.com/Fusion/device manager/api/devicemanager New value:https://yourdomain.fusioncloud.com
07/11/2018 12:51 PM	Ian H	Setting Changed:Fusion Cloud Old value:True New value:True
07/11/2018 11:50 AM	Ian H	Setting Changed:Host Name Old value:TSS-10-IH1 New value:TSW-1060-IH1

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The Activity Log presents the following information for each device in table format:

- Scheduled actions
- Changed device settings, including the original and new values
- Licenses that were added to or removed from the device
- Movement from one group to another
- Movement between online and offline states

Each entry in the **Activity Log** table includes the date and time of the event, the logged-in user who performed the event (if applicable), and a summary of the event.

The **Activity Log** table at the group level presents additional data, including the device model and the device, group, or subgroup that was affected. Use the drop-down menu at the top of the **Device Model** column to filter the table by device type.

Group Configuration Page - Activity Log

StatusSettingsLicensesDashboardActivity LogScheduled Actions

Global Filter

☐ Show Only Group Events

to

[Download Previous 30 Days Events](#)

Date and Time	User	Device Model	Device or Group	Event
07/12/2018 3:58 PM	Ian H	TSW-1060	TSW-1060-IH1	Scheduled Reboot action created
07/11/2018 12:51 PM	Ian H	TSW-1060	304 Link	Setting Changed:Fusion Cloud URL Old value: New value:https://yourdomain.fusioncloud.com
07/11/2018 12:51 PM	Ian H	TSW-1060	TSW-1060-IH1	Setting Changed:Fusion Cloud URL Old value:https://fitcmstrs.crestronfusion.com/Fusion/devicemanager/api/devicemanager New value:https://yourdomain.fusioncloud.com
07/11/2018 12:51 PM	Ian H	TSW-1060	304 Link	Setting Changed:Fusion Cloud Old value: New value:True

1

The table may be filtered using a global filter or date filter:

- Enter text in to the **Global Filter** text box to search for and display activity log entries that match the search term(s). (For example, typing "Mercury" in the global filter box will show all rows containing the word "Mercury" in any column.)
- Click inside the first date filter text box to select a start date for the activity log, and then click inside the second date box to select an end date for the activity log. The activity log updates to show entries within the specified date range.

If the activity log list spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

Select **Download Previous 30 Days Events** to download the previous 30 days of the activity log as a CSV file. Any filter applied to the table are not applied to the CSV file.

When viewing the Activity Log at the group level, select the empty check box next to **Show Only Group Events** to update the table to show events that were performed at the group level only.

Device Metadata

The **Device Metadata** section allows various metadata information to be added to devices within the XiO Cloud service.

The **Device Metadata** section is accessible from the **Device Metadata** tab for an individual device.

	Text to Display		
Link 1	<input type="text"/>	<input type="text"/>	
Link 2	<input type="text"/>	<input type="text"/>	
Link 3	<input type="text"/>	<input type="text"/>	
Link 4	<input type="text"/>	<input type="text"/>	
Link 5	<input type="text"/>	<input type="text"/>	

Expand the **Device Quick Links** accordion to associate related URLs to a device for quick access within the XiO Cloud service, such as URLs for XPanel, device documentation, and other management portals. Up to five URLs can be added per device.

NOTE: The following URL protocols are supported: "http://", "https://", "ssh://", "sftp://", "rtsp://", "vnc://". For protocols that are not supported by the web browser, a compatible application must be registered in the OS of the local computer; otherwise, selecting the link will open a blank page in the web browser. The registered application is OS dependent and must be able to handle the associated resource URI.

For each link, enter the desired URL within the first text field, and then enter the text to display within the second field. The link is provided to the right of these text fields once it has been entered. Select the link once it has been generated to open the URL in a new tab.

Update Firmware

Firmware for one or all devices may be updated from the XiO Cloud service. When new firmware is released for a device, it is posted to the cloud and made available for update.

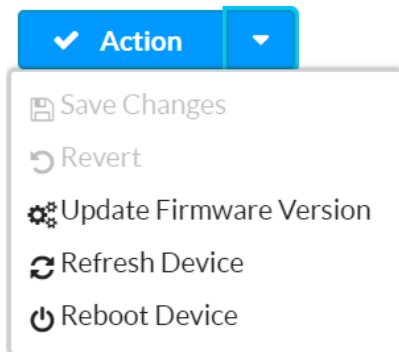
NOTE: Firmware updates are scheduled actions and may be managed like any other scheduled action. For more information, refer to [Scheduled Actions on page 72](#).

To update device firmware:

NOTE: As of XiO Cloud version 1.58, firmware cannot be downgraded from the XiO Cloud service on any devices.

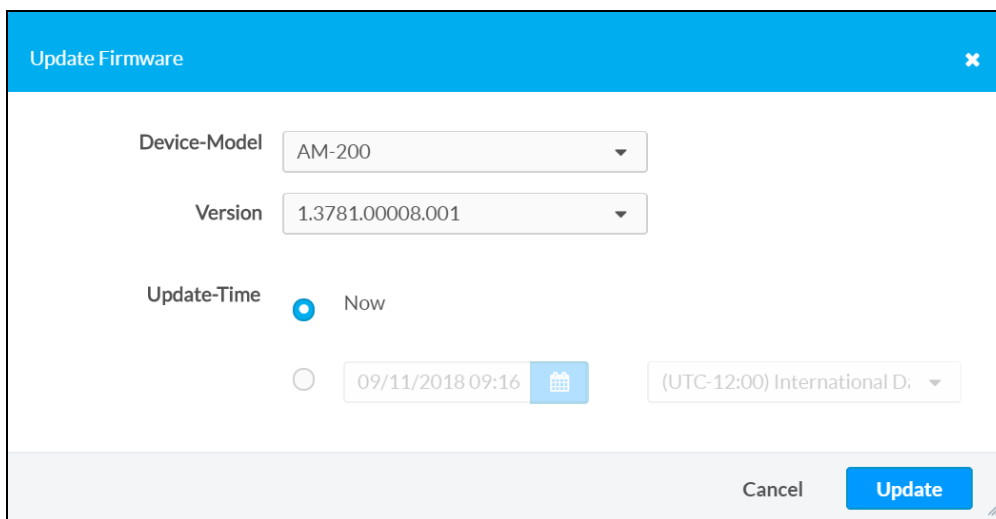
1. Select the individual device or the group where the firmware update is desired.
2. Select **Update Firmware Version** from the **Action** drop-down menu.

Action Drop-Down Menu



The **Update Firmware** dialog box is displayed.

Update Firmware Dialog Box

A screenshot of the 'Update Firmware' dialog box. The dialog has a blue header with the title 'Update Firmware' and a close button (X). Below the header, there are three main sections: 'Device-Model' with a dropdown menu showing 'AM-200', 'Version' with a dropdown menu showing '1.3781.00008.001', and 'Update-Time' with two radio buttons. The first radio button is selected and labeled 'Now'. The second radio button is labeled with a date '09/11/2018 09:16' and a calendar icon, followed by a time zone dropdown showing '(UTC-12:00) International D'. At the bottom right, there are two buttons: 'Cancel' and 'Update'.

NOTE: When updating firmware from the group or room level, select the device model from the **Device-Model** drop-down menu to update the firmware of all devices that share the model type.

3. Use the **Version** drop-down menu to select the firmware version that will be installed on the device or devices.

NOTE: Release notes may be downloaded from the link below the **Version** menu if available.

4. Select when the firmware update will be performed:
 - a. Select the **Now** radio button to perform the firmware update immediately, or select the radio button next to the **date/time** and **time zone** fields to perform the firmware update at a set date and time. The firmware update will occur on the selected date and time.
 - b. Select inside the **date/time** field to display a pop-up dialog box for selecting a date and time.
 - c. Use the drop-down menu to the right of the **date/time** field to select a time zone for the firmware update.

Update Firmware Dialog Box (Day and Time Selection)

The screenshot shows the 'Update Firmware' dialog box. On the left, there are fields for 'Device-Model' (AM-2), 'Version' (1.378), and 'Update-Time'. The 'Update-Time' field has a radio button selected next to it. A calendar pop-up is displayed over the 'Update-Time' field, showing the month of September 2018. The date '11' is selected. Below the calendar, a time picker shows '09 : 16'. At the bottom of the dialog, there is a 'Cancel' button and an 'Update' button. The time zone is set to '(UTC-12:00) International D'.

5. Select **Update** to perform the firmware update at the selected date and time, or select **Cancel** to cancel the firmware update.

At the specified update time, the device connects to a secure Crestron file server to download and install the firmware. If the device cannot complete the download and installation on the first attempt, it tries up to three more times. If these attempts fail, the device tries one more time at 2:00 AM local time. If this final attempt fails, a failure message is displayed in the **Firmware-Version** column on the group **Status** page.

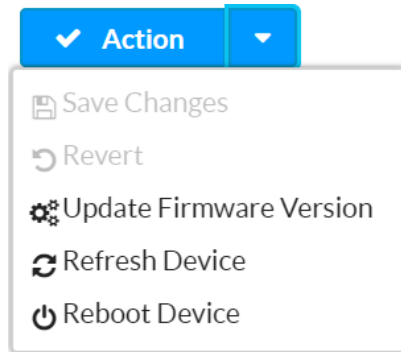
NOTE: Automatic firmware updates through the XiO Cloud service cannot be turned off.

Restart Devices

An individual device or groups of devices may be rebooted remotely from the XiO Cloud service.

To restart one or more devices, select **Reboot Device** from the **Action** drop-down menu on the desired device or group page. The device or devices restart immediately.

Action Drop-Down Menu



Refresh Devices

Occasionally, the settings or status of a device shown in the XiO Cloud service may become out of sync with the settings or status on the actual device.


To obtain the latest settings and status from the device, select **Refresh Device** from the **Action** drop-down menu. The latest device settings and status are synced with the XiO Cloud service.

Manage Users

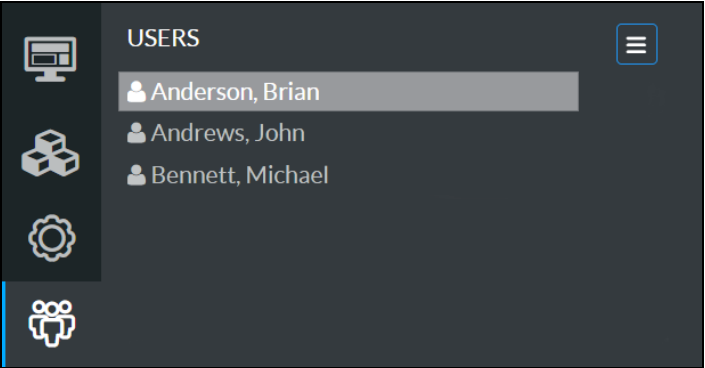
Individuals in an organization may have their own login credentials to access the XiO Cloud service. The system administrator can limit a user's access to only the devices that they need to manage. For example, an administrator in Hong Kong may be granted read/write access to devices in their local office but granted read-only access to devices in the London office.

This section explains how to manage users locally.

Add a New User

The **USERS** menu is located in the user management panel, which may be accessed by selecting the **Users** button  in the navigation menu.

Users Menu

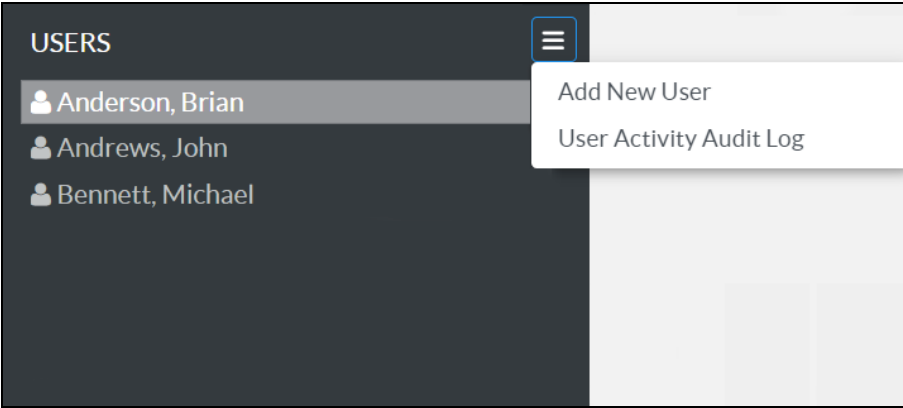


The **USERS** menu provides a list of the users with access to the XiO Cloud service for the organization.

To add a new user:

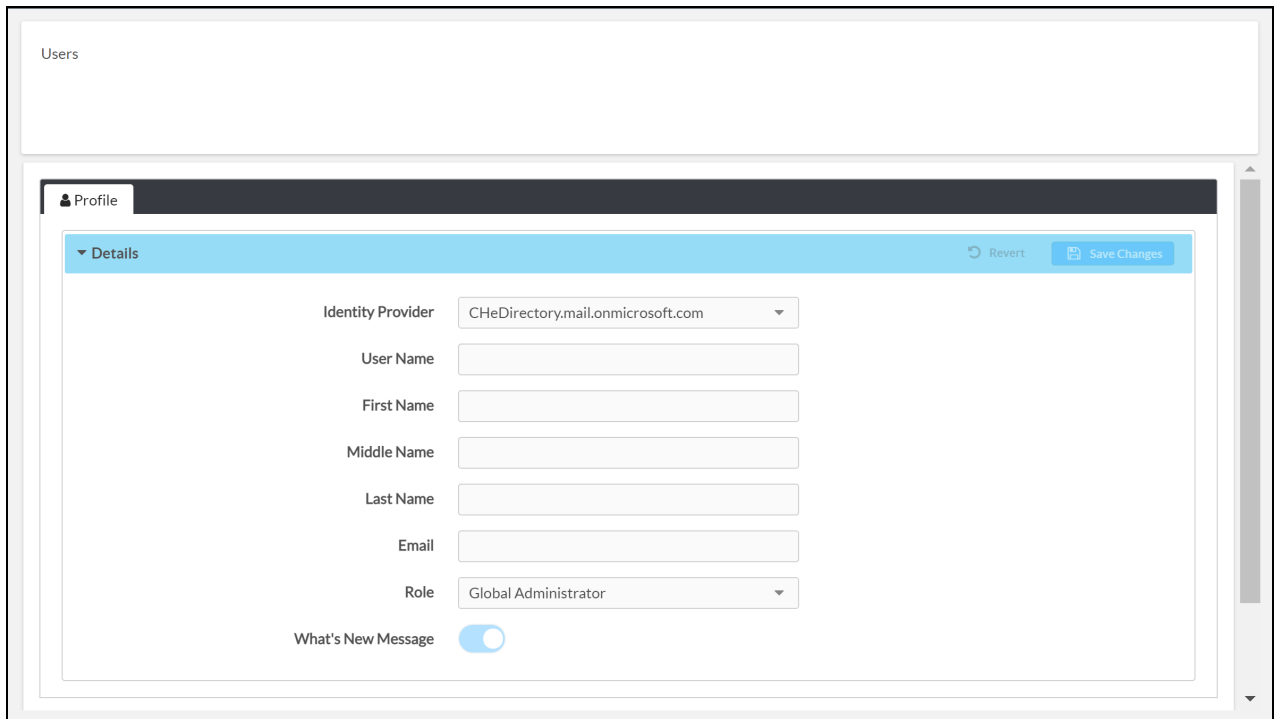
1. Select the **USERS** menu button  to display a drop-down menu.

Users Menu - Add New User



2. Select **Add New User**. A **Users** page is displayed to the right of the **USERS** menu.

Users Page



The screenshot shows the 'Users' page with a 'Profile' tab selected. The 'Details' section contains the following fields:

- Identity Provider: CHeDirectory.mail.onmicrosoft.com
- User Name: [Text Input]
- First Name: [Text Input]
- Middle Name: [Text Input]
- Last Name: [Text Input]
- Email: [Text Input]
- Role: Global Administrator
- What's New Message: [Toggle Switch]

At the top right of the 'Details' section, there are 'Revert' and 'Save Changes' buttons.

3. Use the provided fields to enter information about the new user, including identity provider, username, name, email address, and role. Two roles are available in the XiO Cloud service:
 - Select **Global Administrator** from the **Role** drop-down menu to grant the user complete access to every part of the system. The user may add other global administrators. There must always be at least one global administrator in the system.
 - Select **Standard User** from the **Role** drop-down menu to grant the user limited levels of access based on assigned groups. This user may not add other global administrators.
4. Once all information is entered, select **Save Changes** at the top right of the screen. Select **Revert** to clear any information that was entered.

The user receives an email asking for account confirmation, along with a temporary password. A change of password is requested on the first login.

Edit User Information

Any of the information entered for a user during the account creation process may be edited at any time.

To edit the information for an existing user:

1. Select the user's name in the **USERS** menu. A **Users** page with the **Profile** tab open by default is displayed to the right of the **USERS** menu.

Uses Page - Profile

The screenshot shows the 'Users' management interface. At the top, the user 'Smith, John' is selected, with an 'Action' button. Below this, the 'Profile' tab is active, showing a 'Details' section with various user information fields. The fields are as follows:

Field	Value
Account Name	Account
User Name	jsmith1@CHedirectory.mail.onmicrosoft.com
First Name	John
Middle Name	
Last Name	Smith
Email	jsmith1@crestron.com
Identity Provider	CHedirectory.mail.onmicrosoft.com
Role	Standard User
What's New Message	<input checked="" type="checkbox"/>
Alert Email	<input type="text"/>
Alert Mobile Phone	+1 201-555-0123

2. Use the provided fields to edit information about the user, including name, email address, role, and alert notifications.

NOTE: For more information on managing alerts, refer to [Alerts on page 111](#). For more information on the What's New Message, refer to [What's New Message on page 109](#).

3. Select **Save Changes** at the top right of the screen to save any changes made. Select **Revert** to clear any information that was entered.

Manage User Access

Users may be granted different access levels to groups or rooms within the XiO Cloud service environment.

NOTE: For more information on the tasks that can be performed by each user access level, refer to [Appendix B: User Access Matrix on page 199](#).

To manage access levels for a user:

1. Select the user's name in the **USERS** menu. A **Users** page with the **Profile** tab open by default is displayed to the right of the **USERS** menu.
2. Select the **Access** tab.

Users Page - Access Tab

Name	Access Level	Inherit
22LINK-Zoom1	Viewer	<input type="checkbox"/>
22Link-ASUS	Viewer	<input type="checkbox"/>
22Link-UCPR2	Viewer	<input type="checkbox"/>
321456987	Viewer	<input type="checkbox"/>
AEG-Test	Viewer	<input type="checkbox"/>
ASUS-Perf Setup	Viewer	<input type="checkbox"/>
Akshay_UC	Viewer	<input type="checkbox"/>
AndSchi	Viewer	<input type="checkbox"/>
AutoTestRoom	Viewer	<input type="checkbox"/>
BENZSIPVLAN	Viewer	<input type="checkbox"/>

3. Use the **Access Level** drop-down menu to select the user's access level for each group and subgroup or room.

NOTE: Enter text in to the **Group or Room Search** text box to search for and display groups or rooms that match the search term(s).

- Select **Viewer** to grant the user read-only access to the group or room. The user may view devices within the group or room but cannot modify them.
- Select **Tech** to grant the user read and write access to the group or room. The user may view the status of devices and change device settings within the group or room.
- Select **Administrator** to grant the user read and write access to the group or room and to allow the user to change the access level of other users to the group or room.
- Select **Hidden** to hide the room or group from the user within the group tree.
- (Subgroups or room only) Select **Inherit** to have the subgroup or room inherit the access level settings of its parent group. **Inherit** is the default setting for subgroups.

NOTE: The access level for a subgroup or room that is set to **Inherit** from its parent group can be overridden. For example, if a standard user has **Viewer** permissions for the parent group, that user can be assigned **Tech** permissions for a subgroup or room below the parent group.

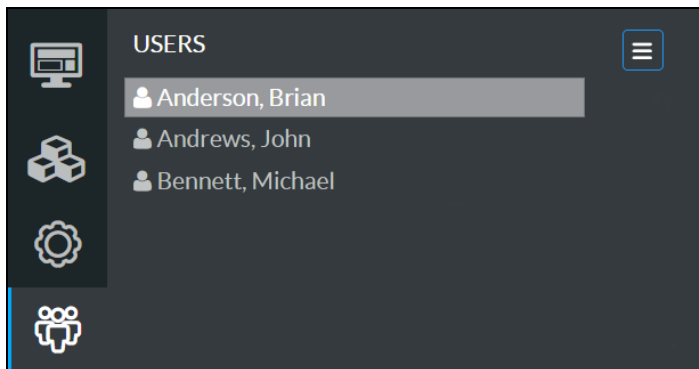
Delete a User

Users may be deleted from the XiO Cloud service to remove their access and to prevent them from viewing or changing any settings in the service.

To delete a user:

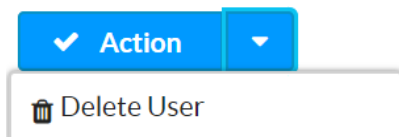
1. Select the user's name in the **USERS** menu.

Users Menu



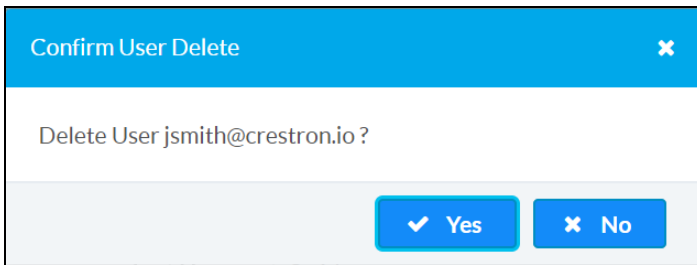
2. Select **Delete User** from the **Action** menu.

Action Drop-Down Menu - Delete User



The **Confirm User Delete** dialog box is displayed.

Confirm User Delete Dialog Box



3. Select **Yes** to delete the user or select **No** to cancel the deletion.

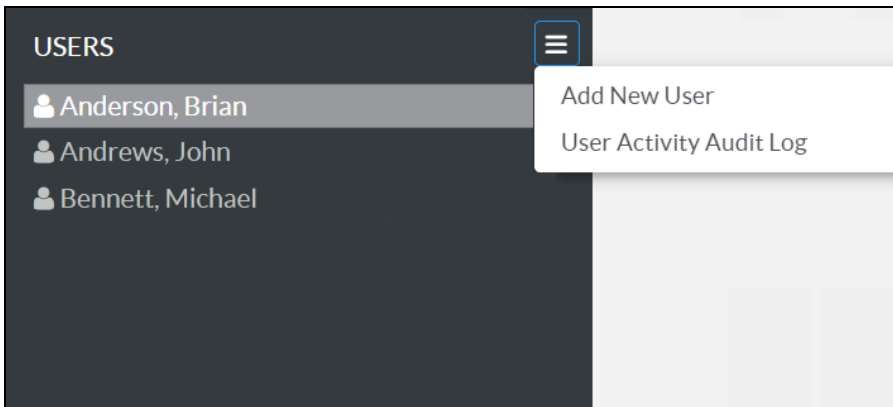
Download User Activity Audit Log

A user activity audit log for the XiO Cloud account can be downloaded as a CSV file. The audit log provides a list of recent user-initiated events (such as login and logoff) with corresponding user IDs and time stamps.

To download the user activity audit log:

1. Select the **USERS** menu button  to display a drop-down menu.

Users Menu - User Activity Audit Log



2. Select **User Activity Audit Log**. The audit log is downloaded to your PC as a CSV file.

Single Sign-On


XiO Cloud accounts can be configured for enterprise single sign-on (SSO) with the Okta® management platform, the Active Directory® service, and other identity providers. Account administrators may contact Crestron support to configure their accounts for single sign-on.

To configure SSO for the XiO Cloud service using an identity provider:

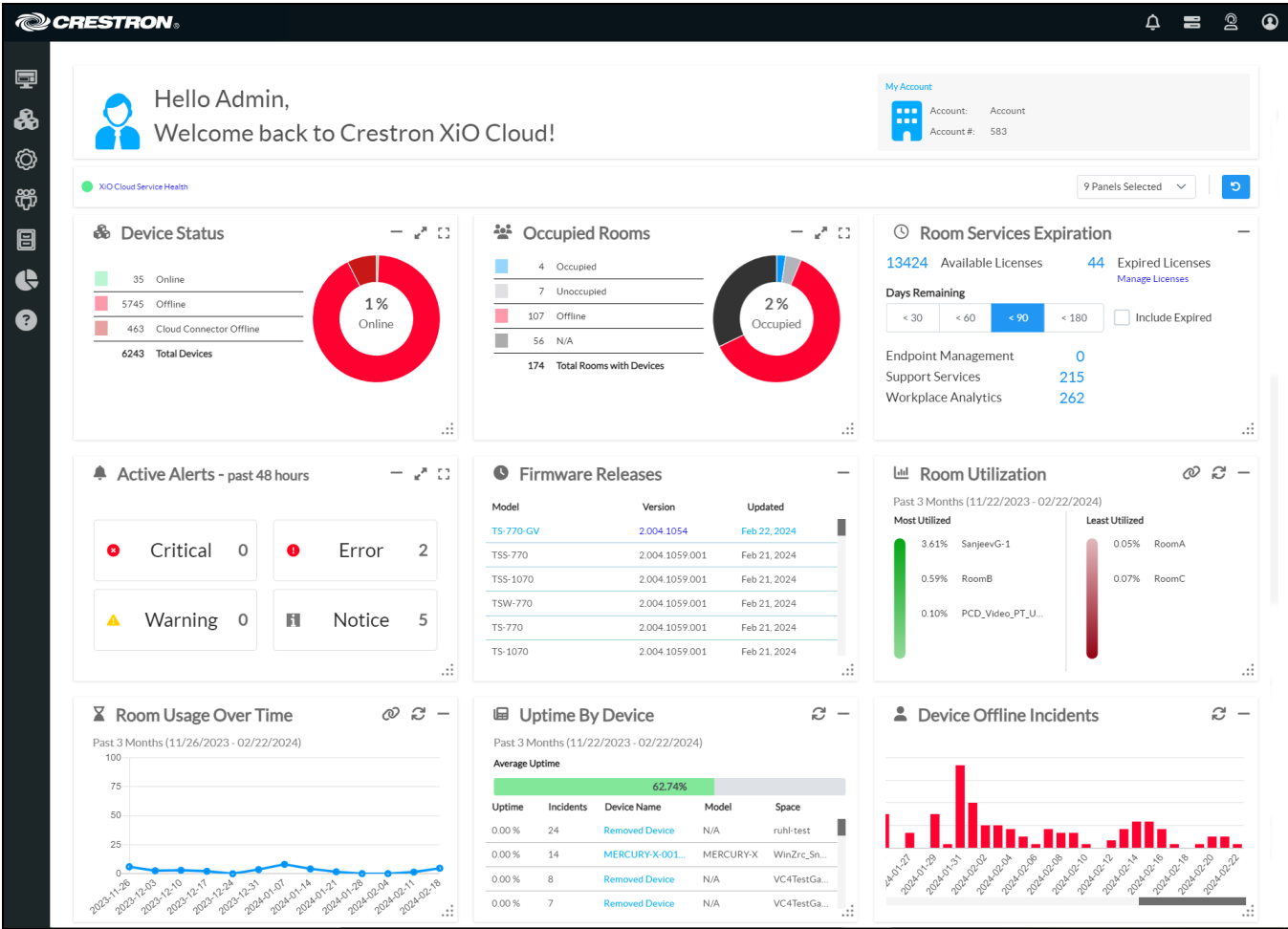
1. Create a SAML or OpenID application registration in the identity provider. Refer to [Crestron Online Help article 1000838](#) for instructions on how to create SAML applications for common identity providers.
2. Submit a completed [XiO Cloud SSO Request Form](#) to Crestron. Crestron will respond to the account administrator via email once the integration is confirmed.
3. Add one or more external users to the XiO Cloud account as described in [Manage Users on page 85](#).
 - Select **External Domain** for **Identity Provider** when creating the external user.
 - The email address specified for the external user must match their email address used to access the identity provider.
 - Ensure that the appropriate user role and access level are delegated to the external user.
4. Test that the external user(s) can log into the service once Crestron has confirmed the integration.

XiO Cloud also supports multifactor authentication (MFA) for single sign-on solutions. MFA is configured within your identity provider.

Account Dashboard

The XiO Cloud service provides an account dashboard that shows various account statuses in real time. The account dashboard can be accessed by selecting the **Home** button  in the navigation menu and is displayed by default after logging into the service. The account dashboard can also be viewed for individual groups or rooms using the left navigation menu.

Account Dashboard




The account dashboard page provides a message near the top of the page that indicates the current health status of the XiO Cloud service.












A green icon is shown if the service is healthy, and a red icon is shown if the service is unhealthy (experiencing issues or outages). A link to [Crestron Online Help answer ID 5894](#) is also provided that gives detailed information on the current health status of the XiO Cloud service and updates regarding service restoration.

The account dashboard page also contains tiles that each show different account statuses. These tiles can be expanded, hidden, or reordered as needed.

NOTE: Certain account status tiles may not provide all of the controls listed below.

- Select the maximize button  at the top right of a tile to expand the tile to the full width of the browser window and to show more information for the associated account status.

NOTE: The maximize button cannot be selected if the browser window is not maximized to full screen.

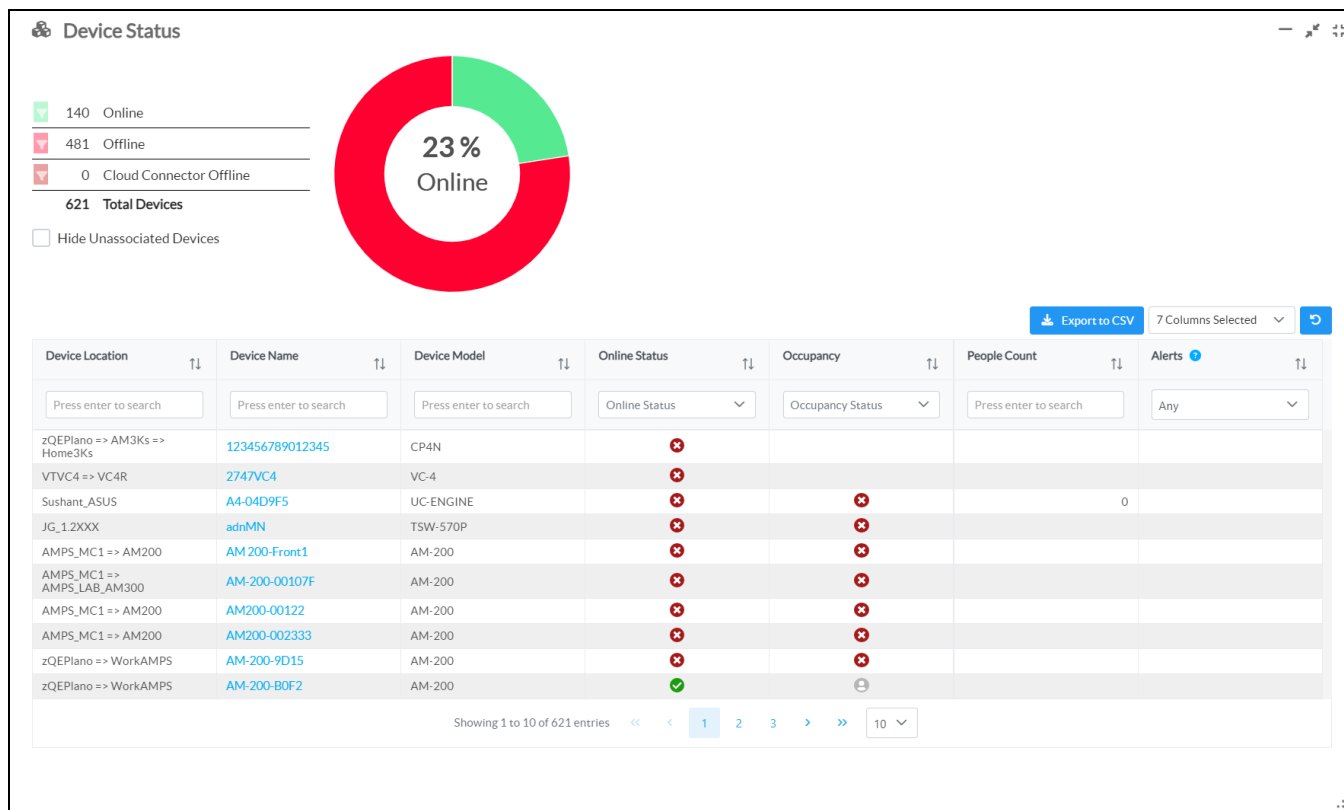
- If a tile is expanded to full width, select the maximize button  again to shrink the tile to its original size, or select the half-width button  to shrink the tile to half the width of the browser window.
- Select the half-width button  at the top right of a tile to expand the tile half the width of the browser window and to show more information for the associated account status.
- If a tile is expanded to half width, select the half-width button  again to shrink the tile to its original size.
- Select the minimize button  to hide the tile from the account dashboard page. Hidden tiles can be returned to the account dashboard page using the **View Panels** drop-down menu.
- Select the refresh button  to refresh the data shown in the tile (if supported).
- Select the link button  to navigate to the **Historical Reports** page for generating a custom report based on the data shown in the tile (if supported). For more information, refer to [Historical Reports on page 105](#).
- Use the **View Panels** drop-down menu on the top right of the page to show or hide tiles. If a tile is selected, it will be shown on the account dashboard page. If a tile is unselected, it will be hidden from the page.
- Select the clear button  to clear any filters that have been created to sort data in the account status tiles. Each tile that allows filters will also provide a clear button for the individual account status.
- Press and hold a tile's header bar or the grip icon  in the bottom-right corner to float the tile for reordering. Once it is floating, drag the tile across the account dashboard page to the desired location, and then release the tile to move it to that location. If the floating tile is placed over an existing tile, the latter tile is moved automatically.

