

Frequently Asked Questions

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What is Velocity Premier Services - Remote Gateway?

Atlona Velocity™ Premier Services – Remote Gateway (AT-VPS-RG), is a powerful online resource that allows dealers and AV / IT technology managers to access Velocity gateways over the internet for remote configuration, management, and control. Using patent-pending cloud technology, servers establish a secure proxy connection with the gateway and create exclusive links for direct access. Remote access to the gateway empowers users to provide enhanced support and customer service by allowing system and device configuration, troubleshooting, credential and firmware updates, and more from any device with a browser and internet connection. The online dashboard provides centralized access for managing multiple gateways as well as storage of system backups in the cloud. VPS-RG also supports BYOD control of AV systems over the same connection. Users scan the control QR code for the room and can control the AV system using the internet access on their device. This benefits IT administrators since they do not have to provide BYOD control users with access to the AV LAN. VPS-RG is available in three annual licensing levels designed to match the processing and data requirements of specific Velocity gateways.

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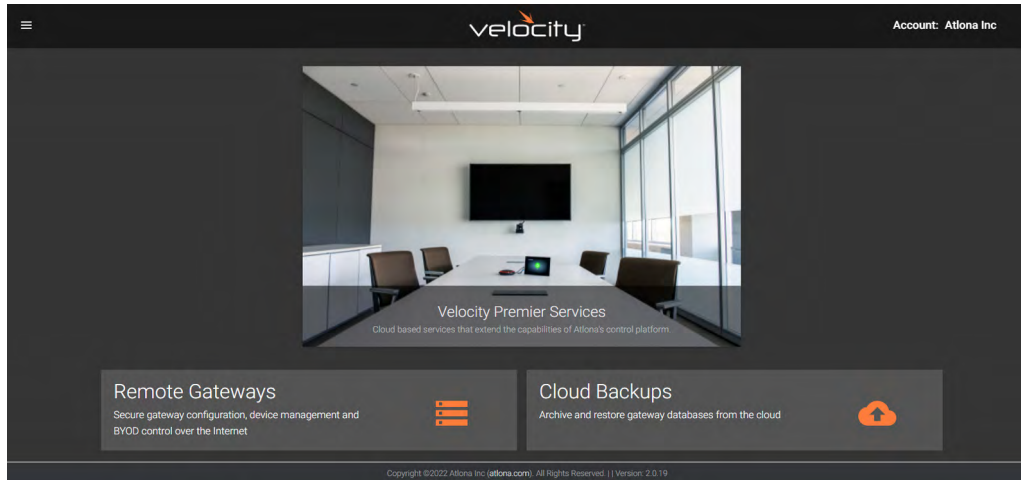
What are some of the benefits of Remote Gateway?

- Remotely configure systems and manage devices without having to access the corporate network. Reduce on-site visits and truck rolls with the ability to modify Velocity control systems, adjust device configurations, or address system issues over the internet.
- Manage gateway backups through the cloud. Maintain copies of the latest configurations in the cloud and be able to restore systems if something happens to the onsite backups.
- Provide BYOD control for AV systems without having to provide access to the corporate network.
















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What does the online dashboard look like?

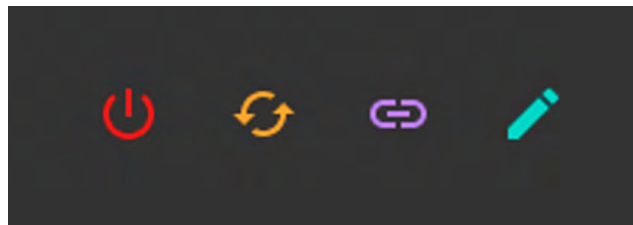
Below is the online dashboard with links to the Remote Gateways and Cloud Backups pages.