The following account statuses are displayed in the dashboard.

Device Status

Expand the **Device Status** tile to display information about devices that are reporting online or offline within the service. The devices that are shown can be filtered based on their status and type.


Account Dashboard Page - Device Status



A pie chart is provided that gives an overview of the devices that are reporting online or offline within the service. The pie chart corresponds with the device status categories that are listed to the left of the chart. The following device status categories are provided:

NOTE: Devices that have not been associated with a room or group are included in the device status reports by default. Select the **Hide Unassociated Devices** check box below the device status categories to hide all unassociated devices from the device status reports.







- **Online:** Indicates the number of devices that are reporting online within the service.
- **Offline:** Indicates the number of devices that are reporting offline within the service. A device is considered offline after three consecutive heartbeat messages from the device to the service are missed.
- **Cloud Connector Offline:** Indicates the number of connected Crestron XiO Cloud Gateway devices that are reporting offline.


Certain device status categories have filter buttons  that can be used to show or hide the category from the pie chart. The color of the filter buttons matches the color of the device status category in the pie chart. Once a device status category is hidden, select the button again to show the status in the pie chart. The percentage of online devices shown within the pie chart changes automatically depending on the selected filters.

NOTE: The filter buttons also filter data in the device status table within the tile automatically.

The **Device Status** tile also lists all devices in the account in table form. Each table column provides a search field or drop-down menu in its header row that allows the device table to be filtered or sorted based on the selected criterion. The table also provides navigation controls at the bottom of the tile that can be used to move between pages and set the number of table rows per page.

The following information is provided for each device:

- **Device Location:** The room or group where the device is located within XiO Cloud.
- **Device Name:** The device name in XiO Cloud. Select the device name to navigate to the device within the group tree.
- **Device Model:** The device model.
- **Online Status:** Indicates whether the device is reporting online  or offline  within XiO Cloud. Crestron XiO Cloud Gateway connected devices that are reporting offline show a cloud connector offline icon .
- **Occupancy:** Shows one of the following icons if the device supports occupancy detection. No icon is shown if the device does not support occupancy detection.
 - Shows a blue icon  if occupancy is detected.
 - Shows a gray icon  if no occupancy is detected.
 - Shows an x icon  if occupancy detection is reporting offline.
- **People Count:** If occupancy detection is supported by the device, displays the occupancy number for the associated room.
- **Alerts:** If alerts are reported for the room, a description of the issue and the corresponding alert level (**Notice**, **Warning**, **Error**, and **Critical**) are shown for each alert.

The data that is displayed in the device table can be customized by filtering the table columns. By default, 7 columns are displayed that contain the data described in the list above. Select the clear button  to clear any filters for the **Device Status** tile.

To select or deselect table columns for the device status table, expand the drop-down menu at the top right of the table. Then, select or deselect an item in the menu to display or hide that column from the table, respectively. Use the check box at the top of the menu to select or deselect all columns.

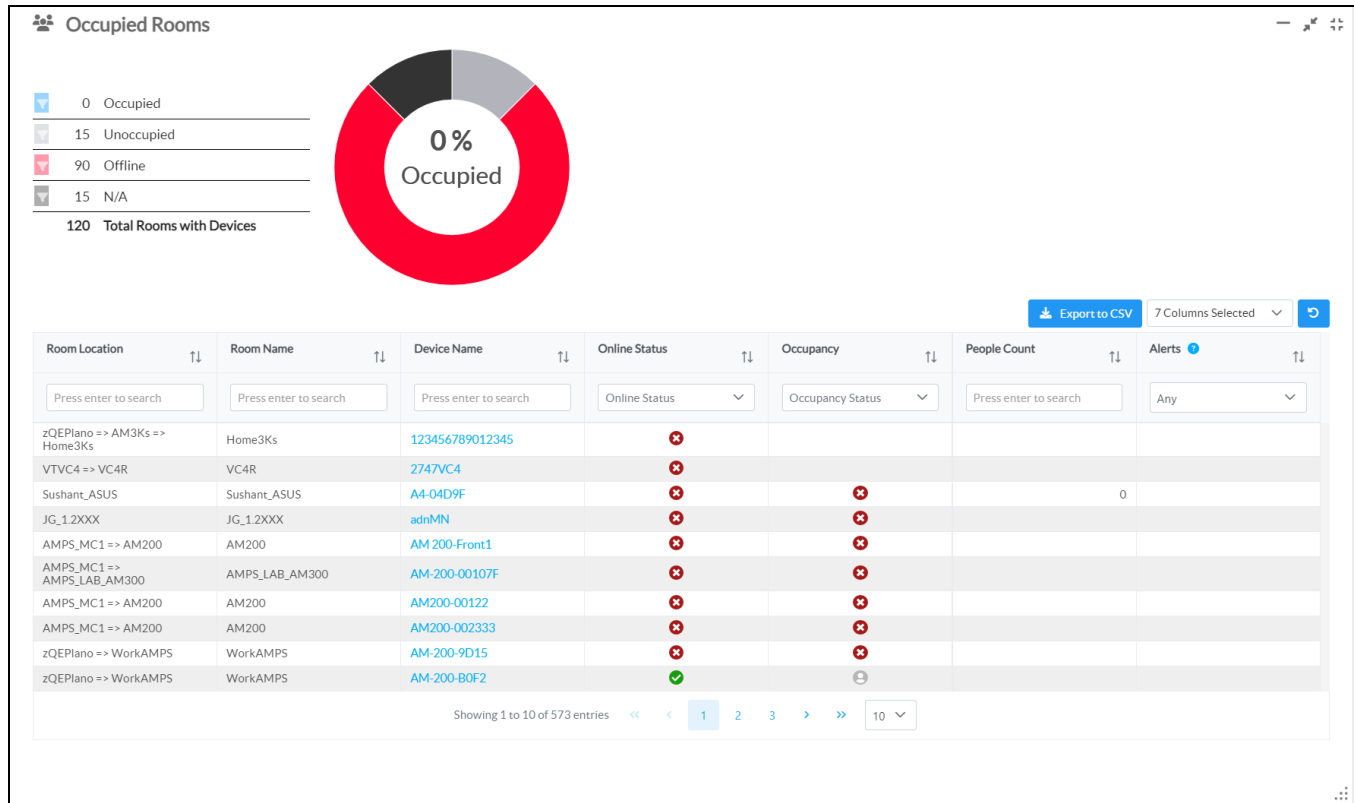
NOTE: The device status table will reset to its default settings after logging out of the XiO Cloud service.

The device status table can be downloaded as a CSV file by selecting the **Export to CSV** button at the top right of the table. The CSV file will include all table columns that have been selected as described above.

Occupied Rooms


Expand the **Occupied Rooms** tile to display information about room occupancy status within the service. The rooms that are shown can be filtered based on their status and type.

Account Dashboard Page - Occupied Rooms



A pie chart is provided that gives an overview of the room occupancy within the service. The pie chart corresponds with the room occupancy categories that are listed to the left of the chart. The following room occupancy categories are provided:







- **Occupied:** Indicates the number of rooms that are reporting as occupied within the service. If multiple devices in a room report occupancy, the room will show as occupied if any of these devices report active occupancy.
- **Unoccupied:** Indicates the number of rooms that are reporting as unoccupied within the service.
- **Offline:** Indicates the number of rooms that have occupancy detection reporting as offline within the service.
- **N/A:** Indicates the number of rooms that do not contain devices that report occupancy.


Certain room occupancy categories have filter buttons  that can be used to show or hide the category from the pie chart. The color of the filter buttons matches the color of the room occupancy category in the pie chart. Once a room occupancy category is hidden, select the button again to show the status in the pie chart. The percentage of occupied rooms shown within the pie chart changes automatically depending on the selected filters.

NOTE: The filter buttons also filter data in the room occupancy table automatically.

The **Occupied Rooms** tile also lists all rooms in the account in table form. Each table column provides a search field or drop-down menu in its header row that allows the room occupancy table to be filtered or sorted based on the selected criterion. The table also provides navigation controls at the bottom of the tile that can be used to move between pages and set the number of table rows per page.

The following information is provided for each room:

- **Room Location:** The location of the room within the group tree.
- **Room Name:** The room name in XiO Cloud
- **Device Name:** The device name that reports occupancy within the room (if applicable). Select the device name to navigate to the device within the group tree.
- **Online Status:** Indicates whether the device is reporting online  or offline  within XiO Cloud. Crestron XiO Cloud Gateway connected devices that are reporting offline show a cloud connector offline icon .
- **Occupancy:** Shows one of the following icons if the device supports occupancy detection. No icon is shown if the device does not support occupancy detection.
 - Shows a blue icon  if occupancy is detected.
 - Shows a gray icon  if no occupancy is detected.
 - Shows an x icon  if occupancy detection is reporting offline.
- **People Count:** If occupancy detection is supported by the device, displays the occupancy number for the associated room.
- **Alerts:** If alerts are reported for the room, a description of the issue and the corresponding alert level (**Notice**, **Warning**, **Error**, and **Critical**) are shown for each alert.

The data that is displayed in the room occupancy table can be customized by filtering the table columns. By default, 7 columns are displayed that contain the data described in the list above. Select the clear button  to clear any filters for the **Occupied Rooms** tile.

To select or deselect table columns for the room occupancy table, expand the drop-down menu at the top right of the table. Then, select or deselect an item in the menu to display or hide that column from the status table, respectively. Use the check box at the top of the menu to select or deselect all columns.

NOTE: The room occupancy table will reset to its default settings after logging out of the XiO Cloud service.

The room occupancy table can be downloaded as a CSV file by selecting the **Export to CSV** button at the top right of the table. The CSV file will include all table columns that have been selected as described above.

Active Alerts - last 48 hours

Expand the **Active Alerts - last 48 hours** tile to display information about alert messages that have been raised within the service over the last 48 hours.

Account Dashboard Page - Active Alerts - last 48 hours

Active Alerts - past 48 hours

Critical0

Error0

Warning0

Notice9

Export to CSV

7 Columns Selected

Type	Room Name	Room Location	Device Name	Device Model	Date	Alert
	<input type="text" value="Press enter to search"/>	<input type="text" value="Press enter to search"/>	<input type="text" value="Press enter to search"/>	<input type="text" value="Press enter to search"/>	<input type="text" value="Date"/>	<input type="text" value="Press enter to search"/>
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-16	MERCURY	12/20/2022 5:02:20 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-20	MERCURY	12/20/2022 5:02:21 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-20	MERCURY	12/19/2022 10:26:28 PM	MicMute: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-26	MERCURY	12/20/2022 5:02:23 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-27	MERCURY	12/20/2022 5:02:15 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-28	MERCURY	12/20/2022 5:02:11 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-29	MERCURY	12/20/2022 5:02:35 AM	HDMI In Is Connected: True
Notification	MercLegacy_GE	A_Mercury Performance ==> MercLegacy_GE	PERFORMANCELAB-30	MERCURY	12/20/2022 5:02:23 AM	HDMI In Is Connected: True
Notification	RTM-xx70-Loft	RTM-xx70-Loft	X70PERF-27	TSS-1070	12/20/2022 1:01:10 PM	Display Status: On

Showing 1 to 9 of 9 entries

The **Active Alerts - last 48 hours** tile shows the total number of alert messages that are active. Each alert level (**Notice**, **Warning**, **Error**, and **Critical**) shows a number that indicates how many alerts are active for that level.


NOTE: For more information on alert messages, refer to [Alerts on page 111](#).

The **Active Alerts - last 48 hours** tile also lists all active alerts in the account in table form. Each table column provides a search field or drop-down menu in its header row that allows the alerts table to be filtered or sorted based on the selected criterion. The table also provides navigation controls at the bottom of the tile that can be used to move between pages and set the number of table rows per page.

The following information is provided for each alert:

- **Type:** The alert level (**Notice**, **Warning**, **Error**, and **Critical**)
- **Room Name:** The room name in XiO Cloud where the alert was raised.
- **Room Location:** The location of the room within the group tree.
- **Device Name:** The device name in XiO Cloud that raised the alert.
- **Device Model:** The device model.

- **Date:** The date and time when the alert was raised.
- **Alert:** A description of the issue that triggered the alert.

The data that is displayed in the alerts table can be customized by filtering the table columns. By default, 7 columns are displayed that contain the data described in the list above. Select the clear button  to clear any filters for the **Active Alerts - last 48 hours** tile.

To select or deselect table columns for the alerts table, expand the drop-down menu at the top right of the table. Then, select or deselect an item in the menu to display or hide that column from the table, respectively. Use the check box at the top of the menu to select or deselect all columns.

NOTE: The alerts table will reset to its default settings after logging out of the XiO Cloud service.


The alerts table can be downloaded as a CSV file by selecting the **Export to CSV** button at the top right of the table. The CSV file will include all table columns that have been selected as described above.

Firmware Releases

The **Firmware Releases** tile displays information about recent firmware releases for devices that have been claimed to the XiO Cloud account. For more information about updating device firmware in XiO Cloud, refer to [Manage Devices on page 56](#).

NOTE: The **Firmware Releases** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Firmware Releases

 Firmware Releases		
Model	Version	Updated
TSW-1070	2.004.1004.001	Apr 28, 2023
TSW-1060	3.002.1012.001	Apr 27, 2023
UC-ENGINE-SD-Z	1.13.00.010-Zoom	Apr 26, 2023
CP3	1.8001.0214.01	Apr 25, 2023
CP3N	1.8001.0214.01	Apr 25, 2023
RMC3	1.8001.0214	Apr 25, 2023

The following information is provided for each firmware release:

- **Model:** The device model.
- **Version:** The device firmware version.

NOTE: If release notes are available for the device firmware version within XiO Cloud, the listed firmware version is displayed as a hyperlink that opens the release notes in a new tab or browser window or downloads them to the local computer.

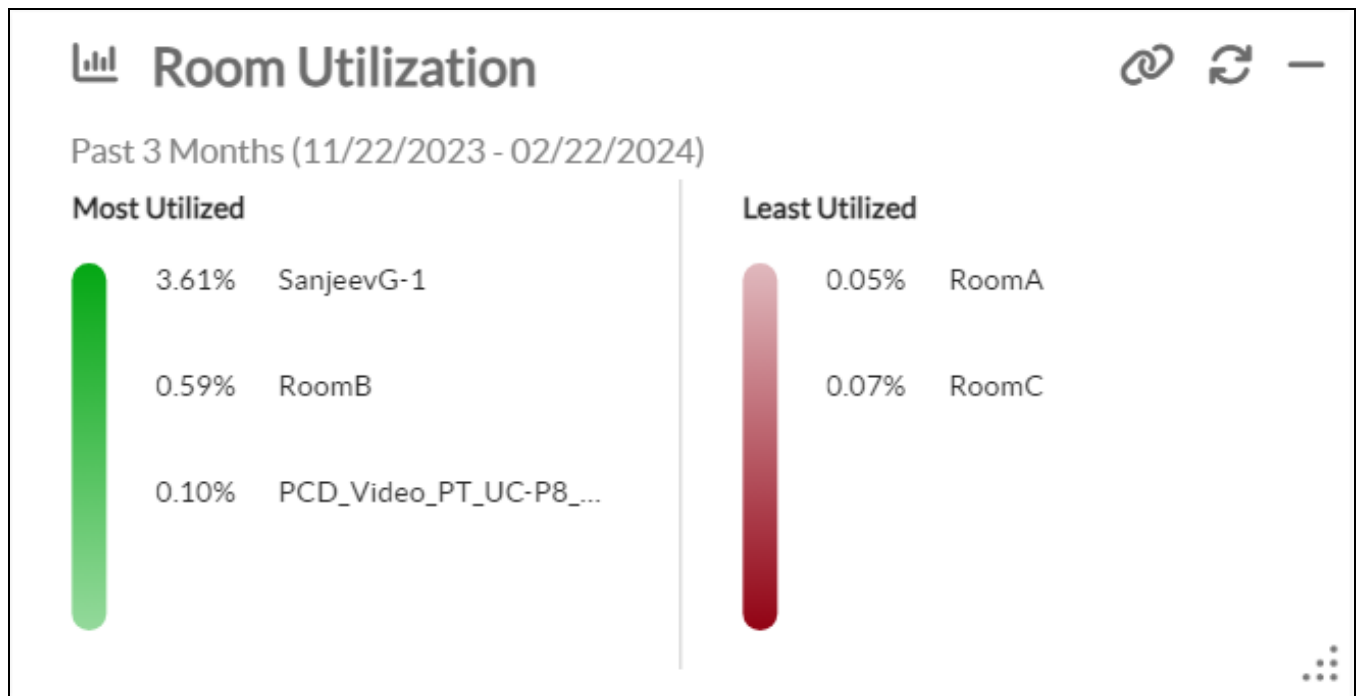
- **Updated:** The date the firmware version was last updated or released.

Room Utilization

The **Room Utilization** tile displays information about the most and least used rooms within the XiO Cloud account (or for an individual group or room) based on reported occupancy. The data is fixed to a three month period leading up to the current date.

NOTE: The **Room Utilization** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Room Utilization



The following information is provided:

NOTE: Only rooms that support occupancy detection are included.

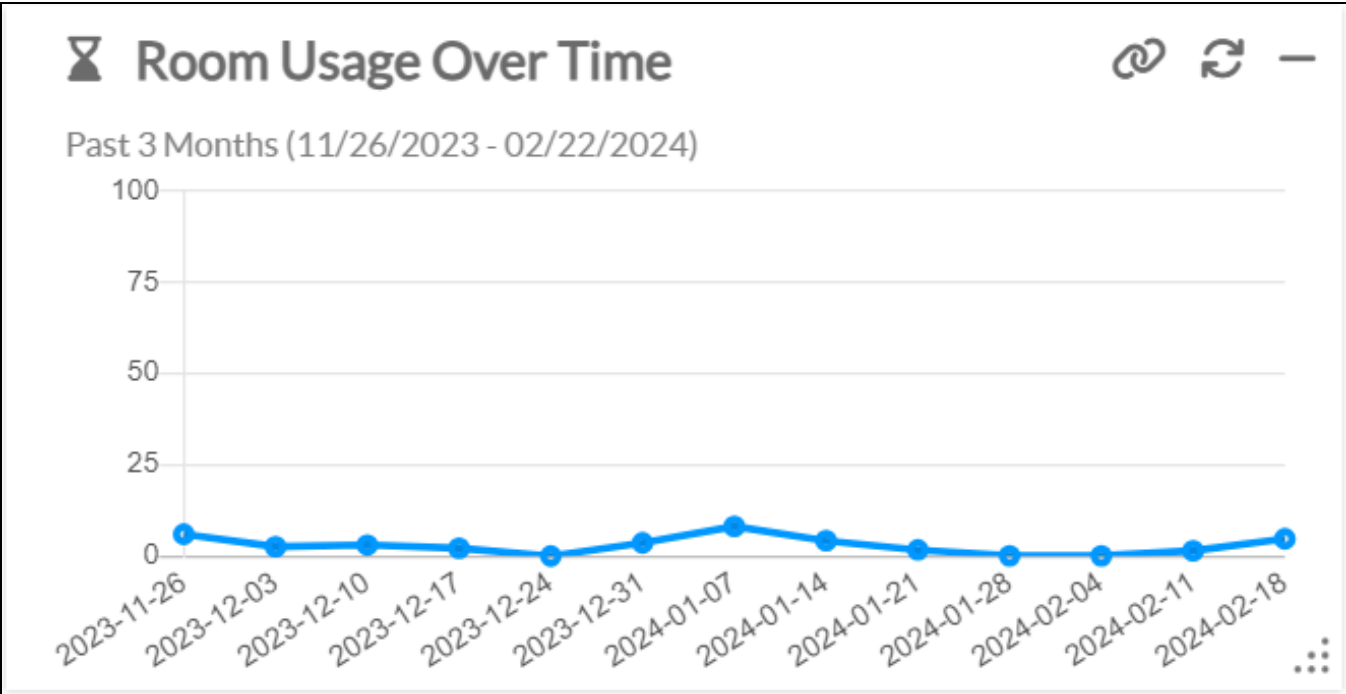
- **Most Utilized:** Lists up to four rooms that have been most utilized based on their reported occupancy in descending order. A percentage is shown next to each room indicating its total occupancy over a 24-hour period.
- **Least Utilized:** Lists up to four rooms that have been least utilized based on their reported occupancy in ascending order. A percentage is shown next to each room indicating its total occupancy over a 24-hour period.

Room Usage Over Time

The **Room Usage Over Time** tile displays information about how often rooms are used over time within the XiO Cloud account (or for an individual group or room) based on reported occupancy. The data is fixed to a three month period leading up to the current date.

NOTE: The **Room Usage Over Time** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Room Usage Over Time



The **Room Usage Over Time** data is presented as a line graph where room usage is represented by data points for each week in the three-month period. Each data point is a percentage indicating the room or room group's total occupancy over a 24-hour period for the given week. Hover over a data point to view the exact usage percentage for that week.

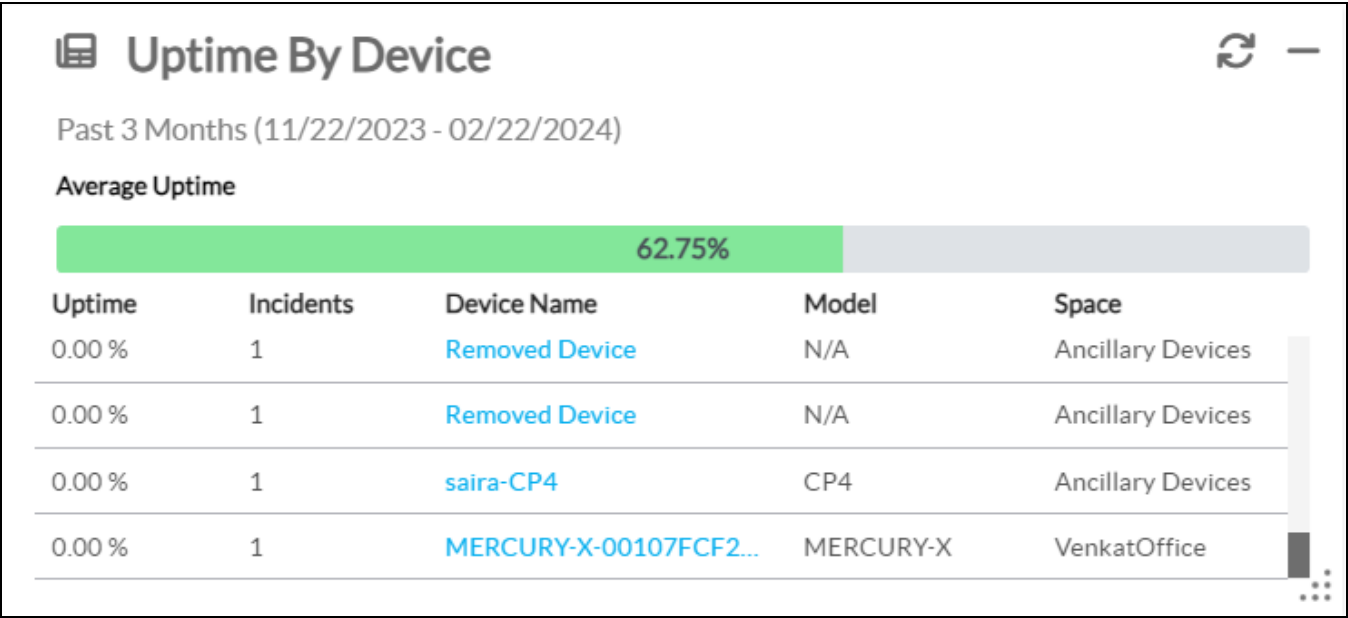
NOTE: Only rooms that support occupancy detection are included.

Uptime By Device

The **Uptime By Device** tile displays information about the uptime for every device within the XiO Cloud account (or for an individual group or room). The data is fixed to a three month period leading up to the current date.

NOTE: The **Uptime By Device** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Uptime By Device



The **Average Uptime** filled bar chart reports the average uptime (as a percentage) for all devices over a 24-hour period.

A table is also provided that lists all devices in ascending order by average uptime. The table includes the following information:

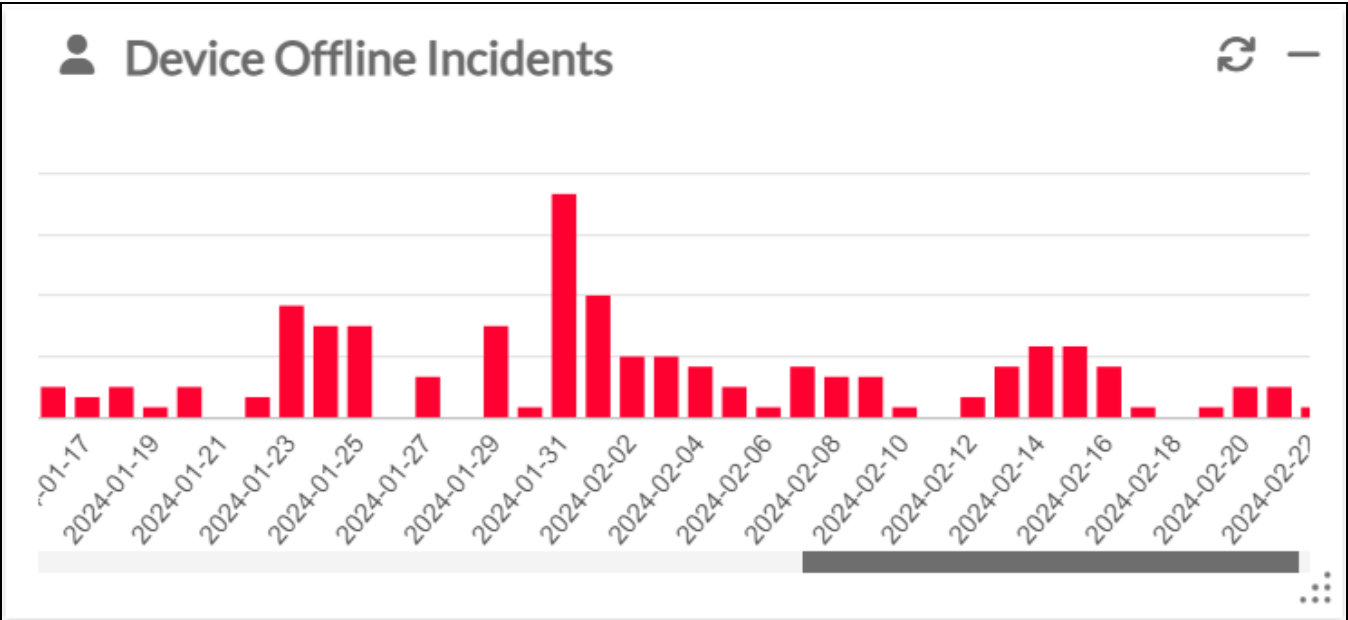
- **Uptime:** The average uptime for the device over a 24-hour period (as a percentage).
- **Incidents:** The number of incidents reported by the device.
- **Device Name:** The device name.
- **Model:** The device model.
- **Space:** The room or group where the device is located.

Device Offline Incidents

The **Device Offline Incidents** tile displays information about the number of reported offline incidents for all devices within the XiO Cloud account (or for an individual group or room). The data is fixed to a three month period leading up to the current date.

NOTE: The **Device Offline Incidents** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Device Offline Incidents



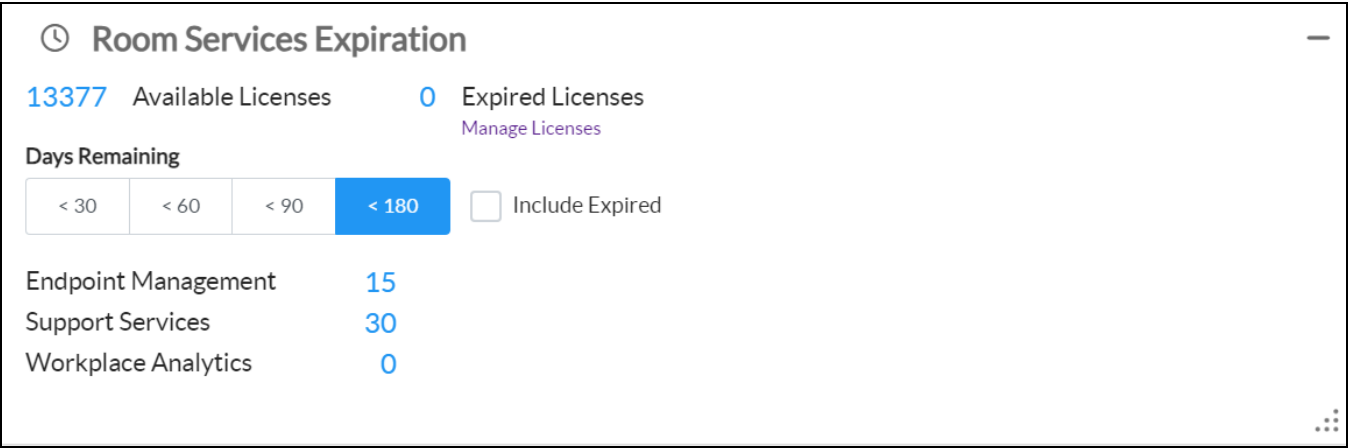
The **Device Offline Incidents** data is presented as a bar graph where offline incidents are represented by bars for each day in the three-month period. Each bar indicates the total number of offline incidents per day. Hover over a bar to view the exact number of offline incidents for that day. Use the scroll bar to scroll through the provided date range.

Room Services Expiration

The **Room Services Expiration** tile displays information about available and expired licenses for the XiO Cloud account (or for an individual group or room).

NOTE: The **Room Services Expiration** tile cannot be expanded to full or half-width size.

Account Dashboard Page - Room Services Expiration



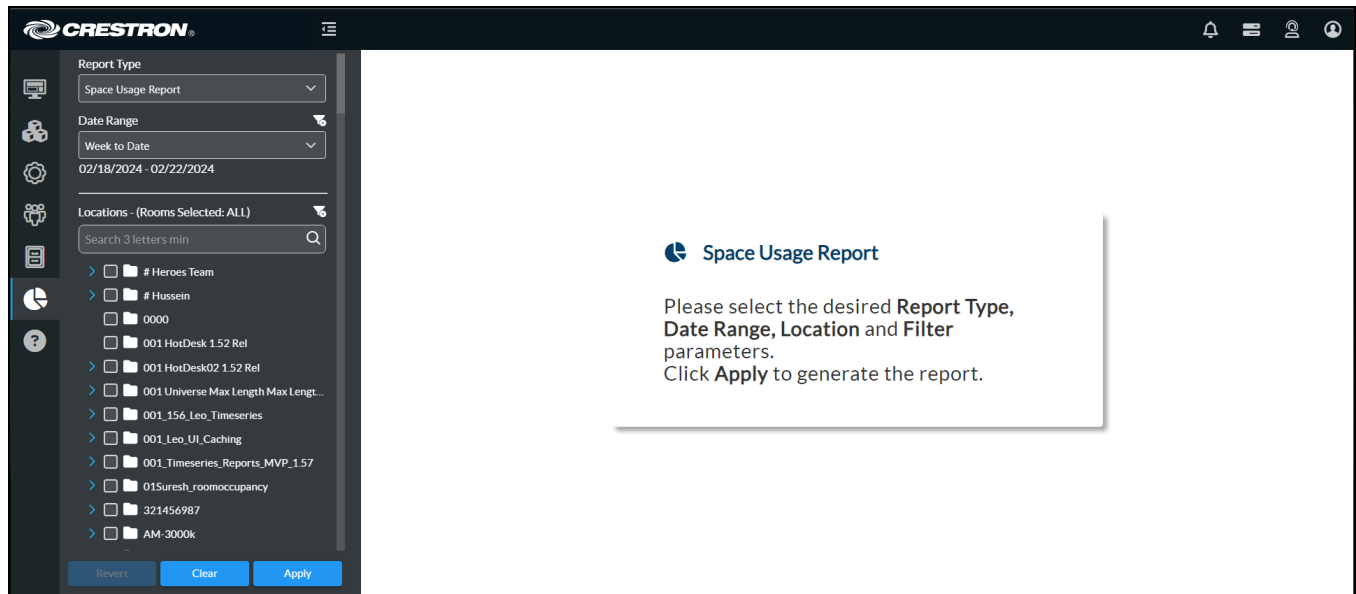
The total number of **Available Licenses** and **Expired Licenses** are displayed at the top of the tile. Select **Manage Licenses** under the **Expired Licenses** count to navigate to the **Room Services** page for managing expired licenses. For more information, refer to [Licensed Features on page 52](#).

The bottom portion of the tile shows the total number of available licenses per license type (**Endpoint Management**, **Support Services**, and **Workplace Analytics**) within a set period.

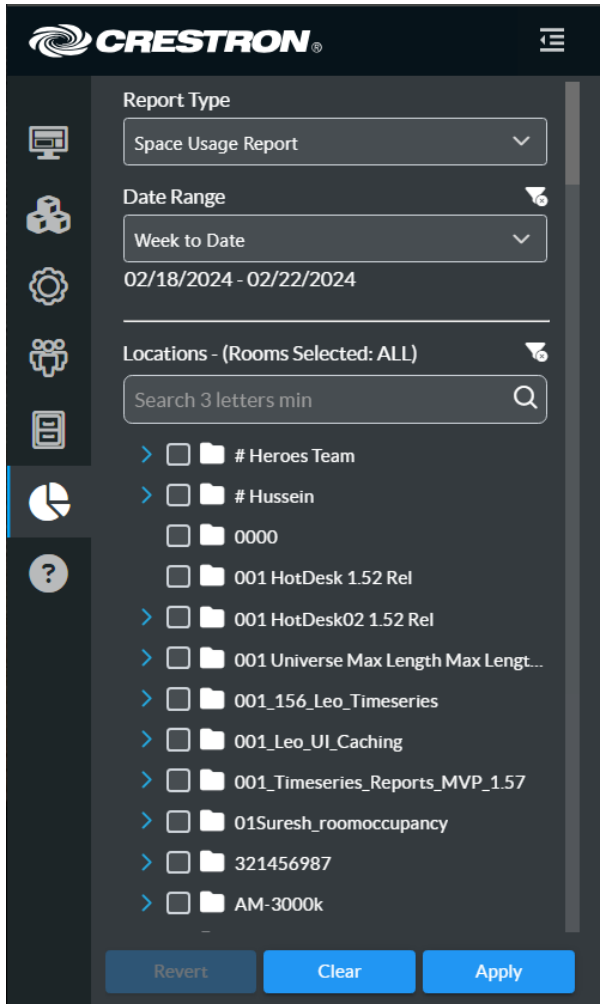
- Use the **Days Remaining** selections to show only licenses that are set to expire within the selected number of days (**30**, **60**, **90**, or **180**).
- Fill the **Include Expired** check box to also show licenses that have already expired.

Historical Reports

The XiO Cloud service provides a feature that allows custom historical reports to be generated based on various data sets within the XiO Cloud account. Historical reports can be customized based on report type, date range, and location within the environment group tree.



This feature is accessed by selecting the **Historical Reports** button  in the navigation menu.




The screenshot displays the CRESTRON Historical Reports interface. The sidebar on the left contains navigation icons for various functions. The main panel is titled 'Report Type' and includes a dropdown menu set to 'Space Usage Report'. Below this is a 'Date Range' section with a dropdown set to 'Week to Date' and a date range of '02/18/2024 - 02/22/2024'. The 'Locations - (Rooms Selected: ALL)' section features a search bar with the placeholder 'Search 3 letters min' and a list of locations, each with a checkbox and a folder icon. The locations listed are: # Heroes Team, # Hussein, 0000, 001 HotDesk 1.52 Rel, 001 HotDesk02 1.52 Rel, 001 Universe Max Length Max Lengt..., 001_156_Leo_Timeseries, 001_Leo_UI_Caching, 001_Timeseries_Reports_MVP_1.57, 01Suresh_roomoccupancy, 321456987, and AM-3000k. At the bottom of the main panel are three buttons: 'Revert', 'Clear', and 'Apply'.

Use the following filters to customize the historical report.


- **Report Type:** Select one of the provided report types from the drop-down menu. Each report type includes different data sets from a specific category (such as space usage metrics) that are shown when the report is generated.
- **Date Range:** Select one of the provided date ranges from the drop-down menu. The generated report will show data only from within the specified range.

- Select **Custom Timeframe** to create a custom date range for the report. A pop-up calendar is displayed that is used to select the start and end dates to be used.

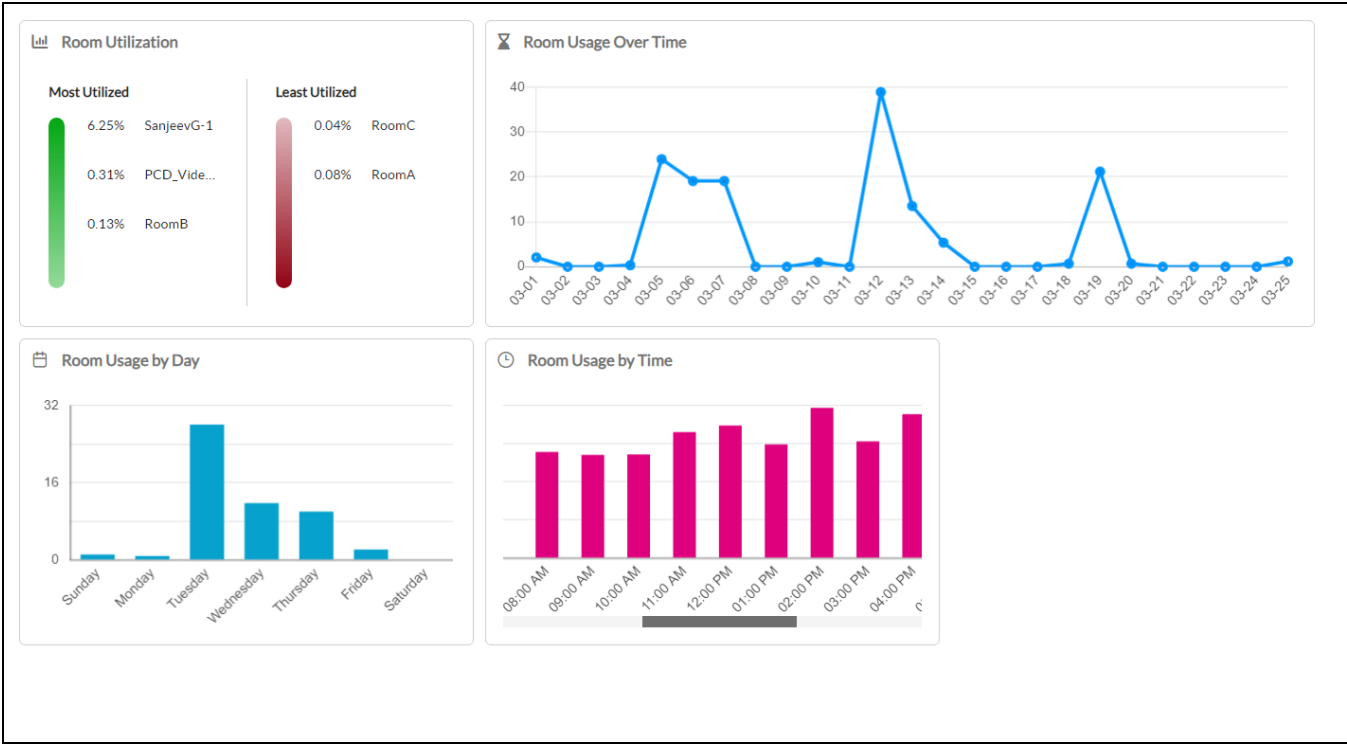
The screenshot shows a configuration panel for a report. At the top, 'Report Type' is set to 'Space Usage Report'. Below it, 'Date Range' is set to 'Custom Timeframe', and a date range '02/18/2024 - 02/23/2024' is displayed. A calendar for February 2024 is open, showing dates from 28 to 2. The dates 18, 19, 20, 21, 22, and 23 are highlighted with blue circles. Below the calendar, a list of environment groups is shown with checkboxes: '01Suresh_roomoccupancy' and '321456987'. At the bottom are 'Revert', 'Clear', and 'Apply' buttons.

- Select the filter clear button  to clear any custom filters created for this selection.
- **Locations:** Select the groups, rooms, or desks that will be included in the report using the environment group tree. The number of selected nodes are shown above the search field.
 - Fill the check box next to the group, room, or desk in the group tree to add that node to the report.

NOTE: If no nodes are selected, the report will include data for the entire group tree.

- Use the search function to search for a specific node within the group tree. The group tree will only show nodes that match the entered search terms.
- Select the filter clear button  to clear any custom filters created for this selection.


Once all filters have been selected, select **Apply** to generate the report within the right pane of the screen. If any changes are made to the report filters, select **Apply** again to generate a new report.



The following additional controls are provided:

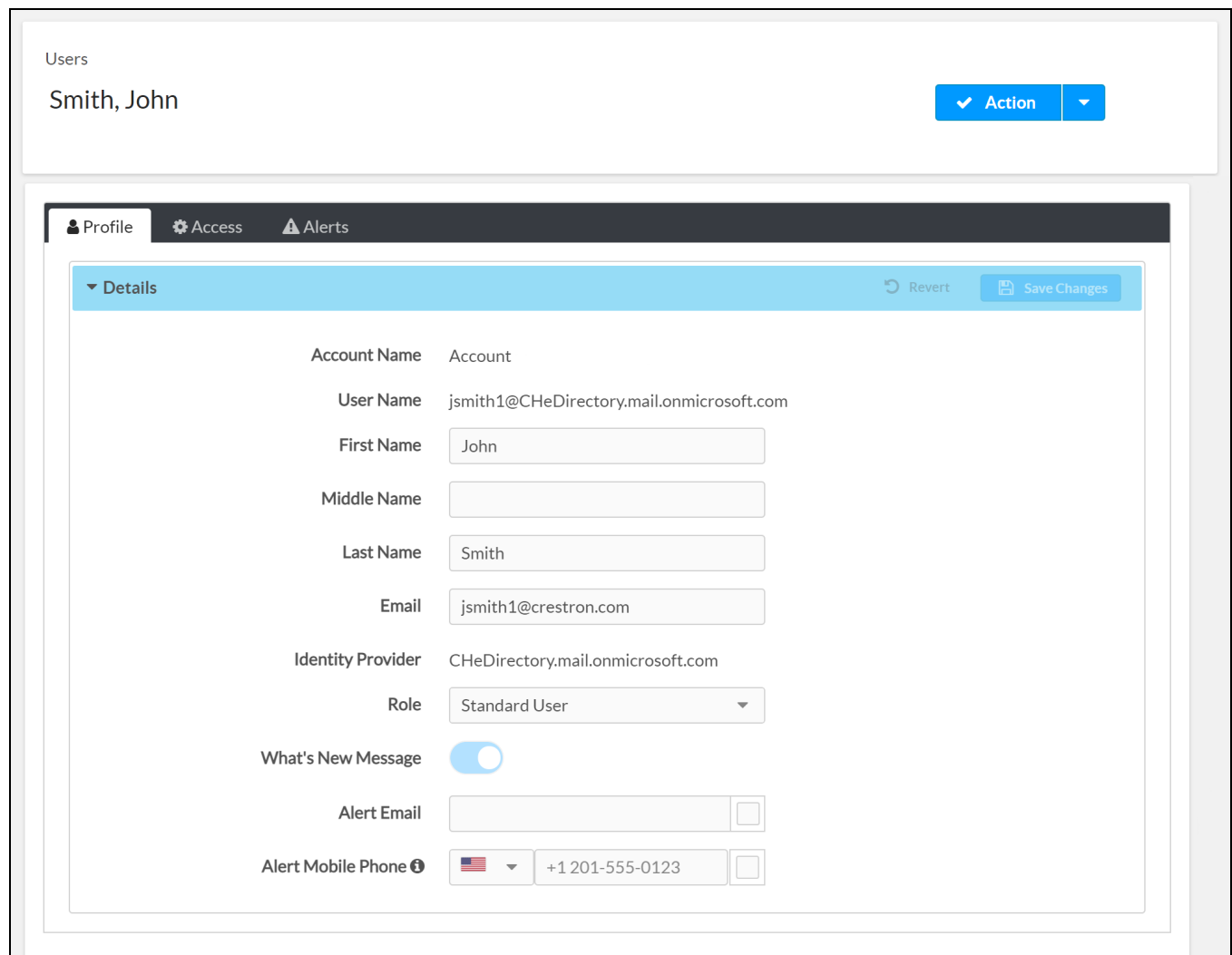
- Select **Revert** to revert the report filters to their previous settings.
- Select **Clear** to restore the report filters to their default values.

What's New Message

The XiO Cloud service shows messages occasionally that announce new features or news about the service. Recent What's New messages can be viewed by selecting the alerts button  on the top right of the page.

To disable these messages, set the **What's New Message** toggle on the user profile page to **Disable**. For more information on editing user information, refer to [Edit User Information on page 87](#).

User Profile Page




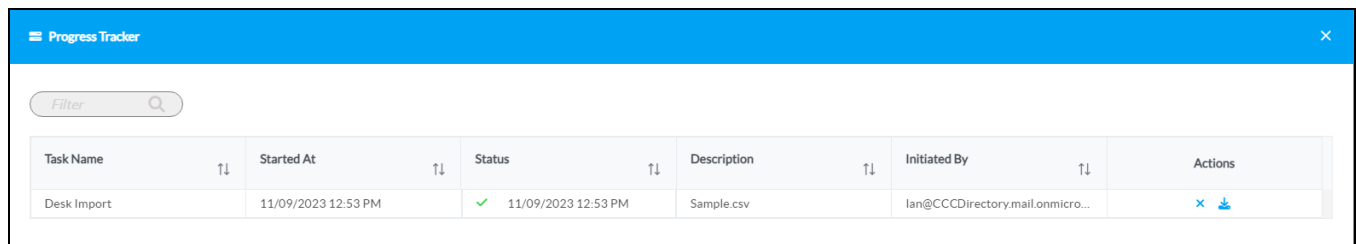
The screenshot displays the 'Users' management interface. At the top, a user card for 'Smith, John' is shown with an 'Action' button. Below this, the 'Profile' tab is selected, showing a form for user details. The form includes fields for Account Name, User Name, First Name, Middle Name, Last Name, Email, Identity Provider, Role, and a 'What's New Message' toggle. The toggle is currently turned on. There are also fields for Alert Email and Alert Mobile Phone.

Details		Revert	Save Changes
Account Name	Account		
User Name	jsmith1@CHedirectory.mail.onmicrosoft.com		
First Name	<input type="text" value="John"/>		
Middle Name	<input type="text"/>		
Last Name	<input type="text" value="Smith"/>		
Email	<input type="text" value="jsmith1@crestron.com"/>		
Identity Provider	CHedirectory.mail.onmicrosoft.com		
Role	<input type="text" value="Standard User"/>		
What's New Message	<input checked="" type="checkbox"/>		
Alert Email	<input type="text"/>		
Alert Mobile Phone	<input type="text" value="+1 201-555-0123"/>		



Progress Tracker

Certain tasks initiated within the XiO Cloud service that involve large data sets (such as importing desks and devices for the Crestron Desk Scheduling functionality) can take a considerable amount of time to complete. The progress tracker function allows users to check on the status of these tasks running in the background at any time.

Select the progress tracker button  on the top right of the page to display the **Progress Tracker** dialog box.



The screenshot shows the 'Progress Tracker' dialog box. It has a blue header bar with the title 'Progress Tracker' and a close button. Below the header is a search bar labeled 'Filter'. The main content is a table with the following columns: Task Name, Started At, Status, Description, Initiated By, and Actions. Each column has a sorting icon (up and down arrows). The table contains one row for a task named 'Desk Import'.

Task Name	Started At	Status	Description	Initiated By	Actions
Desk Import	11/09/2023 12:53 PM	✓ 11/09/2023 12:53 PM	Sample.csv	Ian@CCCDirectory.mail.onmicro...	 

The **Progress Tracker** dialog box lists all in-progress tasks for the account in table form. A **Filter** function is provided to filter the table based on the entered information. Each table column also provides sorting controls to sort the data in that column.

The following information is provided for each task:

- **Task Name:** The name of the task.
- **Started At:** The date and time when the task was started.
- **Status:** The current task status. Completed tasks show a green check icon ✓ with the date and time that the task was completed.
- **Description:** Information about the task, such as the name of an imported file.
- **Initiated By:** The XiO Cloud user who initiated the task.
- **Actions:** Provides actions for the task, such as clearing the task or downloading an imported file.

Alerts

The XiO Cloud service sends alerts when it detects an issue with a device. Alerts are sent via email or text messages to any user that is configured to receive alerts. For room-based accounts, enabling alerts requires purchase of one SW-XIOC-S license per room.

NOTE: XiO Cloud alerts can be integrated with ServiceNow® software instances. For more information, refer to [Appendix A: Configure ServiceNow for XiO Cloud Alerts on page 182](#).

Configure Contact Information

To receive alerts, a user must enable alerts for email and/or text messages in his or her profile page.

To configure alerts for a user:

1. Select the user's name in the **USERS** menu. A **Users** page with the **Profile** tab open by default is displayed to the right of the **USERS** menu.
2. Choose one or both of the following alert methods:
 - Select the check box next to the **Alert Email** text field to enable email alerts. Enter a valid email address in the **Alert Email** text field to receive messages at that address.
 - Select the check box next to the **Alert Mobile Phone** text field to enable text message alerts. Enter a valid mobile phone number (including country code and area code) in the **Alert Mobile Phone** text field to receive text messages at that phone number.

NOTE: SMS services are not supported in all countries. For a list of countries that currently support the service, refer to [FAQs on page 152](#).

User Profile Page

Users

Smith, John

✓ Action ▼

Profile Access Alerts

▼ Details Revert Save Changes

Account Name Account

User Name jsmith1@CHedirectory.mail.onmicrosoft.com

First Name John

Middle Name

Last Name Smith

Email jsmith1@crestron.com

Identity Provider CHedirectory.mail.onmicrosoft.com

Role Standard User

What's New Message ☒

Alert Email

Alert Mobile Phone +1 201-555-0123

3. Select **Save Changes** at the top right of the screen to save any changes made. Select **Revert** to clear any information that was entered.

Configure Alert Levels

Alerts may be configured so that they are issued at different severity levels for different groups. This configuration is set at the user level, so each user may customize the alerts that he or she receives.

To configure access levels for alerts:

NOTE: A user must be configured to receive alerts via email or mobile phone before alert levels can be configured for that user. Refer to [Configure Contact Information on page 111](#) for more information.

1. Select the user's name in the **USERS** menu. A **Users** page with the **Profile** tab open by default is displayed to the right of the **USERS** menu.

2. Select the **Alerts** tab.

Users Page – Alerts Tab

Name	Minimum Alert Level	Inherit
22LINK-Zoom1	None	<input type="checkbox"/>
22Link-ASUS	None	<input type="checkbox"/>
22Link-UCPR2	None	<input type="checkbox"/>
321456987	None	<input type="checkbox"/>
AEG-Test	None	<input type="checkbox"/>
ASUS-Perf Setup	None	<input type="checkbox"/>
Akshay_UC	None	<input type="checkbox"/>
AndSchi	None	<input type="checkbox"/>
AutoTestRoom	None	<input type="checkbox"/>
BENZSIPVLAN	None	<input type="checkbox"/>


3. Use the **Minimum Alert Level** drop-down menu to select the alert severity level (**None**, **Notice**, **Warning**, **Error**, or **Critical**) for each group and subgroup or room. Only alerts of the chosen severity level or higher will be sent.
4. (Subgroups only) Select **Inherit** to have the subgroup or room inherit the alert severity level settings of its parent group. **Inherit** is the default setting for subgroups and rooms.

NOTE: Enter text in to the **Group or Room Search** text box to search for and display groups or rooms that match the search term(s).

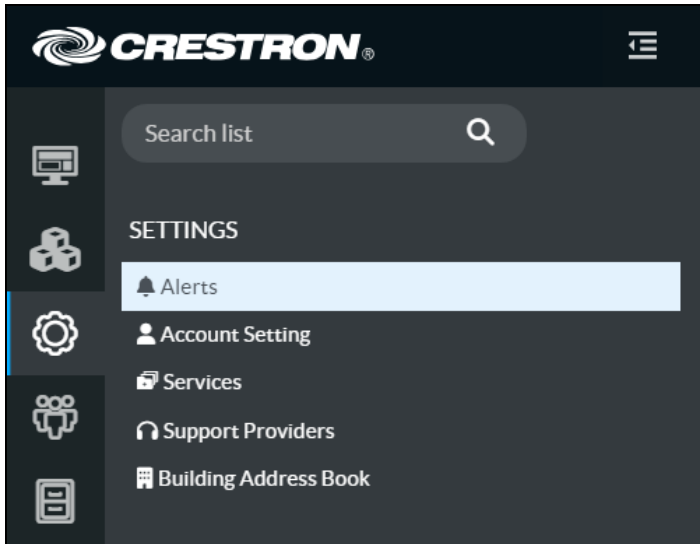
5. Select **Save Changes** at the top right of the screen to save any changes made. Select **Revert** to clear any information that was entered.

Manage Alerts

The changes made to a device that trigger an alert may be customized. The XiO Cloud service adds common alerts automatically. However, these alerts may be deleted and new alerts may be added.

The **SETTINGS** menu for alerts is located in the user management panel, which may be accessed by selecting the **Settings** button  in the navigation menu.

Settings – Alerts Option



Select **Alerts** in the **SETTINGS** menu. An **Alerts** page with the **Status Fields** tab open by default is displayed to the right of the **SETTINGS** menu.

Alerts – Status Fields Tab

Alerts

✓ Action

Status Fields

Device Model: MERCURY Alerts Batching: ☐ Disable

Global Filter

Status Field	Status	Delay (in minutes)	Severity	Enabled	Remove
SkypePresence	Busy	1	Warning	Enabled	–
SkypePresence	Offline	1	Warning	Enabled	–
SkypePresence	Available	1	Warning	Enabled	–
Mute	Unmuted	1	Warning	Enabled	–
Mute	Muted	1	Warning	Enabled	–
FusionStatus	Error	1	Critical	Enabled	–
FusionStatus	NotConfigured	1	Error	Enabled	–
FusionStatus	Offline	1	Warning	Enabled	–
Displayed Input	Pinpointux	1	Warning	Enabled	–

Alerts in the **Status Fields** section are organized by device type. To configure alerts for a device type, select the desired device type from the **Device Model** drop-down menu on the top left of the **Status Fields** section.

Alerts may also be batched by setting the **Alerts Batching** toggle to **Enabled**. When **Alerts Batching** is enabled, all alerts for a device are batched together and may be enabled/disabled or removed at once.

The **Status Fields** table presents all of the alerts configured for the selected device type. The following information is provided:

- **Status Field:** The device status type (An alert is triggered if changes to this status are detected.)
- **Status:** The state that the device status must reach in order to trigger an alert
- **Delay:** The duration in minutes that the device must remain in the selected status before an alert is triggered
- **Severity:** The severity level of the alert, which determines the users who are notified based on their configured alert levels

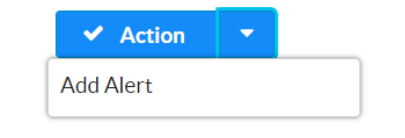
- **Enabled/Disabled:** Provides controls for enabling or disabling the alert
- **Remove:** Provides controls for removing the alert

Add a New Alert

To add a new alert:

1. Select **Add Alert** from the **Action** drop-down menu.

Drop-Down Menu with Add Alert Option



An **Add Alert** dialog box is displayed.

Add Alert Dialog Box

A screenshot of a dialog box titled 'Add Alert' in a blue header bar with a close button (X) on the right. The main area of the dialog is white and contains several form fields: 'Device Model' with a dropdown menu showing 'MERCURY'; 'Status Field' with a dropdown menu showing 'Device Connection Status'; 'Status' with a dropdown menu showing 'ONLINE'; 'Delay' with a text input field containing '0-1440' and a 'Minutes' label to its right; and 'Severity' with a dropdown menu showing 'Notice'. At the bottom right of the dialog, there are two buttons: a grey 'Cancel' button and a blue 'Add' button.

2. Use the provided text fields and drop-down menus to enter the required information for the alert.
3. Once all information has been entered, select **Add** to add the alert or **Cancel** to cancel adding the alert.

The new alert is displayed in the **Status Fields** section of the **Alerts** page for the selected device type.

Delete an Alert

To delete an alert, select the minus button (-) in the **Remove** column for that alert.

View Alerts

In addition to receiving alerts via email or text messages, alerts may also be viewed for individual devices and for groups of devices.

Alerts are accessible from the **Alerts** accordion of the **Status** tab for an individual device or for a group.

Settings Tab – Alerts Accordion

▼ Alerts					
Global Filter <input type="text"/>					Clear All
Date and Time ⌵	Severity ⌵	Device ⌵	Alert ⌵	Status ⌵	
07/30/2018 2:21 PM	Warning	MERCURY-001	SkypePresence: Offline: 1 Min	Active	Clear
07/30/2018 2:12 PM	Warning	MERCURY-001	SkypePresence: Available: 1 Min	Resolved	Clear
07/30/2018 1:30 PM	Warning	MERCURY-001	SkypePresence: Offline: 1 Min	Resolved	Clear
07/30/2018 11:52 AM	Warning	MERCURY-001	SkypePresence: Available: 1 Min	Resolved	Clear
07/30/2018 11:52 AM	Error	MERCURY-001	CallStatus: InActive: 1 Min	Active	Clear
07/30/2018 8:49 AM	Warning	MERCURY-001	SkypePresence: Available: 1 Min	Resolved	Clear
07/30/2018 8:30 AM	Warning	MERCURY-001	SkypePresence: Offline: 1 Min	Resolved	Clear
07/30/2018 8:02 AM	Warning	MERCURY-001	SkypePresence: Available: 1 Min	Resolved	Clear
07/30/2018 7:31 AM	Warning	MERCURY-001	SkypePresence: Available: 1 Min	Resolved	Clear

The **Alerts** section provides the following information in table format:

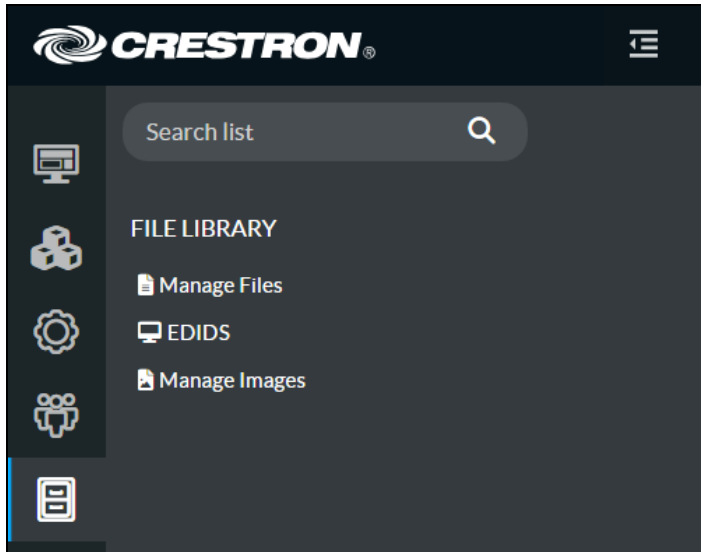
- The date and time the alert was issued
- The severity of the alert
- The device that caused the alert to be issued
- The status field, status, and duration values that triggered the alert
- The status of the alert (An alert changes from **Active** to **Resolved** automatically when the status field value changes to a status other than the one that triggered the alert.)
- A **Clear** button that removes the alert from the log

Select **Clear All** at the top right of the table to clear all listed alerts.

File Library

Various files can be loaded to the XiO Cloud service for use by claimed devices via the File Library selections. Select the **File Upload** button in the navigation menu to display the **FILE LIBRARY** menu.

FILE LIBRARY Menu



The following selections are provided:

- **Manage Files:** Contains a library of programs and projects for control systems, touch screens, and other devices
- **EDIDs:** Contains a library of Extended Display Identification (EDID) data files for use with display devices
- **Manage Images:** Contains a library of image files for use by various devices

Each menu selection is described in the following sections.

Manage Files

Select **Manage Files** from the **FILE LIBRARY** menu to display the **Manage Files** page.

Manage Files Page

Manage Files

Manage Files

✓ Action ▼

Manage Files

Global Filter

Name ^	Version ⇅	File Type ⇅	Notes ⇅	Edit	Delete
253HybridMC3IR_Pgm1Master	3	Program	253HybridMC3IR_Pgm1Master	Edit	Delete
308HTTPS	1	Program	308HTTPS	Edit	Delete
4Series_2200JSON_TEST_PROGRAM	1	Program	2200JSON_TEST_PROGRAM	Edit	Delete
4Series_with_IP_ID_4_8	1	Program	with_IP_ID_4_8_v4.lpz	Edit	Delete
4Series_with_no_ipid_prog_2	1	Program	with_no_ipid_prog_2	Edit	Delete
570UserProjectJasmine	1	User Project	fileuploadtest	Edit	Delete
828TcpTraffic	1	Program	828TcpTraffic	Edit	Delete
AM200	1	User Project	AM200	Edit	Delete
AM2001	1	User Project	AM2001	Edit	Delete
asd	3	Program	xml	Edit	Delete

1 2 3 4 5 ▶

Each loaded program or project file is represented in a table that provides the following information and controls. An **Action** drop-down menu is also provided in the top-right of the page that is used to add program or project files to XiO Cloud.