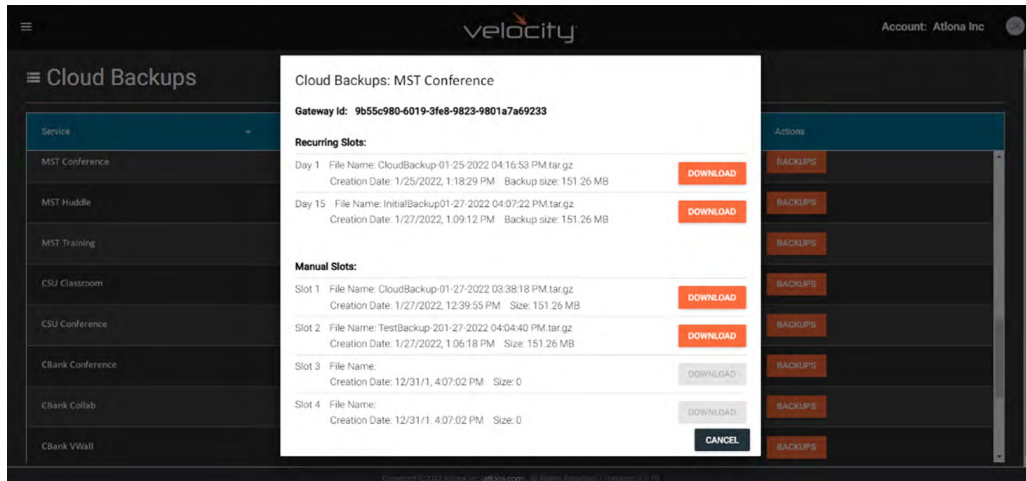
The Remote Gateways / Services page shows a listing of gateways tied to your account.

Service	Product	Version	Remaining (days)	Region	Status	Actions
MST Conference	AFVCS-RG-T3	1.0.12	283 / 365	us-central1	Active	    
MST Huddle	AFVCS-RG-T3	1.0.12	282 / 365	us-central1	Active	    
MST Training	AFVCS-RG-T3	1.0.12	282 / 365	us-west2	Active	    
CSU Classroom	AFVCS-RG-T3	1.0.12	1011 / 1095	us-central1	Active	    
CSU Conference	AFVCS-RG-T3	1.0.12	281 / 365	us-central1	Active	    
CBank Conference	AFVCS-RG-T3	1.0.12	281 / 365	us-east1	Active	    
CBank Collob	AFVCS-RG-T3	1.0.12	281 / 365	us-east1	Active	    

Each gateway listing has links to Shutdown/Startup Service, Restart Service, Open New Tab with Gateway Access, or Edit the gateway listing



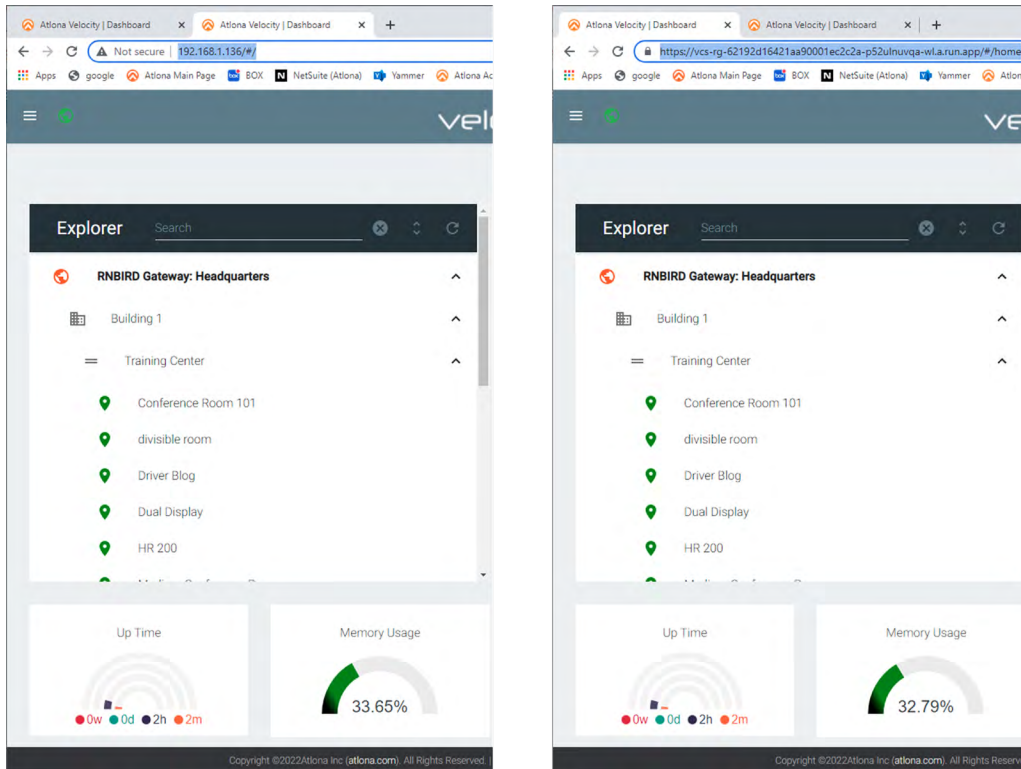
The Cloud Backups page lets you view and download up to six backups for each gateway.