- **Name:** The program or project name
- **Version:** The version of the program or project
- **File Type:** The program or project file type
- **Notes:** User-provided notes that describe the program or project
- **Edit:** Contains an **Edit** button that is used to edit program or project information (Refer to [Edit a Program or Project on page 122](#) for more information.)
- **Delete:** Contains a **Delete** button that is used to delete the program or project file from XiO Cloud

Enter text in to the **Global Filter** text box to search for and display programs or project files that match the search term(s).

If the table spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

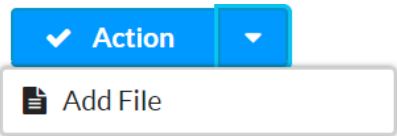
Add a Program or Project

To add a program or project file to XiO Cloud:

NOTE: Only valid program or project files (.cpz, .lpz, .xml, or .zip) can be uploaded. Other file types will be rejected.

1. Select **Add File** from the **Action** drop-down menu.

Drop-Down Menu with Add File Option



The **Add Files** dialog box is displayed.

Add Files Dialog Box

A screenshot of a dialog box titled 'Add Files' with a close button (X) in the top right corner. Inside the dialog, there is a 'File Type' dropdown menu currently set to 'Control System Programs'. Below this are three text input fields labeled 'Name', 'Notes', and 'File Name'. At the bottom of the input fields are three buttons: '+ Add File', '⬆ Upload', and '✕ Cancel'. A larger 'Cancel' button is located at the bottom right of the dialog box.

2. Enter the following information about the program or project file:
 - **File Type:** Select one of the supported program or project file types from the drop-down menu:
 - **Control System Programs**
 - **User Project**
 - **Mobility Project**
 - **Web Browser Project**

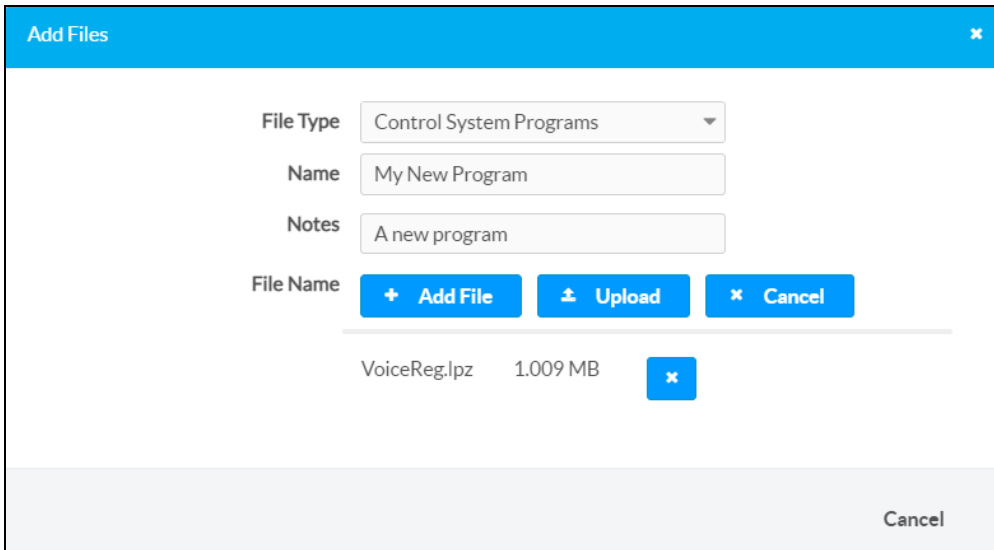
- **Name:** Enter a program or project name into the text field.
- **Notes:** Enter any notes about the program or project into the text field.

Once the information above is entered, the **+ Add File** button can be selected.

3. Select **+ Add File**, and then navigate to the program or project file on the computer.
4. Select the program or project file, and then select **Open**. The filename and file size is shown after the program or project file is selected.

NOTE: Select the **x** button to discard the program.

Add Files Dialog Box - File Preview



The screenshot shows a dialog box titled "Add Files" with a close button (x) in the top right corner. Inside the dialog, there are three text input fields: "File Type" (set to "Control System Programs"), "Name" (set to "My New Program"), and "Notes" (set to "A new program"). Below these fields is a "File Name" section containing three buttons: "+ Add File", "Upload", and "x Cancel". Below the buttons, a file preview is shown: "VoiceReg.lpz" with a size of "1.009 MB" and a blue "x" button to its right. At the bottom right of the dialog, there is a "Cancel" button.

NOTE: Only compiled program files may be uploaded. The program code must be compiled with a minimum version of the include4.dat file to ensure full compatibility with XiO Cloud. For more information, refer to the respective programming tool help file.

5. Select **Upload**. Growl notifications are displayed when the upload starts and completes.

Upon successful upload, the program or project file is added to the **Manage Files** table.



Edit a Program or Project






To edit an existing program or project file within XiO Cloud, navigate to the program or project file within the **Manage Files** table. Then, select **Edit** within the table row for the file. A **Manage Programs** dialog box is displayed.

Manage Programs Dialog Box


Manage Programs


My New Program

Version	File Name	Upload Status	Download	Delete
1	VoiceReg.lpz	Completed		

+ Add Version

 Upload



 Cancel

Cancel


The program or project files are represented in a table that provides the following information and controls. Controls are also provided for adding new versions of the program or project file.

- **Version:** The version of the program or project

NOTE: If there are multiple versions of a program or project file available, each version populates a table row.

- **File Name:** The program or project file name
- **Upload Status:** The upload status of the program or project file
- **Download:** Contains a download button  that is used to download the program or project file to a computer.
- **Delete:** Contains a delete button  that is used to delete the program or project file from XiO Cloud

If the table spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

To edit the program or project name, select the program or project name on the top-left of the dialog box. A text field is displayed where the name can be edited. Select the green check button  to save any changes.

To add a new version of the program or project file:

1. Select **+ Add Version**, and then navigate to the program or project file on the computer.
2. Select the program or project file, and then select **Open**. The file name and file size are shown after the program or project file is selected.

NOTE: Select the **x** button to discard the program.

Manage Programs Dialog Box - File Preview

The screenshot shows the 'Manage Programs' dialog box with a title bar containing a close button. The main content area is titled 'My New Program'. Below the title is a table with the following columns: 'Version', 'File Name', 'Upload Status', 'Download', and 'Delete'. The table contains one row with the following data: '1', 'VoiceReg.lpz', 'Completed', a download icon, and a delete icon. Below the table is a pagination bar showing '1' of 1 items. At the bottom of the dialog box are three buttons: '+ Add Version', 'Upload', and 'Cancel'. Below these buttons is a file preview section showing 'VoiceReg.lpz' and '1.009 MB' with a close button. At the very bottom right is a 'Cancel' button.

Version	File Name	Upload Status	Download	Delete
1	VoiceReg.lpz	Completed		

+ Add Version Upload Cancel

VoiceReg.lpz 1.009 MB

Cancel

NOTE: Only compiled program files may be uploaded. The program code must be compiled with a minimum version of the include4.dat file to ensure full compatibility with XiO Cloud. For more information, refer to the respective programming tool help file.

3. Select **Upload**. A **Download File to Device** dialog box is displayed asking whether the new program or project version should be pushed to devices, rooms, or groups running the older file version.

The screenshot shows the 'Download File to Device' dialog box with a title bar containing a close button. The main content area contains a download icon and the text: 'Do you want to push this new file to Devices, Rooms and Groups after upload completes if older file version exists?'. At the bottom are two buttons: 'Yes' and 'No'.

Do you want to push this new file to Devices, Rooms and Groups after upload completes if older file version exists?

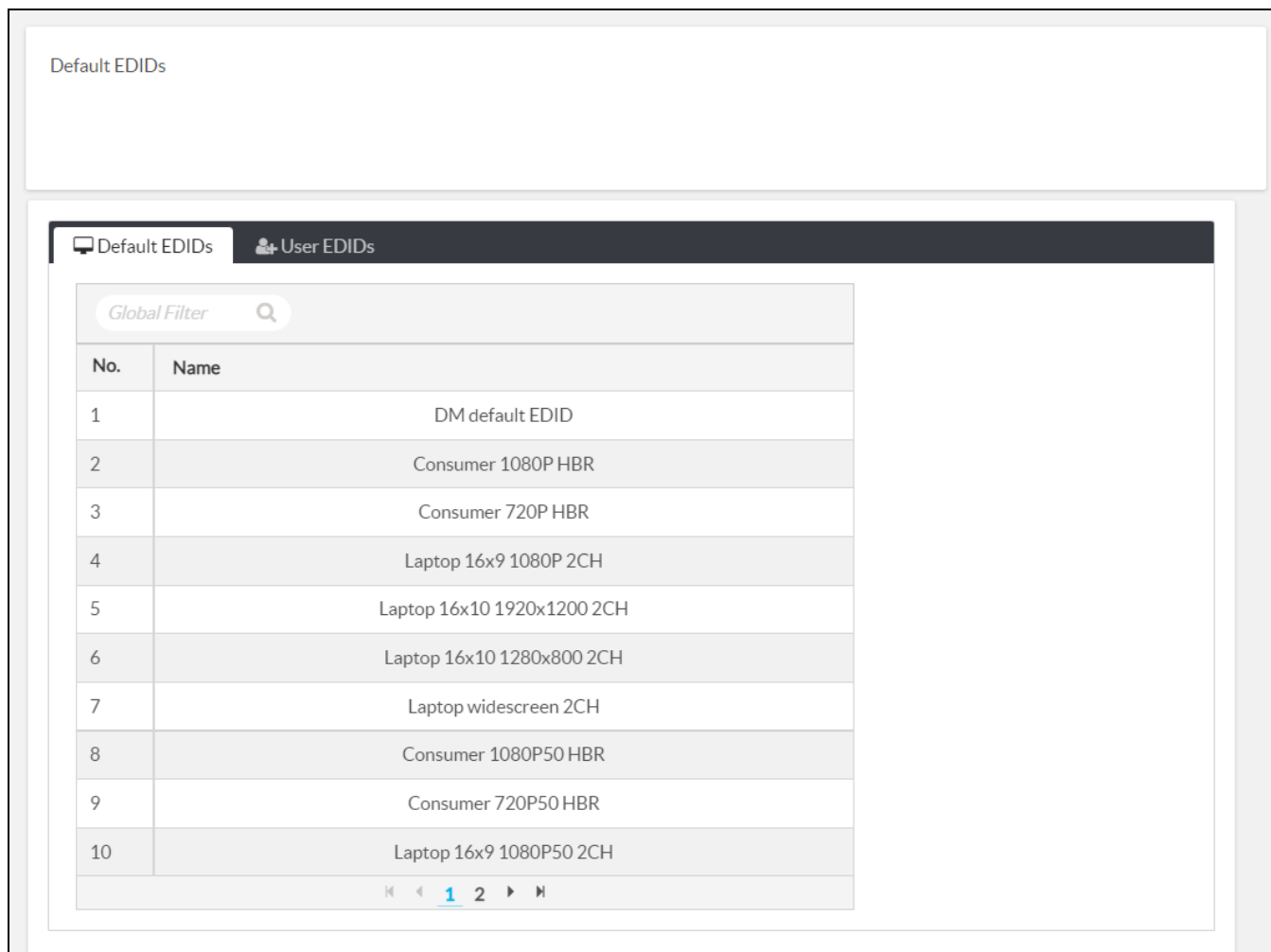
Yes No

4. Make a selection to start the upload. The new file version is added to the **Manage Programs** table. The **Upload Status** changes from "In Progress" to "Completed" once the new file version is uploaded successfully.

EDIDs

Select **EDIDs** from the **FILE LIBRARY** menu to display the EDIDs page.

EDIDs Page



The screenshot shows the EDIDs page with a header "Default EDIDs". Below it is a tabbed interface with "Default EDIDs" and "User EDIDs". A "Global Filter" search bar is present. A table lists 10 default EDIDs with columns "No." and "Name". The table is paginated, showing page 1 of 2.

No.	Name
1	DM default EDID
2	Consumer 1080P HBR
3	Consumer 720P HBR
4	Laptop 16x9 1080P 2CH
5	Laptop 16x10 1920x1200 2CH
6	Laptop 16x10 1280x800 2CH
7	Laptop widescreen 2CH
8	Consumer 1080P50 HBR
9	Consumer 720P50 HBR
10	Laptop 16x9 1080P50 2CH

The EDIDs page is divided into two sections that can be accessed by selecting the respective tab at the top of the page:

- **Default EDIDs:** Provides a collection of default EDID data files (in CEDID format) for common display device configurations
- **User EDIDs:** Provides a collection of custom EDID data files (in CEDID format) and supports uploading new EDID data files

Enter text in to the **Global Filter** text box to search for and display EDID data files that match the search term(s).

If the table spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

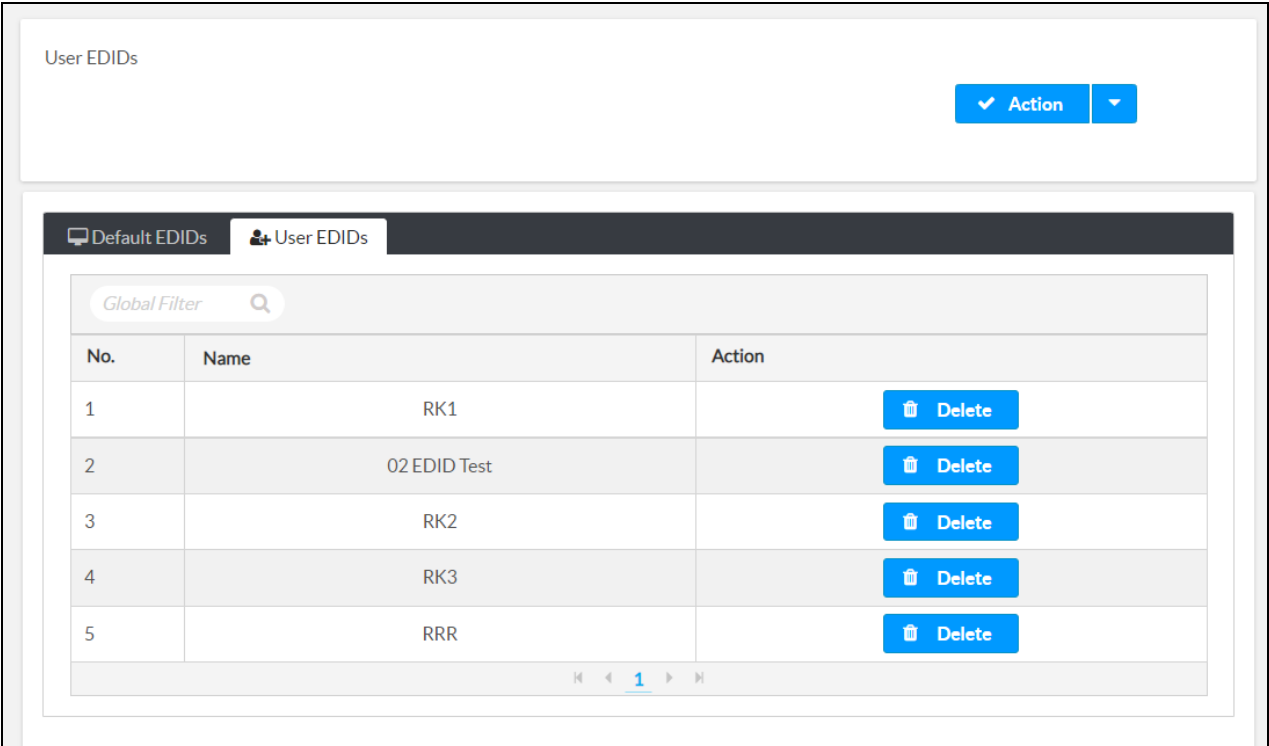
Add a Custom EDID File

To upload a custom EDID data file (in CEDID format) to XiO Cloud:

NOTE: Only valid CEDID files can be uploaded. Other file types will be rejected.

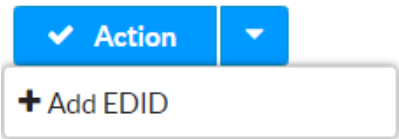
- 1. Select the **User EDIDs** tab to display the **User EDIDs** page.

EDIDs Page - User EDIDs



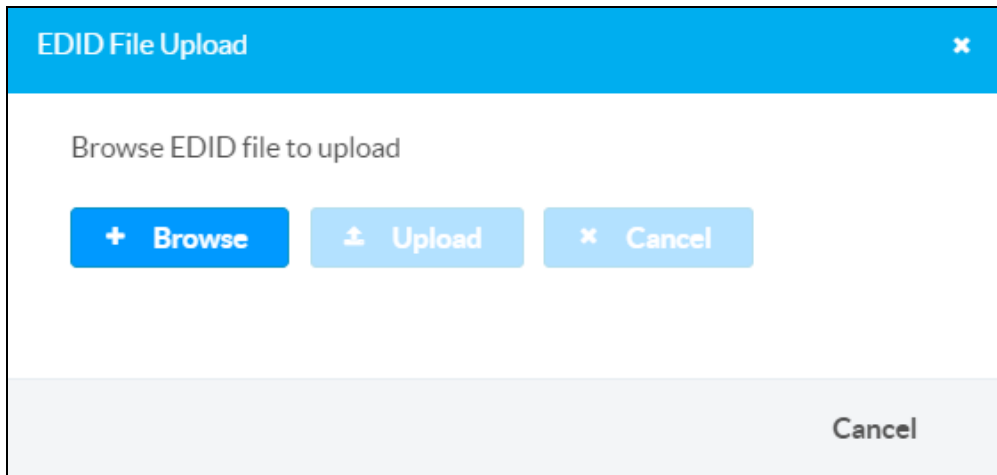
- 2. Select **Add EDID** from the **Action** drop-down menu.

Drop-Down Menu with Add EDID Option



The **EDID File Upload** dialog box is displayed.

EDID File Upload Dialog Box



3. Select **+ Browse**, and then navigate to the CEDID file on the computer.
4. Select the CEDID file, and then select **Open**. The filename and file size are shown after the CEDID file is selected.

NOTE: Select the **x** button to discard the CEDID file.

5. Select **Upload**. Growl notifications are displayed when the upload starts and completes.

Upon successful upload, the EDID data file is added to the User EDIDs table.

Delete a Custom EDID File

To delete a custom EDID file from XiO Cloud:

NOTE: The default EDID files provided by XiO Cloud cannot be deleted.

1. Select the **User EDIDs** tab to display the User EDIDs page.

EDIDs Page - User EDIDs

User EDIDs

✓ Action ▾

Default EDIDs

User EDIDs

Global Filter

No.	Name	Action
1	RK1	Delete
2	02 EDID Test	Delete
3	RK2	Delete
4	RK3	Delete
5	RRR	Delete

⏮ < 1 > ⏭

2. Navigate to the file within the User EDIDs table.
3. Select **Delete** from the corresponding table row. A dialog box is displayed confirming the deletion.
4. Select **Yes** to delete the file.

Manage Images

Select **Manage Images** from the **FILE LIBRARY** menu to display the Images page.

Images Page

Images

✓ Action ▼

Images

Global Filter

No.	Name	Action
1	galleria1.jpg	Delete
2	galleria2.jpg	Delete
3	galleria3.jpg	Delete
4	galleria4.jpg	Delete
5	galleria5.jpg	Delete
6	galleria6.jpg	Delete
7	galleria7.jpg	Delete
8	galleria8.jpg	Delete
9	galleria10.jpg	Delete
10	bedroomgreen1.jpg	Delete

1 2

Each loaded image file is represented in a table that provides the following information and controls. An **Action** drop-down menu is also provided in the top-right of the page that is used to add image files to XiO Cloud.

- **No.:** The image file number within XiO Cloud (determined by the upload order)
- **Name:** The image filename
- **Action:** Contains a **Delete** button that is used to delete the image file from XiO Cloud

Enter text in to the **Global Filter** text box to search for and display image files that match the search term(s).

If the table spans multiple pages, use the navigation arrows on the bottom of the page to move forward or backward through the pages, or select a page number to navigate to that page.

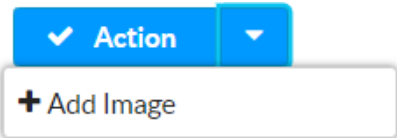
Add an Image File

To upload a custom image file to XiO Cloud:

NOTE: Only valid image files can be uploaded. Other file types will be rejected.

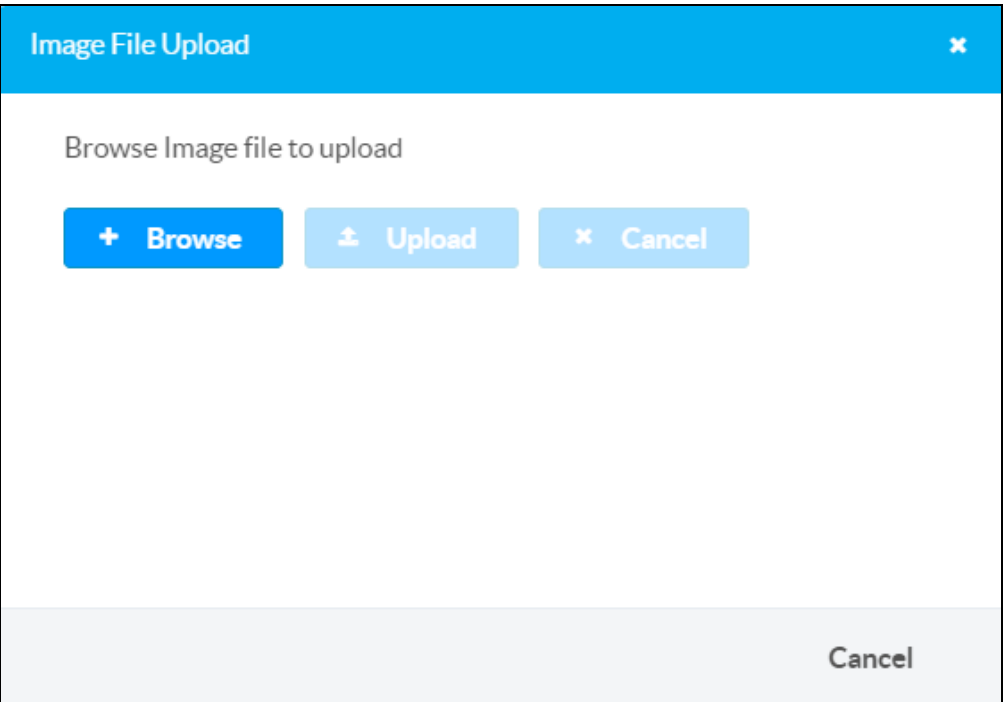
- 1. Select **Add Image** from the **Action** drop-down menu.

Drop-Down Menu with Add Image Option



The **Image File Upload** dialog box is displayed.

Image File Upload Dialog Box



- 2. Select **+ Browse**, and then navigate to the image file on the computer.
- 3. Select the image file, and then select **Open**. The filename, file size, and a thumbnail preview of the image are shown after the image file is selected.

NOTE: Select the **x** button to discard the image file.

- 4. Select **Upload**. Growl notifications are displayed when the upload starts and completes.

Upon successful upload, the image file is added to the **Images** table.

Delete an Image File

To delete an image file from XiO Cloud:

1. Navigate to the file within the Images table.
2. Select **Delete** from the corresponding table row. A dialog box is displayed confirming the deletion.
3. Select **Yes** to delete the file.

Load a Program to a Control System

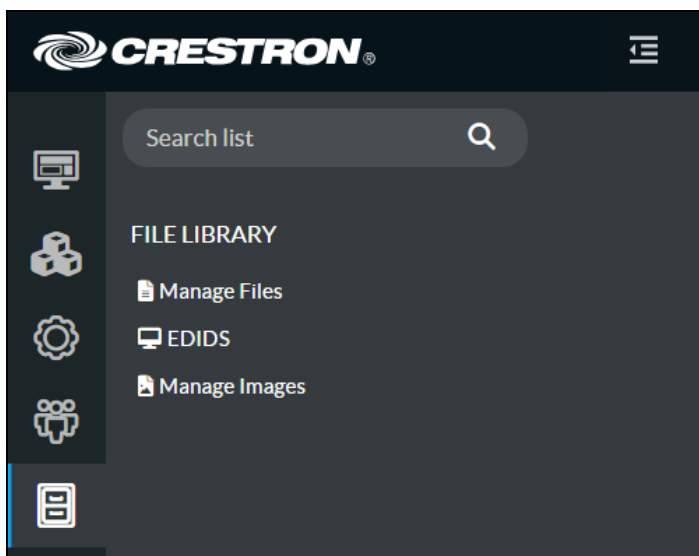
The XiO Cloud service provides controls for uploading a program file to a 3-Series® or 4-Series™ control system. Once a program has been uploaded to the XiO Cloud environment, it may be pushed to any number of control systems that have been claimed by the service.

Upload a New Program

To upload a new program to the XiO Cloud environment:

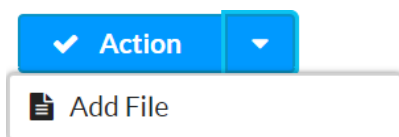
1. Select the **File Upload** button  in the navigation menu to display the **FILE LIBRARY** menu.

FILE LIBRARY Menu



2. Select **Add File** from the **Action** drop-down menu.

Drop-Down Menu with Add File Option



The **Add Files** dialog box is displayed.

Add Files Dialog Box

The screenshot shows the 'Add Files' dialog box. It has a blue header bar with the text 'Add Files' and a close button (X). The main area contains three input fields: 'File Type' (a dropdown menu currently showing '3-Series Programs'), 'Name' (a text box), and 'Notes' (a text box). Below these fields is a 'File Name' label and three buttons: '+ Add File', 'Upload', and 'Cancel'. At the bottom right, there is a large 'Cancel' button.

3. Enter the following information about the program:

- **File Type:** Select **Control System Programs** from the drop-down menu
- **Name:** Enter a name for the program.
- **Notes:** Enter any notes about the program.

Once the information above is entered, the **+ Add File** button can be selected.

4. Select **+ Add File**, and then navigate to the program file on a connected computer.
5. Select the program file, and then select **Open**. The filename and file size of the program is shown after the program is selected.

NOTE: Select the **x** button to discard the program.

Add Files Dialog Box - Program Preview

The screenshot shows the 'Add Files' dialog box with the following details: 'File Type' is set to 'Control System Programs', 'Name' is 'My New Program', and 'Notes' is 'A new program'. Below these fields is a 'File Name' label and three buttons: '+ Add File', 'Upload', and 'Cancel'. Below these buttons, a file preview is shown: 'VoiceReg.lpz' with a size of '1.009 MB' and a close button (X). At the bottom right, there is a large 'Cancel' button.

NOTE: Only compiled programs may be uploaded. The program code must be compiled with a minimum version of the include4.dat file to ensure full compatibility with XiO Cloud. For more information, refer to the respective programming tool help file.

6. Select **Upload**. A window showing the status of the upload is displayed.

Upon successful upload, the program file is added to the **Manage Files** table on the right side of the screen.

Manage Files Table

Manage Files					
Global Filter <input type="text"/>					
Name ^	Version ⇅	Device Type ⇅	Notes ⇅	Edit	Delete
3-Series	1	Program	This is a file	Edit	Delete
707IndependentsoftStructuredStorage	3	Program	707IndependentsoftStructuredStorage	Edit	Delete
buzz.cpz	1	Program	Note1	Edit	Delete
File upload status	3	Program	2030SecureTcpServer_TestClient	Edit	Delete
VoiceControl	1	Program	Voice Control for CS	Edit	Delete
⏪ ⏩ 1 ⏪ ⏩					

Manage Programs

Use the **Manage Files** table to manage program files after they have been uploaded to the XiO Cloud environment.

Edit a Program

Select **Edit** next to a program file to edit that program file. A **Manage Programs** dialog box is displayed.

Manage Programs Dialog Box

Manage Programs

VoiceControl

Version	File Name	Upload Status	Download	Delete
1	VoiceReg.lpz	InProgress		

1

+ Add Version

Upload

Cancel

Cancel

The **Manage Programs** dialog box provides the following information about the program in table format:

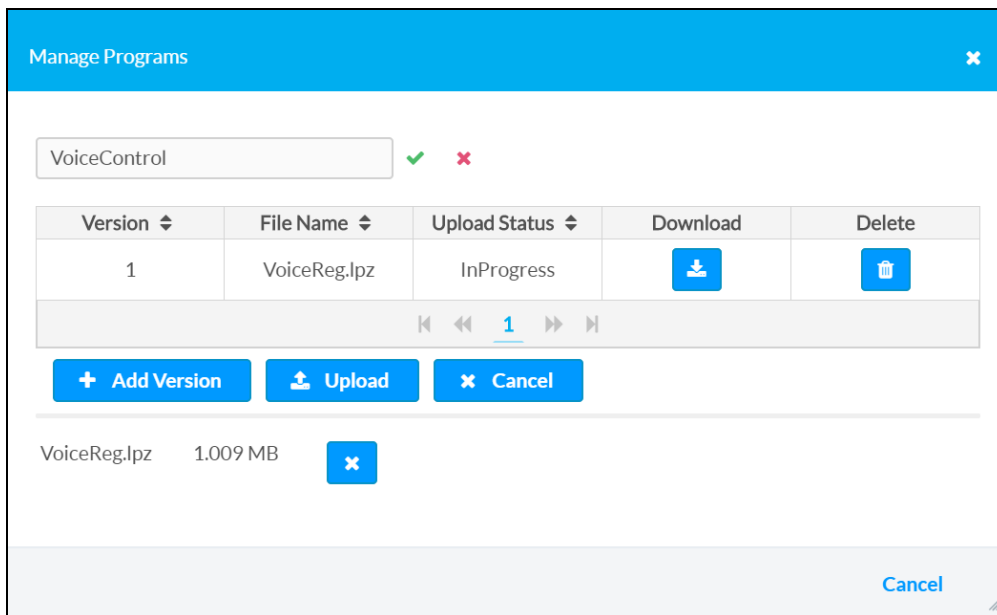
- The program version
- The program file name
- The status of the program upload
- Controls to download or delete the program file

To edit the program name, select the program name in the top left corner of the dialog box. The program name becomes an editable text box. Select the green check icon or press **Enter** to save the new program name. Select the red x icon to discard the changes.

To add a new version of the program file:

1. Select **+ Add Version**, and then select an updated version of the program from the host computer. The file name and file size of the program is shown after the program is selected. Select the **x** button to discard the program.

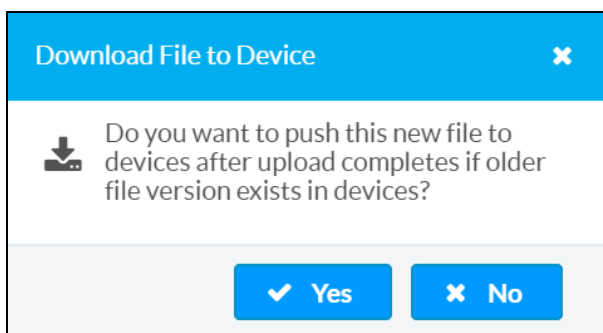
Manage Programs Dialog Box - Program Preview



2. Select **Upload**.

A message window is displayed asking whether the updated program file should be pushed to all devices running the older program file.