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How does Remote Gateway access differ from accessing the gateway over a LAN?

The workflow of working with a gateway locally or remotely is identical. The only difference is the Remote Gateway URL is unique for this service. The left image is the local URL and the right is remote.



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How do I get access to VPS-RG?

Velocity Premier Services – Remote Gateway is available as an annual license that is applied to each gateway. The licenses come in tiers that are commensurate with the processing and data requirements of the gateways. Below is a breakdown:

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

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How do I obtain an annual license for my gateway?

Distributors and Partners place an order like any other product. The service will be created in the cloud and the customer will be provided with a license key, typically via email. The key should be provided to whoever is the primary user of the service.

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What are the network requirements to use Velocity Premier Services?

- The Velocity gateway must have internet access, signified by a green globe on the upper left of the home page as shown below:



With DHCP configuration, connection to the internet is usually automatic. However, if you are using static IP address, make sure that the network gateway and DNS addresses are configured correctly and verify the globe is green to confirm that Velocity has internet access.

- Bidirectional traffic must be allowed from the following:
 - pubsub.googleapis.com at port 443
 - <gateway_cloud_url> at port 443
 - Gateway Cloud URL is the URL designation that is provided for each gateway that has a VPS-RG license
 - Gateway Cloud URL can be found by clicking the Link icon in the Services page of Velocity Premier Services

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Is Velocity Premier Services Remote Gateway secure?

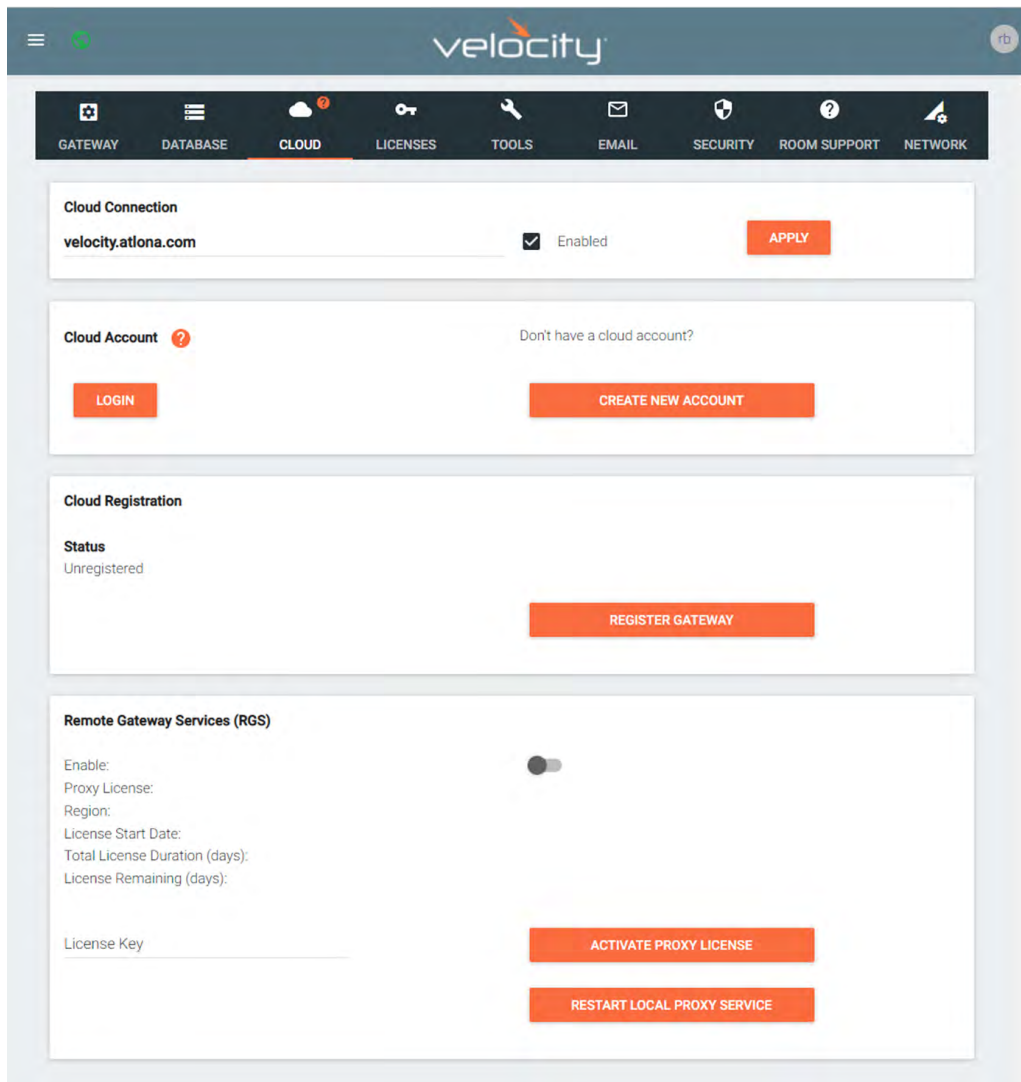
VPS-RG was created using patent-pending technology built on a Google Cloud service that is HIPAA-compliant and offers fine-grained access controls and end-to-end encryption. Each instance gets a stable HTTPS URL that protects data between endpoints through encryption, ensuring data integrity, and authentication.