Download File to Device Window



3. Select **Yes** to push the program file to all applicable devices, or select **No** to upload the file without pushing the program to the devices.

Upon successful upload, the new program file is added to the **Manage Programs** table with the latest iteration of the version number. All previous versions of the program file are retained in this table unless they are deleted manually.

Manage Programs Dialog Box - New Program Version Uploaded

Manage Programs

VoiceControl

✓✗

Version	File Name	Upload Status	Download	Delete
1	VoiceReg.lpz	InProgress		
2	VoiceReg.lpz	InProgress		

1

+ Add Version

Upload

✗ Cancel

Cancel

Select the **x** button or **Cancel** to exit the **Manage Programs** dialog box.

Delete a Program

Select **Delete** next to a program file to delete that program file. A message window is displayed asking whether the program file should be deleted.

Select **Yes** to delete the program file or **No** to cancel the deletion.

NOTE: If multiple versions of a program file have been uploaded, all program file versions will be deleted.

Load a Program to Device

Once a program is uploaded to the XiO Cloud environment, it may be loaded to any number of claimed 3-Series or 4-Series control systems within the environment.

To load a program to a control system:

1. Select the **Groups** button on the left side of the screen.
2. Select the desired control system from the group tree to display its configuration page.

3. Select the **File Management** tab. A table showing all of the device's program slots is displayed.

File Management Tab

Location ^	File ⇅	Version ⇅	Status ⇅	Actions
Slot 1	<<no file>>	0		Load File
Slot 2	<<no file>>	0		Load File
Slot 3	<<no file>>	0		Load File
Slot 4	<<no file>>	0		Load File
Slot 5	<<no file>>	0		Load File
Slot 6	<<no file>>	0		Load File
Slot 7	<<no file>>	0		Load File
Slot 8	<<no file>>	0		Load File
Slot 9	<<no file>>	0		Load File
Slot 10	<<no file>>	0		Load File

4. Select **Load File** next to the desired program slot. The **Download File** dialog box is displayed.

Download File Dialog Box

Download File

File Type

Program

File

705CrestronWebScripting.cpz [V1]

Cancel























Update

5. Enter the following information about the program file:
 - **File Type:** Select **Program** from the drop-down menu.
 - **File:** Select the uploaded program file from the drop-down menu. The program version is displayed to the left of the program file name.
6. Select **Update**. The program file is pushed to the chosen program slot of the control system.

Manage a Loaded Program

Use the **File Management** table to manage program files after they have been loaded to a 3-Series or 4-Series control system.

File Management Tab

✓ Status ⚙ Settings 📋 Activity Log ⌚ Scheduled Actions 📁 File Management				
Location ^	File ↕	Version ↕	Status ↕	Actions
Slot 1	708IndependentsoftMsg.cpz	1	Registered	  
Slot 2	2004SecureTcpClient.cpz	1	Registered	  
Slot 3	2000SQLiteDBTests.cpz	2	Registered	  
Slot 4	707IndependentsoftStructuredStorage.cpz	1	Registered	  
Slot 5	706CrestonSNMPTTest.cpz	1	Registered	  
Slot 6	<<no file>>	0		 Load File
Slot 7	<<no file>>	0		 Load File
Slot 8	<<no file>>	0		 Load File
Slot 9	<<no file>>	0		 Load File
Slot 10	708IndependentsoftMsg.cpz	1	Registered	  
⏪ ⏩ 1 ⏪ ⏩				

The **File Management** table displays the following information for each program slot:

- **Location:** The program slot of the control system
- **File:** The name of the program file loaded to the control system
- **Version:** The program file version

NOTE: The **Version** column for a loaded program will also note if a newer version of the program was loaded to XiO Cloud but has not yet been loaded to the device.

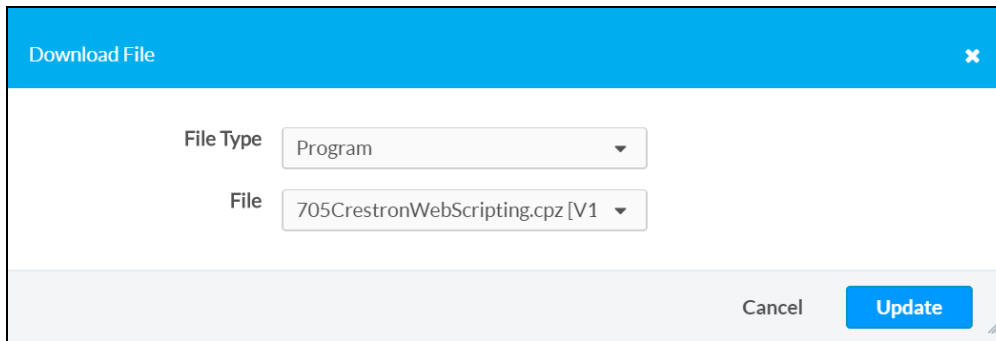
- **Status:** The registration status of the program file
- **Actions:** Controls to load a program file to the program slot or to manipulate a loaded program

Edit a Loaded Program

Select the edit button  next to a loaded program file in the **Actions** column to edit the program file.

The **Download File** dialog box is displayed.

Download File Dialog Box




The screenshot shows a 'Download File' dialog box. It has a blue title bar with the text 'Download File' and a close button (X). The main area contains two dropdown menus. The first is labeled 'File Type' and has 'Program' selected. The second is labeled 'File' and has '705CrestonWebScripting.cpz [V1]' selected. At the bottom right, there are two buttons: 'Cancel' and 'Update'.


The following program file information may be edited:

- **File Type:** Use the drop-down menu to select the file type (**Program**)
- **File:** Use the drop-down menu to select a program file to load to the program slot.


Once all changes have been made, select **Update**. The updated program file is pushed to the chosen program slot of the control system. Select **Cancel** to cancel any changes.

Start/Stop a Loaded Program

Select the play button  next to a loaded program file in the **Actions** column to start the program file. A growl notification is displayed stating that the program start command has been sent to the control system, and that there may be a small delay before the program starts.

If a program is running, select the stop button  in the **Actions** column to stop the program. A growl notification is displayed stating that the program stop command has been sent to the control system, and that there may be a small delay before the program stops.

Unregister a Loaded Program

Select the circular arrow button  next to a loaded program in the **Actions** column to unregister a program from the control system. A growl notification is displayed stating that the program unregister command has been sent to the control system, and that there may be a small delay before the program is unregistered.

Remote Control

Remote control functionality allows the display of a supported user control device (such as TSW-60 series touch screens, TSW-70 series touch screens, Crestron Mercury® video conference systems series, Crestron Mercury X series, and Crestron Mercury Mini series) to be viewed and controlled within XiO Cloud. Users can control the user interface directly by clicking on the virtual display, which mirrors the touch controls on the physical device.

Remote control functionality supports any programs that can run on the user control device, including custom user projects, Crestron scheduling, and partner applications. Users also have full control of the capacitive hard buttons on the user interface (if present).

NOTE: Remote control for room-based accounts requires purchase of one SW-XIOC-S license per room.

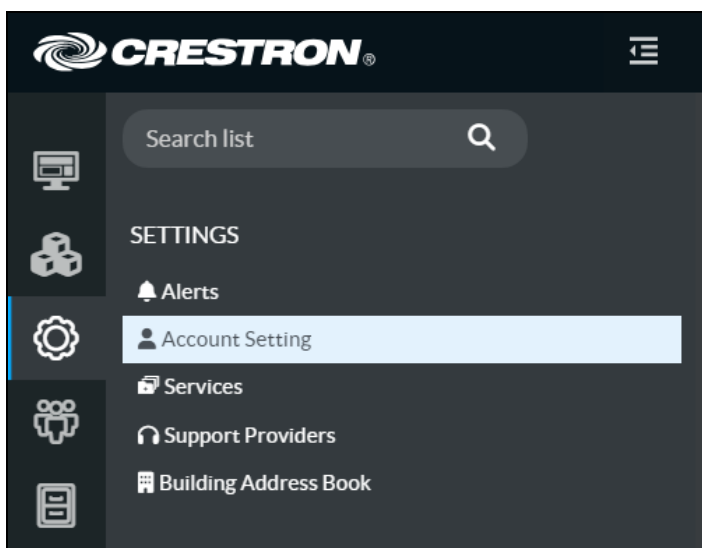
Enable Remote Control

A global administrator must enable remote control for the XiO Cloud account before users can access the functionality.

To enable remote control for an account:

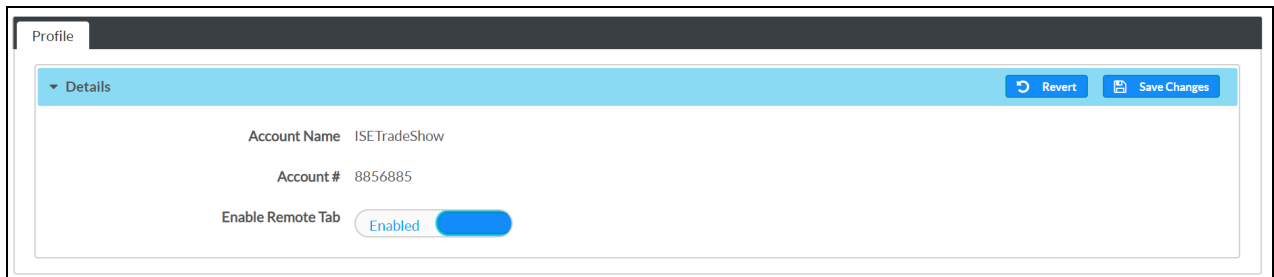
1. Select the gear icon  on the left side of the screen.
2. Select **Account Setting**.

SETTINGS Menu



3. Within the **Profile** tab on the right side of the screen, turn on the **Enable Remote Tab** toggle.

Profile Tab



4. Tap **Save Changes** on the top right of the screen.

Request Remote Control Access

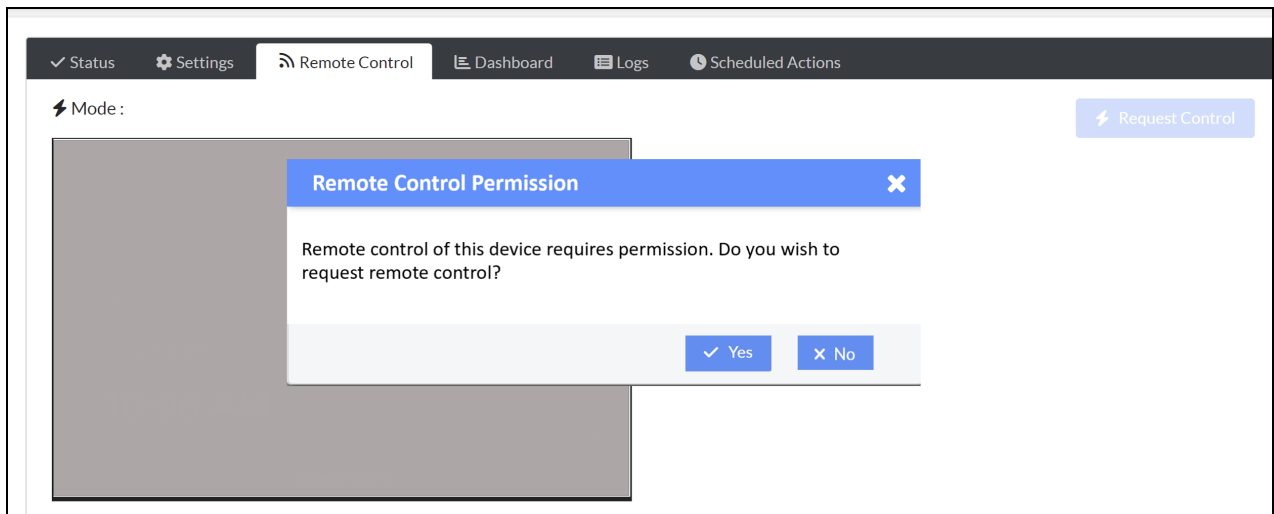
Certain device families (such as Crestron Flex phones) require a local user to approve the remote control request before access is granted. The following sections describe the procedures and work flows associated with requesting remote control access.

Initiate a Request

To initiate a remote control request from XiO Cloud:

1. Navigate to the user control device that supports remote control functionality.
2. Select the **Remote Control** tab on the right side of the screen. A **Remote Control Permission** dialog box is displayed.

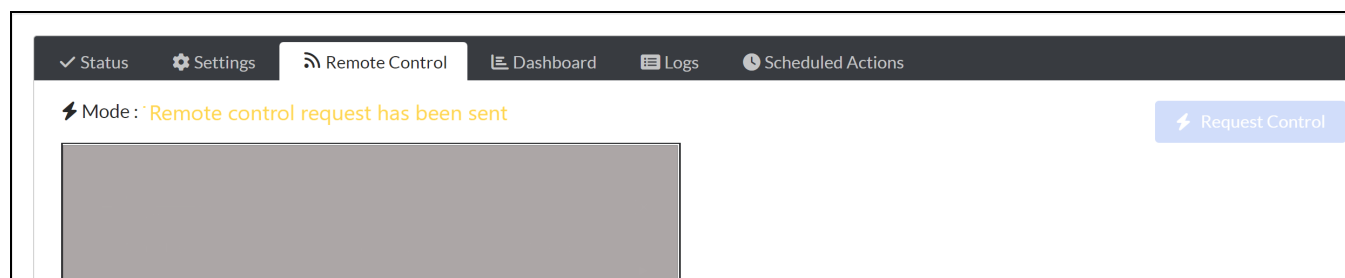
Remote Control Permission Dialog Box



3. Select **Yes** to initiate the remote control request. Selecting **No** closes the dialog box without sending the request, and the user must navigate back to the **Remote Control** tab to display the dialog box again.

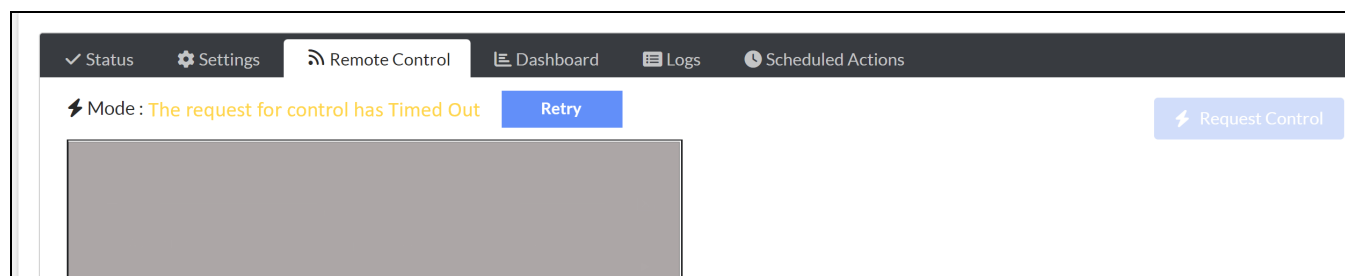
After initiating the request, the **Mode** status changes to **Remote control request has been sent**. The remote user must wait until a local user accepts or denies the request as described in [Accept or Decline the Request on page 142](#).

Remote control request has been sent Mode



If a local user does not respond to the remote request within 30 seconds, the **Mode** status changes to **The request for control has Timed Out**, and a **Retry** button is displayed next to the **Mode**. Select **Retry** to resend the remote control request. There is no limit to the number of retries that can be sent.

The request for control has Timed Out Mode

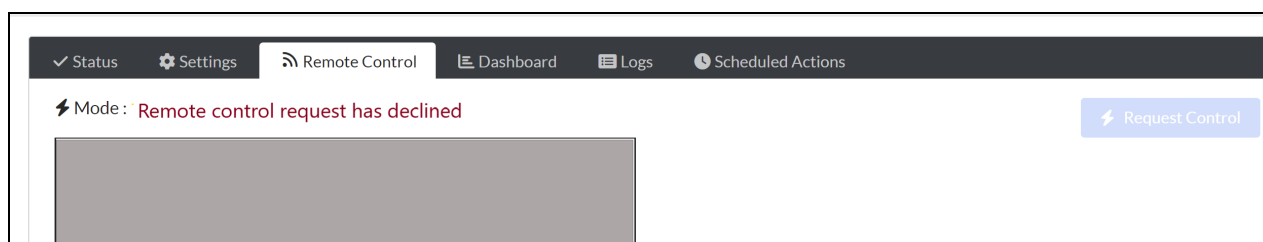


Accept or Decline the Request

After a remote control request is initiated, the user control device prompts a local user to accept or decline the request via a pop-up window.

- If the local user accepts the request, the **Mode** status changes to **View**, and the **Request Control** button can be selected. Refer to [View a User Interface on page 143](#) and [Control a User Interface on page 144](#) for more information.
- If the local user declines the request, the **Mode** status changes to **Remote control request has declined**, and no remote control functionality is provided. The remote user can retry the remote control request as described in [Initiate a Request on page 141](#).

Remote control request has declined Mode



End a Remote Control Session

The local user can end an active remote control session at any time by selecting **End Remote Support Session** on the user control device. The **Mode** status within XiO Cloud changes to **Remote control Session has ended**, and remote control functionality is no longer provided.

A remote control session times out after one hour. At that time, the local user is prompted to continue or end the session via a pop-up window on the user control device.

- If the local user selects **Continue**, the remote session continues without any interruption.
- If the local user selects **End**, the **Mode** status within XiO Cloud changes to **Remote control Session has ended**, and remote control functionality is no longer provided.
- If the local user does not respond to the prompt, the remote session times out and remote control functionality is no longer provided.

View a User Interface

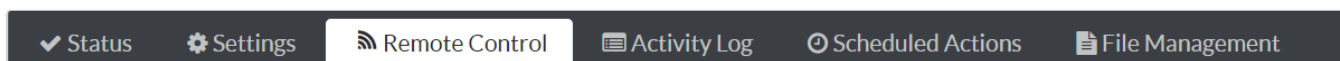
Users can view a connected user interface once remote control is enabled for the XiO Cloud account.

NOTE: To access user control devices within a group, users must have **Tech** access or above.

To view a connected user interface:

1. Navigate to the user control device that supports remote control functionality.
2. Select the **Remote Control** tab on the right side of the screen.
3. If prompted, initiate a remote control request as described in [Request Remote Control Access on page 141](#).

Remote Control Tab

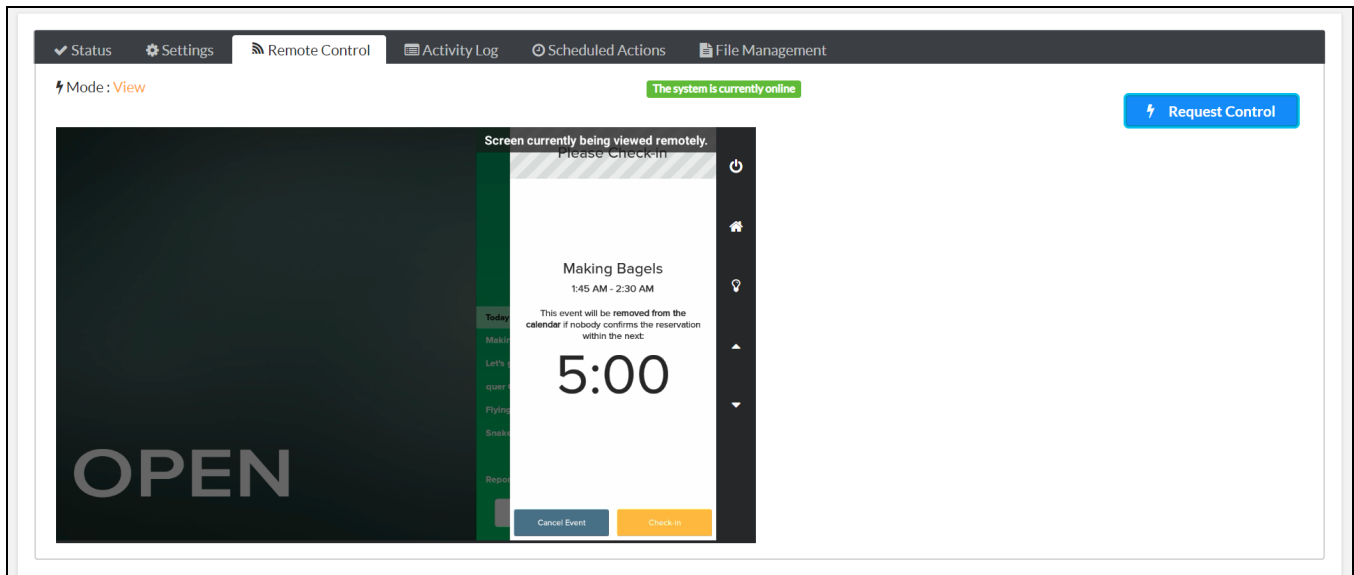


NOTES:

- Remote control is available only on the device level.
- The **Remote Control** tab is shown only if the user control device has been upgraded to a firmware version that supports this functionality. The device firmware can be updated directly through XiO Cloud if necessary.

The content that is currently displayed on the user interface is shown as an image in the **Remote Control** tab.

Remote Control Tab – User Interface (View Mode)



By default, the user interface is placed in **View** mode, which is indicated in the top left of the screen.

- The image of the remote user interface is updated approximately every five seconds.
- If the remote user interface is viewed for 15 minutes without any other activity occurring on the page, the image stops updating automatically. Refresh the page in the browser to resume viewing the user interface in real time.

Control a User Interface

To take control of a user interface:

1. Navigate to the user control device that supports remote control functionality.
2. Select the **Remote Control** tab on the right side of the screen.
3. If prompted, initiate a remote control request as described in [Request Remote Control Access on page 141](#).
4. Select **Request Control** on the top right of the screen.

NOTE: Only one user can control a remote user interface at any time. If another user requests control, the current user controlling the display is placed back in **View** mode. Users controlling the physical user interface are not affected by remote usage.

Within a few seconds, the mode switches from **View** to **Control**, and the **Request Control** button changes to a **Release Control** button.

While in **Control** mode, select anywhere on the virtual user interface, including capacitive hard buttons (if present), to send a virtual touch command to the device.

NOTE: If the user control device is in standby mode, a black screen is displayed. Click the remote screen once to wake the user control device. Normal control can resume once the image updates to show the remote user interface.

To stop controlling the user control device, select **Release Control**. The user control device, returns to **View** mode.

Privacy Considerations

Remote control functionality was designed with privacy considerations in mind.

- The remote control functionality must be enabled by a Global Administrator before it can be used.
- To access user interfaces within a group, users must have **Tech** access or above.
- Whenever a user is viewing or controlling the user interface remotely, a "Screen currently being viewed remotely" message is displayed on the physical device.
- The activity log is updated to record whenever a user starts and stops viewing or controlling a user interface.
- Remote control access can be disabled entirely on a user interface by issuing the `REMOTECONTROL DISABLE` console command in Crestron Toolbox™ software.
- No images from the user interface are stored on Crestron servers longer than is necessary to display them, and no images are accessible by Crestron staff.

Enable API Access

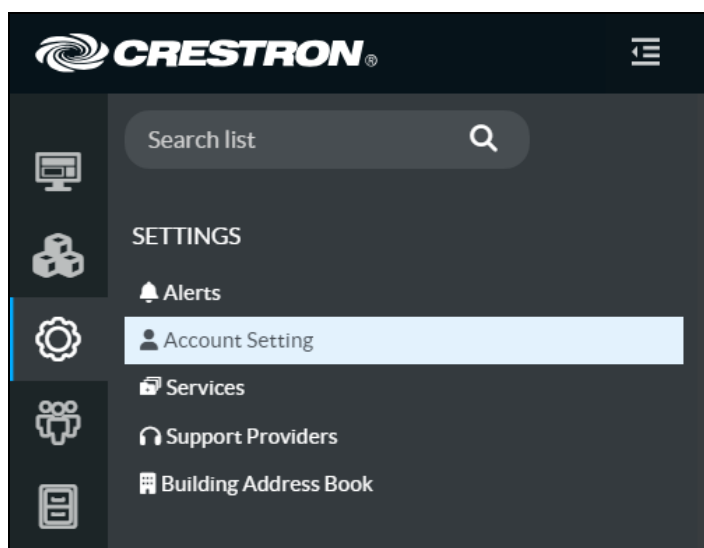
Users with Global Administrator permissions can enable the XiO Cloud REST API functionality directly from the XiO Cloud portal. For room-based accounts, enabling API access requires purchase of a SW-XIOC-API license for the account.

The XiO Cloud REST API binds to the XiO Cloud server as a new transport interface (much like a direct transport interface or a serial join interface). The REST API layer provides a translation from the XiO Cloud server. Web server requests are stateless, and all stateful information is maintained between the XiO Cloud REST API layer and account, group, and device data. For more information, refer to the XiO Cloud Service API microsite at <https://developer.crestron.com>.

To enable API access from the portal:

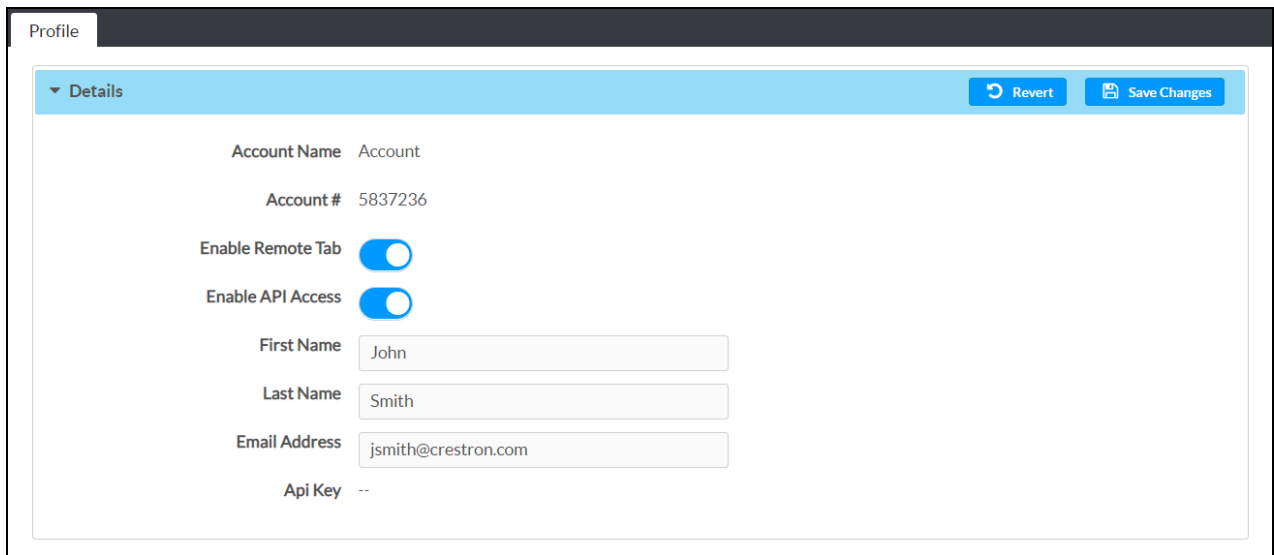
1. Select the gear icon  on the left side of the screen.
2. Select **Account Setting**.

SETTINGS Menu



3. Within the **Profile** tab on the right side of the screen, expand the **Details** accordion, then turn on the **Enable API Access** toggle.

Profile Tab - Details Accordion



The screenshot shows a web interface with a 'Profile' tab selected. Below the tab is an expanded 'Details' accordion. The accordion contains the following fields and controls:

- Account Name:** Account
- Account #:** 5837236
- Enable Remote Tab:** Toggle switch (turned on)
- Enable API Access:** Toggle switch (turned on)
- First Name:** John
- Last Name:** Smith
- Email Address:** jsmith@crestron.com
- Api Key:** --

At the top right of the accordion, there are two buttons: 'Revert' and 'Save Changes'.

4. Enter the administrator's name and email address in the appropriate text fields.
5. Tap **Save Changes** on the top right of the accordion. An API authentication key is displayed next to **Api Key**.

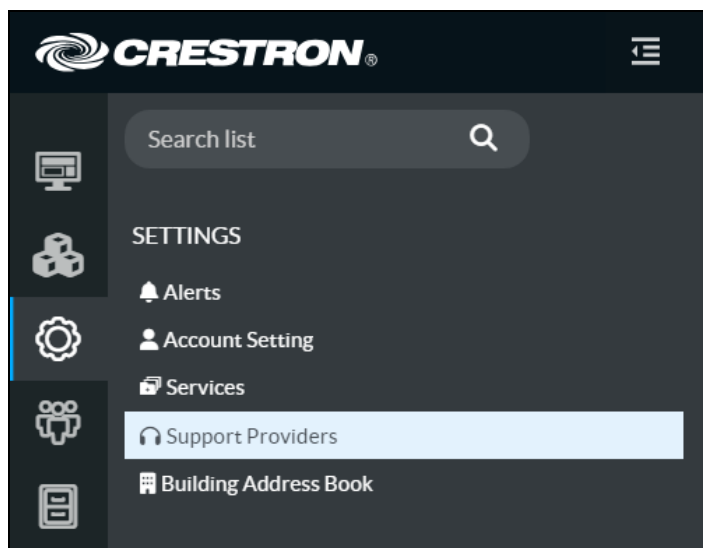
Manage Support Providers

The **Support Providers** feature allows customers to grant account access to Authorized Resellers and Crestron Service Providers (together, Authorized Support Providers). Once a support provider is granted access, the provider can view and manage the account as specified by the Global Administrator in the customer account. Customers can revoke a support provider's access to their account at any time.

NOTE: Support providers must create an XiO Cloud Management Portal account to access customer accounts as described in the [XiO Cloud Management Portal User Guide](#). Once the customer grants a support provider access to their account, portal account users that have been authorized to access the account will be added automatically as **Standard Users** with **Viewer** permissions. These permissions can be elevated by the customer Global Administrator as described in [Manage User Access on page 88](#).

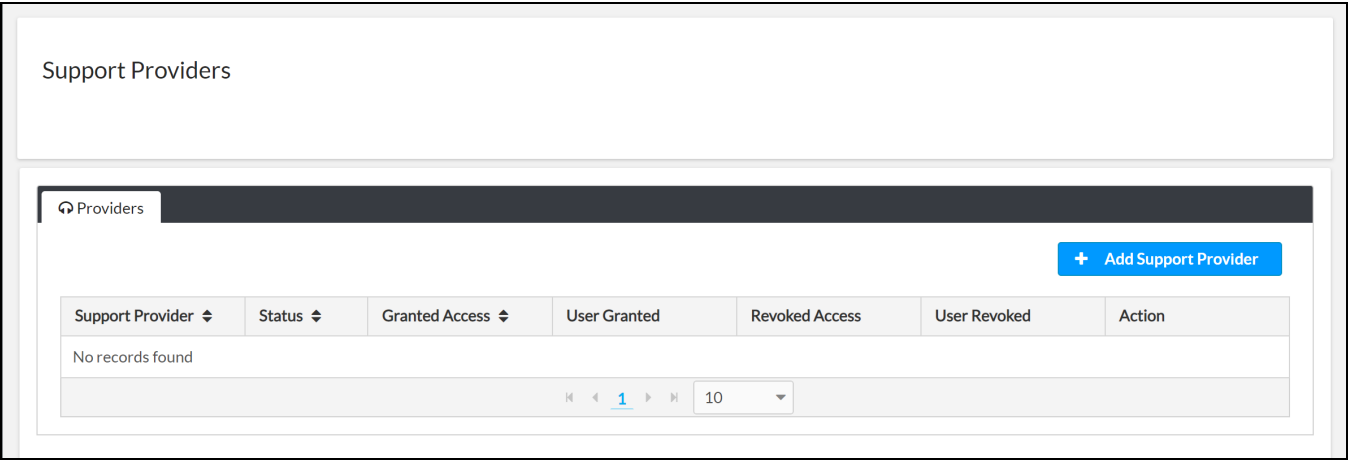
The **SETTINGS** menu for managing support providers is located in the user management panel, which may be accessed by clicking the **Settings** button  in the navigation menu.

Settings – Support Providers Option



Select **Support Providers** in the **SETTINGS** menu. A **Support Providers** page is displayed to the right of the **SETTINGS** menu.

Support Providers Page



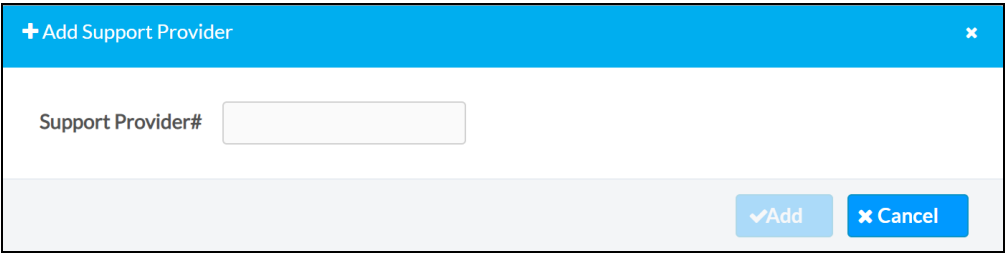
Support providers are organized by name and displayed within a table. Support provider access can be granted or revoked using the functions in this page.

Add a Support Provider

To add a new support provider to the customer account:

1. Select **+ Add Support Provider** at the top right of the page. The **Add Support Provider** dialog box is displayed.

Add Support Provider Dialog Box



2. Enter a valid seven-digit support provider ID into the **Support Provider#** text field. This number will be provided by your Authorized Support Provider.

- ## Support Provider Confirmation Dialog Box

4. Select **Add**. The support provider is added to the table within the **Support Providers** page.

Once support providers have been added as described in [Add a Support Provider on page 149](#), they can be managed using the provided table.

Providers

+ Add Support Provider

Support Provider ▾	Status ▾	Granted Access ▾	User Granted	Revoked Access	User Revoked	Action
DealerAccount_SSO	Active	6/16/21	RoomGroup14 Premium14	-	-	Revoke
DealerAccount_SSO2	Revoked	6/16/21	Dearler User1	6/16/21	RoomGroup14 Premium14	Reactivate
ALVA SOFTWARE	Revoked	6/16/21	Dearler User1	6/16/21	RoomGroup14 Premium14	Reactivate
CREATIVE TECHNOLOGY-CHICAGO	Revoked	6/16/21	RoomGroup14 Premium14	6/16/21	RoomGroup14 Premium14	Reactivate

< >

1

10

The following information and controls are provided for each listed room:

- User Guide — Doc. 8214AU

- **Granted Access:** The date when the Authorized Support Provider was granted access to the customer account.
- **User Granted:** The customer account user that granted account access to the Authorized Support Provider.
- **Revoked Access:** The date when the Authorized Support Provider's access to the customer account was revoked (if applicable).
- **User Revoked:** The customer account user that revoked account access from the Authorized Support Provider.
- **Action:** Provides an action button based on the Authorized Support Provider account status:
- **Revoke:** If the Authorized Support Provider has been granted access to the customer account, select **Revoke** to revoke their access to the customer account.
- **Reactivate:** If the Authorized Support Provider's customer account access has been revoked, select **Reactivate** to reactive their access to the customer account.

FAQs

This topic provides answers to frequently asked questions regarding the XiO Cloud service.

What is the XiO Cloud service?

The XiO Cloud service is a device management software as a service (SaaS). The XiO Cloud service allows all supported Crestron devices and certain supported third-party devices across an enterprise to be managed and configured from one central, secure location in the cloud. The XiO Cloud service may be used to view the status of a device, to configure various device and network settings, to manage licenses, and to update device firmware. After enrolling in the service, the XiO Cloud portal can be accessed at portal.crestron.io.

For more details and additional resources, refer to <https://www.crestron.com/xiocloud>.

What devices are supported by the XiO Cloud service?

For a list of supported Crestron devices, refer to the **Specifications** tab on any of the [XiO Cloud product pages](#) at www.crestron.com.

What minimum device firmware versions are required to connect to the XiO Cloud service?

The following table provides minimum firmware versions that must be running on a supported device in order for the device to connect to the XiO Cloud service.

NOTE: If a supported device is not listed in the table below, then it does not have a minimum firmware version that is required to connect to the XiO Cloud service.

Model(s)	Firmware Versions
AV3, CP3, CP3N, DIN-AP3, DIN-AP3MEX, FT-TS600, FT-TSC600, MC3, MPC3-101, MPC3-102, MPC3-201, MPC3-302, PRO3, RMC3, TSCW-730	1.8001.0176
DM-MD8X8-CPU3, DM-MD8X8-CPU3-RPS, DM-MD16X16-CPU3, DM-MD16X16-CPU3-RPS, DM-MD32X32-CPU3, DM-MD32X32-CPU3-RPS, DMPS3-200-C, DMPS3-300-C, DMPS3-300-C-AEC, DMPS3-4K-50, DMPS3-4K-100-C, DMPS3-4K-150-C, DMPS3-4K-200-C, DMPS3-4K-250-C, DMPS3-4K-300-C, DMPS3-4K-350-C	1.603.0112
TSS-7, TSS-10, TSW-560, TSW-560P, TSW-760, TSW-1060	2.009.0121
DGE-100, DM-DGE-200-C, TS-1542, TS-1542-C	1.4662.00000.000
CCS-UC-1 W/PS, CCS-UC-1-AV W/PS, CCS-UC-1-X, UC-M50-U, UC-M50-UA, UC-M70-U, UC-M70-UA, UC-MX50-U, UC-MX70-U	1.4395.00025.001

Model(s)	Firmware Versions
AM-200, AM-300	1.4493.00039.003
DM-NVX-350, DM-NVX-350C, DM-NVX-351, DM-NVX-351C, DM-NVX-352, DM-NVX-352C, DM-NVX-D30, DM-NVX-D30C, DM-NVX-E30, DM-NVX-E30C	5.1.4651.00031
AMP-2000, AMP-4000, AMP-4600, AMP-8000, AMP-8075, AMPI-8075, AMP-8150, AMPI-8150, DSP-860, DSP-1280, DSP-1281, DSP-1282, DSP-1283	1.00.380.002
CEN-ODT-C-POE	1.001.0063
AV4, CP4, CP4N, DIN-AP4, MC4, MC4-I, PRO4, RMC4	2.7000.00083
UC-ENGINE, UC-ENGINE-SD, UC-ENGINE-SD-Z	1.00.16.885 or 1.00.17.185
	The minimum firmware version is dependent on the UC-ENGINE hardware. XiO Cloud and the device will select the correct version automatically.
HD-RX-4K-410-C-E, HD-RX-4K-410-C-E-SW4, HD-RX-4K-510-C-E, HD-RX-4K-510-C-E-SW4	1.0.4365.16200

What XiO Cloud features are supported by Crestron devices?

All Crestron devices that can be claimed into the XiO Cloud service support the following features at minimum:

- Online status
- Network settings
- Firmware updates
- Remote restart
- Crestron Fusion® service provisioning (enable/disable and cloudurl)
- Log file retrieval

Certain Crestron devices support additional XiO Cloud features. These additional features are implemented either when the device support is initially released or during a future update to the XiO Cloud service.

Which takes precedence: local settings made on the device, or settings made within the XiO Cloud service?

Settings enforced in the XiO Cloud service always take precedence to local settings. If a local setting is changed, it will report its new value to the XiO Cloud service, and the device will indicate that changes to its settings are pending. Refresh the device within XiO Cloud to see its updated settings.

How do I determine if the XiO Cloud service is down?

Refer to [Crestron Online Help article 5894](#) for the current status of the XiO Cloud service. Subscribe to this article to get updates on any status changes.

Does the XiO Cloud service support single sign-on (SSO) solutions?

The XiO Cloud service supports both SAML and OpenID Connect for SSO, which are supported by all major identity providers including the Azure® Active Directory® service.

For more information on integrating SSO with XiO Cloud via Azure Active Directory, refer to www.crestron.com/News/Blog/April-2020/SSO-for-XiO-Cloud-using-Azure-AD.

What device ports are required to connect to the XiO Cloud service?

Devices communicate to the XiO Cloud service over TCP using port 443 (AMQP over WebSockets).

What IP addresses are used for the XiO Cloud service?

The XiO Cloud service is located within Azure's US East and West datacenters. The current list of datacenter IP addresses is available at www.microsoft.com/en-us/download/confirmation.aspx?id=56519.

For more information on the URLs and IP addresses used by the XiO Cloud service, refer to the [XiO Cloud Service Security Reference Guide](#).

How do I check that a device is registered with the XiO Cloud service?

To check that a device is registered with the XiO Cloud service, issue the `hydrogenstatus` command to the device using the **Text Console** tool in Crestron Toolbox™ software.

A sample response is shown below indicating that the device is registered to the XiO Cloud service but not claimed.

```
MERCURY>HYDROGENSTATUS
HydrogenUrl: https://fc.crestron.io/api/device/create
This unit is online with Hydrogen
IoT Hub Url: prd-use-iothub.azure-devices.net
Last IOT connect Time: 02/08/2018 15:43:02
Hydrogen device state: REGISTRATION_SUCCESSFUL
HttpsRegistrationRetryInterval (sec): 300
IoTHearbeatInterval (sec): 300
Empty Callback from CPH count: 0
CresNextReceiveThread: waiting on queue...
```

How to I disable a Crestron Fusion in the Cloud (FITC) connection?

The Crestron Fusion Cloud URL must be changed to the myCrestron URL (<https://api.my.crestron.com/api/Registration>) prior to disabling the FITC connection. This is required when moving a device from a Crestron Fusion Cloud server to an on-premises Crestron Fusion server.

What countries currently support SMS alerts for the XiO Cloud service?

SMS (short message service) for XiO Cloud alerts is not currently supported in all countries. The following countries are supported at this time:

- American Samoa
- Anguilla
- Antigua
- Australia
- Barbuda
- Bahamas
- Barbados
- Belgium
- Bermuda
- Canada
- Cayman Islands
- Dominica
- Dominican Republic
- Ireland
- Grenada
- Grenadines
- Guam
- India
- Israel
- Jamaica
- Montserrat
- Myanmar
- North Mariana Islands
- Puerto Rico
- Sweden
- Trinidad
- Turks
- United Kingdom
- United States of America
- Virgin Islands

To inquire about SMS support for a country that is not currently listed, contact Crestron.

Can I turn off automatic firmware updates in XiO Cloud?

The automatic update feature cannot be turned off by the XiO Cloud service. Unlike the auto update mechanism that is configured out of the box for individual devices, XiO Cloud firmware updates use a different manifest location that includes only the firmware version that has been applied to a device. A device managed through XiO Cloud uses the auto update feature to ensure it is running the firmware applied from XiO Cloud.

Troubleshooting

This topic provides troubleshooting procedures for various issues that may occur when using the XiO Cloud service.

Issue	Solution(s)
A device reports that it is registered with the XiO Cloud service but is reporting as offline within the service.	Ensure that the date and time settings on the device are correct. Incorrect date and time settings can cause the device to report as offline.
The device goes offline after roughly 12 hours.	<p>Ensure that the date and time settings on the device are correct. Incorrect date and time settings can cause the device to report as offline.</p> <p>Additionally, if the device is connected to a control processor, check that the time and timezone settings on the control processor are correct.</p>
Conflicts occur when attempting to schedule actions for a device.	Stagger the times for scheduled actions to ensure there are no conflicts with delivery.
A change to device settings from XiO Cloud is rejected by the device.	<p>Ensure there are no IP ID conflicts within your system. IP IDs must be unique across systems.</p> <p>For example, if you are adding a Crestron Connected® Display at IP ID 03 to a system that is configured to use Crestron Fusion at IP ID 03, the settings will be rejected by the device due to the IP ID conflict.</p>
Errors are received when attempting to claim a device to the XiO Cloud service.	<p>Ensure that the device is connected to the network and has internet access. After connecting the device, wait a few minutes until the device has been registered.</p> <p>Issue the <code>hydrogenstatus</code> command to the device using the Text Console tool in Crestron Toolbox software to ensure the device is able to connect to the XiO Cloud service,</p>
The device reports as connected but the settings in XiO Cloud are different than the local settings on the device.	Select Refresh Device from the Action drop-down menu to refresh the device connection.
The device is showing pending settings even though it is reporting as connected.	Select Refresh Device from the Action drop-down menu to refresh the device connection.

Issue	Solution(s)
Settings changed from XiO Cloud are not applied on the device.	<p>Pushing settings while a firmware update is in progress on a device (not scheduled, but actively in progress on a device) may result in the settings not being applied to the device.</p> <p>To resolve, select Refresh Device from the Action drop-down menu to refresh the device connection.</p>
A firmware upgrade fails to start.	<p>Applying settings may cause a firmware upgrade to not start if the settings are saved around the same time that the upgrade begins.</p> <p>To resolve, restart the firmware upgrade.</p>

Works with XiO Cloud

The XiO Cloud® service is designed to work with many Crestron® and third-party products.

The following device types work with XiO Cloud:

- [Audio on page 160](#)
- [Conferencing on page 161](#)
- [Connectivity on page 168](#)
- [Control on page 169](#)
- [Lighting and Environmental on page 171](#)
- [Power on page 172](#)
- [Scheduling on page 173](#)
- [Sensors on page 174](#)
- [Third-Party Devices on page 175](#)
- [Touch Screens on page 177](#)
- [Video on page 179](#)

Audio

The following audio solutions are supported by the XiO Cloud® service.

Amplifiers

- [AMP-2800](#): 2-Channel Power Amplifier, 800 W/Ch, Discontinued
- [AMP-4600](#): 4-Channel Power Amplifier, 600 W/Ch
- [AMP-8075](#): 8-Channel Power Amplifier, 75 W/Ch, 4/8 Ω or 70V, North America and Japan, 100–120V
- [AMPI-8075](#): 8-Channel Power Amplifier, 75 W/Ch, 4/8 Ω or 70V, International, 220–240V
- [AMP-8150](#): 8-Channel Power Amplifier, 150 W/Ch, 4/8 Ω or 70V, North America and Japan, 100–120V
- [AMPI-8150](#): 8-Channel Power Amplifier, 150 W/Ch, 4/8 Ω or 70V, International, 220–240V

Digital Signal Processors

- [DSP-860](#): Crestron Avia® 8x6 Digital Signal Processor
- [DSP-1280](#): Crestron Avia® 12x8 Digital Signal Processor
- [DSP-1281](#): Crestron Avia® 12x8 Digital Signal Processor with Dante® Audio Networking
- [DSP-1282](#): Crestron Avia® 12x8 Digital Signal Processor with USB Audio, AEC, and Audio Conferencing Interface, Discontinued
- [DSP-1283](#): Crestron Avia® 12x8 Digital Signal Processor with Dante® Audio Networking, USB Audio, AEC, and Audio Conferencing Interface, Discontinued

Multiroom Audio Accessories

- [DM-NAX-2XLRI-1G](#): DM NAX® Audio-over-IP Wall Plate with XLR, Black, 1-Gang
- [DM-NAX-AUD-IO](#): DM NAX® Audio-over-IP Converter with Balanced/Unbalanced Line-Level Audio Input and Output
- [DM-NAX-AUD-USB](#): DM NAX® Audio-over-IP Converter with USB-C® Audio Input and Output
- [DM-NAX-BTIO-1G](#): DM NAX® Audio-over-IP Wall Plate with Bluetooth® Audio Support, Analog Audio Input and Output, 1-Gang
- [DM-NAX-XSP](#): DM NAX® 8K Smart Display Controller and Network Audio Encoder/Decoder with eARC Support

Conferencing

The following conferencing solutions are supported by the XiO Cloud® service.

AirMedia Wireless Presentation and Conferencing

- [AM-200](#): AirMedia® Presentation System 200, Discontinued
- [AM-300](#): AirMedia® Presentation System 300, Discontinued
- [AM-3000-WF](#): AirMedia® Receiver 3000 with Wi-Fi® Network Connectivity
- [AM-3000-WF-I](#): AirMedia® Receiver 3100 with Wi-Fi® Network Connectivity, International
- [AM-3100-WF](#): AirMedia® Series 3 Receiver 100 with Wi-Fi® Connectivity
- [AM-3100-WF-I](#): AirMedia® Series 3 Receiver 100 with Wi-Fi® Connectivity, International
- [AM-3200](#): AirMedia® Series 3 Receiver 200
- [AM-3200-WF](#): AirMedia® Series 3 Receiver 200 with Wi-Fi® Connectivity
- [AM-3200-WF-I](#): AirMedia® Series 3 Receiver 200 with Wi-Fi® Connectivity, International

Crestron Flex Solutions

The following Crestron Flex solutions are supported by the XiO Cloud® service.

All-In-One Bars

- [UC-B70-A-Z](#): Crestron Flex Large Room Conference Solution with All-In-One Videobar 70 for Zoom Rooms® Software
- [UC-B70-A-Z-I](#): Crestron Flex Large Room Conference Solution with All-In-One Videobar 70 for Zoom Rooms® Software, International

Crestron Flex Kits

NOTE: The individual devices that can be connected to the XiO Cloud service vary by Crestron Flex kit. Refer to the documentation for your Crestron Flex kit for more information about which devices can be connected to the XiO Cloud service.

- [UC-B30-T](#): Crestron Flex Small Room Conference System with Video Soundbar for Microsoft Teams® Rooms
- [UC-B30-T-L](#): Crestron Flex Small Room Conference System with Video Soundbar and Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-B30-T-L-WM](#): Crestron Flex Small Room Conference System with Video Soundbar, Wall Mounted Control Interface, and Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-B30-T-WM](#): Crestron Flex Small Room Conference System with Video Soundbar and Wall Mounted Control Interface for Microsoft Teams® Rooms

- [UC-B30-Z](#): Crestron Flex Small Room Conference System with Video Soundbar for Zoom Rooms® Software
- [UC-B30-Z-L](#): Crestron Flex Small Room Conference System with Video Soundbar and Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-B30-Z-L-WM](#): Crestron Flex Small Room Conference System with Video Soundbar, Wall Mounted Control Interface, and Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-B30-Z-WM](#): Crestron Flex Small Room Conference System with Video Soundbar and Wall Mounted Control Interface for Zoom Rooms® Software
- [UC-B31-T](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Microsoft Teams® Rooms
- [UC-B31-T-INDIA](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Microsoft Teams® Rooms, India
- [UC-B31-T-WM](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Microsoft Teams® Rooms
- [UC-B31-T-WM-INDIA](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Microsoft Teams® Rooms, India
- [UC-B31-Z](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Zoom Rooms® Software
- [UC-B31-Z-INDIA](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Zoom Rooms® Software, India
- [UC-B31-Z-WM](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Zoom Rooms® Software
- [UC-B31-Z-WM-INDIA](#): Crestron Flex Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Zoom Rooms® Software, India
- [UC-BX30-T](#): Crestron Flex Advanced Small Room Conference System with Video Soundbar for Microsoft Teams® Rooms
- [UC-BX30-T-WM](#): Crestron Flex Advanced Small Room Conference System with Video Soundbar and Wall Mounted Control Interface for Microsoft Teams® Rooms
- [UC-BX30-Z](#): Crestron Flex Advanced Small Room Conference System with Video Soundbar for Zoom Rooms® Software
- [UC-BX30-Z-WM](#): Crestron Flex Advanced Small Room Conference System with Video Soundbar and Wall Mounted Control Interface for Zoom Rooms® Software
- [UC-BX31-T](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Microsoft Teams® Rooms
- [UC-BX31-T-INDIA](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Microsoft Teams® Rooms, India
- [UC-BX31-T-WM](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Microsoft Teams® Rooms
- [UC-BX31-T-WM-INDIA](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Microsoft Teams® Rooms, India

- [UC-BX31-Z](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Zoom Rooms® Software
- [UC-BX31-Z-INDIA](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar for Zoom Rooms® Software, India
- [UC-BX31-Z-WM](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Zoom Rooms® Software
- [UC-BX31-Z-WM-INDIA](#): Crestron Flex Advanced Small Room Conference System with Jabra® PanaCast® 50 Video Bar and Wall Mounted Control Interface for Zoom Rooms® Software, India
- [UC-C100-T](#): Crestron Flex Video Conference System Integrator Kit for Microsoft Teams® Rooms
- [UC-C100-T-L](#): Crestron Flex Video Conference System Integrator Kit with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-C100-T-L-WM](#): Crestron Flex Video Conference System Integrator Kit with a Wall Mounted Control Interface and Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-C100-T-WM](#): Crestron Flex Video Conference System Integrator Kit with a Wall Mounted Control Interface for Microsoft Teams® Rooms
- [UC-C100-Z](#): Crestron Flex Video Conference System Integrator Kit for Zoom Rooms® Software
- [UC-C100-Z-L](#): Crestron Flex Video Conference System Integrator Kit with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-C100-Z-L-WM](#): Crestron Flex Video Conference System Integrator Kit with a Wall Mounted Control Interface and Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-C100-Z-WM](#): Crestron Flex Video Conference System Integrator Kit with a Wall Mounted Control Interface for Zoom Rooms® Software
- [UC-CX100-T](#): Crestron Flex Advanced Video Conference System Integrator Kit for Microsoft Teams® Rooms
- [UC-CX100-T-L](#): Crestron Flex Advanced Video Conference System Integrator Kit with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-CX100-T-L-WM](#): Crestron Flex Advanced Video Conference System Integrator Kit with a Wall Mounted Control Interface and Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-CX100-T-WM](#): Crestron Flex Advanced Video Conference System Integrator Kit with a Wall Mounted Control Interface for Microsoft Teams® Rooms
- [UC-CX100-Z](#): Crestron Flex Advanced Video Conference System Integrator Kit for Zoom Rooms® Software
- [UC-CX100-Z-L](#): Crestron Flex Advanced Video Conference System Integrator Kit with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-CX100-Z-L-WM](#): Crestron Flex Advanced Video Conference System Integrator Kit with a Wall Mounted Control Interface and Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-CX100-Z-WM](#): Crestron Flex Advanced Video Conference System Integrator Kit with a Wall Mounted Control Interface for Zoom Rooms® Software

- [UC-M50-T](#): Crestron Flex Tabletop Medium Room Video Conference System for Microsoft Teams® Rooms
- [UC-M50-T-L](#): Crestron Flex Tabletop Medium Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-M50-T-UPGRD](#): Crestron Flex Medium Room Upgrade Solution with Microsoft Teams® Rooms
- [UC-M50-U](#): Crestron Flex Tabletop Medium Room Video Conference System
- [UC-M50-UA](#): Crestron Flex Tabletop Medium Room Audio Conference System
- [UC-M50-Z](#): Crestron Flex Tabletop Medium Room Video Conference System for Zoom Rooms® Software
- [UC-M50-Z-L](#): Crestron Flex Tabletop Medium Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-M50-Z-UPGRD](#): Crestron Flex Medium Room Upgrade Solution with Zoom Rooms® Software
- [UC-M70-T](#): Crestron Flex Tabletop Large Room Video Conference System for Microsoft Teams® Rooms
- [UC-M70-T-L](#): Crestron Flex Tabletop Large Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-M70-U](#): Crestron Flex Tabletop Large Room Video Conference System
- [UC-M70-UA](#): Crestron Flex Tabletop Large Room Audio Conference System
- [UC-M70-Z](#): Crestron Flex Tabletop Large Room Video Conference System for Zoom Rooms® Software
- [UC-M70-Z-L](#): Crestron Flex Tabletop Large Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-MM30-T](#): Crestron Flex Tabletop Small Room Video Conference System for Microsoft Teams® Rooms
- [UC-MM30-T-I](#): Crestron Flex Tabletop Small Room Video Conference System for Microsoft Teams® Rooms, International
- [UC-MM30-T-L](#): Crestron Flex Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-MM30-T-L-I](#): Crestron Flex Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, International, Discontinued
- [UC-MM30-TA](#): Crestron Flex Tabletop Small Room Audio Conference System for Microsoft Teams® Rooms
- [UC-MM30-TA-I](#): Crestron Flex Tabletop Small Room Audio Conference System for Microsoft Teams® Rooms, International
- [UC-MM30-Z](#): Crestron Flex Tabletop Small Room Video Conference System for Zoom Rooms® Software
- [UC-MM30-Z-I](#): Crestron Flex Tabletop Small Room Video Conference System for Zoom Rooms® Software, International
- [UC-MM30-Z-L](#): Crestron Flex Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued

- [UC-MM30-Z-L-I](#): Crestron Flex Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, International, Discontinued
- [UC-MMX30-T](#): Crestron Flex Advanced Tabletop Small Room Video Conference System for Microsoft Teams® Room
- [UC-MMX30-T-I](#): Crestron Flex Advanced Tabletop Small Room Video Conference System for Microsoft Teams® Rooms, International
- [UC-MMX30-T-L](#): Crestron Flex Advanced Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-MMX30-T-L-I](#): Crestron Flex Advanced Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, International, Discontinued
- [UC-MMX30-Z](#): Crestron Flex Advanced Tabletop Small Room Video Conference System for Zoom Rooms® Software
- [UC-MMX30-Z-I](#): Crestron Flex Advanced Tabletop Small Room Video Conference System for Zoom Rooms® Software, International
- [UC-MMX30-Z-L](#): Crestron Flex Advanced Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-MMX30-Z-L-I](#): Crestron Flex Advanced Tabletop Small Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, International, Discontinued
- [UC-MX50-T](#): Crestron Flex Advanced Tabletop Medium Room Video Conference System for Microsoft Teams® Rooms
- [UC-MX50-T-L](#): Crestron Flex Advanced Tabletop Medium Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-MX50-T-UPGRD](#): Crestron Flex Advanced Medium Room Upgrade Solution with Microsoft Teams® Rooms
- [UC-MX50-U](#): Crestron Flex Advanced Tabletop Medium Room Video Conference System
- [UC-MX50-Z](#): Crestron Flex Advanced Tabletop Medium Room Video Conference System for Zoom Rooms® Software
- [UC-MX50-Z-L](#): Crestron Flex Advanced Tabletop Medium Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued
- [UC-MX50-Z-UPGRD](#): Crestron Flex Advanced Medium Room Upgrade Solution with Zoom Rooms® Software
- [UC-MX70-T](#): Crestron Flex Advanced Tabletop Large Room Video Conference System for Microsoft Teams® Rooms
- [UC-MX70-T-L](#): Crestron Flex Advanced Tabletop Large Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Microsoft Teams® Rooms, Discontinued
- [UC-MX70-U](#): Crestron Flex Advanced Tabletop Large Room Video Conference System
- [UC-MX70-Z](#): Crestron Flex Advanced Tabletop Large Room Video Conference System for Zoom Rooms® Software
- [UC-MX70-Z-L](#): Crestron Flex Advanced Tabletop Large Room Video Conference System with Lenovo® M920Q ThinkSmart™ Edition Tiny for Zoom Rooms® Software, Discontinued

Crestron Flex Phones

- [UC-P8-T](#): Crestron Flex 8 in. Audio Desk Phone for Microsoft Teams® Software, Discontinued
- [UC-P8-T-I](#): Crestron Flex 8 in. Audio Desk Phone for Microsoft Teams® Software, International, Discontinued
- [UC-P8-T-C](#): Crestron Flex 8 in. Video Desk Phone for Microsoft Teams® Software, Discontinued
- [UC-P8-T-C-I](#): Crestron Flex 8 in. Video Desk Phone for Microsoft Teams® Software, International, Discontinued
- [UC-P8-T-HS](#): Crestron Flex 8 in. Audio Desk Phone with Handset for Microsoft Teams® Software
- [UC-P8-T-HS-I](#): Crestron Flex 8 in. Audio Desk Phone with Handset for Microsoft Teams® Software, International
- [UC-P8-T-C-HS](#): Crestron Flex 8 in. Video Desk Phone with Handset for Microsoft Teams® Software
- [UC-P8-T-C-HS-I](#): Crestron Flex 8 in. Video Desk Phone with Handset for Microsoft Teams® Software, International
- [UC-P8-TD](#): Crestron Flex 8 in. Display for Microsoft Teams® Software
- [UC-P8-TD-I](#): Crestron Flex 8 in. Display for Microsoft Teams® Software, International
- [UC-P10-T](#): Crestron Flex 10 in. Audio Desk Phone for Microsoft Teams® Software, Discontinued
- [UC-P10-T-I](#): Crestron Flex 10 in. Audio Desk Phone for Microsoft Teams® Software, International, Discontinued
- [UC-P10-T-C](#): Crestron Flex 10 in. Video Desk Phone for Microsoft Teams® Software, Discontinued
- [UC-P10-T-C-I](#): Crestron Flex 10 in. Video Desk Phone for Microsoft Teams® Software, International, Discontinued
- [UC-P10-T-HS](#): Crestron Flex 10 in. Audio Desk Phone with Handset for Microsoft Teams® Software
- [UC-P10-T-HS-I](#): Crestron Flex 10 in. Audio Desk Phone with Handset for Microsoft Teams® Software, International
- [UC-P10-T-C-HS](#): Crestron Flex 10 in. Video Desk Phone with Handset for Microsoft Teams® Software
- [UC-P10-T-C-HS-I](#): Crestron Flex 10 in. Video Desk Phone with Handset for Microsoft Teams® Software, International
- [UC-P10-TD](#): Crestron Flex 10 in. Display for Microsoft Teams® Software
- [UC-P10-TD-I](#): Crestron Flex 10 in. Display for Microsoft Teams® Software, International
- [UC-P100-T](#): Crestron Flex VoIP Desk Phone for Microsoft Teams® Software, Discontinued
- [UC-P110-T](#): Crestron Flex VoIP Desk Phone with Tilt Screen for Microsoft Teams® Software, Discontinued

Crestron Flex Hubs and Pods

- [UC-AUDIO-HUB-DR1](#): Crestron Flex Hub Wireless Transceiver, DECT Region 1
- [UC-AUDIO-HUB-DR2](#): Crestron Flex Hub Wireless Transceiver, DECT Region 2

- [UC-AUDIO-POD-B-DR1](#): Crestron Flex Pod Wireless Speaker and Microphone, Black, DECT Region 1
- [UC-AUDIO-POD-B-DR2](#): Crestron Flex Pod Wireless Speaker and Microphone, Black, DECT Region 2

Connectivity

The following connectivity solutions are supported by the XiO Cloud® service.

FlipTop Cable Compartments

- [FT-TS600-B](#): FlipTop™ Touch Screen, Black Anodized, Discontinued
- [FT-TS600-BALUM](#): FlipTop™ Touch Screen, Brushed Aluminum, Discontinued
- [FT-TSC600-B](#): FlipTop™ Touch Screen Control System, Black Anodized, Discontinued
- [FT-TSC600-BALUM](#): FlipTop™ Touch Screen Control System, Brushed Aluminum, Discontinued

USB Switchers

- [USB-SW-200](#): 2-input USB 3.2 Data Matrix Switcher
- [USB-SW-400](#): 4-input USB 3.2 Data Matrix Switcher

Control

The following control solutions are supported by the XiO Cloud® service.