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How do I apply a license to a gateway?

Select Cloud from the top left navigation in Velocity to access a tab similar to the one below, then do the following:

- Enter the License Key in the Remote Gateway Services section and press Activate Proxy License.
- Press Register Gateway in the Cloud Registration section.
- Login or Create New Account in the Cloud Account section to access the online dashboard.



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When complete, the cloud section will be updated with licensing information like the screenshot below.

The screenshot shows the Velocity Gateway Cloud Management interface. At the top, there is a navigation bar with the Velocity logo and a user profile icon (RB). Below the navigation bar is a menu with icons for Gateway, Database, Cloud, Licenses, Tools, Email, Security, Room Support, and Network. The Cloud section is active and contains several panels:

- Cloud Connection:** Shows the connection URL as `velocity.atlona.com`, which is enabled. An **APPLY** button is present.
- Cloud Account:** Includes a **LOGIN** button and a **CREATE NEW ACCOUNT** button. A link for "Don't have a cloud account?" is also visible.
- Cloud Registration:** Displays registration details: Status (Registered), Account (atlona.rbird), City (San Jose), and Country (United States). An **UNREGISTER GATEWAY** button is located at the bottom.
- Remote Gateway Services (RGS):** Shows the RGS service is enabled. License details include: Proxy License (AT-VCS-RG-T1), Region (us-west2), License Start Date (6/8/2022), Total License Duration (365 days), and License Remaining (343 days). There is a **LICENSE KEY** field and buttons for **EXTEND PROXY LICENSE** and **RESTART LOCAL PROXY SERVICE**.
- Cloud Backups:** Contains sections for Backup Status, Restore Status, and Recurring Monthly Backups. The Recurring Monthly Backups section has toggle switches for Day 1 (enabled) and Day 15 (disabled). The Manual Backups section lists five slots, each with a **BACKUP** button.