3-Series Control Systems

- [AV3](#): 3-Series® Control System, Discontinued
- [CP3](#): 3-Series® Control System, Discontinued
- [CP3N](#): 3-Series® Control System, Discontinued
- [DIN-AP3](#): 3-Series® DIN Rail Control System, Discontinued
- [DIN-AP3MEX](#): 3-Series® DIN Rail Control System with infiNET EX® and ER Wireless Gateway, Discontinued
- [PRO3](#): 3-Series® Control System, Discontinued
- [RMC3](#): 3-Series® Control System, Discontinued

4-Series Control Systems

- [AV4](#): 4-Series® Control System, Discontinued
- [CP4](#): 4-Series® Control System
- [CP4N](#): 4-Series® Control System
- [DIN-AP4](#): 4-Series® DIN Rail Control System
- [MC4](#): 4-Series® Control System
- [MC4-I](#): 4-Series® Control System, International
- [PRO4](#): 4-Series® Control System, Discontinued
- [RMC4](#): 4-Series® Control System

Crestron Virtual Control Server-Based Control Systems

- [VC-4-PC-3](#): Computer with Crestron Virtual Control Server Software
- [VC-4-ROOM](#): Crestron Virtual Control Server Software - Single-Room License

Media Presentation Controllers

- [MPC3-101-B](#): 3-Series® Media Presentation Controller 101, Black, Discontinued
- [MPC3-102-B](#): 3-Series® Media Presentation Controller 102, Black
- [MPC3-201-B](#): 3-Series® Media Presentation Controller 201, Black
- [MPC3-302-B](#): 3-Series® Media Presentation Controller 302, Black
- [MPC3-302-W](#): 3-Series® Media Presentation Controller 302, White

Smart Display Controllers

- [HD-CTL-101](#): 8K Smart Display Controller with HDMI® connectivity

Lighting and Environmental

The following lighting and environmental solutions are supported by the XiO Cloud® service.

Lighting Control Systems

- [ZUM-HUB4](#): Zūm® Lighting Control System, Hub4

Power

The following power solutions are supported by the XiO Cloud® service.

Power Conditioners

- [PC-350V-12](#): 12-Outlet Vertical Networked Power Controller and Conditioner with Surge Protection and Metering
- [PC-350V-18](#): 18-Outlet Vertical Networked Power Controller and Conditioner with Surge Protection and Metering

Scheduling

The following scheduling solutions are supported by the XiO Cloud® service.

Room Scheduling Touch Screens

- [TSS-7-B-S](#): 7 in. Room Scheduling Screen, Black Smooth, Discontinued
- [TSS-7-W-S](#): 7 in. Room Scheduling Screen, White Smooth, Discontinued
- [TSS-10-B-S](#): 10.1 in. Room Scheduling Screen, Black Smooth, Discontinued
- [TSS-10-W-S](#): 10.1 in. Room Scheduling Screen, White Smooth, Discontinued
- [TSS-770-B-S](#): 7 in. Room Scheduling Screen, Black Smooth
- [TSS-770-W-S](#): 7 in. Room Scheduling Screen, White Smooth
- [TSS-1070-B-S](#): 10.1 in. Room Scheduling Screen, Black Smooth
- [TSS-1070-W-S](#): 10.1 in. Room Scheduling Screen, White Smooth

Desk Scheduling Touch Screens

- [TSS-470E-B-T](#): 3.5 in. Desk Scheduling Touch Screen, Black Textured

Sensors

The following sensors are supported by the XiO Cloud® service.

Occupancy Sensors

- [CEN-ODT-C-POE](#): Dual-Technology Occupancy Sensor, PoE, 2,000 Sq Ft

Third-Party Devices

The following third-party devices are supported by the XiO Cloud® service via the Crestron Connected® protocol or the Crestron XiO Cloud™ Third-Party Device Monitoring Gateway.

NOTE: For more information on using third-party devices to the XiO Cloud service, refer to the [XiO Cloud® Service Third-Party Device Monitoring Configuration Guide](#).

Crestron Connected Devices

Supported third-party devices that use the Crestron Connected® communications protocol can be claimed to the XiO Cloud service directly without requiring a Crestron control processor, including the following:

- Acer® displays
- Barco® displays
- BenQ® displays
- Christie® displays
- Elo® Touch displays
- Epson® displays
- GUDE® PDUs
- InFocus® projectors
- Legrand® PDUs
- LG® displays
- NEC® displays
- Optoma® displays
- Phillips® displays
- Raritan® PDUs
- Samsung® displays
- Sharp® displays
- SMART Board® displays
- Sony® displays
- ViewSonic® displays
- Vivitek® projectors

For a list of third-party device models that have been certified to connect to XiO Cloud, refer to [Crestron Online Help answer ID 1001716](#).

Crestron Driver Devices

The XiO Cloud® service provides monitoring capabilities for supported third-party devices within a Crestron® system using the Crestron Drivers framework. The devices will appear in the XiO Cloud service and need only to be claimed to start monitoring.

Crestron Driver support in XiO Cloud is available for the following device types:

- A/V Receivers
- A/V Switchers
- Audio Mixers
- Blu-ray® Disc Players
- Cable Boxes
- Displays
- Polycom® Video Codec
- Projectors
- Video Servers

To view the available Crestron Drivers for these device types, visit the Crestron Driver Portal at drivers.crestron.io.

Third-Party Device Monitoring Gateway Software

[Crestron XiO Cloud™ Gateway Software](#) provides expanded configuration and monitoring capabilities for supported third-party devices not connected directly to a Crestron® control processor. This configuration allows for monitoring via Ping, TCP, SNMP, and the Crestron Drivers framework over Ethernet.

Touch Screens

The following touch screens are supported by the XiO Cloud® service.

Tabletop Touch Screens

- [TS-770-B-S](#): 7 in. Tabletop Touch Screen, Black Smooth
- [TS-770-W-S](#): 7 in. Tabletop Touch Screen, White Smooth
- [TS-770-GV-B-S](#): 7 in. Tabletop Touch Screen, Government Version, Black Smooth
- [TS-770-GV-W-S](#): 7 in. Tabletop Touch Screen, Government Version, White Smooth
- [TS-1070-B-S](#): 10.1 in. Tabletop Touch Screen, Black Smooth
- [TS-1070-W-S](#): 10.1 in. Tabletop Touch Screen, White Smooth
- [TS-1070-GV-B-S](#): 10.1 in. Tabletop Touch Screen, Government Version, Black Smooth
- [TS-1070-GV-W-S](#): 10.1 in. Tabletop Touch Screen, Government Version, White Smooth
- [TS-1542-TILT-B-S](#): 15.6 in. HD Touch Screen, Tabletop Tilt, Black Smooth, Discontinued
- [TS-1542-TILT-W-S](#): 15.6 in. HD Touch Screen, Tabletop Tilt, White Smooth, Discontinued
- [TS-1542-TILT-SSB](#): 15.6 in. HD Touch Screen, Tabletop Tilt, Signature Series Black, Discontinued
- [TS-1542-TILT-SSW](#): 15.6 in. HD Touch Screen, Tabletop Tilt, Signature Series White, Discontinued
- [TS-1542-TILT-C-B-S](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Tabletop Tilt, Black Smooth, Discontinued
- [TS-1542-TILT-C-W-S](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Tabletop Tilt, White Smooth, Discontinued
- [TS-1542-TILT-C-SSB](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Tabletop Tilt, Signature Series Black, Discontinued
- [TS-1542-TILT-C-SSW](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Tabletop Tilt, Signature Series White, Discontinued

Touch Screen Control Systems

- [TSCW-730-B-S](#): 7 in. Touch Screen Control System, Black Smooth, Discontinued
- [TSCW-730-W-S](#): 7 in. Touch Screen Control System, White Smooth, Discontinued

Wall Mount Touch Screens

- [TS-1542-B-S](#): 15.6 in. HD Touch Screen, Wall Mount or VESA, Black Smooth, Discontinued
- [TS-1542-W-S](#): 15.6 in. HD Touch Screen, Wall Mount or VESA, White Smooth, Discontinued
- [TS-1542-C-B-S](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Wall Mount or VESA, Black Smooth, Discontinued
- [TS-1542-C-W-S](#): 15.6 in. HD Touch Screen with DM 8G+® Input, Wall Mount or VESA, White Smooth, Discontinued

- [TSW-560-B-S](#): 5 in. Touch Screen, Black Smooth, Discontinued
- [TSW-560-W-S](#): 5 in. Touch Screen, White Smooth, Discontinued
- [TSW-560-NC-B-S](#): 5 in. Touch Screen without Camera or Microphone, Black Smooth, Discontinued
- [TSW-560-NC-W-S](#): 5 in. Touch Screen without Camera or Microphone, White Smooth, Discontinued
- [TSW-560P-B-S](#): 5 in. Touch Screen, Portrait, Black Smooth, Discontinued
- [TSW-560P-W-S](#): 5 in. Touch Screen, Portrait, White Smooth, Discontinued
- [TSW-570-B-S](#): 5 in. Touch Screen, Black Smooth
- [TSW-570-W-S](#): 5 in. Touch Screen, White Smooth
- [TSW-570P-B-S](#): 5 in. Touch Screen, Portrait, Black Smooth
- [TSW-570P-W-S](#): 5 in. Touch Screen, Portrait, White Smooth
- [TSW-760-B-S](#): 7 in. Touch Screen, Black Smooth, Discontinued
- [TSW-760-W-S](#): 7 in. Touch Screen, White Smooth, Discontinued
- [TSW-760-NC-B-S](#): 7 in. Touch Screen without Camera or Microphone, Black Smooth, Discontinued
- [TSW-760-NC-W-S](#): 7 in. Touch Screen without Camera or Microphone, White Smooth, Discontinued
- [TSW-770-B-S](#): 7 in. Wall Mount Touch Screen, Black Smooth
- [TSW-770-W-S](#): 7 in. Wall Mount Touch Screen, White Smooth
- [TSW-770-GV-B-S](#): 7 in. Wall Mount Touch Screen, Government Version, Black Smooth
- [TSW-770-GV-W-S](#): 7 in. Wall Mount Touch Screen, Government Version, White Smooth
- [TSW-1060-B-S](#): 10.1 in. Touch Screen, Black Smooth, Discontinued
- [TSW-1060-W-S](#): 10.1 in. Touch Screen, White Smooth, Discontinued
- [TSW-1060-NC-B-S](#): 10.1 in. Touch Screen without Camera or Microphone, Black Smooth, Discontinued
- [TSW-1060-NC-W-S](#): 10.1 in. Touch Screen without Camera or Microphone, White Smooth, Discontinued
- [TSW-1070-B-S](#): 10.1 in. Wall Mount Touch Screen, Black Smooth
- [TSW-1070-W-S](#): 10.1 in. Wall Mount Touch Screen, White Smooth
- [TSW-1070-GV-B-S](#): 10.1 in. Wall Mount Touch Screen, Government Version, Black Smooth
- [TSW-1070-GV-W-S](#): 10.1 in. Wall Mount Touch Screen, Government Version, White Smooth

Wireless Touch Screens

- [TST-1080](#): 10.1 in. Wireless Touch Screen

Video

The following video solutions are supported by the XiO Cloud® service.

AirMedia Wireless Presentation and Conferencing

- [AM-200](#): AirMedia® Presentation System 200, Discontinued
- [AM-300](#): AirMedia® Presentation System 300, Discontinued
- [AM-3000-WF](#): AirMedia® Receiver 3000 with Wi-Fi® Network Connectivity
- [AM-3000-WF-I](#): AirMedia® Receiver 3100 with Wi-Fi® Network Connectivity, International
- [AM-3100-WF](#): AirMedia® Series 3 Receiver 100 with Wi-Fi® Connectivity
- [AM-3100-WF-I](#): AirMedia® Series 3 Receiver 100 with Wi-Fi® Connectivity, International
- [AM-3200](#): AirMedia® Series 3 Receiver 200
- [AM-3200-WF](#): AirMedia® Series 3 Receiver 200 with Wi-Fi® Connectivity
- [AM-3200-WF-I](#): AirMedia® Series 3 Receiver 200 with Wi-Fi® Connectivity, International

Digital Graphics Engines

- [DGE-100](#): Digital Graphics Engine 100
- [DM-DGE-200-C](#): Digital Graphics Engine 200 with 4K DM 8G+® Input

DigitalMedia Solutions

The following DigitalMedia™ solutions supported by the XiO Cloud® service.

DigitalMedia Presentation Systems

- [DMPS3-4K-50](#): 3-Series® 4K DigitalMedia™ Presentation System 50, Discontinued
- [DMPS3-4K-100-C](#): 3-Series® 4K DigitalMedia™ Presentation System 100, Discontinued
- [DMPS3-4K-150-C](#): 3-Series® 4K DigitalMedia™ Presentation System 150, Discontinued
- [DMPS3-4K-200-C](#): 3-Series® 4K DigitalMedia™ Presentation System 200, Discontinued
- [DMPS3-4K-250-C](#): 3-Series® 4K DigitalMedia™ Presentation System 250
- [DMPS3-4K-250-C-AIRMEDIA](#): 3-Series® 4K DigitalMedia™ Presentation System 250 with AirMedia®, Discontinued
- [DMPS3-4K-300-C](#): 3-Series® 4K DigitalMedia™ Presentation System 300, Discontinued
- [DMPS3-4K-350-C](#): 3-Series® 4K DigitalMedia™ Presentation System 350
- [DMPS3-4K-350-C-AIRMEDIA](#): 3-Series® 4K DigitalMedia™ Presentation System 350 with AirMedia®, Discontinued
- [DMPS3-200-C](#): 3-Series® DigitalMedia™ Presentation System 200, Discontinued
- [DMPS3-300-C](#): 3-Series® DigitalMedia™ Presentation System 300, Discontinued

- [DMPS3-300-C-AEC](#): 3-Series® DigitalMedia™ Presentation System 300 with Audio Conferencing Interface, Discontinued

DigitalMedia Switchers

- [DM-MD8X8-CPU3](#): 8x8 DigitalMedia™ Switcher
- [DM-MD8X8-CPU3-RPS](#): 8x8 DigitalMedia™ Switcher with Redundant Power Supplies
- [DM-MD16X16-CPU3](#): 16x16 DigitalMedia™ Switcher
- [DM-MD16X16-CPU3-RPS](#): 16x16 DigitalMedia™ Switcher with Redundant Power Supplies
- [DM-MD32X32-CPU3](#): 32x32 DigitalMedia™ Switcher
- [DM-MD32X32-CPU3-RPS](#): 32x2 DigitalMedia™ Switcher with Redundant Power Supplies

DM NVX AV-over-IP Solutions

- [DM-NVX-350](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder, Discontinued
- [DM-NVX-350C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder Card, Discontinued
- [DM-NVX-351](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder with Downmixing
- [DM-NVX-351C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder Card with Downmixing
- [DM-NVX-352](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder with Dante® Audio, Discontinued
- [DM-NVX-352C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder Card with Dante® Audio, Discontinued
- [DM-NVX-360](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder
- [DM-NVX-360C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder Card
- [DM-NVX-363](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder with Downmixing and Dante® Audio
- [DM-NVX-363C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder/Decoder Card with Downmixing and Dante® Audio
- [DM-NVX-D10](#): DM NVX® 1080p60 4:4:4 Network AV Decoder
- [DM-NVX-D20](#): DM NVX® 4K60 4:2:0 Network AV Decoder
- [DM-NVX-D30](#): DM NVX® 4K60 4:4:4 HDR Network AV Decoder
- [DM-NVX-D30C](#): DM NVX® 4K60 4:4:4 HDR Network AV Decoder Card
- [DM-NVX-D200](#): DM NVX® 4K60 4:2:0 Network AV Decoder with Scaler
- [DM-NVX-D80-IOAV](#): DM NVX® 4K60 4:4:4 HDR Network AV OPS Decoder
- [DM-NVX-E10](#): DM NVX® 1080p60 4:4:4 Network AV Encoder
- [DM-NVX-E20](#): DM NVX® 4K60 4:2:0 Network AV Encoder
- [DM-NVX-E30](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder
- [DM-NVX-E30C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder Card
- [DM-NVX-E760](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder with DM® Input
- [DM-NVX-E760C](#): DM NVX® 4K60 4:4:4 HDR Network AV Encoder Card with DM® Input

HDMI Solutions

The following HDMI® solutions supported by the XiO Cloud® service.

HDMI Extenders

- [HD-RX-4K-210-C-E](#): DMPS Lite™ 4K Multiformat 2x1 AV Switch and Receiver
- [HD-RX-4K-210-C-E-POE](#): DMPS Lite™ 4K Multiformat 2x1 AV Switch and Receiver with PoE+
- [HD-RX-4K-410-C-E](#): DMPS Lite™ 4K Multiformat 4x1 AV Switch and Receiver, Discontinued
- [HD-RX-4K-410-C-E-SW4](#): DMPS Lite™ 4K Multiformat 4x1 AV Switch and Receiver with 4-Port Ethernet Switch
- [HD-RX-4K-510-C-E](#): DMPS Lite™ 4K Multiformat 5x1 AV Switch and Receiver
- [HD-RX-4K-510-C-E-SW4](#): DMPS Lite™ 4K Multiformat 5x1 AV Switch and Receiver with 4-Port Ethernet Switch
- [HD-RXU-4KZ-202](#): DM Lite® 4K60 4:4:4 Receiver and 2x2 Auto-Switcher for HDMI® and USB 2.0 Signal Extension over CATx Cable
- [HD-TXU-4KZ-211](#): DM Lite® 4K60 4:4:4 Transmitter and 2x1 Auto-Switcher for HDMI®, USB-C® DisplayPort™, and USB 2.0 Signal Extension over CATx Cable
- [HD-TXU-4KZ-211-CHGR](#): DM Lite® 4K60 4:4:4 Transmitter and 2x1 Auto-Switcher for HDMI®, USB-C® DisplayPort™, and USB 2.0 Signal Extension over CATx Cable with Device Charging

HDMI Switchers

- [HD-MD4X1-4KZ-E](#): 4x1 4K60 4:4:4 HDR AV Switcher
- [HD-MD4X2-4KZ-E](#): 4x2 4K60 4:4:4 HDR AV Switcher
- [HD-MD4X4-4KZ-E](#): 4x2 4K60 4:4:4 HDR AV Switcher
- [HD-MD8X4-4KZ-E](#): 8x4 4K60 4:4:4 HDR AV Switcher
- [HD-MD8X8-4KZ-E](#): 8x8 4K60 4:4:4 HDR AV Switcher
- [HD-PS401](#): 4x1 4K60 4:4:4 HDR Presentation System
- [HD-PS402](#): 4x2 4K60 4:4:4 HDR Presentation System
- [HD-PS621](#): 8x1 4K60 4:4:4 HDR Presentation System
- [HD-PS622](#): 8x2 4K60 4:4:4 HDR Presentation System

Smart Display Controllers

- [HD-CTL-101](#): 8K Smart Display Controller with HDMI® connectivity

Appendix A: Configure ServiceNow for XiO Cloud Alerts

As of XiO Cloud version 1.23, XiO Cloud alerts can be integrated with ServiceNow® software instances. Once alerts have been configured for your XiO Cloud account (as described in [Alerts on page 111](#)), the ServiceNow administrator for your system must make configuration changes to allow XiO Cloud to communicate with your ServiceNow instance. The administrator must implement two new inbound actions and modify the scripts/incident form in accordance with your system and requirements. These configuration tasks are described in the following sections.

Client Prerequisites


Ensure the following client-side prerequisites have been met prior to configuring your ServiceNow instance for XiO Cloud alerts:

- A working ServiceNow instance that is permitted to receive emails
- A ServiceNow system administrator that has been granted the **Admin** role
- ServiceNow has been enabled in the XiO Cloud account settings.
- Basic knowledge of ServiceNow incident form development
- Basic knowledge of ServiceNow scripting and JavaScript® coding

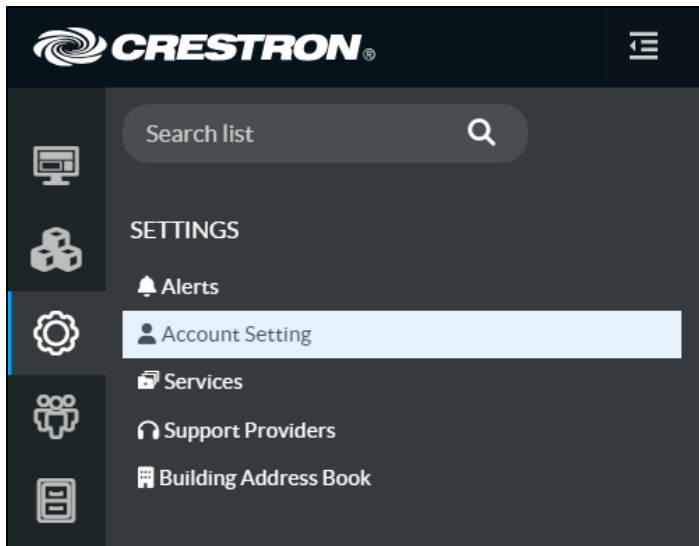
Turn on ServiceNow Within XiO Cloud

Users with Global Administrator permissions can turn on a connection to a ServiceNow instance directly from the XiO Cloud portal.

To turn on ServiceNow within XiO Cloud from the portal:

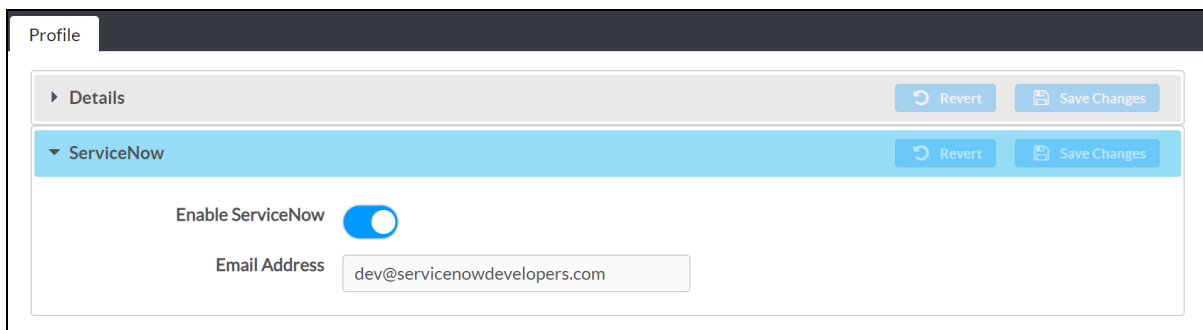
1. Select the gear icon  on the left side of the screen.
2. Select **Account Setting**.

SETTINGS Menu



3. Within the **Profile** tab on the right side of the screen, expand the **ServiceNow** accordion, then turn on the **Enable ServiceNow** toggle.


Profile Tab - ServiceNow Accordion



4. Enter the email address for the ServiceNow instance in the **Email Address** text field.
5. Tap **Save Changes** on the top right of the accordion.

Create XiO Incident Script

To allow XiO Cloud to create an alert email within your system, you must implement the **Create XiO Incident** inbound action within your ServiceNow instance. This rule takes emails received from XiO Cloud and converts them into incidents within your system automatically, allowing specified data points to map to fields within your instance. Selecting the inbound action rule shows the details associated with it, including the condition that triggers the inbound action and the script that maps it to your incident table.

 Create XiO Incident	true	email.read	(function runAction(/"GlideRecord"/ cur...	Incident [incident]
---	------	------------	--	---------------------

When to Run Tab

Select the **When to Run** tab to view and configure conditions that will trigger the **Create XiO Incident** inbound action to run. Sending an email to the ServiceNow instance with a subject that contains "Crestron-XIO: NEW Incident" triggers the inbound action to run.

NOTE: Do not change the subject condition, as it may cause your system to incorrectly triage your XiO Cloud incidents and, therefore, to not trigger the rule.

Conditions	Add Filter Condition	Add "OR" Clause				
	Subject	contains	Crestron-XIO: NEW Incider	AND	OR	X
Condition						

Actions Tab

Select the **Actions** tab to view and configure action scripts for the **Create XiO Incident** inbound action. The provided script parses through the email and correctly allocates data to certain fields based on the content of the XiO Cloud alert.

Each section of the script is described below.

```
//Parse Table Content to Description  
  
var parseBody = email.body_text.split(',').join('\n');  
current.description = parseBody;
```

The code under the "Parse Table Content to Description" comment is used to parse the information within the comma-delimited email sent from XiO Cloud and adds it to the description field of the created incident.

```
//Populate Email content to Fields

current.short_description = email.subject;
current.caller_id = gs.getUserID();
current.contact_type = "Email";
current.comments = "recieved from: " + email.origemail + "\n\n" + email.body_text;
current.category = "xio";
current.subcategory = "Email";
current.cmbd_ci.setDisplayValue('XiO');
```

The code under the "Populate Email content to Fields" section shows the logic used to populate other key fields on the incident form, including **Caller ID**, **Contact Type**, **Comments**, **Category**, **Subcategory**, and **Configuration Item**.

NOTES:

- You must add the **Category**, **Subcategory**, and **Configuration Item** values to your system if they do not already exist. Custom categories, subcategories, or configuration items can also be used. In this case, the code must be modified to match the values that will be used in the current system. Additional information on how to add these values is provided in the [ServiceNow documentation](#).
- The **Caller ID** field will populate as "Guest" unless you create an account associated with the XiO Cloud email. For more information, refer to the [ServiceNow documentation](#).

```
//Parse Correlation ID from Email

var rsubject = email.subject;
var keyword = "CorrelationID#";
var key = rsubject.indexOf(keyword); //Assuming this text would never change
gs.log(key, 'Did it work');

if (key > 0) {

    var number = rsubject.substring(47);

    gs.log(number, "TEST"); //Try Logging number

    current.correlation_id = number;
    gs.log(number, "TEST AGAIN");
    current.insert();

}
```

The code under the "Parse Correlation ID from Email" section shows the logic used to populate incidents with the **Correlation ID** needed to link the XiO Cloud alert emails with your ServiceNow instance. This

field must be added to your Incident form through the Form Designer tool if has not been already added.

NOTE: Modifying the provided logic is not recommended, as the code will likely break and will prevent the field from being populated.

Additional information on how to add certain fields to your incident form, such as Correlation ID, is provided in the [ServiceNow documentation](#).

```
//Logic to Define Priority

if (email.body_text.toLowerCase().indexOf("critical") >= 0) {
    current.impact = 1;
    current.urgency = 1;
}
if (email.body_text.toLowerCase().indexOf("warning") >= 0) {
    current.impact = 2;
    current.urgency = 2;
}
```

The code under the "Logic to Define Priority" section is showing the logic that will populate the **Impact** and **Urgency** fields on the incident form, which will result in populating the **Priority** field based on the impact/urgency matrix that your incident is configured with.

Currently, there are only two variables within the script that will modify the **Priority** field:


- If an XiO Cloud alert email is of type "Critical" or of type "Warning", the priorities will be set to 1 or 3, respectively.
- If an XiO Cloud alert email is of a type other than "Warning" or "Critical", the default priority of 5 is assigned.

If you would like to modify this logic to better adhere to your instance processes, change the values of current.impact or current.urgency in accordance with the matrix below to get the desired priority for incoming incidents.

Impact/Urgency	1 – Critical	2 – High	3 – Medium	4 – Low
1 – Extensive	Priority 1	Priority 2	Priority 2	Priority 3
2 – Significant	Priority 2	Priority 2	Priority 3	Priority 4
3 – Moderate	Priority 2	Priority 3	Priority 4	Priority 4
4 – Minor	Priority 3	Priority 4	Priority 4	Priority 4

Close Incident XiO Script

After the XiO Cloud alert is resolved, the system will send a follow-up email to your ServiceNow instance. After this email is sent, the **Close Incident XiO** script will trigger and close the associated incident automatically. The primary function of the script is to locate the correct incident that the XiO Cloud email is referencing, and it does so by searching the system for the corresponding correlation ID that links the ServiceNow Incident to the XiO Cloud email.

	Close Incident XiO	true	email.read	(function runAction(/*GlideRecord*/ cur...	Incident [incident]
---	------------------------------------	------	------------	--	---------------------

When to Run Tab

Select the **When to Run** tab to view and configure conditions that will trigger the **Close Incident XiO** inbound action to run. Sending any email to the ServiceNow instance with a subject that contains "Closed incident with CorrelationID#" triggers the inbound action to run.

NOTE: Do not change the subject condition, as it may cause your system to incorrectly triage your XiO Cloud incidents and therefore not trigger the rule.

Conditions	Add Filter Condition	Add "OR" Clause				
Subject	▼	contains ▼	Closed incident with Correl	AND	OR	X
Condition						

Actions Tab

Select the **Actions** tab to view and configure action scripts for the **Close Incident XiO** inbound action. The provided script parses through an XiO Cloud alert email and associates its correlation ID (located in the email subject) with the correlated incident and its matching ID.

Each section of the script is described on the following page.

```
//Logic to parse Correlation ID

var rsubject = email.subject;
var keyword = "CorrelationID#";
var key = rsubject.indexOf(keyword); //Assuming this text would never change
if (key > 0) {
    var myID = rsubject.substring(50);
    gs.log(myID);
}
```

The first snippet of code under the "Logic to parse Correlation ID" section is used to parse the correlation ID from the email subject and save it as a variable called "Keyword". An *If* statement is then run to check if the Keyword "Correlation ID#" exists. If this keyword exists, the index of the keyword is parsed from the email subject and saved as the variable "MyID." A log function, `gs.log(myID)`, is also provided.

```
var myTask = new GlideRecord('incident');
myTask.addQuery("correlation_id", myID.toString());
myTask.query();
if (myTask.next()) {
    myTask.incident_state = IncidentState.CLOSED;
    gs.log('Task Completed');
    myTask.update();
} else {
    // No match found so Log an error
    gs.info('No Match found');
}
```

The second snippet of code under the "Logic to parse Correlation ID" section takes the saved Correlation ID (MyID) and uses it in a new GlideRecord to find any existing incidents with a matching Correlation ID. Once it is queried using `MyTask.query()`; the system searches your instance for any incidents that have a Correlation ID matching the variable saved from the **Close Incident XiO** email. Once a match is found, the system will set the Incident State to Closed. If no updated occurs, it will log "No Match found" in your system logs.

NOTE: Do not modify the close incident script, as any modifications to it may jeopardize the functionality of this script.

Close ServiceNow Incidents in XiO Cloud

When a ServiceNow incident is closed, the corresponding alert is not automatically resolved in XiO Cloud. In order for a closed incident to resolve the corresponding alert in XiO Cloud, a secure connection must be established between ServiceNow and XiO Cloud via REST API calls to the following endpoint:

<https://api.crestron.io/api/v2/servicenowcallback/ServiceNowCallBack>

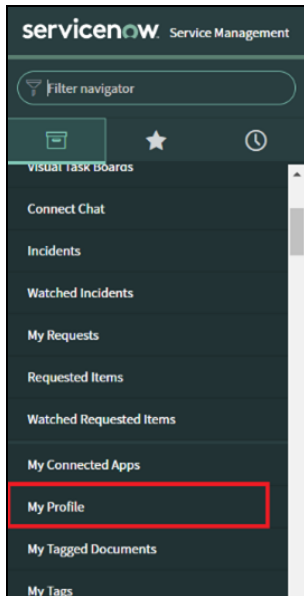
The REST API call is configured in ServiceNow as described in the following sections.

Add a Subscription Key to ServiceNow

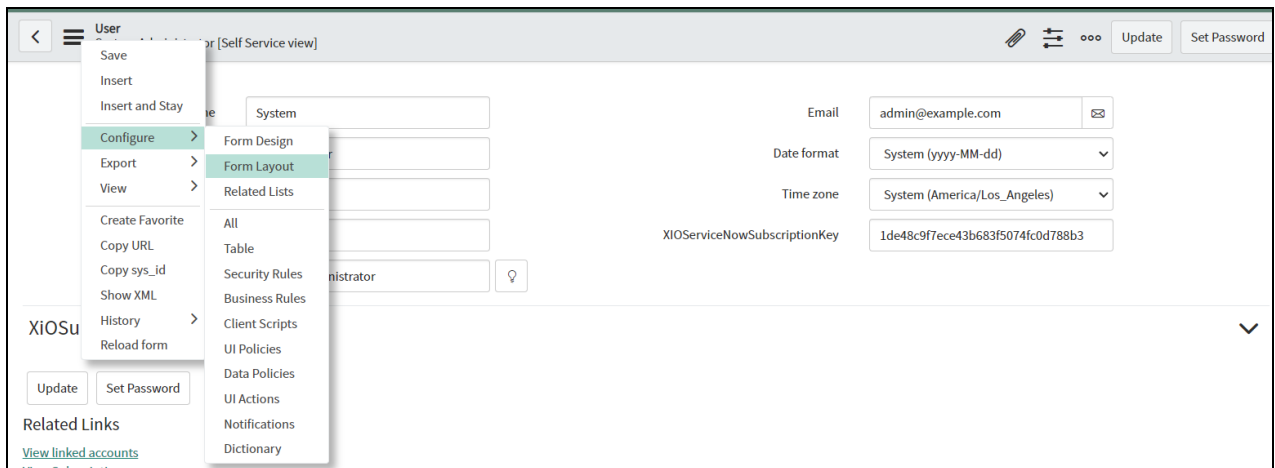
A subscription key must be added to your ServiceNow instance to establish a connection between ServiceNow and XiO Cloud.

To add the required subscription key:

1. Log in to your ServiceNow instance.
2. Select **My Profile** from the right-hand navigation menu.



3. Using the hamburger menu in the top-left corner, navigate to **Configure > Form Layout**.



The **Configuring User form** page is displayed.

4. Enter the following information into the **Create new field** section.
 - **Name:** Enter "XiOServicenowSubscriptionKey" into the text field.
 - **Type:** Select **String** from the drop-down menu.
 - **Field Length:** Select **Medium (100)** from the drop-down menu.
5. Select **Add**. The **XiOServicenowSubscriptionKey** field is added to the **Available** fields list.
6. Select **XiOServicenowSubscriptionKey** in the **Available** fields list, and then select the right arrow (>) button to move it into the **Selected** fields list.
7. Select **Save**. The **XiOServicenowSubscriptionKey** field is now shown in the **User** profile page, and the subscription key is populated automatically as long as ServiceNow is turned on in the XiO Cloud tenant.

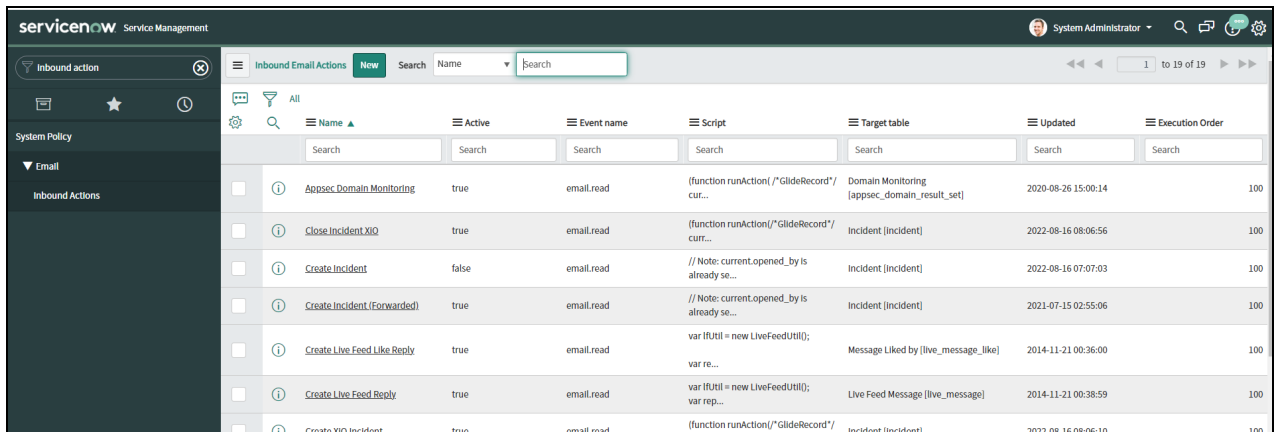
NOTE: If ServiceNow is already turned on in the XiO Cloud tenant and the subscription key is not populating after completing the steps above, turn off the **Enable ServiceNow** toggle in XiO Cloud and then turn it back on. For more information, refer to [Turn on ServiceNow Within XiO Cloud on page 183](#).

Inbound Actions Setup

An new inbound action must be created and configured that includes a script for updating the XiO Cloud subscription key within the ServiceNow user profile page.

To create and configure the required inbound action:

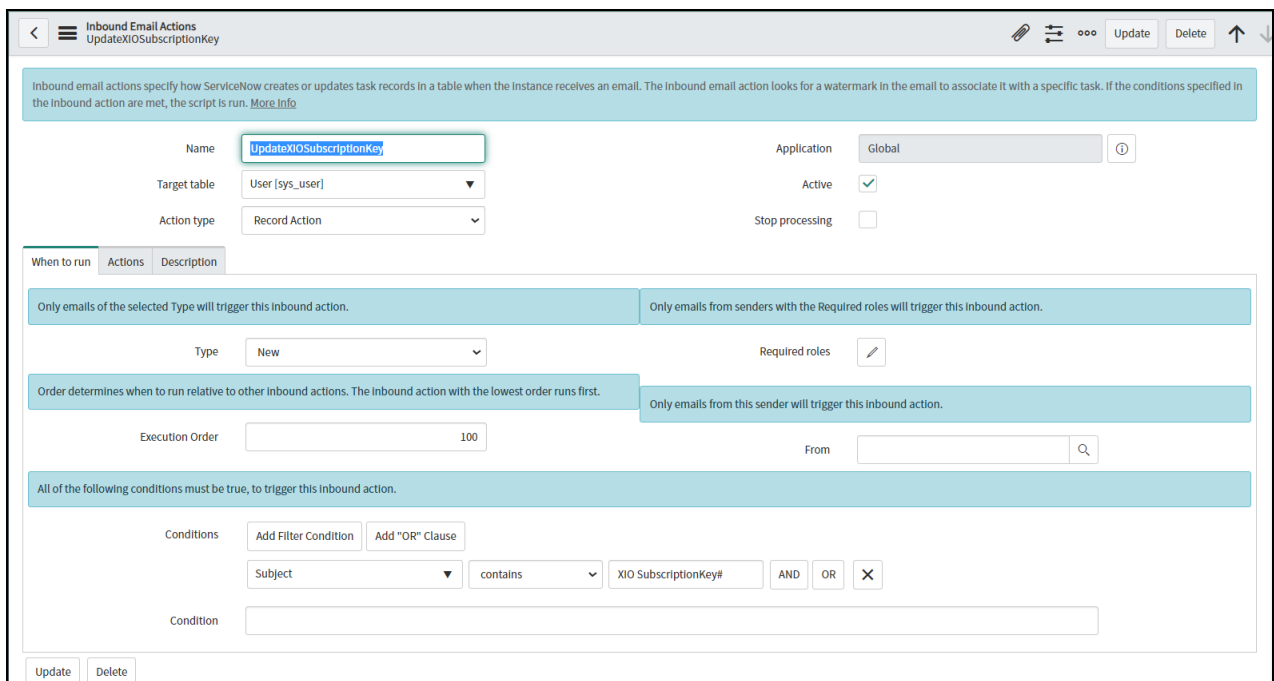
1. Select **Inbound Actions** from the **System Policy** section of the right-hand navigation menu to display all inbound actions for the ServiceNow instance.



The screenshot shows the 'Inbound Email Actions' list in ServiceNow. The table has columns for Name, Active, Event name, Script, Target table, Updated, and Execution Order. The 'Name' column is highlighted with a search bar.

Name	Active	Event name	Script	Target table	Updated	Execution Order
Appsec Domain Monitoring	true	email.read	(function runAction(/"GlideRecord"/ cur...	Domain Monitoring [appsec_domain_result_set]	2020-08-26 15:00:14	100
Close Incident XIO	true	email.read	(function runAction(/"GlideRecord"/ cur...	Incident [incident]	2022-08-16 08:06:56	100
Create Incident	false	email.read	// Note: current.opened_by is already se...	Incident [incident]	2022-08-16 07:07:03	100
Create Incident (Forwarded)	true	email.read	// Note: current.opened_by is already se...	Incident [incident]	2021-07-15 02:55:06	100
Create Live Feed Like Reply	true	email.read	var fUtil = new LiveFeedUtil(); var re...	Message Liked by [live_message_like]	2014-11-21 00:36:00	100
Create Live Feed Reply	true	email.read	var fUtil = new LiveFeedUtil(); var rep...	Live Feed Message [live_message]	2014-11-21 00:38:59	100
Create XIO Incident	true	email.read	(function runAction(/"GlideRecord"/	Incident [incident]	2022-08-16 08:06:10	100

2. Select **New** from the top of the inbound actions list. A page for configuring a new inbound action is displayed.



The screenshot shows the configuration page for a new inbound email action. The 'Name' field is set to 'UpdateXIOSubscriptionKey'. The 'Target table' is set to 'User [sys_user]'. The 'Action type' is set to 'Record Action'. The 'Application' is set to 'Global'. The 'Active' checkbox is checked. The 'Stop processing' checkbox is unchecked. The 'When to run' tab is selected, showing 'Type' as 'New' and 'Required roles' as 'None'. The 'Execution Order' is set to 100. The 'From' field is empty. The 'Conditions' section shows a condition: 'Subject contains XIO SubscriptionKey#'. The 'Update' and 'Delete' buttons are at the bottom.

Name: UpdateXIOSubscriptionKey

Target table: User [sys_user]

Action type: Record Action

Application: Global

Active: ☒

Stop processing: ☐

When to run: Actions | Description

Only emails of the selected Type will trigger this inbound action.

Type: New

Only emails from senders with the Required roles will trigger this inbound action.

Required roles: None

Order determines when to run relative to other inbound actions. The inbound action with the lowest order runs first.

Execution Order: 100

Only emails from this sender will trigger this inbound action.

From:

All of the following conditions must be true, to trigger this inbound action.

Conditions: Add Filter Condition Add "OR" Clause

Subject contains XIO SubscriptionKey# AND OR X

Condition:

Update Delete

3. Configure the following information for the inbound action:
 - **Name:** Enter "UpdateXIOSubscriptionKey" into the text field.
 - **Target table:** Select **User [sys_user]** from the drop-down menu.
 - **Action type:** Select **Record Action** from the drop-down menu.

4. Select the **When to run** tab (if is not already selected).
5. Create the following new condition: **Subject / contains / XIO SubscriptionKey# / AND / OR**.
6. Select the **Actions** tab.
7. Enter the script located within the [Processing Script on page 196](#) topic into the **Script** text box.

The screenshot shows the configuration page for an inbound email action named 'UpdateXIOSubscriptionKey'. The 'When to run' tab is selected, showing a script for parsing the email subject to update a task record. The script is as follows:

```

1 (function runAction(/*GlideRecord*/ current, /*GlideRecord*/ event, /*EmailWrapper*/ email, /*ScopedEmailLogger*/ logger,
2 /*EmailClassifier*/ classifier) {
3     //Logic to parse Correlation ID
4     var rsubject = email.subject;
5     var keyword = "SubscriptionKey#";
6     var key = rsubject.indexOf(keyword); //Assuming this text would never change
7     if (key > 0) {
8         var myID = rsubject.substring(21);
9         gs.log(myID);
10    }
11    var myTask = new GlideRecord('sys_user');
12    var value = "admin";
13    myTask.addQuery("user_name", value);
14    myTask.query();
15    if (myTask.next()) {
16        //myTask.u_xiosubscriptionkey = myID;
17        myTask.u_xioservicenousubscriptionkey = myID;
18        gs.log('Task Completed');
19        myTask.update();
20    } else {

```

8. Select **Submit** to save the new inbound action. The **UpdateXiOSubscriptionKey** inbound action is added to the ServiceNow instance.

REST Message Setup

A REST message must be created and configured that invokes the XiO Cloud service when a user changes an incident status to **Closed** from the ServiceNow portal.

To create and configure the required REST message:

1. Select **Outbound > REST Message** from the **System Web Services** section of the right-hand navigation menu to display all REST messages for the ServiceNow instance.

The screenshot shows the 'REST Messages' list in ServiceNow. The left-hand navigation menu is open, and 'Outbound > REST Message' is selected. The table displays the following data:

Name	Description	Endpoint	Application	Accessible from
Crestron-XIO-CallBack-PreProd	Update manual Closed Incident Status In ...	https://pre-api.crestron.io/api/v2/servi...	Global	This application scope only
Crestron-XIO-HE1	Crestron-XIO updates to XIO incidents - ...	https://he1-api.crestron.io/api/v2/servi...	Global	This application scope only
Crestron-XIO-Hqe	Crestron-XIO updates to XIO incidents - ...	https://hqe-use-thirdpartyticketingawc-a...	Global	This application scope only
Crestron-XIO-IE1	Crestron-XIO updates to XIO incidents - ...	https://ie1-api.crestron.io/api/v2/servi...	Global	This application scope only
Crestron-XIO-Ne1	Crestron-XIO updates to XIO incidents - ...	https://ne1-api.crestron.io/api/v2/servi...	Global	This application scope only
Crestron-XIO-Prod	Crestron-XIO updates to XIO incidents - ...	https://api.crestron.io/api/v2/serviceno...	Global	This application scope only

2. Select **New** from the top of the REST messages list. A page for configuring a new REST message is displayed.

REST Message New record

* Name: Crestron-XIO-Prod

Application: Global

Accessible from: This application scope only

Description: Crestron-XIO updates to XIO incidents - Prod environment

* Endpoint: https://api.crestron.io/api/v2/servicenowcallback/ServiceNowCallBack

Authentication HTTP Request

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

[More info](#)

Authentication type: No authentication

Use mutual authentication: ☐

Submit

3. Create the new REST message by entering the following information in the provided fields exactly as shown:
 - **Name:** Crestron-XIO-Prod
 - **Description:** Crestron-XIO updates to XIO incidents - prod environment
 - **Endpoint:** https://api.crestron.io/api/v2/servicenowcallback/ServiceNowCallBack
4. Select **Submit** to save the new REST message. The **Crestron-XIO-Prod** REST message is added to the ServiceNow instance.
5. Reopen the **Crestron-XIO-Prod** REST message.

Authentication HTTP Request

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

[More info](#)

Authentication type: No authentication

Use mutual authentication: ☐

Update Delete

HTTP Methods New Search for text Search

REST Message = Crestron-XIO-HE1

	Name	HTTP method	Endpoint
<input type="checkbox"/>	Default GET	GET	https://he1-api.crestron.io/api/v2/servi...

Actions on selected rows...

6. Under the **HTTP Methods** section, select the **Default Get** method. A page for editing the REST message method is displayed.

The screenshot shows the 'HTTP Method' configuration page for 'Update Incident'. The page has a header with a back arrow, a menu icon, the title 'HTTP Method Update Incident', and action buttons: 'Update', 'Delete', and a refresh icon. The main form contains the following fields:

- REST Message:** A dropdown menu with 'Crestron-XIO-Prod' selected.
- Application:** A dropdown menu with 'Global' selected.
- Name:** A text input field with 'Update Incident'.
- HTTP method:** A dropdown menu with 'PUT' selected.
- Endpoint:** A text input field with 'https://api.crestron.io/api/v2/servicenowcallback/ServiceNowCallBack'.

Below the form, there are two tabs: 'Authentication' and 'HTTP Request'. The 'Authentication' tab is active, showing a light blue informational box with the text: 'REST Message HTTP Methods support the following Authentication types: Basic authentication, Mutual (two-way authentication), OAuth 2.0. Authentication configured on the HTTP Method will override the parent REST Message configuration. If not specified on the HTTP Method, then the parent REST Message configuration will be applied. [More info](#)'. Below this box, there is a dropdown for 'Authentication type' set to 'No authentication' and a checkbox for 'Use mutual authentication' which is unchecked. At the bottom of the tab are 'Update' and 'Delete' buttons.

7. Enter the following information for the HTTP method in the provided fields:
- **Name:** Update Incident
 - **HTTP Method:** PUT
 - **Endpoint:** https://api.crestron.io/api/v2/servicenowcallback/ServiceNowCallBack
 - **Authentication type:** No authentication
8. Select the **HTTP Request** tab.

The screenshot shows the 'HTTP Method' configuration page for 'Update Incident' with the 'HTTP Request' tab selected. The form fields are the same as in the previous screenshot. The 'HTTP Request' tab is active, showing a 'Use MID Server' field with a search icon. Below this is a table for 'HTTP Headers' with a pagination bar showing '1 to 1 of 1'. The table has two columns: 'Name' and 'Value'. There is one header row with 'Content-Type' as the name and 'application/json' as the value. Below the table is a button with a plus sign and the text 'Insert a new row...'.

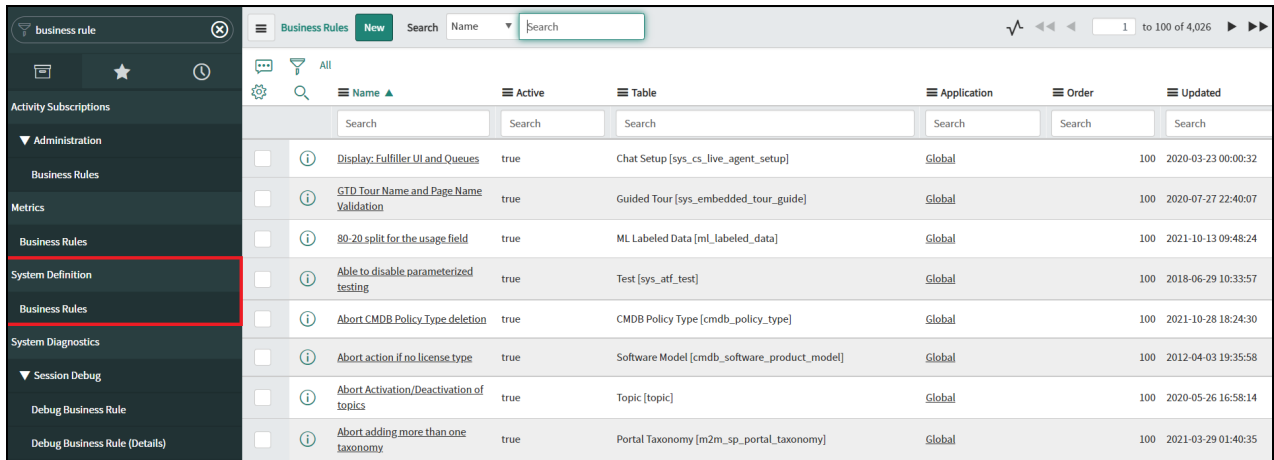
9. Add the following new HTTP header:
- **Name:** Content-Type
 - **Value:** application/json

10. Select **Update** to save the REST message.

Business Rule Setup

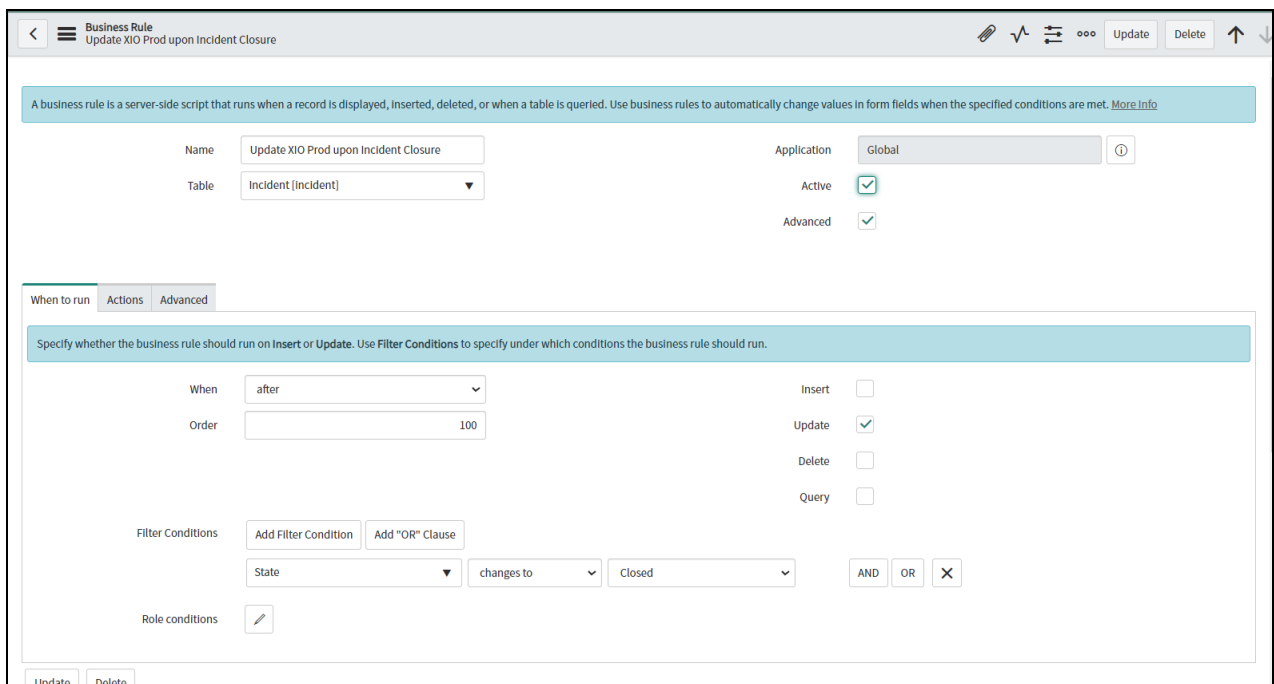
A business rule must be created and configured that includes a script for calling the REST message when an incident status is changed to **Closed** within the **Incident Table** in ServiceNow.

1. Select **Business Rules** from the **System Definition** section of the right-hand navigation menu to display all system definition business rules for the ServiceNow instance.



	Name	Active	Table	Application	Order	Updated
<input type="checkbox"/>	Display, Fulfiller UI and Queues	true	Chat Setup [sys_cs_live_agent_setup]	Global	100	2020-03-23 00:00:32
<input type="checkbox"/>	GTD Tour Name and Page Name Validation	true	Guided Tour [sys_embedded_tour_guide]	Global	100	2020-07-27 22:40:07
<input type="checkbox"/>	80-20 split for the usage field	true	ML Labeled Data [ml_labeled_data]	Global	100	2021-10-13 09:48:24
<input type="checkbox"/>	Able to disable parameterized testing	true	Test [sys_atf_test]	Global	100	2018-06-29 10:33:57
<input type="checkbox"/>	Abort CMDB Policy Type deletion	true	CMDB Policy Type [cmdb_policy_type]	Global	100	2021-10-28 18:24:30
<input type="checkbox"/>	Abort action if no license type	true	Software Model [cmdb_software_product_model]	Global	100	2012-04-03 19:35:58
<input type="checkbox"/>	Abort Activation/Deactivation of topics	true	Topic [topic]	Global	100	2020-05-26 16:58:14
<input type="checkbox"/>	Abort adding more than one taxonomy	true	Portal Taxonomy [m2m_sp_portal_taxonomy]	Global	100	2021-03-29 01:40:35

2. Select **New** from the top of the business rules list. A page for configuring a new business rule is displayed.



Business Rule
Update XIO Prod upon Incident Closure

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name: Update XIO Prod upon Incident Closure
Table: Incident [incident]
Application: Global
Active: ☒
Advanced: ☒

When to run: **When** | Actions | Advanced

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When: after
Order: 100

Filter Conditions: Add Filter Condition | Add "OR" Clause
State changes to Closed
AND OR X

Insert: ☐
Update: ☒
Delete: ☐
Query: ☐

Role conditions:

Update | Delete

- Enter the following information for the business rule in the provided fields:
 - Name:** Update XIO Prod upon Incident Closure
 - Table:** Incident [Incident]
 - Application:** Global
 - Active:** Fill the check box
 - Advanced:** Fill the check box
- Populate the business rule data by selecting the **Advanced** tab and then adding the XML script located within the [Business Rule Script on page 197](#) topic.
- Select **Submit** to save the new business rule.

Test the Connection

To test that the incident closing behavior works as expected, create a new incident in ServiceNow, and then toggle the state from **New** to a different state and then back to **New**. A request for a new correlation ID will be generated. Then, update the incident with the new correlation ID and mark the incident as **Closed**. The incident should also be closed in XiO Cloud following this test.

Processing Script

The following script is used when configuring an inbound action to update the XiO Cloud subscription key within the ServiceNow user profile page. Refer to [Inbound Actions Setup on page 191](#) for more information.

```
(function runAction(/*GlideRecord*/ current, /*GlideRecord*/ event, /*EmailWrapper*/ email,
/*ScopedEmailLogger*/ logger, /*EmailClassifier*/ classifier) {

    //Logic to parse Correlation ID
    var rsubject = email.subject;
    var keyword = "SubscriptionKey#";
    var key = rsubject.indexOf(keyword); //Assuming this text would never change
    if (key > 0) {
        var myID = rsubject.substring(21);
        gs.log(myID);
    }
    var myTask = new GlideRecord('sys_user');
    var value = "admin";
    myTask.addQuery("user_name", value);
    myTask.query();
    if (myTask.next()) {
        //myTask.u_xiosubscriptionkey = myID;
        myTask.u_xioservicenowsubscriptionkey = myID;
        gs.log('Task Completed');
        myTask.update();
    } else {
        // No match found so Log an error
        gs.info('No Match found');
    }

})(current, event, email, logger, classifier);
```

Business Rule Script

The following script is used when creating a new business rule to set the incident closing behavior. Refer to [Business Rule Setup on page 195](#) for more information.

```
(function executeRule(current, previous /*null when async*/) {

    var myTask = new GlideRecord('sys_user');
    var value = "admin";
    myTask.addQuery("user_name", value);
    myTask.query();
    if (myTask.next()) {
        var XiOSubscriptionKey = myTask.getValue('u_xioservicenowsubscriptionkey');
        gs.log('Task Completed');
    } else {
        // No match found so Log an error
        gs.info('No Match found');
    }

    try {

        if (XiOSubscriptionKey) {
            var incObj = {
                sys_id: current.getUniqueValue(),
                state: current.getDisplayValue('state'),
                short_description: current.getValue('short_description'),
                number: current.getDisplayValue('number'),
                assignment_group: current.getDisplayValue('assignment_group'),
                assigned_to: current.getDisplayValue('assigned_to'),
                correlation_id: current.getValue('correlation_id'),
                XiO_subscription_key: XiOSubscriptionKey,
            };

            try {
                var xioRequest = new sn_ws.RESTMessageV2('Crestron-XIO-Prod', 'Update Incident');
                //Specific name of the Rest Endpoint
                xioRequest.setRequestBody(JSON.stringify(incObj));
                xioRequest.setRequestHeader("XiO-subscription-key", XiOSubscriptionKey);
                var response = xioRequest.execute();
                var responseBody = response.getBody();
                var httpStatus = response.getStatusCode();
                gs.addInfoMessage(responseBody); //Remove upon conclusion of testing
            } catch (ex) {
                var message = ex.message;
                gs.error("Unexpected error encountered during XIO Update Incident. " + message);
            }
        }
    } catch (e) {
        gs.error("Unexpected error encountered during XIO Token Request. " + e.message);
    }

})(current, previous);
```

Additional Resources

The following resources are provided to assist users with implementing this functionality.

- [ServiceNow Paris Platform Documentation](#)
- [ServiceNow Development Documentation](#)
- [ServiceNow Inbound Action Documentation](#)
- [ServiceNow Community Form](#)
- [JavaScript Documentation](#)

Appendix B: User Access Matrix

The following table shows the tasks that can be performed for different user access levels.

Task	Global Admin	Standard User	Standard User (Admin)	Standard User (Tech)	Standard User (Viewer)	Standard User (Hidden)
View devices in device tree	✓	Use groups	✓	✓	✓	✗
View Status tab	✓	Use groups	✓	✓	✓	✗
View Settings tab	✓	Use groups	✓	✓	✓	✗
View Licenses tab	✓	Use groups	✓	✓	✓	✗
View Activity Log tab	✓	Use groups	✓	✓	✓	✗
View Dashboard tab	✓	Use groups	✓	✓	✓	✗
View Scheduled Actions tab	✓	Use groups	✓	✓	✓	✗
View File Management tab	✓	Use groups	✓	✓	✓	✗
View Remote Control tab	✓	Use groups	✓	✓	✗	✗
Change device or group settings	✓	Use groups	✓	✓	✗	✗
Add or remove licenses on devices	✓	Use groups	✓	✓	✗	✗
Create scheduled actions	✓	Use groups	✓	✓	✗	✗
Control devices remotely	✓	Use groups	✓	✓	✗	✗
Load a file to a device slot	✓	Use groups	✓	✓	✗	✗
Start/stop or register/unregister a device program	✓	Use groups	✓	✓	✗	✗
Update firmware	✓	Use groups	✓	✓	✗	✗
Reboot devices	✓	Use groups	✓	✓	✗	✗
Clear alerts	✓	Use groups	✓	✓	✗	✗

Task	Global Admin	Standard User	Standard User (Admin)	Standard User (Tech)	Standard User (Viewer)	Standard User (Hidden)
Add devices to a group	✓	Use groups	✓	✓	✗	✗
Rename a group	✓	Use groups	✓	✓	✗	✗
Delete a group	✓	Use groups	✓	✓	✗	✗
Add or modify program and project files	✓	Use groups	✓	✓	✗	✗
Change user access to a group	✓	✗	N/A	N/A	N/A	N/A
Add subgroups	✓	Use groups	✓	✗	✗	✗
Add top-level groups	✓	✗	N/A	N/A	N/A	N/A
Claim devices	✓	✗	N/A	N/A	N/A	N/A
Download inventory	✓	✗	N/A	N/A	N/A	N/A
Add alerts	✓	✗	N/A	N/A	N/A	N/A
Enable remote control functionality	✓	✗	N/A	N/A	N/A	N/A
Invite new users	✓	✗	N/A	N/A	N/A	N/A
Delete users	✓	✗	N/A	N/A	N/A	N/A
Change user roles	✓	✗	N/A	N/A	N/A	N/A
Change user profile information	✓ (any user)	✓ (for self)	N/A	N/A	N/A	N/A
Change alerts received by a user	✓ (any user)	✓ (for self)	N/A	N/A	N/A	N/A
View cloud activity logs	✓	Use groups	✓	✓	✓	✗
Request device logs	✓	Use groups	✓	✓	✗	✗
View downloaded device logs	✓	Use groups	✓	✓	✓	✗
Modify alerts	✓	✗	N/A	N/A	N/A	N/A
Modify account settings	✓	✗	N/A	N/A	N/A	N/A
Modify services (room licensing)	✓	✗	N/A	N/A	N/A	N/A
Modify support providers	✓	✗	N/A	N/A	N/A	N/A

Task	Global Admin	Standard User	Standard User (Admin)	Standard User (Tech)	Standard User (Viewer)	Standard User (Hidden)
Manage files	✓	✗ (read only)	N/A	N/A	N/A	N/A
Manage EDIDs	✓	✗ (read only)	N/A	N/A	N/A	N/A
Manage images	✓	✗ (read only)	N/A	N/A	N/A	N/A
Add users	✓	✗	N/A	N/A	N/A	N/A
Delete users	✓	✗	N/A	N/A	N/A	N/A
Reset user account password	✓ (any user)	✓ (for self)	N/A	N/A	N/A	N/A
Power on/off (displays)	✓	Use groups	✓	✓	✓	✗
Power on/off (PDUs)	✓	Use groups	✓	✓	✓	✗
Source routing	✓	Use groups	✓	✓	✓	✗