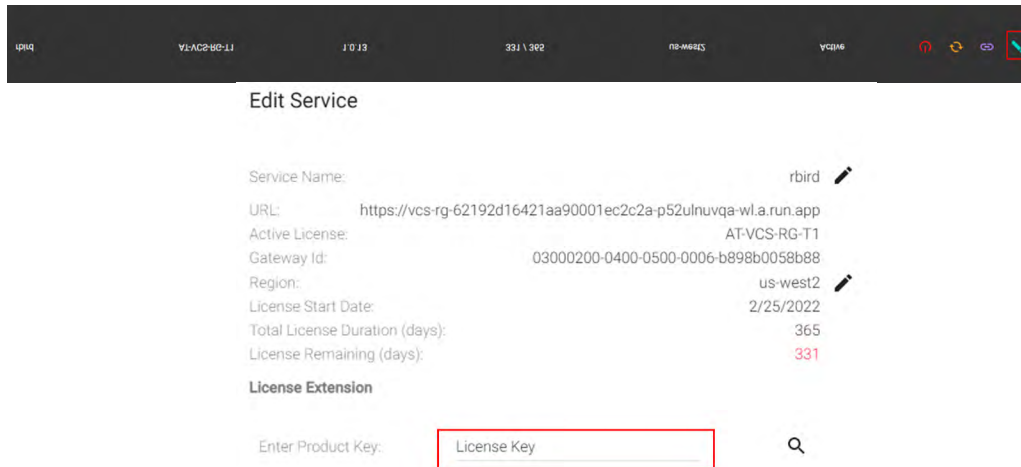
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What is the annual renewal process?

- 60 days, 30 days, and 1 day prior to the expiration, the primary user will receive an email that the license is up for renewal. To renew, they should place an order for a new license and apply it via one of the following methods. Note that renewing a license will add 365 days to however many days are remaining on the current license. If the license is not renewed/extended, Velocity Premier Services will be suspended for the gateway. However, the service can be restarted at any time by purchasing a new license.

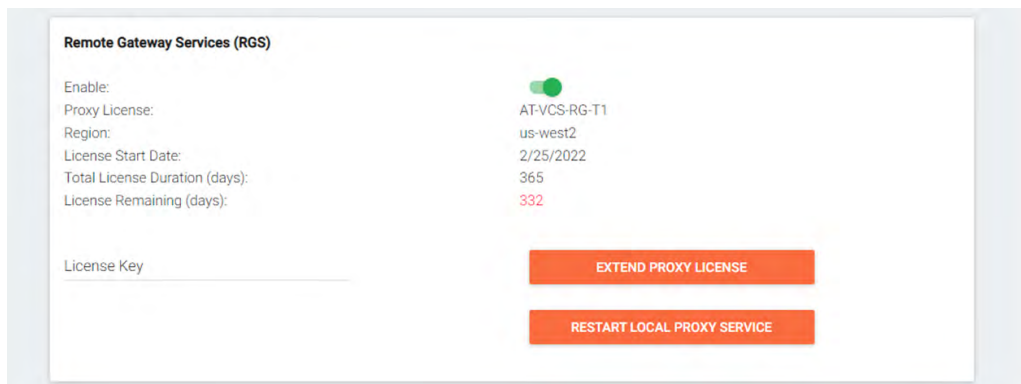
Online Dashboard

- Login to the online dashboard, select Services from in the top left navigation, then Edit Service for the appropriate gateway.
- Enter the license in the appropriate field.



Gateway

- Select Cloud from the top left navigation in Velocity.
- Enter the license in the appropriate field of the Remote Gateway Services section then select Extend Proxy License



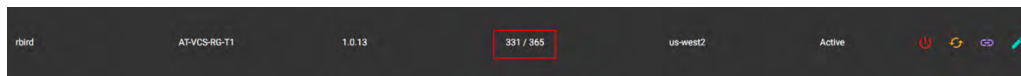
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How do I know how much time is left on my license?

Remaining days on the license can be easily accessed from either the online dashboard or the gateway itself.

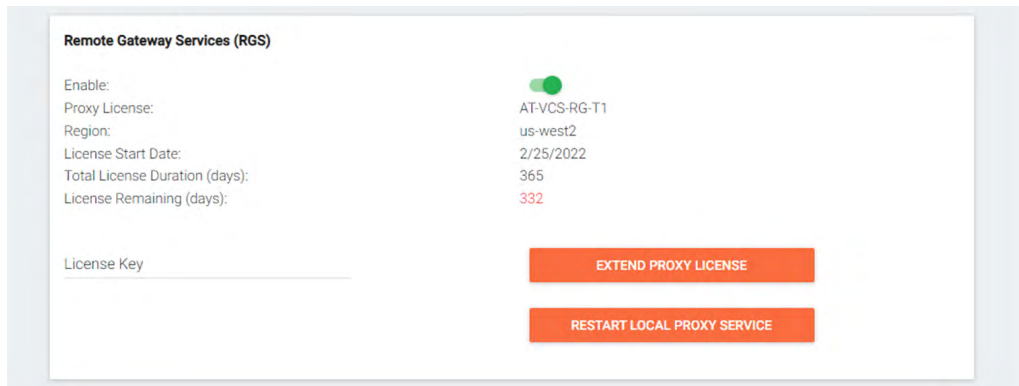
Online Dashboard

- Login to the online dashboard, select Services from in the top left navigation. Remaining days are shown in the gateway listing.



Gateway

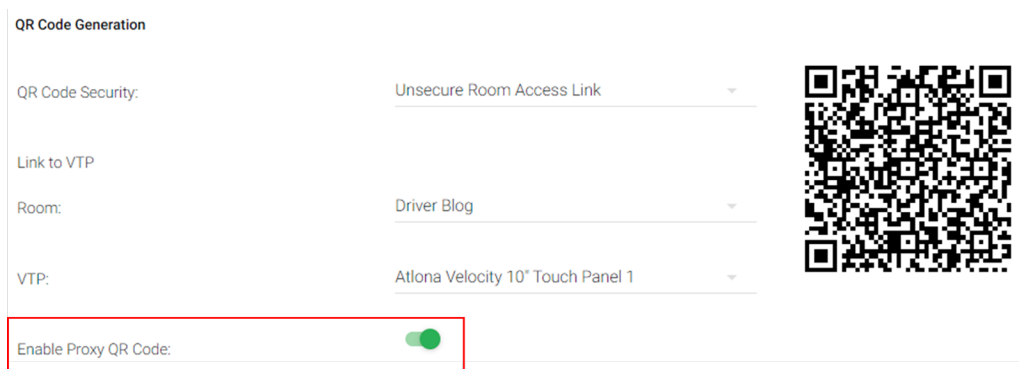
- Select Cloud from the top left navigation in Velocity. Remaining days are shown in the Remote Gateway Services section.



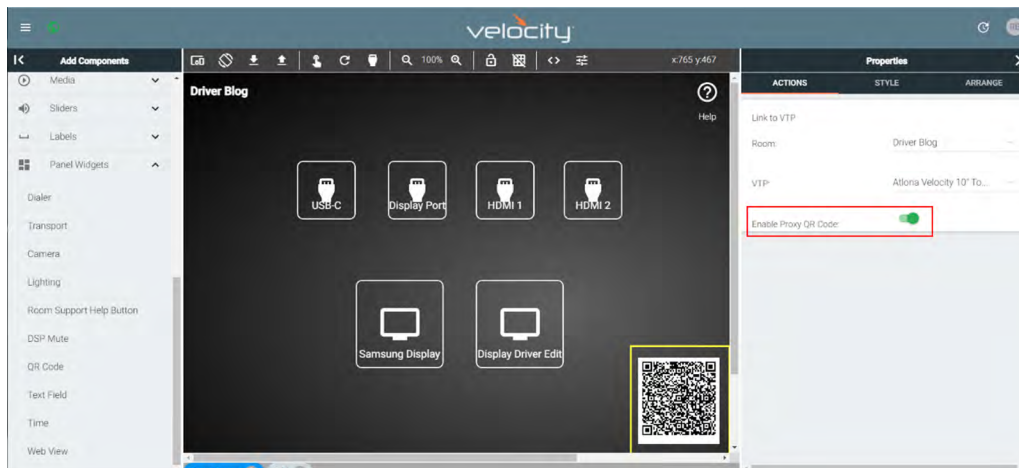
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How do I setup the QR code for BYOD control to use Velocity Premium Services instead the local network?

- From the top left navigation of Velocity, select Control, All Rooms, then Edit Room Technology for the desired room.
- Select Edit Room Device for the user interface for BYOD access.
- Scroll down to the QR Code Generation section and switch on Enable Proxy QR Code, then Save changes.



- Or, use the QR Code Panel Widget to add the code to a custom GUI and select Enable Proxy QR Code from there.



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